

# red**ONE** Digital Onboarding MNP

red**ONE**  
*back to basics*

# MNP melalui Digital Onboarding

# MNP Pilihan 1 – Penghantaran SIM

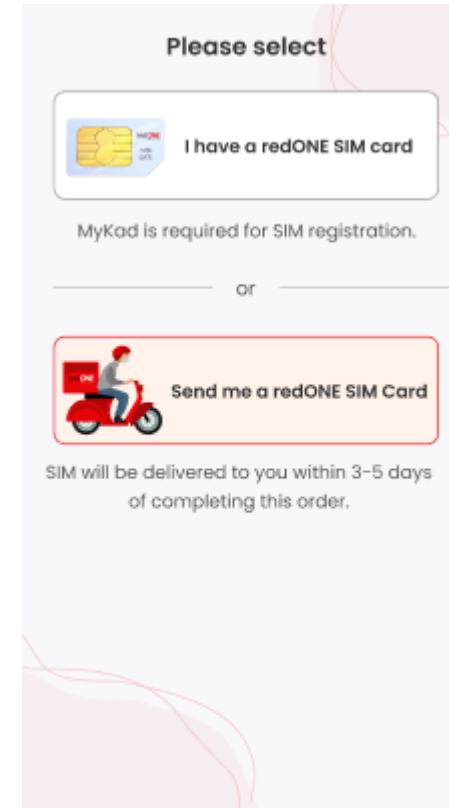
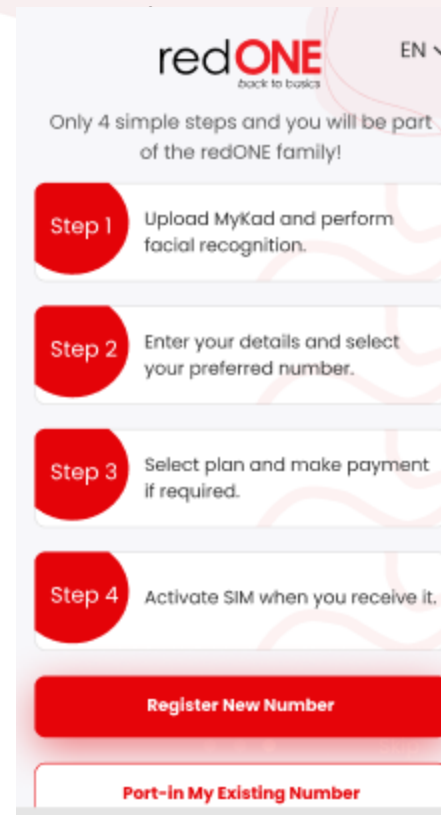
## Butiran

### Pilih penghantaran SIM

**Langkah1:** Pilih “Port-In My Existing Number””

**Langkah2:** Pilih “Send me a redONE SIM Card”

## Tangkapan Skrin



# eKYC – Ambil Gambar Bahagian Depan IC

## Butiran

### Cara mengambil gambar IC

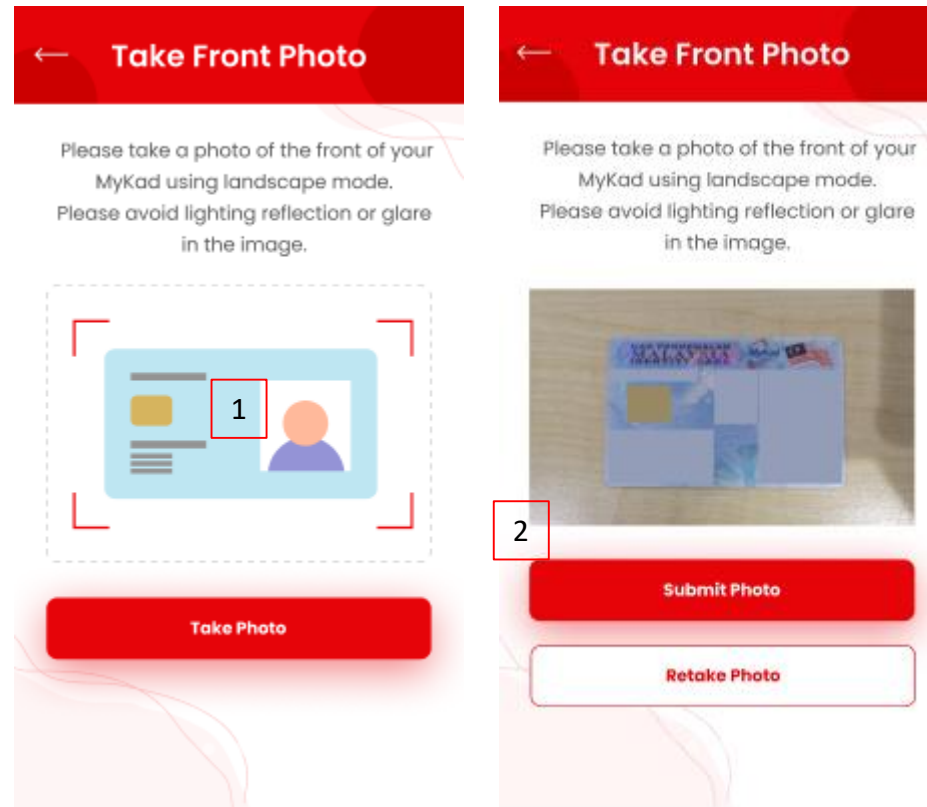
**Langkah1:** Ketik sini untuk mula menangkap bahagian depan IC.

