



GERBANG PERKHIDMATAN DALAM TALIAN KERAJAAN (GOS GATEWAY)

User Manual

**Application for eBantuanJKM, Department of
Social Welfare (JKM)**



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

April 2021





	Tajuk Dokumen: User Manual – Application for eBantuanJKM, Department of Social Welfare (JKM)				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-21022	Versi: A	Muka surat: 2	

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1.0 Introduction



Sistem Pengurusan Bantuan Kebajikan (eBantuanJKM), Department of Social Welfare is a service provided by the Department of Social Welfare (JKM) to facilitate citizen, which allows citizen to apply an application for welfare assistance and check the status of application through Portal MyGovernment.

1.1 Objective

The purpose of this user manual is to provide guideline for user on how to access service for eBantuanJKM Application in Portal MyGovernment.

1.2 User Category

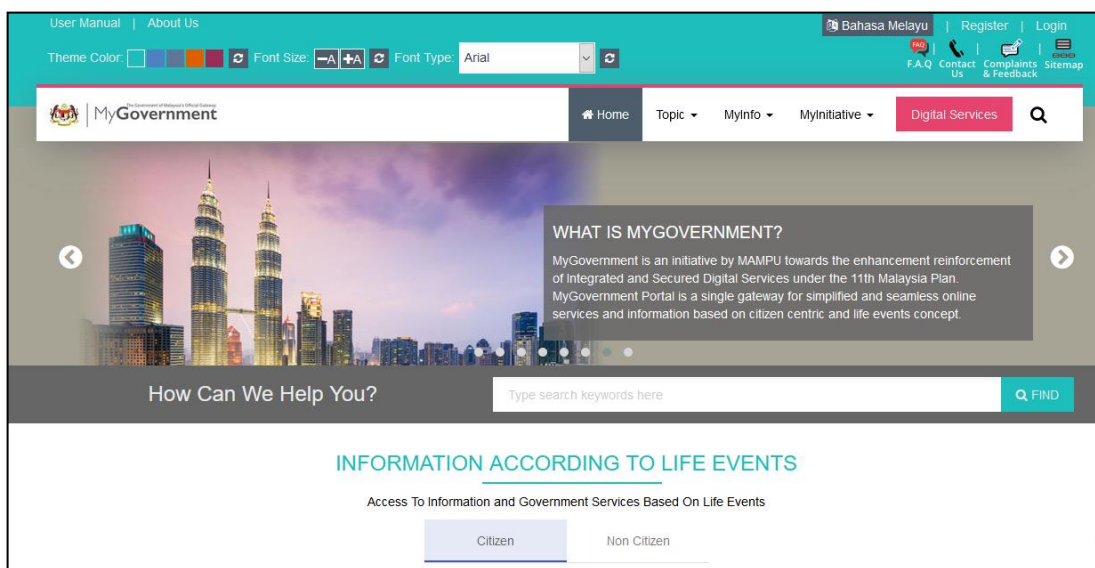
No	Category of User	Description
1.	Applicant	Individual who use the services offered by the Portal MyGovernment to the citizen.

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2.0 Access to Service

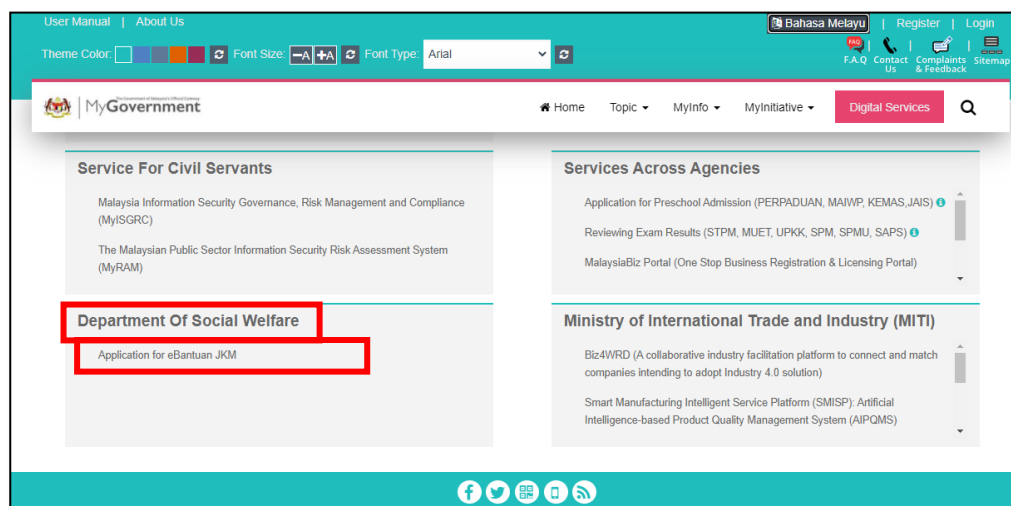
This service can be accessed by user through Digital Services menu in Portal MyGovernment.



