



# **SARAWAKID WITH MOBILE APP**

**User Guide v1.0**



## User Guide Overview

1. Account Registration Using MyKad / Passport
2. Sign In into SarawakID App
3. Sign In with QR Code and Face Verification
4. Recover Account via Web Using QR Code
5. Change Password
6. Recover Username via SarawakID App
7. Recover Password via SarawakID App

# **SarawakID Account Registration**

A guide to registering for a SarawakID account



- 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 SarawakID app is now installed on your mobile device.



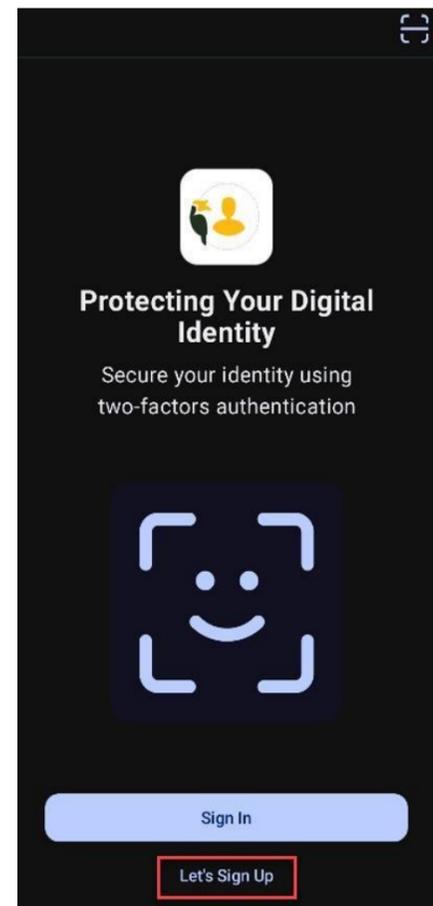
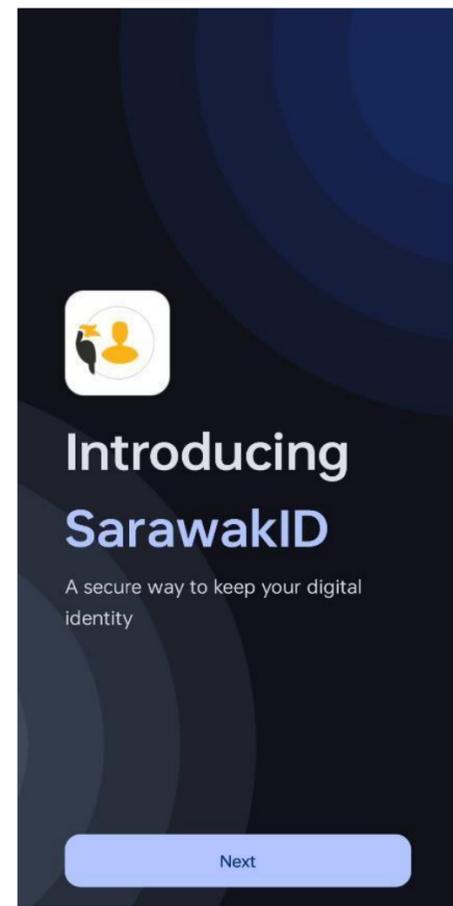
You can now install the SarawakID app from the Apple App Store for iOS, the Google Play Store for Android, and the Huawei AppGallery for HarmonyOS.

# **Registering for SarawakID with MyKaD**

# Registering for SarawakID With MyKad



1 Open the SarawakID App and tap **'Next'**. Then, tap **'Let's Sign Up'** to continue.



# Registering for SarawakID With MyKad



- 2 Select **'MyKAD'** as your ID document, enter your **'MyKAD number'** and tap **'Next'**.

Sign Up  
Choose an ID document

MyKad

Passport

MyKad number  
911006131414

Next

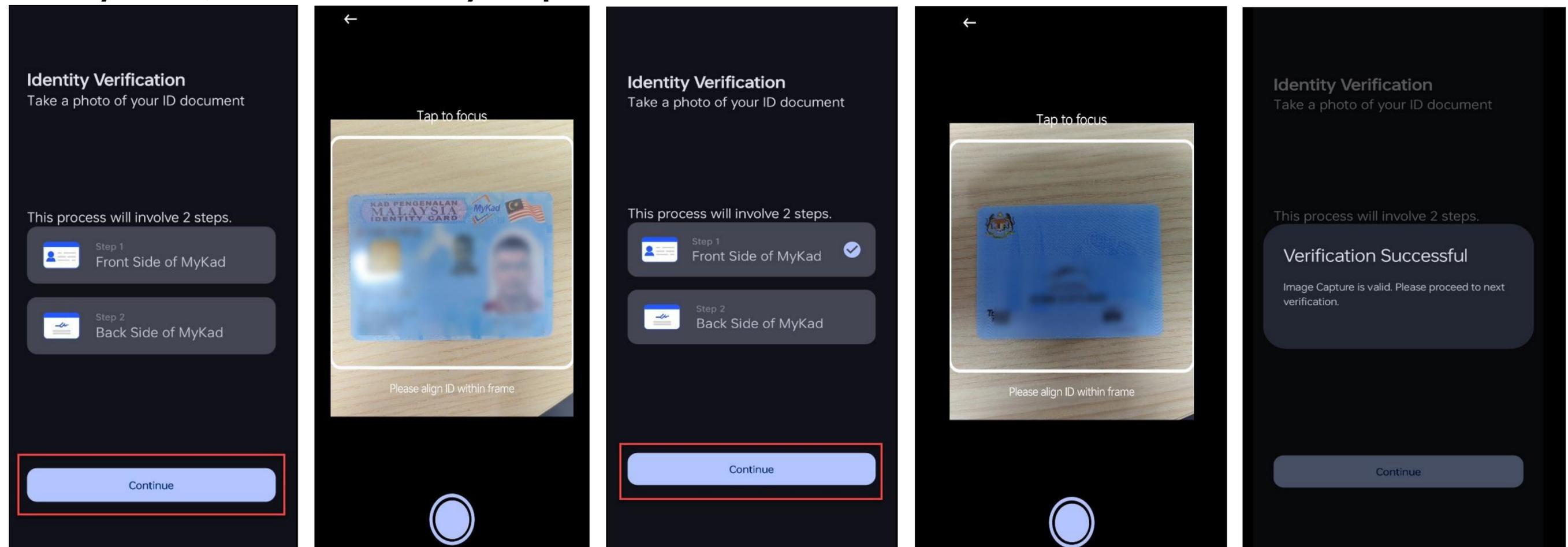


Make sure to grant all the necessary permissions and tap 'Allow' for the app when prompted.

# Registering for SarawakID With MyKad



3 Tap the **'Continue'** button, then take a photo of the front side of your MyKad, followed by a photo of the backside.



# Registering for SarawakID With MyKad



- 4** Your full name and address will be extracted from MyKad automatically. Enter the Email and tap **'Next.'** Enter your account information and tap **'Next.'**

**Sign Up**  
Enter your personal information

MyKad number

Full Name

Address

Email

Next

**Sign Up**  
Enter your account information

Username

Password

Re-enter password

Secret word

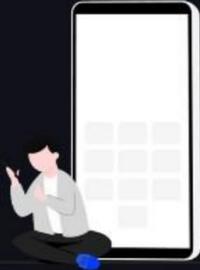
Next

# Registering for SarawakID With MyKad



5 Enter your phone number to receive an OTP for verification.

**Sign Up**  
Verify your number



Please enter your phone number to receive One Time Password (OTP)



**Send OTP**

**Sign Up**  
OTP verification



Enter the OTP sent to +601110305785

2 7 0 9 9 2

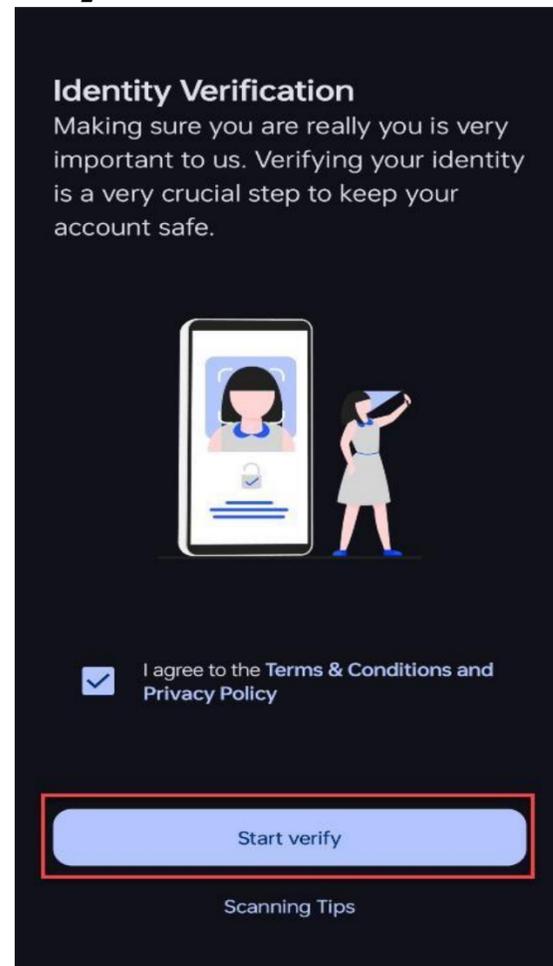
Retry in 60s

Verify

# Registering for SarawakID With MyKad



- 6 Check the boxes 'I agreed to the Terms & Conditions and Privacy Policy' and tap 'Start verify' for face verification.

