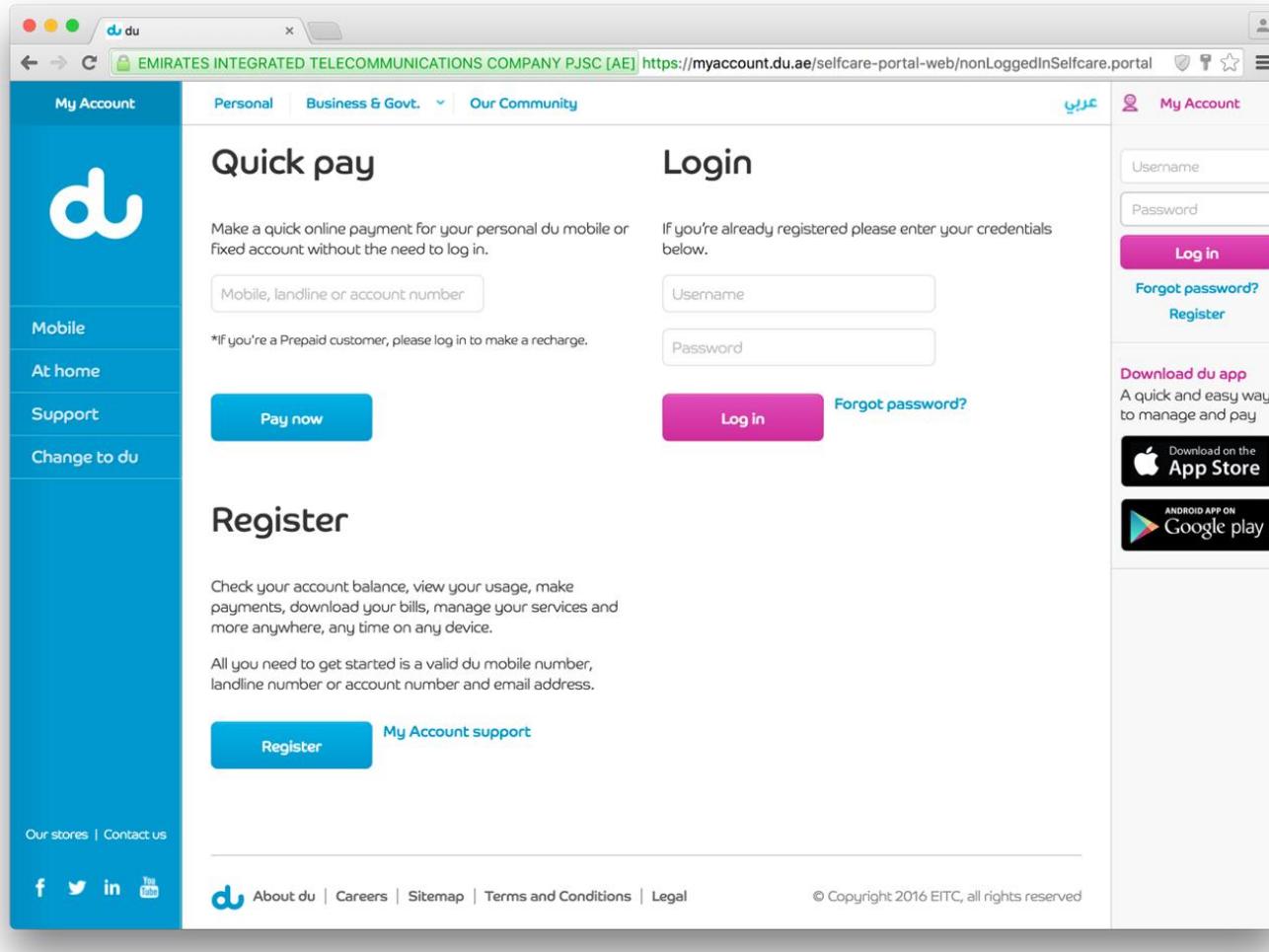


## Payment via My Account website

**Start:** Visit [www.du.ae/myaccount](https://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.

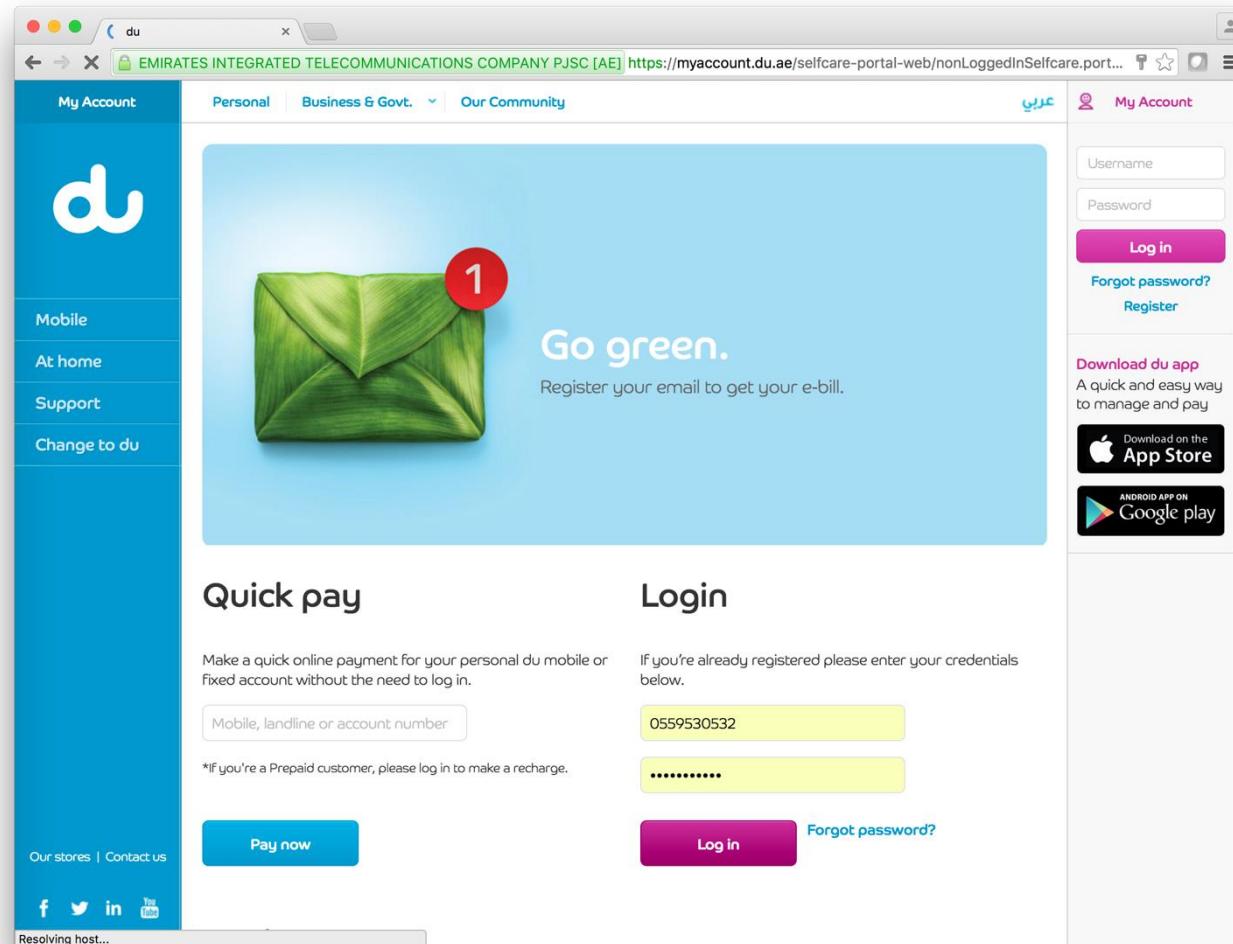


The screenshot shows the 'My Account' section of the du website. On the left, a sidebar lists 'Mobile', 'At home', 'Support', and 'Change to du'. The main content area has two main sections: 'Quick pay' on the left and 'Login' on the right. The 'Quick pay' section allows users to make a quick online payment for their personal du mobile or fixed account. It includes a text input for 'Mobile, landline or account number' and a 'Pay now' button. The 'Login' section is for existing users, featuring 'Username' and 'Password' inputs, a 'Log in' button, and links for 'Forgot password?' and 'Register'. Below the login section, there's a 'Register' section with a 'Register' button and 'My Account support' link. The footer includes links for 'Our stores | Contact us', social media icons (Facebook, Twitter, LinkedIn, YouTube), and navigation links for 'About du | Careers | Sitemap | Terms and Conditions | Legal'. It also features download links for the 'App Store' and 'Google play'.

