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
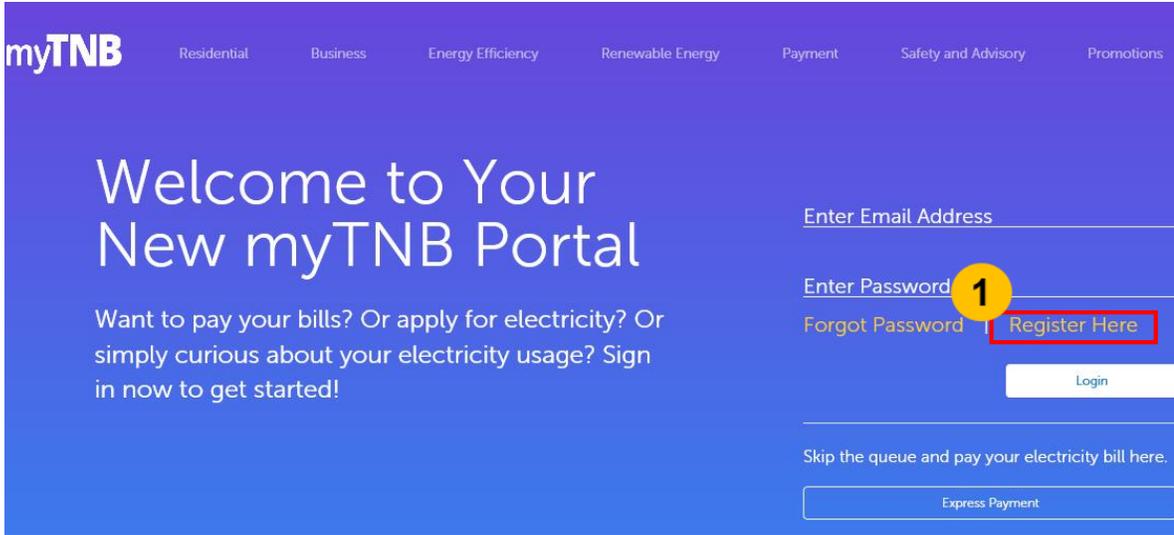
💡 : For "Good to know" information which will aid users through the processes/ navigation
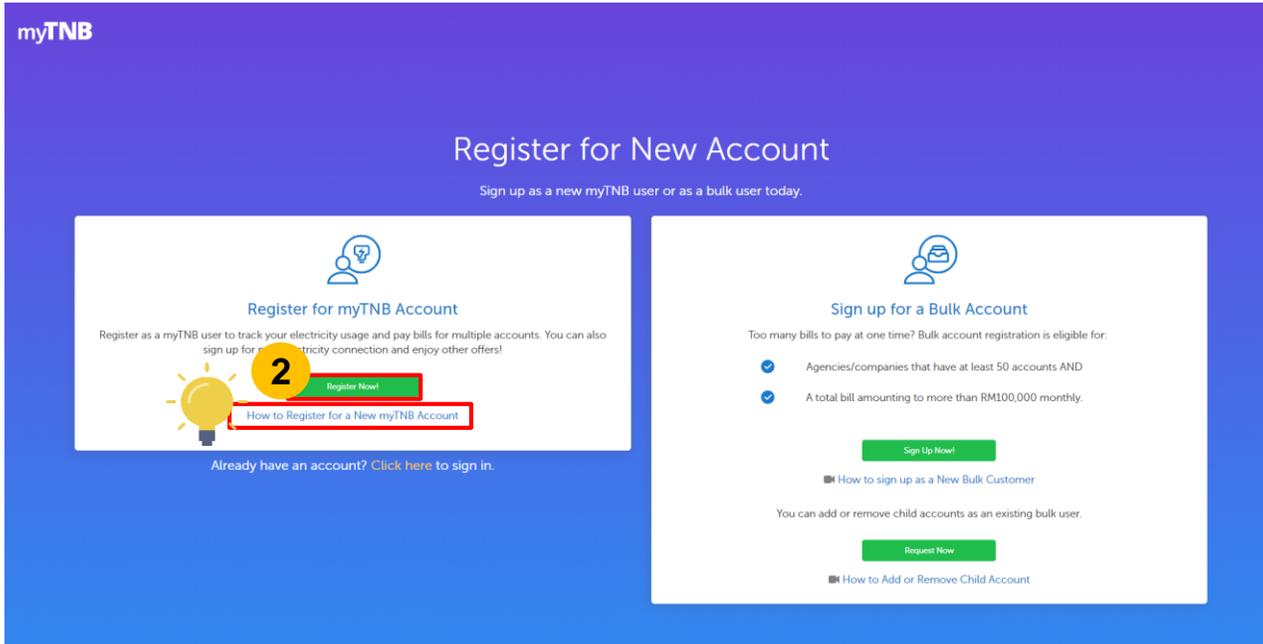
PART 1:
REGISTERING FOR MYTNB ACCOUNT

Landing Page

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.
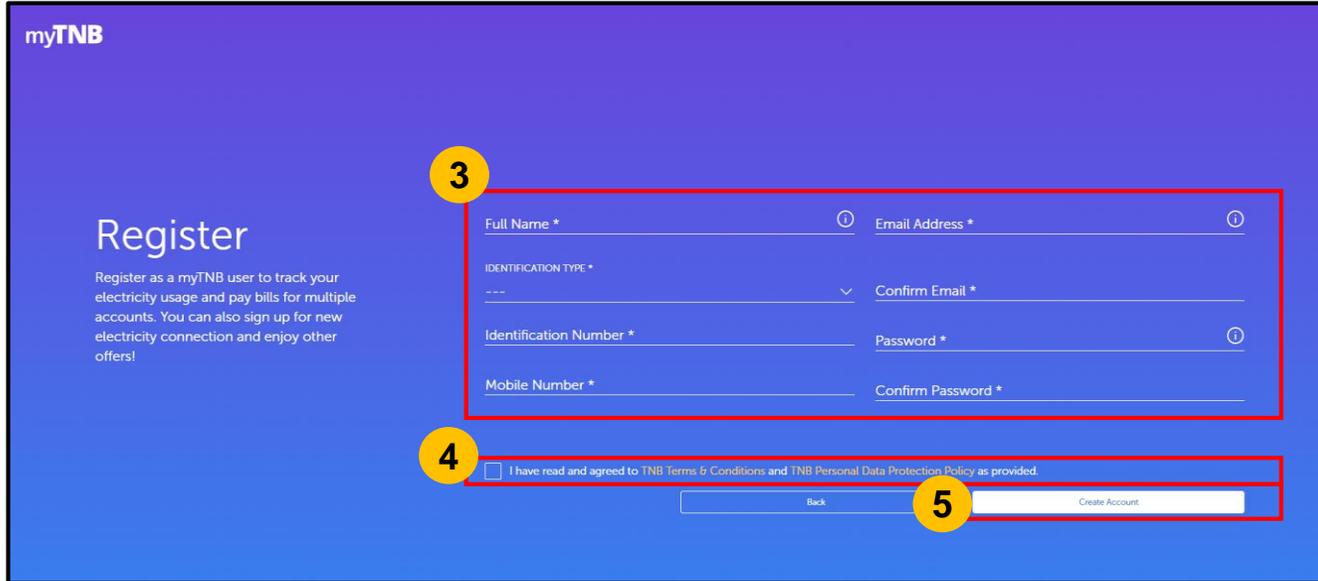
Register for New Account

