

Panduan - Pelanggan Mobile Aplikasi (MyRepublic ID) **Guidance - Mobile Customer Application (MyRepublic ID)**

1. CARA MENGGUNAKAN MOBILE APPS MYREPUBLIC.

1. HOW TO START MOBILE CUSTOMER APPS

1.1 Cara memulai. / How to Start.

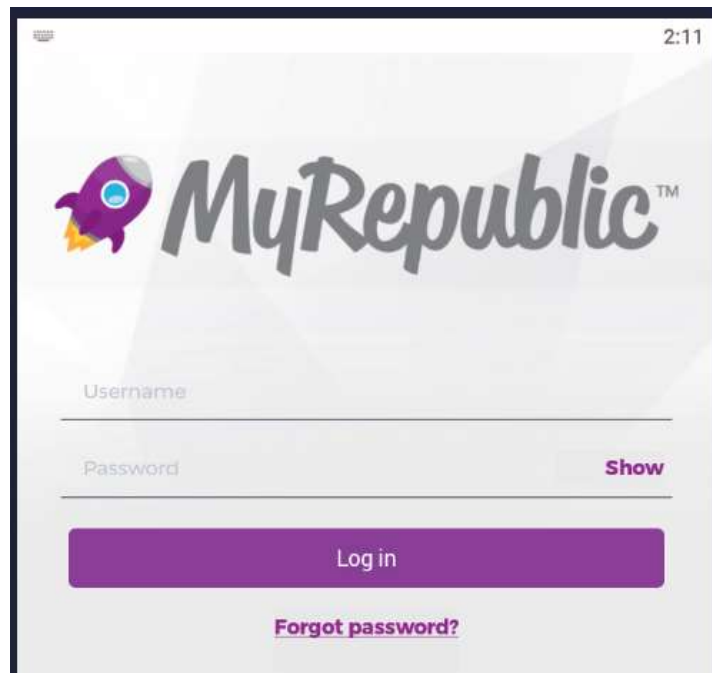
MyRepublic-Mobile aplikasi ini dapat diinstal melalui Google Playstore pada **Android OS** (saat hanya pelanggan Residential atau Perumahan). Setelah diinstal, kemudian buka aplikasinya. Pengguna dapat melihat ikon roket dengan nama **MyRepublic ID (MyAccount)**.

*MyRepublic – Mobile Customer Application can be installed via Google Playstore on **Android OS** (Current Phase : Residential Only). After installed, then open the apps. User can see the rocket icon with name **MyRepublic ID (MyAccount)**.*



Jika halaman Login muncul, kemudian / *If Login page appeared, then :*

- Username : Isi dengan alamat Email yang terdaftar di MyRepublic. / *Username : Fill it with emailaddress which registered into MyRepublic.*
- Password : mengisinya dengan Password, Lalu klik Log in. / *Password : Fill it with Password, And then click Log in.*



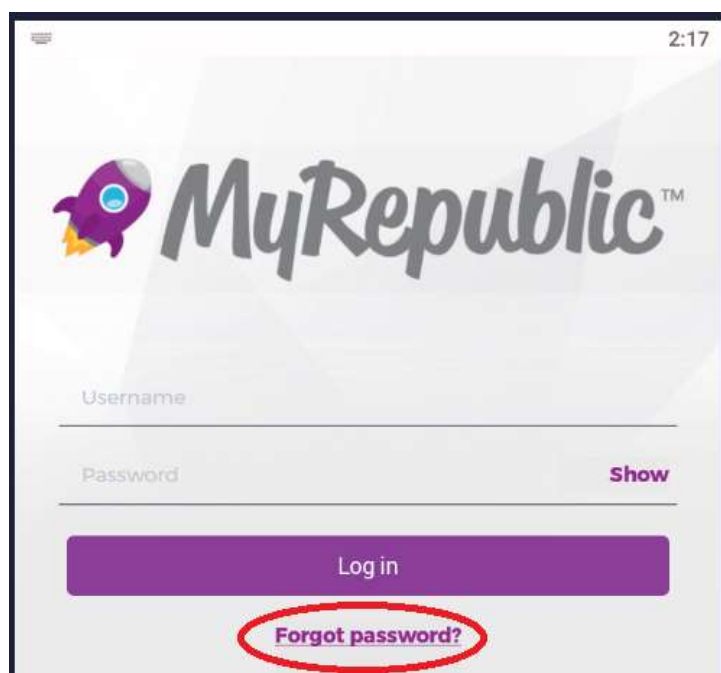
Jika tidak mengetahui Passwordnya atau Pertama kali Akses ke MyRepublic, silahkan Klik **Forgot Password**.

