



**National Pharmaceutical Regulatory Agency
Ministry of Health Malaysia**

USER MANUAL

QUEST 3+ System

Module: MEMBERSHIP REGISTRATION (Front-End)

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INTRODUCTION

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

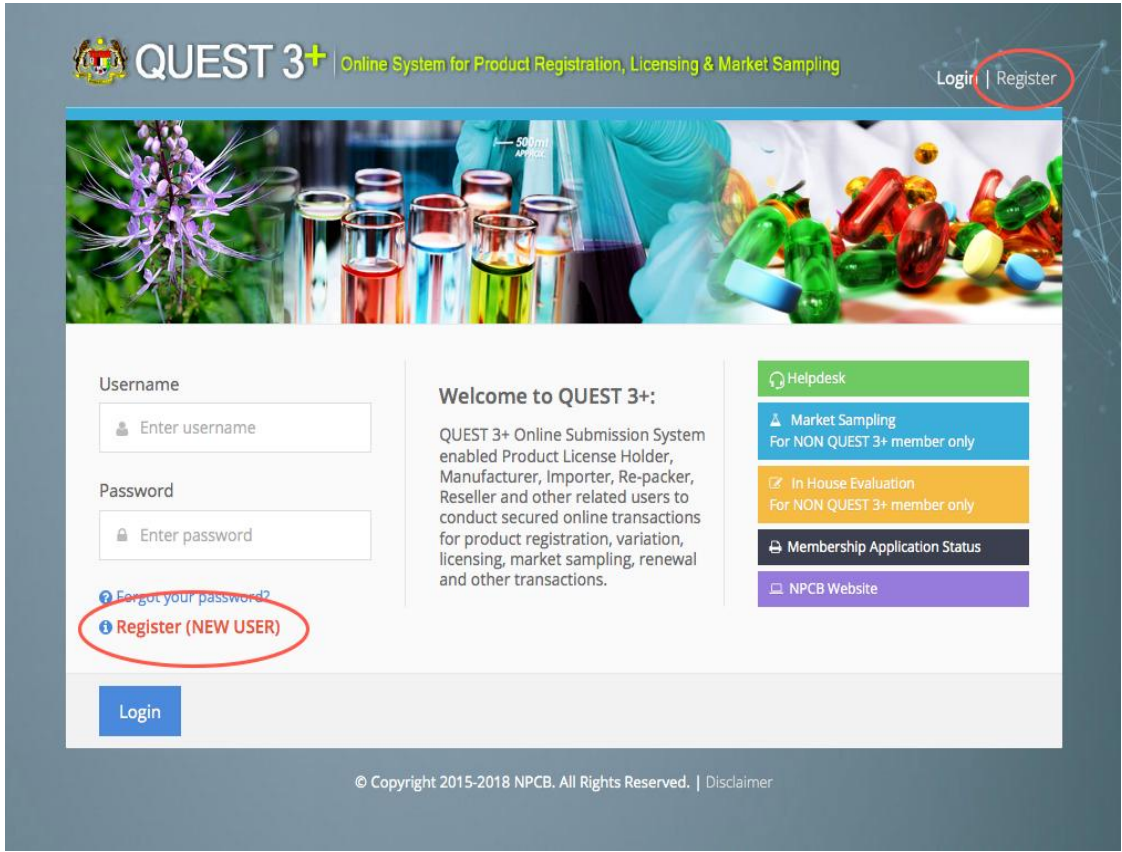
1. Application / Registration Company and New User
2. Application for Change Authorized Person
3. Application for Add Supplementary User
4. Renewal of Membership
5. Search for Application Status / Information

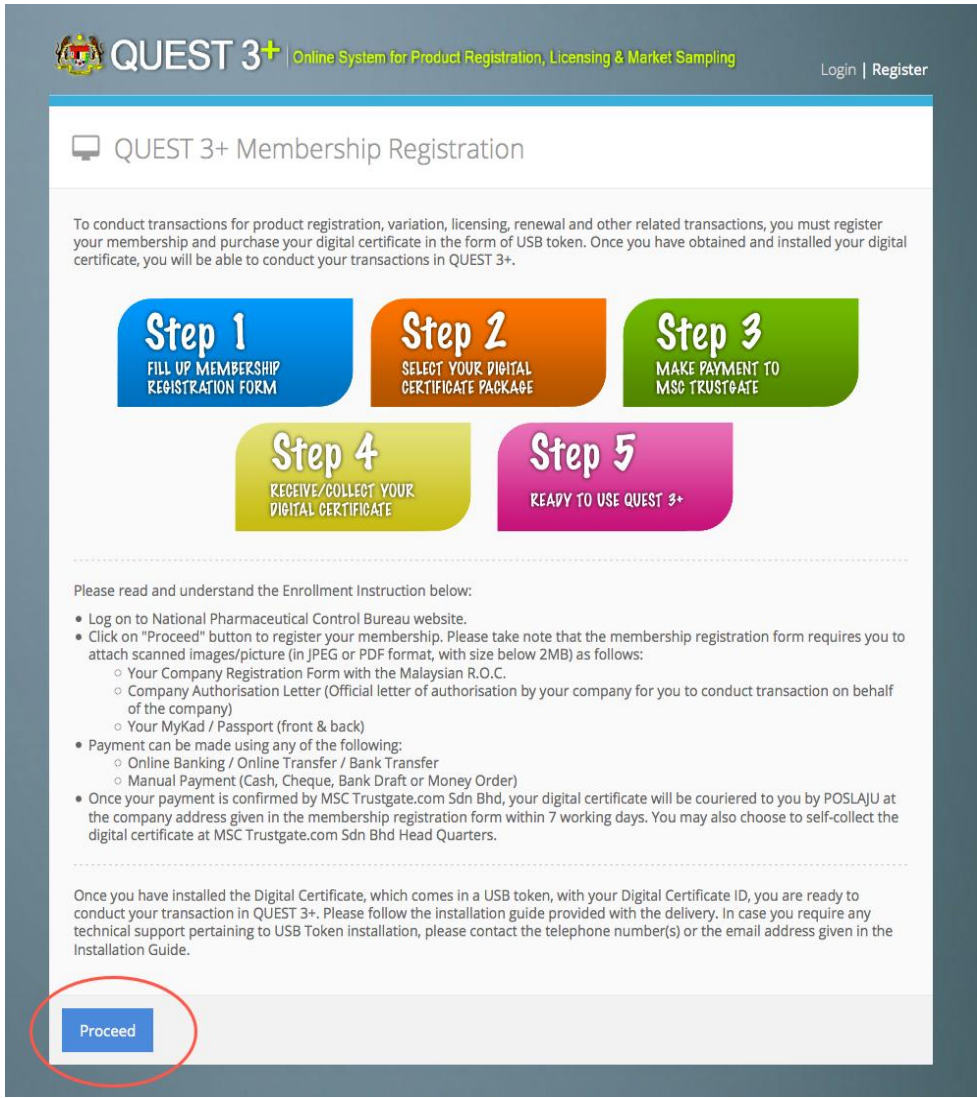
Pre-requisite:

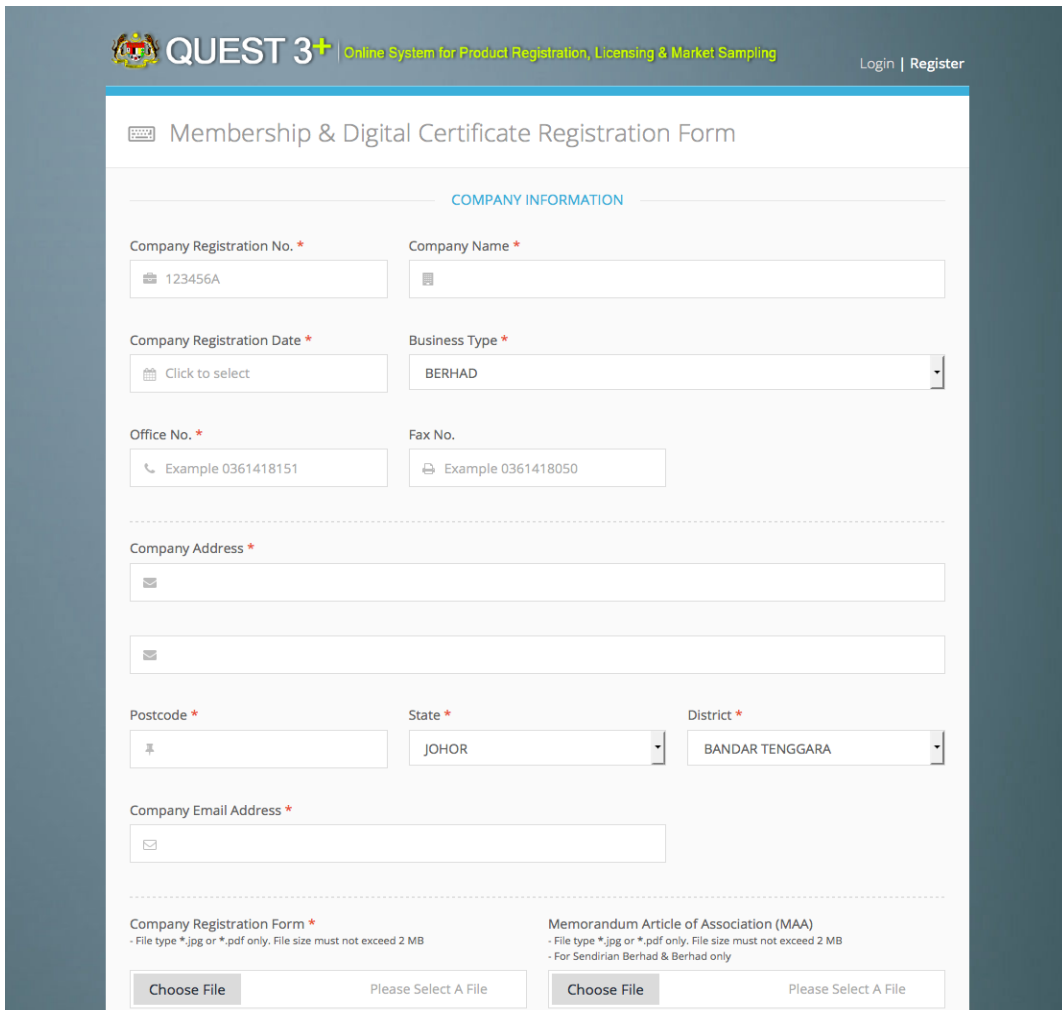
The application / registration process by the applicants will be conducted completely online including payments. The following are the pre-requisites before conducting the transactions in QUEST 3+:

