



GOVERNMENT ONLINE SERVICE GATEWAY (GOS GATEWAY)

User Manual

Portal MyGovernment



**UNIT PEMODENAN TADBIRAN DAN PERANCANGAN PENGURUSAN
MALAYSIA (MAMPU),
JABATAN PERDANA MENTERI**

April 2021







	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 2	

Table of Contents



1	Introduction.....	5
1.1	User Manual.....	5
1.2	User Category.....	5
1.3	User Manual Structure.....	5
2	MyGovernment Portal Overview	8
2.1	Main Page	8
2.2	Accessing the MyGovernment Portal.....	10
2.2.1	MyGovernment Portal URL.....	10
3	User Account Registration	11
3.1	Register a New User.....	11
3.1.1	Malaysian Citizens	11
3.1.2	Non-Malaysian Citizens.....	13
3.1.3	Permanent Residents	15
3.2	Account Activation.....	17
3.3	First-Time Login.....	22
3.4	Login.....	25
3.5	Logout	27
4	Dashboard Management.....	28
4.1	MyDashboard.....	28
4.2	User Profile.....	29
4.2.1	Personal Details.....	29
A.	Update Personal Details	29
B.	Change E-mail Address	32
C.	Change Mobile Phone Number.....	35
4.2.2	Health	36
A.	Add a Health Record	37
B.	Delete a Health Record.....	39
4.2.3	View Personal Information	40
A.	Self Details	41
B.	Education.....	42
C.	Transportation.....	44

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 3	

D.	Welfare Aid	46
4.3	Company Profile	48
4.3.1	Add a Company	49
4.3.2	Update Company Information.....	50
4.3.3	Delete a Company.....	51
4.4	Inbox.....	52
4.4.1	View Messages.....	53
4.4.2	Delete Messages	54
4.5	Family Profile	55
4.5.1	Add a Family Member.....	56
4.5.2	Update Family Member Information	58
4.6	Important Info	60
4.6.1	Add a Reminder	61
4.6.2	Update Reminder Information	63
4.6.3	Delete a Reminder	64
4.7	Calendar	65
4.8	MyInterest.....	67
4.9	Transaction Management	72
4.9.1	Digital Application Management.....	73
4.9.2	Update Digital Application	76
4.9.3	Review Application Status.....	77
5	Navigating the MyGovernment Portal	80
5.1	User Manual	80
5.2	About Us	81
5.3	Language Selection	82
5.4	Customise the Theme (W3C).....	85
5.5	Topics.....	87
5.6	MyInfo	88
5.7	MyInitiative	89
5.8	Digital Services	90
5.9	Tenders.....	92
5.10	Latest News & Announcements.....	93
5.11	Featured Applications.....	94

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 4	

5.12	MyCalendar.....	95
5.13	Directory of Agencies.....	97
5.14	Chief Information Officer (GCIO)	99
5.15	Publications.....	100
5.16	Online User Statistics	101
5.17	Subscriptions.....	103
5.18	Online Services.....	105
5.18.1	Search by Agency	106
5.18.2	Search by Keyword	106
5.19	Download e-Forms.....	108
5.19.1	Search by Agency	108
5.19.2	Search by Keyword.....	109
5.20	Personal Data Protection Act	110
5.21	Freedom of Information	111
5.22	RSS Feed	112
5.23	Gallery.....	113
5.24	Social Media.....	113
5.25	External Links	114
5.26	MyTawaran.....	115
5.27	MyRanking	116
5.28	MyDestinasi.....	117
6	Guidelines for Public Participation & Interactions.....	119
6.1	Submit & Review Digital Applications	119
6.2	Submit User Feedback.....	121
6.3	e-Participation	122
6.4	Submit Complaints, & Feedback	125
6.5	Life Event Articles for Malaysian Citizens	130
6.6	Life Event Articles for Non-Malaysian Citizens.....	131
6.7	Keyword Search (Main Page)	132
6.8	Advance Search Options	133
6.9	Rate Life Event Articles (e-Rating)	139

	Tajuk Dokumen: User Manual – Portal MyGovernment				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 5	

1 Introduction

The MyGovernment Portal user manual contains detailed guidelines on user account registration, dashboard management, accessing content on the portal as well as interactive links that enable members of the public to participate and provide feedback.

1.1 User Manual

This manual was developed for users to easily understand and navigate the MyGovernment Portal.



1.2 User Category

No	User Category	Description
1.	User	Users of the MyGovernment Portal comprise of Malaysian Citizens, Non-Malaysian Citizens, and Permanent Residents.

1.3 User Manual Structure

The user manual is laid out as follows:

- Section 2.0 – MyGovernment Portal Overview
This section instructs users on accessing the MyGovernment Portal.
- Section 3.0 – User Account Registration
This section instructs users on registering a user account on the MyGovernment Portal.
- Section 4.0 – Dashboard Management
This section teaches users how to manage the following functions of their user accounts: -
 - i. User Profile
 - ii. Company Profile
 - iii. Inbox
 - iv. Family Profile
 - v. Important Reminders
 - vi. Calendar
 - vii. MyInterest



	Tajuk Dokumen: User Manual – Portal MyGovernment				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 6	

viii. Transactions Management

- Section 5.0 – Navigating the MyGovernment Portal

This section instructs users on accessing the following information on the MyGovernment Portal: -



- i. User Manual
- ii. About Us
- iii. Language Selection
- iv. Customise the Theme (WC3)
- v. Topics
- vi. MyInfo
- vii. MyInitiative
- viii. Digital Services
- ix. Tenders
- x. Latest News & Announcements
- xi. Featured Applications
- xii. MyCalendar
- xiii. Directory of Agencies
- xiv. Office of the Chief Information Officer (GCIO);
- xv. Publications
- xvi. Online User Statistics
- xvii. Subscriptions
- xviii. Online Services
- xix. Download e-Forms
- xx. Personal Data Protection Act
- xxi. Freedom of Information Enactment
- xxii. RSS Feed
- xxiii. Gallery
- xxiv. Social Media
- xxv. External Links
- xxvi. MyTawaran
- xxvii. MyRanking
- xxviii. MyDestinasi

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 7	

- Section 6.0 – Guidelines for Public Participation & Interactions

This section provides users with the following guidelines to facilitate better user-website interactions and to provide feedback: -

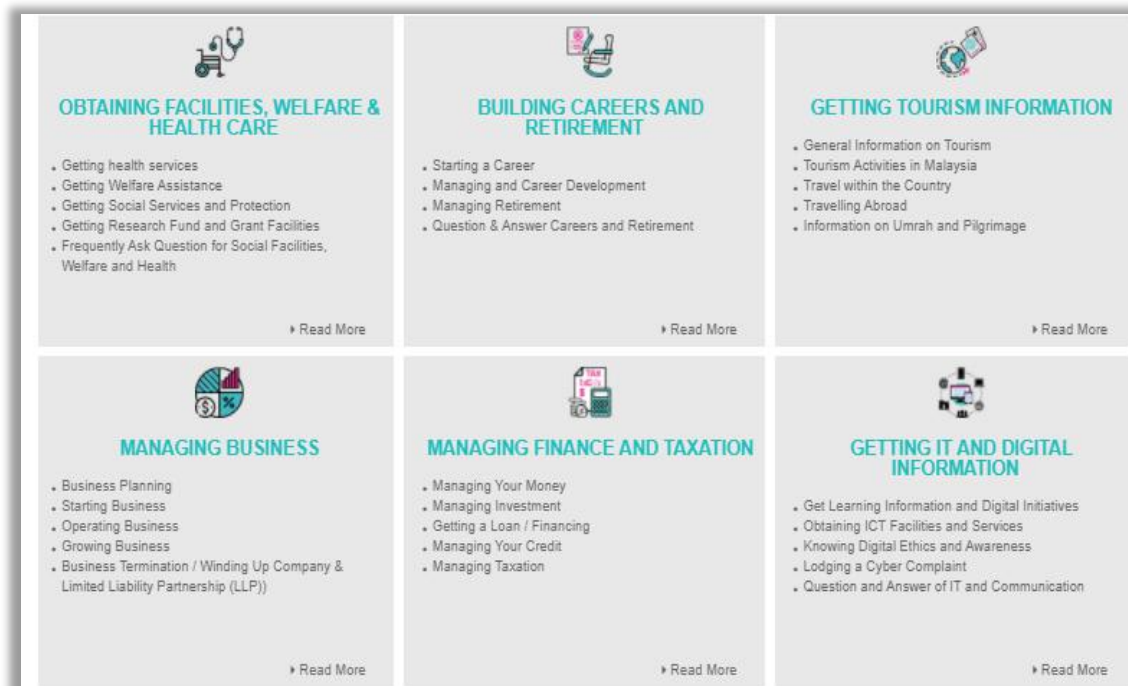
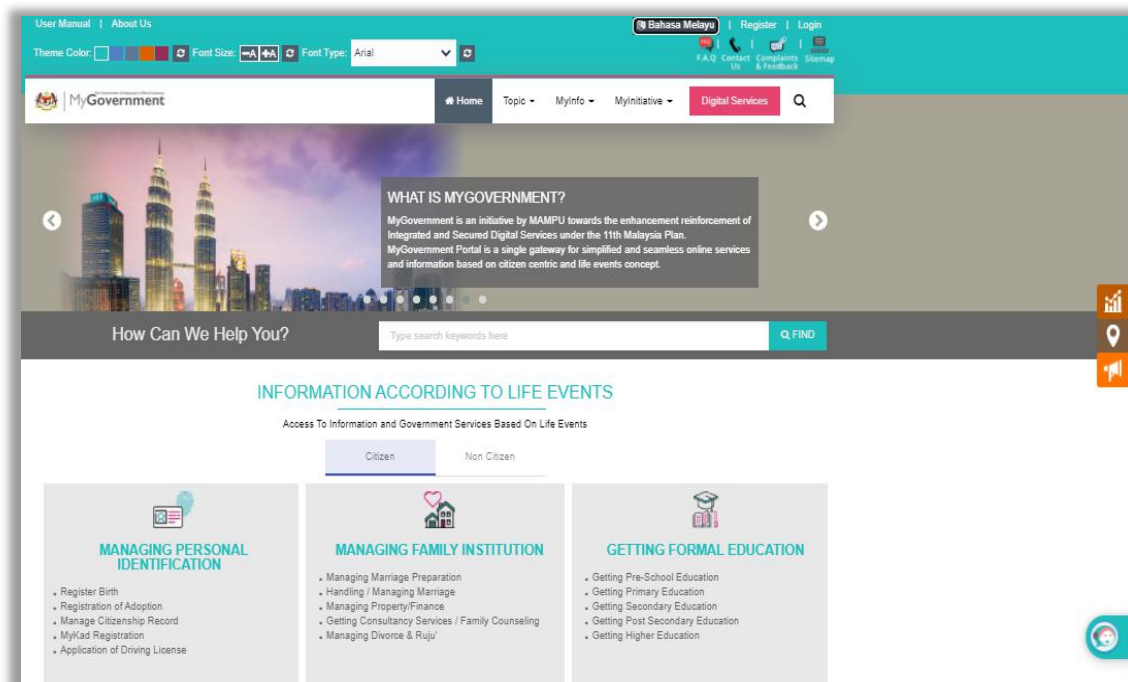
- i. Submit & Review Digital Applications
- ii. Submit User Feedback
- iii. e-Participation
- iv. Submit Inquiries, Complaints, & Feedback
- v. *Life Event* Articles for Malaysian Citizens
- vi. *Life Event* Articles for Non-Malaysian Citizens
- vii. Keyword Search (Main Page)
- viii. Advance Search Options
- ix. Rate *Life Event* Articles (e-Rating).



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 8	

2 MyGovernment Portal Overview


2.1 Main Page

The Main Page of the MyGovernment Portal is as follows: -




	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 9	

REGISTER HERE FOR MORE [ONLINE SERVICES](#)



HOT TOPIC


- [Online Passport Application-R...](#)
- [Welfare Aid for Single Mother'...](#)
- [Check Status Of Application Fo...](#)
- [Black List Checking](#)
- [Requesting for Government Seco...](#)



E-PARTICIPATION

e - Participation is a medium that is provided to engage citizens in policy - making, decision - making and design services through the use of information and communication technologies.

[CLICK HERE](#)



CHECK APPLICATION STATUS

Please insert application number to review status:

Application Number

[Review](#)

SHARE YOUR THOUGHT WITH US

Is the new portal helpful for you?


☐ Yes ☐ Sometimes ☐ No

Your recommendation for improvement


[SUBMIT](#)

POLLS RESULT

Yes	<div></div>	(2338/5781) 40%
Sometimes	<div></div>	(2087/5781) 36%
No	<div></div>	(1358/5781) 24%



HIGHLIGHTS



TENDER


ACTIVITIES FOR THIS MONTH

01 February Hari Wilayah Persekutuan

12 February Tahun Baru Cina

90%

User Satisfaction Level for Government Digital Services 2019



CONTACT US

THE MALAYSIAN ADMINISTRATIVE MODERNISATION AND MANAGEMENT PLANNING UNIT

Level 6, Setia Perdana 2
Setia Perdana Complex
Federal Government Administrative Centre
62502 Putrajaya
Malaysia

2.9370395, 101.6955217

603 8000 8000

603 8888 3721


ACCESS PAGE

- My Calendar
- E-Participation
- Agencies Directories
- Chief Information Officer (GCIO)
- Complaints & Feedback
- Publication
- Online Statistics
- Subscription
- Online Services
- Personal Data Protection Act
- Freedom of Information
- RSS Feeds
- Gallery

NUMBER OF VISITOR

Today	This Month	Total Visitors
7,497	215,601	8,739,469

EXTERNAL LINKS





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Best viewed using Google Chrome Version 57.0, Mozilla Firefox version 52.0

[Help](#) | [Client Charter](#) | [Copyright Notice](#) | [Privacy Policy](#) | [Security Policy](#) | [Disclaimer](#)

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 10	



2.2 Accessing the MyGovernment Portal

The MyGovernment Portal accessible by both registered and unregistered users. The registered users are categorized as follows: -

- a. Citizen.
- b. Non-Citizen.
- c. Permanent Residents.

2.2.1 MyGovernment Portal URL

The MyGovernment Portal can be accessed via <https://www.malaysia.gov.my/portal/index>. It is best viewed using Google Chrome Version 57.0 and above or Mozilla Firefox Version 52.0 and above.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 11	

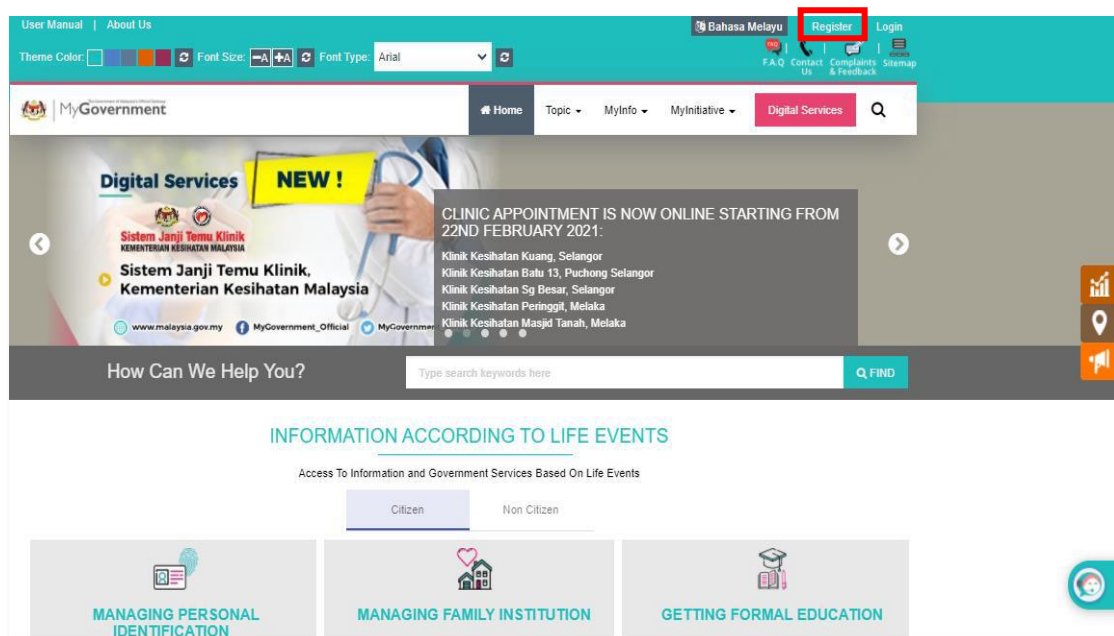
3 User Account Registration

This section provides step-by-step instructions on managing your MyGovernment Portal user account. Users are required to complete the following steps in order to register an account: -

- Register a New User
- Account Activation
- First-Time Login

3.1 Register a New User

- Click **[Register]** on the Main Page.





User account registration is open to: -

- Malaysian Citizens
- Non-Malaysian Citizens
- Permanent Residents

3.1.1 Malaysian Citizens

- Select your **Citizenship Status** via the dropdown menu.
- Enter your **Identification Card Number, Full Name, E-mail, and Telephone Number**.

Note: Please register your Full Name as displayed on your Identification Card. Pay particular attention to the usage of **BIN, B, B., BINTI, BT, BT., BTE, AB.,**

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 12	

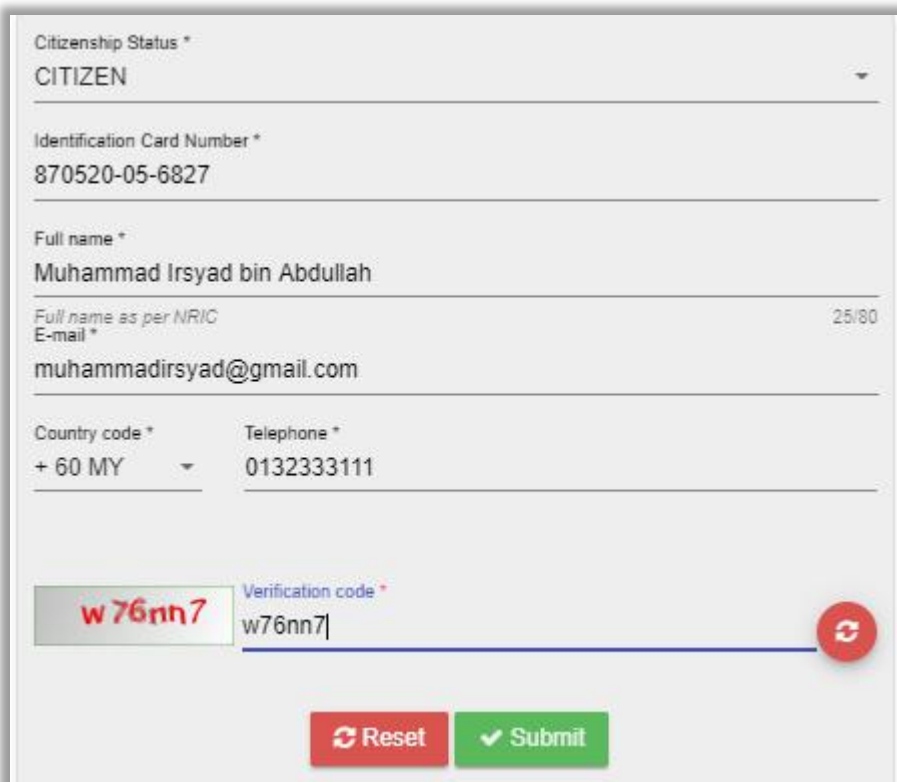
AB, A/L, A/P, full stops, spaces between characters, special characters (- , ' , ` , @) and other details.

- iii. Type in the **Verification Code** displayed in the captcha.

Note: The Verification Code is case-sensitive to uppercase and lowercase letters and spaces.

- iv. Click **[Submit]** or

- v. Click **[Reset]** to fill in the registration information again.





The screenshot shows a registration form with the following fields and values:

- Citizenship Status ***: CITIZEN
- Identification Card Number ***: 870520-05-6827
- Full name ***: Muhammad Irsyad bin Abdullah
- Full name as per NRIC**: 25/80
- E-mail ***: muhammadirsyad@gmail.com
- Country code ***: + 60 MY
- Telephone ***: 0132333111
- Verification code ***: w76nn7 (displayed in a captcha box)

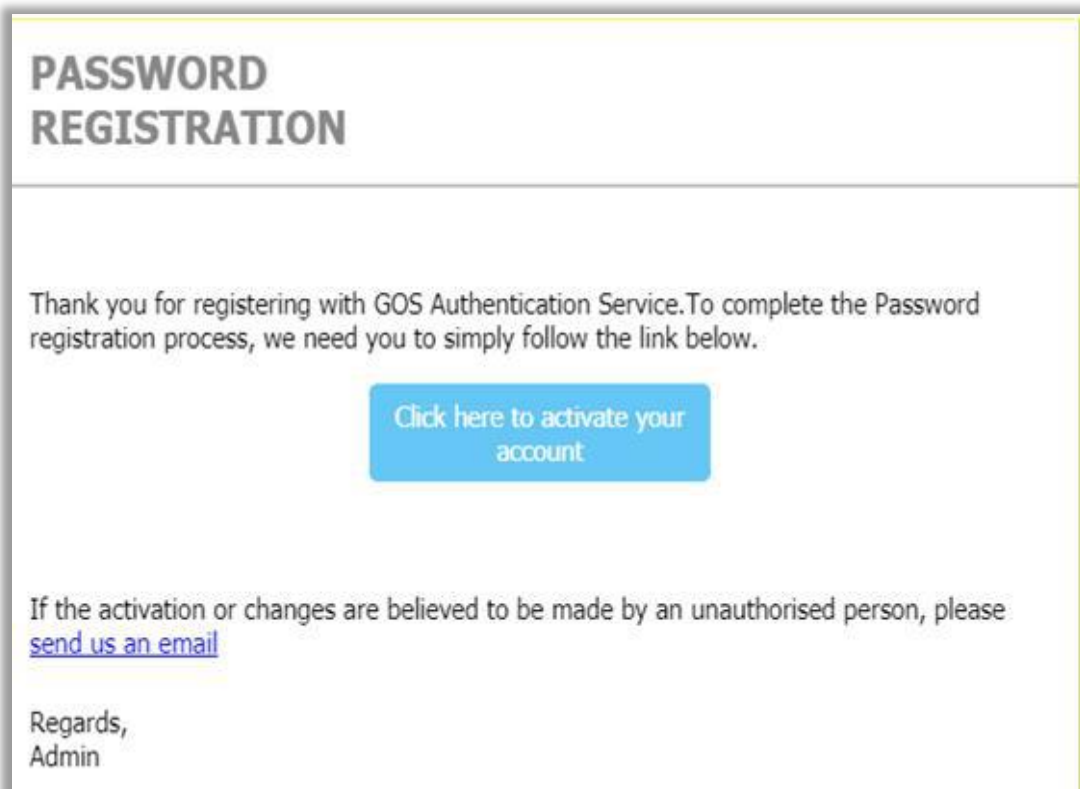
At the bottom, there are two buttons: **Reset** (red) and **Submit** (green).

- vi. A **Password Activation Link** will be sent to the e-mail address that you registered with.





	Tajuk Dokumen: User Manual – Portal MyGovernment				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 13	

- vii. To activate your MyGovernment Portal user account, locate the **Password Registration** e-mail in your **Inbox**. The following is an example of the Password Registration e-mail that you will receive:



3.1.2 Non-Malaysian Citizens

- i. Select your **Citizenship Status** via the dropdown menu.
- ii. Select your **Country of Origin** via the dropdown menu.
- iii. Enter your **Passport Number**, **Full Name**, **E-mail Address**, and **Telephone Number**.
- iv. Type in the **Verification Code** displayed in the captcha.
Note: The Verification Code is case-sensitive to uppercase and lowercase letters and spaces.
- v. Click **[Submit]** or
- vi. Click **[Reset]** to fill in the registration information again.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 14	

Citizenship Status *

NON-CITIZEN

Country *

Indonesia

Passport Number *

PA12343

Full name *

Nur iman bin Ahmad

E-mail *


nuriman@gmail.com

Country code *

+ 62 ID

Telephone *

0123333723



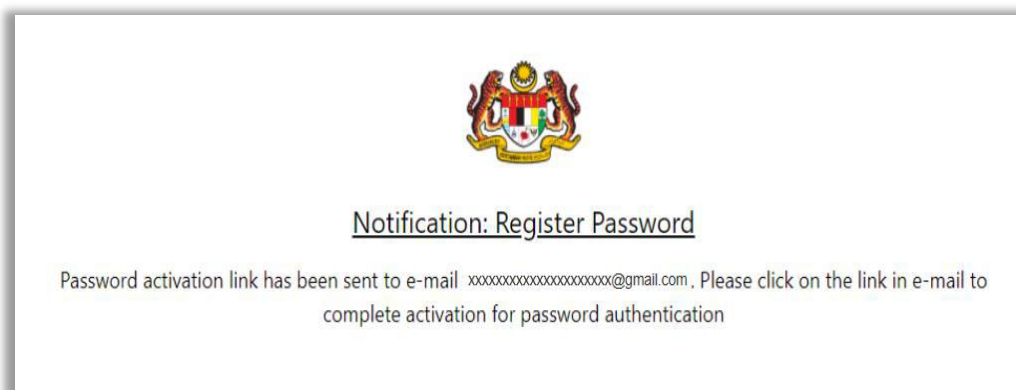
Verification code *

d587g8



Reset

Submit

- viii. A **Password Activation Link** will be sent to the e-mail address that you registered with.



- vii. To activate your MyGovernment Portal user account, locate the **Password Registration** e-mail in your **Inbox**. The following is an example of the Password Registration e-mail that you will receive:

	Tajuk Dokumen: User Manual – Portal MyGovernment			
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	
			Muka surat: 15	

PASSWORD REGISTRATION

Thank you for registering with GOS Authentication Service. To complete the Password registration process, we need you to simply follow the link below.



[Click here to activate your account](#)

If the activation or changes are believed to be made by an unauthorised person, please [send us an email](#)

Regards,
Admin

3.1.3 Permanent Residents

- Select your **Citizenship Status** via the dropdown menu.
- Enter your **Identification Card Number**, **Full Name**, **E-mail Address**, and **Telephone Number**.
- Select your **Country of Origin** via the dropdown menu.
- Type in the **Verification Code** displayed in the Captcha.
Note: The Verification Code is case-sensitive to uppercase and lowercase letters and spaces.
- Click [**Submit**] or
- Click [**Reset**] to fill in the registration information again.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 16	

Citizenship Status *

NON-CITIZEN

Country *

Indonesia

Passport Number *

PA12343

Full name *

Nur iman bin Ahmad

E-mail *

nuriman@gmail.com

Country code *

+ 62 ID

Telephone *

0123333723

d587g8

Verification code *

d587g8

15/80



Reset

Submit

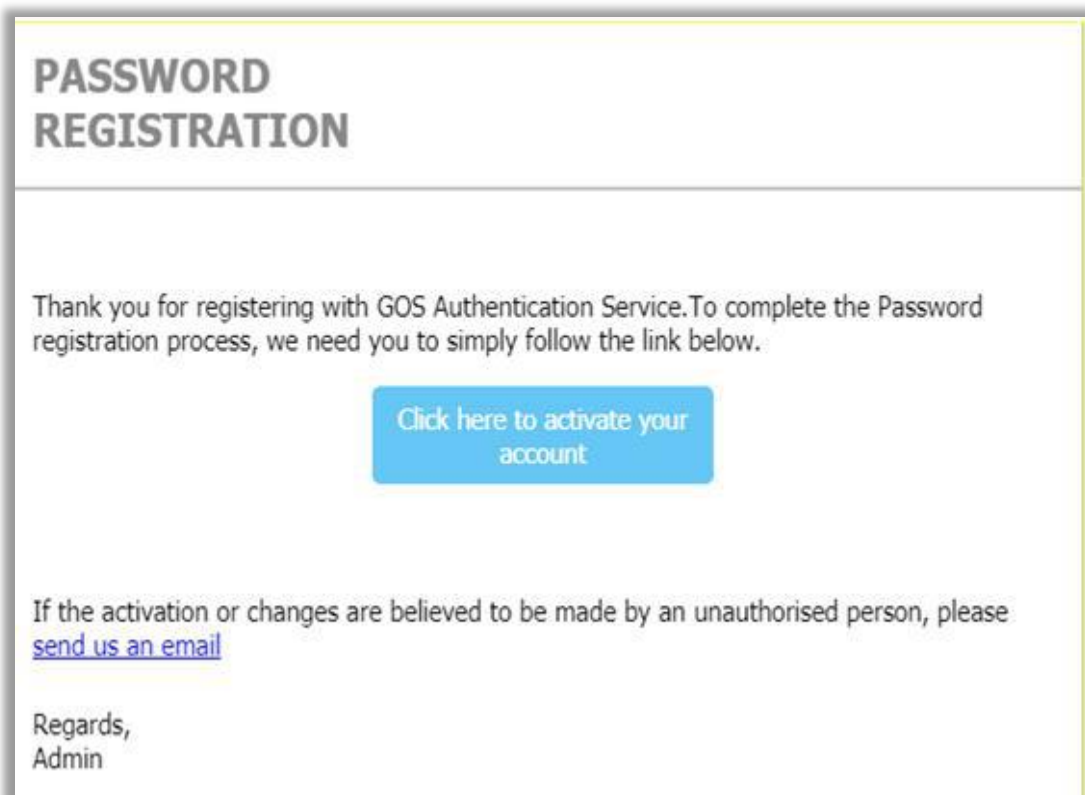
- vii. A **Password Activation Link** will be sent to the e-mail address that you registered with.



- viii. To activate your MyGovernment Portal user account, locate the **Password Registration** e-mail in your **Inbox**. The following is an example of the

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 17	

Password Registration e-mail that you will receive:



3.2 Account Activation



- i. Click on the **Link** provided in the Account Activation e-mail:
- ii. Enter your **Password**.

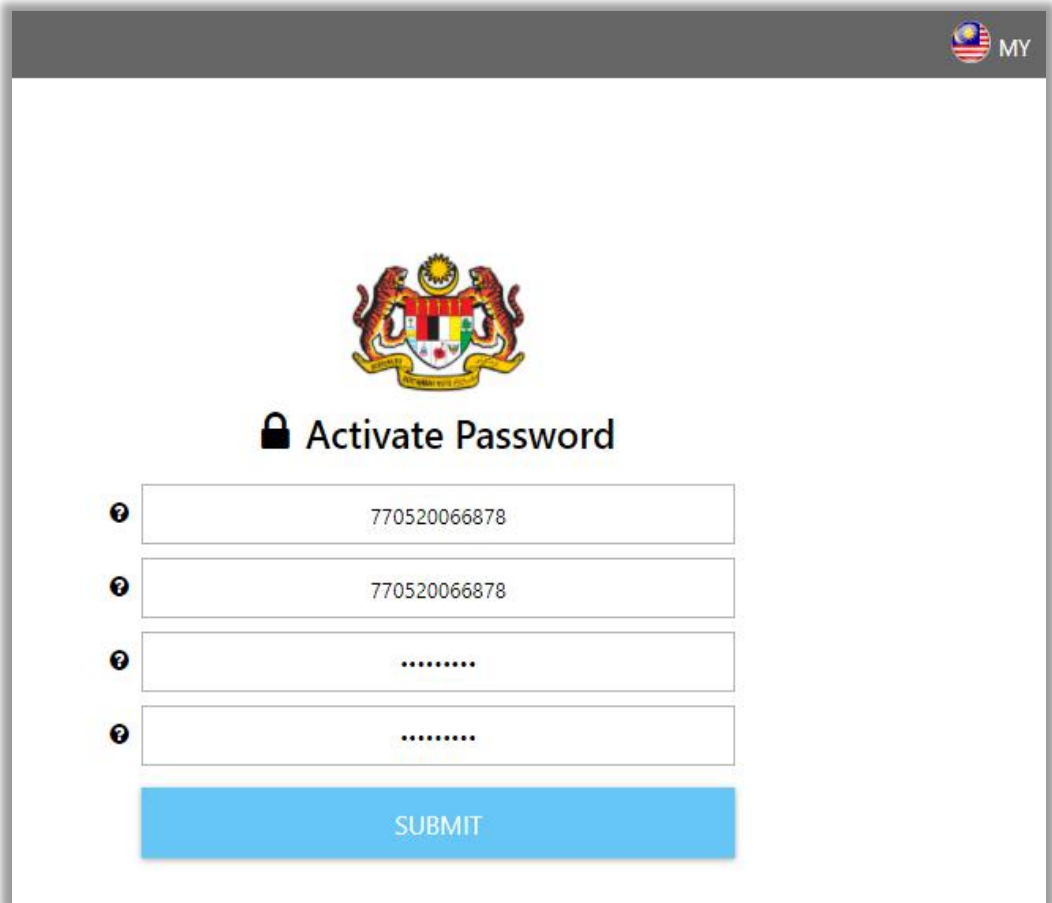
Note: Your Password must be between 8 to 20 characters long and include numbers as well as uppercase and lowercase alphabets.


- iii. Type in the **Verification Code**.

Note: The Verification Code is case-sensitive to uppercase and lowercase letters and spaces.


- iv. Click **[Submit]**.


	Tajuk Dokumen: User Manual – Portal MyGovernment				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 18	







Activate Password

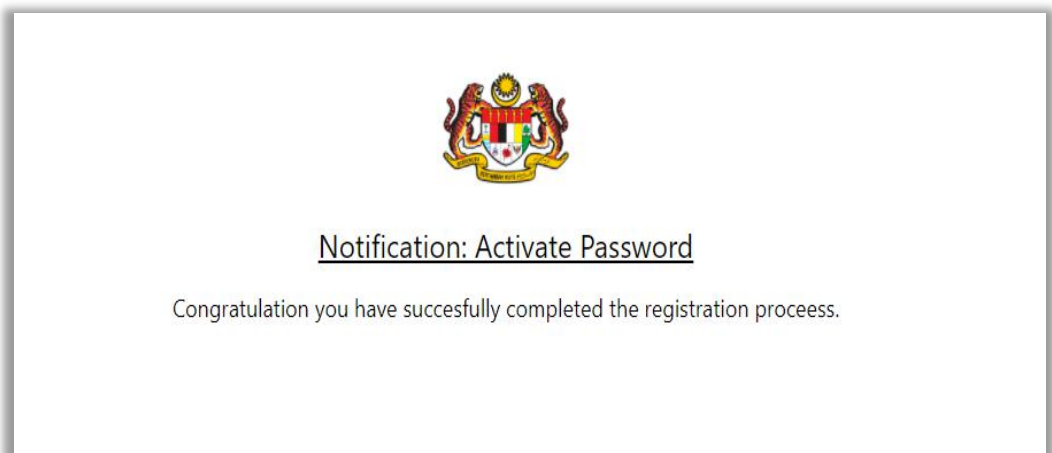









- v. You have now successfully completed the registration process.





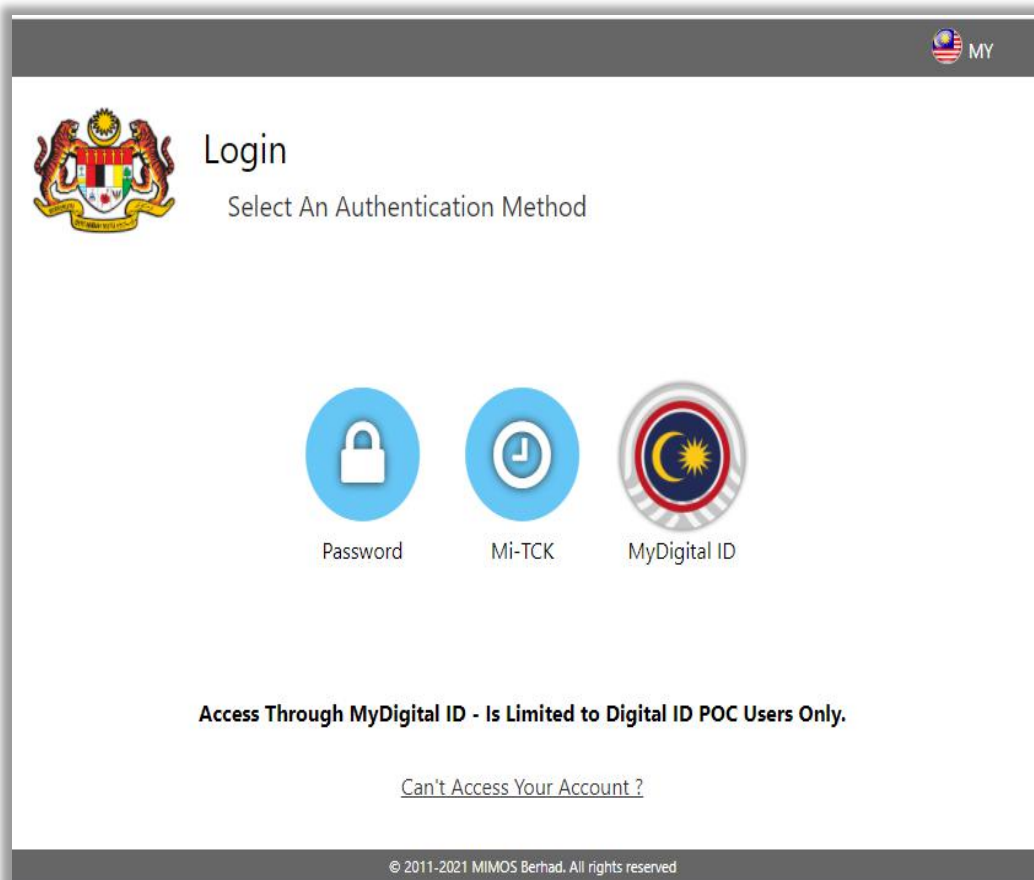


Notification: Activate Password


Congratulation you have succesfully completed the registration proceess.

- vi. Select the **[Password]** authentication method.


	Tajuk Dokumen: User Manual – Portal MyGovernment				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 19	





MY

 Login

Select An Authentication Method

 Password

 Mi-TCK



 MyDigital ID

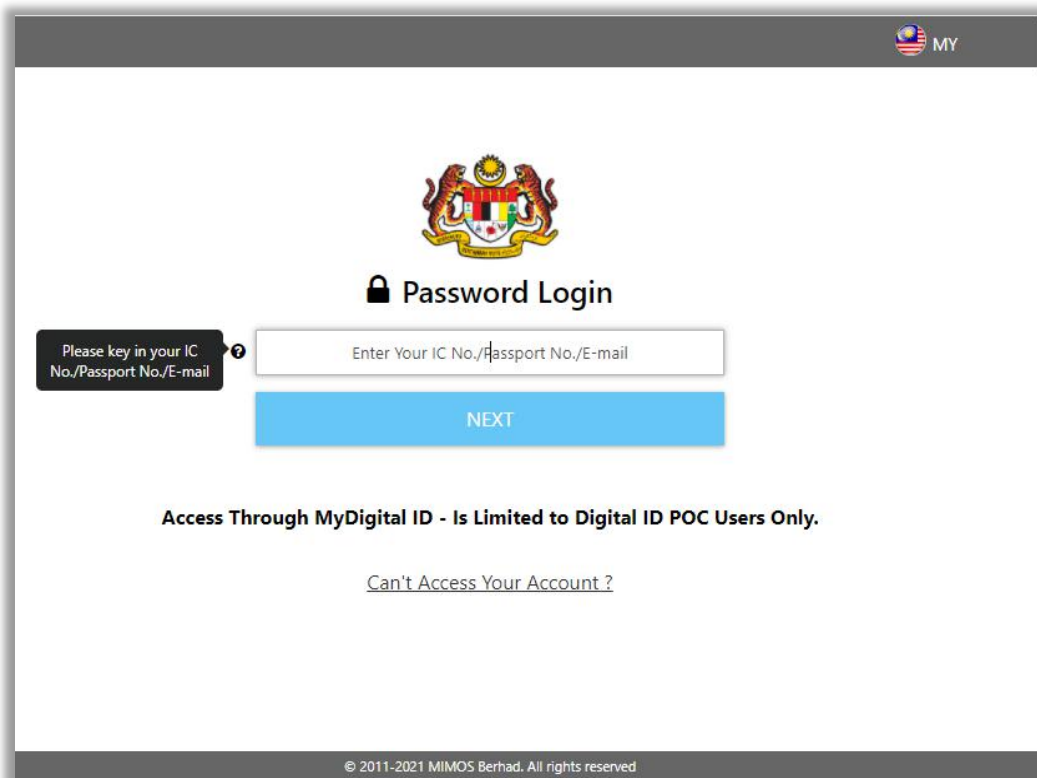
Access Through MyDigital ID - Is Limited to Digital ID POC Users Only.

[Can't Access Your Account ?](#)


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- vii. Enter your **Identification Card Number**, **Passport Number**, or the **E-mail Address** that you registered with.
- viii. Click **[NEXT]**.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 20	



MY



Password Login

Please key in your IC No./Passport No./E-mail ?

Enter Your IC No./Passport No./E-mail

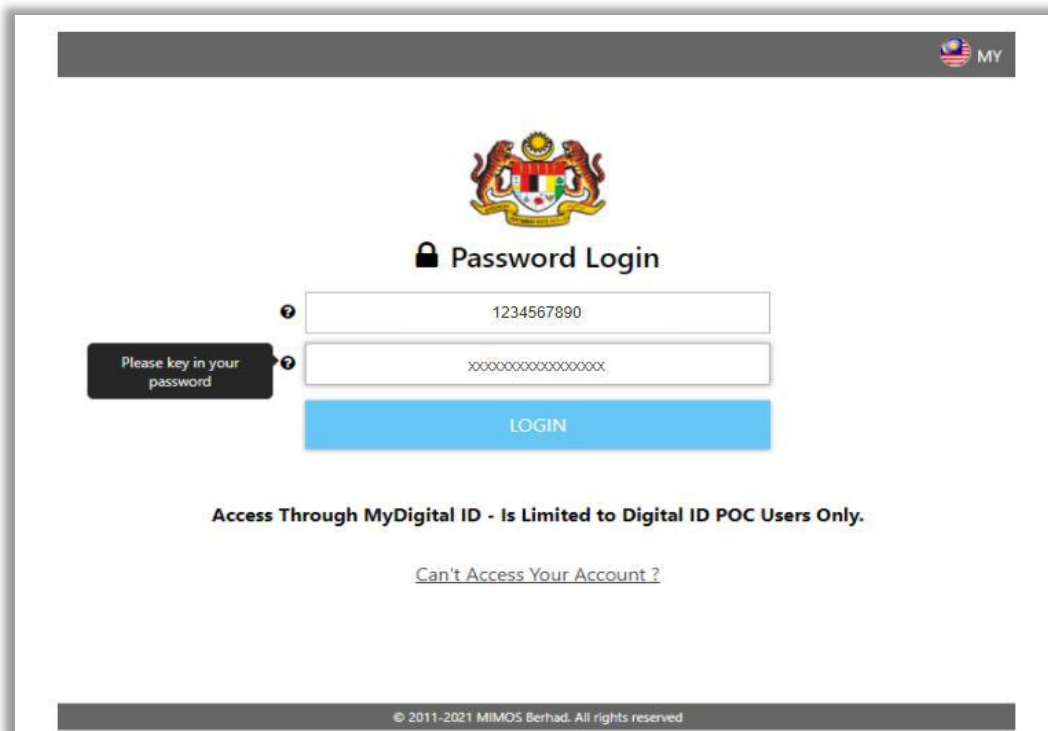
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- ix. Enter your **Password**.
- x. Click [**LOGIN**].



MY



Password Login

1234567890

Please key in your password ?



xxxxxxxxxxxxxxxxxxxx

LOGIN

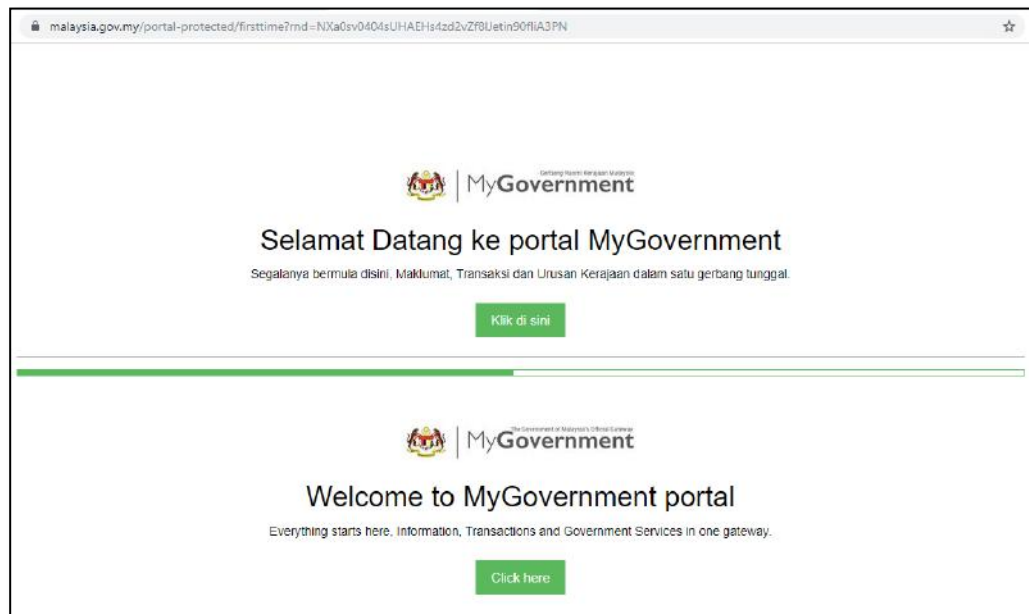
Access Through MyDigital ID - Is Limited to Digital ID POC Users Only.

[Can't Access Your Account ?](#)

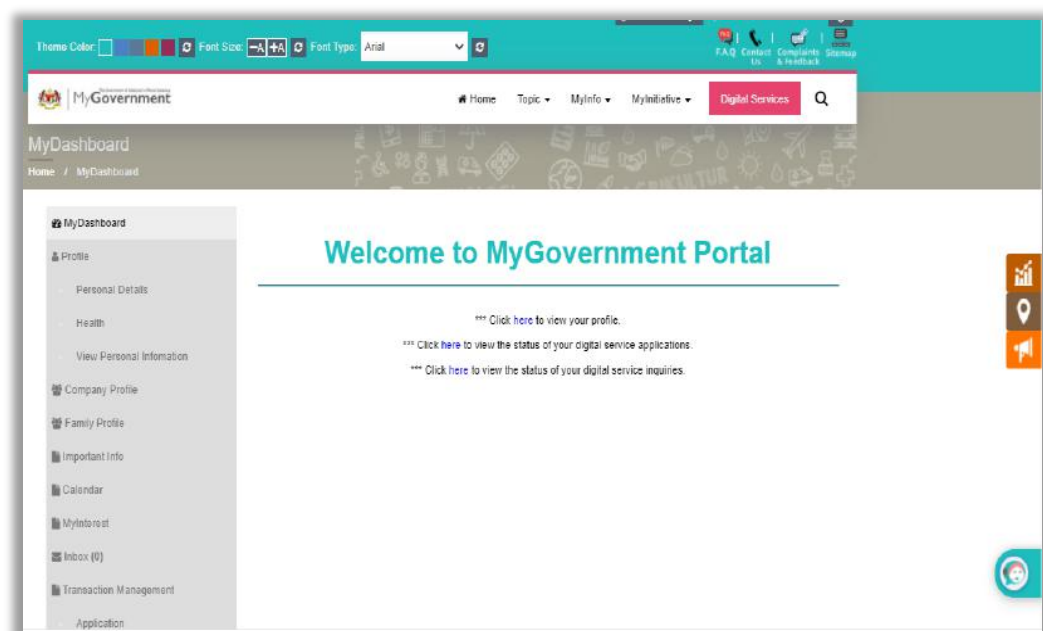
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	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 21	

- xi. Click on **[Click Here]** to browse the MyGovernment Portal or



- xii. The following user dashboard screen will be displayed after a few seconds.

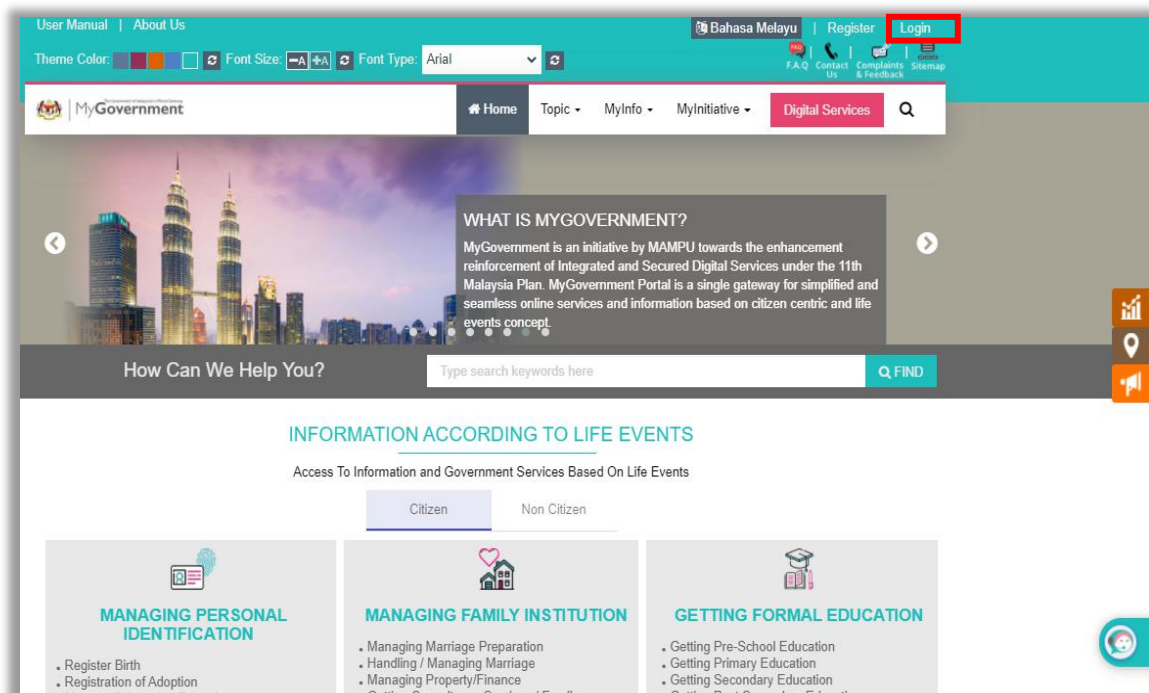


	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 22	



3.3 First-Time Login

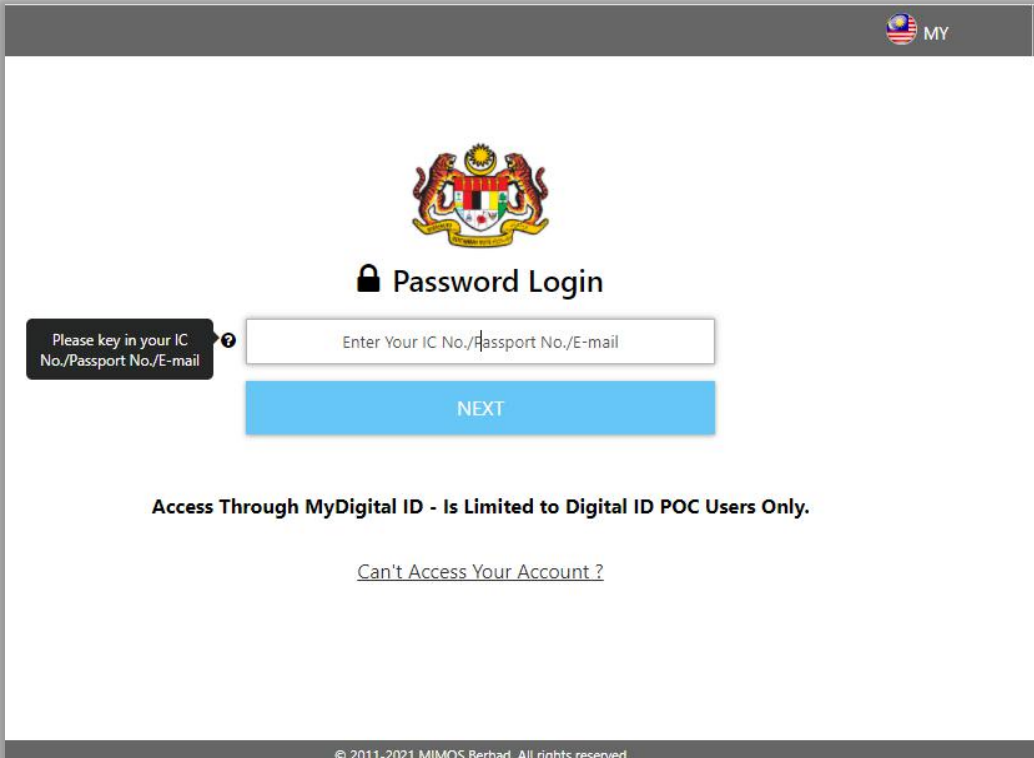
Users are required to perform a **First-Time Login** on the MyGovernment Portal if it was not performed after completing Step 3.2 Account Activation.