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.
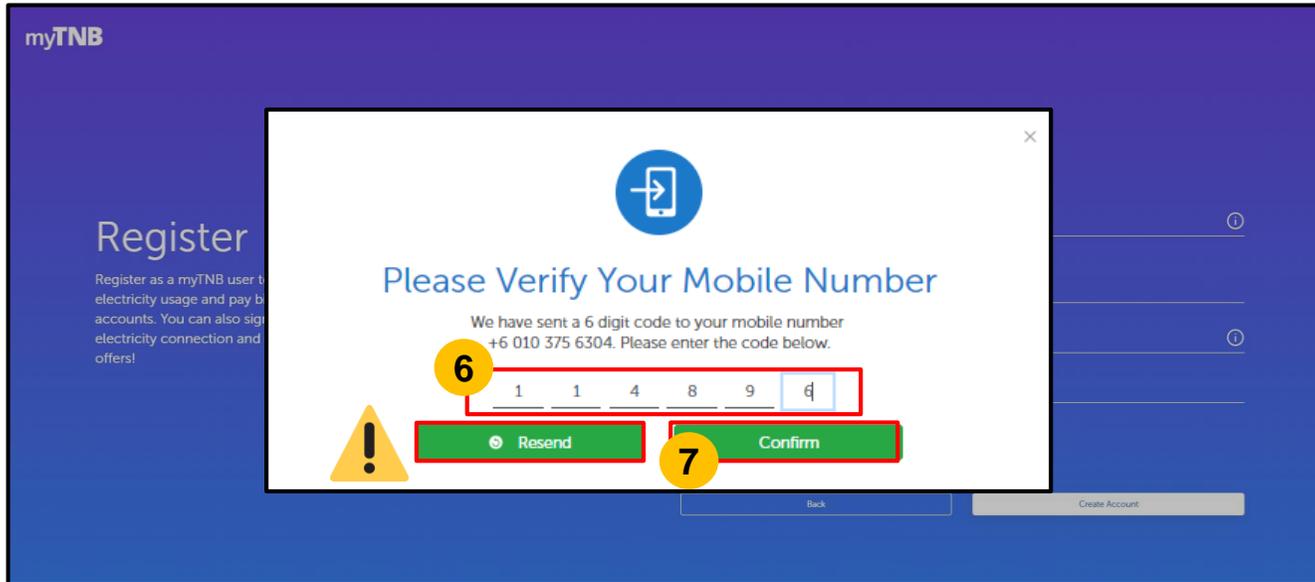
Registration Form

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

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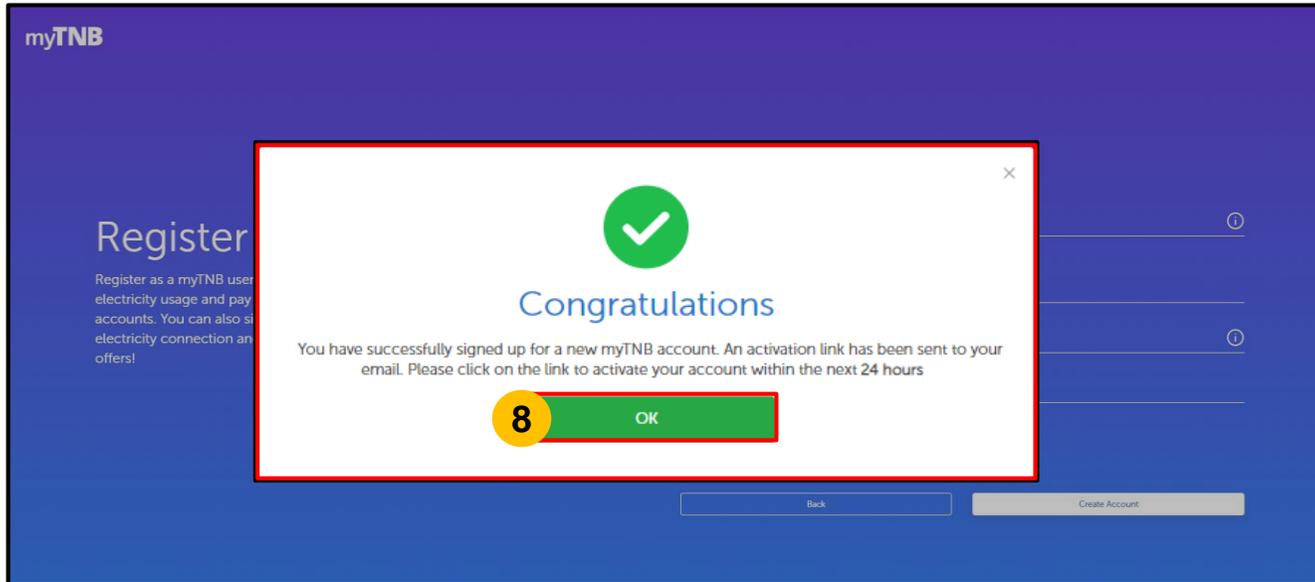
After mobile verification, a pop-up will appear to indicate successful registration.

