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INFORMATION AND SUPPORT

Prakata Pendahuluan

Ebook ini yang bertajuk MANUAL APLIKASI adalah disusun mengikut beberapa TOPIK bagi memudahkan ahli-ahli Onecent mengguna aplikasi Onecent.

Terdapat sebanyak 11 TOPIK yang merangkumi cara-cara mengguna aplikasi Onecent yang terkini sehingga aplikasi yang dikemaskini sehingga yang terkini (Version:1.1.4.1 P)

Harap maklum bahawa aplikasi Onecent akan dikemaskini dari masa ke semasa, oleh itu sekiranya terdapat perubahan besar dalam aplikasi Onecent , maka sila rujuk kepada Manual Penggunaan yang terkini .

Sekian , terima kasih semuga memberi manfaat kepada anda semua.

Terima kasih

Foreword & introduction

This ebook entitled APPLICATION MANUAL (user Manual) is arranged according to several SUBJECTs to make it easier for Onecent members to undestand and use the Onecent application.

There are a total of 11 SUBJECTs covering step to use the latest Onecent applications until the application is updated until the latest version (V 1.1.4 P) Please note that the Onecent application will be updated from time to time, so if there are major changes in the Onecent application, then please refer to the latest User

Manual.

Thank you, I hope it benefits you all.

Thank you

Ishak Hj Saad

Onecent Sdn Bhd

Kuala Lumpur

4 Feb 2021

QR Maklumat Penulis/Penyusun ebook :

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PENERANGAN TOPIK / SUBJECT INFORMATION DETAIL:

TOPIK 1 : Cara-cara mendaftar ahli ONECENT

Ada 2 cara untuk mendaftar ahli Onecent:

1. Cara mendaftar ahli ONECENT menerusi Invitation Link: Pendaftran boleh dilakukan oleh ahli baru (menerusi Hand Phone Sendiri) menerusi link jemputan (Invitation Link) oleh introducer:

Langkah Pendaftaran: 1. Scan QR Ahli atau klik Link Jemputan Pendaftaran ahli

contoh link :

https://onecent.page.link/DiBs

Contoh QR :- scan QR menerusi HP anda



2. Download aplikasi Onecent (jika belum)
3. Isi Borang dalam aplikasi . Masukkan nama , ic, emel, username ,
Password dll
4. Masukkan No OTP - semak di sms anda.
Jika tak dapat OTP boleh hub. 0111-5308308 (ishak) untuk bantuan (ask for OTP, Bagitau no hp yg anda guna/daftar)

2. Ahli OneCENT yang mendaftar keahlian baru : Caranya : - persediaan yang perlu a) Kad Pengenalan / Passport b) alamat emel yang belum diguna dalam Onecent C) username (yang diingini untuk pendaftaran) d) sim kad OneCall (jika perlu) Caranya: 1. Login app Onecent , Masukkan User Name & Password 2. Klik pada page ewallet 3. Klik Butang register member 4. Pilih Reg Type , select without sim 5. Scan ID card (ic or Passport) 6. Fill in form- creat Username & Password 7. Submit / confirm 8. Masukkan PIN wallet anda 9. Done

SUBJECT 1: How to register an ONECENT member There are 2 ways to sign up for Onecent members: 1. How to register an ONECENT member tru Invitation Link: Registration can be done by new members (via Own Hand Phone) via the invitation link:

Steps:

1. Scan Member QR or click Invitation Link

example link:

https://onecent.page.link/DiBs

QR Example: - scan QR through your HP



2. Download the Onecent application

3. Fill in the Form in the application. Enter name, ic, email, username, Password etc.

4. Enter the OTP No - check in your sms.

If you can't get OTP, you can call/whatsup to 0111-

5308308 (ishak) for help or Onecent Helpline / Support

Teams

Member Registratio	on	4:23 PM	Member Re	gistration
lember Registration			Male	Female
NRIC Passport		(+60)	Malaysia	
Enter NRIC or Passport Number			Mobile ver	rification
Enter first name		Plea	ase verify your mobile If you are not receive	e number by OTP code d this OTP within 5
Enter last name			+6011359	936090
Male Fe	male	OTP	Number : +60	108897513
(+60) Malaysia	~		29:4	49
+60 Mobile Number				
Date of Birth	 	ISHA8		
Enter email address			Confi	irm

