



# **SSM4U VERSION 2.0** **USER MANUAL**



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# Account Registration for MyKAD, MyPR, MyKAS and MyTentera Users

- 01** Visit <https://www.ssm4u.com.my/?0>
- 02** Click 'Register Now'.
- 03** Fill in your name, email address, ID number and ID Type (MyKAD, MyPR, MyKAS or MyTentera).
- 04** Click 'Proceed'.
- 05** The 'User Profile Registration' page will appear. Users are required to create a password and fill in the necessary information.
- 06** Tick  on Terms & Conditions.
- 07** Click 'Register' and then click 'OK' to submit the registration.
- 08** A 'Registration Success' message will appear on the screen.
- 09** Users will receive a verification email to verify their registered email address.
- 10** Enter your user ID and password in the designated fields to access the SSM4U portal.

# Account Registration for Foreigner National ID Users

- 01** Visit <https://www.ssm4u.com.my/?0>
- 02** Click 'Register Now'.
- 03** Fill in your name, email address and Foreigner National ID number and select 'Foreigner National ID' as the ID Type.
- 04** Click 'Proceed'.
- 05** 'The 'User Profile Registration' page will appear. Users are required to create a password and fill in the necessary information.
- 06** Fill in passport information in the 'Secondary ID' field.
- 07** Tick  on Terms & Conditions.
- 08** Click 'Register' & click 'OK' to submit the registration.
- 09** A "Registration Success" message will appear on the screen.
- 10** Users will receive a verification email to verify their registered email address.
- 11** Enter your user ID and password in the designated fields to access the SSM4U portal.

# Account Registration and Activation Using MyKAD Reader for Users Not Registered on the SSM4U Portal

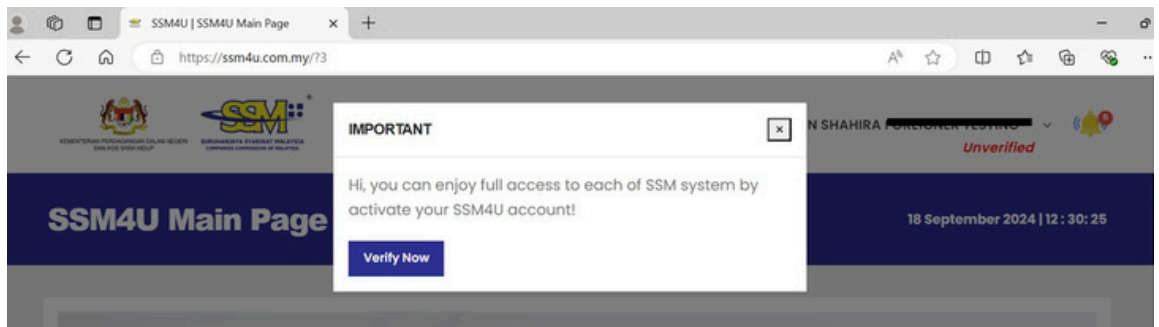
- 01** This method applies only to users with MyKAD, MyKAS, MyPR, and MyTentera
- 02** Users can visit the nearest SSM branch to register and activate the accounts.
- 03** Users are required to take a queue number to go to the Account Activation counter.
- 04** SSM counter staff will ask for the user's identity card to insert into the card reader.
- 05** Users are required to place their thumb on the card reader to verify the thumb print.
- 06** To complete the registration, users are required to provide the following information :
  - Email address
  - Phone number
  - Password
  - Address
- 07** SSM counter staff will inform that account has been successfully registered and can proceed to log in to the SSM4U portal.

# Account Activation at SSM counter

- 01** Users registered with MyKAD, MyPR, MyKAS, and MyTentera are advised to activate their SSM4U account at the SSM counter.
- 02** Users are required to visit the nearest SSM branch and bring their identity card for verification purposes.
- 03** Users must take a queue number to go to the Account Activation counter.
- 04** SSM counter staff will ask for the user's identity card
- 05** Users are required to place their thumb on the card reader to verify the thumb print.
- 06** SSM counter staff will inform the user that the account has been successfully registered and that they can proceed to log in to the SSM4U portal.

# Online Account Activation

- 01** Users who are registered with the ID type 'Foreigner National ID' are **required** to activate their SSM4U account via online.
- 02** Users must ensure they have verified their email address before login to SSM4U portal.
- 03** Visit SSM4U portal and click 'Login'. Enter the email address and password that were set during registration.
- 04** The SSM4U main page and message as image below will appear.



- 05** Click 'Verify Now'.
- 06** The 'User Activation detail' page will appear, and customers are required to attach the necessary documents for online activation.

