

National Pharmaceutical Regulatory Agency Ministry of Health Malaysia

USER MANUAL

QUEST 3+ System

Module: MEMBERSHIP REGISTRATION

(Front-End)

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Pengemaskinian Dokumen

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INTRODUCTION

This user manual will serve to guide the applicants from the industry to conduct transactions in QUEST 3+ for:

- 1. Application / Registration Company and New User
- 2. Application for Change Authorized Person
- 3. Application for Add Supplementary User
- 4. Renewal of Membership
- 5. Search for Application Status / Information

Pre-requisite:

The application / registration process by the applicants will be conducted completely online including payments. The following are the pre-requisites before conducting the transactions in QUEST 3+:

- 1. Internet Ready PC
- 2. Broadband Internet connection
- 3. Internet Explorer 9.0 and above
- 4. Valid Digital Certificate (USB Token) To be purchased online during Membership Application
- 5. Scanner
- 6. PDF Reader/Writer Software
- 7. Photo editor to edit (crop, resize or other editing functions) your attachments in jpg format
- 8. Valid email account for correspondences and system notifications
- 9. Online banking account (Personal or Business) or credit card to conduct payment transactions via FPX (Financial Process Exchange). FPX is a payment channel that allows you to make payment via online real-time through your current or savings account. All you need is an Internet banking account with any of FPX participating banks.





1.0 Application / Registration Company and New User

#	SCREE	INSHOTS / EXPLANATION
	1.1	Home Screen
FG1		<page-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></page-header>
EX	To acc <u>https:</u> ,	© Copyright 2015-2018 NPCB. All Rights Reserved. Disclaimer nation: press the Quest 3+ system, user need to use the URL as below: //quest3plus.bpfk.gov.my/front-end et as the above will appear and the user will need to click link 'Register (NEW USER) or 'Register' as circled above.



#	SCRE	ENSHOTS / EXPLANATION
	1.2	Registration Instruction Page
FG2		QUEST 3 ⁺ Online System for Product Registration, Licensing & Market Sampling
		QUEST 3+ Membership Registration
		To conduct transactions for product registration, variation, licensing, renewal and other related transactions, you must register your membership and purchase your digital certificate in the form of USB token. Once you have obtained and installed your digital certificate, you will be able to conduct your transactions in QUEST 3+.
		Step 1 FILL UP MEMBERSHIP REDISTRATION FORM SELECT YOUR DIDITAL CERTIFICATE PACKAGE SELECT YOUR DIDITAL CERTIFICATE PACKAGE Step 3 MAKE PAYMENT TO MSC TRUSTBATE
		Step 4 RECEIVE/COLLECT YOUR DIGITAL CERTIFICATE Step 5 READY TO USE QUEST 3+
		 Please read and understand the Enrollment Instruction below: Log on to National Pharmaceutical Control Bureau website. Click on "Proceed" button to register your membership. Please take note that the membership registration form requires you to attach scanned images/picture (in JPEG or PDF format, with size below 2MB) as follows: Your Company Registration Form with the Malaysian R.O.C. Company Authorisation Letter (Official letter of authorisation by your company for you to conduct transaction on behalf of the company) Your MyKad / Passport (front & back) Payment can be made using any of the following: Online Banking / Online Transfer / Bank Transfer Manual Payment (Cash, Cheque, Bank Draft or Money Order) Once your payment is confirmed by MSC Trustgate.com Sdn Bhd, your digital certificate will be couriered to you by POSLAJU at the company address given in the membership registration form within 7 working days. You may also choose to self-collect the digital certificate at MSC Trustgate.com Sdn Bhd Head Quarters.
		Once you have installed the Digital Certificate, which comes in a USB token, with your Digital Certificate ID, you are ready to conduct your transaction in QUEST 3+. Please follow the installation guide provided with the delivery. In case you require any technical support pertaining to USB Token installation, please contact the telephone number(s) or the email address given in the Installation Guide.
	(Proceed
EX	Figu	e 2 above shown registration instruction page. User needs to click 'Proceed' button.



