



# USER GUIDE BIZ SELFCARE PORTAL

# Astro ID Registration & Creation (1/2)

## Step 1

### Create New ID

1. Go to [bizselfcare.astro.com.my](http://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

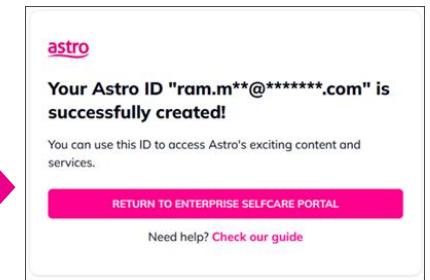
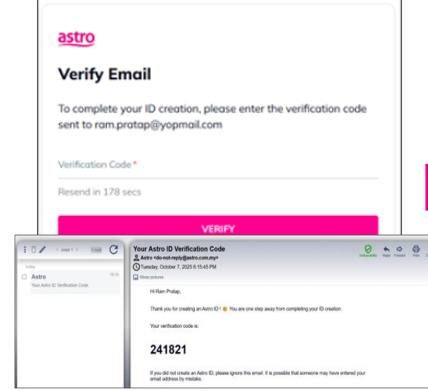
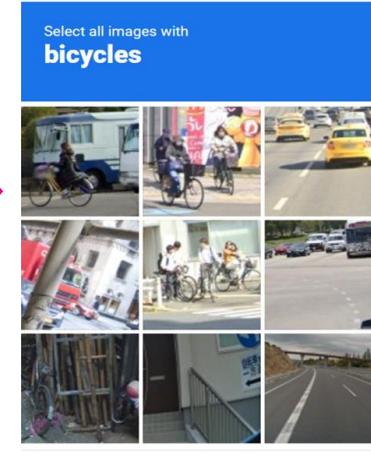
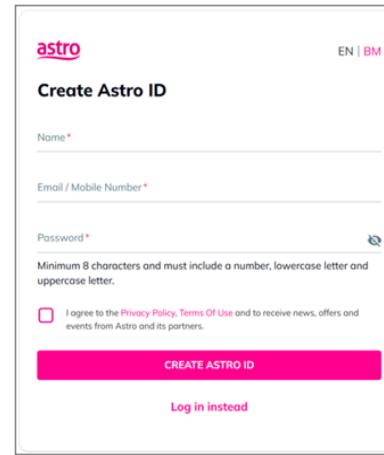
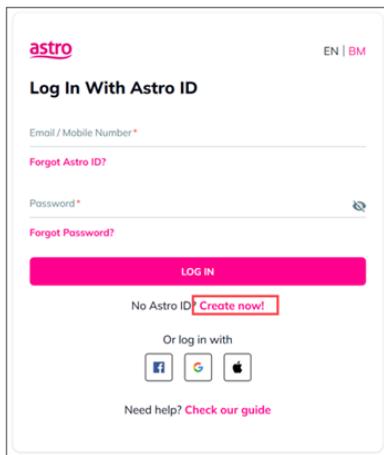
### Email Verification

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

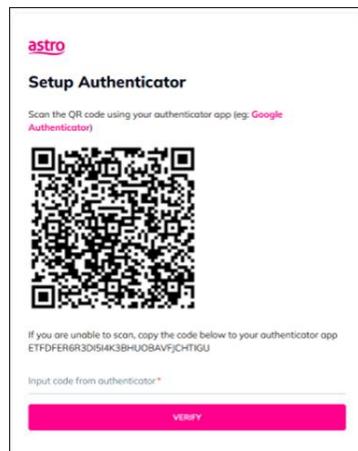
Scan the displayed QR code using your **Google Authenticator** app.

