



Sarawak
Pass

**SarawakPass and Corporate Account
With Web
User Guide v1.1**

User Guide Overview

1. SarawakPass Account Registration
2. Account Recovery
3. Sign in with SarawakPass
4. Corp Account Registration
5. Manage Corporate Account
 - Update Corporate Profile
 - Add Corporate Member
 - Deactivate Corporate Member

User Guide Overview

6. SarawakPass Corporate Account - FAQ

- What should I do if I forgot my Corporate Login?
- How do I remove a Corporate Member?
- How do I assign a Corporate Member as Admin?

SarawakPass Account Registration

SarawakPass - Registration



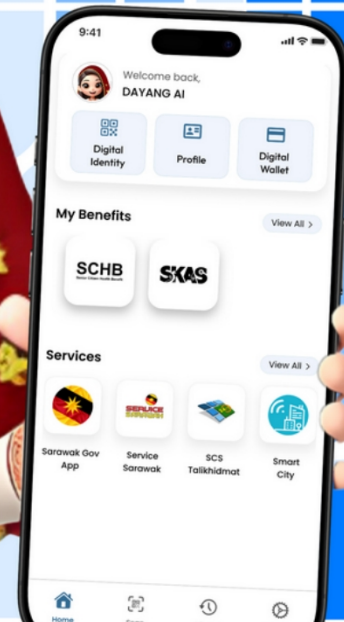
SarawakPass (Powered by SarawakID)

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

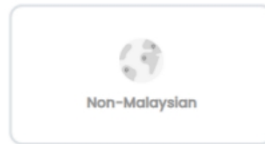
Note:

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


reCAPTCHA
[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 **XHGDQK**
(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?

SarawakPay

No

Yes

[Recover SarawakPass](#)

Register for SarawakPass

SarawakPass App

Password Login

Welcome

SarawakPay

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

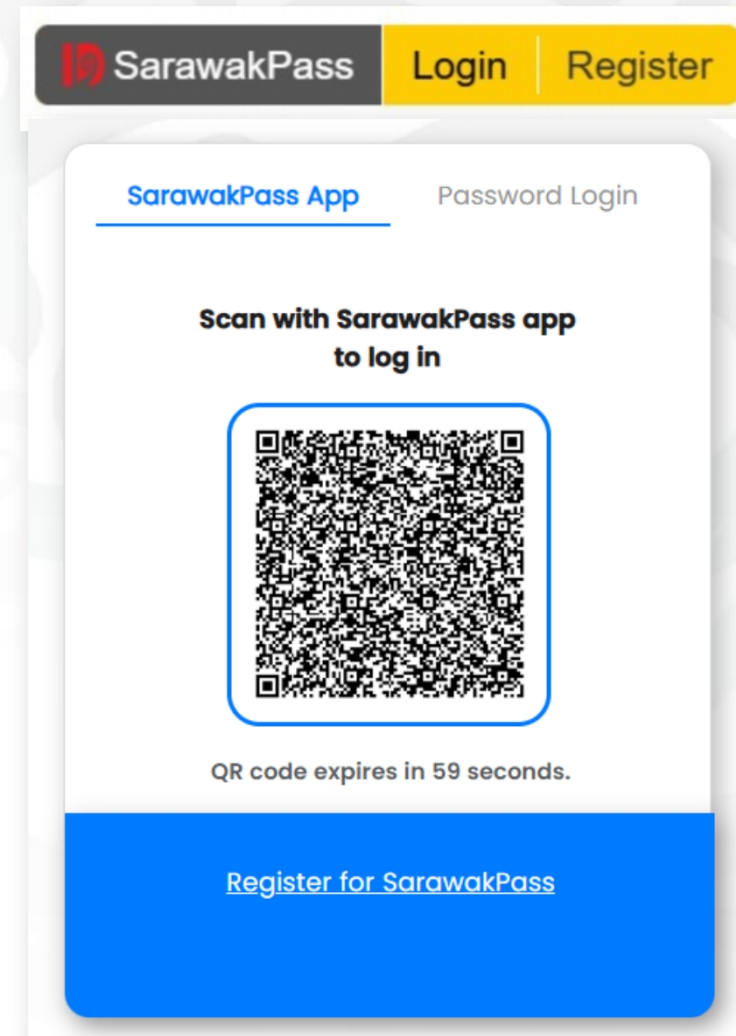
Sign-in with QR Code and Biometric Verification

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.

