

## Introducing the new MyDStv Self Service website

The new Self Service portal puts the power in your hands, making managing your DStv account more convenient than ever. With a focus on efficiency and user experience, we're committed to providing you with a service that's as enjoyable as our entertainment.

We're excited to unveil the new MyDStv Self Service, a platform, where we've kept all the features you need and introduced a simplified navigation and design - say hello to instant, user-friendly access to managing your DStv account and products.

With MyDStv you can:

- Easily view your balance and pay your account securely to stay connected
- Reconnect your package so you don't miss your favourite shows or sporting events
- Fix common errors on your decoder, like E16, or browse more information for troubleshooting other error codes
- Enhance your viewing experience through an exciting selection of add-ons that you can add to your package
- Change your package to suit your needs

What's new?

- A more secure way of signing in using a MultiChoice ID (email and password), allowing you to seamlessly use the same login details for MyDStv and DStv Stream
- A simplified dashboard allowing you to view your products and click to manage them quickly
- A new menu grouping your billing options under 'My Account' and your DStv Products and Services under 'My Products'

Why can I no longer sign in with my smartcard and surname?

We are continuously working to ensure that customers using our Self Service platforms are safe and secure. By moving to using an email and password login, we are able to ensure that your details and accounts are protected from any unauthorised access.

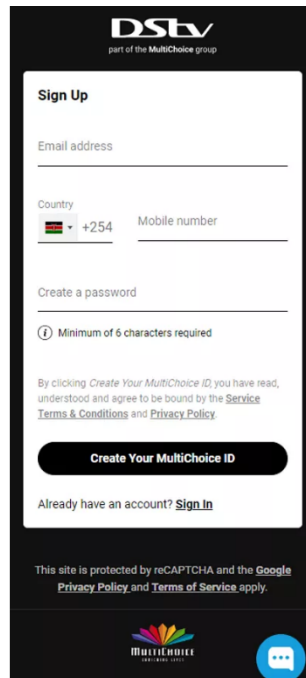
As an added bonus your MultiChoice ID can also be used to sign in to the <https://dstv.stream> website and DStv Stream app, allowing you to seamlessly use the same login for both managing your DStv account, and streaming your DStv online.

I've never had a MultiChoice ID, how can I get one?

Not to worry, you'll be able to setup and start using your MultiChoice ID in a few easy steps!

When you click to sign in or sign up, you will see an option to 'Create a MultiChoice ID'

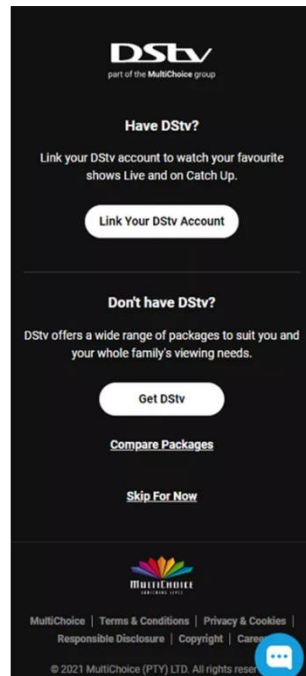
## Create your MultiChoice ID



The screenshot shows the 'Sign Up' page for DStv, part of the MultiChoice group. The page has a dark background with white text. At the top, the DStv logo is displayed. Below it, the 'Sign Up' heading is followed by input fields for 'Email address', 'Country' (with a dropdown menu showing South Africa and a flag), 'Mobile number' (with a dropdown showing '+254'), and 'Create a password'. A note indicates 'Minimum of 6 characters required'. Below the password field, a disclaimer states: 'By clicking Create Your MultiChoice ID, you have read, understood and agree to be bound by the Service Terms & Conditions and Privacy Policy.' A large black button with white text says 'Create Your MultiChoice ID'. Below this button, a link says 'Already have an account? Sign In'. At the bottom, a small text line reads: 'This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.' The footer features the MultiChoice logo and a chat bubble icon.

Select your country if it isn't already pre-selected based on your location, and simply enter your email address, mobile number and choose your password

## Link your DStv Account



The screenshot shows the 'Link Your DStv Account' page. At the top, the DStv logo is displayed. Below it, the heading 'Have DStv?' is followed by the text: 'Link your DStv account to watch your favourite shows Live and on Catch Up.' A large white button with black text says 'Link Your DStv Account'. Below this, the heading 'Don't have DStv?' is followed by the text: 'DStv offers a wide range of packages to suit you and your whole family's viewing needs.' Below this text are three buttons: 'Get DStv', 'Compare Packages', and 'Skip For Now'. The footer features the MultiChoice logo and a chat bubble icon. At the very bottom, there is a line of small text: 'MultiChoice | Terms & Conditions | Privacy & Cookies | Responsible Disclosure | Copyright | Contact Us' and a copyright notice: '© 2021 MultiChoice (PTY) LTD. All rights reserved.'

Once you have created your MultiChoice ID, you will be asked if you want to link your DStv Account, select 'Link your DStv Account'

## Find your DStv Account

**DStv**  
part of the MultiChoice group

**Help me link to my DStv Package**

Account holder's ID number (13 digits)

OR

Smart card number (10 digits)  
1018367979

OR

Customer number (12 digits)

**Find My DStv Package**

[Not Now](#)

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Now you will be able to look-up your existing DStv package by entering either your Smartcard number or your DStv Customer number

Receive your OTP

**DStv**  
part of the MultiChoice group

**Confirm account ownership**

Please enter the 4 digit code sent to  
c\*\*\*\*x@y\*\*\*\*.com , to activate your account.

— — — —

[Continue](#)

[Cancel](#)

Didn't get a code? [Resend](#)

✓ Code has been resent to  
c\*\*\*\*x@y\*\*\*\*.com ,

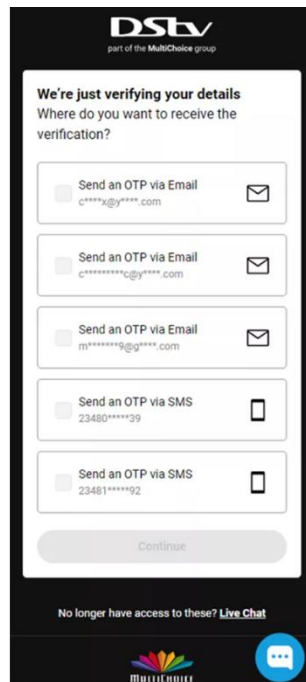
No longer have access to c\*\*\*\*x@y\*\*\*\*.com ?  
[Live Chat](#)

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Once we have successfully found your DStv account, we will need to send you a One-time PIN (OTP) – this is verify your account ownership and ensures that no one else gains access to your DStv account – select which of your contact details you would like us to send the OTP to

Verify account ownership



Check your mobile/inbox for the SMS/email (make sure to check your spam folder) containing your OTP and enter it to verify

You will then see your available packages that you can choose to link to your MultiChoice ID – once you confirm, you will be all done and ready to manage your DStv and stream on the go!

## Get started

Dive into the new DStv Self Service today and discover a world where convenience and control meet. We're thrilled to have you join us on this journey towards a more connected and satisfying DStv experience.