



KEMENTERIAN KEWANGAN MALAYSIA

USER MANUAL

**MALAYSIAN GOVERNMENT TAX MANAGEMENT
AND INFORMATION SYSTEM
(MYCUKAI)**

**DIGITAL CERTIFICATE PURCHASES GUIDE
(*DIGITAL CERTIFICATE*)
MSC TRUSTGATE SDN BHD**



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1 INTRODUCTION

- ✚ MyCukai (Malaysian Government Tax Management and Information System) is a system that replaces the existing systems of SMPC, SEC GST, and ePPC at MOF. MyCukai works as a system that provides online applications and generate decision letter including recommendation from agencies for tax exemptions, remissions and tax returns.
- ✚ To submit applications, users are required to have a valid digital certificate to execute digital signature.
- ✚ Purchases of Digital Certificate can be made through *Certificate Authorities (CA)* MSC Trustgate Sdn. Bhd.
- ✚ This user manual will explain the process to purchase and use digital certificate in the MyCukai system.



2 PURCHASES OF DIGITAL CERTIFICATED

- i. Users have the options to choose the types of digital certificate preferred whether the **USB certificate** or **soft certificate**.
- ii. There are two (2) mediums to purchase digital certificate which are:
 - 1) **Purchase over- the- Counter**
 - 2) **Purchase Via Online**
- iii. There is one category of user identified to use digital certificate;
 - 1) **Public (Malaysian and Non-Malaysian)**
- iv. Users can refer to the requirements of the certificate based on user categories as appropriate as shown on the following table:

| User Category | Type of Certificate | |
|---------------|---------------------|-----------|
| | Token Cert | Soft Cert |
| Public | ✓ | ✓ |



2.1 Token Category

The list price for Soft certificate (one (1) year validity) and Token (Digital Certificate) based on User Category:

| User Category | Price Based on Digital Certificate Medium | |
|---|---|-------|
| | Softcert | Token |
| Public (Individual Citizens & Company) | RM50 | RM150 |
| Public (Not Individual Citizens & Company) | RM100 | RM200 |

The applications that do not require the use of digital certificates are as follows:

- a. Excise Duty Exemption for National Vehicles for Disabled persons (OKU)
- b. Excise Duty Exemption and GST Relief for Budget Taxis and Rented Cars for the purposes of ownership transfer (Budget Taxis)

**price include GST 6%*

2.2.1 Purchase over- the- Counter

- i. Purchasing of digital certificate can be made over-the-Counter at the following address:

MSC Trustgate Sdn. Bhd
Suite 2-9, Level 2, Block 4801, CBD Perdana, Jalan Perdana,
63000, Cyberjaya Selangor

Tel: 03-83181800

Emel: mycukai-suppport@msctrustgate.com

Laman Web: www.msctrustgate.com



- ii. If the purchase is made over the **Counter**, please identify the user category and bring along the required documents [✓] as follows:

| User Category | Personal Identification Card (Malaysian) | Passport (Non-Malaysian) |
|---------------|--|--------------------------|
| Public | ✓ | ✓ |

2.3 Purchase via Online

2.3.1 Portal for ID Registration Process

This process is to create a new account profile for users. In this account profile, users can manage and apply new digital certificates directly through the portal.

1. Open Mozilla Firefox and access the registration URL

<https://www.msctrustgate.com/mytrustid/>

Click ***Create an account now.***



TRUSTGATE
SECURE TRANSACTION. TRUSTED BUSINESS

MyTrust ID

Sign in to your account

Please make sure your certificate have properly been installed

[Login with Certificate](#)

If you have temporary access code for your account, [click here](#)

Not registered yet?

You would need an account to start purchase certificate via this system. [Create an account now](#)

Loss Token / Soft Cert?

If you have loss your token or soft cert, kindly [request temporary access](#) to your account.

[Customer Support & Contact](#)

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2. Fill in the required information in **User Registration**.

Please make sure to fill in the following mandatory information:

- **MyKAD / Passport details,**
- **Email Address,**
- **Full Name and**
- **Mobile No.**

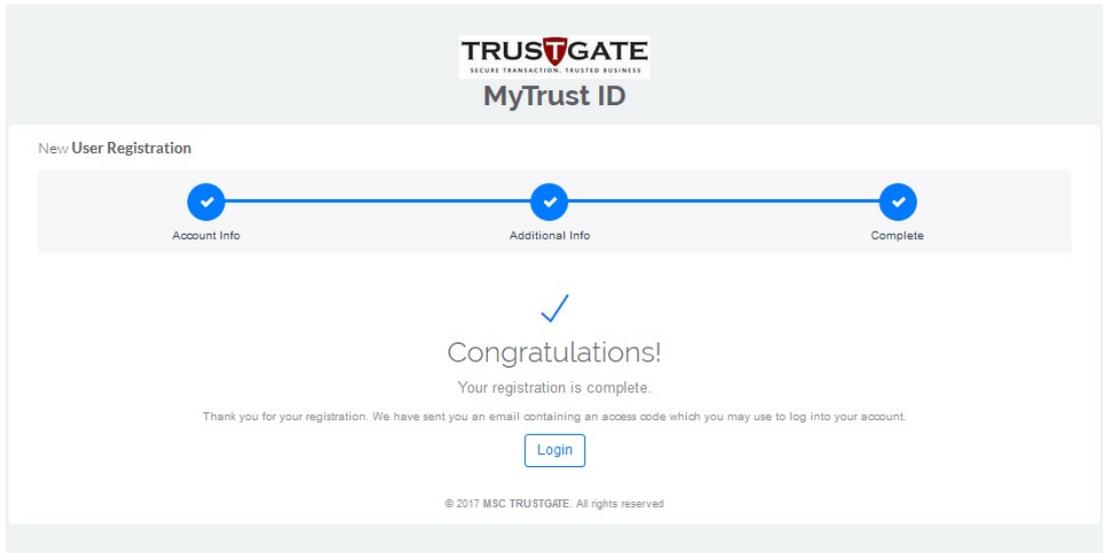


The screenshot shows the 'New User Registration' page for MyTrust ID. At the top, there is a progress bar with three steps: 1. Account Info (active), 2. Additional Info, and 3. Complete. The form is divided into two main sections: 'Account Information' and 'Personal Information'.
Account Information:
- Nationality: A dropdown menu with 'Malaysian' selected.
- MyKAD No: A text field with an example '899201040201' and a red 'x' icon. A note below says 'This field is required.'
- Email: A text field with 'default@gmail.com' and a red 'x' icon. A note below says 'This field is required.'
Personal Information:
- Full Name: A text field with a red 'x' icon. A note below says 'This field is required.'
- Mobile No: A text field with a red 'x' icon. A note below says 'This field is required.'
- Address: A text field.
- Postcode: A text field.
- City: A text field.
- State: A dropdown menu.
- Country: A dropdown menu.
At the bottom right, there is a 'Next' button with a right-pointing arrow. At the bottom center, there is a copyright notice: '© 2017 MSC TRUSTGATE. All rights reserved.'

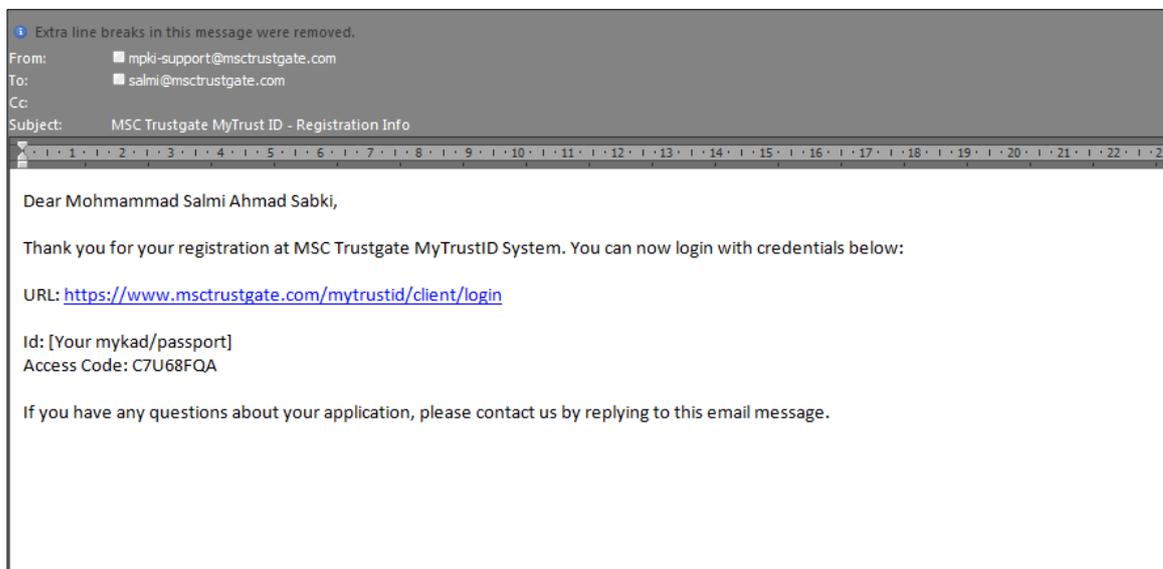
3. Fill in the required information. Then, click **Next** to continue.