#	SCREENS	HOTS / EXPLANATION				
	1.3	Application / Registration Form				
	This form	consists of several section to be fil	led up by user as	s below:		
	1.	Company Information				
	2.	Account Information				
	3.	Personal Information				
	4.	Digital Certificate Package				
	5.	Member Terms of Service				
FG3						
		👹 QUEST 3 ⁺ Online	System for Product Re	gistration, Licensing & I	Market Sampling Login	Register
		📼 Membership & Digi	tal Cartificato	Degistration	Form	
		membership & Digi		Registration	FOITI	
			COMPANY	INFORMATION		
		Company Registration No. *	Company Name *			
		🚔 123456A				
		Company Registration Date * Business Type *				
		Click to select BERHAD •				•
		Office No. * Fax No.				
		€ Example 0361418151 Example 0361418050				
		Company Address *				
		Postcode *	State *		District *	
		*	JOHOR	•	BANDAR TENGGARA	•
		Company Email Address *				
		Company Registration Form *		Memorandum Articl	e of Association (MAA)	
		- File type *.jpg or *.pdf only. File size must not excee	ed 2 MB		nly. File size must not exceed 2 MB	
		Choose File Ple	ease Select A File	Choose File	Please Select A File	
EX	Figure 3 a	above shown Company Information	Section. User n	eeds to fill all the	mandatory fields remarks (*).





#	SCREENSHOT	rs / explanation					
FG4			ACCOUNT				
		Username: *	å				
		Password: *	-				
		Confirm Password: *	<u>۵</u>				
		Email: *					
		Secret Question: *	WHERE DID YOU MEET YO	OUR SPOUSE?		×	
		Secret Answer: *	Q _e				
EX	Figure 4 abov	ve shown Account Informatio	n Section. User need	s to fill all the mar	idatory fields rema	arks (*).	
FG5			PERSONAL	INFORMATION			
		Full name (foliow as per MyKad/Passport)	*		Gender * MALE	•	
		Nationality *					
		MALAYSIAN					
		MyKad No. *					
	Designation * Mobile No. *						
		•			D Example 012800	09889	
		Company Authorisation Letter * - File type *.jpg or *.pdf only. File size must no	pt exceed 2 MB	MyKad/Passport * - File type *.jpg or *.pdf o	nly. File size must not exceed 2	MB	
		Choose File	Please Select A File	Choose File	Pleas	e Select A File	
EX	Figure 5 abov	ve shown Personal Informatic	on Section. User need	s to fill all the mai	ndatory fields rem	arks (*).	



#	SCREENSHOTS / EXPLANATION
FG6	SELECT YOUR DIGITAL CERTIFICATE PACKAGE Your digital certificate in the form of USB Token will be provided by MSC Trustgate.com Sdn Bhd. Payment should be made only AFTER you receive approval email from the system. Package New User A : RM275.60 (RM260.00 + 6% GST) USB Token device + 1 year Digital Certificate validity Package New User B : RM307.40 (RM290.00 + 6% GST) USB Token device + 2 year Digital Certificate validity Package New User C : RM355.10 (RM335.00 + 6% GST) USB Token device + 3 year Digital Certificate validity
	Select your delivery option: * Courier Service Courier Service Courier Service: Will be couriered at the company address registered in this form. Self collect address: MSC Trustgate.com Són. Bhd. (478231-x) Suite 2-9, Level 2, Block 4801, CBD Perdana, Jalan Perdana 63000 Cyberjaya, Selangor Darul Erisan, Malaysia. Tel: +603 8318 1800, Fax: +603 8319 1800
EX	Figure 6 above shown Digital Certificate Package. User needs to choose their preferred package and delivery option.
FG7	MEMBER TENNS OF SERVICE And the company to execute transactions using NPCB QUEST 3+ On-line Submission and hereby confirm that all formation given here are true and activities to the factors that all back the company to execute transactions using NPCB QUEST 3+ On-line Submission and hereby confirm that all functions given here are true and activities of the Sub-State State Sta
EX	User needs to check the checkbox button to accept the 'Member Terms of Service' and click 'Submit' button to submit the application form.



