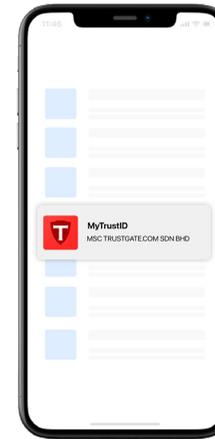# TRUSTGATE

ENROLMENT FOR MYTRUST ID
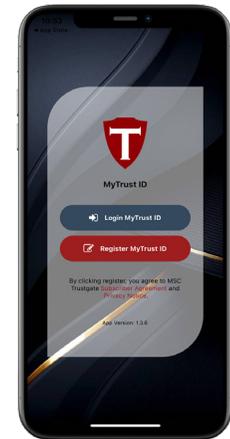
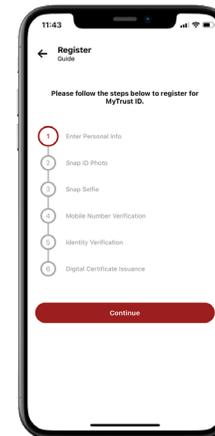**1**

Download the mobile app from Google Play Store on Android or App Store on IOS.

2

Launch the app and select "**Register MyTrust ID**".
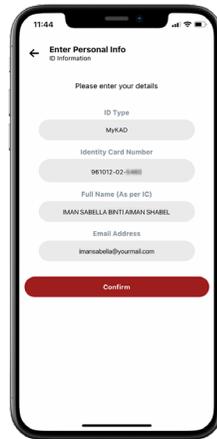
3

Tap "**Continue**".

4

Select your type of Photo ID.

5

Complete your details such as ID number, full name (as per NRIC / Passport), and email address. Tap "**Confirm**".

Note: Full name MUST match your ID name to avoid application being rejected.
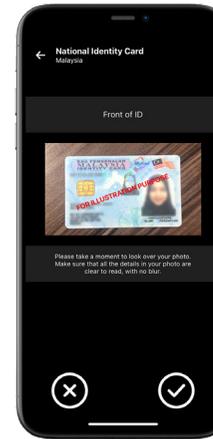*E.g. BTE ≠ BINTI, B ≠ BIN*

6

Take a photo of the front of your ID. Please ensure that the information on the identity document is clear and visible.
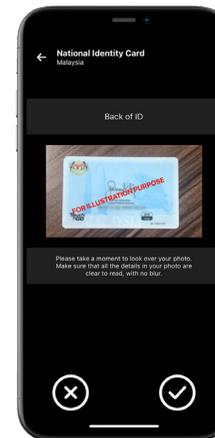
7

Take a moment to check your photo. Make sure that all the details in your photo are clear to read with no blurring. An unclear photo may delay the approval process. Tap " ✓ " to continue.

8

If your ID is NRIC, take a photo of the back of the ID as well. Please make sure that your ID fits in the box.
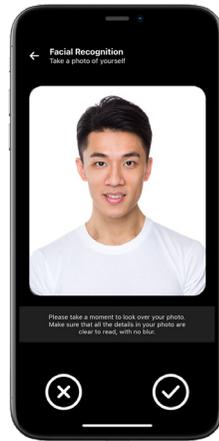
9

Tap "✓" to continue.

10 Take a selfie.

11 Tap "✓" to continue.

12 Key in verification code sent to your mobile number. Tap "**Next**".
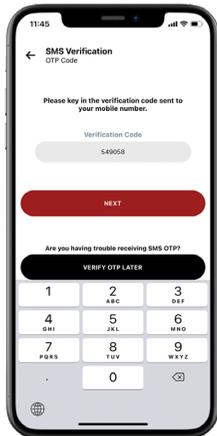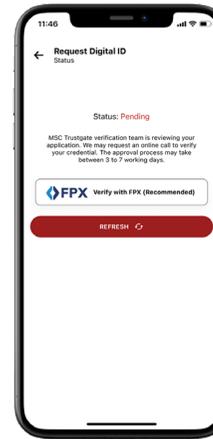
13 For instant approval, transfer RM1 through FPX.