Home page of Portal MyGovernment is as follows:-



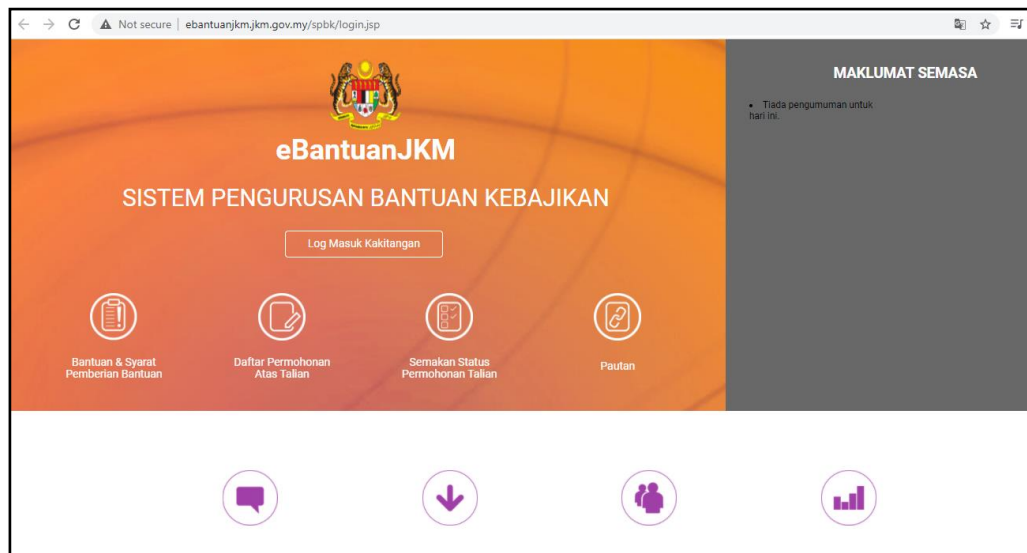
2.1 Application for eBantuanJKM

i. Click on **[Digital Services]**, screen will be displayed as follow:-



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- ii. Click on **Application for eBantuanJKM** under **Department Of Social Welfare** segment, screen will be displayed as follow:-



The service of eBantuanJKM Application can be accessed by public without log in or register to MyGovernment Portal.

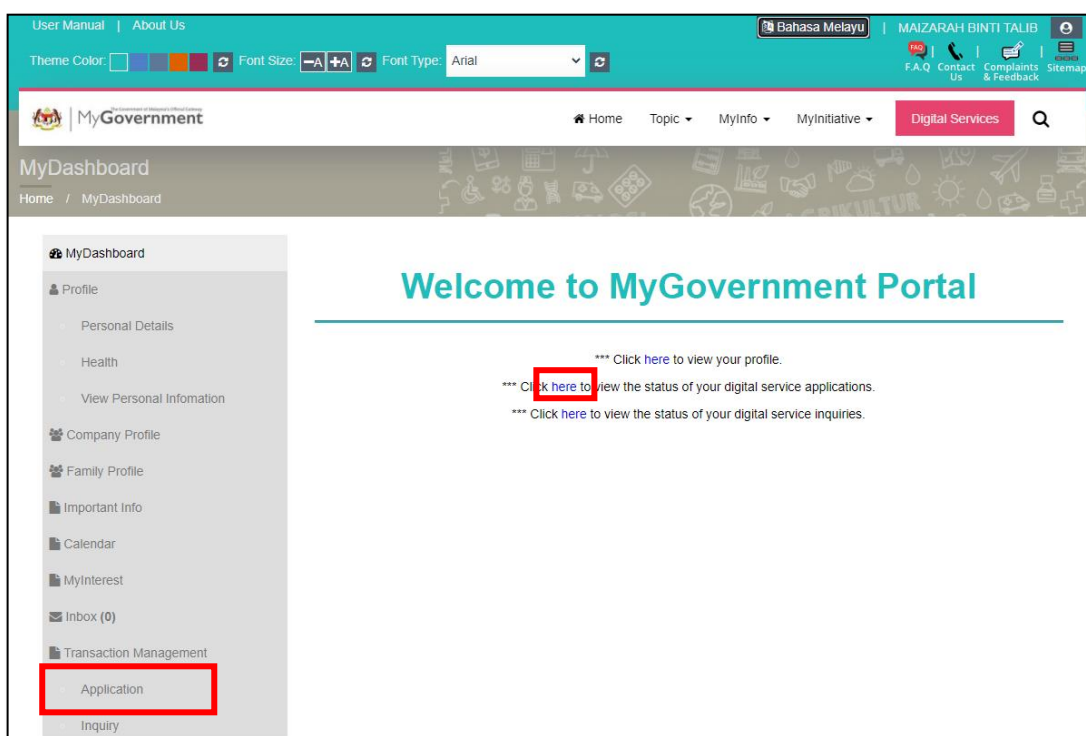
This application is only eligible to be applied by a Malaysian Citizen only (excluding Permanent Residents or Non-Malaysian Citizens).

