

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:

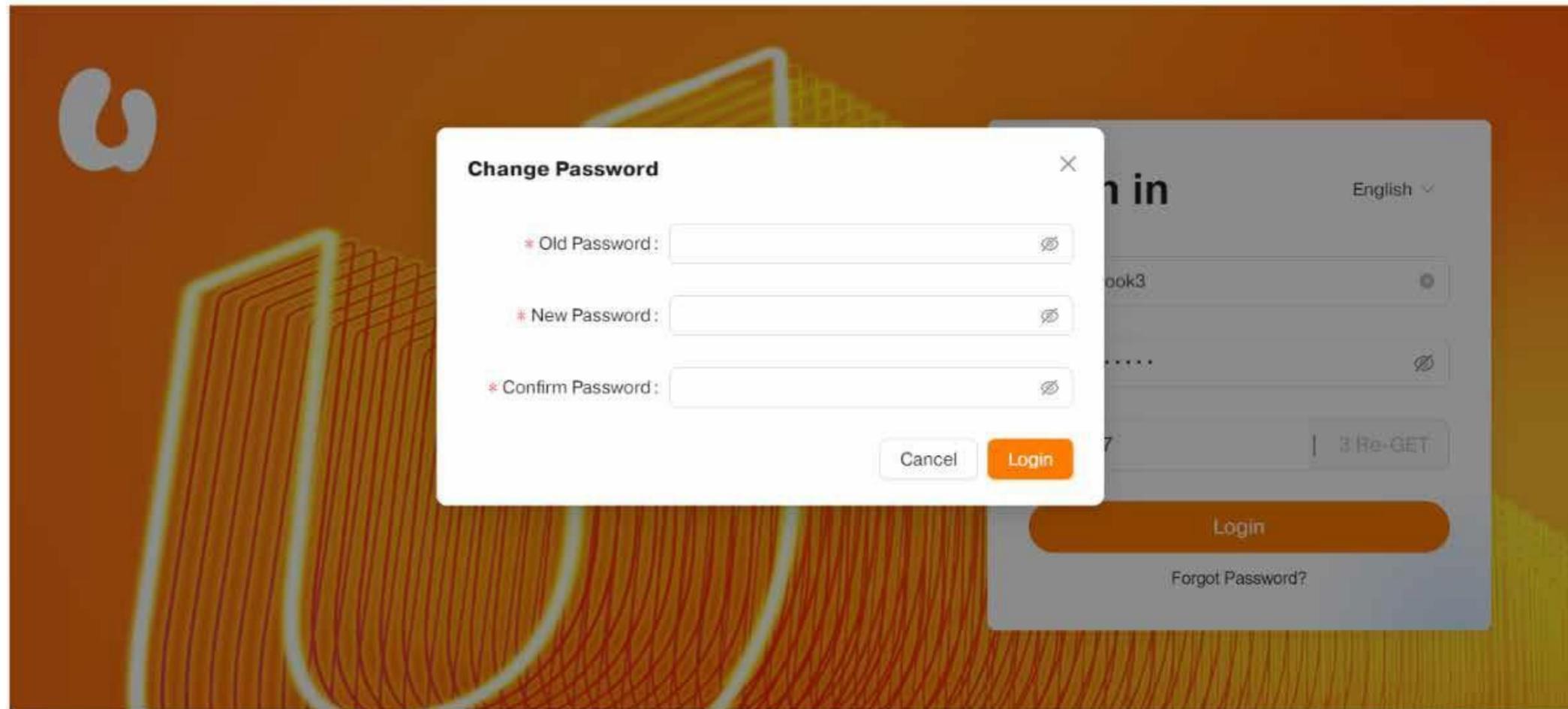
You will receive an email containing OTP for login.

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.

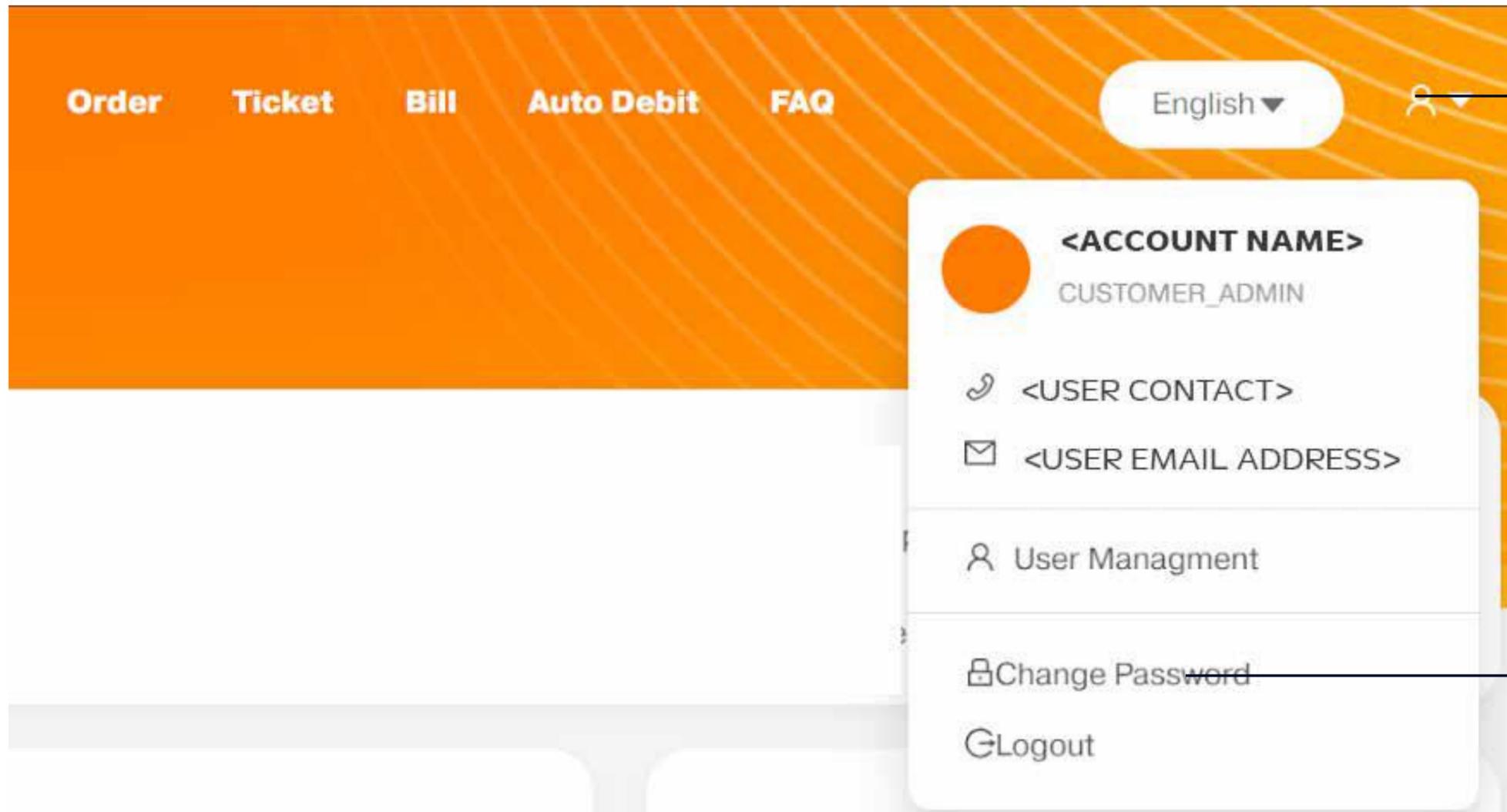
Password Requirements: Your new password must be at least 8 characters in length and contain a combination of capital and lowercase letters, numbers, and special characters.

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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.

