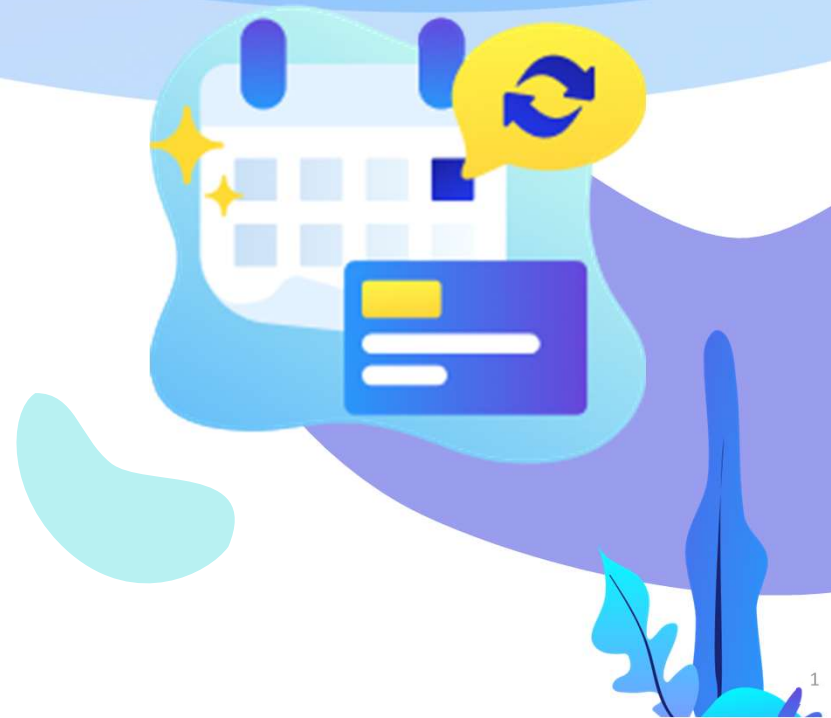


USER GUIDE FOR myTNB Portal AutoPay Features

Version 1.0



CONTENTS

PART 1: GETTING STARTED

- i. Am I Eligible?
- ii. New User Registration

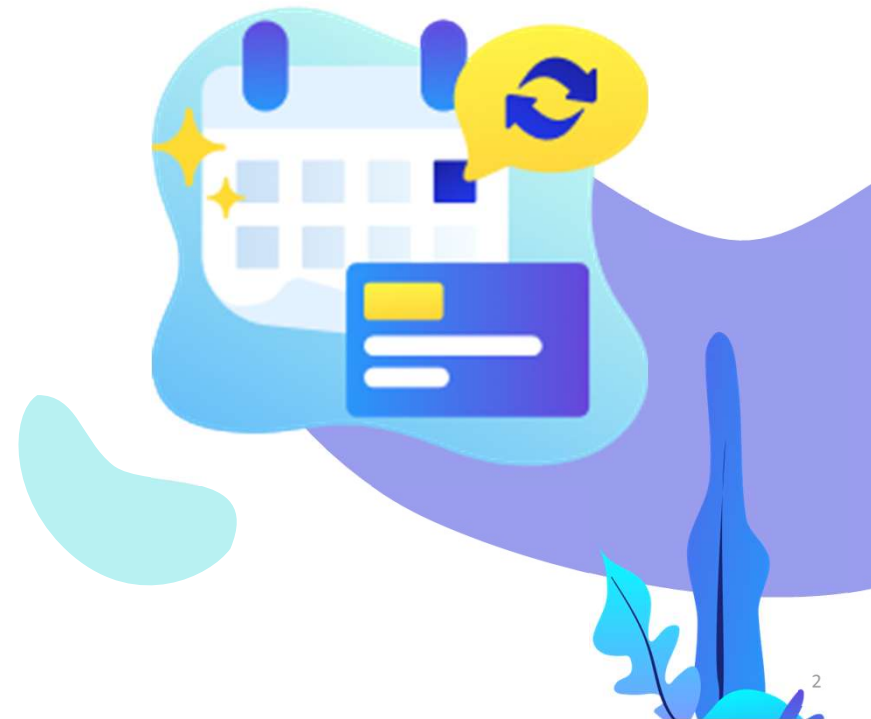
PART 2: AUTOPAY ACTIVATION

- i. View Account Details Entry Point
- ii. Profile Entry Point
- iii. View Action Entry Point
- iv. Manage Account Entry Point
- v. Sign Up Status Entry Point

PART 3: AUTOPAY DEACTIVATION

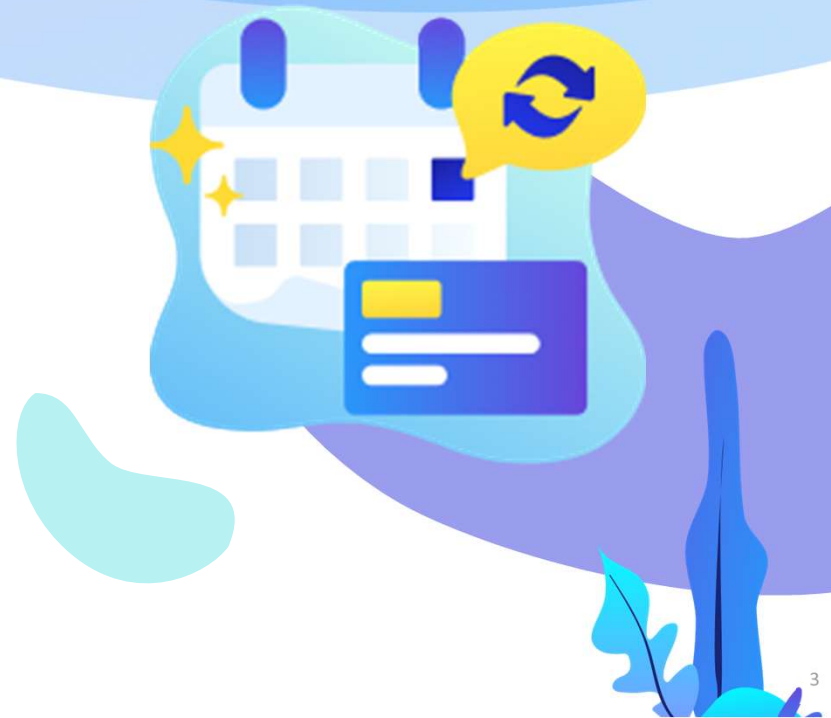
- i. Manage Account Details Entry Point
- ii. AutoPay Profile Entry Point
- iii. View Account Details Entry Point (Deactivate & Remove Account)

PART 4: FREQUENTLY ASKED QUESTIONS



PART 1

Getting Started



Am I Eligible?

Before you subscribe to AutoPay, these are the things you should know:

- **Supported account types** for AutoPay activation:
 - ✓ **Individual/Residential;**
 - ✓ **Business; or**
 - ✓ **Government**
- Accounts types **not supported for AutoPay activation:**
 - ✗ **Industrial**
 - ✗ **Agricultural**
 - ✗ **Street Lighting**
 - ✗ **Special/Bulk/Large**
- You may manage **one (1) or multiple electricity accounts**, provided they fall under the supported account types above.
- Each account must have an average monthly bill of **RM5,000 or less** over the past six months.

PART 1: GETTING STARTED

New User Registration



1

Go to the myTNB Portal

Visit [myTNB Portal](#) to get into myTNB Portal

2

Register your Account

Insert your email address, create a password then click “Register” to proceed with account registration.

3

Insert your details

Fill in the required personal details (e..g Name, Identification, Mobile No.).

4

Verify and activate your account

Review and accept the Terms and Conditions then verify your account using the code sent to your mobile number and the activation email sent to your registered email address.

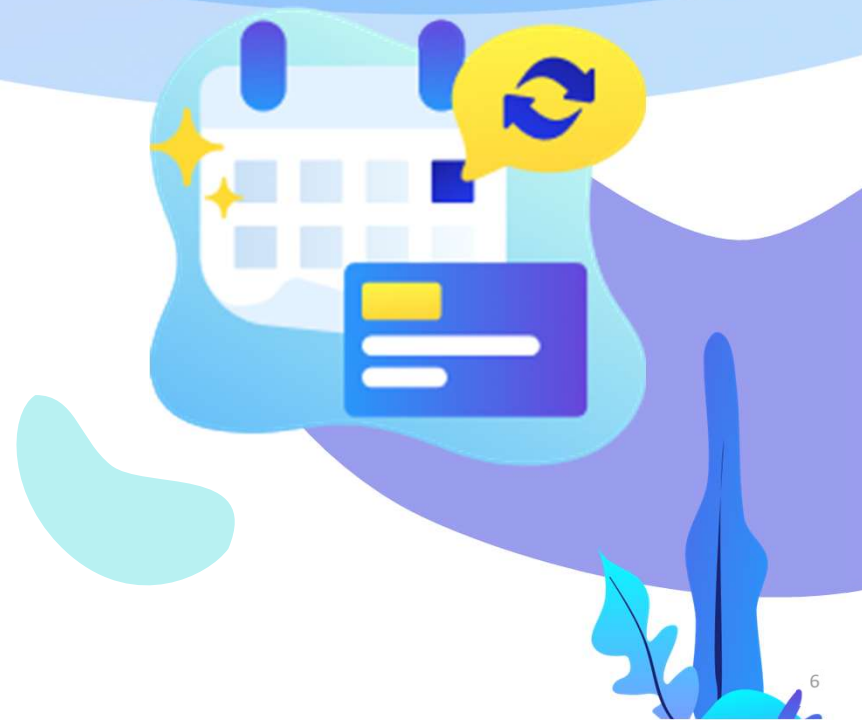
5

Log in to myTNB

Once activated, log in to start using myTNB!

PART 2

AutoPay Activation



CONTENTS

PART 1: GETTING STARTED

- i. Am I Eligible?
- ii. New User Registration

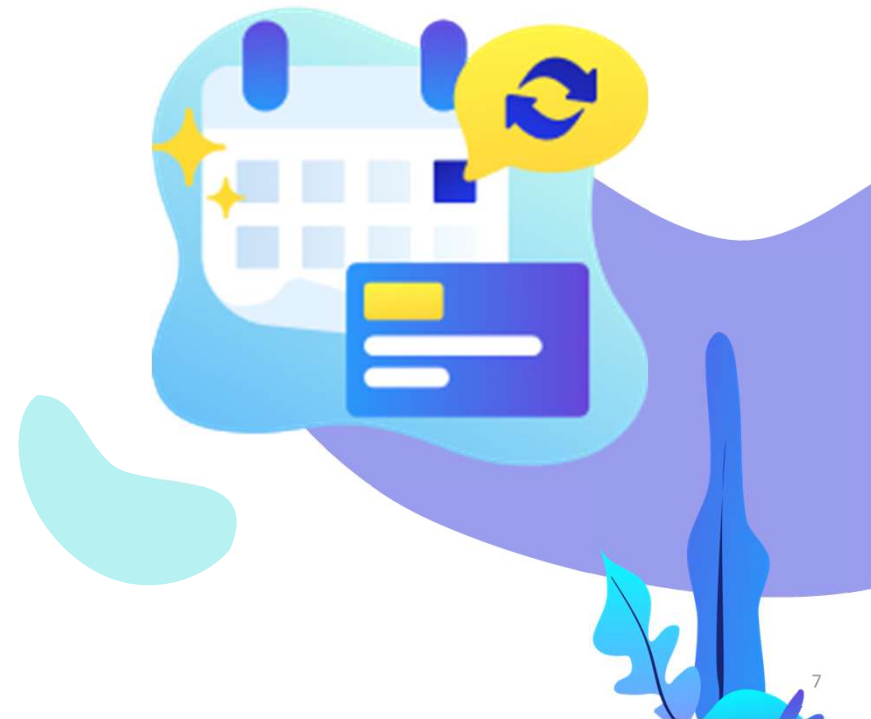
PART 2: AUTOPAY ACTIVATION

- i. View Account Details Entry Point
- ii. Profile Entry Point
- iii. View Action Entry Point
- iv. Manage Account Entry Point
- v. Sign Up Status Entry Point

PART 3: AUTOPAY DEACTIVATION

- i. Manage Account Details Entry Point
- ii. AutoPay Profile Entry Point
- iii. View Account Details Entry Point (Deactivate & Remove Account)

PART 4: FREQUENTLY ASKED QUESTIONS



PART 2: AUTOPAY ACTIVATION

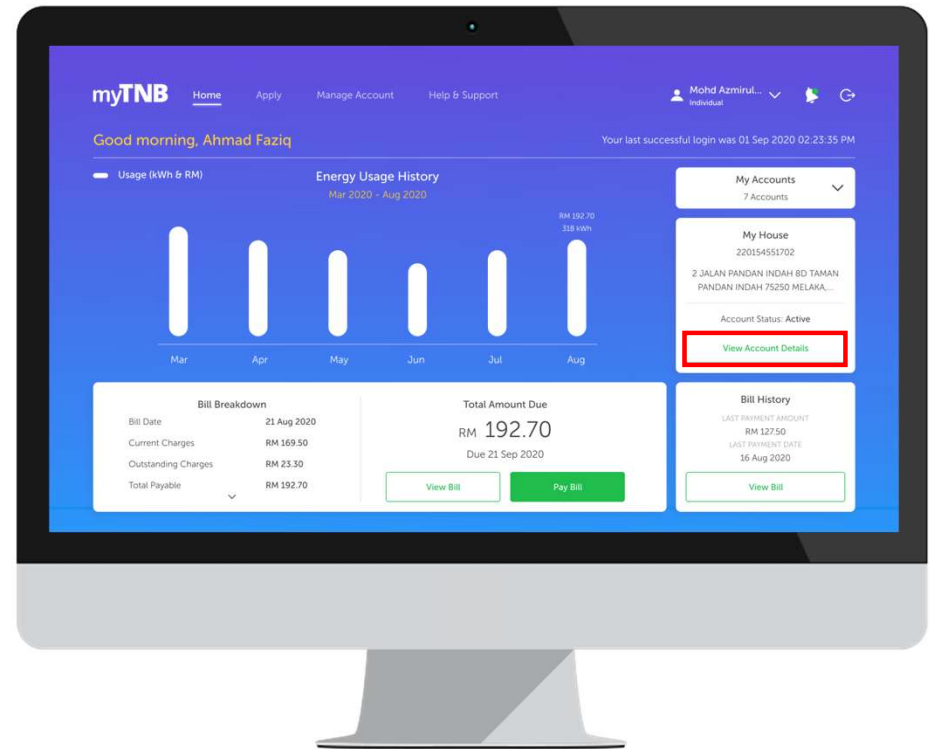
View Account Details Entry Point (1/4)



1

Open & log in to the myTNB Portal

Open the myTNB Portal and log in using your registered account.



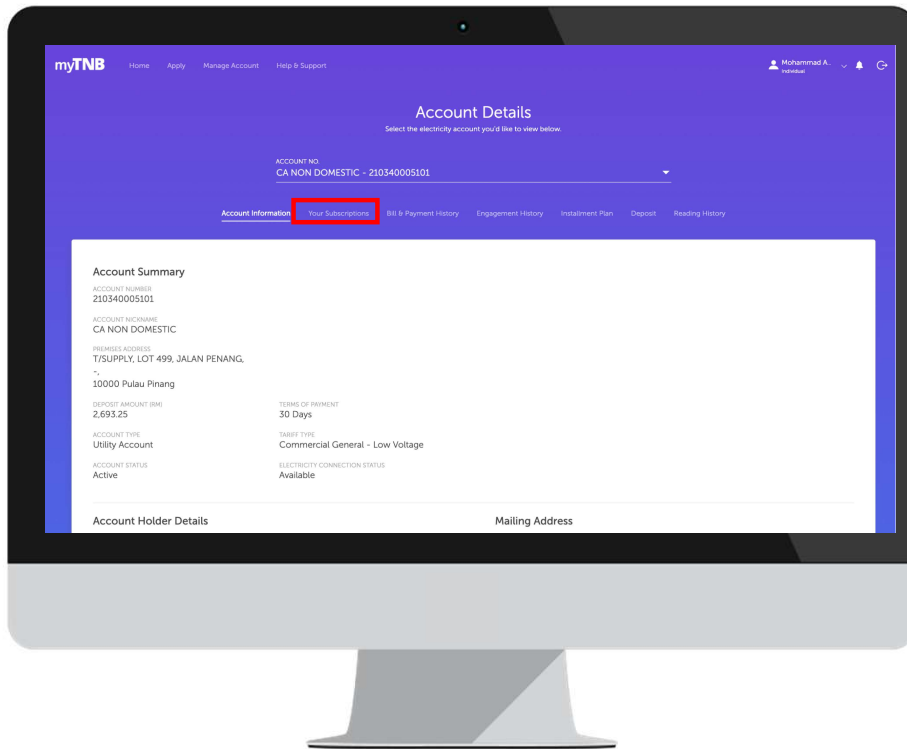
2

Click on "View Account Details"

In your home page, click on the "View Account Details" button.

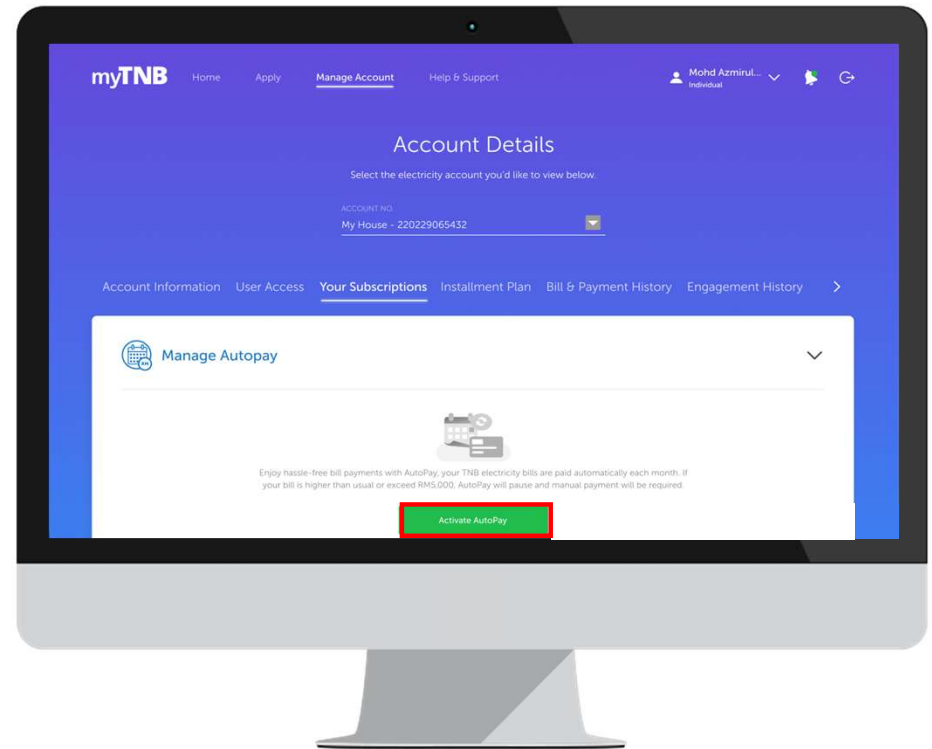
PART 2: AUTOPAY ACTIVATION

View Account Details Entry Point (2/4)



3

Click on “Your Subscriptions”
In your Account Summary page, click on the “Your Subscriptions” tab.

