



# **GERBANG PERKHIDMATAN DALAM TALIAN KERAJAAN (GOS GATEWAY)**

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## **User Manual**

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## **User Account Management**

**Version 1.1**



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

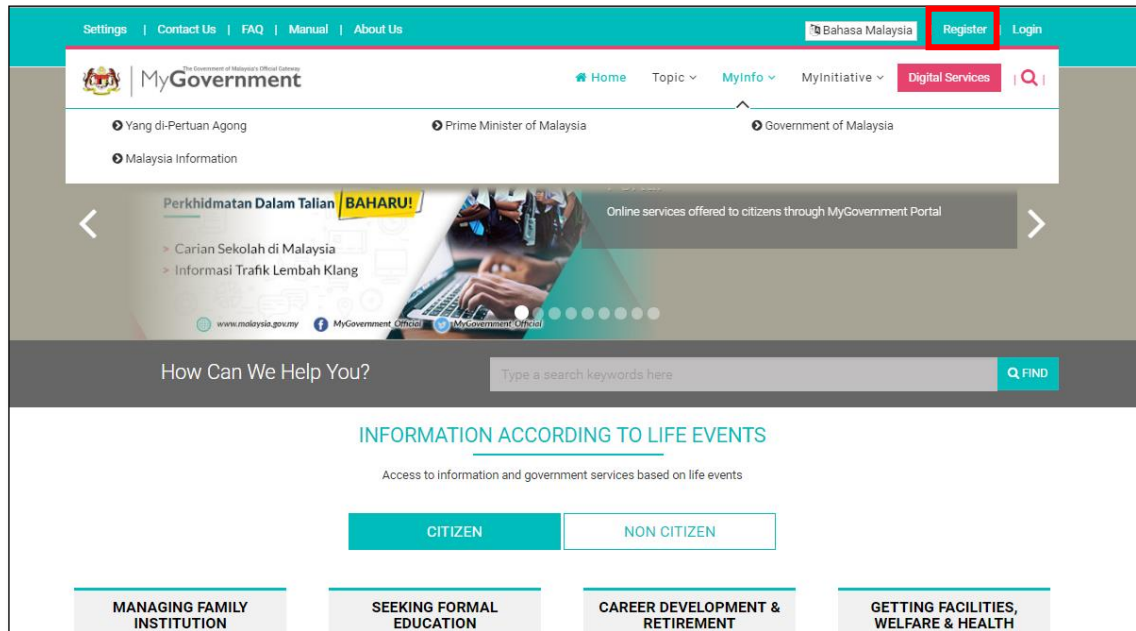
**AUGUST 2018**

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## 1. USER ACCOUNT MANAGEMENT

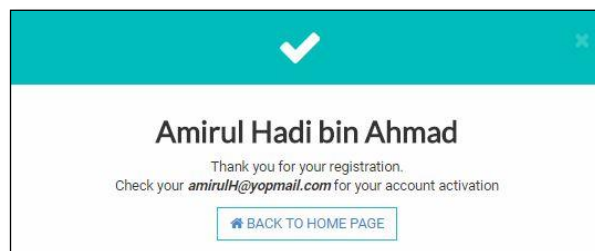
### 1.1 New User Registration (Citizen)



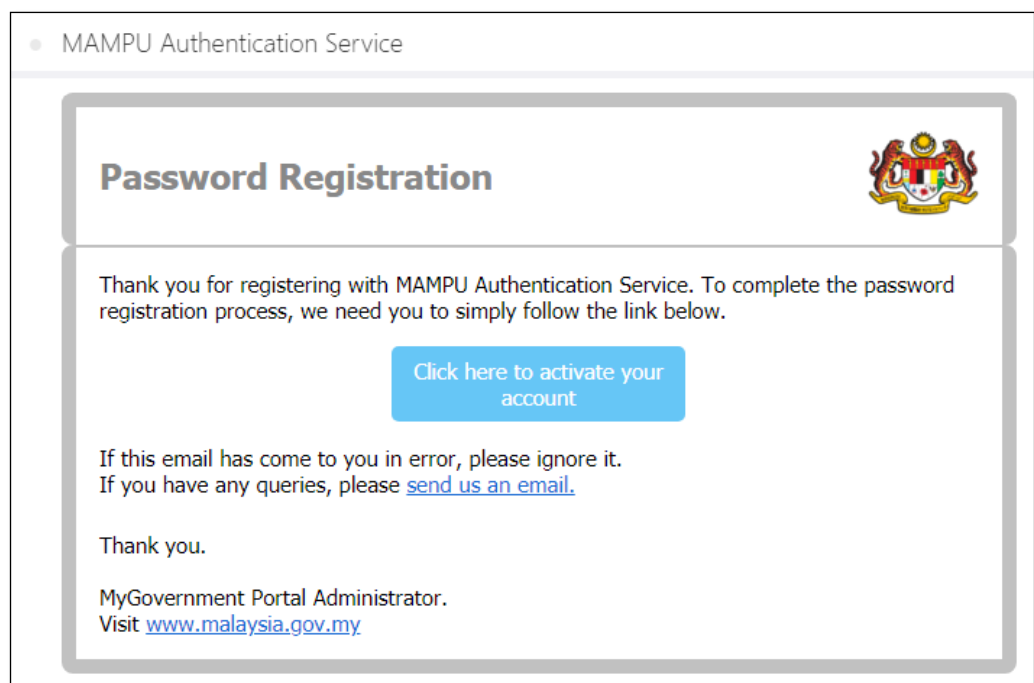
- i. Click Register on Home page, the screen will appear as follows:-

- ii. Click on Citizen;

