

# BusinessCare Portal User Guide



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# Introduction



- BusinessCare is U Mobile's self-care portal exclusively for corporate customers.
- Customer admins can access this portal to pay bills, change rate plans, update e-billing address and more.
- This document provides a guide to the available features.
- If you have any queries, please contact your respective account manager.

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# How To Login To BusinessCare



## Step 1:

Enter the URL:

<https://businesscare.u.com.my>

## Step 2:

Enter your username and click GET to request for OTP to be sent via email.

# How To Login To BusinessCare

## OTP for BusinessCare Login



U Mobile <do-not-reply@u.com.my>

To: <user's email address>



Mon 7/15/2024 12:10

Dear <username>

You have requested to login to BusinessCare Portal on YYYY-MM-DD  
12:09:55. Your verification code is XXXXXX

Expiration time is 3 min.

Thank You.

### Step 3:

You will receive an email containing OTP for login.

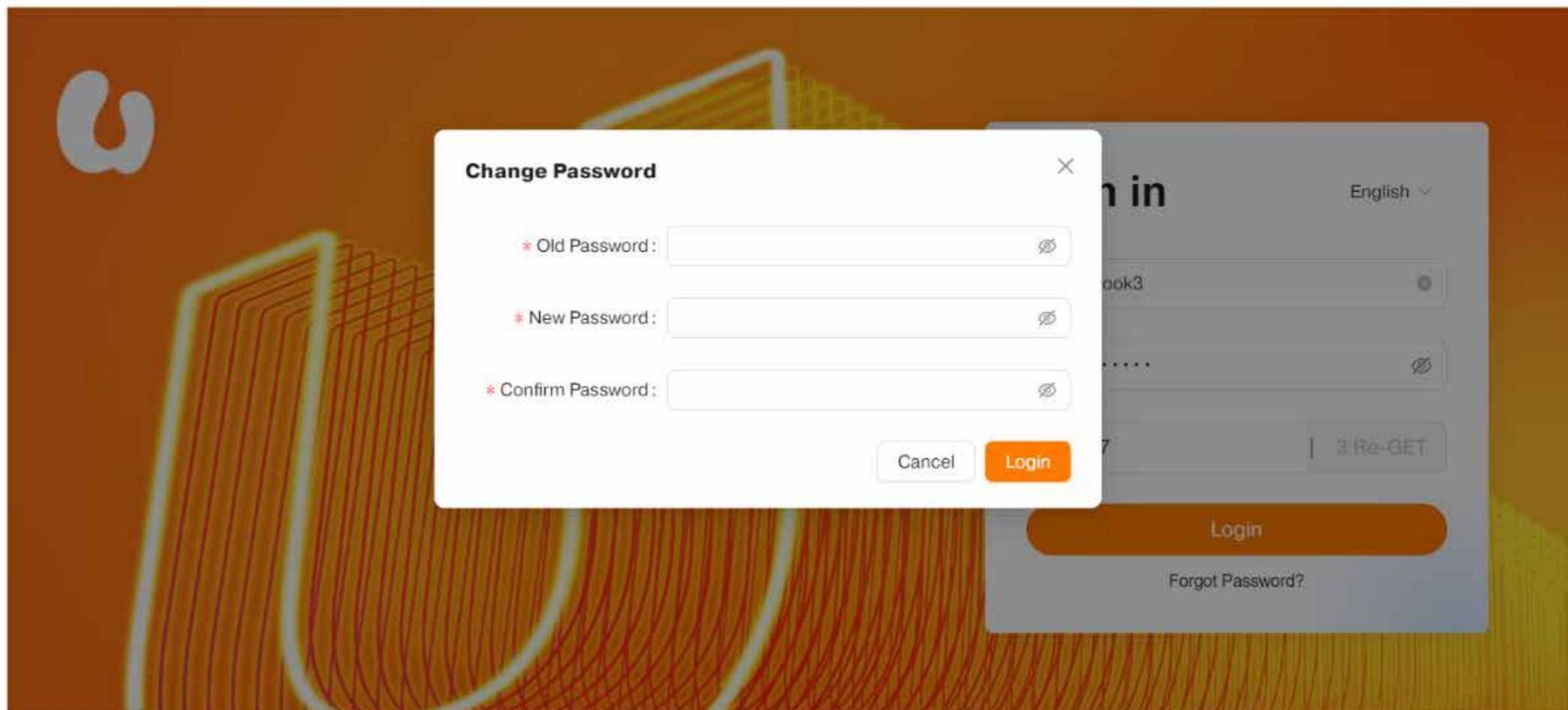
# How To Login To BusinessCare



## Step 4:

Key in the OTP and password.  
Click “Login” button.

# How To Login To BusinessCare



## Note:

If this is your first time logging in, you will be prompted to change your password.

## Password Requirements:

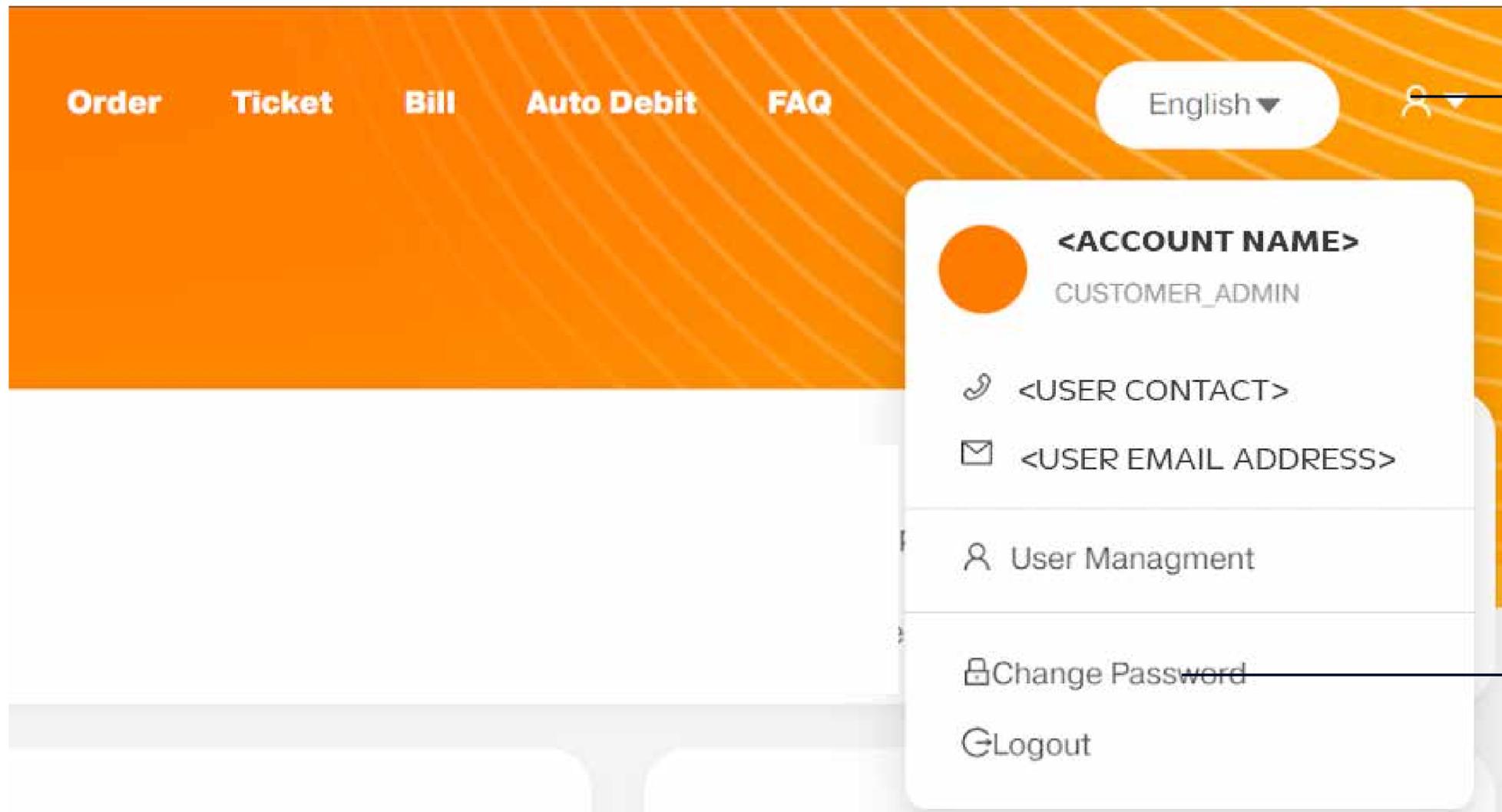
Your new password must be at least 8 characters in length and contain a combination of capital and lowercase letters, numbers, and special characters.

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# How To Change Your Password



**Step 1:**

After logging in, click on the account information icon in the top right corner of the screen.

**Step 2:**

Click on Change Password from the menu that appears.

# How To Change Your Password



-8 bcare only | Certification ID: [REDACTED] | Office Address: - | Contact Number: [REDACTED]

### Change Password

\* Old Password:

\* New Password:

\* Confirm Password:

**Confirm**

Subscriber

bcare

unt

Unbilled Amount

Current

00

RM40.00

RM4

### Step 3:

In the box provided, type in your old password, then your new password followed by your new password again to confirm.

### Password Requirements:

Your new password must be at least 8 characters in length and contain a combination of capital and lowercase letters, numbers, and special characters.

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# How To Reset Your Password



## Step 1:

Open your browser and click on “Forgot Password”.

## Step 2:

Enter your username.

## Step 3:

Click on “GET” to request an OTP to be sent to your email.

