

GETTING STARTED WITH MYTNB PORTAL

User Guide for Individual

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Legend:



: For important information to highlight to users



: To redirect users to other pages in the document/ another guide for more details

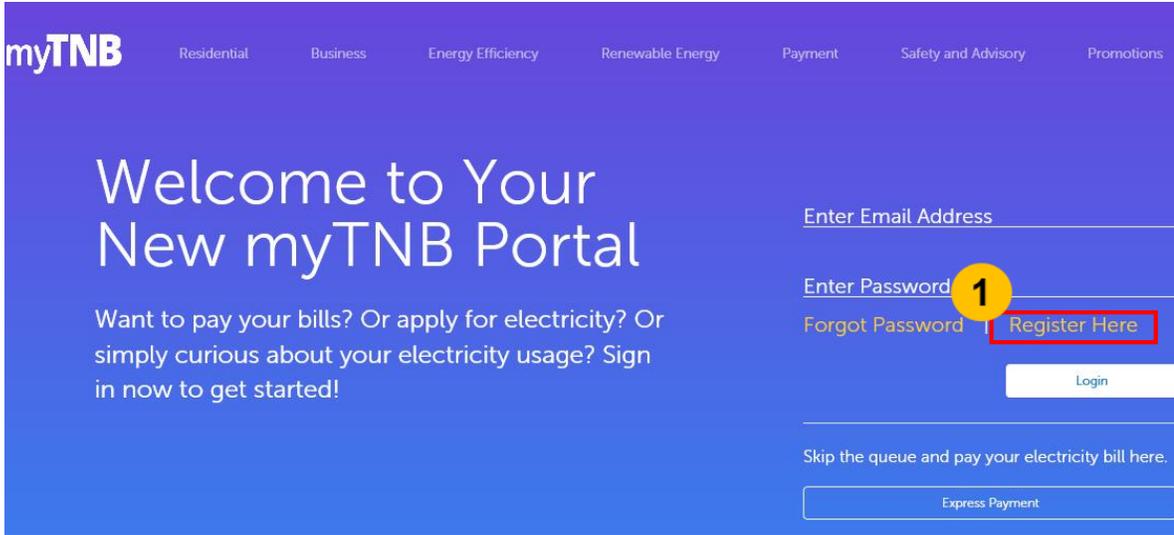


: For “Good to know” information which will aid users through the processes/ navigation

PART 1:

REGISTERING FOR MYTNB ACCOUNT

Landing Page



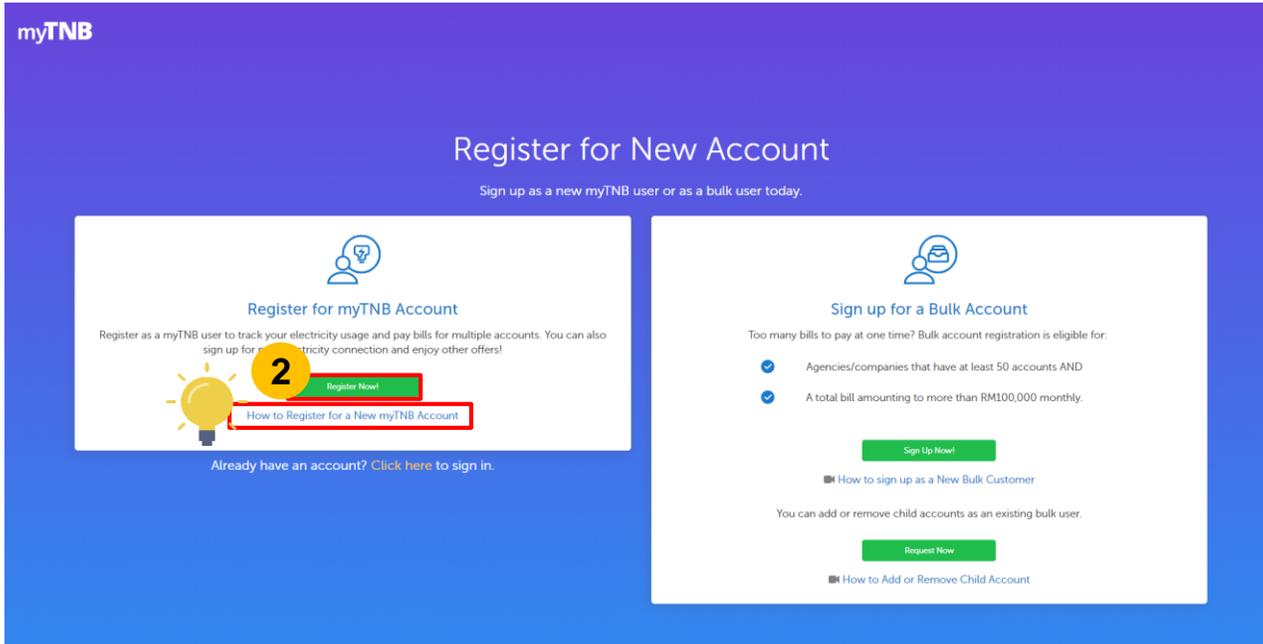
The screenshot shows the myTNB landing page with a blue header and a white main area. The header contains the myTNB logo and navigation links: Residential, Business, Energy Efficiency, Renewable Energy, Payment, Safety and Advisory, and Promotions. The main area features a large heading "Welcome to Your New myTNB Portal" and a sub-heading "Want to pay your bills? Or apply for electricity? Or simply curious about your electricity usage? Sign in now to get started!". Below this is a registration form with fields for "Enter Email Address" and "Enter Password", a "Forgot Password" link, and a "Register Here" button highlighted with a red box and a yellow circle containing the number "1". A "Login" button is also present. At the bottom, there is a section for "Express Payment" with a button.

1 Click on “**Register**” to register for a new account.



For **existing** myTNB Mobile App users, no registration is required. Log in with existing email address and password.

Register for New Account

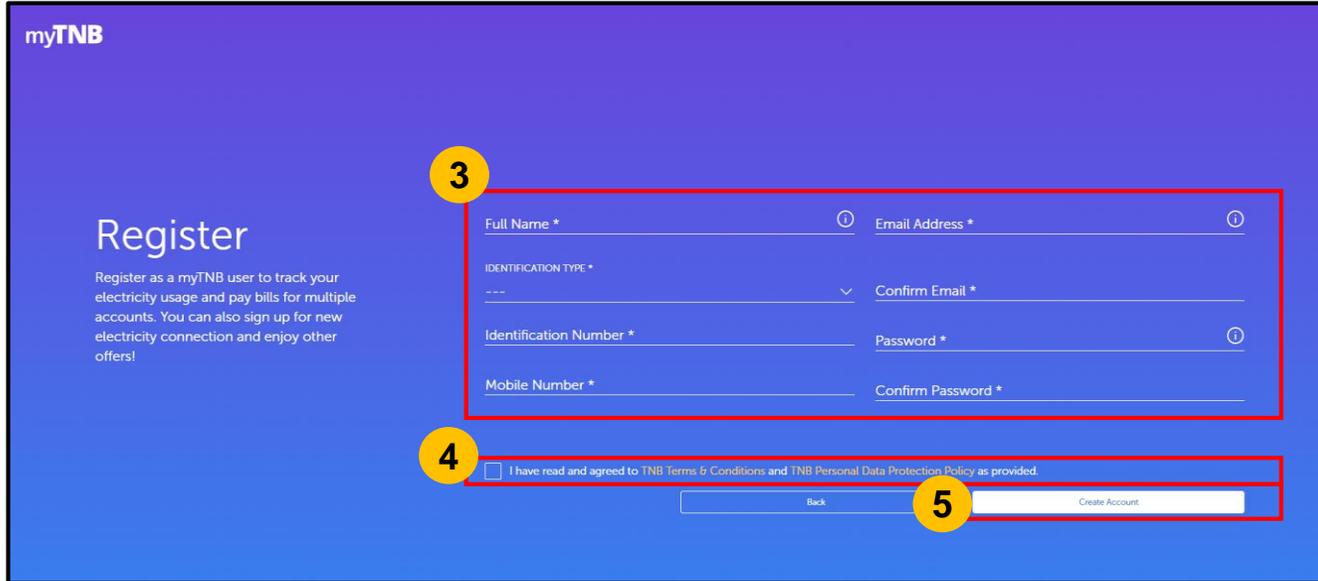


- 2** Click on “**Register**” under the **Register for myTNB Account** card.



