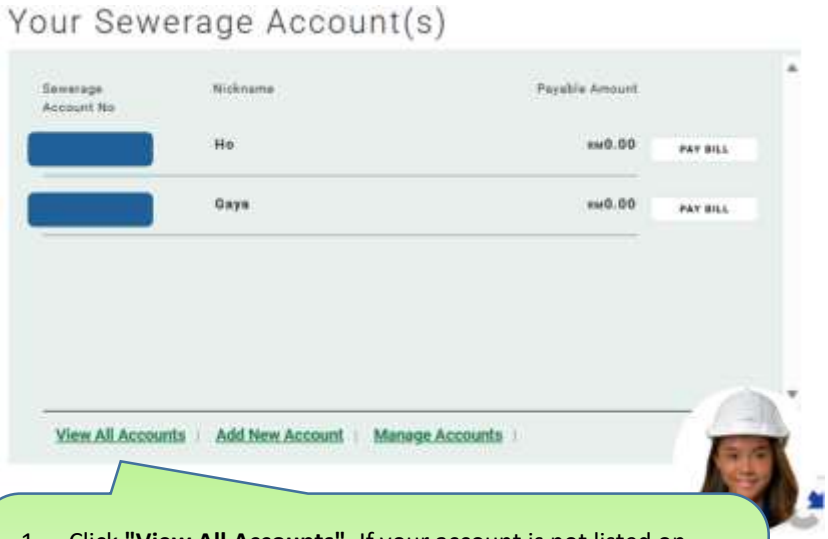
Step-by-Step Guide to Subscribe for eBill via Customer Portal

Panduan Langkah demi Langkah eBill melalui Portal Pelanggan

Kindly access our Customer Portal via https://customerportal.iwk.com.my/ Log in using your credentials, or if you are not yet registered, please create an account and proceed to log in.

Sila layari laman Portal Pelanggan kami melalui https://customerportal.iwk.com.my/ Log masuk dengan maklumat akaun anda. Sekiranya anda masih belum berdaftar, sila daftar akaun terlebih dahulu dan seterusnya log masuk ke portal tersebut.



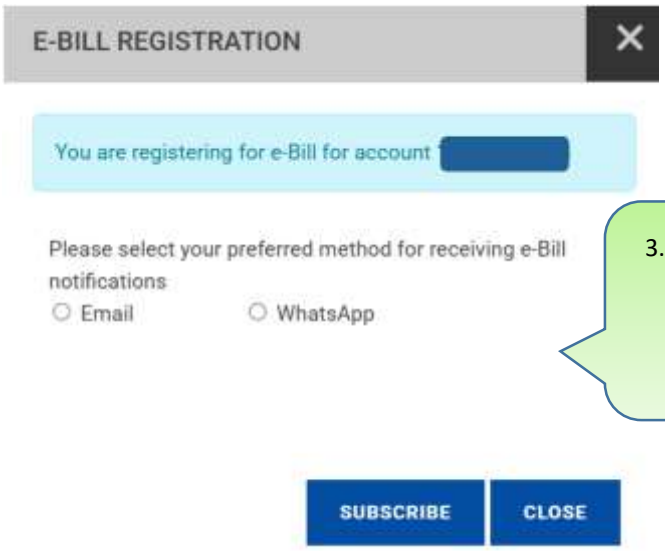
1. Click **"View All Accounts"**. If your account is not listed on Your Sewerage Account(s), please click **"Add New Account"**. *Klik **"Semak Semua Akaun"**. Jika akaun anda tidak tersenarai di bahagian **Akaun Pembetungan Anda**, sila klik **"Tambah Akaun Baharu"**.*