# How To Reset Your Password



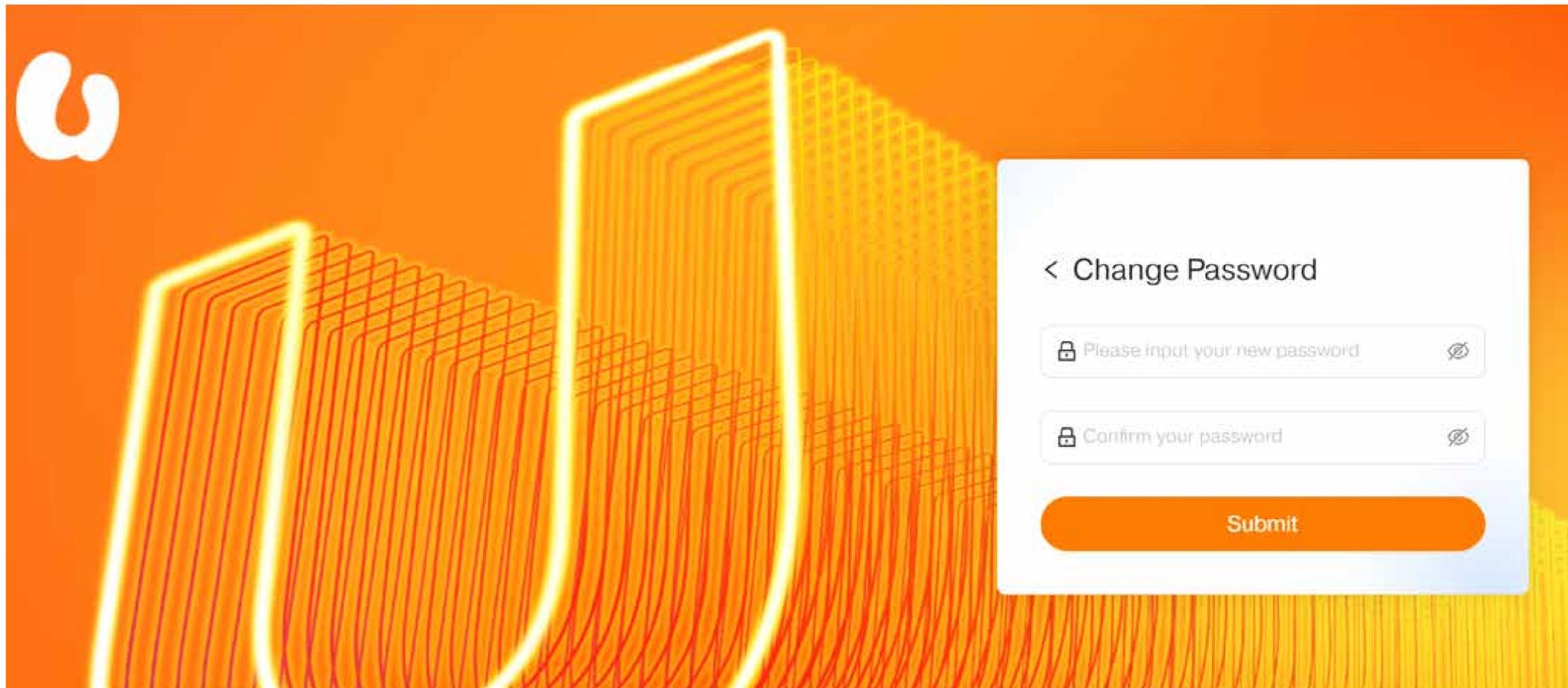
## Step 4:

Enter your username.

## Step 5:

Paste the OTP from your email into the box and click "NEXT".

# How To Reset Your Password



## Step 6:

In the box provided, type in your new password followed by your new password again to confirm.

## Password Requirements

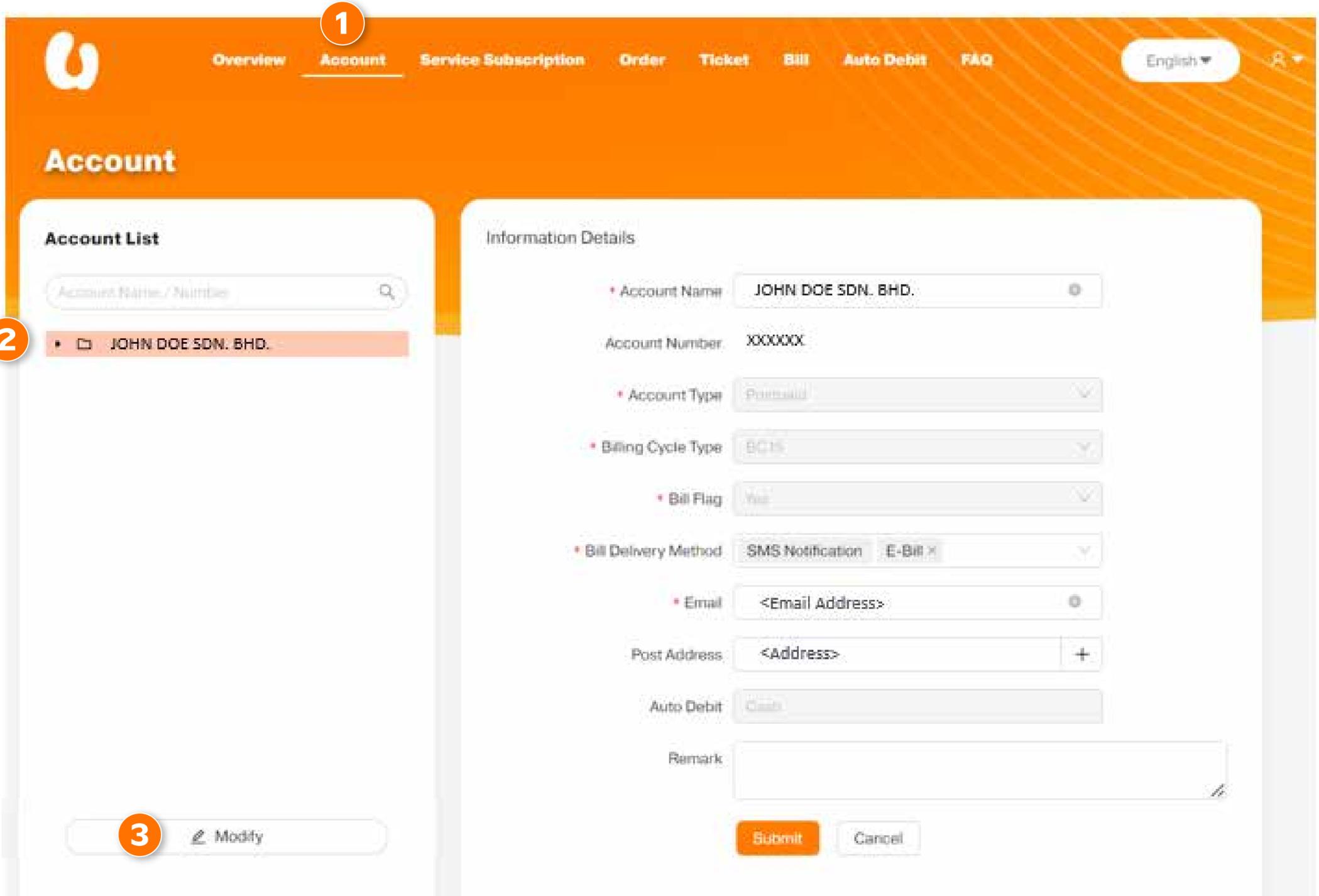
Your new password must be at least 8 characters in length and contain a combination of capital and lowercase letters, numbers, and special characters.

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# How To Change Your E-Bill Address



**Step 1:**  
Click on “Account” from the menu at the top of the screen.

**Step 2:**  
Select the required account from the list on the left.

**Step 3:**  
Click on “Modify”, below the list of accounts.

# How To Change Your E-Bill Address

Account List

Account Name / Number

- JOHN DOE SDN. BHD.

Modify

Information Details

- Account Name: JOHN DOE SDN. BHD.
- Account Number: XXXXXX
- Account Type: Postpaid
- Billing Cycle Type: GC 15
- Bill Flag: Yes
- Bill Method: SMS Notification, E-Bill
- Email: <Email Address>
- Post Address: <Address>
- Auto Debit: Cash
- Remark:

Submit Cancel

**Step 4:**

Click on the box marked “Email”.

**Step 5:**

Type in your new email address.

