



Worldline Mobile Data Activation Guide

Step 1 - Ordering Your SIM Card

Last Updated: Friday, August 21, 2020

Step 1 Ordering your SIM Card Guide

WHAT IS WORLDLINE WIRELESS?

Worldline Wireless is a new Mobile Data Plan product offering, from Worldline, that allows customers to purchase Cellular Phone data usage. At this time, the product is supported on Android Cell Phones.

WHAT IS A WIRELESS DATA PLAN?

Wireless data allows smartphone users to access the internet, [even without Wi-Fi access](#). If you have a data-enabled device, you'll access your apps, internet, email, and more using smartphone data. Your carrier will automatically charge any cellular data usage through your elected data plans.

ADVANTAGES OF WIRELESS DATA

You probably watch TV shows, listen to streaming music, access apps and the internet on your smartphone over [Wi-Fi](#) via wireless router. When you're not at home, you probably freely use the Wi-Fi available in offices, coffee shops, restaurants, retail locations, and hotels. However, if you're out of Wi-Fi range, your device will automatically use cellular data to access the internet. Our data plan offering will benefit you to reduce your costs of cellular data charges.

WORLDLINE WIRELESS PLAN - WHAT'S INCLUDED

- The Sim Card you will need for this service will be shipped to your home
- Worldline Wireless is offering a variety of plans at different price points to best suit your needs
- If you are at risk of going over your data cap within the month, you can add data with our Top Up
- There are no Shipping or Handling Charges

Please note that unused data does not roll over to the next month Please see further Terms and Conditions on our <https://www.worldline.ca/mobile/beta/> website.

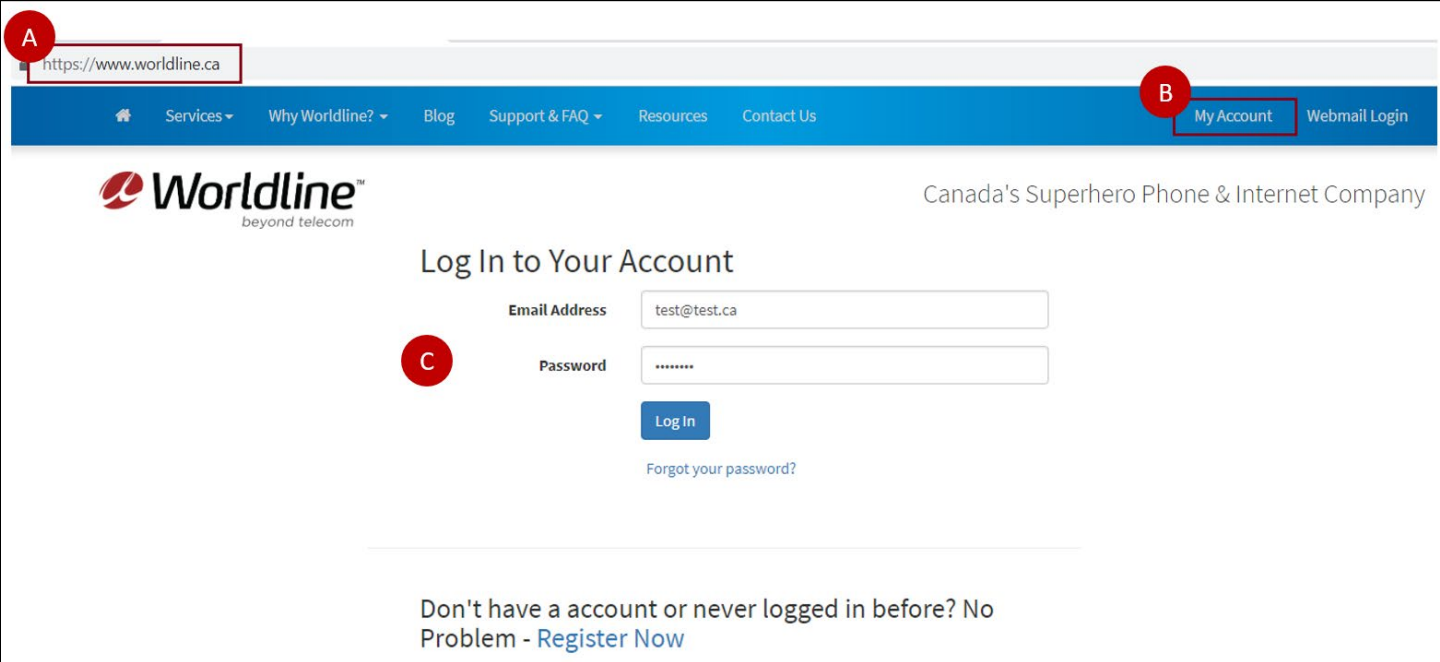
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There are 2 self service steps to ordering your data plan. This Guide refers to Step 1: Ordering your SIM Card.



