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ONLINE RENEWAL

Via

MyTrustID Portal

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

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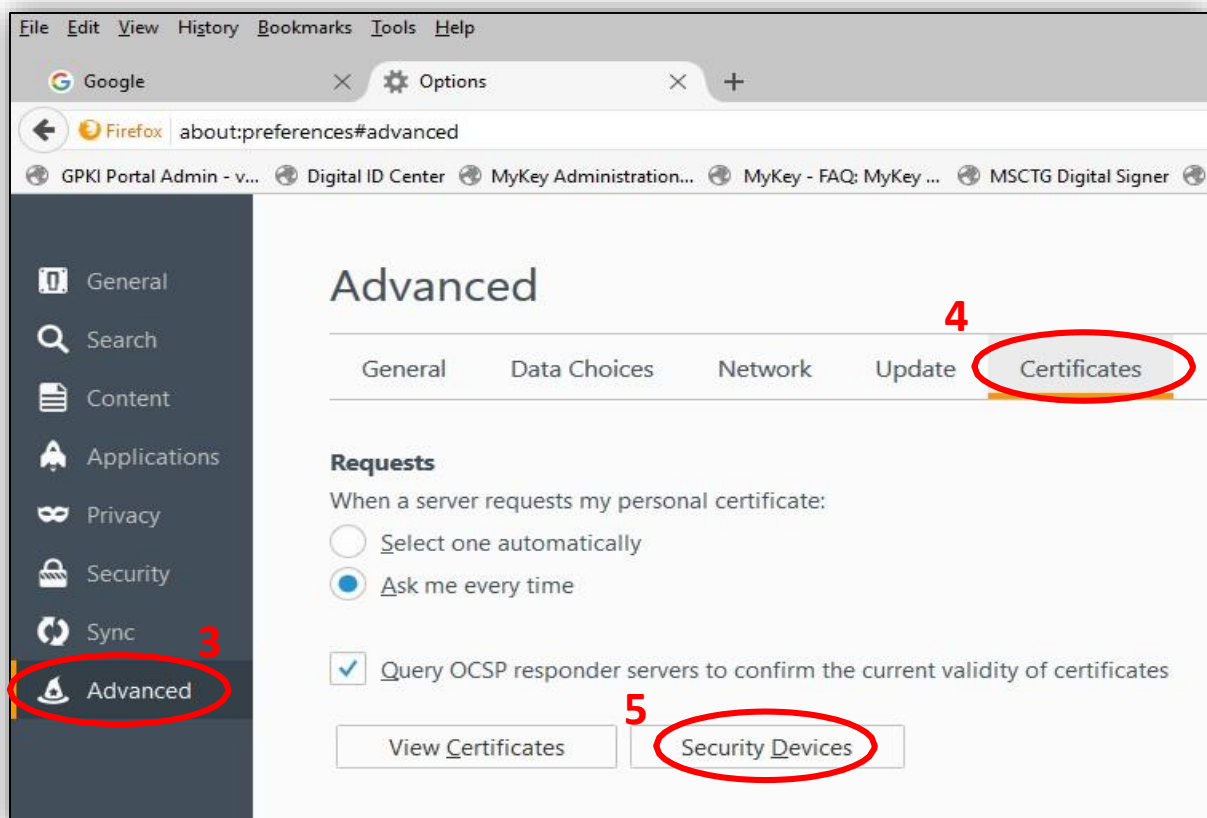
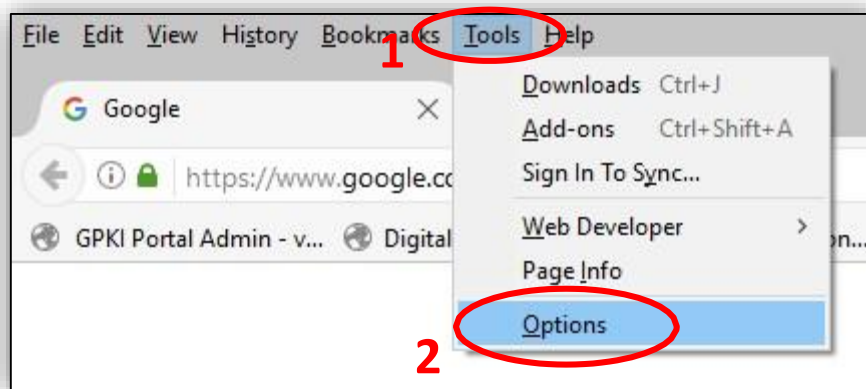
Pre-requisite:

- Your computer must have internet connection.
- Trustgate USB Token is already plugged-in on your computer.
- Mozilla Firefox browser is installed on your computer.

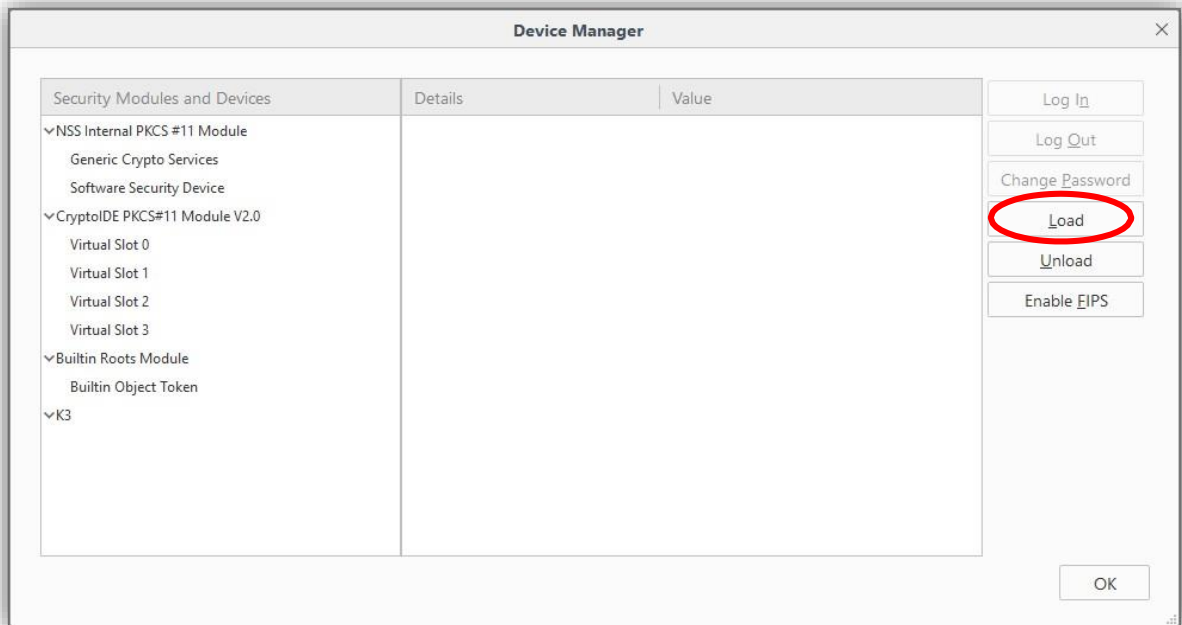
1) Double click the Mozilla Firefox icon on your computer as below image.



