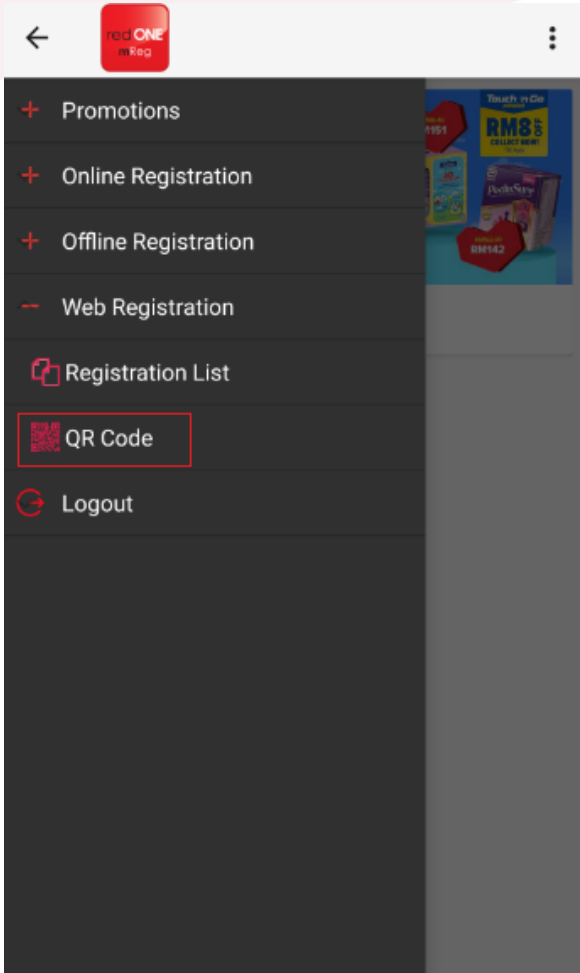


# red**ONE** Onboarding Digital

red**ONE**  
*back to basics*

# Perkongsian Kod QR & URL

# Perkongsian Kod QR Code & URL

Butiran	Tangkapan Skrin
<p><b><u>Bagaimana cara berkongsi kod QR atau URL kepada pelanggan?</u></b></p> <p><b>Langkah1:</b> Lancarkan Mreg dan klik “Web Registration”</p> <p><b>Langkah2:</b> Klik “QR Code”</p> <p><b>Langkah3:</b> Masukkan alamat e-mail pelanggan</p>	<p>Contoh</p>  <p>The screenshot shows the mobile application interface for redONE mReg. A dark grey menu is overlaid on the right side of the screen. The menu items are: Promotions, Online Registration, Offline Registration, Web Registration, Registration List, QR Code (highlighted with a red box), and Logout. The background shows a promotional banner for RM8.00 collectibles.</p>

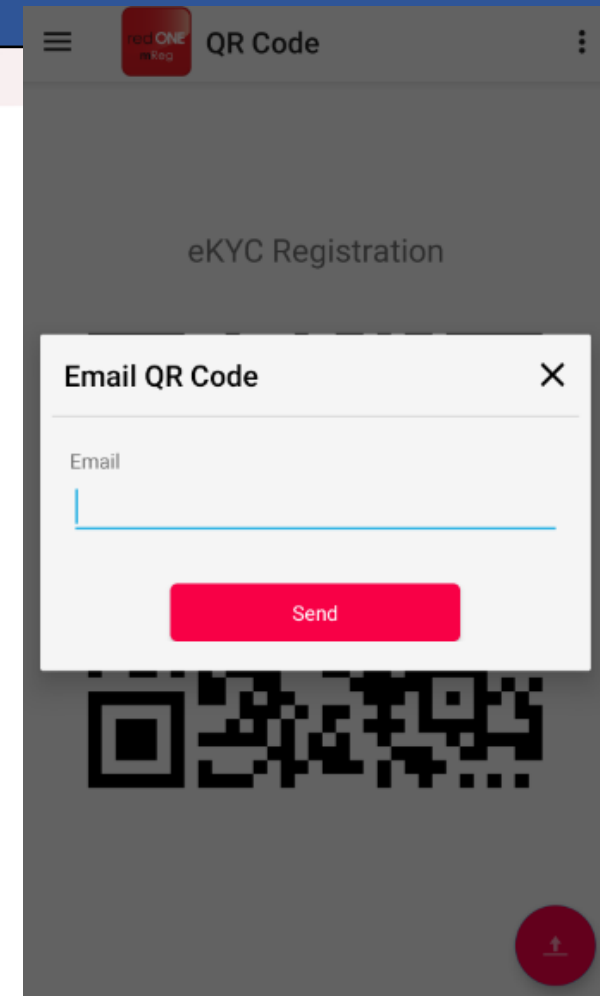
# Perkongsian Kod QR Code & URL

## Butiran

Masukkan alamat e-mail pelanggan dan tekan 'hantar'

