



## Frequently Asked Question – My Account Portal and MyLaunchpad

- 1. What is My Account portal?**  
My Account portal is an online account for Maxis Broadband customers to manage their Broadband profile and account
- 2. What is MyLaunchpad?**  
MyLaunchpad is the landing page for Maxis Broadband customers. It serves as the starting point for all customers as it contains interesting online news and tools
- 3. What is available in MyLaunchpad?**  
Some features available in MyLaunchpad are Google search, gossip news, sports news, Malaysian news, Music & Games downloads, interesting videos and many more
- 4. What are the differences between MyLaunchpad and MyAccount portal?**  
MyLaunchpad is the landing page for Maxis Broadband customers, and are accessible without login. Customers may login to My Account portal via MyLaunchpad to access and manage their account in terms of volume quota, bill payments and many more
- 5. How do I know how much volume quota have I used?**  
You may check your current and previous months' volume quota usage via My Account portal. Sign up for an account or login now at [www.mylaunchpad.com.my](http://www.mylaunchpad.com.my)
- 6. Where can I see my usage and my monthly quota volume?**  
Once you have login to My Account portal via [www.mylaunchpad.com.my](http://www.mylaunchpad.com.my), please click on 'View My Data Usage' tab
- 7. How can I add additional volume quota?**  
You may purchase additional volume quota by clicking on 'Top Up Data Volume' tab under My Account portal.
- 8. What are the packages and charges of additional quota volume?**  
Volume quota top up available at RM18 for 500MB and RM28 for 1GB (one month validity) and also at RM8 for 500MB (one day validity).
- 9. How do I register for My Account portal?**  
You may register for My Account portal by clicking on 'Create an account' link under the 'MY ACCOUNT SIGN IN' box, located at the top left of [www.mylaunchpad.com.my](http://www.mylaunchpad.com.my).
- 10. Why should I register for My Account portal?**  
By registering for My Account portal, you will be able to view and manage your volume quota usage, upgrade package, check and pay your bill, edit your profile, print reward vouchers and many more.
- 11. What is available in My Account portal?**  
Some features available at My Account portal are bill history and payment, package upgrade, volume quota top up, rewards redemption and many more
- 12. What is Maxis Internet Security (MIS)?**

Maxis Internet Security (MIS) is an anti-virus service from Maxis. MIS constantly monitors your computer and Internet connection, automatically updating itself with the latest virus definitions, and will notify you should anything unwanted be discovered. Enjoy the premium protection on offer for all your most valuable content including photos, music, programs or important documents. For more info, go to [www.maxis.com.my/mis](http://www.maxis.com.my/mis)

**13. How do I register for Maxis Internet Security?**

You may download the software at [www.maxis.com.my/mis](http://www.maxis.com.my/mis). Send ON MIS to 22132 to get your subscription key

**14. How should I install the MIS software?**

Once you have download the MIS software at [www.maxis.com.my/mis](http://www.maxis.com.my/mis), you will need to get your subscription key by sending ON MIS to 22132. Follow the easy installation process and your computer is protected!

**15. What are the charges?**

MIS are charged at RM8 per month. Customer will be able to use the software on three separate computers

**16. Where would it be charged? To my monthly bill?**

MIS would be charged to your Maxis monthly bill, based on SMS activation sent. If you send ON MIS to 22132 from your broadband modem, the monthly fee will be charged to your Broadband bill. If the SMS is sent from your Maxis mobile phone, the monthly fee will be charged to your Maxis Postpaid bill.