Refer to the **guided video** for instructions on how to register for a myTNB account.

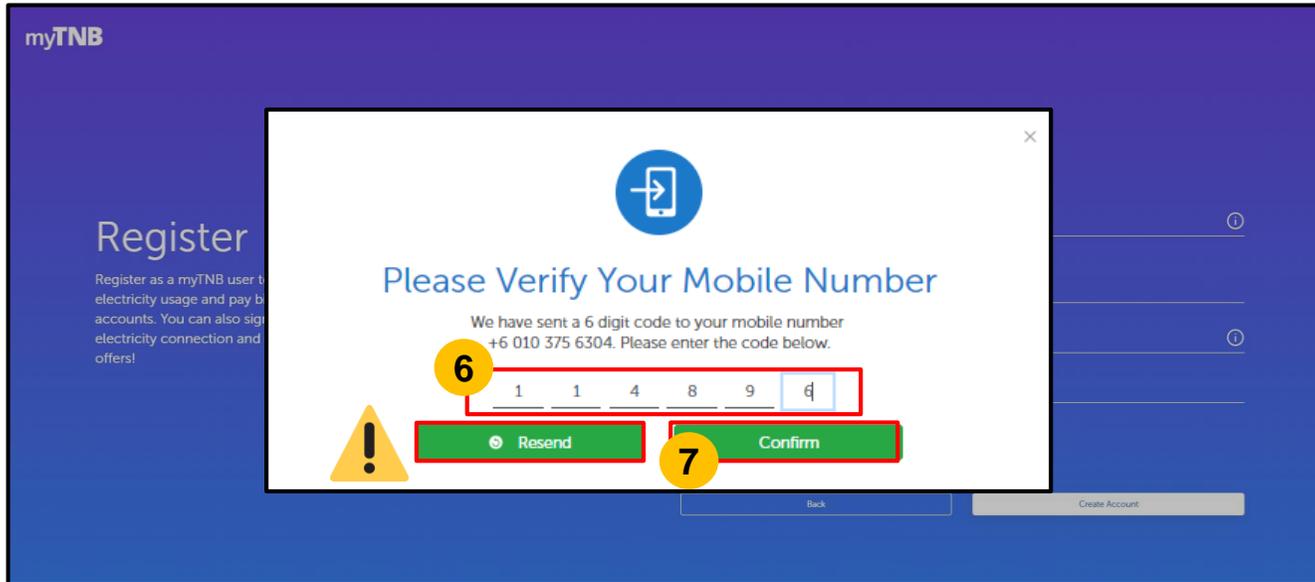
Registration Form



The screenshot shows the myTNB registration page. On the left, the text reads: "myTNB Register Register as a myTNB user to track your electricity usage and pay bills for multiple accounts. You can also sign up for new electricity connection and enjoy other offers!". The registration form is highlighted with a red border and contains the following fields: "Full Name *", "Email Address *", "IDENTIFICATION TYPE *", "Confirmation Email *", "Identification Number *", "Password *", "Mobile Number *", and "Confirm Password *". Below the form, there is a checkbox labeled "I have read and agreed to TNB Terms & Conditions and TNB Personal Data Protection Policy as provided." and two buttons: "Back" and "Create Account".

- 3 Enter personal details according to the fields stated in the form.
- 4 Tick the **checkbox** to acknowledge the **terms of use and policies**.
- 5 Click on the **“Create Account”** button to proceed.

Account Verification



myTNB

Register

Register as a myTNB user to track electricity usage and pay bills online. You can also sign up for electricity connection and offers!

Please Verify Your Mobile Number

We have sent a 6 digit code to your mobile number +6 010 375 6304. Please enter the code below.

1 1 4 8 9 6

Resend Confirm

Back Create Account

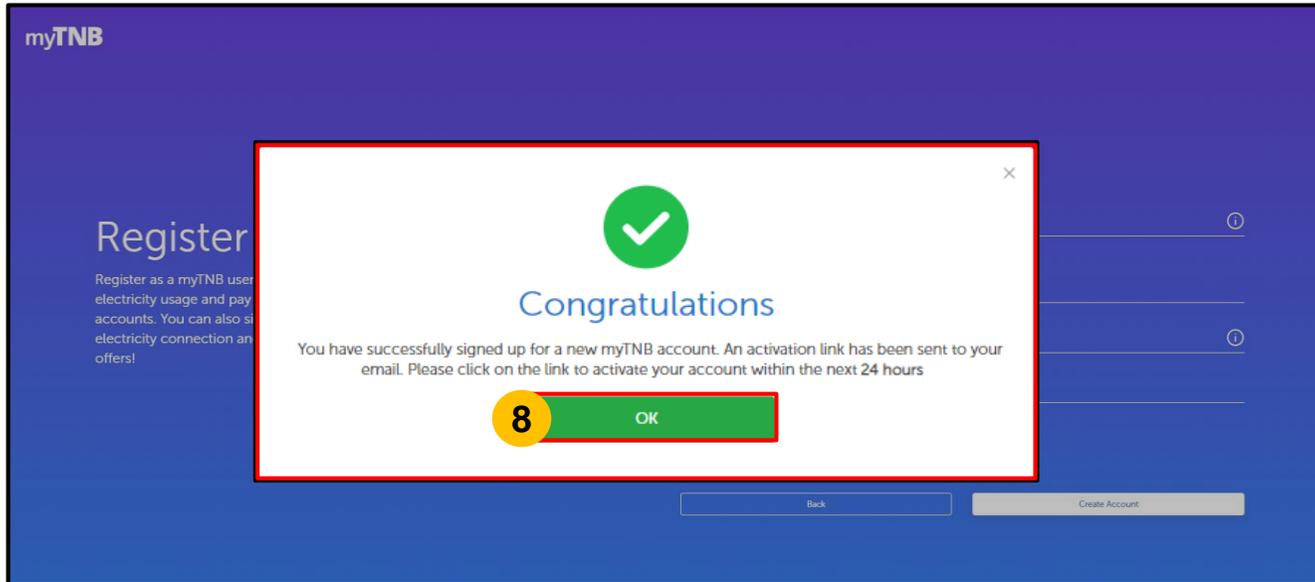
Mobile Number verification is required.

- 6** A **One-Time Pin (OTP)** will be sent to the user's mobile number. Enter the 6-digit code here.
- 7** Click on **“Confirm”** to proceed.



If no OTP is received, click on **“Resend”** to receive a new OTP.

