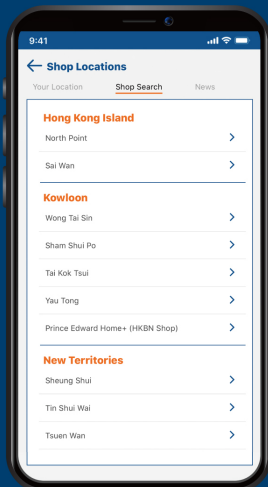
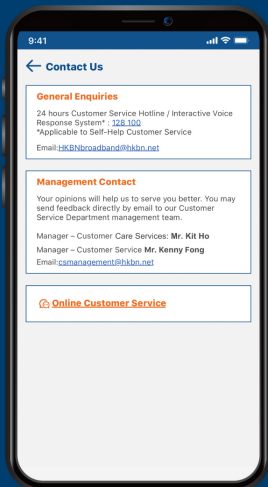


How to contact us

Through My HKBN, you can easily locate the nearest HKBN shop near you or get in touch with us via multiple different options. Please contact us if you need assistance, we are happy to help!



Find Our Store



Contact Us

Coupon code and other information



My HKBN App User Guide



Infinite Rewards for all Hongkongers

- Sign up free for a Family/Guest Account and enjoy fabulous offers
- Redeem the latest offers and reward privileges
- Check mobile data usage, statement and services
- Instant payment
- Service upgrade and renewal



Download **My HKBN App** now



Contents

Family/Guest Account	Account Sign up	1-2
	Form submission, password setup and login	3-4
How to Login	First Time Login	5-6
	Set up Quick login with Biometric Authentication	7
Stay up to our News and Promotion	Home Page	8
	Message Centre and Push Notification	8
	My Rewards	9
	Redemption Appointment	9
	Referral Programme	10
	Jetso	10
Application	Common Functions via Preload Page	11-12
	Check outstanding balance, e-statement and instant payments	13-14
	Activate Mobile Services — SIM card activation	15
	Check Service Usage and Account Settings	16
Manage at your fingertips	Exclusive offers!	17
	Renew your contract	18

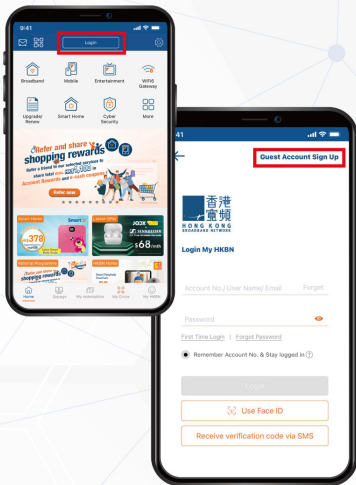
Account Sign up

My HKBN App is not restricted to HKBN customers. You can sign up to a "Family/Guest Account" and enjoy fabulous offers, shopping & dining rewards.

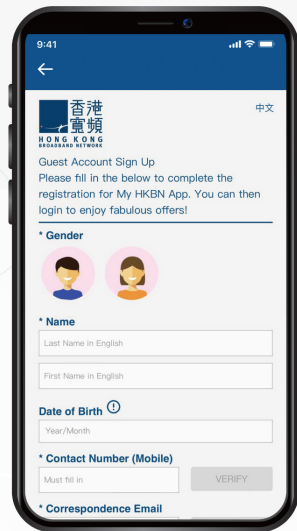
Method 1: Sign up directly

For non HKBN customers, you can download the My HKBN App and sign up for a "Family/Guest Account".

