



**Sarawak**  
**Pass**

# **SarawakPass With Web**

## **User Guide v1.0**

# **User Guide Overview**

1. SarawakPass Account Registration
2. Account Recovery
3. Sign in with SarawakPass
4. Corp Account Registration

# **SarawakPass Account Registration**

# SarawakPass - Registration



**SarawakPass** (Powered by SarawakID)

EN

**SarawakPass** is the rebranding of **SarawakID**, enhanced with additional security features to ensure safer access to digital services provided by Sarawak Government.

Login

Register



# SarawakPass - Registration



## Register For SarawakPass

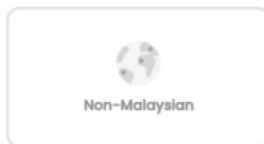
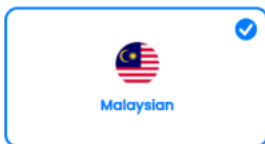
### Note:

1. You can only register for a SarawakPass account once. All SarawakPass account requests are final and cannot be cancelled or re-submitted.
2. As the One-Time Password (OTP) will be sent through SMS or email, please ensure that your mobile phone number and email address registered with the Government is up-to-date before proceeding.



Interested in setting up a **SarawakID Corporate** account? Click [here](#).

I am a \*



Full Name \* ⓘ

(Your full name as in MyKad)

MyKad Number \* ⓘ

(MyKad number without dashes "--")

Mobile Number \* ⓘ

(Valid Malaysian mobile number for future correspondences including OTP.)

Email \* ⓘ

(Valid email address for future correspondences including OTP.)

Secure Word \* ⓘ

Password \* ⓘ

(Minimum 8 characters. Must contains at least one uppercase character, one number and one special character)

Retype Password \* ⓘ

Security Check \*

☐ I'm not a robot



☐ I have agreed to the [Terms and Conditions](#) and [Privacy Policy](#)

Cancel

Submit

# SarawakPass - Registration



SarawakPass Registration (Malaysian)

Phase 1: Complete the Registration Form

1. Go to <https://sarawakpass.sarawak.gov.my/> and click on the register button. Choose the Malaysian option (or Non-Malaysian if applicable).
2. Enter Personal Details:
  - Full Name: Enter your full name exactly as it appears on your IC/Passport.
  - MyKad Number: Input your MyKad without any dashes.
  - Mobile Number: Enter your active mobile number. This will be used for future correspondence, including One-Time Passwords (OTP).
  - Email: Enter your active email address. This is also used for correspondence and OTPs.

# SarawakPass - Registration



## 3. Set Up Security:

- Secure Word: Enter a secret Secure Word.
- Password: Create a strong password. It must meet the following criteria: Minimum of 8 characters, and contain at least one uppercase character, one number, and one special character.
- Retype Password: Enter the password again to confirm.

## 4. Final Checks and Submission:

- Security Check: Click the "I am not a robot" checkbox and complete any required captcha validation.
- Agreement: Check the box to confirm you have agreed to the Terms and Conditions and Privacy Policy.
- Click the Submit button to proceed to the verification step.



# SarawakPass - Registration



## Verification Step



To continue, you must verify **at least** one contact method – either mobile number or email address.

Mobile Number \*

MYS +60

Verify

Email \*

Verify

Cancel

Submit

## Verification Step



To continue, you must verify **at least** one contact method – either mobile number or email address.

Mobile Number \*

MYS +60



Email \*

Verify

Submit



Success

Mobile verified successfully!

OK



# SarawakPass - Registration



## Phase 2: Verification Step

1. After submitting the form, you will be taken to the "Verification Step."
  - Verification Requirement: You must verify at least one contact method—either your Mobile Number or your Email address—to continue.

# SarawakPass - Registration



## 2. Initiate Verification:

- Locate the Mobile Number field and click the Verify button next to it.
- A One-Time Password (OTP) will be sent to your mobile number. Enter the OTP in the required field.
- Alternatively, you can enter your email address then verify your Email by clicking the Verify button next to the email field and following the instructions sent to your inbox.
- Confirm Success: Once successful, a pop-up window will appear showing a green checkmark and a message, such as "Mobile verified successfully!" Click OK on this confirmation message.

