

MHexplorer

User Guide ver.02191124



MHexplorer

Empowering dreams with extraordinary values,
more than any other student programme.



UP TO
30%
OFF
FLIGHTS



UP TO
45 KG
BAGGAGE

Complimentary date change • Family & Friends Promo •
Enrich benefits and privileges • Up to 10% off on selected products
on Temptations • Birthday Treat* • 20% off Firefly Air Cargo*

T&Cs apply

The best **student traveler programme** offered
by Malaysia Airlines. **MHexplorer** is a
membership program that is specifically designed
for students between **13-26 years old**.



UP TO 30% OFF ON FLIGHTS ALL YEAR ROUND

Fly more with savings up to 30% off Malaysia Airlines and Firefly flights.



UP TO 45KG BAGGAGE

Enjoy up to 45KG baggage allowance for both Malaysia Airlines and Firefly flights. Bring everything you need on your trip.



COMPLIMENTARY DATE CHANGE

One (1) date change allowed.



ENRICH BENEFITS AND PRIVILEGES

Earn Enrich points when you shop, eat and travel.



FAMILY & FRIENDS PROMO

Take your loved ones with you. Receive 4x promo codes annually to enjoy special offers for both Malaysia Airlines and Firefly flights.



UP TO 10% OFF ON SELECTED PRODUCTS

Shop on the Temptations and Firefly online stores to enjoy exclusive deals.



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1. How to Sign Up for MHexplorer



1. Logging in

1. Log in to: malaysiaairlines.com/mhexplorer

OR

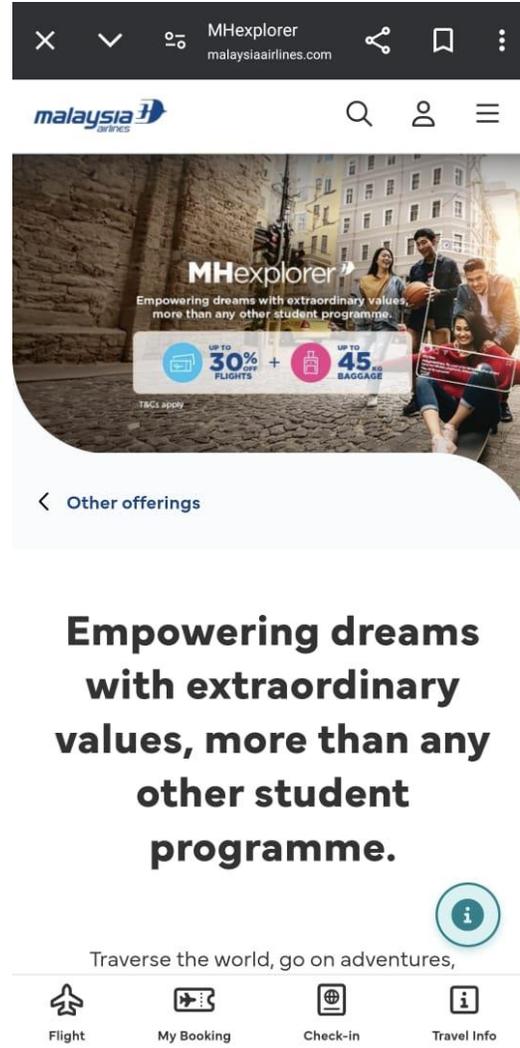
2. Scan the QR Code on the flyer (using mobile)

The flyer features the MHexplorer logo at the top, followed by the tagline "Empowering dreams with extraordinary values, more than any other student programme." Below this, a central box highlights two main benefits: "UP TO 30% OFF FLIGHTS" and "UP TO 45 KG BAGGAGE". Underneath are six smaller icons representing various perks: Complimentary date change, Family & Friends Promo, Up to 10% off on selected products on Temptations, Enrich benefits and privileges, Birthday Treat*, and 20% off Firefly Air Cargo*. The bottom section shows a group of six diverse young adults walking on a beach, with a QR code overlaid on the image. A red dashed box around the QR code is connected to a "Scan here" box on the left. The flyer also includes the text "EXCLUSIVELY FOR STUDENTS AGED 15 TO 24 YEARS OLD." and "SIGN UP NOW. Scan the QR Code or visit malaysiaairlines.com/MHexplorer". The Malaysia Airlines logo is at the bottom left, and a disclaimer is at the bottom right: "*Applicable to members based in Malaysia only. Other terms and conditions apply."

