

KEMENTERIAN KEWANGAN MALAYSIA

USER MANUAL

MALAYSIAN GOVERNMENT TAX MANAGEMENT AND INFORMATION SYSTEM (MYCUKAI)

DIGITAL CERTIFICATE PURCHASES GUIDE (DIGITAL CERTIFICATE) POS DIGICERT 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)
 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.

| Personal Information Exert your Personal Company Information Exert your Personal Company and Company | n Select Package Select a Package Accordingly | Document & Payment Uplead Document and Malee | | |
|--|--|--|--|--|
| Personal Information | | Steps 1 - 4 | 4 | |
| User Account This login credential is for Pos Digicert Certificate Re | gistration System (MYCRS) | | | |
| • Username | [©] → | lser Profile | | |
| * Password * Confirm Password | | This is your Personal Informatio | n. Fields (*) are required. Address for this | s section will be used for Billing Address |
| Security Image Security Phrase | | OIC @Passport ICNO/Passport ILNO/Passport UsaperICPassport Gender OMale Female Date of Birth Email Telephone No Address Country MALAYS State SELMK | | |
| | | *City AMPAN | 3 | |

- 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**".

| -0- | | | |
|--|---|--|--|
| Personal Information Enter your Personal Information | Company Information Enter your Company Information | Select Package Select a Package Accordingly | Document & Payme Upload Document and Mai Payment |
| Company Informa | tion | | Steps 2 |
| Fields (*) are required Currently, we allowed | . Address for this section will be used fo I for Malaysia country only | r Shipping Address. | |
| Company Name | - | | |
| * Registration No | | | |
| Same as personal a | ddress | | |
| * Address | | | |
| | HAH ALAM | | |
| *City s | | | |
| City Postcode | | | |
| City Postcode Country | MALAYSIA | | |
| City Postcode Country State | MALAYSIA SELANGOR | | |
| City Postcode Country State Email | MALAYSIA SELANGOR Jatuserone01@gmail.com | | |
| City Postcode Country State Email FaxNo | MALAYSIA SELANGOR Jetuserone01@gmail.com | | |

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".

| Personal Information Enter your Company Information Enter your Company Information Enter your Company Information Enter your Company Information | Select Package Select a Package Accordingly | Document & Payment Uplose Document and Make Payment | - | | |
|--|--|---|-------|-------------|---|
| Select Package | | Steps 3 - 4 | | | |
| _ | Package Info | mation | | | |
| Package Information | * Project | | | | |
| * Project | Floject | | | | |
| Project | * Package | | | | |
| * Package Select Package | | Title | | Description | |
| | Validity (Month) | | | | 1 |
| Package Information | Media | | Token | | |
| | Package Name | | | | 1 |
| * Project | Certificate Descr | iption | | | - |
| * Destroy | Price (RM) | | | |] |
| Package | | | | | |
| Title | Certificate DI | N Setup | | \frown | |
| Validity (Month) | Certificate Fi | N Setup | | | |
| Media Roaming Ce | *Enter PIN | | | © (2) | |
| Package Name | | | | | |
| Gerundate Description | Confirm PI | N | | | |

- 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**".



| MYCRS CERTIFICATE REQUEST APPLICATION FORM | | | | | | | | | |
|---|---|---|--------|--|--|--|--|--|--|
| Personal Information Enter your Personal Information Enter your Company Information Enter your Company Information Enter your Company Enter y | | | | | | | | | |
| Upload your Document and Make Payment Steps 4 - 4 | | | | | | | | | |
| Please upload only pdf, jpg o | Please upload only pdf, jpg or png and file size must not more than 2MB | | | | | | | | |
| Upload NRIC/Passport (Both sides) | Browse | | | | | | | | |
| | Browse | | | | | | | | |
| | PAYMEN | π | | | | | | | |
| Total Amount including SST (RM) | | | | | | | | | |
| Mode of Payment | | | | | | | | | |
| < PREV | | | SUBMIT | | | | | | |

- 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.

