MyGO
User Guide

Welcome
to the new MyGO platform

Contents

1.   Registration

Desktop/tablet view

Mobile view

Create your MyGO account

If you put your e-billing email address here, you can link your GO accounts to your MyGO in just a few steps.

Email

Username

First Name

Verify my email

Create your MyGO account

If you put your e-billing email address here, you can link your GO accounts to your MyGO in just a few steps.

Email

Username

First Name

Verify my email

Already have an account? Log in

Registering for MyGO is quick and simple. First, enter your email address, chosen username and your first name. If you use your e-billing email address, adding your accounts later will be much easier. You will be sent an email asking you to verify your address.

‹ Back

Create your password

Password must contain:

Lower case   Upper case   Numbers / Symbols   8+ characters

Password

Keep me logged in

Create password

‹ Back

Create your password

Password must contain:

Lower case   Upper case   Numbers / Symbols   8+ characters

Password

Keep me logged in

Create password

Once verified, you can then create a secure password containing 8+ upper/lower case characters with a number or symbol. The email, username and password you use to register for MyGO will also be shared with the GO app so your details can be used to log in to both services.

NOTE: If you already have a MyGO account, when you first log in to the new system you will be asked to create a new password if you haven't already done this through the GO app. You will not be able to use your previous password as the new system has a higher standard of security than the previous version.

‹ Back

Enter mobile number

This mobile number will be linked to your MyGO. You'll also use for security purposes.

[+356] ⌄ Mobile Number

Send verification code

Skip

‹ Back

Enter mobile number

This mobile number will be linked to your MyGO. You'll also use for security purposes.
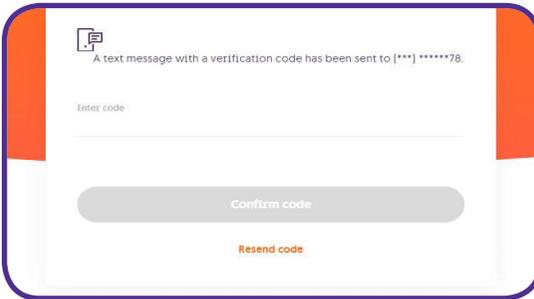
[+356] ⌄ Mobile Number

Send verification code

Skip

You may also enter your mobile number which will be saved to your contacts and used for security purposes once verified. This step is not required, however adding a GO mobile number here will allow you to link the service to your MyGO as detailed on the next page.

If you don't want to link any accounts or services at this stage, you will always have the option to manually link them later as detailed on the following pages.
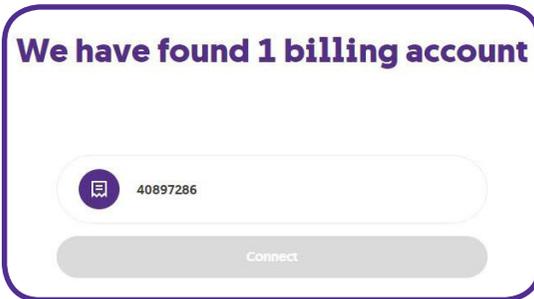
Linking accounts/mobile services

If you chose to link a mobile number in the previous step, you will be sent a verification code by SMS which can be entered to link the number to your MyGO and add it to your contacts. If the number is a GO number, you will be able to manage the service directly from MyGO.
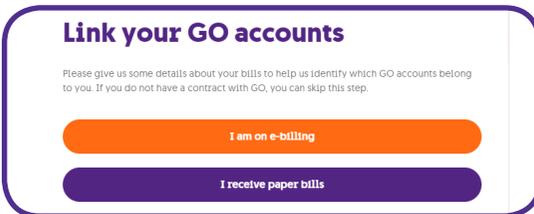

If you have any e-billing accounts which also use the provided email address, you will be given the chance to select which accounts you wish to link to your MyGO account. If the email address is used for multiple e-billing accounts with different ID numbers, you will also need to provide the corresponding ID number.

If your provided email is not registered with an e-billing account, you will be asked to link an e-billing or paper bill account.

