A GUIDE TO myTNB PORTAL

HOW TO CHECK MY APPLICATION STATUS

Individual

WELCOME!

## Want to know how you can check your application status via the myTNB Portal?

You can easily do that by referring to our step-by-step guide!

- **This User Guide is aimed to help you go through how you can check your application status on the myTNB Portal.**

- **Just follow the steps on each page to guide you as you go through the application status tracking process.**

- **If you still face issues, please email your queries to <u>careline@tnb.com.my</u> or call 1300-88-5454 for assistance. Good luck!**

PART 1

HOW TO SEARCH AND SAVE MY APPLICATION PRE-LOGIN?

Select "Check Application Status" on the main Portal page.
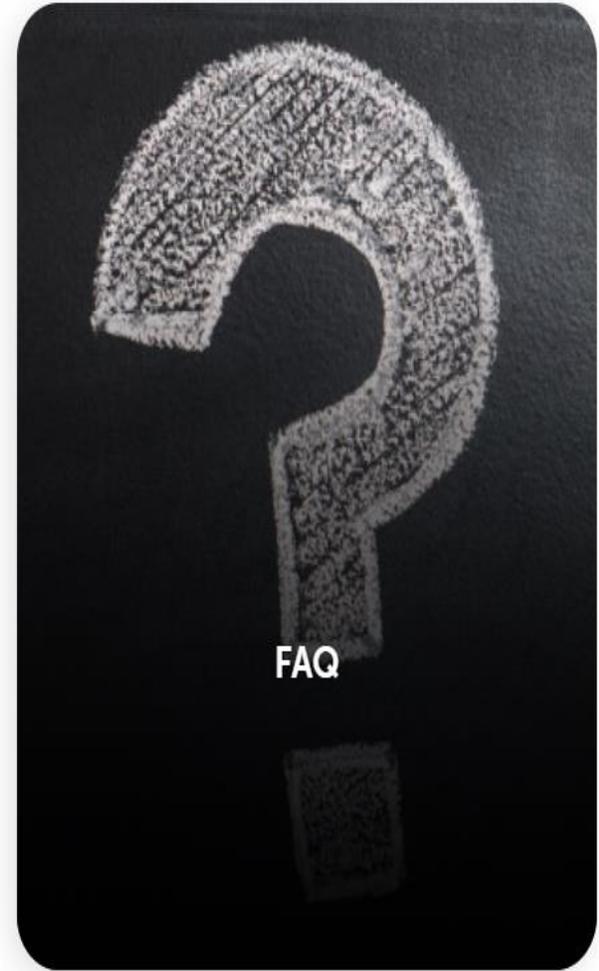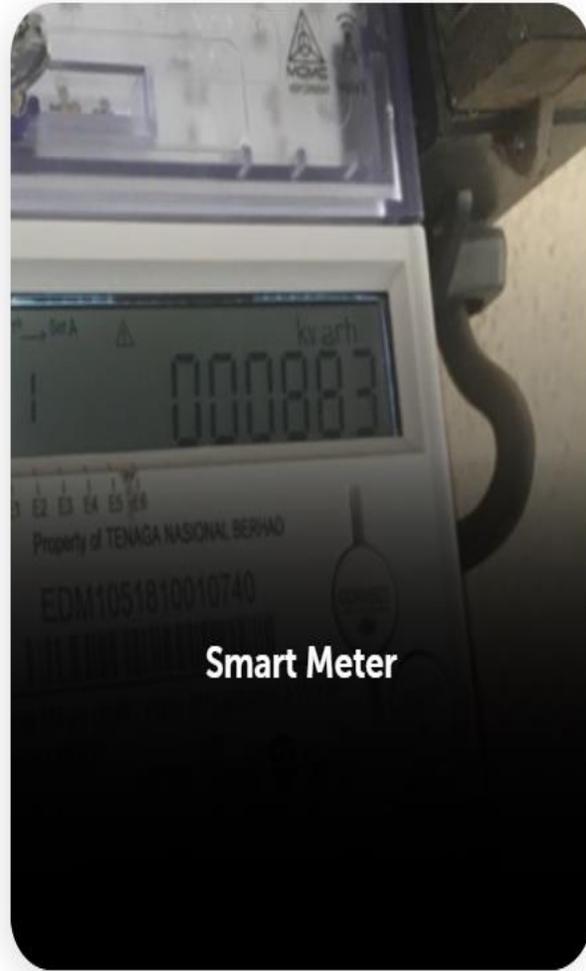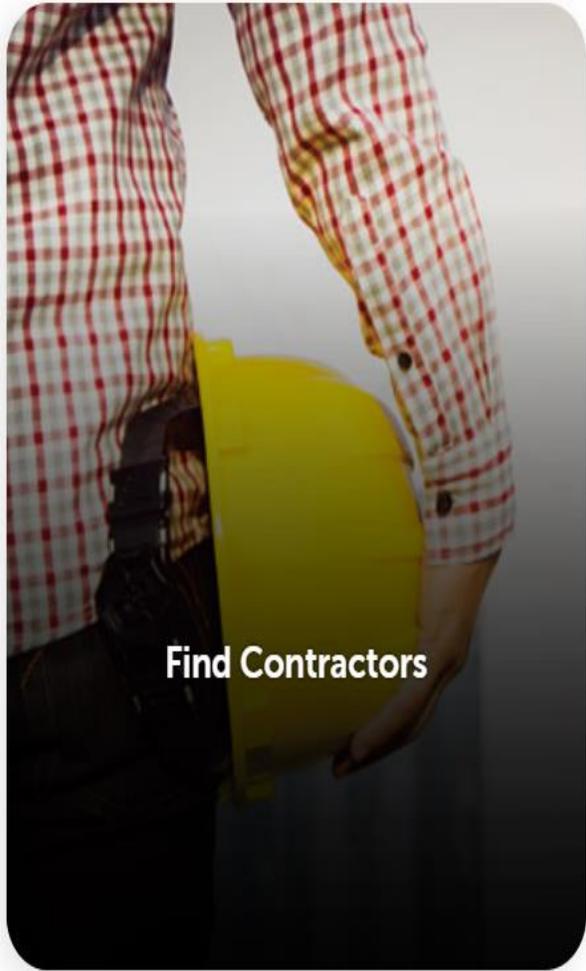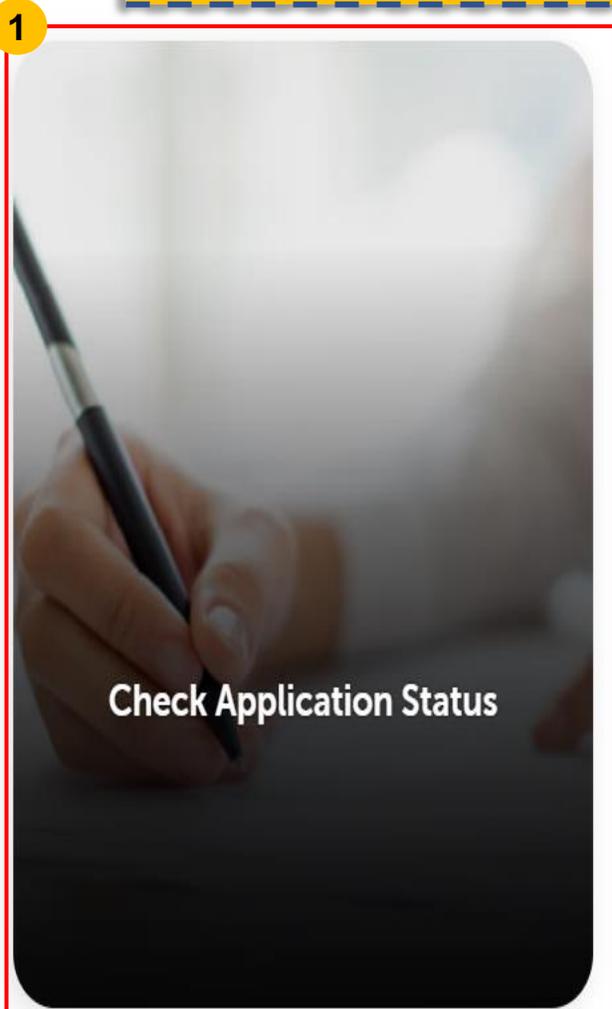
1

TENAGA NASIONAL
Better. Brighter.

