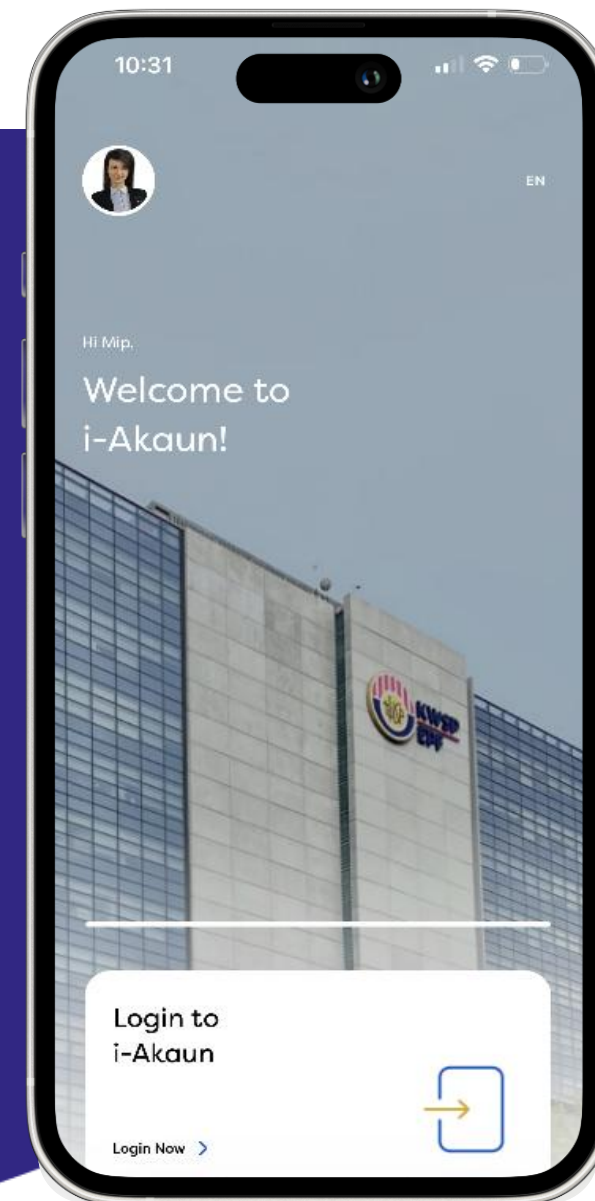




USER GUIDE

**i-Akaun registration for Non-Malaysian
Citizen Employees on the KWSP i-Akaun
app**



1

First-time user registration on the KWSP i-Akaun app

2

i-Akaun activation via OTP code on the KWSP i-Akaun App

First-time user registration on the KWSP i-Akaun App

i-Akaun registration for first time user

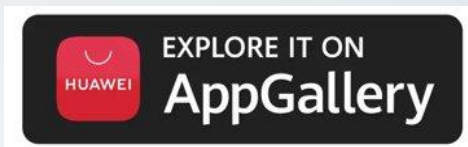
Non-Malaysian Citizen Employees must download the KWSP i-Akaun app on their device before registering as an i-Akaun user.



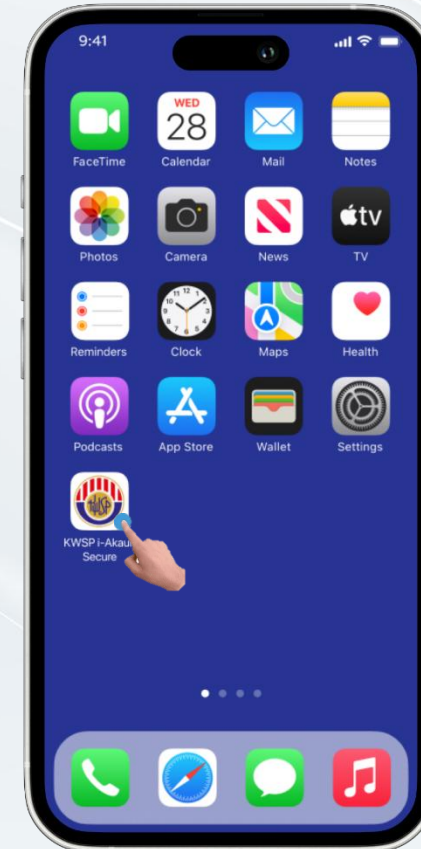
For iOS users, download the KWSP i-Akaun app via the **App Store**.



