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

ⓘ 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.

ⓘ 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
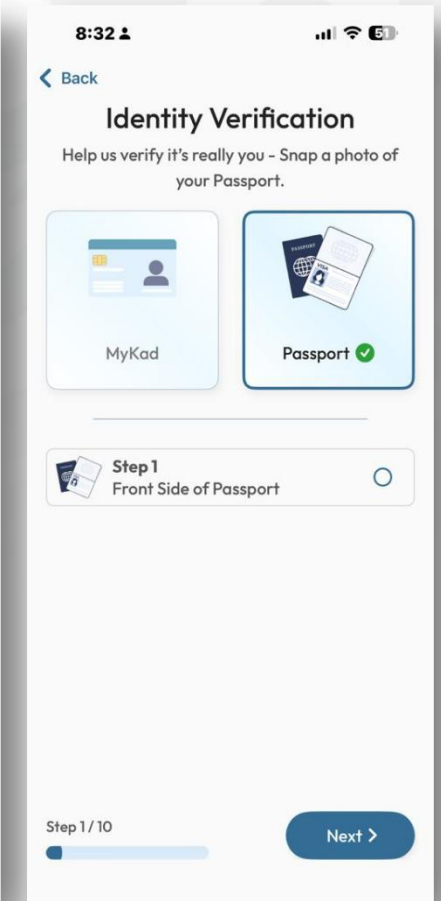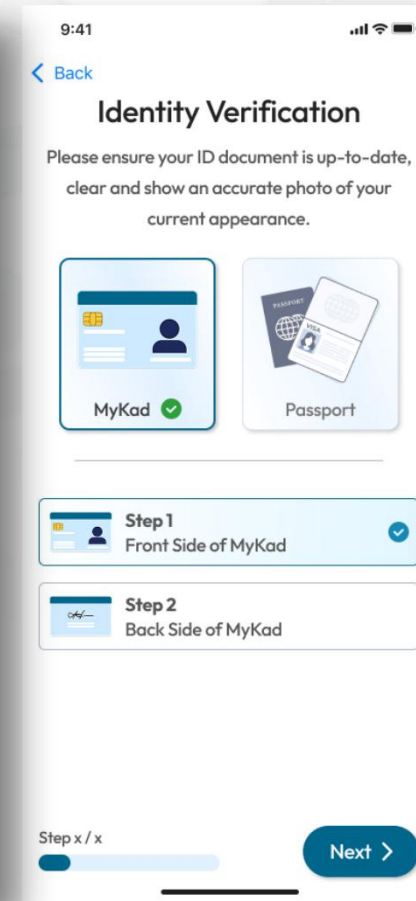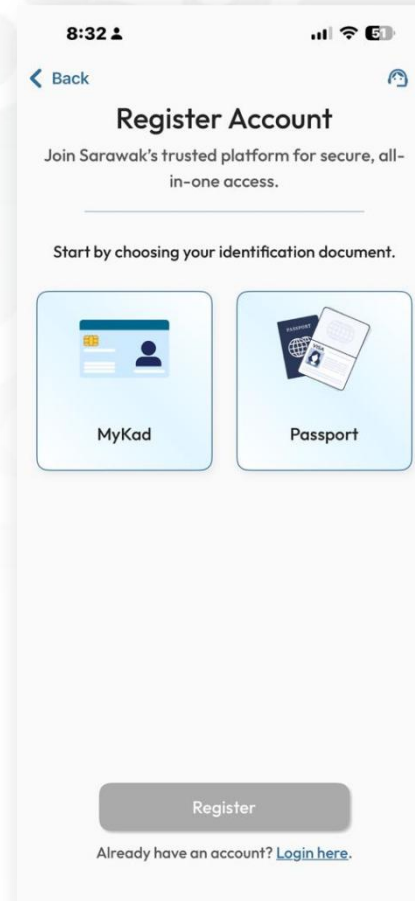
SarawakPass App - Registration