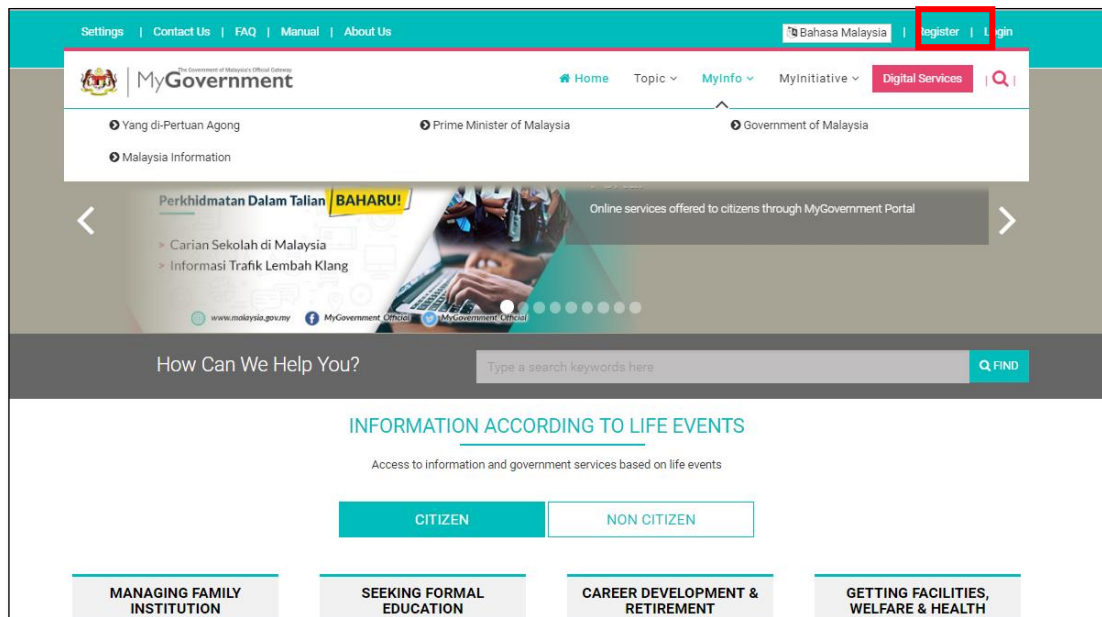
- iii. Enter Identification card number, User name, Email and Telephone;
- iv. Enter verification text;
- v. Click [SUMBIT], screen will appear as follows:-



- vi. Click [BACK TO HOME PAGE]. Activation Account Email will send to registered email address. Example of the Activation Account Email as follows:-



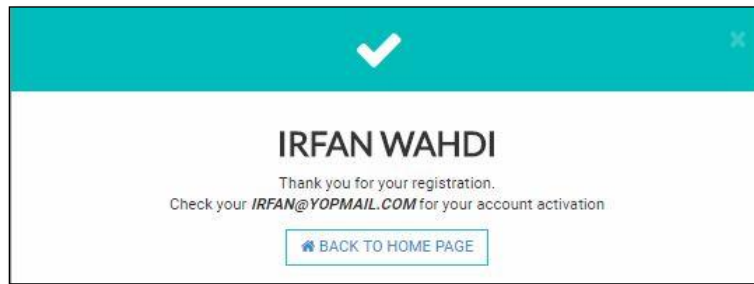
## 1.2 New User Registration (Non-Citizen)



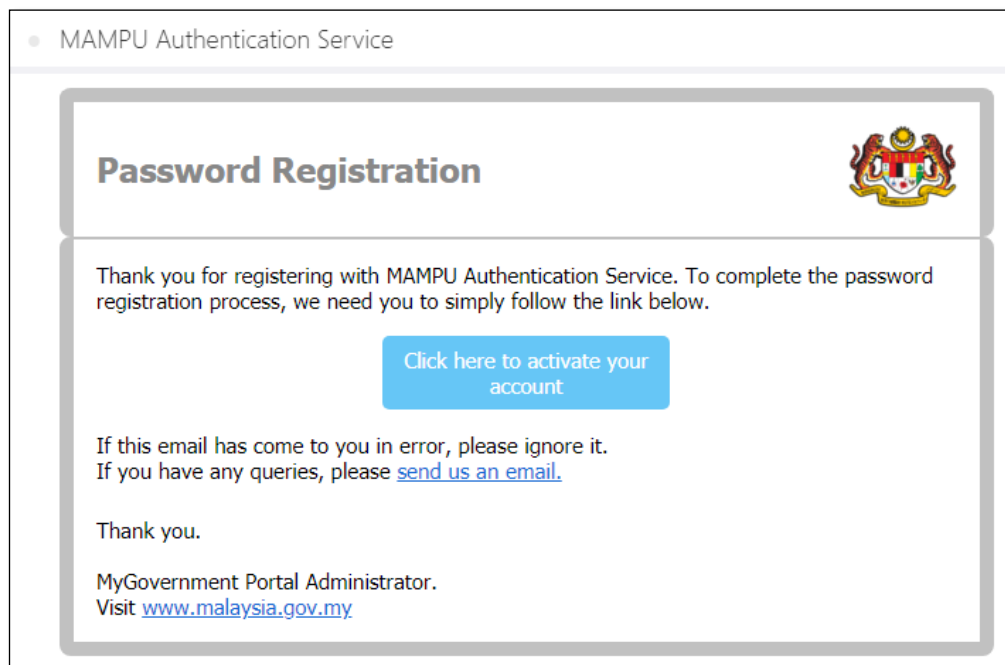
- i. Click Register on Home page, screen will appear as follows:-

- ii. Click on Non Citizen;
- iii. Choose Country from dropdown list;
- iv. Enter Passport Number, Full Name, Email and Telephone;

- v. Enter verification text;
- vi. Click [Submit], screen will appear as follows:-

