KEMENTERIAN KEWANGAN MALAYSIA

USER MANUAL

MALAYSIAN GOVERNMENT TAX MANAGEMENT AND INFORMATION SYSTEM

(MYCUKAI)

DIGITAL CERTIFICATE PURCHASES GUIDE (*DIGITAL CERTIFICATE*)
POS DIGICERT SDN BHD

CONTENT

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) Pos Digicert Snd. Bhd.

- This user manual will explain the process to purchase and use digital certificate in the MyCukai system.

2 Purchases of Digital Certificate

Notes:

1) The MYCRS system does not allow users to purchase digital certificate that has the same organization package if the digital certificate is still active.
2) Renewal of digital certificate can only be made a month before the expiry date of the digital certificate
3) Please close pop-up blocker on the web browser.
4) Purchase price for digital certificate from **POS DIGICERT SDN BHD** is listed below:

User Category	Priced based on medium of Digital certificate		
	Roaming	**Softcert**	**Token**
Public (Malaysian Individual & Company)	**RM50**	**RM50**	**RM150**
Public (Non-Malaysian Individual & Company)	**RM80**	**RM80**	**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)

5) Postal charges for digital certificate (USB Token Certificate) is as follows:
   ➢ Peninsular Malaysia – RM12
   ➢ Sabah & Sarawak – RM20

2.1 Purchases of New Digital Certificate

This section will describe the steps on how to purchase the new digital certificate.

1. When you choose to purchase POS Digicert's digital certificate for MyCukai, please click on the online purchase guide in the following link:

https://mycrs.posdigicert.com.my

When **MYCRS REGISTRATION PAGE** is displayed, continue the process to purchase digital certificate.

2. i. Part One (1) on **MYCRS CERTIFICATE REQUEST APPLICATION FORM** is **Personal Information**.
ii. Review and Enter the required information.

      a) User Account

- **If you do not have MYCRS account**, you have to set *Security* Image and Security Phrase for verification purposes when you login to MYCRS system.
- **If you already have MYCRS account**, only Username dan Password will be displayed for you to login to MYCRS system.

b) User Profile

- Information of ID Type, IC NO / Passport and Name cannot be changed. If the information displayed is incorrect, changes must be made at MyCukai system.
- Registered address will be used as address on the purchase invoice.

iii. Click "**NEXT**".

3. i. Part Two (2) on **MYCRS CERTIFICATE REQUEST APPLICATION FORM** is **Company Information**.

a) Review and enter the required information.

- If unemployed, continue by entering the personal information.

- Information for Company Name and Registration *No.* cannot be changed. If the information displayed is incorrect, changes must be made at Mycukai system.

- Registered address will be use as the shipping address for purchases on Token digital certificate.

b) Click "**NEXT**".

4. i. Part Three (3) on **MYCRS CERTIFICATE REQUEST APPLICATION FORM** is **Select Package**. This section displays information of selection package for digital certificate.

    a) Select digital certificate package to purchase.

        ▪ Detailed information about the package will be displayed once selection is made.

        ▪ If the selected package is Roaming, you do not have to set the PIN (password) for digital certificate. Refer label 1.

        ▪ If the selected package is *Soft Cert* or *Token*, you have to set the PIN (password) for digital certificate. Refer label 2.

ii. Click "**NEXT**".

5. i. Part Four (4) on **MYCRS CERTIFICATE REQUEST APPLICATION FORM** is **Document & Payment**. This section display information about supporting document and mode of payment.

    a) Upload the following supporting documents:

        ▪ MyKad / Passport / Other personal identification (both sides)

        ▪ If the selected package is OKU or Budget Taxi, you are required to upload the second supporting documents for verification purposes.

    b) Click "**Browse**" or "**Choose File**" to upload document.

ii. If the selected package is digital certificate for OKU, no payment option is required.

iii. If the selected package is other than digital certificate for OKU, please choose the mode of payment.

iv. Click "**SUBMIT**".

Nota:

1) Be sure to close the pop-up blocker on your web browser.

6. i.   A pop-up screen will displayed **TERMS & CONDITION** of subscribing digital certificate.

    ii. Click on the box to confirm your agreement in the **TERMS & CONDITION**.

    iii. Then, click ""**I Accept**".

    iv. **If the selected package is digital certificate for OKU, skip Step 7 and continue to Step 8.**

7. i.   MYCRS will display the payment details. Be sure to not close or refresh your web browser while navigating to the payment page.

    ii. If you choose a payment method using credit card, refer Label 1.

        a) Review the payment details and complete your credit card information.
            ▪ Click "**Cancel and Return to POS DIGICERT SDN BHD.**" to cancel the payment.

        b) Click "**Submit Payment**" to proceed with payment.

    iii. If you choose a payment method using FPX, refer label 2.

        a) Check your payment information and select your preferred bank.

        b) Resume your payment on your preferred bank webpage.

    iv. Once payment is complete, you will be redirected to **MYCRS CERTIFICATE REQUEST APPLICATION STATUS** screen. Be sure not to close or refresh your web browser while navigating to MYCRS webpage.