1. Open the SarawakPass app and Tap "Let's Begin".

2. On the Secure Access screen, Tap the "Register" button at the bottom.
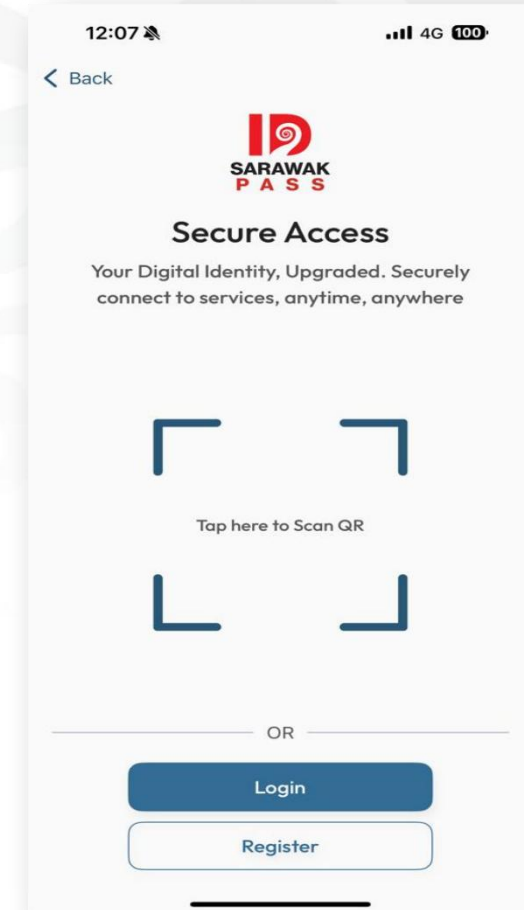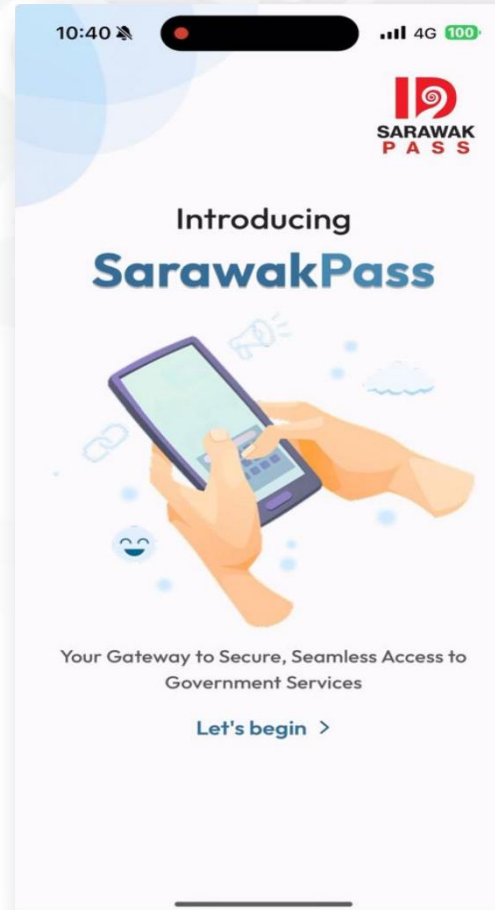
SarawakPass App - Registration

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".

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.
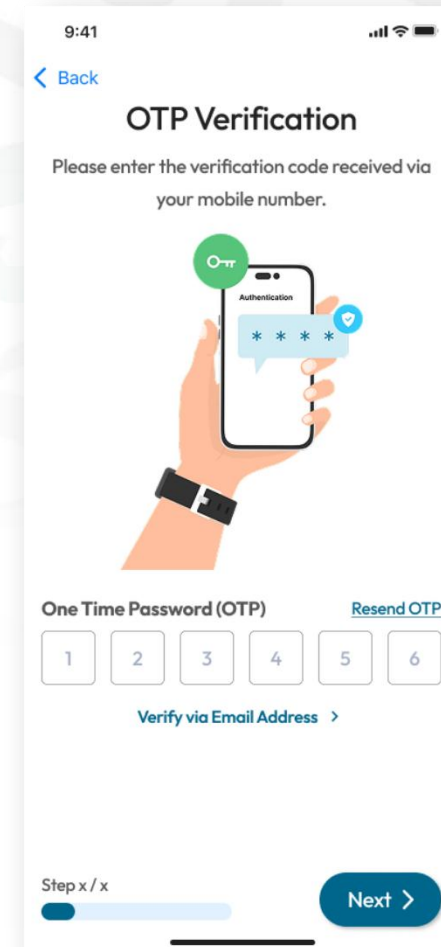
8. Enter your New Password and Re-enter to confirm. Tap "Next".
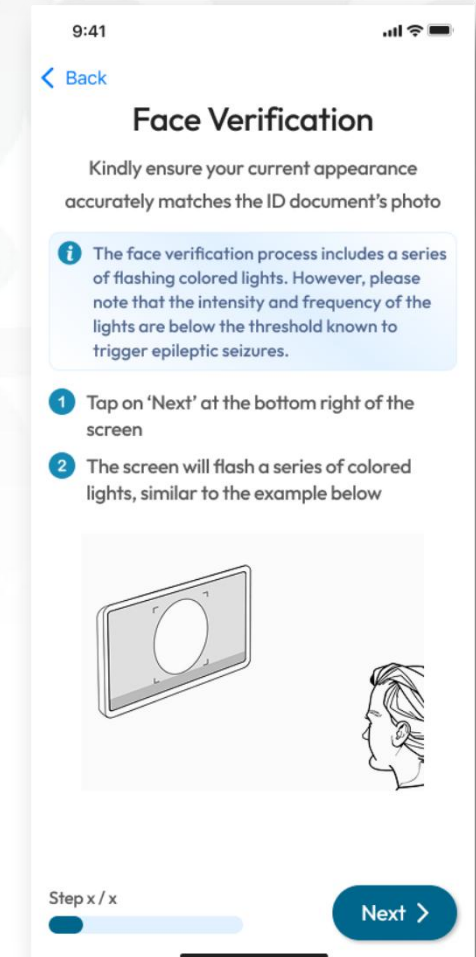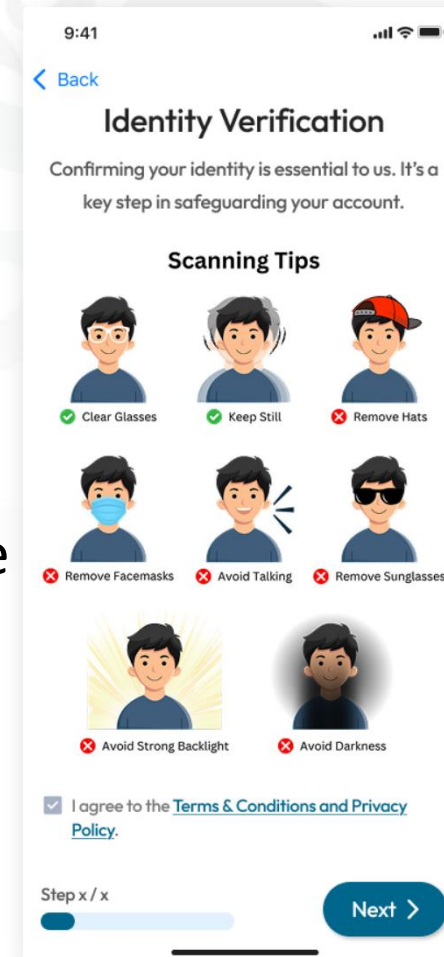
SarawakPass App - Registration

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".

