USER GUIDE BIZ SELFCARE PORTAL

Astro ID Registration & Creation (1/2)

Step 1
Create New ID

1. Go to bizselfcare.astro.com.my using e.g., Internet Explorer (IE), Mozilla Firefox, Google Chrome.

2. To create a new Astro ID, click "**Create now!**".

Step 2
Register User Details

1. Fill in your registered **Name, Registered Email** and Password (*must be in alphanumeric & symbol*).

2. Tick the checkbox to agree to the **Terms and Conditions**, then click "**CREATE ASTRO ID**"

Step 3
### Captcha Verification

1. To complete a CAPTCHA to confirm you're not a robot.
   ✅ What to Do:
   - **Click on each image** that matches the description.
   - Once done, click **"Verify"** or **"Next"** to proceed.

Step 4
Email Verification

1. A verification code will be sent to your email address.

2. Enter the verification code in the field shown and click **"Verify".**

Step 5
Email Confirmation

1. Once your Astro ID has been successfully created, a confirmation message will appear.

2. Click "**RETURN TO ENTERPRISE SELFCARE PORTAL**" to proceed to continue with the authentication setup.
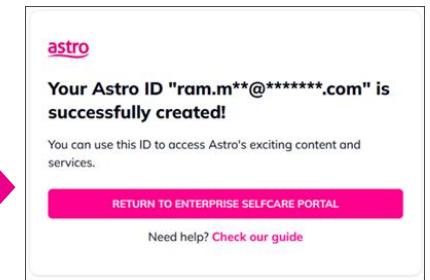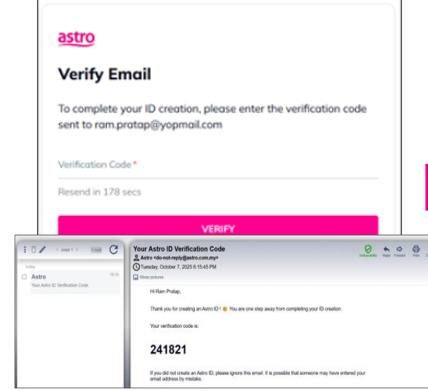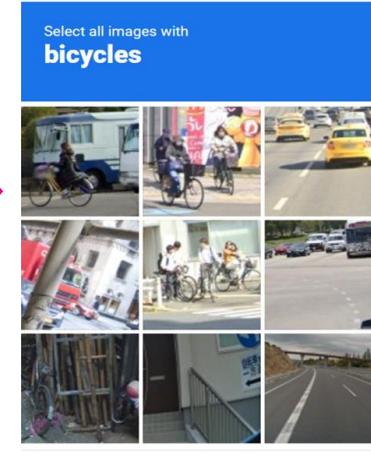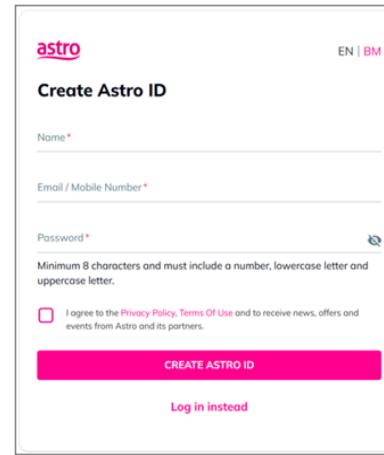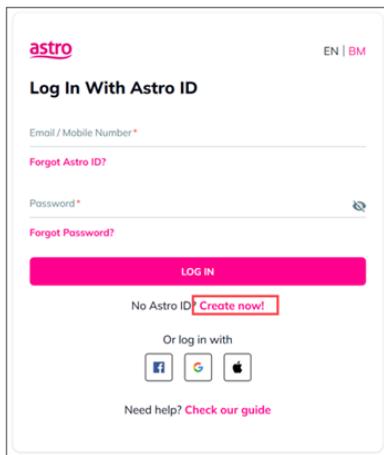
Astro ID Registration & Creation (2/2)

Step 6
Two-Factor Authentication

Scan the displayed QR code using your **Google Authenticator** app.

Enter the authentication code generated by the app and click "**VERIFY**".

