

# **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

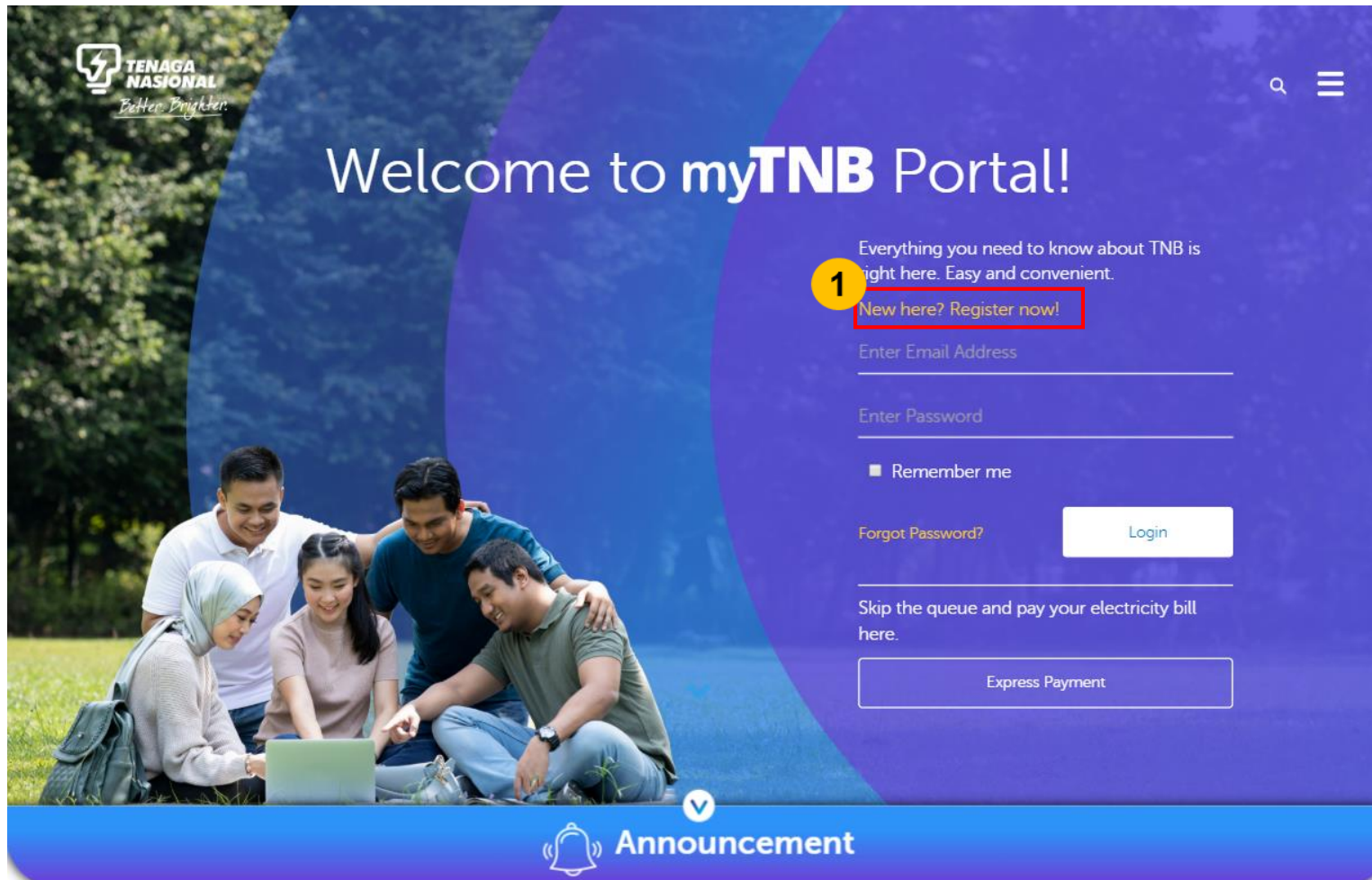


# **PART 1:**

# **REGISTERING FOR MYTNB ACCOUNT**



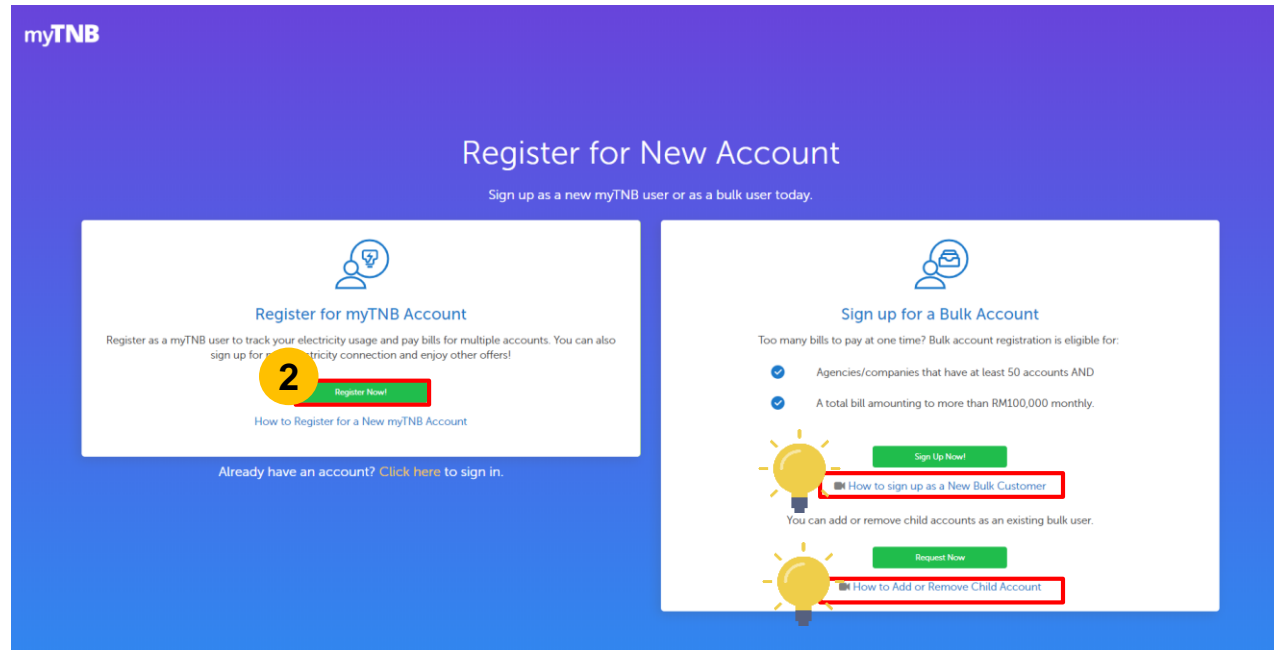
# Landing Page



- 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

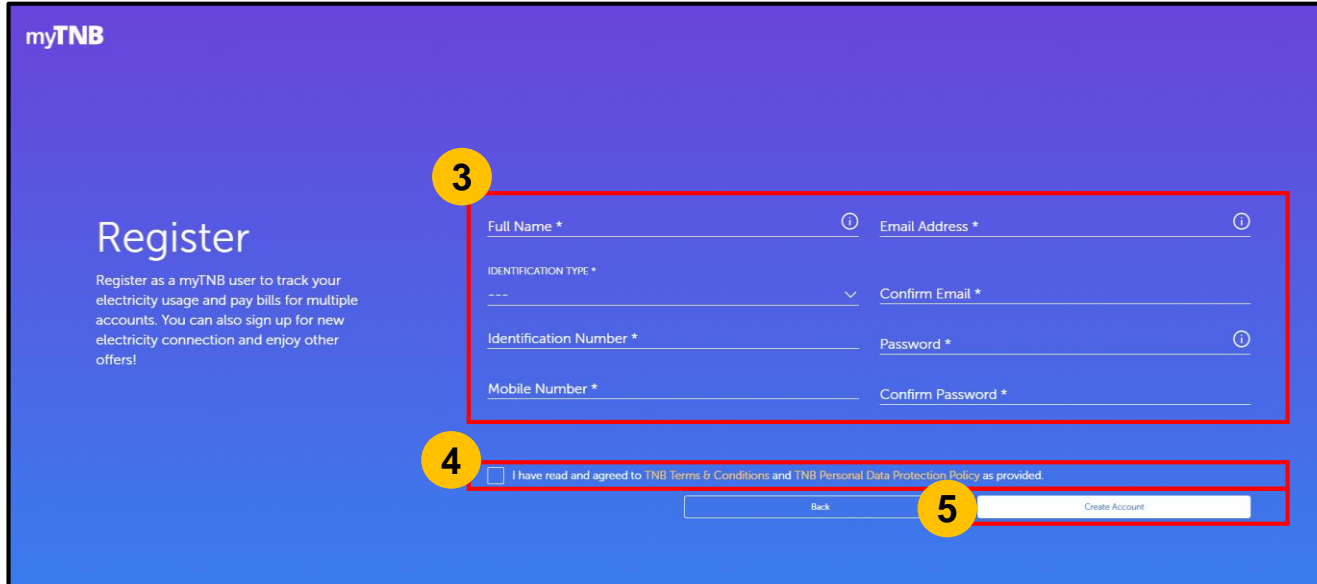


- 2** Click on “**Register**” under the **Register for myTNB Account** card.