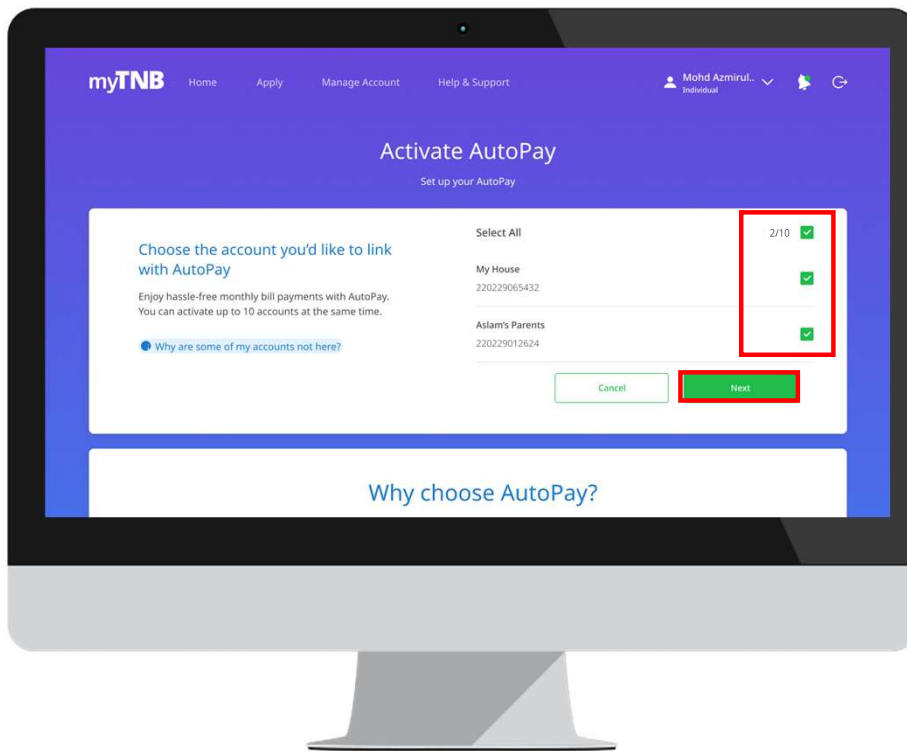


4

Click on “Activate AutoPay”
Click on the “Activate AutoPay” to proceed.

PART 2: AUTOPAY ACTIVATION

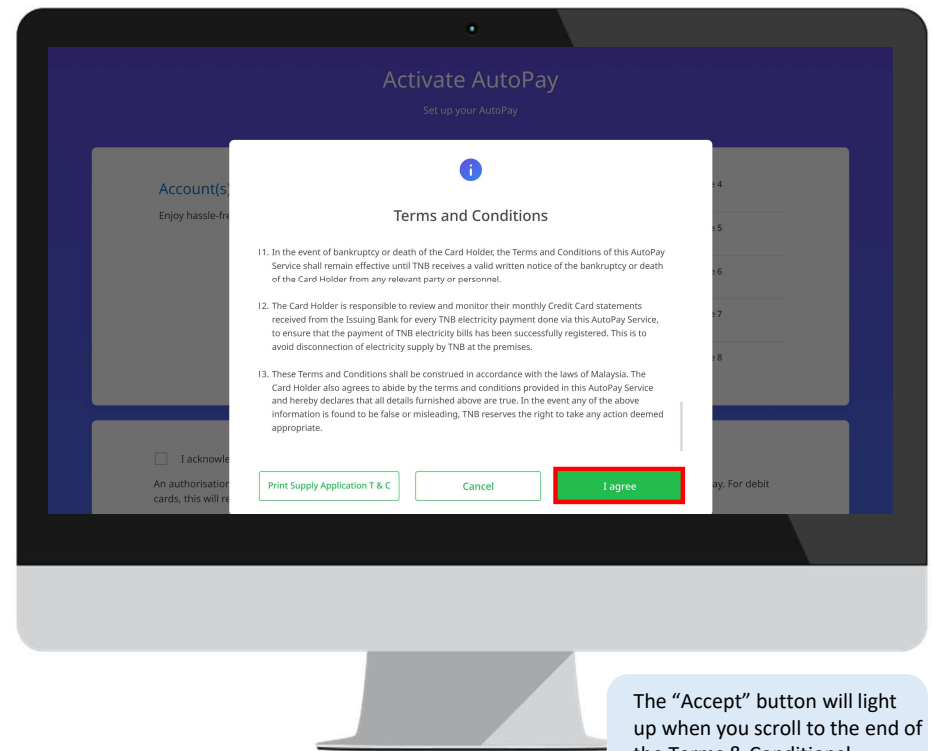
View Account Details Entry Point (3/4)



5

Choose account(s) for AutoPay

Select one or more Contract Accounts you wish to activate AutoPay for and click "Next" to proceed.



6

Review Terms & Conditions

Review and accept the "Terms & Conditions" to proceed to the payment gateway.

The "Accept" button will light up when you scroll to the end of the Terms & Conditions!

PART 2: AUTOPAY ACTIVATION

View Account Details Entry Point (4/4)

The screenshot shows the TNB Payment Gateway interface. At the top left is the logo. A timer in the top right corner shows 4 minutes and 59 seconds. The form is divided into three main sections: Credit Card Number, Card Owner, and Credit Card Type. The Credit Card Number section has a text input field with a placeholder '4111 1111 1111 3333' and a checkmark icon. The Card Owner section has a text input field with a placeholder 'Enter the name on the card'. The Credit Card Type section has a dropdown menu. To the right of the form is a table with transaction details.

Merchant ID	myTNB SSP
Payment Ref	R0019740724-EAA1
Amount	MYR4.00
Description	Bill

Below the table are logos for Visa, Mastercard, and FPX.

The deducted amount will be **refunded** back to your payment account!

7

Enter Payment Details

Fill in your card details securely. Note that MYR 4.00 will be temporary deducted for card verification purposes.

The screenshot shows the myTNB website's 'Activate AutoPay' page. The header includes the myTNB logo and navigation links: Home, Apply, Manage Account, and Help & Support. The user's name 'Mohd Azminul...' is displayed in the top right. The main heading is 'Activate AutoPay' with the subtext 'Set up your AutoPay'. A large green checkmark icon is centered on the page, followed by the text 'AutoPay Activation Request Submitted!'. Below this, a message states: 'You'll be notified once your AutoPay activation is successful. This may take up to 24 hours.' There are two sections: 'PAYMENT CARD' showing a masked card number ending in 3333, and 'ACTIVATED ACCOUNT(S)' showing 'My House' with account number 220229065432. A green 'Back to Home' button is at the bottom.

8

AutoPay Activation Submitted

Your request to AutoPay activation is now completed! You will be notified once successfully activated.

CONTENTS

PART 1: GETTING STARTED

- i. Am I Eligible?
- ii. New User Registration

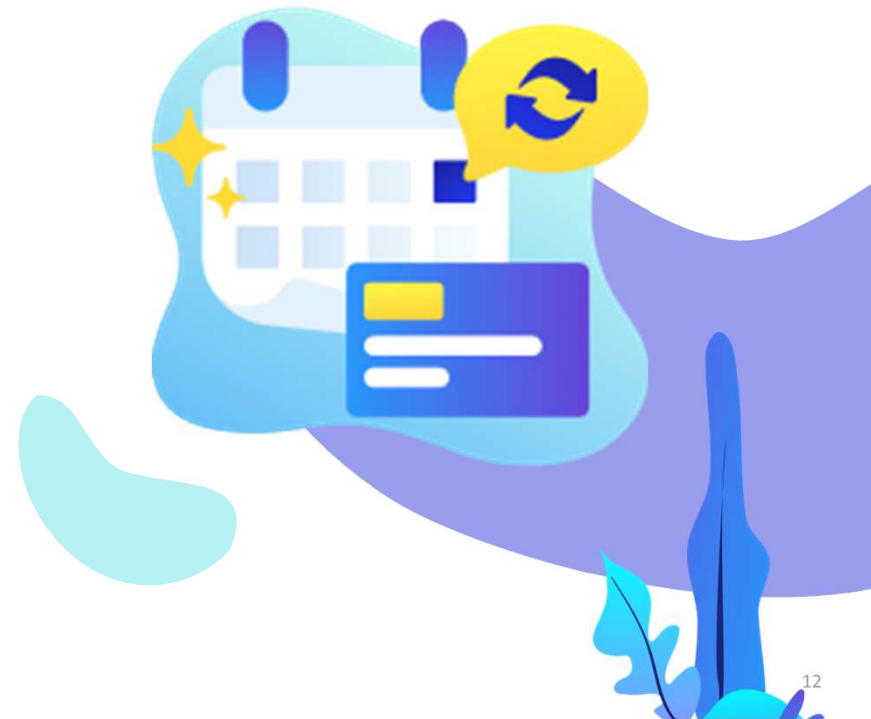
PART 2: AUTOPAY ACTIVATION

- i. View Account Details Entry Point
- ii. **Profile Entry Point**
- iii. View Action Entry Point
- iv. Manage Account Entry Point
- v. Sign Up Status Entry Point

PART 3: AUTOPAY DEACTIVATION

- i. Manage Account Details Entry Point
- ii. AutoPay Profile Entry Point
- iii. View Account Details Entry Point (Deactivate & Remove Account)

PART 4: FREQUENTLY ASKED QUESTIONS



PART 2: AUTOPAY ACTIVATION

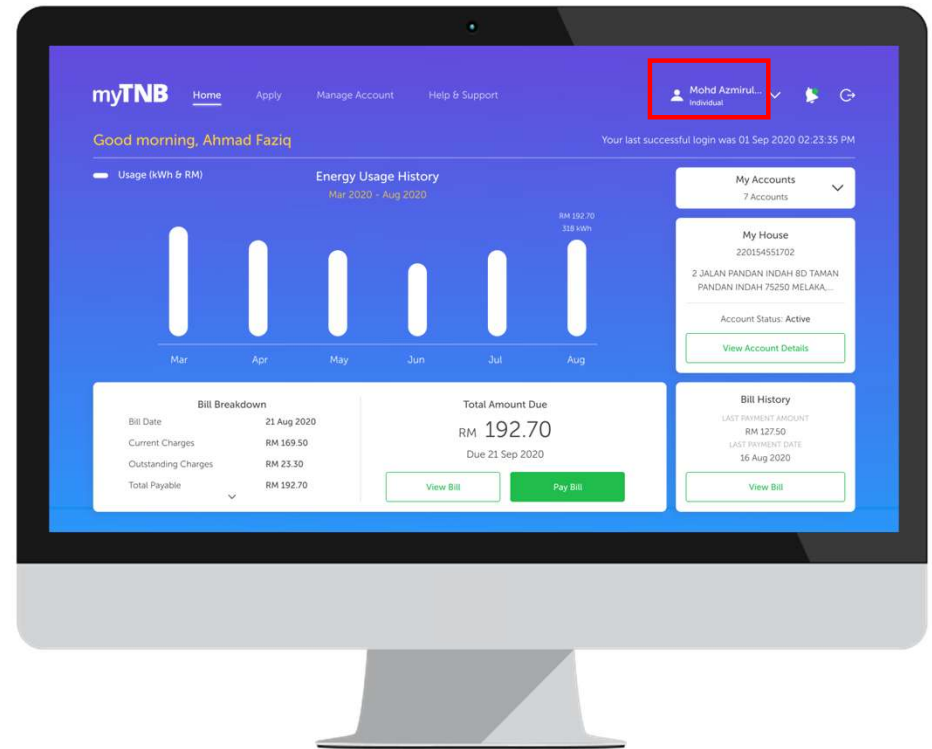
AutoPay Profile Entry Point (1/4)



1

Open & log in to the myTNB Portal

Open the myTNB Portal and log in using your registered account.



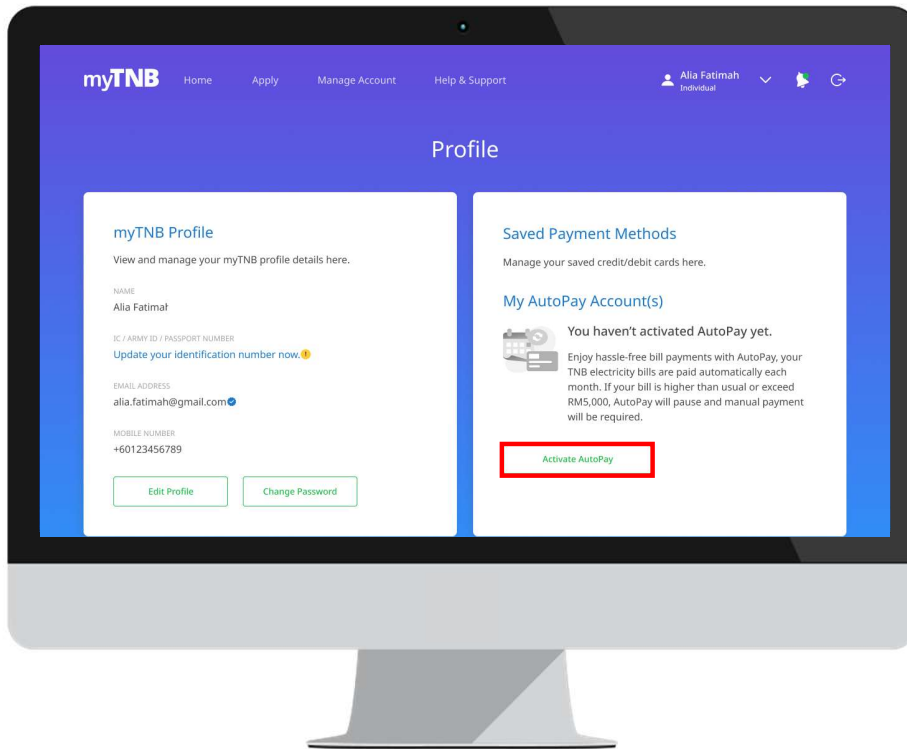
2

Click on your profile

In your home page, click on your profile on the top right corner.

PART 2: AUTOPAY ACTIVATION

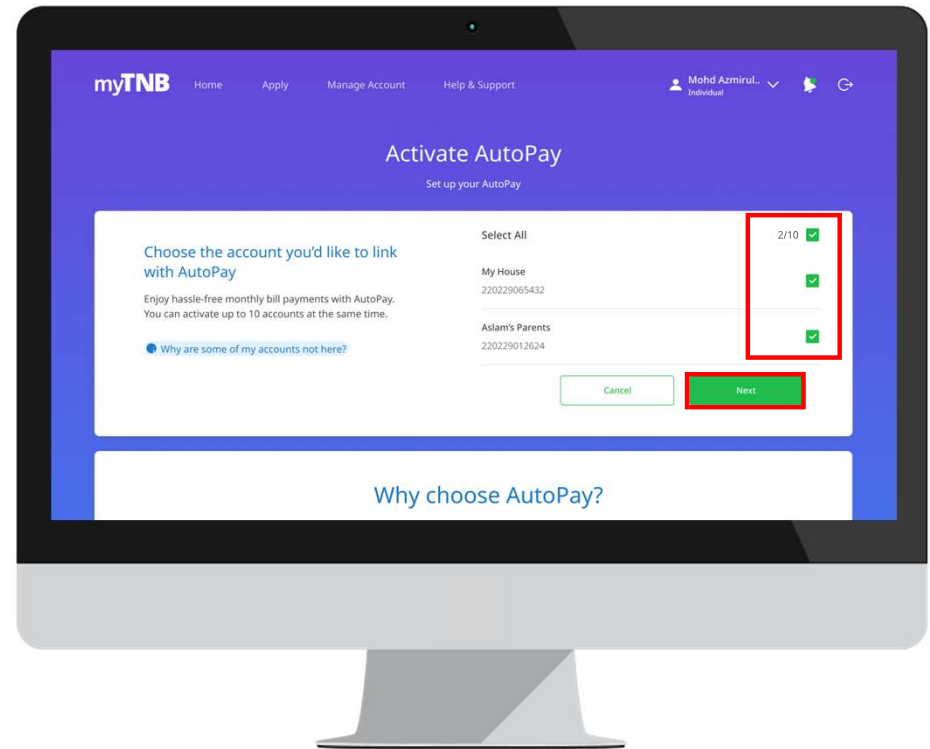
AutoPay Profile Entry Point (2/4)



3

Click on "Activate AutoPay"

In the "Saved Payment Methods" section on the right, click on "Activate AutoPay".



4

Choose account(s) for AutoPay

Select one or more Contract Accounts you wish to activate AutoPay for and click "Next" to proceed.

PART 2: AUTOPAY ACTIVATION

AutoPay Profile Entry Point (3/4)

The screenshot shows the 'Activate AutoPay' page with a modal titled 'Terms and Conditions'. The modal contains three numbered points of terms and conditions. At the bottom of the modal, there are three buttons: 'Print Supply Application T & C', 'Cancel', and 'I agree'. The 'I agree' button is highlighted with a red border.