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

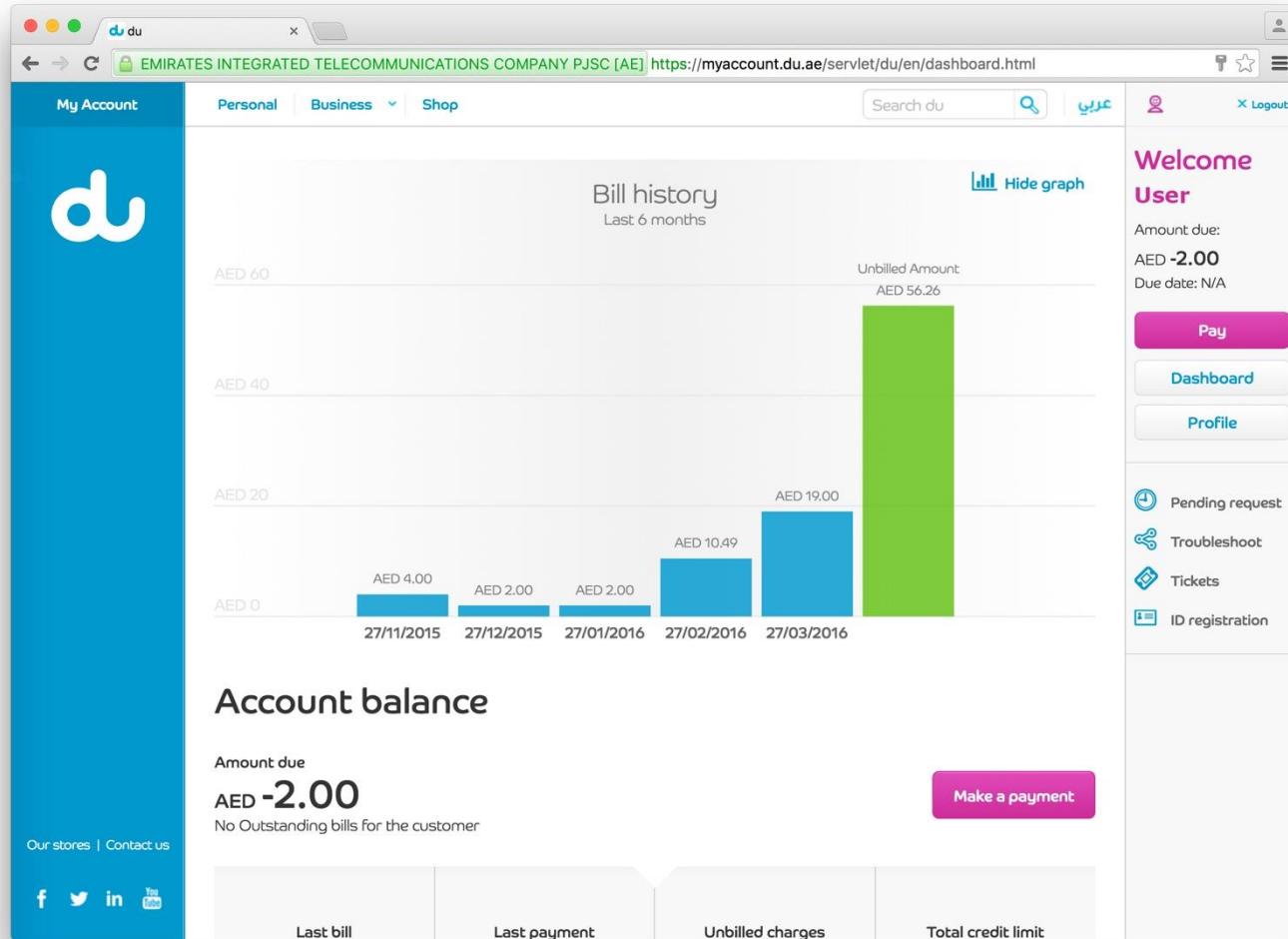
## Payment via My Account website

**Next:** Enter your login credentials and proceed with login.



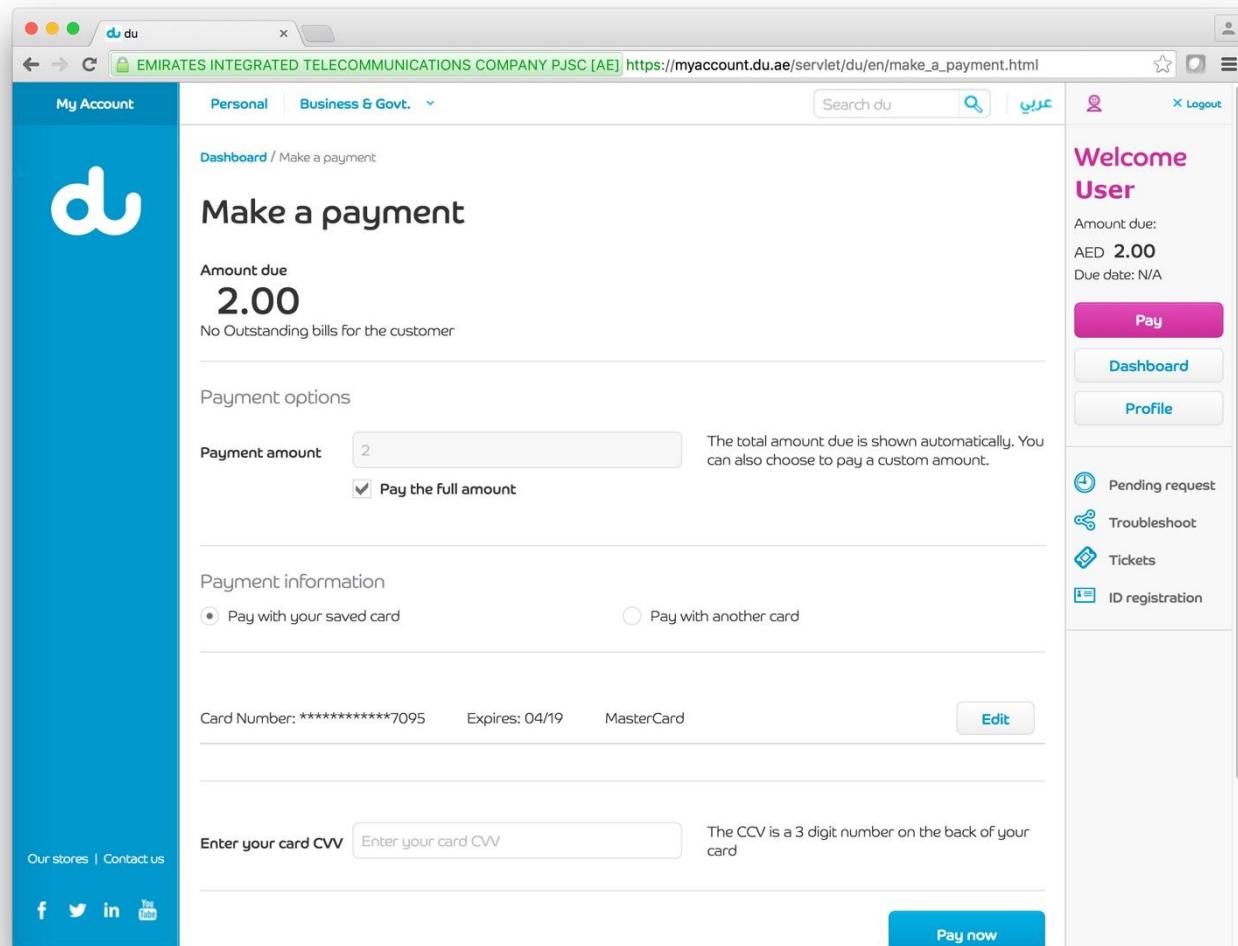
## Payment via My Account website

**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 the 'Make a payment' page of the du My Account website. The page has a blue header with the du logo and navigation links for 'Personal' and 'Business & Govt.'. A sidebar on the right is titled 'Welcome User' and shows an amount due of AED 2.00. The main content area displays the amount due as 2.00 and offers a 'Pay the full amount' option. It also provides payment options for a saved card or another card, with a card number and expiration date (04/19) entered. A 'Pay now' button is at the bottom.

EMIRATES INTEGRATED TELECOMMUNICATIONS COMPANY PJSC [AE] [https://myaccount.du.ae/servlet/du/en/make\\_a\\_payment.html](https://myaccount.du.ae/servlet/du/en/make_a_payment.html)

My Account

Personal Business & Govt.