Bulk users have video guides for instructions on how to register for a Bulk Account on myTNB portal

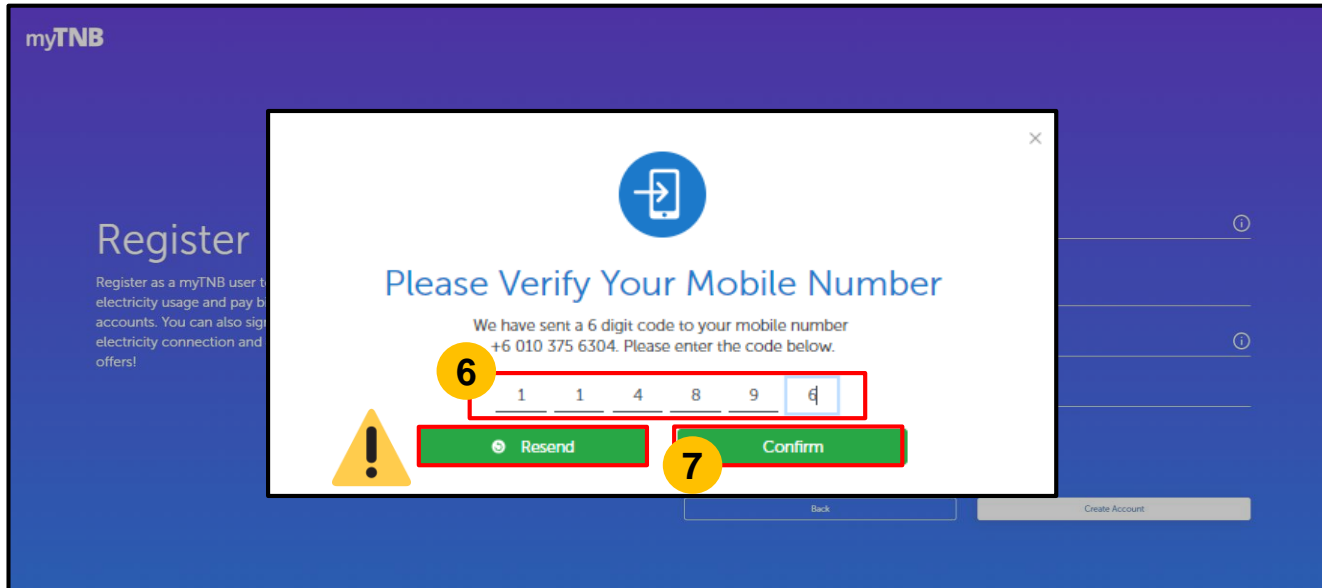
# Registration Form



The screenshot shows the myTNB registration page. On the left, the 'myTNB' logo is at the top, followed by the heading 'Register' and a paragraph: '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 main form area is on the right. A red box labeled '3' encloses the registration fields: 'Full Name \*', 'Email Address \*', 'IDENTIFICATION TYPE \*', 'Confirm Email \*', 'Identification Number \*', 'Password \*', 'Mobile Number \*', and 'Confirm Password \*'. Below this, a red box labeled '4' encloses a checkbox with the text 'I have read and agreed to TNB Terms & Conditions and TNB Personal Data Protection Policy as provided.'. At the bottom of the form, there are two buttons: 'Back' and 'Create Account', with a red box labeled '5' highlighting the 'Create Account' button.

- 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



The image shows a screenshot of the myTNB registration process. A modal window titled "Please Verify Your Mobile Number" is displayed over a "Register" page. The modal contains a blue icon of a smartphone with a checkmark. Below the icon, it says "Please Verify Your Mobile Number". Then, it states "We have sent a 6 digit code to your mobile number +6 010 375 6304. Please enter the code below." There is a 6-digit input field with the code "1 1 4 8 9 6" entered. A yellow circle with the number "6" is next to the input field. Below the input field are two green buttons: "Resend" and "Confirm". A yellow circle with the number "7" is next to the "Confirm" button. A yellow warning triangle icon is on the left side of the modal. At the bottom of the modal are "Back" and "Create Account" links.

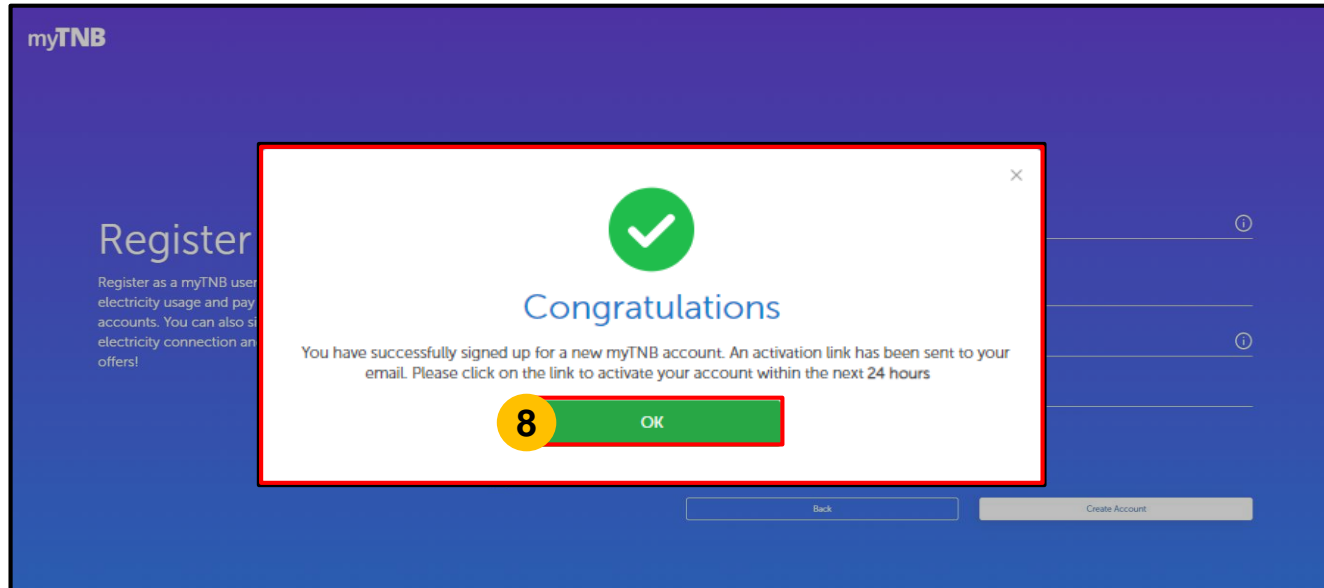
**Mobile Number** verification is required.

- 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.

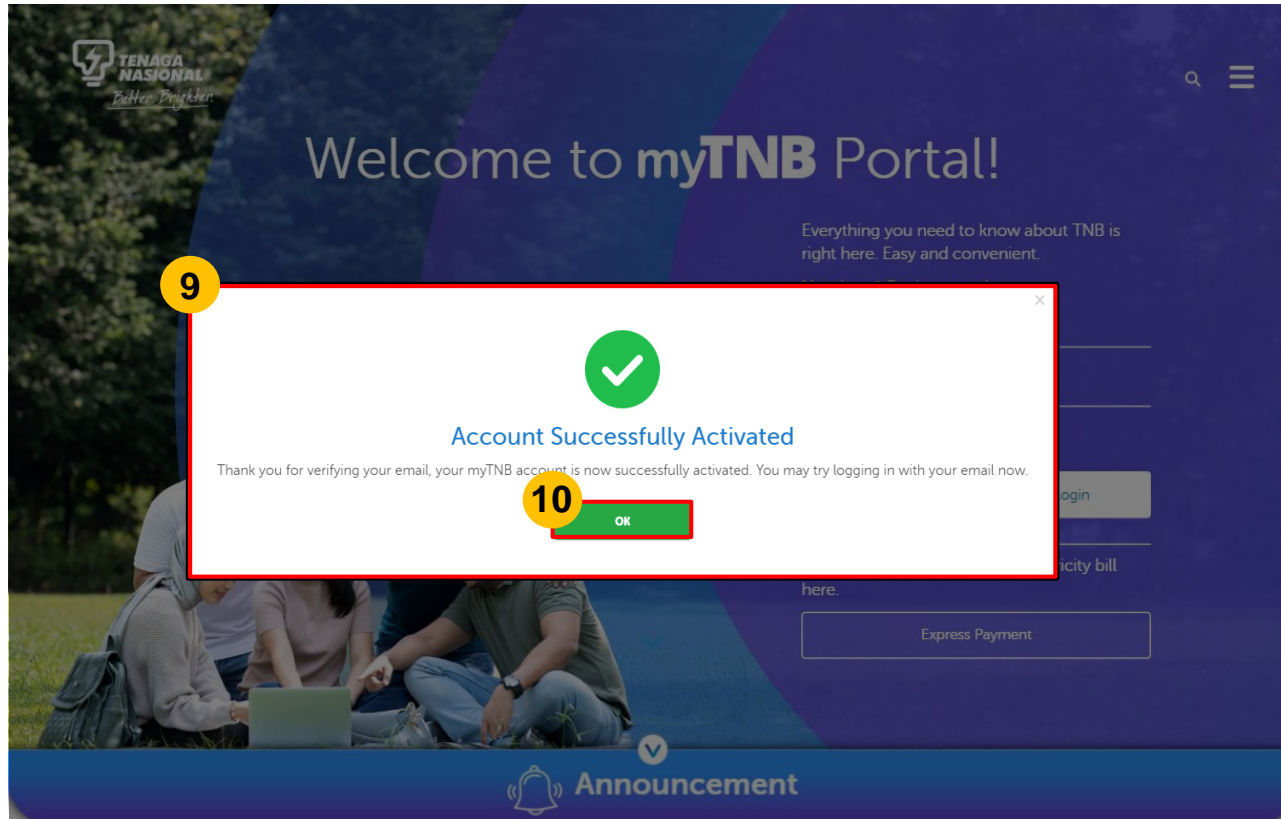
**8** Click on “**OK**” to return to login page.