WORLDLINE “MY ACCOUNT”

1. Begin by going to <https://www.worldline.ca/> and clicking on My Account to Log In to your Online Account Portal.
2. If you are a current customer but have never logged in to the Portal before, you can click on Register Now to create your online account. If you are not a current Worldline customer, you can create a new account and profile here as well, before proceeding. If you have trouble navigating, please refer to the REGISTER NOW Guide for instructions.



https://www.worldline.ca

Services ▾ Why Worldline? ▾ Blog Support & FAQ ▾ Resources Contact Us My Account Webmail Login

Worldline™
beyond telecom

Canada's Superhero Phone & Internet Company

Log In to Your Account

Email Address

Password

[Forgot your password?](#)

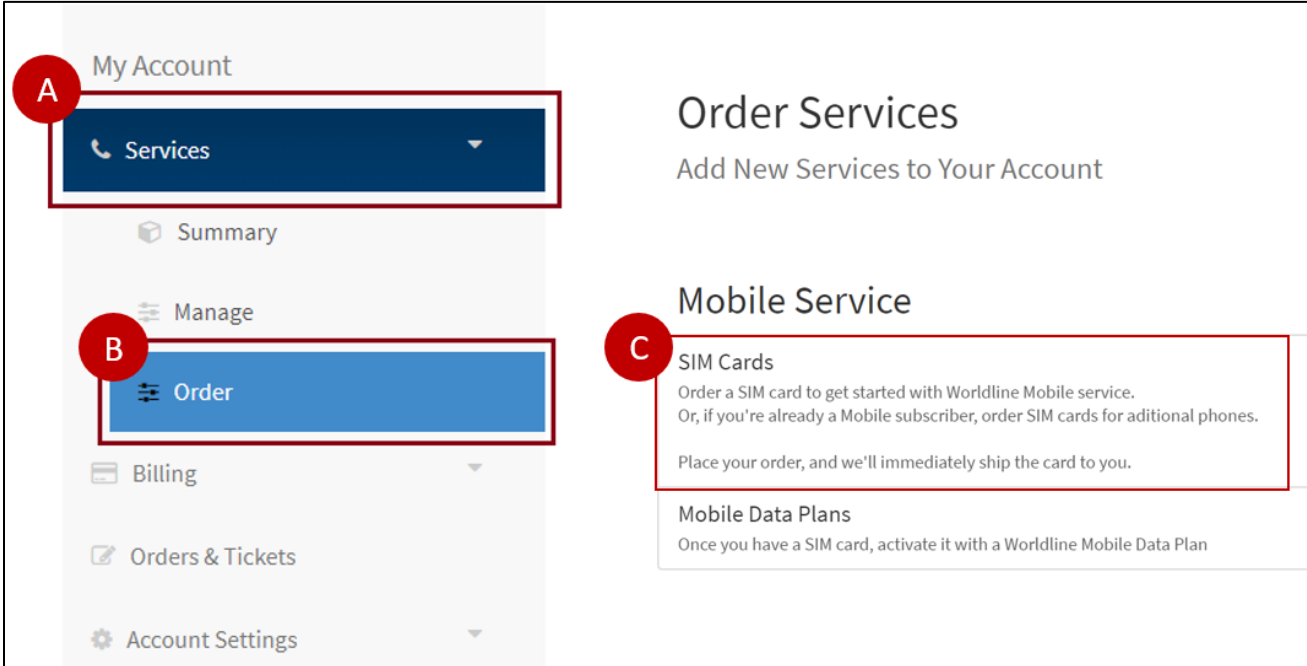
Don't have a account or never logged in before? No Problem - [Register Now](#)

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ORDERING THE SIM CARD

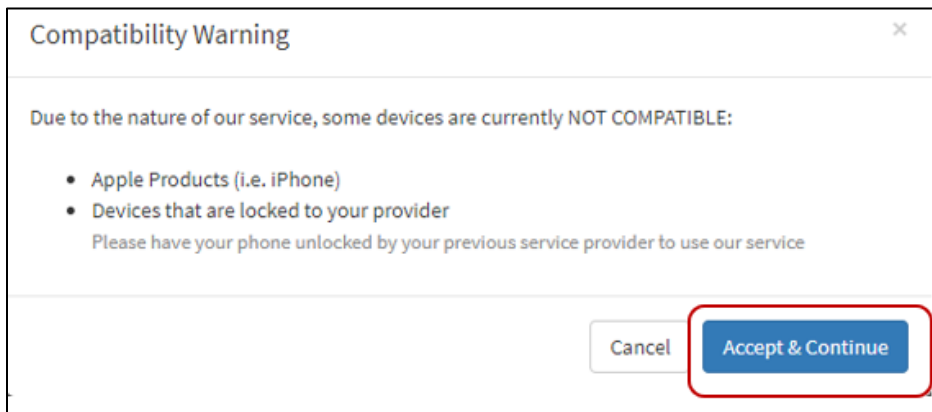
You will first need to obtain a SIM Card that you will need to insert into your phone. This card holds critical information and is what allows you to tap into the Worldline Wireless network.