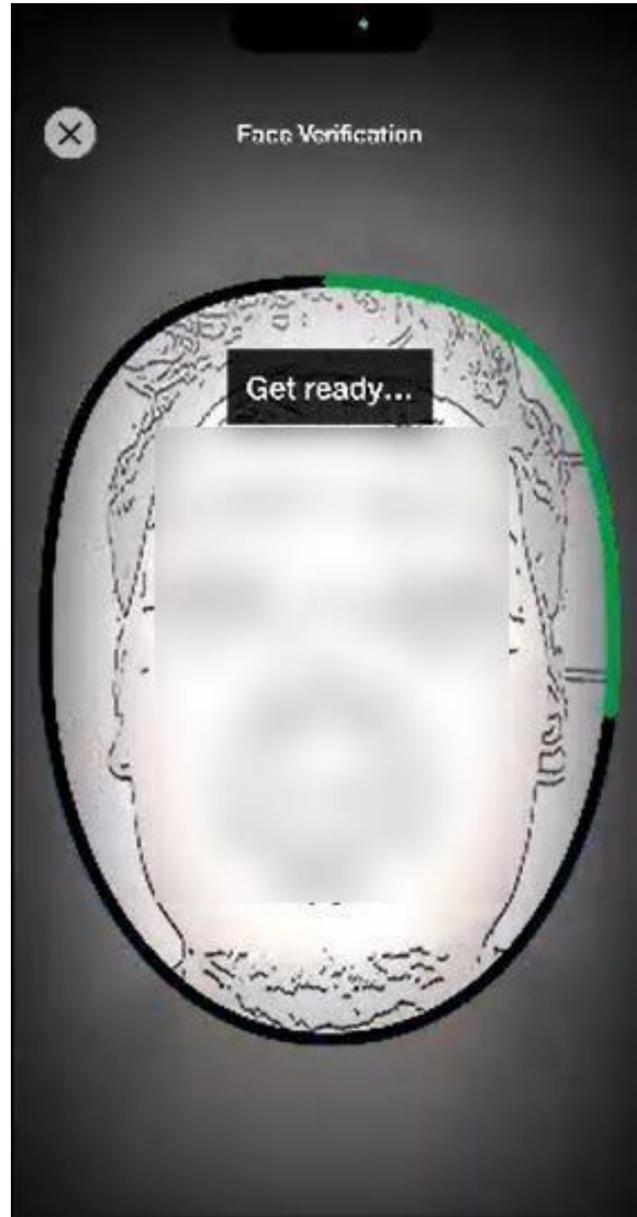


You can tap on the 'Scanning Tips' to view the instructions for Face Verification.

# Registering for SarawakID With MyKad



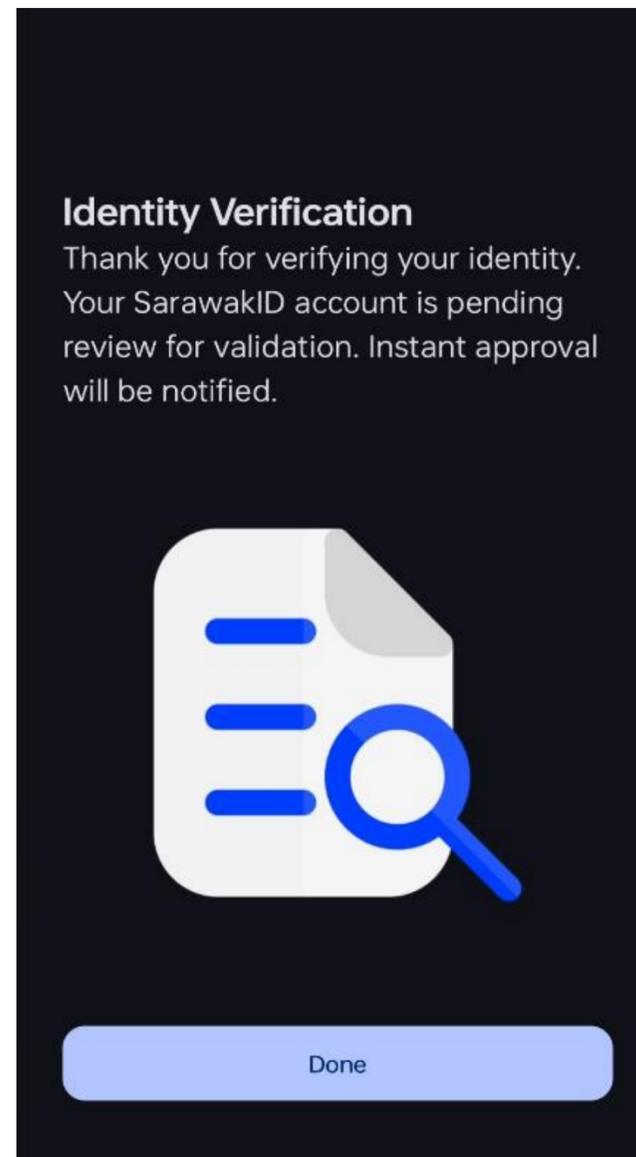
- 7 Follow the instructions on the screen to proceed with Face Verification.



# Registering for SarawakID With MyKad



- 8 You've successfully registered for SarawakID. Tap 'Done' to continue and sign in to the app.

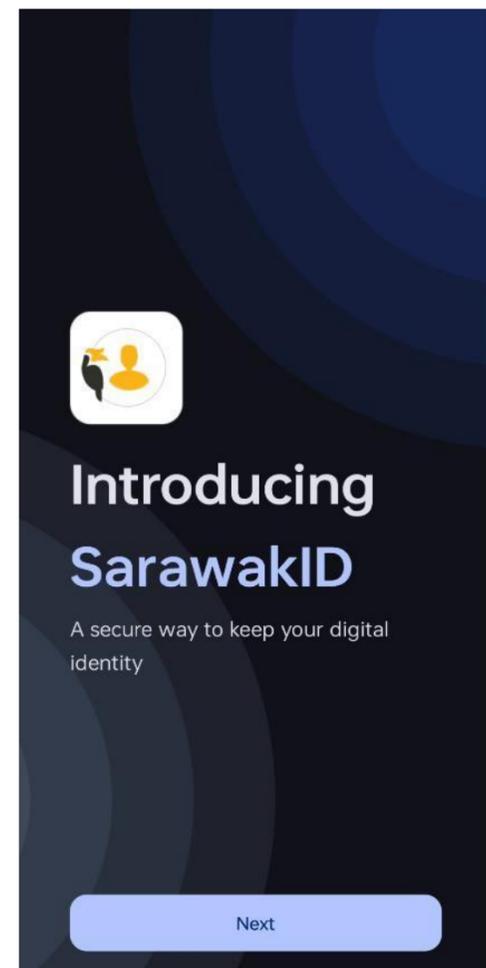


# **Registering for SarawakID with Passport**

# Registering for SarawakID with Passport



1 Open the SarawakID App and tap **'Next'**. Then, tap **'Let's Sign Up'** to continue.



# Registering for SarawakID with Passport



- 2 Choose 'Passport' as your ID document, select your country, enter your 'Passport number,' and tap 'Next'.