1. Click "Login" on main page, click "Guest Account Sign Up" on the top right corner



2. Fill in your details and submit

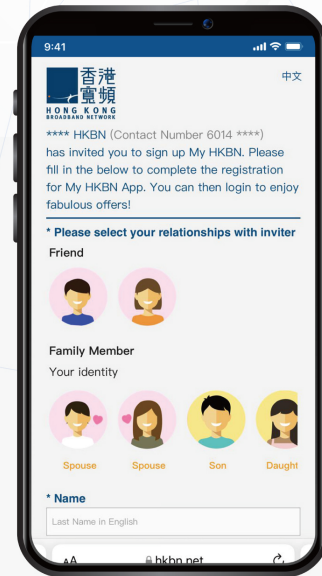
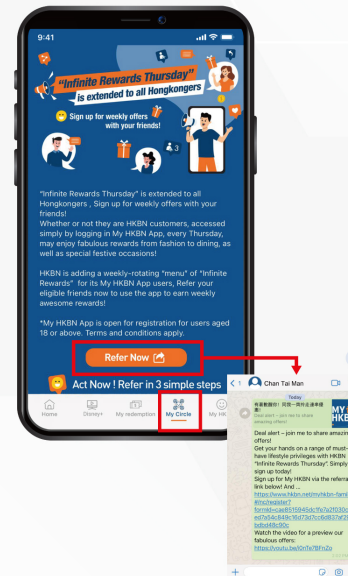


For HKBN customer, it is not necessary to sign up an account. Please refer p.5 to know more about the login details.

Method 2: by HKBN customers referrals

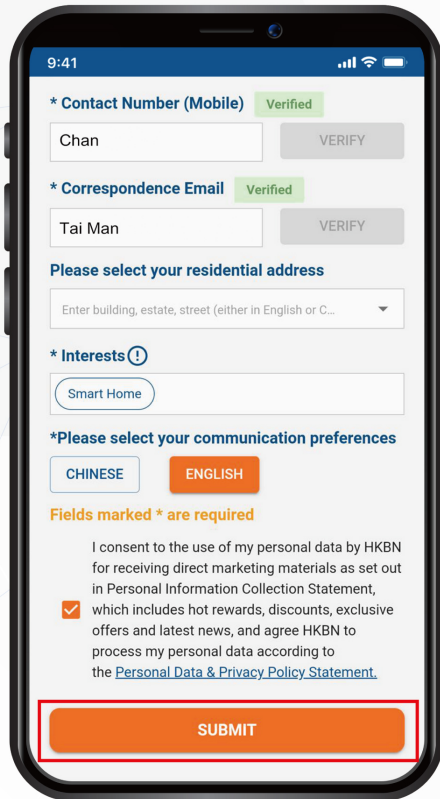
HKBN customers can login My HKBN App

1. Click "My Circle" and share a registration link with family and friends.
2. By clicking the registration link, users can sign up for a "Family/Guest Account".



Form submission, password setup and login

1. Enter your "Family/Guest Account" details and click "Submit".



9:41

* Contact Number (Mobile) Verified

Chan VERIFY

* Correspondence Email Verified

Tai Man VERIFY

Please select your residential address

Enter building, estate, street (either in English or C... ▾)

* Interests ⓘ

Smart Home

*Please select your communication preferences

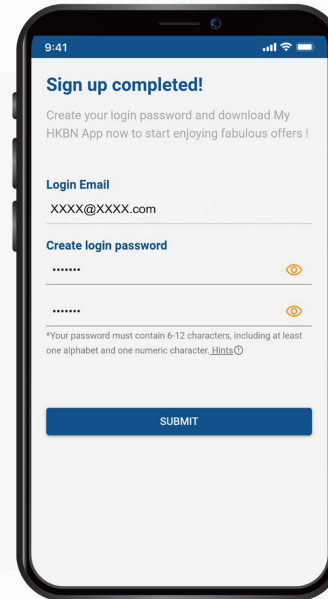
CHINESE ENGLISH

Fields marked * are required

I consent to the use of my personal data by HKBN for receiving direct marketing materials as set out in Personal Information Collection Statement, which includes hot rewards, discounts, exclusive offers and latest news, and agree HKBN to process my personal data according to the [Personal Data & Privacy Policy Statement](#).

SUBMIT

2. After completing account registration, users can setup their password.



9:41

Sign up completed!

Create your login password and download My HKBN App now to start enjoying fabulous offers!