8. i.   **MYCRS CERTIFICATE REQUEST APPLICATION STATUS** will display application information with the purchase status.

    ii. If payment is successful;

        a) Payment Gateway will send an email for "**Payment Notification**" to you.

        b) MYCRS will send "**MYCRS New Certificate Request Email Notification**" to you.
            ▪ You can check your application status on MYCRS webpage (https://mycrs.posdigicert.com.my) or click on the link in the email.

    iii. Click "**PRINT FORM**" to print the application information.

    iv. **While the application is processed by POS Digicert,**

        a) If you are required to update the application, refer to item **3: Update Application Information** on Page 21 in this document.

    v.   **After the application is processed by POS Digicert,**

        a) MYCRS will send a notification email to you.

b) If you purchase a *roaming digital certificate,* you are required to set a PIN (password) for the digital certificate. Refer to item **4: PIN Setting for Roaming Digital Certificate**.

c) MYCRS will send a digital certificate renewal reminder email in 2 months, 1 month and 7 days before the expiry date of digital certificate.

2.2 Purchase of Digital Certificate Renewal

Purchase of digital certificate renewal is available on MYCRS webpage. Renewal of digital certificate can only be made a month before the end of digital certificate validity date. URL for MYCRS webpage is: https://mycrs.posdigicert.com.my.

2.2.1 MYCRS Login
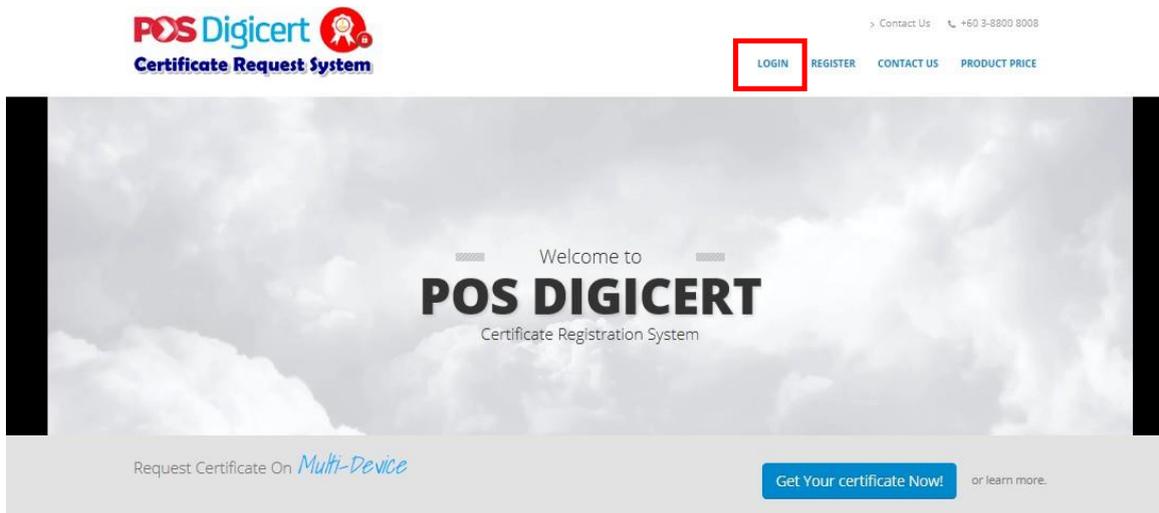
1.   i.   Click "**LOGIN**" on MYCRS webpage.
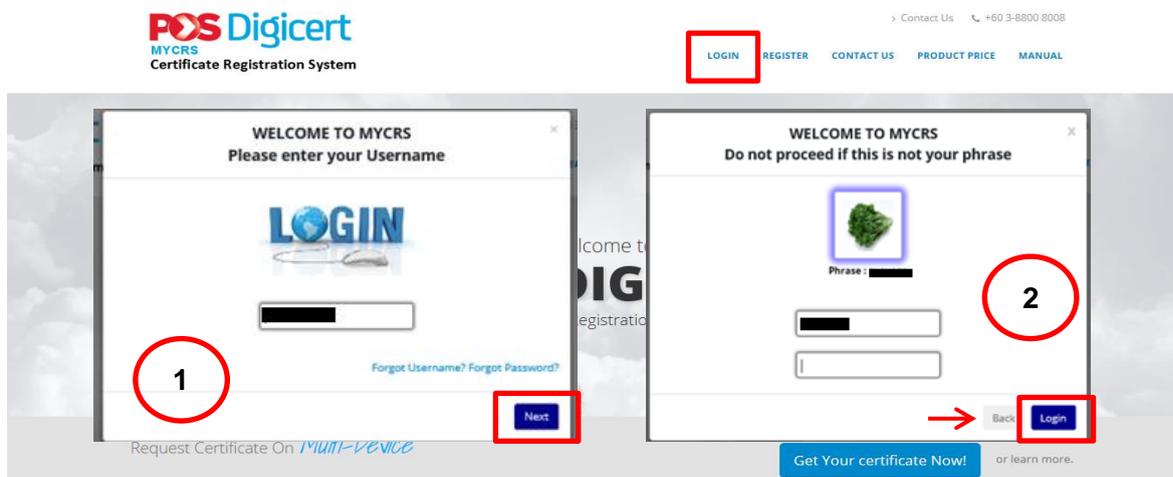
2.   i.   Enter username and click "**Next**". Refer label 1.

     ii.   On the next screen, check security image and phrase. Refer label 2.

       a)   Enter the password and click "**Login**".

       b)   If the username entered is incorrect, to change the username, click "**Back**".

    iii.   If login process is successful, continue the purchase step on item 2.2.2**: Application for digital certificate renewal.**