Note: Your online account name MUST match the application name as provided in Step 3.

Alternatively, you can proceed to submit your application for verification.

Note: Our verification team will review your documents for approval (minimum 3 working days).

14 Upon approval, please proceed to add your MyTrust ID to the appropriate project by selecting from the project list (e.g., JPA, eCourt, etc).

15 Your MyTrust ID has been successfully activated for the project.

16

Digital Certificates
List of certificates

No digital certificate
You have no digital certificate linked to your account.

+ ADD DIGITAL CERT

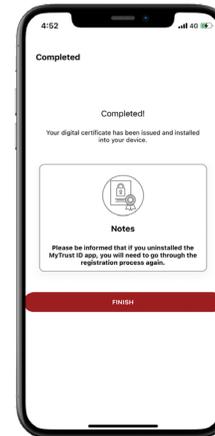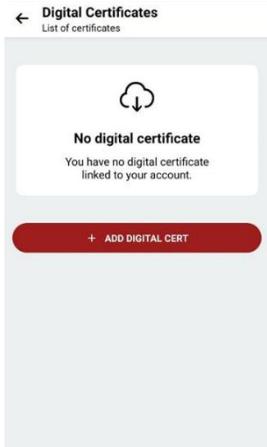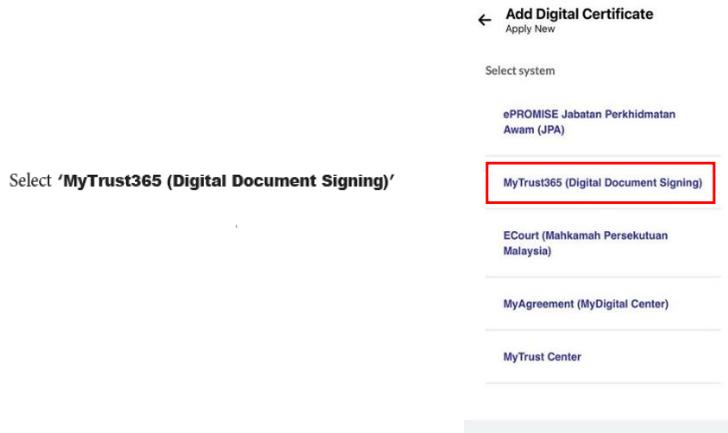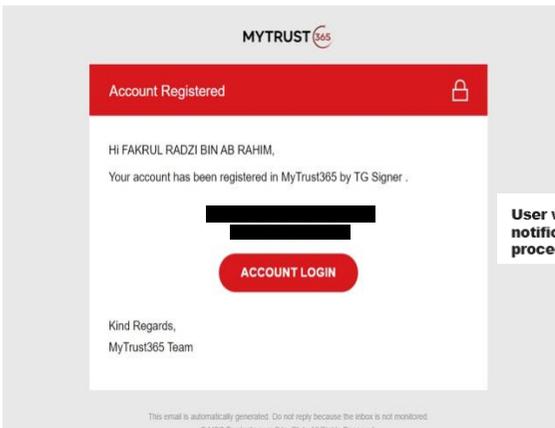Click **'Add Digital Cert'**

17

Select **'MyTrust365 (Digital Document Signing)'**

Add Digital Certificate
Apply New

Select system

ePROMISE Jabatan Perkhidmatan Awam (JPA)

MyTrust365 (Digital Document Signing)

ECourt (Mahkamah Persekutuan Malaysia)

MyAgreement (MyDigital Center)

MyTrust Center

18

MYTRUST 365

Account Registered 🔒

Hi FAKRUL RADZI BIN AB RAHIM,

Your account has been registered in MyTrust365 by TG Signer .

ACCOUNT LOGIN

Kind Regards,
MyTrust365 Team

This email is automatically generated. Do not reply because the inbox is not monitored.
© MSC Trustgate.com Sdn. Bhd. All Rights Reserved.

User will receive 'Account Registered' email notification. Click "Account Login" button to proceed.

