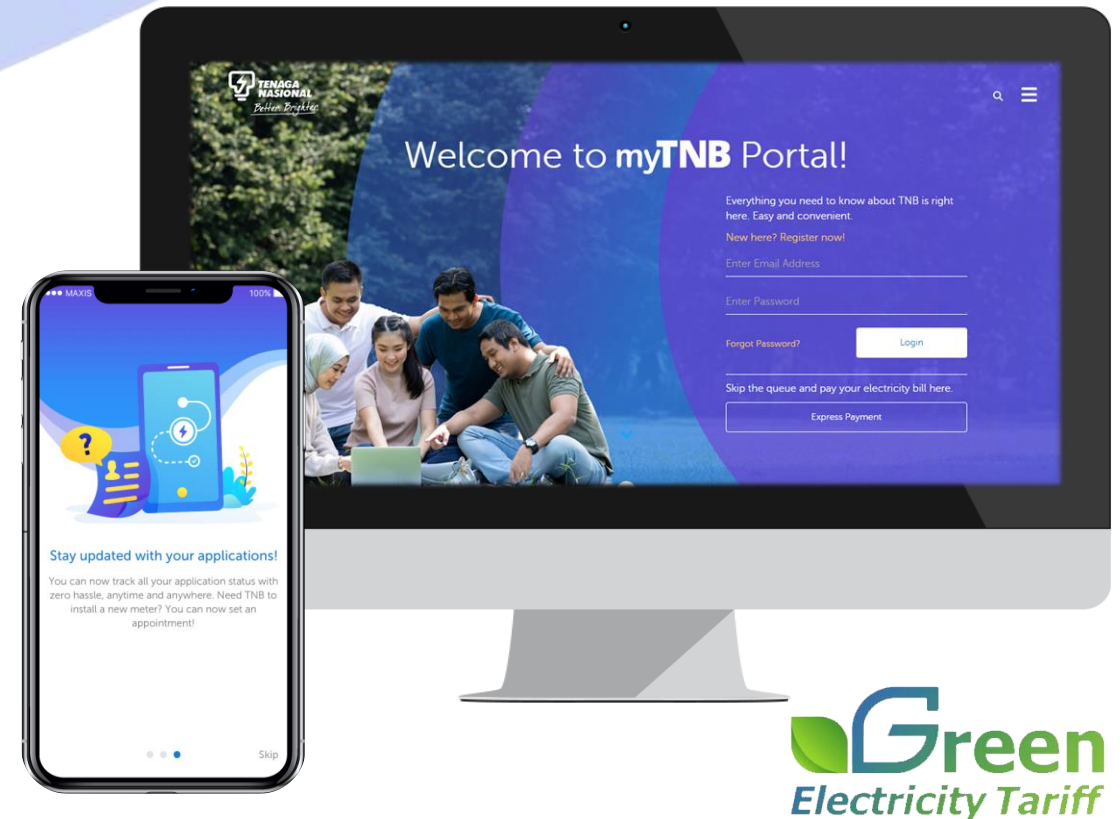


Welcome to myTNB

- **myTNB Registration**
- **Add new account**
- **GET Subscription**



To begin with new user registration via myTNB Portal...

You'll start from:

www.mytnb.com.my

myTNB Portal



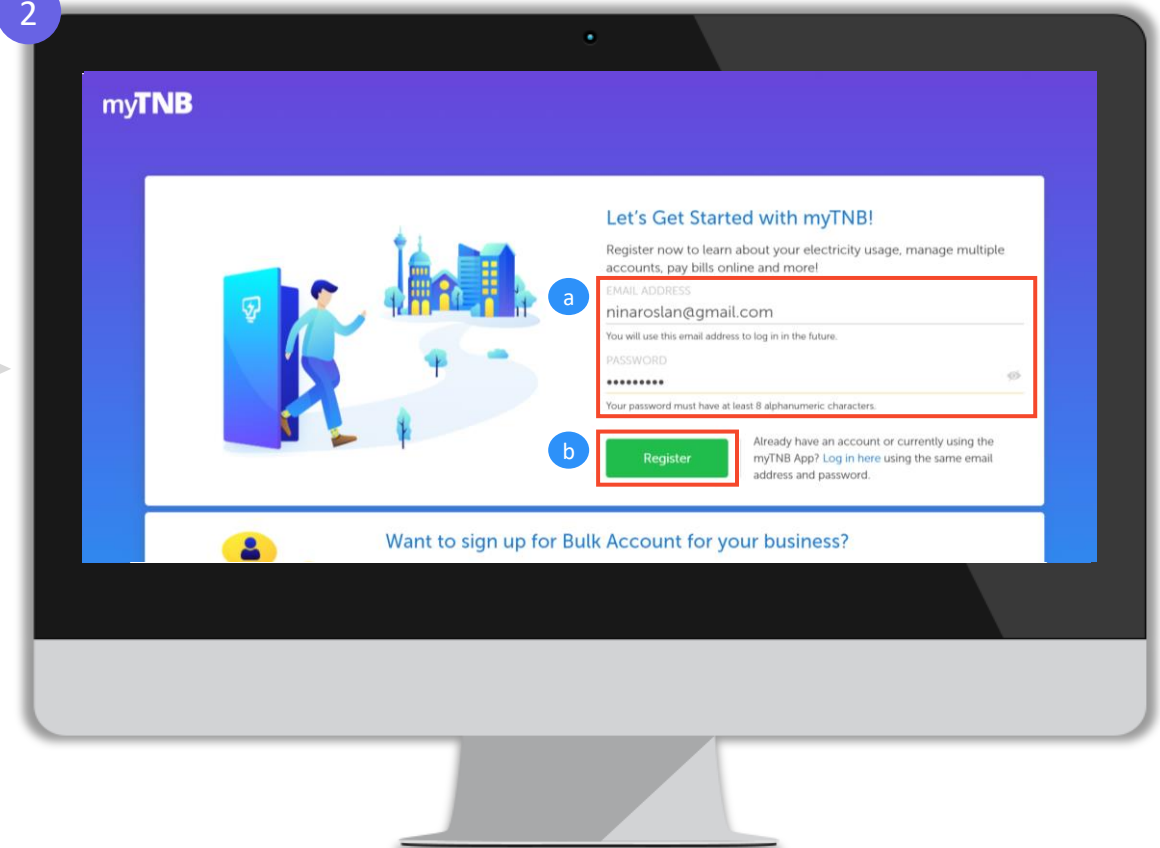
New User Registration – myTNB Portal

1



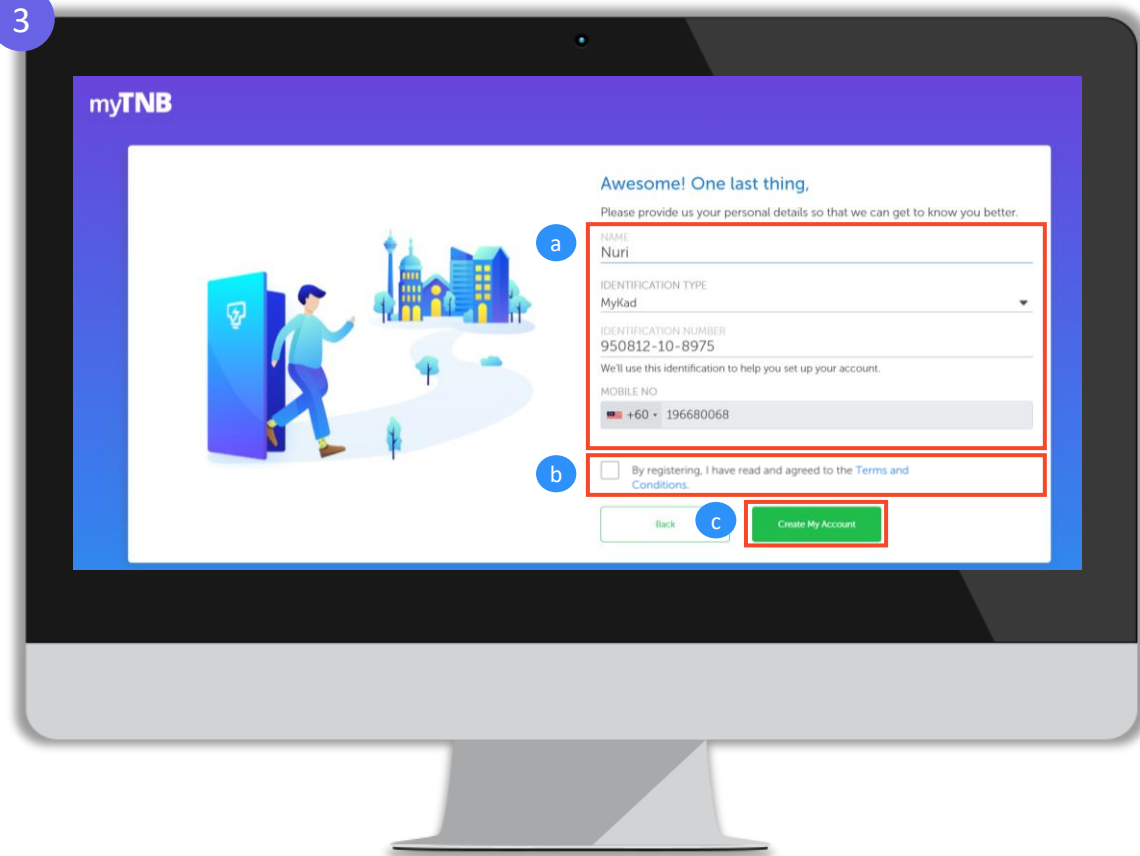
Step 1: Click 'New Here? Register Now!' in the landing page

