

FAQ

1. What is Yooz online?

Yooz online is one of the fastest, most convenient ways to access your Yooz transactions. Using your mobile number and password, you can view Yooz transactions online, whenever and wherever you want, from any device with Internet access. It's safe, convenient and it's **FREE**.

2. What do I need to start using Yooz online?

- All you need to start yooz online is to be registered for yooz and have access to any device with Internet access.
- There is no special software needed to access yooz online. Once you sign up, you will be able to access yooz online anytime from the [Yooz](#) homepage.
- It is suggested, for a better user experience that you access yooz online using the chrome browser.

If you are not registered for yooz, you can still register for **yooz online** using your mobile number for authentication, but you will only be allowed to view promotional items.

If you are not registered with yooz, you can visit any of the following [locations](#)

3. What actions can I perform with Yooz online?

- Yooz online allows you to view transactions online and manage your details more closely.

4. How safe is Yooz online?

Yooz takes every precaution to keep your online experience safe. Your mobile number and password will authenticate your access each time you use the service.

- New customers who register for yooz online will enter a mobile number, this number will be attached to their personal user account. This feature helps to prevent unauthorized individuals from obtaining and viewing your financial information.

5. **Are There Fees for Yooz online?**

No! Yooz online is **FREE** for all Customers.

6. **How Do I Sign Up for Yooz online?**

- Simply click 'create an online account' from the yooz online main page and follow the easy registration instructions.
- You will gain immediate access to yooz online when you register with your mobile number. This allows us to verify your identity in a secure manner.
- You will also create your own password to use each time you access the service.

7. **What If I forget my Yooz online password?**

If you forget your yooz online password, you can create a new one right online. There are two ways to get a new password. At the yooz online Log-In page, click the link in the "**Forgot your Password?**" section:

- Email reset – You will receive an email notification with a link to change your password.
- Mobile reset - Yooz will verify your account via your mobile number, and the change password screen would appear when you dial ***190#**

You can change your password at any time by choosing "Change Password" from the drop-down menu to top right of the page. For your protection, be sure to memorize your password and do not write it down. Choose a password that would be difficult to guess by someone unauthorized to access your financial information.

8. **How does my payment get processed and when is the amount deducted from my account?**

All payments are instantly processed and debited from the customer bank account. Customers can see this debit immediately if they have access to online banking. If there is a problem with the transaction the payment is immediately reversed, and a refund will be reflected on your banking account within 24- 48hrs.

9. **Can I obtain a proof of payment?**

Yes, once your transaction has been confirmed, a receipt number is provided as verification that your payment was accepted.

Customers can view and print transaction details through the appropriate top up or bill pay options on yooz online. Simply click the (+) icon to view details, print and report a transaction.

10. How do I add another mobile number?

- From the home page, click on "mobile numbers" from the drop-down menu on the right side of the page
- Input the mobile number you wish to add
- Click the 'add' button and follow the onscreen instructions.

11. Can I sort my transactions based on amounts or by my payees?

Yes, when reviewing your transactions, you may find it easier to sort your entries. You can sort by clicking on any one of the column headings. Sorting entries can help to organize how you view your yooz transactions and information.

12. Can I update my user profile?

Yes, you can change your contact information (address, phone, etc.), Choose "My Profile" to make your selection.

13. How do I report a problem?

If you have any questions on yooz , use the 'contact us' page, to report a transaction feature or email us at info@yooz.tt We'll be happy to help you.