Search du

Logout

Dashboard / Make a payment

## Make a payment

Amount due

**2.00**

No Outstanding bills for the customer

Payment options

Payment amount

Pay the full amount

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

Payment information

Pay with your saved card  Pay with another card

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

Enter your card CVV  Enter your card CVV

The CVV 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**

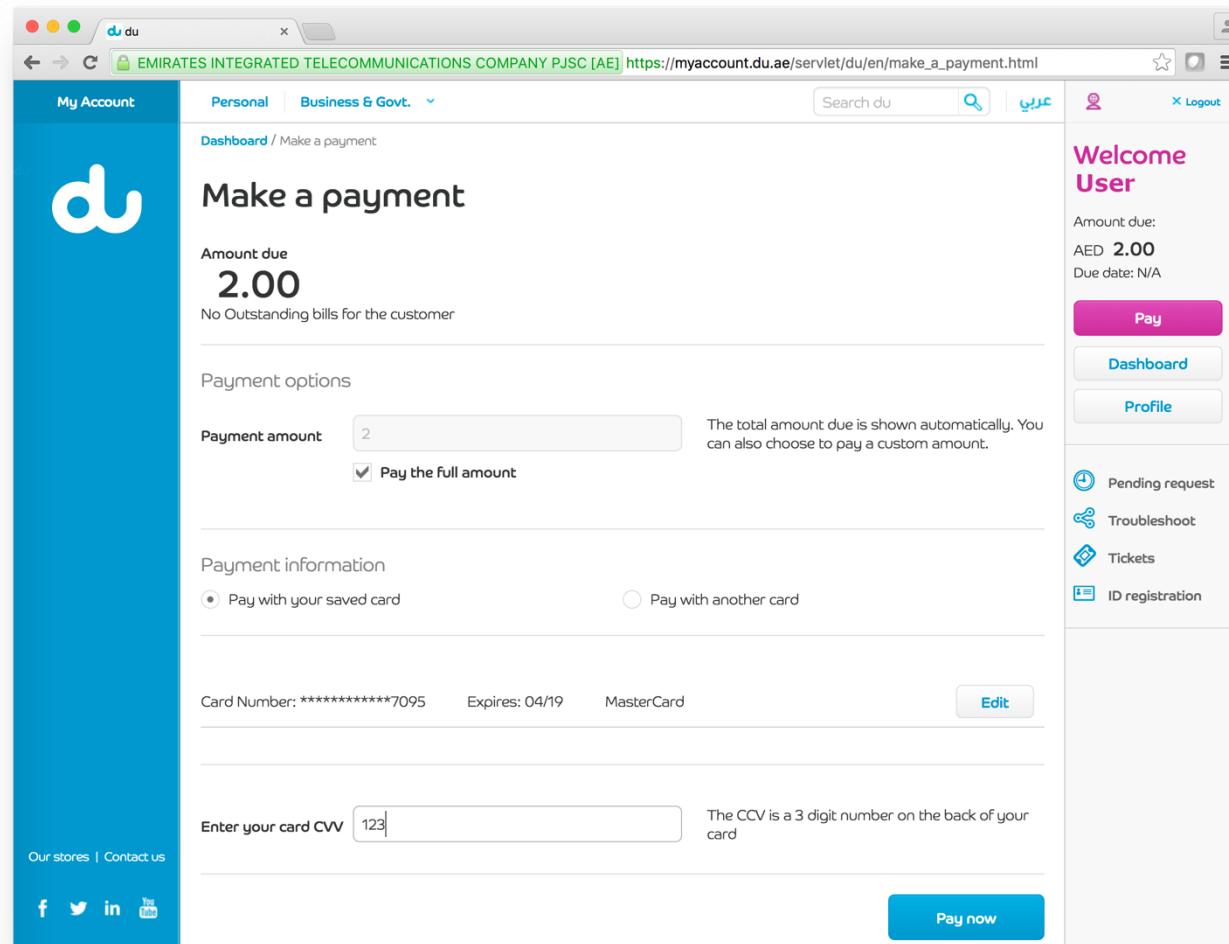
**Troubleshoot**

**Tickets**

**ID registration**

## Payment via My Account website

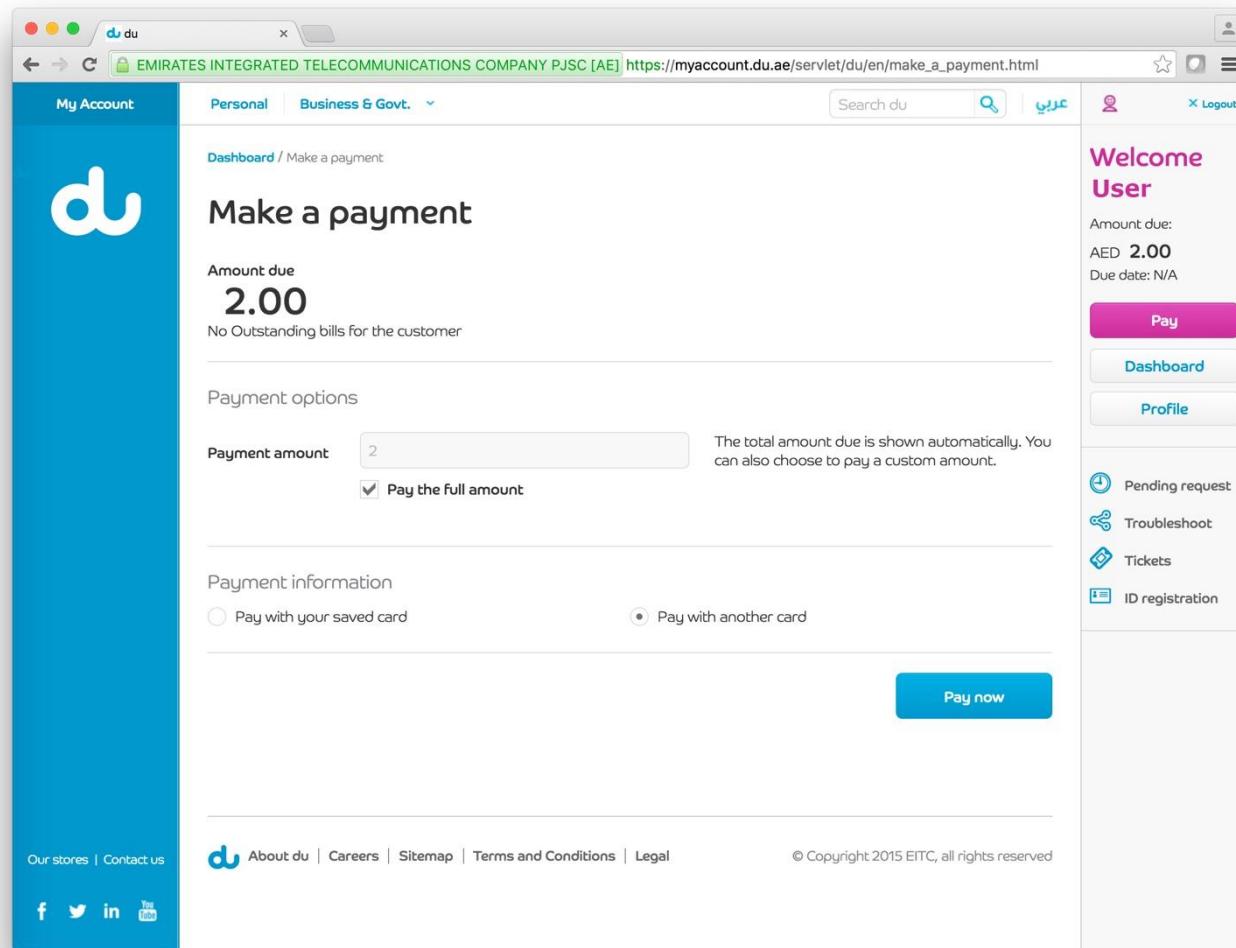
**Next:** If you choose 'Pay with your saved card' you need to enter your CVV then click on 'Pay now'.



The screenshot shows the 'du My Account' website interface for making a payment. The top navigation bar includes 'My Account' (selected), 'Personal', 'Business & Govt.', a