Sarawak Pass

SarawakPass With Web

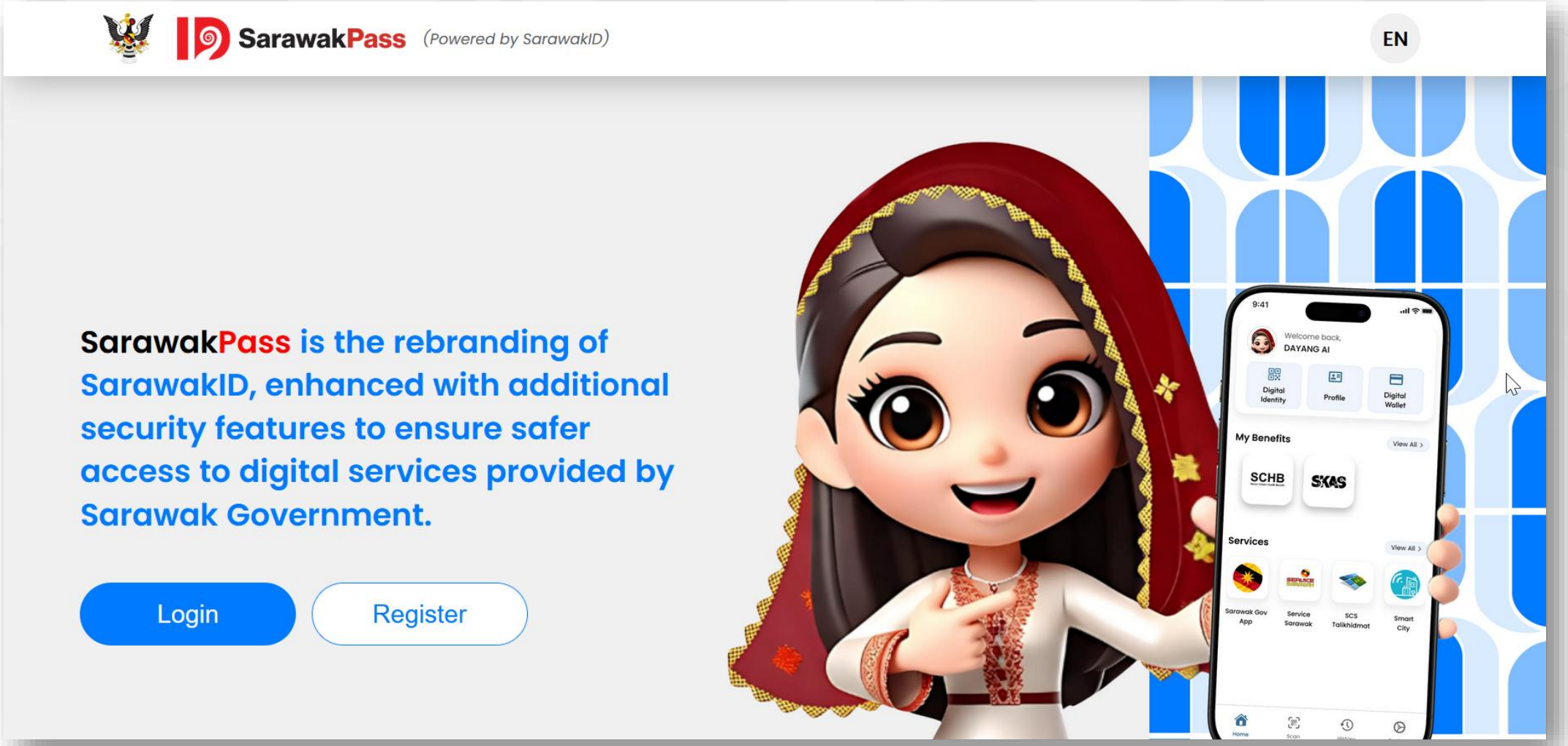
User Guide v1.0

User Guide Overview

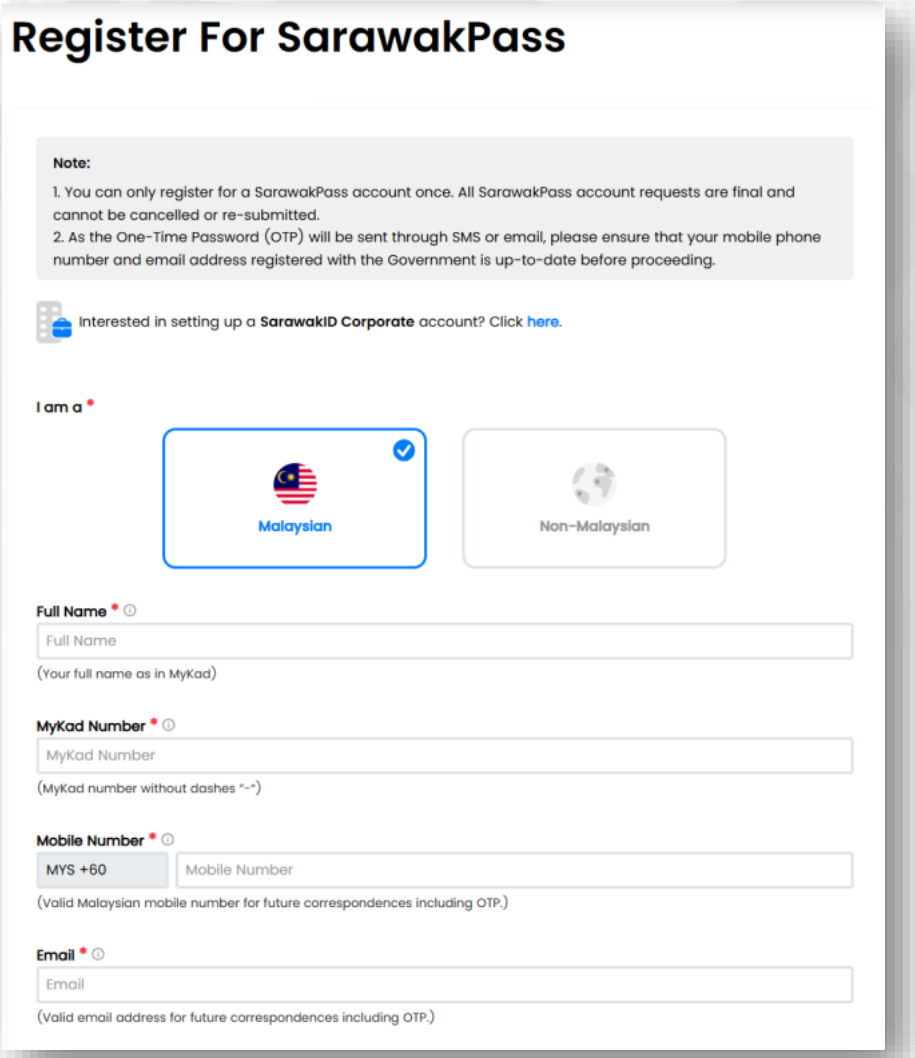
1. SarawakPass Account Registration
2. Account Recovery
3. Sign in with SarawakPass
4. Corp Account Registration

