How to use Phonepay Pro

Mobile reloads and bill payments from one wallet — step by step.

What is Phonepay Pro?

- One wallet for every network and common bill in Sri Lanka.
- Reload Dialog, Mobitel, Hutch and Airtel. Pay TV, broadband, CEB and LECO bills.
- Use the Android app or the website phonepay.lk.



1. Create your account

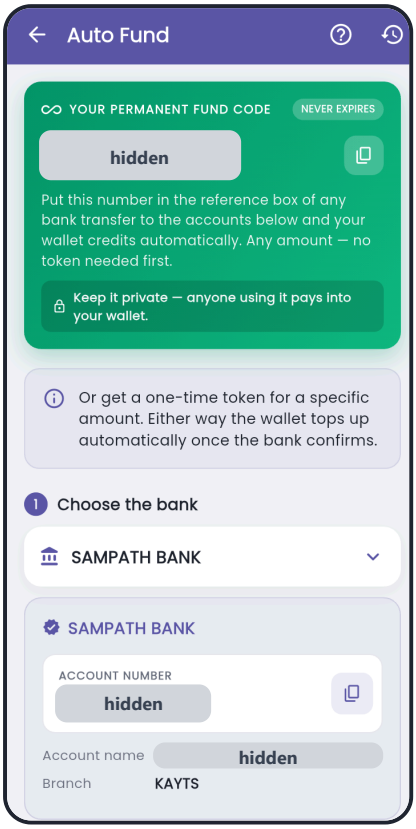
- Open the app and tap Register.
- Enter your name and mobile number.
- Type the code (OTP) sent to your phone by SMS.
- Choose a password you will remember. Keep it secret.

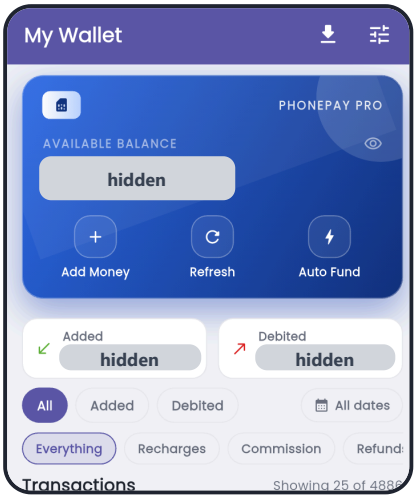
2. Sign in

- Enter your mobile number and password, then tap Login.
- Forgot your password? Tap Forgot password and follow the SMS code.

3. Add money to your wallet

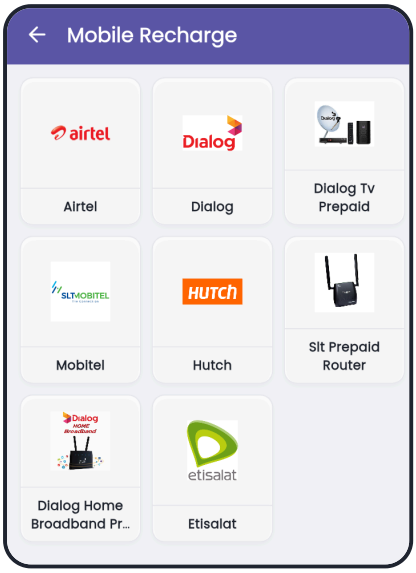
- Open Wallet → Auto Fund. You will see our bank account and your 6-digit fund code.
- Transfer money from any bank (app, counter or CDM) to that account.
- Type your fund code in the Reference / Remarks box.
- Your wallet is credited automatically in a few minutes.
- Tip: tap the ? button on the Auto Fund screen for a picture guide.

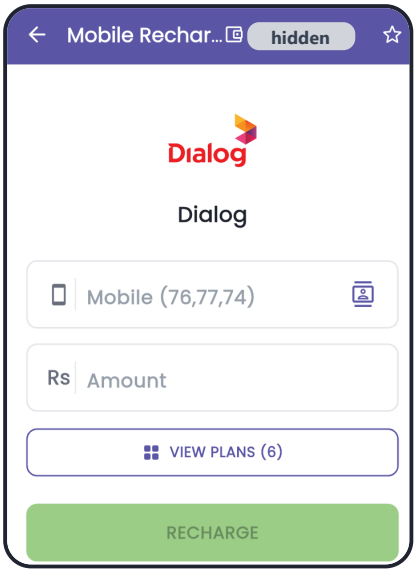




4. Reload a mobile number

- On Home, tap Mobile Recharge, then choose the network (Dialog, Mobitel, Hutch or Airtel).
- Enter the mobile number and the amount.
- Check the details and tap Confirm. Enter your PIN if asked.
- Most reloads finish in a few seconds.