Check Application Status

Find Contractors

Smart Meter

FAQ

myTNB

Search Application Status

Search applications with your preferred reference number and add them to your application status list to keep track of their up-to-date status.

2

APPLICATION TYPE

Start Electricity ▼

SEARCH BY

Service Request Number ▼ ⓘ

SERVICE REQUEST NUMBER

1000046986

Search by selecting the application type and reference number. Pre-login search can be done via Application Number, Service Request Number or Service Notification Number only.

Search Status

Search Application Status

Search applications with your preferred reference number and add them to your application status list to keep track of their up-to-date status.

APPLICATION TYPE

Start Electricity

SEARCH BY

Service Request Number

SERVICE REQUEST NUMBER

1000046986

Search Status

Status: **Payment Required**
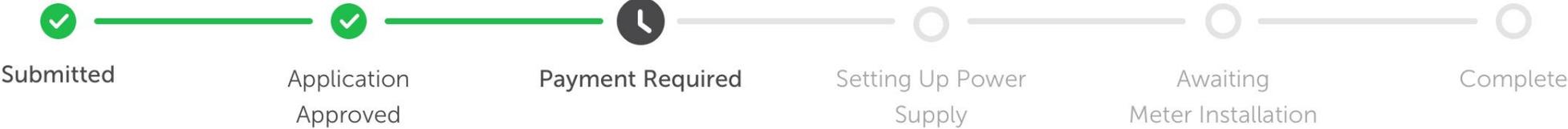
Created on 27 May 2020

Last updated on 13 Jun 2020

3

Select "Add to List".

Add to List

✓ Submitted ——— ✓ Application Approved ——— 🕐 Payment Required ——— ○ Setting Up Power Supply ——— ○ Awaiting Meter Installation ——— ○ Complete

myTNB

Search Application Status

Search applications to check [them into your account to ke]... status.

APPLICATION TYPE

Start Electricity ▾

ℹ️

Log in or register to enjoy this myTNB feature!

You may only add this application to your application status list with a myTNB Account. Register or log in if you already have one.

4

| It's Okay | Log In / Register |

Status: **Payment Required**

Created on 27 May 2020

To add an application to list, you have to log in/ register a myTNB account.

Add to List

Application Status

Check the status of your applications or continue a draft application.

Search Application Status

Check the status of other applications and add them to your list here!

Your applications will be shown under your Application Listing table.

Status Colour & Meaning:
1) Black = no action required

2) Orange = pending with actions

3) Green = completed

4) Grey = cancelled

[Search]

My Application Status

↓↑ Sort   ▼ Filter

Application Number	Application Type	Service Request / Notification Number	Status	Created On	Action
NC-001-003-023	Start Electricity	6000291829	Action Required	18 May 2020	View
NC-001-003-023	Start Electricity	6000291829	Processing Payment	18 May 2020	View
NC-001-003-023	Start Electricity	6000291829	Cancelled	18 May 2020	View
LC-001-002-003	Address Search Request	6000291829	Address Created	18 May 2020	View	Remove

5

PART 2

HOW TO SEARCH AND SAVE MY APPLICATION POST-LOGIN?

Home **Apply** Manage Account Check Status More 👤 tester
Individual

Hello, how can we help you today?

Looking to get started with TNB or manage your existing account? Let us know and we'll get you started.

I am moving in. Get me started!

Open an account for new/existing premises or change tenancy for an existing account.

I am moving out.

Close your current electricity account.

I want to do something else.

Find out about other services or explore green energy solutions.

I want to check my applications.

Check the status of your applications or continue a draft application.

2a

Search Application Status

Search applications with your preferred reference number and add them to your application status list to keep track of their up-to-date status.

APPLICATION TYPE

All Applications

ELECTRICITY ACCOUNT NUMBER

811004010914

Search Status

Search by selecting application type and reference number. Post-login search can be done via Application Number, Service Request Number, Service Notification Number or Electricity Account Number.

Search Application Status

Search applications with your preferred reference number and add them to your application status list to keep track of their up-to-date status.

