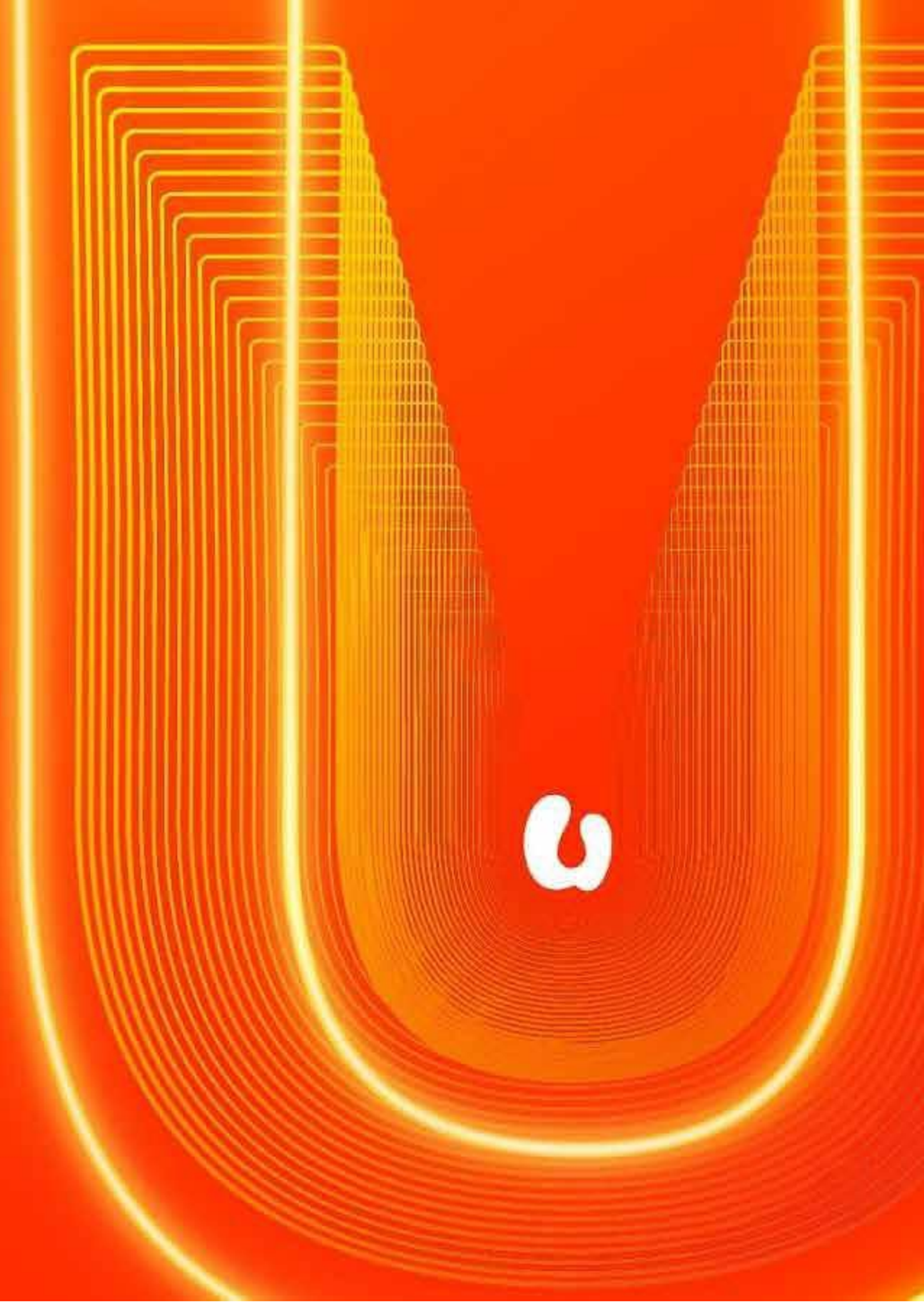
BusinessCare Portal User Guide



Strictly private and confidential

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Restricted/Internal Use

Introduction

- BusinessCare is U Mobile's self-care portal exclusively for corporate customers.
- Customer admins can access this portal to pay bills, change rate plans, update e-billing address and more.
- This document provides a guide to the available features.
- If you have any queries, please contact your respective account manager.

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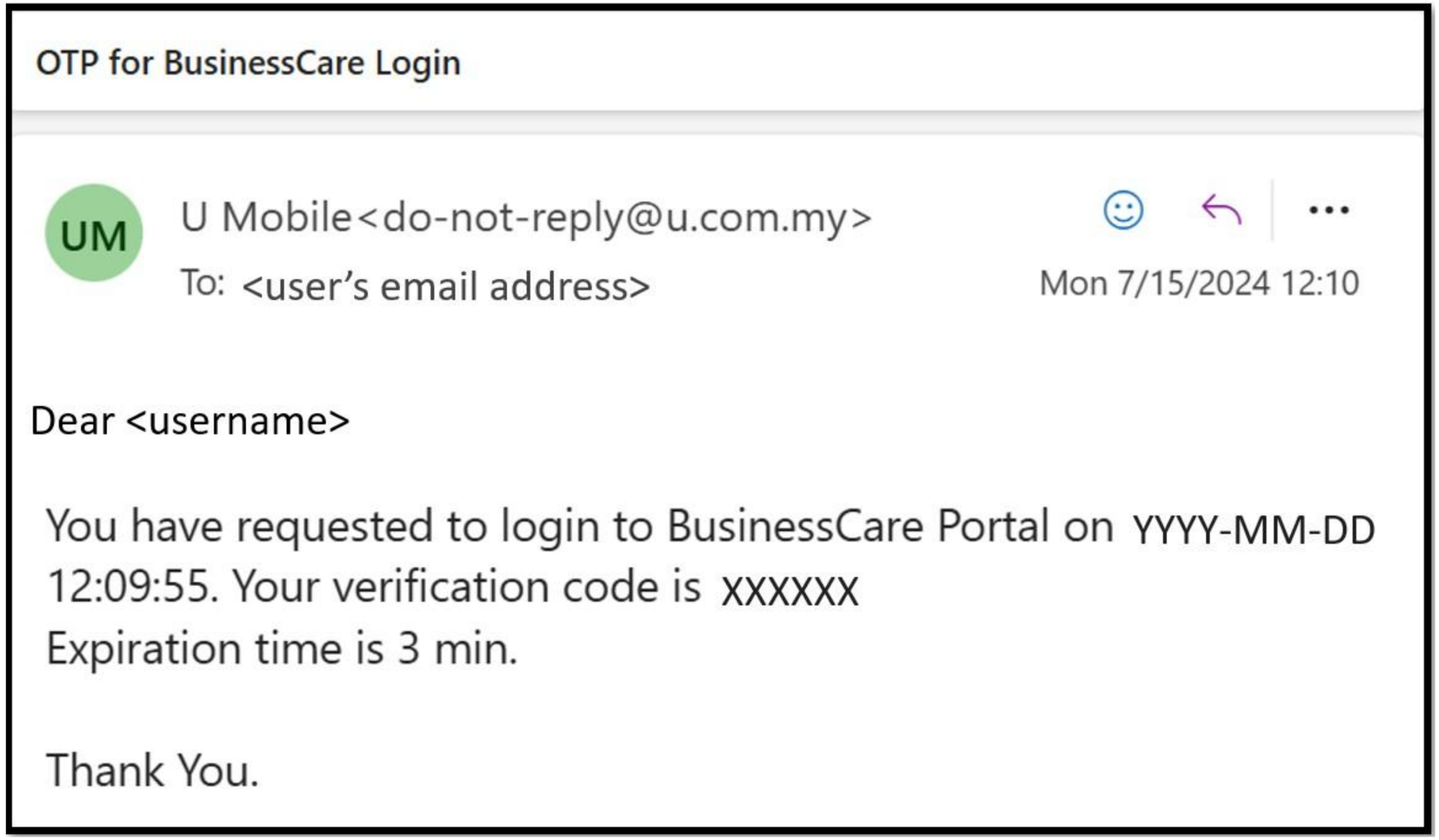
Restricted/Internal Use

How To Login To BusinessCare

Step 1:
Enter the URL:
https://businesscare.u.com.my

Step 2:
Enter your username and click GET to request for OTP to be sent via email.

How To Login To BusinessCare

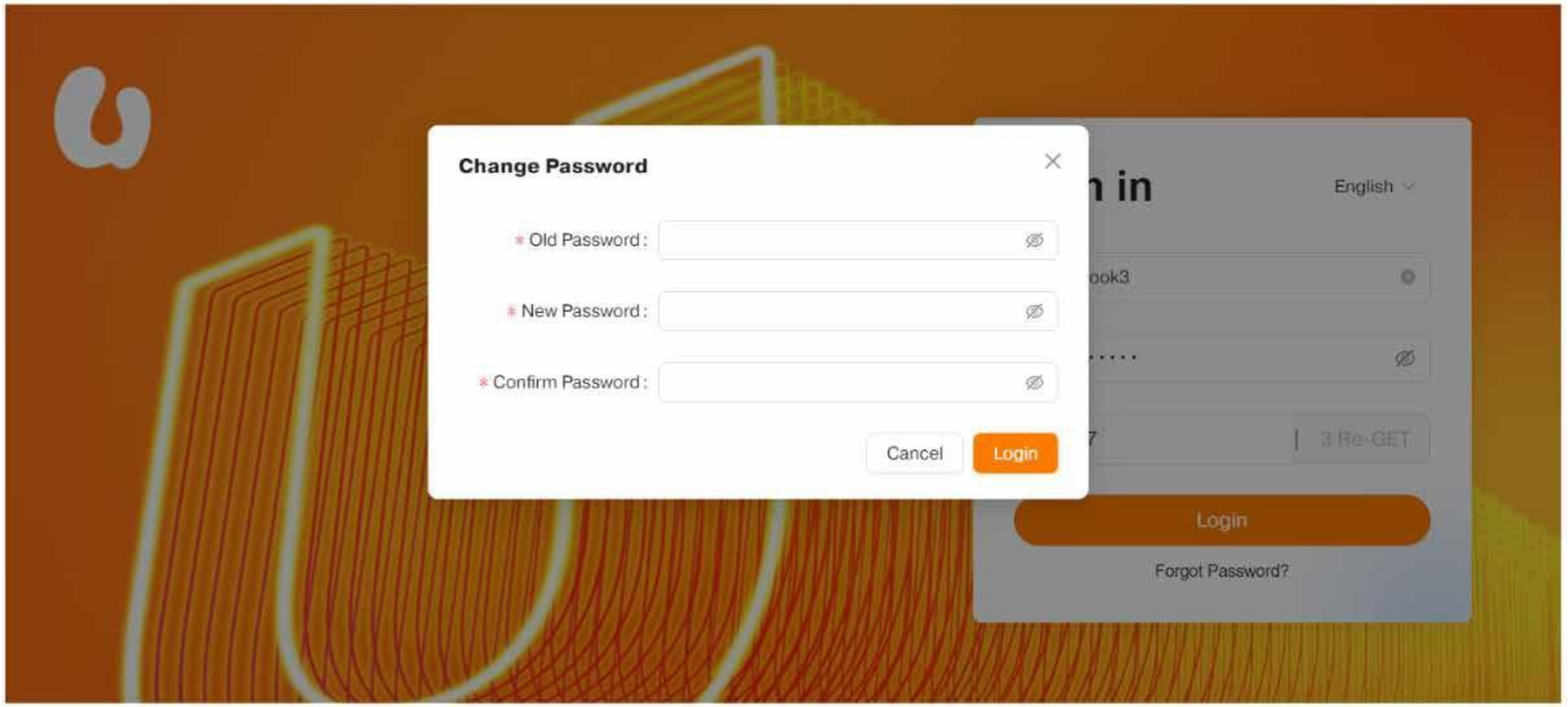


Step 3:
You will receive an email containing OTP for login.

How To Login To BusinessCare

Step 4:
Key in the OTP and password. Click “Login” button.

How To Login To BusinessCare



Note:
If this is your first time logging in, you will be prompted to
change your password.

Password Requirements: Your new password must be at least 8 characters
in length and contain a combination of capital and lowercase letters, numbers, and special characters.

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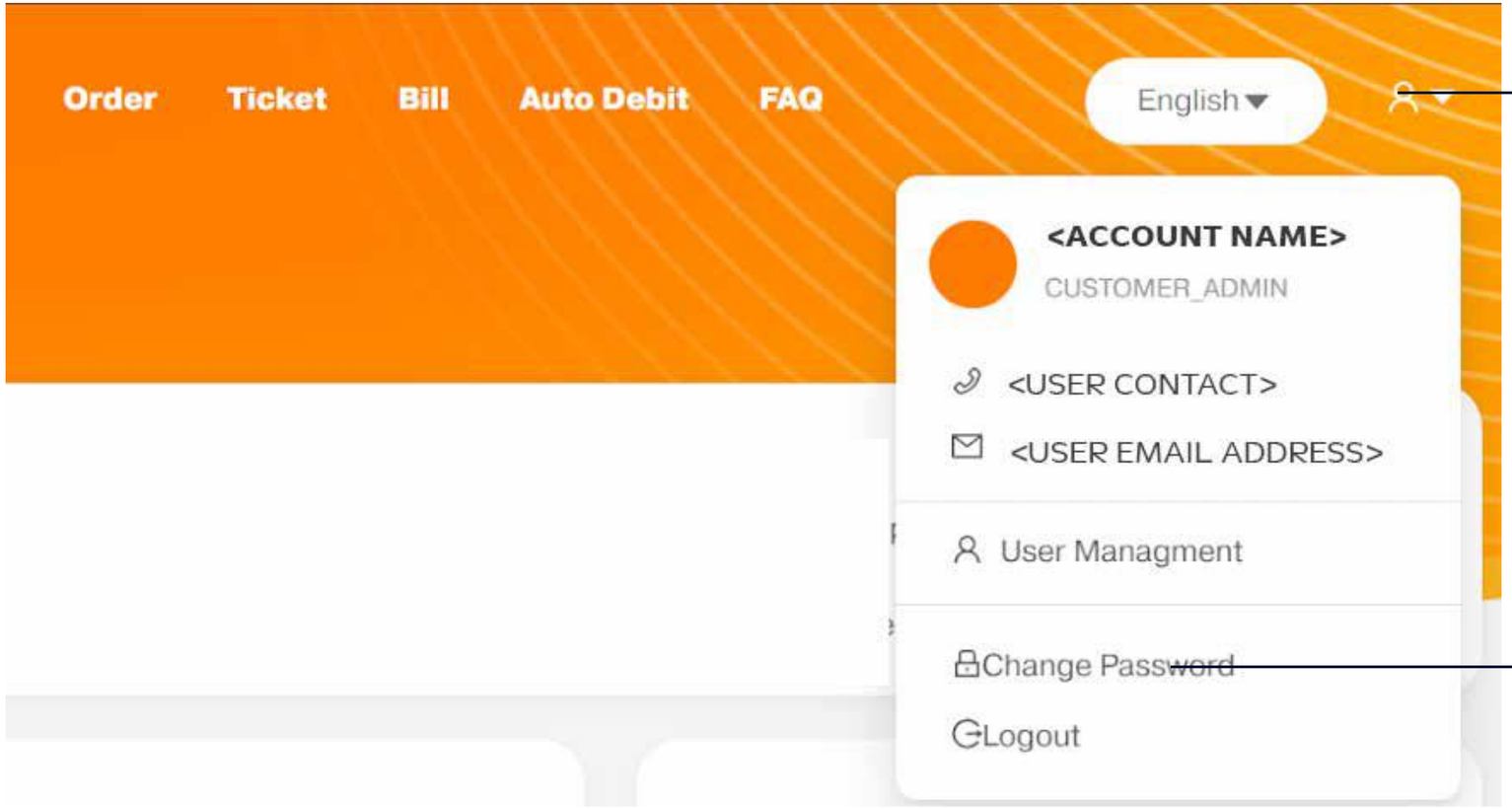
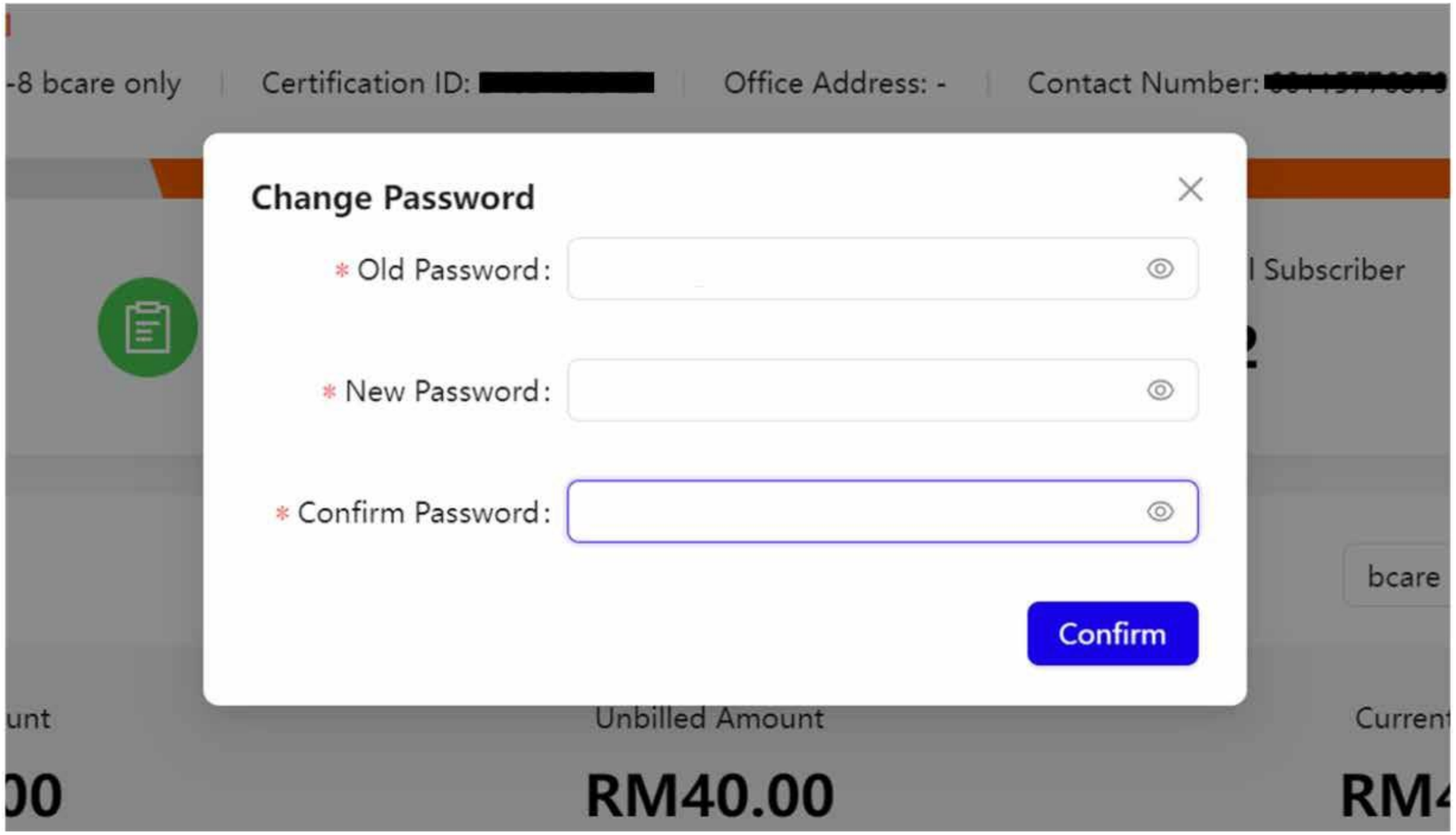
How To Change Your Password



Step 1:
After logging in, click on the account information icon in the top right corner of the screen.

Step 2:
Click on Change Password from the menu that appears.

How To Change Your Password



Step 3:
In the box provided, type in your old password, then your new password followed by your new password again to confirm.

Password Requirements:
Your new password must be at least 8 characters in length and contain a combination of capital and lowercase letters, numbers, and special characters.

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Restricted/Internal Use

How To Reset Your Password

Step 1:
Open your browser and click on “Forgot Password”.

Step 2:
Enter your username.

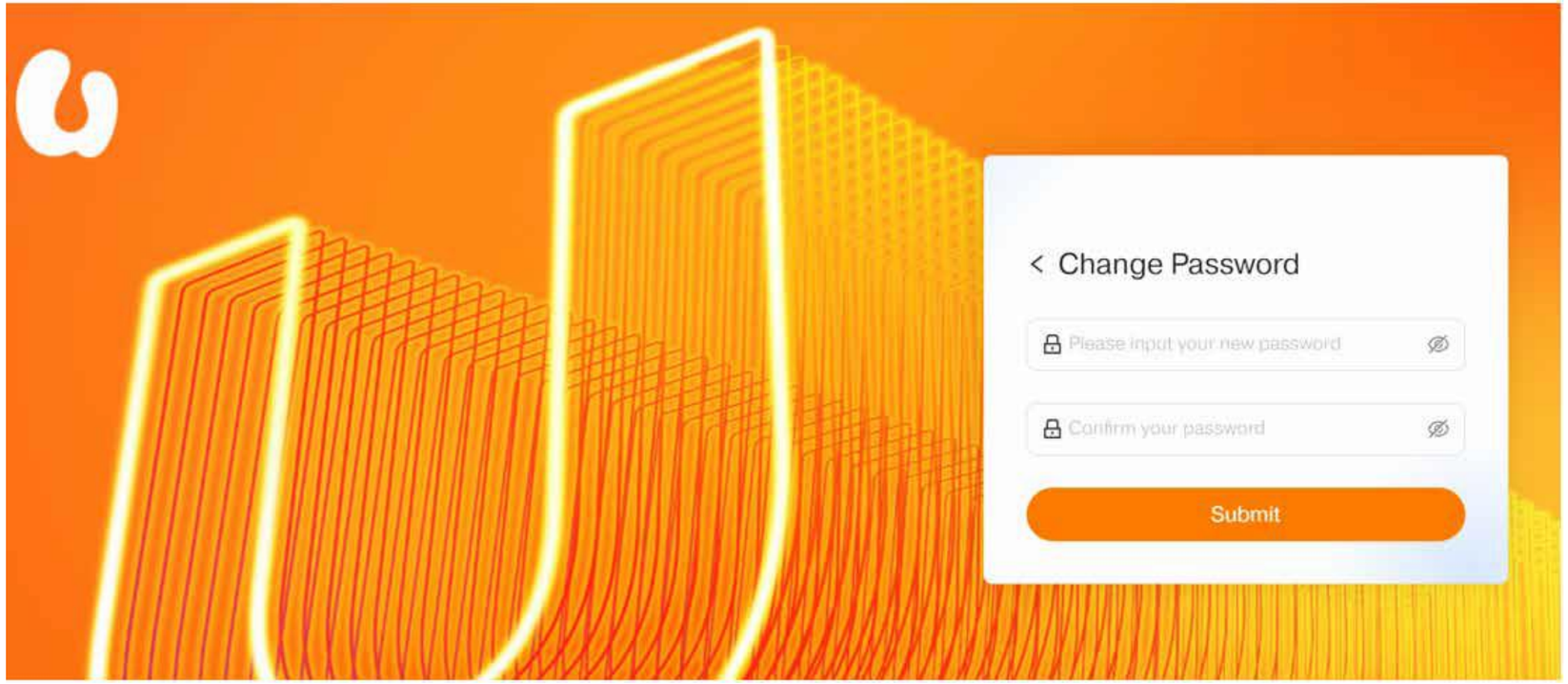
Step 3:
Click on “GET” to request an OTP to be sent to your email.