2

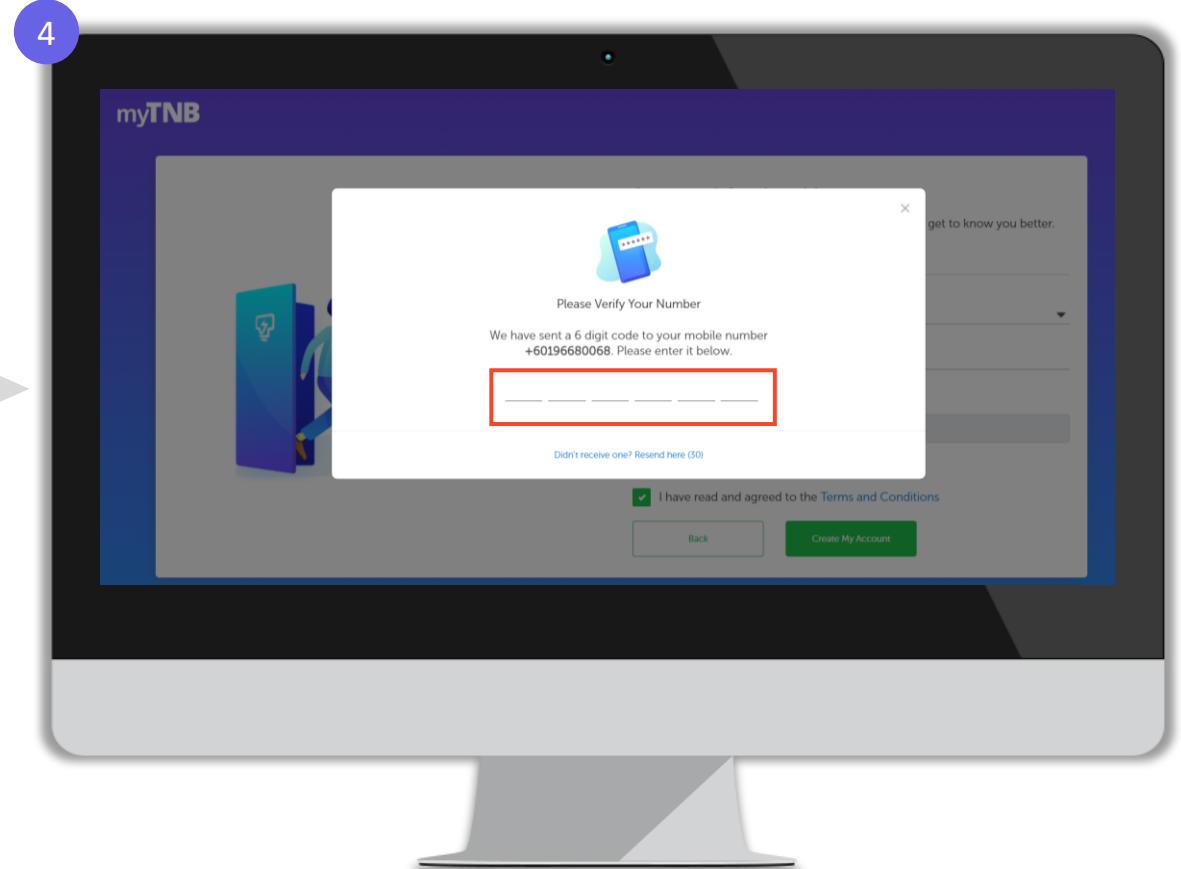


Step 2: (a) Enter Email Address and Password
(b) Then, click 'Register'

New User Registration – myTNB Portal



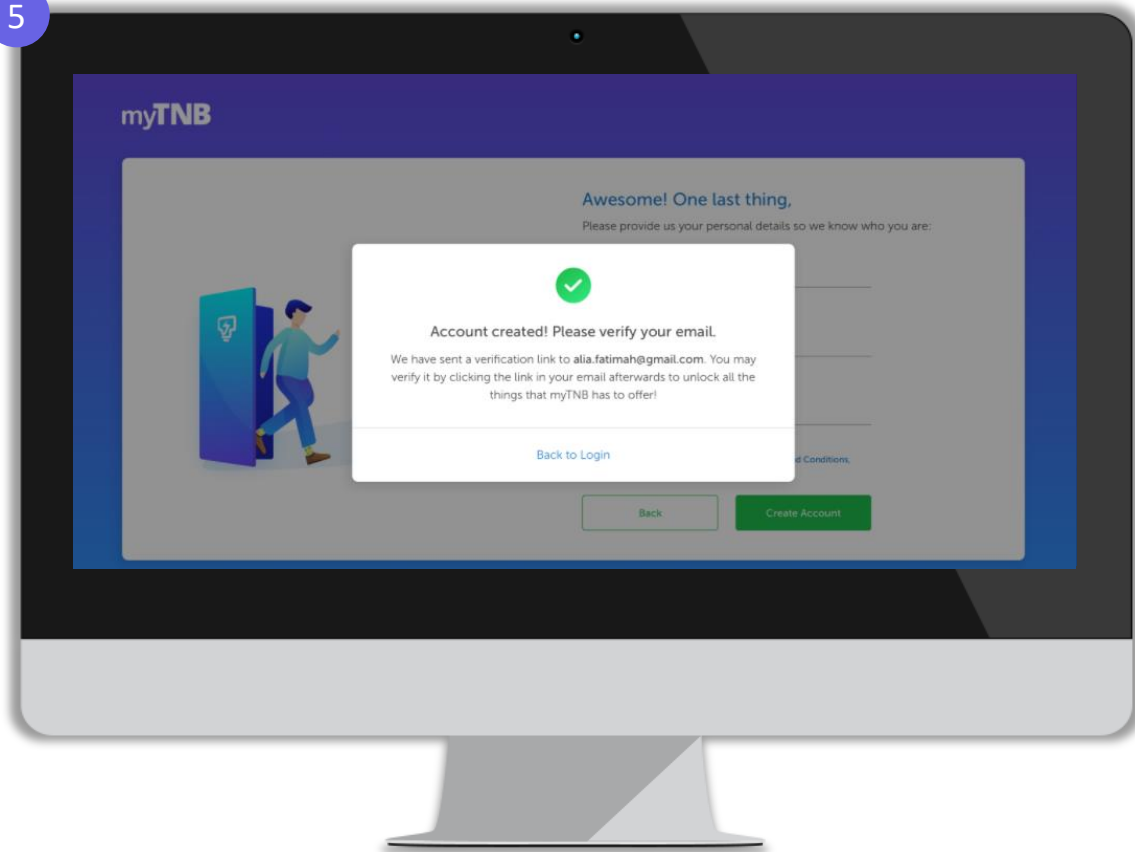
Step 3: (a) Enter Name, ID Type (MyKad, Army/Police ID, Passport), ID Number and Mobile Number
(b) Then, tick on 'By registering, I have read and agreed to the Terms and Conditions' box
(c) Click 'Create my Account'



Step 4: Enter OTP sent to mobile number provided in registration form

New User Registration – myTNB Portal

5



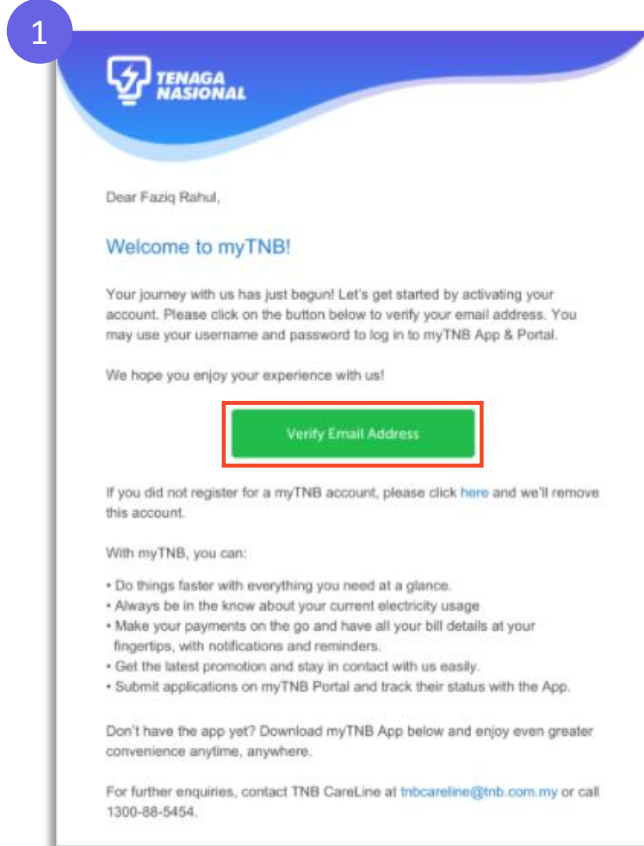
What's Next? Once myTNB account is successfully created, you will need to perform email verification process to activate your myTNB account

Step 5: myTNB account is now successfully created after completion of OTP validation

