

STEP 1

Download the Livemopay Wallet App



11:45

livemopay
Smart Prepaid Solution

Meter Number

Email

Cellphone number

Continue

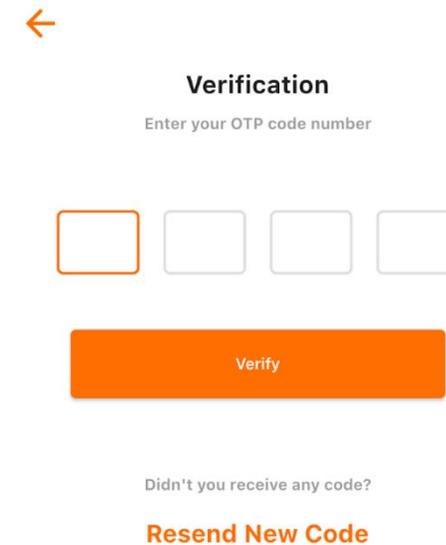
Already registered?
[Go to login page](#)

In step 1 you will be required to enter the valid meter serial number as provided from your service provider or municipality. You will also be required to enter a valid e-mail address and cellphone number. The e-mail address and cellphone number must be valid for you to receive a one-time pin (OTP) to be able to continue the registration.

Once the first step has been completed you will receive an e-mail/SMS with your OTP that will be required before you can continue with the registration.

STEP 2

Once you have completed step 1 you will navigate to the following screen. Please enter the OTP that was received via e-mail/SMS. Please do allow 2-5 minutes for e-mail and SMS to arrive.



←

Verification
Enter your OTP code number

Verify

Didn't you receive any code?
[Resend New Code](#)



1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⊗

STEP 3-5

In step 3-5 you will be required to enter your personal details that will be used to validate your account before you can access your wallet.

The following details needs to be supplied.

1. Identification Type
2. Identification Number
3. First Name
4. Last Name
5. Gender
6. Date of Birth
7. Upload Selfie / picture
8. Upload taking a photo of Identification document / ID Doc



←

Verification
Enter details for verification below

Identification Type

Identification Number

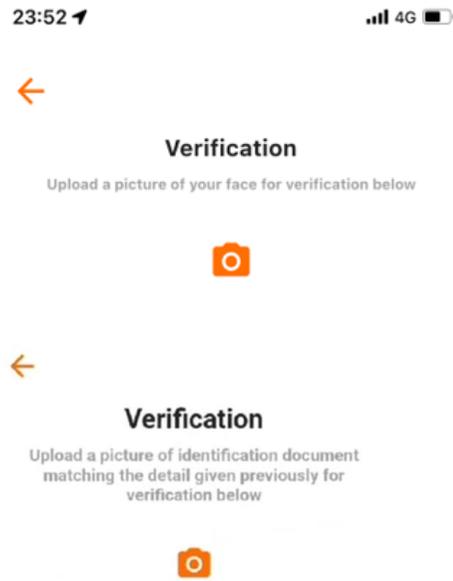
First Name

Last Name

Gender

Date Of Birth

Next



23:52 4G

←

Verification
Upload a picture of your face for verification below

←

Verification
Upload a picture of identification document matching the detail given previously for verification below

STEP 6

In the final step of the registration process you will be asked to enter a password and to confirm your password. Once this has been completed you will be successfully registered and navigate to the homepage of the app.

For the password, modify it to require a minimum of 8 characters, including alphabetic characters, numbers, and other applicable elements.

Different methods of payment / purchase should be explained to the client.

Troubleshooting OTP – When OTP doesn't deliver, it means that they didn't type out the email address or cellphone number physically, but just chose the email saved as some computers and smartphones do. I you know what I mean.