# FAQs – JioOnline

## Service Offerings

1. **What is JioOnline?**

   JioOnline the fastest way to build your online identity, activate e-commerce and start digital marketing across multiple channels.  With JioOnline, you can create your own website and integrate Payment Gateway in less than 10 minutes. This application will also help you to set up, manage and grow your business online using multiple digital channels and Social Networks. Sharp analytics from JioOnline will help you figure out what's working for you.

2. **What all do I get with JioOnline?**

   - **Powerful Mobile and Web App-** Create your website on your own with zero dependencies on web developers or agencies
   - **Feature Rich Business Website** –Choose industry-specific template for your business, update content easily, respond to queries, set up a photo gallery, and do much more!
   - **Auto-Sync with Social Media-** Harness power of Social Media across multiple channels such as- Google My business, Facebook - page & Shop, Twitter Profile
   - **Customer Enquiries Widget-** Help your prospect customers to reach out instantly and easily
   - **Unlimited Image Gallery-** Bring your products or services to life using the power of images
   - **Unlimited Custom Pages-** Highlight specific products and services, upload blog posts, display pictures, videos and much more
   - **Real-time Analytics-** Get insights into the performance of your website with valuable metrics like unique visitors, business enquiries, orders and call logs
   - **Social Media Marketing-** An auto-sync feature that shares web updates automatically to your social media channels
   - **Payment Gateway-** Give your customer the freedom to choose their preferred payment method, improving the purchasing experience.
   - **Digital Assistant** –Your personal web consultant to give you various ideas to update better content

3. **Is there a mobile app version available for JioOnline?**

   Currently JioOnline is available in web version only. However, Android and iOS applications will be available soon.

4.  **How can I customise my website using JioOnline?**

JioOnline offers different templates suitable for different types of businesses. You can choose the template that is suitable for your business. With customizations, you choose font styles and preferred background.

5.  **What are the variants available with JioOnline?**

Following are the two variants available for JioOnline as part of JioBusiness solution

| Features | JioOnline Basic (Offered with Rs.1,201, Rs.2,001 Rs.3,001 JioBusiness Solution Plans) | JioOnline Pro (Offered with Rs.5,001, Rs.7,001 Rs.10,001 JioBusiness Solution Plans) |
|---|---|---|
| Website Builder | ✓ | ✓ |
| AI-Based Digital Assistant | ✓ | ✓ |
| Suggestions on Digital Growth Strategies | ✓ | ✓ |
| Regular Tips on Content for Better Discovery | ✓ | ✓ |
| Weekly Performance Reporting | ✓ | ✓ |
| Unlimited Storage Space | ✓ | ✓ |
| Unlimited Data Quota – Ul and Dl | ✓ | ✓ |
| Products/ Services Listing Catalogue Count | 10 | 10 |
| Blog | 50 | 50 |
| Upload External Testimonials | x | Unlimited |
| Social Media Link/ Presence (Facebook, Twitter, Pinterest, LinkedIn, Instagram, WhatsApp, etc.) | ✓ | ✓ |
| Social Media Sync- Google My Business, Facebook - Page and Shop, Twitter Profile | ✓ | ✓ |
| Images (Gallery - Unlimited Uploads) | ✓ | ✓ |
| JioOnline Business Keyboard | x | ✓ |
| Assured Purchase with Payment Gateway | ✓ | ✓ |
| Domain + SSL Security/ Certificate | Sub-Domain (*.BizDigital.com) | Sub-Domain (*.BizDigital.com) |
| E-Commerce | ✓ | ✓ |

6. **What is JioOnline Business Keyboard?**

   JioOnline Business Keyboard is a feature with which you can share deals, offers, product details, business info and collect payments quickly while chatting with potential customers on WhatsApp, Instagram, Hike or Facebook Messenger, etc. It increases efficiency by connecting with customers through their preferred channel and also helps users convert the orders on the spot. This feature is available with JioOnline Pro.