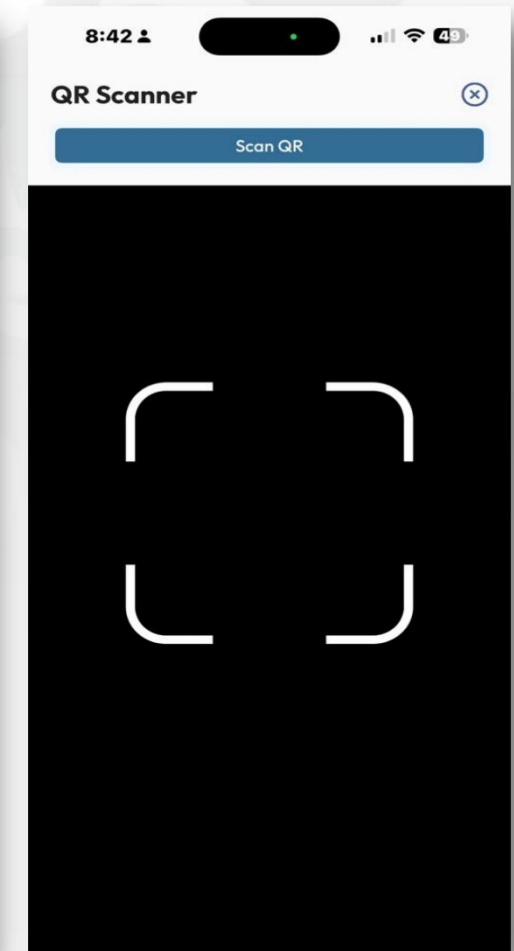
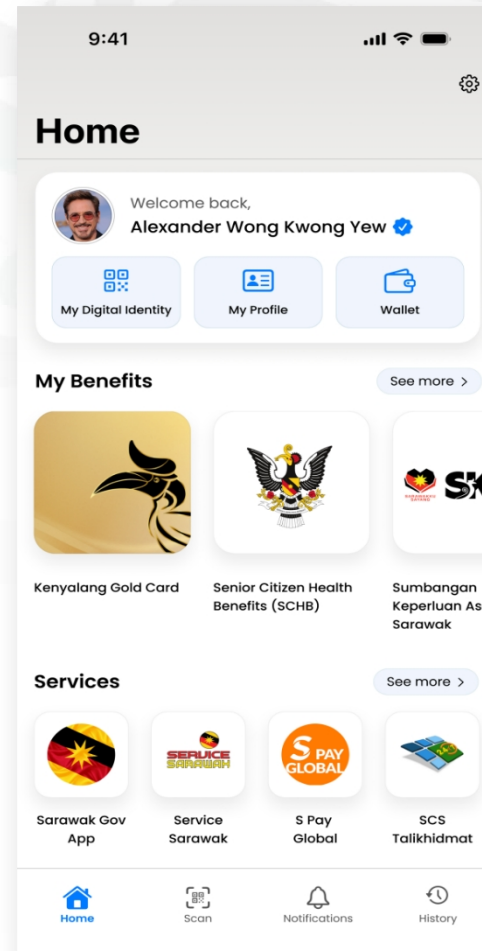
Note: This QR code usually has a short expiration time (e.g., 60 seconds) for security.



