EXPATRIATE SERVICES DIVISION (USER MANUAL FOR AGENCY/ORGANIZATION REGISTRATION - SSM)

SYSTEM ACCESS

1. To access the system, launch the Internet Browser and browse to ESD System at https://esd.imi.gov.my/portal/

ف بن	Expatri Service Divisio Bahagian Khidmat Ek	iate :S N Spatriat MGA		LOGIN	/ REGISTER	
	HOME ABOUT U	EMPLOYERS	EXPATRIATES	LATEST NEWS	FAQ	
RECLAS PASS A EMPLOY	SIFICATION O ND INTRODUC	F EMPLOYI TION OF CATEGORY		CEPENDANT PASS EMPLOYMENT PASS	SOCIAL VISIT (Temporary Employment) - Foreign Maid	
The Expatriate Sern companies will nee The MYXpats Centr	vices Division (ESD) is the first point d to register with the ESD as a first : e focuses on the processing of passe	of contact for companies wh tep. Read More for individuals. Read More	o wish to employ eligible e	xpatriates. All	R -	

Preview 1: <u>https://esd.imi.gov.my/portal/</u>

- a) For the first time user, Company must be registered first before gained permission to access to the system.
- b) Please click the 'Register' button to continue with account registration.
- c) Click on 'Login' button to access the system.

NEW ACCOUNT REGISTRATION

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🧶 🧶 Serv	ices	;			
		telat			
MMGRATION DEPARTME	ENT OF MALAYSIA				
номе	ABOUTUS	EMPLOYERS	EXPATRIATES	LATEST NEWS	FAQ
HOME PORTAL EMPLOYERS RE	GISTRATION				
ESD Account F	Registra	ation (Step	1 of 6)		
Kindly fill in the following to r	register your o	organization. All fiel	ds are required		
Please select your organizat	ion type: 🛛 🌘	🔊 Company 🔍 Fi	rm 🔍 Society		
SSM Registration No.:			·		
SSM Registration Date:]
Company Name:					
(as per SSM registration)					
					1
Postcode:]
State:	- PLEASE S	ELECT -	•		,
Fax No (company):]
·					J
Correspondence Address:					-
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State:	DI EASE S	FLECT .	▼		J
	- PECASE S				_
First Name:					1
Last Name:					j
Designation:]
Contact No. (Fixed Line):]
Contact No. (Mobile):					
Email: Confirm Email:]
Contrain Entail.					
Kindly create the login ID for ID will be permanent for the	the company. company)	(You can only creat	te one login ID for the	company, and this login	-
Username					1
Password:					1
Confirm Password:					1
Captcha:	Unsi	trip			
	Not readabl	le? Change text.			1
	L				1
				Create Account	

Preview 2: New User Registration

- 1. All fields listed in the Account Registration form has to be filled.
- 2. "User Name" has to be at least 6 (six) characters. User will not be able to register if user name is less than 6 characters long.
- 3. A password indicator is included in the system to verify if the user's password's strength is weak, good, strong or similar to the username. The password indicator is implemented to enhance the security measure for the user's account.
- 4. A registered and valid email is required upon registration for validation purposes. An email will be sent to the user's email for verification/activation purpose.
- 5. Upon filling up the form, "Create Account" link is clicked to submit the registration form.

SUCCESSFUL ACCOUNT REGISTRATION

ف بی	Expa Serv Divis Bahagian Kr MMIGRATION DEPAR	atria Vices sion hidmat Ekspat	te		LOGIN	/ REGISTER
	HOME	ABOUT US	EMPLOYERS	EXPATRIATES	LATEST NEWS	FAQ
HOME PORTAL COM We hav Kindly k	EMPLOYERS Pany Act e email the act ogin to your em	REGISTRATION	gistration our registered e I click on the activ	(Step 2 of 6 mail address. vation link to activa) te your account.	
Expatriate Se IMMIGRATION DEPARTMENT OF BAHAGIAN KHIDMAT EKSPATRJ © 2015 Expatriate Services Div	Prvices Div Malaysia At Jabatan Imgress vision. All Rights Rese	VISION EN MALAYSIA rved.	Home About Us Employers Expatriates Latest News			F.A.Q