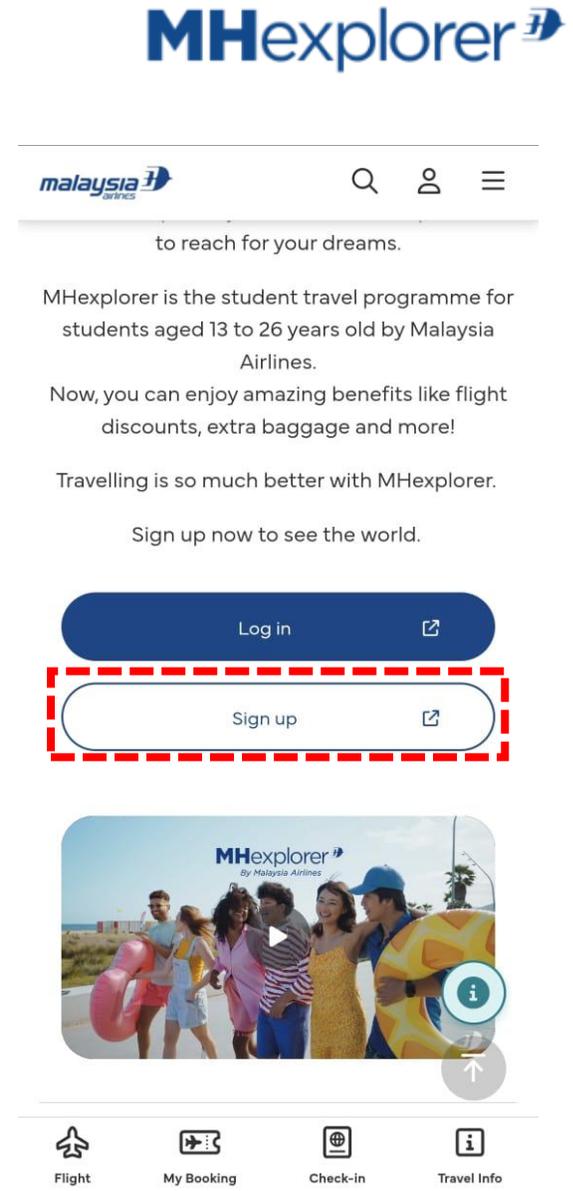
Scan here

1. Logging in

1. After logging in, you will be directed to the homepage.



1. Scroll down until you see the "Signup" button.
2. Click the "Signup" button to proceed.



2. MHexplorer Signup Form

1. After clicking the "Signup" button, you will be directed to the signup form.
2. Fill in all the required details in the form.
3. Once completed, click the "Continue" button to proceed.
4. Note: Please ensure that all details are correct to avoid unsuccessful registration.

MHexplorer Sign up Form

MHexplorer is THE student travel programme for students aged 13 to 26 years old by Malaysia Airlines.

Now, you can enjoy amazing benefits like flight discounts, extra baggage and more!

Travelling is so much better with MHexplorer. Sign up now to see the world.

Email Address*
ljeffbeck1@gmail.com

Confirm Email Address*
ljeffbeck1@gmail.com

Date of Birth*
01 Jan 2000

First / Given Name*
Jeff

Last / Family Name*
Beck

I confirm that my name is as per the NRIC / Identity card / Passport. Name is not able to change once registration is complete.

CONTINUE

3. Uploading Your Student ID / Study offer letter

- Next, you will need to either **snap** a photo or **upload** a photo of your student ID / Study offer letter.
- Important:** If you are a student under 17 years old, you are not required to upload a student ID

Supporting Document Type
Student ID ▼



Desktop Camera Upload



Drag and Drop a File

Max No of Attachment Limit 1 (Up to 5MB each)

PDF, JPG, JPEG, PNG,GIF


Green Simple Student ID Card.png


Nationality
Malaysia ▼

NRIC*
000101236627

Country Of Residence
Malaysia ▼

State
Selangor ▼

Country Code
Malaysia (60) ▼

Mobile Number
123014874

4. Confirm Your Details

1. After uploading your student ID / Study offer letter, complete all the remaining required details.
2. Accept the terms and conditions.
3. Answer the CAPTCHA to verify you're not a robot.
4. Click the "Submit" button.

School/University Location
Malaysia 

Study End Date
31 Dec 2028

Just curious.. How did you know about us?
OO-MY-EN 

I hereby acknowledge that i have read, understand and fully accept the stated Enrich terms and Conditions and Malaysia Airlines Policy.

