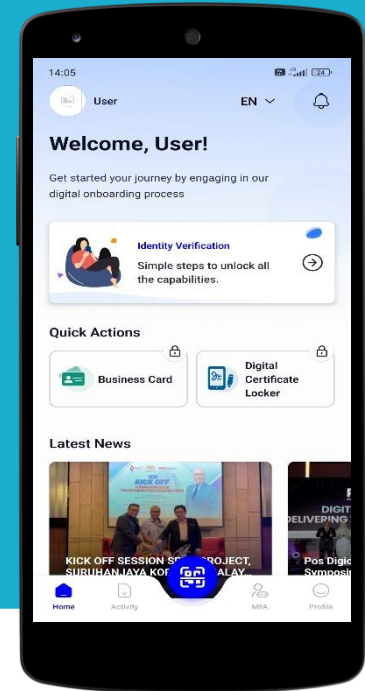


# iDsaya

## User Manual V1.2 - KPKT



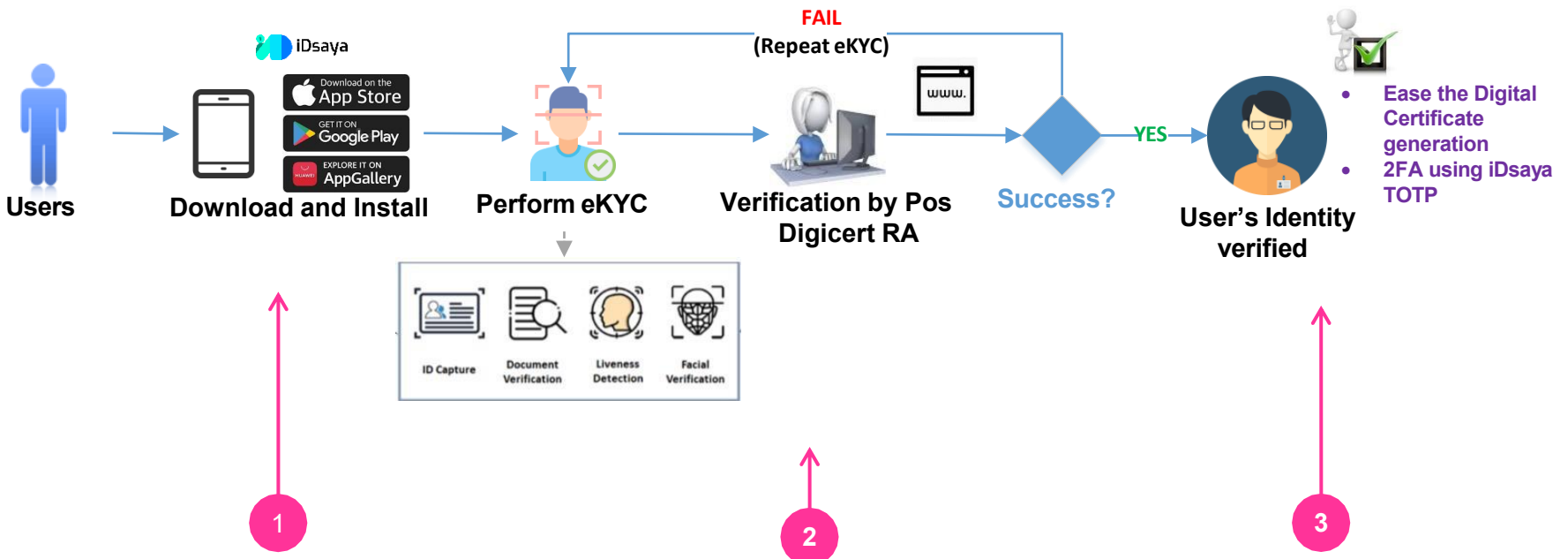
1. [New User Registration](#)
2. [Identity Verification](#)
3. [Manual Identity Verification](#)
4. [Login](#)
5. [MFA](#)
6. [Document Verification](#)
7. [Forgot Password](#)
8. [Account Deletion](#)
9. [FAQ](#)

# List of Abbreviations

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Items	Description
eKYC	Electronic Know Your Customer
MFA	Multi-Factor Authentication
OCR	Optical Character Recognition
RA	Registration Authority
TOTP	Time-based One-Time Password

# Flowchart of iDsaya



# Important Notes:

1. For Malaysians, it is **COMPULSORY** to use your MyKad. For Foreigners, it is **COMPULSORY** to use your Passport.
2. Complete the eKYC process.
3. Resolve document issues (if any).
  - If MyKad fails after **3 attempts**, or
  - Passport fails after **1 attempt**, iDsaya will offer **manual identity verification** – select it to continue.
4. Your identity will be verified by Pos Digicert's Registration Authority.
5. You will receive a notification once your identity has been processed. Please repeat the process if your verification is not approved.

6. Users are allowed to log in from a new or different device without redoing the eKYC process. They only need to enter their registered ID number and password.

## You must reverify your identity if any of the following apply:

- ✓ Your eKYC record is more than 2 years old.
- ✓ Your passport has expired, and you need to:
  - Generate a new digital certificate, or
  - Integrate with a system that uses your updated passport number.

# Identity Card Verification: Do's & Don'ts

# Do's (MyKad)

1. Only genuine MyKad is accepted; printed copies or on-screen photos are not allowed.
2. Photo must be clear and not blurred.
3. MyKad must be fully within the frame with all details visible.
4. MyKad should be in good condition and undamaged.

## Front of MyKad

Place your ID within the frame - flat on a surface for mobile, or held steadily in front of a webcam.



## Back of MyKad

Place your ID within the frame - flat on a surface for mobile, or held steadily in front of a webcam.



# Do's (Passport)

1. Only genuine Passport is accepted; printed copies or on-screen photos are not allowed.
2. Photo must be clear and not blurred.
3. Make sure the Passport is fully within the frame before taking the picture.
4. Passport should be in good condition and undamaged.



# Don'ts (1/3)

— — —

## Avoid Hologram Reflection

Tilt the card slightly to reduce hologram glare, which may affect OCR accuracy, especially for names, addresses and ID numbers.



## Remove Protective Covers

Take off any plastic sleeves or covers that cause glare.



## Glary & Blur Photo

Avoid direct lighting above, in front of or behind the MyKad to prevent glare and reflections.



*Note: iDsaya currently only works with MyKad and passports. This guide is applicable for MyKad and Passport.*

# Don'ts (2/3)

— — —

## Non-Frontal

Make sure the MyKad images are frontal and clear.



## Cut Off Photo

Make sure all edges of your MyKad are fully visible.



## Overexposed or Underexposed Photo

Use moderate lighting.



*Note: iDsaya currently only works with MyKad and passports. This guide is applicable for MyKad and Passport.*

# Don'ts (3/3)

---

## Background

Avoid using dark or patterned backgrounds, colours that are too close to the ID card's blue tone and shiny and reflective surfaces that may cause glare and disrupt the eKYC segmentation process.



*Note: iDsaya currently only works with MyKad and passports. This guide is applicable for MyKad and Passport.*

# Facial Verification: Do's & Don'ts

# Do's

- — —
1. A real, live face must be shown – spoofing (e.g., screen recordings or printed photos) is not allowed.
  2. Position your face accurately within the guided frame.
  3. Ensure a clear, front-facing view of your face.