Preview 3: Successful Account Registration Notice

VALIDATION EMAIL NOTICE

am:ESD Account Activation Inbox x	÷ (
ESD Administrator <esd@imi.gov.my> to me 💌</esd@imi.gov.my>	Jan 8 📩 🔺 🗸
Dear ASSYIFA BAHAREN,	
Thank you for registering with ESD	
Kindly click on the link below to complete your activation:	
ACTIVATE ACCOUNT	
If you are not the intended receipient of this email, kindly contact us immediately.	
If you have any question or concern regarding your activation, please contact us at esdhelpdesk@imi.gov.my	
Thank you.	
Sincerely, ESD Administrator	

Preview 4: Validation Email Notice

- 1. Upon completing the registration form, a validation email will be sent to the user's email address to confirm the registration.
- 2. Kindly check SPAM/JUNK folder if you didn't received any expected email for ESD site.



Preview 4A: Successful Account Activation

3. User will be linked to the website after account is successfully registered.

LANDING PAGE: DASHBOARD

	ESD Account Registration Application Pro	Cess	
	Step 1 Step 2 Step 3 Step 4 Step 5 Step	p 6	
STEP 1:	CREATE ESD ACCOUNT	<	
STEP 2:	2.1 PUCRCHASE COMPANY INFO FROM SSM	Purchase from e-Info	
	2.2 COMPLETE AND SUBMIT ORGANIZATION REGISTRATION FORM		
STEP 3:	ORGANIZATION REGISTRATION APPLICATION PROCESSING		
STEP 4:	ORGANIZATION REGISTRATION APPLICATION APPROVAL		
STEP 5:	ORGANIZATION FACILITATION PACKAGE PRINTING AND ACCEPTANCE		
STEP 6:	ORGANIZATION EXPATRIATE SERVICES ROLLOUT		

Preview 5: Dashboard

- 1. Upon a successful login, users will be directed to the dashboard.
- 2. The Dashboard shows the steps for Company Registration Application.
- 3. User will then proceed to the next steps for Company Registration Application.
- 4. User will then proceed with making an application by clicking on the link at the Purchase from e-info.

SSM PURCHASING

1. After your company account activated, you can login to the ESD system and will be directed to Dashboard Screen.

	Step 1 Step 2 Step 3 Step 4 Step 5 Step 6	
STEP 1:	CREATE ESD ACCOUNT	1
STEP 2:	2.1 PUCRCHASE COMPANY INFO FROM SSM	foes om e-Info
	2.2 COMPLETE AND SUBMIT ORGANIZATION REGISTRATION FORM	
STEP 3:	ORGANIZATION REGISTRATION APPLICATION PROCESSING	
STEP 4:	ORGANIZATION REGISTRATION APPLICATION APPROVAL	
STEP 5:	ORGANIZATION FACILITATION PACKAGE PRINTING AND ACCEPTANCE	
STEP 6:	ORGANIZATION EXPATRIATE SERVICES ROLLOUT	

Preview 6: Dashboard with button to purchase e-SSM

- 2. Click on e-info icon to purchase e-SSM info.
- 3. System will display a history of purchase and the status of purchase.

NO ORDER ID DATE PURCHASE STATUS ACTION Note: If you encounter any errors during this transaction, kindly try again. If the problem still persist, please email SSM Call Centre at callcenter@ssm-einfo.my or call 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 0.3.4045 8696 <th></th> <th></th> <th>SSM</th> <th>History Purchase</th> <th></th> <th></th>			SSM	History Purchase		
Note: If you encounter any errors during this transaction, kindly try again. If the problem still persist, please email SSM Call Centre at callcenter@ssm.einfo.my or call	NO	ORDER ID	DATE PURCHASE	STATUS	ACTION	
٥	Note: If y	you encounter any errors (during this transaction, kindly try again. If th	ne problem still persist, please email SSM C 03-4045 8686.	Call Centre at callcenter@ssm-einfo.my or call	

Preview 7: History of purchase

4. The following was the list and description of <STATUS>

No.	Status	Description	Action / Result
1.	Success	Purchase transaction successfully complete	All data from SSM populate into respective field and 'essm.pdf' uploaded into ESD System.
2.	Pending	Purchase transaction halfway or not complete.	Purchase transaction only completed when purchaser click on [Submit to ESD]. If this <pending> status appear, kindly click on [Retrieve Data] to retry the transaction within 7 days of purchase. After 7 days, purchase transaction log will be expired and you need to purchase it again.</pending>

Page | 7

No.	Status	Description	Action / Result
3.	Failed	Purchase transaction failed to complete	System will show the error code such as, Not Confirm: Customer did not proceed for purchase Payment Failed: Customer did not proceed for purchase.