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

**(This setup is required for first-time login – Authenticator setup)**

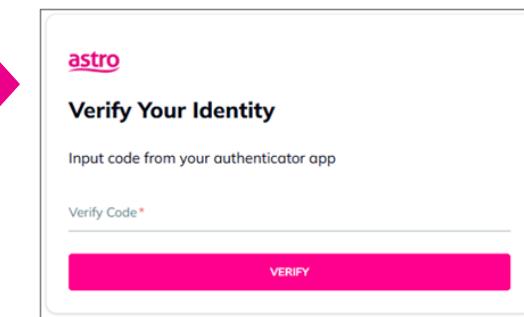
To download the authenticator app through:

- 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>



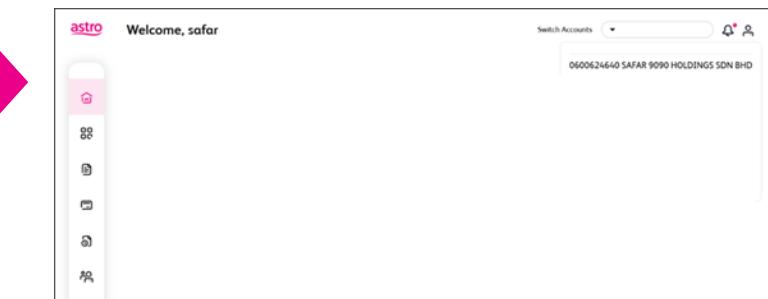
### Step 7 Verify with Authenticator App

Enter the authentication code from the Google Authenticator app in the field provided 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.



The image shows the Astro login page. It features a white background with a pink header bar at the top. The Astro logo is in the top left corner. Below the logo, the text "Log In With Astro ID" is displayed. There are two input fields: "Email / Mobile Number" and "Password", each with a red asterisk indicating they are required. Below each field is a "Forgot [Field]?" link. A large pink "LOG IN" button is centered at the bottom. At the bottom of the page, there is a link "No Astro ID? Create now!" and social media login options for Facebook, Google, and Apple. A small link "Need help? Check our guide" is at the very bottom.



# Google Authenticator App Installation



## 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.

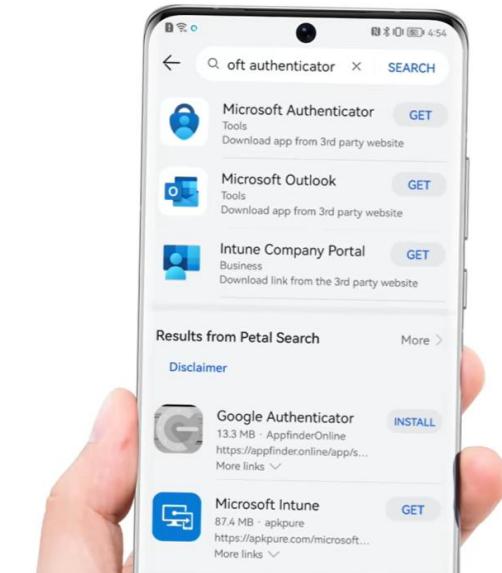
## Huawei devices

### Download app from App Store:

- Microsoft Authenticator:  
<https://consumer.huawei.com/aen/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.

**astro** My Account

**Company Profile**  
View company contact & director details [Change Request](#)

**Billing Info & Address**

Company Name <b>TESTN321</b>	Business Phone —	Home Phone —	Business Email <b>test321@yopmail.com</b>
Contact Details	Parent <b>60261361</b>	Is E-invoice Opted <b>No</b>	Virtual Group —
Login History	SST —	Registration Association —	Tin —

**Director's Details**

Director's Name <b>nayya</b>	Director's Mobile <b>8765435678</b>	Director's Office Phone —
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**Service Address**