Successful Registration Pop-Up



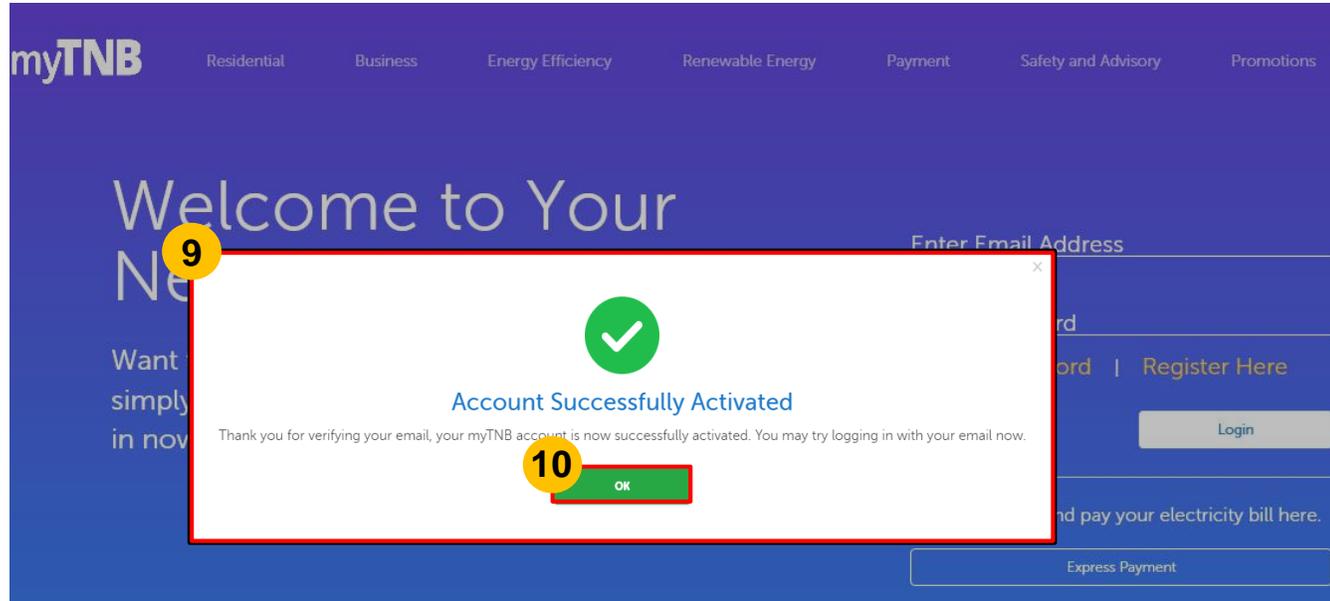
After mobile verification, a pop-up will appear to indicate successful registration.

8 Click on “**OK**” to return to login page.



Look out for an **e-mail** in your inbox which will contain the activation link.

Successful Account Activation



- 9 Upon e-mail **activation**, a **confirmation pop-up** will appear. Users can now attempt to login using their registered email address.
- 10 Click on the **“OK”** button.

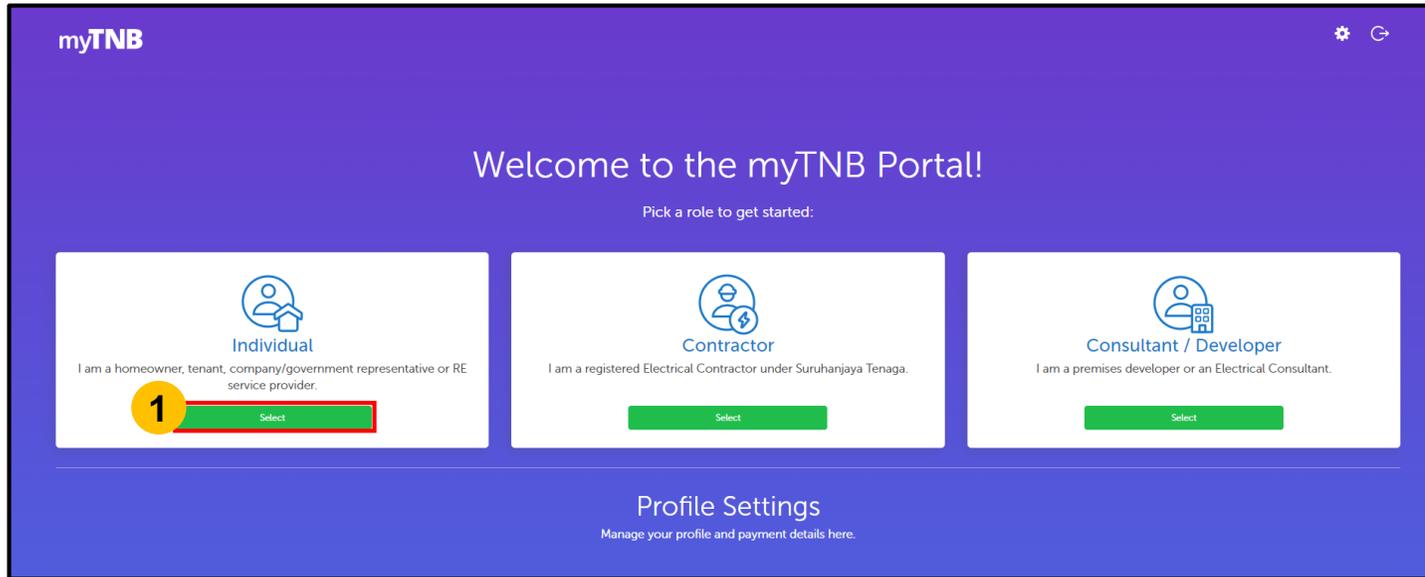


If error occurs during registration, contact **TNB CareLine** at **1300-88-5454** for any enquires regarding account registration.

PART 2a:

FIRST TIME LOGIN FOR EXISTING TNE USERS (OWNER OR NON-OWNER)

Selection of Role

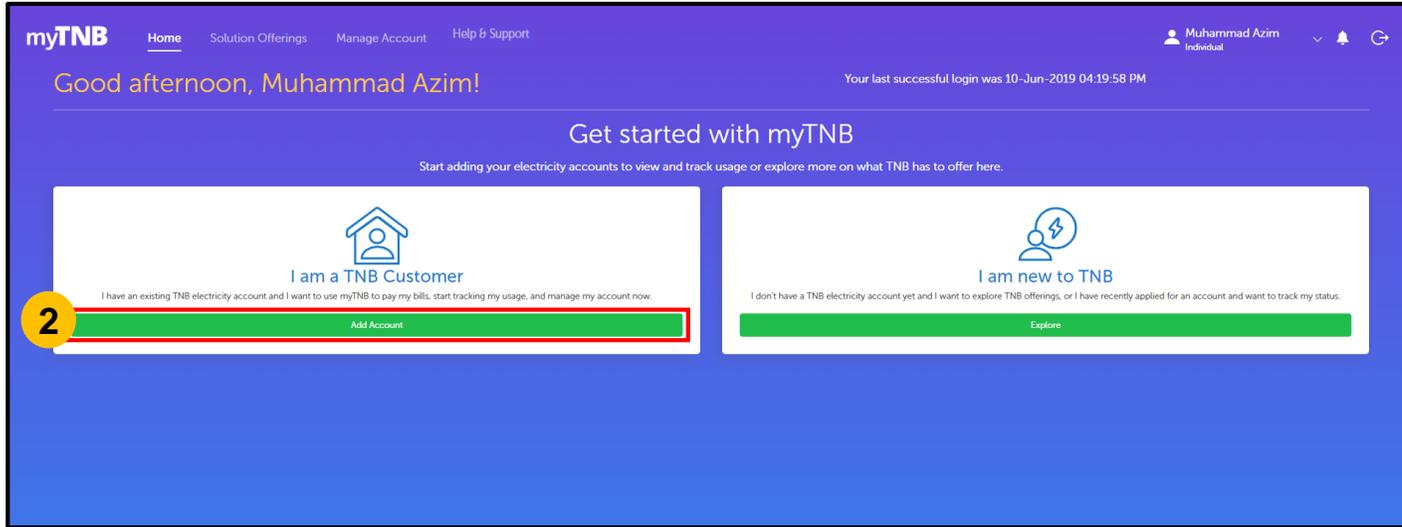


- 1 Click on the “**Select**” button under the **Individual** card.



It is now **mandatory** for all new myTNB Portal users to select only **ONE** role upon first login. The chosen role will be **permanent** and cannot be undone. Individual user who wishes to register as a Individual or Consultant / Developer can do so using a **different email address**.