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).

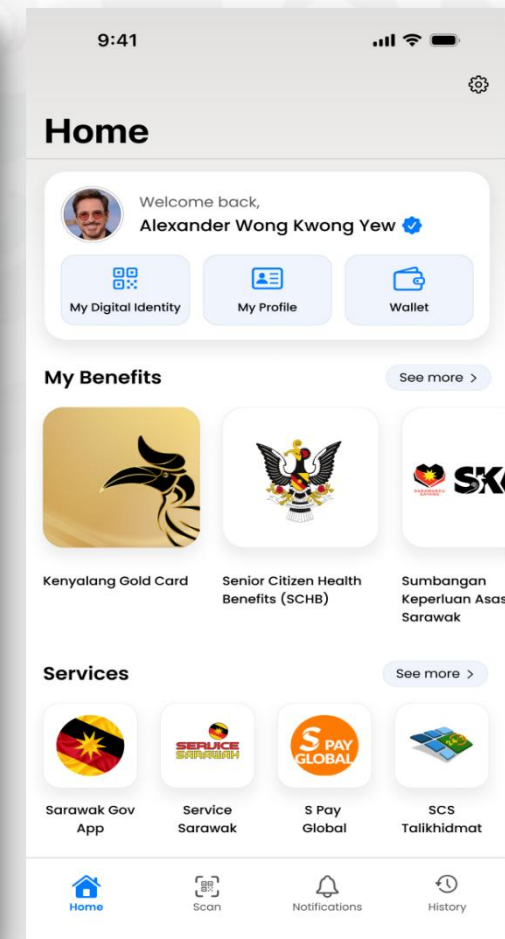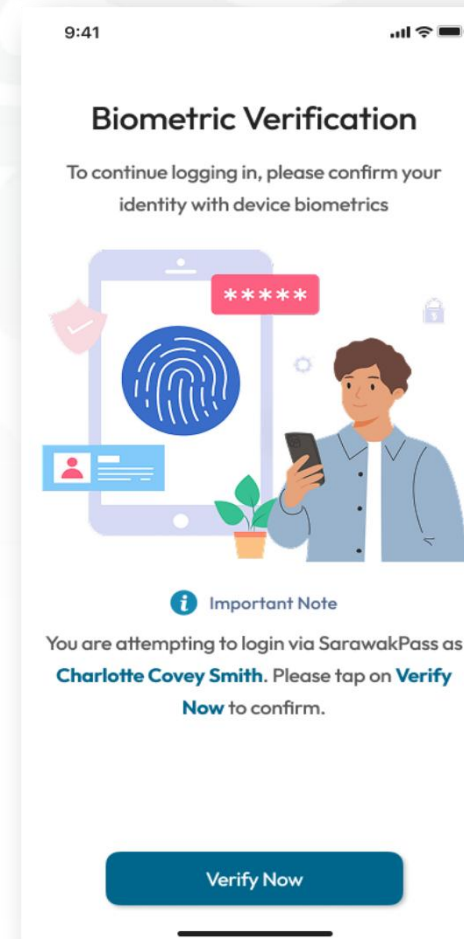17. Enter the New PIN Code and Confirm PIN Code. Tap "Next".

