

Your guide to the MyUnifi app

Simple steps to manage your Unifi services, bills and profile

Welcome! This guide shows you how to get started with the MyUnifi app, manage your services, view and pay bills, update your details and get help. Just follow the simple steps!

Stay safe: We may sometimes send you a one-time password (OTP) to verify it's you. Never share your OTP with anyone.

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1. Get started

Refer to this section to create your profile, sign in and choose your app permissions.

Create your personal profile for the first time

What you can do: Create your profile, choose an avatar and interests, then link a service account with its account number.

Direction: Personal → Continue → Get Started → Link My Account

1. Open the app and select **Personal**.
2. Enter your email address or mobile number.
3. Enter your details, then select **Continue**.
4. Enter the OTP we send you.
5. Choose an avatar, then select **Continue**.
6. Choose your interests, then select **Continue**.
7. Select **Get Started**.
8. Select **Link My Account**.
9. Enter a nickname and your account number.
10. When your account is linked, you can view and manage its details.

Sign in with your registered email address or mobile number

What you can do: Sign in securely to manage your services and account details.

Direction: Personal → Continue → OTP

1. Open the app and select **Personal**.
2. Enter your registered email address or mobile number.
3. Select **Continue**.
4. Check your email or mobile for the OTP.
5. Enter the OTP to sign in.

Sign in when you use a different email address or mobile number

If the email address or mobile number isn't registered but your ID is already linked to an account, the app can help you find your existing sign-in options.

1. Open the app and select **Personal**.
2. Enter the unregistered email address or mobile number.
3. Enter the requested registration details.
4. When the app finds your existing ID, choose one of the sign-in options shown.
5. Select the email address or mobile number you'd prefer to use.
6. Enter the OTP we send you.
7. You'll then be signed in.

Choose your app permissions

You can choose whether the app can use your location, send you updates and alerts, or access your contacts when a feature needs them. You can change these permissions later in your device settings.

1. For location access, select **Allow Once**.
2. To receive push notifications, select **OK**.
3. If a feature needs your contacts, select **OK** when asked.

2. Manage your services

From **Account**, you can view and manage your Broadband, Unifi TV, Mobile Postpaid, Mobile Prepaid, Wireless Broadband and Voice services. You can also link another account or manage an account shared with you.

View and manage your broadband service

Direction: Account → Broadband

1. Open the app home page and select **Account**.

2. Select **Broadband**.
3. Check your account status, plan name, account number and service address.
4. Select **View/Pay Bill** to see or pay your bill, or select **View Details** for more options.

Broadband details and options

Direction: Account → Broadband → View Details

Here you can see your account number, service ID or phone number and linked broadband details. You can also:

- change your account nickname;
 - set up or change AutoPay, including your credit or debit card and its expiry date;
 - see plans you're eligible to upgrade to;
 - manage an account shared with you;
 - use Pay for Anyone;
 - send a relocation request; and
 - view your add-ons and promotions.
1. Open the app home page and select **Account**.
 2. Select **Broadband**.
 3. Select **View Details**.
 4. Change your nickname if you'd like to.
 5. Check your account number and service ID.
 6. Choose **AutoPay**, **Upgrade Plan** or **Add-Ons** for those options.
 7. Open **More** to manage a shared account, use Pay for Anyone or send a relocation request.
 8. Check **My Add-Ons** and your promotional items.

Check your broadband plan and contact details

Direction: Account → Broadband → View Details → My Plan

You can view your broadband plan, service ID, installation address, billing address, billing email address and account details. You can also check or change the contact number that receives your OTP.

1. Open the app home page and select **Account**.
2. Select **Broadband**.
3. Select **View Details**.
4. Open **My Plan**.
5. Check your plan name and service ID.
6. Check your installation address, billing address and billing email address.
7. Check your contact number and other account details. Change your preferred OTP contact number if needed.

View your broadband add-ons

Direction: Account → Broadband → View Details → My Add-Ons

You can see your purchased broadband add-ons and activate available streaming apps.

1. Open the app home page and select **Account**.
2. Select **Broadband**.
3. Select **View Details**.
4. Open **My Add-Ons**.
5. Check your add-on details and subscriptions.
6. Activate a streaming app if needed.

View and manage your mobile postpaid service

Direction: Account → Postpaid

1. Open the app home page and select **Account**.
2. Select **Postpaid**.
3. Check your account status, plan, service address, mobile number and number of services.
4. Select **View/Pay Bill** or **View Details**.

