



KEMENTERIAN PERDAGANGAN DALAM NEGERI
DAN KOS SARA HIDUP



SURUHANJAYA SYARIKAT MALAYSIA
COMPANIES COMMISSION OF MALAYSIA

USER MANUAL

SSM4U



Table of Contents

1	Account Registration for Local Users	1-1
2	Account Registration for Foreigner Users	2-2
3	Account Verification for Local Users	3-3
4	Account Verification for Local Users using Kiosk Tap.it.....	4-6
5	Account Verification for Foreigner Users	7-8
6	How to Check Status and Comments for Online Account Activation	9-9
7	Login to SSM4U	10-11
8	Change Password	12-12
9	Forgot Password	13-13
10	Change Email Address	14-15
11	How to Change Email Address if Users Entered Incorrect Email Address during Registration	16-18
12	Update Profile Information	19-19
13	How to check the registration status of an SSM4U account.....	20-20

Account Registration for Local Users

- 1 Visit the SSM4U portal at <https://www.ssm4u.com.my>
- 2 Click 'Register Now'.
- 3 Fill in your name, email address, ID number and ID Type (MyKAD, MyPR, MyKAS or MyTentera).
- 4 Click 'Proceed'.
- 5 The 'User Profile Registration' page will appear. Users are required to create a password and fill in the necessary information.
- 6 Tick ✓ on Terms & Conditions.
- 7 Click 'Register' and then click 'OK' to submit the registration.
- 8 A 'Registration Success' message will appear on the screen.
- 9 Users will receive a verification email to verify their registered email address.
- 10 Kindly review the email verification message and confirm the email address registered on the SSM4U Portal.
- 11 Enter your user ID and password in the designated fields to access the SSM4U portal.

Account Registration for Foreigner Users

- 1 Visit the SSM4U portal at <https://www.ssm4u.com.my>
- 2 Click 'Register Now'.
- 3 Fill in your name, email address and Foreigner National ID number and select 'Foreigner National ID' as the ID Type.
- 4 Click 'Proceed'.
- 5 The 'User Profile Registration' page will appear. Users are required to create a password and fill in the necessary information.
Enter passport information in the 'Secondary ID' field (Passport information is required to use the SSM4U core system. If you do not have passport information, please leave the 'Secondary ID' field blank.)
- 6
- 7 Tick ✓ on Terms & Conditions.
- 8 Click 'Register' and then click 'OK' to submit the registration.
- 9 A 'Registration Success' message will appear on the screen.
- 10 Users will receive a verification email to verify their registered email address.
- 11 Kindly review the email verification message and confirm the email address registered on the SSM4U Portal.
- 12 Enter your user ID and password in the designated fields to access the SSM4U portal.

Account Verification for Local Users

SSM4U users who register using ID types **MYKAD, MYPR, MYKAS and MYTENTERA** may verify their accounts through the following methods:

1

- a) By visiting the nearest SSM counter in person; or
- b) Via the Tap.it Kiosk.

2

For physical verification of your SSM4U account at any SSM counters, the identification card must be presented for fingerprint verification purposes

3

Users are required to place their thumb on the card reader for fingerprint verification.

4

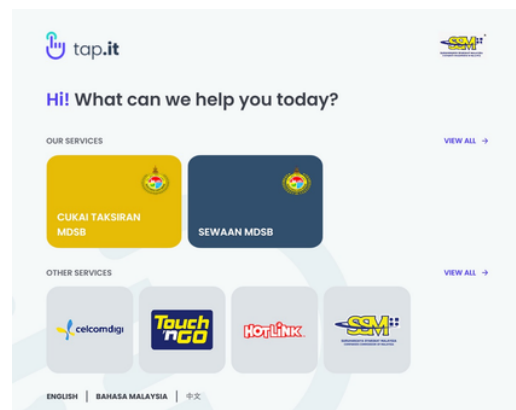
Upon successful fingerprint verification, an email confirmation will be sent indicating that the SSM4U account has been verified. The account may then be assessed using the registered email address and password.

Account Verification for Local Users using Kiosk Tap.It

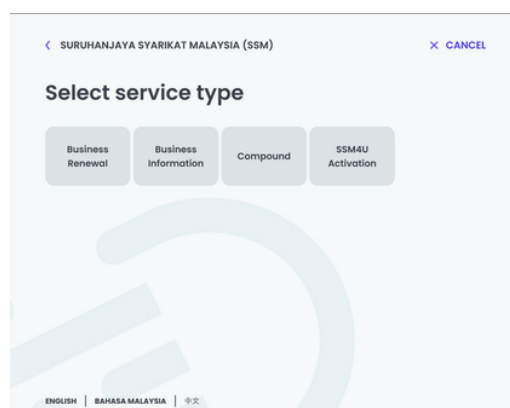
- 1 SSM4U users who register using ID types **MYKAD, MYPR, MYKAS and MYTENTERA** may verify their accounts through Tap.it Kiosk.

