

# 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:

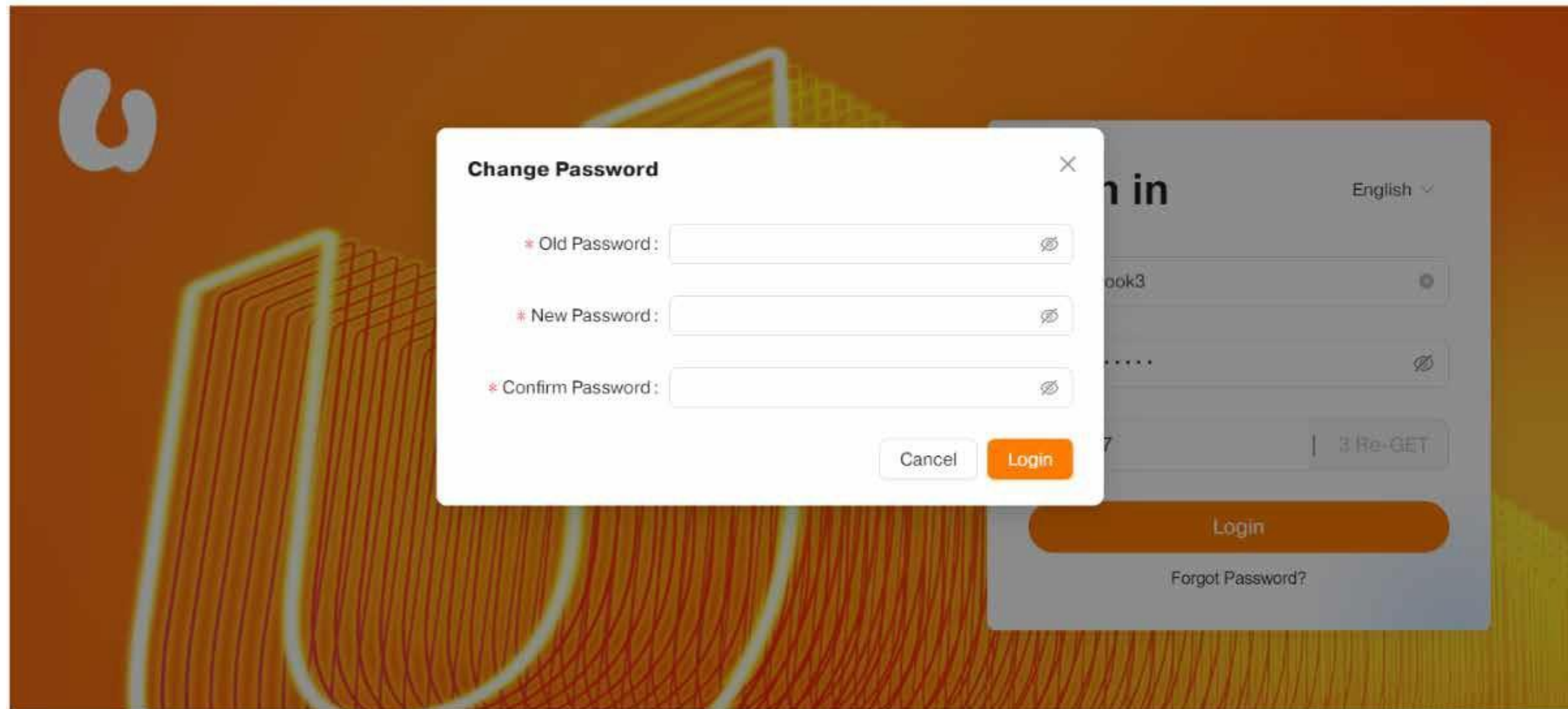
**You will receive an email containing OTP for login.**

# 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.

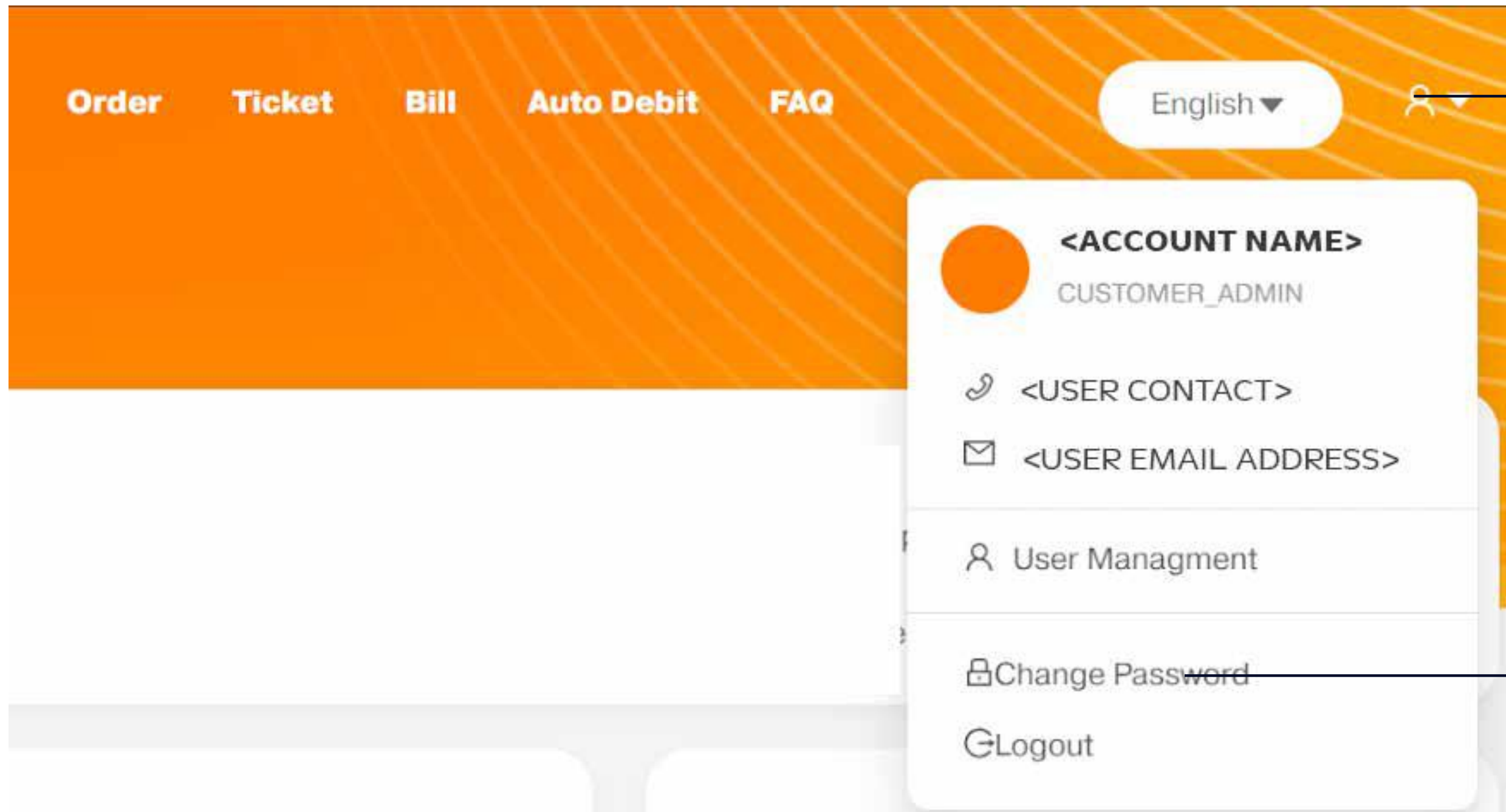
**Password Requirements:** Your new password must be at least 8 characters in length and contain a combination of capital and lowercase letters, numbers, and special characters.

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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.

