

MHexplorer

User Guide ver.04 200325



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.



Table of Content

1. How to signup for MHexplorer	Page 5 - 12
2. What If My Email Is Already Registered with Enrich?	Page 13 - 16
3. How to Book a flight with MHexplorer	Page 17 – 22
4. Group booking	Page 23 - 25
5. What If My MHexplorer Account Has Expired?	Page 26 – 27
6. Technical support	Page 28

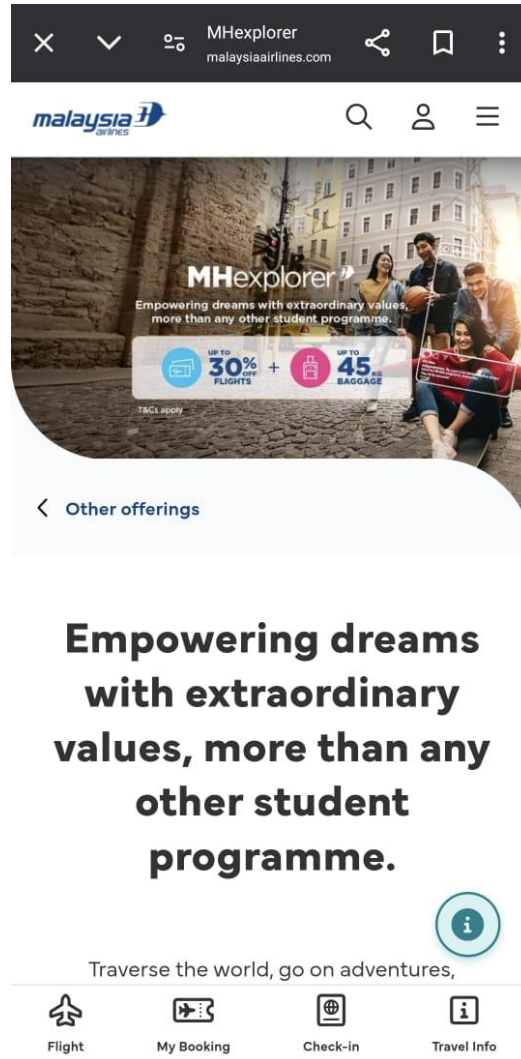


1. How to Sign Up for MHexplorer



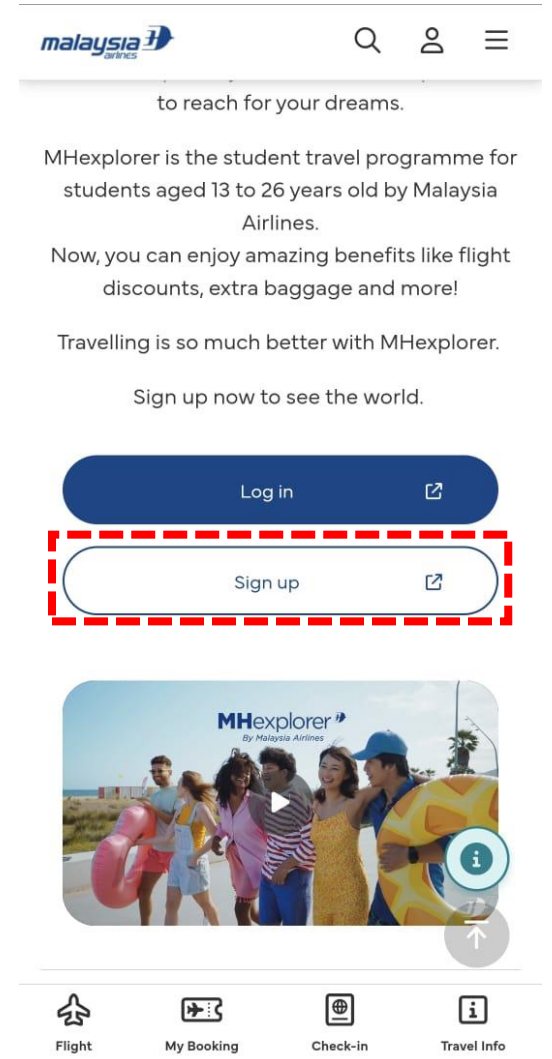
1. Logging in

1. Go to: malaysiaairlines.com/mhexplorer
2. You will be directed to the homepage.



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

MHexplorer



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

ljeffbeck1@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 ljeffbeck1@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

ljeffbeck1@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.

