



USER GUIDELINE FOR E-SAIN DIGITAL SIGNATURE SYSTEM USING MYTRUST365 PORTAL

INTRODUCTION

This document describes the user guideline for e-sain registration and activation, login to MyTrust365 portal, signature appearance settings, and the document signing process.

INTERFACE

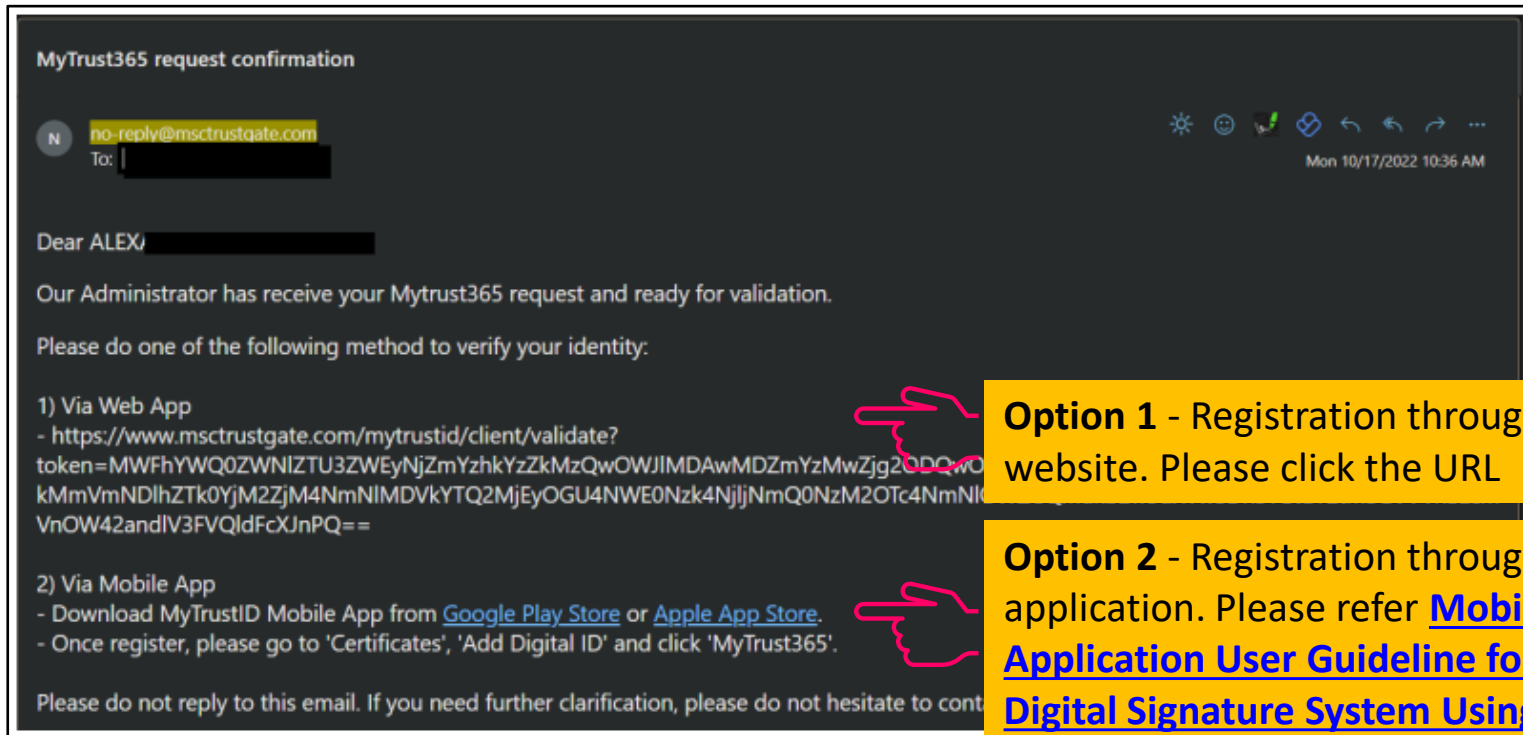
This section describes the following:

1. Preparation a Copy of MyKad
2. Registration
3. Validation Process
4. Activation Process
5. Login MyTrust365 Portal
6. Signature Appearance Settings
7. Document Signing Process

Registration

You will receive an email* from no-reply@msctrustgate.com such as the following image display example:

*If not in your inbox, please check your Spam folder.



Option 1 - Registration through website. Please click the URL

Option 2 - Registration through mobile application. Please refer [Mobile Application User Guideline for e-Sain Digital Signature System Using MyTrust365 Portal](#)

Note:

Option 1 - The validation process will take 5 to 7 working days.

Option 2 - The validation process will be done automatically.

Preparation a Copy of MyKad

If you choose **Option 1**, please prepare a copy of MyKad. Both sides of MyKad must be placed on one page as the sample below. Then save the file into PDF format.



Validation Process

Certificate Validation Request
Validation for new client Mytrust365

1 2 3 4
Disclaimer Complete

1 Select Country: **MALAYSIA - 60**

2 Click **Request OTP** button

LIECHTENSTEIN - 423
LITHUANIA - 370
LUXEMBOURG - 352
MACAO - 853
MACEDONIA, THE FORMER YUGOSLAV REPUBLIC OF
MADAGASCAR - 261
MALAWI - 265
MALAYSIA - 60
MALDIVES - 960
MALI - 223
MALTA - 356
MARSHALL ISLANDS - 692
MARTINIQUE - 596
MAURITANIA - 222
MAURITIUS - 230
MAYOTTE - 269
MEXICO - 52
MICRONESIA, FEDERATED STATES OF - 691
MOLDOVA, REPUBLIC OF - 373
MONACO - 377

Select Country

Your Mobile Phone Number for 2FA-SMS OTP : XXXXXX182

Request OTP

PDF format, with size below 2MB) to assist verification.
tion and issuance of your certificates by our RA. You may check your request status by logging to

You will receive a One Time Password (OTP) via **SMS** on the mobile phone number you provided when applying for PUNB business financing.

Validation Process

MYTRUST365

Certificate Validation Request

Validation for new client Mytrust365

1 — 2 — 3 — 4
Instructions Application Info Disclaimer Complete

Enrollment Instructions

Please read and understand the Enrollment Instruction below:

Application Info	Attach required documents(in JPEG or PDF format, with size below 2MB) to assist verification.
Complete	Once complete, kindly wait for the verification and issuance of your certificates by our RA. You may check your request status by logging to MyTrustID Portal.

Mobile SMS One-Time Password(OTP)

Your Mobile Phone Number for 2FA-SMS OTP : XXXXXX071

60276[]

Next

1 Enter the **OTP** received via **SMS**

2 Click **Next** button

Validation Process

If you received the OTP and entered the OTP correctly, you can proceed to **Application Information** ([page 11](#)).

