



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

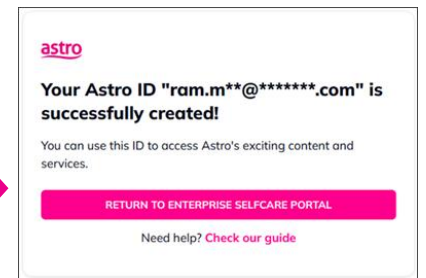
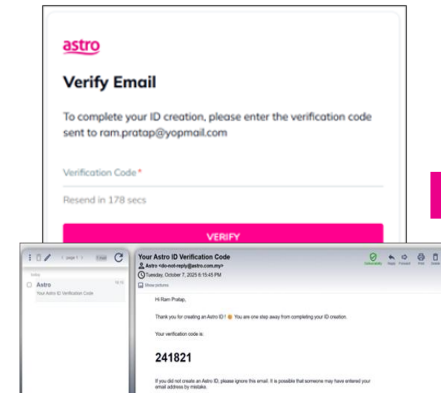
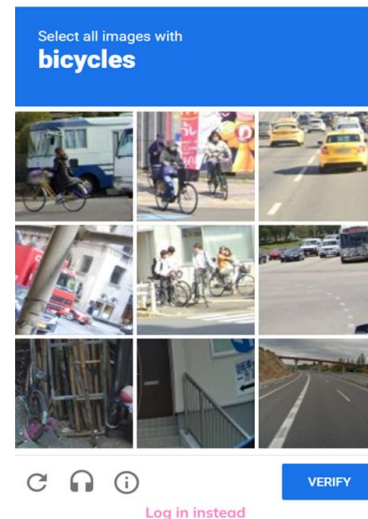
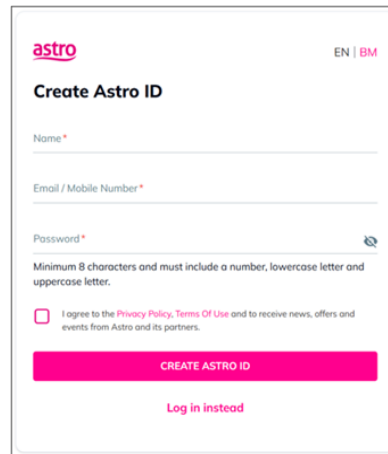
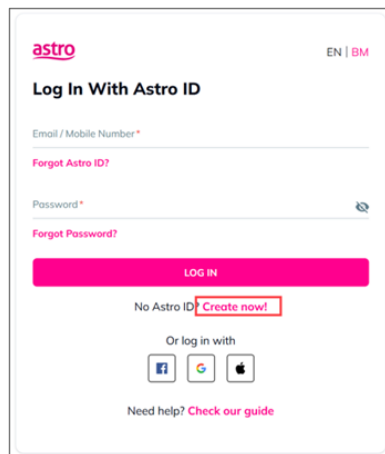
1. To complete a CAPTCHA to confirm you're not a robot.
 What to Do:
 - **Click on each image** that matches the description.
 - Once done, click "Verify" or "Next" to proceed.

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 SELF CARE PORTAL" to proceed to continue with the authentication setup.



Astro ID Registration & Creation (2/2)

Step 6

Two-Factor Authentication

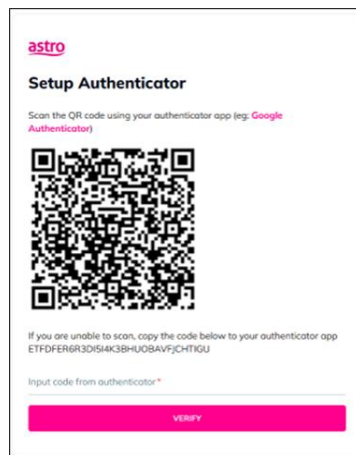
Scan the displayed QR code using your **Google Authenticator** app.