**Step 6:**

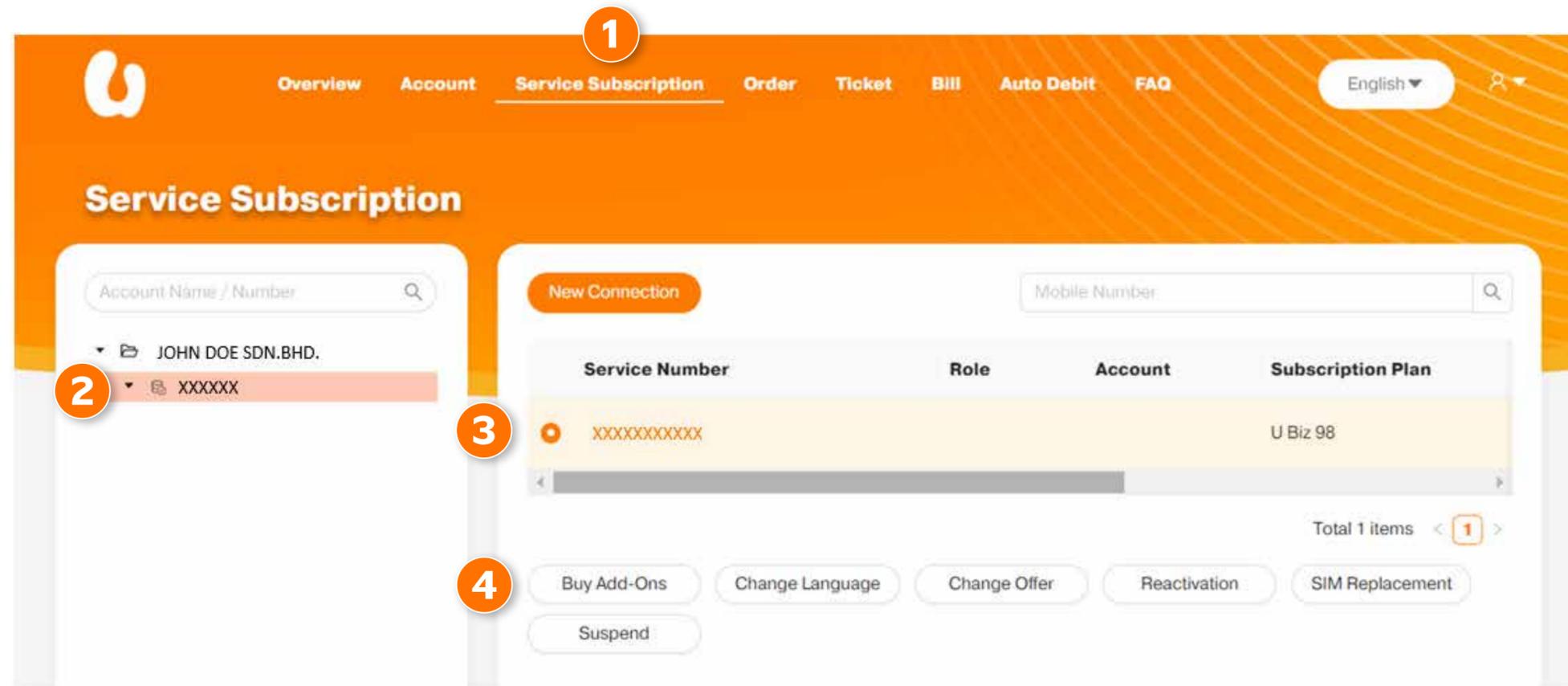
Click on “Submit” to confirm.

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# How To Purchase Add-Ons



## Step 1:

Click on “Service Subscription” from the menu at the top of the screen.

## Step 2:

Click on your desired account.

## Step 3:

Click on the number you want to purchase the add-ons for.

## Step 4:

Select “Buy Add-Ons”.



# How To Purchase Add-Ons

**The following add-ons are available for you to purchase.**

## **1. Domestic Data Roaming**

- a. Data Booster
- b. Hotspot Booster

Please click [HERE](#) for more info

## **1. International Data Roaming**

- a. U Data Roam 10 Booster
- b. U Data Roam 36 Booster

Please click [HERE](#) for more info

# How To Purchase Add-Ons

## Step 5:

Select the Add-Ons you wish to purchase.

## Step 6:

Click the “Submit” button to confirm your selection.

Buy Add-Ons

Service Number  
XXXXXXXXXXXX

Offer List

Offer Name

<input type="checkbox"/>	Name	OTC	MRC
<input type="checkbox"/>	Data Booster 10GB	10.00	
<input checked="" type="checkbox"/>	Hotspot Booster 5GB	5.00	
<input type="checkbox"/>	U Data Roam 10 Booster	10.00	
<input type="checkbox"/>	U Data Roam 36 Booster	36.00	

5

6 Submit Cancel

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# How To Enable IDD & International Roaming



**You can enable or disable International Direct Dialling (IDD) and International Roaming (IR) for selected service numbers.**

## **For Your Information:**

1. IDD can be activated as a standalone.
2. Activating IR will also activate IDD.
3. Deactivating IR or IDD will simultaneously deactivate both services.

# How To Enable IDD & International Roaming



The screenshot shows the 'Service Subscription' page on the U business website. The navigation bar at the top includes 'Overview', 'Account', 'Service Subscription' (highlighted with a '1'), 'Order', 'Ticket', 'Bill', 'Auto Debit', and 'FAQ'. Below the navigation bar, the 'Service Subscription' section is visible. On the left, there is a search bar for 'Account Name / Number' and a dropdown menu showing 'JOHN DOE SDN.BHD.' and 'XXXXXX' (highlighted with a '2'). On the right, there is a 'New Connection' section with a 'Mobile Number' search bar. Below this is a table with columns 'Service Number', 'Role', 'Account', and 'Subscription Plan'. The table contains one row with 'XXXXXXXXXX' in the 'Service Number' column and 'U Biz 98' in the 'Subscription Plan' column (highlighted with a '3'). Below the table, there are buttons for 'Buy Add-Ons' (highlighted with a '4'), 'Change Language', 'Change Offer', 'Reactivation', 'SIM Replacement', and 'Suspend'. A 'Total 1 items' indicator with a '1' in a box is also present.

## Step 1:

Click on “Service Subscription” from the menu at the top of the screen.

## Step 2:

Click on your desired account.

## Step 3:

Click on the number you want to purchase the add on for.

## Step 4:

Select “Buy Add-Ons”.

# How To Enable IDD & International Roaming



✕ Buy Add-Ons

Service Number

XXXXXXXXXXXX

**Offer List**

Offer Name

<input type="checkbox"/> Name	OTC	MRC
<input type="checkbox"/> Data Booster 10GB	10.00	
<input checked="" type="checkbox"/> Full IR <b>5</b>		
<input type="checkbox"/> Hotspot Booster 5GB	5.00	
<input type="checkbox"/> Non-Itemized Bill		5.00
<input type="checkbox"/> Postpaid Conf Call - Multi Party		
<input checked="" type="checkbox"/> Postpaid IDD		

**6**

## Step 5:

Select “Full IR” and “Postpaid IDD”.

## Step 6:

Click the “Submit” button to confirm.

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# How To Disable IDD & International Roaming



The screenshot shows the 'Service Subscription' page on the U business website. The navigation menu at the top includes 'Overview', 'Account', 'Service Subscription', 'Order', 'Ticket', 'Bill', 'Auto Debit', and 'FAQ'. The 'Service Subscription' menu item is highlighted with a circled '1'. Below the navigation, the 'Service Subscription' section is titled. On the left, there is a search bar for 'Account Name / Number' with a dropdown menu showing 'JOHN DOE SDN.BHD.' and 'XXXXXX'. The 'XXXXXX' item is highlighted with a circled '2'. On the right, there is a 'New Connection' section with a 'Mobile Number' search bar. Below this is a table with columns 'Service Number', 'Role', 'Account', and 'Subscription Plan'. The table contains one row with 'XXXXXXXXXX' in the 'Service Number' column, highlighted with a circled '3'. Below the table, there are buttons for 'Buy Add-Ons', 'Change Language', 'Change Offer', 'Reactivation', 'SIM Replacement', and 'Suspend'. A 'Total 1 items' indicator is also present.

## Step 1:

Click on “Service Subscription” from the menu at the top of the screen.

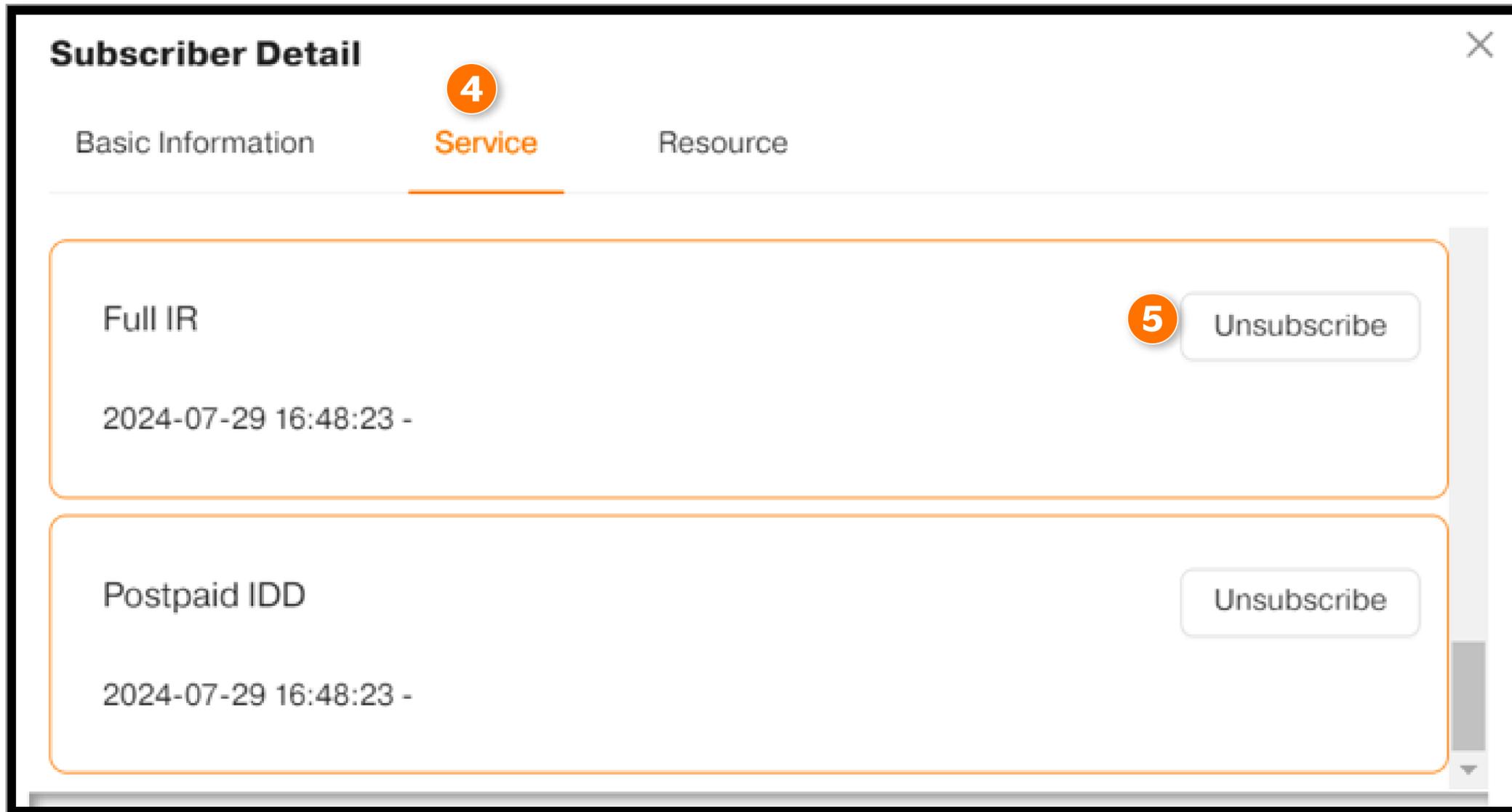
## Step 2:

Click on your desired account.