Important: *Kindly be reminded to bring your valid Student ID or Study Offer Letter (physical / digital) for verification at the check-in counter before your boarding pass can be issued.*



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 

Submit

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](#).

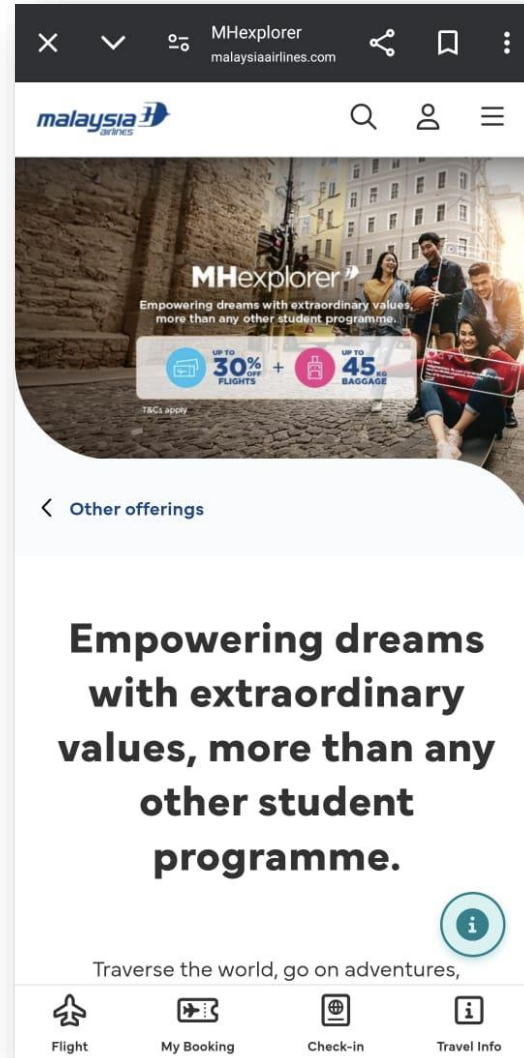
if you encountered any issue, please contact MHexplorerSupport@malaysiaairlines.com for assistance.

