



# GERBANG PERKHIDMATAN DALAM TALIAN KERAJAAN (GOS GATEWAY)

---

## *Quick Reference*



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### **Portal MyGovernment *User Registration***





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

**Mac 2021**

	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 2	

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## 1. Introduction

The User Manual contains a guideline for users to manage accounts in Portal MyGovernment.

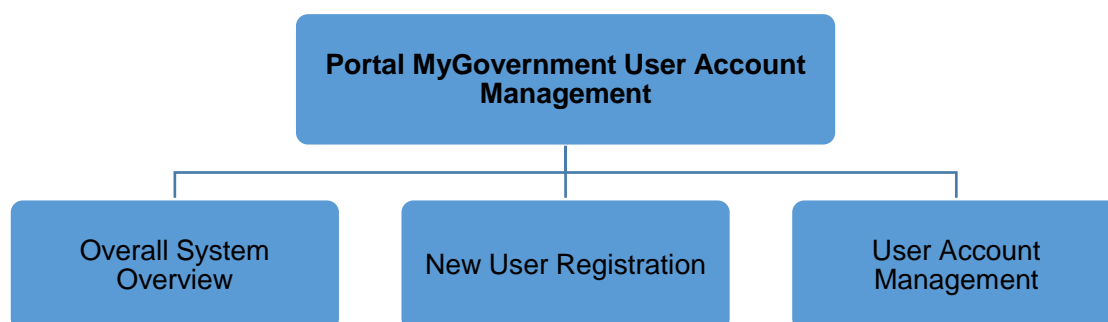
### 1.1 User Manual Objective

The manual serves as a reference and guideline for Portal MyGovernment users. Therefore, the user registration process can be clearly and easily understand to manage accounts.



### 1.2 User Category

No.	User Category	Description
1.	User	Users are either citizens, non-citizens and permanent residents

### 1.3 User Manual Structure



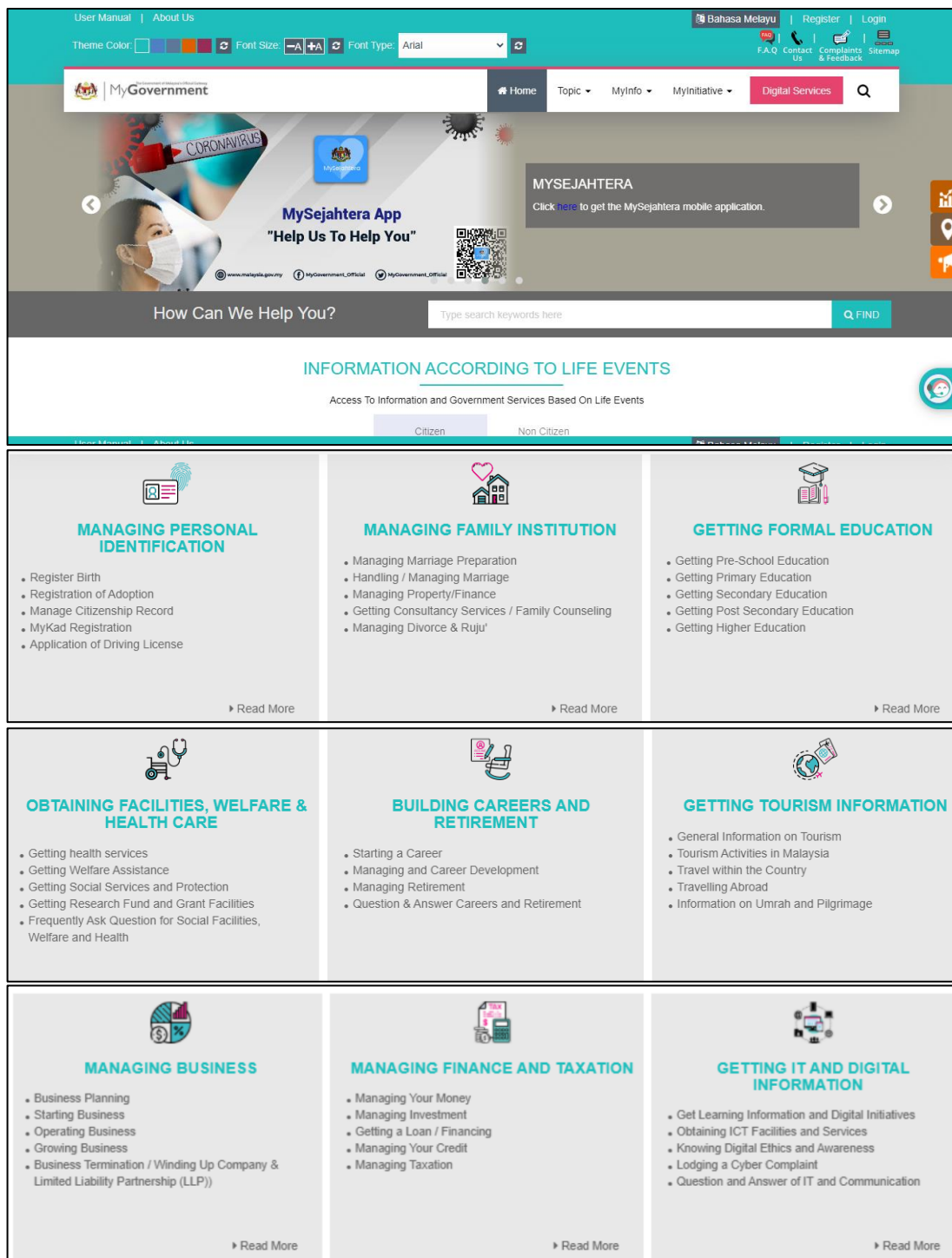
Para	Topic	Description
2.0	Overall System Overview	This section explains how to access Portal MyGovernment.
3.0	New User Registration	This section contains guideline for user account registration in Portal MyGovernment.
4.0	User Account Management	This section contains guideline for user account management in Portal MyGovernment.

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## 2. Overall System Overview



### 2.1 Portal MyGovernment Main Page

The Main Page as following:




The screenshot shows the MyGovernment Portal Main Page. The header includes navigation links like 'User Manual', 'About Us', 'Bahasa Melayu', 'Register', and 'Login'. The main content area features a large banner for the 'MySejahtera App' with a QR code and a 'MYSEJAHTERA' section. Below the banner is a search bar and a section titled 'INFORMATION ACCORDING TO LIFE EVENTS' with tabs for 'Citizen' and 'Non Citizen'. The page is organized into a grid of service categories, each with an icon, title, list of services, and a 'Read More' link.

Category	Services
<b>MANAGING PERSONAL IDENTIFICATION</b>	<ul style="list-style-type: none"> <li>Register Birth</li> <li>Registration of Adoption</li> <li>Manage Citizenship Record</li> <li>MyKad Registration</li> <li>Application of Driving License</li> </ul>
<b>MANAGING FAMILY INSTITUTION</b>	<ul style="list-style-type: none"> <li>Managing Marriage Preparation</li> <li>Handling / Managing Marriage</li> <li>Managing Property/Finance</li> <li>Getting Consultancy Services / Family Counseling</li> <li>Managing Divorce &amp; Ruju'</li> </ul>
<b>GETTING FORMAL EDUCATION</b>	<ul style="list-style-type: none"> <li>Getting Pre-School Education</li> <li>Getting Primary Education</li> <li>Getting Secondary Education</li> <li>Getting Post Secondary Education</li> <li>Getting Higher Education</li> </ul>
<b>OBTAINING FACILITIES, WELFARE &amp; HEALTH CARE</b>	<ul style="list-style-type: none"> <li>Getting health services</li> <li>Getting Welfare Assistance</li> <li>Getting Social Services and Protection</li> <li>Getting Research Fund and Grant Facilities</li> <li>Frequently Ask Question for Social Facilities, Welfare and Health</li> </ul>
<b>BUILDING CAREERS AND RETIREMENT</b>	<ul style="list-style-type: none"> <li>Starting a Career</li> <li>Managing and Career Development</li> <li>Managing Retirement</li> <li>Question &amp; Answer Careers and Retirement</li> </ul>
<b>GETTING TOURISM INFORMATION</b>	<ul style="list-style-type: none"> <li>General Information on Tourism</li> <li>Tourism Activities in Malaysia</li> <li>Travel within the Country</li> <li>Travelling Abroad</li> <li>Information on Umrah and Pilgrimage</li> </ul>
<b>MANAGING BUSINESS</b>	<ul style="list-style-type: none"> <li>Business Planning</li> <li>Starting Business</li> <li>Operating Business</li> <li>Growing Business</li> <li>Business Termination / Winding Up Company &amp; Limited Liability Partnership (LLP)</li> </ul>
<b>MANAGING FINANCE AND TAXATION</b>	<ul style="list-style-type: none"> <li>Managing Your Money</li> <li>Managing Investment</li> <li>Getting a Loan / Financing</li> <li>Managing Your Credit</li> <li>Managing Taxation</li> </ul>
<b>GETTING IT AND DIGITAL INFORMATION</b>	<ul style="list-style-type: none"> <li>Get Learning Information and Digital Initiatives</li> <li>Obtaining ICT Facilities and Services</li> <li>Knowing Digital Ethics and Awareness</li> <li>Lodging a Cyber Complaint</li> <li>Question and Answer of IT and Communication</li> </ul>


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REGISTER HERE FOR MORE **ONLINE SERVICES**



### HOT TOPIC


- Online Passport Application-R...
- Welfare Aid for Single Mother...
- Black List Checking
- Check Status Of Application Fo...
- 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	(2138/5366) 40%
Sometimes	(1990/5366) 37%
No	(1238/5366) 23%



**HIGHLIGHTS**



**TENDER**

### ACTIVITIES FOR THIS MONTH

**06** Hari Keputeraan Sultan Perak  
November

**11** Hari Keputeraan Sultan Kelantan  
November

**90%**

User Satisfaction Level for Government Digital Services 2019



## 2.2 Portal MyGovernment Access

Portal MyGovernment can be accessed by the registered or unregistered user. The registered user is categorized into 3 types:-

- Citizen;
- Non-Citizen; and
- Permanent Citizen.

## 2.3 Accessing Portal MyGovernment URL

Portal MyGovernment can be accessed through <https://www.malaysia.gov.my/portal/index>. Use Google Chrome Version 57.0 and above or Mozilla Firefox Version 52.0 and above for the best view.

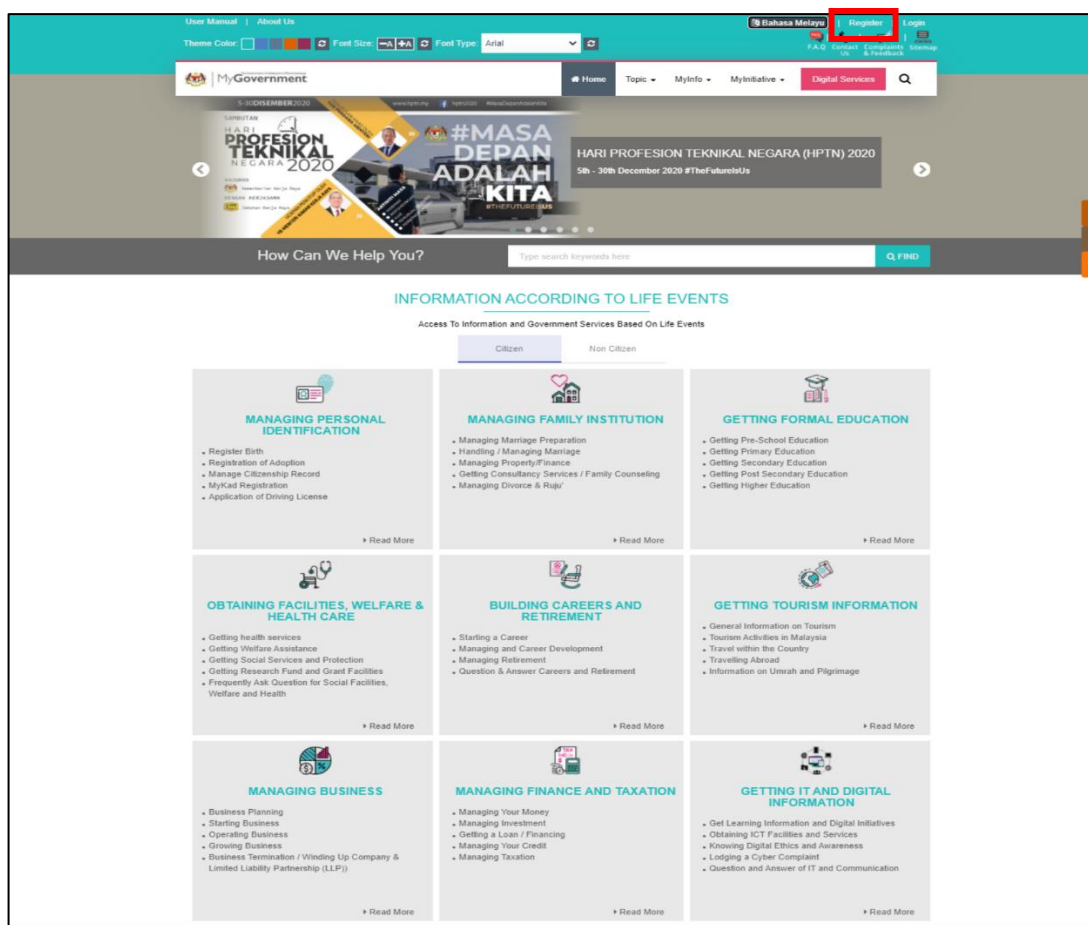
	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 6	



### 3. New User Registration

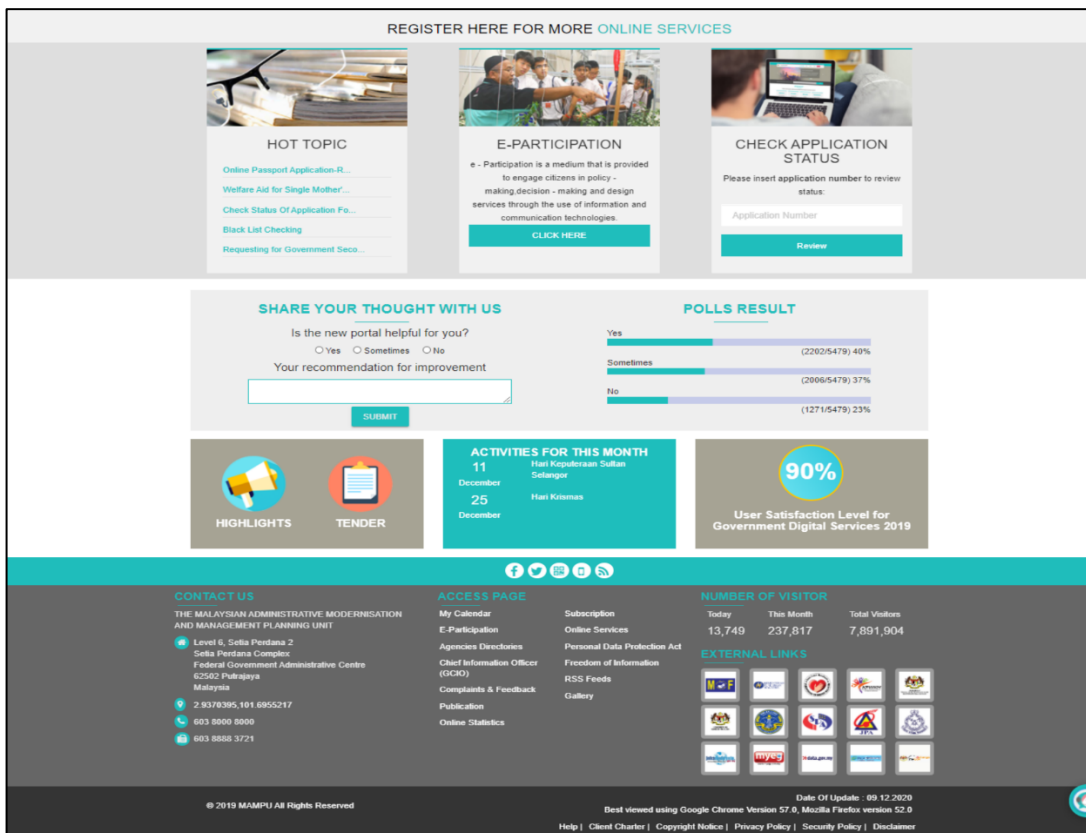
Users who is registering in the Portal MyGovernment need to ensure that they have completed the registration process:

- Register As A New User;
- Activate User Account; and
- First Time Login;

#### 3.1 Registering As A New User



	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
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REGISTER HERE FOR MORE [ONLINE SERVICES](#)

### HOT TOPIC

- [Online Passport Application-R...](#)
- [Welfare Aid for Single Mother'...](#)
- [Check Status Of Application Fa...](#)
- [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

Response	Count	Percentage
Yes	2262/5479	40%
Sometimes	2006/5479	37%
No	1271/5479	23%

### HIGHLIGHTS

[TENDER](#)

### ACTIVITIES FOR THIS MONTH

11 December: Hari Koputeraan Sultan Selangor

25 December: Hari Kintomas

### 90%

User Satisfaction Level for Government Digital Services 2019

### CONTACT US

THE MALAYSIAN ADMINISTRATIVE MODERNISATION AND MANAGEMENT PLANNING UNIT

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

2-9379395, 101-5955217  
003 8000 0000  
003 8088 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
13,749	237,817	7,891,904

### EXTERNAL LINKS



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

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i. Click [**Register**] at **Main Page**, the Registration screen will be displayed.

Registration is open to: -

- Citizen;
- Non-Citizen; and
- Permanent resident.