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

# Online Account Activation

Type of ID	Type of Documents		
	Identification card	Picture of account owner holding identification card at neck level	Supporting Document
<b>MyKAD</b> <b>MyPR</b> <b>MyKAS</b> <b>MyTentera</b>	User must attach their identification card (front and back)	Picture of user holding their identification card at neck level	Type of supporting document: 1) Valid driving license; or 2) Latest water, electricity, telephone, or internet bill; or 3) Others supporting document that state user's name
<b>Foreigner National ID</b>	Users must attach their national identification card (front and back).  If users did not have national identification card, customers must attach any document that proof their nationality, such as: 1) Resident cards; or 2) Valid driving license; or 3) Others document that proof your nationality	Picture of user holding their national identification card at neck level	Attach passport copy or any latest supporting document, such as: 1) Latest water, electricity, telephone, or internet bill; or 2) Others supporting document that state user's name

- 07 Click the 'Submit' button to submit the online activation application.
- 08 SSM will process the application within three (3) working days.
- 09 Customers can check the status of their application by clicking 'User Activation Status'.



# Online Account Activation


- 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

- 01** If the user's online account activation has been queried, rejected, or approved, they will receive an email notification.
- 02** To check rejected, queried, or approved comments, users must log in to the SSM4U portal and click on 'User Activation Request'.



- 03** Click on the  action button to view the comment.
- 04** User can resubmit the application based on the queried comment.

# Login to SSM4U

- 01 Visit SSM4U portal (<https://www.ssm4u.com.my/>) and click 'Login'.
- 02 Enter the email address and password that were set during registration.
- 03 Click the 'Sign In' button.
- 04 'Unverified' or 'Verified' status will appear if users did not activate their account or did activate 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:
  - MBRS;
  - MyLLP;
  - e-BOS;
  
- b) Non-core services:
  - XCESS;
  - DCTC Reader & Checker;
  - e-Search;
  - e-Compound;
  - e-Query; and
  - Status 308/550

# Forgot Password

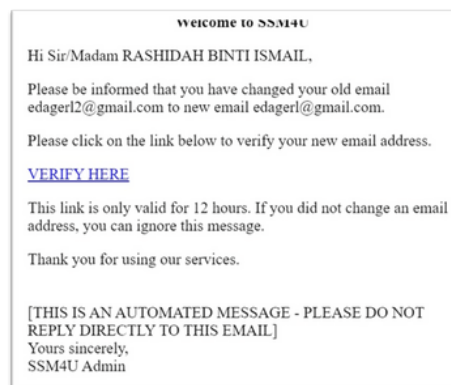
- 01** Visit SSM4U portal (<https://www.ssm4u.com.my/>).
- 02** Click 'Login' and then click 'Forgot Password'.
- 03** Enter the ID Type and ID Number.
- 04** The 'Forgot Password' email will be sent to the registered email address.
- 05** Click the link provided in the email to reset your password.
- 06** The 'Forgot Password' page will appear.
- 07** Fill in the required information and click 'Submit' to complete the password reset process.
- 08** Users can proceed to log in to SSM4U using the new password.

# Change Email Address

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



- 02 The 'Change Email' page will appear.
- 03 Fill in the new email address and click 'Submit'.
- 04 User will receive a verification email on the new email address to verify it.



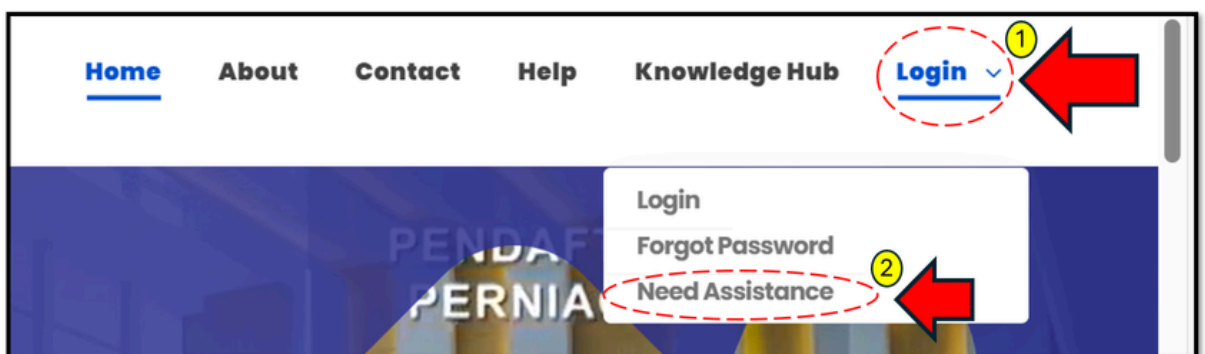
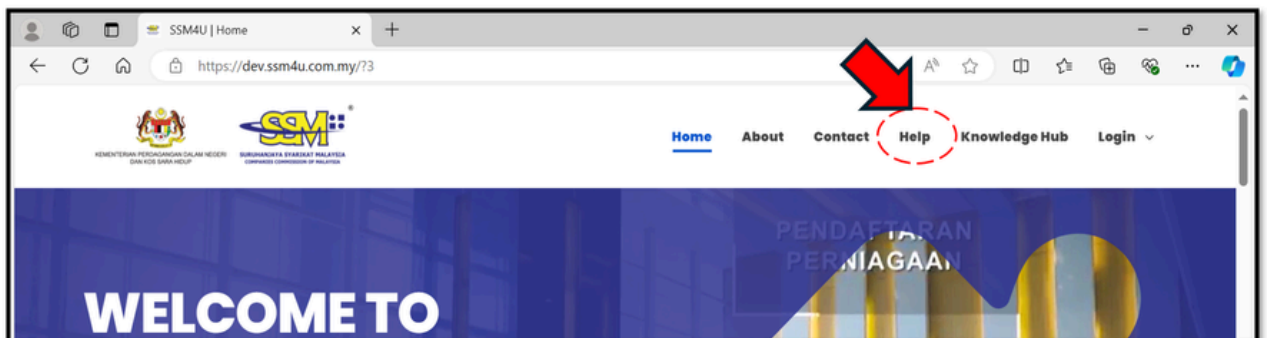
- 05 Once the email has been verified, the new email address will be updated on the SSM4U portal.
- 06 The change of the SSM4U email address will be **automatically updated across all systems in SSM4U, (except MBRS system).**