Existing / New Customer Account Selection

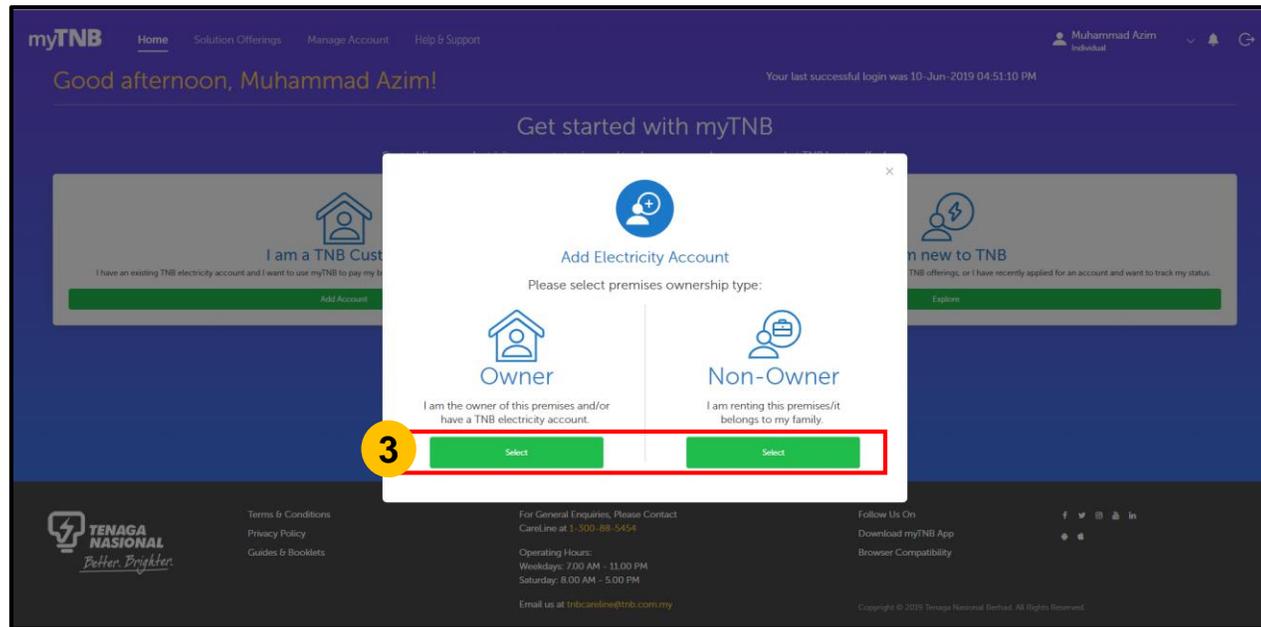


The screenshot shows the myTNB portal interface. At the top, there is a navigation bar with 'myTNB', 'Home', 'Solution Offerings', 'Manage Account', and 'Help & Support'. The user's name 'Muhammad Azim' and 'Individual' are displayed in the top right. Below the navigation bar, a greeting 'Good afternoon, Muhammad Azim!' and a login timestamp 'Your last successful login was 10-Jun-2019 04:19:58 PM' are shown. The main content area is titled 'Get started with myTNB' and includes a sub-header 'Start adding your electricity accounts to view and track usage or explore more on what TNB has to offer here.' There are two main cards: 'I am a TNB Customer' and 'I am new to TNB'. The 'I am a TNB Customer' card has a red box around the 'Add Account' button, which is also highlighted with a yellow circle containing the number '2'. The 'I am new to TNB' card has a green 'Explore' button.

New Individual users will be prompted to select if they are **Existing** or **New** TNB customers.

- 2 Select “**Add Account**” under the **I am a TNB Customer** card to add an existing **Owner** electricity account **OR Non-Owner** electricity account.

Owner / Non-Owner Account Selection



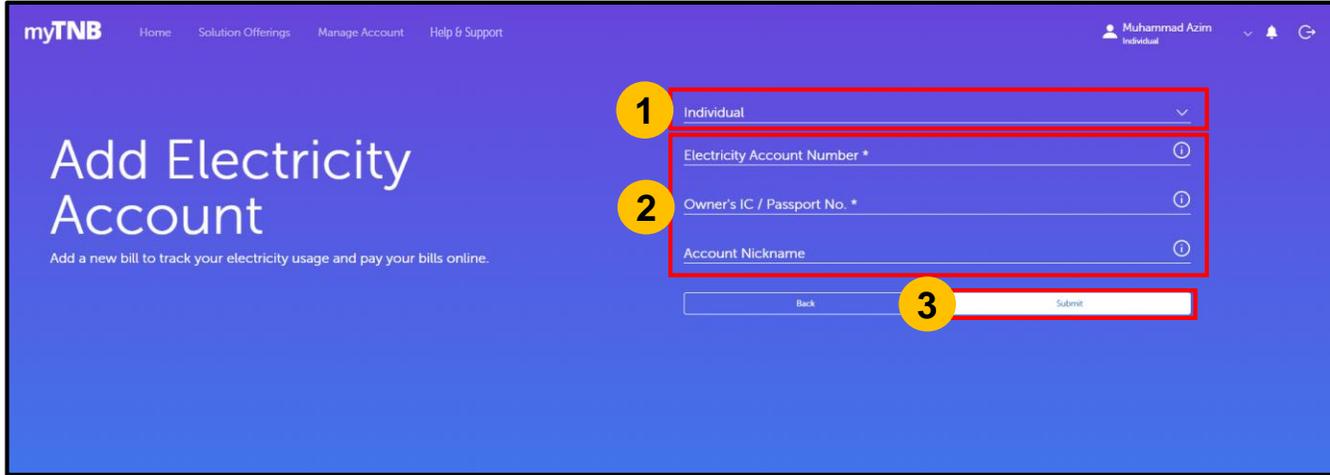
New Individual users who are **Existing TNB customers** will be prompted to **add an electricity account** to their empty dashboard.

- 3 Select the **Owner** card to add an existing **Owner** electricity account **OR** Select the **Non-Owner** card to add an existing **Non-Owner** electricity account.



Refer [HERE](#) to add **Owner** Account.
Refer [HERE](#) to add **Non-Owner** Account.

Adding Owner Electricity Account



myTNB Home Solution Offerings Manage Account Help & Support Muhammad Azim Individual

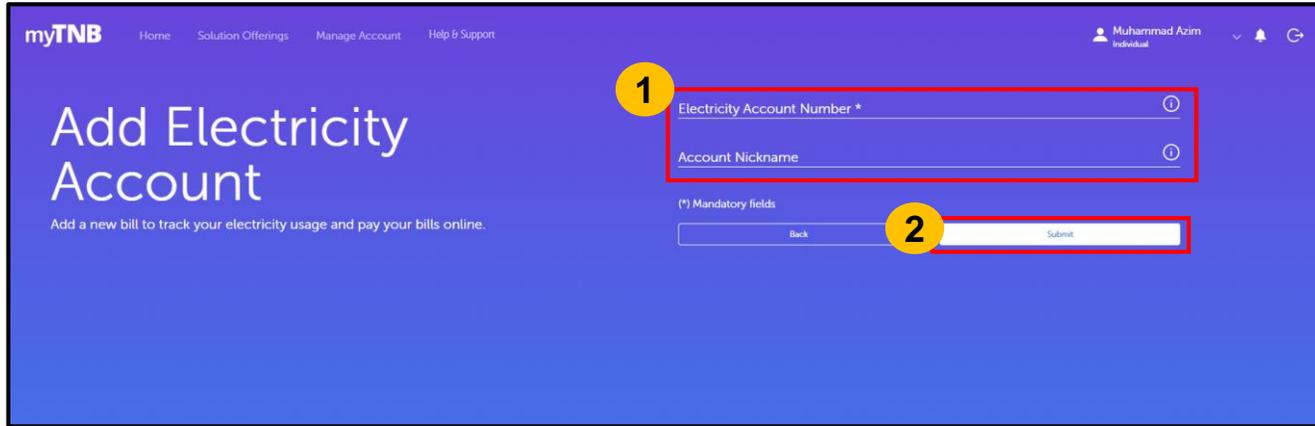
Add Electricity Account

Add a new bill to track your electricity usage and pay your bills online.