For Android users, download the KWSP i-Akaun app via the **Google Play Store**.



For Huawei users, download the KWSP i-Akaun app via the **Huawei AppGallery**.

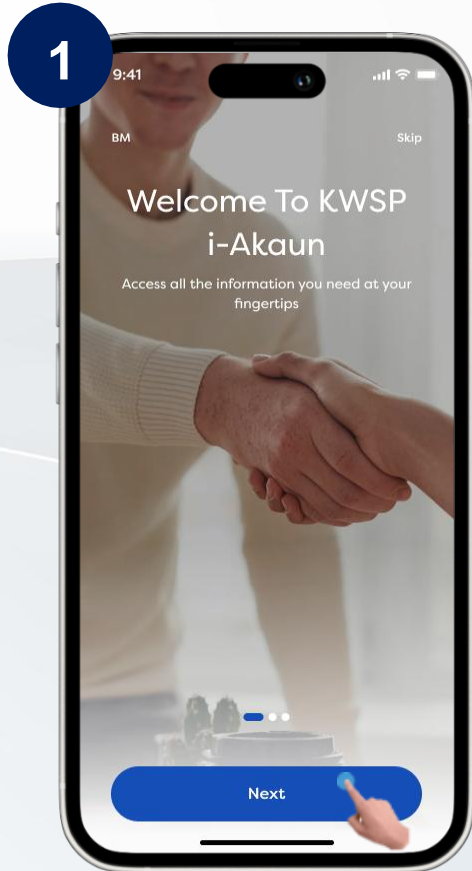


Select KWSP i-Akaun app

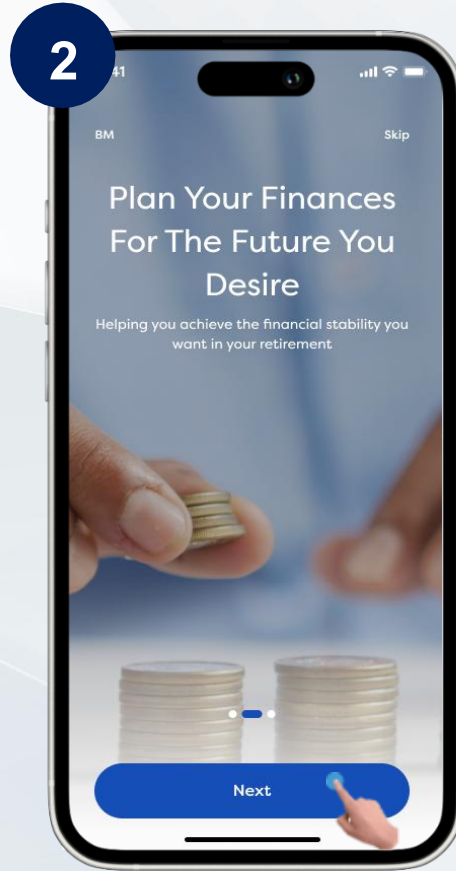


i-Akaun registration for first time user

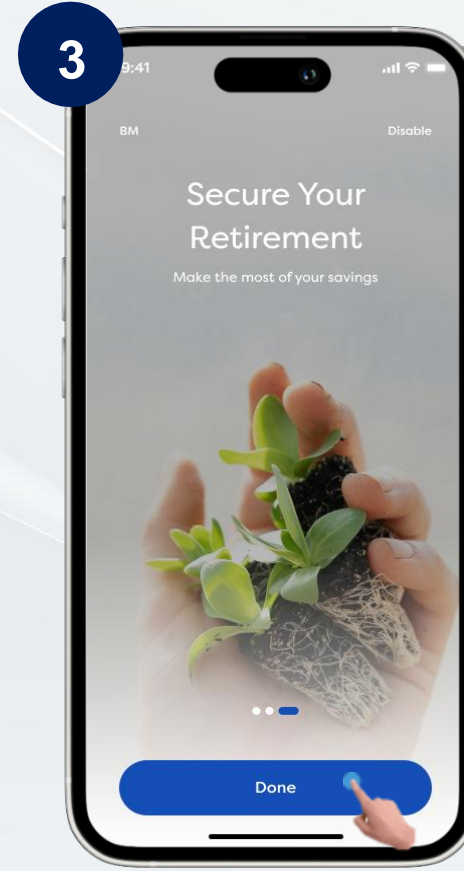
Onboarding screen in the KWSP i-Akaun app