The screenshot shows the 'New User Registration' page for MyTrust ID, now at Step 2: Additional Info. The progress bar shows Step 1 as completed with a checkmark, Step 2 as active, and Step 3 as pending. The form is divided into two main sections: 'Company Information' and 'Personnel Information'.
Company Information:
- Registration No.: A text field with 'Company Registration No' as a placeholder.
- Name: A text field with 'Company Name' as a placeholder.
- Address: A text field.
- Postcode: A text field.
- State: A dropdown menu.
- City: A text field.
- Country: A dropdown menu.
Personnel Information:
- Designation: A text field with 'Example: CEO' as a placeholder.
- Office Phone No.: A text field with 'Office No' as a placeholder.
- Fax No.: A text field.
At the bottom left, there is a 'Back' button. At the bottom right, there is a 'Submit' button with a right-pointing arrow. At the bottom center, there is a copyright notice: '© 2017 MSC TRUSTGATE. All rights reserved.'

4. Fill in the required information in the Additional Info. Then, click Next to continue.



5. A “**Congratulation**” message will be displayed after registration is complete.
6. Once the registration is complete, a confirmation email will be sent to the registered email address. Emails will be received from mpki-support@msctrustgate.com



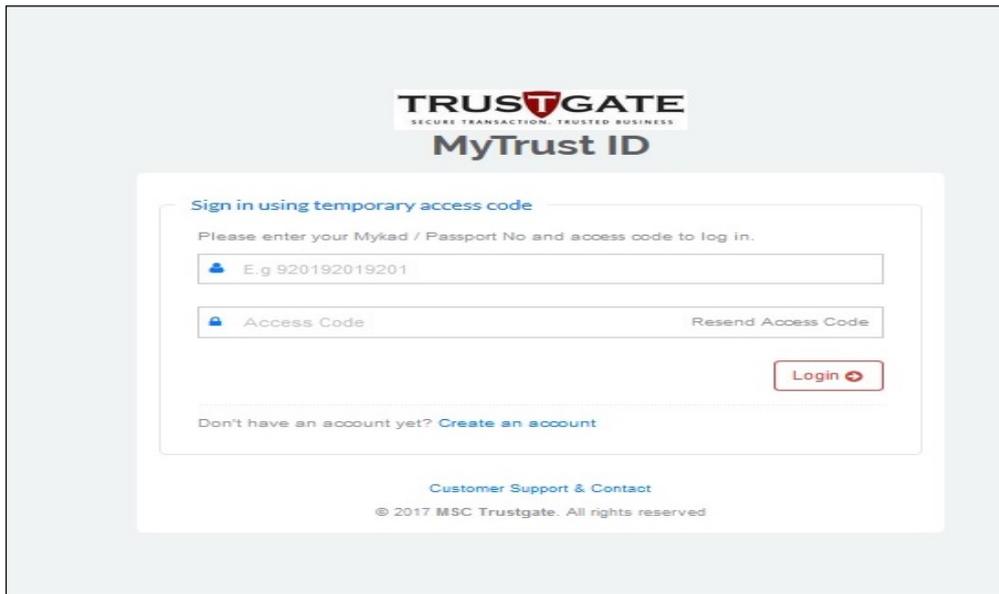
7. The **Access Code** is specified in the email received from mpki-support@msctrustgate.com



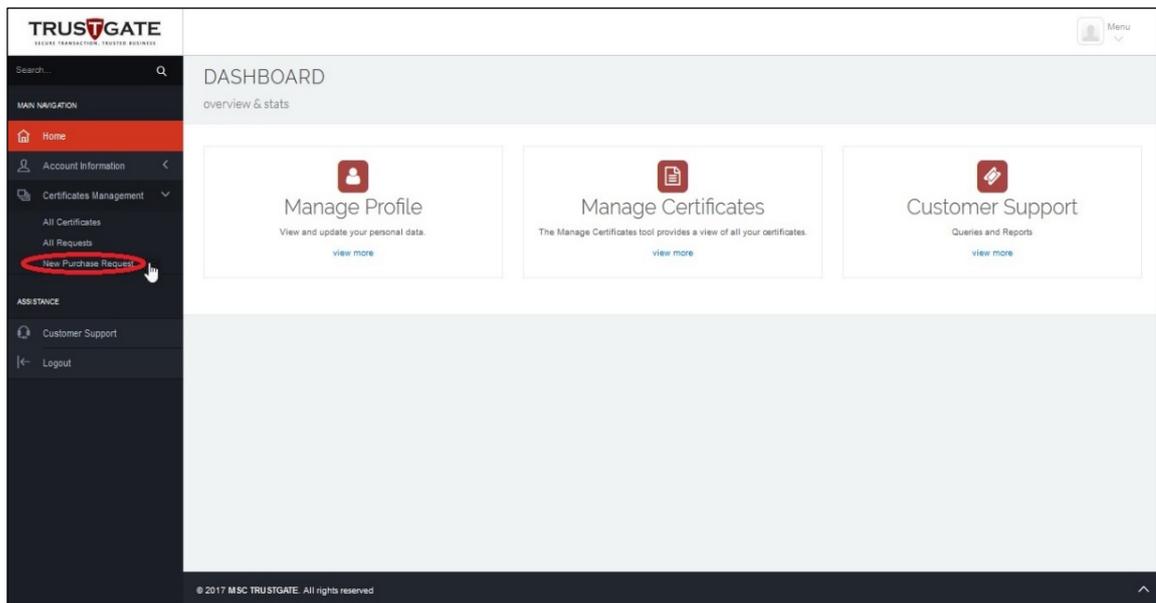
2.3.2 The Digital Certificate Registration Process

The next step is to obtain a digital certificate.

1. Log in to the Portal using the URL included in the email: -
Enter Identity card number/ Passport and **Access Code**.



2. Click **New Purchase Request**.





3. Klik **Next**.

4. Select product : **MyTrust ID**

NOTE:

IF YOU APPLY FOR DISABLED PERSONS (OKU) / BUDGET TAXIS, PLEASE FOLLOW THE STEPS BELOW. IF YOU ARE IN PUBLIC CATEGORIES, YOU CAN CONTINUE TO STEPS 7.



5. Choose Product ,**MyTrust ID**.

Enter the category code

- a. MC001 – Application for OKU
- b. MC002 – Application for Budget Taxi

(For the Public category, please proceed to step 7)

PRODUCT SELECTION

Select certificate you wish to purchase

Choose option to continue

| | |
|---------------|---|
| Product * | <input type="text" value="MyTrust ID"/> |
| Category Code | <input type="text" value="MC001"/> |

ⓘ If you have category code, enter here.
Otherwise, please continue.



6. For **OKU** and **Budget Taxis**, you need to upload additional documents such as **OKU Card** and **Taxi Permit**.

MSC TRUSTGATE.COM SDN. BHD. (MYTRUST ID PUBLIC BASIC)

New Certificate Enrollment Request
Enrollment for new client digital ID for MSc Trustgate.com Sdn. Bhd.

Progress: 1. Instructions (Completed), 2. Application Info (Current), 3. Package & Pricing, 4. Disclaimer, 5. Payment, 6. Complete

Personal Information

Passport No *
D7

Email *
fakrul@msctrustgate.com

Full Name *
FAKRUL RADZI AB RAHIM

Mobile No *
0197852339

Address *
bandar saujana putra

Postcode *
83000

State *
12

City *
jenjarom

Country *
ma

Supporting Documents

Upload scanned copy of your MYKAD, Passport, Authorization Letter etc...