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.
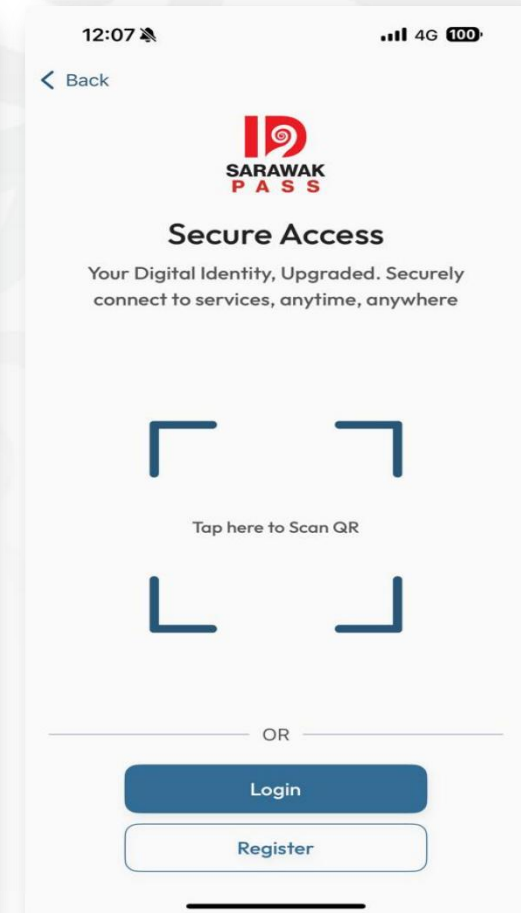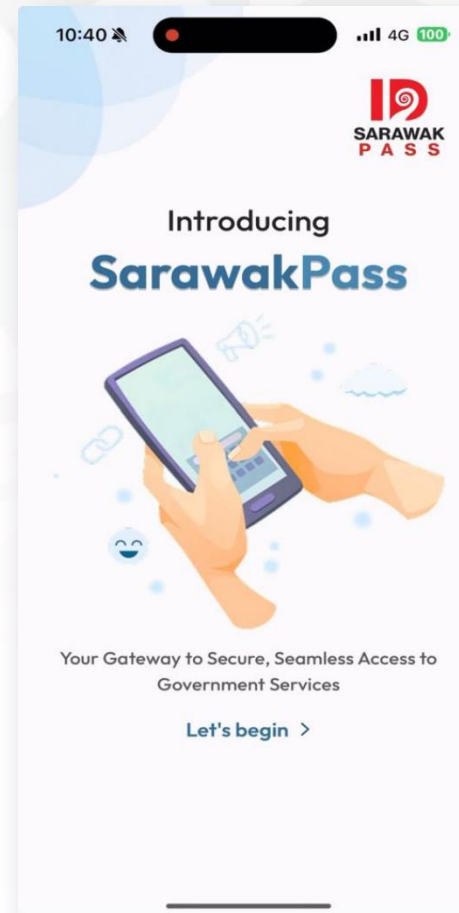
Sign-in
SarawakPass App
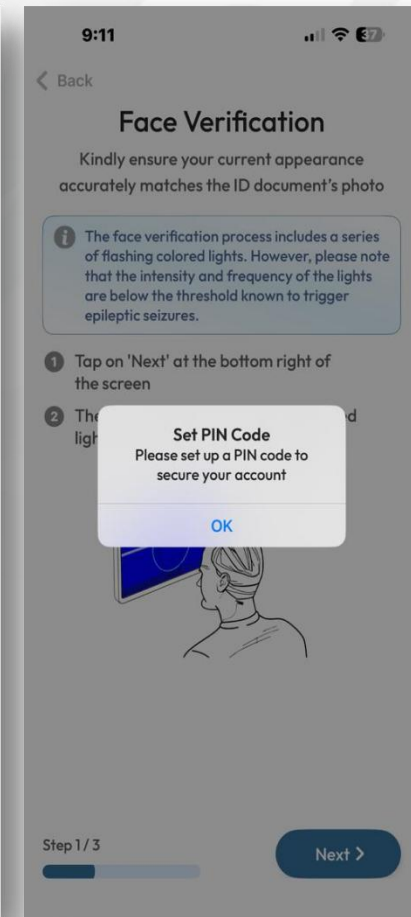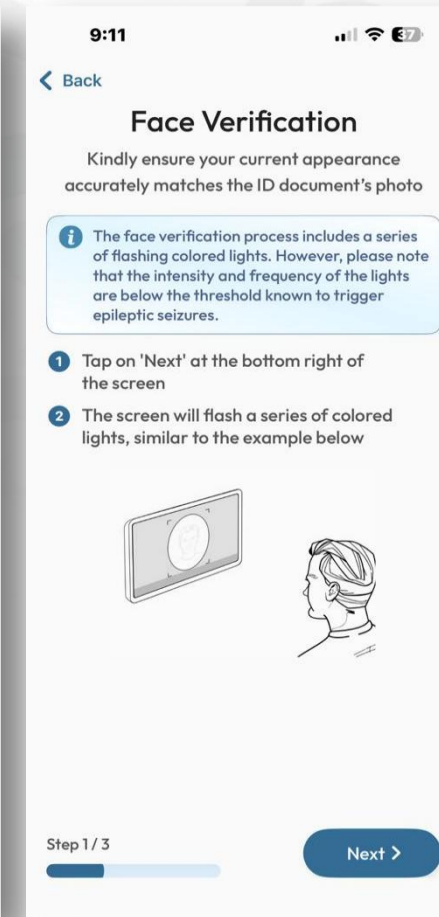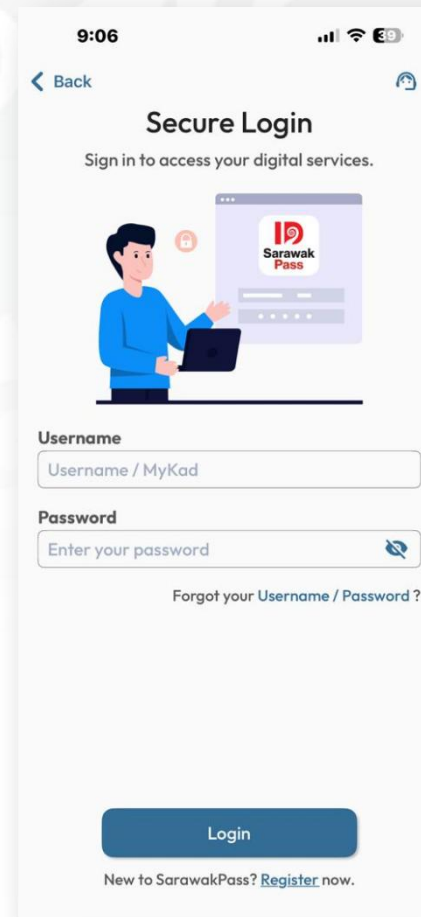
Sign-in SarawakPass App