2.2.2 **Application for digital certificate renewal**
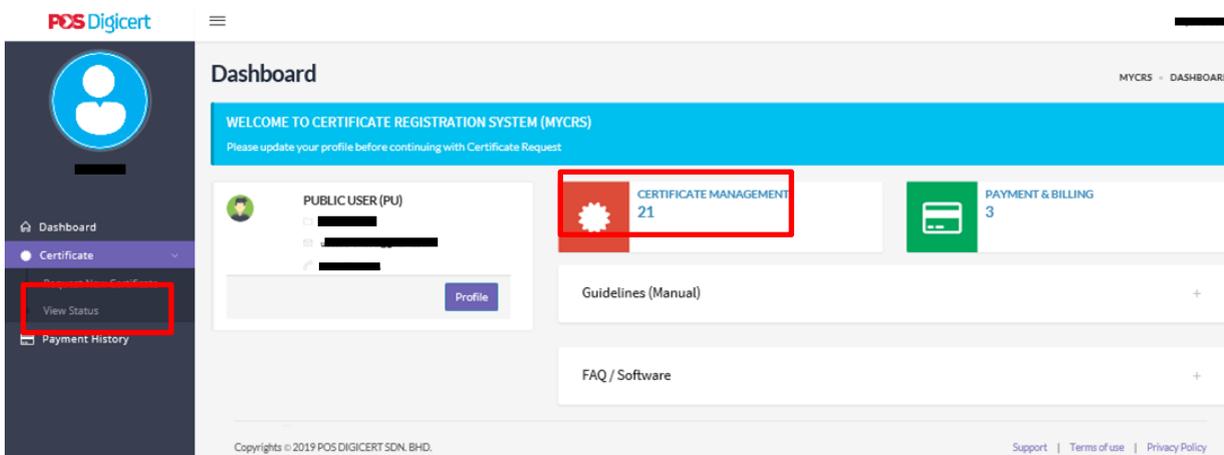
1. i. After successfully login to MYCRS, on *Dashboard*,

    a) Click "**CERTIFICATE MANAGEMENT**" **or**

    b) Click "**Certificate**" and choose "**View Status**" on the sub menu.
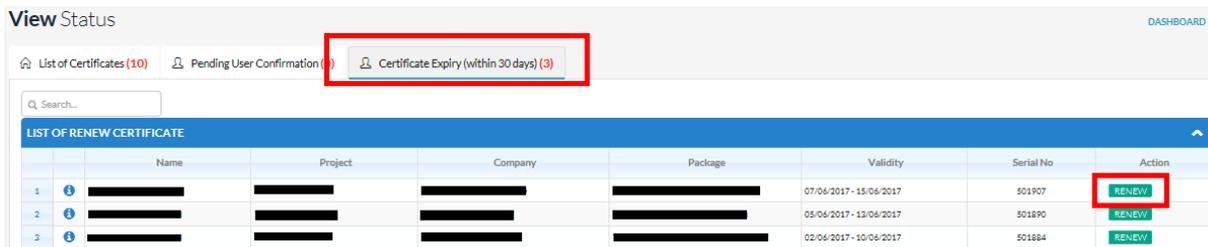
2. i. On *View Status*, Click on **Certificate Expiry (within 30 days)**. A renewable digital certificate will be displayed on this tab.

    ii. Click "**RENEW**" on the digital certificate that needs renewal.

3.   i.   Part One (1) on **Renew Certificate webpage** is the information on **Personal Details**.

ii.   Review the information displayed.

iii.   The registered address will be used as an address on the purchase invoice.

iv.   Click "**NEXT**" or

4.   i.   Part Two (2) on **Renew Certificate webpage** is the *Company Details*.

ii.   Review the information displayed.

iii.   Registered address will be use as the shipping address for purchases on Token digital certificate.

iv.   Click "**NEXT**" or
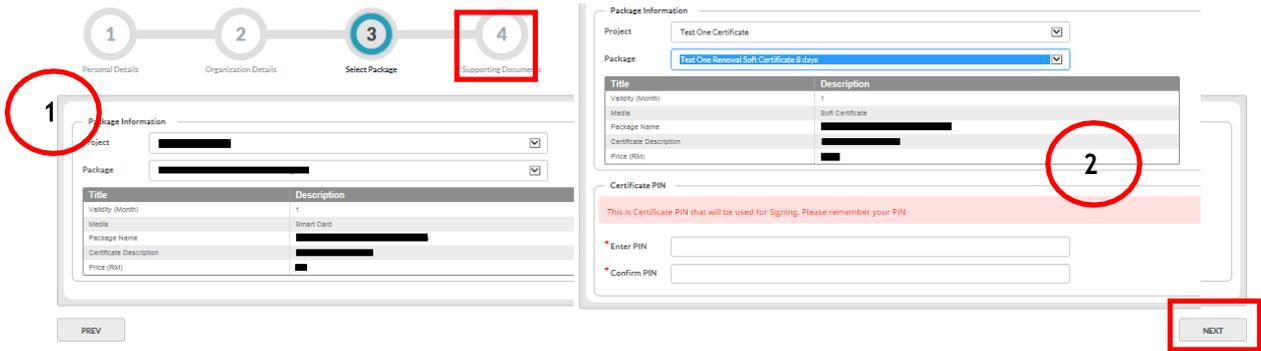
5.   i. Part Three (3) on **Renew Certificate webpage** is the option to **Select Package**. This section display information about the renewal package for digital certificate.

    ii. Select package for digital certificate renewal.

    a) Detailed information about the package will be dispayed once selection is made.

    b) If the selected package is Roaming, you do not have to set the PIN (password) for digital certificare. Refer to label 1.

    c) If the selected package is Soft Cert or Token, you have to set the PIN (password) for digital certificate. Refer to label 2.

