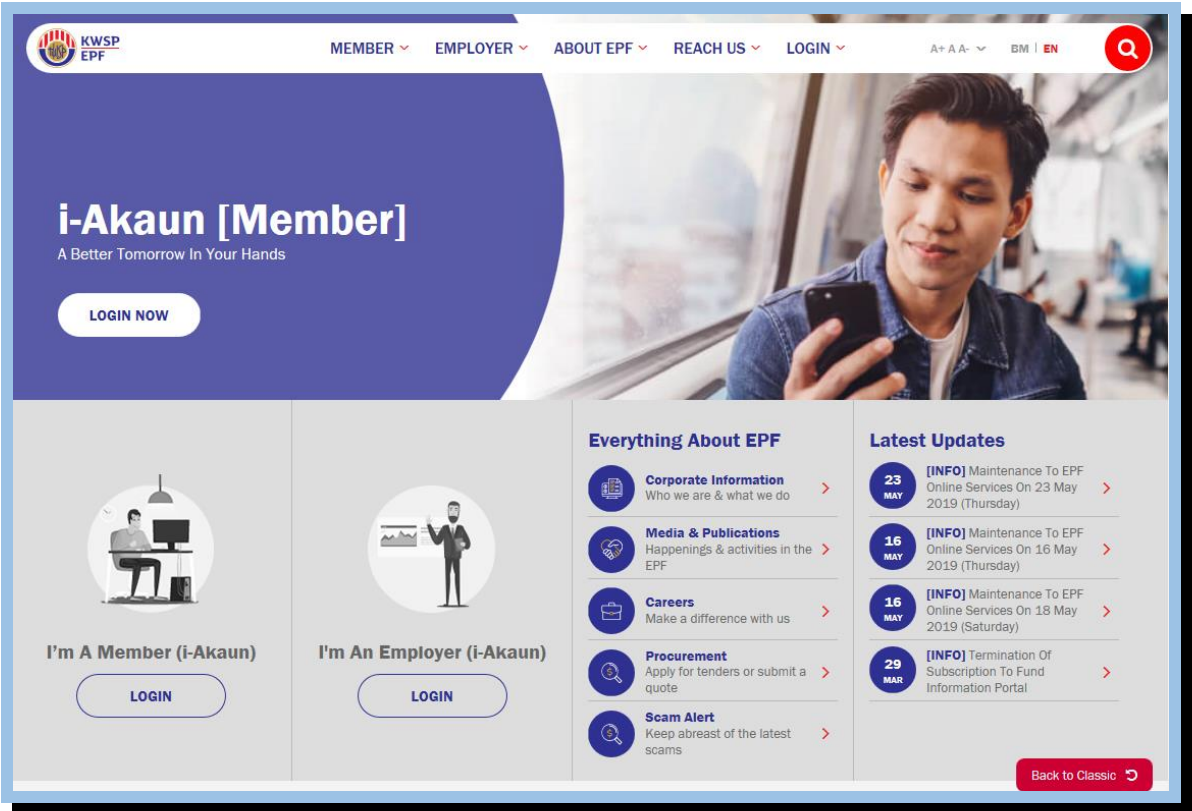


# QUICK GUIDE i-AKAUN (MEMBER) ACTIVATION



**INTRODUCTION**

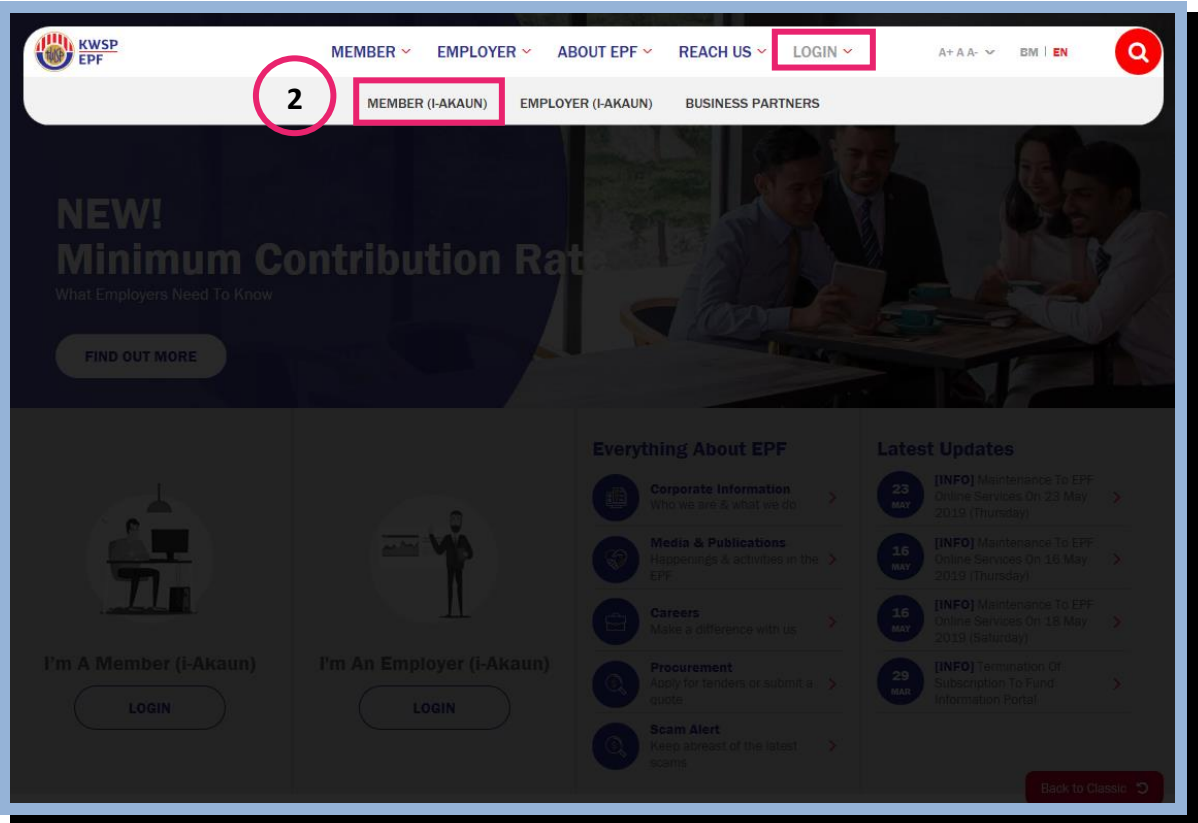
Members are required to register for i-Akaun before using this facility. Registration can be done at any nearby EPF Kiosk or Counter. Members can activate their i-Akaun by using the temporary the User ID and Password given after registration. Activation must be made through the EPF official website at [www.kwsp.gov.my](http://www.kwsp.gov.my) within 30 days.



1

Go to <http://www.kwsp.gov.my>

Employees Provident Fund – i-Akaun Activation



2 Choose Login to **Member (i-Akaun)**.

**KWSP EPF** EPF Contact Management Centre 03-8922 6000 EN | BM

Welcome to i-Akaun (Member)

Download the i-Akaun mobile application today.

Experience the all-new i-Akaun mobile application for faster and easier access to your EPF account anytime and anywhere.