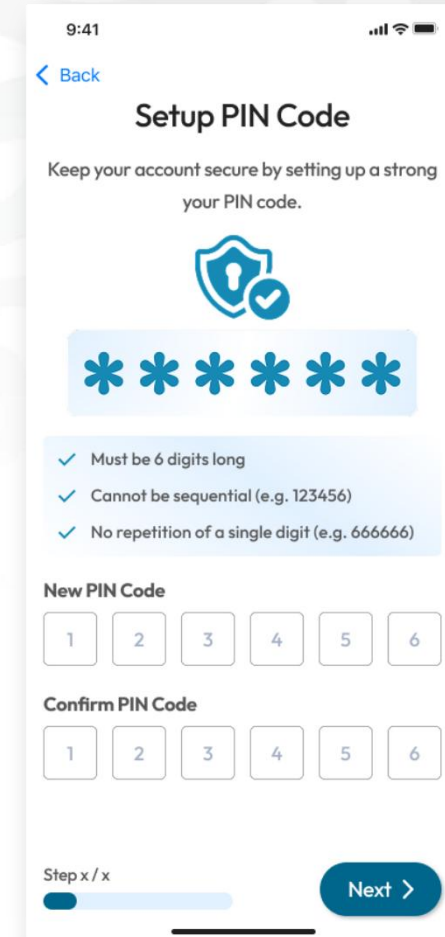1. Tap "Let's begin" , then select "Login".

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".
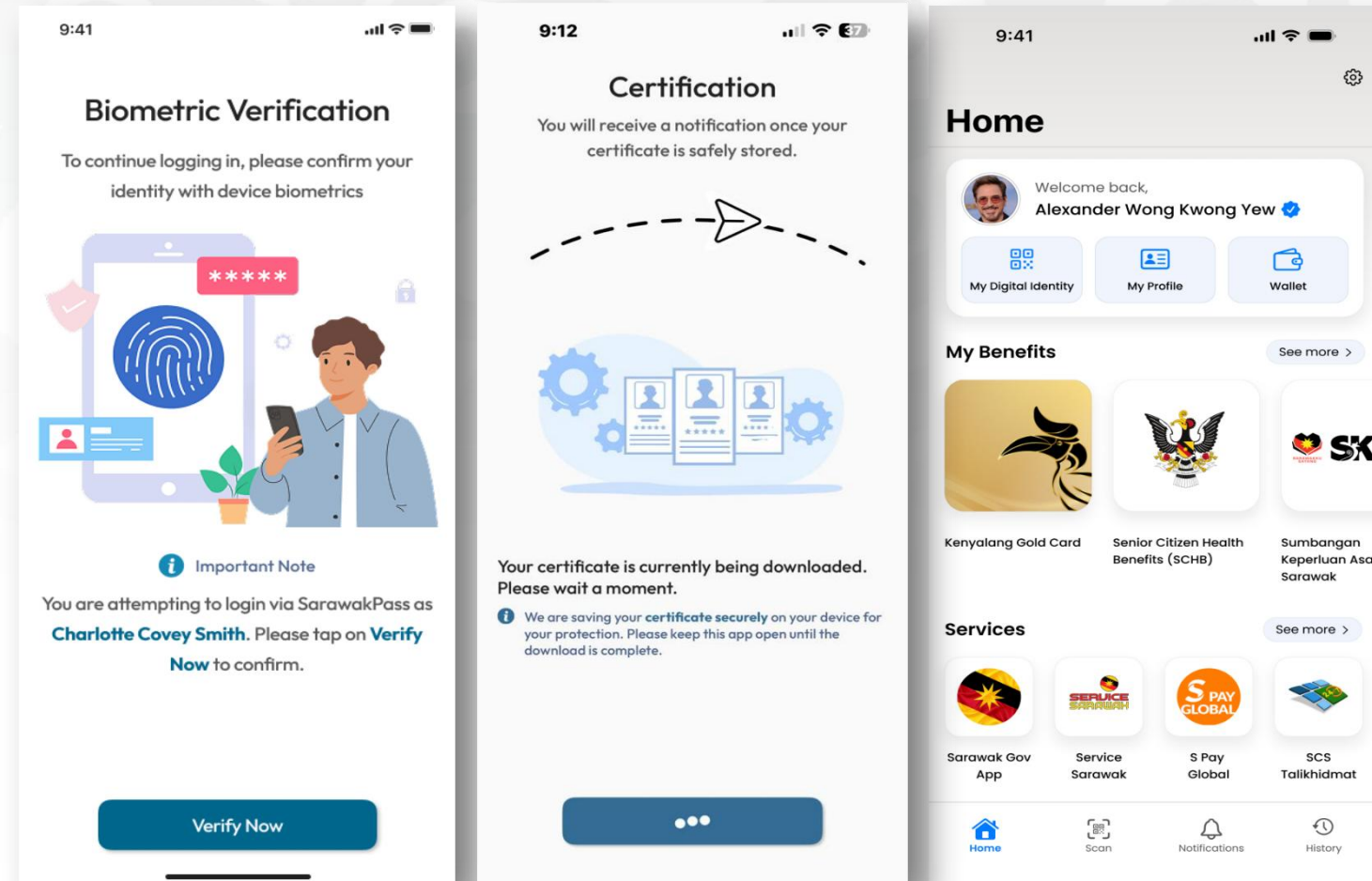
Sign-in SarawakPass App