search bar, and a user profile icon. The main content area is titled 'Make a payment' and displays the 'Amount due' as '2.00'. Below this, under 'Payment options', there is a 'Payment amount' field set to '2' and a checked 'Pay the full amount' checkbox. 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' (selected) and 'Pay with another card'. Below this, card details are shown: 'Card Number: \*\*\*\*7095', 'Expires: 04/19', 'MasterCard', and an 'Edit' button. At the bottom, there is a 'Pay now' button. The right sidebar, titled 'Welcome User', shows 'Amount due: AED 2.00' and 'Due date: N/A', with a 'Pay' button. Other sidebar options include 'Dashboard', 'Profile', 'Pending request', 'Troubleshoot', 'Tickets', and 'ID registration'.

## Payment via My Account website

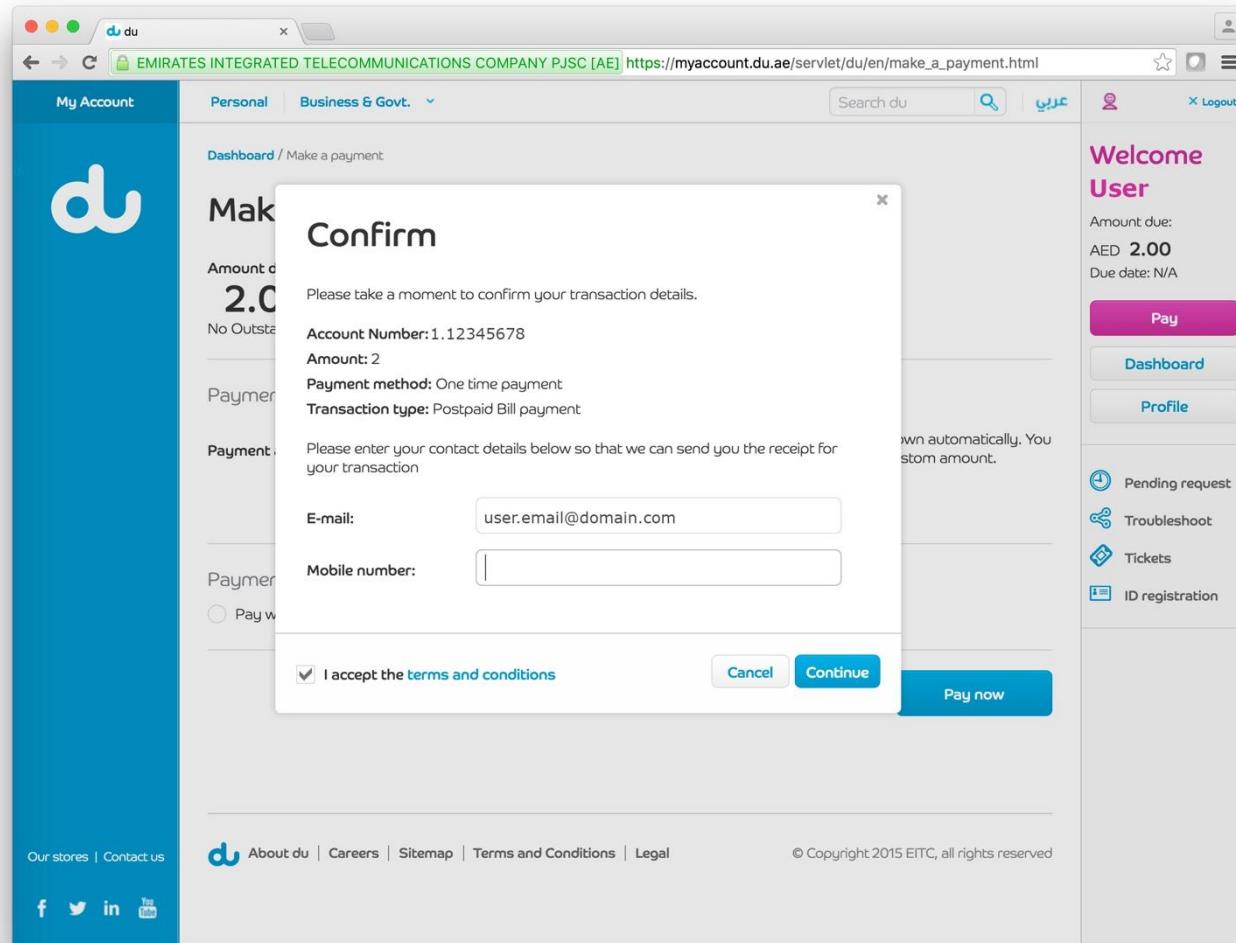
**Next:** If you choose 'Pay with another card', click on 'Pay now' to proceed.