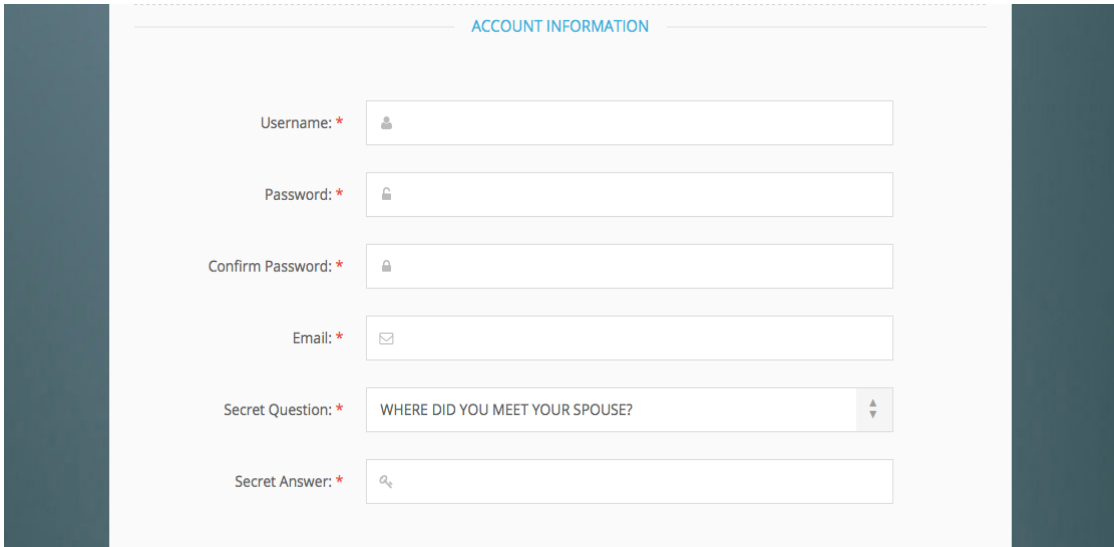
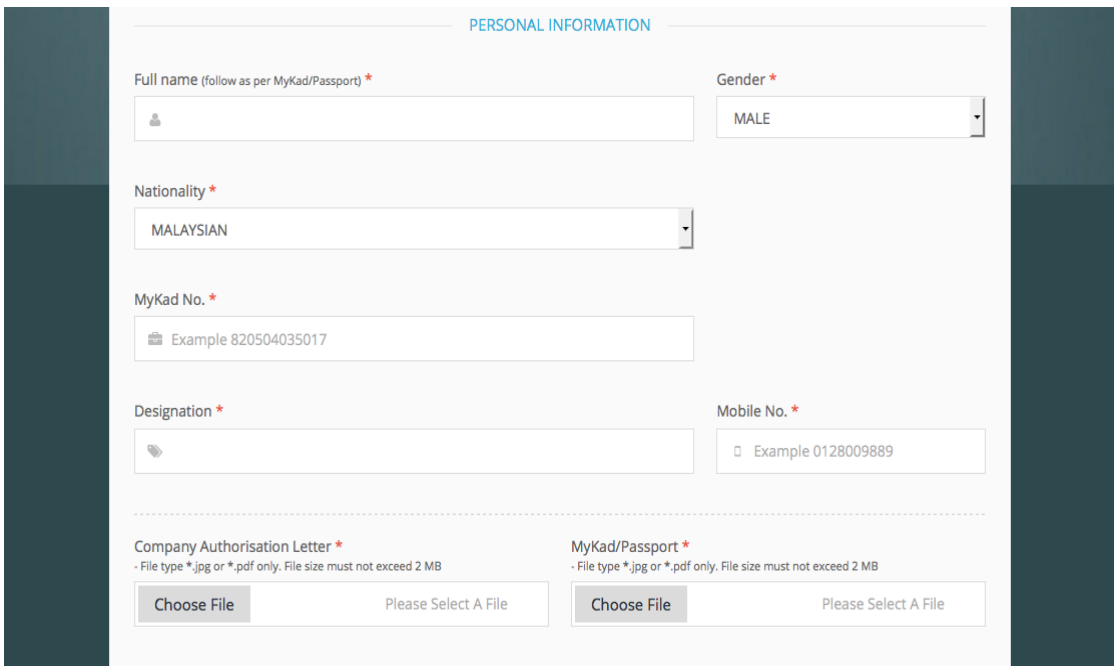
1. Internet Ready PC
2. Broadband Internet connection
3. Internet Explorer 9.0 and above
4. Valid Digital Certificate (USB Token) – To be purchased online during Membership Application
5. Scanner
6. PDF Reader/Writer Software
7. Photo editor to edit (crop, resize or other editing functions) your attachments 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.

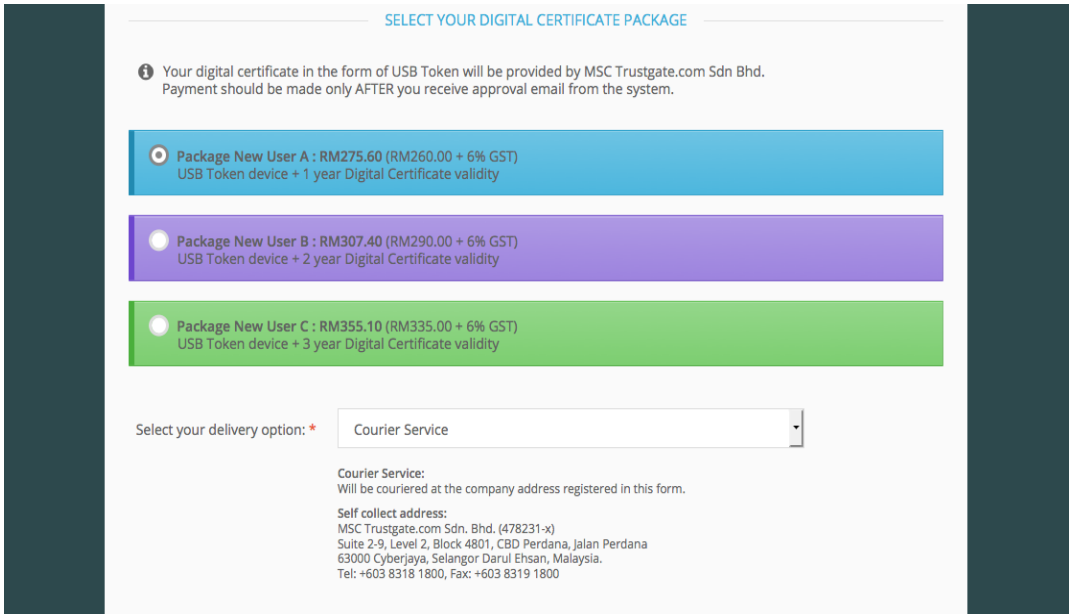
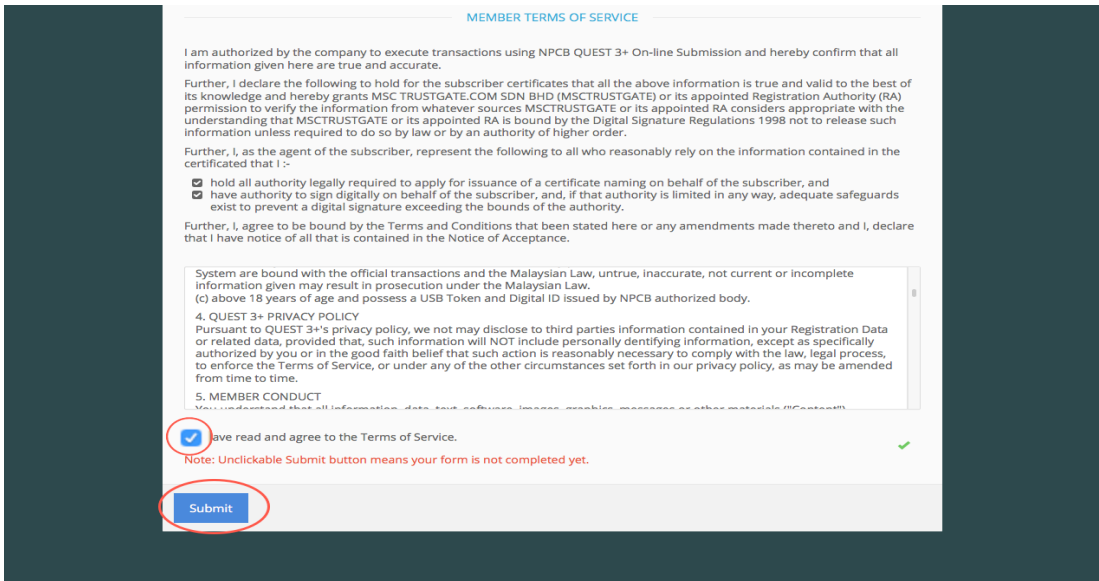
1.0 Application / Registration Company and New User

