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# USER GUIDE

for

# MyTrustID Desktop

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## TOKEN USER

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<b>Contents</b>	1. Introduction .....	3
	1.1. Purpose .....	3
	1.2. Scope .....	3
	2. Software Requirements.....	3
	3. Installations.....	3
	3.1. Application Download.....	3
	3.2. Installation Steps.....	4
	3.3. Check Certificate validity in Token.....	6
	3.4. Renewal and Pickup Certificate .....	8
	2.3.1 Enrol for Renewal .....	8
	2.3.2 Pickup Certificate.....	10
	3.5. Pickup New Certificate for Token.....	11
	3.6. Update MyTrustID Apps .....	13
<b>Figures</b>	Figure 1: Extract ZIP file	4
	Figure 2: Run Installer as administrator	4
	Figure 3: Installation process	5
	Figure 4: Installation complete	5
	Figure 5: Select Storage – USB Token	6
	Figure 6: Login to read certificate in Token	6
	Figure 7: Latest certificate detail	7
	Figure 8: Expired certificate information	8
	Figure 9: Portal to apply renewal	8
	Figure 10: email notification for successful renewal request	9
	Figure 11: Enter user information	9
	Figure 12: Renewal certificate is completed	10
	Figure 13: Pickup Certificate	11
	Figure 14: Activation code from email	11
	Figure 15: Enter user information	12
	Figure 16: Pickup certificate is completed	12
	Figure 17: Close app	13
	Figure 18: Run MyTrustID As Administrator	13
	Figure 19: Proceed to update	14
	Figure 20: Confirmation to close current running App	14
	Figure 21: Installation process	15
	Figure 22: Update complete	15

## 1. Introduction

### 1.1. Purpose

This document describes the detail user guide for users on using MyTrustID Desktop

### 1.2. Scope

This document describes the following scope and functions:

- i. Installations
- ii. Using The Application

## 2. Software Requirements

### Operating System

- Microsoft Windows 7 x32, x64;
- Windows 10 x64

*-Minimum is Windows 7 SP1-*

## 3. Installations

This section describes installations procedures of MyTrustID Desktop Software:

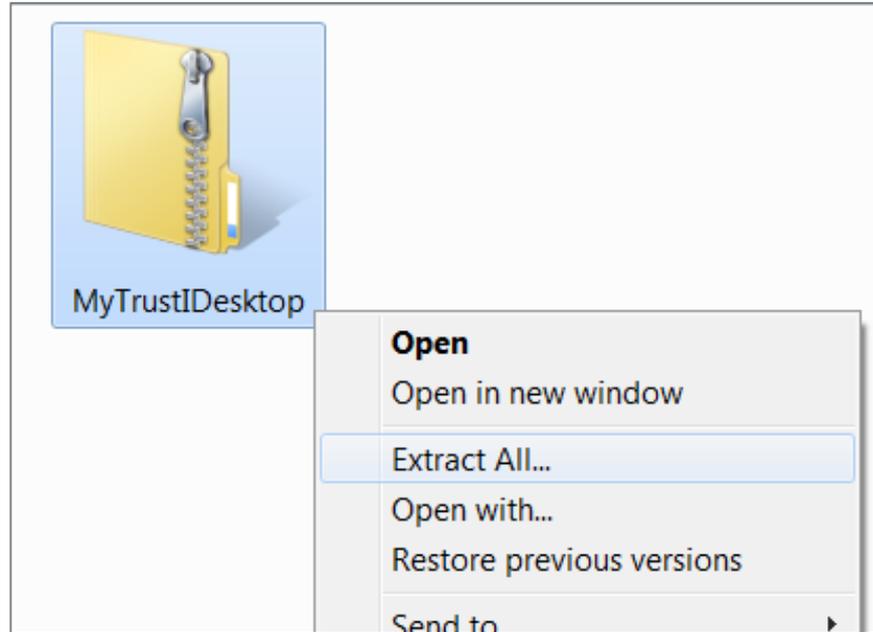
### 3.1. Application Download

Download MyTrustID Desktop at below link :-

Application	URL
MyTrustIDesktop	<a href="https://www.msctrustgate.com/download/fetch.php?file=MyTrustIDesktop.zip">https://www.msctrustgate.com/download/fetch.php?file=MyTrustIDesktop.zip</a>