**Langkah2:** Klik “Submit Photo” untuk menghantar foto atau “Retake photo” jika gambar tidak jelas atau anda tidak berpuas hati dengan gambar tersebut.

### Tips & Nota Penting:

1. Elakkan mengambil gambar di bawah sumber cahaya langsung untuk mengelakkan pantulan.
2. Jangan bergegar semasa mengambil gambar.
3. Pastikan keadaan sekeliling mempunyai sumber cahaya yang cukup.
4. Tips di atas akan mengurangkan peluang untuk gagal eKYC.

## Tangkapan Skrin



## Butiran

### Cara mengambil gambar IC?

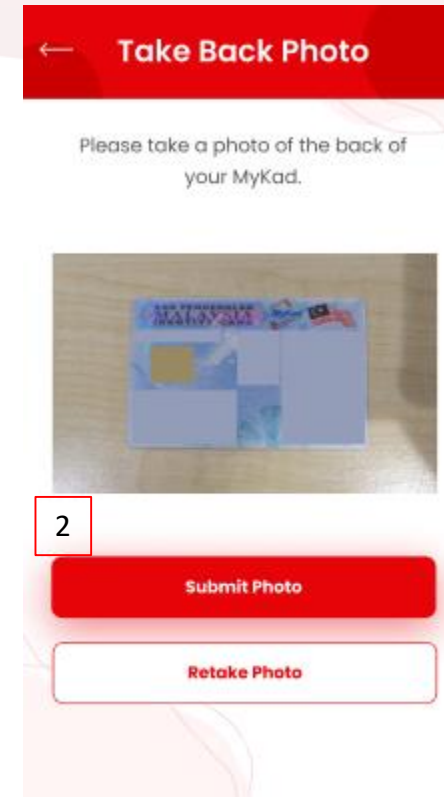
**Langkah1:** Ketik sini untuk menangkap gambar belakang IC.

**Langkah2:** Klik “Submit Photo” untuk menghantar gambar atau “Retake Photo” jika gambar tidak jelas atau jika anda tidak berpuas hati dengan gambar tersebut.

### Tips & Nota Penting:

1. Elakkan mengambil gambar di bawah sumber cahaya langsung untuk mengelakkan pantulan.
2. Jangan bergegar semasa mengambil gambar.
3. Pastikan keadaan sekeliling mempunyai sumber cahaya yang cukup.
4. Tips di atas akan mengurangkan peluang untuk gagal eKYC.

## Tangkapan Skrin



# eKYC – Pengesahan ID

## Butiran

### Cara mengesahkan maklumat IC

**Langkah1:** Pilih “Race”

**Langkah2:** Pilih “State”

**Langkah3:** Klik “Confirm” untuk teruskan atau “Retake Photo” IC jika maklumat IC tidak tepat.

## Tangkapan Skrin

The image displays two screenshots of a mobile application interface for ID confirmation. Both screens have a red header with a back arrow and the text "ID Confirmation".

The left screenshot shows the following fields and options:

- Name: Lim Ken Wei
- ID Number: 820403055481
- Gender: Male
- Race\*: Chinese (highlighted with a red box containing the number 1)
- Address\*: 16, Jalan Mengkan, Taman Mengkan
- Postcode\*: 71600
- City\*: Kuala Klawang

The right screenshot shows the following fields and options:

- Address\*: 16, Jalan Mengkan, Taman Mengkan
- Postcode\*: 71600
- City\*: Kuala Klawang
- State\*: Negeri Sembilan (highlighted with a red box containing the number 2)
- Country: Malaysia
- Buttons: Confirm (highlighted with a red box containing the number 3) and Incorrect? Retake Photo