# Don'ts (1/2)

— — —

## Selfie Occlusion

Ensure key facial features (eyes, eyebrows, nose, mouth) are clearly visible and not blocked during selfie capture.



## Overexposed, Underexposed, or Two-Toned Selfie

Ensure the selfie is well-lit, with all facial details visible and both sides of the face evenly lit.



# Don'ts (2/2)

— — —

## Direct Lighting

Avoid direct lighting or reflections to prevent any glare.



## Non-Frontal

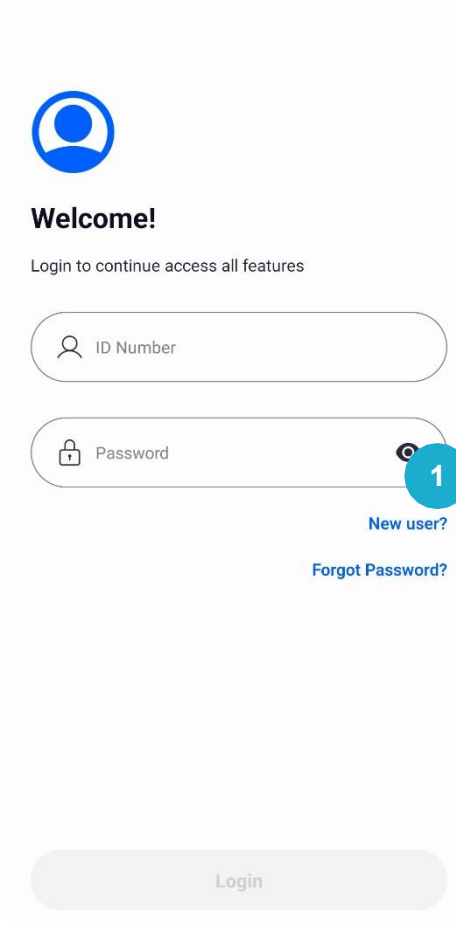
Make sure the front of the face is captured.




# 1. New User Registration

# New User Registration

1. If you are a new user, click “New User?” to register.
2. Select Malaysian or Non-Malaysian.
  - **Malaysian:** Enter your MyKad number (**COMPULSORY**).
  - **Non-Malaysian:** Enter your passport number (**COMPULSORY**).



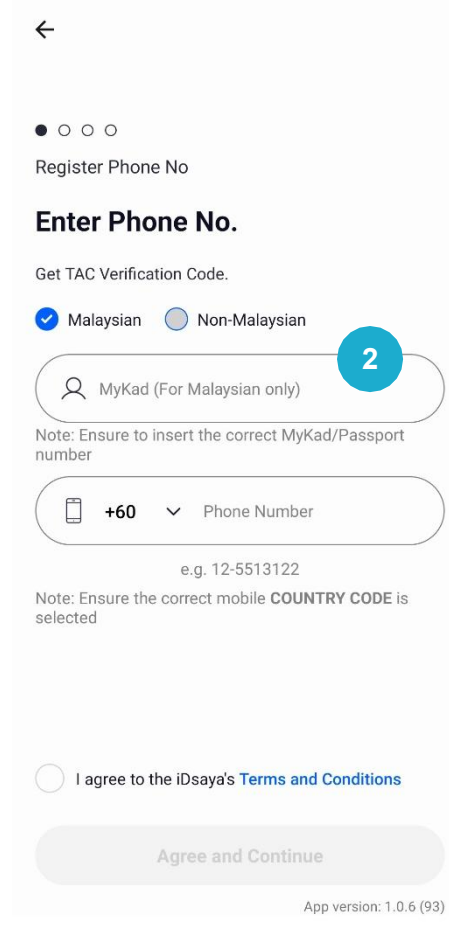


## Welcome!

Login to continue access all features

[New user?](#)

[Forgot Password?](#)



←

● ○ ○ ○ ○

Register Phone No

## Enter Phone No.

Get TAC Verification Code.

Malaysian  Non-Malaysian

Note: Ensure to insert the correct MyKad/Passport number

e.g. 12-5513122

Note: Ensure the correct mobile COUNTRY CODE is selected

I agree to the iDsaya's [Terms and Conditions](#)

App version: 1.0.6 (93)

# New User Registration

- Click the dropdown menu to select your phone country code (supported: Malaysia, China, Taiwan, Japan).
- Enter your phone number.
- Tick “I agree to iDsaya’s Terms and Conditions.”
- Click “Agree and Continue”.

## Note:

- If the app is uninstalled **before completing eKYC**, you must register a new account.
- If the app is uninstalled **after completing eKYC**, you can log in using the existing account, as the account is permanent.

←

● ○ ○ ○

Register Phone No

### Enter Phone No.

Get TAC Verification Code.

Malaysian  Non-Malaysian

Note: Ensure to insert the correct MyKad/Passport number

Phone Number

513122

Note: Ensure to insert the correct mobile COUNTRY CODE is selected

- Malaysia +60
- China +86
- Taiwan +886
- Japan +81

I agree to the iDsaya's [Terms and Conditions](#)

Agree and Continue

App version: 1.0.6 (93)

←

● ○ ○ ○

Register Phone No

### Enter Phone No.

Get TAC Verification Code.

Malaysian  Non-Malaysian

Note: Ensure to insert the correct MyKad/Passport number

12-3456789

e.g. 12-5513122

Note: Ensure the correct mobile COUNTRY CODE is selected

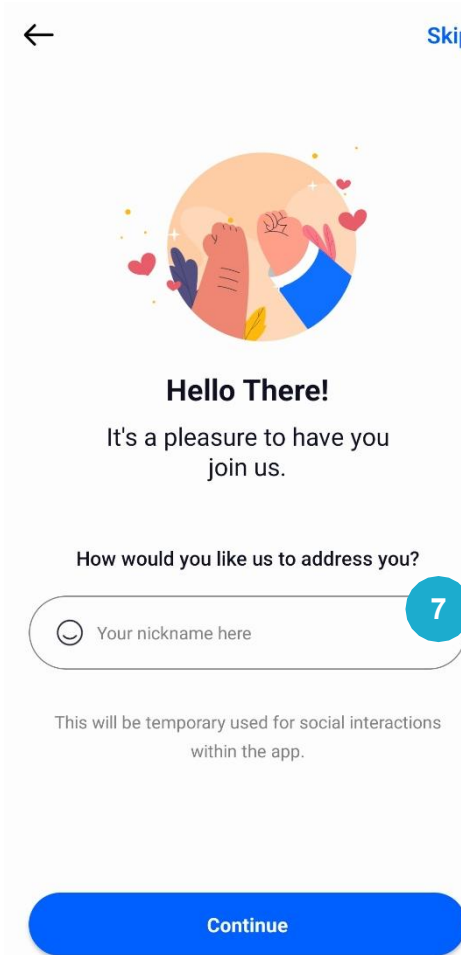
I agree to the iDsaya's [Terms and Conditions](#)

Agree and Continue


App version: 1.0.6 (93)

# New User Registration

7. Insert your nickname, then click “Continue” or select “Skip” at the upper-right corner of the screen.
8. Enter the 6-digit code sent via SMS to verify your registered phone number.