Sign Up  
Choose an ID document

MyKad

Passport



Next

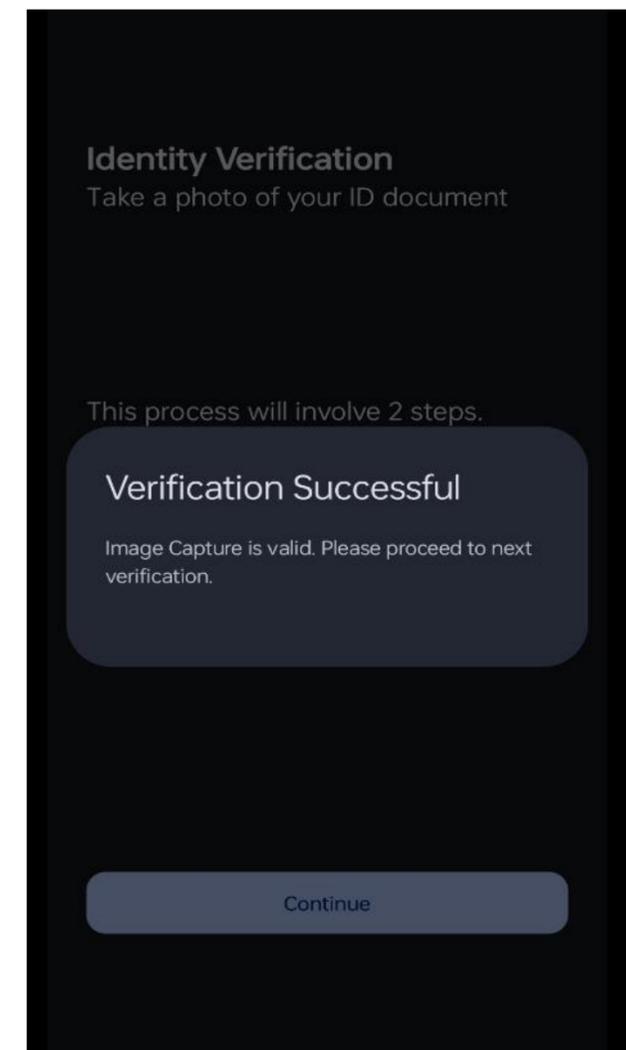
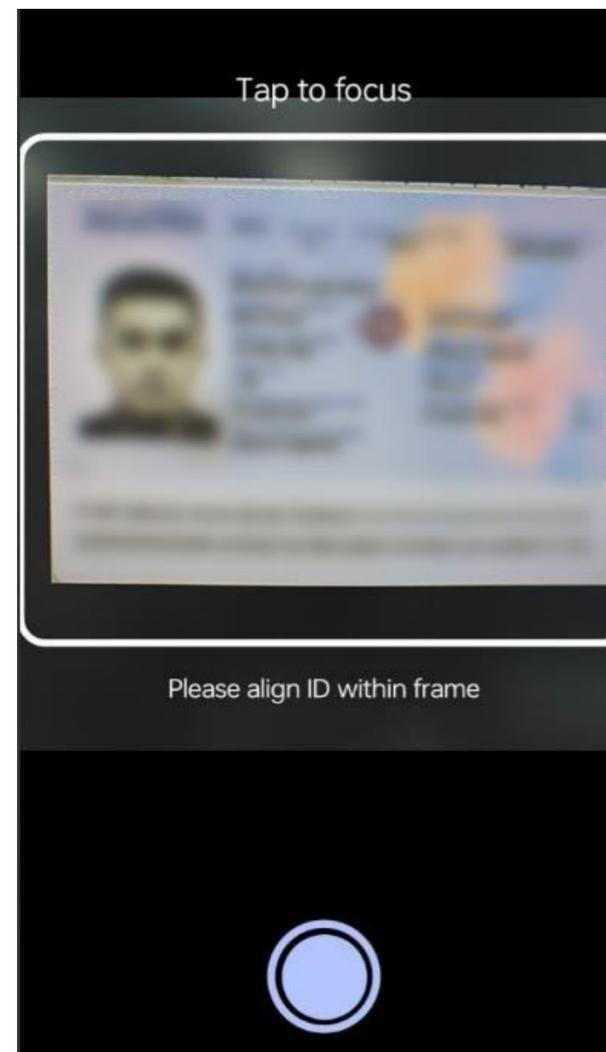
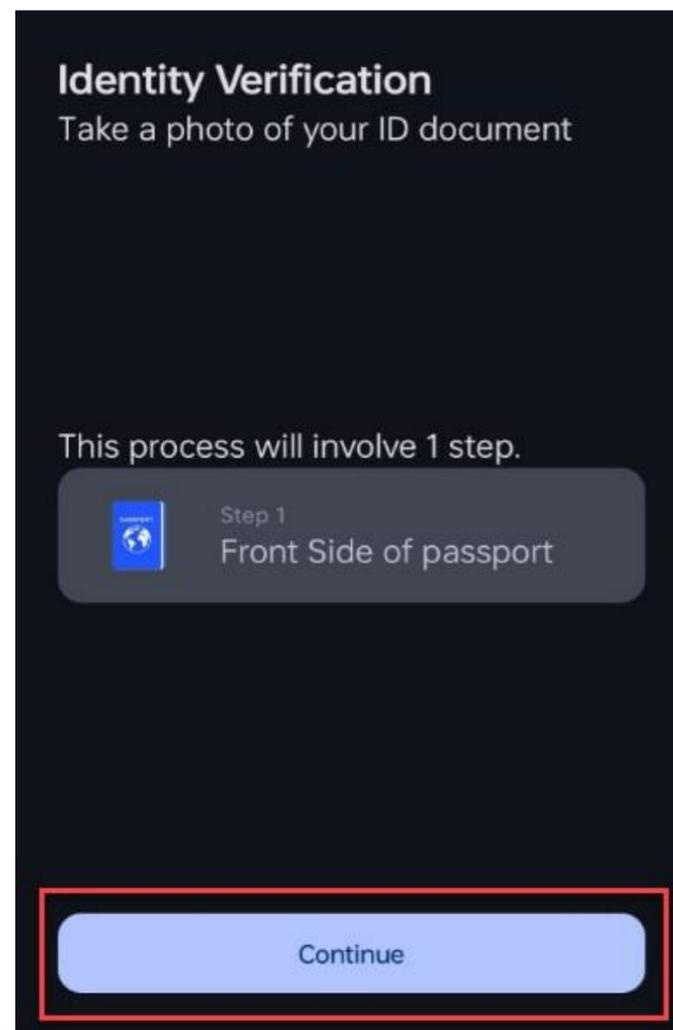


Make sure to grant all the necessary permissions and tap 'Allow' for the app when prompted.

# Registering for SarawakID with Passport



- 3 Tap the **'Continue'** button, then take a photo of the front side of your Passport.



# Registering for SarawakID with Passport



- 4 Your full name will be automatically extracted from Passport. Enter your address, email, and purpose of visit, then tap **'Next.'** After that, provide your account information and tap **'Next.'**

# Registering for SarawakID with Passport



**Sign Up**  
Enter your personal information

Passport number

Full Name

Address

Nationality  
🇲🇾 Malaysia

Email

Purpose of Visit  
Vacation

Next

**Sign Up**  
Enter your account information

Username

Password

Re-enter password

Secret word

Next

# Registering for SarawakID with Passport



- 5 Enter your phone number to receive an OTP for verification.

**Sign Up**  
Verify your number

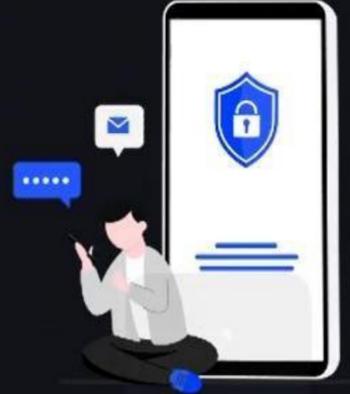


Please enter your phone number to receive One Time Password (OTP)



**Send OTP**

**Sign Up**  
OTP verification



Enter the OTP sent to +601110305785

2  7  0  9  9  2

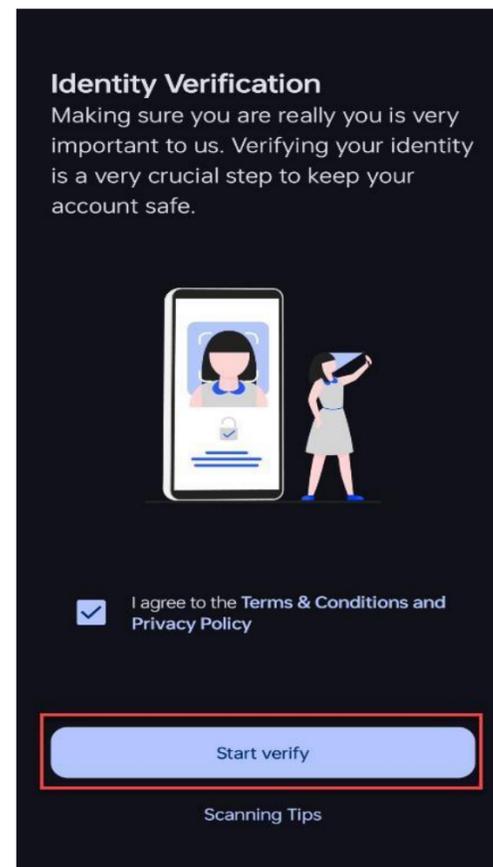
Retry in 60s

**Verify**

# Registering for SarawakID with Passport



- 6 Check the boxes 'I agreed to the Terms & Conditions and Privacy Policy' and tap 'Start verify' for face verification.

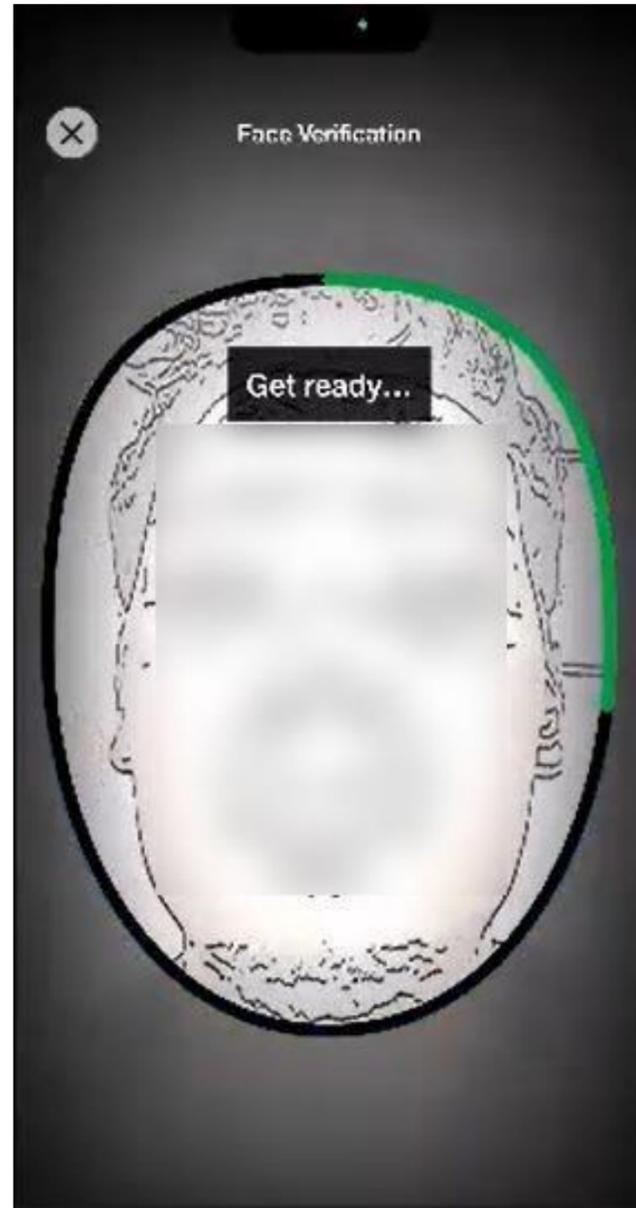


You can tap on the 'Scanning Tips' to view the instructions for Face Verification.

