



# **USER MANUAL [XPATS Gateway]**

**Company View**  
Version 2.0

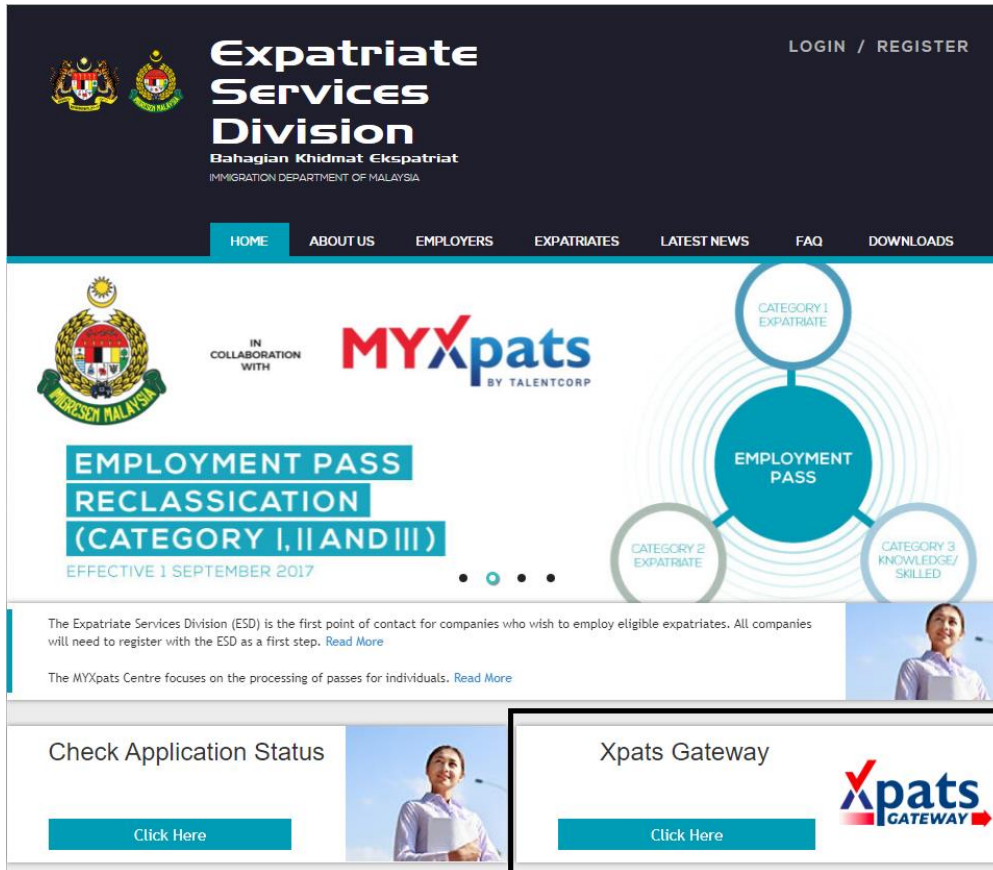


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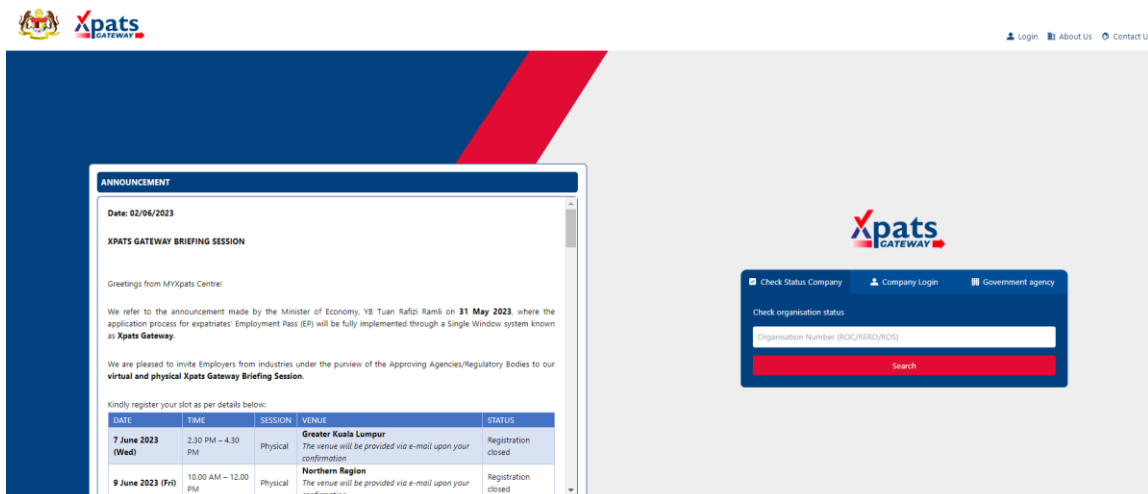
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**SYSTEM ACCESS**