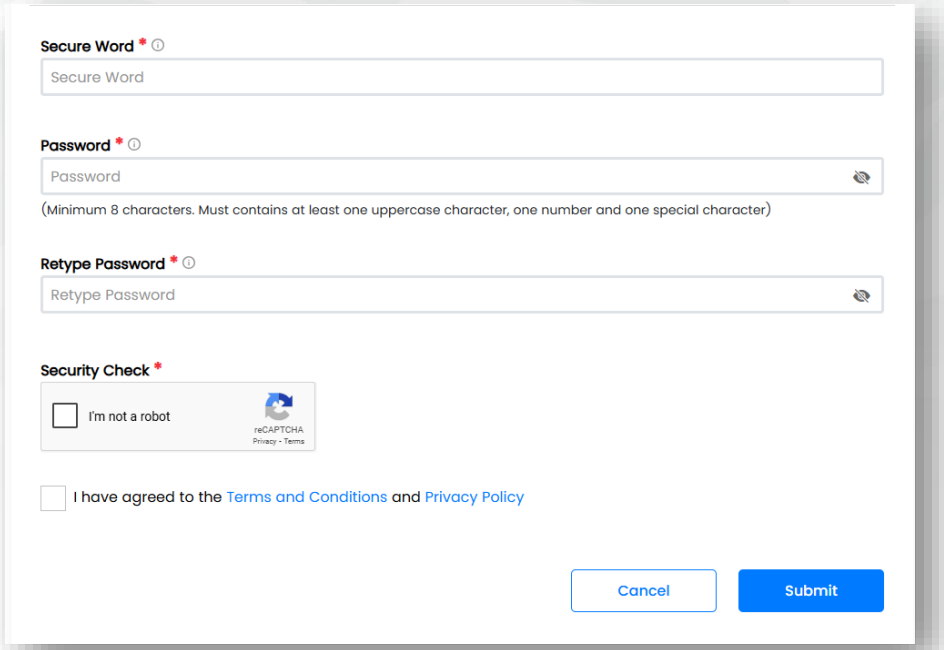
SarawakPass Account Registration

SarawakPass - Registration



SarawakPass - Registration





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

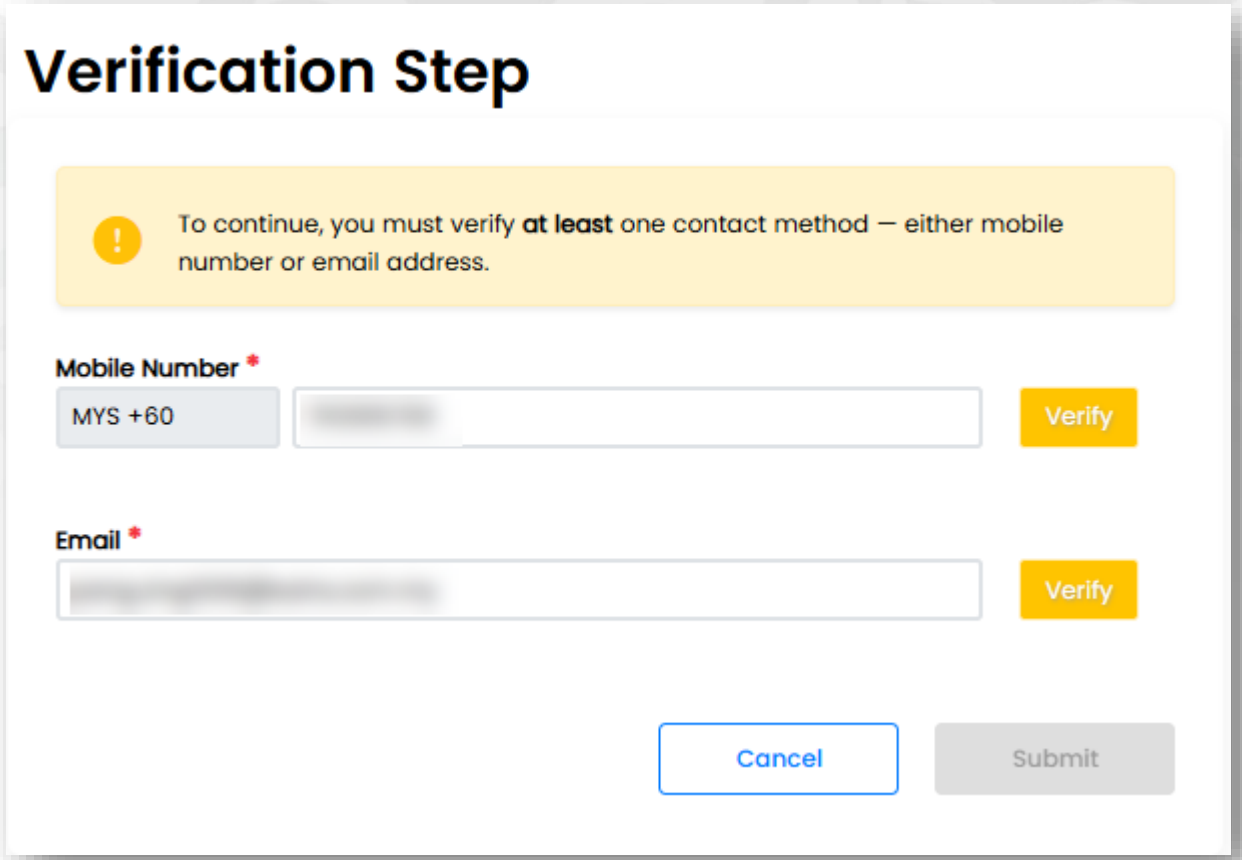
3. Set Up Security:

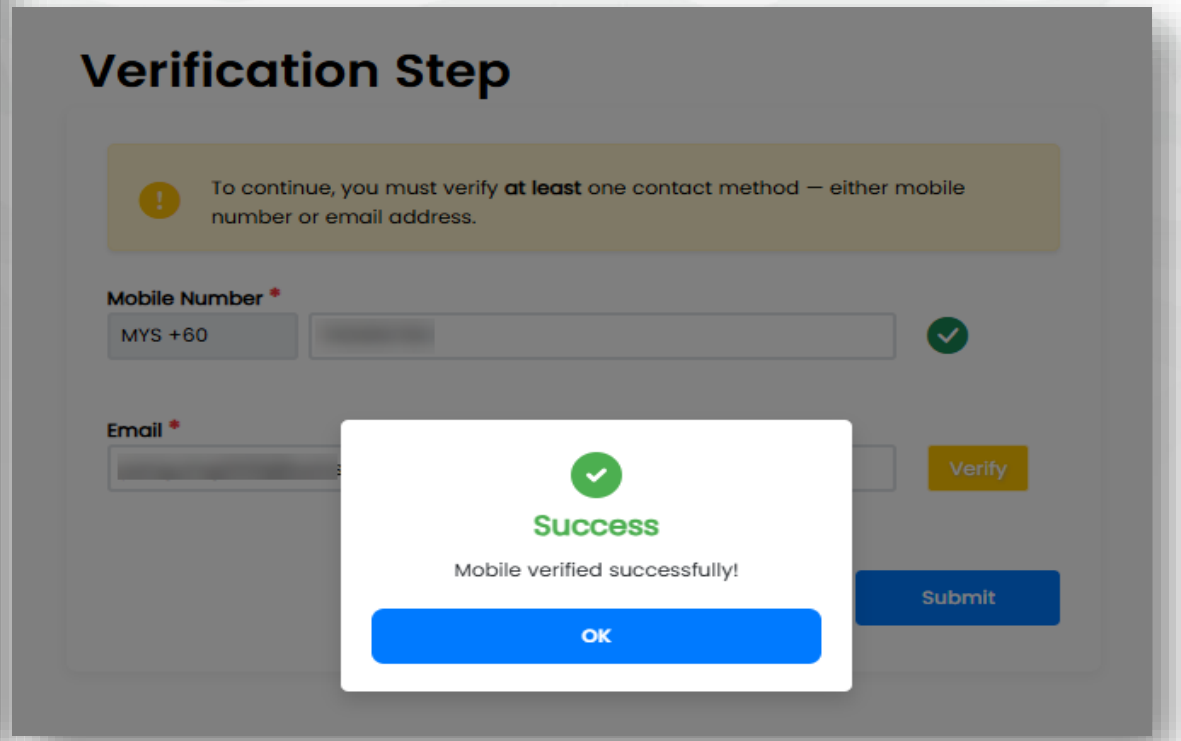
- Secure Word: Enter a secret Secure Word.
- Password: Create a strong password. It must meet the following criteria: Minimum of 8 characters, and contain at least one uppercase character, one number, and one special character.
- Retype Password: Enter the password again to confirm.

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





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

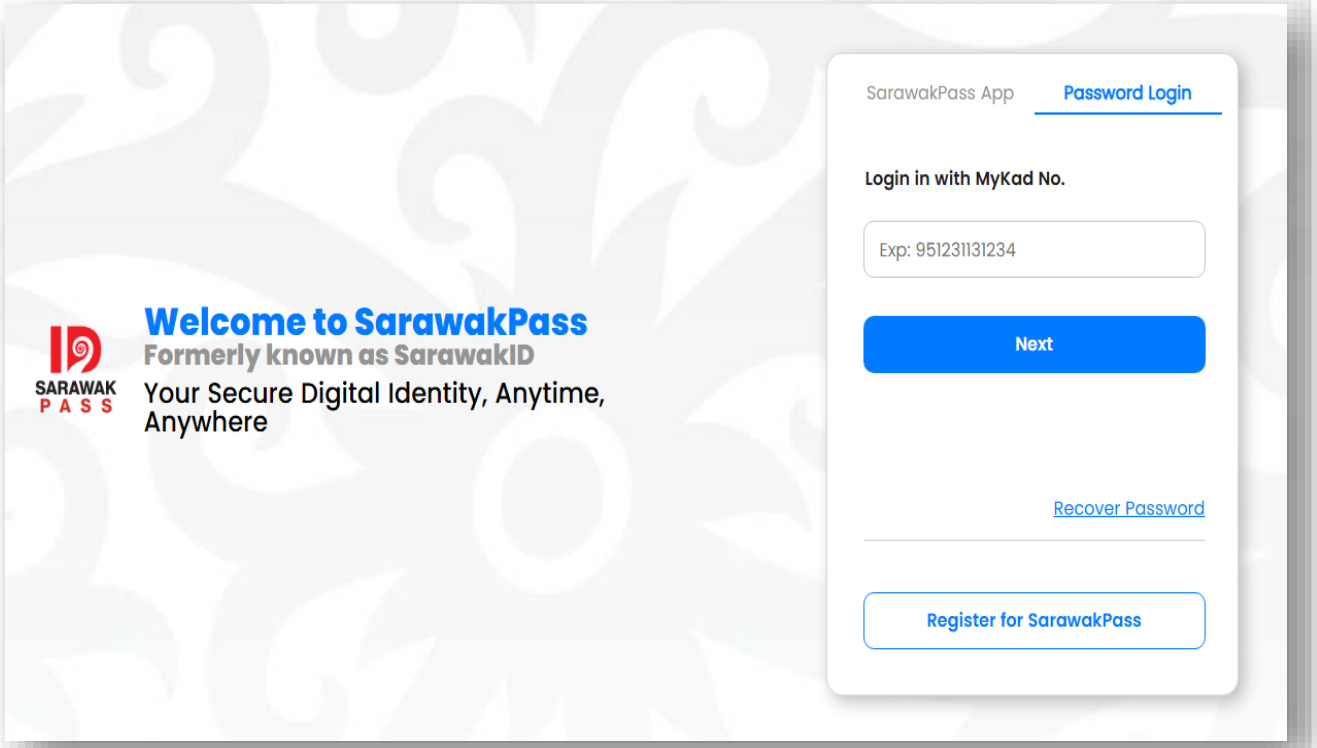
2. Initiate Verification:

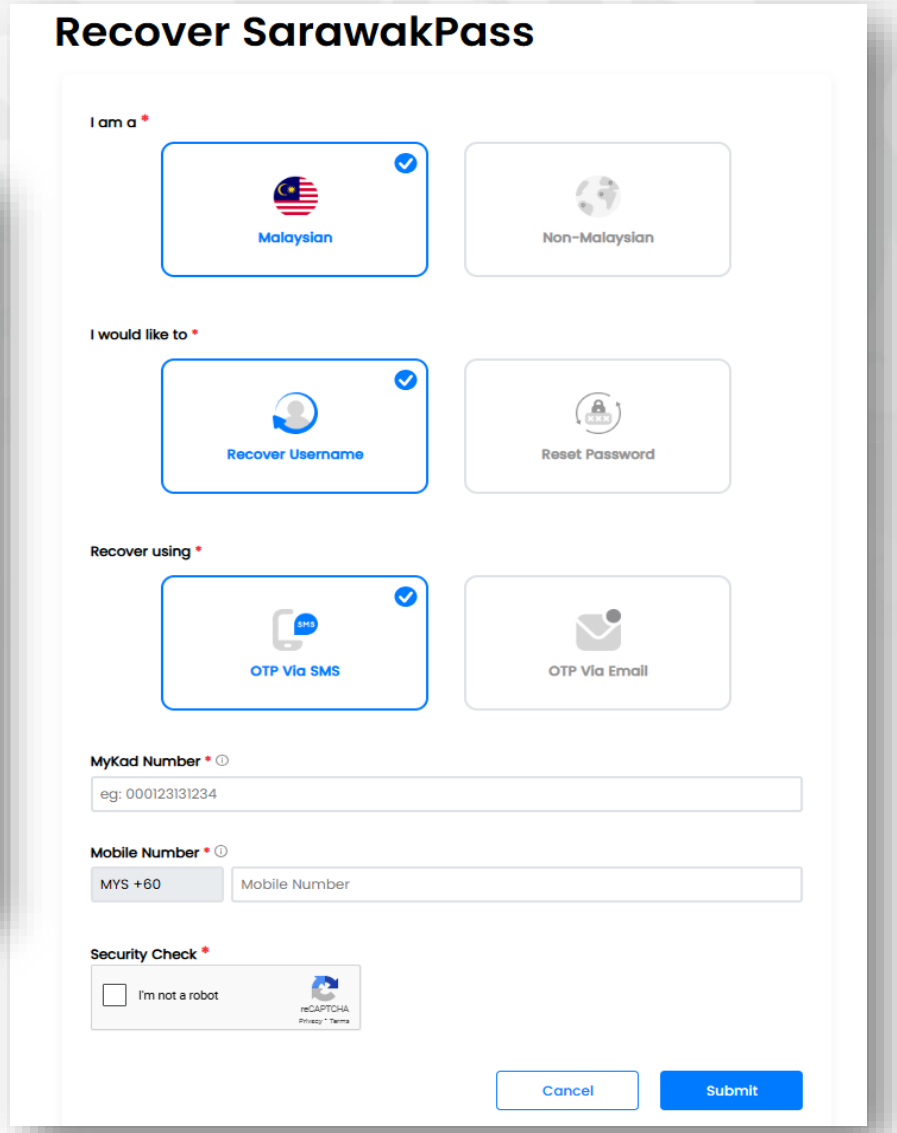
- Locate the Mobile Number field and click the Verify button next to it.
- A One-Time Password (OTP) will be sent to your mobile number. Enter the OTP in the required field.
- Alternatively, you can enter your email address then verify your Email by clicking the Verify button next to the email field 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





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):

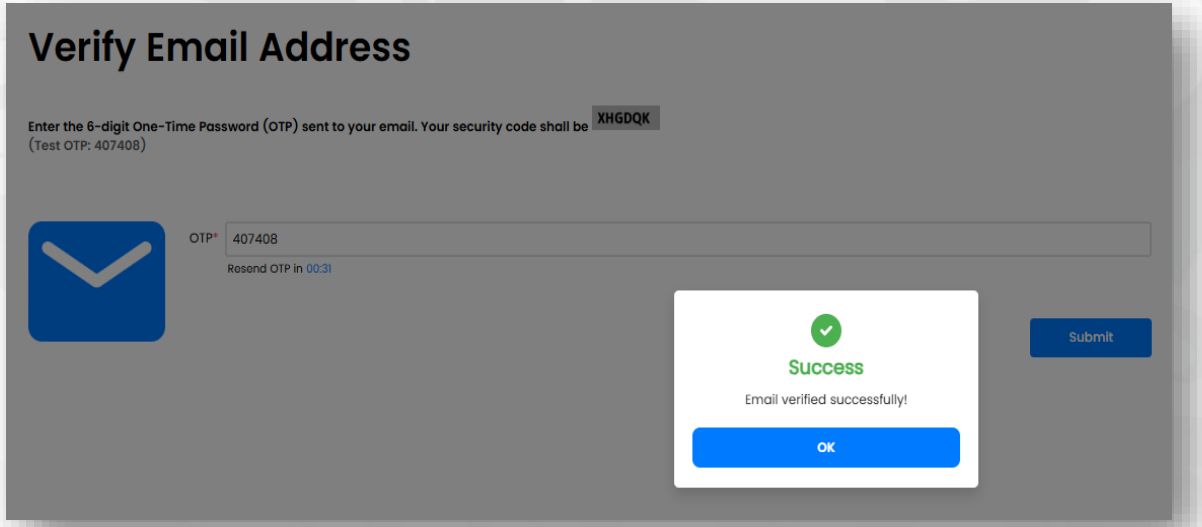
- Click "OTP via SMS" to send the code to your registered mobile number.
- Click "OTP via Email" to send the code to your registered email address.

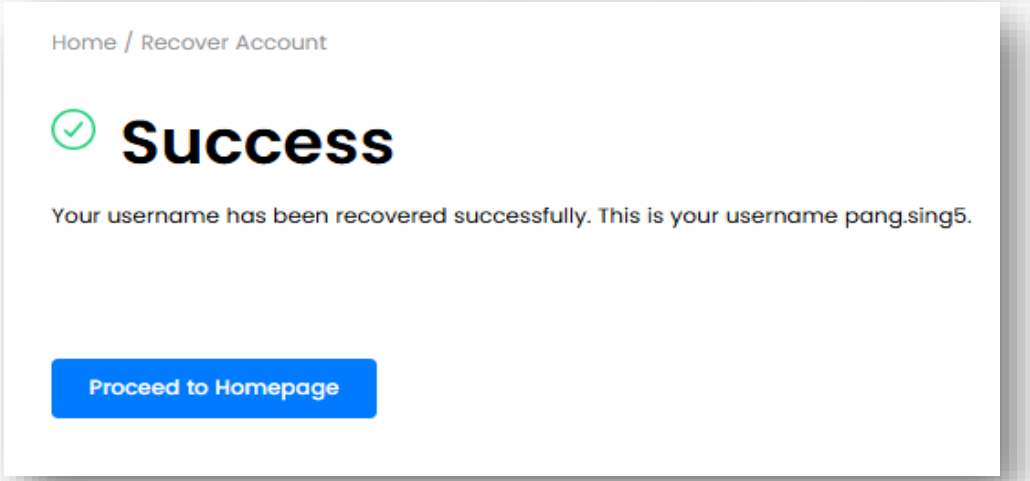
5. Enter your MyKad Number and your registered Mobile Number or Email (depending on your choice in step 4).

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





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.

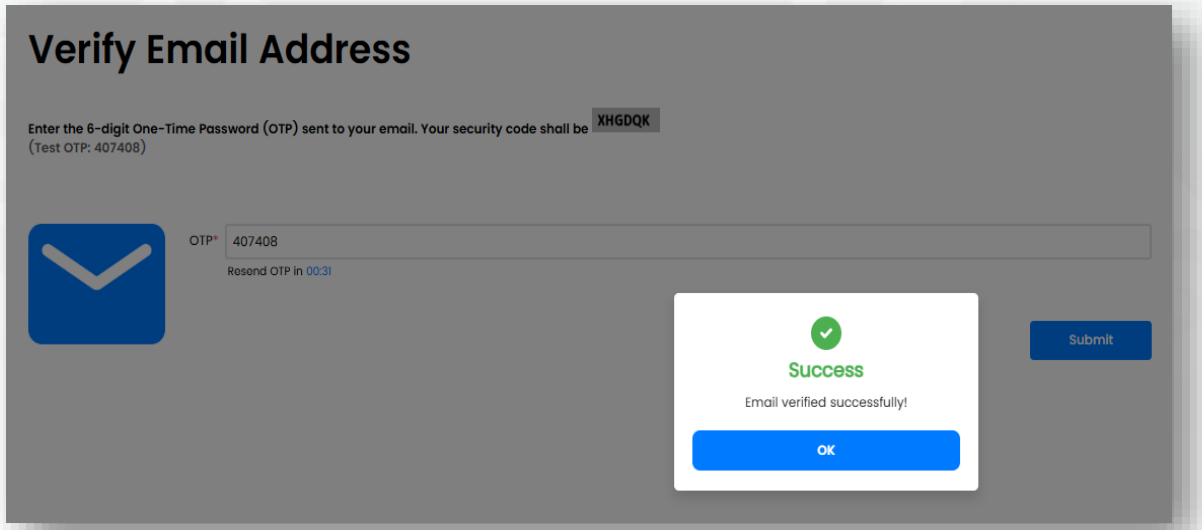
2. Input the code into the "OTP" field and click Submit.