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.

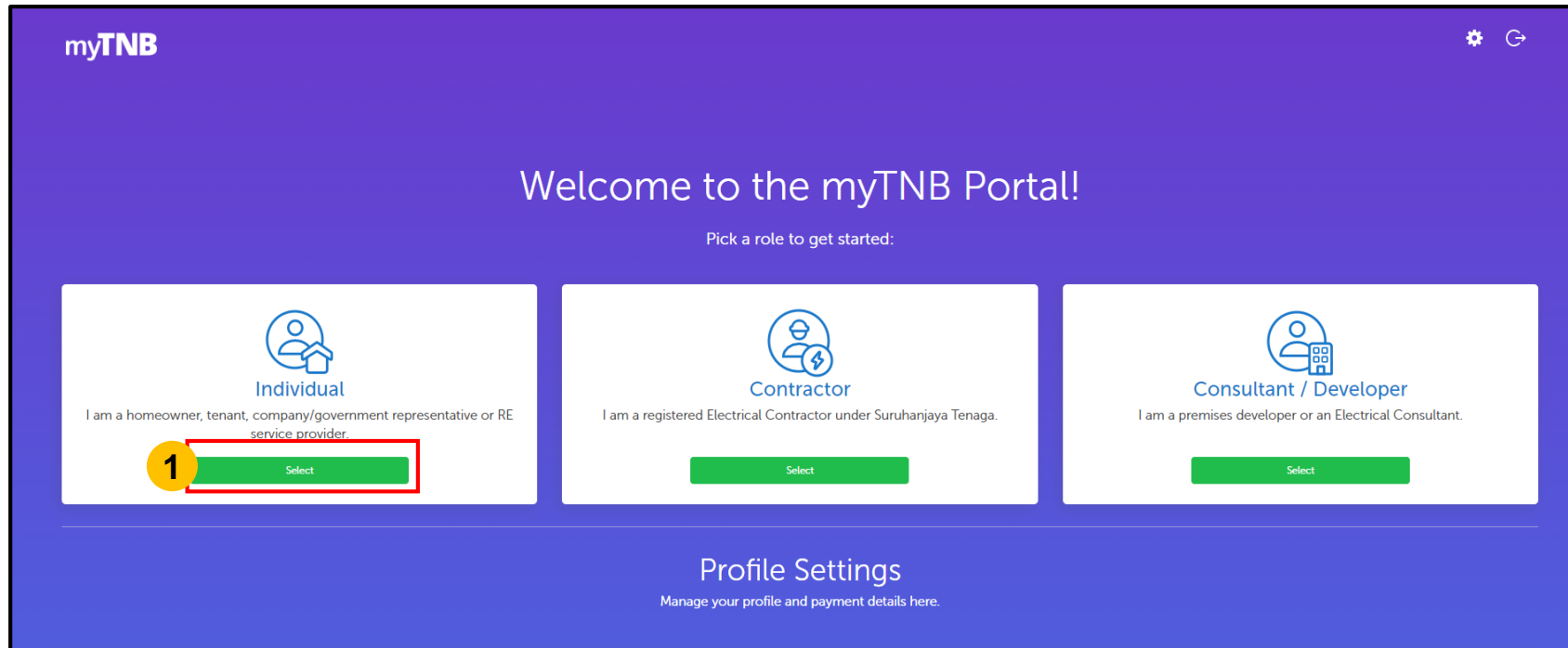


If error occurs during registration, contact **TNB CareLine** at **1300-88-5454** for any enquires regarding account registration.

## **PART 2a:**

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

# Selection of Role

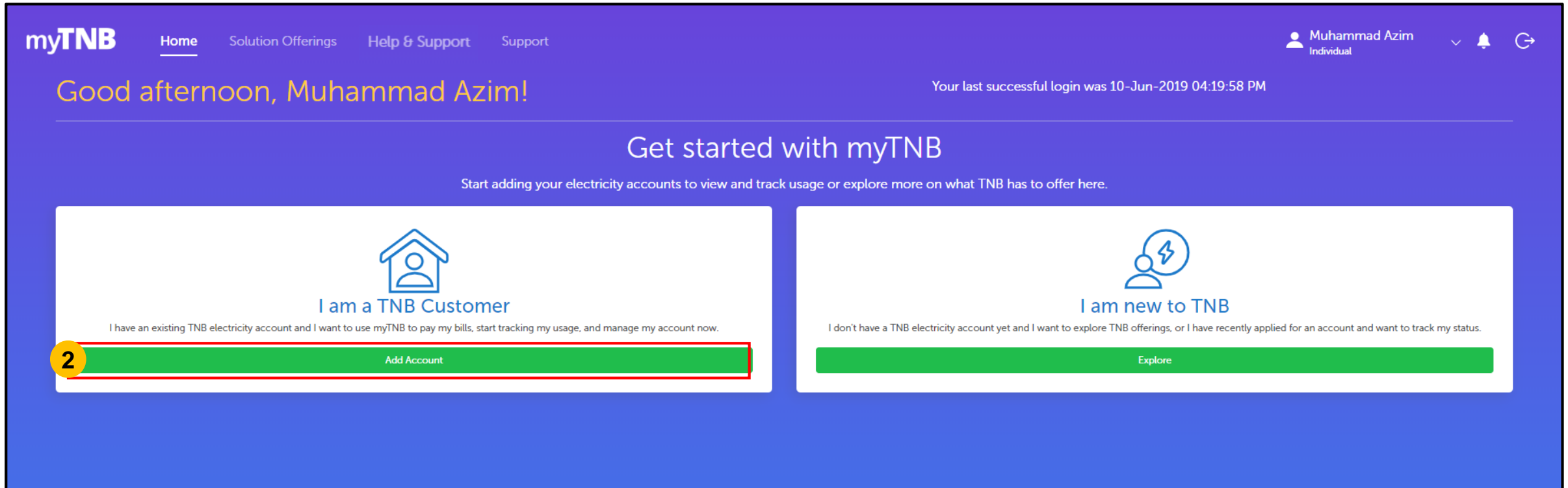


- 1 Click on the “**Select**” button under the **Individual** card. **Company** or **Government** should also select this role.



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**.