- To access the system, launch the Internet Browser and browse to ESD website at <https://esd.imi.gov.my>. Click on **Xpats Gateway** to access to Xpats Gateway system.



The screenshot shows the homepage of the Expatriate Services Division (ESD) website. At the top, there are logos for the Ministry of Human Resources and TalentCorp, along with the text 'Expatriate Services Division' and 'Bahagian Khidmat Ekspatriat'. A navigation menu includes 'HOME', 'ABOUT US', 'EMPLOYERS', 'EXPATRIATES', 'LATEST NEWS', 'FAQ', and 'DOWNLOADS'. The main content area features a large banner for 'EMPLOYMENT PASS RECLASSIFICATION (CATEGORY I, II AND III)' effective from 1 September 2017. To the right of the banner is a diagram showing 'EMPLOYMENT PASS' at the center, connected to three categories: 'CATEGORY 1 EXPATRIATE', 'CATEGORY 2 EXPATRIATE', and 'CATEGORY 3 KNOWLEDGE/SKILLED'. Below the banner, there are two text blocks: 'The Expatriate Services Division (ESD) is the first point of contact for companies who wish to employ eligible expatriates...' and 'The MYXpats Centre focuses on the processing of passes for individuals...'. At the bottom, there are two buttons: 'Check Application Status' and 'Xpats Gateway', both with 'Click Here' text and a 'Click Here' button.



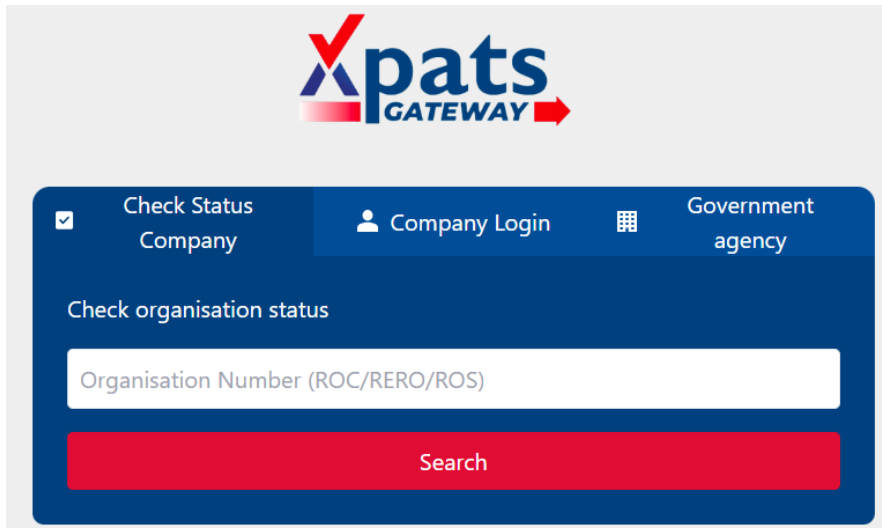
The screenshot shows the Xpats Gateway website interface. At the top left is the Xpats Gateway logo. At the top right are links for 'Login', 'About Us', and 'Contact Us'. The main content area is divided into two sections. On the left is an 'ANNOUNCEMENT' box with the following text:

**ANNOUNCEMENT**  
Date: 02/04/2023  
**XPATS GATEWAY BRIEFING SESSION**  
Greetings from MYXpats Centre:  
We refer to the announcement made by the Minister of Economy, YB Tuan Rafiq Ramli on **31 May 2023** where the application process for expatriates' Employment Pass (EP) will be fully implemented through a Single Window system known as **Xpats Gateway**.  
We are pleased to invite Employers from industries under the purview of the Approving Agencies/Regulatory Bodies to our virtual and physical Xpats Gateway Briefing Session.  
Kindly register your slot as per details below:

DATE	TIME	SESSION	VENUE	STATUS
7 June 2023 (Wed)	2:30 PM – 4:30 PM	Physical	Greater Kuala Lumpur The venue will be provided via e-mail upon your confirmation.	Registration closed
9 June 2023 (Fri)	10:00 AM – 12:00 PM	Physical	Northern Region The venue will be provided via e-mail upon your confirmation.	Registration closed

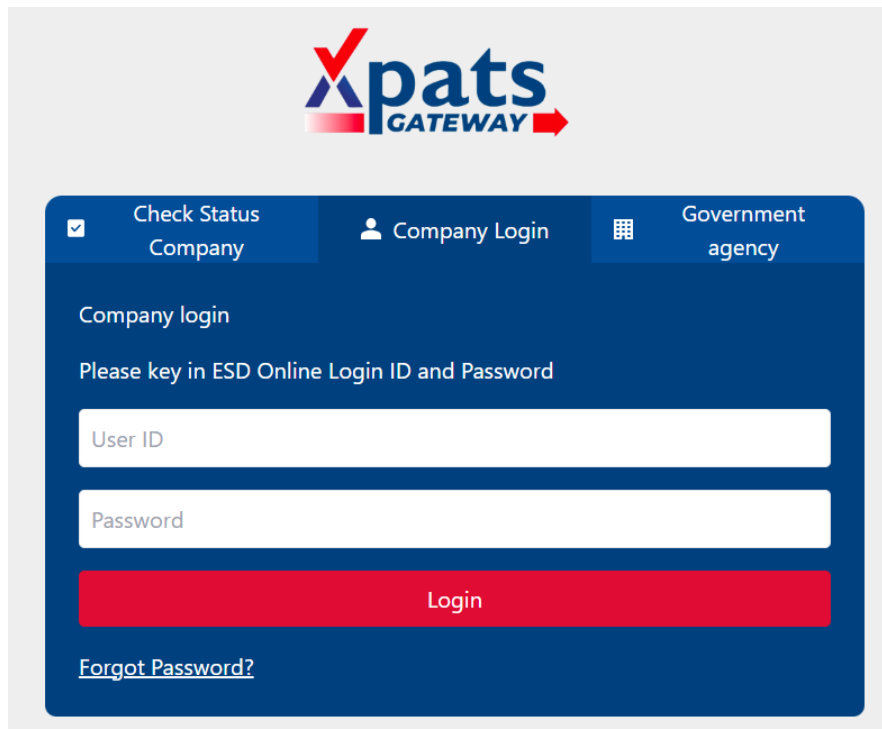
On the right side of the interface is a search box for 'Check organisation status'. It includes a dropdown menu with options 'Check Status Company', 'Company Login', and 'Government agency'. Below the dropdown is a text input field for 'Organisation Number (ROC/RERO/ROS)' and a red 'Search' button.

2. Click on **Check Status Company** to check if Company has valid ESD account.



The screenshot shows the Xpats Gateway interface. At the top is the logo 'Xpats GATEWAY' with a red checkmark and arrow. Below the logo is a navigation bar with three options: 'Check Status Company' (selected with a checkmark), 'Company Login', and 'Government agency'. The main content area is titled 'Check organisation status' and contains a text input field labeled 'Organisation Number (ROC/RERO/ROS)' and a red 'Search' button.

3. Click on **Company Login** if Company has valid ESD login.
  - i. Fill in existing <ESD User ID> and <ESD Password>, and then click on [Login] to access the system.