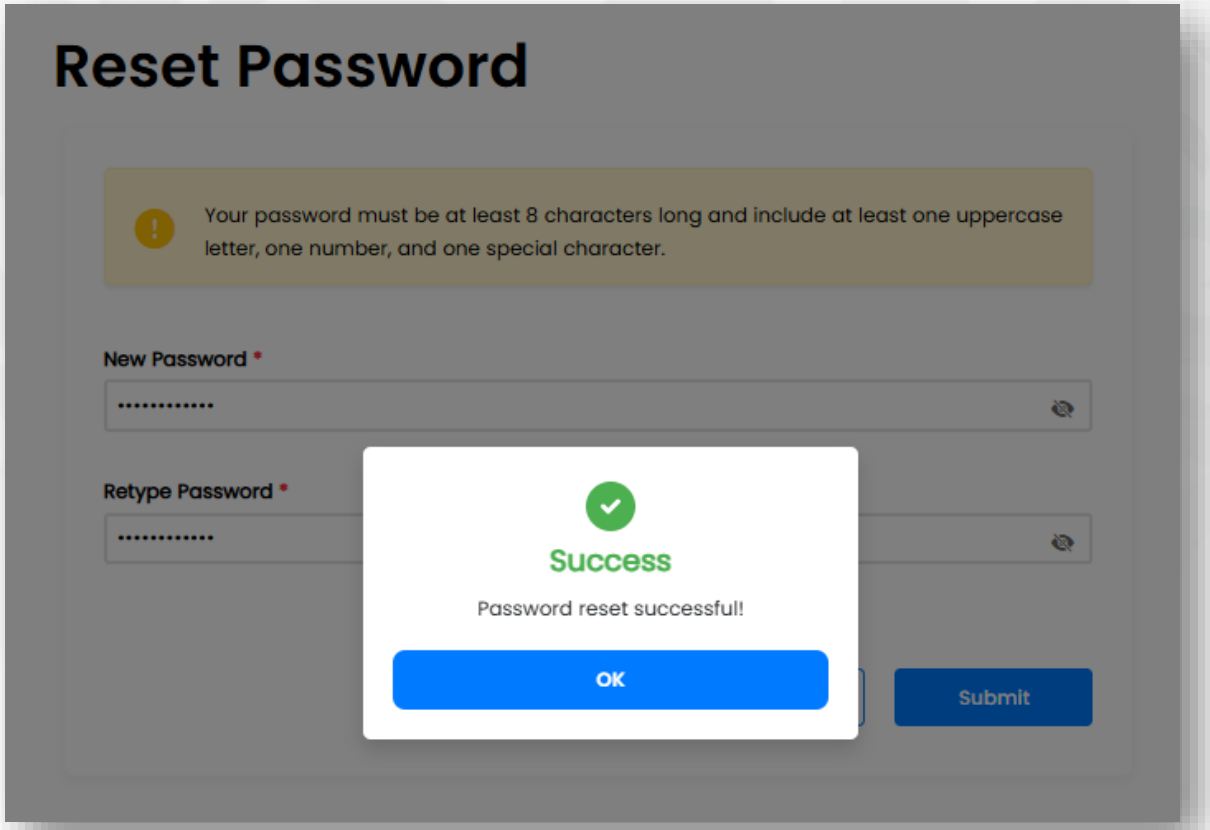
3. A "Success: Email/Mobile number verified successfully!" message will appear. Click OK.

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





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.

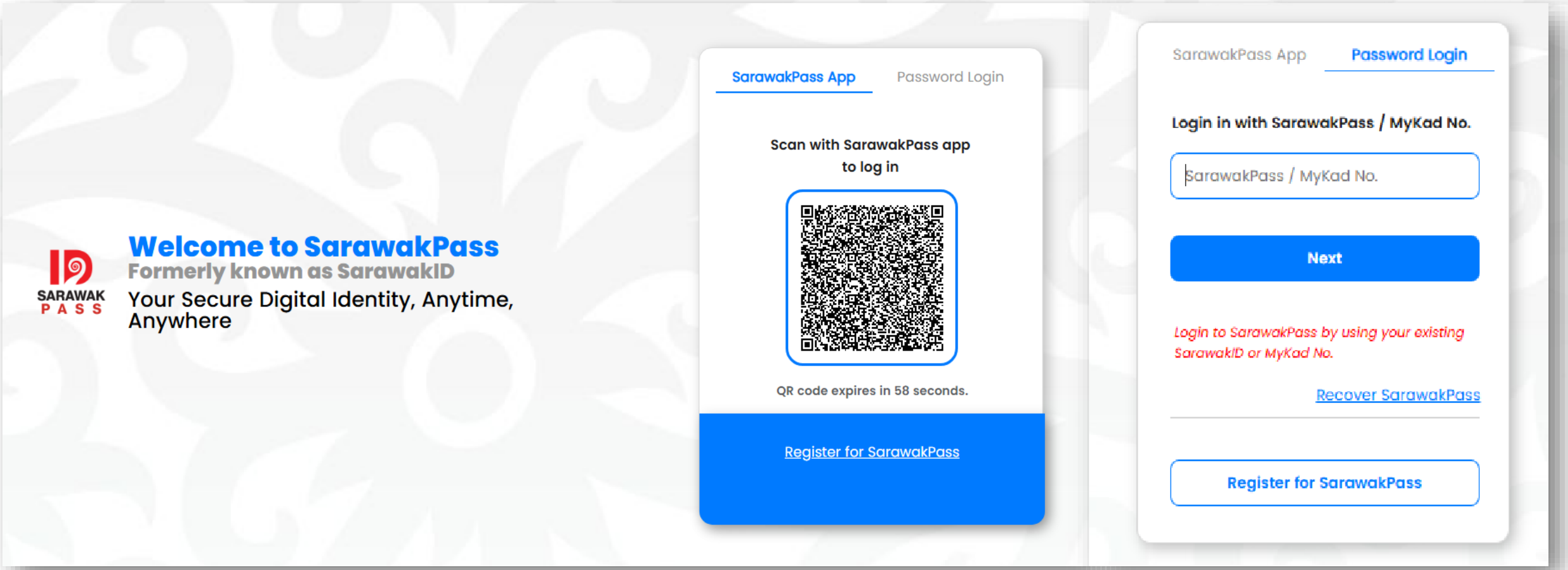
SarawakPass - Account Recovery

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



SarawakPass - Sign In

SarawakPass Login Guide (Password Login Method)

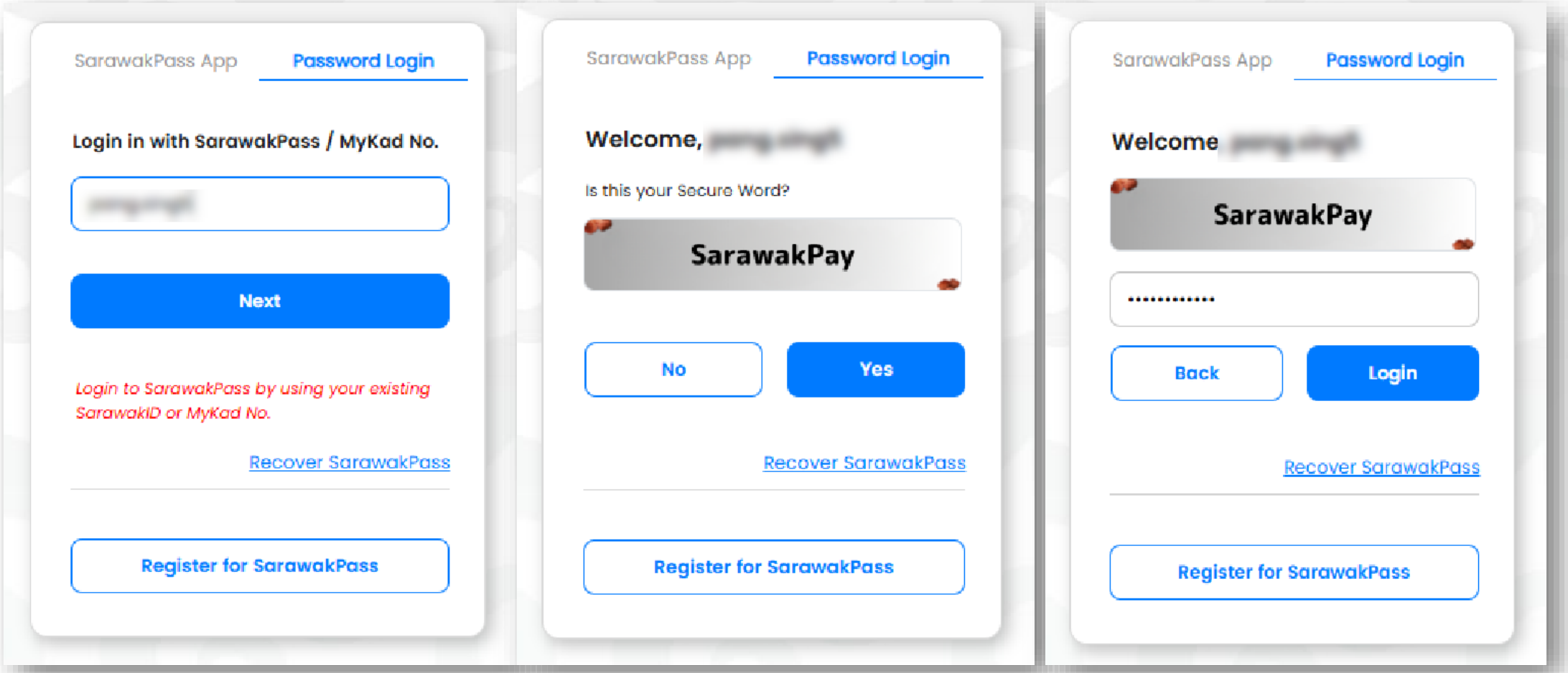
Phase 1: Identifying Your Account

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 - 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.