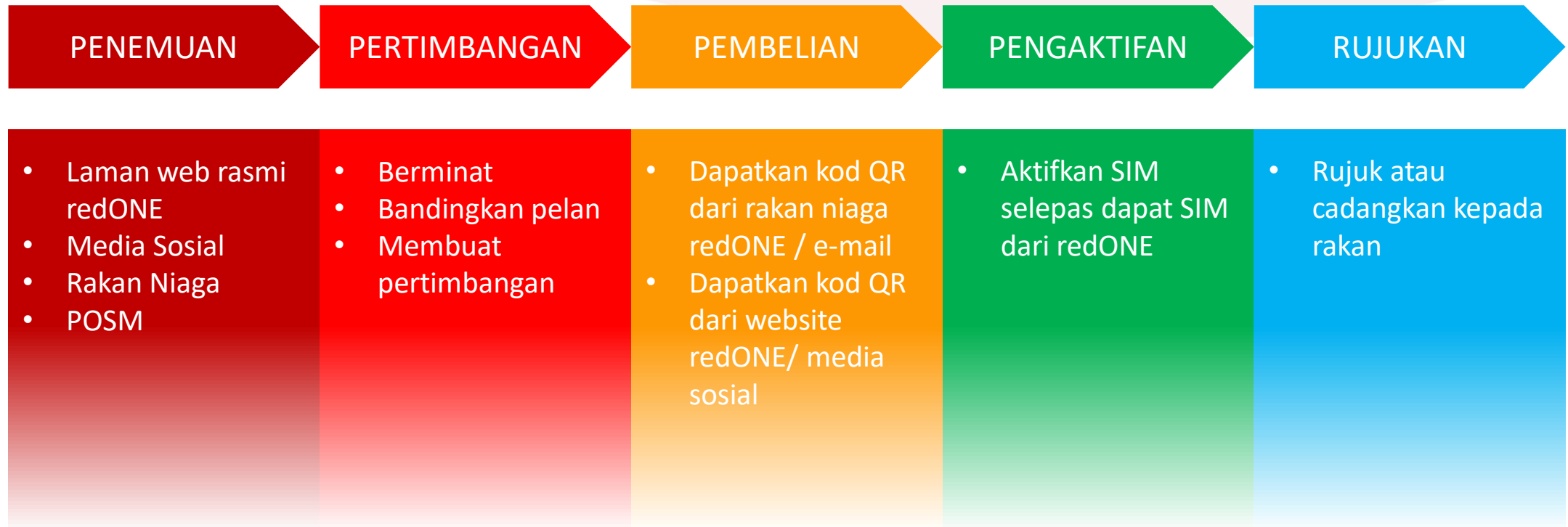
## Tangkapan Skrin

Contoh



# Pengalaman Perjalanan Pelanggan

# Perjalanan Pelanggan




# Proses Electronic Know Your Customer (eKYC)



caroussel 1


redONE  
back to basics



**Amazing Postpaid Plans**  
Your life will be more awesome with more data!

caroussel 2


redONE  
back to basics



**Subscribe to redONE now!**  
We will deliver the SIM card to your doorstep for free!

caroussel 3

redONE  
back to basics



**It is as easy as ABC!**  
Get your MyKad/Passport ready for the registration process.

Steps

redONE  
back to basics

**Easy Steps!**  
Only 4 simple steps and you will be part of the redONE family!

- Step 1** Upload MyKad/Passport and perform facial recognition.
- Step 2** Enter your details and select your preferred number.
- Step 3** Select plan and make payment.
- Step 4** Activate SIM when SIM card arrives or scan QR code to activate eSIM.

**Let's Get Started!**

Pelanggan imbas kod QR atau klik URL yang dikongsi oleh rakan niaga

# eKYC –Ambil Gambar Bahagian Hadapan IC

## Butiran

### Bagaimana untuk mengambil Gambar IC

**Langkah1:** Klik “I Am Ready To Take Photo”

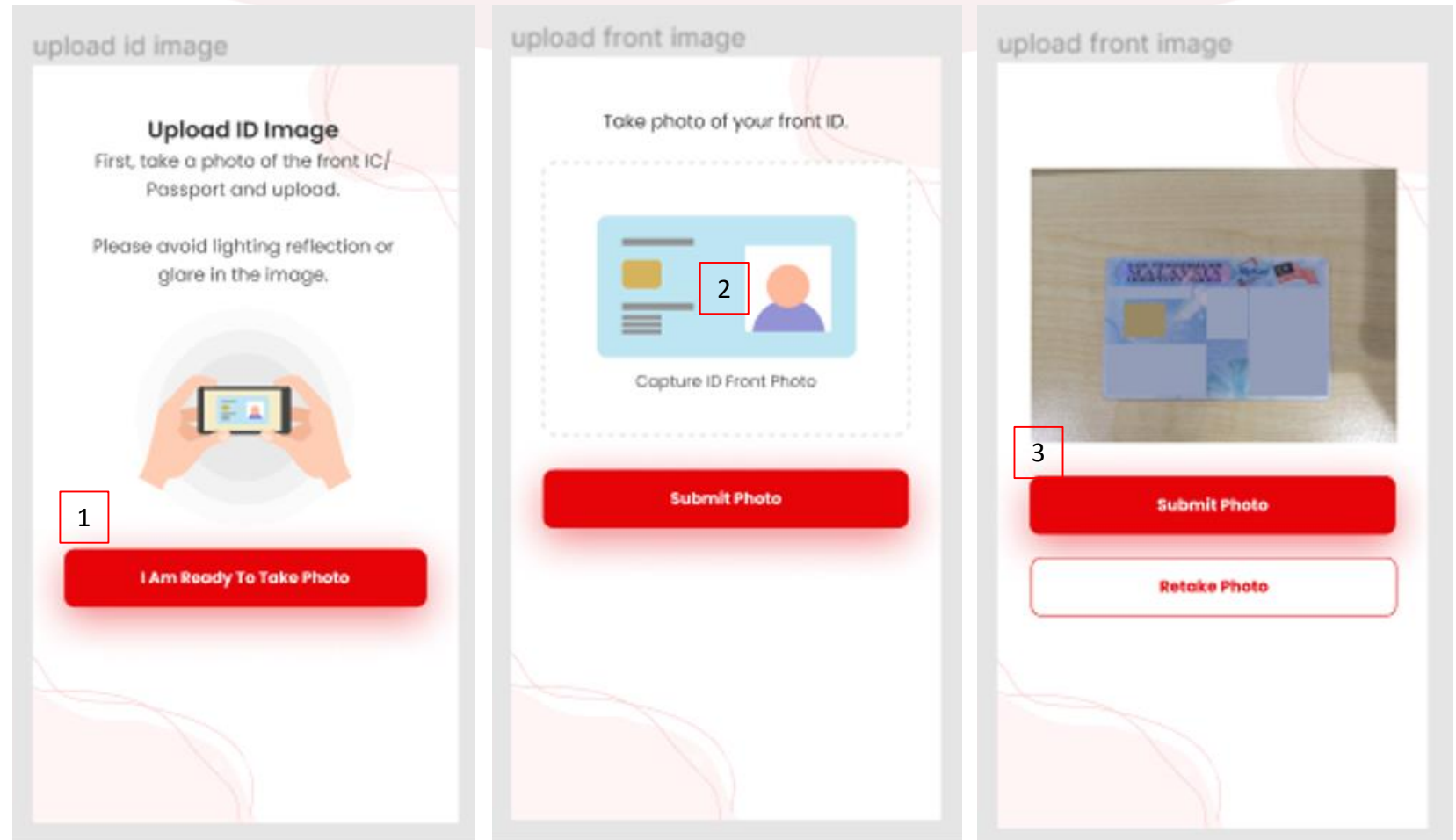
**Langkah2:** Tap di skrin tengah untuk melancarkan kamera

