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SARAWAK INFORMATION SYSTEMS SDN BHD

Sarawak - Malaysia My Second Home (S-MM2H) Online Application System

System Version 1.0

**Public
User Manual** Version 1.0

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Sarawak – Malaysia My Second Home (S-MM2H) Online Application System

SYSTEM OVERVIEW

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1. System Overview

This section provides information on the following topics:

- Introduction
- System Objective
- System Requirement
- System Workflow

1.1. Introduction

S-MM2H Online application is developed for interested/potential applicants to submit application form online. Agent Representatives can submit the application on behalf of applicants. Upon receiving the application form, S-MM2H online system will generate a unique reference number for the application form and sent successful notification email to the registered email address on the application form. Applicant can track their application status through public workspace on ISM platform.

This user manual consists of six chapters: **System Overview, System Access, Using the System, Report, FAQ & Troubleshooting** and **Contact Us**.

Chapter 1 - Provides a general overview of the system .

Chapter 2 - Details how users can obtain access to the system.

Chapter 3 - Using the System - Provides a detailed description of functions available.

Chapter 4 - Provides a detailed description of the usage of the report and the generation of reports.

Chapter 5 - Listed frequently asked questions and answers to those questions and some troubleshooting guides for common issues of the system.

Chapter 6 - Provides a complete contact information to get help and support for the system.

1.2. System Objective

This system will enable you to do the following:

- To allow Agent Representative to submit online application on behalf of applicants.
- To allow applicants to resubmit the applications
- To allow applicants to check the application status.

1.3. System Requirement

The minimum system requirements are as follows:

Item	Requirements
Processor	Core i3 or above
Operating System	Windows 7 (with Service Pack 1 or higher)
Memory (RAM)	Minimum 4GB Recommended 4GB or above

1.4. System Workflow

System workflow consists of the sequence of the system workflow in graphical format. This section contains the following process workflow(s):

- Public Submission

1.4.1. Public Submission

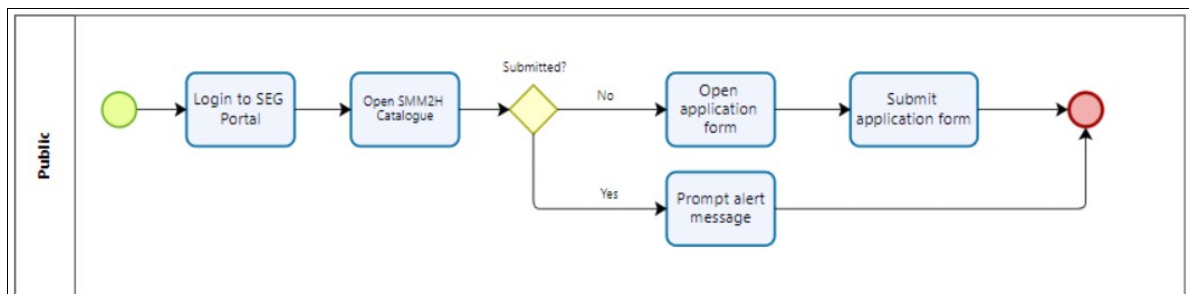


Figure : 1

Sarawak - Malaysia My Second Home (S-MM2H) Online Application System SYSTEM ACCESS

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2. System Access

This section provides information on the following topics:

- SarawakID Registration
- Login
- Logout
- User Account Management
- User Profile Management

2.1. SarawakID Registration

Applicants are authenticated using SarawakID account. To register new SarawakID account, follow the step(s) below:

1. Go to **ISM website** at <https://service.sarawak.gov.my/web/> and click **Register** at **Sarawak ID Header**.

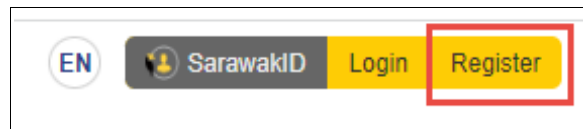


Figure : 1

2. Select your own identification.

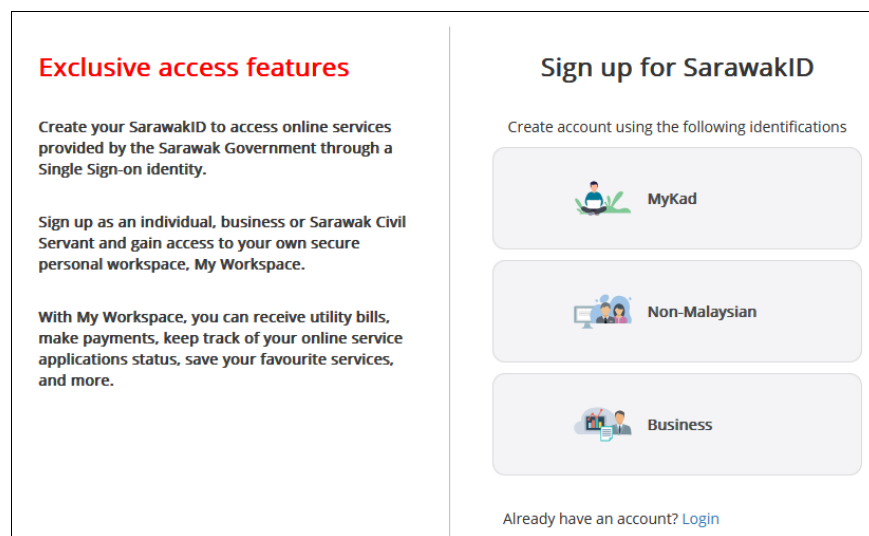


Figure : 2

3. Fill in **Your Profile** details and click **NEXT** button.

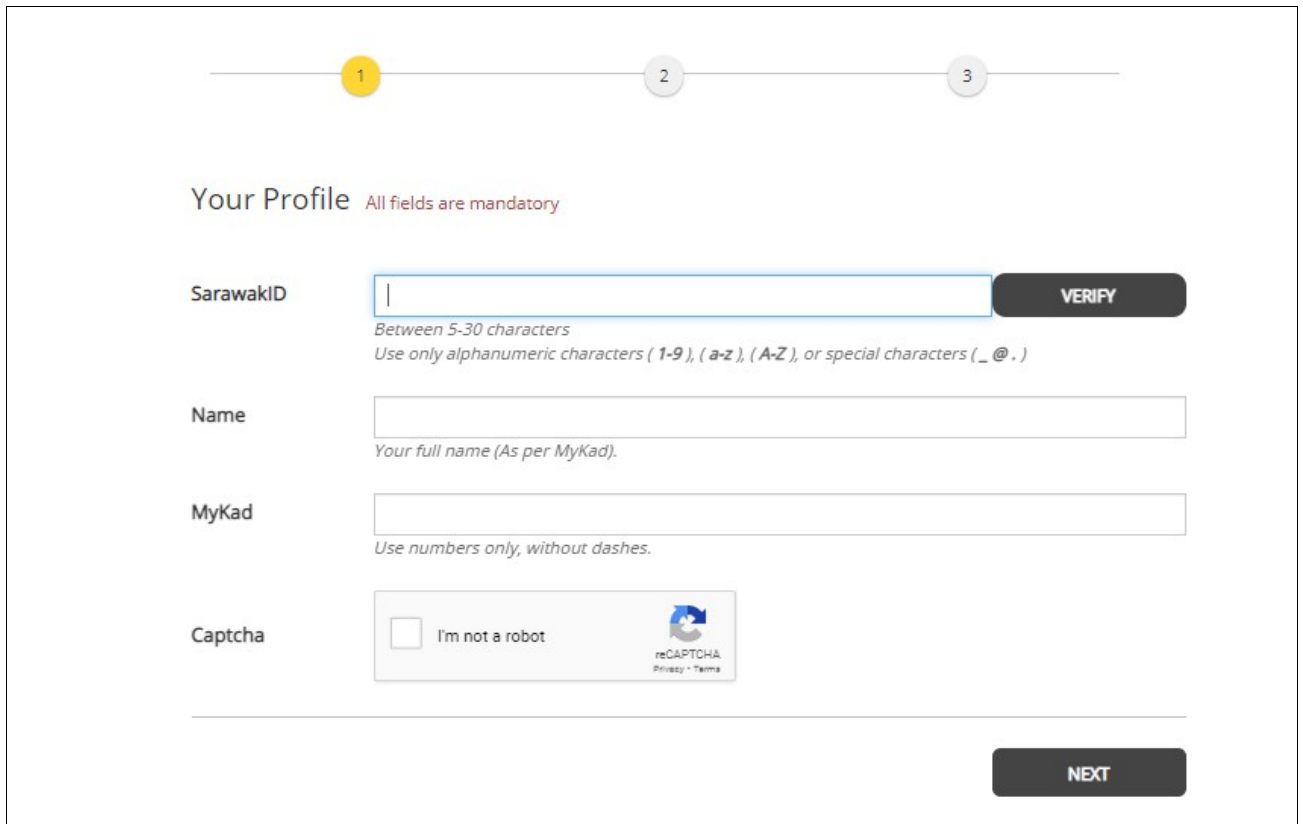


Figure : 3

4. Fill in **Account Details** and click **Next** button.

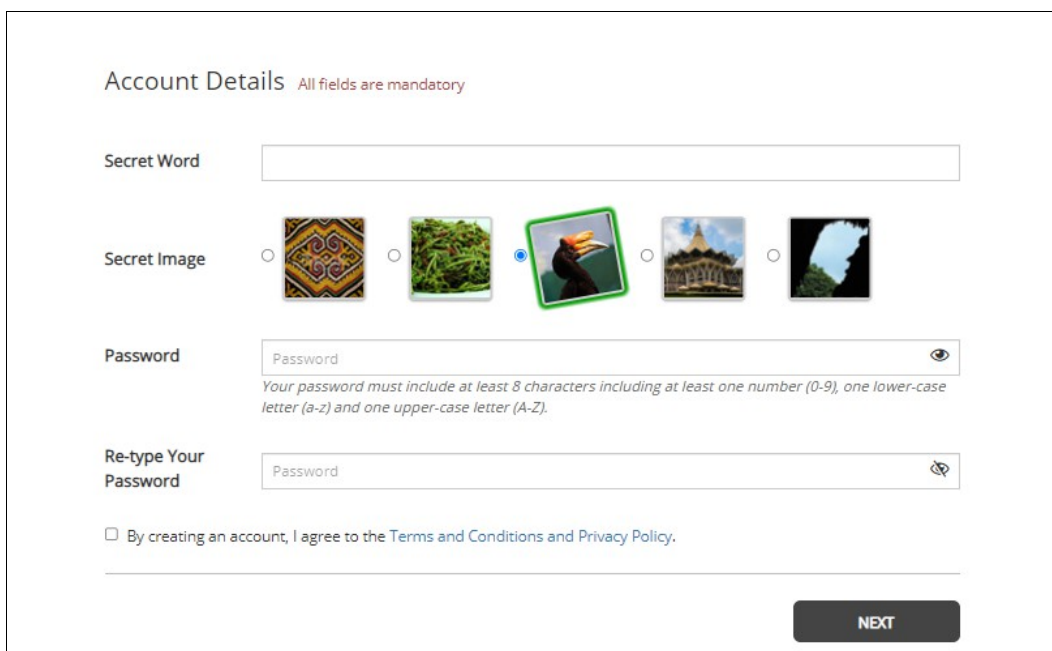
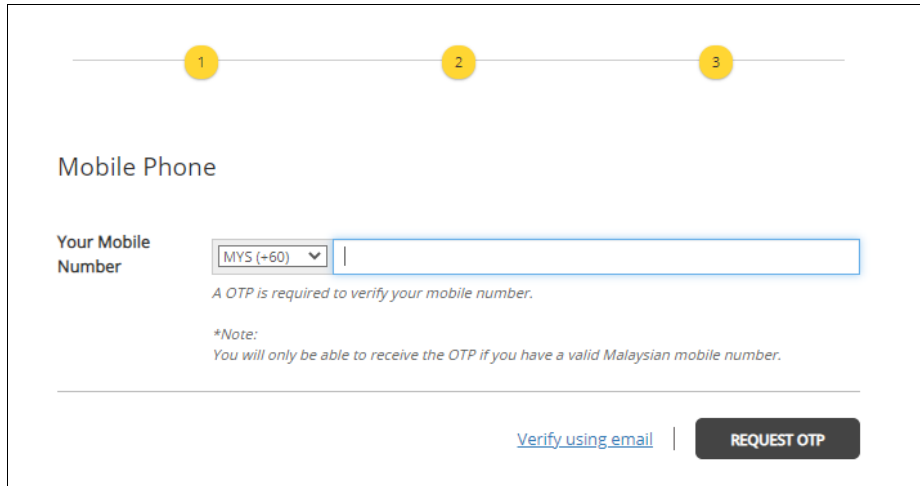


Figure : 4

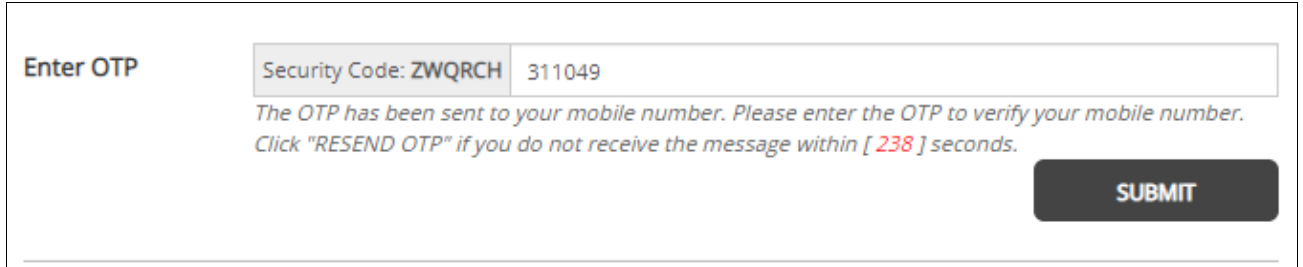
5. Enter the **Your Mobile Number** and click **REQUEST OTP** button.



The form is titled "Mobile Phone". It features a progress bar at the top with three steps: 1 (highlighted in yellow), 2, and 3. Below the title, there is a section for "Your Mobile Number". This section includes a dropdown menu set to "MYS (+60)" and a text input field. Below the input field, a message states: "A OTP is required to verify your mobile number." A note below that says: "*Note: You will only be able to receive the OTP if you have a valid Malaysian mobile number." At the bottom right, there is a link "Verify using email" and a dark grey button labeled "REQUEST OTP".

Figure : 5

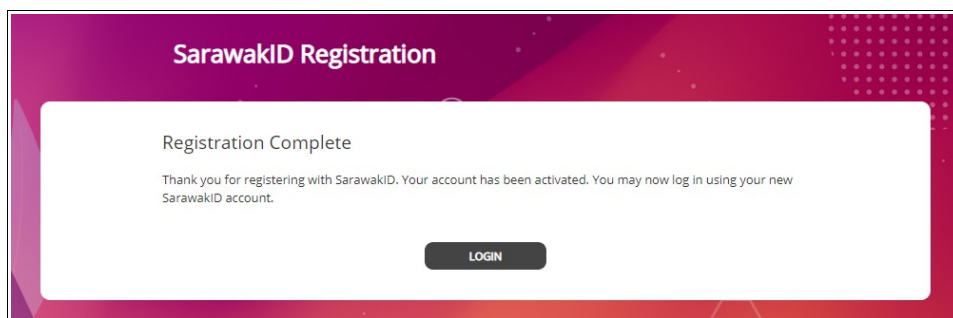
6. The **OTP Number** will be sent to the entered mobile number. Enter the **OTP** and click **SUBMIT** button.



The form is titled "Enter OTP". It shows a "Security Code: ZWQRCH" and a text input field containing "311049". Below the input field, a message states: "The OTP has been sent to your mobile number. Please enter the OTP to verify your mobile number. Click 'RESEND OTP' if you do not receive the message within [238] seconds." At the bottom right, there is a dark grey button labeled "SUBMIT".

Figure : 6

7. Upon successfully created **SarawakID** account, you may proceed to login.



The screen has a purple and red gradient background. At the top, it says "SarawakID Registration". Below that, in a white box, it says "Registration Complete". A message follows: "Thank you for registering with SarawakID. Your account has been activated. You may now log in using your new SarawakID account." At the bottom center of the white box is a dark grey button labeled "LOGIN".

Figure : 7

2.2. Login

To login to the system, follow the step(s) below:

1. Go to **ISM website** at <https://service.sarawak.gov.my/web/> and click **Login** at **Sarawak ID Header**.



Figure : 8

2. Enter your **Login ID** and click **NEXT** button.

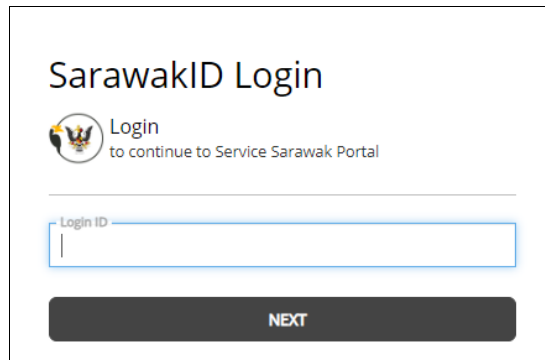
A screenshot of the SarawakID Login page. The page title is 'SarawakID Login'. Below the title is a Sarawak logo and the text 'Login to continue to Service Sarawak Portal'. There is a text input field labeled 'Login ID' with a blue border. Below the input field is a dark grey button labeled 'NEXT'.

Figure : 9

3. **Secret Image** and **Secret Word** will be shown. Click **YES** if the shown details are correct.

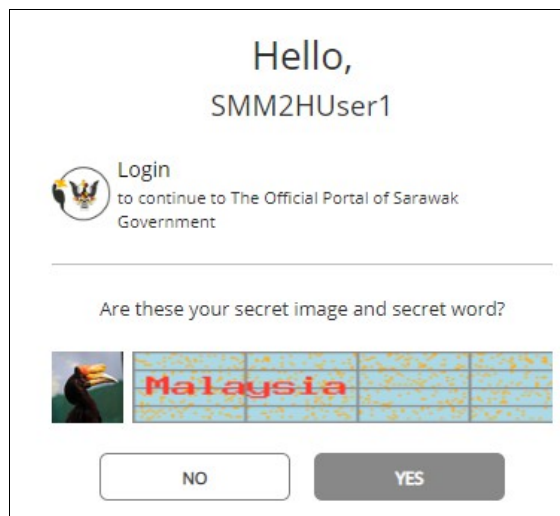
A screenshot of the SarawakID Login page showing the verification step. The page title is 'Hello, SMM2HUser1'. Below the title is a Sarawak logo and the text 'Login to continue to The Official Portal of Sarawak Government'. The question 'Are these your secret image and secret word?' is displayed. Below the question are two images: a toucan bird and the word 'Malaysia' in red on a blue background. At the bottom are two buttons: 'NO' and 'YES'.

Figure : 10

4. Enter your **Password** and click **LOGIN** button.

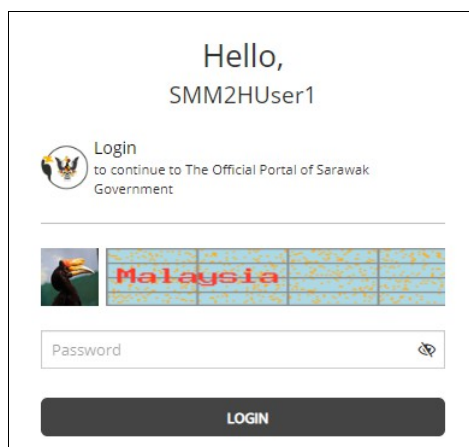


Figure 11 shows a login interface. At the top, it says "Hello, SMM2HUser1". Below this is a "Login" button with a small icon of a person. To the right of the button, it says "to continue to The Official Portal of Sarawak Government". Below the button is a "Password" input field with a "LOGIN" button next to it. At the bottom, there is a "Malaysia" banner with a map of Malaysia.

Figure : 11

5. You will be login successfully.
6. For first time login upon registration, you may update your profile details by refer to **2.5 User Profile Management**.

2.3. Logout

To logout from the system, click on your profile icon and click **Logout** button.