- i. Click **[Login]** on the Main Page.




- ii. Enter your **Identification Card Number**, **Passport Number**, or the **E-mail Address** that you registered with.
- iii. Click **[NEXT]**.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 23	



MY



Password Login

Please key in your IC No./Passport No./E-mail

Enter Your IC No./Passport No./E-mail

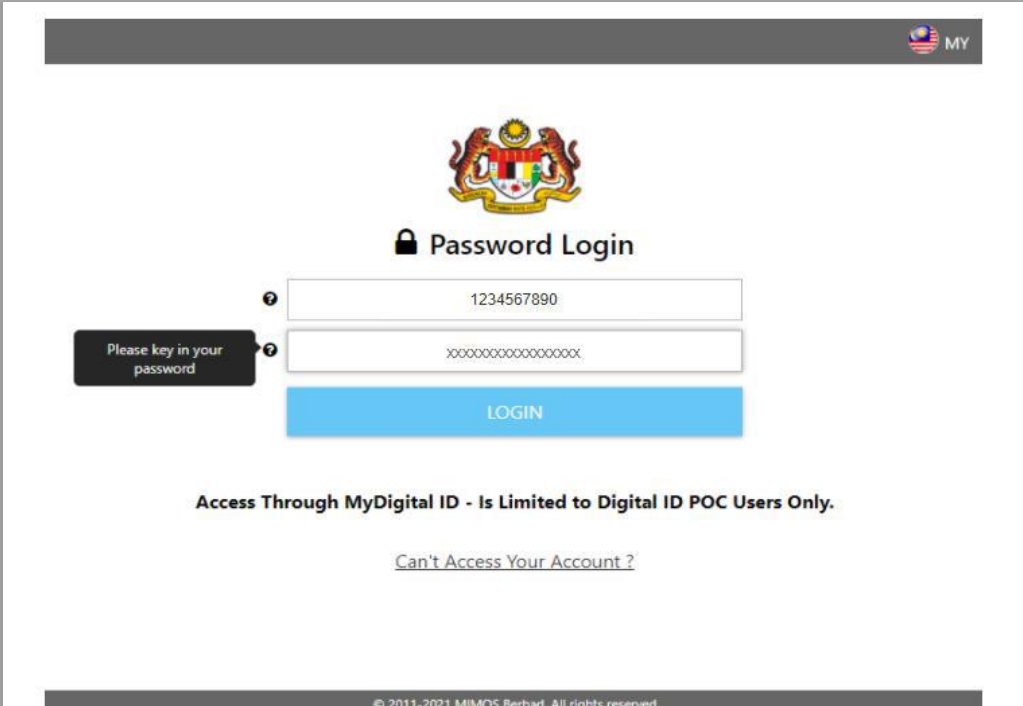
NEXT

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- iv. Enter your **Password**.
- v. Click [**LOGIN**].



MY



Password Login

1234567890

Please key in your password



xxxxxxxxxxxxxxxxxxxx

LOGIN

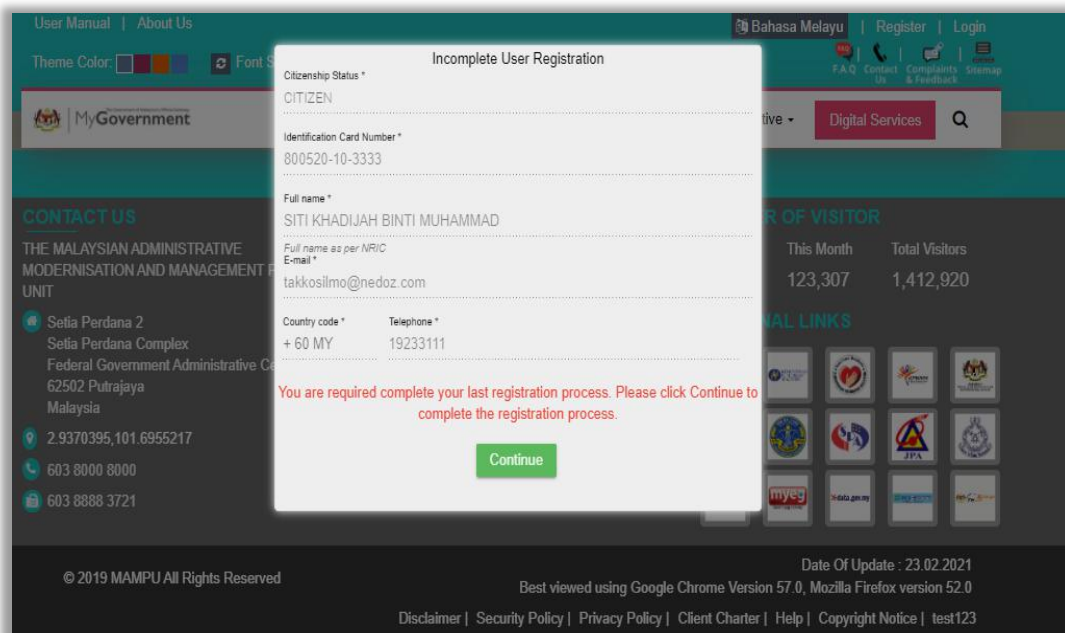
Access Through MyDigital ID - Is Limited to Digital ID POC Users Only.

[Can't Access Your Account ?](#)

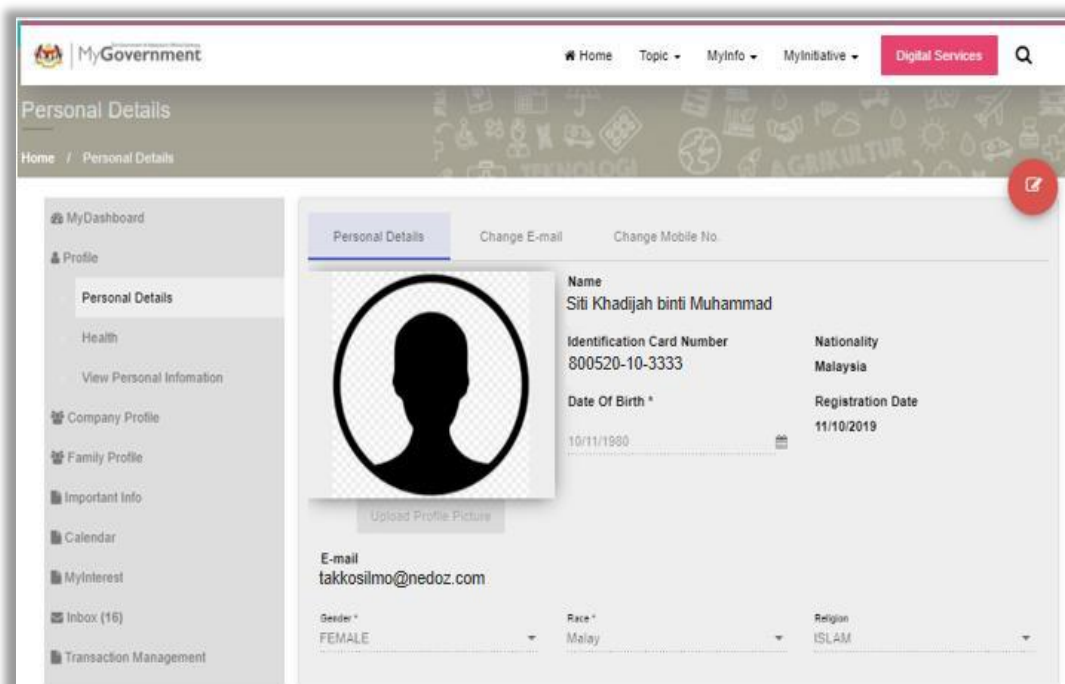
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	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 24	

- vi. Click **[Continue]** to complete the registration process.



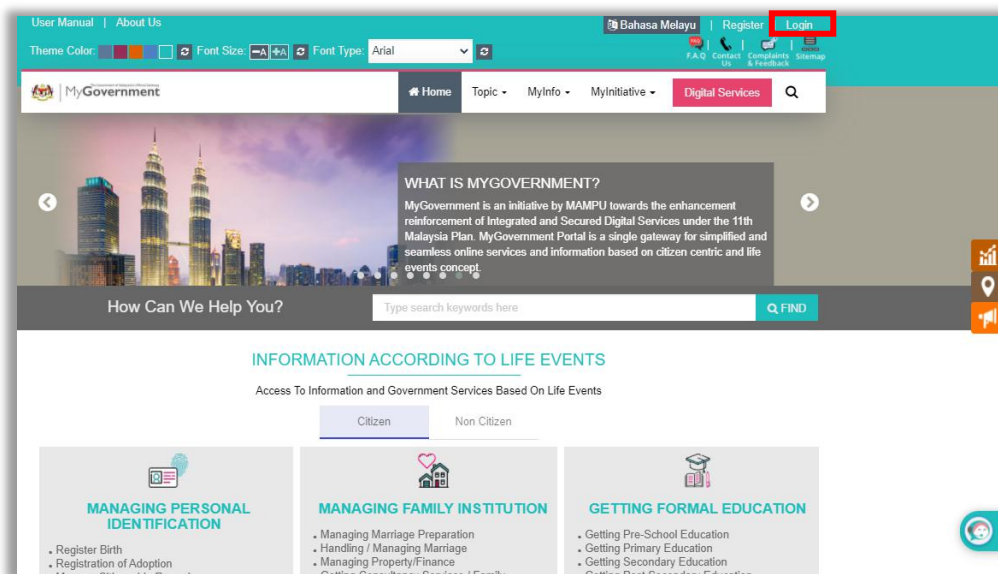
- vii. You have now successfully registered your MyGovernment Portal user account.



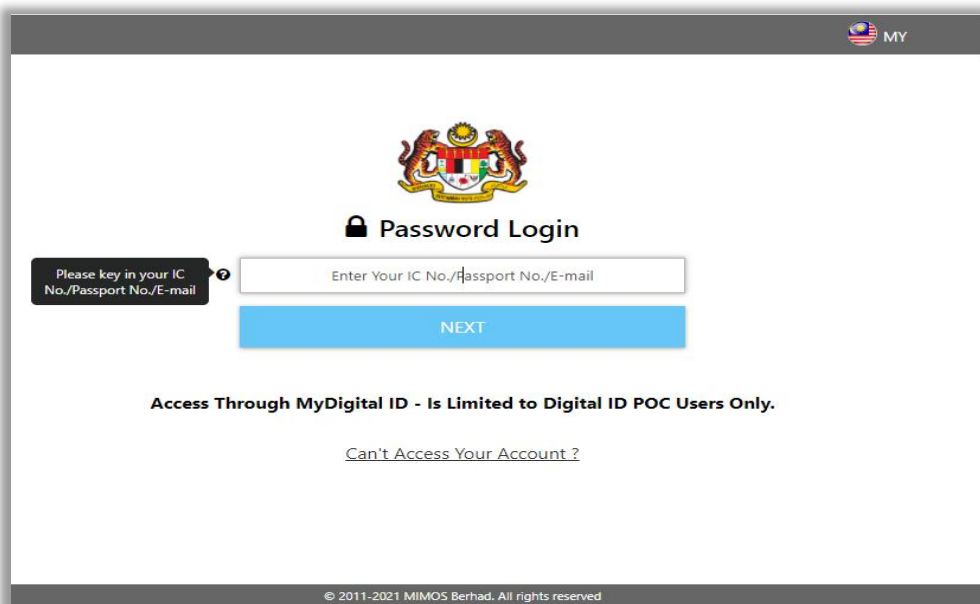
	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 25	

3.4 Login



- i. Click **[Login]** on the Main Page.

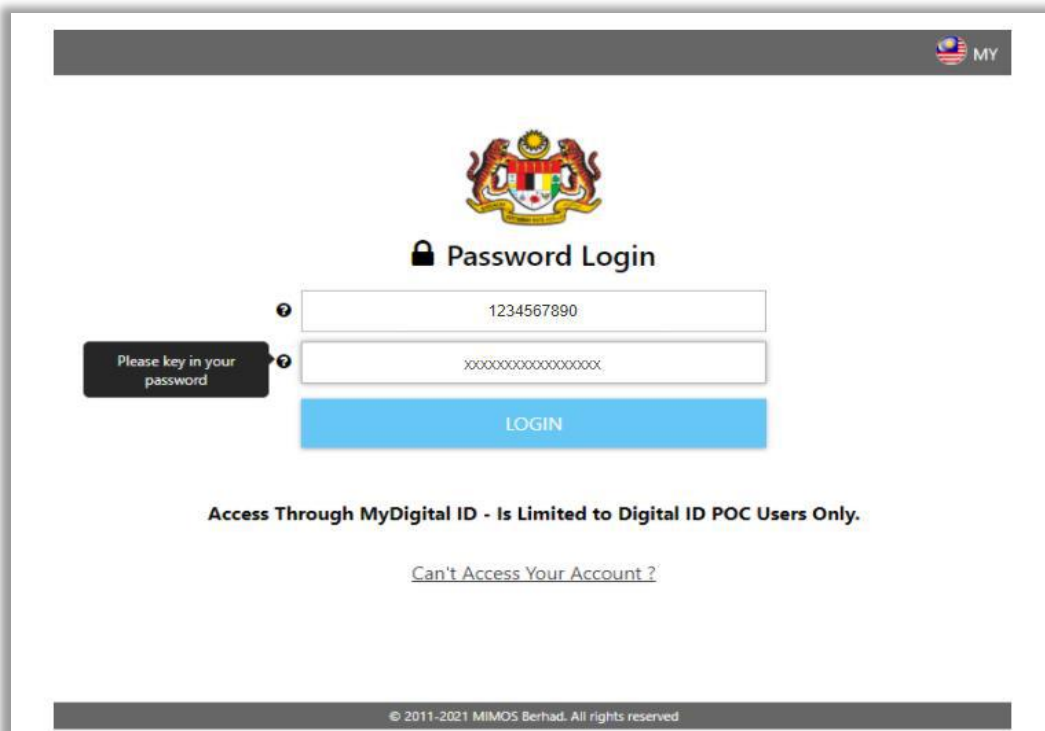


- ii. Enter your **Identification Card Number**, **Passport Number**, or the **E-mail Address** that you registered with.
- iii. Click **[NEXT]**.

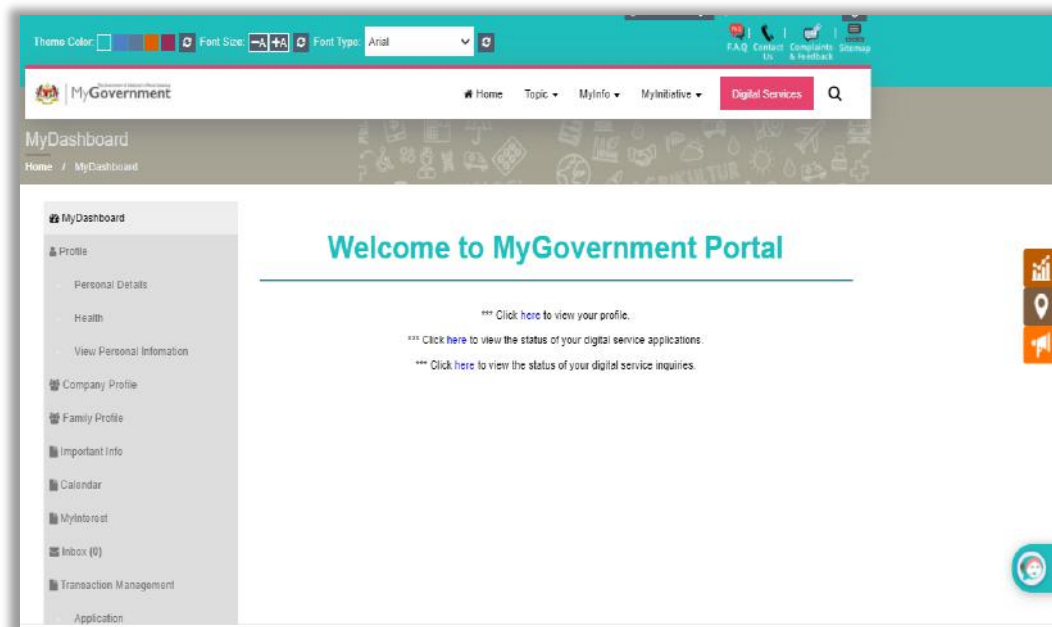




- iv. Enter your **Password**.
- v. Click **[LOGIN]**.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 26	



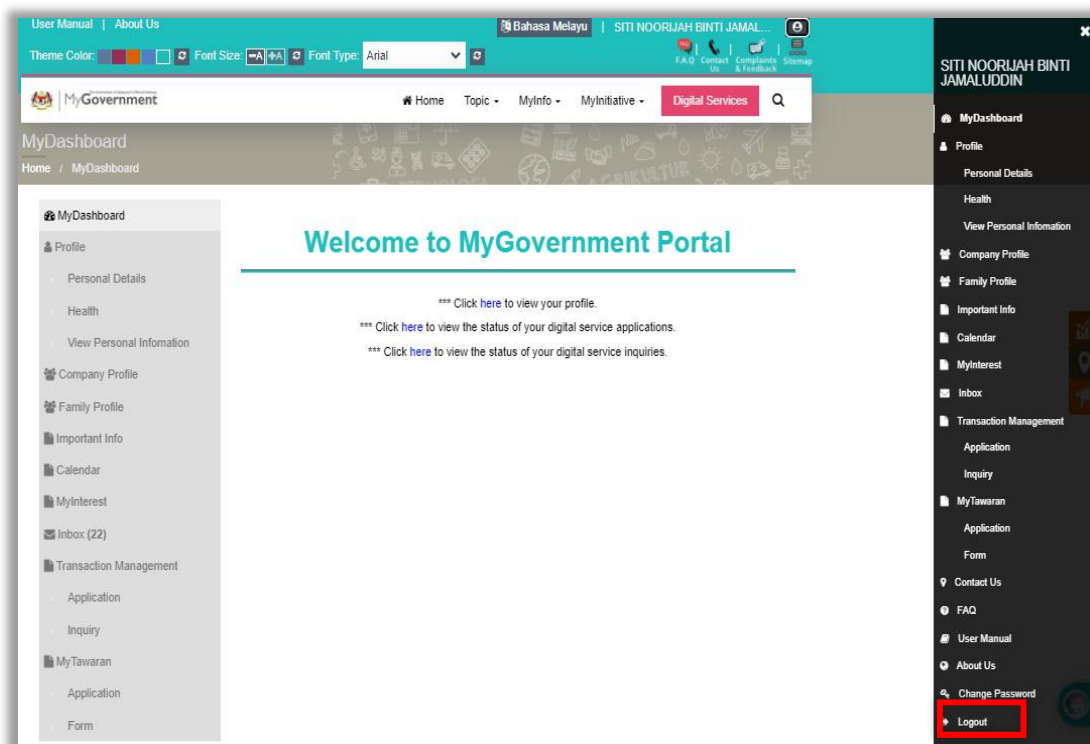
vi. You have now successfully logged in to your MyGovernment Portal user account.





	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 27	

3.5 Logout

- i. Logout by clicking on your name and selecting **[Logout]** at the bottom of the right panel.

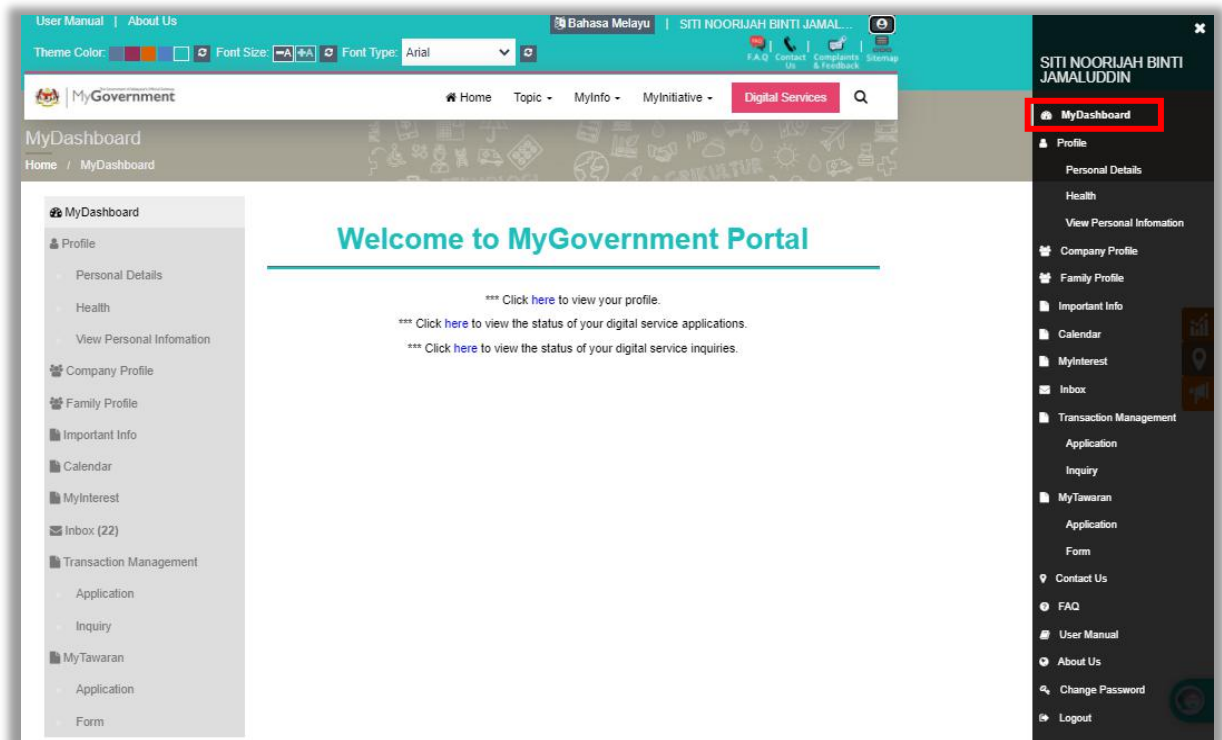


- ii. The Main Page will be displayed once you have successfully logged out.

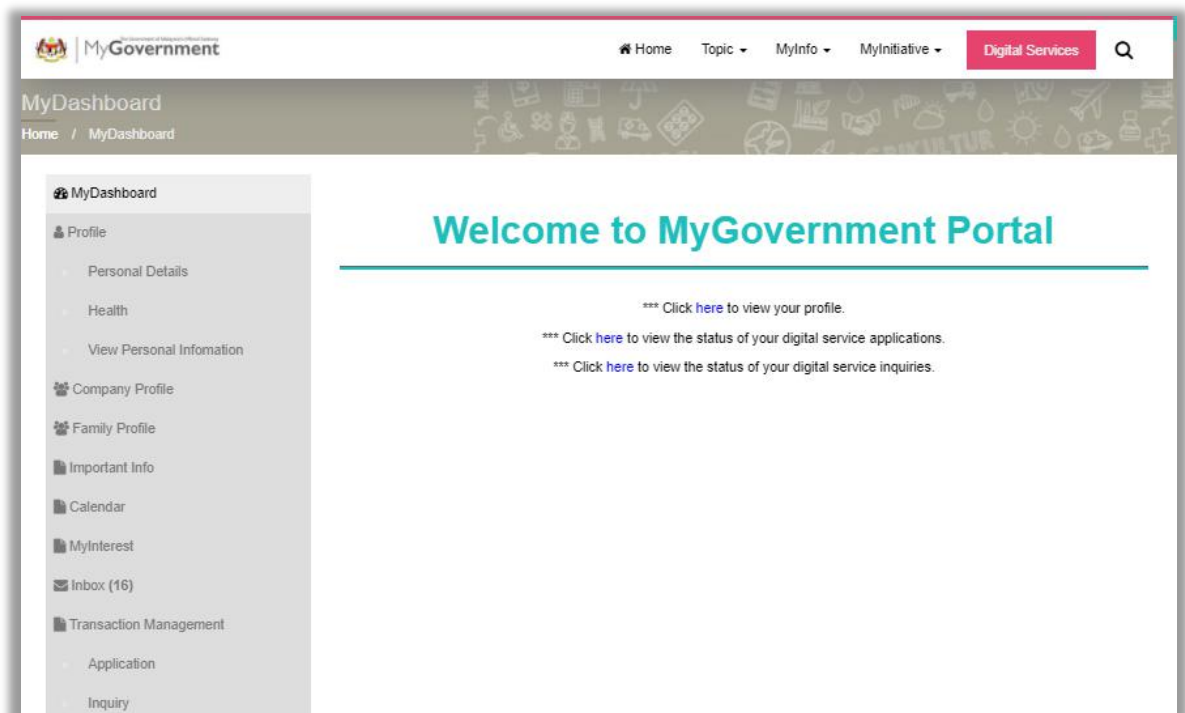
	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 28	



4 Dashboard Management

4.1 MyDashboard

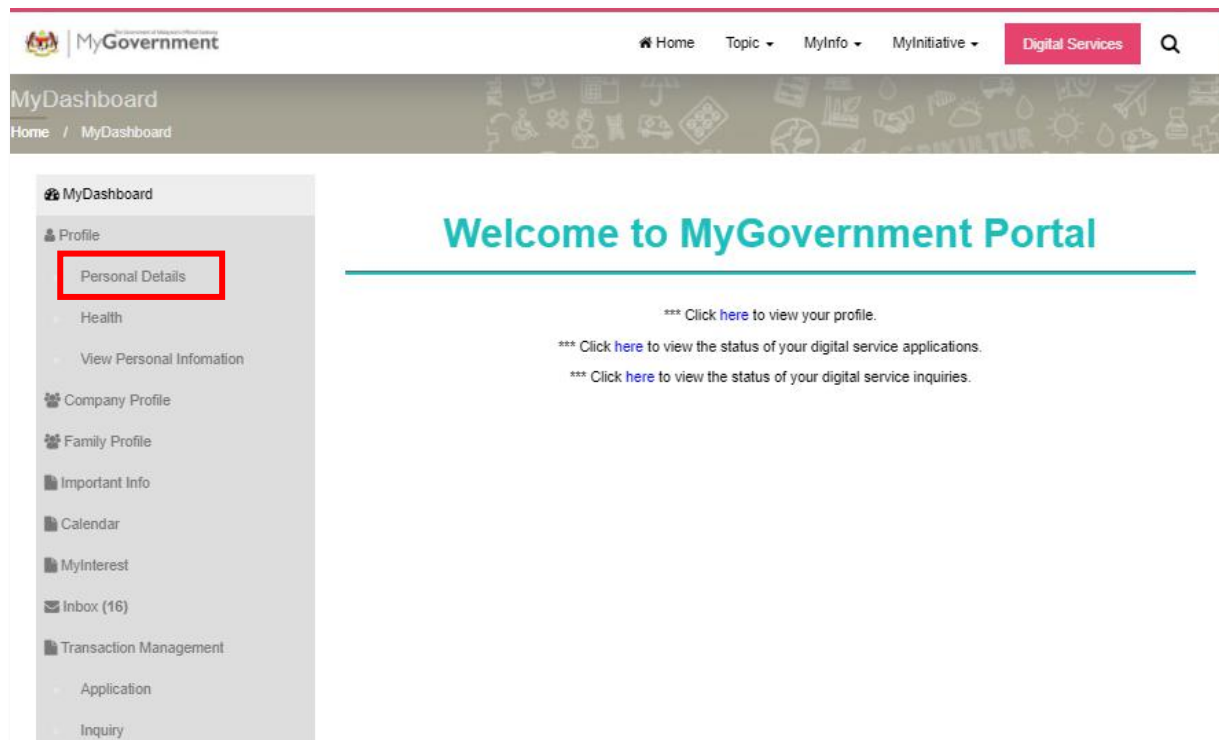


- Click on your name and select **[MyDashboard]**.



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 29	

4.2 User Profile



The **Profile** tab enables users to manage the following information: -



- i. Personal Details
- ii. Health
- iii. View Personal Information

4.2.1 Personal Details

A. Update Personal Details

Users can update the following information:

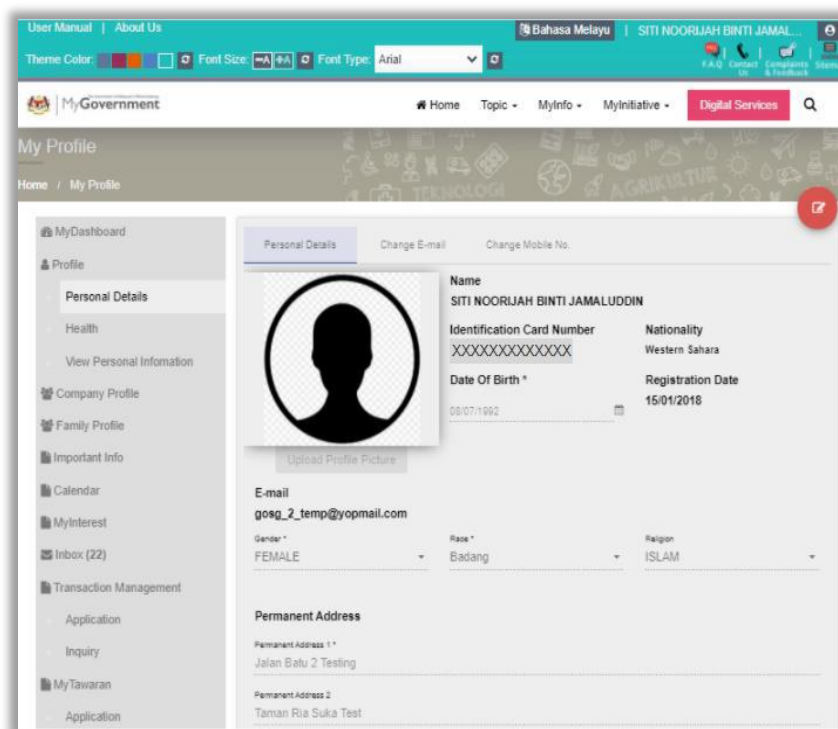
- i. Profile Picture
- ii. Date of Birth
- iii. Gender
- iv. Race
- v. Religion
- vi. Permanent Address
 - Permanent Address 1
 - Permanent Address 2
 - Permanent Address 3

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 30	



- Country
- State
- City
- Postcode
- State Code of Home Telephone Number
- Home Telephone Number


vii. Correspondence Address

- Correspondence Address 1
- Correspondence Address 2
- Correspondence Address 3
- Country
- State
- City
- Postcode
- State Code of Home Telephone Number
- Home Telephone Number



- i. Click **[Personal Details]**.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 31	

- ii. Click  to edit your **Personal Details**.

My Profile

Home / My Profile

MyDashboard

Profile

Personal Details

Health

View Personal Information

Company Profile

Family Profile


Important Info

Calendar

MyInterest

Inbox (22)

Personal Details Change E-mail Change Mobile No.



Name
SITI NOORIJAH BINTI JAMALUDDIN

Identification Card Number
XXXXXXXXXXXX

Nationality
Western Sahara

Date Of Birth *
08/07/1992

Registration Date
15/01/2018

E-mail
gosg_2_temp@yopmail.com

Gender *
FEMALE

Race *
Badang

Religion
ISLAM

[Upload Profile Picture](#)

Permanent Address

Permanent Address 1 *

No 53, Jalan Seri Muda

Permanent Address 2

Taman Bahagia



Permanent Address 3

Country * State * City *

Malaysia Selangor Kuala Selangor

Postcode * Code * Home Phone *

45000 + 60 MY 192323700

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 32	

Corresponding Address ☐ Copy Permanent Address

Corresponding Address 1
No 53, Jalan Seri Muda

Corresponding Address 2
Taman Bahagia

Corresponding Address 3

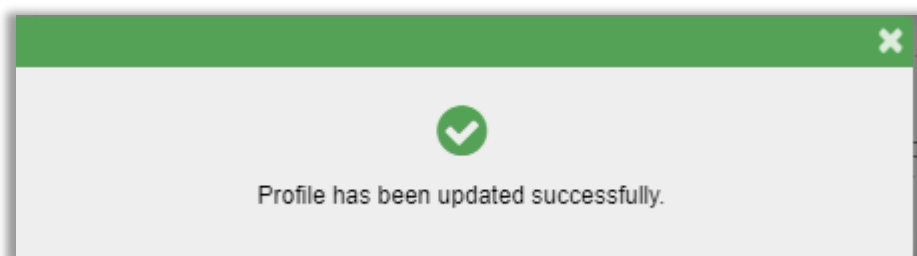
Country: Malaysia State: Selangor City: Kuala Selangor

Postcode: 45000 Code: + 60 MY Home Phone: 192323700

Code: + 60 MY Mobile Phone: 192333473

[Update](#)

- iii. Update personal information
- iv. Click **[Update]** to save your changes and information.



B. Change E-mail Address

- i. Click **[Change E-mail]**.

My Profile



Home / My Profile


MyDashboard Profile

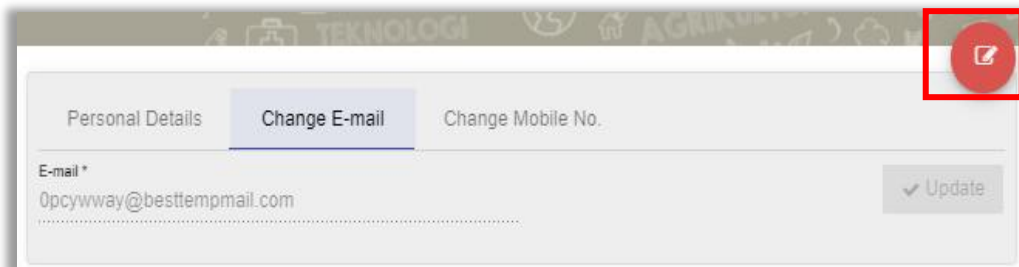
Personal Details **Change E-mail** Change Mobile No.

E-mail *
0pcywway@besttempmail.com

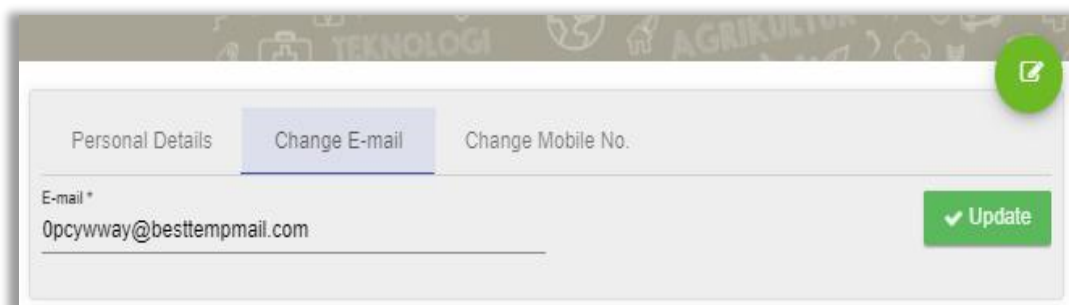
[Update](#)

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 33	

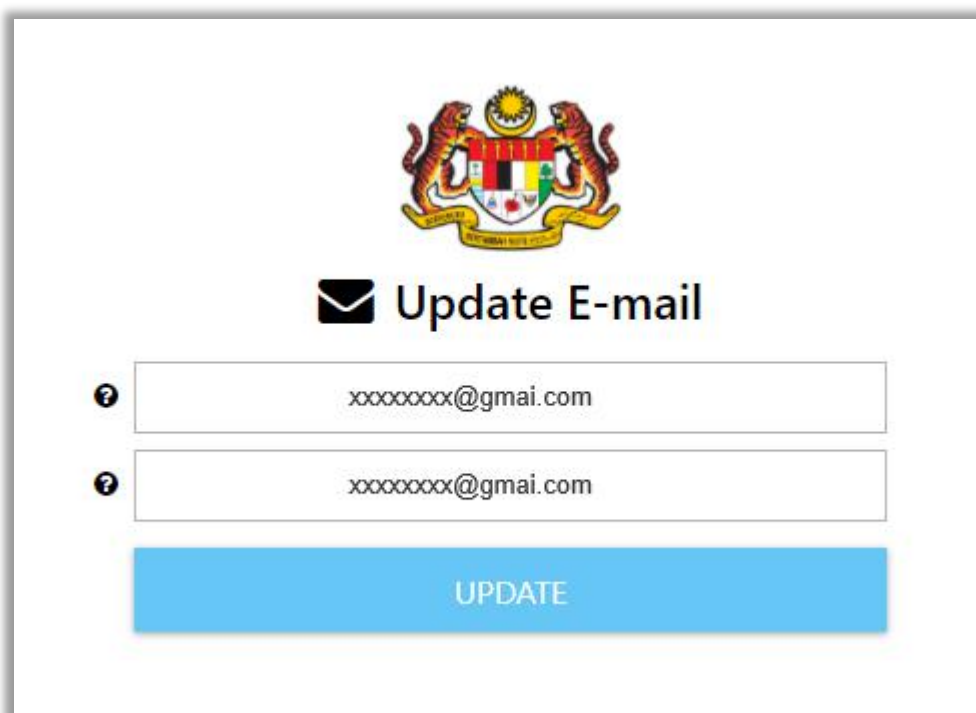
- ii. Click  to change your **E-mail Address**.





- iii. Click **[Update]** to save your changes.



- iv. Click **[UPDATE]** to confirm the change.

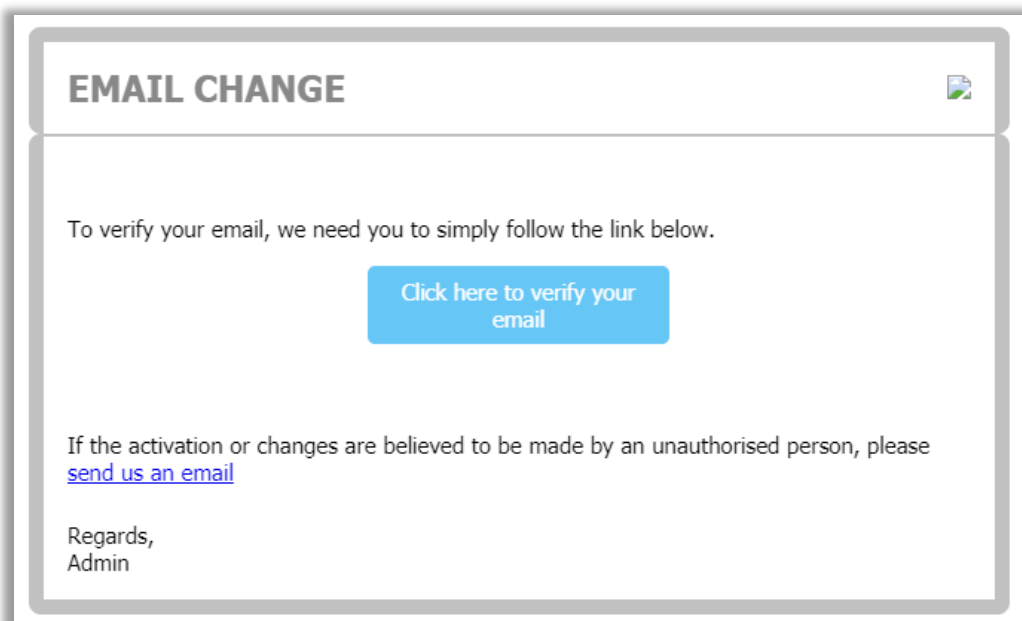


- v. A **Verification Link** will be sent to your new e-mail address.

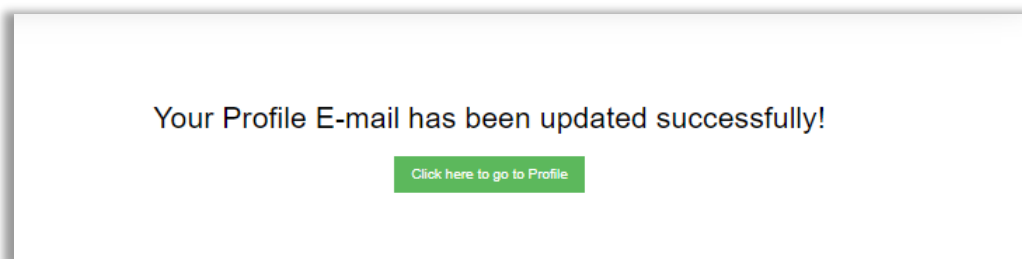
	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 34	





- vi. To confirm the change, locate the **E-mail Change** e-mail in your **Inbox**. The following is an example of the E-mail Change e-mail that you will receive.
- vii. Click on **[Click here to verify your email]**.



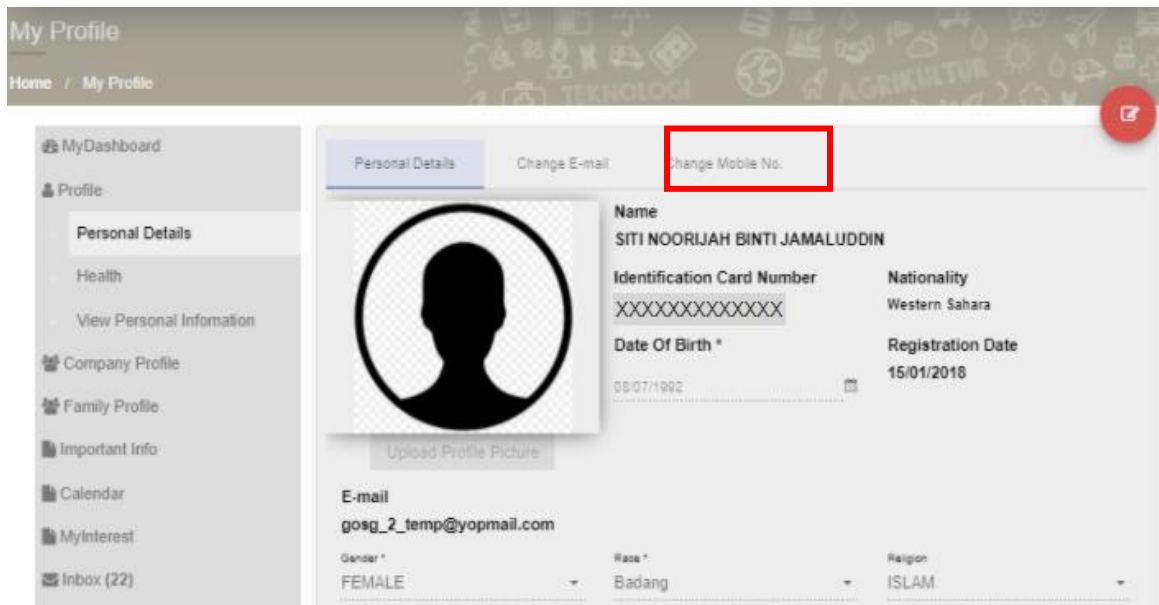
- viii. You have now successfully changed your e-mail address.




	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 35	

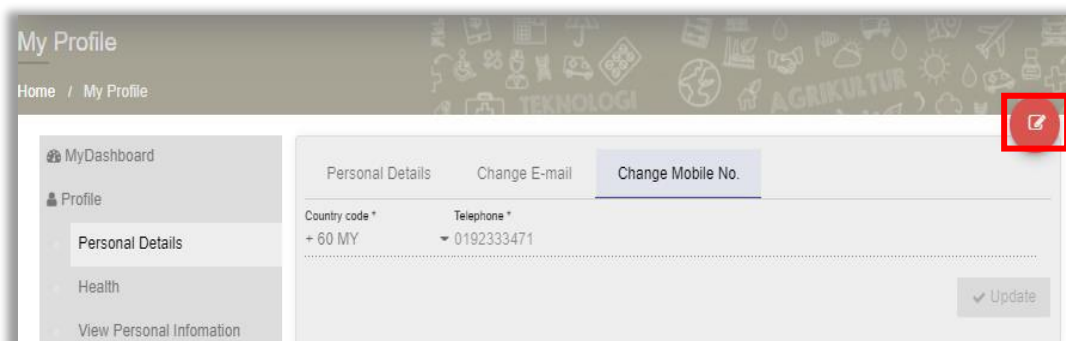
C. Change Mobile Phone Number

- i. Click **[Change Mobile No.]**.



The screenshot shows the 'My Profile' page with the 'Change Mobile No.' tab highlighted in red. The page displays user information for Siti Noorjiah Binti Jamaluddin, including her name, identification card number, date of birth, gender, race, and religion. The 'Change Mobile No.' tab is the third of three tabs, with 'Personal Details' and 'Change E-mail' also visible.

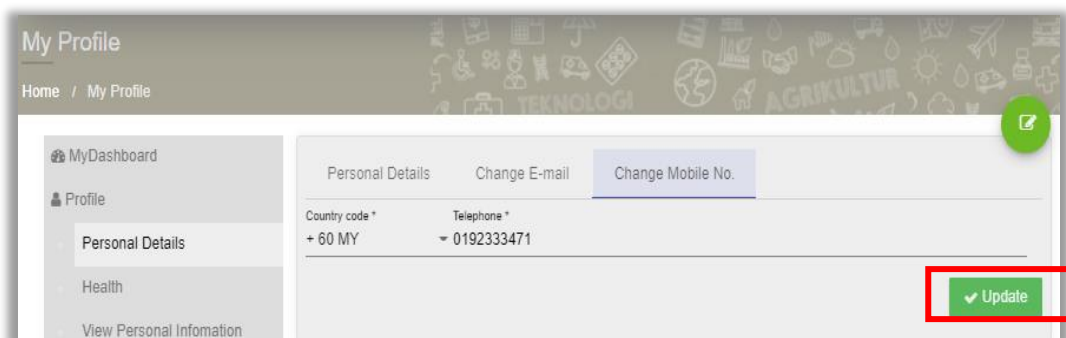
- ii. Click  to change your **Mobile Phone Number**.





The screenshot shows the 'My Profile' page with the 'Change Mobile No.' tab selected. The form fields for 'Country code' and 'Telephone' are visible, with the 'Update' button highlighted in red. The 'Update' button is located at the bottom right of the form.

- iii. Update your **Mobile Phone Number**.

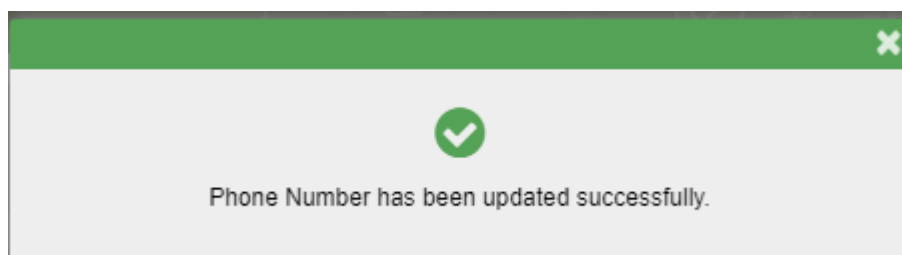
- iv. Click **[Update]** to save your changes.




The screenshot shows the 'My Profile' page with the 'Update' button highlighted in red. The button is located at the bottom right of the form, next to the 'Change Mobile No.' tab.

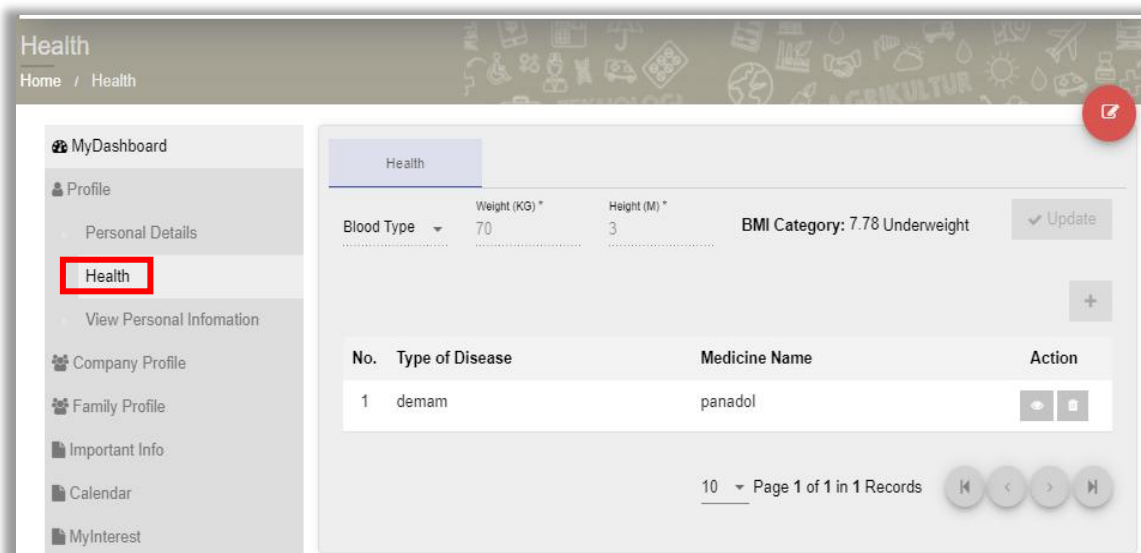
	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 36	

- v. You have now successfully changed your mobile phone number.





4.2.2 Health

- i. Click **[Health]**.
- ii. Click  to update your **Health Record**.





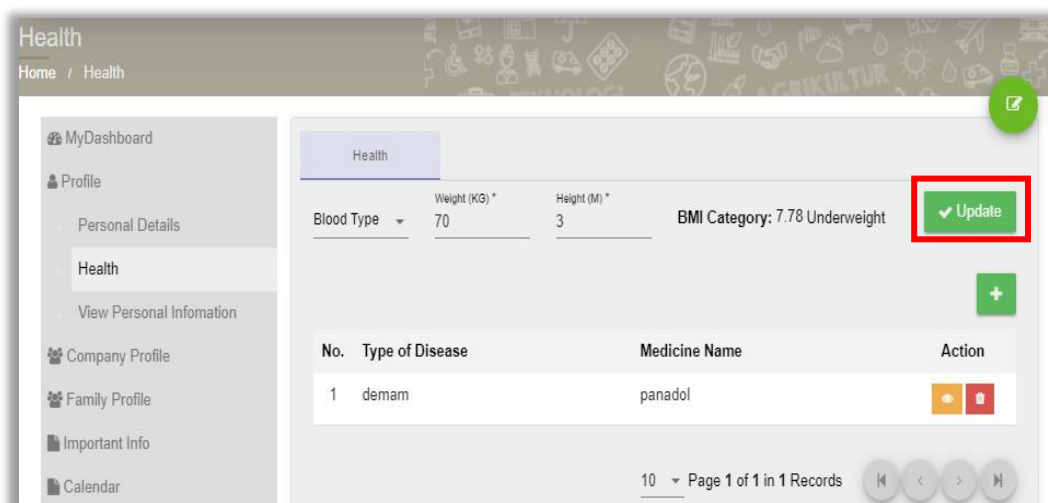
The screenshot shows the "Health" section of the MyGovernment portal. On the left is a sidebar menu with options: MyDashboard, Profile, Personal Details, **Health** (highlighted with a red box), View Personal Information, Company Profile, Family Profile, Important Info, Calendar, and MyInterest. The main content area is titled "Health" and contains a form for updating health information. The form includes fields for Blood Type, Weight (KG) (70), Height (M) (3), and BMI Category (7.78 Underweight). There is an "Update" button with a green checkmark. Below the form is a table with one record:

No.	Type of Disease	Medicine Name	Action
1	demam	panadol	 

At the bottom right, there is a pagination control showing "Page 1 of 1 in 1 Records" and navigation buttons.

