

# FAQ

## K-Net Mobile 3G Data & K-Net MyAccount

### 1. What communities' does K-Net Mobile 3G Data work in?

List of communities;

1. Fort Severn
2. Sachigo Lake
3. KI
4. Sandy Lake
5. Deer Lake
6. North Spirit Lake
7. Keewaywin
8. North Caribou Lake
9. Poplar Hill
10. Kingfisher Lake
11. Webequie
12. Nibinamik
13. Martin Falls
14. Slate Falls
15. Lac Seul (Kejick Bay)

Here is a link for the K-Net Mobile 3G Data Map;

<http://mobile.knet.ca/node/464>

### 2. Will my K-Net Mobile 3G Data work while I am in Sioux Lookout, Thunder Bay or Winnipeg?

Not yet, we currently have no roaming data.

### 3. Will my K-Net Mobile voice and text still work while I am in Sioux Lookout, Thunder Bay or Winnipeg?

Yes, voice and text are not affected.

### 4. Will other carriers be able to work in my community?

Not yet, we currently have no roaming data

## 5. Will other carriers still be able to voice and text in my community?

Yes, voice and text are not affected.

## 6. If my community doesn't have 3G Data, when will we have it?

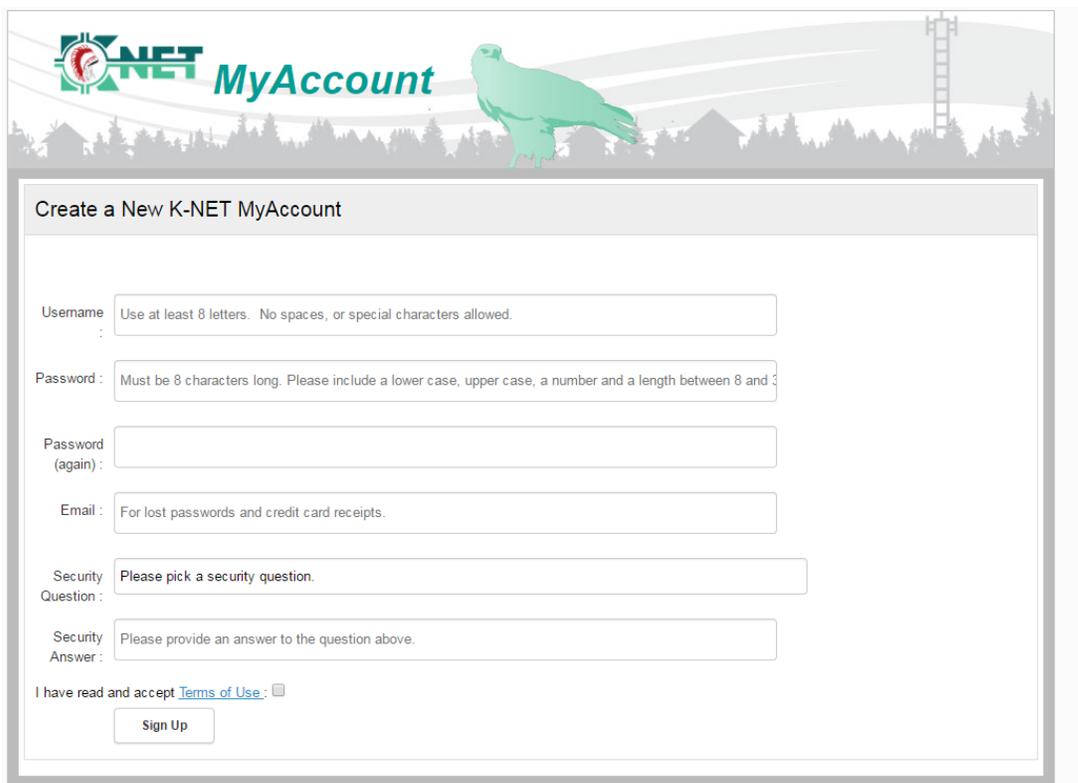
We are working hard at getting all our communities to 3G Data. Technicians will be traveling to communities to complete 3G Data upgrades over the summer. Each community will be announced as they are 3G ready.

## 7. How do I get a K-Net MyAccount?

Sign up at <https://myaccount.knet.ca> Click on "Sign Up" button and fill out the following fields.