- 1 Individual
- 2 Electricity Account Number *
Owner's IC / Passport No. *
Account Nickname
- 3 Back Submit

- 1 Select **type of Owner Account** from the drop down list:
 - Individual
 - Company/Society
 - Government
- 2 Enter the **Account Number, Owner's IC/Passport No**, and **Account Nickname**
- 3 Click on **“Submit”**.

Adding Non-Owner Electricity Account



myTNB Home Solution Offerings Manage Account Help & Support Muhammad Azim Individual

Add Electricity Account

Add a new bill to track your electricity usage and pay your bills online.

1 Electricity Account Number *

Account Nickname

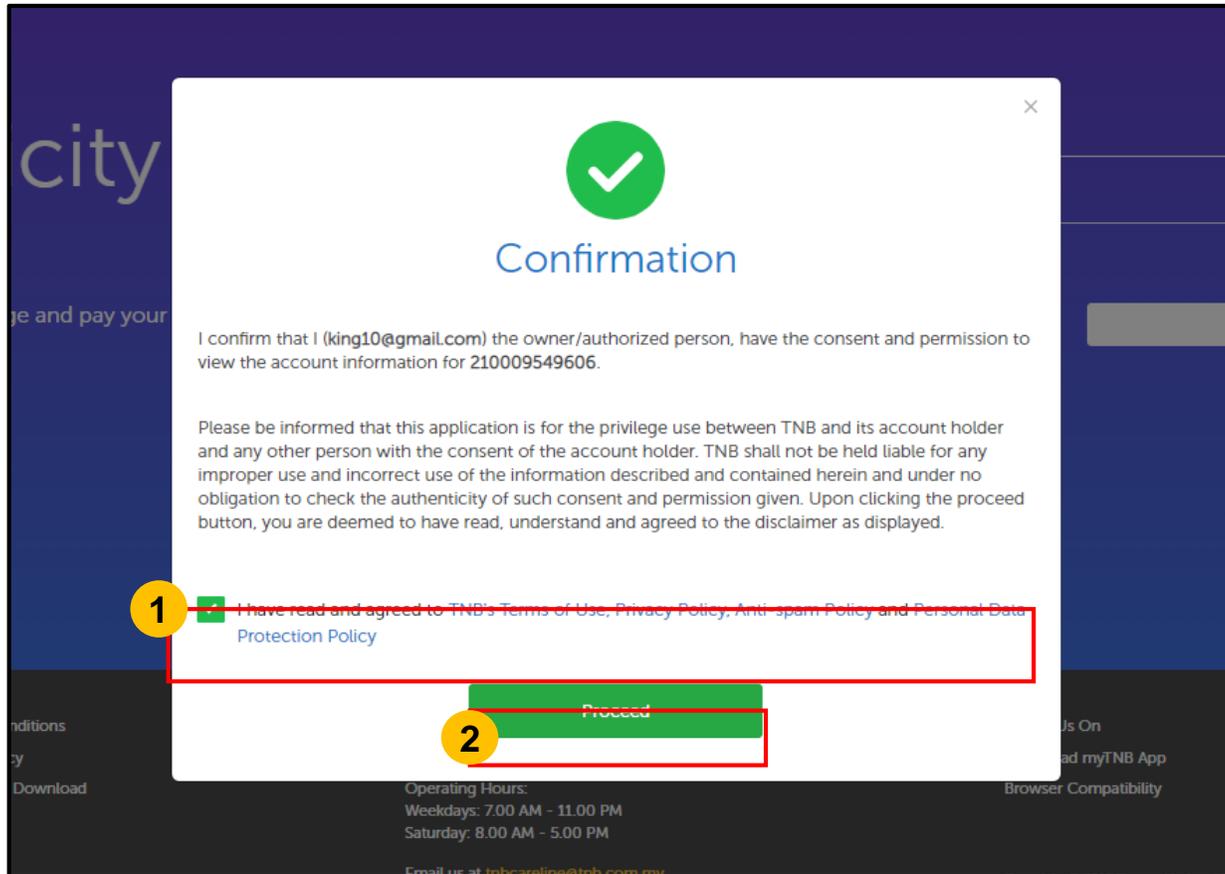
(*) Mandatory fields

2 Back Submit

1 Enter **Account Number** and **Account Nickname**

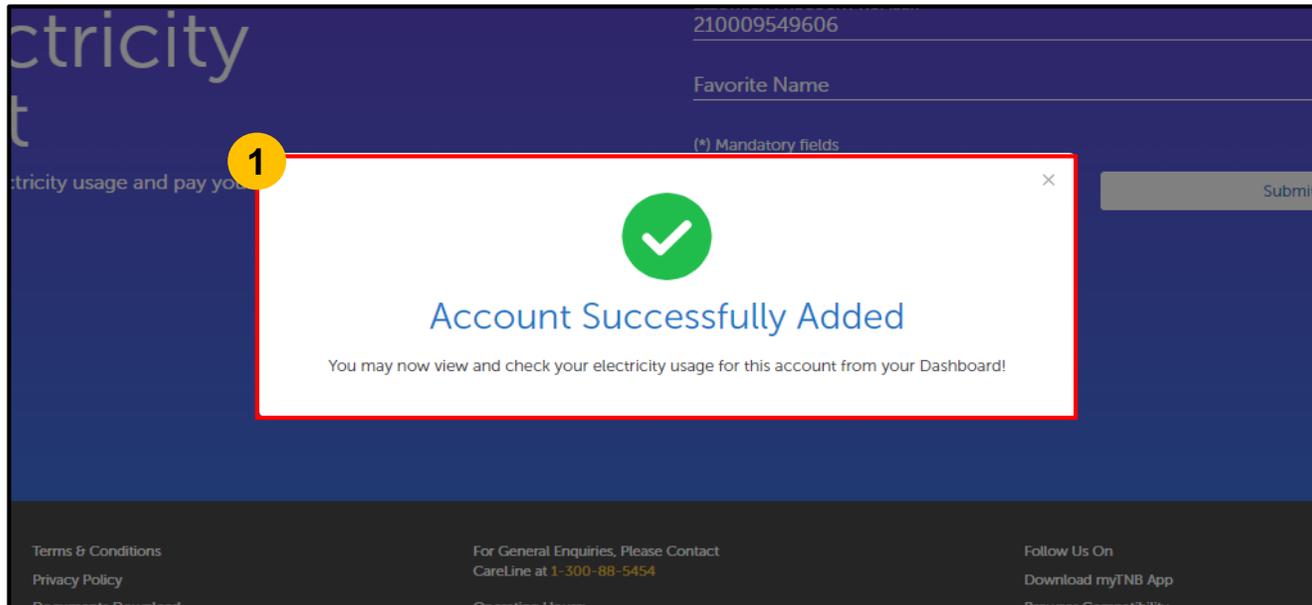
2 Click on **“Submit”**.