Postpaid details and options

Direction: Account → Postpaid → View Details

Here you can see your account number, service ID or phone number and linked mobile service details. You can also change your nickname, manage roaming passes, buy passes, subscribe to streaming apps, upgrade your plan, manage AutoPay, check your usage, use add-ons and promotions, manage call and international settings, and see SIM details such as your PUK code and ICCID.

1. Open the app home page and select **Account**.
2. Select **Postpaid**.
3. Open **View Details**.
4. Change your nickname if needed, then check your account number and service ID.
5. Choose a service to see more details.
6. View or manage roaming passes, buy passes or choose a streaming app.
7. Open **More** to manage your account, upgrade your plan, use Pay for Anyone or manage AutoPay.

Check your postpaid plan

Direction: Account → Postpaid → View Details → My Plan

You can see your plan name, mobile number, billing address, billing email address, registered contact details, line type, service start date and credit limit.

1. Open the app home page and select **Account**.

2. Select **Postpaid**.
3. Open **View Details**.
4. Open **My Plan**.
5. Check your plan name and mobile number.
6. Check or edit your billing address and billing email address, and check your contact number.
7. Check your line type, service start date and credit limit.

View and manage your mobile prepaid service

Direction: Account → Prepaid

You can see your account status, plan, mobile number, number of linked services, roaming status and reload balance. You can also make a reload.

1. Open the app home page and select **Account**.
2. Select **Prepaid**.
3. Check your account status, plan name, mobile number and number of services.
4. Check your roaming status.
5. View your reload balance or make a reload.

Prepaid details and options

Direction: Account → Prepaid → View Details

Here you can see your account number, service ID and linked mobile service details. You can change your nickname, manage roaming passes, buy more passes, subscribe to streaming apps, check your usage, and view or activate add-ons and promotions.

1. Open the app home page and select **Account**.
2. Select **Prepaid**.
3. Open **View Details**.
4. Change your nickname if needed, then check your account number and service ID.
5. Choose a service to see more details.
6. View or manage roaming passes, buy passes or choose a streaming app.
7. Open **More** for the other options shown in your app, including account management, plan upgrades, Pay for Anyone and AutoPay.

Check your prepaid plan

Direction: Account → Prepaid → View Details → My Plan

You can see your plan name, mobile number, billing address, billing email address, registered contact details, start date and roaming information.

1. Open the app home page and select **Account**.
2. Select **Prepaid**.

3. Open **View Details**.
4. Open **My Plan**.
5. Check your plan name and mobile number.
6. Check or edit your billing address and billing email address, and check your contact number.
7. Check your start date and roaming information.

View and manage your Unifi TV service

Direction: Account → Unifi TV

You can check your account status, Unifi TV ID and account number; change your nickname; manage AutoPay; switch or change your TV pack; buy available content, packages and services; and find more options under **More**.

1. Open the app home page and select **Account**.
2. Select **Unifi TV**.
3. Change your nickname if needed.
4. Check your account status and Unifi TV ID.
5. Check your AutoPay status.
6. Switch or change your pack.
7. Open **Shop** or **More** for other available options.

Unifi TV details and options

Direction: Account → Unifi TV → View Details

Here you can see your account nickname, account number and Unifi TV ID. You can upgrade or change your TV pack, browse more plans, packages and content, manage your TV pack, switch eligible streaming app subscriptions, and manage streaming-app add-ons and Unifi Plus Box (UPB).

1. Open the app home page and select **Account**.
2. Select **Unifi TV**.
3. Open **View Details**.
4. Check your nickname, account number and Unifi TV ID.
5. Choose **Upgrade** or **Change Pack**.
6. Open **Shop** to browse more plans.
7. Check **My TV Pack**.
8. Switch streaming apps if eligible.
9. Open **My Add-Ons** to see your add-ons.

3. View and pay bills

View your broadband bill, payment history and receipts

Direction: Account → Broadband → View Details → View Bill

You can see monthly bills, yearly bill reports, itemised charges, payment history and receipts. These records can help you check payments or ask us about a bill.

1. Open the app and select **Account**.
2. Select **Broadband**, then select **View Details**.
3. Select **View Bill**.
4. Scroll down and choose **Monthly Bill**. Select **View Bill** to see the itemised bill and charge breakdown.
5. Choose **Annual Bill** to see your yearly reports.
6. Choose **Payment History**, then select **View Receipt** for a completed payment.

