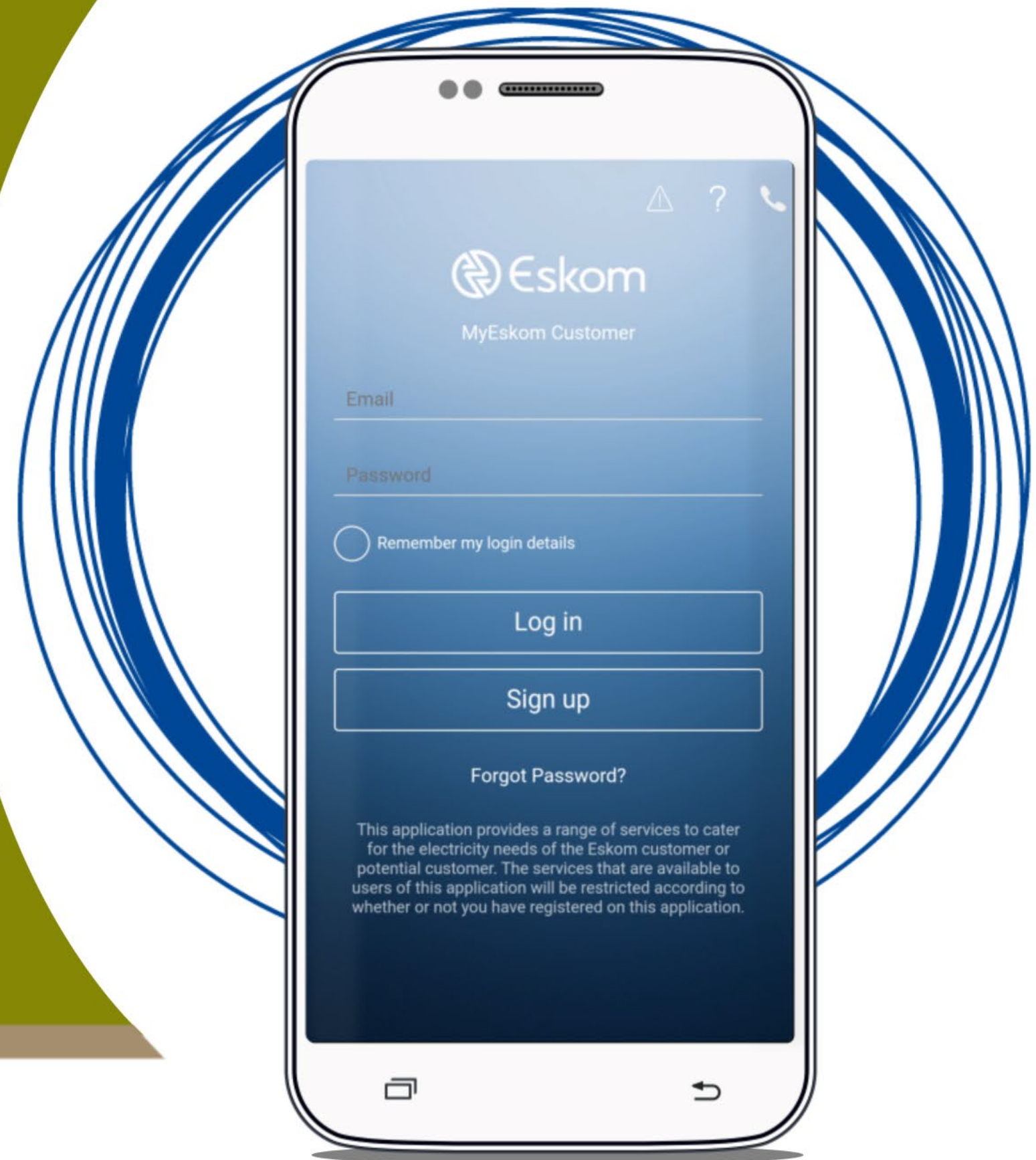


How to register on the MyEskom Customer App as an

# **Eskom prepaid account holder**

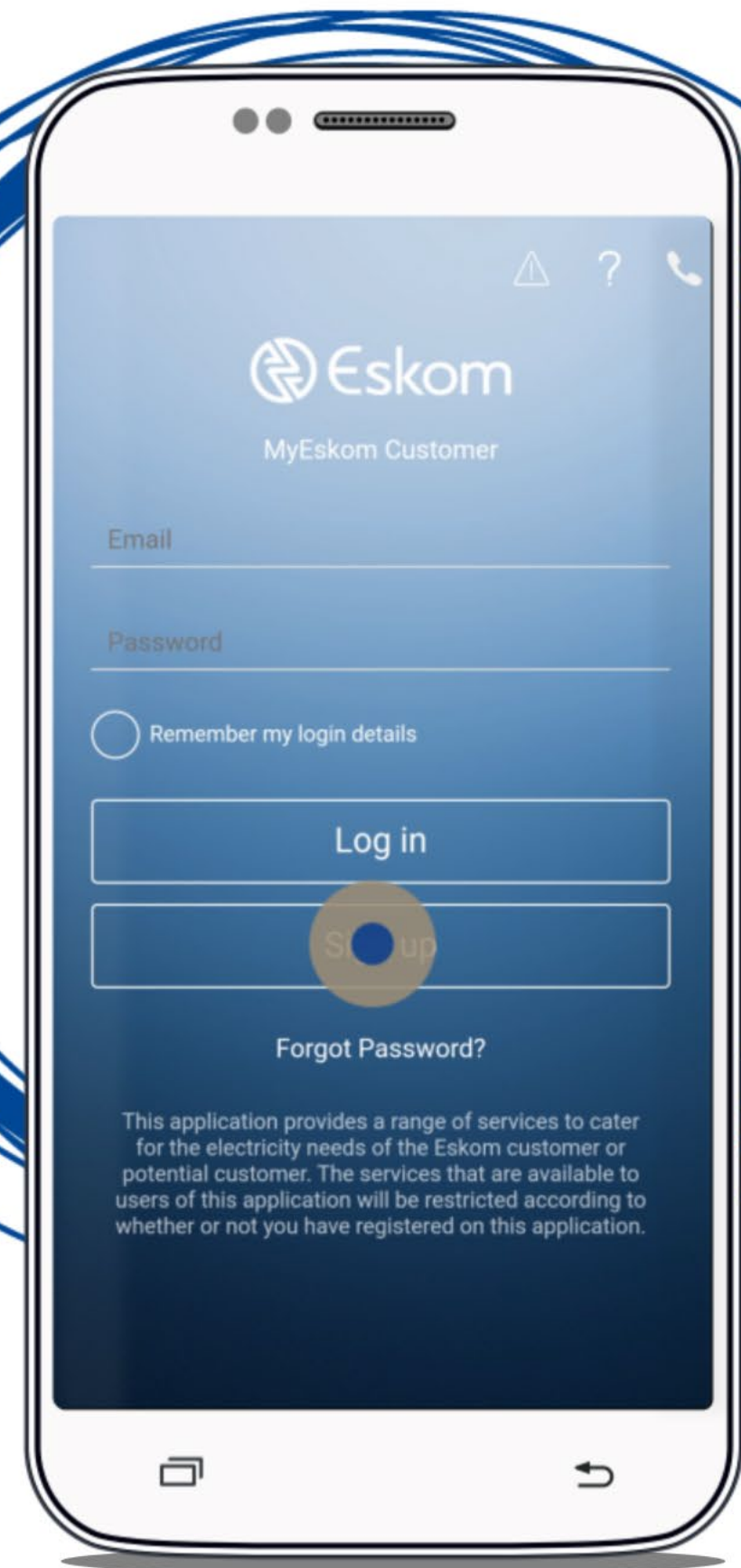
# STEP 1

Open the MyEskom Customer App