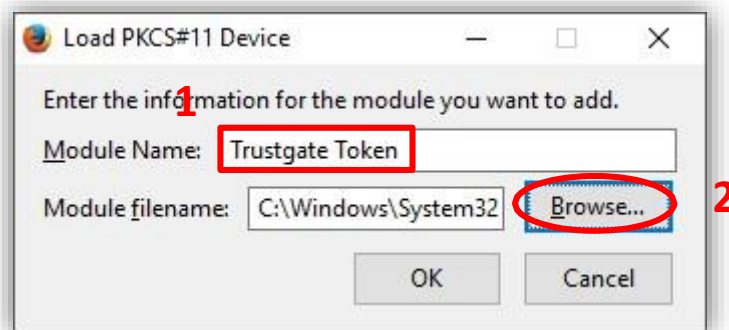
2) On Mozilla, click **Tools > Options > Advanced > Certificates > Security Devices**.



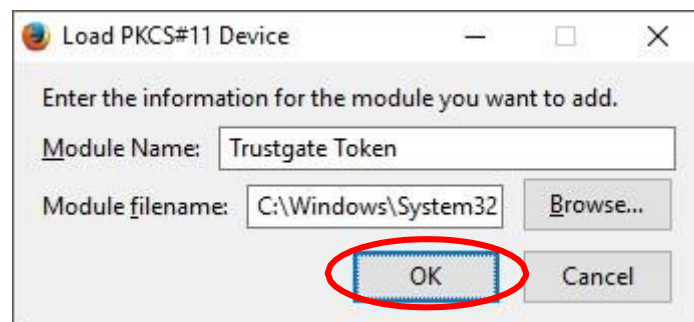
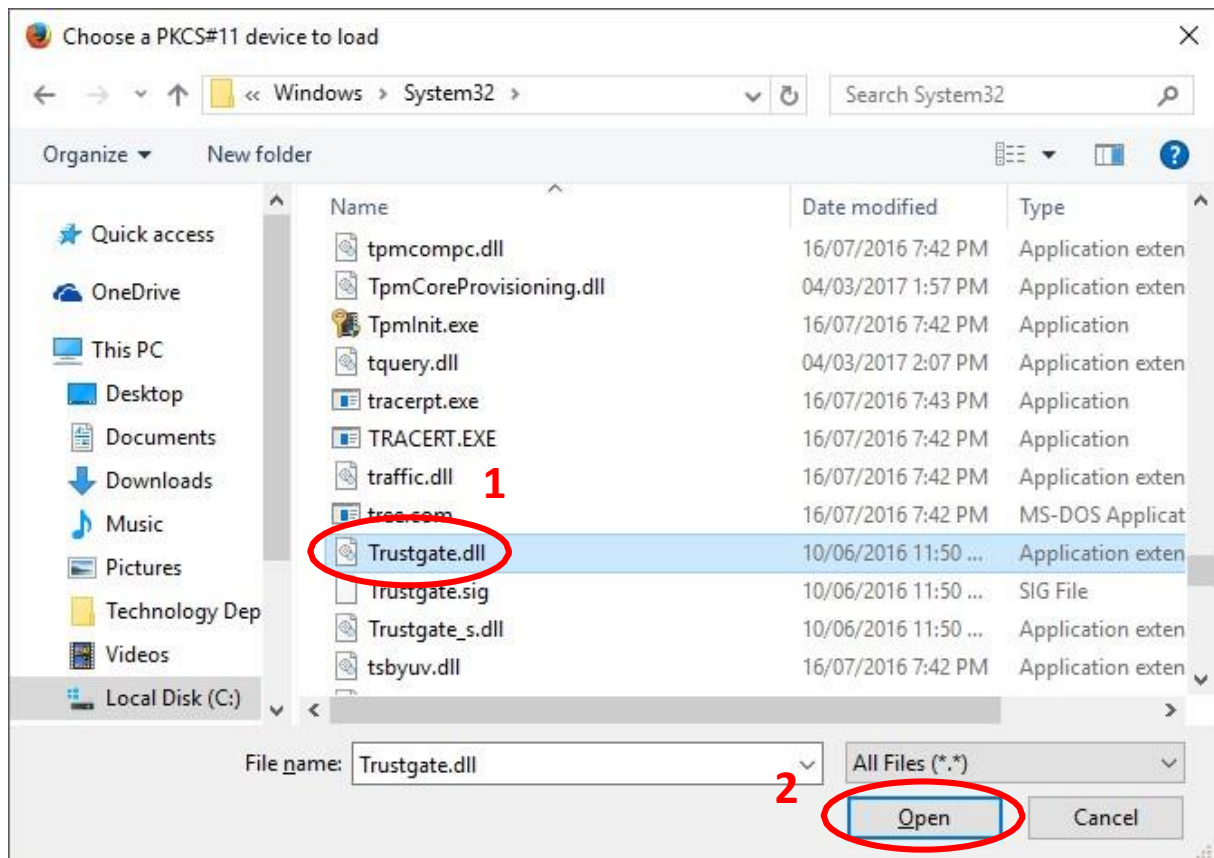
- 3) Devices Manager windows will appear. You must create a new PKCS#11 device module named **Trustgate Token** by clicking button **Load**.



- 4) A **Load PKCS#11 Device** window pop up. Enter the **Module Name** into your preferred name to represent Trustgate token device. Then, click **Browse** to find the Trustgate token library file.