2. Registration by OneCENT members (Introducer):

Steps:

```
- preparation of documents:
```

- a) Identity Card (Malaysian) or Passport (Others)
- b) **email addresses**
- c) username (create your own desired username)
- d) OneCall sim card (if necessary)

Steps:

- 1. Login Onecent app, Enter User Name & Password
- 2. Click on the ewallet page
- 3. Click the register member button
- 4. Select Reg Type, select without sim

- 5. Scan ID card (ic or Passport)
- 6. Fill in form- create Username & Password
- 7. Submit / confirm
- 8. Enter your wallet PIN
- 9. Done



TOPIK 2 : Cara login ke aplikasi Onecent

CARA UNTUK LOGIN KE APLIKASI ONECENT; Login aplikasi Onecent kali pertama:

 Masukkan User Name & Password
 Key in First Time OTP : 123456
 Setkan No Pin utk walet - 6 digit pilihan anda 9. Selesai. NOTA : CATAT USERNAME, PWD DAN PIN CODE YANG TELAH DICIPTA

SUBJECT 2: How to login to the Onecent application HOW TO LOGIN TO ONECENT APPLICATIONS; For First time Onecent application login:

- 1. Enter User Name & Password
- 2. Key in First Time OTP: 123456
- Set PIN Code for ewallet 6 digits numbers of your choice
- 9. Done.

NOTE: please record/write USERNAME, PWD AND CODE PIN for reference



Login area - key in Username & Dashboard - show username Pwd to login apps name, HP number



TOPIK 3 : Cara daftar Sim kad Baru

CARA MENDAFTAR SIM KAD YANG BARU (BOLEH KEKAL NO LAMA JIKA MAHU)

Step Daftar Simcard

- 1. Dapatkan Simcard Onecall RM 10
- 2. Login Aplikasi Onecent, dan klik Page More
- 3. Klik Sim operation
- 4. Klik register type
- 5. Klik register with simcard
- 6. Klik scan Id card atau passport / scan ic
- 7. Isi maklumat-maklumat yg diperlukan
- 8. Klik confirm
- 9. Klik scan sim pak ambil sim pak, scan pd bar code / no siri sim pak & pastikankan no siri sim pak
- 10. Klik Confirm & jika Berjaya saya notis akan tertpapar 11. Selesai.

Simcard sudah aktif dan boleh di gunakan. Utk pengesahan masukkan simkad ke telepon anda dan call / dial *133#

Tunggu jawapan balas /sms dari server yang akan memaklumkan no sim anda dan pakej plan semasa/status semasa sim.

SUBJECT 3: How to register a New Sim card HOW TO REGISTER A NEW SIM CARD (CAN USE YOUR PREVIOUS NUMBER IF YOU LIKE) Simcard Step for registration:

- 1. Get Simcard Onecall RM10
- 2. Login Onecent Application, click Page More
- 3. Click Sim operation
- 4. Click register type
- 5. Click register with simcard
- 6. Click scan Id card or passport , klik scan ic for

Malaysian

- 7. Fill in the required information
- 8. Click confirm
- 9. Click scan simcard take the sim pack, scan the bar code and serial number of sim pack & please

Confirm the correct serial number

10. Cllick CONFIRM, if success, a pop up will appear "Registration Success" 11. Done.

Simcard is active and can be used. For confirmation insert the SIM card into your phone and call / dial *133# Wait for a reply / sms from the server that will inform your sim number and current plan package / current sim status.



