

UOW Malaysia Group Complimentary Subscriptions FAQ

1. What is included in this free redemption?

You will receive a one-year complimentary access to both The Star Digital Access and The Star ePaper, worth a total of over RM200.

The Star Digital Access (Standard Plan) membership provides full access to content and features on TheStar.com.my and The Star Malaysia app.

The ePaper is the digital replica of The Star daily, presented in newspaper layout for smartphone, tablet and PC.

2. How do I redeem the subscriptions?

Visit bit.ly/uowmstar and complete the form to receive your login credentials via email. Please note that you will receive two separate emails - one for Digital Access and the other for ePaper - and this may take up to seven business days. For security purposes, we recommend changing your password after logging in for the first time.

Please note that redemptions are limited, and on a first-come, first-served basis.

3. Do I have to download any apps to enjoy these services?

You can enjoy The Star Digital Access and ePaper on the web at <https://www.thestar.com.my> and <https://newsstand.thestar.com.my/epaper> respectively.

However, to get the most out of your subscriptions, we recommend downloading The Star Malaysia app and The Star ePaper app from Google Play Store and Apple App Store.

4. Can I use my personal email address instead of the institutional email address?

No, use your institutional email address only.

5. I am already a subscriber to The Star's digital plans. Can I still redeem the free subscription?

Each email account can only have one active Digital Access and ePaper

subscription at a time. However, you can still redeem the free subscription with your institutional email address.

6. What happens after my free subscriptions expire?

When your subscriptions end, you will no longer be able to view all content on TheStar.com.my or download our ePaper issues. You can choose to renew the services with our paid plans available at <https://www.thestar.com.my/subscribe> and <https://newsstand.thestar.com.my/>

7. What happens to my free subscriptions if I have left the institution?

Your subscriptions will end 12 months from the date of activation, regardless of your status with the institution. This means that you can continue to enjoy the remainder of your free subscriptions until the subscription period ends.

8. Do I need to include payment details to redeem the free subscriptions?

No, you do not need to provide payment details to redeem the free access.

9. What do I do if I have trouble redeeming the free subscription?

You can contact us at 1300-88-7827 [Mondays to Fridays, 9.00am to 5.30pm (GMT+8), excluding gazetted public holidays of the State of Selangor, Malaysia] or email customerservice@thestar.com.my

Please specify that you are a student/ staff of UOW Malaysia Group attempting to redeem the free subscriptions, and we will do our best to help.