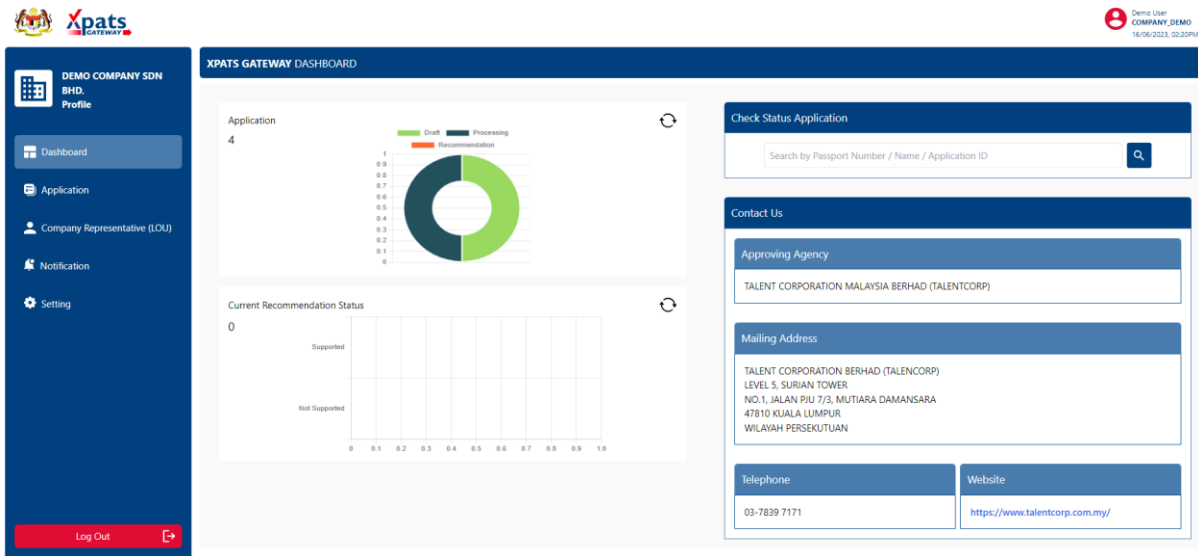
The screenshot shows the Xpats Gateway interface. At the top is the logo 'Xpats GATEWAY' with a red checkmark and arrow. Below the logo is a navigation bar with three options: 'Check Status Company', 'Company Login' (selected with a checkmark), and 'Government agency'. The main content area is titled 'Company login' and contains the text 'Please key in ESD Online Login ID and Password'. Below this text are two text input fields labeled 'User ID' and 'Password'. At the bottom of the form is a red 'Login' button and a link labeled 'Forgot Password?'.

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## DASHBOARD

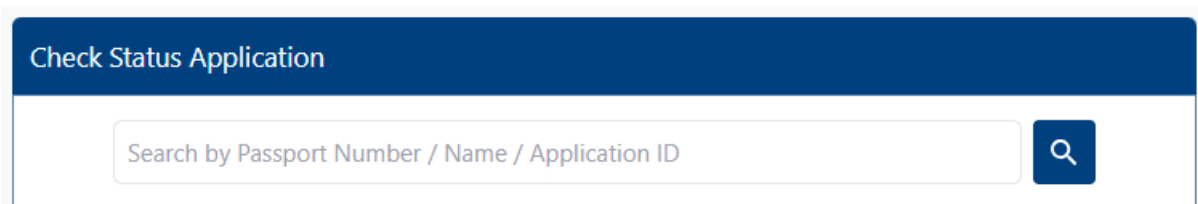
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1. View Application & Status Dashboard, Approving Agency contact details, and Check Application Status at **Dashboard** tab.