- ii. Update the relevant information.
- iii. Click **[Update]** to save your information.

	Tajuk Dokumen: User Manual – Portal MyGovernment			
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 37



Health

Home / Health

MyDashboard

Profile

- Personal Details
- Health
- View Personal Information

Company Profile

Family Profile

Important Info

Calendar

Health

Blood Type ▼ Weight (KG) * 70 Height (M) * 3 BMI Category: 7.78 Underweight

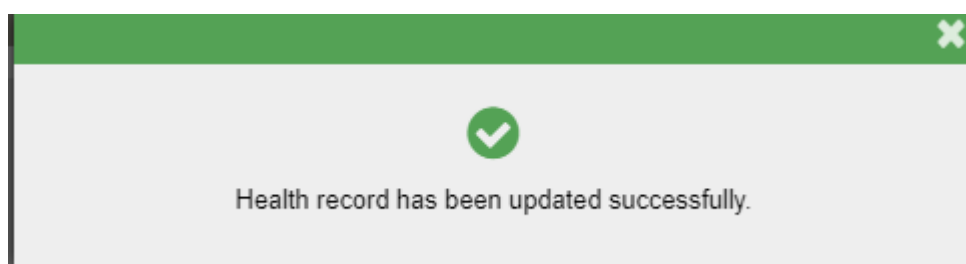
✓ Update

+


No.	Type of Disease	Medicine Name	Action
1	demam	panadol	✕ ✕

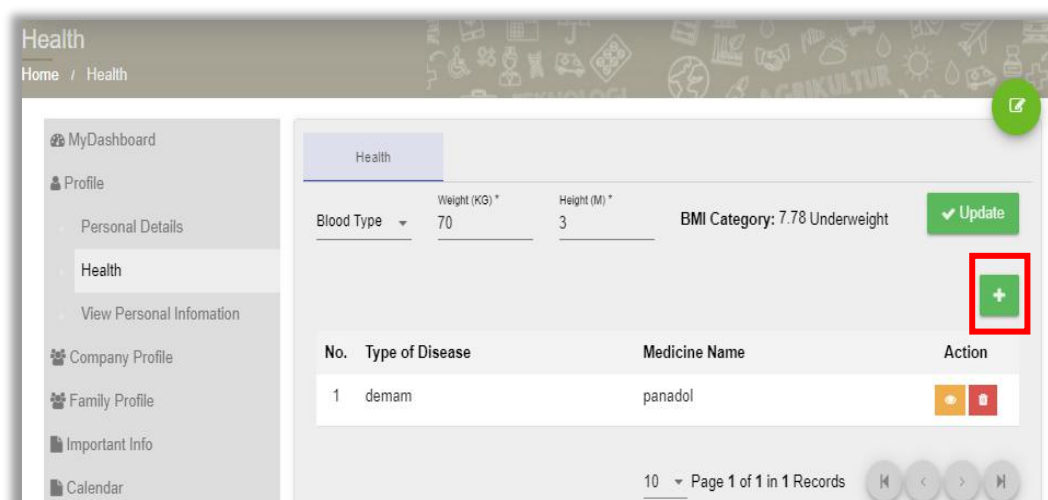
10 Page 1 of 1 in 1 Records

iv. You have now successfully updated your Health Record.



A. Add a Health Record

i. Click  to add a **Health Record**.



Health

Home / Health

MyDashboard

Profile

- Personal Details
- Health
- View Personal Information

Company Profile

Family Profile

Important Info

Calendar

Health



Blood Type ▼ Weight (KG) * 70 Height (M) * 3 BMI Category: 7.78 Underweight

✓ Update

+

No.	Type of Disease	Medicine Name	Action
1	demam	panadol	✕ ✕

10 Page 1 of 1 in 1 Records

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 38	

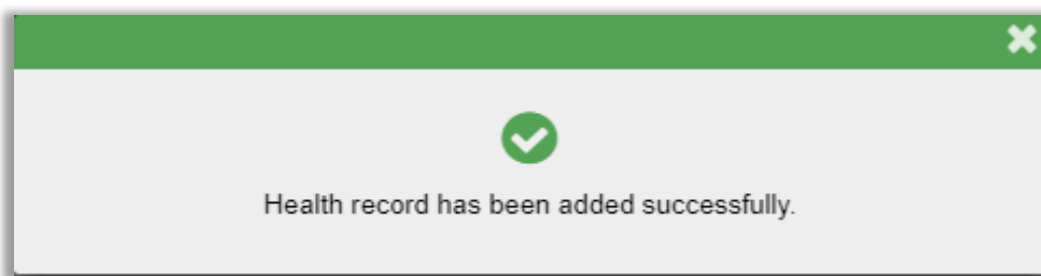
ii. Enter your **Type of Disease** and **Medicine Name** information.

iii. Click  to save the Health Record.

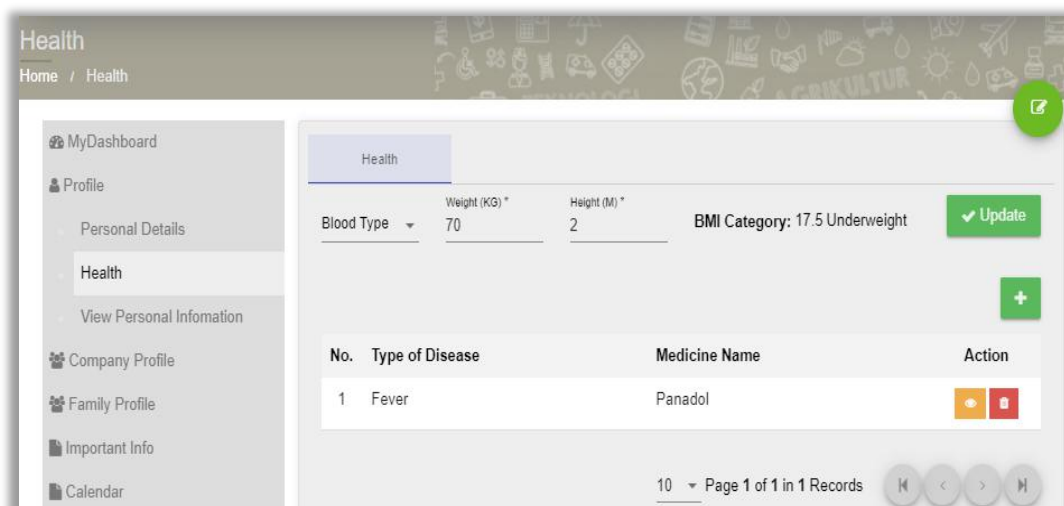


The screenshot shows a form with two input fields: "Type of Disease" containing "Fever" and "Medicine Name" containing "Panadol". To the right of the "Medicine Name" field is a green checkmark icon and a red 'x' icon. Below the form is a pagination bar showing "Page 1 of 0 in 0 Records" and navigation buttons.



iv. You have successfully added a Health Record.





v. Your new Health Record will be added to the list.



The screenshot shows the "Health" dashboard. On the left is a sidebar with navigation links: MyDashboard, Profile (Personal Details, Health, View Personal Information), Company Profile, Family Profile, Important Info, and Calendar. The main content area shows a "Health" tab with fields for Blood Type, Weight (KG) (70), Height (M) (2), and BMI Category (17.5 Underweight). There is an "Update" button and a green checkmark icon. Below this is a table with one record:

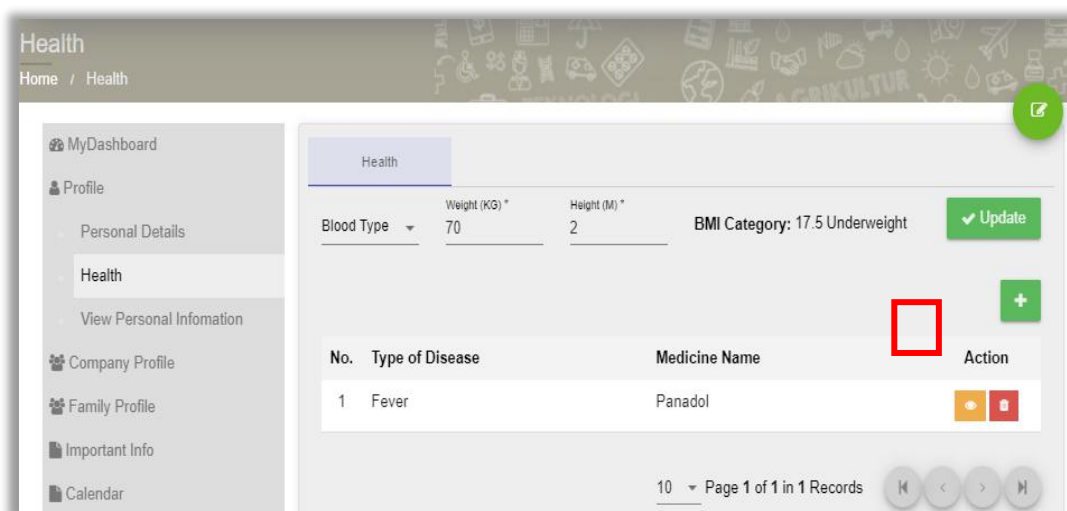
No.	Type of Disease	Medicine Name	Action
1	Fever	Panadol	 


At the bottom is a pagination bar showing "Page 1 of 1 in 1 Records" and navigation buttons.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 39	

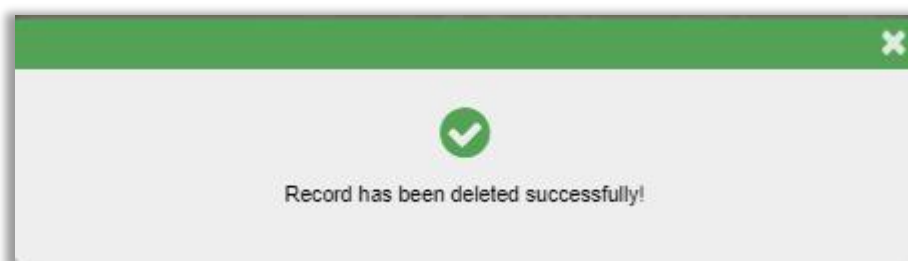
B. Delete a Health Record



- i. Click  to delete a Health Record.



No.	Type of Disease	Medicine Name	Action
1	Fever	Panadol	

- ii. You have successfully deleted your Health Record.



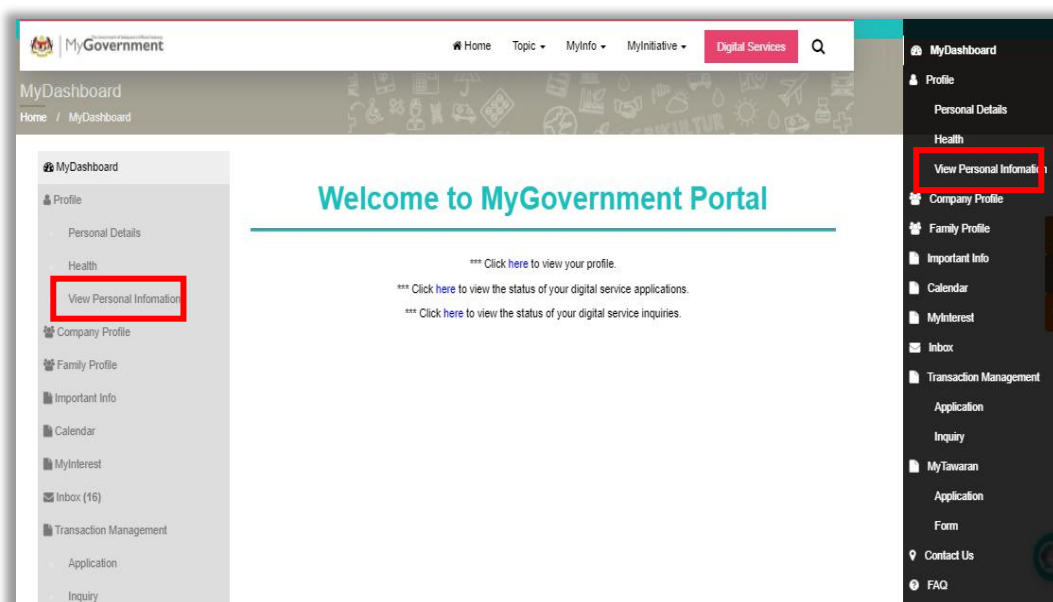
	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 40	

4.2.3 View Personal Information

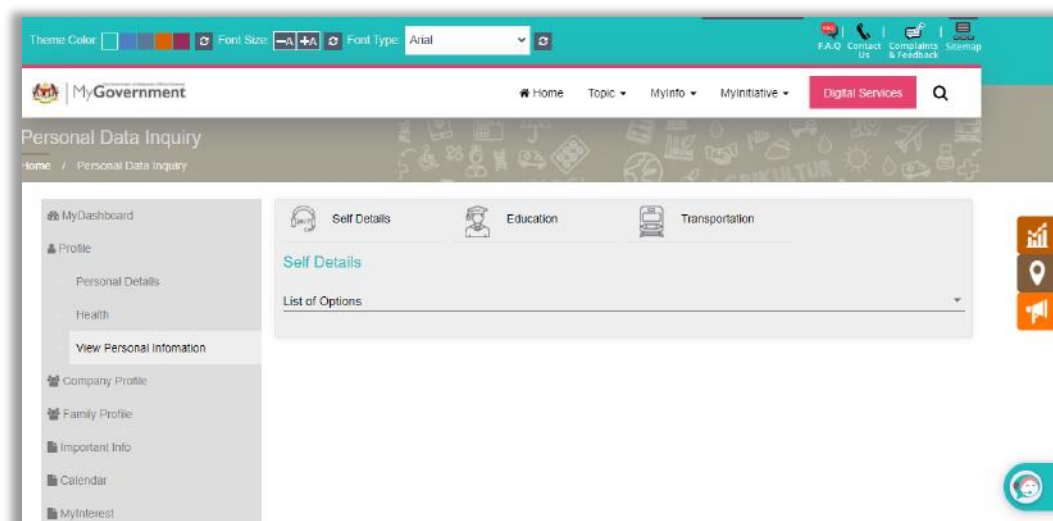
The **View Personal Information** enables user to review the following information:



- Personal
- Education
- Transportation
- Welfare

- Click on **[View Personal Information]**.



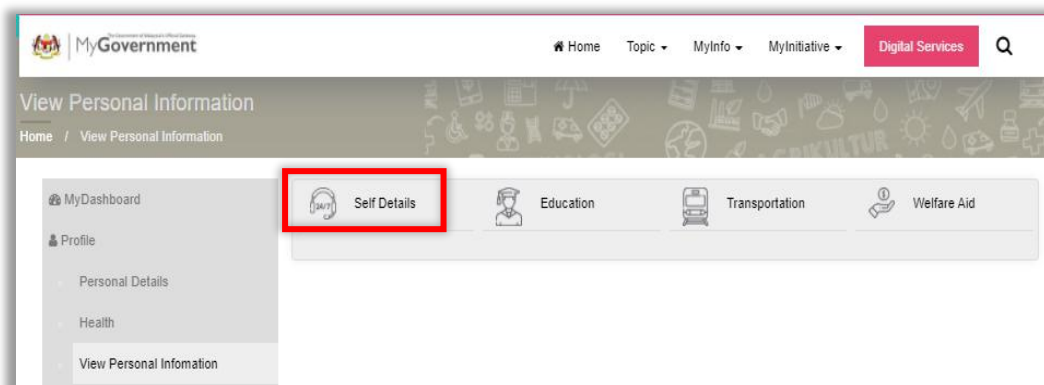
- You will be provided with a **List of Options**.



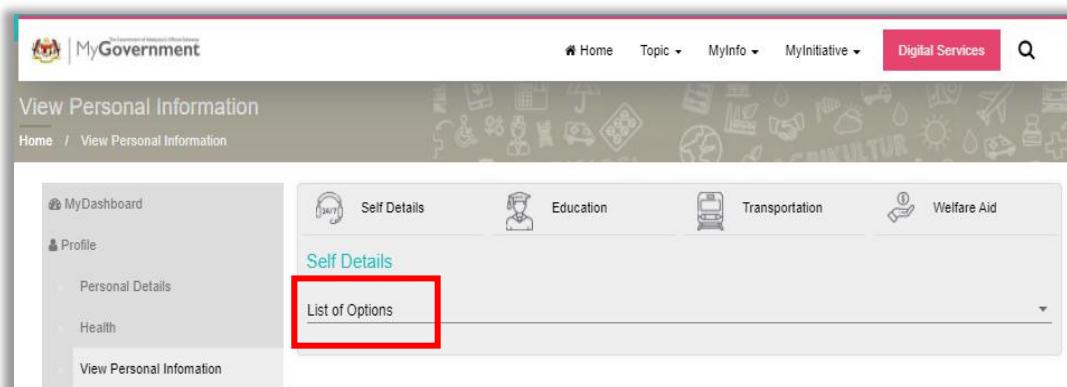
	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 41	

A. Self Details

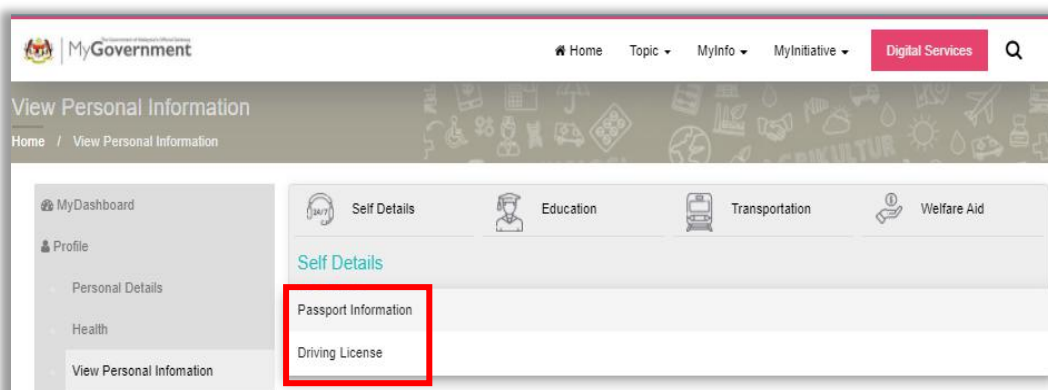
- i. Click on **[Self Details]**.





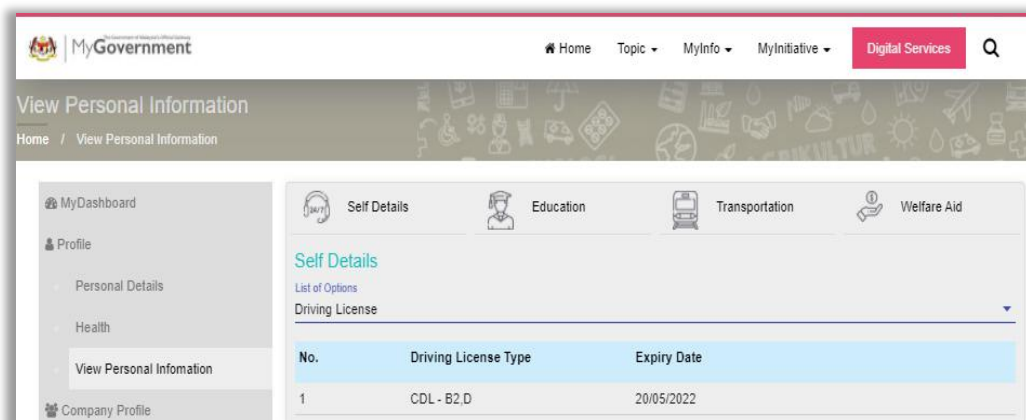
- ii. Click on **List of Options**.



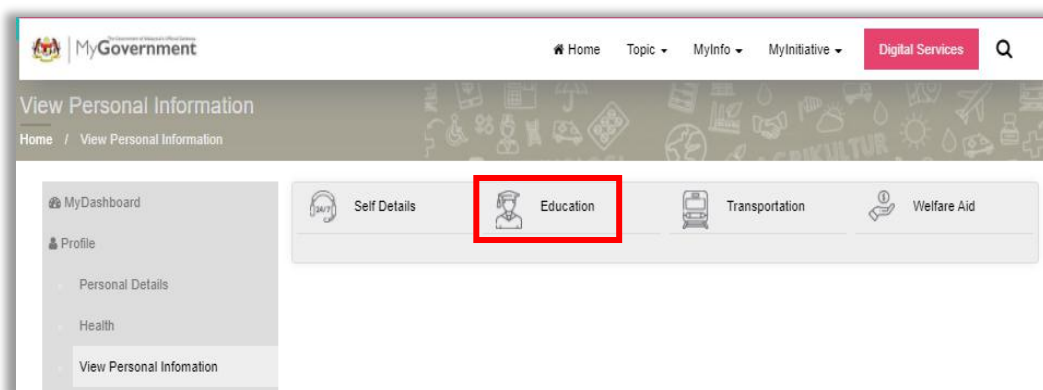
- iii. Make a selection from the **List of Options** provided. For instance, if you select **Driving Licence**, the following information will be displayed.



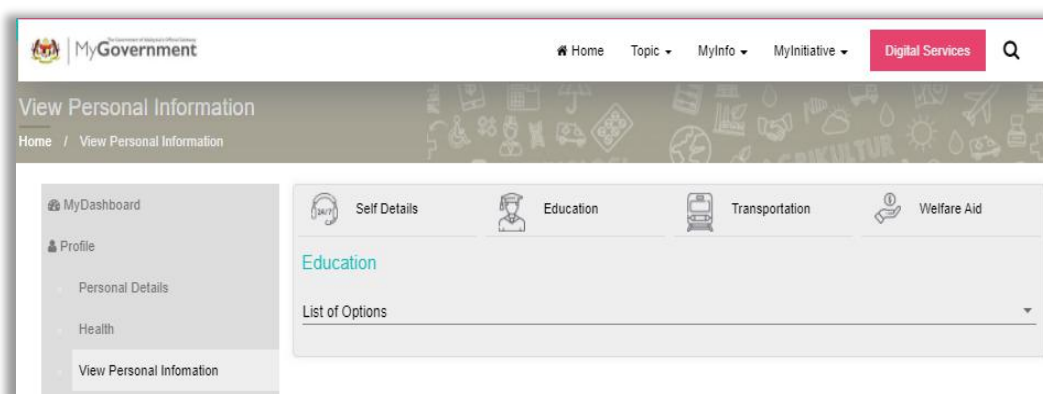
	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 42	





B. Education

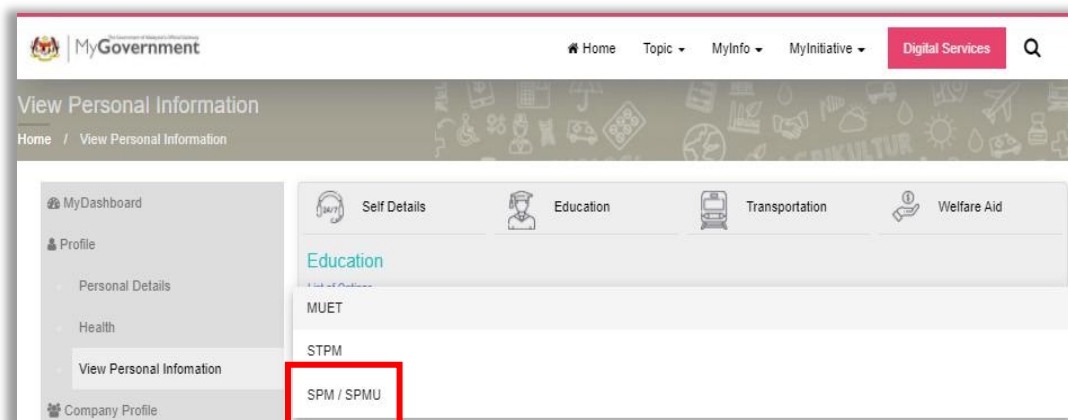


i. Click on **[Education]**.

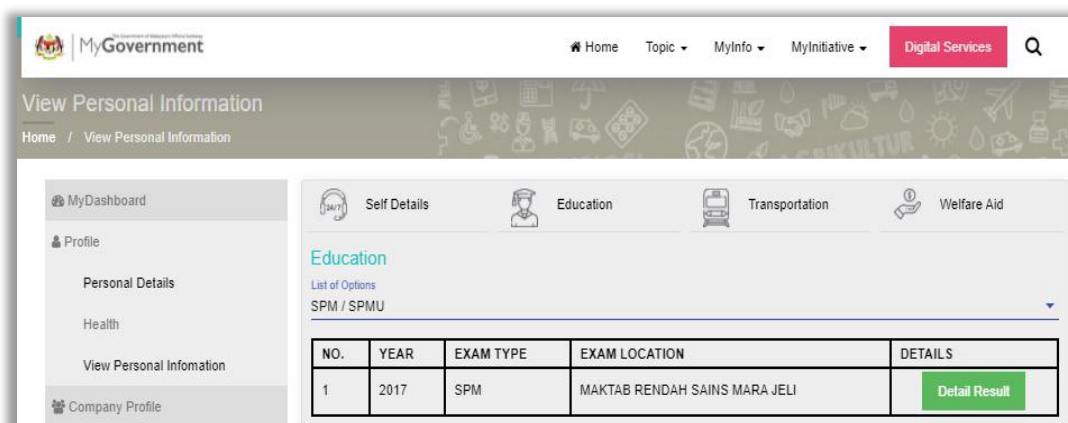


ii. Make a selection from the **List of Examinations** provided.



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 43	



For instance, if you select **SPM/SPMU**, the following information will be displayed.

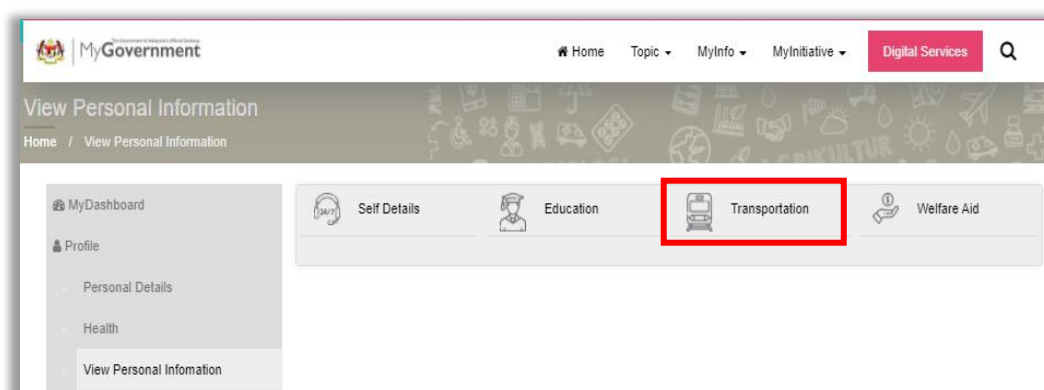


- iii. Click on **[Detail Result]** to view your results in a new window. Users may print a PDF of their Detailed Results.

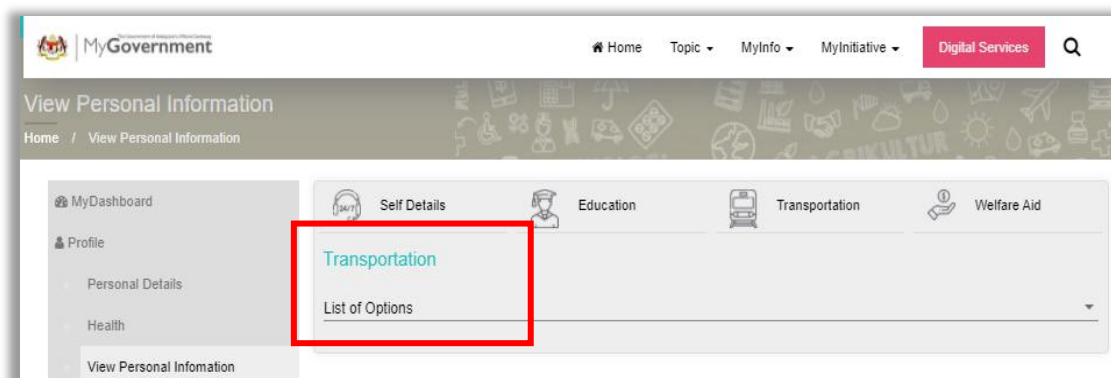
	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 44	



Sijil Pelajaran Malaysia 2017	
Candidate Information	
Name	Muhammad bin Abdullah
School Name	MAKTAB RENDAH SAINS MARA JELI
Subject	Grade
BAHASA MELAYU	A-
BAHASA INGGERIS	D
PENDIDIKAN ISLAM	B+
SEJARAH	B
MATHEMATICS	B+
ADDITIONAL MATHEMATICS	E
PHYSICS	D
CHEMISTRY	E
BIOLOGY	D

C. Transportation

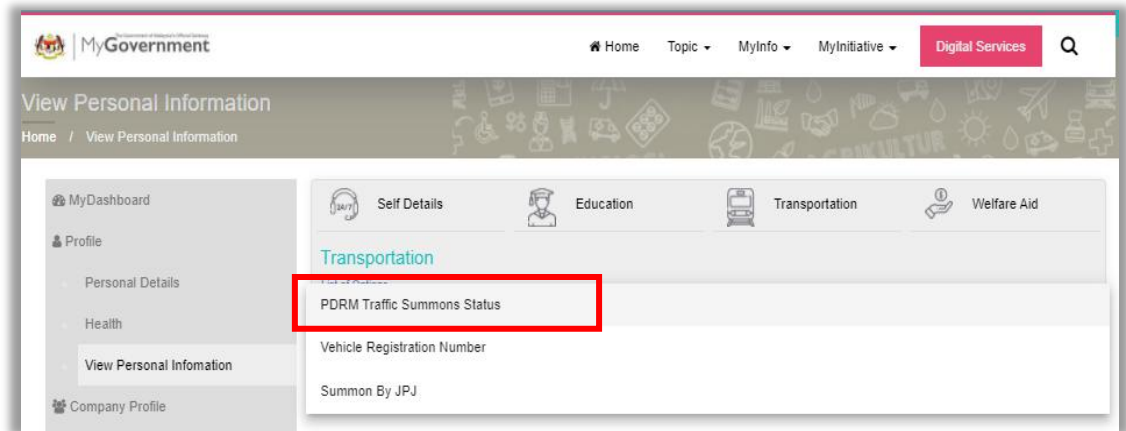


i. Click on [Transportation].

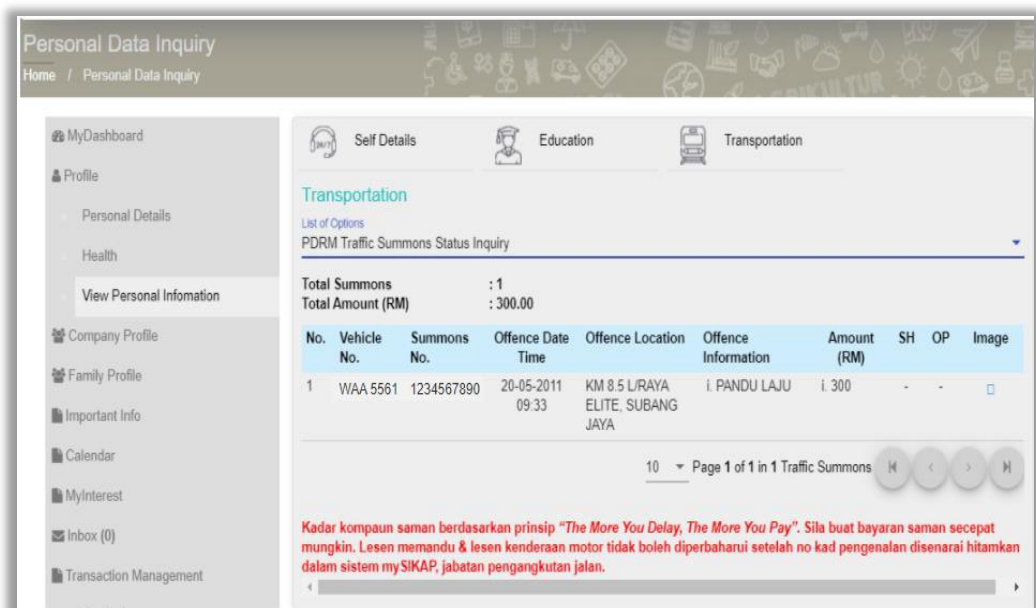




	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 45	

ii. A **List of Options** will appear.

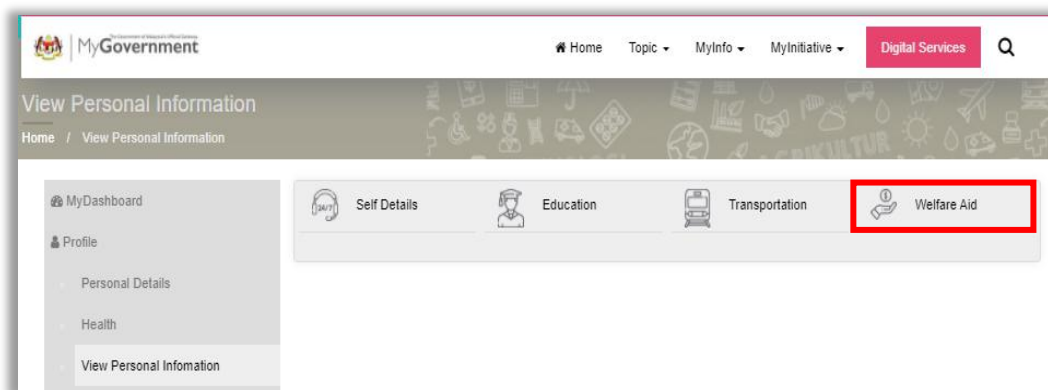


iii. Make a selection from the **List of Options** provided. For instance, if you select **PDRM Traffic Summons Status**, the following information will be displayed.

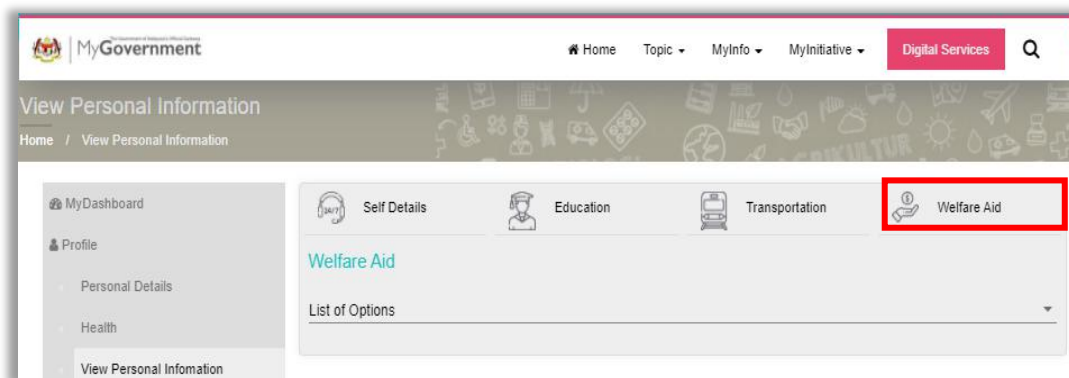


	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 46	

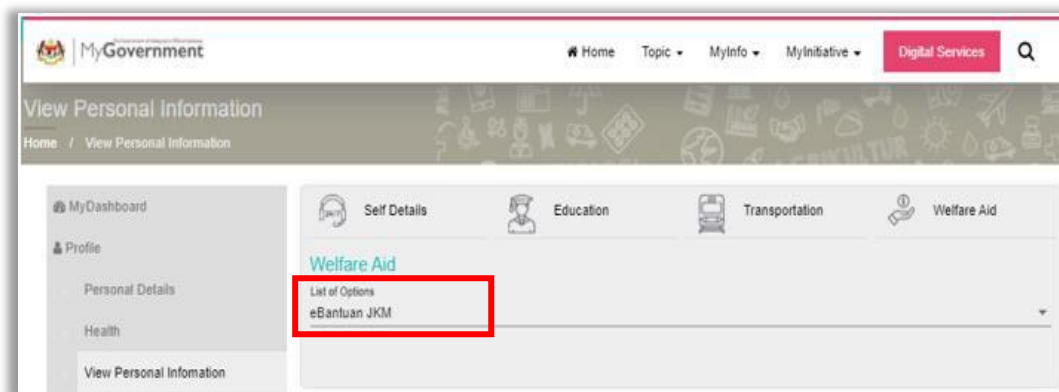
D. Welfare Aid





i. Click on **[Welfare Aid]**.

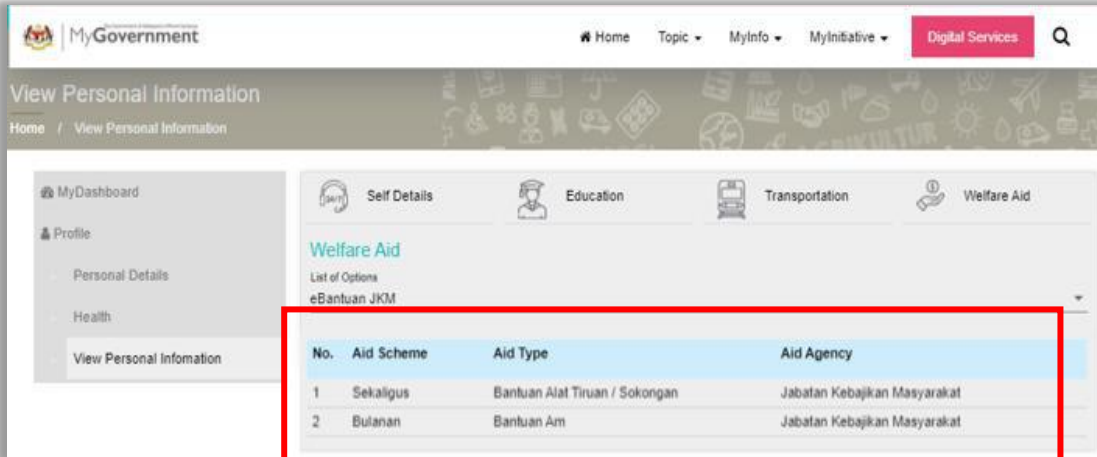


ii. A **List of Options** will appear.





	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 47	

- iii. Make a selection from the **List of Options** provided. For instance, if you select **eBantuan JKM**, the following information will be displayed.



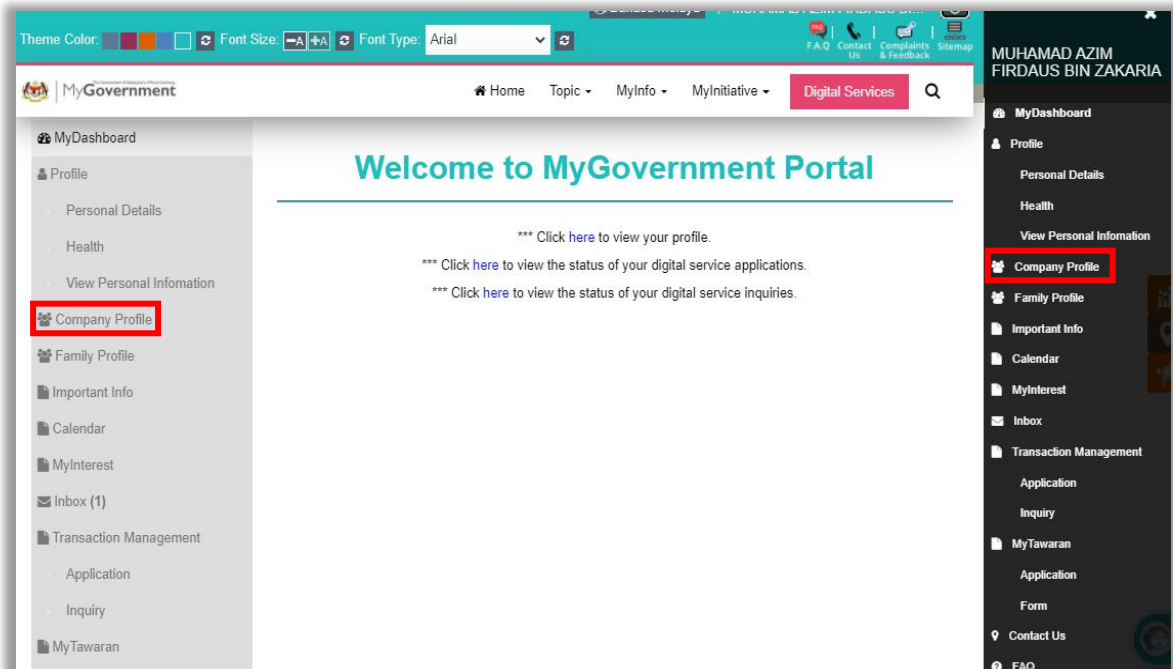
The screenshot shows the 'MyGovernment' portal interface. The 'Welfare Aid' section is active, displaying a 'List of Options' for 'eBantuan JKM'. A table with the following data is shown:

No.	Aid Scheme	Aid Type	Aid Agency
1	Sekaligus	Bantuan Alat Tiruan / Sokongan	Jabatan Kebajikan Masyarakat
2	Bulanan	Bantuan Am	Jabatan Kebajikan Masyarakat

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 48	

4.3 Company Profile

- Click on **[Company Profile]**.



The **Company Profile** enables users to perform the following actions: -



- Add a company
- Update company information
- Delete a company

Company Profile
Add Company

Show 10 entries
Search:

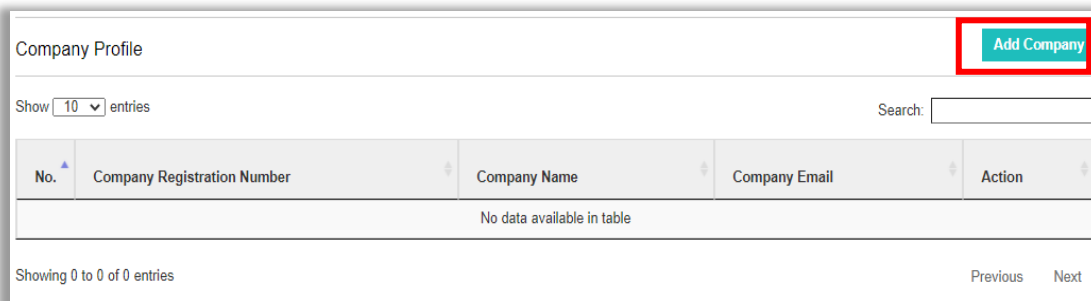
No.	Company Registration Number	Company Name	Company Email	Action
No data available in table				

Showing 0 to 0 of 0 entries
Previous
Next

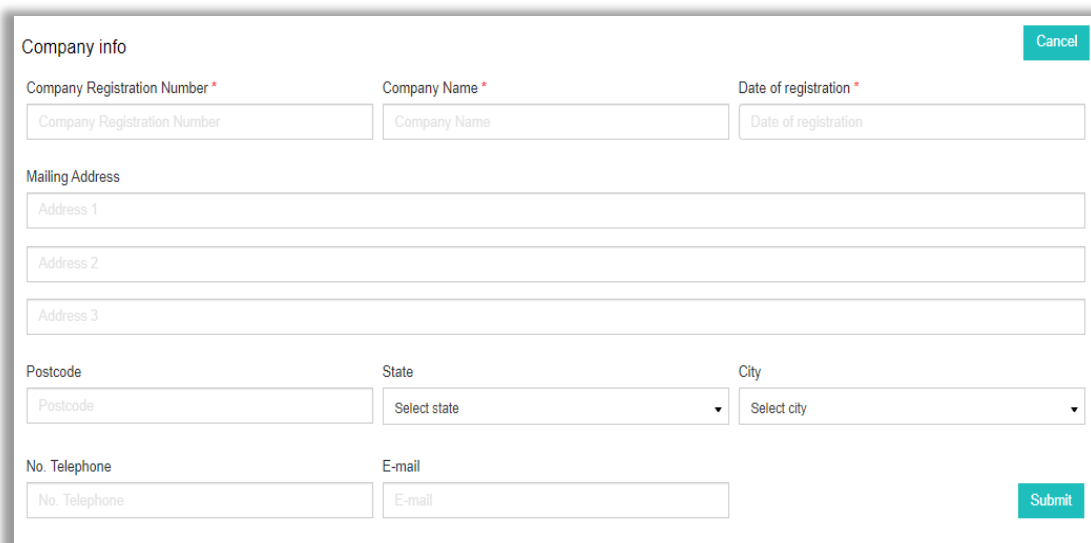
	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 49	

4.3.1 Add a Company

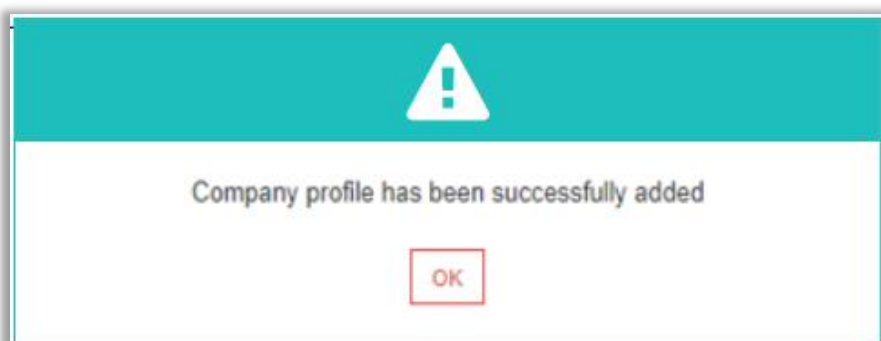
- i. Click on **[Add Company]**.





- ii. Enter the **Company Registration Number, Company Name, Date of Registration, Mailing Address, Postcode, Telephone Number, and E-mail address.**
- iii. Select a **State** and **City** via the dropdown menu.
- iv. Click **[Submit]**.



- v. Click **[OK]**.






	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 50	

4.3.2 Update Company Information

- i. Click  under the **Action** column.

Company Profile Add Company

View 10 Search:

No.	Company Registration Number	Company Name	Company Email	Action
1	REG001	PUNCAK TEGAK INTERPRISE		  

View 1 to 1 (1) Previous 1 Next

- ii. Update **Company Information**.
Note: Users may only update the following fields: **Mailing Address**, **Telephone Number**, and **E-mail Address**.
- iii. Click **[Save]**.

Company info Cancel


Company Registration Number * Company Name * Date of registration *



Mailing Address

Postcode State City

No. Telephone E-mail Save

- iv. Click **[Save]** to proceed.


 Company profile successfully updated
OK




	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 51	

4.3.3 Delete a Company

- i. Click on  under the **Action** column.


Company Profile Add Company

View Search:

No. ▾	Company Registration Number	Company Name	Company Email	Action
1	REG001	PUNCAK TEGAK INTERPRISE		  


View 1 to 1 (1) Previous Next

- ii. Click on **[YES]** to delete the selected company's information.





Are you sure to delete company profile record ?

- iii. Click **[OK]** to proceed.



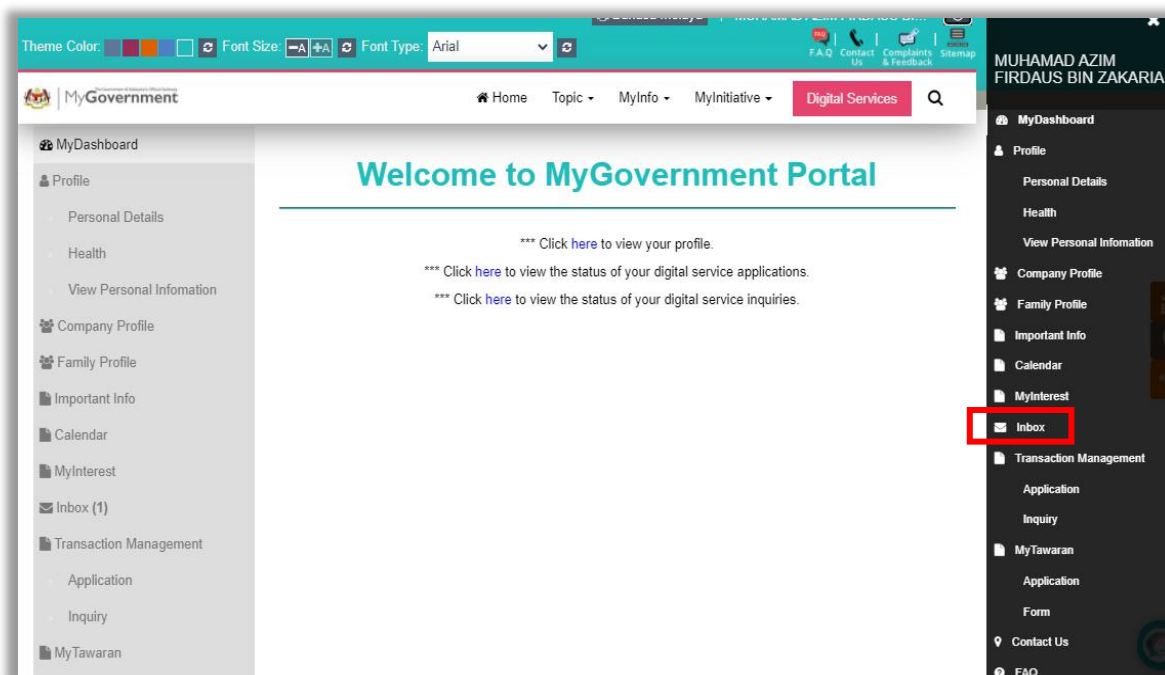
Your company profile successfully deleted

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 52	

4.4 Inbox

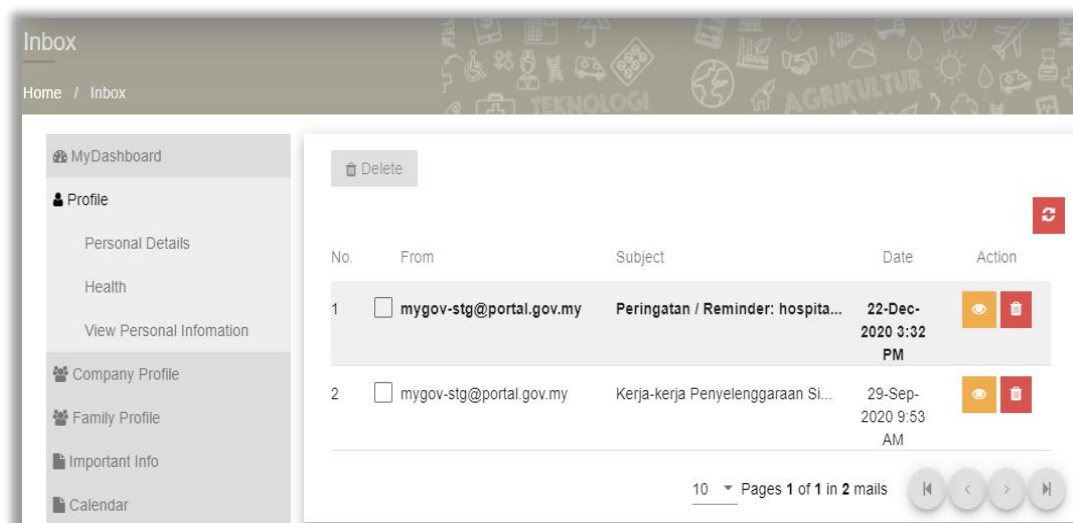
The **Inbox** receives system-generated messages as well as other messages; such as application notifications and announcements; from system administrators.