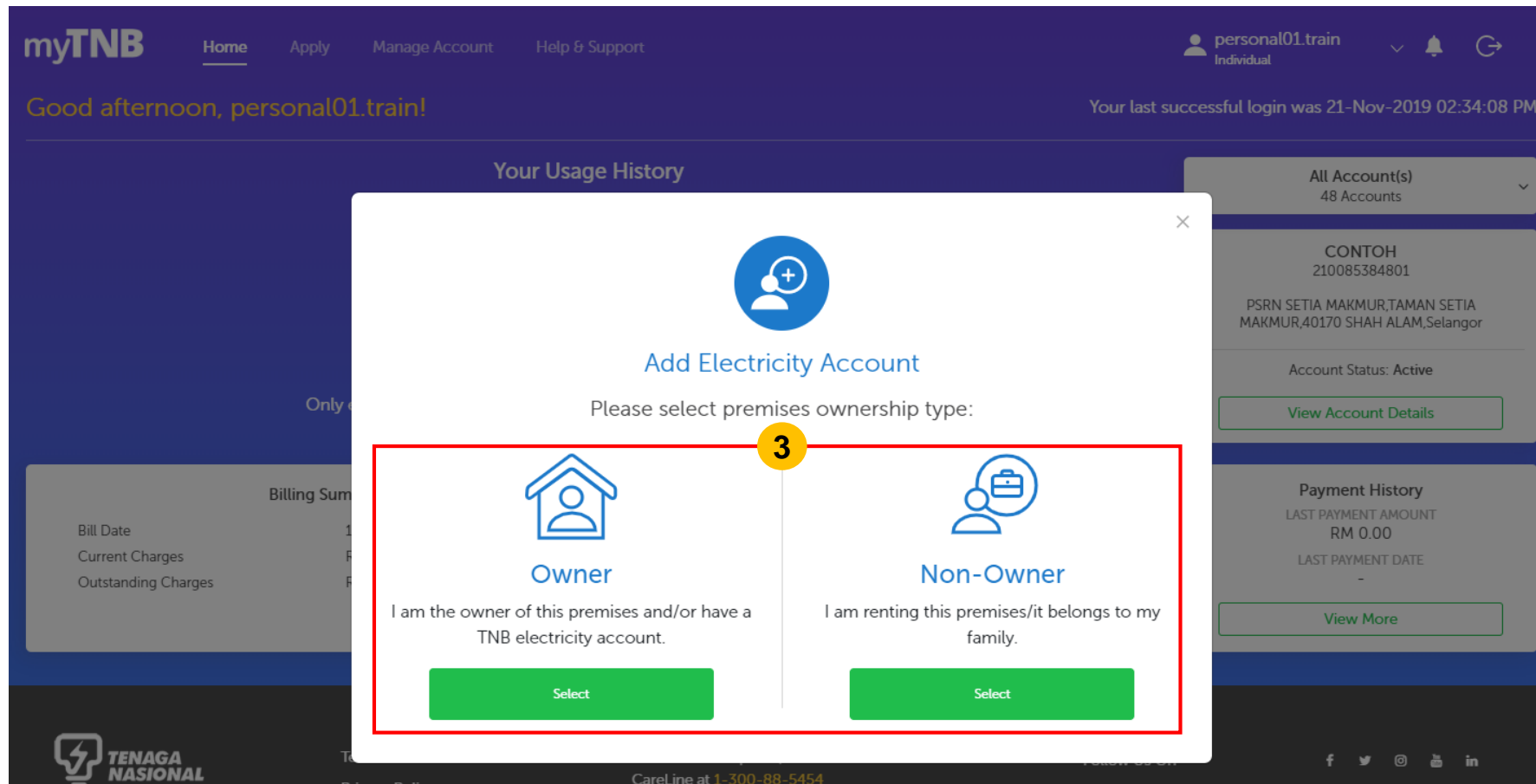
# Existing / New Customer Account Selection



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



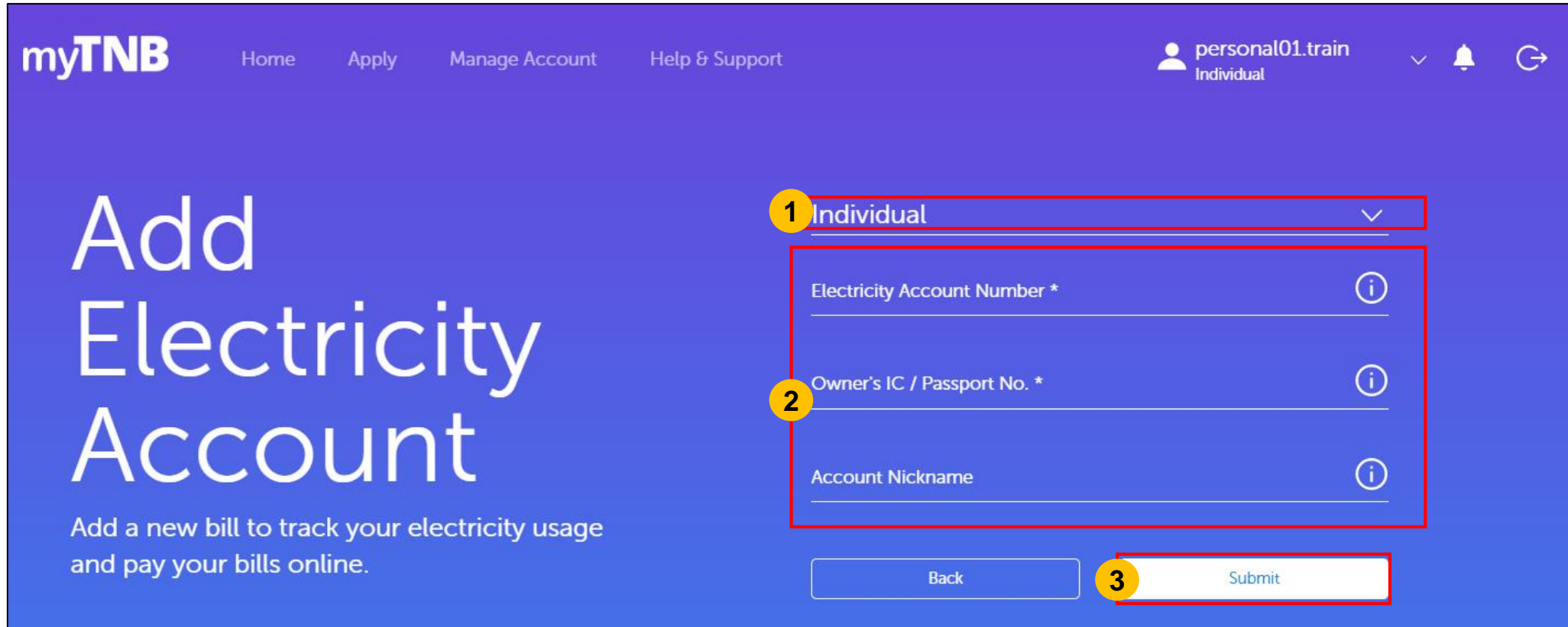
New Individual users who are **Existing TNB customers** will be prompted to **add an electricity account** to their empty dashboard.

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

- 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.