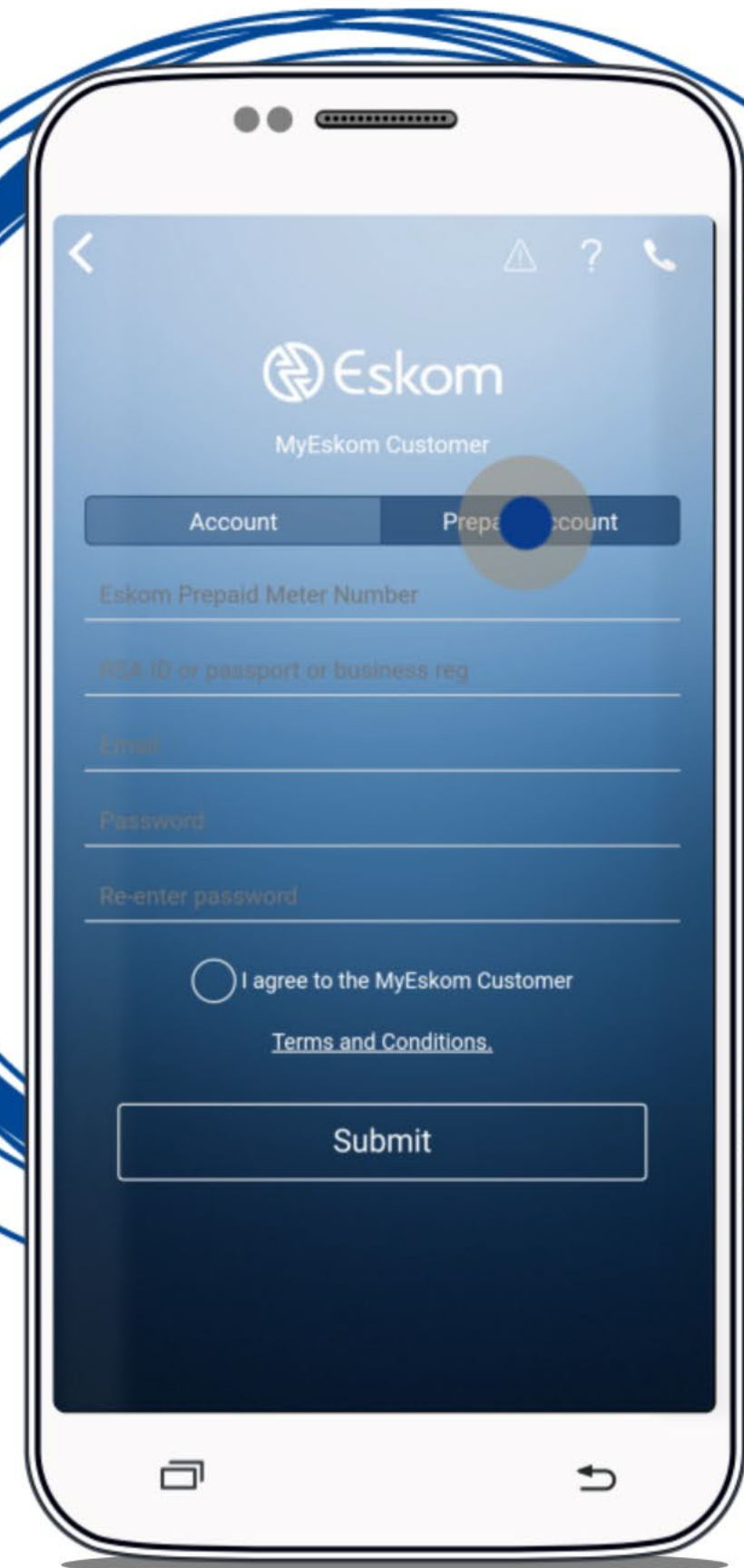
## STEP 2

Tap the **Sign up** button



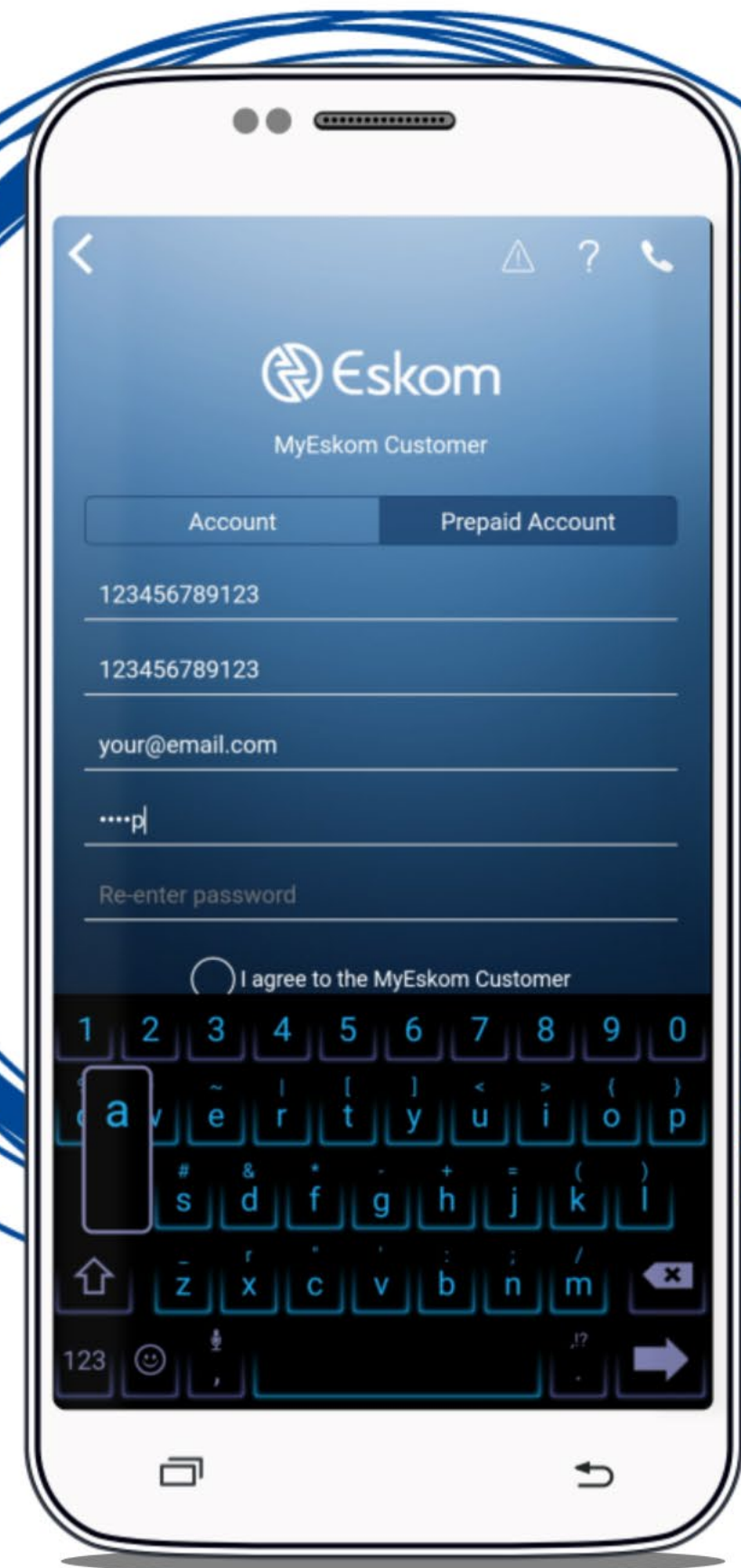
## STEP 3

Tap the **Prepaid Account** button



## STEP 4

Fill in your details  