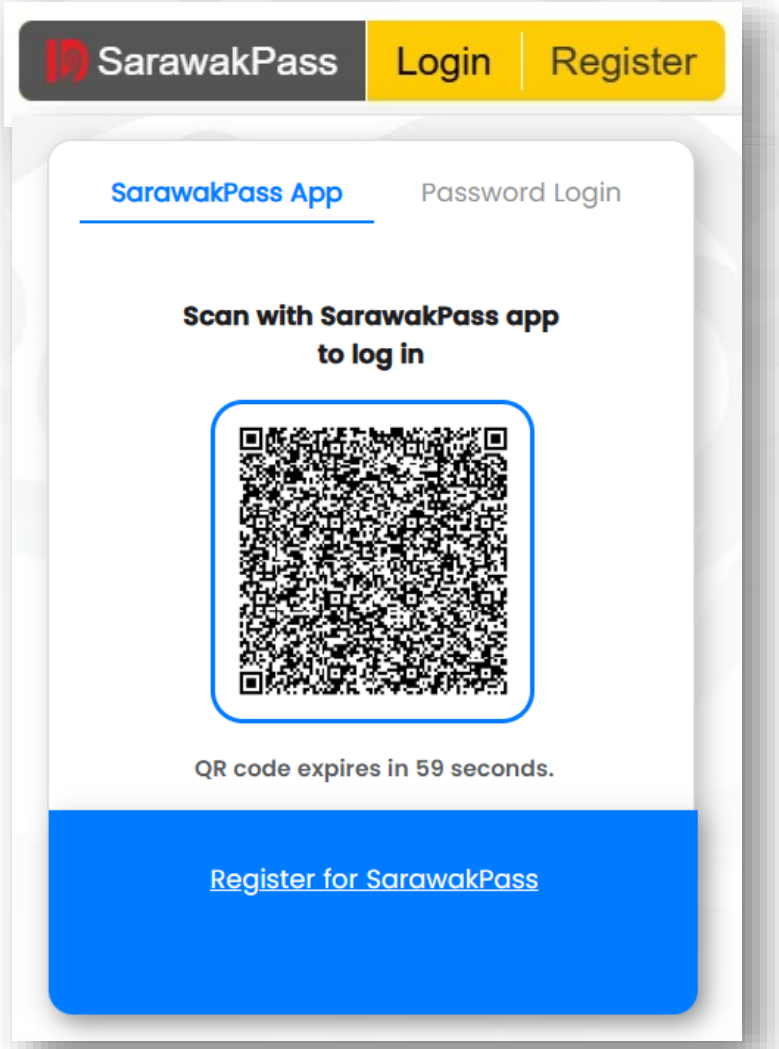
SarawakPass
Sign-in with QR Code and Biometric Verification

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.

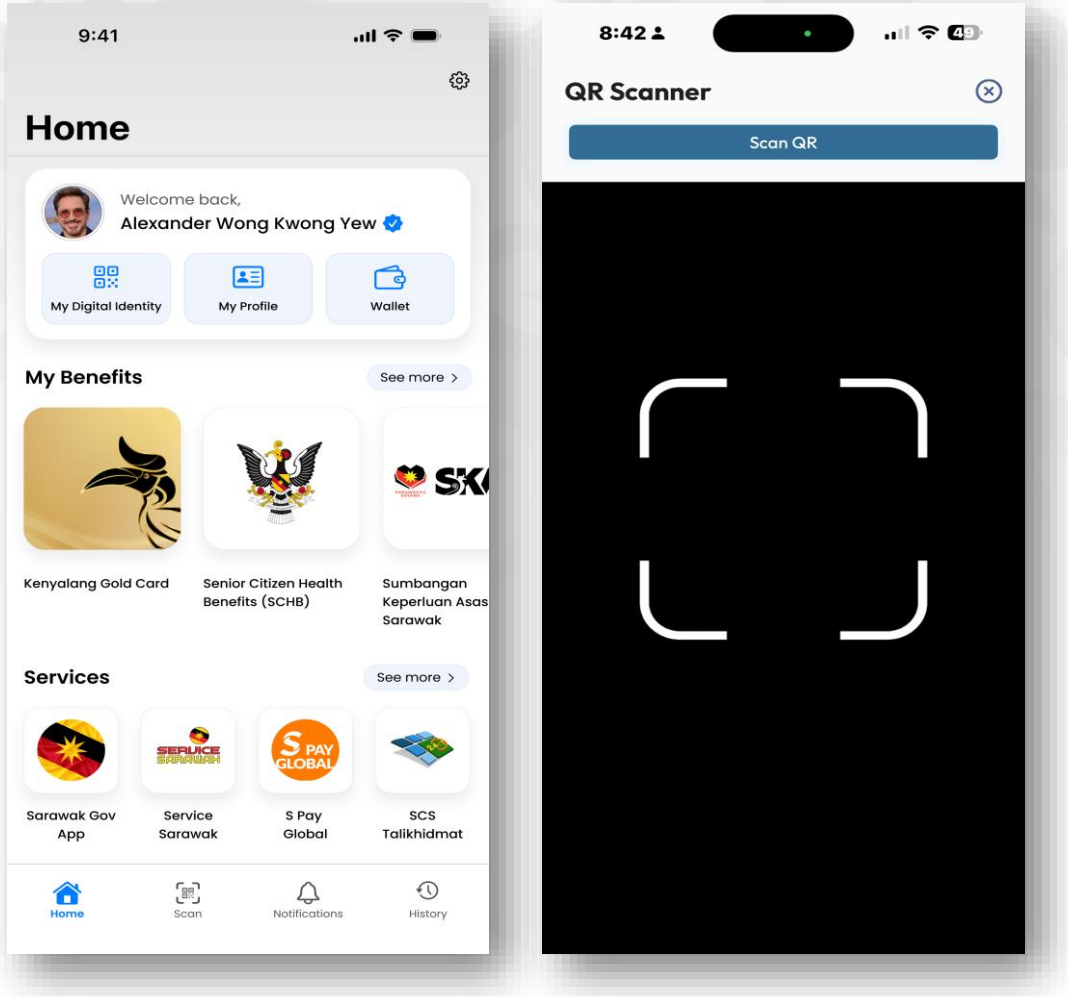


Sign-in SarawakPass with QR Code

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.

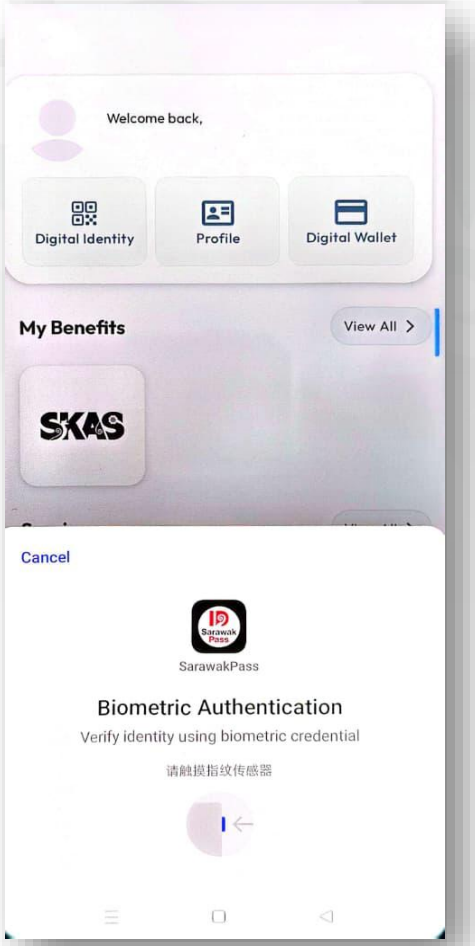
5. Point your mobile device's camera at the QR code displayed on the web screen. The scanner will automatically recognize the code.

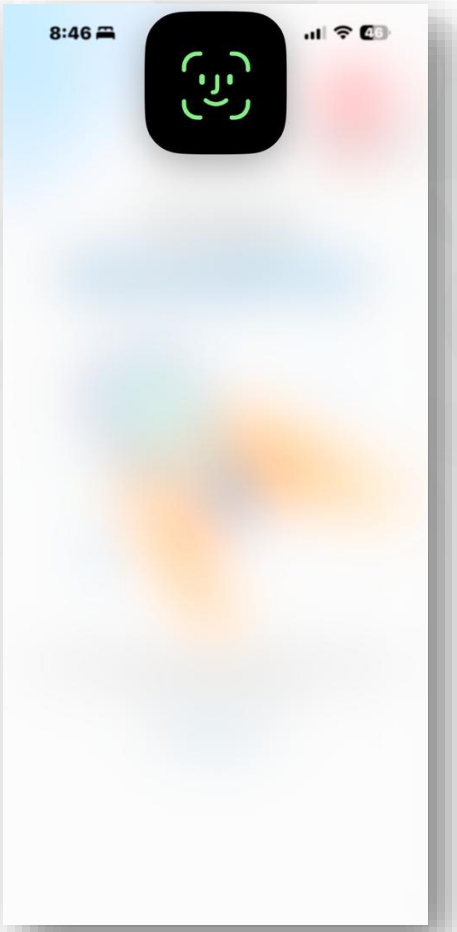


Sign-in SarawakPass with QR Code

6. To confirm the login request, the app will prompt you to authenticate your identity. (e.g., Touch the fingerprint sensor or face verification).

