



My DataSIM

Download the My DataSIM app





1 Insert your SIM card Transatel DataSIM



In your
HOTSPOT



In your
TABLET



In your
LAPTOP



In your
SMARTPHONE



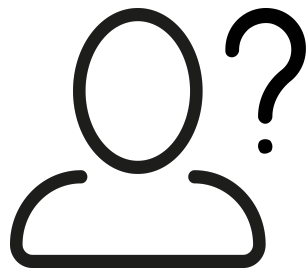
2 Set your connection



Turn
on 3G/LTE



Disable
the Wi-Fi



This is your first connect?

Do not hesitate to refer to the following video tutorial:

www.transatel-datasim.com/video-tutorials



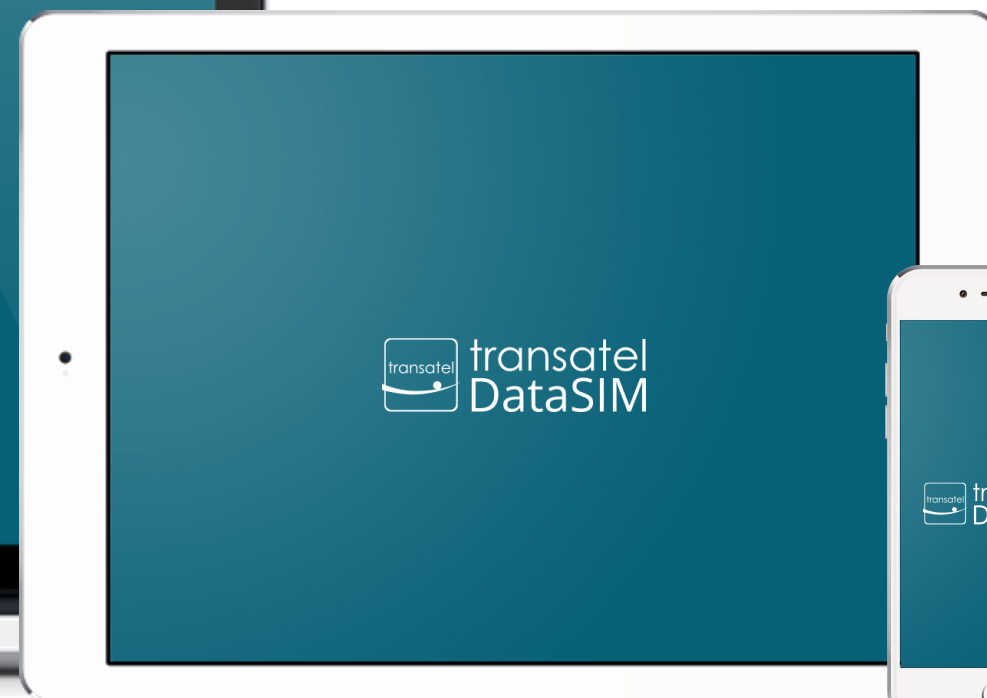
3 Launch My DataSIM



- Open the application:
My DataSIM

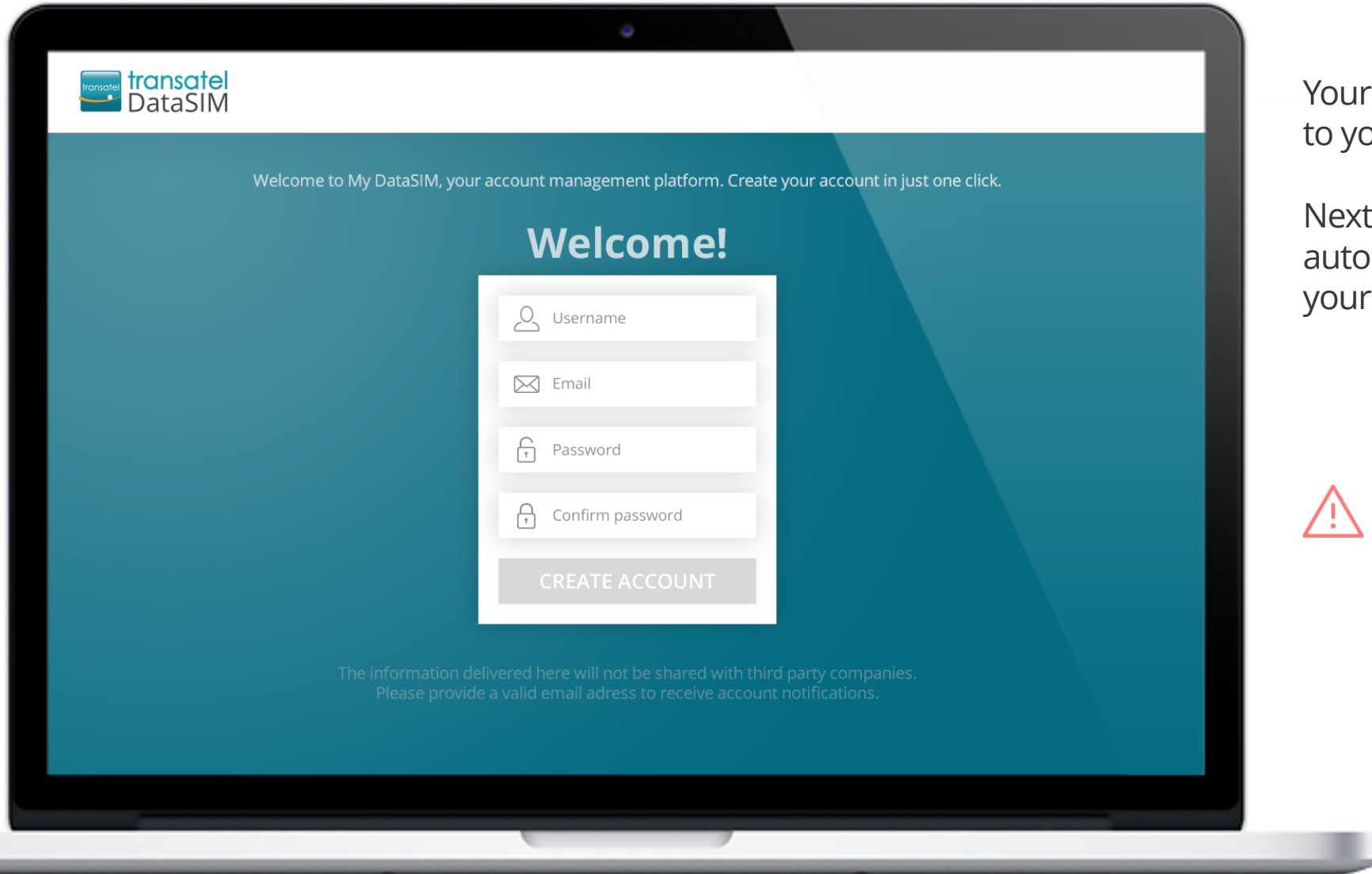
or

- Go to the following link:
<https://tds-selfcare.com>





4 Create your account



Your details will allow you to connect to your account from any device, anywhere.

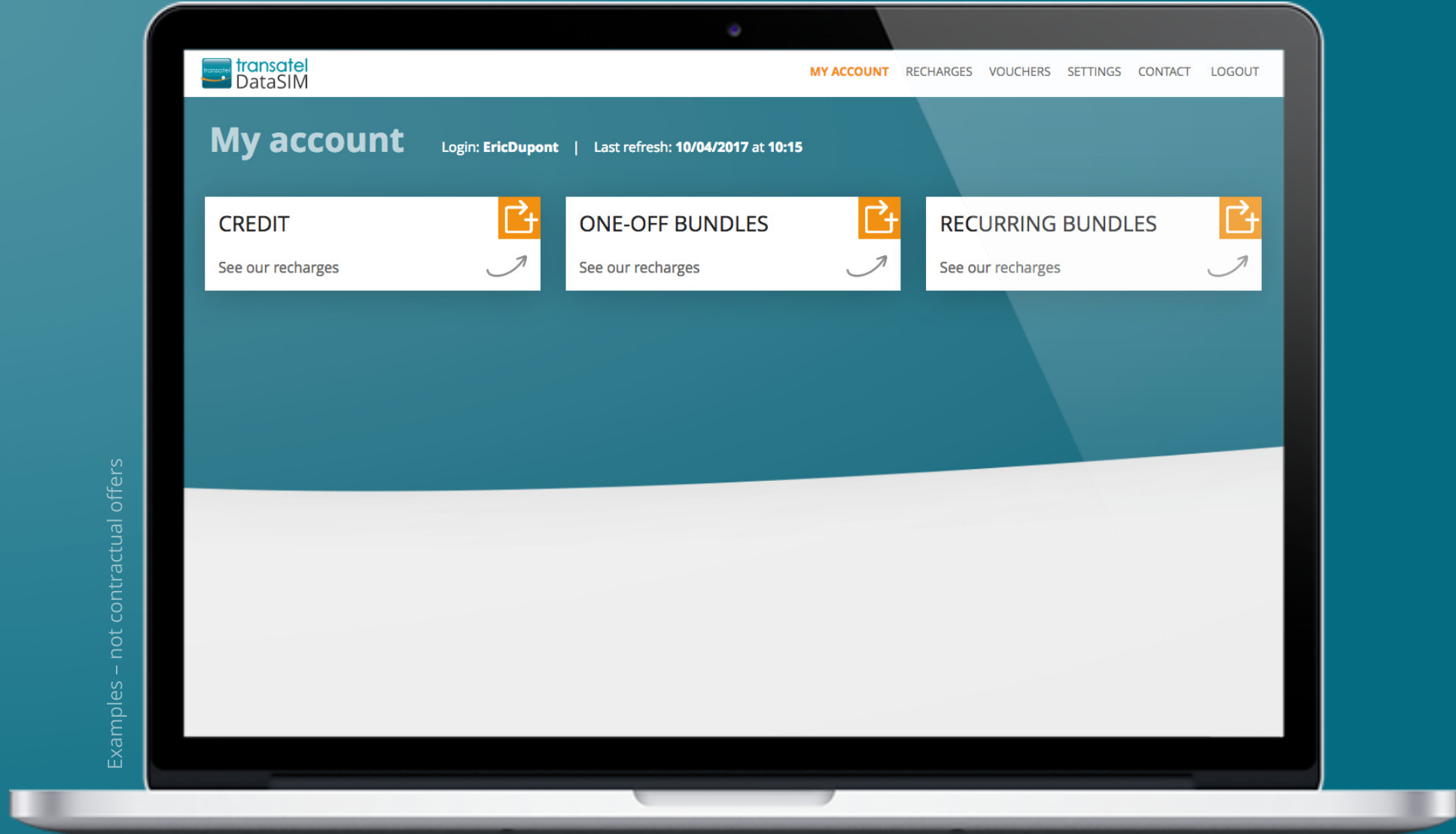
Next time, you will be automatically signed in when using your Transatel Data SIM card.



note: If you see only two information fields, you are not connected using your 3G/LTE Transatel DataSIM network. Please try again.