**Note:** Please use your name for the username, not your phone number.

**Note:** Make sure your email and other information is correct before clicking the "Sign Up" button.



**K-Net MyAccount**

### Create a New K-NET MyAccount

Username :  Use at least 8 letters. No spaces, or special characters allowed.

Password :  Must be 8 characters long. Please include a lower case, upper case, a number and a length between 8 and 32

Password (again) :

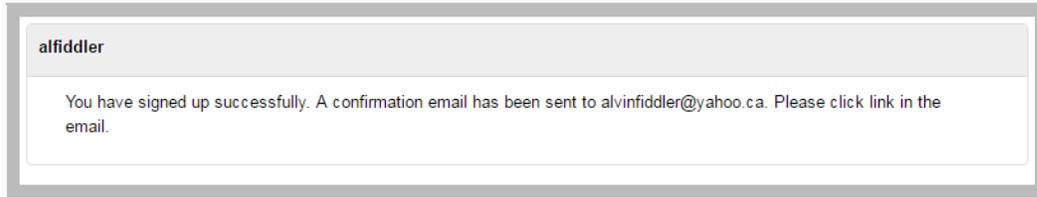
Email :  For lost passwords and credit card receipts.

Security Question :  Please pick a security question.

Security Answer :  Please provide an answer to the question above.

I have read and accept [Terms of Use](#) :

Once complete, this notification will pop up on the screen.



And you will need to check your email. Click on the link provide by the email to complete the Sign Up process.

**Note: Please check your junk mail, if you cannot find it in your inbox.**

- Confirm myaccount.knet.ca signup

- **signup@myaccount.knet.ca**  
To alvinfiddler@yahoo.ca

Hello alfiddler,

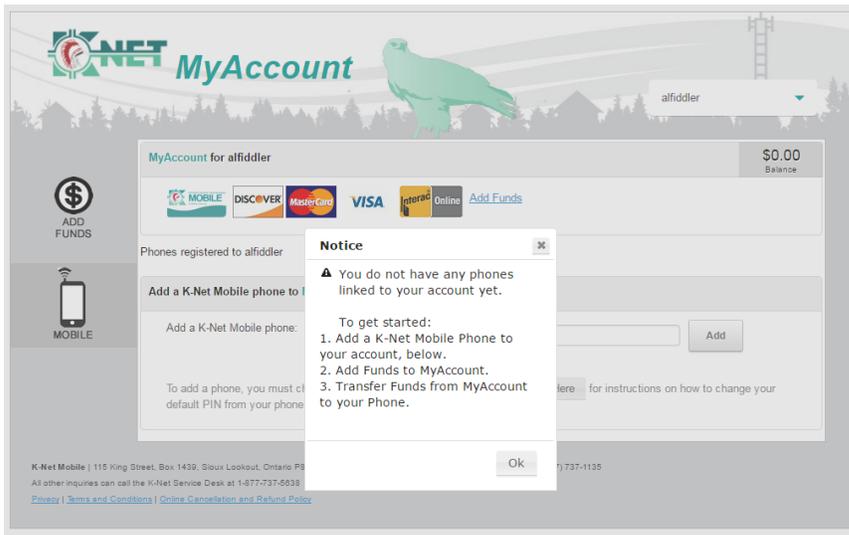
To complete your signup, you must follow this link:

[http://myaccount.knet.ca/confirm\\_signup.php?u=\\*36546CC9D73E01FE7D9065216653D1DDE5C5E07B&p=\\*D1B406A308F36208B581A36AD2E8159C40C95347](http://myaccount.knet.ca/confirm_signup.php?u=*36546CC9D73E01FE7D9065216653D1DDE5C5E07B&p=*D1B406A308F36208B581A36AD2E8159C40C95347)