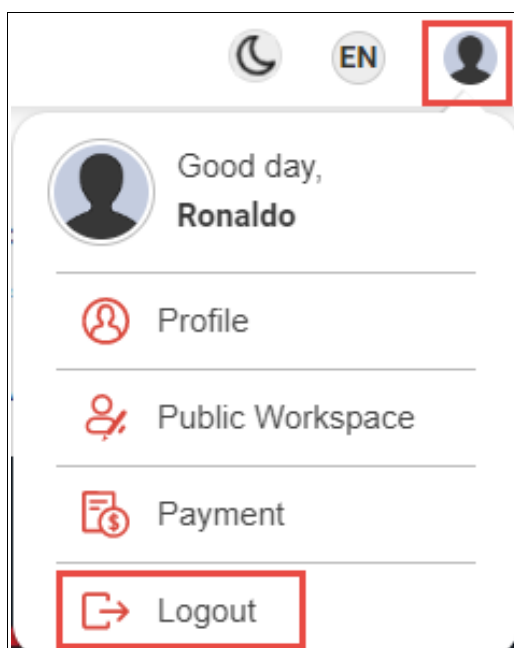


Figure : 12

2.4. User Account Management

This section covers information related to the following:

- Change or Reset Password
- Register/Create New Account
- Unlock Account

2.4.1. Change or Reset Password

To change or reset your password, follow the step(s) below:

1. On **Login** page, click **Password** link.

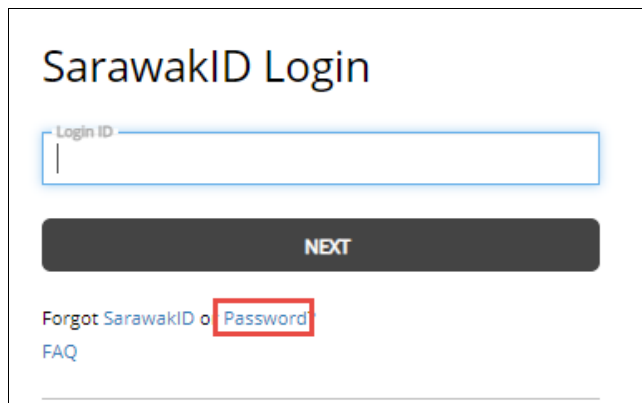
The image shows the SarawakID Login page. At the top, it says "SarawakID Login". Below that is a text input field labeled "Login ID" with a cursor inside. Under the input field is a dark grey button with the word "NEXT" in white. At the bottom, there are two links: "Forgot SarawakID" and "Password". The "Password" link is highlighted with a red rectangular box.

Figure : 13

2. Select your account type.

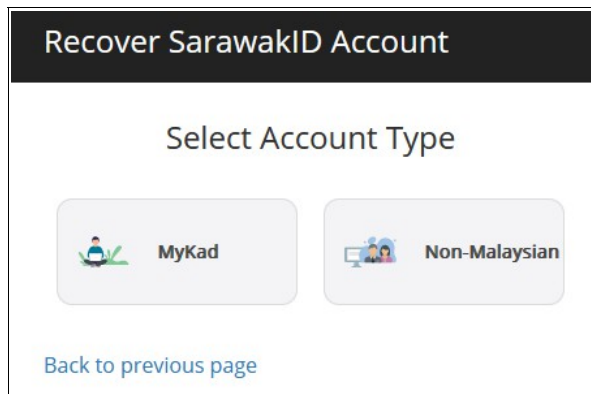
The image shows the "Recover SarawakID Account" page. It has a dark header with the title "Recover SarawakID Account". Below the header, it says "Select Account Type". There are two buttons: "MyKad" with a person icon and "Non-Malaysian" with a person and laptop icon. At the bottom, there is a link that says "Back to previous page".

Figure : 14

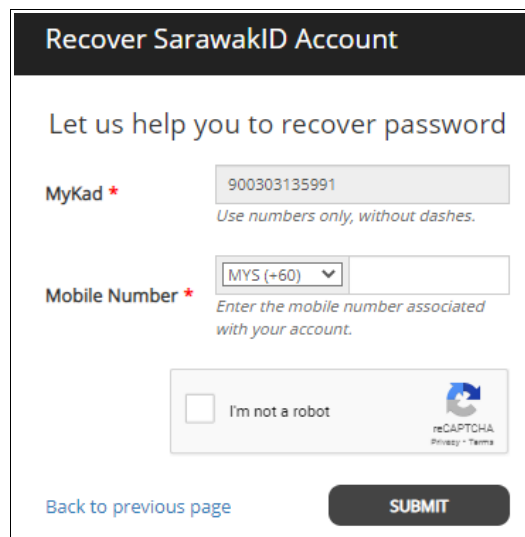
3. Enter the required information and click **NEXT** button.



The form is titled "Recover SarawakID Account" in a dark header. Below the header, it says "Let us help you to recover password". There is a field for "MyKad *" with a red asterisk, followed by a text input box. Below the input box is the instruction "Use numbers only, without dashes.". Below this, it says "Please Choose A Method Of Verification". There are two buttons: "Mobile" with a mobile phone icon and "Email" with an envelope icon. At the bottom left, there is a link "Back to previous page".

Figure : 15

4. Enter your **Mobile Number** or **Email** and click **SUBMIT** button.



The form is titled "Recover SarawakID Account" in a dark header. Below the header, it says "Let us help you to recover password". There is a field for "MyKad *" with a red asterisk, followed by a text input box containing the number "900303135991". Below the input box is the instruction "Use numbers only, without dashes.". Below this, there is a field for "Mobile Number *" with a red asterisk. It includes a dropdown menu showing "MYS (+60)" and a text input box. Below the input box is the instruction "Enter the mobile number associated with your account.". Below this, there is a checkbox labeled "I'm not a robot" and a reCAPTCHA logo. At the bottom left, there is a link "Back to previous page". At the bottom right, there is a dark button labeled "SUBMIT".

Figure : 16

5. The OTP number will be sent to the entered mobile number or email. Enter the **OTP** and click **SUBMIT** button.

Recover SarawakID Account

Let us help you to recover password

MyKad *
Use numbers only, without dashes.

Enter OTP *
The OTP has been sent to your email address. Please enter the OTP to verify your email. Click "RESEND OTP" if you do not receive the email within [237] seconds.

SUBMIT

Figure : 17

6. Enter the **New Password**, **Retype New Password** and click **SAVE** button.

Recover SarawakID Account

Change SarawakID Password

New Password * 

Retype New Password * 

Your password must include at least 8 characters including at least one number (0-9), one lower-case letter (a-z) and one upper-case letter (A-Z).

RESET **SAVE**

Figure : 18

2.4.2. Register or Create New Account

Not applicable.

2.4.3. Unlock Account

Not applicable.

2.5. User Profile Management

This section covers information related to user profile management. To manage the profile, follow the step(s) below:

1. Click on your profile icon and click **Profile** button.

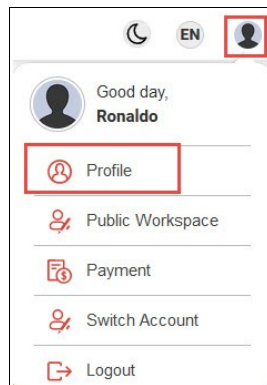


Figure : 19

2. Manage your personal information.

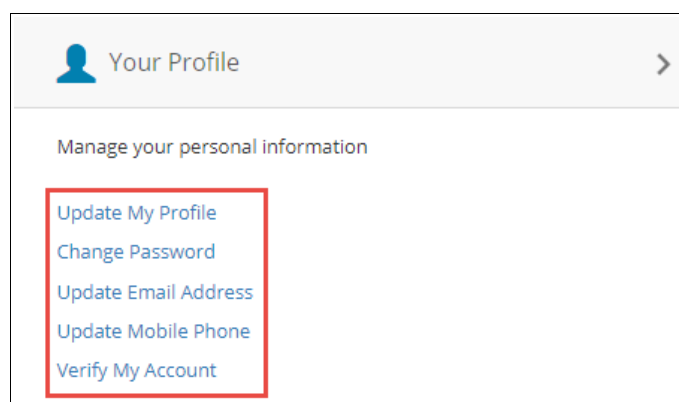


Figure : 20

Sarawak - Malaysia My Second Home (S-MM2H) Online Application System USING THE SYSTEM

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3. Using The System

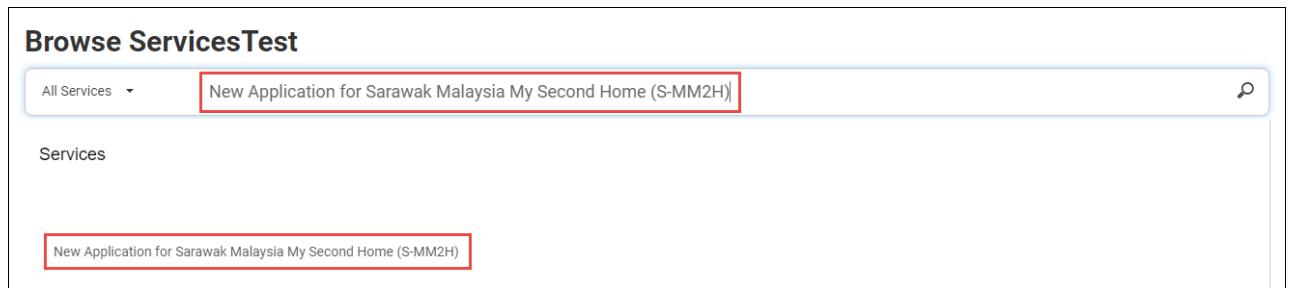
This section provides information on the following topics:

- Submit application
- Edit/delete drafted application
- Check application status
- Download Letter of Approval
- Resubmit application

3.1. Submit Online Application Form

Application can be submitted by the applicants themselves or by agents on behalf of the applicants. To submit the application, follow the step(s) below:

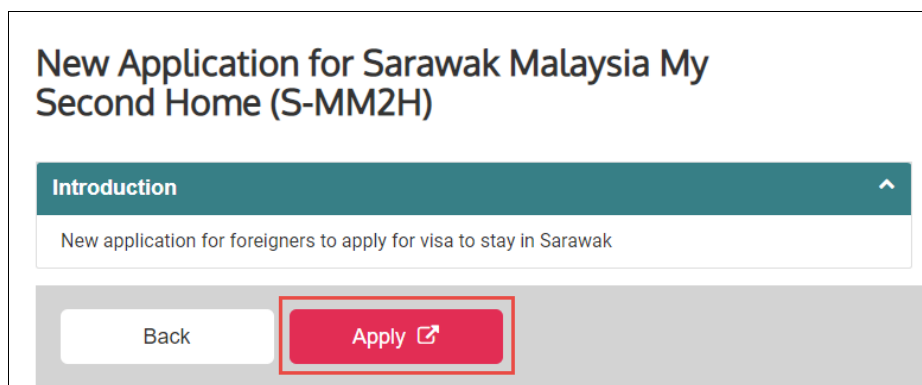
1. In **ISM website**, search “**New Application for Sarawak Malaysia My Second Home (S-MM2H)**” in the search bar and select the search result.