To check the locations of Tap.it SSM Kiosks, kindly visit this link <https://www.tapitnetworks.com/location-ssm>

- 2 Please tap the Kiosk screen to begin the transaction and select the 'SSM' icon to proceed.



- 3 Select "SSM4U Activation" to activate your SSM4U account.



Account Verification for Local Users using Kiosk Tap.It

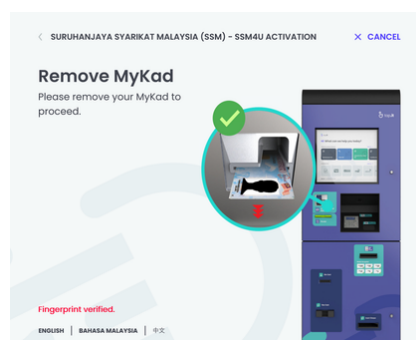
- 4 Please insert your MyKAD, MyPR, MyKAS, or MyTentera card into the card slot as shown in the image below



- 5 Kindly scan your thumbprint



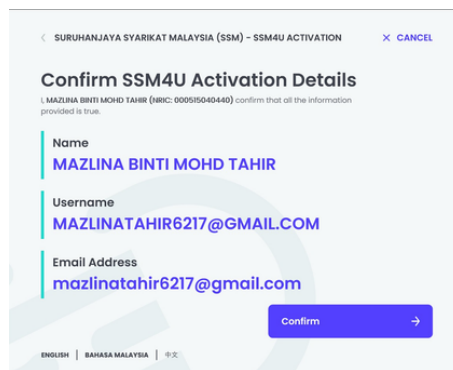
- 6 Please remove your identification card once the thumbprint scanning process is complete.



Account Verification for Local Users using Kiosk Tap.It

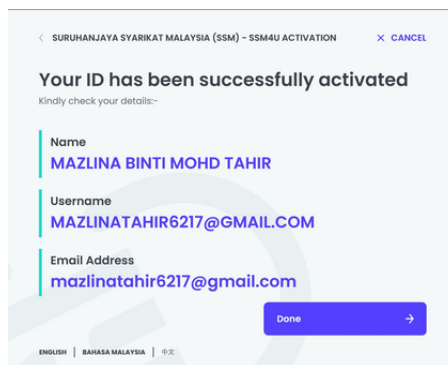
7

If the displayed information is correct, please click the “Confirm” button to verify the transaction. If there are any errors in the displayed information, customers may contact the SSM officer at the counter for assistance.



8

The successful SSM4U account activation information will be displayed on the screen. Press the “Done” button to complete the transaction.



9

You may now log in to SSM4U using the email address and password set by the customer during the SSM4U account registration process.

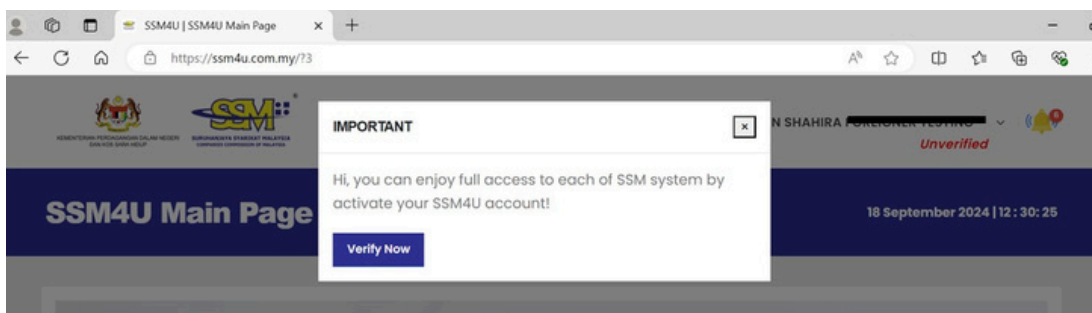
Account Verification for Foreigner Users

1 Users registered under the ID type 'Foreigner National ID' are **required** to activate their SSM4U account via online.

