

Tips & Trick **PRU**Services

www.prudential.co.id/id/pruservices

Prudential Indonesia



Daftar Isi

Membuat *Shortcut*
PRUServices di *Handphone*



Gagal *Log in* ke **PRU**Services
dengan akun **PULSE** Eksisting?



Account With Facebook
There is a Pulse account of the same name as Facebook. You may sign in with your Facebook identity.

[Back](#)



Account Deleted
We want you to use Facebook as your email ID. You registered Pulse app under the email ID of deleted Pulse.

[Back](#)



Account Edited
We can't sign you in with Google as your email ID. You have registered Pulse app under the email ID of deleted Pulse.

[Back](#)

Kendala *Top Up* di **PRU**Services



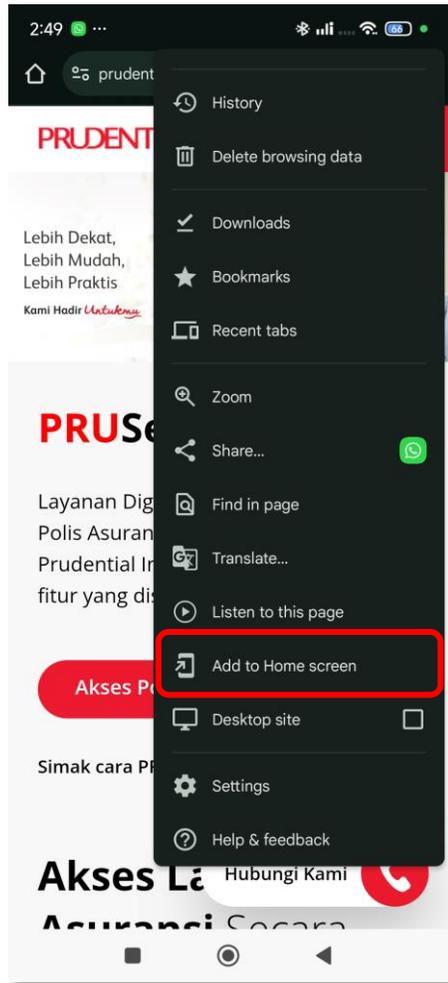
Informasi **Polis Aktif** tidak Muncul
di **PRU**Services