TOPIK 4 : Cara beli Pakej Pelan - PLAN UNLIMITED

CARA UNTUK BELI PAKEJ PELAN SIM KAD - RM48 : UNLIMITED PAKEJ + 10gb DATA)

A. Mula-mula top up /tambah nilai ewallet :

Step Topup wallet Onecent

- 1. Login Aplikasi Onecent, klik Page wallet
- 2. Klik butang +
- 3. Masukkan Jumlah Wang yang hendak ditop up
- 4. Klik top up
- 5. Pilih samada credit /debit card atau PFX (on line banking)
- 6. Klik proceed to pay
- 7. Klik select bank
- 8. Pilih bank anda
- 9. Klik proceed to payment
- 10. Log in ke online banking anda.
- 11. Ikuti ARAHAN bank anda seterusnya sehingga selesai

Pakej OCM10 - RM48/30 hari



SUBJECT 4: How to buy a Package - UNLIMITED PLAN HOW TO BUY SIM CARD PLAN PACKAGE - RM48: UNLIMITED PACKAGE + 10gb DATA)

A. Reload / topup ewallet: Step to Top up wallet Onecent

1. Login Onecent Application, click Page wallet

- 2. Click the + (plus) button
- 3. Enter the amount of money to be topped up
- 4. Click top up
- Choose either credit / debit card or PFX (on line banking)

6. Click proceed to pay 7. Click select bank 8. Choose your bank 9. Click proceed to payment 10. Log in to your online banking. 11. Follow your next bank's INSTRUCTIONS B. Beli Pakej Plan Step beli pakej plan onecall / onecent pakej plan 1. Pastikan anda telah memiliki wallet yg mencukupi. 2. Login Aplikasi Onecent, 3. Pada Page Simcard, Klik butang merah plan list 4. Pilih pakej pilihan anda : OCM10 - RM48, OCM6 - RM28 atau OCM1 - RM10 5. Klik butang subscribe pada pakej pilihan 6. Masukkan PIN wallet (PIN CODE YANG DICIPTA pada permulaan semasa login aplikasi pertama kali) 7. CONFIRM DAN Selesai. Sim kad anda telah sedia untuk digunakan. B. Buy a Plan Package Step buy onecall / onecent plan package 1. Make sure you have enough money in your ewallet. 2. Login Onecent Application 3. On Simcard Page, Click the "plan list" red in color button 4. Choose the package of your choice :

OCM10 - RM48,

OCM6 - RM28 or

OCM1 - RM10

5. Click "subscribe" button

6. Insert the ewallet PIN (CODE PIN CREATED EARLY)

7. CONFIRM AND DONE.

Your simcard is ready to make a call.

TOPIK 4A : PAKEJ BOOSTER - RM10 UTK 10 gb

PAKEJ BOOSTER - RM10 UTK 10 gb

Sekiranya data anda sejumlah 10GB High speed tidak mencukupi anda boleh membeli Pakej Booster - iaitu 10GB data dengan hanya RM10.00 shj. Pakej ini sah kepada pembeli pakej 48 dan pakej 28.

Anda boleh beli Pakej Booster ini selagi mana sim kad anda belum expired , dan pakej Booster akan tamat mengikut tamatnya keaktfan sim kad anda. Tiada boleh "carry forward" data yang tidak habis digunakan.

Cara aktifkan pakej Booster: 1.pada aplikasi Onecent , klik page Sim Kad 2.lihat icon Booster 3.Pastikan wallet mencukupi , 4.klik confirm dan masukkan PIN Walet

Bagaimana nak tahu yang pembelian BOOTER telah bejaya

 Hantar masej ke 2222 , taip status .
 Tunggu jawapan balas dan ... cari perkataan OCB10 / atau OCB6 ...jika ada ini bermakna langganan BOOSTER telah Berjaya (Lihat gambarajah)
 Tiada indicator buat masa ini ttg BOOSTER di dashboard

Nota : Hanya sim kad yang melanggan OCM10 (RM48) dan OCM6 (RM28) sahaja yang boleh lihat Icon Booster pada aplikasi mereka



SUBJECT 4A: BOOSTER PACKAGE - RM10 FOR 10 gb BOOSTER PACKAGE - RM10 FOR 10 gb If your data amount of 10GB High speed is not enough you can buy a Booster Package - that is 10GB data for only RM10.00 .

This package is valid for MEMBER OF subscriber of package 48 (OCM10) and package 28(OCM6).