← Skip



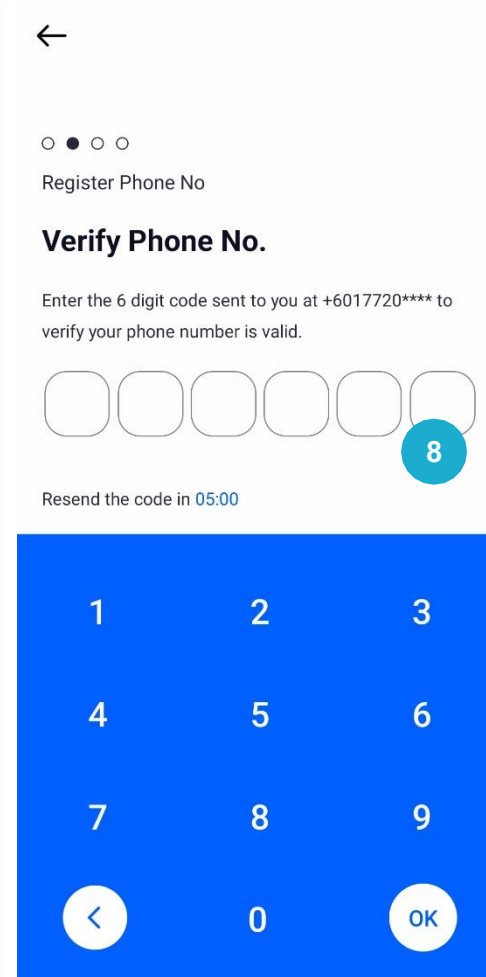
**Hello There!**  
It's a pleasure to have you join us.

How would you like us to address you?

☺ Your nickname here **7**

This will be temporary used for social interactions within the app.

**Continue**



←

○ ● ○ ○ ○

Register Phone No

**Verify Phone No.**

Enter the 6 digit code sent to you at +6017720\*\*\*\* to verify your phone number is valid.

○ ○ ○ ○ ○ ○ **8**

Resend the code in 05:00

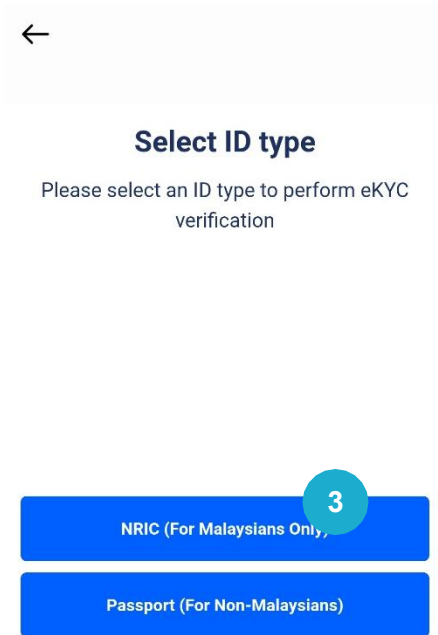
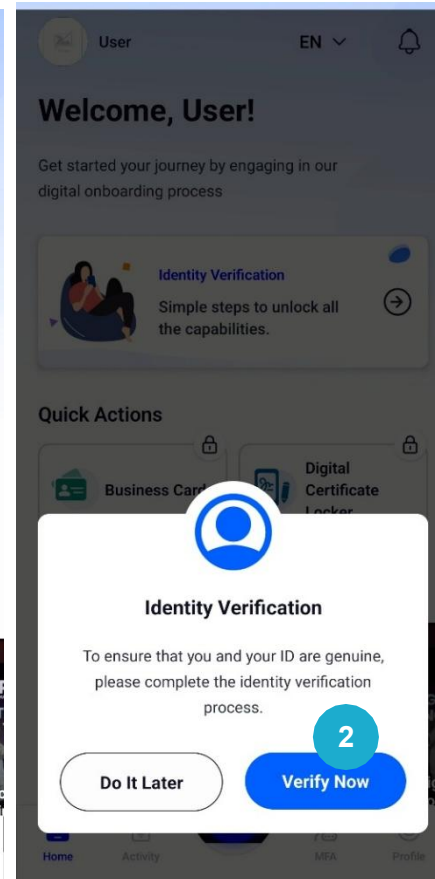
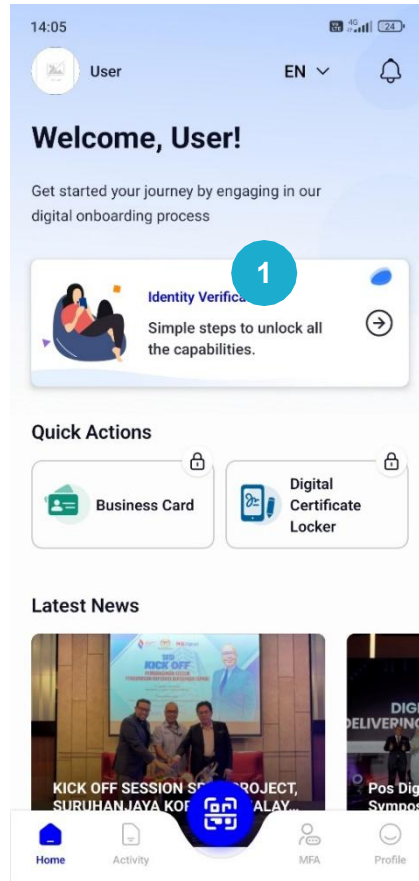
1	2	3
4	5	6
7	8	9
<	0	OK

## 2. Identity Verification

# Identity Verification

1. Click “Identity Verification” to verify the identity.
2. The iDsaya application will display an Identity Verification pop-up. Click “Verify Now.”
  - **Malaysians:** Select NRIC (**COMPULSORY**).
  - **Non-Malaysians:** Select Passport (**COMPULSORY**).
3. Follow the step-by-step instructions – the process is simple and organized.

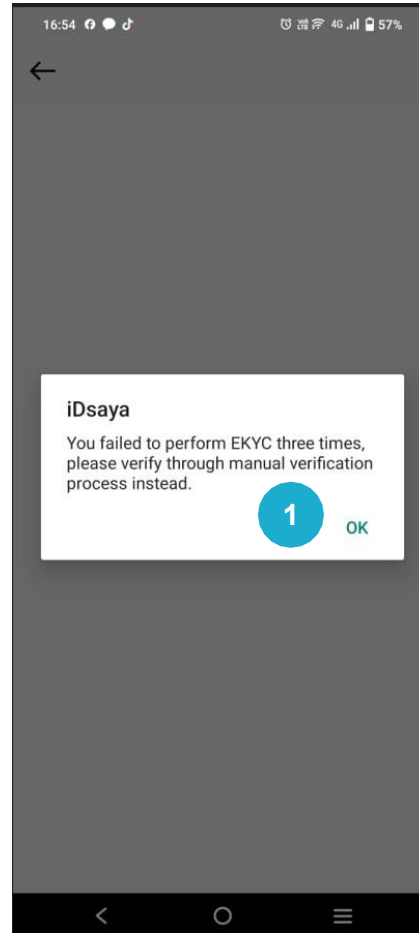
*Note:*  
When “Do It Later” is selected, the user has not yet performed the eKYC verification process.



# 3. Manual Identity Verification

# Manual Identity Verification

1. If identity verification via MyKad eKYC fails three (3) times, proceed with manual verification. Click “OK” to continue.
2. Select ID type.
  - **Malaysians:** Select NRIC (**COMPULSORY**).
  - **Non-Malaysians:** Select Passport (**COMPULSORY**).



## Select ID type

Please select an ID type to perform manual verification



*Note:*  
 If passport eKYC fails once, manual verification is required.