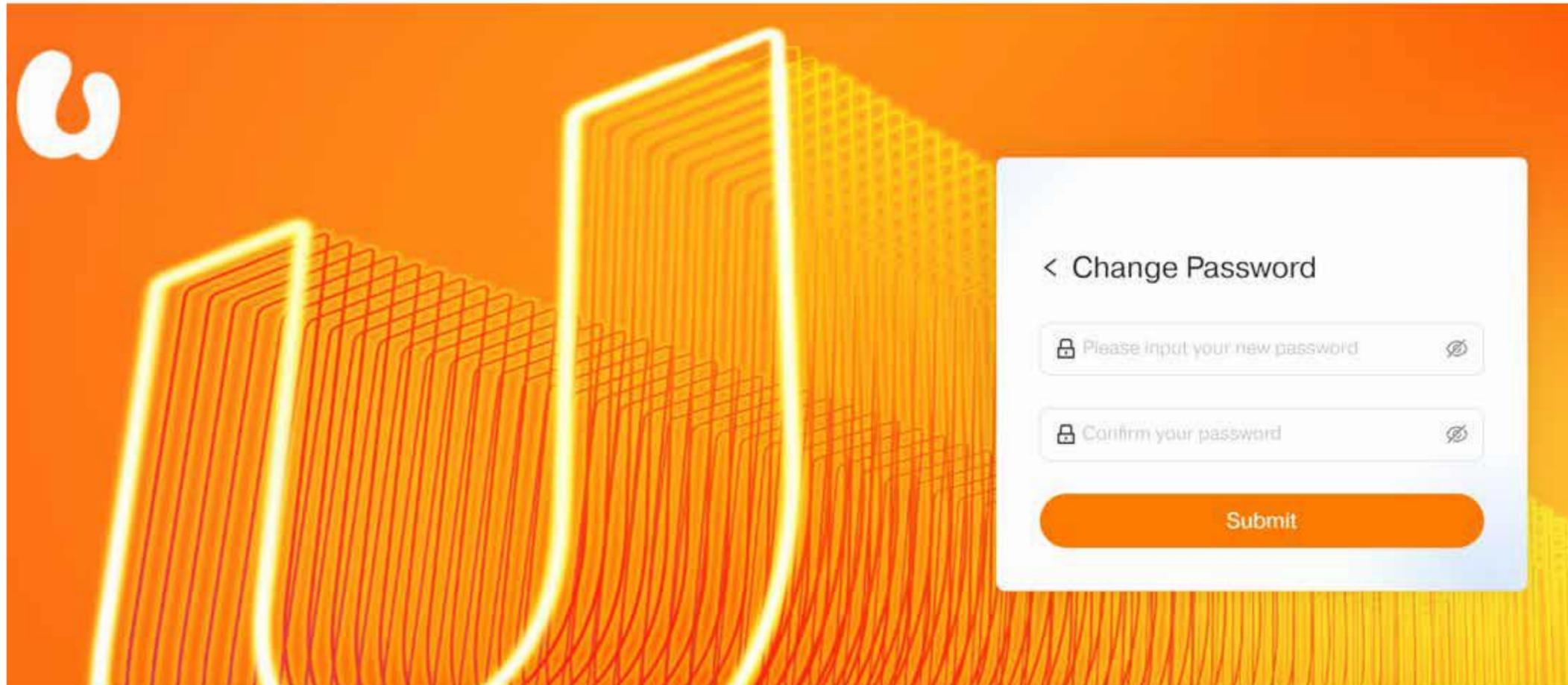
How To Reset Your Password



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

The screenshot shows a web interface for account management. At the top, there is a navigation menu with options: Overview, Account, Service Subscription, Order, Ticket, Bill, Auto Debit, and FAQ. The 'Account' menu item is highlighted with a circled '1'. Below the navigation, the page title is 'Account'. On the left, there is an 'Account List' section with a search bar and a list of accounts. The first account, 'JOHN DOE SDN. BHD.', is highlighted with a circled '2'. On the right, there is an 'Information Details' section with various fields: Account Name (JOHN DOE SDN. BHD.), Account Number (XXXXXX), Account Type (Prepaid), Billing Cycle Type (BC15), Bill Flag (Yes), Bill Delivery Method (SMS Notification, E-Bill), Email (<Email Address>), Post Address (<Address>), Auto Debit (Cash), and Remark. At the bottom left, a 'Modify' button is highlighted with a circled '3'. At the bottom right, there are 'Submit' and 'Cancel' buttons.

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

A screenshot of a web application interface for account management. The top navigation bar includes "Overview", "Account", "Service Subscription", "Order", "Ticket", "Bill", "Auto Debit", and "FAQ". The "Account" section is active. On the left, there is an "Account List" with a search bar and a list item "JOHN DOE SDN. BHD.". The main area shows "Information Details" for the selected account. The form includes fields for "Account Name" (JOHN DOE SDN. BHD.), "Account Number" (XXXXXX), "Account Type" (Prepaid), "Billing Cycle Type" (BC15), "Bill Flag" (Yes), "Bill Method" (SMS Notification, E-Bill), "Email" (<Email Address>), "Post Address" (<Address>), and "Auto Debit" (Cash). A red circle with the number "4" is placed over the "Email" field. At the bottom, there are "Submit" and "Cancel" buttons. A "Modify" button is also visible at the bottom left of the account list.

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 View Quota

All quota viewing functions are now available under the “MY SIM” section. You can perform the following actions:

- **Query All Lines**
View quota usage for all lines under your account.
- **Query by SIM Status**
Filter and check quota based on SIM status (Active, Suspended, Terminated).
- **Query by Service Number**
Enter a specific service number to view its quota details.
- **Download the Query Report**
Export and download the quota report for further reference or analysis.

How To View Quota



A screenshot of a web application interface. At the top, there is a navigation bar with the following items: Overview, Account, My SIM (highlighted with a red circle and the number 1), Service Subscription, Order, Ticket, Bill, Auto Debit, and FAQ. To the right of the navigation bar are language and user profile options. Below the navigation bar, the page title "My SIM" is displayed. The main content area contains a form with a "Billing Account" dropdown menu (marked with a red circle and the number 2) showing "SHINDEE SDN BHD[5.47457]". To the right of the dropdown are input fields for "Service Number" and "ICCID". Below these fields are buttons for "Download", "Query" (marked with a red circle and the number 3), and "Reset". At the bottom of the form is a table with the following columns: Status, Service Number, ICCID, Rate Plan, Start Date, End Date, Quota Packages, Group Name, Total Quota, and Remaining Quota. The table is currently empty, showing a "No data" message with a folder icon.

Query All Lines

Step 1:
Go to My SIM page

Step 2:
Select Billing Account

Step 3:
Click Query

How To View Quota



The screenshot shows the 'My SIM' section of a web application. At the top, there is a navigation bar with links: Overview, Account, My SIM (active), Service Subscription, Order, Ticket, Bill, Auto Debit, and FAQ. There is also a language dropdown set to 'English' and a user profile icon. Below the navigation, the 'My SIM' title is displayed. A form area contains a 'Billing Account' dropdown menu with the value 'MN3007[5.47457.00.00.100005]', a 'Status' dropdown, and input fields for 'Service Number' and 'ICCID'. There are 'Download', 'Query', and 'Reset' buttons. Below the form is a table with the following data:

Status	Service Number	ICCID	Rate Plan	Start Date	End Date	Quota Packages	Group Name	Total Quota	Remaining Quota
●	▼ 60182206047	896018122...	U Biz 98	2022-08-18 ...	2025-12-1...	U Postpaid 98 Bas...		1000.00GB	1000.00GB
				2022-08-18 ...	2025-12-1...	U Postpaid 98 Roa...		15.00GB	15.00GB
				2025-11-15 ...	2025-12-1...	Ultra Hotspot 5G (...)		100.00GB	100.00GB
				2025-11-15 ...	2025-12-1...	U Postpaid 98 Loc...		Unlimited	Unlimited

At the bottom right of the table area, it says 'Total 1 items' with a page indicator showing '1' in a box.

Query All Lines

Result

How To View Quota



The screenshot shows the 'My SIM' page with the following elements:

- Step 1:** The 'My SIM' tab in the top navigation bar.
- Step 2:** The 'Billing Account' dropdown menu.
- Step 3:** The 'Status' dropdown menu.
- Step 4:** The 'Query' button.

Status	Service Number	ICCID	Rate Plan	Start Date	End Date	Quota Packages	Group Name	Total Quota	Remaining Quota
●	▼ 60182206047	896018122...	U Biz 98	2022-08-18 ...	2025-12-1...	U Postpaid 98 Bas...		1000.00GB	1000.00GB
				2022-08-18 ...	2025-12-1...	U Postpaid 98 Roa...		15.00GB	15.00GB
				2025-11-15 ...	2025-12-1...	Ultra Hotspot 5G (...)		100.00GB	100.00GB
				2025-11-15 ...	2025-12-1...	U Postpaid 98 Loc...		Unlimited	Unlimited

Total 1 items < 1 >

Query by SIM Status

Step 1:
Go to My SIM page

Step 2:
Select Billing Account

Step 3:
Select Status

Step 4:
Click Query

Status Options:

- Active
- Barring Credit Limit
- Barring Other Reasons
- Suspension
- Terminated

How To View Quota



The screenshot shows the 'My SIM' page with the following elements:

- 1**: Navigation menu with 'My SIM' selected.
- 2**: Billing Account dropdown menu.
- 3**: Status dropdown menu.
- 4**: Query button.

Status	Service Number	ICCID	Rate Plan	Start Date	End Date	Quota Packages	Group Name	Total Quota	Remaining Quota
●	▼ 60182206047	896018122...	U Biz 98	2022-08-18 ...	2025-12-1...	U Postpaid 98 Bas...		1000.00GB	1000.00GB
				2022-08-18 ...	2025-12-1...	U Postpaid 98 Roa...		15.00GB	15.00GB
				2025-11-15 ...	2025-12-1...	Ultra Hotspot 5G (...)		100.00GB	100.00GB
				2025-11-15 ...	2025-12-1...	U Postpaid 98 Loc...		Unlimited	Unlimited

Total 1 items < **1** >

Query by Service Number

Step 1:
Go to My SIM page

Step 2:
Select Billing Account

Step 3:
Key in the MSISDN

Step 4:
Click Query

How To View Quota



The screenshot shows the 'My SIM' section of a user interface. At the top, there's a navigation bar with 'Overview', 'Account', 'My SIM', 'Service Subscription', 'Order', 'Ticket', 'Bill', 'Auto Debit', and 'FAQ'. Below this, the 'My SIM' title is followed by a 'Billing Account' dropdown menu. There are input fields for 'Status', 'Service Number' (60182206047), and 'ICCID'. A 'Download' button is highlighted with a large '1' in a circle, indicating the first step. To the right of the 'Download' button are 'Query' and 'Reset' buttons. Below the buttons is a table with columns: Status, Service Number, ICCID, Rate Plan, Start Date, End Date, Quota Packages, Group Name, Total Quota, and Remaining Quota. The table contains four rows of data.