Activate AutoPay
Set up your AutoPay

Account(s)
Enjoy hassle-free

Terms and Conditions

11. In the event of bankruptcy or death of the Card Holder, the Terms and Conditions of this AutoPay Service shall remain effective until TNB receives a valid written notice of the bankruptcy or death of the Card Holder from any relevant party or personnel.

12. The Card Holder is responsible to review and monitor their monthly Credit Card statements received from the Issuing Bank for every TNB electricity payment done via this AutoPay Service, to ensure that the payment of TNB electricity bills has been successfully registered. This is to avoid disconnection of electricity supply by TNB at the premises.

13. These Terms and Conditions shall be construed in accordance with the laws of Malaysia. The Card Holder also agrees to abide by the terms and conditions provided in this AutoPay Service and hereby declares that all details furnished above are true. In the event any of the above information is found to be false or misleading, TNB reserves the right to take any action deemed appropriate.

☐ I acknowledge
An authorisation
cards, this will re

ay. For debit

The "Accept" button will light up when you scroll to the end of the Terms & Conditions!

5

Review Terms & Conditions

Review and accept the "Terms & Conditions" to proceed to the payment gateway.

The screenshot shows the 'TNB Payment Gateway' page. It includes a timer in the top right corner showing 4 minutes and 59 seconds. The page has several input fields for card details and a table showing transaction information.

TNB Payment Gateway

4 59
Minutes Seconds

Credit Card Number
Enter 16-digit card number on the card

4111 1111 1111 3333

Card Owner
Enter the name on the card

Credit Card Type
Select your credit card

Merchant ID	myTNB SSP
Payment Ref	R0019740724-EAA1
Amount	MYR4.00
Description	Bill

The deducted amount will be **refunded** back to your payment account!

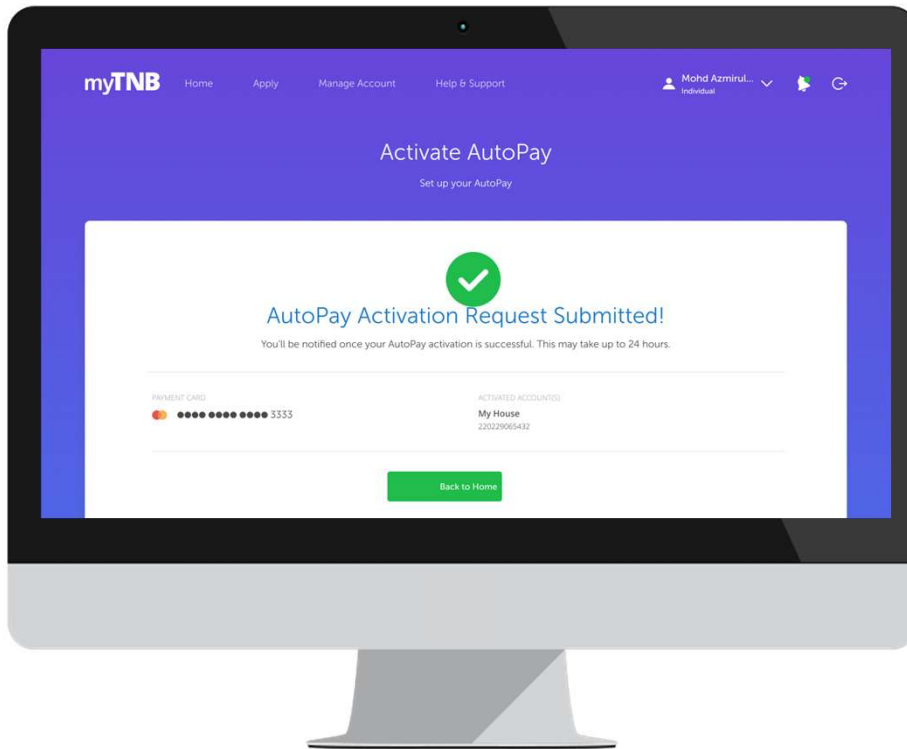
6

Enter Payment Details

Fill in your card details securely. Note that MYR 4.00 will be temporary deducted for card verification purposes.

PART 2: AUTOPAY ACTIVATION

AutoPay Profile Entry Point (4/4)



7

AutoPay Activation Submitted Request

Your request to AutoPay activation is now completed! You will be notified once successfully activated.

CONTENTS

PART 1: GETTING STARTED

- i. Am I Eligible?
- ii. New User Registration

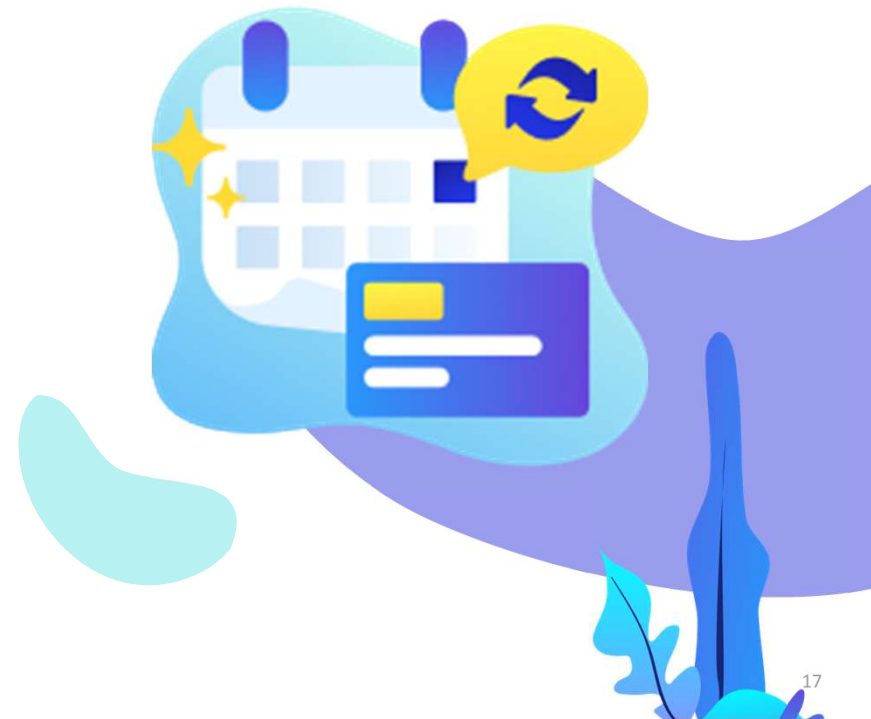
PART 2: AUTOPAY ACTIVATION

- i. View Account Details Entry Point
- ii. Profile Entry Point
- iii. **View Action Entry Point**
- iv. Manage Account Entry Point
- v. Sign Up Status Entry Point

PART 3: AUTOPAY DEACTIVATION

- i. Manage Account Details Entry Point
- ii. AutoPay Profile Entry Point
- iii. View Account Details Entry Point (Deactivate & Remove Account)

PART 4: FREQUENTLY ASKED QUESTIONS



PART 2: AUTOPAY ACTIVATION

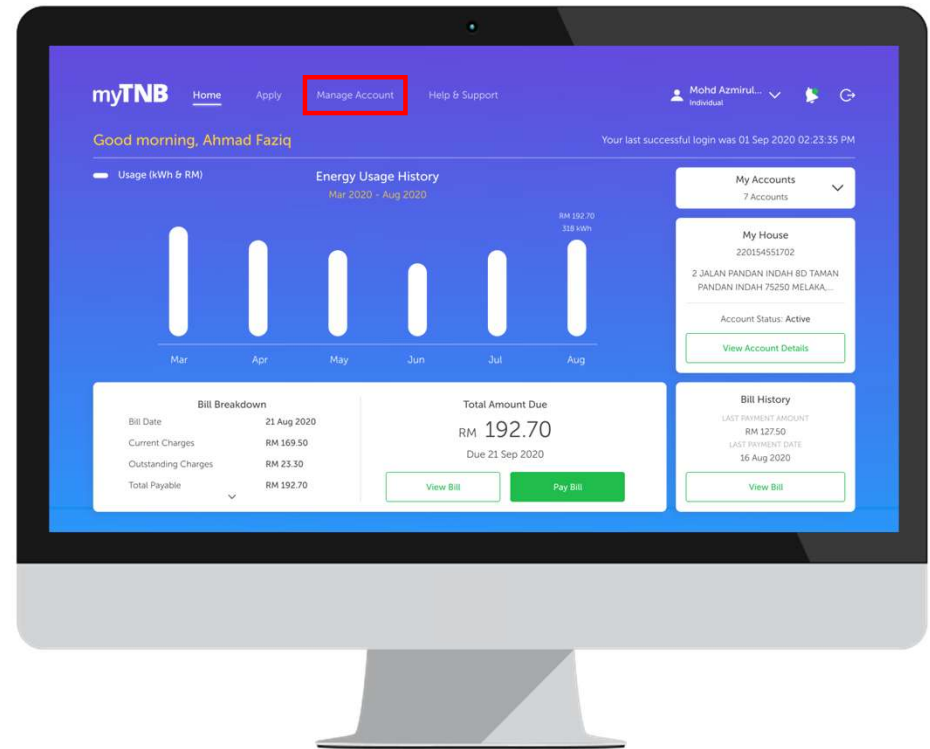
View Action Entry Point (1/5)



1

Open & log in to the myTNB Portal

Open the myTNB Portal and log in using your registered account.



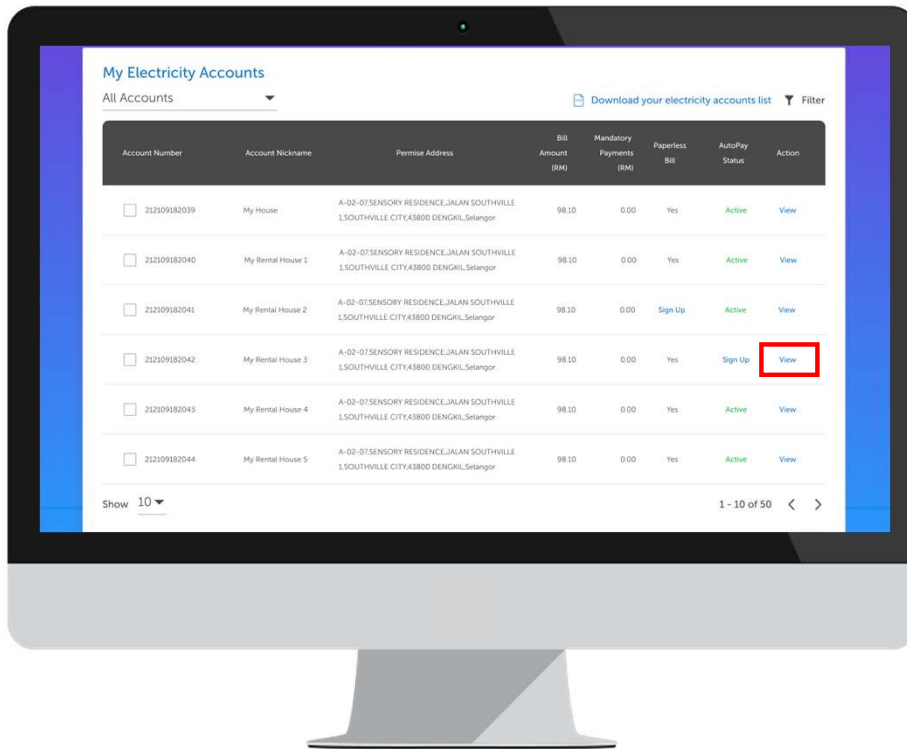
2

Click on "Manage Account"

In your home page, click on the "Manage Account" Tab.

PART 2: AUTOPAY ACTIVATION

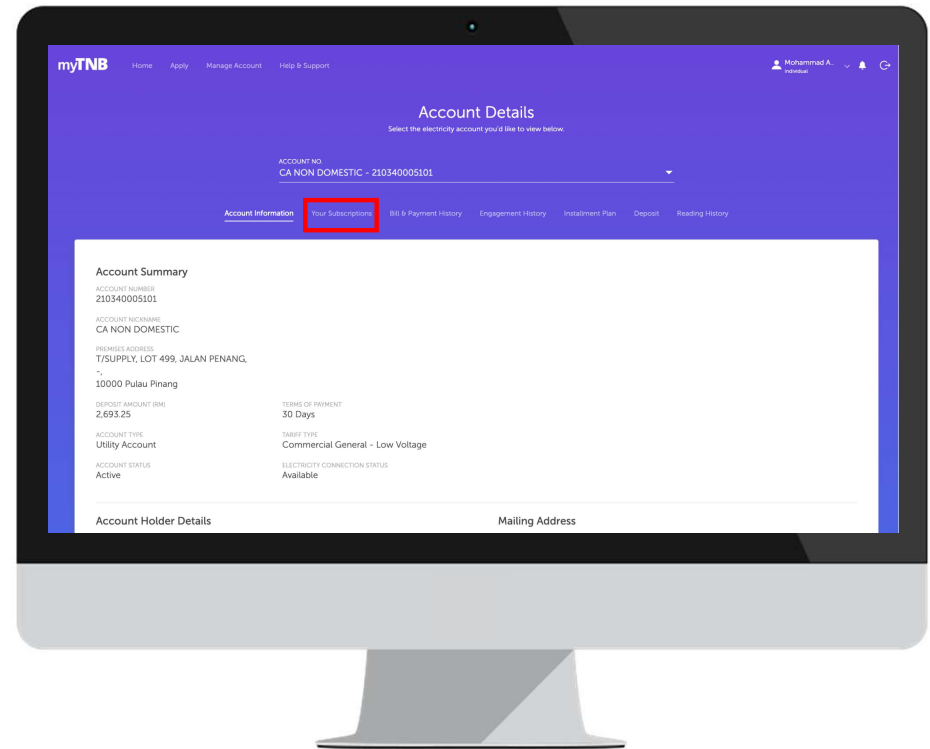
View Action Entry Point (2/5)



3

Click on "View"

Under "Action" section below, click on "View".



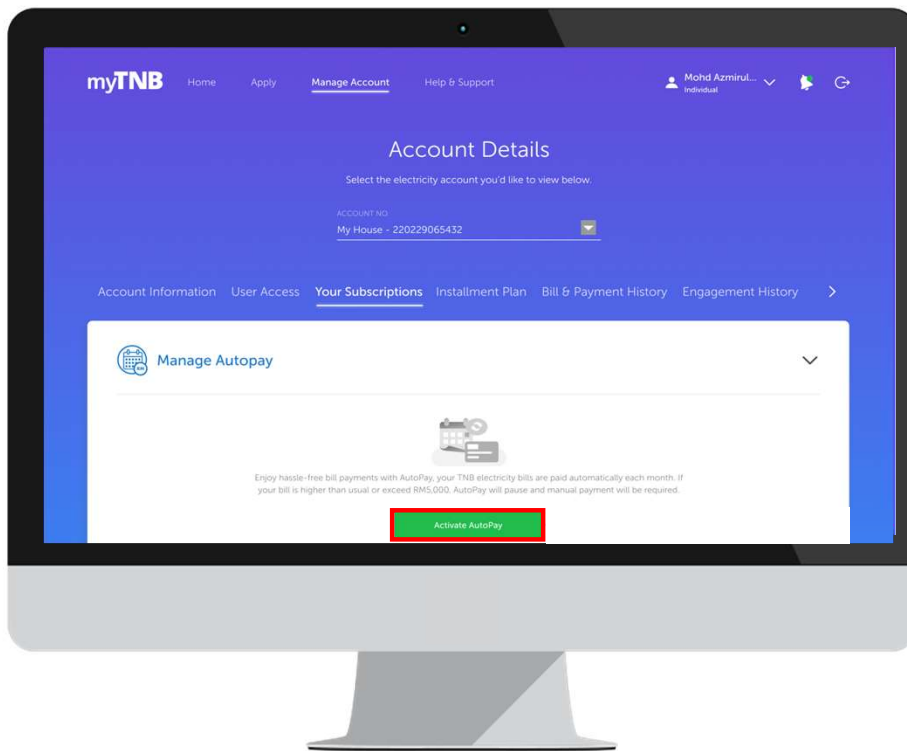
4

Click on "Your Subscriptions"

In your Account Summary page, click on the "Your Subscriptions" tab.

PART 2: AUTOPAY ACTIVATION

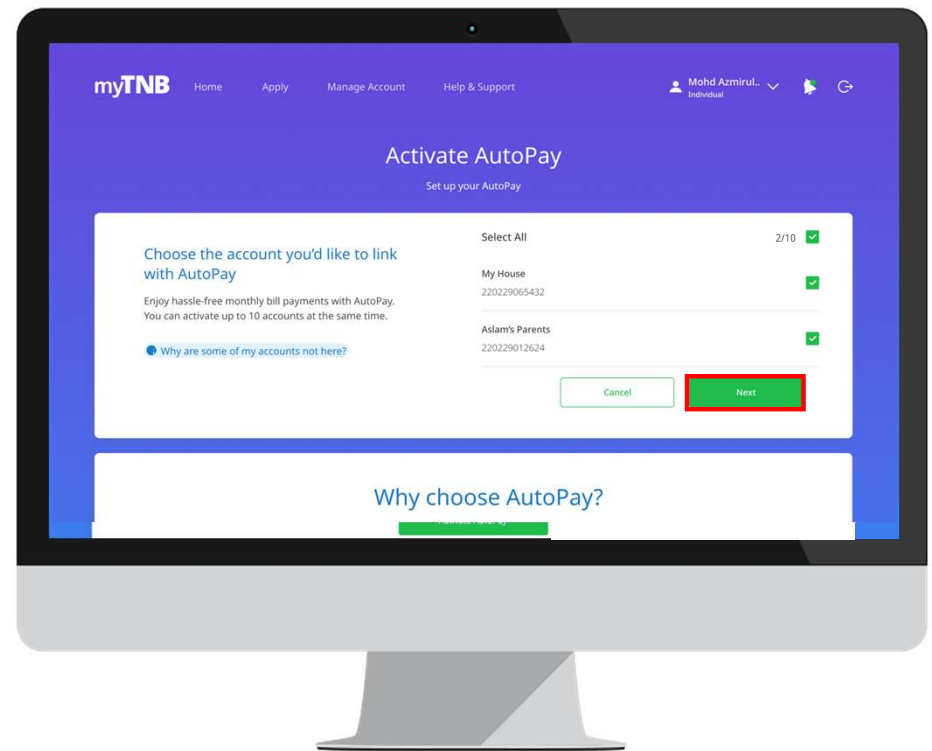
View Action Entry Point (3/5)



3

Click on "Activate AutoPay"

Click on the "Activate AutoPay" to proceed.



