

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
myunifi APP**

NO	QUESTION	ANSWER
QUESTIONS ON myunifi APP		
1.	What is myunifi app?	<ul style="list-style-type: none"> ▪ myunifi app is an app for our unifi customers that consolidates all their unifi services. You can subscribe to unifi services and manage them all in one app.
2.	What can I do with myunifi app?	<ul style="list-style-type: none"> ▪ With myunifi app, you can enjoy: <ul style="list-style-type: none"> Subscription <ul style="list-style-type: none"> ✓ Easy subscription of unifi services ✓ Schedule your installation appointment ✓ Track your installation progress Account Management <ul style="list-style-type: none"> ✓ Hassle free payment for all your unifi bills ✓ Track your usage and upgrade your unifi plans Support <ul style="list-style-type: none"> ✓ Reach out and interact with unifi community ✓ Live Chat with our friendly agents ✓ Read tips on self-trouble shooting guide Loyalty & Rewards <ul style="list-style-type: none"> ✓ Earn rewards point for every Ringgit you spend and use them to redeem awesome deals
3.	Do I need to pay to use myunifi app?	<ul style="list-style-type: none"> ▪ The myunifi app is free for everyone and available for download via Google PlayStore and Apple AppStore.
4.	Do I need to register to use myunifi app?	<ul style="list-style-type: none"> ▪ Yes! We encourage you to register to enjoy the features via a protected profile with your personal information, giving you a hassle-free experience and peace of mind. ▪ This will also allow us to identify and link you to your unifi accounts. ▪ However, with just guest mode, you still can browse through our latest unifi offerings.

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5.	I have previously registered with care@unifi app. Can I use the same username and password to login?	<ul style="list-style-type: none"> ▪ Yes! If you have previously registered with care@unifi app, you can still use your registered username/email address to login. However, the app will prompt you to change your password before you continue using the new myunifi app
6.	Help! I can't login to myunifi app. What should I do?	<ul style="list-style-type: none"> ▪ If you can't login to the app, the probabilities are: <ul style="list-style-type: none"> ➢ You have not created an account ➢ You have not validated your account ➢ You have entered an incorrect email / password ▪ If you still face difficulties logging in, please reach out to us via the "Support" button.
7.	I cannot view my unifi accounts in the app. Why?	<ul style="list-style-type: none"> ▪ If you can't view your account(s), the probabilities are: <ul style="list-style-type: none"> ▪ You are browsing myunifi app via the guest profile. ▪ You have not registered or validate your myunifi app profile ▪ You have entered an invalid service number tied to your unifi account ▪ If you have done all of the above yet still unable to view your unifi accounts, please reach out to us via the "Support" button.
8.	Do I need to login each time I launch the app?	<ul style="list-style-type: none"> ▪ No, you will be automatically logged in the next time you launch the app. However, if you choose to sign out, you will need to sign in back again.
9.	Can I view and download my unifi bills from myunifi app?	<ul style="list-style-type: none"> ▪ Yes, you can view and download the latest six (6) months bill from the app.
10.	How do I make payment to my unifi bills via the app?	<ul style="list-style-type: none"> ▪ From the myunifi app home screen, choose "Pay Bills" to view the outstanding amount for your unifi accounts. ▪ Select your unifi account to view the payment details (bill summary, PDF bill). ▪ Proceed for payment via credit / debit card or FPX.