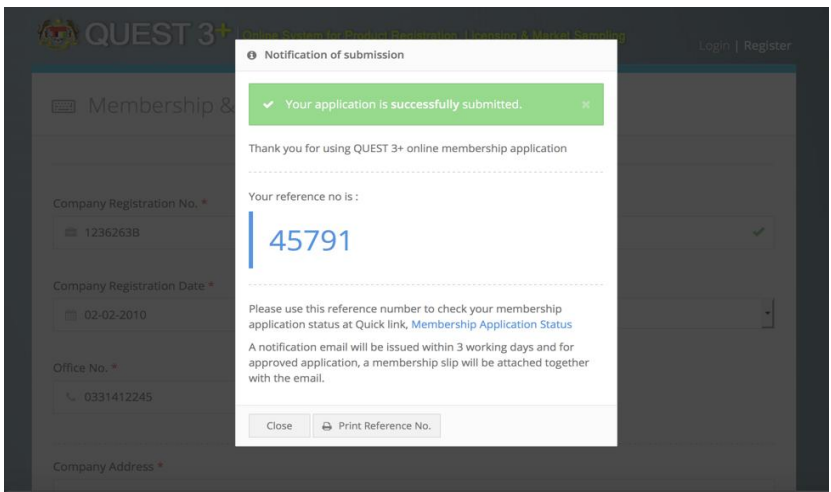
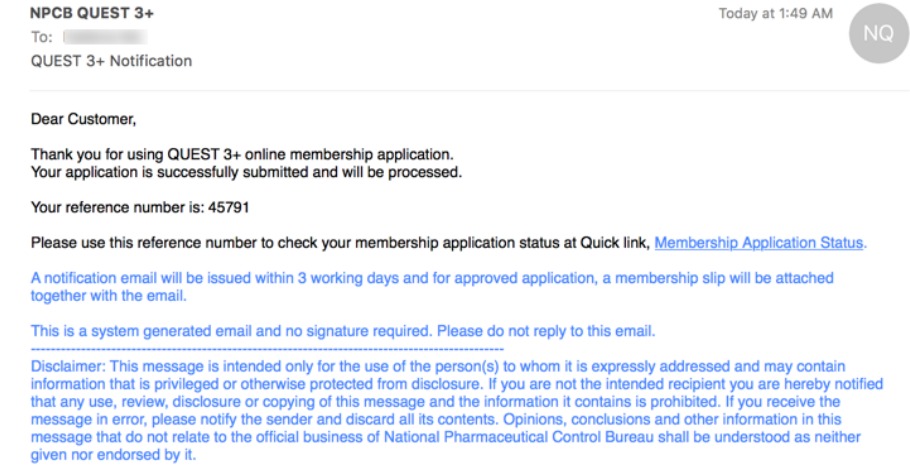
#	SCREENSHOTS / EXPLANATION
1.1	Home Screen
FG1	
EX	<p>Explanation:</p> <p>To access the Quest 3+ system, user need to use the URL as below: https://quest3plus.bpfk.gov.my/front-end</p> <p>Figure 1 as the above will appear and the user will need to click link 'Register (NEW USER)' or 'Register' as circled above.</p>

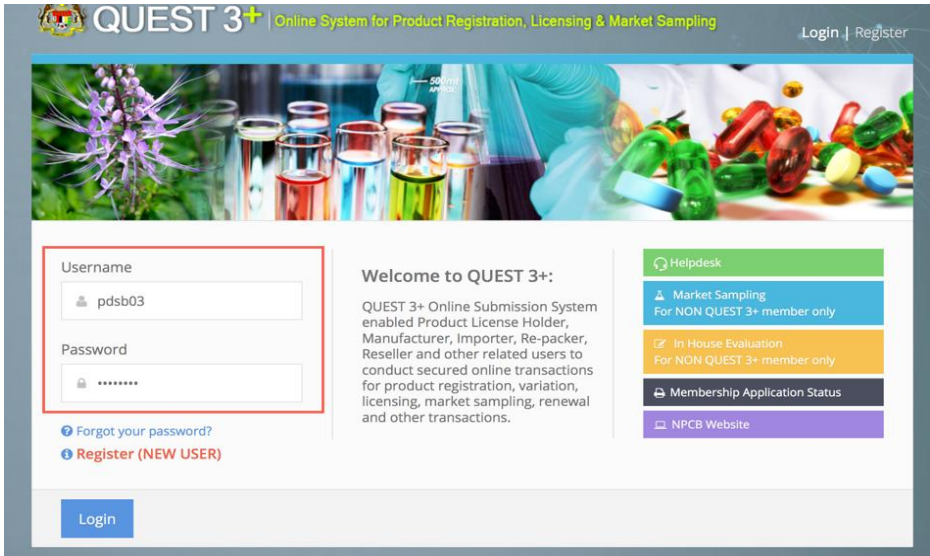
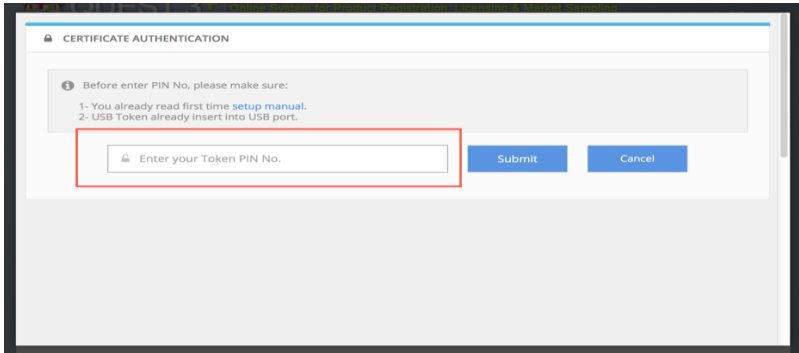
#	SCREENSHOTS / EXPLANATION
1.2	Registration Instruction Page
FG2	 <p>QUEST 3+ Online System for Product Registration, Licensing & Market Sampling Login Register</p> <h3>QUEST 3+ Membership Registration</h3> <p>To conduct transactions for product registration, variation, licensing, renewal and other 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+.</p> <div> <div> Step 1 FILL UP MEMBERSHIP REGISTRATION FORM </div> <div> Step 2 SELECT YOUR DIGITAL CERTIFICATE PACKAGE </div> <div> Step 3 MAKE PAYMENT TO MSC TRUSTGATE </div> <div> Step 4 RECEIVE/COLLECT YOUR DIGITAL CERTIFICATE </div> <div> Step 5 READY TO USE QUEST 3+ </div> </div> <p>Please read and understand the Enrollment Instruction below:</p> <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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. <p>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.</p> <p>Proceed</p>
EX	Figure 2 above shown registration instruction page. User needs to click 'Proceed' button.