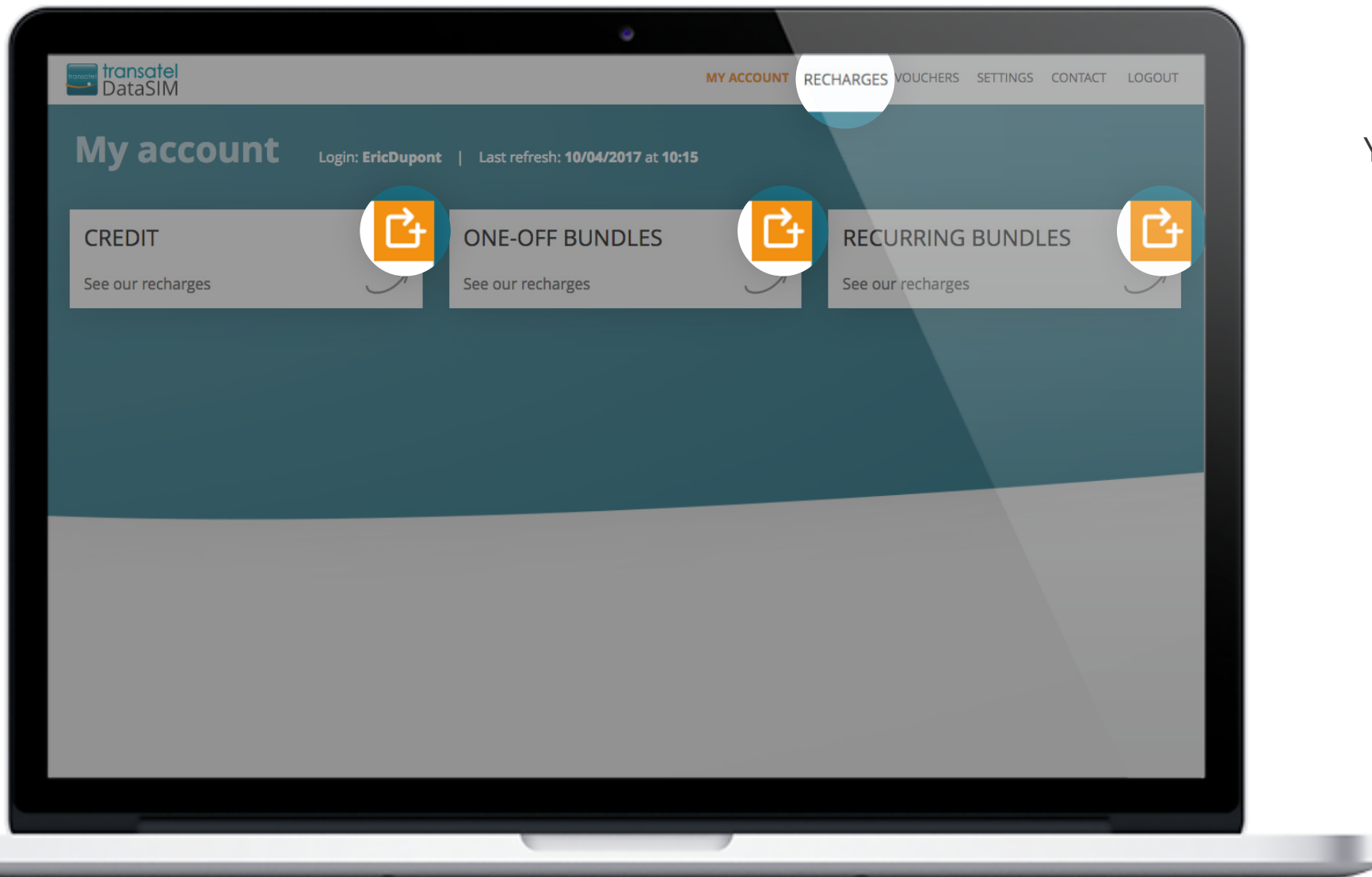
Welcome to your new dashboard!



Examples – not contractual offers



Recharge your account



You can check your current credit balance and data bundles.

To recharge your account, 2 solutions:

- Click on the **RECHARGES** tab

or

- Click on button 



Find all of the available offers here:

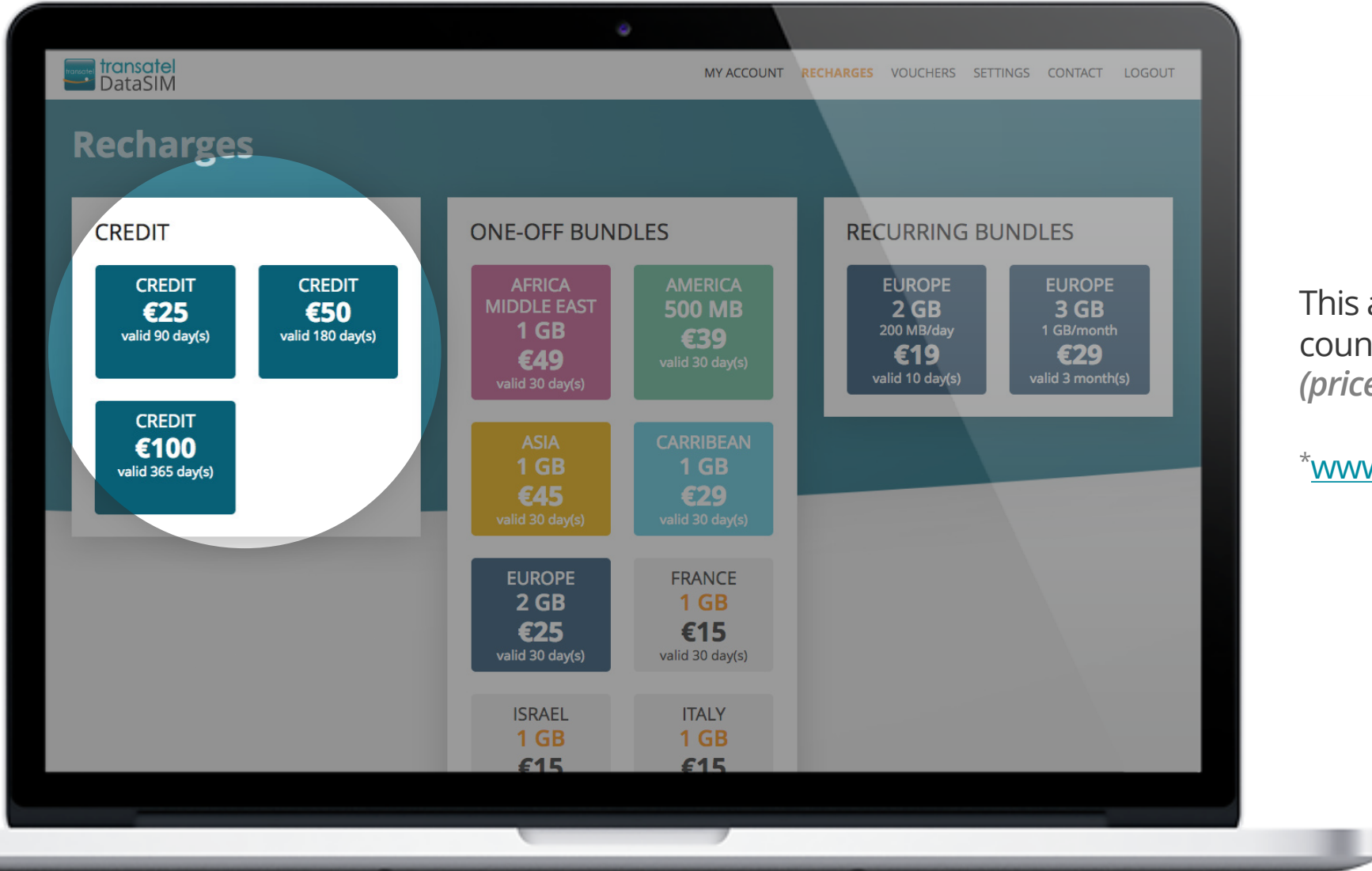
Examples – not contractual offers

The screenshot displays the 'Recharges' page on the Transatel DataSIM website. The page is organized into three main sections: CREDIT, ONE-OFF BUNDLES, and RECURRING BUNDLES. Each section contains several offer cards with details on price, data allowance, and validity.

Section	Offer Name	Price	Validity
CREDIT	CREDIT €25	€25	valid 90 day(s)
	CREDIT €50	€50	valid 180 day(s)
	CREDIT €100	€100	valid 365 day(s)
ONE-OFF BUNDLES	AFRICA MIDDLE EAST 1 GB	€49	valid 30 day(s)
	AMERICA 500 MB	€39	valid 30 day(s)
	ASIA 1 GB	€45	valid 30 day(s)
	CARRIBEAN 1 GB	€29	valid 30 day(s)
	EUROPE 2 GB	€25	valid 30 day(s)
	FRANCE 1 GB	€15	valid 30 day(s)
	ISRAEL 1 GB	€15	
	ITALY 1 GB	€15	
RECURRING BUNDLES	EUROPE 2 GB (200 MB/day)	€19	valid 10 day(s)
	EUROPE 3 GB (1 GB/month)	€29	valid 3 month(s)