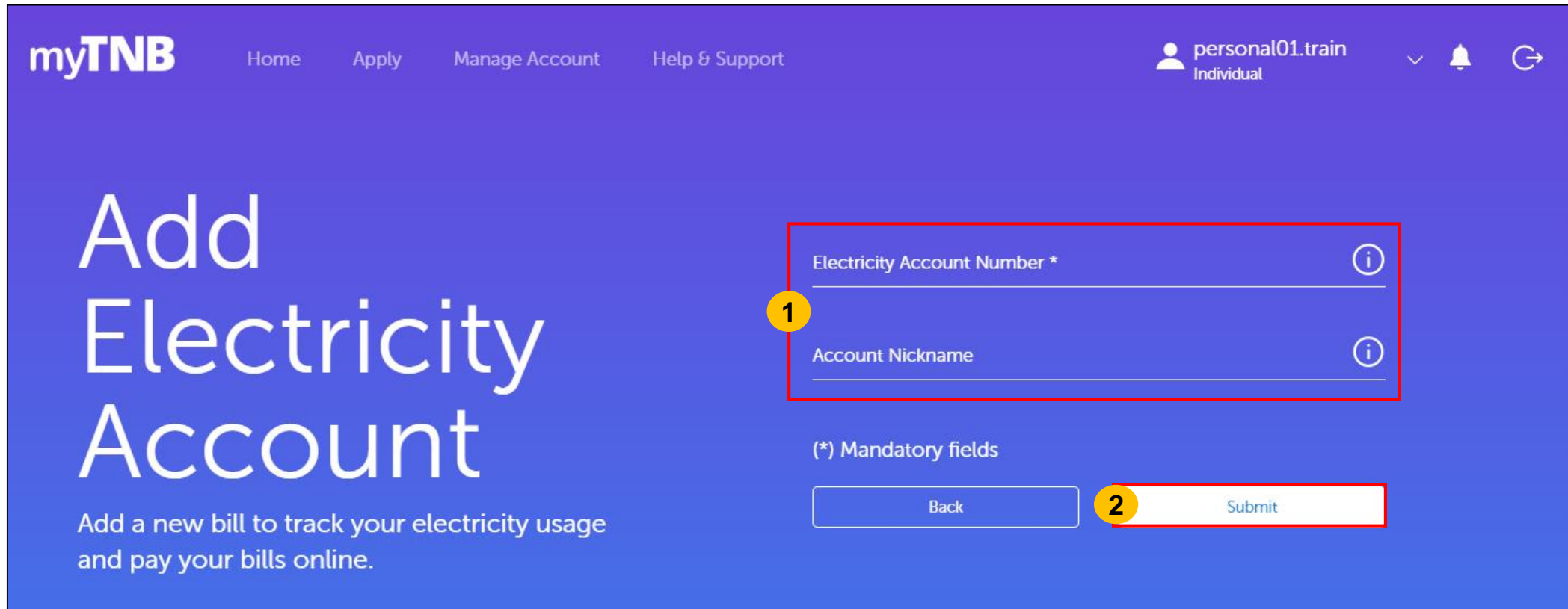
# Adding Owner Electricity Account



- 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



myTNB Home Apply Manage Account Help & Support

personal01.train  
Individual

## Add Electricity Account

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

Electricity Account Number \*

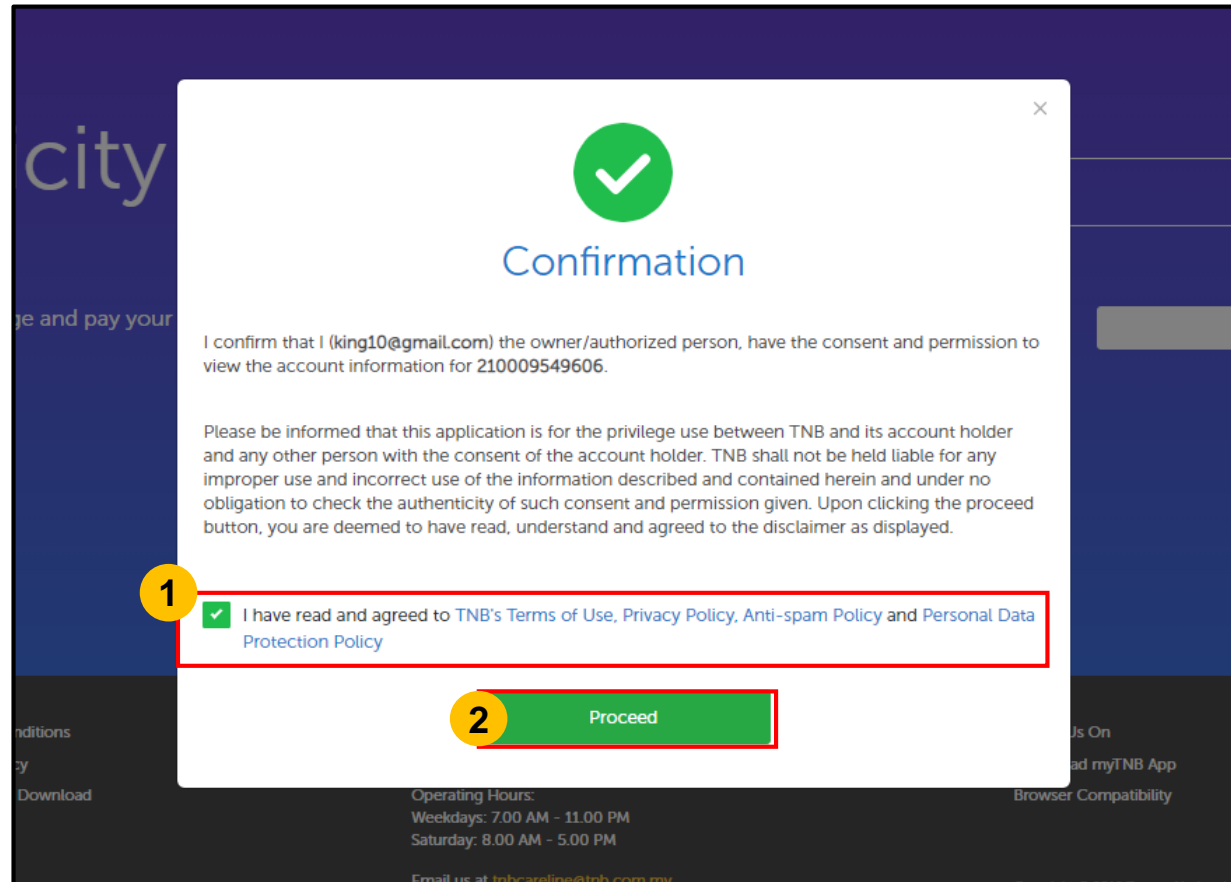
Account Nickname

(\*) Mandatory fields

Back Submit

- 1 Enter **Account Number** and **Account Nickname**
- 2 Click on “**Submit**”.

# Confirmation Pop-Up

A screenshot of a web browser showing a confirmation pop-up dialog box. The dialog box has a green checkmark icon at the top, followed by the word "Confirmation" in blue. Below this, there is a confirmation statement: "I confirm that I (king10@gmail.com) the owner/authorized person, have the consent and permission to view the account information for 210009549606." This is followed by a disclaimer: "Please be informed that this application is for the privilege use between TNB and its account holder and any other person with the consent of the account holder. TNB shall not be held liable for any improper use and incorrect use of the information described and contained herein and under no obligation to check the authenticity of such consent and permission given. Upon clicking the proceed button, you are deemed to have read, understand and agreed to the disclaimer as displayed." Below the disclaimer, there is a checkbox with a green checkmark and the text "I have read and agreed to TNB's Terms of Use, Privacy Policy, Anti-spam Policy and Personal Data Protection Policy". A red box highlights this checkbox and the text. Below this, there is a green button labeled "Proceed". A red box highlights this button. The background of the browser shows a dark blue header with the word "city" and a dark blue footer with various links and operating hours.

city

ge and pay your

Confirmation

I confirm that I (king10@gmail.com) the owner/authorized person, have the consent and permission to view the account information for 210009549606.

Please be informed that this application is for the privilege use between TNB and its account holder and any other person with the consent of the account holder. TNB shall not be held liable for any improper use and incorrect use of the information described and contained herein and under no obligation to check the authenticity of such consent and permission given. Upon clicking the proceed button, you are deemed to have read, understand and agreed to the disclaimer as displayed.

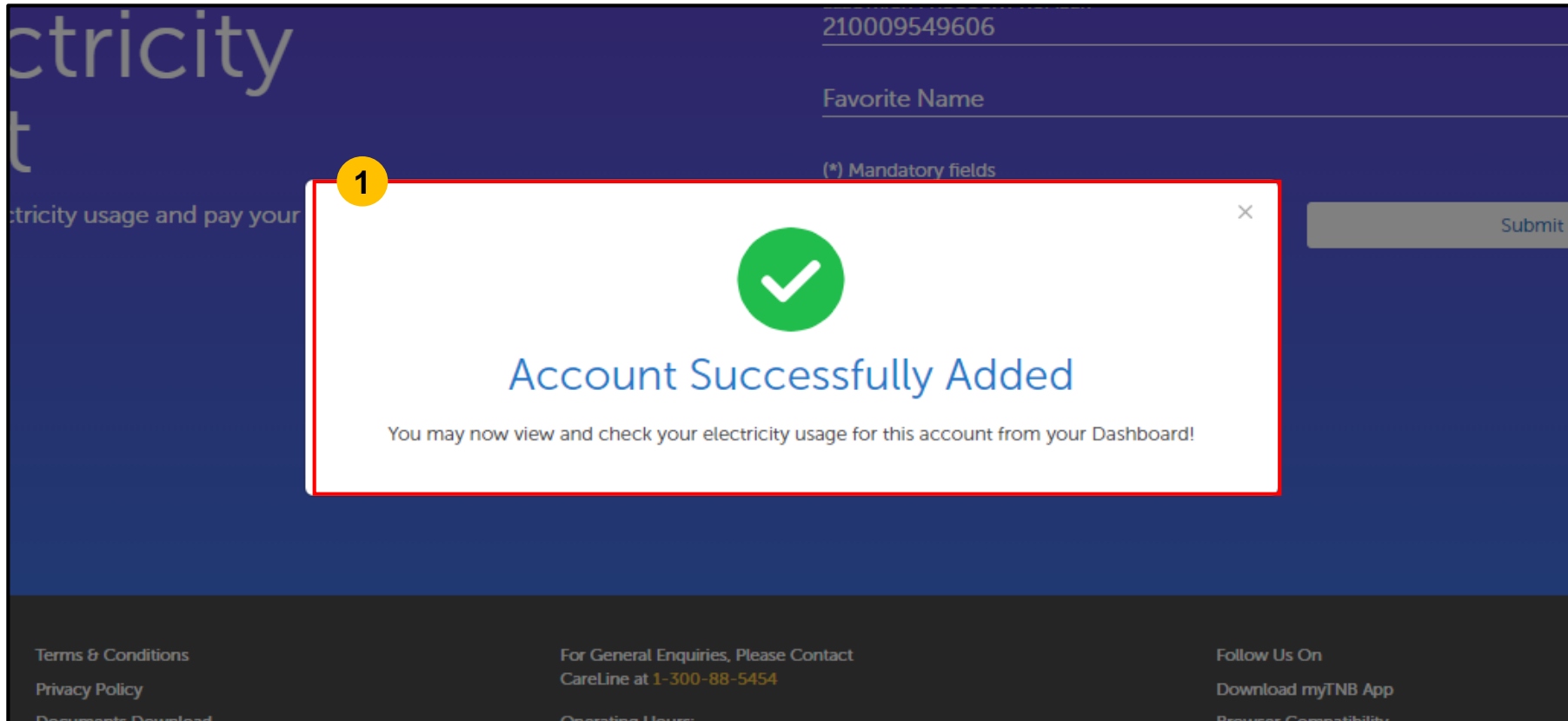
1 ☒ I have read and agreed to TNB's Terms of Use, Privacy Policy, Anti-spam Policy and Personal Data Protection Policy

2 Proceed

Operating Hours:  
Weekdays: 7.00 AM - 11.00 PM  
Saturday: 8.00 AM - 5.00 PM  
Email us at: [tnbcareline@tnb.com.my](mailto:tnbcareline@tnb.com.my)

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

# Confirmation Pop-Up



The screenshot shows a web form for adding a new electricity account. The form has a dark blue header with the word "electricity" partially visible. Below the header, there are input fields for "210009549606" and "Favorite Name". A red box highlights a confirmation pop-up that appears after the form is submitted. The pop-up contains a green checkmark icon, the text "Account Successfully Added", and a message: "You may now view and check your electricity usage for this account from your Dashboard!". A yellow circle with the number "1" is placed next to the pop-up. The background form includes a "Submit" button and a footer with links for "Terms & Conditions", "Privacy Policy", and "Download myTNB App".

electricity

210009549606

Favorite Name

(\*) Mandatory fields

1

Account Successfully Added

You may now view and check your electricity usage for this account from your Dashboard!