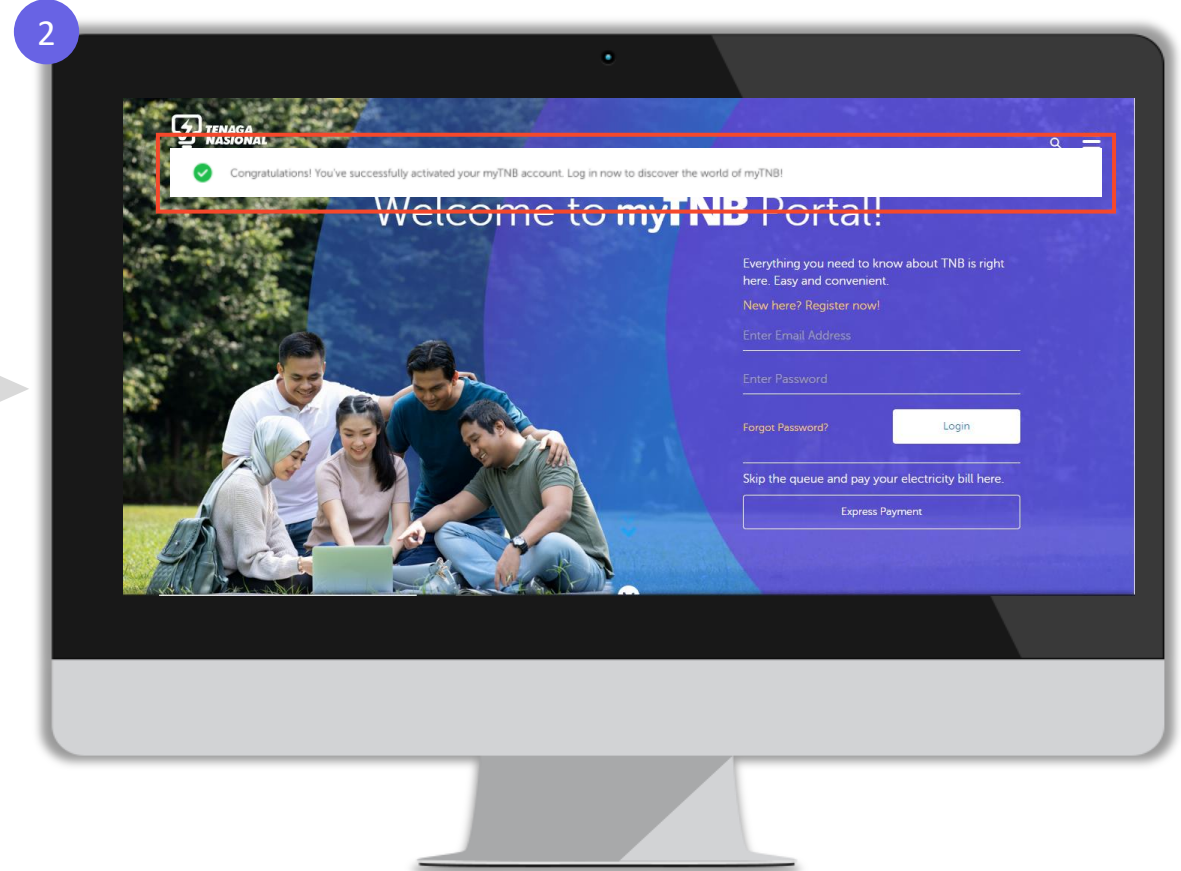
Email Verification – myTNB Portal

Once myTNB account has been created, users must complete email verification in order to activate myTNB account

In 'myTNB Welcome Email'



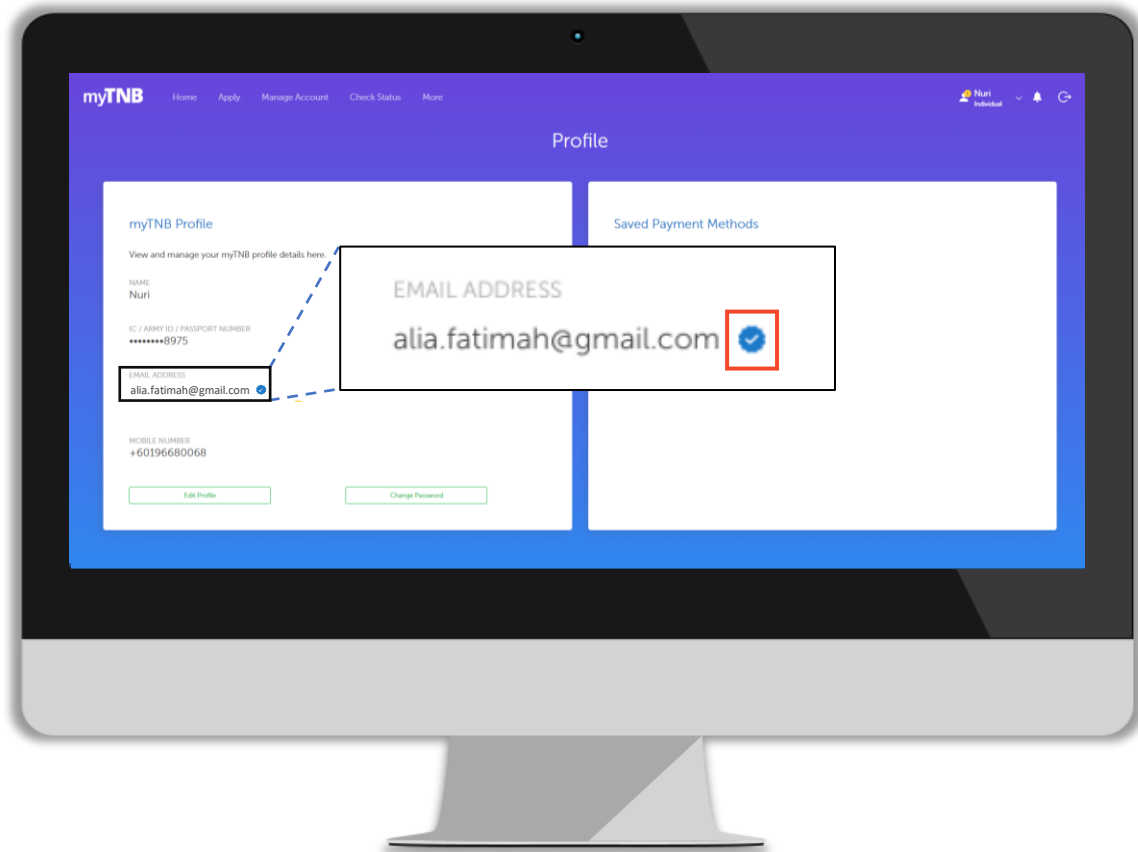
Step 1: Once myTNB account has been created, this myTNB Welcome email will be sent to email address provided in registration form. To verify your email address, click 'Verify Email Address'



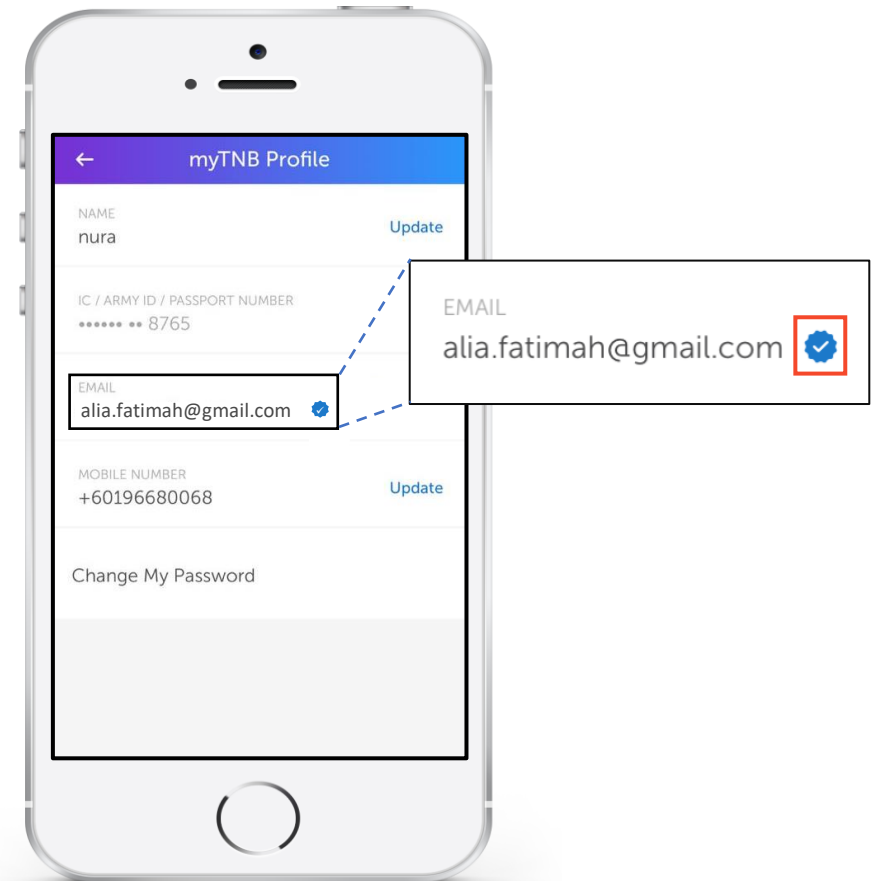
Step 2: You have now successfully verified your email address and your myTNB account is now activated!

Once Email Verification is completed, you will see a “blue tick” indicator next to your email address in...