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### 3.1.1 Citizen

Citizenship Status \*  
CITIZEN

Identification Card Number \*  
830322-02-5212

Full name \*  
NORSYAHIDA BINTI SHAFIE

Full name as per NRIC  
E-mail \*  
syahida@gmail.com

Country code \*  
+ 60 MY

Telephone \*  
0116785467

36ynxc



Verification code \*  
36ynxd

Reset

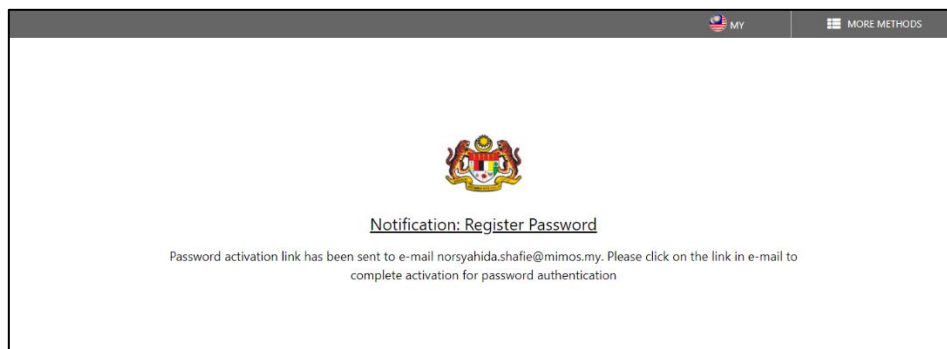
Submit

- Select **Citizenship Status** from the dropdown list;
- Enter **Identification Card Number**, **Full Name**, **Email** and **Telephone**;  
**Note:**  
Please ensure that the registered name is the same as in the identity card  
(Example; Use of **BIN**, **B**, **B.**, **BINTI**, **BT**, **BT.**, **BTE**, **AB.**, **AB**, **A/L**, **A/P**, **full stop**, **space**, **special character** ( -, ' , ` , @ ) etc)
- Enter the **Verification Code** as the image displayed;



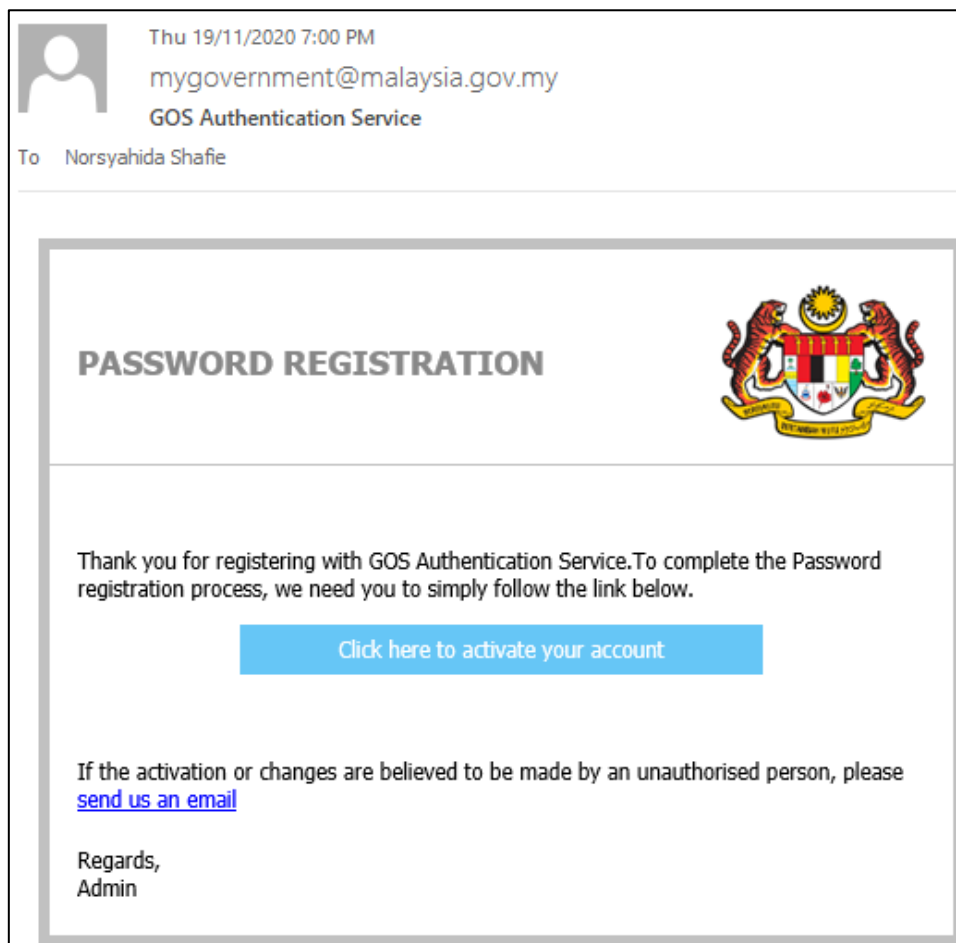
	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 9	



- iv. Click **[Submit]**, the following screen will be displayed:-



or;

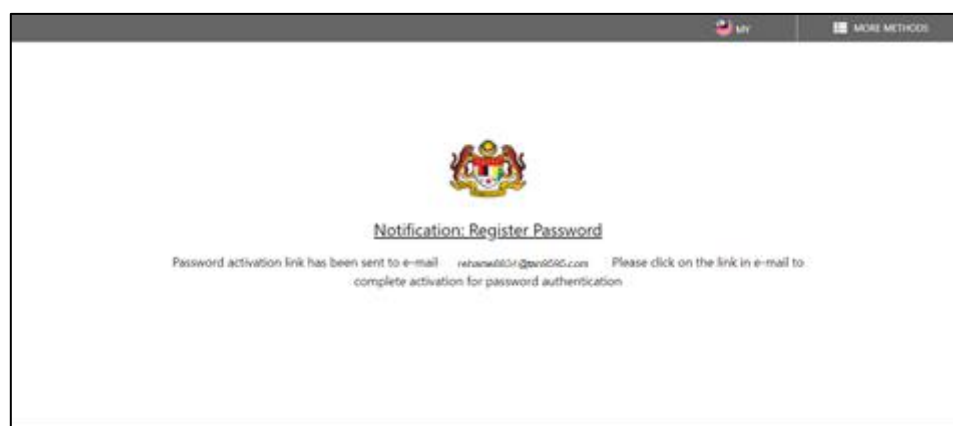
- v. Click **[Reset]** to re-enter registration information;
- vi. Check **Inbox** in the registered email to activate Portal MyGovernment account. For example, below is a sample of activation email:-



	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 10	

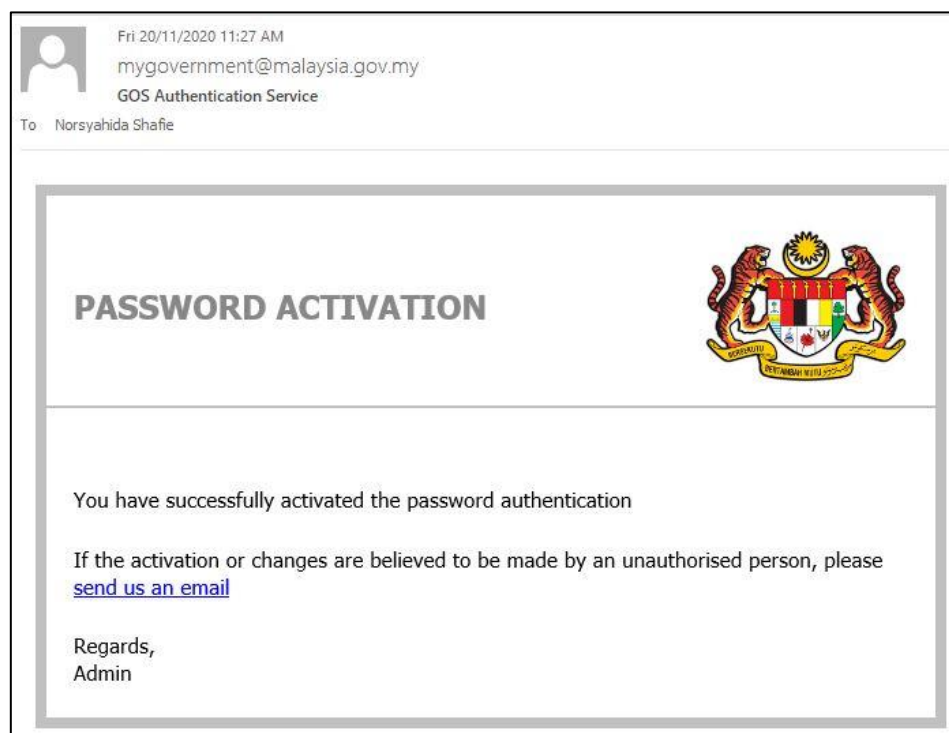
### 3.1.2 Non-Citizen



- Select **Citizenship Status** from the dropdown list;
- Select **Country** from the dropdown list;
- Enter **Passport No.**, **Full Name**, **Email** and **Phone**;
- Enter the **Verification Code** same as the image displayed;
- Click [**Submit**], the following screen will be displayed:



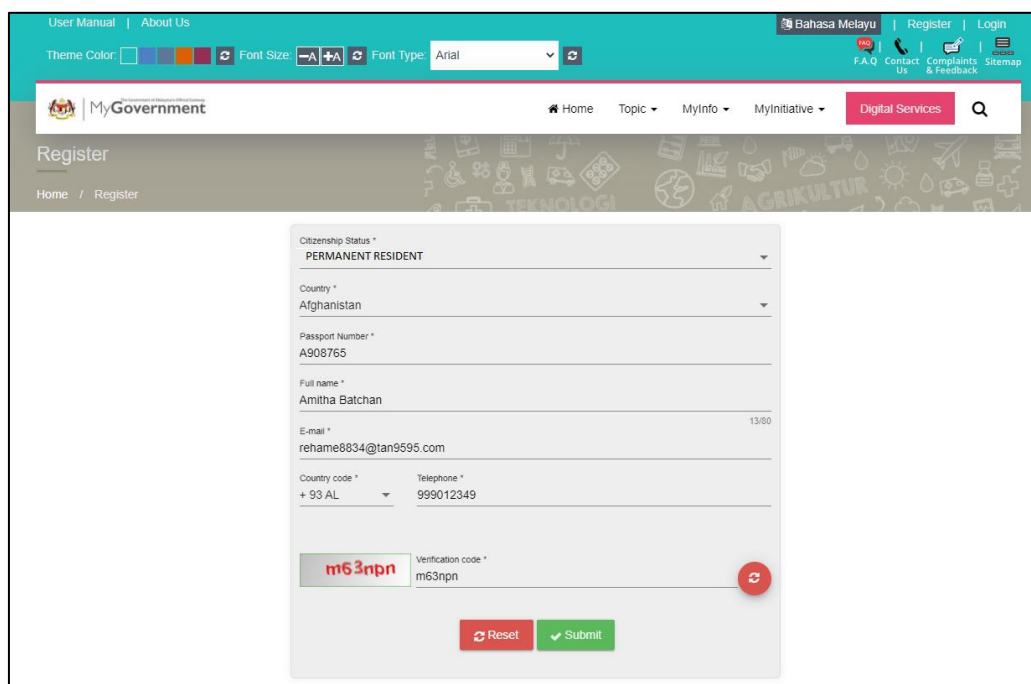
or;

- Click [**Reset**] to re-enter registration information;
- Check Inbox in the registered email to activate account. For example, the following is a sample of activation email:-



	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 11	

### 3.1.3 Permanent Resident



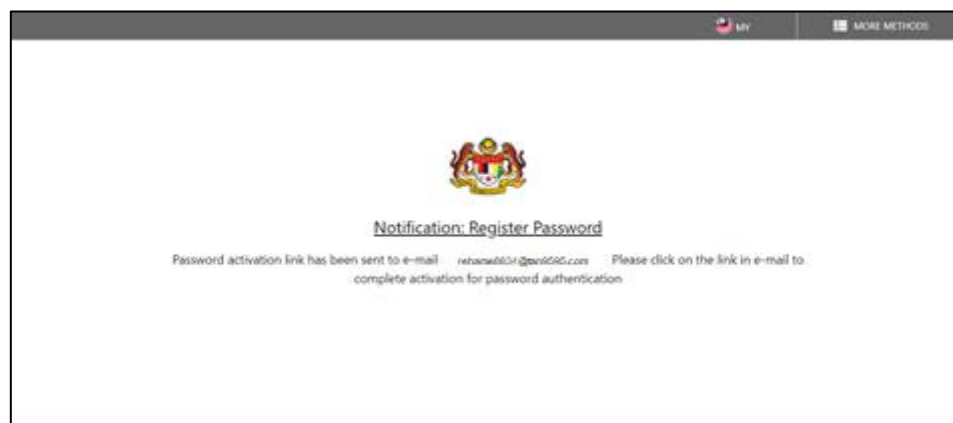
The screenshot shows the 'Register' page on the MyGovernment portal. The page has a teal header with navigation links like 'User Manual', 'About Us', 'Bahasa Melayu', 'Register', and 'Login'. Below the header is a search bar and a 'Digital Services' button. The main content area is titled 'Register' and shows a form for 'PERMANENT RESIDENT' registration. The form fields include: Citizenship Status (dropdown), Country (dropdown), Passport Number, Full name, E-mail, Country code, Telephone, and a Verification code (displayed as 'm63npr'). There are 'Reset' and 'Submit' buttons at the bottom of the form.

- Select **Citizenship Status** from the dropdown list;
- Enter **Identification Card Number, Full Name, Email** and **Telephone**;

#### Note:



Please ensure the registration name same as the name in identification card ( Example; The usage of **BIN, B, B., BINTI, BT, BT., BTE, AB., AB, A/L, A/P, full stop, space, special character ( -, ' , ` , @ )** etc )

- Enter the **Verification Code** as the image displayed;
- Click [**Submit**], the following screen will be displayed:-

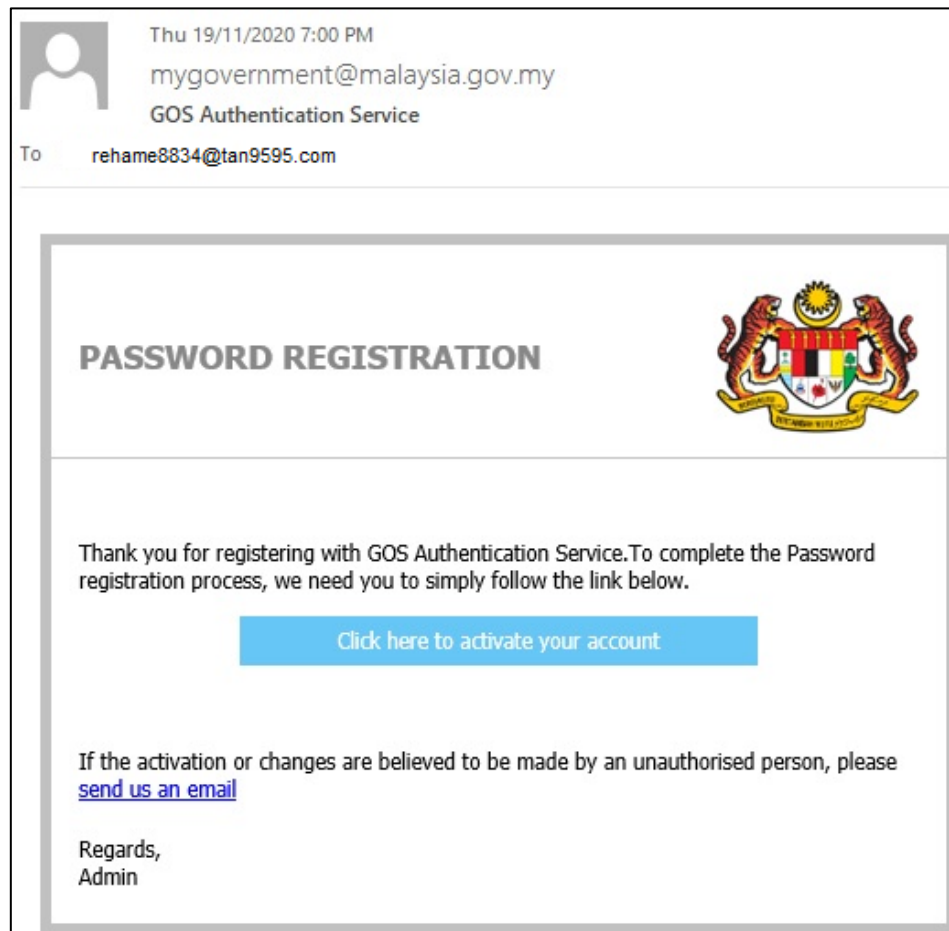




or;

- Click [**Reset**] to re-enter registration information;

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- vi. Check Inbox in the registered email to activate account. For example, the following is a sample of activation email:-





	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 13	

### 3.2 Account Activation

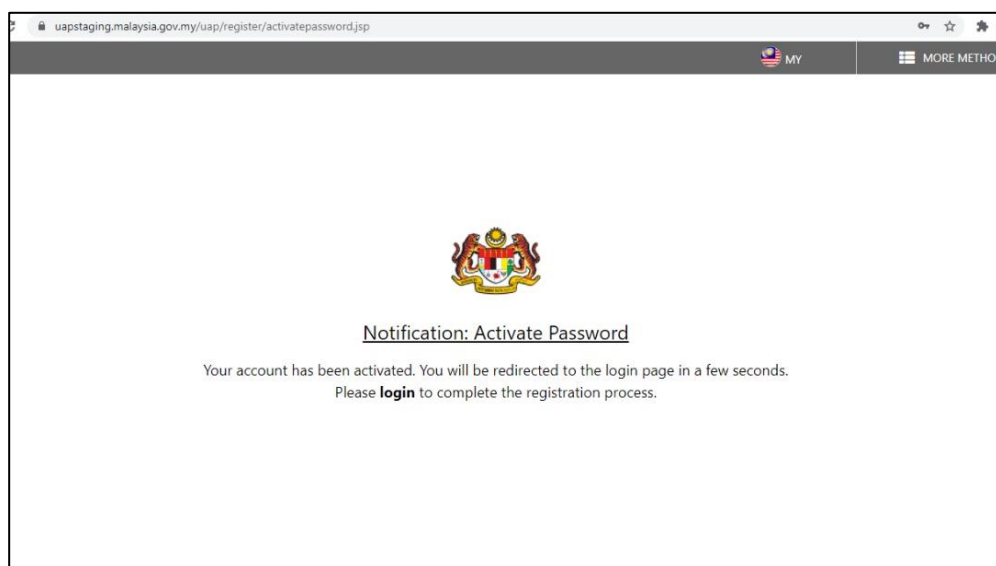
- i. Check the link in registered email. Click provided link in the email and the following screen will be displayed::-



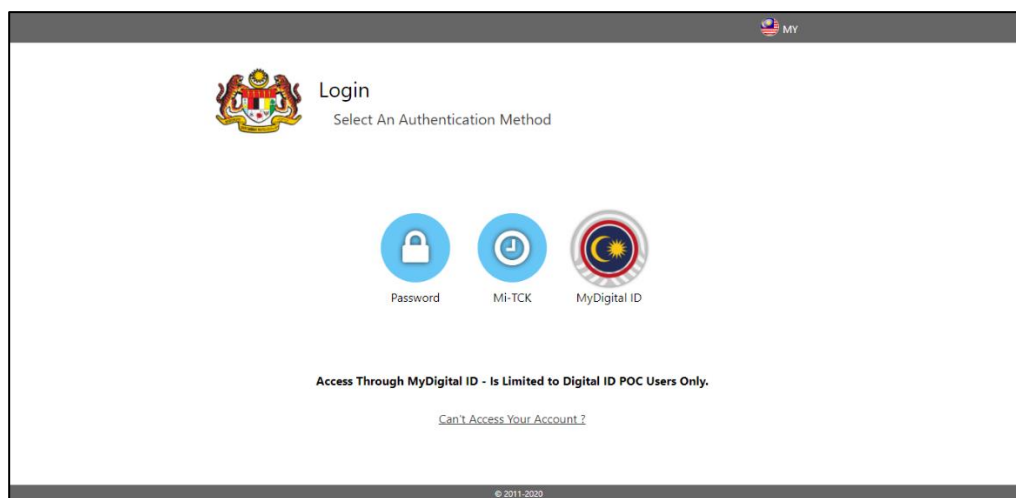
- ii. Enter the **password** in the textbox provided;  
**Note: Password** must be at least 8 characters long and limited to 20 characters, including **numbers**, **uppercase** and **lowercase** letters.
- iii. Enter the code same as the image displayed;  
**Note:** The confirmation text is **case sensitive**, **lowercase** and **no spaces**.