#	SCREENSHOTS / EXPLANATION
	1.4 Confirmation of Submission
FG8	OUEST 3 Nation down whe should a bound on the action of all whe backet Notification of submission Membership 8 Vour application is successfully submitted. Thank you for using QUEST 3+ online membership application Tour reference no Is: 12362638 Please use this reference number to check your membership application status at Quick link, Membership Application status Office No.* Office No.* Office No.* Company Address *
EX	Figure 8 show confirmation slip after user submit the application form. User may print the confirmation slip and check the application status online.
	1.5 Email Notification of Submission
FG9	NPCB QUEST 3+ Today at 1:49 M QUEST 3+ Notification Image: Control of the co
EX	User will received email notification as shown in Figure 9 above for user to check the application status online.



#	SCREENSHOTS / EXPLANATION
	1.6 First Time Login
FG10	<page-header></page-header>
EX	After application has been approved and USB token has been received, user need to login using their registered username and password.
	1.7 Certificate Authentication
FG11	CERTIFICATE AUTHENTICATION CERTIFICATE AUTHENTICATION Cancel Concel Certificate Authentication Center your Token PIN No. Cancel Center your Token PIN No. Cancel
EX	USB Token must be inserted into USB port and user need to enter their Token Pin number and click 'Submit' button.



2.0 Dashboard

#	SCREENSHOTS / EXPLANATION
	Dashboard
FG1	CUESTS If MENU Dashboard bashboard Membership Utilities i. Welcome BEAUTY SKIN to QUEST 3+ System Vour last login to the system was on Change Password Company Profile
	Authorised Person Info Add Supplementary User Correspondence Category Quantity Cosmetic 1 Cosmetic 1 Cosmetic 1 Cosmetic 1 Product Registration 2 Product Registration 2 Product Registration 1 Cosmetic 2 Cosmetic<
EX	Figure 1 above show user dashboard after user login to the system.
	2.1 Update Password
FG2	QUEST 3 🔸 🛱 🔓 salina binti salim -
	MENU Implementary User Add Supplementary User Add Supplementary User Token Renewal Product Registration Variation Submit
EX	 Figure 2 show that user needs to fill in all fields below to change their password: Old Password New Password Confirm New Password



#	SCREENSHOTS / EXPLANATION	
FG3		
FG3	1 Membership Utilities / Change Password	
	CHANGE PASSWORD	
	Account Information	
	 Password successfully updated 	
	Old Password	
		✓
	New Password Confirm New Pass	ssword
	<u><u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u></u></u>	×
	Submit	
EX	Figure 3 above show that password successfully update	ted into the system. User can login using their new password.
	2.2 Company Profile	
FG4		
104	QUEST 3* #	😭 💿 🥉 salina binti salim –
	MENU	
	norm Deshboard BEAUTY SKIN - (1236263B) ▲ Membership Utilities ▲ 0331412245 ➡ N/A	0
	Change Password	
	Company Profile Company Profile Company ID 1234603	V UPDATE INFO
	Authorised Person Info Business Type BERHAD	Office No
	Add Supplementary User Company Email : hhaliena@gmail.com	0331412245
	Token Renewal Attachment : Company Registration Form SS	Fax No.
	Product Registration	Company Email
	Variation Address	Category hhaliena@gmail.com
	Jalan Teknorat 3	ALAMAT PEMEGANG
	Cosmetic Notification	Update
EX		er only can update 'Update Info' section. Fields that can be updated as
	below: 1. Office No.	
	1. Office No.	
	 Fax No. Company No. 	



#	SCREENSHOTS / EXPLA	NATION			
FG5					
FG5	QUEST 3*	Ħ		😭 💿 🍶 salina binti salim 🗸	
	MENU Dashboard Membership Utilities	BEAUTY SKIN - (1236263B)		0	
	Change Password	Company Profile			
	 Company Profile Authorised Person Info 	Company ID : 1234503		✓ Data has been succesfully updated Office No	
	 Add Supplementary User 	Business Type : BERHAD Company Email : hhaliena@gmail.com		0331412245	
	🗶 Token Renewal	Attachment : Company Registration Form S	SM	Fax No.	
	🗳 Product Registration 👻	🛢 Business Address		· · · · · · · · · · · · · · · · · · ·	
	 ♂ Variation ✓ ♂ Change of Site 	Address	Category	Company Email	
	Compliance & Licensing -	Jalan Teknorat 3 12345 SHAH ALAM SELANGOR, MALAYSIA	ALAMAT PEMEGANG	hhaliena@gmail.com	
	🖉 Cosmetic Notification 👻			Update	
	12				
EX	Figure 5 above show th	nat company information has been up	dated.		



