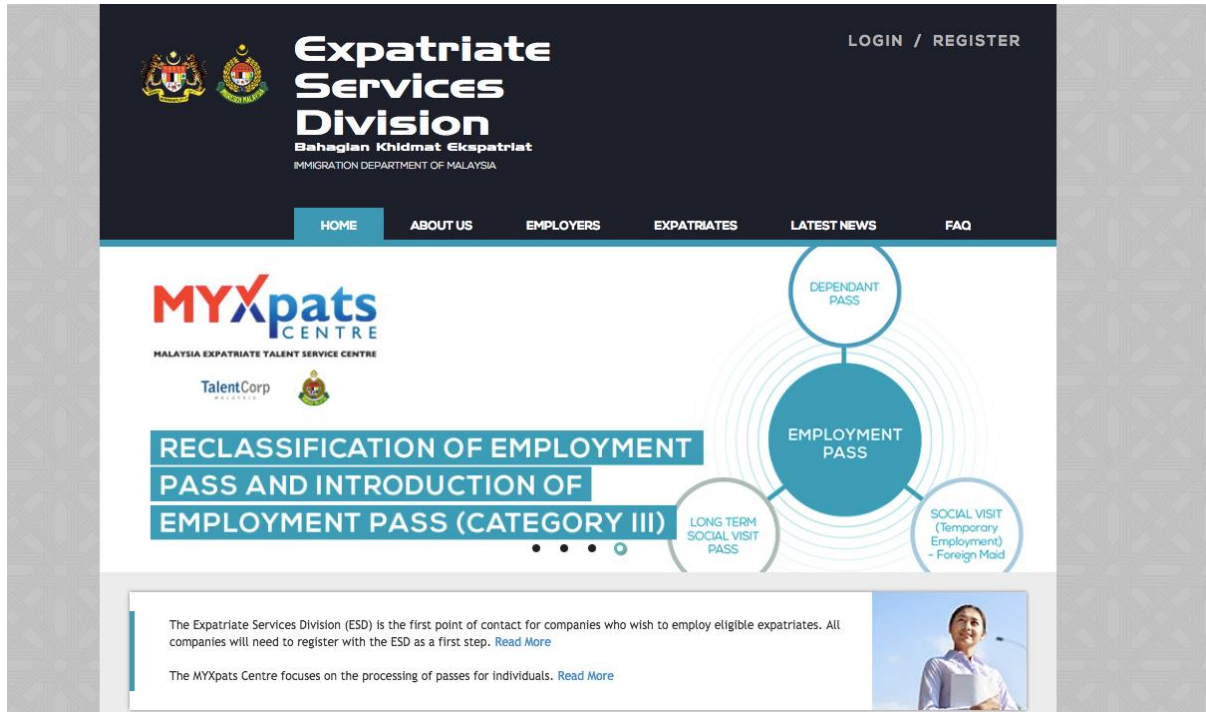


**EXPATRIATE SERVICES DIVISION
(USER MANUAL FOR AGENCY/ORGANIZATION
REGISTRATION - SSM)**

SYSTEM ACCESS

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



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

- 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

Expatriate Services Division
Bahagian Khidmat Ekspatriat
IMMIGRATION DEPARTMENT OF MALAYSIA

LOGIN / REGISTER

HOME ABOUT US **EMPLOYERS** EXPATRIATES LATEST NEWS FAQ

HOME PORTAL EMPLOYERS **REGISTRATION**

ESD Account Registration (Step 1 of 6)

Kindly fill in the following to register your organization. *All fields are required*

Please select your organization type: Company Firm Society

SSM Registration No.: -

SSM Registration Date:

Company Name:

Registered Address: (as per SSM registration)

Postcode:

State:

Telephone No (company):

Fax No (company):

Correspondence Address:

Postcode:

State:

First Name:

Last Name:

Designation:

Contact No. (Fixed Line):

Contact No. (Mobile):

Email:


Confirm Email:

Kindly create the login ID for the company. (You can only create one login ID for the company, and this login ID will be permanent for the company)

Username:

Password:

Confirm Password:

Captcha: 
[Not readable? Change text.](#)