**3**

**i-Akaun (Member)**

USER ID

Forgot User ID/Password?  
First Time Login Guide

Next

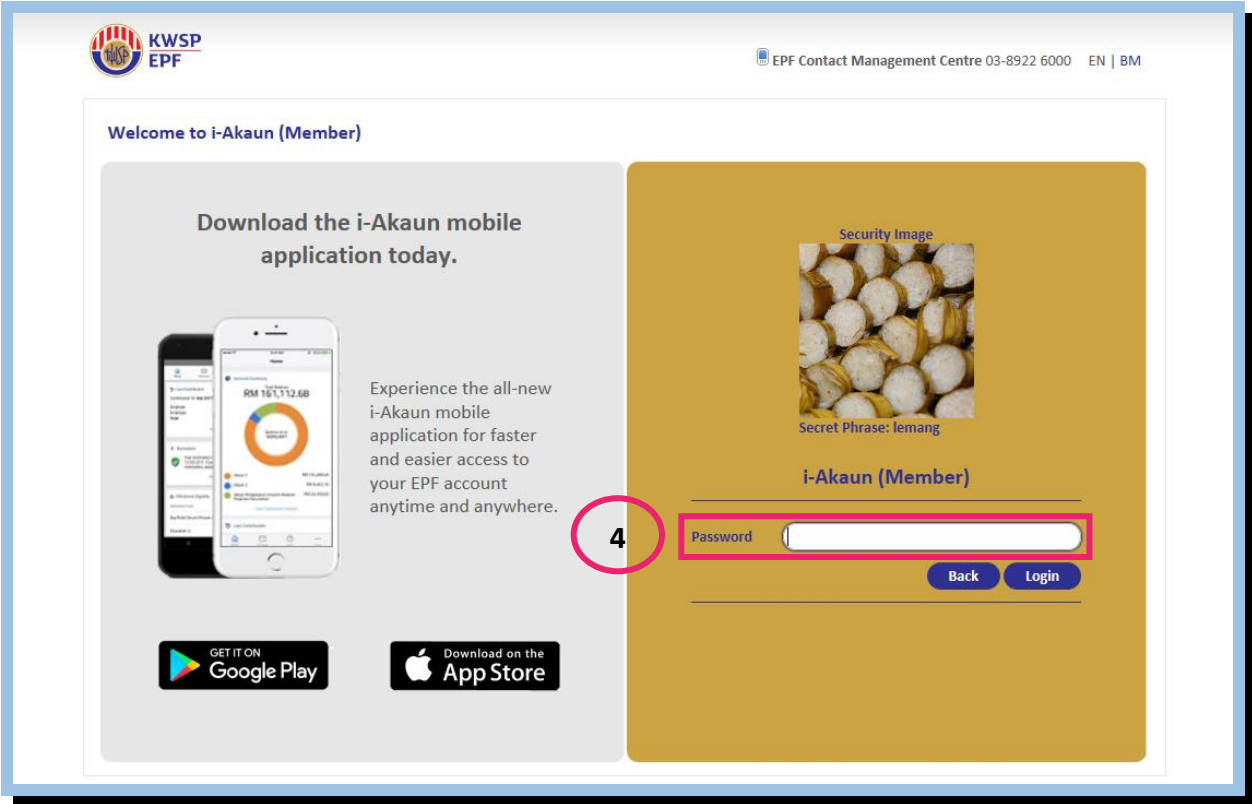
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3

Enter **temporary User ID** provided in the SMS and click **Next**.



4

Enter the **temporary Password** provided in the SMS and click **Login**.

**Welcome to i-Akaun**

**Terms and Conditions**

Please read and understand the following Terms & Conditions which govern your access of the www.kwsp.gov.my web site (Hereinafter collectively referred to as 'this web site') and use of the services provided therein.1

You agree to be bound by the following Terms & Conditions at all times by accessing this web site and/or using the services herein and if at any time you do not accept any or all of these Terms & Conditions, you must IMMEDIATELY discontinue all access of this web site and/or use of the Services.

**TERMS & CONDITIONS GOVERNING THE ACCESS OF WEB SITE AND THE USE OF THE SERVICES**  
The access of web site and the use of the Services is subject at all times to the following Terms & Conditions.

**DEFINITIONS**

"Content"  
means all data, information, material and content including but not limited to text messages, ringtones, operator logos, caller group icons, picture messages, screen savers and directory listings as described on this website.

"Service"  
means all services offered or provided to you on or via this website.123

**5**  Accept  Decline

**Reset** **Next**

5

Choose **Accept** and click **Next**.

## Employees Provident Fund – i-Akaun Activation

The screenshot shows the 'i-Akaun Activation' form on the EPF website. It includes a navigation menu on the left with links for Login, First Time Login Guide, Forgotten your password?, FAQ, and Contact Us. The main form has the following sections:

- 6** User ID (can be changed)\* : 22878304
- 7** New Password\* : [text box]
- Confirm New Password\* : [text box]
- 8** Online Image  
Please select ONE image from the list below:  
Five image options are shown: a brush, a seagull, a power tool, a pile of eggs, and a kangaroo. Each has a radio button below it.
- Note: This image is used for authentication purposes. It is advisable to change your image every month for security reason.
- 9** Secret Phrase  
Key in your Secret Phrase\* : [text box]
- Buttons: Reset, Next
- \* Mandatory Field

6

The User ID textbox will be pre-filled with the **Temporary User ID** provided in the SMS. Members can choose to change it if desired (User ID can only be change once during the activation process).

The new User ID must contain letters or numbers or a combination of both, and must be 8 - 16 characters.

7

Create a **New Password** (must contain between 8 - 20 alphanumeric characters) and confirm.

8

Choose **Online Image**.

9

Enter a **Secret Phrase** (contains letters or numbers or a combination of both, maximum of 10 characters) and click **Next**.

**i-Akaun Activation**

**10**

**i-Akaun Activation Acknowledgement**

Congratulations! You have successfully created the new i-Akaun for Member. Click on the Login hyperlink and login with your new User ID and Password and enjoy our online services.

Click [here](#) to login page.

**10**

Successful activation screen will be displayed.

Members can continue to log in into i-Akaun.