#	SCREENSHOTS / EXPLANATION
	<p>1.3 Application / Registration Form</p> <p>This form consists of several section to be filled up by user as below:</p> <ol style="list-style-type: none"> 1. Company Information 2. Account Information 3. Personal Information 4. Digital Certificate Package 5. Member Terms of Service
FG3	
EX	<p>Figure 3 above shown Company Information Section. User needs to fill all the mandatory fields remarks (*).</p>

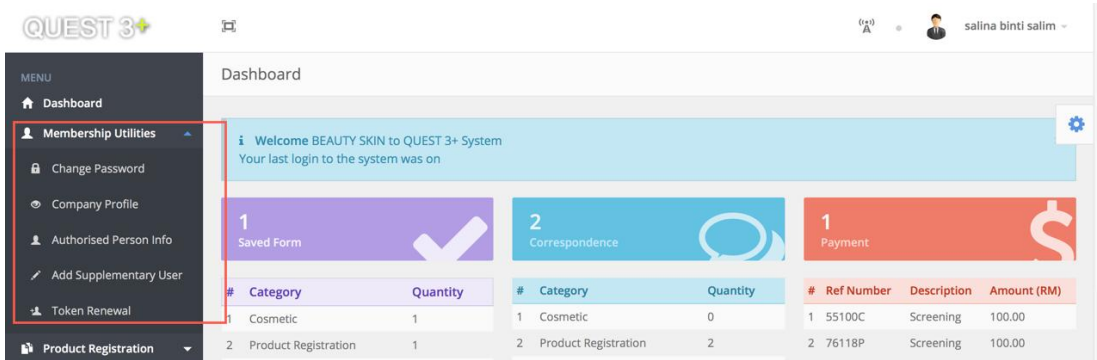
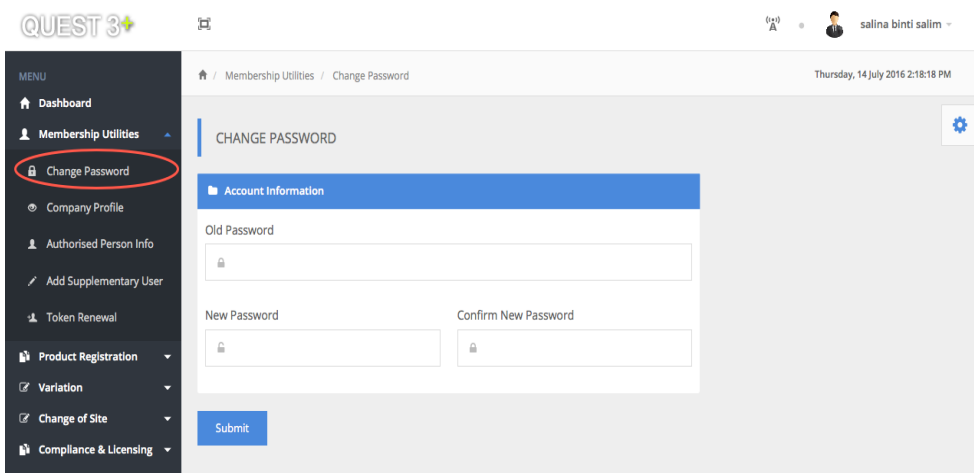
#	SCREENSHOTS / EXPLANATION
FG4	
EX	Figure 4 above shown Account Information Section. User needs to fill all the mandatory fields remarks (*).
FG5	
EX	Figure 5 above shown Personal Information Section. User needs to fill all the mandatory fields remarks (*).

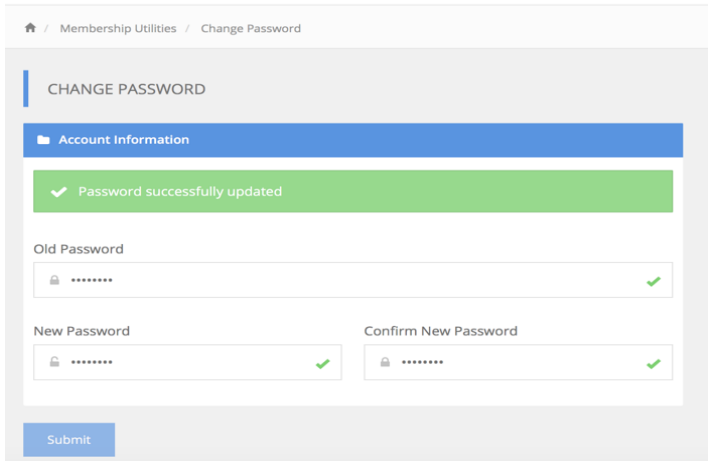
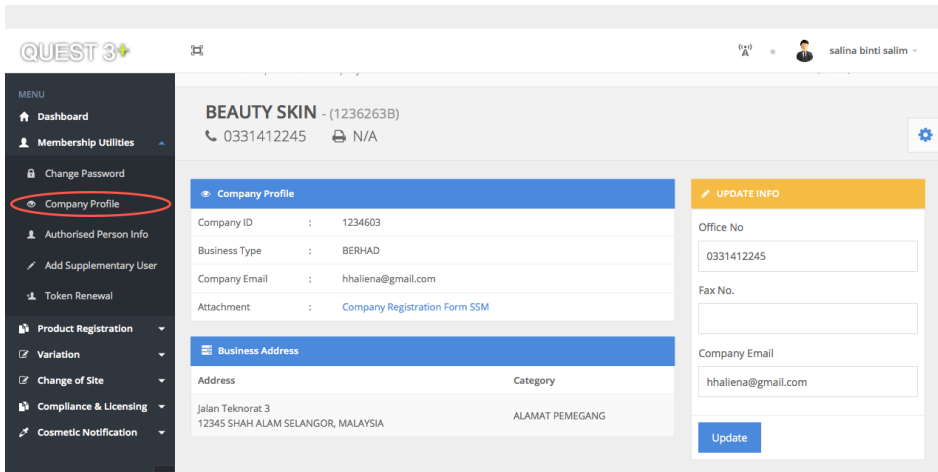
#	SCREENSHOTS / EXPLANATION
FG6	
EX	Figure 6 above shown Digital Certificate Package. User needs to choose their preferred package and delivery option.
FG7	
EX	User needs to check the checkbox button to accept the 'Member Terms of Service' and click 'Submit' button to submit the application form.

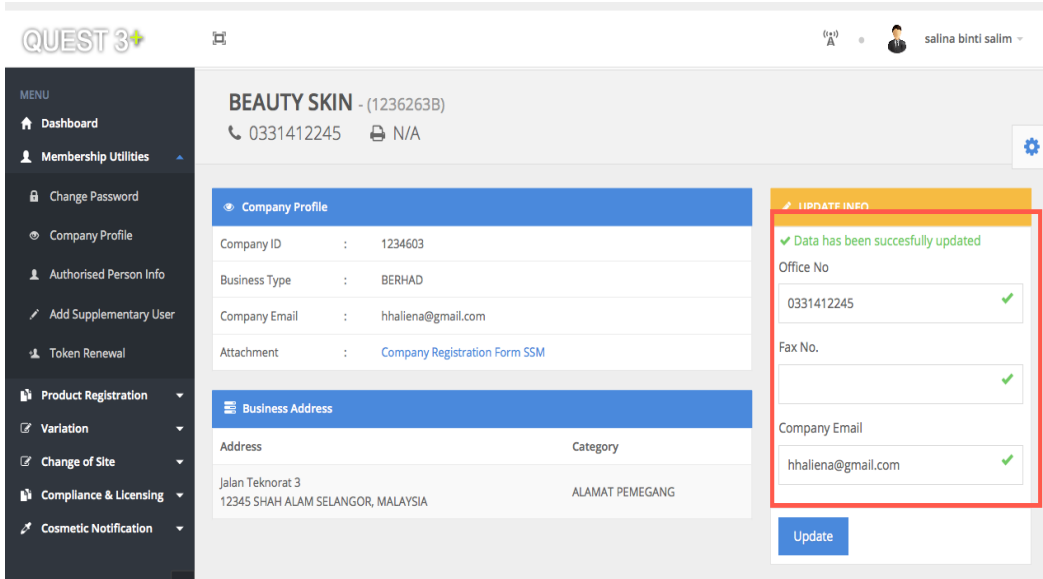
#	SCREENSHOTS / EXPLANATION
	<p>1.4 Confirmation of Submission</p>
FG8	
EX	<p>Figure 8 show confirmation slip after user submit the application form. User may print the confirmation slip and check the application status online.</p>
	<p>1.5 Email Notification of Submission</p>
FG9	
EX	<p>User will received email notification as shown in Figure 9 above for user to check the application status online.</p>

#	SCREENSHOTS / EXPLANATION
	<p>1.6 First Time Login</p>
FG10	
EX	<p>After application has been approved and USB token has been received, user need to login using their registered username and password.</p>
	<p>1.7 Certificate Authentication</p>
FG11	
EX	<p>USB Token must be inserted into USB port and user need to enter their Token Pin number and click 'Submit' button.</p>

