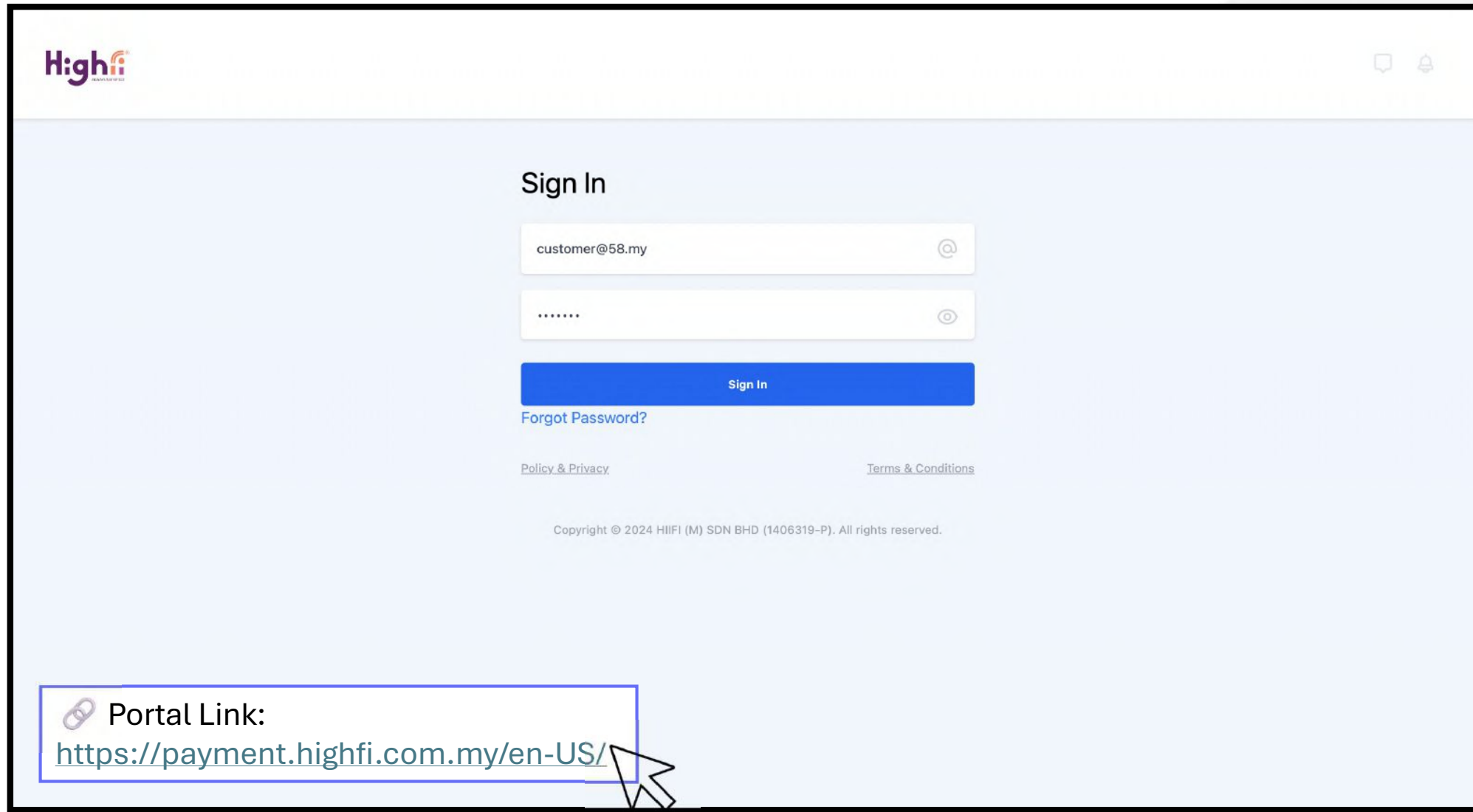




Customer Portal

User Guideline

1. Accessing Your Customer Dashboard



Highfi

Sign In

customer@58.my

.....