Submit

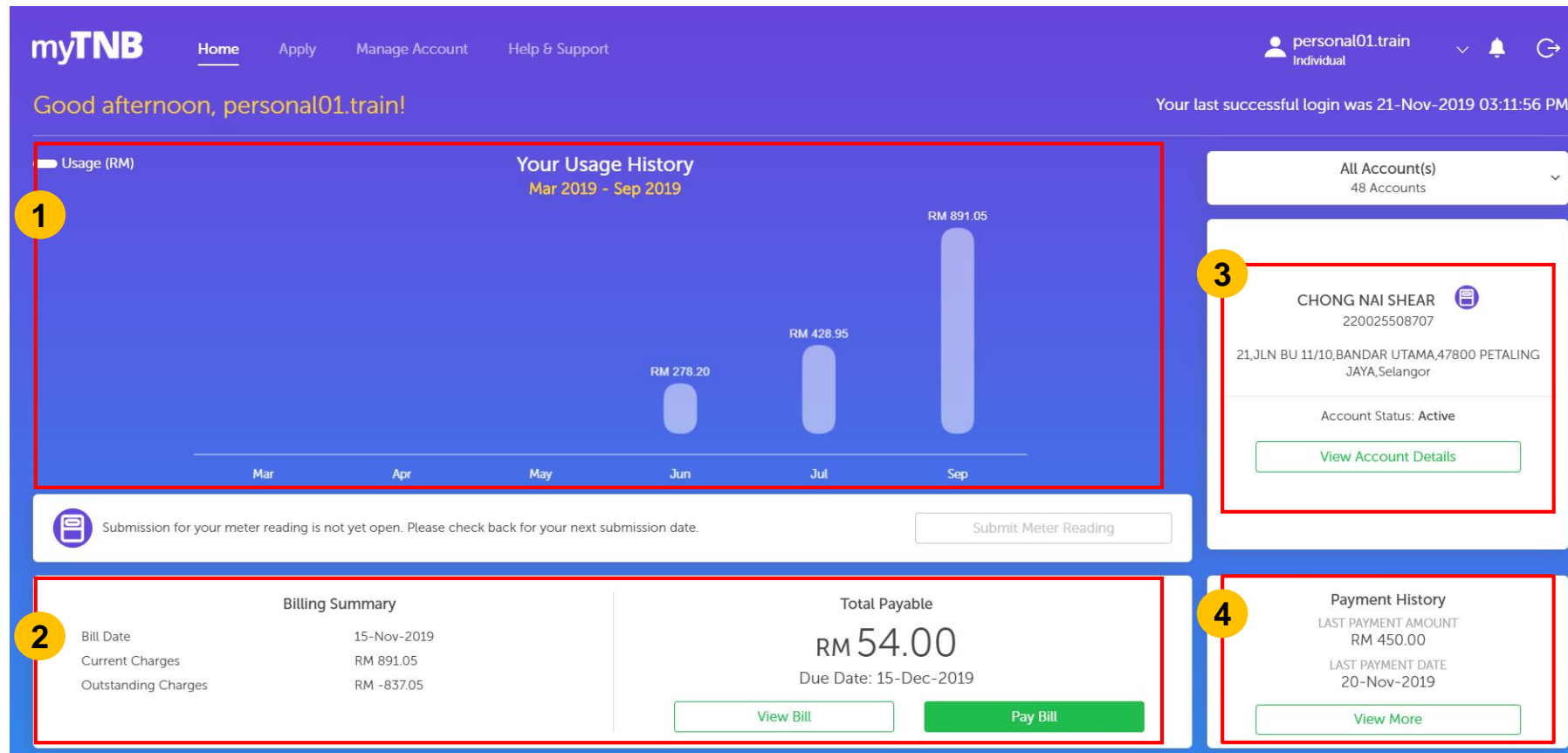
Terms & Conditions  
Privacy Policy  
Download myTNB App

For General Enquiries, Please Contact  
CareLine at 1-300-88-5454

Follow Us On  
Download myTNB App

- 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.

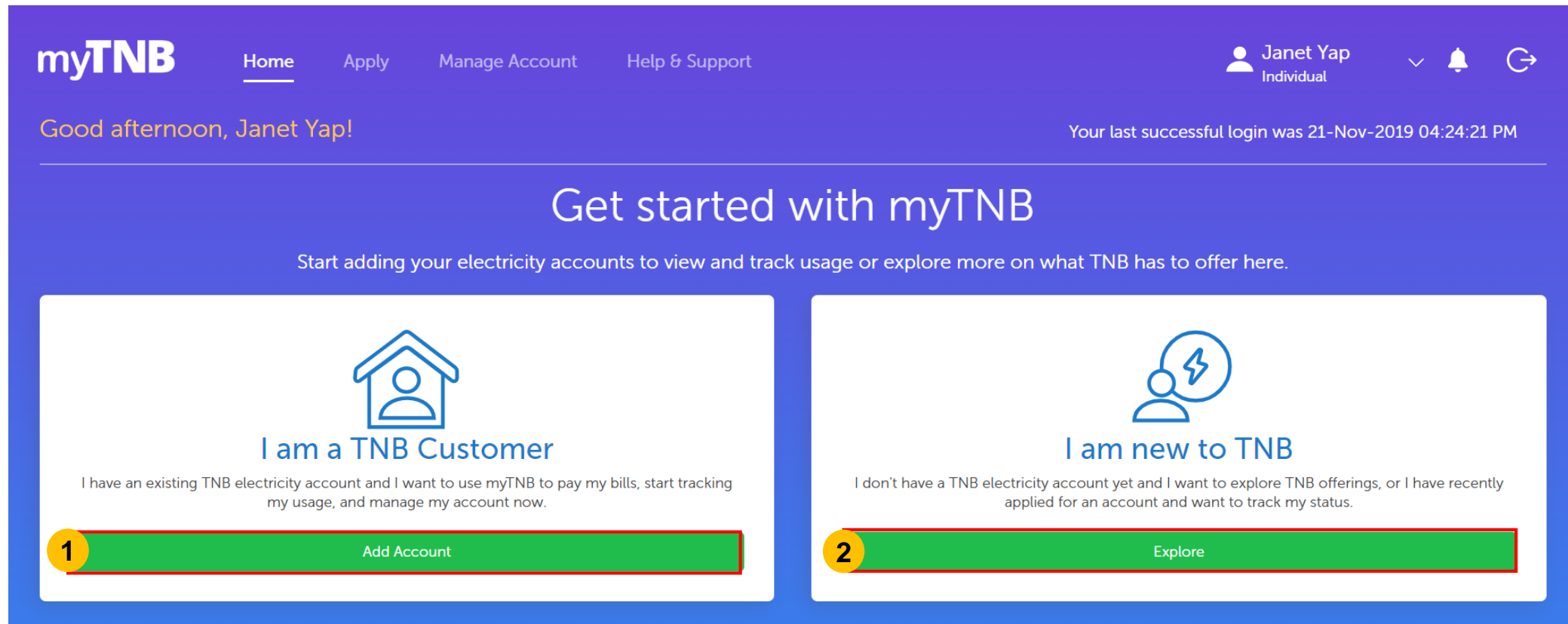
- 1 The **Energy Usage History** graph will be shown here.
- 2 Breakdown of **Billing Summary** of the account will be shown here.
- 3 The **Account Number** and **Address** will be listed here.
- 4 Last **Payment History** of the account will be shown here.