- Click on **[Inbox]**.



The Inbox tab enables user to perform the following actions: -

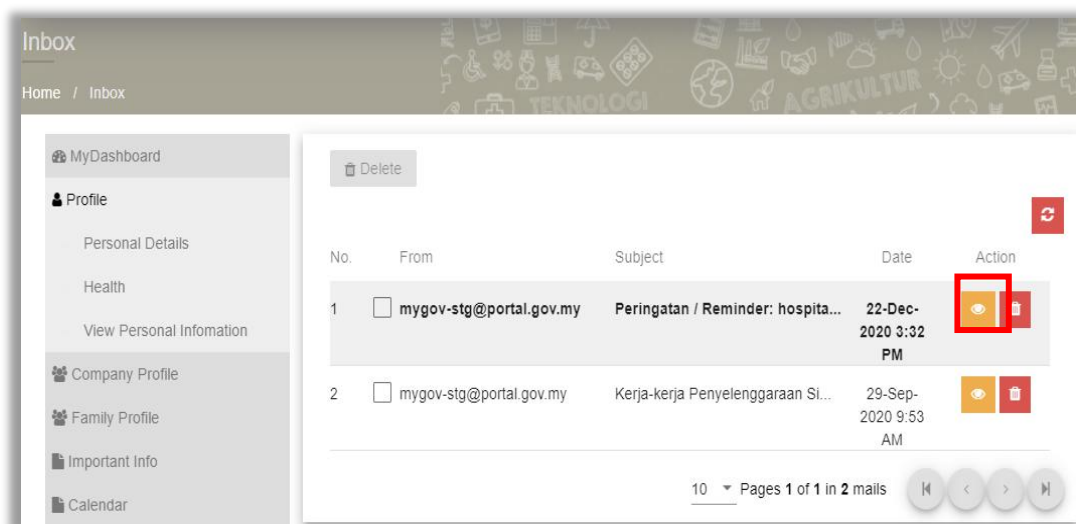
- View messages
- Delete messages



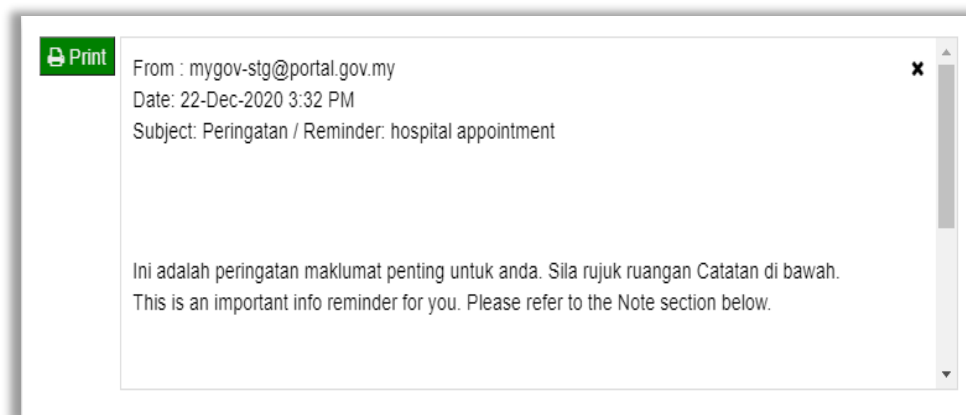
	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 53	



4.4.1 View Messages

- i. Click on  to display messages.

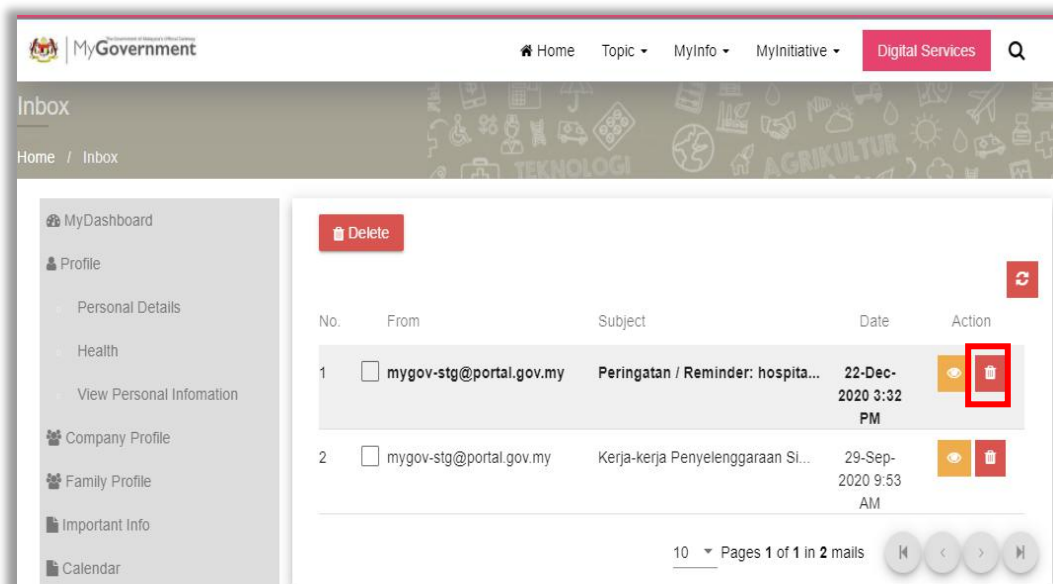


- ii. Click on **[Print]** to print the message.

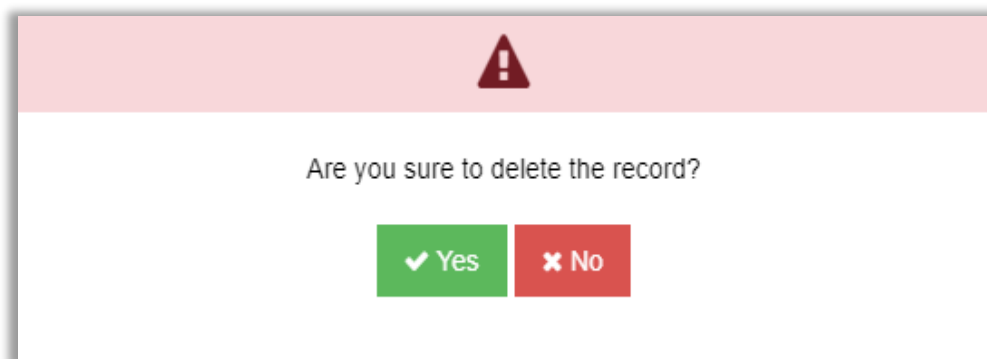


	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 54	

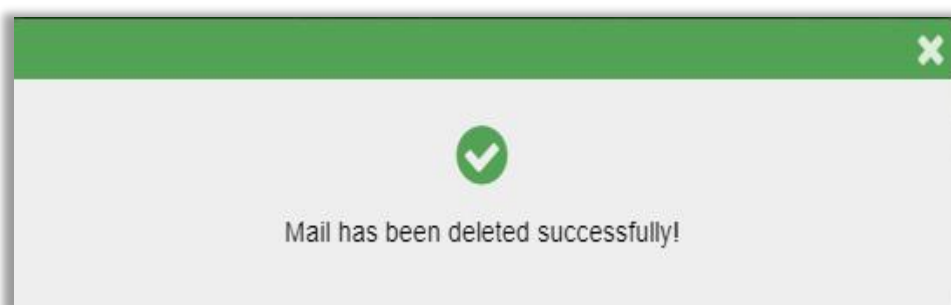
4.4.2 Delete Messages





- i. Click on  to delete the selected message.



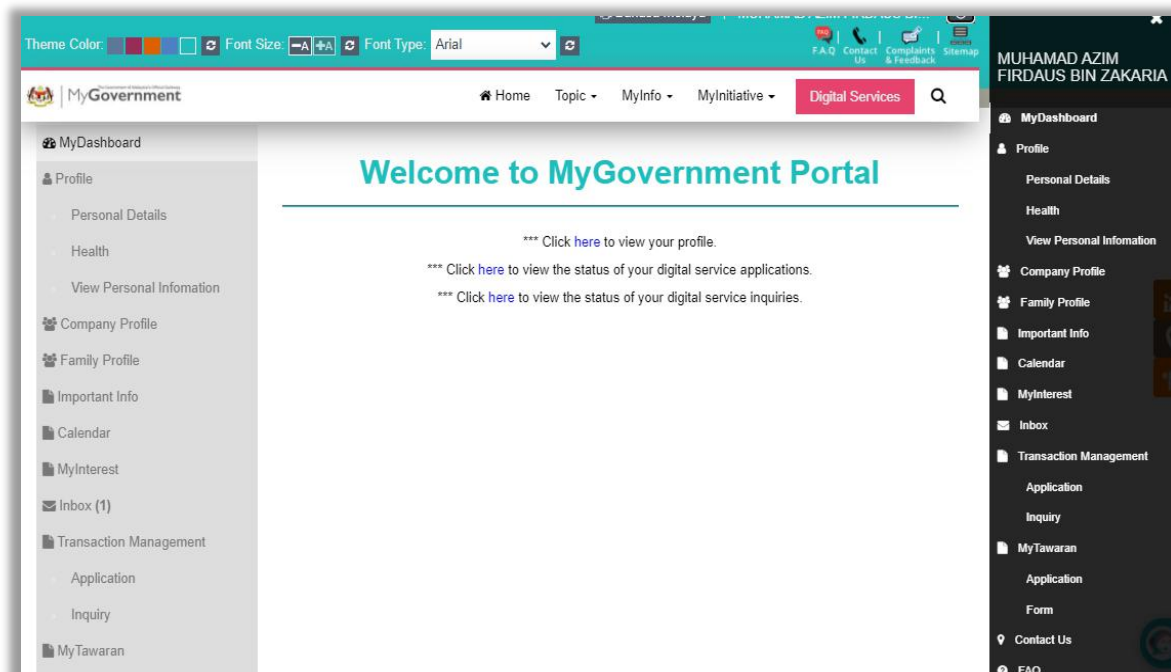
- ii. Click **[Yes]** to proceed.or
- iii. Click **[No]** to return to the previous screen.



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 55	

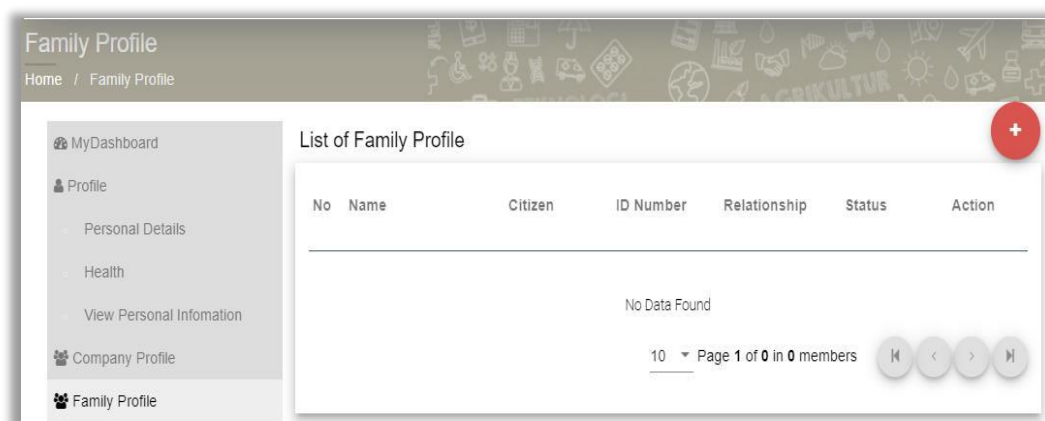
4.5 Family Profile



- Click on **[Family Profile]**.




The **Family Profile** tab enables users to perform the following actions: -

- Add a family member
- Update family member information




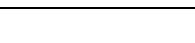
	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 56	

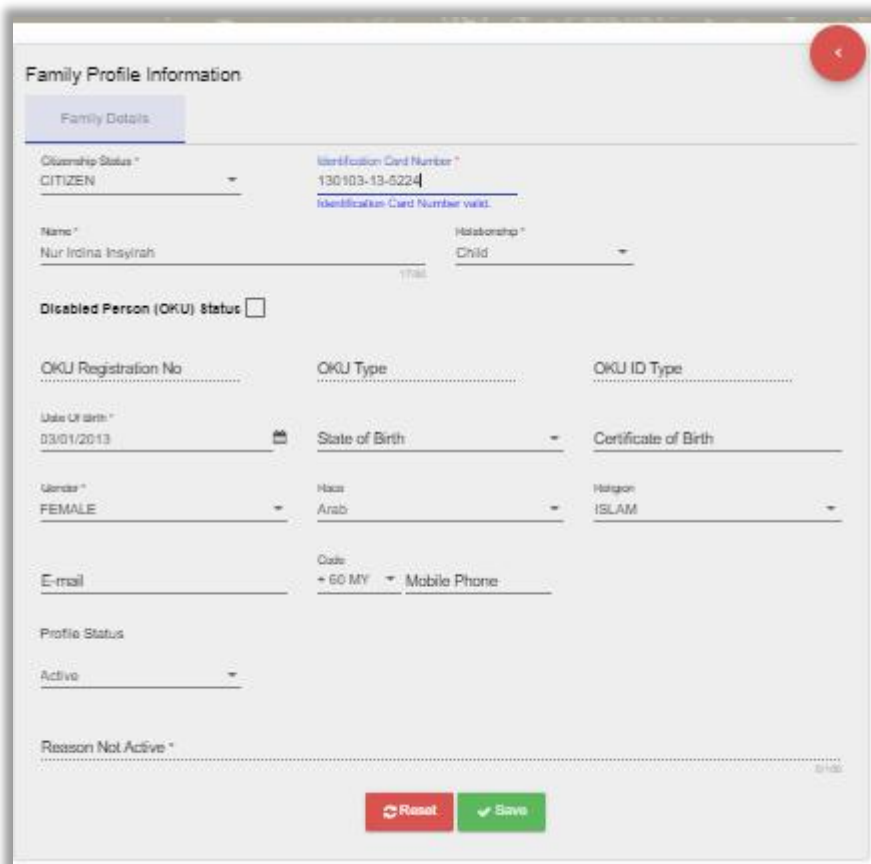
4.5.1 Add a Family Member

- i. Click on  to add to **Add a Family Member**.

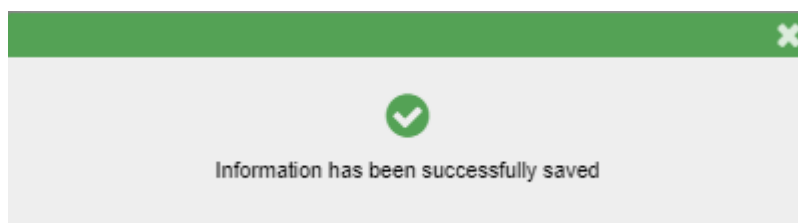


- ii. Select **Citizenship Status** via the dropdown menu
- iii. Enter **Identification Card Number** and **Name**
- iv. Select **Relationship Type** via the dropdown menu
- v. If you have a family member who is a Malaysian citizen or a Permanent Resident and a registered Disabled Person (OKU), please tick the Disabled Person (OKU) Status box and his/her **OKU Registration Number**, **OKU Type**, and **OKU ID Type** will automatically be displayed
- vi. Enter **Date of Birth** through the calendar display
- vii. Select **State of Birth** via the dropdown menu
- viii. Enter **Birth Certificate Number**
- ix. Select **Gender**, **Race**, and **Religion** via the dropdown menu
- x. Enter **E-mail Address** and **Mobile Phone Number**
- xi. Select **Profile Status** via the dropdown menu
- xii. If the **Profile Status** is **Inactive**, provide a **Reason for Inactivity**
- xiii. Click **[Save]**
or
- xiv. Click **[Reset]** to re-enter your family member's information.

	Tajuk Dokumen:User Manual – Portal MyGovernment				
Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 57		



xv. Your family member's information has been successfully saved.





xvi. The Family Member has been added to the **List of Family Profile**.



No	Name	Citizen	ID Number	Relationship	Status	Action
1	NUR IRDINA	CITIZEN	130103-13-5224	Child	✓	

10 Page 1 of 1 in 1 members



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 58	

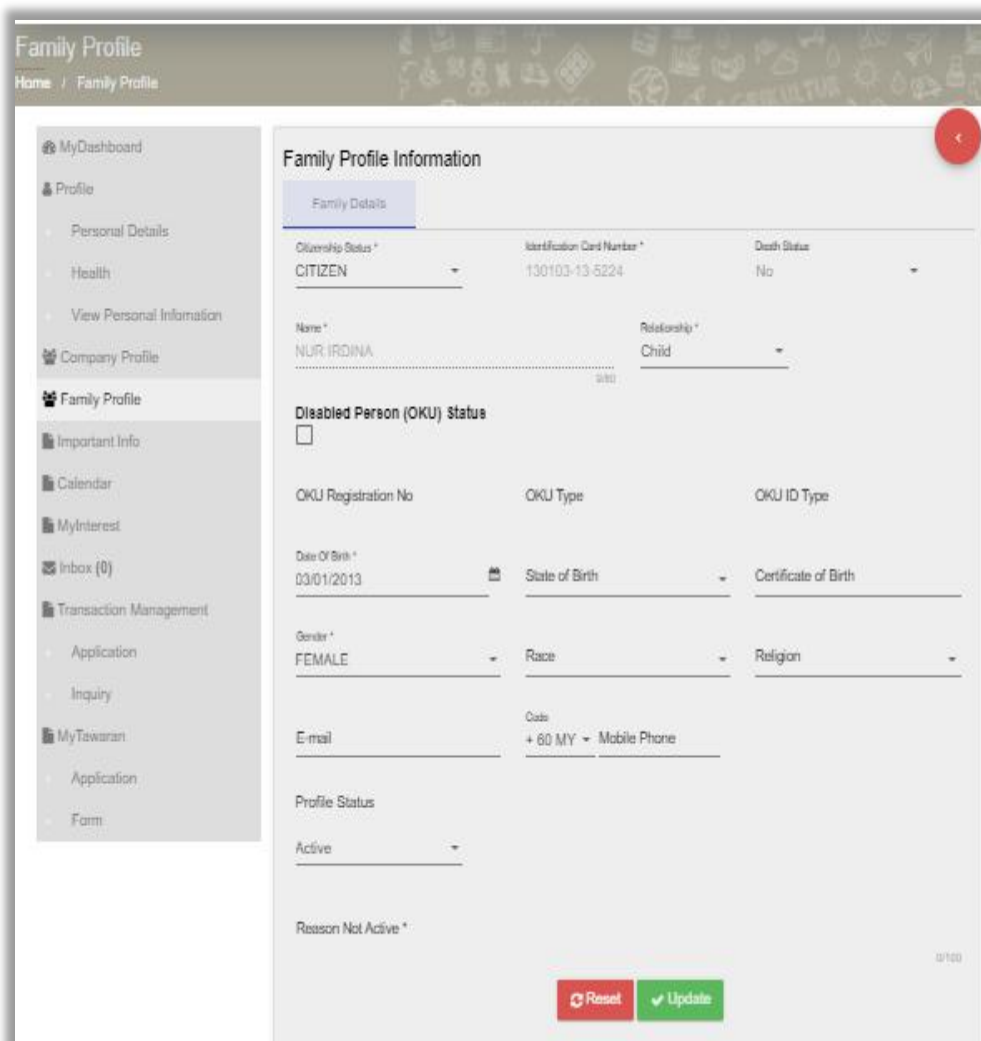
4.5.2 Update Family Member Information

- i. Click  to Update Family Member Information.



- ii. Update the relevant information.
Note: Information such as **Citizenship Status**, **Identification Card Number**, and **Name** cannot be changed.
- iii. Click [Update].

	Tajuk Dokumen: User Manual – Portal MyGovernment			
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	
			Muka surat: 59	



Family Profile

Home / Family Profile

Family Profile Information

Family Details

Citizenship Status * CITIZEN Identification Card Number * 130103-13-5224 Death Status No

Name * NUR IRDINA Relationship * Child

Disabled Person (OKU) Status ☐

OKU Registration No OKU Type OKU ID Type

Date Of Birth * 03/01/2013 State of Birth Certificate of Birth

Gender * FEMALE Race Religion

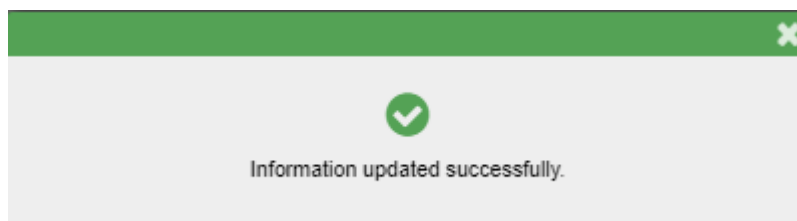
E-mail Code + 60 MY Mobile Phone



Profile Status Active

Reason Not Active *

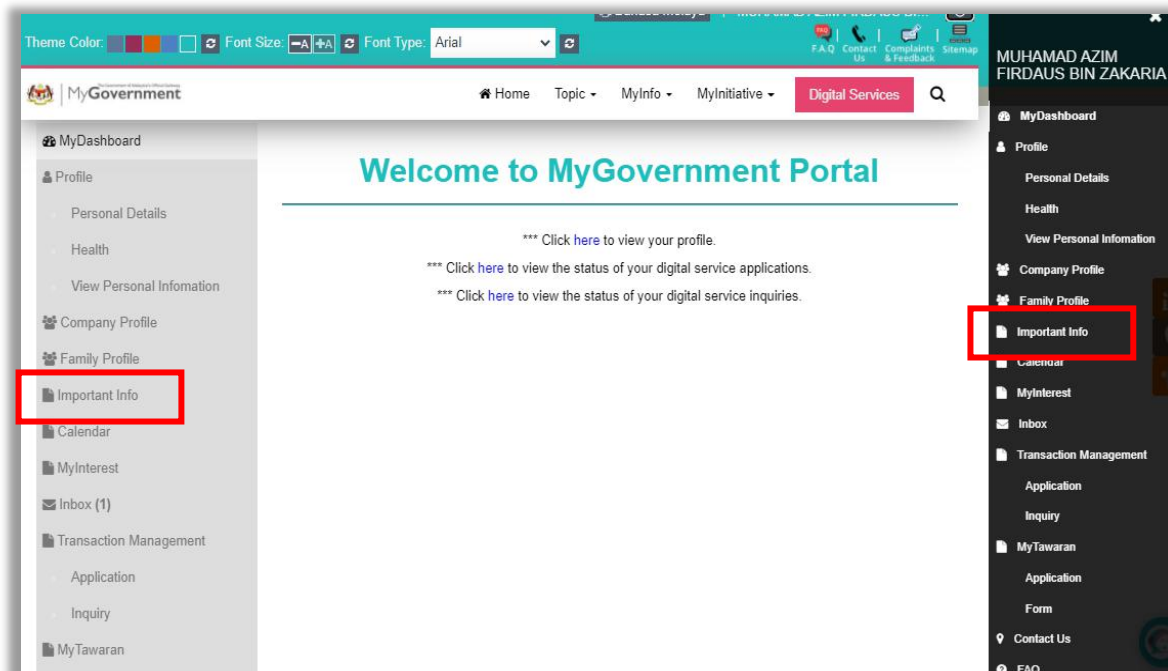
Reset Update

iv. Your family member's information has been successfully updated.

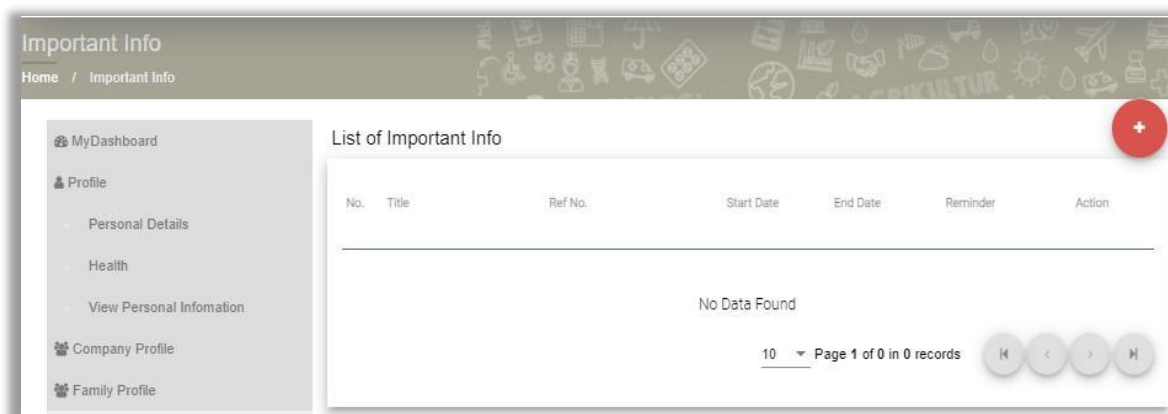


	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 60	

4.6 Important Info





- i. Click on **[Important Info]**.

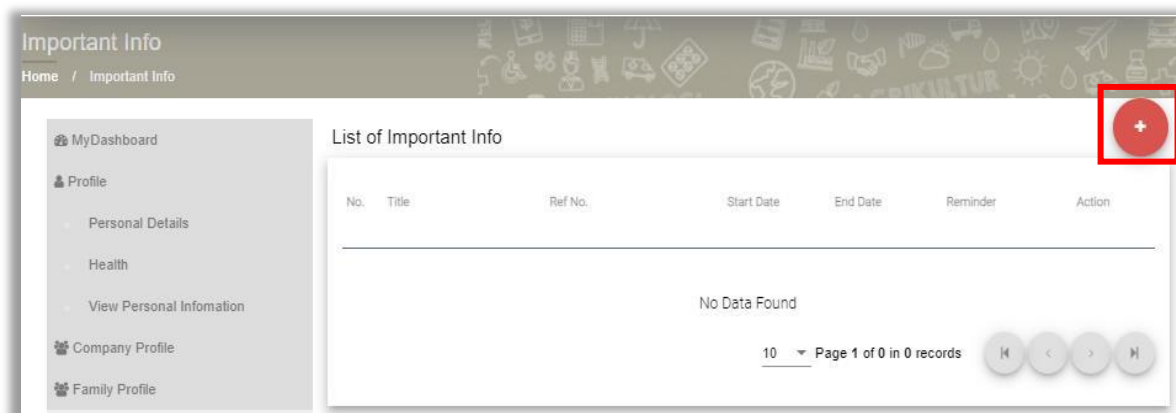



The **Important Info** tab enables users to perform the following actions: -



- a. Add Important Reminders
- b. Update Important Reminders; and
- c. Delete Important Reminders

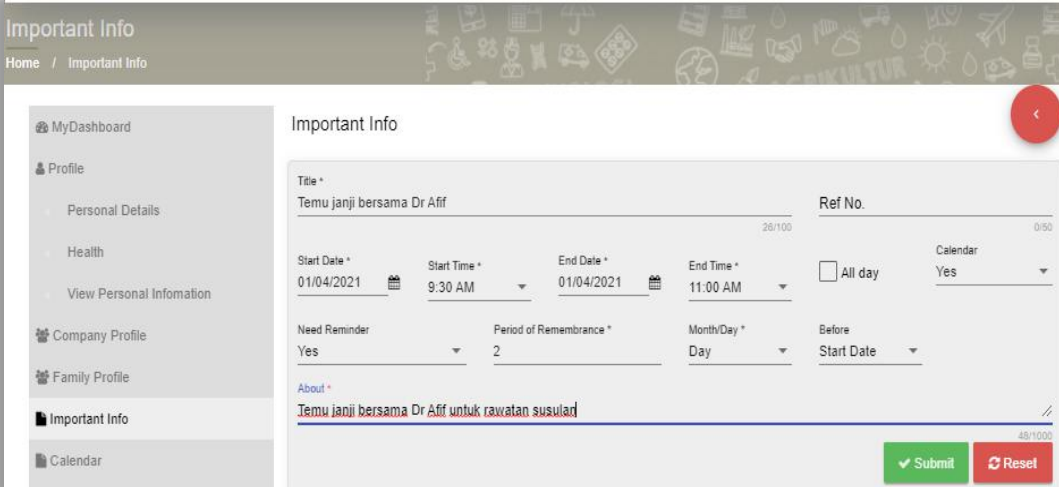
	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 61	

4.6.1 Add a Reminder

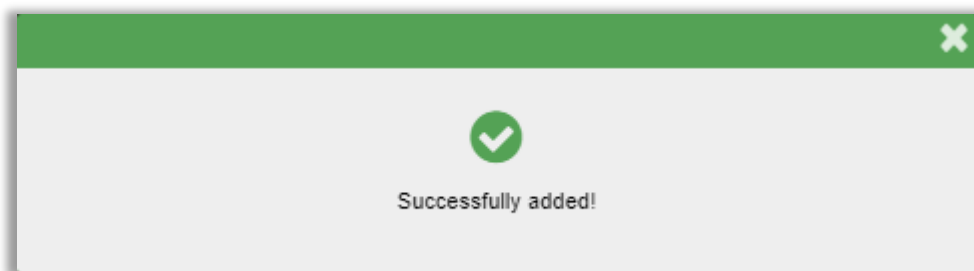


- i. Click on  to add a **Reminder**.
- ii. Enter the **Topic**;
- iii. Enter the **Reference No** (if applicable)
- iv. Enter a **Start Date** and **Start Time**
- v. Enter an **End Date** and **End Time**
- vi. Tick **Whole Day** (if applicable)
- vii. Select a date on the **Calendar** via the dropdown menu
- viii. Select the **Need Reminder** option via the dropdown menu. If **Yes**,
 - a. Enter the **Reminder Period**
 - b. Select a **Month/Day** via the dropdown menu
 - c. Select a **Before** date via the dropdown menu
- ix. Enter Reminder Description in the **About** section
- x. Click **[Send]** to set the Reminder
- or
- xi. Click **[Reset]** to re-enter the Reminder Details

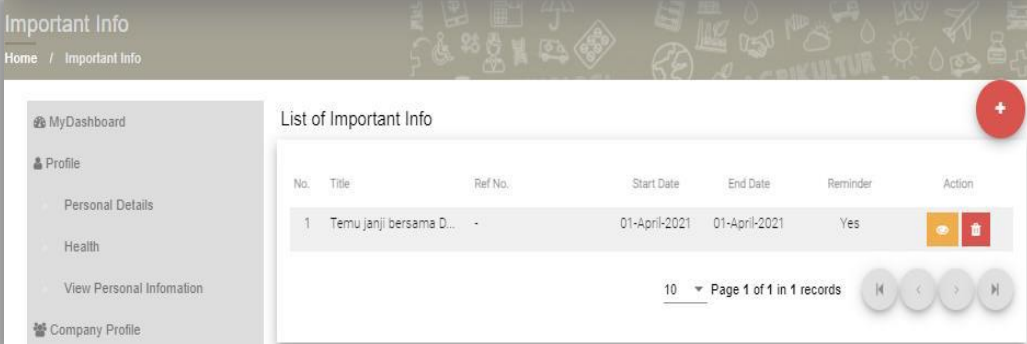
	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 62	






xii. Your reminder has been successfully added.



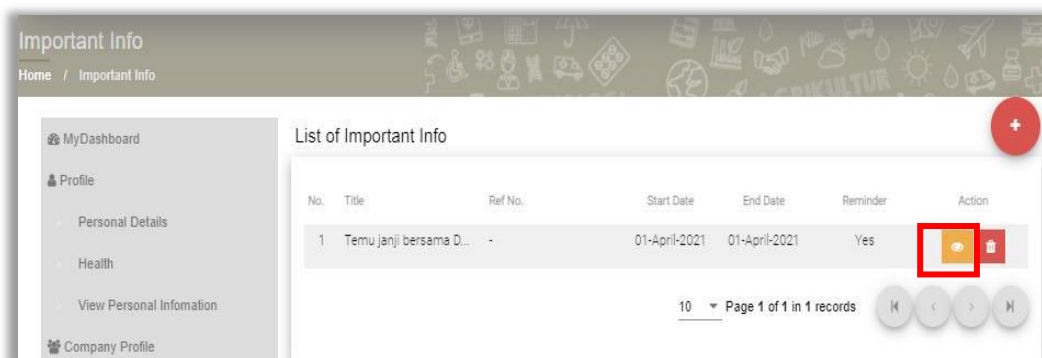
xiii. The **Important Reminder** has been added to the list.




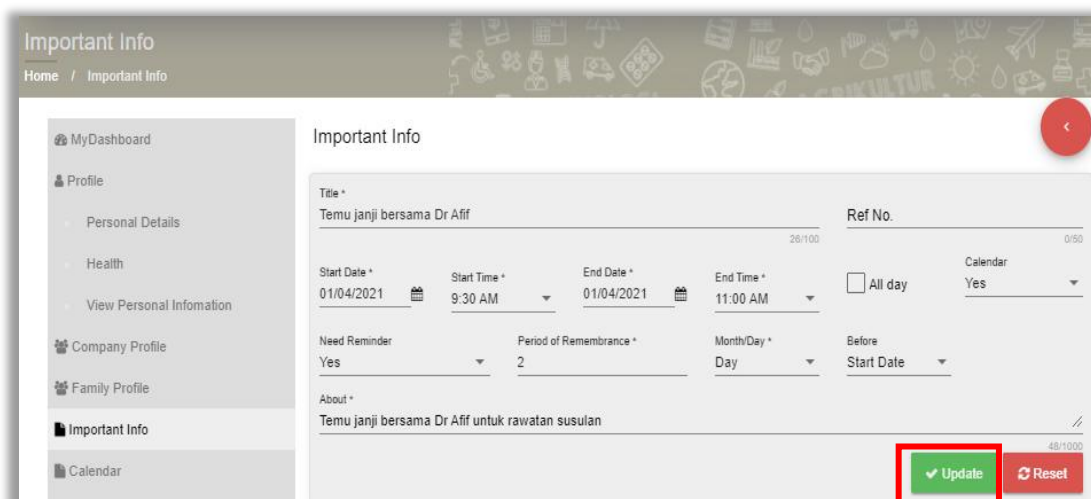
No.	Title	Ref No.	Start Date	End Date	Reminder	Action
1	Temu janji bersama Dr Afif		01-April-2021	01-April-2021	Yes	 

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 63	

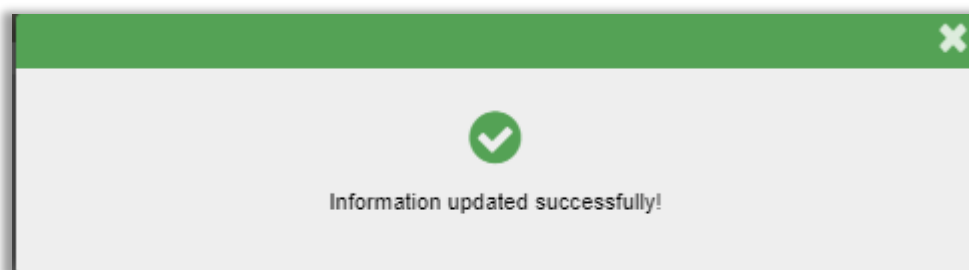
4.6.2 Update Reminder Information





- i. Click  to update an **Important Reminder**.




- ii. Update the relevant information.
- iii. Click **[Update]** to save your changes. The following message will be displayed.

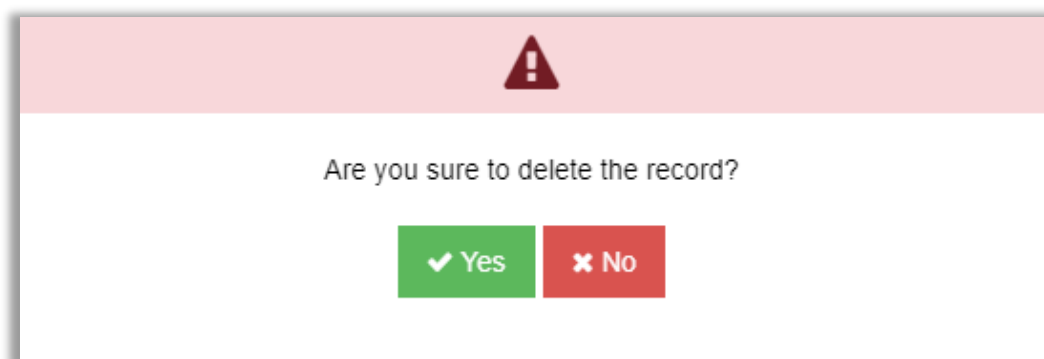


	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 64	



4.6.3 Delete a Reminder



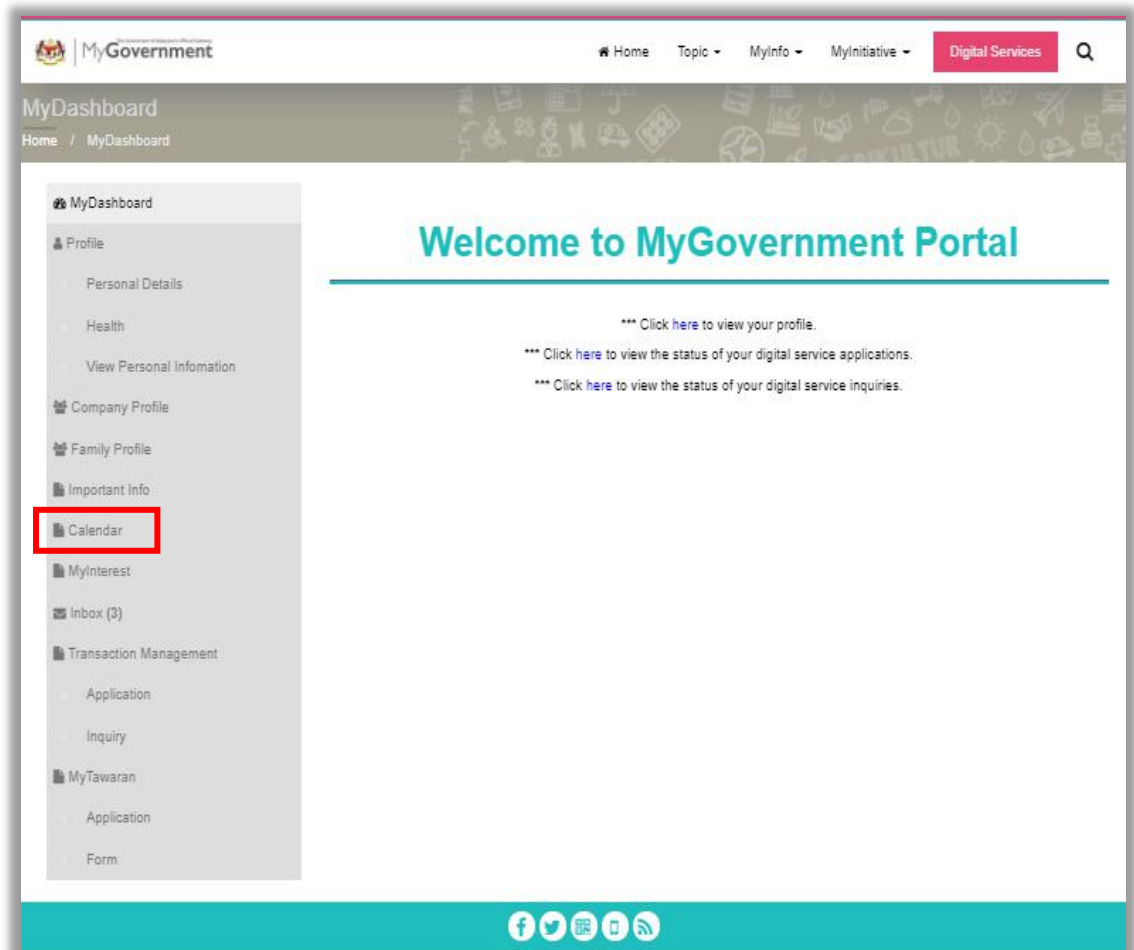
- i. Click  to delete an **Important Reminder**.
- ii. Click **[Yes]** to proceed.





- or
- iii. Click **[No]** to return to the previous screen.

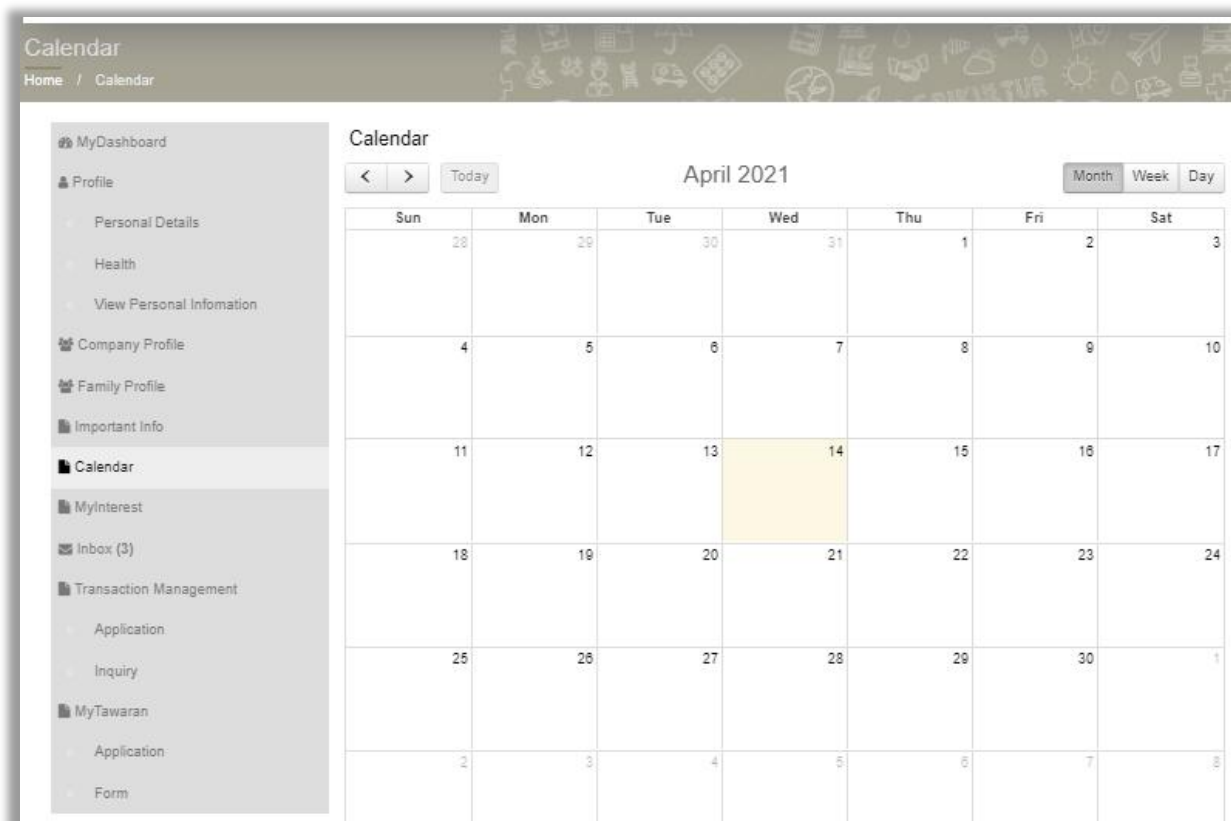
	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 65	

4.7 Calendar





- i. Click on **[Calendar]**.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 66	



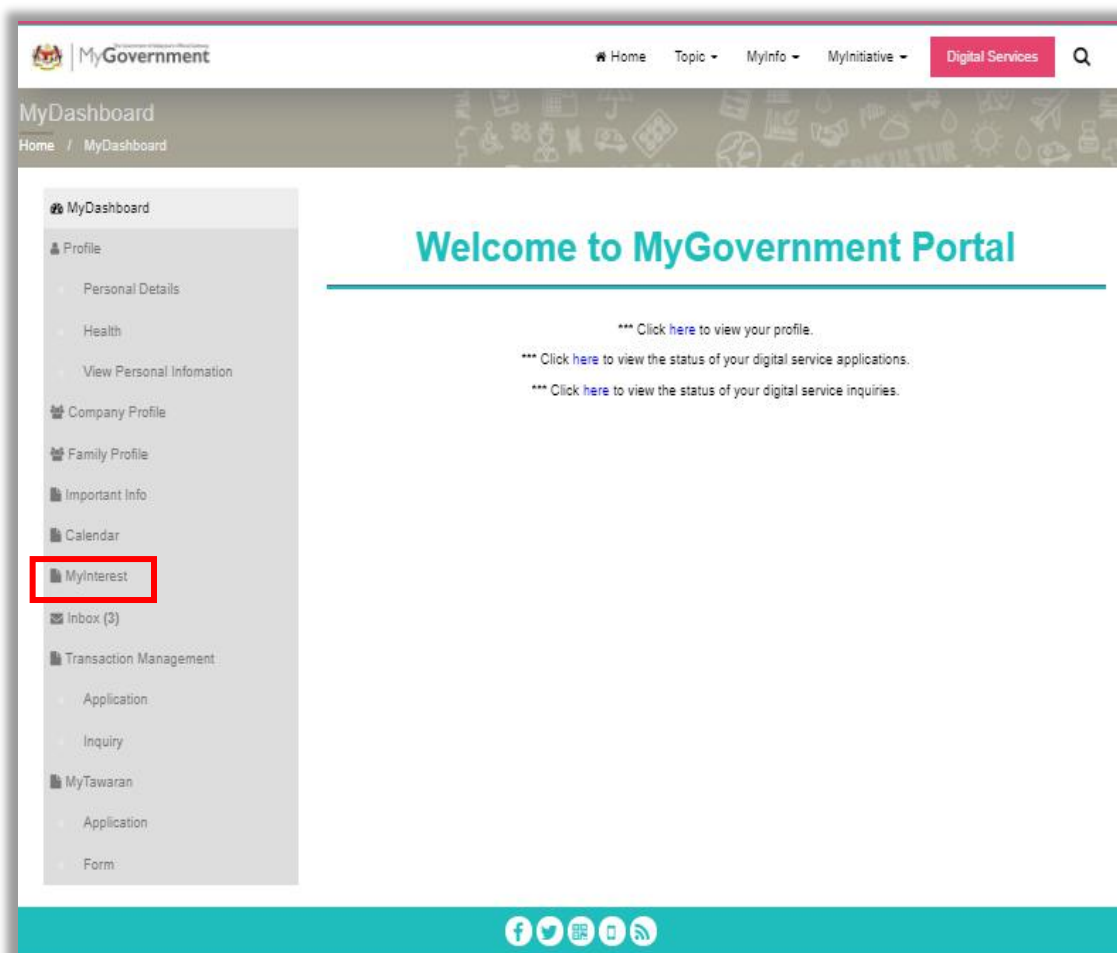
The events displayed in the **Calendar** are entries that were added through the **Important Info** tab.

- ii. Click on a date in the **Calendar** to create an event. Please refer to the **4.6 Important Reminders** section on how to add, update, and delete information in the Calendar.



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 67	

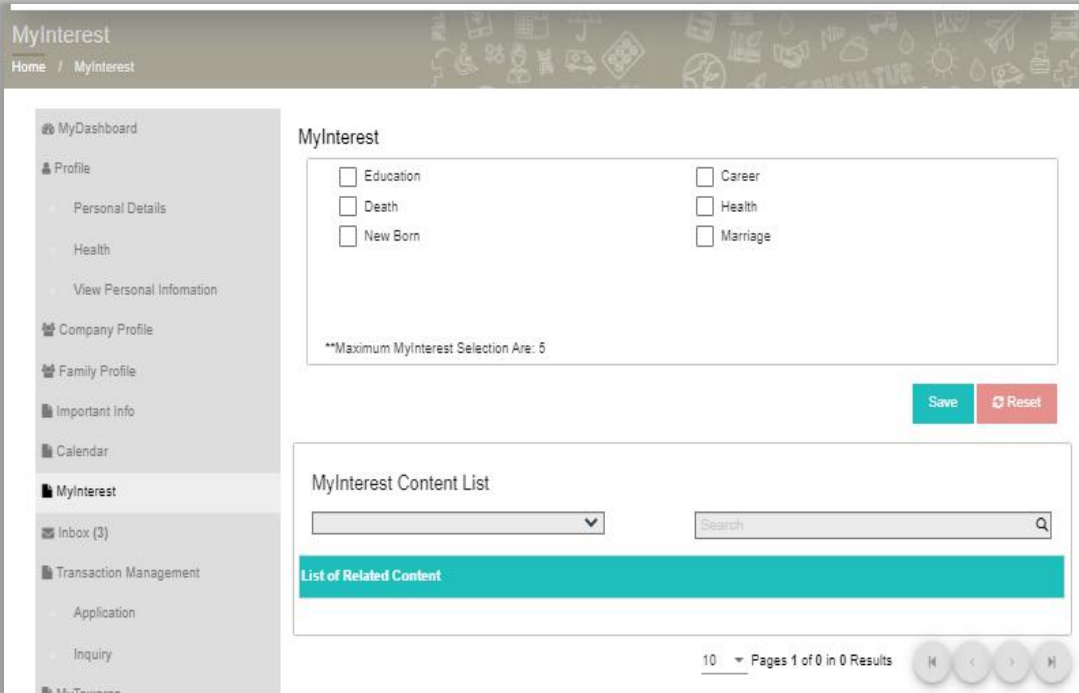
4.8 MyInterest

The MyInterest tab sends users articles based on the interest categories selected. This eliminates the need to initiate a keyword search on the Main Page.



- i. Click on **[MyInterest]**.

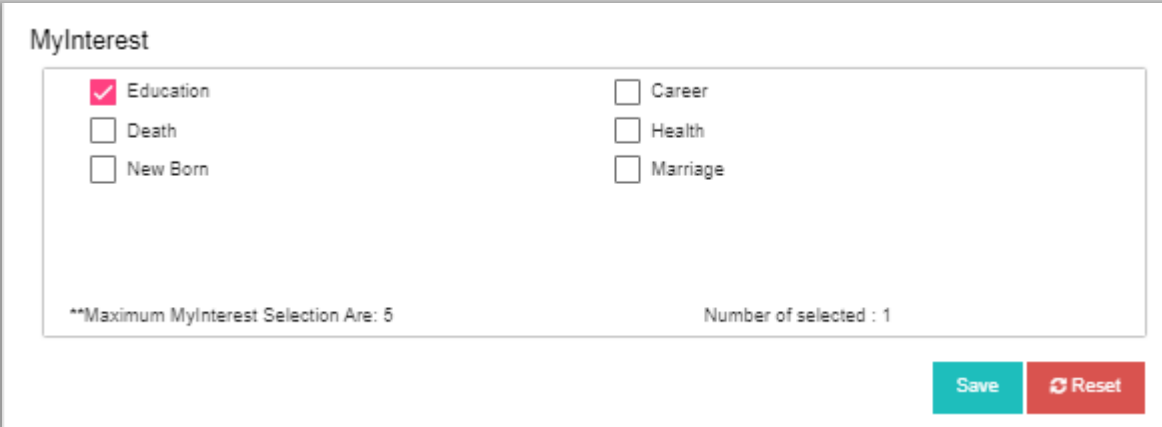
	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 68	





ii. Choose between the MyInterest categories provided.

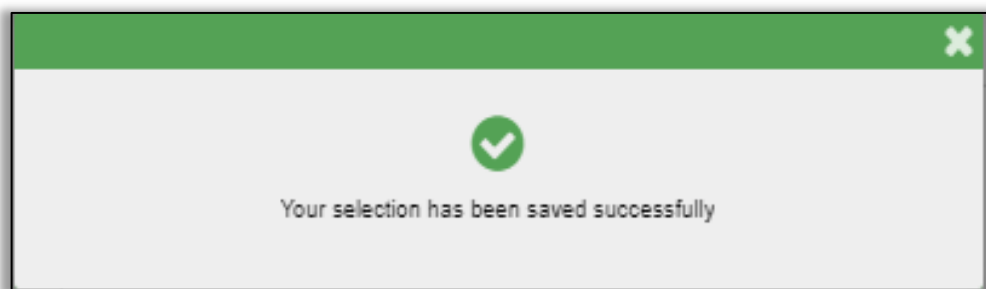
Note:

1. To view a list of contents, select at least one (1) category.
2. Users may select up to five (5) categories.
3. Users may change their choice of categories at any time.



iii. Click **[Save]** or

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 69	



- iv. Click **[Reset]** to clear your selection(s).