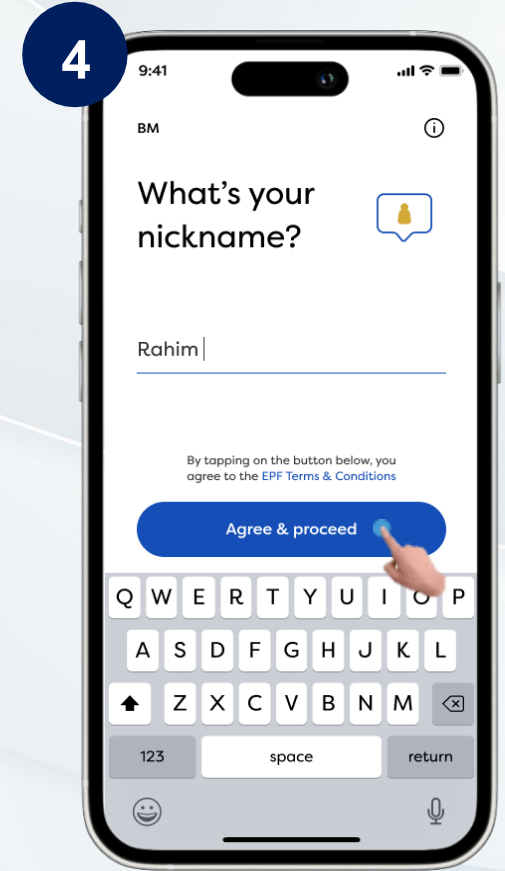
Tap 'Next'



Tap 'Next'



Tap 'Done'

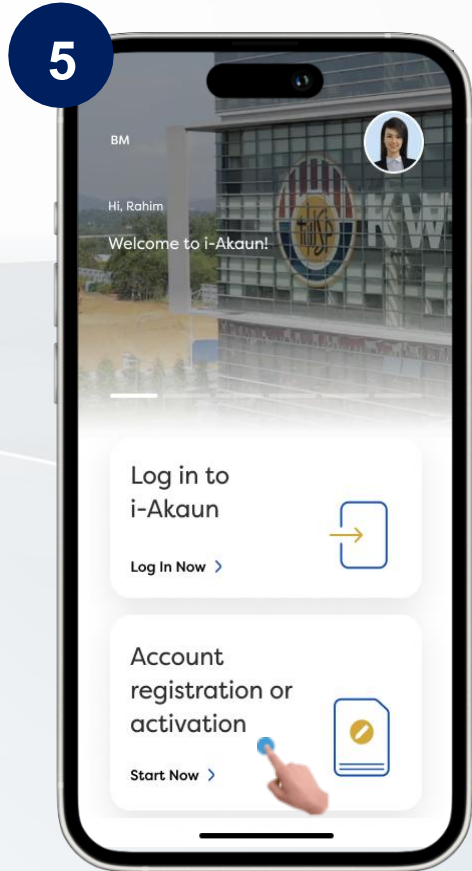


Enter your nickname and tap on 'Agree & proceed'

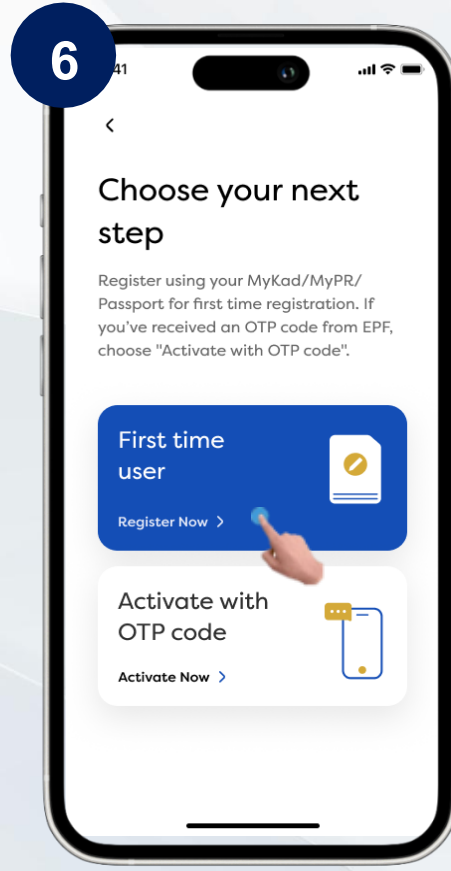
Note: Your nickname will be used throughout the app.