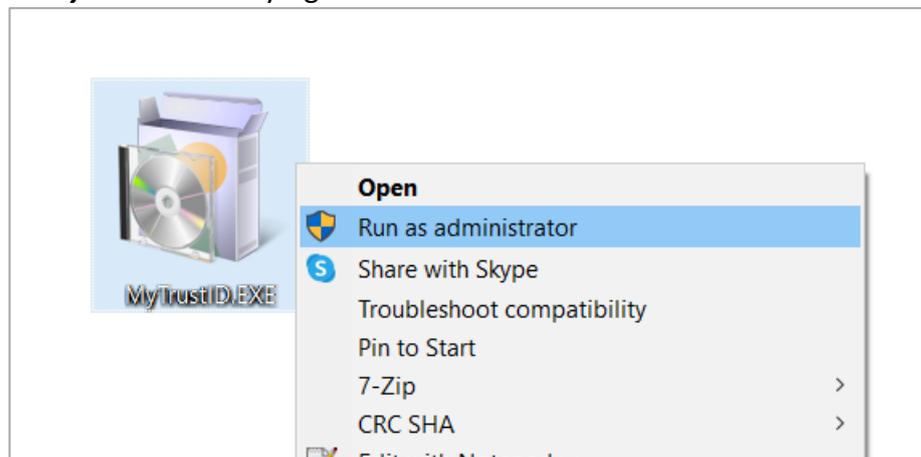
### 3.2. Installation Steps

- a) Right click and select **Extract All...**



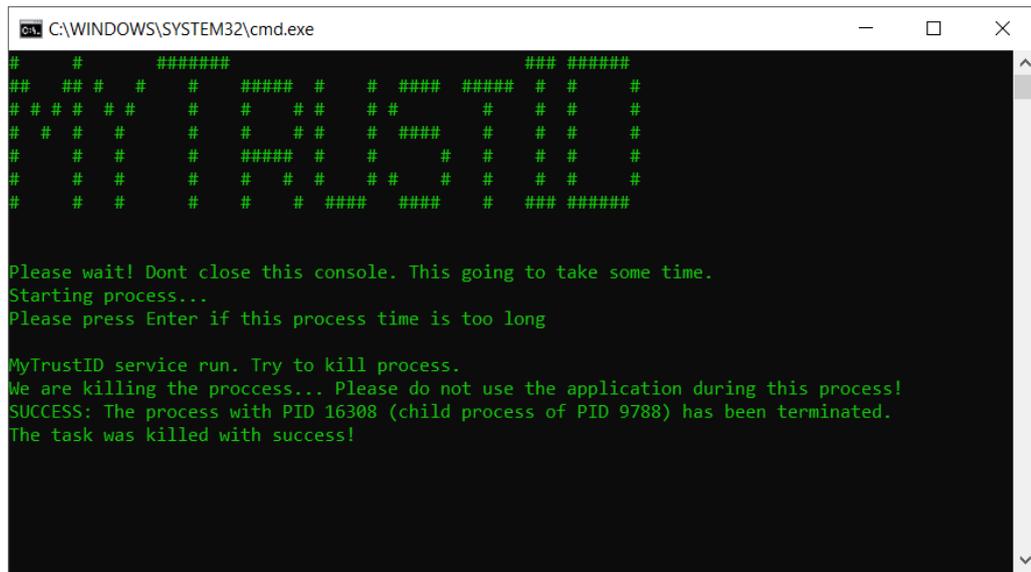
**Figure 1:** Extract ZIP file

- b) Run **MyTrustID.EXE** by right click and **Run As Administrator**



**Figure 2:** Run Installer as administrator

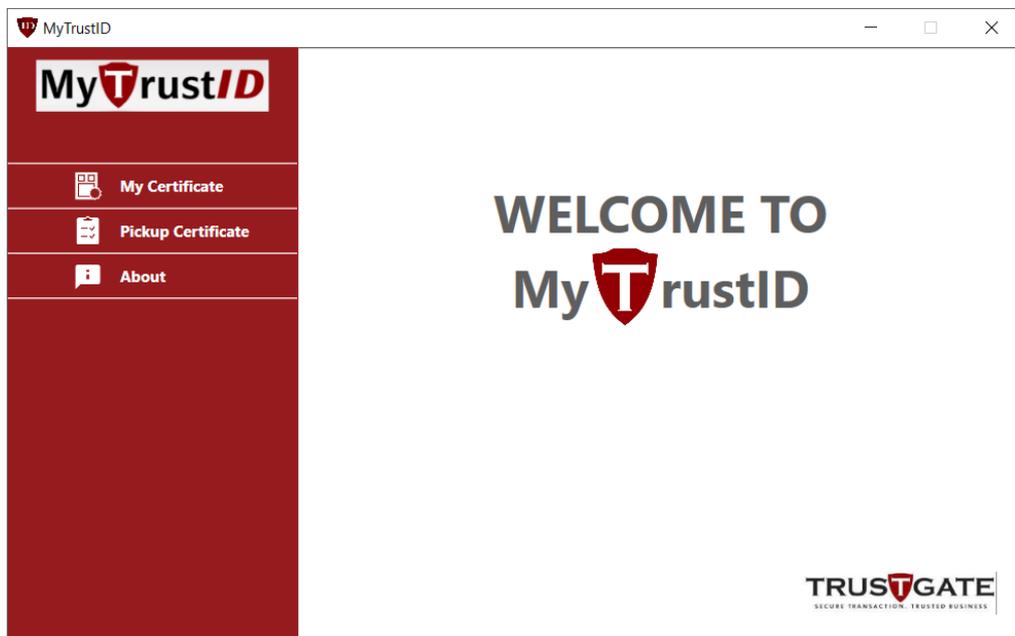
- c) Wait until the installation process is done



Note : if the installation too long, click on the command prompt and press enter

**Figure 3:** Installation process

- d) MyTrustID App will automatically launched once the installation is completed.