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- iv. Click [**SUBMIT**], the following screen will be displayed:-

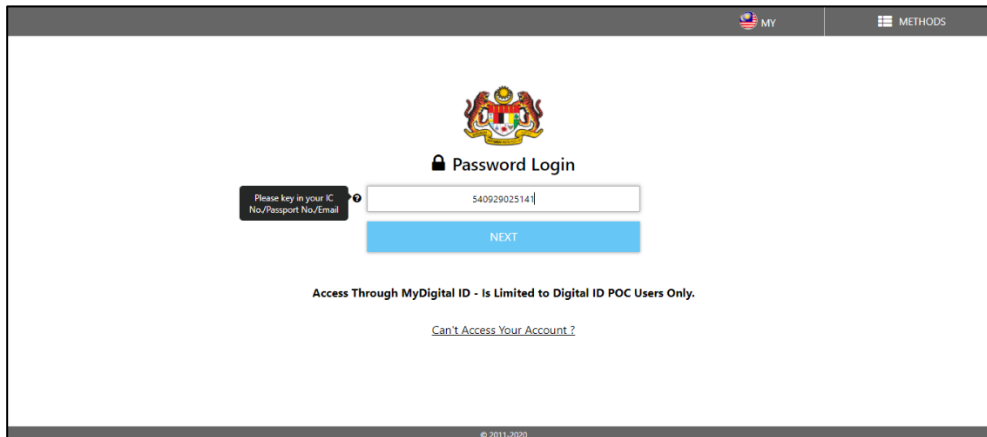


- v. The following screen will be displayed:-

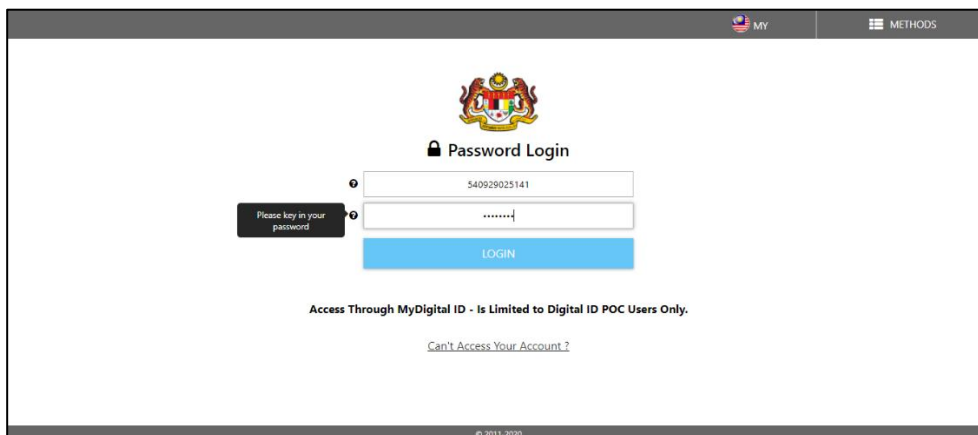


	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 15	



- vi. Select the verification method **Password** as shown, the following screen will be displayed:-



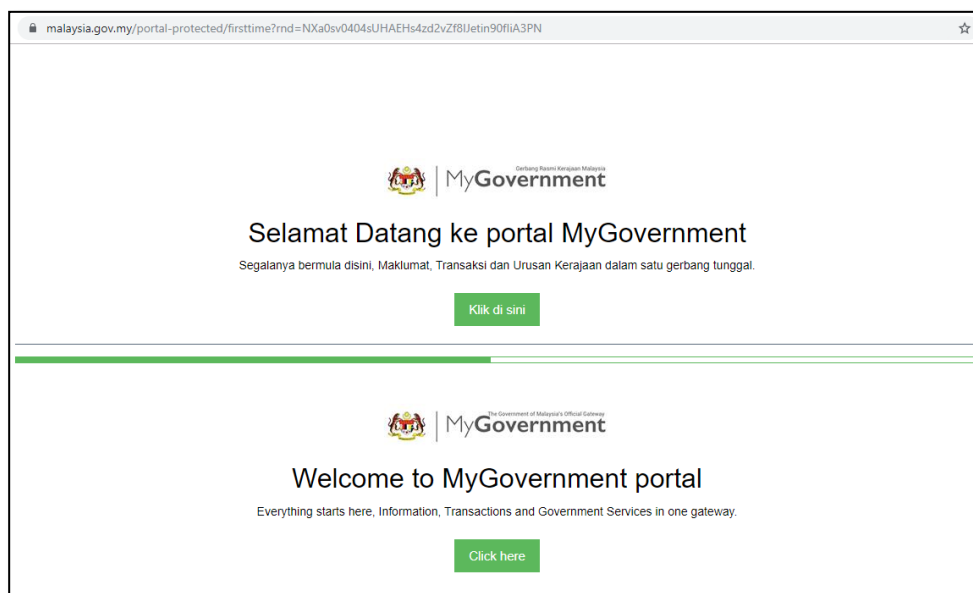
- vii. Click **[NEXT]**, the following screen will be displayed:-



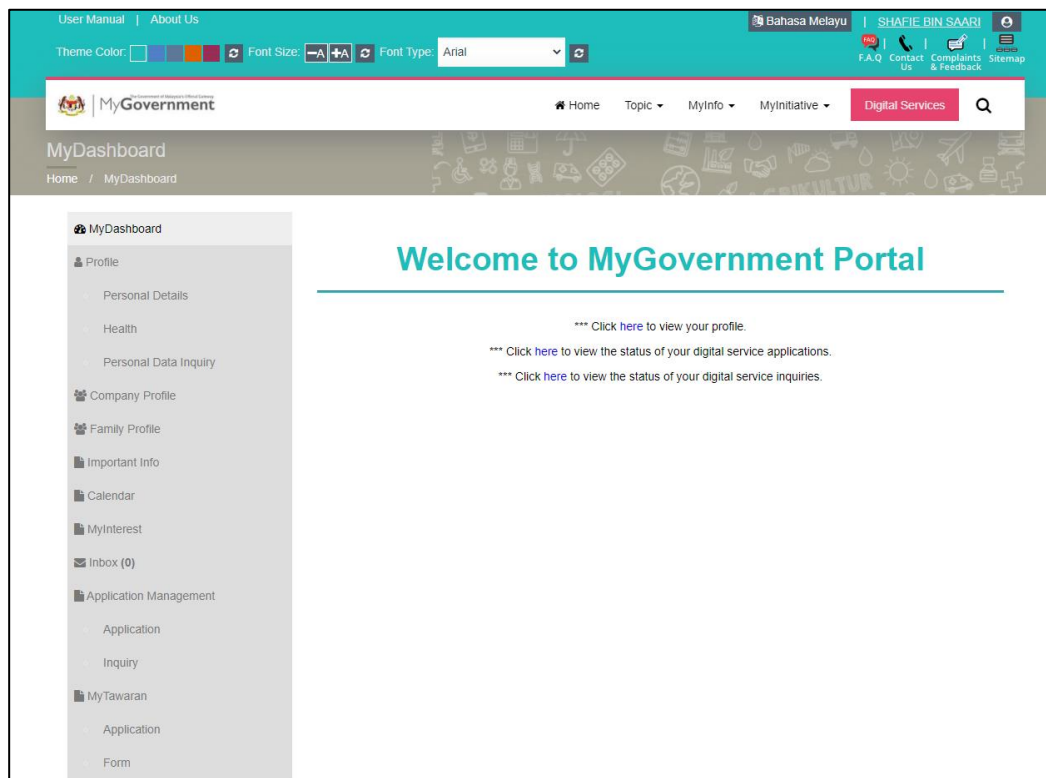
- viii. Enter **Password**;

	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
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- ix. Click [**LOGIN**], the following screen will be displayed:-



- x. Click [**Click here**] to browse the Portal MyGovernment; or
- xi. MyDashboard screen will be displayed after a few seconds as follows: -

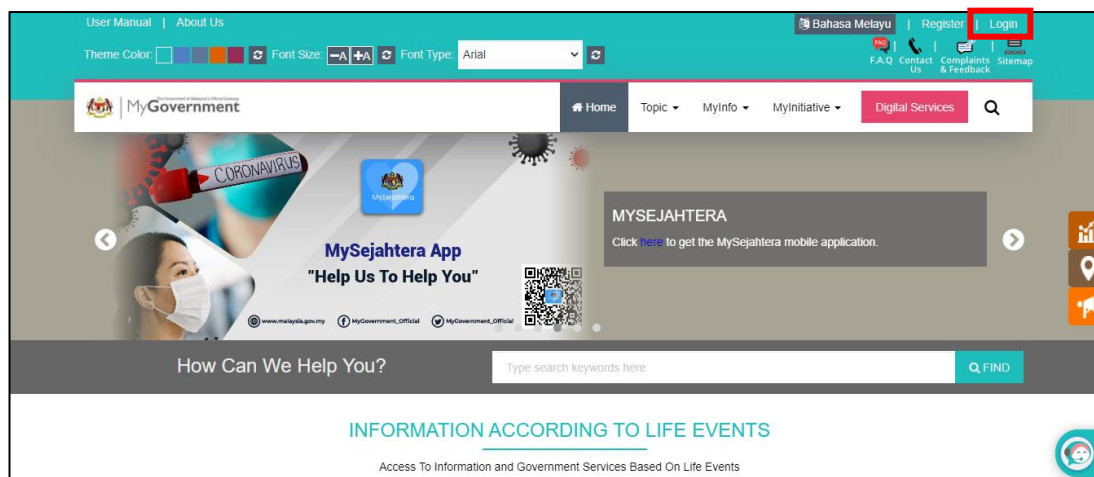




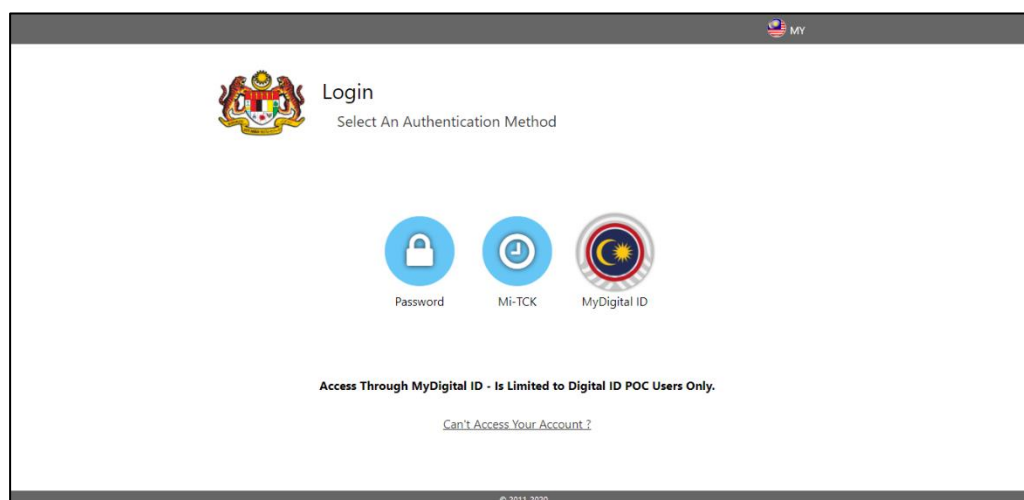
	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
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### 3.3 First Time Login

The following steps describes how user proceeds with first time login to Portal MyGovernment.

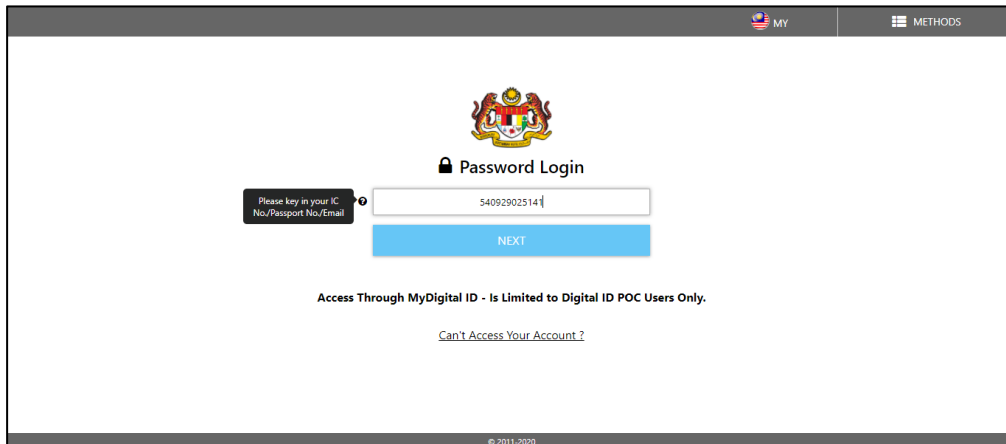


- i. Click [**Login**] on **Main Page**, the following screen will be displayed:-

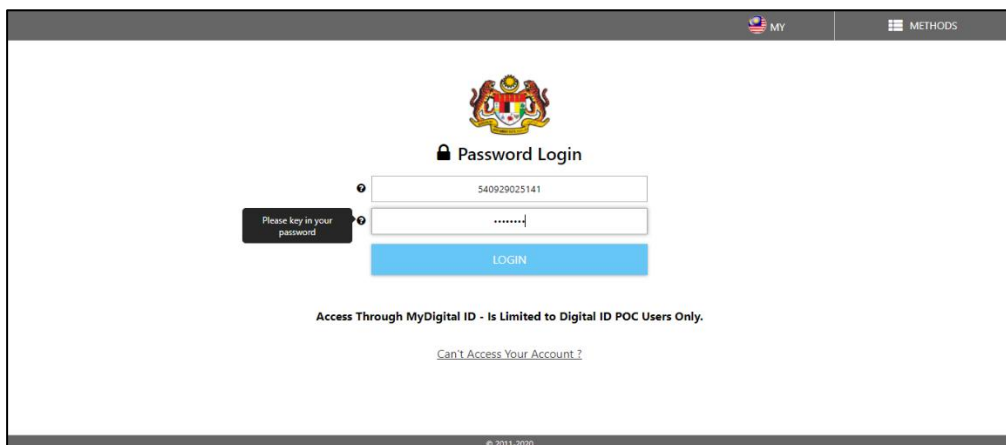


	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 18	



- ii. Select **Password** verification method as shown, the following screen will be displayed: -



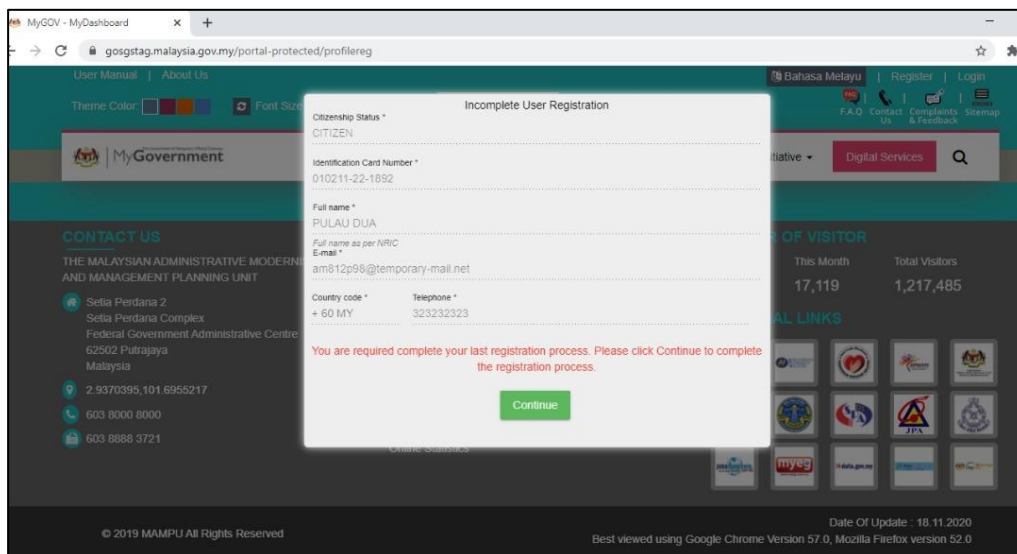
- iii. Enter the user's **Identification No., Passport No. Or Email**;
- iv. Click [**NEXT**], the following screen will be displayed:-



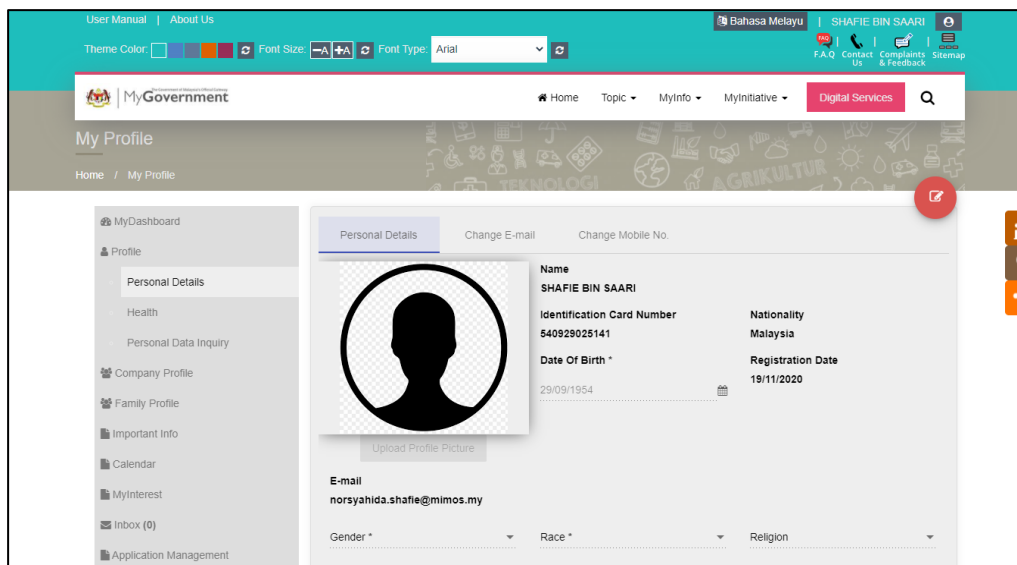
- v. Enter **Password**;