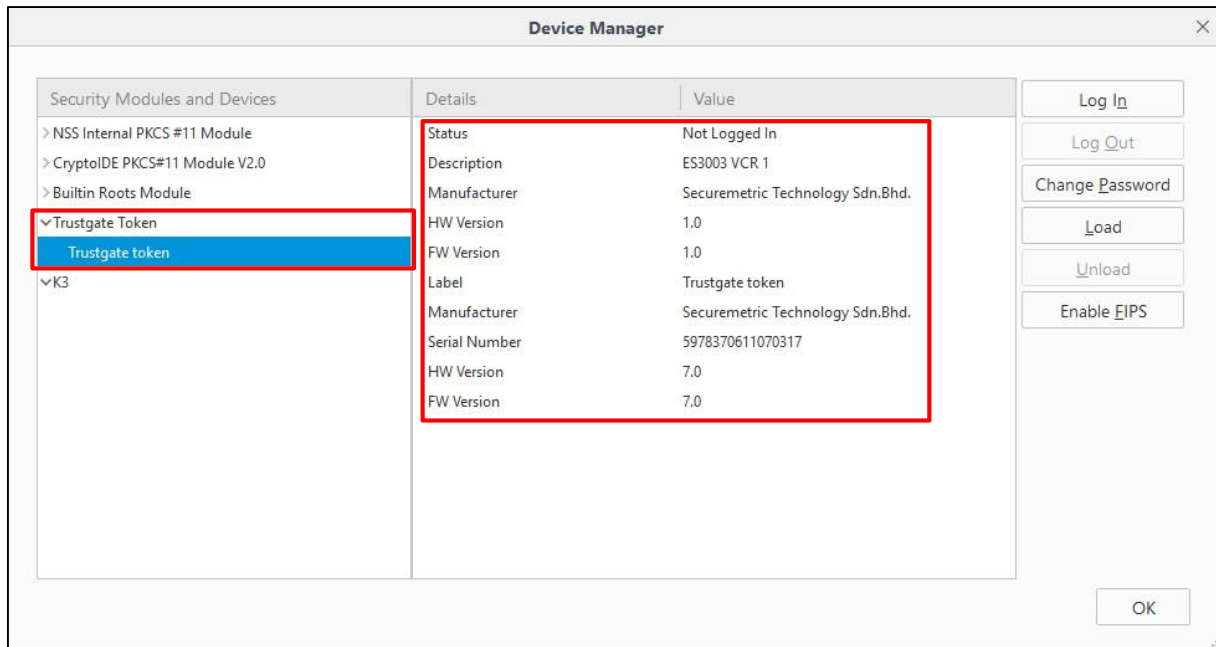


- 5) Browse for Trustgate.dll file on path **C:\Windows\System32\Trustgate.dll**, click on the file to highlight it and click button **Open**. Then, click button **OK**.



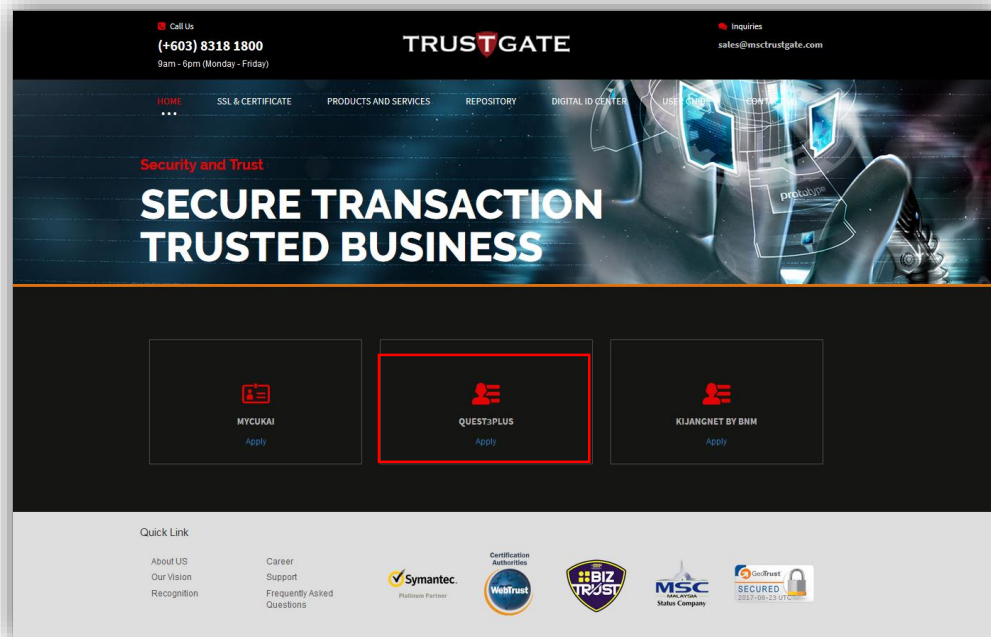
6) On Device Manager, the Trustgate Token module will be created as in below image.

Click button **OK** to continue.



Online Renewal Step:

- 1) Enter www.msctrustgate.com to do renewal process. Click **Apply** on QUEST3PLUS box.



- 2) Enter **MyKad / Passport No.** and **Username** (as registered with QUEST3+ Portal) and click Next button. Please wait while your data is being retrieve from BPFK database.

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. *

Username (as registered with QUEST3+ Portal) *

- 7 -

4) Please select renewal package as provided accordingly.

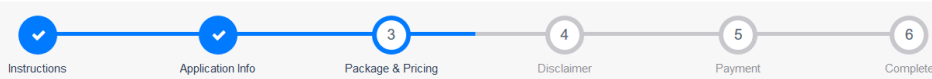
BIRO PENGAWALAN FARMASEUTIKAL KEBANGSAAN (BPFK QUEST₃+)



TRUSTGATE
SECURE TRANSACTION. TRUSTED BUSINESS.

New **Certificate Enrollment Request**

Enrollment for new client digital ID for Biro Pengawalan Farmaseutikal Kebangsaan



Package

Package *

Select Package

- Select Package
- New User - Certificate + USB Token - 1 Year - RM260
- New User - Certificate + USB Token - 2 Years - RM290
- Supplementary User - Certificate + USB Token - 1 Year - RM245
- Supplementary User - Certificate + USB Token - 2 Years - RM275
- Renewal - Certificate Only - 1 Year - RM48
- Renewal - Certificate Only - 2 Years - RM95
- Change Authorized Person - Certificate Only - 1 Year - RM58
- Change Authorized Person - Certificate Only - 2 Years - RM105

Pricing & Description

Description	Validity (Days)	Subtotal (RM)	Tax (GST 6%)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Pricing and description will show as per selected package. Click **Next** button.

New

Certificate Enrollment Request

Enrollment for new client digital ID for Biro Pengawalan Farmaseutikal Kebangsaan

✓

Instructions

✓

Application Info

3

Package & Pricing

4

Disclaimer

5

Payment

6

Complete

Package

Package *

Renewal - Certificate Only - 3 Years - RM140

Pricing & Description

Description

Certificate Only

Validity (Days)

1095

Subtotal (RM)

140.00

Tax (GST 6%)

8.4

Total Amount (RM)

148.40

Back

Next

- 5) Read and agree Disclaimer - Digital ID subscriber Agreement, then click **Save and proceed** button.

New **Certificate Enrollment Request**
Enrollment for new client digital ID for Biro Pengawasan Farmaseutikal Kebangsaan

Instructions Application Info Package & Pricing **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

☒ 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](#)

- 6) Select Payment Method.

BIRO PENGAWALAN FARMASEUTIKAL KEBANGSAAN (BPFK QUEST3+)

New **Certificate Enrollment Request**
Enrollment for new client digital ID for Biro Pengawasan Farmaseutikal Kebangsaan

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)

50.90

Status

Pending payment

Reference No

Reference No



[Back](#) [Submit](#)

i) Credit / Debit Card

Payment Method

Payment type

Credit / Debit Card

  Pay Now

Kindly complete payment details and click submit

Managepay Services Sdn. Bhd. (MY) https://www.mdex.my/mdex/payment/eCommerce

Internet Payment Gateway



MPay

Payment Details

Pay To:	MSC Trustgate.com Sdn. Bhd.
Invoice No:	MSCTG000000000000363
Product Description:	Certificate Only 16 365 48
Amount:	RM50.90

Payment Timeout: 06:36

Choose Payment Options

Credit Card Details

Cardholder name	Cardholder Name
Credit card no	Credit Card Number
Card type	--
Expiry date	-- --
CVC/CVV2	

[What is this?](#)