# Registering for SarawakID with Passport



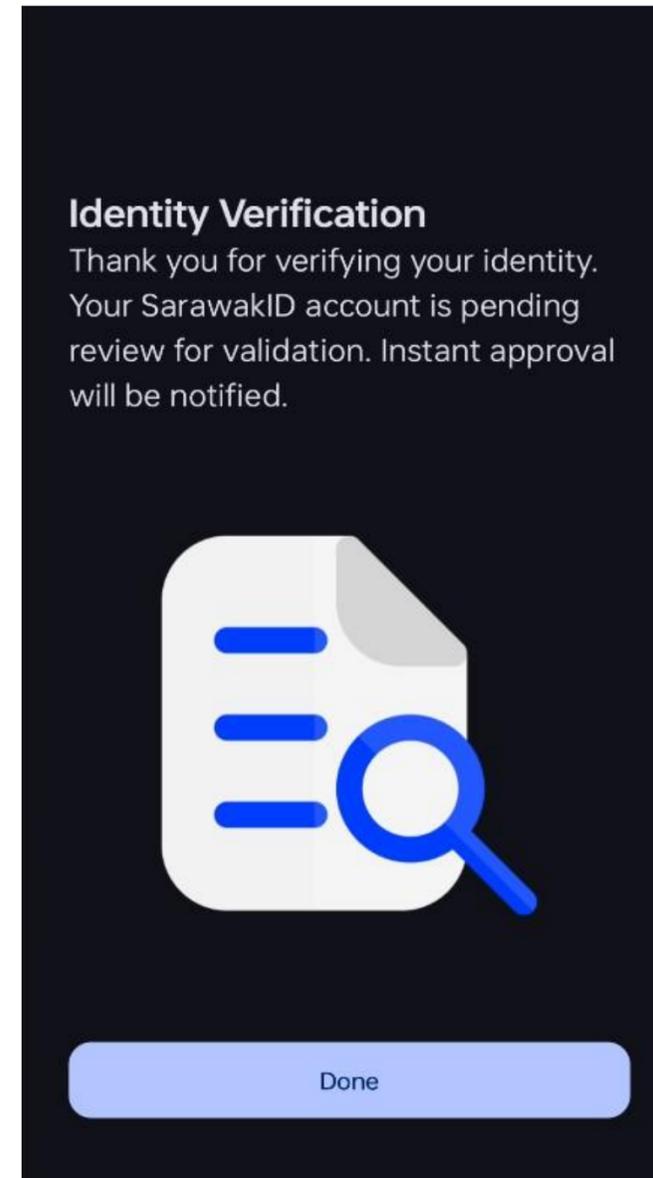
- 7 Follow the instructions on the screen to proceed with Face Verification.



# Registering for SarawakID with Passport



- 8 You've successfully registered for SarawakID. Tap **'Done'** to continue and sign in to the app.





**Sign in with SarawakID**

# Sign in SarawakID with Mobile App



1 Open the SarawakID App and tap **'Next'**. Then, tap **'Sign In'** to continue.



# Sign in SarawakID with Mobile App



2 Enter your username and password, then tap the **‘Login’** button.

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## Sign In

Sign in to access your SarawakID account



Username

Password

[Forgot your SarawakID / Password ?](#)

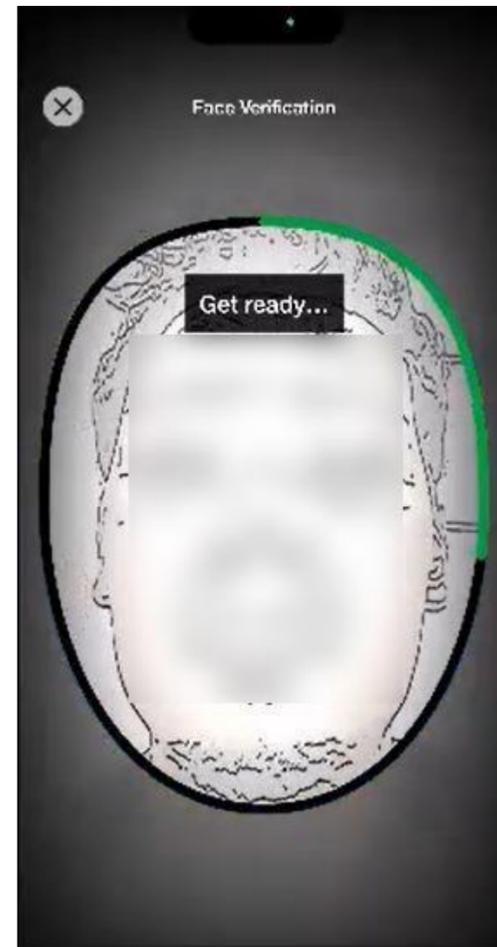
Login

Don't have a SarawakID account? Let's [sign up](#) now.

# Sign in SarawakID with Mobile App



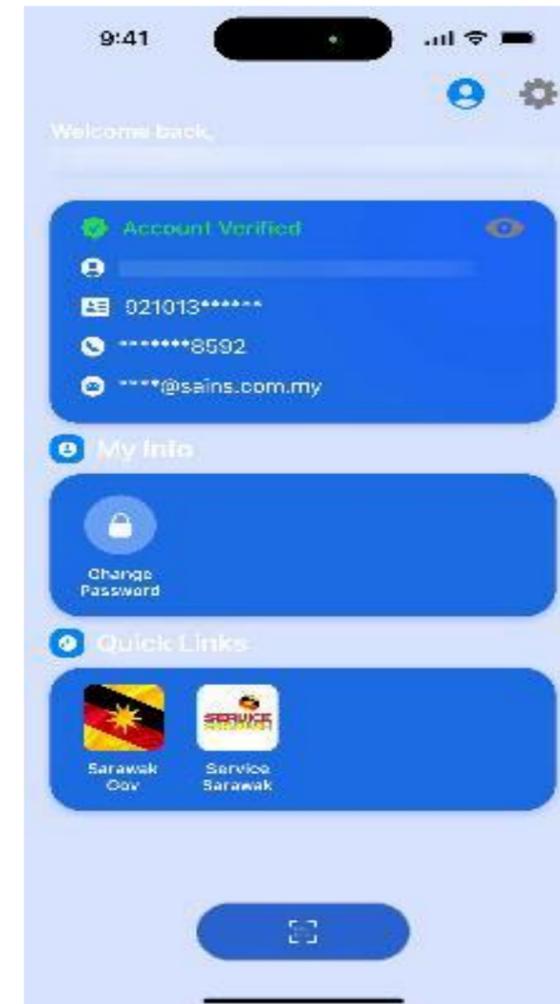
- 3 Follow the instructions on the screen to proceed with Face Verification.



# Sign in SarawakID with Mobile App



- 4 Tap **'Next'** to enable device biometric authentication, and the account information screen will be displayed.

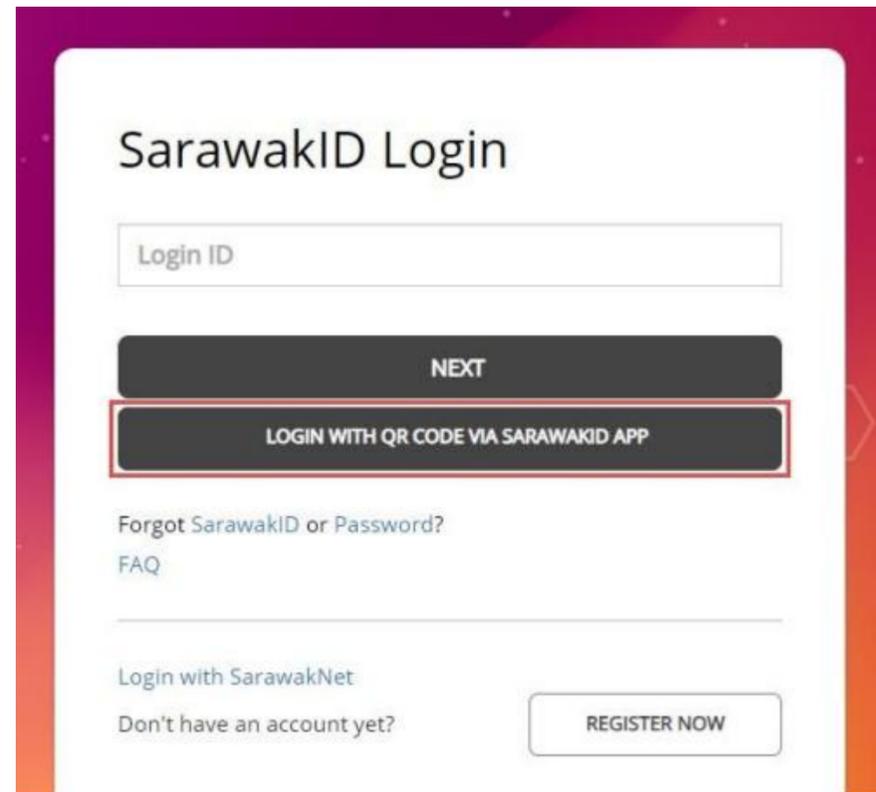


**Sign in with QR Code  
Via SarawakID App**

# Sign in with QR Code Via SarawakID App



1 To log in using a QR code, go to the SarawakID login page and click the **‘Login with QR Code via SarawakID App’** button. The QR code will then be displayed.



