



Sarawak
Pass

SarawakPass With Mobile App

User Guide v1.0

User Guide Overview

1. SarawakPass Account Registration
2. Sign In into SarawakPass App
3. Sign In with QR Code and Biometric Verification
4. Change Password
5. Recover Username via SarawakPass App
6. Recover Password via SarawakPass App

- ① Please check that you fulfil the following requirements:
 - The minimum required version is iOS 15 for Apple devices and Android 9 for Android devices.
 - The SarawakPass app is now installed on your mobile device.

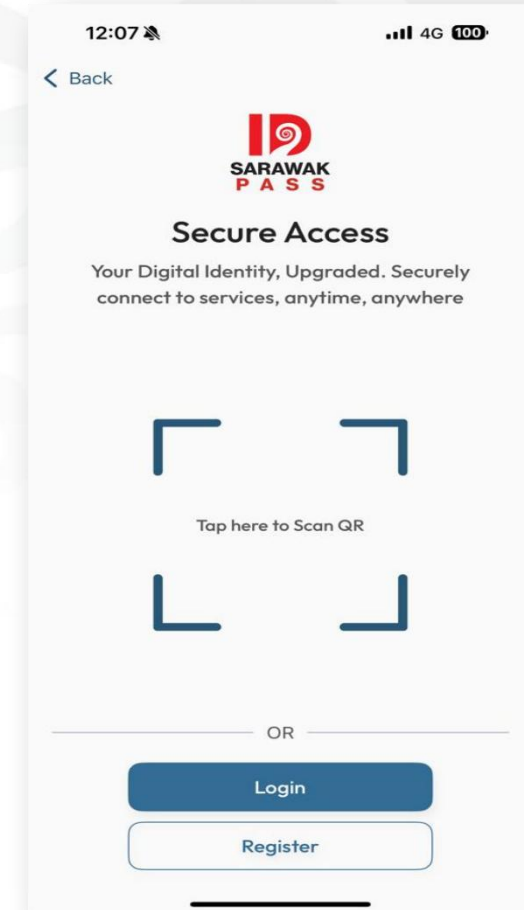
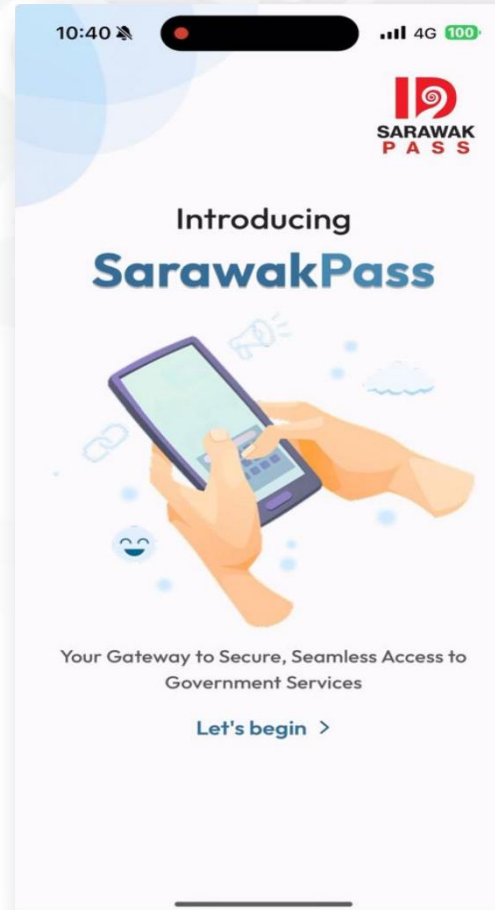
- ① You can now install the SarawakPass app from the Apple App Store for iOS, the Google Play Store for Android, and the Huawei AppGallery for HarmonyOS.

SarawakPass Account Registration

SarawakPass App - Registration



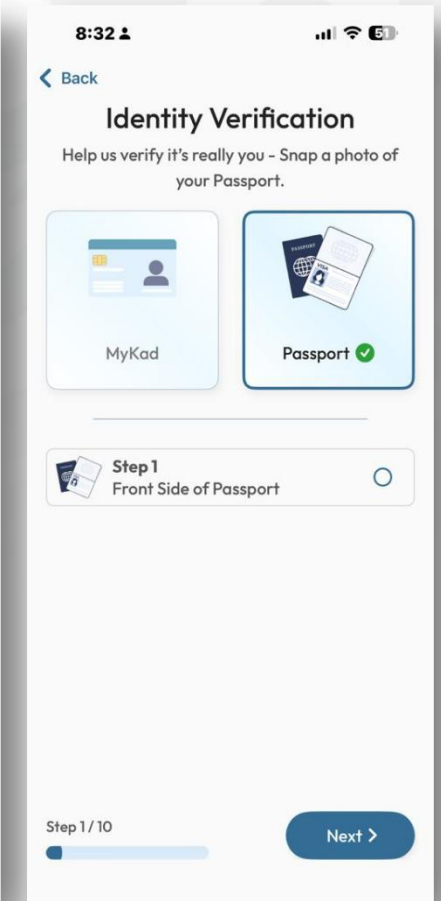
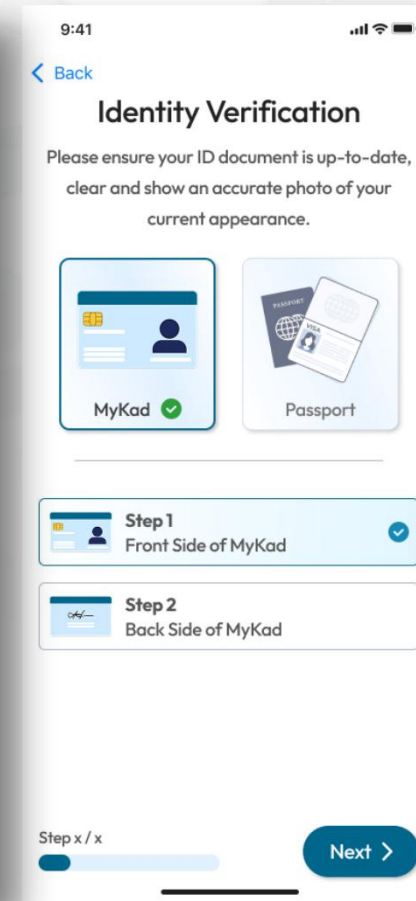
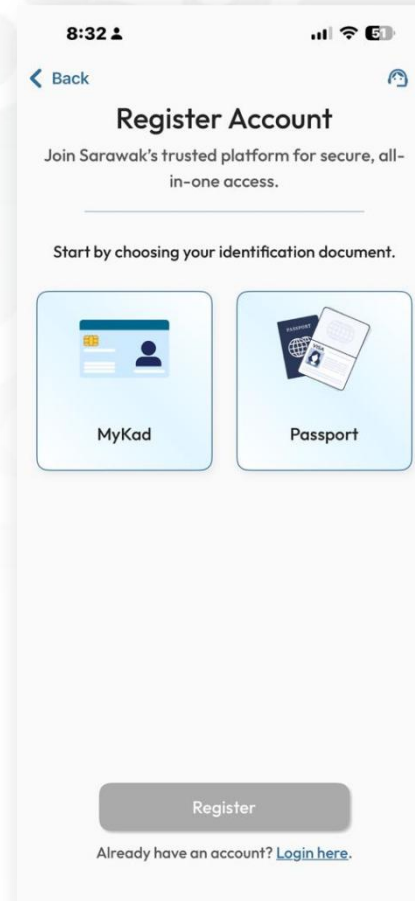
1. Open the SarawakPass app and Tap "Let's Begin".
2. On the Secure Access screen, Tap the "Register" button at the bottom.