Login Email

XXXX@XXXX.com

Create login password

..... 👁

..... 👁

*Your password must contain 6-12 characters, including at least one alphabet and one numeric character. [Hints](#) ⓘ

SUBMIT

3. With the "Family/Guest Account" created, users can launch My HKBN App and enjoy the range of rewards available.



9:41

MY HKBN

登入

九龍電器 活動詳情 服務 MyTV & Gateway

外幣匯行 智能家居 網球安全 更多

THURSDAY 會員福利 會員獎券

50月費計畫 智能家居

立即下載 / Download Now

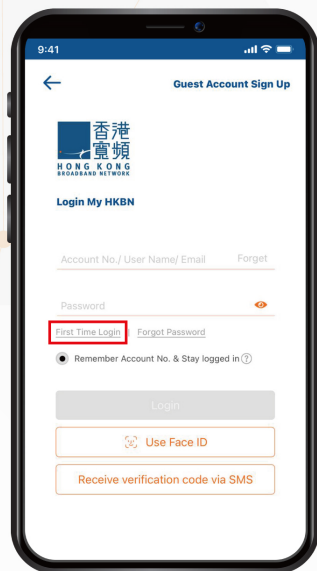
打開 / Open My HKBN App

First Time Login

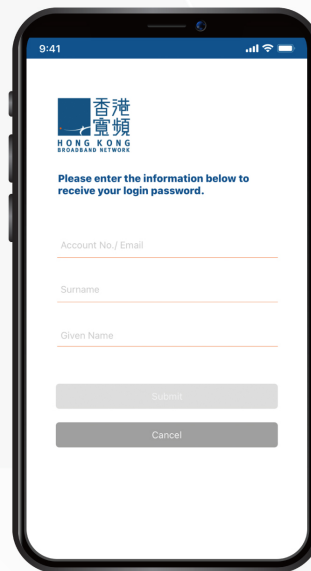
1. Download My HKBN App, launch the App and click "Login".



2. Click "First Time Login".



3. For HKBN customers, please enter your account no. and full English name (as it appears on your HKID card). For "Family/Guest Account" users, please enter your "Family/Guest Account" email and user name.



4. A temporary password will be sent to your email address. For account security, please setup a new password after login!



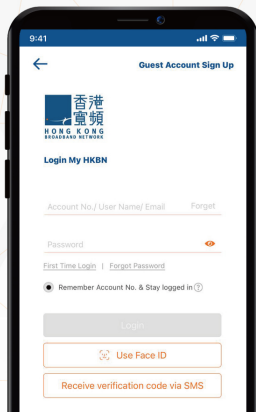
How to obtain HKBN account number

Under the "Account No. / Username" column, tap "Forget", follow the on-screen instructions by entering your personal identification credentials and your contact information (including phone number (Home or Mobile) or email address).

Set up Quick login with Biometric Authentication

For faster and more secure login, you can use Biometric Authentication (Face ID or Fingerprint/Touch ID) instead of inputting account number and password.

1. Setup "login with Touch ID / Fingerprint ID" (applicable to phones that support related function) or "Login with Face ID" (applicable to specific models of iPhone) after first login.
2. After accepting the Terms and Conditions, a "verification code" will be sent via SMS. Bundle Touch ID / Fingerprint ID or Face ID by inputting the verification code. Enjoy quick login with Biometric Authentication.



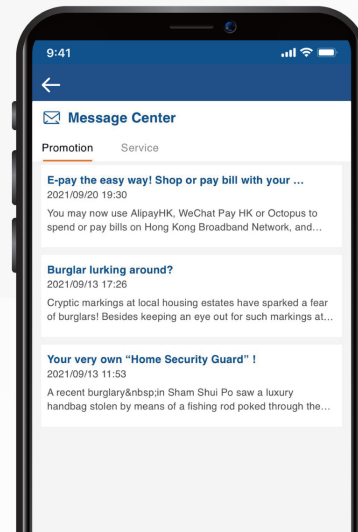
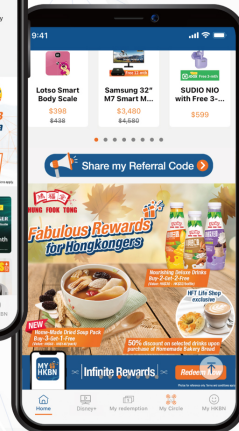
Setup/reset Biometric Authentication Login

- My HKBN App only allows users to setup one account for "Biometric Authentication Login". If you wish to login to access more than one HKBN account, please first disable "Biometric Authentication Login" and login with your password.
- To disable "Biometric Authentication Login", please go to "Settings".