You can purchase this Booster Package as long as your sim card has not expired, and the Booster package will expire according to the expiration of your sim card activity. This data package cannot "carry forward". Unused data will expired to. How to activate the Booster package:

- 1. In the Onecent application, click the Sim Card page
- 2. please find the Booster icon, click on it
- 3. Make sure the wallet is sufficient, click confirm and enter the Wallet PIN

How to know that the purchase of BOOTER has been successful

- 1. Send message to 2222, type status.
- 2. Wait for a reply

3. search for the word OCB10 / or OCB6 in that reply... if find OCB the BOOSTER subscription has been Successful (See the above diagram)

4. No indicator in this moment in dashboard

Note:

The Icon Booster will be appears on Onecent apps who subscribe OCM10 (RM48) and OCM6 (RM28) plan package only TOPIK 5 : Cara Kekalkan No Lama (Port In)

CARA-CARA KEKAL NO LAMA (PORT IN) PORT IN MENGGUNA APLIKASI TUNE Talk

Step Kekalkan No lama (MNP) atau Port in Adalah di nasihatkan anda beli dahulu pakej plan onecall di nombor onecall sebelum membuat proses ini. 1. Download aplikasi Tune Talk 2. Sign in dgn nombor onecall anda.

3. Klik my account menu

4. Klik more , 5. Klik swith to tune talk

- 6. Klik butang please select
- 7. Pilih Network sedia ada anda
- 8. Klik add port In
- 9. Masukkan No tel yang ingin ditukar
- 10. Pasti kan no onecall anda yang ingin diganti
- 11. Klik butang confirm
- 12. Anda akan menerima sms pengesahan dari telco lama . Sila pastikan sim kad telco lama dimasukkan dlm HP utk terima SMS. Sila jawab dan beri pengesahan.
- 13. Bila proses berjaya sim kad lama anda tidak lg berfungsi. no tel lama anda akan beralih ke sim kad onecall. Keluarkan simkad telco lama, digantikan dgn simcard oneCall.
- 14. Daftar nombor baru anda ke aplikasi onecent.





Step MNP (port in)



SUBJECT 5: How to Maintain Previous phone Number (Port In) or HOW TO REMAIN the number (PORT IN)

PORT IN USING THE TUNE Talk APPLICATION

Step Maintain the Previous Number (MNP) or Port in It is advisable that you purchase the onecall plan package first before making this process.

Step to MNP:

- 1. Download the Tune Talk application
- 2. Sign in with your onecall number.
- 3. Click my account menu
- 4. Click more,
- 5. Click swith to tune talk
- 6. Click "please select button"
- 7. Select your existing Network
- 8. Click add port In
- 9. Enter the phone number you want to change
- 10. Put/Key in your onecall number you want to replace

by your previous number

11. Click the confirmation button

12. You will receive a confirmation sms from the Previous telco. Please make sure the Previous telco card sim is in the HP to receive SMS. Please answer and confirm.

13. When the process is successful your previous sim card will no longer work. your Previous phone number will switch to onecall card sim. Remove the old telco simcard, replaced with oneCall simcard.

14. Lastly , Register your Previous number to the onecent application for updating .

TOPIK 6 : Cara kemaskini nombor handphone ke aplikasi onecent.

- 1. Login Aplikasi Onecent, dan klik Page More.
- 2. Klik update number.
- 3. Klik change number.
- 4. Masukkan nombor baru yang digantikan tadi.
- 5. Klik confirm.
- 6. Masukkn Pin walet & confirm. RM10 ditolak dari wallet

SUBJECT 6: How to update your phone number to the onecent apps.