SarawakPass App - Registration



3. On the Register Account screen, choose your identification document: MyKad (for Malaysians) or Passport (for Non Malaysian).
4. Follow the prompts to capture images of your document (e.g., Step 1: Front Side of MyKad, Step 2: Back Side of MyKad or Step 1: Front Side of Passport). Tap "Next".



SarawakPass App - Registration



5. Confirm your details and ensure all the auto filled information are correct. Tap "Next".

A screenshot of the SarawakPass app's 'Profile Setup' screen. The screen is white with a blue header bar containing a back arrow and the word 'Back'. Below the header, the title 'Profile Setup' is centered, followed by the instruction 'Please provide your details and contact information.' and a blue person icon. The form contains several input fields: 'MyKad' with the value '010819-13-5555', 'Full Name' with the value 'Charlotte Covey Smith', and 'Address' with four lines of input. A checkbox is present next to the address section with the text 'Check this box if your correspondence address matches your residential address'. At the bottom, there is a progress indicator showing 'Step x / x' and a blue 'Next >' button.

SarawakPass App - Registration



6. On the Secure Your Account screen, choose a strong password that meets the criteria:
 - At least 8 characters long.
 - At least one number (0–9).
 - At least one lowercase letter (a–z).
 - At least one uppercase letter (A–Z).
 - At least one special character (e.g., @, #, \$).
7. Username: Your MyKad or Passport number will be listed as your default username.
8. Enter your New Password and Re-enter to confirm. Tap "Next".

A screenshot of the SarawakPass app's 'Secure Your Account' registration screen. The screen shows a list of password requirements, all of which are checked with green checkmarks. Below this, there are input fields for 'Username' (pre-filled with '010819-13-5555') and 'New Password' (with a strength indicator of 'Strong'). A 'Re-enter New Password' field is also present, with a 'Passwords Match' confirmation. At the bottom, there is a progress bar labeled 'Step x / x' and a 'Next >' button.

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Secure Your Account

Create a strong password to protect your account.

- ✓ At least 8 characters long
- ✓ At least one number (0–9)
- ✓ At least one lowercase letter (a–z)
- ✓ At least one uppercase letter (A–Z)
- ✓ No special characters

Username

010819-13-5555

New Password

Enter your new password

Strength: Strong

Re-enter New Password

Confirm your new password

Passwords Match

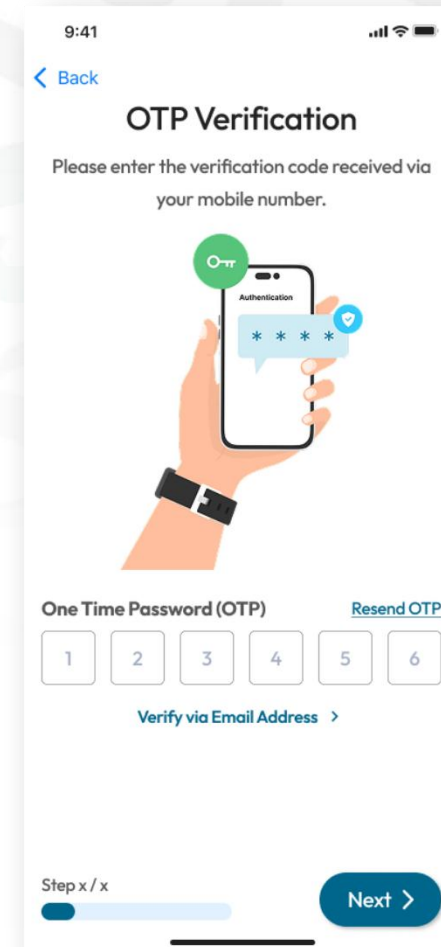
Step x / x

Next >

SarawakPass App - Registration



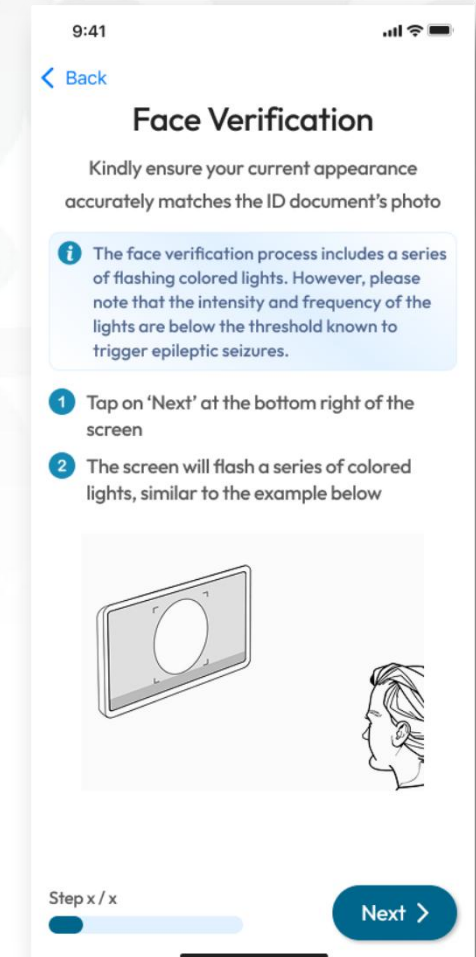
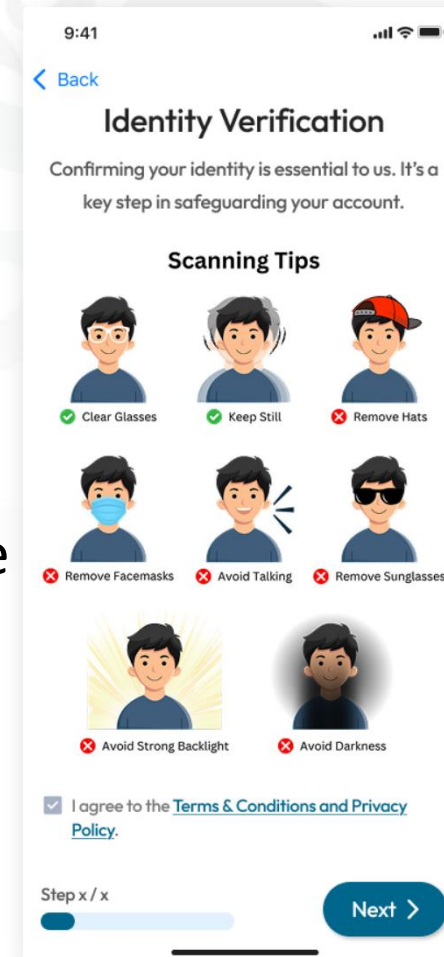
9. A One-Time Password (OTP) will be sent to your registered mobile number.
10. Enter the 6-digit OTP received.
Alternatively, you can also Tap "Verify via Email Address" if you didn't receive the SMS. Tap "Next".