Sign-in SarawakPass with QR Code



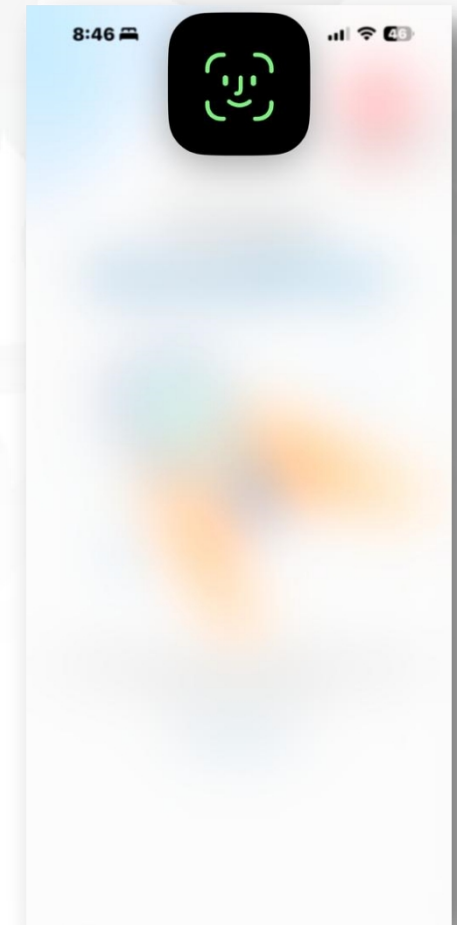
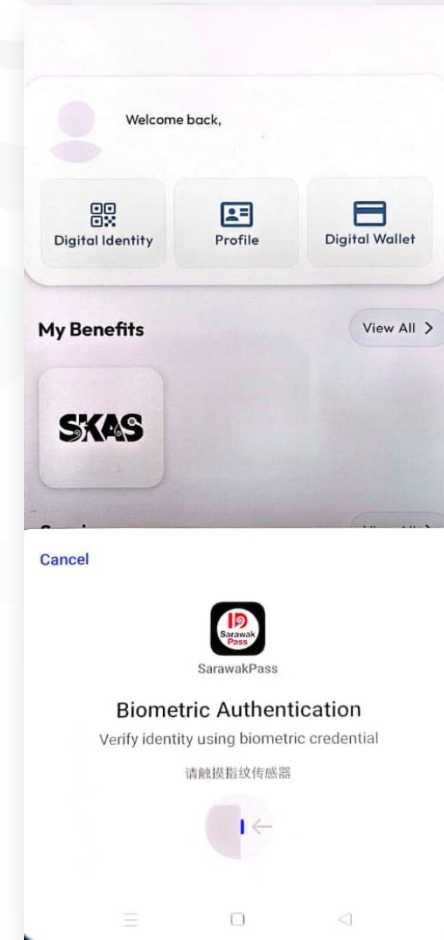
3. On your mobile device, open the SarawakPass app. You should already be logged into the app itself.
4. From the Home screen or the main navigation bar in the app, look for the Scanner Icon (next to the Home icon). Tap to open the QR Scanner.
5. Point your mobile device's camera at the QR code displayed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

1
SarawakID Login

2
Registration Form

3
Registration Complete

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 *
Email *	Position

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