How To Reset Your Password

Step 4:
Enter your username.

Step 5:
Paste the OTP from your email into the box and click “NEXT”.

How To Reset Your Password



Step 6:
In the box provided, type in your new password followed by your new password again to confirm.

Password Requirements
Your new password must be at least 8 characters in length and contain a combination of capital and lowercase letters, numbers, and special characters.

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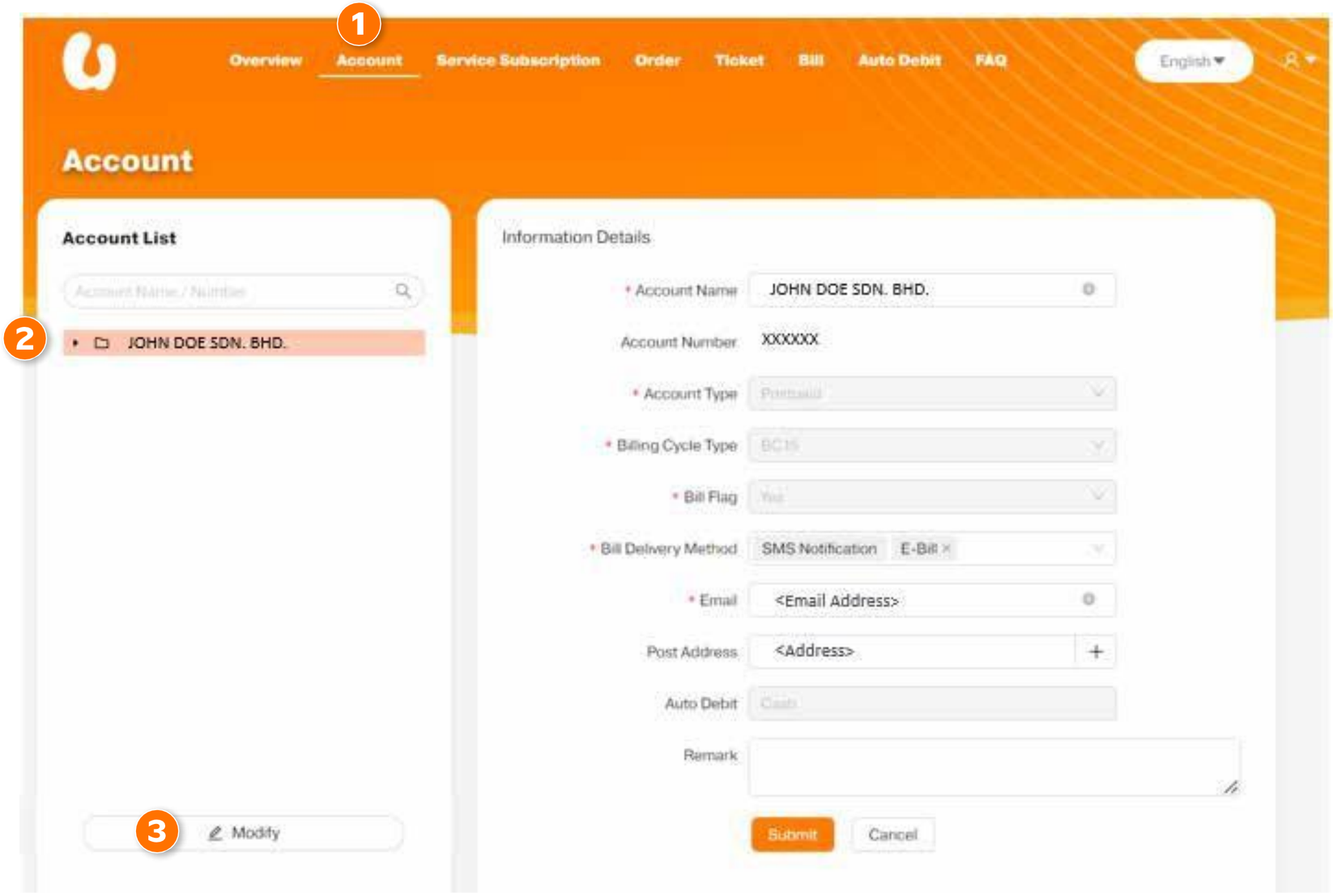
How To Change Your E-Bill Address

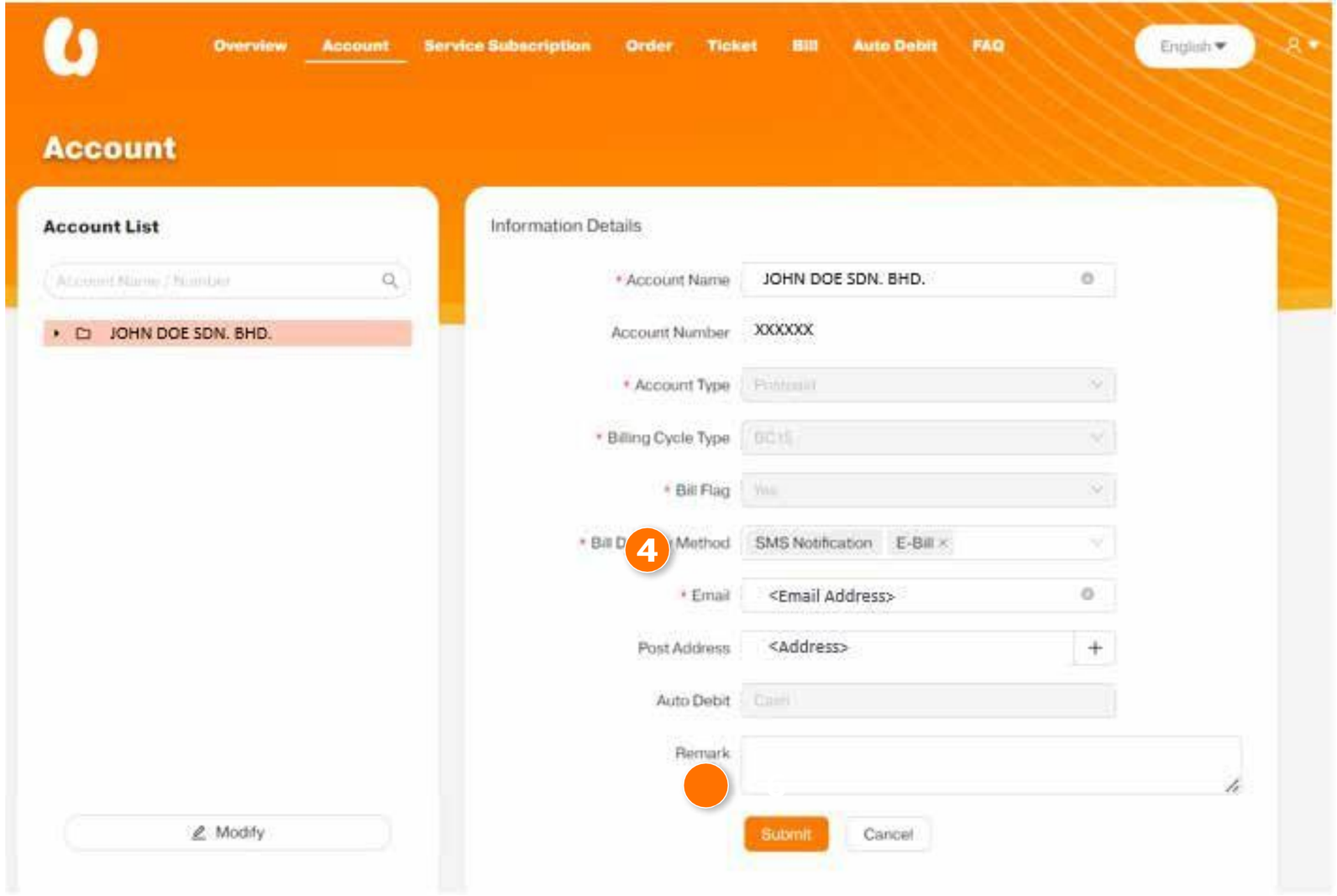


Step 1:
Click on “Account” from the menu at the top of the screen.

Step 2:
Select the required account from the list on the left.

Step 3:
Click on “Modify”, below the list of accounts.

How To Change Your E-Bill Address



Step 4:
Click on the box marked “Email”.

Step 5:
Type in your new email address.

Step 6:
Click on “Submit” to confirm.

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Restricted/Internal Use

How To View Quota

All quota viewing functions are now available under the “**MY SIM”** section. You can perform the following actions:

- **Query All Lines**
  View quota usage for all lines under your account.
- **Query by SIM Status**
  Filter and check quota based on SIM status (Active, Suspended, Terminated).
- **Query by Service Number**
  Enter a specific service number to view its quota details.
- **Download the Query Report**
  Export and download the quota report for further reference or analysis.

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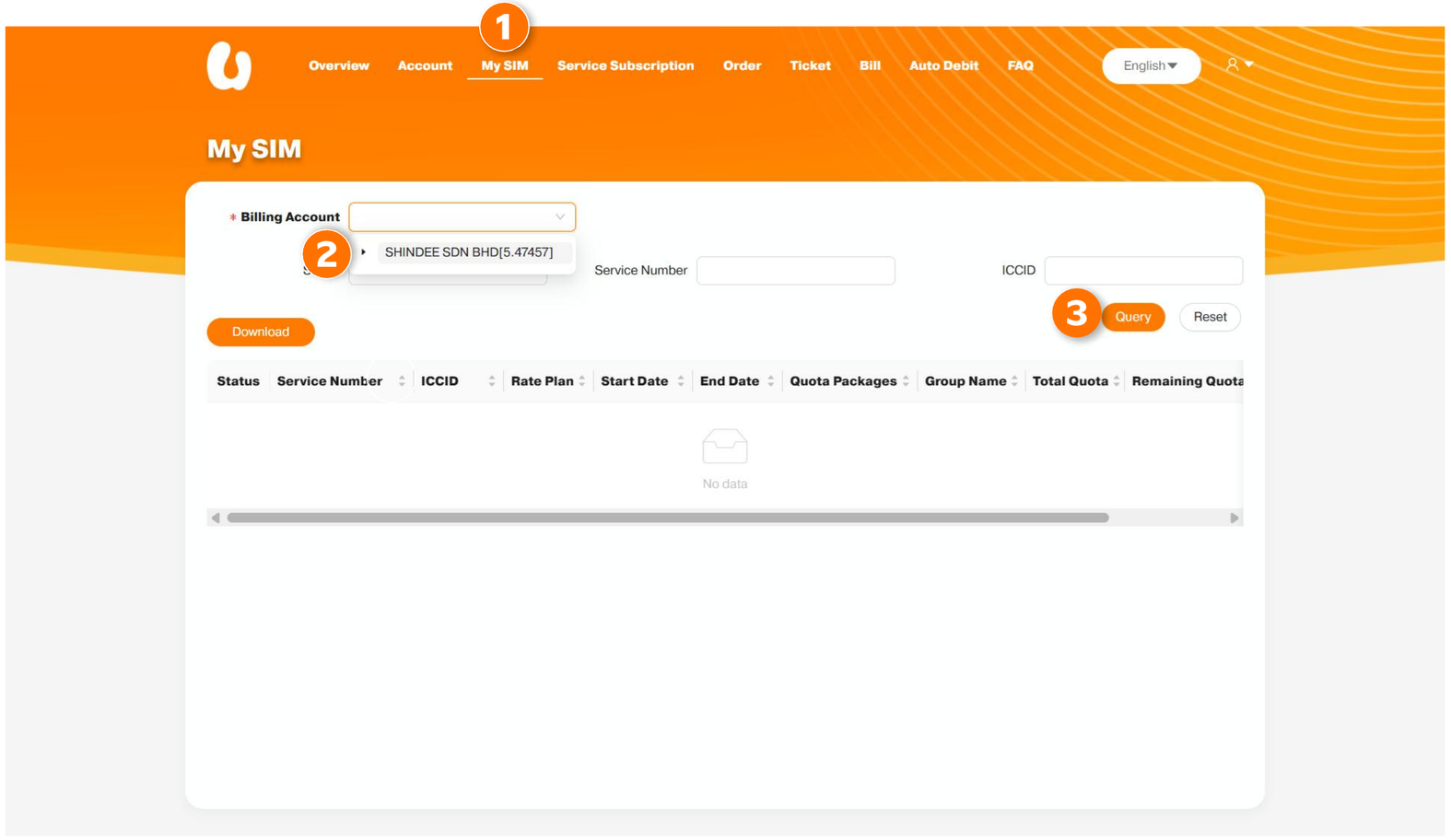
How To View Quota



Query All Lines

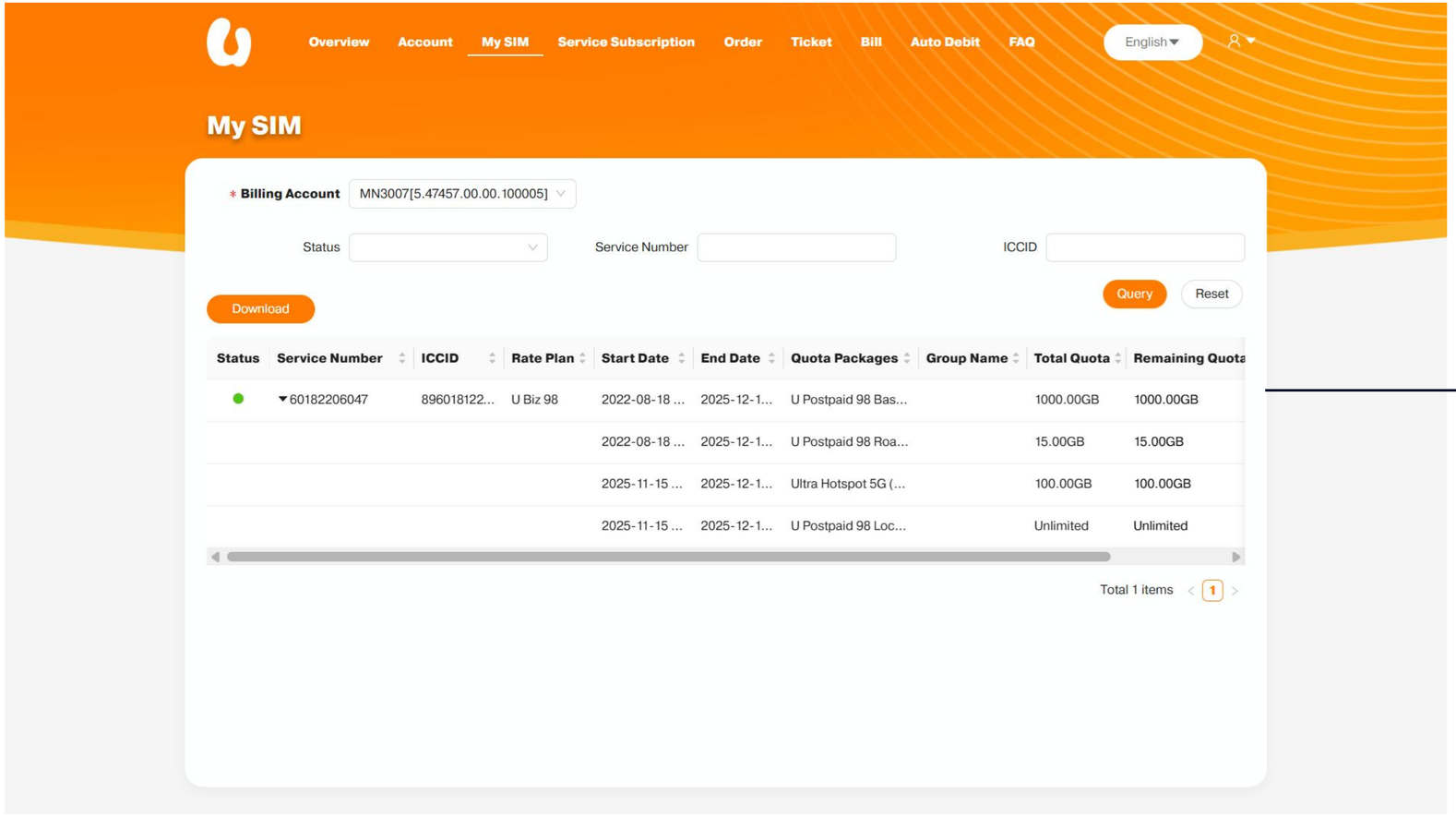
Step 1:
Go to My SIM page

Step 2:
Select Billing Account

Step 3:
Click Query

Restricted/Internal Use

How To View Quota

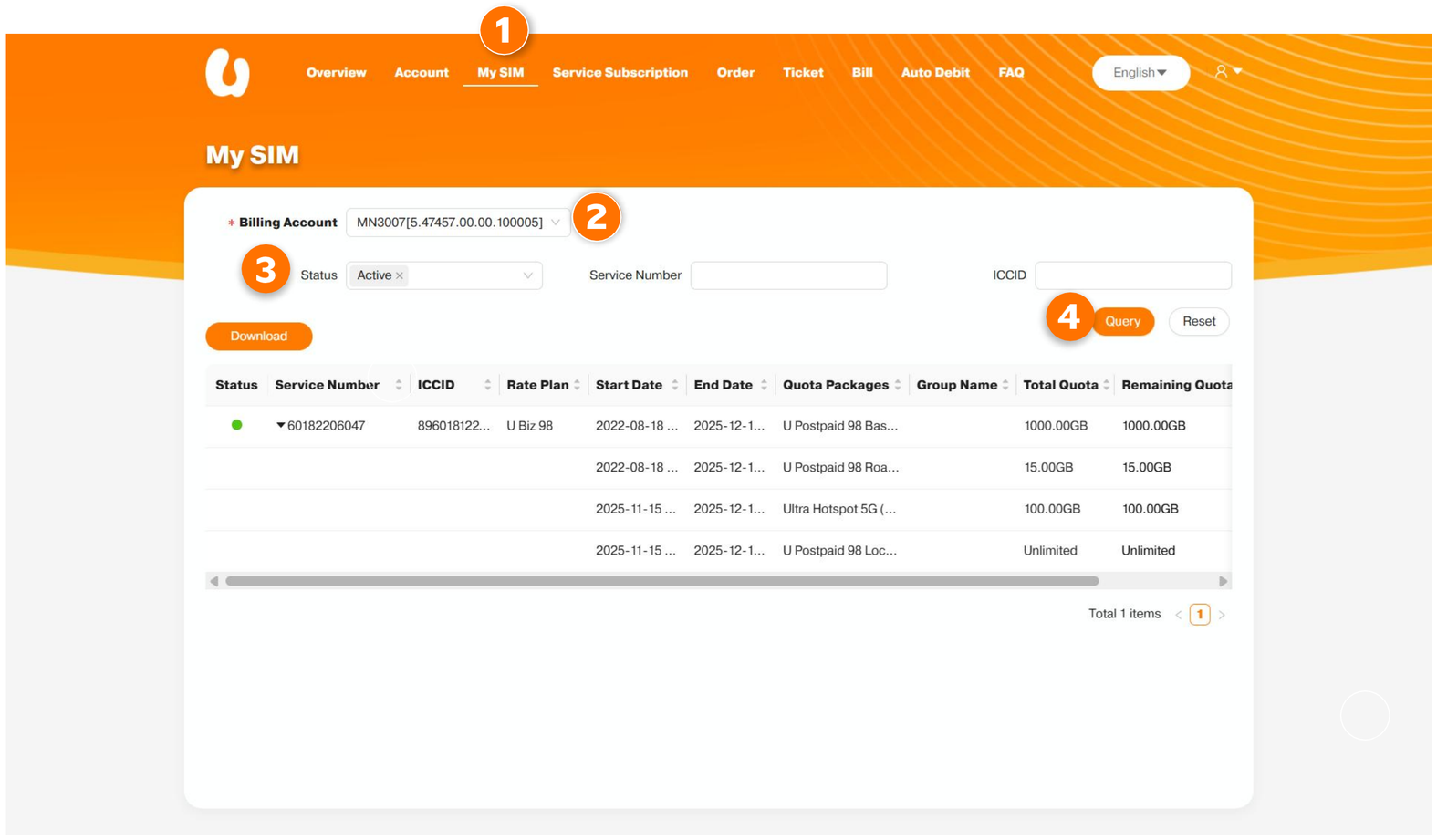


Query All Lines

Result

Restricted/Internal Use

How To View Quota



Query by SIM Status

Step 1:
Go to My SIM page

Step 2:
Select Billing Account

Step 3:
Select Status

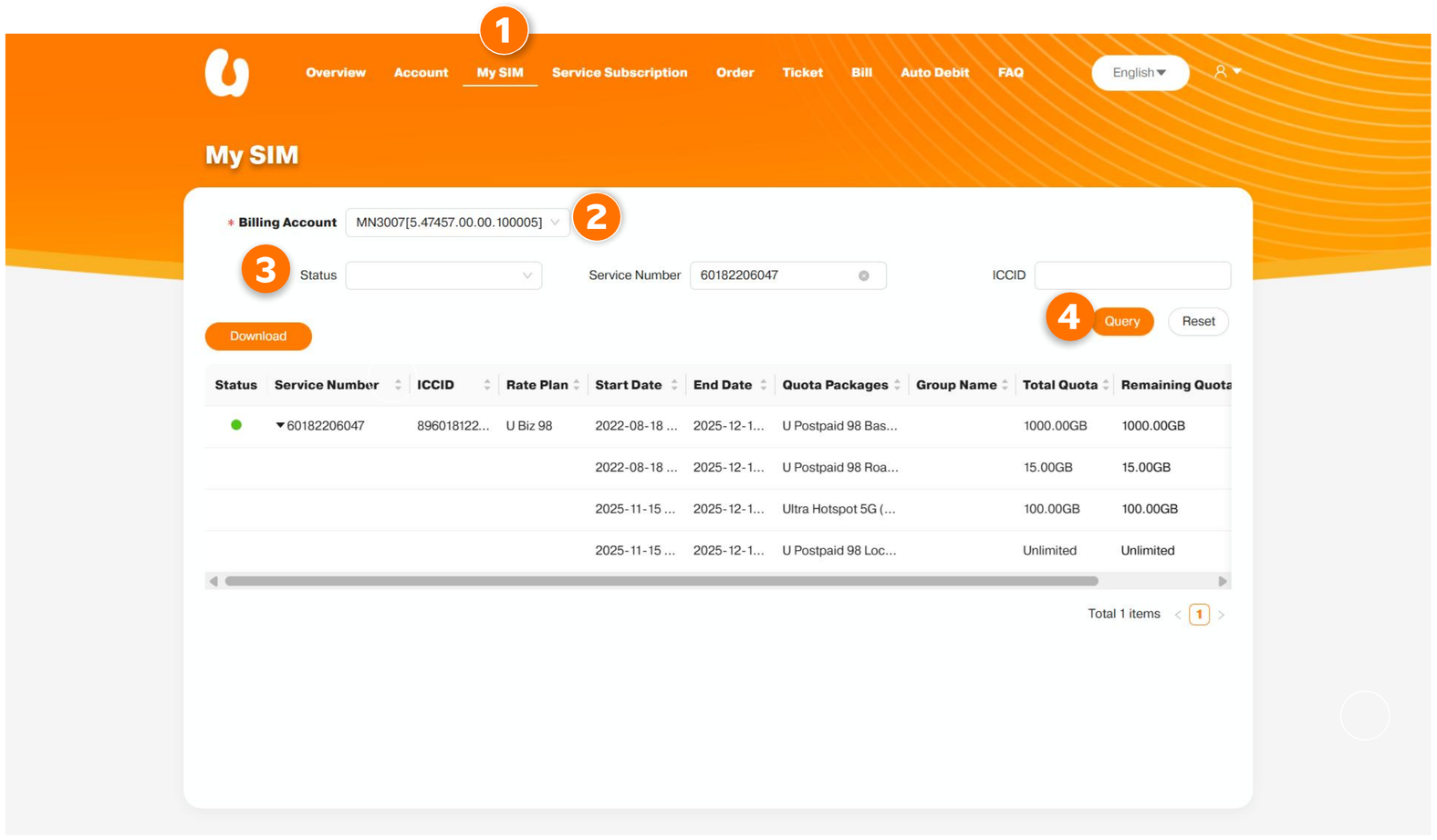
Step 4:
Click Query

Status Options:

- Active
- Barring Credit Limit
- Barring Other Reasons
- Suspension
- Terminated

Restricted/Internal Use

How To View Quota



Query by Service Number

Step 1:
Go to My SIM page

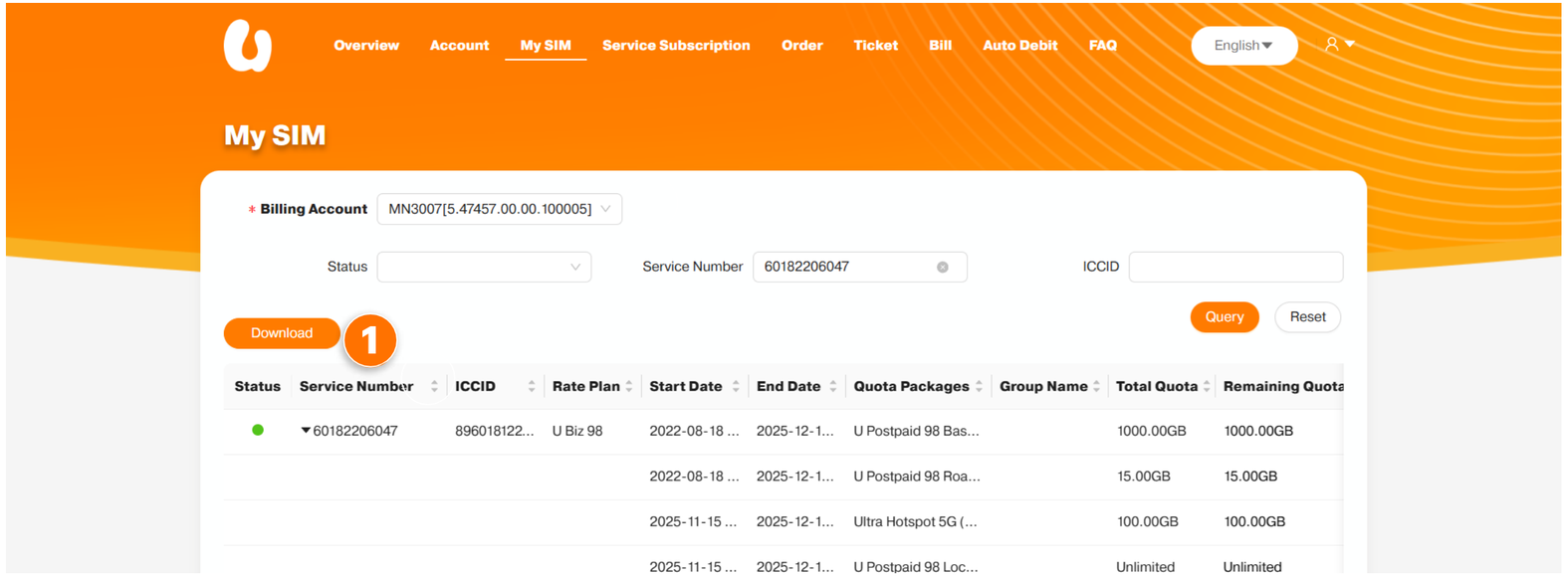
Step 2:
Select Billing Account

Step 3:
Key in the MSISDN

Step 4:
Click Query

Restricted/Internal Use

How To View Quota



Download the Query Report

Step 1:
Click Download

Step 2:
Choose your preferred format:
EXCEL or CSV

Step 3:
Your browser will start downloading the file after you make your selection

Sample of Excel Report

Status	Service Number	ICCID	Rate Plan	Start Date	End Date	Quota Packages	Group Name	Total Quota	Remaining Quota	Used Quota
Active	60152004578	896018002000008513	U Biz 5G	2025-10-22 18:29:49	2025-11-07 00:00:00	U Biz 5G Base Data		1000.00GB	1000.00GB	0.00MB
Active	60152004585	896018002000008514	U Biz 38	2025-10-22 18:32:02	2025-11-07 00:00:00	U Postpaid 38 Hotspot		5.00GB	5.00GB	0.00MB
Active	60152004585	896018002000008514	U Biz 38	2025-10-22 18:32:04	2025-11-07 00:00:00	Ultra Hotspot 5G (Enabled)		100.00GB	100.00GB	0.00MB
Active	60152004585	896018002000008514	U Biz 38	2025-10-22 18:32:02	2025-11-07 00:00:00	U Postpaid 38 Base Data with Hotspot		120.00GB	120.00GB	0.00MB
Active	60152004585	896018002000008514	U Biz 38	2025-10-22 18:32:04	2025-11-07 00:00:00	U Postpaid 38 Local Calls		Unlimited	Unlimited	0 seconds
Active	60152004586	896018002000008515	U Biz 68	2025-10-22 18:35:59	2025-11-07 00:00:00	Ultra Hotspot 5G (Enabled)		100.00GB	100.00GB	0.00MB
Active	60152004586	896018002000008515	U Biz 68	2025-10-22 18:35:56	2025-11-07 00:00:00	U Postpaid 68 Base Data with Hotspot		500.00GB	500.00GB	0.00MB
Active	60152004586	896018002000008515	U Biz 68	2025-10-22 18:35:59	2025-11-07 00:00:00	U Postpaid 68 Local Calls		Unlimited	Unlimited	0 seconds
Active	60152004587	896018002000008516	U Biz 98	2025-10-30 13:48:27	2025-10-31 13:48:27	24-Hour Roaming RM15: Data & Hotspot		1.00GB	1.00GB	0.00MB
Active	60152004587	896018002000008516	U Biz 98	2025-10-30 13:48:27	2025-10-31 13:48:27	24-Hour Roaming RM38: Data & Hotspot		1.00GB	1.00GB	0.00MB
Active	60152004587	896018002000008516	U Biz 98	2025-10-30 13:48:25	2025-10-31 13:48:00	10-Day Roaming (ASEAN): Data & Hotspot		1.00GB	1.00GB	0.00MB
Active	60152004587	896018002000008516	U Biz 98	2025-10-30 13:48:25	2025-10-31 13:48:00	5-Day Roaming (SG/IDN/TH): Data & Hotspot		2.00GB	2.00GB	0.00MB
Active	60152004587	896018002000008516	U Biz 98	2025-10-30 13:48:25	2025-10-31 13:48:00	7-Day Roaming (Multi-Country): Data & Hotspot		2.00GB	2.00GB	0.00MB

Restricted/Internal Use

How To View Quota

Download the Query Report – Field Descriptions

Field	Description
Status	Shows whether the service is active, suspended, or terminated.
Service Number	The mobile number or service ID assigned to the line.
ICCID	Unique SIM card identification number linked to the service.
Rate Plan	The subscribed plan name.
Start Date	Shows the start date of the quota package.
End Date	Shows the end date of the quota package.
Quota Packages	Lists the data or add-on packages tied to the plan.
Group Name	Name automatically created to identify all SIMs in the same data pool. Applicable only to data pool rate plans.
Total Quota	Total data allocation for the plan or group.
Remaining Quota	Amount of unused data still available.
Used Quota	Amount of data already consumed.

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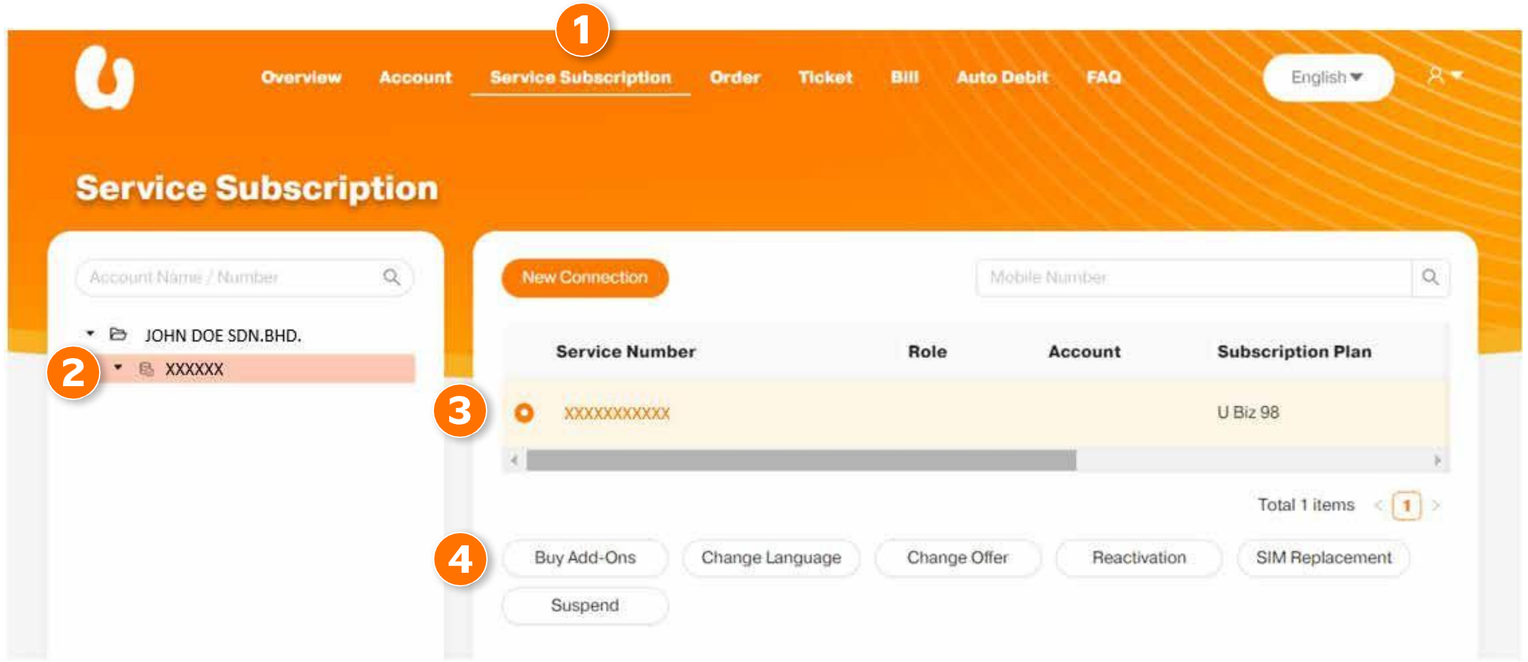
How To Purchase Add-Ons



Step 1:
Click on “Service Subscription” from the menu at the top of the screen.

Step 2:
Click on your desired account.

Step 3:
Click on the number you want to purchase the add-ons for.

Step 4:
Select “Buy Add-Ons”.

How To Purchase Add-Ons

The following add-ons are available for you to purchase.

1. Data Add-ons

Boost your data experience with flexible options to suit your usage needs:

a) **Data Booster**
b) **Hotspot Booster**

Click here to view all data add-ons and full details.

2. International Data Roaming

Stay connected wherever you go with our range of roaming passes:

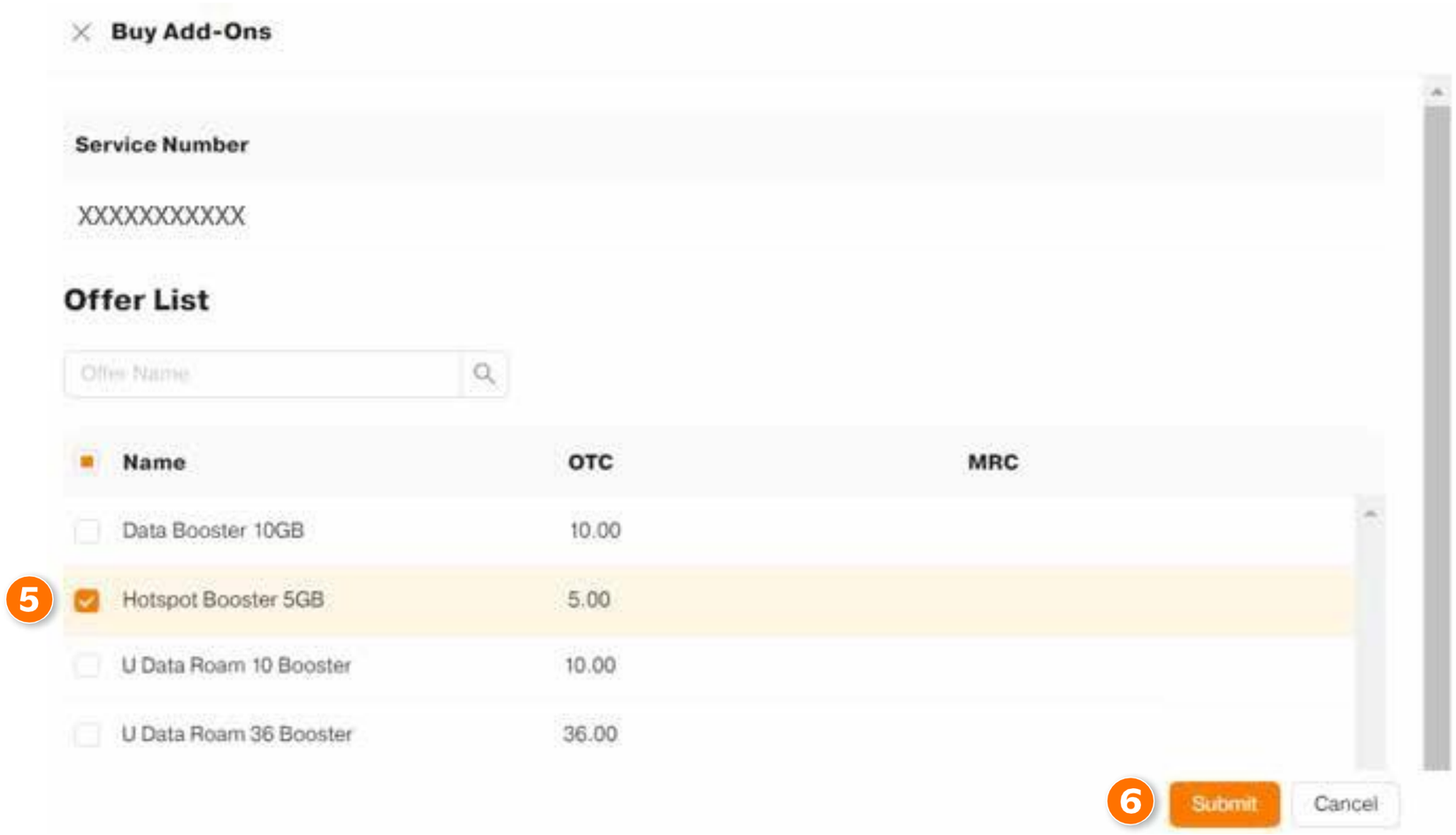
a) **5-Day Roaming (SG/IDN/TH)**
b) **7-Day Roaming (Multi-Country)**
c) **10-Day Roaming (ASEAN)**
d) **30-Day Roaming (Multi-Country)**
e) **24-Hour Roaming RM38**
f) **24-Hour Roaming RM15**

Click here to view the latest roaming add-ons and full details.

Important Note:
Information provided in this guideline is subject to change. For the most updated offers and pricing, please refer to the links above.

Restricted/Internal Use

How To Purchase Add-Ons



Step 5:
Select the Add-Ons you wish to purchase.

Step 6:
Click the “Submit” button to confirm your selection.

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How To Enable IDD & International Roaming

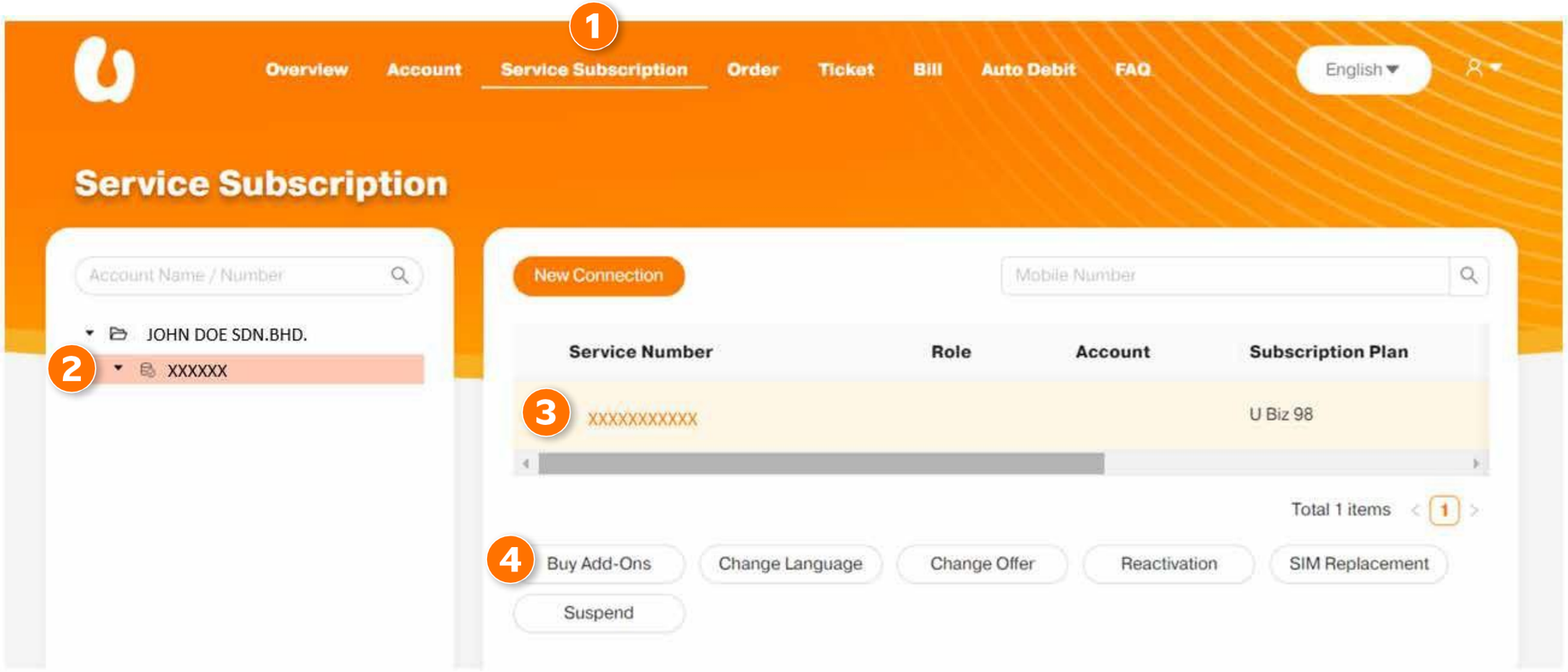
You can **enable or disable** International Direct Dialling (IDD) and International Roaming (IR) for selected service numbers.