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11.	The outstanding amount reflected in my myunifi app is incorrect. What should I do?	<ul style="list-style-type: none"> ▪ If you have recently made payment for your unifi bills, please allow 24 hours for the system to reflect your payment. ▪ If you still have an incorrect outstanding amount reflected in your account beyond 24 hours, please reach out to us via the “Support” button. <p><i>Note: Please refresh the app if you get “NA” reflected as your outstanding amount.</i></p>
12.	Why can't I make payment?	<ul style="list-style-type: none"> ▪ There are various reasons why you might not be able to make payment: <ul style="list-style-type: none"> ▪ You don't have any outstanding amount ▪ You are using a credit card issued by an overseas financial institution ▪ You have insufficient balance in your bank account ▪ The payment feature on the app maybe temporarily offline due to upgrading or system update. ▪ If you still face difficulties making payment, please reach out to us via the “Support” button.
13.	What are the version of platform that the app support?	<ul style="list-style-type: none"> ▪ Android : Jelly (4.1.x) up to Oreo (8.1.0) ▪ iOS: Version 10 and above
14.	How do I update my billing contact details?	<ul style="list-style-type: none"> ▪ From the home screen, choose “Account” to edit your billing contact details. ▪ Please allow 15 minutes for system to reflect the changes made on the billing contact details made on the app.
15.	How do I track and monitor my activities?	<ul style="list-style-type: none"> ▪ From the home screen, choose “Account” and select the account you would like to view. ▪ You can view the latest 90 days activity from the “Activity” tab.
16.	I need to reach out for support via myunifi app. Can you guide me how?	<ul style="list-style-type: none"> ▪ From the home screen, choose “Support”, then select your preferred unifi service. ▪ Type in your questions to reach out to our growing unifi community. ▪ You can also access unifi community, read on tips for self-troubleshooting guide, follow unifi social media accounts, Live Chat with our friendly agents and locate the nearest TMpoint.

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17.	How do I view and redeem my rewards?	<ul style="list-style-type: none"> ▪ From the home screen, choose “Rewards”, then tap on “My Rewards” to view your saved deals. ▪ Once you tap on the desired deals, simply tap to copy the promo code to use it during check out.
18.	How can I view push notification messages? And what will be notified to me?	<ul style="list-style-type: none"> ▪ From the home screen, tap on the bell icon located at the top right corner. ▪ You can view all push notification messages which include billing, promo, report order etc.)
19.	Who should I contact if I can't contact you through the app?	<ul style="list-style-type: none"> ▪ Easy, feel free to reach us via our digital channels such as: <ul style="list-style-type: none"> ▪ Visit unifi portal at unifi.com.my ▪ Community at https://community.unifi.com.my/ ▪ Facebook at facebook.com/weareunifi ▪ Twitter at @helpmeunifi ▪ Live Chat via https://unifi.com.my/chat/index.html ▪ Contact TM Call center at TM100 ▪ You can also visit any of the TMpoint outlets nationwide for further assistance.

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
digitalme feature**

NO	QUESTION	ANSWER
INTRODUCTION		
1.	What is digitalme?	<ul style="list-style-type: none"> ▪ Digitalme is a digital ID feature in myunifi app for unifi customers to create a digital identity (digital personal profile). This digital identity will be used as a single sign up identification for unifi services and beyond. ▪ Digitalme helps consolidate all your digital accounts with just one login. It removes the hassle of having to remember multiple usernames and passwords for different unifi applications or portal, hence allowing you to manage your unifi digital accounts easier. ▪ Digitalme is enabled by the Digital ID-as-a-Service (IDaaS) Platform, a trusted, service-neutral platform designed to host private and secured digital identity.
2.	What can I do with digitalme?	<ul style="list-style-type: none"> ▪ With digitalme, you can enjoy: <ul style="list-style-type: none"> Single Sign-On Experience <ul style="list-style-type: none"> ✓ Register once, login anywhere with the same credentials ✓ Digitalme remembers who you are when you access to different unifi services A Private Digital Profile Dashboard <ul style="list-style-type: none"> ✓ Manage your nomadic digital user profile securely at one place ✓ Only you can access your profile details. ✓ No one else, not even the service operator can view your full profile from the dashboard. Control Over Your Digital Identity <ul style="list-style-type: none"> ✓ Your digital identity belongs to you and not to the services that you have access to. ✓ When you access the online services or apps with your digitalme login, you will always be prompted for consent when these services require your selected profile information to operate. ✓ You are in control by knowing which profile information is shared and by having the rights to deny profile requests from services if you do not feel comfortable to proceed. Credible Digital Profile <ul style="list-style-type: none"> ✓ A digitalme profile is designed to keep credible credentials. ✓ A digitalme profile provides the confidence to trusted providers to serve you online for sensitive or personalised transaction.