Name *	Contact *
Ali Bin Bakar	0199999999
IC Type *	IC Number *
MyKad	911006131313
Email *	Position *
test@gmail.com	Owner

Verify MyKad

Owner Information

Name *	Contact *
Ali Bin Bakar	0199999999
IC Type *	IC Number *
MyKad	911006131313
Email *	Position *
test@gmail.com	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 *

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

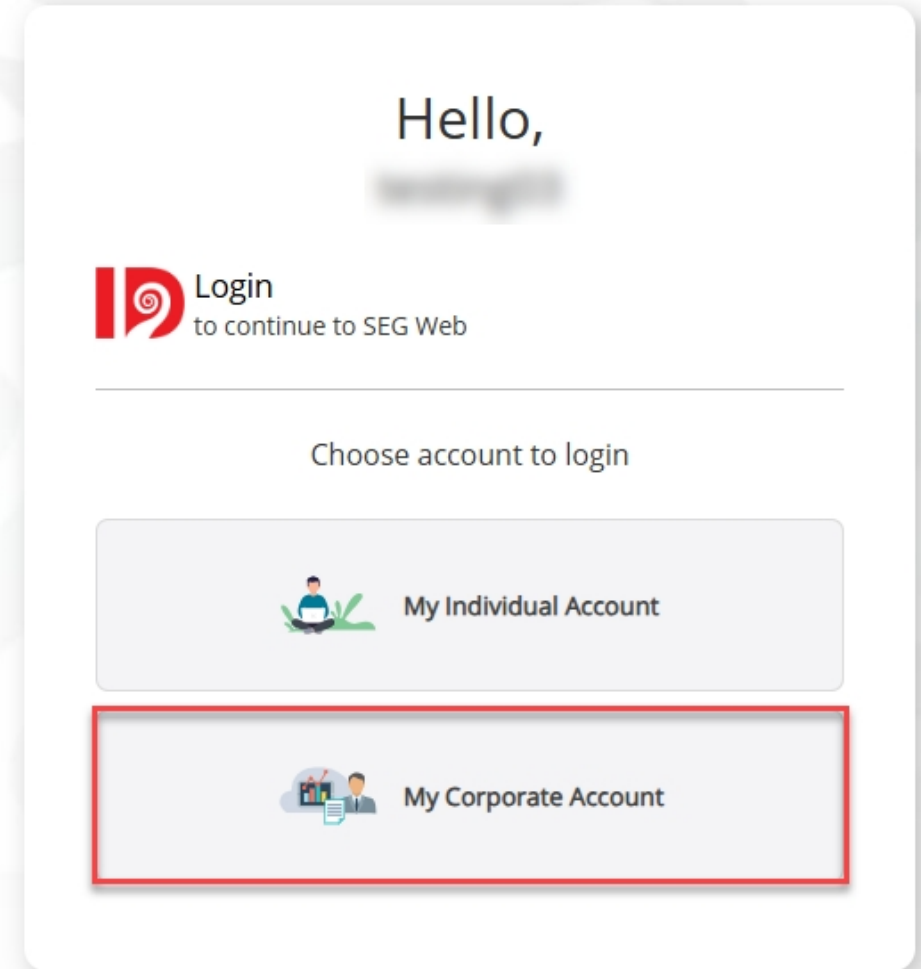
11. The registration form has been filled out and submitted for verification. An email notification will be sent to your registered email address once your SarawakID Corporate registration has been verified and approved.

