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USER GUIDE

for

MyTrustID Desktop

TOKEN USER

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Contents

Figures

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

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

    -Minimum is Windows 7 SP1-

3. Installations

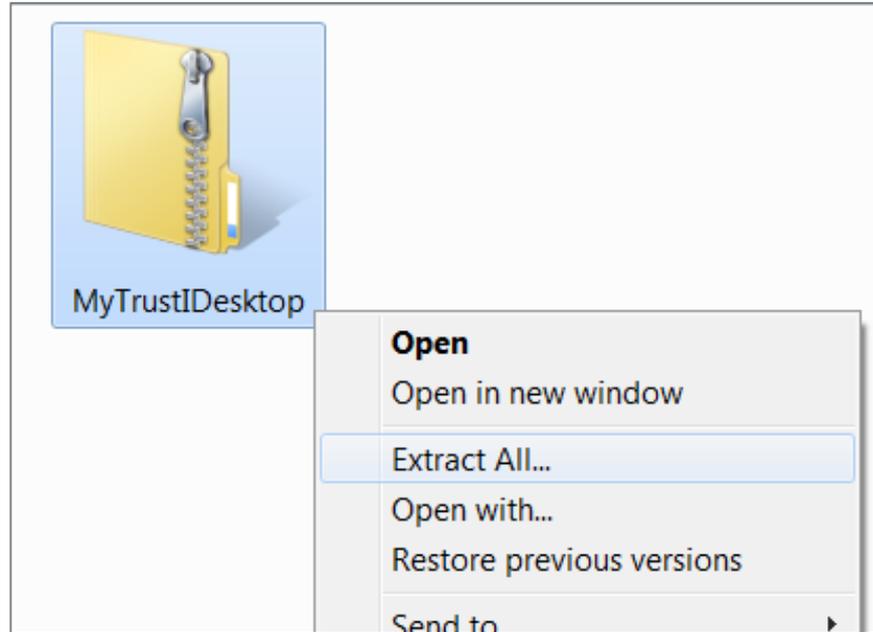This section describes installations procedures of MyTrustID Desktop Software:

3.1. Application Download

Download MyTrustID Desktop at below link :-

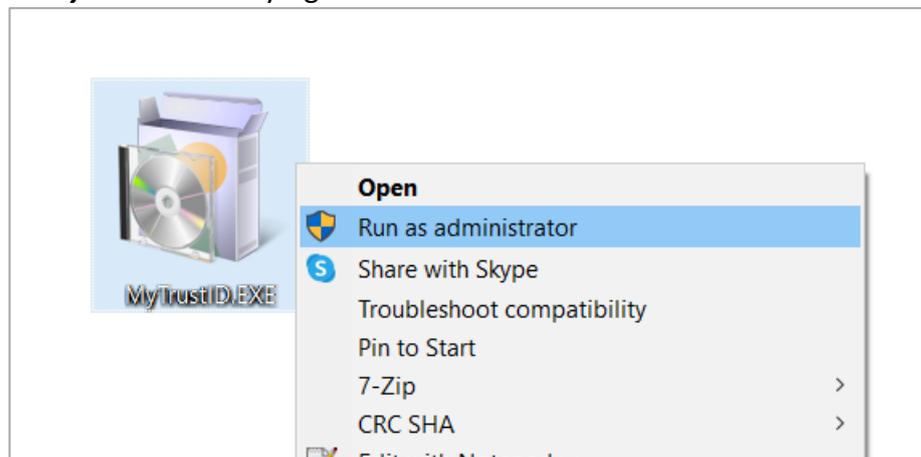| Application	URL
MyTrustIDesktop	https://www.msctrustgate.com/download/fetch.php?file=MyTrustIDesktop.zip

3.2. Installation Steps

a)   Right click and select **Extract All...**
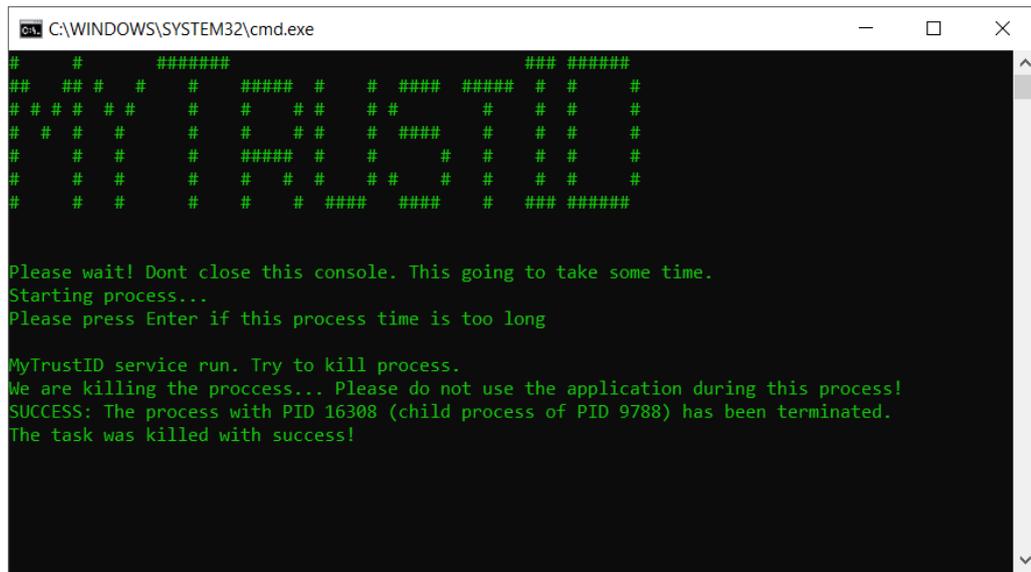