1. Begin by clicking on the Services Menu
2. Select Order from the drop-down menu.
3. Select SIM Cards from the Mobile Service options.



The screenshot shows the 'My Account' page on the left and the 'Order Services' page on the right. On the 'My Account' page, the 'Services' menu is highlighted with a red box and labeled 'A'. The 'Order' option in the 'Manage' section is highlighted with a red box and labeled 'B'. On the 'Order Services' page, the 'SIM Cards' option under the 'Mobile Service' section is highlighted with a red box and labeled 'C'. The 'SIM Cards' section includes the text: 'Order a SIM card to get started with Worldline Mobile service. Or, if you're already a Mobile subscriber, order SIM cards for additional phones. Place your order, and we'll immediately ship the card to you.' Below this is the 'Mobile Data Plans' section with the text: 'Once you have a SIM card, activate it with a Worldline Mobile Data Plan'.

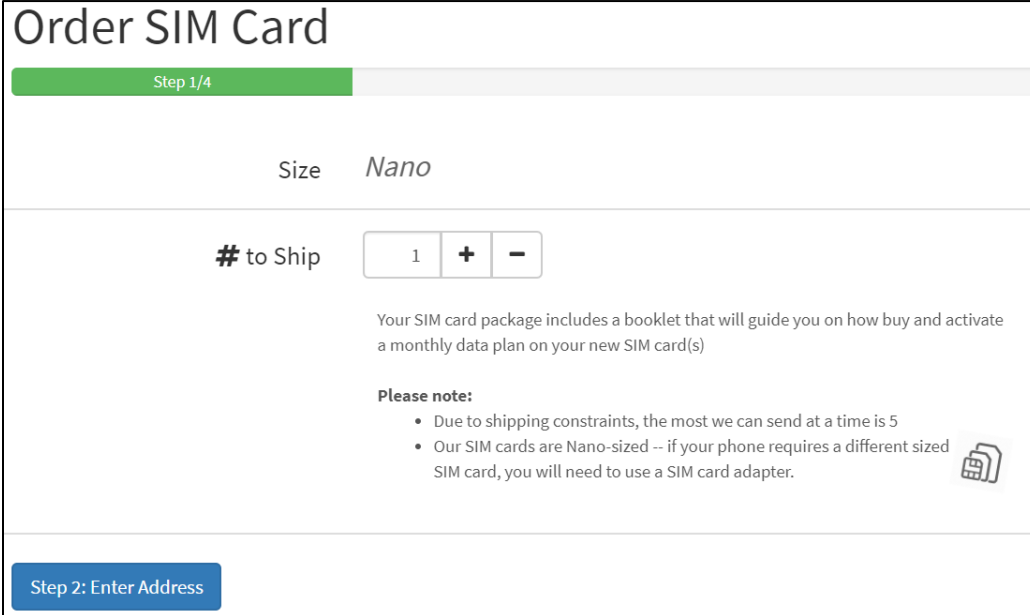
4. A compatibility warning will appear, and you will need to accept and continue to proceed. Notice that Android devices whose phones are locked by your provider, will need to be unlocked by your provider to proceed. Also notice we cannot support Apple iPhones at this time.



The screenshot shows a 'Compatibility Warning' dialog box with a close button (X) in the top right corner. The text inside the dialog reads: 'Due to the nature of our service, some devices are currently NOT COMPATIBLE:'. Below this, there is a bulleted list: '• Apple Products (i.e. iPhone)' and '• Devices that are locked to your provider'. Under the second bullet, it says: 'Please have your phone unlocked by your previous service provider to use our service'. At the bottom right of the dialog, there are two buttons: 'Cancel' and 'Accept & Continue', with the 'Accept & Continue' button highlighted by a red box.

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5. In the Order Screen, Starting at Step 1: enter the number of SIM Cards you would like to order by using the + button. Then Click on Step 2 to enter the address you want it shipped to.