# eKYC – Mengambil Swafoto

## Butiran

### Cara untuk mengambil swafoto?

**Langkah1:** Klik “Take Photo” untuk melancarkan kamera.

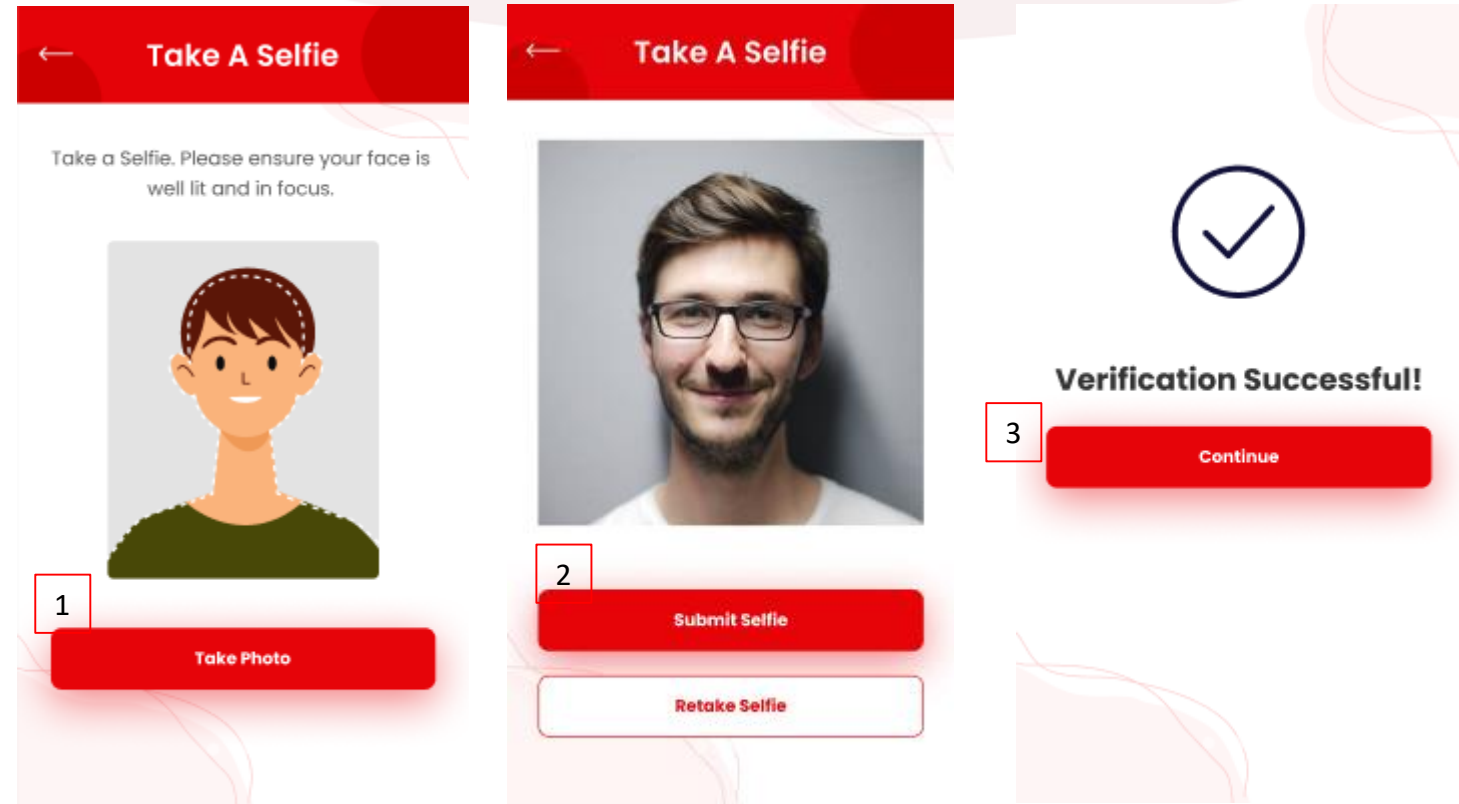
**Langkah2:** Klik “Submit Selfie” untuk menghantar gambar atau “Retake Selfie” jika gambar tidak jelas atau anda tidak berpuas hati dengan gambar tersebut.

**Langkah3:** Sistem akan mengesahkan swafoto anda terhadap gambar IC anda. Jika pengesahan berjaya, klik “Continue”.

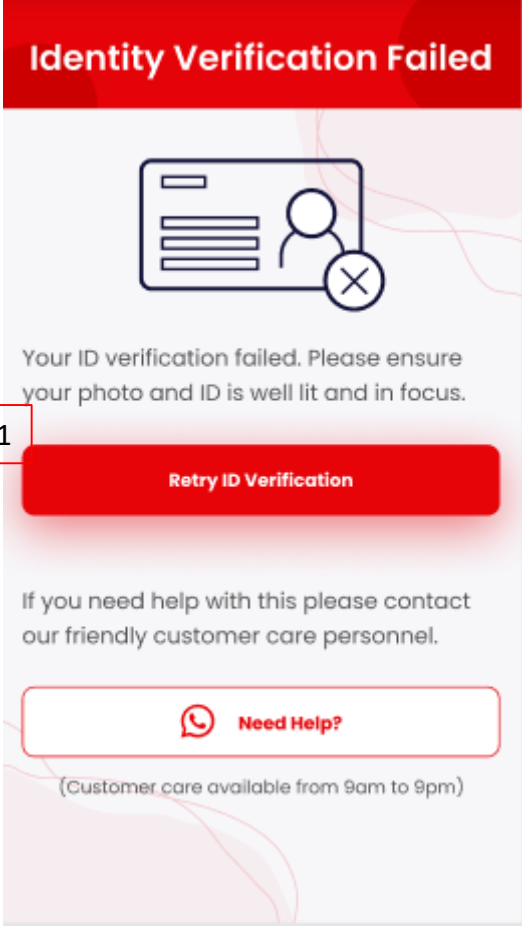
### Tips & Nota Penting:

1. Jangan bergegar semasa mengambil gambar.
2. Pastikan keadaan sekeliling anda mempunyai sumber cahaya yang cukup
3. Tips di atas akan mengurangkan peluang untuk gagal eKYC