A screenshot of the SarawakPass app's OTP Verification screen. The screen is white with a blue header bar containing a back arrow and the word 'Back'. Below the header, the title 'OTP Verification' is centered. Underneath, a message reads: 'Please enter the verification code received via your mobile number.' An illustration of a hand holding a smartphone is shown, with a green circle containing 'OTP' and a blue circle containing a checkmark. Below the illustration, the text 'One Time Password (OTP)' is displayed, followed by a row of six input boxes numbered 1 to 6. To the right of the input boxes is a link that says 'Resend OTP'. Below the input boxes is a link that says 'Verify via Email Address >'. At the bottom of the screen, there is a progress indicator showing 'Step x / x' and a blue button labeled 'Next >'. The status bar at the top shows the time as 9:41 and signal strength indicators.

SarawakPass App - Registration



11. Review the Scanning Tips to ensure a successful face scan (avoid hats, glare, etc.).
12. Check the box: "I agree to the Terms & Conditions and Privacy Policy." Tap "Next".
13. The app will initiate the Face Verification process. Position your face as instructed in the frame. The system uses a sequence of colored lights to verify your identity against your ID document photo.
14. Once the verification is successful, you have completed the eKYC portion. Tap "Next".



SarawakPass App - Registration



15. You will be prompted to set a 6-digit PIN Code.

16. The PIN must follow rules (e.g., cannot be sequential like 123456, no single repetition like 666666).

17. Enter the New PIN Code and Confirm PIN Code. Tap "Next".

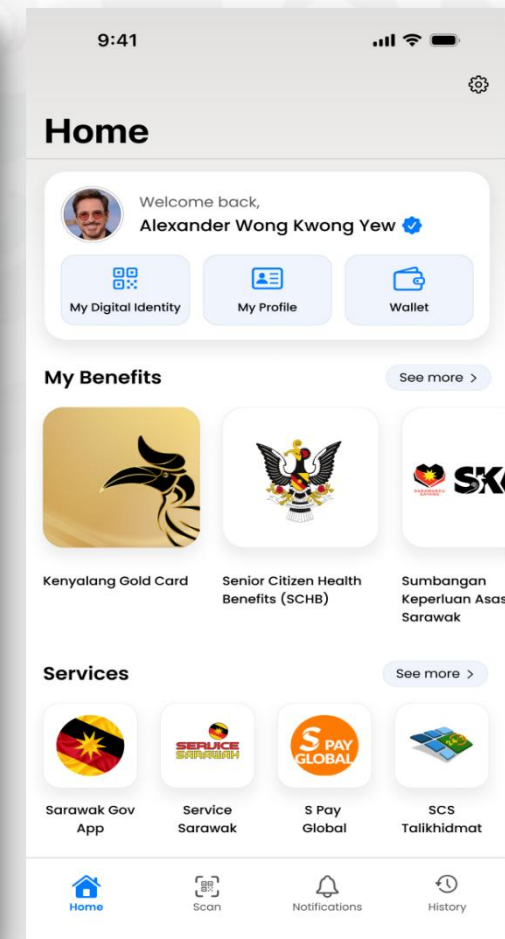
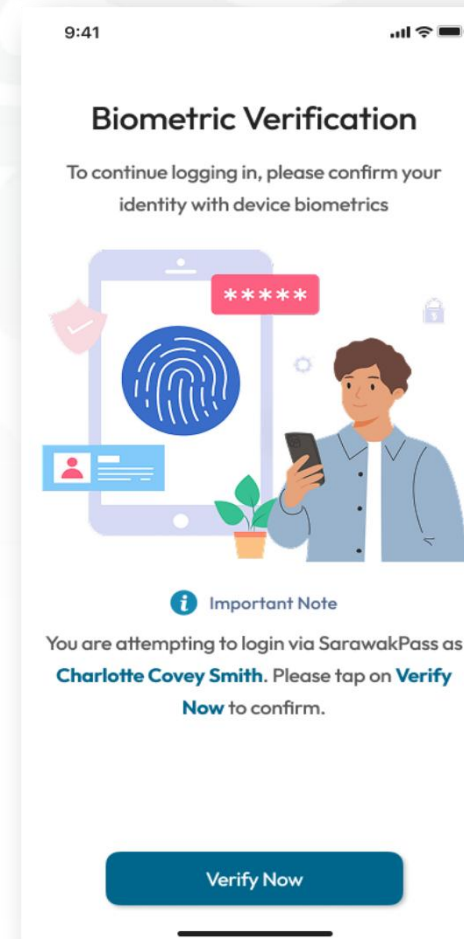
A screenshot of the SarawakPass app's 'Setup PIN Code' screen. The screen is white with a blue header bar containing a back arrow and the word 'Back'. The title 'Setup PIN Code' is in bold black text. Below the title, a message reads: 'Keep your account secure by setting up a strong your PIN code.' A blue shield icon with a checkmark is displayed. Below the icon, a row of six blue asterisks represents the PIN input field. A light blue box contains three checkmarks and their corresponding rules: 'Must be 6 digits long', 'Cannot be sequential (e.g. 123456)', and 'No repetition of a single digit (e.g. 666666)'. Below this, there are two sections: 'New PIN Code' and 'Confirm PIN Code', each with a row of six input boxes. At the bottom, there is a progress indicator showing 'Step x / x' and a blue 'Next >' button.

SarawakPass App - Registration



18. The app will ask to confirm your identity for biometrics. Tap "Verify Now" to set up Fingerprint or Face ID for future logins.