Please note the following rules when managing these services:

1. IDD can be activated on its own.
You may enable IDD without enabling IR.

2. Activating IR will automatically activate IDD
IR requires IDD to function, so both will be enabled together.

How To Enable IDD & International Roaming



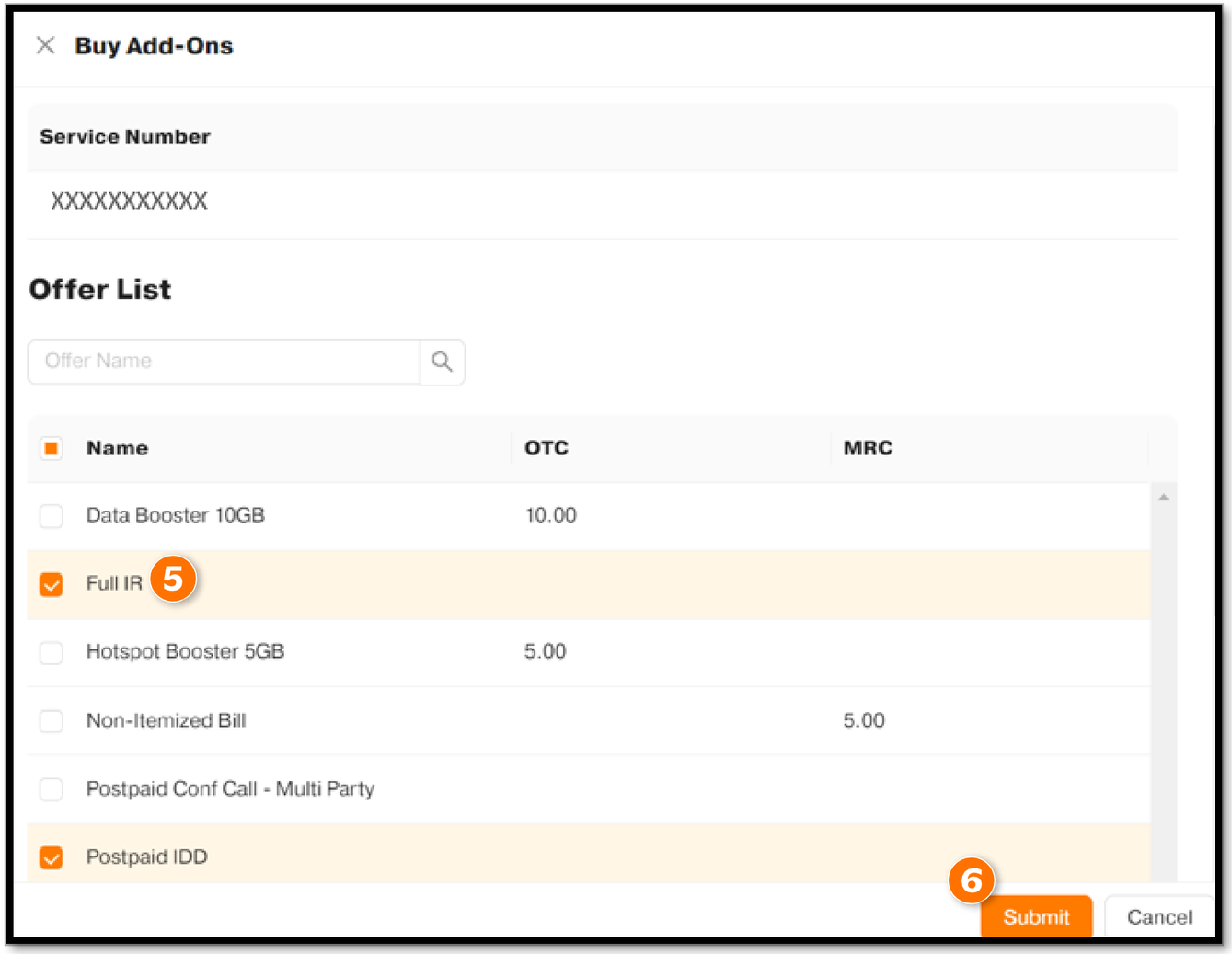
Step 1:
Click on “Service Subscription” from the menu at the top of the screen.

Step 2:
Click on your desired account.

Step 3:
Click on the number you want to purchase the add on for.

Step 4:
Select “Buy Add-Ons”.

How To Enable IDD & International Roaming



Step 5:
Select “Full IR” and “Postpaid IDD”.

Step 6:
Click the “Submit” button to confirm.

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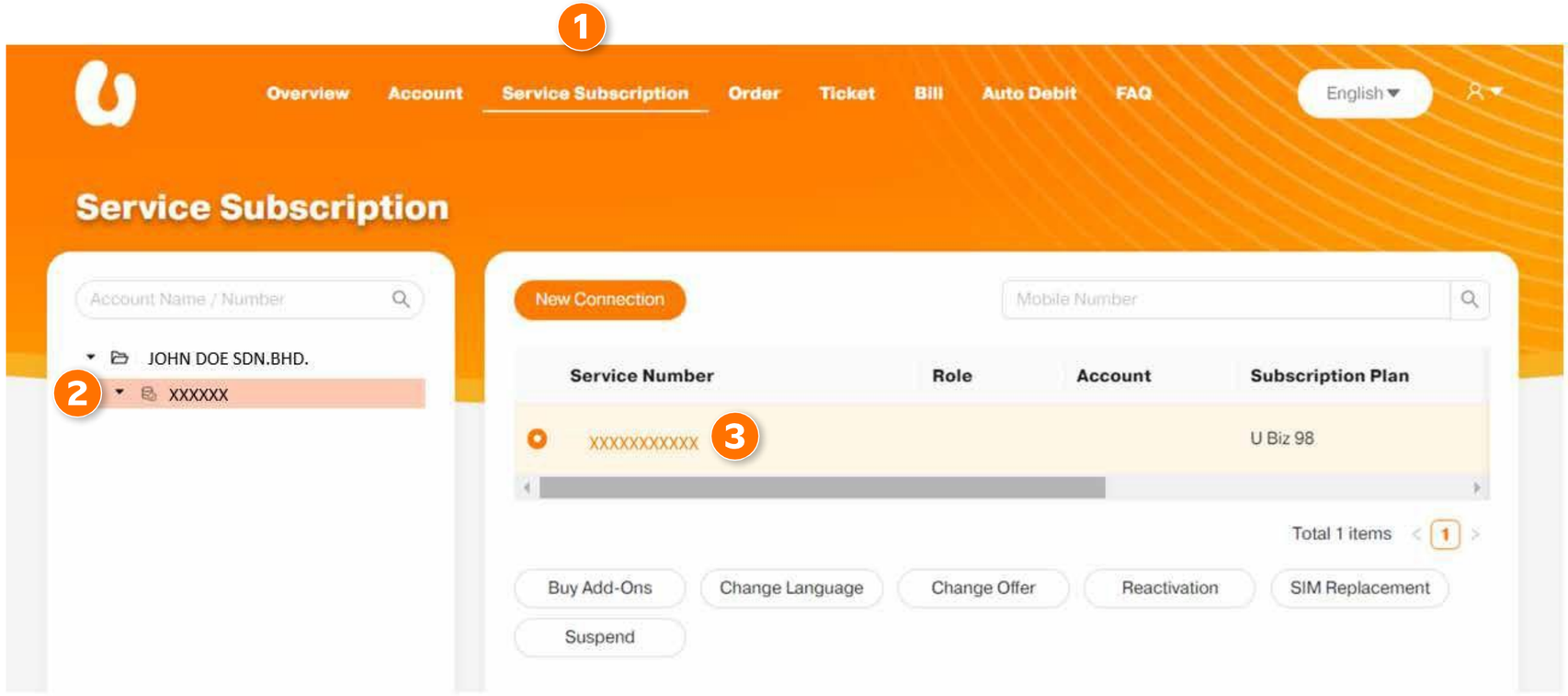
How To Disable IDD & International Roaming

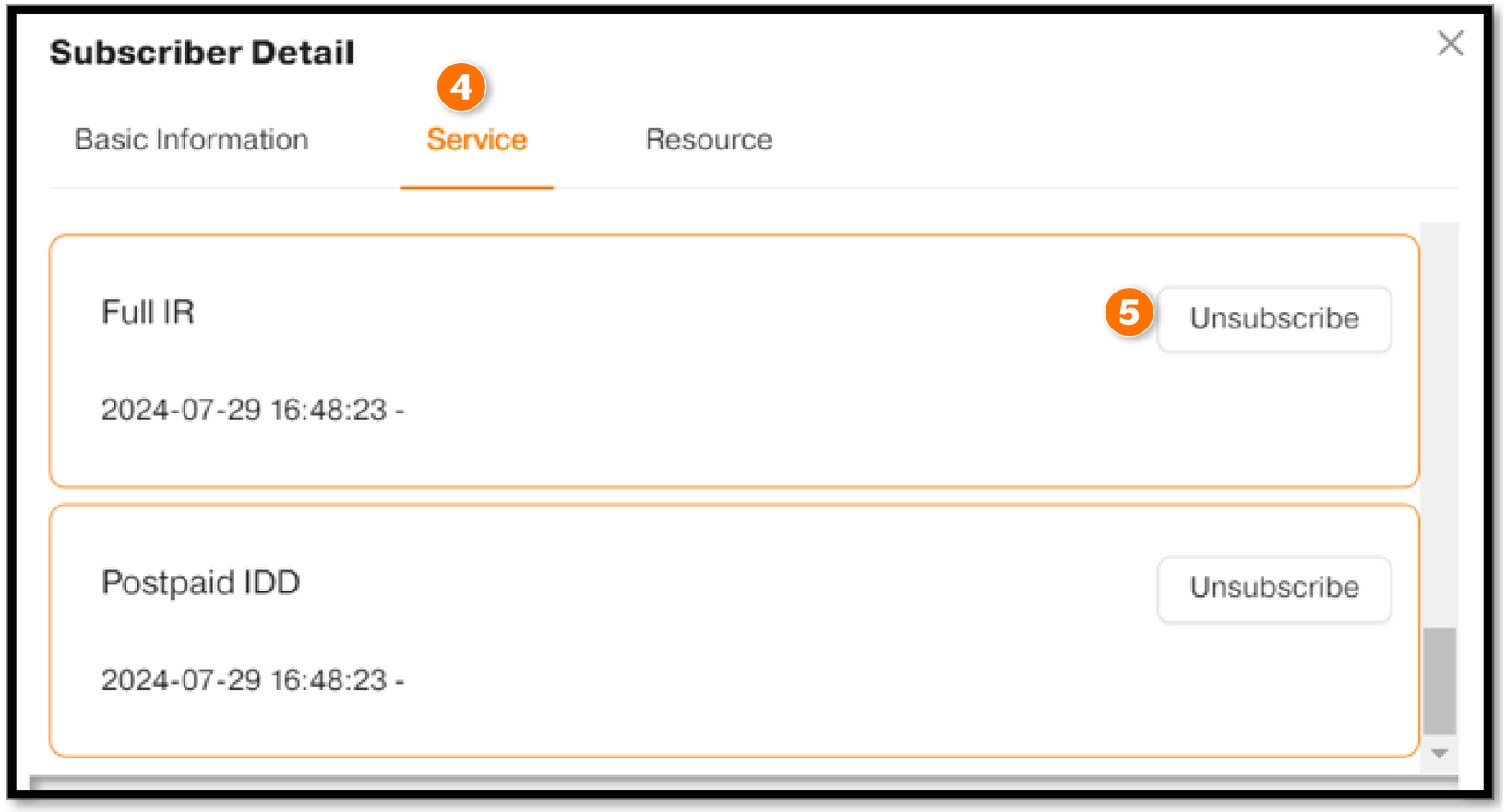


Step 1:
Click on “Service Subscription” from the menu at the top of the screen.

Step 2:
Click on your desired account.

Step 3:
Click on the number you want to remove the services from.

How To Disable IDD & International Roaming



Step 4:
Click on the “Service” tab.

Step 5:
Click on “Unsubscribe” to remove the services from your account.

These services will be deactivated within 10 minutes.

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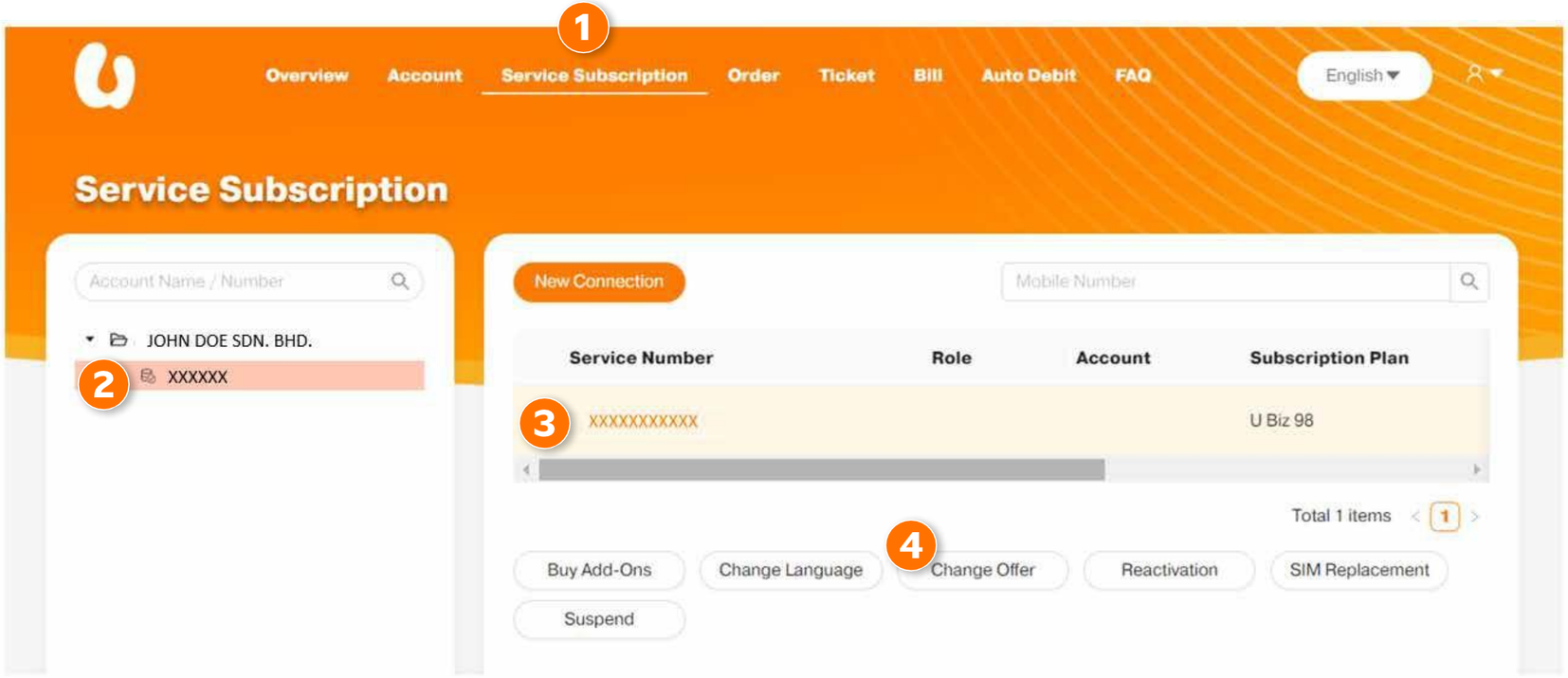
How To Change Your Rate Plan (Change Offer)



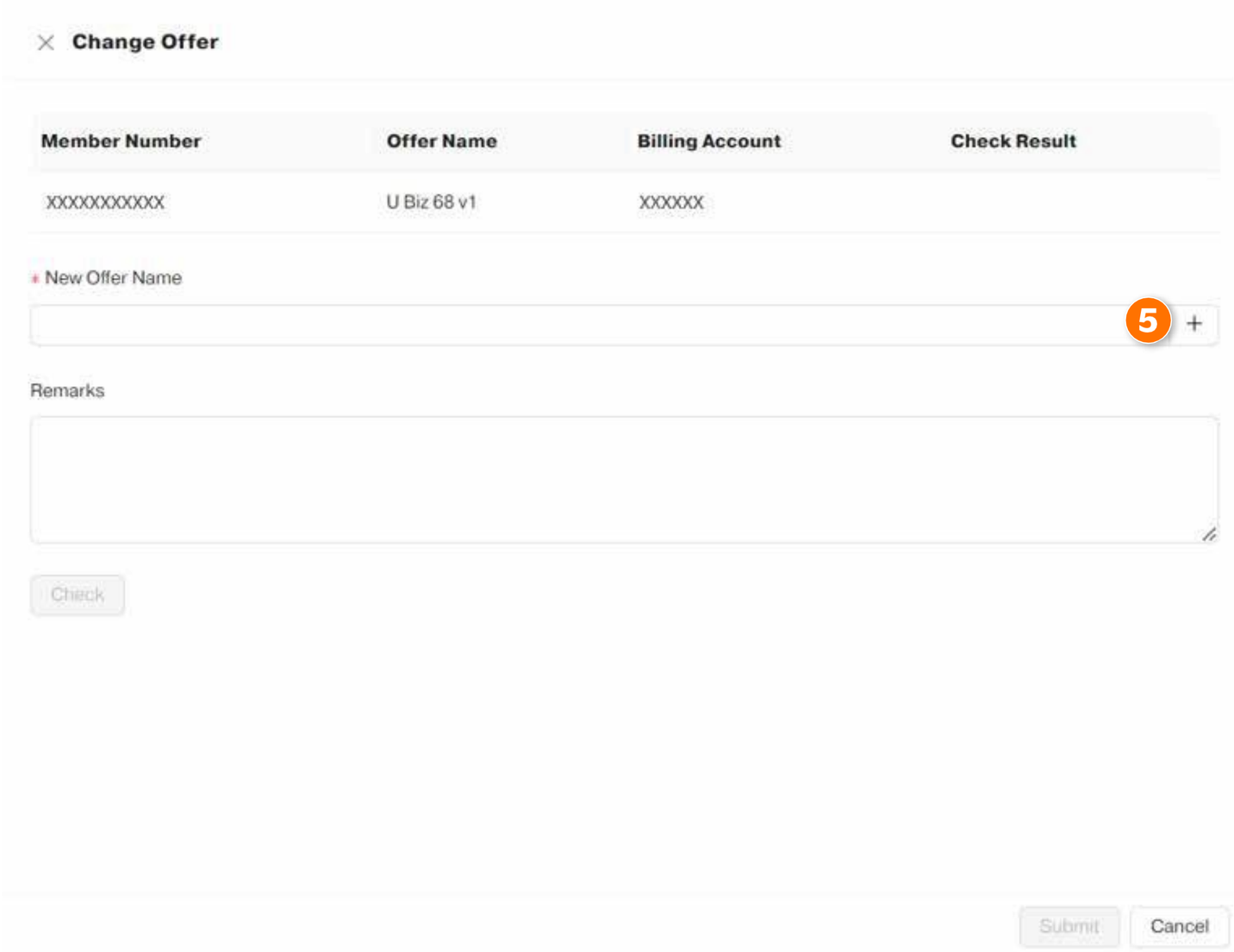
Step 1:
Click on “Service Subscription” from the menu at the top of the screen.

Step 2:
Click on your desired account.

Step 3:
Select your desired service number.

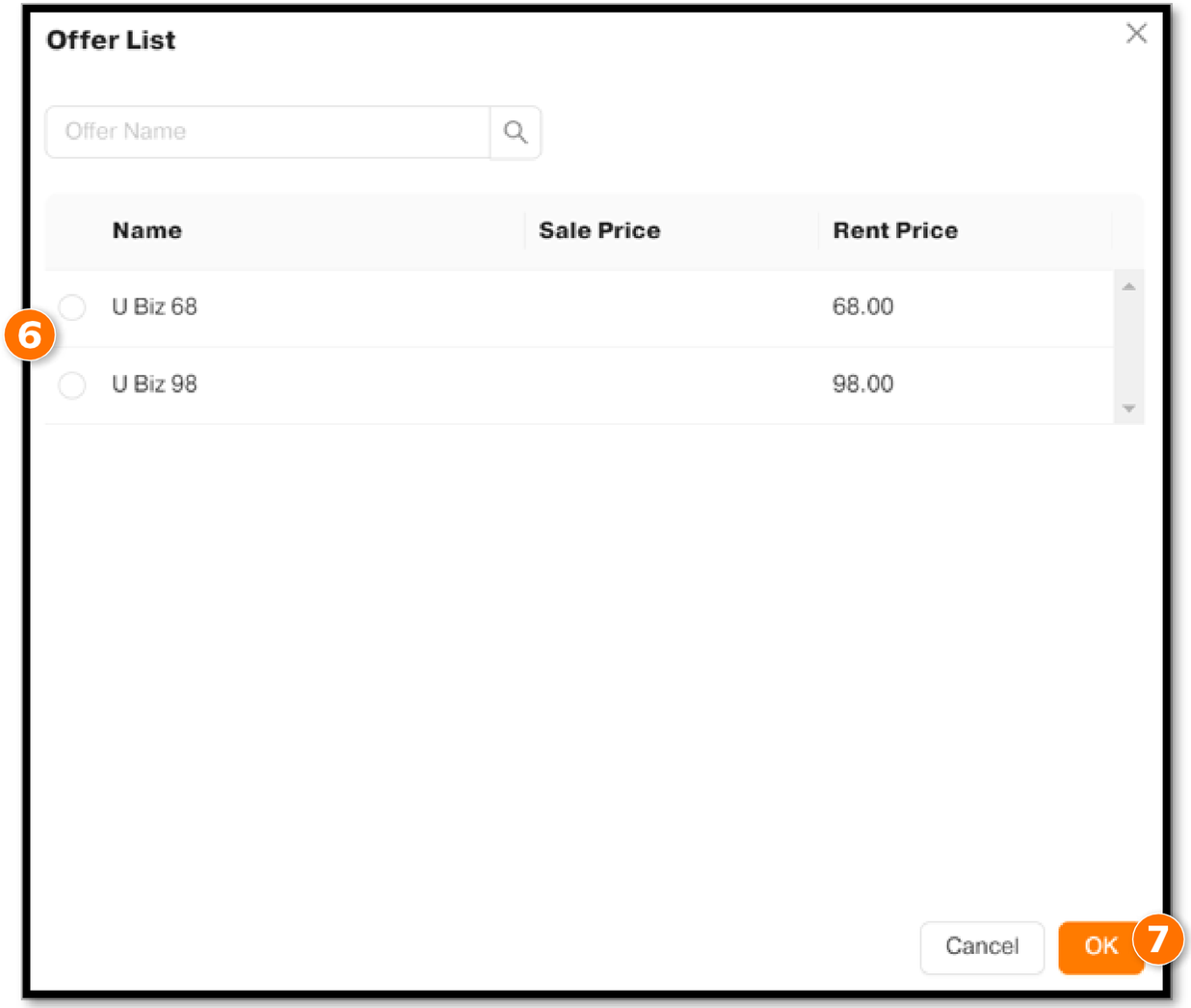
Step 4:
Click on “Change Offer”.

How To Change Your Rate Plan (Change Offer)



Step 5:
Click the “+” button at the end of the New Offer Name box.