3.0 Authorized Person Info

#	SCREENSHOTS / EXP	PLANATION							
	Authorized Person I	nfo							
FG1									
-		🕈 / Membership Uti	ilities / A	uthorised Person Info				Thursday, 14 July 2016 9:17:44	I PM
		BEAUTY S	SKIN -	(1236263B)					
	QUEST 3+	Д.						(**) o 🥈 salina binti salir	m -
	MENU	Authorised Pe	rson Deta	ails		L Change Au	thorised Person		
	A Dashboard	Full Name	:	SALINA BINTI SAL	IM			Designation	0
	Membership Utilities	MyKad/Passport No	o :	830320103244				manager	
	Change Password	Gender	:	FEMALE				Mobile No.	
	 Company Profile 	Nationality	:	MALAYSIA				0112345678	
	Authorised Person Info	Email Address	:	hhaliena@gmail.c	om			Authorised Person Email	
	 Add Supplementary User 	Designation	:	manager				hhaliena@gmail.com	
	😃 Token Renewal	Mobile No	:	0112345678					
	Product Registration	Username	-					Update	
	G Change of Site	Secret Question	:		FIRST CAR OR BIKE?				
	Compliance & Licensing	Attachment			n MyKad/Passport				
	🖋 Cosmetic Notification 👻			Letter of Authoris					
	49						_		
		Active Member							
		Name	Designa	tion	Account Type		Action		
		No Record							





#	SCREENSHOTS / EXP	LANATION					
	3.1 Change Aut	horized Pe	rson				
FG2			itilities / Authorised Person SKIN - (1236263B)			Thursday, 14 July 2016 9:17	7:44 PM
	CULEST 3* NENU Cashboard Change Password Company Profile Authorised Person Info Authorised Person Info Authorised Person Info Authorised Person Info Authorised Person Info Authorised Person Info Change of Site Compliance & Licensing Cosmetic Notification Authorised Network	Authorised P Authorised P Full Name MyKad/Passport I Gender Nationality Email Address Designation Designation Mobile No Username Secret Question Secret Answer Attachment Mame - No Record - - - Name - - - - - - - - - - - - -	: SALINA BINTI No : 83032010324 : FEMALE : MALAYSIA : hhalena@gm : manager : 0112345678 : pdsb03 : WHAT WAS YC : mazda : Authorised Pe : Letter of Auth	SALIM 4 ail.com DUR FIRST CAR OR BIKE? rson MyKad/Passport	Change Authorised Person	0A ³ Salina binit su JUPOATE INFO Designation manager Mobile No. 0112345678 Authorised Person Email hhallena@gmail.com Image Person Email Update Image Person Email	
EX	Figure 2 show that us	ser need to	click 'Change	Authorized Perso	n' button to app	oly / register authorized p	persor



#	SCREENSHOTS / EXPLANATION	
	3.2 Change Authorized Person Form	
	Change Authorized Person form consists of several sections as below:	
	1. Account Information	
	2. Personal Information	
	3. Digital Certificate Package	
	4. Member Terms of Service	
FG3		1 11
	QUEST 3 · ·	('t') 🔹 🚡 salina binti salim 👻
	MENU 🔶 / Membership Utilities / Change Authorised Person	Friday, 15 July 2016 7:13:05 AM
	Membership Utilities CHANGE AUTHORISED PERSON FORM	0
	Change Password Account Information	
	Company Profile Username *	
	Add Supplementary User	
	Confirm Password * Confirm Password *	
	🚯 Product Registration 👻	
	C Change of Site	
	Computer a defining a Secret Question * Secret Answer *	
	WHERE DID YOU MEET YOUR SPOUSE?	
FG4	Personal information	
	Full name * Gender *	-
	Nationality *	
	MALAYSIAN	
	MyKad No. *	
	±	and the second
	Designation * Mobile No. *	
	Sector Contraction	e 0128009889
	MyKad/Passport * Company Authorisation Letter *	
	File type * jog or * pdf only. File size must not exceed 2 MB File type * jog or * pdf only. File size must Choose File Please Select A File Choose File	not exceed 2 MB Please Select A File