Home Page

To stay updated with our latest offers and reward privileges, please visit HKBN's product and service related websites in Home Page.



Message Center and Push Notification

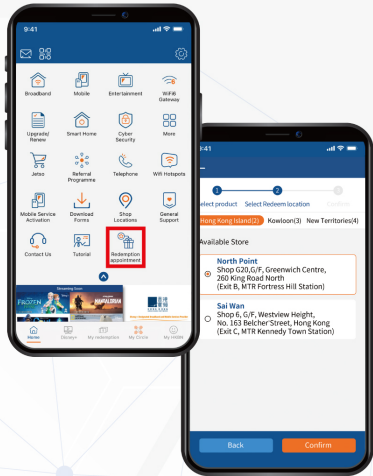
Latest service, account and promotion information will be sent to you via My HKBN. Tap on the  the upper left corner to quickly access "Message Centre".



Stay up to our News and Promotion

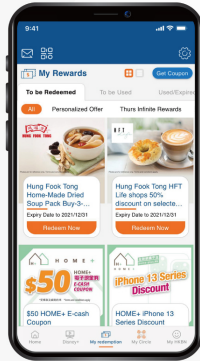
My Rewards

Infinite Rewards for all Hongkongers!
Whether you are an HKBN customers or "Family/
Guest Account" user, My HKBN App brings you the
latest exciting offers and reward privileges.



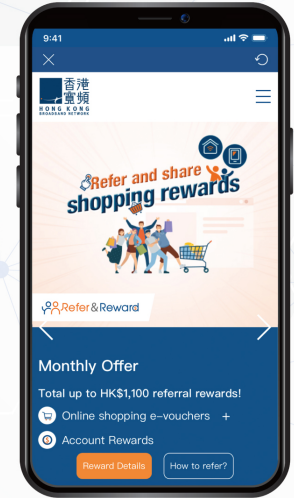
Redemption Appointment

Rewards from plan registration or
HKBN promotional activities will be
granted to you via "My Rewards".
For premiums that require pickup,
users can use the "Redemption
Appointment" function to choose a
convenient redemption location.



Referral Programme

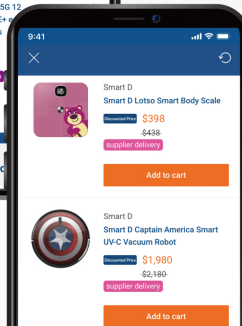
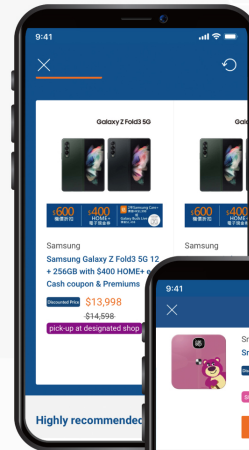
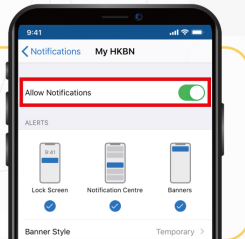
Earn amazing rewards by sharing your
unique "Referral Code" with friends and
relatives to use our services. Keep track
of your referral progress and check your
entitled reward details.



How to set up push notification

Please note that you'll need to enable your
phone's push notification in order to receive the
latest information from My HKBN.

*Exact notification settings may differ depending on your
device models.