The screenshot shows the 'My Account' section of the du website. The main content area is titled 'Make a payment'. It displays an 'Amount due' of '2.00' and a note that 'No Outstanding bills for the customer'. Below this, there are 'Payment options'. A 'Payment amount' field contains '2' with a note that the total amount due is shown automatically. A checked checkbox 'Pay the full amount' is present. Under 'Payment information', there are two radio buttons: 'Pay with your saved card' (unchecked) and 'Pay with another card' (checked). A large blue 'Pay now' button is located at the bottom of this section. The right sidebar is titled 'Welcome User' and shows 'Amount due: AED 2.00' and 'Due date: N/A'. It includes a 'Pay' button and a list of links: 'Dashboard', 'Profile', 'Pending request', 'Troubleshoot', 'Tickets', and 'ID registration'. The bottom of the page includes links for 'Our stores | Contact us' and social media icons for Facebook, Twitter, LinkedIn, and YouTube. The footer contains links for 'About du | Careers | Sitemap | Terms and Conditions | Legal' and a copyright notice: '© Copyright 2015 EITC, all rights reserved'.

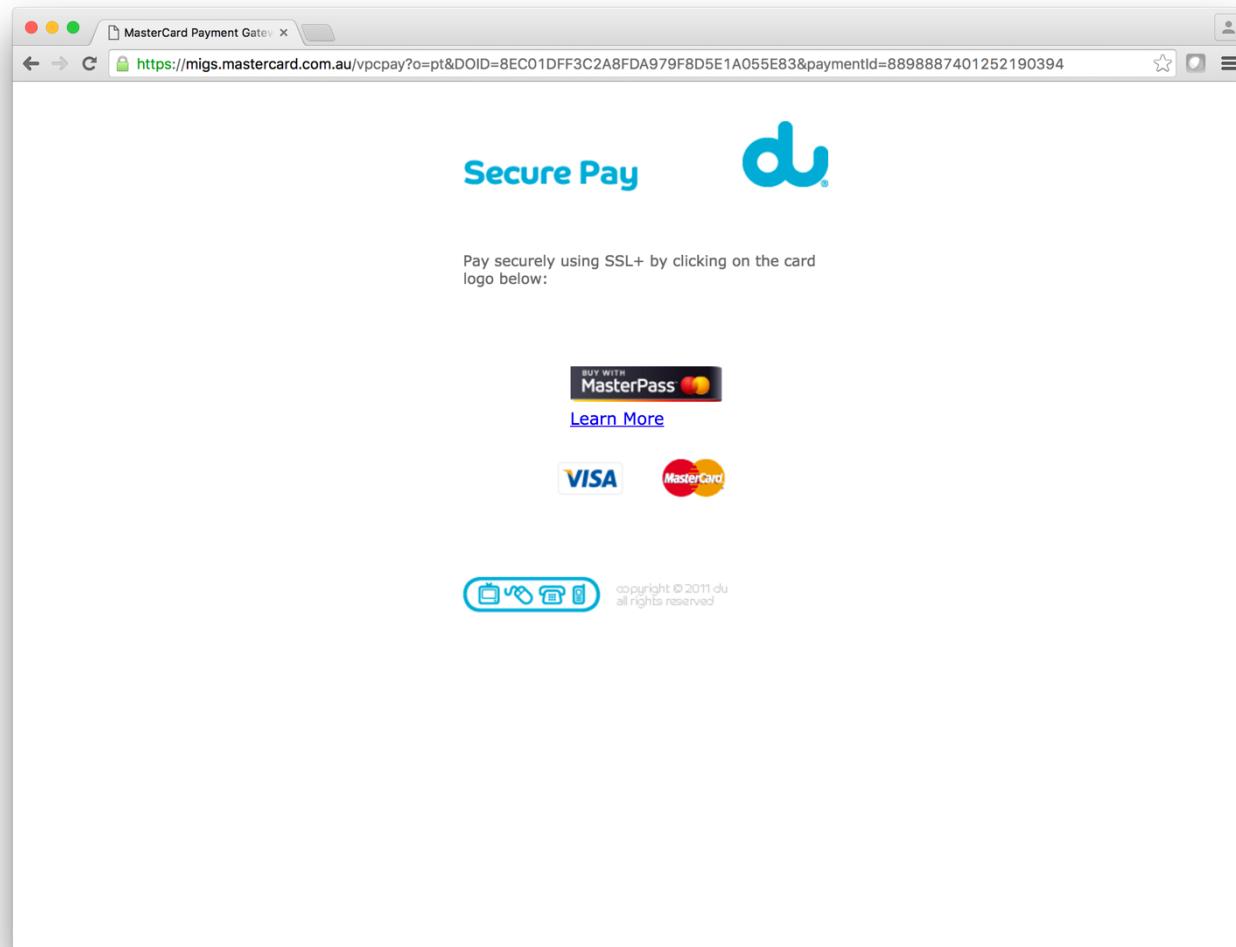
## Payment via My Account website

**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.



## Payment via My Account website

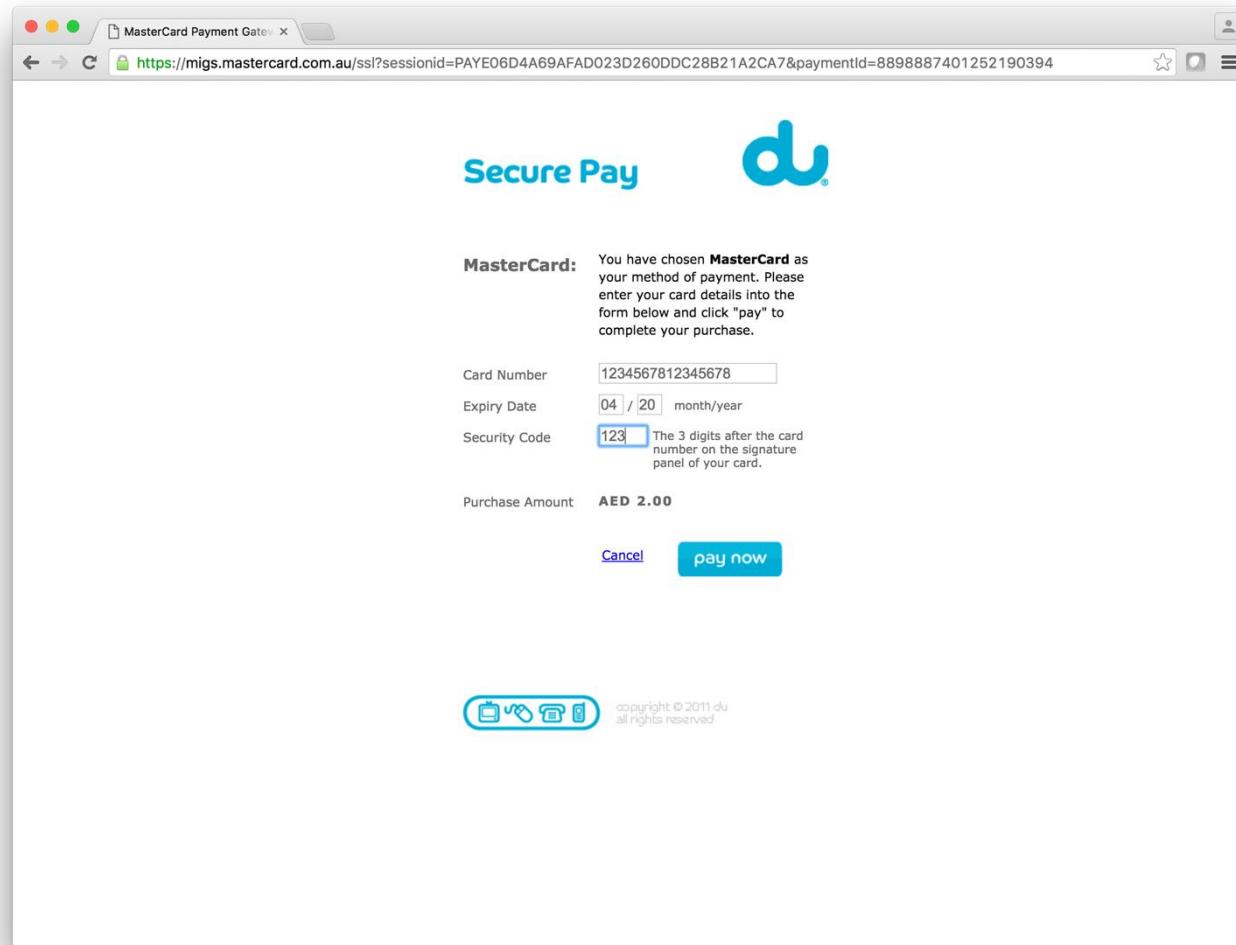
**Next:** For one-time payment, select your card type.