    iii. Click "**NEXT**" or
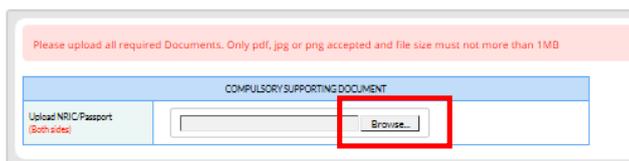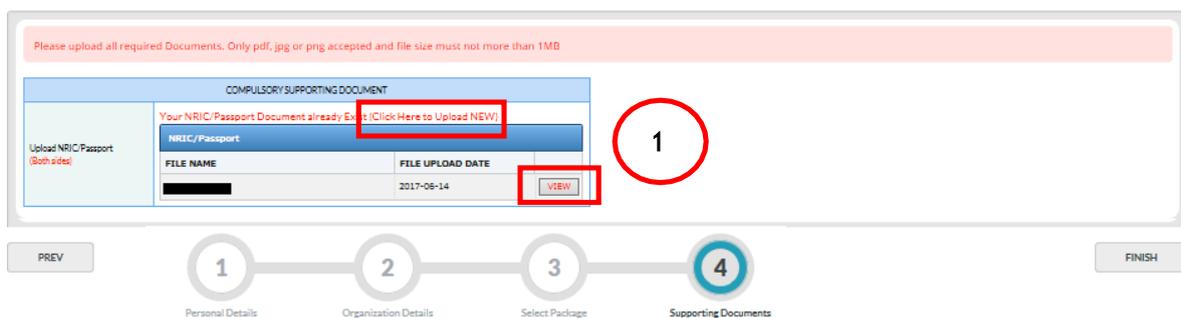
6.   i. Part Four (4) on **Renew Certificate webpage** is **Supporting Document**.

ii. Upload your supporting document.

a)   The required supporting document as follows;

- MyKad / Passport / Other personal identification (both sides). Refer to label 1.
  - ➢ Click "**VIEW**" to check the supporting document.
  - ➢ Click "**Click Here to Upload NEW**" to reupload the documents.
- If the digital certificate is for OKU or Budget Taxi, you are required to upload second supporting document for verification purposes.

b)   Click "**Browse**" or "**Choose File**" to upload document. Refer to label 2.

- Click "**FINISH**".
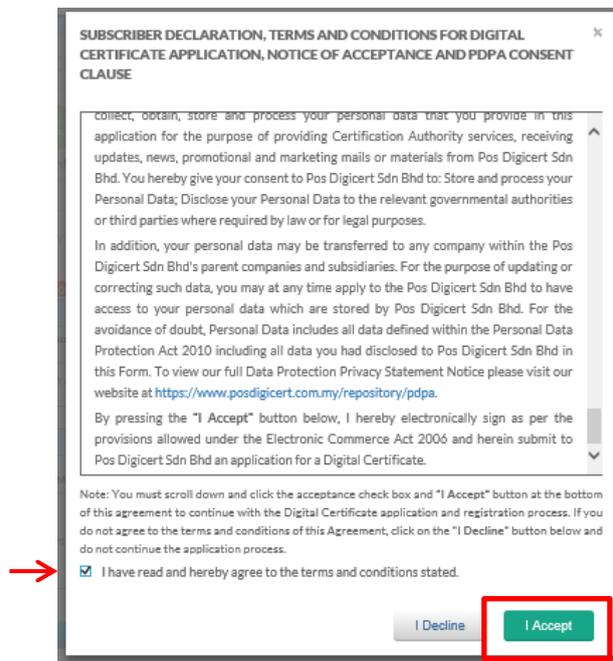
7.   i. A pop-up screen will displayed **TERMS & CONDITION** of subscribing digital certificate.

ii.   Click on the box to confirm your agreement in the **TERMS & CONDITION***.*

iii. Then, click "**I Accept**".
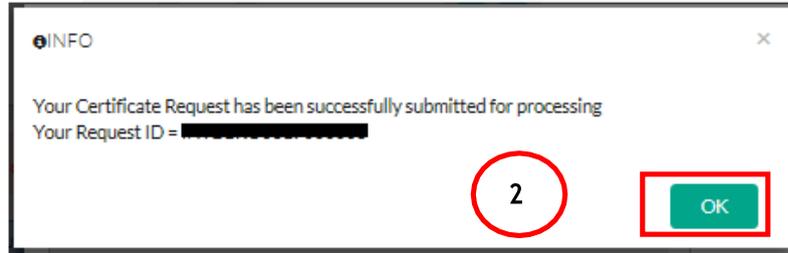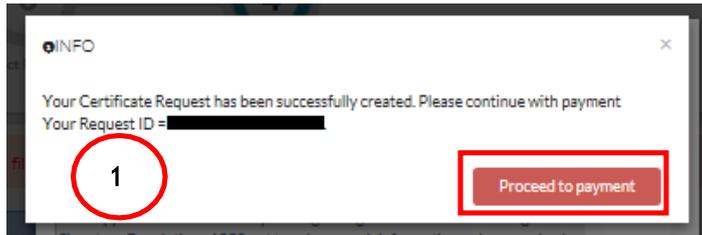
8.   i.   **If the selected package is other than digital certificate for OKU**:

   a)   Notification in the Label 1 will be displayed.

   b)   Click "**Proceed to payment**". Refer Label 1. Continue the payment process on item Error! Reference source not found.**:Payment**.

ii.   **If the selected package is digital certificate for OKU**:

   a)   Notification in Label 2 will be displayed.

   b)   Click "**OK**".