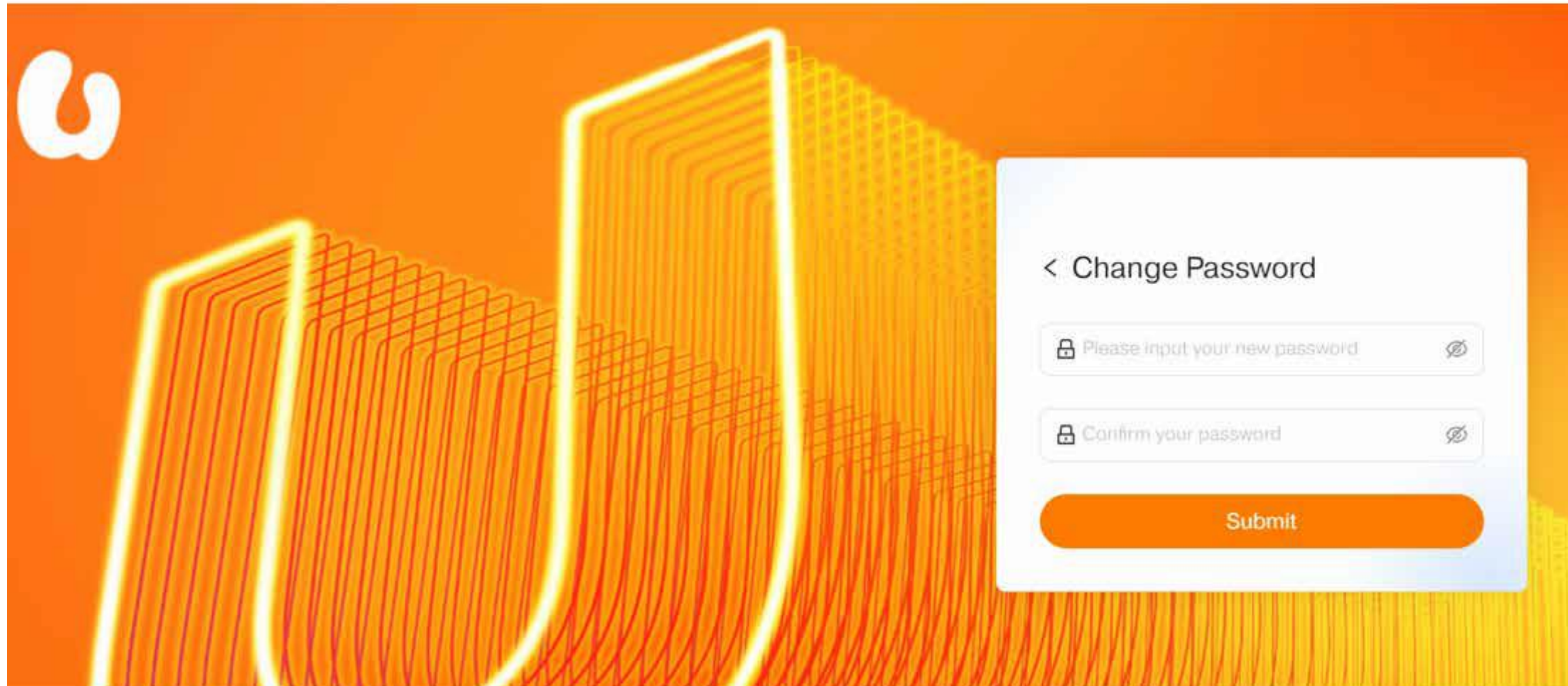
# How To Reset Your Password



**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 red circle and the number 1. Below the navigation, the 'Account List' section is visible, containing a search bar and a list of accounts. One account, 'JOHN DOE SDN. BHD.', is selected and highlighted with a red circle and the number 2. To the right of the list is the 'Information Details' form, which includes fields for Account Name, Account Number, Account Type, Billing Cycle Type, Bill Flag, Bill Delivery Method, Email, Post Address, Auto Debit, and Remark. The 'Bill Delivery Method' field is set to 'E-Bill'. At the bottom of the form, there are 'Submit' and 'Cancel' buttons. A red circle with the number 3 highlights the 'Modify' button located at the bottom left of the 'Account List' section.

**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

The screenshot shows a web interface for account management. At the top, there is a navigation bar with the following items: Overview, Account (underlined), Service Subscription, Order, Ticket, Bill, Auto Debit, and FAQ. On the right side of the navigation bar, there is a language dropdown set to "English" and a user profile icon. Below the navigation bar, the main heading is "Account". On the left, there is a section titled "Account List" with a search bar labeled "Account Name / Number" and a search icon. Below the search bar, there is a list item for "JOHN DOE SDN. BHD." with a folder icon. At the bottom of this section is a "Modify" button. On the right, there is a section titled "Information Details" containing several form fields: "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>), "Auto Debit" (Cash), and "Remark". A red circle with the number "4" is placed over the "Email" field. At the bottom of the "Information Details" section, there are "Submit" and "Cancel" buttons.

**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 "My SIM" tab highlighted. Below the navigation bar, the "My SIM" section contains a form with a "Billing Account" dropdown menu (marked with a "2"), "Service Number" and "ICCID" input fields, and a "Query" button (marked with a "3"). A "Download" button is also present. Below the form is a table with columns for "Status", "Service Number", "ICCID", "Rate Plan", "Start Date", "End Date", "Quota Packages", "Group Name", "Total Quota", and "Remaining Quota". The table currently displays "No data". A "1" marker is placed above the "My SIM" tab in the navigation bar.

## 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 for Overview, Account, My SIM, Service Subscription, Order, Ticket, Bill, Auto Debit, and FAQ. A language dropdown is set to 'English'. 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 columns: Status, Service Number, ICCID, Rate Plan, Start Date, End Date, Quota Packages, Group Name, Total Quota, and Remaining Quota. The table contains one main row with four sub-rows of data. A 'Total 1 items' indicator is at the bottom right of the table.

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

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 on a mobile service provider's website. The page has a navigation bar with options like Overview, Account, My SIM, Service Subscription, Order, Ticket, Bill, Auto Debit, and FAQ. The "My SIM" section is highlighted with a circled "1". Below the navigation bar, there are several input fields and buttons:

- A "Billing Account" dropdown menu with the value "MN3007[5.47457.00.00.100005]" and a circled "2" next to it.
- A "Status" dropdown menu with a circled "3" next to it.
- A "Service Number" input field with the value "60182206047" and a circled "2" next to it.
- An "ICCID" input field.
- A "Query" button with a circled "4" next to it, and a "Reset" button.
- A "Download" button.

Below these fields 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 contains one row of data with a green status indicator and a dropdown arrow next to the Service Number.

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, it says "Total 1 items" with a circled "1" next to it.

## 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 also fields for 'Status', 'Service Number' (60182206047), and 'ICCID'. A 'Download' button is highlighted with a red circle containing the number '1'. To the right of the 'Download' button are 'Query' and 'Reset' buttons. Below these 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