## Tangkapan Skrin



# eKYC – Pengesahan Gagal

Butiran	Tangkapan Screenshot
<p><b><u>Bagaimana jika saya gagal pengesahan eKYC?</u></b></p> <p><b>Langkah1:</b> Jika anda gagal pengesahan anda, klik “Retry ID Verification”</p>	 <p><b>Identity Verification Failed</b></p> <p>Your ID verification failed. Please ensure your photo and ID is well lit and in focus.</p> <p>1 <b>Retry ID Verification</b></p> <p>If you need help with this please contact our friendly customer care personnel.</p> <p><b>Need Help?</b></p> <p>(Customer care available from 9am to 9pm)</p>



# eKYC – Maklumat Tambahan

## Butiran

### Maklumat tambahan

**Langkah1:** Masukkan nombor telefon

**Langkah2:** Masukkan nama ibu anda

**Langkah3:** Masukkan alamat e-mel yang sah, anda dikehendaki untuk mengesahkan alamat e-mel.

**Langkah 4:** Klik “Submit”

## Tangkapan Screenshot

additional information

← Additional Information

1 Contact Number\*  
Enter your number here

2 Mother's Maiden Name\*  
Enter Mother's Maiden Name

3 Email Address\*  
Enter Email Address  
Email validation is required in the next step.

**Marketing Consent**  
By proceeding, I consent to and authorize redONE to use and process my particulars (\*Personal Data\*) for the purpose of sales and marketing of products, services and promotions.

Please untick if you don't want to receive marketing and promotional messages

additional information

← Additional Information

Mother's Maiden Name\*  
Enter Mother's Maiden Name

Email Address\*  
Enter Email Address  
Email validation is required in the next step.

**Marketing Consent**  
By proceeding, I consent to and authorize redONE to use and process my particulars (\*Personal Data\*) for the purpose of sales and marketing of products, services and promotions.

Please untick if you don't want to receive marketing and promotional messages from redONE or other related parties.

4 Submit

# Pengesahan E-mel

## Butiran

### Cara untuk mengesahkan alamat e-mel?

**Langkah1:** Anda akan menerima e-mel dengan kod pengesahan. Masukkan kod tersebut untuk mengesahkan alamat e-mel anda.

**Langkah2:** Klik "Verify" untuk teruskan.

**Langkah3:** Klik "Resend Code" jika anda tidak menerima e-mel tersebut.

### Tips & Nota Penting:

1. Semak folder spam/ junk anda sekiranya e-mel pengesahan masih belum diterima. Kadang-kadang ia akan termasuk di folder tersebut.

## Tangkapan Skrin

redONE - Web Registration Email Verification Inbox x

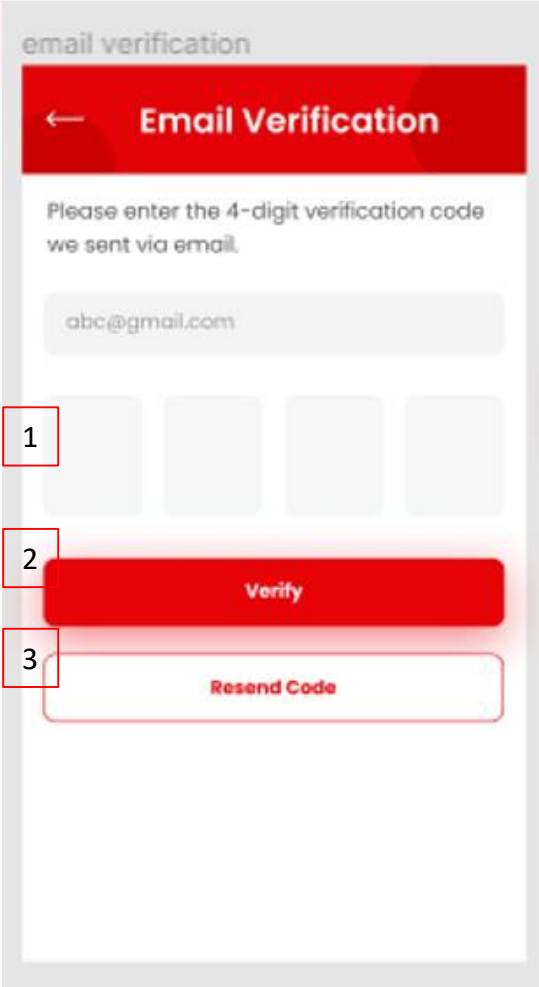
mreg.registration@redone.com.my  
to me

Wed, Nov 4, 11:12 AM (6 days ago)

Dear LOW KENG SIANG,

Please enter the verification code **9906** in the Email Verification screen.