*If user doesn't know the Password, or this is the first time accessing MyAccount, then click **Forgot Password**.*

1.2 Reset Password

Jika tidak mengetahui passwordnya atau ingin melakukan reset Password, silahkan klik Forgot Password pada Halaman Login.

If user doesn't know the password or want to reset password, then click Forgot Password on Login Page.



Setelah itu, masukan alamat email yang terdaftar di MyRepublic, kemudian klik Submit.

After that, fill in the email address which registered into MyRepublic, then click Submit.



The image shows a web form for password reset on the MyRepublic platform. At the top left is the MyRepublic logo, which consists of a purple rocket icon and the text 'MyRepublic™'. Below the logo, the text reads: 'Enter your email below and we'll send you instructions on how to reset your password.' There is a text input field with a vertical line on the left and the placeholder text 'Username'. Below the input field is a wide, purple rectangular button with the word 'Submit' centered in white text.

Aplikasi akan memberikan pemberitahuan bahwa email telah dikirim ke alamat email : Periksa email, lalu klik tombol Reset your Password, atau link dibawah tombol. (Akan berakhir dalam 30 detik).

Apps will give notification that email has been sent to email address. Check email, and click on Reset your Password button, or link below the button. (link expires in 30 minutes).

MyRepublic

Dear Test Service L1 2 (Ruang It) Test Service L1 2 (Ruang It),

We received a request to reset the password for your account,
 @yahoo.com.

If you made this request, click the button below. If you didn't make this request, you can ignore this email.

Reset your password

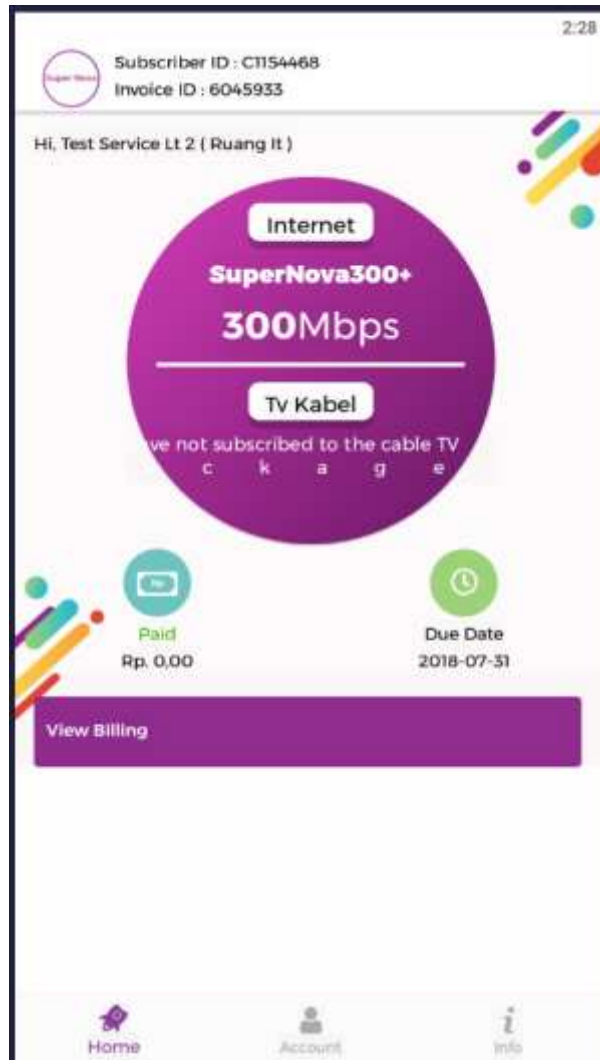
Or use this link to reset your password:

<https://myaccount.myrepublic.co.id/login/recovery?token=0c9d5d3f-c54c-47e8-9268-fb0b32404844>