I hereby acknowledge to receive communications related to my account, program updates, marketing materials and other information from Enrich by Malaysia Airlines and our partners. I also understand that i can change my communication preferences via My Account.

ckqh  

Verified Successfully

Submit

1. After clicking the "submit" button, please confirm all your details and click this button

I confirm that my name is as per the Passport/Travel Document. Name is not able to change once registration is completed.

Back

5. Verify Your MHexplorer Account

1. Click on the "Send Verification Code" button.
2. A verification code will be sent to your registered email address.
3. Retrieve the code from your email, enter it in the designated field, and click "Verify Code."

1. Sign up now to see the world

E-mail Address

1jeffbeck1@gmail.com

Send verification code

2. Malaysia Airlines account email verification code



Microsoft on behalf o... 00:09
to me

Verify your email address

Thanks for verifying your 1jeffbeck1@gmail.com account!

Your code is: 593919

3. Sign up now to see the world

Verification code has been sent to your inbox. Please copy it to the input box below.

E-mail Address

1jeffbeck1@gmail.com

Verification code

593919

Verify code

Send new code

6. Set Your Password

1. Once your email address is verified, click "Continue" to proceed.
2. Create a secure password and click "Continue."

1. **MHexplorer** 

Sign up now to see the world

E-mail address verified. You can now continue.

E-mail Address

tjeffbeck1@gmail.com

Continue

2. *Enrich*

Sign up now to see the world

Create Password

.....



New Password

.....



Confirm New Password

Continue

7. Welcome to MHexplorer!

1. Congratulations! Your account setup is complete, and you're now ready to explore MHexplorer.



Completed!

Congratulations! You are now a MHexplorer
Login now to enjoy your student privileges!

Done



2. What If My Email Is Already Registered with Enrich?



1. Start Registration as Usual

If your email has already been registered with Enrich, you can still proceed with the MHexplorer registration by following these steps:

1. Begin by entering your information into the registration form as normal.
2. If the system detects that your email is already registered with Enrich, a notification will appear.

Email Address*
ljeffbeck1@gmail.com

Confirm Email Address*
ljeffbeck1@gmail.com

Date of Birth*
01 Jan 2000

First / Given Name*
Jeff

Last / Family Name*
Beck

I confirm that my name is as per the NRIC / Identity card / Passport. Name is not able to change once registration is complete.

CONTINUE

Dear student,

We notice you are an Enrich member.
We will take your Enrich profile information as stated below to register with MHexplorer.

Kindly ensure your information are correct in Enrich Profile and fill in the remaining information before proceeding with MHexplorer registration.

You could submit your request [here](#) for name or date of birth correction. The remaining information could be amended by log in into [Enrich Portal Profile page](#).

if you encountered any issue, please contact
MHexplorerSupport@malaysiaairlines.com for assistance.

2. Check Your Details

1. Scroll Down and review the details displayed on the registration page.
2. If your details are correct, simply: Upload the required documents such as **Student ID** or **offer letter** and fill up **Study location** **Study end date**
3. Continue with the normal registration process.

Identity Document Type 

Supporting Document Type 

Nationality
Malaysia 

NRIC*
860527236621

Country Of Residence
Malaysia 

State
Johor 

Country Code
Malaysia (60) 

Mobile Number
123014874

School/University Location 

Study End Date

Just curious.. How did you know about us? 

I hereby acknowledge that i have read, understand and fully accept the stated Enrich terms and Conditions and Malaysia Airlines Policy.

I hereby acknowledge to receive communications related to my account, program updates, marketing materials and other information from Enrich by Malaysia Airlines and our partners. I also understand that i can change my communication preferences via My Account.

captcha 



3. Update Incorrect Details

1. If your details are incorrect, click the "Here" link provided in the notification.
2. Update your details as needed.
3. Once your details have been corrected, return to the registration steps and complete the process as usual.

Dear student,

We notice you are an Enrich member.

We will take your Enrich profile information as stated below to register with MHexplorer.

Kindly ensure your information are correct in Enrich Profile and fill in the remaining information before proceeding with MHexplorer registration.

You could submit your request [here](#) for name or date of birth correction. The remaining information could be amended by log in into [Enrich Portal Profile page](#).