# Pengesahan E-mel

Butiran	Tangkapan Skrin
	 <p>The screenshot shows an 'email verification' screen. At the top, there is a red header with a back arrow and the text 'Email Verification'. Below the header, the text reads: 'Please enter the 4-digit verification code we sent via email.' Underneath is a text input field containing 'abc@gmail.com'. Below the input field are four empty square boxes for entering the verification code. A red 'Verify' button is positioned below the boxes, and a white 'Resend Code' button is at the bottom. Three red boxes with numbers 1, 2, and 3 are overlaid on the screen: box 1 points to the first code input box, box 2 points to the 'Verify' button, and box 3 points to the 'Resend Code' button.</p>

# Perincian MNP/Port-Masuk

## Butiran

### Cara memasukkan perincian port-masuk?

**Langkah1:** Masukkan nombor telefon port-masuk anda

**Langkah2:** Pilih perkhidmatan servis semasa anda.

**Langkah3:** Pilih port-masuk menerusi akaun postpaid atau prepaid.

**Langkah4:** Jika "Postpaid" dipilih, masukkan nombor akaun port-masuk.

**Langkah5:** Masukkan tarikh lahir

**Langkah6:** Klik "Next"

## Tangkapan Screenshot

The image displays two screenshots of the redONE mobile application's 'Port-In' form. The left screenshot shows the initial form with the following fields: 'Port-In Mobile Number' (input field with a red box around the '1' label), 'Current Service Provider' (dropdown menu with a red box around the '2' label), 'Postpaid or Prepaid' (dropdown menu with a red box around the '3' label), 'Date of Birth' (three dropdown menus for day, month, and year with a red box around the '5' label), and 'Donor Account Number' (input field). Below these fields is a section titled 'To port-in your number to redONE, please ensure:-' with a list of conditions. The right screenshot shows the form after the 'Postpaid' option is selected in the 'Postpaid or Prepaid' dropdown (highlighted with a red box around the '4' label). The 'Donor Account Number' field is now active and highlighted with a red box around the '6' label. The 'Date of Birth' section is also visible in this screenshot.

# Pemilihan Pelan

## Butiran

### Cara memilih pelan/pakej?

**Langkah1:** Klik anak panah dropdown dan pilih pelan pilihan anda.

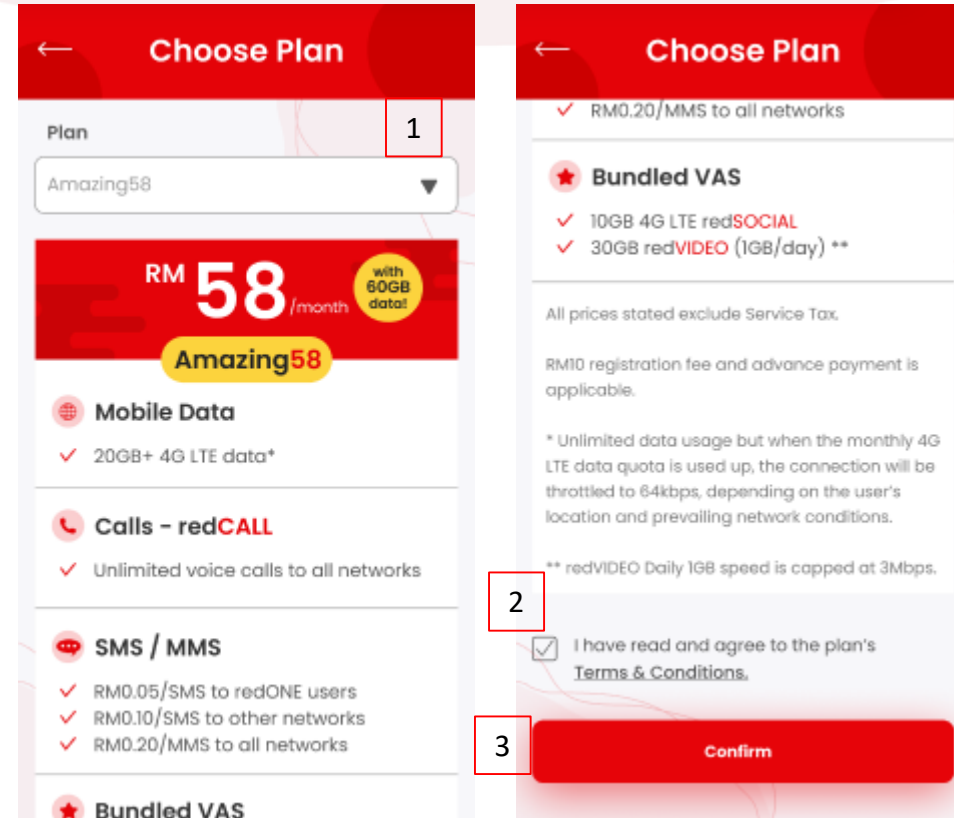
**Langkah2:** Untuk menerima pelan tersebut dan bersetuju untuk membayar jumlah bayaran, tandatangan di bahagian bawah skrin.