| | 🗔 Time Remaining : I | 01 Minutes 07 Seconds | | |
|---------------------------------------|--|---|--|------|
| \$ Payment Details | | | | |
| Order ID Payment ID Payment for | <u> </u> | | | |
| Total | MYR | | | |
| Pay with Credit or Debit | Card | Other Payment Methods | | |
| Credit or Debit Card | | MY (MYR | | |
| Cardholder Name | | Land and a set of the | | |
| Card Number | | parts - success | | |
| Card Types | VISA | | | |
| Expiration Date | | | | |
| CVV | ••• | | | |
| | Hub-Cert VISA | | | |
| | Submit Payment | | | |
| | Cancel and Return to P | OS DIGICERT SDN BHD | | |
| | \rightarrow | ime Remaining : 09 Minutes 55 Seconds | | |
| \$ Pay | /ment Details | | | |
| | Order ID | | | |
| | Payment ID Payment for Total MYR | 0 0 | | |
| Other | Payment Methods | | | |
| Othern | ayment metrous | | | |
| | MY (MYR | | | |
| | Online Banking | \bigcirc | | |
| | | | OCBC Bank Standard Chartered | ct |
| | MY (MYR Online Banking Conline Banking RAKYAT AUMACE MAR UOB CON | x INDUSTRICATE DANK (BLAM DE LEURIDE CITAL DE LEURIDE AFFINDANK A CIMB CLALE BESN | OCEC Bank Standard Standard Chartered Contended Cont | ່າກອ |

- 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.

| Thank you for purchasing certificate Please save this information for you | from us. Your New App | liesting already accepted for | |
|---|--|--|--|
| An energy and the state of an in second | | ilication arready accepted for proc | essing. |
| An email notification of this request MYCRS credential, if you wish to vier issuance. | will be sent to your emains the application status | all address. Please click HERE to ic . An email notification will be sen | gin to MYCRS, using your t upon certificate |
| Request Code | | | |
| Submit Date | | | |
| SubmitTime | - | | |
| Name | | | |
| ID No | 8 | | |
| Company Name | | | |
| Project Name | | | |
| Package Name | | | |
| | | | |
| | | | |

- 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 (<u>https://mycrs.posdigicert.com.my</u>) 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: <u>https://mycrs.posdigicert.com.my</u>.

2.2.1 MYCRS Login



1. i. Click "LOGIN" on MYCRS webpage.

| PD MYCRS Certific | S Digicert ate Registration System | | Contact Us U+60 3-8800 8008 |
|-------------------------|--|------------|---|
| | WELCOME TO MYCRS Please enter your Username | | WELCOME TO MYCRS × Do not proceed if this is not your phrase |
| | LOGIN | lcome te | ٠ |
| 13 | | egistratic | Phrase: 2 |
| | Forgot Username? Forgot Pass | word? | |
| Request C | Certificate On 1410111-Vevice | | Get Your certificate Now! or learn more. |

- 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

| POS Digicert | = | | |
|---------------------|--|------------------------|--------------------|
| | Dashboard | | HYCRS + DASHBOARC |
| | WELCOME TO CERTIFICATE REGISTRATION SYSTEM Please update your profile before continuing with Certificate Re | M (MYCRS) equest | |
| ය Dashboard | PUBLIC USER (PU) | CERTIFICATE MANAGEMENT | |
| Certificate | Profile | Guidelines (Manual) | + |
| Payment History | | | |
| | | FAQ / Software | + |
| | Copyrights © 2019 POS DIGICERT SDN. BHD. | Support Terms of us | e Privacy Policy |

- 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.

| Viev | /iew Status DASHBOARD | | | | | | | |
|------------|---|------|---------|---------|---------|-------------------------|-----------|--------|
| <u>ଲ</u> ଅ | A List of Certificates (10) A Pending User Confirmation (+) A Certificate Expiry (within 30 days) (3) Q. Search | | | | | | | |
| | earch | | | | | | | |
| | | Name | Project | Company | Package | Validity | Serial No | Action |
| 1 | 0 | | | | | 07/06/2017 - 15/06/2017 | 501907 | RENEW |
| 2 | 0 | | | | | 05/06/2017 - 13/06/2017 | 501890 | RENEW |
| 3 | 0 | | | | | 02/06/2017 - 10/06/2017 | 501884 | RENEW |

- 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.

| ew Certificate | | | | | | | DASHBOARD - | RENEW_CERT |
|-----------------------|---------------------------|---------------------|---------------------------|----------|---|------------------|-------------|------------|
| 1 Personal Details | 2 Organization Details | 3 Select Package | 4 Supporting Documents | | | | | |
| | | | | | ID Type IC No Passport IC NO / Passport Name | | | |
| | | Selectimage | | | Date of Birth 09/06/1993 | Gender FEMALE | | |
| Email | | | | | | | | |
| Address | | | | | | | | |
| Country | | | | | State | | | |
| MALAYSIA | | | | v | SELANGOR | | | × |
| Postcode 63000 | | | | | City CYBERJAYA | | | |
| | | | | | | | 1 | NEVT |