- 5. Click on e-info icon to proceed the purchase.
- 6. An alert will be pop up. You must understand the condition otherwise you can't proceed. By click **[Yes, I understand and Proceed]** system will redirect to e-SSM purchase screen.

4	
ORPANIAS ES	
la Hubungi	+603 4045 8686 Call Center
	Too have been re-directed to SURUHANAUXA STARBAT MALAYSIA SSM with Services from a third party website
	Credit Isla Usez NAME I TESTE2
	ORDER COD-2012/054310m41385243 NetwickRept120 R2.4651.00 SUBSCRIPT200 Syndywal
	Parchasing late
	The List of comparison provides the you have clicked "Generate"
	OMALAY * ENGLISH
	**Please make sure that you have Acrobat Reader to view the PDP file.

**Next, please make sure that you have clicked "Submit To ESD" to ensure data and e-SSM document successfully downloaded to ESD system.

Yes, I understand and Proceed 🕨

7. Click on [Confirm To Purchase] to purchase.

SURUHA Company Sila Hut	NJAYA SYARIKAT M IES COMMISSION OF Dungi +603 404	ALAYSIA MALAYSIA 15 8686 Call Center		Perkhidmatan e-Info SSM	
	You have b	peen re-directed to SURUHANJAYA SYARIKAT MALAYSIA S	SM e-Info Services from a third party v	website	
Res CON	ULT FOR	IN NO : 937030			
1	937030-H	PODS ADVENTURES & BACKPACKERS SDN. BHD.	Confirm to Purchase		
Ple Pro Disclaime Copyright This websi	1 937030-H PODS ADVENTURES & BACKDACKERS SDN. BHD. Please ensure that company / business selected is correct. Proceed with Payment to SSM (You need to be e-Akaun prepaid customer or having visa / mc credit card or users of internet banking). Disclaimer, The SSM shall not be liable for any loss or damage caused by the usage of any information obtained from this website. 0 copyright 2004 Suruhanjaya Syarkat Malaysia (Companies Commission of Malaysia). All rights Reserved. Service and Technology provided by Rafflesia Communication Sdn. Bhd. (49951940).				

Preview 8: e-ssm Purchase Screen

8. Company need to select type of payment method

SURUHANJAYA SYARIKAT MALAYSIA Companies Commission of Malaysia	Perkhidmatan e-Info SSM
Sila Hubungi +603 4045 8686 Call Center	
You have been re-directed to SURUHANJAYA SYARI	KAT MALAYSIA SSM e-Info Services from a third party website
PLEASE SELECT THE PAYMENT METHODS BELOW :	
Prepaid Prepaid * PLEASE CHOOSE EITHER OPTIONS FOR CREDIT CARD PAYNEMT Click for Prepaid Instructions	NOTIS Laman berikulnya memerikukan anda memasukkan matkumat peribadi, tertakluk kepada KENYATAAN PRIVASI Perkhidmatan e-Info SSM. OTCE The following page will require you to entro services PRIVACY STATEMENT.
Verified MasterCard. by VISA SecureCode.	
Disclaimer The SSM shall not be liable for any loss or damage caused by the usage of Copyright 2004 Suruhanjaya Syankat Malayaia (Companies Commission of Malayaia).	any information obtained from this website. All rights Reserved: Service and Technology provided by Rafflesia Communication Sdn. Bhd. [4995194];