How To Change Your Rate Plan (Change Offer)



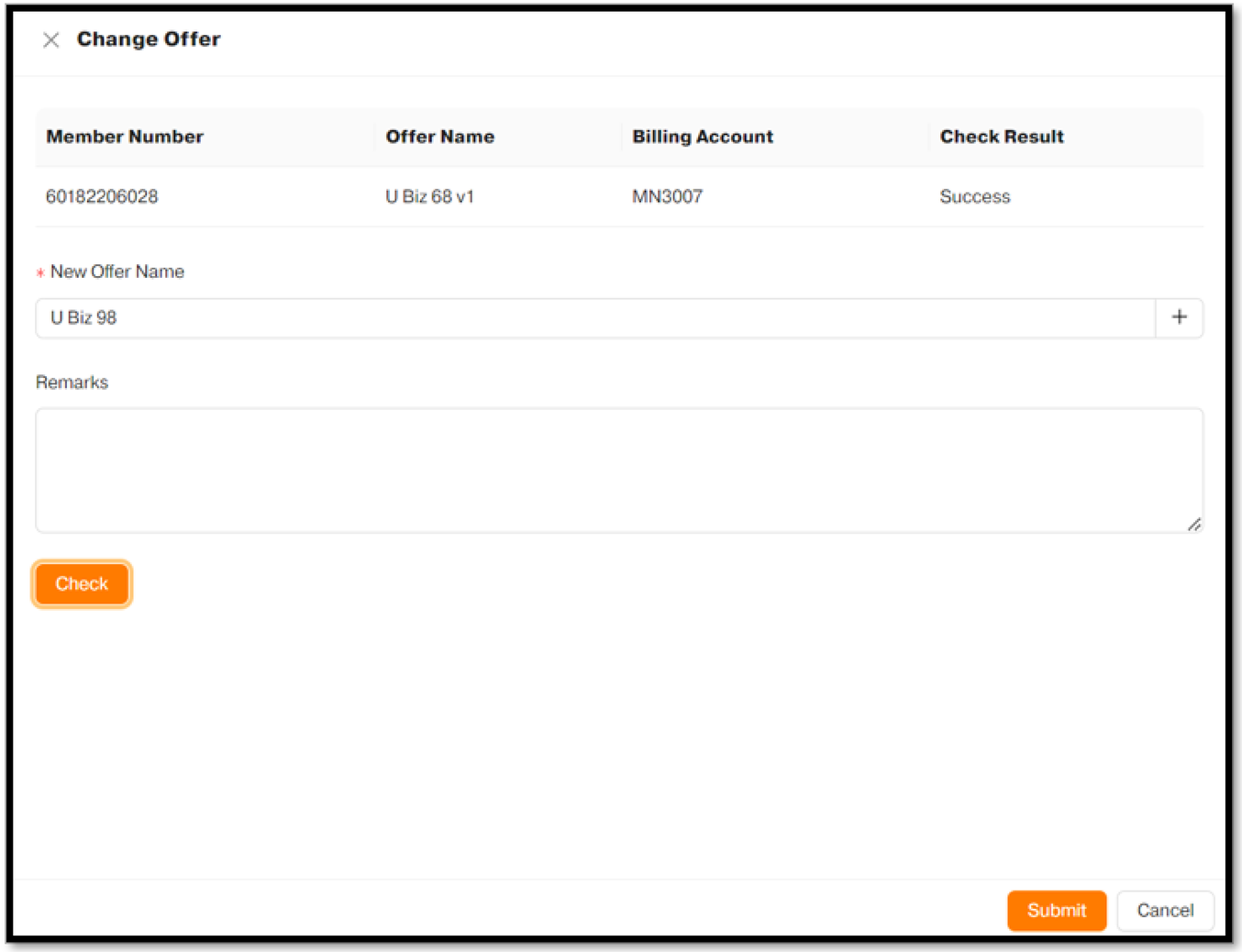
Step 6:
Select your desired rate plan from the list.

Step 7:
Click on “OK” to confirm.

For Your Information

Please contact our account manager if you'd like to switch to a rate plan that is not listed on the screen.

How To Change Your Rate Plan (Change Offer)



Click on the “Check” button and wait for changes to the Check Result status.

When it changes to Success you can click the “Submit” button at the bottom of the page to proceed.

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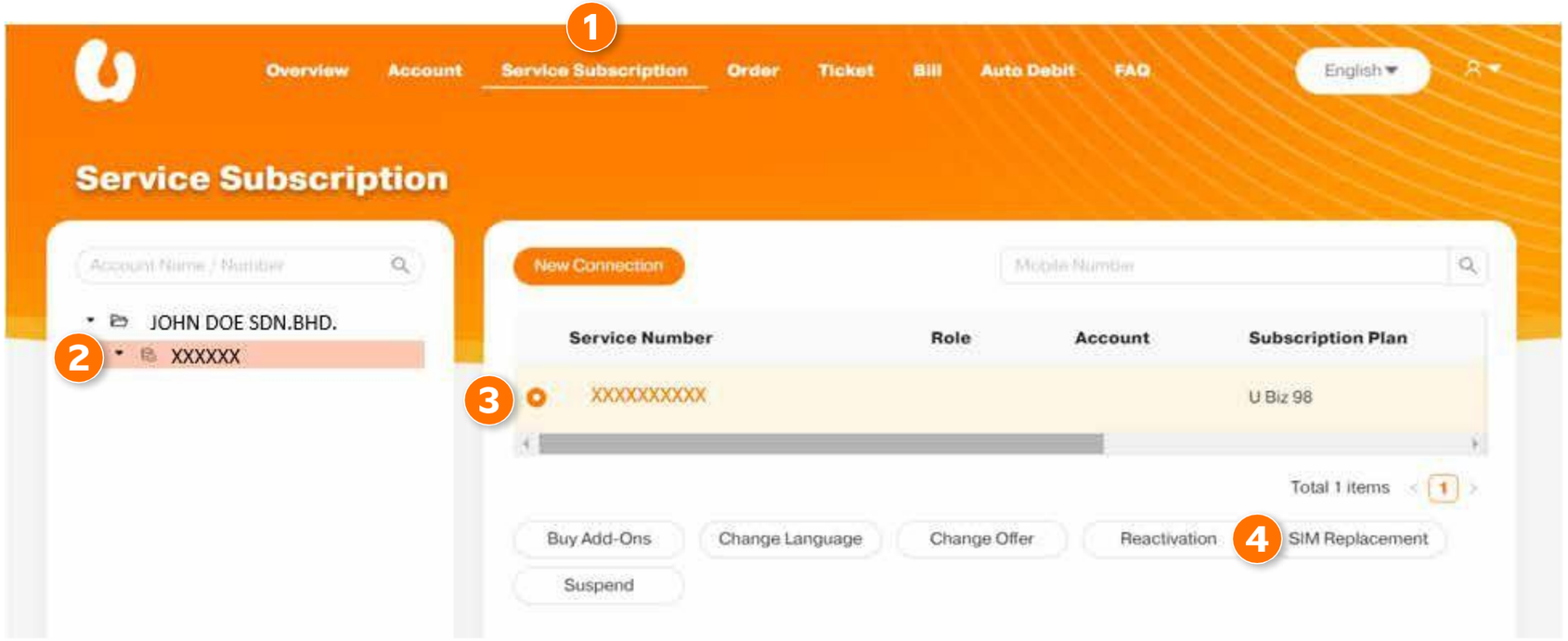
Restricted/Internal Use

How To Perform A SIM Replacement



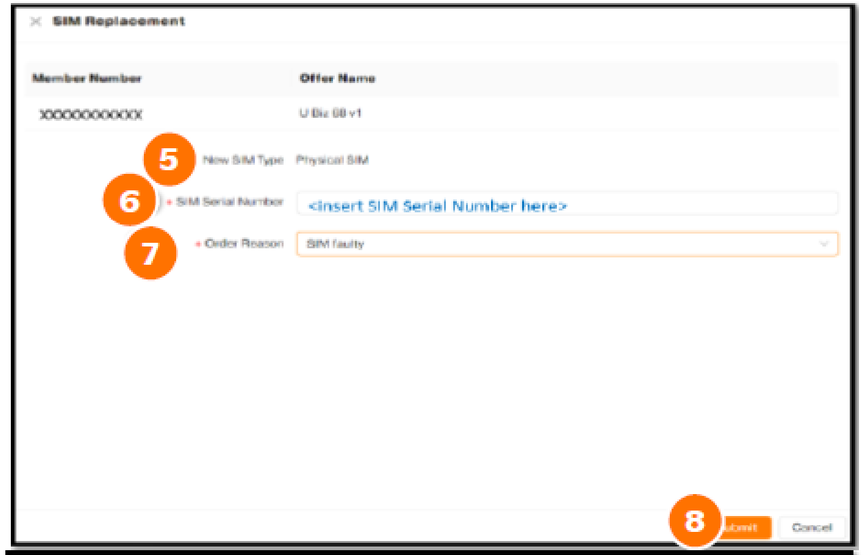
Step 1:
Click on Service Subscription from the menu at the top of the screen.

Step 2:
Click on your desired account.

Step 3:
Select your desired service number.

Step 4:
Click on the SIM Replacement button.

How To Perform A SIM Replacement



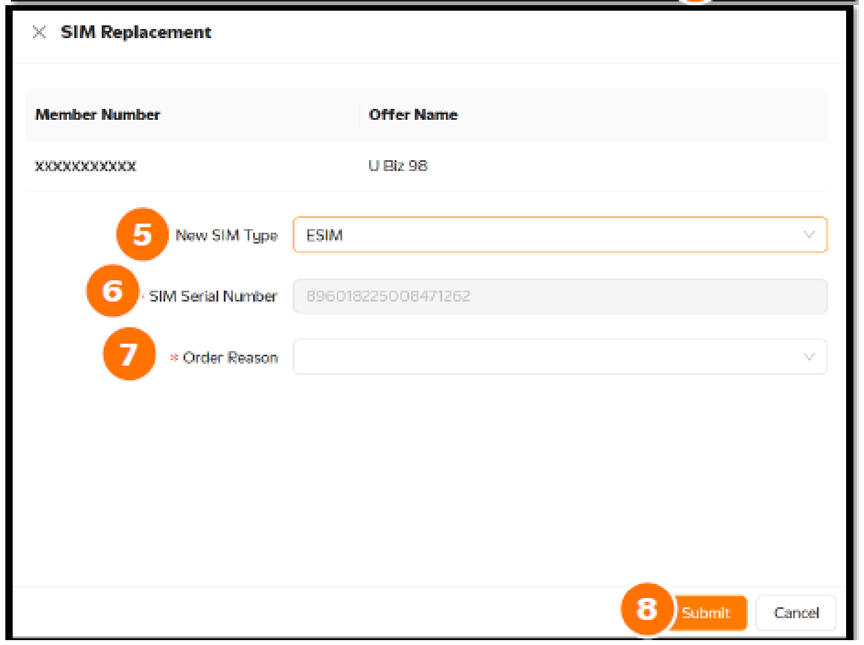
To Replace with Physical SIM

Step 5:
Select Physical SIM.

Step 6:
Enter your SIM Serial Number into the box.

Step 7:
Select Order Reason from the menu.

Step 8:
Click on Submit to confirm.



To Replace with ESIM

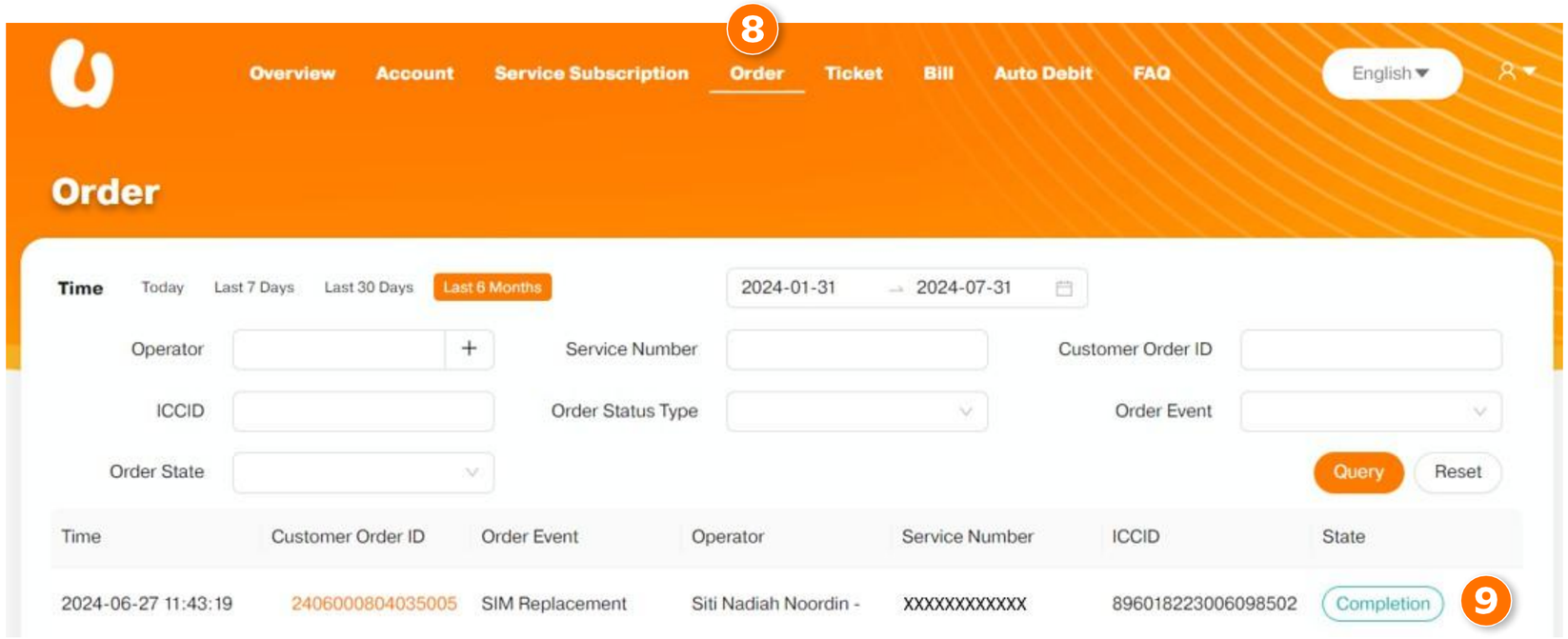
Step 5:
Select ESIM.

Step 6:
SIM Serial Number will appear on its own.

Step 7:
Select Order Reason from the menu.

Step 8:
Click on Submit to confirm.

How To Perform A SIM Replacement



Once you submit your request, go to the Order from the menu bar.

Step 8:
Click on Order from the menu at the top of the screen.

Step 9:
When your request has been approved the status will change to Completion.

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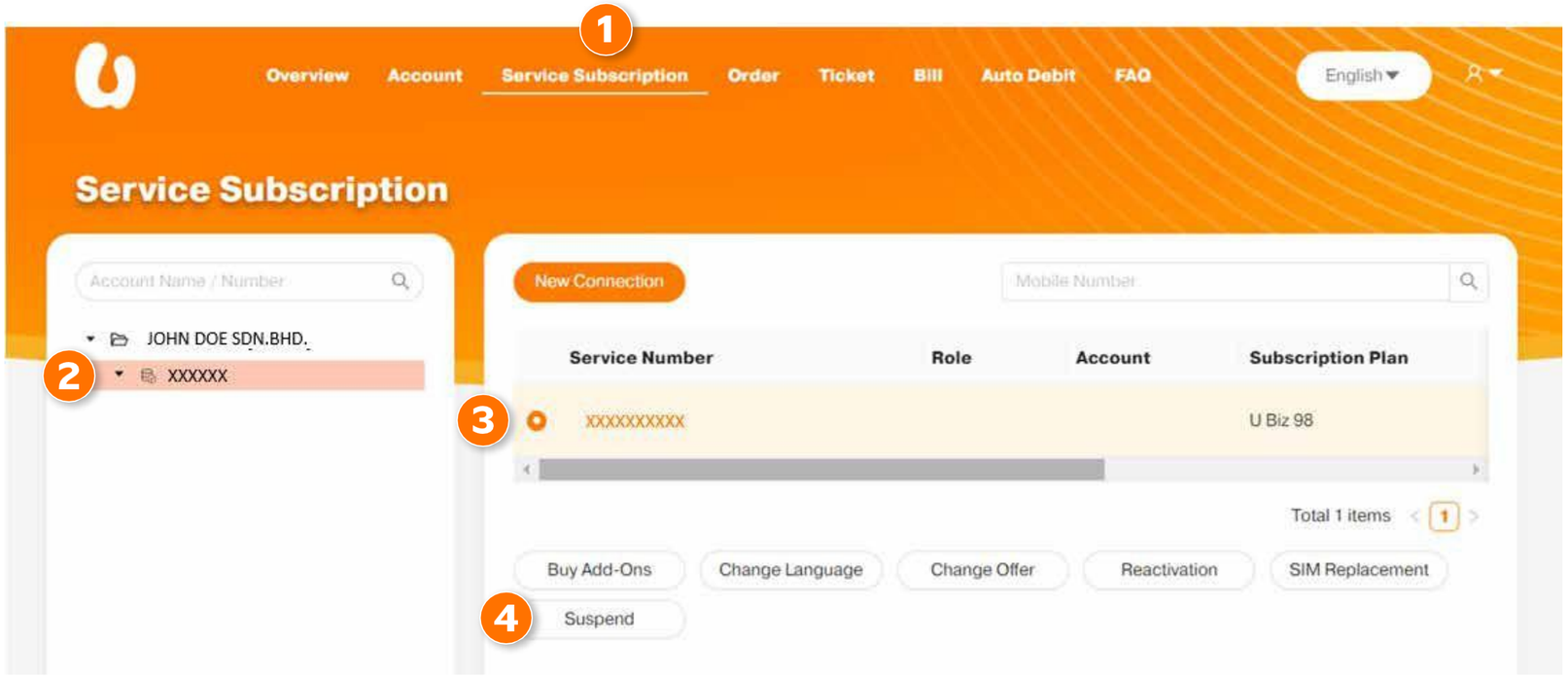
Restricted/Internal Use

How To Suspend A SIM



There may come a time when you need to suspend a SIM card, this may be due the device or SIM being lost, stolen or various other reasons. The following steps will guide you through how to suspend a SIM.

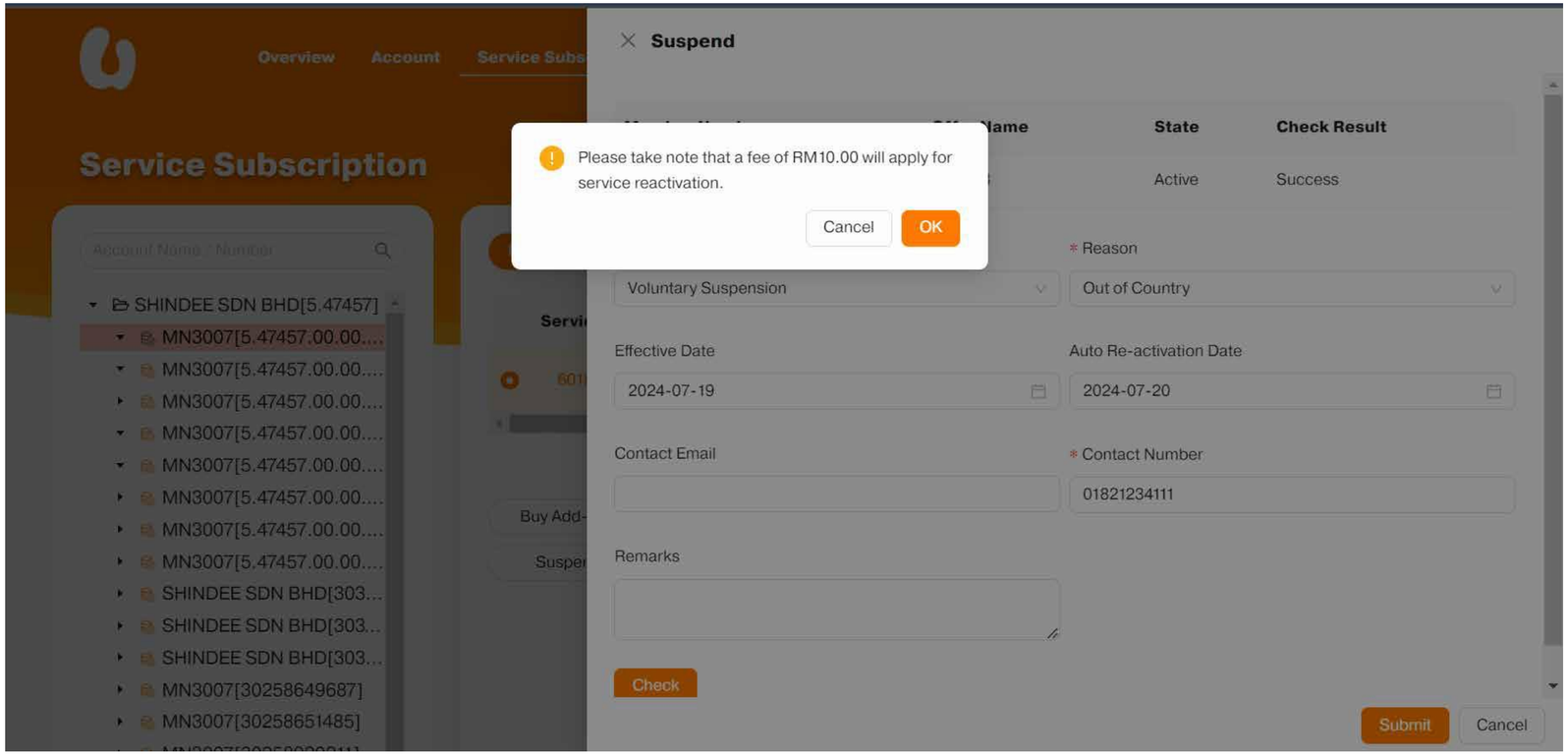
Step 1:
Click on Service Subscription from the menu at the top of the screen.

Step 2:
Click on your desired account.

Step 3:
Select your desired service number.