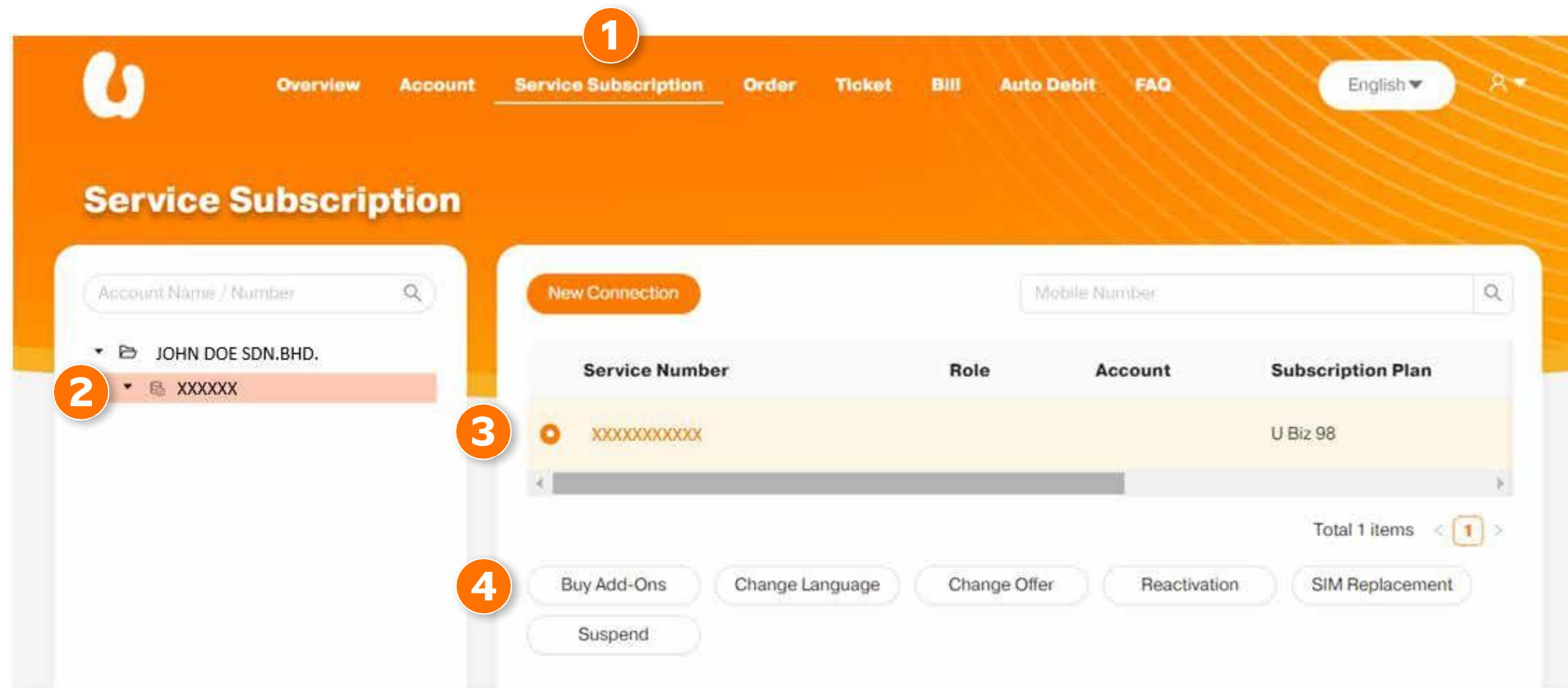
<b>Field</b>	<b>Description</b>
<b>Status</b>	<b>Shows whether the service is active, suspended, or terminated.</b>
<b>Service Number</b>	<b>The mobile number or service ID assigned to the line.</b>
<b>ICCID</b>	<b>Unique SIM card identification number linked to the service.</b>
<b>Rate Plan</b>	<b>The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

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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 1), "Order", "Ticket", "Bill", "Auto Debit", and "FAQ". Below the menu, 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." and "XXXXXX" (highlighted with a red circle 2). 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 3) and "U Biz 98". Below the table are buttons for "Buy Add-Ons" (highlighted with a red circle 4), "Change Language", "Change Offer", "Reactivation", "SIM Replacement", and "Suspend". A pagination bar shows "Total 1 items" and a page indicator "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 <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** 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



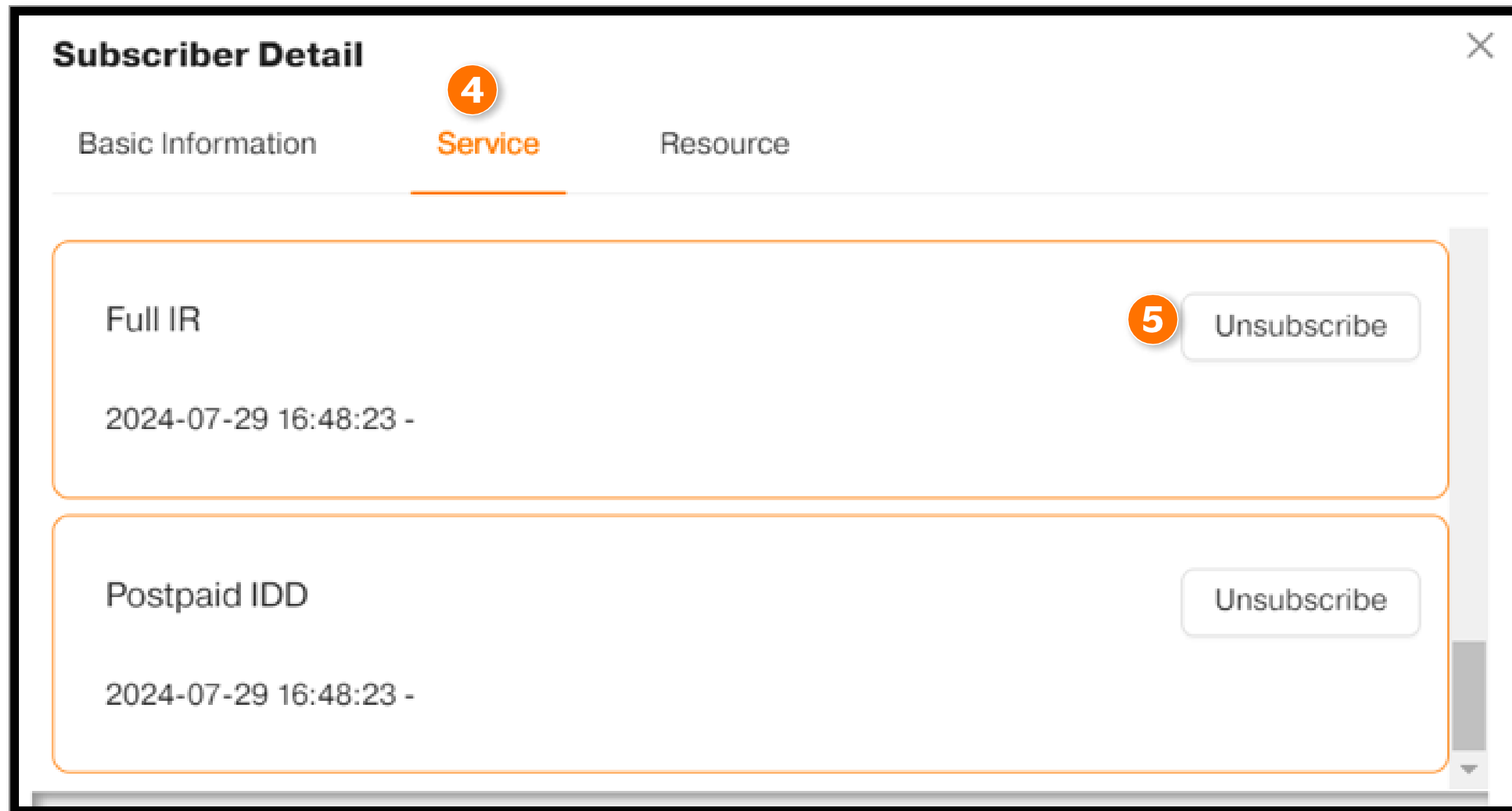
The screenshot shows a web interface for "Service Subscription". At the top, a navigation menu includes "Overview", "Account", "Service Subscription" (highlighted with a red circle and the number 1), "Order", "Ticket", "Bill", "Auto Debit", and "FAQ". Below the menu, the "Service Subscription" page title 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 red circle and 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)



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 is visible. On the left, there is a search bar for "Account Name / Number" with a dropdown menu showing "JOHN DOE SDN. BHD." and a highlighted item "XXXXXX" (marked 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 and "U Biz 98" in the "Subscription Plan" column (marked with a red circle and the number 3). Below the table, there are several buttons: "Buy Add-Ons", "Suspend", "Change Language", "Change Offer" (marked with a red circle and the number 4), "Reactivation", and "SIM Replacement". 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 “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.