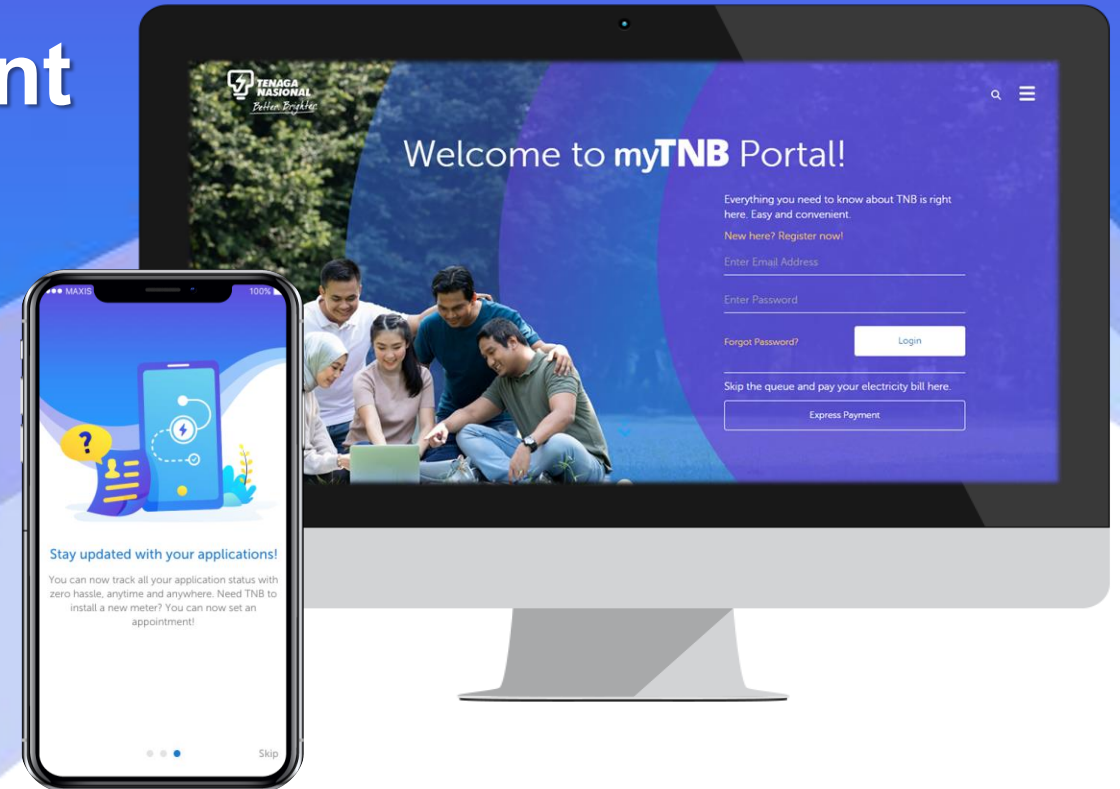
‘Profile Settings’ page in myTNB portal



‘My Profile’ page in myTNB app



To add your Business / Government electricity account manually in myTNB Portal

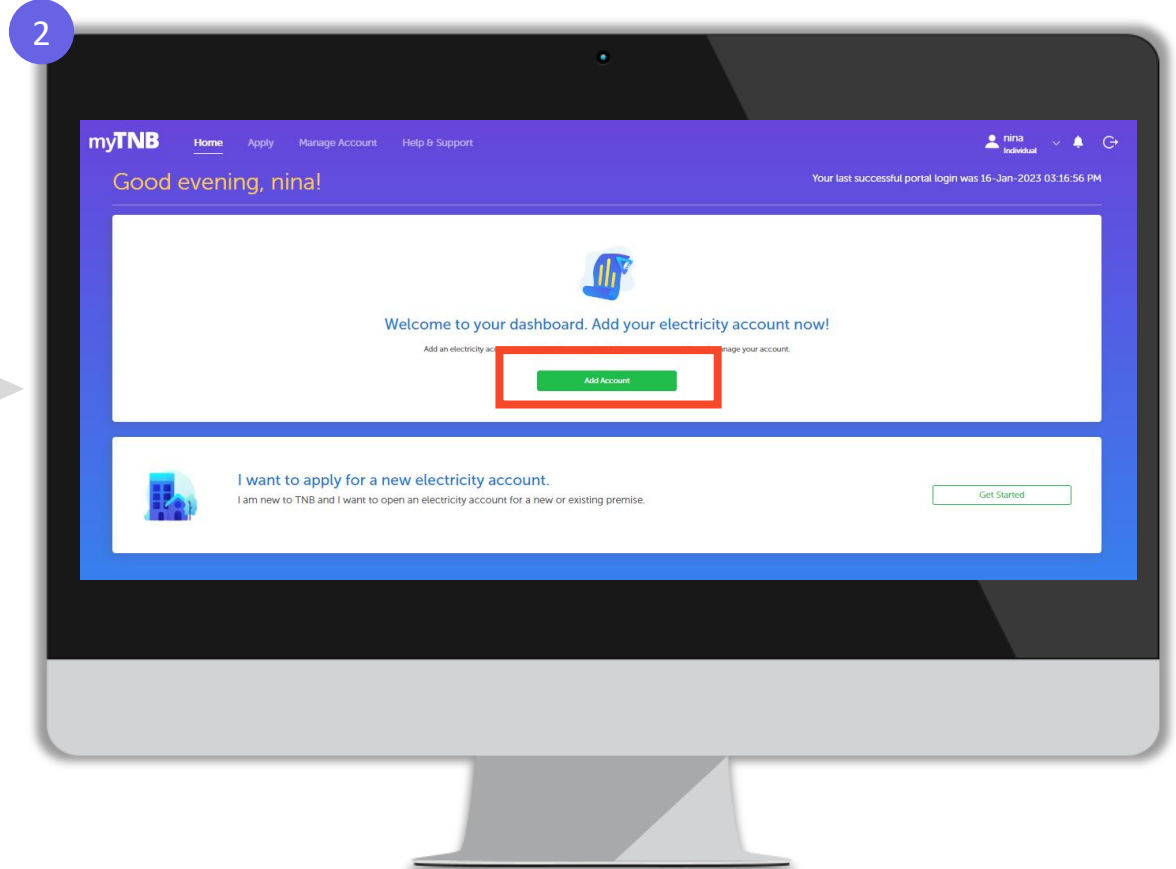


Manual Add Contract Account in New myTNB Account – myTNB Portal

For customer that have no contract account

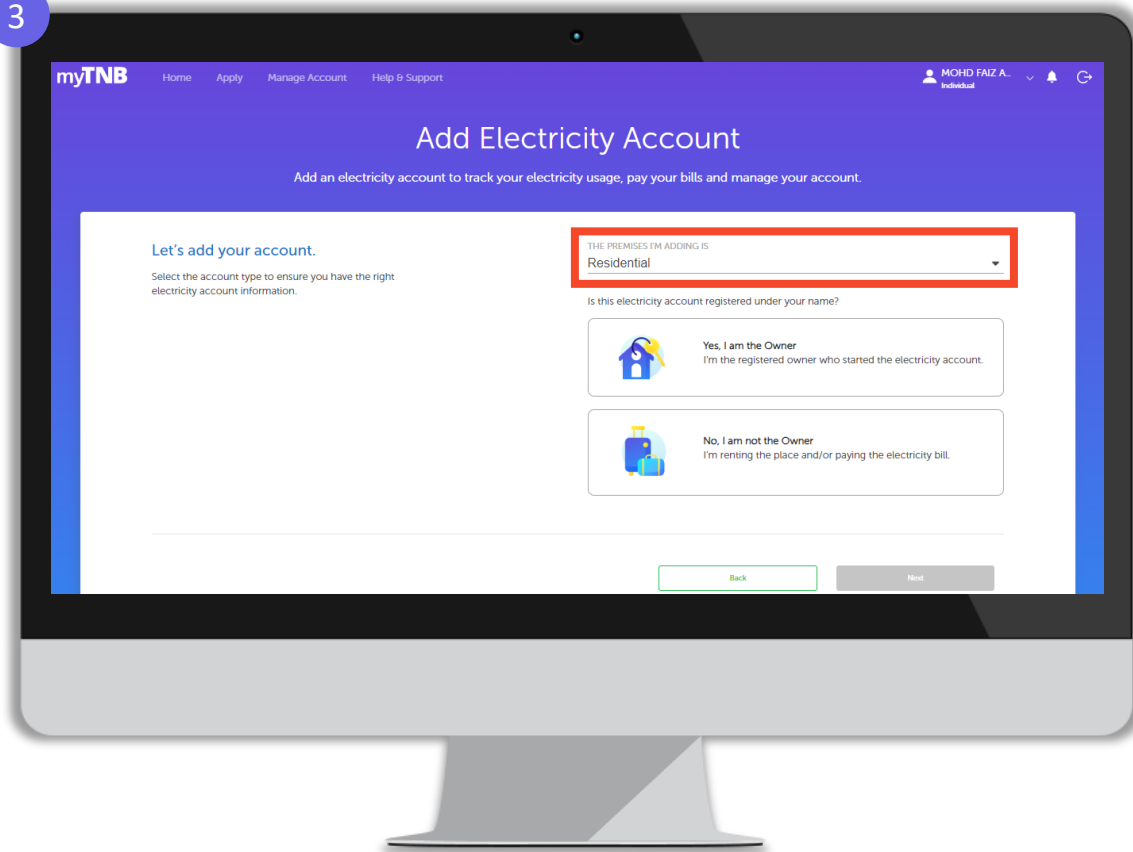


Step 1: Login your registered account

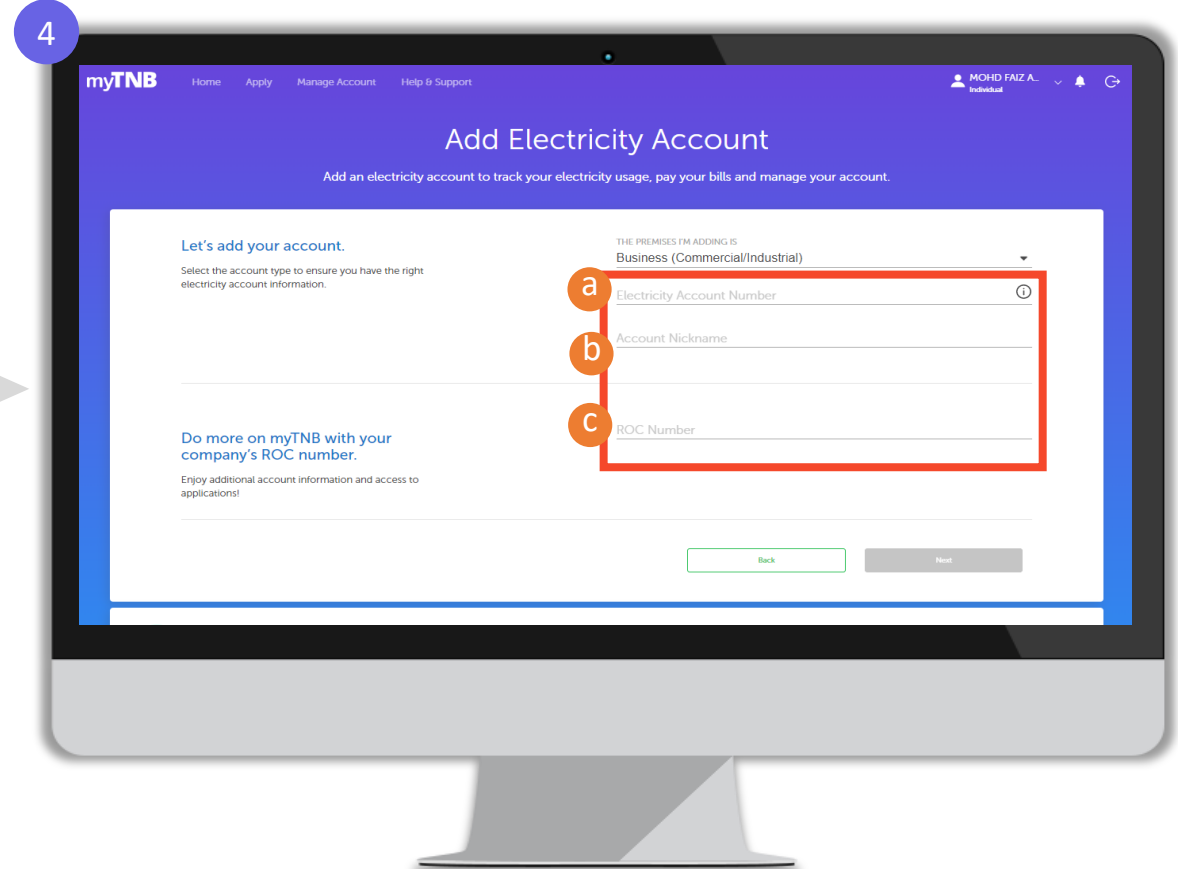


Step 2: At myTNB homepage, click 'Add Account' button