**Figure 4:** Installation complete

### 3.3. Check Certificate validity in Token

- a) Click **My Certificate** -> **USB Token** and click **Continue**

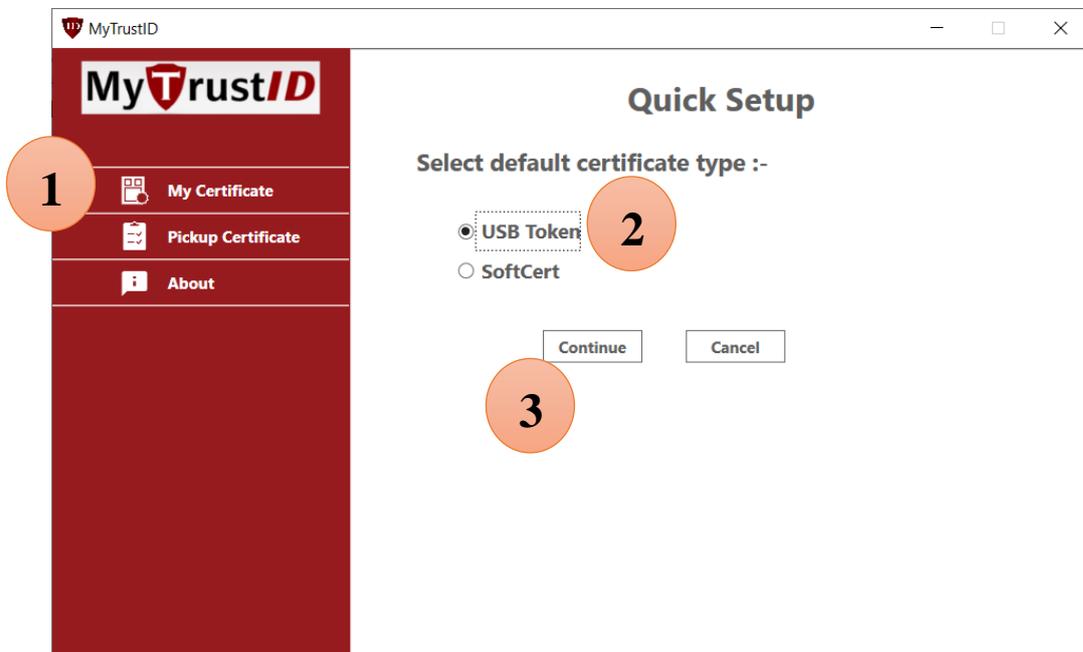


Figure 5: Select Storage – USB Token

- b) Enter **Token PIN** and click **Login**

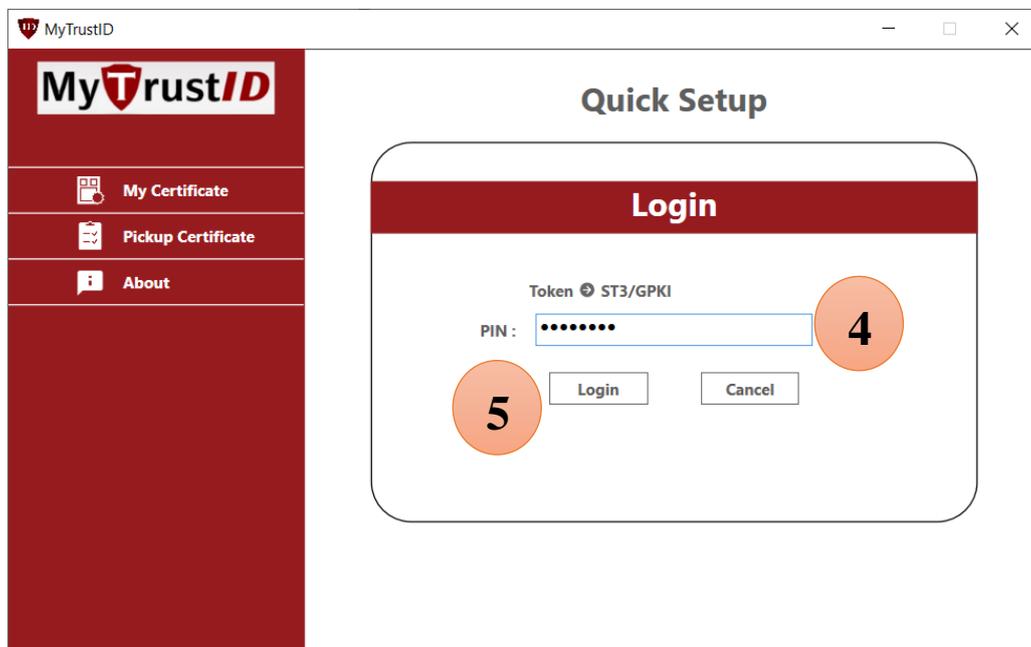
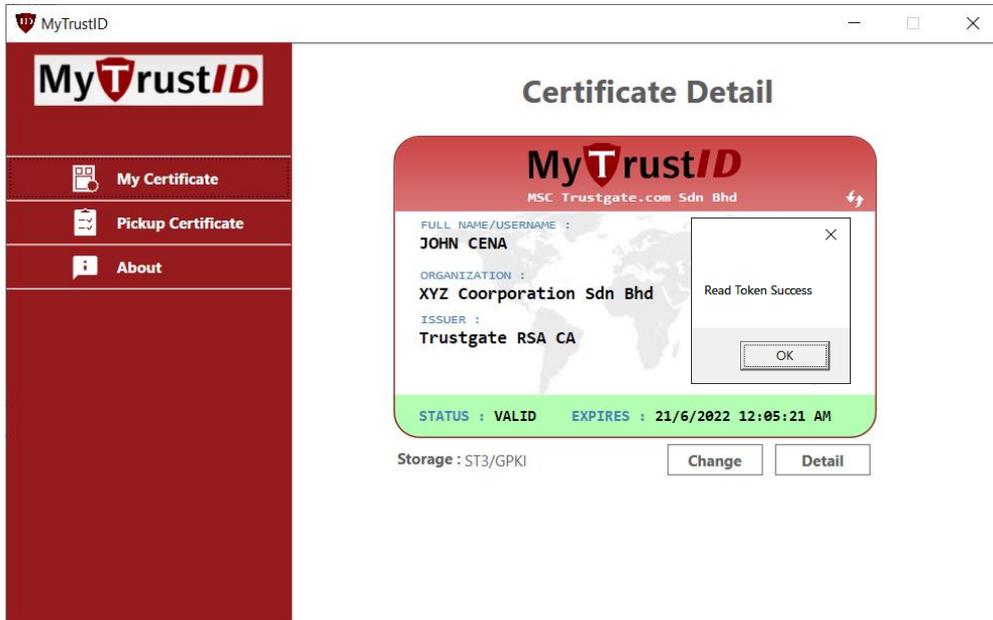