#	SCREENSHOTS / EXPLANATION
FG5	 Digital Certificate Package Our digital certificate in the form of USB Token will be provided by MSC Trustgate.com Sdn Bhd. Payment should be made only AFTER you receive an email notification for your membership approval from the system. Package Supplementary A: RM259.70 (RM245.00 + 6% GST) USB Token device + 1 year Digital Certificate validity Package Supplementary B: RM291.50 (RM275.00 + 6% GST) USB Token device + 2 year Digital Certificate validity Package Supplementary C: RM339.20 (RM320.00 + 6% GST) USB Token device + 3 year Digital Certificate validity Select your delivery option: Courier Service Will be couriered at the company address registered in this form. Exclusive: Will be couriered at the company address registered in this form. Exclusive: MSC Trustgate.com Sin. Bhd. (4221:16) Eventsed
FG6	63000 Cyberjaya, Selangor Darul Ehsan, Malaysia. Tel: +603 8318 1800, Fax: +603 8319 1800 ▲ Member Terms of Service. I am authorized by the company to execute transactions using NPCB QUEST 3+ On-line Submission and hereby confirm that all information given here are true and accurate.
	Further, I declare the following to hold for the subscriber certificates that all the above information is true and valid to the best of its knowledge and hereby grants MSC TRUSTGATE.COM SON BHO (MSCTRUSTGATE) or its appointed Registration Authority (RA) permission to verify the information from whatever sources MSCTRUSTGATE or its appointed RA considers appropriate with the understanding that MSCTRUSTGATE or its appointed RA is bound by the Digital Signature Regulations 1998 not to release such information nerve represent the following to all who reasonably rely on the information contained in the certificated that 1. Further, I, as the agent of the subscriber, represent the following to all who reasonably rely on the information contained in the certificated that 1. I hold all authority legally required to apply for issuance of a certificate naming on behalf of the subscriber, and have authority to sign digitally on behalf of the subscriber, and safegurds exist to prevent a digital signature exceeding the bounds of the authority. Further, I, agree to be bound by the Terms and Conditions that been stated here or any amendments made thereto and I, declare that I have notice of all that is contained in the Notice of Acceptance.
	 (a) upload, post or otherwise transmit any content that is unlawrul, narmrul, threatening, abusive, narassing, tortious, defamatory, vulgar, obscene, libelous, invasive of another's privacy, hateful, or racially, ethnically or otherwise objectionable; (b) conduct unauthorized activities that will lead to unauthorized access to other member's data or NPCB confidential information. (c) impersonate any person or entity (d) forge headers or otherwise manipulate identifiers in order to disguise the origin of any Content transmitted through the Service or develop restricted or password-only access pages, or hidden pages or images (those not linked to from another accessible page); (e) upload, post or otherwise transmit any Content that you do not have a right to transmit under any law or under contractual or fiduciary relationships (such as inside information, proprietary and confidential information learned or disclosed as part of employment relationships or under nondisclosure agreements);
	Note: Unclickable Submit button means your form is not completed yet. Submit
EX	User need to fill up all the required/mandatory fields marks (*), choose certificate package, delivery option and accept the 'Terms of Service' and click the 'Submit' button to submit the application.