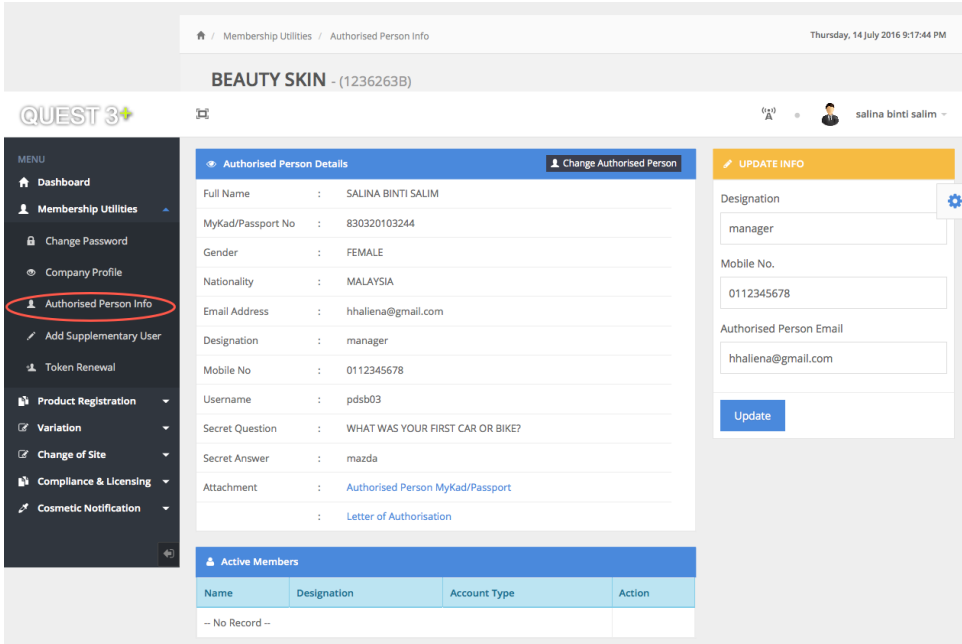
2.0 Dashboard

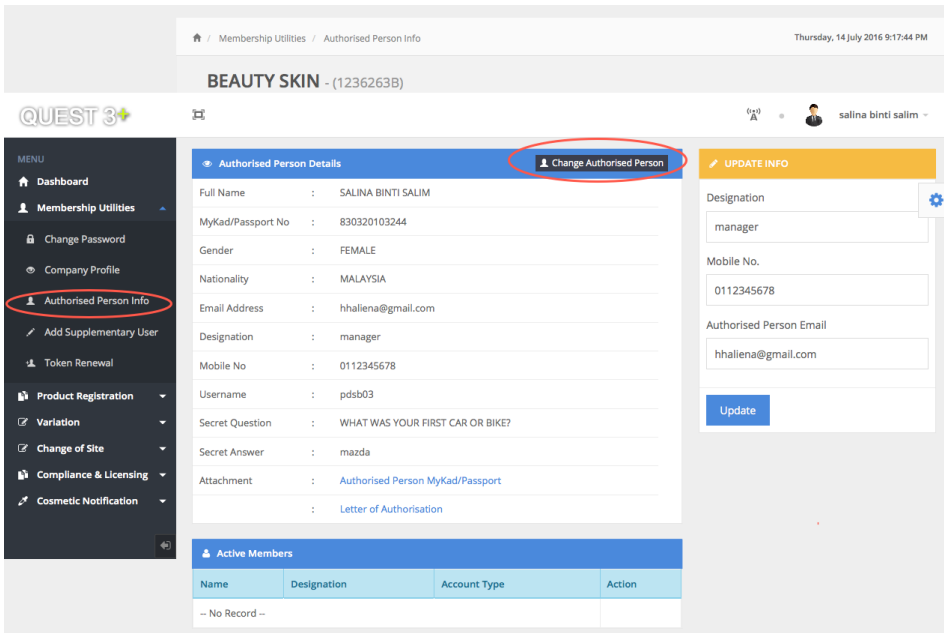
#	SCREENSHOTS / EXPLANATION
	Dashboard
FG1	
EX	Figure 1 above show user dashboard after user login to the system.
	2.1 Update Password
FG2	
EX	<p>Figure 2 show that user needs to fill in all fields below to change their password:</p> <ol style="list-style-type: none"> 1. Old Password 2. New Password 3. Confirm New Password

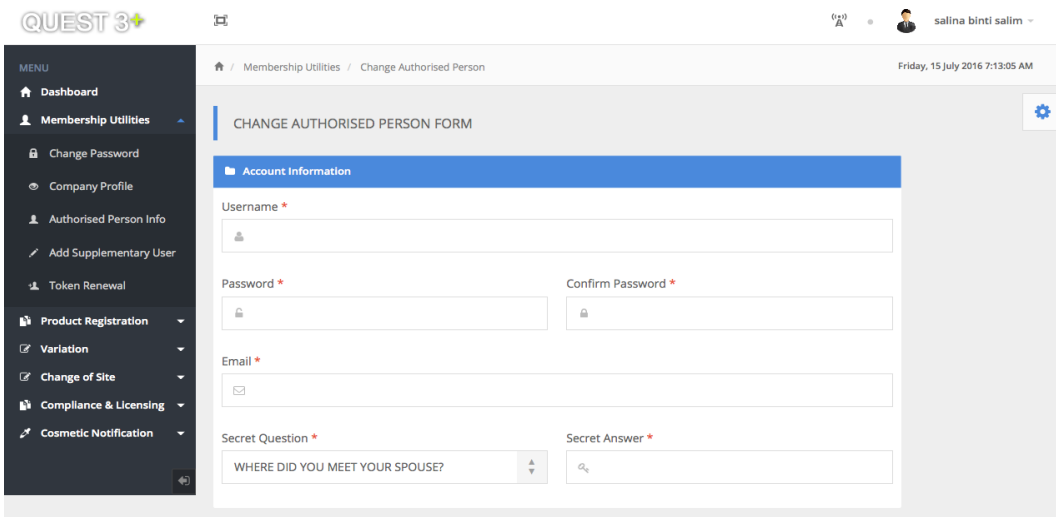
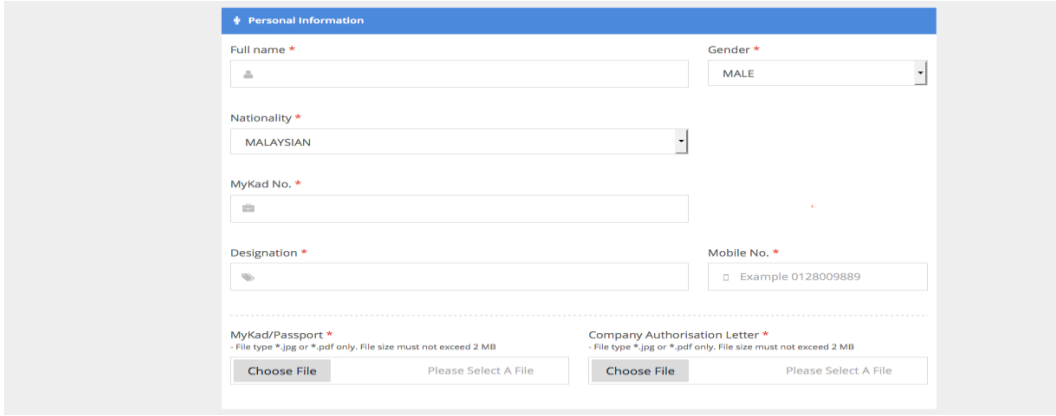
#	SCREENSHOTS / EXPLANATION
FG3	
EX	Figure 3 above show that password successfully updated into the system. User can login using their new password.
	2.2 Company Profile
FG4	
EX	<p>Figure 4 above show company profile information. User only can update 'Update Info' section. Fields that can be updated as below:</p> <ol style="list-style-type: none"> 1. Office No. 2. Fax No. 3. Company No.