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.
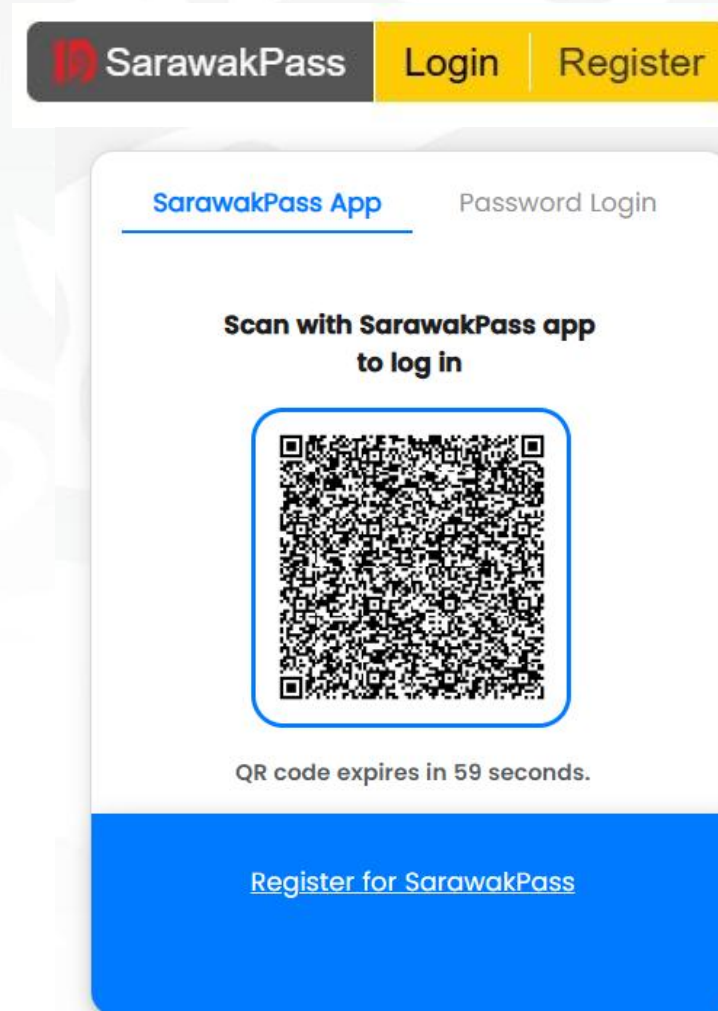
SarawakPass
Sign-in with QR Code
and Biometric Verification

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.
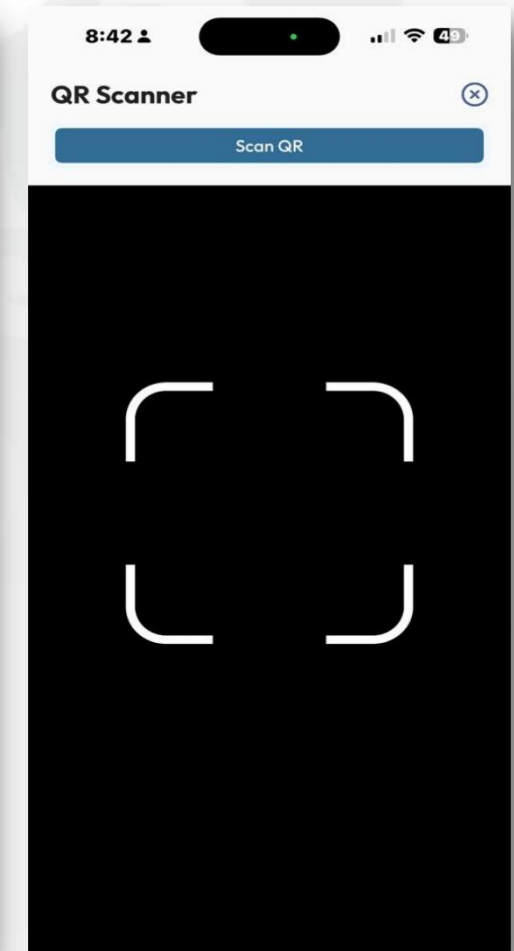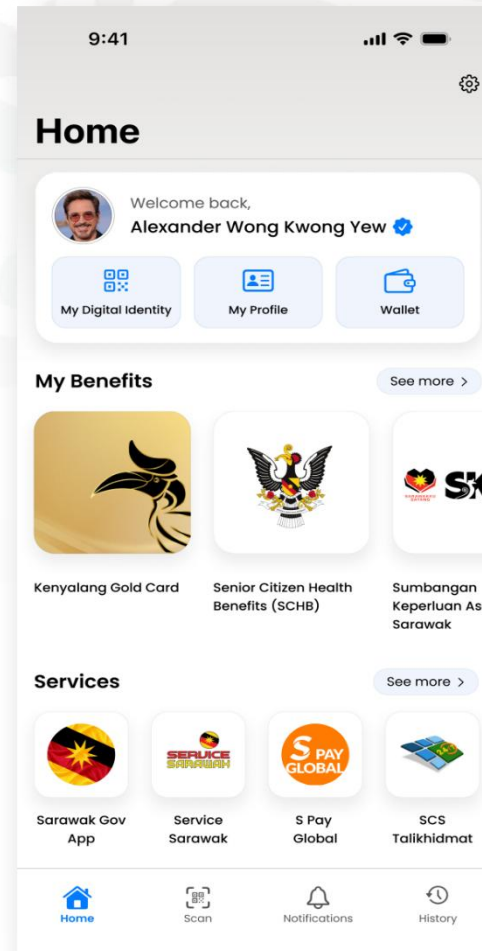
Sign-in SarawakPass with QR Code