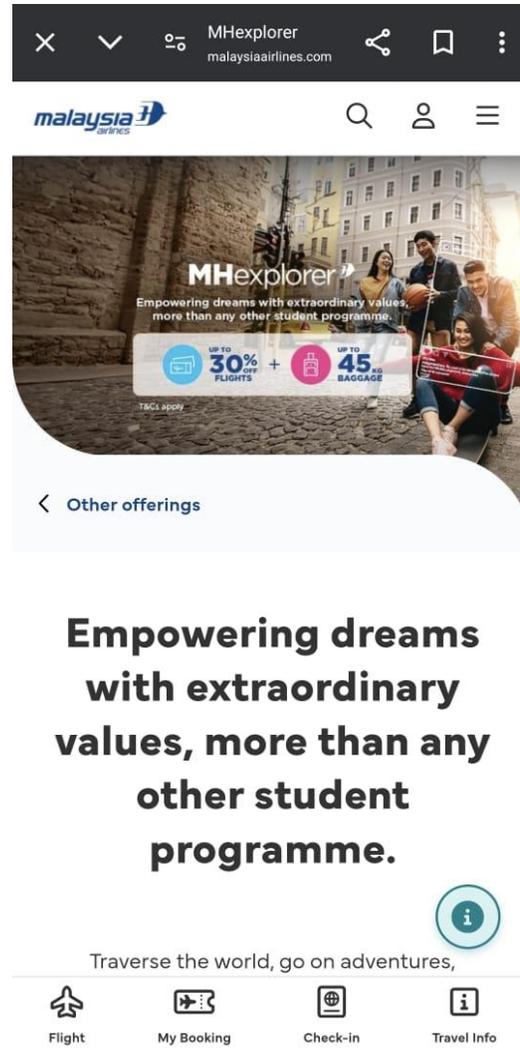
if you encountered any issue, please contact MHexplorerSupport@malaysiaairlines.com for assistance.