	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
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- vi. Click [**LOGIN**], the following screen will be displayed:-



- vii. Click [**Proceed**], My Profile screen will be displayed:-



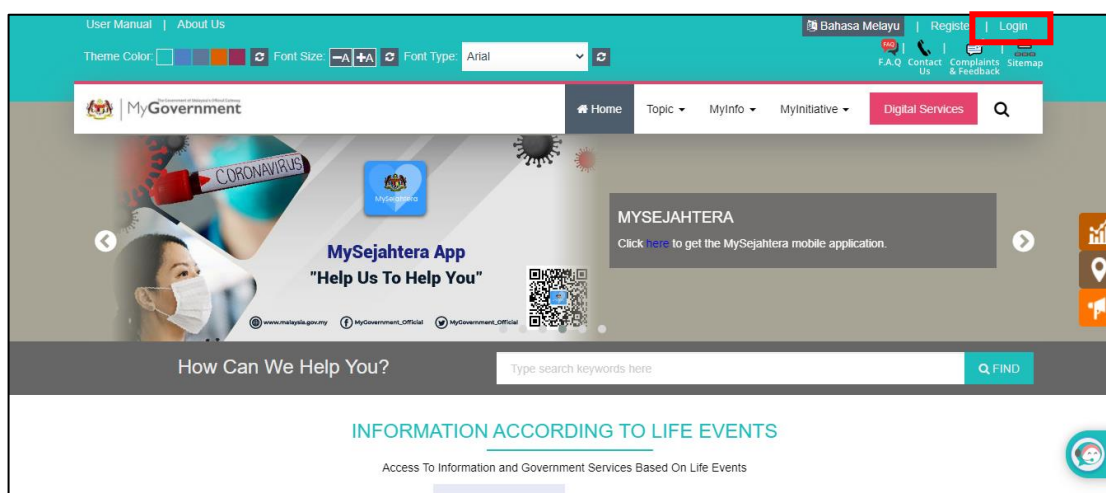
	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 20	

## 4. User Account Management

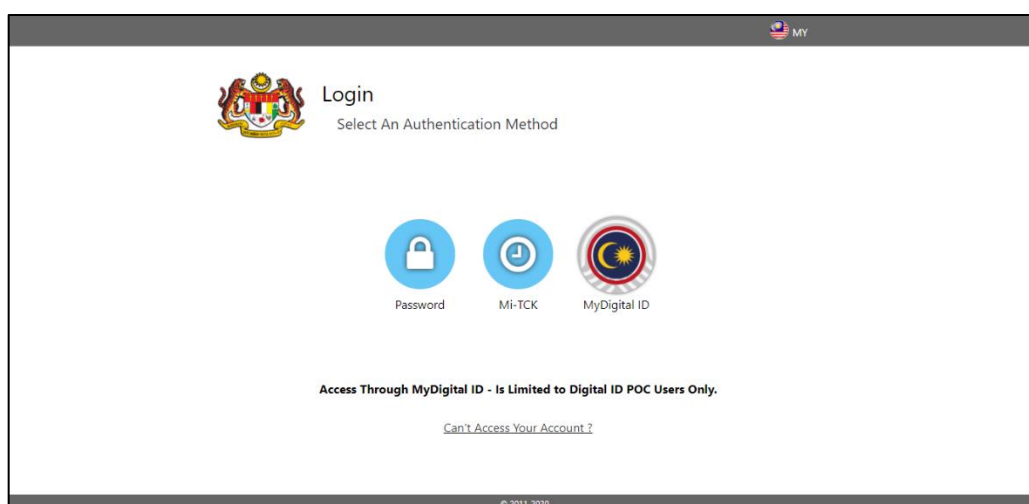
This section contains guidelines for users to perform the following processes:-



- Login;
- Register of Mi-TCK Verification Methods
- Can't Access Account;
- Change Password; and
- Logout.

### 4.1 Login

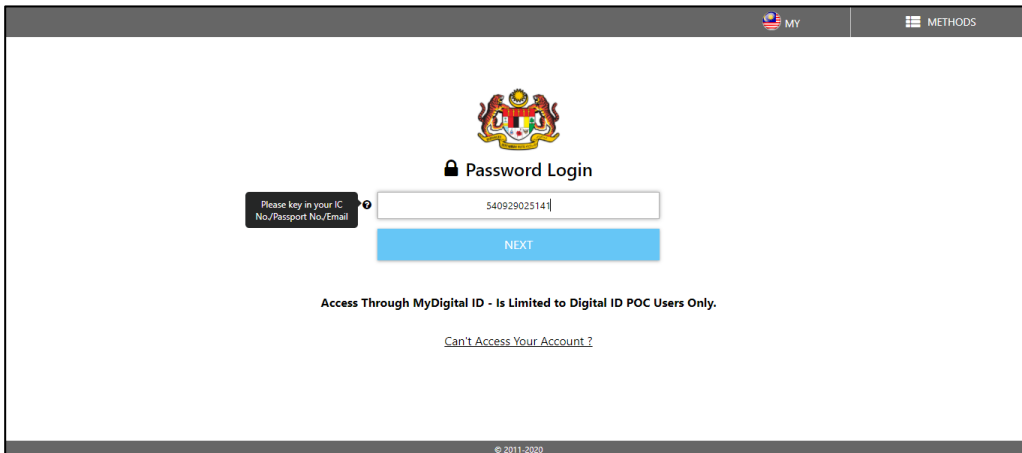


- Click **[Login]** on **Main Page**, the following screen will be displayed:-

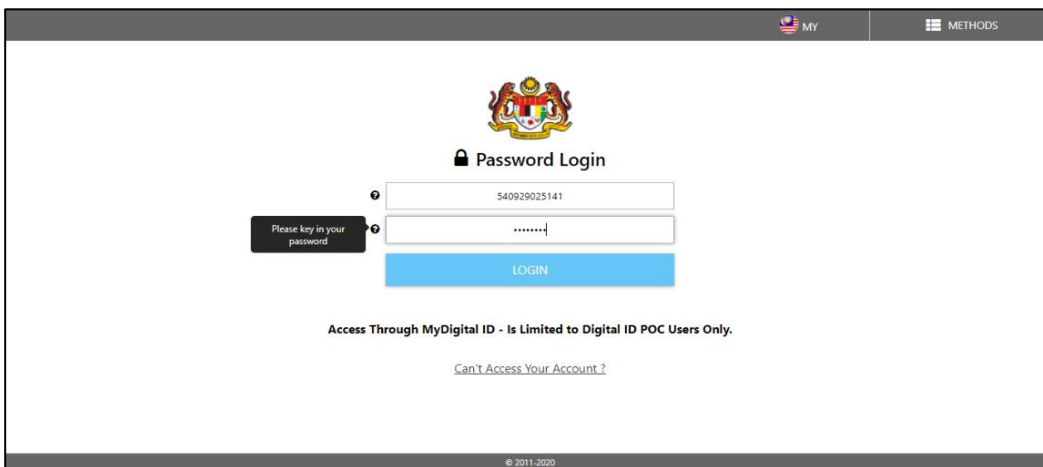


	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 21	



- ii. Select **Password** verification method as shown, the following screen will be displayed: -



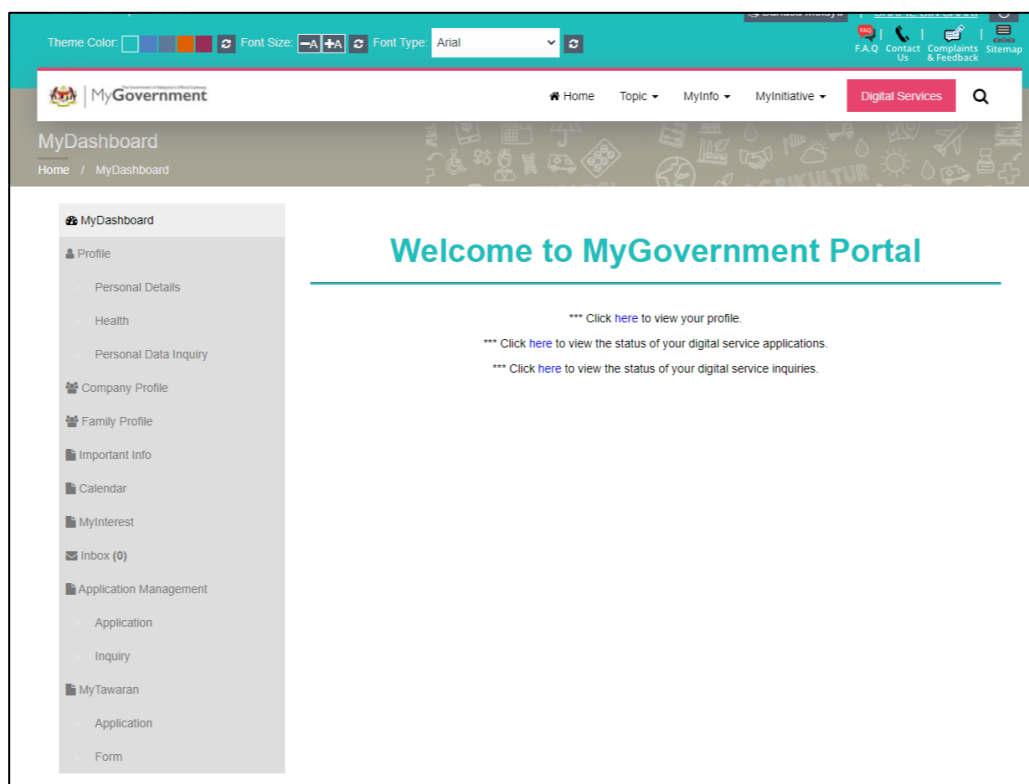
- iii. Enter the user's **Identification No., Passport No. Or Email**;
- iv. Click [**NEXT**], the following screen will be displayed:-



- v. Enter Password;

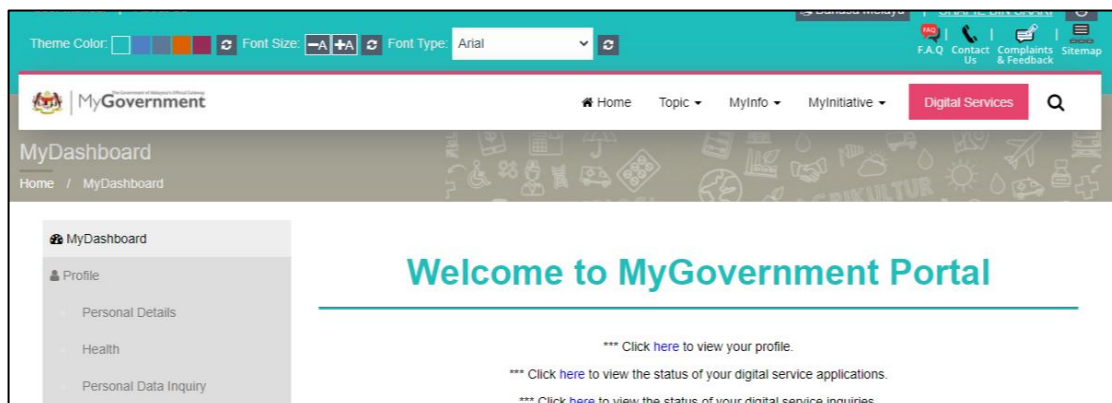
	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 22	



vi. Click [**LOGIN**], the following screen will be displayed:-




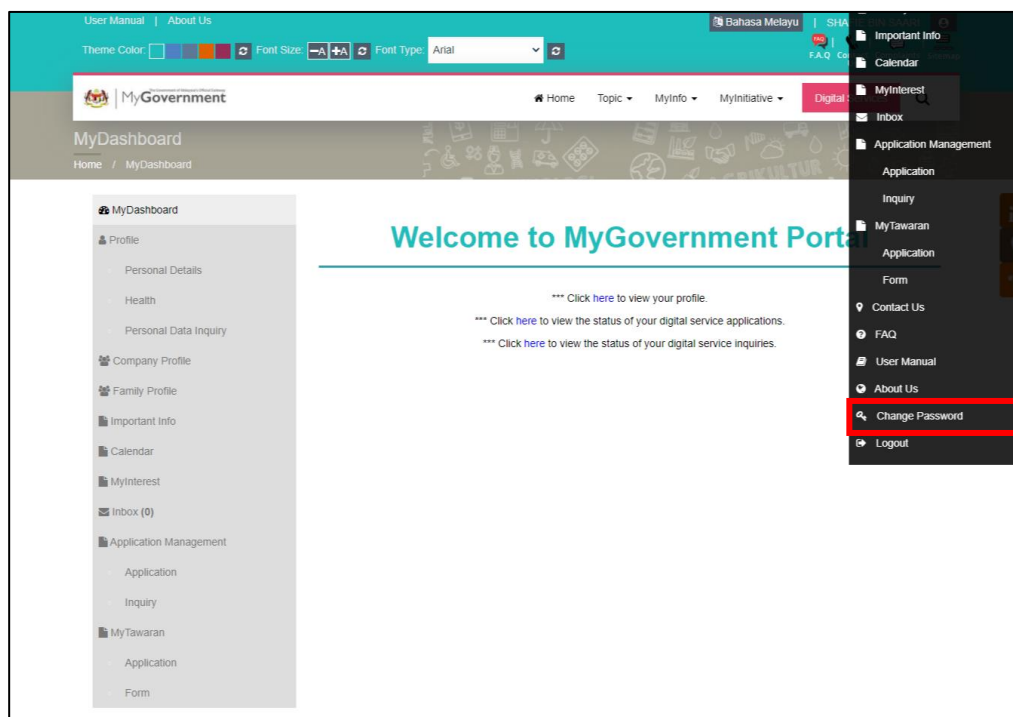
## 4.2 Register of Mi-TCK Verification Methods

Mi-TCK is an application that generates one-time access codes as **an** additional authentication to allow users to login to Portal MyGovernment. This verification code is constantly changing at set intervals. This verification method can only be used after the user has installed this application on a smartphone or mobile device. The Mi-TCK application is available through **Google Play Store** for **Android** users or **Apple Application Store** for **iOS** users.

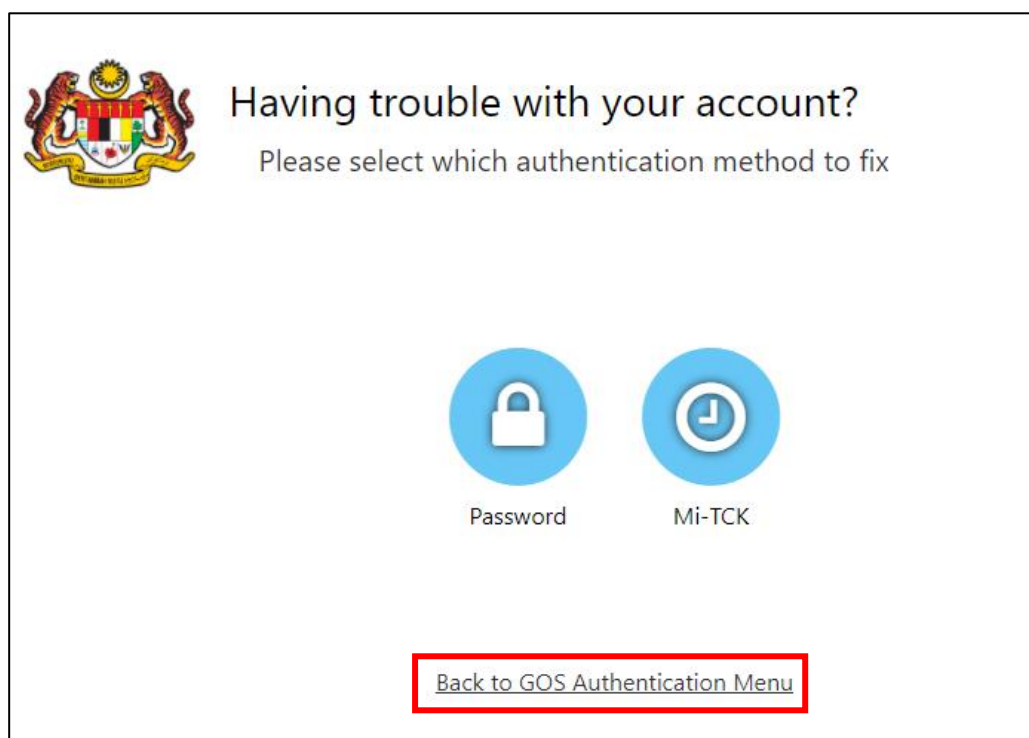




	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 23	

- i. Click icon  at **Main Page**, the following screen will be displayed:-

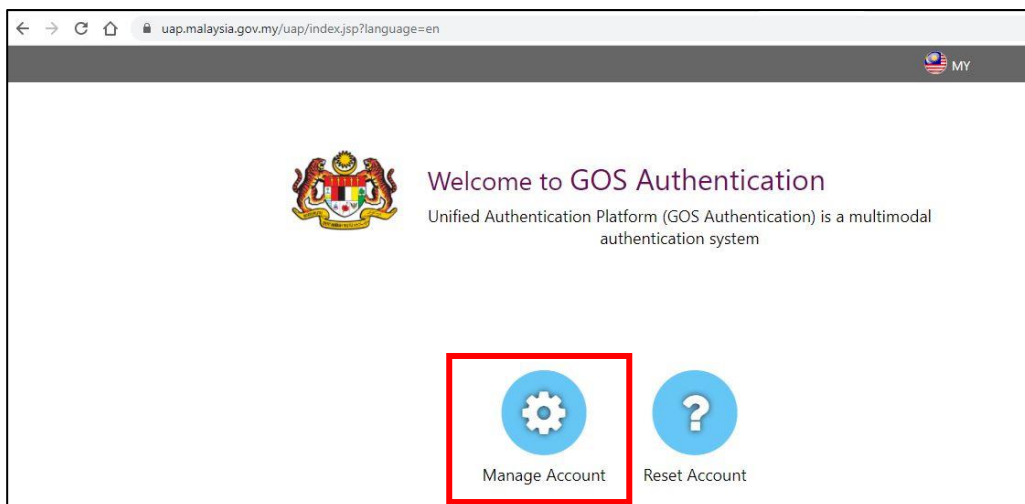


- ii. Click the link on **Change Password**, the following screen will be displayed:-