Figure 1: Extract ZIP file

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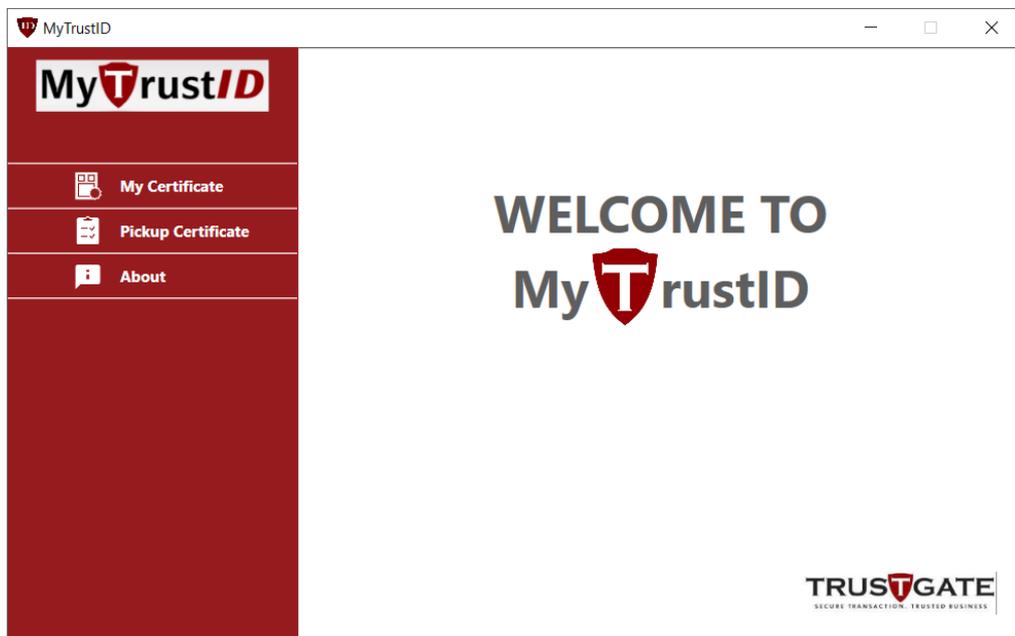

Figure 2: Run Installer as administrator

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**
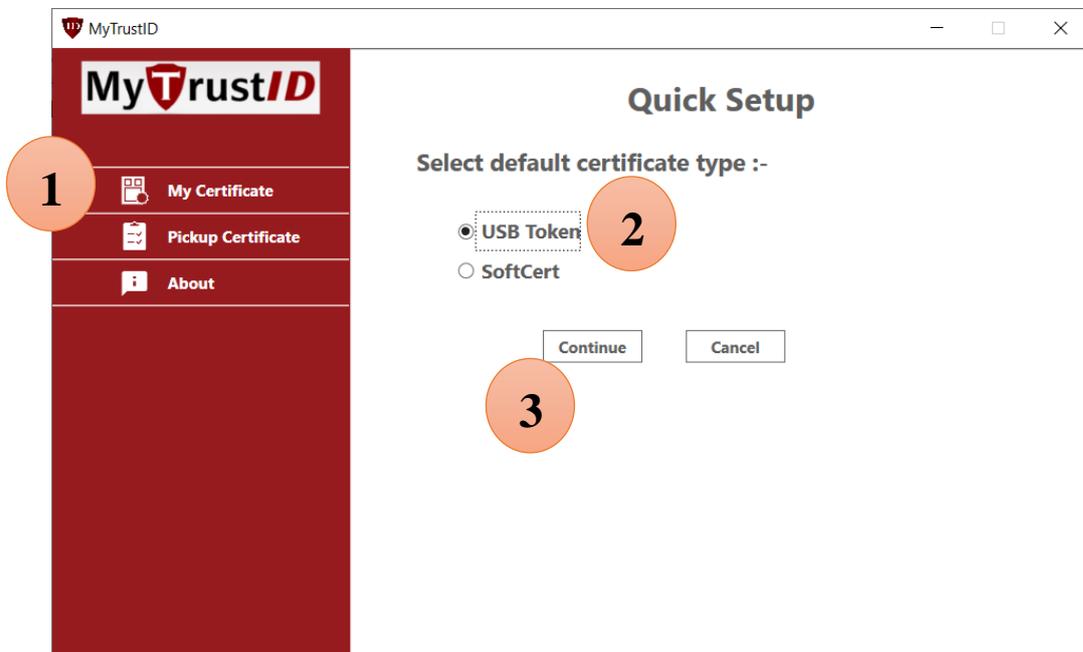