The screenshot shows the 'XPATS GATEWAY DASHBOARD' for 'DEMO COMPANY SDN BHD. Profile'. The dashboard includes a sidebar with navigation options: Dashboard, Application, Company Representative (LOU), Notification, and Setting. The main content area features a 'Check Status Application' section with a search bar, a 'Contact Us' section with 'Approving Agency' (TALENT CORPORATION MALAYSIA BERHAD (TALENTCORP)), 'Mailing Address' (TALENT CORPORATION BERHAD (TALENTCORP), LEVEL 5, SURIAN TOWER, NO.1, JALAN PIU 7/3, MUTIARA DAMANSARA, 47810 KUALA LUMPUR, WILAYAH PERSEKUTUAN), 'Telephone' (03-7839 7171), and 'Website' (https://www.talentcorp.com.my/). The dashboard also displays a donut chart for 'Application' (4) and a bar chart for 'Current Recommendation Status' (0).

2. For quick application status check, fill in details and click the magnifier icon.



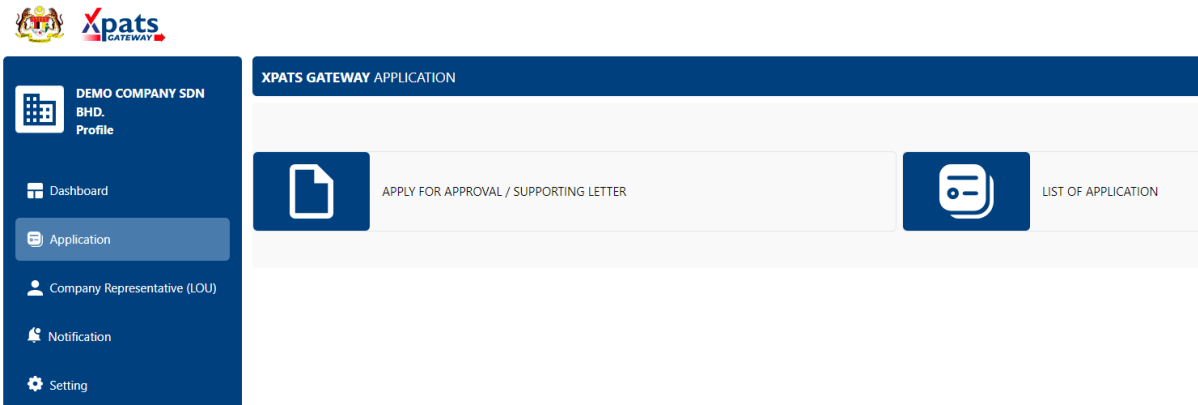
The close-up shows the 'Check Status Application' search bar with the placeholder text 'Search by Passport Number / Name / Application ID' and a magnifying glass icon.

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## APPLICATION

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1. Apply for Approval / Supporting Letter or Check the List of Application at **Application** tab.



The screenshot shows the Xpats Gateway Application interface. On the left is a dark blue sidebar with the following menu items: DEMO COMPANY SDN BHD. Profile, Dashboard, Application (highlighted), Company Representative (LOU), Notification, and Setting. The main content area has a dark blue header with the text 'XPATS GATEWAY APPLICATION'. Below the header are two buttons: 'APPLY FOR APPROVAL / SUPPORTING LETTER' (with a document icon) and 'LIST OF APPLICATION' (with a list icon).

2. Click on **APPLY FOR APPROVAL / SUPPORTING LETTER** to create application.



A close-up of the 'APPLY FOR APPROVAL / SUPPORTING LETTER' button, which features a white document icon on a dark blue background.

2.1. Read the important notes and click the **Close** button.

## IMPORTANT NOTES



For unregulated sectors as per listing below:

1. Business Services
2. Wholesale & Retails
3. Oil, Gas & Energy
4. Logistics
5. Electrical & Electronics
6. Automotive

Please proceed to submit your application via ESD Online

Close

2.2. Follow the steps to complete the application form.

**XPATS GATEWAY APPLICATION**

**APPLY**

PERSONAL DETAILS

PASSPORT DETAILS

QUALIFICATION DETAILS

EMPLOYMENT DETAILS

AGENCY REQUIREMENT

SUPPORTING DOCUMENTS

SUBMIT APPLICATION

**APPLICATION FOR APPROVAL / SUPPORTING LETTER**

Companies that fall under its purview are required to submit a Supporting Letter for each Employment Pass (Category I, II, and III) application from the relevant Approving Agency / Regulatory Body.