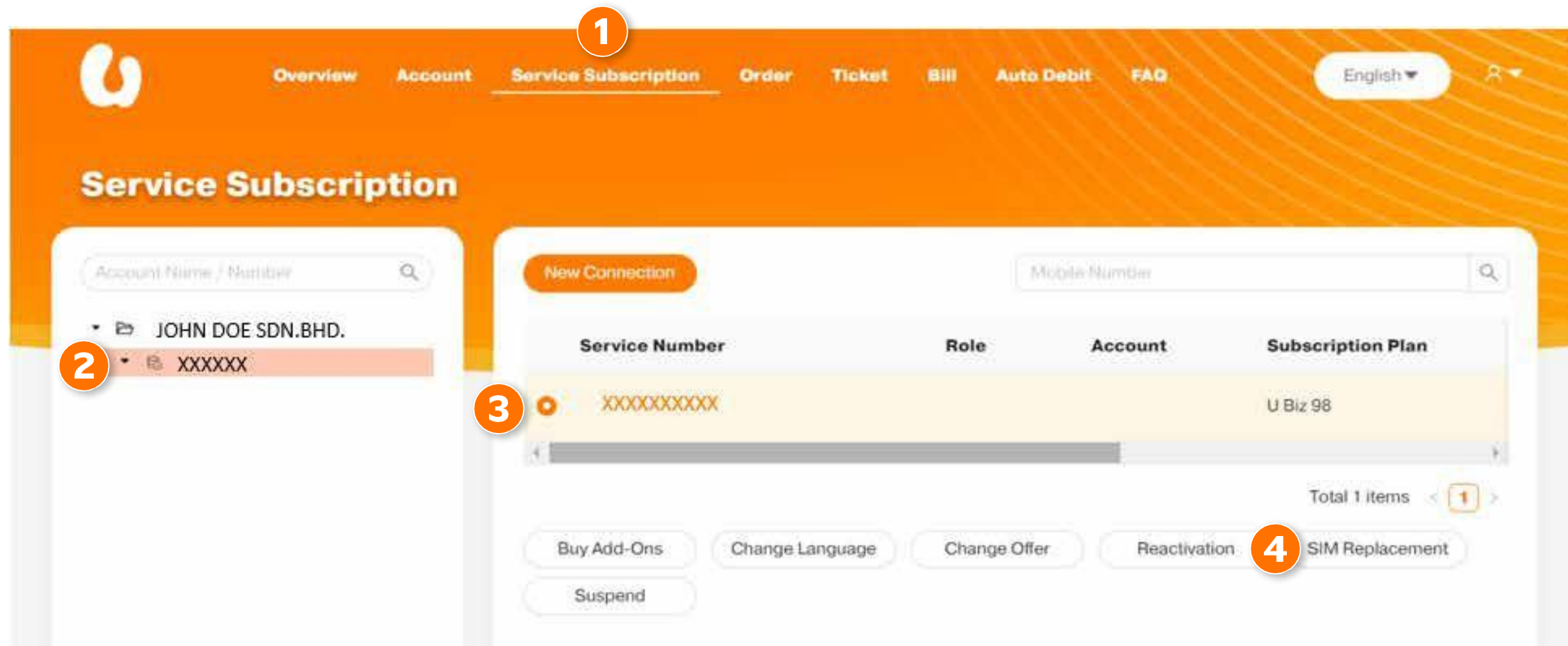
When it changes to Success you can click the “Submit” button at the bottom of the page to proceed.

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# How To Perform A SIM Replacement



**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 <b>9</b>

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.

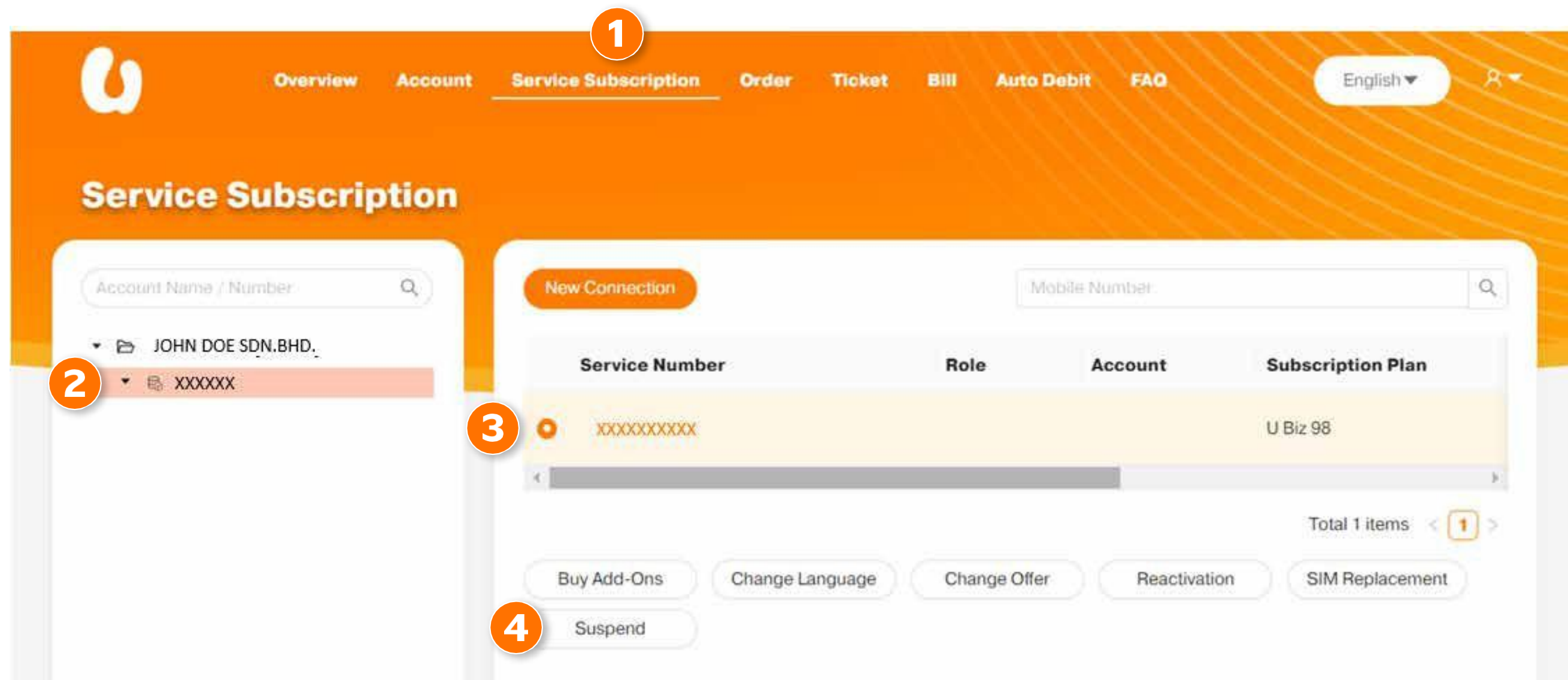
**Step 9:**  
When your request has been approved the status will change to **Completion**.

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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.

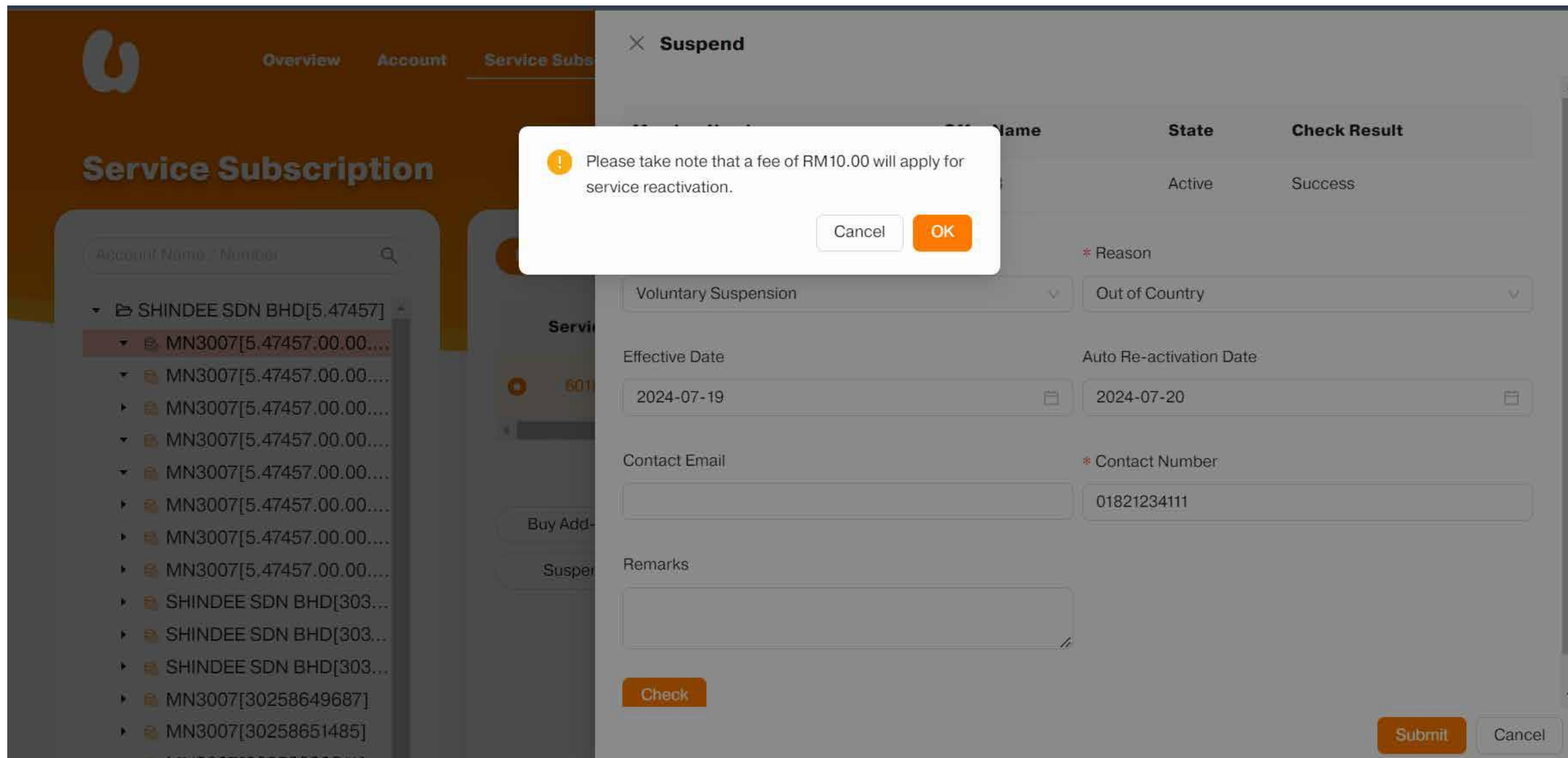
**Step 1:**  
Click on Service Subscription from the menu at the top of the screen.