In case of **not receiving the OTP/entering the OTP wrongly/exceeding the set time limit**, please do the following steps:

i. Use Email OTP

The screenshot shows a mobile app interface for 'Mobile SMS One-Time Password(OTP)'. At the top, there is a red banner with the text 'Invalid OTP'. Below this, a yellow callout box with the number '1' and the text 'Enter 123456' points to a text input field containing '123456'. To the right of the input field is a 'Next' button with a right-pointing arrow. A yellow callout box with the number '2' and the text 'Click Next button' points to the 'Next' button. Below the input field, the text 'Your Mobile Phone Number : XXXXXX3789' is visible. Further down, the text 'OTP expired in 01:43 Minutes' is shown. At the bottom left, there is an orange button labeled 'Use Email OTP'. A yellow callout box with the number '3' and the text 'Click Use Email OTP button' points to this button.

Validation Process

ii. Request OTP

Certificate Validation Request
Validation for new client Mytrust365

1 Instructions — 2 Application Info — 3 Disclaimer — 4 Complete

Enrollment Instructions

Please read and understand the Enrollment Instruction below.

Application Info	Attach required documents(in JPEG or PDF format, with size below 2MB) to assist verification.
Complete	Once complete, kindly wait for the verification and issuance of your certificates by our RA. You may check your request status by logging to MyTrustID Portal.

Email One-Time Password(OTP)

Your email for OTP follow application info

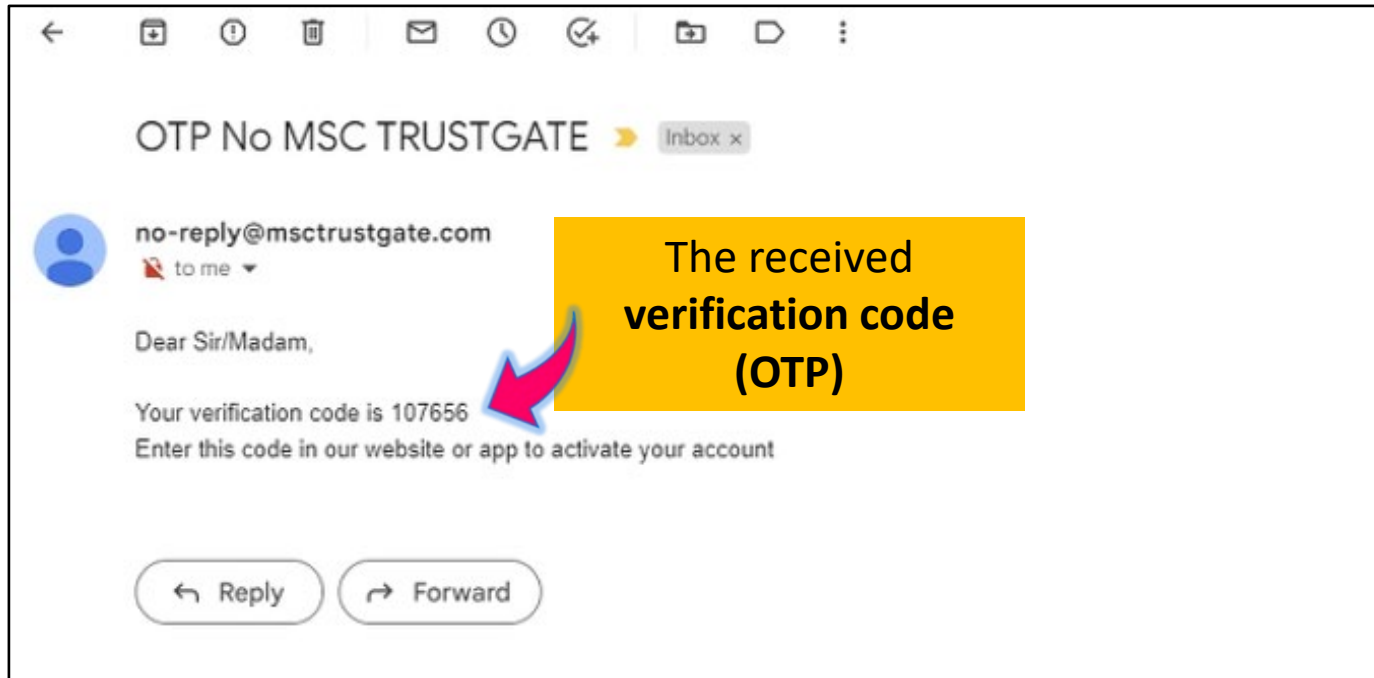
Request OTP

Click Request OTP button

Validation Process

iii. You will receive an email* as the following:

*If not in your inbox, please check your Spam folder.



Validation Process

iv. Verify OTP

1 Instructions 2 Application Info 3 Disclaimer 4 Complete

Enrollment Instructions

Please read and understand the Enrollment Instruction below:

Application Info	Attach required documents(in JPEG or PDF format, with size below 2MB) to assist verification.
Complete	Once complete, kindly wait for the verification and issuance of your certificates by our RA. You may check your request status by logging to MyTrustID Portal.

Email One-Time Password(OTP)

Your email for OTP follow application info

OTP expired in 02:39 Minutes

Validation Process

msctrustgate.com/mytrustid/client/validate?token=MThhNDg1NzA0MmlwNDY5YTVjYzhiMmJiZGY5N2I5ODgzMDAzZGY0NmJ2YzlmMTM3NmJ2Yjk1MTBmM...

MYTRUST365

Certificate Validation Request
Validation for new client Mytrust365

Instructions **2** Application Info Disclaimer Complete

Application Information

MyKad No *
[Redacted]

Full Name *
[Redacted]

Email *
[Redacted]

Mobile No *
[Redacted]

Supporting Documents

Please upload required document.

MyKad *
[Select a file]

Personnel Information

Designation *
[Redacted]

Back Next

1 Upload a copy of MyKad.
Refer [page 4](#)

2 Click Next button

Validation Process

MYTRUST365

Certificate Validation Request

Validation for new client Mytrust365

Instructions Application Info Disclaimer Complete

Digital ID Subscriber Agreement

SUBSCRIBER AGREEMENT

PLEASE READ THIS SUBSCRIBER AGREEMENT ("SUBSCRIBER AGREEMENT") BEFORE APPLYING FOR, ACCEPTING, OR USING A MSC TRUSTGATE.COM'S CERTIFICATE OR DIGITAL ID ("CERTIFICATE" OR "MYTRUST ID"). IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS SUBSCRIBER AGREEMENT, DO NOT APPLY FOR, ACCEPT, OR USE THE CERTIFICATE.

1. Certificate Application and Description of Certificates. This Section details the terms and conditions regarding your application ("Certificate Application") for a Certificate and, if MSC Trustgate.com ("MSCTG") accepts your Certificate Application, the terms and conditions regarding the use of the Certificate to be issued by MSCTG to you as a "Subscriber" of that Certificate. A Certificate is a

I hereby confirm that all the information given for this application is true and accurate and have not withheld any information that would affect the acceptance of my application. By signing this application form, I also agree to be bound by the terms and conditions as stipulated in Client ID Digital Certificate Subscriber Agreement, and any amendments made thereto from time to time.