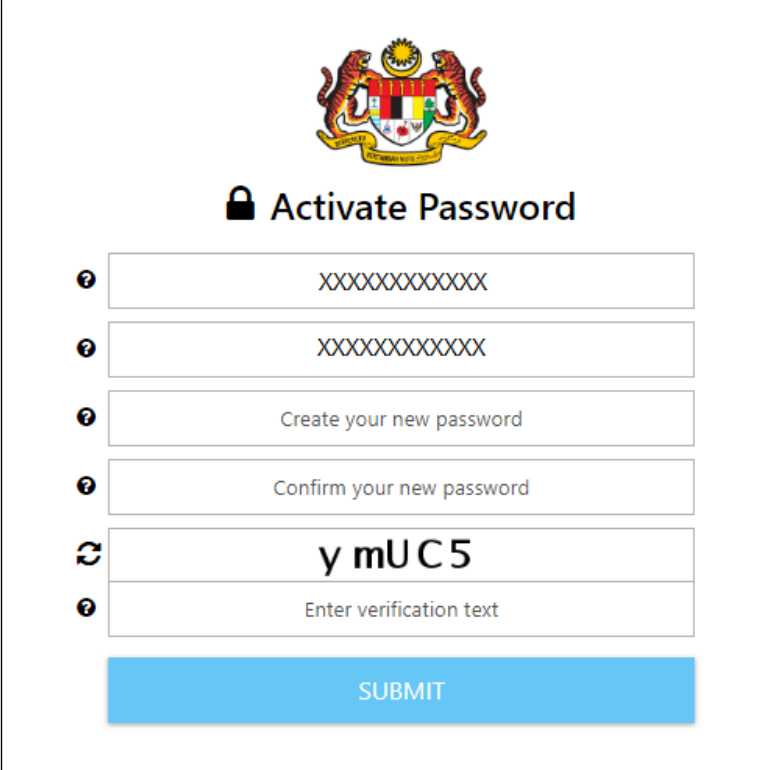



- vii. Click [BACK TO HOMEPAGE]. Activation Account Email will send to registered email address. Example of the Activation Account Email as follows:-



### 1.3 Account Activation

- i. Check inbox on the registered email. Click on the link provided, the following screen will be displayed as follows:-





**Activate Password**

?

XXXXXXXXXXXX

?

XXXXXXXXXXXX

?

Create your new password

?

Confirm your new password

↻

y mUC5

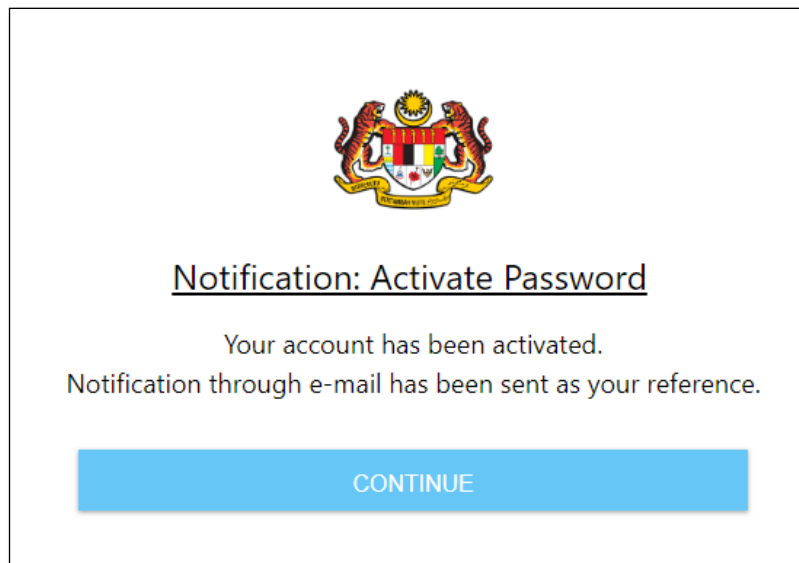
?

Enter verification text

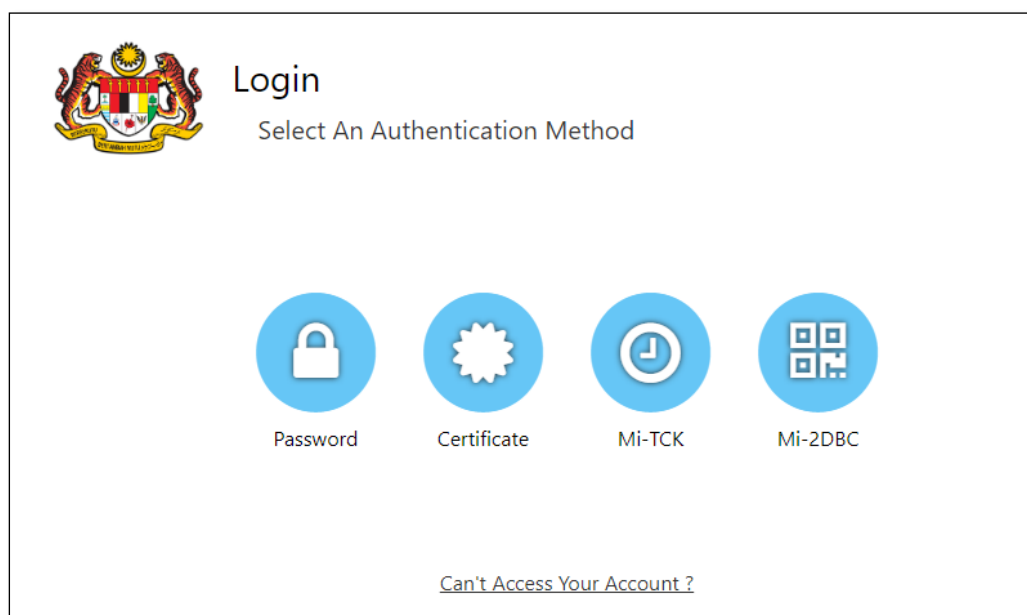
**SUBMIT**

Notes:

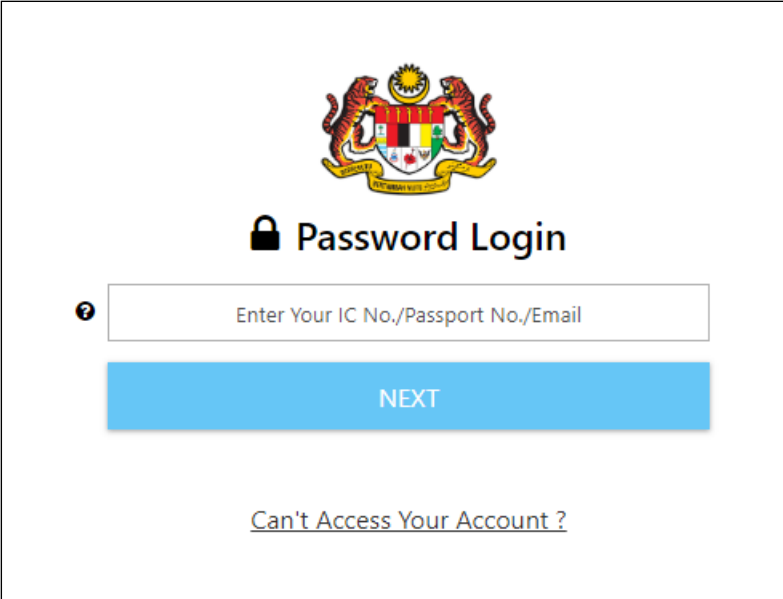
- 1) For Non-Citizen Registration:
    - a. Passport No. will be displayed automatically;
    - b. Two (2) digit code in accordance with the state option will be added to the prefix Passport No. registered; and
  - 2) The number displayed will be used as User ID when logging in.
- ii. Create new password and retype to confirm the password;  
 Note: 1) Password must be at least 8 characters long and limited to 20 characters, including numbers, uppercase and lowercase letters.
  - iii. Copy verification texts displayed;  
 Note: Verification text is case-sensitive with no space.
  - iv. Click [SUBMIT], screen will appear as follows:-





- v. Click [CONTINUE], screen will appear as follows:-




- vi. Click [Password], screen will appear as follows:-





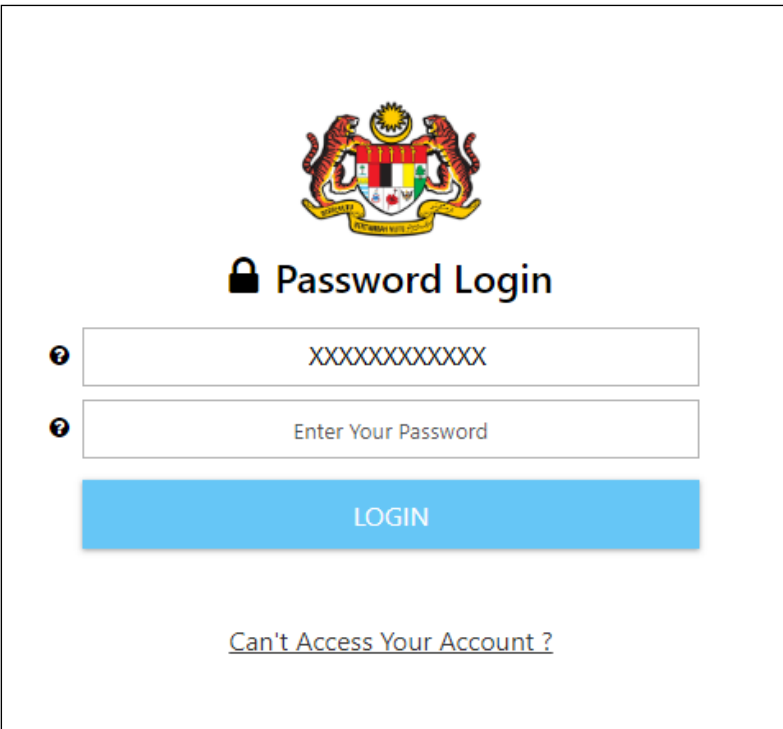
 **Password Login**





**NEXT**


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


- vii. Enter Identification Card No.; or Passport; or Email;
- viii. Click [NEXT], screen will appear as follows:-





 **Password Login**





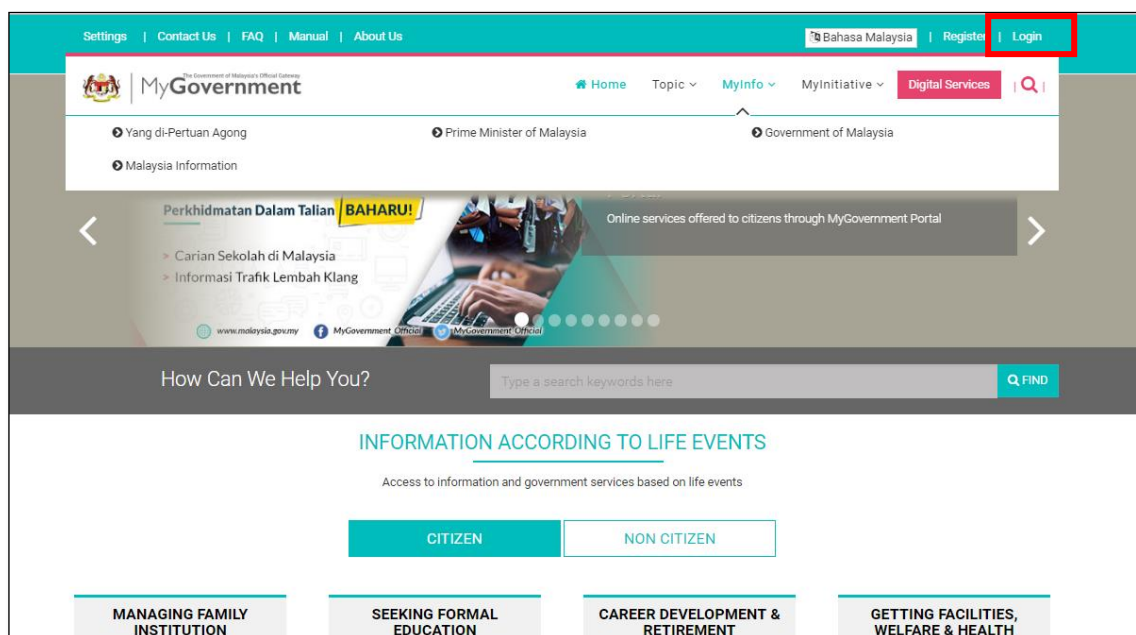
**LOGIN**

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

- ix. Enter password;
- x. Click [LOGIN], screen will appear as follows:-



## 1.4 Log In



- i. Click Login link on Home page, screen will appear as follows:-





 **Password Login**



**NEXT**

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

- ii. Enter User Name or Identification Card No. or Email;
- iii. Click [NEXT], screen will appear as follows:-