Membuat *Shortcut* **PRU**Services di *Handphone*

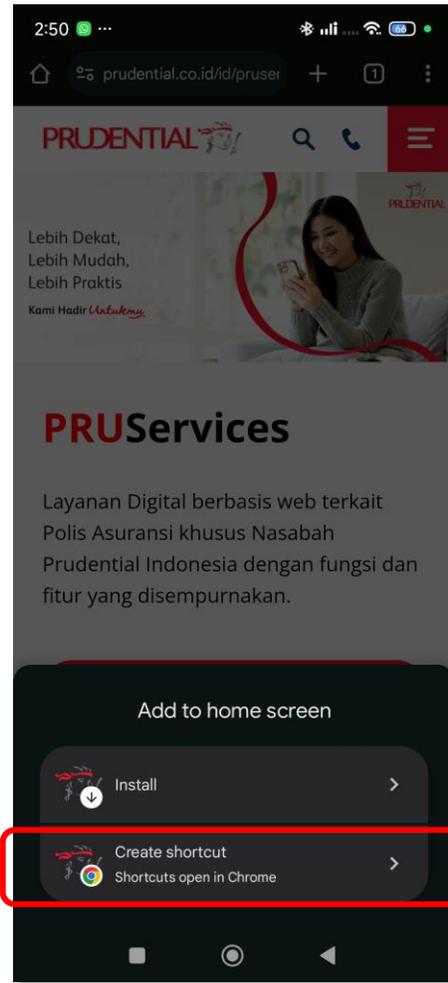




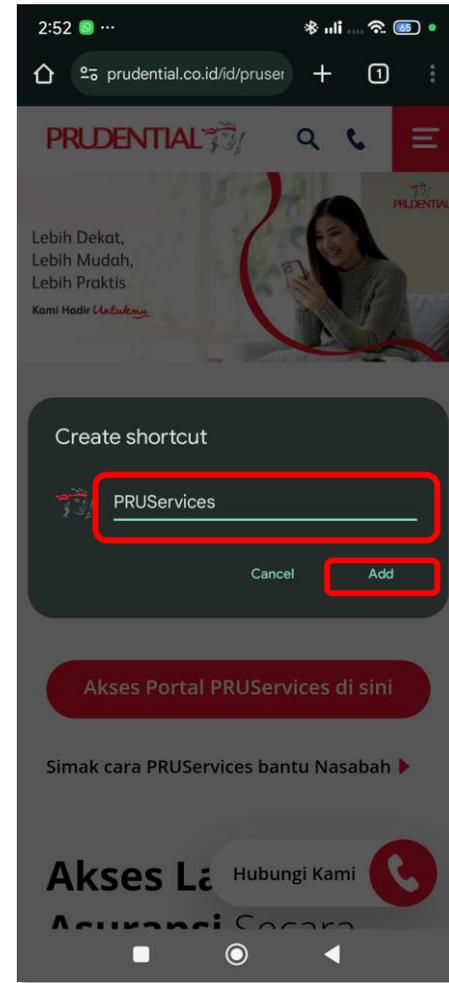
Buka *browser* dan akses bit.ly/pruservices kemudian klik tombol di pojok kanan atas.



Klik menu “Add to Home screen”



Pilih “Create shortcut”



Ubah nama Shortcut menjadi “PRU Services” kemudian klik “Add”



Shortcut “PRU Services” sudah muncul di layar *handphone*. Silakan klik untuk mengakses PRU Services.

Gagal *Log in* ke PRU Services dengan akun PULSE Eksisting?



Account With Facebook

There's a Pulse account of this email linked with Facebook. You may sign in via the Pulse App with Facebook directly.

Got it



Account Existed

We can't sign you in with Facebook as your email has been registered. Please sign in with the email directly to [explore Pulse](#).

Got it

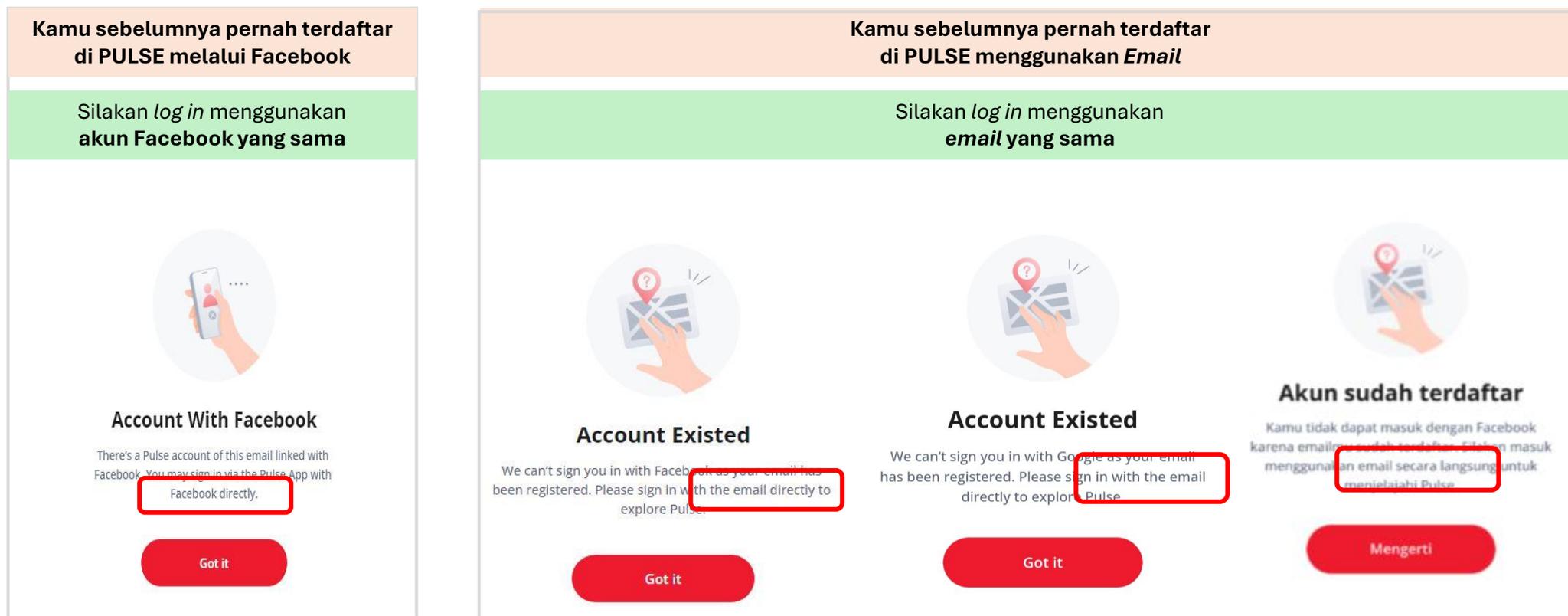


Account Existed

We can't sign you in with Google as your email has been registered. Please sign in with the email directly to [explore Pulse](#).