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

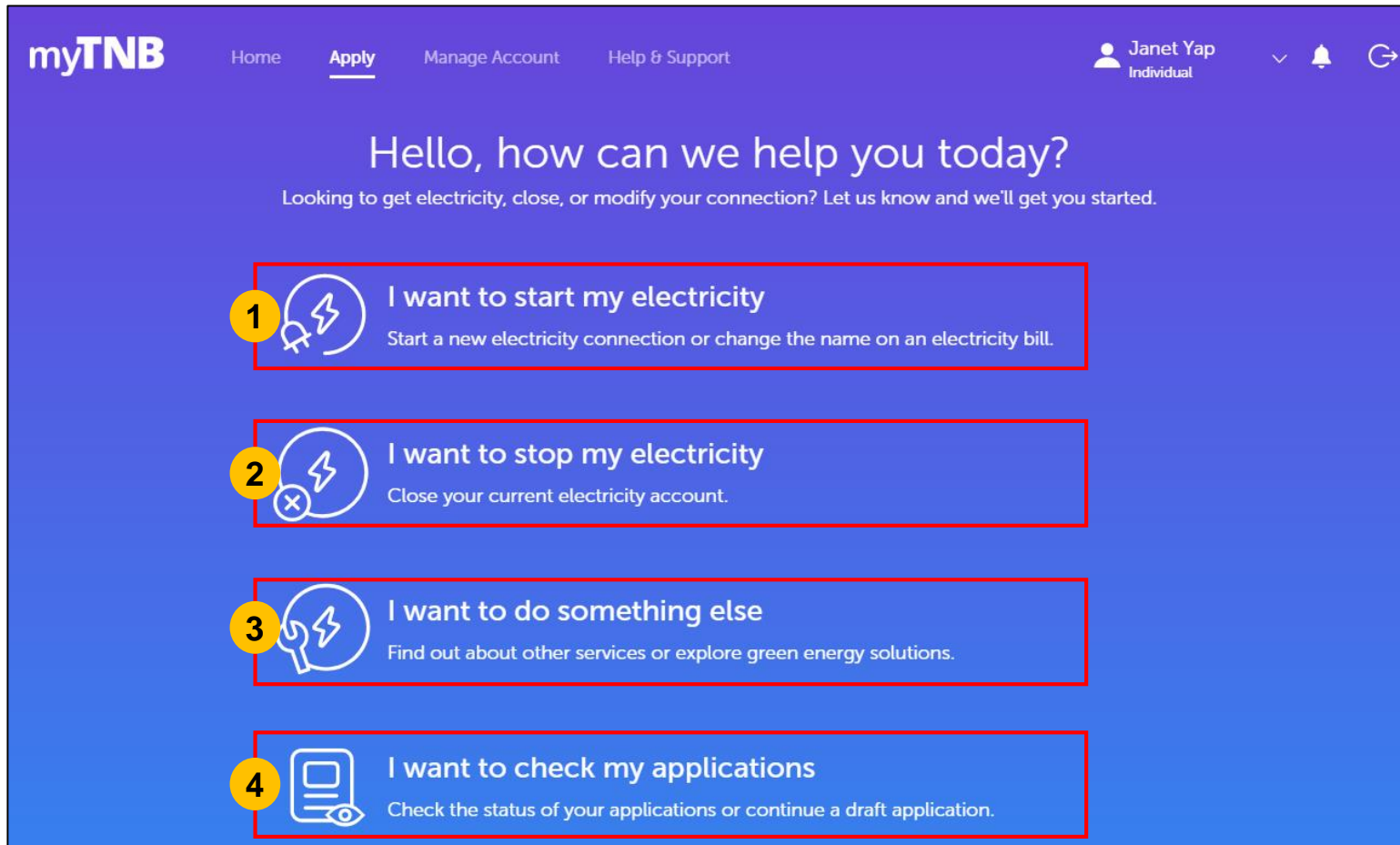
# Existing / New Customer Account Selection



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

- 1 Select **“Add Account”** under the **I am a TNB Customer** card to start adding your account(s). You will be asked to add your accounts as Owner or Non-Owner (refer to page 13)
- 2 Select **“Explore”** under the **I am new to TNB** card to explore the services TNB offer on the myTNB Portal. You will be brought to the Apply page where you are able to submit request for various services. Refer to page 21 for more details.

# Exploring services on myTNB Portal



- \*These services are subject to account eligibility
- Each of the service offering has its own user guide. Click on "Help & Support" and then "User Guide for assistance"

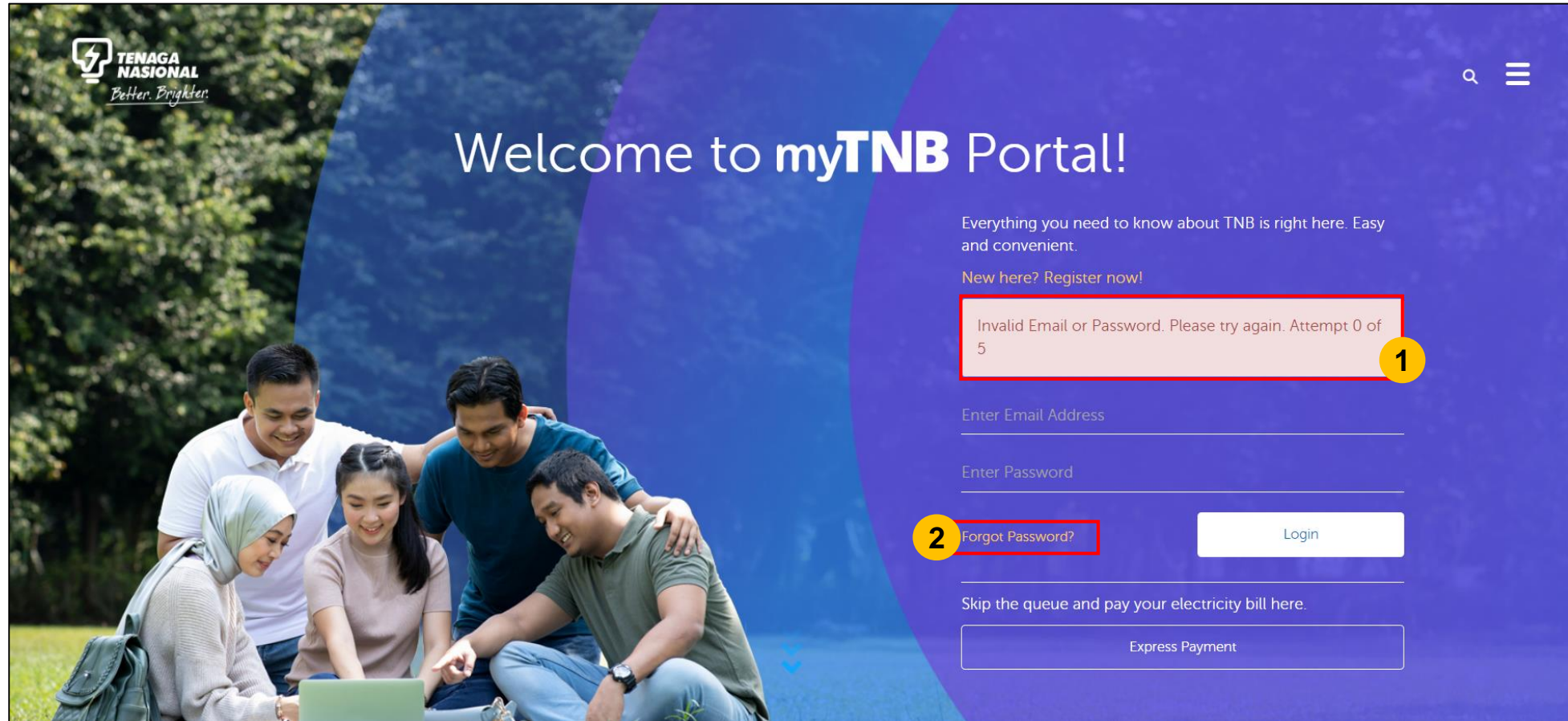
- Click on "I want to start my electricity" to:
  - Apply for **new electricity connection**
  - Change the name** on your electricity bill
- Click on "I want to stop my electricity" to **close your electricity account** with TNB if you're moving out of a premises.
- Click on "I want to do something else" to apply for:
  - change of tariff\*
  - upgrade/Downgrade\*
  - self-meter reading (SMR)\*
  - Merdeka Incentive (for Business/ Government only)\*
  - myGreen+\*
  - Renewable Energy\*
- Click on "I want to check my applications" to check the status of your applications or to continue a draft application.