I hereby declare that the particulars and information in this application made under my company's name are true and accurate. I am aware that any false reports, statements, or representations are an offence under Section 56(1)(f) of the Immigration Act 1959/63 and are punishable with a fine amounting to no more than RM10,000.00 or imprisonment of no more than 5 years, or both.


Please click the "Save & Next" button to proceed.


Save & Next


2.3. Complete All the form Details, click **Save & Next** to proceed to next, until **Submit Application**.


XPATS GATEWAY APPLICATION


  
APPLY


  
PERSONAL  
DETAILS


  
PASSPORT  
DETAILS

  
QUALIFICATION  
DETAILS

  
EMPLOYMENT  
DETAILS

  
AGENCY  
REQUIREMENT

  
SUPPORTING  
DOCUMENTS

  
SUBMIT  
APPLICATION

PERSONAL DETAILS


Please fill in the application details.


<b>NAME</b> *	<input type="text" value="DEMO USER"/>
<b>GENDER</b> *	<input checked="" type="radio"/> Male <input type="radio"/> Female
<b>NATIONALITY</b> *	[ Select ]
<b>DATE OF BIRTH</b> *	<input type="text"/>
<b>MARITAL STATUS</b> *	<input type="radio"/> Single <input type="radio"/> Married <input type="radio"/> Divorce <input type="radio"/> Widower
<b>EMAIL</b> *	<input type="text"/>


Previous
Save & Close
Save & Next


2.4. Confirm application summary, **check on DECLARATION** box and click **Submit** to submit the application.


XPATS GATEWAY APPLICATION


  
APPLY


  
PERSONAL  
DETAILS


  
PASSPORT  
DETAILS

  
QUALIFICATION  
DETAILS


  
EMPLOYMENT  
DETAILS

  
AGENCY  
REQUIREMENT

  
SUPPORTING  
DOCUMENTS

  
SUBMIT  
APPLICATION

APPLICATION SUMMARY FOR DEMO USER



<b>NAME</b>	DEMO USER
<b>PASSPORT</b>	DEMO12345678
<b>APPROVING AGENCY / REGULATORY BODY</b>	TALENT CORPORATION MALAYSIA BERHAD (TALENTCORP)
<b>POSITION</b>	HR MANAGER
<b>SALARY</b>	RM 8,888.00
<b>DURATION (MONTH)</b>	24

**DECLARATION**

I hereby declare that the particulars and information in this application made under my company's name are true and accurate. I am aware that any false reports/statements/representatives is an offence under Section 56(1)(f), Immigration Act 1959/63 and is punishable with a fine amounting to no more than RM10,000.00 or imprisonment of no more than 5 years or both.

Previous
Save & Close
Submit

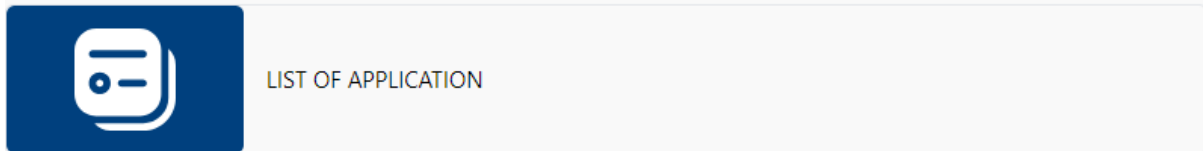
2.5. Application successfully submitted.

Successfully submitted application.