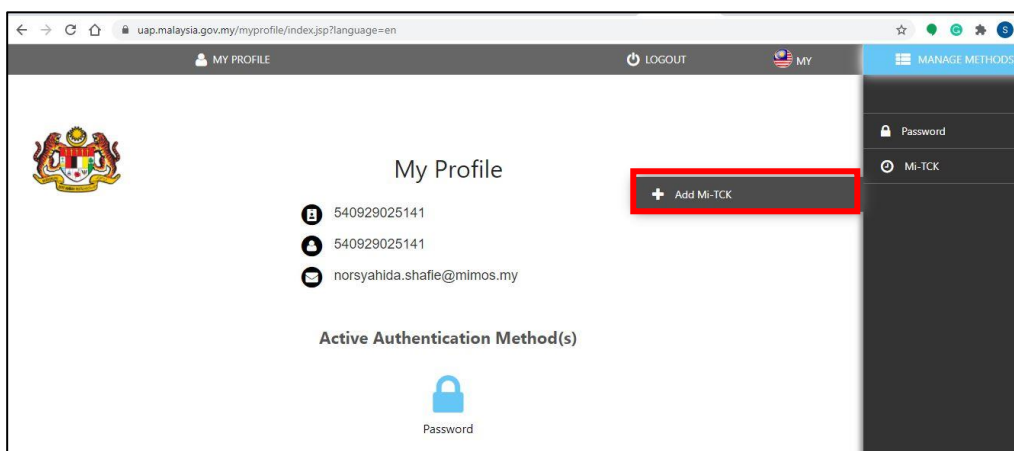


	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 24	

- iii. Click on the link **Back to GOS Authentication Menu**, the following screen will be displayed:-





- iv. Click on the link **Manage Account**, the following screen will be displayed:-

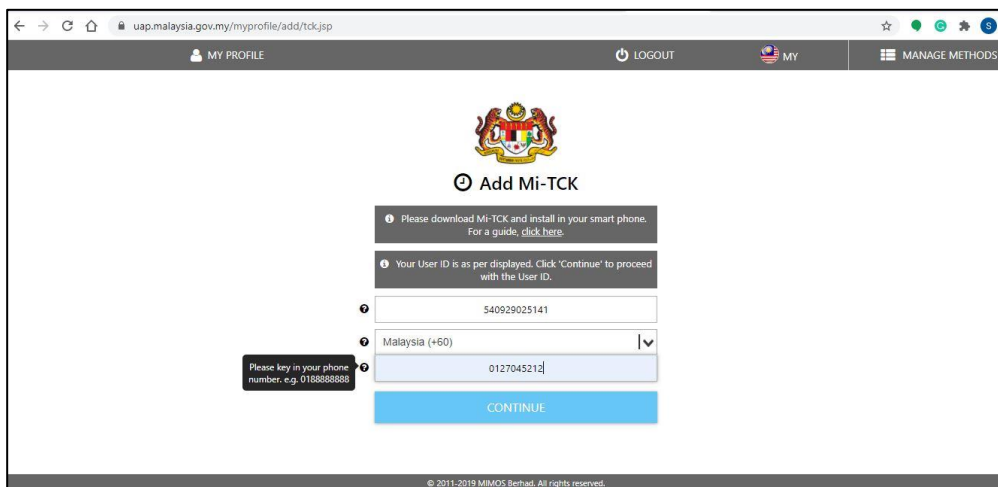


- v. Click on the **Mi-TCK** link;

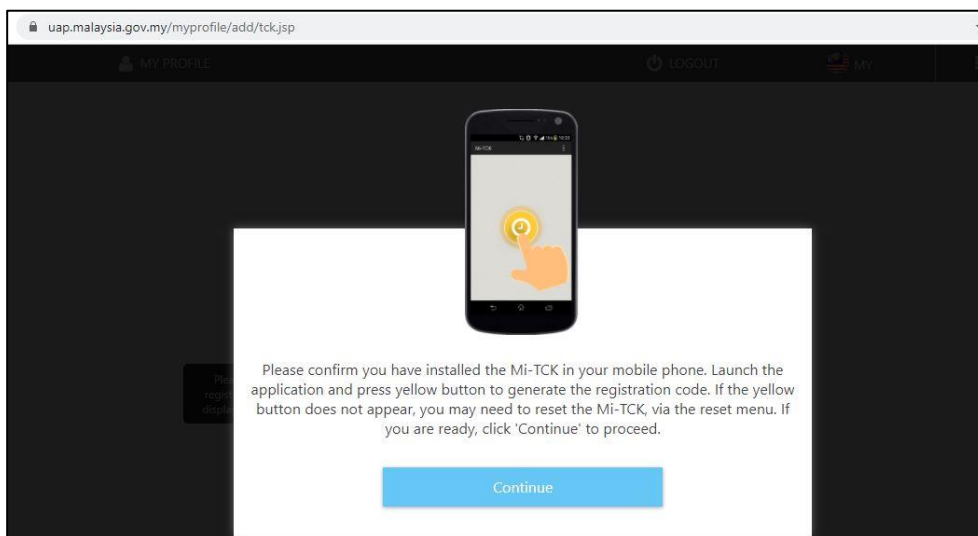


	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 25	



- vi. Click on the **Add Mi-TCK** link, the following screen will be displayed:-



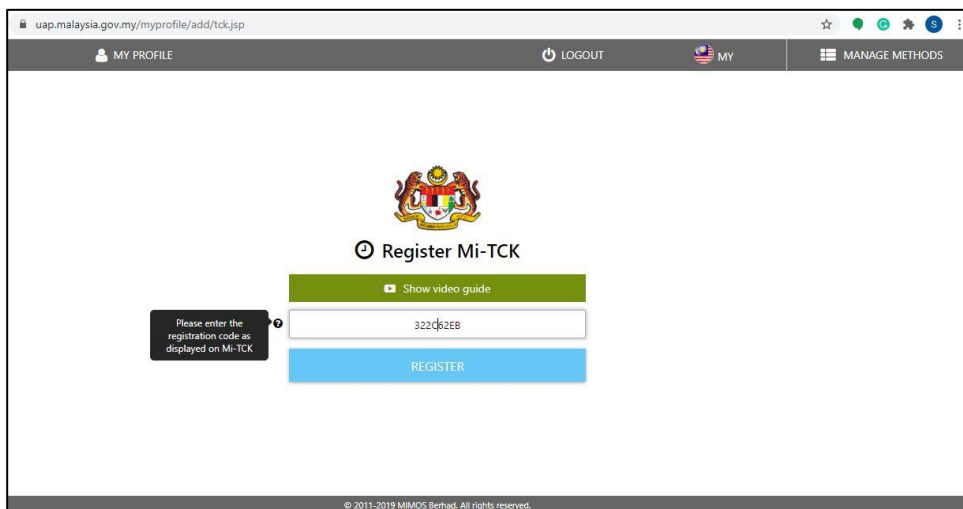
- vii. Enter **Phone No.** which has been installed with Mi-TCK;  
viii. Click [**CONTINUE**], the following screen will be displayed:-



- ix. Follow the steps displayed on the screen above;


	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 26	

- x. Click [**CONTINUE**], the following screen will be displayed:-



uap.malaysia.gov.my/myprofile/add/tck.jsp

MY PROFILE LOGOUT MY MANAGE METHODS



Register Mi-TCK

Show video guide

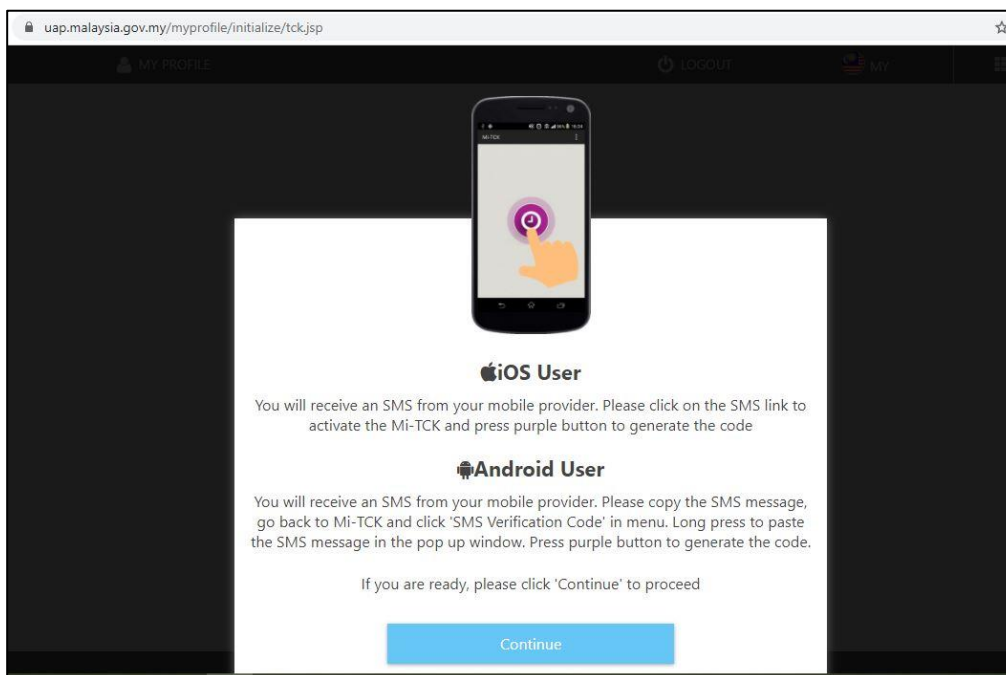
Please enter the registration code as displayed on Mi-TCK

322d62EB

REGISTER


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- xi. Enter **Code** displayed in the Mi-TCK application on smartphones;
- xii. Click [**Register**], the following screen will be displayed:-



uap.malaysia.gov.my/myprofile/initialize/tck.jsp

MY PROFILE LOGOUT MY



**iOS User**

You will receive an SMS from your mobile provider. Please click on the SMS link to activate the Mi-TCK and press purple button to generate the code



**Android User**

You will receive an SMS from your mobile provider. Please copy the SMS message, go back to Mi-TCK and click 'SMS Verification Code' in menu. Long press to paste the SMS message in the pop up window. Press purple button to generate the code.

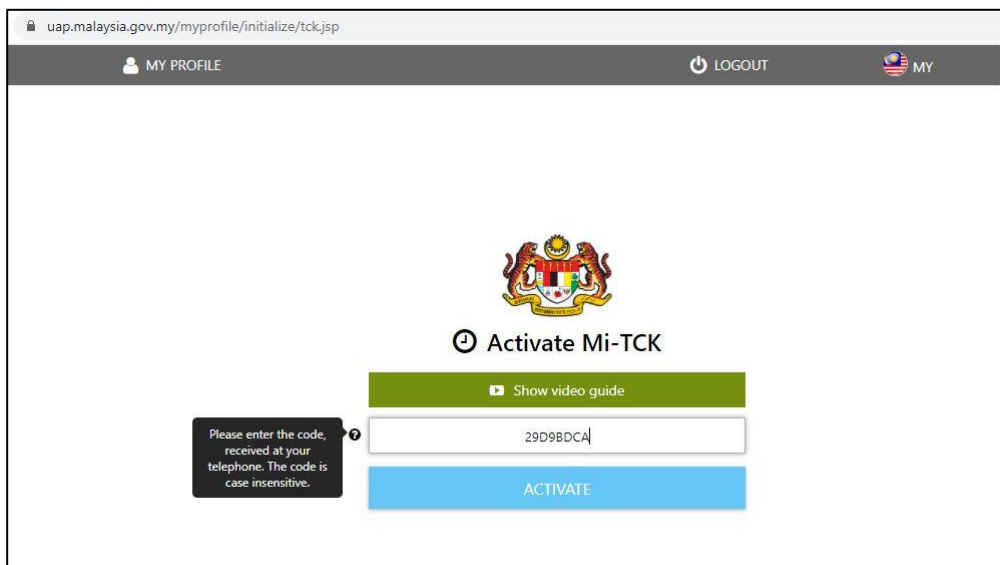
If you are ready, please click 'Continue' to proceed

Continue

- xiii. Follow the steps displayed on the screen above;

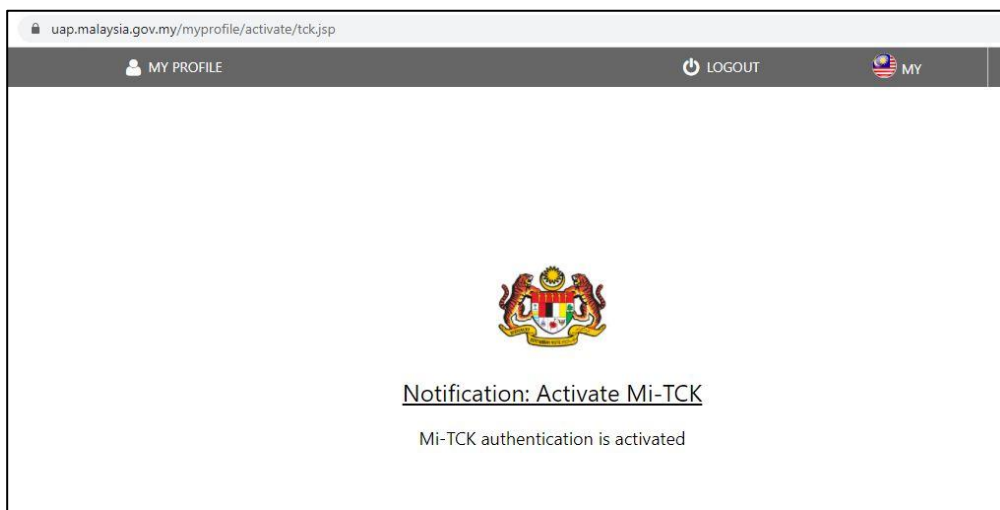
	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 27	



- xiv. Click [**Continue**], the following screen will be displayed:-



- xv. Enter **Code** displayed in the Mi-TCK application on smartphones;

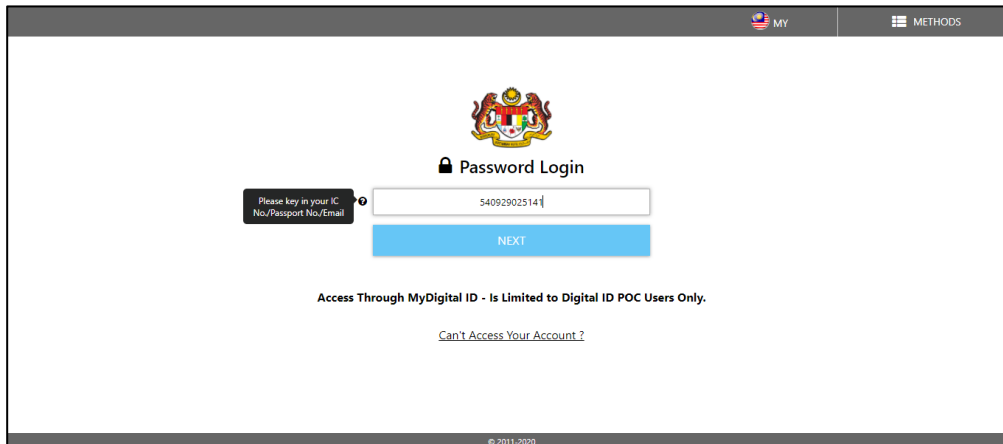
- xvi. Click [**Register**], the following screen will be displayed:-



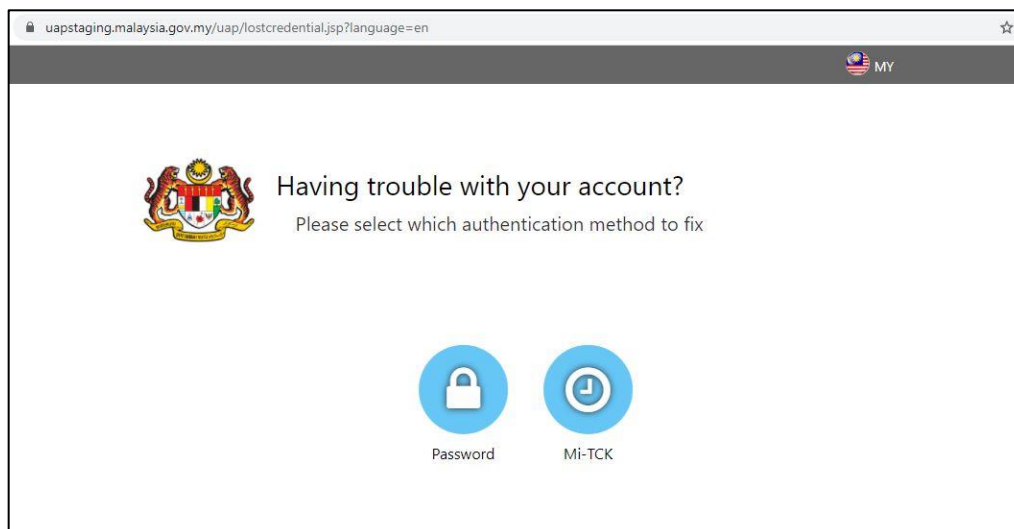
	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 28	

### 4.3 Can't Access User Account



- i. Click **[Login]** on **Main Menu**, the following screen will be displayed:-



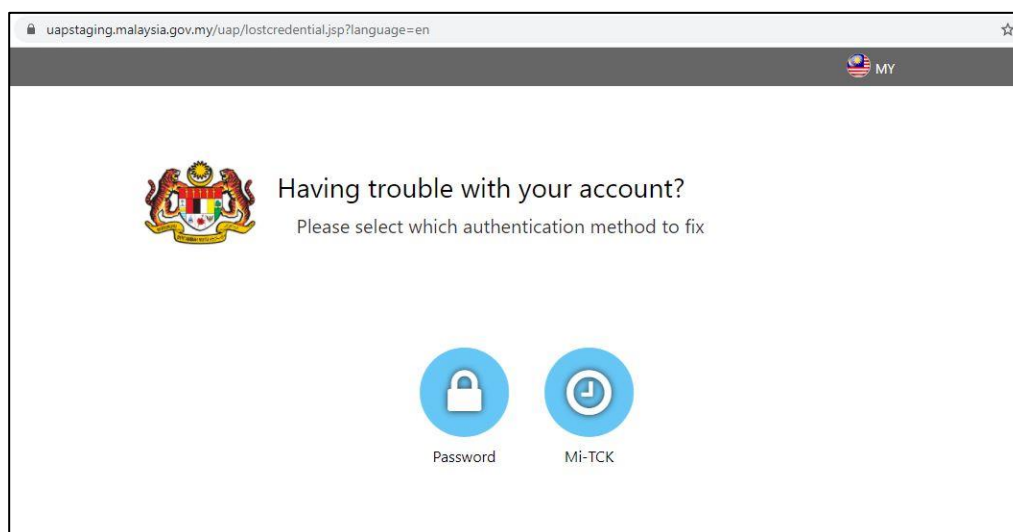
- ii. Click the link **Can't Access Your Account?** and the following screen will be displayed:-



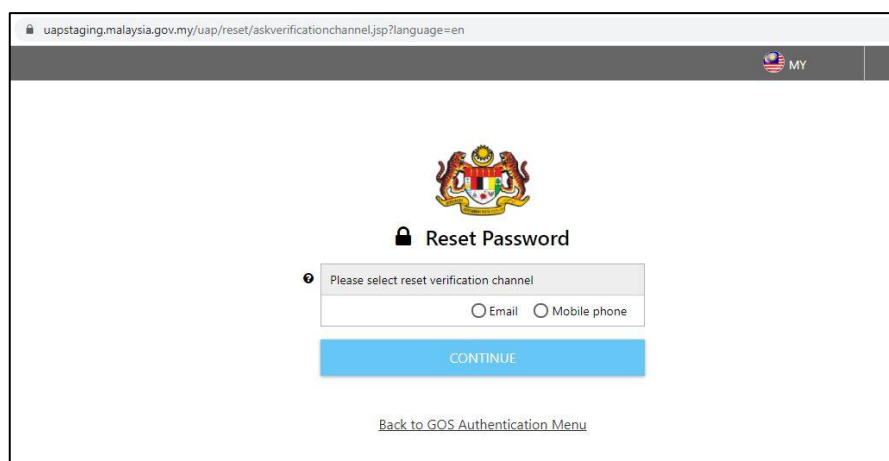
- iii. Select the verification method as shown;  
User can change/reset the verification method as follows: -
- Password; and
  - Mi-TCK.