Order SIM Card

Step 1/4


Size *Nano*

to Ship + -

Your SIM card package includes a booklet that will guide you on how buy and activate a monthly data plan on your new SIM card(s)

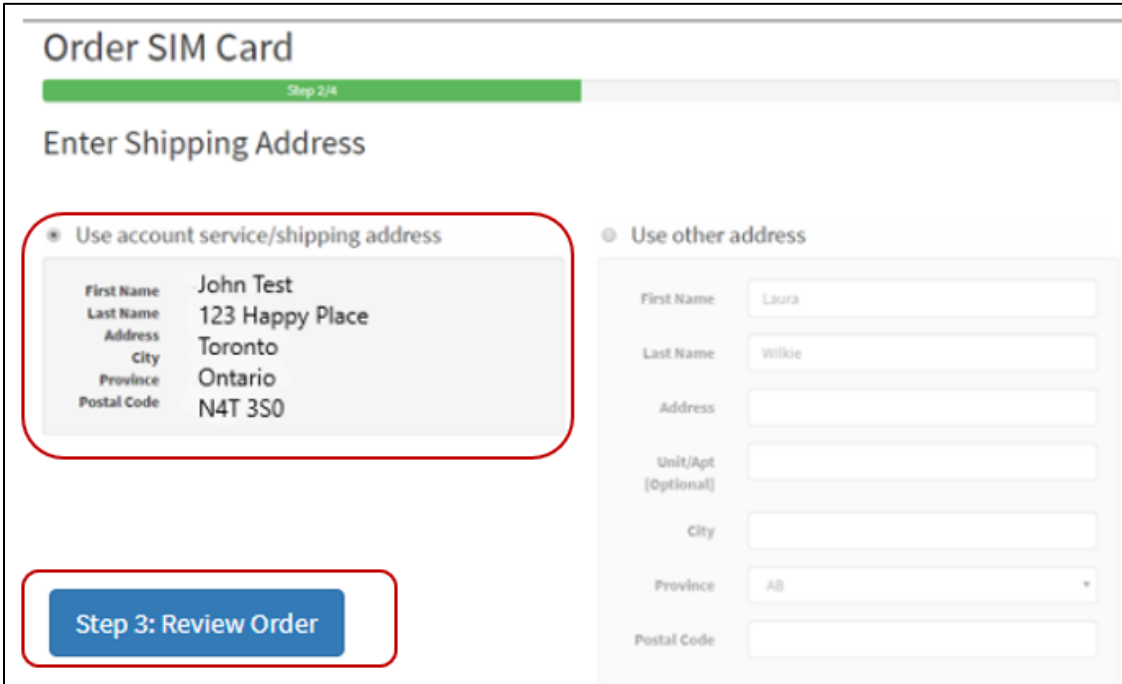
Please note:

- Due to shipping constraints, the most we can send at a time is 5
- Our SIM cards are Nano-sized -- if your phone requires a different sized SIM card, you will need to use a SIM card adapter.



[Step 2: Enter Address](#)

6. You have the choice of using your existing account service address or entering an alternate address. Click on Step 3 to Review the Order.



Order SIM Card

Step 2/4

Enter Shipping Address

Use account service/shipping address

First Name: John Test
Last Name: 123 Happy Place
Address: Toronto
City: Ontario
Province: N4T 3S0
Postal Code:

Use other address

First Name:
Last Name:
Address:
Unit/Apt [Optional]:
City:
Province:
Postal Code:

[Step 3: Review Order](#)

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- The card number that appears, is the one you have provided for your services. You will then be prompted to enter the CVV (3-digit number) on the back of you card. For security measures, if the CVV number is not correct, you will not be able to continue. If you would like to change your credit card – please refer to the Change Payment Method Guide.
- Confirm that your details are correct and click on the Place Order button.

Order SIM Card

Step 3/4

Confirm SIM Card Order Details

Order Details

Nano SIM Card	\$1.00
Quantity 1 Change Delete	
Standard Shipping (2-3 Days)	
<small>Please note the Shipping Fee is non-refundable</small>	
<hr/>	
Sub-Total	\$1.00
Tax	\$0.13
Total	\$1.13

Address Details

John Test
123 Happy Place
Toronto, On, N4T 3S0

Payment method

Payment Type	Credit Card
Credit Card	XXXXXXXXXXXXXXXX
CVV2	<input type="text"/> REQUIRED

Place Order

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9. You will receive the following confirmation screen – indicating that the order has been received.

SIM Card(s) JOHN TEST		Status New
Ticket 756190		
Created 2019-01-22 15:59:07		
<div style="background-color: #4CAF50; color: white; padding: 2px;">Order Received</div>		
Shipped	Not set	
Quantity	1	
Shipping To	Default Service Address	
Address	<div style="border: 1px solid #ccc; padding: 5px;">John Test 123 Happy Place Toronto, On, N4T 3S0</div>	

You can expect your SIM Card to arrive within 2-3 business days. Once you have it in hand, proceed to STEP 2: [Order your Data Plan](#).