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:

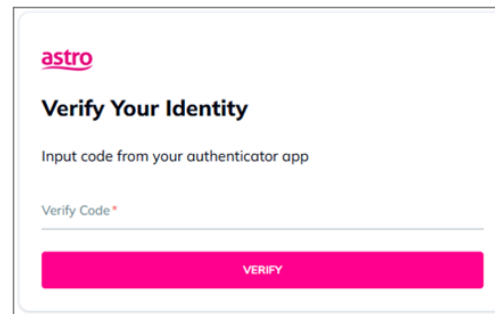
- Android:
<https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&hl=en>
- iOS:
<https://apps.apple.com/us/app/googleauthenticator/id388497605>



Step 7

Verify with Authenticator App

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

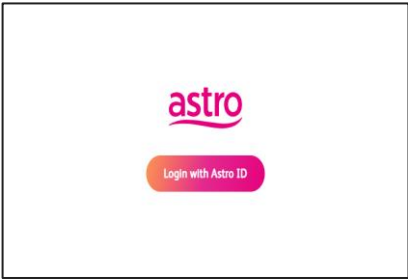
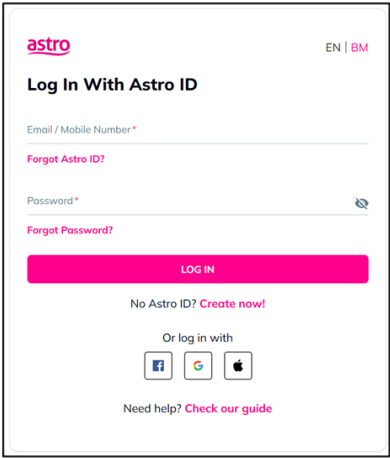
Then click "**LOG IN**".

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



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.

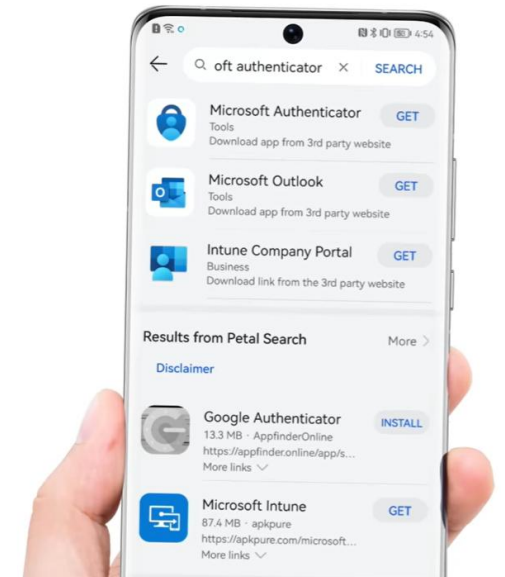
Huawei devices

Download app from App Store:

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

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My Account

Switch Accounts0602613644

Home

Company Profile

Billing Info & Address

Contact Details

Login History

Company Profile

View company contact & director details

Change Request

Company Name

TESTN321

Business Phone

--

Parent

60261361

SST

--

Director's Details

Director's Name

navya

Service Address

Address Line 1

6

Area

Taman Bukit Anggerik

Postal Code

56000

Change of Ownership

To transfer ownership of a business

Request Here

Account Name

TESTN321

Home Phone

--

Is E-Invoice Opted

No

Registration Association

--

Director's Mobile

8765435678

Address Line 2

9/154 Jln

City

Kuala Lumpur

Country

MY

Business Email

test321@yopmail.com

Virtual Group

--

Tin

--

Director's Office Phone

--

Street

9/154

State

WIL

My Account Profile

Billing Info & Address

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

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My Account

Switch Accounts0602613644

Home

Account

Billing Info & Address

Usage

Payment

Support

Help

Company Profile

Contact Details

Login History

Billing Details

Update PIC details

Change Request

Billing Details

Update PIC details

Change Request

Billing Cycle

23

Billing Preference

E-mail

Billing Address

Address Line 1

6

Address Line 2

Jln S/T154

Street

S/T154

Area

Taman Bukit Anggerik

City

Kuala Lumpur

State

WIL

Postal Code

56000

Country

MY

View Subscription Service (Package Details)