Figure 5: Select Storage – USB Token

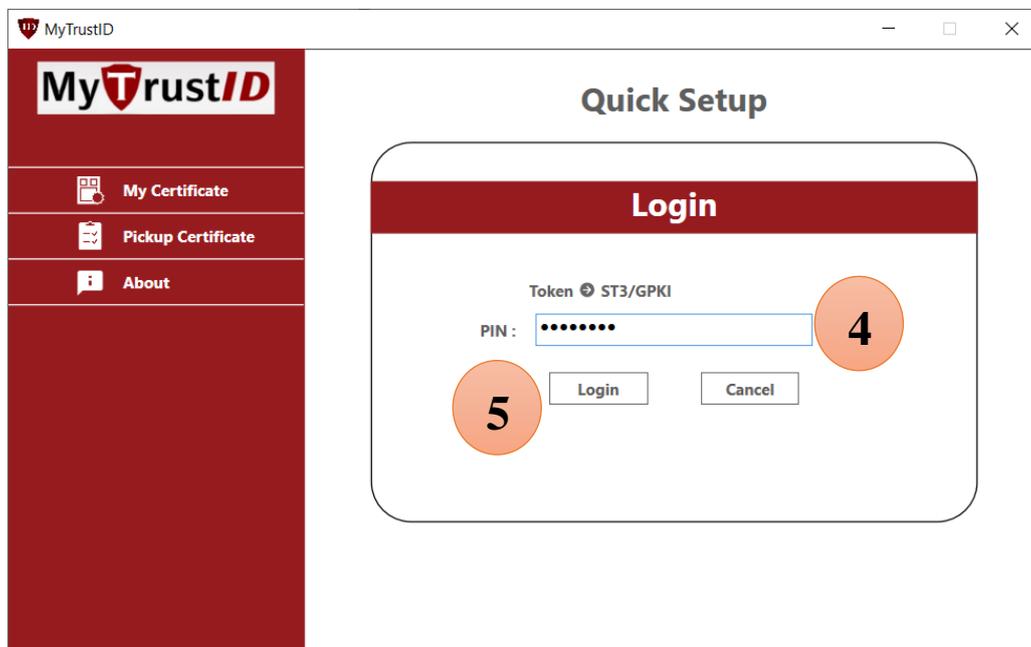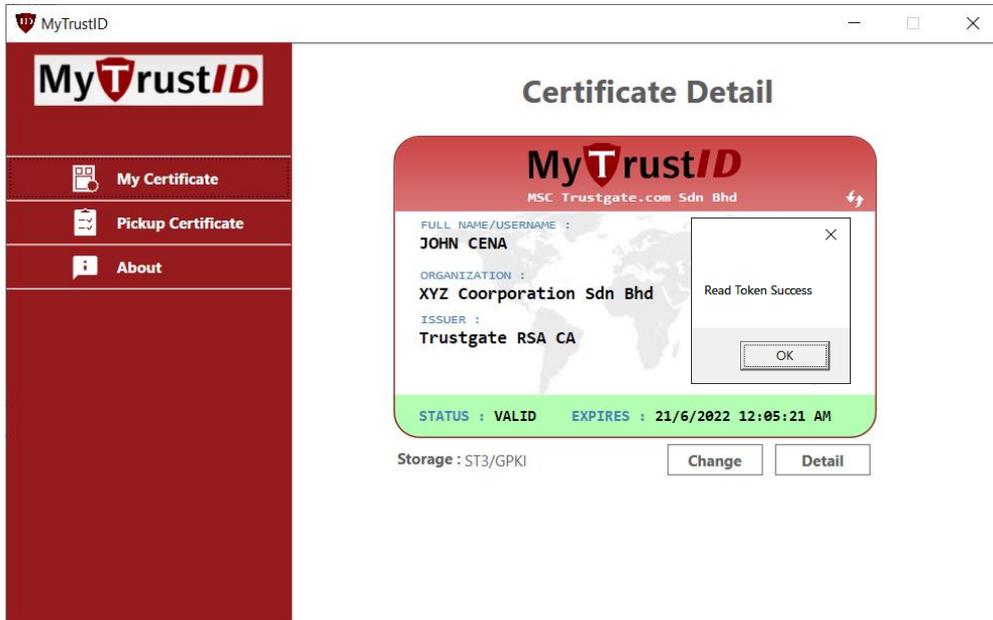b) Enter **Token PIN** and click **Login**