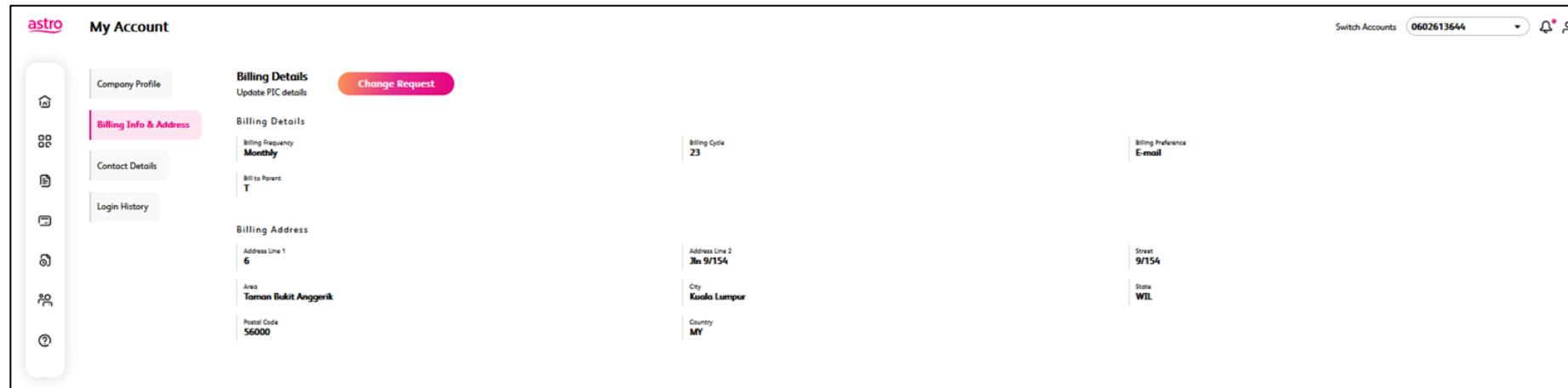
Address Line 1 <b>6</b>	Address Line 2 <b>9/154 Jln</b>	Street <b>9/154</b>
Area <b>Taman Bakit Anggerik</b>	City <b>Kuala Lumpur</b>	State <b>Wil</b>
Postal Code <b>56000</b>	Country <b>MY</b>	

**Change of Ownership**  
To transfer ownership of a business [Request Here](#)

# My Account Profile

## Billing Info & Address

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

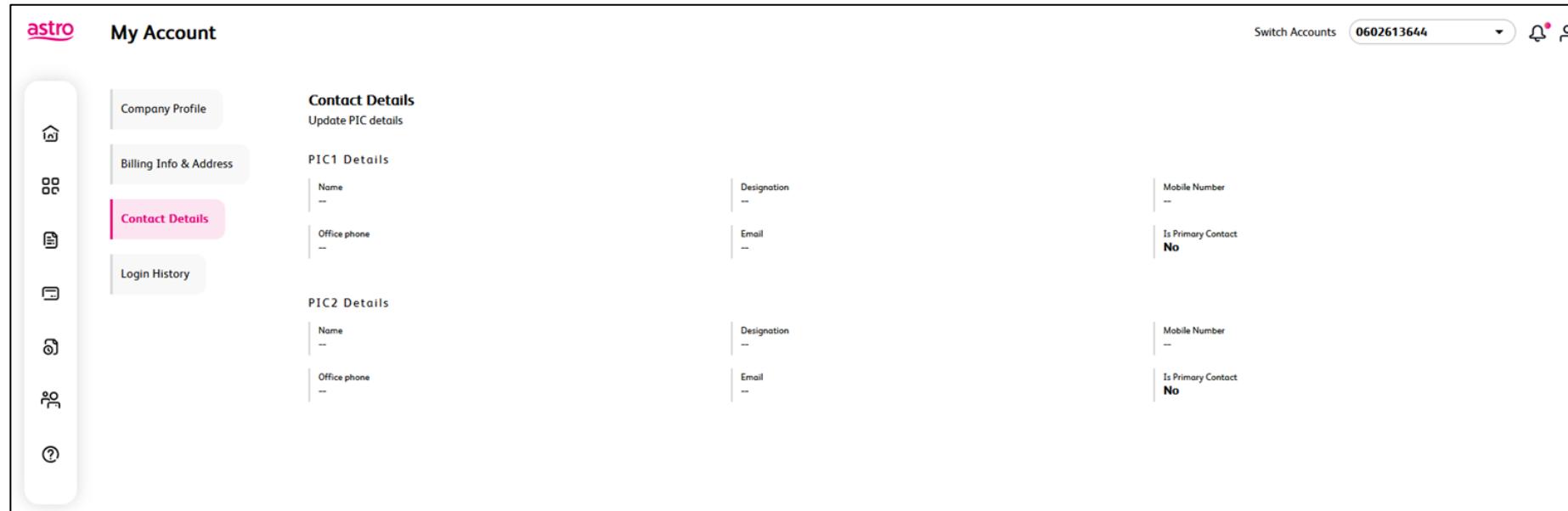


The screenshot shows the astro My Account dashboard. The left sidebar has icons for Home, Company Profile, Billing Info & Address (which is highlighted with a pink box), Contact Details, and Login History. The main content area has tabs for Company Profile, Billing Details, and Contact Details. The Billing Details tab is active, showing fields for Billing Frequency (Monthly), Billing Cycle (23), Bill to Parent (T), Billing Address (Address Line 1: 6, Address Line 2: Jln 9/154, Area: Taman Bukit Anggerik, City: Kuala Lumpur, Postcode: 56000), and Billing Preference (Email, Street: 9/154, State: WIL, Country: MY). A 'Change Request' button is also visible.