Confirmation Pop-Up



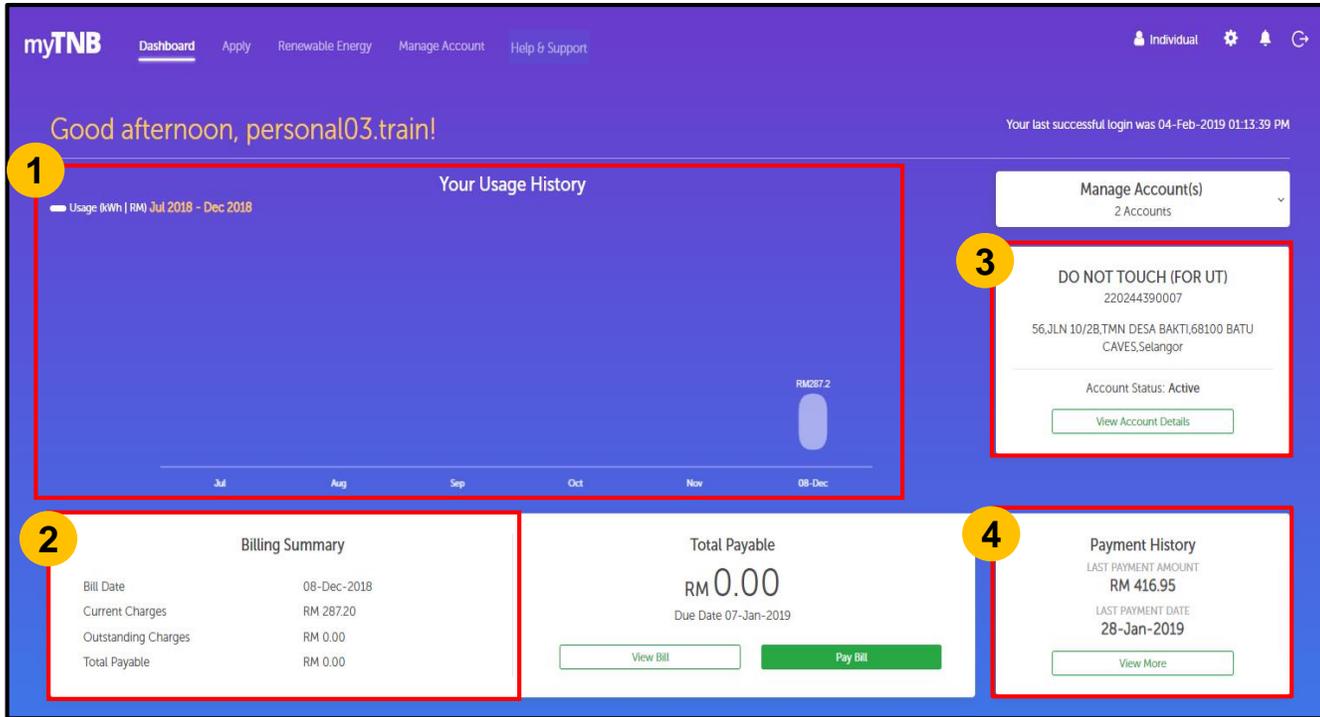
- 1 Tick the **checkbox** to acknowledge the **Terms & Conditions** listed.
- 2 Click on **“Proceed”**.

Confirmation Pop-Up



- 1 A **confirmation pop-up** will appear to indicate that the account has been successfully added.

Account on Dashboard



The screenshot shows the myTNB dashboard interface. At the top, there is a navigation bar with 'myTNB', 'Dashboard', 'Apply', 'Renewable Energy', 'Manage Account', and 'Help & Support'. The user is logged in as 'personal03.train!' and their last successful login was on 04-Feb-2019 at 01:13:39 PM.

The dashboard is divided into several sections, each highlighted with a red box and a yellow callout number:

- 1** **Your Usage History**: A graph showing energy usage (kWh) for the period Jul 2018 - Dec 2018. The usage is currently at RM287.2.
- 2** **Billing Summary**: A table showing billing details for the period 08-Dec-2018 to 07-Jan-2019.

Bill Date	08-Dec-2018
Current Charges	RM 287.20
Outstanding Charges	RM 0.00
Total Payable	RM 0.00
- 3** **Manage Account(s)**: A card showing account details for 'DO NOT TOUCH (FOR UT)' with account number 220244390007. The address is 56, JLN 10/28, TMN DESA BAKTI, 68100 BATU CAVES, Selangor. The account status is 'Active'.
- 4** **Payment History**: A card showing the last payment amount of RM 416.95 on 28-Jan-2019.

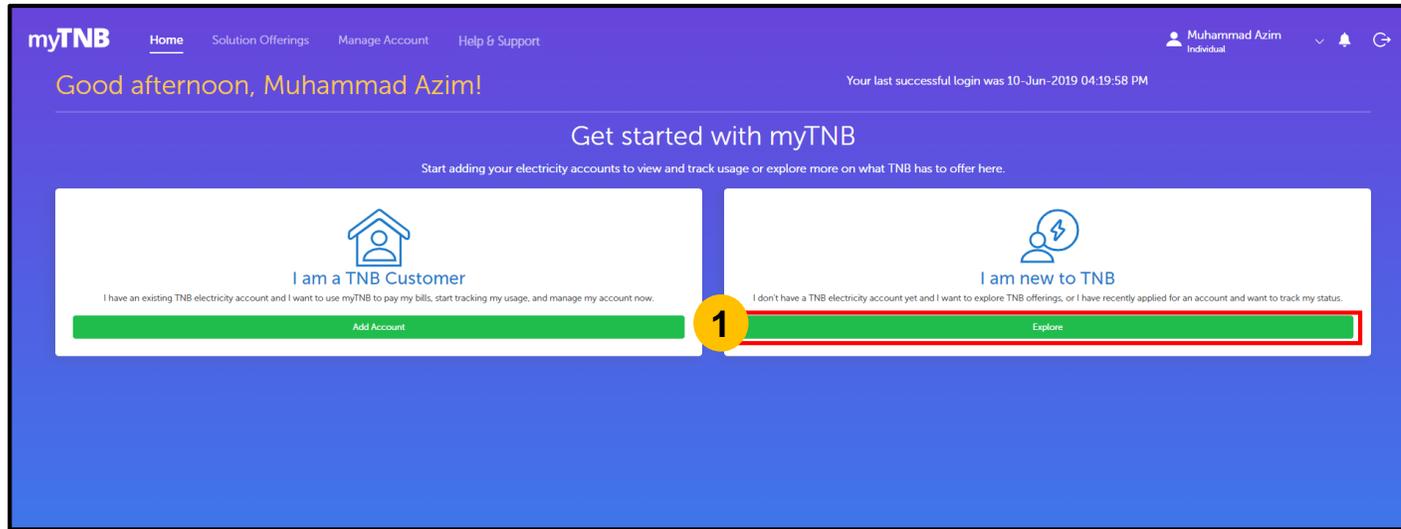
After an account is **successfully added**, the dashboard will be updated with details of the new account.

- 1** The **Energy Usage History** graph will be shown here.
- 2** Breakdown of **Billing Summary** of the account will be shown here.
- 3** The **Account Number** and **Address** will be listed here.
- 4** Last **Payment History** of the account will be shown here.



PART 2b:
**FIRST TIME LOGIN FOR NEW
TNB USERS**

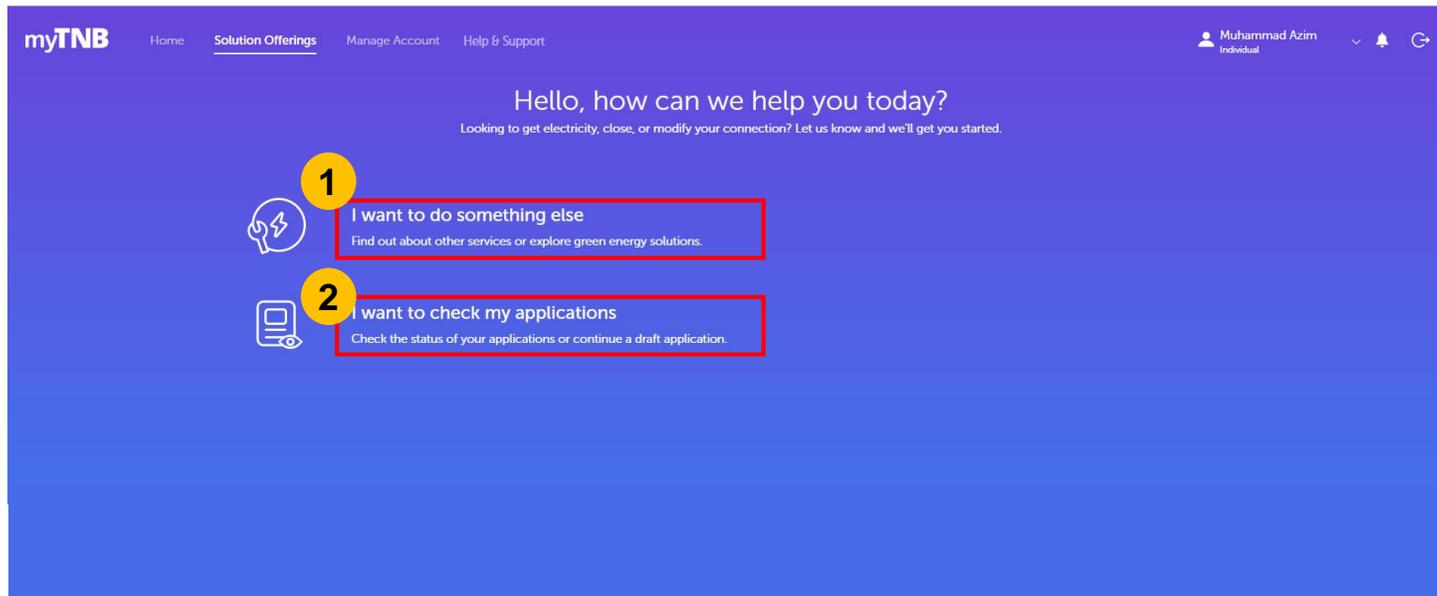
Existing / New Customer Account Selection