Figure 6: Login to read certificate in Token

c) Certificate details

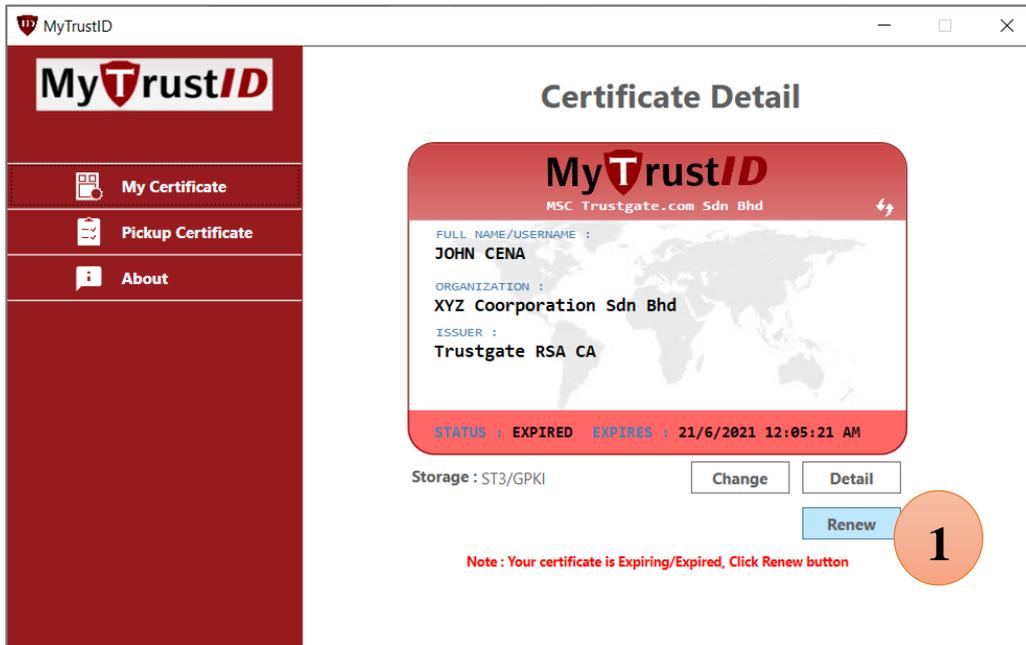


**Figure 7:** Latest certificate detail

### 3.4. Renewal and Pickup Certificate

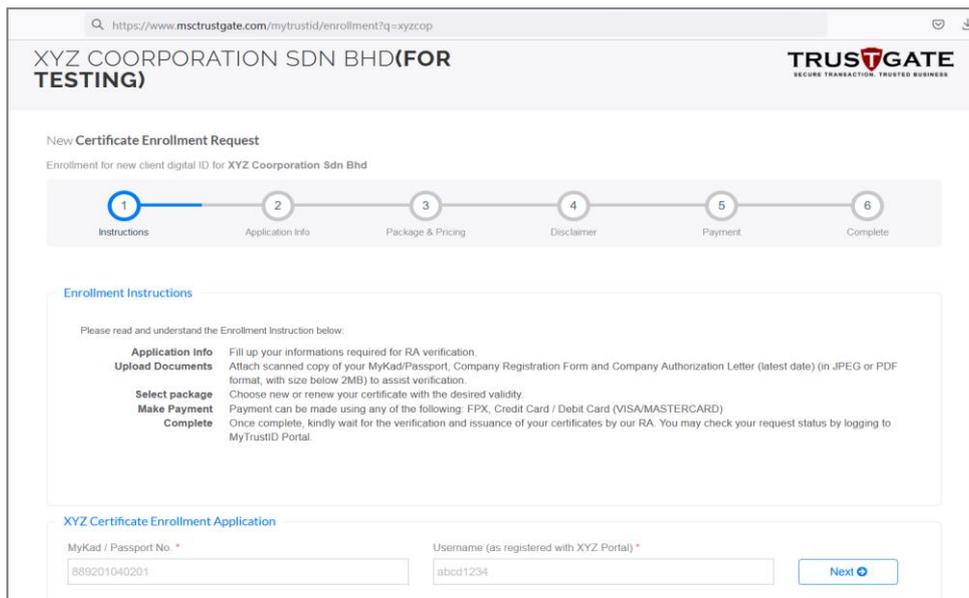
#### 2.3.1 Enrol for Renewal

- a) View certificate or refer to [step 2.2](#)
- b) Click on **Renew** button