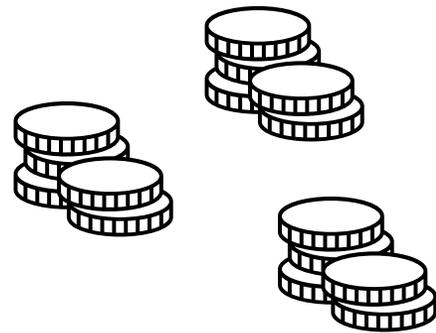
Got it

- 1 Ikuti petunjuk dan melakukan **log in ulang** menggunakan **metode log in yang sama** pada saat di PULSE.



- 2 Sebagai langkah alternatif, kamu bisa coba **registrasi ulang** menggunakan **alamat email yang berbeda** (*email* baru yang tidak terhubung ke akun Facebook yang digunakan sebelumnya untuk *log in* ke PULSE).
- 3 Apabila masih mengalami kendala, silakan mengirimkan *email* ke customer.idn@prudential.co.id untuk Nasabah Prudential Indonesia atau customer.idn@prudentialsyariah.co.id untuk Nasabah Prudential Syariah

Kendala *Top Up* di **PRU**Services

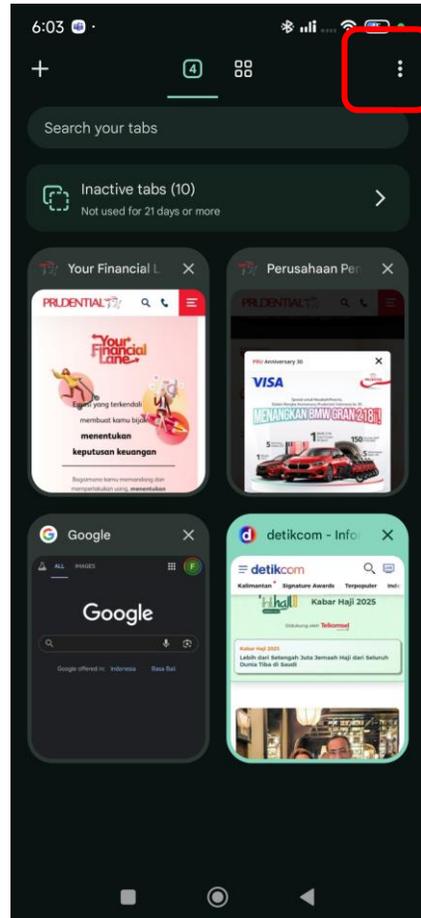


Tutup semua *tab* aktif kemudian coba akses kembali Portal **PRU**Services.

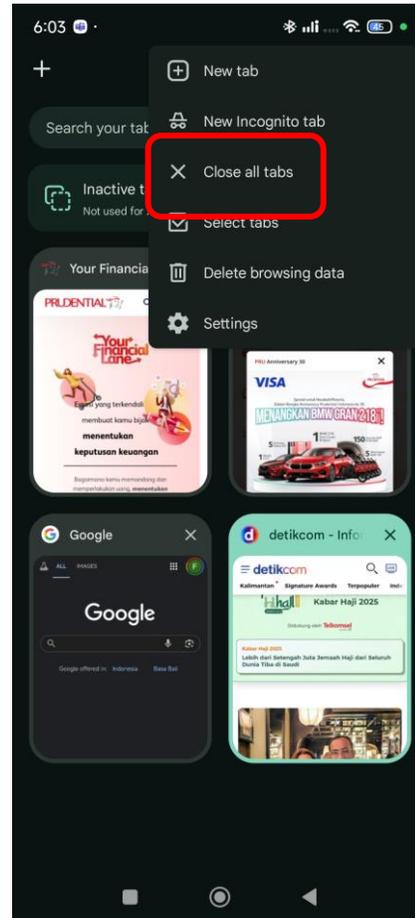
1 Menutup Semua *Active Tab* di Google Chrome