# Manual Identity Verification (MyKad)

1. Take a front-view photo of the MyKad and click "Proceed".
2. Take back-view of the MyKad and click "Proceed".
3. Click "Retake" if the photos are not clear.



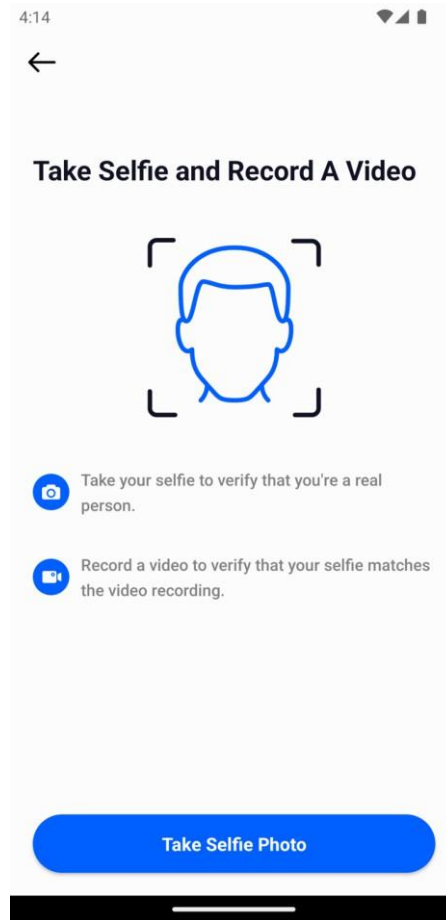
# Manual Identity Verification (Passport)

1. Take a front-view photo of the Passport and click “Proceed”.
2. Click “Retake” if the photos are not clear.



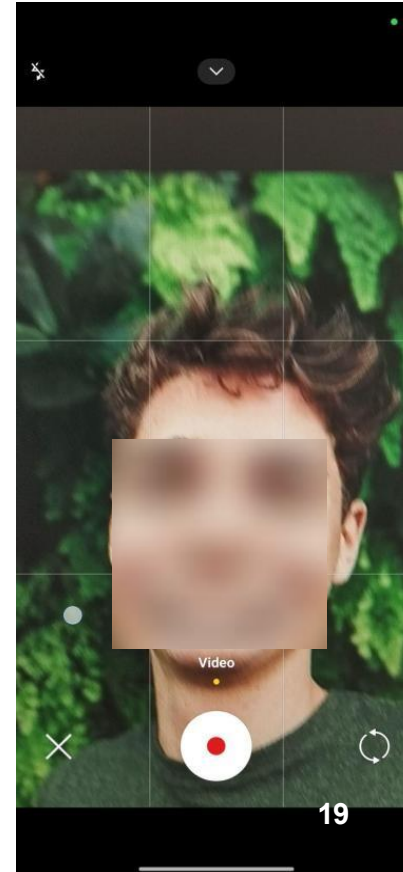
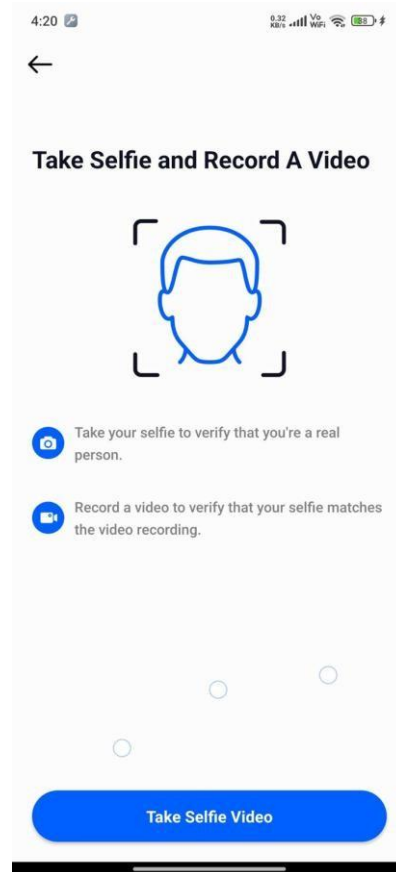
# Manual Identity Verification (1/4)

1. Take a selfie photo.



# Manual Identity Verification (2/4)

- Record a 4-second selfie video.



# Manual Identity Verification (3/4)

3. Fill in the Details Confirmation as shown in the example.
4. Click "Submit".

MyKad

4:41 ... 1.51 Mbps Vo 5G

### Details Confirmation

MyKad

[Redacted]

[Redacted]

My ic broken 12/50

More Comment 0/500

Your password must contain the following:

- ✓ Minimum 8 characters
- ✓ At least 1 uppercase
- ✓ At least 1 lowercase

Submit

Passport

11:57 5G 94

### Details Confirmation

Passport

[Redacted]

[Redacted]

ekyc failed 11/50

More Comment 0/500

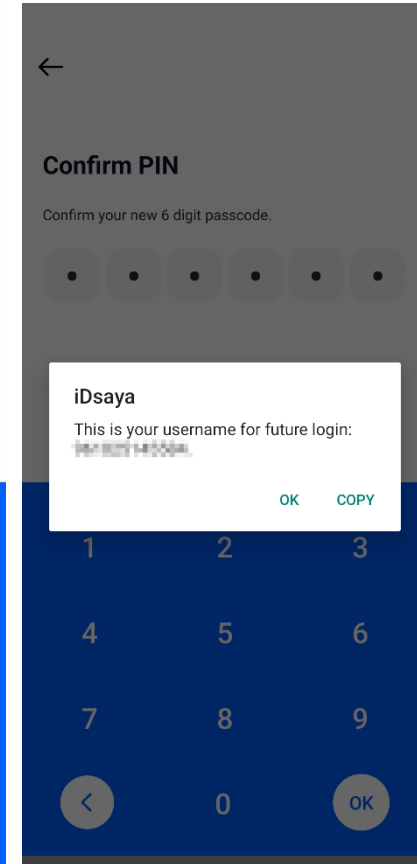
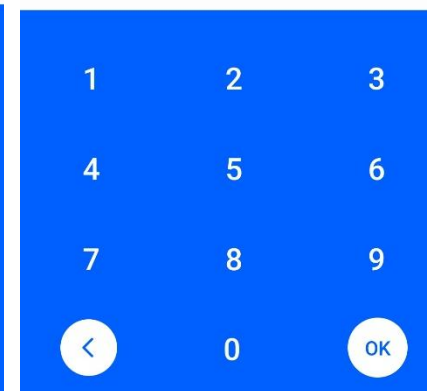
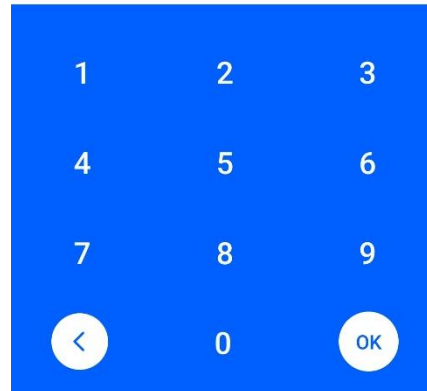
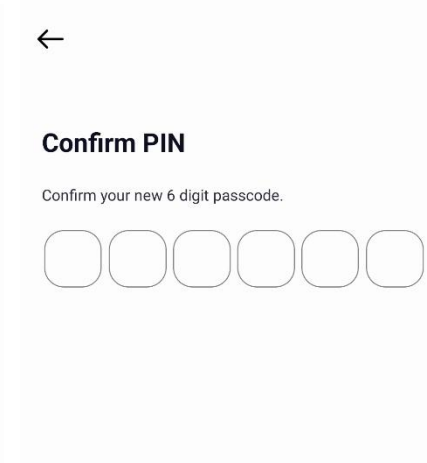
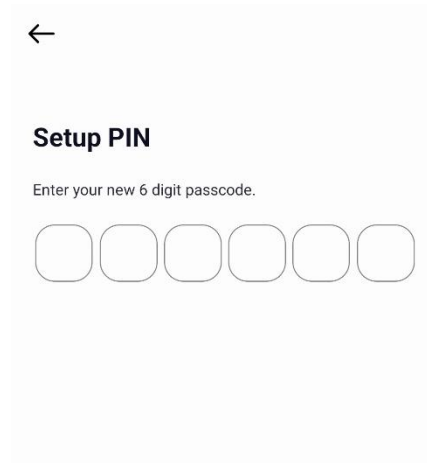
Your password must contain the following:

- ✓ Minimum 8 characters
- ✓ At least 1 uppercase
- ✓ At least 1 lowercase

Submit

# Manual Identity Verification (4/4)

5. Create a 6-digit PIN. This PIN will be used to log in when switching back to iDsaya from another app.
6. Re-enter the 6-digit PIN to confirm.
7. iDsaya will pop up with the username for future login.
8. Click OK to close.
9. Click COPY to copy the username to the clipboard.



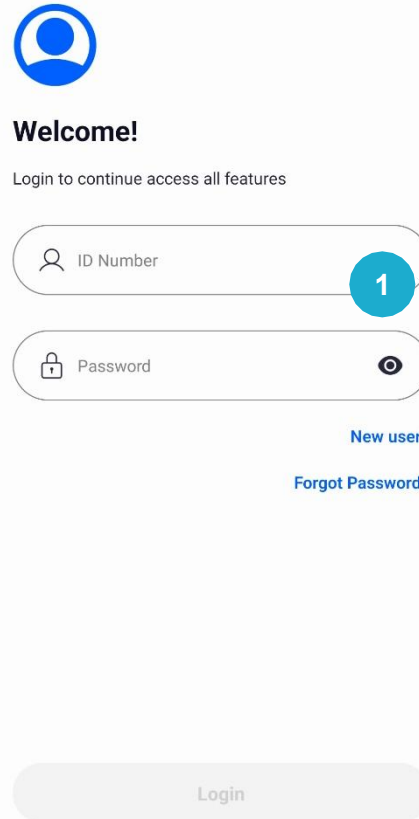
# 4. Login


# Login

1. Enter your ID Number and password, then click Login.
  - **Malaysian:** Enter your MyKad number.
  - **Non-Malaysian:** Enter your ID Number.
2. If eKYC is **completed**, a 6-digit PIN is required when returning from another app.
3. If eKYC is **not completed**, no PIN is required.

## Note:

- **Malaysian:** Enter your MyKad number without dashes (-).
- **Non-Malaysian:** Your ID Number was sent to your registered email during registration.






### Welcome!

Login to continue access all features

1



[New user?](#)

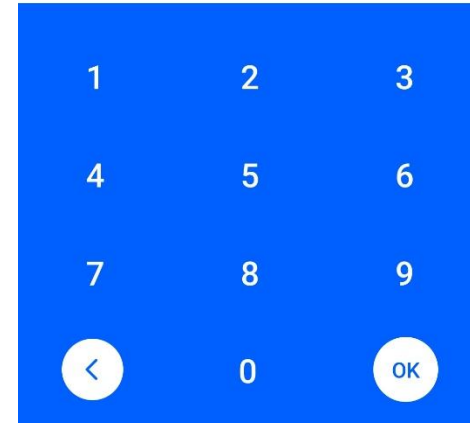
[Forgot Password?](#)

## Enter PIN

To unlock app, please enter your current 6 digit passcode

[Forgot PIN?](#)

2



1	2	3
4	5	6
7	8	9
<	0	OK

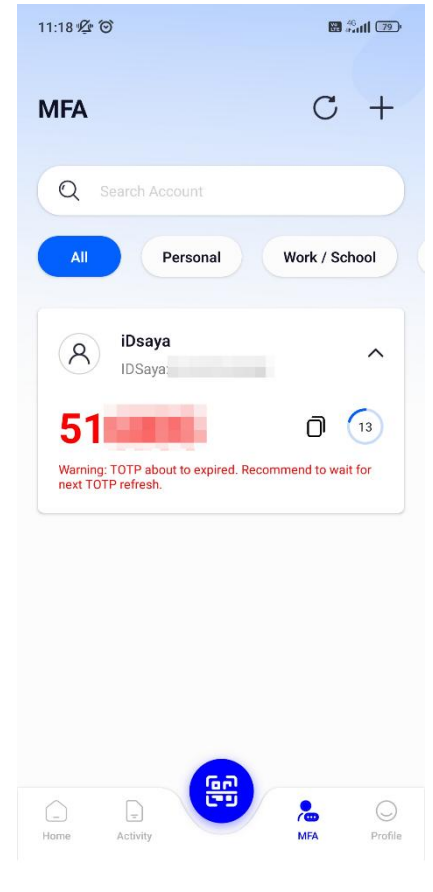
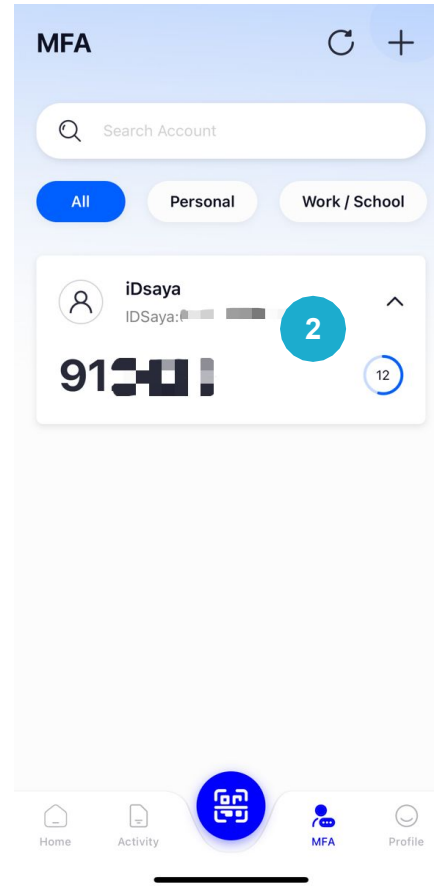
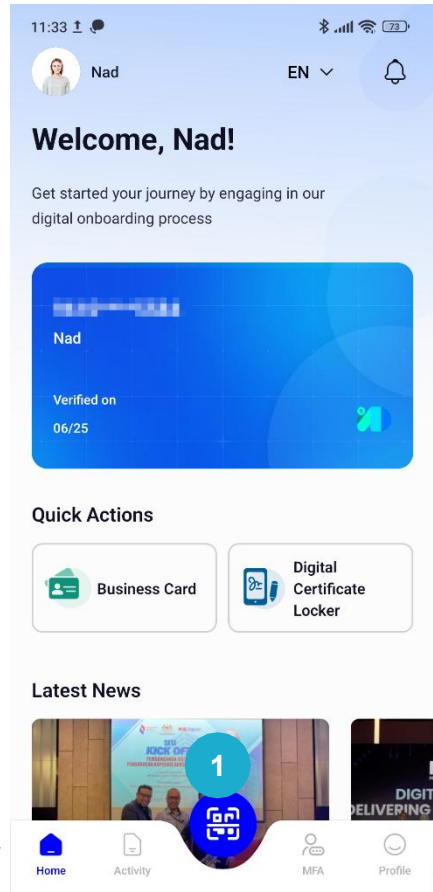
# 5. MFA

*(Used during the digital signing process)*

# MFA

1. Click the “MFA” menu in iDsaya.
2. Use the TOTP number for digital signing.

*Note:*  
The TOTP number will refresh automatically every 60 seconds.