19. Upon successful setup, you will land on the Home screen, which displays your benefits and services.

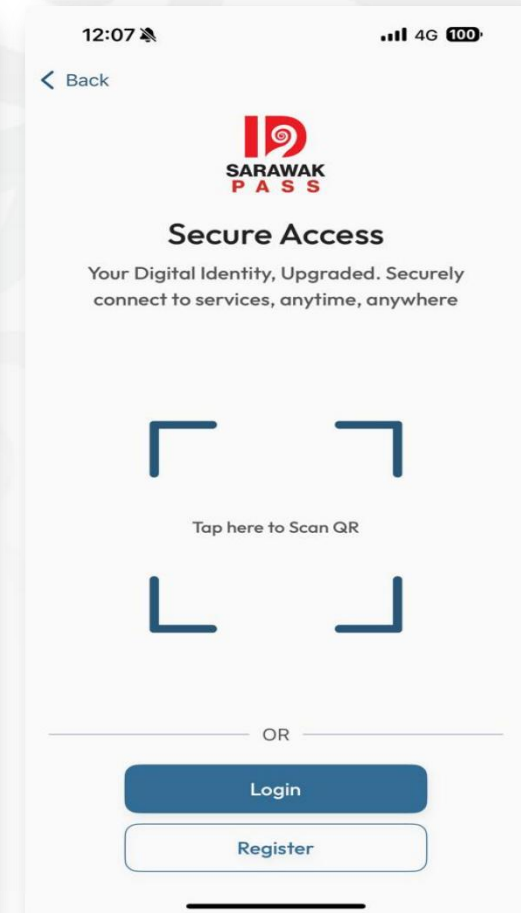
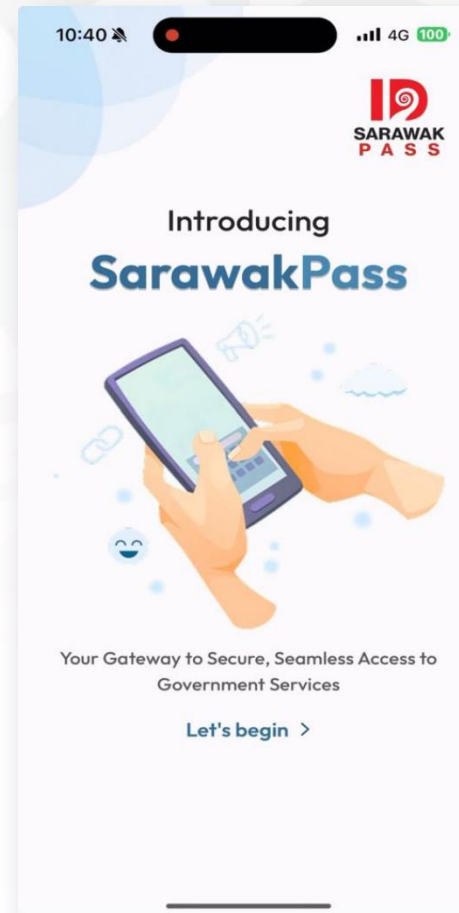


Sign-in SarawakPass App

Sign-in SarawakPass App

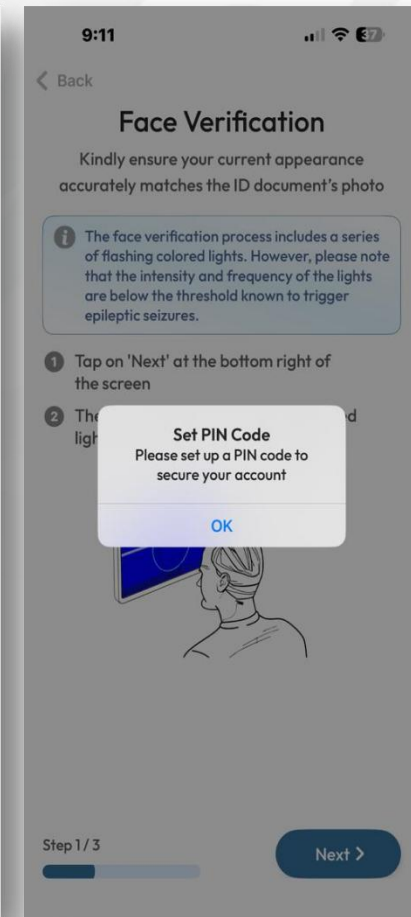
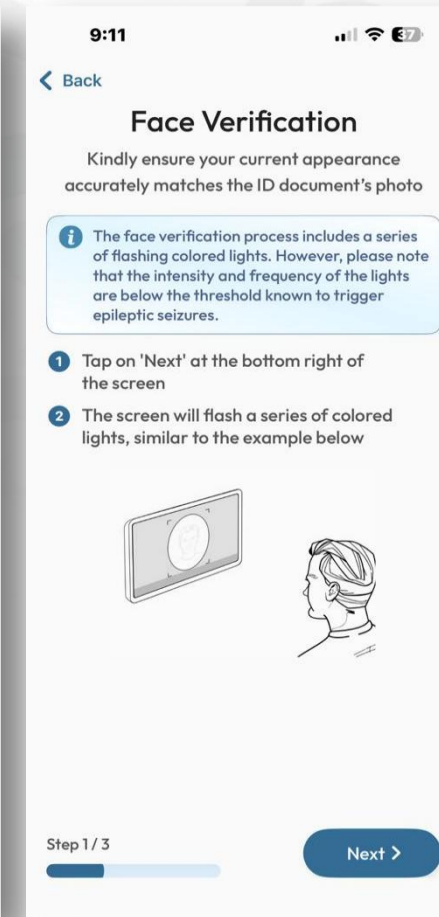
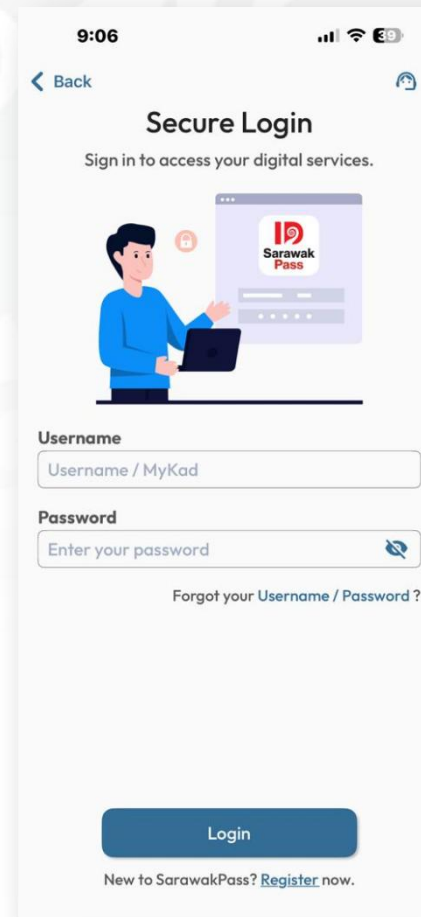


1. Tap "Let's begin" , then select "Login".



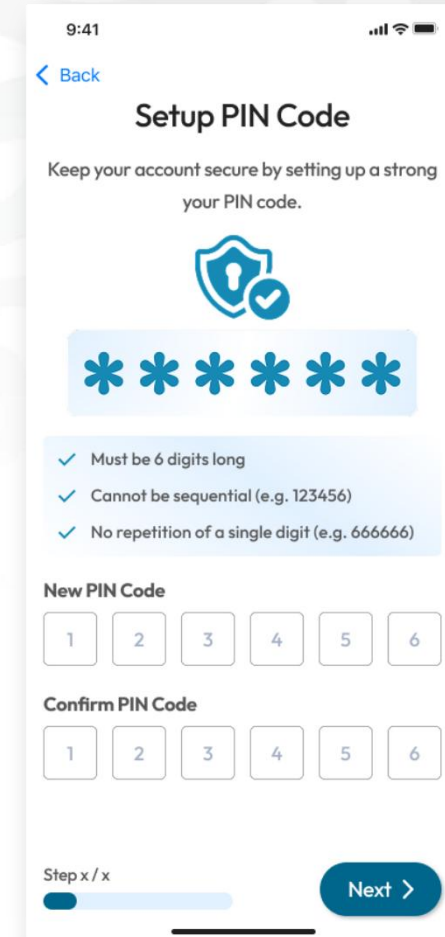
Sign-in SarawakPass App

2. Enter your username and password, then Tap the "Login" button to continue.
3. The app will initiate the Face Verification process. Tap "Next" and position your face as instructed in the frame.
4. Once the verification is successful, you will be prompted to set a 6-digit PIN Code.



