

Step 1: Download and register eSIM on hi!App in Singapore.



a. Go to hi!App, click "I have a new SIM/eSIM".

| Log in now! |
|---|
| Enter your prepaid mobile number |
| • LOG IN |
| I have a new SIM/eSIM Top up prepaid plans |

b. Go to eSIM, click "Set up new eSIM"



Step 2: Enter eSIM details.

| ← Set up eSIM card |
|--|
| Enter eSIM details |
| Key in the eSIM reference number sent to your email. |
| The verification code is the last 4 characters of your ID + Date of Birth (MMYYYY). |
| e.g. 123Z021990 |
| eSIM reference number 000 2ND |
| |
| Verification code 1 990 |

Step 3: Verify Identity Enter Passport information

New SIM card



Step 4: Scan Identity document & Upload

Scan Passport Front Page (Kindly allow hi!App to take pictures and record video)



Step 5: Face Validation

a. Position your face in the center of frame to complete registration step.



 b. Refresh eSIM registration page in
 2 to 5 minutes time to ensure eSIM is successfully registered.



Step 6: Install eSIM after successful registration a. Click "Install eSIM now."



We'll send the eSIM installation instructions to shirley@sim.com within the next 5 minutes.

Install eSIM now

Install later

b. Click "Auto install eSIM"



Step 7: Select eSIM in mobile data settings <u>iOS Phone</u>

1. Go to your device Settings > Mobile Data. Click "Add Cellular Plan"



2. Click "eSIM" > Done



Android Phone

1. Go to your device Settings > Connections



2. Click "SIM manager"



3. Click on "Calls", "Messages" and "Mobile Data" and change to eSIM

