

Payment via My Account website

Start: Visit www.du.ae/myaccount from your device. If you are an existing user, click on 'login' either from the bottom of the page or from the navigation bar on the right side.

The screenshot displays the 'My Account' portal of the Emirates Integrated Telecommunications Company (EITC). The page is divided into three main sections: 'Quick pay', 'Login', and 'Register'. The 'Quick pay' section allows users to make payments for their personal du mobile or fixed accounts without logging in, with a 'Pay now' button. The 'Login' section is for existing users, featuring input fields for 'Username' and 'Password', a 'Log in' button, and links for 'Forgot password?' and 'Register'. The 'Register' section is for new users, providing instructions on how to get started and a 'Register' button. A 'My Account support' link is also present. The right sidebar contains a 'My Account' menu, a 'Download du app' section with links to the App Store and Google Play, and a 'Forgot password? Register' link. The footer includes social media links, a sitemap, and copyright information.

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EMIRATES INTEGRATED TELECOMMUNICATIONS COMPANY PJSC [AE] <https://myaccount.du.ae/selfcare-portal-web/nonLoggedInSelfcare.portal>

My Account

Personal Business & Govt. Our Community

عربي

My Account

Username

Password

Log in

Forgot password? Register

Download du app

A quick and easy way to manage and pay

Download on the App Store

ANDROID APP ON Google play

Quick pay

Make a quick online payment for your personal du mobile or fixed account without the need to log in.

Mobile, landline or account number

*If you're a Prepaid customer, please log in to make a recharge.

Pay now

Login

If you're already registered please enter your credentials below.

Username

Password

Log in

Forgot password?

Register

Check your account balance, view your usage, make payments, download your bills, manage your services and more anywhere, any time on any device.

All you need to get started is a valid du mobile number, landline number or account number and email address.

Register

My Account support

Our stores | Contact us

f t in

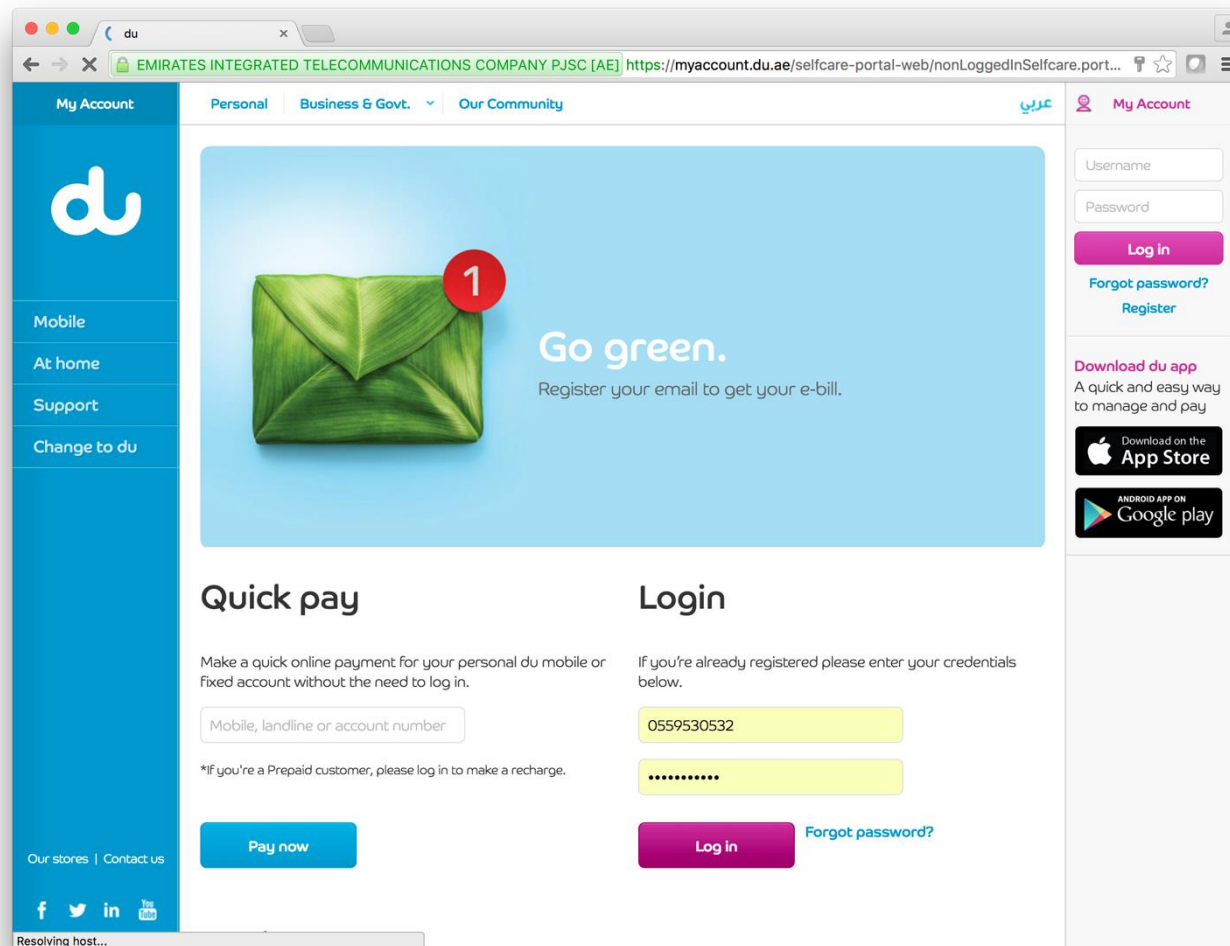
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If you are not already registered with us, click on 'Register'.

Payment via My Account website

Next: Enter your login credentials and proceed with login.