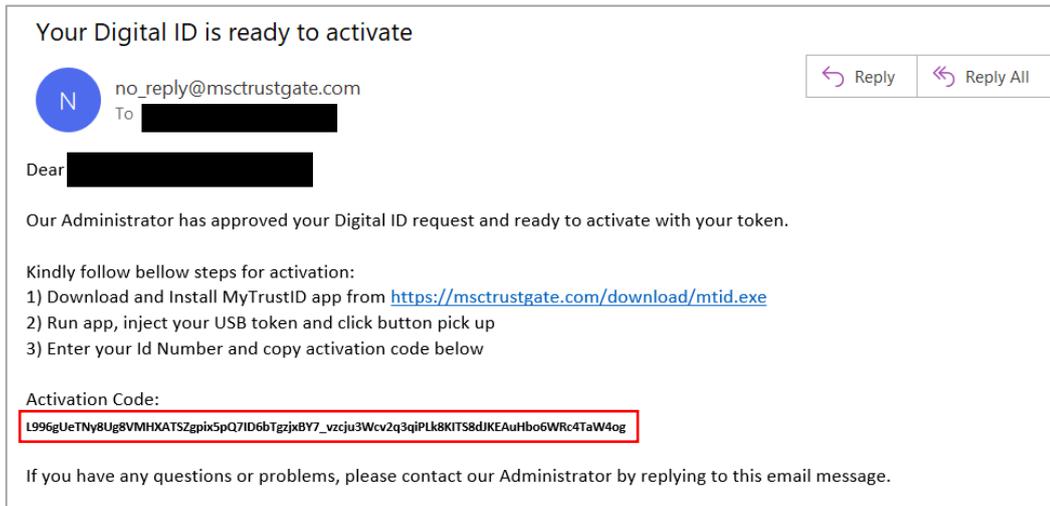
**Figure 8:** Expired certificate information

- c) User will be redirected to enrolment portal for renewal process.



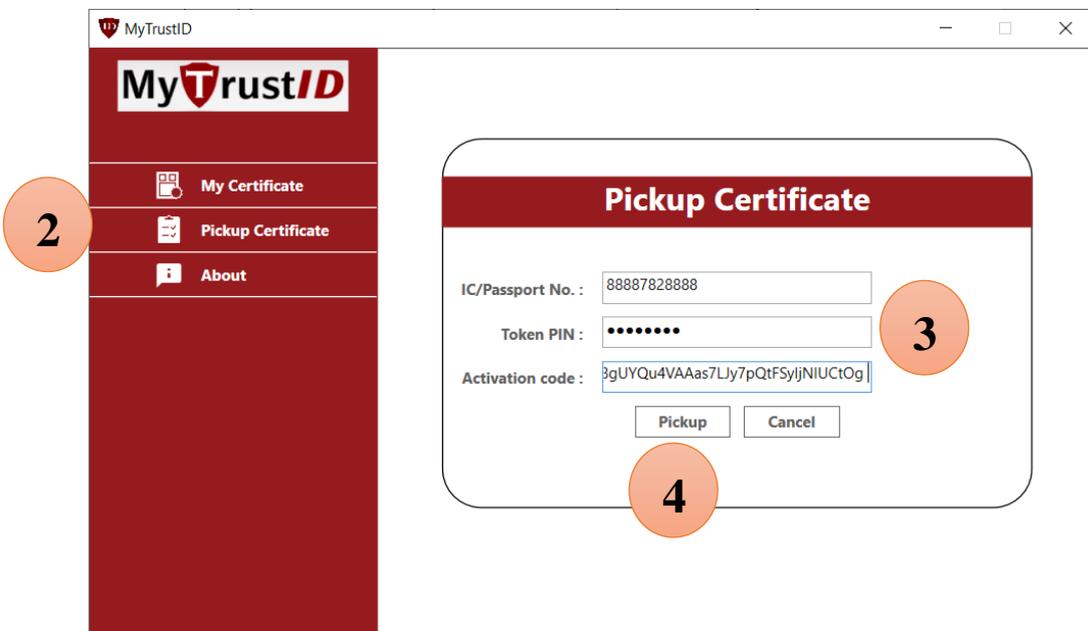
**Figure 9:** Portal to apply renewal

- d) Once **Renewal** application has been approved, user will receive an email to pickup certificate