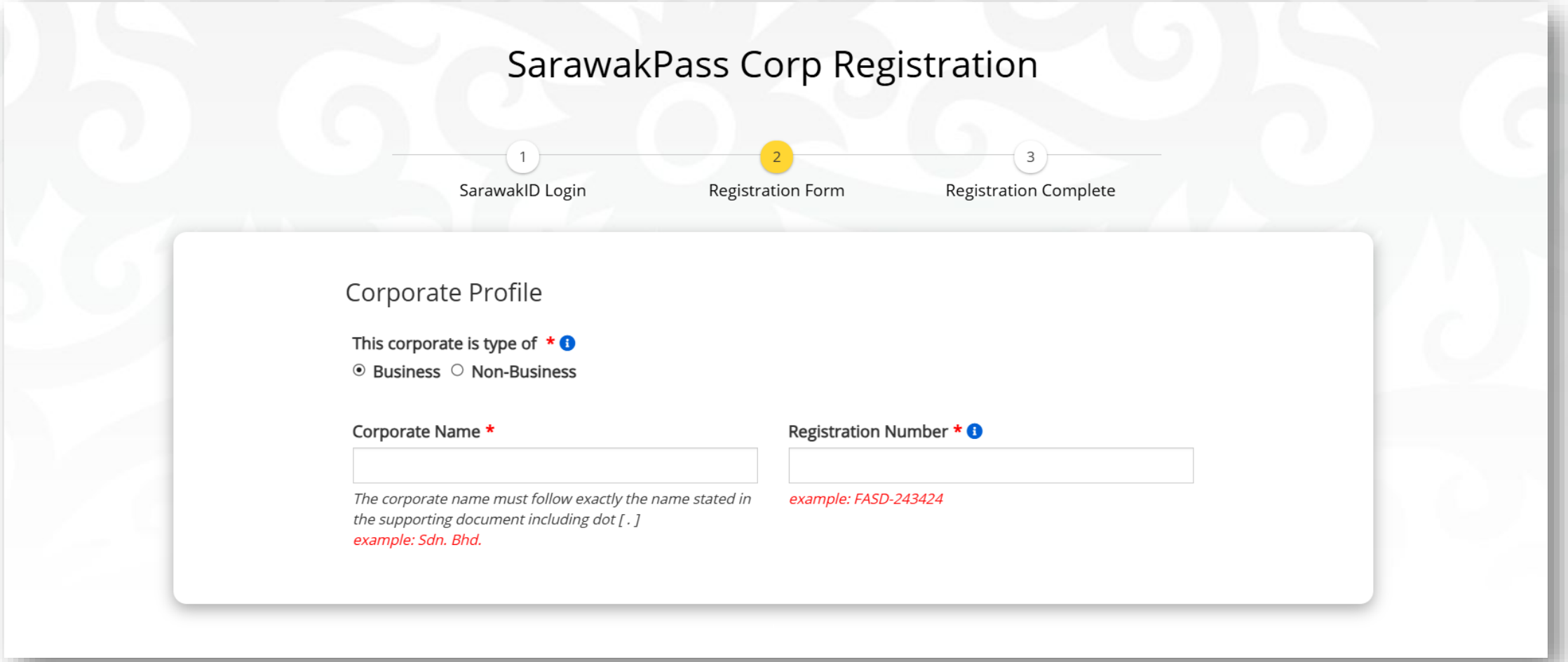
7. Once the biometric authentication is successful on the app, the web portal or application will automatically refresh and you will be logged into the requested service without having to type in your username or password.





SarawakPass Corp Account Registration

SarawakPass - Corp Account Registration



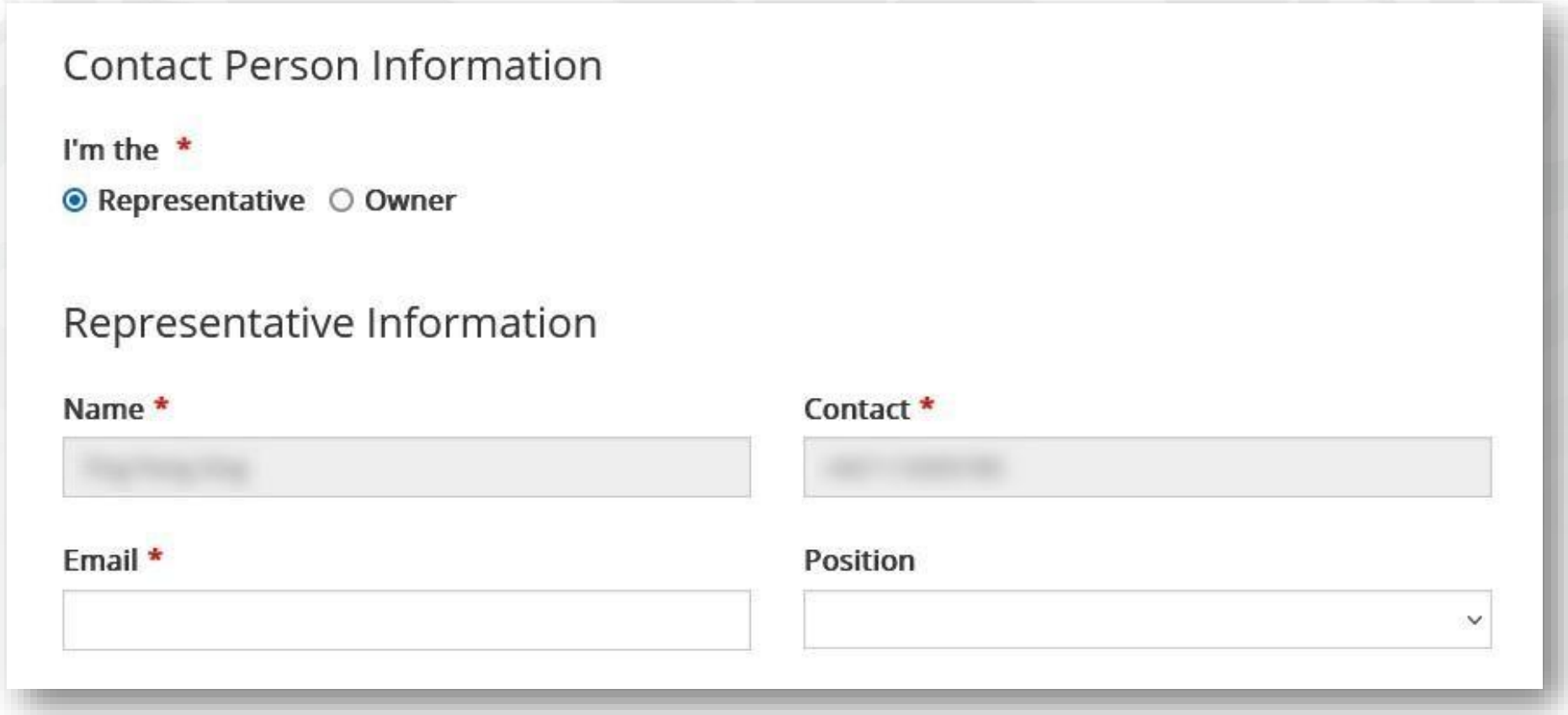
SarawakPass - Registration

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.

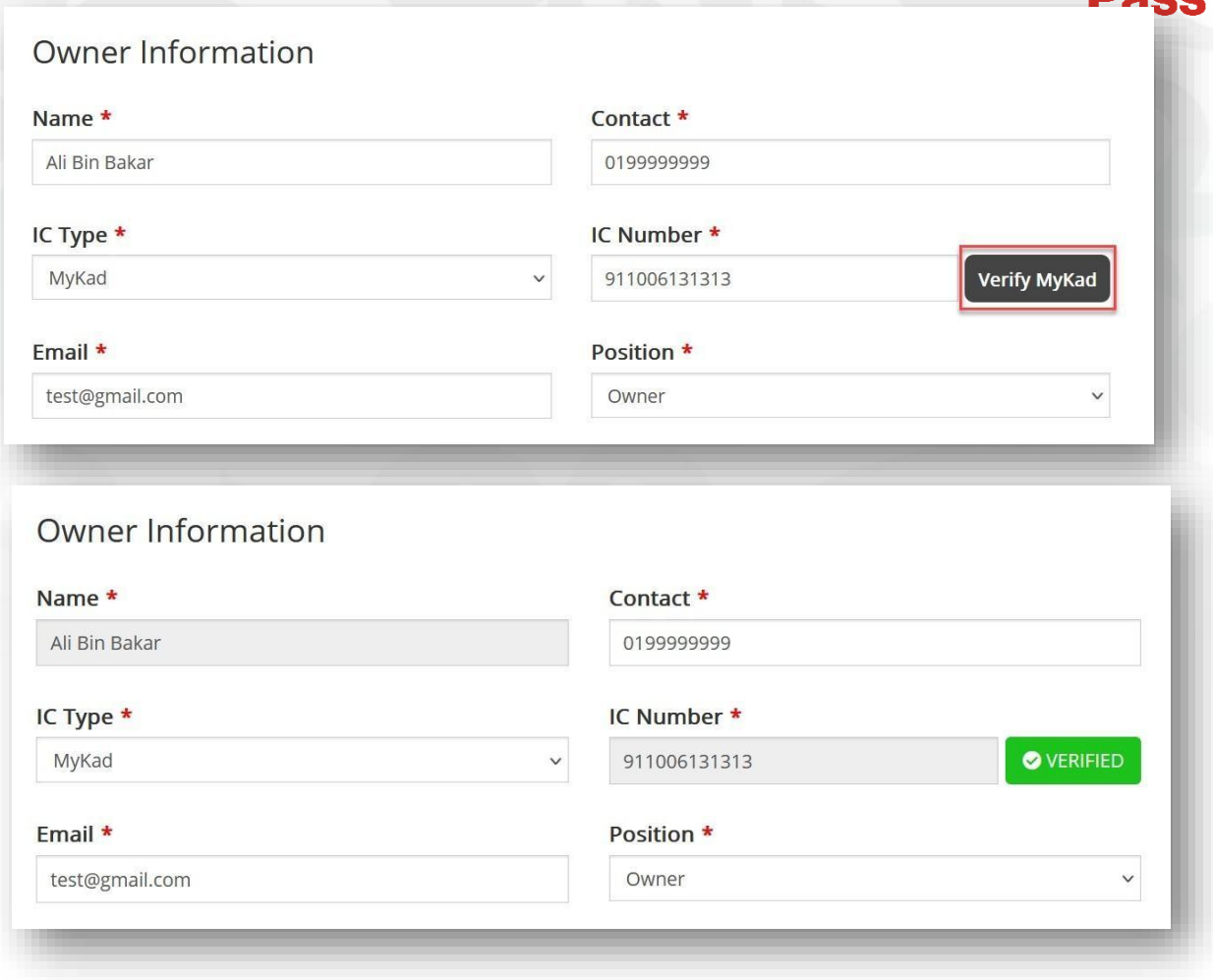
SarawakPass - Corp Account Registration



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.