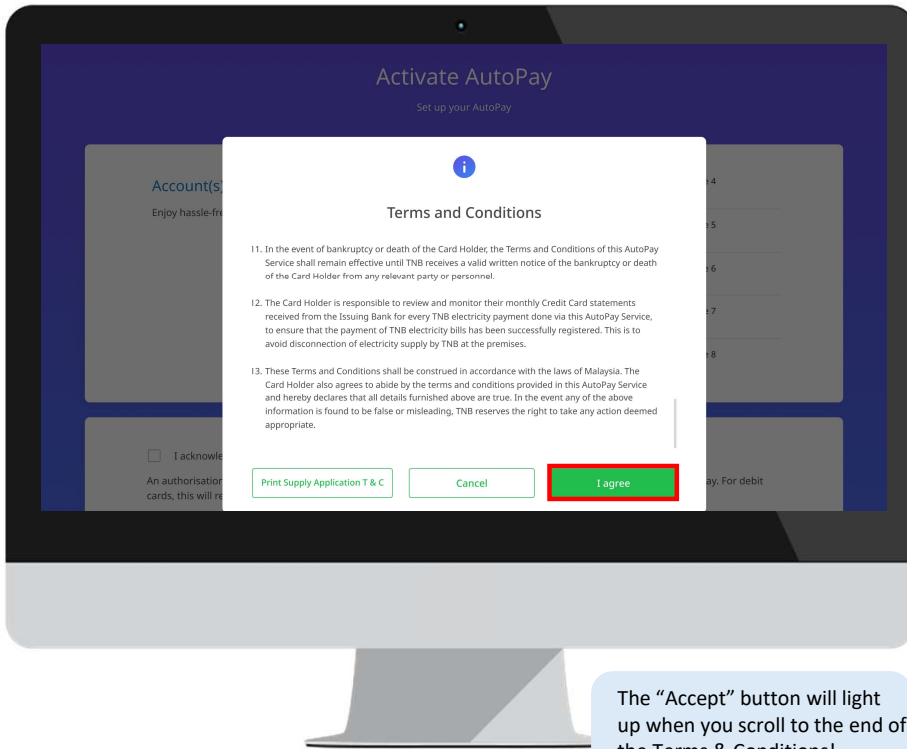
4

Direct to AutoPay Activation Page

You will be directed to AutoPay Activation page, click "Next" to proceed.

PART 2: AUTOPAY ACTIVATION

View Action Entry Point (4/5)



The screenshot shows the 'Activate AutoPay' page with a modal titled 'Terms and Conditions'. The modal contains three numbered points:

11. In the event of bankruptcy or death of the Card Holder, the Terms and Conditions of this AutoPay Service shall remain effective until TNB receives a valid written notice of the bankruptcy or death of the Card Holder from any relevant party or personnel.
12. The Card Holder is responsible to review and monitor their monthly Credit Card statements received from the Issuing Bank for every TNB electricity payment done via this AutoPay Service, to ensure that the payment of TNB electricity bills has been successfully registered. This is to avoid disconnection of electricity supply by TNB at the premises.
13. These Terms and Conditions shall be construed in accordance with the laws of Malaysia. The Card Holder also agrees to abide by the terms and conditions provided in this AutoPay Service and hereby declares that all details furnished above are true. In the event any of the above information is found to be false or misleading, TNB reserves the right to take any action deemed appropriate.

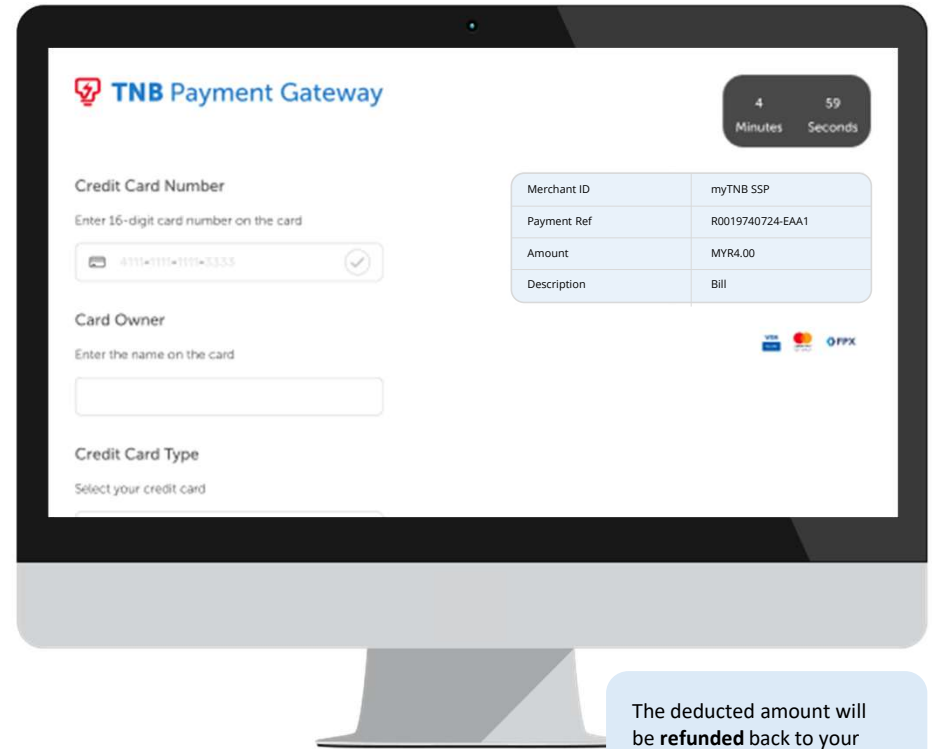
At the bottom of the modal, there are three buttons: 'Print Supply Application T & C', 'Cancel', and 'I agree'. The 'I agree' button is highlighted with a red border.

The "Accept" button will light up when you scroll to the end of the Terms & Conditions!

5

Review Terms & Conditions

Review and accept the "Terms & Conditions" to proceed to the payment gateway.



The screenshot shows the 'TNB Payment Gateway' page. It features a timer in the top right corner showing 4 minutes and 59 seconds. The page includes the following sections:

- Credit Card Number:** Enter 16-digit card number on the card. A card number field is shown with a checkmark icon.
- Card Owner:** Enter the name on the card. A text input field is provided.
- Credit Card Type:** Select your credit card. A dropdown menu is shown.
- Summary Table:**

Merchant ID	myTNB SSP
Payment Ref	R0019740724-EAA1
Amount	MYR4.00
Description	Bill

Logos for Visa, Mastercard, and FFX are displayed at the bottom right.

The deducted amount will be **refunded** back to your payment account!

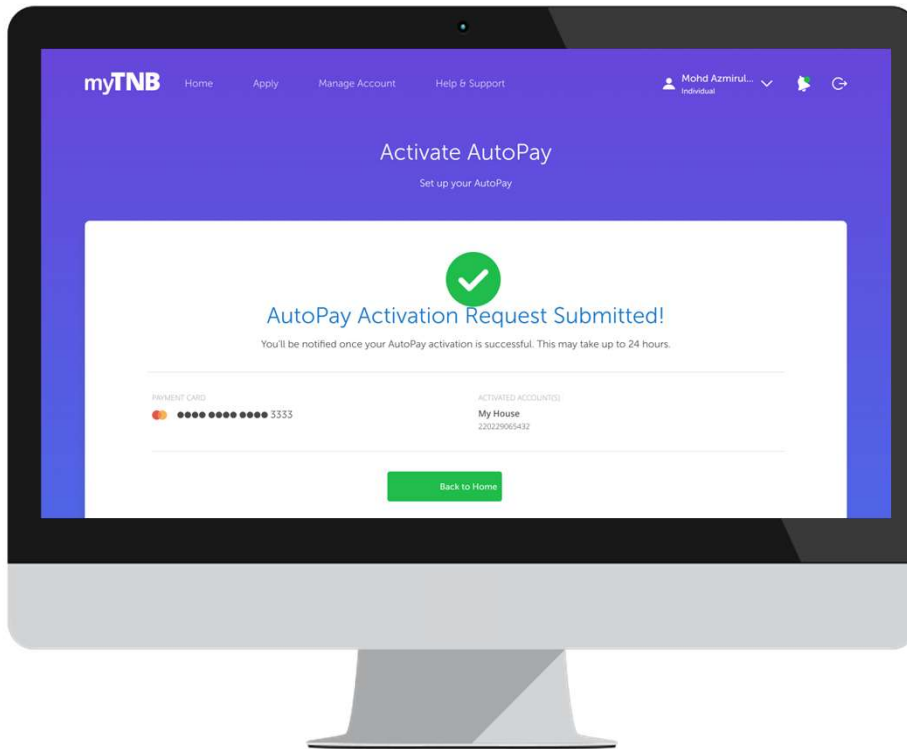
6

Enter Payment Details

Fill in your card details securely. Note that MYR 4.00 will be temporary deducted for card verification purposes.

PART 2: AUTOPAY ACTIVATION

View Action Entry Point (4/5)



7

AutoPay Activation Submitted

Your request to AutoPay activation is now completed! You will be notified once successfully activated.

CONTENTS

PART 1: GETTING STARTED

- i. Am I Eligible?
- ii. New User Registration

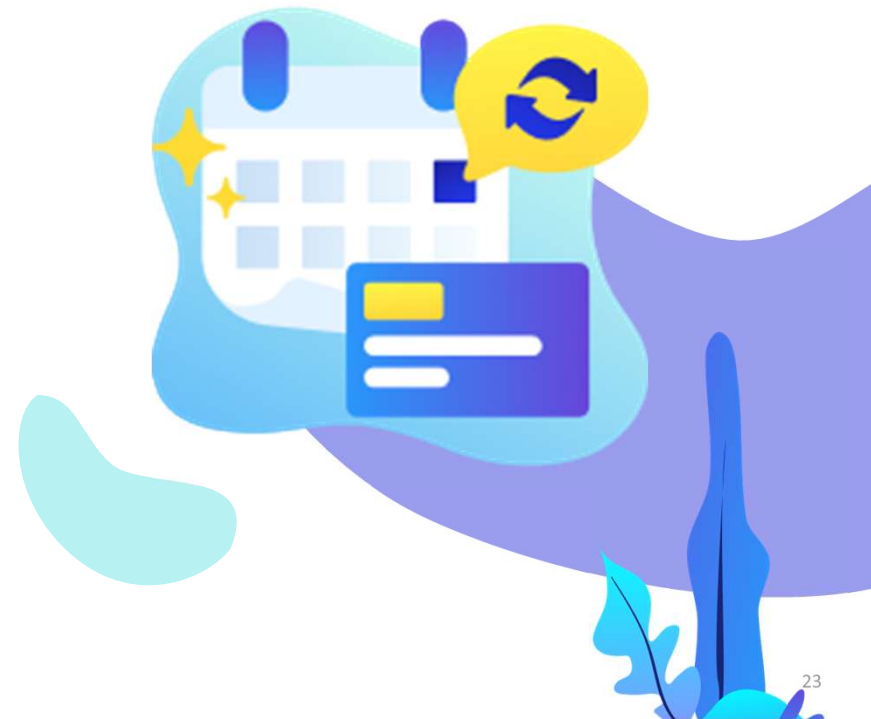
PART 2: AUTOPAY ACTIVATION

- i. View Account Details Entry Point
- ii. Profile Entry Point
- iii. View Action Entry Point
- iv. **Manage Account Entry Point**
- v. Sign Up Status Entry Point

PART 3: AUTOPAY DEACTIVATION

- i. Manage Account Details Entry Point
- ii. AutoPay Profile Entry Point
- iii. View Account Details Entry Point (Deactivate & Remove Account)

PART 4: FREQUENTLY ASKED QUESTIONS



PART 2: AUTOPAY ACTIVATION

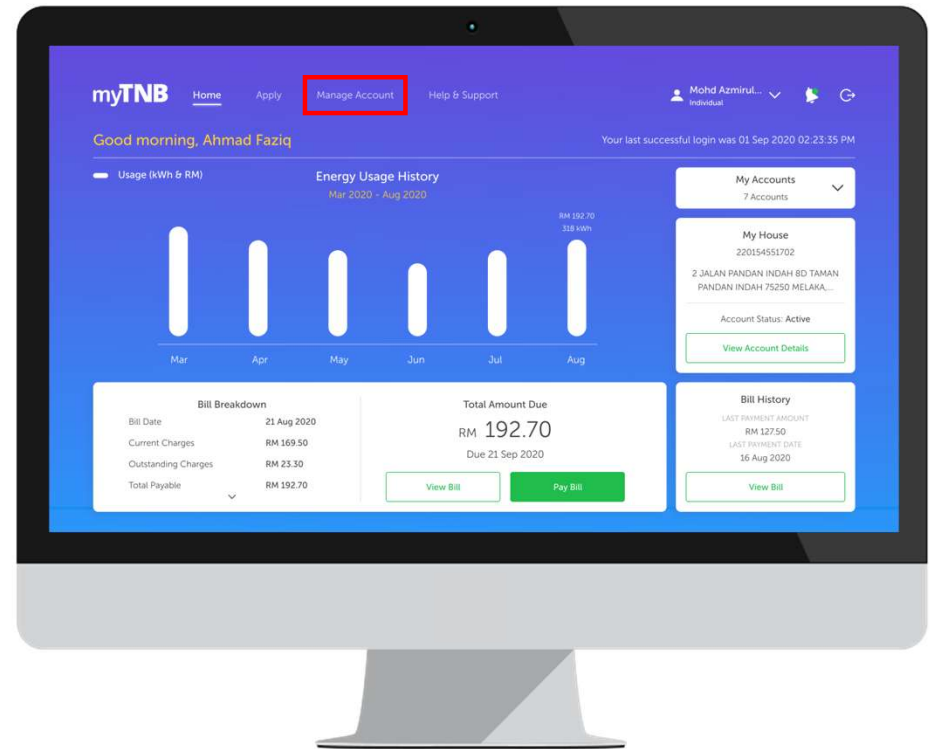
Manage Account Entry Point (1/4)



1

Open & log in to the myTNB Portal

Open the myTNB Portal and log in using your registered account.



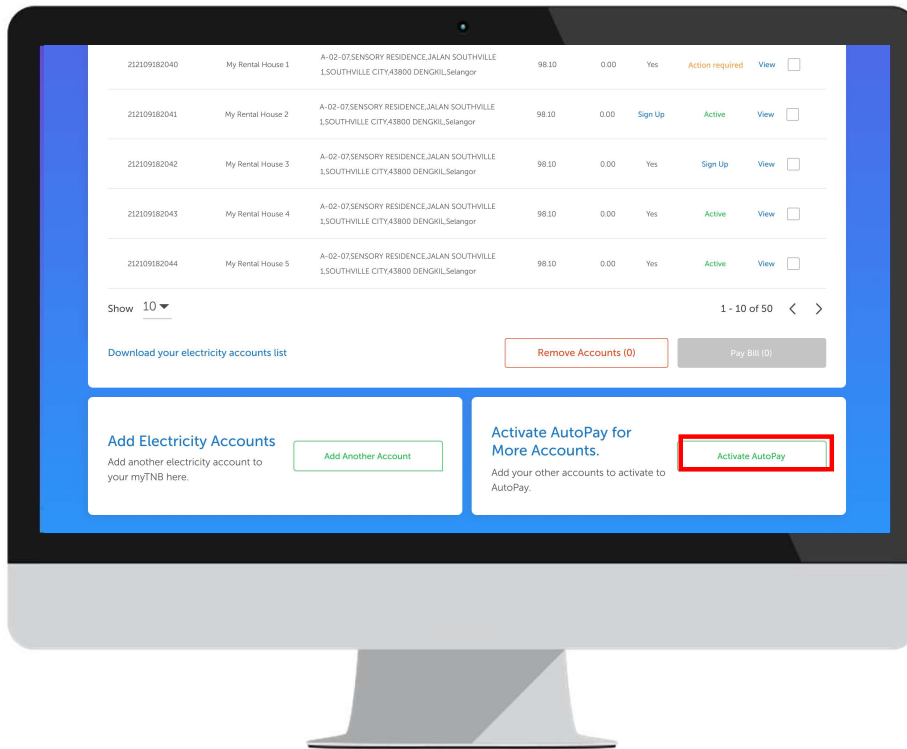
2

Click on "Manage Account"

In your home page, click on the "Manage Account" Tab.

PART 2: AUTOPAY ACTIVATION

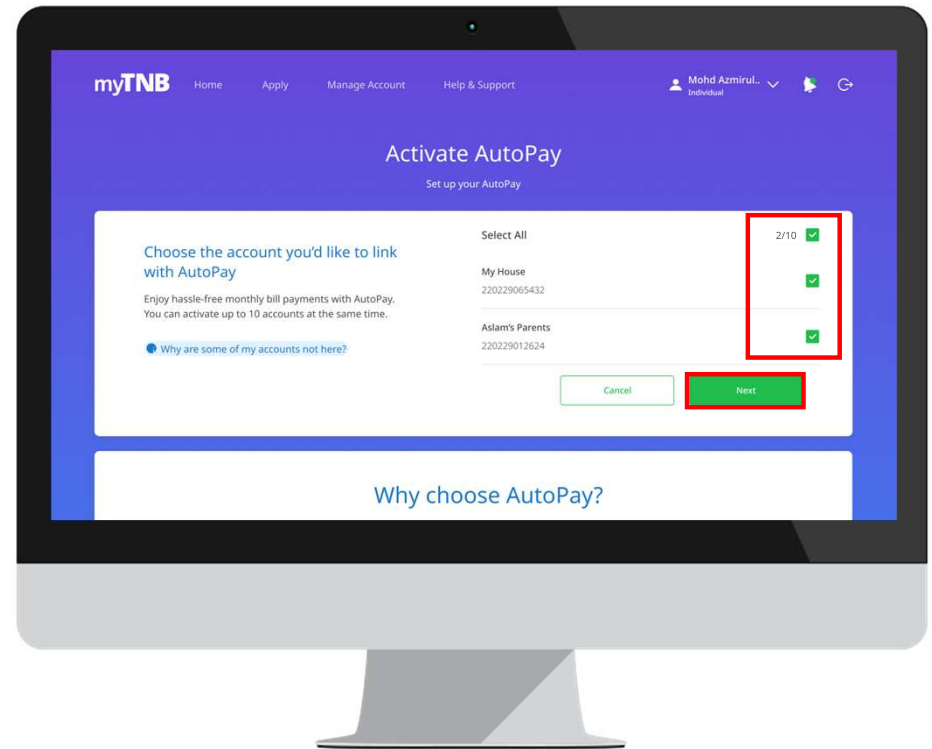
Manage Account Entry Point (2/4)



3

Scroll down and click on "Activate AutoPay"

In the "Activate AutoPay for More Accounts" section below, click on "Activate AutoPay".