- 1. Login Onecent Application, click Page More.
- 2. Click update number.
- 3. Click change number.
- 4. Enter the new number that was replaced earlier.
- 5. Click confirm.
- Enter the ewallet Pin & confirm. RM10 deducted from wallet



TOPIK 7 : Cara menukar no cantik (no pilihan sendiri) diaplikasi Tune Talk

Anda boleh memilik no cantik (no pilihan sendiri) dari app Tune Talk , bagi menukar nombor yang ada pada simpak , dengan mengikut cara berikut:

- Masuk ke app Tune Talk (sila muat turun aplikasi terlebih dahulu) untuk pertama kali login apps , anda perlu memasukan sim kad ke dalam handphone kerana , OTP (4 angka) akan dihantar ke no tersebut.
- 2. Pilih Butang More
- 3. Pilih Change Mobile Number
- 4. Pilih nombor yang anda ingin tukar
- 5. Pilih Nombor baru dengan klik " Select New Number to Replace"
- Klik Pilih new Number --- masukkan 4 digit akhir nombor pilihan
- 7. Pilih nombor yang anda suka
- 8. Klik Confirm

Nota: pastikan ada RM5.00 (minima) dalam Voice Kredit HP anda, kerana tukar nombor kena caj RM5.00

SUBJECT 7: How to change a beautiful number (favorite number) in the Tune Talk application You can choose your favorite number from the Tune Talk app in the following ways:

 Log in to the Tune Talk app (please download the TT application first)

for the first time to login apps, you need to insert the sim card into the mobile phone because, OTP (4 digits) will be sent to the number.

- Select More Button

- Select Change Mobile Number
- Select the number you want to change
- Select a New Number by clicking "Select New Number to Replace"
- Click Select new Number --- enter the last 4 digits of the selected number
- Select the number you are looking for
- Click Confirm

Note: make sure there is RM5.00 (minimum) in your Voice Credit HP, because changing the number will cost RM5.00

4G HIII OK/s 😝 💌 😶 10:53 💷 🕫 55% 🗔 🗖	4G i 1.4K/s 👔 🗢 ··· 11:05 🕮 🗢 53% 🗂
≡ More	 Change Mobile Number
Switch to Tune Talk	Change your existing mobile number to a new number
SIM Replacement	Select an existing mobile number for mobile number change
Check Port In Status	0108038796
Change Mobile Number	Select a new mobile number to replace
Send Free SMS	Choose your new mobile number
Call Roaming	
Help	
Find Dealers	

46 11 2028 🌍 🕈 📉 … 11:05		4G III 2.3K/s 🕐 ♥ ··· 11:08 ፤⊡(👳 53% ⊂■		
\leftarrow	C	 Change Mobile Number 		
Mobile Number		Change your existing mobile number to a new number		
Q Search preferred last 4	l digits	Select an existing mobile		
01118506445		change		
01135366445		0108038796		
01135166445		Select a new mobile number to replace		
0105476445		01115078272		
01135686445				
0105196445				
01153586445				
01135536447				
01115426447		CONFIRM		

TOPIK 8 : Cara kemaskini no yang ditukar ke aplikasi Onecent

JIKA ANDA BARU MENDAFTAR Sim Kad DAN BELUM PERNAH MENGGUNA SIM KAD ONECALL/ONECENT, sebelum ini , maka anda perlu "kemaskini" nombor hand phone tersebut ke aplikasi Onecent.

Begitu juga jika anda mengganti sim kad yang hilang, atau expired atau menukar nombor kegemaran anda. Maka nombor hp tersebut perlu di "kemaskini" ke dalam app Onecent.

STEP SELANJUTNYA SETELAH TUKAR NOMBOR , IALAH MENGEMASKINI NO TERSEBUT KE APP ONECENT (UPDATE NUMBER)

Langkah kemaskini nombor dalam App Onecent:

1. Login aplikasi Onecent

2. Klik butang More

3. Klik Sim Operation atau Update Number

4. Pilih update number

5. Klik New / Change Number ikut arahan selanjutnya

Caj yang dikenakan :

1. Expired - RM10

2. Hilang - RM10

3. Tukar No - RM10

4. Port In kali Pertama - RM10 (dibuat menerusi app) jika dibuat menerusi Helpline - Caj Percuma

Semua caj di tolak dari walet.