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 Organization Det



| Company Name | |
|-----------------|-----------|
| | |
| Registration No | |
| Company Fax No | |
| | |
| Company Tel No | |
| | |
| | |
| Country | State |
| MALAYSIA | SELANGOR |
| Postcode | City |
| 63000 | CYBERJAYA |
| PREV | NEXT |

- 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

| | | | Package Inform | nation | | |
|--------------------------|------------------------------|----------------------|---------------------|----------------------------------|---------------------------------|---|
| (1)(| 2 3 | (4) | Project | Test One Certificate | | V |
| Personal Details Oreaniz | ation Details Select Package | Supporting Documents | Package | Test One Renewal Soft Certif | ficate 8 days | |
| | | | Title | | Description | |
| | | | Validity (Month) | | 1 | |
| Package Information | | | Media | | Soft Certificate | |
| | | | Package Name | | | |
| foject | | \sim | Certificate Descrip | ption | | |
| Parkare | | | Price (HM) | | | |
| | | | - Cartificate DIN | | | |
| Title | Description | | | | | |
| Validity (Month) | 4 | | This is Certificat | te PIN that will be used for Sig | gning. Please remember your PIN | |
| Media | Smart Card | | | | | |
| Package Name | | - | * Enter PIN | | | |
| Certificate Description | | | | | | |
| Price (RM) | | | * Confirm PIN | | | |
| | | | | | | |
| | | | | | | |
| 890/ | | | | | | |
| PREV | | | | | | |

- 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.

- Detailed information about the package will be dispayed once selection is a) made.
- If the selected package is Roaming, you do not have to set the PIN b) (password) for digital certificare. Refer to label 1.
- If the selected package is Soft Cert or Token, you have to set the PIN C) (password) for digital certificate. Refer to label 2.

| iii. C | lick "NEXT" or suspering Documents | |
|--------------------------------------|--|--------|
| Personal Details | 2 Organization Details Select Package Supporting Documents | |
| Please upload all requ | ired Documents. Only pdf, jpg or png accepted and file size must not more than 1MB | |
| Upload NRICIPassport (Both sides) | COMPULSORY SUPPORTING DOCUMENT Vour NRIC/Passport Document already Ex EIClick Hare to Upload NEWI NRIC/Passport FILE NAME FILE UPLOAD DATE 2017-06-14 VIEW | |
| PREV | 1 Personal Details Organization Details Select Package Supporting Documents | FINISH |
| | Please upload all required Documents. Only pdf, jpg or png accepted and file size must not more than 1MB | |
| | COMPULSORY SUPPORTING DOCUMENT | |



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".

| | SUBSCRIBER DECLARATION, TERMS AND CONDITIONS FOR DIGITAL CERTIFICATE APPLICATION, NOTICE OF ACCEPTANCE AND PDPA CONSENT CLAUSE | × |
|---|---|-----------------------|
| | connect, obtain, store and process your personal data that you provide in this application for the purpose of providing Certification Authority services, receiving updates, news, promotional and marketing mails or materials from Pos Digicert Sdn Bhd. You hereby give your consent to Pos Digicert Sdn Bhd to: Store and process your Personal Data; Disclose your Personal Data to the relevant governmental authorities or third parties where required by law or for legal purposes. | < |
| | In addition, your personal data may be transferred to any company within the Pos Digicert Sdn Bhd's parent companies and subsidiaries. For the purpose of updating or correcting such data, you may at any time apply to the Pos Digicert Sdn Bhd to have access to your personal data which are stored by Pos Digicert Sdn Bhd. For the avoidance of doubt, Personal Data includes all data defined within the Personal Data Protection Act 2010 including all data you had disclosed to Pos Digicert Sdn Bhd in this Form. To view our full Data Protection Privacy Statement Notice please visit our website at https://www.posdigicert.com.my/repository/pdpa. | |
| | By pressing the "I Accept" button below, I hereby electronically sign as per the provisions allowed under the Electronic Commerce Act 2006 and herein submit to Pos Digicert Sdn Bhd an application for a Digital Certificate. | ~ |
| > | Note: You must scroll down and click the acceptance check box and "I Accept" button at the bo of this agreement to continue with the Digital Certificate application and registration process. If do not agree to the terms and conditions of this Agreement, click on the "I Decline" button below do not continue the application process. | ttom fyou r and |
| | I Decline I Accept | |