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3.	Is this digitalme feature chargeable?	<ul style="list-style-type: none"> ▪ The digitalme feature is free for all unifi customers.
4.	Is digitalme provided by TM?	<ul style="list-style-type: none"> ▪ Yes, the service technology is developed and operated by webe digital, powered by TM.
DIGITAL PROFILE REGISTRATION AND LOGIN		
5.	Can I use myunifi app or portal without a digitalme profile?	<ul style="list-style-type: none"> ▪ Yes. Under the guest mode, you may explore the offerings and services available on the myunifi app and portal. ▪ For a more personalised service and access to private accounts, a digitalme profile is required to ensure seamless experience across unifi digital channels.
6.	Do I need to register to have a digitalme profile?	<ul style="list-style-type: none"> ▪ If you are an existing user of unifi.com.my portal or a care@unifi app, you will automatically have a digitalme profile starting 18 June onwards. You will just need to renew your password with your existing email username. ▪ If you are a new online user, you will be guided through a simple journey to create your digitalme profile when registering on the portal or on the myunifi app.
7.	I have previously registered with care@unifi app or unifi.com.my portal. Can I use the same username and password to login?	<ul style="list-style-type: none"> ▪ Yes! If you have previously registered with care@unifi app or on the unifi.com.my portal, just use your registered username/email address to login and the app or portal will prompt you to change your password.
8.	I have previously registered with other unifi apps, mobile.unifi.com.my or webe.com.my portal. Can I use the same username and password to login?	<ul style="list-style-type: none"> ▪ Currently, the digitalme profile is not yet enabled for other unifi apps such as i-foundit!, mobile@unifi, playtv@unifi or for the mobile.unifi.com.my website. ▪ Nevertheless, with a digitalme profile, you will be able to access those apps as we continue to upgrade and consolidate the apps and portals.

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9.	How do I create a new digitalme profile?	<ul style="list-style-type: none"> ▪ Upon clicking the login button on myunifi app or portal, you will be directed to a step-by-step registration to create a new digitalme profile. ▪ If you were an existing unifi.com.my portal or care@unifi app user before 18th June 2019, you will be automatically assigned with a digitalme profile after you have changed your password.
10.	What are the steps of registering a new digitalme profile?	<ul style="list-style-type: none"> ▪ Firstly, click on the login or start here button on the myunifi app or portal. ▪ You will see a prompt asking for your email. Key in the email that you would like to use as a username credential. If you are already a unifi portal or care@unifi user, you may use your existing email. ▪ Insert your preferred profile's salutation for digitalme to address you ▪ Create a strong password ▪ That should be the minimum step to create a digitalme profile. You will need to check a verification email sent by digitalme.my and click on the link provided in the email to activate your digitalme profile before you can log on the app or portal. ▪ If you wish to access to your TM bills on myunifi app or portal, you may need to specify your NRIC, passport (if you are a foreigner) or Business Registration Number (if you are a business) during the one-time digitalme registration process.
11.	How do I login with a digitalme profile?	<ul style="list-style-type: none"> ▪ When you log on to an app or portal via digitalme for the first time, you will be asked for your username (verified email or phone number) and password. ▪ You will then be prompted with a request on behalf of the app or portal for your consent for them to access selected profile information created on your digitalme profile. ▪ Once you have provided your consent, you will be able to fully access the services offered by the app or portal. ▪ You will be subsequently auto-logged in the app or portal until you manually log out.

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12.	How will I experience single sign-on with my digitalme profile?	<ul style="list-style-type: none"> ▪ On the same device, the apps and portal that are authorised by digitalme will be able to recognise you as long as you are already logged in with one of the apps. ▪ When you're on a different device, you firstly need to log in using your username and password. ▪ For added security, you may logout from the apps or portal to disable the single sign-on experience. ▪ Currently, digitalme is only available in selected apps under TM Group.
13.	Help! I can't login with digitalme. What should I do?	<ul style="list-style-type: none"> ▪ If you can't login to an app or portal with digitalme, the probabilities are: <ul style="list-style-type: none"> ➢ If you are using your email as a username, you may have not verified your email yet. ➢ If you are trying to login with your phone number as a username, you may have not defined or verified your phone number ➢ You have entered an incorrect email / password ➢ The internet connection from your device is temporarily slow or unstable. ▪ If you still face difficulties logging in, please reach out to us via the app or portal official support channels.
14.	Can I register multiple digitalme profiles?	<ul style="list-style-type: none"> ▪ Digitalme does not allow users to have a multiple profile under one account, therefore there can only be one verified email or mobile phone at one time. ▪ At the moment, the system will not prevent you to register multiple profiles if you choose to create two profiles with two different emails. ▪ Nevertheless, in order to have a credible digitalme profile that you can use to access a plethora of trusted unifi services in future, it is recommended that you create a single profile that represents you.