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'.

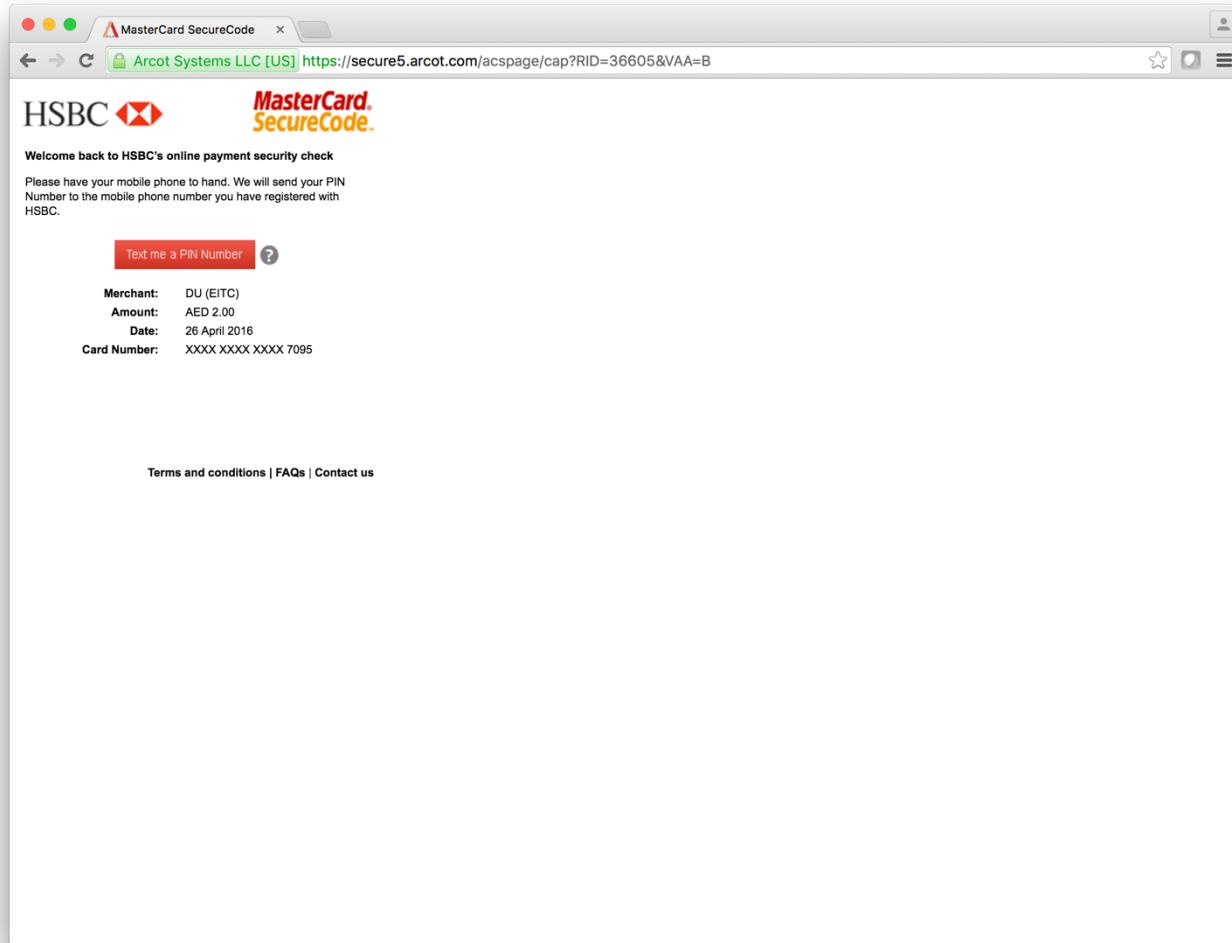


The screenshot shows a web browser window for a MasterCard payment gateway. The title bar reads "MasterCard Payment Gatew" and the URL is "https://migs.mastercard.com.au/ssl?sessionid=PAYE06D4A69AFAD023D260DDC28B21A2CA7&paymentId=8898887401252190394". The page itself is titled "Secure Pay" and features the "du" logo. A message for MasterCard payment method is displayed: "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." Below this, there are fields for "Card Number" (1234567812345678), "Expiry Date" (04 / 20 month/year), and "Security Code" (123). A note explains that the security code is "The 3 digits after the card number on the signature panel of your card." The "Purchase Amount" is listed as "AED 2.00". At the bottom, there are "Cancel" and "pay now" buttons. The footer contains a small logo 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

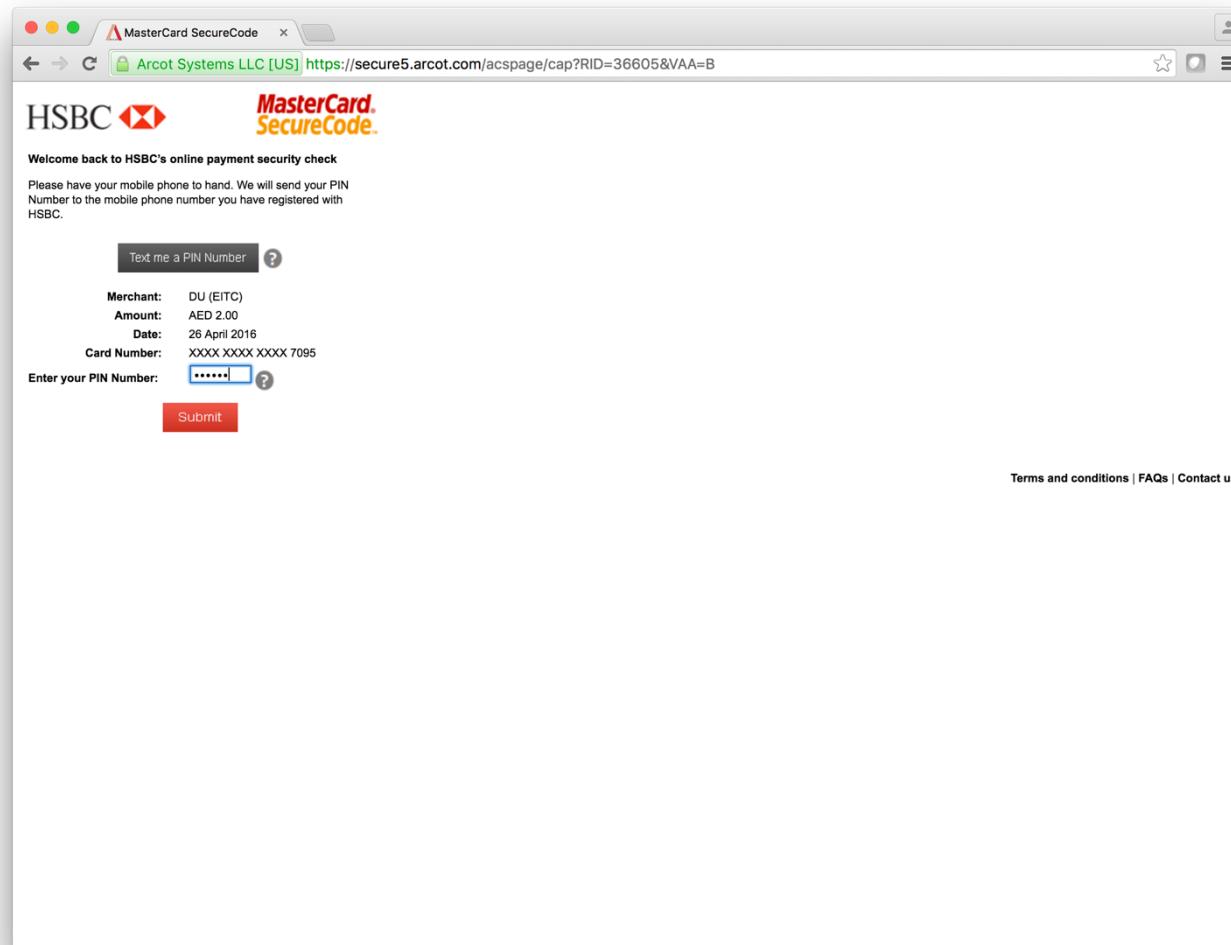
**Next:** You will then be directed to your bank page to continue the transaction securely. You will be sent a PIN to your mobile phone or email address to continue the transaction securely.