The screenshot shows the 'Browse ServicesTest' interface. At the top, there is a search bar with a dropdown menu set to 'All Services'. The search input field contains the text 'New Application for Sarawak Malaysia My Second Home (S-MM2H)'. Below the search bar, under the 'Services' section, a single result is displayed: 'New Application for Sarawak Malaysia My Second Home (S-MM2H)'. Both the search input and the result text are highlighted with red boxes.

Figure : 1

2. Click **Apply** button.



The screenshot shows the title 'New Application for Sarawak Malaysia My Second Home (S-MM2H)'. Below the title is a teal header bar labeled 'Introduction' with an upward arrow. Underneath, a text box contains the description: 'New application for foreigners to apply for visa to stay in Sarawak'. At the bottom of the form, there are two buttons: a white 'Back' button and a red 'Apply' button with an external link icon. The 'Apply' button is highlighted with a red box.

Figure : 2

3. There are eight(8) steppers to be completed. The first stepper is **Application Information**. Select the details accordingly and click **Next** button to save the record.

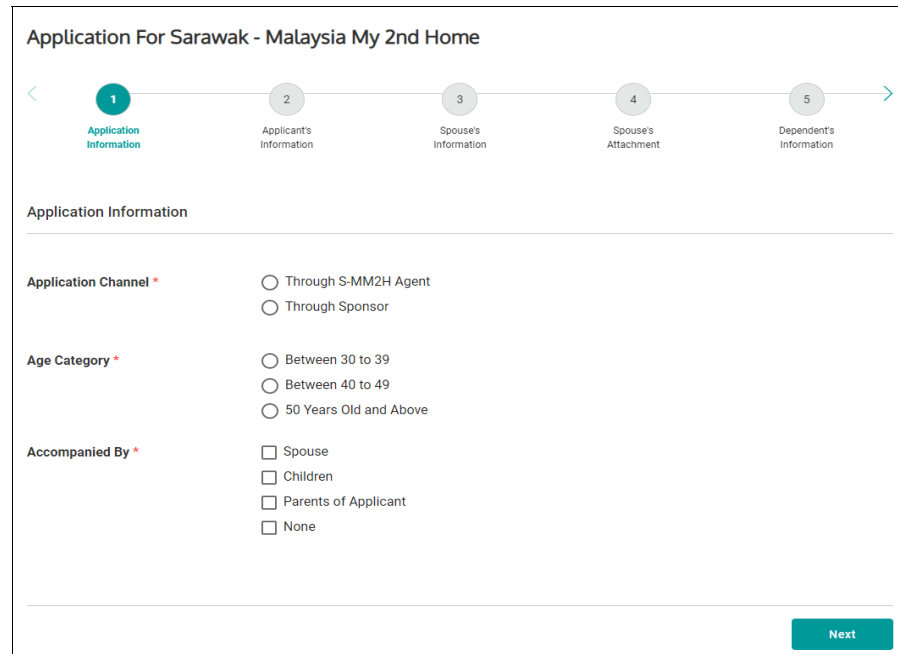


Figure : 3

4. A pop-up message will be shown. You will not be able to change the conditions selected in stepper 1 once you proceed to the net page. Click **OK** to proceed.

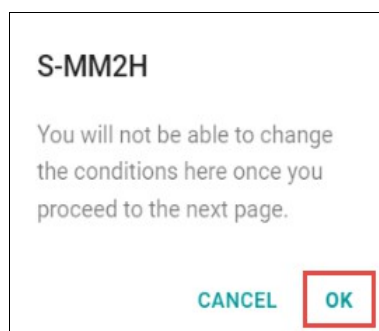
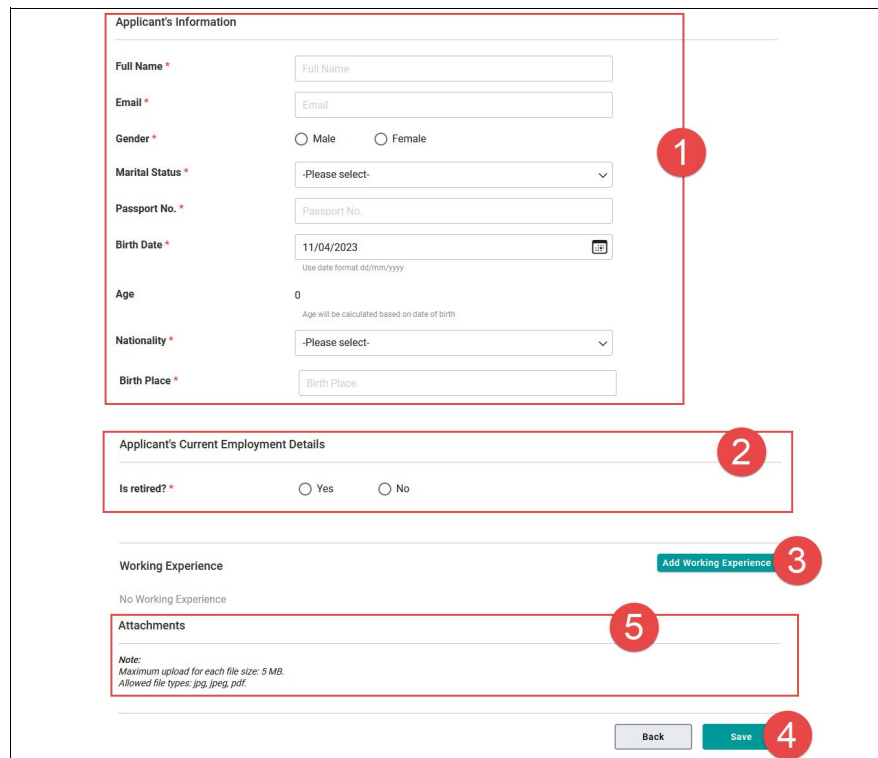


Figure : 4

5. Second stepper is **Applicant's Information** which includes four(4) sections; **Applicant's Information**, **Applicant's Current Employment Details**, **Working Experience** and **Attachments**. Fill in the details below.



The screenshot shows a web form for applicant information. It includes fields for Full Name, Email, Gender (Male/Female), Marital Status (Please select), Passport No., Birth Date (11/04/2023), Age (0), Nationality (Please select), and Birth Place. Below these are fields for Current Employment Details (Is retired? Yes/No) and a Working Experience section with an 'Add Working Experience' button. At the bottom is an Attachments section with a 'Select' button and a 'Save' button. Red boxes and numbers 1 through 5 highlight specific areas: 1 points to the main form area, 2 points to the 'Is retired?' field, 3 points to the 'Add Working Experience' button, 4 points to the 'Save' button, and 5 points to the 'Select' button in the Attachments section.

Figure : 5

1	Applicant's Information	Fill in the Applicant's Information .
2	Applicant's Current Employment Details	- For retire applicant, select Yes and select Saving(RM) range from drop-down list. - For non-retire applicant, select No and fill in the Current Employment, Annual Income (RM), Employer/Company Name and Company Address.
3	Working Experience	Click on Add Working Experience and a pop-up module will be shown. Fill in the details and click Add button once done.
4	Save	Click Save button to save the records.
5	Attachments	- System will allow the applicant to attach the required attachments. - Click on Select to browse and attach the documents. - Click on  icon button to view the pdf format attached attachment and click on  icon button to view the image format attached attachment. - Click on  icon button to delete the attachment.

6. Click **Next** button once done to save the **Applicant's Information**.
7. Third stepper is **Spouse's Information**. Click on **Add Spouse** button to add the spouse detail.

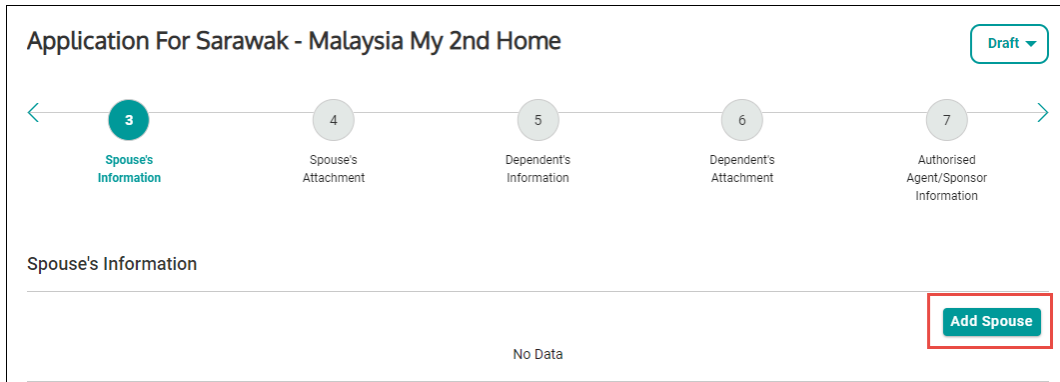


Figure : 6

8. A pop-up module will be shown. Fill in the details and click **Save** button once done.

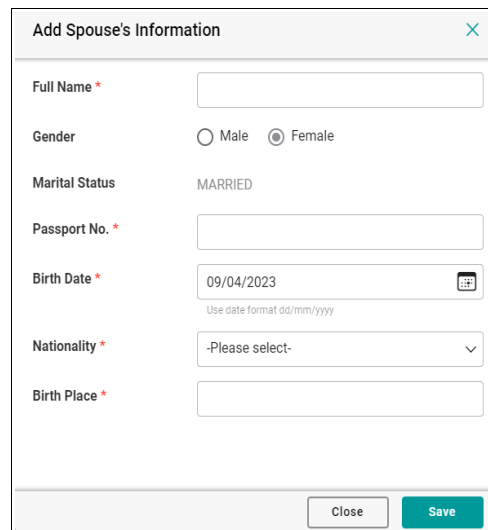


Figure : 7

9. Added spouse will be recorded. Click **Next** button to save the record.

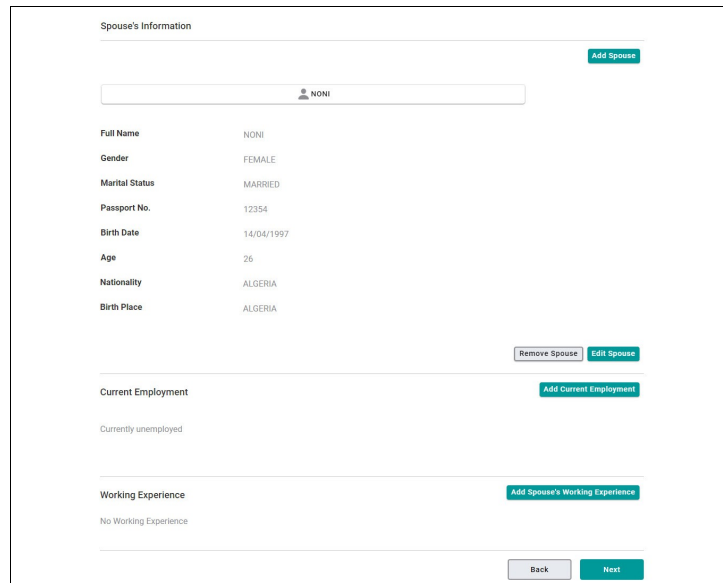


Figure : 8

Notes :

- Click on **Add Spouse** button to add more spouse.
- Click on **Remove Spouse** button to delete the added spouse.
- Click **Edit Spouse** button to update the added spouse detail.
- Click **Add Current Employment** button to add the spouse's employment detail.
- Click **Add Spouse's Working Experience** to add the spouse's working experience detail.