 **Password Login**





**LOGIN**

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

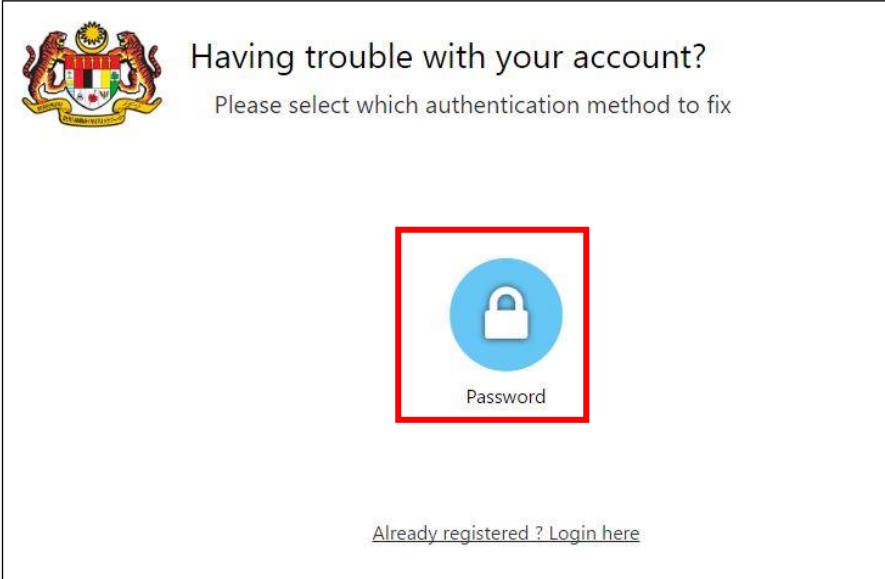
- iv. Enter password;
- v. Click [LOGIN], dashboard will be displayed.

## 1.5 Forgot Password



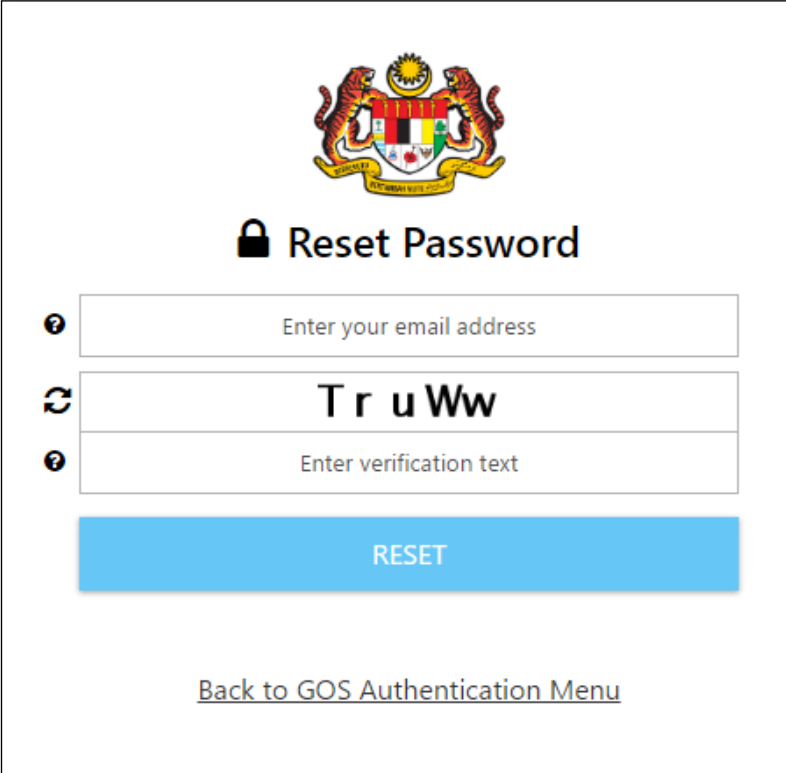
The screenshot shows the 'Password Login' interface. At the top is the Malaysian coat of arms. Below it is the title 'Password Login' with a lock icon. A text input field is labeled 'Enter Your IC No./Passport No./Email' with a question mark icon to its left. Below the input field is a blue 'NEXT' button. At the bottom, a red-bordered box contains the link 'Can't Access Your Account ?'.


- i. Klik Can't Access Your Account? link, screen will appear as follows:-





The screenshot shows the 'Having trouble with your account?' screen. It features the Malaysian coat of arms on the left. The title 'Having trouble with your account?' is followed by the instruction 'Please select which authentication method to fix'. In the center, there is a blue circular button with a white lock icon, labeled 'Password', which is highlighted by a red square. At the bottom, there is a link 'Already registered ? Login here'.


- ii. Click **Password** icon, screen will appear as follows:-






 **Reset Password**







**RESET**

[Back to GOS Authentication Menu](#)

- iii. Enter Email Address and Verification Text;
- iv. Click [RESET], screen will appear as follows:-