1.3 Beranda / *Homepage.*

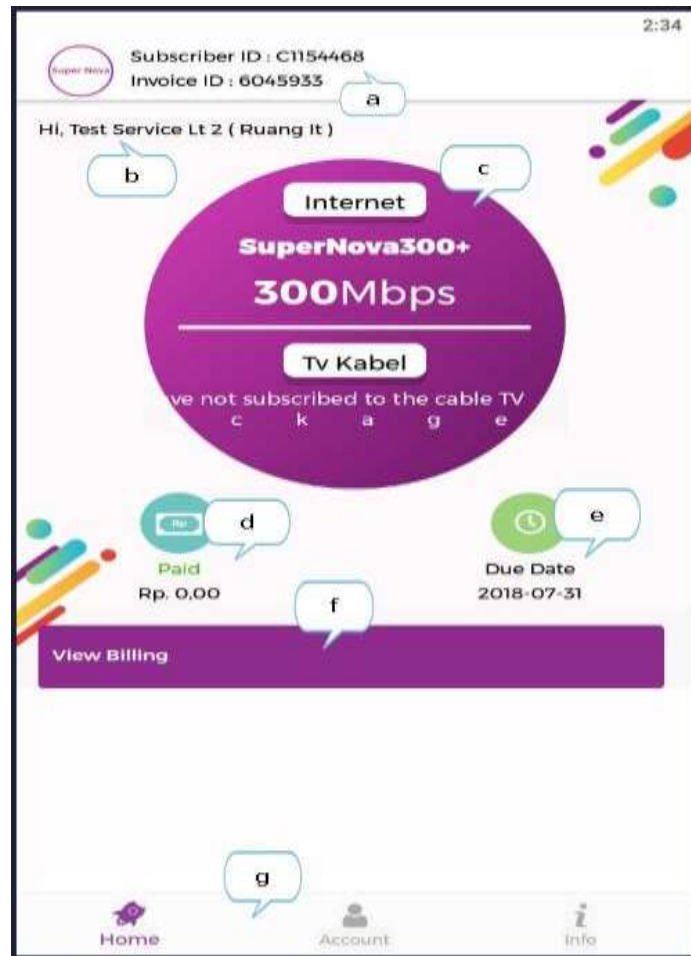
Setelah berhasil masuk (Login), ini adalah Homepage dari Aplikasi Mobile MyRepublic :

After success Login, this is the homepage of Customer Mobile Application :



2 PERIKSA FUNGSI / CHECKOUT THE FUNCTION.

2.1 GAMBARAN UMUM / OVERVIEW HOMEPAGE.



Deskripsi / Description :

a. ID pelanggan dan nomor tagihan. / *CustomerID and Last Invoice ID.*

b. Nama Pelanggan. / *Customer Name.*

c. Paket yang terdaftar. / *Current Active Package.*

d. Status yang belum terbayar. / *Outstanding Status.*

e. Tanggal Jatuh Tempo terutang. / *Due Date for outstanding.*

f. Melihat Riwayat Tagihan. / *View History Billing.*

g. Tab-menu: Beranda, Akun, dan Info. / *Tab-menu : Home, Account, and Info.*

2.2 Beranda / HOME.

Ini adalah menu default ketika login di aplikasi mobile MyRepublic, pengguna dapat mengaksesnya secara manual dari menu bar di aplikasi bawah - Home. Dari menu Beranda ini, pengguna dapat melihat Riwayat Tagihan atau mengunduh tagihannya (Faktur/invoice).

This is the default menu when user login customer mobile apps, user can access it manually from menu bar on the bottom apps - Home. From this Home menu, user can see their Billing History or download their invoice.

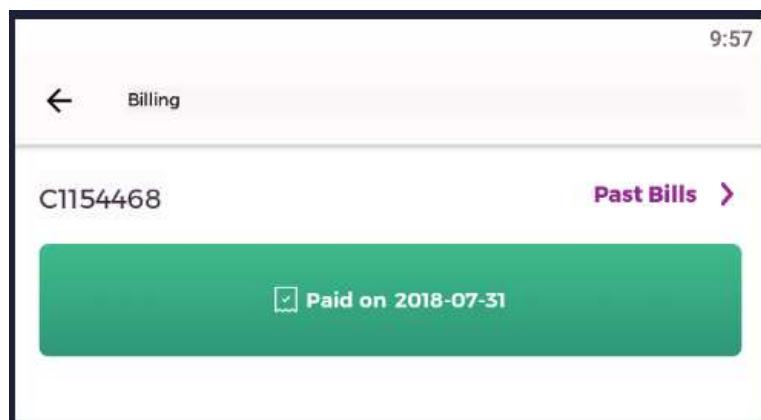
➤ **Lihat Tagihan / VIEW BILL**

Untuk melihat Tagihan, klik menu Lihat Tagihan.