MyKAD / Passport *
Select a file

JKM OKU Card *
Select a file

Buttons: Back, Next

7. Choose **Package Type**.

MSC TRUSTGATE.COM SDN. BHD. (MYTRUST ID PUBLIC BASIC)

New Certificate Enrollment Request
Enrollment for new client digital ID for MSc Trustgate.com Sdn. Bhd.

Progress: 1. Instructions (Completed), 2. Application Info (Completed), 3. Package & Pricing (Current), 4. Disclaimer, 5. Payment, 6. Complete

Category

Category *
Individual - OKU

Package & Pricing

Package *

- Soft Certificate Only (365 days validity)
- Selected Package
- OKU Certificate Only (365 days validity)**
- Non-Resident's Only

Validity (Days)
365

Subtotal (RM)
0.00

Tax (GST 6%)
0.00

Total Amount (RM)
0.00

Buttons: Back, Next



8. Upload MyKAD / Passport

(Please make sure the copy of MyKAD has the verification from the Commissioner for Oaths 5 and the Consulate for Passport)

Enrollment for new client digital ID for MSc Trustgate.com Sdn. Bhd.

Progress: 1. Instructions (checked), 2. Application Info (active), 3. Package & Pricing, 4. Disclaimer, 5. Payment, 6. Complete

Personal Information

Passport No *
D7

Email *
fakrul@msctrustgate.com

Full Name *
FAKRUL RADZI AB RAHIM

Mobile No *
0187852339

Address *
bandar saujana putra

Postcode *
63000

State *
12

City *
Klang

Country *
Malaysia

Supporting Documents

Upload scanned copy of your MyKAD, Passport, Authorization Letter etc...

MyKAD / Passport *

9. Choose Citizen / Foreigner.

Enrollment for new client digital ID for MSc Trustgate.com Sdn. Bhd.

Progress: 1. Instructions (checked), 2. Application Info (checked), 3. Package & Pricing (active), 4. Disclaimer, 5. Payment, 6. Complete

Category

Category *
Select Category
Select Category
Individual - Citizen
Individual - Foreigner

Package & Pricing

Package *
Select Package

Description
(Description)

Validity (Days)
Validity

Subtotal (RM)
Subtotal

Tax (GST 6%)
Tax

Delivery
Self Collect at MSc Trustgate, Cyberjaya - RM0

Total Amount (RM)
Total Amount



10. Choose the shipping method (please check the shipping charges)

Enrollment for new client digital ID for MSC Trustgate.com Sdn. Bhd.

Instructions Application Info **3** Package & Pricing Disclaimer Payment Complete

Category
Category *
Select Category

Package & Pricing
Package *
Select Package

Description
Description

Validity (Days)
Validity

Subtotal (RM)
Subtotal

Tax (GST 6%)
Tax

Delivery
Self Collect at MSC Trustgate, Cyberjaya - RM0
Self Collect at MSC Trustgate, Cyberjaya - RM0
Courner Services (Semenanjung) - RM10.6
Courner Services (Sabah & Sarawak) - RM20.6

Back Next

11. Please read and understand the **Subscriber Agreement**, then tick the **Accept Disclaimer** box and click **Save and Proceed to Payment**.

New Certificate Enrollment Request

Enrollment for new client digital ID for MSC Trustgate.com Sdn. Bhd.

Instructions Application Info Package & Pricing **4** Disclaimer Payment Complete

Digital ID Subscriber Agreement

SUBSCRIBER AGREEMENT

YOU MUST READ THIS SUBSCRIBER AGREEMENT ("SUBSCRIBER AGREEMENT") BEFORE APPLYING FOR, ACCEPTING, OR USING A VERISIGN CERTIFICATE OR DIGITAL ID ("CERTIFICATE" OR "DIGITAL ID"). IF YOU DO NOT AGREE TO THE TERMS OF THIS SUBSCRIBER AGREEMENT, DO NOT APPLY FOR, ACCEPT, OR USE THE CERTIFICATE.

1. Certificate Application and Description of Certificates. This section details the terms and conditions regarding your application ("Certificate Application") for a Certificate and, if VeriSign accepts your Certificate Application, the terms and conditions regarding the your use of the Certificate to be issued by VeriSign to you as "Subscriber" of that Certificate. A Certificate is a digitally signed message that contains a Subscriber's public key and associates it with information authenticated by VeriSign or a VeriSign-authorized entity. The Certificates provided under this Agreement are issued within the VeriSign Trust Network ("VTN"). The VTN is a global public key infrastructure that provides Certificates for both

I hereby confirm that all the information given for this application is true and accurate and have not withheld any information that would affect the acceptance of my application. By signing this application form, I also agree to be bound by the terms and conditions as stipulated in Client ID Digital Certificate Subscriber Agreement, and any amendments made thereto from time to time.

Back Save and Proceed to Payment



12. Choose a payment method

- a) *Credit/Debit card*
- b) *Others* – need to upload the proof of payment. (Example; bank slip or purchase receipt).

MSC TRUSTGATE.COM SDN. BHD. (MYTRUST ID PUBLIC)

New Certificate Enrollment Request
Enrollment for new client digital ID for MSC Trustgate.com Sdn. Bhd.

Instructions Application info Package & Pricing Disclaimer **Payment** Complete

Payment Method

Payment type

- Select Payment
- Select Payment
- Credit / Debit Card**
- Others

Payment Details

Total Amount (RM)
159.00

Status
Pending payment

Date of Payment
DD/MM/YYYY

Reference No
Reference No

Back Submit

13. Then **Internet Payment Gateway** will be displayed.

Fill in the required payment information and click **Agree and Continue**, the **Payment Approved** view will appear. Then, click OK.



MPAY Payment Gateway - Mozilla Firefox
https://pcimdex.mpay.my/mdex2/payment/eCommerce 50%

Internet Payment Gateway

powered by **MPAY**

Payment Details

| | |
|----------------------|----------------------------------|
| Pay To: | Management System Sdn Bhd |
| Invoice No: | MSC1C000000000000015 |
| Product Description: | Certificate USB Token(21/200)150 |
| Amount: | 100150.00 |

Choose Payment Options

VISA **MasterCard**

Credit Card Details

Cardholder name:

Credit card no:

Card type:

Expiry date:

CVC/CVV2:

Card issuing country:

Card issuing bank:

I authorize MPAY Payment Services to debit the above net charges from my credit card.