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
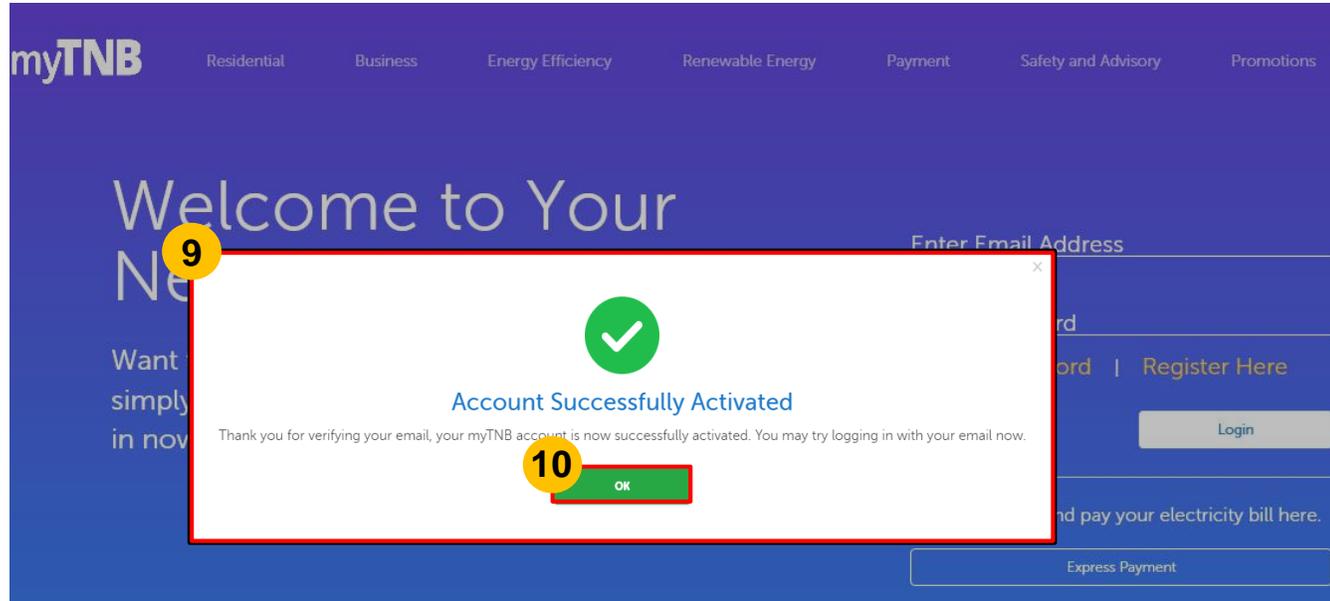

9 Upon e-mail **activation**, a **confirmation pop-up** will appear. Users can now attempt to login using their registered email address.
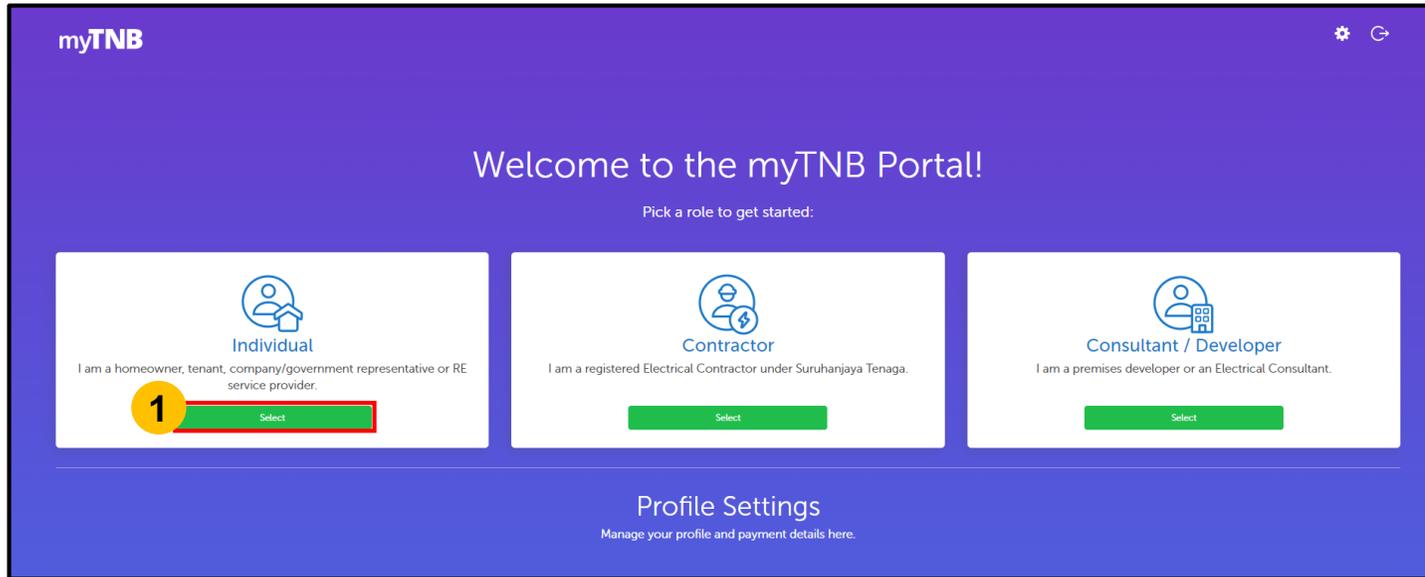
10 Click on the **"OK"** button.

⚠️ 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 TNB USERS (OWNER OR NON-OWNER)
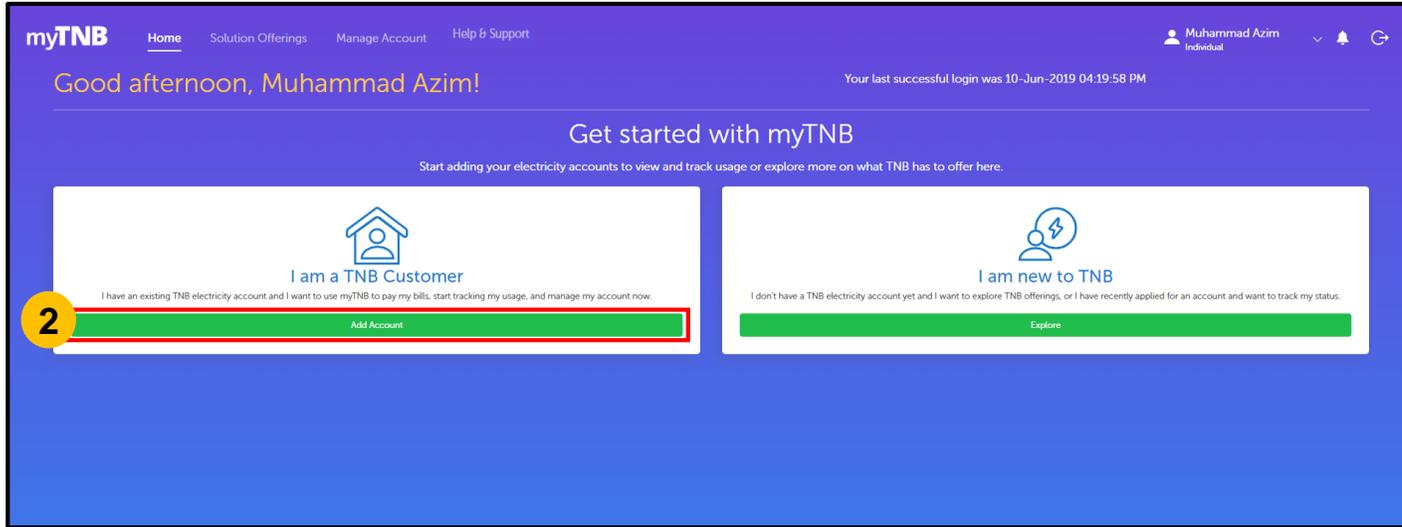
4

