

ShopBack Travel eSIM Quick Setup Guide

3-minute setup before your trip



 Important!

Before you start

Check the following to ensure a smooth setup experience



Your phone supports eSIM



Your phone is carrier-unlocked



You are connected to WiFi



Your phone battery is at least 50%

When Does My Plan Start?



Good news:
Installing your eSIM does NOT start your data usage.

Your plan will only activate when:



You reach your destination



The eSIM connects to a supported network

You can safely install it anytime before your trip.

iPhone setup

Install Your eSIM

1. Open the ShopBack app
2. Go to Account → eSIM
3. Select your purchased eSIM
4. Tap Install
5. Follow the on-screen instructions



Keep the app open and stay connected to Wi-Fi or mobile data. Installation may take a few minutes.



If prompted to select your plan type, choose "Data Only."

When you arrive

Once you land:

Turn OFF your primary SIM (recommended)

1. Go to Settings → Mobile Data
2. Turn ON your ShopBack eSIM
3. Select it as your Mobile Data line
4. Turn ON Data Roaming for this eSIM



You're ready to go.

Android setup

Install Your eSIM

1. Open the ShopBack app
2. Go to Account → eSIM
3. Select your purchased eSIM
4. Tap Install
5. Follow the prompts



Stay connected to WiFi during setup.



Menu names may vary by device.

When you arrive

Once you land:

Turn OFF your primary SIM (recommended)

1. Go to Settings → SIMs / Network
2. Turn ON your ShopBack eSIM
3. Set it as your Mobile Data SIM
4. Turn ON Data Roaming



You're ready to go.

If the Install Button Doesn't Work

Install Using QR Code

1. Open your phone Settings
2. Go to Mobile Data / SIM settings
3. Select "Add eSIM"
4. Scan the QR code provided in your order details
5. Follow the prompts



Make sure you are connected to WiFi.

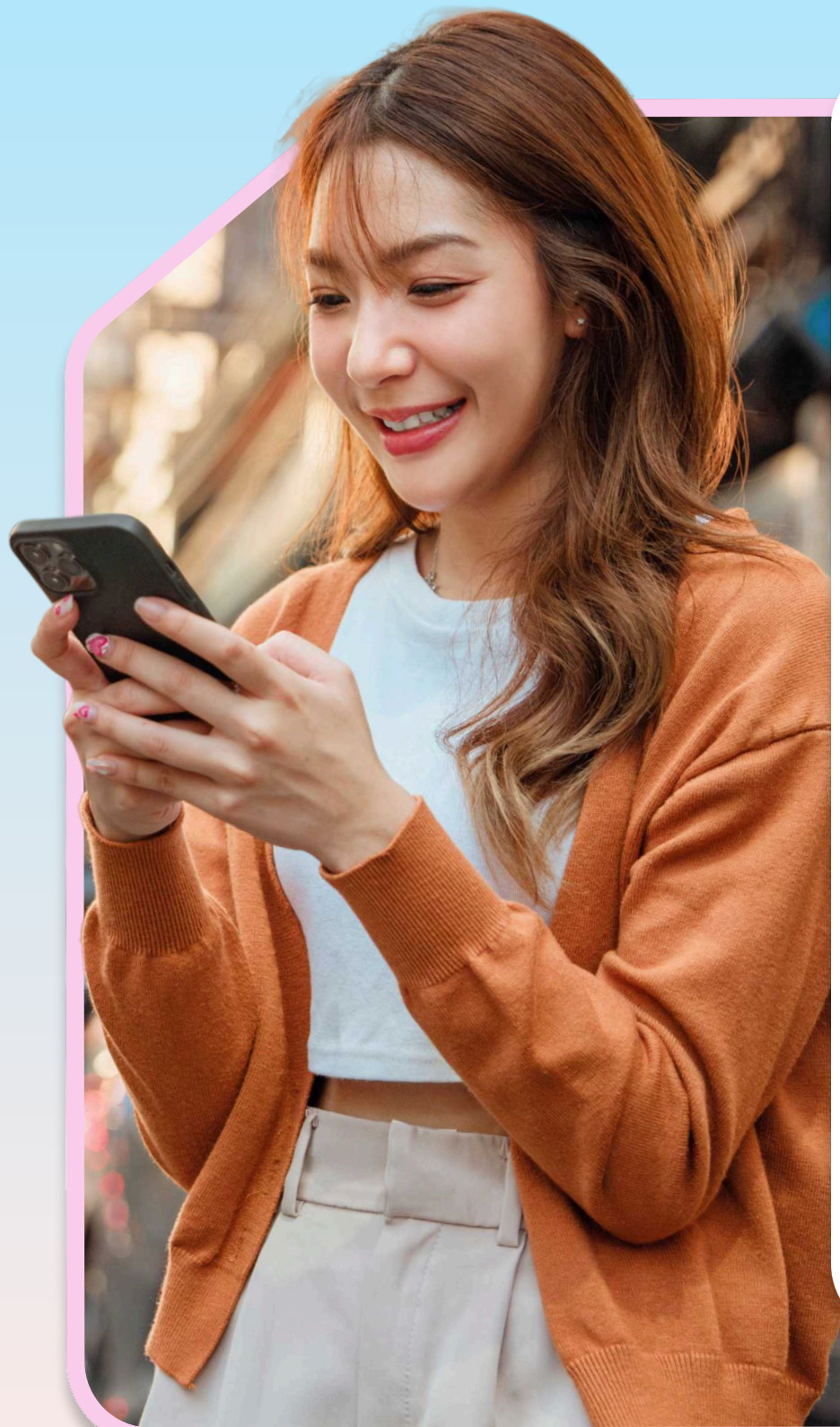
Manual Entry (Advanced)

If QR scanning is not available:

1. Go to Settings > Mobile/Network > Add eSIM
2. Select Enter Details Manually (or Enter activation code on Android)
3. Enter the SM-DP+ address and Activation Code
4. Follow the setup instructions



You can find these details in:
ShopBack App → Account → eSIM → Your Order



Using Your eSIM

⚠ Important notes:



This is a data-only eSIM;
Calls & SMS are not supported.



You can still use WhatsApp,
Telegram, Grab, Google Maps, etc.



Hotspot sharing is supported
(if your device allows it)

Travelling again?

Install Once. Reuse Forever.

With ShopBack Travel eSIM:

**You only install once.
Keep the eSIM installed on your device.**

For your next trip:

- Open ShopBack
- Purchase a new destination plan
- Set the ShopBack eSIM as your Mobile Data SIM

**Your new plan activates automatically upon arrival.
No need to install the eSIM again.**



If Data Isn't Working?

Quick Fix Guide

Try these steps:

1. Turn Airplane Mode ON → OFF
2. Restart your phone
3. Ensure the correct eSIM is selected for Mobile Data
4. Check that Data Roaming is ON
5. Confirm your plan is active in the app



Still not working? We're here to help.

Quick FAQ

Can I receive calls?

No. This is a data-only eSIM.

Will my WhatsApp number change?

No. Your number stays the same.

Can I use my primary SIM and the eSIM together?

Yes. However, we recommend turning off your other SIM while using the travel eSIM to avoid unexpected roaming charges.

What happens if I run out of data?

Simply purchase another plan in the app.

Need Help?



ShopBack Support

Contact us via the app.

Have your Order ID ready for faster assistance.