Nota:

1. Utk log in app onecent : guna username & pwd

2. Utk sebarang transaksi guna ewallet anda perlu guna walletname NOTA :

SEMUA PERUBAHAN NO TELEFON , SEPERTI PORT IN, EXPIRED , HILANG, TUKAR NO HP , TUKAR NO CANTIK ...SEMUNYA PERLU DI KEMASKINI DALAM APP ONECENT. SUBJECT 8: How to update the number changed to the Onecent application

IF YOU HAVE JUST REGISTERED A SIM CARD AND HAVE NEVER USED AN ONECALL / ONECENT CARD SIM, before this, then you need to "update" the phone number to the Onecent app. The same goes for replacing a lost card sim, or expired or changing a favorite number. So the phone number needs to be "updated" into the Onecent app.

STEP AFTER CHANGING THE NUMBER, IS UPDATING THE NUMBER TO

APP ONECENT

- 1. Login apps Onecent
- 2. Click the More button
- 3. Click Sim Operation or Update Number button
- 4. Select the update number
- 5. Click New Change Number and follow further instructions

Charges charged:

- 1. Expired RM10
- 2. Lost RM10
- 3. Change No RM10
- Port In First Time RM10 (made through app) if made through Helpline - Free Charge

All charges are deducted from the swallow.

Note:

- 1. To log in onecent app: use username & pwd
- For any transaction using ewallet you need to use walletname

NOTE :

ALL CHANGES OF PHONE NUMBER, SUCH AS PORT IN, EXPIRED, LOST, CHANGE MOBILE PHONE, CHANGE BEAUTIFUL NO... EVERYTHING NEEDS TO BE UPDATED IN THE ONECENT APP. TOPIK 9 : Cara upgrade status keahlian dari SDC ke SDE

CARA-CARA UNTUK UPGRADE DARI KEAHLIAN (PERCUMA- SDC) KE SDE (SMART DIGITAL ENTERPRENUER)

Langkah Upgrade ke SDE

Pastikan anda ada wallet minima RM199.99
 Login Aplikasi Onecent
 klik Page wallet,
 klik butang upgrade
 Klik top up Dan klik Confirm , masukkan PIN wallet

Wallet anda akan dipotong Rm199. 99. Status anda telah di upgrade ke SDE.

Untuk semak status anda klik di aplikasi onecent page more Dan lihat di ruangan atas tertera Nama anda, wallet name anda serta status anda

Nota :

Butang "upgrade" hanya boleh di lihat pada aplikasi ahli berstatus SDC Sahaja

SUBJECT 9: How to upgrade from SDC to SDE

STEPS TO UPGRADE FROM MEMBERSHIP (FREE- SDC)

TO SDE (SMART DIGITAL ENTERPRENUER)

Step Up to UPGRADE TO SDE

1. Make sure you have a minimum wallet of RM200

- 2. Login Onecent Application, click Page wallet, click upgrade
- 3. Your wallet will be deducted Rm199. 99. Your status has been upgraded to SDE.

To check your status, click on the application onecent page more.

Note:

The "upgrade" button can only be seen on the SDC status member application Only TOPIK 10 : Bagaimana hendak reset PIN Code atau Password (jika lupa atau hilang)

SUBJECT 10 : How to reset PIN Code or Password (if

lost or forget)

BAGAIMANA HENDAK RESET PIN CODE ATAU PASSWORD

Jika anda terlupa PIN Code atau nak reset PIN anda boleh lakukan di page More. Begitu Juga jika anda hendak menukar Password apps .

Caranya Reset PIN Code Wallet:

- 1. Login aplikasi Onecent
- 2. Klik Page More
- 3. Klik pada Maklumat Peribadi anda
- 4. Akan terpapar butang untuk reset PIN dan reset Password
- 5. Klik butang reset PIN (kiri),
- 6. Akan terpapar Pop UP Change PIN Code
- 7. masukan PIN terdahulu dan masukkan pula PIN baru
- 8. Reset PIN sudah selesai

How to Reset PIN Code Wallet:

- Login Onecent application
- Click Page More
- Click on your Personal InformationA button will appear to reset the PIN and reset the Password
- Click the reset PIN button (left), Pop UP Change PIN
 Code will appear
- Enter the previous PIN and enter the new PIN
- Reset PIN is complete

all 🙃 441 I□I @	81% 💌 11:16	제 중 ³⁵ 비미 國	79% 💌 12:18
More More		< 🧀	
(isha8308 introduced by NORI8438 Smart Digital Entrepreneur			IN SAAD
Latest OneCENT Member	ers >	Pin Code	Password
🔯 Update Number	>	Mubile	(verified)
😥 Define Card	>	+601115308308	
🔊 Invite Friends	>	address	verified
🐼 Support	>	209 JLN 1/27D SEKSYEN	5 WANGSA MAJU WPKL
Privacy, terms & conditi	ons >		
[]→ Log Out			
Version : 1.1.4.1 P			
SimCard Wallet History Sho	ooo oopping More		



JIKA LUPA PIN Code

Wallet Caranya:

- 1. Login aplikasi Onecent
- 2. Klik Page More
- 3. Klik pada Maklumat Peribadi anda
- 4. Akan terpapar butang untuk reset PIN dan reset Password
- 5. Klik butang RESET PIN (kiri)
- Pada Pop UP Change Pin Code , klik butang Forget Your PIN (paling bawah)
- 7. Pop up untuk memasukkan OTP akan terpapar . masukkan OTP dan juga masukkan PIN Code yang baru.
- 8. Selesai

IF YOU FORGET PIN Code Wallet Follow

this steps:

- 1. Login Onecent application
- 2. Click Page More
- 3. Click on your Personal Information
- 4. A button will appear to reset the PIN and reset the

Password

- 5. Click the RESET PIN button (left)
- 6. On the PopUP Change Pin Code, click the Forget Your

PIN button (bottom)

7. A pop up to enter the OTP will be displayed. enter the OTP and also enter the new PIN Code.

8. Done



Caranya untuk Reset Password:

- 1. Login aplikasi Onecent
- 2. Klik Page More
- 3. Klik pada Maklumat Peribadi anda
- 4. Akan terpapar butang untuk reset PIN dan reset Password
- 5. Klik Butang Password (Kanan)
- 6. Masukkan no telefon ,
- 7. Klik "Request OTP", satu pop up untuk masukkan OTP
- satu OTP akan dihantar ke telefon anda. Lihat SMS dan ambil OTP masukkan pada ruang yang disediakan
- 9. Jika OTP telah di masukkan dan jika betul satu POP UP untuk memasukkan Password Baru akan terpapar.
- 10. Masukkan Password Baru anda
- 11. Klik "Reset Password"

Nota:

Jika OTP tidak dapat sila hubungi Support Team/Helpline

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V	6
ISHAK	BIN SAAD
@ISI	HA8308
🧌 Pin Code	Password
Mubile	verified
+601115308308	
address	(verified)
209 JLN 1/27D SEKSYE	N 5 WANGSA MAJU WPKL





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How to Reset Password:

- 1. Login Onecent application
- 2. Click Page More
- 3. Click on your Personal Information
- 4. A button will appear to reset the PIN and reset the

Password

- 5. Click the Password Button (Right)
- 6. Enter the phone number,
- 7. Click "Request OTP"

8. an OTP will be sent to your phone. View SMS and take the OTP and key in the colum provided

9. If OTP has been entered correctly , one POP UP will

appear.

- 10. Please key in the New Password .
- 11. Click "Reset Password" to confirm

Note:

If OTP is not available please contact Support Team /

Helpline

JIKA LUPA PASSWORD UNTUK LOGIN APLIKASI ONECENT

Caranya UNTUK LUPA password dan hendak Reset Password:

- 1. Login aplikasi Onecent
- 2. Klik pada butang Forget password
- 3. Satu Pop UP untuk Request OTP akan terpapar, masukkan no telefon anda , dan
- 4. Klik "Request OTP"
- 5. Sila masukkan OTP
- 6. Masukkan Password Baru
- 7. Selesai

Nota:

Jika OTP tidak dapat sila hubungi Support Team/Helpline

IF YOU FORGET THE PASSWORD FOR ONECENT APPLICATION LOGIN How to get back password if forget :

- 1. Login Onecent application
- 2. Click on the Forget password button
- 3. A Pop UP for the OTP Request will appear, enter

your phone number, and

- 4. Click "Request OTP"
- 5. Please enter OTP. You have 30 min. to key in OTP.
- 6. after that key in a New Password
- 7. Done