Requested by: 69.71.68.178

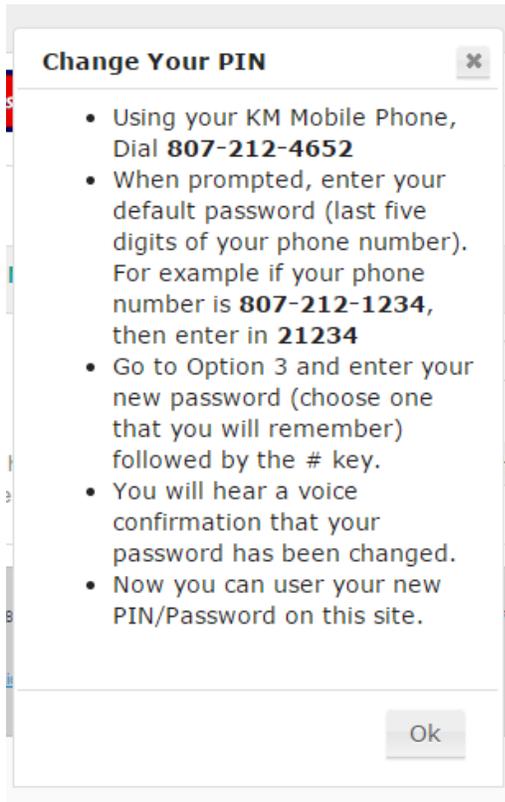
← Reply   << Reply to All   → Forward   ... More

**Congratulations! You're in.**



## 8. How do I change my default PIN?

It's easy, anyone can do it. Follow these easy steps on your phone.



**Change Your PIN** [X]

- Using your KM Mobile Phone, Dial **807-212-4652**
- When prompted, enter your default password (last five digits of your phone number). For example if your phone number is **807-212-1234**, then enter in **21234**
- Go to Option 3 and enter your new password (choose one that you will remember) followed by the # key.
- You will hear a voice confirmation that your password has been changed.
- Now you can use your new PIN/Password on this site.

Ok

## 9. How add a K-Net Mobile phone to MyAccount?

Once you have changed your default PIN. Go to the Add a K-Net Mobile phone field and enter your 10 digit phone number. Then enter your personal PIN in the PIN field. Click the “Add” button to complete.

**Note:** If you are using an Apple device. (iPhone, iPad or iPod) Please click on the downward arrow on top of the keyboard to go to the PIN field.

The screenshot shows the K-Net MyAccount interface for user 'alfiddler'. The account balance is \$0.00. On the left, there are buttons for 'ADD FUNDS' and 'MOBILE'. The main content area is titled 'MyAccount for alfiddler' and includes a list of payment methods: K-Net MOBILE, DISCOVER, MasterCard, VISA, and Interac Online. Below this, a section titled 'Phones registered to alfiddler' contains a form to 'Add a K-Net Mobile phone to MyAccount.' The form has two input fields: one for the phone number (containing '18072121213') and one for the PIN (containing '55555'). An 'Add' button is to the right of the PIN field. Below the form, a note states: 'To add a phone, you must change your default PIN using your phone. [Click Here](#) for instructions on how to change your default PIN from your phone.'

Congratulations! You have successfully added a phone to MyAccount.

This screenshot shows the same K-Net MyAccount interface, but now the phone number '18072121213' is listed under 'Phones registered to alfiddler'. The account balance is now \$83.20. A modal dialog box is displayed in the center with the title 'Add Mobile Operation Succ...' and the message: '18072121213 has been added to your account'. Below the message is an 'Ok' button. The background interface shows the 'MOBILE' section with a 'Balance' tab selected, displaying '0 Bytes' for K-Net Data and '\$83.20' for the Balance. There is also a 'Transfer' section visible.

## 10. How do I add funds with KM Vouchers to K-Net MyAccount?

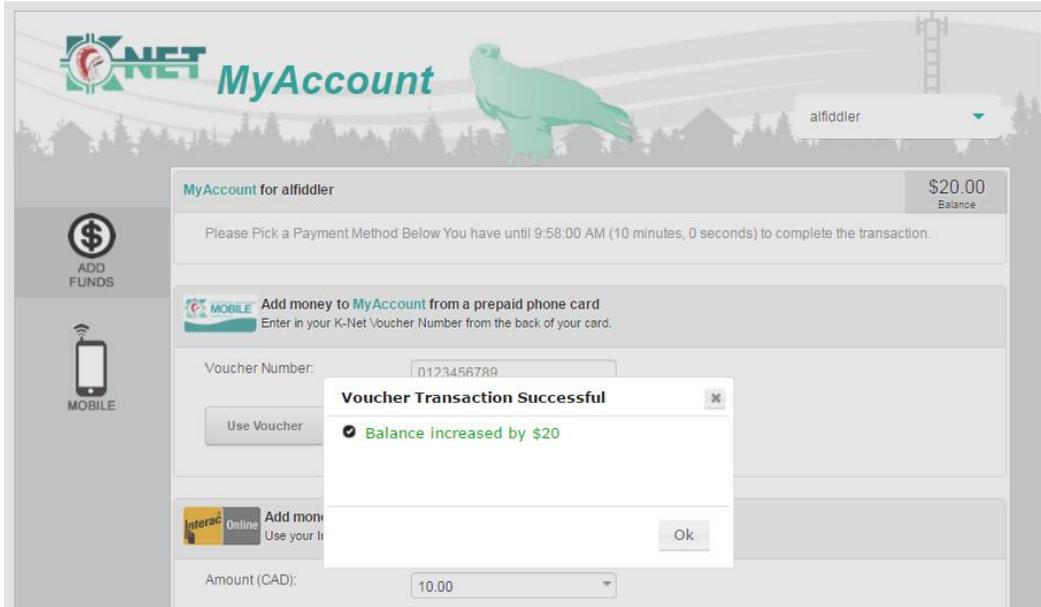
Click on the Add Funds icon or the Add Funds link.

