

Thank you for your email. We will get in touch with you as soon as possible. In the meantime, please go through the following list to help us:

1. New Application for Roaming Certificate

Please register at <https://www.msctrustgate.com/mytrustid/enrollment?q=ecourt>

You need to prepare and provide an **Authorization Letter** (sample can be found in <https://www.msctrustgate.com/ecourt.php>) and a copy of your **NRIC** – both in pdf format. To avoid your application being **Rejected**, please **ENSURE** the documents are uploaded before your submission.

Select **New** with validity period of either 1 Year or 2 Years if you are a New eCourt user or your digital certificate has Expired

Or

Select **Renewal** to EXTEND your certificate's validity period for either 1 Year or 2 Years if you are an existing eCourt user with a valid digital certificate (e.g. the validity of your renewed certificate will be 18 months if your existing certificate has 6 months validity period and you renew for 1 Year)

Or

Select **Migration** to migrate your existing certificate of Token to Roaming with same validity period. Please note that the validity period of your existing certificate must be more than 3 months.

Note: Payment can ONLY be made via credit or debit card. **PLEASE ENSURE THE NAME OF APPLICANT IS EXACTLY THE SAME AS WRITTEN IN YOUR NRIC.** The following cases will be rejected:

- a. BIN - ~~Ismail B Abdullah~~ or ~~Ismail Abdullah~~
- b. BINTI - ~~Zuraidah BT Abdul Halim~~ or ~~Zuraidah Abdul Halim~~
- c. Bikram A/P P. Arunsalam – ~~Bikram Arunsalam~~ or ~~Bikram A/P Arunsalam~~

2. What to do after I have submitted My Roaming application?

You will receive an email notification once your application has been approved. The email contains an URL for you to activate your Roaming certificate. Please click on the URL to set a new PIN for e-filing. Please remember the PIN, which is required for signing NOT for login to eCourt system.

3. Unable to find the Roaming certificate activation email OR link?

Please find check in your Spam folder (from ecourt-support@msctrustgate.com) OR visit this link <https://www.msctrustgate.com/mytrustid>
Login with your NRIC and Access code to active your Roaming certificate.

4. What to do after I have successfully activated my Roaming Certificate?

Please proceed to login to e-filing <https://efs.kehakiman.gov.my/efsweb/> for filing.

5. Existing EFS User Join a Another Law Firm

The applicant must update Bar Council and apply for new EFS ID with the new firm
<http://ecourtservices.kehakiman.gov.my/LawFirm/Search?cultureCode=ms>

6. Application Status of Application

It may take up to **3 working days** to process and approve your application. We may not be able to expedite the process as we receive over hundreds of applications per day.

7. What is My EFS ID?

Please refer to <http://ecourtservices.kehakiman.gov.my/LawFirm/SearchFirm>

8. Enquiry and Issue of Submission

We would advise you to email your enquiry and issue to ecourt-support@msctrustgate.com. A trouble-ticket will be created to help us track the status or your enquiry and issue.

9. When will I receive My Token?

You no longer require the Token for submission once you migrate to Roaming certificate. Proceed to login to eCourt - <https://efs.kehakiman.gov.my/efsweb/>

10. When will I receive my Certificate?

You no require receive the certificate once you migrate to Roaming certificate. Proceed to login to eCourt - <https://efs.kehakiman.gov.my/efsweb/>

11. My Certificate has expired?

Please register for Roaming certificate at
<https://www.msctrustgate.com/mytrustid/enrollment?q=ecourt>

12. Reset Roaming Certificate PIN

Please visit this link <https://www.msctrustgate.com/mytrustid>
Login with your NRIC and Access code to reset your PIN. If you forget your access code, please click the Resend Access code.

13. RSG1005: Roaming Signing Failed - Invalid user PIN.

There are 2 likely scenarios:

a. Your activated Roaming certificate may have linked to another **EFS ID** (e.g. Your colleague or manager - each user must have his/her own EFS ID) **instead** of the EFS ID that you have login for filing.

OR

b. Wrong PIN, please refer to 12 to reset PIN. The PIN must be between 8 to 12 characters.

14. WAPI1007: Unable to connect to MyTrustID Desktop Software

There are 2 likely scenarios:

- a. Your activated Roaming certificate may have linked to another **EFS ID** (e.g. Your colleague or manager - each user must have his/her own EFS ID) **instead** of the EFS ID that you have login for filing.

OR

- b. You are still using Token, please download (refer to item 18) install MyTrust ID software and plug-in your Token to sign.

15. Unable to find Key in Token

We would like to suggest you migrate to Roaming Certificate refers to 1 or email to us refer to 8.

16. Forgotten Password for Token

Please call Augmented for assistance OR migrate to Roaming Certificate by submitting a new application refers to 1.

17. Blocked Token

Please call Augmented for assistance OR migrate to Roaming Certificate by submitting a new application refers to 1.

18. Token Driver

For window: Please download and install

https://www.msctrustgate.com/download/fetch.php?file=MyTrustID_Desktop_Win.zip

Note: For auto-update, you must have Administrator privilege.

19. Why I cannot renew my Certificate for 2 Years

The maximum validity period of a Certificate is 3 Years. If the validity period of your Certificate is more than 1 Year, you can only renew it for another year.

20. Unable to Add EFS User

The User may have an existing EPF ID with the previous firm. Please visit <https://efs.kehakiman.gov.my/EFSWeb/Info/Contact.aspx> for further action.

21. Sample of Authorization Letter

Please refer to <https://www.msctrustgate.com/ecourt.php>