The screenshot shows the 'My Account' page of the Emirates Integrated Telecommunications Company (du). The page is in English, with an Arabic language option available. The main navigation bar includes 'Personal', 'Business & Govt.', and 'Our Community'. The left sidebar contains links for 'Mobile', 'At home', 'Support', and 'Change to du'. The main content area features a 'Go green.' campaign with a green envelope icon and a red circle with the number '1'. Below this, there are two sections: 'Quick pay' and 'Login'. The 'Quick pay' section has a text input field for 'Mobile, landline or account number' and a 'Pay now' button. The 'Login' section has two text input fields for 'Username' and 'Password', a 'Log in' button, and links for 'Forgot password?' and 'Register'. The right sidebar contains a 'Download du app' section with links to the App Store and Google Play.

My Account

Personal Business & Govt. Our Community

دعوتي My Account

Username

Password

Log in

Forgot password?

Register

Download du app

A quick and easy way to manage and pay

Download on the App Store

ANDROID APP ON Google play

Go green.

Register your email to get your e-bill.

Quick pay

Make a quick online payment for your personal du mobile or fixed account without the need to log in.

Mobile, landline or account number

*If you're a Prepaid customer, please log in to make a recharge.

Pay now

Login

Forgot password?

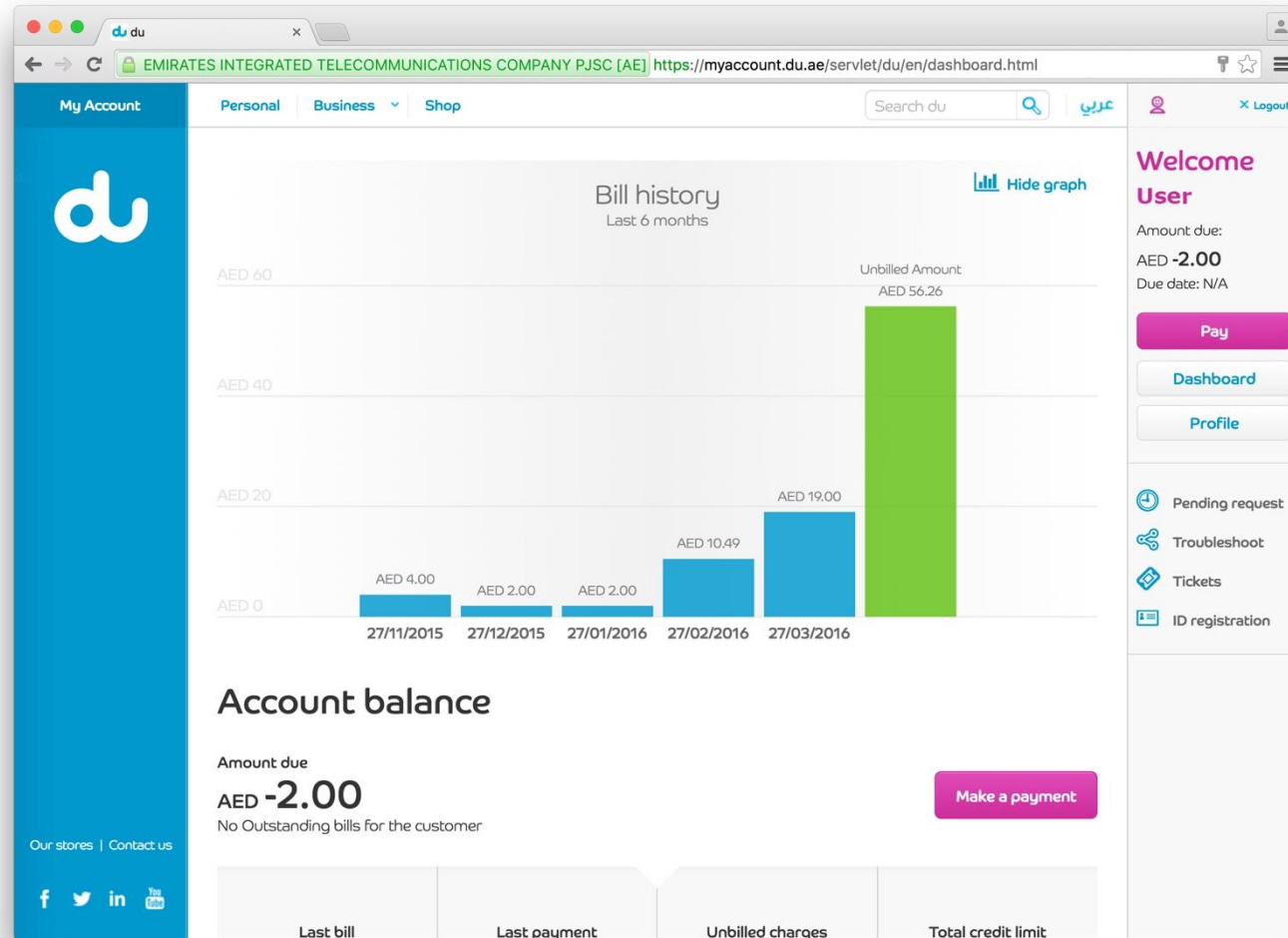
Our stores | Contact us

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Resolving host...

Payment via My Account website

Next: Once logged in, you will land on your account dashboard where all your account related information is available. For making a Payment, click on 'Make a payment'. You can also click on 'Pay' on the right side navigation bar from any page of your account.



Payment via My Account website

Next: On the 'Make a payment' page, you will see that you have an option to make payment for the entire outstanding amount or make a partial payment. After you choose an option, you can either pay with your saved credit card or make a one-time payment using another card.