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.
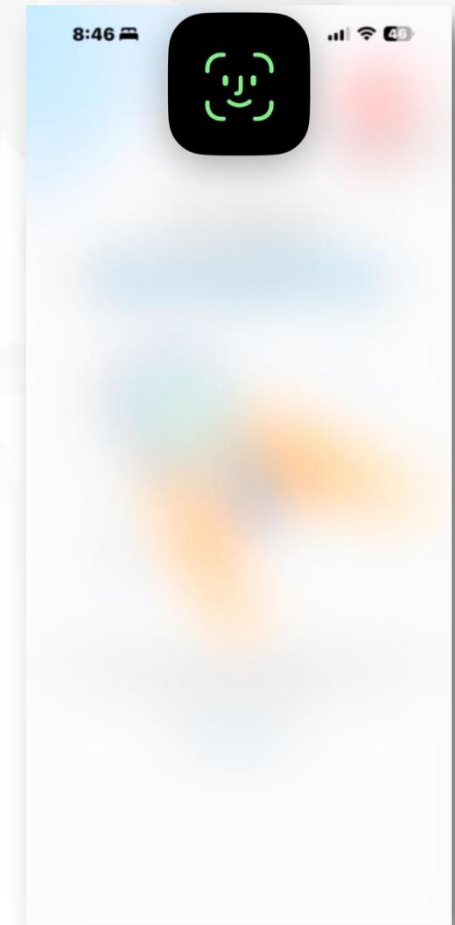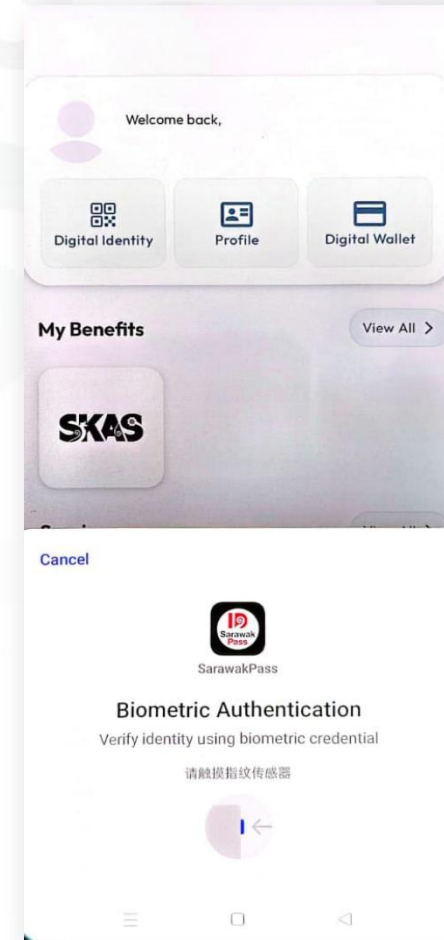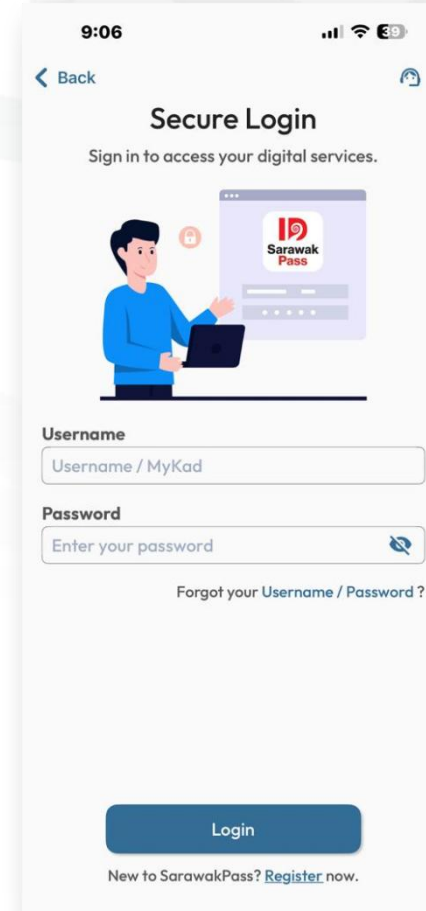
SarawakPass
Username Recovery
via SarawakPass App

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".