SarawakID Login

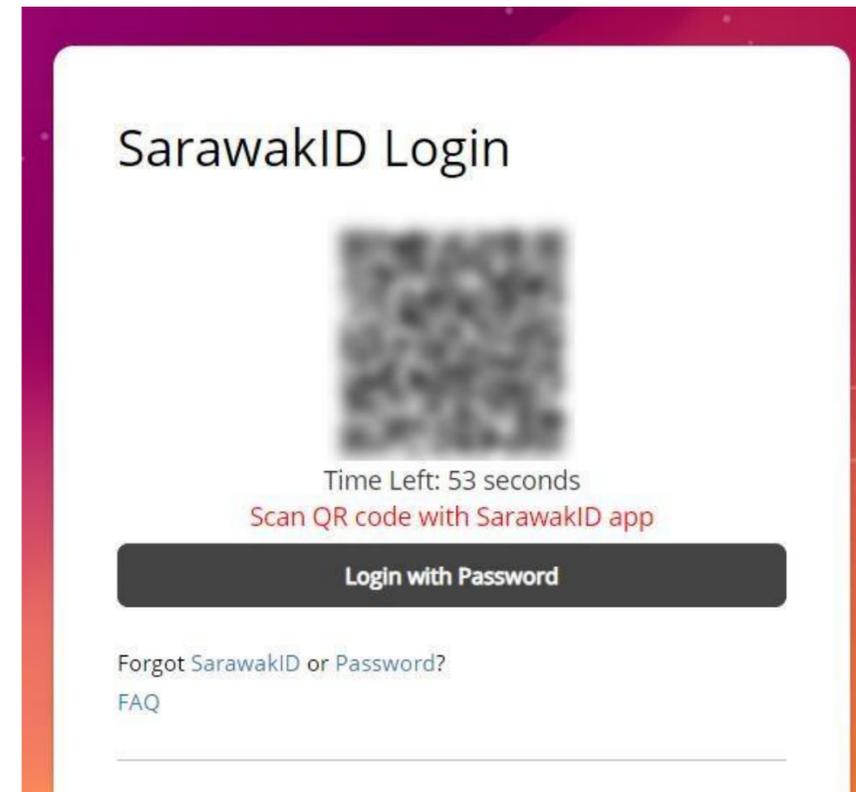
NEXT

**LOGIN WITH QR CODE VIA SARAWAKID APP**

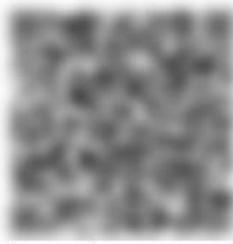
[Forgot SarawakID or Password?](#)  
[FAQ](#)

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[Login with SarawakNet](#)  
Don't have an account yet? [REGISTER NOW](#)



SarawakID Login



Time Left: 53 seconds  
Scan QR code with SarawakID app

Login with Password

[Forgot SarawakID or Password?](#)  
[FAQ](#)

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# Sign in with QR Code Via SarawakID App



- 2 Open the SarawakID app and tap the scanner button to start the QR code scan.



Ensure that you are logged into the SarawakID app before scanning the QR code.

# Sign in SarawakID via Web Browser Face Verification



- 3 Navigate to the SarawakID login page, enter your login ID, and click the **‘Login with QR Code via SarawakID App’**. On the secret word screen, click **‘YES’** to proceed.

The screenshot shows the SarawakID Login page. At the top, it says "SarawakID Login". Below that is a text input field labeled "Login ID". There are two buttons: a dark grey "NEXT" button and a dark grey "LOGIN WITH QR CODE VIA SARAWAKID APP" button, which is highlighted with a red border. At the bottom, there are links for "Forgot SarawakID or Password?", "FAQ", "Login with SarawakNet", and "Don't have an account yet?", along with a "REGISTER NOW" button.The screenshot shows the secret word verification page. It starts with "Hello," followed by a blurred name. The question is "Are these your secret image and secret word?". Below this is a grid of images: a bird on the left and a grid of colorful patterns on the right. There are two buttons: a white "NO" button and a dark grey "YES" button, which is highlighted with a red border. At the bottom, there are links for "Forgot SarawakID or Password?" and "FAQ".

# Sign in SarawakID via Web Browser Face Verification



## 4 Click on 'FACE VERIFICATION VIA BROWSER'

A screenshot of the SarawakID login page. The page has a white background with a red and orange gradient border. At the top, it says "Hello," followed by a blurred name. Below this is a header image with a bird on the left and a blurred banner on the right. There is a "Password" input field with a toggle icon. Below the input field are two buttons: "LOGIN" and "FACE VERIFICATION VIA BROWSER". The "FACE VERIFICATION VIA BROWSER" button is highlighted with a red rectangular border. At the bottom, there are links for "Forgot SarawakID or Password?" and "FAQ".

# Sign in SarawakID via Web Browser Face Verification



5 Follow the instructions on the face scan tips to click **'START FACE VERIFICATION'**.

Before you start the face scan

Tips for a Successful Scan

Clear Glass is Fine   Stay Still   Remove Hats   Avoid Darkness

Remove Sunglasses   Remove Facemasks   Avoid Strong Backlight   Avoid Talking

About the Lights Flashing

You will see a sequence of lights which are projected onto your face during the face scanning. This unique pattern of lights help confirm that you are a real person.

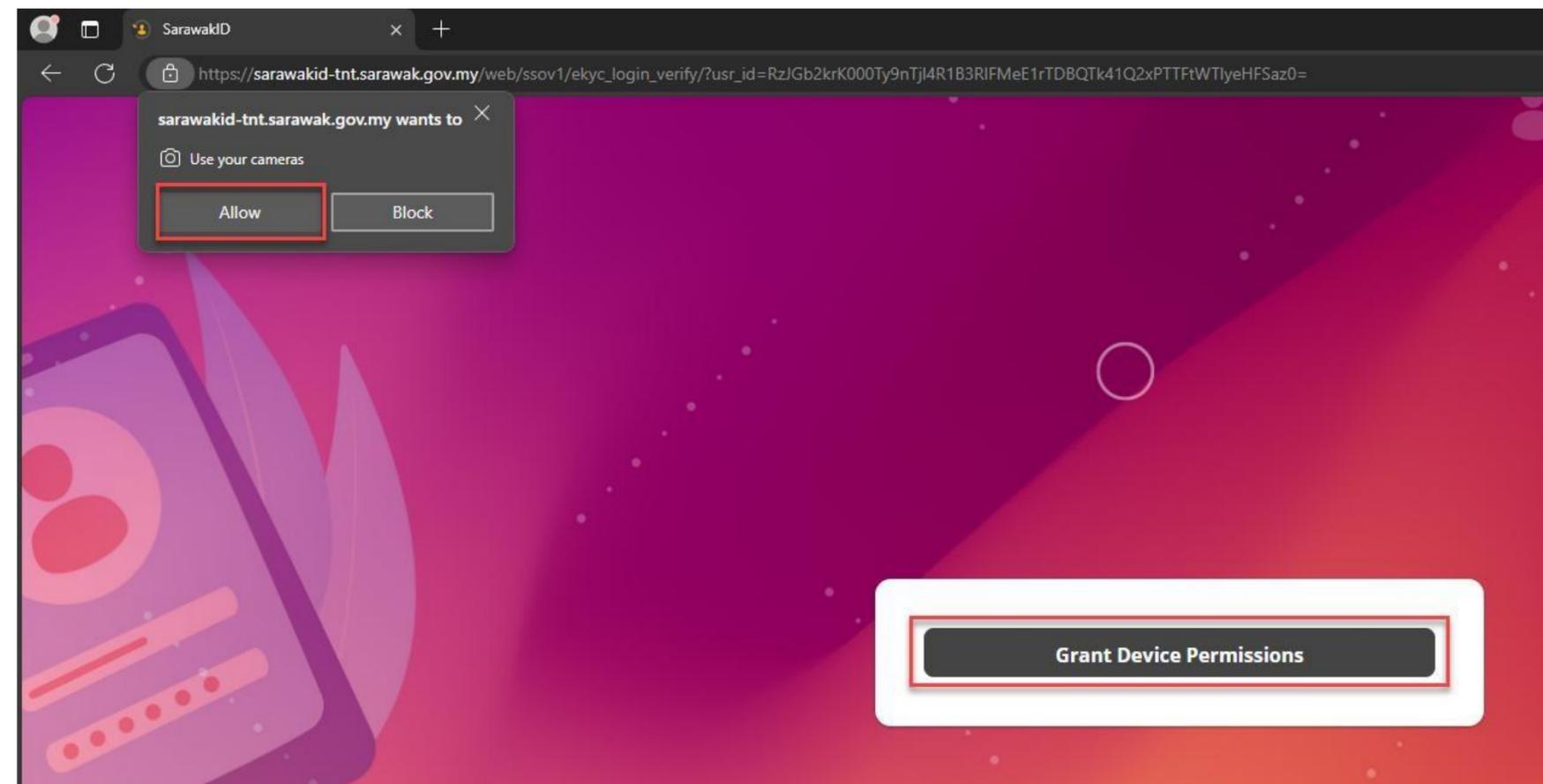
The rate of the flashing are within the standard of WCAG 2.2 Accessibility Standards, and are safe for user with photosensitive epilepsy.