Sign-in SarawakPass App

5. The PIN must follow rules (e.g., cannot be sequential like 123456, no single repetition like 666666).
6. Enter the New PIN Code and Confirm PIN Code. Tap "Next".




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Setup PIN Code

Keep your account secure by setting up a strong
your PIN code.



- ✓ Must be 6 digits long
- ✓ Cannot be sequential (e.g. 123456)
- ✓ No repetition of a single digit (e.g. 666666)

New PIN Code

1 2 3 4 5 6

Confirm PIN Code

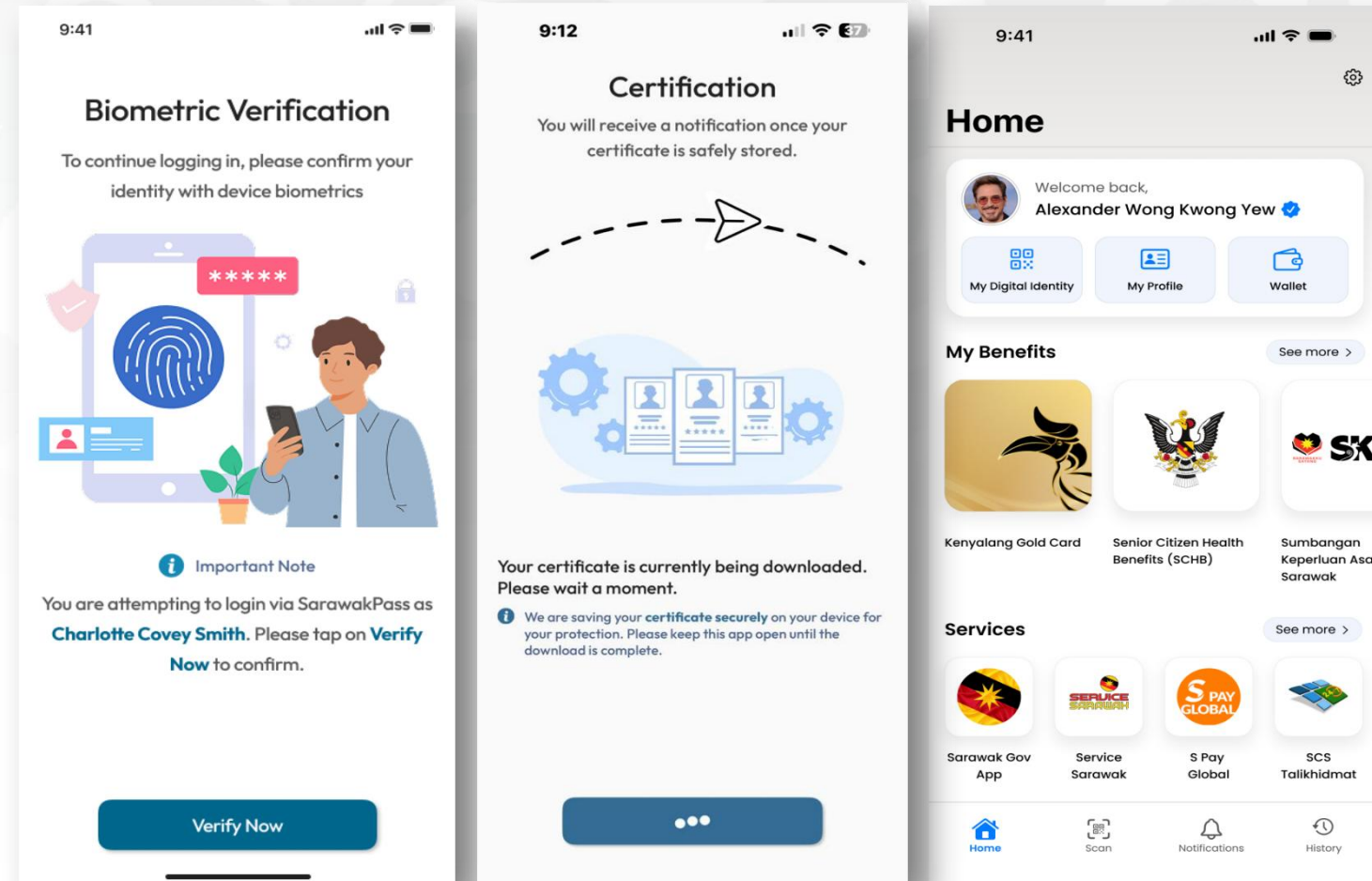
1 2 3 4 5 6

Step x / x

Next >

Sign-in SarawakPass App

7. The app will ask to confirm your identity for biometrics. Tap "Verify Now" to set up Fingerprint or Face ID for future logins.
8. Upon completion of the certification setup process, you will be directed to the Home screen, where you can access your benefits and services.



SarawakPass

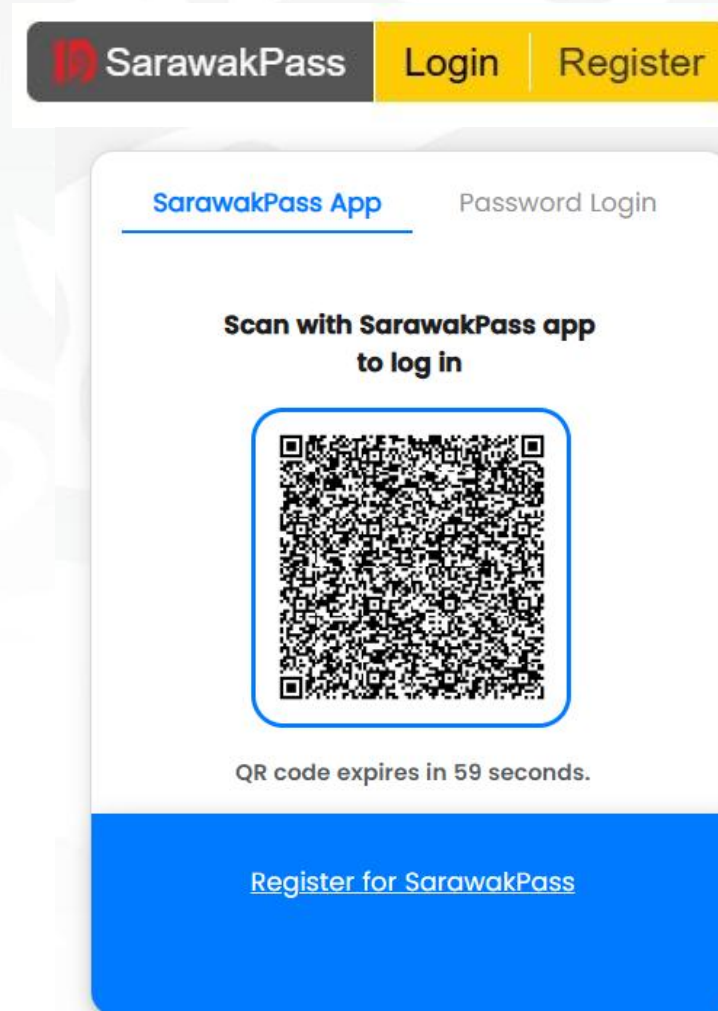
Sign-in with QR Code and Biometric Verification

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.