The screenshot shows the K-Net MyAccount interface. At the top left is the K-Net logo and 'MyAccount' text. A green parrot is perched on a branch in the background. A dropdown menu shows the user name 'alfiddler'. Below this, a box displays 'MyAccount for alfiddler' and a balance of '\$0.00'. A message states: 'Please Pick a Payment Method Below You have until 9:54:28 AM (10 minutes, 0 seconds) to complete the transaction.' The 'ADD FUNDS' section is highlighted, showing a 'MOBILE' icon and the text 'Add money to MyAccount from a prepaid phone card'. Below this, a 'Voucher Number' field contains '0123456789' and a 'Use Voucher' button is visible.

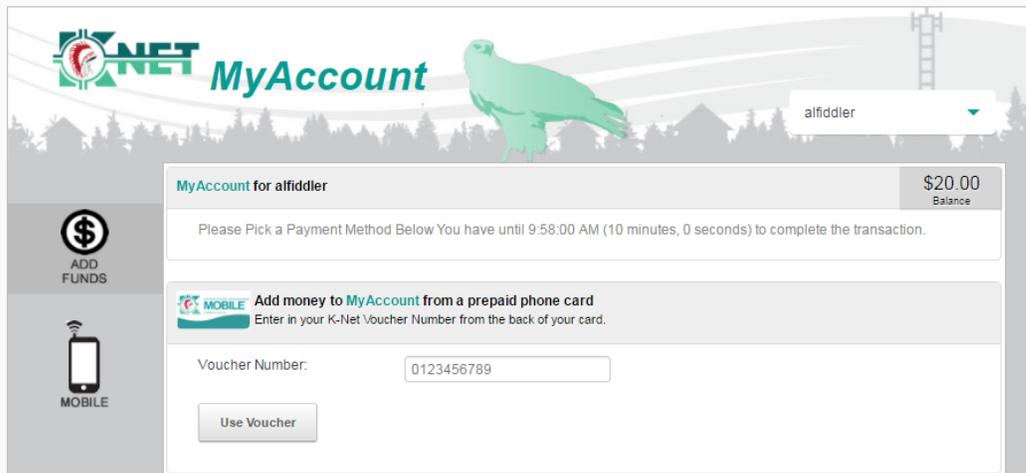
Enter the KM Voucher number in the field as shown below, then click “Use Voucher” button.

This screenshot is similar to the one above, showing the K-Net MyAccount interface. The 'ADD FUNDS' section is highlighted, and the 'MOBILE' icon is present. The 'Voucher Number' field now contains '0334907684', and the 'Use Voucher' button remains visible.

The Voucher Transaction Successful pop up window will appear to confirm your KM Voucher No. is successful. Click the "OK" button.