	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 29	



### 4.3.1 Reset Password



- i. Click **[Password]**, the following screen will be displayed:-

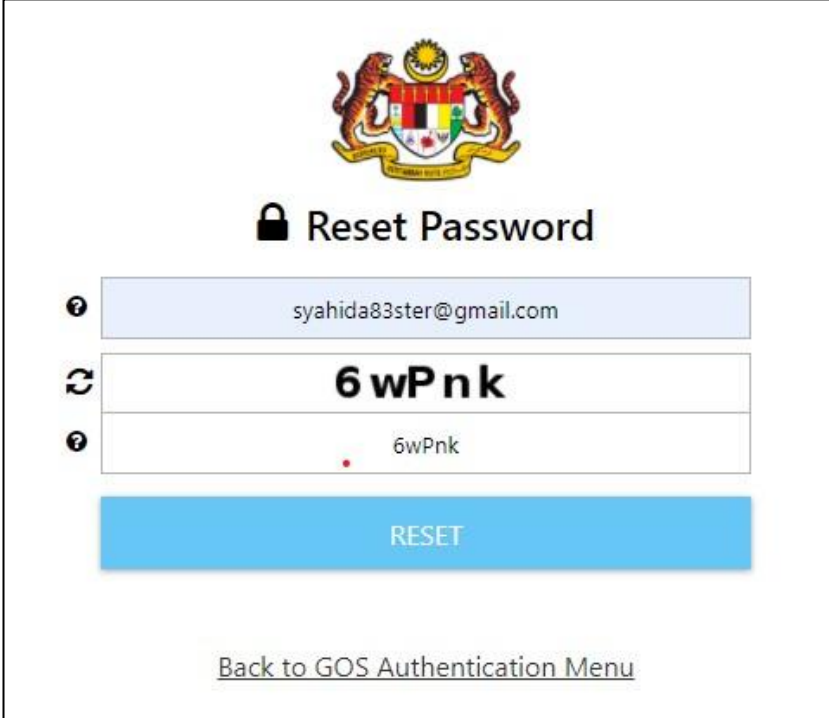


- ii. Select **reset password** method either **Email** or **mobile phone**;
- iii. Click **[CONTINUE]**;


	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 30	



## A. Email Verification Method

If the verification method through email, the following screen will be displayed:-

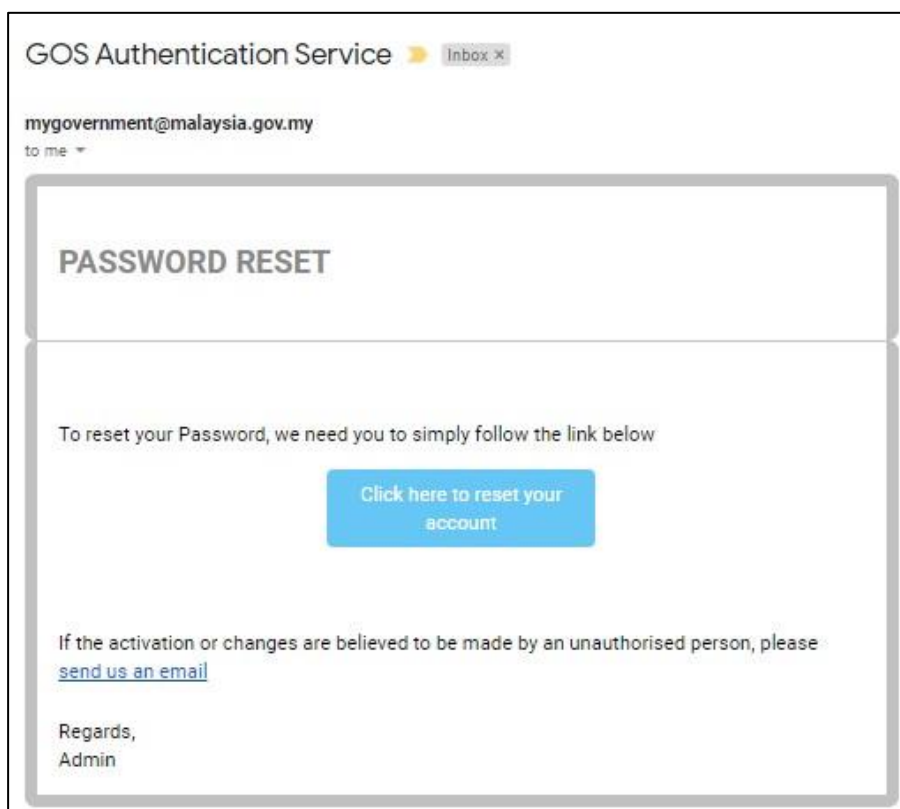


- Enter **email** and Enter verification text;  
**Note: Verification Text** is case sensitive. Follow the exact text displayed.
- Click [**RESET**], the following screen will be displayed:-




	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 31	

- iii. Check **Inbox** and reset password is as follows:-





- iv. Click [**Click here to reset your account**], the following screen will be displayed:-



The screenshot shows a 'Reset Password' form with the Malaysian coat of arms at the top. The form includes five input fields, each with a question mark icon on the left:
 

- Field 1: Contains the number '830322025212'.
- Field 2: Contains six dots '.....'.
- Field 3: Contains six dots '.....'.
- Field 4: Contains the text '9 G94 h'.
- Field 5: Contains the text '9G94h'.

 A blue 'SUBMIT' button is located at the bottom of the form.

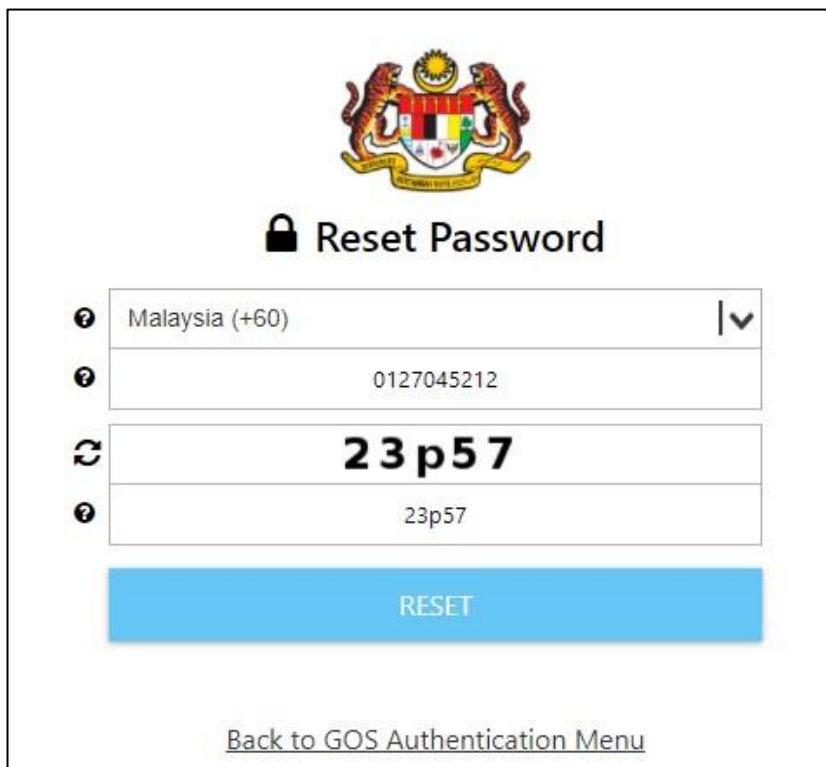
	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 32	

- v. Enter **new password** in the textbox provided;
- vi. Enter verification text as the shown image;
- vii. Click [**SUBMIT**], the following screen will be displayed:-



## B. Mobile Phone Verification Method

If the user Select the verification method through **Mobile Phone**, the following screen will be displayed:-



**Reset Password**

Malaysia (+60) | v

0127045212

23p57



23p57

**RESET**

[Back to GOS Authentication Menu](#)

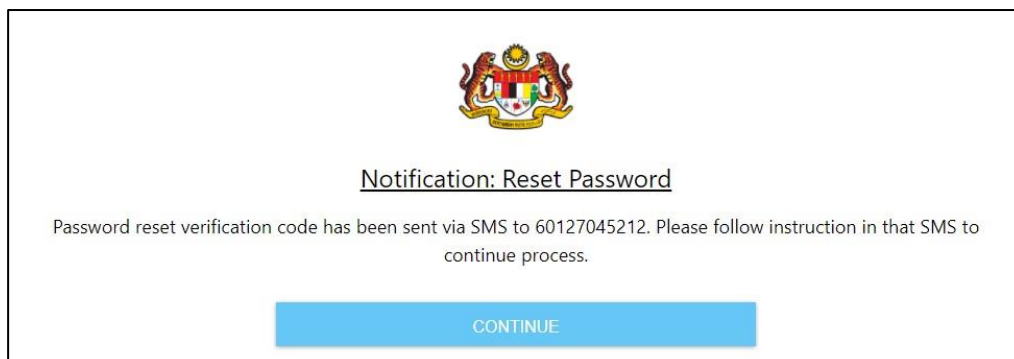
- i. Enter registered **Mobile Phone Number** and Enter verification text;



	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 33	

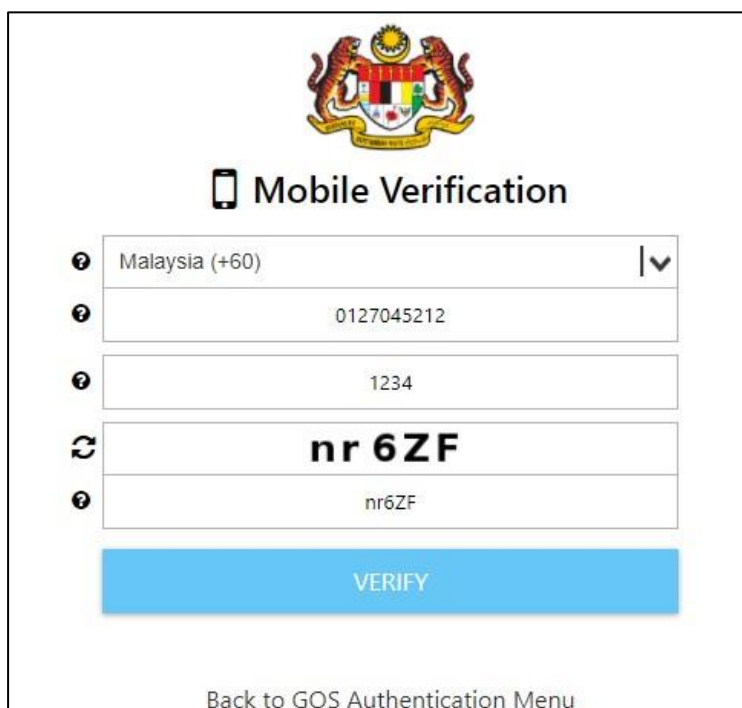
**Note: Verification Text** is case sensitive to uppercase, lowercase letters and has no spacing.

- ii. Click [**RESET**], the following screen will be displayed:-



The screen displays the Malaysian coat of arms at the top. Below it, the title "Notification: Reset Password" is centered. The main text states: "Password reset verification code has been sent via SMS to 60127045212. Please follow instruction in that SMS to continue process." At the bottom, there is a blue button labeled "CONTINUE".

- iii. The user needs to check SMS in the registered telephone number. The SMS contains the code that needs to be entered in the next step;
- iv. Click [**CONTINUE**]:
- v. Enter **phone numbers** and **codes** sent through SMS;
- vi. Enter verification text;
- vii. Click [**VERIFICATION**], the following screen will be displayed:-





The screen displays the Malaysian coat of arms at the top. Below it, the title "Mobile Verification" is centered with a mobile phone icon. The form consists of five input fields, each with a question mark icon on the left:
 

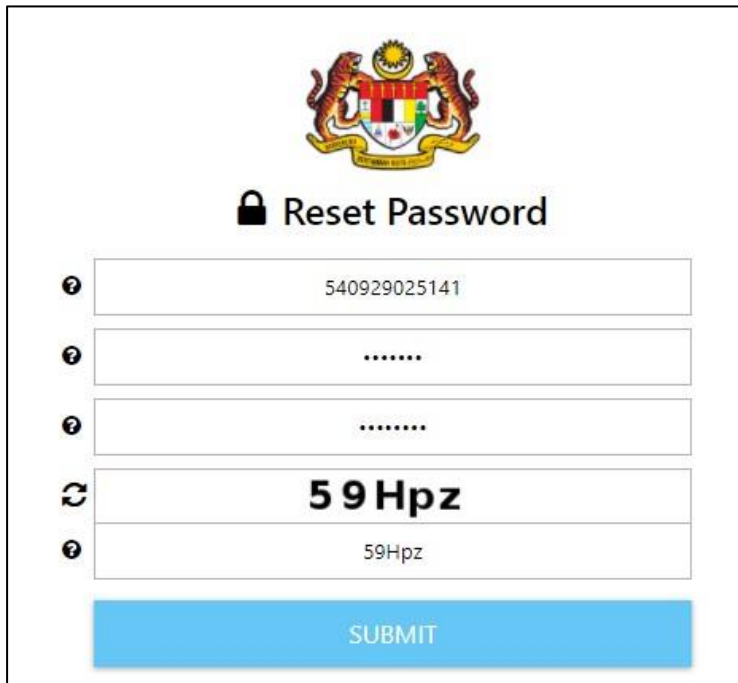
- Field 1: Country code, showing "Malaysia (+60)" with a dropdown arrow on the right.
- Field 2: Phone number, showing "0127045212".
- Field 3: Verification code, showing "1234".
- Field 4: Verification text, showing "nr 6ZF" in bold.
- Field 5: Confirmation code, showing "nr6ZF".

 Below the fields is a blue button labeled "VERIFY". At the bottom, there is a link: "Back to GOS Authentication Menu".

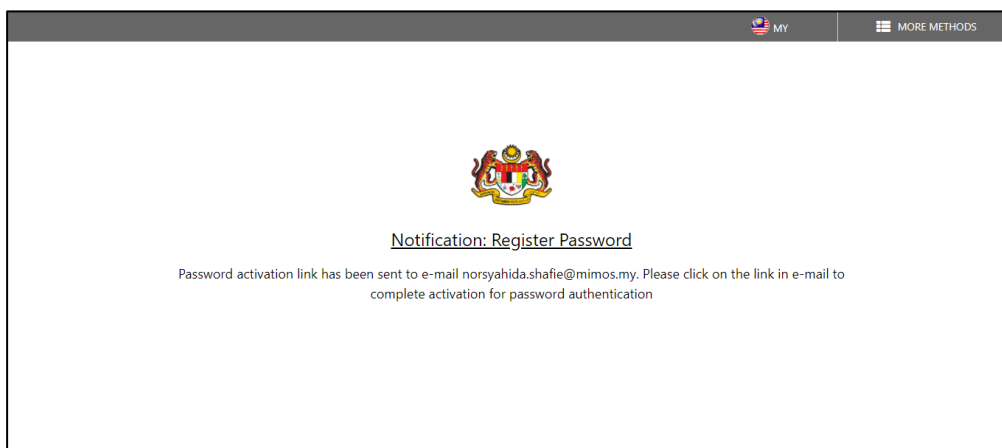
- viii. Enter the new password;



	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 34	

- ix. Enter verification text;
- x. Click [**VERIFY**], the following screen will be displayed:-



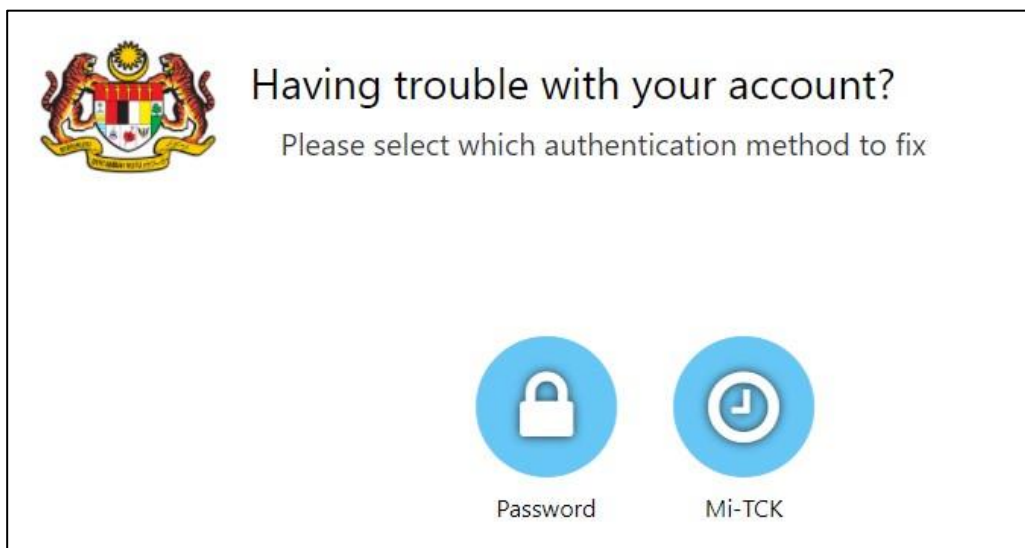
- xi. Enter new password and confirmation password. Click [**SUBMIT**], the following screen will be displayed:-



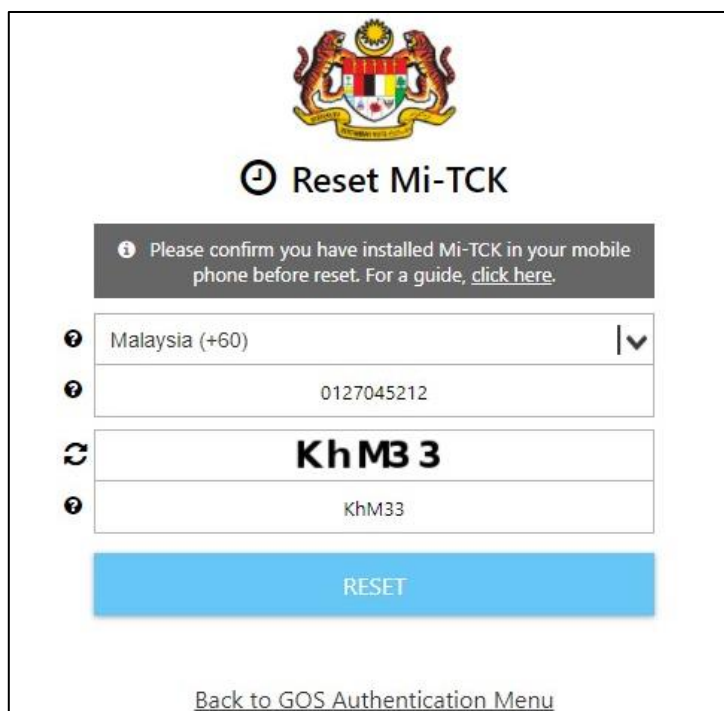
	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 35	

#### 4.3.2 Reset Mi-TCK



This function can only be used on the user who has made additional authentication settings through the Mi-TCK method. The Mi-TCK application must first be installed through the user's mobile smartphone.