MyInterest

☒ Education
 ☐ Career

☐ Death
 ☐ Health

☐ New Born
 ☐ Marriage

**Maximum MyInterest Selection Are: 5 Number of selected : 1

Save Reset

MyInterest Content List

Education ▼

List of Related Content(121)



Extract of Death Certificate	▼
Application to Correct Errors in the Death Certificate	▼
Renewal of Business Registration Certificate	▼
Extract of Birth Certificate Application(Adopted Child)	▼
Extract of Birth Certificate	▼
Application for Marriage Certificate Card	▼
Certification of Status Application	▼
Certification of Identity Application	▼
Application on Citizenship Certificate Replacement	▼
Application of Emergency Certificate	▼

10 Pages 1 of 13 in 121 Results

Choose from the **List of Contents** via the dropdown menu.

Note: The **List of Contents** are based on the categories selected in Step ii or

- v. Enter keywords in the Search bar.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 70	

List of Related Content(121)

Extract of Death Certificate	▼
Application to Correct Errors in the Death Certificate	▼
Renewal of Business Registration Certificate	▼
Extract of Birth Certificate Application(Adopted Child)	▼
Extract of Birth Certificate	▼
Application for Marriage Certificate Card	▼
Certification of Status Application	▼
Certification of Identity Application	▼
Application on Citizenship Certificate Replacement	▼
Application of Emergency Certificate	▼

10 ▼ Pages 1 of 13 in 121 Results

vi. Click ▼ to display List of Contents.



MyInterest Content List


Education ▼
Search

List of Related Content(121)

Extract of Death Certificate Information on Extract of Death Certificate	▲	Read More
Application to Correct Errors in the Death Certificate	▼	
Renewal of Business Registration Certificate	▼	
Extract of Birth Certificate Application(Adopted Child)	▼	
Extract of Birth Certificate	▼	
Application for Marriage Certificate Card	▼	
Certification of Status Application	▼	
Certification of Identity Application	▼	
Application on Citizenship Certificate Replacement	▼	
Application of Emergency Certificate	▼	

vii. Click [Read More] to view the requested information.

	Tajuk Dokumen:User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 71	


Home Topic MyInfo MyInitiative Digital Services

MANAGING PERSONAL IDENTIFICATION

Home / MANAGING PERSONAL IDENTIFICATION / Death Registration / Death Certificate Registration / Extract of Death Certificate

MANAGING PERSONAL IDENTIFICATION

- Register Birth
- Registration of Adoption
- Manage Citizenship Record
- MyKad Registration
- Application of Driving License
- Registration for People with Disabilities (OKU)
- Death Registration**
 - Death Certificate Registration
- Question & Answer Managing Personal Identification

Extract of Death Certificate

EXTRACT OF DEATH CERTIFICATE

Online Services

Extract of Death Certificate (Peninsular Malaysia)

Application by an eligible applicant to obtain a copy of the death certificate by paying a prescribed fee. Application for extract of Death Certificate may be made at any NRD office in Peninsular Malaysia, NRD Sabah and NRD Sarawak.

For more information, please visit the official portal of [National Registration Department](#).

Extract of Death Certificate (Sabah)

Application by an eligible applicant to obtain a copy of the death certificate by paying a prescribed fee. Application for extract of Death Certificate may be made at any NRD Sabah branch, NRD Sabah, and for Peninsular Malaysia only in NRD State Office and NRD Putrajaya only.

For more information, please visit the official portal of [National Registration Department](#).

Extract of Death Certificate (Sarawak)

Application by an eligible applicant to obtain a copy of the death certificate by paying a prescribed fee. Application for extract of Death Certificate may be made at any NRD Sarawak branch, NRD Sabah, and for Peninsular Malaysia only in NRD State offices and NRD Putrajaya only.

For more information, please visit the official portal of [National Registration Department](#).

Extract of Death Certificate in Hedjaz


Application by an eligible applicant to obtain a copy of the death certificate by paying a prescribed fee. This application can be made at any NRD office in Peninsular Malaysia, NRD Sabah and NRD Sarawak.



For more information, please visit the official portal of [National Registration Department](#).

Extract of Report of Death Abroad

An application to obtain a copy of the update of abroad deaths. Application by an eligible applicant to obtain an extract is possible only if information on the death abroad has been reported and updated in the NRD system.

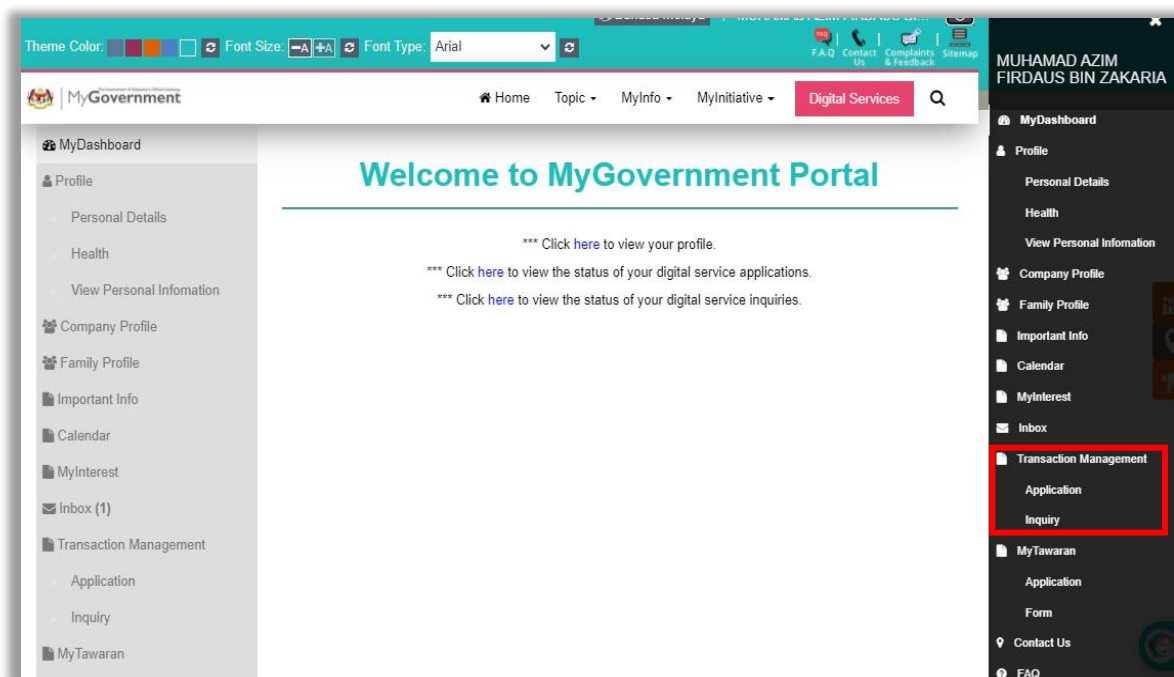
For more information, please visit the official portal of [National Registration Department](#).



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 72	



4.9 Transaction Management

Transactions Management displays all transactions that have been made through the MyGovernment Portal along with detailed information.

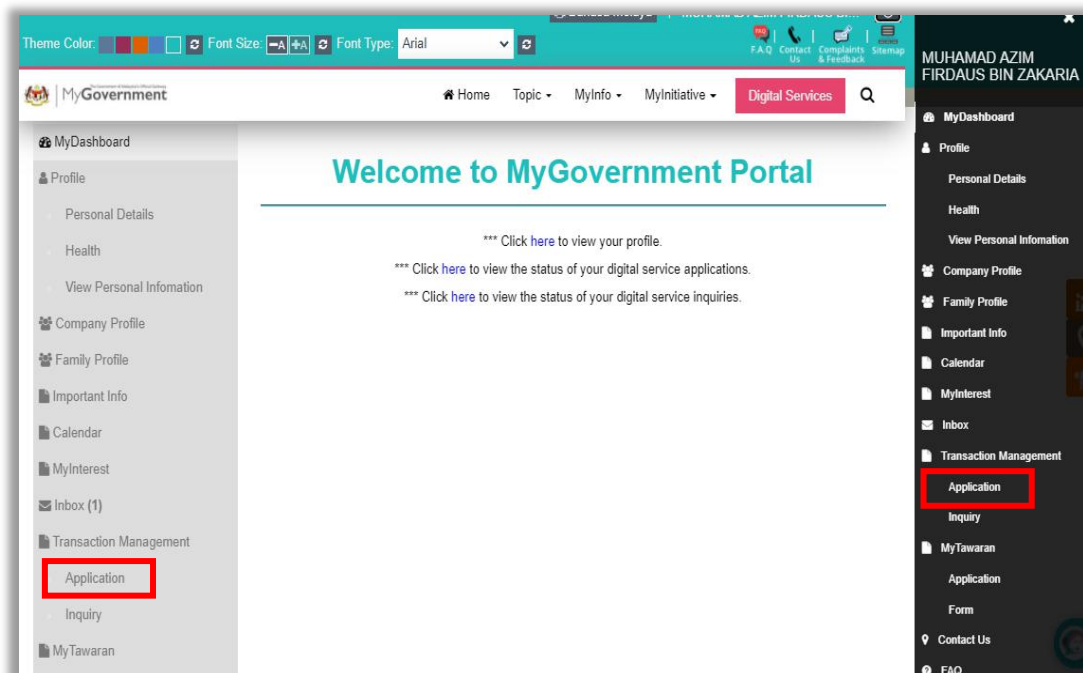


The Transactions Management tab enables users to perform the following actions: -

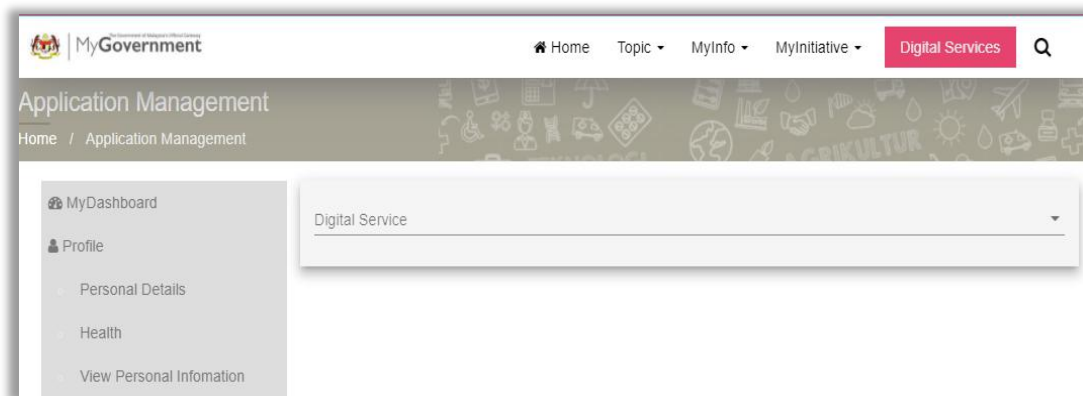
- Digital Application Management
- Review Digital Application Status

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 73	



4.9.1 Digital Application Management

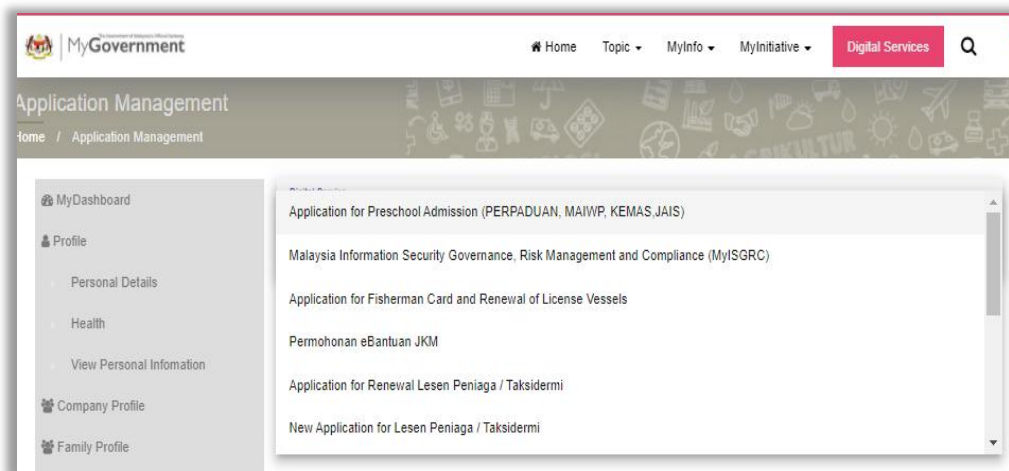


- i. Click on **[Application]** under the Transactions Management tab.





- ii. To review the status of your application, click on **[Digital Services]**.
Locate your type of application from the dropdown menu.



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 74	





The following screen will be displayed:-

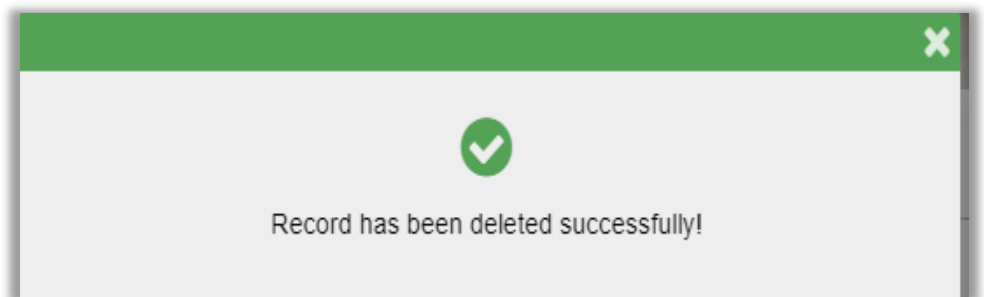
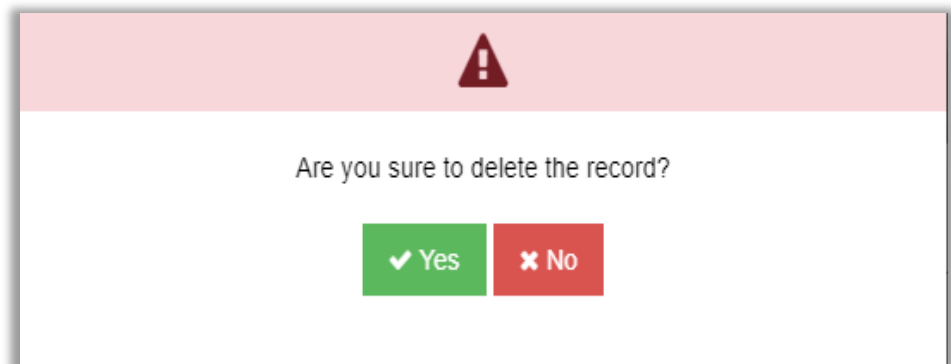
- iii. Enter the **Application Number** and/or
- iv. Select your **Application Status** via the dropdown menu
- v. Select the **Start Date** and/or **End Date** of your application using the calendar option.
- vi. Click **[Search]**.

No.	Application No	Application Name	Agency	Submit Date	Status	Action
1	465	New Application for Lesen Peniaga / Taksidermi	Department of Wildlife and National Parks	18-Feb-2021 12:59 PM	Draft	 



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 75	

or

- vii. Click [**Reset**] to re-enter your search settings.
- viii. Click on  under the Action column to view the application or
- ix. Click on  to delete the application.
- x. Click [**Yes**] to proceed or



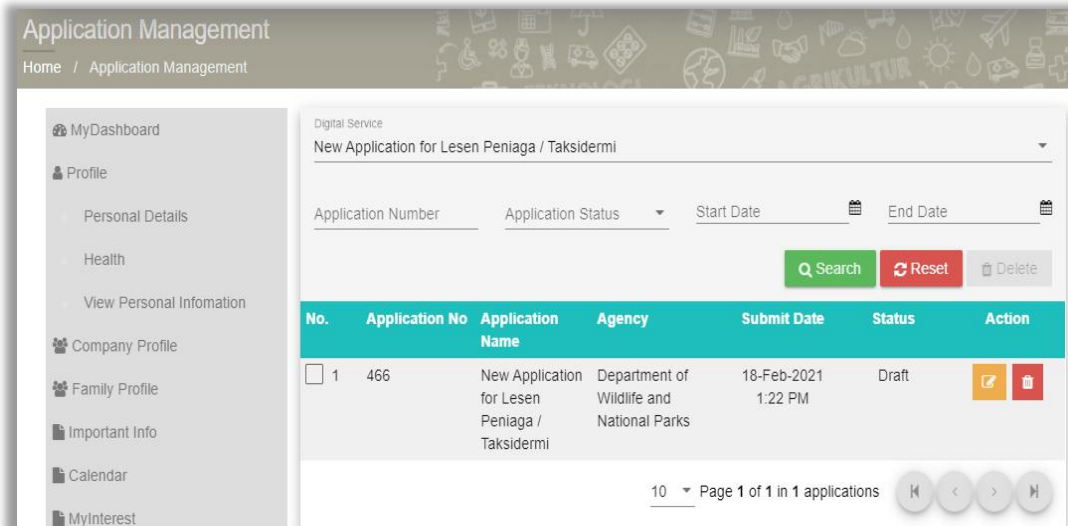
- xi. Click [**No**] to return to previous screen.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 76	



4.9.2 Update Digital Application

The **Update Digital Application** button enables users to edit and update applications that have been saved as a **Draft**.



- i. Click on  under the Action column.



The screenshot shows the 'Application Management' interface. On the left is a sidebar with navigation links: MyDashboard, Profile (Personal Details, Health, View Personal Information), Company Profile, Family Profile, Important Info, Calendar, and MyInterest. The main content area is titled 'Digital Service' and 'New Application for Lesen Peniaga / Taksidermi'. It features a table with columns: No., Application No, Application Name, Agency, Submit Date, Status, and Action. The table contains one row with application number 466, status 'Draft', and an 'Update' button (pencil icon) in the Action column. Below the table, it shows 'Page 1 of 1 in 1 applications'.

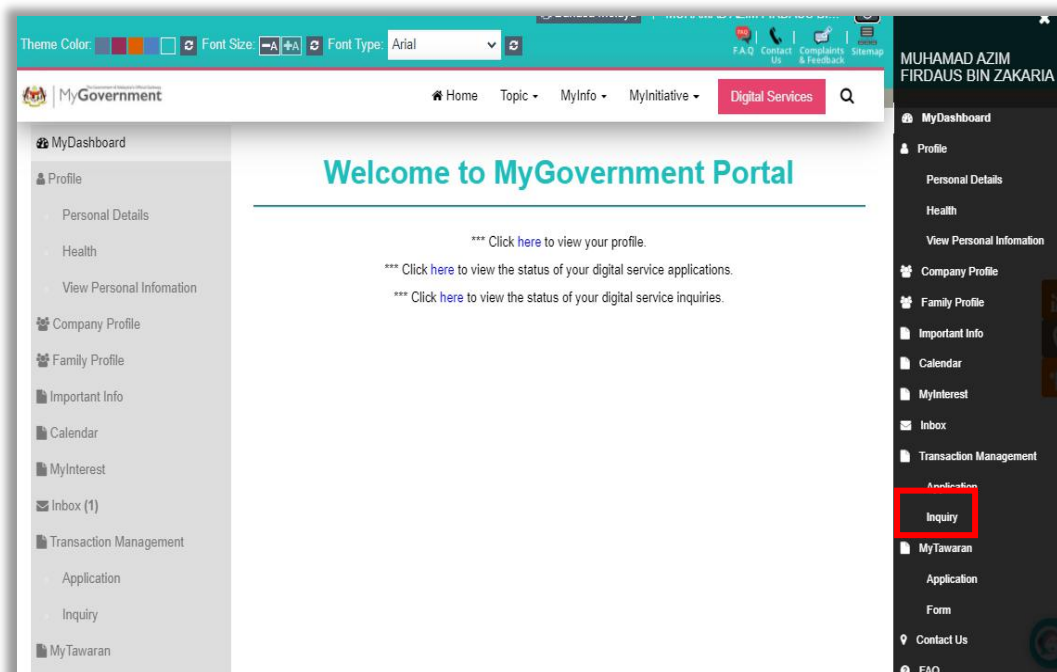
No.	Application No	Application Name	Agency	Submit Date	Status	Action
1	466	New Application for Lesen Peniaga / Taksidermi	Department of Wildlife and National Parks	18-Feb-2021 1:22 PM	Draft	 

- ii. The form to be updated will be displayed. Kindly refer to the user manual of the relevant services to proceed with the application.

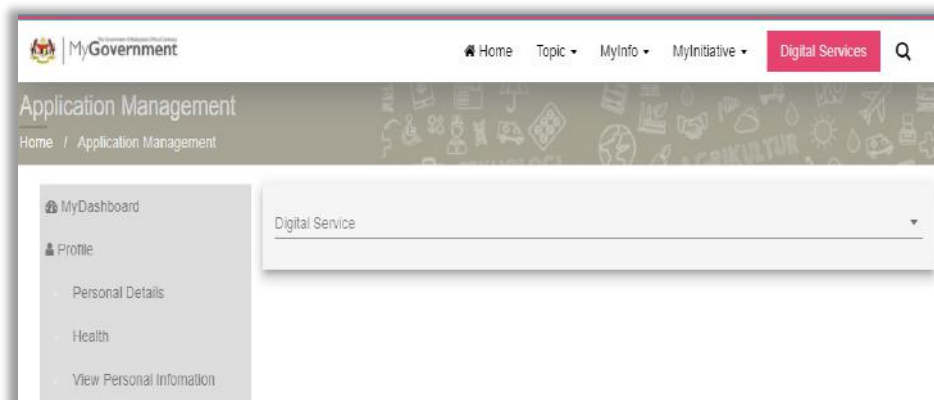
	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 77	

4.9.3 Review Application Status



- i. Click on **[Inquiry]** under the Transaction Management tab.



- ii. Click on **[Digital Services]** (to review the status of your application) via the dropdown menu.

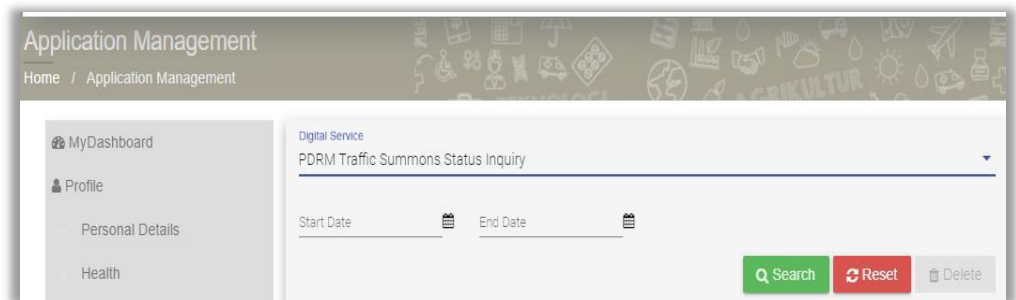


- iii. Select an application from the list.

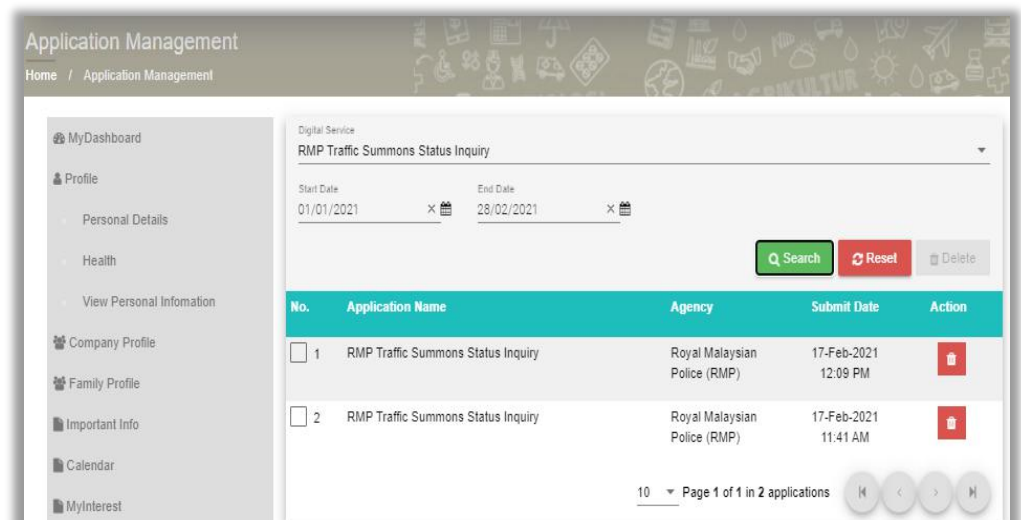
	Tajuk Dokumen:User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 78	





- iv. Enter the **Start Date** and/or **End Date** in the calendar option.
- v. Click on [**Search**] and the Status Inquiry list will be displayed.




- vi. Click  to delete an inquiry.



- vii. Click [**Yes**] to proceed or
- viii. Click [**No**] to return to the previous screen.


	Tajuk Dokumen:User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 79	




Are you sure to delete the record?


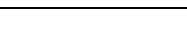
✓ Yes
✗ No

- ix. You have now deleted the inquiry.





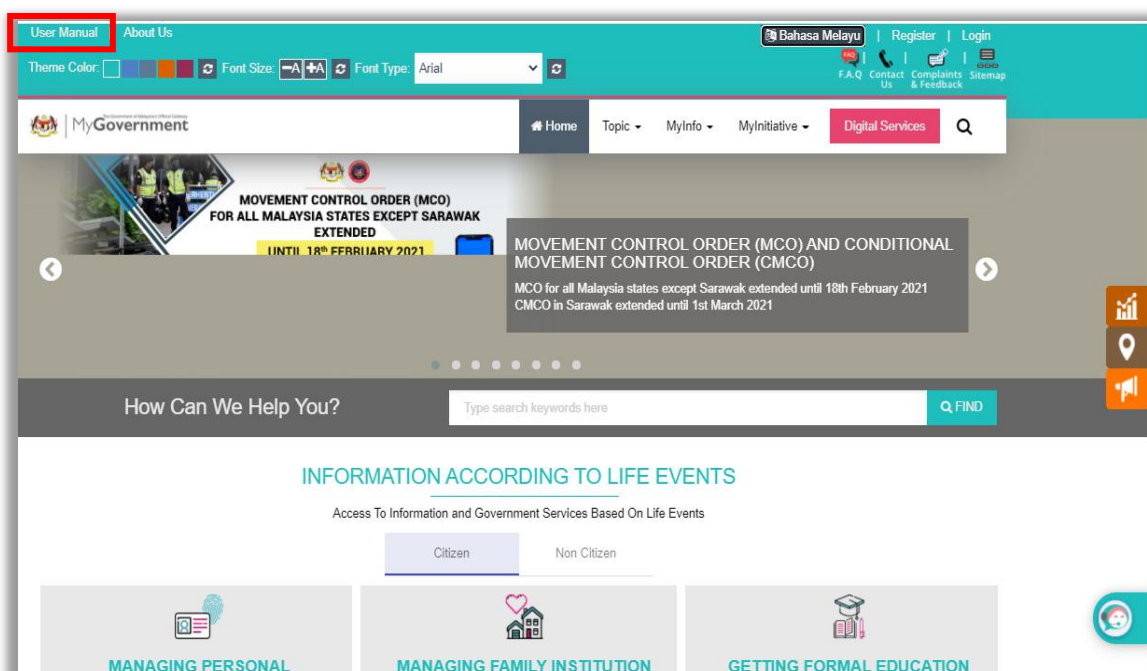
Record has been deleted successfully!

	Tajuk Dokumen:User Manual – Portal MyGovernment				
Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 80		

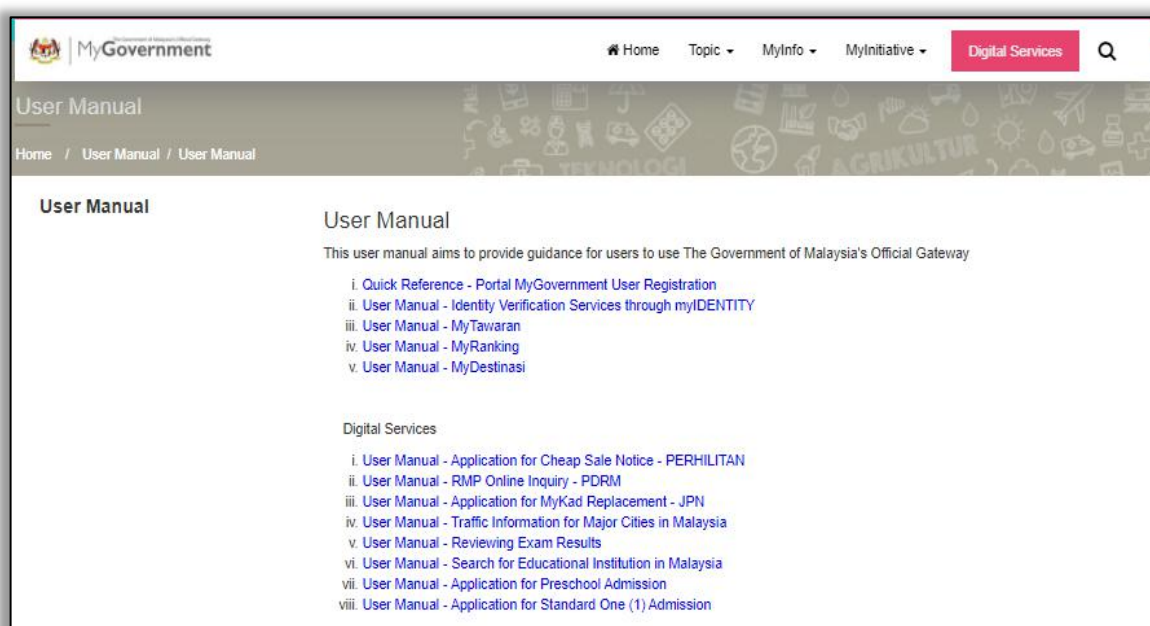
5 Navigating the MyGovernment Portal



5.1 User Manual

- i. Click on **[User Manual]** to view the User Manual.

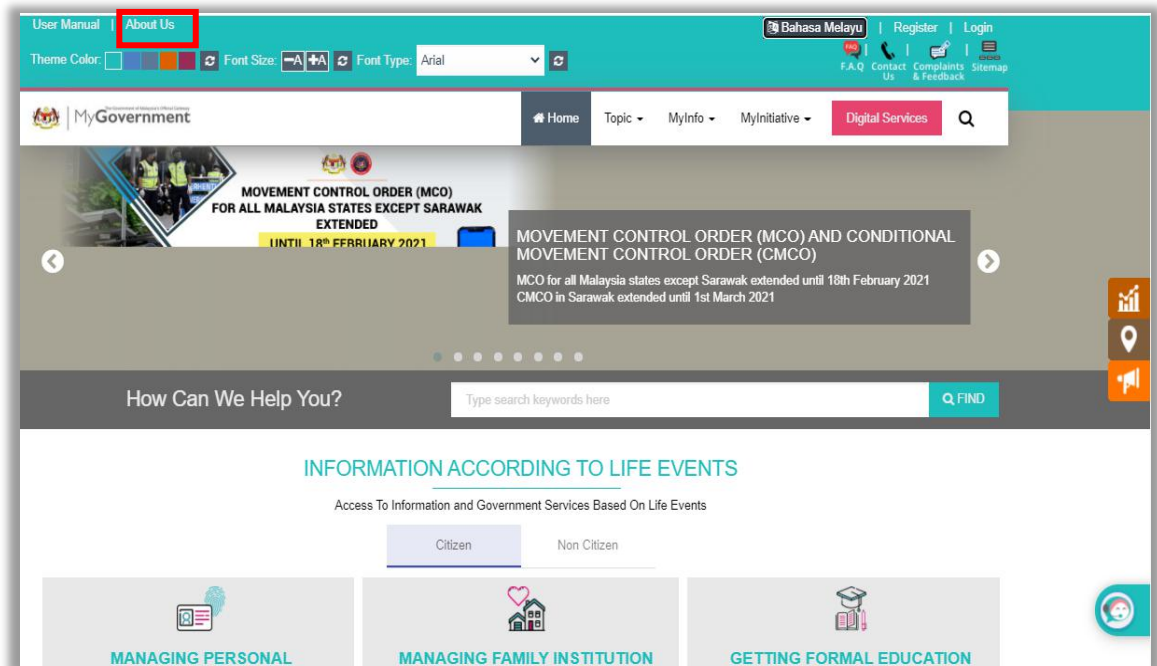


- ii. Click on any of the links in the **User Manual** to open a new window with the requested information.

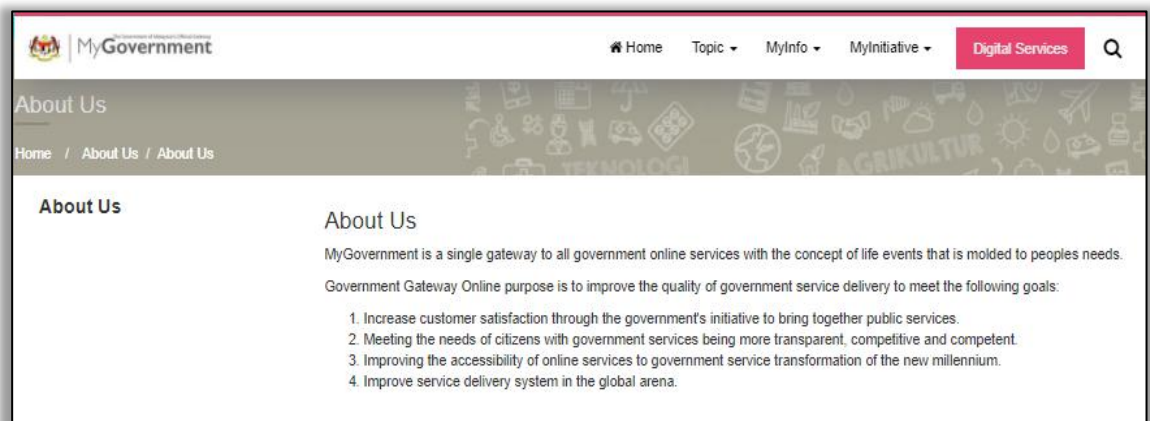




	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 81	

5.2 About Us

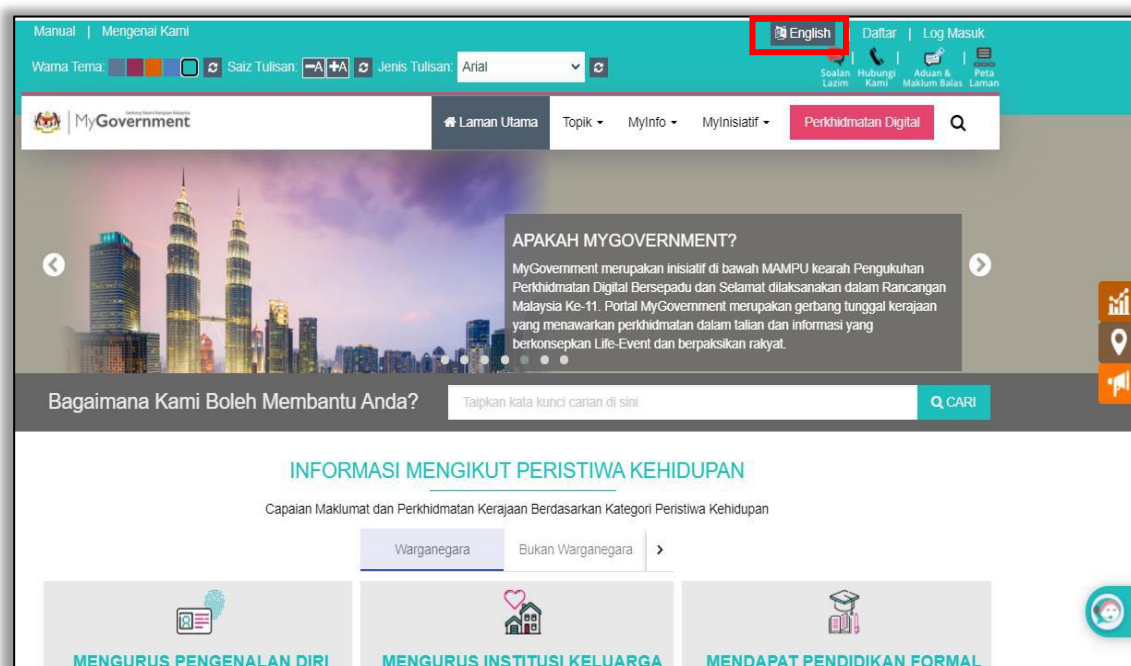


- Click on **[About Us]**.



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 82	

5.3 Language Selection



- Click on **[English]** to view the MyGovernment Portal in English.



Tajuk Dokumen: User Manual – Portal MyGovernment

Tahap Keselamatan:
Terbuka

No. Dokumen:
PMP-21015

Versi:
A

Muka surat:
83



PROCLAMATION OF EMERGENCY UNTIL 1st AUGUST 2021

How Can We Help You?

Enter search keywords here

INFORMATION ACCORDING TO LIFE EVENTS

Access To Information and Government Services Based On Life Events

- MANAGING PERSONAL IDENTIFICATION**
 - Register Birth
 - Registration of Adoptions
 - Merge Citizenship Record
 - MyKad Registration
 - Application of Driving License
- MANAGING FAMILY INSTITUTION**
 - Managing Marriage Registration
 - Handling / Managing Marriage
 - Managing Property Finance
 - Getting Consultancy Services: Family Counseling
 - Managing Divorce & Ruff
- GETTING FORMAL EDUCATION**
 - Getting Pre-School Education
 - Getting Primary Education
 - Getting Secondary Education
 - Getting Post Secondary Education
 - Getting Higher Education
- OBTAINING FACILITIES, WELFARE & HEALTH CARE**
 - Getting Health Services
 - Getting Welfare Assistance
 - Getting Social Services and Protection
 - Getting Research Fund and Grant Facilities
 - Temporarily Ask Question for Social Facilities, Welfare and Health
- BUILDING CAREERS AND EMPLOYMENT**
 - Getting a Career
 - Managing and Career Development
 - Getting a Loan / Financing
 - Managing Retirement
 - Question & Answer Career and Retirement
- GETTING TOURISM INFORMATION**
 - General Information on Tourism
 - Tourism Activities in Malaysia
 - Travel within the Country
 - Traveling Abroad
 - Information on Unlawful and Piracy
- MANAGING BUSINESS**
 - Business Planning
 - Starting Business
 - Overseeing Business
 - Growing Business
 - Business Termination / Winding Up Company & Limited Liability Partnership (LLP)
- MANAGING FINANCE AND TAXATION**
 - Managing Your Money
 - Managing Investment
 - Getting a Loan / Financing
 - Managing Your Credit
 - Managing Taxation
- GETTING IT AND DIGITAL INFORMATION**
 - Get Learning Information and Digital Initiatives
 - Obtaining ICT Facilities and Services
 - Knowing Digital Office and Awareness
 - Logging a Cyber Complaint
 - Question and Answer of IT and Communication

HOT TOPIC

- Online Passport Application...
- Welfare Aid for Single Mother...
- Check Status Of Application For...
- Bank List Checking
- Requesting for Government Serv...

E-PARTICIPATION

e-Participation is a medium that is provided to engage citizens in policy-making decision-making and design services through the use of information and communication technologies.

CLICK HERE

CHECK APPLICATION STATUS

Please input application number to review status

Application Number

Check

SHARE YOUR THOUGHT WITH US

Is the new portal helpful for you?

☐ Yes ☐ Sometimes ☐ No

Your recommendation for improvement:

Submit

POLL'S RESULT

Response	Count	Percentage
Yes	12,076	41%
Sometimes	11,368	38%
No	7,800	24%

ACTIVITIES FOR THIS MONTH

Good Friday

12 April

13 April

Autism Month

90%

User Satisfaction Level for Government Digital Services 2019

CONTACT US

SIC MALAYSIA ADMINISTRATIVE MODERNIZATION AND MANAGEMENT PLANNING UNIT

- Level 8, Setia Perdana II
- Setia Perdana Complex
- Federal Government Administration Centre
- Central Putrajaya
- Malaysia

32670950, 101-685217

603-8900-8000

603-8980-3721

ACCESS POINT

- E-Participation
- Agencies Directorate
- Chief Information Officer (CIO)
- Complaints & Feedback
- Publication
- Online Statistics

NUMBER OF VISITOR

Today	This Month	Total Visitor
5,288	220,334	9,340,339

EXTERNAL LINKS



Log in | Register | Forgot Password | Contact Us | Privacy Policy | Terms of Service | Sitemap

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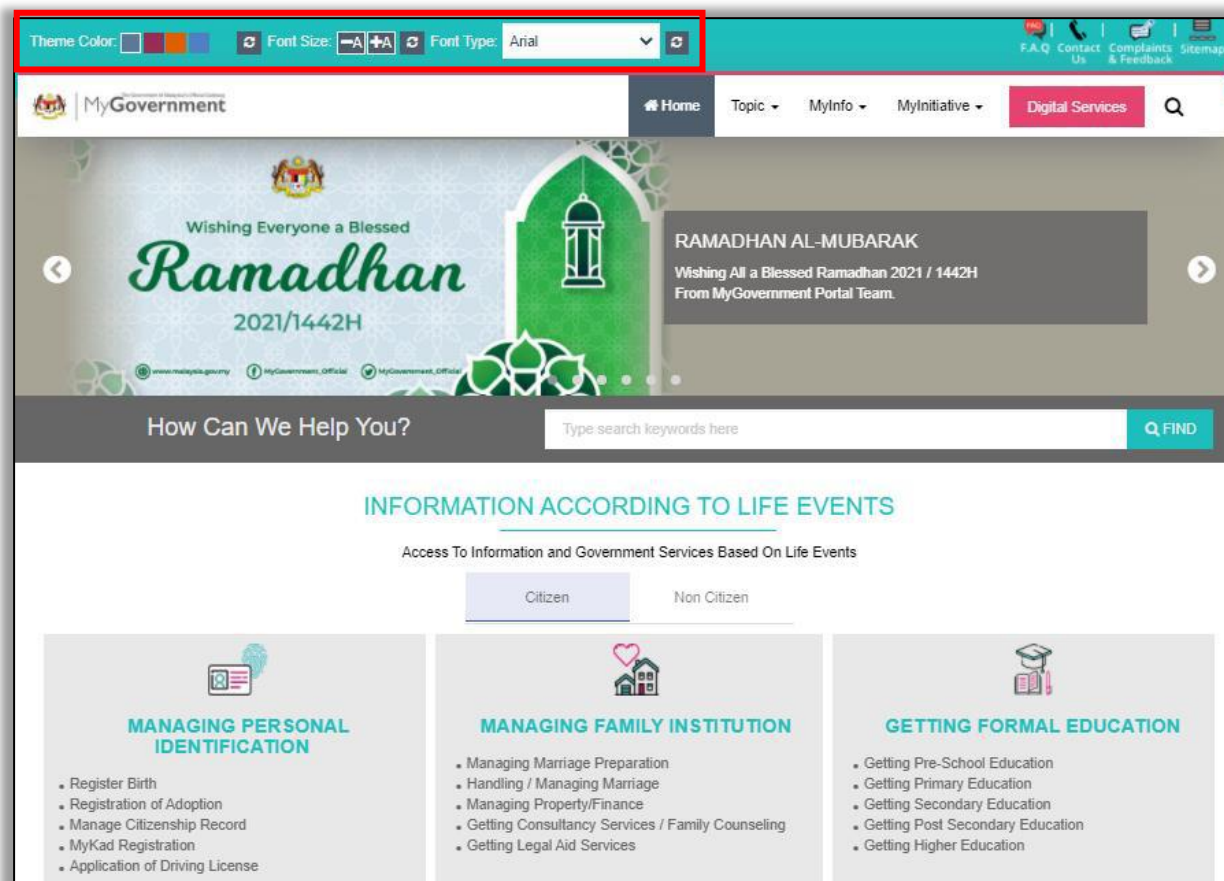
Date of Update: 18.04.2021

Best viewed using Google Chrome Version 57.0, Mozilla Firefox version 52.0

Disclaimer | Security Policy | Privacy Policy | Copyright Notice | About Us | Help

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 85	

5.4 Customise the Theme (W3C)






- Select **Theme Color** and **Font Size**.
- Select **Font Type** via the dropdown menu.

Available font types:

- Roboto
- Arial
- Georgia
- Calibri
- Footlight MT Light

The following is a version of the MyGovernment Portal that has been customised:

	Tajuk Dokumen: User Manual – Portal MyGovernment			
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	
			Muka surat: 86	



The screenshot shows the MyGovernment Portal interface. At the top, there's a header with the portal's name and navigation links. Below this is a large banner for Ramadan 2021/1442H, featuring a green mosque illustration and a message from the portal team. A search bar is positioned below the banner. The main content area is titled 'INFORMATION ACCORDING TO LIFE EVENTS' and includes a sub-header 'Access To Information and Government Services Based On Life Events'. There are two tabs: 'Citizen' (selected) and 'Non Citizen'. Under the 'Citizen' tab, there are three main service categories: 'MANAGING PERSONAL IDENTIFICATION', 'MANAGING FAMILY INSTITUTION', and 'GETTING FORMAL EDUCATION', each with a list of specific services.

Theme Color: [Color Selection] **Font Size:** [A A A] **Font Type:** Georgia

MyGovernment Home Topic MyInfo MyInitiative Digital Services

Wishing Everyone a Blessed **Ramadhan** 2021/1442H

RAMADHAN AL-MUBARAK
Wishing All a Blessed Ramadhan 2021 / 1442H
From MyGovernment Portal Team.

How Can We Help You? Type search keywords here **FIND**

INFORMATION ACCORDING TO LIFE EVENTS
Access To Information and Government Services Based On Life Events

Citizen Non Citizen

MANAGING PERSONAL IDENTIFICATION



- Register Birth
- Registration of Adoption
- Manage Citizenship Record
- MyKad Registration
- Application of Driving License

MANAGING FAMILY INSTITUTION

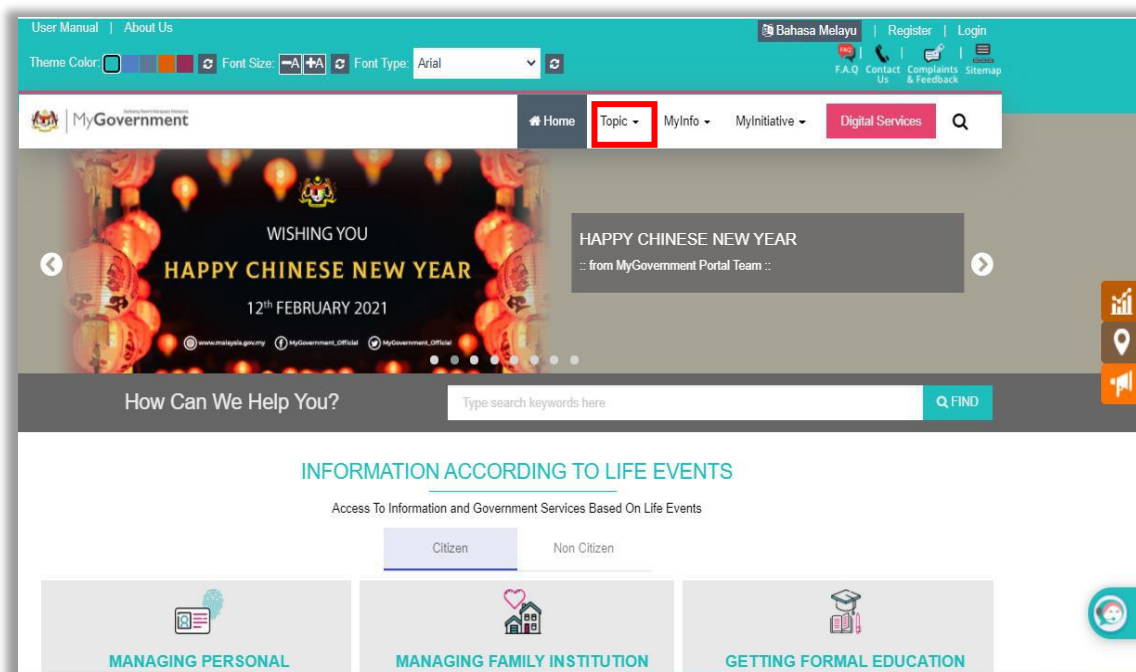
- Managing Marriage Preparation
- Handling / Managing Marriage
- Managing Property/Finance
- Getting Consultancy Services / Family Counseling
- Getting Legal Aid Services

GETTING FORMAL EDUCATION



- Getting Pre-School Education
- Getting Primary Education
- Getting Secondary Education
- Getting Post Secondary Education
- Getting Higher Education

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 87	

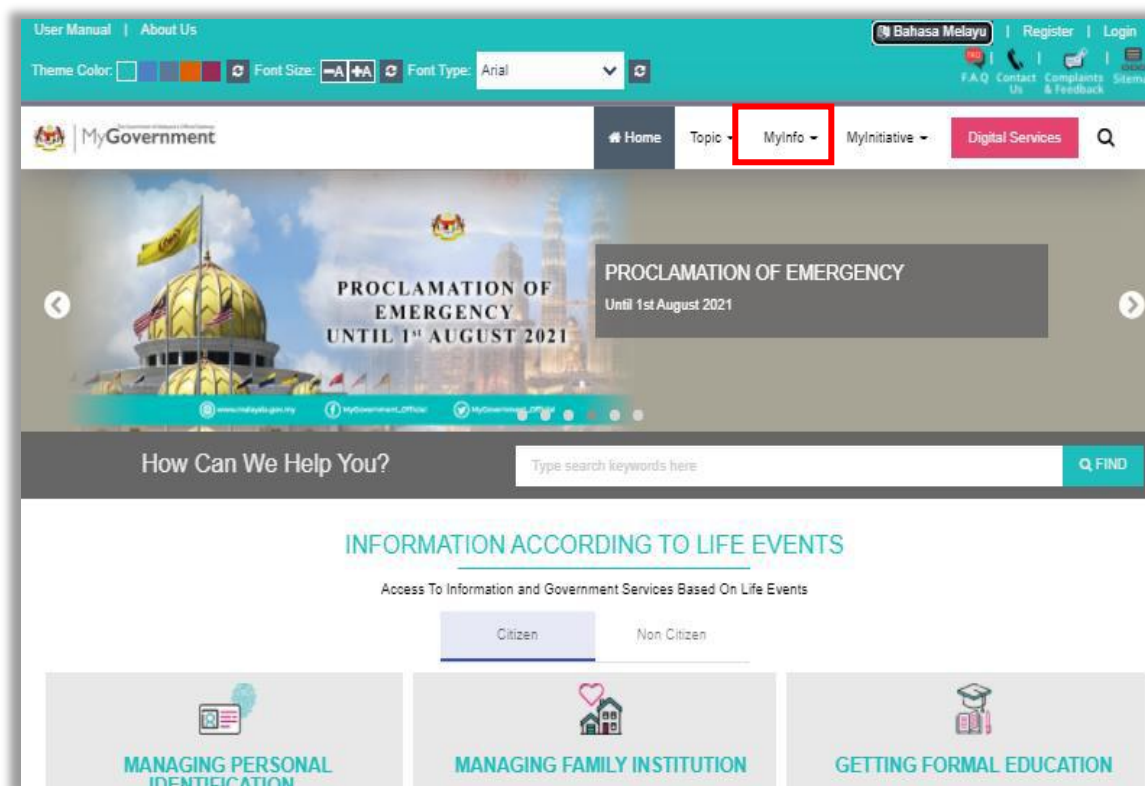
5.5 Topics



- i. Click on **[Topic]** on the **Main Page** to view a list of options.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 88	



5.6 MyInfo



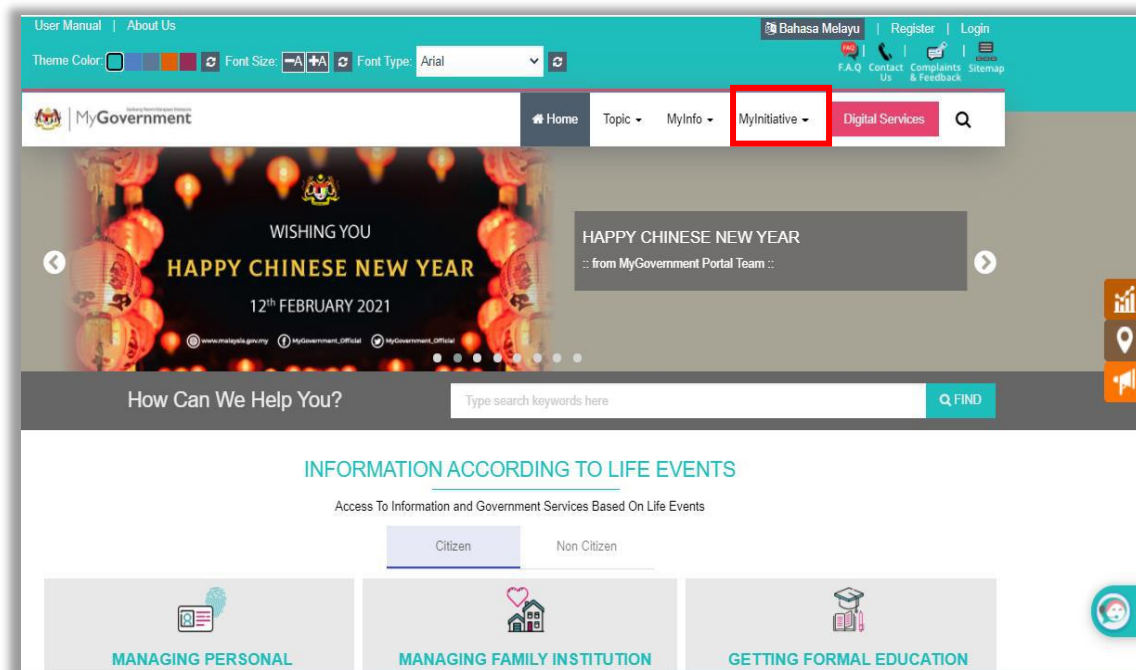
- i. Click on [**MyInfo**] on the **Main Page** to view a list of options.