Save and proceed

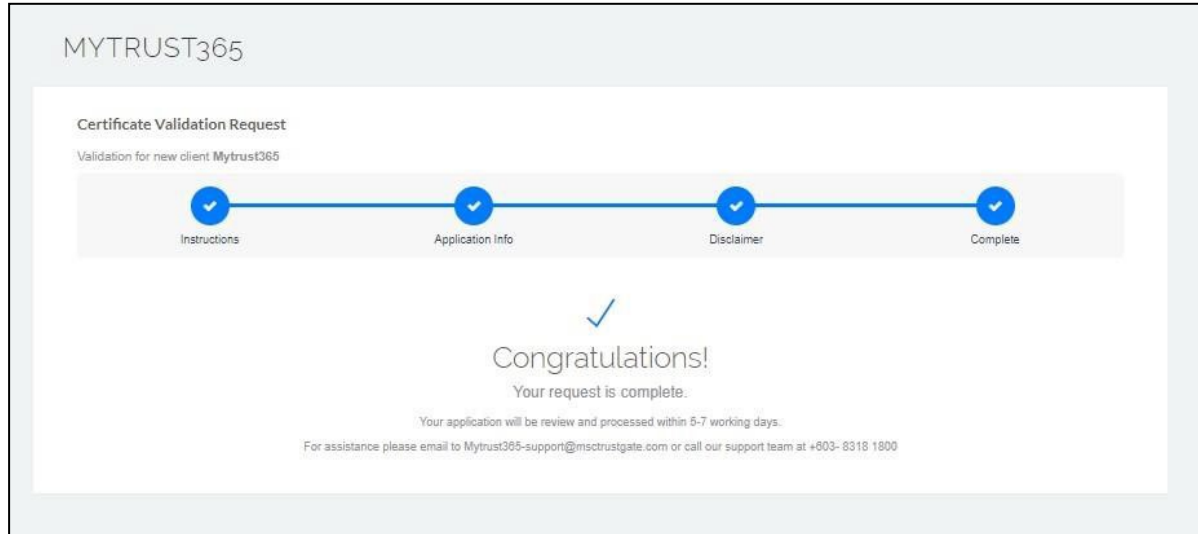
1

Please read the **Digital ID Subscriber Agreement** and tick the box to agree

2

Click **Save and proceed** button

Validation Process



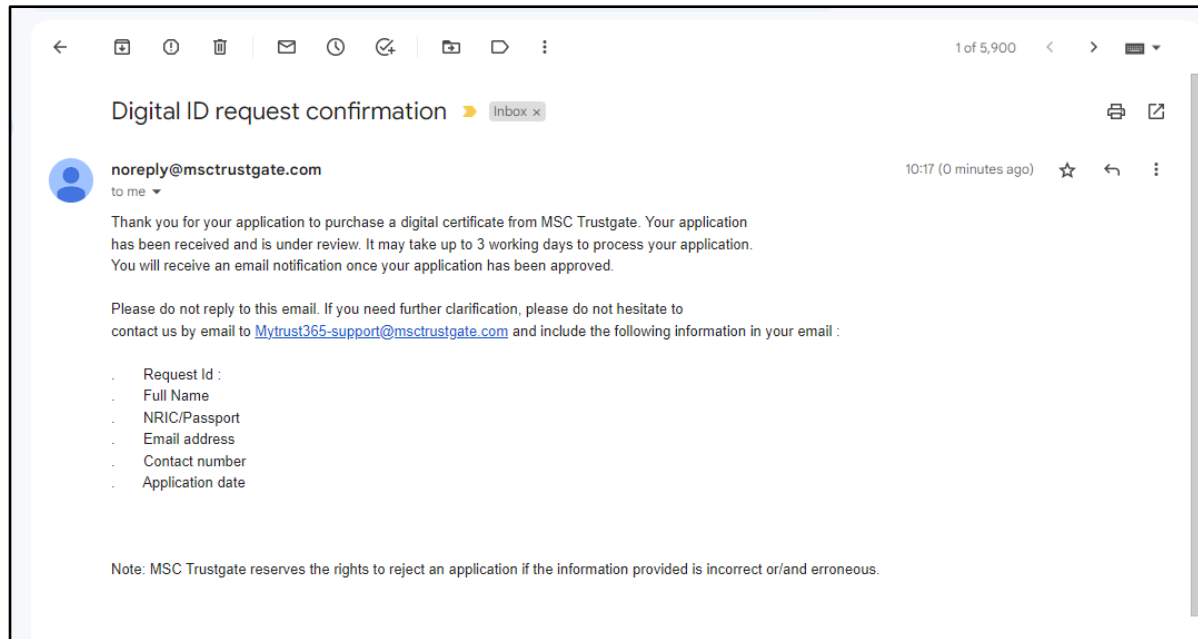
Your registration has been completed. MSC Trustgate will check and verify identity.

The validation process will take 5 to 7 working days.

Validation Process

You will receive an email* informing the registration has been received and is under review as the following:

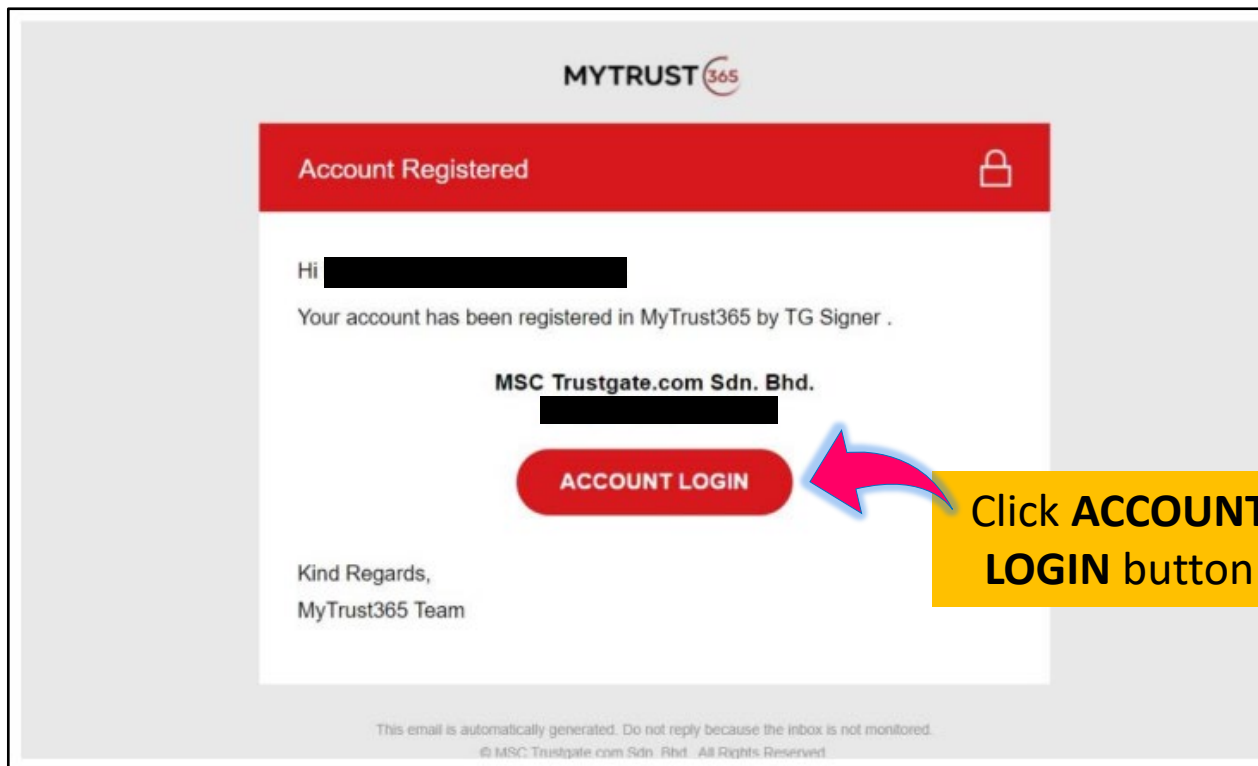
*If not in your inbox, please check your Spam folder.