4

Choose account(s) for AutoPay

Select one or more Contract Accounts you wish to activate AutoPay for and click "Next" to proceed.

PART 2: AUTOPAY ACTIVATION

Manage Account Entry Point (3/4)

Activate AutoPay
Set up your AutoPay

Account(s)
Enjoy hassle-free

Terms and Conditions

11. In the event of bankruptcy or death of the Card Holder, the Terms and Conditions of this AutoPay Service shall remain effective until TNB receives a valid written notice of the bankruptcy or death of the Card Holder from any relevant party or personnel.

12. The Card Holder is responsible to review and monitor their monthly Credit Card statements received from the Issuing Bank for every TNB electricity payment done via this AutoPay Service, to ensure that the payment of TNB electricity bills has been successfully registered. This is to avoid disconnection of electricity supply by TNB at the premises.

13. These Terms and Conditions shall be construed in accordance with the laws of Malaysia. The Card Holder also agrees to abide by the terms and conditions provided in this AutoPay Service and hereby declares that all details furnished above are true. In the event any of the above information is found to be false or misleading, TNB reserves the right to take any action deemed appropriate.

☐ I acknowledge
An authorisation
cards, this will re

pay. For debit

The "Accept" button will light up when you scroll to the end of the Terms & Conditions!

5

Review Terms & Conditions

Review and accept the "Terms & Conditions" to proceed to the payment gateway.

TNB Payment Gateway

4 59
Minutes Seconds

Credit Card Number
Enter 16-digit card number on the card
4111 1111 1111 3333

Card Owner
Enter the name on the card

Credit Card Type
Select your credit card

Merchant ID	myTNB SSP
Payment Ref	R0019740724-EAA1
Amount	MYR4.00
Description	Bill

The deducted amount will be **refunded** back to your payment account!

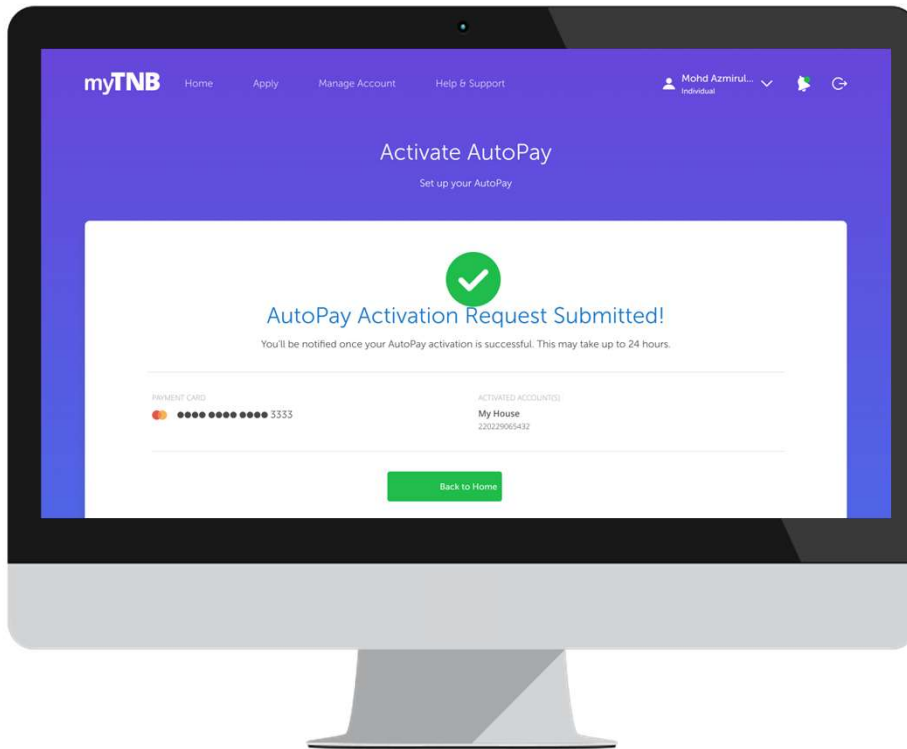
6

Enter Payment Details

Fill in your card details securely. Note that MYR 4.00 will be temporary deducted for card verification purposes.

PART 2: AUTOPAY ACTIVATION

Manage Account Entry Point (4/4)



7

AutoPay Activation Submitted

Your request to AutoPay activation is now completed! You will be notified once successfully activated.

CONTENTS

PART 1: GETTING STARTED

- i. Am I Eligible?
- ii. New User Registration

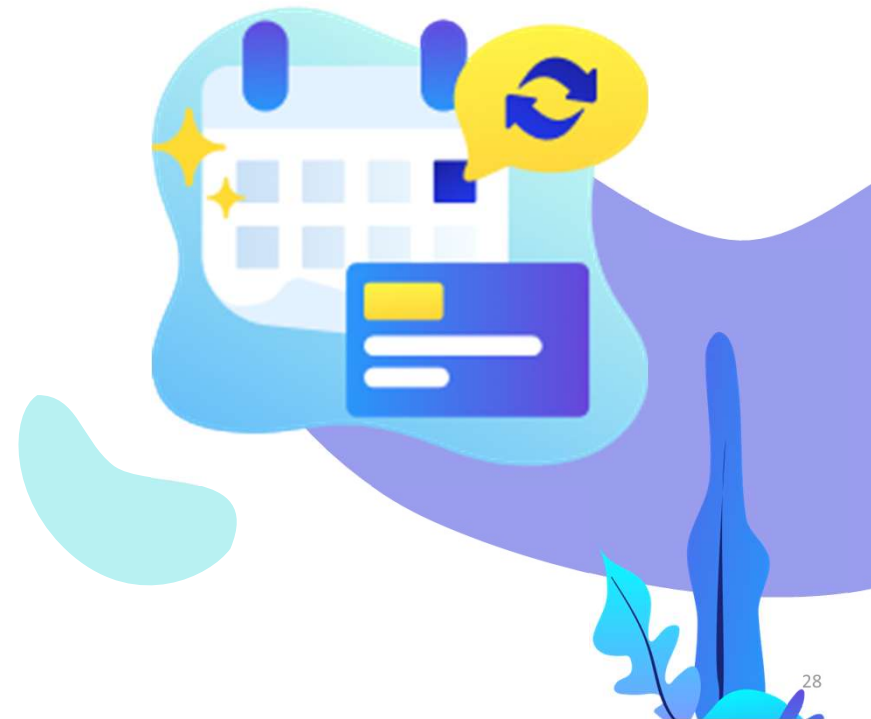
PART 2: AUTOPAY ACTIVATION

- i. View Account Details Entry Point
- ii. Profile Entry Point
- iii. View Action Entry Point
- iv. Manage Account Entry Point
- v. Sign Up Status Entry Point

PART 3: AUTOPAY DEACTIVATION

- i. Manage Account Details Entry Point
- ii. AutoPay Profile Entry Point
- iii. View Account Details Entry Point (Deactivate & Remove Account)

PART 4: FREQUENTLY ASKED QUESTIONS



PART 2: AUTOPAY ACTIVATION

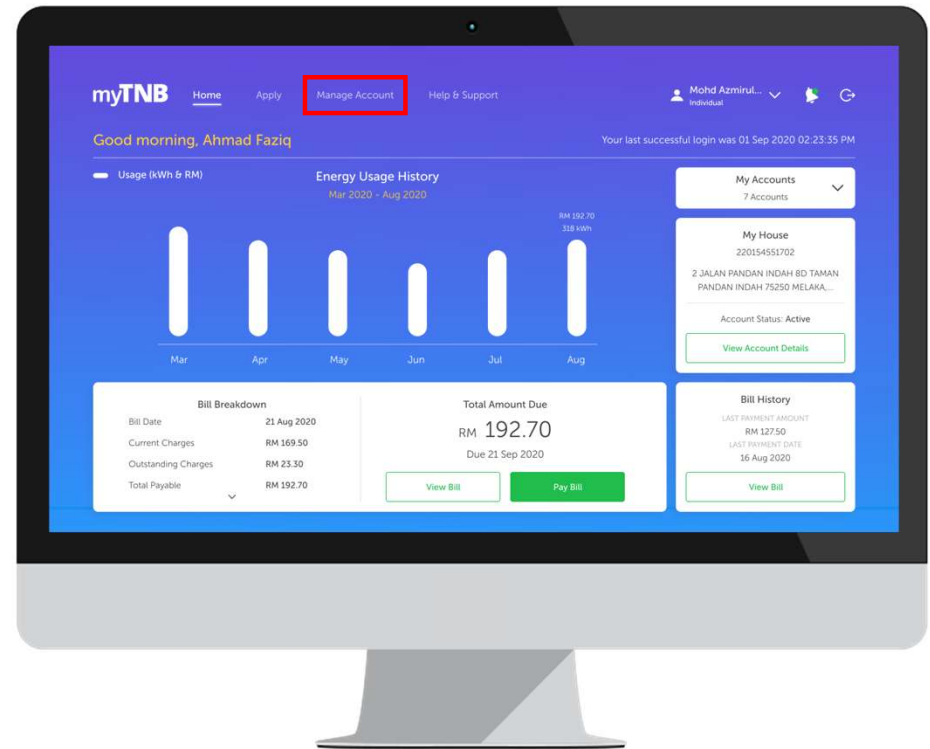
Sign Up Status Entry Point (1/4)



1

Open & log in to the myTNB Portal

Open the myTNB Portal and log in using your registered account.



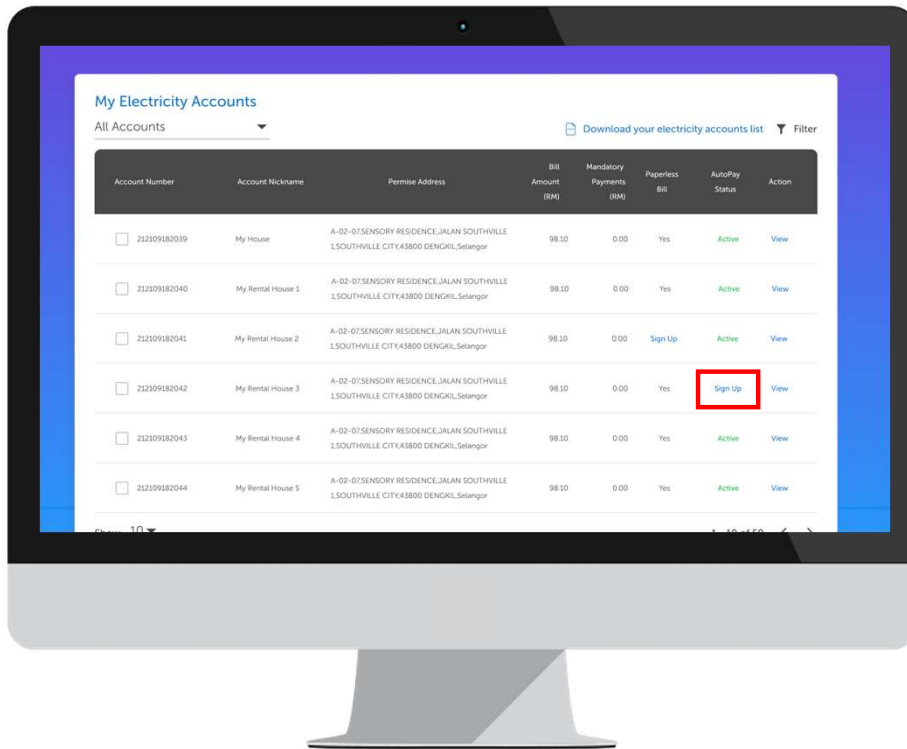
2

Click on "Manage Account"

In your home page, click on the "Manage Account" Tab.

PART 2: AUTOPAY ACTIVATION

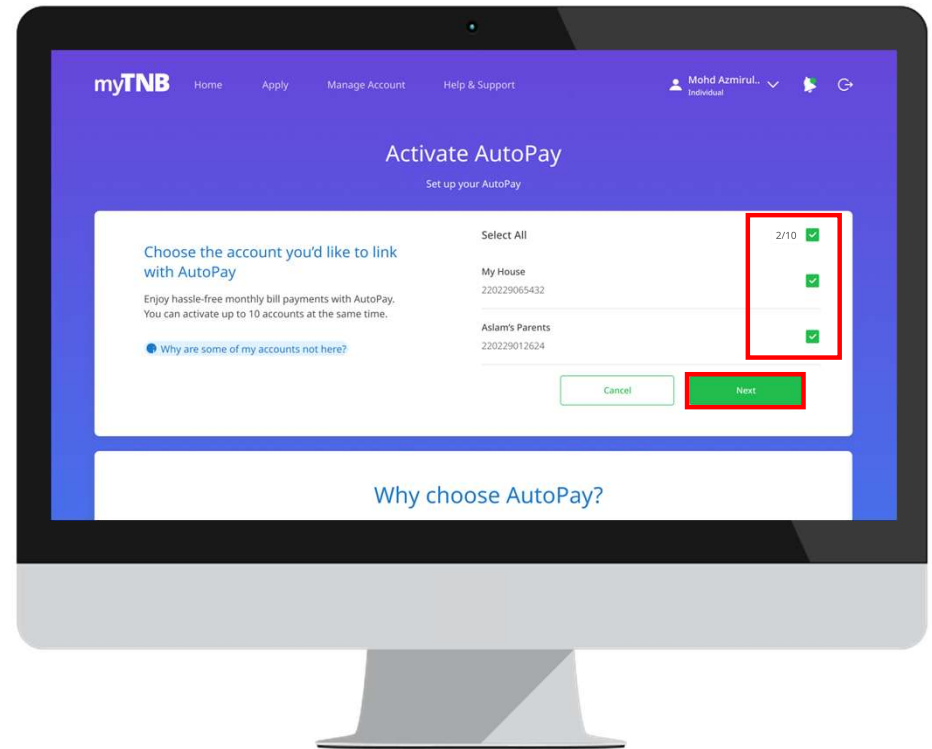
Sign Up Status Entry Point (2/4)



3

Click on "Sign Up"

In the "Activate Status" section below, click on "Sign Up" to the account(s) you wish to activate.



4

Direct to AutoPay Activation Page

You will be directed to AutoPay Activation page, click "Next" to proceed.

PART 2: AUTOPAY ACTIVATION

Sign Up Status Entry Point (3/4)

The screenshot shows the 'Activate AutoPay' page with a modal titled 'Terms and Conditions'. The modal contains three numbered points of terms and conditions. At the bottom of the modal, there are three buttons: 'Print Supply Application T & C', 'Cancel', and 'I agree'. The 'I agree' button is highlighted with a red border.

Activate AutoPay
Set up your AutoPay

Account(s)
Enjoy hassle-free

Terms and Conditions

11. In the event of bankruptcy or death of the Card Holder, the Terms and Conditions of this AutoPay Service shall remain effective until TNB receives a valid written notice of the bankruptcy or death of the Card Holder from any relevant party or personnel.

12. The Card Holder is responsible to review and monitor their monthly Credit Card statements received from the Issuing Bank for every TNB electricity payment done via this AutoPay Service, to ensure that the payment of TNB electricity bills has been successfully registered. This is to avoid disconnection of electricity supply by TNB at the premises.

13. These Terms and Conditions shall be construed in accordance with the laws of Malaysia. The Card Holder also agrees to abide by the terms and conditions provided in this AutoPay Service and hereby declares that all details furnished above are true. In the event any of the above information is found to be false or misleading, TNB reserves the right to take any action deemed appropriate.

☐ I acknowledge that by clicking on the 'I agree' button, I agree to the terms and conditions. An authorisation card, this will be used for payment.

Print Supply Application T & C Cancel I agree

The "Accept" button will light up when you scroll to the end of the Terms & Conditions!

5

Review Terms & Conditions

Review and accept the "Terms & Conditions" to proceed to the payment gateway.

The screenshot shows the 'TNB Payment Gateway' page. It includes a timer in the top right corner showing 4 minutes and 59 seconds. The page has several input fields for card details and a table showing transaction information.

TNB Payment Gateway

4 59
Minutes Seconds

Credit Card Number
Enter 16-digit card number on the card

4111 1111 1111 3333

Card Owner
Enter the name on the card

Credit Card Type
Select your credit card

Merchant ID	myTNB SSP
Payment Ref	R0019740724-EAA1
Amount	MYR4.00
Description	Bill

Visa Mastercard PFX

The deducted amount will be **refunded** back to your payment account!

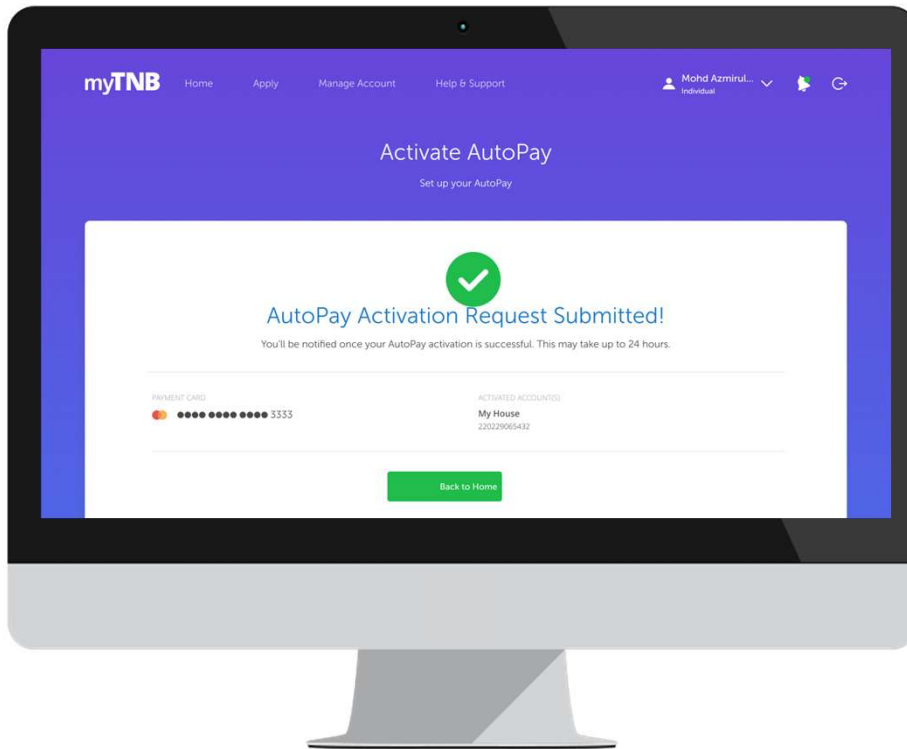
6

Enter Payment Details

Fill in your card details securely. Note that MYR 4.00 will be temporary deducted for card verification purposes.