Download the Query Report

Step 1:
Click Download

Step 2:
Choose your preferred format:
EXCEL or CSV

Step 3:
Your browser will start downloading
the file after you make your selection

Sample of Excel Report

Status	Service Number	ICCID	Rate Plan	Start Date	End Date	Quota Packages	Group Name	Total Quota	Remaining Quota	Used Quota
Active	60152004578	896018002000008513	U Biz 5G	2025-10-22 18:29:49	2025-11-07 00:00:00	U Biz 5G Base Data		1000.00GB	1000.00GB	0.00MB
Active	60152004585	896018002000008514	U Biz 38	2025-10-22 18:32:02	2025-11-07 00:00:00	U Postpaid 38 Hotspot		5.00GB	5.00GB	0.00MB
Active	60152004585	896018002000008514	U Biz 38	2025-10-22 18:32:04	2025-11-07 00:00:00	Ultra Hotspot 5G (Enabled)		100.00GB	100.00GB	0.00MB
Active	60152004585	896018002000008514	U Biz 38	2025-10-22 18:32:02	2025-11-07 00:00:00	U Postpaid 38 Base Data with Hotspot		120.00GB	120.00GB	0.00MB
Active	60152004585	896018002000008514	U Biz 38	2025-10-22 18:32:04	2025-11-07 00:00:00	U Postpaid 38 Local Calls		Unlimited	Unlimited	0 seconds
Active	60152004586	896018002000008515	U Biz 68	2025-10-22 18:35:59	2025-11-07 00:00:00	Ultra Hotspot 5G (Enabled)		100.00GB	100.00GB	0.00MB
Active	60152004586	896018002000008515	U Biz 68	2025-10-22 18:35:56	2025-11-07 00:00:00	U Postpaid 68 Base Data with Hotspot		500.00GB	500.00GB	0.00MB
Active	60152004586	896018002000008515	U Biz 68	2025-10-22 18:35:59	2025-11-07 00:00:00	U Postpaid 68 Local Calls		Unlimited	Unlimited	0 seconds
Active	60152004587	896018002000008516	U Biz 98	2025-10-30 13:48:27	2025-10-31 13:48:27	24-Hour Roaming RM15: Data & Hotspot		1.00GB	1.00GB	0.00MB
Active	60152004587	896018002000008516	U Biz 98	2025-10-30 13:48:27	2025-10-31 13:48:27	24-Hour Roaming RM38: Data & Hotspot		1.00GB	1.00GB	0.00MB
Active	60152004587	896018002000008516	U Biz 98	2025-10-30 13:48:25	2025-10-31 13:48:00	10-Day Roaming (ASEAN): Data & Hotspot		1.00GB	1.00GB	0.00MB
Active	60152004587	896018002000008516	U Biz 98	2025-10-30 13:48:25	2025-10-31 13:48:00	5-Day Roaming (SG/IDN/TH): Data & Hotspot		2.00GB	2.00GB	0.00MB
Active	60152004587	896018002000008516	U Biz 98	2025-10-30 13:48:25	2025-10-31 13:48:00	7-Day Roaming (Multi-Country): Data & Hotspot		2.00GB	2.00GB	0.00MB

How To View Quota



Download the Query Report – Field Descriptions

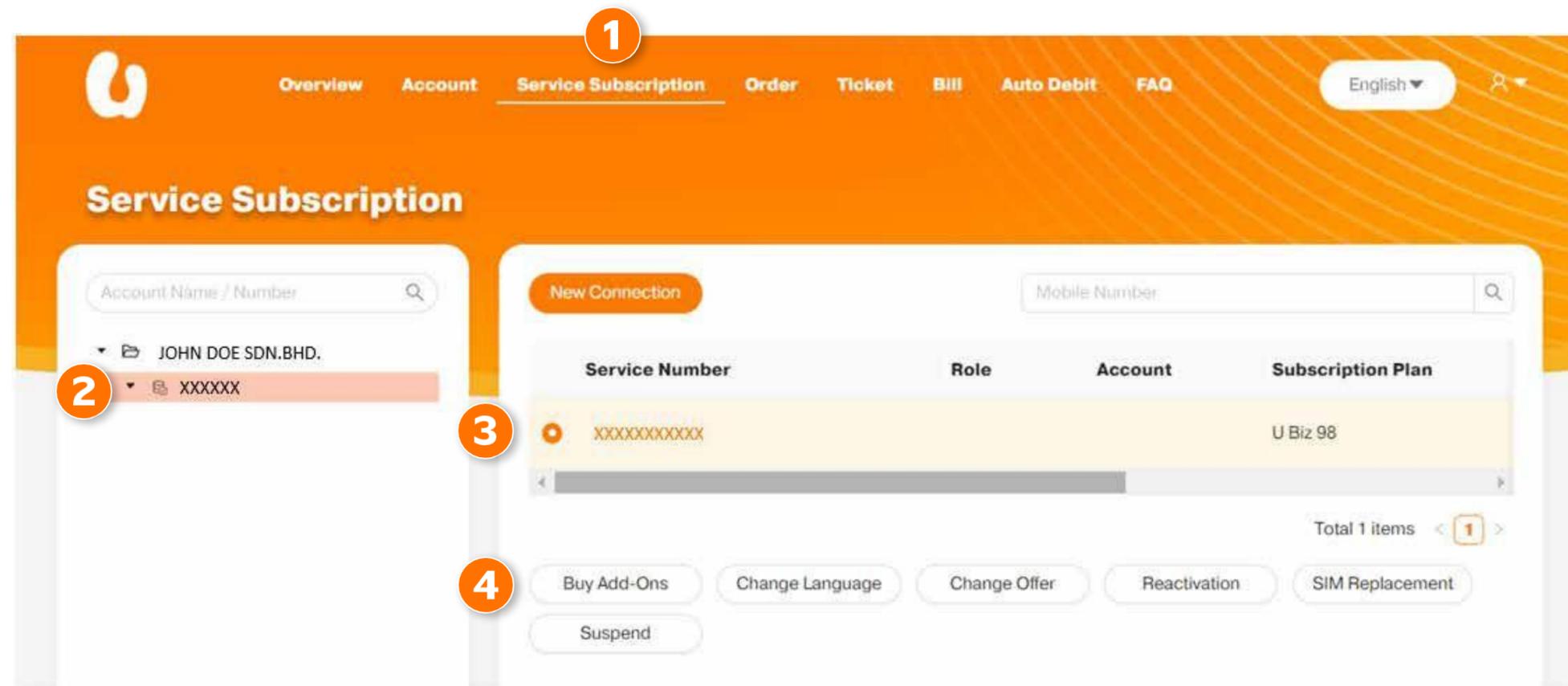
Field	Description
Status	Shows whether the service is active, suspended, or terminated.
Service Number	The mobile number or service ID assigned to the line.
ICCID	Unique SIM card identification number linked to the service.
Rate Plan	The subscribed plan name.
Start Date	Shows the start date of the quota package.
End Date	Shows the end date of the quota package.
Quota Packages	Lists the data or add-on packages tied to the plan.
Group Name	Name automatically created to identify all SIMs in the same data pool. Applicable only to data pool rate plans.
Total Quota	Total data allocation for the plan or group.
Remaining Quota	Amount of unused data still available.
Used Quota	Amount of data already consumed.

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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. Data Add-ons

Boost your data experience with flexible options to suit your usage needs:

- a) Data Booster**
- b) Hotspot Booster**

Click [here](#) to view all data add-ons and full details.

2. International Data Roaming

Stay connected wherever you go with our range of roaming passes:

- a) 5-Day Roaming (SG/IDN/TH)**
- b) 7-Day Roaming (Multi-Country)**
- c) 10-Day Roaming (ASEAN)**
- d) 30-Day Roaming (Multi-Country)**
- e) 24-Hour Roaming RM38**
- f) 24-Hour Roaming RM15**

Click [here](#) to view the latest roaming add-ons and full details.

Important Note:

Information provided in this guideline is subject to change. For the most updated offers and pricing, please refer to the links above.

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	

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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.

Please note the following rules when managing these services:

1. IDD can be activated on its own.

You may enable IDD without enabling IR.

2. Activating IR will automatically activate IDD

IR requires IDD to function, so both will be enabled together.

3. Deactivating either IR or IDD will deactivate both services.

Turning off one service will automatically turn off the other.

How To Enable IDD & International Roaming



The screenshot shows a web interface for "Service Subscription". At the top, a navigation menu includes "Overview", "Account", "Service Subscription" (highlighted with a red circle and the number 1), "Order", "Ticket", "Bill", "Auto Debit", and "FAQ". Below the menu, the "Service Subscription" section is divided into two main areas. 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 red circle and the number 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 red circle and the number 3) and "U Biz 98" in the "Subscription Plan" column. Below the table, there are several buttons: "Buy Add-Ons" (highlighted with a red circle and the number 4), "Change Language", "Change Offer", "Reactivation", "SIM Replacement", and "Suspend". A pagination indicator shows "Total 1 items" with a red circle and the number 1.