Activation Process

Once the registration is approved by MSC Trustgate, you will receive an email* as the following:

*If not in your inbox, please check your Spam folder.



Activation Process

The image shows a login form titled "Sign Up" with a "LOGIN" section. The form includes an "Email" input field, a "Remember Me" checkbox, and a red "NEXT" button. Two yellow callout boxes with pink arrows indicate the activation steps: "1 Enter your Email Address" pointing to the email field, and "2 Click NEXT button" pointing to the "NEXT" button. A "More Login Options" link is visible at the bottom right of the form area.

Sign Up

LOGIN

Email

1 Enter your Email Address

Remember Me

2 Click **NEXT** button

NEXT

More Login Options

Activation Process

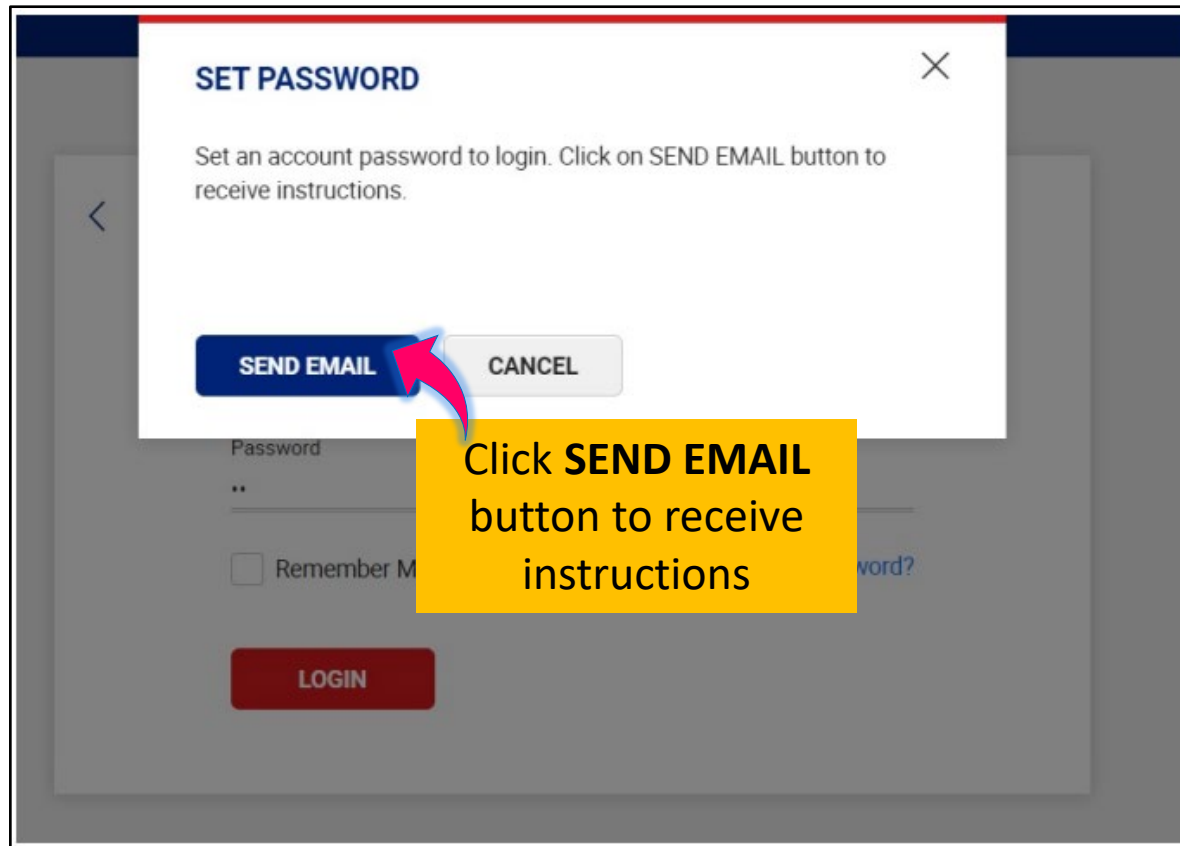
The screenshot shows a mobile application login screen. At the top left is a back arrow. The title 'LOGIN' is centered. Below it are two input fields: 'Email' (containing a blacked-out address) and 'Password' (empty). A red arrow points from the first annotation box to the password field. Below the password field is a checked 'Remember Me' checkbox and a blue 'Forgot Password?' link. At the bottom is a red 'LOGIN' button. A red arrow points from the second annotation box to this button.