Agree and Continue

TRUSTGATE

Home Account Information Certificates Management

New Certificate Enrollment Request

Enrollment for new client digital ID for Public Certificate

1. Select 2. Approvals 3. Order complete 4. Payment 5. Complete

Payment Approved

Purchase Information

Package: Individual - Citizen

Description: Certificate + USB Token

Validity (Days): 360

Subtotal (RM): 100.00

Tax (GST 6%): 0.00

Shipping: Self Collect at MSC Trustgate, Cyberjaya - RM0

Total Amount (RM): 100.00

Payment Method

Payment type: Credit / Debit Card

Payment Details

Status: Pending payment

Date of Payment: 2020/07/15 11:11

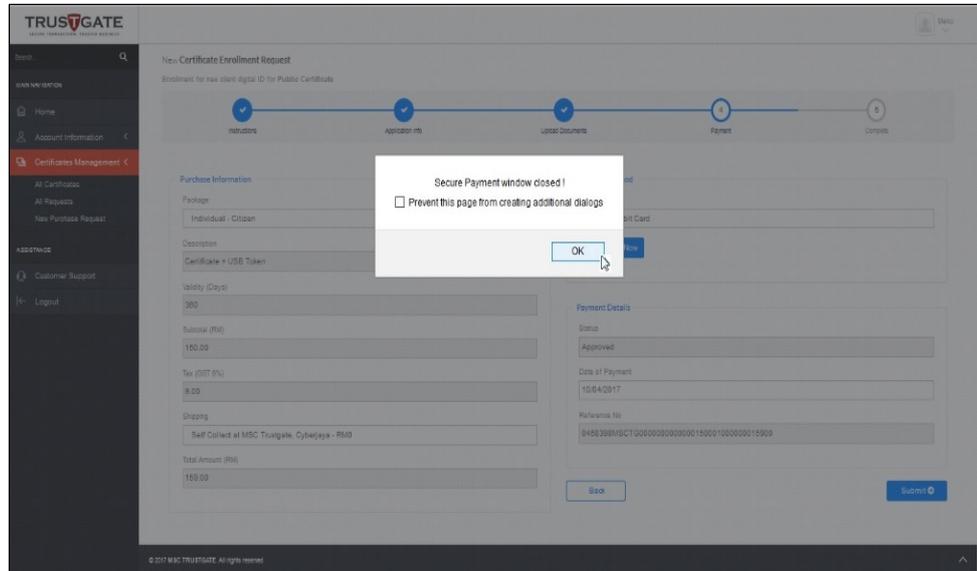
Reference No: 00000000000000000000

OK **Pay Now** **Back** **Submit**

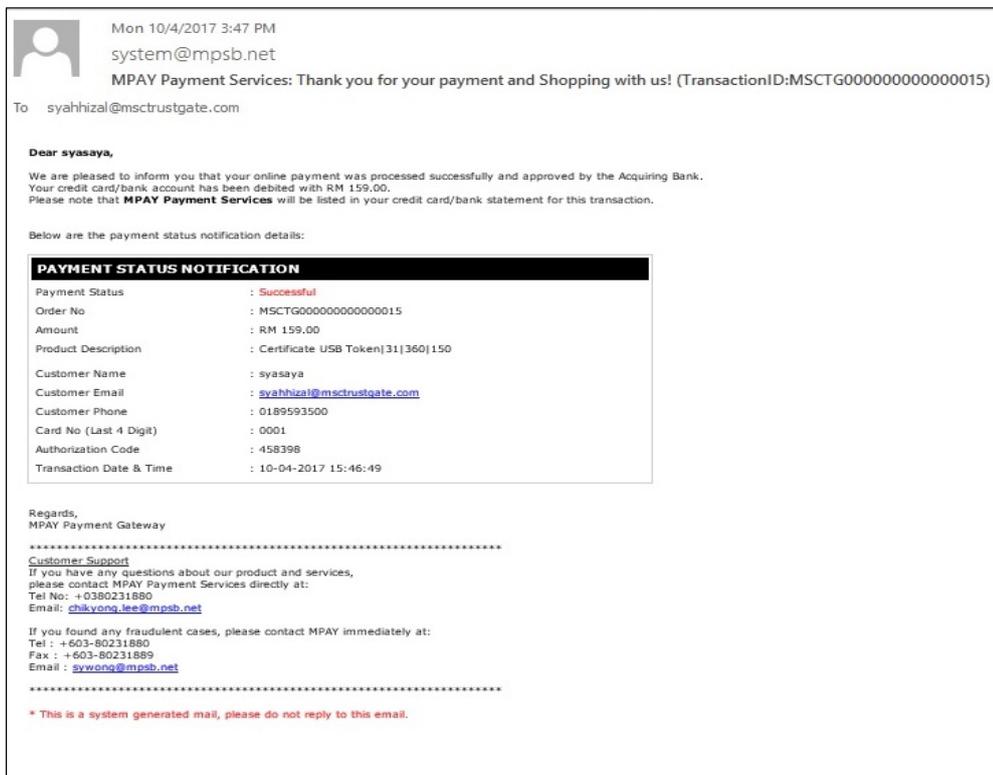
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13. Click OK to continue



14. Confirmation of payment will be email as shown below.





15. If you choose **Others** as a method of payment, please upload the document (receipt, transaction slip) as a proof of payment.

New Certificate Enrollment Request

Enrollment for new client digital ID for MSC Trustgate.com Sdn. Bhd.

Instructions Application Info Package & Pricing Disclaimer **5** Complete

Payment Method

Payment type

Others

Upload Proof of Payment

Payment Details

Total Amount (RM)

159.00

Status

Pending payment

Date of Payment

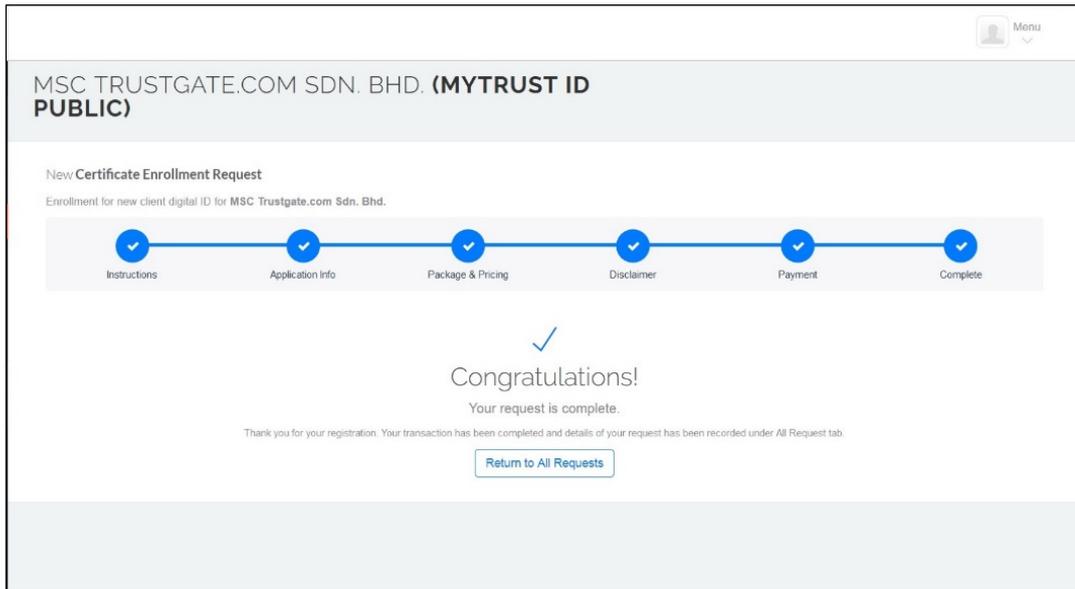
14/04/2017

Reference No

Reference No

Back Submit

16. Then, Click **Submit**.



17. Please note that your digital certificate registration is complete. Then, the MSC Trustgate administrator will make the process of verification and review of your application.
18. You can also make a status check on the **All Request** menu such as the image below.
19. The tokens will be sent using the Courier Service and the PIN for the token will be sent via registered email for security
20. When the token is received, then please refer to item **2.5 Checking the Token Digital Certificate**





2.3 Download Softcert (Soft Digital Certificate) into the Browser

This section describes how to download **Softcert (Soft Digital Certificate)**

Within 24 hours, you will receive an email confirmation of the application has been received and processed.

1. Once the MSC Trustgate administrator approves the application, the status will be sent and Softcert is ready to be downloaded to the browser on your computer.

The screenshot shows the TRUSGATE 'ALL REQUESTS' page. The table contains one entry with the following details:

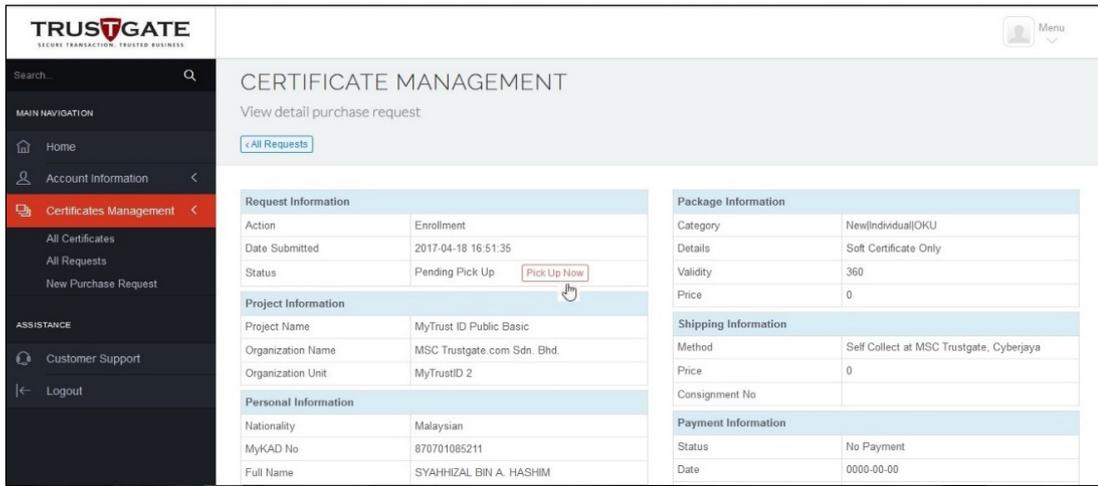
| Date Submitted | Action | Project | Package | Validity | Amount | Status | More |
|------------------------|------------|-------------------------|--|----------|--------|-----------|---------|
| 2017-04-18 17:11:45 | Enrollment | MyTrust ID Public Basic | New\Individual\OKU Soft Certificate Only | 360 | 0.00 | Submitted | Details |