2.2.3 Payment
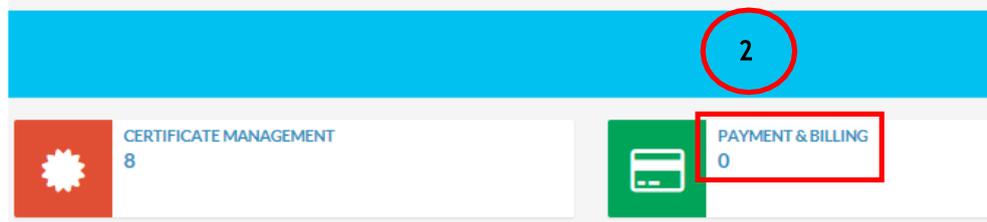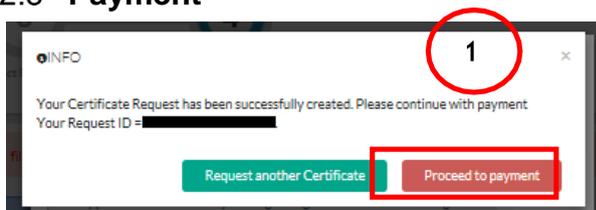
1.   i.   Payment webpage can be accessed as below;

   a)   Upon completion of digital certificate renewal. Refer label 1.

   b)   On **Dashboard**, click "**PAYMENT & BILLING**". Refer label 2.
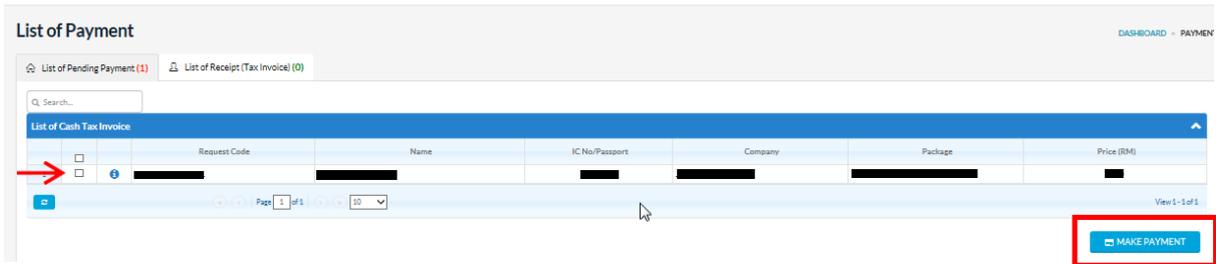
2.   i.   **List of Payment** will display a list of pending payment.

     ii.   Click on the box to select an application for payment.

     iii. Click "**MAKE PAYMENT**".
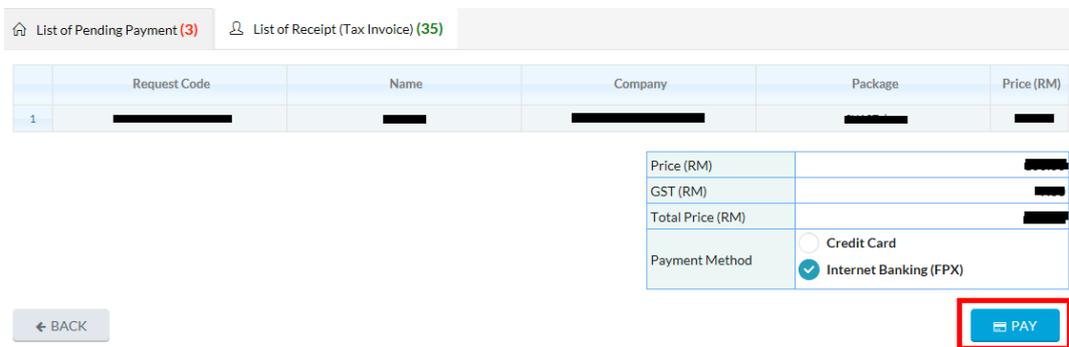
3.   i.   Check payment details.

     ii.   Choose payment method and click "**PAY**".

<u>Note:</u>

1) Please close pop-up blocker on your web browser.

4. i. MYCRS will display the payment page. Be sure to not close or refresh your web browser while navigating to the payment page.

ii. If you choose a payment method using credit card, refer label 1.

  a) Review the payment details and complete your credit card information.
  - Click "**Cancel and Return to POS DIGICERT SDN BHD**." to cancel the payment.

  b) Click "Submit Payment" to proceed with payment.

iii. If you choose a payment method using Internet Banking (FPX), refer label 2.

  a) Check your payment information and select your preferred bank.

  b) Resume your payment on your preferred bank webpage.