The screenshot shows a web browser window with the URL https://myaccount.du.ae/servlet/du/en/make_a_payment.html. The page is titled 'Make a payment' and displays the 'du' logo. The amount due is AED 2.00, with a note that there are no outstanding bills for the customer. Under 'Payment options', the 'Payment amount' is set to 2, and the 'Pay the full amount' checkbox is checked. The 'Payment information' section shows 'Pay with your saved card' as the selected option. The card details are: Card Number: *****7095, Expires: 04/19, and MasterCard. Below this, there is a field for 'Enter your card CVV' and a note that the CCV is a 3 digit number on the back of your card. A 'Pay now' button is at the bottom right. On the right sidebar, there is a 'Welcome User' section with a 'Pay' button, and links to 'Dashboard', 'Profile', 'Pending request', 'Troubleshoot', 'Tickets', and 'ID registration'.

My Account

Personal Business & Govt.

Search du

دبي Logout

Dashboard / Make a payment

Make a payment

Amount due
2.00
No Outstanding bills for the customer

Payment options

Payment amount The total amount due is shown automatically. You can also choose to pay a custom amount.

☒ Pay the full amount

Payment information

☒ Pay with your saved card ☐ Pay with another card

Card Number: *****7095 Expires: 04/19 MasterCard [Edit](#)

Enter your card CVV The CCV is a 3 digit number on the back of your card

[Pay now](#)

Welcome User
Amount due:
AED **2.00**
Due date: N/A

[Pay](#)

[Dashboard](#)

[Profile](#)

[Pending request](#)

[Troubleshoot](#)

[Tickets](#)

[ID registration](#)

Our stores | Contact us

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Payment via My Account website

Next: If you choose 'Pay with your saved card' you need to enter your CVV then click on 'Pay now'.

The screenshot shows the 'Make a payment' page on the du My Account website. The page is titled 'Make a payment' and displays the amount due as AED 2.00. The user is prompted to enter the payment amount, with a default value of 2. The 'Pay the full amount' checkbox is checked. The payment method is set to 'Pay with your saved card'. The card details shown are: Card Number: *****7095, Expires: 04/19, MasterCard. The user is prompted to enter their card CVV, with a default value of 123. The 'Pay now' button is visible at the bottom right.

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EMIRATES INTEGRATED TELECOMMUNICATIONS COMPANY PJSC [AE] https://myaccount.du.ae/servlet/du/en/make_a_payment.html

My Account Personal Business & Govt. Search du عربي Logout

Dashboard / Make a payment

Make a payment

Amount due
2.00
No Outstanding bills for the customer

Payment options

Payment amount 2 The total amount due is shown automatically. You can also choose to pay a custom amount.

☒ Pay the full amount

Payment information

☒ Pay with your saved card ☐ Pay with another card

Card Number: *****7095 Expires: 04/19 MasterCard Edit

Enter your card CVV 123 The CCV is a 3 digit number on the back of your card

Pay now

Welcome User

Amount due:
AED **2.00**
Due date: N/A

Pay

Dashboard

Profile

Pending request

Troubleshoot

Tickets

ID registration

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Payment via My Account website

Next: If you choose 'Pay with another card', click on 'Pay now' to proceed.

The screenshot shows a web browser window displaying the 'Make a payment' page on the 'du' My Account website. The browser's address bar shows the URL: https://myaccount.du.ae/servlet/du/en/make_a_payment.html. The page has a blue sidebar on the left with the 'du' logo and 'My Account' text. The main content area is white and titled 'Make a payment'. It shows the 'Amount due' as '2.00' and states 'No Outstanding bills for the customer'. Under 'Payment options', there is a text input field for 'Payment amount' containing the number '2', and a checked checkbox for 'Pay the full amount'. A note states: 'The total amount due is shown automatically. You can also choose to pay a custom amount.' Under 'Payment information', there are two radio buttons: 'Pay with your saved card' (unselected) and 'Pay with another card' (selected). A blue 'Pay now' button is located at the bottom right of the main content area. On the right side of the page, there is a 'Welcome User' section showing 'Amount due: AED 2.00' and 'Due date: N/A', with a pink 'Pay' button and links for 'Dashboard' and 'Profile'. Below this, there is a list of links: 'Pending request', 'Troubleshoot', 'Tickets', and 'ID registration'. The footer contains social media icons, a list of links (Our stores, Contact us, About du, Careers, Sitemap, Terms and Conditions, Legal), and a copyright notice: '© Copyright 2015 EITC, all rights reserved'.

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EMIRATES INTEGRATED TELECOMMUNICATIONS COMPANY PJSC [AE] https://myaccount.du.ae/servlet/du/en/make_a_payment.html

My Account Personal Business & Govt. Search du عربي X Logout

Dashboard / Make a payment

Make a payment

Amount due
2.00
No Outstanding bills for the customer

Payment options

Payment amount The total amount due is shown automatically. You can also choose to pay a custom amount.

☒ Pay the full amount

Payment information

☐ Pay with your saved card ☒ Pay with another card

[Pay now](#)

Welcome User

Amount due:
AED **2.00**
Due date: N/A

[Pay](#)

[Dashboard](#)

[Profile](#)

[Pending request](#)

[Troubleshoot](#)

[Tickets](#)

[ID registration](#)

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Payment via My Account website

Next: Confirm your payment details, and enter your e-mail and mobile number to send you your payment receipt. Your default contact details will be entered automatically. You need to accept the 'terms & conditions' to process the payment.