and set up a password



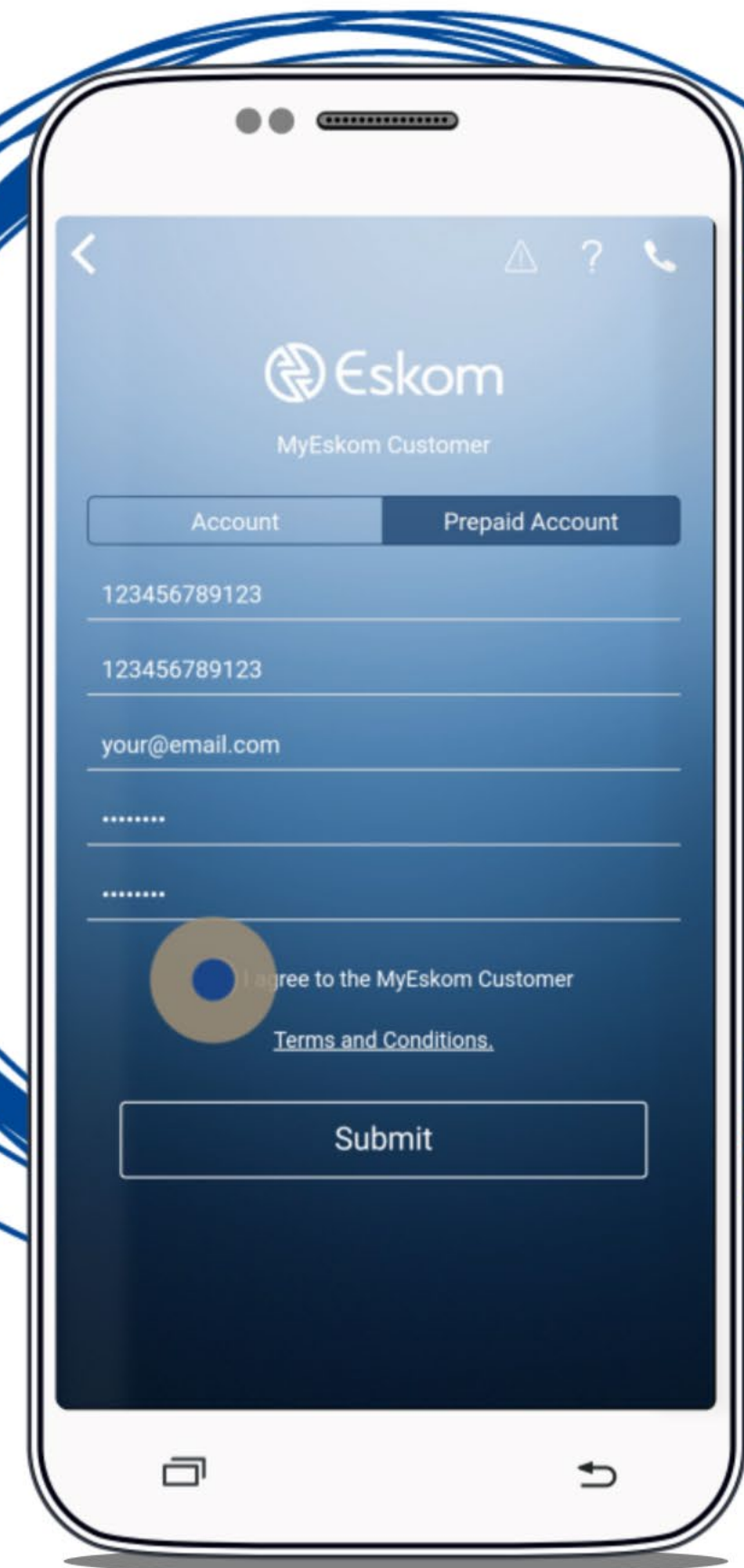
The image shows a smartphone screen displaying the registration form for the Eskom MyEskom Customer app. The form is titled "Eskom MyEskom Customer" and has two tabs: "Account" and "Prepaid Account". The "Prepaid Account" tab is selected. The form fields are as follows:

- Account Number: 123456789123
- Mobile Number: 123456789123
- Email Address: your@email.com
- Password: ....p|
- Re-enter password: (empty)
- Agreement:  I agree to the MyEskom Customer

A virtual keyboard is visible at the bottom of the screen, and the phone's home indicator bar is at the very bottom.