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

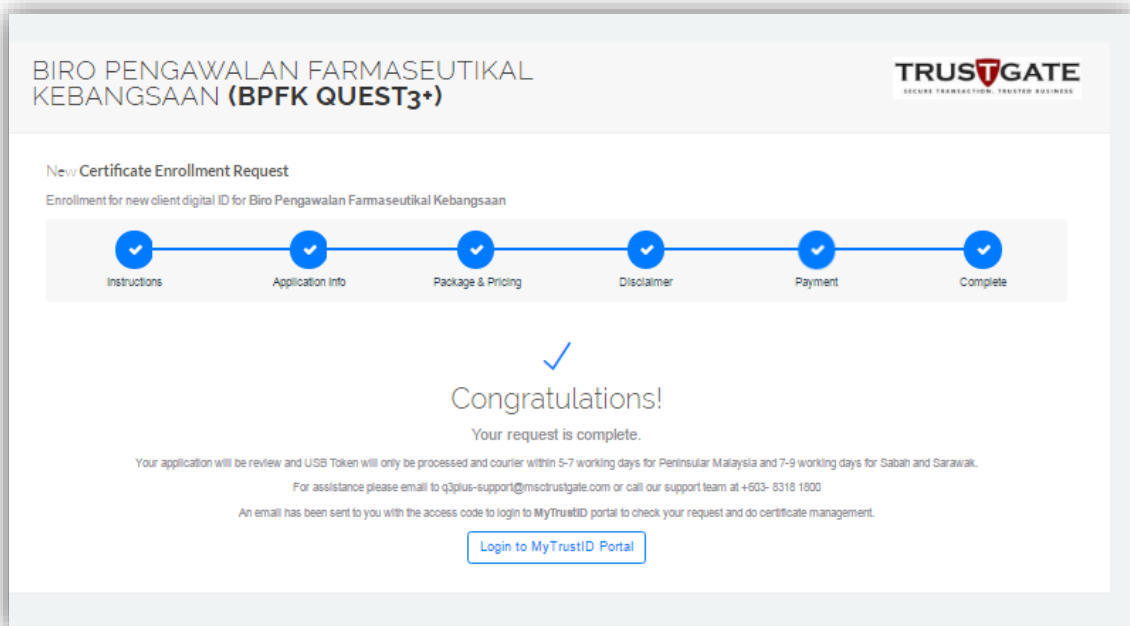
Payment Method

Payment type

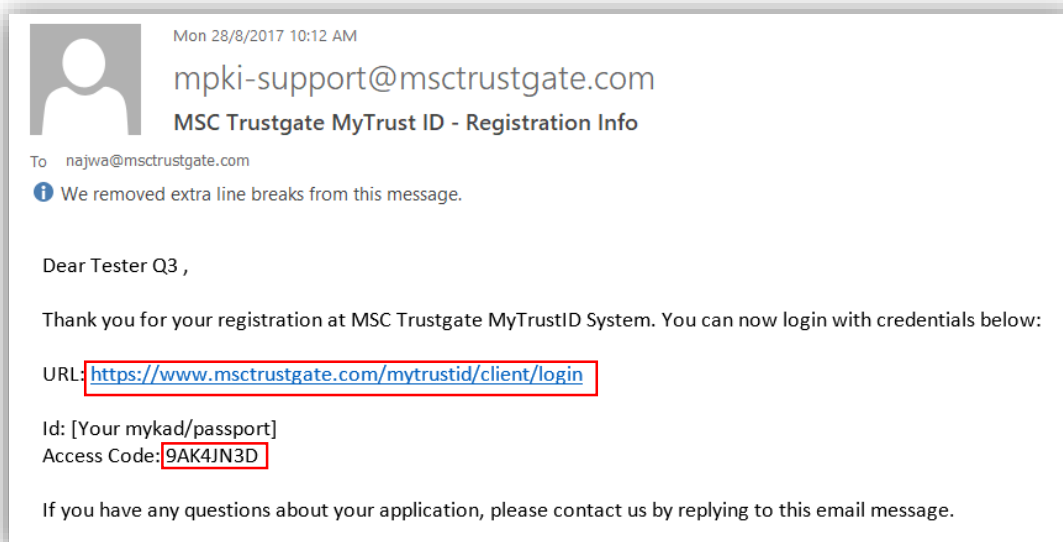
Others

Upload Proof of Payment

- 7) Submit and Congratulation notification will appear as below.



System will auto create account and send **access code** to registered email to access MyTrustID Portal. User will get notification email which has a login URL and access code to MyTrustID system.



- 8) Enter MyKad / Passport (which is registered with BPFK) and access code (got from email above). Click **Login** button.

TRUSTGATE
SECURE TRANSACTION. TRUSTED BUSINESS
MyTrust ID

Sign in using temporary access code

Please enter your Mykad / Passport No and access code to log in.

[Resend Access Code](#)

[Login](#)

Don't have an account yet? [Create an account](#)

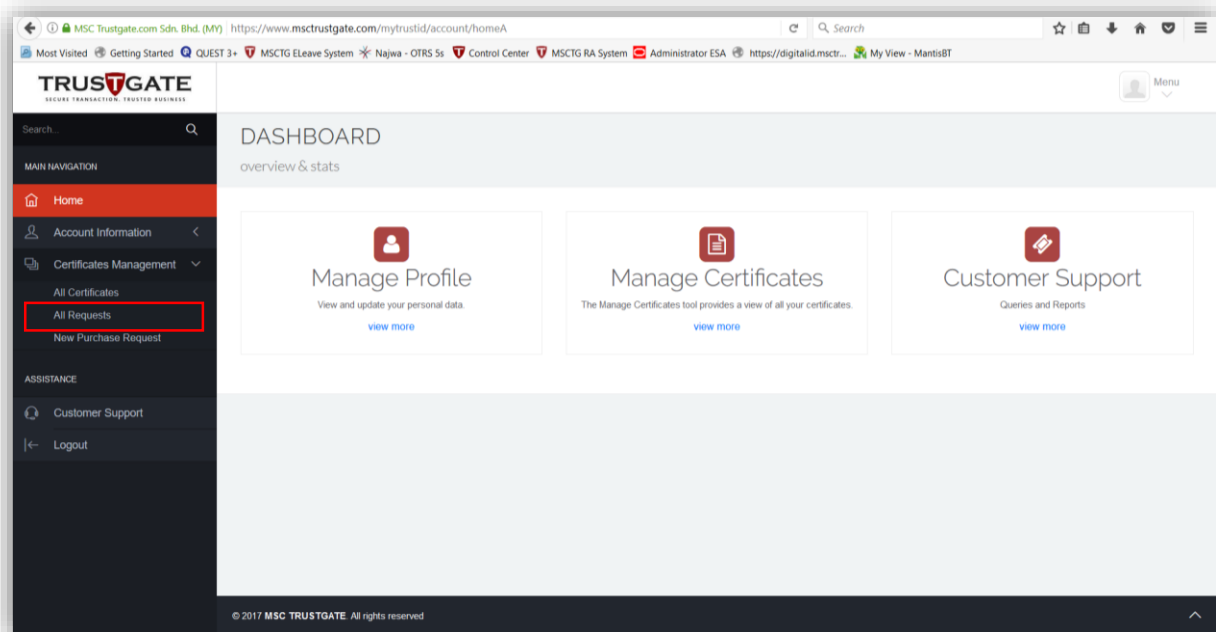
[Customer Support & Contact](#)

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- 9) Click **All Requests** to check your request **status** to renew certificate.