## 3. Finalize Registration: With at least one contact method successfully verified, click the Submit button on the Verification Step screen to complete your registration.

# **SarawakPass Account Recovery**

# SarawakPass - Account Recovery



**Welcome to SarawakPass**

Formerly known as SarawakID

Your Secure Digital Identity, Anytime,  
Anywhere

SarawakPass App

Password Login

Login in with MyKad No.

Exp: 951231131234

Next

[Recover Password](#)

[Register for SarawakPass](#)

## Recover SarawakPass

I am a \*



Malaysian



Non-Malaysian

I would like to \*



Recover Username



Reset Password

Recover using \*



OTP Via SMS



OTP Via Email

MyKad Number \* ⓘ

eg: 000123131234

Mobile Number \* ⓘ

MYS +60

Mobile Number

Security Check \*



I'm not a robot



Privacy Terms

Cancel

Submit

# SarawakPass - Account Recovery



## SarawakPass Account Recovery

### Phase 1: Initiating SarawakPass Recovery

1. Navigate to the "Password Login" tab and click on Recover SarawakPass.
2. Choose your status: Malaysian or Non-Malaysian.
3. Choose what you need to recover:
  - Click "Recover username" if you've forgotten your username.
  - Click "Reset Password" if you need to set a new password.

# SarawakPass - Account Recovery




4. Select Verification Method: Choose how you want to receive your One-Time Password (OTP):
  - Click "OTP via SMS" to send the code to your registered mobile number.
  - Click "OTP via Email" to send the code to your registered email address.
5. Enter your MyKad Number and your registered Mobile Number or Email (depending on your choice in step 4).
6. Click the "I am not a robot" checkbox and complete the security validation.
7. Click the Submit button to send the OTP and proceed to verification.

# SarawakPass - Account Recovery




## Verify Email Address

Enter the 6-digit One-Time Password (OTP) sent to your email. Your security code shall be **XHGDQK**  
(Test OTP: 407408)



OTP\*   
Resend OTP in 00:31

**Success**  
Email verified successfully!

Submit

OK

[Home](#) / [Recover Account](#)

 **Success**

Your username has been recovered successfully. This is your username pang.sing5.

[Proceed to Homepage](#)



# SarawakPass - Account Recovery



## Phase 2: Verification and Final Action

### Option A: Recovering Your Username

1. Check your selected channel (SMS or Email) for the 6-digit OTP.
2. Input the code into the "OTP" field and click Submit.
3. A "Success: Email/Mobile number verified successfully!" message will appear. Click OK.
4. A final confirmation screen will display your successfully recovered username (e.g., "Your username has been recovered successfully. This is your username testing01.").
5. Click "Proceed to Homepage" to log in with your recovered username.

# SarawakPass - Account Recovery



## Verify Email Address

Enter the 6-digit One-Time Password (OTP) sent to your email. Your security code shall be **XHGQK**  
(Test OTP: 407408)



OTP\* 407408

Resend OTP in 00:31



**Success**

Email verified successfully!

OK

Submit

## Reset Password



Your password must be at least 8 characters long and include at least one uppercase letter, one number, and one special character.

New Password \*

.....

Retype Password \*

.....



**Success**

Password reset successful!

OK

Submit

# SarawakPass - Account Recovery



## Option B: Resetting Your Password

1. Check your selected channel (SMS or Email) for the 6-digit OTP.
2. Input the code into the OTP field and click Submit.
3. You will be taken to the "Reset Password" screen.
4. Create New Password: Your new password must meet the following criteria:
  - At least 8 characters long.
  - Include at least one uppercase letter.
  - Include at least one number.
  - Include at least one special character.

# SarawakPass - Account Recovery



5. Enter the new password in the "New Password" field and then again in the "Retype Password" field.
6. Click Submit. A final pop-up will confirm: "Success: Password reset successful!" Click OK.

# **SarawakPass**

## **Sign In**

# SarawakPass - Sign in



**Welcome to SarawakPass**

Formerly known as SarawakID

Your Secure Digital Identity, Anytime,  
Anywhere

SarawakPass App

Password Login

Scan with SarawakPass app  
to log in



QR code expires in 58 seconds.

[Register for SarawakPass](#)

SarawakPass App

Password Login

Login in with SarawakPass / MyKad No.