New Individual users will be prompted to select if they are **Existing or New** TNB customers.

- 1 Select “**Explore**” under the **I am new to TNB** card to explore the services TNB offer on the myTNB Portal

Application Checklist

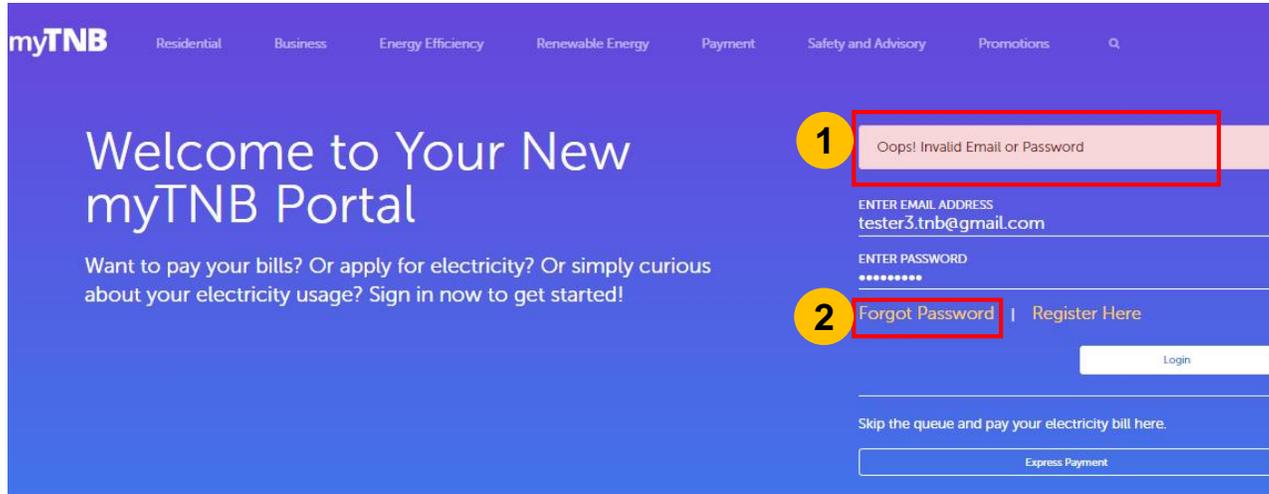


- 1 Click on **I want to do something else** to explore other TNB services.
- 2 Click on **I want to check my applications** to track the statuses of your submitted applications



PART 3: **FORGET PASSWORD**

Forget & Reset Password (1/2)



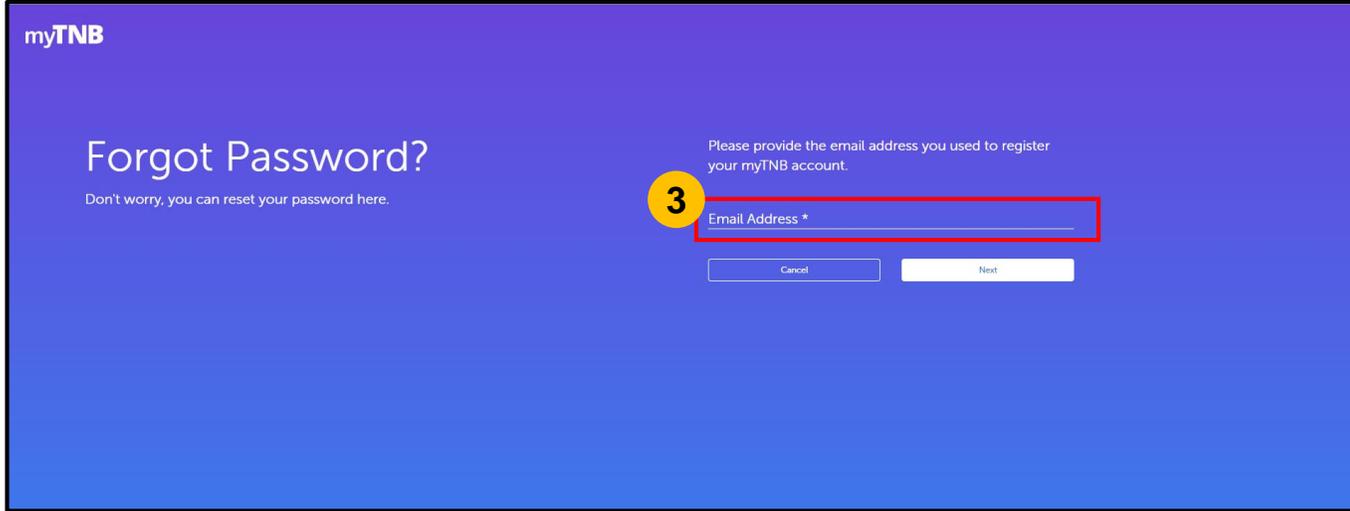
The screenshot shows the myTNB login page. The header includes the myTNB logo and navigation links: Residential, Business, Energy Efficiency, Renewable Energy, Payment, Safety and Advisory, and Promotions. The main content area has a blue background with the text: "Welcome to Your New myTNB Portal" and "Want to pay your bills? Or apply for electricity? Or simply curious about your electricity usage? Sign in now to get started!". The login form contains two input fields: "ENTER EMAIL ADDRESS" with the value "tester3.tnb@gmail.com" and "ENTER PASSWORD" with masked characters. Below the password field, there are two links: "Forgot Password" and "Register Here". A "Login" button is positioned below the links. At the bottom of the form, there is a link for "Express Payment" with the text "Skip the queue and pay your electricity bill here." above it. Two red boxes with yellow circular markers highlight the error message and the "Forgot Password" link.

1 Oops! Invalid Email or Password

2 Forgot Password | Register Here

- 1 An **error message** will appear to notify users that an invalid email or password has been entered.
- 2 Click on “**Forgot Password**” link to reset password.

Forget & Reset Password (2/3)



myTNB

Forgot Password?

Don't worry, you can reset your password here.