- 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".





| | Proceed to payment |
|-----------------------------|--|
| G INFO | > |
| Your Certificate Request ha | s been successfully submitted for processing |

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

| ●INFO Your Certificate Reque Your Request ID = | est has been successfully created. Please continue with payment Request another Certificate Proceed to payment | |
|--|--|------------------------|
| | | 2 |
| | CERTIFICATE MANAGEMENT 8 | PAYMENT & BILLING 0 |

- 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.

| List of Payment | | | | | | DASHBOARD - PAYMEN |
|-----------------------------|-----------------------------------|----------|----------------|---------|---------|--------------------|
| List of Pending Payment (1) | List of Receipt (Tax Invoice) (0) | | | | | |
| Q. Search | | | | | | |
| List of Cash Tax Invoice | | | | | | ~ |
| | Request Code | Name | IC No/Passport | Company | Package | Price (RM) |
| | | | | | | |
| 8 | O Page 1 of 1 | 0 0 10 🗸 | | | | View 1-1 of 1 |
| | | | 10 | | | |

- 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".

| ☆ List of Pending Payment (3) | 요 List o | Receipt (Tax Invoice) (35) | | | | |
|-------------------------------|----------|----------------------------|-----|--|---|------------|
| Request Code | | Name | Com | pany | Package | Price (RM) |
| | | | | Price (RM) GST (RM) Total Price (RM) | | |
| | | | | Payment Method | Credit Card Credit Card Internet Banking (FPX) | |
| ← BACK | | | | | | E PAY |

- **3.** i. Check payment details.
 - ii. Choose payment method and click "PAY".

Note:

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

| G Time Re | maining : 01 Minutes 07 Seconds |
|---|---------------------------------------|
| \$ Payment Details | |
| Order ID Payment ID Payment for | |
| Total MYR | |
| Pay with Credit or Debit Card | Other Payment Methods |
| Credit or Debit Card | |
| Cardholder Name | len too hob |
| Card Number | |
| Card Types VISA | |
| Expiration Date / | |
| CVV 0 | \frown |
| Plan Cart Writeshy Decarred by Onverter | |
| (addressed) | |
| Submit Payment | eturn to POS DIGICERT SDN BHD |
| | Time Remaining: 09 Minutes 55 Seconds |
| \$ Payment Details | |
| Order ID | |
| Payment ID Payment for | |
| Total MYR | |
| Other Payment Methods | |
| - MY (MYR | 2 |
| Online Banking | |
| | |

- **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.



| Payment Successful | |
|--|----------------------|
| Thank You For Your Payment I | PAYMENT 3 × |
| Tou can downidau on ew your tax invoice here. Or visit the Billing Page anytime. | - |
| Priew Invoice Payment Unsuccessful | |
| Unsuccessful Payment | Cancel Check Payment |
| ⊕ Make Payment ■ Make Payment |) |

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 <u>https://mycrs.posdigicert.com.my</u>,
 - a) Login to MYCRS. Refer to item **2.2.1: Login MYCRS**; if needed.
 - b) On the *Dashboard*,
 - Click "CERTIFICATE MANAGEMENT" or click "Certificate" menu and choose sub menu "View Status".

| Vi | ew Status | | | | | | | DASHBOARD . |
|----|---------------------------|---------------|--------------------|----------------|------------------------------------|---------|---------------------|---------------------|
| ĥ | List of Certificates (10) | 요 Pending Use | r Confirmation (1) | <u>९</u> Certi | ficate Expiry (within 30 days) (3) | | | |
| | Q, Search | | | | | | | |
| | NEED USER INFORMATI | ON | | | | | | ^ |
| | | Name | IC No / Passpo | rt | Company | Package | Request Date | Action |
| | 1 () | | 301120100 | | | , | 14/06/2017 08:51 AM | UPDATE CONFIRMATION |
| | Q 0 | | 🕜 🕢 Page 1 | of 1 | > 10 🔻 | | | View 1 - 1 of 1 |

- 2 i. On the View Status, click Pending User Confirmation.
 - ii. Click "**UPDATE CONFIRMATION**" on the application that needs to be updated.