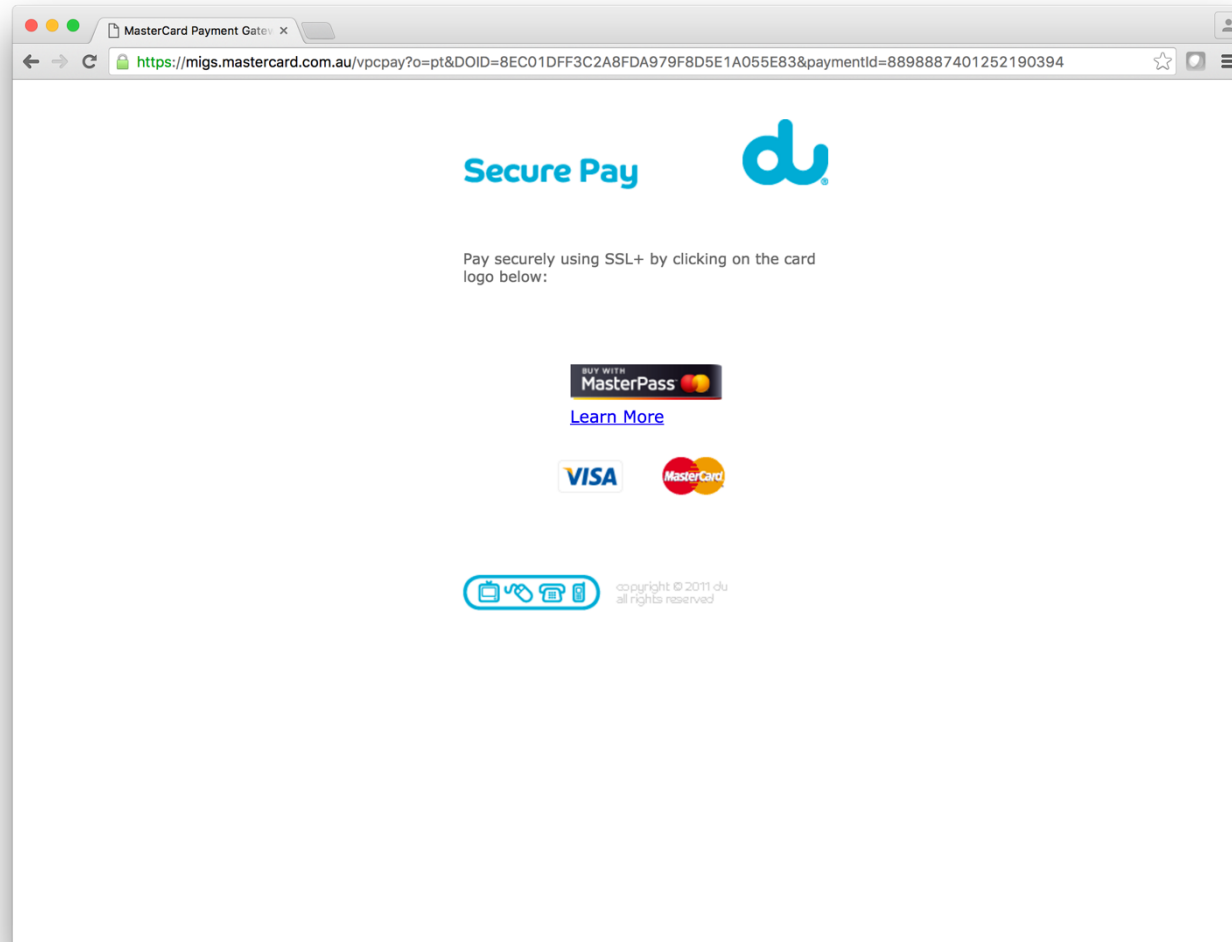
The screenshot shows a web browser window with the URL https://myaccount.du.ae/servlet/du/en/make_a_payment.html. The page is titled "My Account" and has a navigation bar with "Personal" and "Business & Govt." tabs. A search bar and a "Logout" link are also present. The main content area displays a "Make a payment" section with a "Confirm" modal dialog box overlaid. The modal contains the following information:

- Confirm**
- Please take a moment to confirm your transaction details.
- Account Number:** 1.12345678
- Amount:** 2
- Payment method:** One time payment
- Transaction type:** Postpaid Bill payment
- Please enter your contact details below so that we can send you the receipt for your transaction
- E-mail:**
- Mobile number:**
- ☒ I accept the [terms and conditions](#)
- [Cancel](#) [Continue](#)

The background page shows a "Welcome User" section with the amount due: AED 2.00 and due date: N/A. There is a "Pay" button and a "Dashboard" link. The footer includes social media links, a copyright notice for 2015 EITC, and a "Pay now" button.

Payment via My Account website

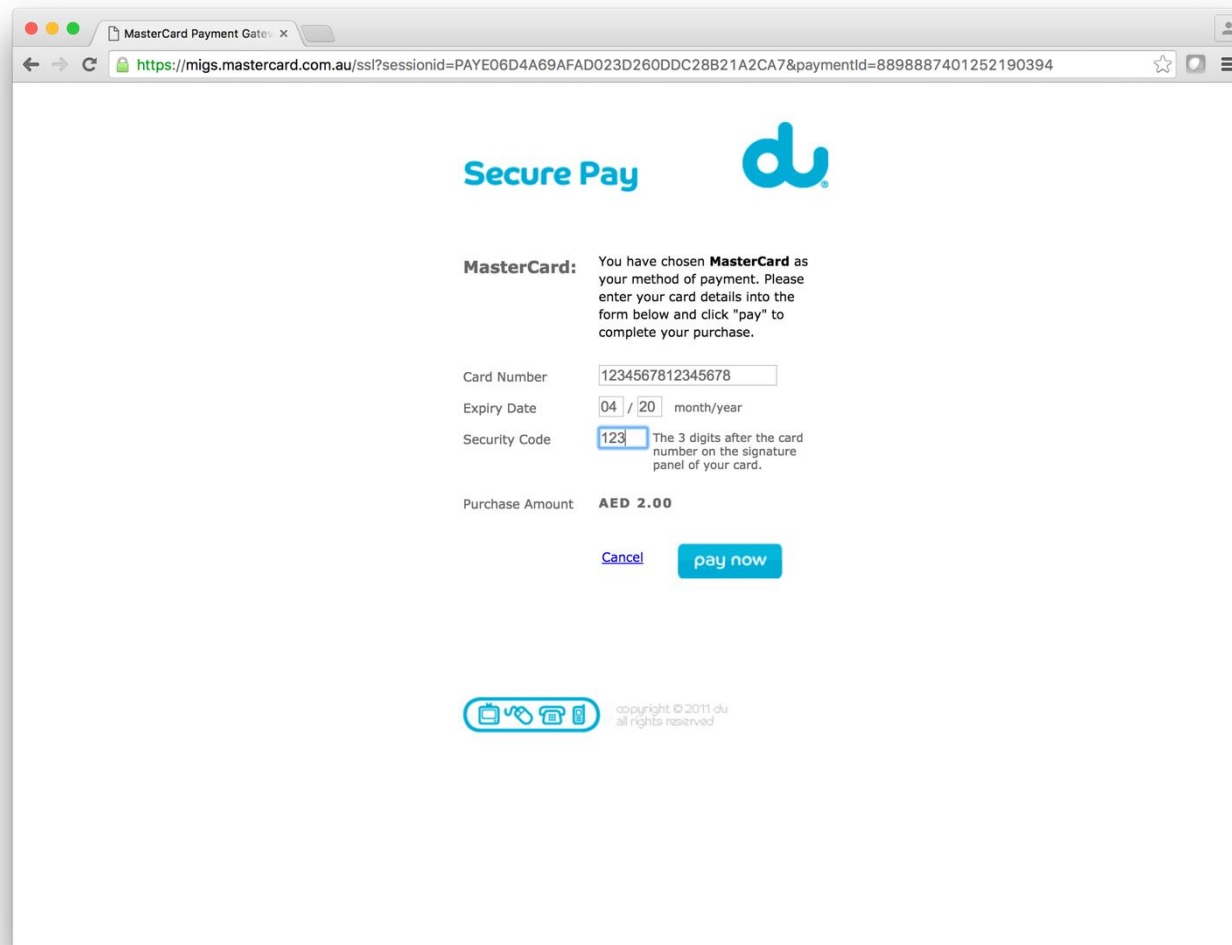
Next: For one-time payment, select your card type.