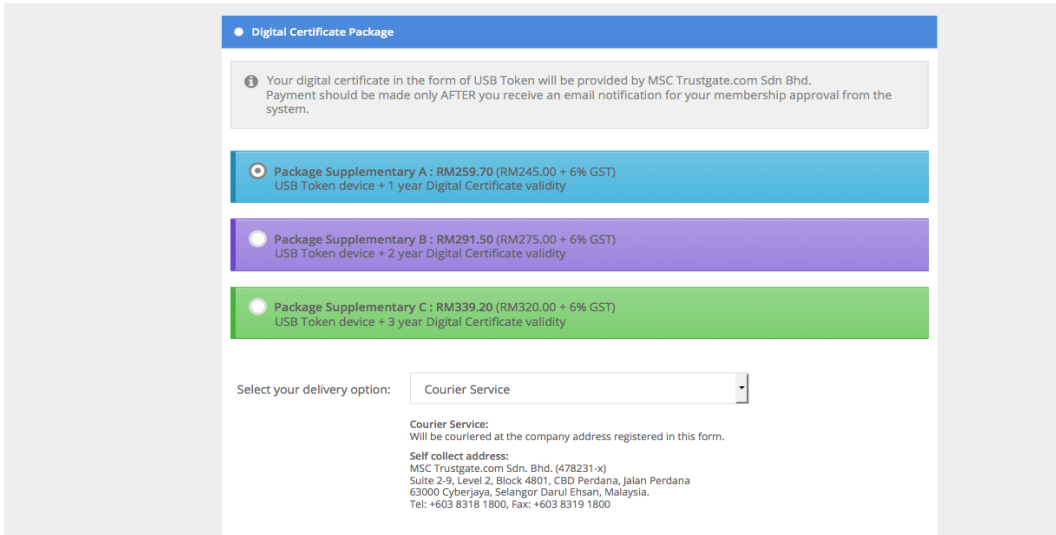
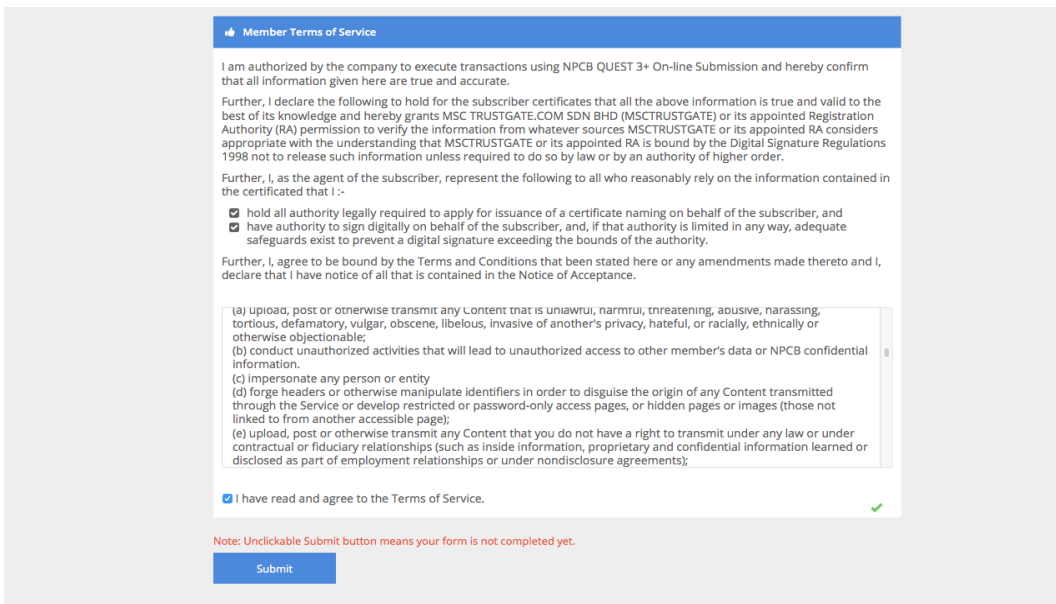
#	SCREENSHOTS / EXPLANATION
FG5	 <p>The screenshot displays the QUEST 3+ dashboard for a user named 'salina binti salim'. The dashboard shows the company profile for 'BEAUTY SKIN - (1236263B)' with contact details: 0331412245 and N/A. The company profile section includes fields for Company ID (1234603), Business Type (BERHAD), Company Email (hhallena@gmail.com), and Attachment (Company Registration Form SSM). The business address is listed as Jalan Teknorat 3, 12345 SHAH ALAM SELANGOR, MALAYSIA, with the category ALAMAT PEMEGANG. A red box highlights the 'UPDATE INFO' section, which shows a green checkmark and the message 'Data has been successfully updated'. Below this, the Office No (0331412245), Fax No., and Company Email (hhallena@gmail.com) are listed with green checkmarks, indicating successful updates. An 'Update' button is visible at the bottom of the update section.</p>
EX	Figure 5 above show that company information has been updated.

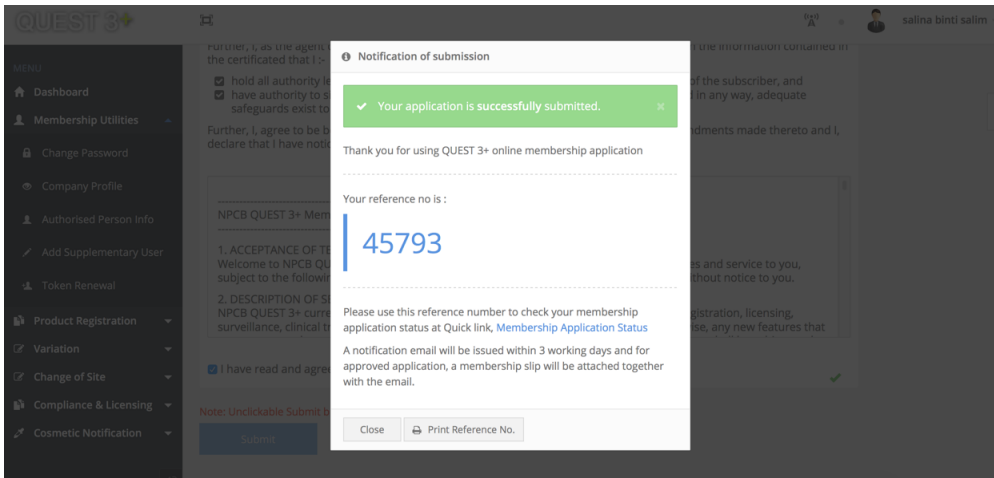
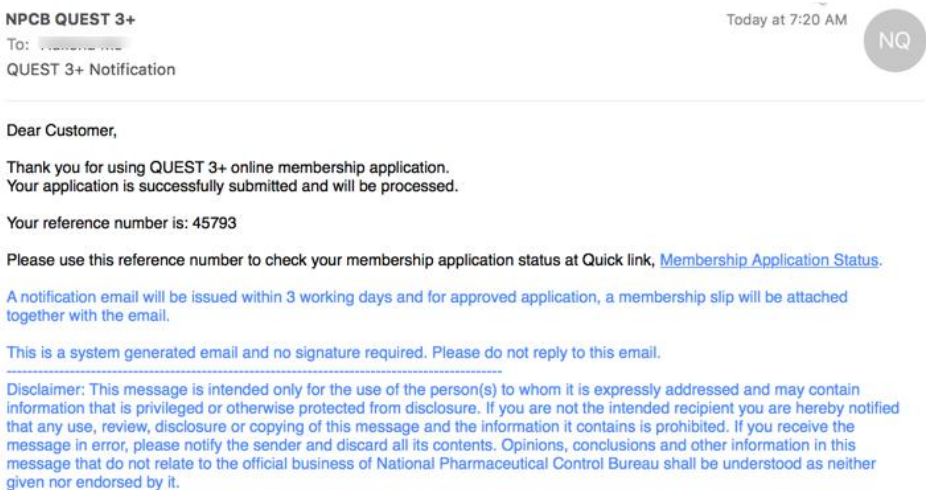
3.0 Authorized Person Info

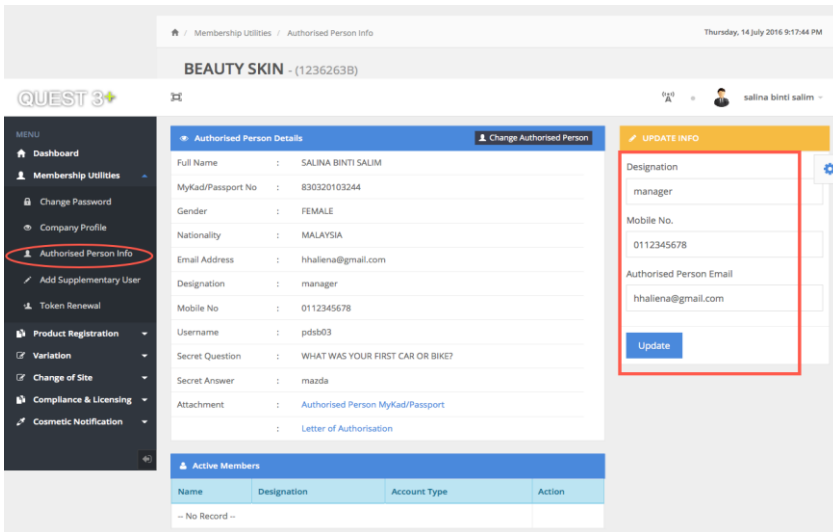
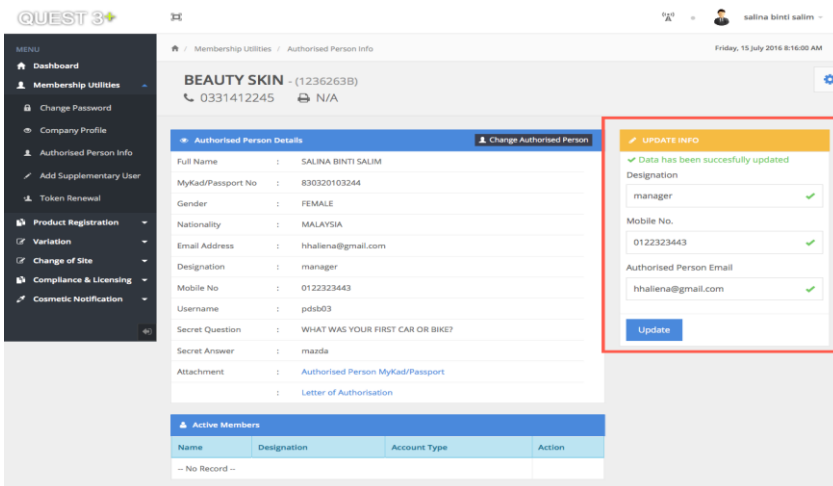
#	SCREENSHOTS / EXPLANATION
	Authorized Person Info
FG1	
EX	Figure1 show Authorized Person Details screen.