**START FACE VERIFICATION**

# Sign in SarawakID via Web Browser Face Verification



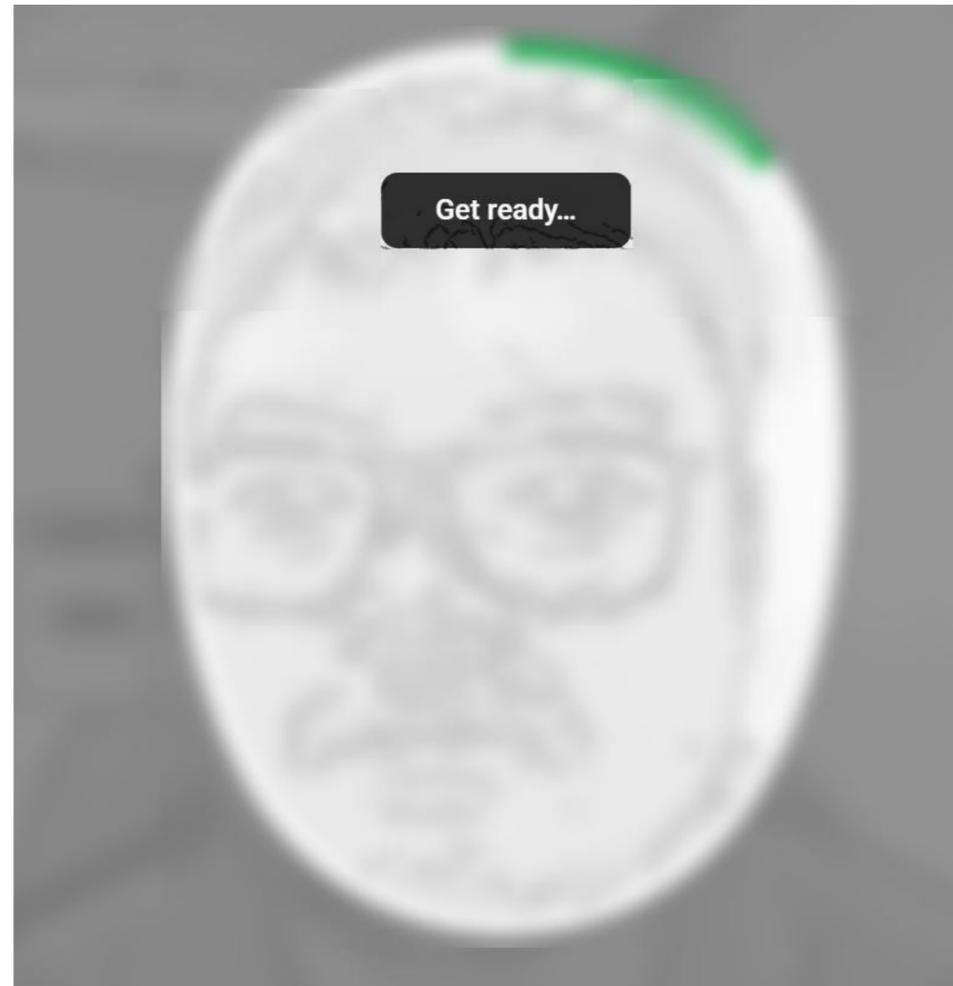
- 6 Click on **'Grant Device Permissions,'** then select **'Allow'** to give the system permission to use your camera for face verification.



# Sign in SarawakID via Web Browser Face Verification



- 7 The face verification process will start. Once the verification is successful, you will be logged into the system.



**Recover Account at  
Web by using QR Code  
and SarawakID App**

# Recover account with QR Code Via SarawakID App



- 1 Click on the 'Password' and select the Account Type.

SarawakID Login

NEXT

LOGIN WITH QR CODE VIA SARAWAKID APP

Forgot SarawakID or **Password?**

FAQ

Login with SarawakNet

Don't have an account yet? REGISTER NOW

Recover SarawakID Account

Select Account Type

MyKad Non-Malaysian

Back to previous page

# Recover account with QR Code Via SarawakID App



- 2 Enter your MyKad or Passport number, select the SarawakID App as the verification method, and the QR code will be displayed.

Recover SarawakID Account

Let us help you to recover password

MyKad \*   
*Use numbers only, without dashes.*

Please Choose A Method Of Verification

Mobile  Email

SarawakID App

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Recover SarawakID Account

Let us help you to recover password

MyKad \*   
*Use numbers only, without dashes.*



Scan the QR code using SarawakID App (Alpha) to recover password.  
After successfully recover your password at SarawakID App (Alpha), please click "Login Here" to proceed login using your new password.

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# Recover account with QR Code Via SarawakID App



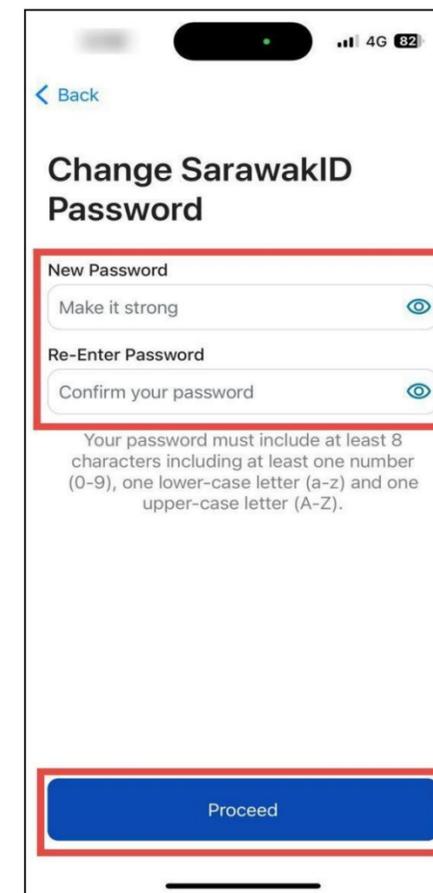
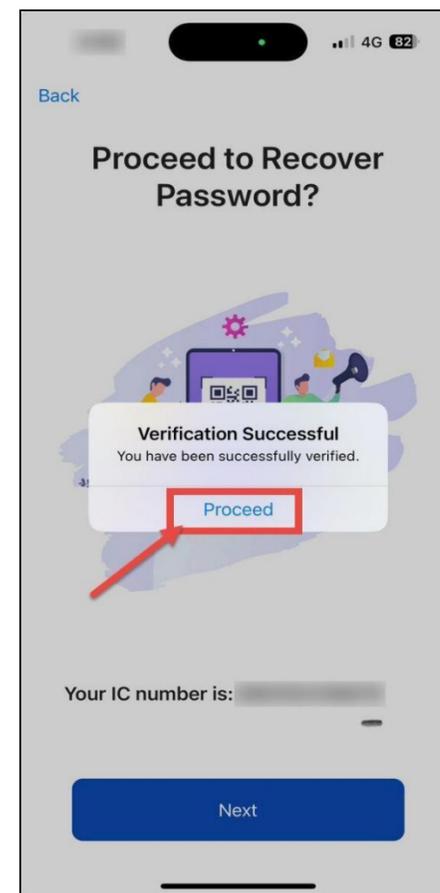
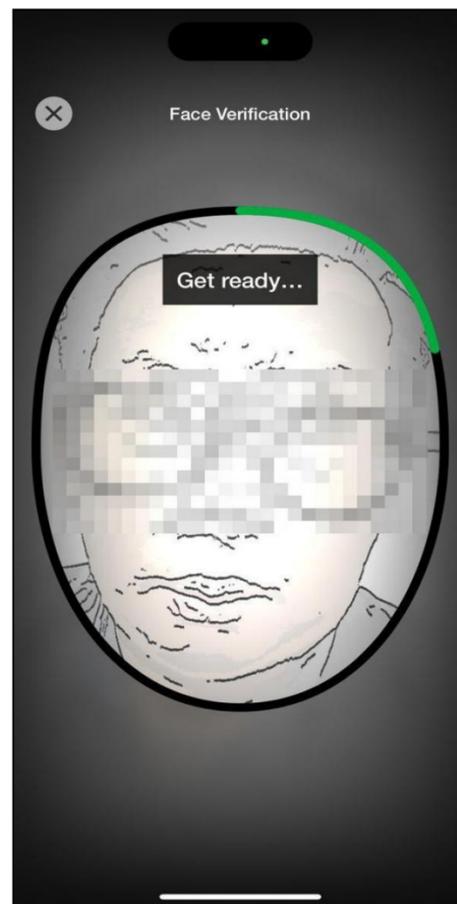
3 Open the SarawakID App, tap the scanner icon, and then tap the **'Next'** button to proceed.



# Recover account with QR Code Via SarawakID App



- 4 The face verification process will begin. Once it is successful, click **'Proceed'** to continue, enter your new password, and click **'Proceed'** once more.