Step 1

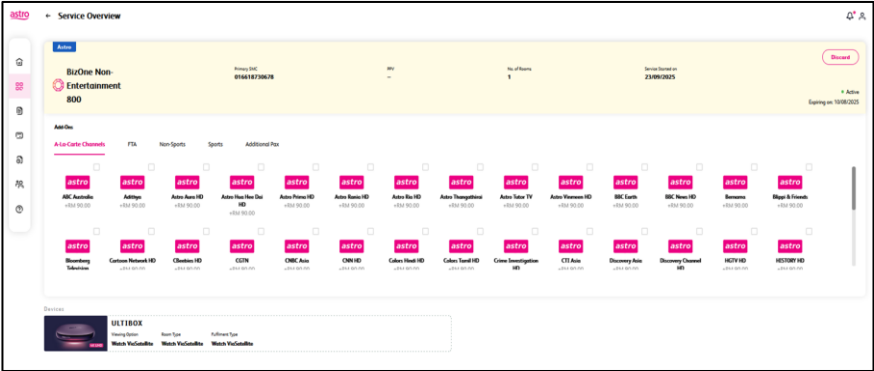
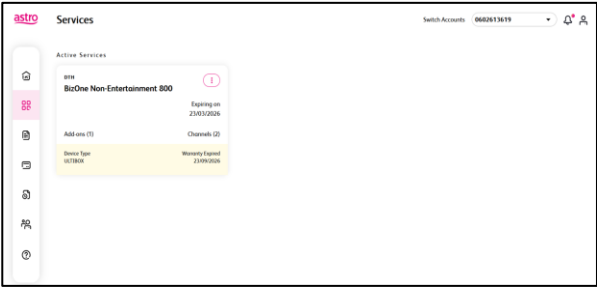
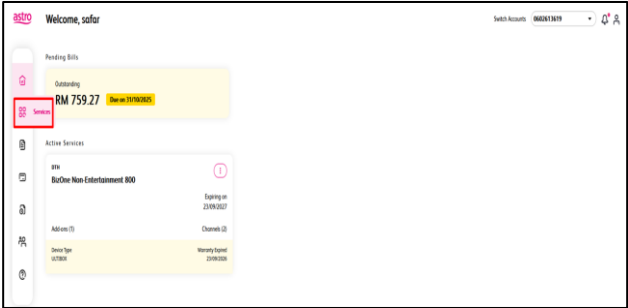
Click on the **Service** tab located on the left side of the navigation bar.

Step 2

The list of Service will be displayed.

Step 3

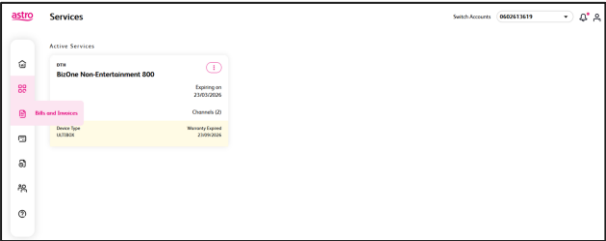
Click on the Package widget, the list of the package details will be displayed.



Bills and Invoices (View & Download)