Recharge credits

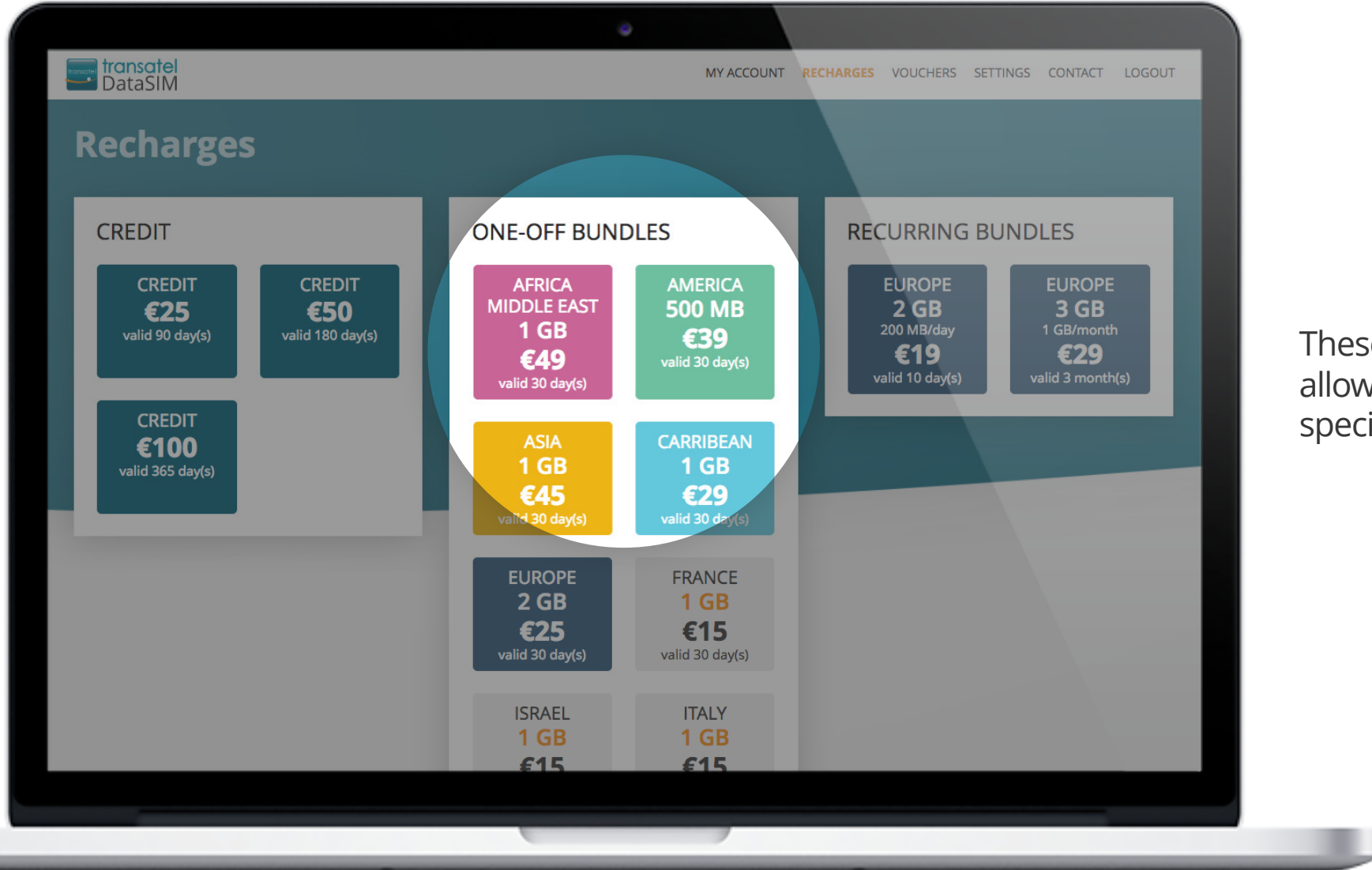


This allows you to use data in all covered countries* in a pay as you go form (*price per MB will vary*).

*www.transatel-datasim.com/rates



Recharge one-off bundles



These are specific data allowances for use in specific countries only.

Examples – not contractual offers



Recharge recurring bundles

transatel DataSIM MY ACCOUNT RECHARGES VOUCHERS SETTINGS CONTACT LOGOUT

Recharges

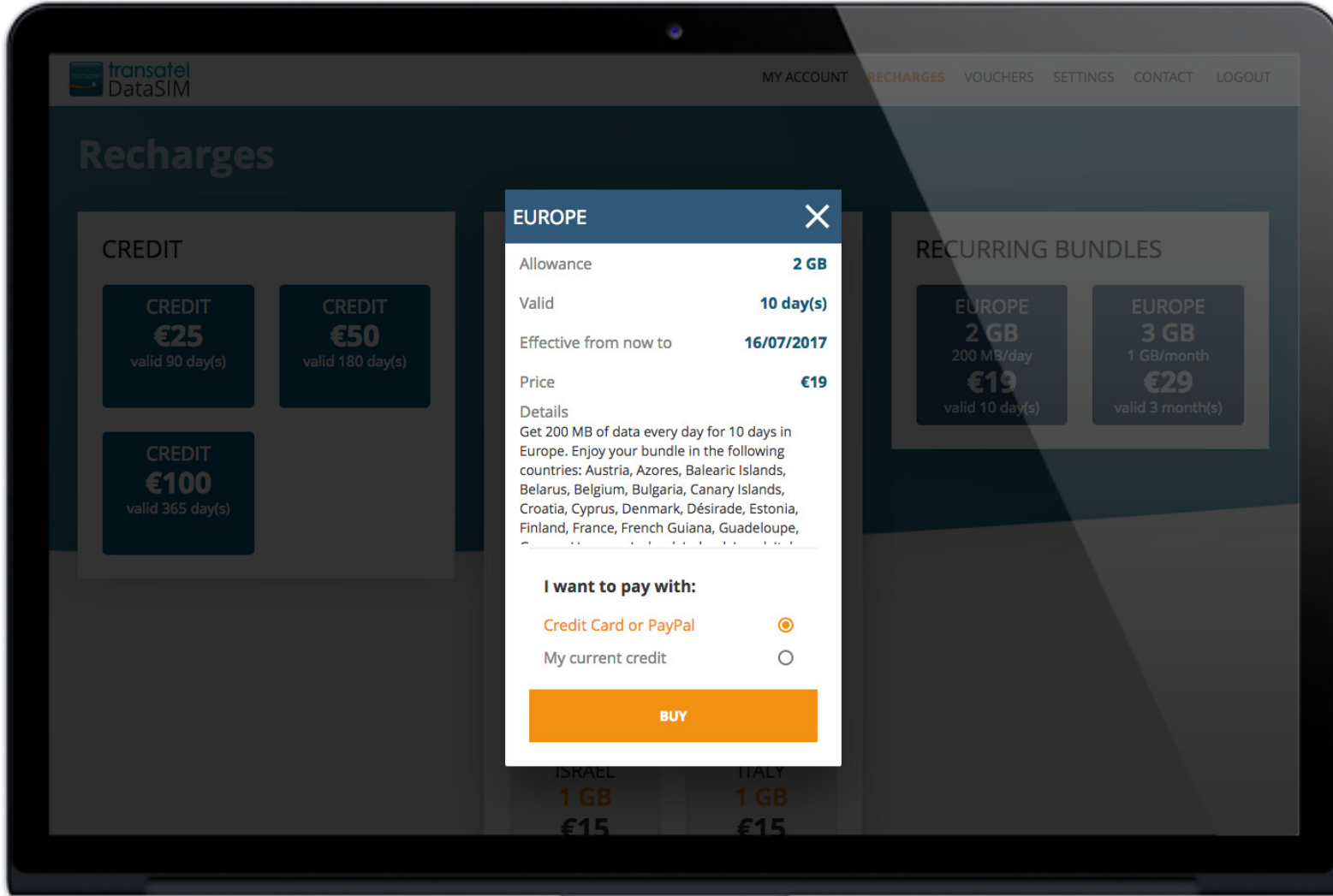
CREDIT	ONE-OFF BUNDLES	RECURRING BUNDLES
CREDIT €25 valid 90 day(s)	AFRICA MIDDLE EAST 1 GB €49 valid 30 day(s)	EUROPE 2 GB 200 MB/day €19 valid 10 day(s)
CREDIT €50 valid 180 day(s)	AMERICA 500 MB €39 valid 30 day(s)	EUROPE 3 GB 1 GB/month €29 valid 3 month(s)
CREDIT €100 valid 365 day(s)	ASIA 1 GB €45 valid 30 day(s)	
	CARRIBEAN 1 GB €29 valid 30 day(s)	
	EUROPE 2 GB €25 valid 30 day(s)	
	FRANCE 1 GB €15 valid 30 day(s)	
	ISRAEL 1 GB €15 valid 30 day(s)	
	ITALY 1 GB €15 valid 30 day(s)	

These data bundles are renewed automatically and paid monthly.