#	SCREENSHOTS / EXPLANATION
	3.3 Confirmation of Submission
FG7	Comparison of the subscriber of the subscriber and in any way, adequate Authorised Person of o Authorised Person of o Token Reteval Compare of Size Compare of Si
EX	Figure 7 show confirmation slip after user submit the application form. User may print the confirmation slip and check the application status online. 3.4 Email Notification of Submission
FG8	NPCB QUEST 3+ To: QUEST 3+ Notification Dear Customer, Thank you for using QUEST 3+ online membership application. Your application is successfully submitted and will be processed. Your reference number is: 45793 Please use this reference number to check your membership application status at Quick link, <u>Membership Application Status</u> . A notification email will be issued within 3 working days and for approved application, a membership slip will be attached together with the email. This is a system generated email and no signature required. Please do not reply to this email. Disclaimer: This message is intended only for the use of the person(s) to whom it is expressly addressed and may contain finormation that is privileged or otherwise protected from disclosure. If you are not the intended recipient you are hereby notified that any use, review, disclosure or copying of this message and the information it contains is provibiled. If you receive the message in error, please notify the sender and discard all is contents. Opinions, conclusions and other information in this message in error, please not the official business of National Pharmaceutical Control Bureau shall be understood as neither given nor endorsed by it.
EX	User will received email notification as shown in Figure 8 above for user to check the application status online.





	♠ / Membership Utilities / Authorised Person Info	Thursday, 14 july	2016 9:17:44 PM	
	BEAUTY SKIN - (1236263B)			
QUEST 3*	н	('#') = 🍒 salina	binti salim 👻	
MENU	Authorised Person Details Action Change Authorised	Person VPDATE INFO		
1 Membership Utilities	Full Name : SALINA BINTI SALIM MyKad/Passport No : 830320103244	Designation	•	
G Change Password	Gender : FEMALE	manager		
Company Profile	Nationality : MALAYSIA	Mobile No.		
Authorised Person Info	Email Address : hhaliena@gmail.com	0112345678		
 Add Supplementary User 	Designation : manager	Authorised Person Email		
😃 Token Renewal	Mobile No : 0112345678	hhaliena@gmail.com		
Product Registration	Username : pdsb03	Update		
Variation	Secret Question : WHAT WAS YOUR FIRST CAR OR BIKE? Secret Answer : mazda			
Compliance & Licensing 👻	Attachment : Authorised Person MyKad/Passport			
🖋 Cosmetic Notification 👻	: Letter of Authorisation			
	Active Members			
	Name Designation Account Type Action	1		
below: 1. Designation 2. Mobile No.		late info in 'Update Info	' section. Fields that can be	e upda
below: 1. Designation 2. Mobile No.	now Authorized Person Details and user can upo	late info in 'Update Info	' section. Fields that can be	e upda
elow: 1. Designation 2. Mobile No. 3. Authorized	now Authorized Person Details and user can upon Person Email	°№ - 🍒 satira	binti salim -	e upda
elow: Designation Mobile No. Authorized	now Authorized Person Details and user can upo n Person Email	°№ - 🍒 satira		e upda
elow: Designation Mobile No. Authorized Control Control Motion Control M	now Authorized Person Details and user can upo Person Email K Membershy UBBEs / Automa Person Info BEAUTY SKIN - (12362638)	°№ - 🍒 satira	binti salim -	e upda
elow: Designation Mobile No. Authorized Motion Composition Motion Composition Comperense Comper	now Authorized Person Details and user can upo n Person Email	°№ - 🍒 satira	binti salim - 016 E1600 AM	e upd