PART 2: AUTOPAY ACTIVATION

Sign Up Status Entry Point (4/4)



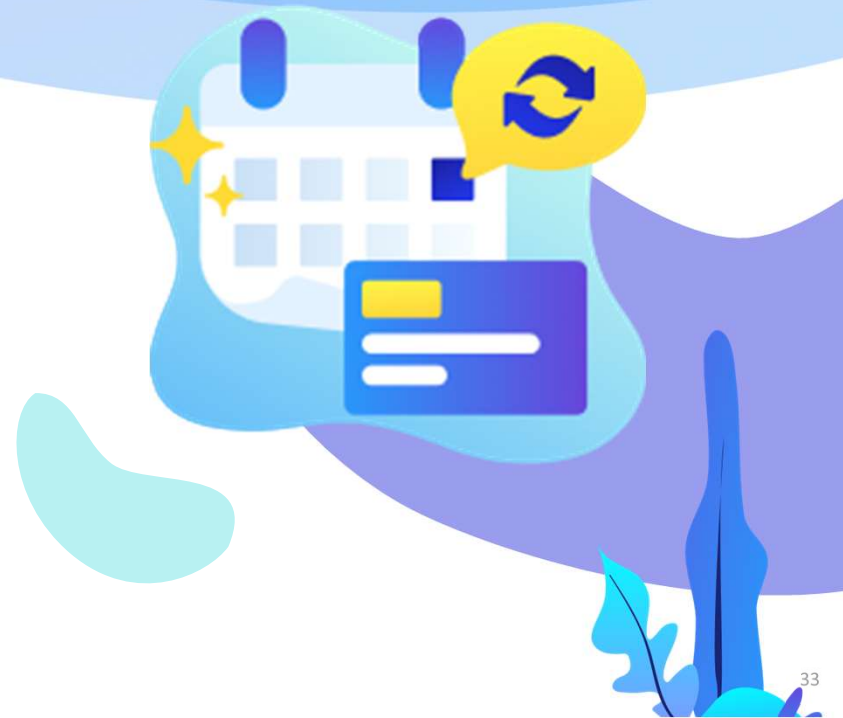
7

AutoPay Activation Submitted

Your request to AutoPay activation is now completed! You will be notified once successfully activated.

PART 3

AutoPay Deactivation



CONTENTS

PART 1: GETTING STARTED

- i. Am I Eligible?
- ii. New User Registration

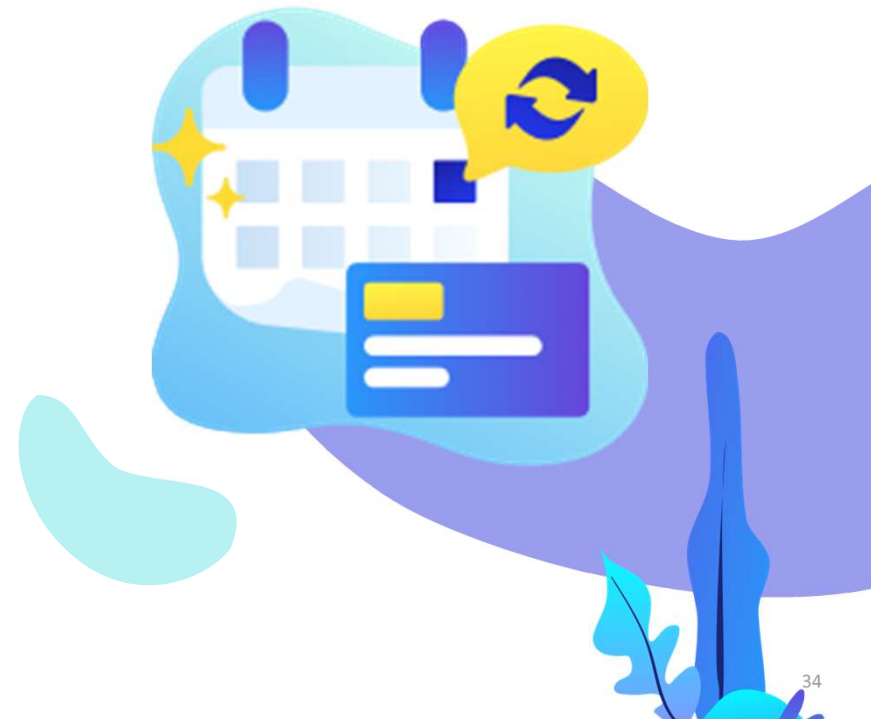
PART 2: AUTOPAY ACTIVATION

- i. View Account Details Entry Point
- ii. Profile Entry Point
- iii. View Action Entry Point
- iv. Manage Account Entry Point
- v. Sign Up Status Entry Point

PART 3: AUTOPAY DEACTIVATION

- i. Manage Account Details Entry Point
- ii. AutoPay Profile Entry Point
- iii. View Account Details Entry Point (Deactivate & Remove Account)

PART 4: FREQUENTLY ASKED QUESTIONS



PART 3: AUTOPAY DEACTIVATION

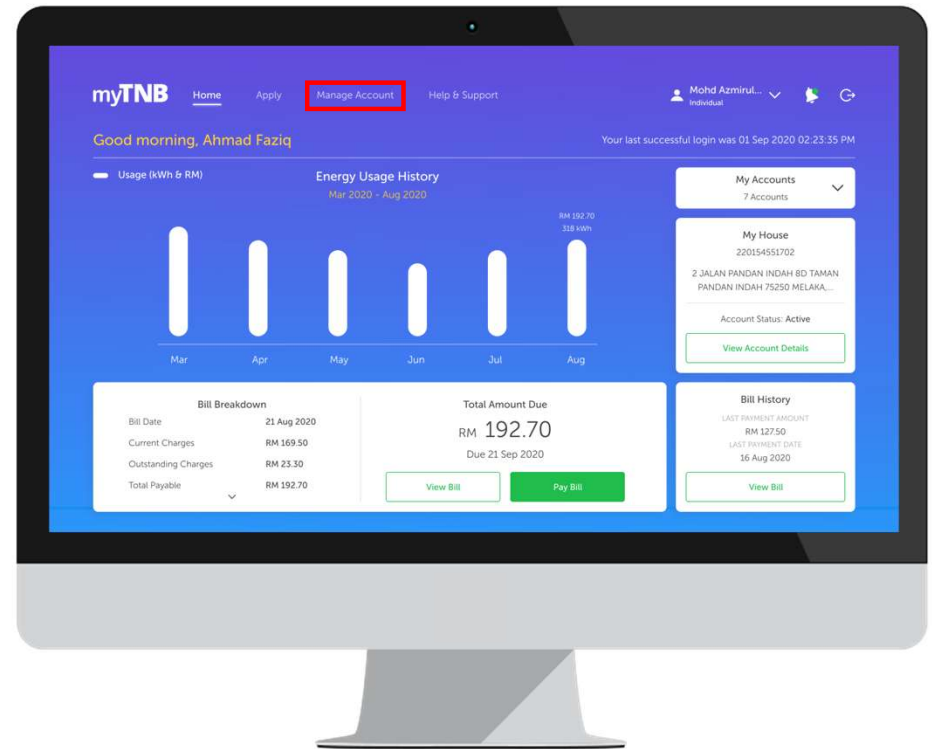
Manage Account Details Entry Point (1/4)



1

Open & log in to the myTNB Portal

Open the myTNB Portal and log in using your registered account.



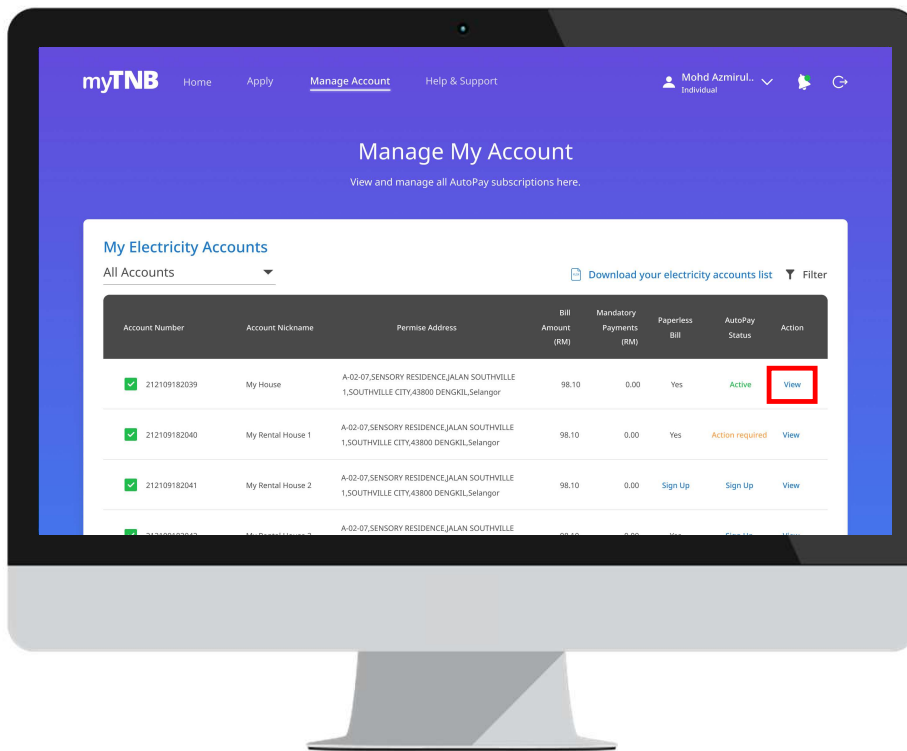
2

Go to your Profile

From your home page, click on the “Manage Account” tab above.

PART 3: AUTOPAY DEACTIVATION

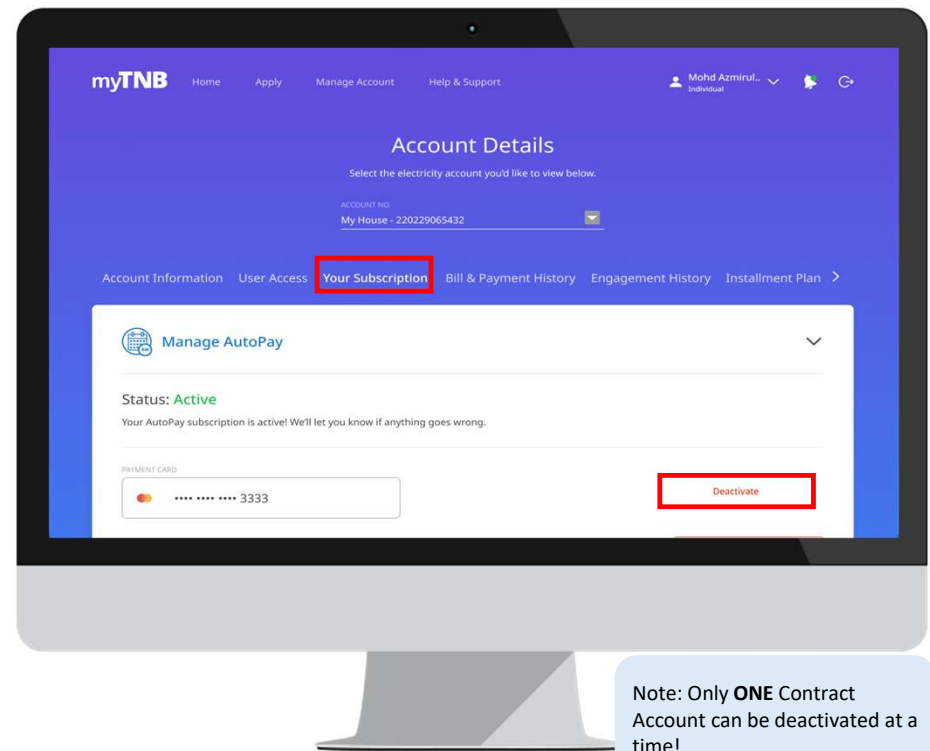
Manage Account Details Entry Point (2/4)



3

Select your electricity account

Select **“View”** to the Contract Account (CA) you wish to deactivate, and you will be directed to Account Details.



4

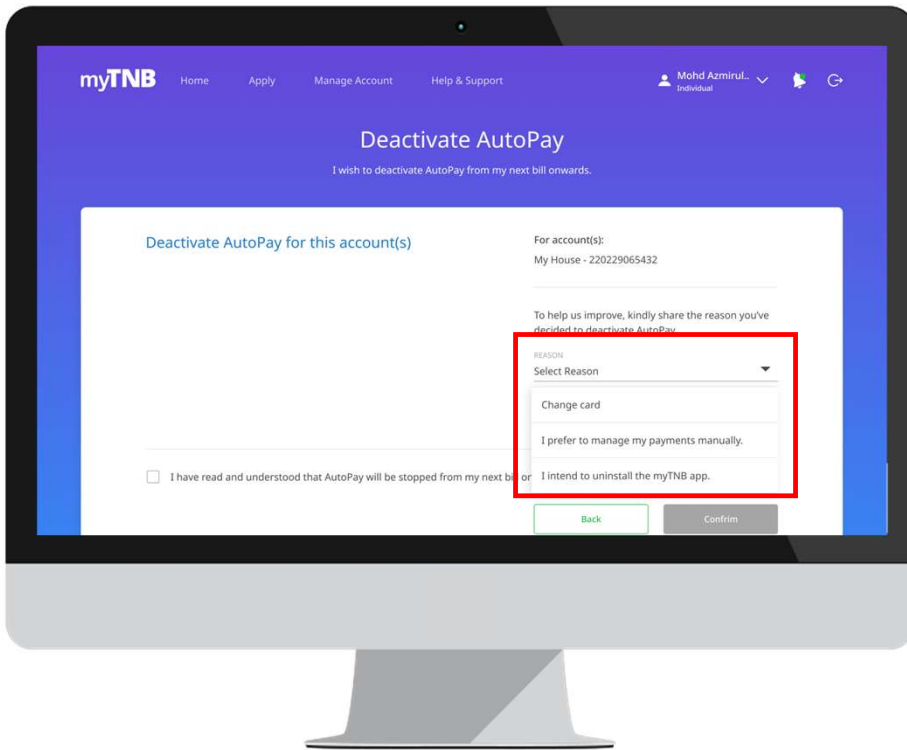
Click on “Your Subscription”

In Your Account Details, click on **“Your Subscription”** and select **“Deactivate”**.

Note: Only **ONE** Contract Account can be deactivated at a time!

PART 3: AUTOPAY DEACTIVATION

Manage Account Details Entry Point (3/4)

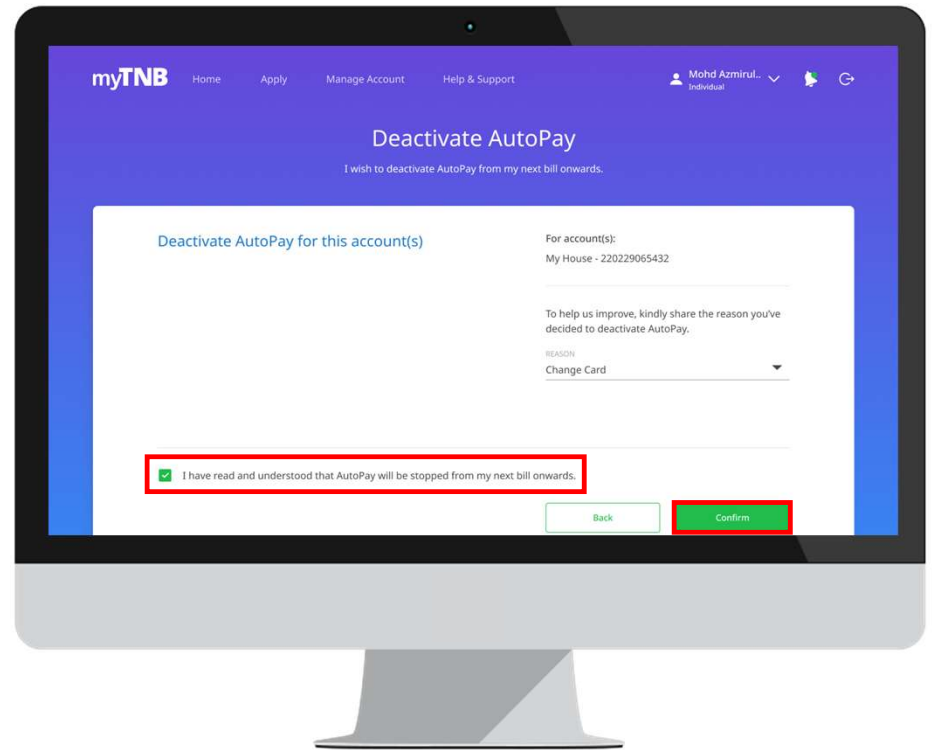


The screenshot shows the 'Deactivate AutoPay' page on the myTNB website. The user is logged in as 'Mohd Azmirul... Individual'. The page title is 'Deactivate AutoPay' with the subtitle 'I wish to deactivate AutoPay from my next bill onwards.' The main form area is titled 'Deactivate AutoPay for this account(s)' and shows the account 'My House - 220229065432'. Below this, a prompt asks the user to share the reason for deactivation. A red box highlights the 'REASON' dropdown menu, which is currently set to 'Select Reason'. The dropdown list is open, showing three options: 'Change card', 'I prefer to manage my payments manually.', and 'I intend to uninstall the myTNB app.' At the bottom of the form, there is a checkbox labeled 'I have read and understood that AutoPay will be stopped from my next bill onwards.' and two buttons: 'Back' and 'Confirm'.