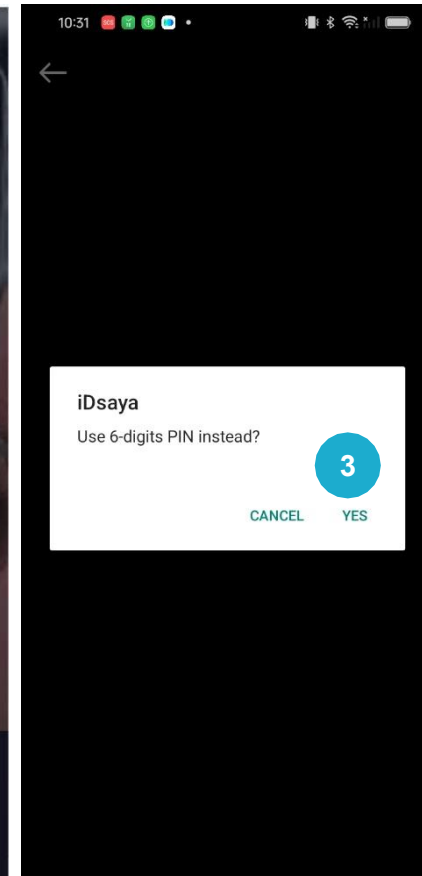
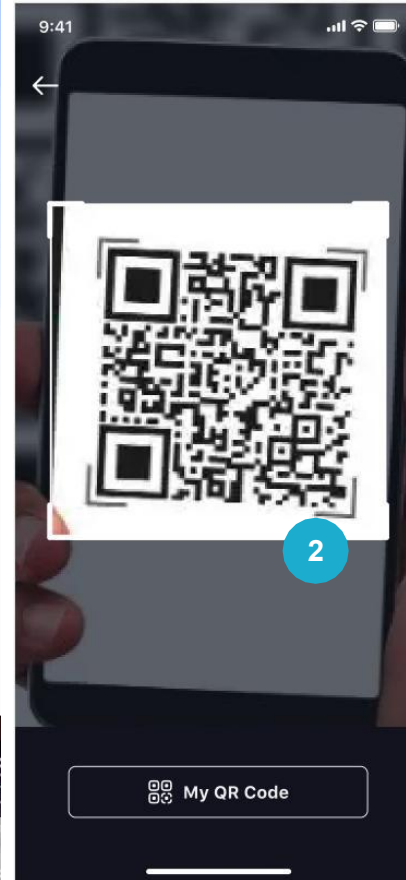
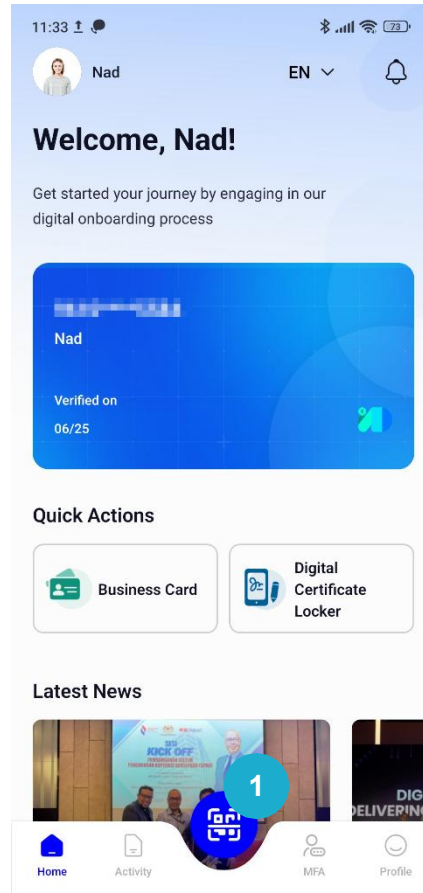


# 6. Document Verification

# Document Verification

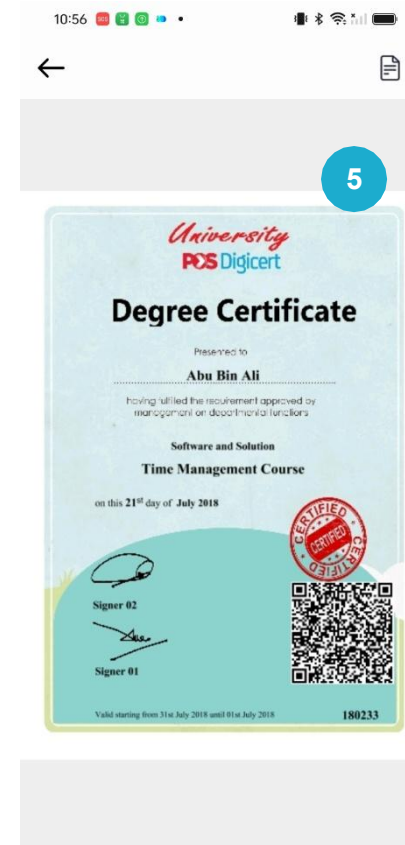
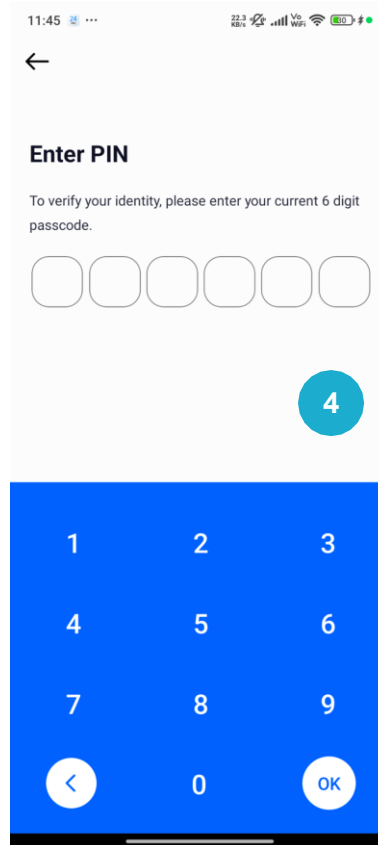
*Note: This feature can only be used with the QR code generated by the Pos Digicert Digital Signing Solution (DSS).*

1. Click the “QR Code” icon.
2. Scan the QR code.
3. A pop-up will appear asking if you want to use a 6-digit PIN.
4. Click “Yes” to use a 6-digit PIN or “Cancel” to close the pop-up.