1 Enter **Abc123** as a temporary password

2 Click **LOGIN** button

Activation Process

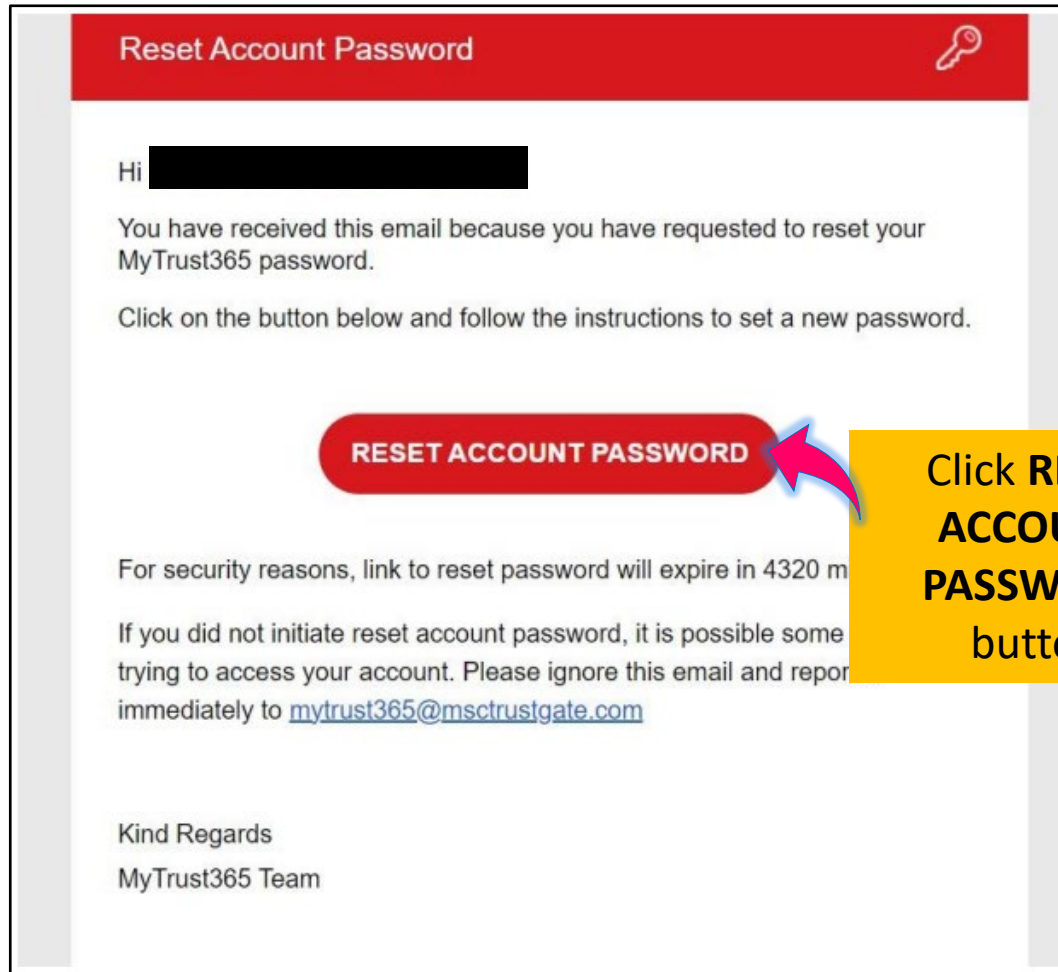
You need to set a password for first-time users.



Activation Process

You will receive an email* as the following:

*If not in your inbox, please check your Spam folder.



Click **RESET ACCOUNT PASSWORD** button

Activation Process

SET PASSWORD

Email

Password

The password authentication policies are:

- Include 1 or more numbers
- The minimum password length is 8 characters

Confirm Password

Security Question

Security Answer

SAVE

- 1 Set your Password
- 2 Retype to Confirm Password
- 3 Set your Security Question
- 4 Set your Security Answer
- 5 Click **SAVE** button

Login MyTrust365 Portal

The login page is as the following:

The image shows a screenshot of the MyTrust365 Portal login page. At the top right, there is a link for "Sign Up". The main heading is "LOGIN". Below it is an "Email" input field. A yellow callout box with the number "1" and the text "Enter your Email Address" has a pink arrow pointing to the input field. Below the input field is a checkbox labeled "Remember Me". A red "NEXT" button is positioned below the "Remember Me" checkbox. A second yellow callout box with the number "2" and the text "Click NEXT button" has a pink arrow pointing to the "NEXT" button. At the bottom right of the login form area, there is a link for "More Login Options".

Login MyTrust365 Portal

The screenshot shows a mobile application login screen. At the top left is a back arrow. The title 'LOGIN' is centered. Below it are two input fields: 'Email' (with a blacked-out value) and 'Password' (with a red arrow pointing to it). A 'Remember Me' checkbox is checked. A 'Forgot Password?' link is on the right. At the bottom is a red 'LOGIN' button with a red arrow pointing to it. Two yellow callout boxes with black numbers '1' and '2' provide instructions: '1 Enter your Password' and '2 Click LOGIN button'.

Login MyTrust365 Portal

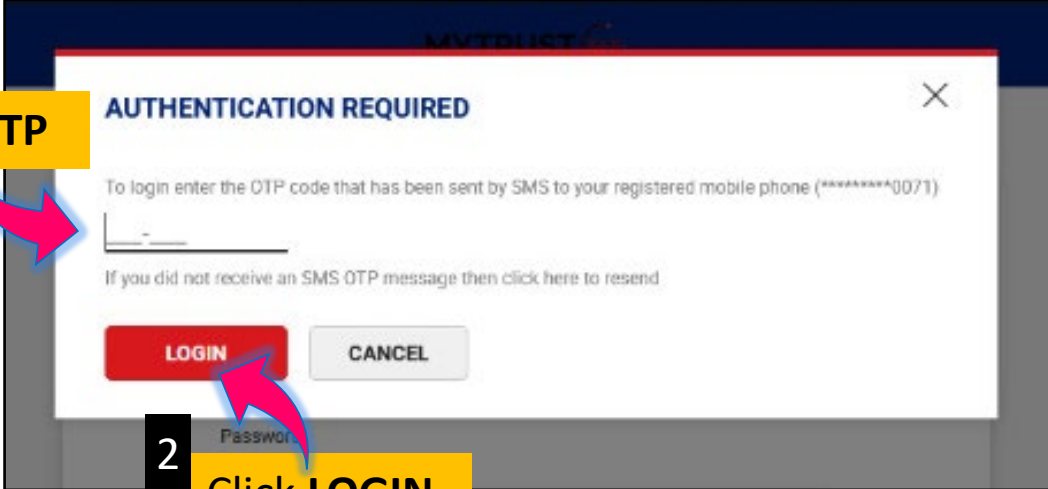
The image shows a screenshot of the MyTrust365 portal login interface. A modal window titled "AUTHENTICATION REQUIRED" is overlaid on the login form. The modal contains a text input field for a mobile phone number, a "NEXT" button, and a "CANCEL" button. A yellow callout box with the number "1" points to the input field, containing the instruction: "Please enter the country code 6 or 006 followed by your mobile phone number. Example: 60123456789 or 0060123456789". Another yellow callout box with the number "2" points to the "NEXT" button, containing the instruction: "Click NEXT button". The background login form shows a "Password" field, a "Remember Me" checkbox, and a "LOGIN" button. A "LOGGING IN..." progress indicator is visible below the "LOGIN" button.

1 Please enter the country code 6 or 006 followed by your mobile phone number. Example: 60123456789 or 0060123456789

2 Click **NEXT** button

Login MyTrust365 Portal

You will receive OTP via SMS.



The screenshot shows a web browser window with a dark blue header containing the 'MYTRUST365' logo. A white modal dialog box titled 'AUTHENTICATION REQUIRED' is centered on the screen. The dialog contains the following text: 'To login enter the OTP code that has been sent by SMS to your registered mobile phone (*****0071)'. Below this is a text input field. Underneath the input field is the text: 'If you did not receive an SMS OTP message then click here to resend'. At the bottom of the dialog are two buttons: a red 'LOGIN' button and a grey 'CANCEL' button. A yellow callout box with the number '1' and the text 'Enter the OTP' has a red arrow pointing to the input field. Another yellow callout box with the number '2' and the text 'Click LOGIN button' has a red arrow pointing to the 'LOGIN' button.