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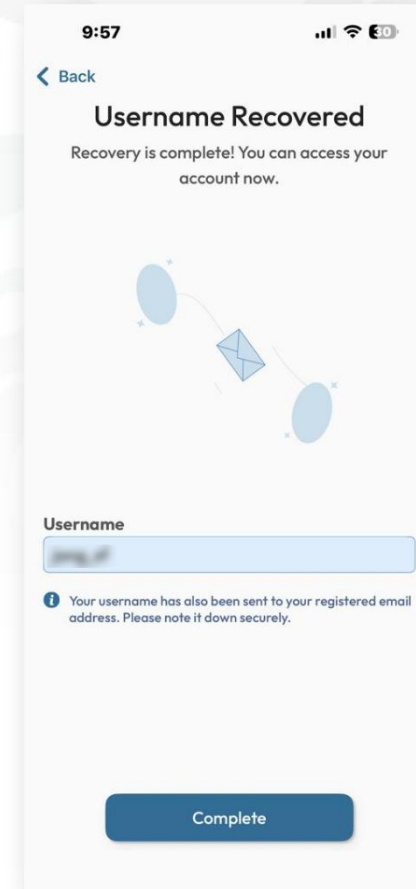
5. Check your phone for the 6-digit OTP code. Input the 6 digits into the One-Time Password (OTP) Verification field on the app screen. Tap "Next".
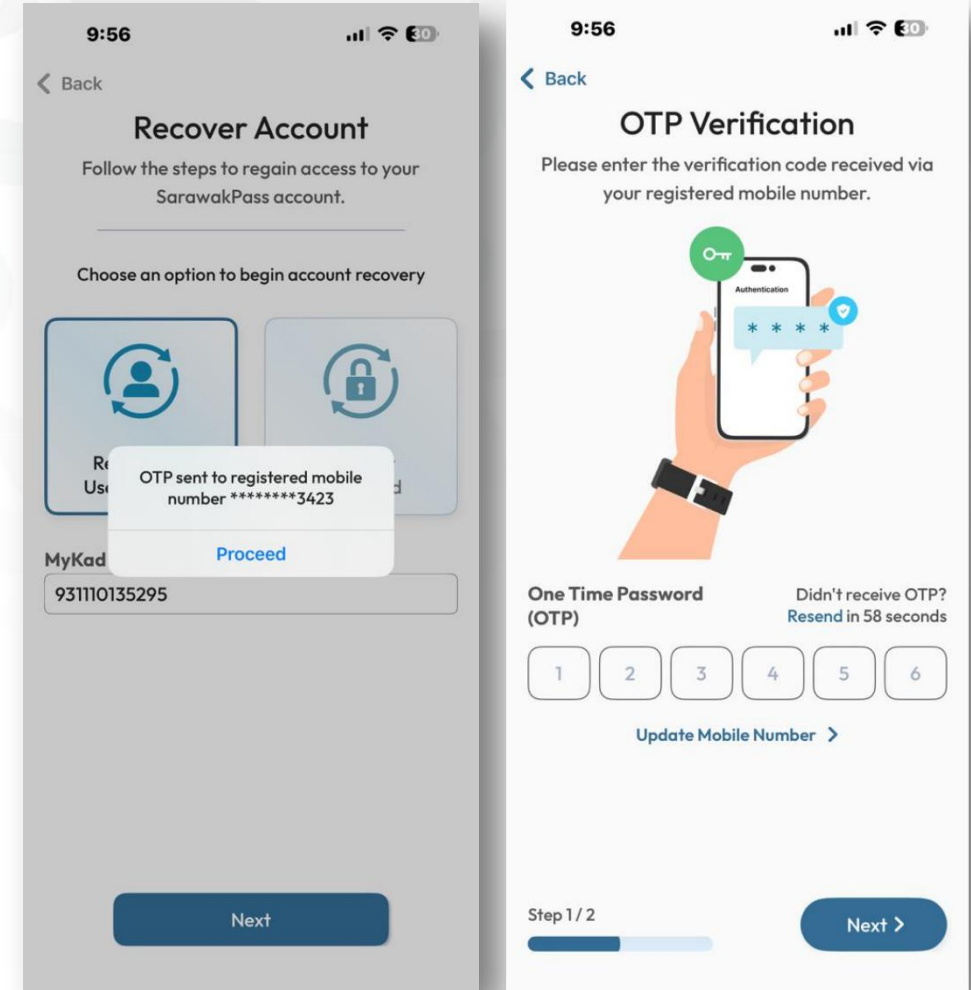
SarawakPass App – Account Recovery (User Name)

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
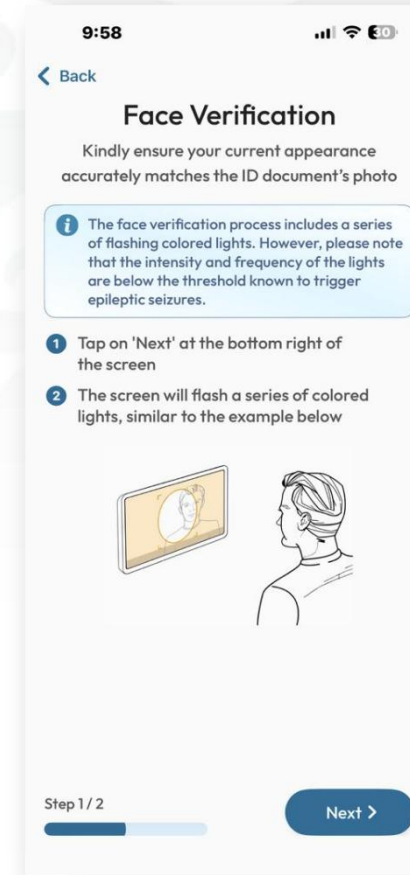
SarawakPass App – Account Recovery (Password)

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".

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.
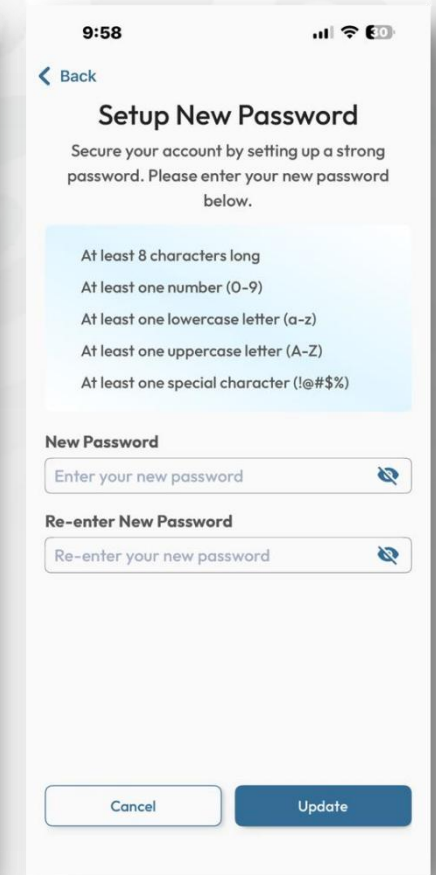
SarawakPass App – Account Recovery (Password)

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.