Manual Add Contract Account in New myTNB Account – myTNB Portal



Step 3: On this screen select your premise type as Business (Commercial/Industrial) or Government

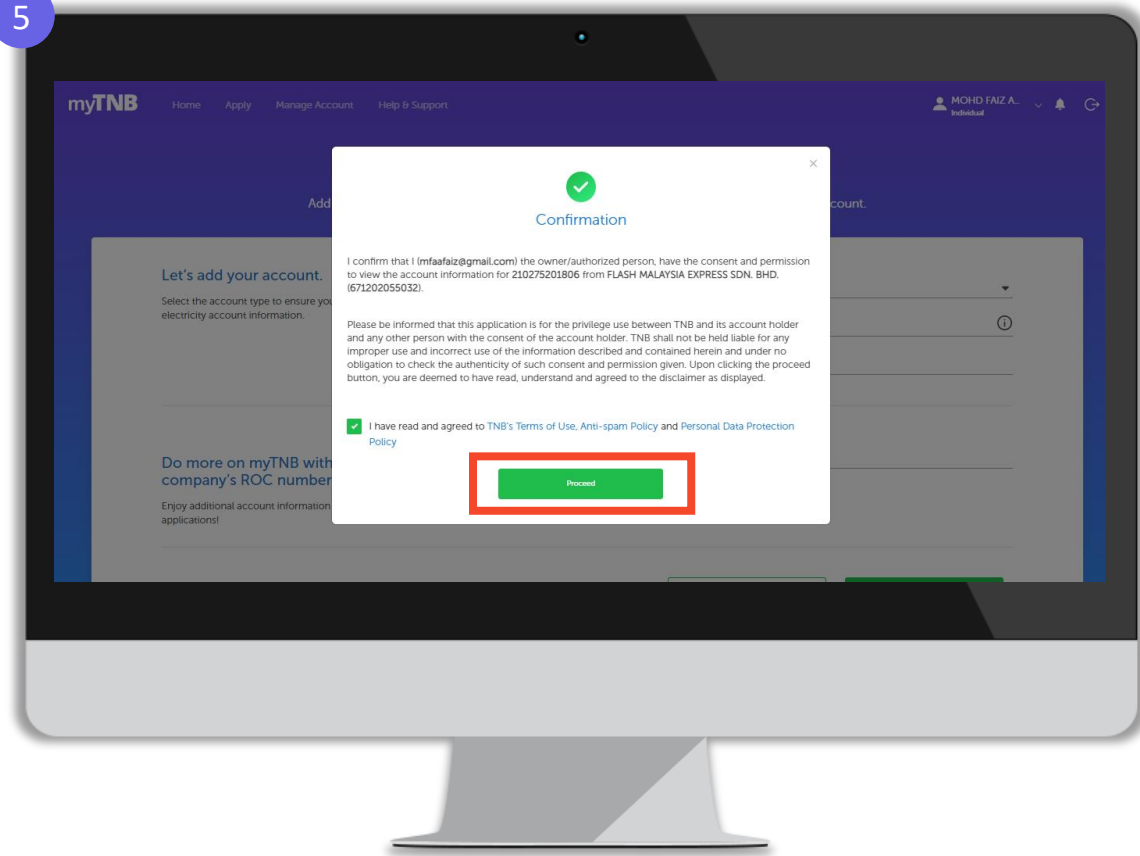


Step 4: (a) Enter account number in the 'Electricity Account Number' field
(b) Enter account nickname in the 'Account Nickname' field
(c) Enter ROC number
(d) Click 'Next'

Note : ROC number is **MANDATORY ONLY FOR BUSINESS (Commercial/Industrial)** if you want to apply for GET

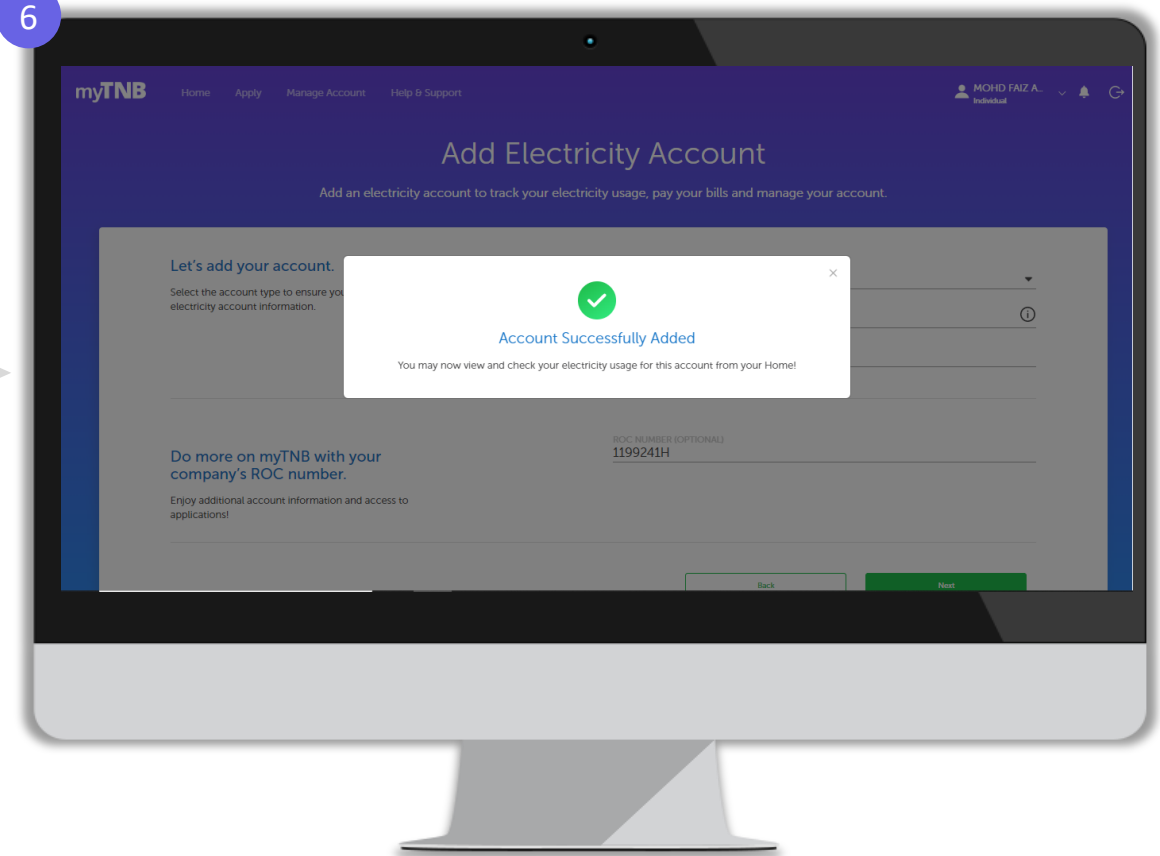
Manual Add Contract Account in New myTNB Account – myTNB Portal