1 Enter the **OTP**

2 Click **LOGIN** button

Login MyTrust365 Portal

This is your MyTrust365 dashboard view.

The screenshot displays the MyTrust365 dashboard interface. At the top, there is a dark blue navigation bar with the 'PURA' logo on the left, 'DASHBOARD' and 'DOCUMENTS' menu items in the center, and notification and user profile icons on the right. Below the navigation bar, a dark grey section contains four workflow status cards: 'PENDING' with a count of 1, 'IN PROGRESS' with a count of 0, 'DECLINED' with a count of 0, and 'COMPLETED' with a count of 0. A teal 'NEW WORKFLOW' button with a dropdown arrow is positioned below these cards. The main content area is white and divided into four columns: 'PERSONAL INFO' with a user profile for Mohammad Salmi Ahmad Sabki, 'QUICK ACTIONS' with links to Templates, Contacts, Delegated Signing, and Notifications, 'ENTERPRISE ACTIONS' with links to Templates and Contacts, and 'SIGNATURE' with two digital signature boxes, one showing the name 'Mohammad Salmi Ahmad Sabki' and the other showing the initials 'MS'.

Signature Appearance Settings

The screenshot displays the PUNE dashboard interface. At the top, there is a navigation bar with the PUNE logo, 'DASHBOARD', and 'DOCUMENTS' links, along with notification and user icons. Below the navigation bar, a summary section shows four metrics: 'PENDING' (1), 'IN PROGRESS' (0), 'DECLINED' (0), and 'COMPLETED' (0). A 'NEW WORKFLOW' button is visible below the metrics. The main content area is divided into four columns: 'PERSONAL INFO' (showing user details for Mohammad Salmi Ahmad Sabki), 'QUICK ACTIONS' (listing Templates, Contacts, Delegated Signing, and Notifications), 'ENTERPRISE ACTIONS' (listing Templates and Contacts), and 'SIGNATURE' (showing two signature options: a typed name and a handwritten 'HS'). A red arrow points to the 'SIGNATURE' section, and a yellow callout box provides instructions on how to access the signature appearance settings.

PERSONAL INFO

Mohammad Salmi Ahmad Sabki
mohdsalmiahmadsabki@gmail.com
[Edit](#)

QUICK ACTIONS

- > Templates
- > Contacts
- > Delegated Signing
- > Notifications

ENTERPRISE ACTIONS

- > Templates
- > Contacts

SIGNATURE

Mohammad Salmi Ahmad Sabki

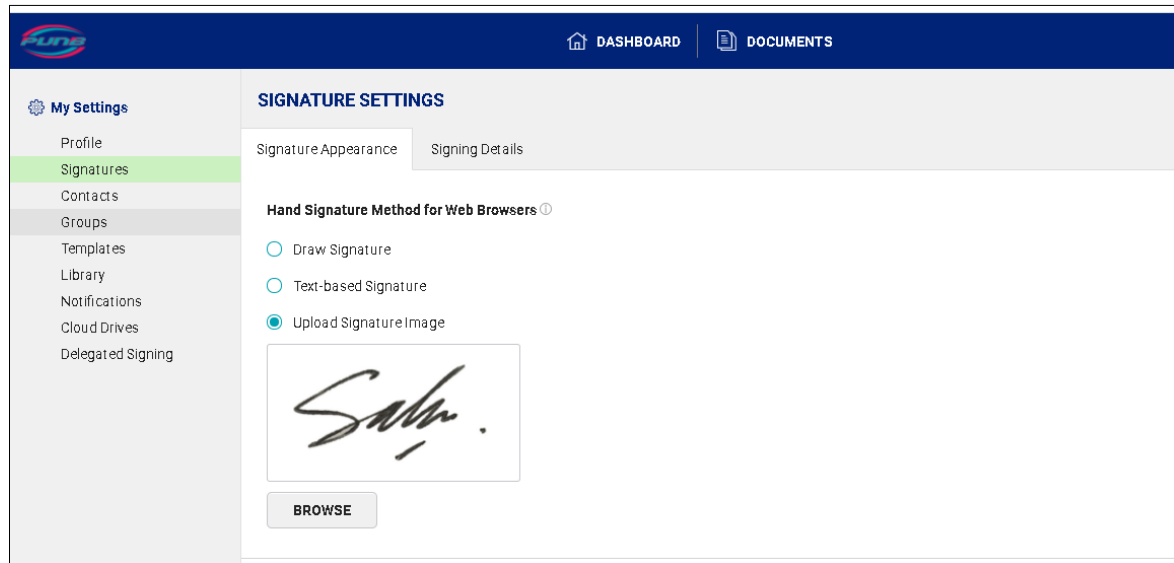
HS

For your signature appearance settings, click the **SIGNATURE** section

Signature Appearance Settings

You have 3 signature method options:

- i. **Draw Signature**
- ii. **Text-Based Signature**
- iii. **Upload Signature Image**



You have to choose one of the 3 method options above.

Text-Based Signature is set as default if you do not select any method.

Signature Appearance Settings

Here is a guide if you choose the **Upload Signature Image** method.

Note: You need to prepare a signature image before starting the above steps by scanning or taking a photo of your signature.

The screenshot shows the 'SIGNATURE SETTINGS' page in a web application. The left sidebar contains 'My Settings' with options like Profile, Signatures, Contacts, Groups, Templates, Library, Notifications, Cloud Drives, and Delegated Signing. The main content area has two tabs: 'Signature Appearance' and 'Signing Details'. Under 'Signature Appearance', there are three radio button options for the 'Hand Signature Method for Web Browsers': 'Draw Signature', 'Text-based Signature', and 'Upload Signature Image'. The 'Upload Signature Image' option is selected and marked with a red box containing the number '1'. Below these options is a preview area showing a handwritten signature, also marked with a red box containing the number '1'. A 'BROWSE' button is located below the preview, marked with a red box containing the number '2'. At the bottom of the settings area is a 'SAVE' button, marked with a red box containing the number '4'. An overlay window shows a file explorer view of the 'PUNB Digital Signature' folder, containing a file named 'Signature Image PUNB.jpeg', which is marked with a red box containing the number '3'. A yellow box on the right side of the screenshot contains the following steps:

Steps:

1. Choose **Upload Signature Image**
2. Click **BROWSE** button
3. Choose signature image from **your saved files**
4. Click **SAVE** button

Signature Appearance Settings

The screenshot displays the PUNE dashboard interface. At the top, there is a navigation bar with 'DASHBOARD' and 'DOCUMENTS' links, along with a notification bell and a user profile icon. Below the navigation bar, a dark grey section contains four statistics cards: 'PENDING' (0), 'IN PROGRESS' (0), 'DECLINED' (0), and 'COMPLETED' (5). A teal 'NEW WORKFLOW' button is positioned below these cards. The main content area is divided into four columns: 'PERSONAL INFO' (showing a profile icon and name 'Mohammad Salmi Ahmad Sabki'), 'QUICK ACTIONS' (listing Templates, Contacts, Delegated Signing, and Notifications), 'ENTERPRISE ACTIONS' (listing Templates and Contacts), and 'SIGNATURE' (showing two signature templates: 'Salmi.' and 'KS'). A red arrow points to the 'Salmi.' signature template, which is highlighted by a yellow callout box.