# My Account Profile

## Contact Details

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



The screenshot shows the 'My Account' profile interface. On the left, a sidebar contains icons for Home, Company Profile, Billing Info & Address, Contact Details (which is highlighted with a pink border), and Login History. The main content area is titled 'My Account' and shows 'Contact Details' with the sub-instruction 'Update PIC details'. It displays two sections: 'PIC1 Details' and 'PIC2 Details', each with fields for Name, Designation, Office phone, Email, Mobile Number, and 'Is Primary Contact' status (set to 'No' for both). The top right of the screen shows 'Switch Accounts' with the account number '0602613644' and icons for search, refresh, and user profile.

**astro** My Account

Switch Accounts 0602613644

Company Profile

Contact Details

Update PIC details

Billing Info & Address

Contact Details

PIC1 Details

Name: --

Designation: --

Office phone: --

Email: --

Mobile Number: --

Is Primary Contact: No

PIC2 Details

Name: --

Designation: --

Office phone: --

Email: --

Mobile Number: --

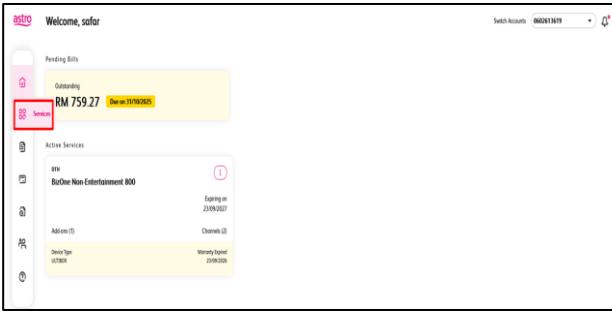
Is Primary Contact: No

Switch Accounts 0602613644

# View Subscription Service (Package Details)

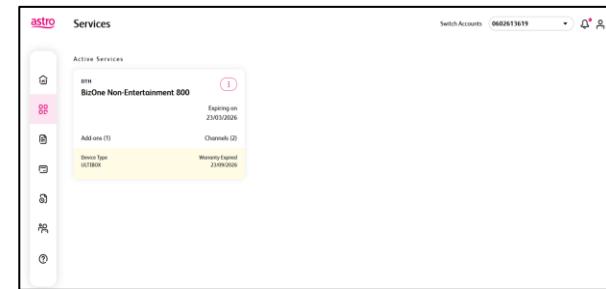
## Step 1

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



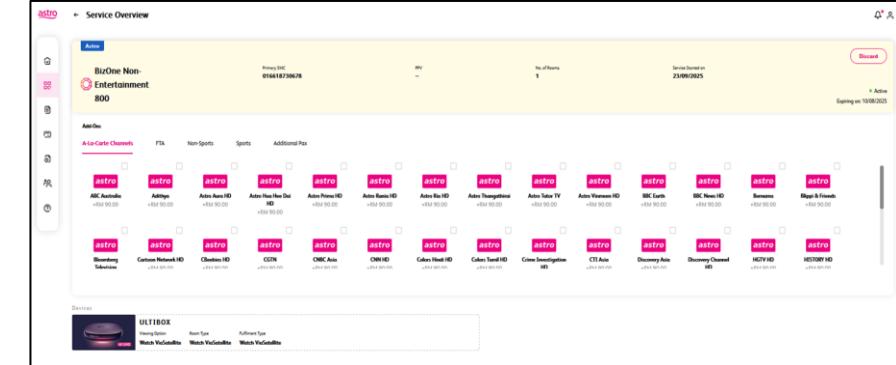
## Step 2

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)