View your mobile postpaid bill, payment history and receipts

Direction: Account → Postpaid → View Details → View Bill

You can see monthly bills, yearly bill reports, itemised charges, payment history and receipts. These records can help you check payments or ask us about a bill.

1. Open the app and select **Account**.
2. Select **Postpaid**, then select **View Details**.
3. Select **View Bill**.
4. Scroll down and choose **Monthly Bill**. Select **View Bill** to see the itemised bill and charge breakdown.
5. Choose **Annual Bill** to see your yearly reports.
6. Choose **Payment History**, then select **View Receipt** for a completed payment.

Pay one or more broadband bills

You can pay an outstanding bill for one linked broadband account or select several linked broadband accounts in one payment. You'll see the bill information and outstanding amount before you continue.

Direction: Account → Broadband → View/Pay Bill → Pay Bill

1. Open the app and select **Account** from the menu bar on the home page.
2. Select **Broadband**, then select **View/Pay Bill** for the account you want to pay.
3. Select **Pay Bill**.
4. Select one or more accounts, then select **Pay Bill** to continue.
5. Complete your payment through the payment page.
6. After a successful payment, you'll receive a notification and can leave a review.

Pay one or more mobile postpaid bills

You can pay an outstanding bill for one linked mobile postpaid account or select several linked accounts in one payment. You'll see the bill information and outstanding amount before you continue.

Direction: Account → Postpaid → View/Pay Bill → Pay Bill

1. Open the app and select **Account** from the menu bar on the home page.
2. Select **Postpaid**, then select **View/Pay Bill** for the account you want to pay.
3. Select **Pay Bill**.
4. Select one or more accounts, then select **Pay Bill** to continue.
5. Complete your payment through the payment page.
6. After a successful payment, you'll receive a notification and can leave a review.

Pay any valid TM or Unifi account

You can use **Pay for Anyone** to pay your own account, a family member's account or another valid TM or Unifi account that isn't linked to your profile.

Direction: Home → Quick Access → View All → Pay for Anyone

1. On the home page, scroll down and select **View All** in Quick Access.
2. Select **Pay for Anyone**.
3. Enter the account number and amount, then select **Continue**.
4. Check the account details. If the number isn't valid, you'll see an error message. If it's valid, select **Pay Now**.
5. Complete your payment through the payment page.
6. You'll receive a notification when the payment is successful.

Pay a bill without signing in

You can pay a bill from Quick Access without signing in. You'll need the account number, the payment amount and an email address for the receipt.

Direction: Login page → Quick Access → Pay Bills

1. Open the app and go to the login page.
2. Select **Quick Access**, then select **Pay Bills**.
3. Enter the account number, recipient's email address and amount, then select **Continue**.
4. Check the account details. If the number isn't valid, you'll see an error message. If it's valid, select **Pay Now**.
5. Complete your payment through the payment page.
6. You'll receive a notification when the payment is successful.

4. Manage your profile and settings

Open your profile page

Direction: Home → Profile icon

Your profile page brings together your profile information, account preferences, billing details, support, order tracking, account management, privacy and app settings. If available, you can switch between Personal and Business profiles, check the app version and sign out securely.

1. Open the app home page.
2. Select your profile icon in the top-right corner.
3. Choose the profile, billing, support, order, account, privacy or settings option you need.

Change your profile avatar

You can choose an avatar from the options in the app.

1. Open the app home page.
2. Select your profile icon in the top-right corner.
3. Select the camera icon.
4. Choose your preferred avatar.
5. Select **Save**.

Change your nickname or other profile details

Direction: Profile → Manage Account → Profile

You can view your profile information, sign-in details and preferences. You can change your nickname, registered email address and sign-in details, or choose to delete your profile.

1. Open the app home page.
2. Select your profile icon in the top-right corner.
3. Under **Manage Account**, select **Profile**.
4. Change your nickname, email address or sign-in details as needed.
5. Select **Save**.

Update your billing details

Direction: Profile → Manage Account → Billing Details

You can see and update the billing phone number, email address and billing address for all your linked accounts.

1. Open the app home page.
2. Select your profile icon in the top-right corner.

3. Under **Manage Account**, select **Billing Details**.
4. Choose an account and check its billing details.
5. Change the phone number, email address or billing address as needed.