5

Select Relevant AutoPay Deactivation Reason

On the AutoPay Deactivation page, select the relevant deactivation reason from the drop-down list.



The screenshot shows the 'Deactivate AutoPay' page on the myTNB website. The user is logged in as 'Mohd Azmirul... Individual'. The page title is 'Deactivate AutoPay' with the subtitle 'I wish to deactivate AutoPay from my next bill onwards.' The main form area is titled 'Deactivate AutoPay for this account(s)' and shows the account 'My House - 220229065432'. Below this, a prompt asks the user to share the reason for deactivation. The 'REASON' dropdown menu is now set to 'Change Card'. At the bottom of the form, the checkbox labeled 'I have read and understood that AutoPay will be stopped from my next bill onwards.' is now checked. A red box highlights this checkbox. The 'Confirm' button is now green, indicating it is the next step.

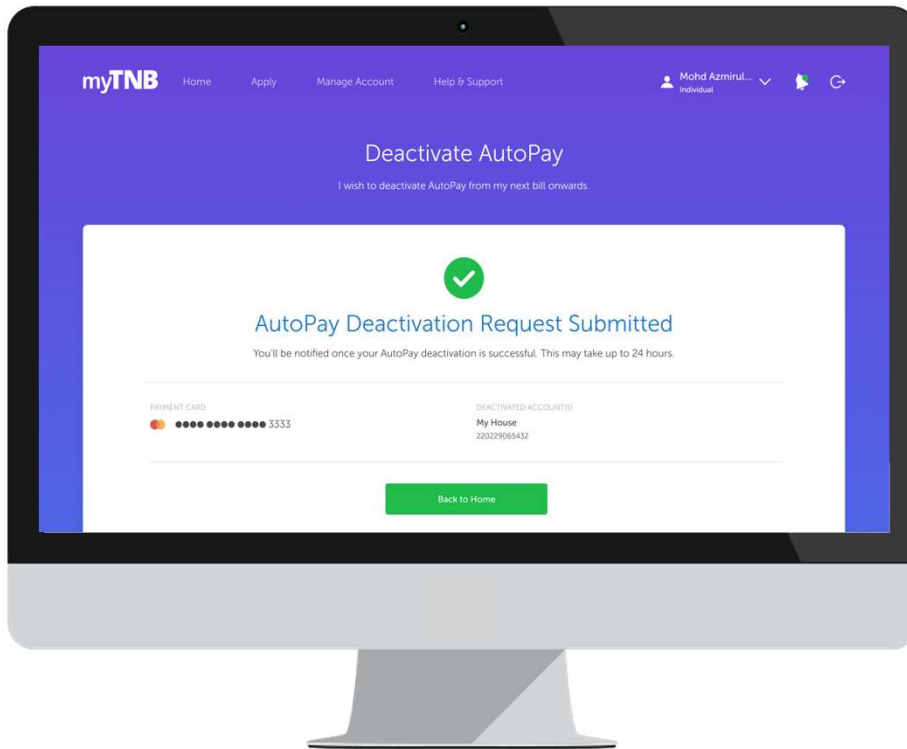
6

Confirm AutoPay deactivation notice

Tick the checkbox to confirm that you have read and understood that AutoPay will be deactivated from the next bill onwards to proceed

PART 3: AUTOPAY DEACTIVATION

Manage Account Details Entry Point (4/4)



7

Successful AutoPay Deactivation Request

Your request to AutoPay deactivation is now completed! You will be notified once successfully deactivated.

CONTENTS

PART 1: GETTING STARTED

- i. Am I Eligible?
- ii. New User Registration

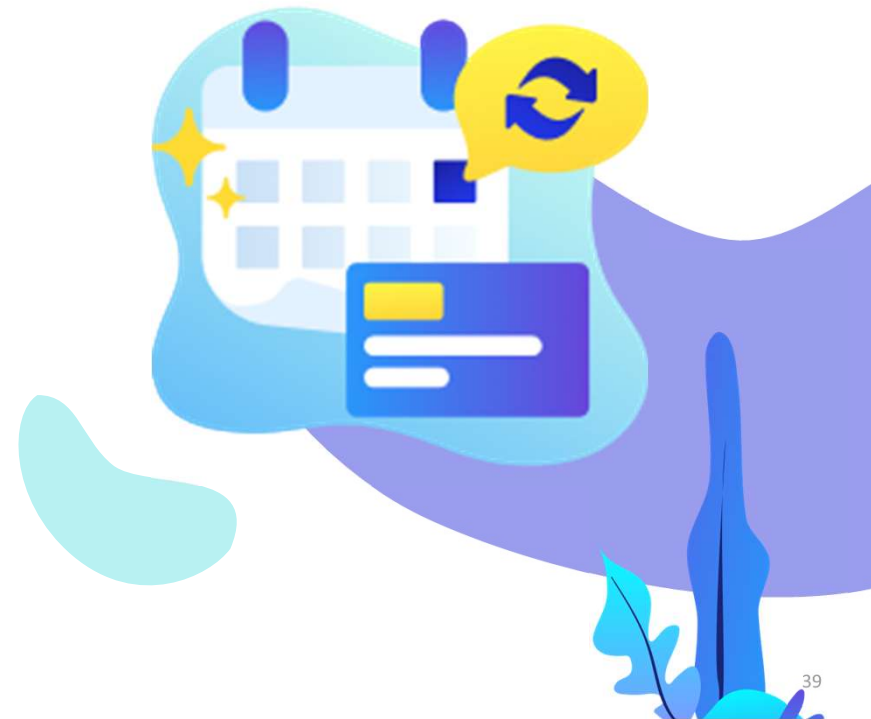
PART 2: AUTOPAY ACTIVATION

- i. View Account Details Entry Point
- ii. Profile Entry Point
- iii. View Action Entry Point
- iv. Manage Account Entry Point
- v. Sign Up Status Entry Point

PART 3: AUTOPAY DEACTIVATION

- i. Manage Account Details Entry Point
- ii. **AutoPay Profile Entry Point**
- iii. View Account Details Entry Point (Deactivate & Remove Account)

PART 4: FREQUENTLY ASKED QUESTIONS



PART 3: AUTOPAY DEACTIVATION

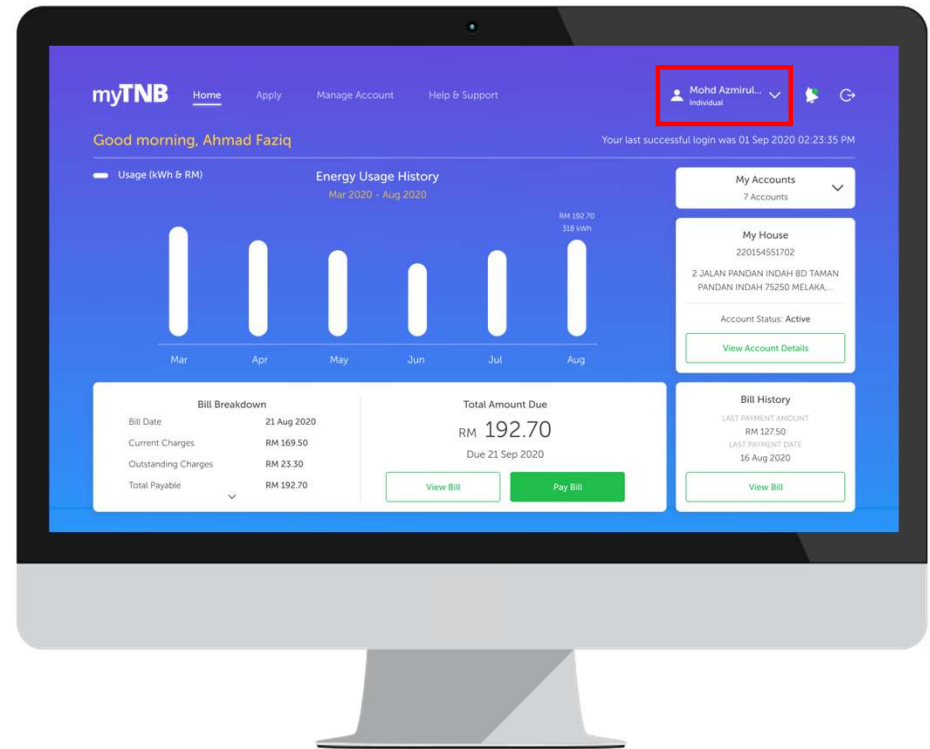
AutoPay Profile Entry Point (1/4)



1

Open & log in to the myTNB Portal

Open the myTNB Portal and log in using your registered account.



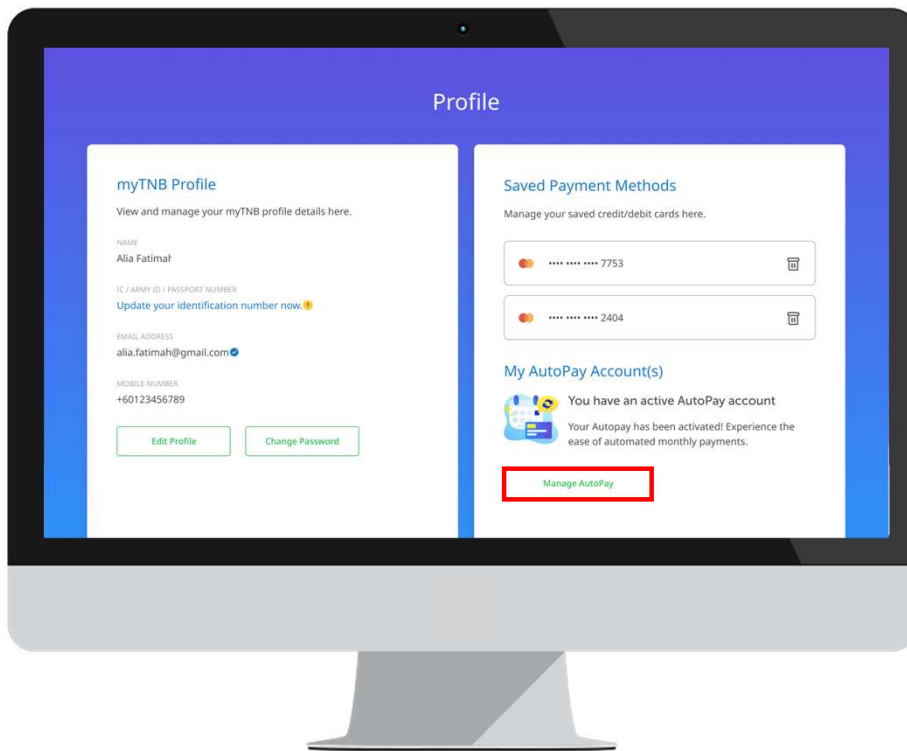
2

Click on your profile

In your home page, click on your profile on the top right corner.

PART 3: AUTOPAY DEACTIVATION

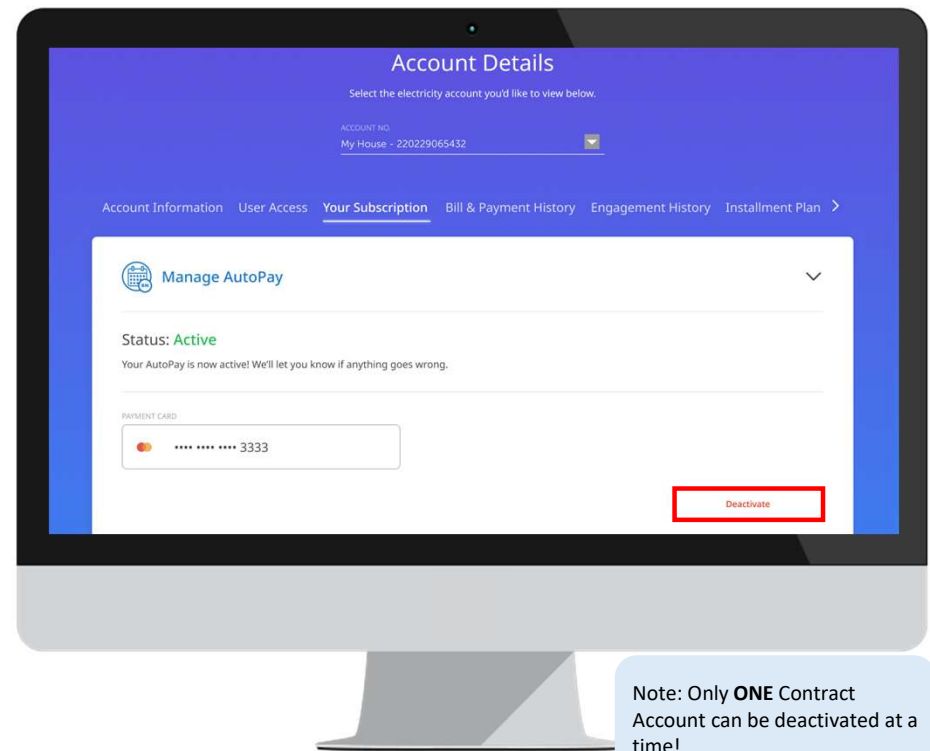
AutoPay Profile Entry Point (2/4)



3

Click on "Activate AutoPay"

In the "Saved Payment Methods" section on the right, click on "Manage AutoPay".



4

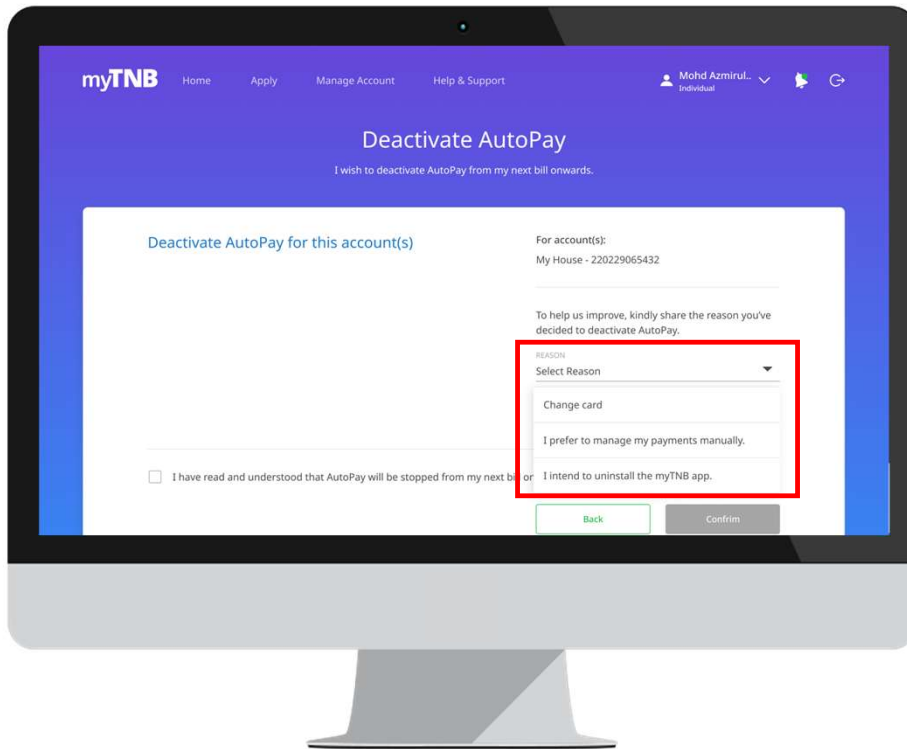
Click "Deactivate" in Manage AutoPay

You will be redirected to the Manage AutoPay page. Click "Deactivate" to proceed.

Note: Only **ONE** Contract Account can be deactivated at a time!

PART 3: AUTOPAY DEACTIVATION

AutoPay Profile Entry Point (3/4)

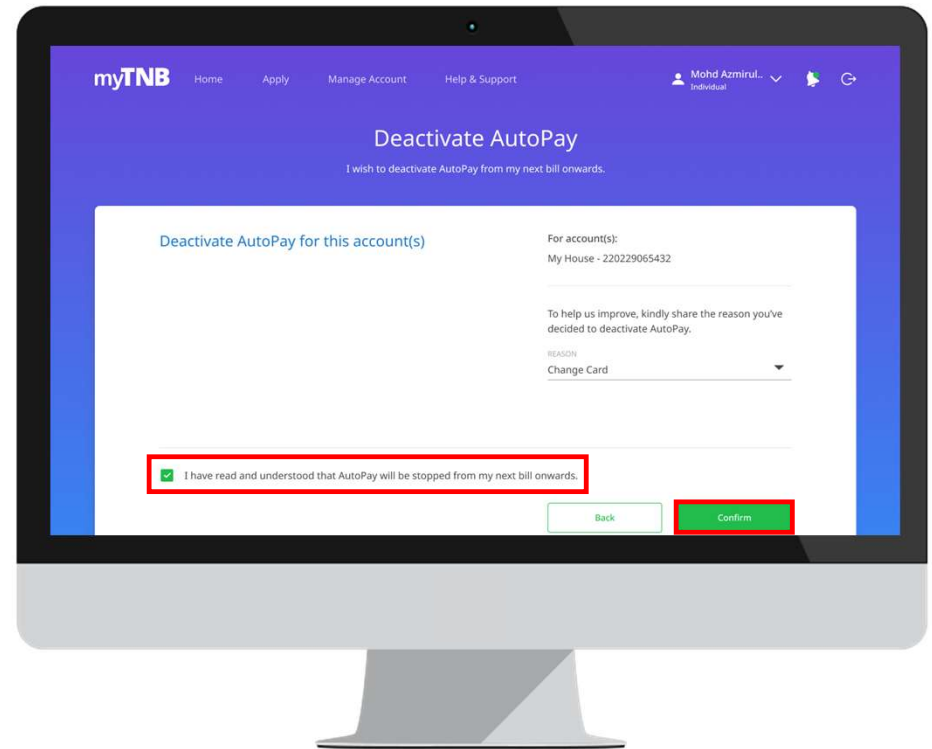


The screenshot shows the 'Deactivate AutoPay' page on the myTNB website. The page has a purple header with navigation links: Home, Apply, Manage Account, and Help & Support. The user is logged in as 'Mohd Azmirul...' with a dropdown arrow. Below the header, the title 'Deactivate AutoPay' is displayed, followed by the text 'I wish to deactivate AutoPay from my next bill onwards.' The main content area is divided into two columns. The left column is titled 'Deactivate AutoPay for this account(s)' and contains a text input field for the account number, which is filled with 'My House - 220229065432'. Below this is a section titled 'To help us improve, kindly share the reason you've decided to deactivate AutoPay.' with a dropdown menu labeled 'Select Reason'. The dropdown menu is open, showing three options: 'Change card', 'I prefer to manage my payments manually.', and 'I intend to uninstall the myTNB app.'. The right column contains a checkbox labeled 'I have read and understood that AutoPay will be stopped from my next bill onwards.' and a 'Confirm' button. The 'Confirm' button is highlighted with a red box.