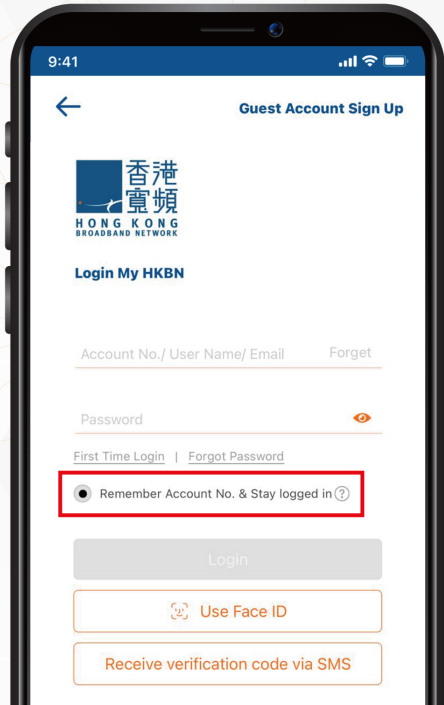
Jetso

Get discounts for iPhone,
Samsung devices, Smart
Living, Entertainment,
Electronics & Household,
Coupons & Services
products! Login to My HKBN
to discover our latest offers!

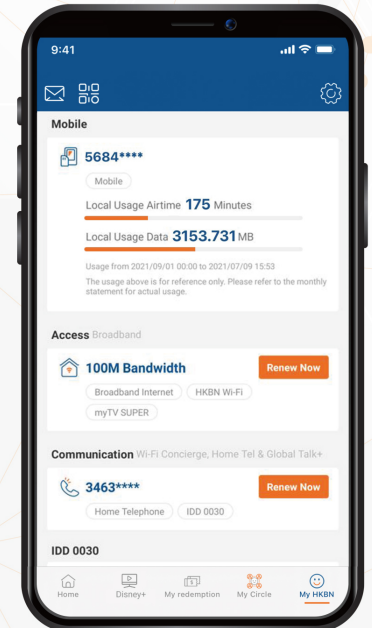
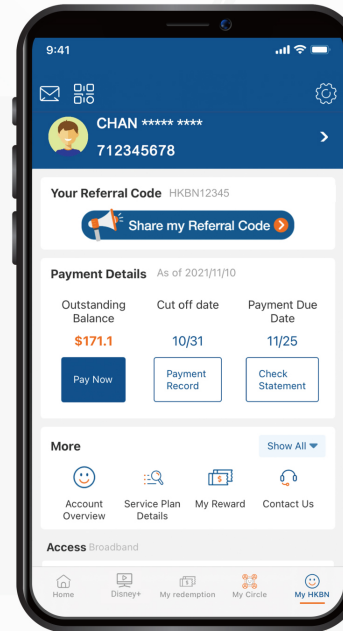
Common Functions via Preload Page

By clicking "Remember Account No. & Stay Logged in", you'll remain signed in for 30 days. You can freely use common app functions, browse and check useful informatin without the need to enter your ID and password again.

- For "Family/Guest Account", no information will be displayed on the preload page. Users can still click "Remember Account No. & Stay Logged in" to remain signed in for 30 days.



For the protection of personal data, only partial account info will be displayed on the preload page. Login is required to use all functions and view your account details.



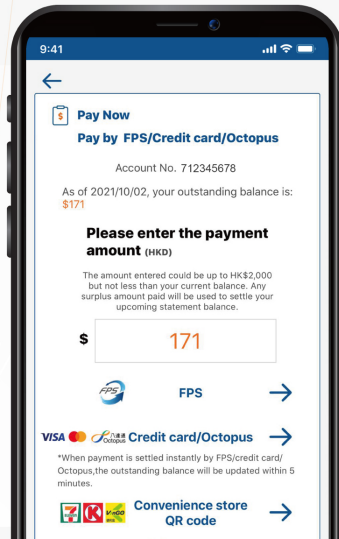
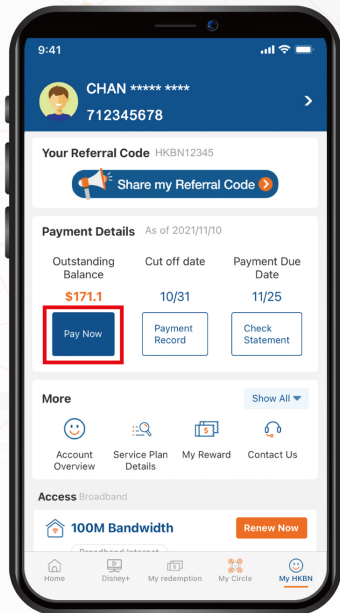
Check outstanding balance, e-statement and instant payments

Users can check their outstanding balance, payment records and payment due date on the "Payment Details" section from the preload page.