iv. Once payment is complete, you will be redirected to MYCRS webpage. Be sure not to close or refresh your web browser while navigating to MYCRS webpage.
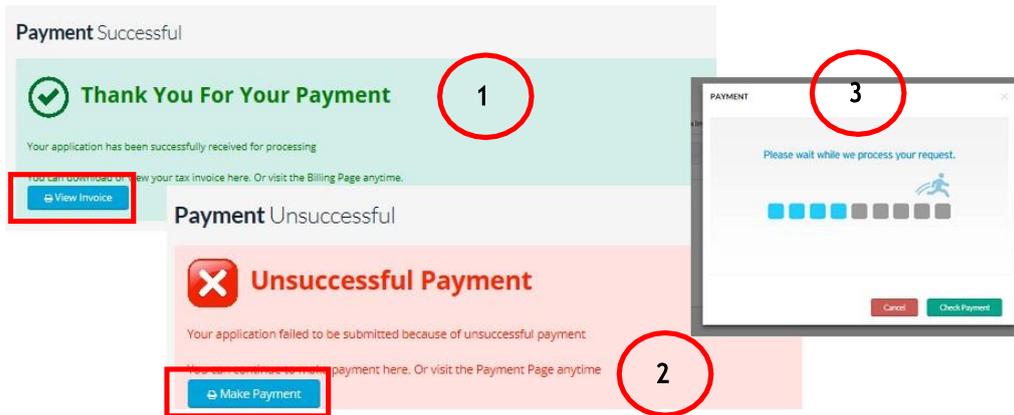
5.   i.   If payment is successful, MYCRS will display payment notification. Refer to label 1.

       a) Click "**View Invoice**" to review invoice.

       b) *Payment Gateway will send a notification email entitled* ***"Payment Notification"*** *to you.*

       c) MYCRS will send a notification email entitled "**MYCRS New Certificate Request Email Notification**" to you.

   ii.   If payment is unsuccessful, MYCRS will display payment notification. Refer label 2.

      a)   Click "**Make Payment**" to repeat the payment process.

Note:

1)   If the screen displayed a picture in Label 3, please wait until you are automatically navigated to MYCRS page. Click "**Cancel**" if navigation takes too long.

2)   **While the application is processed by POS Digicert,**

       ➢   If you are required to update the application, refer to item **3: Update Application Information**

3) **After the application is processed by POS Digicert,**

- ➢ MYCRS will send a notification email to you.

- ➢ If you purchase a roaming digital certificate, you are required to set a PIN (password) for the digital certificate. Refer to item **4: The roaming digital certificate PIN setting.**

- ➢ If you purchase a token digital certificate, for renewal, you are required to change the digital certificate in the token. Refer to item **4: PIN Setting for Roaming Digital Certificate**.

- ➢ MYCRS will send a digital certificate renewal reminder email in 2 months, 1 month and 7 days before the expiry date of digital certificate.

3   Update Application Information

You are required to update your application information if there is a problem during the processing of application for digital certificate by POS Digicert.

1.   i.   You will receive a notification email entitled "**MYCRS Additional Certificate Information Required**" if any amendment is required.

    ii.   Check your email. Then, click the link in the email.

       a)   Login to MYCRS. Refer to item **2.2.1: Login MYCRS**; if needed.

       b)   MYCRS will display the application that needs to be updated. Please go to **Step 3**.

    iii.   If you access MYCRS by using the URL https://mycrs.posdigicert.com.my,

       a)   Login to MYCRS. Refer to item **2.2.1: Login MYCRS**; if needed.

       b)   On the *Dashboard*,
           ▪   Click "**CERTIFICATE MANAGEMENT**" o r   click "**Certificate**" menu and choose sub menu "**View Status**".
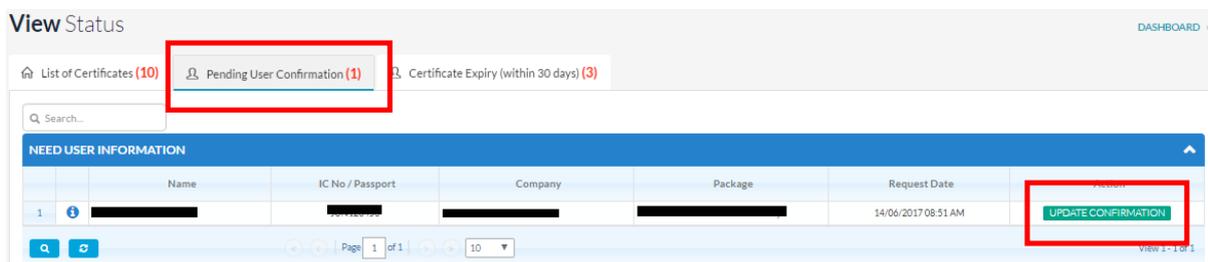

2.   i.   On the **View Status**, click **Pending User Confirmation**.

    ii.   Click "**UPDATE CONFIRMATION**" on the application that needs to be updated.

3. i. Continue update the information on **Confirm Certificate Request** and **Your Certificate Request** tabs, as required by POS Digicert.

    a) To view the updated application by POS Digicert, click **Request Confirmation** and refer **Officer Reason** section.

ii. Click "**NEXT**" to go to the next screen or click   to reupload the supporting document.

4. i. To reupload supporting document,

    a) Click "**DELETE**" on the document.

    b) Click "**OK**" when the confirmation message "*Are you sure?*" is displayed.

    c) Click "**Browse**" or "**Choose File**" to upload the new document.