Some of the information available through MyInfo includes: -



- a. His Majesty the Yang Di-Pertuan Agong
- b. The Prime Minister of Malaysia
- c. The Government of Malaysian
- d. Information on Malaysia
- e. Important Dates
- f. Government Policies
- g. Budget 2021

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 89	

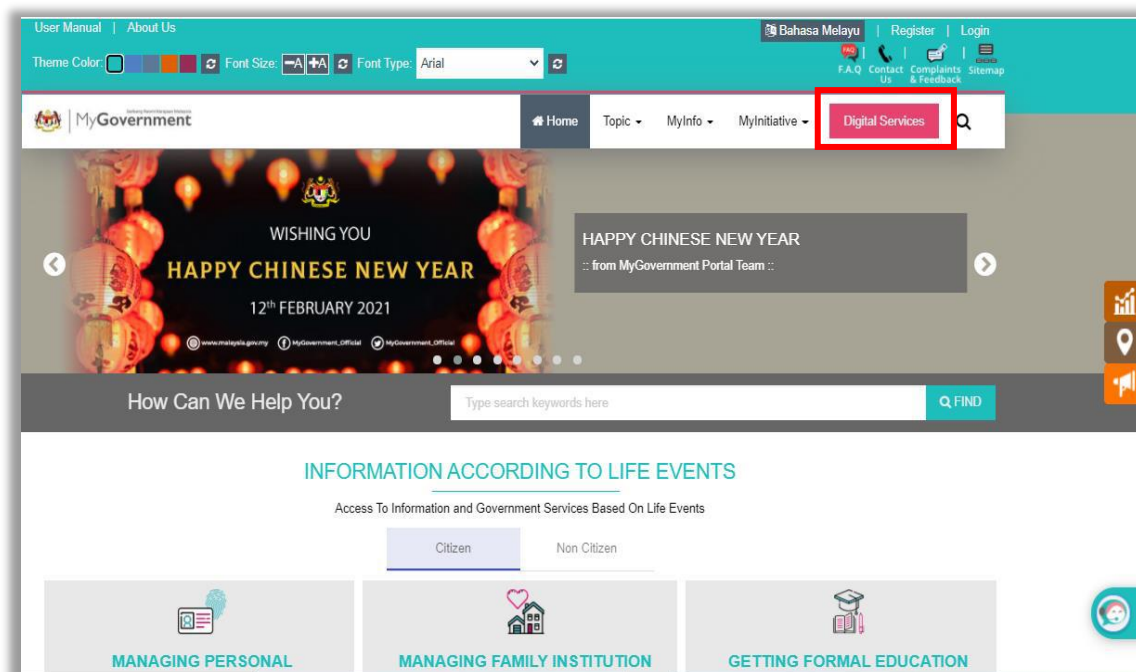
5.7 MyInitiative





- i. Click on **[MyInitiative]** on the **Main Page** to view a list of options. Some of the information available through **MyInitiative** includes: -
 - a. The 'Whole of Government'
 - b. Open Government Data
 - c. List of Online Services
 - d. Cyber Security and Disaster Response and Recovery
 - e. Latest Developments in Technology
 - f. Government Services for Covid-19 Management

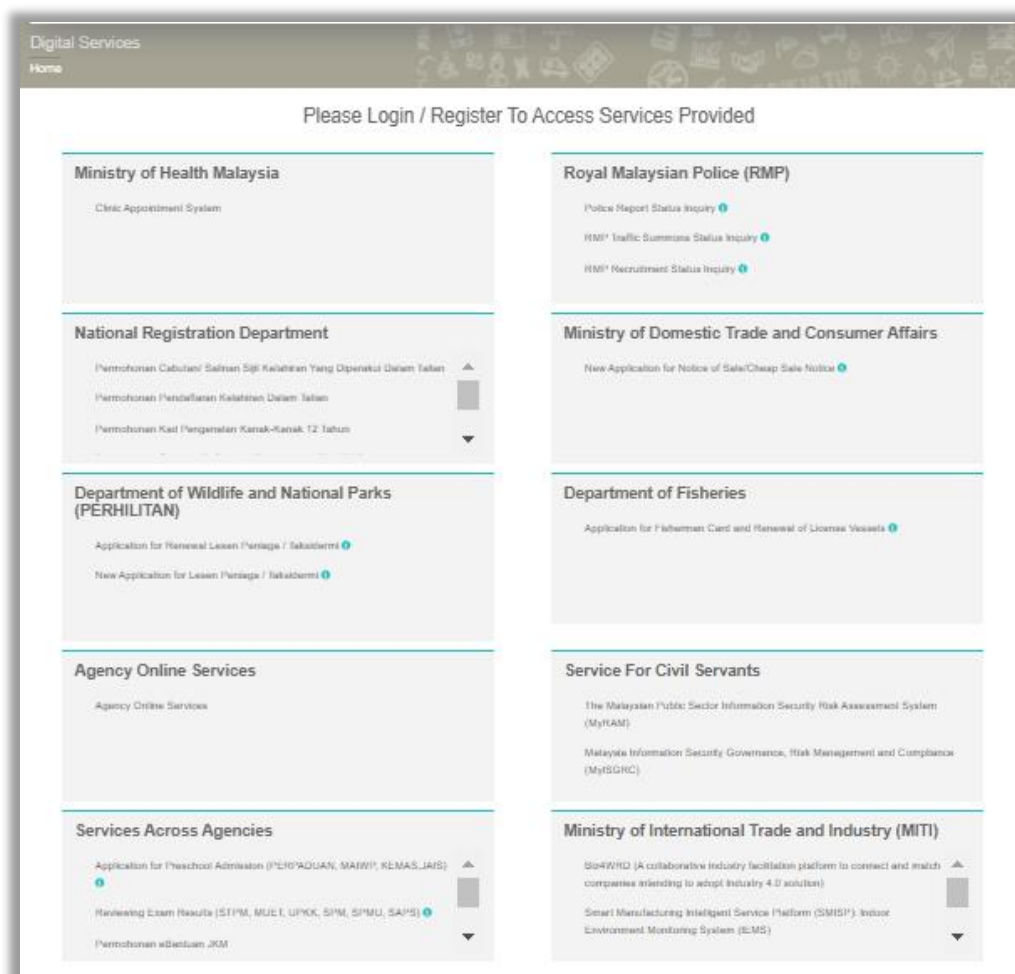
	Tajuk Dokumen: User Manual – Portal MyGovernment				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 90	

5.8 Digital Services





- i. Click on **[Digital Services]**.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 91	

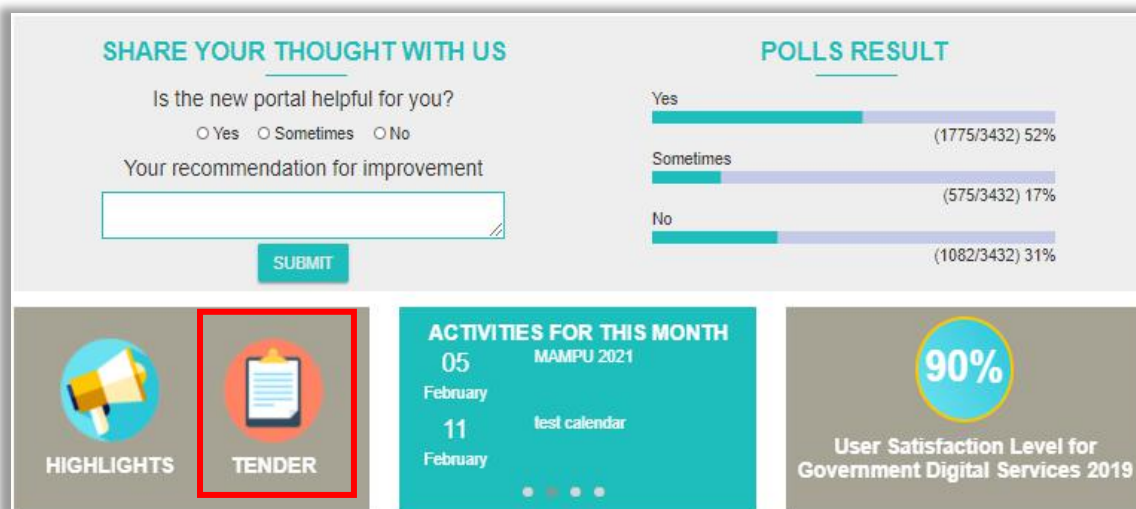


Note: Users must be logged in to the **MyGovernment Portal** to access **Digital Services**.

- ii. Click on any services, and it will re-directed to the relevant page.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 92	

5.9 Tenders



SHARE YOUR THOUGHT WITH US

Is the new portal helpful for you?

☐ Yes ☐ Sometimes ☐ No

Your recommendation for improvement

SUBMIT

POLLS RESULT

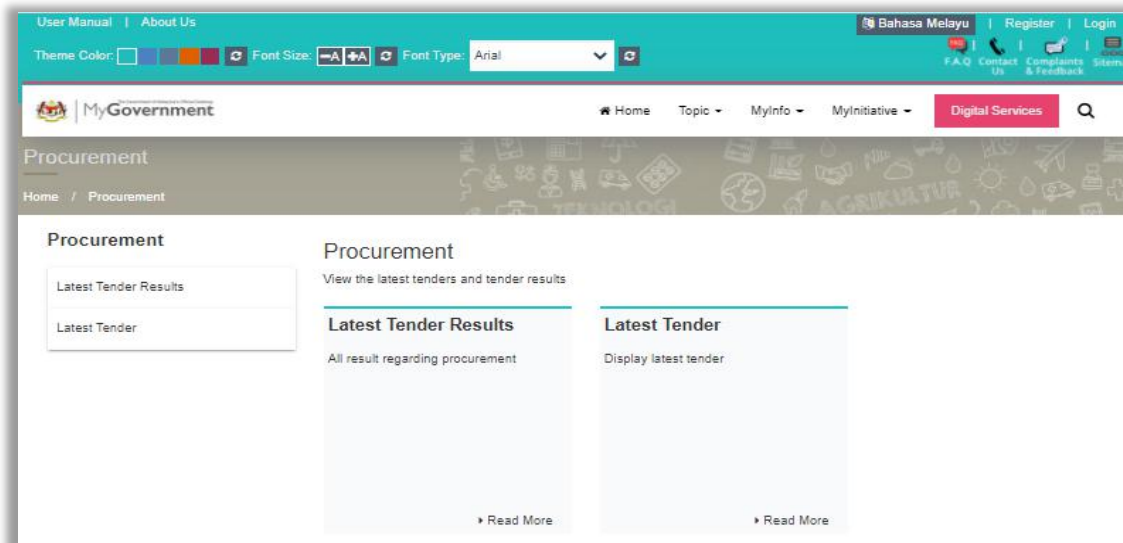
Response	Count	Percentage
Yes	1775/3432	52%
Sometimes	575/3432	17%
No	1082/3432	31%

HIGHLIGHTS **TENDER**

ACTIVITIES FOR THIS MONTH
05 February
11 February
test calendar

90%
User Satisfaction Level for Government Digital Services 2019

- Click on **[TENDER]**.



User Manual | About Us

Bahasa Melayu | Register | Login

Theme Color: ☐ ☐ ☐ ☐ Font Size: Font Type: Arial

F.A.Q. Contact Us Complaints & Feedback Sitemap

MyGovernment Home Topic MyInfo MyInitiative Digital Services

Procurement

Home / Procurement

Procurement

Latest Tender Results

Latest Tender

Procurement

View the latest tenders and tender results

Latest Tender Results



All result regarding procurement

[Read More](#)

Latest Tender

Display latest tender

[Read More](#)

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 93	

5.10 Latest News & Announcements

SHARE YOUR THOUGHT WITH US


Is the new portal helpful for you?


☐ Yes ☐ Sometimes ☐ No


Your recommendation for improvement


SUBMIT

POLLS RESULT


Yes

(1775/3432) 52%

Sometimes

(575/3432) 17%

No

(1082/3432) 31%



HIGHLIGHTS



TENDER

ACTIVITIES FOR THIS MONTH

05 February

11 February


MAMPU 2021

test calendar

90%

User Satisfaction Level for Government Digital Services 2019

- Click on **[HIGHLIGHTS]** to view the latest news and announcements: -



[Home](#)
[Topic](#)
[MyInfo](#)
[MyInitiative](#)
[Digital Services](#)

Latest Highlights

Home / Latest Highlights

Latest Highlights

Announcement

Tender

Promotion

Career

News

Latest Highlights

Contains the latest highlights content related to announcements, tenders, promotions, career and news.

Announcement

Read More

Tender

Read More

Promotion



Read More

Career

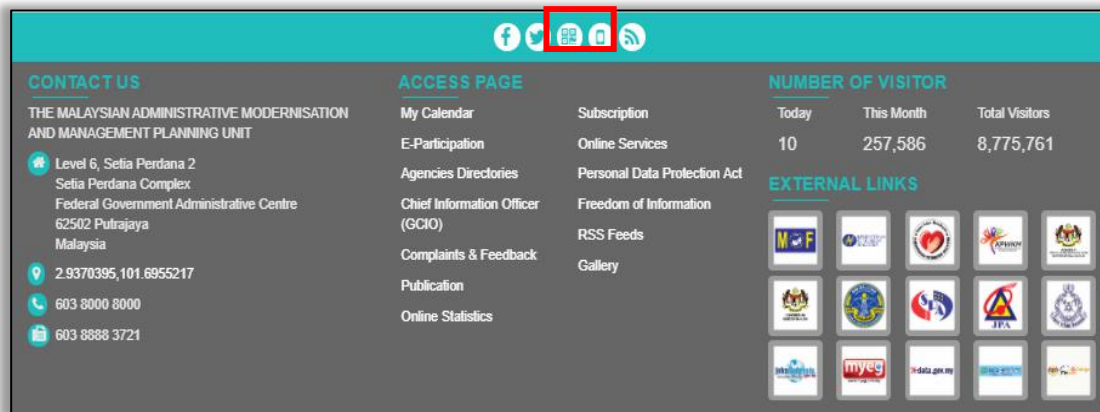
Read More

News

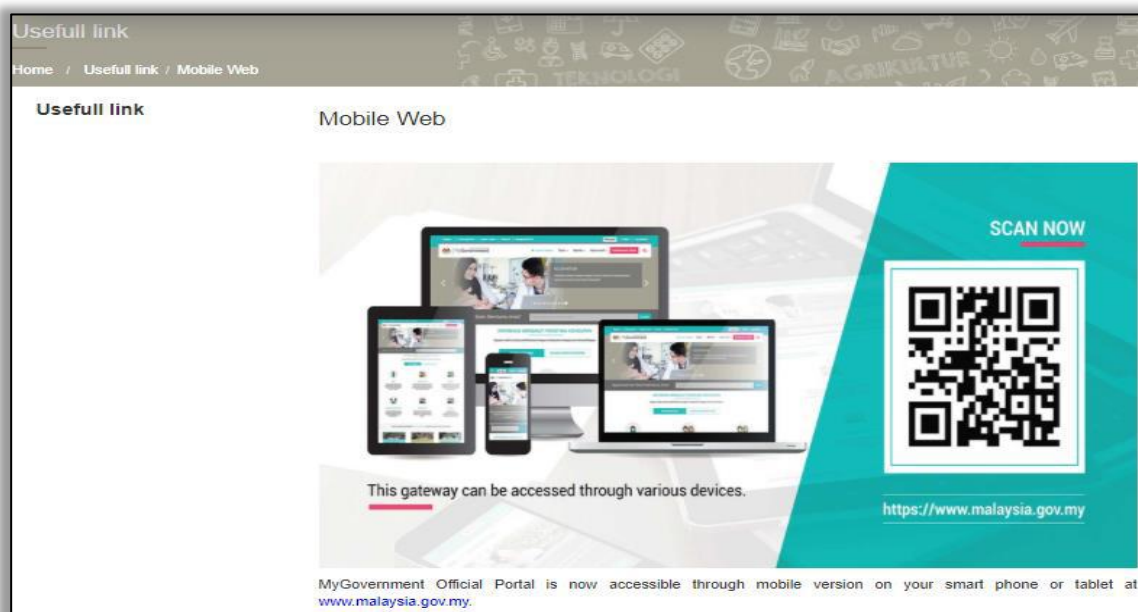
Read More



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 94	

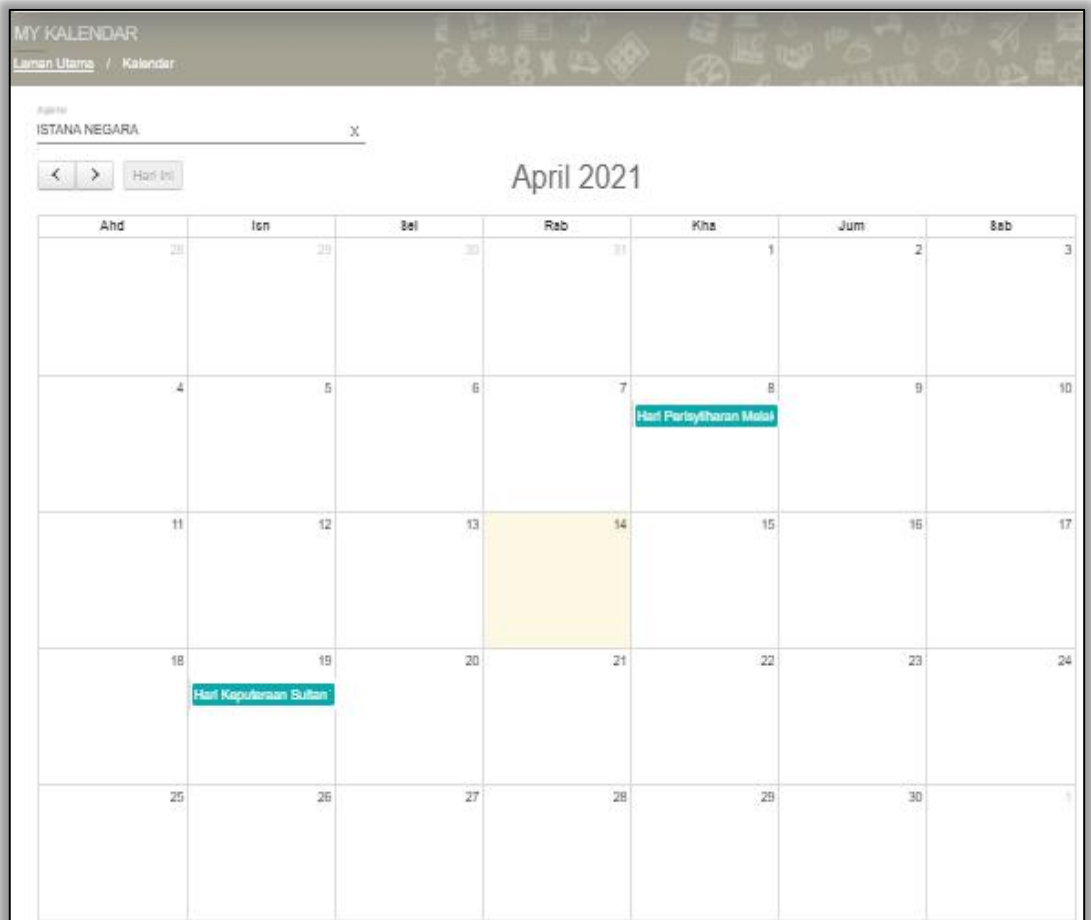
5.11 Featured Applications





- Click on the **Application Icon** in the footer panel. Scan the QR code to switch to the mobile version of the MyGovernment Portal.



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 96	



Note: The special events, celebrations, and public holidays of the agency will be displayed in the calendar.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 98	

Home / Agencies Directory

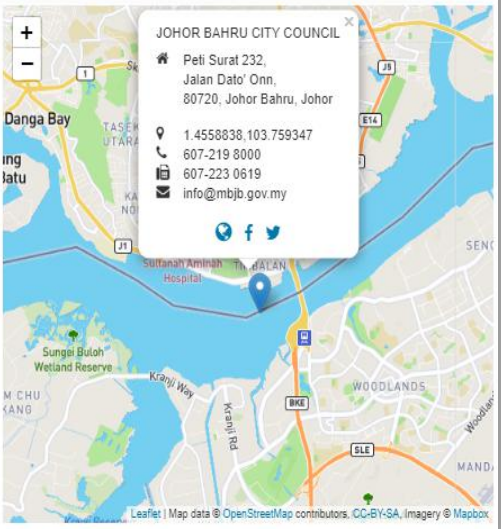
Search Agency

Select Ministry/State Agency based on A-Z

Agency by Ministry/State

JOHOR STATE GOVERNMENT

- BATU PAHAT MUNICIPAL COUNCIL
- DARUL TA'ZIM FAMILY DEVELOPMENT FOUNDATION
- ISKANDAR PUTERI CITY COUNCIL
- JOHOR BAHRU CITY COUNCIL
- JOHOR EDUCATION FOUNDATION
- JOHOR HERITAGE FOUNDATION
- JOHOR MUFTI DEPARTMENT
- JOHOR PUBLIC LIBRARY CORPORATION
- JOHOR PUBLIC SERVICE COMMISSION
- JOHOR PUBLIC WORKS DEPARTMENT
- JOHOR RELIGIOUS DEPARTMENT
- JOHOR STATE FORESTRY DEPARTMENT
- JOHOR TOWN AND COUNTRY PLANNING DEPARTMENT
- JOHOR VETERINARY SERVICES DEPARTMENT
- KLUANG MUNICIPAL COUNCIL
- KOTA TINGGI DISTRICT COUNCIL



JOHOR BAHRU CITY COUNCIL

Peti Surat 232,
Jalan Dato' Onn,
80720, Johor Bahru, Johor



1.4558838, 103.759347

607-219 8000

607-223 0619

info@mbjb.gov.my

Leaflet | Map data © OpenStreetMap contributors, CC-BY-SA, Imagery © Mapbox

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 99	

5.14 Chief Information Officer (GCIO)



CONTACT US
THE MALAYSIAN ADMINISTRATIVE MODERNISATION AND MANAGEMENT PLANNING UNIT
Level 6, Setia Perdana 2
Setia Perdana Complex
Federal Government Administrative Centre
62502 Putrajaya
Malaysia
2.9370395, 101.6955217
603 8000 8000
603 8888 3721


ACCESS PAGE
My Calendar
E-Participation
Agencies Directories
Chief Information Officer (GCIO)
Complaints & Feedback
Publication
Online Statistics

Subscription
Online Services
Personal Data Protection Act
Freedom of Information
RSS Feeds
Gallery

NUMBER OF VISITOR
Today: 10
This Month: 257,586
Total Visitors: 8,775,761

EXTERNAL LINKS
Logos of various government agencies and organizations including MAMPU, MAF, and others.

- Click on **[Chief Information Officer (GCIO)]**.



Whole of Government

Home / Whole of Government / Governance / Government Chief Information Officer (GCIO)

Whole of Government

- Online Service Index (OSI) Action Plan
- Governance**
- Connectivity
- ICT as a Service
- Monitoring
- Policy, Standard, Circular and Guidelines
- Data Sharing
- Data Dictionary

Government Chief Information Officer (GCIO)

Introduction



The creation of Government Chief Information Officer (GCIO) and the Office of GCIO at MAMPU testifies to the Government's commitment to ensuring the successful coordination and the integration of all ICT development activities in the public sector. The Government Chief Information Officer (GCIO) and the Chief Information Officers at the agency level act as the driving force in the planning, implementing and monitoring of ICT-based Government programmes in order to facilitate the transactions between the stakeholders and Government agencies. CIO also acts as the transformation agent who operates with innovativeness, creativity and initiative in continual rejuvenation at the ministry/agency level. The official appointment of the GCIO comes from the Chief Secretary to the Government of Malaysia. The GCIO office is placed in the Malaysian Administrative Modernisation and the Management Planning Unit (MAMPU).

Background

In order to improve the efficacy of the ICT-based service delivery system, the Government creates the post of Strategic ICT Architect who is responsible for preparing the framework in planning the ICT initiatives at the ministry or agency level. This effort is important in order to ensure the overall initiative of the public sector is in line with the Government's aspiration. Therefore, the Chief Information Officer (CIO) plays a crucial role in achieving the organisational visions and missions.

The Government Information Technology and Internet Committee Meeting No. 1 (2009), held on 18 March 2009, has decided that "MAMPU [to] act as the Office of the CIO for the Public Sector and is responsible for providing resources and references for the public sector's CIOs." The book on Guidelines for the Government's Chief Information Officers has also been issued to guide the Public Sector CIO, the CIO governance and a brief information regarding the Government ICT policies, information management and legislations that are related to the management of ICT in the public sector. In addition to that, the CIO directory has been created in order to facilitate the networking of the Public Sector's CIO and allow them to exchange views and information amongst themselves.

[The CIO directory for the Ministries, States and Agencies](#)

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 101	

5.16 Online User Statistics

CONTACT US

THE MALAYSIAN ADMINISTRATIVE MODERNISATION AND MANAGEMENT PLANNING UNIT

Level 6, Setia Perdana 2
Setia Perdana Complex
Federal Government Administrative Centre
62502 Putrajaya
Malaysia

2.9370395, 101.6955217

603 8000 8000

603 8888 3721

ACCESS PAGE

My Calendar

E-Participation

Agencies Directories

Chief Information Officer (GCIO)

Complaints & Feedback






Publication






Online Statistics






NUMBER OF VISITOR

Today	This Month	Total Visitors
10	257,586	8,775,761

EXTERNAL LINKS
















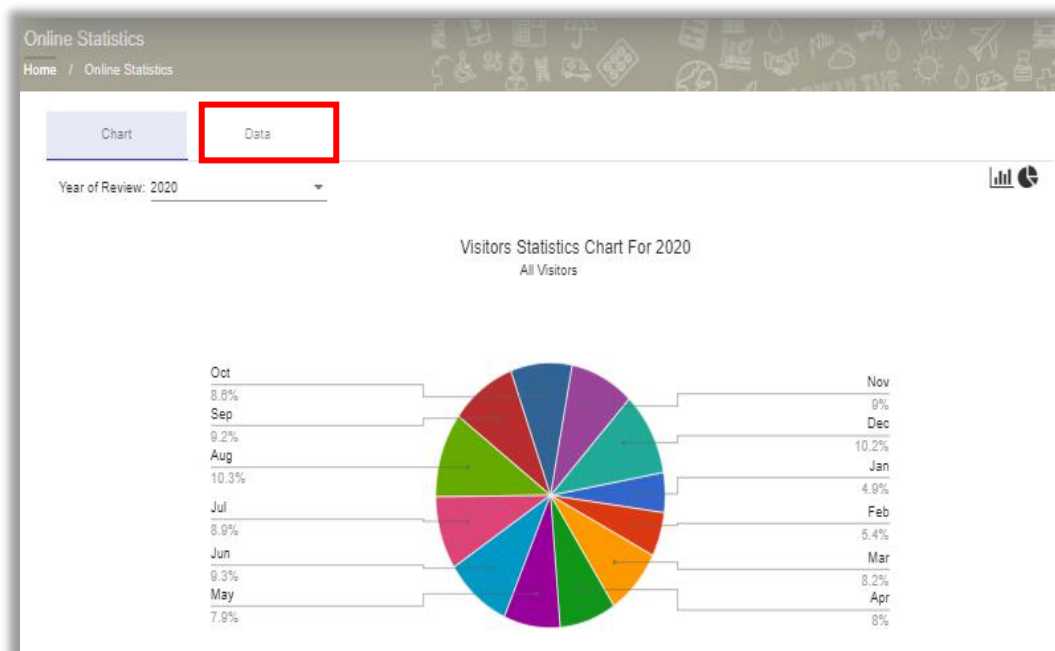






- Click on **[Online Statistics]**.

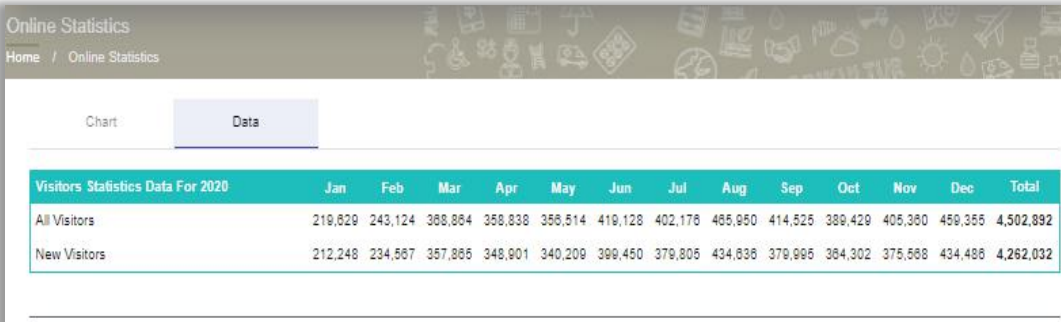


	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 102	

- ii. Click on  to view the monthly online user statistics in a pie chart.



- iii. Click on **[Data]** to view the monthly online user statistics in a table.





Online Statistics
Home / Online Statistics

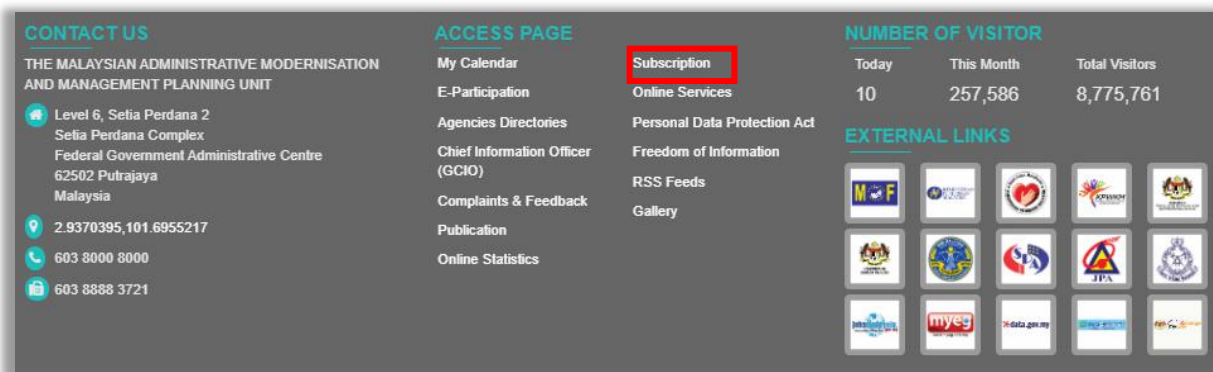
Chart Data

Visitors Statistics Data For 2020

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
All Visitors	219,829	243,124	368,884	358,838	358,514	419,128	402,176	465,950	414,525	389,429	405,380	459,355	4,502,892
New Visitors	212,248	234,567	357,865	348,901	340,209	399,450	379,805	434,836	379,995	364,302	375,568	434,486	4,262,032

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 103	

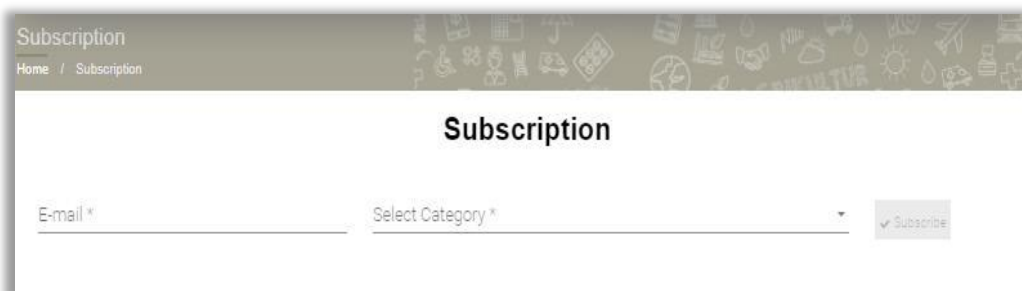
5.17 Subscriptions



The footer panel contains the following sections:

- CONTACT US:** THE MALAYSIAN ADMINISTRATIVE MODERNISATION AND MANAGEMENT PLANNING UNIT. Address: Level 6, Setia Perdana 2, Setia Perdana Complex, Federal Government Administrative Centre, 62502 Putrajaya, Malaysia. Phone: 2.9370395, 101.6955217; 603 8000 8000; 603 8888 3721.
- ACCESS PAGE:** My Calendar, E-Participation, Agencies Directories, Chief Information Officer (CIO), Complaints & Feedback, Publication, Online Statistics.
- Subscription:** Online Services, Personal Data Protection Act, Freedom of Information, RSS Feeds, Gallery.
- NUMBER OF VISITOR:** Today: 10, This Month: 257,586, Total Visitors: 8,775,761.
- EXTERNAL LINKS:** A grid of logos for various government and organizational entities.

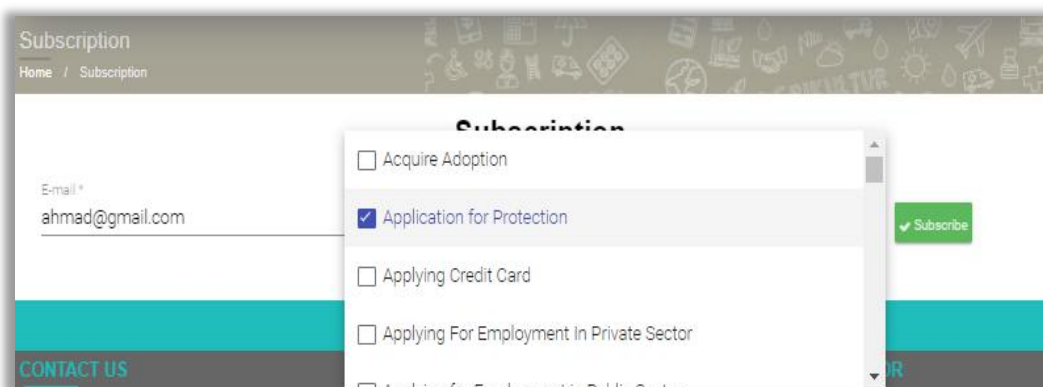
- Click on **[Subscription]** in the footer panel.



The Subscription page has a header with the title "Subscription" and a breadcrumb "Home / Subscription". The main content area contains a form with the following elements:

- A text input field labeled "E-mail *" with the placeholder "ahmad@gmail.com".
- A dropdown menu labeled "Select Category *" with a list of categories.
- A "Subscribe" button.

- Enter your **E-mail Address**.
- Select a **Subscription Category**.

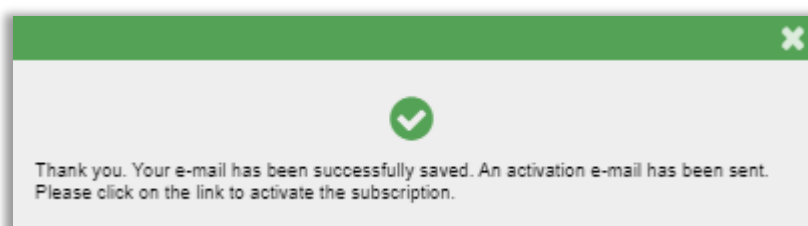




The Subscription page is shown with the "Select Category *" dropdown menu open, displaying a list of categories:

- ☐ Acquire Adoption
- ☒ Application for Protection
- ☐ Applying Credit Card
- ☐ Applying For Employment in Private Sector
- ☐ Applying for Employment in Public Sector

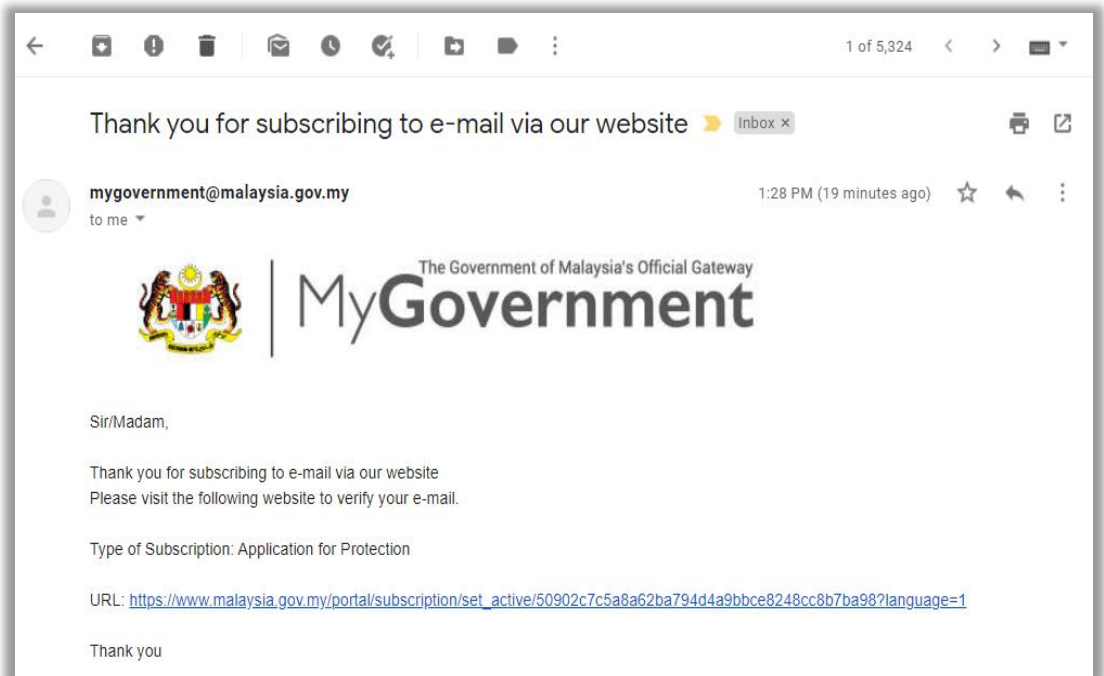
The "E-mail *" field contains "ahmad@gmail.com" and the "Subscribe" button is visible.

- Click **[Subscribe]**.

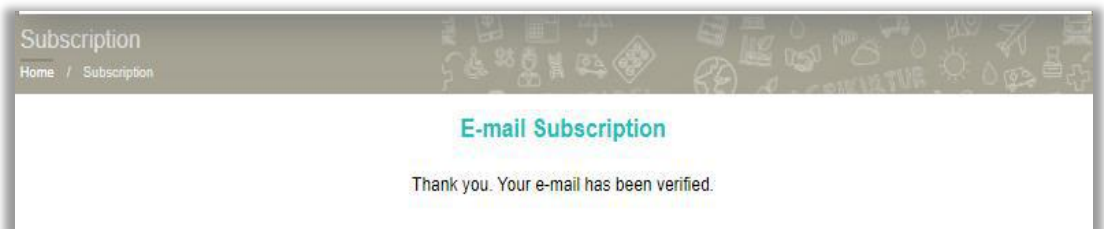




	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 104	

- v. A **Subscription Confirmation** e-mail has been sent to the e-mail that you registered with.



- vi. Click on the **URL** to confirm your subscription.



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 105	

5.18 Online Services

CONTACT US

THE MALAYSIAN ADMINISTRATIVE MODERNISATION AND MANAGEMENT PLANNING UNIT

Level 6, Setia Perdana 2
Setia Perdana Complex
Federal Government Administrative Centre
62502 Putrajaya
Malaysia

2.9370395,101.6955217

603 8000 8000

603 8888 3721

ACCESS PAGE

- My Calendar
- E-Participation
- Agencies Directories
- Chief Information Officer (GCIO)
- Complaints & Feedback
- Publication
- Online Statistics


Subscription

- Online Services**
- Personal Data Protection Act
- Freedom of Information
- RSS Feeds
- Gallery

NUMBER OF VISITOR

Today	This Month	Total Visitors
10	257,586	8,775,761

EXTERNAL LINKS



- Click on **[Online Services]** in the footer panel.

Online Services

Home / Online Services

Search Category
Show All

Search by A-Z
Select All



☐ Online Service
☐ Download
Reset

Valid Link
Downloadable Link

No. Online Services

1	3R Complaint System (Race, Religion, Royalty)	
2	AADK Exhibition Application	
3	Acara Perdagangan Antara Bangsa	
4	Aduan - Aduan/Komen/Cadangan Umum (Lembaga Minyak Sawit Malaysia)	
5	Aduan Awam (Pejabat Pengarah Tanah dan Galian Negeri Perak)	
6	Aduan, Cadangan dan Pertanyaan (INSTITUT LATIHAN KEHAKIMAN DAN PERUNDANGAN)	
7	ADUAN DAN MAKLUM BALAS (Jabatan Kebajikan Masyarakat Negeri Sarawak)	
8	ADUAN DAN MAKLUM BALAS (Jabatan Ketua Menteri)	
9	Aduan dan Maklum Balas (Majlis Daerah Tumpat)	
10	Aduan dan Pertanyaan (JABATAN PERIKANAN MALAYSIA)	

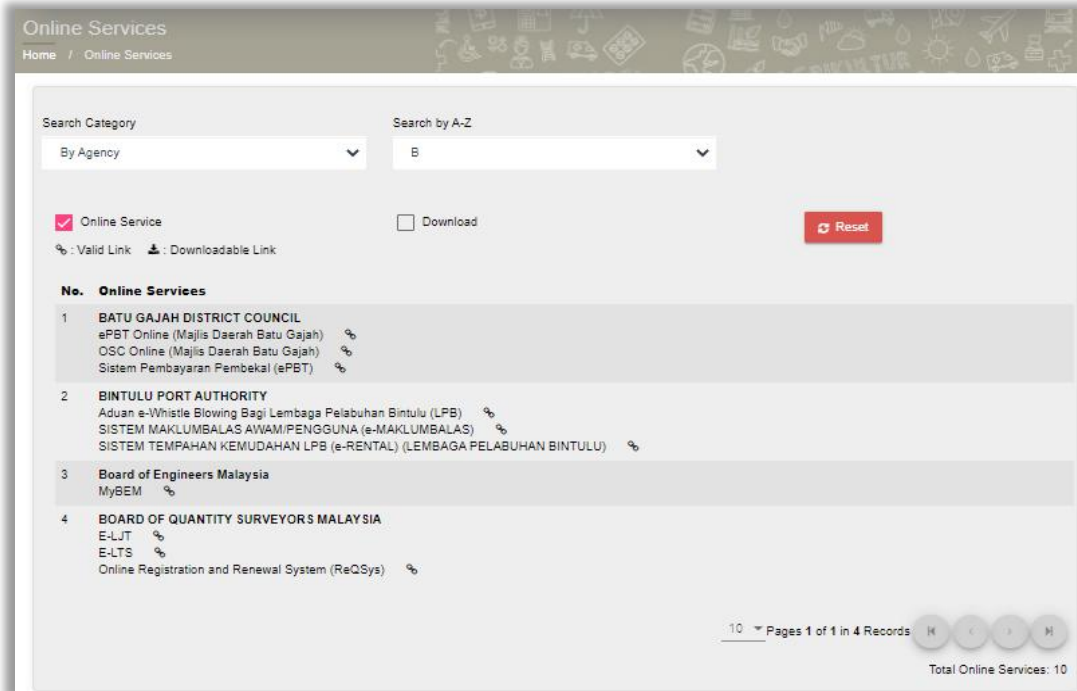
10 Pages 1 of 102 in 1019 Records

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 106	

5.18.1 Search by Agency

- Find a service by selecting **By Agency** in the **Search Category** dropdown menu or
- Find a service by selecting an alphabet in the **Search by A-Z** dropdown menu.
- Tick the **Online Services** box to view a list of online services.



Note: Online services are automatically listed according to agency.



5.18.2 Search by Keyword

- Find a service by selecting **By Keyword** in the **Search Category** dropdown menu.
- Enter the **Keyword**.
- Tick the **Online Services** box to view a list of online services.

Note: Online services are automatically listed according to agency.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 107	

Online Services

Home / Online Services

Search Category

By Keyword

keyword

aduan

☐ Online Service
 ☐ Download

[Valid Link](#)
[Downloadable Link](#)

[Reset](#)



No. Online Services

1	Aduan - Aduan/Komen/Cadangan Umum (Lembaga Minyak Sawit Malaysia)	Link
2	Aduan Awam (Pejabat Pengarah Tanah dan Galian Negeri Perak)	Link
3	Aduan, Cadangan dan Pertanyaan (INSTITUT LATIHAN KEHAKIMAN DAN PERUNDANGAN)	Link
4	ADUAN DAN MAKLUM BALAS (Jabatan Kebajikan Masyarakat Negeri Sarawak)	Link
5	ADUAN DAN MAKLUM BALAS (Jabatan Ketua Menteri)	Link
6	Aduan dan Maklum Balas (Majlis Daerah Tumpat)	Link
7	Aduan dan Pertanyaan (JABATAN PERIKANAN MALAYSIA)	Link
8	Aduan dan semakan aduan (KEJORA)	Link
9	Aduan e-Whistle Blowing Bagi Lembaga Pelabuhan Bintulu (LPB)	Link
10	ADUAN KEROSAKAN BANGUNAN	Link

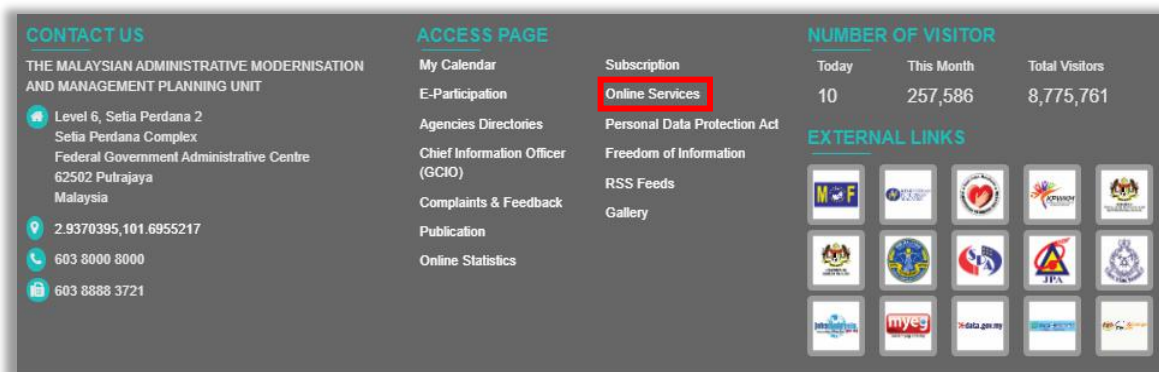
10

Pages 1 of 5 in 47 Records

[First](#)
[Previous](#)
[Next](#)
[Last](#)

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 108	

5.19 Download e-Forms



CONTACT US
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Federal Government Administrative Centre
62502 Putrajaya
Malaysia
2.9370395, 101.6955217
603 8000 8000
603 8888 3721

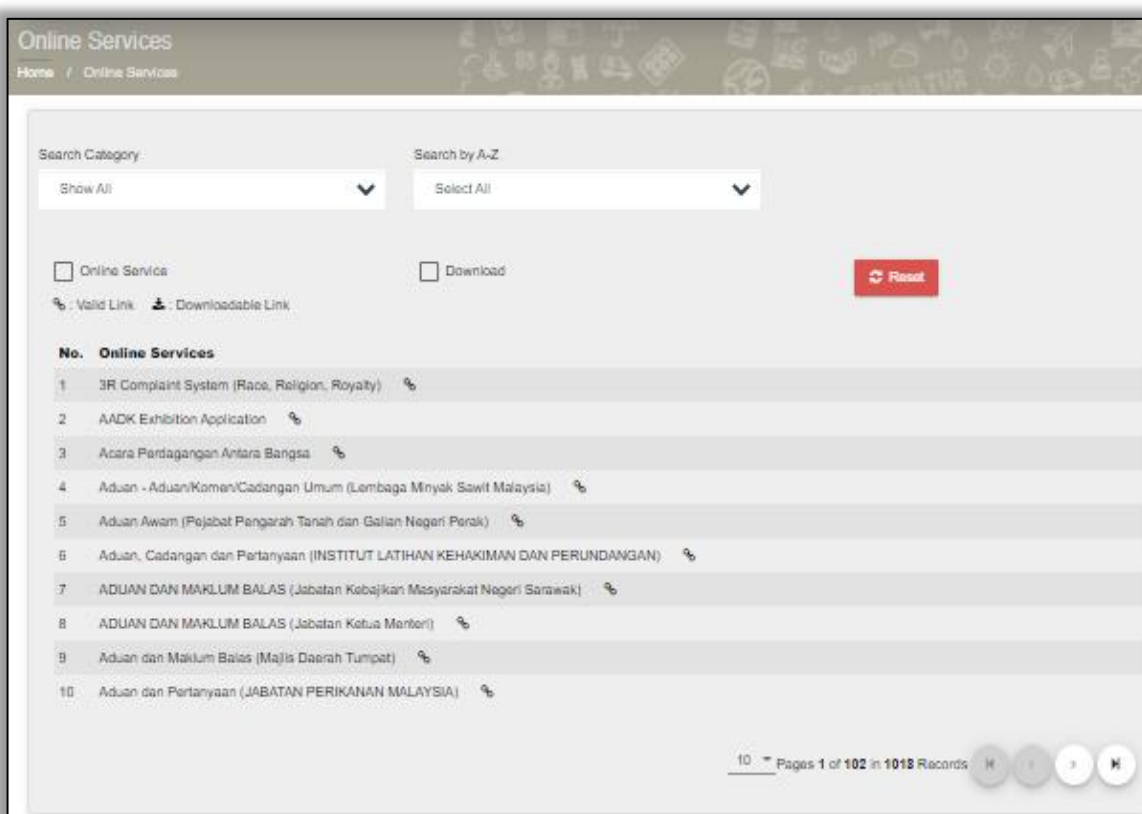
ACCESS PAGE
My Calendar
E-Participation
Agencies Directories
Chief Information Officer (CIO)
Complaints & Feedback
Publication
Online Statistics

Subscription
Online Services
Personal Data Protection Act
Freedom of Information
RSS Feeds
Gallery

NUMBER OF VISITOR
Today: 10
This Month: 257,586
Total Visitors: 8,775,761

EXTERNAL LINKS
A grid of 15 external links including various government departments and services.