Note: this step is not applicable for payment with a saved credit card

Payment via My Account website

Next: Enter your card details and click on 'pay now'.



The screenshot shows a web browser window with the title "MasterCard Payment Gateway". The address bar displays the URL: <https://migs.mastercard.com.au/ssl?sessionId=PAYE06D4A69AFAD023D260DDC28B21A2CA7&paymentId=8898887401252190394>. The page features the "Secure Pay" logo and the "du" logo. Below the logos, a message states: "MasterCard: You have chosen **MasterCard** as your method of payment. Please enter your card details into the form below and click "pay" to complete your purchase."

The form contains the following fields:

- Card Number: 1234567812345678
- Expiry Date: 04 / 20 month/year
- Security Code: 123 (The 3 digits after the card number on the signature panel of your card.)
- Purchase Amount: AED 2.00

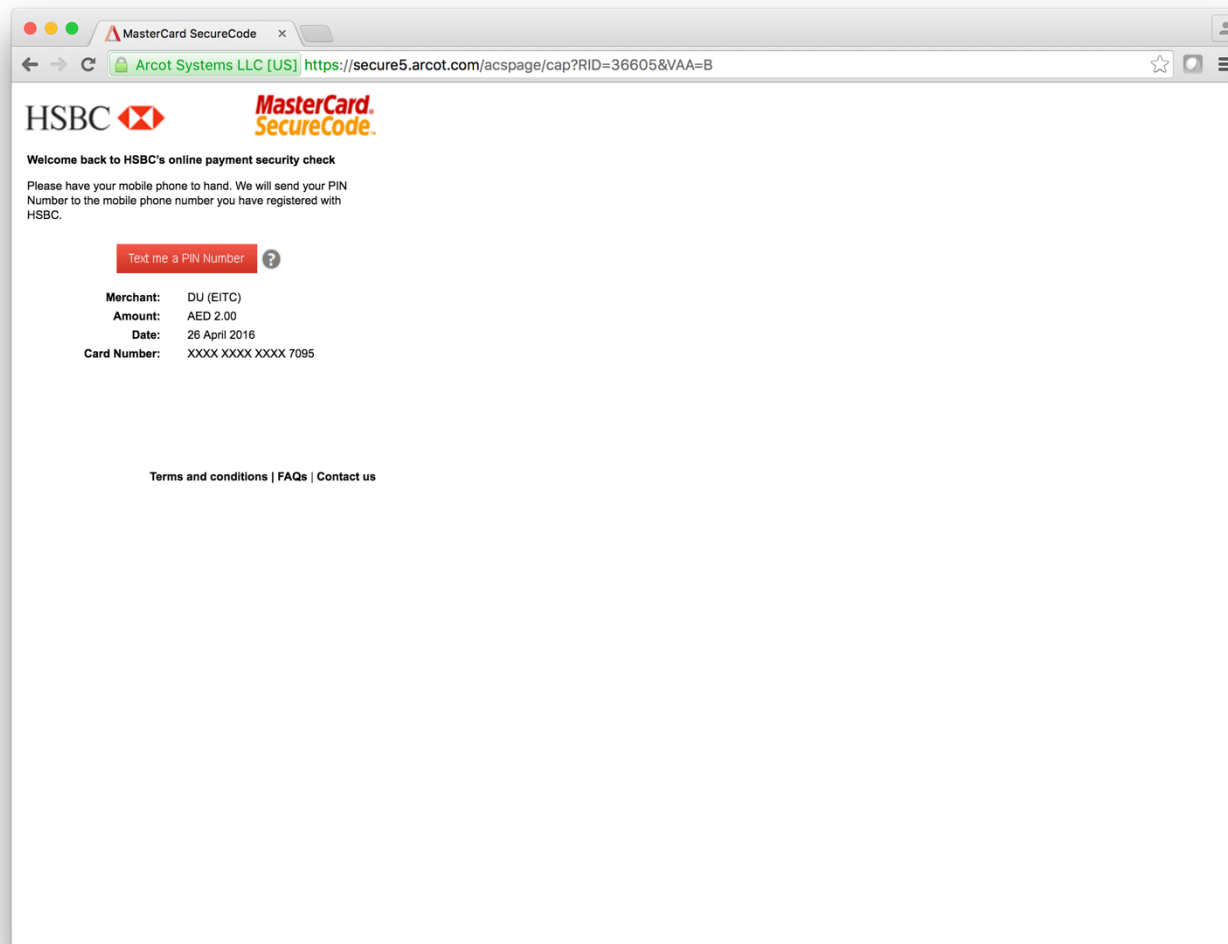
At the bottom of the form, there are two buttons: "Cancel" and "pay now".