PERSONAL INFO

Mohammad Salmi Ahmad Sabki

QUICK ACTIONS

- > Templates
- > Contacts
- > Delegated Signing
- > Notifications

ENTERPRISE ACTIONS

- > Templates
- > Contacts

SIGNATURE

Salmi.

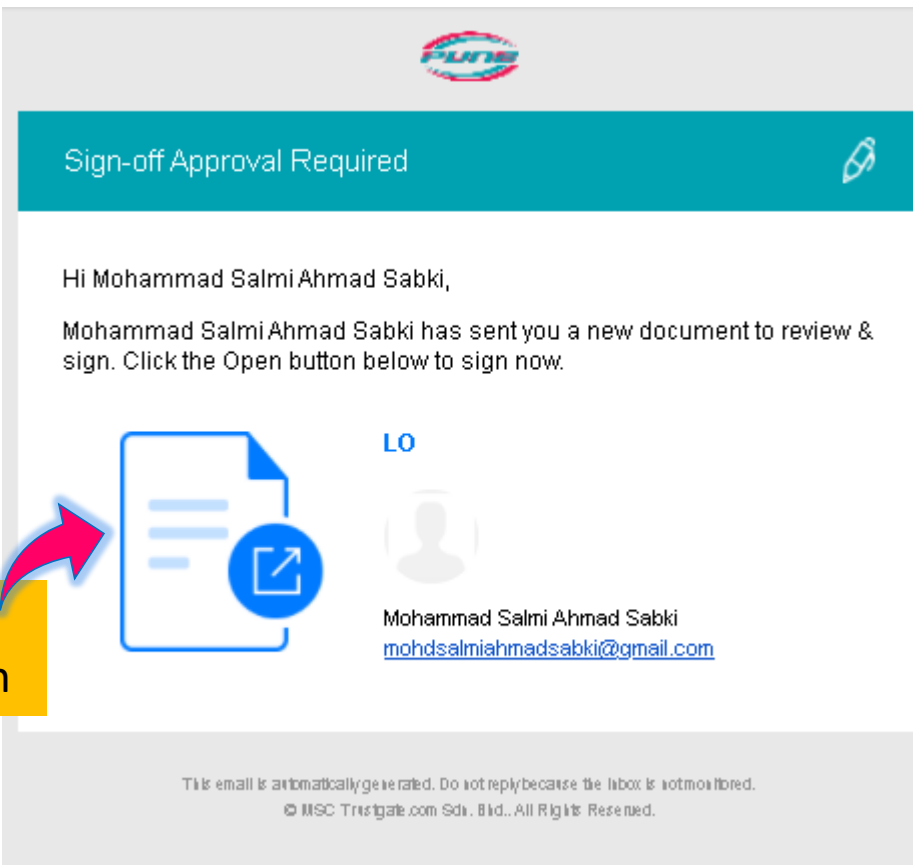
KS

You can check your signature appearance displayed here

Document Signing Process

You will receive an email* as the following:

*If not in your inbox, please check your Spam folder.



The screenshot shows an email interface with a grey header containing the 'PURE' logo. Below the header is a teal banner with the text 'Sign-off Approval Required' and a small icon. The main body of the email contains the following text:

Hi Mohammad Salmi Ahmad Sabki,

Mohammad Salmi Ahmad Sabki has sent you a new document to review & sign. Click the Open button below to sign now.

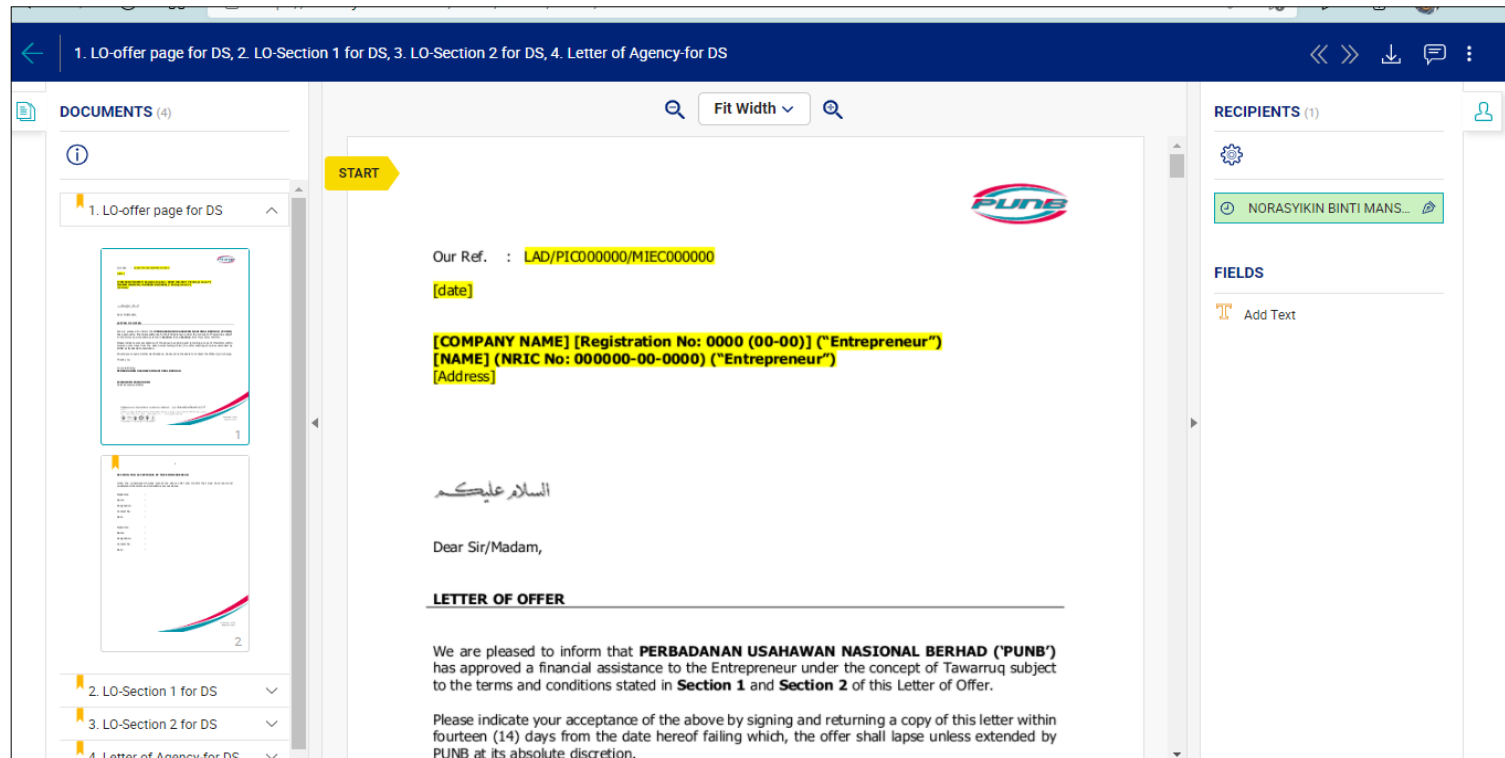
Below the text, there is a document icon (a blue square with a white document and a blue circle containing a white document icon) and a profile icon (a grey circle with a white person silhouette). To the right of the profile icon, the text reads 'LO', 'Mohammad Salmi Ahmad Sabki', and 'mohdsalmiahmadsabki@gmail.com'. A yellow callout box with a red arrow points to the document icon, containing the text 'Click the document icon'.