If you chose **e-billing** on the previous screen, you will then be asked for the **account number** linked to your e-billing. You will receive a verification email, which will open a screen to enter the **ID number** registered to that account.

If you chose **paper bills** on the previous screen you will instead be asked for your **ID number** then **one of your previous 3 bill numbers**.

Linking additional accounts/mobile services

To link an additional account or mobile service, first go to the 'My Services' tab and click the button with the + icon.

To link a GO account:
You will be asked whether you are using e-billing or if you receive paper bills instead. After this, the process is the same as described on the previous page.

To link a mobile service:
You will be sent a verification SMS on the number you provide. Note that to access account info like bills, you will still need to link a GO account as described above.

Link accounts and services

Link a GO account
- View & pay bills
- View details & manage all services within the account

Link a mobile service
- Manage my pre-paid mobile service
- View details of my post-paid mobile service

2.   Viewing your bills

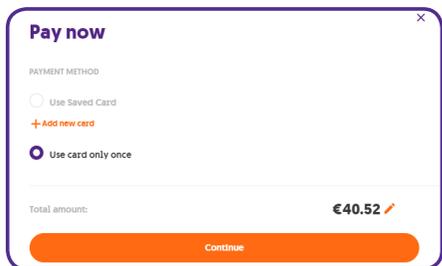To view your bills, go to the 'Bills and Payments' tab to see all of your linked accounts.

Once you select an account on the 'Billing' tab, you can scroll down to see the full details of your billing account and download PDFs and itemised versions of your bills.

3.   Paying your bills

Pay now   ×

PAYMENT METHOD

○ Use Saved Card

＋Add new card

● Use card only once

Total amount: €40.52 ✎

Continue

To make a payment, click the 'Make a Payment' button under the 'Bills and Payments' tab. You will be given the option to save a card for future payments or use a new card.

From here you will be taken to our secure 3rd-party payment platform to complete payment. You will receive a confirmation email once complete.

4.   Managing mobile services

ments   My Services   Settings

Mobile Services TV Anywhere Services

🖵 Mobile service
   ########   Edit >

########
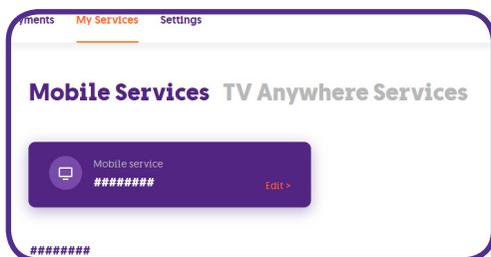
From the 'My Services' tab, you can view all of your linked mobile services, including any remaining bundles and benefits. You also have the ability to add bundles to your service directly from this screen, stop any bundles that are currently active and see any other benefits that may apply to you.

5.   Managing TV Anywhere

Payments   My Services   Settings

Mobile Services **TV Anywhere Services**

🖵 Interactive TV
   IPTV#####

IPTV#####
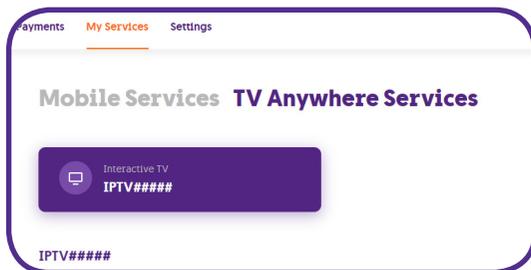
From the 'My Services' tab, you can add or edit your TV Anywhere services if you have them as part of other services. Once your TV Anywhere user details are set up, you can edit them from this page or get a link to download the app to a device and link it to this account.