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.



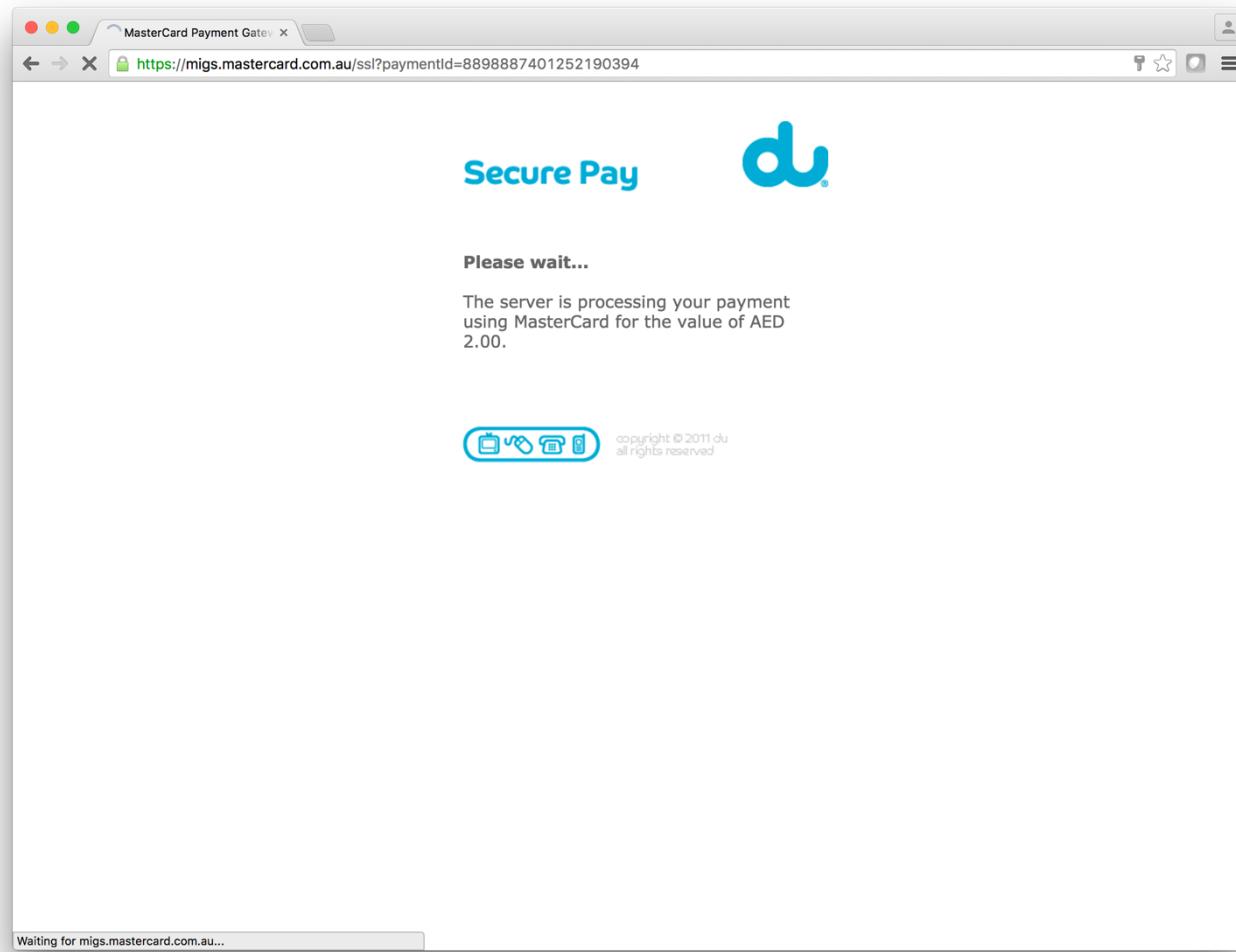
The screenshot shows a web browser window with the following details:

- Page Title:** MasterCard SecureCode
- URL:** https://secure5.arcot.com/acspage/cap?RID=36605&VAA=B
- Logos:** HSBC logo and MasterCard SecureCode logo.
- Text:** "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."
- Text Input:** "Text me a PIN Number" with a question mark icon.
- Information:** Merchant: DU (EITC), Amount: AED 2.00, Date: 26 April 2016, Card Number: XXXX XXXX XXXX 7095.
- Text Input:** "Enter your PIN Number:" with a masked input field showing "....." and a question mark icon.
- Buttons:** "Submit" button and a small "Cancel" button.
- Links:** "Terms and conditions" | "FAQs" | "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.