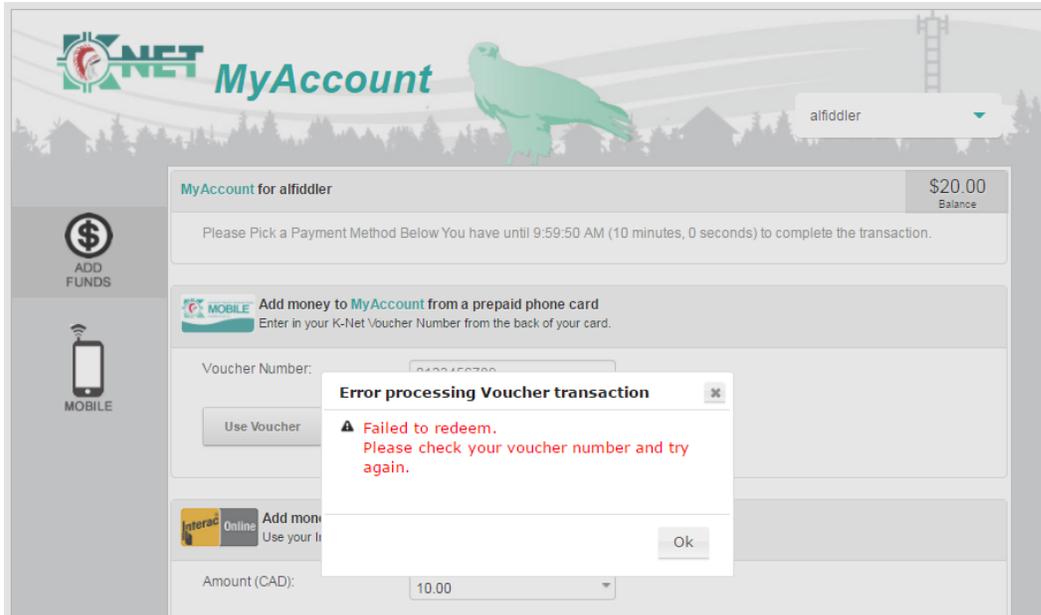


You will see the funds are now added to your MyAccount Balance.



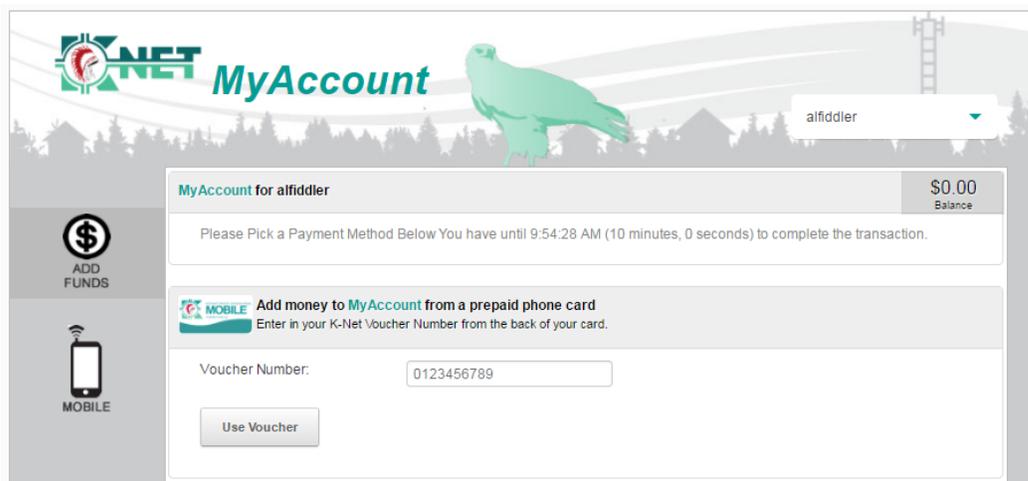
## 11. What to do when a KM Voucher fails to redeem?

Please check you voucher number again. Contact the KM Community Representative to verify if the voucher was activated.



## 12. How do I add funds with a bank card to K-Net MyAccount?

Click on the Add Funds icon or the Add Funds link.



Scroll down to the Debit Card area. Select the amount you would to purchase. Click on the “Use Debit Card” button.

 **Add money to MyAccount with the INTERAC® Online service.**  
Use your Interac Card for payment.

Amount (CAD):

Taxes (HST):

Charge after Tax:

 **beanstream**  
SECURE PROCESSING  
[secure\\_online](#)  
[credit\\_card\\_processing](#)

 **Interac** Online  **Interac** En ligne  
[Learn More](#)  
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The Interac Online page will load. Click on the Financial Institution you would like to use.

 **Interac**  
Online

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## PAYMENT DETAILS

[HELP](#)

**PAY TO** K-NET LP  
**INVOICE NO** 0001760000001   
**AMOUNT** CAD22.60

**Click to choose your Financial Institution:**

 **BMO** Bank of Montreal  **RBC** RBC Royal Bank  **Scotiabank**™

 **TD** Canada Trust

**... or a financial institution in this list:**

If you select the BMO. Interac Online will take you to BMO's log-in page.