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**.
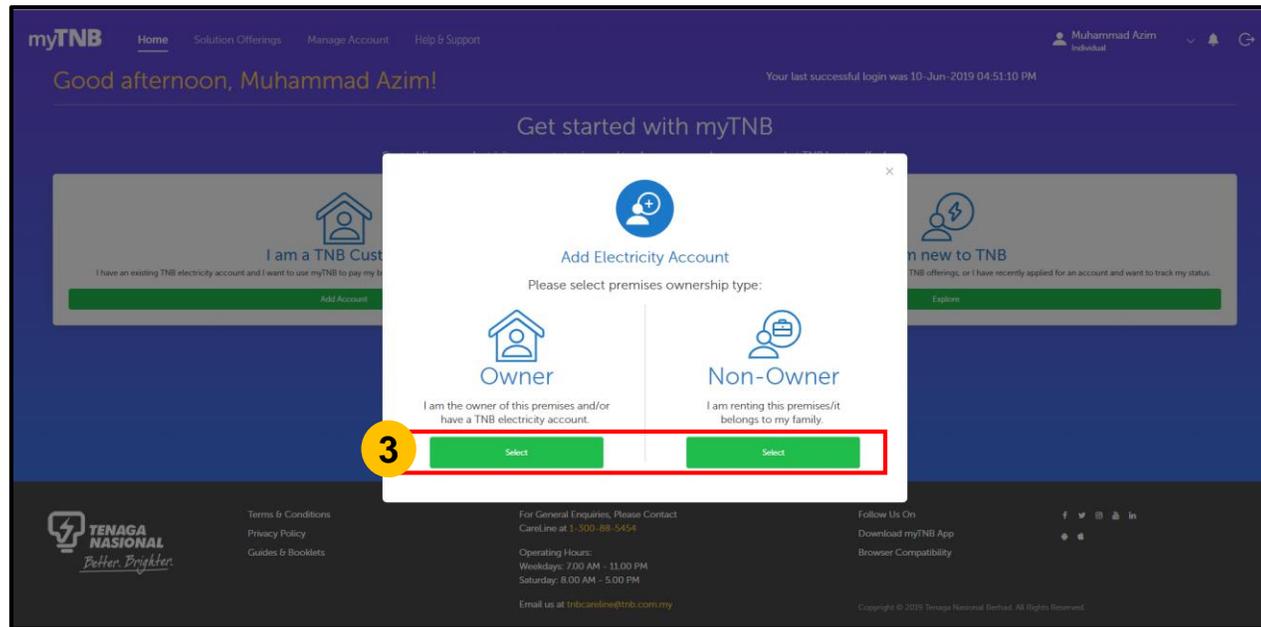
Existing / New Customer Account Selection

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
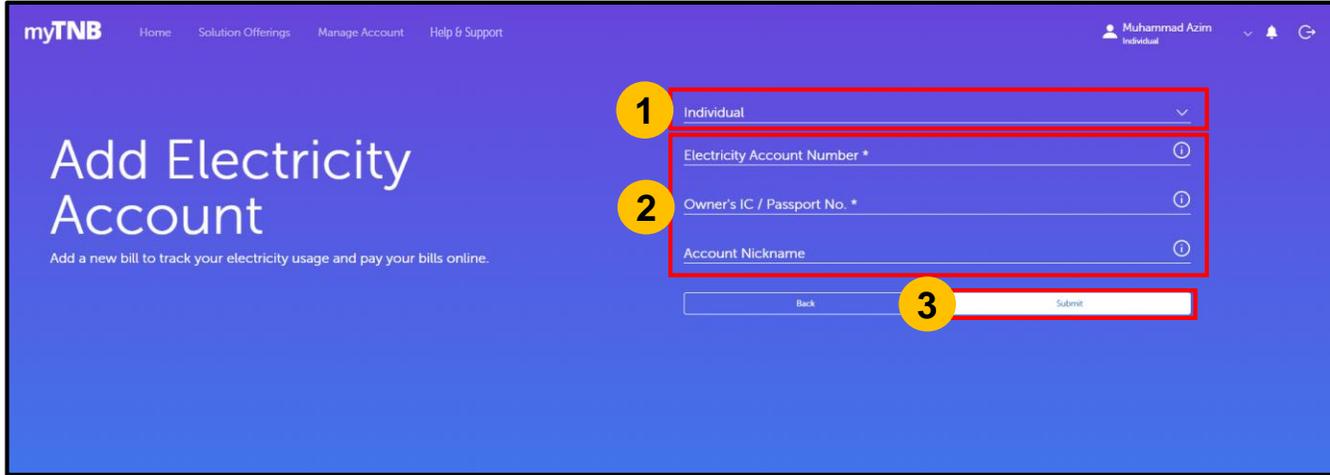
1. Select **type of Owner Account** from the drop down list:
   - Individual
   - Company/Society
   - Government