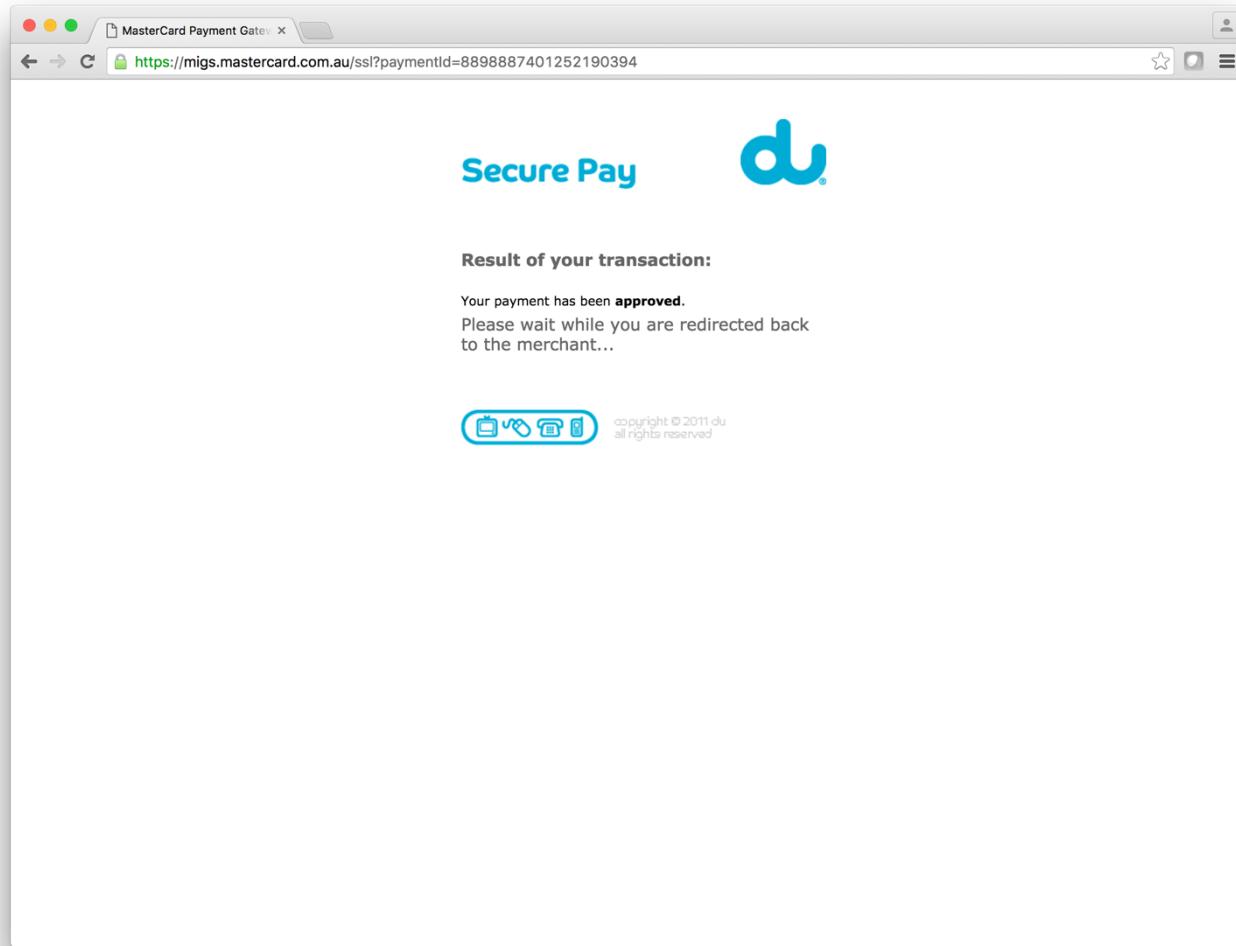
## Payment via My Account website

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



## Payment via My Account website

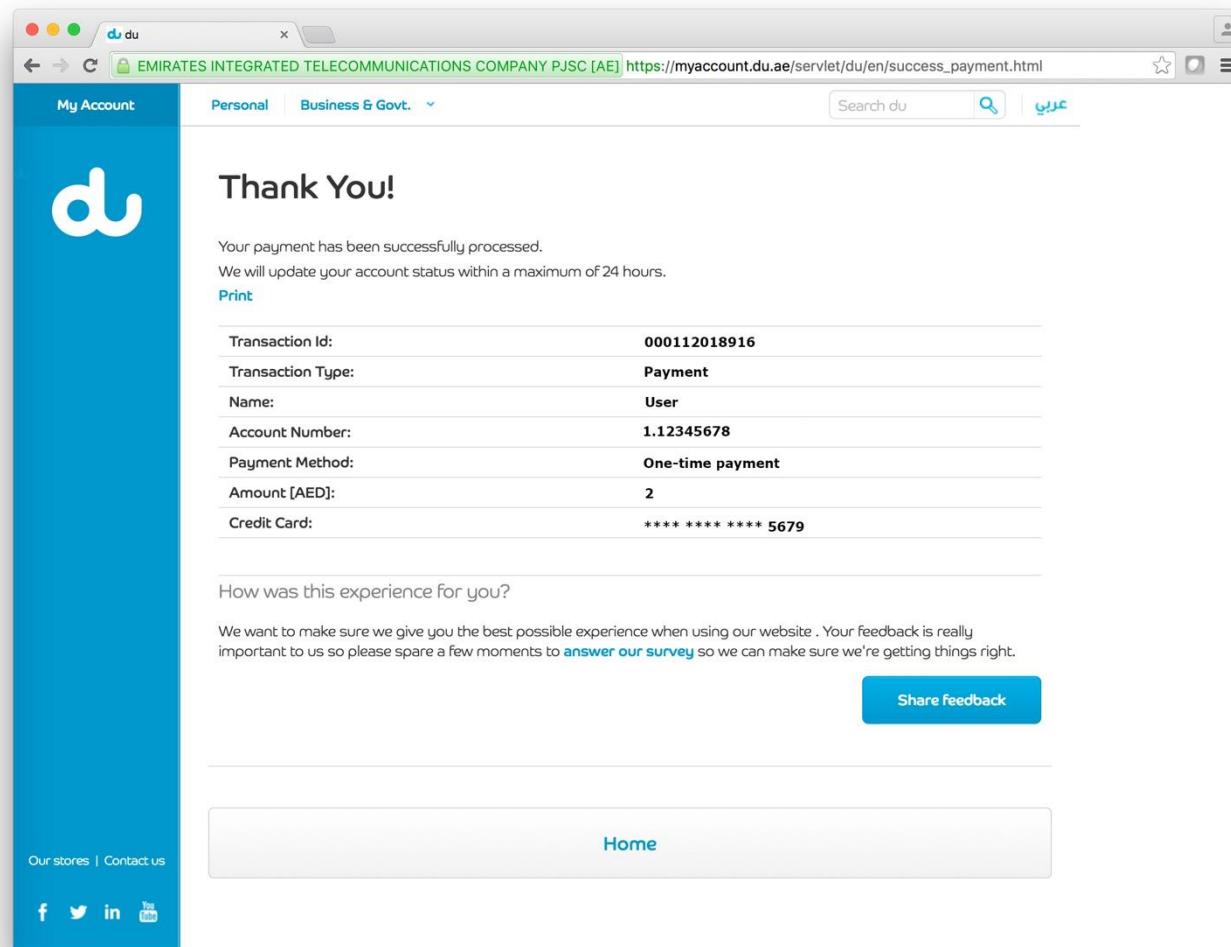
**Next:** And this screen will show up after your payment's approved.



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.



The screenshot shows a web browser window for the du My Account website. The URL in the address bar is [https://myaccount.du.ae/servlet/du/en/success\\_payment.html](https://myaccount.du.ae/servlet/du/en/success_payment.html). The page content is as follows:

**Thank You!**

Your payment has been successfully processed.  
We will update your account status within a maximum of 24 hours.

[Print](#)

Transaction Id:	<b>000112018916</b>
Transaction Type:	<b>Payment</b>
Name:	<b>User</b>
Account Number:	<b>1.12345678</b>
Payment Method:	<b>One-time payment</b>
Amount [AED]:	<b>2</b>
Credit Card:	<b>**** * * * * 5679</b>

How was this experience for you?

We want to make sure we give you the best possible experience when using our website. Your feedback is really important to us so please spare a few moments to [answer our survey](#) so we can make sure we're getting things right.

[Share feedback](#)

Our stores | Contact us

[f](#) [t](#) [in](#) [Y](#)

[Home](#)

## Payment via My Account website

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