2 Users must ensure that the email address has been verified before logging in to SSM4U portal .

3 Visit the SSM4U portal and click 'Login'. Enter the email address and password set during registration.

4 The SSM4U main page and notification message, as shown in the image below will appear.



5 Click 'Verify Now'.

6 The 'User Activation detail' page will appear, and the required documents must be attached for online activation.

Account Verification for Foreigner Users

The table below shows the required documents for online account activation:

Type of ID	Type of Documents		
Foreigner National ID	Identification card	Picture of account owner holding identification card at neck level	Supporting document
	User must attach their national Identification card (front & back) . If users did not have national identification card, users must attach any documents that proof their nationality, such as: - Resident cards; or - Valid driving license; or - Other documents that proof your nationality	Picture of user holding their national identification card at neck level	Attach passport copy or any latest supporting documents, such as: 1) Latest water, electricity or internet bill; or 2) Others supporting document that state name of the users.

7 Click the 'Submit' button to submit the online activation application.

8 SSM will process the application within three (3) working days.

9 The status of the application may be checked by clicking the 'User Activation Status' button.

10 Once the account has been activated, the status 'Verified' will appear on the customer dashboard, as shown in the image below:




How to Check Status and Comments for Online Account Activation

1 If the user's online account activation has been queried, rejected, or approved, they will receive an email notification.

2 To check rejected, queried, or approved comments, users must log in to the SSM4U portal and click on 'User Activation Request'.



3 Click the  action button to view and review the comments submitted by the Companies Commission of Malaysia (CCM) officer.

4 User can resubmit the application based on the queried comment.

Login to SSM4U

- 1 Visit SSM4U portal (<https://www.ssm4u.com.my>) & click 'Login'.
- 2 Enter the email address and password that were set during registration.
- 3 Click the 'Sign In' button.
- 4 'Unverified' or 'Verified' status will appear if users did not verify their account or did verify it, as shown in the image below:



Unverified users can only access non-core services, such as:

- XCESS
- DCTC Reader & Checker
- e-Search
- e-Compound
- e-Query
- Striking Off

Login to SSM4U

Meanwhile, verified users can access core and non-core services, such as:

a) Core services:

- Ezbiz
- MyLLP;
- e-BOS;
- MBRS;
- i-Fast & others

b) Non-core services:

- XCESS;
- DCTC Reader & Checker;
- e-Search;
- e-Compound;
- e-Query; and
- Status 308/550

Change Password

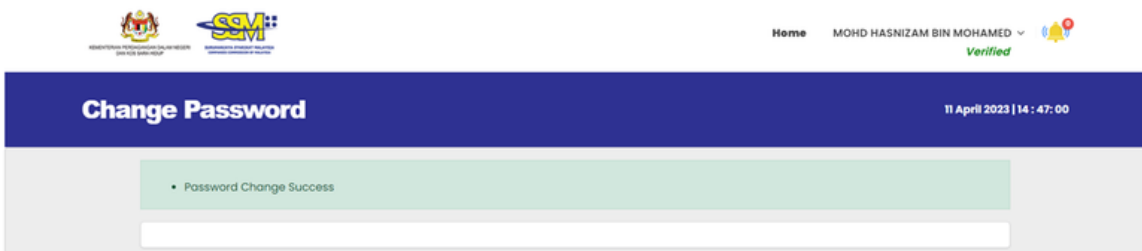
- 1 Login to the SSM4U portal, click on username and select 'Change Password'.



- 2 The 'Change Password' page will appear.

- 3 Fill in Current and New Password, then click 'Submit'.

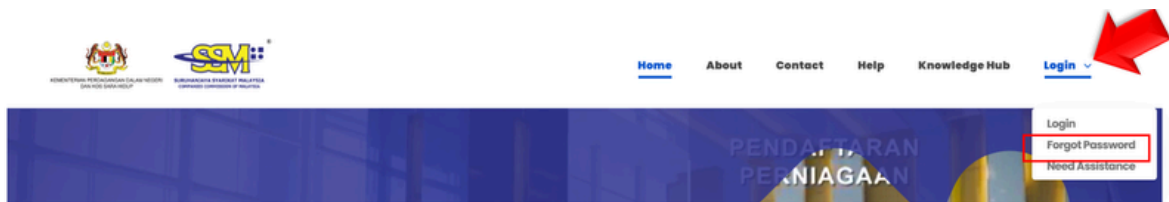
- 4 The "Password Change Success" message will appear on the screen.