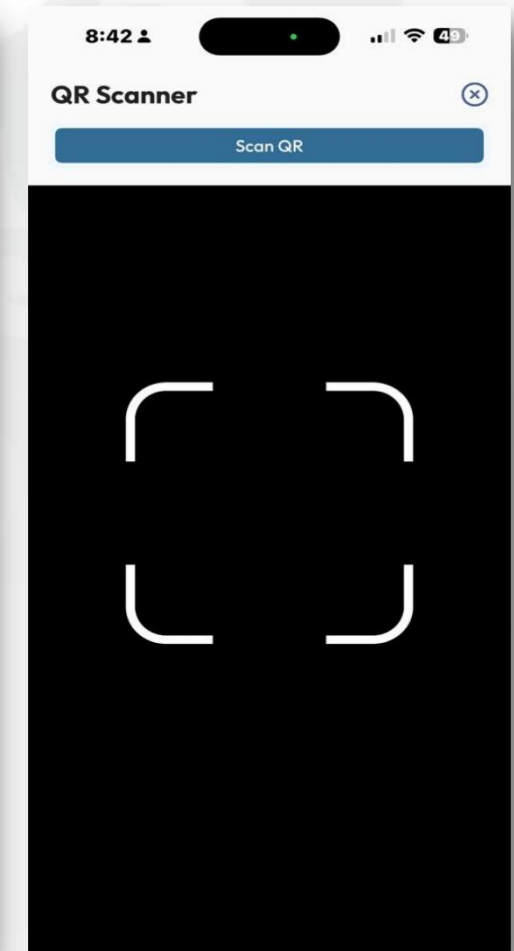
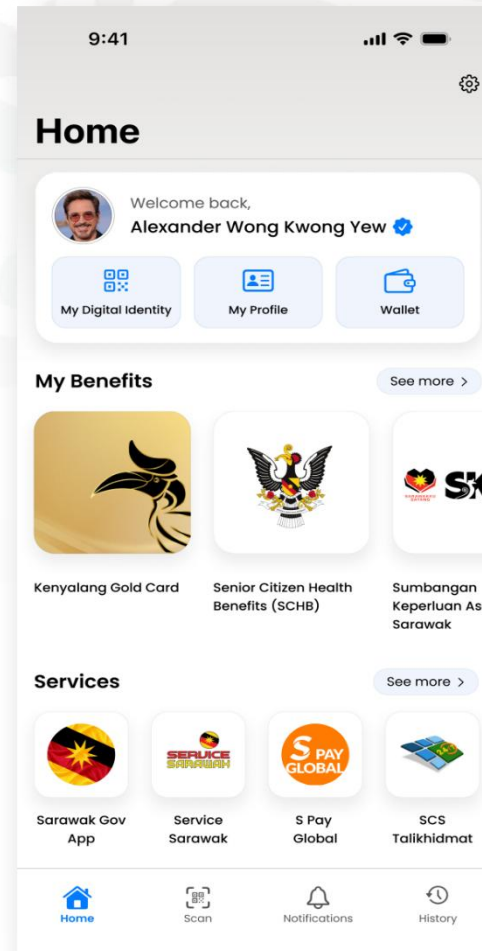
Note: This QR code usually has a short expiration time (e.g., 60 seconds) for security.



Sign-in SarawakPass with QR Code



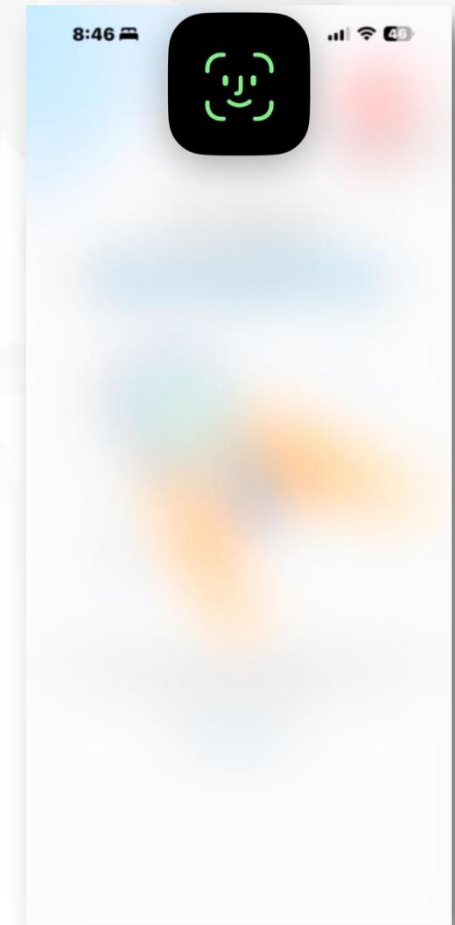
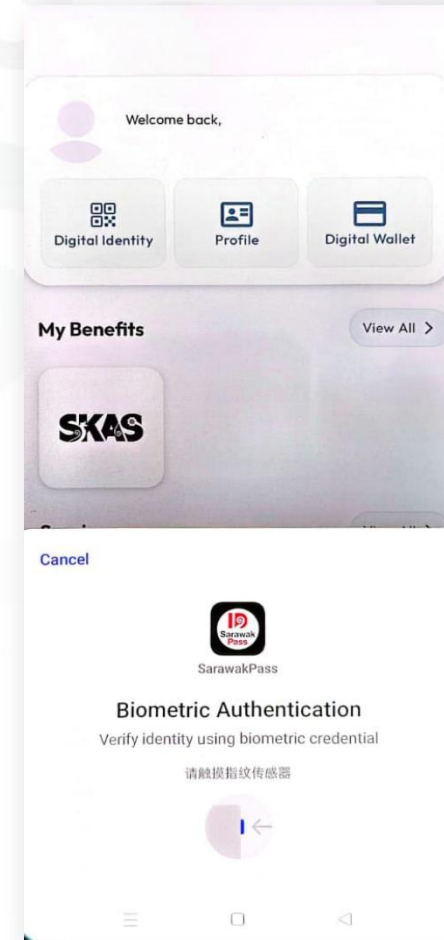
3. On your mobile device, open the SarawakPass app. You should already be logged into the app itself.
4. From the Home screen or the main navigation bar in the app, look for the Scanner Icon (next to the Home icon). Tap to open the QR Scanner.
5. Point your mobile device's camera at the QR code displayed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