<mark>**(This setup is required for first-time login – Authenticator setup)**</mark>

To download the authenticator app through:
- Android: https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&hl=en
- iOS: https://apps.apple.com/us/app/googleauthenticator/id388497605
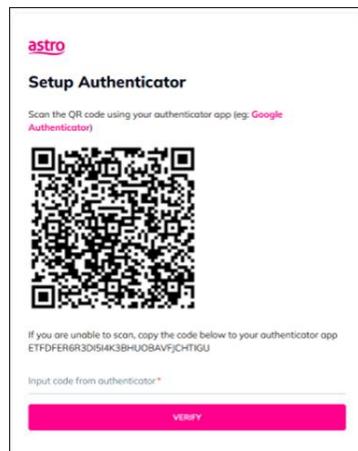
Step 7
Verify with Authenticator App

Enter the authentication code from the Google Authenticator app in the field provide and click "**VERIFY**".
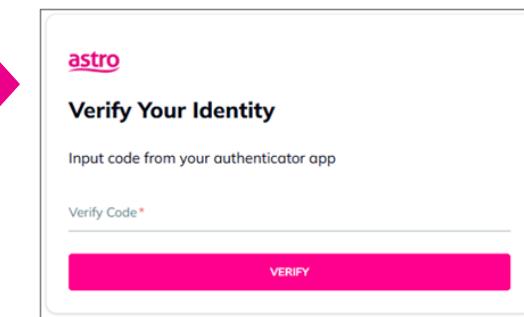
Step 8
Login

You will be directed to the SelfCare Portal homepage.
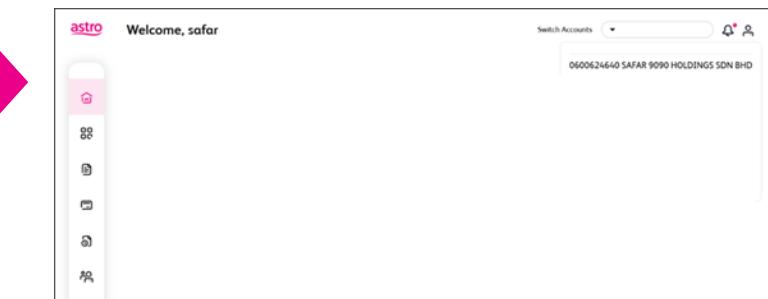
Login (after Astro ID Registration)

## Step 1

To login, enter your registered Email and password.

Then click "**LOG IN**".

Step 2

Click on "**Login with Astro ID**" to login into the application.

Step 3

You will be directed to the Self-care Portal homepage.

Google Authenticator App Installation

Stronger security with Google Authenticator

Get verification codes for all your accounts using 2-Step Verification

Get started

iOS devices

Download app from App Store:
- iOS: https://apps.apple.com/us/app/googleauthenticator/id388497605

Step-by-Step Installation Guide

1. Open the App Store:
On your iPhone, locate and tap the App Store icon.

2. Search for Google Authenticator:
In the search bar, type "Google Authenticator" and press search.

3. Download the App:
Find the Google Authenticator app in the search results (it has a round gray vault icon) and tap the Get button to download and install it. You may need to enter your Apple ID password or use Face ID/Touch ID to confirm the download.

4. Open Google Authenticator:
Once the app is installed, tap Open to launch it.

Android devices

Download from Google Play Store:
- Android: https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&hl=en

Step-by-Step Installation Guide

1. Open Google Play Store:
Locate the Google Play Store app on your Android device. It is usually represented by a multicolored triangle icon.

2. Search for Google Authenticator:
In the search bar at the top, type **"Google Authenticator"** and press enter.

3. Install the App:
Tap on the Google Authenticator app in the search results (it has a round gray vault icon).
Then, tap the Install button. If prompted, review the required permissions and accept them to proceed with the installation.

4. Open the App:
Once the installation is complete, tap Open to launch the app.
You can also find the app icon in your app drawer.

Huawei devices

Download app from App Store:
- Microsoft Authenticator: https://consumer.huawei.com/ae-en/community/details/topicId-143702/

Step-by-Step Installation Guide (Video Tutorial)
- https://youtu.be/YHJ67JQq90I
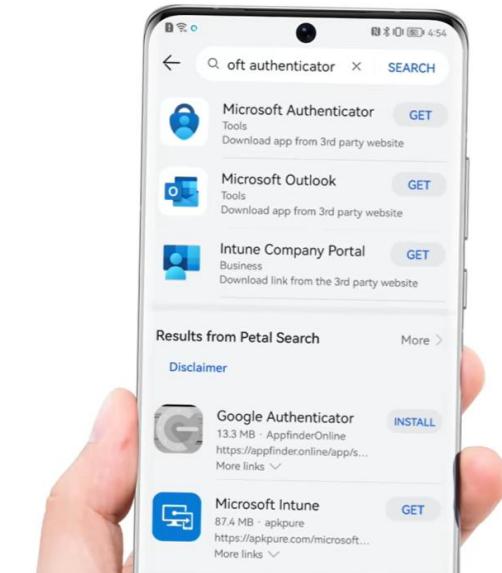
My Account Profile

Company Profile

Click on the **Company Profile** tab to view company details.