2. Enter the **Account Number**, **Owner's IC/Passport No**, and **Account Nickname**

3. Click on **"Submit".**

Adding Non-Owner Electricity Account
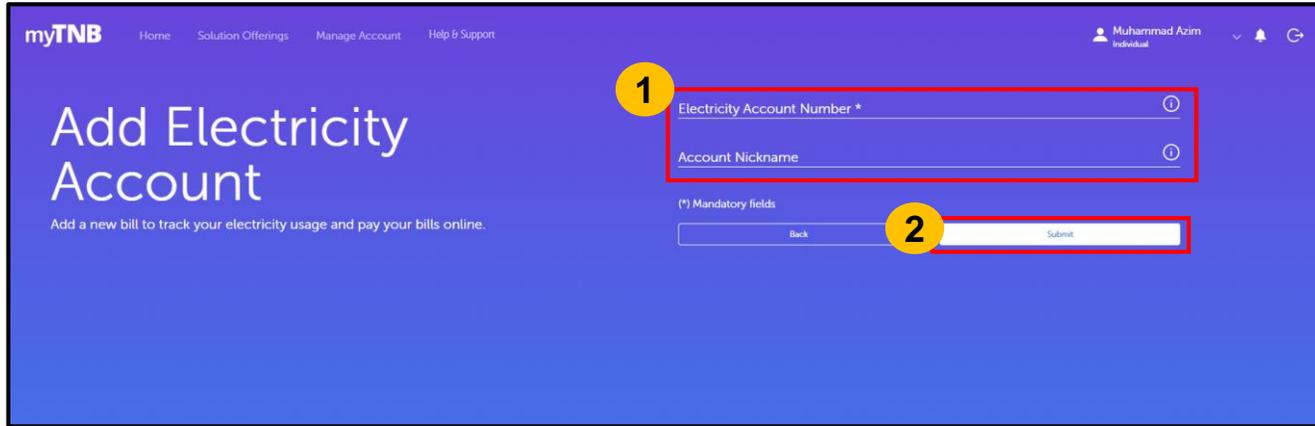
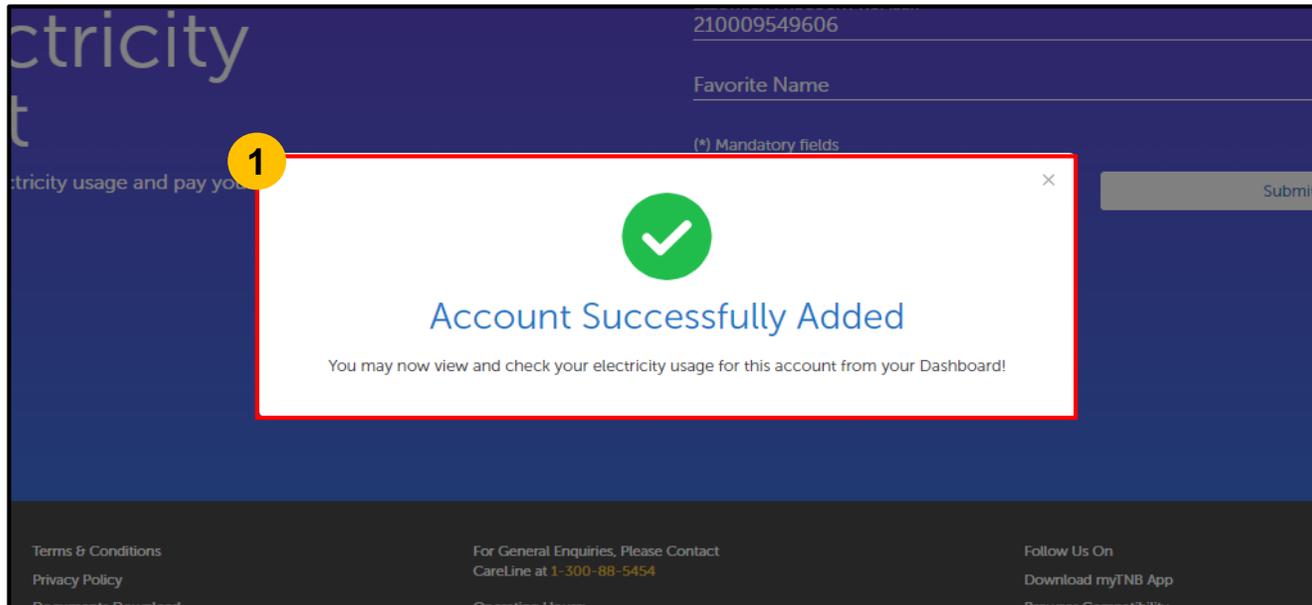**1** Enter **Account Number and Account Nickname**

2 Click on **"Submit"**.
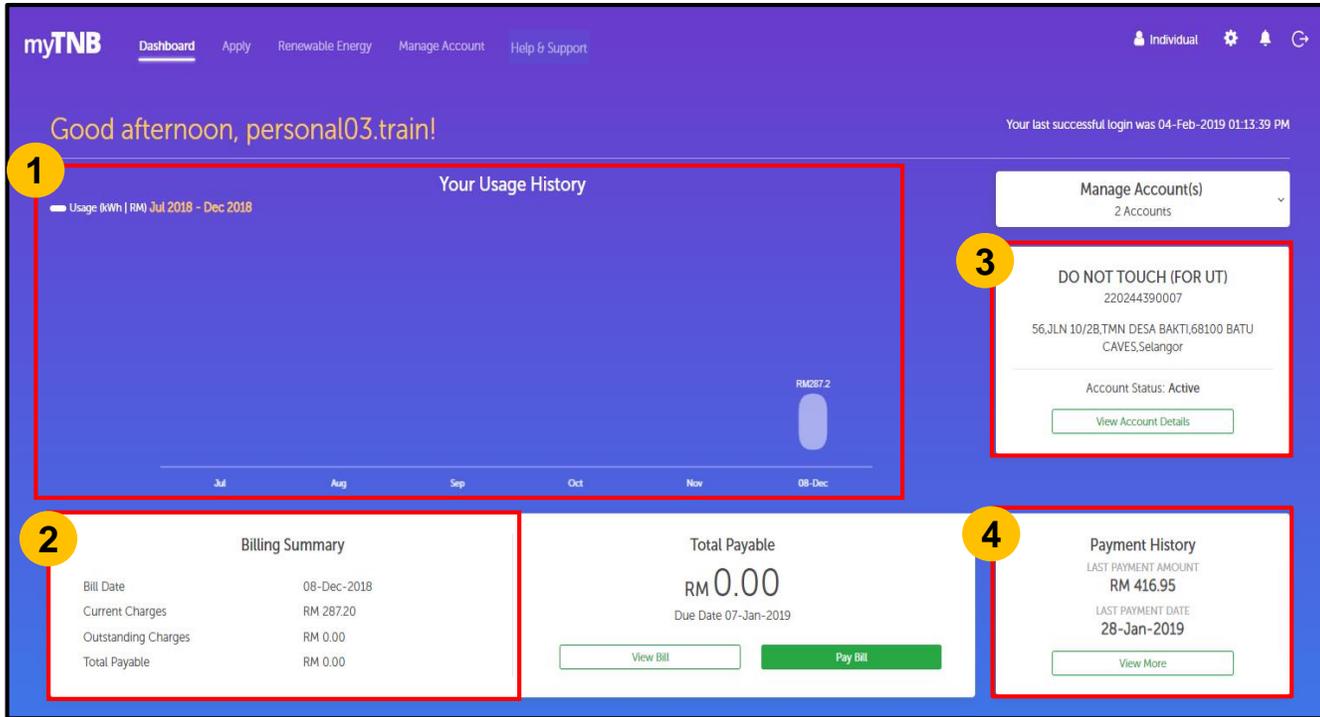
Confirmation Pop-Up
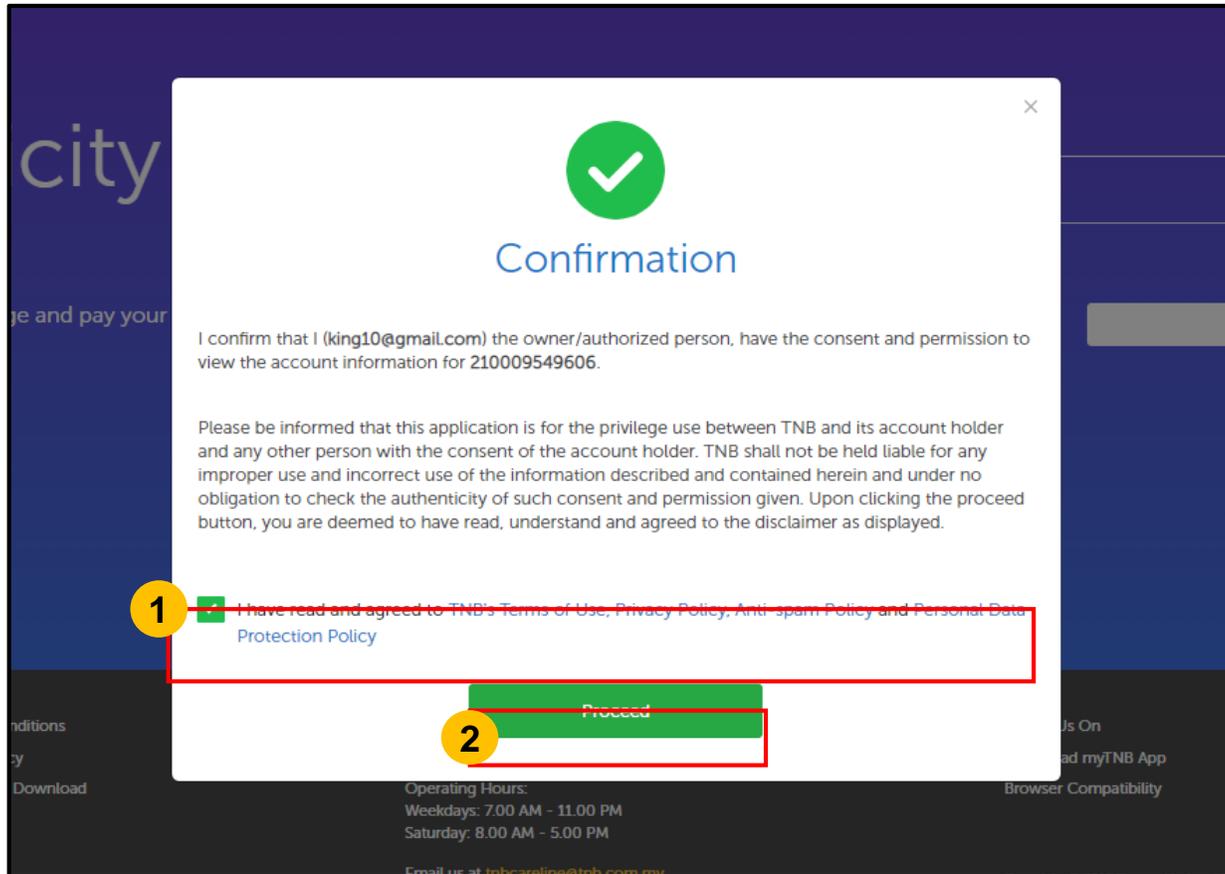
1. Tick the **checkbox** to acknowledge the **Terms & Conditions** listed.

