FREQUENTLY ASKED QUESTIONS

Need help or more information on a particular topic?
Search through our list of questions to find the answers
you're looking for.

FREQUENTLY ASKED QUESTIONS

| GENERAL | UNIFI REWARDS | BILLING | TECHNICAL SUPPORT | PROMOTIONS | MYUNIFI APP |

MYUNIFI APP

What is MyUnifi app?

The all-in-one app to manage unifi accounts and more:
1. Manage unifi Broadband & unifi Mobile accounts
2. Pay unifi bills (or Pay for Others)
3. Earn unifi Rewards & redeem from wide range of catalogues
4. Get support via live chat (24x7)

You have access to app exclusive deals & promotions too.

How can I download MyUnifi app?

You can download MyUnifi app from Apple App Store, Google Play Store or Huawei AppGallery.

What is DigitalME?

DigitalME is a digital ID feature in myunifi app and Unifi self-care portal for Unifi customers to create a digital identity (digital personal profile). This digital identity will be used as a single sign in 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.

Click here for more information.

What are the steps of registering a new DigitalME profile?

Follow these steps:
1. Firstly, click on the login or Start Here button on the myunifi app or unifi portal.
2. You will see a prompt asking for your email address. 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 address.
3. Insert your preferred profile's salutation for DigitalME to address you.
4. Enter the One-time PIN (OTP) sent to your email address from Step no. 2.
5. Remember to opt for 'Trust this device' so you won't have to enter OTP each time you login from the same personal device. For public device, click No.
6. 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.
7. Read the Consent and then click ACCEPT.

How do I login with a DigitalME profile?

2. Enter the One-time PIN (OTP) sent to your email address from Step no. 1.
3. Remember to opt for 'Trust this device' so you won't have to enter OTP each time you login from the same personal device. For public device, click No.
4. Read the Consent and then click ACCEPT.
5. Once you have provided your consent, you will be able to fully access the services offered by the myunifi app or unifi portal.
6. You will be subsequently auto-logged in the app or portal until you manually log out.

Help! I can't login to myunifi app.

If you can't login to an app or portal with DigitalME, the probabilities are:
1. You have not created an account
2. You have not validated your account
3. You have entered an incorrect email/One-time PIN (OTP)
4. You may need to log out and log in again as the current session has expired
5. The internet connection from your device is temporarily slow or unstable

If you still face difficulties to log in, let us help you via [Maya](#) or contact us at 100.

I forgot what email address I used to register myunifi app / unifi portal

If you have several email addresses and you are unsure which email you have registered on the unifi.com.my portal or myunifi app, you may check the inbox where you have been receiving notices or digital bills from unifi. That email is likely to be the one that you have used to register on the portal or app.

You may also use a new email address if you wish to update your choice of username. You may need to do a quick new round of registration and profile validation.

We recommend you to use your most relevant email to-date so that you can be reached for important notices.

What can I do in myunifi app?

With myunifi app, you can enjoy:

Account Management
*Hassle-free payment for all your unifi bills, including signing up for Autopay!
*Track your usage and upgrade your unifi plans

Support
*Live Chat with our friendly agents
*Perform self-troubleshooting with EasyFix

Loyalty & Rewards
*Earn a reward point for every Ringgit you spend and use the points to redeem awesome deals!

I have both consumer and business account, can I view all of my accounts using the same login credentials?

Yes, you can log into the myunifi app and update both your personal and business registration number. Then, go to Manage Profile (next to your name), and you can switch between Personal or Business account to view all of your accounts.

### How do I track and monitor my activities?

From myunifi app: If you want to view activities pertaining to order and technical reports, tap "Account" at the bottom of the screen and then select "My Activity" at the top of the screen. You may choose the activity tab that you would like to view.

From unifi portal: If you want to view activities pertaining to your bills, payment, purchase history, order and technical reports, select from the various tabs at the bottom of the screen; My Bills / My Orders / My Activities and select the account that you would like to view.

How can I get help if the app is not working?

Feel free to reach us via our digital channels:
1. unifi portal at https://unifi.com.my (use the same myunifi credentials)
2. Facebook at https://facebook.com/weareunifi
3. Twitter at @helpmeunifi
4. Live Chat via https://maya.unifi.com.my
5. Email via help@tm.com.my
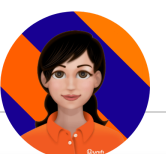
Pay Bills   Switch to Unifi Mobile   Check Coverage   Find TMpoint/Unifi Store

Home & Personal +

Business +

Support +

Others +

Download MyUnifi App

Connect with us

f

Redress your complaints

REDRESS YOUR
UNRESOLVED COMPLAINTS
on communications & multimedia services at
www.complaint.cfm.org.my

The people's choice

WORLD BRANDING AWARDS
BRAND OF THE YEAR

PC.com
BEST PRODUCT

About TM

Terms and Conditions

Privacy Notice

Agreements

Pay Bills   Switch to Unifi Mobile   Check Coverage   Find TMpoint/Unifi Store