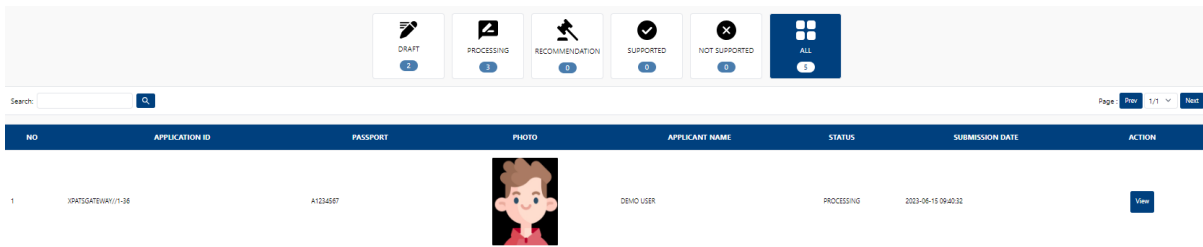
OK



3. Click on **LIST OF APPLICATION** to check the list of applications.



3.1. View overall list of applications.



3.2. Click **View** button to view application's details.



**Application Details** x

COMPANY
APPLICATION
AGENCY REQUIREMENT
SUPPORTING DOCUMENT
LOGS

GENERAL INFORMATION

COMPANY TIERING  
TIER 5


eSSM Details  
VIEW


COMPANY DETAILS


SSM Registration No.:	911111-X
SSM Registration Date:	14/02/2008
Company Name:	DEMO COMPANY SDN BHD.
Registered Address	NO 123JALAN PUTERIBANDAR PUTERI PUCHONG
Postal Code:	47100
State:	WILAYAH PERSEKUTUAN PUTRAJAYA
Tel No. (Company):	03 8888 9999
Fax No. (Company):	03 8888 7777
Correspondence Address:	NO 123JALAN PUTERIBANDAR PUTERI PUCHONG
Postcode:	47100
City:	PUCHONG
State:	WILAYAH PERSEKUTUAN PUTRAJAYA


3.3. For DRAFT form that yet to be submitted, Click **Edit** to edit / complete application.


Edit


  
APPLY


  
PERSONAL  
DETAILS


  
PASSPORT  
DETAILS

  
QUALIFICATION  
DETAILS

  
EMPLOYMENT  
DETAILS

  
AGENCY  
REQUIREMENT

  
SUPPORTING  
DOCUMENTS

  
SUBMIT  
APPLICATION

**PERSONAL DETAILS**

Please fill in the application details.

**NAME** \*

**GENDER** \*  Male  Female

**NATIONALITY** \*


**DATE OF BIRTH** \*  33 year(s) 4 month(s)

**MARITAL STATUS** \*  Single  Married  Divorce  Widower

**EMAIL** \*

Previous
Save & Close
Save & Next

3.4. The Edit button will disappear once application has been submitted.

NO	APPLICATION ID	PASSPORT	PHOTO	APPLICANT NAME	STATUS	SUBMISSION DATE	ACTION
1	XPATSGATEWAY//1-36	A1234567		DEMO USER	PROCESSING	2023-06-15 09:40:32	<span style="background-color: #0056b3; color: white; padding: 2px 5px; border-radius: 5px;">View</span>

3.5. If the status is **Supported or Not Supported**. Click **Download Letter** to download the letter.

**STATUS**

SUPPORTED

NOT SUPPORTED

**ACTION**

View

Download  
Letter

View

Re-apply

Download  
Letter

3.6. Click **Re-apply** to re-apply for application that NOT SUPPORTED.


View


Re-apply


Download  
Letter


3.7. Application form will be showing details from previous NOT SUPPORTED form.


XPATS GATEWAY APPLICATION


  
APPLY


  
PERSONAL  
DETAILS


  
PASSPORT  
DETAILS

  
QUALIFICATION  
DETAILS

  
EMPLOYMENT  
DETAILS

  
AGENCY  
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DOCUMENTS

  
SUBMIT  
APPLICATION

**APPLICATION FOR APPROVAL / SUPPORTING LETTER**

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I hereby declare that the particulars and information in this application made under my company's name are true and accurate. I am aware that any false reports, statements, or representations are an offence under Section 56(1)(f) of the Immigration Act 1959/63 and are punishable with a fine amounting to no more than RM10,000.00 or imprisonment of no more than 5 years, or both.


Please click the "Save & Next" button to proceed.