## Step 3:

Click on the number you want to remove the services from.

# How To Disable IDD & International Roaming



## Step 4:

Click on the “Service” tab.

## Step 5:

Click on “Unsubscribe” to remove the services from your account.

**These services will be deactivated within 10 minutes.**

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# How To Change Your Rate Plan (Change Offer)



The screenshot shows the 'Service Subscription' page with the following elements:

- Step 1:** The 'Service Subscription' menu item in the top navigation bar is highlighted.
- Step 2:** In the left sidebar, the account 'JOHN DOE SDN. BHD.' is expanded, and the account number 'XXXXXX' is selected.
- Step 3:** In the main content area, a table lists service connections. The first row is highlighted, showing 'Service Number: XXXXXXXXXXXX' and 'Subscription Plan: U Biz 98'.
- Step 4:** Below the table, the 'Change Offer' button is highlighted.

Service Number	Role	Account	Subscription Plan
XXXXXXXXXXXX			U Biz 98

## Step 1:

Click on “Service Subscription” from the menu at the top of the screen.

## Step 2:

Click on your desired account.

## Step 3:

Select your desired service number.

## Step 4:

Click on “Change Offer”.

# How To Change Your Rate Plan (Change Offer)



× **Change Offer**

Member Number	Offer Name	Billing Account	Check Result
XXXXXXXXXXXX	U Biz 68 v1	XXXXXX	

\* New Offer Name

**5** +

Remarks

Check

Submit Cancel

## Step 5:

Click the “+” button at the end of the New Offer Name box.

# How To Change Your Rate Plan (Change Offer)



### Offer List

Name	Sale Price	Rent Price
<input type="radio"/> U Biz 68		68.00
<input type="radio"/> U Biz 98		98.00

## Step 6:

Select your desired rate plan from the list.

## Step 7:

Click on “OK” to confirm.

## For Your Information

**Please contact our account manager if you'd like to switch to a rate plan that is not listed on the screen.**

# How To Change Your Rate Plan (Change Offer)



✕ Change Offer

Member Number	Offer Name	Billing Account	Check Result
60182206028	U Biz 68 v1	MN3007	Success

\* New Offer Name

U Biz 98 +

Remarks

Check

Submit Cancel

Click on the “Check” button and wait for changes to the Check Result status.

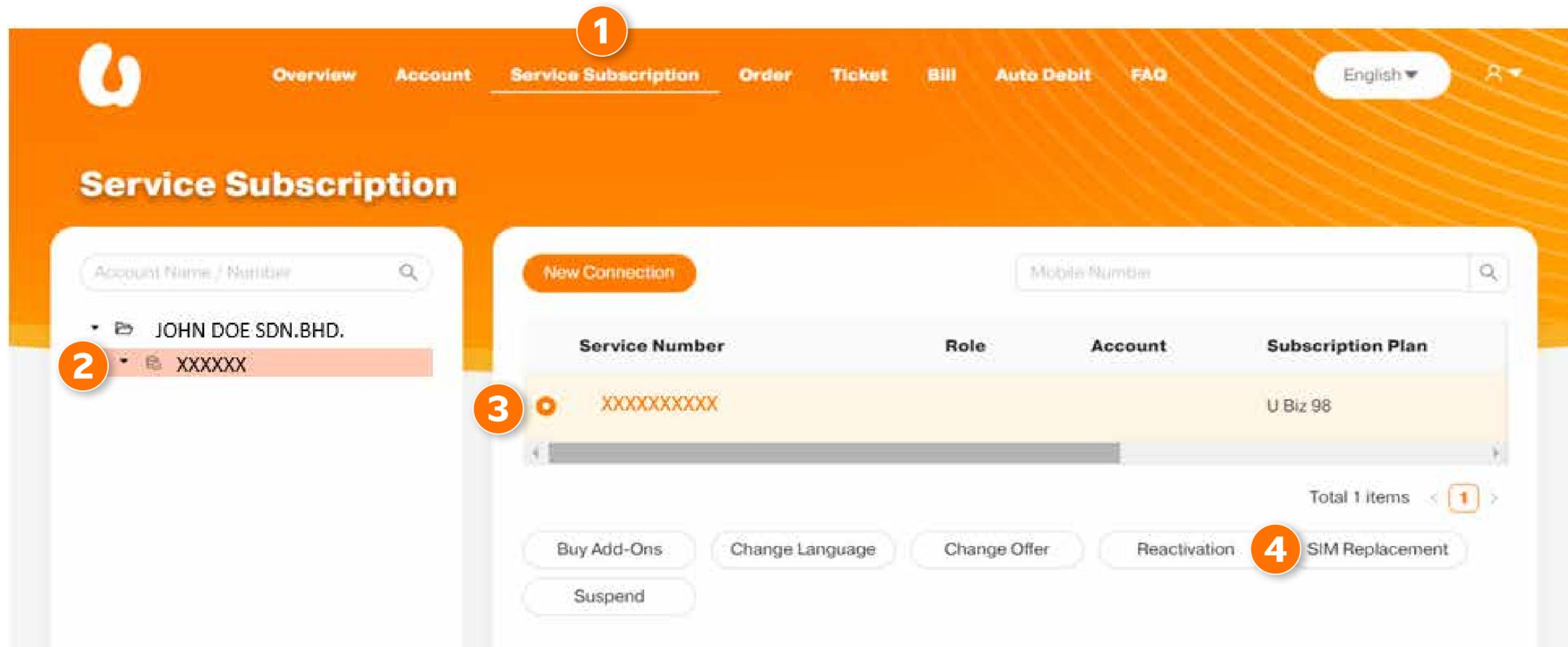
When it changes to Success you can click the “Submit” button at the bottom of the page to proceed.

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# How To Perform A SIM Replacement



## Step 1:

Click on Service Subscription from the menu at the top of the screen.

## Step 2:

Click on your desired account.

## Step 3:

Select your desired service number.

## Step 4:

Click on the SIM Replacement button.

# How To Perform A SIM Replacement



× SIM Replacement

Member Number	Offer Name
XXXXXXXXXXXX	U Biz 68 v1

New SIM Type Physical SIM

**5** + SIM Serial Number

**6** + Order Reason

**7**

## Step 5:

Enter your SIM Serial Number into the box.

## Step 6:

Select Order Reason from the menu.

## Step 7:

Click on Submit to confirm.

# How To Perform A SIM Replacement



Once you submit your request, go to the Order from the menu bar.

## Step 8:

Click on Order from the menu at the top of the screen.

## Step 9:

When your request has been approved the status will change to Completion.