2. Click on **Details**.

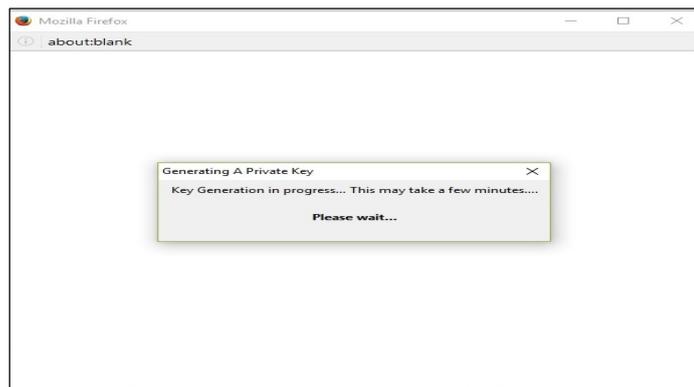
The screenshot shows the TRUSGATE 'ALL REQUESTS' page. The table contains one entry with the following details:

| Date Submitted | Action | Project | Package | Validity | Amount | Status | More |
|------------------------|------------|-------------------------|--|----------|--------|----------------|---------|
| 2017-04-18 16:51:35 | Enrollment | MyTrust ID Public Basic | New\Individual\OKU Soft Certificate Only | 360 | 0.00 | Pending Pickup | Details |

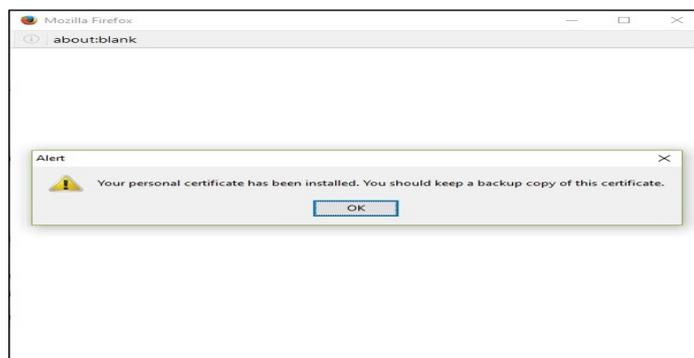
3. Click on **Pickup Now**.



4. **Soft certificated** is automatically installed to the browser on your computer and one window will appear as a running process notification as below.



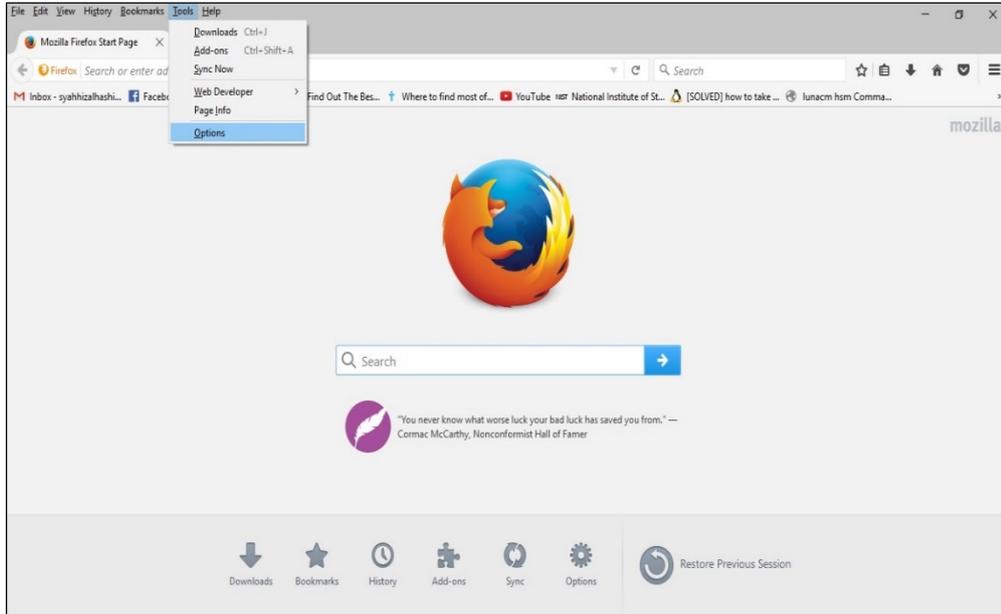
5. Your Softcert has been successfully installed for use.



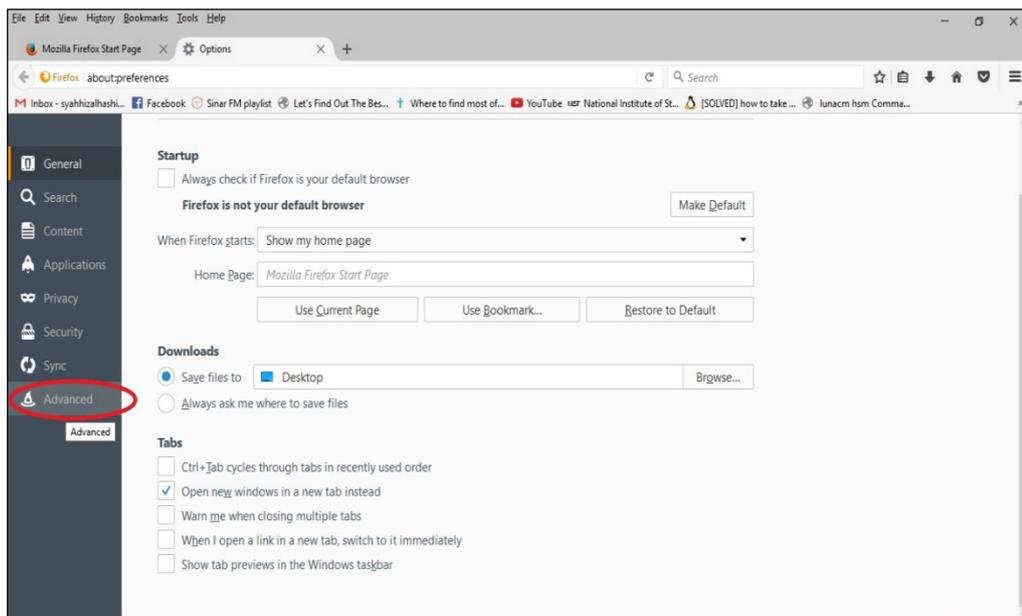


2.3.3 Checking Softcert (Soft Digital Certificate)

1. To check that **Softcert** has been installed in the **Mozilla Firefox** browser, click on the Options sub menu under the Tools menu as below.