Create Account

Preview 2: New User Registration

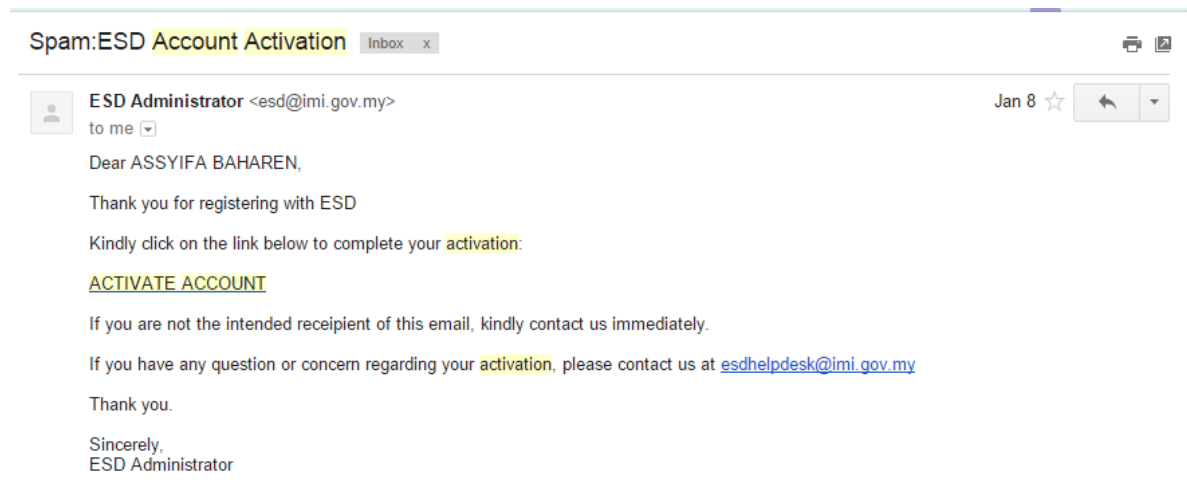
1. All fields listed in the Account Registration form has to be filled.
2. "User Name" has to be at least 6 (six) characters. User will not be able to register if user name is less than 6 characters long.
3. A password indicator is included in the system to verify if the user's password's strength is 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

The screenshot displays the Expatriate Services Division website interface. At the top left, there are the Malaysian national and state emblems. The main header features the text "Expatriate Services Division" in large white font, with "Bahagian Khidmat Ekspatriat" and "IMMIGRATION DEPARTMENT OF MALAYSIA" in smaller text below it. To the right of the header, there is a "LOGIN / REGISTER" link. A navigation bar below the header contains links for "HOME", "ABOUT US", "EMPLOYERS", "EXPATRIATES", "LATEST NEWS", and "FAQ". Below this bar, a secondary navigation bar highlights "REGISTRATION" in a blue box, with other options "HOME", "PORTAL", and "EMPLOYERS" visible. The main content area is titled "Company Account Registration (Step 2 of 6)" and contains the message: "We have email the activation link to your registered email address. Kindly login to your email account and click on the activation link to activate your account." The footer section includes the "Expatriate Services Division" logo and name, the text "IMMIGRATION DEPARTMENT OF MALAYSIA" and "BAHAGIAN KHIDMAT EKSPATRIAT JABATAN IMIGRESEN MALAYSIA", a copyright notice "© 2015 Expatriate Services Division. All Rights Reserved.", and a list of navigation links: "Home", "About Us", "Employers", "Expatriates", and "Latest News". A blue "F.A.Q" link is also present in the footer.