SarawakPass Manage Corporate Account

Update Corporate Profile

Only users with the administrator role are authorized to update the corporate profile information.

1. Log in to your SarawakPass account and select “Login with my corporate account.”



Hello,

 Login
to continue to SEG Web

Choose account to login

 My Individual Account

 My Corporate Account

Update Corporate Profile

2. Enter your registered corporate email address and complete the OTP verification process.

Hello,
[blurred]

 Login
to continue to SEG Web

Fill in the Corporate Email to login the corporate account.

[blurred email address]

NEXT

Hello,
[blurred]

 Login
to continue to SEG Web

(Sarawak Corporate Test Sdn. Bhd.)

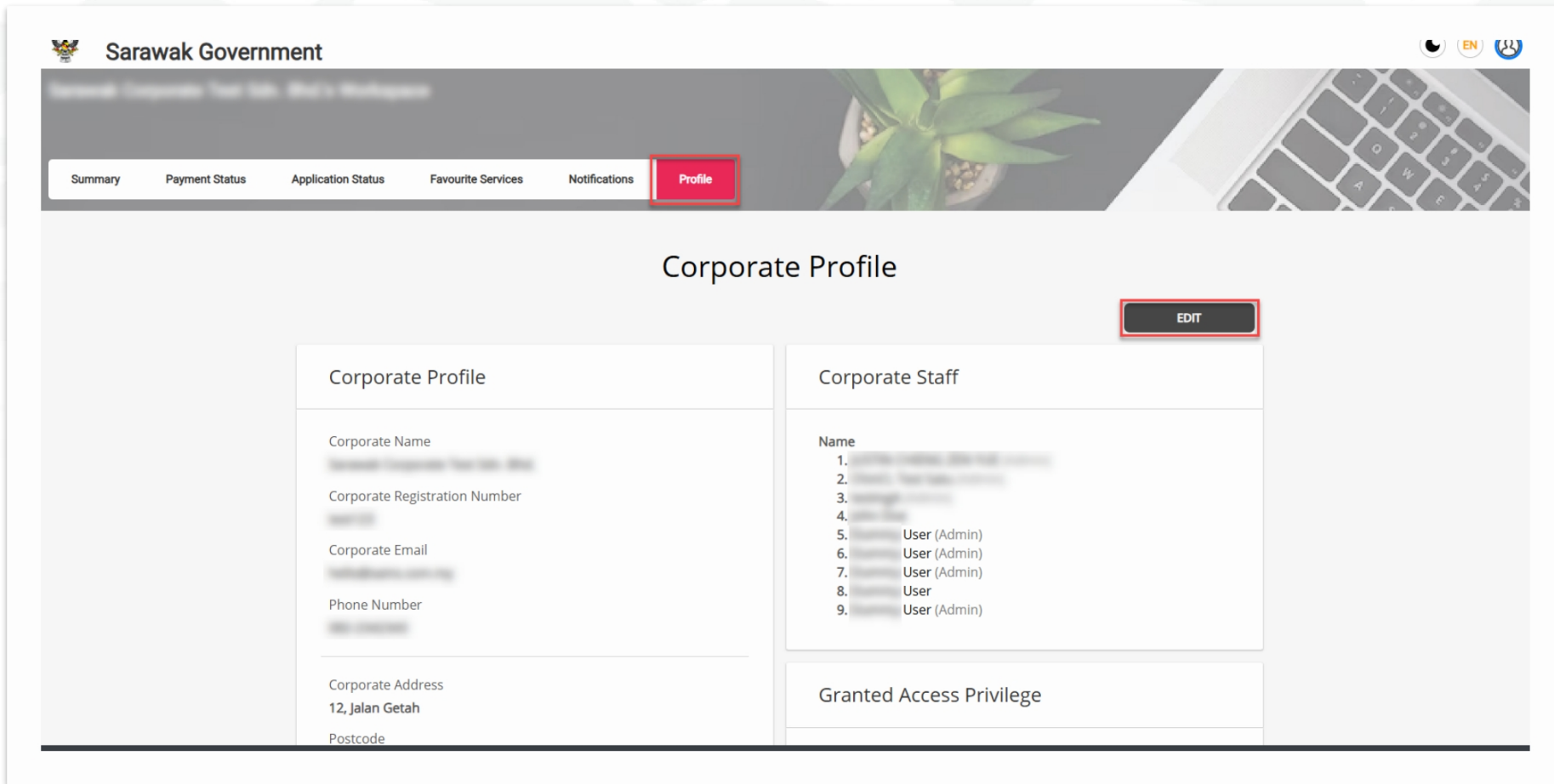
[blurred email address]