# **PART 3:** **FORGET PASSWORD**



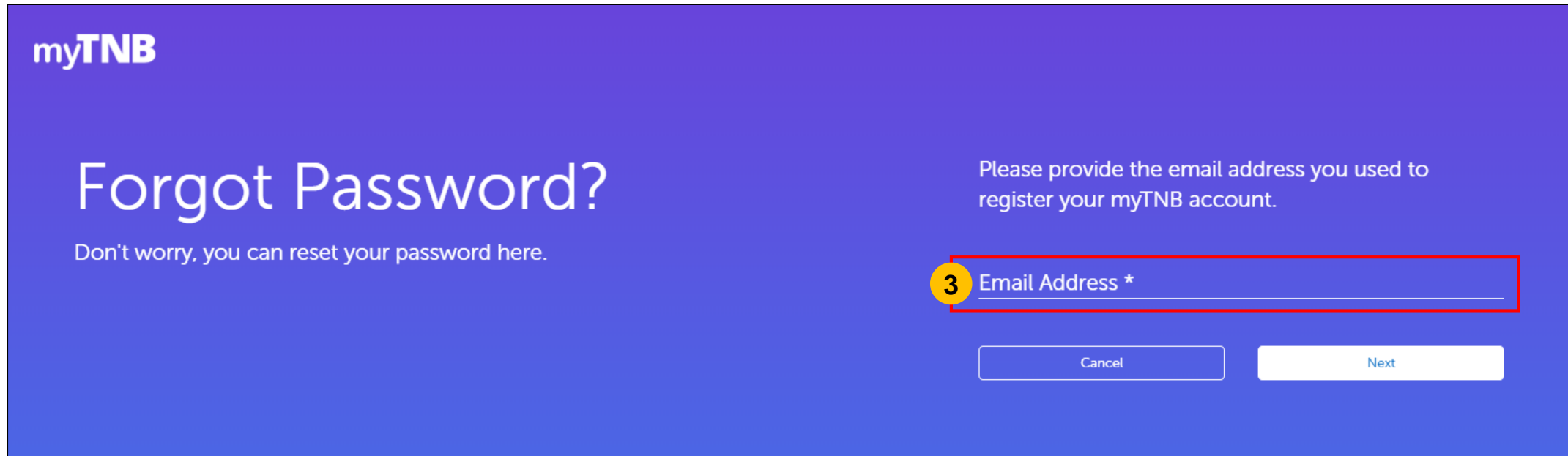
# Forget & Reset Password (1/2)



- 1 An **error message** will appear to notify users that an invalid email or password has been entered. After 5 attempts, users will be redirected to create new password
- 2 Click on “**Forgot Password**” link to reset password.



# Forget & Reset Password (2/3)



The image shows a screenshot of the myTNB 'Forgot Password?' page. The page has a blue background. In the top left corner is the 'myTNB' logo. The main heading is 'Forgot Password?' in large white text, followed by the subtext 'Don't worry, you can reset your password here.' in smaller white text. On the right side, there is a white text prompt: 'Please provide the email address you used to register your myTNB account.' Below this prompt is a text input field labeled 'Email Address \*'. A yellow circle with the number '3' is positioned to the left of the input field, and a red rectangular box highlights the input field itself. At the bottom right, there are two buttons: a 'Cancel' button and a 'Next' button.

- 3** Enter **existing Email Address** used to log in to the portal. Then click “Next”.

# Forget & Reset Password (3/3)



myTNB

## Forgot Password?

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

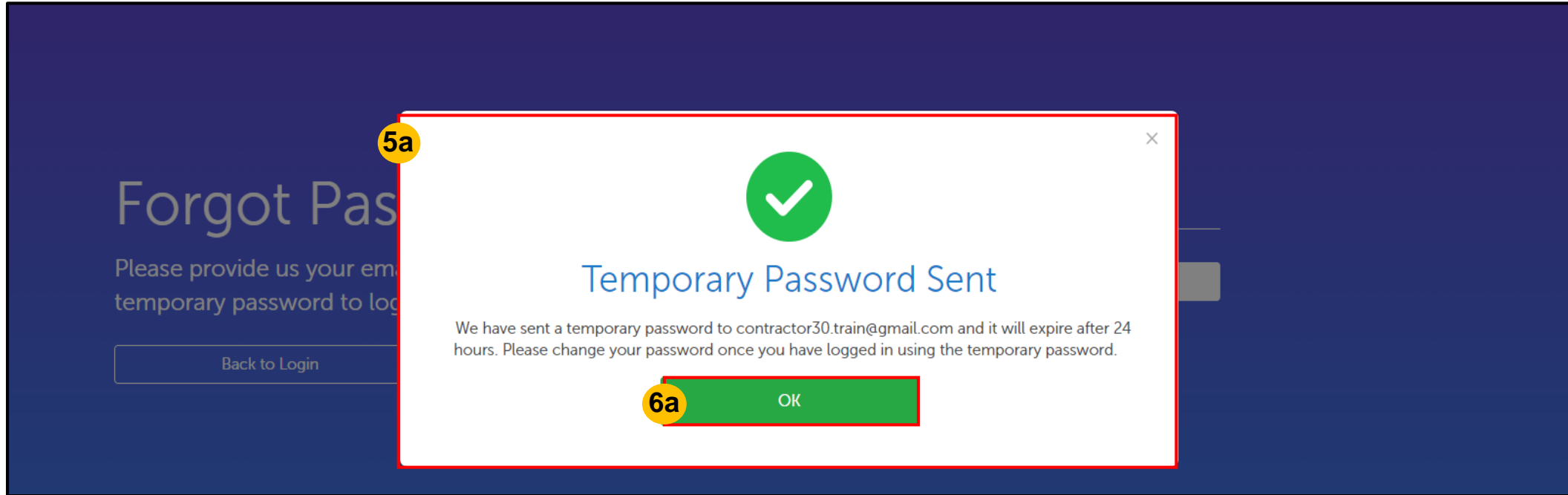
How would you like to reset your password?

4

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

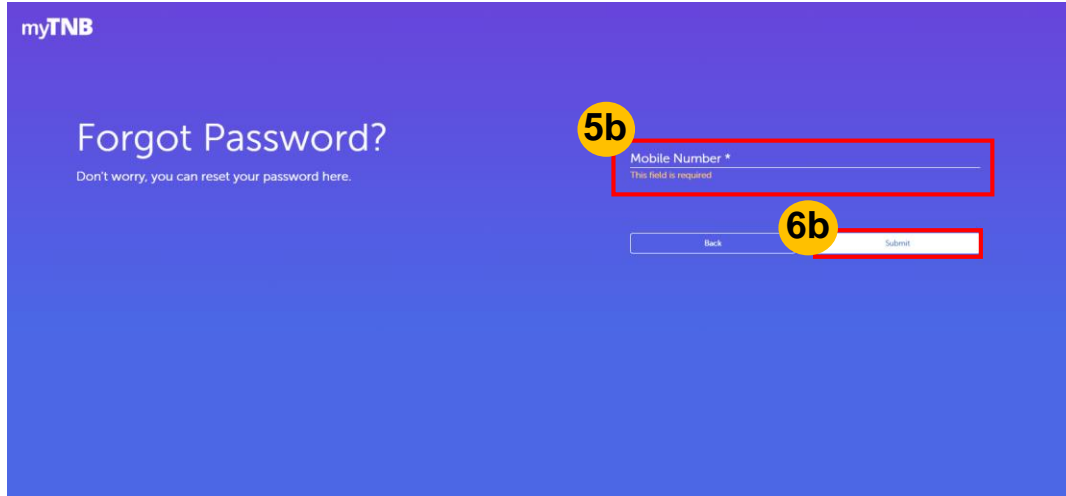
- 4 Click on “**Email**” to change password using email verification (Refer [HERE](#)) **OR**  
Click on “**SMS**” to change password using **One-time Pin (OTP)** verification (Refer [HERE](#)).

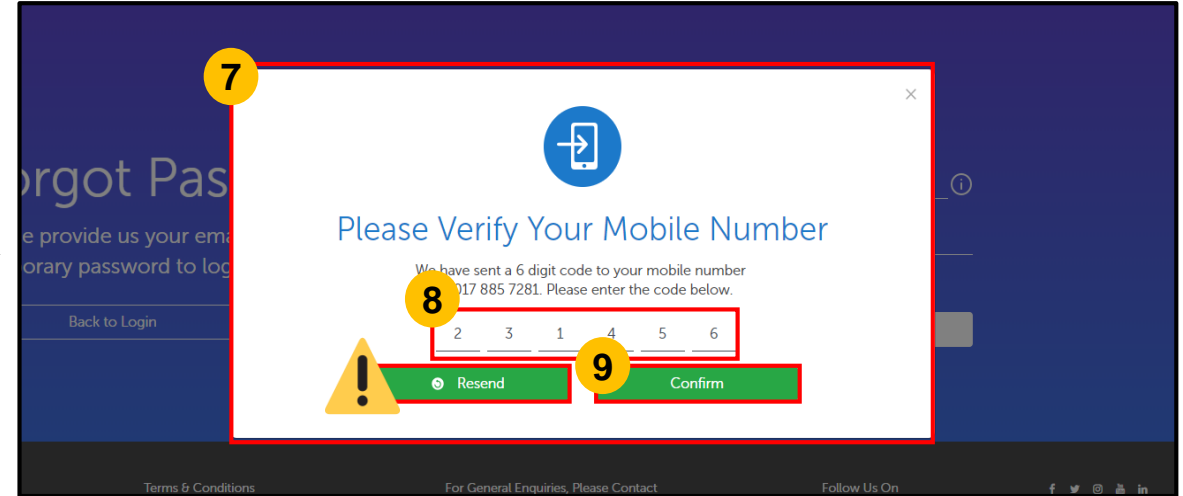
# Reset Password via Email Address



- 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