Update your email address

Changing your registered email address updates the email you use to sign in and receive notifications and account messages. We'll send an OTP to your new email address to check that it belongs to you.

Direction: Profile → Email Address

1. Open the app home page.
2. Select your profile icon in the top-right corner.
3. Open your profile page.
4. Select **Profile**, then **Email Address**.
5. Enter your new email address and select **Continue**.
6. Enter the OTP we send to the new email address, then select **Continue**.
7. You'll see a message when the update is successful.

Update your mobile number

Changing your registered mobile number updates the number you use for sign-in, verifications and account messages. We'll send an OTP to the new number to check that it belongs to you.

Direction: Profile → Mobile Number

1. Open the app home page.
2. Select your profile icon in the top-right corner.
3. Open your profile page.
4. Select **Profile**, then **Mobile Number**.
5. Enter your new mobile number and select **Continue**.
6. Enter the OTP we send to the new number, then select **Continue**.
7. You'll see a message when the update is successful.

Choose your activity tracking preference

Direction: Profile → App Settings

You can turn activity tracking in the MyUnifi app on or off at any time.

1. Open the app home page.
2. Select your profile icon in the top-right corner.
3. Select **App Settings**.
4. Turn activity tracking on or off, depending on your preference.

Read privacy and security documents

Direction: Profile → Privacy & Security

You can read the Terms & Conditions, Privacy Notice, MyUnifi App Terms of Use and TM Privacy Notice as PDF documents.

1. Open the app home page.
2. Select your profile icon in the top-right corner.
3. Select **Privacy & Security**.
4. Choose the document you want to read.
5. View the PDF.

Delete your profile

You can remove your profile. You'll need to choose a reason, confirm your choice and enter an OTP before the profile is deleted.

Direction: Profile → Delete My Profile

1. Open the app home page.
2. Select your profile icon in the top-right corner.
3. Open your profile page.
4. Select **Profile**, then **Delete My Profile**.
5. Choose a reason and select **Proceed**.
6. To confirm, select **Agree**.
7. Enter the OTP we send you, then select **Continue**.
8. You'll see a message when your profile has been deleted.

5. Get help

Find support, quick answers and service updates

Direction: Profile → General → Support

You can choose Ask for Support, Quick Solutions, Elite Crew or Unifi Alerts. You can also find troubleshooting guides, Tips & Tricks, Chat with Us, FAQs and Terms & Conditions.

1. Open the app home page.
2. Select your profile icon in the top-right corner.
3. Under **General**, select **Support**.
4. Choose **Ask for Support**, **Quick Solutions**, **Elite Crew** or **Unifi Alerts**.
5. Scroll down for Tips & Tricks, Chat with Us, FAQs and Terms & Conditions.

Track requests and use service tools

Direction: Profile → General → Support → Services

You can check support requests in **My Tickets**, track service orders in **My Orders**, test your connection speed, find a store and check coverage.

1. Open the app home page.
2. Select your profile icon in the top-right corner.
3. Under **General**, select **Support**.
4. Under **Services**, choose **My Tickets**, **My Orders**, **Speed Test**, **Find Store** or **Coverage**.

Browse frequently asked questions

Direction: Home → Support → FAQs

FAQs give you answers and troubleshooting steps for account management, sign-in and service questions, so you may be able to solve an issue without contacting us.

1. Open the app home page.
2. Select **Support**, scroll down and open **FAQs**.
3. Choose your product type.
4. Follow the suggested steps for your question.

6. Business customers

Create a business profile for the first time

You can create a business profile by entering your business and personal details. We'll use OTP checks for your mobile number and email address before you can access your business services and account information.

Direction: Business → Service type → Continue

1. Open the app and select **Business**.
2. Choose your business service type.
3. Enter your business information and select **Continue**.
4. Enter your personal information and select **Continue**.
5. Enter the OTP we send to your mobile number.
6. For your email address, select **Verify Now**.
7. Select **Send OTP**.
8. Enter the OTP to confirm your email address.

Verify and link your SME account

You can verify an SME account with its business registration number (BRN) and account number. We'll send an OTP to check that the account belongs to you, then link it to the app so you can view and manage it.

Direction: Business → Get Started

1. Open the app and select **Business**.
2. On the main page, select **Get Started**.
3. Enter your BRN and account number.
4. Check the details, then select **Submit**.
5. Enter the OTP we send you.
6. You'll see a message when your account has been verified and linked.