3. How to Book a flight with MHexplorer

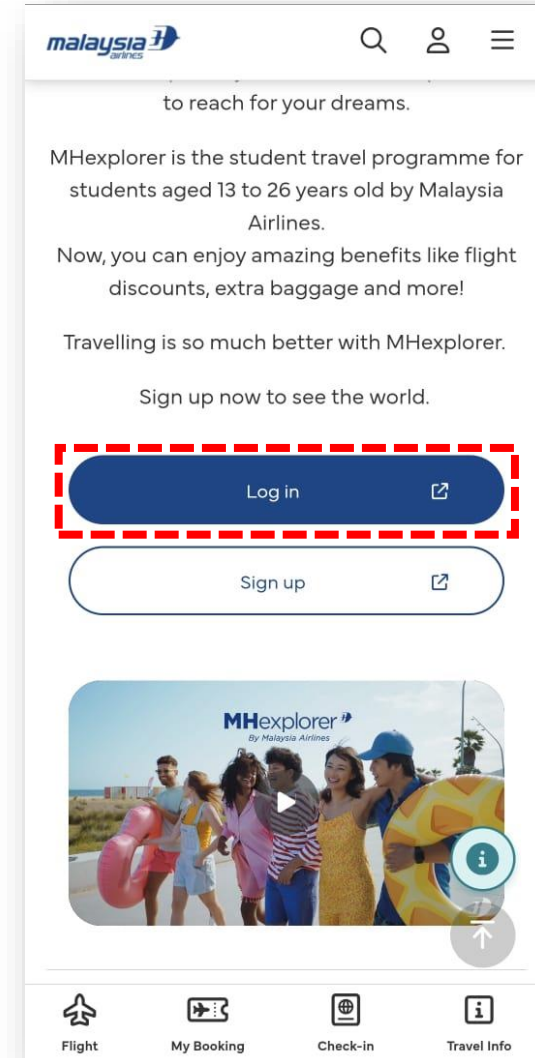


1. Go to: malaysiaairlines.com/mhexplorer

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 oneworld

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 oneworld

User Details

Please choose a verification method

By SMS

By WhatsApp

Help us beat the bots *

D6P WY

Enter the characters you see

Continue **Cancel**

MHexplorer Phone Verifi...
member.malaysiaairlines.com

malaysia airlines oneworld

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

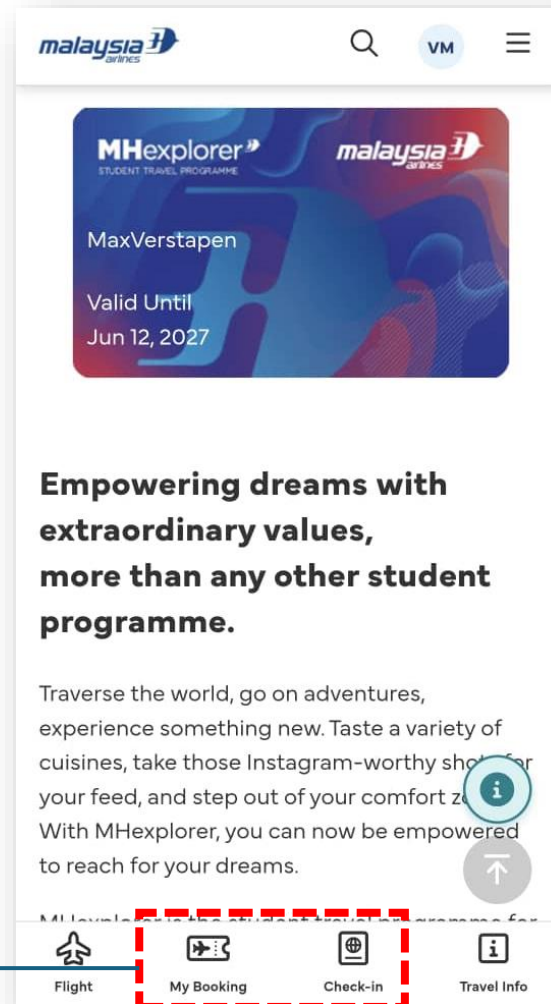
Send Code

Call Me

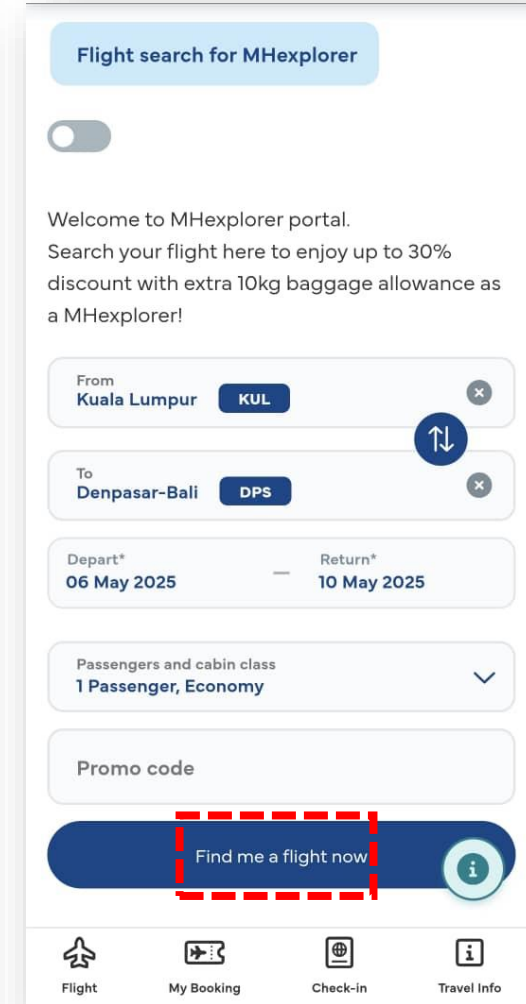
Cancel

3. Book Your Flight

1. After successfully completing the security steps, you will be directed to the MHexplorer page.
2. Enter your travel details and click “Find me a flight now”.