**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
XXXXXXXXXX	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

**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 \* Reason

Voluntary Suspension Out of Country

Effective Date Auto Re-activation Date

2024-06-28 Select date

Contact Email \* Contact Number

0182001230

Remarks

**8**

## 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:

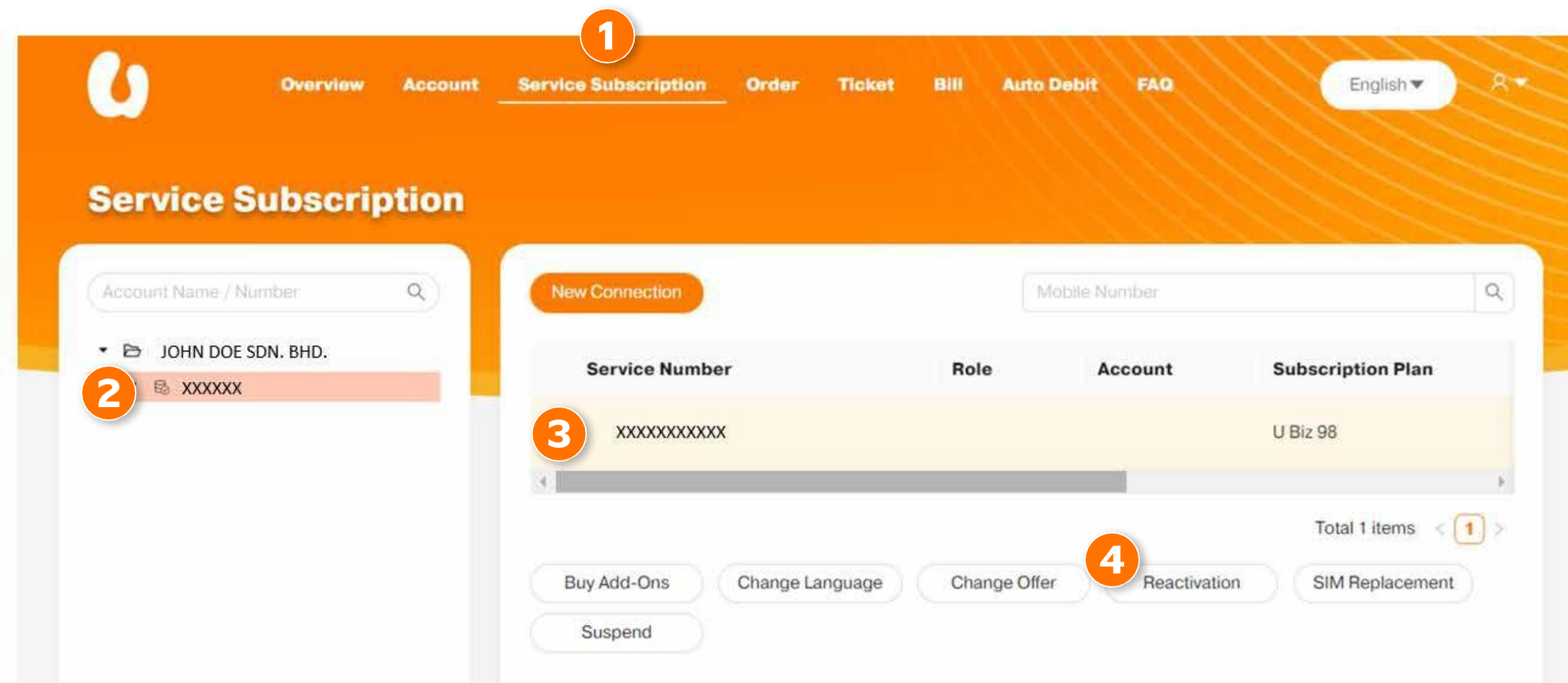
**Choose when you want the SIM to be  
reactivated, choose Disable for  
SIM Lost/Stolen SIM.**

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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 <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



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



The screenshot shows the 'Order' page of a user interface. The top navigation bar includes 'Overview', 'Account', 'Service Subscription', 'Order', 'Ticket', 'Bill', 'Auto Debit', and 'FAQ'. The 'Order' menu item is highlighted with a red circle containing the number '9'. Below the navigation bar, there are search filters for 'Time' (Today, Last 7 Days, Last 30 Days, Last 6 Months), a date range (2024-06-19 to 2024-07-19), and input fields for 'Operator', 'Service Number', 'Customer Order ID', 'ICCID', 'Order Status Type', and 'Order Event'. There are 'Query' and 'Reset' buttons. Below the filters is a table with columns: Time, Customer Order ID, Order Event, Operator, Service Number, ICCID, and State. The table contains one row with the following data: Time: 2024-06-19 11:12:40, Customer Order ID: 2406000795997878, Order Event: Reactivation, Operator: 10000000001, Service Number: 60182205648, ICCID: 896018122169395634, and State: Completion. The 'Completion' status is 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

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



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"/> 60111121499			
<input type="radio"/> 60111155954			
<input checked="" type="radio"/> 60111183438			
<input type="radio"/> 60111132400			
<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

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.

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



Service Subscription

Account Name / Number: Siew Nen Jun[30388859016]