- Click on **[Online Services]** in the footer panel.



Online Services
Home / Online Services

Search Category: Show All
Search by A-Z: Select All

☐ Online Service ☐ Download [Reset](#)



[Valid Link](#) [Downloadable Link](#)

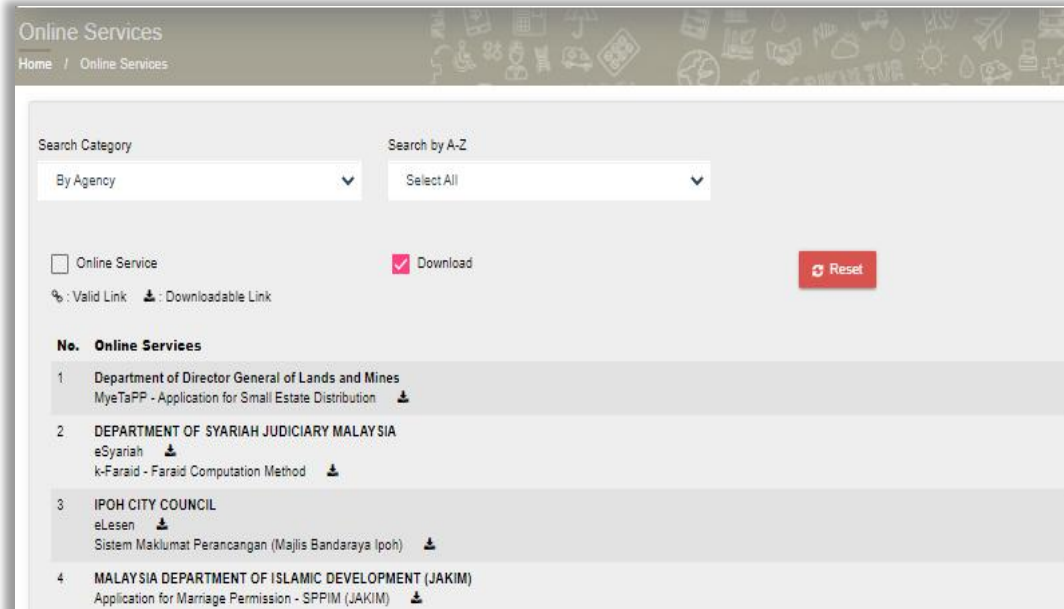
No.	Online Services
1	3R Complaint System (Race, Religion, Royalty)
2	AADK Exhibition Application
3	Acara Perdagangan Antara Bangsa
4	Aduan - Aduan/Komen/Cadangan Umum (Lembaga Minyak Sawit Malaysia)
5	Aduan Awam (Pejabat Pengarah Tanah dan Galian Negeri Perak)
6	Aduan, Cadangan dan Pertanyaan (INSTITUT LATIHAN KEHAKIMAN DAN PERUNDANGAN)
7	ADUAN DAN MAKLUM BALAS (Jabatan Kebajikan Masyarakat Negeri Sarawak)
8	ADUAN DAN MAKLUM BALAS (Jabatan Kotus Menteri)
9	Aduan dan Maklum Balas (Majlis Daerah Tumpat)
10	Aduan dan Pertanyaan (JABATAN PERIKATAN MALAYSIA)

10 Pages 1 of 102 in 1018 Records

5.19.1 Search by Agency

- Find an e-form by selecting **By Agency** in the **Search Category** dropdown menu or
- Find an e-form by selecting an alphabet in the **Search by A-Z** dropdown menu.
- Tick the **Download** box to view a list of downloadable e-forms.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 109	



Online Services
Home / Online Services

Search Category: By Agency (dropdown) | Search by A-Z: Select All (dropdown)

☐ Online Service ☒ Download Reset

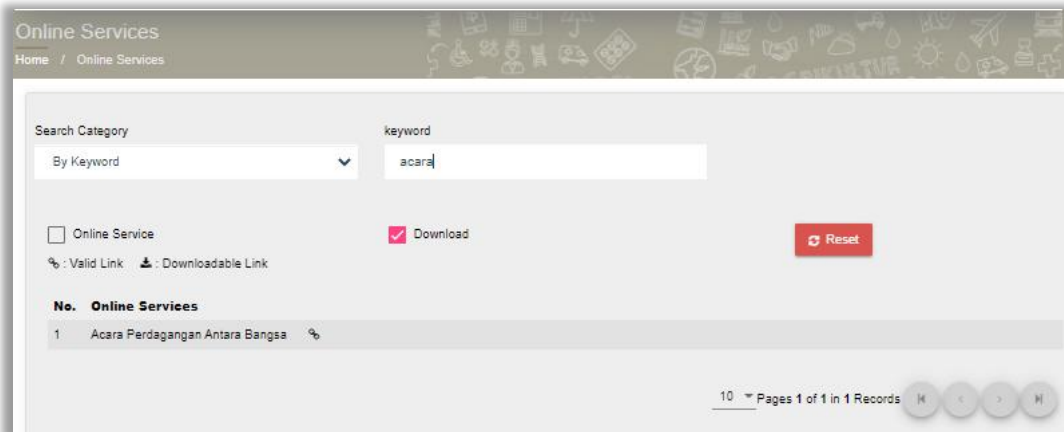
🔗 : Valid Link 📄 : Downloadable Link

No.	Online Services
1	Department of Director General of Lands and Mines MyeTaPP - Application for Small Estate Distribution
2	DEPARTMENT OF SYARIAH JUDICIARY MALAYSIA eSyariah k-Faraid - Faraid Computation Method
3	IPOH CITY COUNCIL eLesen Sistem Maklumat Perancangan (Majlis Bandaraya Ipoh)
4	MALAYSIA DEPARTMENT OF ISLAMIC DEVELOPMENT (JAKIM) Application for Marriage Permission - SPPIIM (JAKIM)

- iv. Click on the form or  to download the e-form(s).

5.19.2 Search by Keyword

- Find an e-form by selecting **By Keyword** in the **Search Category** dropdown menu.
- Enter the **Keyword**.
- Tick the **Download** box to view a list of downloadable e-forms.



Online Services
Home / Online Services



Search Category: By Keyword (dropdown) | keyword: acara (input field)

☐ Online Service ☒ Download Reset

🔗 : Valid Link 📄 : Downloadable Link

No.	Online Services
1	Acara Perdagangan Antara Bangsa

10 Pages 1 of 1 in 1 Records ⏪ ⏩ ⏴ ⏵

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 110	

5.20 Personal Data Protection Act


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Federal Government Administrative Centre
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Malaysia
2.9370395, 101.6955217
603 8000 8000
603 8888 3721

ACCESS PAGE
My Calendar
E-Participation
Agencies Directories
Chief Information Officer (CIO)
Complaints & Feedback
Publication
Online Statistics

Subscription
Online Services
Personal Data Protection Act
Freedom of Information
RSS Feeds
Gallery

NUMBER OF VISITOR

Today	This Month	Total Visitors
10	257,586	8,775,761



EXTERNAL LINKS


- Click on **[Personal Data Protection Act]** in the footer panel.

Personal Data Protection
Home / Personal Data Protection / Personal Data Protection Act

Personal Data Protection

Personal Data Protection Act
Personal Data Protection Department (PDPA) is an agency under the Ministry of Communications and Multimedia Commission (MCMC) was established on May 16, 2011 after the Parliament passed the bill relating to the Personal Data Protection Act 2010 (PDPA) of Act 709.
The main responsibility of this department is to oversee the processing of personal data of individuals involved in commercial transactions by User Data that is not misused and misapplied by the parties concerned.
Users need to be protected to prevent any form of abuse against the storage or processing of personal data of individuals, public and private sectors in Malaysia for commercial transactions is stipulated under the PDPA.
In enforcing the PDPA, JPDP has mandated to all Personal Data User Group consists of individuals or private parties unless the Government officially registered for the purpose of protecting the rights of consumers and the public.
JPDP chaired by the Director General, assisted by a Deputy Director General. Meanwhile, there are three main parts in JPDP the Registration and Operation, Monitoring and Legal Division.
Please Visit <http://www.pdp.gov.my/index.php/my/>

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 111	

5.21 Freedom of Information


CONTACT US
THE MALAYSIAN ADMINISTRATIVE MODERNISATION AND MANAGEMENT PLANNING UNIT
Level 6, Setia Perdana 2
Setia Perdana Complex
Federal Government Administrative Centre
62502 Putrajaya
Malaysia
2.9370395, 101.6955217
603 8000 8000
603 8888 3721

ACCESS PAGE
My Calendar
E-Participation
Agencies Directories
Chief Information Officer (GCIO)
Complaints & Feedback
Publication
Online Statistics

Subscription
Online Services
Personal Data Protection Act
Freedom of Information
RSS Feeds
Gallery

NUMBER OF VISITOR

Today	This Month	Total Visitors
10	257,586	8,775,761

EXTERNAL LINKS


- Click on **[Freedom of Information]** in the footer panel.

Open Government Data
Home / Open Government Data / Policy, Strategy and Governance / Freedom of Information

Open Government Data
Strategic Collaboration with International Organization
Policy, Strategy and Governance
Platform Management and Data Sets
Engagement/ Roadshow/ Handholding/ Meet&Greet
Competence Development
Open Data Innovation



Freedom of Information

Freedom of Information was formulated with its objective to enhance the externalization of information for public interest and to provide opportunities for every individual to access information provided by ministries, departments or agencies through an application submitted to the relevant departments. The states that have implemented the Freedom of Information are:

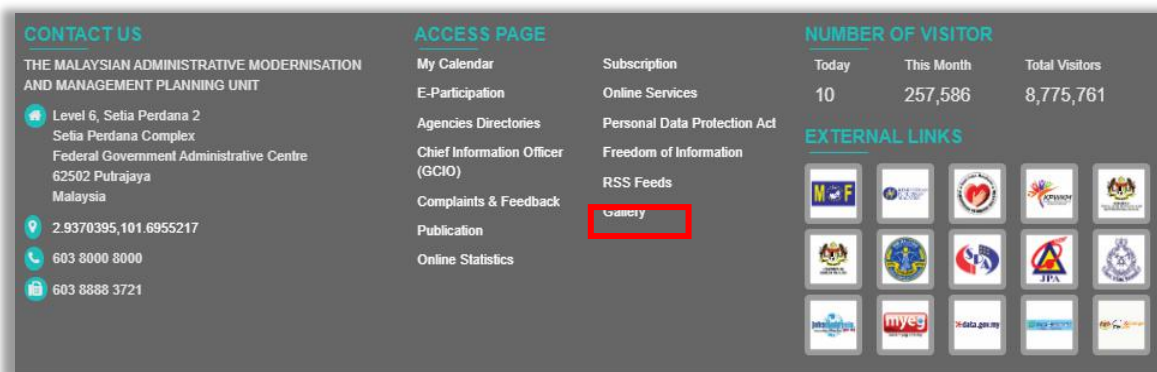
- Selangor
- Pulau Pinang

Freedom of information has also been practiced through the government's open data platform (<https://www.data.gov.my/p/amalan-kebebasan-maklumat>).

At the Council of Ministers' meeting on July 11, 2018, have agreed to formulate the Freedom of Information (FOI) at the Federal level and this initiative was led by the Minister of Justice, Prime Minister's Department in collaboration with the Ministry of Communications and Multimedia.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 112	

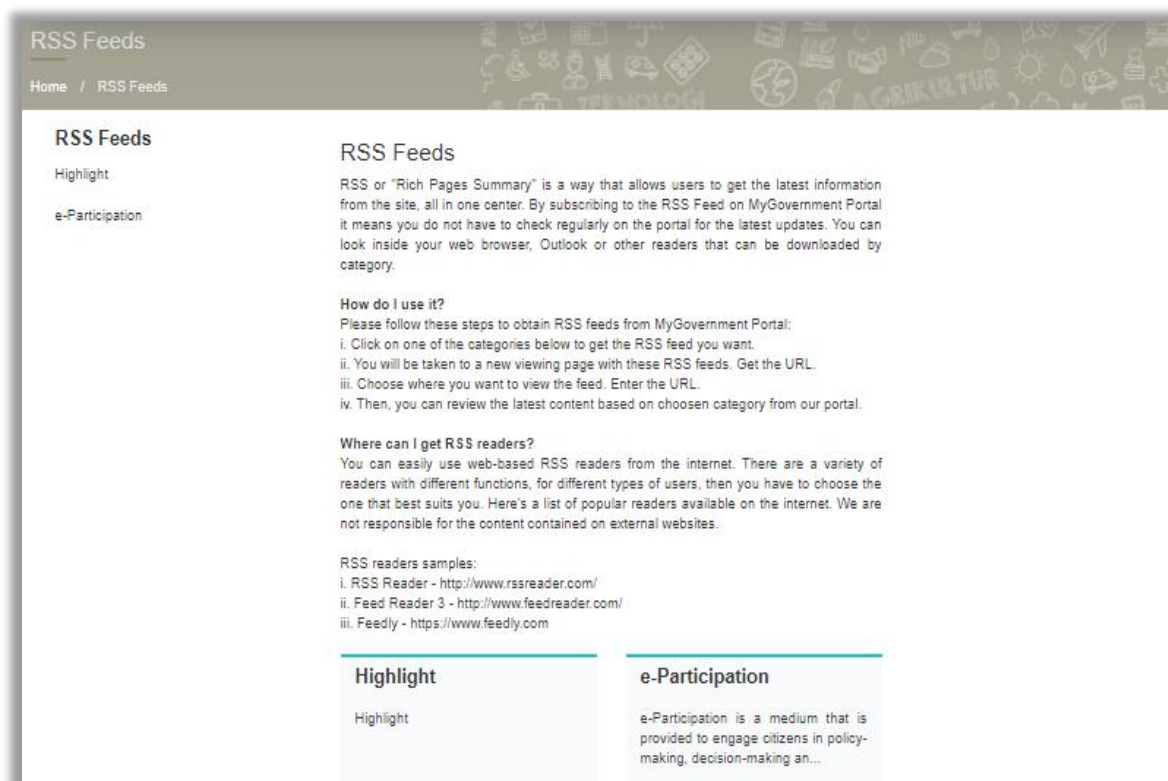
5.22 RSS Feed



The footer panel is divided into several sections:

- CONTACT US:** THE MALAYSIAN ADMINISTRATIVE MODERNISATION AND MANAGEMENT PLANNING UNIT. Address: Level 6, Setia Perdana 2, Setia Perdana Complex, Federal Government Administrative Centre, 62502 Putrajaya, Malaysia. Phone: 2.9370395, 101.6955217; 603 8000 8000; 603 8888 3721.
- ACCESS PAGE:** My Calendar, E-Participation, Agencies Directories, Chief Information Officer (GCIO), Complaints & Feedback, Publication, Online Statistics.
- Subscription:** Online Services, Personal Data Protection Act, Freedom of Information, RSS Feeds (highlighted with a red box), Gallery.
- NUMBER OF VISITOR:** Today: 10, This Month: 257,586, Total Visitors: 8,775,761.
- EXTERNAL LINKS:** A grid of logos for various Malaysian government agencies and organizations.

- Click on **[RSS Feeds]** in the footer panel.



The RSS Feeds page provides information on how to use RSS feeds and lists popular readers. It includes a sidebar with links to Highlight and e-Participation.

RSS Feeds

Highlight

e-Participation

RSS Feeds

RSS or "Rich Pages Summary" is a way that allows users to get the latest information from the site, all in one center. By subscribing to the RSS Feed on MyGovernment Portal it means you do not have to check regularly on the portal for the latest updates. You can look inside your web browser, Outlook or other readers that can be downloaded by category.

How do I use it?

Please follow these steps to obtain RSS feeds from MyGovernment Portal:

- Click on one of the categories below to get the RSS feed you want.
- You will be taken to a new viewing page with these RSS feeds. Get the URL.
- Choose where you want to view the feed. Enter the URL.
- Then, you can review the latest content based on chosen category from our portal.

Where can I get RSS readers?

You can easily use web-based RSS readers from the internet. There are a variety of readers with different functions, for different types of users, then you have to choose the one that best suits you. Here's a list of popular readers available on the internet. We are not responsible for the content contained on external websites.

RSS readers samples:



- RSS Reader - <http://www.rssreader.com/>
- Feed Reader 3 - <http://www.feedreader.com/>
- Feedly - <https://www.feedly.com>

Highlight

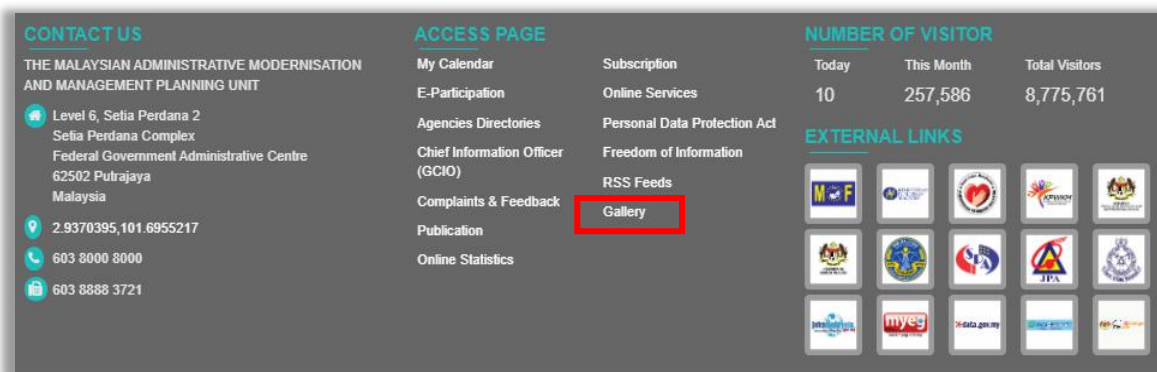
Highlight

e-Participation

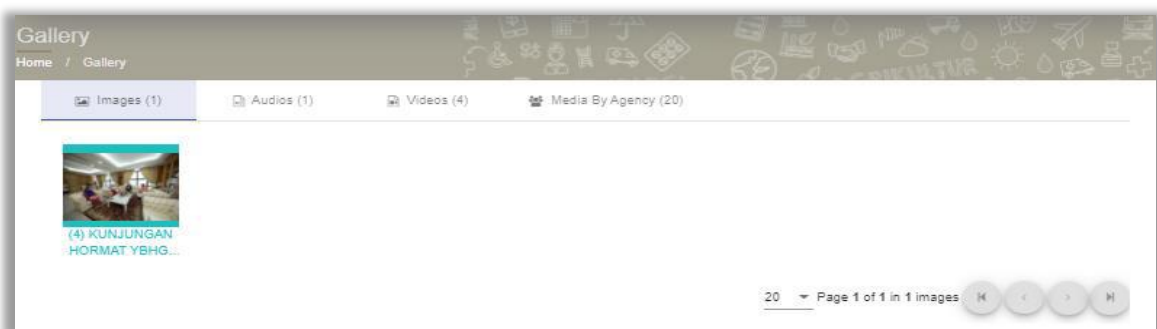
e-Participation is a medium that is provided to engage citizens in policy-making, decision-making an...

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 113	

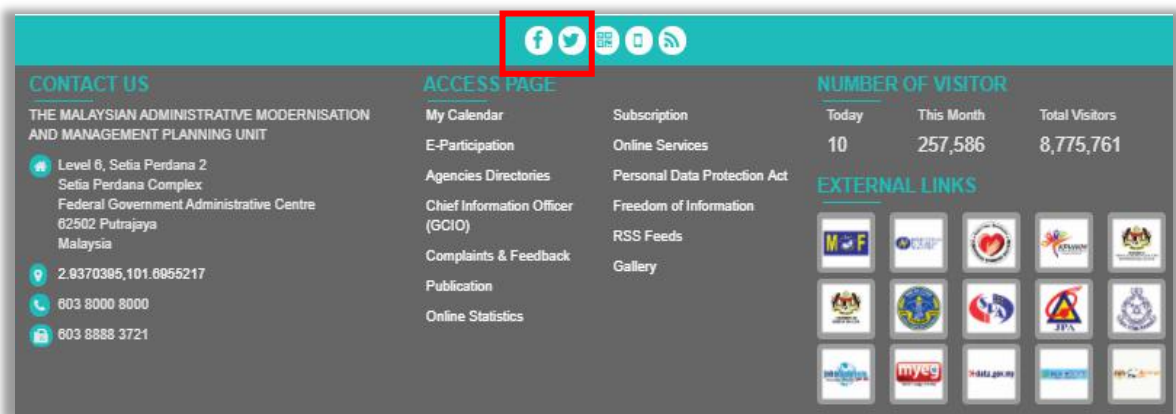
5.23 Gallery





- Click on **[Gallery]** in the footer panel.



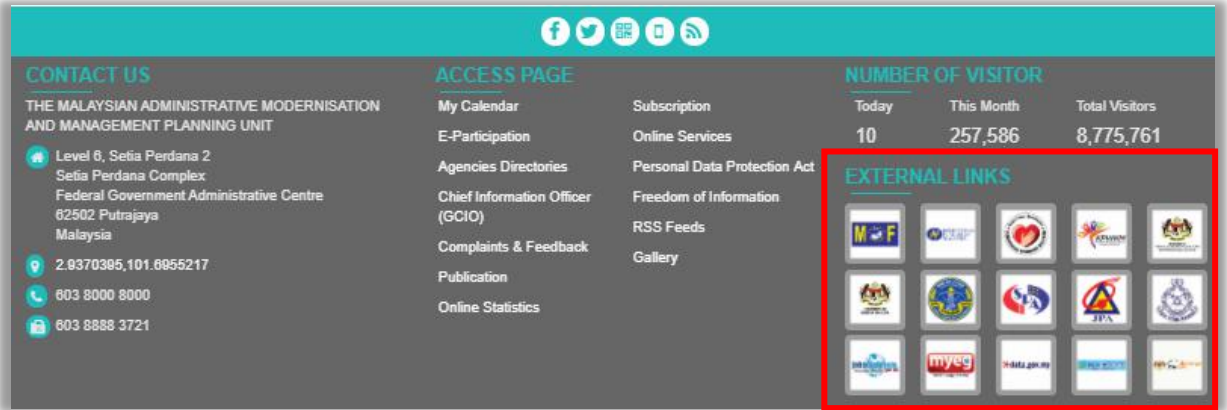
5.24 Social Media



- Click on the **Social Media icons** in the footer panel to be directed to the MyGovernment Portal's social media pages.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 114	

5.25 External Links



CONTACT US
THE MALAYSIAN ADMINISTRATIVE MODERNISATION AND MANAGEMENT PLANNING UNIT
Level 8, Setia Perdana 2
Setia Perdana Complex
Federal Government Administrative Centre
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Malaysia
2.0370395,101.6055217
803 8000 8000
603 8888 3721



ACCESS PAGE
My Calendar
E-Participation
Agencies Directories
Chief Information Officer (GCIO)
Complaints & Feedback
Publication
Online Statistics
Subscription
Online Services
Personal Data Protection Act
Freedom of Information
RSS Feeds
Gallery

NUMBER OF VISITOR
Today: 10
This Month: 257,586
Total Visitors: 8,775,761

EXTERNAL LINKS

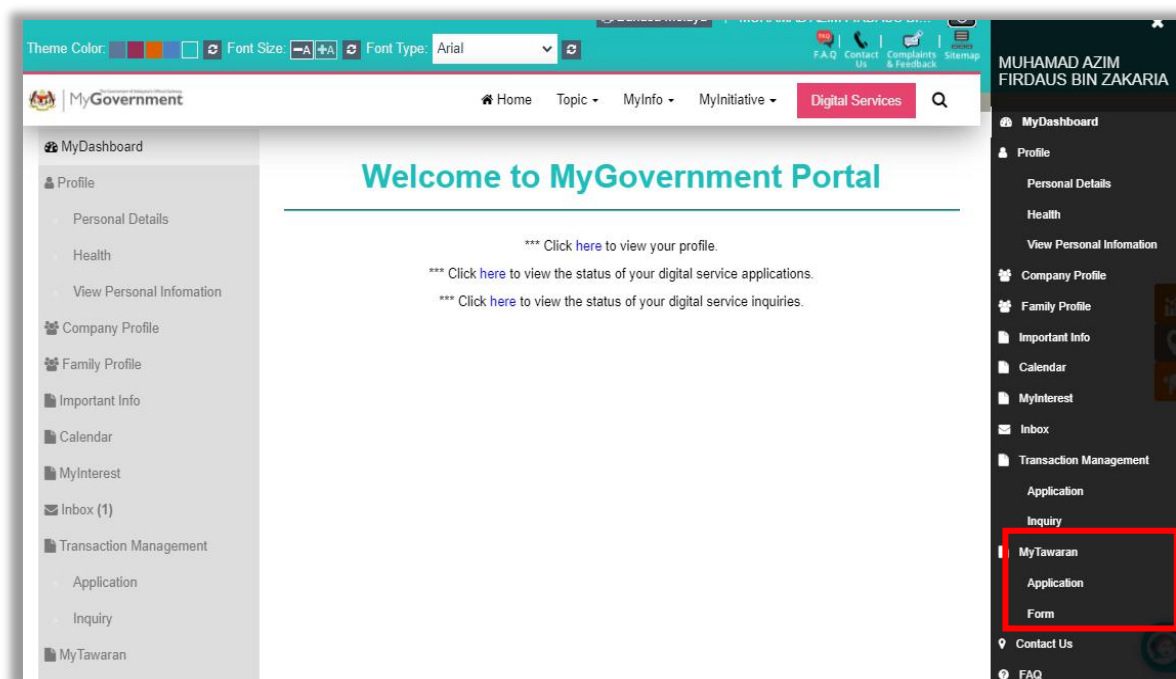
- MAMPU
- AGAP
- BERSEKUTU
- BERSEKUTU
- BERSEKUTU
- BERSEKUTU
- BERSEKUTU
- BERSEKUTU
- BERSEKUTU
- BERSEKUTU
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- BERSEKUTU
- BERSEKUTU

- Click on an **Agency Logo** to be directed to its website or portal.



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 115	

5.26 MyTawaran

MyTawaran enables selected public advertising agencies to advertise their services and/or offer programmes, seminars, and training courses on the MyGovernment Portal. On the other hand, potential clients can view the advertisements posted on the MyGovernment Portal according to categories; such as programmes, courses, services etc.

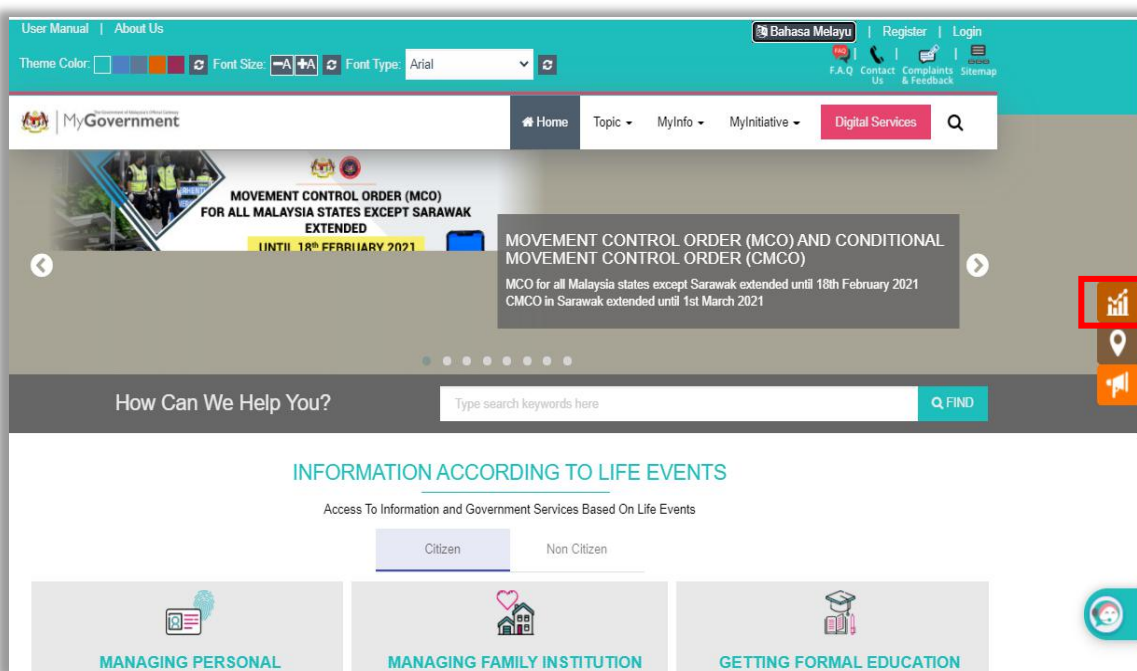


To learn how to use this service, please refer to the MyTawaran section of the User Manual at (<https://www.malaysia.gov.my/media/uploads/7e1ba5b4-7de9-4250-aade-a949d48ec15b.pdf>)

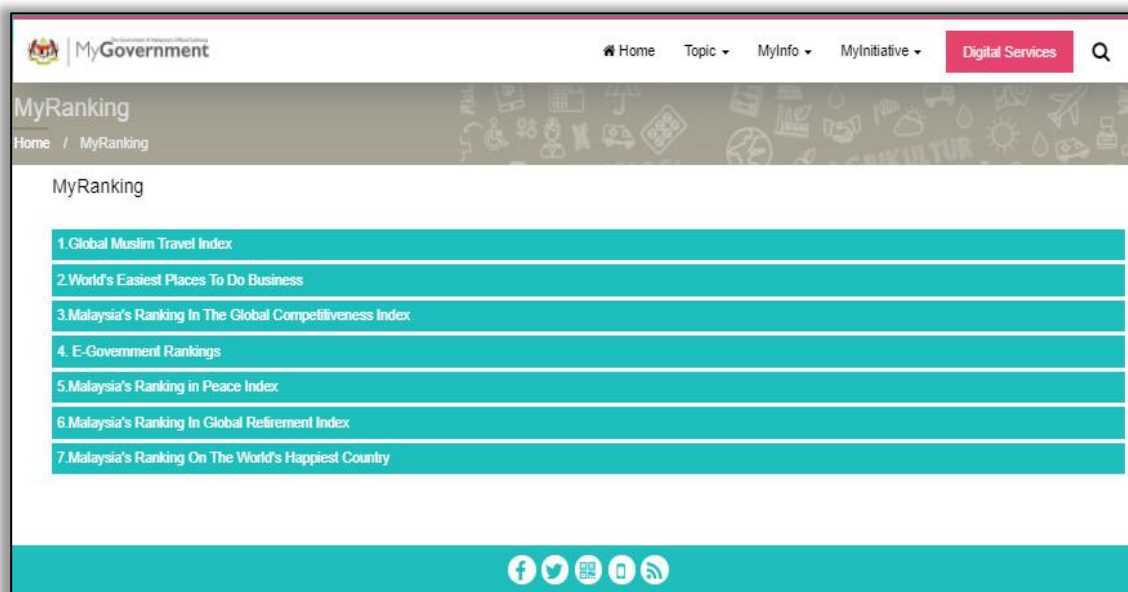
	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 116	



5.27 MyRanking

MyRanking displays Malaysia's latest three (3) year global ranking in selected fields. All the statistics are sourced from reports produced by reputable international organisations and bodies.



- i. Click on 




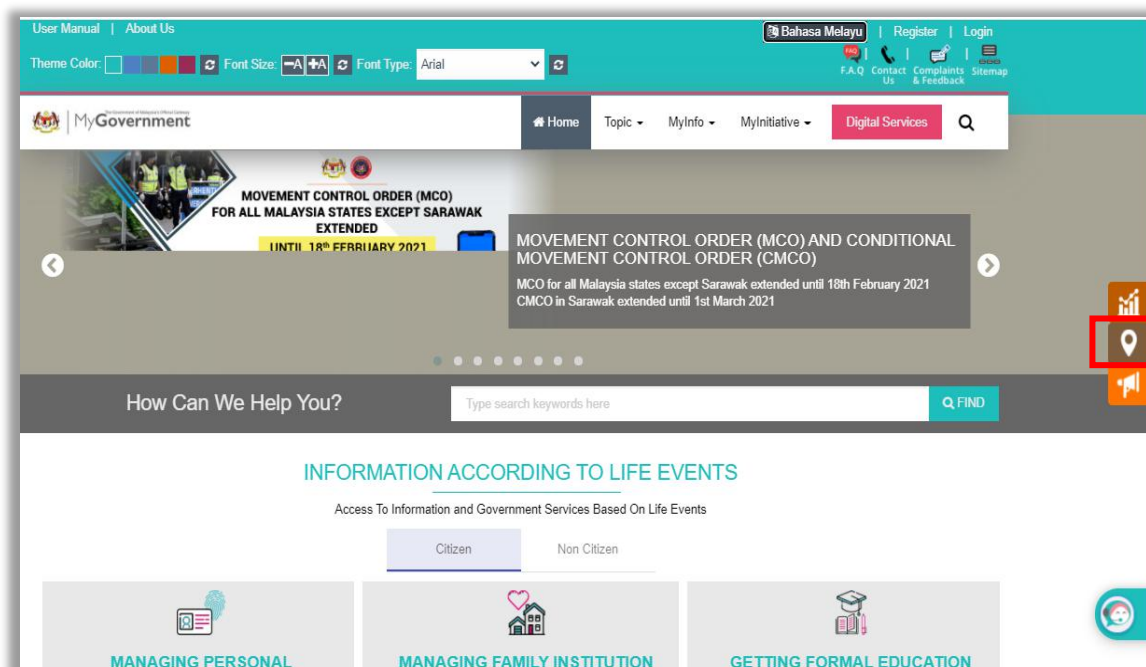
	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 117	



To learn how to use this service, please refer to the MyRanking section of the User Manual at (<https://www.malaysia.gov.my/media/uploads/5ebaeb2b-7608-4c40-82fd-480898dac9e4.pdf>).

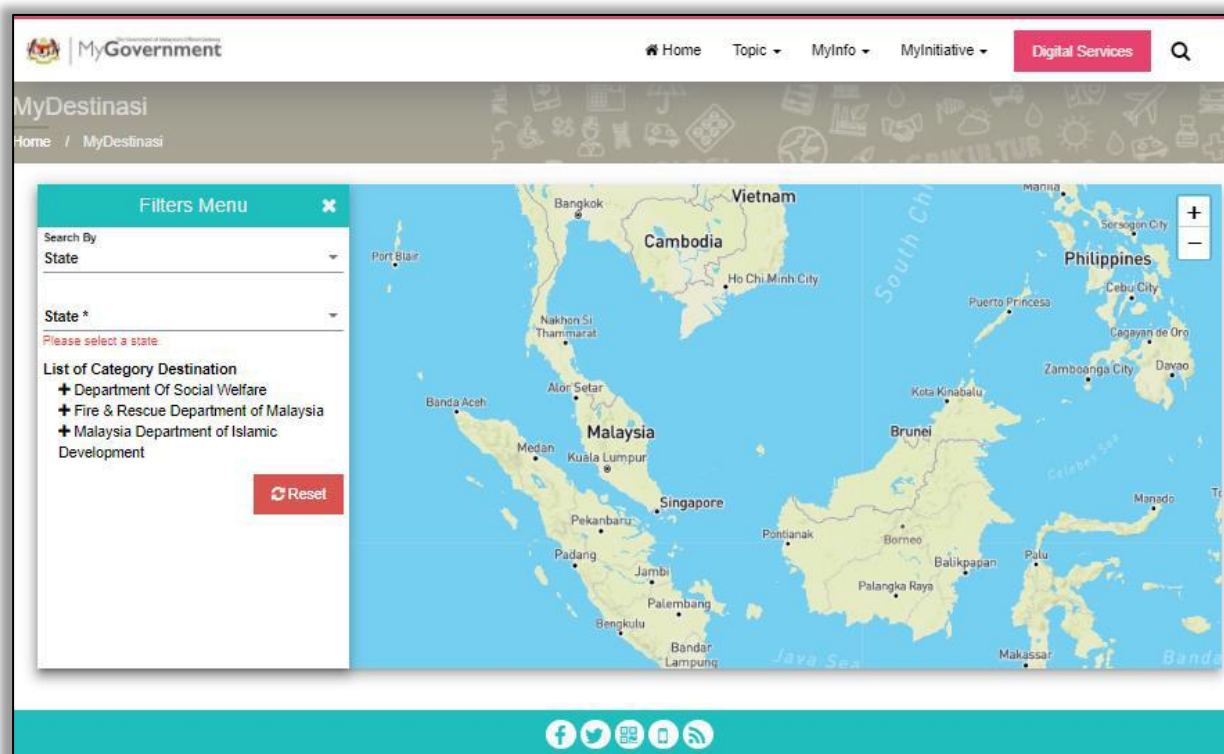
5.28 MyDestinasi

MyDestinasi was developed to enable users to perform location searching according to each state or based on the user's current location as registered in the MyGovernment Portal.



- i. Click on 



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 118	

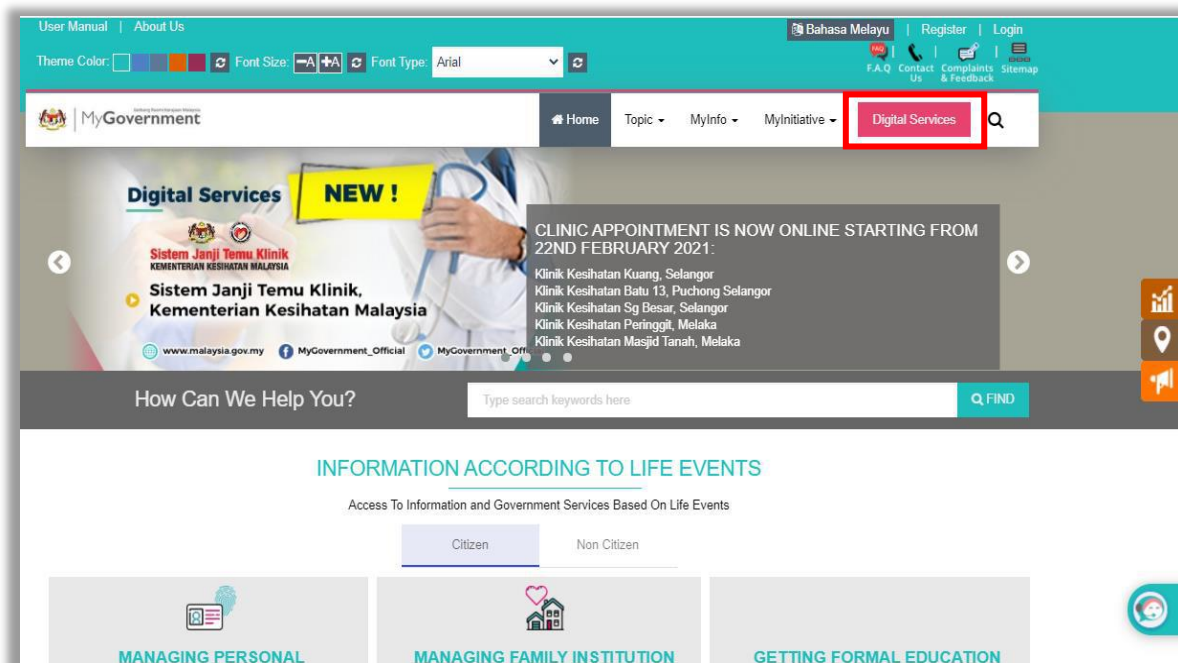


To learn how to use this service, please refer to the MyDestinasi section of the User Manual at (<https://www.malaysia.gov.my/media/uploads/31500965-5284-4f49-940e-c99aee3446e4.pdf>).



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 119	

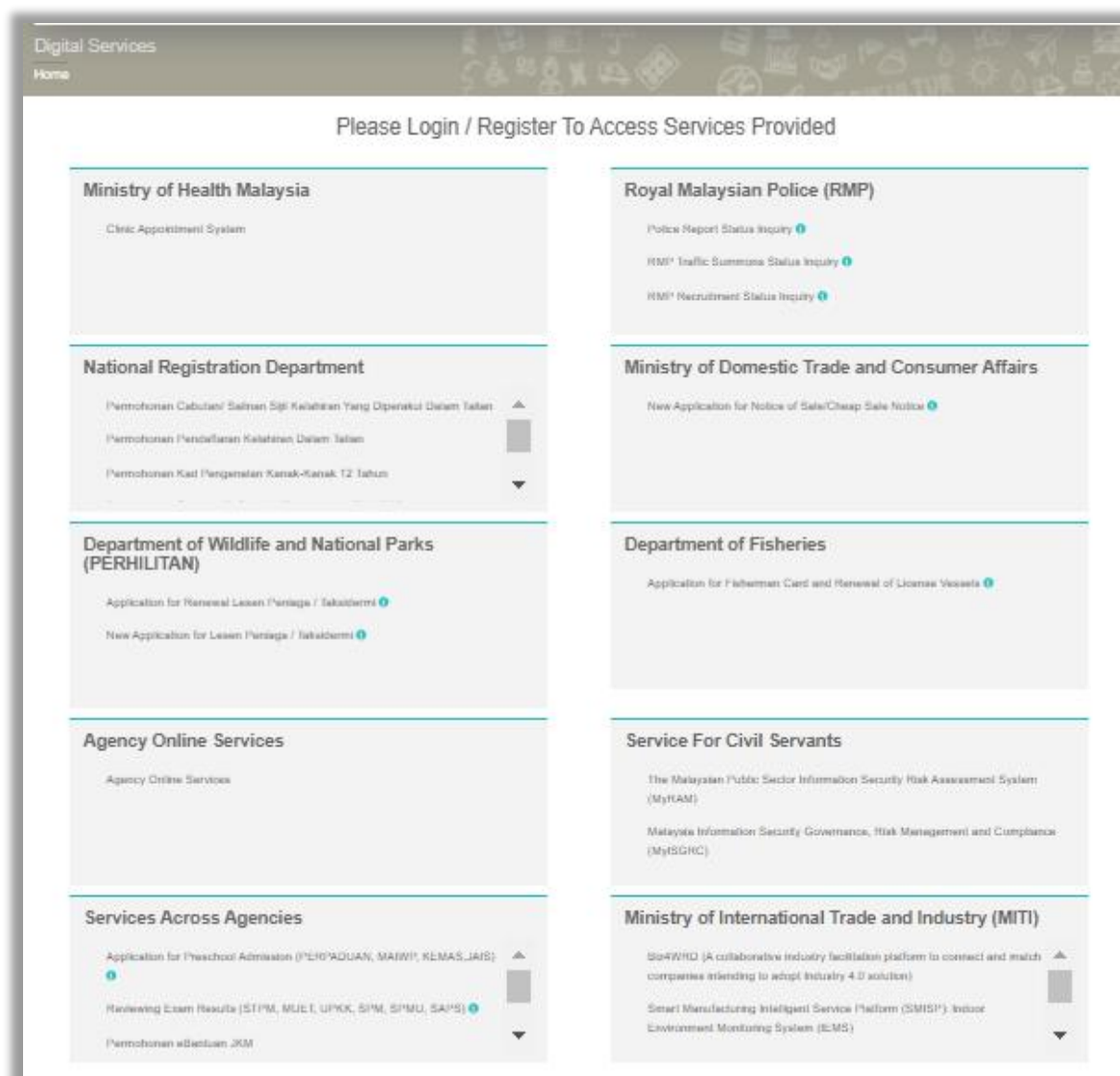
6 Guidelines for Public Participation & Interactions

6.1 Submit & Review Digital Applications





- Click on **[Digital Services]**.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 120	



- ii. Click on a service link and the relevant e-forms will be displayed.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 121	

6.2 Submit User Feedback

SHARE YOUR THOUGHT WITH US

Is the new portal helpful for you?

☐ Yes
 ☐ Sometimes
 ☐ No

Your recommendation for improvement

SUBMIT

POLLS RESULT

Yes

(2361/5819) 40%

Sometimes



(2080/5819) 36%

No

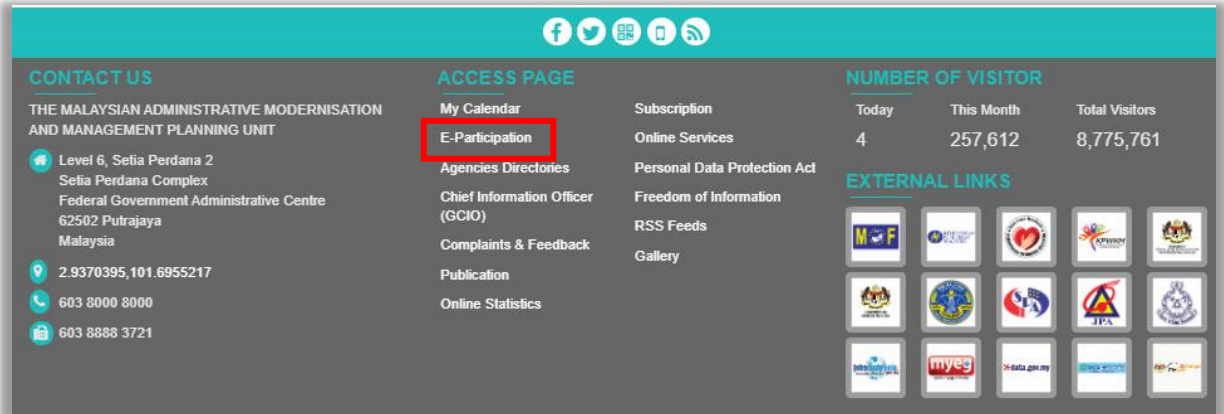
(1378/5819) 24%

- Select the 'Is the new portal helpful for you?' question.
- Enter **Your Recommendation for Improvement** (if any).
- Click [**SUBMIT**] and the Polling Result will be displayed on the right.

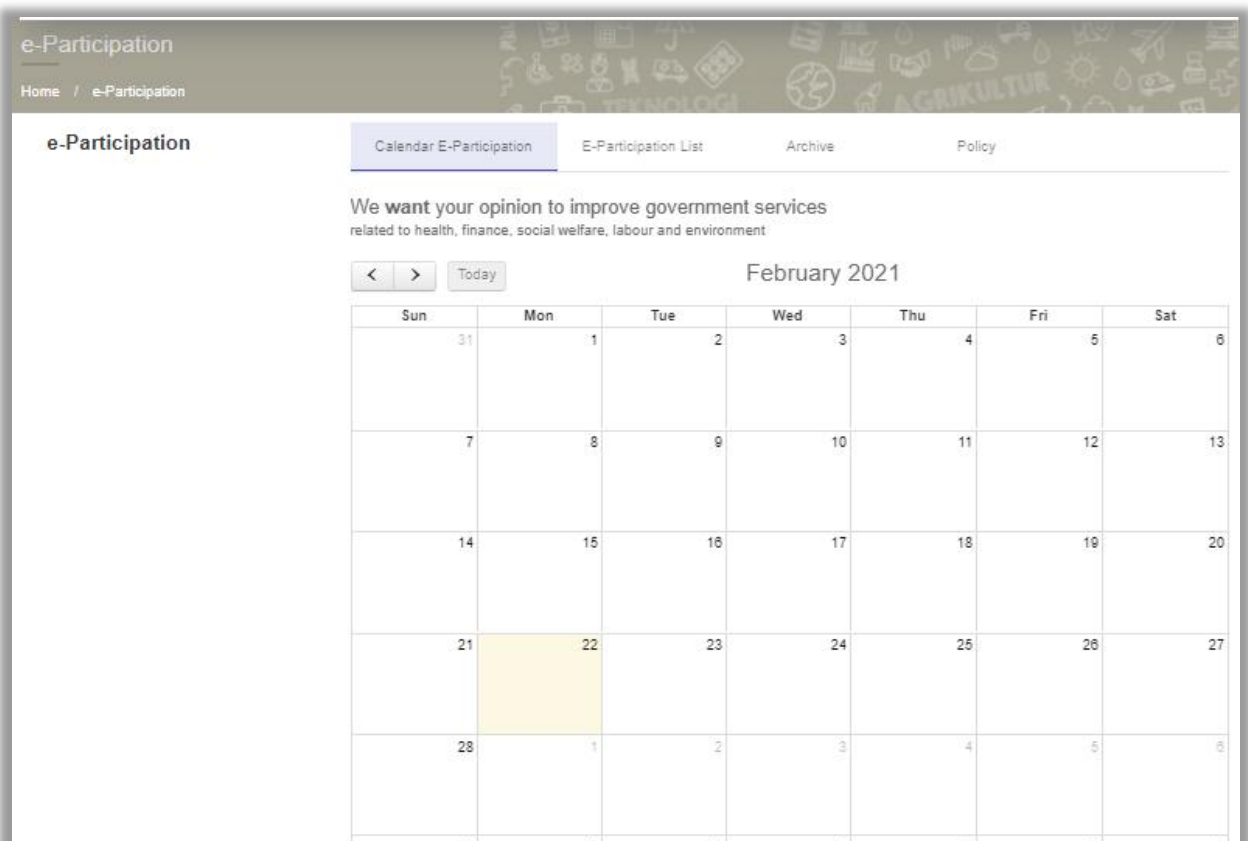
Note: Users are only allowed to vote once. The question will not be displayed if the user has already voted. Only the Polling Result will be displayed.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 122	



6.3 e-Participation



- i. Click on **[E-Participation]** in the footer panel.





- ii. Click on the **e-Participation List** tab to view surveys: -

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 123	



- iii. Click on the **Archive** tab to view publications and white papers.



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 124	

iv. Click on the **Policy** tab to view the e-Participation Policy.

Calendar E-Participation
E-Participation List
Archive
Policy

e-Participation Policy



This policy aims to explore the culture and practice of e-participation in order to improve transparency and public participation in improving the quality of services Malaysia Government.

Malaysia Government recognizes public involvement to enable Malaysia Government to explore a broader perspective, information resources, and potential solutions to improve results and services. It also provides the basis for a productive relationship, dialogue and discussion better, and orderly governance.

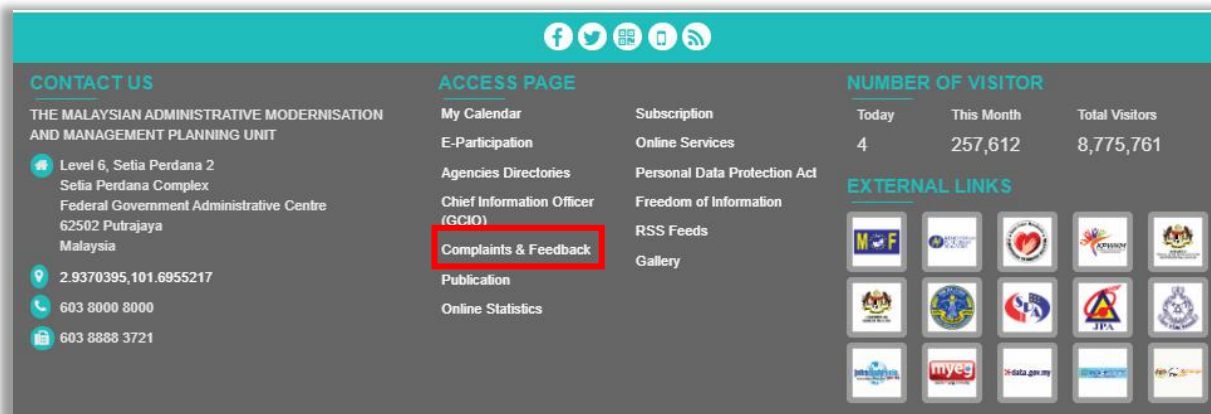
The objective of this investment is to involve citizens in the policy development and decision-making process through the use of information and communication technologies. Among the communication channels used are Portal Poll, Public Participation, Portal Feedback (feedback / questions / complaints / suggestions), Customer Satisfaction Survey and Social Media such as Facebook, Twitter, Instagram and Youtube.