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 5		
<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 Submit Cancel

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



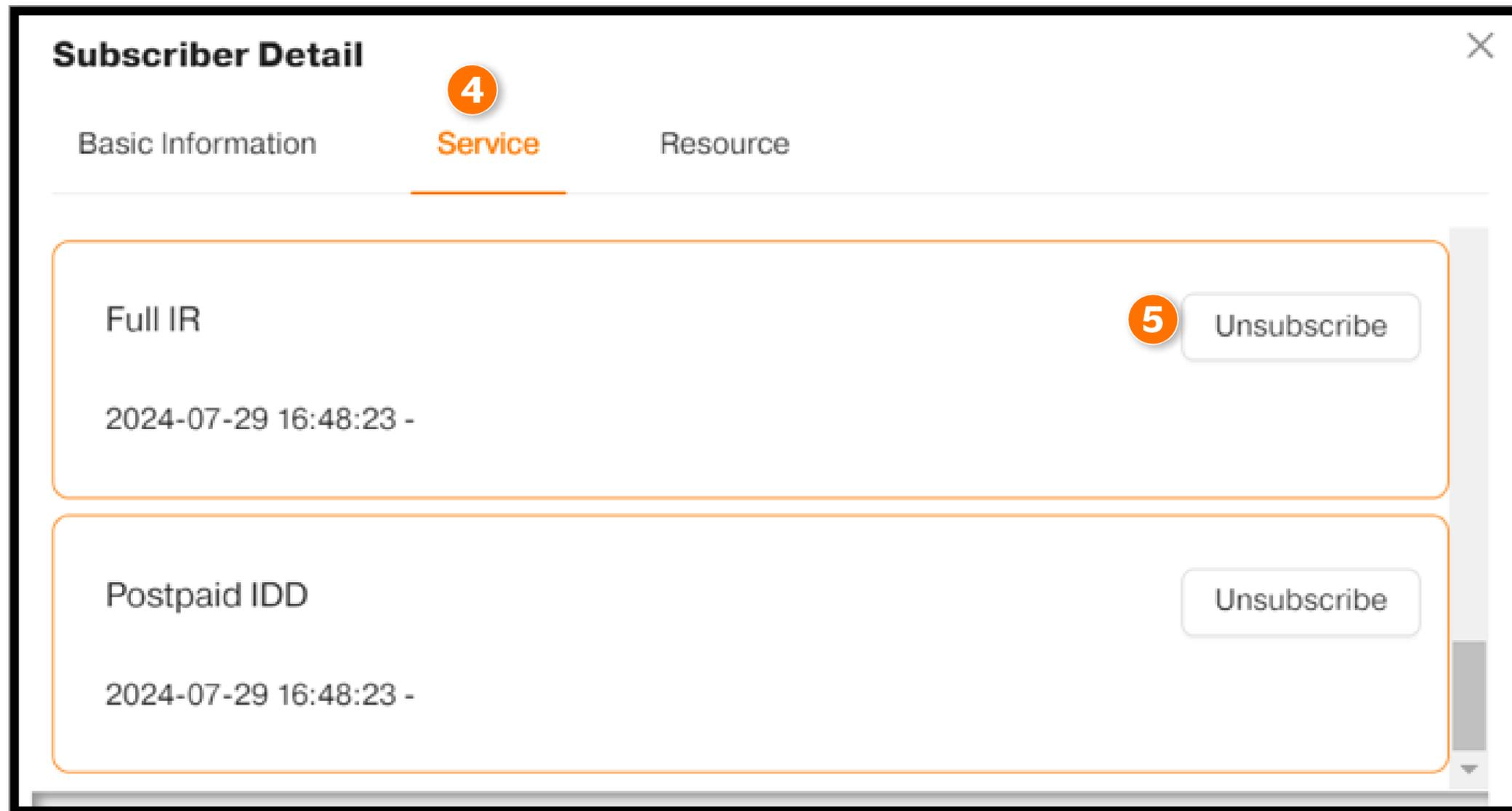
The screenshot shows a web interface for "Service Subscription". At the top, a navigation menu includes "Overview", "Account", "Service Subscription" (highlighted with a red circle and the number "1"), "Order", "Ticket", "Bill", "Auto Debit", and "FAQ". Below the menu, the "Service Subscription" page title is displayed. On the left, a search bar for "Account Name / Number" shows a dropdown list with "JOHN DOE SDN.BHD." and "XXXXXX" (highlighted with a red circle and the number "2"). On the right, a "New Connection" section has 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" (highlighted with a red circle and the number "3") in the "Service Number" column and "U Biz 98" in the "Subscription Plan" column. At the bottom right of the table, it says "Total 1 items" with a small box containing the number "1". Below the table are several buttons: "Buy Add-Ons", "Suspend", "Change Language", "Change Offer", "Reactivation", and "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:
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.

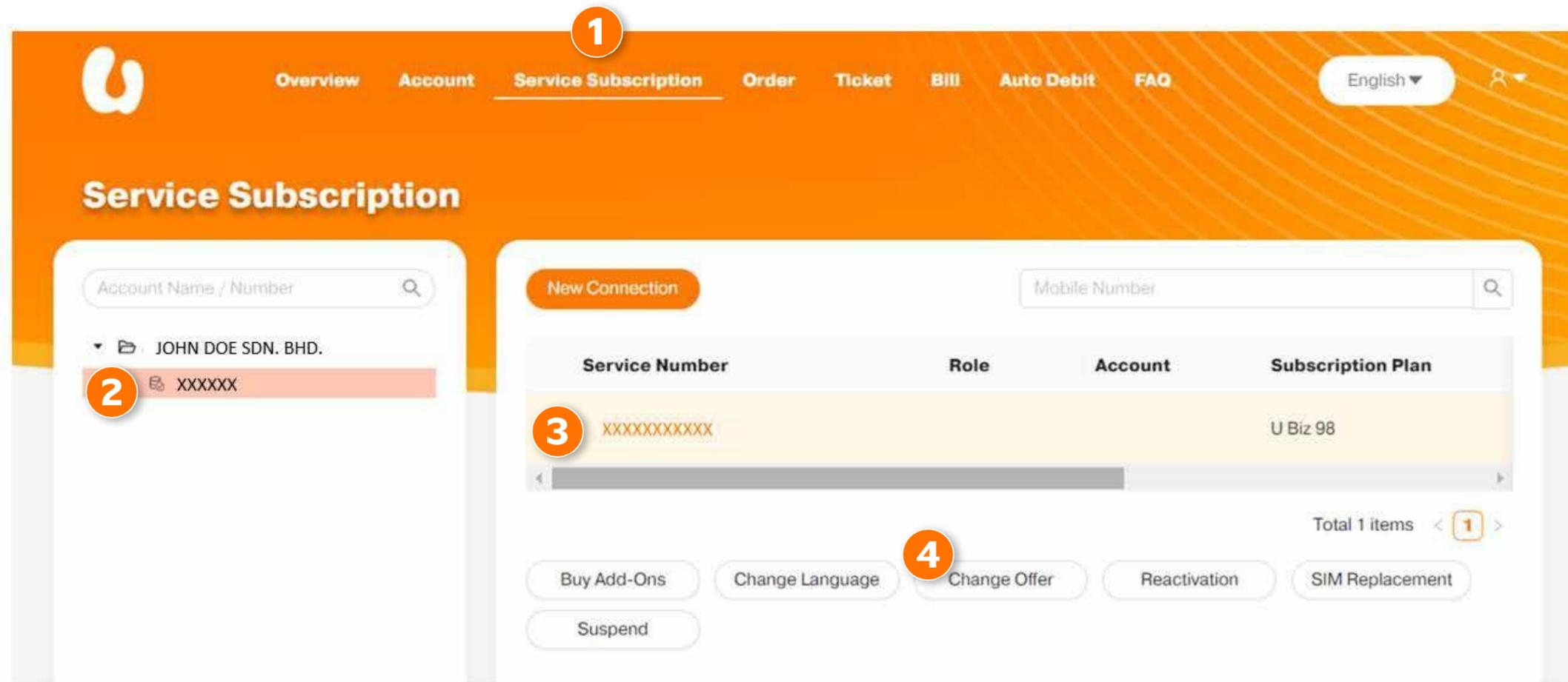
These services will be deactivated within 10 minutes.

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How To Change Your Rate Plan (Change Offer)



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 ✕

Offer Name

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

7

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



A screenshot of a web application interface for "Service Subscription". The top navigation bar includes "Overview", "Account", "Service Subscription" (highlighted with a red circle and the number 1), "Order", "Ticket", "Bill", "Auto Debit", and "FAQ". Below the navigation, the "Service Subscription" section has a search bar for "Account Name / Number" and a "New Connection" button. A dropdown menu shows "JOHN DOE SDN.BHD." with a sub-item "XXXXXX" highlighted (marked with a red circle and the number 2). 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 (marked with a red circle and the number 3). At the bottom, there are buttons for "Buy Add-Ons", "Suspend", "Change Language", "Change Offer", "Reactivation", and "SIM Replacement" (marked with a red circle and the number 4). 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:
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 <insert SIM Serial Number here>

6 + Order Reason SIM faulty

7 Submit Cancel

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



8

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

Order

Time Today Last 7 Days Last 30 Days **Last 6 Months** 2024-01-31 → 2024-07-31

Operator + Service Number Customer Order ID

ICCID Order Status Type Order Event

Order State **Query** Reset

Time	Customer Order ID	Order Event	Operator	Service Number	ICCID	State
2024-06-27 11:43:19	2406000804035005	SIM Replacement	Siti Nadiah Noordin -	XXXXXXXXXXXX	896018223006098502	Completion 9

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.