# Document Verification

4. Enter your PIN.
5. iDsaya will display the softcopy document stored in the system for comparison purposes.



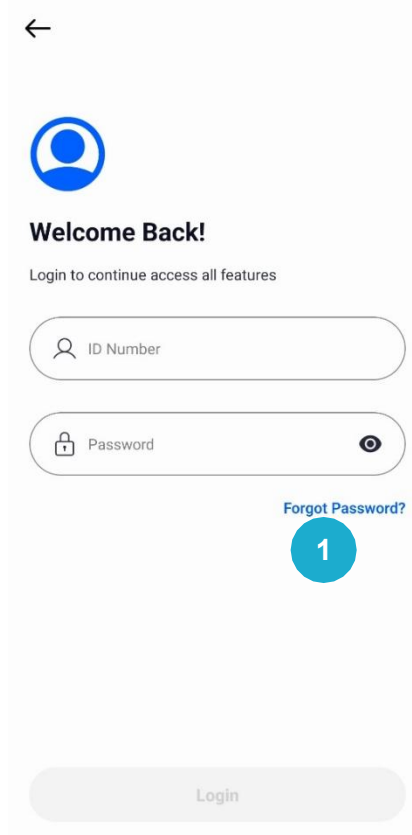
# 7. Forgot Password

# Forgot Password


1. If you forgot your password, click “Forgot Password?”.
2. Enter your ID Number and click “Next”.
  - **Malaysian:** Enter your MyKad number.
  - **Non-Malaysian:** Enter your ID Number.

## Note:

- **Malaysian:** Enter your MyKad number without dashes (-).
- **Non-Malaysian:** Your ID Number was sent to your registered email during registration.



←



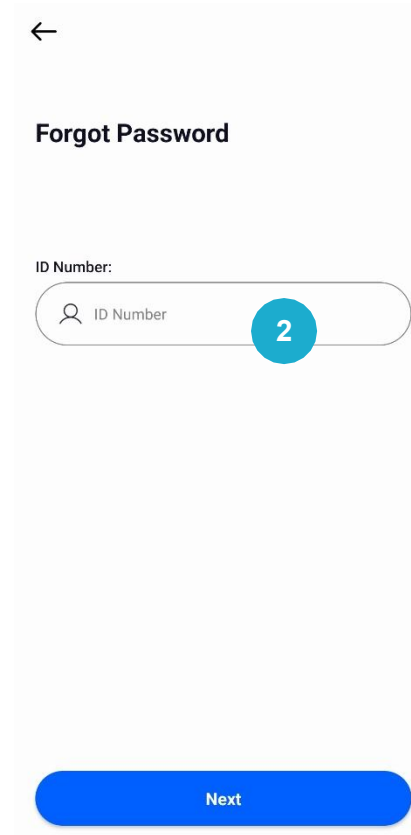
**Welcome Back!**

Login to continue access all features

[Forgot Password?](#)

1

Login



←

**Forgot Password**

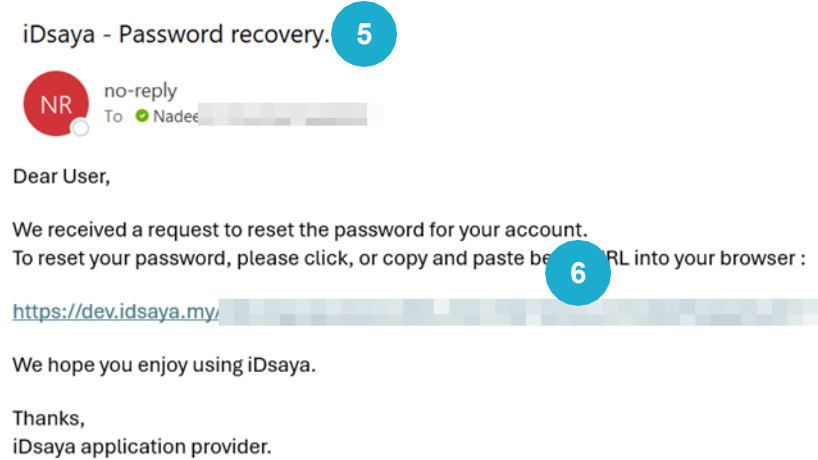
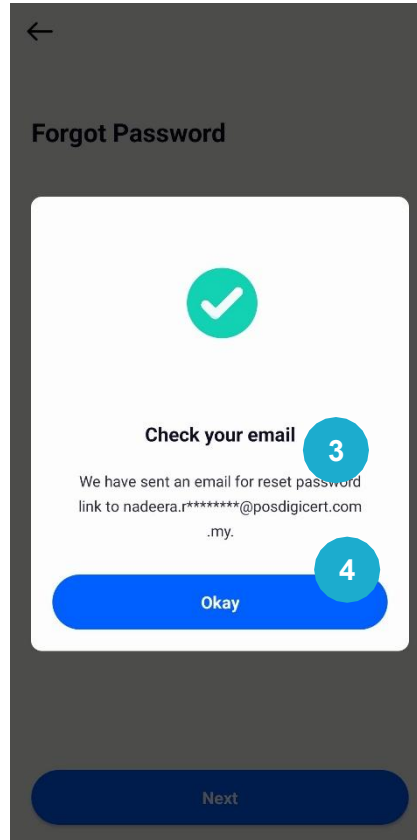
ID Number:

2

Next

# Forgot Password

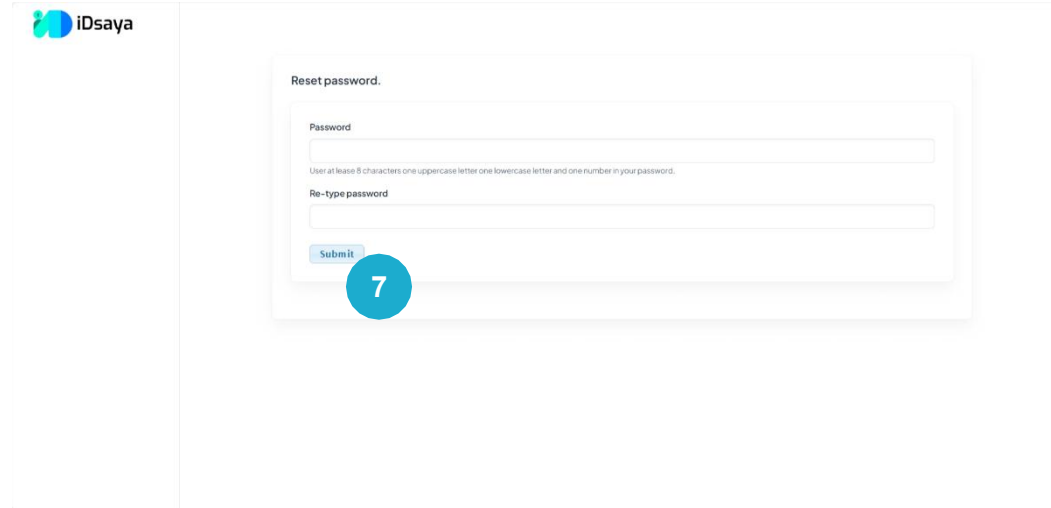
3. A reset password link will be sent to your registered email.
4. Click “Okay” to close the pop-up window.
5. Users will receive an email at their registered email address with the subject “iDsaya – Password Recovery”.
6. Click the link in the email to be redirected to the portal to reset your password.



# Forgot Password

---

7. A reset password portal is displayed. Enter the new password, retype the new password for confirmation, and click “Submit”.
8. The new password will be saved successfully.



iDsaya

Reset password.

Password

User at least 8 characters one uppercase letter one lowercase letter and one number in your password.