SarawakPass / MyKad No.

Next

Login to SarawakPass by using your existing  
SarawakID or MyKad No.

[Recover SarawakPass](#)

[Register for SarawakPass](#)

# SarawakPass - Sign In



## SarawakPass Login Guide (Password Login Method)

### Phase 1: Identifying Your Account

1. On the main login page, click the "Password Login" tab.
2. Enter Credentials: In the provided field, enter either your SarawakPass Username or your MyKad No.
3. Click the Next button.



# SarawakPass - Sign In



SarawakPass App

Password Login

Login in with SarawakPass / MyKad No.

Next

Login to SarawakPass by using your existing SarawakID or MyKad No.

[Recover SarawakPass](#)

Register for SarawakPass

SarawakPass App

Password Login

Welcome,

Is this your Secure Word?

No

Yes

[Recover SarawakPass](#)

Register for SarawakPass

SarawakPass App

Password Login

Welcome

Back

Login

[Recover SarawakPass](#)

Register for SarawakPass

# SarawakPass - Sign In



## Phase 2: Secure Word Verification

1. Secure Word Prompt: A confirmation screen will appear, displaying your account name (e.g., "Welcome, testing01") and a security question: "Is this your Secure Word?"
2. Check the displayed word against the secret Secure Word you set during registration (e.g., "SarawakPay").
3. If the displayed word is correct: Click the Yes button to proceed. If the displayed word is incorrect or unknown: You should use the "Recover SarawakPass" option below the login buttons to resolve account issues before proceeding.
4. You will be taken to the final login screen. Input your confidential Password into the dedicated field.
5. Click the Login button to access your SarawakPass account.

# **SarawakPass**

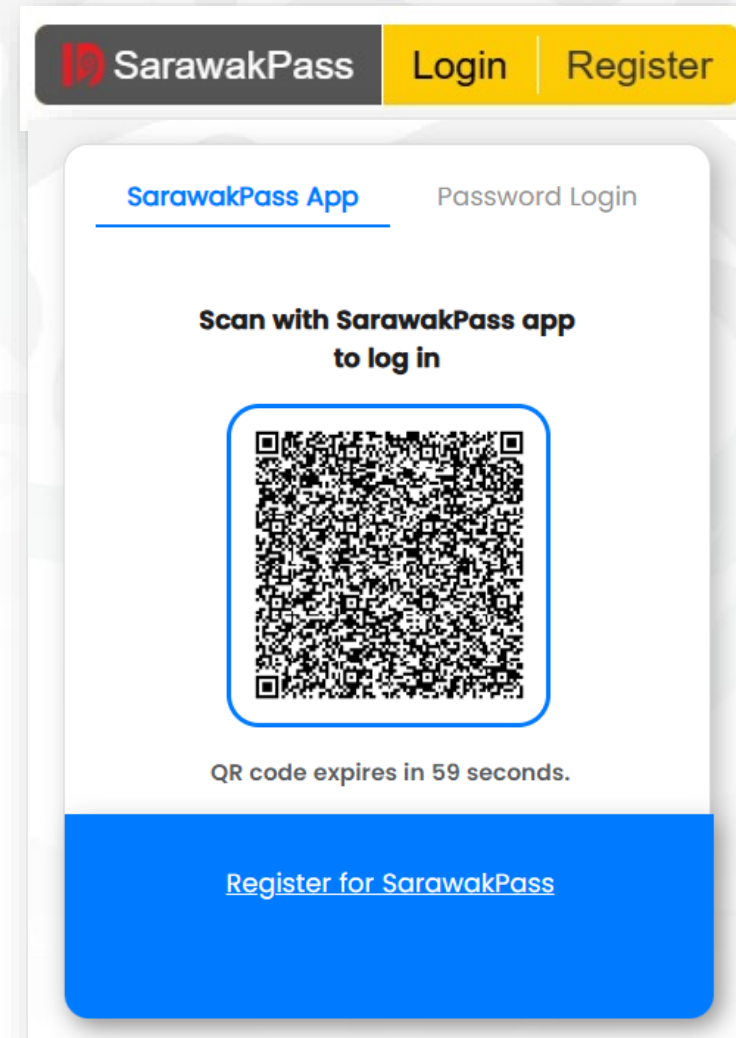
## **Sign-in with QR Code and Biometric Verification**

# Sign-in SarawakPass with QR Code



1. On the web portal or application that requires SarawakPass authentication, look for the login option labeled "SarawakPass App".
2. A unique, time-sensitive QR code will be displayed on the screen.