**Langkah3:** Klik “Submit Photo” untuk serahkan gambar atau “Retake photo” sekiranya gambar itu tidak jelas atau anda tidak berpuas hati dengan gambar tersebut

### Nota dan tip penting:

1. Elakkan mengambil gambar di bawah cahaya untuk mengelakkan pantulan
2. Jangan bergoyang semasa mengambil gambar
3. Pastikan suasana sekeliling mempunyai ayang cukup
4. Tip di atas akan mengurangkan peluang untuk gagal eKYC

## Tangkapan Skrin





# eKYC – Ambil Gambar Bahagian Belakang IC

## Butiran

### Bagaimana untuk mengambil gambar IC?

**Langkah1:** Klik “I Am Ready To Take Photo”

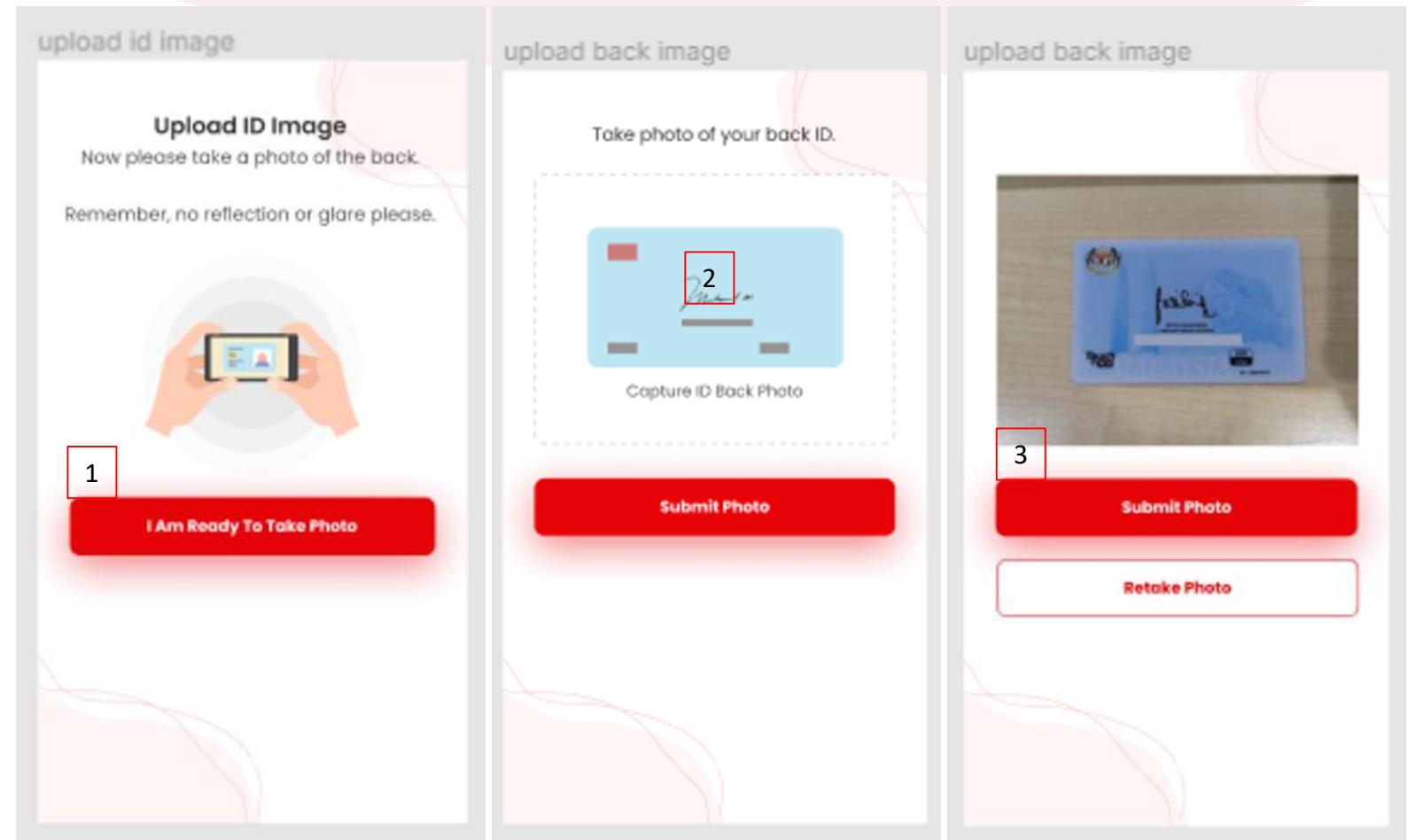
**Langkah2:** : Tap di skrin tengah untuk melancarkan kamera