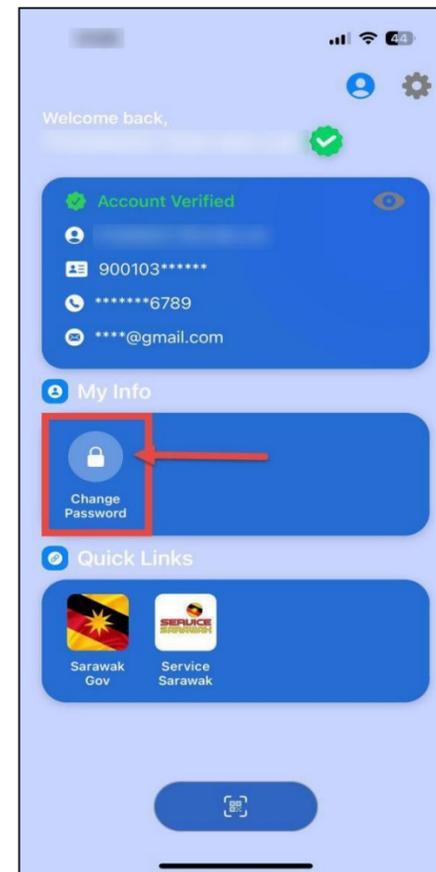


# **SarawakID Change Password**

# SarawakID – Change Password



- 1 To change your password using the SarawakID App, launch the app and tap on **‘Change Password’**.



# SarawakID – Change Password



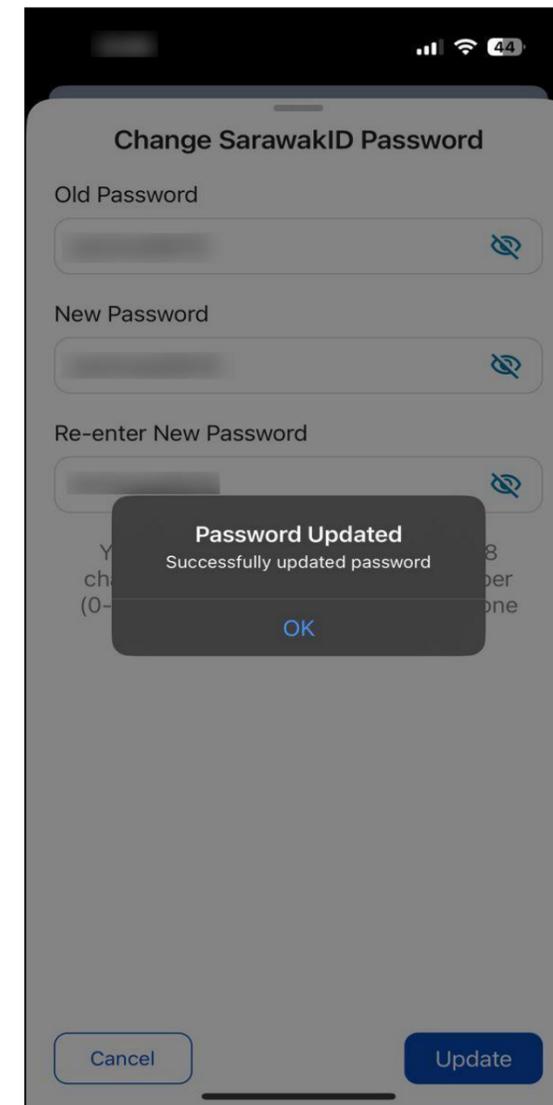
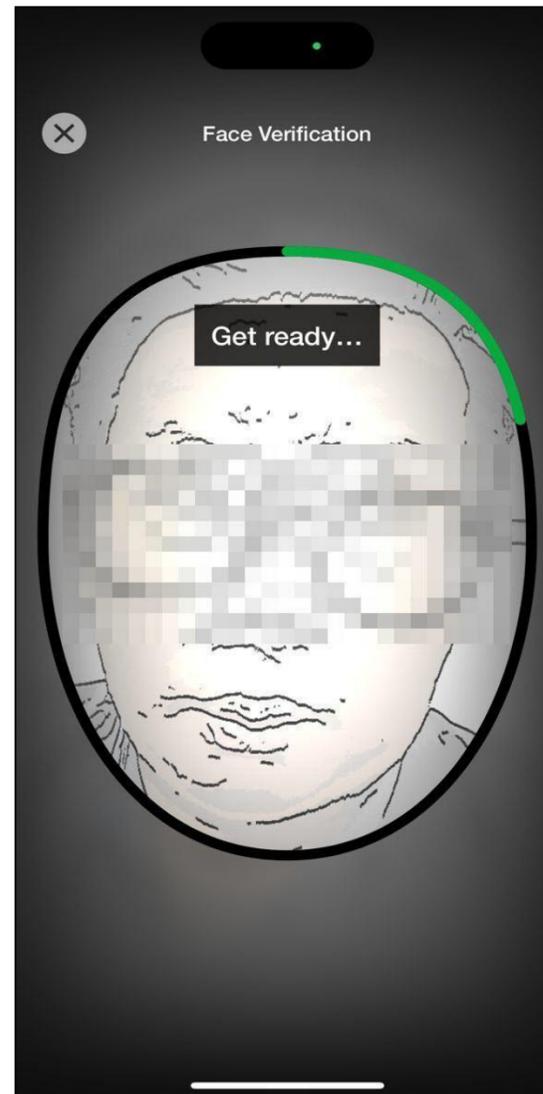
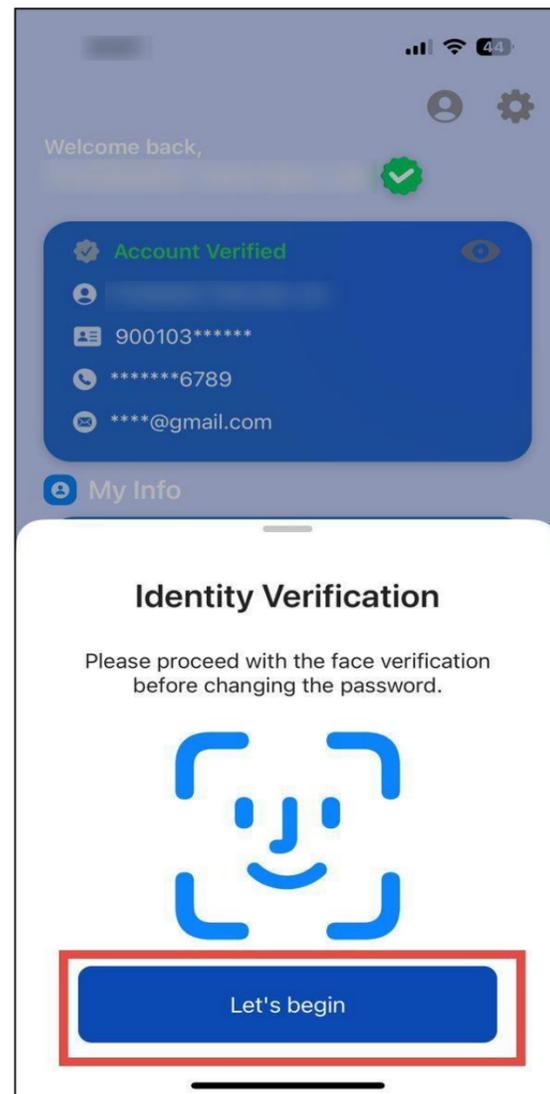
- 2 The Change SarawakID Password screen will be displayed. Enter your old password, new password, and re-enter the new password. Then, click **'Update.'**

A screenshot of a mobile application interface for changing a SarawakID password. The screen has a white background with a black header bar at the top. The title "Change SarawakID Password" is centered at the top. Below the title, there are three input fields, each with a label and a placeholder text, and a toggle icon (an eye) to the right of each field. The first field is labeled "Old Password" with the placeholder "Enter your Old password". The second field is labeled "New Password" with the placeholder "Enter your new password". The third field is labeled "Re-enter New Password" with the placeholder "Re-enter your new password". A red rectangular box highlights these three input fields. Below the input fields, there is a paragraph of text: "Your password must include at least 8 characters including at least one number (0-9), one lower-case letter (a-z) and one upper-case letter (A-Z)". At the bottom of the screen, there are two buttons: a white "Cancel" button on the left and a blue "Update" button on the right. A red rectangular box highlights the "Update" button.

# SarawakID – Change Password



- 3 Tap **'Let's begin'** to start the face verification process. Once verification is successful, a pop-up will confirm that your password has been updated.



# **Recover Username via SarawakID App**

# Recover Username via SarawakID App



- 1 Open the SarawakID app, tap **'Forgot your SarawakID / Password.'** Then select **'Recover Username,'** enter your MyKad number, and click **'Continue.'**

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## Sign In

Sign in to access your SarawakID account



Username

Password

Forgot your **SarawakID / Password?**

[Login](#)

Don't have a SarawakID account? Let's [sign up](#) now.