ii. Click "**FINISH**".
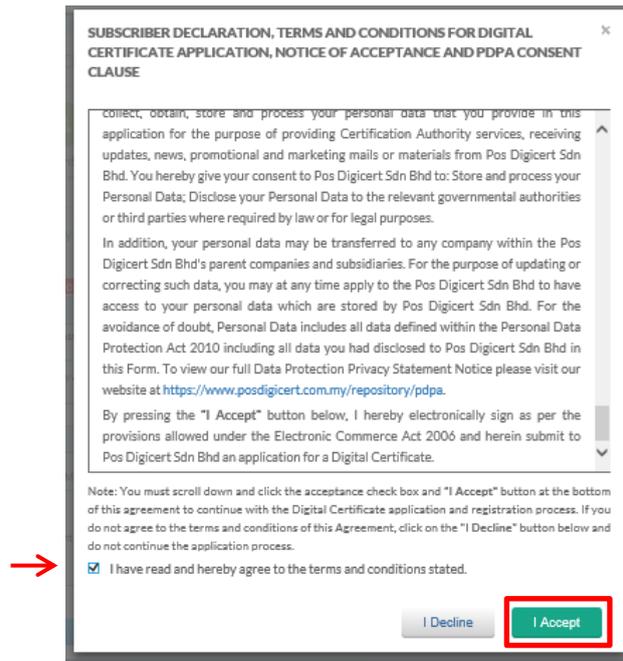
5.   i.   A pop-up screen will displayed **TERMS & CONDITION** of subscribing digital certificate.

      ii. Click on the box to confirm your agreement in the **TERMS & CONDITION.**

   **iii.** Then, click **"I Accept".**

6.   i.   Click "**OK**" when confirmation message is displayed.

      ii. When MYCRS display "*Your application has been successfully resubmitted for processing*". Click "**OK**".

      iii. A notification email entitled "**MYCRS Certificate Request Confirmation Email Notification**" will be send to you.

4 PIN Setting for Roaming Digital Certificate

1. i. Once application is processed, MYCRS will send email entitled "**MYCRS Roaming Certificate Approved**".

ii. Check email and click on URL in the email to continue setting the PIN.

iii. Screen for **PIN and Challenge Response Setup** will be displayed.

2. i. If you do not have a roaming digital certificate, (Refer to label 1)

a) Complete the required information for roaming digital certificate.

b) Click "**SUBMIT**".

ii. If you already have a roaming digital certificate, (Refer to label 2)

a) Enter your current PIN.
- If you forget the current PIN, please reset the PIN. Resetting PIN can be made on MYCRS webpage or click on the link; "**Reset PIN here**".
- Then, repeat the PIN setting process for the digital certificate.

b) Click "**SUBMIT**".
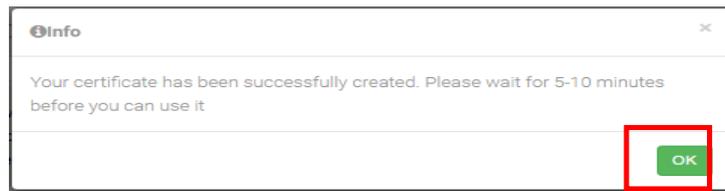
3.   i.   Click "**OK**".

           ii. MYCRS will send a notification email entitled "**MYCRS Roaming Certificate Ready**".

5   Conversion on digital certificate in Token

You have to install **MYCRS Client** on your computer. Refer to item **5.1: Installation for MYCRS Client**.

1.   i. MYCRS will send a notification email "**MYCRS Token Certificate Renewal Approved**".

ii. You will find the **Request ID** in your email.

a)   You can also find the Request Id via MYCRS *View Status* screen.

- On *Dashboard* , click "**CERTIFICATE MANAGEMENT**" or click "**Certificate**" menu. Then click "**View Status**" on the sub menu.

- Request Code is the Request Id.

2.   i. **Plug USB token into your computer.**

ii. Open **MYCRS Client application.**

a)   **Start -> All Programs -> MYCRS Client -> MYCRS Client**

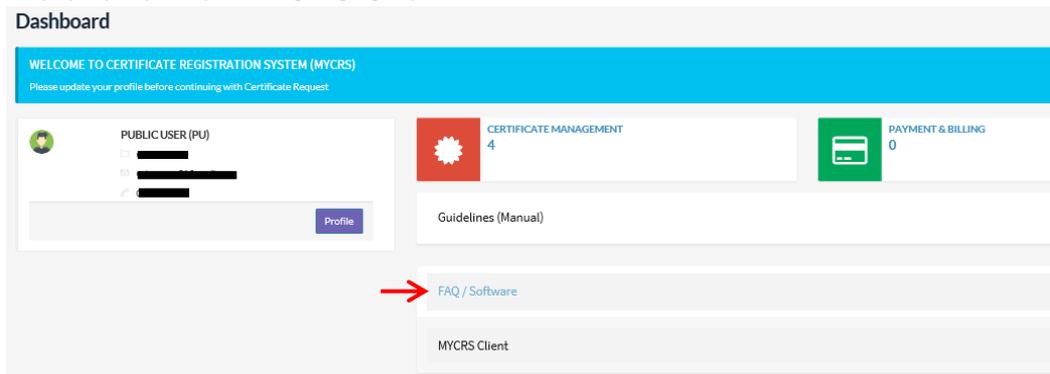**3.**   i. Click "**Issuance**" and choose "**Token Renewal**" on the sub menu.
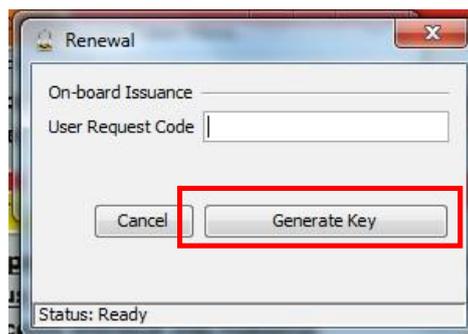
4.   i. Enter the Request Id / Request Code.