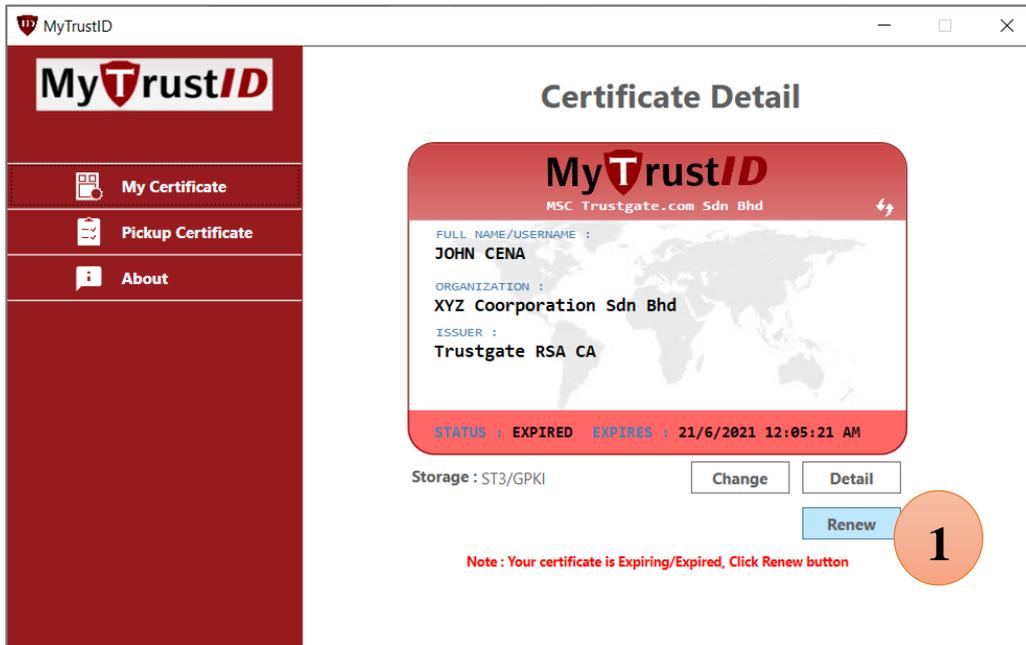**Figure 6:** Login to read certificate in Token

c)   Certificate details

Figure 7: Latest certificate detail
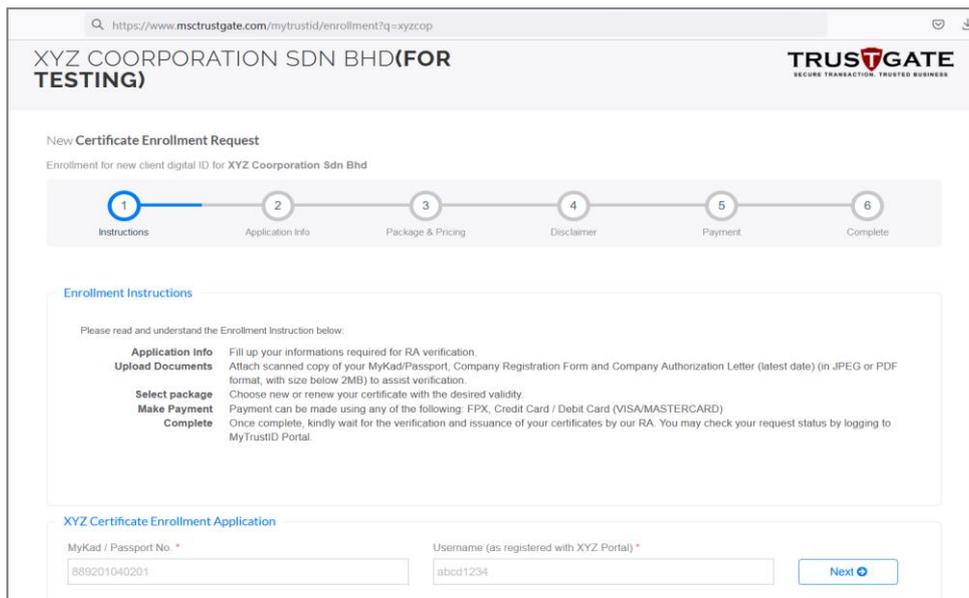
3.4. Renewal and Pickup Certificate