My Account Profile

Billing Info & Address

Click on the **Billing Info & Address** tab to view billing information and billing address information.

My Account Profile

Contact Details

Click on the **Contact Details** tab to view contact information.

View Subscription Service (Package Details)

Step 1

Click on the **Service** tab located on the left side of the navigation bar.
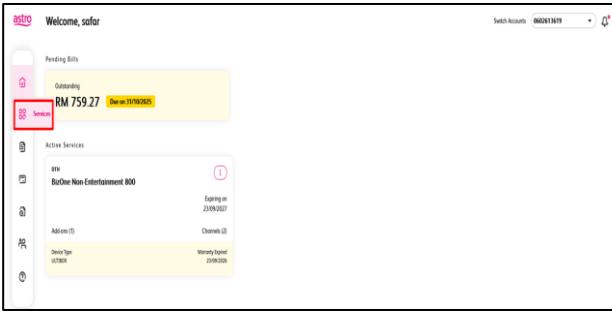
Step 2

The list of Service will be displayed.
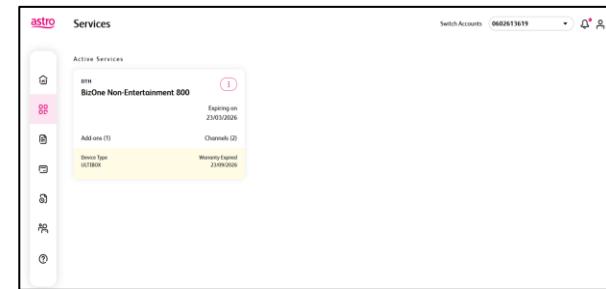
Step 3

Click on the Package widget, the list of the package details will be displayed.
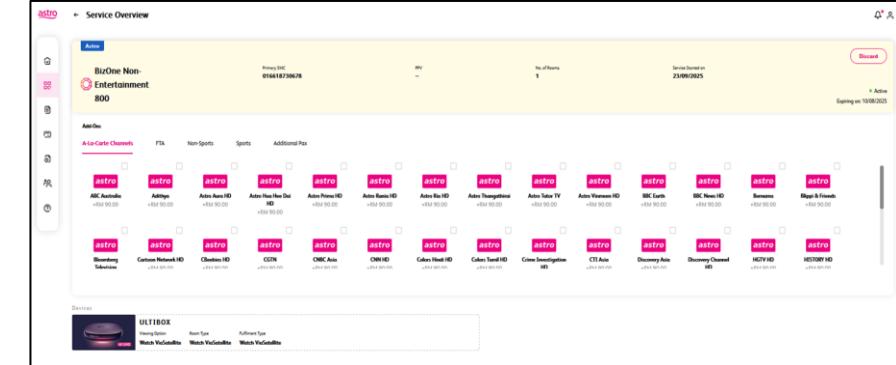
Bills and Invoices (View & Download)

Step 1

Click on the **Bills and Invoices** tab located on the left side of the navigation bar.

Step 2

The list of bills and invoices for the selected account will be displayed.
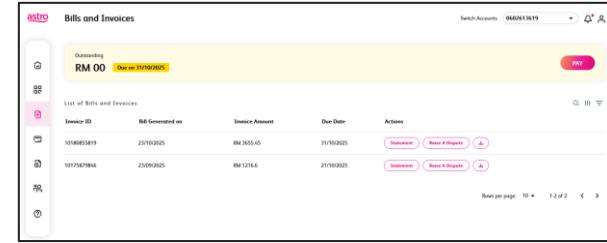
Step 3

To download a statement, click the "**Statement**" button next to the respective invoice.
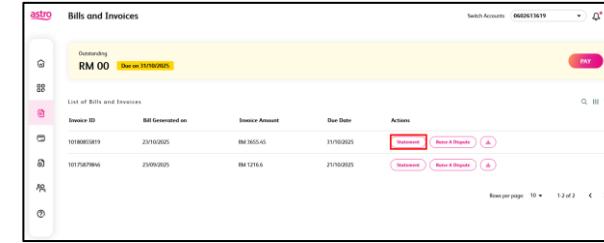
Step 4

From the list of available accounts, select the account for which you want to download the statement, then click "**Download as PDF**".
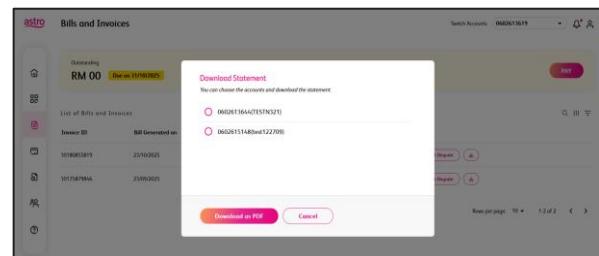
Step 5