**Langkah3:** Klik “Submit Photo” untuk serahkan gambar atau Retake photo” sekiranya gambar itu tidak jelas atau anda tidak berpuas hati dengan gambar tersebut

### Nota dan tip penting:

1. Elakkan mengambil gambar di bawah cahaya untuk mengelakkan pantulan
2. Jangan bergoyang semasa mengambil gambar
3. Pastikan suasana sekeliling mempunyai pencahayaan yang cukup
4. Tip di atas akan mengurangkan peluang untuk gagal eKYC

## Tangkapan Skrin



# eKYC – Pengesahan ID

## Butiran

### Bagaimana cara untuk mengesahkan maklumat IC?

**Langkah1:** Pilih "Race"

**Langkah2:** Pilih "State"

**Langkah3:** Klik "Confirm" untuk teruskan atau "Retake Photo" IC sekiranya maklumat tidak betul

## Tangkapan Skrin

The image displays two screenshots of a mobile application interface for ID confirmation. Both screens show a form with the following fields: Name (Lim Ken Wei), ID Number (820403055481), Gender (Male), Race\* (Chinese), Address\* (16, Jalan Mengkan, Taman Mengkan), Postcode\* (71600), City\* (Kuala Kluwang), State\* (Negeri Sembilan), and Country (Malaysia). The left screenshot highlights the 'Race\*' dropdown menu with a red box and the number '1'. The right screenshot highlights the 'State\*' dropdown menu with a red box and the number '2', and the 'Confirm' button with a red box and the number '3'. Below the 'Confirm' button is a link that says 'Incorrect? Retake Photo'.

# eKYC – Berswafoto

## Butiran

### Bagaimana untuk berswafoto?

**Langkah1:** Klik “I Am Ready To Take Photo”

**Langkah2:** Tap di skrin tengah untuk melancarkan kamera

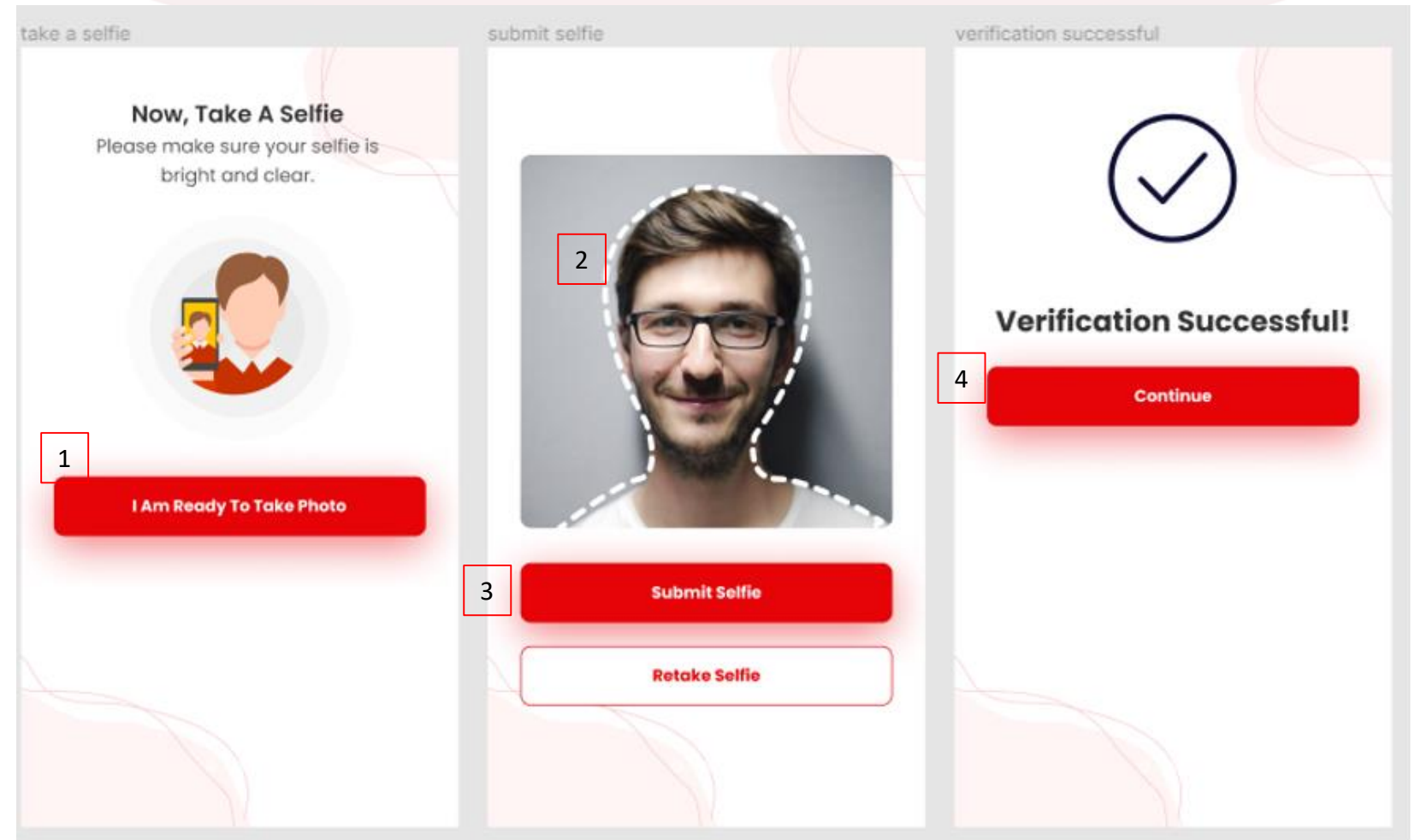
**Step3:** Klik “Submit Selfie” untuk serahkan gambar atau “Retake Selfie” jika gambar tidak jelas atau sekiranya anda tidak berpuas hati dengan gambar tersebut.