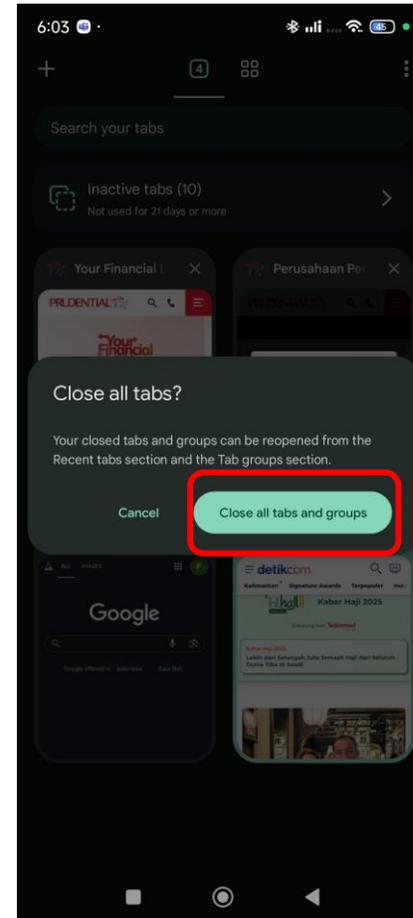
Tekan tombol dengan angka yang menunjukkan jumlah *tab* aktif yang terbuka di *web browser*



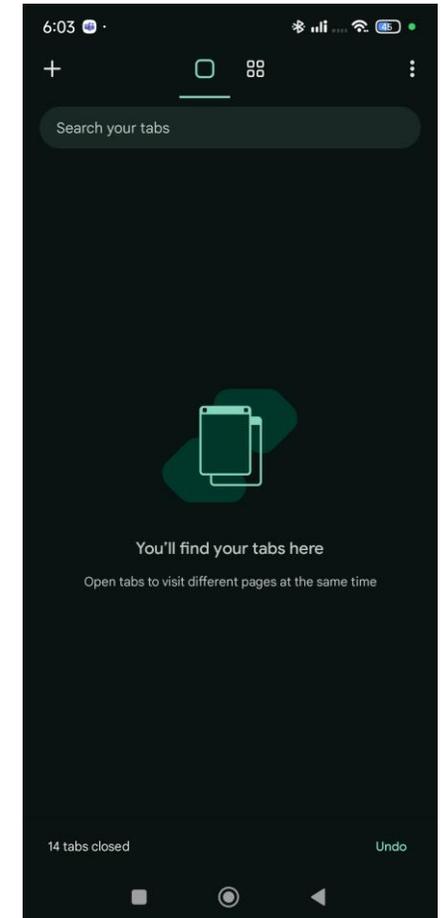
Tekan tombol titik 3 di pojok kanan atas



Tekan tombol "Close all tabs"



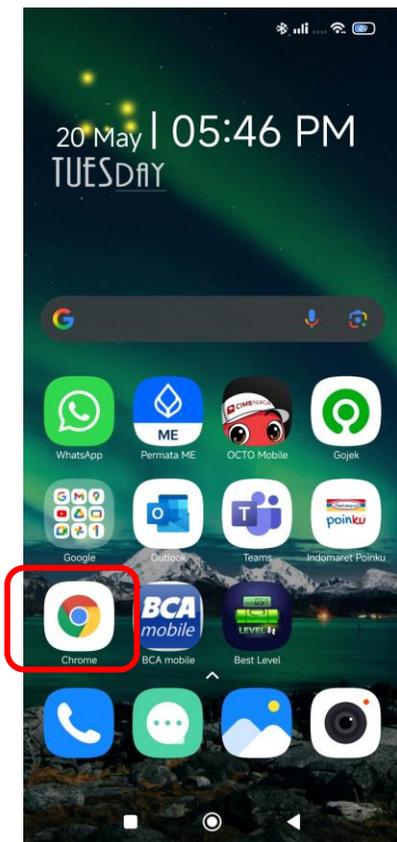
Tekan tombol "Close all tabs and groups"