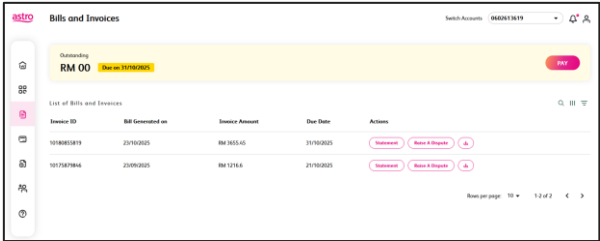
Step 1

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



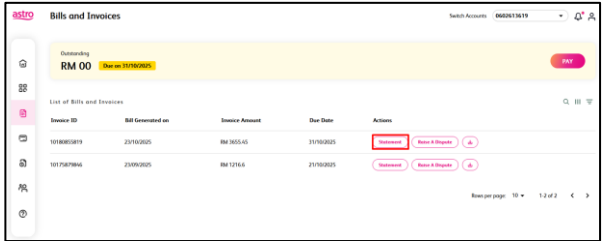
Step 2

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



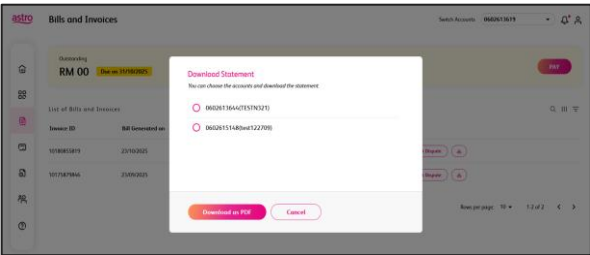
Step 3

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



Step 4

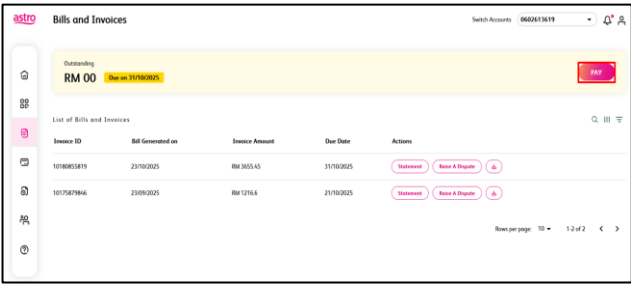
From the list of available accounts, select the account for which you want to download the statement, then click **"Download as PDF"**.



Step 5

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

Note: If the child account **"IsBillToParent"**, the **"Pay"** button is disabled.



Payment Transaction Details

Step 1

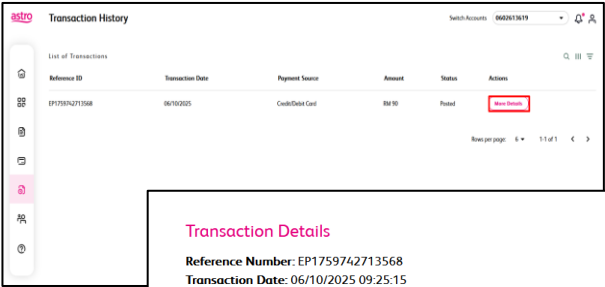
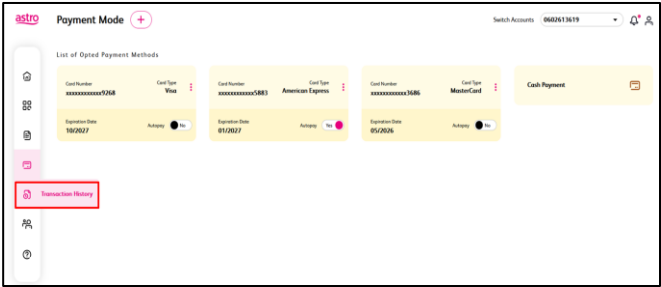
Click on the **Transaction History** tab located on the left side of the navigation bar.

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

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

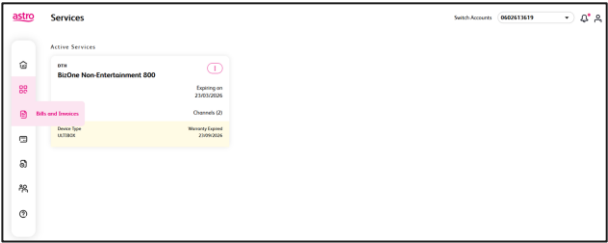
From the list of invoices, select the incorrect invoice and then click **“Raise a Dispute”**.



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.



The screenshot shows the 'Bills and Invoices' list page. At the top, it displays 'Current Month Invoice' and 'RM 120.00' with a 'Pay' button. Below is a table of invoices. The first row is highlighted, and the 'Raise a Dispute' button is circled in red.