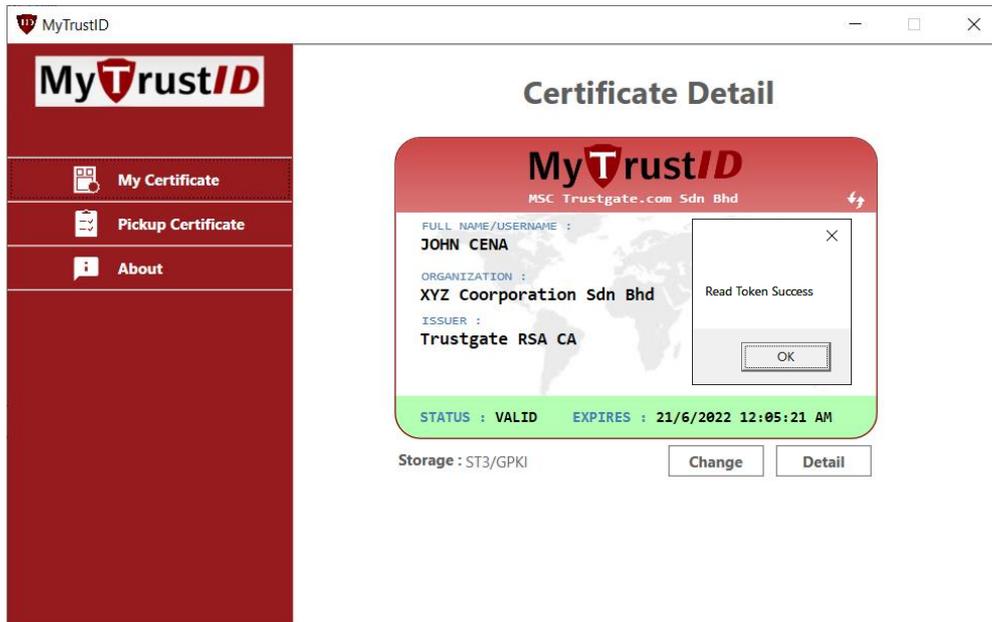
**Figure 10:** email notification for successful renewal request

- e) Click on **Pickup Certificate**
- f) Plug-in **Token** into PC
- g) Enter your **IC/Passport No.**, **Token PIN** and **Activation code**(from email)



**Figure 11:** Enter user information

h) **Renewal certificate** is successful.



**Note : User old expired certificate will be deleted after renewal is success**

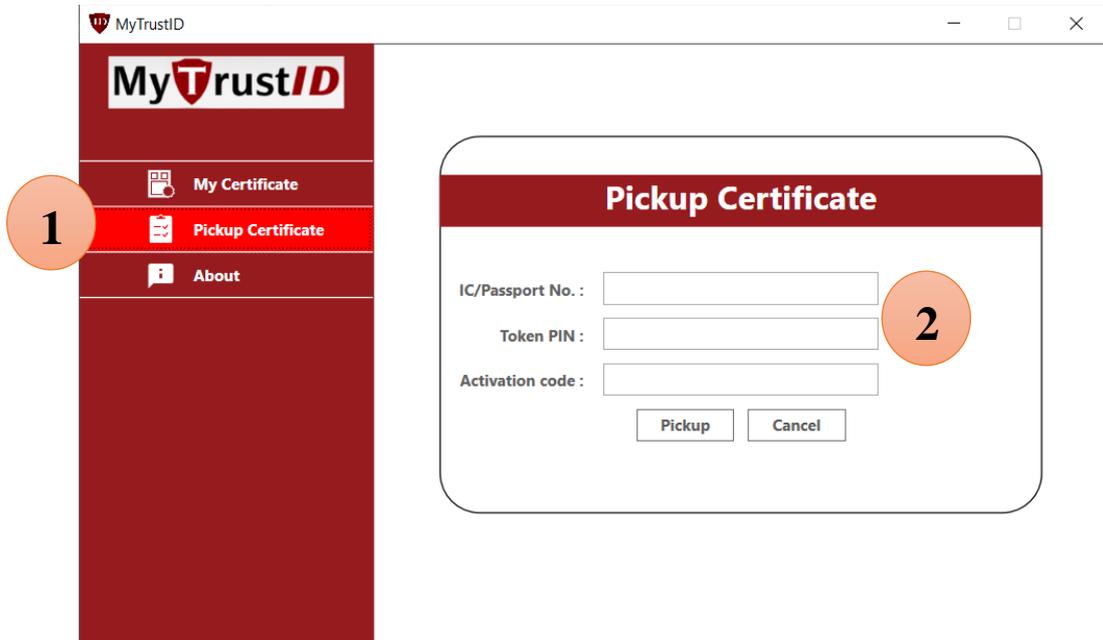
**Figure 12:** Renewal certificate is completed

### 2.3.2 Pickup Certificate

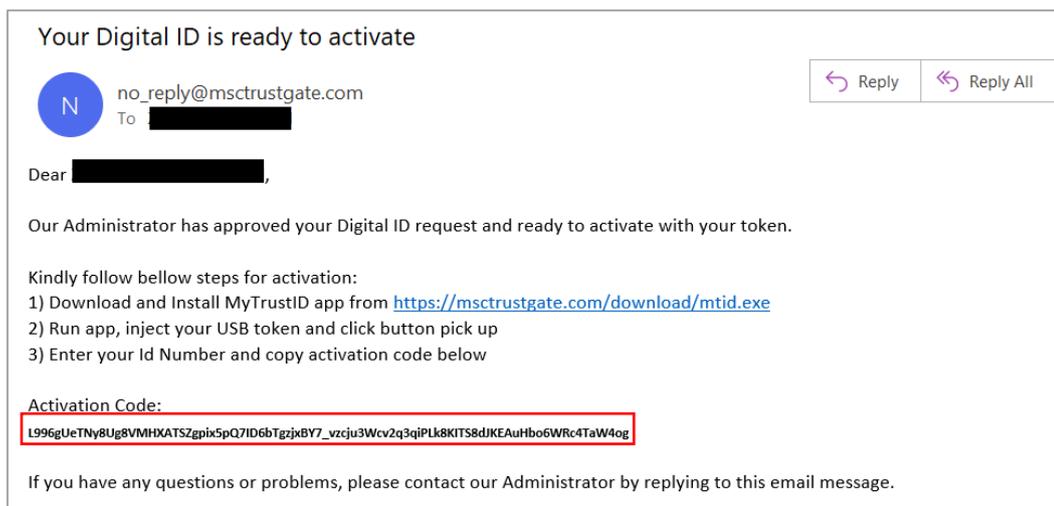
a) Click on **Pickup Certificate**, refer to [step 2.4](#)

