



MSC Trustgate.com Sdn. Bhd. (478231-x)

Suite 2-9, Level 2, Block 4801
CBD Perdana, Jalan Perdana
63000 Cyberjaya
Selangor Darul Ehsan
Malaysia
Tel: +603 8318 1800
Fax: +603 8319 1800

ONLINE ENROLMENT

Via

MyTrustID Portal

Document Id	ONLINE ENROLMENT VIA MYTRUSTID PORTAL
Revision Number	1.0
Security Level	Internal / External

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Introduction

The URL is at

<https://www.msctrustgate.com/mytrustid/enrollment?q=quest3plus>

Data will be pulled from Quest3+ Membership page.

Guidelines

1) User key in Mykad /passport no. and username (quest3+)

MSC Trustgate.com Sdn. Bhd. [MY] | <https://www.msctrustgate.com/mytrustid/enrollment?q=quest3plus>

BIRO PENGAWALAN FARMASEUTIKAL KEBANGSAAN (BPFK QUEST3+)

TRUSTGATE
SECURE TRANSACTION. TRUSTED BUSINESS

New Certificate Enrollment Request

Enrollment for new client digital ID for Biro Pengawalan Farmaseutikal Kebangsaan

1 Instructions 2 Application Info 3 Package & Pricing 4 Disclaimer 5 Payment 6 Complete

Enrollment Instructions

Please read and understand the Enrollment Instruction below:

Application Info Fill up your informations required for RA verification.
Upload Documents Attach scanned copy of your MyKad/Passport, Company Registration Form and Company Authorization Letter (in JPEG or PDF format, with size below 2MB) to assist verification.
Make Payment Payment can be made using any of the following: Credit Card / Debit Card (VISA/MASTERCARD) or upload payment receipt if payment made through Manual Payment (Cash, Bank Transfer or Cheque)
Complete Once complete, kindly wait for the verification and issuance of your certificates by our RA. You may check your request status by logging to MyTrustID Portal.

Quest3+ Certificate Enrollment Application

MyKad / Passport No. *
889201040201

Username (as registered with QUEST3+ Portal) *
abot1234

Next

And please wait for a while for the system to retrieve status from NPRA website

MSC Trustgate.com Sdn. Bhd. [MY] | <https://www.msctrustgate.com/mytrustid/enrollment?q=quest3plus>

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Quest3+ Certificate Enrollment Application

Please wait while your informations being retrieve from Quest3+ ...

MyKad / Passport No. *
XXXXXXXXXX

Username (as registered with QUEST3+ Portal) *
XXXXXXXXXX

Next

If application not approve yet or wrong NRIC/Passport number/user id, below will notification appeared

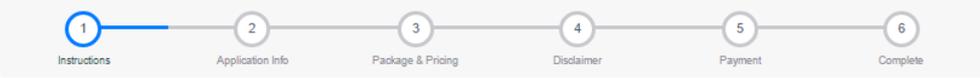
MSC Trustgate.com Sdn. Bhd. [MY] | <https://www.msctrustgate.com/mytrustid/enrollment?q=quest3plus>

Imported From IE Generate a Certificate Webnic | ICANN Accredited Check your CSR | Symantec | Whois Lookup, Domain | Symantec Chat Support



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Application Info	Fill up your informations required for RA verification.
Upload Documents	Attach scanned copy of your MyKad/Passport, Company Registration Form and Company Authorization Letter (in JPEG or PDF format, with size below 2MB) to assist verification.
Make Payment	Payment can be made using any of the following: Credit Card / Debit Card (VISA/MASTERCARD) or upload payment receipt if payment made through Manual Payment (Cash, Bank Transfer or Cheque)
Complete	Once complete, kindly wait for the verification and issuance of your certificates by our RA. You may check your request status by logging to MyTrustID Portal.

Quest3+ Certificate Enrollment Application

Fail to retrieve your information from Quest3+ Site. Please try again later.

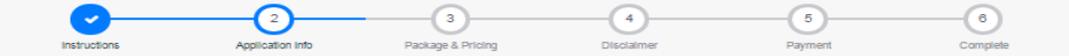
MyKad / Passport No. *	Username (as registered with QUEST3+ Portal) *
<input type="text" value="810108032197"/>	<input type="text" value="abc2017"/>
	<input type="button" value="Next >"/>

2) User updates information



BIRO PENGAWALAN FARMASEUTIKAL KEBANGSAAN (BPFK QUEST3+)

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Personal Information

MyKad No. *

Email *

Full Name *

Mobile No. *

Address *

Postcode * City *

State * Country *

Company Information

Company ID* Registration No. *

Company Name *

Company Address *

Postcode * City *

State * Country *

Personnel Information

Designation Office Phone No

Fax No

And uploads documents at the bottom of the same page

Supporting Documents

Please upload scanned copy of your MyKad/Passport, Company Registration Form and Company Authorization Letter.