#	SCREENSHOTS / EXPLANATION																										
	<p>3.1 Change Authorized Person</p>																										
FG2	 <p>The screenshot shows the 'Authorized Person Info' section of the QUEST 3+ web application. The 'Change Authorized Person' button is highlighted with a red circle. The page displays the following details for the authorized person:</p> <table border="1"> <thead> <tr> <th colspan="2">Authorised Person Details</th> </tr> </thead> <tbody> <tr> <td>Full Name</td> <td>SALINA BINTI SALIM</td> </tr> <tr> <td>MyKad/Passport No</td> <td>830320103244</td> </tr> <tr> <td>Gender</td> <td>FEMALE</td> </tr> <tr> <td>Nationality</td> <td>MALAYSIA</td> </tr> <tr> <td>Email Address</td> <td>hhallena@gmail.com</td> </tr> <tr> <td>Designation</td> <td>manager</td> </tr> <tr> <td>Mobile No</td> <td>0112345678</td> </tr> <tr> <td>Username</td> <td>pdsb03</td> </tr> <tr> <td>Secret Question</td> <td>WHAT WAS YOUR FIRST CAR OR BIKE?</td> </tr> <tr> <td>Secret Answer</td> <td>mazda</td> </tr> <tr> <td>Attachment</td> <td>Authorised Person MyKad/Passport</td> </tr> <tr> <td></td> <td>Letter of Authorisation</td> </tr> </tbody> </table> <p>Below the details, there is a table for 'Active Members' which currently shows 'No Record'.</p>	Authorised Person Details		Full Name	SALINA BINTI SALIM	MyKad/Passport No	830320103244	Gender	FEMALE	Nationality	MALAYSIA	Email Address	hhallena@gmail.com	Designation	manager	Mobile No	0112345678	Username	pdsb03	Secret Question	WHAT WAS YOUR FIRST CAR OR BIKE?	Secret Answer	mazda	Attachment	Authorised Person MyKad/Passport		Letter of Authorisation
Authorised Person Details																											
Full Name	SALINA BINTI SALIM																										
MyKad/Passport No	830320103244																										
Gender	FEMALE																										
Nationality	MALAYSIA																										
Email Address	hhallena@gmail.com																										
Designation	manager																										
Mobile No	0112345678																										
Username	pdsb03																										
Secret Question	WHAT WAS YOUR FIRST CAR OR BIKE?																										
Secret Answer	mazda																										
Attachment	Authorised Person MyKad/Passport																										
	Letter of Authorisation																										
EX	<p>Figure 2 show that user need to click 'Change Authorized Person' button to apply / register authorized person.</p>																										

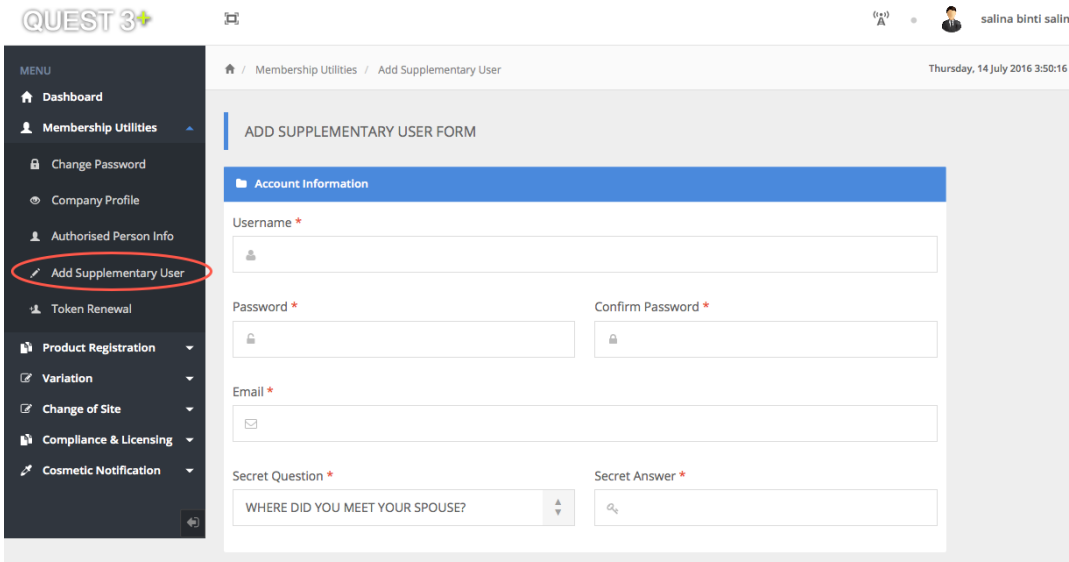
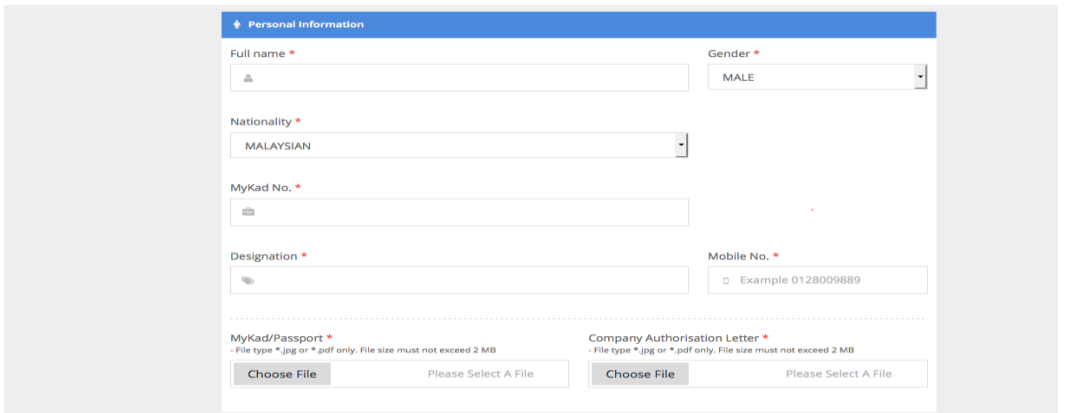
#	SCREENSHOTS / EXPLANATION
	<p>3.2 Change Authorized Person Form</p> <p>Change Authorized Person form consists of several sections as below:</p> <ol style="list-style-type: none"> 1. Account Information 2. Personal Information 3. Digital Certificate Package 4. Member Terms of Service
FG3	
FG4	