At the bottom of the page, there is a small icon representing a mobile device and the text: "copyright © 2011 du all rights reserved".

Note: this step is not applicable for payment with a saved credit card

Payment via My Account website

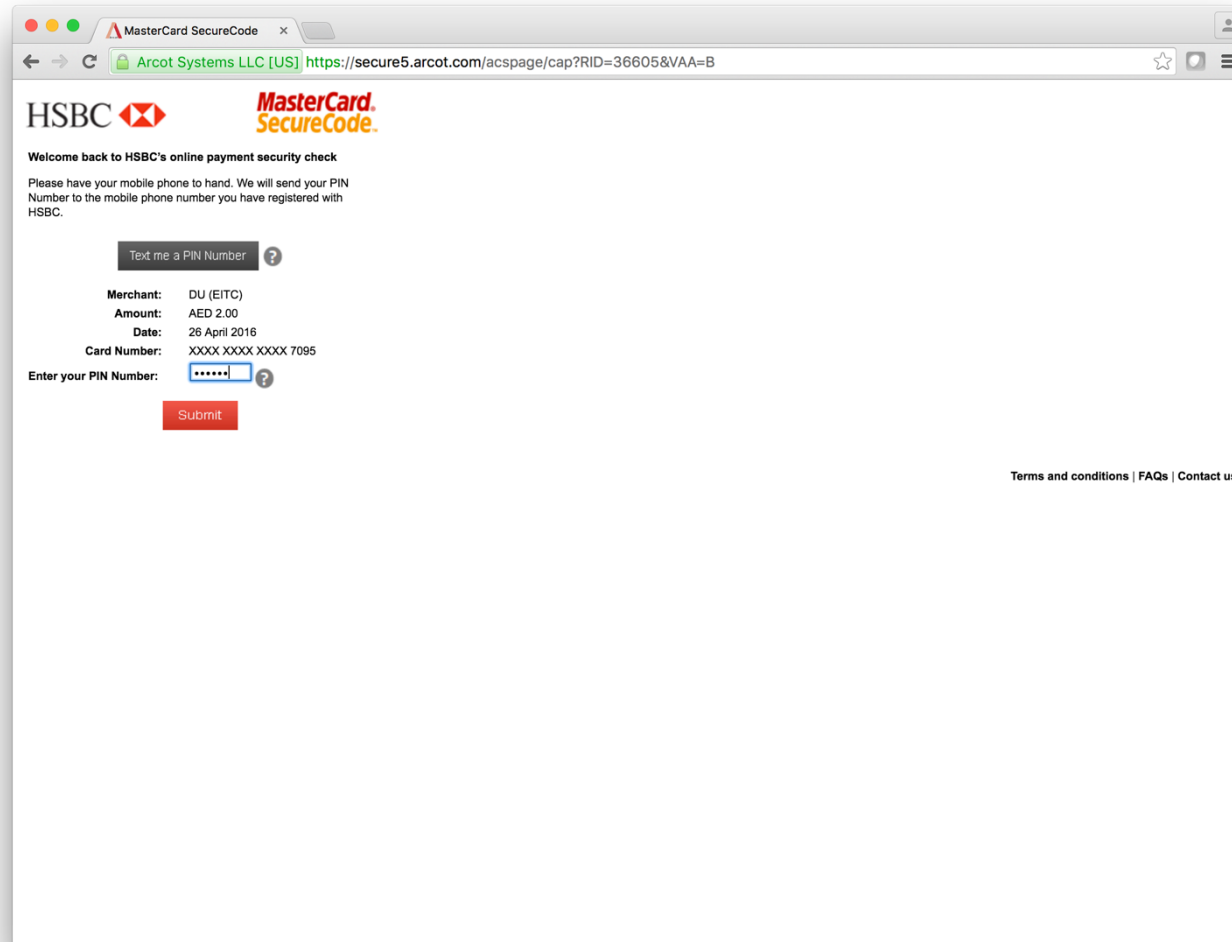
Next: You will then be directed to your bank page to continue the transaction securely. You will be sent a PIN to your mobile phone or email address to continue the transaction securely.



Note: this step is from your bank if you have 3D secure card and may vary from bank to bank, above example is for HSBC card.

Payment via My Account website

Next: Once you complete your secure payment steps with your bank, your payment will be processed.