APPLICATION TYPE

All Applications

ELECTRICITY ACCOUNT NUMBER

811004010914

Search Status

3a

We found this application(s) under the electricity account number:

By searching via Electricity Account Number, all applications under the electricity account number will be shown.

Application Number	Application Type	Service Request / Notification Number	Status	Created On	Action
COT-001-002-003	Change of Tenancy	6000291829	Completed	18 May 2020	View
NC-001-003-023	Start Electricity	6000291829	Payment Required	18 May 2020	View

Home   **Apply**   Manage Account   Check Status   More

tester
Individual

Hello, how can we help you today?

Looking to get started with TNB or manage your existing account? Let us know and we'll get you started.

I am moving in. Get me started!
Open an account for new/existing premises or change tenancy for an existing account.

I am moving out.
Close your current electricity account.

Another method to search for your application is to click on the "Apply" tab and select "I want to check my applications" once you have logged into your myTNB account.

I want to do something else.
Find out about other services or explore green energy solutions.

1b

I want to check my applications.
Check the status of your applications or continue a draft application.

Application Status

Check the status of your applications or continue a draft application.

Search Application Status

Check the status of other applications and add them to your list here!

Select "Add to List" to add your searched application into your list.

2b

Search

My Application Status

⇅ Sort   ▼ Filter

Application Number	Application Type	Service Request / Notification Number	Status	Created On	Action
NC-001-003-023	Start Electricity	6000291829	Action Required	18 May 2020	View
NC-001-003-023	Start Electricity	6000291829	Processing Payment	18 May 2020	View
NC-001-003-023	Start Electricity	6000291829	Action Required	18 May 2020	View
LC-001-002-003	Address Search Request	6000291829	Address Created	18 May 2020	View | Remove

Home   Apply   Manage Account   Help & Support   Home Energy Tools

Mohd Azmirul...
Individual

Search Application Status

Search applications with your preferred reference number and add them to your application status list to keep track of their up-to-date status.

3b

APPLICATION TYPE
Start Electricity

SEARCH BY
Service Request Number

SERVICE REQUEST NUMBER
1000046986

Search Status

Search by selecting application type and reference number. Post-login search can be done via Application Number, Service Request Number or Service Notification Number and Electricity Account Number.

Search Application Status

Search applications with your preferred reference number and add them to your application status list to keep track of their up-to-date status.

APPLICATION TYPE

Start Electricity ▾

SEARCH BY

Service Request Number ▾ ⓘ

SERVICE REQUEST NUMBER
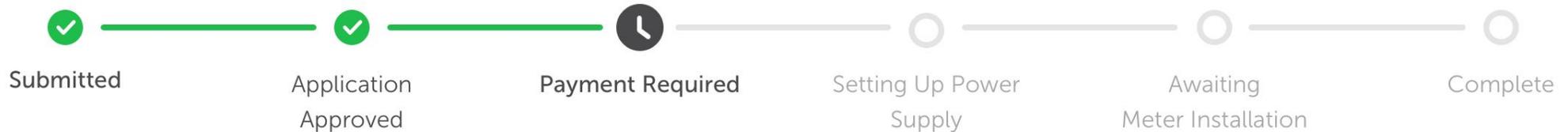
1000046986 ▾

Search Status

Status: **Payment Required**

Created on 27 May 2020

Last updated on 13 Jun 2020

Select "Add to List" to add your searched application into your list.

4b

Add to List

✓ ━━━━ ✓ ━━━━ 🕐 ────── ○ ────── ○ ────── ○

Submitted   Application Approved   **Payment Required**   Setting Up Power Supply   Awaiting Meter Installation   Complete

Home   Apply   Manage Account   Help & Support   Home Energy Tools

Mohd Azmirul...
Individual

Search Application Status

APPLICATION TYPE

Start Electricity

Search applications with you
number and add them to you
o-dat

5

✓

The application has been added to your list!

This application will now appear in your Application Status list. You may now track its up-to-date status from myTNB.

Check Another   Go to Application Status

Once your application is added to your list, you can check another status or view the application status.

Status: **Payment Required**

Created on 27 May 2020

Save Application

PART 3

HOW TO VIEW THE DETAILS OF MY APPLICATION?