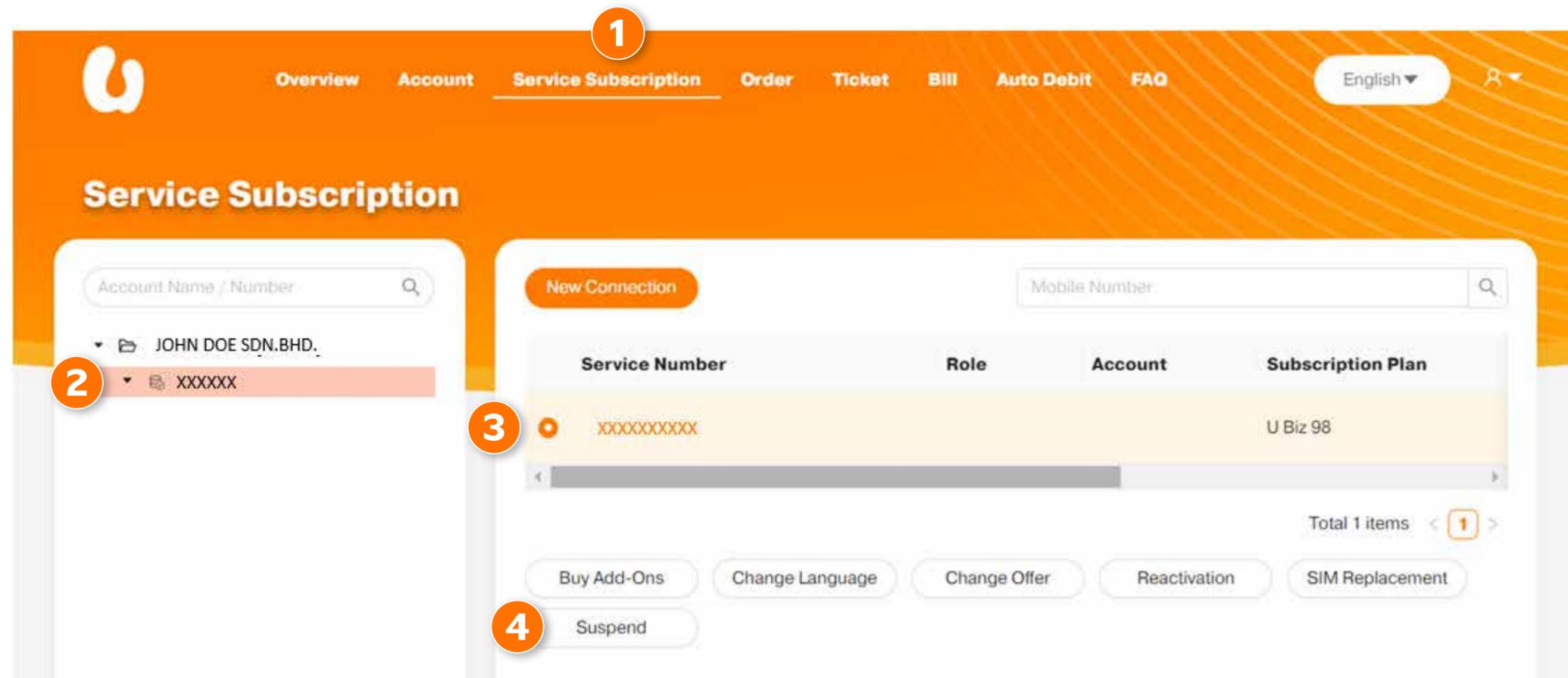
The screenshot shows a web application interface for managing orders. At the top, there is a navigation bar with the company logo and menu items: Overview, Account, Service Subscription, Order (highlighted with a red circle and the number 8), Ticket, Bill, Auto Debit, and FAQ. There is also a language selector set to "English" and a user profile icon. Below the navigation bar, the page title "Order" is displayed. The main content area features a filter section with "Time" options (Today, Last 7 Days, Last 30 Days, Last 6 Months) and a date range selector (2024-01-31 to 2024-07-31). Below this are several input fields: Operator (with a plus sign), Service Number, Customer Order ID, ICCID, Order Status Type (dropdown), Order Event (dropdown), and Order State (dropdown). There are "Query" and "Reset" buttons. At the bottom, a table displays a list of orders. The first row shows a completed order: Time: 2024-06-27 11:43:19, Customer Order ID: 2406000804035005, Order Event: SIM Replacement, Operator: Siti Nadiah Noordin -, Service Number: XXXXXXXXXXXX, ICCID: 896018223006098502, and State: Completion (highlighted with a red circle and the number 9).

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# How To Suspend A SIM



There may come a time when you need to suspend a SIM card, this may be due the device or SIM being lost, stolen or various other reasons. The following steps will guide you through how to suspend a SIM.

## Step 1:

Click on Service Subscription from the menu at the top of the screen.

## Step 2:

Click on your desired account.

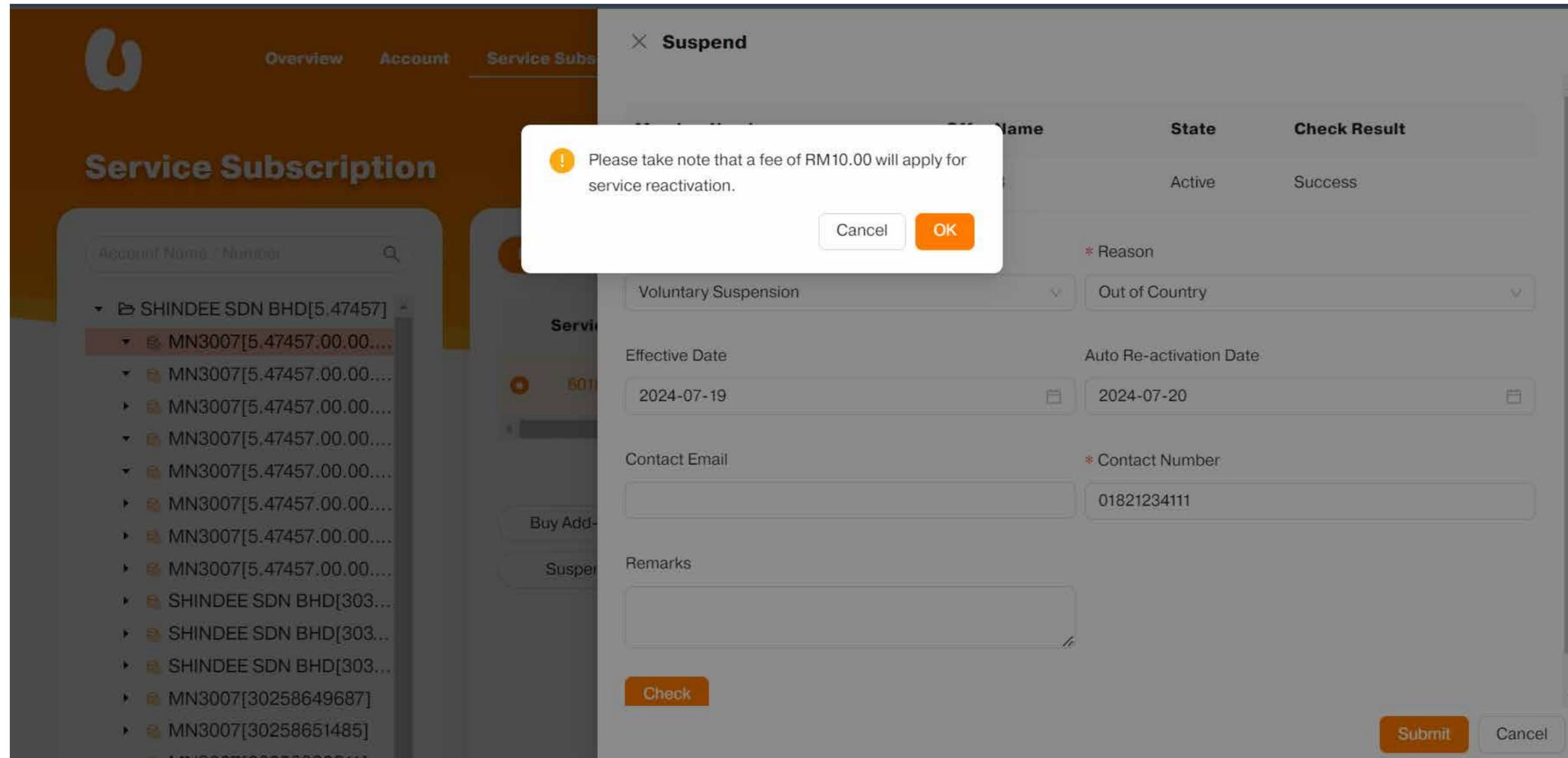
## Step 3:

Select your desired service number.

## Step 4:

Click the Suspend button.

# How To Suspend A SIM



Please note that a RM10 fee will be applied for service reactivation. Click OK to continue.

# How To Suspend A SIM



× Suspend

Member Number	Offer Name	State	Check Result
XXXXXXXXXXXX	U Biz 98	Active	Success <b>7</b>

\* Action **5** \* Reason

Voluntary Suspension  Out of Country

Effective Date Auto Re-activation Date

2024-06-28  Select date

Contact Email \* Contact Number

0182001230

Remarks

**Check** **6** **Submit**

## Step 5:

Complete the form with the necessary information.

## Step 6:

Click on the Check button.

## Step 7:

Look for the Check Result status to say Success.

# How To Suspend A SIM



× Suspend

Member Number	Offer Name	State	Check Result
XXXXXXXXXX	U Biz 98	Active	Success

\* Action: Voluntary Suspension

\* Reason: Out of Country

Effective Date: 2024-06-28

Auto Re-activation Date: Select date

Contact Email: [Empty]

\* Contact Number: 0182001230

Remarks: [Empty]

Check [8] Submit Cancel

## Step 8:

Click Submit to confirm.

### Notes:

When completing the form the following options are available for selection:

### Action

Voluntary Suspension  
SIM Lost/Stolen

### Reason

Out of Country  
Pending Termination  
MCMC Non-Compliance  
Lost/Stolen

### Effective Date

The effective date will be set to immediate if SIM Lost/Stolen was selected from the Action options.

### Auto Re-activation Date:

Choose when you want the SIM to be reactivated, choose Disable for SIM Lost/Stolen SIM.