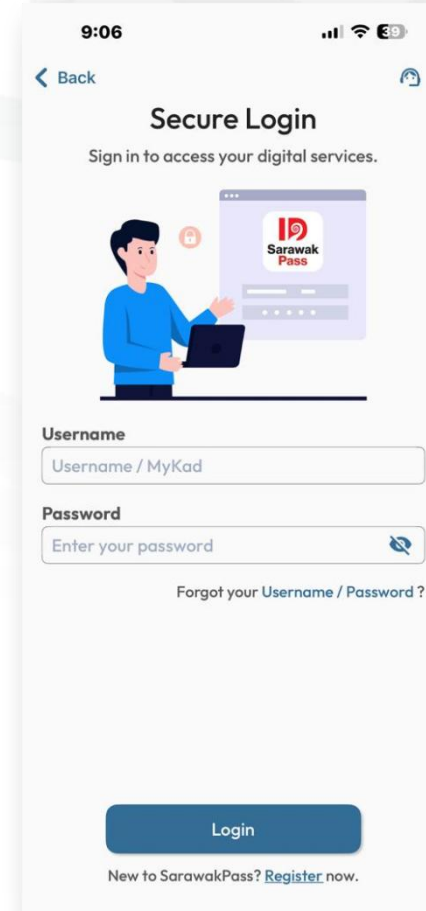


SarawakPass Username Recovery via SarawakPass App

SarawakPass App – Account Recovery (User Name)



1. On the app's Secure Login screen, Tap the "Forgot your Username / Password".
2. On the Recover Account screen, select "Recover Username".
3. Input your MyKad/Passport No. in the field provided. Tap "Next".

A screenshot of the 'Secure Login' screen in the SarawakPass app. The screen has a white background with a blue header bar containing a 'Back' arrow and a user icon. Below the header, the title 'Secure Login' is centered, followed by the instruction 'Sign in to access your digital services.' An illustration of a person at a laptop with a SarawakPass login window is shown. There are two input fields: 'Username' with a placeholder 'Username / MyKad' and 'Password' with a placeholder 'Enter your password' and an eye icon for toggling visibility. A link 'Forgot your Username / Password ?' is located below the password field. At the bottom, there is a blue 'Login' button and a link 'New to SarawakPass? Register now.'

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Secure Login

Sign in to access your digital services.

Username

Username / MyKad

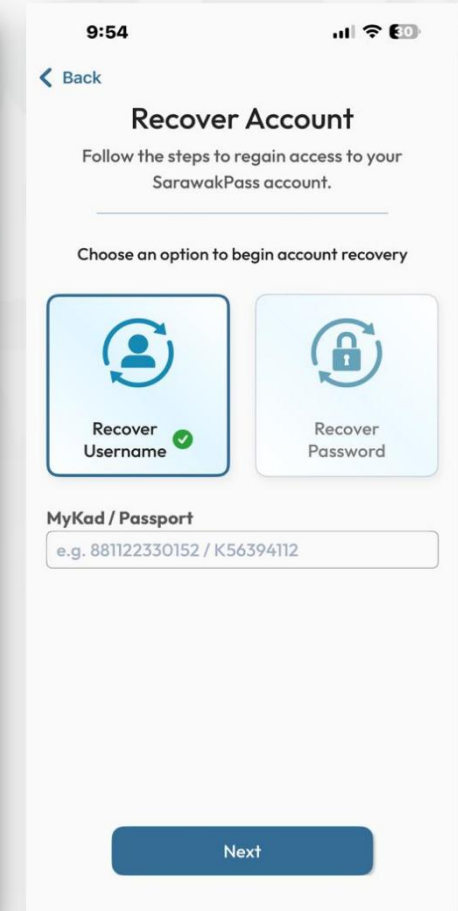
Password

Enter your password

[Forgot your Username / Password ?](#)

Login

New to SarawakPass? [Register now.](#)

A screenshot of the 'Recover Account' screen in the SarawakPass app. The screen has a white background with a blue header bar containing a 'Back' arrow and a user icon. Below the header, the title 'Recover Account' is centered, followed by the instruction 'Follow the steps to regain access to your SarawakPass account.' A section titled 'Choose an option to begin account recovery' contains two buttons: 'Recover Username' with a circular arrow icon and a green checkmark, and 'Recover Password' with a padlock icon. Below these is a 'MyKad / Passport' input field with a placeholder 'e.g. 881122330152 / K56394112'. At the bottom, there is a blue 'Next' button.

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Recover Account

Follow the steps to regain access to your SarawakPass account.

Choose an option to begin account recovery

Recover Username ✓

Recover Password

MyKad / Passport

e.g. 881122330152 / K56394112

Next

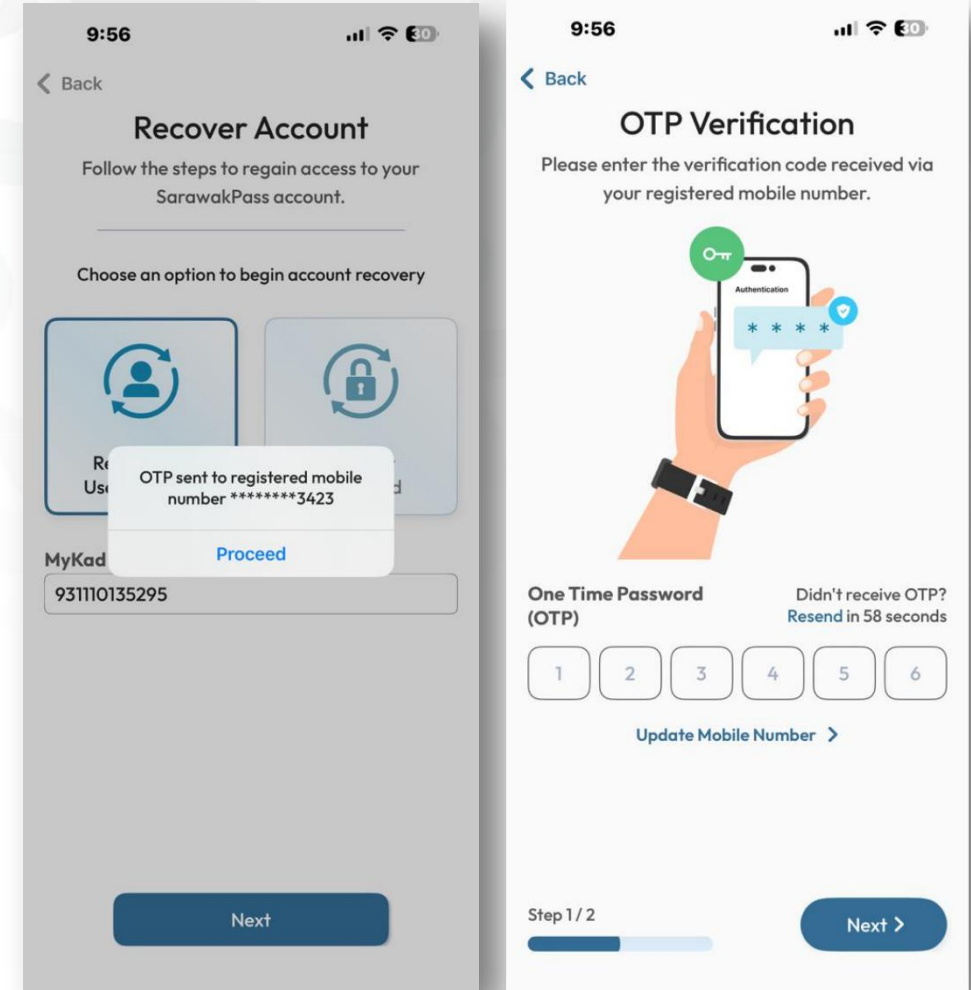
SarawakPass App – Account Recovery (User Name)



4. OTP Notification: A message will appear confirming that a One-Time Password (OTP) has been sent to your registered mobile number. Tap "Proceed".