1

Home   **Apply**   Manage Account   Check Status   More

tester
Individual

Click on the "Apply" tab and select "I want to check my applications".

Hello, how can we help you today?

Looking to get started with TNB or manage your existing account? Let us know and we'll get you started.

I am moving in. Get me started!

Open an account for new/existing premises or change tenancy for an existing account.

I am moving out.

Close your current electricity account.

I want to do something else.

Find out about other services or explore green energy solutions.

1

I want to check my applications.

Check the status of your applications or continue a draft application.

Application Status

Check the status of your applications or continue a draft application.

Search Application Status

Check the status of other applications and add them to your list here!

<div style="border: 1px solid green;">Search</div>

My Application Status

⇅ Sort   ▽ Filter

Application Number	Application Type	Service Request / Notification Number	Status	Created On	Action
NC-001-003-023	Start Electricity	6000291829	Action Required	18 May 2020	View
NC-001-003-023	Start Electricity	6000291829	Process		
NC-001-003-023	Start Electricity	6000291829	Action Required	18 May 2020	View
LC-001-002-003	Address Search Request	6000291829	Address Created	18 May 2020	View | Remove

2

Click on the "View" action of the application that you would like to view.

Start Electricity Application

You may track your application progress or refer to the application form you've submitted below.

APPLICATION NUMBER
NC-000-001-6530

ELECTRICITY ACCOUNT NUMBER
210000019206

CREATED ON
16 Mar 2019

TYPE OF PREMISE
Single

SERVICE REQUEST NUMBER
4000004611

ACCOUNT TYPE
Individual

3

Status: Setting Up Power Supply

We are setting up your power supply.

Last updated on 13 Jun 2020

The status progress tracker and the summary will be displayed on the Application Details page. This tracker is available to the submitter and non-submitter of an application.

✓ Submitted
on 8 Jun 2020

✓ Application Approved
on 10 Jun 2020

✓ Payment Made
on 13 Jun 2020

🕐 Setting Up Power Supply

○ Awaiting Meter Installation

○ Complete

4

My Submitted Application Form

You may view a copy of your application form that have been submitted below for your reference.

①————②————③————④

Electricity Supply Details | Premise Information | Customer Details | Documents & Acknowledgment

Applicant Details

TITLE
Ms.

NAME OF APPLICANT
Asmira Binti Hashim

APPLICANT NAME (LINE 2)
–

IDENTIFICATION TYPE
MyKad

IDENTIFICATION NUMBER
500110-10-5000

DATE OF BIRTH

Additional Contact

NAME
Alia Binti Hashim

NAME (LINE 2)
–

MOBILE NUMBER
+60 10 200 2002

EMAIL ADDRESS
aliabintihasim@gmail.com

PART 3

HOW TO REMOVE AN APPLICATION FROM MY LIST?

Application Status

Check the status of your applications or continue a draft application.

Search Application Status

Check the status of other applications and add them to your list here!

[Search]

My Application Status

↕ Sort   ▼ Filter

Application Number	Application Type	Service Request / Notification Number	Status	Created On	Action
NC-001-003-023	Start Electricity	6000291829	Action Required	18 May 2020	View
NC-001-003-023	Start Electricity	6000291829	Processing P		
NC-001-003-023	Start Electricity	6000291829	Action Req		
LC-001-002-003	Address Search Request	6000291829	Address Created	18 May 2020	View	Remove

You can click on the "Remove" button on the Action tab of your application. Only applications that are manually searched and added can be removed.

1

Application Status

Check the status of your applications or continue a draft application.

Search Application Status

You can manually check the status o

Remove this application?

You are about to remove this application from your list.

Note: This does not delete or cancel the application.

Cancel

2

Confirm

Search

↓↑ Sort ▼ Filter

My Application Status

Application Number	Application Type	Service Request Number	Status	Created On	Action
NC-001-002-003	Start Electricity	6000		2020	View
COT-000-000-001	Change of Tenancy	40102391922	Payment Required	10 May 2020	View
COA-002-001-002	Stop Electricity	20199203912	Completed	8 May 2020	View
LC-201-010-012	Upgrade / Downgrade	12312322232	Completed	7 May 2020	View	Remove

Select "Confirm" to remove the application and your application will be removed.