[< Back](#)

## Recover SarawakID Account

Choose one to recover

Recover Username

Recover Password

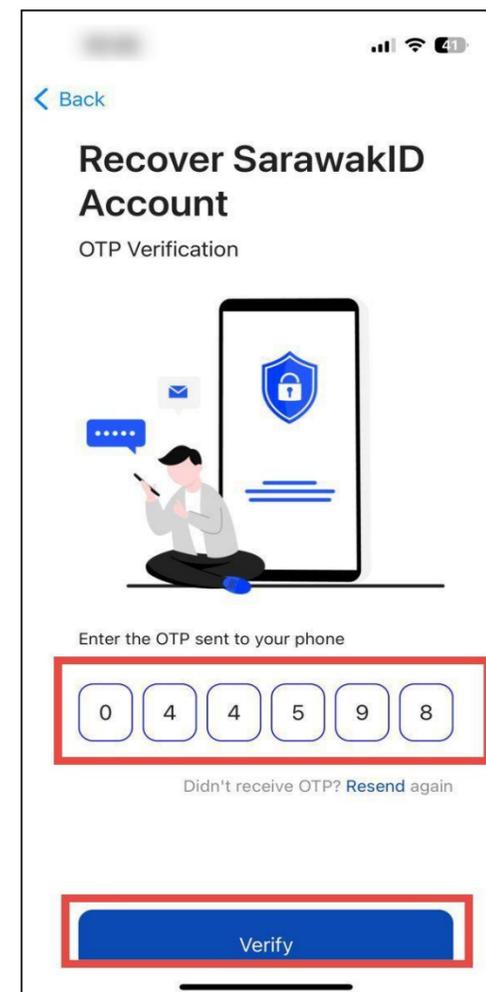
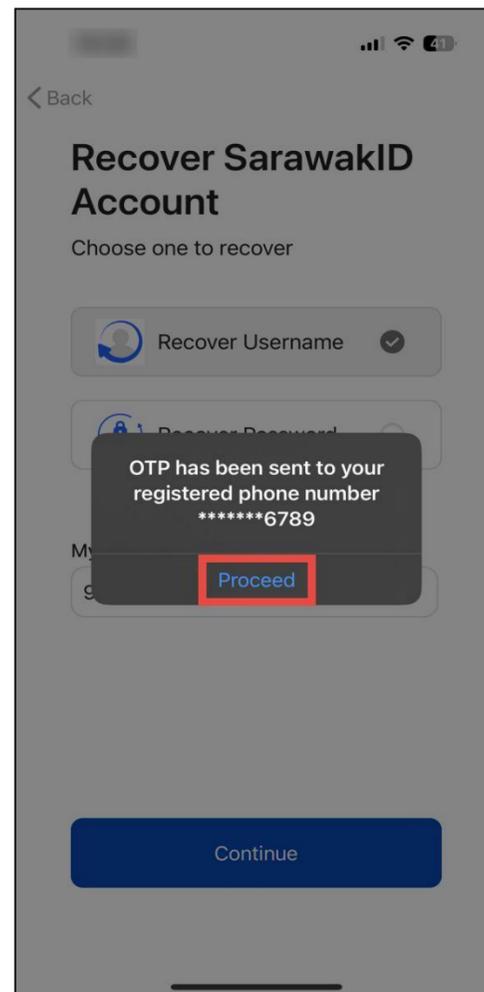
MyKad Number

[Continue](#)

# Recover Username via SarawakID App



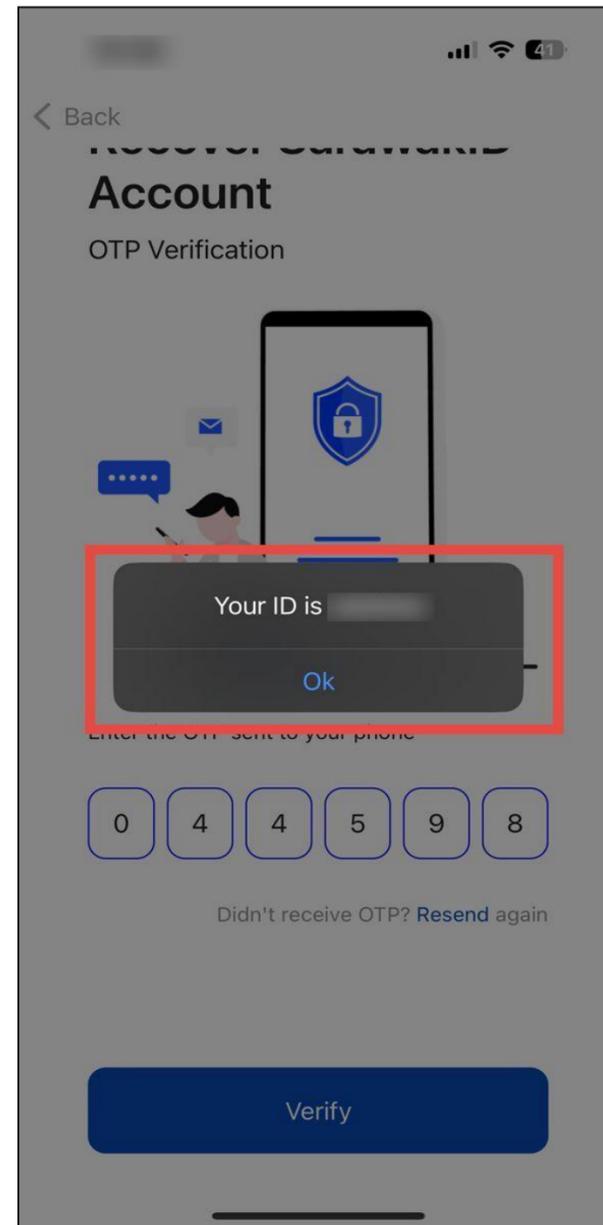
2 An OTP will be sent to your registered phone number. Click **‘Proceed’** to continue.



# Recover Username via SarawakID App



- 3 Enter the OTP and click **'Verify.'** A pop-up message will then display your ID.



# **Recover Password via SarawakID App**

# Recover Password via SarawakID App



- 1 Open the SarawakID app, tap **‘Forgot your SarawakID / Password.’** Then select **‘Recover Password,’** enter your MyKad number, and click **‘Continue.’**

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## Sign In

Sign in to access your SarawakID account



Username  
Username

Password  
Password

Forgot your **SarawakID / Password?**

Login

Don't have a SarawakID account? Let's [sign up](#) now.

[< Back](#)

## Recover SarawakID Account

Choose one to recover

Recover Username

Recover Password

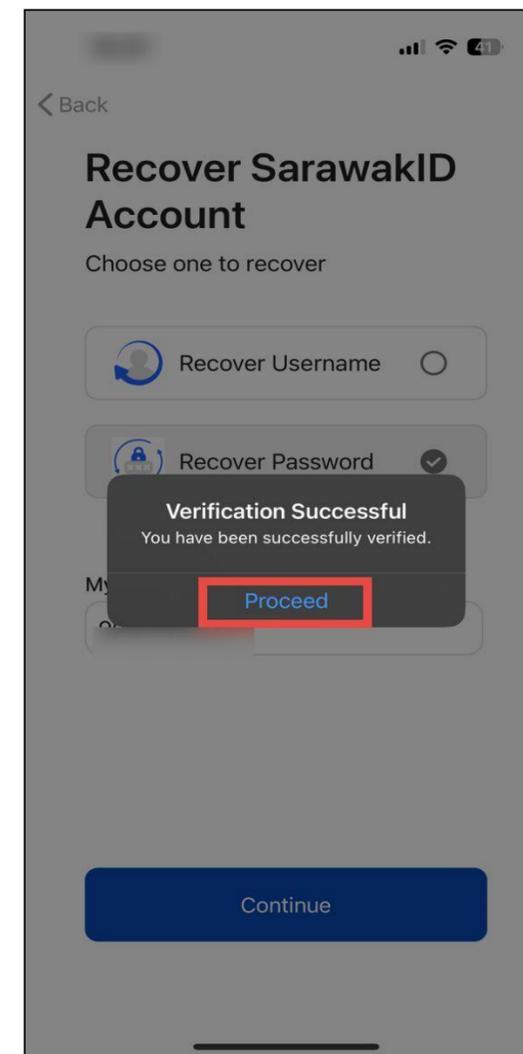
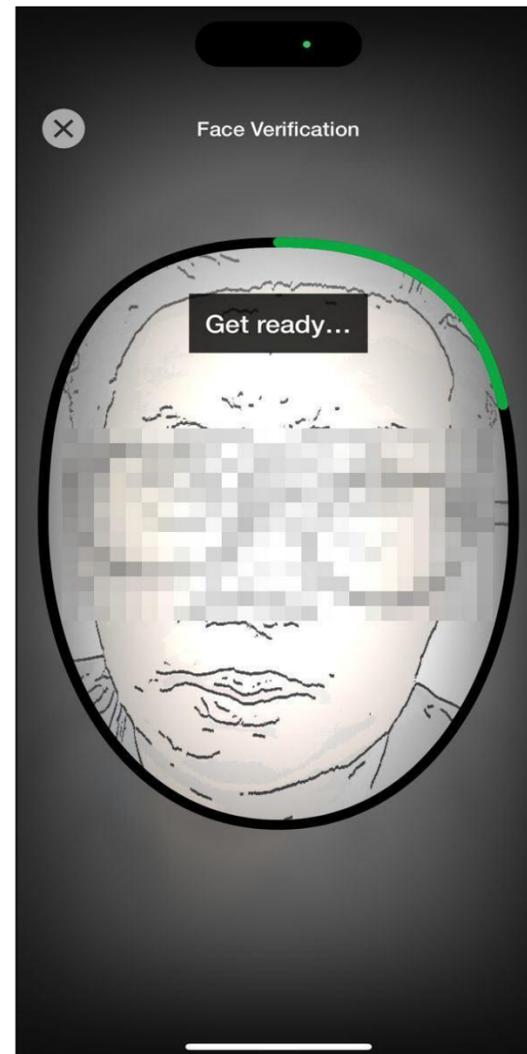
MyKad Number  
e.g. 123456131234

Continue

# Recover Password via SarawakID App



2 Tap **'Start verify'** to proceed with face verification. Once verification is successful, tap on the **'Proceed'**.



# Recover Password via SarawakID App



- 3 Enter your new password and re-enter it, then click 'Proceed.' A pop-up message will appear to confirm the successful update.

Change SarawakID Password

New Password

Re-Enter Password

Your password must include at least 8 characters including at least one number (0-9), one lower-case letter (a-z) and one upper-case letter (A-Z).

Proceed

Change SarawakID Password

New Password

Re-Enter Password

Success  
Password has been reset

Proceed

Proceed