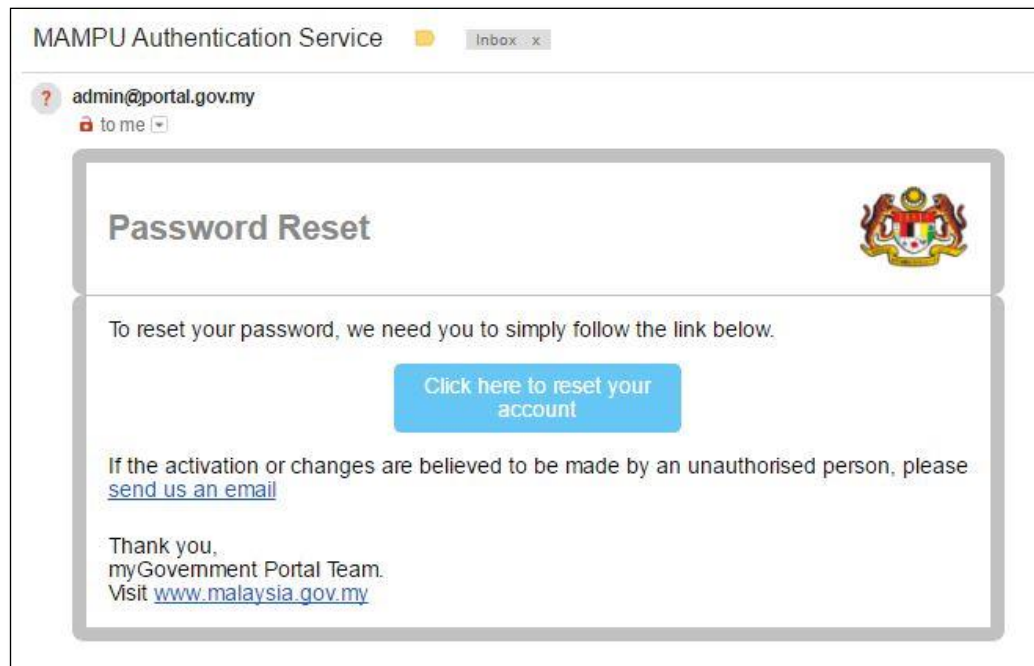




Notification: Reset Password

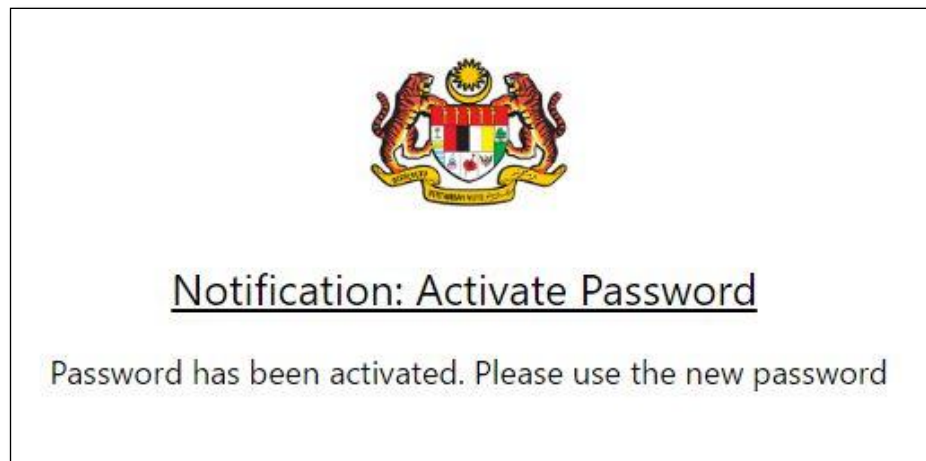
Password reset link has been sent to email angahshaz@gmail.com. Please click on the link in email to complete the reset

- v. Check Inbox on email registered. Example of the Activation Account Email as follows:-

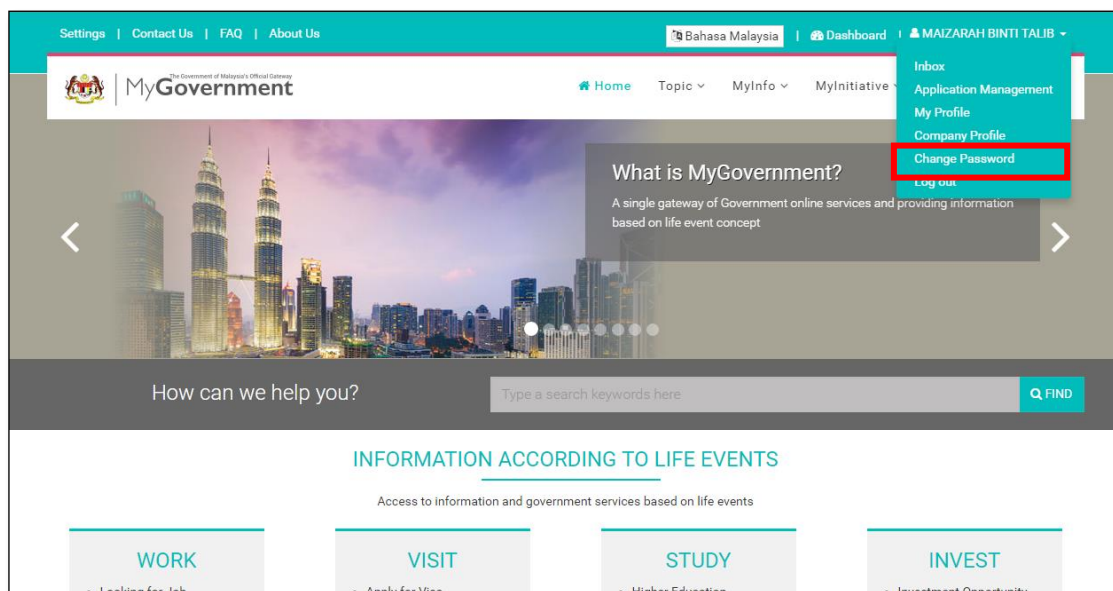


- vi. Click [Click here to reset your account], screen will appear as follows:-

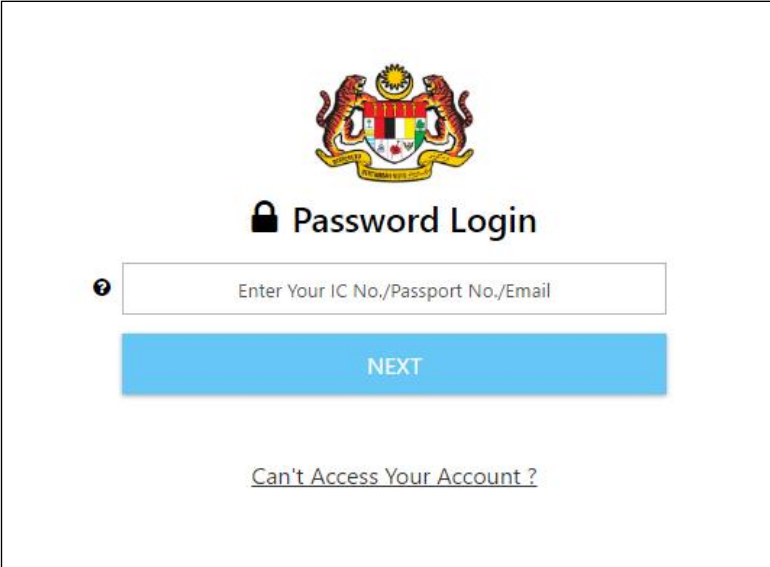
- vii. Enter Password and re-enter Password for confirmation;  
viii. Enter Verification Code;  
ix. Click [SUBMIT], screen will appear as follows:-