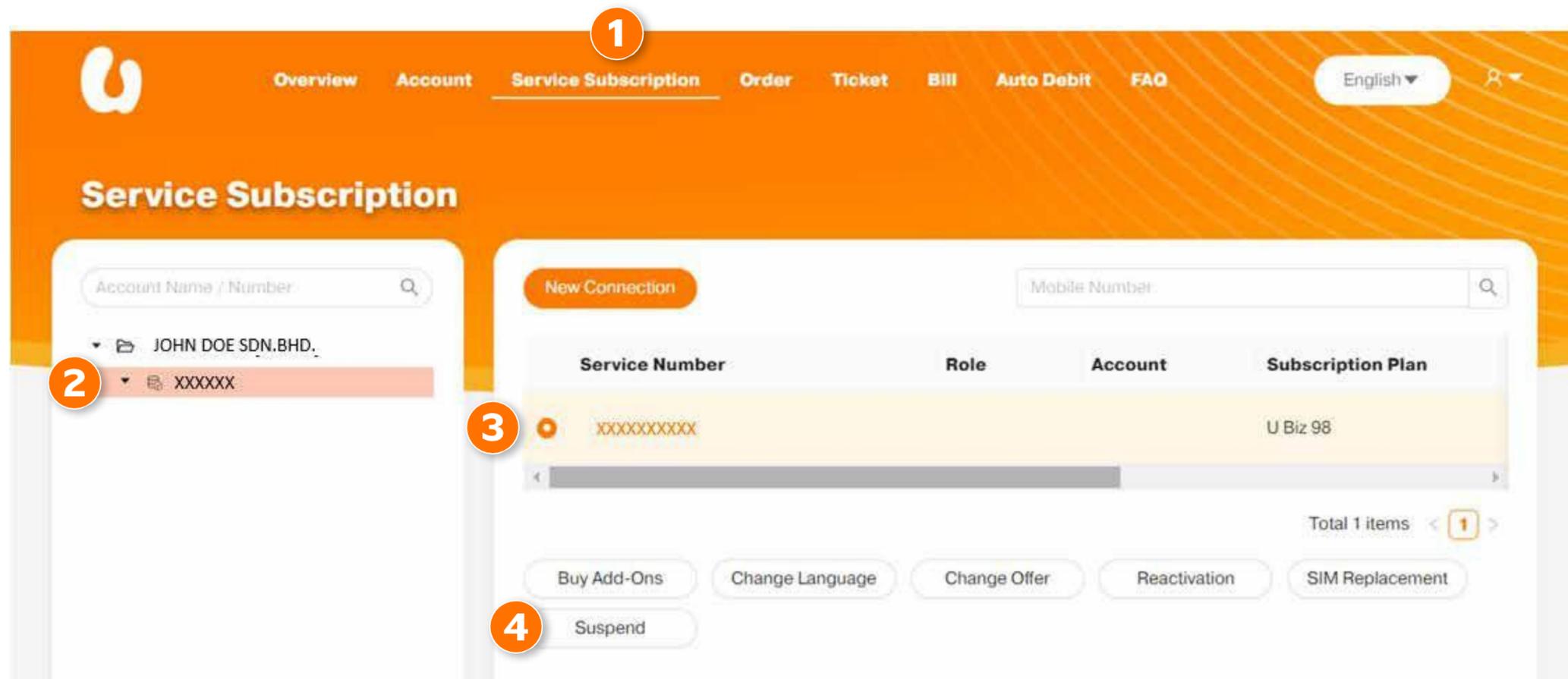
Step 9:
When your request has been approved the status will change to **Completion**.

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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.

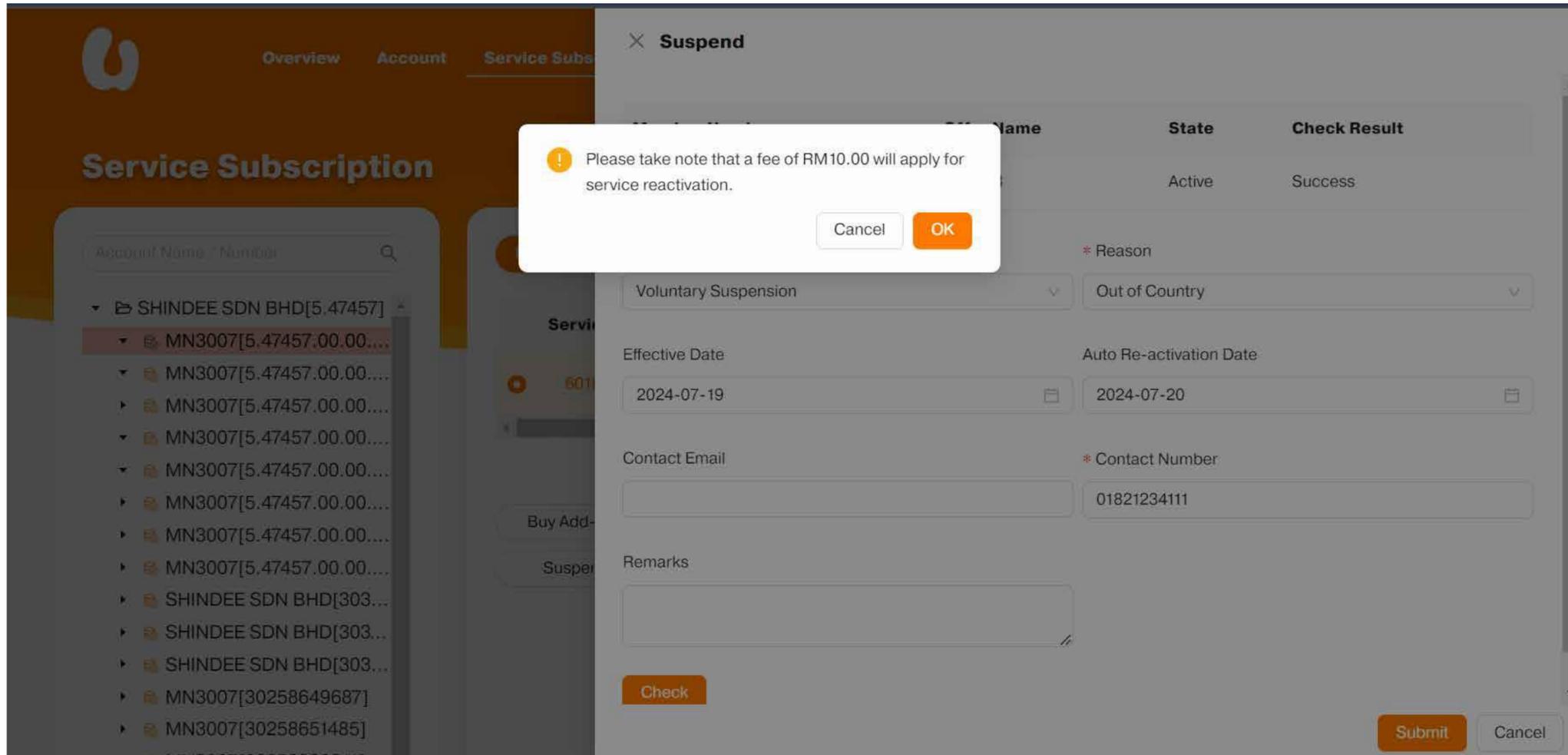
Step 1:
Click on Service Subscription from the menu at the top of the screen.

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 7

* 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

6 Check Submit Cancel

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
XXXXXXXXXXXX	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:

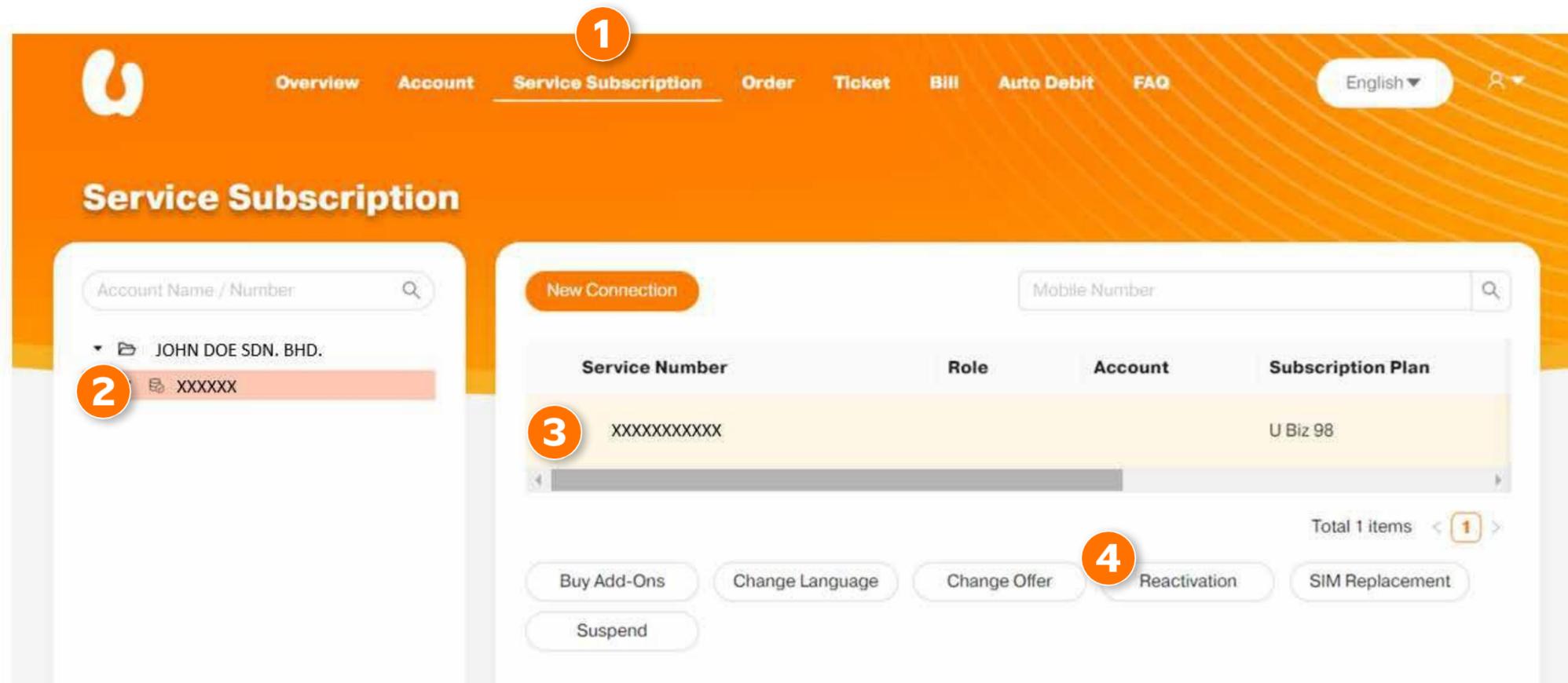
Choose when you want the SIM to be reactivated, choose Disable for SIM Lost/Stolen SIM.