**Step4:** Sistem akan sahkan swafoto anda dengan foto IC anda. Jika pengesahan berjaya, klik “Continue”

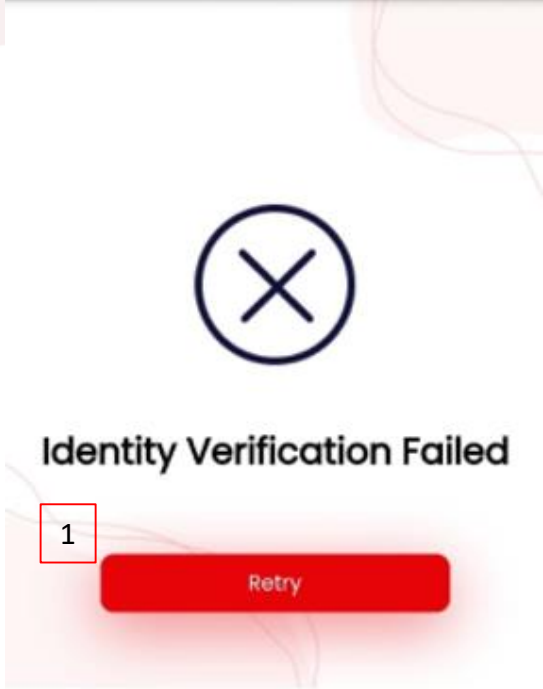
### Nota dan tip penting:

1. Jangan bergoyang semasa mengambil gambar
2. Pastikan keadaan sekeliling mempunyai pencahayaan yang cukup
3. Tip di atas akan mengurangkan peluang untuk gagal eKYC

## Tangkapan Skrin



# eKYC – Pengesahan Gagal

Butiran	Tangkapan Screenshot
<p><b><u>Bagaimana jika pengesahan eKYC saya gagal?</u></b></p> <p><b>Langkah1:</b> Jika pengesahan anda gagal, klik “Retry” untuk teruskan</p>	

# eKYC – Maklumat Tambahan

## Butiran

### Maklumat tambahan

**Langkah1:** Sekiranya alamat penghantaran SIM adalah sama dengan IC, “Check” kotak kosong

**Langkah2:** Isikan alamat baru sekiranya alamat penghantaran SIM tidak sama dengana di IC

**Langkah3:** Masukkan nombor telefon

**Langkah4:** Masukkan nama ibu

**Langkah5:** Masukkan alamat e-mail, anda dikehendaki mengesahkan alamat e-mail tersebut

**Langkah6:** Klik “Submit”

## Tangkapan Skrin

The screenshot shows a mobile application interface for 'Additional Information'. It features two side-by-side panels. The left panel contains fields for 'SIM Card Delivery Address' (with a checkbox for 'Same as ID address'), 'New Delivery Address\*' (with 'Address 1' and 'Address 2' inputs), 'Postcode\*' (71600), 'City\*' (Kuala Klawang), 'State\*' (Negeri Sembilan), 'Contact Number\*' (with 'Enter your number here' text), and 'Mother's Maiden's Name\*'. The right panel contains 'Mother's Maiden Name\*' (with 'Enter Mother's Maiden Name' text), 'Email Address\*' (with 'Enter Email Address' text and a note 'Email validation is required in the next step.'), a 'Marketing Consent' section with a checked checkbox and text 'Please untick if you don't want to receive marketing and promotional messages from redONE or other related parties.', and a red 'Submit' button at the bottom.

1.  Same as ID address

2. Address 1

3. Enter your number here

4. Enter Mother's Maiden Name

5. Enter Email Address

6. Submit

# E-mail Pengesahan

## Butiran

### Bagaimana untuk mengesahkan alamat e-mail?

**Langkah1:** Anda akan menerima e-mail berserta kod pengesahan. Masukkan kod untuk mengesahkan alamat e-mail anda

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

**Langkah3:** Klik "Resend Code" sekiranya anda tidak menerima e-mail tersebut

### Nota penting dan tip:

1. Semak folder spam/junk sekiranya e-mail pengesahan tidak diterima. Kadang-kadang e-mail tersebut boleh masuk di folder itu.