Sign In

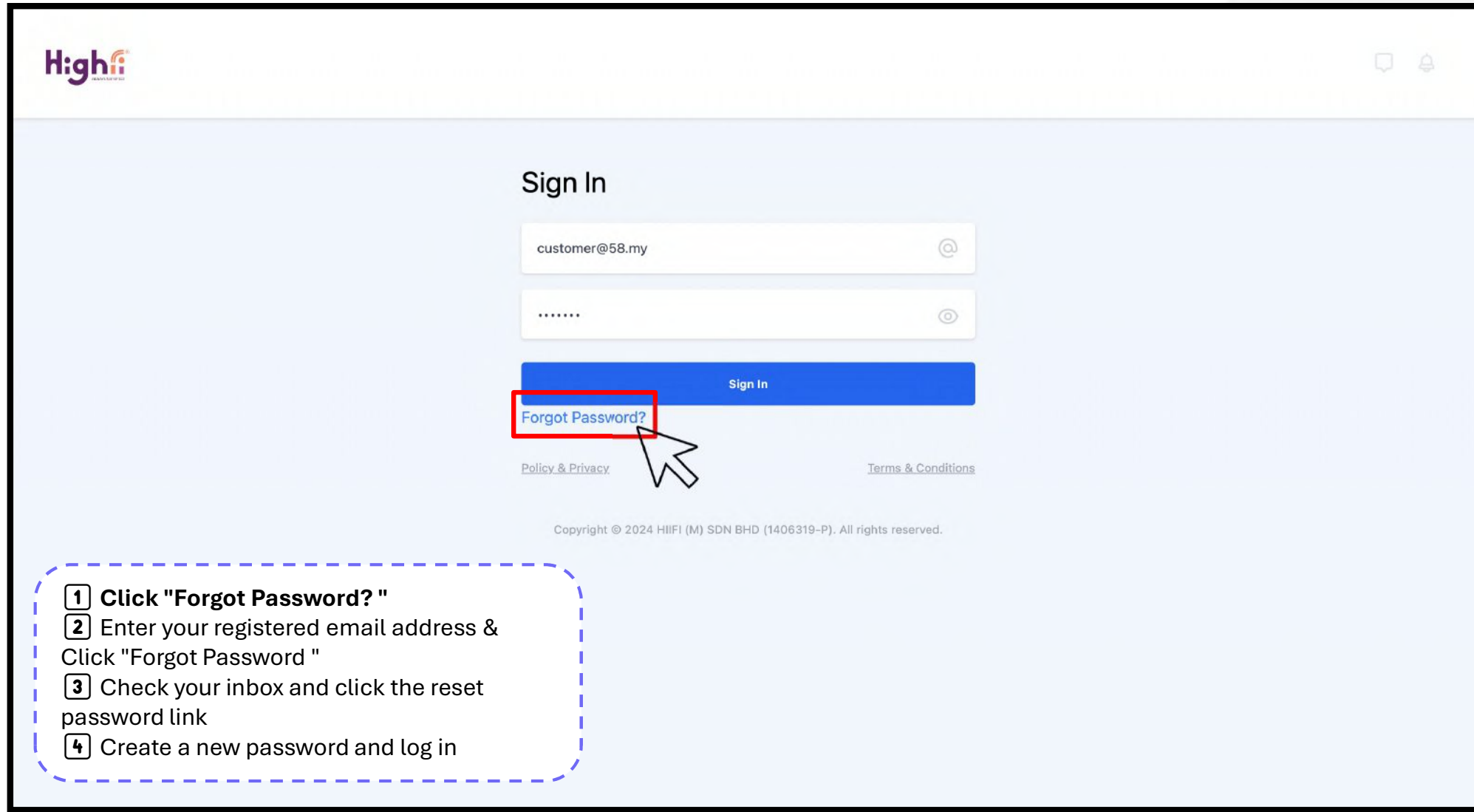
[Forgot Password?](#)

[Policy & Privacy](#) [Terms & Conditions](#)

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 Portal Link:
<https://payment.highfi.com.my/en-US/>

1a. First-Time Login (/Forgot Password)



The screenshot shows the Highii Sign In page. At the top left is the Highii logo. The main heading is 'Sign In'. Below it are two input fields: the first contains 'customer@58.my' and the second contains masked characters '.....'. A blue 'Sign In' button is positioned below the password field. A red rectangle highlights the 'Forgot Password?' link, which is located directly beneath the 'Sign In' button. A mouse cursor is pointing at this link. Below the link are two underlined text links: 'Policy & Privacy' and 'Terms & Conditions'. At the bottom center, a small copyright notice reads: 'Copyright © 2024 HIIFI (M) SDN BHD (1406319-P). All rights reserved.'