MyKad / Passport *

Company Registration Form / SSM Form 9 *

Company Authorization Letter *

Once completed, click Next

3) Select package and price to pay will appear

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

Package *

Select Package

- New User - Certificate + USB Token - 1 Year - RM280
- New User - Certificate + USB Token - 2 Years - RM290
- New User - Certificate + USB Token - 2 Years - RM335

Pricing & Description

Description

Description

Validity (Days)

Validity

Subtotal (RM)

Subtotal

Tax (GST 6%)

Tax

Delivery

Self Collect at MSC Trustgate, Cyberjaya - RMD

Total Amount (RM)

Total Amount

Reminder

Please make sure your USB Token delivery method

- i) Self-Collect (free of charges) at MSC Trustgate office, Cyberjaya
- ii) Courier Service - Peninsular Malaysia (RM10.60)
Sabah/Sarawak (RM21.20)

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

Package
Package *
New User - Certificate + USB Token - 2 Years - RM290

Pricing & Description
Description: Certificate + USB Token
Validity (Days): 730
Subtotal (RM): 290.00
Tax (GST 6%): 17.40
Delivery: Self Collect at MSC Trustgate, Cyberjaya - RM0
Total Amount (RM): 307.40

Buttons: Back, Next

4) If selects courier services, please update delivery address column

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

Package
Package *
New User - Certificate + USB Token - 2 Years - RM290

Delivery Address
 Same as personal address
 Same as company address
 Other address
Address *
XXXXXXXXX MASJID INDIA, MALAYANXXXXXXXXX
Postcode *
38000
City *
TELUK INTAN
State *
PERAK
Country *
MALAYSIA

Pricing & Description
Description: Certificate + USB Token
Validity (Days): 730
Subtotal (RM): 290.00
Tax (GST 6%): 17.40
Delivery: Courier Services (Semenanjung) - RM10.6
Total Amount (RM): 318.00

Buttons: Back, Next

5) Read and agree Disclaimer - Digital ID subscriber Agreement, then click save and proceed

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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

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

5) make payment (Internet Payment Gateway - Mpay) or upload POP (proof of payment/receipt/bank in slip)

i) Credit/Debit Card

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

Payment Method

Payment type
Credit / Debit Card

Pay Now

Payment Details

Total Amount (RM)
318.00

Status
Pending payment

Reference No
Reference No

Back Submit

To complete payment information & submit

The screenshot shows a web browser window titled "MPAY Payment Gateway - Google Chrome" with the URL "https://www.mdex.my/mdex/payment/eCommerce". The page header includes "Internet Payment Gateway" and "powered by MPAU".

Payment Details

Pay To:	MSC Trustgate.com Sdn. Bhd.
Invoice No:	MSCTG000000000000036
Product Description:	Certificate USB Token 11 730 290
Amount:	RM318.00

Payment Timeout: 06:48

Choose Payment Options

VISA MasterCard

Credit Card Details

Cardholder name:

Credit card no:

Card type:

ii) Others – via cash deposit machine, over the bank counter (please upload proof of payment / receipt/ bank in slip) and submit

The screenshot shows the "BIRO PENGAWALAN FARMASEUTIKAL KEBANGSAAN (BPFK QUEST3+)" interface. The page title is "New Certificate Enrollment Request" and the subtitle is "Enrollment for new client digital ID for Biro Pengawalan Farmaseutikal Kebangsaan".

A progress bar shows six steps: Instructions, Application Info, Package & Pricing, Disclaimer, Payment (current step), and Complete.

Payment Method

Payment type:

Payment Details

Total Amount (RM):

Status:

Reference No:

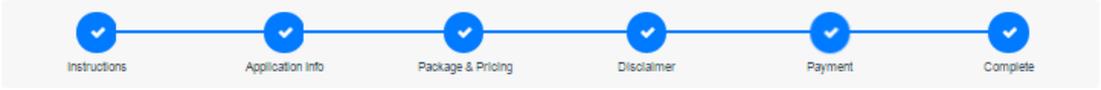
6) Submit and below notification will appear

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Instructions Application Info Package & Pricing Disclaimer Payment Complete

✓

Congratulations!

Your request is complete.

Your application will be review and USB Token will only be processed and courier within 5-7 working days for Peninsular Malaysia and 7-9 working days for Sabah and Sarawak.

For assistance please email to q3plus-support@msctrustgate.com or call our support team at +603- 6318 1600

An email has been sent to you with the access code to login to MyTrustID portal to check your request and do certificate management.

[Login to MyTrustID Portal](#)

7) System auto create account and send access code to registered email to access MyTrustID Portal

i. for application checking status

ii. Certificate Management – Purchase New, Renewal (certificate expired), and Revoke (due to lost/damage)

The image shows two screenshots from the TRUSTGATE system. The top screenshot is a 'Certificate Enrollment Request' completion page for BPFK QUEST3+. It features a progress bar with six steps: Instructions, Application Info, Package & Pricing, Disclaimer, Payment, and Complete, all marked with checkmarks. Below the progress bar, it says 'Congratulations! Your request is complete.' and provides instructions on how to check the status of the request via the MyTrustID portal. A red box highlights the 'Login to MyTrustID Portal' button, with a red arrow pointing to the text 'click here'. A large red arrow points down to the second screenshot, which is the MyTrust ID login page. This page has a header with the TRUSTGATE logo and 'MyTrust ID'. It contains a form titled 'Sign in using temporary access code' with fields for 'Mykad / Passport No' (with an example 'E.g 920192019201') and 'Access Code'. There is a 'Resend Access Code' link and a 'Login' button. At the bottom, there is a link to 'Create an account' and a footer with 'Customer Support & Contact' and '© 2017 M&G Trustgate. All rights reserved'.

-End-