## STEP 5

Tap the circle next to  
I agree to the MyEskom  
Customer Terms and Conditions

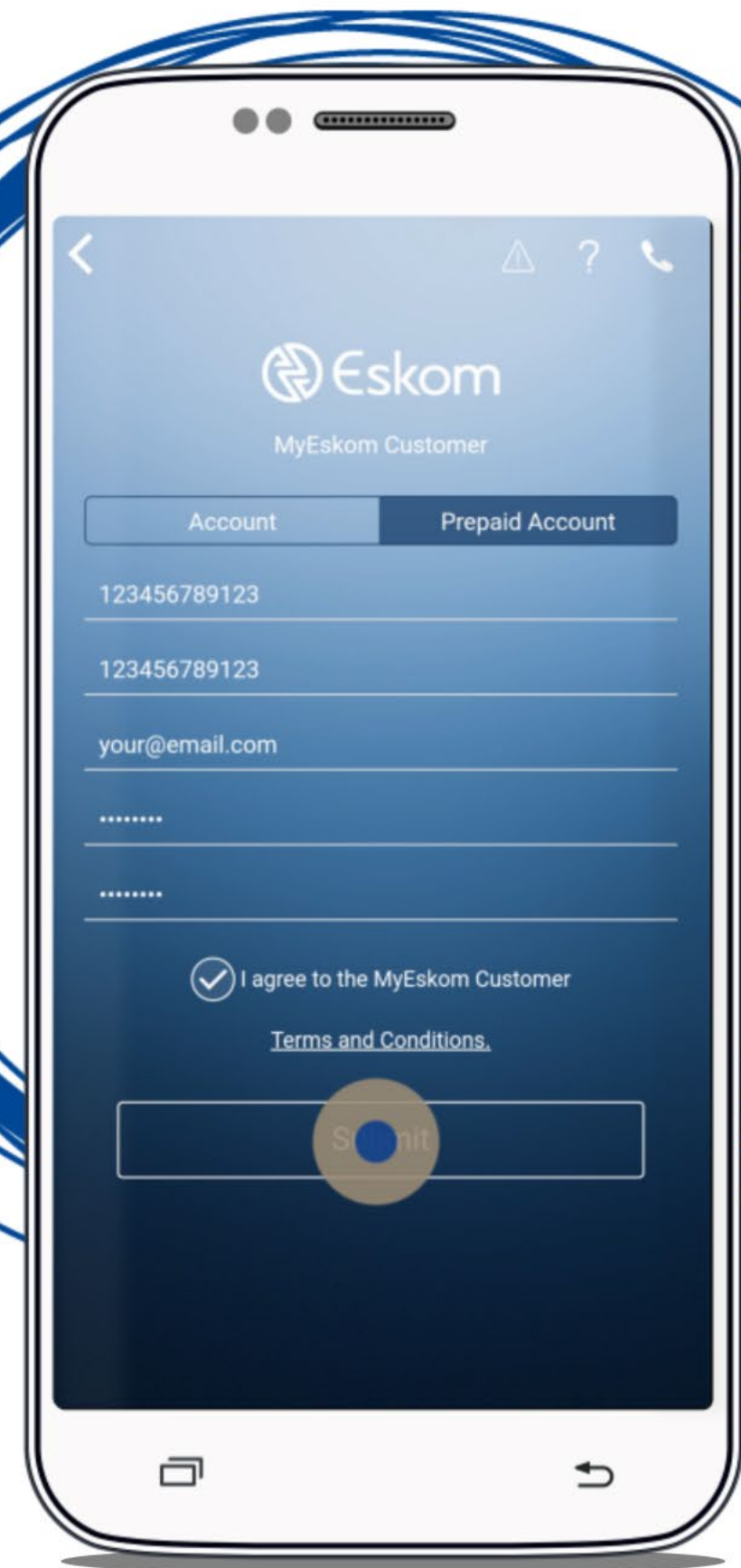


The image shows a smartphone screen with the MyEskom Customer registration form. The form is titled "Eskom MyEskom Customer" and has two tabs: "Account" and "Prepaid Account". The "Prepaid Account" tab is selected. The form contains the following fields:

- Account: 123456789123
- Prepaid Account: 123456789123
- Email: your@email.com
- Two password fields, each with a strength indicator (six dots).
- A checkbox labeled "I agree to the MyEskom Customer Terms and Conditions." with a blue circle next to it.
- A "Submit" button at the bottom.