Preview 3: Successful Account Registration Notice

VALIDATION EMAIL NOTICE



Preview 4: Validation Email Notice

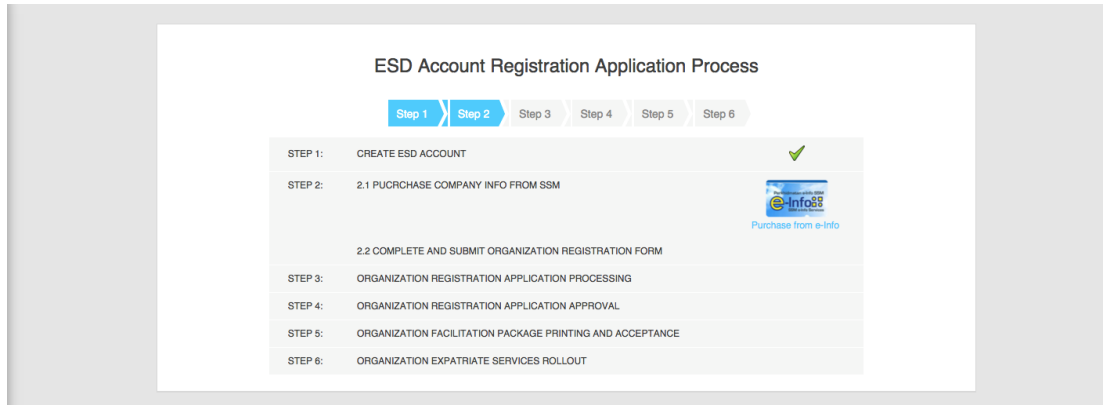
1. Upon completing the registration form, a validation email will be sent to the user's email address to confirm the registration.
2. Kindly check SPAM/JUNK folder if you didn't received any expected email for ESD site.



Preview 4A: Successful Account Activation

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

LANDING PAGE: DASHBOARD

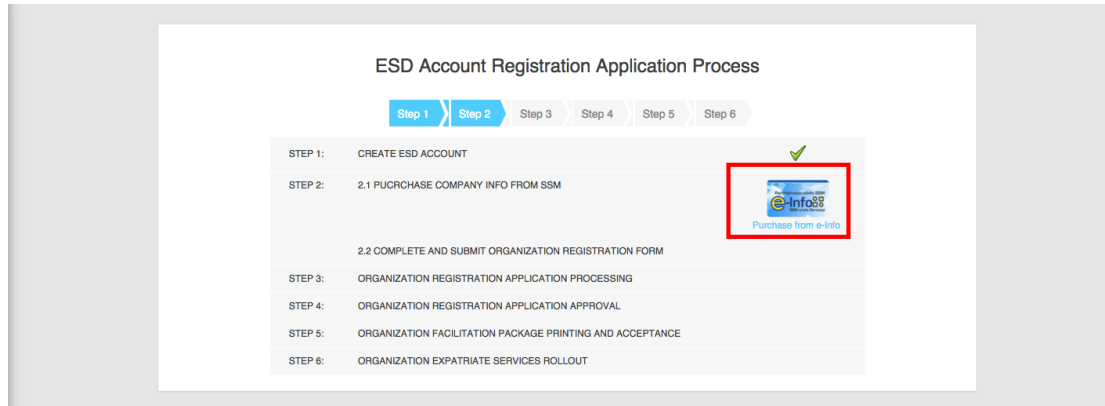


Preview 5: Dashboard

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.

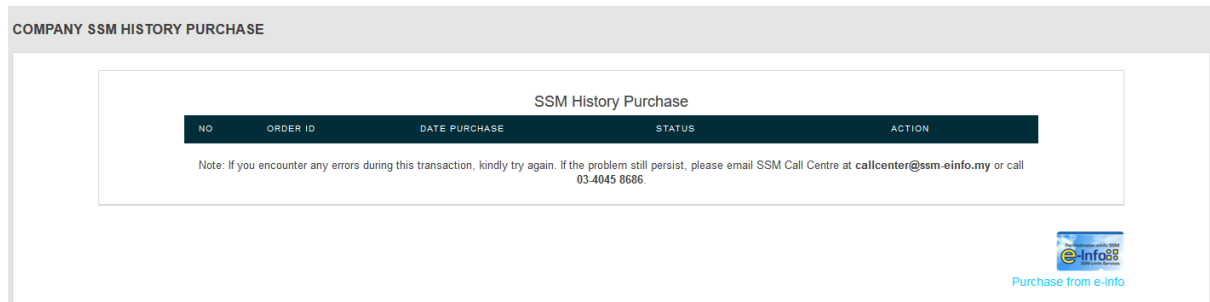
SSM PURCHASING

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



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.



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.

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.

- Click on e-info icon to proceed the purchase.
- 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.

Important Reminder!