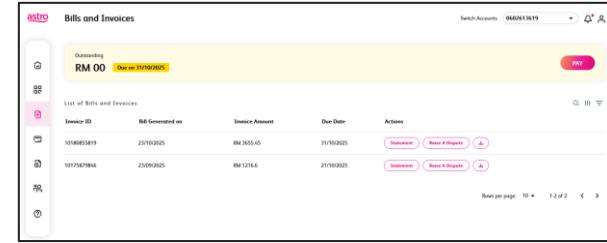
## Step 1

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



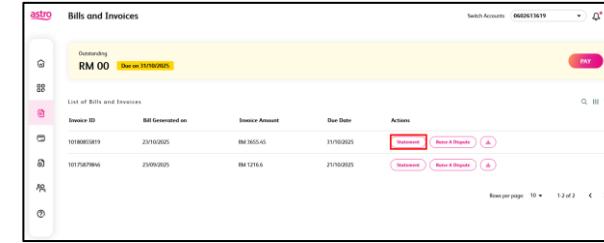
## Step 2

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



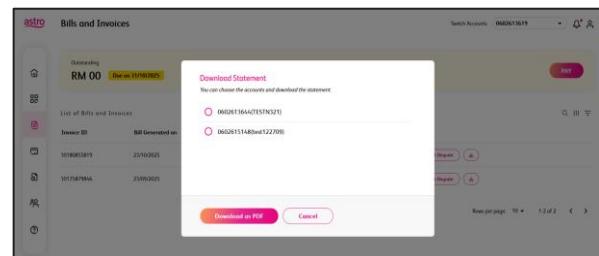
## Step 3

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



## Step 4

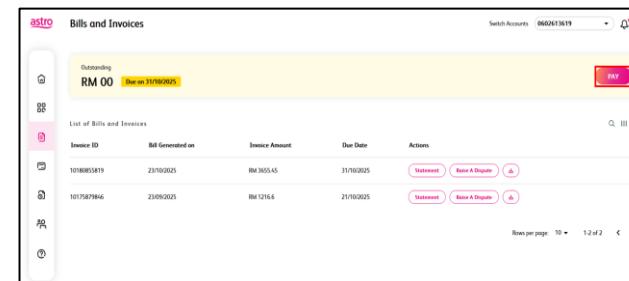
From the list of available accounts, select the account for which you want to download the statement, then click **"Download as PDF"**.



## 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

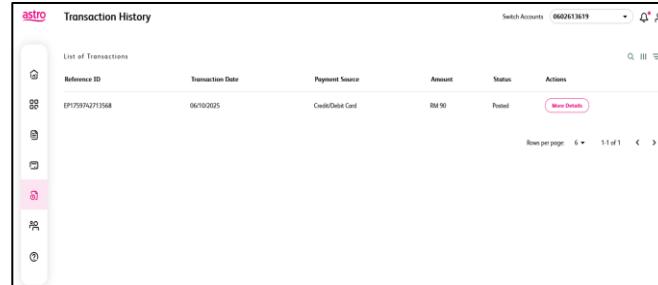
The list of payment transaction history will be displayed.

## Step 3

Click “**More Details**” to view transaction information.

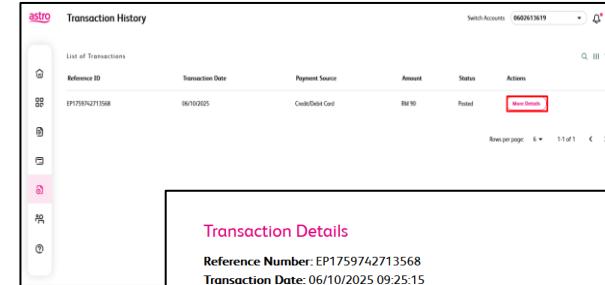


The screenshot shows the 'Payment Mode' screen with a navigation bar on the left. The 'Transaction History' tab is highlighted with a red box. The main area displays a list of payment methods, including Credit/Debit Card, American Express, MasterCard, and Cash Payment, each with a card icon and a 'More Details' button.



