

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
digitalme FEATURES**

NO	QUESTION	ANSWER
Introduction		
1.	What is digitalme?	<ul style="list-style-type: none"> ▪ digitalme is simply another way of saying 'My Digital Identity'. It's an enhanced profile and authentication feature that helps you explore the unifi digital universe and beyond seamlessly. ▪ digitalme is enabled by the Digital ID-as-a-Service (IDaaS) Platform, a trusted, service-neutral platform designed to host digital identity with privacy.
2.	What can I do with digitalme?	<ul style="list-style-type: none"> ▪ With digitalme, you can enjoy: <ul style="list-style-type: none"> Single Sign-On Experience ✓ Register once, login anywhere with the same credentials ✓ Use interchangeably any username credential that you can remember, be it your commonly used email or your personal mobile number ✓ digitalme remembers who you are when you access to different services ▪ A Private Digital Profile Dashboard <ul style="list-style-type: none"> ✓ Manage your nomadic digital user profile securely at one place ✓ Only you can access your profile details. ✓ No one else, not even the service operator can view your full profile from the dashboard. ▪ Control Over Your Digital Identity <ul style="list-style-type: none"> ✓ Your digital identity belongs to you and not to the services that you have access to. ✓ When you access to online services or apps with your digitalme login, you will always be prompted for consent when these services require your selected profile information to operate. ✓ You are in control by knowing which profile information is shared and by having the right to deny profile requests from services if you do not feel comfortable to proceed. ▪ Credible Digital Profile <ul style="list-style-type: none"> ✓ A digitalme profile is designed to keep credible credentials. ✓ A digitalme profile provides the confidence to trusted providers to serve you online for sensitive or personalized transaction.

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3.	Is digitalme chargeable?	<ul style="list-style-type: none"> ▪ Not at all, the digitalme feature is free for everyone.
4.	Is digitalme provided by TM?	<ul style="list-style-type: none"> ▪ Yes, the service is powered by TM, with the technology developed and operated by our digital product house.
5.	Why is digitalme introduced?	<ul style="list-style-type: none"> ▪ digitalme is introduced as a first step towards enabling self-sovereign identity, giving users the experience of having an independent, private and portable ID that can be used to interact with trusted services online, starting from TM stable of digital products and services. ▪ It is in line with TM's strategic journey to become a customer centric organization to enable Malaysia's Digital Nation aspirations through Connectivity and Digital Infrastructure, where Digital ID is one of the enablers.
Digital Profile Registration and Login		
6.	Can I use unifi app or portal without a digitalme profile?	<ul style="list-style-type: none"> ▪ Yes. Under the guest mode you may explore offerings and services available on the myunifi app and portal. ▪ For a more personalized service and access to private accounts, a digitalme profile is required to ensure seamless experience across unifi digital channels.
7.	Do I need to register to have a digitalme profile?	<ul style="list-style-type: none"> ▪ If you are an existing unifi.com.my portal or a care@unifi app user, you will automatically have a digitalme profile. You will just need to renew your password with your existing email username. ▪ If you are a new online user, you will be guided through a simple journey to create a digitalme profile when registering on the portal or on the myunifi app.
8.	I have previously registered with care@unifi app or unifi.com.my portal. Can I use the same username and password to login?	<ul style="list-style-type: none"> ▪ Yes! If you have registered with care@unifi app or on the unifi.com.my portal before, simply use your registered username/email address to login and the app or portal will prompt you to change your password.