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

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:
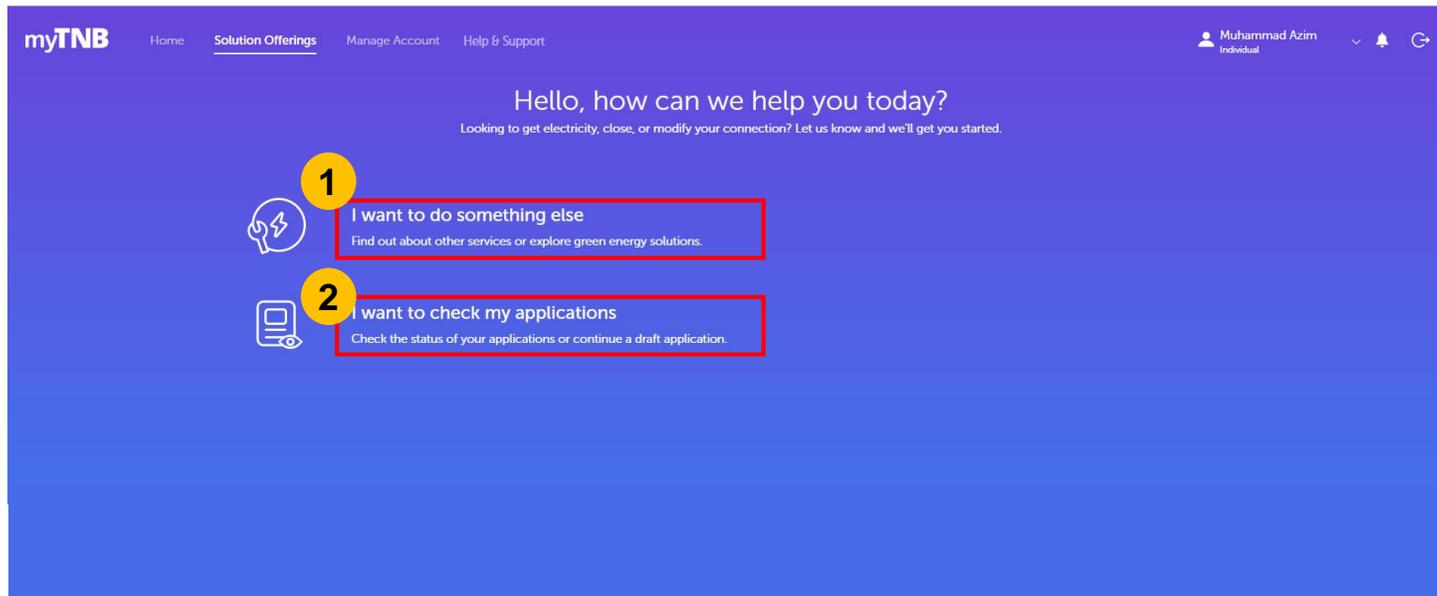# FIRST TIME LOGIN FOR NEW TNB USERS

4

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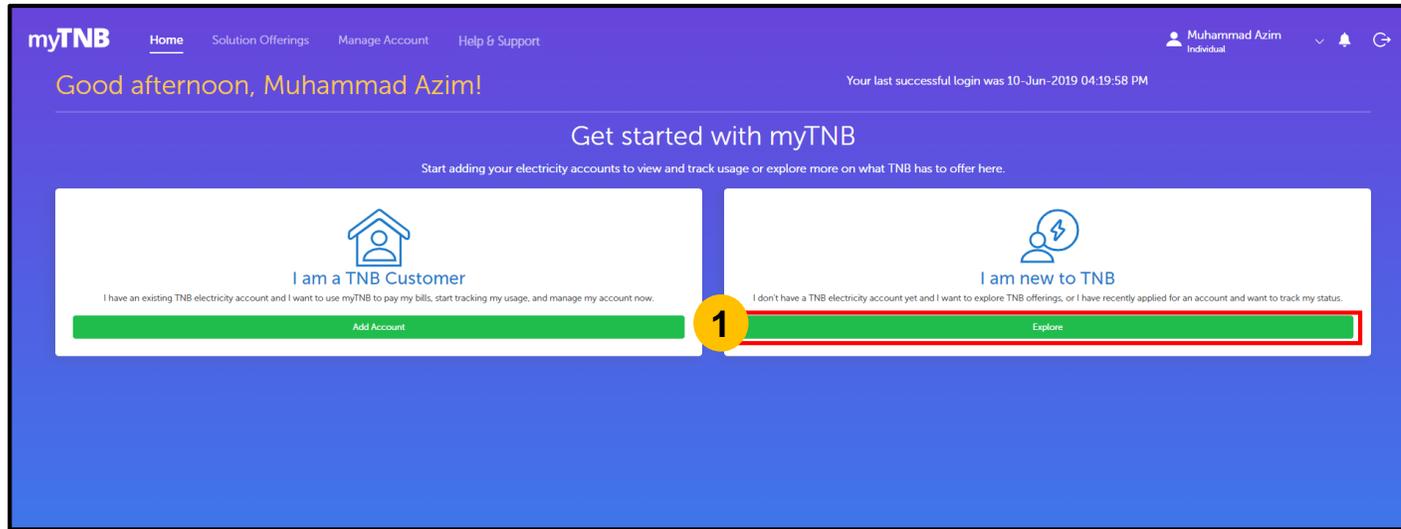
New Individual users will be prompted to select if they are **Existing or New** TNB customers.