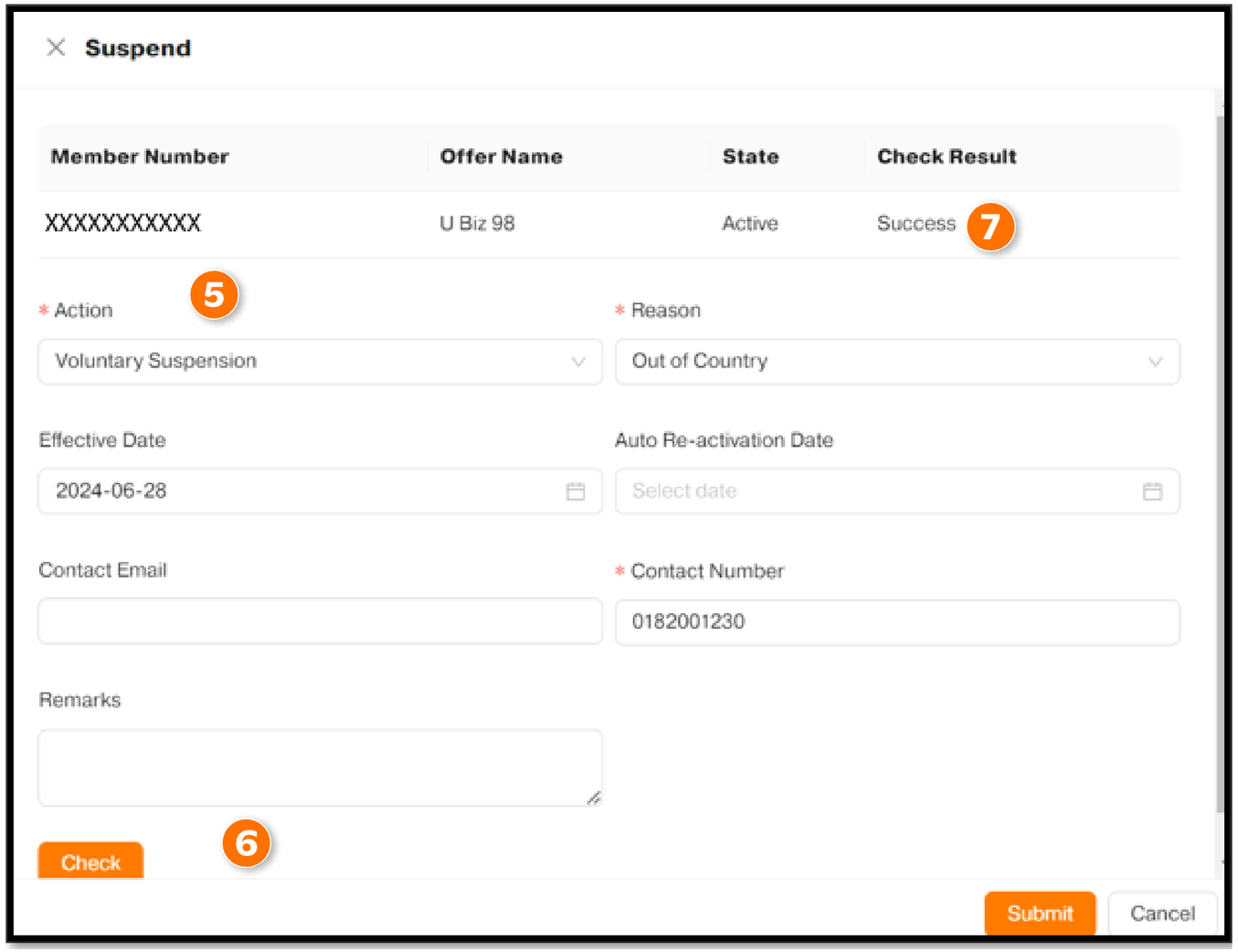
Step 4:
Click the Suspend button.

How To Suspend A SIM



Please note that a RM10 fee will be applied for service reactivation.
Click OK to continue.

How To Suspend A SIM

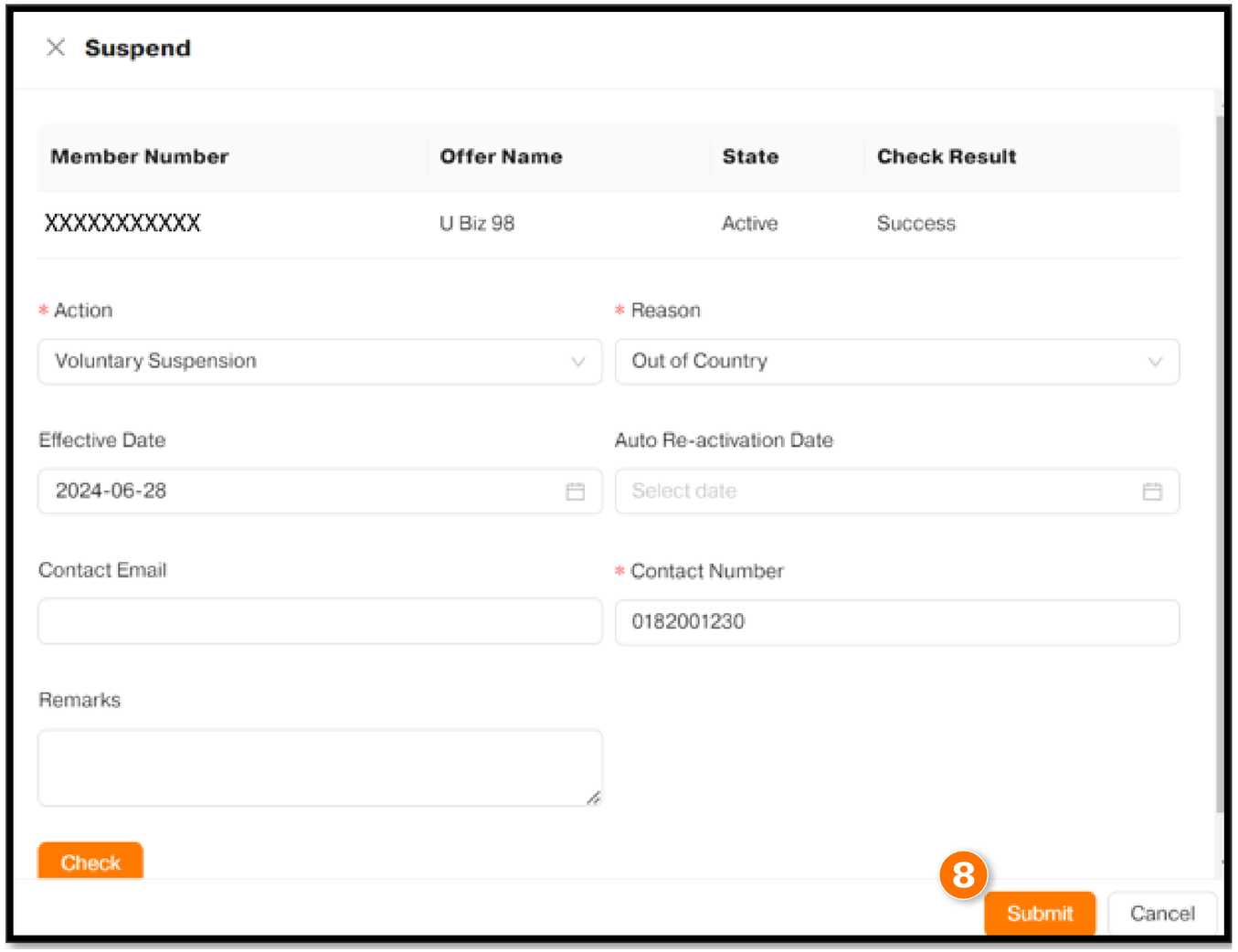


Step 5:
Complete the form with the necessary information.

Step 6:
Click on the Check button.

Step 7:
Look for the Check Result status to say Success.

How To Suspend A SIM



Step 8:
Click Submit to confirm

Notes:
When completing the form the following options are available for selection:

Action
Voluntary Suspension SIM
Lost/Stolen

Reason
Out of Country Pending Termination
MCMC Non-Compliance
Lost/Stolen

Effective Date
The effective date will be set to immediate if SIM Lost/Stolen was selected from the Action options.

Auto Re-activation Date:
Choose when you want the SIM to be reactivated, choose Disable for
SIM Lost/Stolen SIM.

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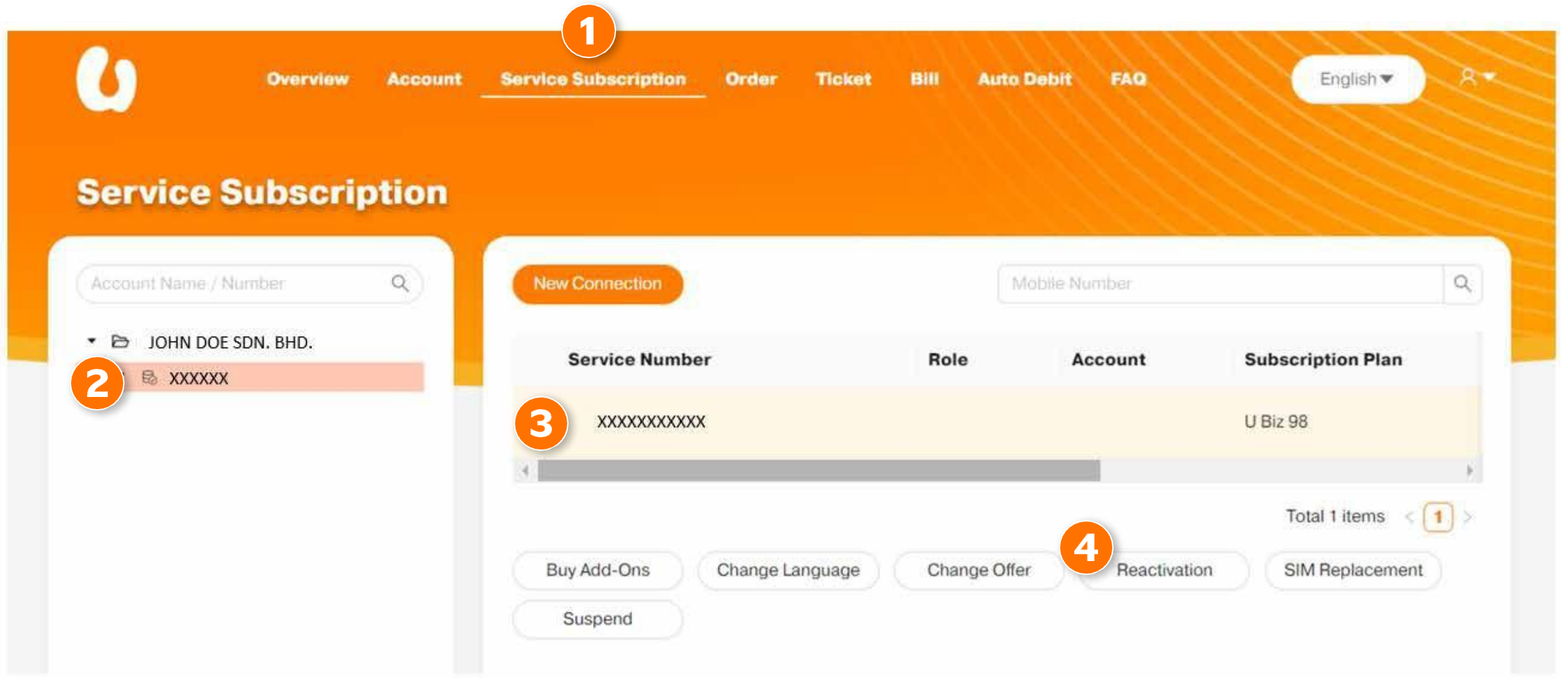
Restricted/Internal Use

How To Reactivate A Suspended SIM



You can reactivate your SIM through BusinessCare.

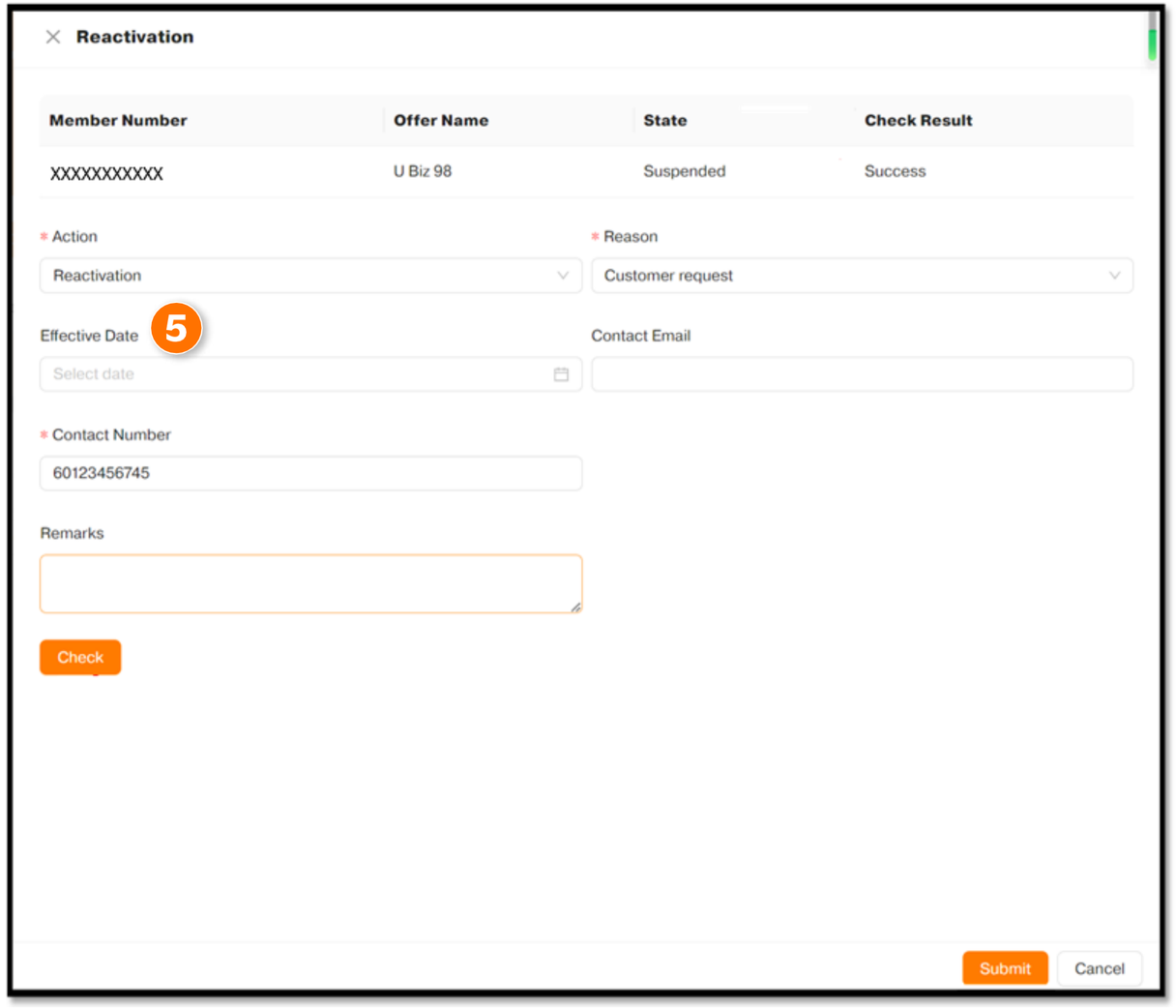
Step 1:
Click on Service Subscription from the menu at the top of the screen.

Step 2:
Click on your desired account.

Step 3:
Select your desired service number.

Step 4:
Click the Reactivation button.

How To Reactivate A Suspended SIM



Step 5:

Complete the form with the following information:

Action

Reactivation

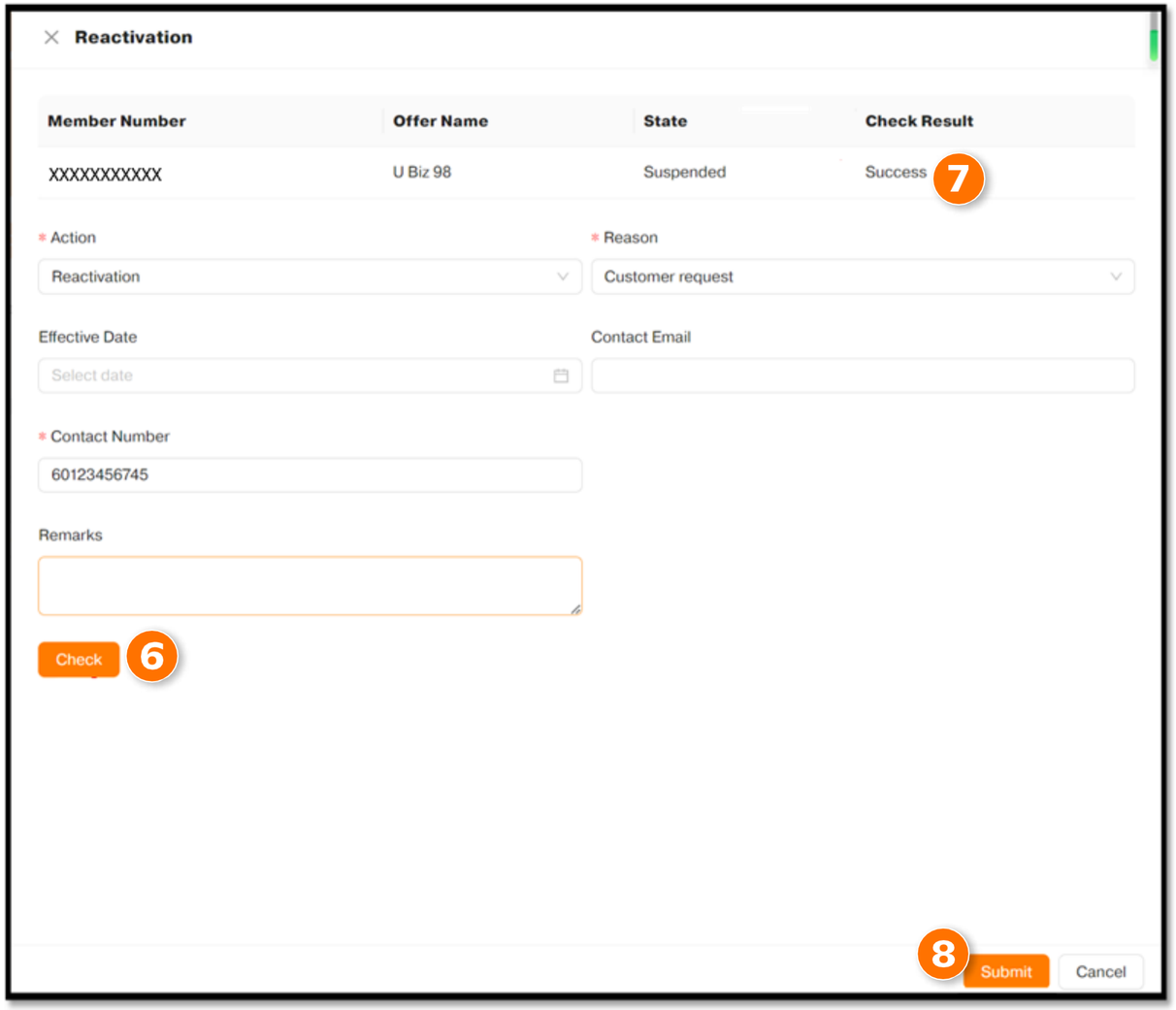
Reason

Customer Request

Effective Date

Select when you want your SIM to be reactivated, you can choose any date from today or future dates.

How To Reactivate A Suspended SIM



Step 6:

Click on the Check button.

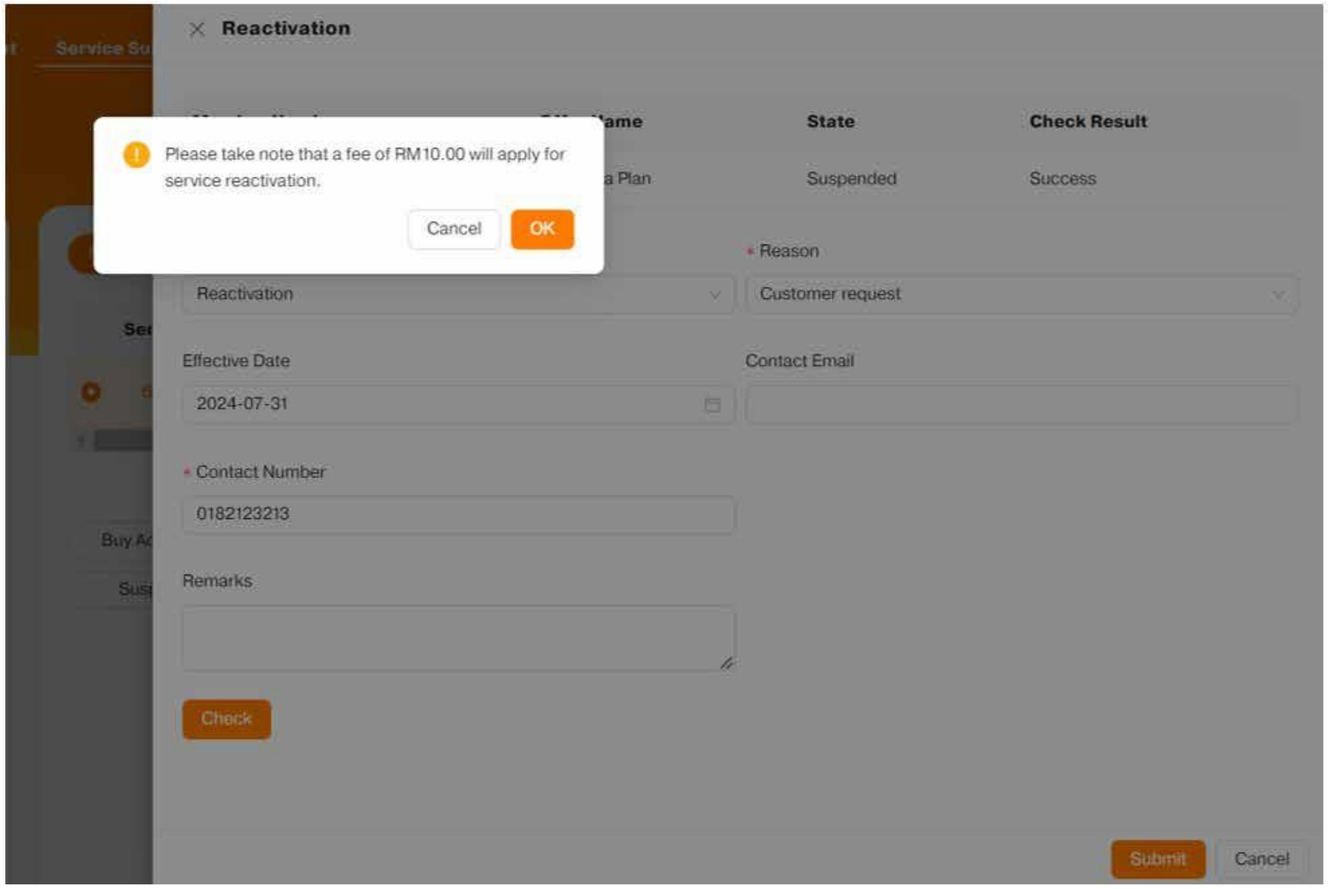
Step 7:

Look for the Check Result status to say Success.