[contact us](#) | [help](#)

Sign In to **Interac®** Online Payment

[Ouverture de session](#)



Enter your 16-digit card number:

Password:

Do not use your PIN

▶ [Forgotten Password?](#)

💡 Enter the same password you use to sign into Online Banking

Tools & Info

- ▶ Register Now
- ▶ Security Tips

These institutions support Interac Online

<http://interac.ca/en/interac-online-consumer.html#sp-expandable-content-wrapper>

### 13. How do I transfer funds to my K-Net Mobile phone?

Click on the Mobile icon.

The screenshot shows the K-Net MyAccount mobile interface. At the top, there's a header with the K-Net logo and 'MyAccount' text. Below that, a user profile section shows 'alfiddler' with a dropdown arrow. A balance section displays '\$20.00 Balance'. Below this, there are icons for adding funds via MOBILE, DISCOVER, MasterCard, VISA, and Interac Online. A section titled 'Phones registered to alfiddler' shows a phone number '18072121213 -' with '1.0 GB KNet Data' and '\$63.20 Balance'. A 'Balance' and 'Services' tab is visible. The main area is a 'Transfer' form with the following details:

From MyAccount	\$ 20.00
Amount	\$ 0
To 18072121213	\$ 63.20

Only whole dollar values accepted. No decimal values allowed.

In the Amount field enter the amount you would like to transfer and click on the “Transfer” button.

**Note: Please only use whole dollar amounts and don't include the decimal point in the amount field. It will cause an error.**

The screenshot shows the KNET MyAccount interface for user 'alfiddler'. The account balance is \$20.00. The user is transferring \$20.00 from their MyAccount to the phone number 18072121213. The recipient's balance is \$63.20. A 'Transfer' button is visible. Below the transfer form, a message states: 'Only whole dollar values accepted. No decimal values allowed.' and 'Your next \$12.00 monthly fee will be taken out on:2017-05-11'. The interface includes a sidebar with 'ADD FUNDS' and 'MOBILE' options, and a top navigation bar with the KNET logo and user name.

A Transfer Operation Successful pop up window will appear. Click on the “OK” button.

The screenshot shows the same KNET MyAccount interface as the previous image, but with a 'Transfer Operation Successful' pop-up window displayed. The pop-up window contains the message: '\$20 has been transferred to 18072121213' and an 'Ok' button. The background interface is dimmed. The account balance is now \$0.00, and the recipient's balance is \$83.20. The 'Transfer' button is now disabled. The sidebar and top navigation bar remain the same.

You will see the funds are now added to your K-Net Mobile Phone Balance.

The screenshot shows the K-Net MyAccount interface for user 'alfiddler'. At the top, the account balance is \$0.00. Below this, there are options to add funds using K-Net Mobile, Discover, MasterCard, Visa, Interac, or Online. A section titled 'Phones registered to alfiddler' shows one phone: 18072121213, with 1.0 GB of K-Net Data and a balance of \$83.20. The 'Balance' tab is selected. A 'Transfer' section shows a transfer from MyAccount for \$0.00 to the phone number 18072121213 for \$83.20. A 'Transfer' button is present. Below the transfer section, there is a note: 'Only whole dollar values accepted. No decimal values allowed.' and 'Your next \$12.00 monthly fee will be taken out on: 2017-05-11'.

## 14. How do I add K-Net Mobile 3G Data?

You have successfully added your K-Net Mobile Phone in your K-Net MyAccount. Click on the "Services" tab.

The screenshot shows the K-Net MyAccount interface for user 'alfiddler'. The account balance is \$0.00. The 'MOBILE' tab is selected. The 'Phones registered to alfiddler' section shows the phone 18072121213 with 0 Bytes of K-Net Data and a balance of \$83.20. The 'Services' tab is selected. The 'Settings for 18072121213:' section includes a 'Phone Name' field, 'Voicemail (free):' with radio buttons for 'Yes' (selected) and 'No', and 'Text Messages: (Messages will be deleted after 60 days)' with radio buttons for 'Unlimited - \$4 a month' (selected), 'Pay per Text - \$0.05', and 'Disabled'.

Scroll down to the Data available for Home network area.

Data for 18072121213:

Please check [this map](#) to see if data is available in your community

**Data available for Home (KNet): 0 Bytes**

- Do not add Home Data
- Add 512 MB Home Data (\$10)
- Add 1 GB Home Data (\$20)

**Data available for roaming: 0 Bytes**

- Not available yet!