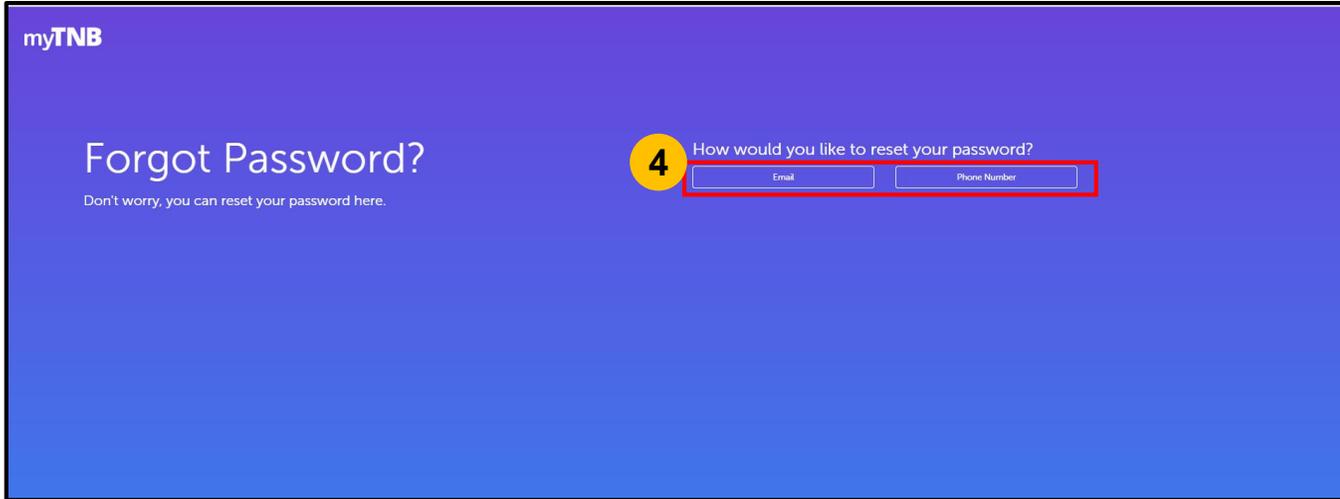
Please provide the email address you used to register your myTNB account.

3 Email Address *

Cancel Next

- 3** Enter **existing Email Address** used to log in to the portal

Forget & Reset Password (3/3)



myTNB

Forgot Password?

Don't worry, you can reset your password here.

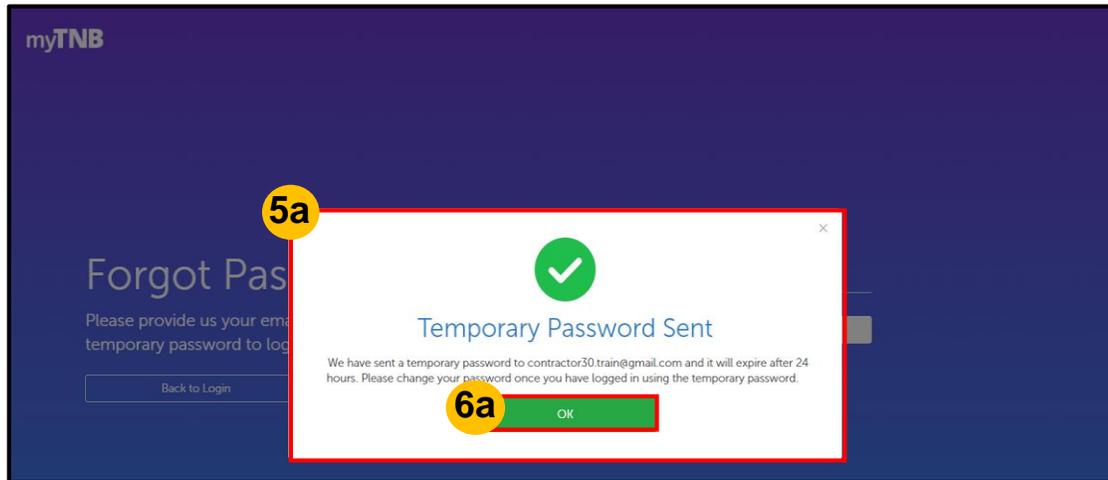
4 How would you like to reset your password?

Email Phone Number

Users can change their password either via Email Address or SMS.

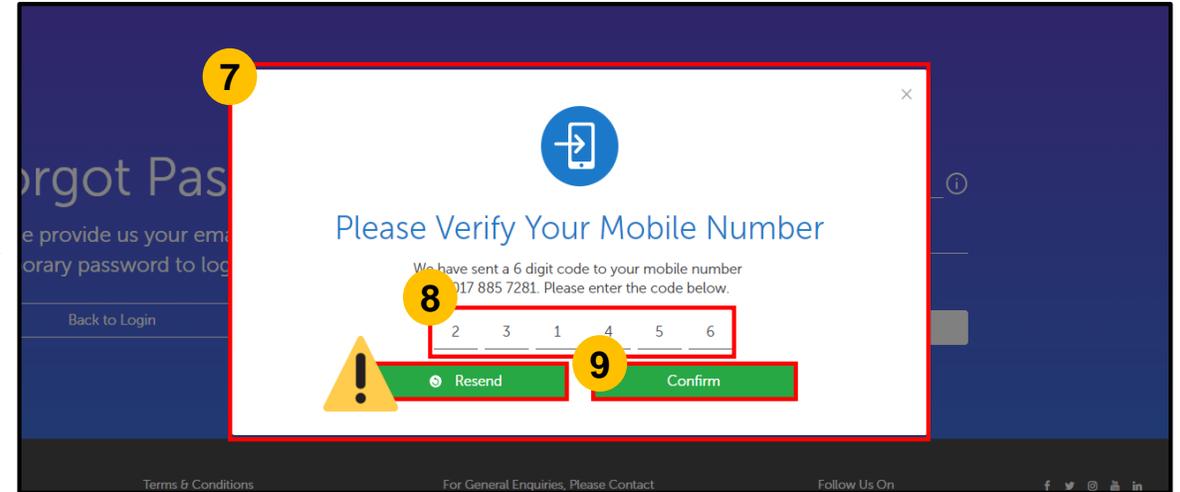
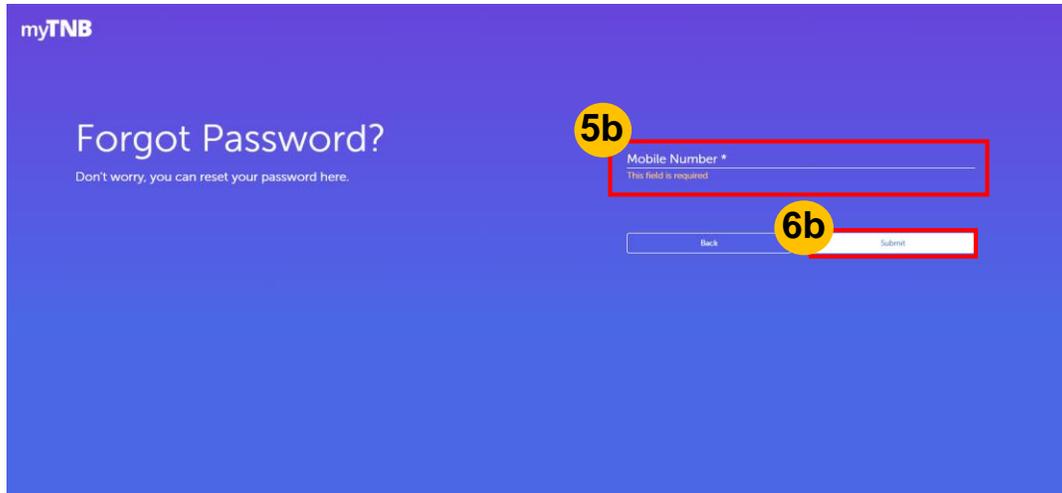
- 4 Click on **“Email”** to change password using email verification (Refer [HERE](#)) **OR** Click on **“SMS”** to change password using **One-time Pin (OTP)** verification (Refer [HERE](#)).

Reset Password via Email Address



- 5a A pop-up will appear to indicate that a temporary password has been sent to the email address.
- 6a Click on “OK” to exit.

Reset Password via SMS



5b Enter the **registered Mobile Number**.

6b Click on **“Submit”**.

7 A **verification pop-up** will appear.

8 Enter the **6-digit One-Time Pin (OTP)** sent to your mobile number.

9 Click on **“Confirm”** to proceed. Users will receive a SMS with procedures to **Reset Password**.



If no OTP is received, click **“Resend”** to receive new OTP.

THANK YOU