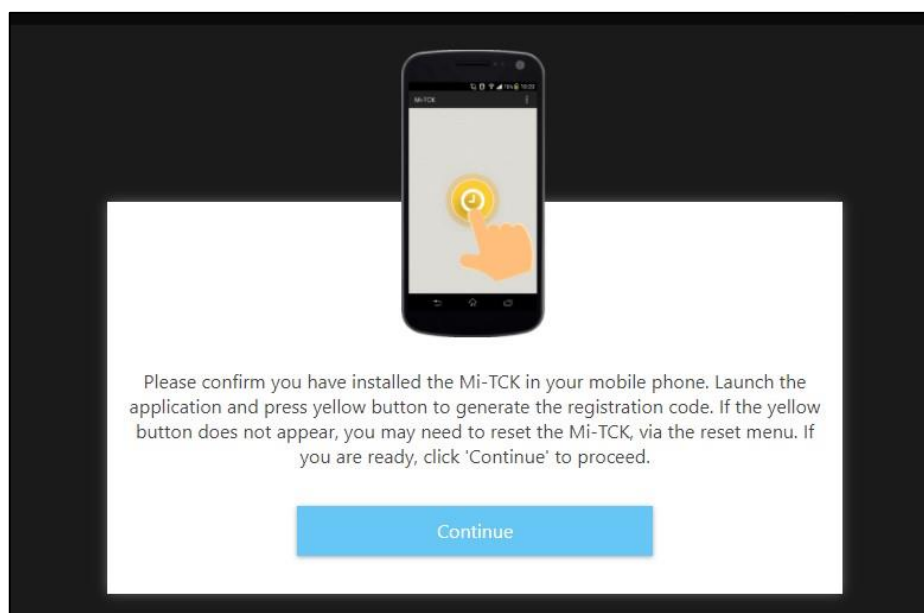
- i. Click [**Mi-TCK**], the following screen will be displayed:-



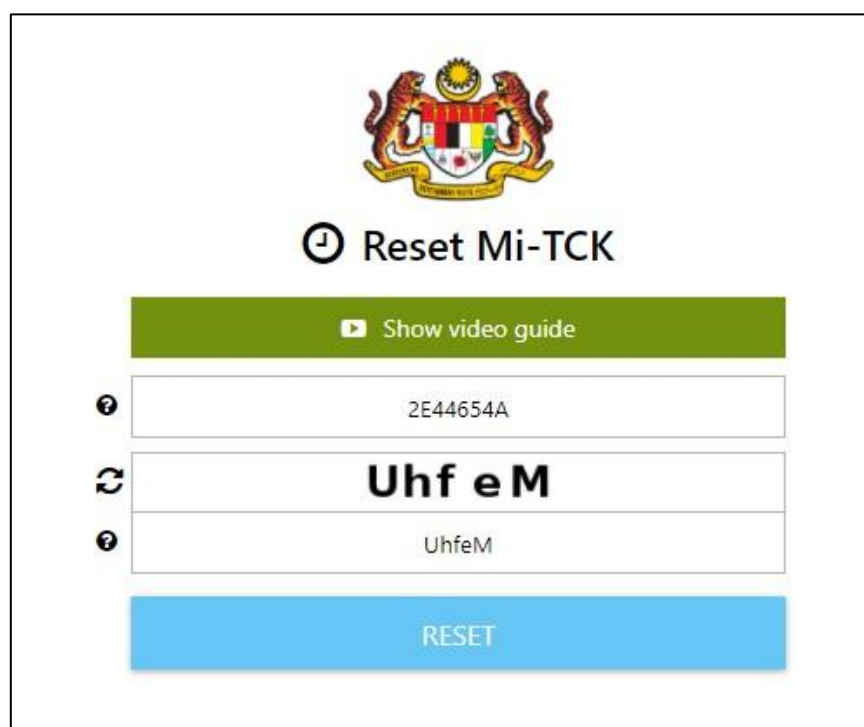
- ii. Enter registered **Mobile Phone Number** and enter **verification text**;  
**Note:** Verification text is **case sensitive, lowercase** and **no spaces**.



	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 36	

- iii. Click **[RESET]**, the following screen will be displayed:-

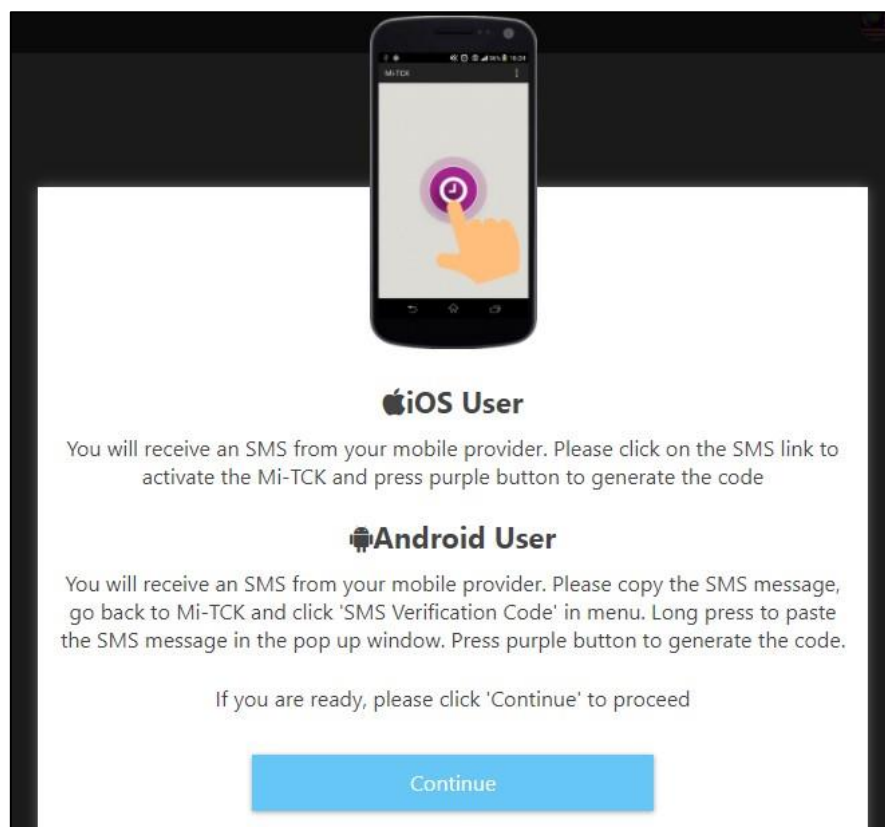


- iv. Open the Mi-TCK application via smartphone and follow the steps listed on the screen above;
- v. Click **[CONTINUE]**, the following screen will be displayed:-





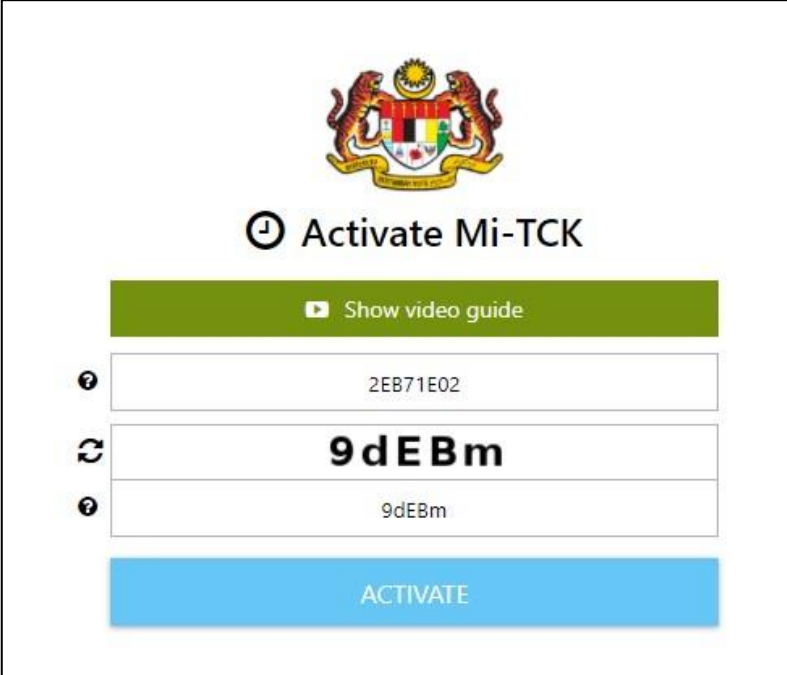
	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				 <small>BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI</small>
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 37	

- vi. Enter **Mi-TCK Registration Code** listed on the Mi-TCK application on smartphones;
- vii. Enter verification text;  
**Note:** Verification text is **case sensitive, lowercase** and **no spaces**.
- viii. Click [**RESET**], the following screen will be displayed:-

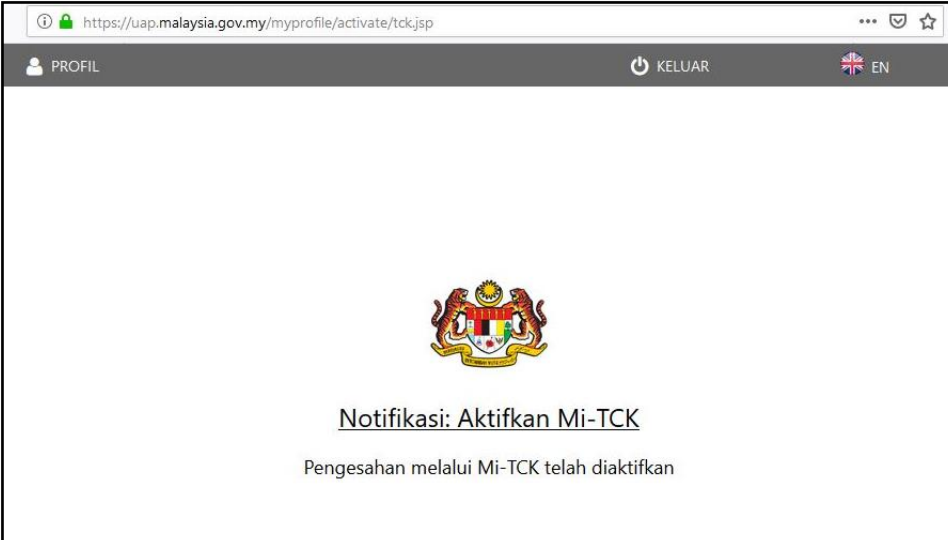




- ix. Follow the steps listed on the screen above;
- x. Click [**CONTINUE**], the following screen will be displayed:-

	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 38	

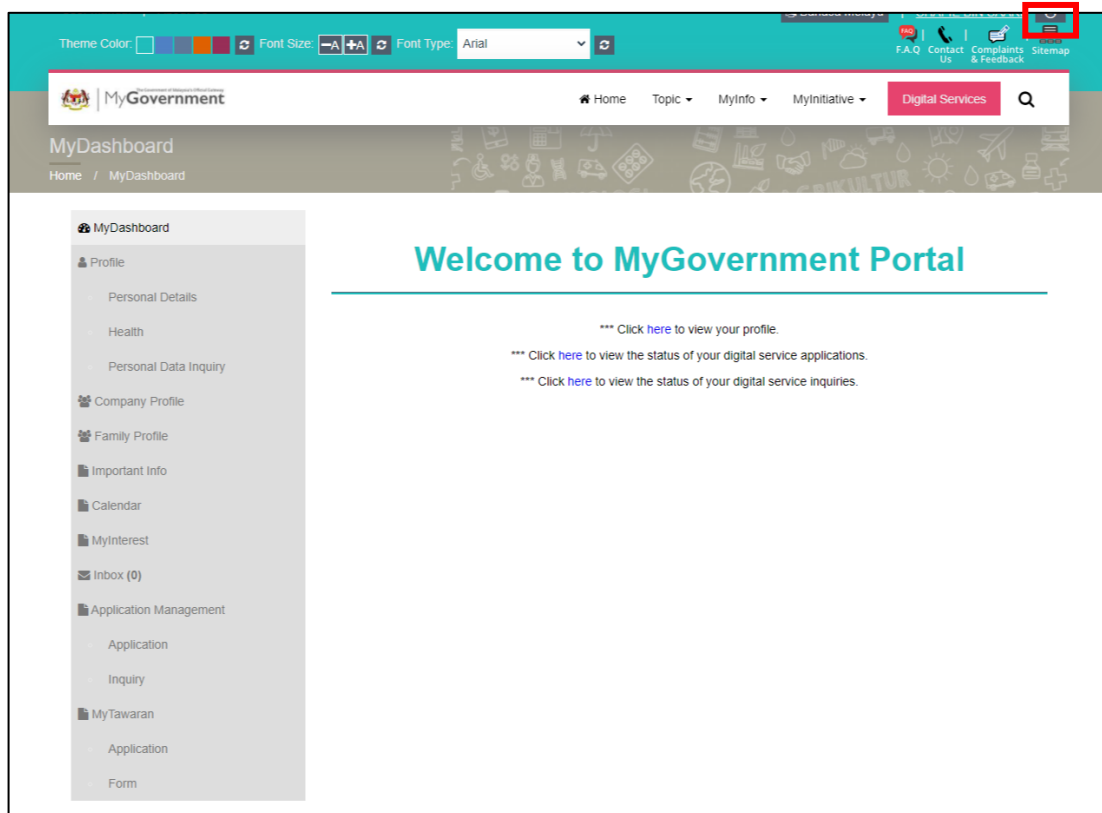



- xi. Enter the **code** displayed through the Mi-TCK application on the smartphone;
- xii. Click [**ACTIVE**], the following screen will be displayed:-

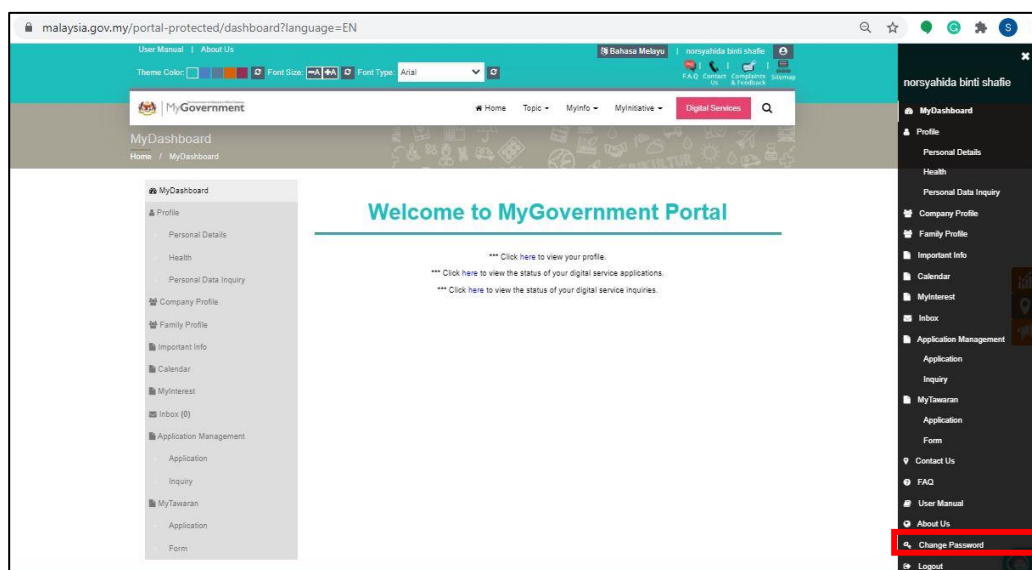




	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 39	

## 4.4 Change Password

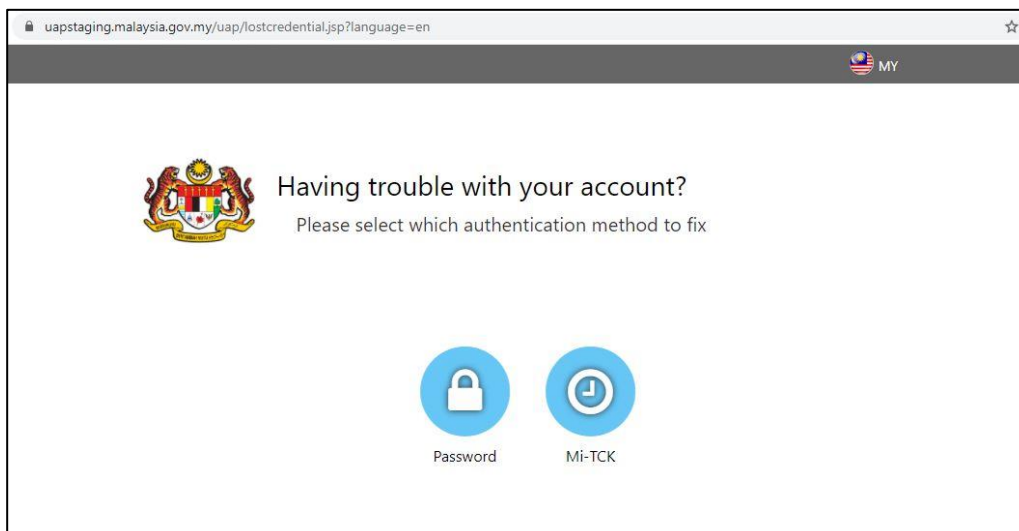


- i. Click icon  at **Main Page**, the following screen will be displayed:-

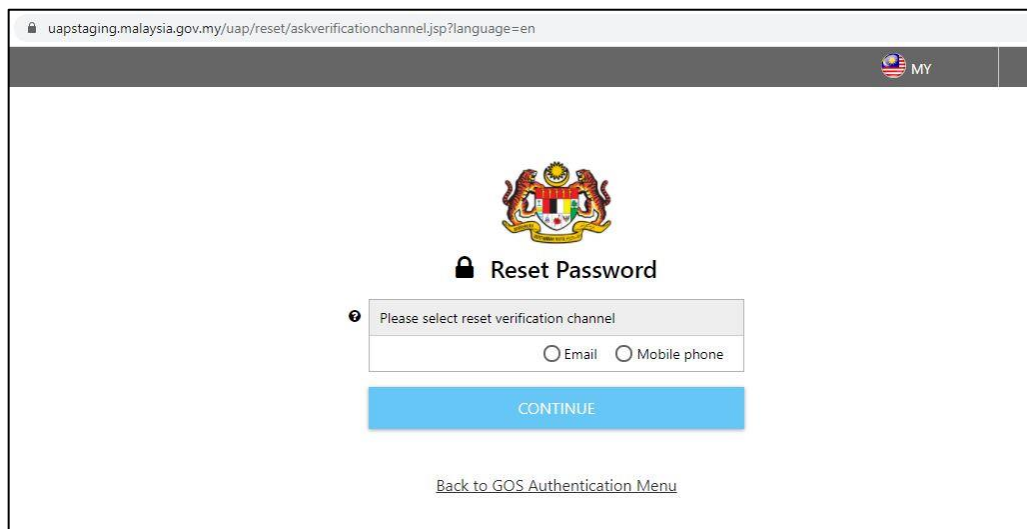


	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 40	

- ii. Click the link **Change Password**, the following screen will be displayed:-





