

imagineGo FAQ

What is the imagineGo app?

imagineGo App is our new and improved mobile application that combines our imagineBroadband and imagineMobile Apps into one!

You can also access imagineGo via web portal on our website!

What are the features of imagineGo?

With the imagineGo app, customers can:

- a. View and manage mobile and broadband services
- b. Purchase top-up & boosters
- c. Make payments
- d. View outstanding amount & payment history
- e. View broadband and mobile data, call & SMS usage as well as PAYG charges (overage)

How do I sign up for an imagineGo account?

For new customers:

Upon successful registration, you will receive a link via email to proceed with the registration process. The link will only remain valid for two (2) hours.

For existing customers:

- a. Broadband customers
 - You will need to re-register using your new 8-digit Account Number and latest Bill No./ Invoice No. at imagineGo web portal via imagine website, under "imagineGo" (<https://imagine.com.bn/personal/imaginego>)
 - On the imagineGo page, simply click "Login" and click "Register Now" to proceed.
 - Choose "Register using imagine account details" option to start entering your Account Number and Invoice Number
 - A prefix has been added to your current Account Number. (consisting of 4-6 digits), and has been updated to consist of 8 digits
 - The additional prefix number is 50/500/5000, as shown in the example below:

For example:

	Current Account Number		New Account Number
With 4 digits	: 1234		50001234
With 5 digits	: 12345	▶	50012345
With 6 digits	: 123456		50123456

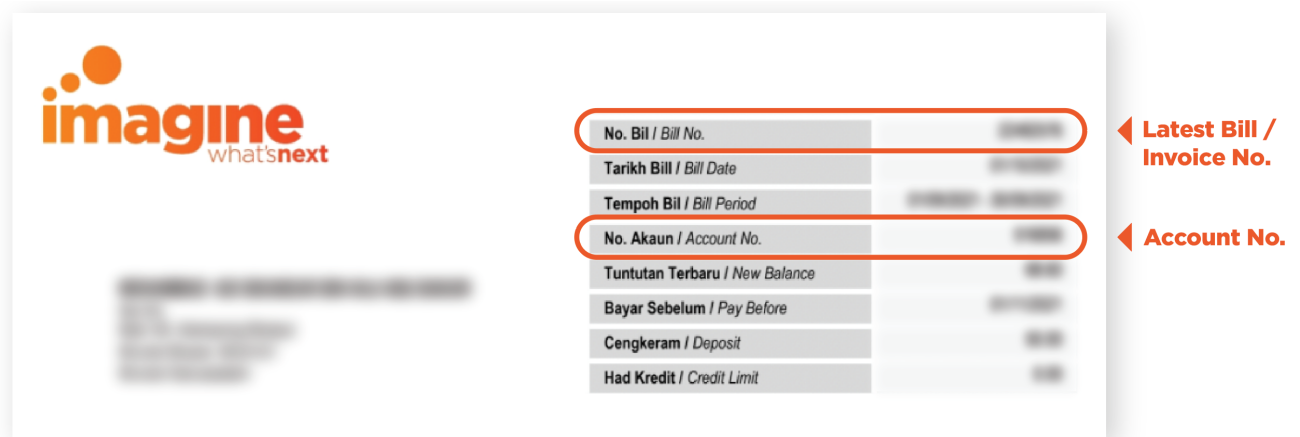
- b. Wish Postpaid Mobile customers
You can log in with their existing imagineMobile credentials i.e. the email ID and password.

c. Dream Bundle customers

You can log in using your existing imagineMobile credentials once you receive an SMS notification from imagine informing that we've successfully consolidated your services into one account.

Where can I find my Broadband Account No. and latest Bill No. / Invoice No.?

Kindly refer to your latest monthly bill statement;



For example:

	Current Account Number		New Account Number
With 4 digits	: 1234		50001234
With 5 digits	: 12345	▶▶	50012345
With 6 digits	: 123456		50123456

Where can I download the app?

imagineGo app is available on Google Play Store (Android) and App Store (iOS).

How do I view my bills?

You can view your bill on the imagineGo web portal by clicking the Bill icon on the Overview page.

Can I upgrade my plan via the app?

You can upgrade your broadband on the imagineGo **web portal only**.

Can I view usage on the app?

You can view remaining data for both services and this is only available for the current month.

Can I still use the imagineBroadband or imagineMobile App or web portal?

imagineBroadband and imagineMobile App and web portal will no longer be available for use, and you are advised to uninstall the mobile apps.