




Tech Savvy Seniors

MY TELSTRA APP QUICK REFERENCE GUIDE

GETTING STARTED

1. Open the My Telstra App 
2. If prompted, sign in with your My Telstra ID. (Email and password you used when you registered).
3. Decide what you want to do. Use the app to pay bills, manage account, track data usage, get help etc.

EXPLORE THE APP

The Home Screen

Provides a personalised snapshot of your services.

- Scroll for options
- Tap “View All” for detail about your services, like your data usage
- Icons at the bottom of the screen access other pages, like “Get Help” and “Payments”

Get Help

Tap the “Get Help” icon on any page to access help. Scroll for options. From here you can:

- Message Telstra – tap or “contact us”
- Find Telstra advice on a range of topics
- Ask our community (CrowdSupport)
- Book an in-store appointment

Payments



Tap the icon at the bottom of the home screen to access Payments. Then tap on the relevant account. Here you can:

- Pay your bill
- Set up direct debit
- View a previous bill



MORE INFORMATION

I can't find My Telstra App on the phone

- Go to App Store (Apple devices)  or Google Play (Android devices) .
- Type "My Telstra" in the search bar. You should then be able to open the app.

How do I set up Direct Debit?

- Go to the Payments tab and tap the relevant account.
- Select "Set up direct debit" (Note: direct debit will not activate if there is any amount currently owing so pay any outstanding bills first).
- Select from an existing payment method or add a new card or bank account. (Check that the credit card you're signing up with isn't about to expire).
- Tap "Submit" (Note: direct debit can sometimes take 3-5 business days to activate).

How do I book an in-store appointment?

- Scroll down the Get Help page and tap "Find store or book time".
- Then tap "Book an in-store appointment".
- Find your store and select a suitable time. Confirm your details when prompted.

Is there a charge for in-store appointments?

Most in-store appointments are free, unless you are seeking specific tech advice relating to your individual device. You will always be told if there is going to be a charge. Assistance around billing and your Telstra service is free.

How do I access CrowdSupport?

- Scroll down to the Get Help page and tap on "Ask our community".
- Search the forum or start a new topic.

Learn More

Watch explanatory videos about the features of My Telstra here:
www.telstra.com.au/support/account-payment/get-help#mytelstra

What is Telstra Plus

Telstra Plus is the Telstra rewards scheme, and can be accessed by scrolling down the app's home page. Telstra Plus includes options like discounted tickets to movies and special events. You will need to join Telstra Plus before you can begin earning points and accessing rewards.