- iii. Select the **Password verification** method as shown, the following screen will be displayed:-



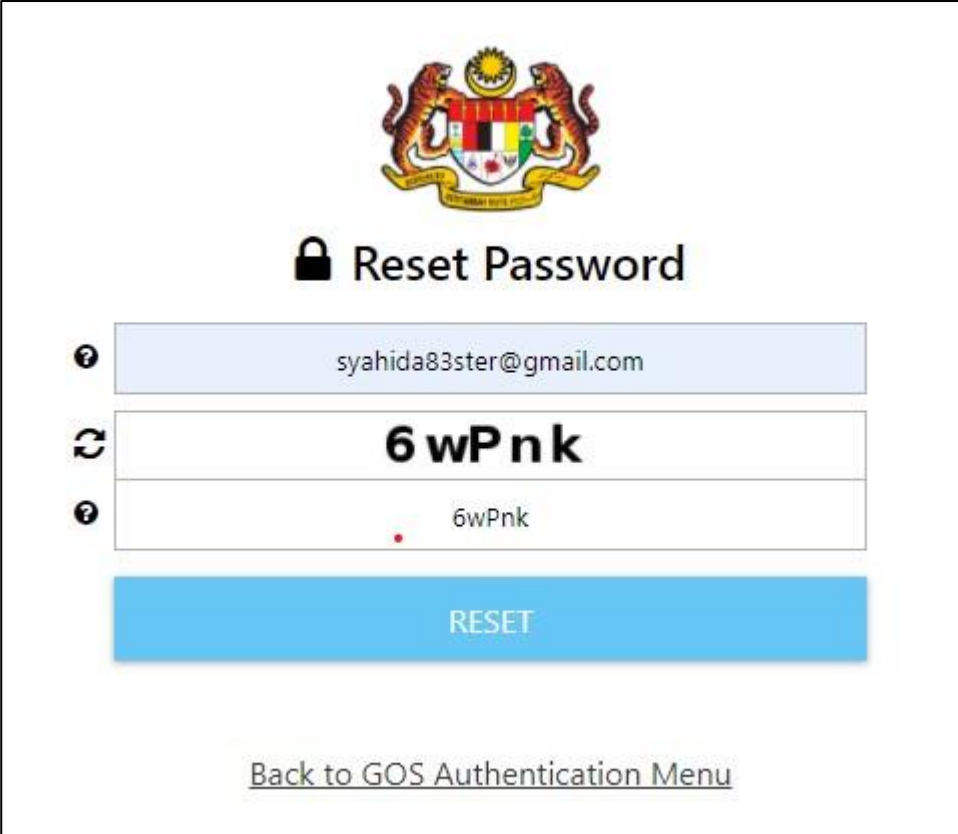
- iv. Select a **verification method** either via **Email** or **Mobile Phone**;  
v. Click [**CONTINUE**];



	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				 BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 41	

## A. Email Verification Method


If the user Select the verification method through email; the following screen will be displayed:-





- Enter **email** and enter **verification text**;

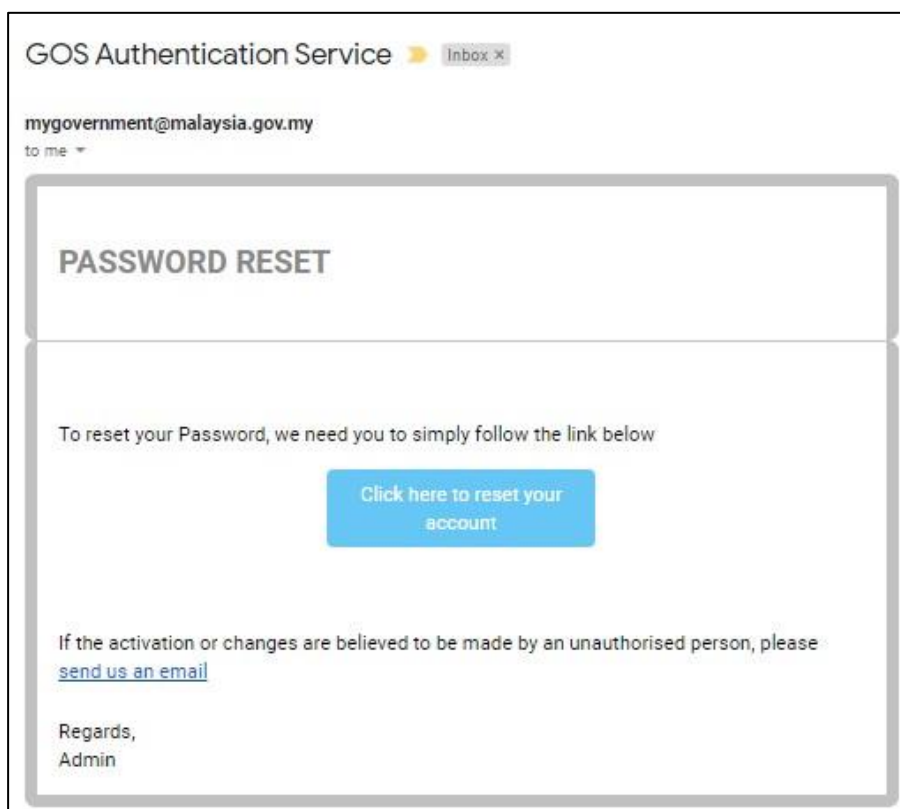
**Note: Verification text is case sensitive, lowercase and no spaces.**

- Click **[RESET]**, the following screen will be displayed:-

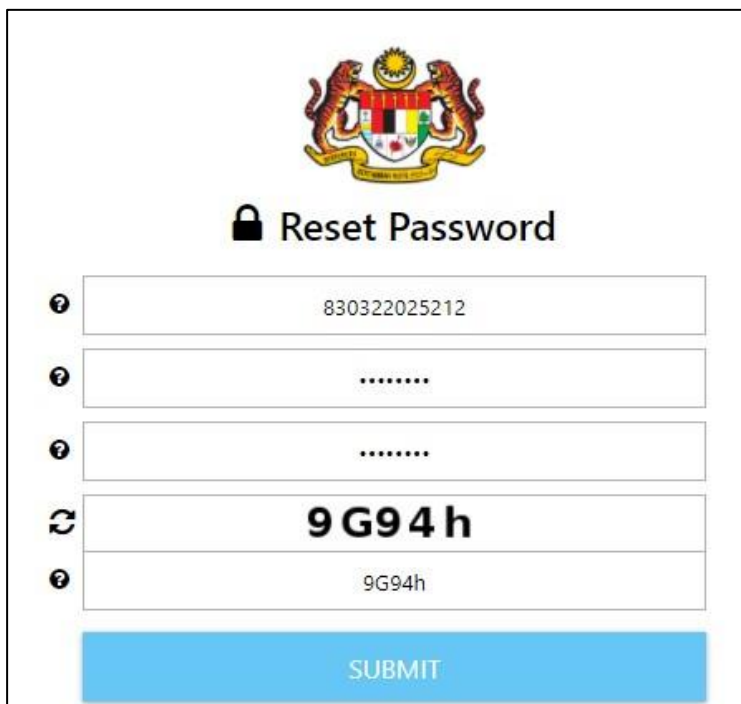



	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 42	

- iii. Check **Inbox** and email **[RESET]** password is as follows:-



- iv. Click **[Click here to reset your password]**, the following screen will be displayed:-





**Reset Password**

?

?



?

?

?
9 G94 h

?

SUBMIT

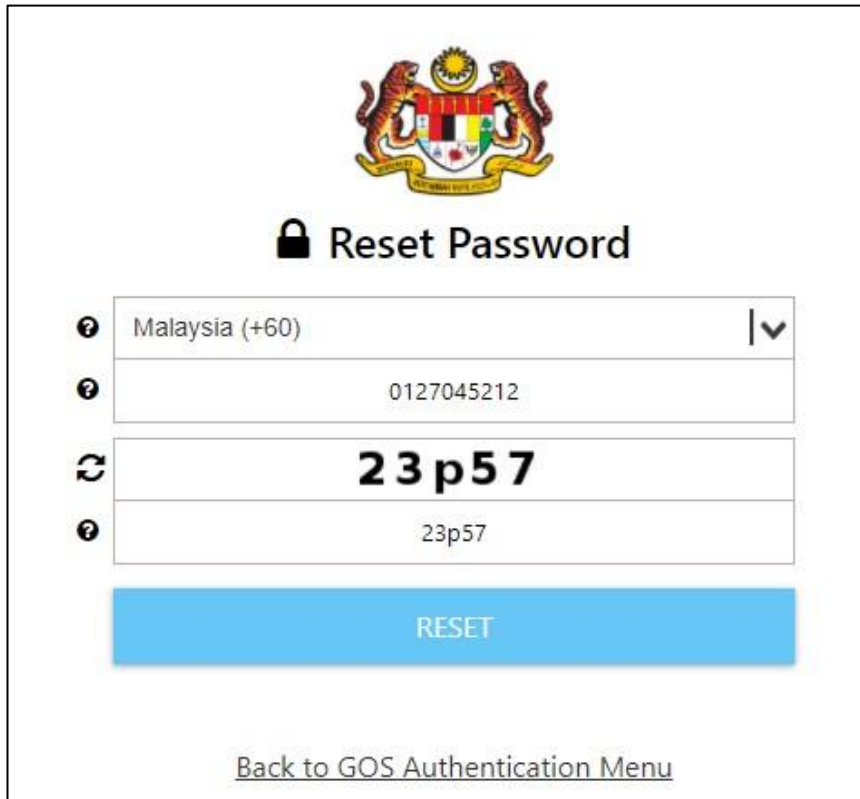
	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 43	


- v. Enter **new password** in the provided textbox;
- vi. Enter verification text as shown image;
- vii. Click [**SUBMIT**], the following screen will be displayed:-



#### B. Mobile Phone Verification Method

If the user Selects verification image through Mobile phone, the following screen will be displayed:-


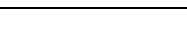


  
**Reset Password**

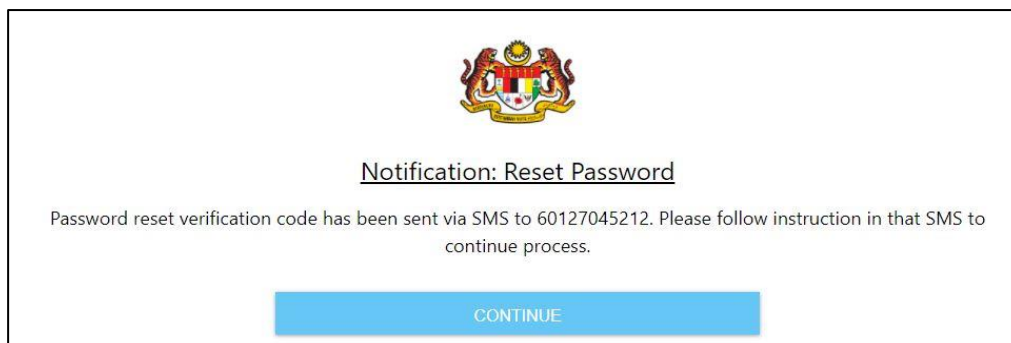
? Malaysia (+60) | v  
 ? 0127045212  
 ? 23 p57  
 ? 23p57


RESET

[Back to GOS Authentication Menu](#)

	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 44	

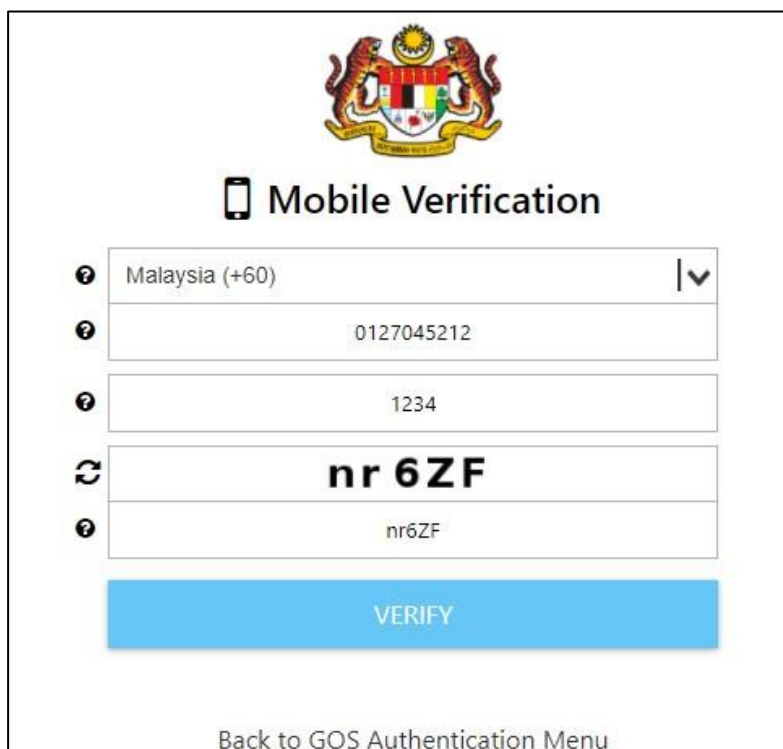
- i. Enter **Registered Mobile Phone Number** and enter **verification text**;  
**Note:** Verification text is **case sensitive, lowercase** and **no spaces**.
- ii. Click [**RESET**], the following screen will be displayed:-




  
Notification: Reset Password  
 Password reset verification code has been sent via SMS to 60127045212. Please follow instruction in that SMS to continue process.  
[CONTINUE](#)

The user needs to check SMS in the registered telephone number. The SMS contains the code that needs to be entered in the next step;

- iii. Click [**CONTINUE**], the following screen will be displayed:-



  
**Mobile Verification**

?

Malaysia (+60)

|v

?

0127045212

?

1234

↺

nr 6ZF



?

nr6ZF

[VERIFY](#)

[Back to GOS Authentication Menu](#)

- iv. Enter **telephone number** and **code** sent through SMS;
- v. Enter verification text;

	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				 <small>BERSAMA-SAMA MELAKSANAKAN TRANSFORMASI</small>
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 45	

- vi. Click [**VERIFY**], the following screen will be displayed:-



The screenshot shows a 'Reset Password' interface. At the top is the Malaysian coat of arms. Below it is a lock icon and the text 'Reset Password'. There are five input fields, each with a question mark icon on the left:
 



- Field 1: Contains the number '540929025141'.
- Field 2: Contains seven dots '.....'.
- Field 3: Contains seven dots '.....'.
- Field 4: Contains the text '32 Uf S'.
- Field 5: Contains the text '32Ufs'.

 Below the input fields is a blue button labeled 'SUBMIT'.

- vii. Enter a new password;  
 viii. Enter verification text;  
 ix. Click [**SUBMIT**], the following screen will be displayed:-

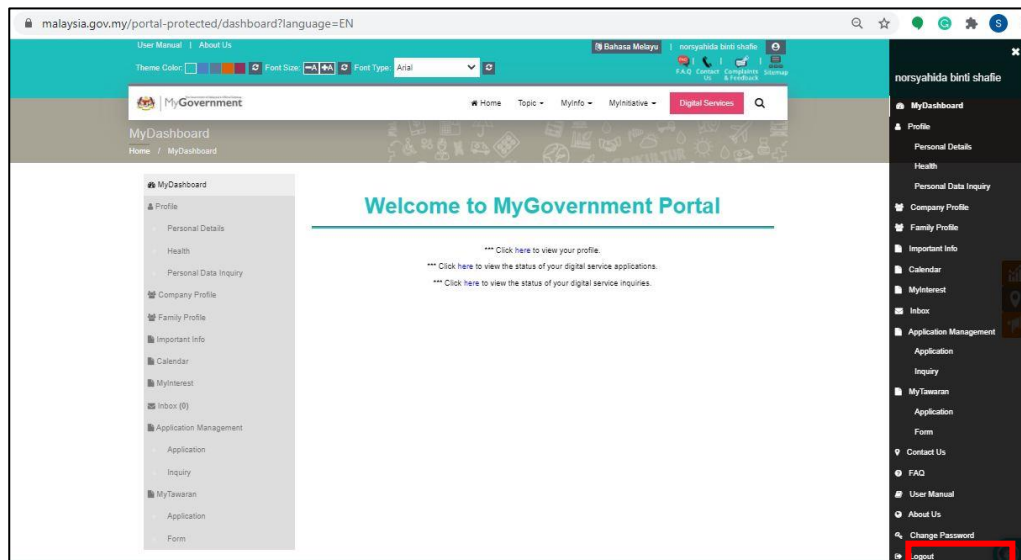


The screenshot shows a notification screen. At the top is the Malaysian coat of arms. Below it is the text 'Notification: Activate Password' in a bold, underlined font. At the bottom, it says 'Password has been activated. Please use the new password'.

	Tajuk Dokumen: Quick Reference – Portal MyGovernment User Registration				
	Tahap Keselamatan: Terbuka	No. Dokumen: PMP-20082	Versi: A	Muka surat: 46	

## 4.5 Logout

- Click **[Logout]** on the dropdown list as the following screen: -



**Main Page** screen will be displayed after the user successfully logout.