



GERBANG PERKHIDMATAN DALAM TALIAN KERAJAAN (GOS GATEWAY)



User Manual

Identity Verification Through myIDENTITY





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

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	Tajuk Dokumen: User Manual – <i>Identity Verification Through myIDENTITY</i>			 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20097	Versi: A	
			Muka surat: 1	

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1. Introduction

Identity Verification through myIDENTITY is one of the identity verification methods verified by JPN. This user identity verification is used for access to several services on the MyDashboard of Portal MyGovernment where data sharing with several relevant agencies requires user identity verification at a more secure level of security i.e. LoA3 (Level of Assurance 3) and/or above.

1.1 Purpose of User Manual

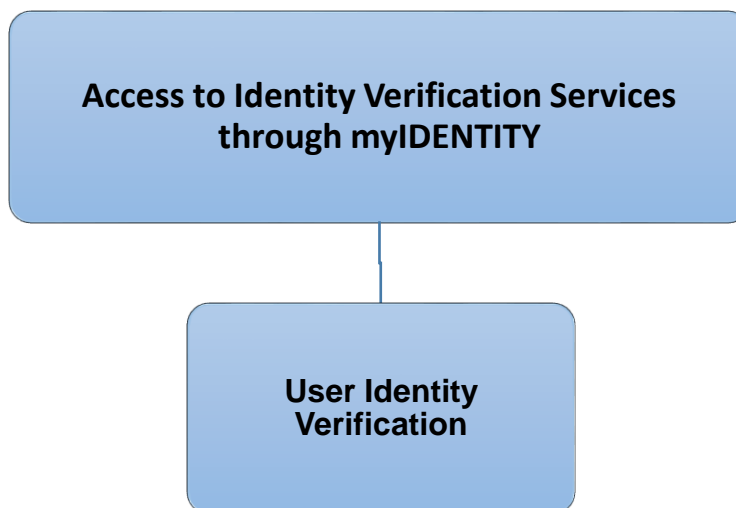
This manual was developed as a guideline and reference for user to understand the identity verification flow.



1.2 User Category

No	User Category	Description
1.	User	Only for Citizen



1.3 User Manual Structure

User manual structure as follows:



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Para	Topic	Description
2.0	Access to Identity Verification Services through myIDENTITY	Some services require ID verification through myIDENTITY.
2.1	User Identity verification	Verify the user's ID that has been registered through myIDENTITY.

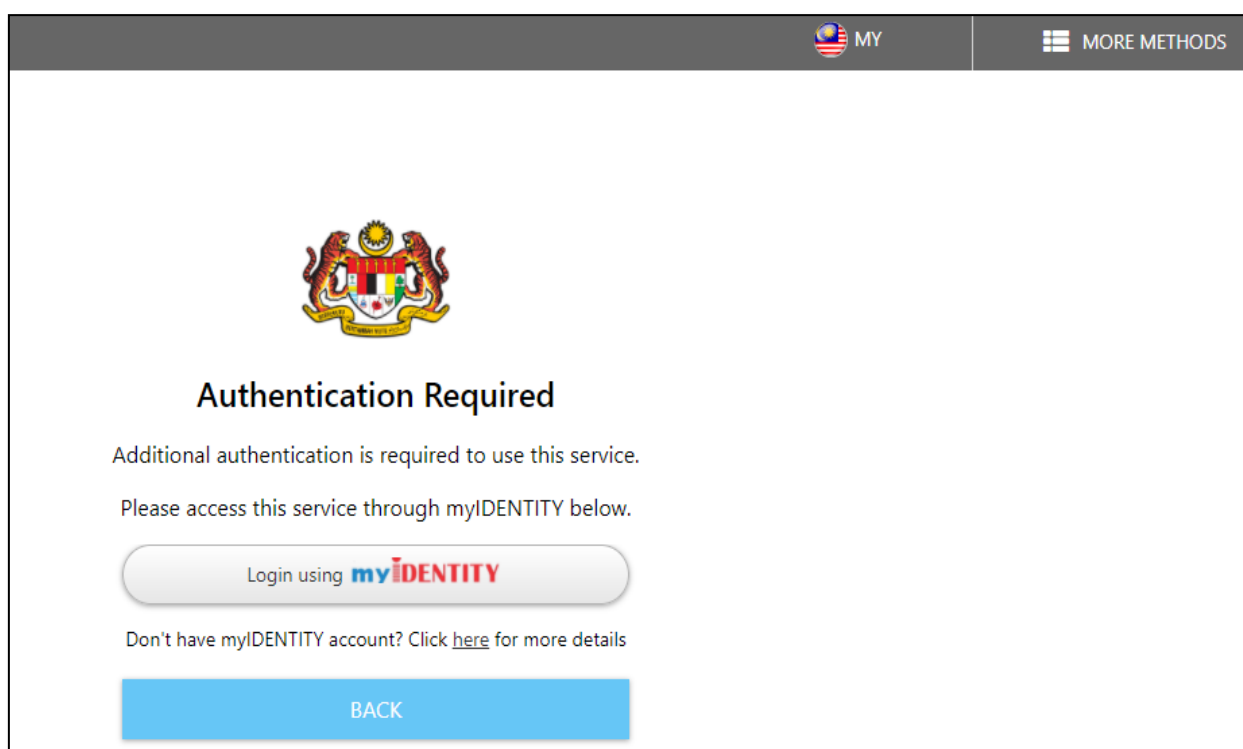
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2. Access to Identity Verification Services Through myIDENTITY



Some services in Portal MyGovernment are requires myIDENTITY ID verification to access the user information. The identified services will only be displayed if the user ID has been registered and verified by the JPN.