3. How to Book a flight with MHexplorer

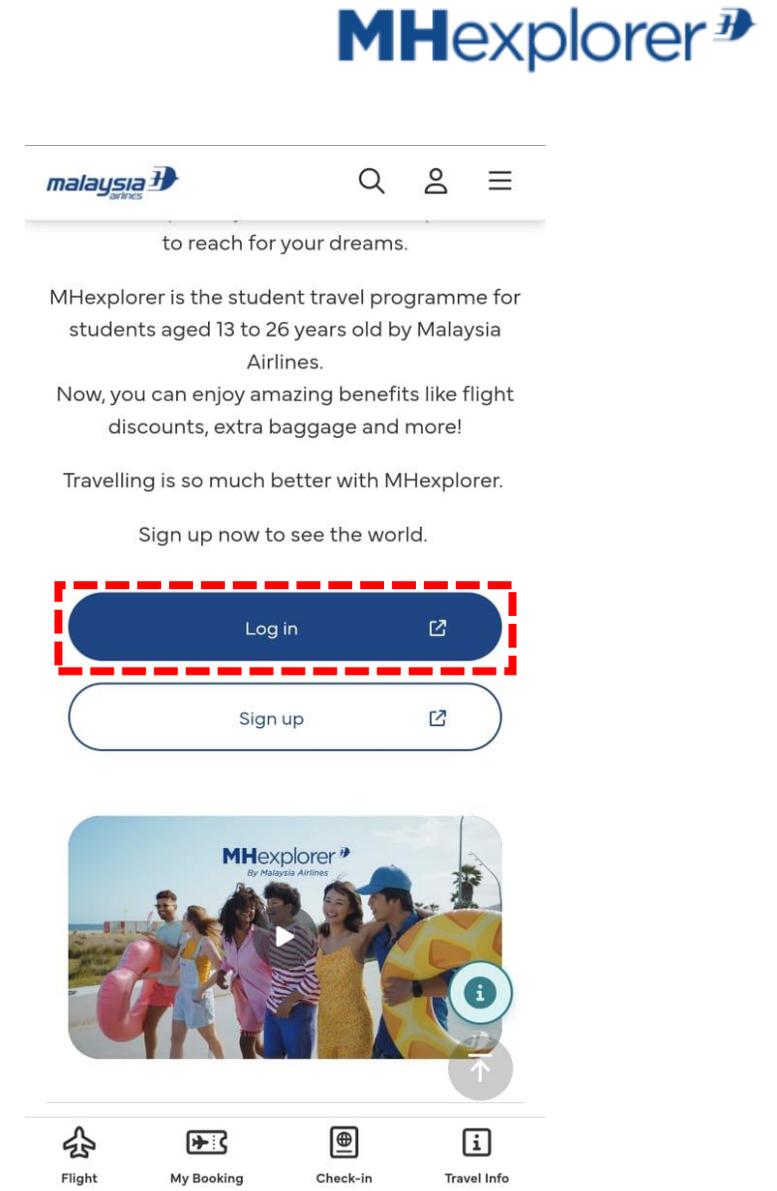


1. Go to: malaysiaairlines.com/mhexplorer

1. After logging in, you will be directed to the homepage.



1. Click "Log In."



2. Verify Your Identity

1. Enter your email and password, then click "Log In."
2. Choose your verification method and answer the security question.
3. Verify your phone number.

Enrich - MHExplorer Log ...
member.malaysiaairlines.com

malaysia airlines one world

MHexplorer

Log in with your MHexplorer account

Email Address

Mverstapen844@gmail.com

Password

.....

Forgot password?

Log in

Don't have email to log in or do not know which email / password to use to log in, please click [here](#)

No way you're not a member yet!
Sign up now to see the world

User details
member.malaysiaairlines.com

malaysia airlines

User Details

Please choose a verification method

By SMS

By WhatsApp

Help us beat the bots *

DGP WNY

Enter the characters you see

Continue Cancel

MHExplorer Phone Verifi...
member.malaysiaairlines.com

malaysia airlines one world

MHexplorer

Verify Your Phone Number

For your security, we want to make sure it's really you. To verify that this is your mobile number, click "Send Code" or "Call Me" to receive your code.

Phone Number
XXX-XXX-4874

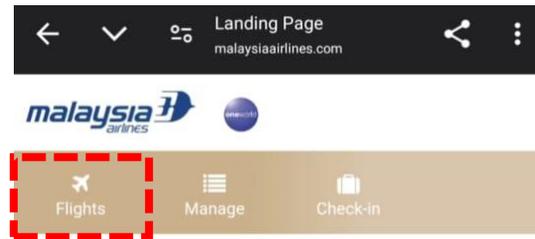
Send Code

Call Me

Cancel

3. Book Your Flight

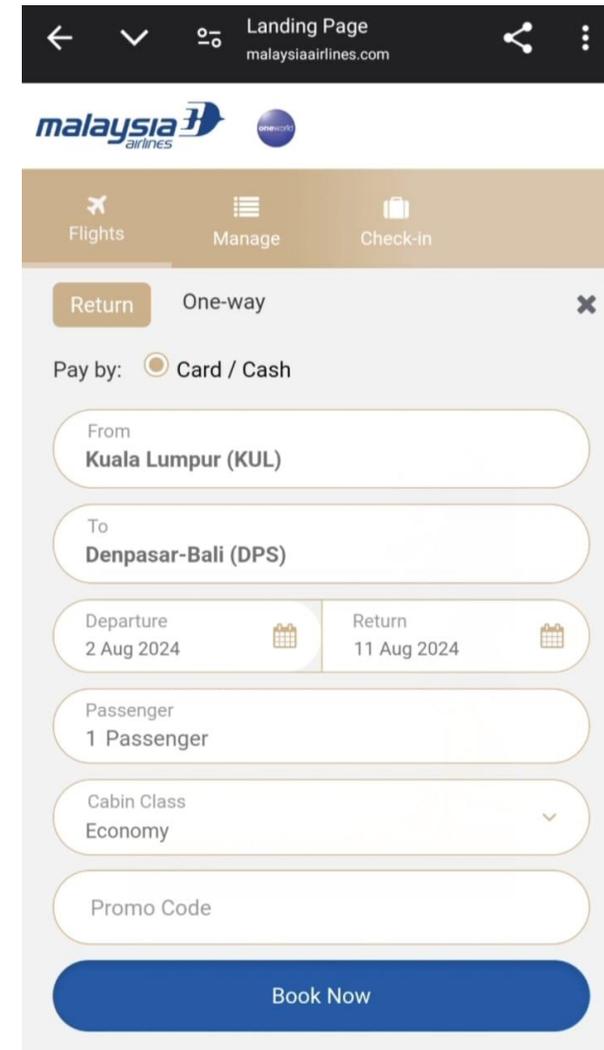
1. After successfully completing the security steps, you will be directed to the MHexplorer page.
2. Click "Flights" to proceed with flight booking.
3. Enter your travel details and click "Book Now".