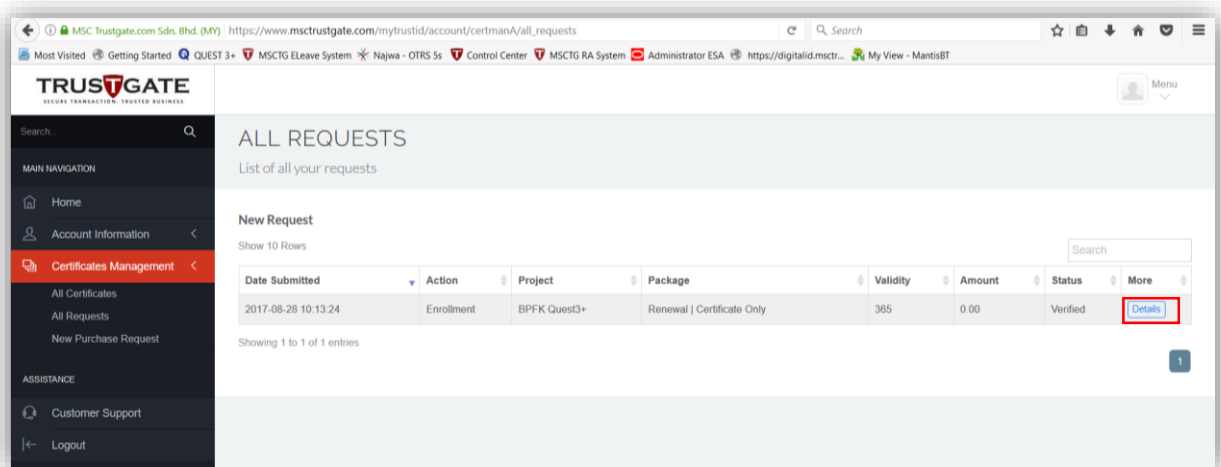
Type of status:

- 1) **Submitted** - User has submitted request and pending for verification
- 2) **Verified** - Request has been verified and pending for certificate approval
- 3) **Pending pick up** - Certificate has been approved and pending for user to pick up certificate



10) Click Details to see your certificate details.

Status: Verified - Request has been verified and pending for certificate approval



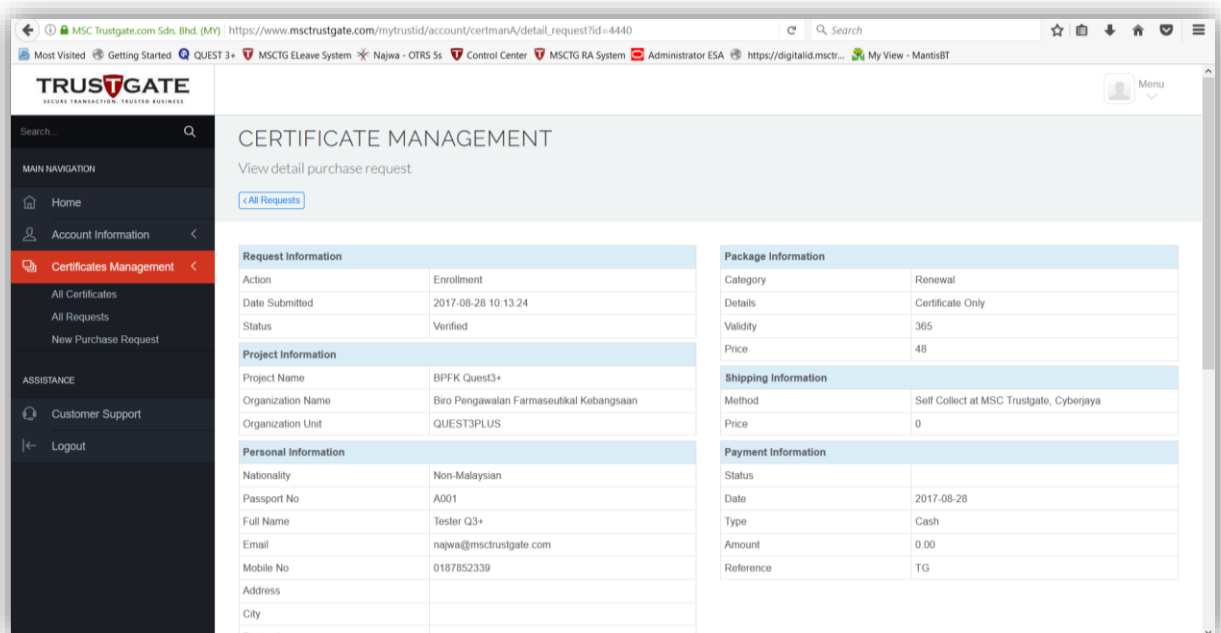
ALL REQUESTS
List of all your requests

New Request
Show 10 Rows

Date Submitted	Action	Project	Package	Validity	Amount	Status	More
2017-08-28 10:13:24	Enrollment	BPFK Quest3+	Renewal Certificate Only	365	0.00	Verified	Details

Showing 1 to 1 of 1 entries

Certificate details request



CERTIFICATE MANAGEMENT
View detail purchase request

[All Requests](#)

Request Information	
Action	Enrollment
Date Submitted	2017-08-28 10:13:24
Status	Verified

Project Information	
Project Name	BPFK Quest3+
Organization Name	Biro Pengawasan Farmaseutikal Kebangsaan
Organization Unit	QUEST3PLUS

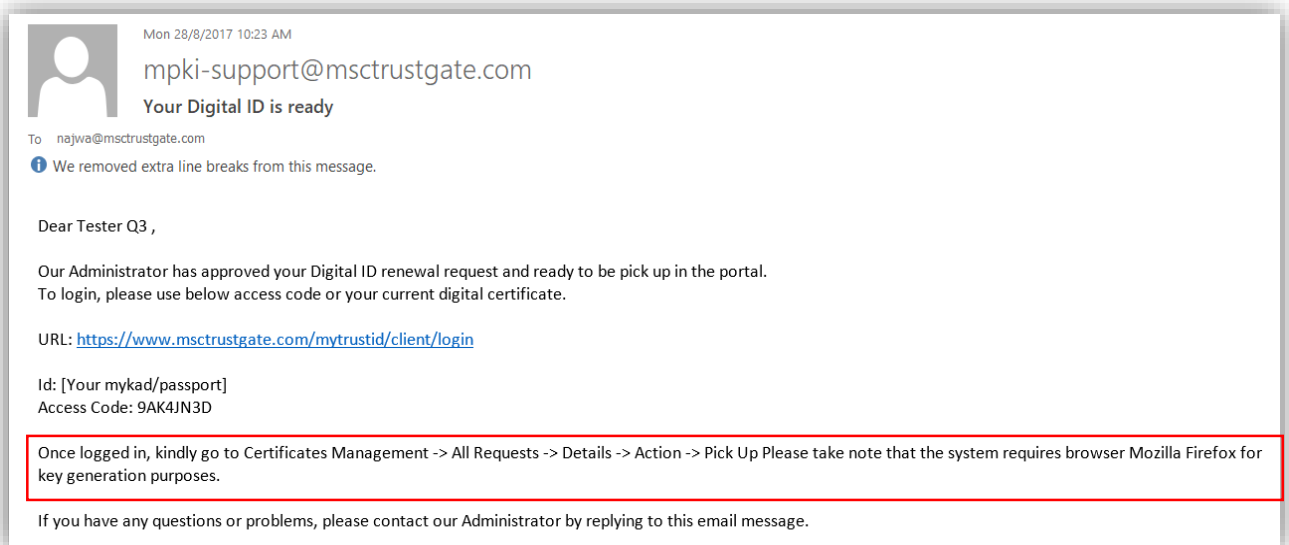
Personal Information	
Nationality	Non-Malaysian
Passport No	A001
Full Name	Tester Q3+
Email	najwa@msctrustgate.com
Mobile No	0187852339
Address	
City	