10. Fourth stepper is **Spouse's Attachment**. Click on **Select** button to browse and attach the documents and click **Next** button once done.

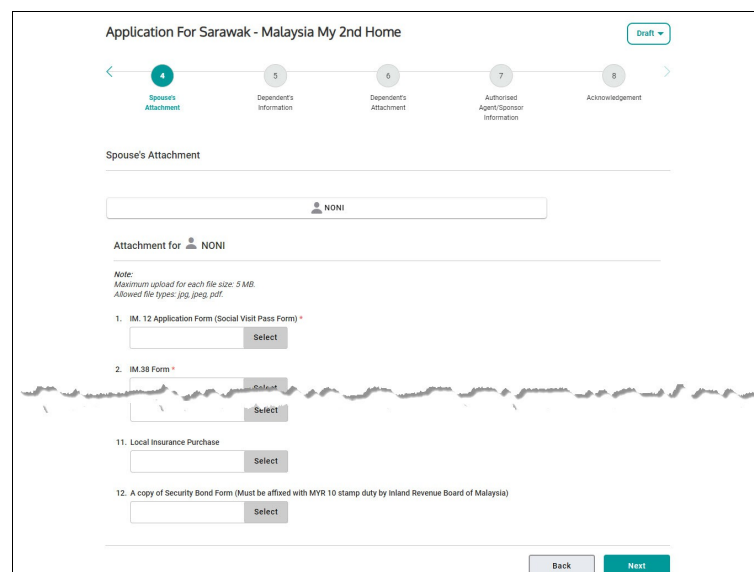


Figure : 9

Notes :

- Click on  icon button to view the pdf format attached attachment and click on  icon button to view the image format attached attachment.
- Click on  icon button to delete the attachment.

11. Fifth stepper is **Dependent's Information**. Click on **Add Dependent** button to add the dependent detail.

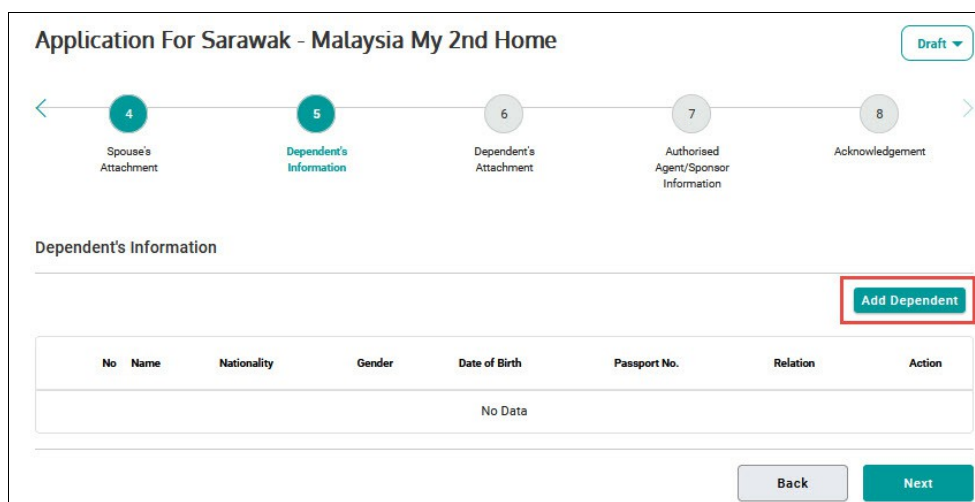


Figure : 10

12. A pop-up module will be shown. Fill in the details and click **Save** button once done.

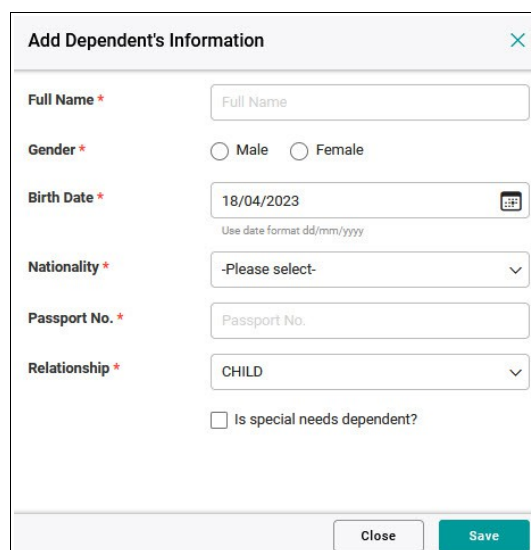


Figure : 11

13. Added dependent will be recorded. Click **Next** button to save the record.

Dependent's Information

Add Dependent

No	Name	Nationality	Gender	Date of Birth	Passport No.	Relation	Action
1	AINA	BRAZIL	FEMALE	06/04/2010	1234	CHILD	 

Back

Next

Figure : 12

Notes :

- Click on **Add Dependent** button to add more dependent.
- Click on  icon button to delete the added dependent.
- Click on  icon button to edit the added dependent detail.

14. Sixth stepper is **Dependent's Attachment**. Click on **Select** button to browse and attach the documents and click **Next** button once done.

4

5

6

7

8

Spouse's Attachment

Dependent's Information

Dependent's Attachment

Authorised Agent/Sponsor Information

Acknowledgement

Dependent's Attachment

Attachment for AINA

Note:
Maximum upload for each file size: 5 MB.
Allowed file types: jpg, jpeg, pdf.

- IM. 12 Application Form (Social Visit Pass Form) *

Select
- IM.38 Form *

Select
- Proof of good conduct from origin country *

Select
- Custody Letter

Select

Back

Next

Figure : 13

15. Seventh stepper is **Authorised Agent/Sponsor Information**. Fill in the details and click **Next** button once done.

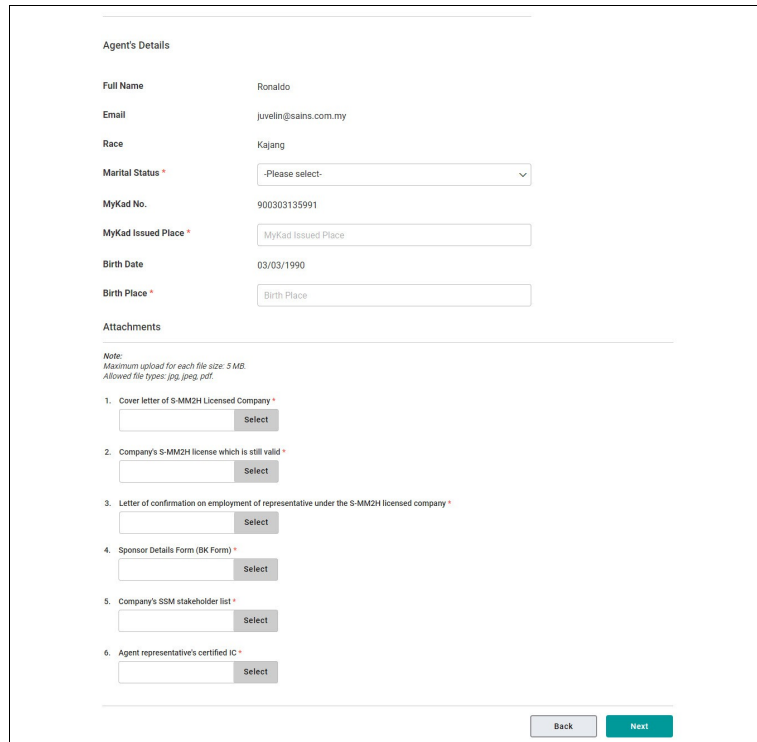


Figure : 14

16. At Acknowledgment page, **Attachment Checklist** will be shown, Tick the checkbox and click **Submit** button.

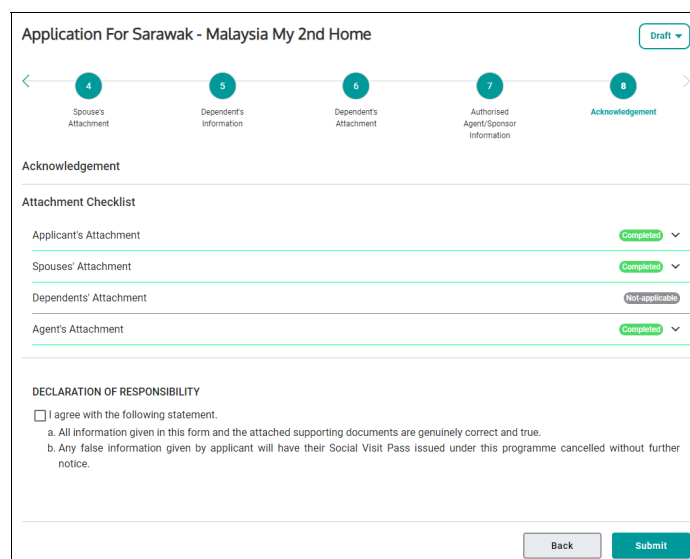


Figure : 15

Notes :

- For **Incomplete** attachment list, click on the drop-down and click on [Go to Page 4](#) button to go back to the incomplete attachment page.

17. A confirmation message will pop-up. Click **Yes** button to proceed.

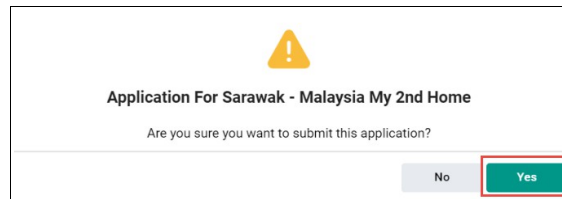


Figure : 16

3.2. Edit/Delete Drafted Application

Only the application with status **Draft** can be edited or deleted. To edit or delete the application, follow the step(s) below:

- Click on your profile icon and click **Public Workspace**.