The screenshot shows the 'Transaction History' list screen. It displays a single transaction entry with the following details:

Reference ID	Transaction Date	Payment Source	Amount	Status	Actions
EP1759742713568	06/10/2025	Credit/Debit Card	RM 90	Posted	<a href="#">More Details</a>



The screenshot shows the 'Transaction Details' screen for the transaction with Reference ID EP1759742713568. The details are as follows:

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

**Total Amount: RM 90**

[Go Back](#)

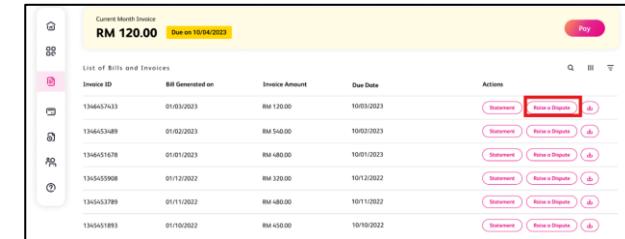
# Raise Bill Dispute

## Step 1

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

## Step 2

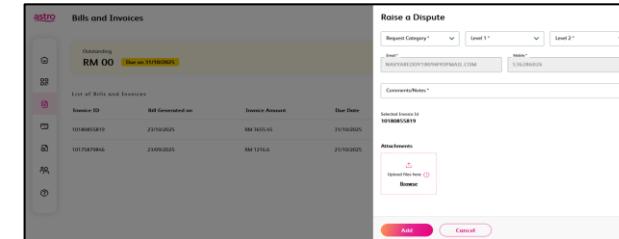
From the list of invoices, select the incorrect invoice and then click “**Raise a Dispute**”.



## Step 3

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

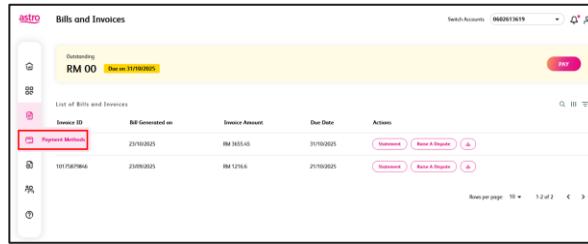
Attach the supporting document in “**Attachment**” and click “**Add**” button to submit.



# 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.



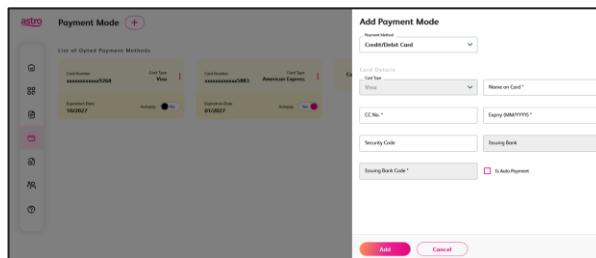
## Step 3

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.**

**astro** Transaction History

Switch Accounts 0602613619

List of Transactions

Reference ID	Transaction Date	Payment Source	Amount	Status	Actions
EP1759742713568	06/10/2025	Credit/Debit Card	RM 90	Posted	<a href="#">More Details</a>

Rows per page: 6 ▾ 1-1 of 1 < >

**Child Accounts**

**astro** Child Accounts

Switch Accounts 0602613619

List of Accounts

Account ID	Company Name	Company Email	Director Name	Director Mobile	Is Billable to Parent
06006216640	SAFAR 9090 HOLDINGS SDN BHD	nayareddy1809@yopmail.com	sofar	87653456787	No
0602593720	EVERGENT	nayoi@yopmail.com	Evergent	9000129432	No
0602613644	TESTN321	NAVYAREDDY1809@YOPMAIL.COM	nayoi	8765435678	Yes
0602613851	TESTC321	NAVYAREDDY1809@YOPMAIL.COM	nayoi	4567897654	No
0602614181	TEST12409	DIR12609@YOPMAIL.COM	jcsjnm	9666446481	No
060261557	TEST12409	DIR12609@YOPMAIL.COM	jcsjnm	9666446481	No
0602614831	TEST12609	DIR12609@YOPMAIL.COM	jcsjnm	9666446481	No
0602614624	TESTC22	NAVYAREDDY1809@YOPMAIL.COM	nayoi	77665432567	Yes
0602614661	TESTNC321	NAVYAREDDY1809@YOPMAIL.COM	nayosnc	654324567898	Yes
0602615070	TEST42709	DIRTEST42709@YOPMAIL.COM	dirtest42709	8030907891	Yes

Rows per page: 10 ▾ 1-10 of 11 < >