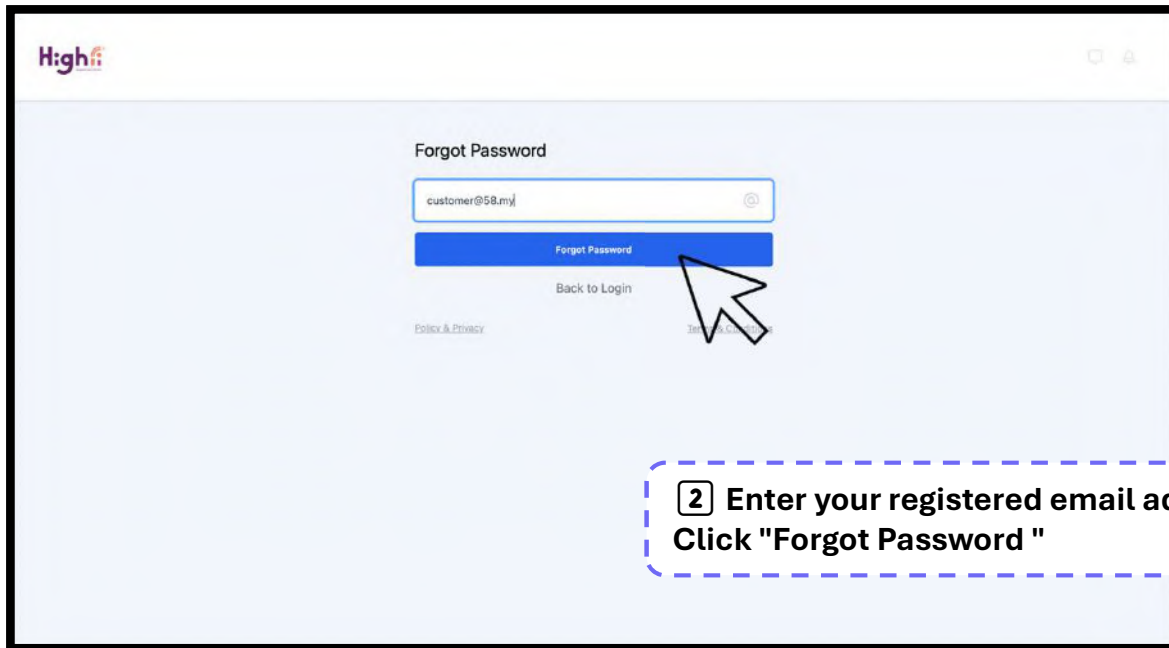
1 Click "Forgot Password? "

2 Enter your registered email address & Click "Forgot Password "

3 Check your inbox and click the reset password link

4 Create a new password and log in

1a. First-Time Login (/Forgot Password)