**Please make sure that you have clicked "Generate" at the screen showed below to generate your e-SSM document.

The screenshot shows the following details:

- Credit Info:**
 - USER NAME : TEST02
 - ORDER CODE: CID-2F13062410404105243
 - NEW CREDIT BALANCE (RM): 2,961.00
 - SUBSCRIPTION TYPE: Postpaid
- Purchasing Info:**
 - THE LIST OF COMPANIES/BUSINESS INFO YOU HA:
 - Table with columns: No, Co./Bus Registration No.
 - Language selection: MALAY ENGLISH
 - Buttons: View Receipt, Generate

**Please make sure that you have Acrobat Reader to view the PDF file.

**Please make sure that you have downloaded and printed all files before logging out from the system.

Yes, I understand and Proceed ▶

- Click on [Confirm To Purchase] to purchase.

SSM
SURUHANJAYA SYARIKAT MALAYSIA
COMPANIES COMMISSION OF MALAYSIA

Perkhidmatan e-Info SSM
e-Info
SSM e-Info Services

Sila Hubungi +603 4045 8686 Call Center

You have been re-directed to SURUHANJAYA SYARIKAT MALAYSIA SSM e-Info Services from a third party website

Result for

COMPANY REGISTRATION NO : **937030**

No	Co. Ref No	Company Name	
1	937030-H	PODS ADVENTURES & BACKPACKERS SDN. BHD.	Confirm to Purchase

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.
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This website is best viewed with Internet Explorer 6.0 (Resolutions 1024x768).

Preview 8: e-ssm Purchase Screen

- Company need to select type of payment method

SSM
SURUHANJAYA SYARIKAT MALAYSIA
COMPANIES COMMISSION OF MALAYSIA

Perkhidmatan e-Info SSM
e-Info
SSM e-Info Services

Sila Hubungi +603 4045 8686 Call Center

You have been re-directed to SURUHANJAYA SYARIKAT MALAYSIA SSM e-Info Services from a third party website

PLEASE SELECT THE PAYMENT METHODS BELOW :

e-Card **Prepaid**

* PLEASE CHOOSE EITHER OPTIONS FOR CREDIT CARD PAYMENT

[Click for Prepaid Instructions](#)

NOTIS
Laman berikutnya memerlukan anda memasukkan maklumat peribadi, terlakuk kepada KENYATAAN PRIVASI Perkhidmatan e-Info SSM.

NOTICE
The following page will require you to enter a personalise information, privileged as per SSM e-Info Services **PRIVACY STATEMENT.**

VERIFIED by VISA **MasterCard SecureCode.**

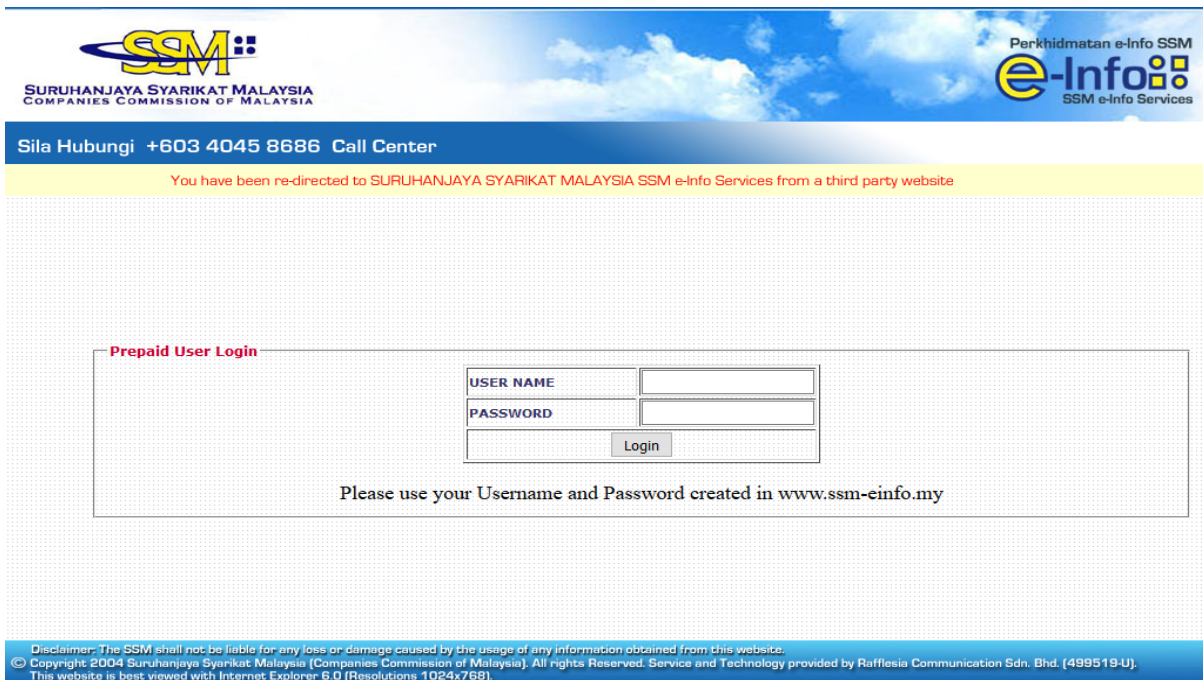
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This website is best viewed with Internet Explorer 6.0 (Resolutions 1024x768).