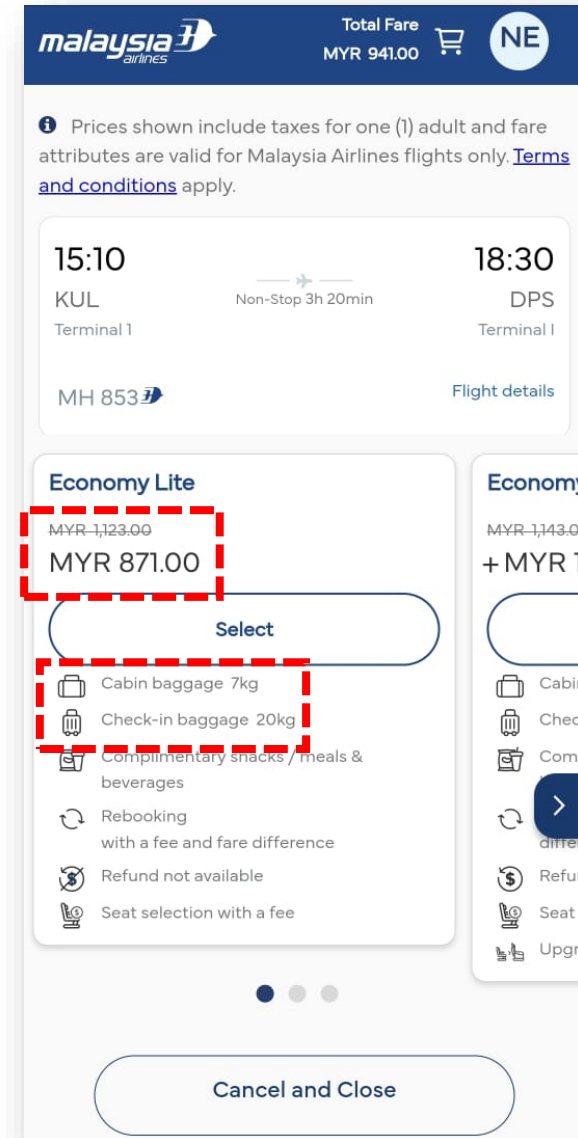
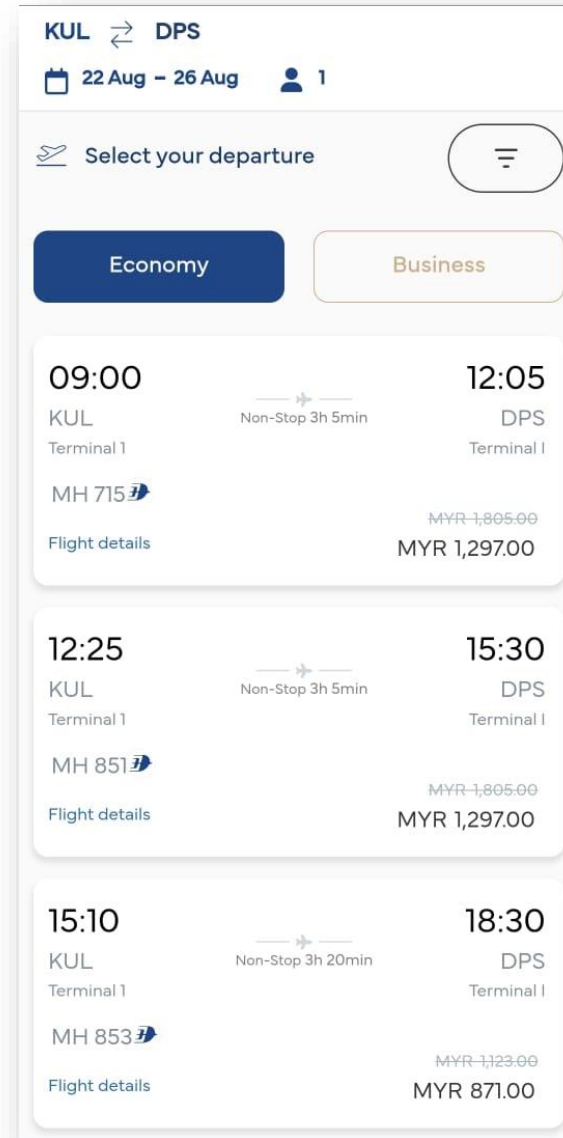


Here, you can manage your booking and check in



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.



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 (physical / digital) 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
Return on Monday, 26 August 2024	Flight details
19:20 DPS	✈️ 3h 0min, Non-Stop

[Detailed baggage policy](#) >

[Review conditions](#) >

Select Services

Skip to Payment

Secured payment

VISA Mastercard AMERICAN EXPRESS JCB Citibank money

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. Group Booking



Group Booking for students travel






For schools and universities requiring group travel, Malaysia Airlines offers a seamless Group Booking process through our online portal. Please follow the steps below to ensure a smooth booking experience.

Eligibility Criteria: The group must consist of **10 or more passengers**.