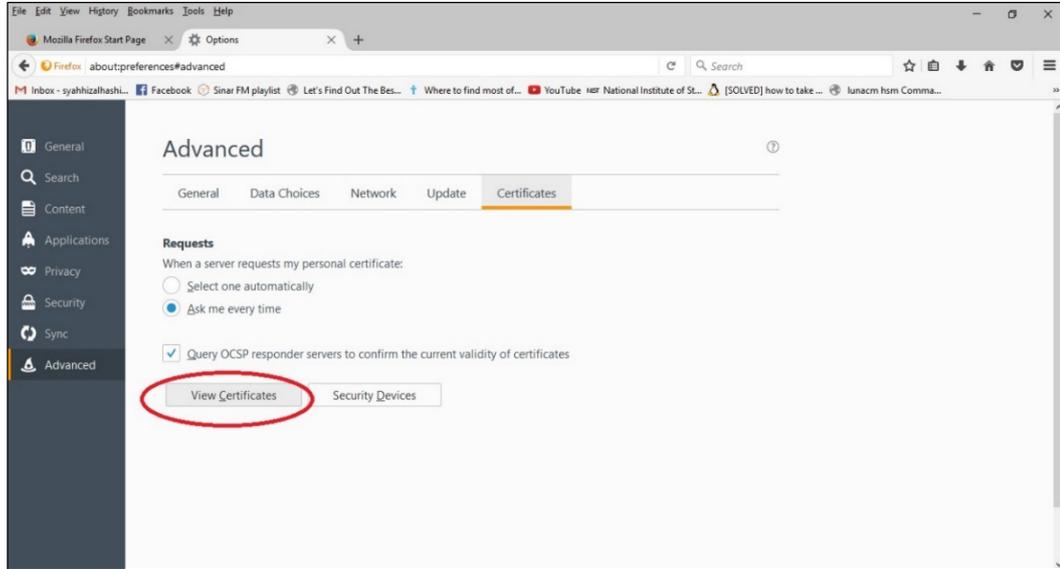


2. Choose tab **Advanced**

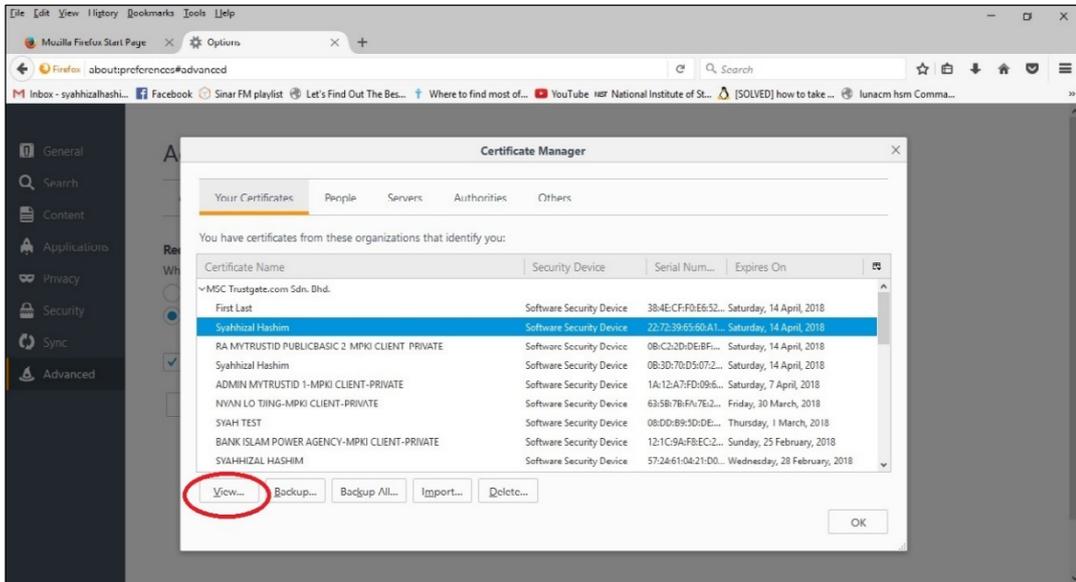




3. Click on **View Certificates**.



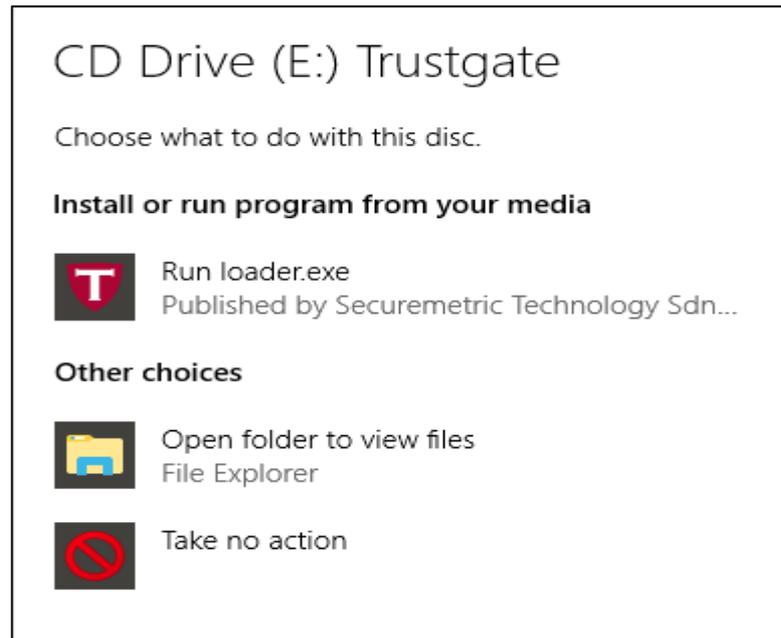
4. Select the **Softcert** you want to check and click **View**. **Softcert** information will appear on your screen.





2.3.4 Checking the Token Digital Certificate

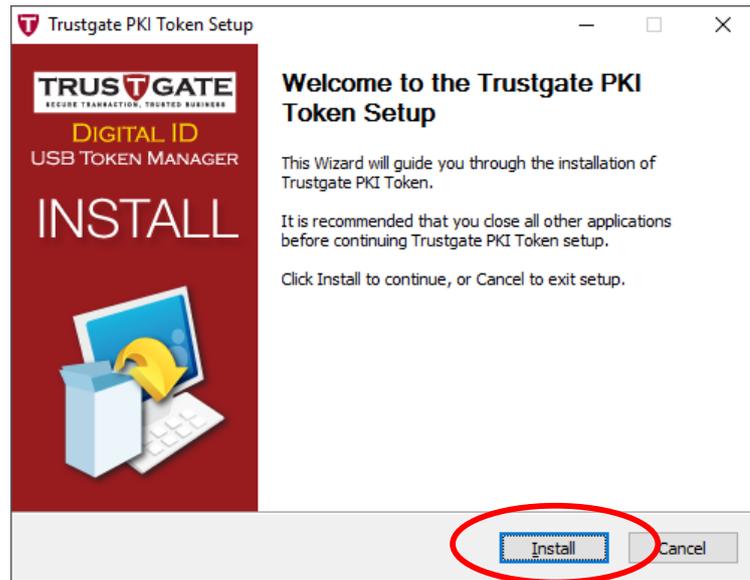
1. Plug-in the USB Trustgate Token to the USB port of the computer. You need to Install the driver if it is only used first time.
2. Wait a while for the display of the **auto run pop-up window**, then click **Run loader.exe** from the list as below.



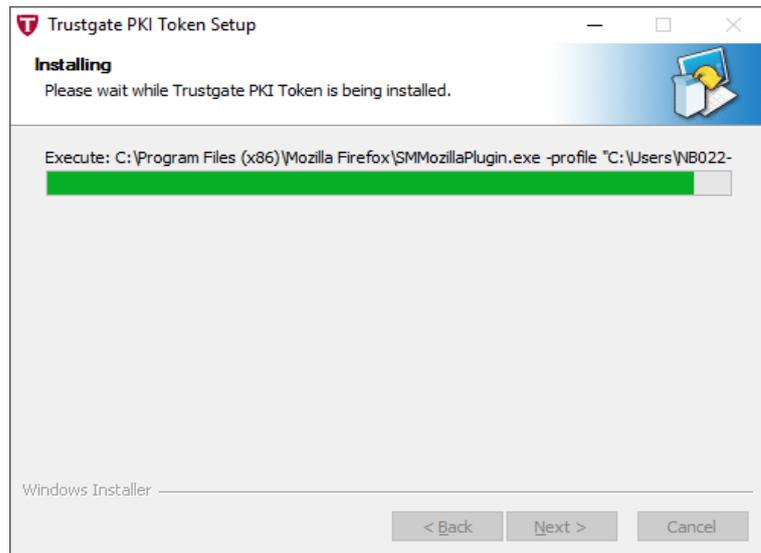
3. If the **auto run pop-up window** does not appear within a time, go to **My Computer** and double click on the Trustgate Token icon as below;