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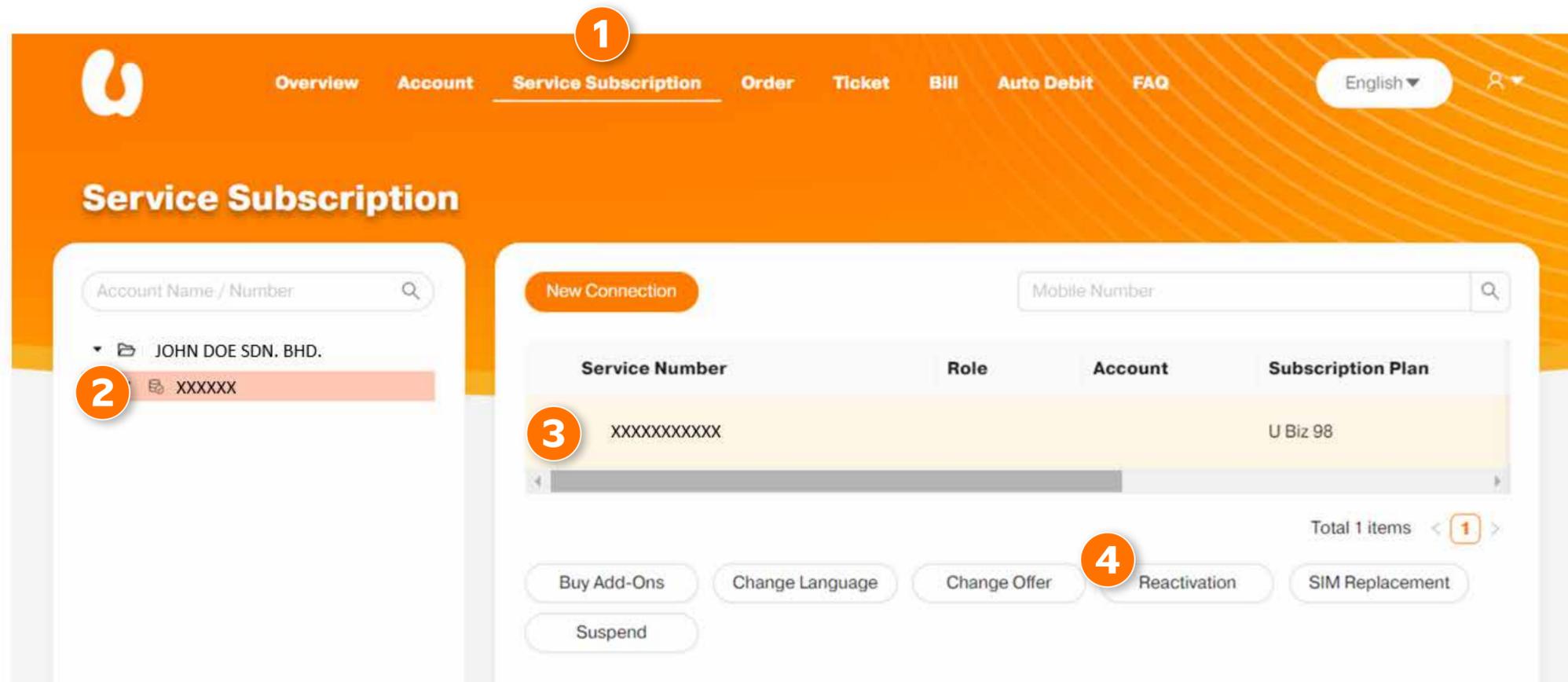


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# How To Reactivate A Suspended SIM



You can reactivate your SIM through BusinessCare.



## Step 1:

Click on Service Subscription from the menu at the top of the screen.

## Step 2:

Click on your desired account.

## Step 3:

Select your desired service number.

## Step 4:

Click the Reactivation button.

# How To Reactivate A Suspended SIM



× Reactivation

Member Number	Offer Name	State	Check Result
XXXXXXXXXX	U Biz 98	Suspended	Success

\* Action:

\* Reason:

Effective Date **5**:

Contact Email:

\* Contact Number:

Remarks:

## Step 5:

Complete the form with the following information:

### Action

Reactivation

### Reason

Customer Request

### Effective Date

Select when you want your SIM to be reactivated, you can choose any date from today or future dates.

# How To Reactivate A Suspended SIM



× Reactivation

Member Number	Offer Name	State	Check Result
XXXXXXXXXX	U Biz 98	Suspended	Success <b>7</b>

\* Action:  \* Reason:

Effective Date:  Contact Email:

\* Contact Number:

Remarks:

**6**

**8**

## Step 6:

Click on the Check button.

## Step 7:

Look for the Check Result status to say Success.

## Step 8:

Click Submit to confirm.

# How To Reactivate A Suspended SIM



Please note that there is a RM10 activation fee should you choose to reactivate the suspended SIM.

A screenshot of a web application interface for SIM reactivation. A white dialog box with a yellow warning icon is overlaid on the form, displaying the message: "Please take note that a fee of RM10.00 will apply for service reactivation." with "Cancel" and "OK" buttons. The background form is titled "Reactivation" and contains several fields: "Reactivation" (dropdown menu), "Effective Date" (calendar icon, value: 2024-07-31), "Reason" (dropdown menu, value: Customer request), "Contact Number" (text input, value: 0182123213), and "Remarks" (text area). A "Check" button is located at the bottom left of the form, and "Submit" and "Cancel" buttons are at the bottom right. A table with columns "Name", "State", and "Check Result" is partially visible in the background, showing a row with "Suspended" and "Success".

# How To Reactivate A Suspended SIM



To check the status of your order follow these steps:

## Step 9:

Click on Order from the menu at the top of the screen.

## Step 10:

When your request has been approved the status will change to Completion.

The screenshot shows the 'Order' page in a web application. The 'Order' menu item is highlighted with a red circle containing the number 9. The page displays search filters for Time, Operator, Service Number, Customer Order ID, ICCID, Order Status Type, and Order Event. A table below shows a single order record with a 'Completion' status, highlighted with a red circle containing the number 10.

Time	Customer Order ID	Order Event	Operator	Service Number	ICCID	State
2024-06-19 11:12:40	2406000795997878	Reactivation	10000000001	60182205648	896018122169395634	Completion

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# How To Download Your Bill Statement And Pay Your Bill



**1**

Overview Account Service Subscription Order Ticket **Bill** Auto Debit FAQ English

## Bill

Billing Account

Bill Cycle **2** JOHN DOE SDN. BHD.  
XXXXXX

Customer

Customer

Bill

Due Date:

Payments Received:

Current Month Charges:

VAT REG NO:

Account Number:

Bill Period:

Adjustments:

Balance Carried Forward:

Total Advance Payment:

Total Due:

## Step 1:

Click on Bill from the menu at the top of the screen.

## Step 2:

Click on your desired account.

# How To Download Your Bill Statement And Pay Your Bill

The screenshot shows a user interface for a 'Bill' page. At the top, there is a navigation bar with the following items: 'Overview', 'Account', 'Service Subscription', 'Order', 'Ticket', 'Bill' (which is underlined), 'Auto Debit', and 'FAQ'. On the right side of the navigation bar, there is a language selector set to 'English' and a user profile icon. Below the navigation bar, the word 'Bill' is displayed in a large font. Underneath, there is a 'Billing Account' dropdown menu showing 'JOHN DOE SDN. BHD.'. Below that, there is a 'Bill Cycle' section with a red circle containing the number '3' next to it. This section contains six date range buttons arranged in two rows of three. The first row contains: '2024/06/15-2024/07/14', '2024/05/15-2024/06/14', and '2024/04/15-2024/05/14'. The second row contains: '2024/03/15-2024/04/14', '2024/02/15-2024/03/14', and '2024/01/15-2024/02/14'.

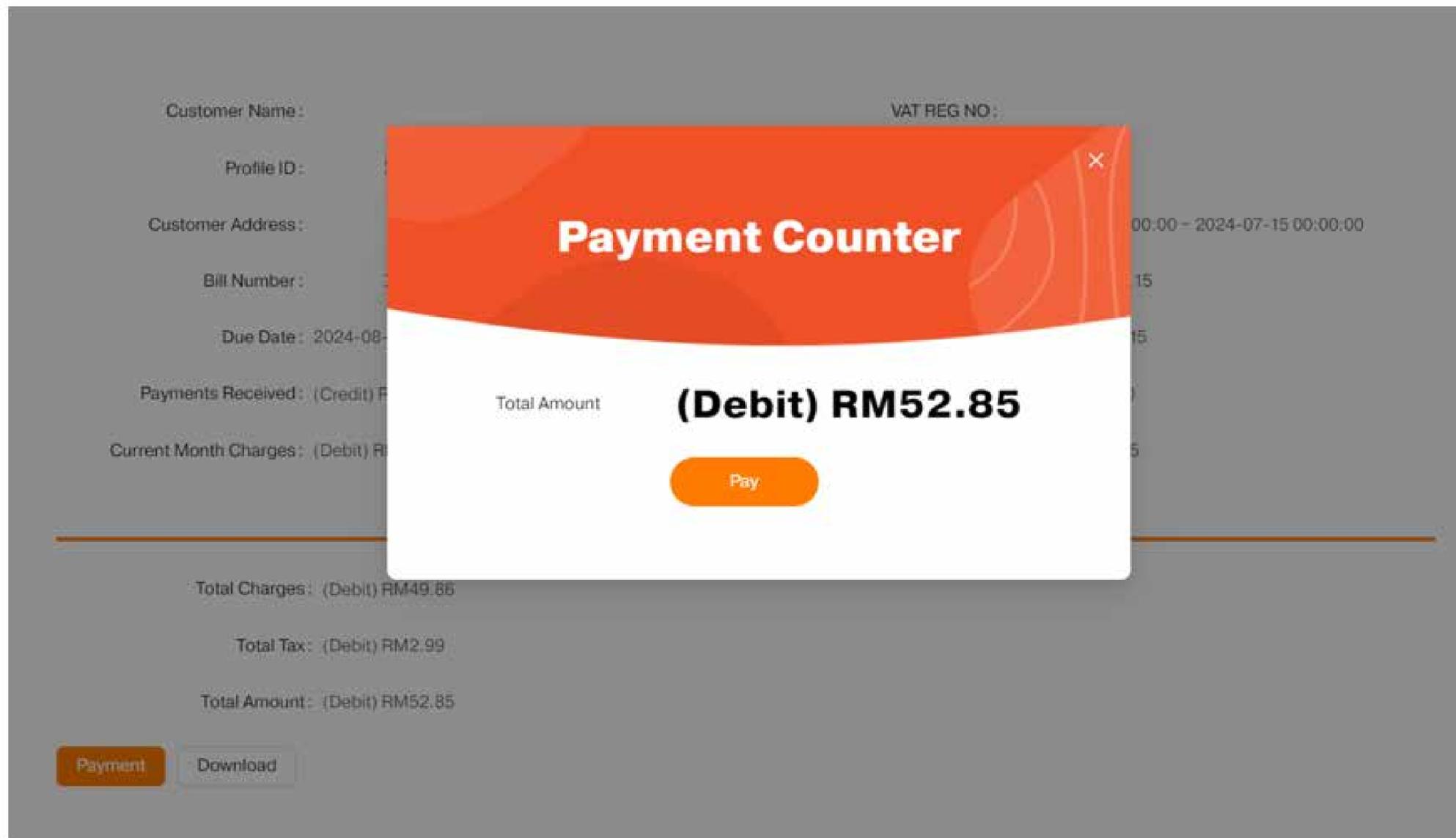
## Step 3:

Select which billing cycle you wish to view/pay.