Click "Pay Now" to choose the instant payment options available. Users can also adjust the payment amount.

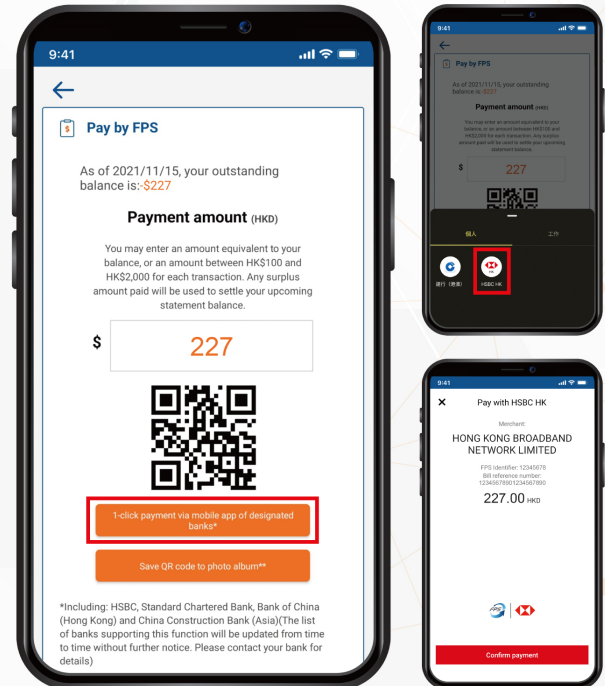
Instant Payment Methods on My HKBN App:

- FPS
- Credit card/Octopus
- Convenience store QR code



Enjoy 1-click payment via mobile app from designated banks

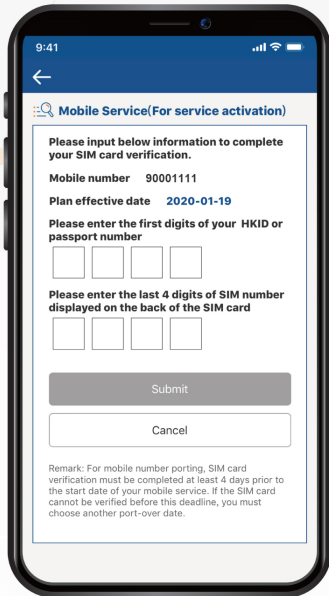
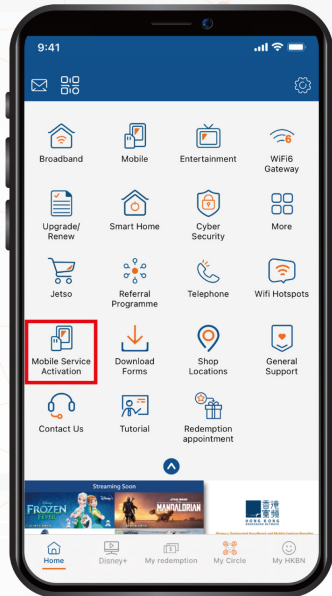
If you have an existing FPS account and have a mobile banking app supporting FPS payments, you can settle payments for HKBN charges in one easy click!



*Including: HSBC, Standard Chartered Bank, Bank of China (Hong Kong) and China Construction Bank (Asia) (The list of banks supporting this function will be updated from time to time without further notice. Please contact your bank for details)

Activate Mobile Services – SIM card activation

1. For new mobile service customer, tap “Activate Mobile Service” in Home Page after receiving the SIM card.
2. Enter ID number and SIM card number by following the screen instruction. Complete the SIM card activation procedure after submission.