## 1.6 Change Password




- i. Click Change Password link on Home page, screen will appear as follows:-





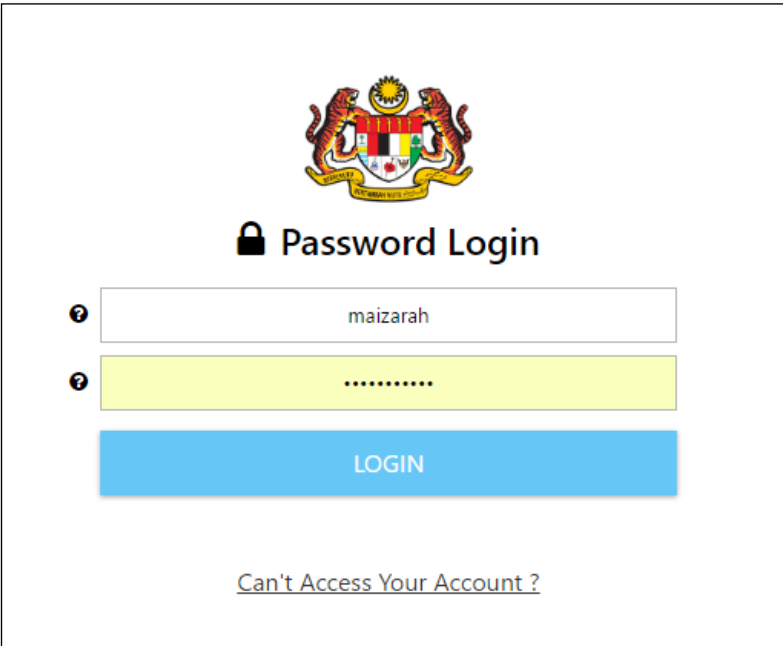
 **Password Login**





**NEXT**


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


- ii. Enter IC No. or Passport No. or Email;
- iii. Click [NEXT], screen will appear as follows:-





 **Password Login**

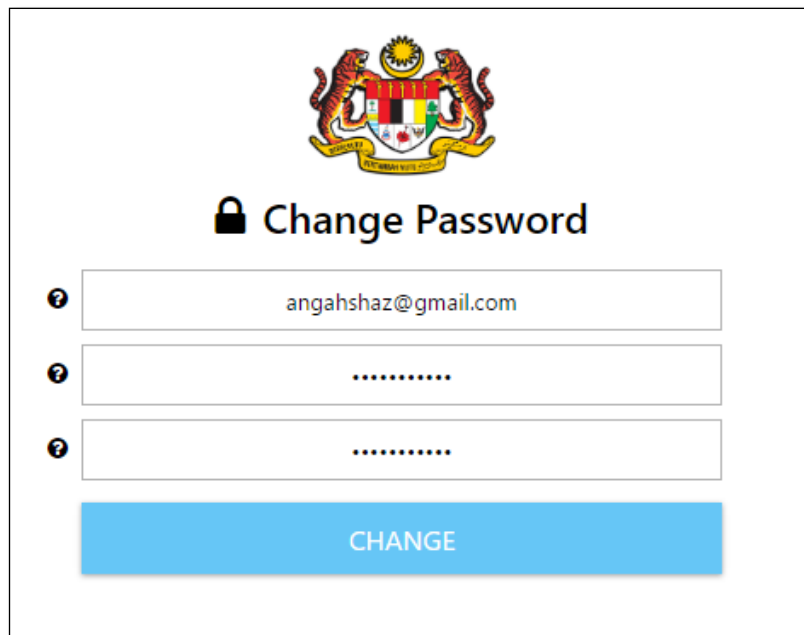




**LOGIN**

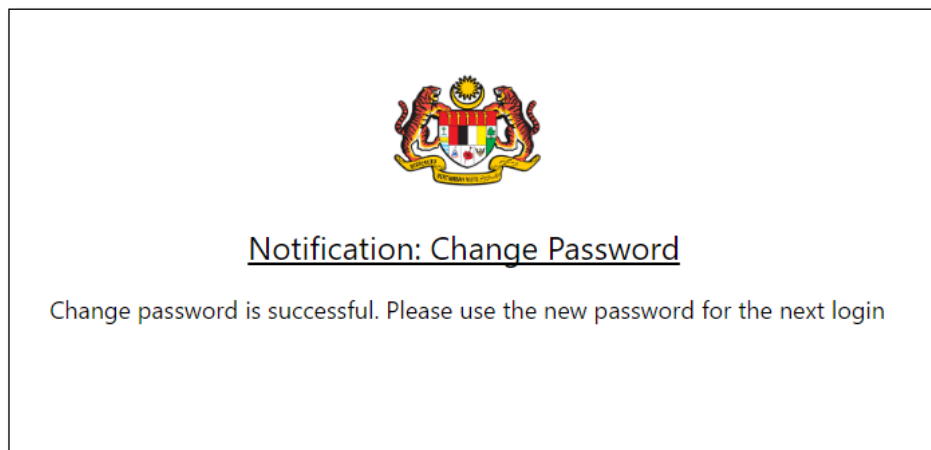
[Can't Access Your Account ?](#)

- iv. Enter Password;
- v. Click [LOGIN], screen will appear as follows:-



The image shows a 'Change Password' form. At the top is the coat of arms of Malaysia. Below it is the title 'Change Password' with a lock icon. There are three input fields, each with a question mark icon to its left. The first field contains the email 'angahshaz@gmail.com'. The second and third fields contain masked passwords represented by dots. At the bottom is a blue button labeled 'CHANGE'.