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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 7

* 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



Service Su

× Reactivation

Name	State	Check Result
Plan	Suspended	Success

Reactivation

Effective Date: 2024-07-31

Contact Number: 0182123213

Remarks

Reason: Customer request

Contact Email

Check

Submit Cancel

Please take note that a fee of RM10.00 will apply for service reactivation.

Cancel OK

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

How To Reactivate A Suspended SIM



9

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

Order

Time Today Last 7 Days Last 30 Days Last 6 Months 2024-06-19 → 2024-07-19

Operator + Service Number Customer Order ID

ICCID Order Status Type Order Event

Order State

Time	Customer Order ID	Order Event	Operator	Service Number	ICCID	State
2024-06-19 11:12:40	2406000795997878	Reactivation	10000000001	60182205648	896018122169395634	Completion 10

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.

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How to Add Alert Contact



1

Service Subscription

Account Name / Number

Siew Nen Jun[30388859016]

New Connection

Mobile Number

Service Number	Custom Label	Alert Contact Name	Role
<input type="radio"/> P2P_130NOSST			
<input type="radio"/> P2P_12820251219C			
<input type="radio"/> 60111116144			
<input type="radio"/> 601111121499			
<input type="radio"/> 601111155954			
<input checked="" type="radio"/> 60111183438			
<input type="radio"/> 601111132400			
<input type="radio"/> 601137652145			
<input type="radio"/> 601137649360			
<input type="radio"/> 601139700564			

Total 33 items < 1 2 3 4 >

Buy Add-Ons Change Language Change Offer Reactivation SIM Replacement Suspend Custom Label Alert Contact

Set an Alert Contact to receive SMS notifications when M2M data usage reaches 80% and 100%.

Step 1:
Go to Service Subscription page

Step 2:
Select Service Number

Step 3:
Select Alert Contact

Step 4:
Input Contact name & Contact number

Step 5:
Click Submit

3

Alert Contact

Service Number: 60111183438

Alert Contact Name:

Alert Contact No.:

Note:
- Enter a valid U Mobile number (starts with 601 followed by 8-9 digits).
- Only data-quota alerts are supported; SMS will be sent at 80% and 100% data usage.
- To remove an alert contact, click Clear and then Submit.

4

5

Submit Clear Cancel

Important Notes :

- This feature supports M2M data utilization only.
- Only U Mobile numbers can be used as the Alert Contact number.

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How to Set Custom Label



The screenshot shows the "Service Subscription" page. At the top, there is a navigation bar with links for Overview, Account, My SIM, Service Subscription, Order, Ticket, Bill, Auto Debit, and FAQ. A search bar and a language dropdown are also present. The main content area is titled "Service Subscription" and includes a search bar for "Account Name / Number" and a "New Connection" button. Below this is a table with columns for "Service Number", "Custom Label", "Alert Contact Name", and "Role". The table lists several service numbers, with the second row (601161968848) highlighted. A "Custom Label" button is visible at the bottom of the page.

Service Number	Custom Label	Alert Contact Name	Role
601139124526	testing		
601161968848		Shaznaz	
601161629510			
601161637236			
601161526370			
601161228630			
601162004961			
P2P_130WTHSST01			
P2P_130NOSST01			
P2P_130WTHSST			

Assign a custom label to each line or service number for easier identification and monitoring. Follow the steps below to set it up.

Step 1:

Go to Service Subscription page

Step 2:

Select Service Number

Step 3:

Select Custom Label

Step 4:

Input Custom Label

Step 5:

Click Submit

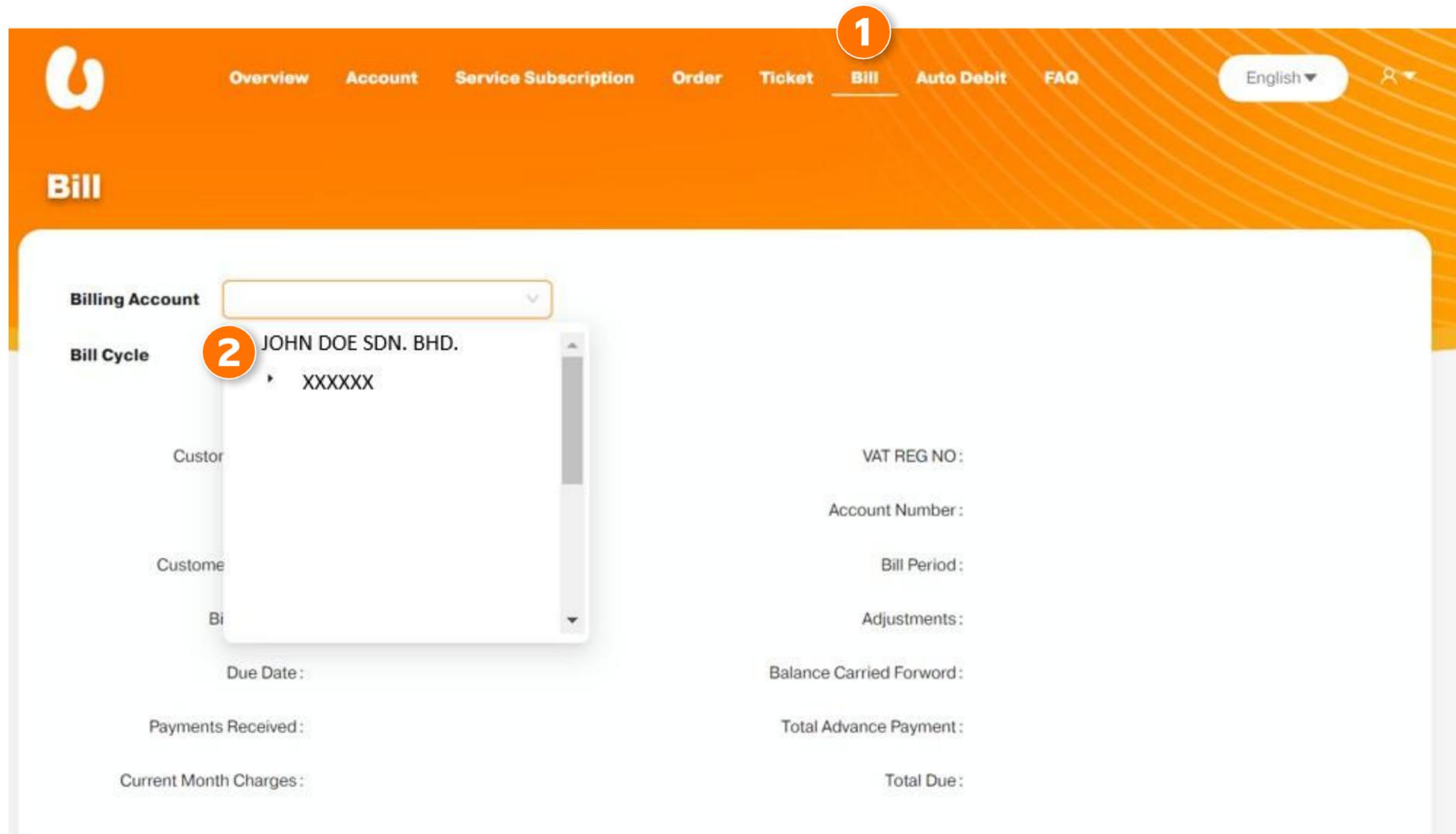
The screenshot shows a "Custom Label" dialog box. It has a title bar with "X Custom Label". Below the title bar, there are two input fields: "Service Number" and "Custom Label". The "Service Number" field contains the value "601161968848". The "Custom Label" field contains the value "Project X". At the bottom of the dialog box, there are three buttons: "Submit", "Clear", and "Cancel".

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How To Download Your Bill Statement And Pay Your Bill



Step 1:
Click on **Bill** from the menu at the top of the screen.

Step 2:
Click on your desired account.