Preview 9: e-ssm Method Payment Screen

9. After select type of payment. Enter details as asking.

9.1. Prepaid Payment

I. Enter you credential details and click login to procced.

SURUHANJAYA SYARIKAT MALAYSIA COMPANIES COMMISSION OF MALAYSIA	Perkhidmatan e-Info SSM
Sila Hubungi +603 4045 8686 Call Center	
You have been re-directed to SURUHAN	VJAYA SYARIKAT MALAYSIA SSM e-Info Services from a third party website
- Prepaid User Login	USER NAME PASSWORD Login
Please use y	your Username and Password created in www.ssm-einfo.my
Disclaimer, The SSM shall not be lieble for any joss or damage caused © Copyright 2004 Suruhanjaya Syankat Malaysia (Companies Commiss 10 This website is best viewed with Internet Explore 6.0 (Resolutions 10)	by the usage of any information obtained from this website. ion of Malaysia). All rights Reserved. Service and Technology provided by Rafflesia Communication Sdn. Bhd. (499519-U). 2424768).

Preview 10.0a: Prepaid user login screen

II. You will then directing to purchase e-ssm. Click [proceed to purchase] the e-ssm.

	-		100	Perkhidmatan e
ANJAYA SYARIKAT MALAYSIA			1	SSM e-Inf
			1.50	
bungi +603 4045 8686 Call (Center			
You have been re-directed to S	URUHANJAYA SYARIKAT MALAYSI	A SSM e-Info Servic	es from a third party we	bsite
			, ·	
	NAME	ltast		1
	ADDRESS	madagascar		
	POSTCODE	00000		
	STATE			
	COUNTRY			
	TELEPHONE NO.	123456		
	MOBILE PHONE NO.	0162105494		
	EMAIL ADDRESS	rafidah@raffcor	nm.my	
	1			1
- Credit Info				
creak hito	lengen and succession			
	CREDIT BALANCE (RM)		2,964.88	
	SUBSCRIPTION TYPE		Prepaiu	
		Proceed		
		Trocced		

Preview 10.1a: Prepaid user details screen

III. Your company info based on SSM information will be displayed. Tick the agree checkbox and click yes to proceed to the next step.

		LAYSIA			(e -Info
ILES COMMISSION	OF MA	LAYSIA		1 m		SSM e-Info S
ubungi +603	4045	8686 Call Center				
You h	ave beer	n re-directed to SURUHANJ	AYA SYARIKAT MALAYSIA SSM e-Info Services fr	rom a third pa	arty website	
	Purch	asing Info				
	No		Co/Bus Name		Co/Bus Registration No	Price Total (RM)
	1	XILOUETTE MANUFACTURE	R SDN. BHD.		610368	13
					Total (RM)	13.00
	Cre	dit Info				
	USE	R NAME : TEST				
]	
			CREDIT BALANCE (RM)	2,964.88		
			SUBSCRIPTION TIPE	Prepaid		
			Proceed to your requested in	fo ?		
	Iag	ree and understand that	for each information purchased via e-Info F	RM 10.00 ga	oes to SSM and RM	3 goes to Service
	anu	recimology provider 🖂	D		2.00	
			by pressing tes,your creat will be deduc	тео ру км т	.3.00	
			YES			
			CANCEL			
			CHICLE			

Preview 10.2a: Purchase confirmation screen

IV. To generate the e-ssm info. Click generate button. Please wait while your e-ssm info be generated.

SURUHANJAYA SYARIKAT MALAYSIA COMPANIES COMMISSION OF MALAYSIA	20	Sec. Co	Perkhidmatan e-Info SSM
Sila Hubungi +603 4045 8686 Call Cent	ter		
You have been re-directed to SURU	HANJAYA SYARIKAT MALAYSIA SSM	e-Info Services from a third party websit	e
Credit Info			
USER HARE . TESTOZ	oppro copr		
	NEW CREDIT BALANCE (PM)	2 951 88	
	SUBSCRIPTION TYPE	Postpaid	
Purchasing Info THE LIST OF COMPANIES/	BUSINESS INFO YOU HAVE PURCHA	SED :	
No	Co/Bus Registration No	Co/Bus Nam	e
1 61036	8-T XILO	DUETTE MANUFACTURER SDN. BHD.	
○MALAY ● ENGLIS **Please make	H View **Please make sure that you hav sure that you have downloaded an	Receipt Pi e Acrobat Reader to view the PDF fi d printed all files before logging ou	ease Click to=> Generate le. It from the system.
Disclaimer: The SSM shall not be jinble for any loss or damage car © Copyright 2004 Suruhanjaya Syankat Malaysia (Companies Comm This website is best viewed with Internet Explorer 5.0 (Resolution	used by the usage of any information obtained nission of Malaysia). All rights Reserved. Serv s 1024x768).	from this website. ice and Technology provided by Rafflesia Comm	nunication Sdn. Bhd. (4995194U).