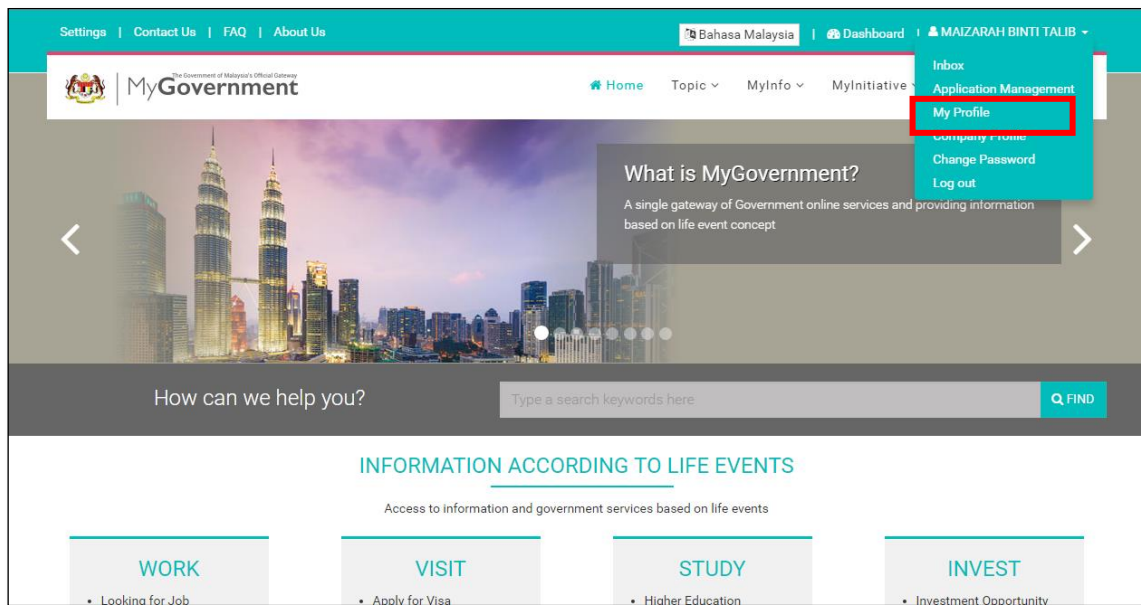
- vi. Enter **New Password** and re-enter **New Password** for confirmation;
- vii. Click [CHANGE], screen will appear as follows:-



The image shows a notification screen. At the top is the coat of arms of Malaysia. Below it is the title 'Notification: Change Password' in bold. Underneath is the message 'Change password is successful. Please use the new password for the next login'.

- viii. Click LOGOUT link, system will redirect to Home Page.

## 1.7 Update User Profile



- i. Click **My Profile**, screen will appear as follows:-

- ii. Click **[Edit here]**, screen will appear as follows:-

Home / Dashboard / My Profile

## My Profile

**My Profile** [Edit here](#)

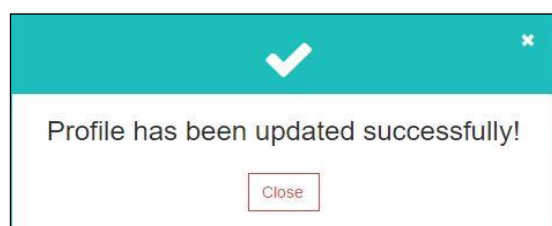
Full Name	Nationality	Identification Card Number
IRFAN WAHDI	ID	XXXXXXXXXXXX
Date of birth *	Gender	E-mail *
23/07/1980	Male	irfan@yopmail.com
Race	Religion	Registration date
Jawa	Islam	Registration date
Permanent Address		
1-10-17		
Cyberia Condo		
Cyberjaya		
Postcode	State	City
63000	SELANGOR	Select City
Country	Home phone number	
MALAYSIA	Home phone number	
Mailing Address <input checked="" type="checkbox"/> Copy permanent address		
1-10-17		
Cyberia Condo		
Cyberjaya		
Postcode	State	City
63000	SELANGOR	Select city
Country	Home phone number	Mobile number
MALAYSIA	Home phone number	Mobile number

[Save](#)

- iii. Update required field;

Note: User can update email address, but for login purpose system will remain using registered email.

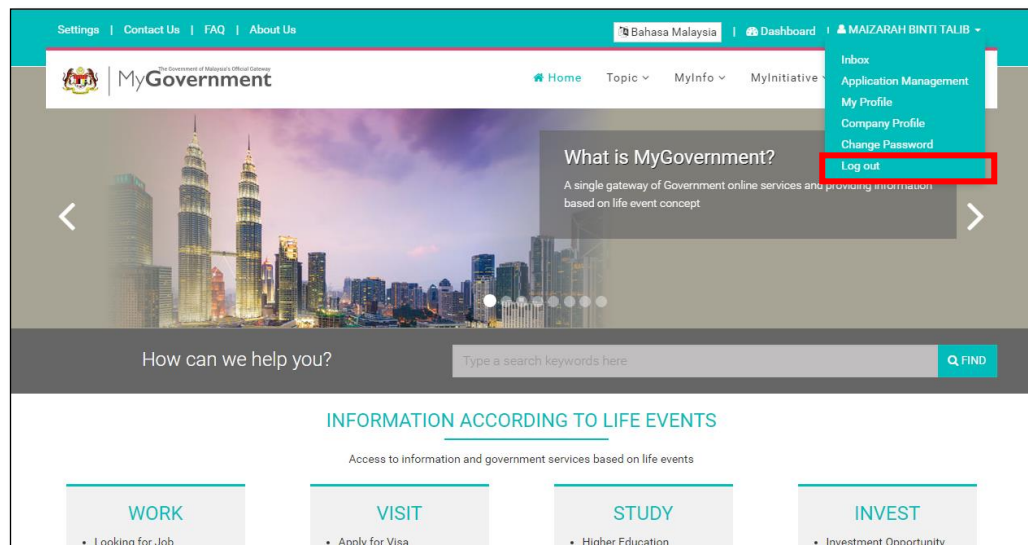
- iv. Click [Save], screen will appear as follows:-



- v. Click [Close].

## 1.8 Log Out

- i. Click Log Out as screen follows:-



Home Page screen will display after user successfully log out.