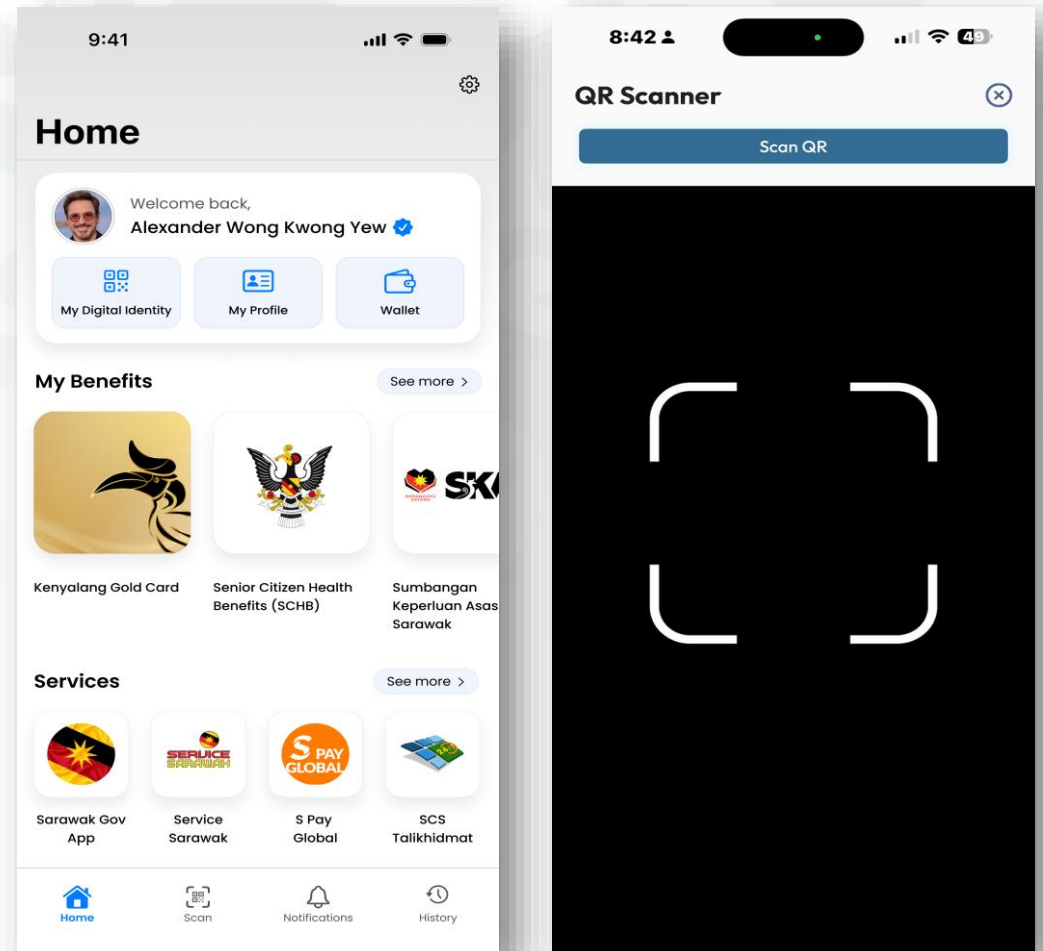
**Note:** This QR code usually has a short expiration time (e.g., 60 seconds) for security.