1 Select "**Explore**" under the **I am new to TNB** card to explore the services TNB offer on the myTNB Portal
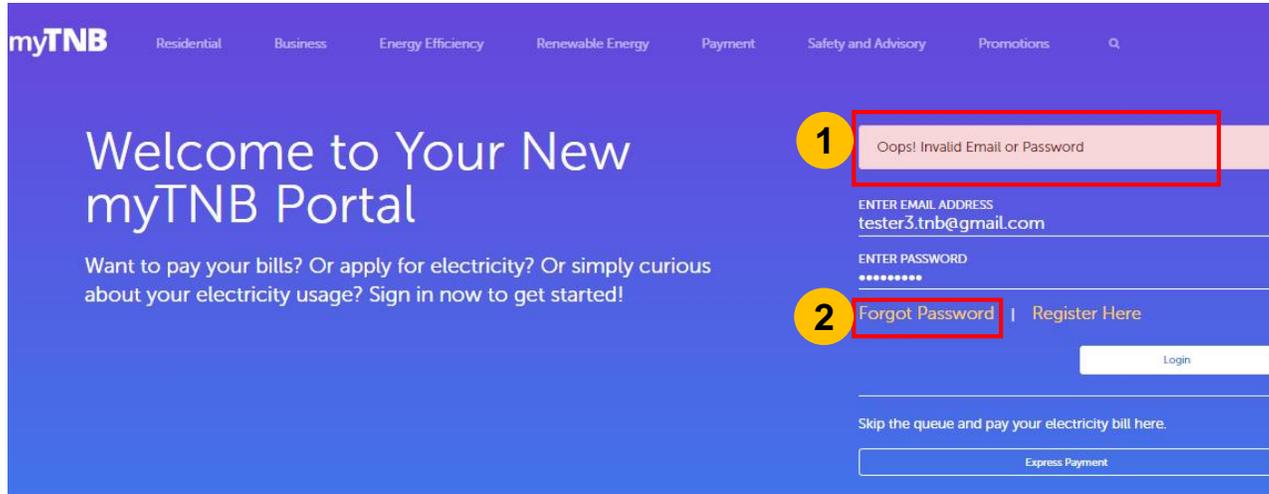
Application Checklist

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
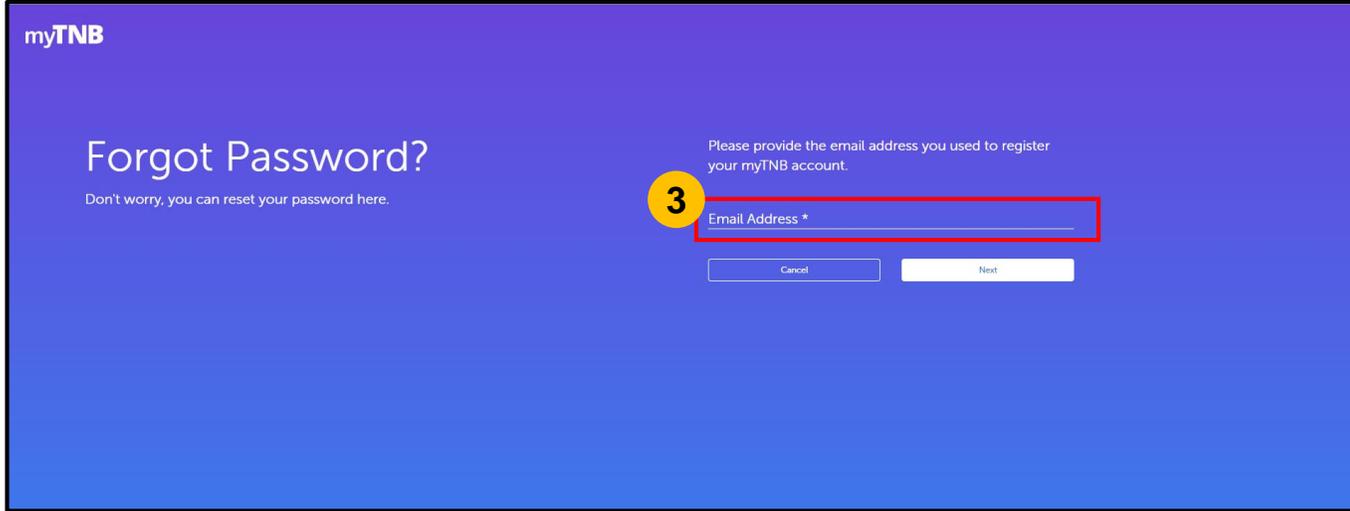
4

Forget & Reset Password (1/2)

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)

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

Forget & Reset Password (3/3)
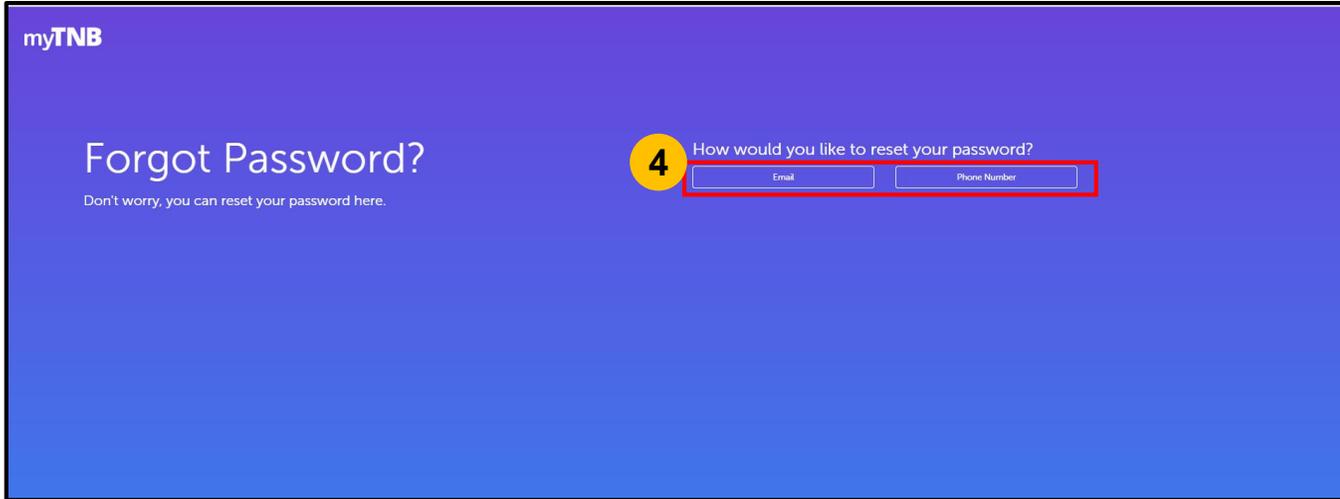
Users can change their password either via Email Address or SMS.