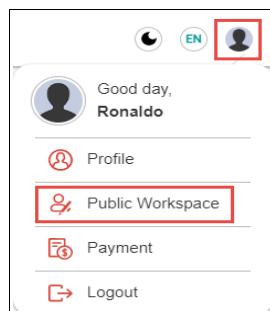


Figure : 17

- Click on **Application Status** tab.

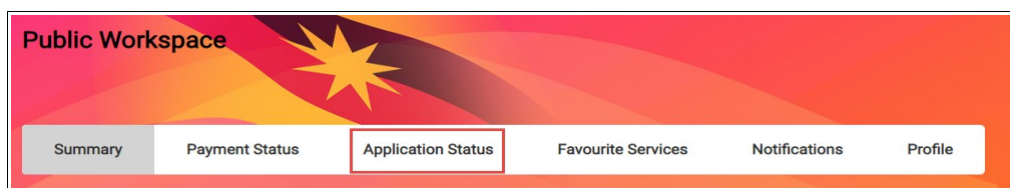


Figure : 18

3. The drafted application will be listed.

No.	Date Created	Case No.	Details	Status	
1	09/04/2023 09:13 AM	Draft 4	New Application for Sarawak Malaysia My Second Home (S-MM2H) Service Sarawak	Draft ⓘ	Delete 5

Figure : 19

4. Click on **Draft** link to edit and submit the application.
5. Click on **Delete** button to delete the application.

3.3. Check Application Status

The application status will always be updated in ISM website. To check the application status, follow the step(s) below:

1. Click on your profile icon and click **Public Workspace**.

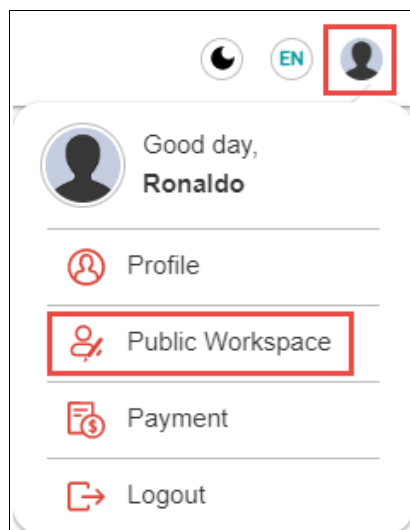


Figure : 20

2. Click on **Application Status** and click on ⓘ icon. Progress timeline will be shown.

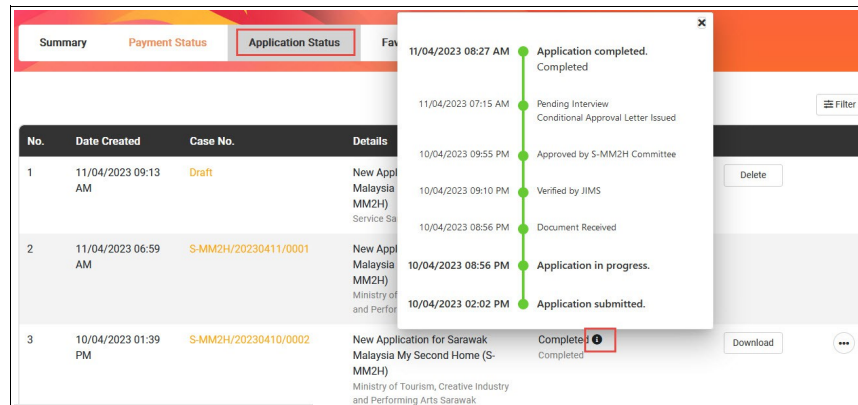


Figure : 21

3.4. Download Letter of Approval

To download the letter, follow the step(s) below:

1. Click on your profile icon and click **Public Workspace**.

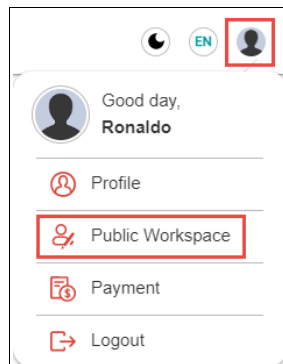


Figure : 22

2. Click on **Application Status**.

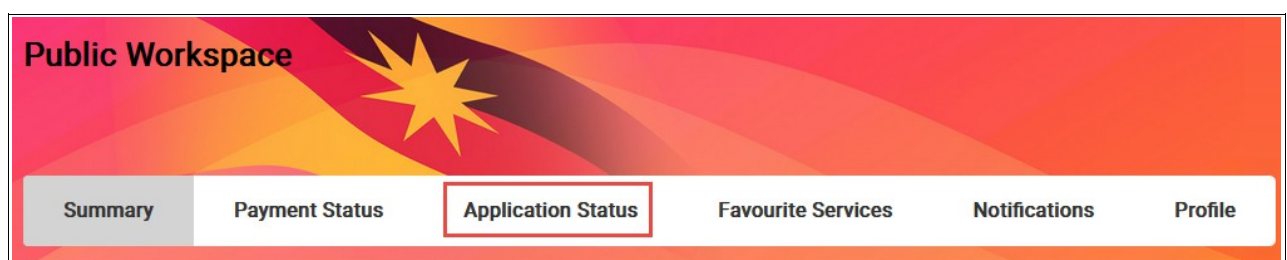


Figure : 23

3. Click on **Download** button.

No.	Date Created	Case No.	Details	Status
1	11/04/2023 06:59 AM	S-MM2H/20230411/0001	New Application for Sarawak Malaysia My Second Home (S-MM2H) Ministry of Tourism, Creative Industry and Performing Arts Sarawak	Submitted ⓘ
2	10/04/2023 01:39 PM	S-MM2H/20230410/0002	New Application for Sarawak Malaysia My Second Home (S-MM2H) Ministry of Tourism, Creative Industry and Performing Arts Sarawak	In Progress ⓘ

Figure : 24

4. **Download Document** module will pop-up. Click on  icon button to download the letter.

Download Document			
No.	Documents	File Size	
1	Sample Document.pdf	0.02MB	

Figure : 25

3.5. Resubmit Application

You may resubmit the application again after the application routed back to you. You will receive an email notification. To resubmit the routed back application, follow the step(s) below:

1. Click on your profile icon and click **Public Workspace**.

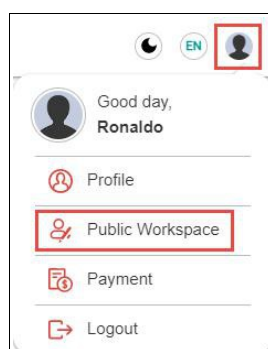


Figure : 26

2. Click on **Notifications**.

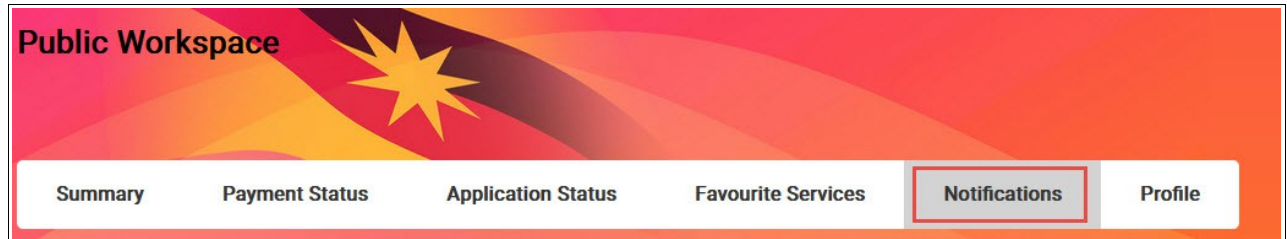


Figure : 27

3. Click on the notification listing.

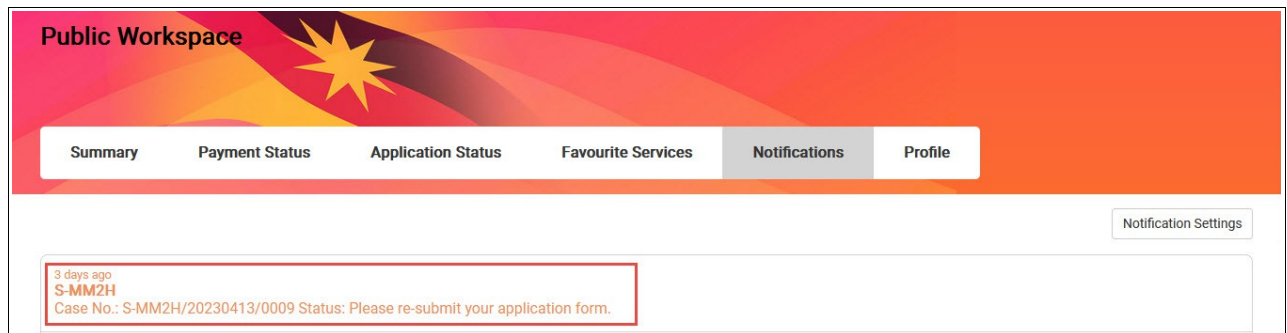


Figure : 28

4. You may re-upload all the required documents and resubmit again.

**Sarawak - Malaysia My Second Home (S-MM2H) Online Application System
REPORT**

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4. Report

Not applicable.

Sarawak - Malaysia My Second Home (S-MM2H) Online Application System FAQ & TROUBLESHOOTING

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5. FAQ & Troubleshooting

[We hope you can find answers to your questions below. For your convenience, the questions are grouped by categories.]

5.1. FAQ

5.1.1. How to take a screen capture?

- [How to take a screen capture of the entire screen?](#)
- [Method 1: Using "Print Screen"](#)

1. Open the window screen you want to capture.
2. Press **PrtSc** on your keyboard. This will capture an image of your entire screen and copy it to clipboard. The "Print Screen" button may be labelled as "PrtScn", "Prnt Scrn", "Print Scr", or something similar. On laptop keyboard, you may have to press the "Fn" or "Function" key to access "Print Screen".



Figure : 1

3. Open Paint by clicking the **Start** button , clicking **All Programs**, clicking **Accessories**, and then clicking **Paint**.
4. In Paint, on the **Home** tab, in the **Clipboard** group, click **Paste**.
5. Click the **Paint** button , and then click **Save**.