19

<

LOGIN

Email
_____

Password
_____

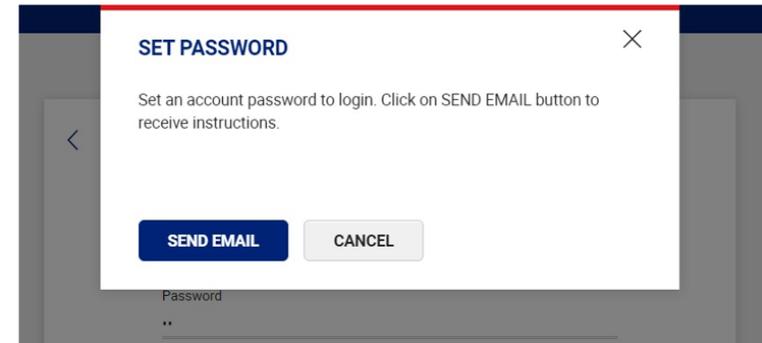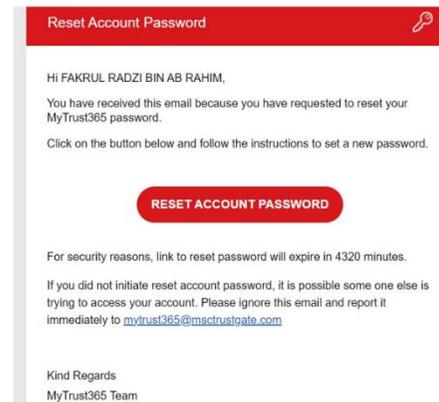☑ Remember Me   Forgot Password?
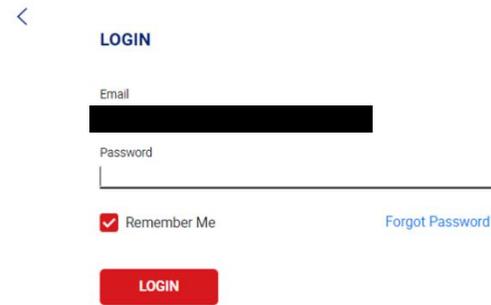
LOGIN

At the login page, please enter or create any password and click "Login".

20

The system will prompt user to set a password for the first-time user.
Click 'Send Email'

SET PASSWORD   ✕

Set an account password to login. Click on SEND EMAIL button to receive instructions.

<

SEND EMAIL   **CANCEL**

Password
..

21

Reset Account Password 🔑

Hi FAKRUL RADZI BIN AB RAHIM,

You have received this email because you have requested to reset your MyTrust365 password.

Click on the button below and follow the instructions to set a new password.

RESET ACCOUNT PASSWORD

For security reasons, link to reset password will expire in 4320 minutes.

If you did not initiate reset account password, it is possible some one else is trying to access your account. Please ignore this email and report it immediately to mytrust365@msctrustgate.com

Kind Regards
MyTrust365 Team

After that, user will receive and email to reset password. Click 'Reset Account Password'

22

SET PASSWORD

Email

[redacted]

Password

The password authentication policies are:
→ Include 1 or more numbers
→ The minimum password length is 8 characters

Confirm Password

Security Question

Security Answer

SAVE

Set your password for Mytrust365 login and Security Question.

23

Sign Up

LOGIN

Email

☐ Remember Me

NEXT

More Login Options

After that, you will be redirect to login page and you are ready to use.

24

AUTHENTICATION REQUIRED   ✕

Enter your mobile phone number so that you can be authenticated using an SMS OTP, e.g. 00 44 234334334 or +44 234334334

Enter mobile number

NEXT   **CANCEL**

Password
••••••••

If you are subscribing MyTrust365 Service Plan with 2FA OTP features, you will be asked for your mobile number during first login. Make sure to follow the mobile number format with the country code ie :60123456789 or 0060123456789

25

Enter the OTP code that has been sent to your mobile phone and click login

MYTRUST

AUTHENTICATION REQUIRED   ✕

To login enter the OTP code that has been sent by SMS to your registered mobile phone (*********0071)

572-292

If you did not receive an SMS OTP message then click here to resend

LOGIN   **BACK**

Password
••••••••

26

Dashboard view.