### 3.5. Pickup New Certificate for Token

- a) Click **Pickup Certificate**
- b) **Plug-in** the empty **Token** into PC
- c) Enter your **IC/Passport No.**, **Token PIN** and **Activation code**(from email)



**Figure 13:** Pickup Certificate



**Figure 14:** Activation code from email

- d) Copy Activation code and paste in the form field, then click **Pickup** button

The screenshot shows a web application window titled 'MyTrustID'. On the left is a navigation menu with 'My Certificate', 'Pickup Certificate', and 'About'. The main content area is titled 'Pickup Certificate' and contains a form with the following fields and values:

- IC/Passport No. : 88887828888
- Token PIN : [masked]
- Activation code : 3gUYQu4VAAas7LJy7pQtFSyljNIUCtOg

Below the form are two buttons: 'Pickup' and 'Cancel'. A red circle with the number '3' is overlaid on the 'Pickup' button.

**Figure 15:** Enter user information

- e) **Pickup certificate** is done

The screenshot shows the 'Certificate Detail' page in the MyTrustID application. The certificate information is as follows:

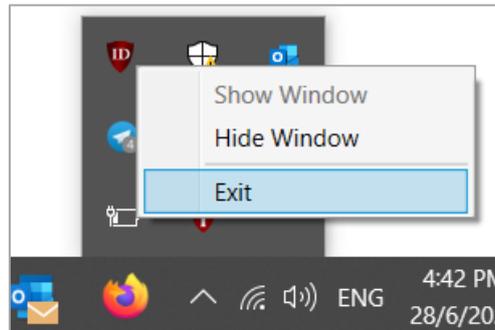
- FULL NAME/USERNAME : JOHN CENA
- ORGANIZATION : XYZ Corporation Sdn Bhd
- ISSUER : Trustgate RSA CA
- STATUS : VALID
- EXPIRES : 21/6/2022 12:05:21 AM
- Storage : ST3/GPKI

A 'Read Token Success' dialog box is overlaid on the certificate details, with an 'OK' button.