Save & Next


3.8. Review all the data and edit whatever is required prior to re-submission, Click **Submit** to submit the re-apply application.


XPATS GATEWAY APPLICATION


  
APPLY


  
PERSONAL  
DETAILS


  
PASSPORT  
DETAILS

  
QUALIFICATION  
DETAILS


  
EMPLOYMENT  
DETAILS

  
AGENCY  
REQUIREMENT

  
SUPPORTING  
DOCUMENTS

  
SUBMIT  
APPLICATION

APPLICATION SUMMARY FOR DEMO USER



**NAME** DEMO USER

**PASSPORT** DEMO12345678

**APPROVING AGENCY / REGULATORY BODY** TALENT CORPORATION MALAYSIA BERHAD (TALENTCORP)

**POSITION** HR MANAGER

**SALARY** RM 8,888.00



**DURATION (MONTH)** 24

**DECLARATION**


I hereby declare that the particulars and information in this application made under my company's name are true and accurate. I am aware that any false reports/statements/representatives is an offence under Section 56(1)(f), Immigration Act 1959/63 and is punishable with a fine amounting to no more than RM10,000.00 or imprisonment of no more than 5 years or both.

Previous
Save & Close
Submit

3.9. From List of Application, Draft for re-apply application created if not yet submit.

5	XPATSGATEWAY/TalentCorp/1-201	DEMO12345678		DEMO USER	NOT SUPPORTED	2023-06-16 15:14:00	<a href="#">View</a> <a href="#">Re-apply</a> <a href="#">Download Letter</a>
6	XPATSGATEWAY/TalentCorp/1-232	DEMO12345678		DEMO USER	DRAFT		<a href="#">View</a> <a href="#">Edit</a>

3.10. From List of Application, PROCESSING for re-apply application if re-apply application has been submitted.

5	XPATSGATEWAY/TalentCorp/1-201	DEMO12345678		DEMO USER	NOT SUPPORTED	2023-06-16 15:14:00	<a href="#">View</a> <a href="#">Re-apply</a> <a href="#">Download Letter</a>
6	XPATSGATEWAY/TalentCorp/1-232	DEMO12345678		DEMO USER	PROCESSING	2023-06-19 03:52:27	<a href="#">View</a>

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## COMPANY REPRESENTATIVE (LOU)

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1. Company Representative list can be check from Company Representative (LOU) Bin.

XPATS GATEWAY COMPANY REPRESENTATIVE (LOU)

ENDORSER 1

ENDORSER 2

LOGIN ID USER

SUBMISSION OFFICER 1

SUBMISSION OFFICER 2

SUBMISSION OFFICER 3

SUBMISSION OFFICER 4

**NOTE** Company representative registered in ESD system

NAME:	DEMO USER
NRIC/PASSPORT NO:	999999-99-9999
DESIGNATION:	HR
TELEPHONE:	010101010101
MOBILE NUMBER:	0101010101
EMAIL:	demo@user.com

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## NOTIFICATION

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1. Check notifications from Notification Bin.

XPATS GATEWAY NOTIFICATION					
Search: <input type="text"/>				Page: <a href="#">Prev</a>	<a href="#">Next</a>
No	SUBJECT	TO	CONTENT	SENT DATE	ACTION
1.	Xpats Gateway Not Supported Application		Please be informed that your application has been NOT SUPPORTED. Reason of rejection : APPLICANT IS NOT SUPPORTED BY AN APPROVING AGENCY/A REGULATORY BODYTH	19/06/2023 03:26:02	<a href="#">View</a>



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## SETTINGS

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1. To change ESD login password, fill in Old & New Password to change ESD password.

### XPATS GATEWAY SETTING

Login ID

Old Password

New Password

Confirm New Password

*Passwords must conform to the following rules:*

- \* Must contain at least 8 Characters Length*
- \* Must contain at least 1 Upper Case Letter*
- \* Must contain at least 1 Lower Case Letter*
- \* Must contain at least 1 Number*
- \* Must contain at least 1 Symbol*

[Change Password](#)