For more information on eBantuanJKM, please click on this link (<https://www.jkm.gov.my/jkm/index.php?r=portal/left&id=NzFHMnJLSWxoQytmM3RscmUvMVdWZz09>).

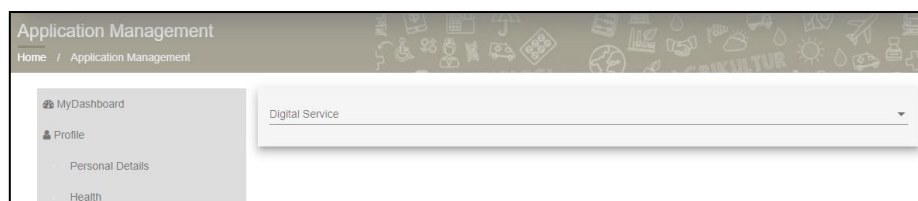
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2.2 Check Application Status



User can check the status for eBantuanJKM Application through **MyDashboard**'s user in MyGovernment Portal. Users need to log on to the portal first to check the status of the application.

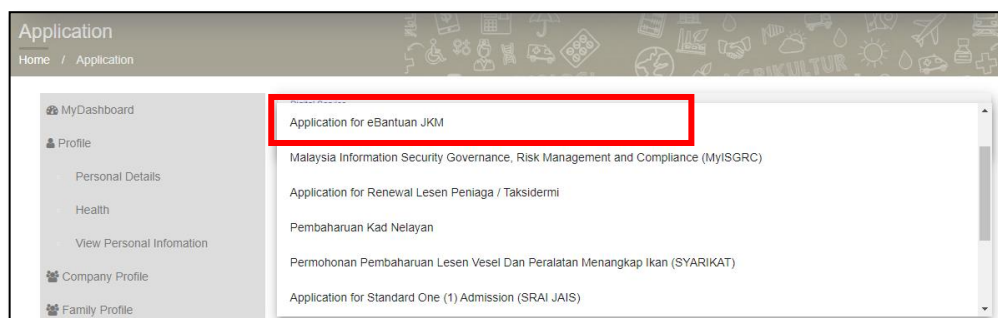


- i. Access to Transaction Management
 - a. Click on **here** link as marked on the screen above; or
 - b. Click on **Application** link under the **Transaction Management** segment, screen will be displayed as follow:-

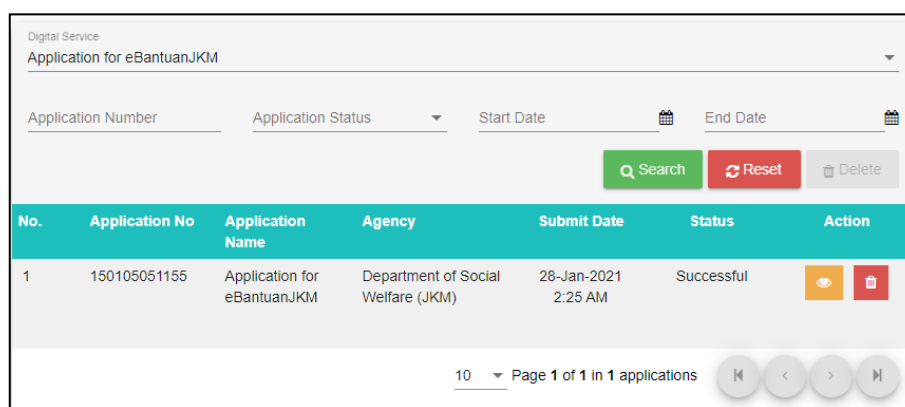


- ii. Access to Application for eBantuanJKM Status Check



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- a. Choose **Application for eBantuanJKM** through **Digital Services dropdown list**, screen will be displayed as follow:-





- iii. Search for Application
- Enter **Application Number**; and/or
 - Choose **Application Status** through dropdown list; and/or
 - Choose range date of application (**Start Date** and/or **End Date**) through calendar displayed;
 - Click [**Search**], list of applications will be displayed as follow; or
 - Click [**Reset**] to re-enter search criteria;

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Digital Service
Application for eBantuanJKM


Application Number: 150105051155 Application Status: ▼ Start Date: 25/01/2021 End Date: 30/01/2021

Search Reset Delete

No.	Application No	Application Name	Agency	Submit Date	Status	Action
1	150105051155	Application for eBantuanJKM	Department of Social Welfare (JKM)	28-Jan-2021 2:25 AM	Successful	 

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- f. Click  icon, screen will be extended to the application; or
- g. Click  icon to delete the list of application, screen will be displayed as follow:-



Are you sure to delete the record?

✓ Yes ✗ No

- h. Click [**Yes**], screen will be displayed as follow; or
- i. Click [**No**] to return to the previous screen.