## Skrin Tangkapan

redONE - Web Registration Email Verification Inbox x

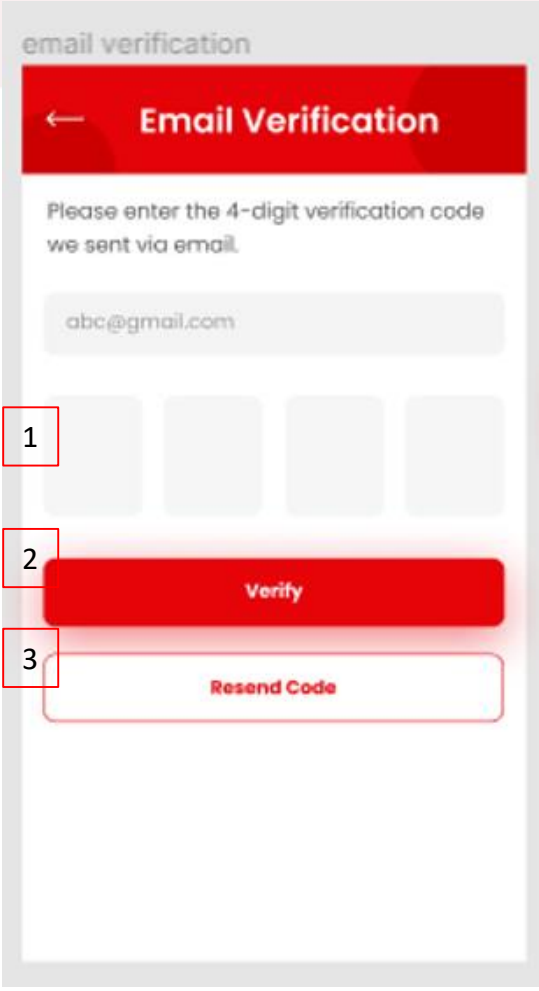
mreg.registration@redone.com.my  
to me

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

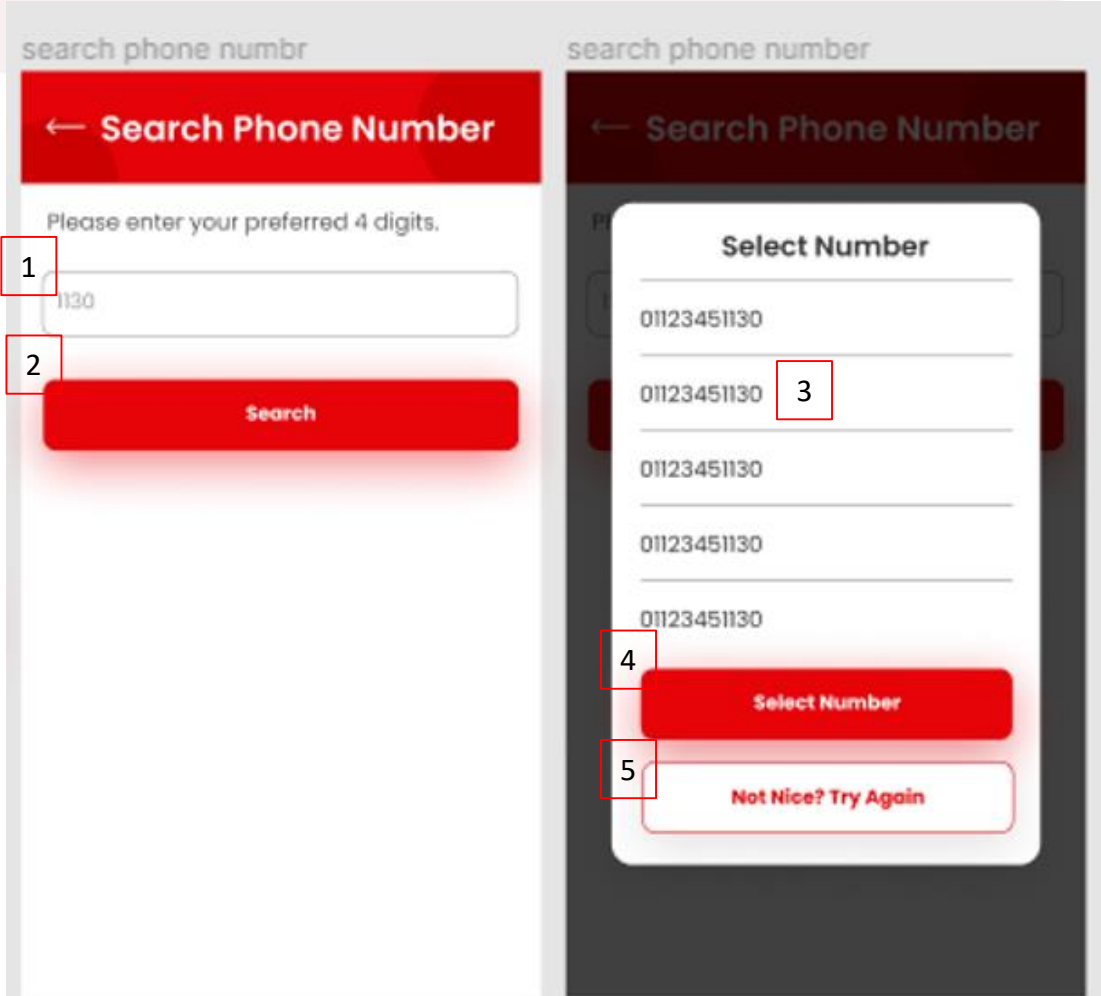
Dear LOW KENG SIANG,

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

# E-mail Pengesahan

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 this text is a text input field containing the email address '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 code boxes, and a white 'Resend Code' button is below the 'Verify' button. 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>