HighFi

Forgot Password

customer@58.my

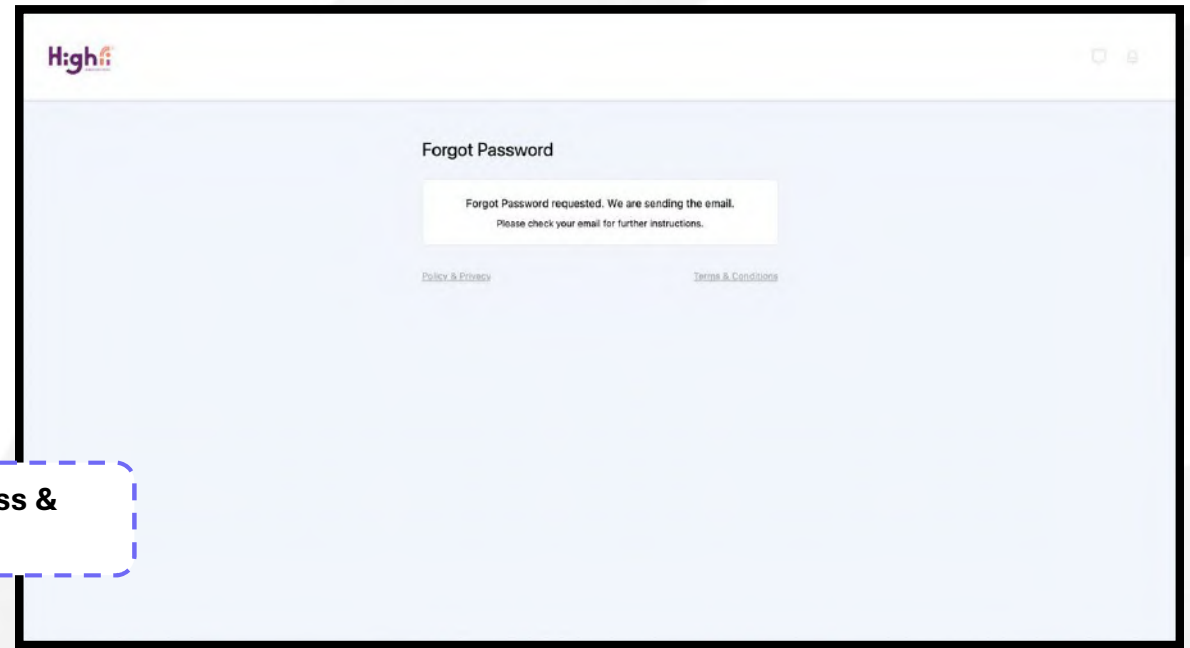
Forgot Password

Back to Login

Policy & Privacy

Terms & Conditions

2 Enter your registered email address &
Click "Forgot Password "



HighFi

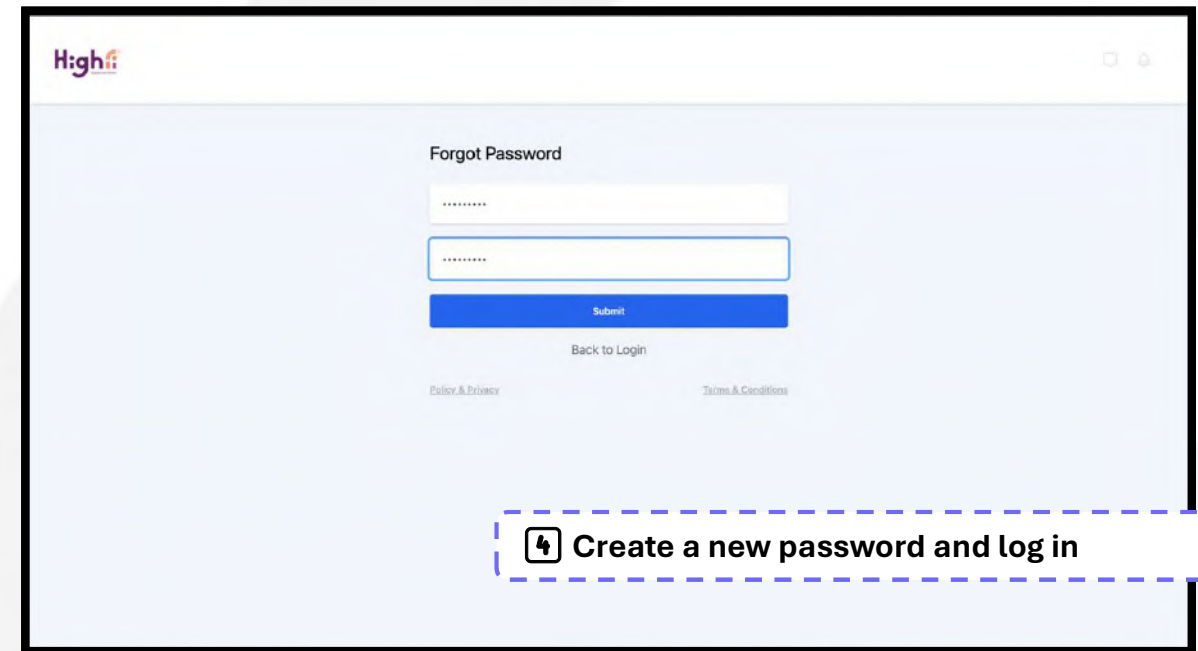
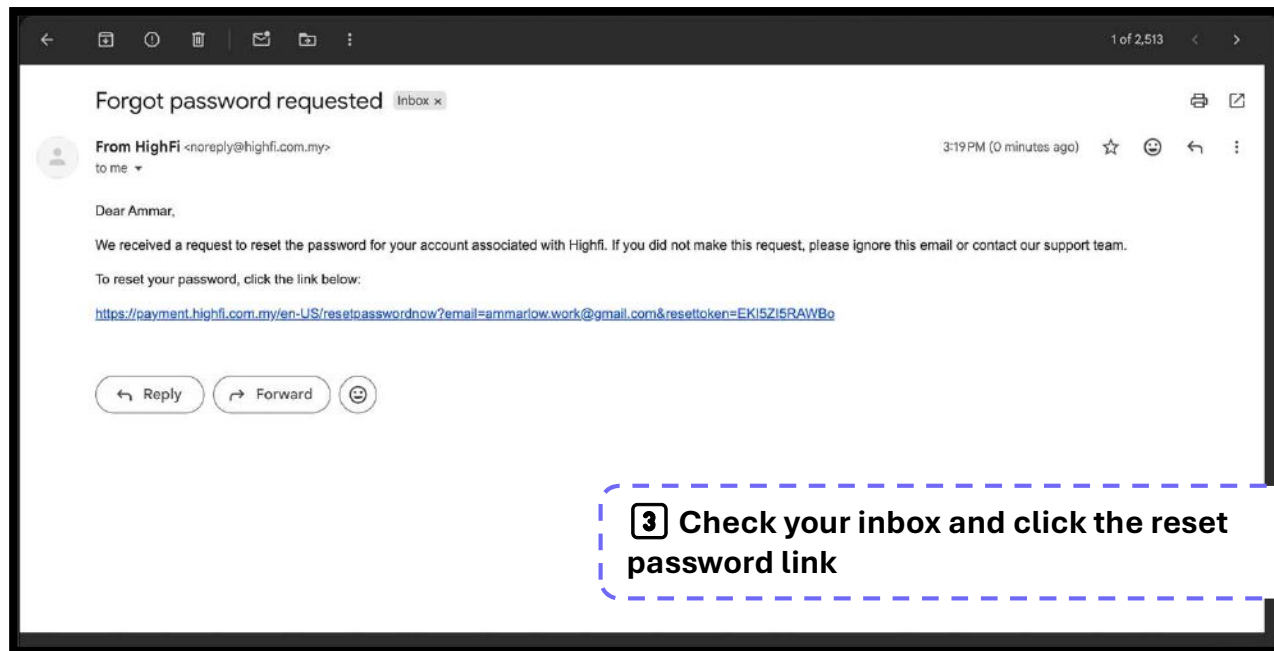
Forgot Password