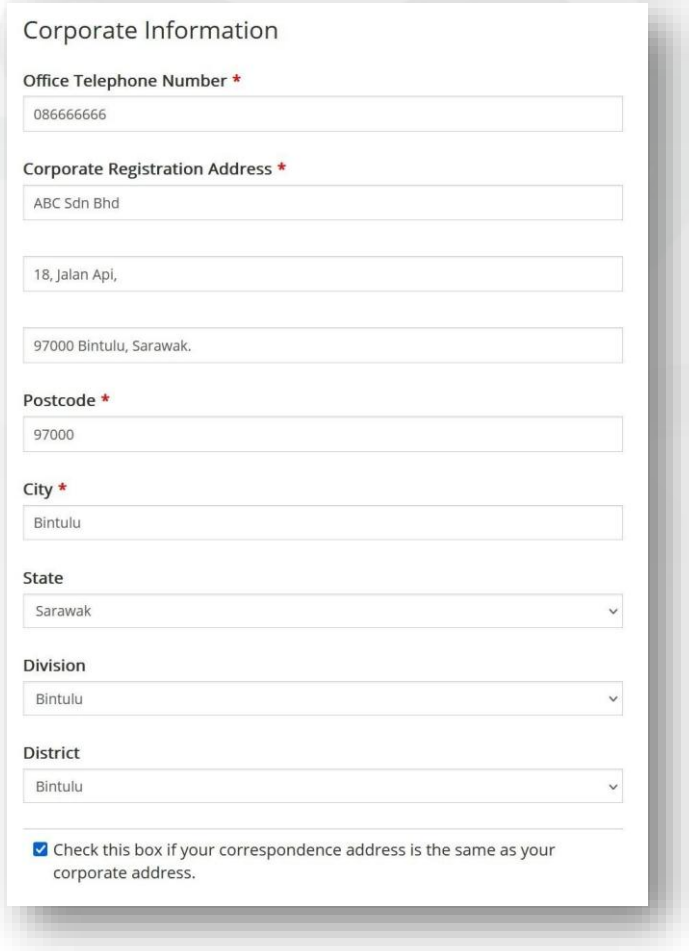
SarawakPass - Corp Account Registration

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



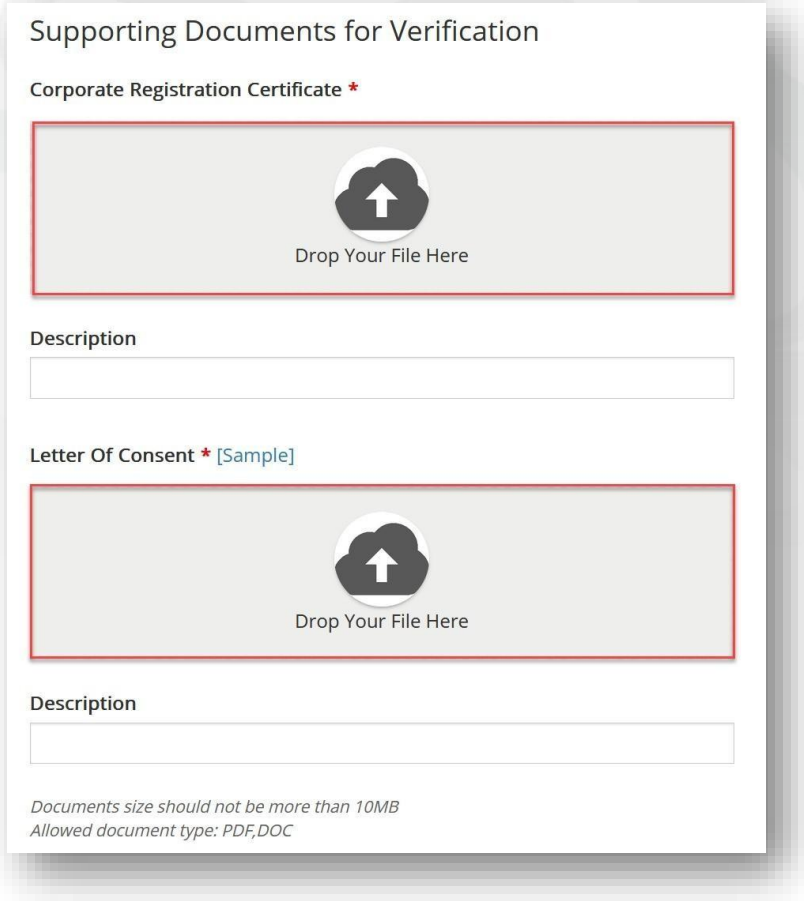
SarawakPass - Corp Account Registration

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

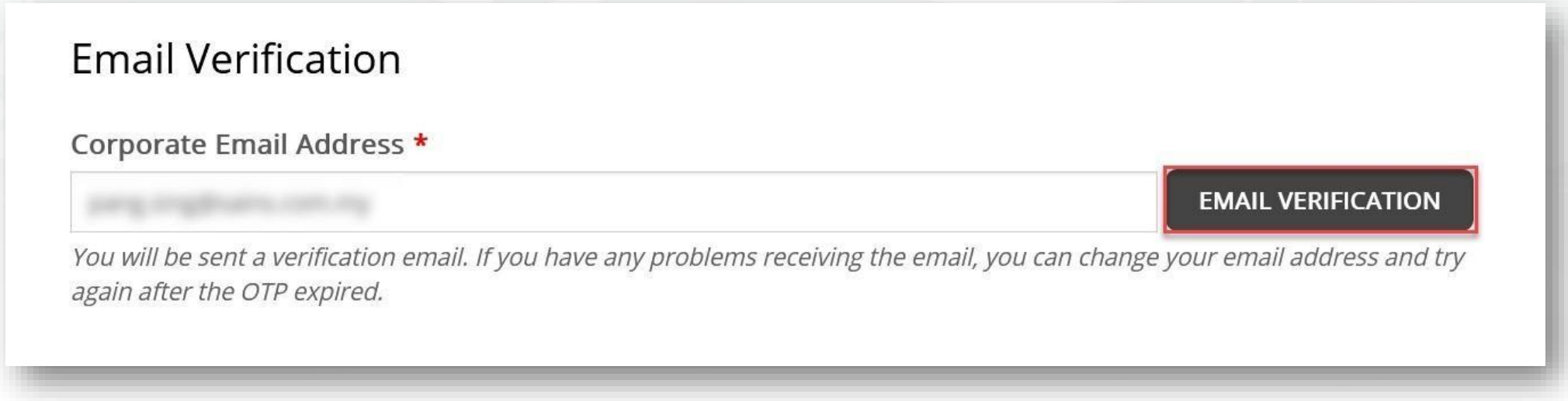


SarawakPass - Corp Account Registration

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

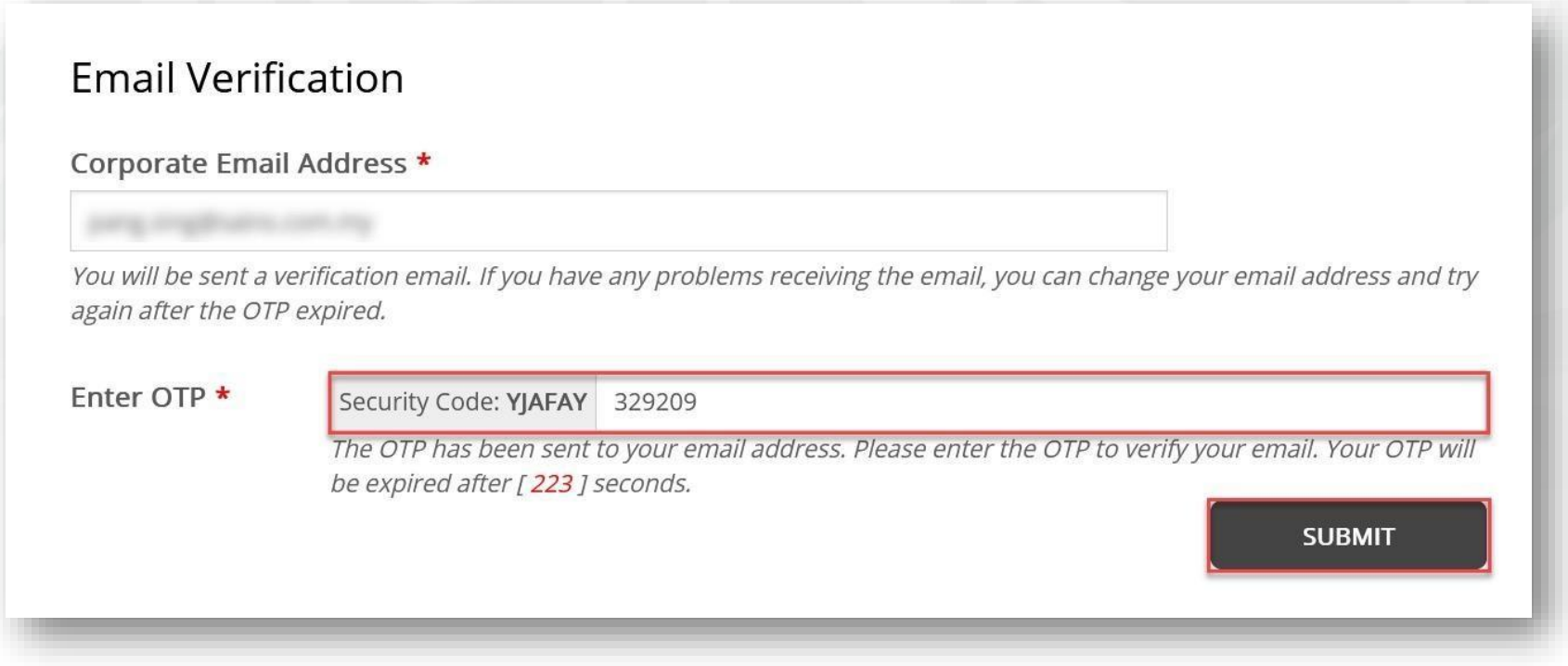


SarawakPass - Corp Account Registration



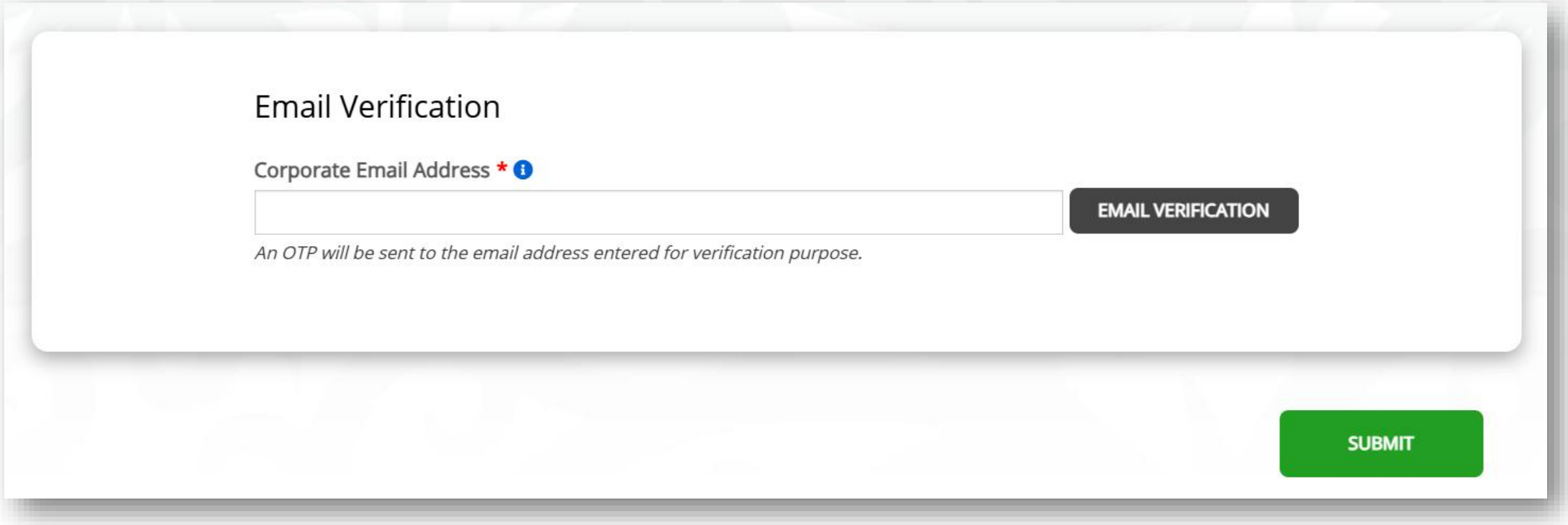
7. Input the Corporate Email Address, and then click the EMAIL VERIFICATION button to proceed.