**Langkah3:** Klik "Confirm"

**Langkah4:** Turunkan tandatangan

**Langkah5:** Klik "Proceed"

## Tangkapan Skrin



# Pemilihan pelan

## Butiran

## Tangkapan Skrin

Plan Confirmation

← Plan Confirmation

Plan: Amazing8  
Data Plan: IGB  
Contract Period: -  
Phone Number: 01123451130

Delivery Fee	Free
Signup Fee (RM)	10.00
Deposit (RM)	0.00
Package Advance Payment (RM)	8.00
Premium Number Advance Payment (RM)	0.00
<b>Total (RM)</b>	<b>18.00</b>

Signature

4 *Joshua*

Plan Confirmation

← Plan Confirmation

Signup Fee (RM)	10.00
Deposit (RM)	0.00
Package Advance Payment (RM)	8.00
Premium Number Advance Payment (RM)	0.00
<b>Total (RM)</b>	<b>18.00</b>

Signature

5 *Joshua*

Proceed

# Bayaran

## Butiran

### Cara membuat pembayaran?

**Langkah1:** Teruskan dengan memilih jenis pembayaran. Contoh: Kredit/debit, pindahan bank, eDompot.

**Langkah2:** Setelah pembayaran berjaya, anda akan menerima resit pembayaran dihantar ke alamat e-mel anda.

## Tangkapan Skrin

redONE  
back to basics

RED ONE NETWORK SDN BHD  
A-3-42, 101 BOULEVARD JLN KENARI 5, BDR PUCHONG JAYA 47170  
PUCHONG, SELANGOR, MALAYSIA Tel: 1300-11-0088 URL:  
http://www.redone.com.my Email: careline@redone.com.my

### SECURE ONLINE PAYMENT

BILLING INFO

Amount in (MYR)  
48.00

Order ID  
137847

CARD DETAILS

CHOOSE YOUR CARD OR ADD NEW

523945XXXXX3023  
VALID DATE  
10 / 22  
LOW KENG SIANG  
MAYBANK MALAYSIA

Use New Card / Other Payment Method

CONTACT DETAILS

LOW KENG SIANG  
0192833785  
Country  
kengsiang@gmail.com  
redONE web registration

CONTACT DETAILS

LOW KENG SIANG  
0192833785  
Country  
kengsiang@gmail.com  
redONE web registration

AGREEMENT

I here by agree with the Terms of Service & Privacy Policy.

BACK PAY NOW

POLICIES & SUPPORT

**RETURN POLICY:** Please refer to merchant refund policy.  
**BILLING NAME:** This transaction will appear as **MolPay\*RONSB-Redone** on your credit card/debit card billing statement  
**REPORT ABUSE:** Report to us if you found any merchant selling illegal / counterfeit / against the law products / provide or services.

Copyright © 2020 Razer Merchant Services. RAZER MERCHANT SERVICES

# Pembayaran

## Butiran

1.

## Tangkapan Skrin

### Port-In Request Submitted

Hi xxx, your port-in request has been submitted successfully.

Please repond to the SMS sent by your current service provider in order to complete the port-in process.


A notification email will be sent to XXX@gmail.com.

Your SIM card will be delivered within 5 working days. Upon receiving the SIM card, please activate the SIM card by clicking on the link provided in the notification email.

If you did not receive the activation email, please contact us for assistance.

 Need Help?

(Customer care available from 9am to 9pm)

 Get the redONE IApp for promos, add-ons and conveniently manage your account.



# Pengaktifan SIM

## Butiran

### Cara untuk mengaktifkan SIM?

**Langkah1:** Anda akan menerima e-mel lain apabila syarikat kurier telah mengambil SIM dari redONE. Setelah menerima bungkusan, klik pautan yang disediakan di e-mel untuk teruskan dengan pengaktifan.

**Langkah2:** Anda juga mempunyai pilihan untuk mengimbas kod QR yang disediakan di bungkusan.

**Langkah3:** Masukkan nombor IC anda dan 5 nombor terakhir kad SIM anda.

**Langkah4:** Klik "Submit" untuk mengaktifkan SIM anda.

## Tangkapan Skrin



Dear xxx,

We have arranged the delivery of your SIM Card. Below are the details:

Ship Out Date: 21 Oct 2020

Delivery Address:

Contact Number:

Tracking URL: WWW.LALAMOVE.COM.MYTESTING

Tracking Code: TESTING123

You may perform the SIM card activation [here](#) once you've received it.



2



# Pengaktifan SIM

## Butiran

## Tangkapan Skrin

### SIM Card Activation

EN ▾

3

Enter your IC

SIM

12345

Last 5 digits of your SIM card number.



4

Submit

 Need Help?

(Customer care available from 9am to 9pm)

### Congratulations

Hi xxx, thank you for your subscription!