At the bottom of the email, there is a footer with the text: 'This email is automatically generated. Do not reply because the inbox is not monitored. © MSC Transgate.com Sdn. Bhd., All Rights Reserved.'

Document Signing Process

Login to the MyTrust365 portal (refer [page 21](#))

The documents that need to be signed will be displayed as the following:



Please read and review your documents.

Document Signing Process

Click **START** button to sign

The screenshot displays a document signing interface. On the left, a sidebar titled 'DOCUMENTS (4)' lists four documents: '1. LO-offer page for DS', '2. LO-Section 1 for DS', '3. LO-Section 2 for DS', and '4. Letter of Agency for DS'. A yellow callout box with the text 'Click START button to sign' and a red arrow points to a yellow 'START' button next to the first document. The main area shows the content of the selected document, which is a letter of offer from PUNB. The letter includes the following text:

Our Ref. : LAD/PIC000000/MIEC000000
[date]
[COMPANY NAME] [Registration No: 0000 (00-00)] ("Entrepreneur")
[NAME] (NRIC No: 000000-00-0000) ("Entrepreneur")
[Address]

السادة عليكم السلام

Dear Sir/Madam,

LETTER OF OFFER

We are pleased to inform that **PERBADANAN USAHAWAN NASIONAL BERHAD ('PUNB')** has approved a financial assistance to the Entrepreneur under the concept of Tawarruq subject to the terms and conditions stated in **Section 1** and **Section 2** of this Letter of Offer.

Please indicate your acceptance of the above by signing and returning a copy of this letter within fourteen (14) days from the date hereof failing which, the offer shall lapse unless extended by PUNB at its absolute discretion.

On the right side of the interface, there is a 'RECIPIENTS (1)' section with a gear icon and a recipient named 'NORASYIKIN BINTI MANS...'. Below it is a 'FIELDS' section with an 'Add Text' button.

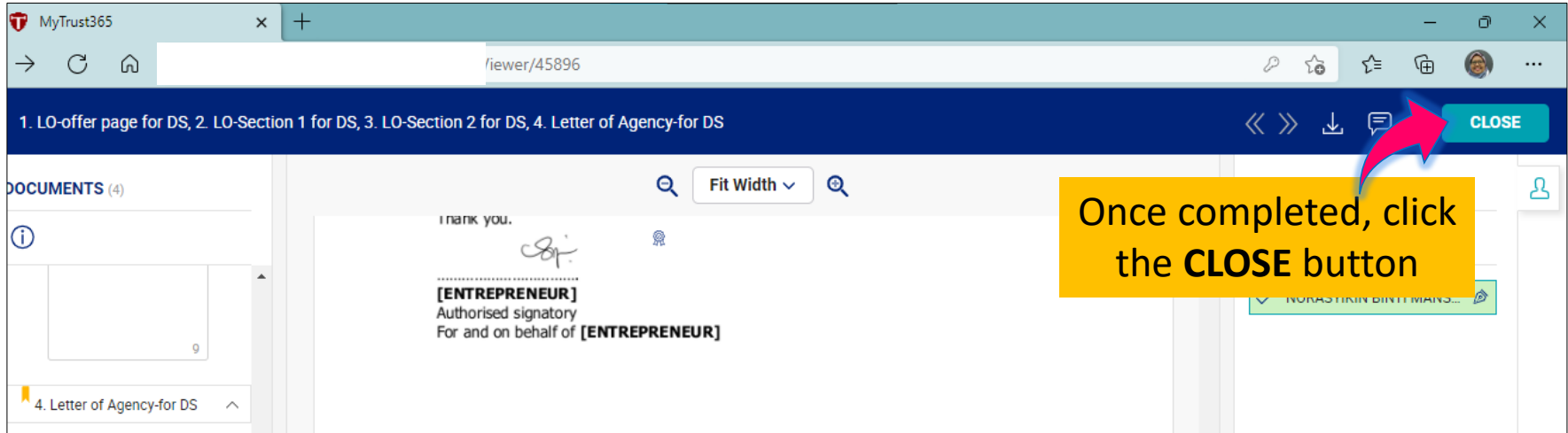
Document Signing Process

The screenshot displays a document signing application interface. At the top, a navigation bar shows the document sequence: "1. LO-offer page for DS, 2. LO-Section 1 for DS, 3. LO-Section 2 for DS, 4. Letter of Agency-for DS". The main area shows the current page, "1. LO-offer page for DS", with a "NEXT: 1/9" indicator. The document content includes a section titled "SECTION FOR ACCEPTANCE BY THE ENTREPRENEUR" with the text: "I/We, the undersigned hereby accept the above offer and confirm that I/we have read and understand the terms and conditions set out above." Below this text is a form with the following fields: Signature (with a "Sign here" placeholder and a red arrow pointing to it), Name (filled with "NORASYIKIN BINTI MANSOR"), Designation (filled with "Job Title"), Contact No. (empty), and Date (filled with "10/01/22"). A yellow callout box with the text "Click Sign here to sign" is positioned over the signature field. The right sidebar shows "RECIPIENTS (1)" with a recipient named "NORASYIKIN BINTI MANSOR" and a "FIELDS" section with an "Add Text" option.

Note:

You need to complete the required information and your signature in each place set by PUNB Officer (if any).

Document Signing Process



Document Signing Process

The screenshot shows a web application interface for document management. At the top, there is a navigation bar with 'DASHBOARD' and 'DOCUMENTS' tabs. A yellow callout box labeled '1' points to the 'DOCUMENTS' tab with the text: 'To check the signed document, click **DOCUMENTS**'. Below the navigation bar, there is a search bar and a dropdown menu for document categories. A yellow callout box labeled '2' points to the 'All Documents (4)' option in the dropdown menu with the text: 'Select All Documents'. The main content area displays a list of documents. One document is highlighted with a yellow callout box stating: 'The status of the document is **Signed**'. The document list includes columns for status (Completed, Signed, Draft), date (Jan 04, 2022), size, and an 'OPEN' button.

1 To check the signed document, click **DOCUMENTS**

2 Select All Documents

The status of the document is **Signed**

-End of Document-