Member Since: July 25th 2024
Card Expiry Date: June 12th 2027

Enrich Points :
• You have 0 Enrich Points

Enjoy MHexplorer benefits
like:



4. Review Benefits

1. You'll notice a strike-through on the flight fare compared to normal fares and an additional 10kg baggage allowance has been automatically added. These are the benefits of the MHexplorer program.

KUL ⇄ DPS
22 Aug - 26 Aug 1

Select your departure

Economy Business

09:00 KUL Terminal 1 → Non-Stop 3h 5min → 12:05 DPS Terminal I
MH 715
Flight details MYR 1,805.00
MYR 1,297.00

12:25 KUL Terminal 1 → Non-Stop 3h 5min → 15:30 DPS Terminal I
MH 851
Flight details MYR 1,805.00
MYR 1,297.00

15:10 KUL Terminal 1 → Non-Stop 3h 20min → 18:30 DPS Terminal I
MH 853
Flight details MYR 1,123.00
MYR 871.00

malaysia airlines Total Fare MYR 941.00 NE

Prices shown include taxes for one (1) adult and fare attributes are valid for Malaysia Airlines flights only. [Terms and conditions](#) apply.

15:10 KUL Terminal 1 → Non-Stop 3h 20min → 18:30 DPS Terminal I
MH 853
Flight details

Economy Lite
~~MYR 1,123.00~~
MYR 871.00
Select

- Cabin baggage 7kg
- Check-in baggage 20kg
- Complimentary snacks / meals & beverages
- Rebooking with a fee and fare difference
- Refund not available
- Seat selection with a fee

Economy
MYR 1,143.00
+ MYR 1

Cabin
Check
Comp
differ
Refun
Seat s
Upgre

Cancel and Close



4. Complete Booking

1. Proceed with booking your ticket and making the payment “Skip to Payment” .
2. Select your preferred payment method from the available options. For example, if you choose to pay via credit card, enter your credit card details.
3. Click "Pay" to complete your transaction.
4. Your booking is now complete! Enjoy your journey with MHexplorer!

Disclaimer: Please bring along a valid student ID or study offer letter for verification at the check-in counter. If the necessary documents are unavailable, expired, or invalid, passengers will need to pay the fare difference based on the standard fare

+ Fill emergency contact

Total price
MYR 2,583.00
MYR 1,922.00 >

Trip Summary

Depart on Thursday, 22 August 2024	Flight details
15:10 KUL	✈️ 3h 20min, Non-Stop
18:30 DPS	
Return on Monday, 26 August 2024	Flight details
19:20 DPS	✈️ 3h 0min, Non-Stop
22:20 KUL	

[Detailed baggage policy](#) >

[Review conditions](#) >

Select Services

Skip to Payment

Secured payment

VISA Mastercard AMERICAN EXPRESS JCB Citibank money

MHexplorer

Credit/Debit Card

VISA Mastercard AMERICAN EXPRESS JCB Citibank money

Card number *
Your credit card number

Expiry date * CVV *
mm/yy Enter CVV

The format is mm/yy

Cardholder's full name *
Cardholder's name

As it appears on the credit card

Country ... Phone number *
+60 [Redacted]

Email *
[Redacted]@gmail.com

Save this card for your future purchases

SafeKey MasterCard SecureCode VISA JCB U/Secure

I understand and accept the Terms and conditions of Carriage, Terms and Conditions, Privacy Policy and Fare Conditions

Pay MYR 2,153.00

4. What If My MHexplorer Account Has Expired, But I'm Still Eligible?



Why Does My MHexplorer Account Expire?

The expiry date for your MHexplorer account is based on your study duration, which you provided when registering (specifically, your study end date).

If your MHexplorer account has expired and you are still within the eligible age range (13–26 years old), follow these steps to re-register:

1. Go to the MHexplorer registration form and begin entering your details as you would for a new registration.
2. If the system detects that your previous account has expired, it will allow you to proceed with re-registration.
3. Re-upload the required documents, including your **Identity Documentation**, a new **Study Offer Letter or Student ID** to verify your continued eligibility.
4. Follow the remaining steps to finalize your registration, just like the first time.

If you need help at any point, contact the MHexplorer support team at mhexplorersupport@malaysiaairlines.com

**Thank
you**

谢谢
terima
kasih
நன்றி