Note:

If OTP is not available please contact Support Team

/ Helpline

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	Login	R	<	CO.	
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TOPIK 11 : Maklumat Tambahan dan bantuan

BANTUAN HELPLINE (SUPPORT)

JIka anda menghadapi sebarang masalah perlukan bantuan , anda boleh hubungi Support Teams Onecent / Onecall :

SUBJECT 11: Additional information and assistance

HELPLINE HELP (SUPPORT)

If you have any problems need help, you can contact Support Teams Onecent / Onecall:

.all 😤 ⁴⁴¹ I□I ⊘	81% 📼 11:16		81% 💷 11:16
See More		< sur	pport
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💼 Update Number	>	Openir Monday to Fri	ng Hours: iday 9am to 6pm
🔊 Define Card	>	+60392130687	
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☐→ Log Out		Follow us on Social Med	lia
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Fungsi Page More :

FUNGSI PAGE MORE

Maklumat Peribadi :

- Nama Penuh , walletname , introducer anda, Status Keahlian
- Untuk reset PIN Code wallet dan Password

Update Number / Sim Operation:

- untuk kemaskini nombor handphone di aplikasi (update) kerana hilang, tukar no , expired , MNP
- untuk daftar no hp yang pertama kali

Invite Friends :

 Link Invitation anda untuk dikongsikan dengan rakanrakan

Support:

- Maklumat support Onecent
- sebarang masalah SIM dan aplikasi Onecent dirujuk kepada support teams.
- contoh masalah , jika anda top up/beli plan , ttp talian telefon masih tidak aktif , tiada internet dan lain-lain.

Cara Untuk membuat aduan : Bagi masalah berikut:

 contoh masalah , jika anda top up/beli plan , ttp talian telefon masih tidak aktif , tiada internet dan lain-lain.

Cara Buat Aduan:

1. WhatsApp aduan anda ke helpline:

2. Nyatakan maklumat berikut:

- nama

-username anda (user ID)

-walletname anda

-sertakan resit bayaran anda (screenshoot)

- -nyatakan masalah secara jelas
- -no hp untuk dihubungi

```
MORE PAGE FUNCTIONS
```

Personal information :

- Full Name, walletname, your introducer, Membership Status

- To reset PIN Code wallet and Password

Update Number / Sim Operation:

- to update the mobile number in the application (update) due to loss, change no, expired, MNP

- for the first phone number list

Invite Friends:

- Your Invitation link to share with friends

Support:

- Onecent support information

- any SIM problems and Onecent applications are referred to support teams.

- example of problem, if you top up / buy plan, ttp phone line is still inactive, no internet and others.

How To Make A Complaint:

For the following issues:

- example of problem, if you top up / buy plan, ttp phone line is still inactive, no internet and others.

How to Make a Complaint:

1. WhatsApp your complaint to the helpline:

2. State the following information:

- name

- your username (user ID)

-walletname you

- include your payment receipt (screenshoot)

- state the problem clearly

- phone number to be contacted

CONTOH ADUAN DAN RESIT BAYARAN / EXAMPLES OF COMPLAINTS

AND PAYMENT RECEIPTS







ID : T9VCQ

BAGAIMANA HENDAK MENDAPAT RESIT BAYARAN

- 1. Login aplikasi Onecent
- 2. Klik Page History
- 3. Cari "Transaction" anda
- 4. Klik pada transaction -satu resit akan terpapar
- 5. Resit ini boleh di "share" dengan klik "icon share"

HOW TO GET A PAYMENT RECEIPT

- 1. Login Onecent application
- 2. Click Page History
- 3. Find your "Transaction"

4. Click on the transaction - a receipt will be displayed5. This receipt can be "shared" by clicking the "share icon"



OneCENT Transaction Receipt



RM48.0000

 Date
 Time

 18 Dis 2020
 10:40:41

 Description
 Buy package OCM10 for +601115308308

 EWallet Mobile Number
 +601115308308



ID : T9VCQ