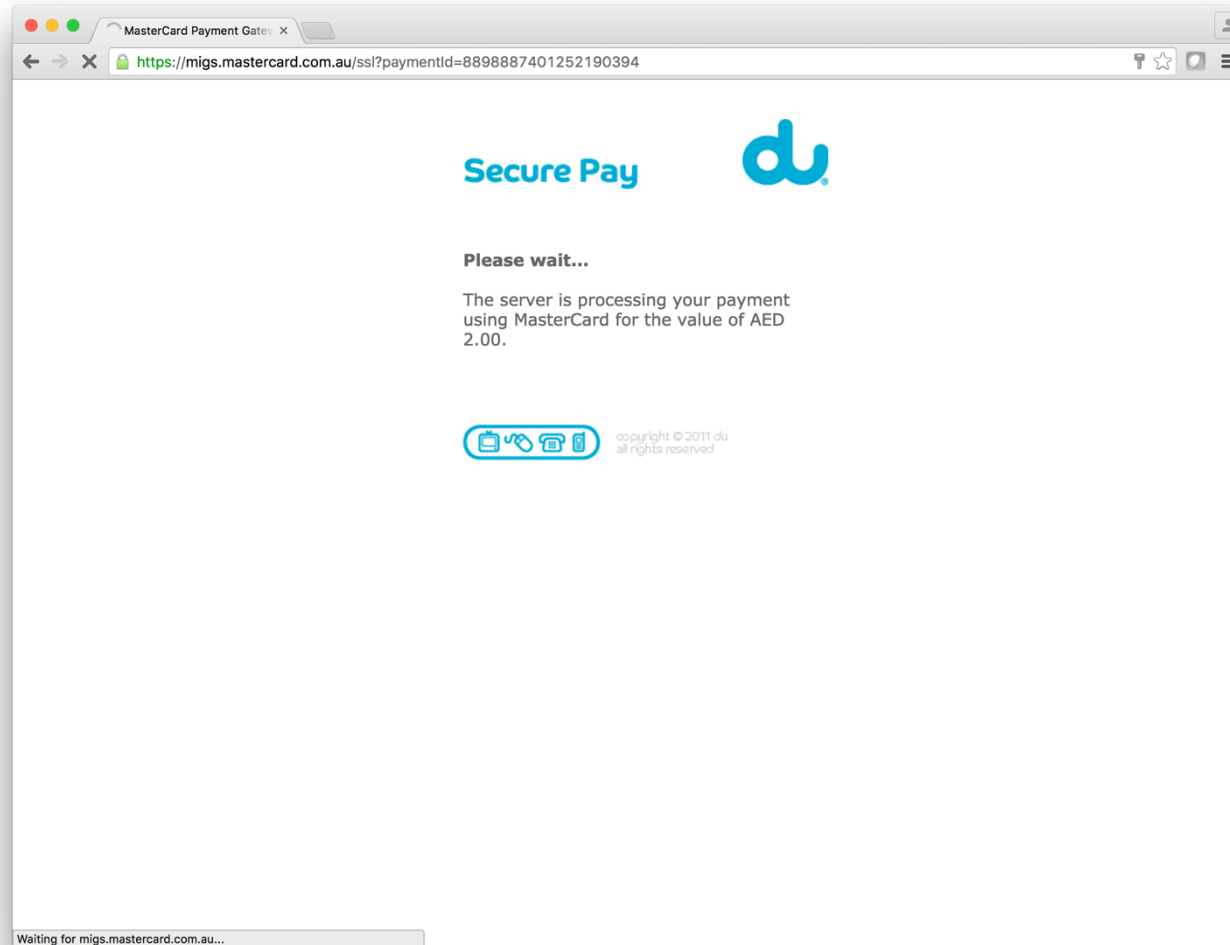


The screenshot shows a web browser window with the title "MasterCard SecureCode". The address bar shows the URL "https://secure5.arcot.com/acspage/cap?RID=36605&VAA=B". The page features the HSBC and MasterCard SecureCode logos. Below the logos, a message reads: "Welcome back to HSBC's online payment security check. Please have your mobile phone to hand. We will send your PIN Number to the mobile phone number you have registered with HSBC." There is a button labeled "Text me a PIN Number" with a question mark icon. Below this, transaction details are listed: "Merchant: DU (ETC)", "Amount: AED 2.00", "Date: 26 April 2016", and "Card Number: XXXX XXXX XXXX 7095". A field for "Enter your PIN Number:" contains six asterisks, followed by a question mark icon. A red "Submit" button is located below the PIN field. In the bottom right corner, there are links for "Terms and conditions", "FAQs", and "Contact us".

Note: this step is from your bank if you have 3D secure card and may vary from bank to bank, above example is for HSBC card.