Package Information	
Category	Renewal
Details	Certificate Only
Validity	365
Price	48

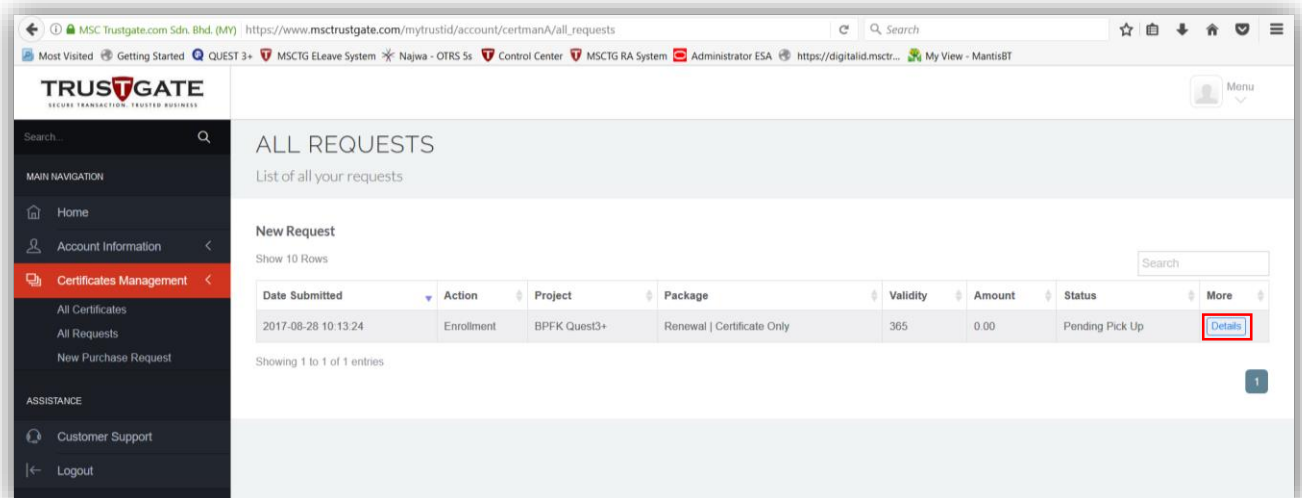
Shipping Information	
Method	Self Collect at MSC Trustgate, Cyberjaya
Price	0

Payment Information	
Status	
Date	2017-08-28
Type	Cash
Amount	0.00
Reference	TG

- 11) Once your renew request have been approved by Administrator, you will get below email.



Status: Pending Pick Up - Certificate has been approved and pending for user to pick up certificate

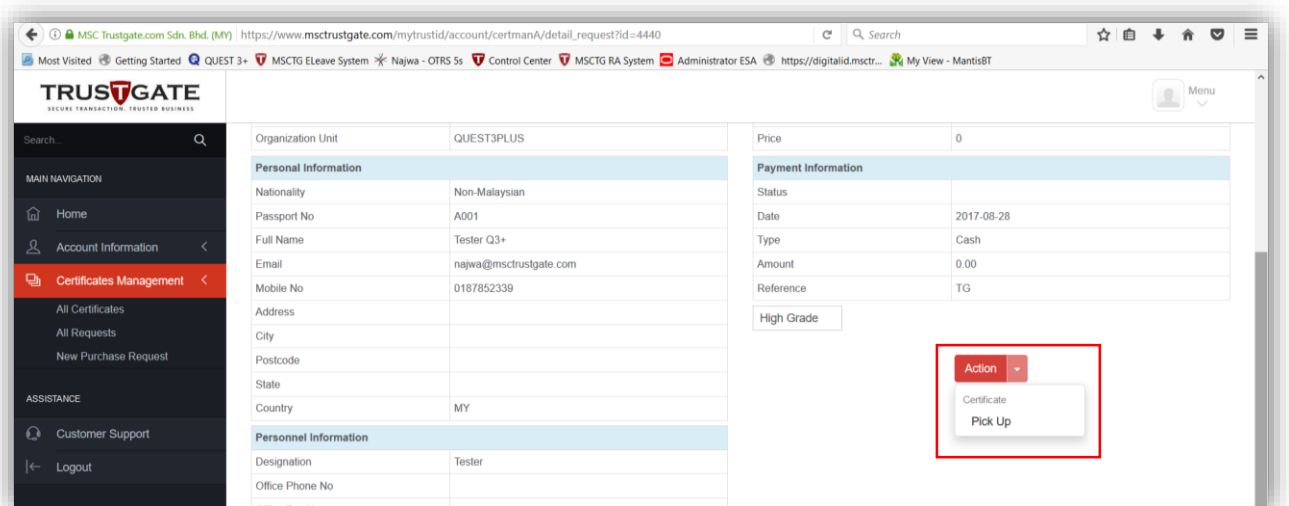


12) Pick up the certificate into the token. Note:

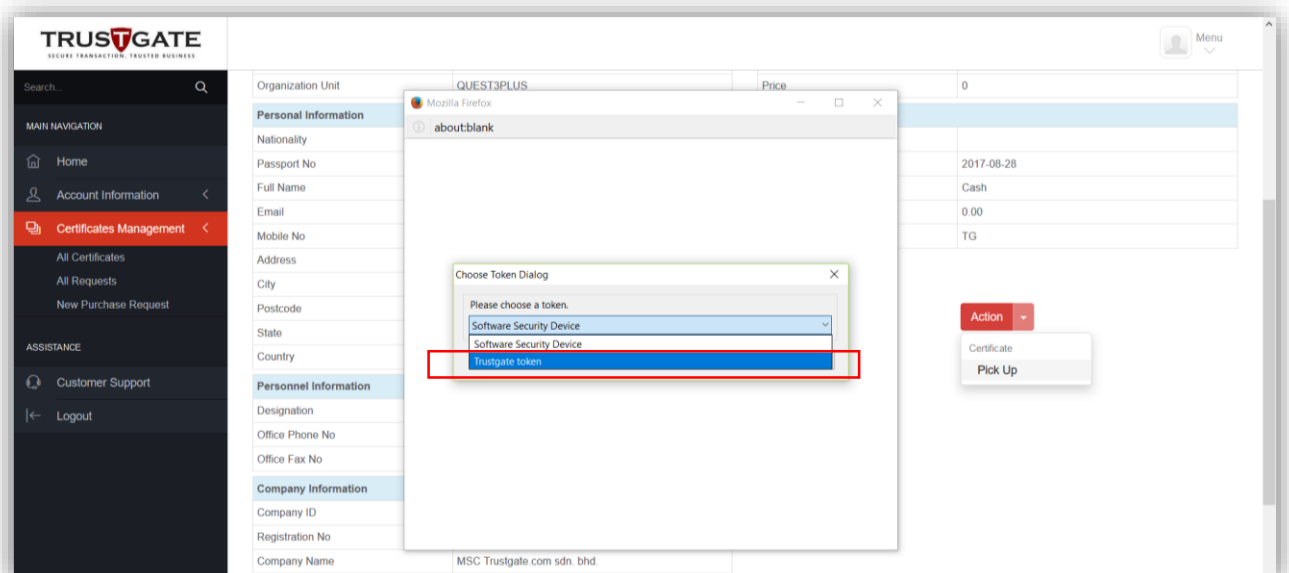
Pre-requisite: (Refer point number 1 – 6)

- Your computer must have internet connection.
- Trustgate USB Token is already plugged-in on your computer.
- Mozilla Firefox browser is installed on your computer.
- Already add Certificate Device in Firefox Mozilla browser.

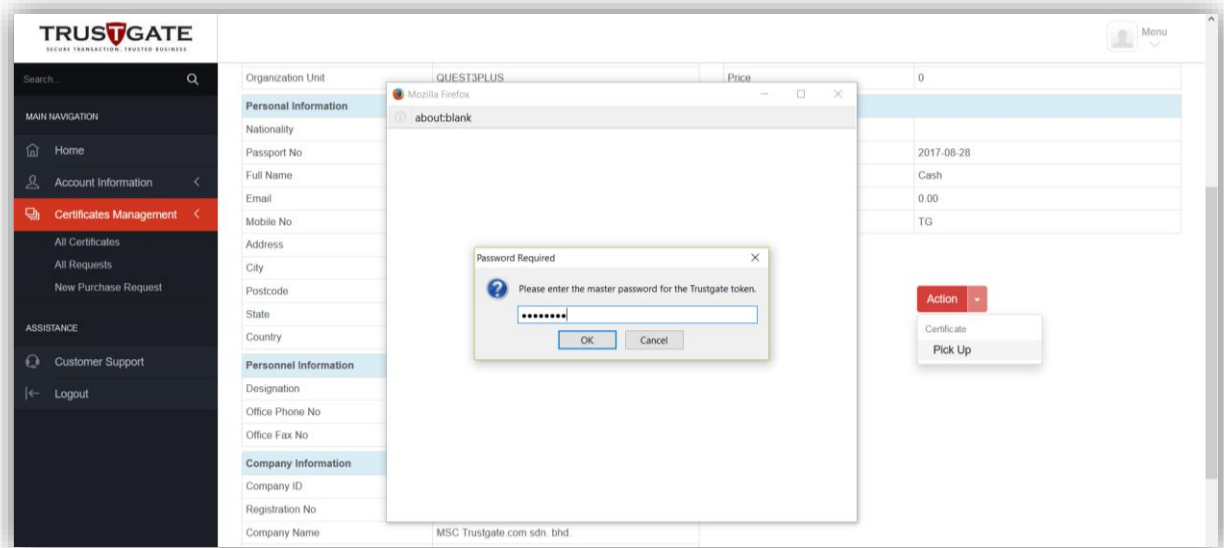
13) Check all your certificate details and Click **Action** → **Pick Up**



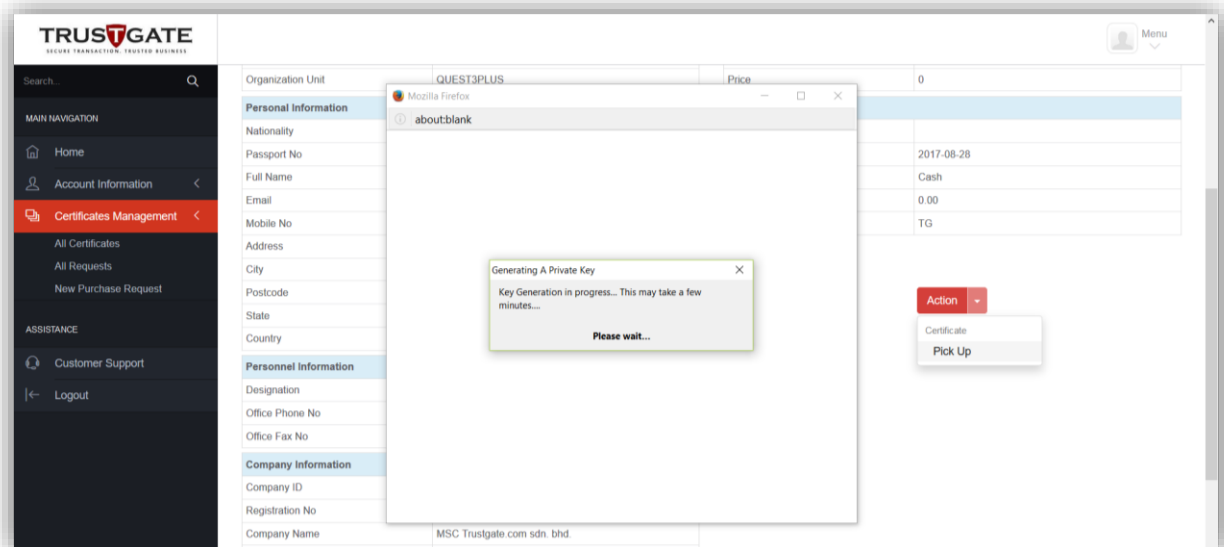
14) Choose **Trustgate Token**.



