



MSC Trustgate.com Sdn. Bhd. (478231-x) Suite 2-9,Level 2, Block 4801 CBD Perdana, Jalan Perdana 63000 Cyberjaya Selangor Darul Ehsan Malaysia Tel: +603 8318 1800 Fax: +603 8319 1800

# USER GUIDE for MyTrustID Desktop

## **TOKEN USER**

Document Id	MYTRUSTIDESKTOP - USERGUIDE-TOKENUSER
Revision Number	1.1
Issue Date	20-09-2021
Security Level	External

The information contained within should not be reproduced or redistributed without prior written consent from MSC TRUSTGATE.COM SDN. BERHAD





Contents	1.	Introduction	3
	1.1.	Purpose	3
	1.2.	Scope	3
	2.	Software Requirements	3
	3.	Installations	3
	3.1.	Application Download	3
	3.2.	Installation Steps	4
	3.3.	Check Certificate validity in Token	6
	3.4.	Renewal and Pickup Certificate	8
	2.3.1	Enrol for Renewal	8
	2.3.2	Pickup Certificate	10
	3.5.	Pickup New Certificate for Token	11
	3.6.	Update MyTrustID Apps 1	13

Figures	Figure 1: Extract ZIP file	4
	Figure 2: Run Installer as administrator	4
	Figure 3: Installation process	5
	Figure 4: Installation complete	5
	Figure 5: Select Storage – USB Token	6
	Figure 6: Login to read certificate in Token	6
	Figure 7: Latest certificate detail	7
	Figure 8: Expired certificate information	8
	Figure 9: Portal to apply renewal	8
	Figure 10: email notification for successful renewal request	9
	Figure 11: Enter user information	9
	Figure 12: Renewal certificate is completed	10
	Figure 13: Pickup Certificate	11
	Figure 14: Activation code from email	11
	Figure 15: Enter user information	12
	Figure 16: Pickup certificate is completed	12
	Figure 17: Close app	13
	Figure 18: Run MyTrustID As Administrator	13
	Figure 19: Proceed to update	14
	Figure 20: Confirmation to close current running App	14
	Figure 21: Installation process	15
	Figure 22: Update complete	15





#### 1. Introduction

#### 1.1. Purpose

This document describes the detail user guide for users on using MyTrustID Desktop

#### **1.2. Scope**

This document describes the following scope and functions:

- i. Installations
- ii. Using The Application

#### 2. Software Requirements

#### **Operating System**

- Microsoft Windows 7 x32, x64;
- o Windows 10 x64

-Minimum is Windows 7 SP1-

#### 3. Installations

This section describes installations procedures of MyTrustID Desktop Software:

#### **3.1. Application Download**

Download MyTrustID Desktop at below link :-

Application	URL
MyTrustIDesktop	https://www.msctrustgate.com/download/fetch.php?file=MyTrustIDesktop.zip





#### **3.2. Installation Steps**

a) Right click and select Extract All...



Figure 1: Extract ZIP file



#### b) Run *MyTrustID.EXE* by right click and **Run As Administrator**

Figure 2: Run Installer as administrator





c) Wait until the installation process is done



Note : if the installation too long, click on the command prompt and press enter

Figure 3: Installation process

d) MyTrustID App will automatically launched once the installation is completed.



Figure 4: Installation complete





#### 3.3. Check Certificate validity in Token

a) Click My Certificate -> USB Token and click Continue

WyTrustID		_	×
My Trust ID	Quick Setup		
1 Mu Costificato	Select default certificate type :-		
Pickup Certificate	• USB Token		
i About	○ SoftCert		
	Continue Cancel		

Figure 5: Select Storage – USB Token

WyTrustID	_		×
My Trust ID	Quick Setup	_	
My Certificate	Login		
Pickup Certificate			
E About	Token © ST3/GPKI PIN : •••••••••••••••••••••••••••••••••••		

b) Enter Token PIN and click Login







#### c) Certificate details



#### Figure 7: Latest certificate detail





### 3.4. Renewal and Pickup Certificate

#### 2.3.1 Enrol for Renewal

- a) View certificate or refer to step 2.2
- b) Click on **Renew** button

WyTrustID		_		×
My Trust ID	Certificate De	etail		
My Certificate	My Trust	D Bhd +		
Pickup Certificate	FULL NAME/USERNAME : JOHN CENA	5		
	XYZ Coorporation Sdn Bhd ISSUER : Trustgate RSA CA			
	STATUS : EXPIRED EXPIRES : 21/6/202	21 12:05:21 AM		
	Storage : ST3/GPKI Cha	nge Detail		
		Renew	1	
	Note : Your certificate is Expiring/Expired, Cl	ick Renew button		

Figure 8: Expired certificate information

New Certificate Enrollment R	equest				
Enrollment for new client digital ID for 1 Instructions	2 Application Info	Bhd 3 Package & Pricing	4 Disclaimer	5 Payment	G
Enrollment Instructions Please read and understand the	Enroliment Instruction below:				
Application Info Upload Documents Select package Make Payment Complete	Fill up your informations Attach scanned copy of format, with size below 2 Choose new or renew yo Payment can be made u Once complete, kindly w MyTrustID Portal.	required for RA verification. your MyKad/Passport, Company I 2MB) to assist verification. our certificate with the desired vali ising any of the following: FPX, Cr ailt for the verification and issuance	Registration Form and Compa dity. edit Card / Debit Card (VISA/h e of your certificates by our R/	ny Authorization Letter (latest MASTERCARD) A. You may check your reque	date) (in JPEG or PDF st status by logging to
Complete					

c) User will be redirected to enrolment portal for renewal process.