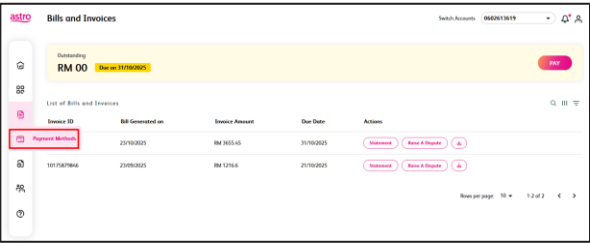
Invoice ID	Bill Generated on	Invoice Amount	Due Date	Actions
1346457633	01/03/2023	RM 120.00	10/03/2023	Statement Raise a Dispute Pay
1346453489	01/02/2023	RM 540.00	10/02/2023	Statement Raise a Dispute Pay
1346451678	01/01/2023	RM 480.00	10/01/2023	Statement Raise a Dispute Pay
1345455908	01/12/2022	RM 320.00	10/12/2022	Statement Raise a Dispute Pay
1345453789	01/11/2022	RM 480.00	10/11/2022	Statement Raise a Dispute Pay
1345451893	01/10/2022	RM 450.00	10/10/2022	Statement Raise a Dispute Pay

The screenshot shows the 'Raise a Dispute' form. It includes fields for 'Request Category', 'Level 1', and 'Level 2'. There is a 'Comments/Note' field with a text area and a 'Comments/Note' label. Below that is an 'Attachment' section with a 'Choose File' button and a 'Browse' button. At the bottom are 'Add' and 'Cancel' buttons.

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.



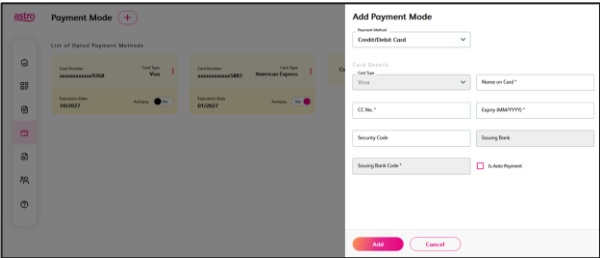
Step 3

Click on the **“Add”** icon () to add your new payment method.



Step 4

Enter the card details and click **“Add”**.



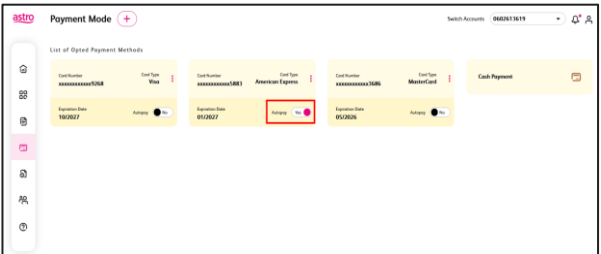
Step 5

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.

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Transaction History

Switch Accounts0602613619

Home

Grid

Calendar

Messages

Child Accounts

Help

List of Transactions

Reference ID	Transaction Date	Payment Source	Amount	Status	Actions
EP1759742713568	06/10/2025	Credit/Debit Card	RM 90	Posted	More Details

Rows per page: 61-1 of 1

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Child Accounts

Switch Accounts0602613619

Home

Grid

Calendar

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Child Accounts

Help

List of Accounts

Account ID	Company Name	Company Email	Director Name	Director Mobile	Is Billable to Parent
0600624640	SAFAR 9090 HOLDINGS SDN BHD	navyareddy1809@gmail.com	safor	876543456787	No
0602592720	EVERGENT	navyol@gmail.com	Evergent	9000129432	No
0602613644	TESTN321	NAVYAREDDY1809@YOPMAIL.COM	navys	87654345678	Yes
0602613851	TESTC321	NAVYAREDDY1809@YOPMAIL.COM	navys	4567897654	No
0602614181	TEST12409	DB12609@YOPMAIL.COM	jnczpm	9666464831	No
0602614557	TEST12409	DB12609@YOPMAIL.COM	jnczpm	9666464831	No
0602614831	TEST12609	DB12609@YOPMAIL.COM	jnczpm	9666464831	No
0602614624	TESTCE2	NAVYAREDDY1809@YOPMAIL.COM	navys	77665432567	Yes
0602614661	TESTNC321	NAVYAREDDY1809@YOPMAIL.COM	navysnc	654324567898	Yes
0602615070	TEST42709	DIRTEST42709@YOPMAIL.COM	dirtest42709	8030907891	Yes

Rows per page: 101-10 of 11