7. **What is 'Upload External Testimonials' feature in JioOnline?**

   With 'Upload External Testimonials' feature in JioOnline, you can create and publish testimonials via JioOnline portal on your website. Testimonials can be in the form of image, text, videos, etc. Putting up testimonials on website increases business credibility and trust in the market. This feature is available with JioOnline Pro.

8. **What are the various variants/ templates available in JioOnline?**

   Following are the variants/ templates available in JioOnline:

   ● Doctors and Health Specialists
   ● Clinics and Hospitals
   ● Hotels and Motels
   ● Restaurants and Cafes
   ● Education and e-Coaching
   ● Manufacturing and Equipment
   ● Wellness Spa and Herbal Care
   ● Beauty and Makeup Salons
   ● Retail
   ● Services

9. **Can I create a website address of my choice?**

   You can create a customized address based on your web domain with an extension *.bizdigital.com.

10. **Can I buy a domain of my choice using JioOnline?**

    At present you can only choose a sub-domain under bizdigital.com as per availability.

**11. How can I create a website using JioOnline?**

Creating website using JioOnline is a very simple process and you can do it yourself in less than ten minutes. It is a simple process of answering a series of questions. The website gets automatically generated based on your answers. You can further enrich the website by posting additional content.

**12. If I have an existing website and domain, can I still use JioOnline?**

Currently, integrating existing website with JioOnline is not supported.

**13. Will Jio write content for my website?**

We do not render content writing service.

**14. How can I advertise my products and services using JioOnline?**

JioOnline automatically optimizes digital content created by you to increase your visibility on search engines and social networks organically. You can send newsletters for product pricing, updates, promotions, etc.

**15. How do I set up payment gateway for online payments on JioOnline?**

By default, you have an option to use the built-in JioOnline Payment Gateway on your website. Merchant has to connect his bank account to his JioOnline to receive payments.

**16. What is the in-built security feature available in JioOnline?**

JioOnline has 2048-bit data -encryption between mobile app and backend server. All data is securely exchanged. The PII data (Personal Identifiable Information) is encrypted even at the database level with AES 256 encryption, DDoS and Crawl-bot protection at CDN and application layer.

17. **Is customer's data stored on my website safe? And is the online payment transaction done securely?**

    JioOnline only stores the order details and confirmation of payment and status. The payment process is handled using 'Instamojo', and hence payment credentials are not exposed and stored in the JioOnline website. Your contact details are shared with your customers during the transaction.

18. **Where can I view details/ benefits for JioOnline in JioBusiness Solution plans?**

    You can view JioBusiness Solution plans details/ benefits of JioOnline in 'Tariff Plan' section on [www.jio.com/business](www.jio.com/business).

## Onboarding & Activation

19. **How to login to JioOnline Account**

    You can activate your JioOnline account by following the mention steps below:
    **Step 1**: Go to https://www.jio.com/business/ and sign in to the Self-Care Portal.
    **Step 2**: Select JioFiber from the dropdown, select the relevant billing location and click 'Submit.'
    **Step 3**: Click on the 'Access your JioOnline Account' banner and you will be redirected to a page where you can manage your account.
    **Step 4**: Click on 'Open JioOnline Web' to see the dashboard from where the entire business site can be managed. The dashboard menu is the main base of operation for your website. You can manage all aspects of your website and business here.

## Customer Service

20. **Can I change my business category/ vertical application?**

    You should choose the business category carefully. Once you activate the service, the entire website will be created on the chosen theme. Any changes on the chosen theme (business category) will not be possible. Please reach out us for any support by calling us on 1800 8899 444 or writing an email at businesscare@jio.com

**21. I am unable to open or view properly www.jio.com/business website?**

Kindly clear your browser history and try again. For better user experience please, check if you are using these browser versions i.e. Chrome 1.0 or higher and Internet explorer 7 or higher.