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

- 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 [ubmhq@ssm.com.my](mailto:ubmhq@ssm.com.my) for our further action

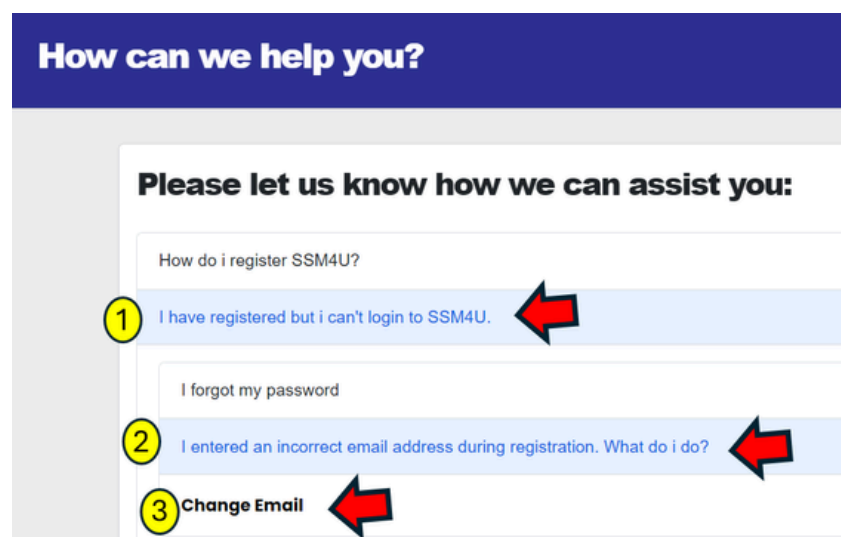
# How to Change Email Address if Users Entered Incorect Email Address during Registration?

- 01** 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 verity the registered email address.
- 02** Visit SSM4U portal (<https://www.ssm4u.com.my/>).
- 03** Click 'Help' or 'Need Assistance'



# How to Change Email Address if Users Entered Incorect Email Address during Registration?

- 04 The 'How we can help you?' page will appear
- 05 Click link 'I have registered but I can't login SSM4U'
- 06 Click link 'I entered incorrect email address during registration. What do I do?'
- 07 Click link 'I entered incorrect email address during registration. What do I do?'
- 08 Click link 'Change Email'



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



# How to Change Email Address if Users Entered Incorect Email Address during Registration?

- 06** User will receive a verification email on the new email address to verify it.
- 07** 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

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



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

- 03 The system does **not allow** users to update:
- Name;
  - ID Type
  - ID Number
  - Citizenship

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

A screenshot of a 'SUBMIT' form. The form contains a 'Declaration:' section with a checked checkbox and the text 'Tick here to accept or click here to view our standard [terms and conditions](#).' Below the declaration, there are two buttons: a green 'Update User Profile' button and a grey 'Cancel' button. A red arrow points to the 'Update User Profile' button.

- 05 Click 'OK' to submit the changes.

# Change Password

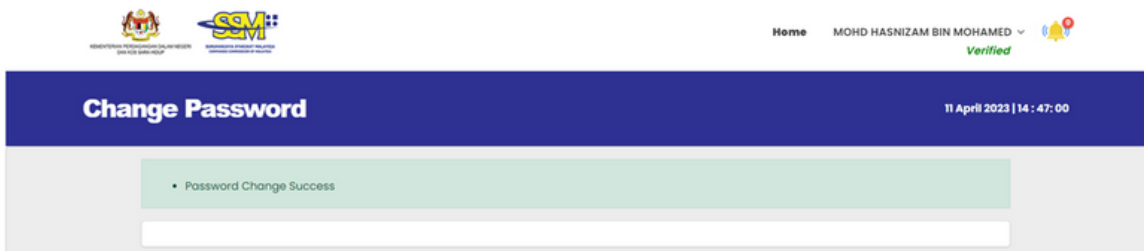
- 01 Login to the SSM4U portal, click on username and select 'Change Password'.



- 02 The 'Change Password' page will appear.

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

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





**S S M O F F I C I A L P A G E**

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**Email : [enquiry@ssm.com.my](mailto:enquiry@ssm.com.my)**