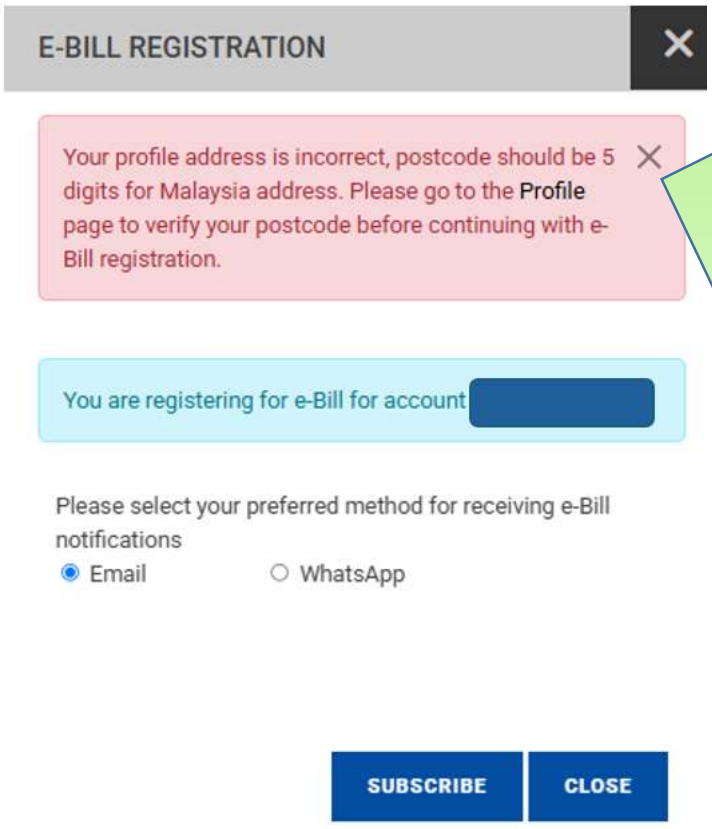
2. To proceed, click the **arrow down** next to the **"Pay Bill"** option to view **eBill Status**. If you have not yet registered for eBill, click **"REGISTER EBILL"** to complete the registration *Untuk meneruskan, klik ikon **anak panah ke bawah** di sebelah pilihan **"Pembayaran Bil"** untuk melihat **Status eBil**. Sekiranya anda masih belum mendaftar eBil, sila klik **"DAFTAR EBIL"** untuk melengkapkan pendaftaran*

Step-by-Step Guide to Subscribe for eBill via Customer Portal

Panduan Langkah demi Langkah eBill melalui Portal Pelanggan



3. Then, select your preferred method for receiving eBill notifications and click **"Subscribe"**
   *Kemudian, pilih kaedah pilihan anda untuk menerima notifikasi eBil dan klik **"Daftar".***



4. If your profile address is incomplete, you are required to update your address in the **"Profile"** screen before proceeding with the eBill registration.
   Please ensure that your address details are complete and up to date before continuing to the next step.
   *Sekiranya alamat dalam profil anda tidak lengkap, anda dikehendaki mengemas kini alamat di skrin **"Profil"** sebelum meneruskan pendaftaran eBil.*
   Sila pastikan maklumat alamat anda lengkap dan terkini sebelum meneruskan ke langkah seterusnya.

IMPORTANT

Please allow up to **24 hours** for the system verification process to be completed. Once verification is complete, your eBill will be delivered via your selected delivery method in the next billing cycle.

PENTING

*Sila berikan tempoh sehingga **24 jam** untuk proses pengesahan sistem selesai. Setelah pengesahan selesai, eBil anda akan dihantar melalui kaedah penghantaran yang telah anda pilih dalam kitaran bil yang seterusnya.*