4   Click on **"Email"** to change password using email verification (Refer HERE) **OR**

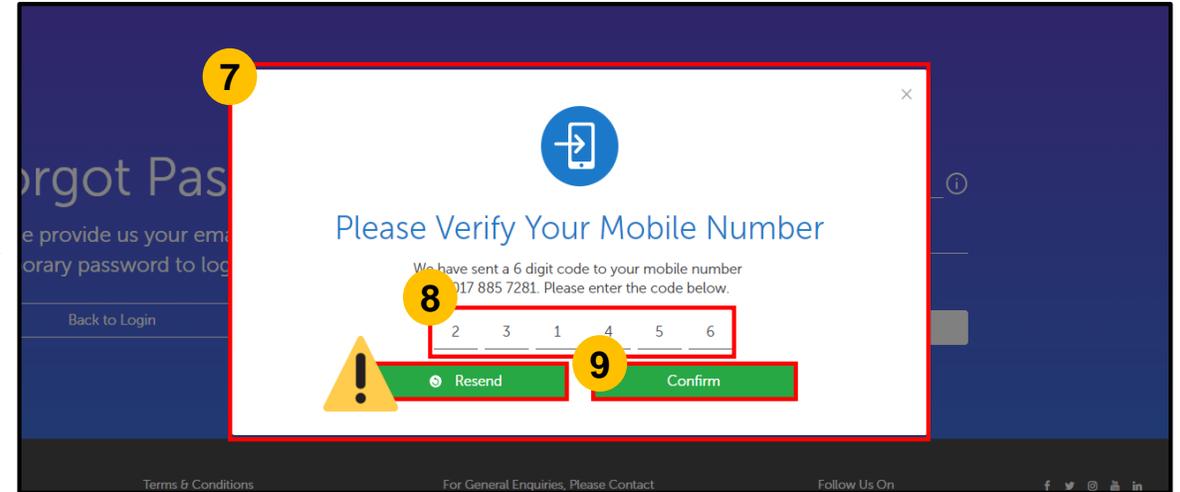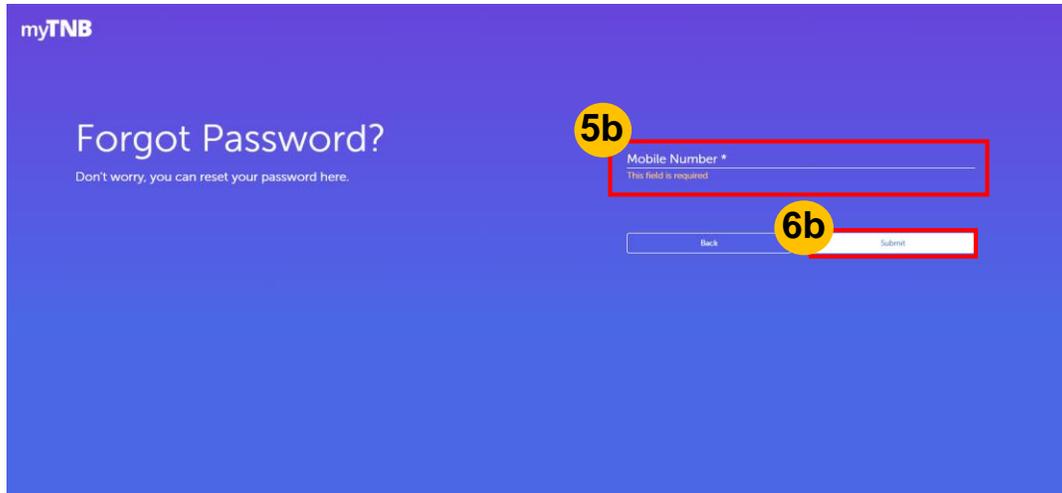Click on **"SMS"** to change password using **One-time Pin (OTP)** verification (Refer HERE).

Reset Password via Email Address
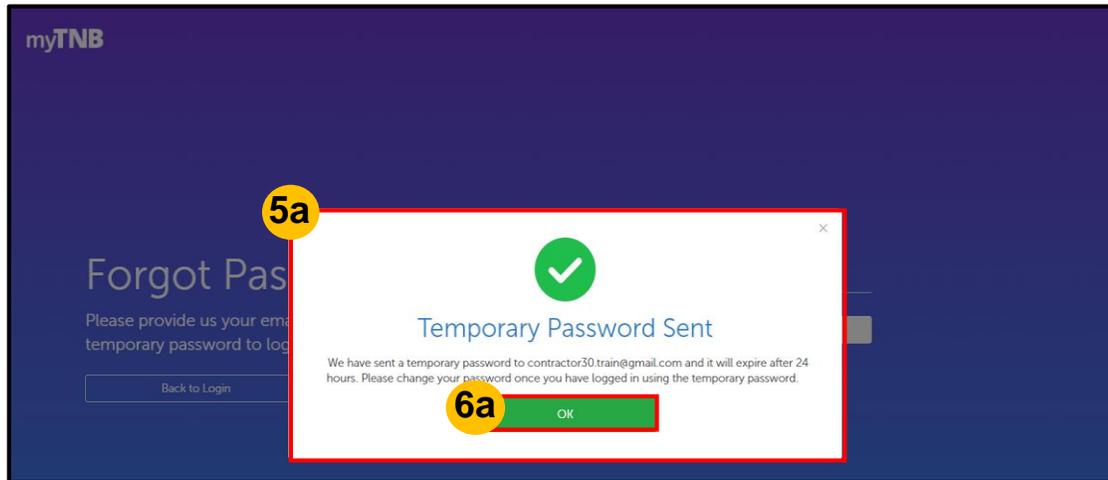
5a A pop-up will appear to indicate that a temporary password has been sent to the email address.

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