SarawakPass - Corp Account Registration



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

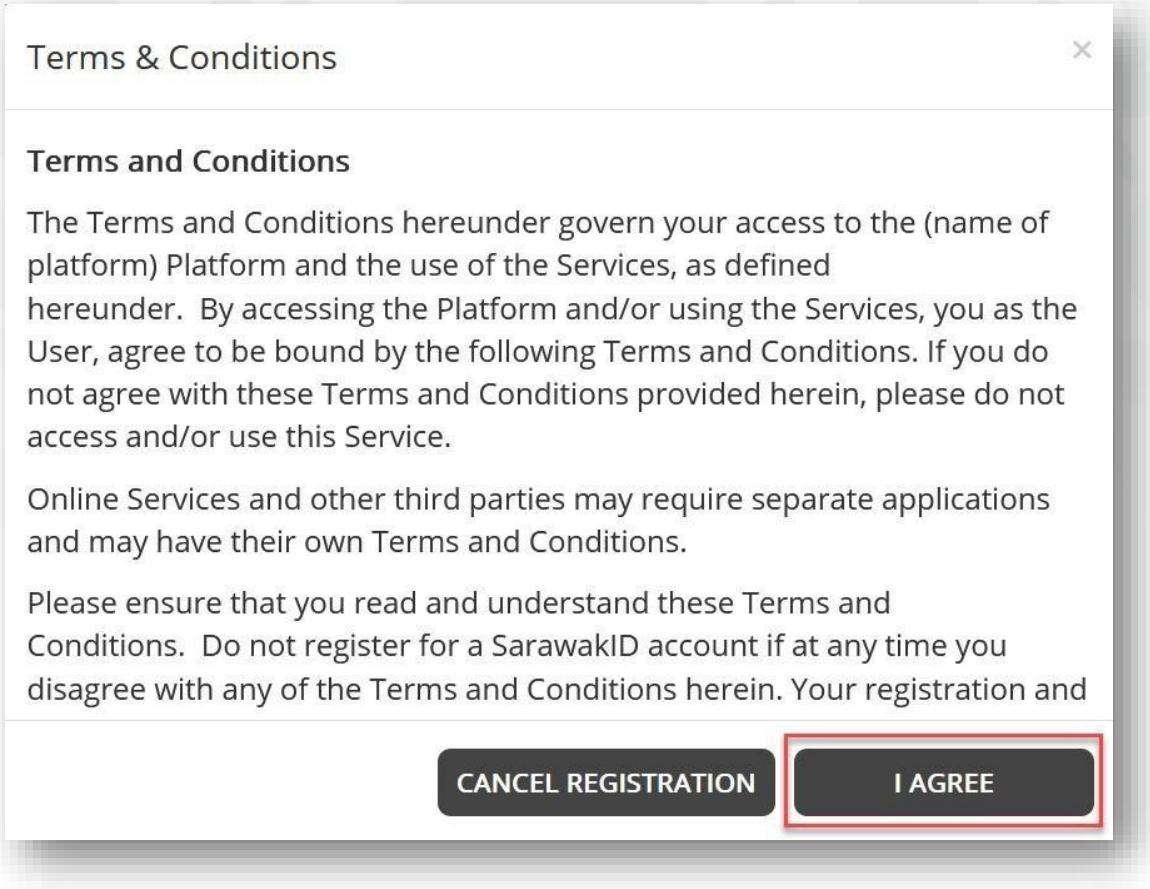
SarawakPass - Corp Account Registration



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.



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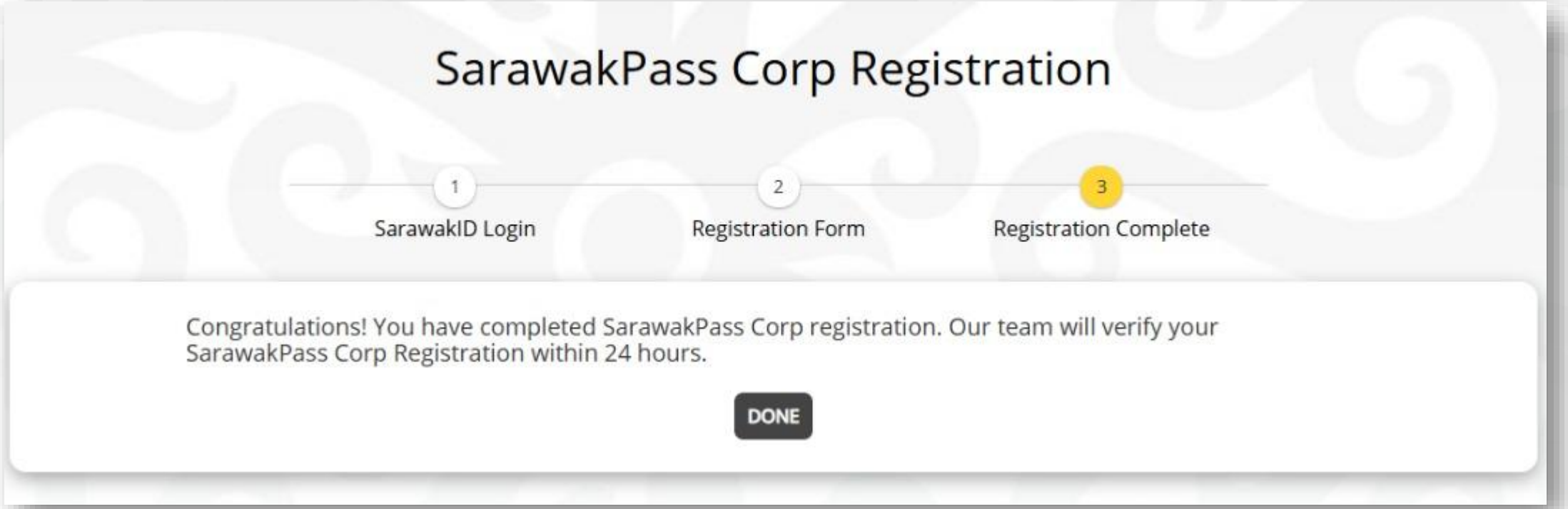

11. The registration form has been filled out and submitted for verification. An email notification will be sent to your registered email address once your SarawakID Corporate registration has been verified and approved.