Check Service Usage and Account Settings

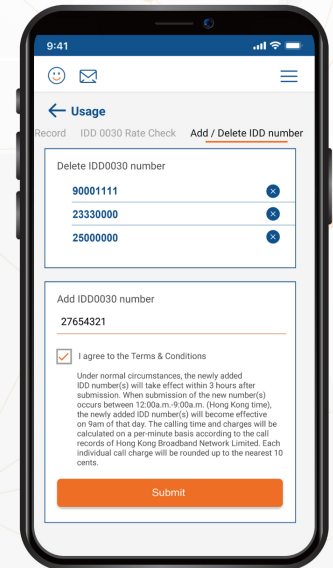
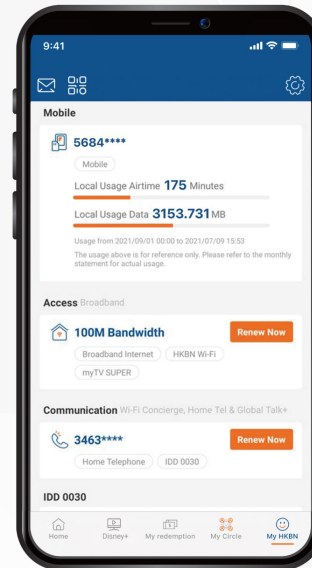
Review usage, billing details and service settings at anytime.

Mobile Services

Review local or international roaming usage, international roaming/ IDD 001 service setting and review international voice call roaming charges.

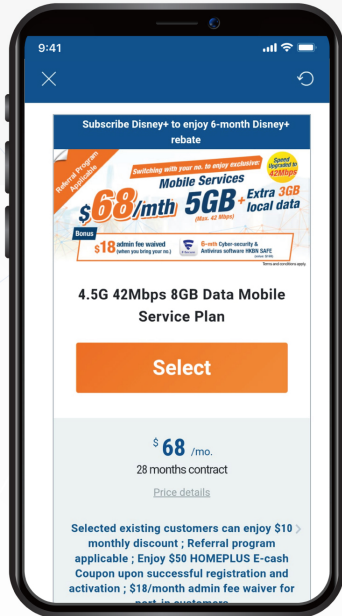
IDD 0030 international Calling Service

Review IDD 0030 usage record, dialing charges for different country / region, add / delete IDD 0030 registered phone number.



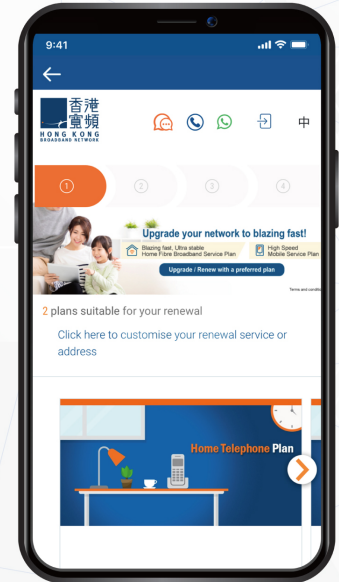
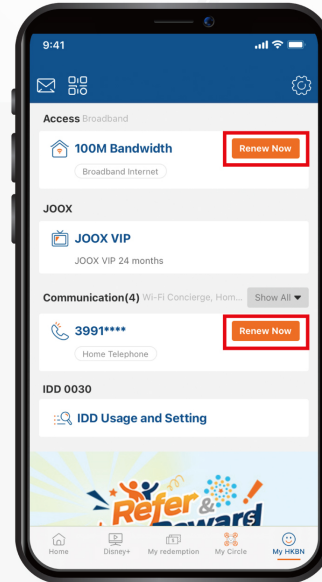
Exclusive offers!

Upgrade your service or subscribe to an HKBN plan with My HKBN app. For non HKBN customers, download and login as a customer or guest to enjoy exclusive offers and freebies from HKBN and its partners.



Renew your contract

When your contract is about to expire, My HKBN will pop up contract renewal notifications and provide service plan recommendations.



Renew your contract efficiently

Login in to My HKBN regularly to receive our latest promotion offer and contract renewal notifications. Manage service plans at your fingertips!