# Sign-in SarawakPass with QR Code



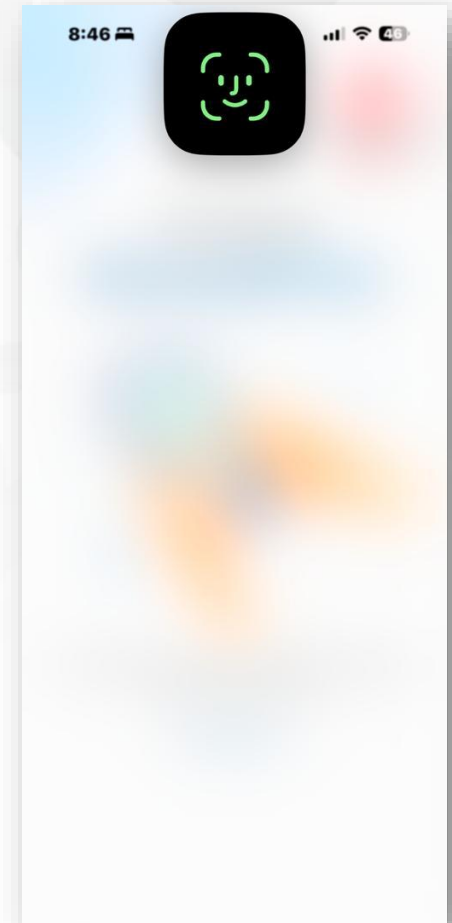
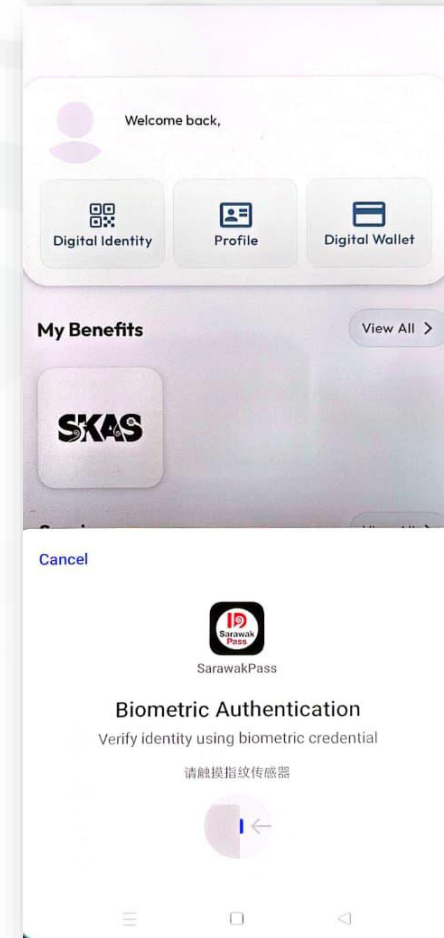
3. On your mobile device, open the SarawakPass app. You should already be logged into the app itself.
4. From the Home screen or the main navigation bar in the app, look for the Scanner Icon (next to the Home icon). Tap to open the QR Scanner.
5. Point your mobile device's camera at the QR code displayed on the web screen. The scanner will automatically recognize the code.



# Sign-in SarawakPass with QR Code



6. To confirm the login request, the app will prompt you to authenticate your identity. (e.g., Touch the fingerprint sensor or face verification).
7. Once the biometric authentication is successful on the app, the web portal or application will automatically refresh and you will be logged into the requested service without having to type in your username or password.



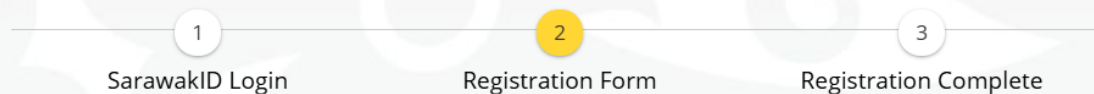
# **SarawakPass Corp Account Registration**



# SarawakPass - Corp Account Registration



## SarawakPass Corp Registration



### Corporate Profile

This corporate is type of \* ⓘ

☒ Business ☐ Non-Business

Corporate Name \*

*The corporate name must follow exactly the name stated in the supporting document including dot [ . ]*

*example: Sdn. Bhd.*

Registration Number \* ⓘ

*example: FASD-243424*

# SarawakPass - Registration



## **Corp Account Registration (Malaysian)**

1. Go to <https://sarawakpass.sarawak.gov.my/SarawakID-Corporate/redirection/> and sign in with you SarawakPass account.
2. Choose the corporate type and complete the fields for the corporate name and registration number with corporate profile information.

# SarawakPass - Corp Account Registration

Contact Person Information

I'm the \*

☒ Representative ☐ Owner

Representative Information

Name *	Contact *
<input type="text"/>	<input type="text"/>
Email *	Position
<input type="text"/>	<input type="text"/>

3. Within the contact person information section, opt for the representative or owner using the radio button, then input the email address, and choose the position from the dropdown list.