Select either “Add 512MB Home Data (\$10)” or “Add 1GB Home Data (\$20)” and click the “Add Data” button.

Data for 18072121213:

Please check [this map](#) to see if data is available in your community

**Data available for Home (KNet): 0 Bytes**

- Do not add Home Data
- Add 512 MB Home Data (\$10)
- Add 1 GB Home Data (\$20)

**Data available for roaming: 0 Bytes**

- Not available yet!

**Confirmation**

Added 1024 MB home data (\$20)  
Added 0 MB (\$0) roaming data

A confirmation pop up of purchase and will update your phone balance. Click on the “OK” button.

The screenshot shows the KNet MyAccount interface. At the top, there's a header with the KNet logo and 'MyAccount' text. Below that, the user's name 'alfiddler' is displayed. The main content area shows account information for 'alfiddler', including a balance of \$0.00. There are icons for adding funds via MOBILE, DISCOVER, MasterCard, VISA, and Online. Below this, it lists 'Phones registered to alfiddler' with a dropdown menu showing '18072121213' with 1.0 GB of KNet Data and a balance of \$63.20. A 'Transfer' section is visible at the bottom, showing a transfer from MyAccount for \$0.00 to the phone number 18072121213 for \$63.20.

Once the confirmation pop up is closed the page will refresh to the main mobile webpage. You will see the Data update on your K-Net Mobile Phone account.

## 15. How do I know if data was added to my phone?

In myaccount.knet.ca, your available data will be on right hand corner of your phone number.



## 16. How do I change my APN in my phone settings?

Click on the links for further instructions

### Unnecto Phones

Go to; Settings > More > Mobile networks > Access Point Names >

Tap; Right dropdown New APN

Set name and APN to data.km

Click; <http://mobile.knet.ca/sites/default/files/US%203G%20DATA%20FB2016.pdf>

### Apple iPhone

Go to; Settings > Cellular > Cellular Data Options > Cellular Network

Tap; APN Set Name to data.km (leave username and password blank)

Click; <https://support.apple.com/en-us/HT201699>

## 17. I can't sign into K-Net MyAccount?

We recommend you try the following;

1. Did you sign up for myaccount.knet.ca
2. Did you receive your confirmation of account setup email?
3. Did you click your confirmation link?
4. Did you click forgot password?
5. Did you use the temporary password?
6. Did you try using a computer?

If you have tried followed all these steps and are still experiencing issues, please contact K-Net Service Desk 1-877-737-5638 Option 2

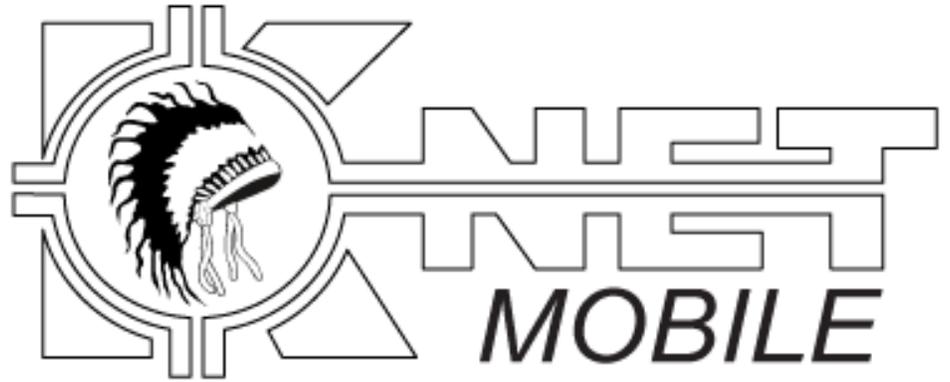
## 18. I can't add my K-Net Mobile phone to MyAccount?

We recommend you try the following;

1. Make sure you are entering the complete 10 digit phone number- 1-807-212-xxxx?
2. Try adding or removing a # symbol to your PIN?
3. If you are using a Apple Device. You need to click the downward arrow above your keyboard to go to the PIN field.
4. Did you change your PIN on your phone from the default? Click; <http://mobile.knet.ca/change>

Your phone may be registered to another myaccount.knet.ca

Contact your KM rep to contact KNET for assistance



DATA  
**\$10**  
500MB

DATA  
**\$20**  
1GB