elow: Designation Mobile No. Authorized Current Company Compo	now Authorized Person Details and user can upon Person Email	°∆° = È satin Friday, 15,047 Mendant Mino	binti salim - Ore 8 1600 AM	e upd
elow: Designation Mobile No. Authorized	Authorized Person Details and user can upon Person Email	°∆° = ≩ salina rnisy, 15 july 2	binti salim - Ore 8 1600 AM	e upd
elow: Designation Mobile No. Authorized Conserver	Anow Authorized Person Details and user can upon Person Email	Parson ✓ UPDATE NPO ✓ Data has been successfully upp ✓ Data has been successfully upp	binti salim - Ore 8 1600 AM	e upd
elow: Designation Mobile No. Authorized	Authorized Person Details and user can upon Person Email	Image: Second	binti salim - ote attaco AM	e upd
elow: Designation Mobile No. Authorized Current Company Company Frontie Company Frontie Company Frontie Authorised Person Info Authorised Person Info Company Frontie Authorised Person Info Company Frontie Person Researce Tother Renewal Product Researce Product Researce Product Researce Product Researce Company Frontie Company Frontie Compan	Authorized Person Details and user can upon Person Email	⁶ [™] / ₄ ■ atina rostey, 15,3a/2 Person ✓ UrdAtt Inro Person manager Mobile No. 0122323443	binti salim - ote attaco AM	e upd
elow: Designation Authorized Authorized	Anow Authorized Person Details and user can upon Person Email	Person Person ✓ UPCATE INFO ✓ UPCATE INFO ✓ Data has been successfully upp Designation manager manager Mobile No. 0123323443 Authorised Person Email	bini salm - Ori = 1600 AM	e upd
Designation Mobile No. Authorized	Anow Authorized Person Details and user can upon Person Email	⁶ [™] / ₄ ■ atina rostey, 15,3a/2 Person ✓ UrdAtt Inro Person manager Mobile No. 0122323443	binti salim - Ors & 16.03 AM	e upd
elow: Designation Authorized Carge Passed Authorized Carge Passed Authorized Parson info Authorized Parson info Authorized Parson info Carge Passed Carge Passed	Authorized Person Details and user can upon Person Email	Person Person ✓ UPCATE INFO ✓ UPCATE INFO ✓ Data has been successfully upp Designation manager manager Mobile No. 0123323443 Authorised Person Email	bini salm - Ori = 1600 AM	e upd
elow: Designation Authorized Carge Passed Authorized Carge Passed Authorized Parson info Authorized Parson info Authorized Parson info Carge Passed Carge Passed	Anow Authorized Person Details and user can upon Person Email	Person Person Person ✓ UPDATE NHO ✓ Data has been successfully upp Designation manager Mobile No. 0122323443 Authorised Person Email haliens@gmail.com	bini salm - Ori = 1600 AM	e upd
elow: Designation Authorized Cauge Passed Authorized Cauge Passed Authorized Passed Authorized Passed Authorized Passed Authorized Passed Cauge Pa	Authorized Person Details and user can upon Person Email	Person Person Person ✓ UPDATE NHO ✓ Data has been successfully upp Designation manager Mobile No. 0122323443 Authorised Person Email haliens@gmail.com	bini salm - Ori = 1600 AM	e upda
elow: Designation Authorized Carge Passed Authorized Carge Passed Authorized Parson info Authorized Parson info Authorized Parson info Carge Passed Carge Passed	Authorized Person Details and user can upon Person Email	Person Person Person ✓ UPDATE NHO ✓ Data has been successfully upp Designation manager Mobile No. 0122323443 Authorised Person Email haliens@gmail.com	bini salm - Ori = 1600 AM	e upda
Designation Mobile No. Authorized	Anter and a set of a	Value Value Frider, 13, uby 1 Value Value Value	bini salm - Ori = 1600 AM	e upda
Bookbard Company Porfile Authorized Company Porfile Authorized Person Info Add Sophemetary User Colorage of Renewal Company Porfile Add Sophemetary User Colorage of Renewal Company Porfile Company	Authorized Person Details and user can upon Person Email	Value Value Frider, 13, uby 1 Value Value Value	bini salm - Ori = 1600 AM	e upd