2.3.1 Enrol for Renewal

a) View certificate or refer to step 2.2

b) Click on **Renew** button

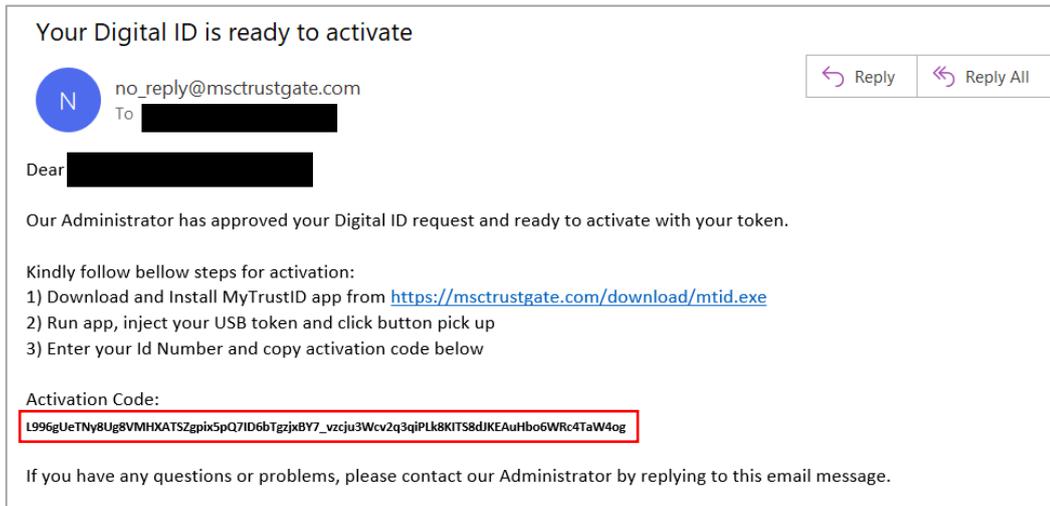

Figure 8: Expired certificate information

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

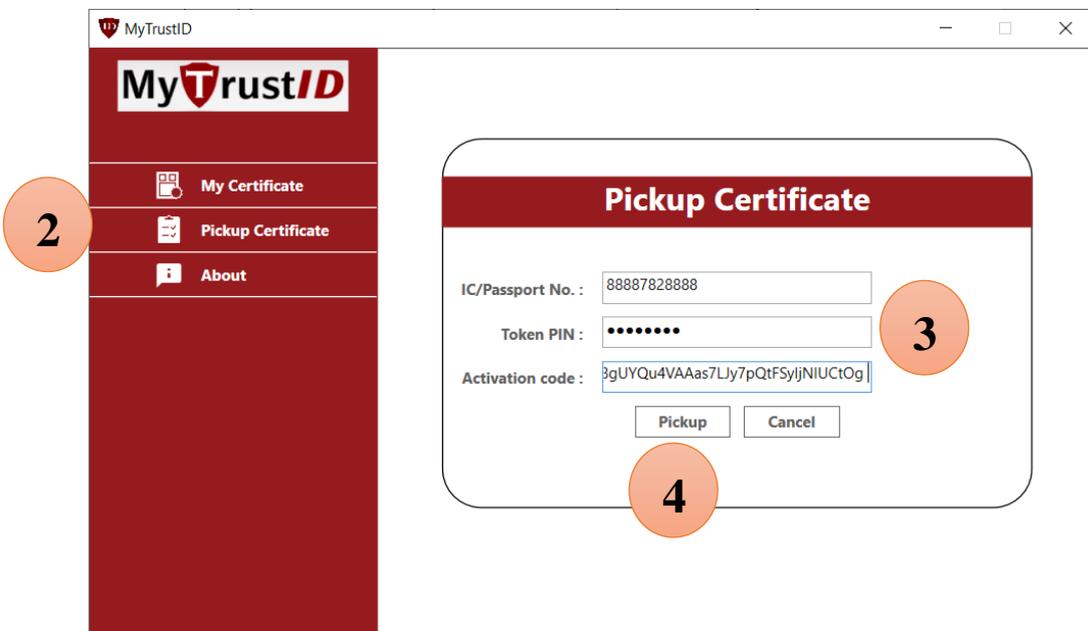**Figure 9:** Portal to apply renewal