5



- Step 5: To confirm account details,
(a) Tick on 'I have read and agreed to TNB's term of use, Anti-Spam Policy and Personal Data Protection Policy'
(b) Click 'Proceed'

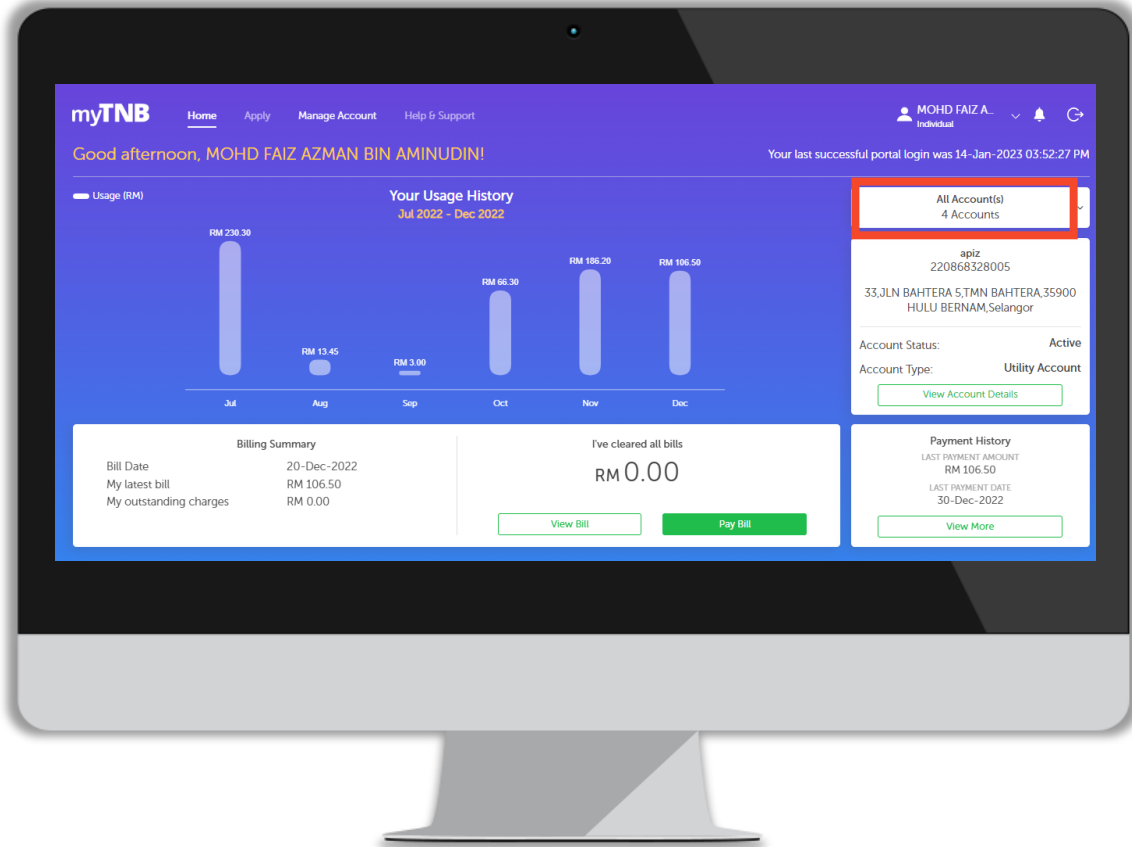
6



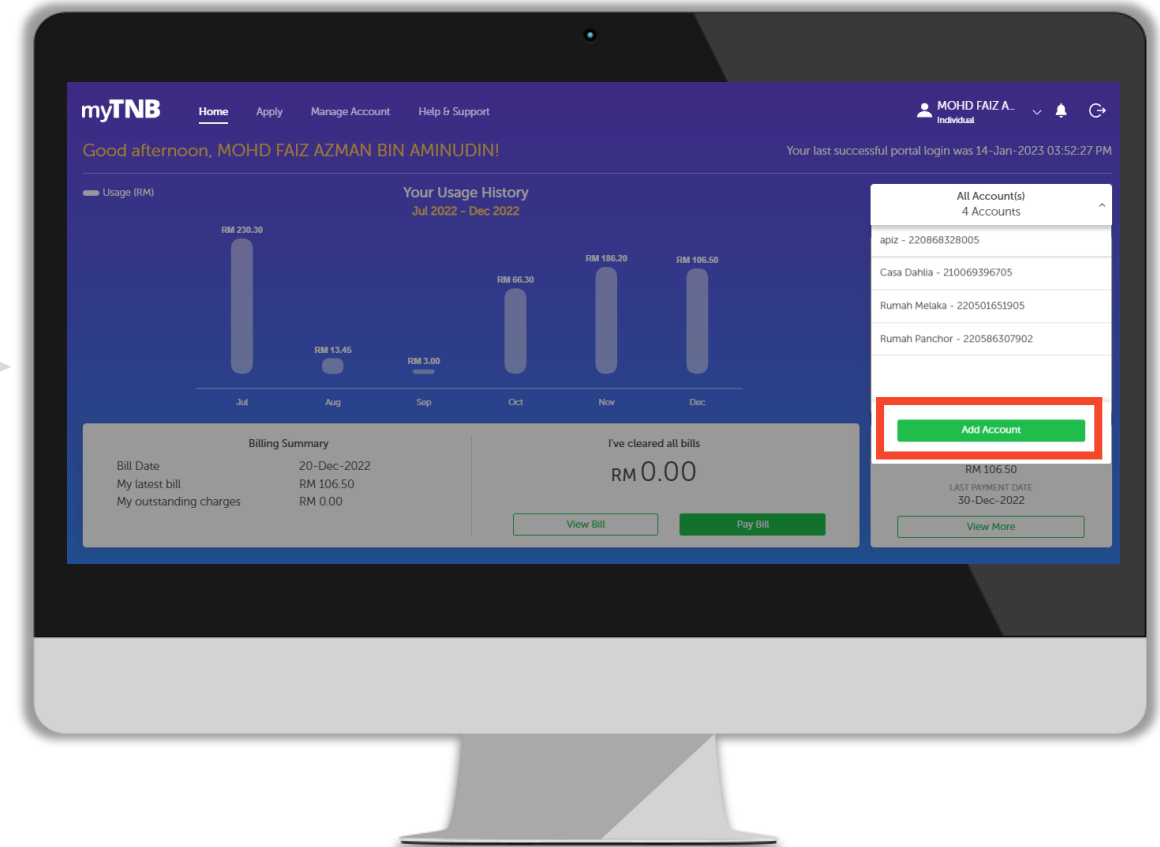
- Step 6: Your contract account is now successfully added to your myTNB account!