Preview 10.3a: PDF generator screen

Prepaid Member Priviledges under e-Account	Thank you for using Perkhidmatan e-Info SSM Perkhidmatan e-Info SSM SSM e-Info Services				
Change Password Update User Profile Recharge Facility e-Statement Quick Purchase View Purchased Pdf(s) (for another 7 days) e-form e-Statistics(soon) e-image(soon)	The PDF file on the requested information is currently being generated. Please be patient and download the PDF file when it is ready.				
Normally this will take 0 Minutes to generate the Pdf(s). You may minimize the window and open after 0 Minutes					
Delay in pdf generation might be due to several reasons 1. High Internet Haffic. 2. Slow Connection From Clant to SSN e-Info server - dialup instead of broad band 3. Low Computer memory at the clant sta Please call our Call Center 1 300 30 8686 for any difficulty.					

Preview 10.4a: PDF generator waiting screen

I. After purchasing complete, click on **[Submit to ESD]** button to submit your company info to ESD system.

SURUHANJAYA SYARIKA COMPANIES COMMISSION	T MALAYSIA			-213		Perkhidmatan e-Info SSI
Sila Hubungi +603 4	045 8686	6 Call C	enter			
You have	ve been re-diri	ected to SI	JHUHANJAYA SYAI	HIKAT MALAYSIA SSM (e-Into Services from a third par	ty website
	Credit Info-					
	USER NAME :	TEST02				
			ORDER	CODE	CID-20150824104941105243	
			NEW CR	EDIT BALANCE (RM)	2,951.88	
			SUBSCR	IPTION TYPE	Prepaid	
	THE LIST OF	COMPANI Type	ES/BUSINESS INF	O YOU HAVE PURCHA	SED : Co/Bus Name	Click on the Link
	1	ROC	610368-T	XILOUETTE MANUFACT	URER SDN. BHD.	View PDF
		Please ma	**Please mai ake sure that you	Submit to ESD ke sure that you have have downloaded an	View Receipt e Acrobat Reader to view th d printed all files before log	e PDF file. Jging out from the system.
Disclaimer; The SSM shall not be Copyright 2004 Suruhanjaya Sy This website is best viewed with	: liable for any lo Irikat Malaysia (Internet Explore	ss or damag Companies r 6.0 (Resolu	e caused by the usage Commission of Malaysia rtions 1024x768).	of any information obtained a). All rights Reserved. Servi	from this website. ce and Technology provided by Raffl	esia Communication Sdn. Bhd. [499519-U].

Preview 10.5a: Download PDF screen and [Submit ESD] button

10. Your e-ssm info will be auto uploaded to the system. You do not need to upload your e-ssm to the system. As it already auto uploaded.

	Latest Supporting Documents PDF Format Only - 10MB Per File Upload	
1	COPY OF ALL DIRECTOR'S IC / PASSPORT	UPLOAD
2	COMPANY PROFILE 0	UPLOAD
3	COPY OF COMPANY'S PHONE BILL 0	UPLOAD
4	TENANCY AGREEMENT / SALES AND PURCHASE AGREEMENT (S&P) Đ	UPLOAD
5	e-SSM PRINTOUT () • e-SSM.pdf	

Preview 11: e-SSM printout document

11. Complete others information and click submit to process the application.

Note:

- 1. All the asterisk (*) information is mandatory
- 2. Ensure to complete the detail director and shareholder information (email and phone no.)
- 3. If the data retrieve from e-info is not tally from what you are having, kindly refer to the SSM for clarification.
- 4. Any difficulty while purchasing your company information kindly call the helpdesk number as following:-

From which screen you retrieve the error?	Helpdesk Number
1. e-INFO Screen	e-Info Helpdesk Number:- 03-4045 8686
2. ESD System Screen	myXpats Centre Helpdesk Number:- 03-8892 3939
	Email: myxpats@talentcorp.com.my