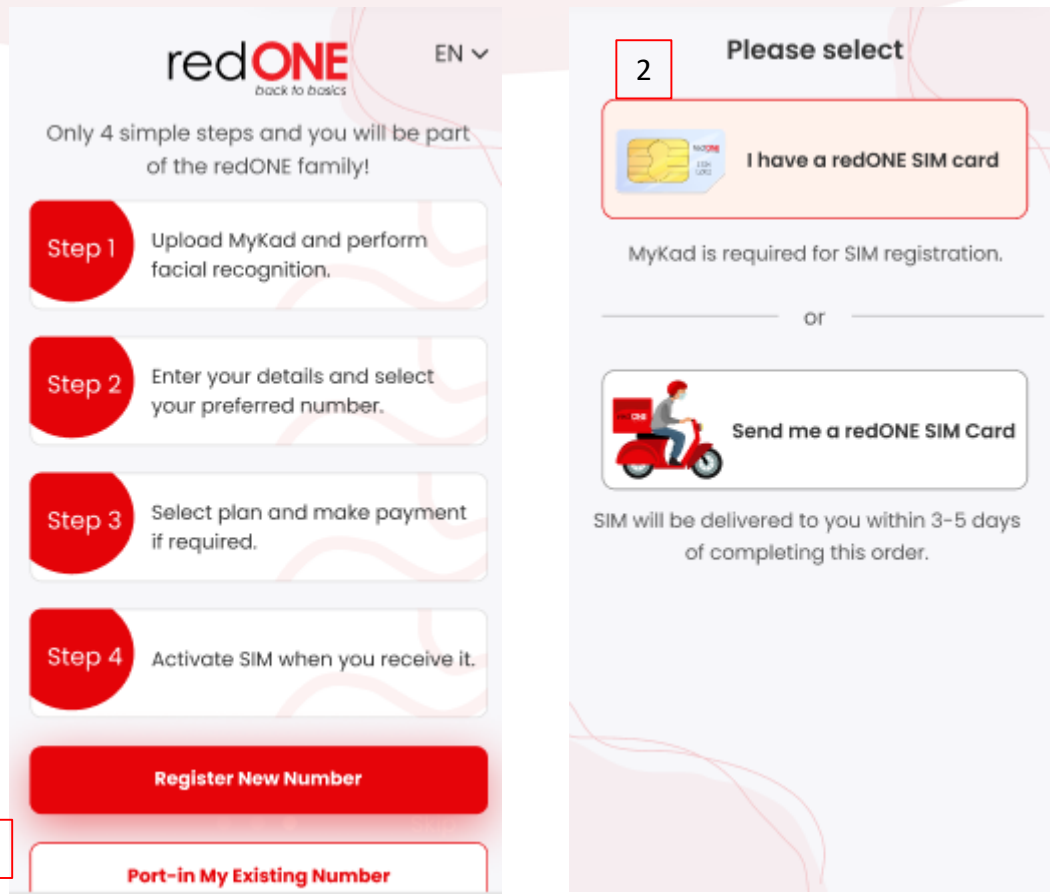
Your new SIM should be activated in  
1-2 hours!



Get the redONE 1App for promos,  
add-ons and conveniently  
manage your account.



# MNP Pilihan 2 – SIM di tangan

Butiran	Tangkapan Screenshot
<p><b><u>Pilih SIM Di Tangan:</u></b> <b>Langkah1:</b> Pilih “Port-In My Existing Number” <b>Langkah2:</b> Pilih “I have a redONE SIM card” <b>Langkah3:</b> Lengkapi eKYC <b>Langkah4:</b> Sahkan e-mel</p>	 <p>The image displays two screenshots from the redONE mobile application. The left screenshot shows a registration flow with four steps: Step 1: Upload MyKad and perform facial recognition; Step 2: Enter your details and select your preferred number; Step 3: Select plan and make payment if required; Step 4: Activate SIM when you receive it. At the bottom, there are two buttons: 'Register New Number' and 'Port-in My Existing Number'. A red box labeled '1' highlights the 'Port-in My Existing Number' button. The right screenshot shows a 'Please select' screen with two options: 'I have a redONE SIM card' (highlighted with a red box labeled '2') and 'Send me a redONE SIM Card'. Below the second option, it says 'SIM will be delivered to you within 3-5 days of completing this order.'</p>

# Masukkan Kod Teg

## Butiran

### Masukkan Kod Teg :

**Langkah1:** Masukkan 12 digit kod teg

**Langkah2:** Klik "Next"

## Tangkapan Skrin

← **Insert Tag Code**

Please enter your 12-digit tag code from the SIM card.

Enter 12-digit tag code

1 XXXXXXXX12345

Example:

redONE  
POSTPAID

Tag Code  
XXXXXXXX12345

Next

# Perincian MNP/Port-Masuk

## Butiran

### Cara untuk memasukkan perincian port-masuk?

**Langkah1:** Masukkan nombor telefon port-masuk anda.

**Langkah2:** Pilih perkhidmatan servis semasa anda.

**Langkah3:** Pilih port-masuk melalui akaun postpaid atau prepaid.

**Langkah4:** Jika "Postpaid" dipilih, masukkan nombor akaun port-masuk.

**Langkah5:** Masukkan tarikh lahir.

**Langkah6:** Klik "Next".

## Tangkapan Screenshot

The image displays two screenshots of a mobile application interface for porting a number. Both screens have a red header with a back arrow and the text "Port-In".

**Left Screenshot:**

- Port-In Mobile Number:** A text input field with a red box labeled "1" around the placeholder text "Enter port-in mobile number".
- Current Service Provider:** A dropdown menu with a red box labeled "2" around the placeholder text "Please select".
- Postpaid or Prepaid:** A dropdown menu with a red box labeled "3" around the placeholder text "Please select".
- Date of Birth:** Three dropdown menus for day, month, and year, with values "01", "Jan", and "1990" respectively. A red box labeled "4" is around the year dropdown.
- To port-in your number to redONE, please ensure:-**
  - Your line is still active.
  - You are not tied to a contract.
  - There are no outstanding payments.
  - You decouple the line if you are using a supplementary line.
- Next:** A red button with a white "Next" label, highlighted with a red box labeled "5".