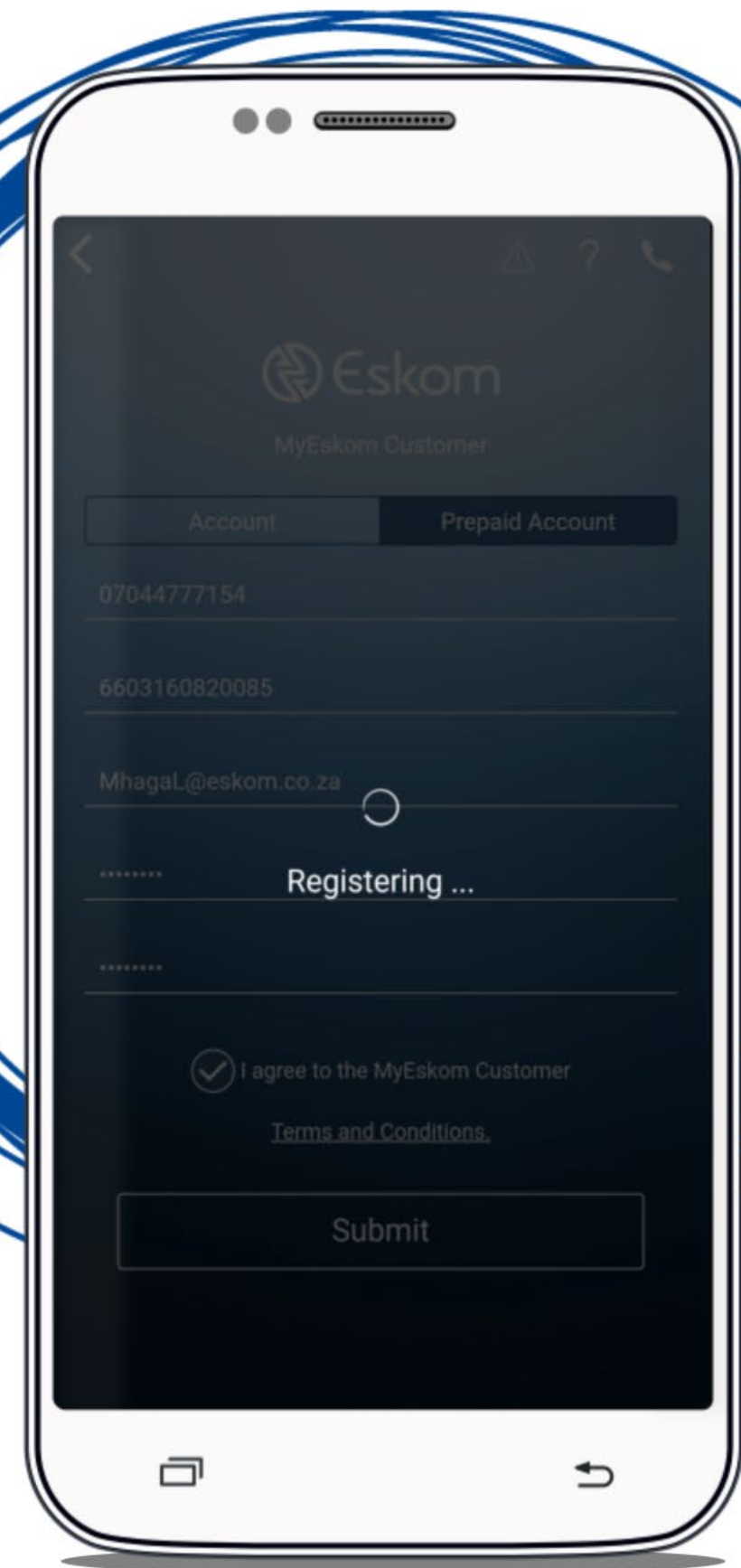
## STEP 6

Tap the **Submit** button



## STEP 7

A one-time password (OTP) will be SMSed to you to complete the registration process





**You've successfully registered on  
the MyEskom Customer App as an  
Eskom prepaid account holder!**



If you have any **problems**  
registering, please email us  
at [mobility@eskom.co.za](mailto:mobility@eskom.co.za)