Re-type password

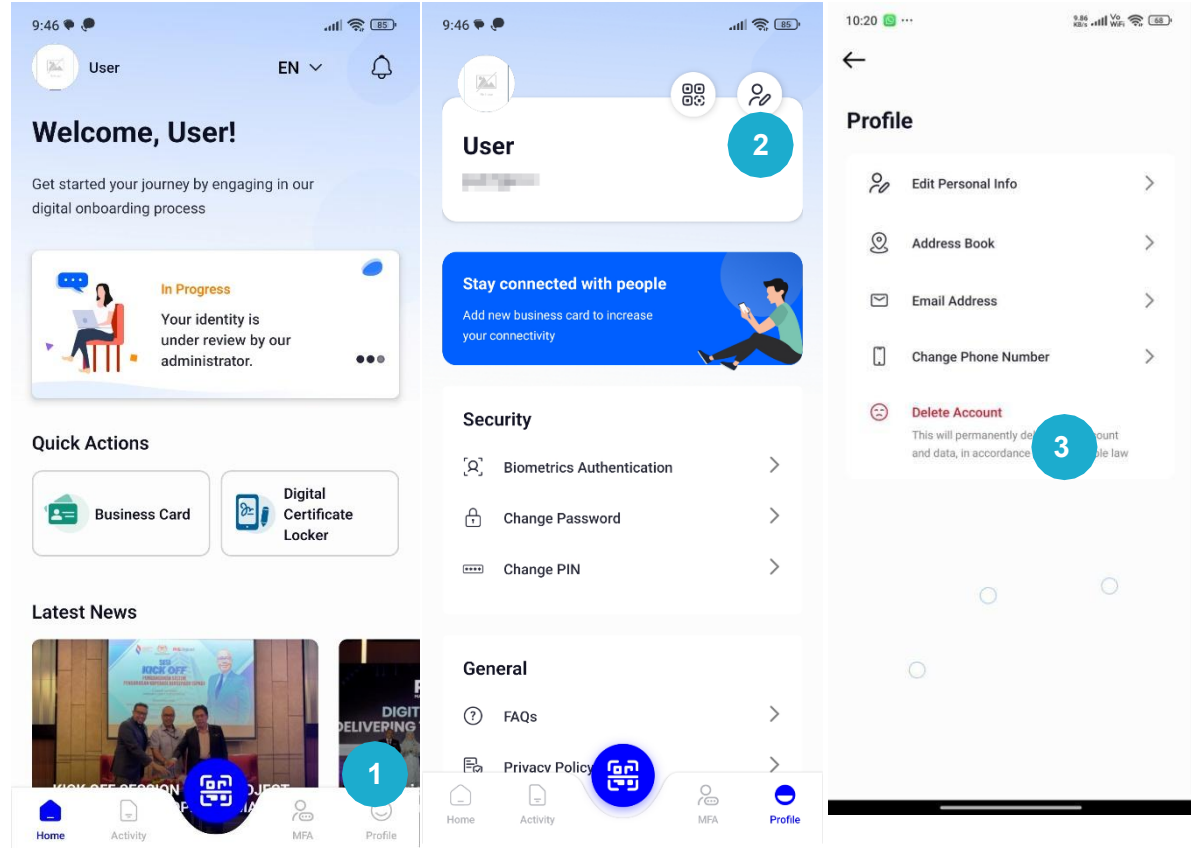
Submit

7

# 8. Account Deletion

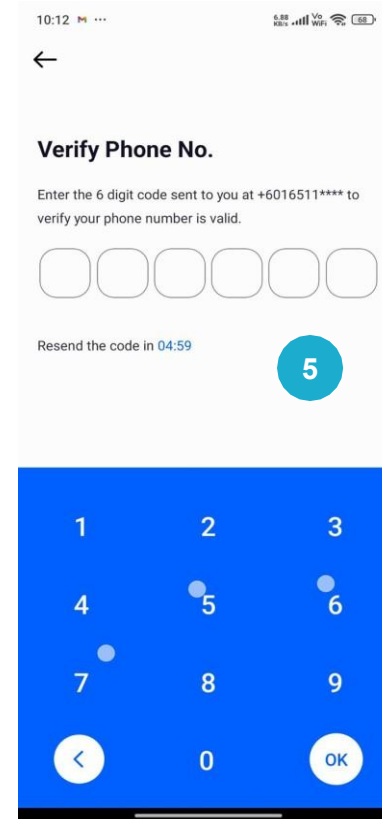
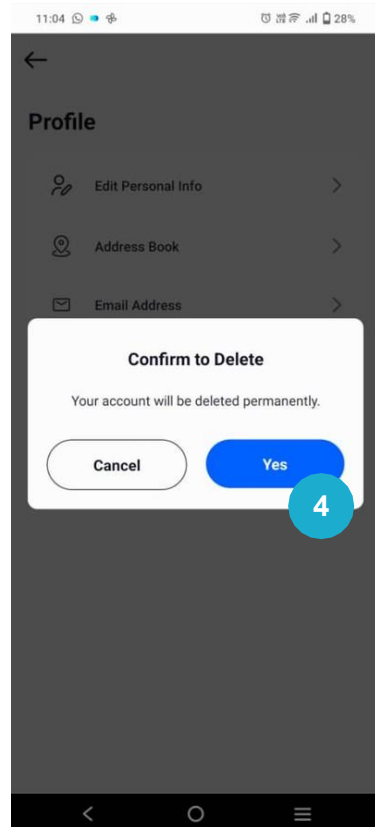
# Account Deletion

1. Click the “Profile” menu.
2. Click the “Profile” icon.
3. Click “Delete Account”.



# Account Deletion

- iDsaya will display a “Confirm to Delete” pop-up to confirm account deletion. Click “Yes” to confirm.
- Enter the OTP sent via SMS.



## Note:

*If you delete your account, you will be required to:*

- Complete the identity verification process again.*
- Wait for approval from Pos Digicert*

# 9. FAQ

# FAQ

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## 1. What is iDsaya?

iDsaya is Pos Digicert's digital identity platform built on Public Key Infrastructure (PKI) – which allows a verified identity (through eKYC) to perform digital signatures (using MFA).

## 2. Who can use iDsaya?

Anyone with a valid MyKad or Passport (selected countries only) can register and use iDsaya.

## 3. Is registration free?

Yes, iDsaya is free to download and use.

# FAQ

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## 4. What is the difference between digital identity and physical MyKad?

The digital identity in iDsaya is a secure, device-bound identity used for online verification. It does not replace your physical MyKad but serves as a digital companion for online verification.

## 5. How do I set up iDsaya?

- Download the iDsaya app.
- Verify your identity using your MyKad or Passport, along with a selfie photo and selfie video for facial recognition.
- Once verified, your digital identity is issued.

# FAQ

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## 6. What devices are supported?

- **iOS:** Minimum supported version is iOS 12.4. iPhones running iOS 12.4 or later are compatible. Devices that cannot be upgraded to iOS 12.4 are not supported.
- **Android/Huawei:** Minimum SDK version is 24, supporting devices running Android 7.0 (Nougat) or higher.

## 7. What happens if I uninstall and reinstall the app?

If you uninstall and reinstall the app, your data will remain unchanged. Log in to the app as usual.

# FAQ

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## 8. What if my verification fails?

- Ensure your MyKad or passport is valid and undamaged.
- Use good lighting and avoid glare.
- Retake the picture.

**The End.  
Thank You!**