5

Select Relevant AutoPay Deactivation Reason

On the AutoPay Deactivation page, select the relevant deactivation reason from the drop-down list.



The screenshot shows the 'Deactivate AutoPay' page on the myTNB website. The page has a purple header with navigation links: Home, Apply, Manage Account, and Help & Support. The user is logged in as 'Mohd Azmirul...' with a dropdown arrow. Below the header, the title 'Deactivate AutoPay' is displayed, followed by the text 'I wish to deactivate AutoPay from my next bill onwards.' The main content area is divided into two columns. The left column is titled 'Deactivate AutoPay for this account(s)' and contains a text input field for the account number, which is filled with 'My House - 220229065432'. Below this is a section titled 'To help us improve, kindly share the reason you've decided to deactivate AutoPay.' with a dropdown menu labeled 'Change Card'. The right column contains a checkbox labeled 'I have read and understood that AutoPay will be stopped from my next bill onwards.' which is checked. Below the checkbox is a 'Confirm' button, which is highlighted with a red box.

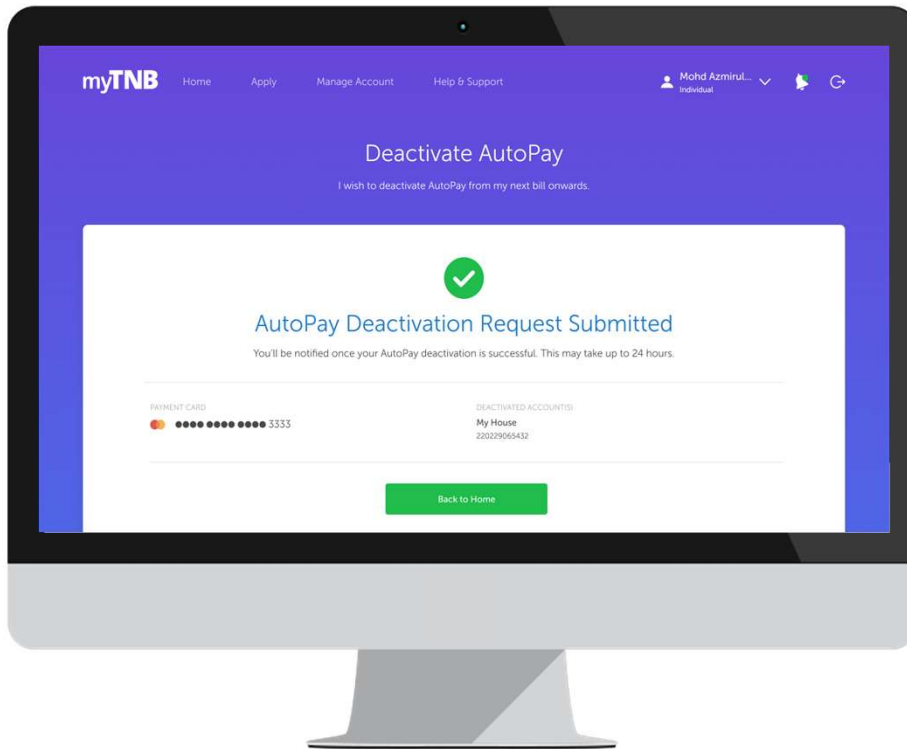
6

Confirm AutoPay deactivation notice

Tick the checkbox to confirm that you have read and understood that AutoPay will be deactivated from the next bill onwards to proceed

PART 3: AUTOPAY DEACTIVATION

AutoPay Profile Entry Point (4/4)



7

Successful AutoPay Deactivation Request

Your request to AutoPay deactivation is now completed! You will be notified once successfully deactivated.

CONTENTS

PART 1: GETTING STARTED

- i. Am I Eligible?
- ii. New User Registration

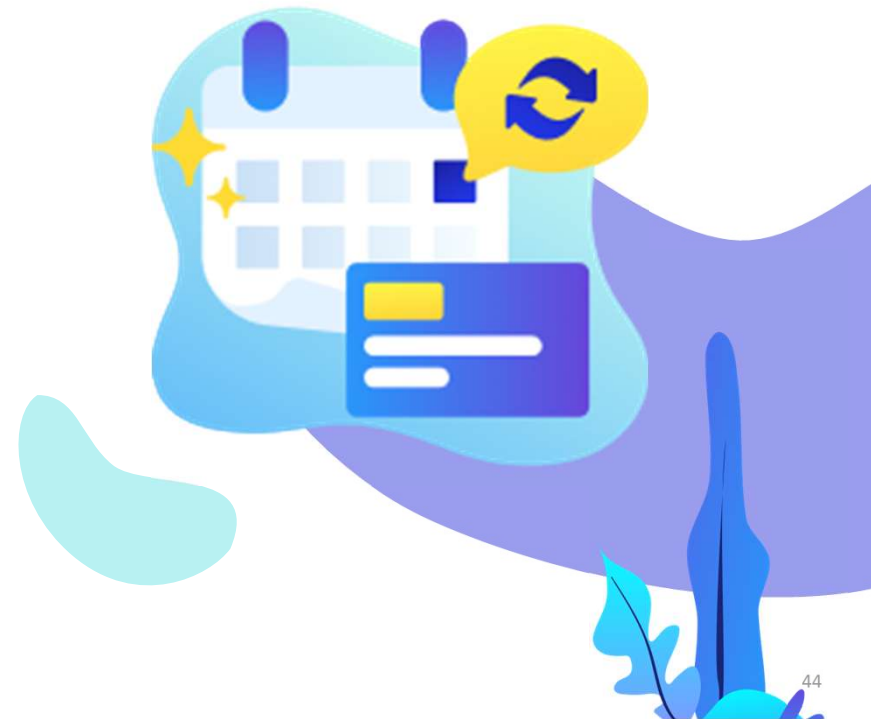
PART 2: AUTOPAY ACTIVATION

- i. View Account Details Entry Point
- ii. Profile Entry Point
- iii. View Action Entry Point
- iv. Manage Account Entry Point
- v. Sign Up Status Entry Point

PART 3: AUTOPAY DEACTIVATION

- i. Manage Account Details Entry Point
- ii. AutoPay Profile Entry Point
- iii. View Account Details Entry Point (Deactivate & Remove Account)

PART 4: FREQUENTLY ASKED QUESTIONS



PART 3: AUTOPAY DEACTIVATION

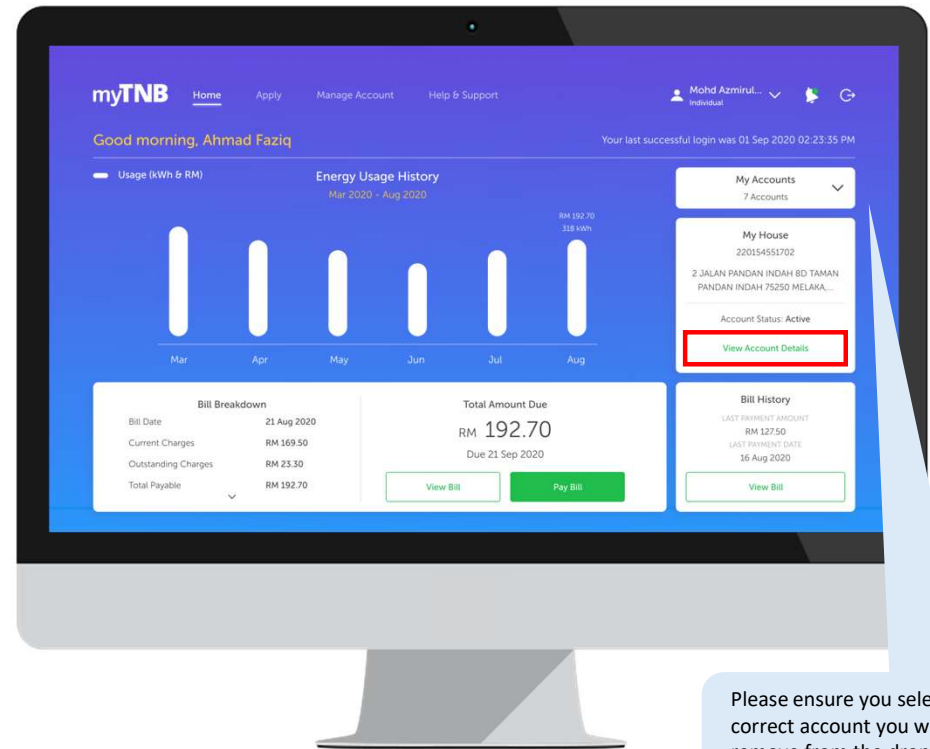
View Account Details Entry Point - Deactivate & Remove Account (1/4)



1

Open & log in to the myTNB Portal

Open the myTNB Portal and log in using your registered account.



2

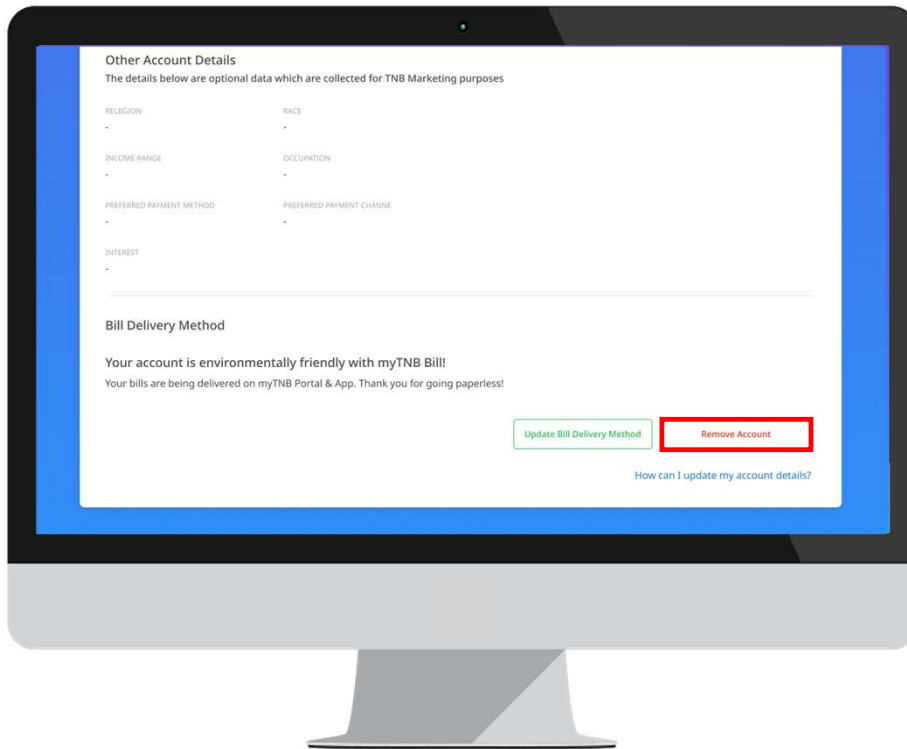
Go to your Profile

From your home page, click on the "View Account Details".

Please ensure you select the correct account you wish to remove from the dropdown

PART 3: AUTOPAY DEACTIVATION

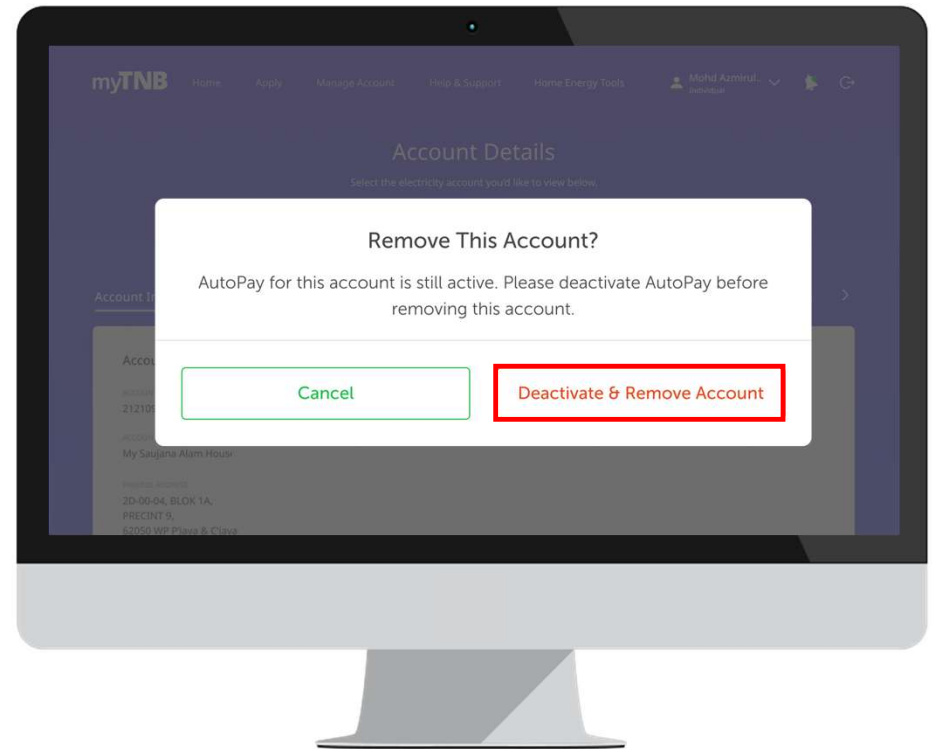
View Account Details Entry Point (2/4)



3

Scroll Down and Click on “Remove Account”

In the Account Summary, scroll down and click on “**Remove Account**” to proceed.



4

Deactivate & Remove Account Confirmation

A *Remove This Account* pop-up will appear. Click “**Deactivate & Remove Account**” to proceed.

PART 3: AUTOPAY DEACTIVATION

View Account Details Entry Point (3/4)

myTNB Home Apply Manage Account Help & Support Mohd Azmirul.. Individual

Deactivate AutoPay

I wish to deactivate AutoPay from my next bill onwards.

Deactivate AutoPay for this account(s)

For account(s):
My House - 220229065432

To help us improve, kindly share the reason you've decided to deactivate AutoPay.

REASON
Select Reason

☐ I have read and understood that I will be deactivate AutoPay next bill onwards.

Back Confirm

Note: Only **ONE** Contract Account can be deactivated at a time!

5

Complete AutoPay Deactivation

You will be directed to the AutoPay Deactivation page to complete the setup, select the **"AutoPay Deactivation reason"**.

myTNB Home Apply Manage Account Help & Support Mohd Azmirul.. Individual

Deactivate AutoPay

I wish to deactivate AutoPay from my next bill onwards.

Deactivate AutoPay for this account(s)

For account(s):
My House - 220229065432

To help us improve, kindly share the reason you've decided to deactivate AutoPay.

REASON
Change Card

☒ I have read and understood that AutoPay will be stopped from my next bill onwards.

Back Confirm

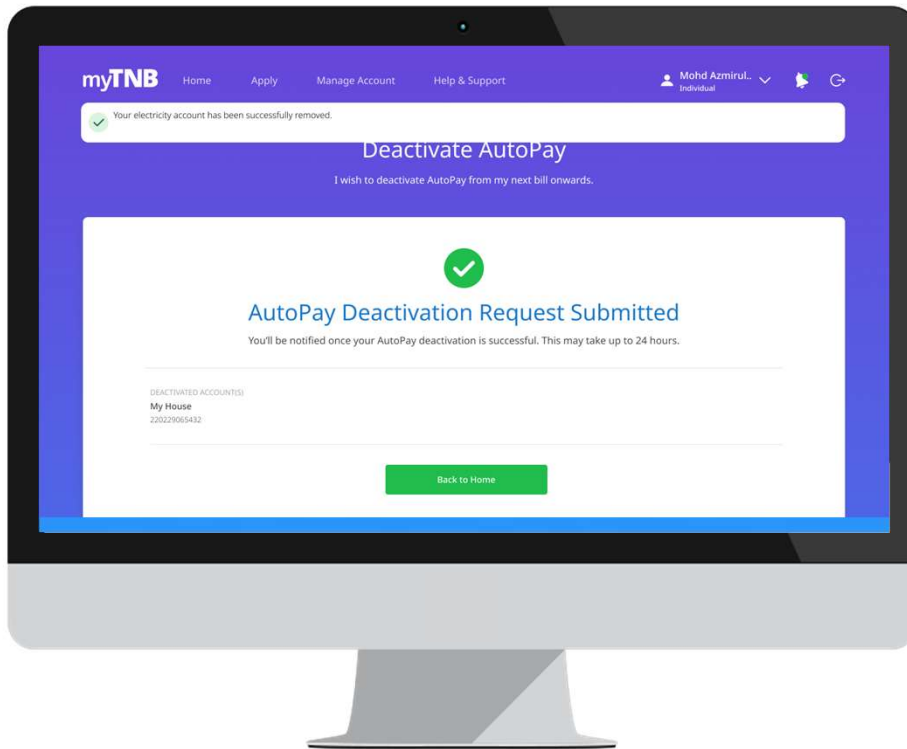
6

Confirm AutoPay deactivation notice

Tick the checkbox to confirm that you have read and understood that AutoPay will be deactivated from the next bill onwards to proceed.

PART 3: AUTOPAY DEACTIVATION

View Account Details Entry Point (4/4)



7

Successful Account Deactivation Request & Removal

You will be notified once successfully deactivated. The selected account is now removed from your Profile!