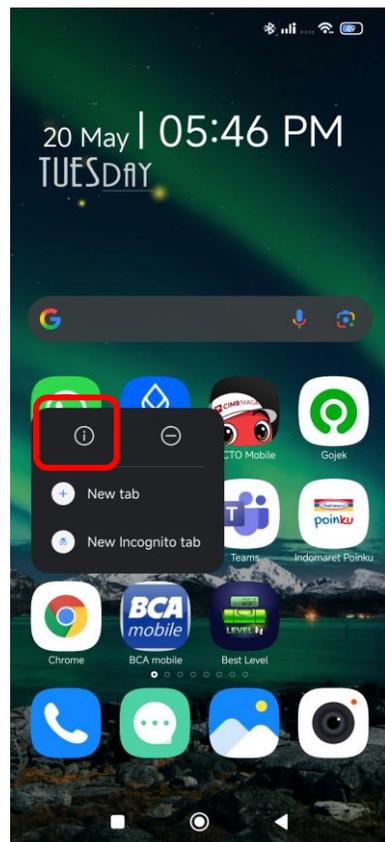
Semua *tab active* telah ditutup, silakan akses kembali Portal **PRU**Services

Jika petunjuk di langkah 1 tidak berhasil, silakan melakukan langkah 2 berikut dengan melakukan *clear cache*.

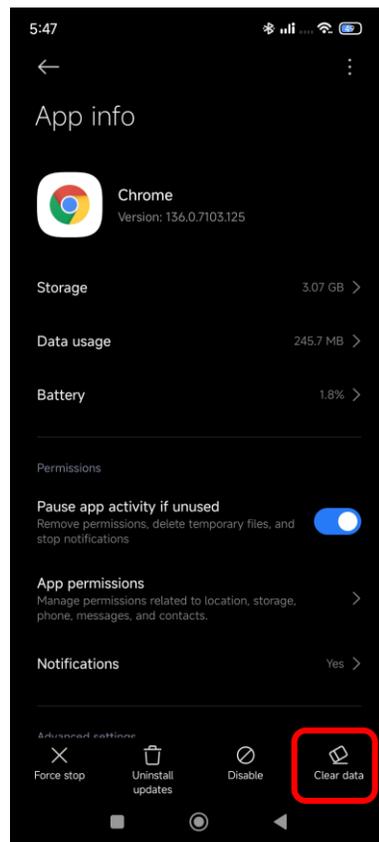
2 Petunjuk Clear Cache di Google Chrome



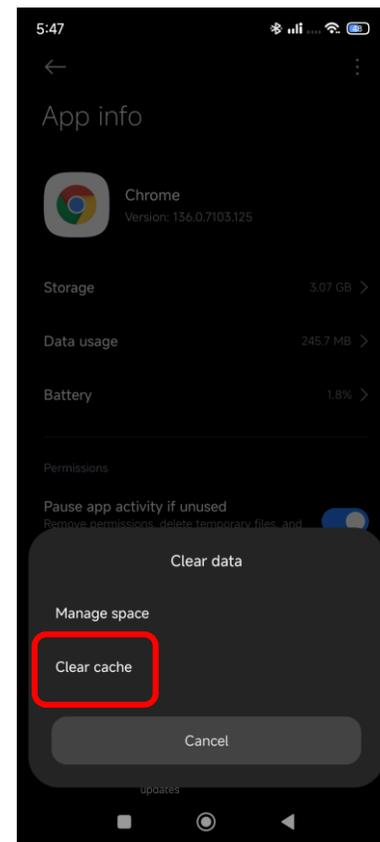
Tekan dan tahan *icon* Google Chrome sampai muncul menu



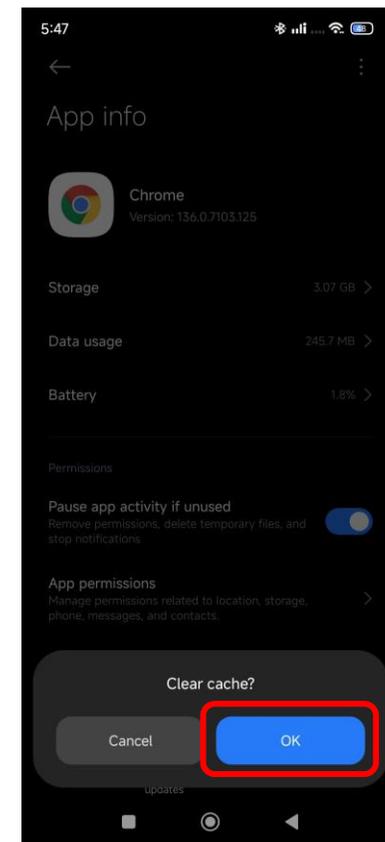
Tekan tombol "App Info" yang ada di kiri atas