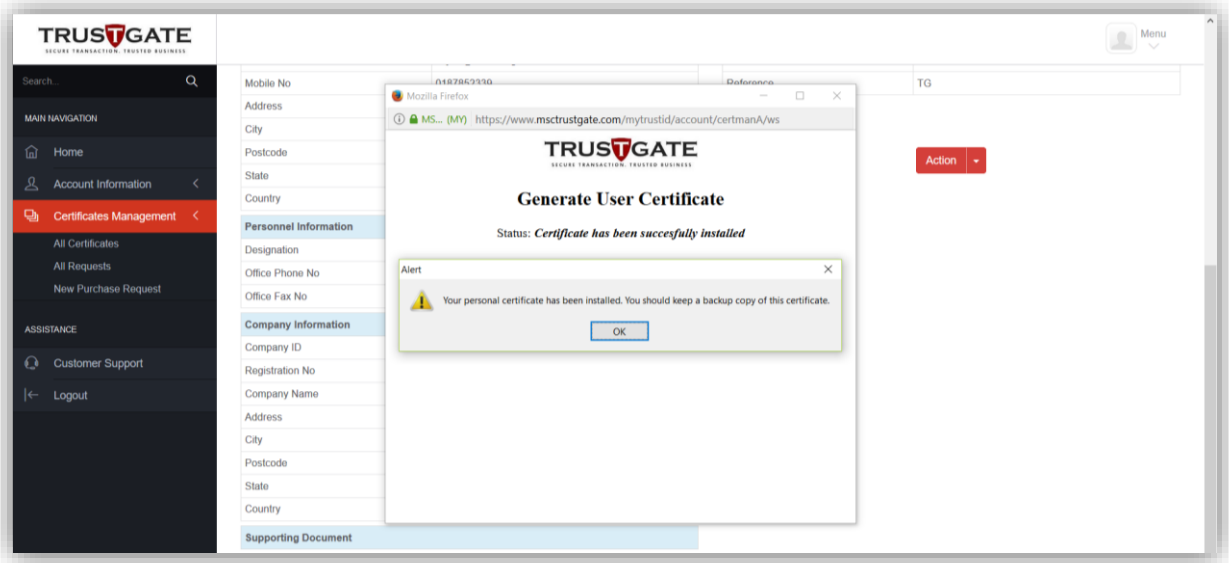
15) Enter **Token PIN** for Trustgate token and click **OK**



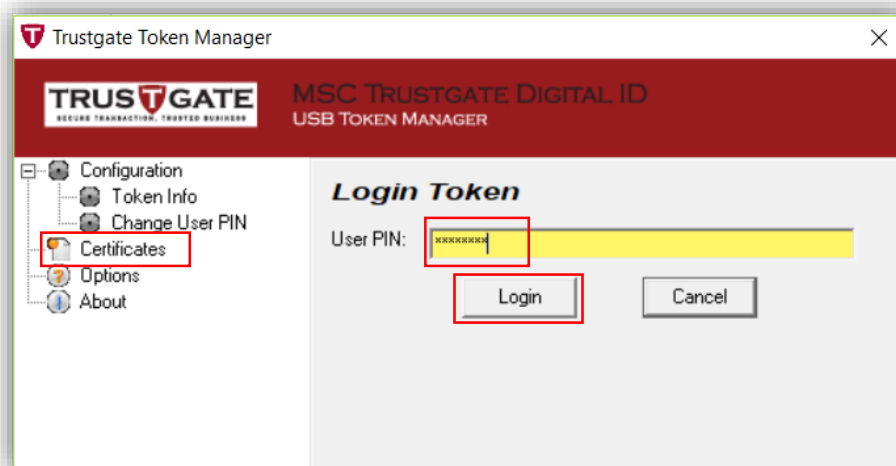
Certificate, Private Key and Public Key is being generated.



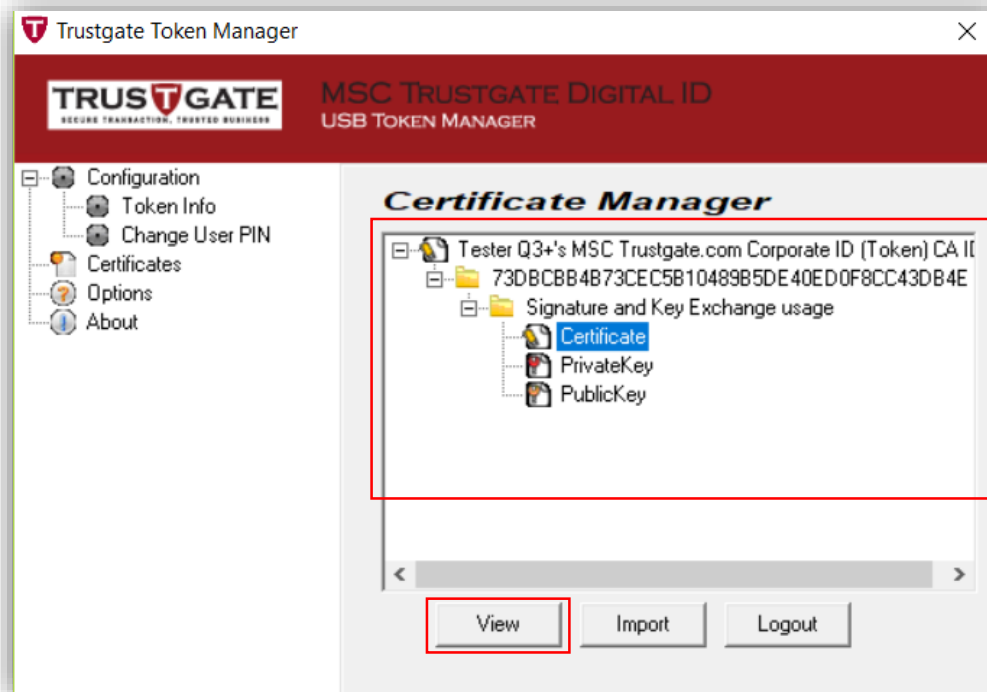
Certificate has been successfully installed. Click **OK** button.



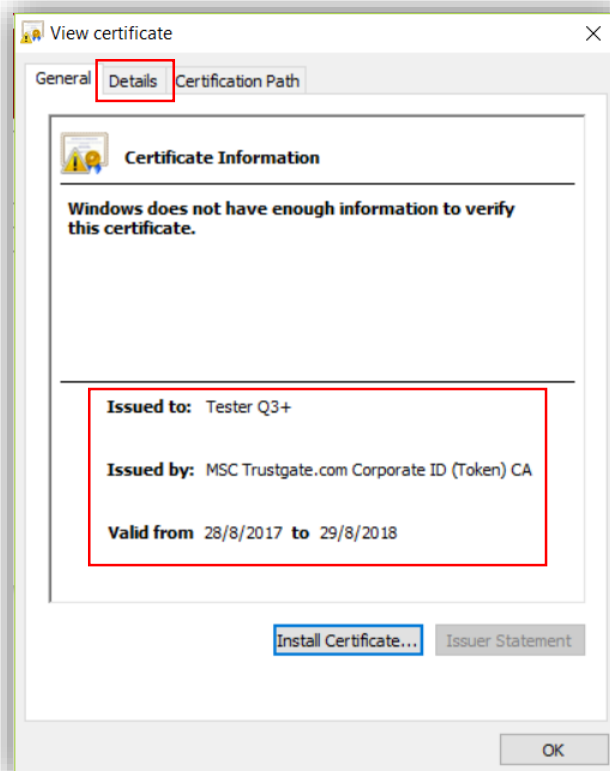
- 16) Open **PKI Token Manager** to verify certificate already installed into the token. Click **Certificate** → Enter user **Token PIN** and click **Login** button.



- 17) Certificate Manager will show Certificate's name, Signature and Key Exchange usage which include Certificate, Private Key and Public Key. Click **Certificate** → click **View** button.



Certificate Information will show details below:



Click **Details** tab → click **Subject** field to view certificate details.