To Manually Add Contract Account in myTNB Portal

For customer that have more than 1 contract account



Step 1: Click "All Account" and you can see your registered account list

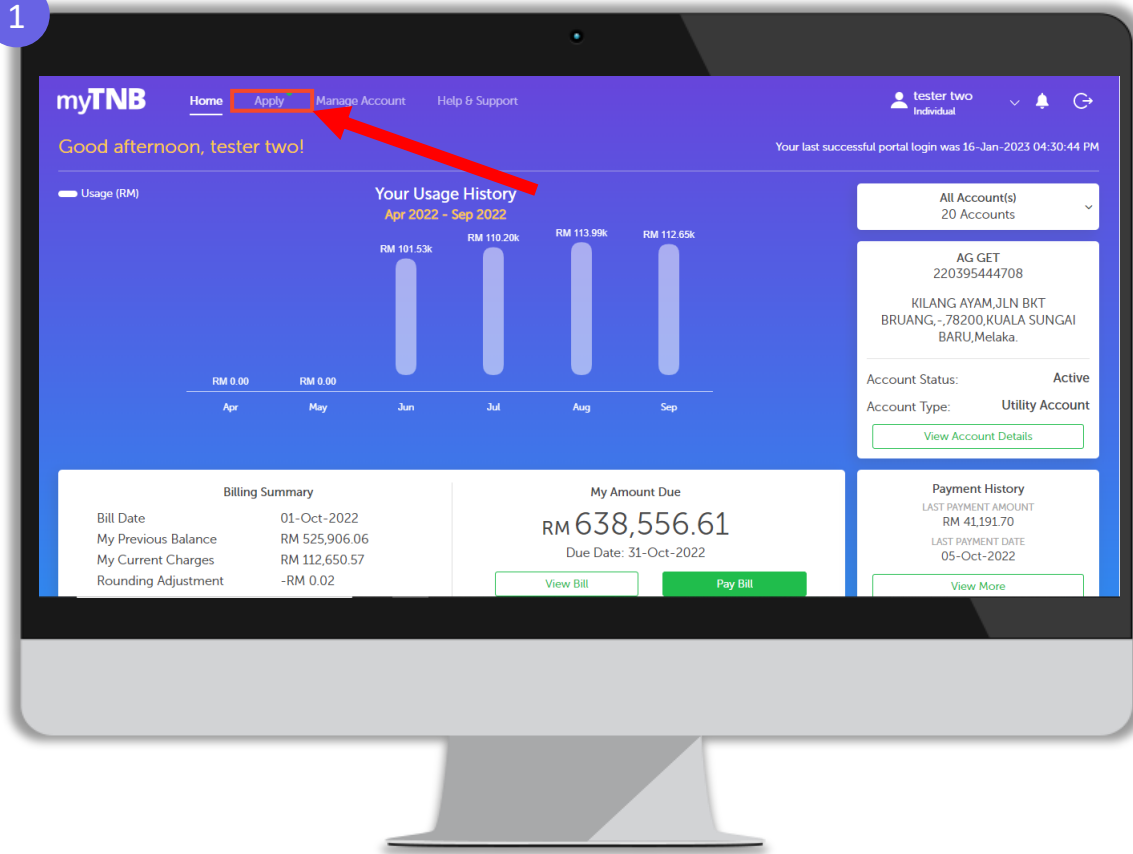


Step 2: Click add account button and follow the same steps to add another account

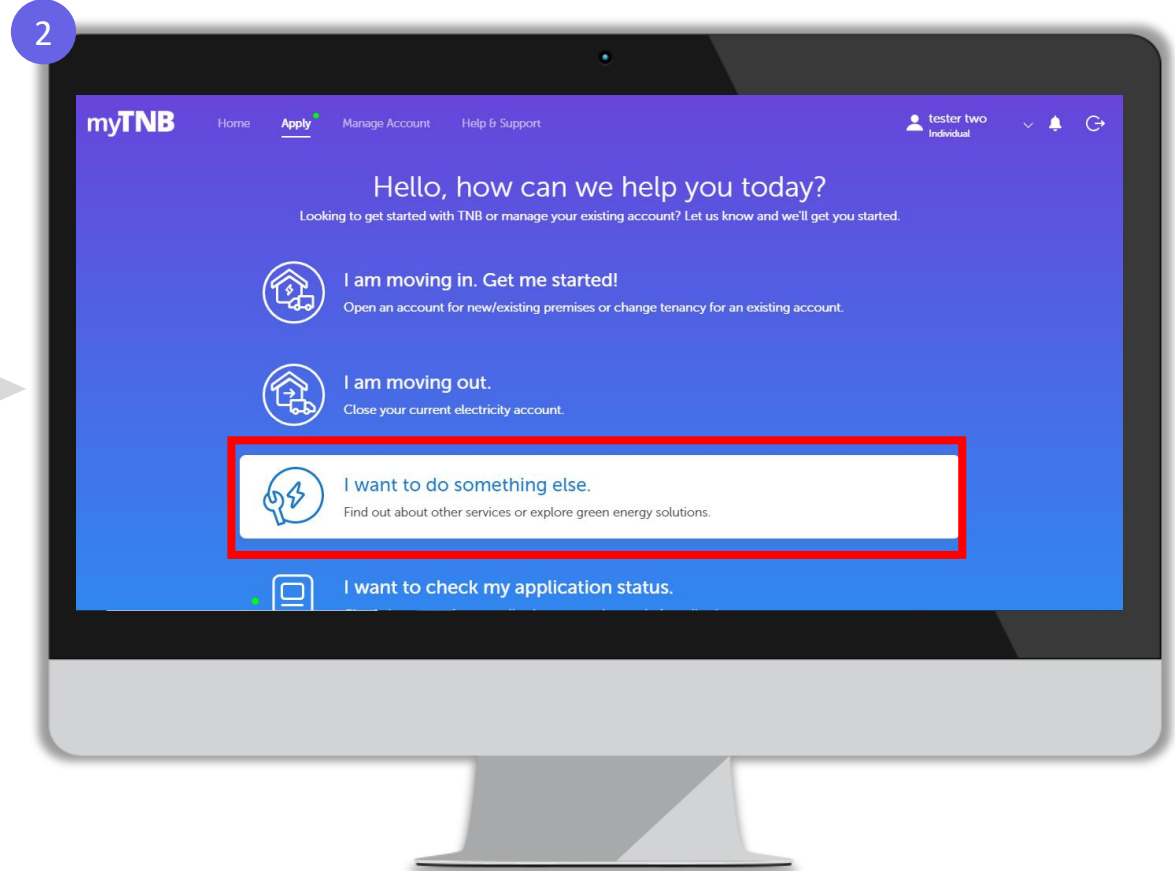
**To subscribe Green Electricity Tariff
(GET) for Business / Government /
Industrial accounts, please follow these
steps**



Subscribe Green Electricity Tariff (GET) for Commercial / Government / Industrial