**Right Screenshot:**

- Port-In Mobile Number:** A text input field with the placeholder text "Enter port-in mobile number".
- Current Service Provider:** A dropdown menu with the placeholder text "Please select".
- Postpaid or Prepaid:** A dropdown menu with the value "Postpaid" selected.
- Donor Account Number:** A text input field with the placeholder text "Enter postpaid account number".
- Date of Birth:** Three dropdown menus for day, month, and year, with values "01", "Jan", and "1990" respectively.
- To port-in your number to redONE, please ensure:-**
  - Your line is still active.
  - You are not tied to a contract.
  - There are no outstanding payments.
  - You decouple the line if you are using a supplementary line.

# Pemilihan Pelan

## Butiran

### Cara memilih pelan/pakej?

**Langkah1:** Klik anak panah dropdown dan pilih pelan pilihan anda.

**Langkah2:** Untuk terima pelan dan bersetuju dengan jumlah bayaran, tandatangan di bawah skrin.

**Langkah3:** Klik "Confirm"

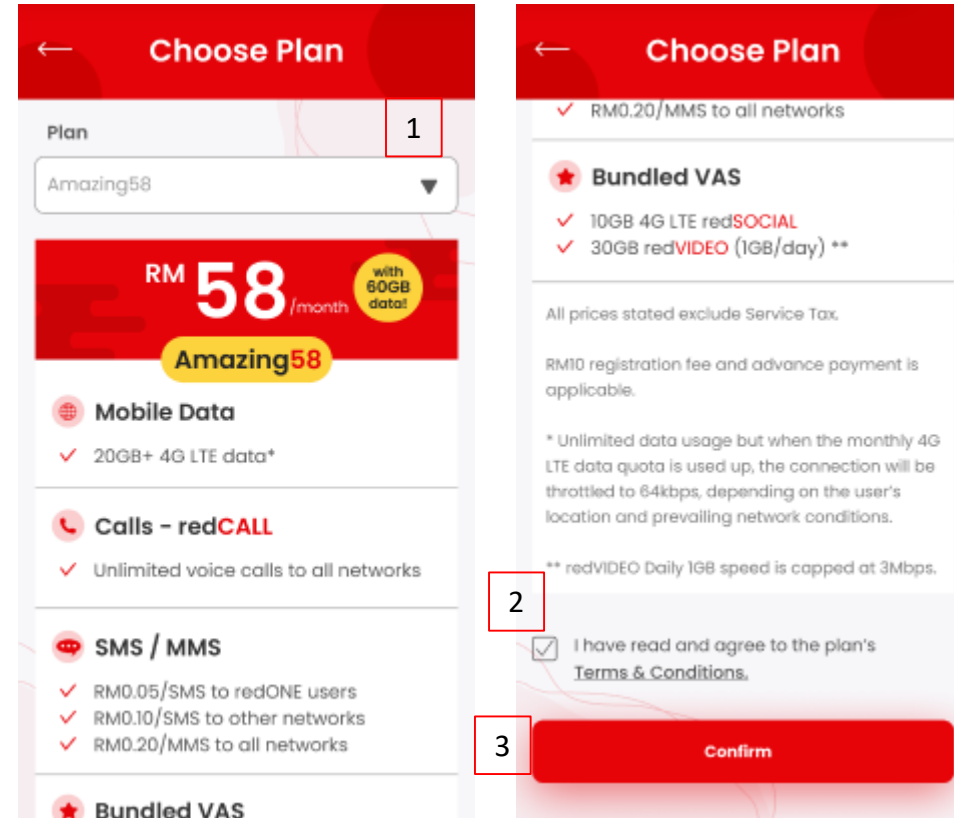
**Langkah4:** Turunkan tandatangan

**Langkah5:** Klik "Proceed"

### Tips & Nota Penting:

1. Pembayaran dalam talian tidak diperlukan untuk SIM di tangan.

## Tangkapan Skrin



# Pemilihan Pelan

## Butiran

## Tangkapan Skrin

### Plan Confirmation

#### ← Plan Confirmation

Plan: Amazing8  
Data Plan: 1GB  
Contract Period: -  
Phone Number: 01123451130

Delivery Fee	Free
Signup Fee (RM)	10.00
Deposit (RM)	0.00
Package Advance Payment (RM)	8.00
Premium Number Advance Payment (RM)	0.00
<b>Total (RM)</b>	<b>18.00</b>

#### Signature

4

Joshua

### Plan Confirmation

#### ← Plan Confirmation

Signup Fee (RM)	10.00
Deposit (RM)	0.00
Package Advance Payment (RM)	8.00
Premium Number Advance Payment (RM)	0.00
<b>Total (RM)</b>	<b>18.00</b>

#### Signature

Joshua

5

Proceed

#### Port-In Request Submitted

Hi xxx, your port-in request has been submitted successfully.

Please repond to the SMS sent by your current service provider in order to complete the port-in process.



Get the redONE IApp for promos, add-ons and conveniently manage your account.





# Thank You!

## redONE Malaysia

A-3-42, Block A, 3rd Floor, IOI Boulevard, Jalan Kenari 5,  
Bandar Puchong Jaya, 47170 Puchong, Selangor, Malaysia.

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