New Connection

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

Total 33 Items < 1 2 3 4 >

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

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

Custom Label

Service Number	Custom Label
601161968848	Project X

Submit Clear Cancel

**Important Note :**

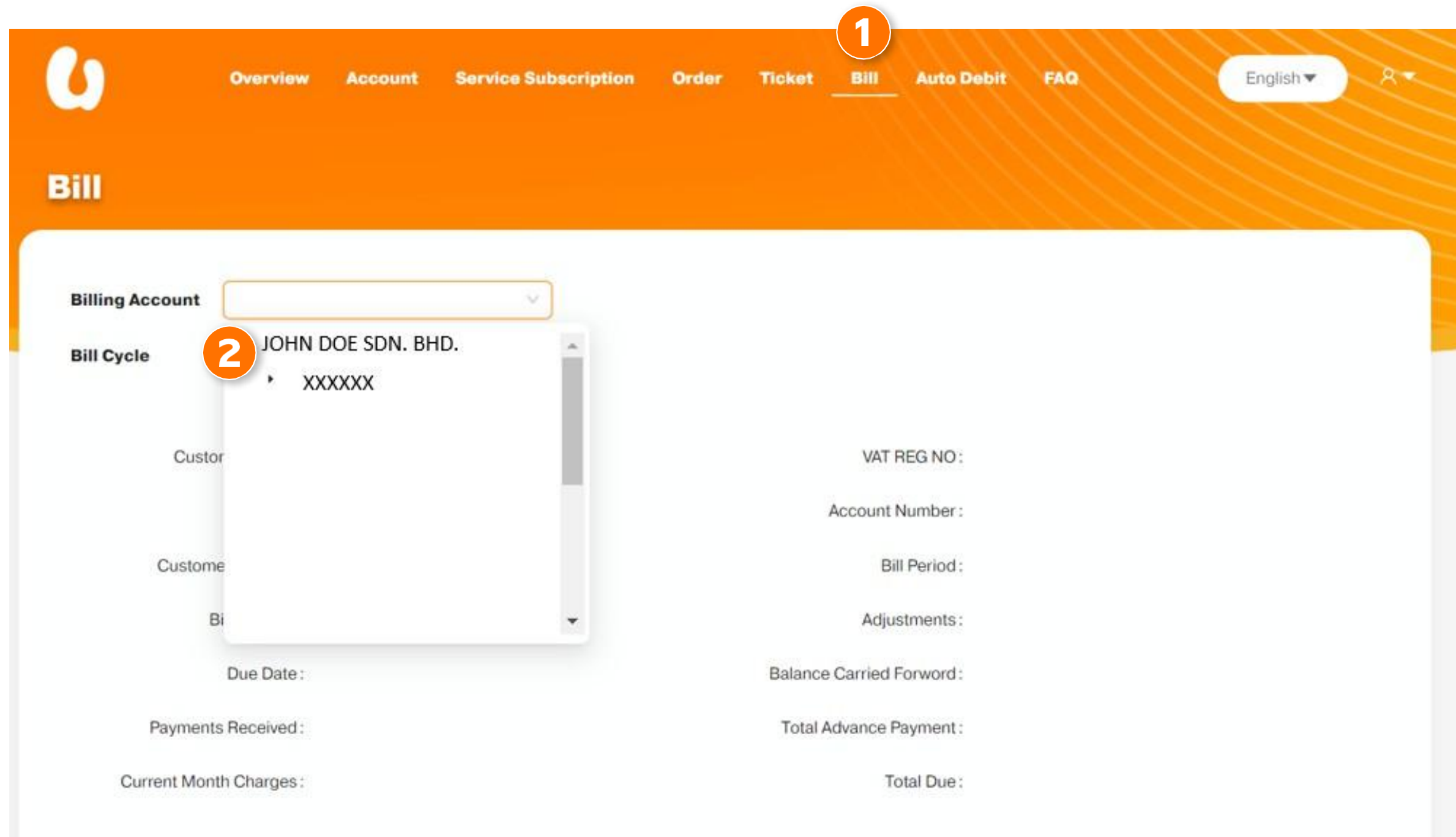
- This feature supports M2M data utilization only.

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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

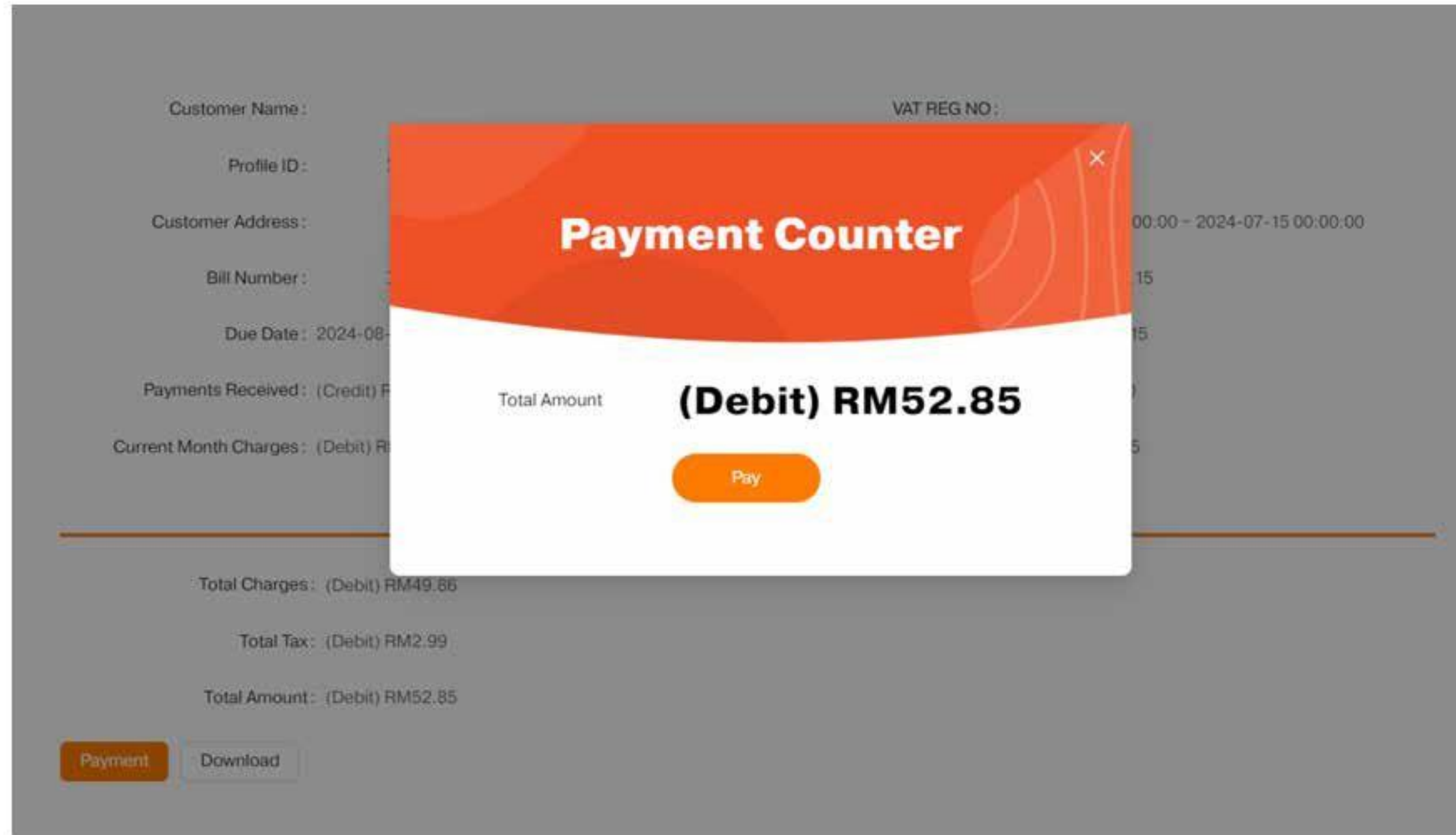
A screenshot of a web portal interface. At the top, there is a navigation bar with the following items: Overview, Account, Service Subscription, Order, Ticket, Bill (highlighted with a white underline), Auto Debit, and FAQ. On the right side of the navigation bar, there is a language selector set to "English" and a user profile icon. Below the navigation bar, the word "Bill" is displayed in a large, bold font. Underneath, there is a "Billing Account" dropdown menu currently showing "JOHN DOE SDN. BHD.". Below that is a "Bill Cycle" section with a red circle containing the number "3" next to it. This section contains six buttons arranged in two rows of three, each representing a different billing cycle period: 2024/06/15-2024/07/14, 2024/05/15-2024/06/14, 2024/04/15-2024/05/14, 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