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9.	<p>I have previously registered with other unifi apps, mobile.unifi.com.my or webe.com.my portal. Can I use the same username and password to login?</p>	<ul style="list-style-type: none"> ▪ At this juncture, the digitalme profile is not yet enabled for other unifi apps such as i-foundit!, mobile@unifi, playtv@unifi or for the mobile.unifi.com.my website. ▪ Nevertheless, with a digitalme profile, you will be able to access those apps as they upgrade or consolidated over time.
10.	<p>What are the steps of registering a new digitalme profile?</p>	<ul style="list-style-type: none"> ▪ Click on the login or start here button from the app or portal. ▪ You will see a prompt asking for your email. Key in the email that you would like to use as a username credential. If you are already a unifi portal or care@unifi user, you may use your existing email for continuity. ▪ Tell how you would like digitalme to address you ▪ Create a strong password ▪ That should be the minimum step to create a digitalme profile. You will need to check a verification email sent by digitalme.my and click on the link inside before you can log on the app or portal. ▪ If you wish to access to your billing account on myunifi app or portal, you may need to specify your NRIC, passport (if you are a foreigner) or BRN (if you are a business) during the one-time digitalme registration process.
	<p>How do I login with a digitalme profile?</p>	<ul style="list-style-type: none"> ▪ digitalme login experience is very similar to popular social media logins (e.g. facebook connect, google sign-in) that you may have used on many apps or portals as the method used by these logins are based on the same global authentication and identity management standards. ▪ When you log on an app or portal powered by digitalme for the first time, you will be asked for your username (verified email or phone) and password. ▪ You will then be prompted with a request on behalf of the app or portal for your consent for them to access selected profile information created on your digitalme profile. ▪ Once your consent is obtained, you will be able to access to the privileged services offered by the app or portal. ▪ You will subsequently be auto-logged in the app or portal until you manually log out.

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12.	How is digitalme different from the popular social media logins?	<ul style="list-style-type: none"> ▪ digitalme is specifically designed as a service-neutral platform to serve and allow end users to own a private digital identity that can be used as a credible credential with trusted online providers, while social logins are usually enabled as a by-product with a default public profile on platforms made to serve broader business purpose.
13.	How will I experience single sign-on with my digitalme profile?	<ul style="list-style-type: none"> ▪ On a same device, the apps and portal that are powered by digitalme will be able to recognize you as long as you are already logged in with one of the apps. ▪ On different devices, you need to log in first time using your username and password. ▪ You may logout from the apps or portal to disable the single sign-on experience.
14.	Help! I can't login with digitalme. What should I do?	<ul style="list-style-type: none"> ▪ If you can't login to an app or portal with digitalme, the probabilities are: <ul style="list-style-type: none"> ➤ If you are using email as a username, you may have not verified your email yet. ➤ If you are trying to login with your phone number as a username, you may have not defined or verified your phone number ➤ You have entered an incorrect email / password ➤ The internet connection from your device is temporarily slow or unstable. <p>If you still face difficulties logging in, please reach out to us via the app or portal official support channels.</p>
15.	Why do I have to verify my email before I can login?	<ul style="list-style-type: none"> ▪ digitalme is designed to store credible profile information. A verified identifier is necessary to access to protected personal information. ▪ A verified email will also ensure you can be reached for important announcements.

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16.	Verifying email before login is a hassle. Why can't I be auto-redirected back to the app or portal to continue with my login journey?	<ul style="list-style-type: none"> ▪ Although it can be a one-time hassle, but it is also a common practice by digital providers to email a link to users to ensure that the email used to register an account belongs to the right owner. When the link is clicked, the user will be redirected to either a confirmation page in a browser, or to the provider's main page. ▪ As digitalme is a service-neutral identity feature, the link redirection will bring you to a standard confirmation page to tell that your email is ready to be used for login purpose. ▪ The good news is, you will not need to do this again for future registrations with apps powered by digitalme login. It is a one-time process. ▪ A tip for mobile device user: you may use the toggle between app feature to quickly move back and fro your email and the app to quickly verify your email. ▪ A tip for web portal pc user: you may click between your browsers tabs to quickly switch between your email and the portal login page.
17.	Can I register multiple digitalme profiles?	<ul style="list-style-type: none"> ▪ digitalme does not allow users to define duplicate identifiers, therefore there can only be one verified email or mobile phone at one time. ▪ The system at the moment will not prevent you to register multiple profiles if you choose to create two profiles with two different emails. ▪ Nevertheless, in order to have a credible digitalme profile that you can use to access a plethora of trusted services in future, it is recommended that you create a single profile that represents you. A single person digitalme profile will be enforced later once the Know Your Customer (e-KYC) feature is enabled.
Digital Profile Management		
17.	Which user profile information is required to create a digitalme profile?	<ul style="list-style-type: none"> ▪ A digitalme profile is created with user information that is commonly needed to allow online user authentication and to complete registration for online services, so that you will not need to repeat the process every time you onboard a new service.