Forgot Password

1 Visit SSM4U portal (<https://www.ssm4u.com.my/>).

2 Click 'Login' and then click 'Forgot Password'.



3 Enter the ID Type and ID Number.

4 The 'Forgot Password' email will be sent to the registered email address.

5 Click the link provided in the email to reset your password.

6 The 'Forgot Password' page will appear.

7 Fill in the required information and click 'Submit' to complete the password reset process.

8 Users can proceed to log in to SSM4U using the new password.

Change Email Address

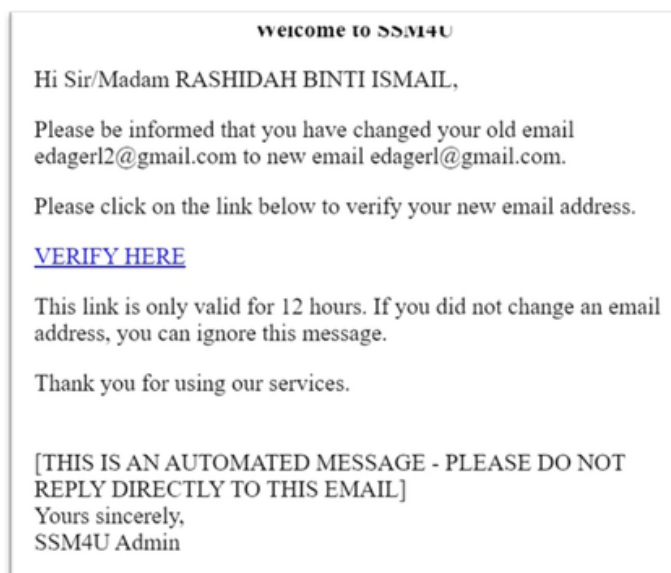
- 1 Login to the SSM4U portal, click on username and 'Change Email'.



- 2 The 'Change Email' page will appear.

- 3 Fill in the new email address and click 'Submit'.

- 4 User will receive a verification email on the new email address to verify it.



- 5 Once the email has been verified, the new email address will be updated on the SSM4U portal.

Change Email Address

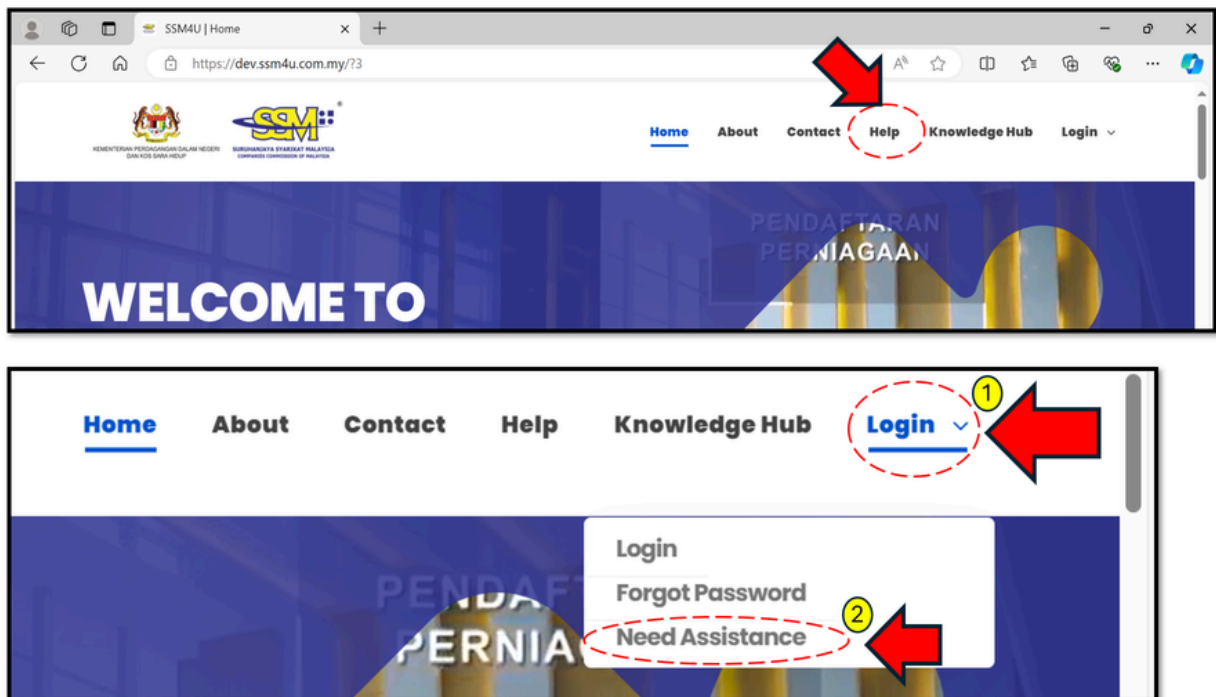
The change of the SSM4U email address will be automatically updated across all systems in SSM4U, (**except** MBRS system).