| III Certificate Request | | | | | DACHEDARD + CON |
|---------------------------------------|-------------------------|------|------------------------|--------|-----------------|
| CONFIRM YOUR DETAILS | | | | | ○ ⊕ ň |
| quest Confirmation & Your Certificate | Request | | | | |
| Personal Details Organi | 2 3 4 separting Deamers | | | | |
| | | ID T | ype ICNo 0 Passport | | |
| | | ICN | 0 / Passport | | |
| | | | | | |
| | | Narr | 10 | | |
| | | Date | of Dirth | Genter | |
| | Select image | 05 | 2/06/1993 | FEMALE | |
| Email | | Tele | phone No | | |
| | | | | | |
| Address | | | | | |
| | | | | | |
| Country | | Stat | e | | |
| MALAYSIA | | ▼ S | ELANGOR | | • |
| Postcode | | City | | | |
| 03000 | | | I BEKJATA | | |
| | | | | | |
| | | | | | |
| | | | | | NE |

- 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.

| onfirm Certificat | e Request | | DASHBOARD = CONFIRM_CERTIF |
|--------------------------------------|----------------------------|------------------------------|----------------------------|
| LEASE CONFIRM YOUR DE | TAILS | | |
| | . Your Certificate Request | | |
| Personal Details | 2 Organization Details | 3 44 | |
| | COMPULSORY SUPPORT | маросимент | |
| | NRIC/Passport | | |
| Upload NRIC/Passport (Both sides) | FILE NAME | | |
| | Authorization Letter | | |
| _ | FILE NAME | FILE UPLOAD DATE VIEW DELETE | |
| | | | |
| | | | |
| | | | |
| | | | |
| PREV | | | FINISH |

- 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".

| Are you sure TO RESUBMIT REQUEST? | | × |
|-----------------------------------|--------|----|
| | Cancel | ОК |

- 6. i. Click "**OK**" when confirmation message is displayed.
 - i. When MYCRS display "Your application has been successfully resubmitted for processing". Click "**OK**".
 - 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.

| nn - | |
|---------------------------------|--|
| * 8-16 aphanument case senative | Your previous certificate already exist in our system. If you have forgotten your PIN or your PIN has been blocked Please perform Reset PIN here before continue with this process |
| ielect Question 1 | |
| Select Question | YOUR DETAILS ARE AS FOLLOWING PLEASE ENTER YOUR PIN TO GENERATE A CERTIFICATE Name |
| Select Question 2 | IC No : |
| Select Question | Company : |
| Answer 2 | Package 1 |
| elect Question 3 | PIN |
| Select Question | ÷ |
| Answer 3 | |
| | SUBMIT |

- **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".



| €Info | × |
|---|------|
| Your certificate has been successfully created. Please wait for 5-10 min before you can use it | utes |
| | ок |

- 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.

| On-boa | ard Issuanc | e — | | | _ |
|---------|-------------|-----|----------|-----|---|
| User Re | equest Cod | e | | | |
| | | | | | |
| ſ | Cancel | | Generate | Key | |
| | S | | | | |

- 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

| Dashboa | ard | | | |
|--------------------------|-----------------------------|-----------------------------------|------------------------|-------------------|
| WELCOME Please update | TO CERTIFICATE REGISTRATION | SYSTEM (MYCRS) ificate Request | | |
| 0 | PUBLIC USER (PU) | | CERTIFICATE MANAGEMENT | DAYMENT & BILLING |
| | | Profile | Guidelines (Manual) | |
| | | _ | FAQ / Software | |
| | | | 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.

| | | | 5 | Save |
|---|-----|--------|---|--------------|
| Do you want to run or save | | | S | Save as |
| This type of file could harm your computer. | Run | Save 🔻 | 5 | Save and run |

- 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 >**".



| 📩 Se | tup - Pos Digicert MYCRS Client version 3.3 | - | | × |
|------|---|-------------------|--------|---|
| Re | eady to Install Setup is now ready to begin installing Pos Digicert MYCRS (computer. | lient on your | Ð | 2 |
| | Click Install to continue with the installation, or click Back if change any settings. | you want to revie | ew or | |
| | Additional tasks: Additional shortcuts: Create a desktop shortcut | | ^ | |
| | | | ~ | |
| | < | | > | |
| | < Back | Install | Cancel | |

6. i. Click "Install".



7. i. Click "Finish".