NO	QUESTION	ANSWER
DIGITAL PROFILE MANAGEMENT		
15.	What information is required to create a digitalme profile?	<ul style="list-style-type: none"> ▪ You are in total control of the information that will be shared on digitalme. You may define your digitalme profile based on your terms and needs, starting with a simple verified email. You can add on additional information such as mobile number and Identity Card number as you need them to onboard a specific service. For example, a typical e-wallet service would need a verified mobile number. ▪ Now, a digitalme profile can capture your name, email, mobile number, Malaysian national ID (mykad, mykas, myPR, police, army), passport and Business Registration Number (BRN).
16.	Do I need to define my full profile on digitalme?	<ul style="list-style-type: none"> ▪ For myunifi app and portal, you will need to define the credential (e.g. mykad or passport) used during your broadband service registration to link your digitalme profile with the service account (extra service validation step may be prompted in the app).
17.	What is the difference between a digitalme profile and my service / account profile?	<ul style="list-style-type: none"> ▪ A digitalme profile specifically serves to improve your onboarding and login experience on unifi digital space, and you can manage it independently for many purpose without dependency on any particular product or service. ▪ Your service or account profile is tied with the service you subscribe for billing purpose (in this case, the unifi broadband or mobile service). It may contain information, for example the account number, billing information or service preferences. This information is strictly collected and hosted by the respective service providers. Some information such as the national ID may also be available in the service profile. ▪ You are able to enjoy interacting with your subscribed service digitally when your digitalme profile is linked with your service profile on the app/portal.
18.	Is my digitalme profile secured?	<ul style="list-style-type: none"> ▪ Your digitalme profile at minimum is as secure as a conventional profile information captured independently within an app or a portal. ▪ Your profile is stored on a separate service-neutral platform and protected based on global authentication and identity management standards that can only be accessed by you. No one is able to view your profile on your behalf. ▪ Sensitive information such as your mykad number is encrypted on the platform.

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		<ul style="list-style-type: none"> Only you are empowered to extend your digital profile information to service providers in order to access their services.
19.	Where can I access my digitalme profile dashboard?	<ul style="list-style-type: none"> You may go to your digitalme profile dashboard by clicking on the 'Edit Profile' button on the myunifi app or portal. Alternatively, you may also directly go to https://profile.digitalme.my
20.	Help! I have accidentally lost my mobile phone. How do I log out my digitalme profile remotely?	<ul style="list-style-type: none"> We are sorry to hear that. No worries, on top of the security you may have put in place on your mobile phone, you may still login at https://unifi.com.my from another device to change your password and secure your digital accounts.
USER CONSENT		
21.	What is a User Consent?	<ul style="list-style-type: none"> Digitalme implements a standard authentication flow where a user will know which information is shared during a login procedure, and is empowered to accept or deny the information sharing request. A User Consent is the step where you are informed of a profile information request and asked for permission to proceed.
22.	Must I accept a User Consent profile request?	<ul style="list-style-type: none"> You are in total control whether to accept or refuse a profile information request by an app or a portal, based on how much you trust the provider.
23.	What happens if I accept a User Consent profile request?	<ul style="list-style-type: none"> The service that is requesting to retrieve your selected profile will obtain the information highlighted on the User Consent page for the purpose of its app/portal registration or login. The provider of the service may use your profile information for their operations to serve you, for example, to notify you on your service registration process or to send you service-related messages.
24.	What happens if I refuse a User Consent profile request?	<ul style="list-style-type: none"> You will be prompted to exit from the login process and may continue next time when you have confidence with the service.
25.	Why am I prompted with a User Consent profile request when I access my favourite app or portal?	<ul style="list-style-type: none"> Normally when you log out of an app, a new User Consent will be triggered when you re-login the next time. This is to ensure that you are always informed of transactions related to your profile.