Tekan tombol "Clear data" di kanan bawah



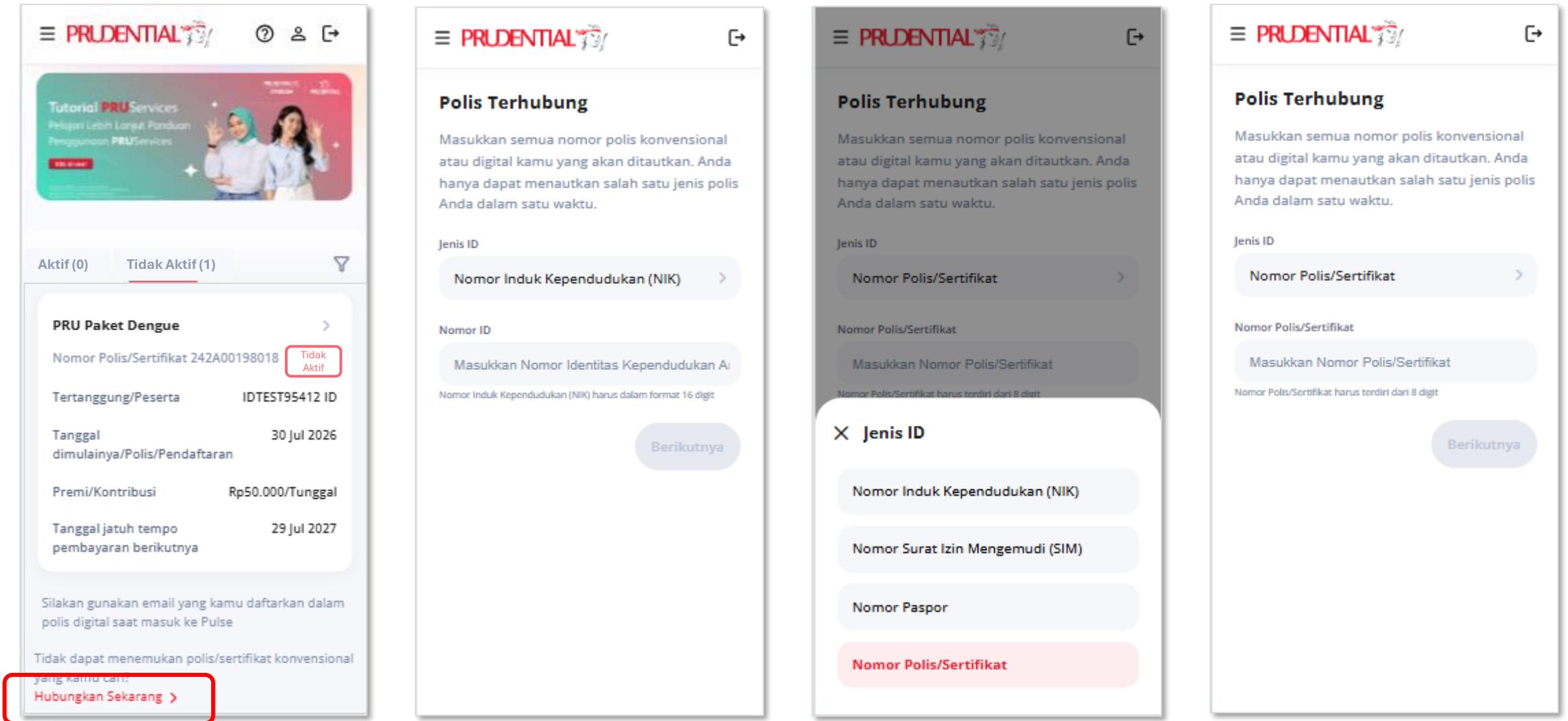
Tekan "Clear cache"



Tekan "OK" kemudian coba akses kembali Portal PRUServices.

**Informasi Polis Aktif tidak Muncul
di PRU Services**

Apabila informasi Polismu yang masih aktif tidak muncul di halaman **PRU**Services, silakan klik **“Hubungkan Sekarang >”** untuk menghubungkan Polis kamu. Selanjutnya ikuti petunjuk di layar untuk menghubungkan Polismu.



Klik **“Hubungkan Sekarang >”**

Ikuti petunjuk di layar PRU Services untuk menghubungkan Polismu.