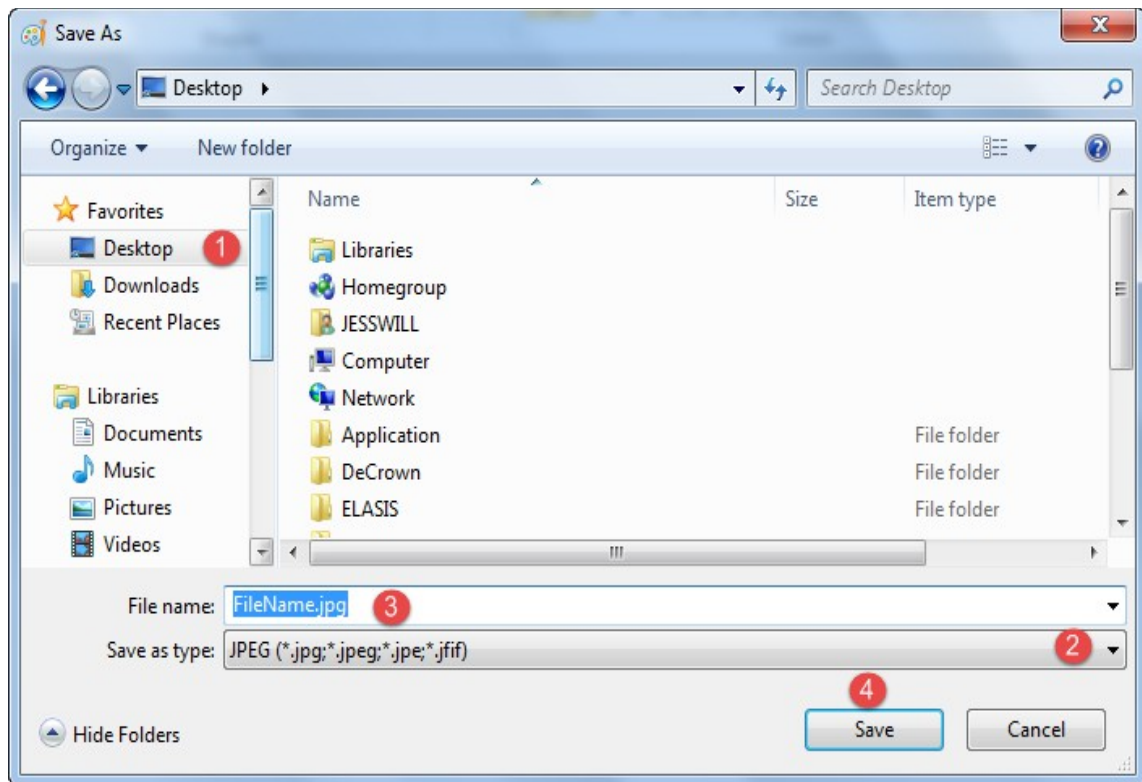
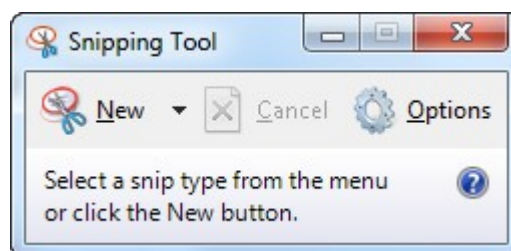


Figure : 2

6. You may save it on your desktop by clicking (1) **Desktop** icon and (2) select “**JPG**” or “**PNG**” file type.
7. Write down your (3) **file name** and click (4) **Save** button.

- **Method 2: Using Snipping Tools**

1. Open the windows screen you want to capture.
2. Go to **Start >> All Programs >> Accessories >> Snipping Tools**.



3. Click the “**New**” icon and then drag your cursor on the area you want to capture.
4. Go to **File** and click “**Save As**” to save the file as PNG or JPG file type format.
5. Name your file, browse to the desired folder and then click **Save**.

5.1.2. How to update my browser?

A. Update Mozilla Firefox to the latest version.

1. By default, Firefox is set to automatically update itself but you can also do a manual update.
2. To do a manual update, click the menu  button, click help , and select "About Firefox".
3. The **About Firefox** window will open and Firefox will begin checking for updates and downloading them automatically.
4. When the updates are ready to be installed, click "**Restart to Update**".

B. Update Google Chrome to the latest version.

1. Click the Chrome menu  on the browser toolbar and select **About Google Chrome**.
2. The current version number is the series of numbers beneath the "Google Chrome" heading.
3. Chrome will check for updates when you're on this page. Click **Relaunch** to apply any available update.

5.2. Troubleshooting

5.2.1. Access the System

Q: [Why I cannot access the system?](#)

A: Read the following to find out the actual cause of the problem.

Q: [Can your colleagues access the system using their PC?](#)

A: If yes, the problem could be your PC.

If no, could be your area network connection is down.

Q: [Can you access your email on Sarawaknet?](#)

A: If no, most likely your network is down, contact SAINS Callcentre.

Q: [Are you granted access to the system?](#)

A: If no, apply to the relevant party to get your access.

If yes, can you try using you colleague's PC?

If you can access the system using other PC, then likely the problem is with your PC.

Q: [Can other people access the system using your PC?](#)

If yes, then most likely the problem is related to your account.

If no, it is confirmed that your PC is having the problem.

5.2.2. Printing Problem

Q: [Why I cannot print?](#)

A: Read the following to find out the actual cause of the problem.

Q: [Can you print before?](#)

A: If yes, check your printer, make sure it is turn on and check your PC network or cable connection to the printer.

If you cannot ping the printer IP address, most likely the network cable/wireless connection is down.

If your computer or printer is new, install printer driver in your PC or inform the relevant people to install for you and configure the printer to be used in your application if applicable.

Q: [Can you view the document that you want to print?](#)

A: If no, check your Acrobat Reader if it is required for viewing and printing the document.

Install Acrobat Reader with the latest version required by your application.

If yes, check the printer whether it is available under the General tab or Printer name drop-down list. If the printer is not found, install the printer driver.

5.2.3. System Performance

Q: [Why my computer is very slow?](#)

A: The most likely causes of your computer slowness are listed below.

- If your computer has not been rebooted recently, make sure to reboot it before following any of the steps below.
- Remove or disable any **background** and **startup programs** that automatically start each time the computer boots.
- Delete temporary files using the Windows Disk Cleanup utility or other similar utility. You may delete manually all the files inside the “temp” folder.
- Make sure your computer hard drive has at least **200 - 500 MB** of free space available for swap and temporary files.
- Run **ScanDisk**, **chkdsk**, or something equivalent to check the condition of the computer's hard drive.
- Run **Defrag** to help ensure that data is arranged in the best possible order.
- Scan for **spyware** and **malware** using a free version of Malwarebytes.
- Scan for viruses using an antivirus program installed on your computer. You can run Trend Micro's free **Housecall** online utility to check for viruses on your computer and to remove them.
- Check for any hardware conflicts from the **Device Manager**.

- Update your windows security and browser plugins regularly to get all the latest updates.
- Update your computer with the latest drivers, especially the video drivers.
- If you have done any of the above steps but your computer is still slow try rebooting the computer again at this point.
- Upgrade your computer memory. Minimum of **1GB** of memory for **32-bit** system and **2GB** for a **64-bit** system.
- Run registry cleaner on your computer.
- If none of the above solutions resolve your issues, another option is to **reinstall Windows or erase everything** on your computer and then start over. **Caution: Make sure you backup your data!**
- If your computer continues to be slower than normal after doing all the above recommendations, it is possible that your computer has a hardware failure such as bad **hard drive, CPU, RAM, motherboard** or other component.
- Automatic map drive connection can cause slowness in boot up.
- Multiple anti-virus programs are installed in your computer.
- Close all other applications that you are not using.
- Check your network connection, make sure it is not down. If you cannot open or read your email, most likely your network is down.
- Uninstall unused software.
- Empty your Recycle Bin regularly.
- The "high end" computer purchased as new 5 years ago may run the latest version of Windows, but that doesn't mean that it will do it very well.
- Make sure your computer fan is functioning as overheating computer can slower its performance.
- Delete cookies, cache and internet history from web browsers.

5.2.4. User Account Problem

Q: [My account is locked, what should I do?](#)

A: Go to the application login page, click the **"Forgot Password"** link and follow the required steps to unlock your account or Inform the relevant party to unlock if applicable.

Sarawak - Malaysia My Second Home (S-MM2H) Online Application System

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6. Contact Us

6.1. SAINS Contact Centre

SAINS Contact Centre is a customer friendly (24x7) one-stop centre whereby you contact us via various channels listed below for system faults on hardware, software applications, network and on other required services especially the ones covered in our Service Level Agreements (SLA).

With SAINS Contact Centre, we will be able to respond to your service request more systematically, quickly and effectively as all the service requests are recorded, tracked and monitored under a centralized Call Tracking System.

If you have any service requests and need help or support, please do not hesitate to contact us via various channels listed below.

 Email	callcentre@sains.com.my	
 Online Submission	http://callcentre.sains.com.my	
 Telephone	SAINS Contact Centre Operational Hours: (24 hours x 7 days) Tel: 1-300-88-SAINS 1-300-88-7246	Sabah Support Centre Operational Hours: (8.00 am – 5.30 pm; Mon - Fri) Tel: (60) 88-746879
 Fax	Fax: (60) 82-442522	Fax: (60) 88-734580

6.2. Application Improvement Feedback

To help us to improve our system, we provide online feedback form for you to raise your comments, suggestions or feedbacks related to applications. As a token of our appreciation, we will give away fantastic mystery gifts every 6 months in June and December to our selected lucky customers who contributed the most innovative and constructive comments on our application(s).

Notes:

Please use this online feedback function/form to send comments/suggestions for the application or service only. If you wish to feedback on any technical problems encountered while using the system, please contact our SAINS Contact Centre.