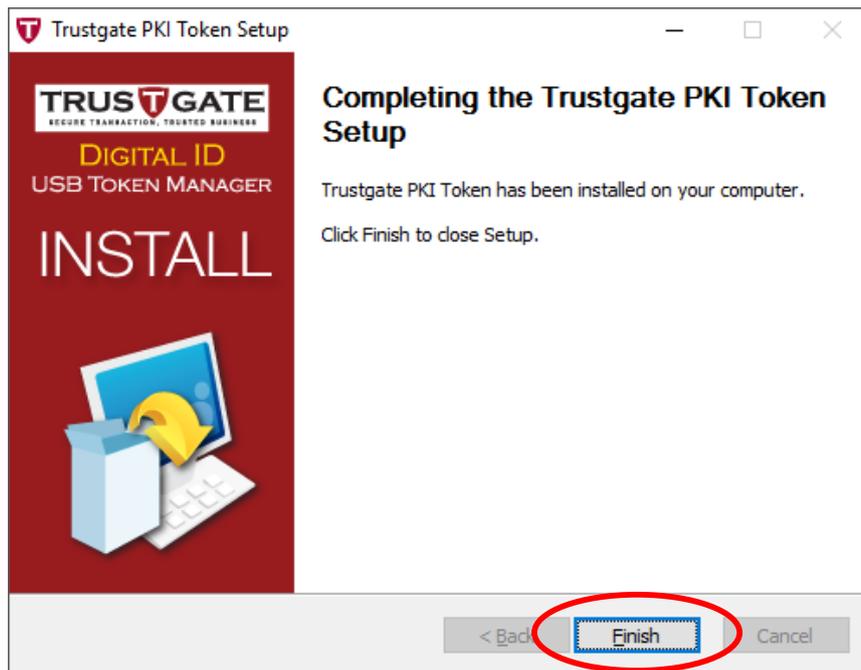
4. The installation interface will appear. Please close **Mozilla Firefox** or **Thunderbird** email before installation is made available. Then click the **Install** button to continue.



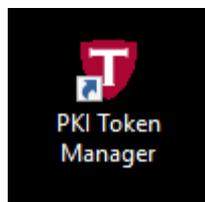
5. The installation will start automatically.



6. When the installation is done, please click the **Finish** button to exit.

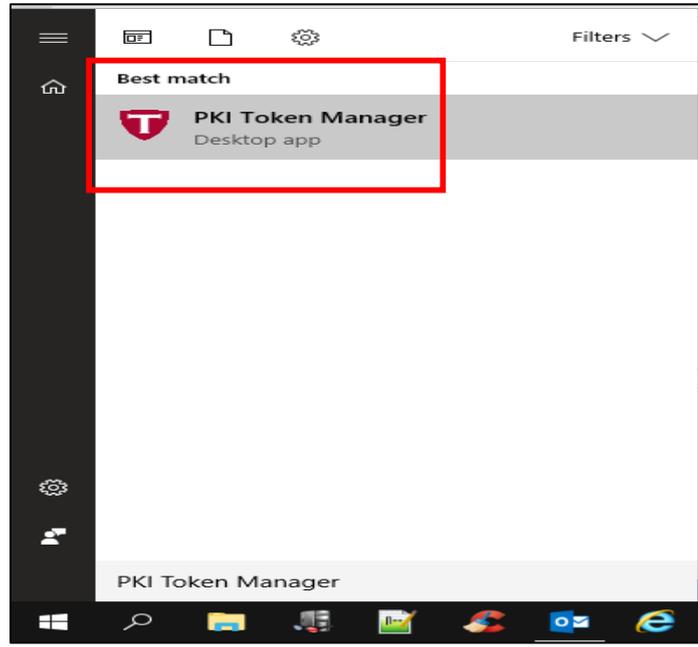


7. The **PKI Token Manager** shortcut icon will automatically appear on the **desktop** as shown below.

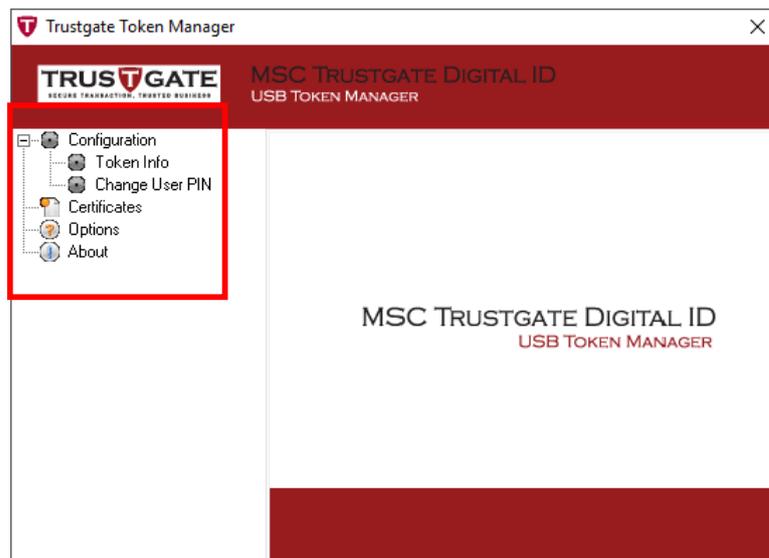




8. If the **PKI Token Manager shortcut** icon does not exist on **Desktop**, search can be done by typing **PKI Token Manager** in **Windows search** and pressing the Enter key. Please refer to below

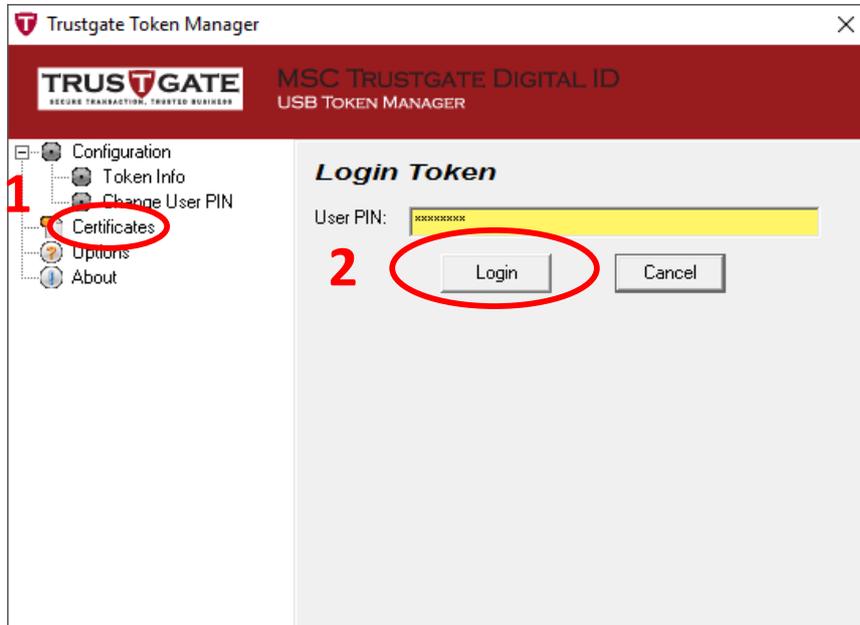


9. Click on the **PKI Token Manager shortcut** icon. The **Trustgate Token Manager** window will appear. Here, users can see **info tokens**, **change user pins**, **login to view certificates** and **Change default token options**.

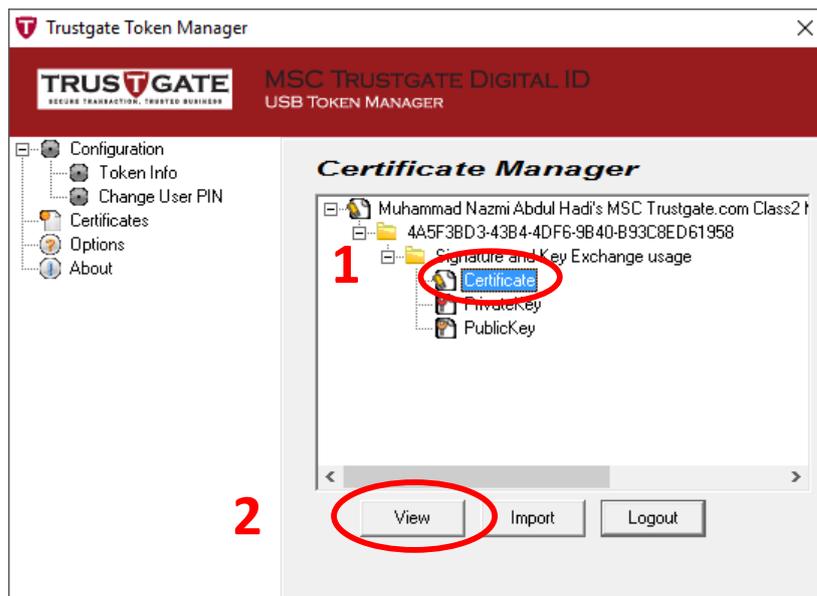




10. Click on **Certificates** and enter the PIN number received by email from Trustgate, then click on the **Login** button.