Preview 9: e-ssm Method Payment Screen

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

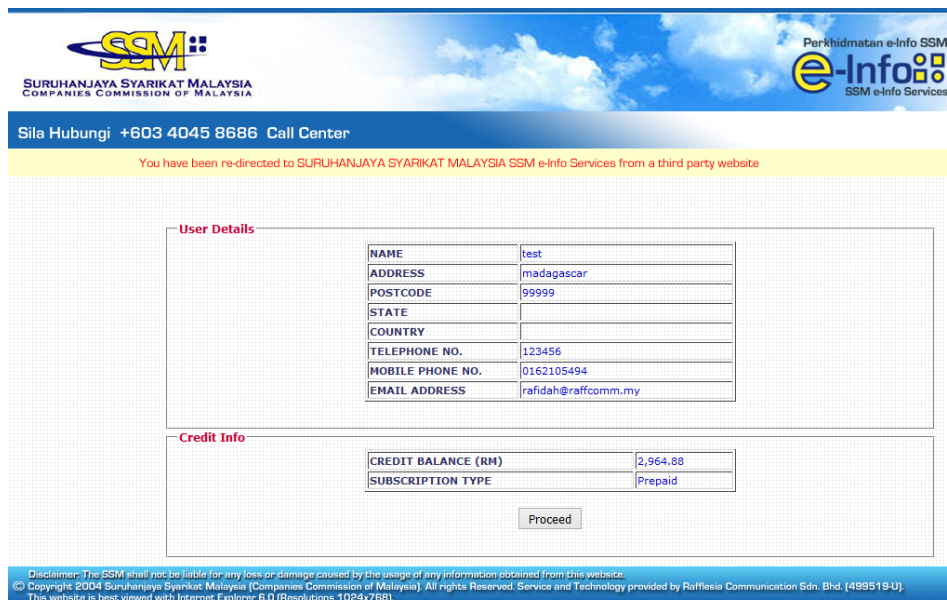
9.1. Prepaid Payment

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



Preview 10.0a: Prepaid user login screen

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





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.

Preview 10.2a: Purchase confirmation screen

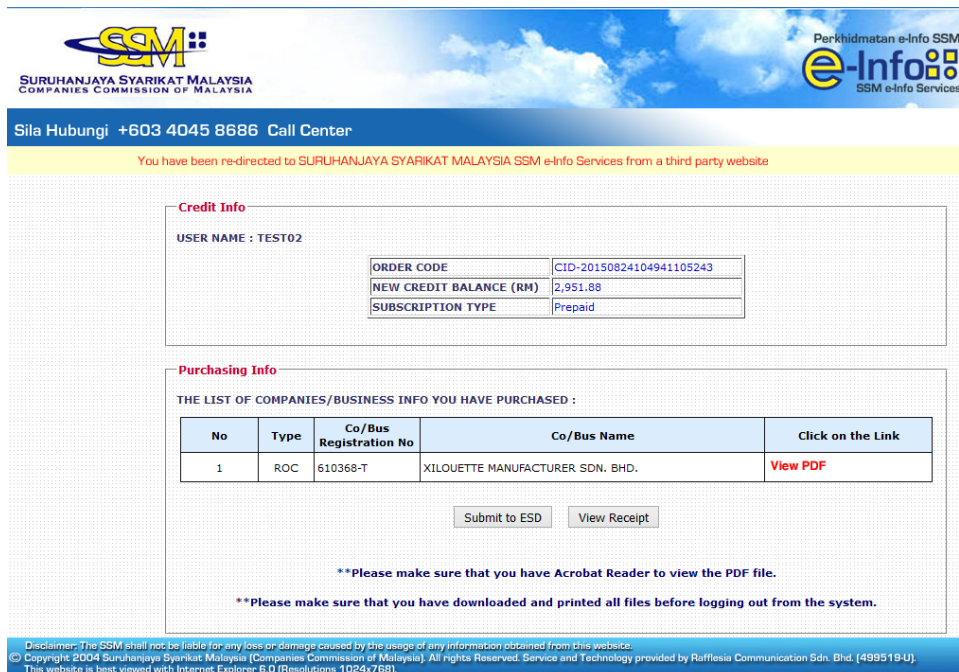
- IV. To generate the e-ssm info. Click generate button. Please wait while your e-ssm info be generated.