To view Bill, click View Billing menu.

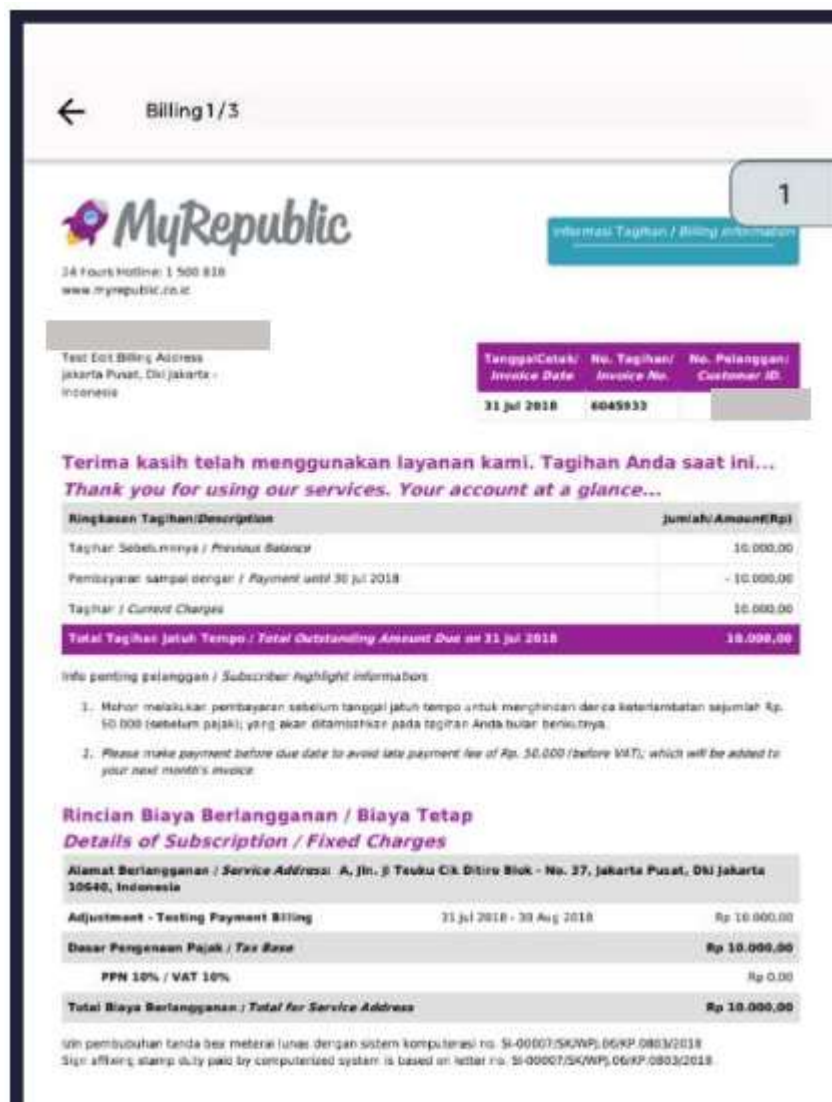


Setelah melihat tagihan diklik, maka pengguna dapat melihat customerid mereka, dan status pembayaran.
After view billing clicked, then user can see their customerid, and payment status.

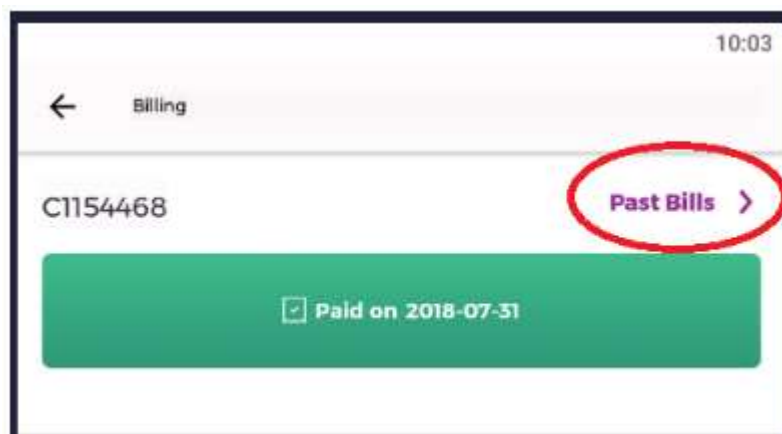


Dari gambar di atas, jika pengguna mengklik "Paid on 2018-07-31" maka pengguna dapat melihat rincian faktur terbaru mereka.