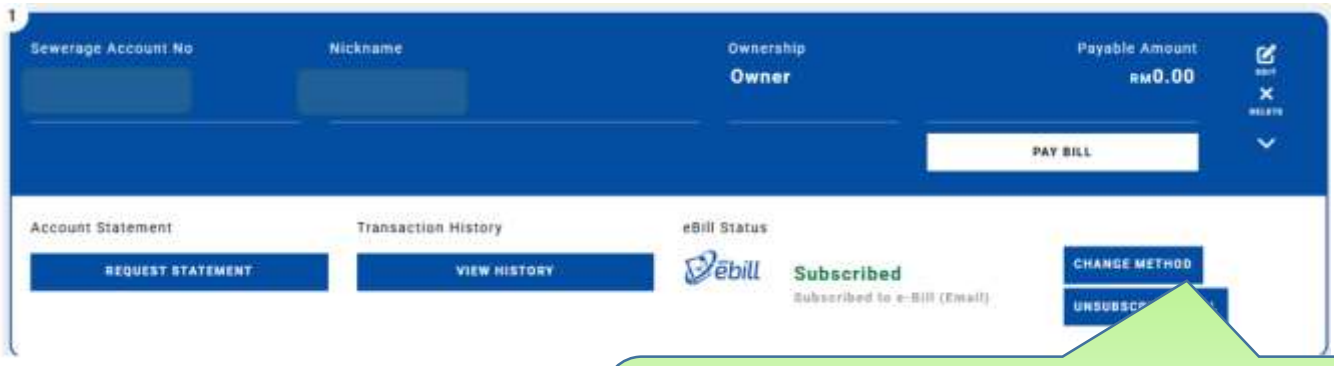
New Life for Water

Step-by-Step Guide to Subscribe for eBill via Customer Portal

Panduan Langkah demi Langkah eBill melalui Portal Pelanggan

Indah Water
INDAH WATER KONSORTIUM SDN. BHD.
Owned by Minister of Finance Incorporated

Change eBill Method / Tukar Kaedah eBill



1. To change your eBill delivery method, you may click "**CHANGE METHOD**" to update your new preferred eBill delivery
   *Untuk menukar kaedah penghantaran eBil, klik "**TUKAR KAEDAH**" dan pilih kaedah penghantaran eBil pilihan anda.*





2. Click **"UPDATE"** to confirm and proceed with the changes.
   Klik "KEMASKINI" untuk mengesahkan dan meneruskan perubahan.

New Life for Water

Step-by-Step Guide to Subscribe for eBill via Customer Portal

Panduan Langkah demi Langkah eBill melalui Portal Pelanggan





3. Click **"UPDATE"** to confirm and save your changes.
   *Klik **"KEMASKINI"** untuk mengesahkan dan merekodkan perubahan.*

IMPORTANT

The updated eBill delivery method will take effect from the next billing cycle.

PENTING

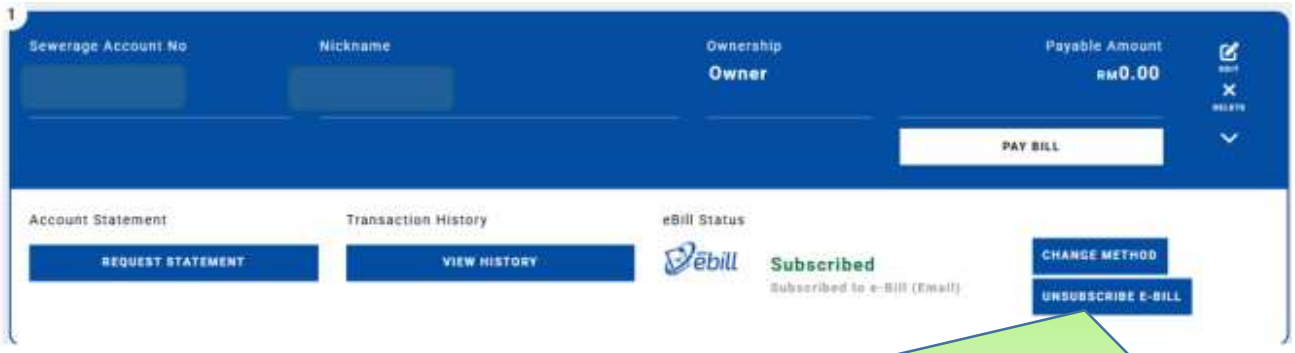
Kaedah penghantaran eBil yang dikemas kini akan berkuat kuasa mulai kitaran bil yang seterusnya.

Step-by-Step Guide to Subscribe for eBill via Customer Portal

Panduan Langkah demi Langkah eBill melalui Portal Pelanggan

Indah Water
INDAH WATER KONSORTIUM SDN. BHD.
Owned by Minister of Finance Incorporated

Unsubscribe eBill / Nyahlanggan eBil



1. If you wish to stop receiving eBills, please click **"UNSUBSCRIBE"** to cancel your subscription
   *Jika anda ingin berhenti daripada menerima eBil, sila klik **"NYAHLANGGAN EBIL"** untuk membatalkan langganan anda*





2. Click **UNSUBSCRIBE"** to confirm and save your changes
   Klik "KEMASKINI" untuk mengesahkan dan merekodkan perubahan

IMPORTANT

Please allow up to **24 hours** for system verification process. Once verification is complete, your eBill subscription will be cancelled.

PENTING

*Sila berikan tempoh sehingga **24 jam** untuk proses pengesahan sistem selesai. Setelah pengesahan selesai, langganan eBil anda akan dibatalkan.*

New Life for Water