If users want to update their MBRS email address, users must:

- 6
 - Ensure the SSM4U email address has been completely updated
 - Users must have one-time login to MBRS system with the new email address
 - Send email to enquiry@ssm.com.my for our further action

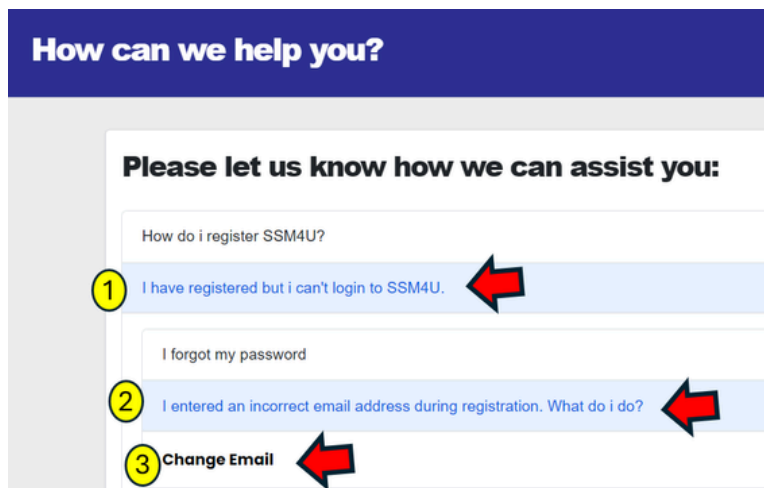
How to Change Email Address if Users Entered **Incorrect** Email Address during Registration

- 1 This method applies only to users who have registered **incorrect** email address and as a result users **does not receive a verification email** from SSM4U to verify the registered email address.
- 2 Visit SSM4U portal (<https://www.ssm4u.com.my/>).
- 3 Click 'Help' or 'Need Assistance'



How to Change Email Address if Users Entered Incorrect Email Address during Registration

- 4 The 'How we can help you?' page will appear
- 5 Click link 'I have registered but I can't login SSM4U'
- 6 Click link 'I entered incorrect email address during registration. What do I do?'
- 7 Click link 'Change Email'



- 8 Fill in the necessary information and click button 'Find'
- 9 The 'Change Email' page will appear, fill in the correct email address and click 'Submit'

How to Change Email Address if Users Entered **Incorrect** Email Address during Registration

- 10 User will receive a verification email on the new email address to verify it.

- 11 The 'Change Email Activation' will appear and users can proceed to login to SSM4U using the new email address and create password.

Update Profile Information

- 1 Login to SSM4U portal, click on username and 'View Profile'.



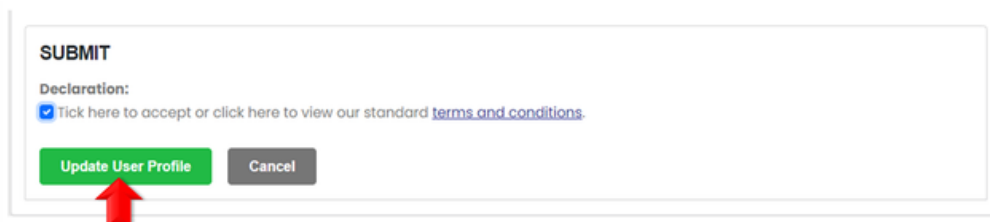
- 2 Click 'Edit User Profile' to update the information.

The system does not allow users to update:

- Name;
- ID Type
- ID Number
- 3 · Citizenship

For the purpose of updating the matters listed above, you are required to attend in person at the nearest SSM branch for verification purposes.

- 4 Tick ✓ to agree with the Declaration and click the 'Update User Profile' button to save the information.

A screenshot of a 'SUBMIT' form. It contains a 'Declaration:' section with a checked checkbox and a link to 'terms and conditions'. Below the declaration are two buttons: 'Update User Profile' (highlighted with a red arrow) and 'Cancel'.

- 5 Click 'OK' to submit the changes.

How to check the registration status of an SSM4U account

- 1 Visit the SSM4U portal at <https://www.ssm4u.com.my>
- 2 Click 'Help'
- 3 Select 'I am uncertain whether I have registered for an SSM4U account'
- 4 Click 'Check Registration Status'
- 5 Provide your ID Type, ID Number, and Name
- 6 Your SSM4U account status will be displayed



SSM OFFICIAL PAGE

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