Malaysia Government very welcome to comply with the terms and conditions of participation that have been set as follows:

1. Any statements that incite racial, religion and politics are strictly prohibited.
2. Do not degrading, personal attacks and making statements that could offend other participants.
3. Control your statement, avoid removing the offensive language and parochialism.
4. Do not encouraged to chat or send sentences to run away from the subject.
5. Topics and links to pornographic websites are PROHIBITED.
6. Make sure the statement / topic not violate 'COPYRIGHT LAW', 'TRADEMARK', 'PATENT' and others.
7. DO NOT use spaces Public Participation as a place to carry out any contests, pyramid schemes, get rich quick scheme, money skimmed internet, chain letters, junk e-mail (junk e-mail), either commercially or otherwise.
8. Not allowed to upload files that contain computer viruses such as virus "Trojan horses", "worms", "time bombs", "cancel boots" or whatever software or programs that may damage the operation of a another user's computer.
9. The administrator of the e-Inclusion in the room in any situation not endorse, support, represent or guarantee the truthfulness, accuracy or reliability of any statement / topic made on e-Inclusion in this room. The individual should understand that any risks related to the reliability of items in the room are borne by the individual.
10. The administrator of the e-Inclusion column entitled to amend and delete any statement / topic at any time without informing the author of the statement / topic.
11. The e-room administrator reserves the right to amend the Investment Policies and Guidelines on e-Inclusion at any time without prior announcement / notice.
12. As a participant or a statement e-Participation in this room, you are subjected to the terms and conditions of the Guidelines on e-Inclusion.



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 125	

6.4 Submit Complaints, & Feedback

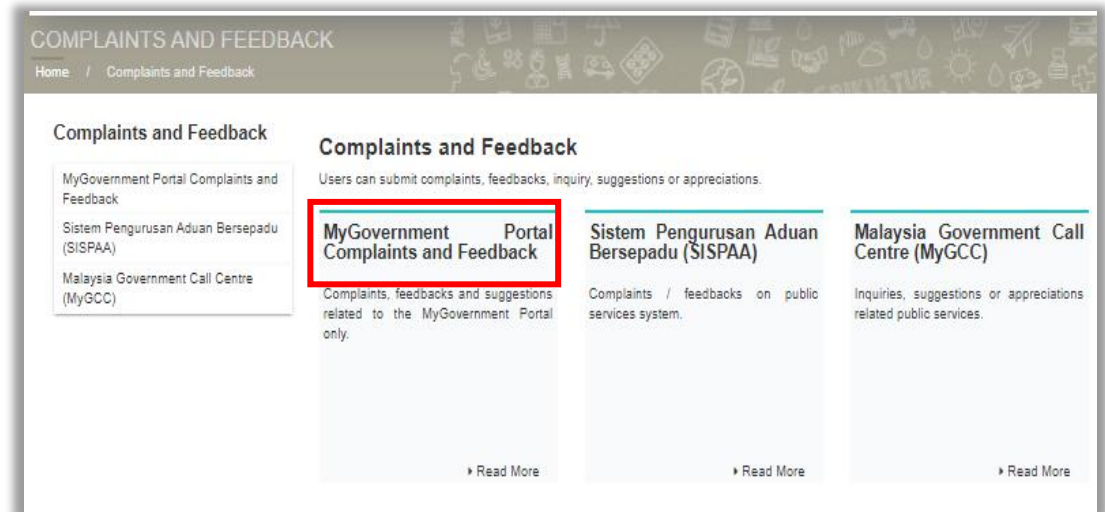


- i. Click on **[Complaints & Feedback]** in the footer panel.

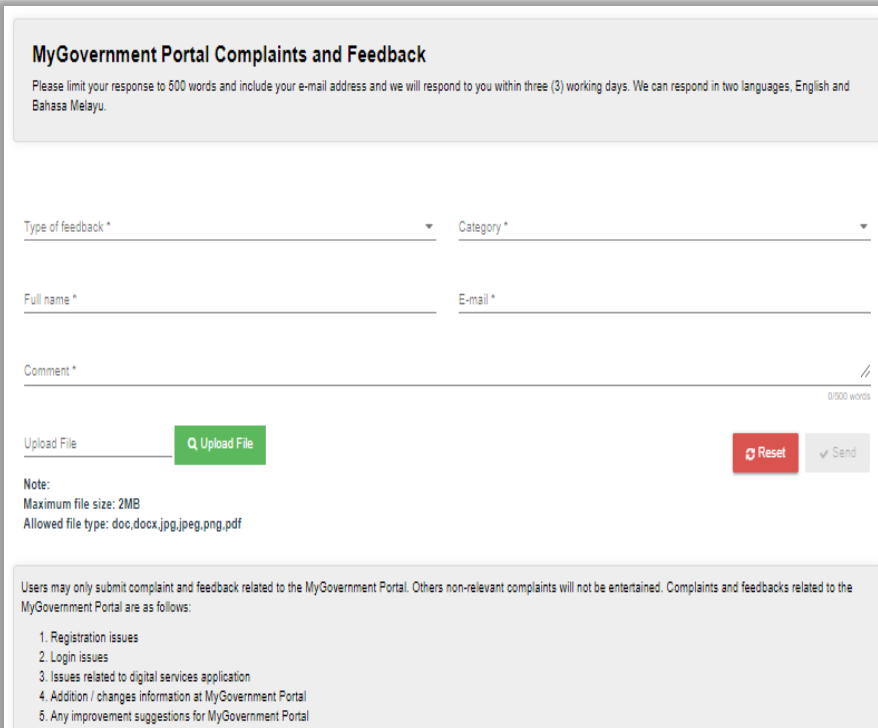


	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 126	



a. Complaints & Feedback

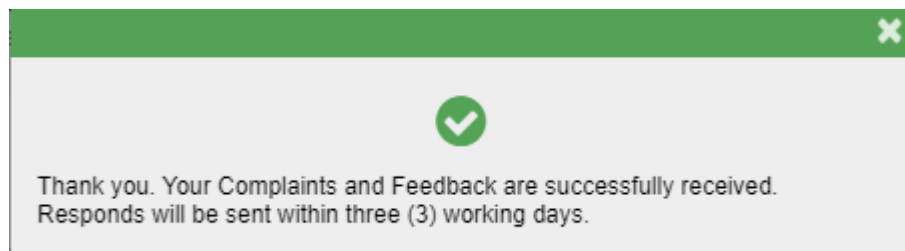


i. Click on **[MyGovernment Portal Complaints and Feedback]**.





- ii. Select the **Type of Feedback** and **Category** via the dropdown menu.
- iii. Enter your **Full Name**, **E-mail Address**, **Comments**, and **Attachment(s)** (if applicable any).
- iv. Click **[Reset]** to fill in the feedback form again; or
- v. Click **[Submit]** to proceed

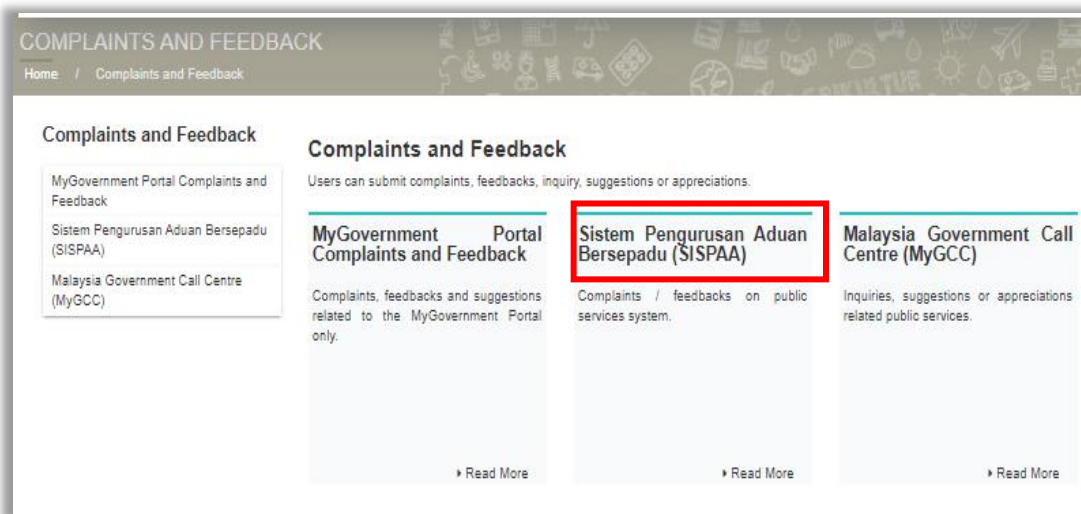
	Tajuk Dokumen:User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 127	



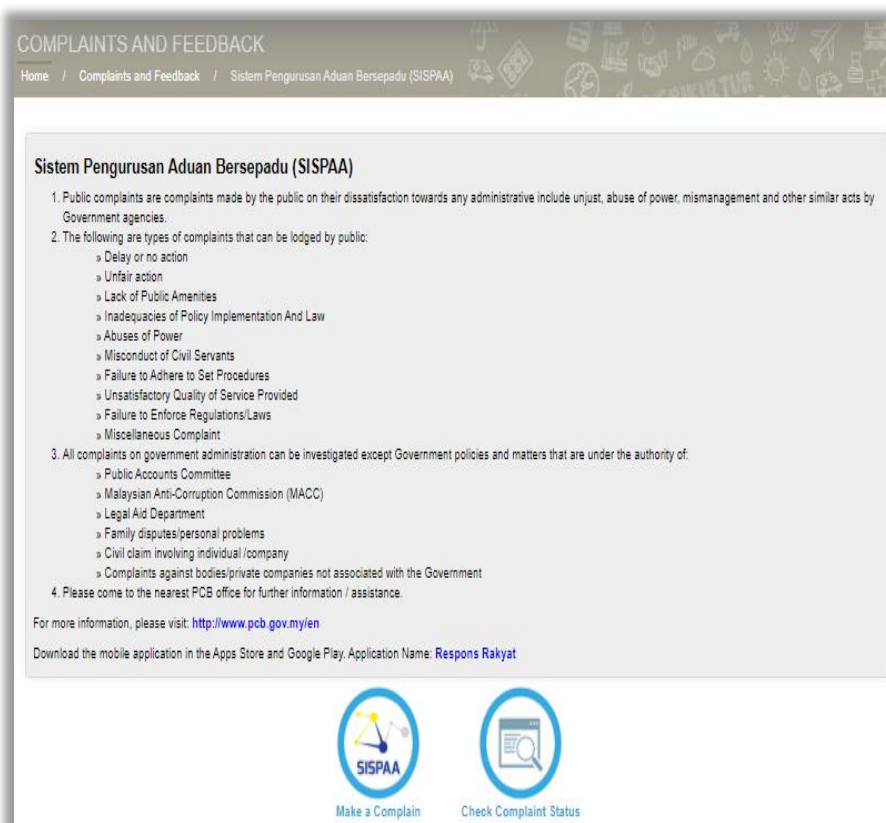
Note: The fields marked (*) are mandatory.



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 128	



b. Integrated Complaints Management System (SISPAA)



i. Click on **[Sistem Pengurusan Aduan Bersepadu (SISPAA)]**.



- ii. Click on  to lodge a complaint or
- iii. Click on  to review the status of your complaint.



	Tajuk Dokumen: User Manual – Portal MyGovernment				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 129	

c. Malaysia Government Call Centre (MyGCC)

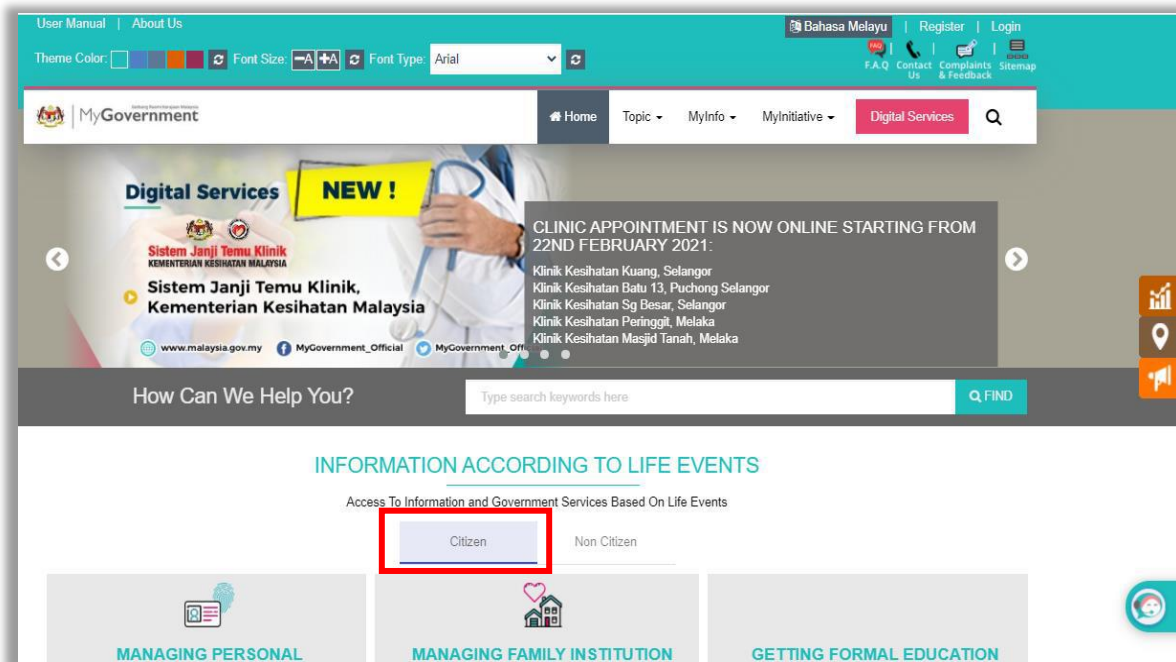


- i. Click on **[Malaysian Government Call Centre (MyGCC)]**. The call centre's contact information and operating hours will be displayed.

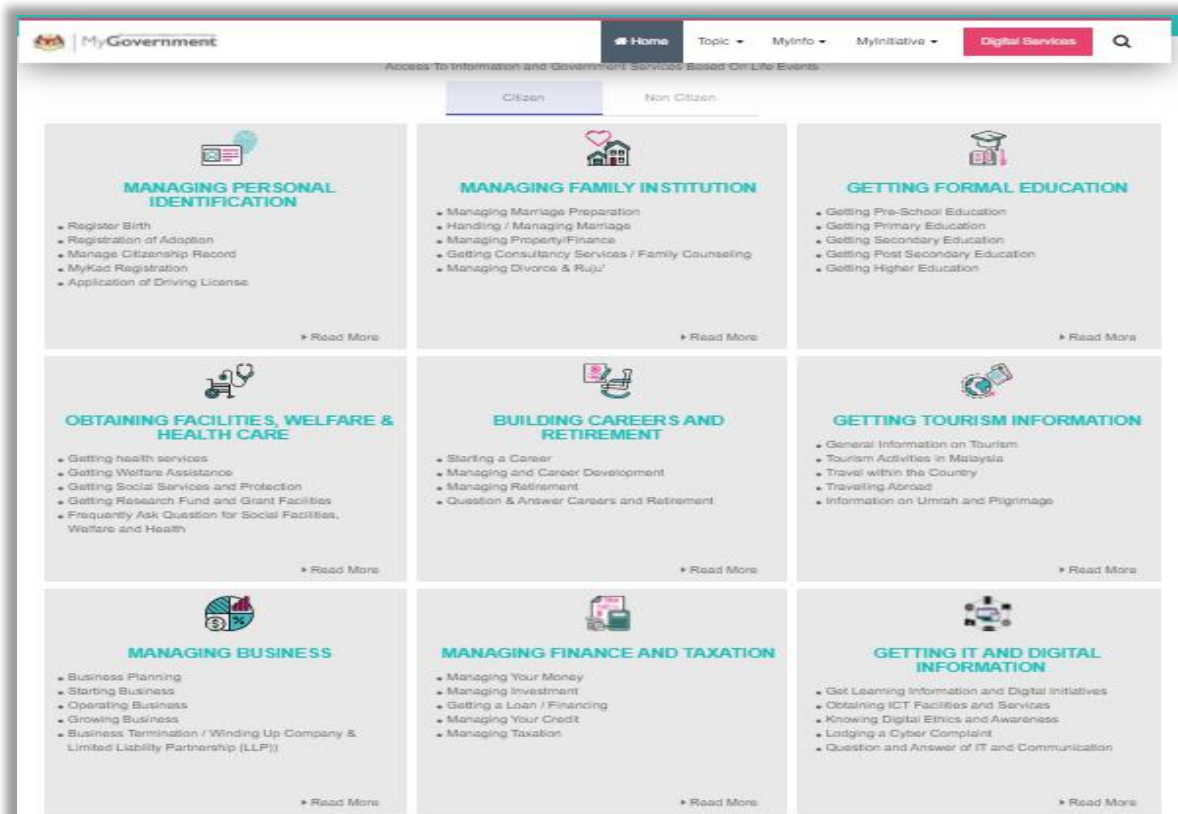


	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 130	



6.5 Life Event Articles for Malaysian Citizens



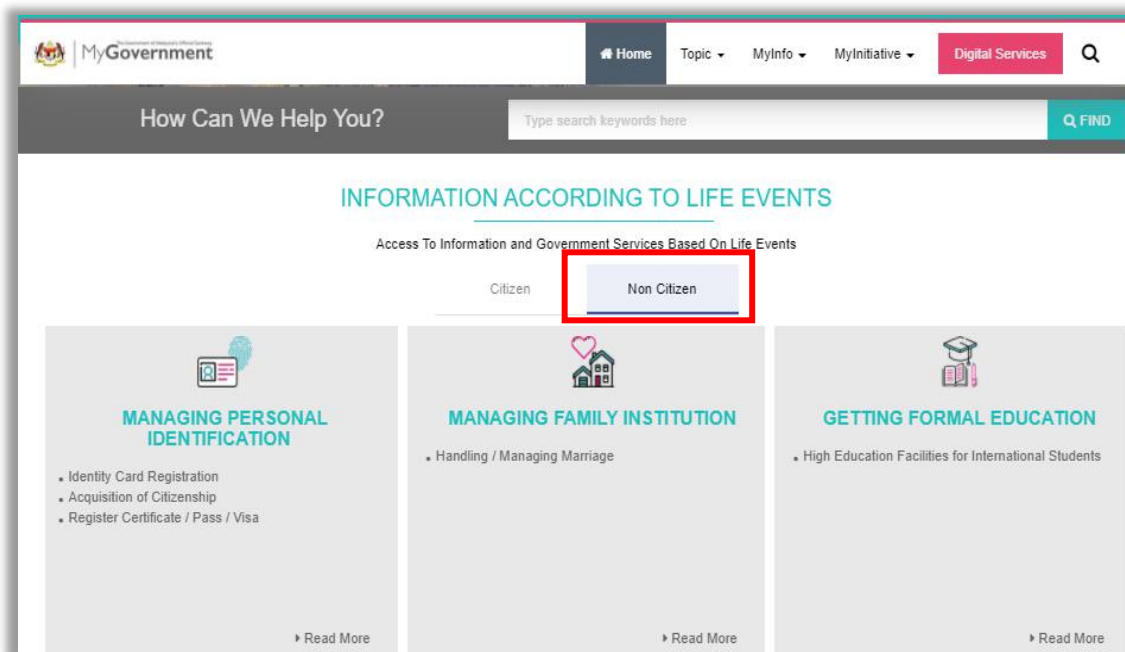
- Click on **[Citizen]** on the Main Page.



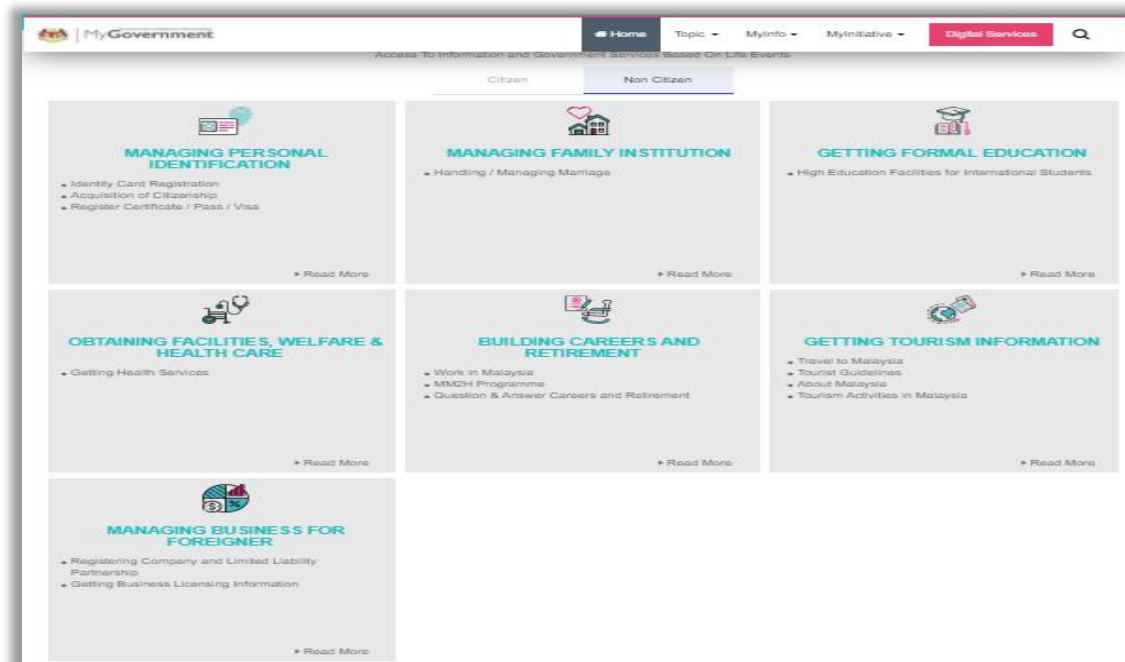
Articles pertaining to *Life Events* will be displayed.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 131	



6.6 Life Event Articles for Non-Malaysian Citizens



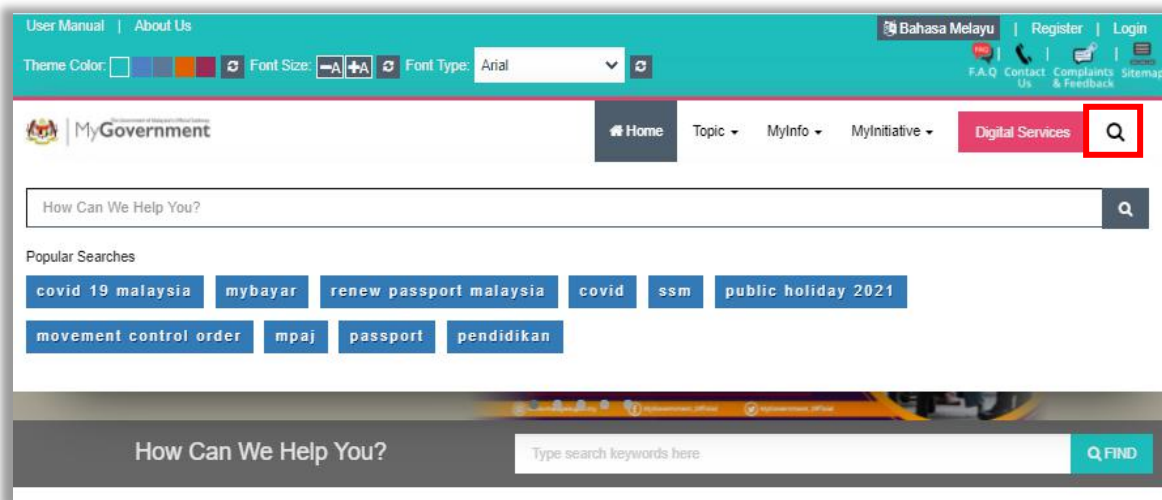
- Click on **[Non-Citizen]** on the **Main Page**.





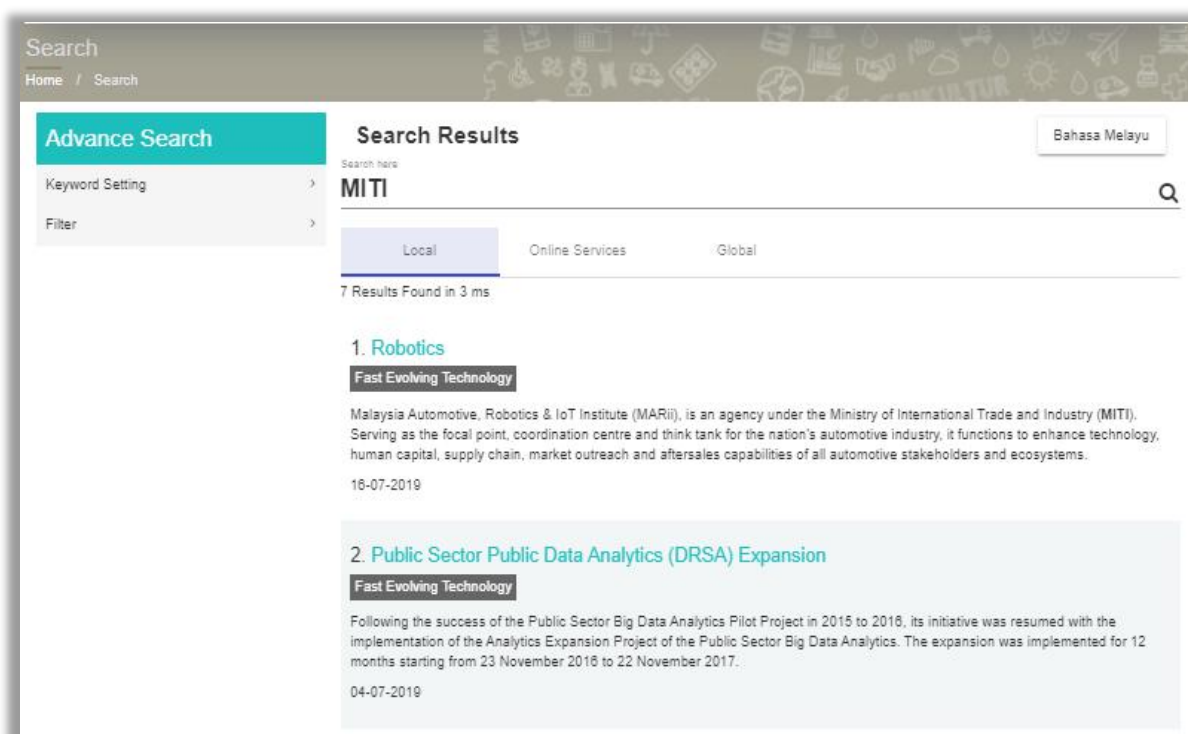
Articles pertaining to *Life Events* will displayed.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 132	



6.7 Keyword Search (Main Page)



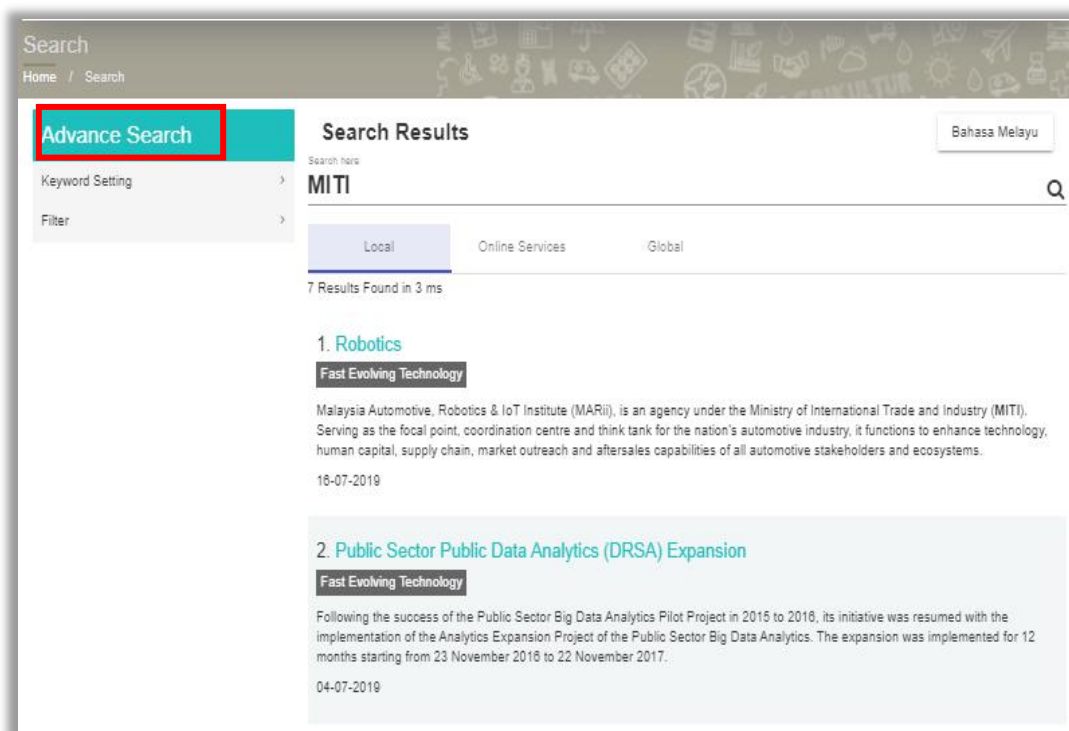
- Click on  icon on the **Main Page**;
- Enter your keyword in the **How Can We Help You?** Search bar.
- Click on  to execute your search. Your **Search Results** will be displayed as follows



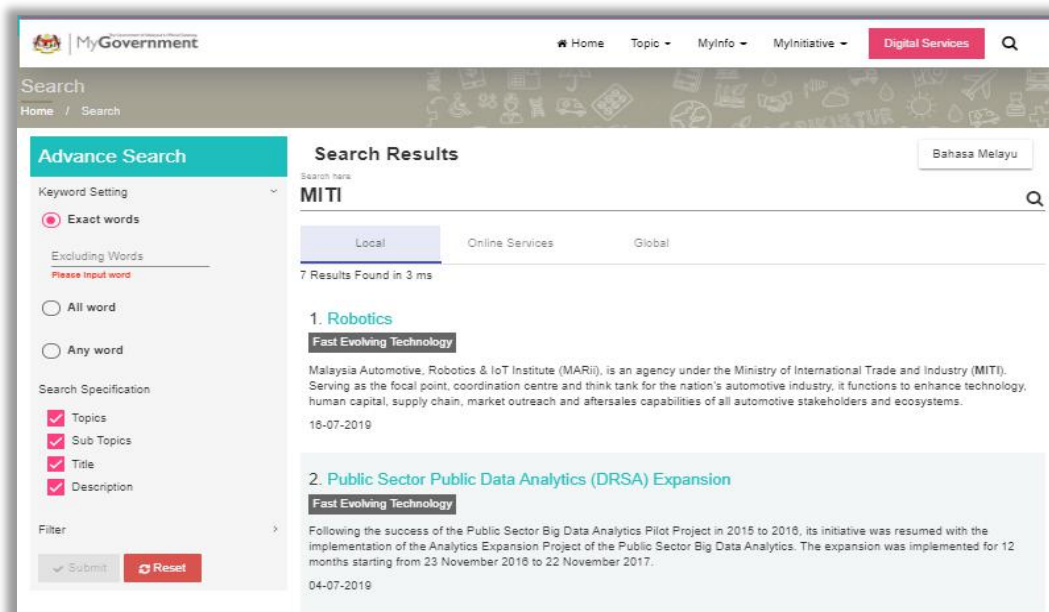
.Note: The search results will automatically display internal search information.



	Tajuk Dokumen: User Manual – Portal MyGovernment				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 133	

6.8 Advance Search Options

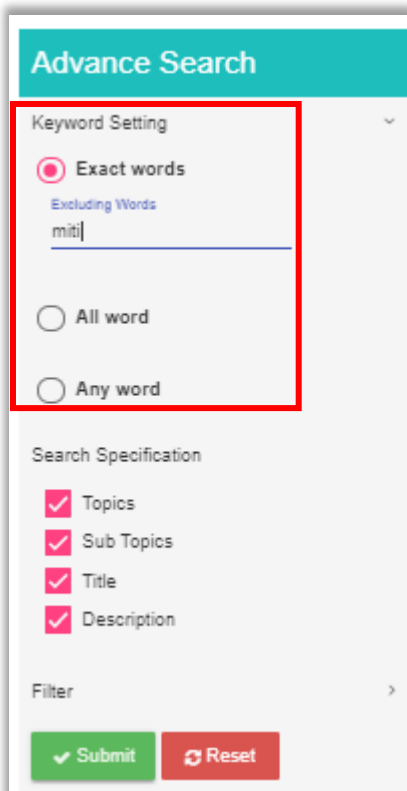


- Repeat steps (i) to (iii) as outlined in section **6.7 Keywords Search (Main Page)**.
- Click on the **Keyword Settings** dropdown menu to set your **Search Specifications** and **Filters**.



	Tajuk Dokumen: User Manual – Portal MyGovernment				 <small>BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI</small>
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 134	

- iii. Use Keyword Settings to find results containing or excluding entire or parts of words.



Advance Search

Keyword Setting

☒ Exact words

Excluding Words
miti

☐ All word

☐ Any word

Search Specification

☒ Topics



☒ Sub Topics

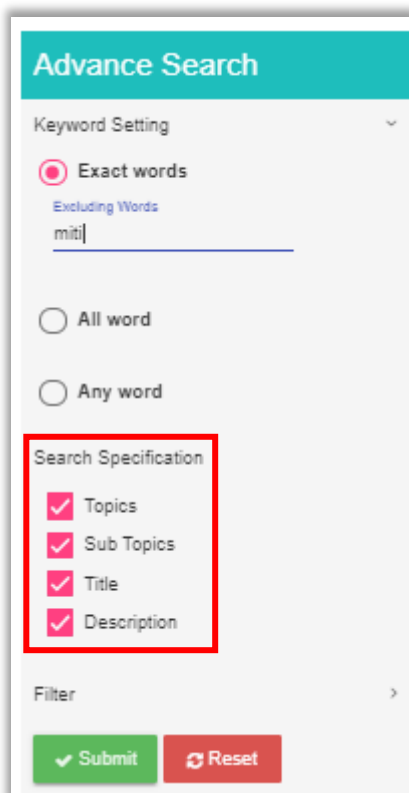
☒ Title

☒ Description

Filter

- iv. Use the Search Specifications section to only select topics, subtopics, titles, and/or descriptions that contain your keywords.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 135	



Advance Search

Keyword Setting

☒ Exact words

Excluding Words
miti

☐ All word

☐ Any word

Search Specification

☒ Topics



☒ Sub Topics

☒ Title

☒ Description

Filter

- v. Use the Filter to screen search results based on Publication Month, Author, Topic, and/or Subtopic.
- vi. Click **[Submit]** to execute the search or
- vii. Click **[Reset]** to re-enter your advance search settings.

	Tajuk Dokumen:User Manual – Portal MyGovernment			 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	

Advance Search

Keyword Setting

☒ Exact words

Excluding Words

MITI

☐ All word

☐ Any word

Search Specification

☐ Topics

☐ Sub Topics

☒ Title

☐ Description

Filter



Month Published

☐ July 2019 (5)

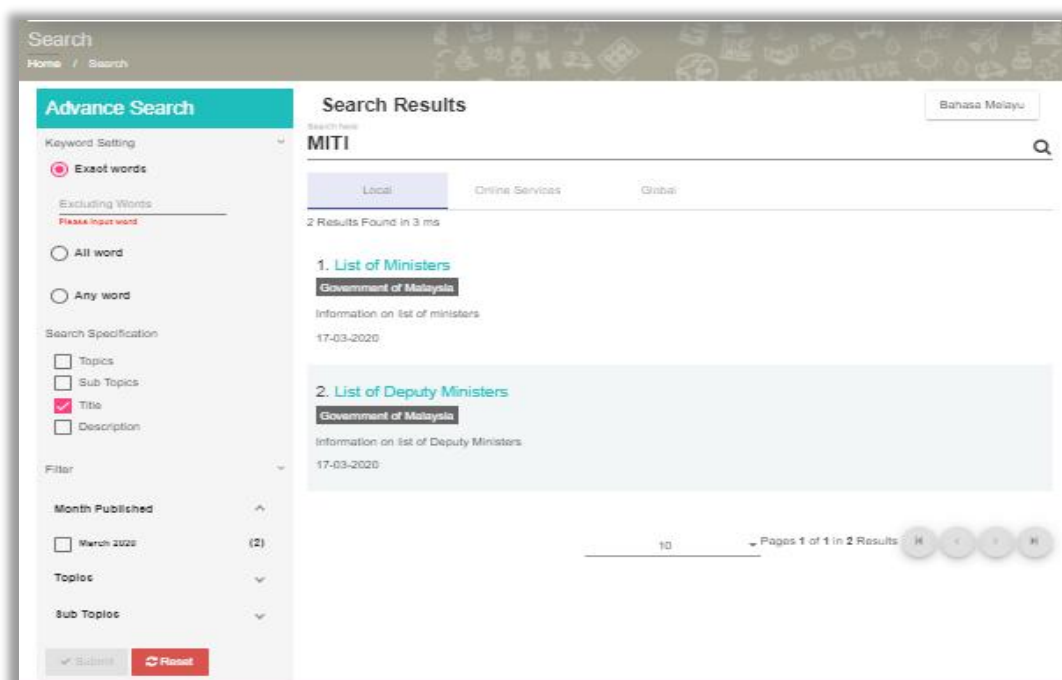
☒ March 2020 (2)

Topics

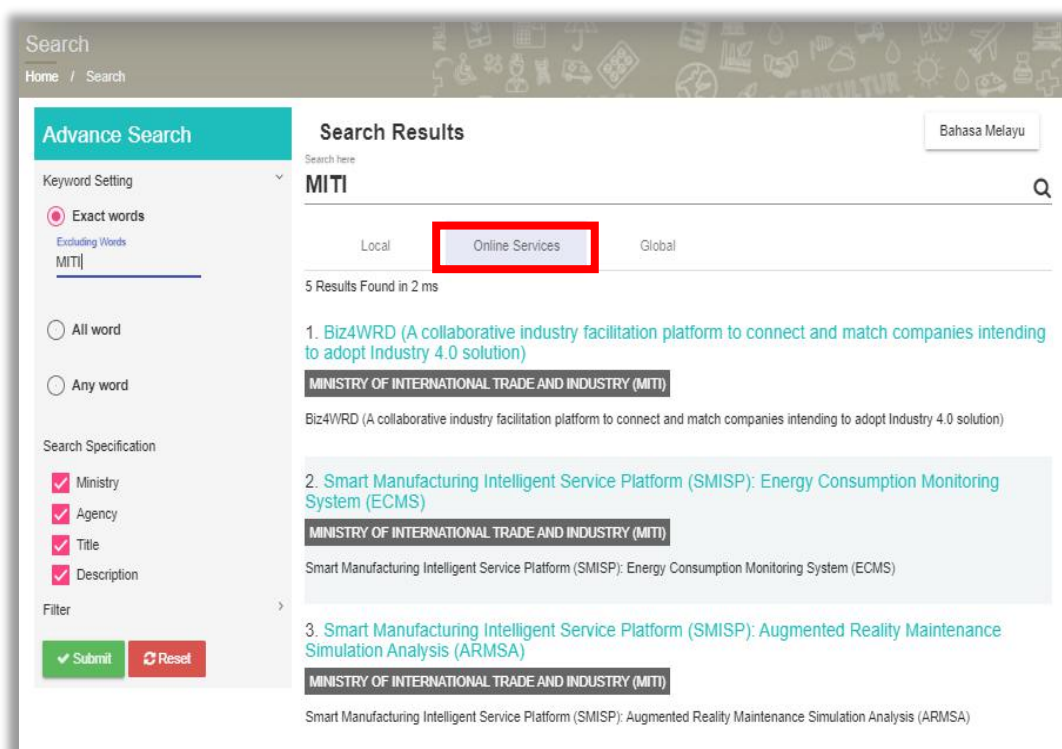
Sub Topics



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 137	

- viii. A list of results that match your search parameters will be displayed.

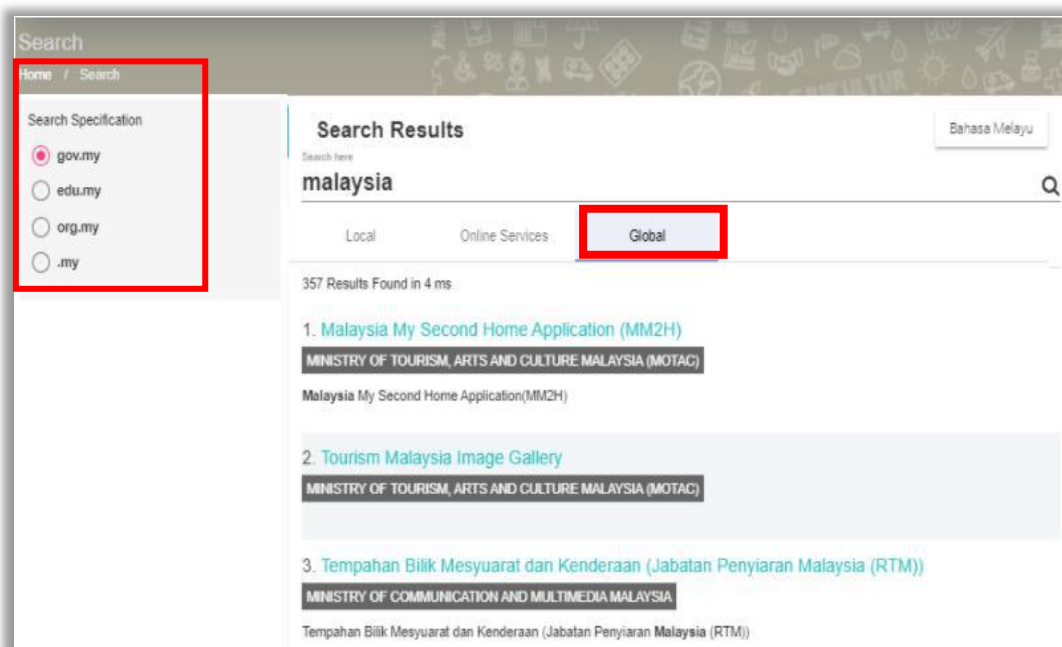




- ix. Click on the **Online Services** tab to view the online services available for your search or



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 138	

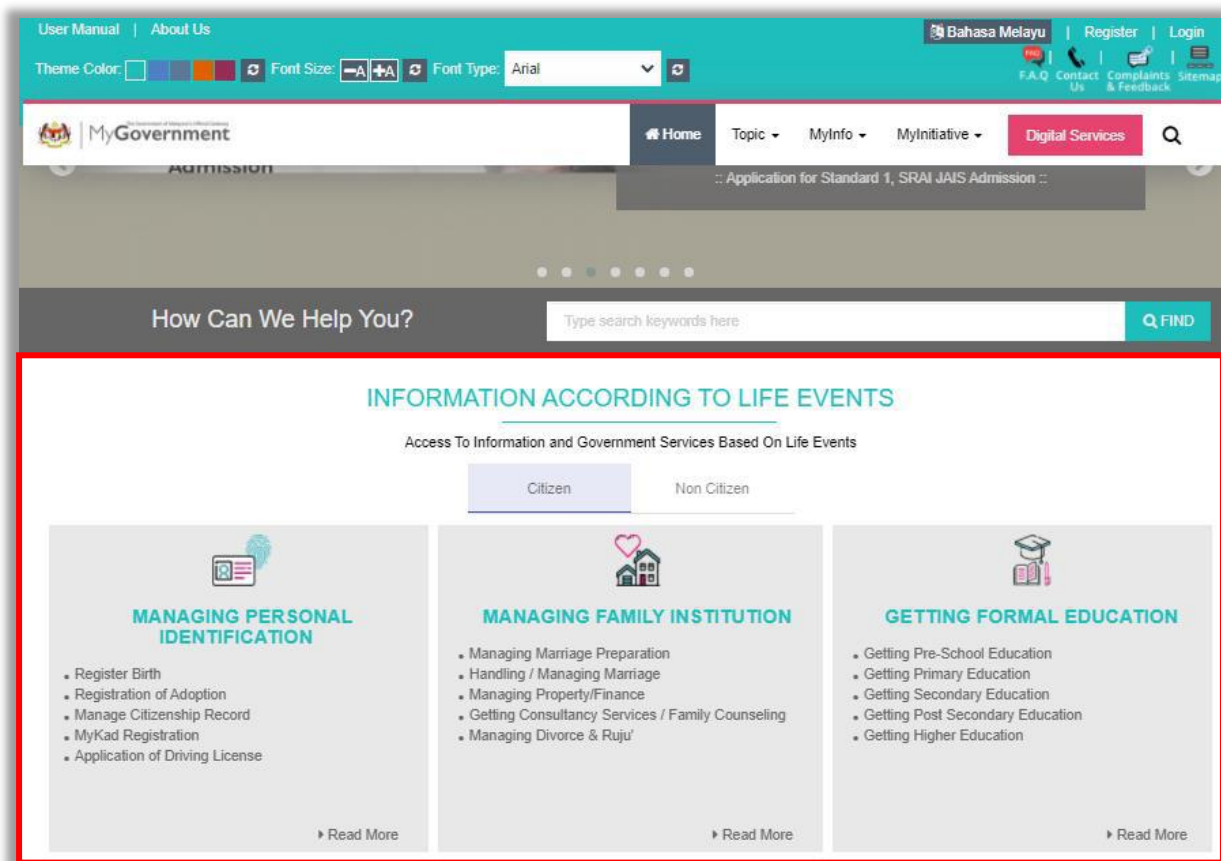
- x. Click on the **Global** tab to display search results.
- xi. Select **Search Specifications** to display more detailed search results.





	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 139	

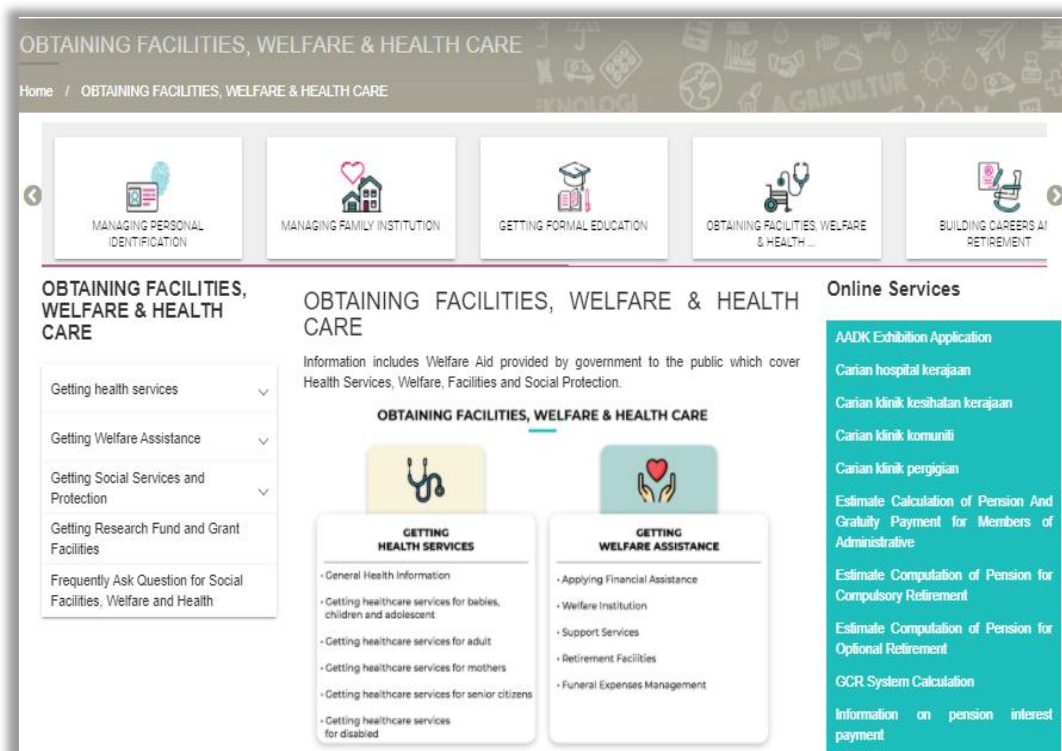
6.9 Rate Life Event Articles (e-Rating)

For improvement purposes, users are encouraged to rate the **Life Event Articles** on the MyGovernment Portal.

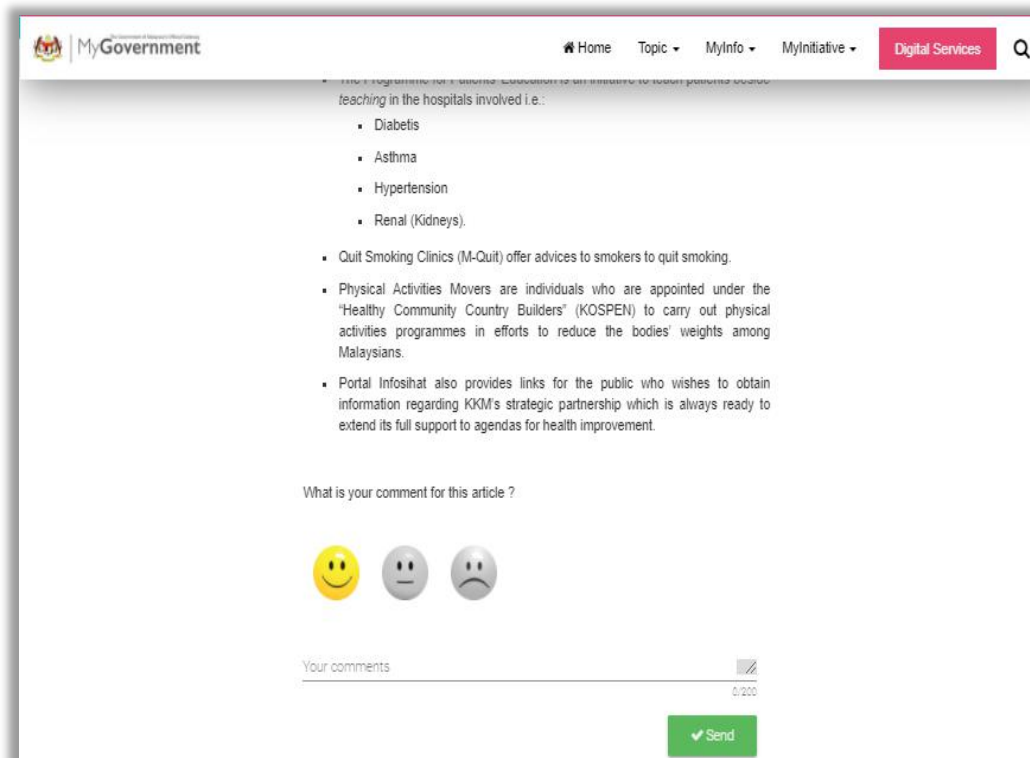




- Go to the **Life Event Articles** section on the Main Page.

	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 140	



- ii. Click on the **Life Event Article** to read it.
- iii. Three **Assessment Icons** will be displayed at the end of the Life Event Article.



	Tajuk Dokumen: User Manual – Portal MyGovernment				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21015	Versi: A	Muka surat: 141	

- iv. Click on the icon that best describes your feelings.
- v. Enter a comment (if applicable).
- vi. Click **[Send]**.
- vii. You have now successfully submitted your Life Event Article e-Rating.