Figure 9: Portal to apply renewal





 d) Once **Renewal** application has been approved, user will receive an email to pickup certificate

Your Digital ID is ready to activate		
no_reply@msctrustgate.com	← Reply	Reply All
То		
Dear		
Our Administrator has approved your Digital ID request and ready to activate with your token.		
Kindly follow bellow steps for activation:		
1) Download and Install MyTrustID app from <a href="https://msctrustgate.com/download/mtid.exe">https://msctrustgate.com/download/mtid.exe</a>		
2) Run app, inject your USB token and click button pick up		
3) Enter your Id Number and copy activation code below		
Activation Code:		
L996gUeTNy8Ug8VMHXATSZgpix5pQ7ID6bTgzjxBY7_vzcju3Wcv2q3qiPLk8KITS8dJKEAuHbo6WRc4TaW4og		
If you have any questions or problems, please contact our Administrator by replying to this ema	il message.	
in you have any questions of prosents, preuse contact our Autimistration by reprying to this child	in message.	

Figure 10: email notification for successful renewal request

- e) Click on Pickup Certificate
- f) Plug-in **Token** into PC
- g) Enter your IC/Passport No., Token PIN and Activation code(from email)

	W MyTrustIC	)		×
	My	<b>T</b> rust <b>ID</b>		
		My Certificate	Pickup Certificate	
4		About	IC/Passport No. : 88887828888	
			Token PIN :     •••••••     3       Activation code :     3gUYQu4VAAas7LJy7pQtFSyljNIUCtOg	
			Pickup Cancel	
			4	

Figure 11: Enter user information





h) Renewal certificate is successful.





Figure 12: Renewal certificate is completed

#### 2.3.2 Pickup Certificate

a) Click on Pickup Certificate, refer to step 2.4





#### 3.5. Pickup New Certificate for Token

- a) Click Pickup Certificate
- b) Plug-in the empty Token into PC
- c) Enter your IC/Passport No., Token PIN and Activation code(from email)

	WyTrustID	-	×
1	My Trustil My Certificate Pickup Certificate	Pickup Certificate	
	About	IC/Passport No. : 2	

#### Figure 13: Pickup Certificate

Your Digital ID is ready to activate		
no_reply@msctrustgate.com	← Reply	Keply All
Dear,		
Our Administrator has approved your Digital ID request and ready to activate with your token.		
Kindly follow bellow steps for activation:		
1) Download and Install MyTrustID app from <a href="https://msctrustgate.com/download/mtid.exe">https://msctrustgate.com/download/mtid.exe</a>		
2) Run app, inject your USB token and click button pick up		
3) Enter your Id Number and copy activation code below		
Activation Code:		
L996gUeTNy8Ug8VMHXATSZgpix5pQ7lD6bTgzjxBY7_vzcju3Wcv2q3qiPLk8KITS8dJKEAuHbo6WRc4TaW4og		
If you have any questions or problems, please contact our Administrator by replying to this emi	ail message.	

Figure 14: Activation code from email





d) Copy Activation code and paste in the form field, then click **Pickup** button

W MyTrustID		– 🗆 X
	Pickup Certific	ate
Pickup Certificate		
L About	IC/Passport No. : 88887828888 Token PIN : •••••• Activation code : 3gUYQu4VAAas7LJy7pQtFSyljNII Pickup Cancel	ICtOg

#### Figure 15: Enter user information

e) Pickup certificate is done

W MyTrustID	-		×
My Trust/D	Certificate Detail		
My Certificate	My Trust/D MSC Trustgate.com Sdn Bhd		
Pickup Certificate	FULL NAME/USERNAME : X	1	
Fi About	ORGANIZATION : XYZ Coorporation Sdn Bhd ISSUER : Trustgate RSA CA		
	STATUS : VALID EXPIRES : 21/6/2022 12:05:21 AM		
	Storage : ST3/GPKI Change Detail		

Figure 16: Pickup certificate is completed





#### 3.6. Update MyTrustID Apps

a) Right click MyTrustID icon at the system tray and select Exit



Figure 17: Close app

b) Run MyTrustID as Administrator

MythusilDyi		Open	
May need to 20		Open file location	
	<b>8</b>	TortoiseSVN	>
		Add to archive	
	w	Add to "MyTrustIDv1.rar"	
	u.	Compress and email	
		Compress to "MyTrustIDv1.rar" and email	
	•	Run as administrator	
	S	Share with Skype	

Figure 18: Run MyTrustID As Administrator





d)

Click OK

c) Select YES



Figure 19: Proceed to update

WyTrustID	- 🗆 X
My Trust ID	
My Certificate	WELCOME TO
Pickup Certificate	WELCOWE TO
About	My rustID
	MyTrustID ×
	Download complete. MyTrustID need to be closed.
	ОК

Figure 20: Confirmation to close current running App





e) Wait until the installation process is done



Note : if the installation too long, click on the command prompt and press enter

Figure 21: Installation process

f) MyTrustID is successfully updated once the app is automatically launched.



Figure 22: Update complete