NEXT

Please enter the OTP that has been sent to your **mobile number**. Your OTP will expire in [237] seconds.

Update Corporate Profile

3. Navigate to Corp Profile and click the Edit button.



The screenshot shows the Sarawak Government website interface. At the top, the Sarawak Government logo and name are visible. Below the header, there is a navigation bar with tabs: Summary, Payment Status, Application Status, Favourite Services, Notifications, and Profile. The Profile tab is highlighted. The main content area is titled "Corporate Profile" and features an "EDIT" button. The page is divided into two columns. The left column contains the "Corporate Profile" section with fields for Corporate Name, Corporate Registration Number, Corporate Email, Phone Number, Corporate Address (12, Jalan Getah), and Postcode. The right column contains the "Corporate Staff" section with a list of staff members, including their names and roles (User or User (Admin)). Below the staff list is a section for "Granted Access Privilege".

Sarawak Government

Summary Payment Status Application Status Favourite Services Notifications Profile

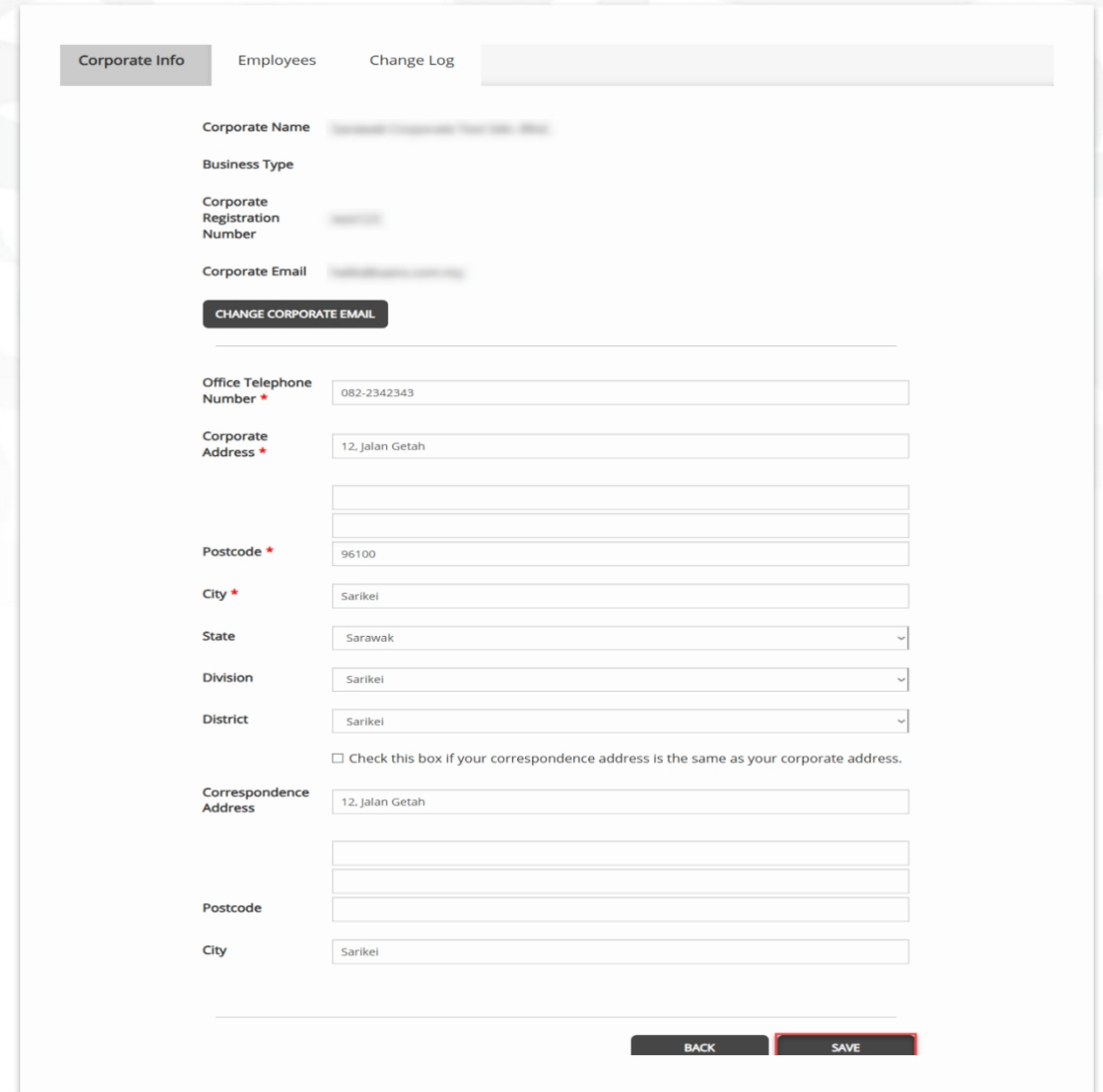
Corporate Profile

EDIT

Corporate Profile	Corporate Staff
Corporate Name Corporate Registration Number Corporate Email Phone Number Corporate Address 12, Jalan Getah Postcode	Name - User (Admin) - User (Admin) - User (Admin) - User - User (Admin) Granted Access Privilege

Update Corporate Profile

4. Under the Corporate Info tab, update the required information accordingly and click Save to apply and confirm the changes.



The screenshot shows the 'Corporate Info' tab of the Sarawak Pass profile update interface. The form contains the following fields and sections:

- Corporate Info** (Active tab), Employees, Change Log
- Corporate Name: [Text field]
- Business Type: [Text field]
- Corporate Registration Number: [Text field]
- Corporate Email: [Text field]
- CHANGE CORPORATE EMAIL** (Button)
- Office Telephone Number *: [Text field with value 082-2342343]
- Corporate Address *: [Text field with value 12, Jalan Getah]
- Postcode *: [Text field with value 96100]
- City *: [Text field with value Sarikei]
- State: [Dropdown menu with value Sarawak]
- Division: [Dropdown menu with value Sarikei]
- District: [Dropdown menu with value Sarikei]
- ☐ Check this box if your correspondence address is the same as your corporate address.
- Correspondence Address: [Text field with value 12, Jalan Getah]
- Postcode: [Text field]
- City: [Text field with value Sarikei]
- BACK** and **SAVE** (Buttons)

Add Corporate Member

Only users with the administrator role are authorized to manage corporate account member.