Examples – not contractual offers



Easy and secure payment



3 means of payment are possible:

- Credit card

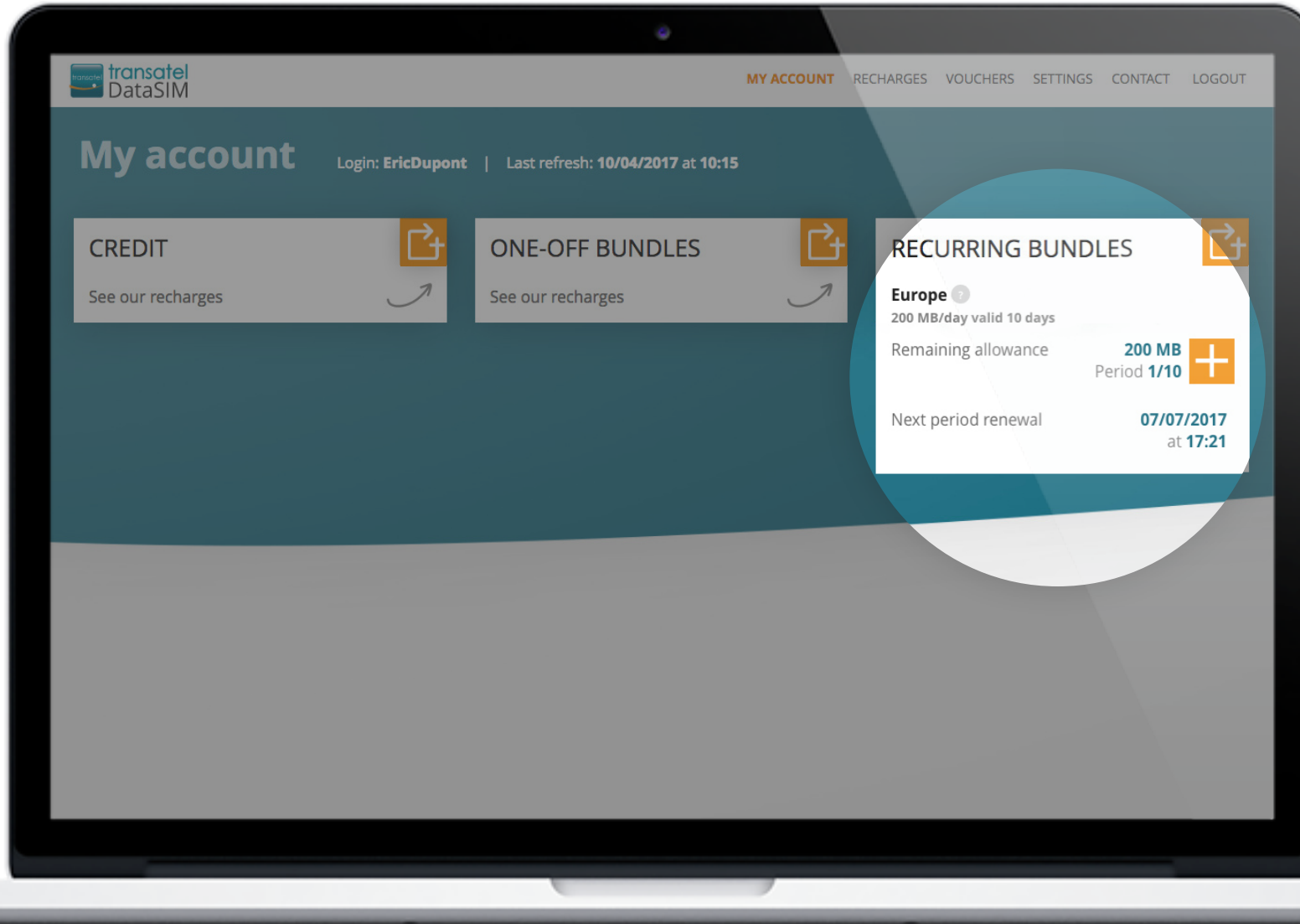
or

- PayPal

or

- Using your current credit balance






A recurring bundle is an internet pack with a data envelope that is renewed automatically at a specific interval (e.g. every day or every month).