Step 1: Signup

1. Visit the **Malaysia Airlines Group Booking Portal**: <https://groups.malaysiaairlines.com/>
2. Click on **'Direct User'** if you are not a travel agent.
3. Fill out the required registration form.
4. Click **'Sign Up'**.
5. Check your email and **verify your email address** to activate your account.

Not yet registered?

-  If you are a IATA travel agent, please [Click here](#) to sign up.
-  If you are a NON IATA travel agent, please [Click here](#) to sign up.
-  If you are a Direct User, please [Click here](#) to sign up.
-  If you are an Airline User, please [Click here](#) to login.
-  Customers travelling to any sporting events are required to register with MHSports and submit their details via this link : [here](#)

Non travel agent registration

Title *

First Name *


Last Name *

Email ID *

Password *

Confirm Password *

Nearest Airport City *

Enter the captcha code * 

I Agree To Customer Data Privacy Terms*

Sign up
Clear

Step 2: Making a Group Booking

1. Log in to the **Group Booking Portal**:
<https://groups.malaysiaairlines.com/>
2. Navigate to **New Booking > 'Ad-Hoc Booking'**.
3. Enter the **Group name**, **travel details** and select **Group Category: Student**.
4. Proceed with **flight selection** and click **'Submit'**.

Step 3: Accepting the quotations

1. You will receive an **email notification** with a quotation.
2. Once received, **log in** to <https://groups.malaysiaairlines.com/>
3. Go to **'View Request'** – you may see a pending action. Click it.
4. Select your **group name** and click **'View Details'**.
5. Review the **quoted fare**, **fare expiry date**, **payment terms**, and **terms & conditions**.
6. If all details are correct, scroll down and click **'Accept'** to accept the quotations.
7. Proceed to **payment**.

*For additional details on group bookings, click **'Support'** on the portal to download the User Guide.

The screenshot shows the 'Adhoc Group Request' form. At the top, there's a breadcrumb 'Home / Adhoc Group Request' and the title 'Adhoc Group Request'. Below this is a 'Group Name' field containing 'school run SMKKB'. There are three tabs: 'One Way', 'Round-Trip' (selected), and 'Multi-city'. The 'Origin' is 'Kuala Lumpur International Airport, K' and the 'Destination' is 'Kuching International Airport, Kuching'. The 'Departure Date' is '19-June-2025'. There are three passenger categories: '>12 years' (12), 'Child' (2-11 years), and 'Infant' (24 months and all). The 'Expected Fare / Pax (Taxes Included)' is 'MYR 450'. The 'Cabin' is 'Economy'. A dropdown menu is open, showing options: 'Select', 'AMAL', 'RM APPROVAL', 'BUY UP', 'MH CRUISE', 'FAMILIARIZATION', 'MICE', 'OTHERS', 'STUDENT' (highlighted), 'MH SPORTS', 'PROMOTIONAL', and 'TACTICAL'.

The screenshot shows a dashboard with several cards. The top row has four cards: 'Adhoc Group Request' with '0' 'Waiting airline response', 'View request' with '1' 'Pending action', 'Make Payment' with '0' 'Payment pending', and 'Name List and Ticketing' with '1' 'Name list update pending'. The bottom row has three cards: 'Edit Profile', 'View bookings', and 'Help desk'.

The screenshot shows the 'request Details' page. It is divided into two columns: 'Agent request' and 'Airline response'. The 'Agent request' section shows: 'KUL -> KCH KCH -> KUL', '19-June-2025', 'Request ID: GRP592956', 'Group Name: school run SMKKB', 'Group Category: STUDENT', 'Requested By: naincycling@gmail.com', 'Number of Passengers: 12 (12A)', 'Flexible on Dates: No', 'Requested Fare: MYR 450', 'Date of Request: 19-Mar-2025 12:25', and 'Remarks: -'. The 'Airline response' section shows: 'Fare Quoted: MYR 5613.84', 'Total fare (Base fare+Tax+SSR)', 'Adult Fare/Pax: MYR 467.82', 'Last Respond on: 19-Mar-2025 12:27', 'Airlines Remarks: -', 'Time Limit', 'Fare Expiry Date: 22-Mar-2025 12:27', 'Payment: 05-Apr-2025 12:27 (30% of pax), 05-Jun-2025 12:30 (70% of pax)', and 'Name List and Ticketing: 14-Jun-2025 12:30'.

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