Note: If you do not receive the OTP because your registered mobile number is outdated, tap Update Mobile Number to update your contact information.

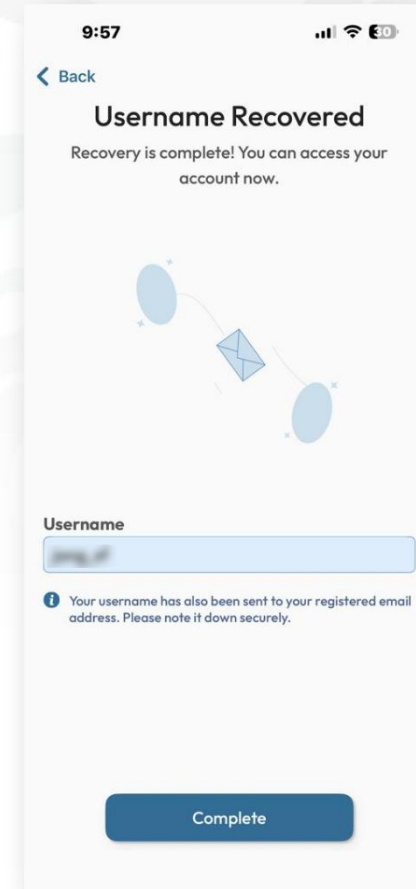
5. Check your phone for the 6-digit OTP code. Input the 6 digits into the One-Time Password (OTP) Verification field on the app screen. Tap "Next".



SarawakPass App – Account Recovery (User Name)



6. The final screen will clearly display your recovered username.
7. A message confirms that the username has also been sent to your registered email for your records. Tap "Complete".



SarawakPass Password Recovery via SarawakPass App

SarawakPass App – Account Recovery (Password)



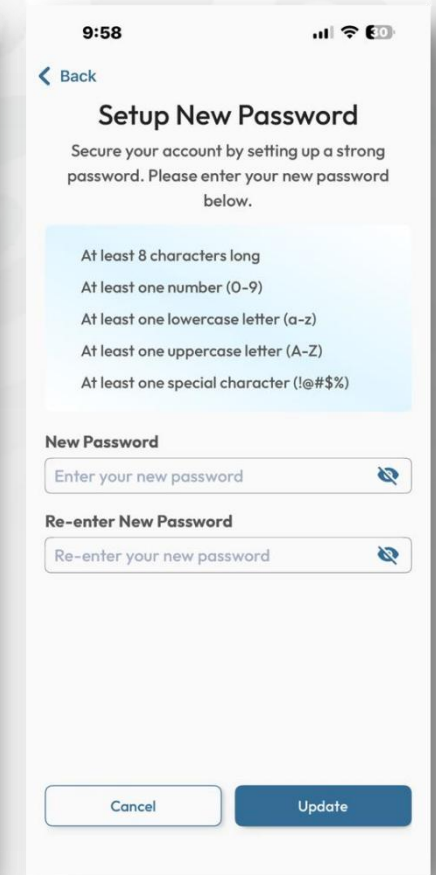
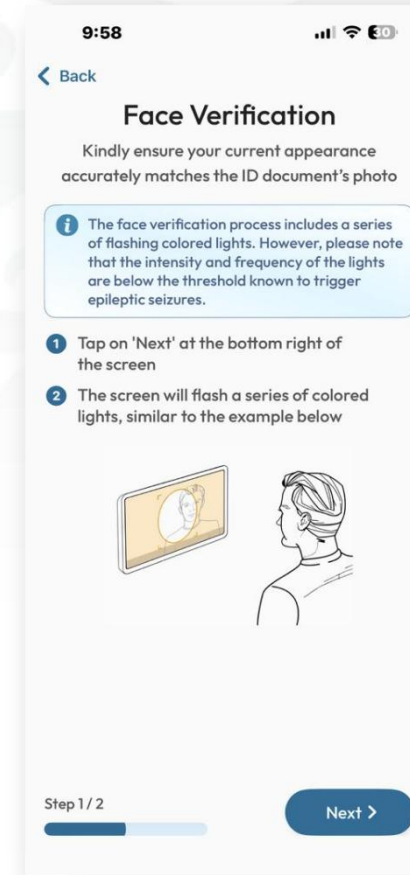
1. On the app's Secure Login screen, Tap the "Forgot your Username / Password?".
2. On the Recover Account screen, select "Recover Password".
3. Input your MyKad/Passport No. in the field provided and Tap "Next".

A screenshot of the 'Secure Login' screen in the SarawakPass app. The screen has a white background with a blue header bar containing a back arrow and a user icon. The title 'Secure Login' is in bold, followed by the subtitle 'Sign in to access your digital services.' Below this is an illustration of a person at a laptop with a SarawakPass logo on the screen. There are two input fields: 'Username' with a placeholder 'Username / MyKad' and 'Password' with a placeholder 'Enter your password' and an eye icon for toggling visibility. A link 'Forgot your Username / Password ?' is located below the password field. At the bottom is a blue 'Login' button and a footer that says 'New to SarawakPass? Register now.'A screenshot of the 'Recover Account' screen in the SarawakPass app. The screen has a white background with a blue header bar containing a back arrow and a user icon. The title 'Recover Account' is in bold, followed by the subtitle 'Follow the steps to regain access to your SarawakPass account.' Below this is a section 'Choose an option to begin account recovery' with two buttons: 'Recover Username' and 'Recover Password' (which is selected and has a green checkmark). Below the buttons is a 'MyKad / Passport' input field with a placeholder 'e.g. 010819131234 / K12834712'. At the bottom is a progress indicator 'Step x / x' and a blue 'Next >' button.

SarawakPass App – Account Recovery (Password)



4. Follow the on-screen instructions to successfully position your face and complete the face verification process.
5. Once face verification is successful, the Setup New Password screen will appear.



SarawakPass App – Account Recovery (Password)



6. Input your desired new password into the New Password field.
7. Re-enter the exact same password into the Retype New Password field.

Note: Your password must be at least 8 characters long, include at least one number (0-9), one uppercase letter (A-Z), and one lowercase letter (a-z), and one special character.

8. Tap the "Update" to save your new password.

A screenshot of the SarawakPass app's 'Setup New Password' screen. The screen is white with a blue header bar containing a back arrow and the word 'Back'. Below the header, the title 'Setup New Password' is displayed in bold, followed by the instruction 'Secure your account by setting up a strong password. Please enter your new password below.' A light blue box contains the password requirements: 'At least 8 characters long', 'At least one number (0-9)', 'At least one lowercase letter (a-z)', 'At least one uppercase letter (A-Z)', and 'At least one special character (!@#\$%)'. Below this, there are two input fields: 'New Password' and 'Re-enter New Password', each with a placeholder text and a blue eye icon for toggling visibility. At the bottom, there are two buttons: 'Cancel' and 'Update'.