Step 8:

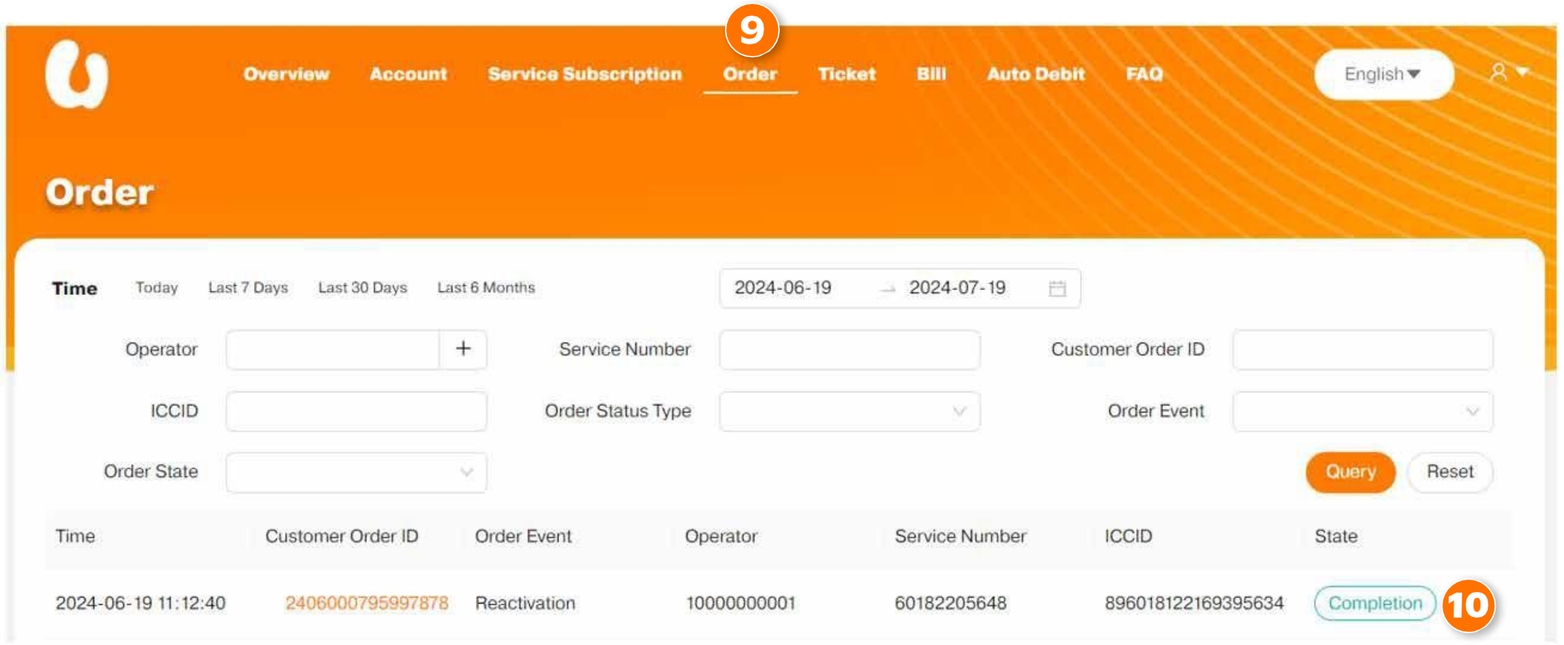
Click Submit to confirm.

How To Reactivate A Suspended SIM



Please note that there is a RM10 activation fee should you choose to reactivate the suspended SIM.

How To Reactivate A Suspended SIM



To check the status of your order follow these steps:

Step 9:

Click on Order from the menu at the top of the screen.

Step 10:

When your request has been approved the status will change to Completion.

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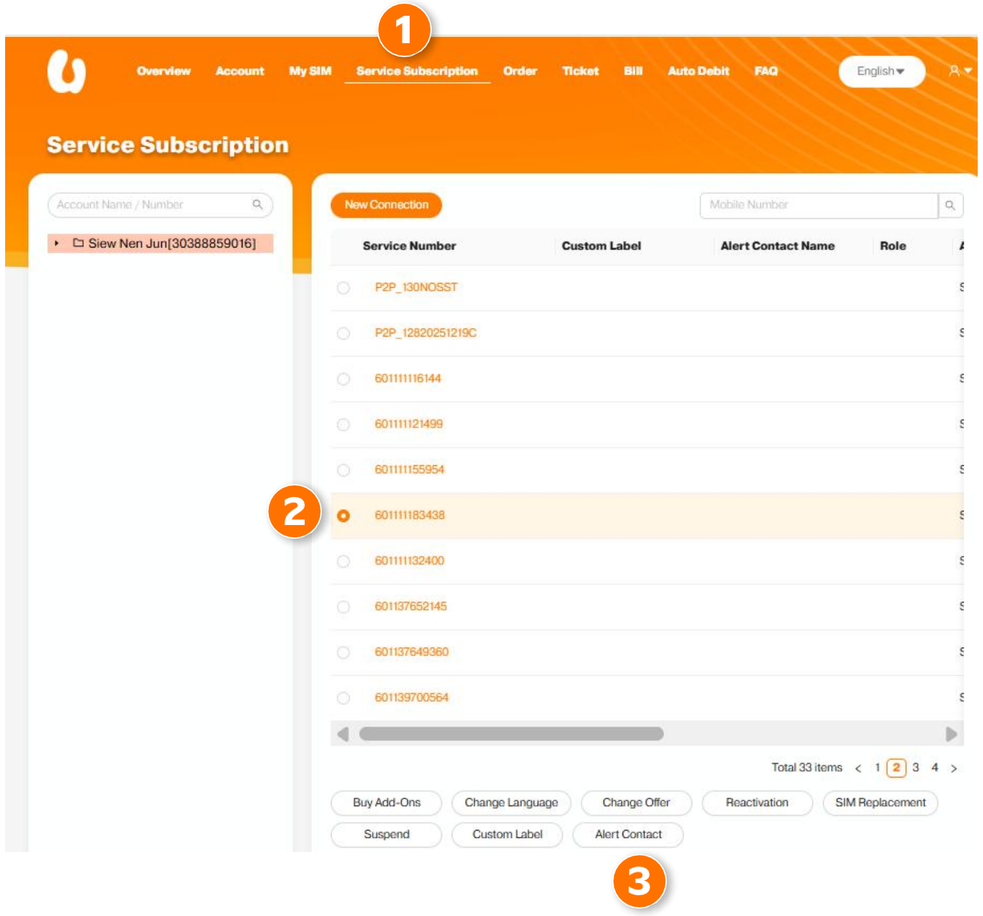
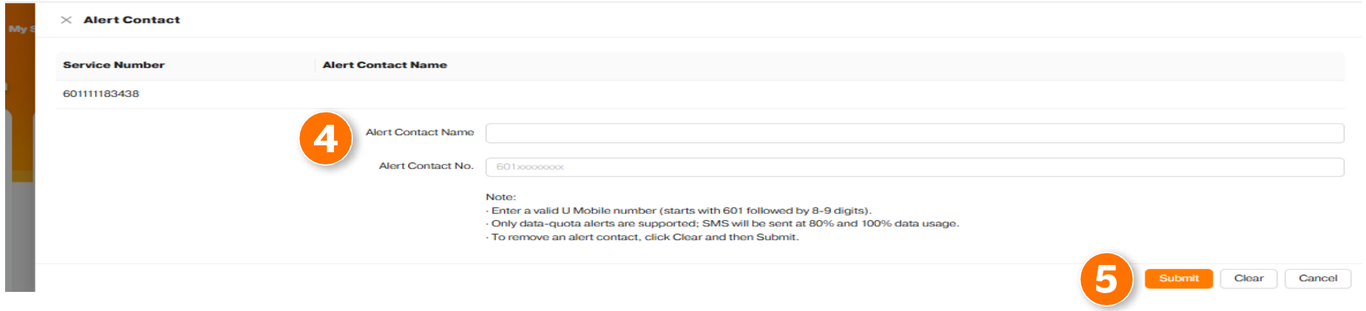
How to Add Alert Contact





Set an Alert Contact to receive SMS notifications when M2M data usage reaches **80%** and **100%**.

Step 1:
Go to Service Subscription page

Step 2:
Select Service Number

Step 3:
Select Alert Contact

Step 4:
Input Contact name & Contact number

Step 5:
Click Submit

Important Notes :

- *This feature supports M2M data utilization only.*
- *Only U Mobile numbers can be used as the Alert Contact number.*

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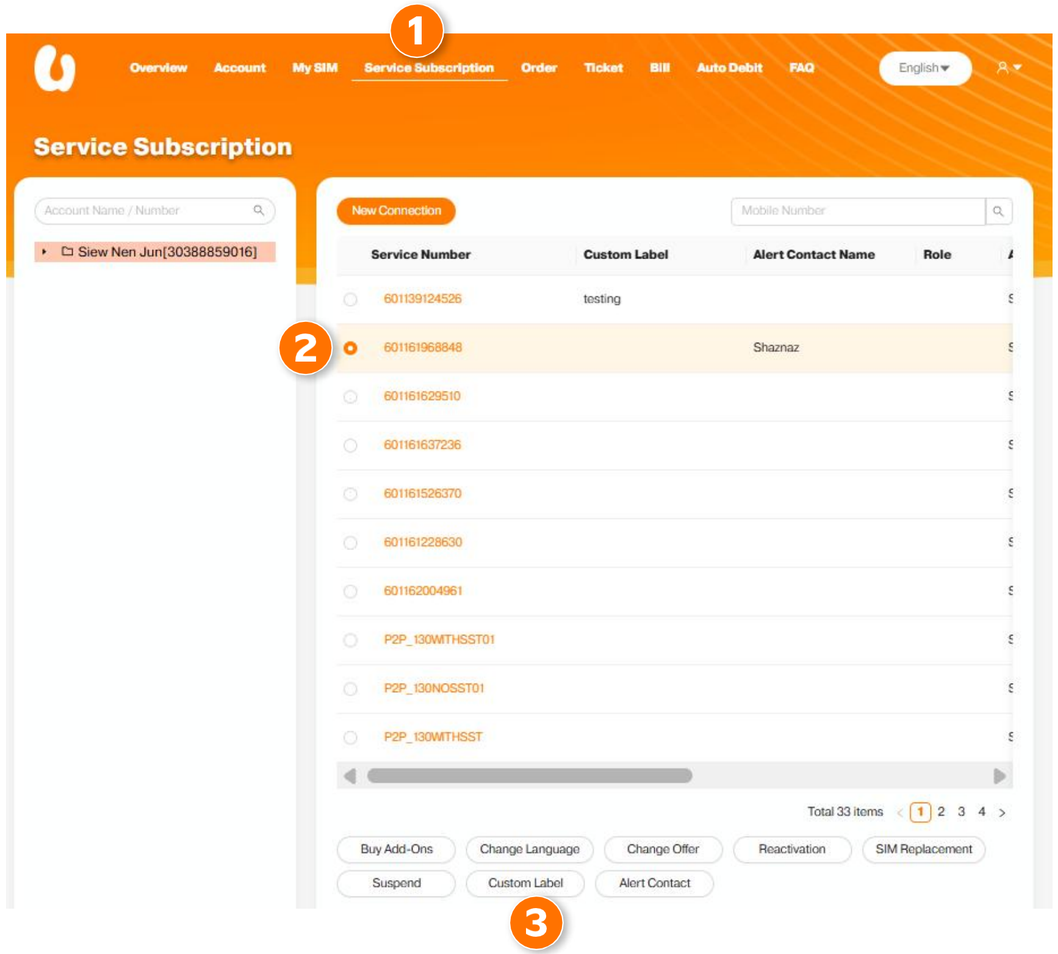
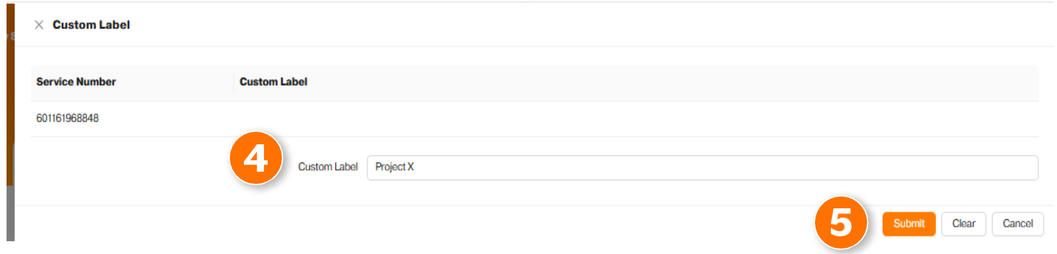
How to Set Custom Label





Assign a custom label to each line or service number for easier identification and monitoring. Follow the steps below to set it up.

Step 1:
Go to Service Subscription page

Step 2:
Select Service Number

Step 3:
Select Custom Label

Step 4:
Input Custom Label

Step 5:
Click Submit

Important Note :

- *This feature supports M2M data utilization only.*

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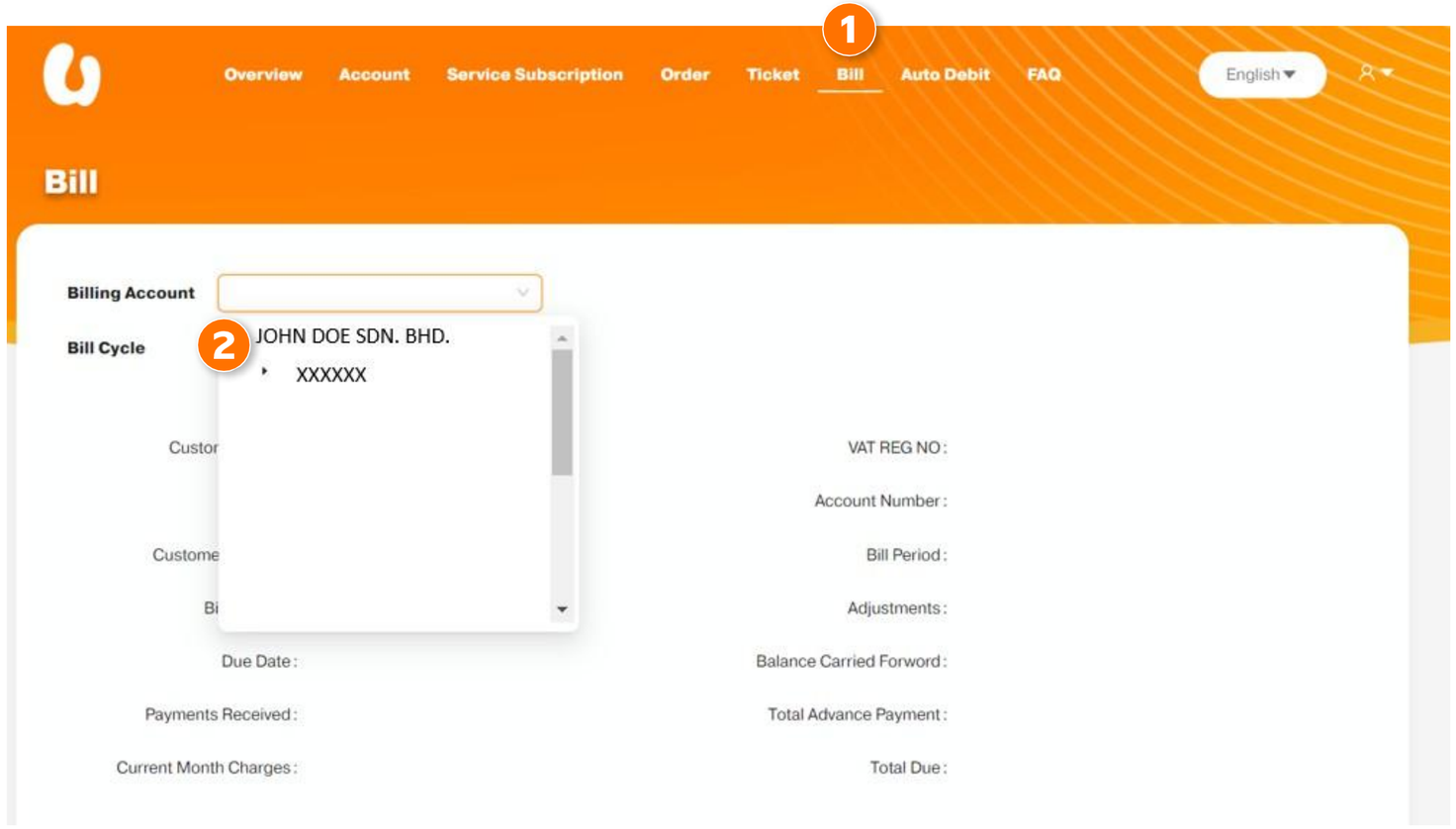
Restricted/Internal Use

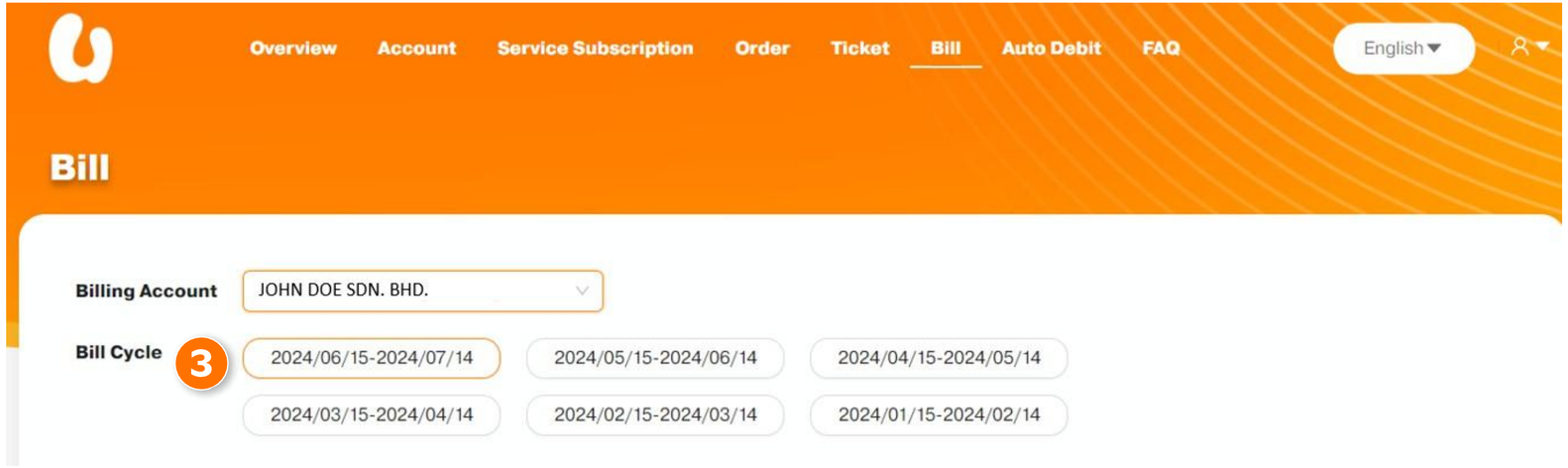
How To Download Your Bill Statement And Pay Your Bill



Step 1:
Click on Bill from the menu at the top of the screen.

Step 2:
Click on your desired account.

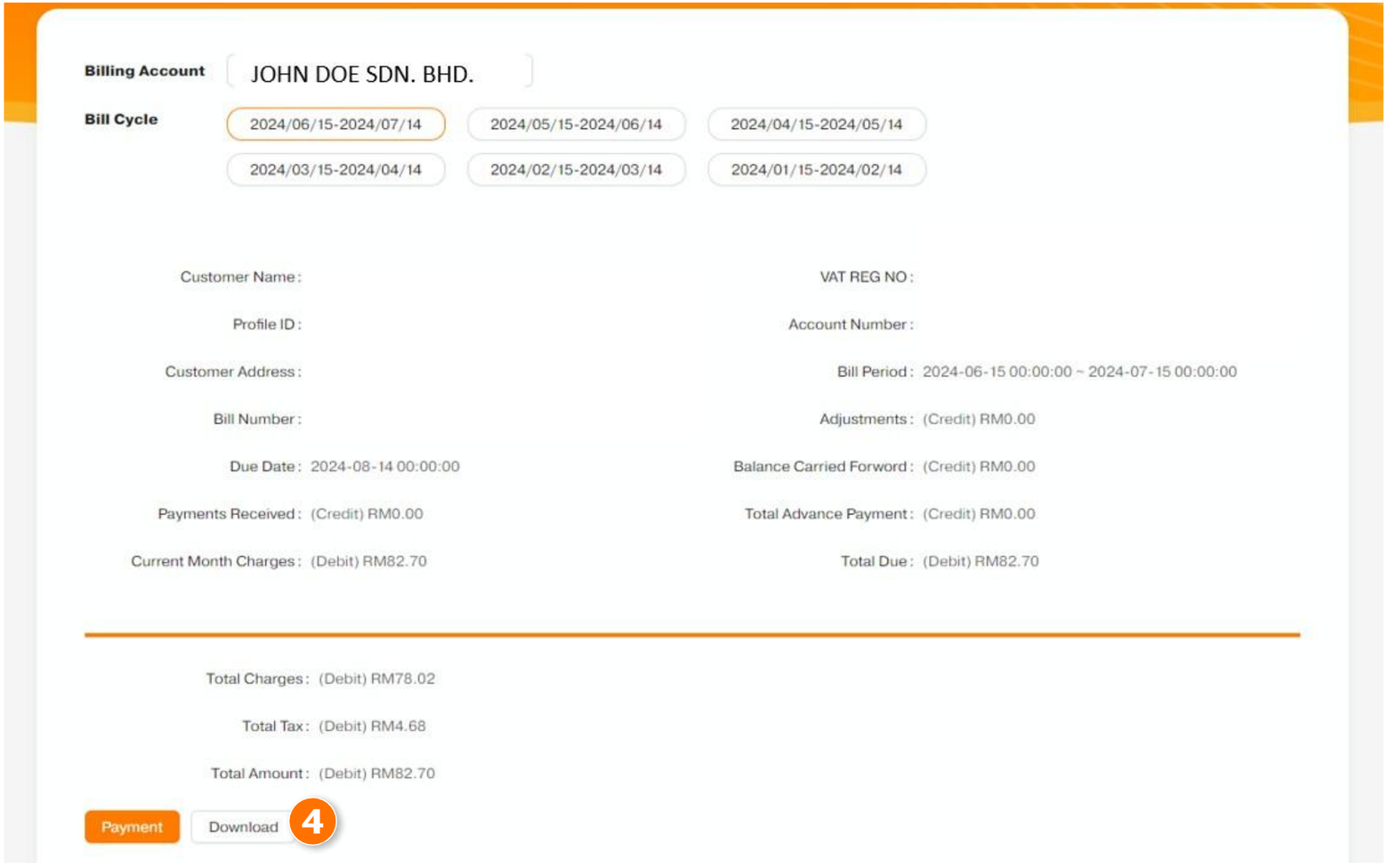
How To Download Your Bill Statement And Pay Your Bill



Step 3:
Select which billing cycle you wish to view/pay.