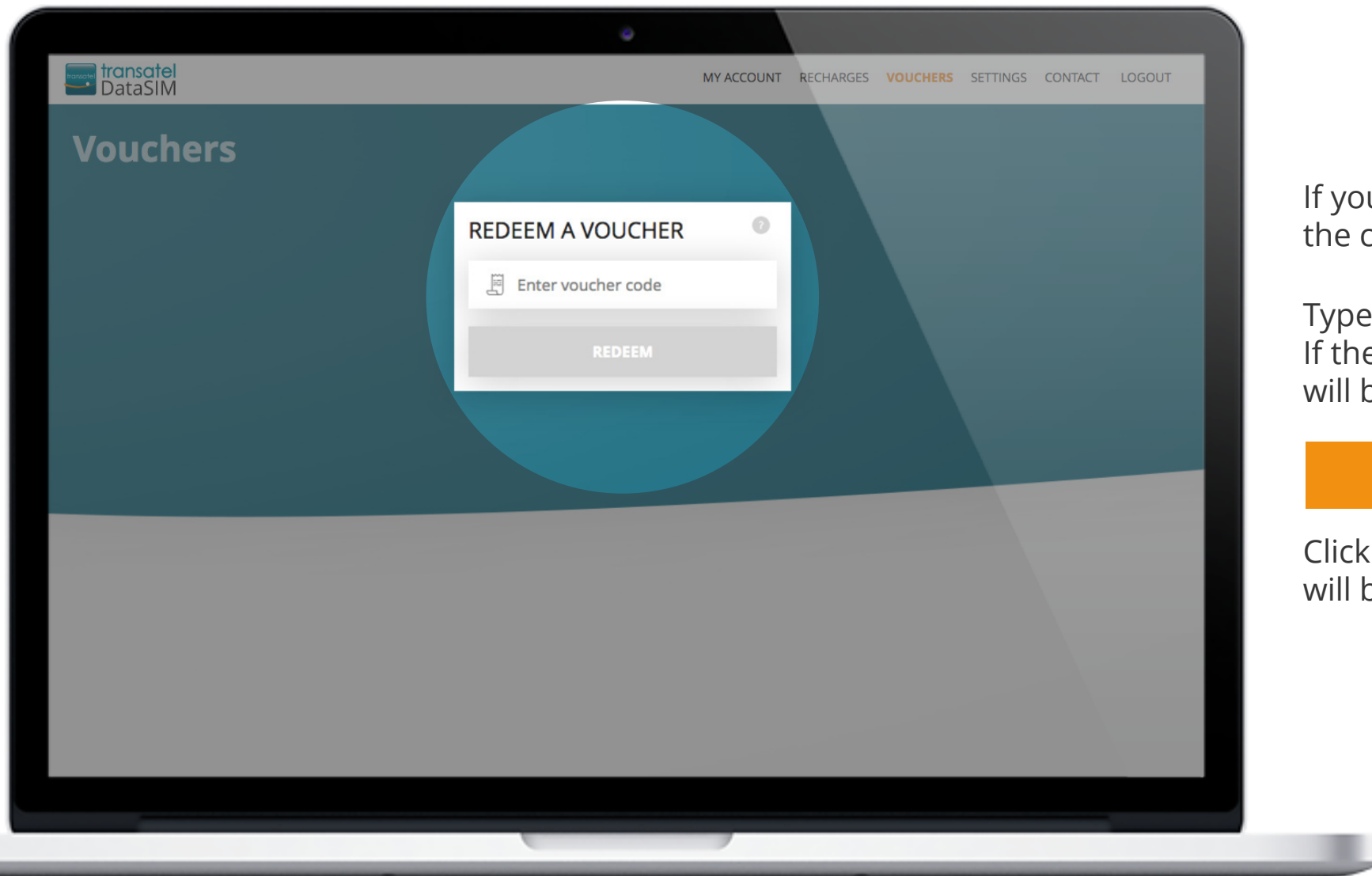
This example shows a purchase in the first period : **Period 1/10**

Recurring bundles will renew automatically 10 times.

If you are out of data, the  button allows you easily select and purchase an Add-on, to help you reach your next renewal date.



Manage your vouchers



If you have a voucher, go to the corresponding tab.

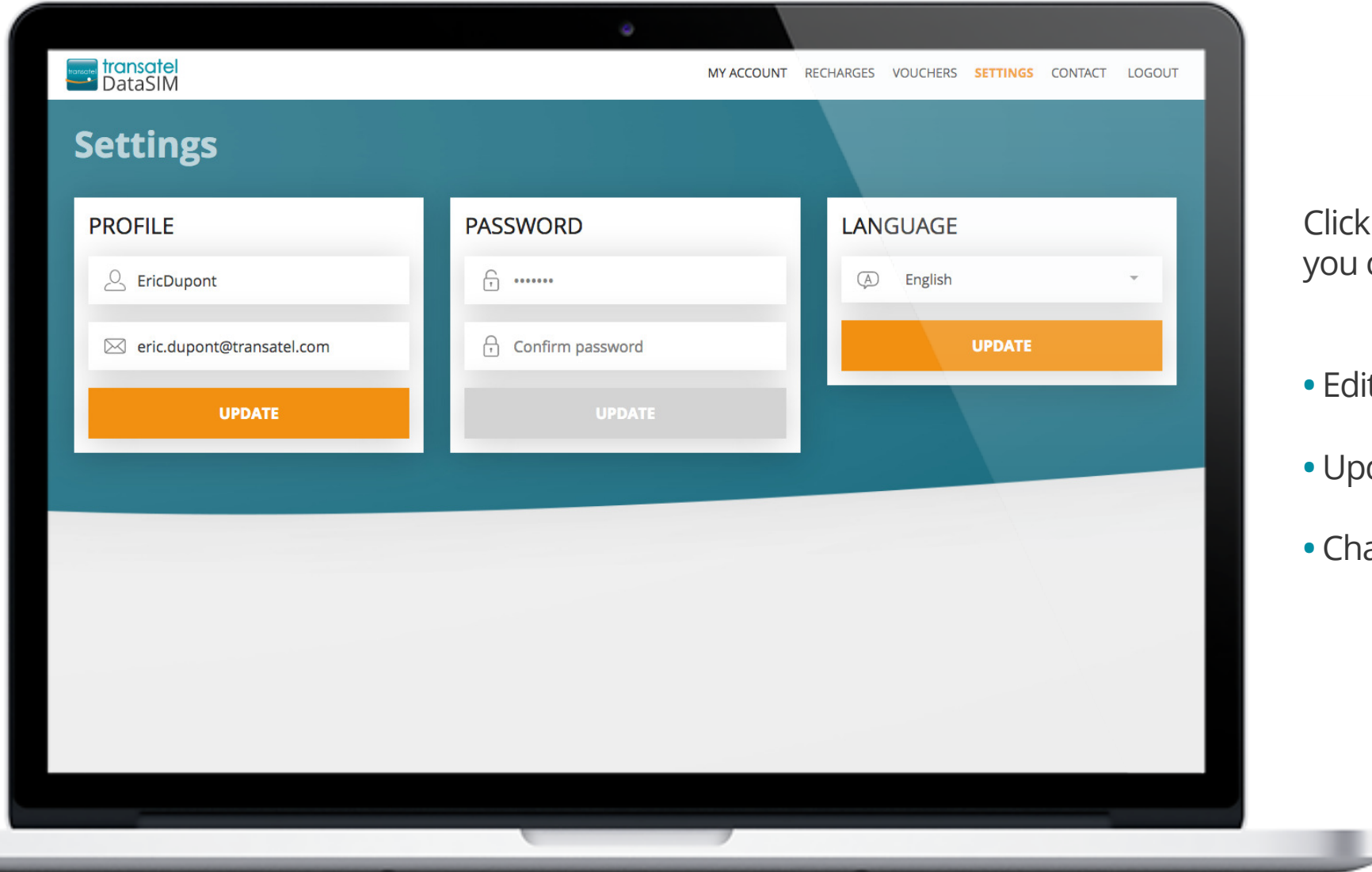
Type the voucher code in the field. If the code is valid, the « redeem » button will be enabled:

REDEEM

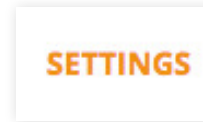
Click on it and the voucher amount will be credited to your account.



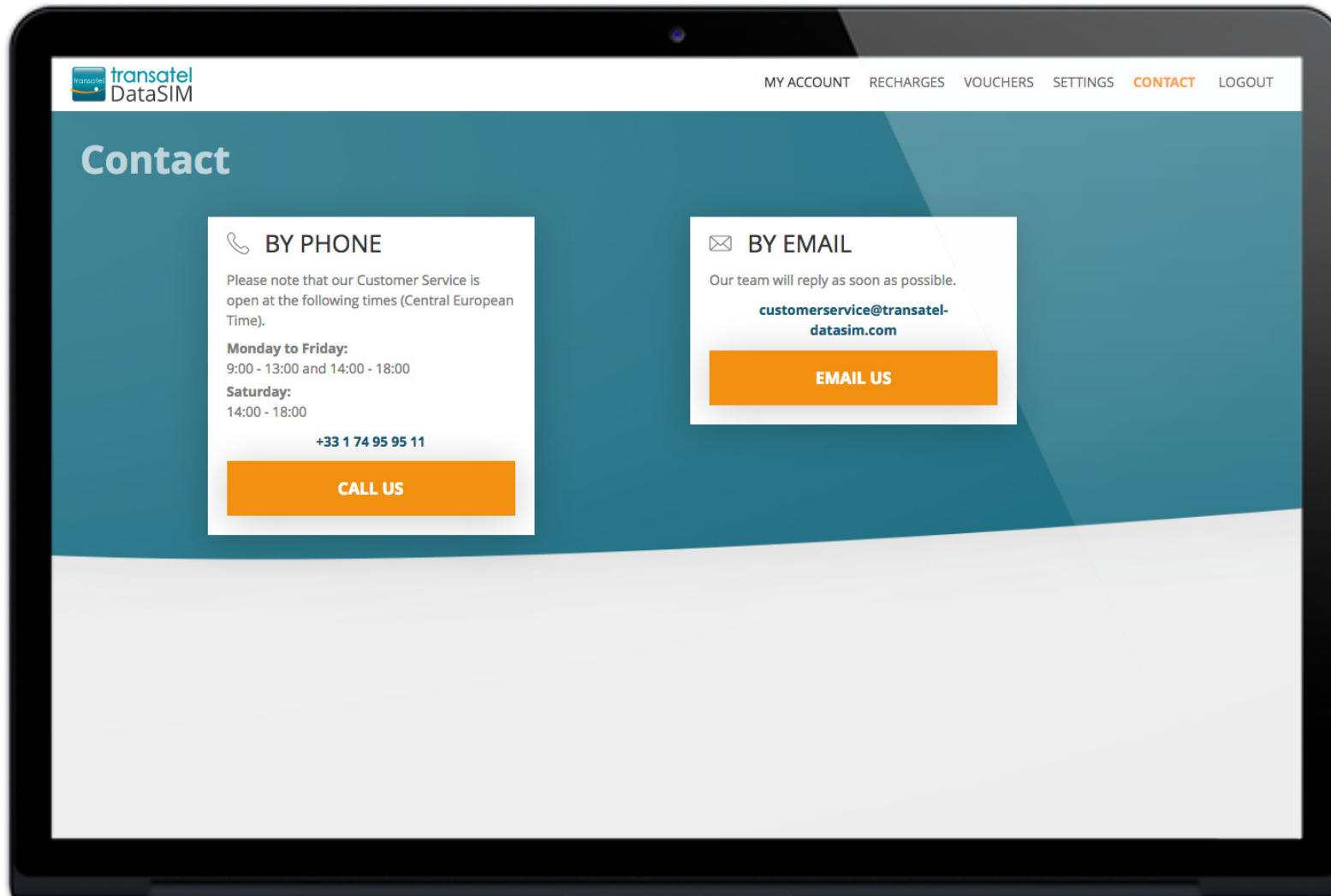
Set your dashboard!



Click on the tab
you can :

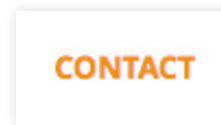


- Edit your username and email
- Update your password
- Change the default language



Your customer service is at your disposal for any information or queries.

Click on the tab contact us :



- By phone 
- By email 



My DataSIM



the transatel DataSIM team