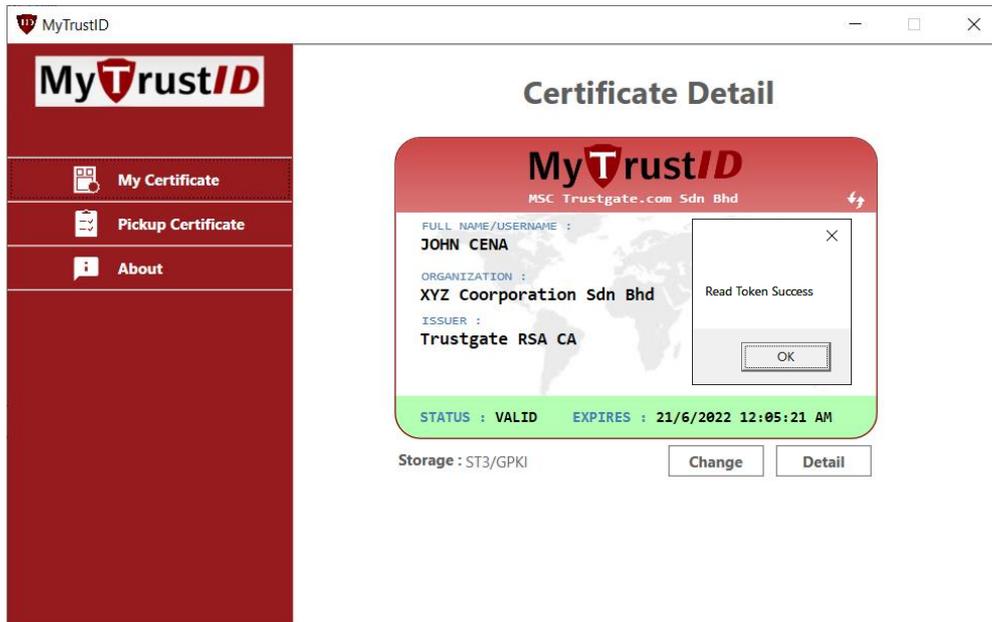d)   Once **Renewal** application has been approved, user will receive an email to pickup certificate

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)

Figure 11: Enter user information

h)   **Renewal certificate** is successful.

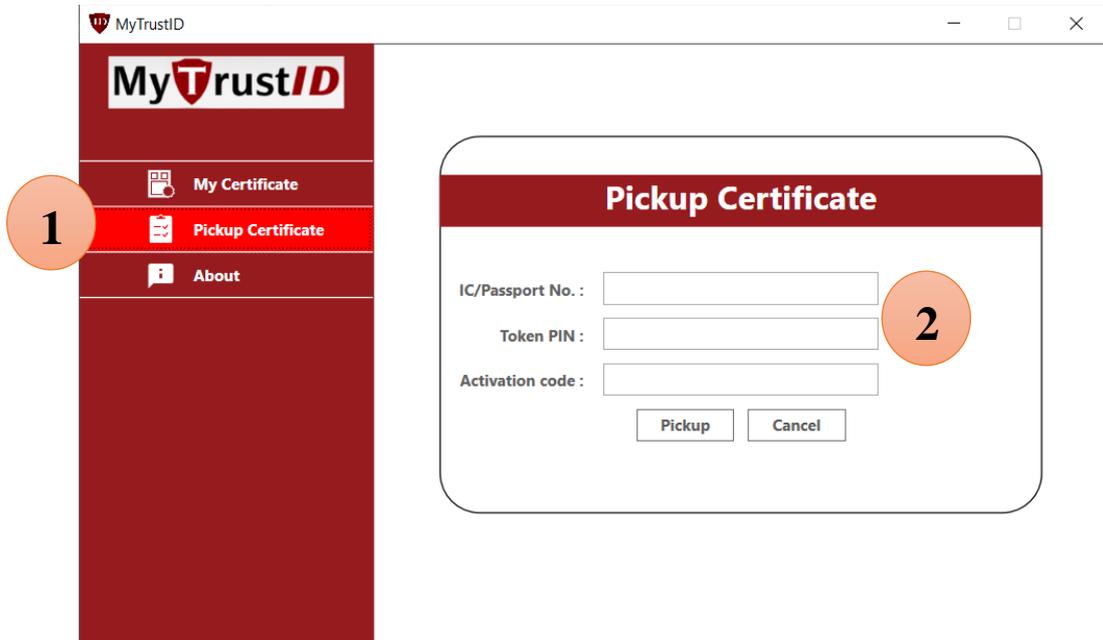**Note : User old expired certificate will be deleted after renewal is success**