You can choose any from the previous 6 months.

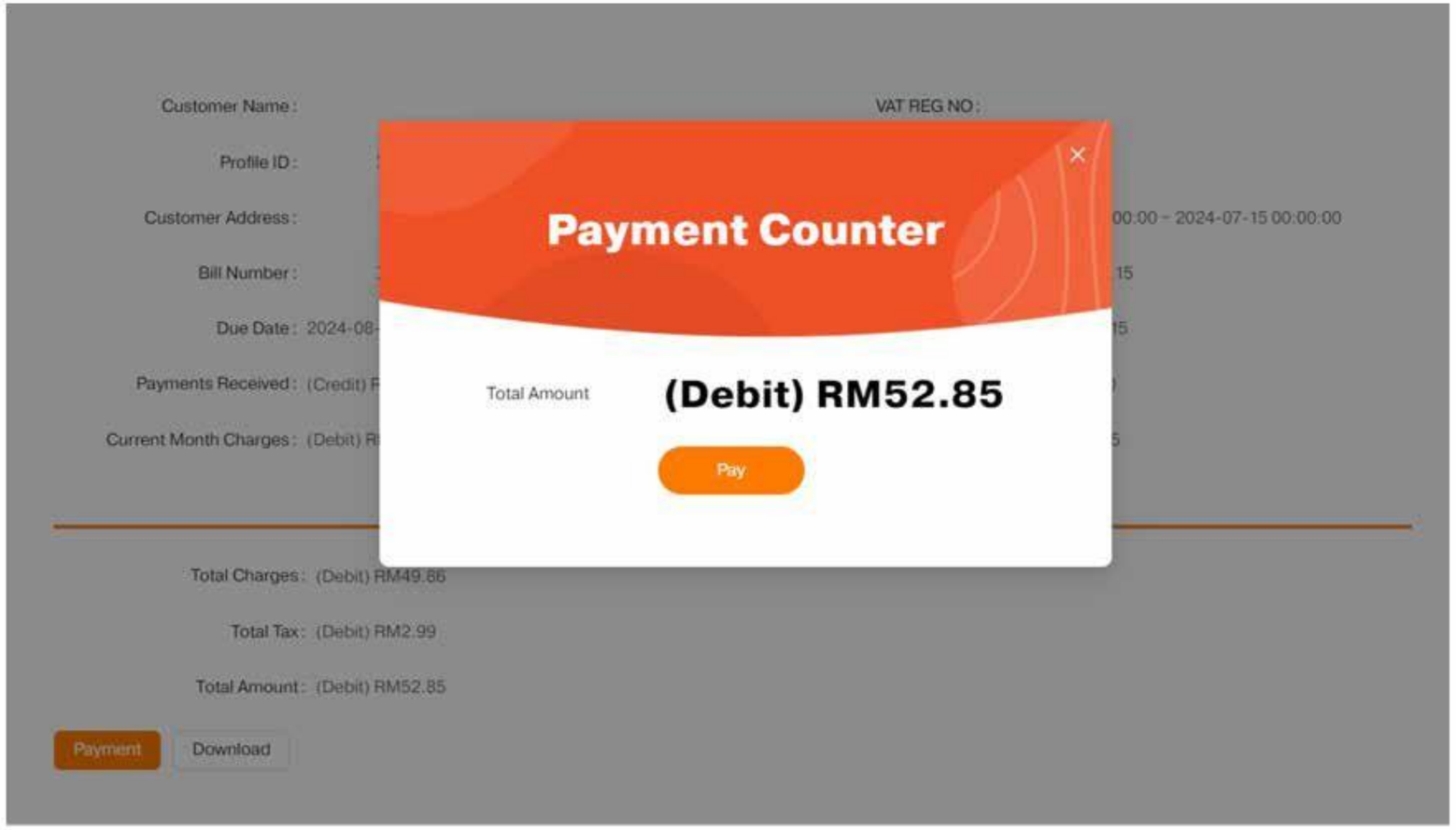
How To Download Your Bill Statement And Pay Your Bill



Step 4:
To download a copy of the bill click on the Download button.

To proceed with payment click on the Payment button.

How To Download Your Bill Statement And Pay Your Bill



Step 5:

A pop-up will display the total amount payable for your bill.
Click the Pay button to proceed with payment.

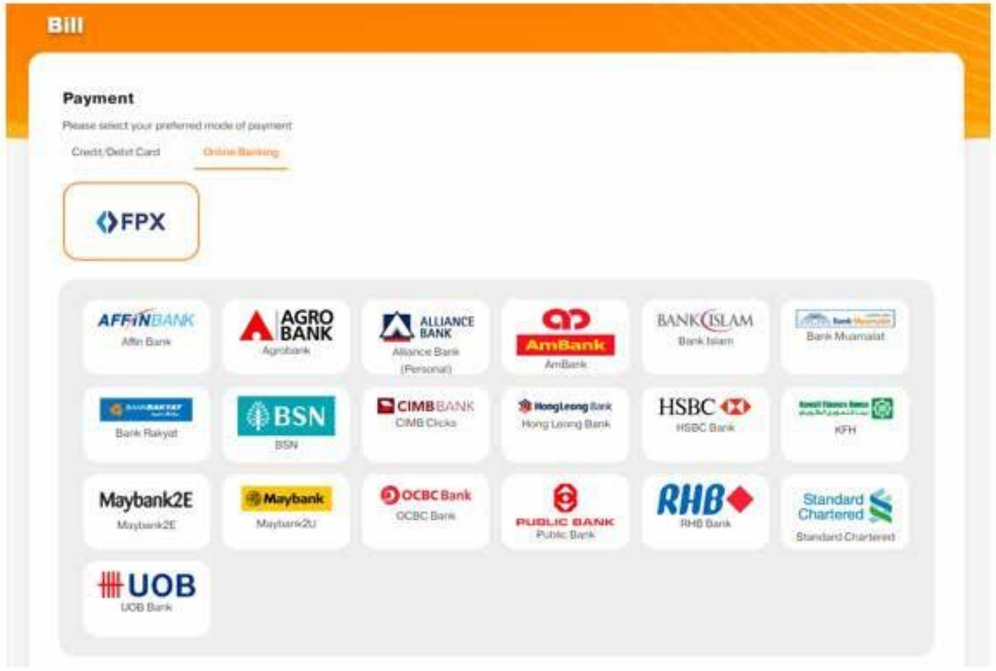
How To Download Your Bill Statement And Pay Your Bill

Step 6:

Select the payment option you'd like to use, such as credit card or online banking.
Follow the instructions from your chosen payment option.

Credit/Debit Card Options

Credit/Debit Card Options



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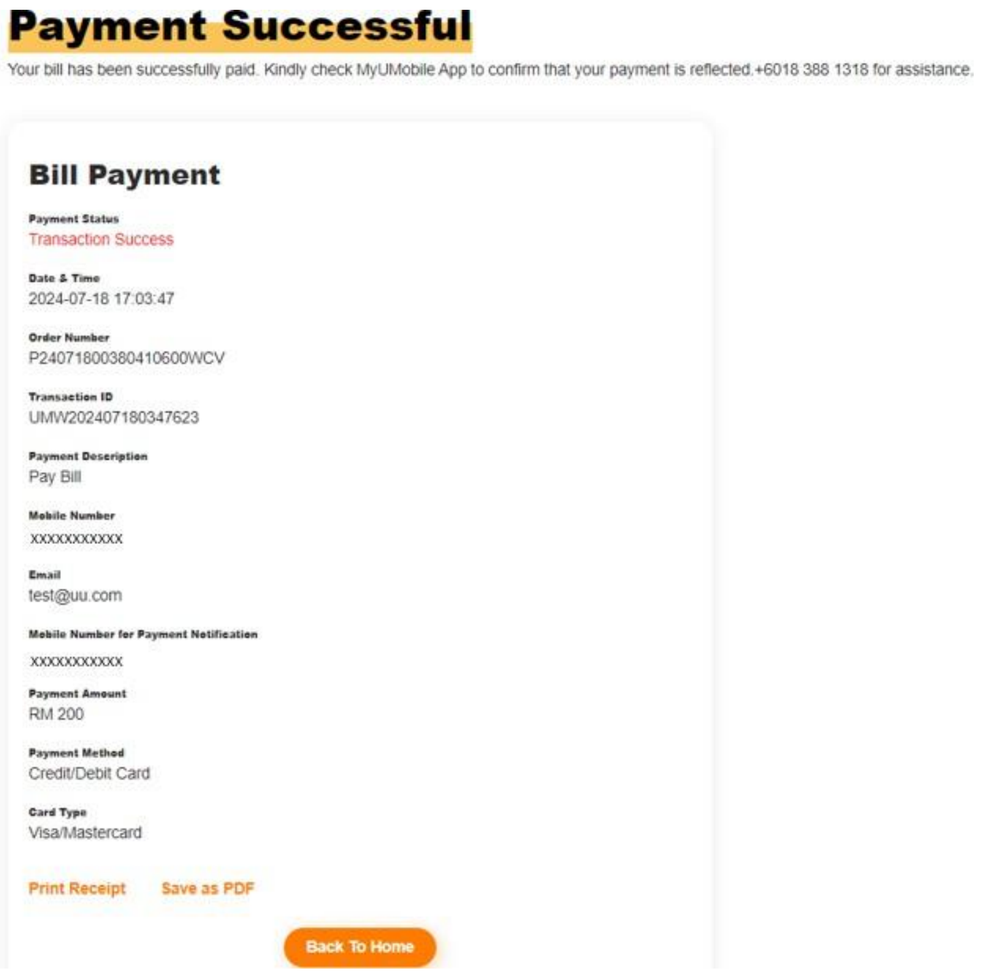

When payment has been completed you will see this page.
You can choose to print your receipt or save it as a PDF file from the buttons at the bottom of your screen.

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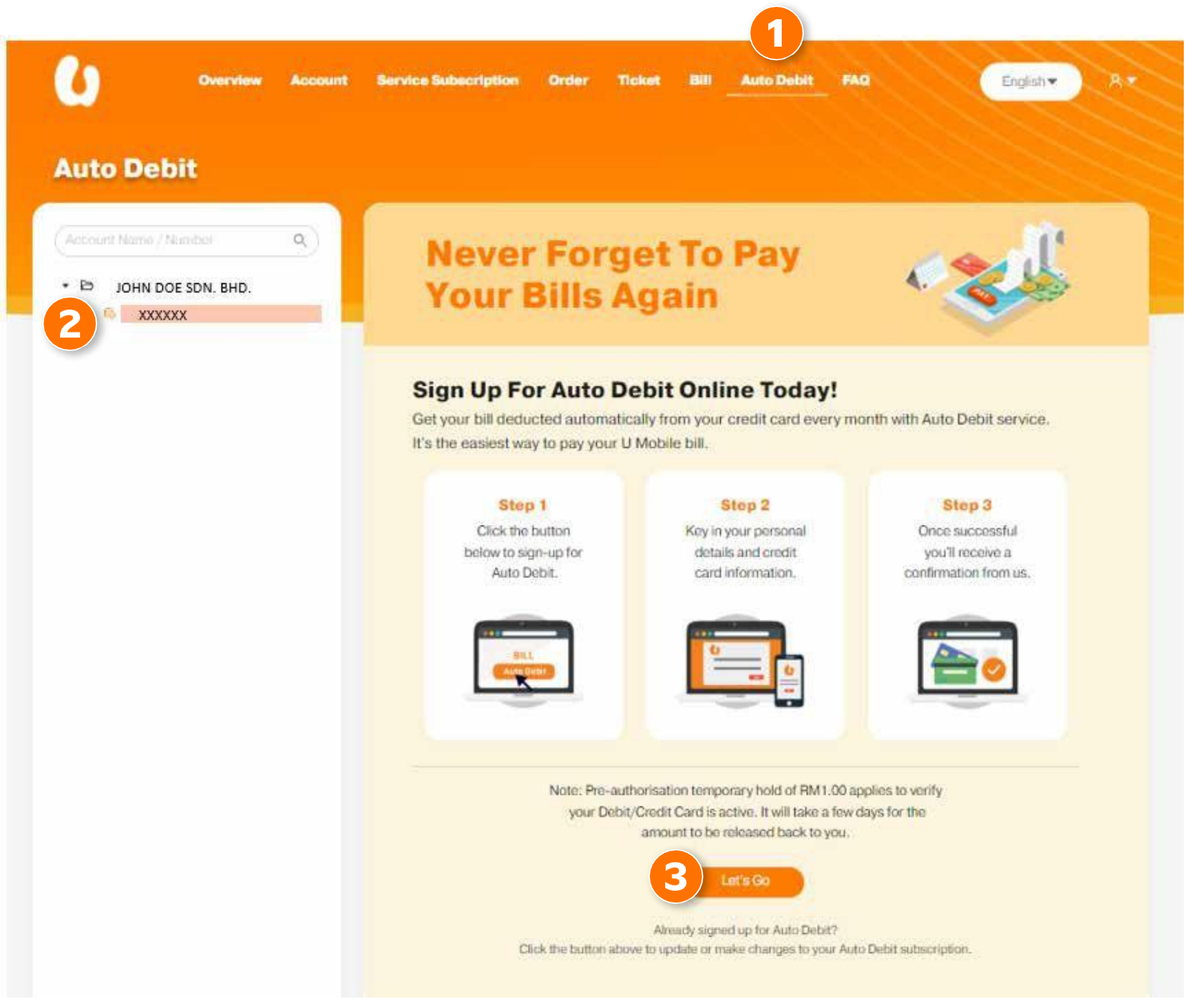
How To Subscribe To Auto Debit



You can set up automatic bill payment via BusinessCare.

Step 1:
Click on Auto Debit from the menu at the top of the screen.

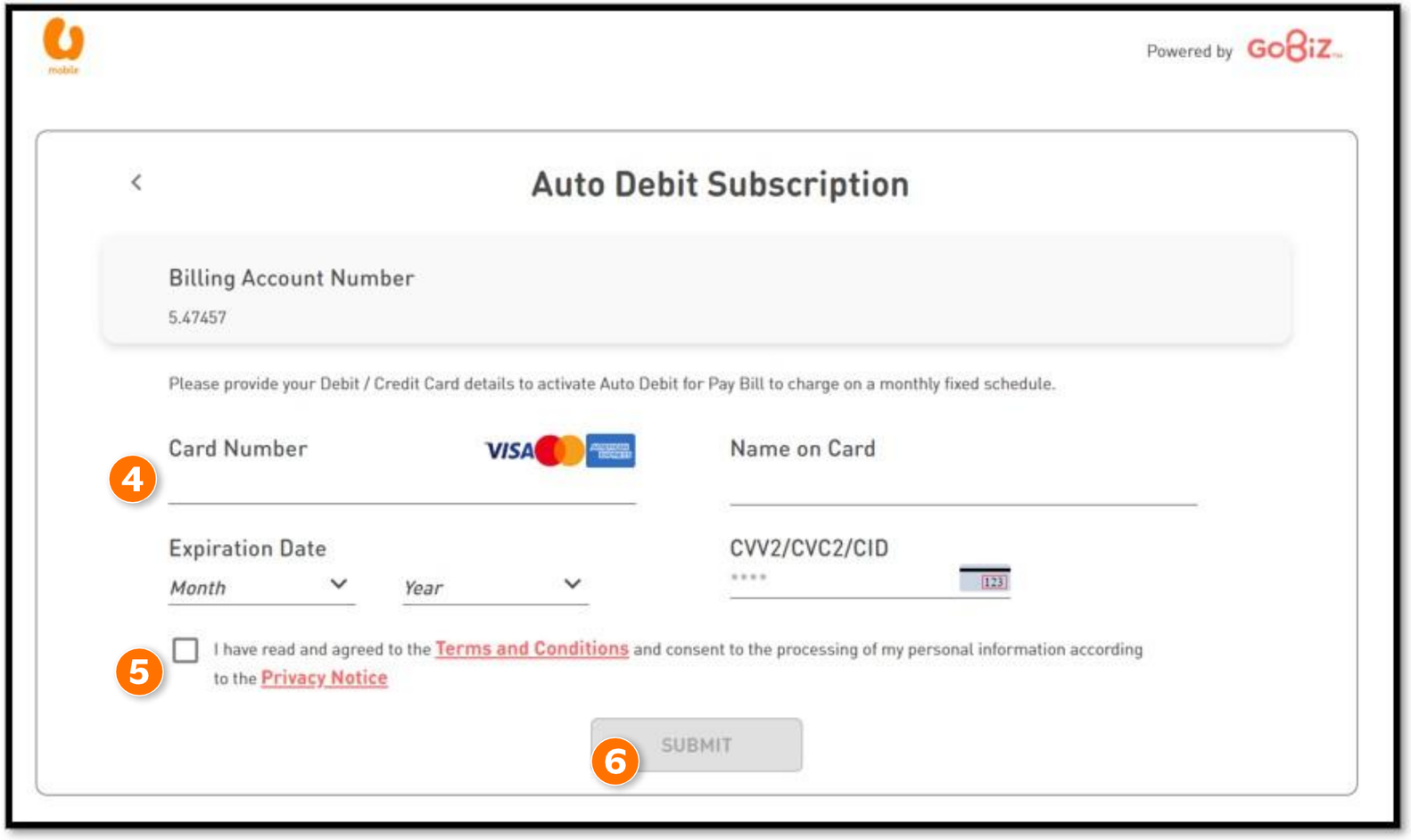
Step 2:
Click on the account you wish to set to Auto Debit.

Step 3:
Click the Let's Go button.

Auto-Debit Restriction:

- Auto-debit is only available for eligible local personal credit cards.
- Foreign-issued credit cards and corporate credit cards are not accepted for auto-debit registration.

How To Subscribe To Auto Debit



Complete the form with your credit card information.

Step 4:
Complete the form with your credit card details.

Step 5:
Click on the Terms & Conditions checkbox.

Step 6:
Click the Submit button.

Step 7:
The next page will be a Secure Transaction Approval page. Please follow your card provider's onscreen instructions to complete the process.

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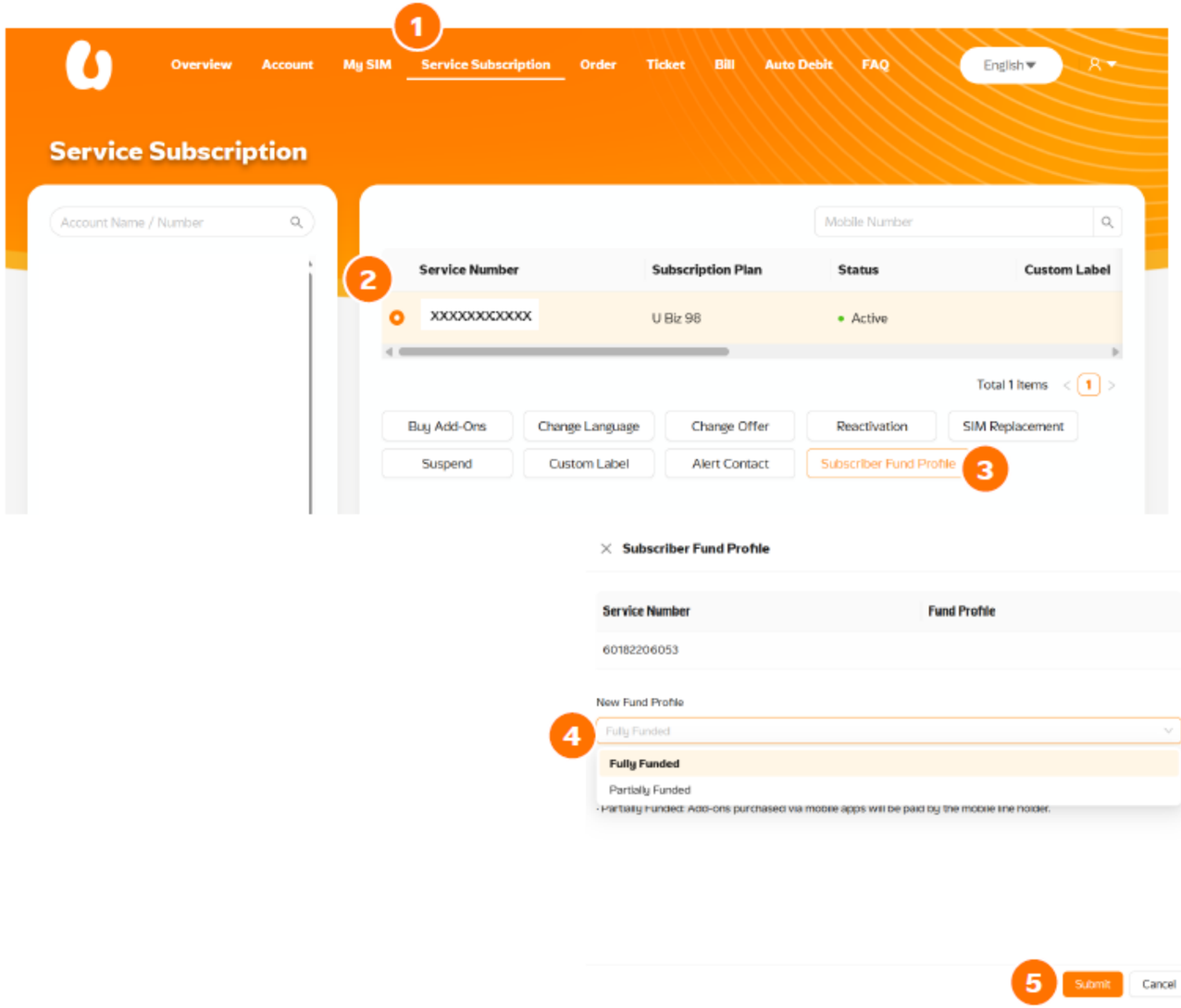

Step 1:
Go to Service Subscription page

Step 2:
Select Service Number

Step 3:
Subscribe Fund Profle

Step 4:
Select Fund Profile Type:-
- Fully Funded, or Partially Funded

Step 5:
Click Submit

Notes:·

- **Fully Funded**: Add-ons purchased via mobile apps will be billed to the company bill.·
- **Partially Funded**: Add-ons purchased via mobile apps will be paid by the mobile line holder.

Restricted/Internal Use

How Can We Help You?

If you have any questions, feel free to talk to our team. Call us on:

+6018 388 1318

OR

1318
from your U Mobile Number

Terms and Conditions Apply.