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		<ul style="list-style-type: none"> ▪ A digitalme profile is designed based on several levels of trust. Typically an email is used as a basic profile for authentication purpose. Some service requires a higher level of trust and needs additional identifiers such as verified mobile number or national ID number. ▪ At the moment, a digitalme profile can capture your name, email, mobile number, Malaysian national ID (mykad, mykas, myPR, police, army), passport and Business Registration Number (BRN).
17.	<p>Do I need to define my full profile on digitalme?</p>	<ul style="list-style-type: none"> ▪ You are in total control. You may define your digitalme level of trust on your terms and needs, starting with a simple verified email. ▪ You can add your level of trust with additional identifiers as you need them to onboard a specific service. For example, a typical e-wallet service would need a verified mobile number. ▪ For myunifi app and portal, you will need to define the credential (e.g. mykad or passport) used during your broadband service registration to link your digitalme profile with the service account (extra service validation step may be prompted in the app).
18.	<p>What is the difference between a digitalme profile and my service / account profile?</p>	<ul style="list-style-type: none"> ▪ A digitalme profile specifically serves to improve your onboarding and login experience on the digital space, and it can be managed by you independently for many purpose without dependency on any particular product or service. ▪ Your service or account profile is tied with the service you subscribe for billing purpose (in this case, the unifi broadband or mobile service). It may contain information for example the account number, billing information or service preferences. This information is strictly collected and hosted by the respective service providers. Some information such as the national ID may also be available in the service profile. ▪ You are able to enjoy interacting with your subscribed service digitally when your digitalme profile is linked with your service profile on the app/portal.
19.	<p>Is my digitalme profile secured?</p>	<ul style="list-style-type: none"> ▪ Your digitalme profile should not be less secure than a conventional profile information captured independently within an app or a portal.

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		<ul style="list-style-type: none"> ▪ Your profile is stored on a separate service-neutral platform that can only be accessed by you through token request from trusted clients where you login from. No one is able to view your profile on your behalf. ▪ Sensitive information such as your mykad number is encrypted on the platform.
20.	How is my personal data protected with digitalme?	<ul style="list-style-type: none"> ▪ digitalme is established to serve as an independent private digital user profile platform based on the aspired concept of self-sovereign identity. As long as your data is hosted on this platform, they will not be exploited or shared with a third party for any reason. ▪ Only you are empowered to extend your digital profile information to another service provider in order to access their services.
21.	Where can I access my digitalme profile dashboard?	<ul style="list-style-type: none"> ▪ You may go to your digitalme profile dashboard by clicking on the 'Edit Profile' button on the myunifi app or portal. ▪ Alternatively, you may also directly go to https://profile.digitalme.my
22.	Why am I asked to confirm my username before I can edit my profile?	<ul style="list-style-type: none"> ▪ This occurs as there is a transition between the app/portal and the digitalme profile dashboard. There is a minimum handshaking process in place to allow you enter your digitalme domain.
User Consent		
21.	What is a User Consent?	<ul style="list-style-type: none"> ▪ digitalme implements a standard authentication flow where a user will know which information is shared during a login procedure, and is empowered to accept or deny the information sharing request. ▪ A User Consent is the step where you are informed of a profile information request and asked for permission to proceed.
22.	Must I accept a User Consent profile request?	<ul style="list-style-type: none"> ▪ You are in total control whether to accept or refuse a profile information request by an app or a portal, based on how much you trust the provider.
23.	What happens if I accept a User Consent profile request?	<ul style="list-style-type: none"> ▪ The service that is requesting to retrieve your selected profile will obtain the information highlighted on the User Consent page for the purpose of its app/portal registration or login. ▪ The provider of the service may use your profile information for their operations to serve you, for example, to notify you on your service registration process or to send you service-related messages.

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24.	What happens if I refuse a User Consent profile request?	<ul style="list-style-type: none">▪ Nothing will happen. You will exit from the login process and may continue next time when you have confidence with the service.
25.	Why am I prompted with a User Consent profile request when I access my favourite app or portal?	<ul style="list-style-type: none">▪ Normally when you log out of an app, a new User Consent will be triggered when you re-login the next time.▪ This is to ensure that you are always informed of transactions related to your profile.