**Figure 16:** Pickup certificate is completed

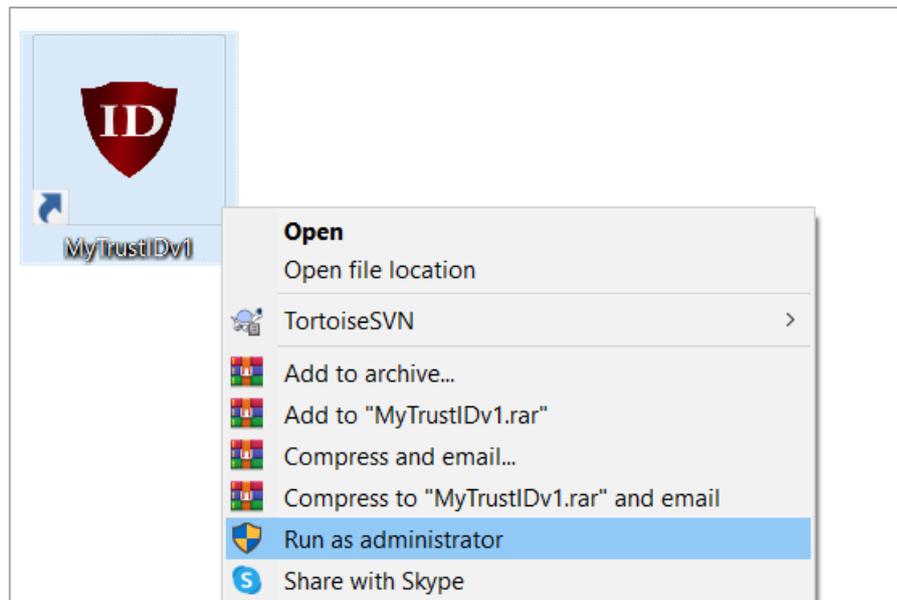
### 3.6. Update MyTrustID Apps

- a) Right click MyTrustID icon at the system tray and select **Exit**



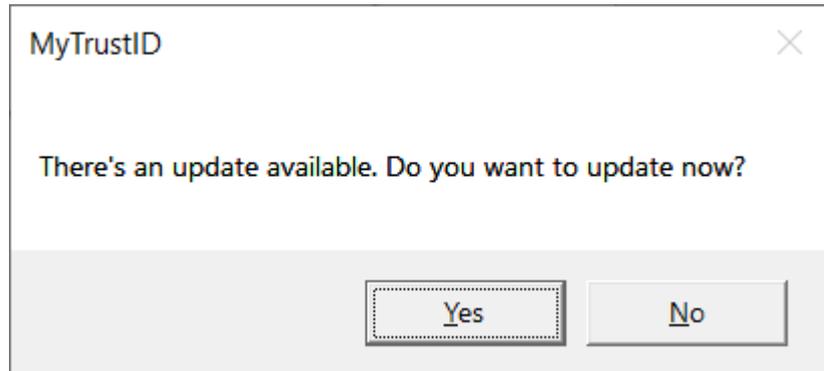
**Figure 17:** Close app

- b) Run MyTrustID as Administrator



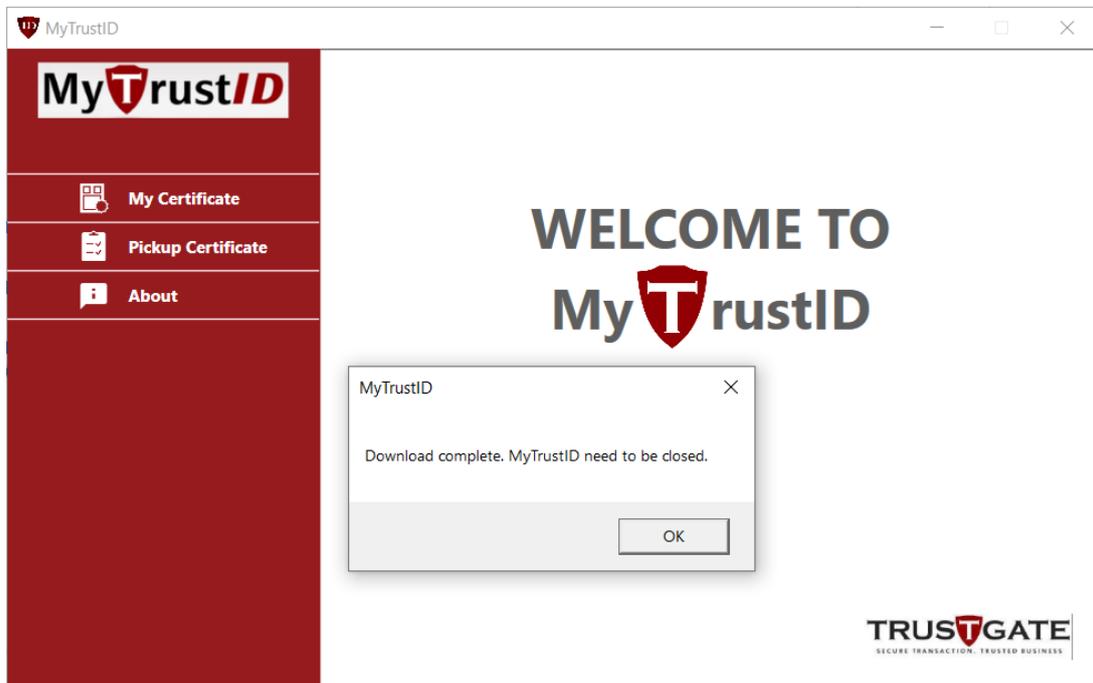
**Figure 18:** Run MyTrustID As Administrator

c) Select **YES**



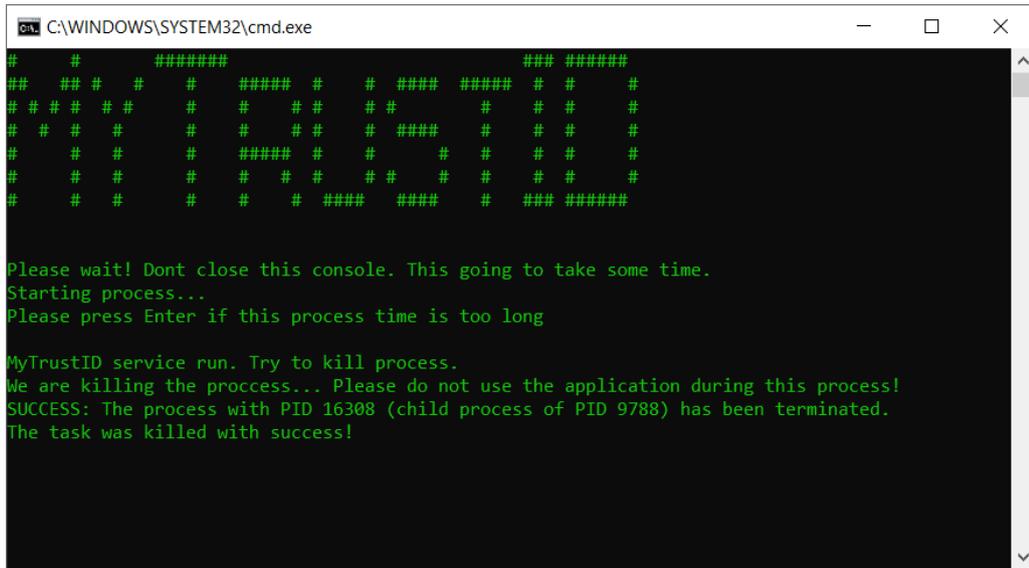
**Figure 19:** Proceed to update

d) Click **OK**



**Figure 20:** Confirmation to close current running App

e) Wait until the installation process is done



Note : if the installation too long, click on the command prompt and press enter

**Figure 21:** Installation process

f) MyTrustID is successfully updated once the app is automatically launched.



**Figure 22:** Update complete