DASHBOARD   DOCUMENTS

1 PENDING   0 IN PROGRESS   0 DECLINED   0 COMPLETED

NEW WORKFLOW

PERSONAL INFO   QUICK ACTIONS   SIGNATURE   SERVICE PLAN

> Contacts   James   MyTrust365 -

JA

James
[redacted]@gmail.com
Edit

TRUSTGATE
SECURE TRANSACTION. TRUSTED BUSINES
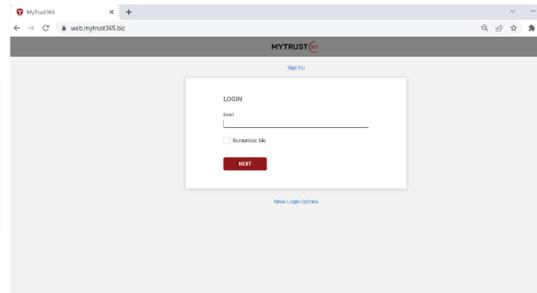
LOGIN MYTRUST365 USING MYTRUSTID

1 **INSTALL MYTRUSTID**
- User install MyTrustID mobile from Google Play store/ Apple app store and apply for Digital ID
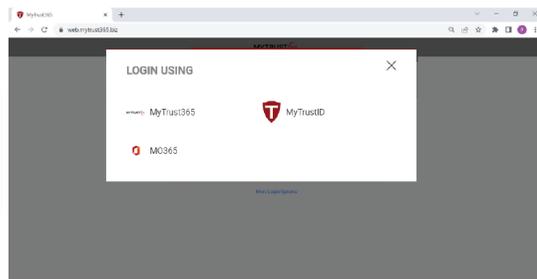

2 **OPEN MYTRUST365 THROUGH YOUR BROWSER**
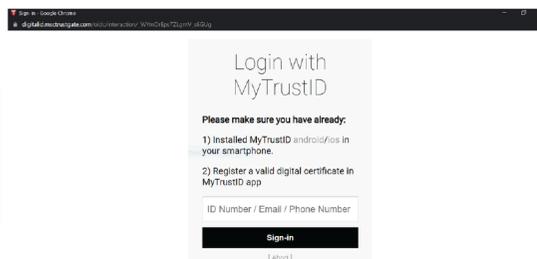- Open any browser and enter MyTrust365 URL as stated below:

  https://web.mytrust365.biz

3 **LOGIN OPTIONS**
- Click on More Login Option
- Choose MyTrustID

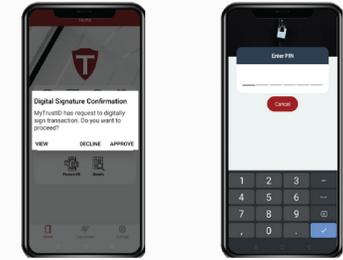**4** **LOGIN WITH MYTRUSTID**
- Enter user ID and click "Sign In"
- User will received notification through MyTrustID Mobile

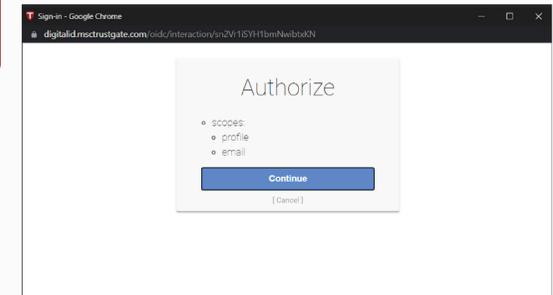# TRUSTGATE
SECURE TRANSACTION. TRUSTED BUSINES

LOGIN MYTRUST365 USING MYTRUSTID

5 **AUTHENTICATION & AUTHORIZATION**
- Click "Approve" and enter your PIN number
- On the web, click "Continue" to give your authorization

6 **MYTRUST365 DASHBOARD**
- Successfully login and dashboard of MyTrust365 will be displayed