Send us your comment/suggestion by completing the Online Application Improvement Feedback Form or by emailing to us using the following email address : feedback@sains.com.my



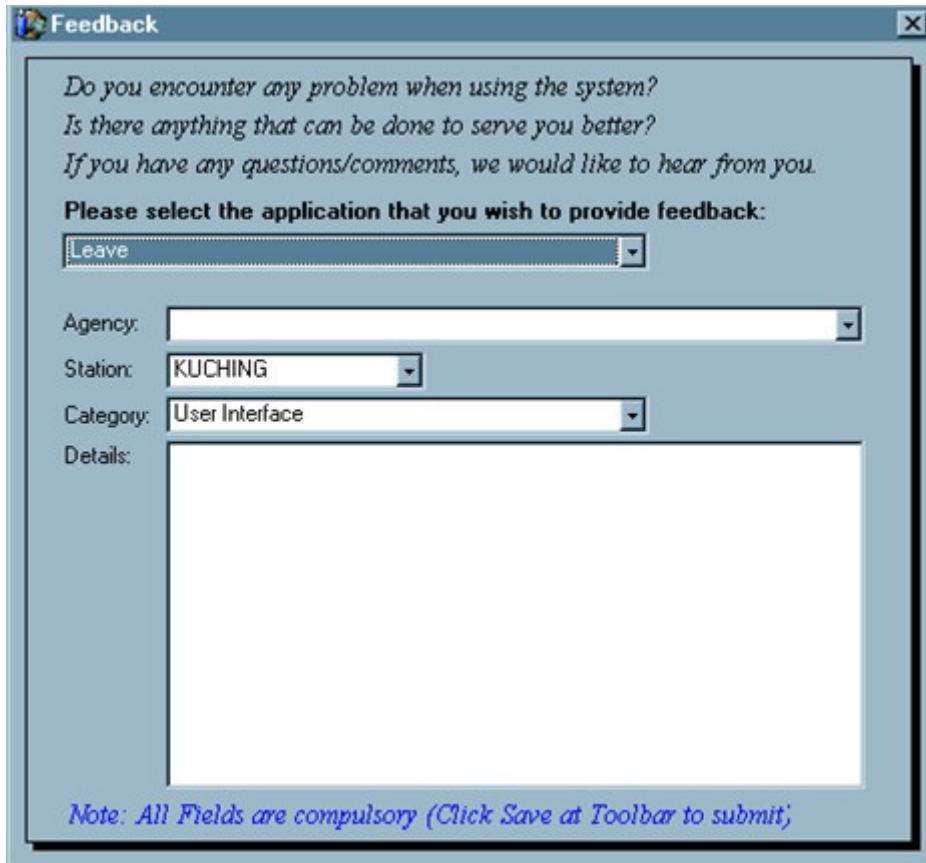
The Online Application Improvement Feedback Form is normally found at the System Main Page for web-based application.

Below are the details on how you can submit your feedback to us:

- Via WAW Feedback Form
- Via Web-based Feedback Form
- Via Sarawaknet Feedback Form
- Via Email

6.2.1. Via WAW Feedback Form

Click  at the toolbar. Click **Save**  once you had completed filling in the form. An email will be automatically sent to us for our further action.



Feedback

*Do you encounter any problem when using the system?
Is there anything that can be done to serve you better?
If you have any questions/comments, we would like to hear from you.*

Please select the application that you wish to provide feedback:

Leave

Agency:

Station: KUCHING

Category: User Interface

Details:

Note: All Fields are compulsory (Click Save at Toolbar to submit)

6.2.2. Via Web-based Feedback Form

Click **Feedback** link normally available at the mainpage of the system and click **Submit** button once you had completed filling in the Application Feedback Form. An email will be automatically sent to us for our further action.



Do you have any comments/suggestions for improvement on the SarawakNet Services?

We are very keen to hear any comments / suggestions you may have about our applications. We would be grateful if you could take a few minutes to fill in this feedback form. We hope through your comments / suggestions, we would be able to enhance our applications to serve you better. Every six months in June and December, the best comment/suggestion for our applications will be awarded a surprise gift.

Please contact our [Call Center](#) if you wish to make a complaint on any problems encountered while using the system. Please use this form to send comments / suggestions regarding our applications only.

Please note that fields marked with an asterisk (*) must be filled in.

* Feedback Category:

* Application Name:

* Detailed Description:

Your Details

User ID:

* Name:

* Agency:

* Station:

* Telephone No.:

Fax No.:

Email Address:

* Verification Code:

Please enter the verification code as shown.

Privacy Statement

We will treat your feedback with utmost confidentiality and will contact you if necessary.

We thank you for your valuable feedback.

Figure : 2

6.2.3. Via Sarawaknet Application Feedback Form

Click **Feedback** link in **mySCS** after you login at Sarawaknet mainpage. Click  button once you had completed filling in the form. An email will be automatically sent to us for our further action.

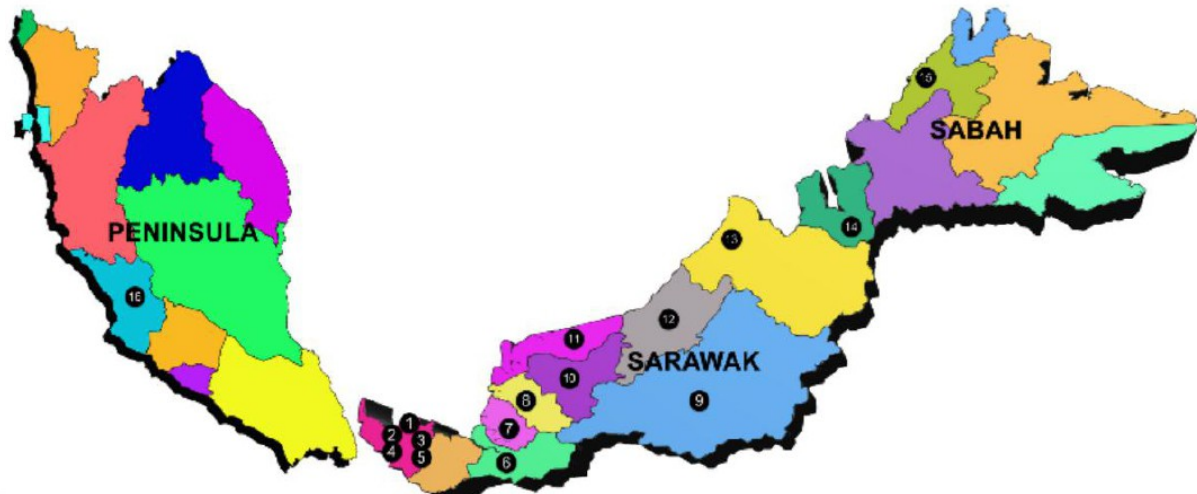
Please refer to Figure 2 above for details.

6.2.4. Via Email

You may also submit your feedback via our email address feedback@sains.com.my or contact our **SAINS Contact Centre** as listed above.

1 SAINS Head Office
 Tel : (60) 82-444199
 Fax: (60) 82-444211
 Level 3, Wisma Bapa Malaysia
 Petra Jaya, 93502 Kuching Sarawak, Malaysia

2 SAINS Contact Centre
 Tel : 1300-88-7246
 Fax: (60) 82-442522
 Email : callcentre@sains.com.my
 Website: <http://callcentre.sains.com.my>



3 SAINS Samarahan Office
 Tel: (60) 82-668668
 Fax: (60) 82-668669
 Lot 250, Block 250, Kuching-Samarahan
 Expressway, 93010 Samarahan, Sarawak,
 Malaysia.

4 SAINS Training Centre
 Tel: (60) 82-668668
 Fax: (60) 82-668669
 Level 1, Lot 250, Kuching-Samarahan Expressway,
 93010 Samarahan, Sarawak, Malaysia.

5 SAINS CityOne Office (CT1)
 Tel : (06) 82-266266
 Fax: (06) 82-266255
 LG 12, Lower Ground Floor, Mall 2, CityOne
 Megamall, Jalan Song, 93350 Kuching, Sarawak

6 SAINS Sri Aman
 Tel: (60) 83 - 324 423
 Fax: (60) 83 - 324 423
 Pejabat Residen Sri Aman, Jln Abang Aing,
 95000, Sri Aman

7 SAINS Betong
 Tel: (60) 83-472 811
 Fax: (60) 83-472 811
 Lot 611, 1st Floor, Jln Ah Wee, Betong Town
 District, 95700 Betong

8 SAINS Sarikei
 Tel: (60) 84 - 658 793
 Fax: (60) 84 - 651 132
 1st Floor, Sublot 3, Lot 1799, Block 36 No. 5,
 Lorong Mutiara 2, Jln Bersatu, 96100 Sarikei

9 SAINS Kapit
 Tel: (60) 84-789 040
 Lot 2141, 1st Floor, Shop Lot 35, Jln. Bletch,
 96800 Kapit, Sarawak

10 SAINS Sibul
 Tel: (60)16 306 7246
 1st & 2nd Floor, No 8, Lorong Intan 6B, 96000
 Sibul, Sarawak.

SAINS Mukah
 Tel: (60) 84-872 987
 Fax: (60) 84-873 987
 Tingkat Bawah, Bangunan Pejabat Daerah
 Mukah, Jln. Kubu 1, 96400 Mukah, Sarawak.

12 SAINS Bintulu
 Tel: (60) 86-314518 / 314519 / 313136
 Level 5, Lot 37, Town Square Bintulu,
 Jalan Tun Ahmad Zaidi, 97000 Bintulu, Sarawak

13 SAINS Miri
 Tel: (60) 85-431
 Fax: (60) 85-431 213 /426 117
 A-3A-31B, Miri Time Square, Marina Parkcity,
 98000 Miri, Sarawak

14 SAINS Limbang
 Tel : (60) 85 - 211 488
 Fax: (60) 85 - 211 488
 Bangunan Limbang Plaza, Tingkat 4 (LDC Office),
 98700 Limbang, Sarawak.

15 SAINS Kota Kinabalu
 Tel: (60) 88 - 746879
 Lot 2, Block F, 1st Floor, Lintas Jaya Uptownship,
 Jalan Lintas Kepyayan Highway, 88300 Kota
 Kinabalu, Sabah

16 Silicon Communication Sdn.Bhd. (SELANGOR)
 Tel: (60) 3-8945 8648
 Fax: (60) 3-8943 1648
 9-2, 2nd Floor, Jalan Prima Tropika Barat 2,
 Taman Prima Tropika, 43300 Seri Kembangan,
 Selangor Darul Ehsan



SARAWAK INFORMATION SYSTEMS SDN BHD

Head Office:

Tel: (06) 82-444199

Fax: (06) 82-444211

Level 3, Wisma Bapa Malaysia,
Petra Jaya, 93502 Kuching, Sarawak, Malaysia

Business Enquiries:

Tel: (06) 82-266499

Fax: (06) 82-360522

Email : salesenquiry@sains.com.my

SAINS Contact Centre

Tel : 1300-88-7246

Fax: (60)-82-442522

Email: callcentre@sains.com.my

Website: <http://callcentre.sains.com.my>

SAINS PPKS Training Centre

Tel : (60) 82-668668

Fax: (60) 82-668669

Email: training@sains.com.my

Pusat Pembangunan Kemahiran Sarawak (PPKS)

New Admin Block PPKS, Level 1

Jalan Canna, off Jalan Wan Alwi, Tabuan Jaya,

93350 Kuching, Sarawak, Malaysia

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