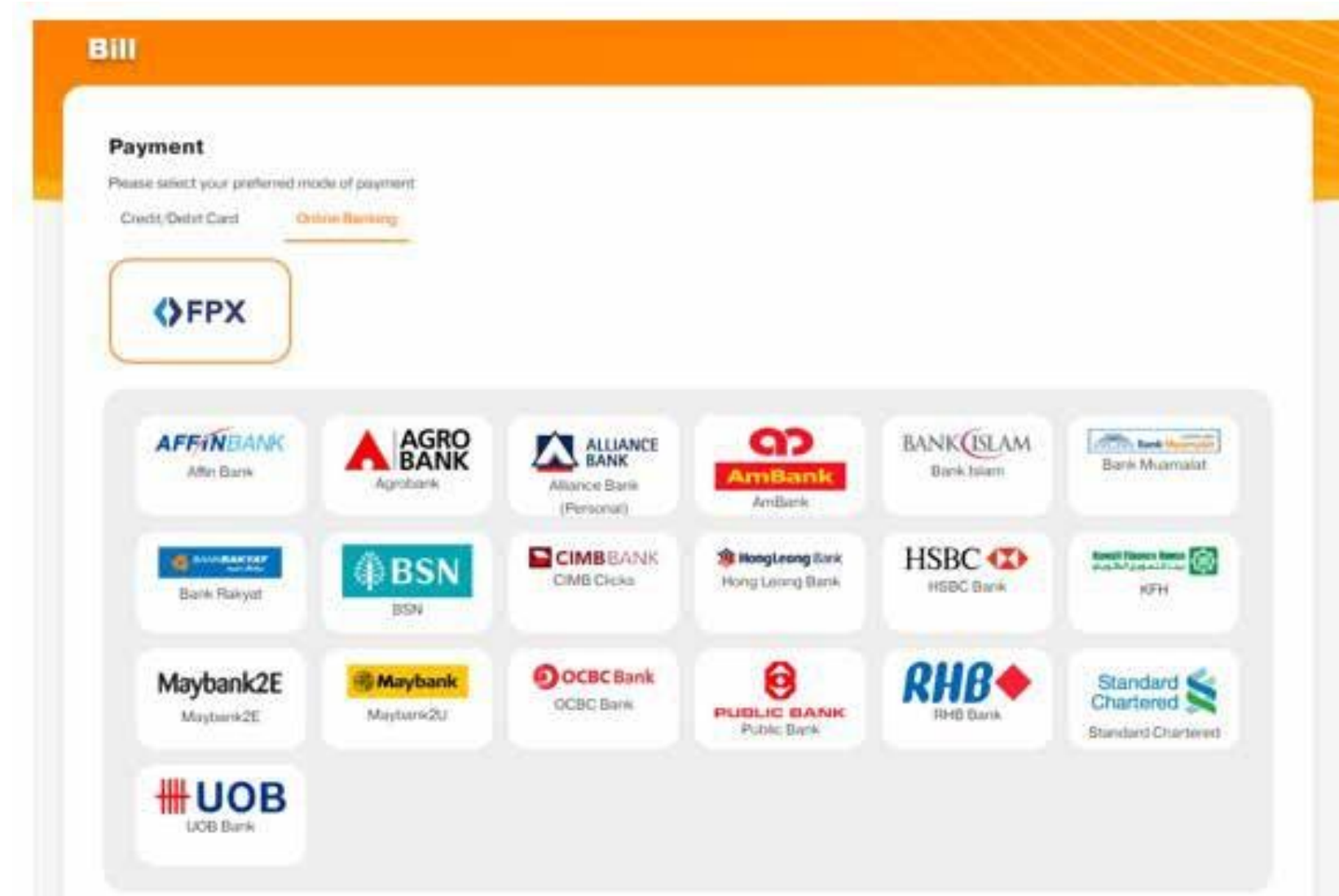
## Step 6:

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](#)

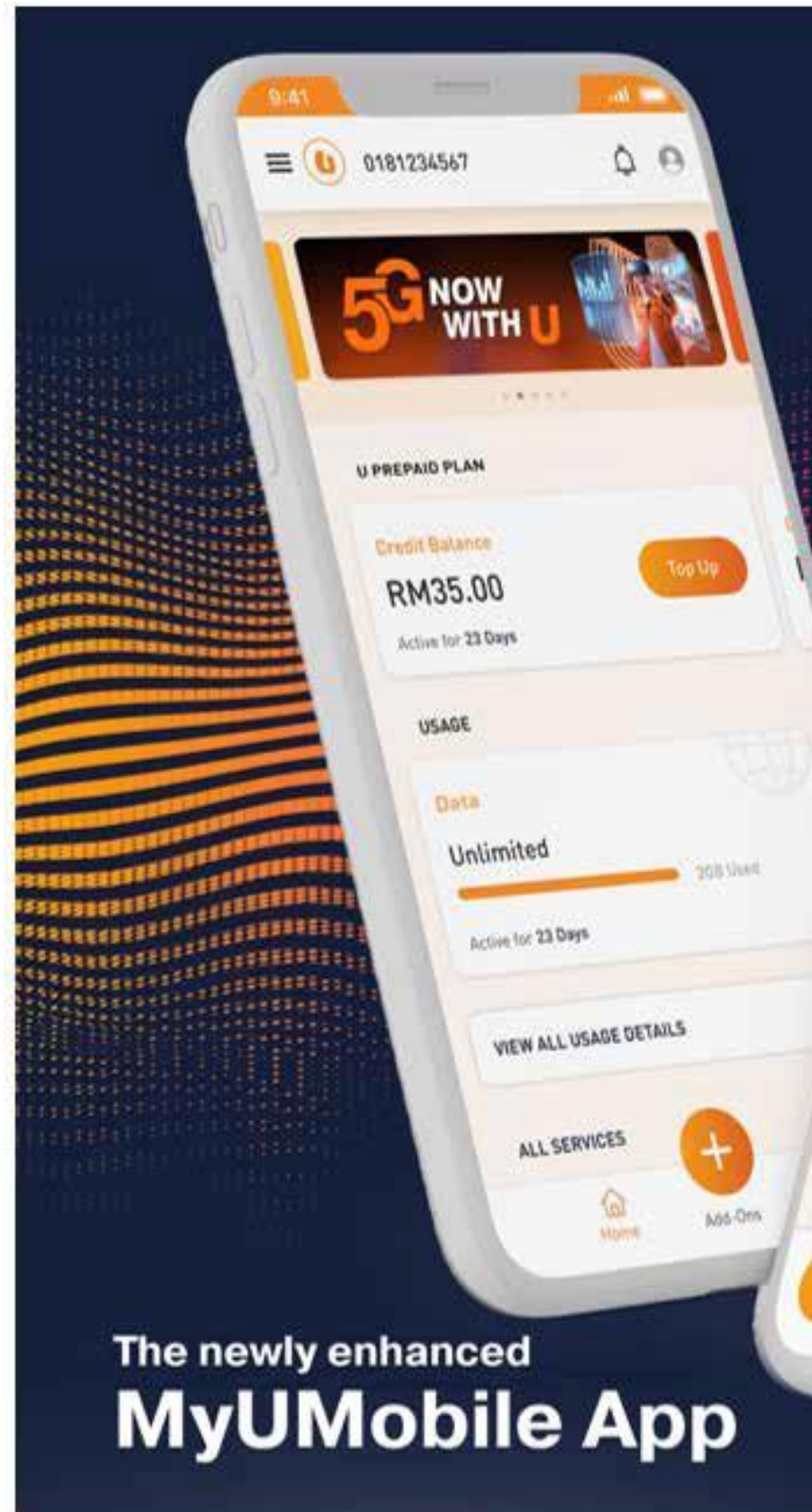
**When payment has been completed you will see this page.**  
**You can choose to print your receipt or save it as a PDF file from the buttons at the bottom of your screen.**

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# How To Activate/Deactivate MyUMobile App Access