# Pemilihan Nombor Telefon

Butiran	Tangkapan Screenshot
<p><b><u>Bagaimana untuk memilih nombor telefon?</u></b></p> <p><b>Langkah1:</b> Masukkan 4 digit pilihan anda</p> <p><b>Langkah2:</b> Klik "Search" untuk teruskan</p> <p><b>Langkah3:</b> Pilih salah satu nombor dari senarai</p> <p><b>Langkah4:</b> Klik "Select Number" apabila anda telah memilih nombor</p> <p><b>Langkah5:</b> Klik "Not Nice? Try Again" jika anda menukar fikiran dan ingin mencari nombor lain</p>	 <p>The image displays two screenshots of a mobile application interface for selecting a phone number. The left screenshot shows the search input field with a red box labeled '1' and the search button with a red box labeled '2'. The right screenshot shows the 'Select Number' screen with a list of numbers and a red box labeled '3' next to the second number, a red box labeled '4' next to the 'Select Number' button, and a red box labeled '5' next to the 'Not Nice? Try Again' button.</p>



# Pemilihan Pelan

## Butiran

### Bagaimana untuk memilih pelan/pakej?

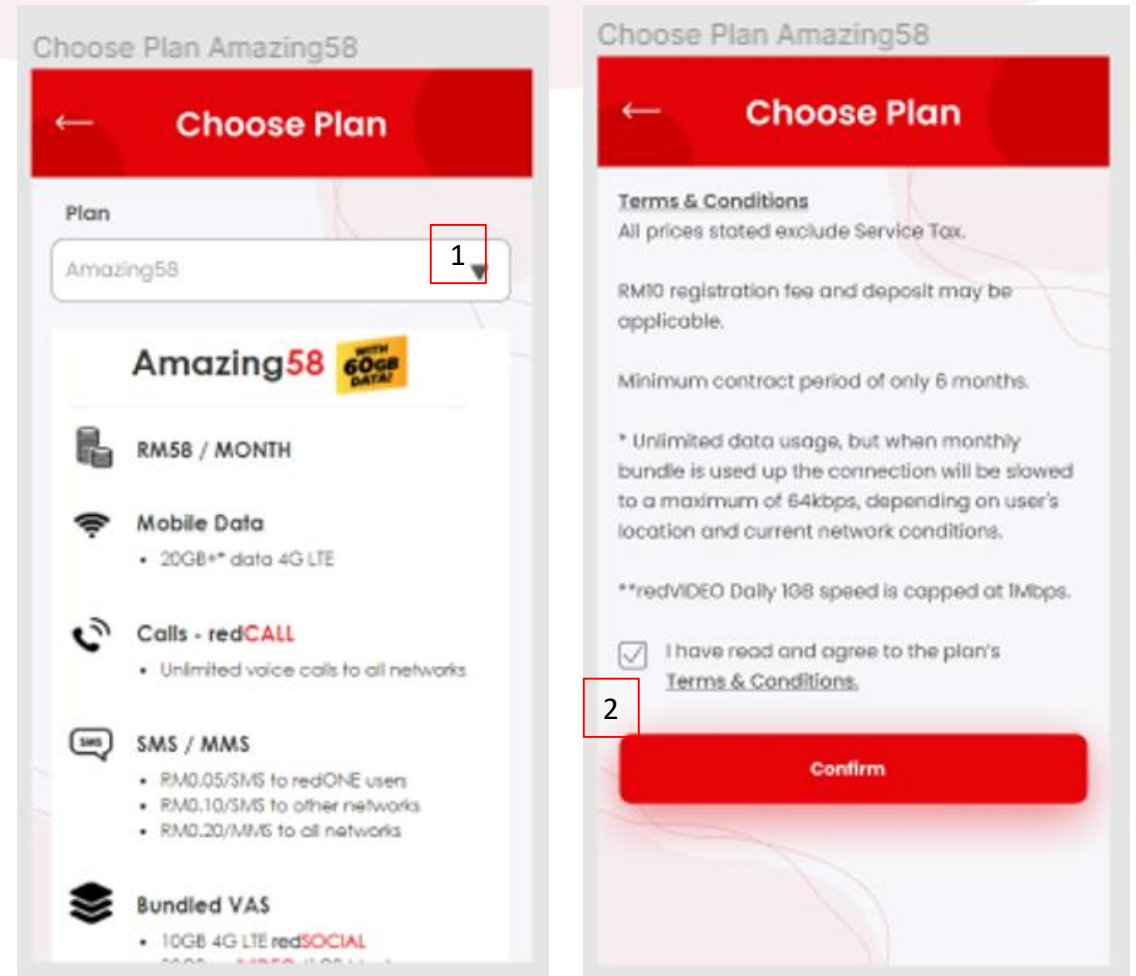
**Langkah1:** Klik anak panah dropdown dan pilih pelan pilihan anda