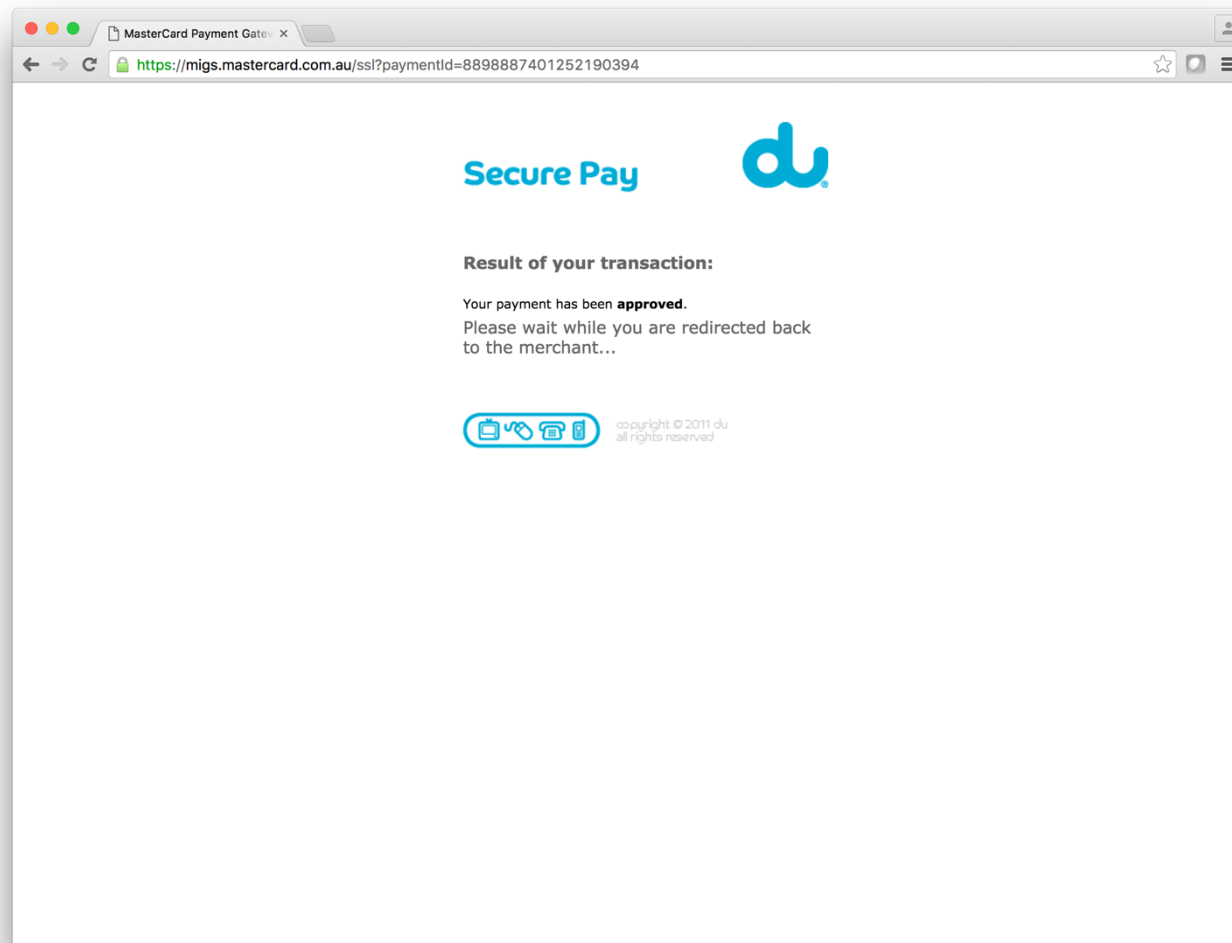
Payment via My Account website

Next: This Secure Pay page will show up while processing your payment.



Payment via My Account website

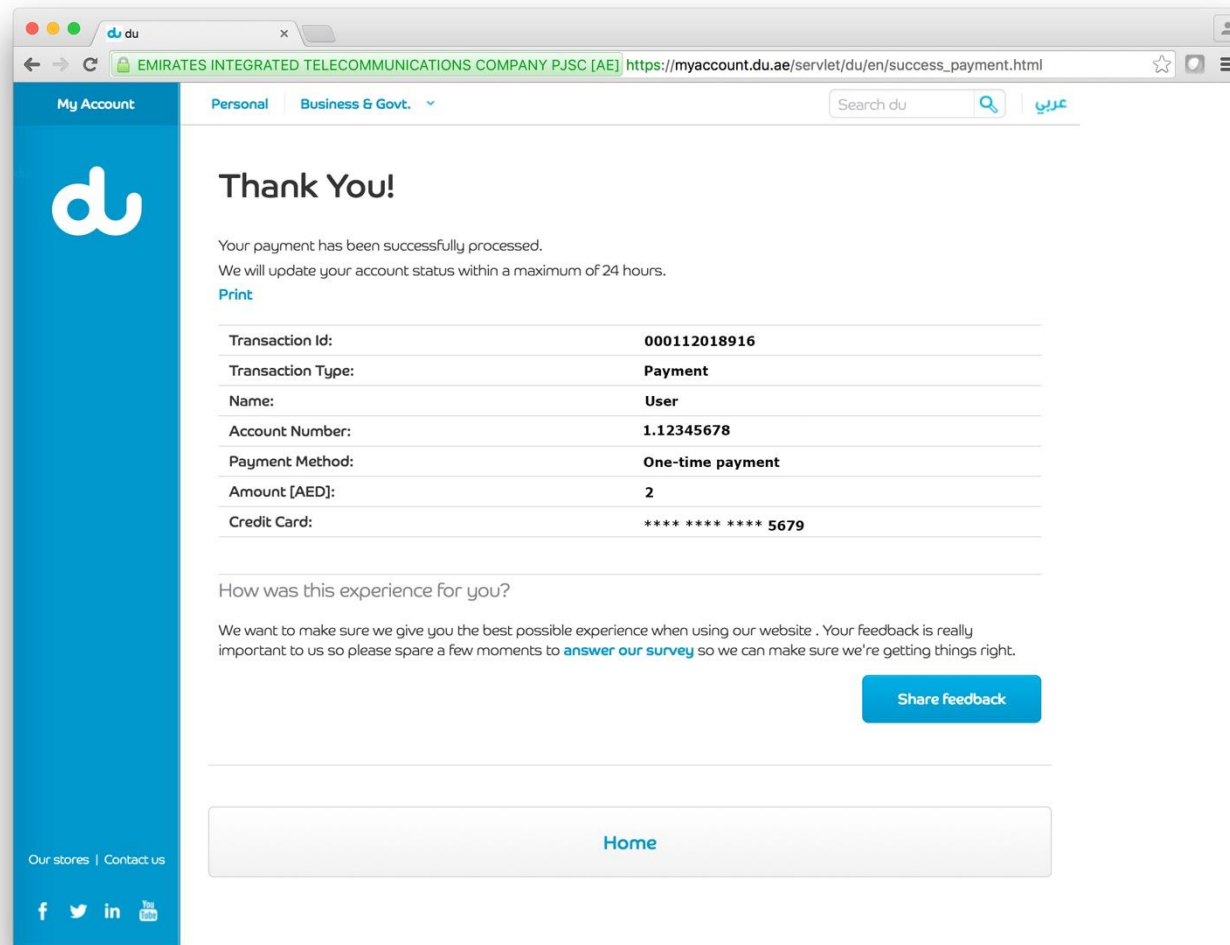
Next: And this screen will show up after your payment's approved.



Note: this step is from your bank if you have 3D secure card and may vary from bank to bank, above example is for HSBC card.

Payment via My Account website

Next: You will see a successful payment confirmation message. You can print this page for your own reference. Please take our short survey and let us know your payment experience with My Account.



Payment via My Account website

End: An SMS / E-mail receipt will be sent to you with your payment details.