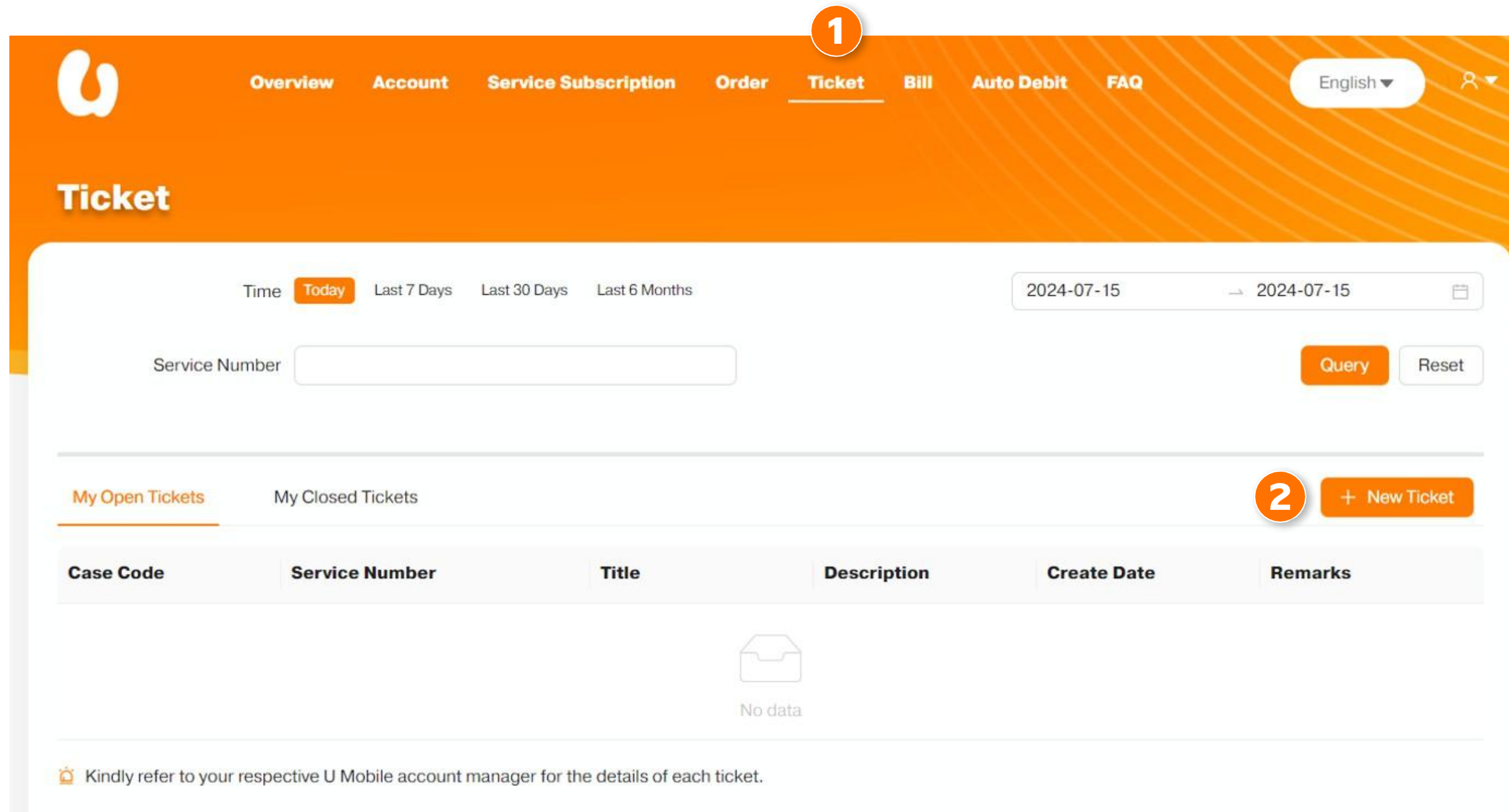


The newly enhanced  
**MyUMobile App**

**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 is located on the right side of the page. It contains several fields for user input, each marked with an asterisk to indicate it is required. The fields are: Case Type (a dropdown menu), Title (a text input field), Description (a text area), Service Number (a text input field with a plus sign), Contact Name (a text input field), Contact Phone (a text input field), and Contact Email (a text input field). Below these fields is a 'Select File' section with a 'Select File' button. At the bottom right of the form, there are 'Submit' and 'Cancel' buttons. A red circle with the number '3' is placed over the top right corner of the form, and another red circle with the number '4' is placed over the 'Submit' button.

**3** New Ticket

\* Case Type

\* Title

\* Description

\* Service Number

\* Contact Name

\* Contact Phone

\* Contact Email

Select File

**4**

## 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.**

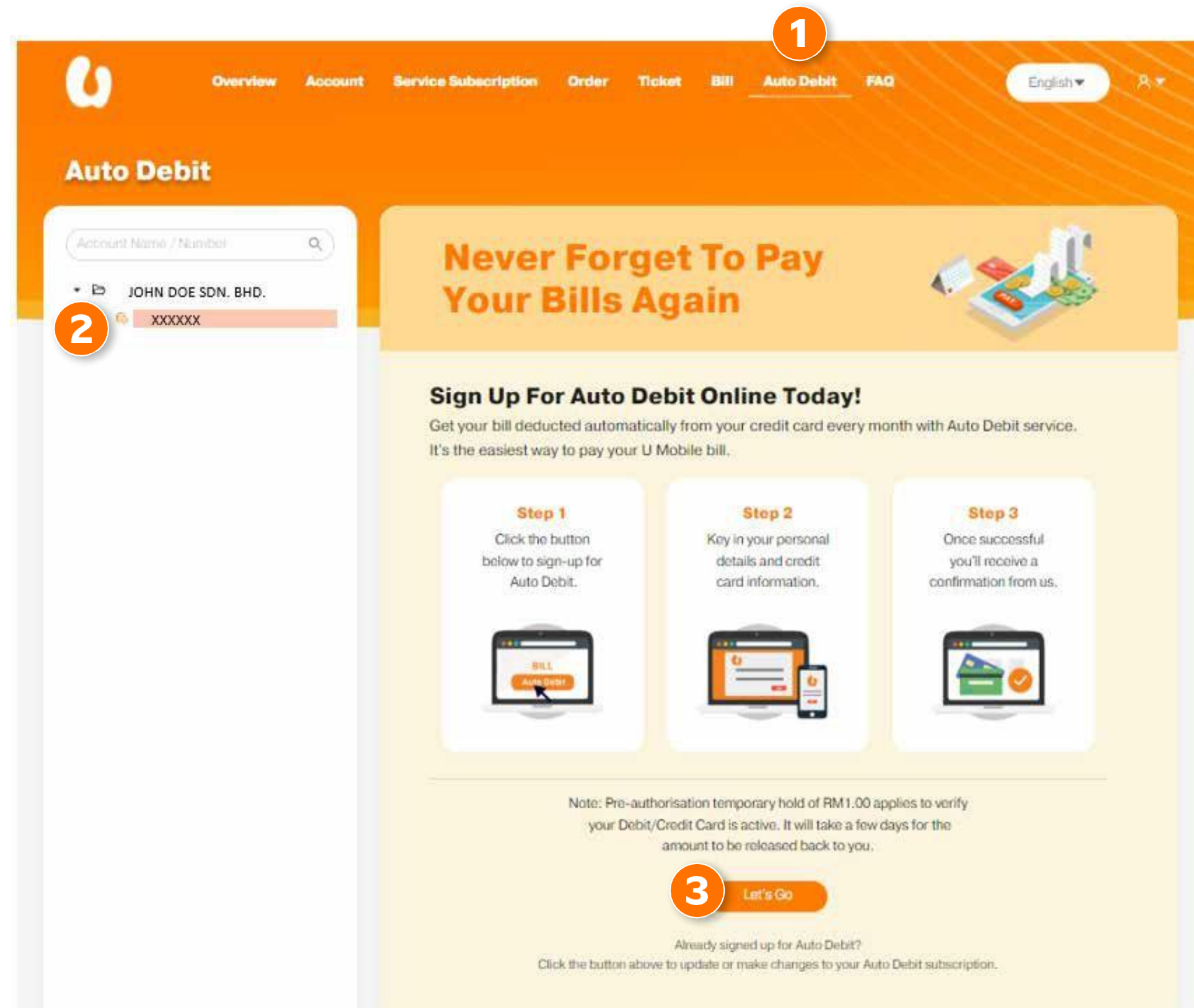
**2 - My Closed Tickets will show previous tickets which have been resolved.**

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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



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 form title "Auto Debit Subscription" is centered at the top. Below the title is a "Billing Account Number" field with the value "5.47457". A note 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 is divided into two columns. The left column has a "4" in a circle next to the "Card Number" field, which includes "VISA" and "MasterCard" logos. Below it is the "Expiration Date" field with "Month" and "Year" dropdown menus. The right column has a "Name on Card" field, followed by the "CVV2/CVC2/CID" field with a "123" placeholder. Below the CVV field is a "5" in a circle next to a checkbox 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 "6" in a circle next to a "SUBMIT" button.

**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.