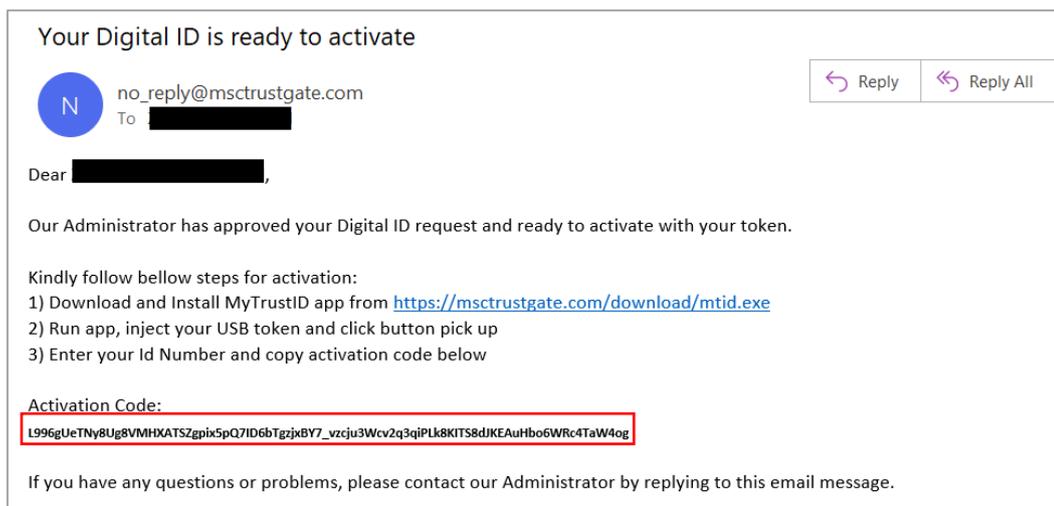**Figure 12:** Renewal certificate is completed

2.3.2   Pickup Certificate

a)   Click on **Pickup Certificate**, refer to

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)

Figure 13: Pickup Certificate

Figure 14: Activation code from email

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

Figure 15: Enter user information

e) **Pickup certificate** is done
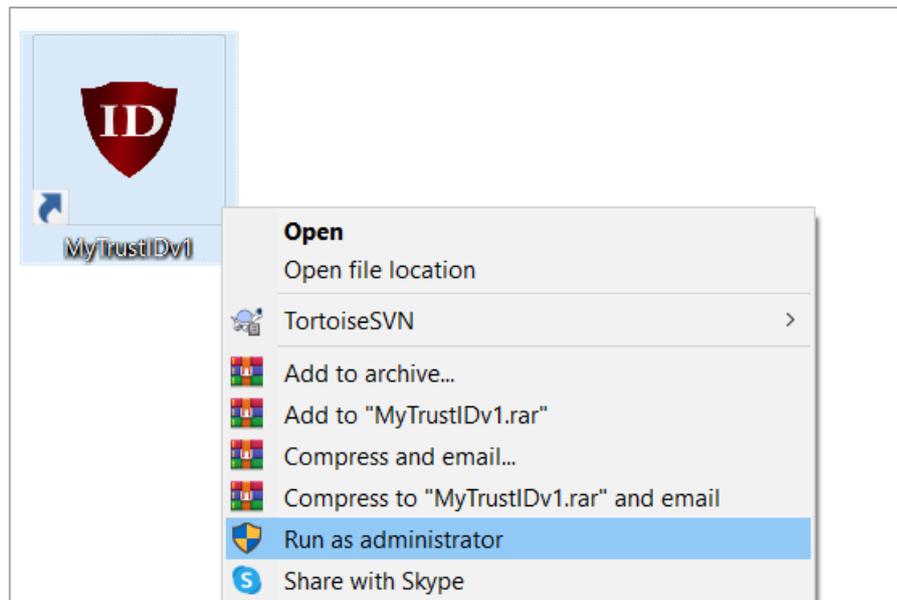

Figure 16: Pickup certificate is completed

3.6. Update MyTrustID Apps

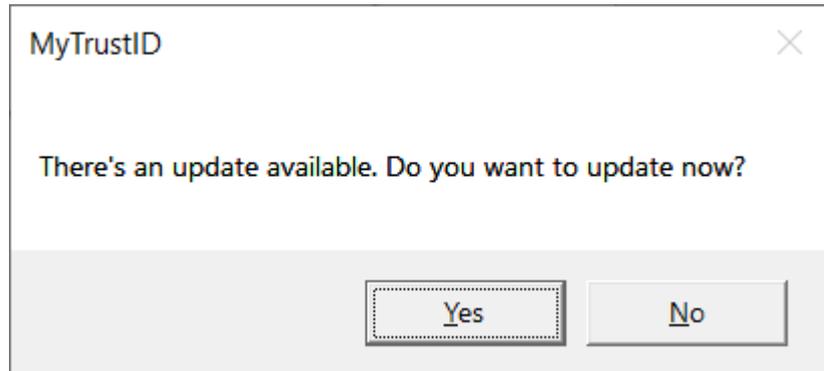a)   Right click MyTrustID icon at the system tray and select **Exit**
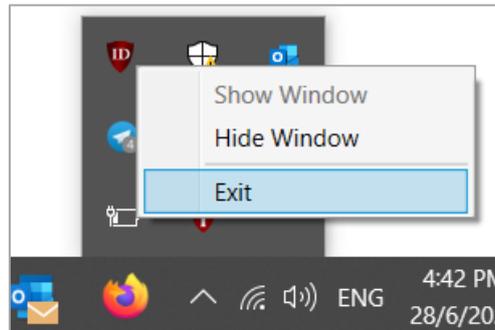
Figure 17: Close app