# SarawakPass - Corp Account Registration



4. Complete the owner's details and then click the Verify MyKad button.

Owner Information

<b>Name *</b>	<b>Contact *</b>
<input type="text" value="Ali Bin Bakar"/>	<input type="text" value="0199999999"/>
<b>IC Type *</b>	<b>IC Number *</b>
<input type="text" value="MyKad"/>	<input type="text" value="911006131313"/>
<b>Email *</b>	<b>Position *</b>
<input type="text" value="test@gmail.com"/>	<input type="text" value="Owner"/>

Verify MyKad

Owner Information

<b>Name *</b>	<b>Contact *</b>
<input type="text" value="Ali Bin Bakar"/>	<input type="text" value="0199999999"/>
<b>IC Type *</b>	<b>IC Number *</b>
<input type="text" value="MyKad"/>	<input type="text" value="911006131313"/>
<b>Email *</b>	<b>Position *</b>
<input type="text" value="test@gmail.com"/>	<input type="text" value="Owner"/>

VERIFIED

# SarawakPass - Corp Account Registration



5. Provide the corporate information and check the box if the correspondence address matches the provided information.

**Corporate Information**

**Office Telephone Number \***


**Corporate Registration Address \***  
  
  
  
**Postcode \***  
  
**City \***  
  
**State**  
  
**Division**  
  
**District**  
  
☒ Check this box if your correspondence address is the same as your corporate address.

# SarawakPass - Corp Account Registration

6. Select the highlighted box to browse and upload the Corporate Registration Certificate and Letter of Consent for verification.


Supporting Documents for Verification

Corporate Registration Certificate \*

  
Drop Your File Here

Description

Letter Of Consent \* [\[Sample\]](#)

  
Drop Your File Here

Description

Documents size should not be more than 10MB  
Allowed document type: PDF,DOC

# SarawakPass - Corp Account Registration



## Email Verification

Corporate Email Address \*

example@company.com

EMAIL VERIFICATION

*You will be sent a verification email. If you have any problems receiving the email, you can change your email address and try again after the OTP expired.*

7. Input the Corporate Email Address, and then click the EMAIL VERIFICATION button to proceed.



# SarawakPass - Corp Account Registration



## Email Verification

Corporate Email Address \*

  
*You will be sent a verification email. If you have any problems receiving the email, you can change your email address and try again after the OTP expired.*

Enter OTP \*

Security Code: YJAFAY 329209

*The OTP has been sent to your email address. Please enter the OTP to verify your email. Your OTP will be expired after [ 223 ] seconds.*

SUBMIT

8. An OTP will be sent to corp email address. Enter the OTP number and click the SUBMIT button to continue.

# SarawakPass - Corp Account Registration



## Email Verification

Corporate Email Address \* 

EMAIL VERIFICATION

*An OTP will be sent to the email address entered for verification purpose.*

SUBMIT

9. Click on SUBMIT button to proceed.

# SarawakPass - Corp Account Registration



10. A pop-up containing the Terms & Conditions will appear. Click on the I AGREE button to proceed with the submission of the registration form.

Terms & Conditions

Terms and Conditions

The Terms and Conditions hereunder govern your access to the (name of platform) Platform and the use of the Services, as defined hereunder. By accessing the Platform and/or using the Services, you as the User, agree to be bound by the following Terms and Conditions. If you do not agree with these Terms and Conditions provided herein, please do not access and/or use this Service.

Online Services and other third parties may require separate applications and may have their own Terms and Conditions.

Please ensure that you read and understand these Terms and Conditions. Do not register for a SarawakID account if at any time you disagree with any of the Terms and Conditions herein. Your registration and

CANCEL REGISTRATION

I AGREE

# SarawakPass - Corp Account Registration



## SarawakPass Corp Registration

1

2

3

SarawakID LoginRegistration FormRegistration Complete

Congratulations! You have completed SarawakPass Corp registration. Our team will verify your SarawakPass Corp Registration within 24 hours.

DONE

11. The registration form has been filled out and submitted for verification. An email notification will be sent to your registered email address once your SarawakID Corporate registration has been verified and approved.