



SIGN UP GUIDE

REMOTE INSTALL

[Go to remote install request form](#)





Remote Install Requirements Steps

Please note that all remote DataTill installations are done by ourselves. Alternatively you can request a self install or access our online demo at <http://demo.datatill.com> and browse from there.

URL: <http://demo.datatill.com>

Username: demo

Password: demodemo

Should you want us to do a remote installation on your server, the following are required:

1) YOUR COMPANY DETAILS

Your company details and signed software license agreement.

You can fill it in on our on-site install request form here:

[Go to remote install request form. \(Click Link\)](#)

2) UBUNTU 14.04 SERVER

An Ubuntu 14.04 server base/vanilla install.

View recommended system requirements:

<http://www.datatill.com/guides/...>

Backups will be the customer's own responsibility.

3) SSH ACCESS

SSH access to the said server with a username that has root access.

4) PORT 22, 80 AND 443

Port 22, 80 must be opened for the initial install. Port 80 must remain open after the install.

Port 22 can be closed later once you have signed off the server but we may require it in the future if we help with troubleshooting.

Port 443 must be open on the server to use an SSL certificate with the server.

5) DNS RECORD

A DNS record pointing to the server, e.g. portal or clientzone.yourdomainname.com pointing to your IP address.

6) OUTGOING MAIL SERVER

Provide us with your outgoing SMTP server details such as the server name, username, password, server port and if SSL is required.

7) 48 HOURS

It takes about 48 hours to do the installation and licensing, barring any issues.

8) 1 MONTH FREE LICENSE

Your system will be licensed for one month after which the demo license will automatically expire.

9) GO LIVE

Should you wish to buy a license subscription, we will simply update and enable the license.

View our Pricing:

<http://www.datatill.com/pricing/>

Payment method: Debit Order



- Getting started on your own DataTill:
<http://www.datatill.com/guides/getting-started-datatill-initial-setup>
- Submit a Help Desk ticket by emailing
support@datatill.com
- View your DataTill account at
<https://admin.datatill.com/>

Setting Everything Up

How much does the DataTill support team help with setting everything up?

After you have signed up with DataTill and an install has been scheduled and done, then you are ready to start setting everything up. DataTill support will only do a general setup to add general company information, radius server setup, internal Netflow setup, the default helpdesk department, outbound messages (To be changed to your mailbox settings.) and an admin user for you to start with.

On a settings level, you will need to set up Netflow on routers, mailbox settings, FTP backups. Then you will need to set up each module/ feature that you would like to use. This is usually done as part of your free month demo/ trial period.

The DataTill support team does not do data capturing, as there are import wizards available for you on the system and various guides on how to do the setup of modules and features that you would like to use. We also have a Youtube channel with videos on setup and walk-throughs on some modules and features.

If you have general questions on DataTill and its modules and functions, you are welcome to call or email our support.

If you need more assistance in setting things up or training staff, you are welcome to ask for a quote and book training sessions with us. Contact support@datatill.com to book a training session that will happen via Skype. Other applications such as TeamViewer may also be used in a training session.

Guides and more information:

Please see the following resources for additional information:

Guides: <http://www.datatill.com/guides/user-manual/>

Blogs: <http://www.datatill.com/blog/>

FAQ: <http://www.datatill.com/faq/>

For a system overview/demo, please see our YouTube channel (system overview playlist):

<https://www.youtube.com/playlist?list=PLiy0Vjwe5LmrPS4b-v0yB7KnkiSZqZsLa>



Technical Support Procedures

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Please note in order to streamline our support channel we have set procedures for technical support outlined below.

Pre-sales support:

All pre-sales support is handled by our sales team. Contact info@datatill.com.

Installation support:

Installation support is handled by our installations team. Contact support@datatill.com.

Post -installation Support , excluding technical problems:

This type of post installation support revolves around issues you may have with the system in terms of usability. Contact support@datatill.com.

*Post-installation Support, e.g. technical problems:

Once you have a working system and you can navigate and use it, we require all technical support enquiries to be logged via our DataTill help desk. The most efficient is to email the problem description and a way to reproduce it to support@datatill.com. Please include screenshots if you can.

* For post installation support, we do not take mobile calls or Skype as a primary support medium. This is in order to keep track of any technical issue you may encounter.

Please email support@datatill.com if you can, and if not, then phone our office +27 44 813 5002.

Escalations:

Should you have an escalation, please first log a query using the telephone number +27 44 813 5002 or by emailing support@datatill.com. Once you have obtained a ticket number you are welcome to escalate the call telephonically. Please be sure to state your ticket number and asking for an escalation.



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Software License Subscription Pricing

Full pricing is available on our website at <http://www.datatill.com/pricing/>

DataTill License Editions:

(Based on number of customers you want to manage on the system.)

See the full list, extra modules and pricing on our website:

<http://datatill.com/pricing/>

- Light Edition (Between 1 and 75 customers; 1 – 75 radius users; 1 – 10 hotspots)
- Standard Edition (Between 76 and 250 customers; 76 – 250 radius users; 11 – 50 hotspots)
- Professional Edition (Between 251 and 750 customers; 251 – 750 radius users; 51 -150 hotspots)
- Enterprise Edition (Between 751 and 2500 customers; 751 – 2500 radius users; 151 – 500 hotspots)

On top of the edition, you can choose optional add-ons such as the Sales and Billing modules and the Customer mobile app. These add-ons have monthly subscriptions.

Please note that using the DataTill software, you need to have a signed software license agreement with DataTill.

Download your software license agreement here: [Software License Agreement PDF](#)

Basic support is included.

A once off installation fee is applicable per server.

Payment methods available:

- EFT for the installation fee.
- Debit Order for recurring fees. [Download debit order mandate.](#)
- Credit Card service available via VCS. All transactions are 3D secure.