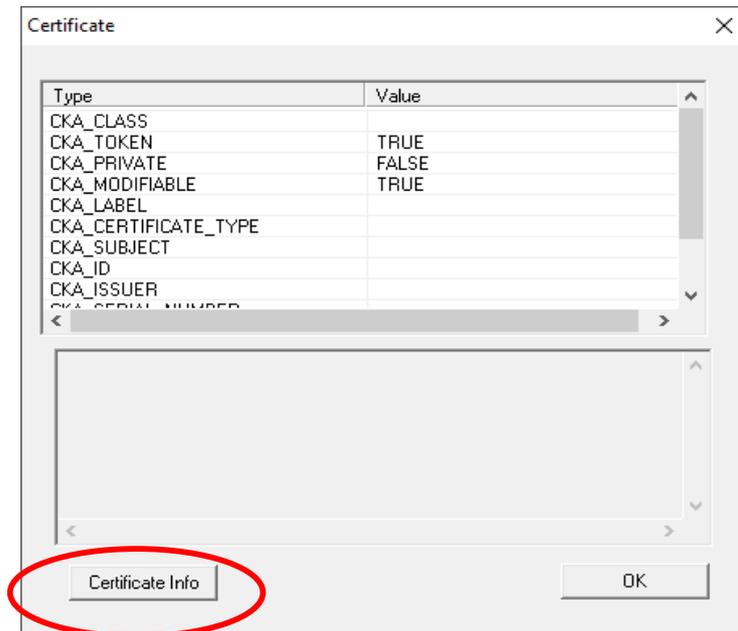


11. After **login**, the user's Digital Certificate will be displayed in the **Certificate Manager blank box**. Click on the **Certificate** to select and then click the **View** button to open the digital certificate window.



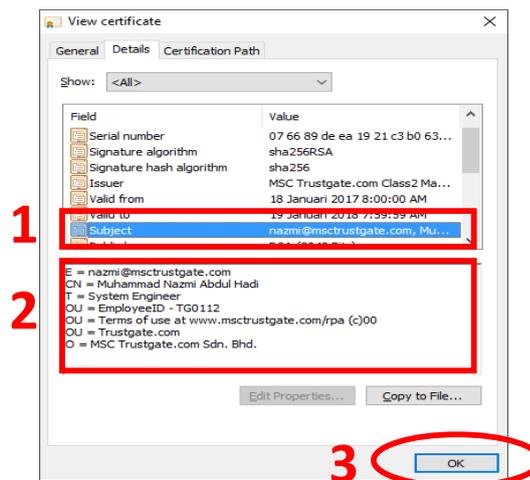


12. Click **Certificate Info** for digital certificate information.



13. Click the **Details** tab, then click on **Subject** as below

Confirm user information on the digital certificate, If the information is correct, close the digital certificate window by simply clicking the OK button. If there is an error, please email to mycukai-support@msctrustgate.com for further action.



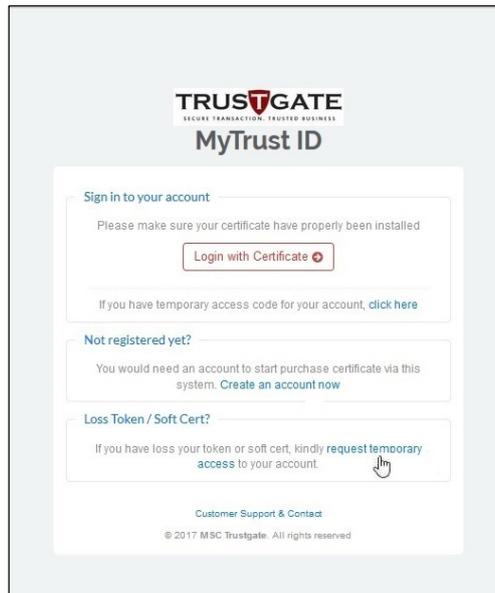


2.3.5 Cancellation and Loss of Digital Certificate

NOTICE:

IF YOU STILL HAVE DIGITAL CERTIFICATES OR OTHER TOKEN ISSUED BY MSC TRUSTGATE, YOU MAY USE TO LOG IN MYTRUSTID PORTAL.

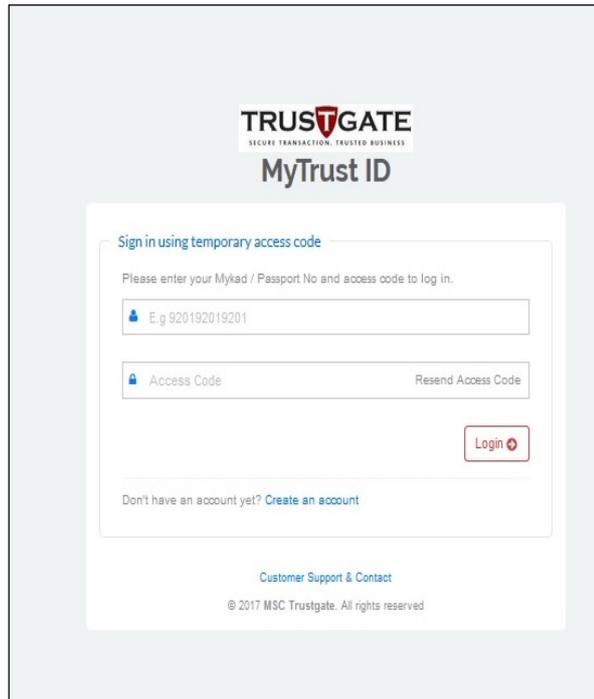
1. Click on *request temporary access*



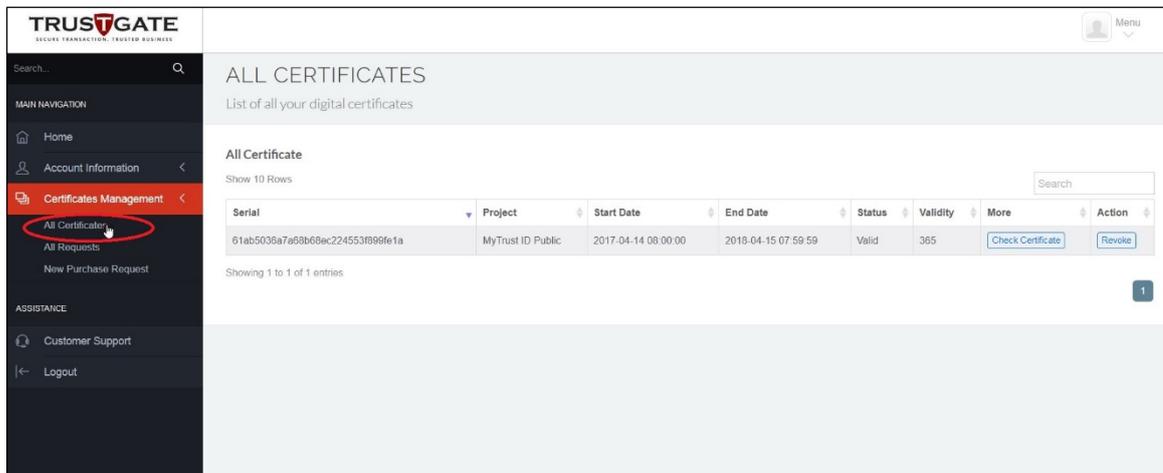
2. New application for temporary access code only by entering No. Identity card and email address.



3. The new Temporary Access code will be sent to the email address and then use the code to log in to your account



4. After entering your account profile, select **All Certificates**.



5. Then, select **Revoke** to cancel your lost or unwanted digital certificate.

6. Next, if you wish to make a replacement for your digital certificate loss, then proceed with the **New Purchase Request** step.

(Please refer to step 2.2 of the Digital Certificate Registration Process)