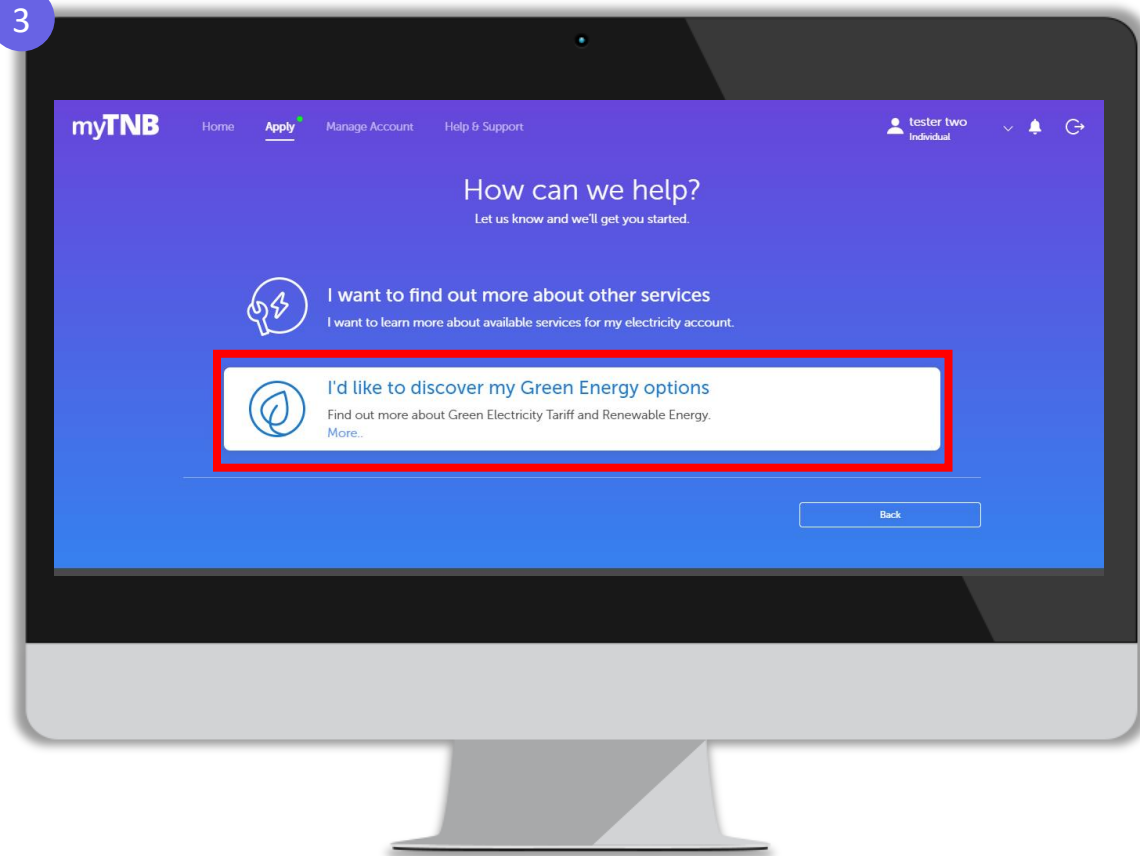


Step 1: Click 'Apply' at myTNB top menu

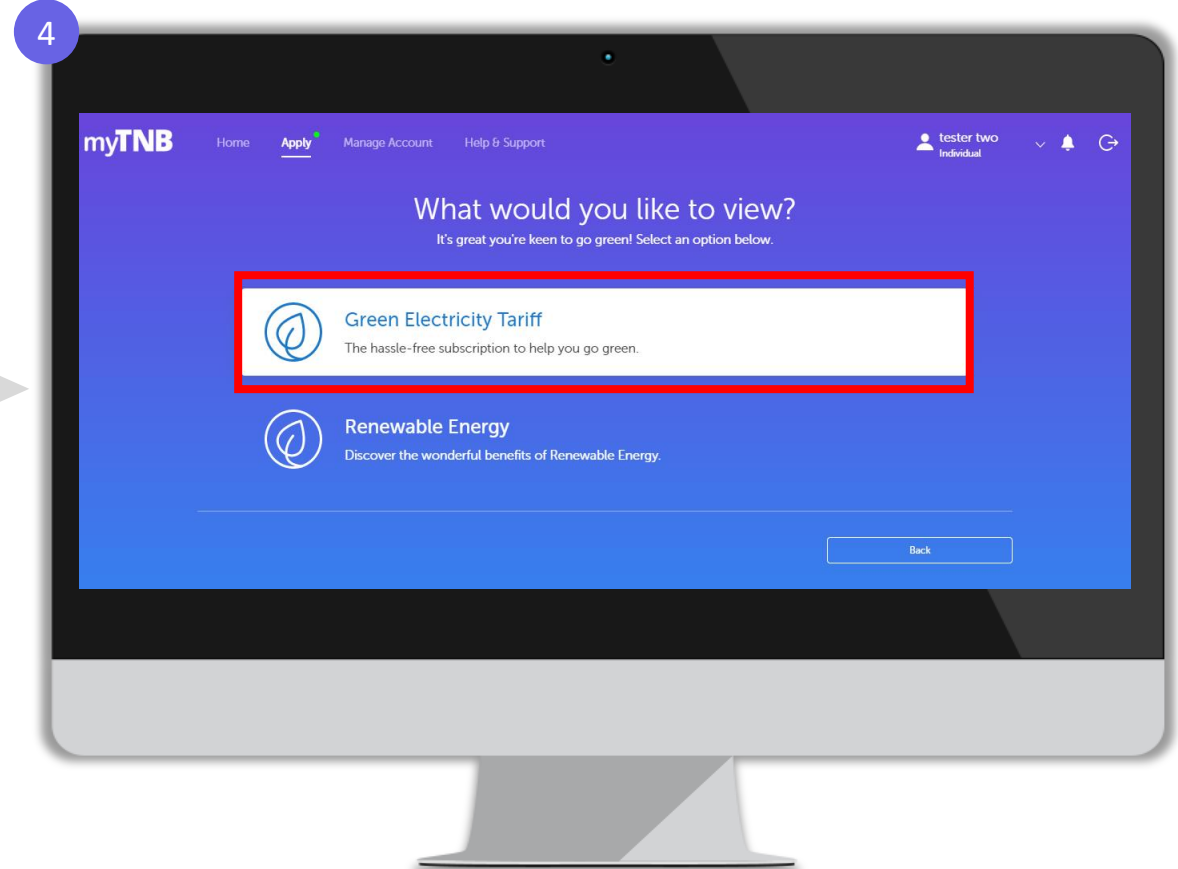


Step 2: Click 'I want to do something else'

Subscribe Green Electricity Tariff (GET) for Commercial / Government / Industrial

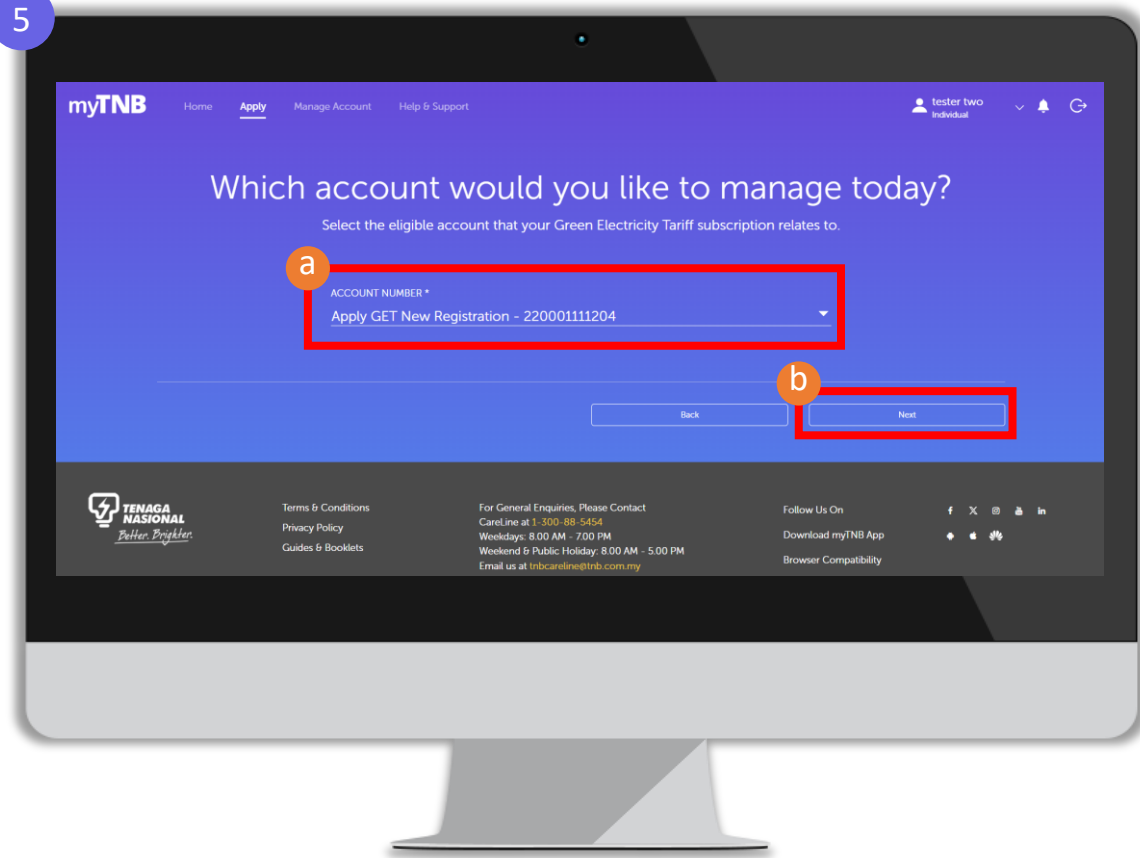


Step 3: Click 'I'd like to discover my Green Energy options'

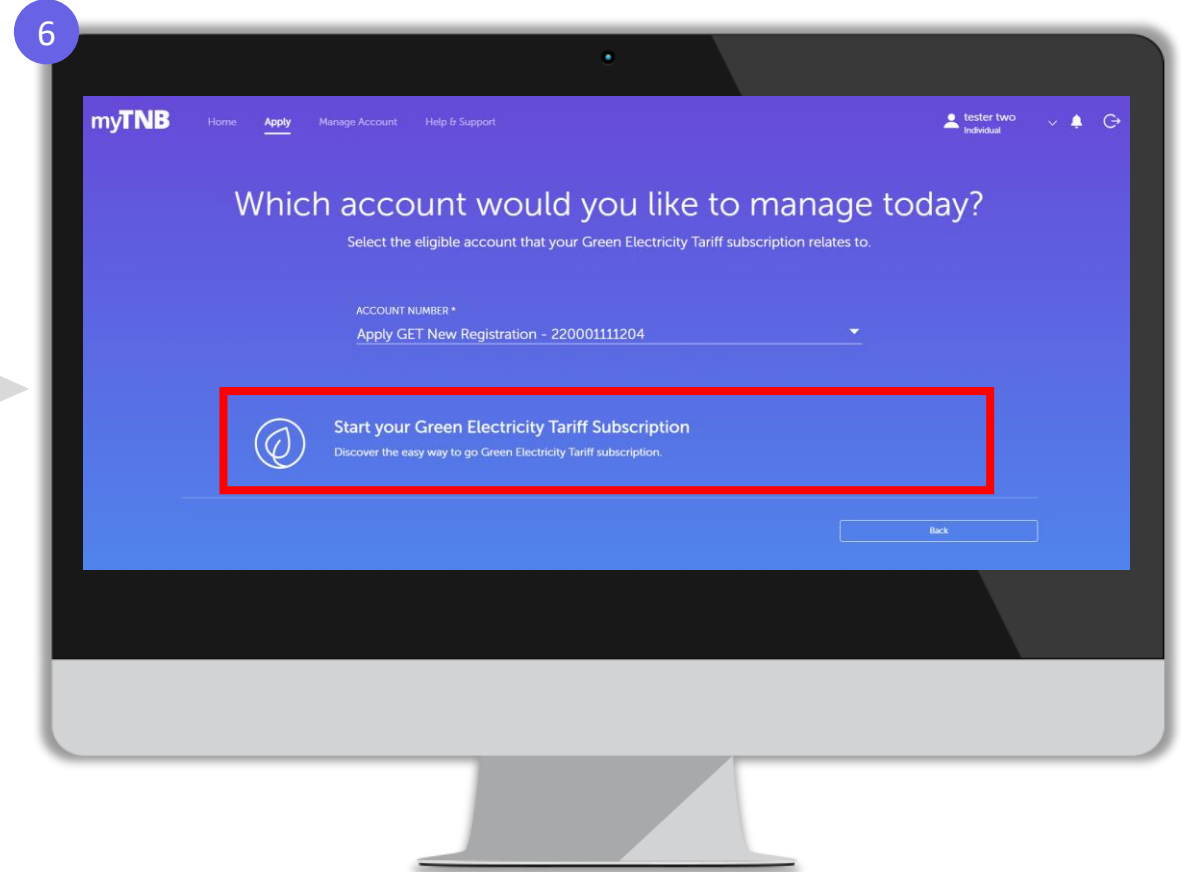


Step 4: Click 'Green Electricity Tariff'

Subscribe Green Electricity Tariff (GET) for Commercial / Government / Industrial



Step 5: (a) Choose which account you want to subscribe for Green Electricity tariff
(b) click 'Next'



Step 6: Click 'Start your Green Electricity Tariff Subscription'

Thank you