To add new members to the corporate account, please follow the steps below:

1. Navigate to the Employee tab and click Add.

Corporate Profile

Corporate Info

Employees

Change Log

Name	Position	Validity Date	Authorisation Letter	Action
Mr. John Doe	CEO	27/04/2050	-	Edit Add Delete List
Mr. John Doe	-	14/04/2026	-	
Mr. John Doe	-	14/04/2026	-	
Mr. John Doe	-	14/04/2026	-	
Mr. John Doe	-	14/04/2026	-	
Mr. John Doe	-	14/04/2026	-	
Mr. John Doe	-	14/04/2026	-	
Mr. John Doe	-	14/04/2026	-	
Mr. John Doe	-	14/04/2026	-	
Mr. John Doe	-	14/04/2026	-	

⏮

⏪

Page 1 of 2

⏩

⏭

ADD

Add Corporate Member

Add User

SarawakPass *

CHECK ID

☐ Admin

SarawakID user found. Please make sure this is the correct user before you proceed.

Name:

Email:

Validity Date *

14/04/2026

Position *

Authorisation Letter *

Drop Your File Here

ADD

CANCEL

Add Corporate Member

2. Enter the SarawakPass username you wish to add, then click Check ID.

Note: The SarawakPass account must be verified via the SarawakPass app before it can be added to the corporate account.

3. Select the appropriate role:

Tick the Admin checkbox to assign administrator access, or Leave it unticked to assign the Employee role.

4. Set the validity date for the account access.

Note: This determines the access period for the user.

The system will automatically deactivate access once the validity date has been reached.

5. Select the user's position.

6. Upload the required authorisation letter.

7. Click Add to complete the process.

Deactivate Corporate Member

To deactivate members in corp account, please follow the steps below:

1. Navigate to the Employee tab, then click the Deactivate button next to the employee you wish to deactivate.

Corporate Profile					
Corporate Info	Employees	Change Log			
Name	Position	Validity Date	Authorisation Letter	Action	
	-	14/04/2026	-	 Deactivate	
	-	14/04/2026	-		
	Owner	07/04/2025	-		

Deactivate Corporate Member

2. Click the Yes button to confirm and proceed with the deactivation.

Corporate Profile

Are you sure you want to **DEACTIVATE** this employee?

 (Admin)

Change Role of the Corporate member

To change or assign roles for employee members in the corporate account:

1. Under the Employees tab, click the Edit Role button to change the user role between Admin and Employee.

Corporate Info

Employees

Change Log

Name	Position	Validity Date	Authorisation Letter	Action
[REDACTED]	CEO	27/04/2050	-	 Edit Role
[REDACTED]	-	16/04/2026	-	
[REDACTED]	-	16/04/2026	-	
[REDACTED]	-	16/04/2026	-	

Deactivate Corporate Member

2. Click the Yes button to confirm and proceed with the user role change.

Are you sure you want to edit the ROLE of this employee?

REMOVE as admin for

[REDACTED]

Are you sure you want to edit the ROLE of this employee?

SET as admin for

[REDACTED]

SarawakPass Corporate Account FAQ

FAQ - What should I do if I forgot my Corporate Login?



Please submit a request via the Contact Centre Log Form ([Link](#)).

Required information:

- Name
- MyKad
- Corporate Name
- Corporate Registration Certificate
- Letter of Consent (If representative) ([Sample](#))

A screenshot of the 'sains' Contact Centre 'Report a Problem' form. The form is titled 'Contact Centre Report a Problem' and includes a header with a home icon, 'Report a Problem', and 'Check Case Status'. The form fields include: 'Reported By *', 'Email *', 'Tel. No. *', 'Organisation *' (a dropdown menu showing 'EG Application User / SarawakPass User'), 'Location *', 'Type *' (with radio buttons for Application, Network, Hardware, and Others), 'Please specify application name *', and 'Attachments' with a 'Browse +' button. The 'sains' logo is visible in the top left corner of the form area.

FAQ - How do I inactive Corporate Member?

This can be done by the Corporate Admin directly.

If there is no active admin or the admin is no longer available:
Please submit a request via the Contact Centre Log Form ([Link](#)).

Required information:

- Name
- MyKad
- Corporate Name
- Corporate Registration Certificate
- Letter of Consent (If representative) ([Sample](#))

FAQ - How do I assign a Corporate Member as Admin?

This can be done by the existing Corporate Admin.

If there is no active admin or the admin is no longer available:
Please submit a request via the Contact Centre Log Form ([Link](#)).

Required information:

- Name
- MyKad
- Corporate Name
- Corporate Registration Certificate
- Letter of Consent (If representative) ([Sample](#))