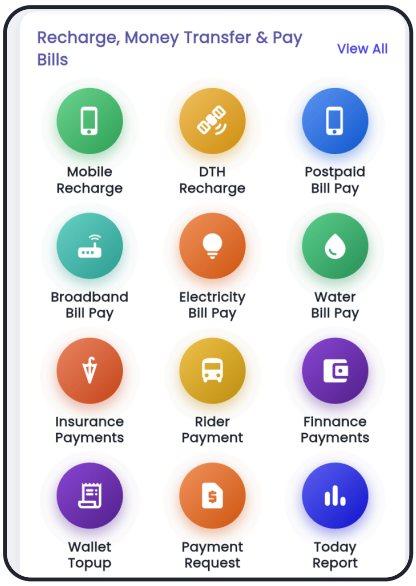


Reload by WhatsApp

- From your registered number, send a WhatsApp message to Phonepay: 0771234567 100
- To choose the network, start with a letter: D = Dialog, M = Mobitel, H = Hutch, A = Airtel (e.g. D 0771234567 100).
- We reply with a 4-digit code. Send YES and the code (e.g. YES 4821) within 3 minutes. Send NO to cancel.
- You get the result on WhatsApp. Send BAL to see your balance.

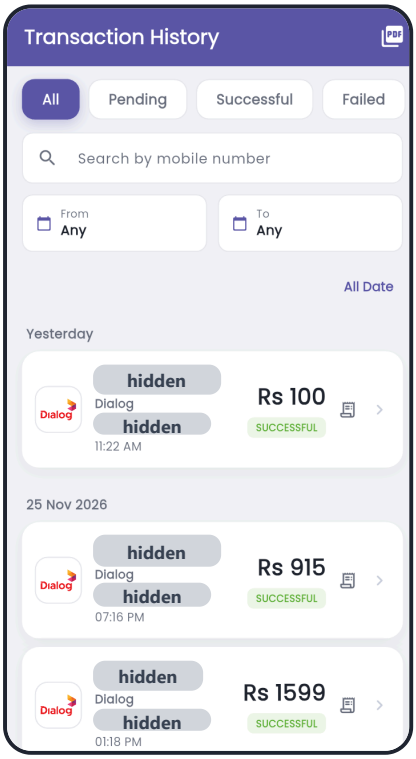
5. Pay bills and TV

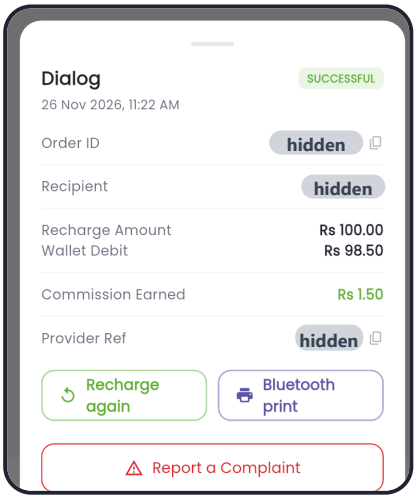
- On Home, tap the bill type: TV, broadband, CEB, LECO and more.
- Enter the account number. Your bill amount may appear automatically.
- Enter the amount, check it, and tap Confirm.



6. Check history and receipts

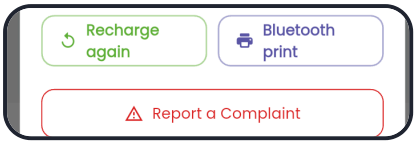
- Tap History at the bottom to see every payment and its status.
- Green = successful. Red = failed — the money returns to your wallet automatically.
- Open a payment to share the receipt on WhatsApp, as an image, or print it.





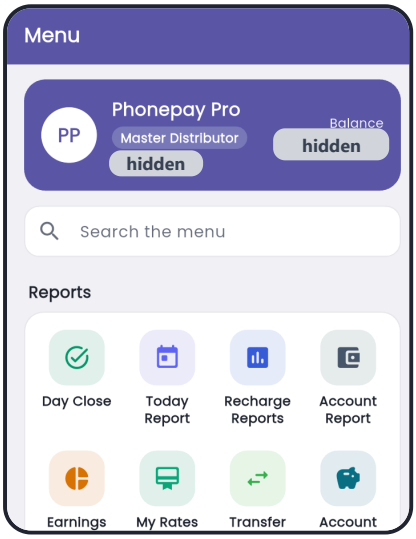
7. Something went wrong?

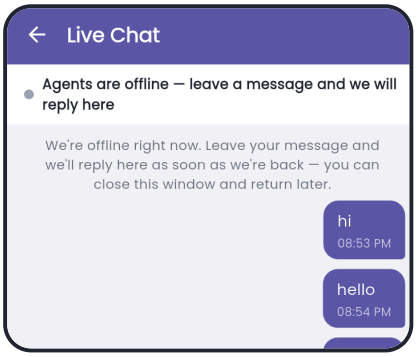
- Open the payment in History and tap Report a Complaint.
- Write what happened. Our team will check and reply.



8. Get help

- Menu → Live Chat: talk to our support team.
- Menu → Help & FAQ: instant answers to common questions.
- Menu → App Guide: see the quick tour again.





Stay safe

- Never share your password, PIN or OTP with anyone.
- Phonepay staff will never ask for them.
- Log out if you use someone else's phone.