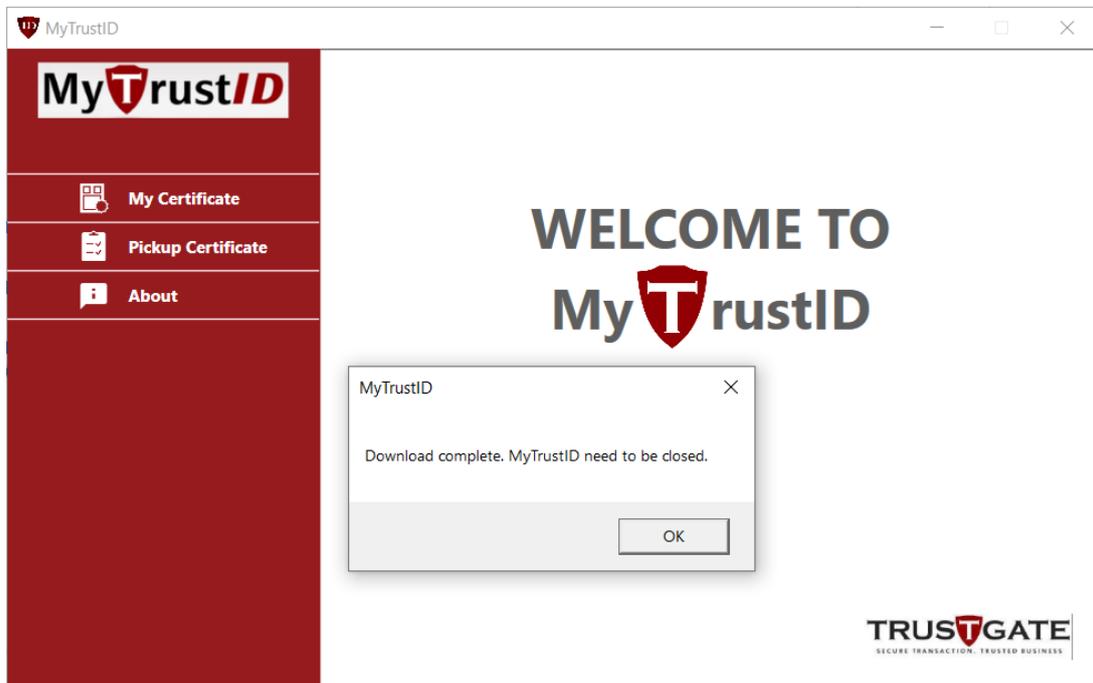b)   Run MyTrustID as Administrator

Figure 18: Run MyTrustID As Administrator
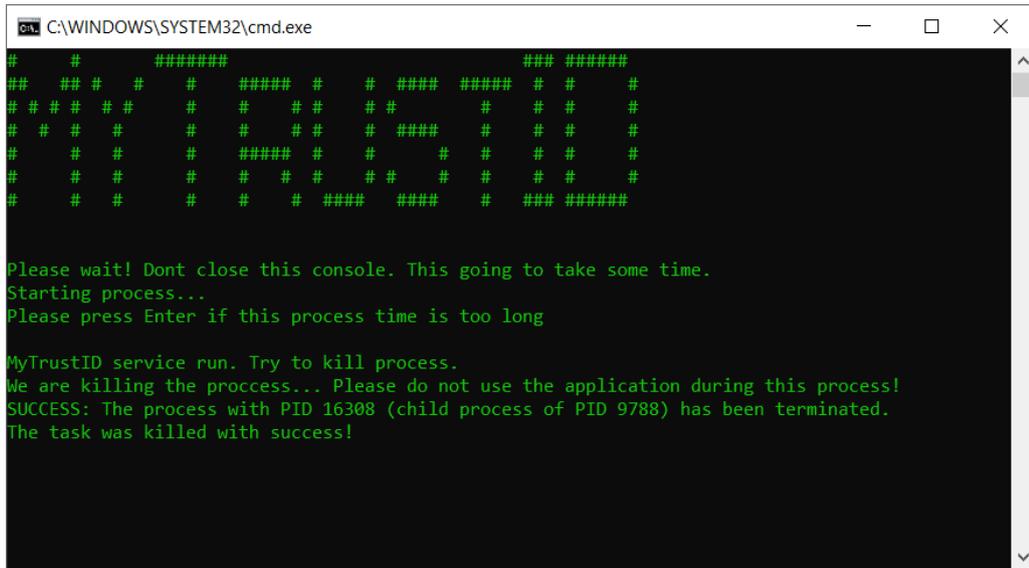
c)   Select **YES**

Figure 19: Proceed to update

d)   Click **OK**

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