ii. Click "**Generate Key**".
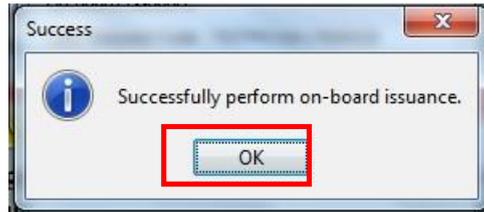
5. i. Click "**OK**". Your digital certificate has been updated with a new digital certificate.
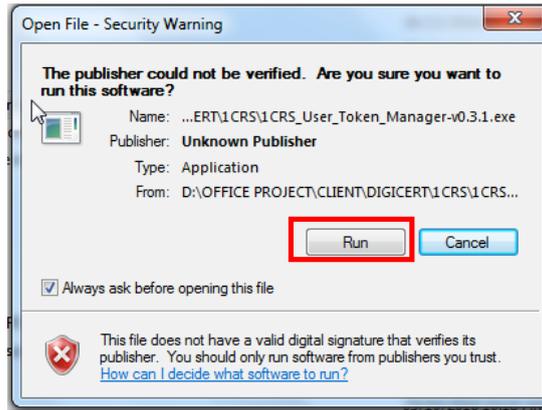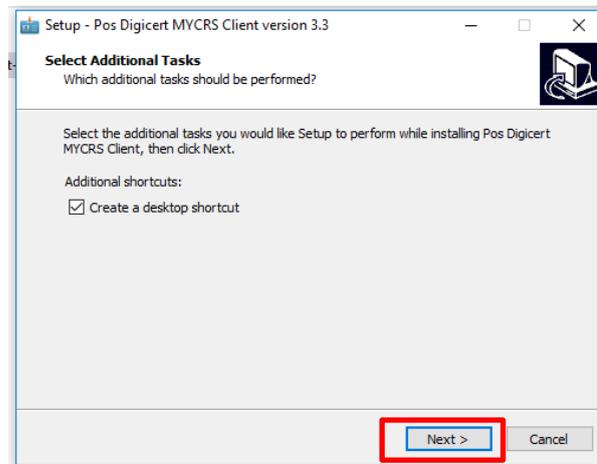
5.1 Installation for MYCRS Client

1. i. Login to MYCRS. Refer to item **2.2.1: Login MYCRS**; if needed.

ii. On **Dashboard**, click "**FAQ / Software**".

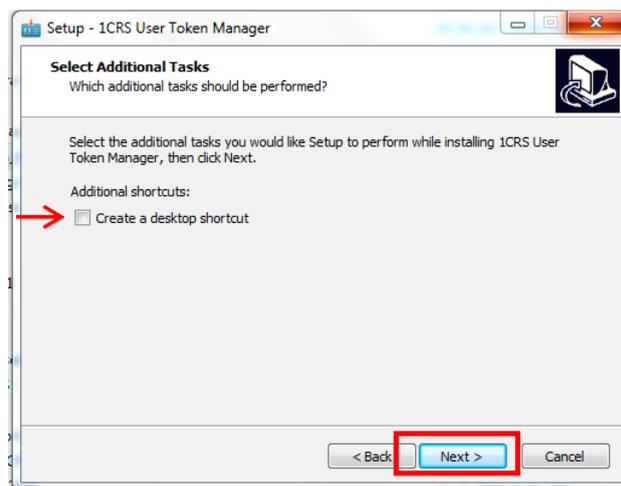iii. Click "**MYCRS Client**" to download the installer for *MYCRS Client*.

2. i. Click "**Save as**" to save the installation of *MYCRS Client*.

ii. Open application to continue with the installation process.
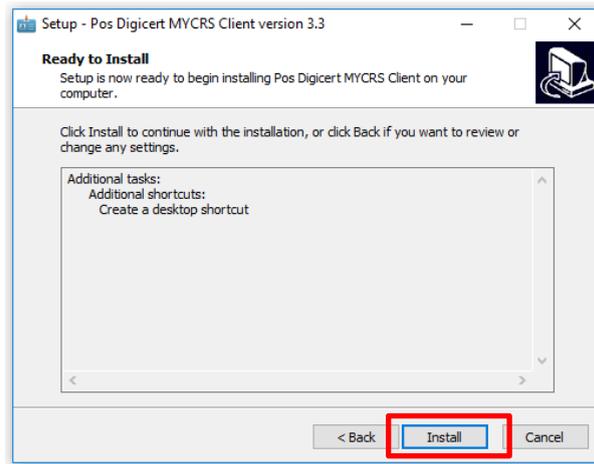
3.   i.   Click "**Run**".
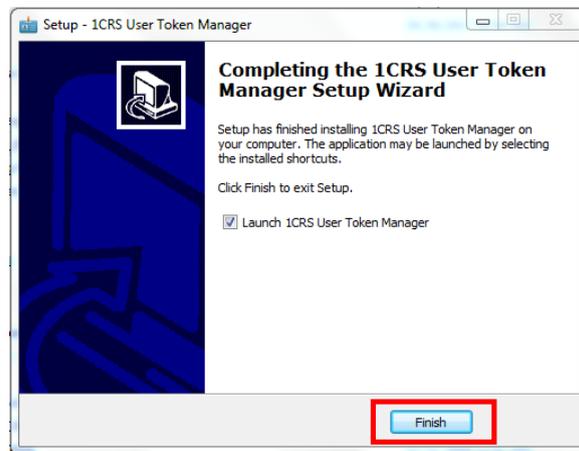

4.   i. Click "**Next >**".

5.   i.   Click *Create a desktop shortcut*, if needed.

      ii.   Click "**Next >**".

6. i. Click "**Install**".

7. i. Click "**Finish**".