**Langkah2:** Klik "Confirm" untuk teruskan

**Langkah3:** Untuk menerima pelan dan bersetuju dengan jumlah yang perlu dibayar, tandatangan di bahagian bawah skrin

**Langkah4:** 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

3

Signature

4

Proceed

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

# Pembayaran

## Butiran

### Bagaimana untuk melakukan pembayaran?

**Langkah1:** Teruskan pembayaran dengan memilih jenis pembayaran.

Contoh: kad kredit/debit, pindahan bank, e-wallet

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

## Tangkapan Skrin

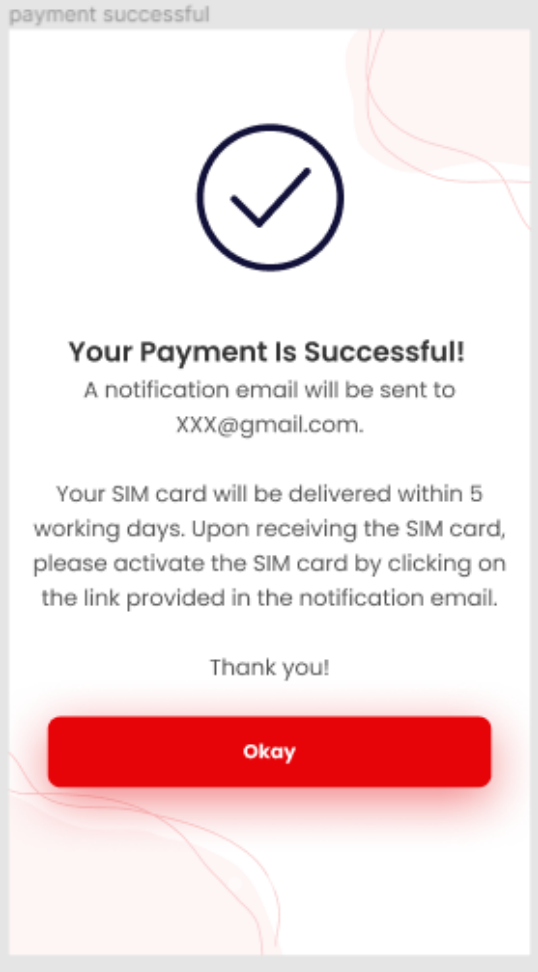
The screenshot displays the redONE online payment interface. At the top, the redONE logo and company information are shown: RED ONE NETWORK SDN BHD, A-3-42, 101 BOULEVARD JLN KENARI 5, BDR PUCHONG JAYA 47170 PUCHONG, SELANGOR, MALAYSIA. The main heading is "SECURE ONLINE PAYMENT".

The form is divided into several sections:

- CONTACT DETAILS:** Includes fields for Name (LOW KENG SIANG), Phone Number (0192833785), Country (dropdown), Email (kengsiang@gmail.com), and a registration ID (redONE web registration).
- BILLING INFO:** Shows Amount in (MYR) as 48.00 and Order ID as 137847.
- CARD DETAILS:** Features a "CHOOSE YOUR CARD OR ADD NEW" section with a card number (523945XXXXX3023), valid date (10 / 22), and cardholder name (LOW KENG SIANG). It also includes a field for the CVV.
- AGREEMENT:** A checkbox for "I here by agree with the Terms of Service & Privacy Policy." and buttons for "BACK" and "PAY NOW".
- POLICIES & SUPPORT:** Contains sections for "RETURN POLICY", "BILLING NAME" (MolPay\*RONSB-Redone), and "REPORT ABUSE".

At the bottom, there is a copyright notice for 2020 Razer Merchant Services and the RAZER logo.

# Pembayaran

Butiran	Tangkapan Skrin
	 <p>The screenshot shows a white notification box with a grey border. At the top left, it says "payment successful". In the center is a large blue checkmark icon. Below the icon, the text reads: "Your Payment Is Successful! A notification email will be sent to XXX@gmail.com." Further down, it states: "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." At the bottom, it says "Thank you!" and features a prominent red button with the word "Okay" in white text.</p>

# Pengaktifan SIM

## Butiran

### Bagaimana untuk mengaktifkan SIM?

**Langkah1:** Anda juga akan menerima e-mail apabila syarikat kurier telah mengambil SIM dari redONE. Setelah menerima parcel, klik pautan yang diberikan di dalam e-mail untuk pengaktifan

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

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

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

## Tangkapan Screenshot



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.



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2



# Pengaktifan SIM

## Butiran

## Tangkapan Skrin

The image displays two screenshots from a mobile application for SIM card activation.

**Left Screenshot (SIM Card Activation):**

- Title: SIM Card Activation
- Header: ← SIM Card Activation
- Text: Please enter your IC/ Passport and last 5 digits of your SIM card number.
- Field 1: IC/ Passport (with a red box containing the number 3 next to it) - Input: Enter your ID
- Field 2: SIM - Input: 12345
- Text: Last 5 digits of your SIM card number.
- Image: A simulated SIM card with the following details:
  - Pin No: XXXX
  - PUK No: XXXXXXXX
  - 123456789012345678 (064-I-HUDC)
  - Barcode
  - redONE back to basics logo
- Field 3: Last 5 digits of your SIM card number (with a red box containing the number 4 next to it)
- Button: Submit

**Right Screenshot (congratulations):**

- Title: congratulations
- Image: A large checkmark icon inside a circle.
- Text: **Congratulations!**  
Your new SIM should be activated in 1-2 hours!
- Text: Check out our redONE 1App for promos, add-ons and to manage your account.
- Text: **Download 1App**
- Icons: Apple, Google Play, and Huawei logos.



# Thank You!

## redONE Malaysia

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Bandar Puchong Jaya, 47170 Puchong, Selangor, Malaysia.

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