You can choose any from the previous 6 months.



# How To Download Your Bill Statement And Pay Your Bill



## Step 5:

A pop-up will display the total amount payable for your bill. Click the Pay button to proceed with payment.

# How To Download Your Bill Statement And Pay Your Bill

## Step 6:

Select the payment option you'd like to use, such as credit card or online banking.

Follow the instructions from your chosen payment option.

### Credit/Debit Card Options



### Credit/Debit Card Options



# How To Download Your Bill Statement And Pay Your Bill



When payment has been completed you will see this page. You can choose to print your receipt or save it as a PDF file from the buttons at the bottom of your screen.

## Payment Successful

Your bill has been successfully paid. Kindly check MyUMobile App to confirm that your payment is reflected.+6018 388 1318 for assistance.

### Bill Payment

**Payment Status**  
Transaction Success

**Date & Time**  
2024-07-18 17:03:47

**Order Number**  
P24071800380410600WCV

**Transaction ID**  
UMW202407180347623

**Payment Description**  
Pay Bill

**Mobile Number**  
XXXXXXXXXX

**Email**  
test@uu.com

**Mobile Number for Payment Notification**  
XXXXXXXXXX

**Payment Amount**  
RM 200

**Payment Method**  
Credit/Debit Card

**Card Type**  
Visa/Mastercard

[Print Receipt](#)   [Save as PDF](#)

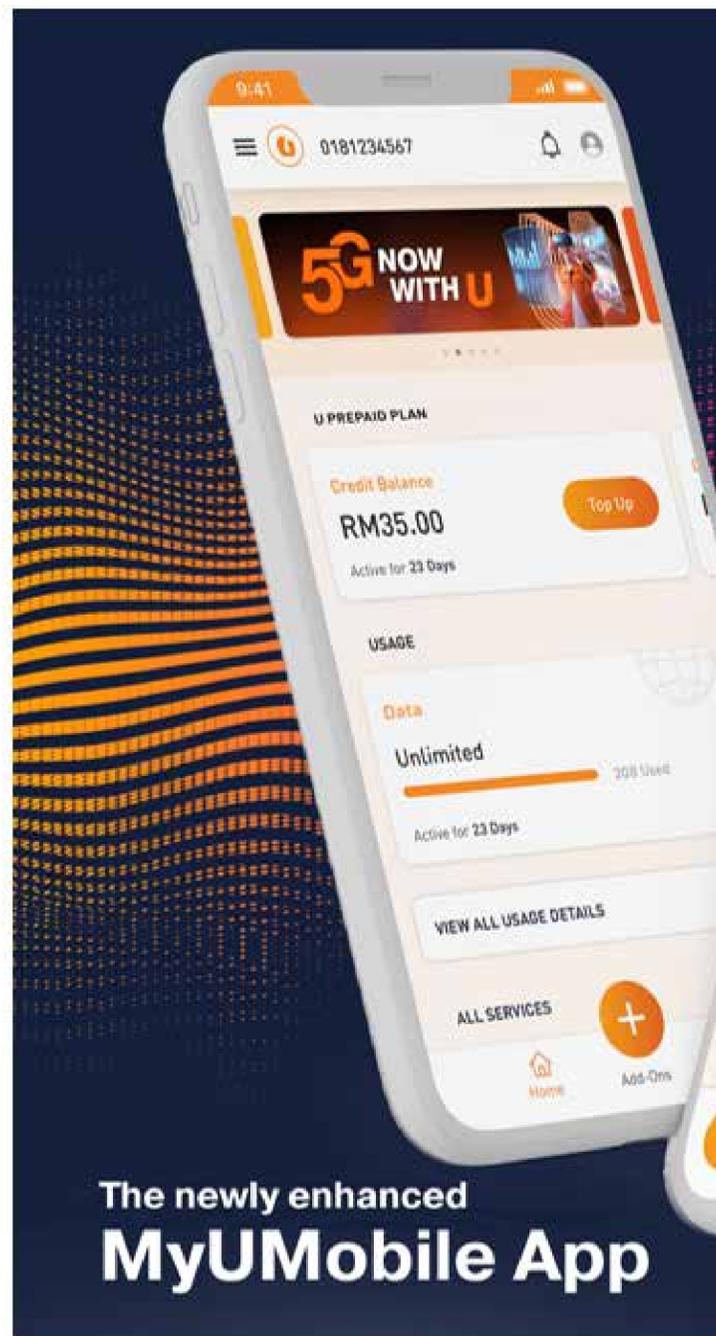
[Back To Home](#)

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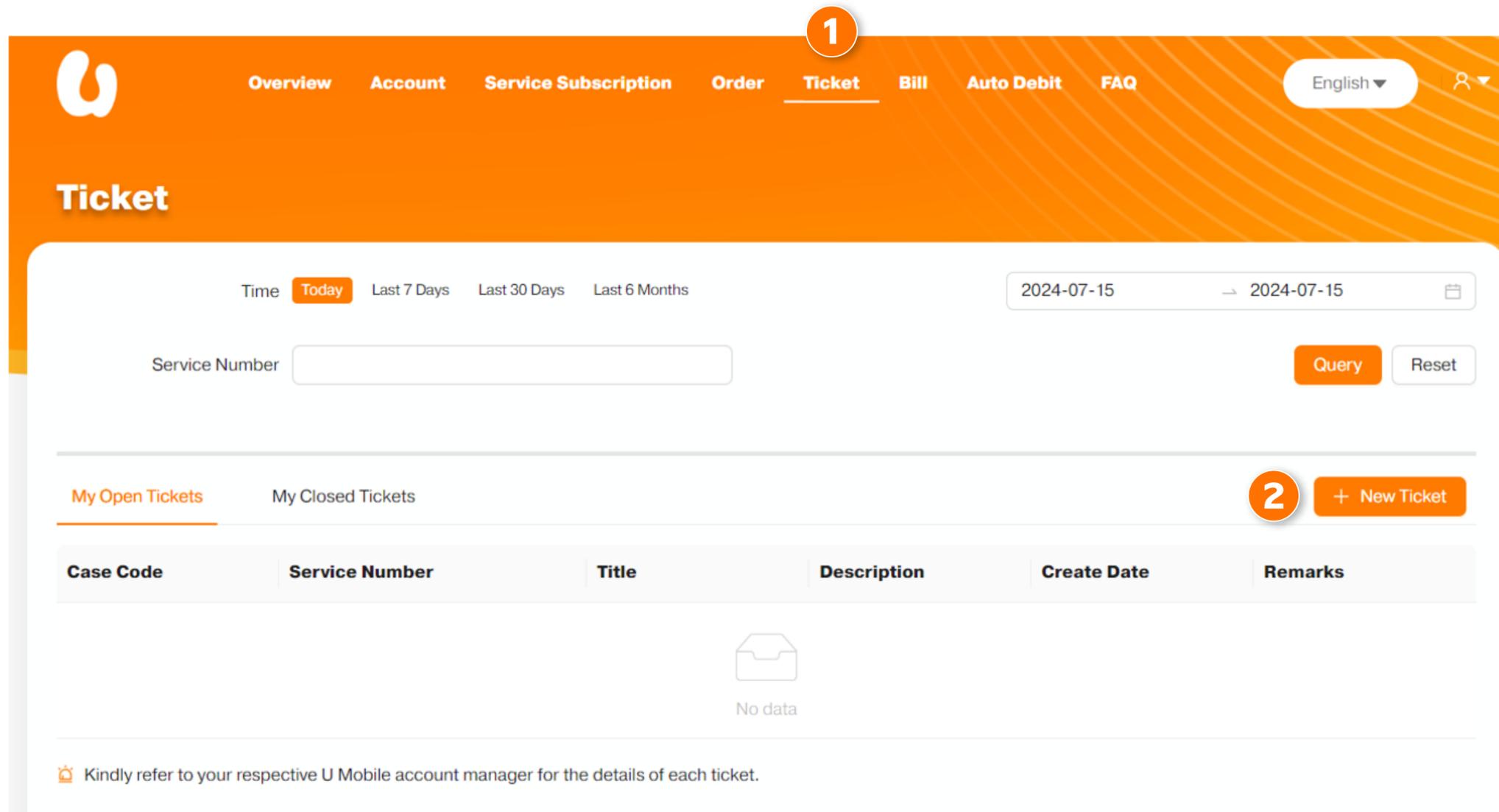
# How To Activate/Deactivate MyUMobile App Access



Mobile users can access the MyUMobile app through their device unless specified otherwise during the sign up process.

To enable or disable access to the MyUMobile app for a specific MSISDN/service number, you can raise a support ticket.