From above picture, if user click "Paid on 2018-07-31" then user can see their latest invoice details.



➤ Riwayat Penagihan / Billing History



Klik Tagihan Masa Lalu (Past Bill) untuk melihat Riwayat faktur (invoice).
Click on Past Bills to see their invoice History.



Deskripsi / *Description* :

- a. Riwayat Faktur dengan jumlah faktur. / *History Invoice with amount invoice.*
- b. Riwayat Faktur Tanggal dan faktur status. Klik untuk melihat detail faktur. / *History Invoice Date and status invoice. Click to see invoice detail.*
- c. Faktur Status (Dibayar atau Tidak Dibayar). / *Status Invoice (Paid or Unpaid).*

2.3 Akun. / ACCOUNT.



Deskripsi / Description :

- a. ID Pelanggan dan ID Faktur Terakhir. / *CustomerID and Last Invoice ID.*
- b. Nama Pelanggan. / *Customer Name.*
- c. Surel pelanggan. / *Customer Email.*
- d. Nomor Telepon Utama Pelanggan. / *Customer Primary Phone Number.*
- e. Kata sandi untuk Masuk ke Aplikasi Seluler. / *Password to Login Mobile Apps.*
- f. Informasi Akun Virtual. / *Virtual Account information.*
- g. Keluar. / *Logout.*

2.3.1 Ubah Email / *Change Email.*



Untuk mengubah email pelanggan, silakan klik tombol ubah pada menu Akun - Email. Masukkan email baru lalu simpan. Pelanggan akan mendapatkan tautan verifikasi ke email lama dan pelanggan harus mengkliknya untuk menyelesaikan proses.

To change customer email, please click on change button on Account menu - Email. Input customer new email, then save. Customer will get the verification link into their old email and they must click it to finish the process.

2.3.2 Ganti Nomor Telepon / *Change Phone Number.*

A screenshot of a mobile application interface titled "Change Contact Number". At the top left is a back arrow, and at the top right is the time "11:12". Below the title, there are two input fields for phone numbers. The first field contains "0856" and the second field contains "08121". At the bottom of the screen is a purple button labeled "SAVE".

Untuk mengubah nomor telepon pelanggan, silakan klik tombol ubah pada menu Akun - Nomor Kontak. Masukkan nomor telepon baru, lalu klik simpan. Pelanggan akan mendapatkan kode OTP ke nomor lama, dan pelanggan harus memasukkan ke dalam aplikasi dan klik simpan untuk menyelesaikan perubahan.

To change customer phone number, please click on change button on Account menu – Contact Number. Input new phone number, then click save. Customer will get the OTP code into their old number, and they must input into apps and click save to finish the changes.

A screenshot of a mobile application interface titled "Input OTP Number". At the top left is a back arrow, and at the top right is the time "11:15". Below the title, there is a single input field labeled "OTP Number".

2.3.3 Ubah Kata Sandi. / *Change Password.*

11:17

← Change Password

Password must be at least 6 characters long with at least 1 uppercase letter, 1 lowercase letter and 1 number.

Current Password Show

New Password Show

Confirm Password Show

SAVE

Untuk mengubah kata sandi, klik tombol ubah pada menu Akun - Kata Sandi. Masukkan kata sandi saat ini, dan kata sandi baru (dua kali), lalu klik simpan untuk menyelesaikan perubahan.

To change password, please click on change button on Account menu – Password. Input current password, and new password (twice), then click save to finish the changes.

2.3.4 Keluar / *Logout.*

Klik tombol Logout pada menu Akun, untuk keluar dari aplikasi pelanggan seluler.
Click Logout button on Account menu, to logout from mobile customer apps.

2.4 INFO / INFO



2.4.1 Syarat dan Kondisi / Term and Condition

Klik untuk melihat Syarat dan Ketentuan dari MyRepublic.

Click to see the Term and Condition from MyRepublic.

2.4.2 Bagaimana cara membayar/ How to Pay

Klik untuk melihat informasi tentang pembayaran/

Click to see information about payment.