6. Changing your settings
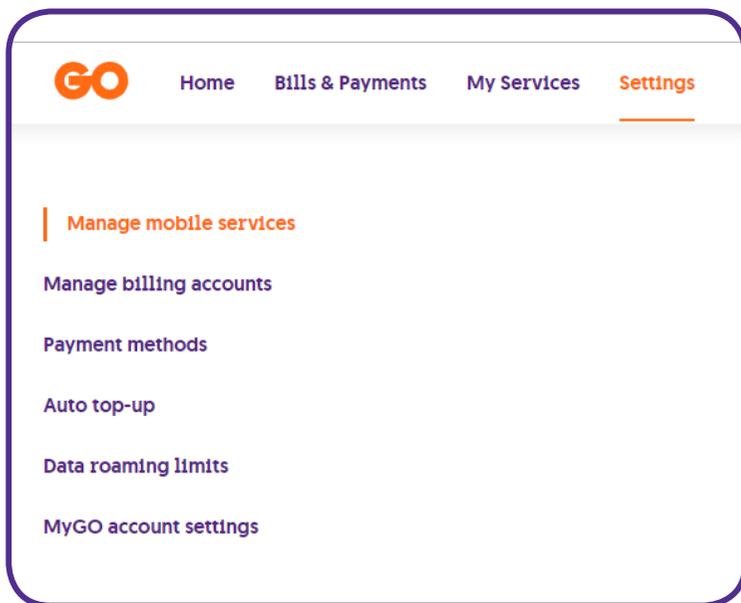
Manage mobile services

From here, you can link mobile services or remove any that are already linked.

Manage billing accounts

From here, you can link or remove accounts, as well as name accounts for easy identification, change between paper billing and e-billing, and opt out of bill itemisation.

Please note, to re-opt into bill itemisation, you must visit a GO branch.

Payment methods

From here, you can view and add saved cards used to speed up payments.

Auto top-up

From here, you can manage your auto top-up settings, including top-up amounts and rules for activation.

Data roaming limits

From here, if you are an account holder you can either disable the default data roaming limit or reinforce it.

When using data services at the pay-per-use rates, if the limit is active the maximum spend is set at €50 (excluding VAT), per calendar month.

MyGO account settings

From here, you can change your contact number or your MyGO password.

7. FAQs

Why am I asked to change my password upon the first login?

The new version of MyGO uses improved and more secure systems than the previous one. The downside is that you will need to create a unique and secure password for the new MyGO if you are already an existing MyGO user. The upside is that your sensitive data will be secured with a new safe password adhering to the secure password requirements.

Why is my MyGO dashboard empty?

If you see your MyGO dashboard empty it means that you did not link any GO mobile service or account yet. If you linked only an account which does not include any mobile services, you would just see a billing card on the dashboard, and the option to top up someone else.

Why do I see multiple data bundles in my MyGO dashboard?

If you are part of the Home Pack community, you will get the various benefits. One of these benefits is Data Boom, which gives you double data. Your double data will show as two separate bundles. When you click on three dots to view more details, you will understand which bundle is your usual data allocation and which is the Data Boom benefit.

Are all payments secure?

GO uses a third-party provider - APCO, which is a 3D secure payment gateway that adheres to the strict policies to handle payments. Whenever you use APCO to process your payment you are notified on top of the screen.

How can I change my login email address for MyGO?

Your login email is linked to your MyGO. In case your email is compromised, please contact us as soon as possible and we will delete your MyGO account. You will be able to set up a new account afterwards.

What is Auto Top-up and how does it work?

Auto (or automatic) Top-up means that you can set your top-up preferences once and the top-up will recur automatically according to your selected criteria. You can either set the rule for whenever your balance reaches a certain number or on a certain day of the month. You can combine the two rules; that would mean that you will be topped up whenever your top-up balance reaches a set amount, e.g. €1, as well as on a set date, e.g. 5th of the month. You can insert any number for Auto Top-up: yours, your family members or friends. After you choose a number, you can either choose if the top-up occurs when the balance reaches a certain amount OR/AND on a certain day of the month.

How can I delete my MyGO account?

If you decide to delete the account, please get in touch with us through our call centre. After a set of questions to confirm your identity, your account will be passed onto the technical teams for deletion. If you decide to delete your MyGO account, all of your services will still remain in your name unless you cancel your subscriptions to these services separately.