

## **Auto Login FAQ.**

### **1. What is TM WiFi Auto Login?**

TM WiFi Auto Login is a feature which allows TM WiFi users to automatically get connected to TM WiFi service at TM WiFi sites.

### **2. What is the authentication method being used for TM WiFi Auto Login?**

TM WiFi Auto Login is using Media Access Control address (MAC) Address authentication.

### **3. How many devices can customer register to enjoy TM WiFi Auto Login?**

Customers can register up to three (3) WiFi devices for each TM WiFi Login ID.

### **4. How many times customer needs to register to enjoy TM WiFi Auto Login?**

Customers need to perform a one-time registration to enjoy TM WiFi Auto Login.

### **5. Is TM WiFi Auto Login features applicable to all TM WiFi sites nationwide?**

Yes, TM WiFi Auto Login is applicable nationwide upon activation of the Auto Login feature.

### **6. Will I be charged for using TM WiFi Auto Login?**

No, you will not be charged for TM WiFi Auto Login.

### **7. Where can customers register their WiFi devices for TM WiFi Auto Login ?**

Customer can register TM WiFi Auto Login online by getting connected at any TM WiFi sites or using other Internet connection.

At TM WiFi sites:

- Logon to TM WiFi landing page.
- Click 'Enable Auto Login'.
- Fill up a simple registration form.
- **Important:** customers need to provide a valid email address for activation process.

- Click the activation link provided in the email to complete the registration process. You can now enjoy the Auto Login feature!

Using other Internet connections:

- Visit (<http://www.tm.com.my/ap/personal/internet/broadband/Pages/tmwifi.aspx>).
- Click 'TM WiFi Auto Login Device Management'
- Fill up a simple registration form.
- **Important:** customers need to provide a valid email address for activation process.
- Click the activation link provided in the email to complete the registration process. You can now enjoy the Auto Login feature!

**8. Can customers remove the WiFi devices in the event that the WiFi devices are loss / stolen?**

Yes, customers can remove the WiFi devices registered for Auto Login via TM website by following this steps:

- Click 'Service Coverage' at the Quick Link,
- Select 'TM WiFi'
- Click 'TM WiFi Auto Login Device Management' link at TM WiFi page.
- Click 'delete' to remove WiFi devices in the list

**9. Can customers register TM WiFi Auto Login features at TMpoint or via 100 Customer Service?**

No, for security purposes, customers must register on their own. Refer to Q7 for registration steps.

**10. Can customer remove TM WiFi Auto Login features at TMpoint or via 100 Customer Service?**

No, for security purposes, customer must remove Auto Login features on their own. Refer to Q8 for steps to remove the WiFi devices.

**11. Can customers contact TM Contact Centre at 100 to know the list of WiFi devices registered for Auto Login?**

Yes, customers can contact TM Contact Centre to get the list of WiFi devices registered for Auto Login. However, TM Contact Centre can only view the list of WiFi devices, but customers still need to go online to add/remove the WiFi devices registered for Auto Login.

**12. Where can I find my device MAC Address?**

Customers can check from the device configuration or contact the device provider since each device has a different way to search for the MAC Address.