4.0 Add Supplementary User

#	SCREENSHOTS / EXPLANATION	N			
	4.1 Supplementary User	Form			
	Supplementary user form cons	sists of several sections as below:			
	1. Account Informatio	on			
	2. Personal Information	on			
	3. Digital Certificate Pa	ackage			
	 Member Terms of S 				
FG1	QUEST 3+ #			((*)) Å	salina binti salin
	MENU 🏦 / Me	lembership Utilities / Add Supplementary User			Thursday, 14 July 2016 3:50:16
	↑ Dashboard				
		D SUPPLEMENTARY USER FORM			
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	Add Supplementary User				
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	Cosmetic Notification - Secret	t Question *	Secret Answer *		
	WH	IERE DID YOU MEET YOUR SPOUSE?	a _e		
FG2					
	🕴 Per Full na	rsonal Information		Gender *	
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#	SCREENSHOTS / EXPLANATION
FG3	 Digital Certificate Package Your digital certificate in the form of USB Token will be provided by MSC Trustgate.com Sdn Bhd. Payment should be made only AFTER you receive an email notification for your membership approval from the system. Package Supplementary A : RM259.70 (RM245.00 + 6% GST) USB Token device + 1 year Digital Certificate validity Package Supplementary B : RM291.50 (RM275.00 + 6% GST) USB Token device + 2 year Digital Certificate validity Package Supplementary C : RM399.20 (RM320.00 + 6% GST)
	USB Token device + 3 year Digital Certificate validity Select your delivery option: Courier Service Courier Service: Will be couriered at the company address registered in this form. Gate Courier Service: Mill be couriered at the company address registered in this form. Gate Courier Service: Mill be couriered at the company address registered in this form. Gate Courier Service: Set Folder Couriered at the company address registered in this form. Gate Couriered at the company address registered in this form. Gate Couriered at the company address registered in this form. Gate Couriered at the company address registered in this form. Gate Couriered at the company address registered in this form. Gate Couriered at the company address registered in this form. Gate Couriered at the company address registered in this form. Gate Couriered at the company address registered in this form. Gate Couriered at the company address registered in this form. Gate Couriered at the company address registered in this form. Gate Couriered at the company address registered in this form. Gate Couriered at the company address registered in this form. Gate Couriered at the company address registered in this form. Gate Couriered at the company address registered in this form. Gate Couriered at the company address registered in this form. Gate Couriered at the company address registered in this form. Gate Couriered at the company address registered in this form. Gate Couriered at the company address registered in this form. Gate Couriered at the couriered
FG4	 ▲ Member Terms of Service Lam authorized by the company to execute transactions using NPCB QUEST 3+ On-line Submission and hereby confirm that all information given here are true and accurate. Further, I deter the following to hold for the subcriber certificates that all the above information is true and valid to the best of its knowledge and hereby grants MSC TRUSTGATE COX SDN BHO MSCTINUSTGATE or its appointed Registration Authority of high persiston to very the hinformation index required to do so by wing voruses MSCTINUSTGATE or its appointed Registration authority of high persiston to very the hinformation index required to do so by wing voruses MSCTINUSTGATE or its appointed Registration to the certificate of the subscriber, and the certificate that 1: I hold all authority legally required to apply for issuance of a certificate naming on behalf of the subscriber, and sequetes that 1: I hold all authority is grant digital gipature exceeding the bounds of the authority is simple or der. I hold all authority is prevent a digital algorature exceeding the bounds of the authority is individued that 1: I hold all authority is prevent a digital algorature exceeding the bounds of the authority is an end-invertism. I prevent bound by the Terms and Conditions that been at an amendments made thereto and 1, declare that 1 have notice of all that is contained in the Notice of Acceptance. I prevent and that is contained in the Notice of Acceptance. I prevent and the serve of event that is a linear that is inversioned and the subscriber, and the subscriber, and the serve of event and the devent and analyze and the subscriber and the devent and analyze and the subscriber and the devent and analyze and the subscriber and the subscriber and the subscriber and the devent and subscriber and the authority is granted to an I
EX	User need to fill up all the required/mandatory fields marks (*), choose certificate package, delivery option and accept the 'Terms of Service' and click the 'Submit' button to submit the application.



#	SCREENSHOTS / EXPLANATION
	4.2 Confirmation of Submission
FG5	 Notification of submission ✓ Your application is successfully submitted. × Thank you for using QUEST 3+ online membership application Your reference no is : 45792 Please use this reference number to check your membership application Status A notification email will be issued within 3 working days and for approved application, a membership slip will be attached together with the email. Close
EX	Figure 5 show confirmation slip after user submit the application form. User may print the confirmation slip and check the application status online.
	4.3 Email Notification of Submission
	NPCB QUEST 3+ To:
EX	User will received email notification as shown in Figure 9 above for user to check the application status online.



5.0 Token Renewal

#	SCREENSHOTS / EXPLANATION
	Token Renewal
FG1	
EX	3 year Digital Certificate validity only (existing MSC Trustgate USB Token required)