2.1 User Identity Verification

- i. To access any identified services in Portal MyGovernment need identity verification, the screen will be displayed as follows:



- ii. Click  to go to previous page.

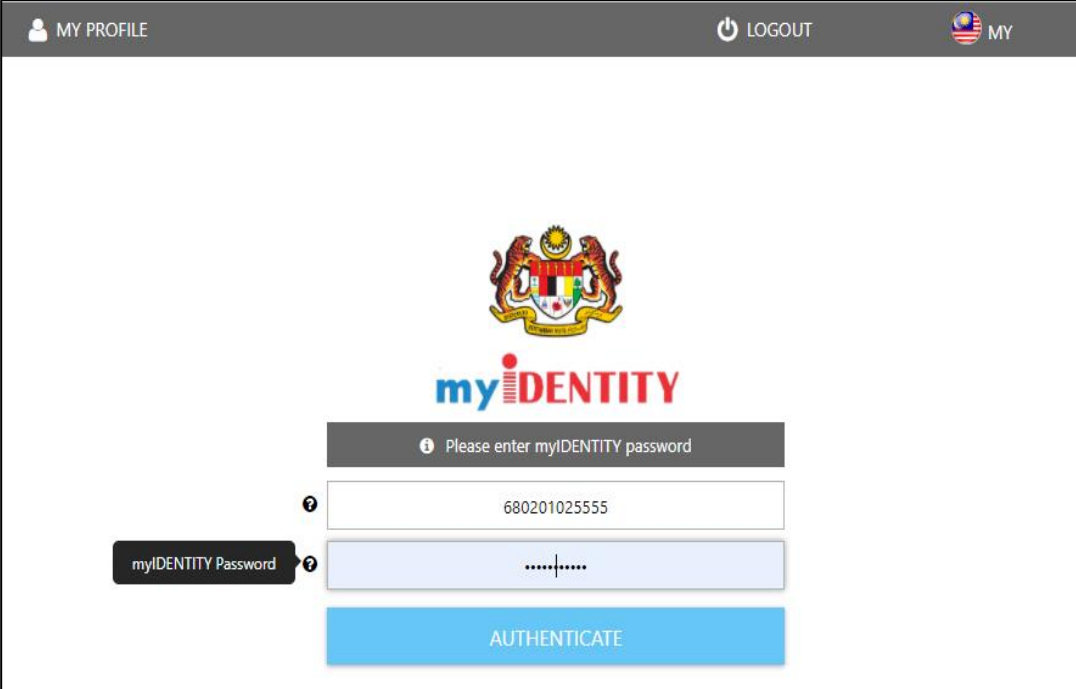
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A. Unverified myIDENTITY ID

i. If the user has obtained myIDENTITY ID, click

Login using **myIDENTITY**



ii. The screen display as follows:

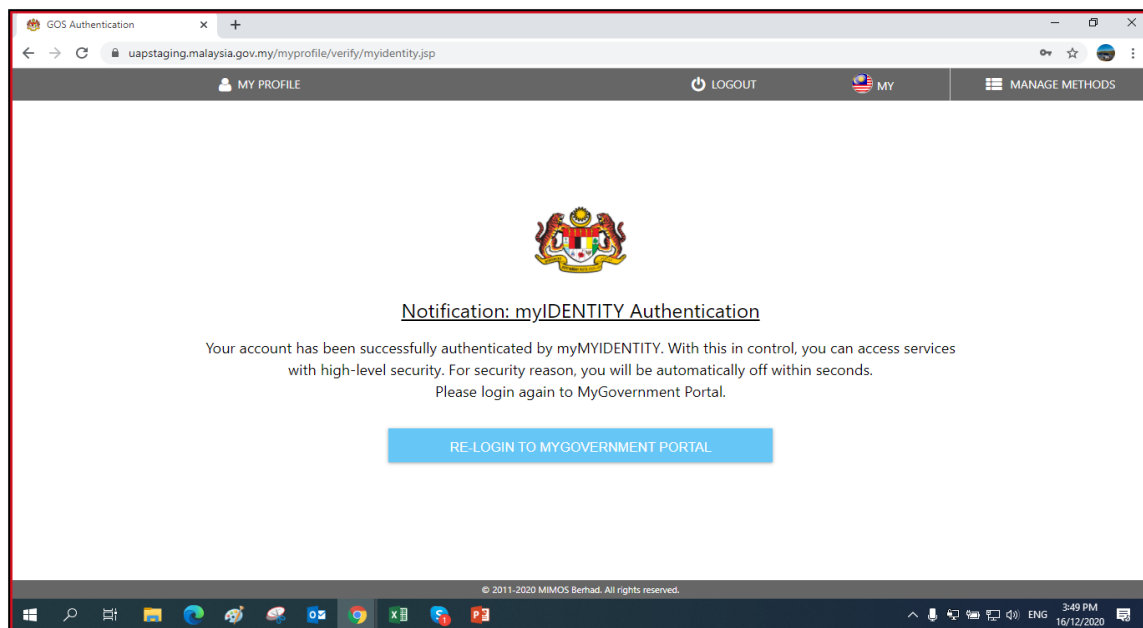


iii. Key-in password and click

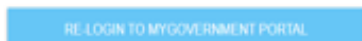
AUTHENTICATE

iv. If the identity successful verified, screen will be displayed as follows:

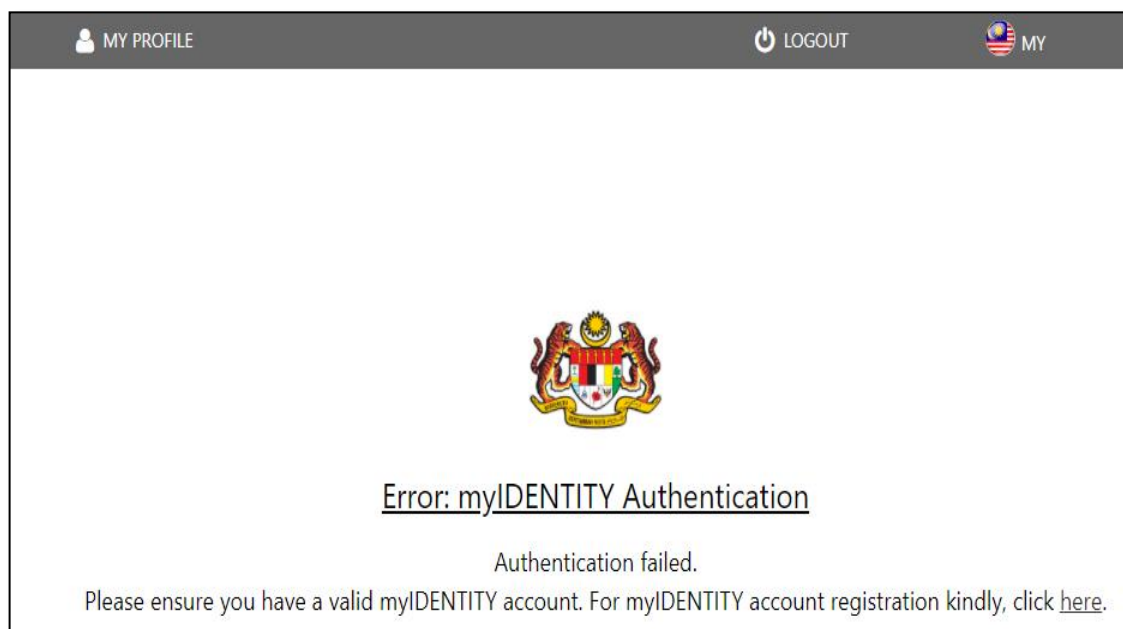
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v. Then, user will be automatically logged out or click



vi. If the ID unsuccessfully verified, the error message as following is displayed:



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B. Users With No myIDENTITY ID

- i. If user does not have myIDENTITY ID, click [here](#).

Don't have myIDENTITY account? Click [here](#) for more details

- ii. Screen will be displayed as follows:



The screenshot displays the 'Pendaftaran Baru' (New Registration) page on the myIDENTITY portal. The page features a large banner titled 'PENDAFTARAN PENGGUNA DALAM TALIAN MYIDENTITY' with a 6-step process:

- 1** Sila hadir ke mana-mana Kaunter Agensi Kerajaan untuk pengesahan myIDENTITY dengan membawa Kad Pengenalan anda.
- 2** Pengesahan cap jari anda akan diambil semasa Proses Pengesahan Pengguna Dalam Talian myIDENTITY.
- 3** Nombor PIN. Selepas Pengesahan Cap Jari berjaya, anda akan menerima Nombor PIN melalui e-mel atau SMS (jika melanggan SMS myIDENTITY).
- 4** Sila layari www.myidentity.gov.my
- 5** Klik Log Masuk Kali Pertama dengan menggunakan Nombor Kad Pengenalan dan Nombor PIN yang diterima. Anda akan diminta untuk mewujudkan Kata Laluan sendiri.
- 6** Anda boleh Log Masuk dengan menggunakan Kata Laluan anda.

The page also includes a 'TAHNAH !!!' (Congratulations!!!) message at the bottom, stating: 'Anda telah berjaya mendaftar sebagai Pengguna Dalam Talian myIDENTITY. Gunakan kemudahan ini untuk menyemak dan mengemaskini maklumat perhubungan anda secara Dalam Talian.'