Click "**Pay**" button to make payment

Note: If the child account "**IsBillToParent**", the "Pay" button is disabled.
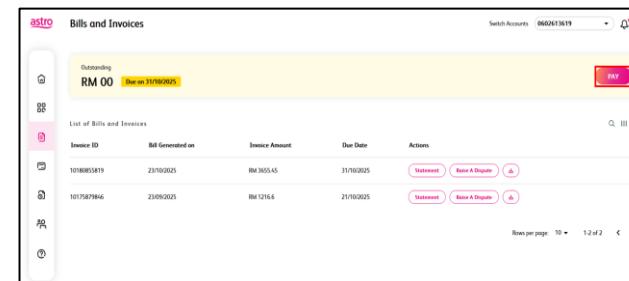
# Payment Transaction Details

Step 1

Click on the **Transaction History** tab located on the left side of the navigation bar.

Step 2

The list of payment transaction history will be displayed.

Step 3

Click "**More Details**" to view transaction information.

Transaction Details

Reference Number: EP1759742713568
Transaction Date: 06/10/2025 09:25:15
Account Number: 60261361
Account Name: navyareddy
Amout: RM 90
Transaction ID: 2597382287
Transaction Method: Credit/Debit Card

Total Amount: RM 90

Go Back

Raise Bill Dispute

Step 1

Click on the **Bills and Invoices** tab located on the left side of the navigation bar.

Step 2

From the list of invoices, select the incorrect invoice and then click "**Raise a Dispute**".
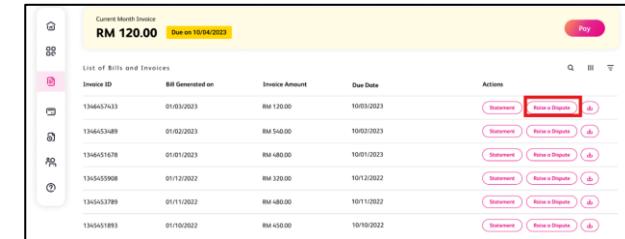
Step 3

Select the **Category**, **Level 1**, and **Level 2** and update your comments and your latest phone/email details in "**Comments/Note**".

Attach the supporting document in "**Attachment**" and click "**Add**" button to submit.
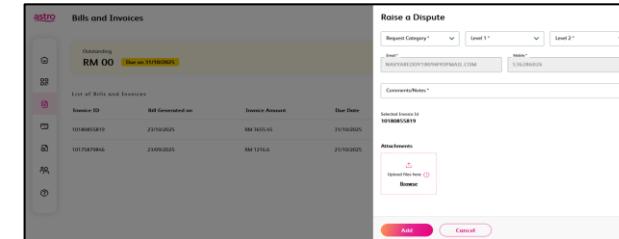
Update Payment Methods

Step 1

Click on the **Payments Methods** tab located on the left side of the navigation bar.
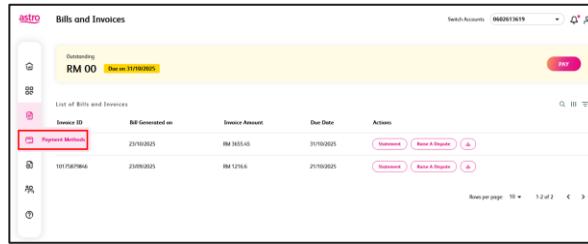
Step 2

The Payment Methods screen will appear, displaying the list of payment methods currently linked to your account.


Step 3

Click on the "**Add**" icon (+) to add your new payment method.


Step 4

Enter the card details and click "**Add**".
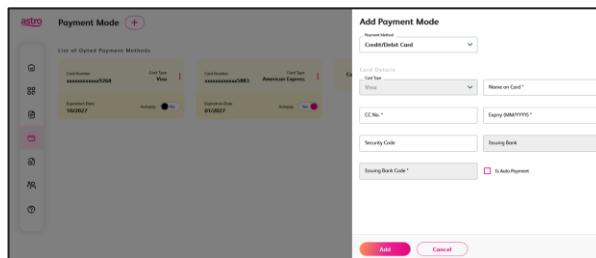
Step 5

A confirmation message will appear indicating that the new payment method has been added successfully.

Step 6

From the list of available payment methods, select your preferred method and enable the "**Autopay**" toggle switch.

Parent & Child Accounts Details

Step 1

Click on the **Child Accounts** tab located on the left side of the navigation bar.

Step 2

The list of Child accounts will be displayed.
Note: No information if the account is a child account.