# How To Activate/Deactivate MyUMobile App Access



The screenshot shows the 'Ticket' page in the MyUMobile app. At the top, there is a navigation menu with options: Overview, Account, Service Subscription, Order, **Ticket** (highlighted with a red circle '1'), Bill, Auto Debit, and FAQ. Below the menu, there are filters for 'Time' (Today, Last 7 Days, Last 30 Days, Last 6 Months) and a date range selector (2024-07-15 to 2024-07-15). A search bar for 'Service Number' is present with 'Query' and 'Reset' buttons. Below this, there are tabs for 'My Open Tickets' and 'My Closed Tickets', and a '+ New Ticket' button (highlighted with a red circle '2'). A table with columns 'Case Code', 'Service Number', 'Title', 'Description', 'Create Date', and 'Remarks' is shown, but it is empty with a 'No data' message. At the bottom, a note says: 'Kindly refer to your respective U Mobile account manager for the details of each ticket.'

## Step 1:

Click on Ticket from the menu at the top of the screen.

## Step 2:

Click on + New Ticket

# How To Activate/Deactivate MyUMobile App Access



The screenshot shows the 'Ticket' section of the MyUMobile app. At the top, there's a navigation bar with 'Overview', 'Account', 'Service Subscription', 'Order', 'Ticket', 'Bill', 'Auto Debit', and 'FAQ'. The 'Ticket' tab is active. Below the navigation bar, there's a 'Ticket' header and a search area with a 'Service Number' input field, 'Query', and 'Reset' buttons. A date range selector shows '2024-07-15' to '2024-07-15'. Below this, there are tabs for 'My Open Tickets' and 'My Closed Tickets', with a '+ New Ticket' button. A table with columns 'Case Code', 'Service Number', 'Title', 'Description', 'Create Date', and 'Remarks' is shown, but it contains 'No data'. A note at the bottom says 'Kindly refer to your respective U Mobile account manager for the details of each ticket.' On the right side, a 'New Ticket' form is open, with a '3' in a circle next to the title. The form has fields for 'Case Type' (dropdown), 'Title', 'Description' (text area), 'Service Number' (input with a '+' button), 'Contact Name', 'Contact Phone', and 'Contact Email'. At the bottom of the form, there's a 'Select File' section with a 'Select File' button. A '4' in a circle is next to the 'Submit' button.

## Step 3:

Complete the form using the following guide.

1. Service Type:  
Corporate/Enterprise Support  
Activate MyUMobile App Access  
Deactivate MyUMobile App Access
2. Case Type: Select "Request"
3. Title: <Follow this format: MyUMobile App 0182270345>
4. Description: < Follow this format: Disable MyUMobile App access >
5. Service Number: <Select from the list of active MSISDN>
6. Contact Name: <Provide contact name, in case needed to follow up>
7. Contact Phone: <Provide contact number in case needed to follow up>
8. Contact Email: <Provide email in case needed to follow up>

## Step 4:

Click the Submit button to confirm.

# How To Activate/Deactivate MyUMobile App Access



Once you have submitted your support ticket you can view its status.

1 - My Open Tickets will show all newly created support tickets.

2 - My Closed Tickets will show previous tickets which have been resolved.

The screenshot shows the "Ticket" management page. At the top, there is a navigation bar with links for Overview, Account, Service Subscription, Order, Ticket (highlighted), Bill, Auto Debit, and FAQ. A language dropdown is set to "English". Below the navigation, the "Ticket" section has a filter for "Time" with options: Today, Last 7 Days (selected), Last 30 Days, and Last 6 Months. A date range selector shows "2024-07-08" to "2024-07-15". There is a "Service Number" input field with "Query" and "Reset" buttons. Below this, there are two tabs: "My Open Tickets" (marked with a circled "1") and "My Closed Tickets" (marked with a circled "2"). A "+ New Ticket" button is on the right. A table with the following data is displayed:

Case Code	Service Number	Title	Description	Create Date	Remarks
227106237	XXXXXXXXXX	MyUMobile Apps XXXXXXXXXX	Disable MyUMobile Apps access	2024-07-12 11:14:59	

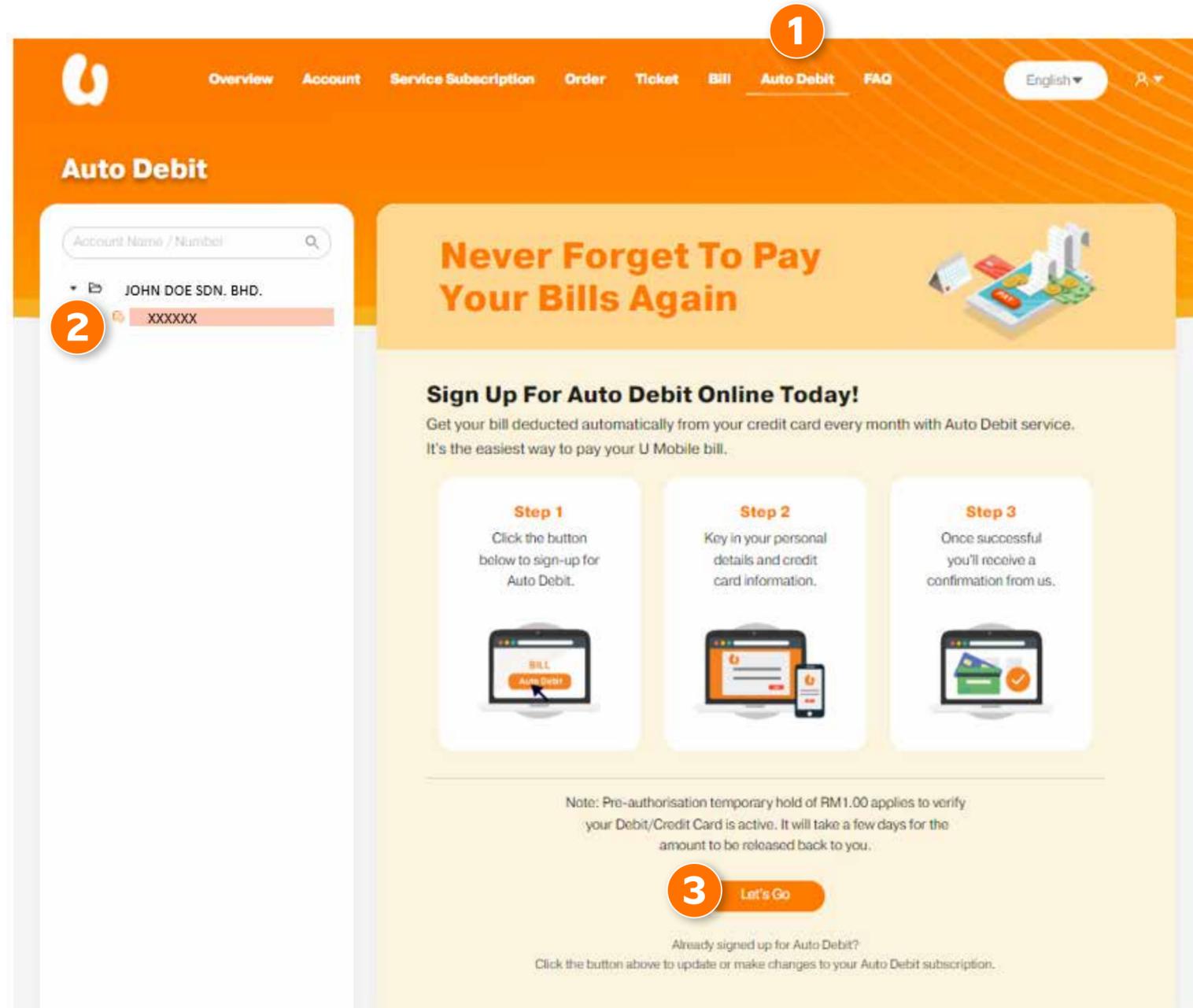
At the bottom, there is a note: "Kindly refer to your respective U Mobile account manager for the details of each ticket." and a pagination indicator: "Total 1 items < 1 >".

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# How To Subscribe To Auto Debit



You can set up automatic bill payment via BusinessCare.

## Step 1:

Click on Auto Debit from the menu at the top of the screen.

## Step 2:

Click on the account you wish to set to Auto Debit.

## Step 3:

Click the Let's Go button.

# How To Subscribe To Auto Debit



Complete the form with your credit card information.

## Step 4:

Complete the form with your credit card details.

## Step 5:

Click on the Terms & Conditions checkbox.

## Step 6:

Click the Submit button.

## Step 7:

The next page will be a Secure Transaction Approval page. Please follow your card provider's onscreen instructions to complete the process.

The screenshot shows a mobile app interface for 'Auto Debit Subscription'. At the top left is the 'u mobile' logo, and at the top right is 'Powered by GoBiz'. The title 'Auto Debit Subscription' is centered at the top of the form. Below the title is a 'Billing Account Number' field with the value '5.47457'. A message below reads: 'Please provide your Debit / Credit Card details to activate Auto Debit for Pay Bill to charge on a monthly fixed schedule.' The form has two columns. The left column has 'Card Number' (with a '4' in a circle next to it) and 'Expiration Date' (with 'Month' and 'Year' dropdowns). The right column has 'Name on Card' and 'CVV2/CVC2/CID' (with a '123' in a box). At the bottom left, there is a checkbox (with a '5' in a circle next to it) and the text: 'I have read and agreed to the [Terms and Conditions](#) and consent to the processing of my personal information according to the [Privacy Notice](#)'. At the bottom center is a 'SUBMIT' button (with a '6' in a circle next to it).



# How Can We Help You?

If you have any questions, feel free to talk to our team. Call us on:

**+6018 388 1318**

**OR**

**1318**

from your U Mobile Number

Terms and Conditions Apply.