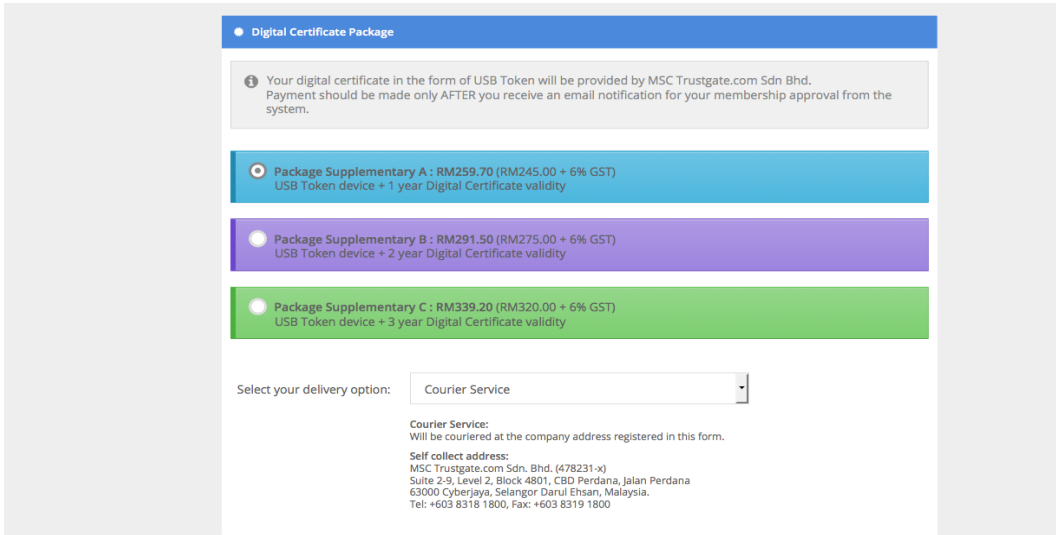
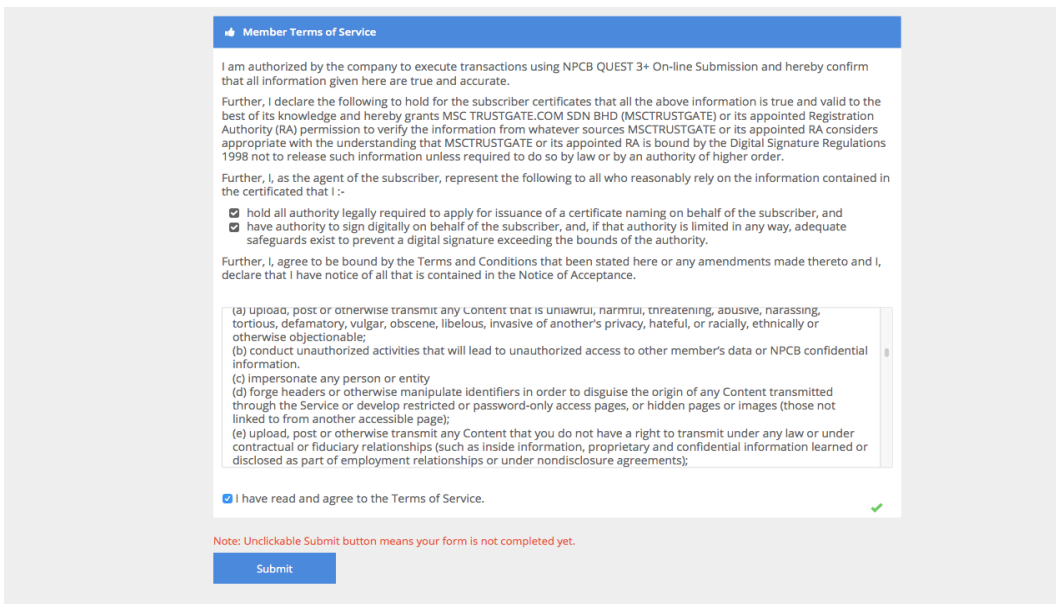
#	SCREENSHOTS / EXPLANATION
FG5	
FG6	
EX	<p>User need to fill up all the required/mandatory fields marks (*), choose certificate package, delivery option and accept the 'Terms of Service' and click the 'Submit' button to submit the application.</p>

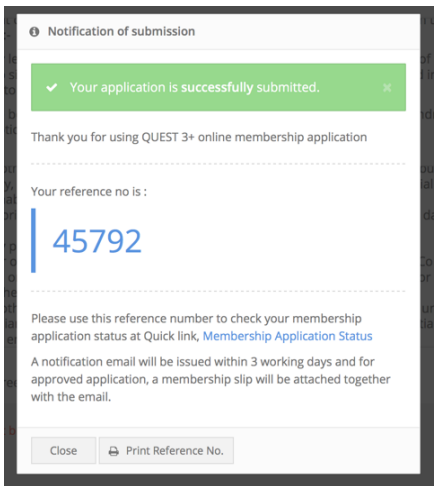
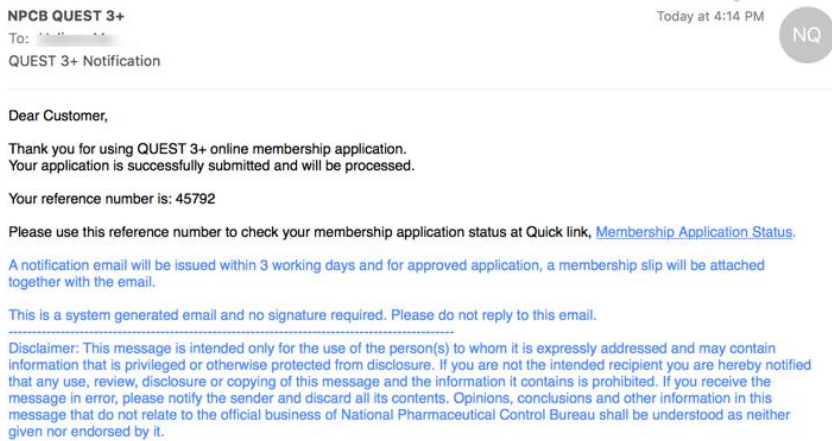
#	SCREENSHOTS / EXPLANATION
	<p>3.3 Confirmation of Submission</p>
FG7	
EX	<p>Figure 7 show confirmation slip after user submit the application form. User may print the confirmation slip and check the application status online.</p>
	<p>3.4 Email Notification of Submission</p>
FG8	
EX	<p>User will received email notification as shown in Figure 8 above for user to check the application status online.</p>

#	SCREENSHOTS / EXPLANATION
	<p>3.5 Update Info</p>
FG9	
EX	<p>Figure 9 above show Authorized Person Details and user can update info in 'Update Info' section. Fields that can be updated as below:</p> <ol style="list-style-type: none"> 1. Designation 2. Mobile No. 3. Authorized Person Email
FG10	
EX	<p>Figure 10 above show that authorized person info that has been updated.</p>

4.0 Add Supplementary User

#	SCREENSHOTS / EXPLANATION
	<p>4.1 Supplementary User Form</p> <p>Supplementary user form consists of several sections as below:</p> <ol style="list-style-type: none"> 1. Account Information 2. Personal Information 3. Digital Certificate Package 4. Member Terms of Service
FG1	
FG2	

#	SCREENSHOTS / EXPLANATION
FG3	
FG4	
EX	<p>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.</p>

#	SCREENSHOTS / EXPLANATION
	4.2 Confirmation of Submission
FG5	
EX	<p>Figure 5 show confirmation slip after user submit the application form. User may print the confirmation slip and check the application status online.</p>
	4.3 Email Notification of Submission
	
EX	<p>User will received email notification as shown in Figure 9 above for user to check the application status online.</p>

5.0 Token Renewal

#	SCREENSHOTS / EXPLANATION								
	<p>Token Renewal</p>								
FG1	<div><div><div><div>QUEST 3+</div><div>MENU</div><div><div>Dashboard</div><div>Membership Utilities</div><div>Change Password</div><div>Company Profile</div><div>Authorised Person Info</div><div>Add Supplementary User</div><div>Token Renewal</div><div>Product Registration</div><div>Variation</div><div>Change of Site</div><div>Compliance & Licensing</div><div>Cosmetic Notification</div></div></div><div><div>Membership Utilities / Token Renewal</div><div><div>PERSADA DIGITAL - (888000)</div><div>0361418151 0361418010</div><div>Your digital certificate can only be renewed 30 DAYS BEFORE expiry date.</div><div><div>Digital Certificate Info</div><table><tr><th>Certificate Issuer</th><th>Start Date</th><th>Expiry date</th><th>Token will expire within</th></tr><tr><td>MSC TRUSTGATE</td><td>30-10-2015</td><td>30-07-2016</td><td>15 days</td></tr></table><div><div>Digital Certificate Renewal</div><div>Your digital certificate will be provided by MSC Trustgate.com Sdn Bhd.</div><div>For Package Renewal, you can walk-in or courier your USB Token to: MSC Trustgate.com Sdn. Bhd. (478231-x) Suite 2-9, Level 2, Block 4801, CBD Perdana, Jalan Perdana 63000 Cyberjaya, Selangor Darul Ehsan, Malaysia. Tel: +603 8318 1800, Fax: +603 8319 1800</div><div><div>Package New User A : RM275.60 (RM260.00 + 6% GST) USB Token device + 1 year Digital Certificate validity</div><div>Package New User B : RM307.40 (RM290.00 + 6% GST) USB Token device + 2 year Digital Certificate validity</div><div>Package New User C : RM355.10 (RM335.00 + 6% GST) USB Token device + 3 year Digital Certificate validity</div><div>Package Renewal A : RM50.88 (RM48.00 + 6% GST) 1 year Digital Certificate validity only (existing MSC Trustgate USB Token required)</div><div>Package Renewal B : RM100.70 (RM95.00 + 6% GST) 2 year Digital Certificate validity only (existing MSC Trustgate USB Token required)</div><div>Package Renewal C : RM148.40 (RM140.00 + 6% GST) 3 year Digital Certificate validity only (existing MSC Trustgate USB Token required)</div><div><div>Select your delivery option:</div><div>Courier Service</div><div>Submit</div></div></div></div></div></div></div></div></div>	Certificate Issuer	Start Date	Expiry date	Token will expire within	MSC TRUSTGATE	30-10-2015	30-07-2016	15 days
Certificate Issuer	Start Date	Expiry date	Token will expire within						
MSC TRUSTGATE	30-10-2015	30-07-2016	15 days						
EX	<p>Figure 1 show that token renewal only can be made 30 days before expiry date. User need to select their preferred package and delivery option, then click the ‘Submit’ button.</p>								