Preview 10.3a: PDF generator screen

<p style="text-align: center;">Prepaid Member Priviledges under e-Account</p> <ul style="list-style-type: none"> • 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) 	<p>Thank you for using</p> <p>Perkhidmatan e-Info SSM</p>  <p>The PDF file on the requested information is currently being generated. Please be patient and download the PDF file when it is ready.</p> 
<p>Normally this will take 0 Minutes to generate the Pdf(s). You may minimize the window and open after 0 Minutes</p>	
<p><small>Delay in pdf generation might be due to several reasons</small></p> <ol style="list-style-type: none"> 1. High Internet traffic. 2. Slow Connection from client to SSM e-Info server - dialup instead of broad band 3. Low computer memory at the client site <p>Please call our Call Center 1 300 30 8686 for any difficulty.</p>	

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.



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Perkhidmatan e-Info SSM
e-Info
SSM e-Info Services

Sila Hubungi +603 4045 8686 Call Center

You have been re-directed to SURUHANJAYA SYARIKAT MALAYSIA SSM e-Info Services from a third party website

Credit Info

USER NAME : TEST02

ORDER CODE	CID-20150824104941105243
NEW CREDIT BALANCE (RM)	2,951.88
SUBSCRIPTION TYPE	Prepaid

Purchasing Info

THE LIST OF COMPANIES/BUSINESS INFO YOU HAVE PURCHASED :

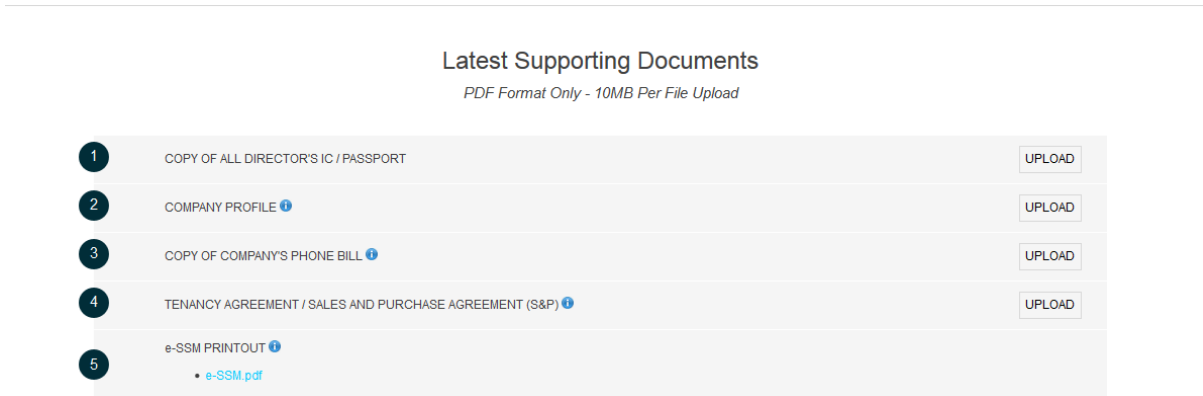
No	Type	Co/Bus Registration No	Co/Bus Name	Click on the Link
1	ROC	610368-T	XILOUETTE MANUFACTURER SDN. BHD.	View PDF

****Please make sure that you have Acrobat Reader to view the PDF file.**
****Please make sure that you have downloaded and printed all files before logging out from the system.**

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 This website is best viewed with Internet Explorer 6.0 [Resolutions 1024x768]

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.



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