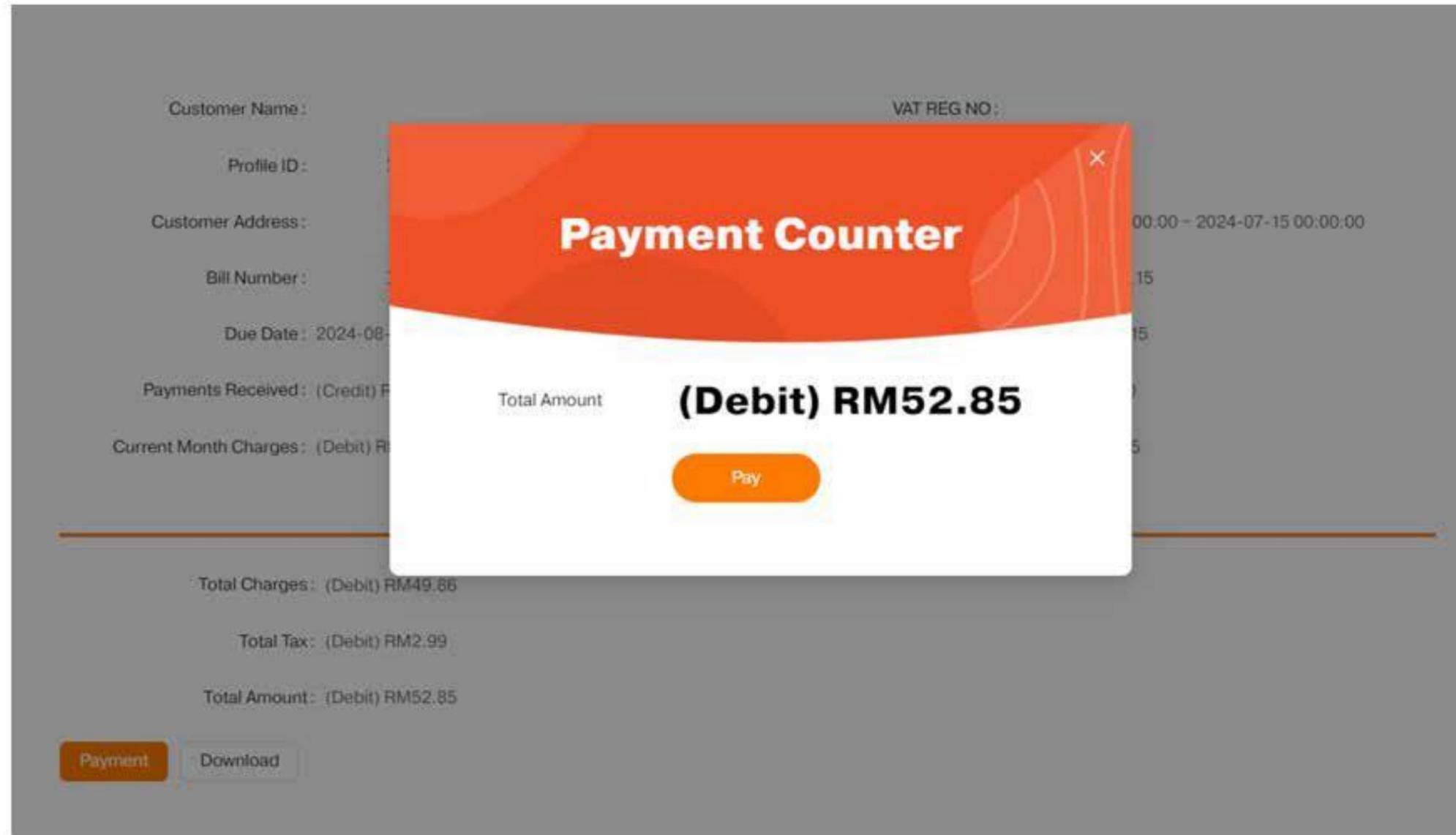
How To Download Your Bill Statement And Pay Your Bill

The screenshot shows a web interface with a dark blue header. On the left is a white logo. The header contains navigation links: "Overview", "Account", "Service Subscription", "Order", "Ticket", "Bill" (which is underlined), "Auto Debit", and "FAQ". On the right of the header is a language selector set to "English" and a user profile icon. Below the header, the word "Bill" is displayed in a large font. The main content area has a white background. It starts with a "Billing Account" label and a dropdown menu showing "JOHN DOE SDN. BHD.". Below this is a "Bill Cycle" label followed by a red circle containing the number "3". To the right of the "3" are 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

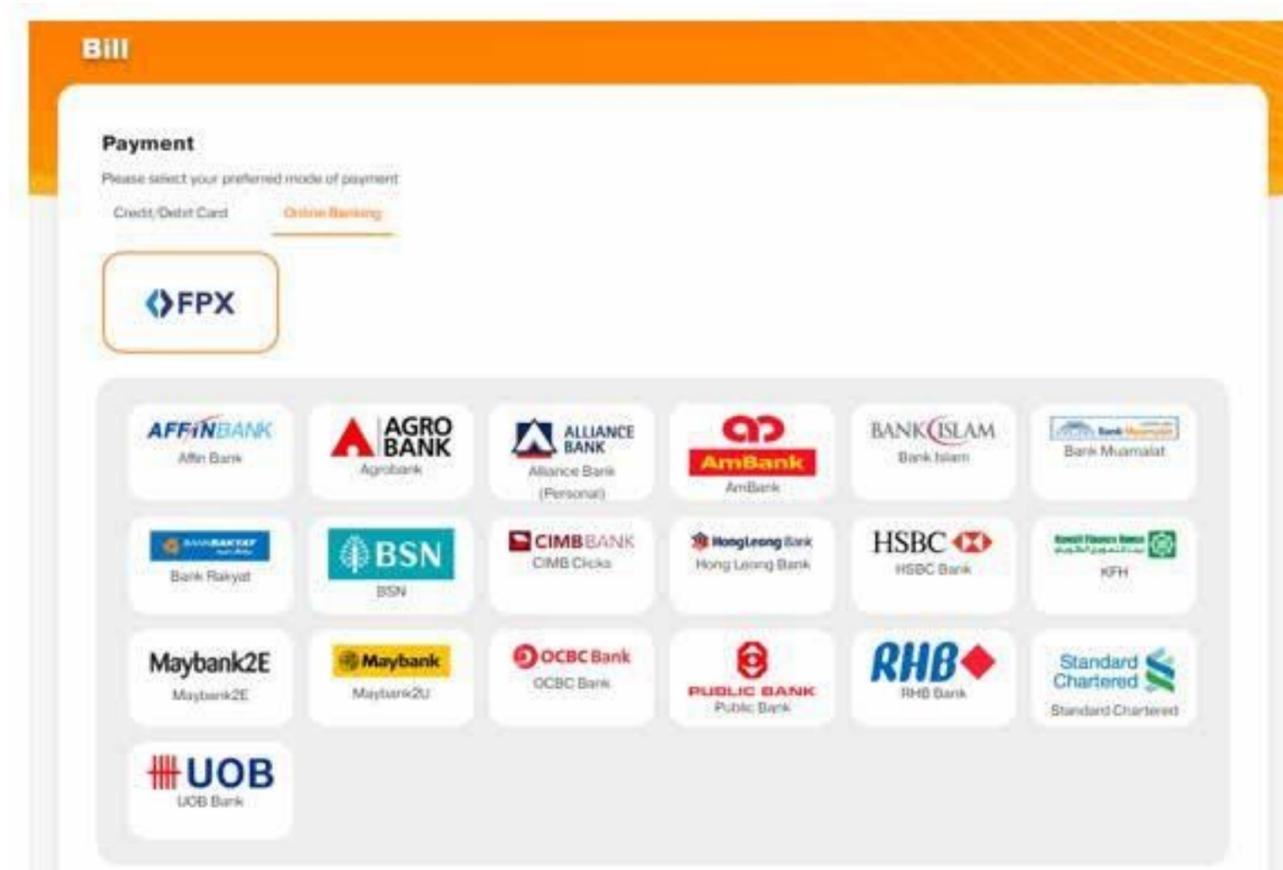
Step 6:

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



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](#)

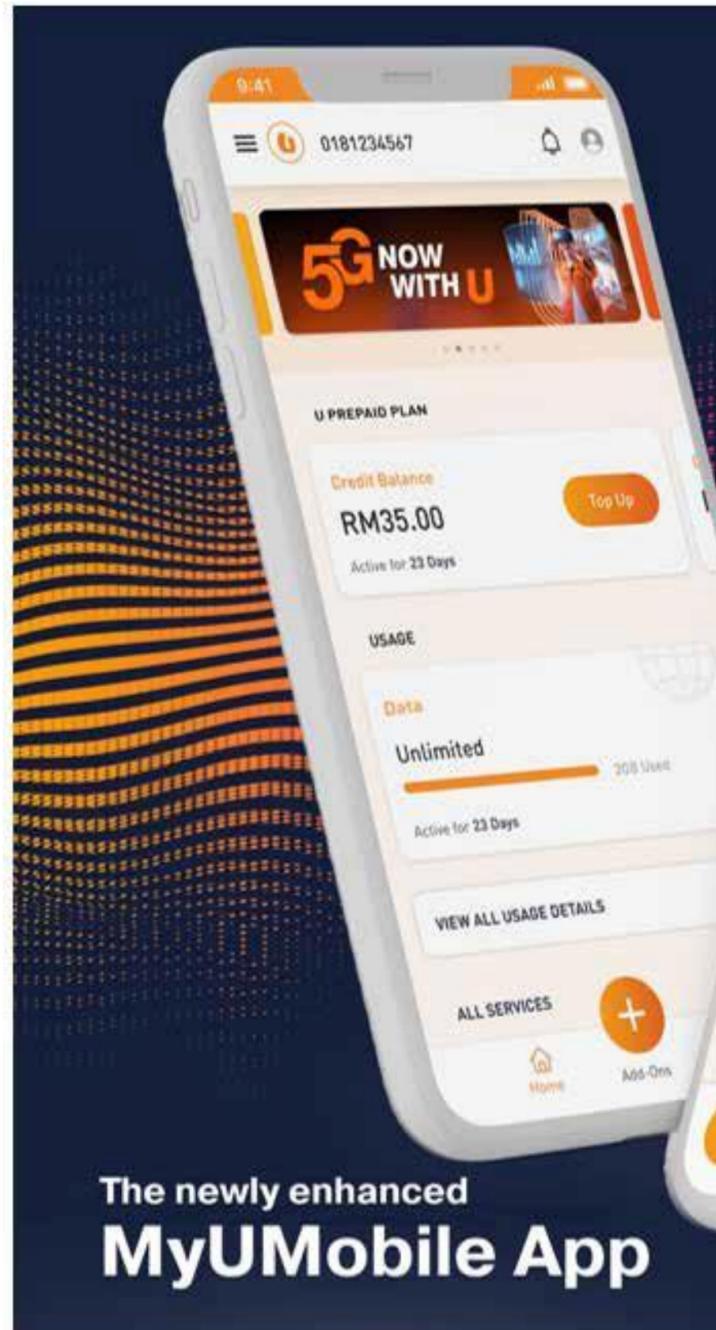
When payment has been completed you will see this page.
You can choose to print your receipt or save it as a PDF file from the buttons at the bottom of your screen.