Forgot Password requested. We are sending the email.
Please check your email for further instructions.

Policy & Privacy

Terms & Conditions

1a. First-Time Login (/Forgot Password)



2. Log In

Highfi

Sign In

customer@58.my

.....

Sign In

[Forgot Password?](#)

[Policy & Privacy](#) [Terms & Conditions](#)

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1. Visit the customer portal login page

2. Enter your registered email address and password

3. Click the 'Sign In' button to access your dashboard

4. Upon successful login, you will be redirected to your personal dashboard

Portal Link:

<https://payment.highfi.com.my/en-US/>

3. View Your Dashboard



ALWAYS SATISFIED

EP Dashboard

Customer Test
Customer

CUSTOMER

Dashboard

Settings

OTHERS

Log Out

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Your current amount

RM0

Total: RM0

Good morning Customer Test
Last login: Thursday, January 1, 1970 at 7:30 AM

Bill No Filter

BILL NO	BILLING DATE	TOTAL	DUE DATE	PAID	ACTION
No Items					

With the HighFi Customer Portal, you can:

- ✓ View your account outstanding balance
- ✓ Check your current billing information
- ✓ View your subscription address
- ✓ Review your billing history
- ✓ Download invoices in PDF format
- ✓ Make secure online payments conveniently

3. View Your Dashboard



CUSTOMER

Dashboard

Settings

OTHERS

Log Out

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EP

Dashboard

Customer Test

Customer

C

Total Outstanding

RM218.00

Current Amount: RM109.00

Good morning Customer Test

Bill No Filter

Filter

All Subscriptions

BILL NO	BILLING DATE	TOTAL	DUE DATE	PAID	ACTION
INV-062637561	01-06-2026	109.00	08-06-2026	0.00	PDF
		109.00	08-06-2026	0.00	PDF
		99.00	08-05-2026	99.00	PDF
		109.00	08-05-2026	109.00	PDF
		545.00	08-05-2026	545.00	PDF
		436.00	08-04-2026	0.00	PDF
		99.00	08-04-2026	99.00	PDF

With the HighFi Customer Portal, you can:

- ✓ View your account outstanding balance
- ✓ Check your current billing information
- ✓ View your subscription address
- ✓ Review your billing history
- ✓ Download invoices in PDF format
- ✓ Make secure online payments conveniently

4. View/Download Bills & Make Payment



ALWAYS SATISFIED

CUSTOMER

Dashboard

Settings

Log Out

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EP Dashboard

Customer Test
Customer

Total Outstanding
RM218.00
Current Amount: RM109.00

Good morning Customer Test

Bill No Filter

Filter

All Subscriptions

BILL NO	BILLING DATE	TOTAL	DUE DATE	PAID	ACTION
INV-062637561	01-06-2026	109.00	08-06-2026	0.00	PDF
INV-062636879	01-06-2026	109.00	08-06-2026	0.00	PDF
		99.00	08-05-2026	99.00	PDF
		109.00	08-05-2026	109.00	PDF
		545.00	08-05-2026	545.00	PDF
		436.00	08-04-2026	0.00	PDF
		99.00	08-04-2026	99.00	PDF

💡 Helpful Tips

- Click 'PDF' to view/ download your invoice.
- Pay before the due date to avoid service interruption.
- Use the filter to quickly locate a specific account / invoice.



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US

Customer Service
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