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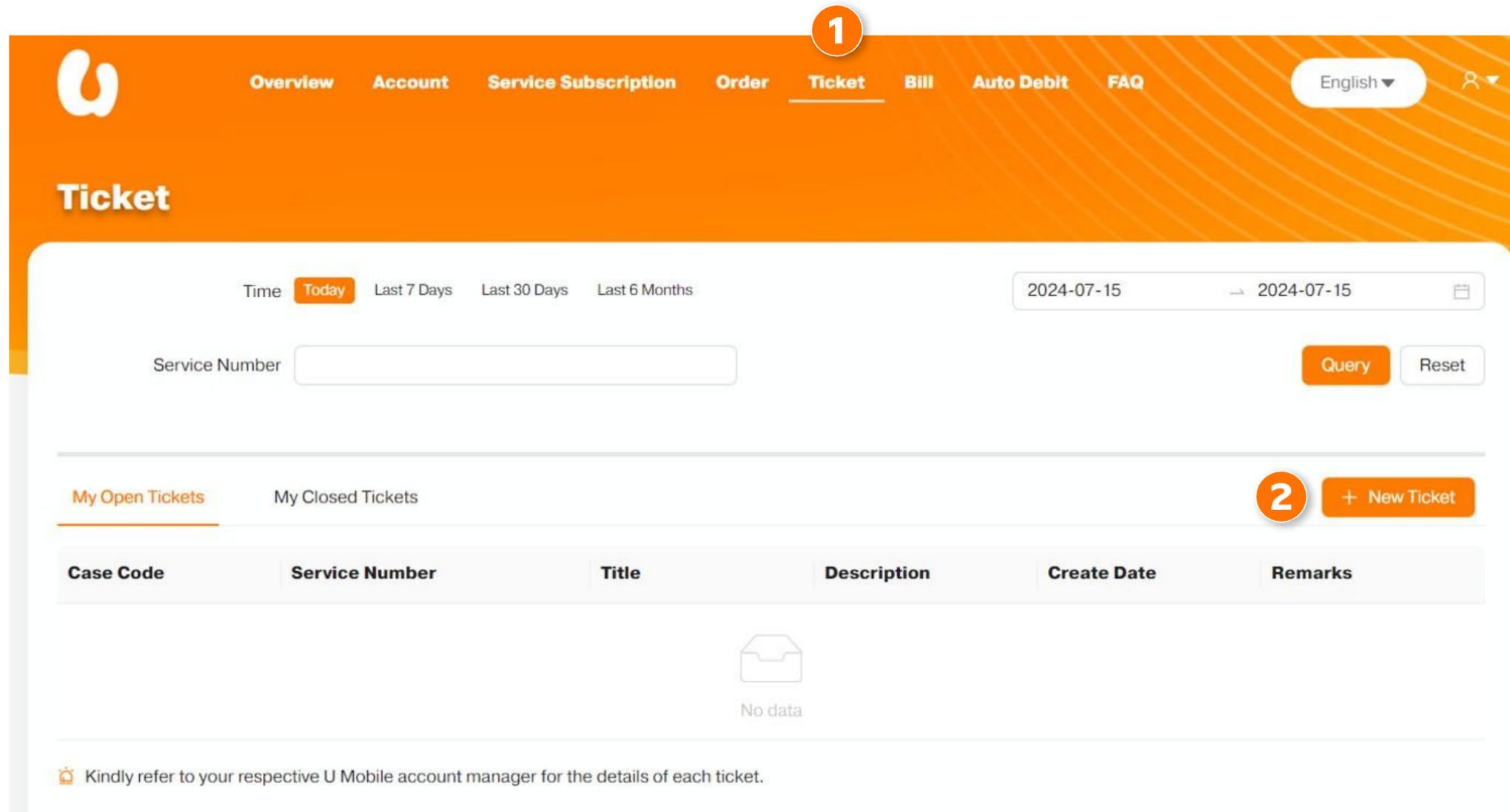
How To Activate/Deactivate MyUMobile App Access



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 and the number 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 date range (2024-07-15 to 2024-07-15). A search bar for "Service Number" is present, along 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 and the number 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, there is a note: "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 'New Ticket' form in the MyUMobile web interface. The form is titled 'New Ticket' and has a step indicator '3' in a red circle. The form fields are: Case Type (dropdown), Title (text), Description (text area), Service Number (text with a plus icon), Contact Name (text), Contact Phone (text), and Contact Email (text). There is also a 'Select File' section with a 'Select File' button. At the bottom right, there is a 'Submit' button with a step indicator '4' in a red circle and a 'Cancel' button. The background shows the 'Ticket' section of the user's account with a table of tickets and a '+ New Ticket' 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.

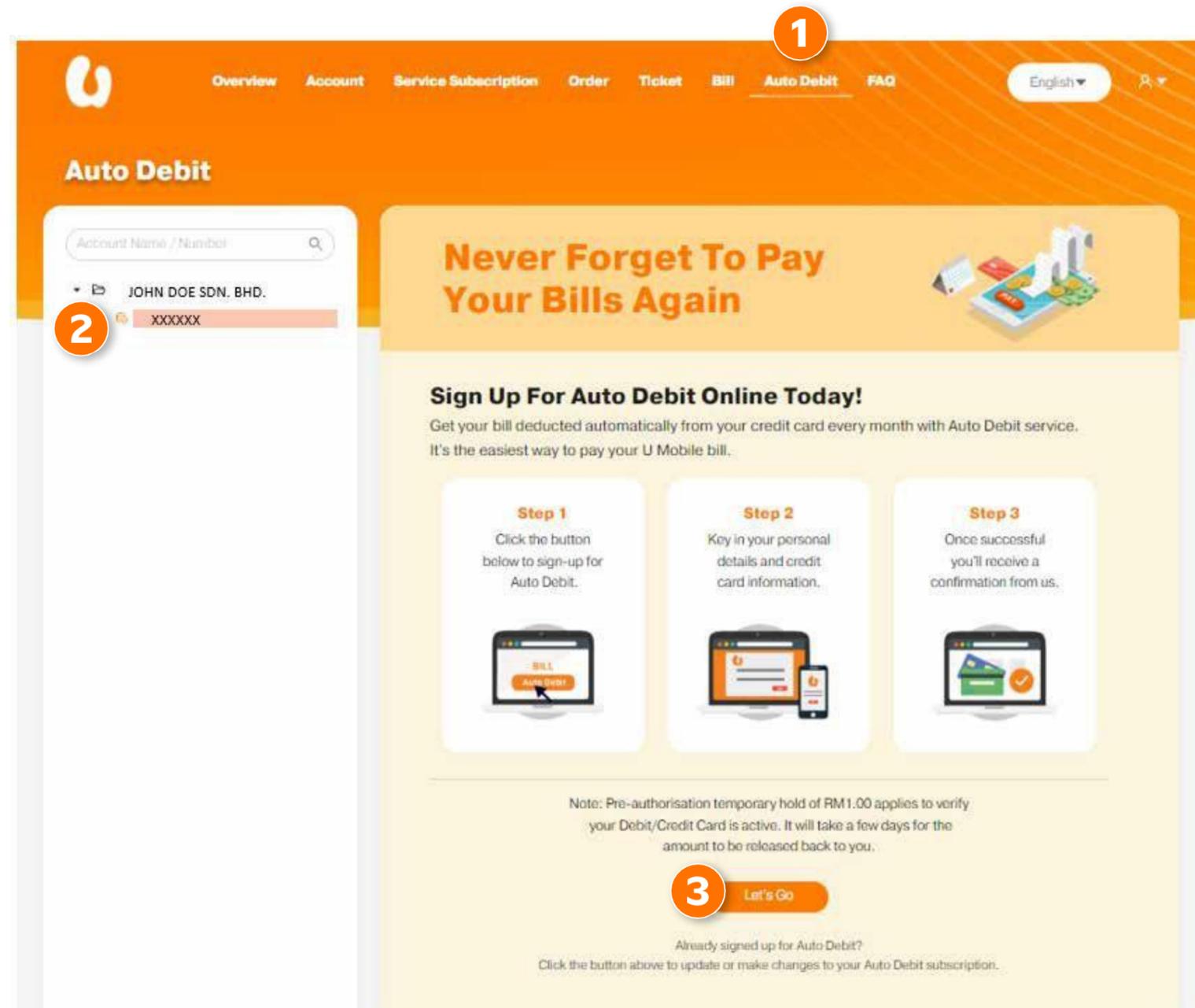
2 - My Closed Tickets will show previous tickets which have been resolved.

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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

A screenshot of a mobile app interface for 'Auto Debit Subscription'. The form is titled 'Auto Debit Subscription' and is powered by 'GoBiz'. It shows a 'Billing Account Number' field with the value '5.47457'. Below this is a note: 'Please provide your Debit / Credit Card details to activate Auto Debit for Pay Bill to charge on a monthly fixed schedule.' The form has several input fields: 'Card Number' (with a '4' in a circle next to it), 'Name on Card', 'Expiration Date' (with 'Month' and 'Year' dropdowns), and 'CVV2/CVC2/CID' (with a '6' in a circle next to it). There is also a checkbox with a '5' in a circle next to it, labeled '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 is a 'SUBMIT' button with a '6' in a circle next to it. The app logo 'U mobile' is in the top left corner.

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.



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.