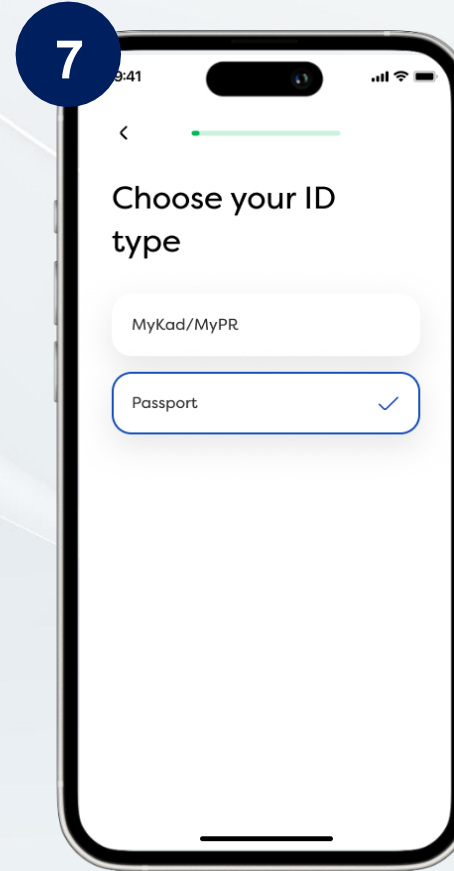
i-Akaun registration for first time user



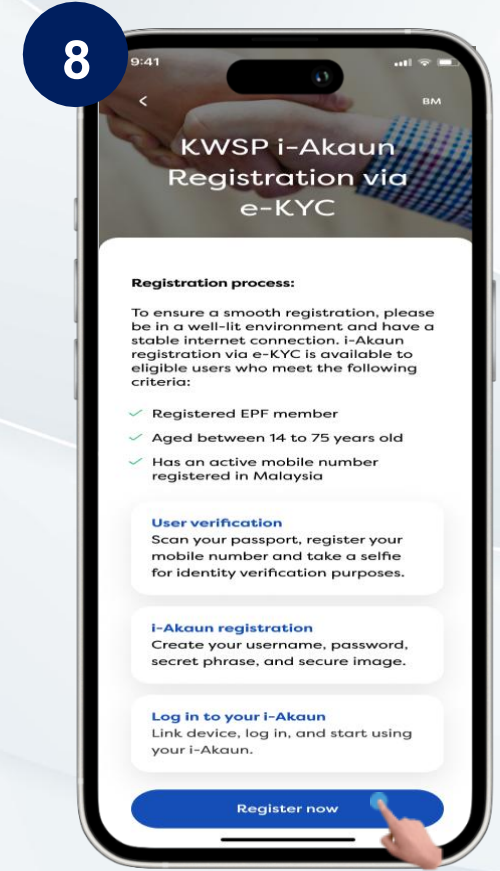
Go to the 'Account registration or activation' card and tap 'Start Now'



Go to the 'First time user' card and tap 'Register Now'



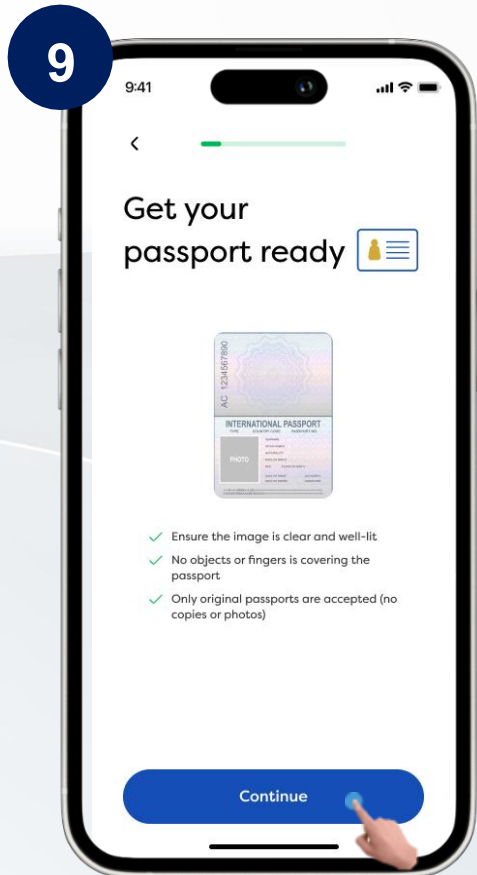
Select 'Passport' as your ID type



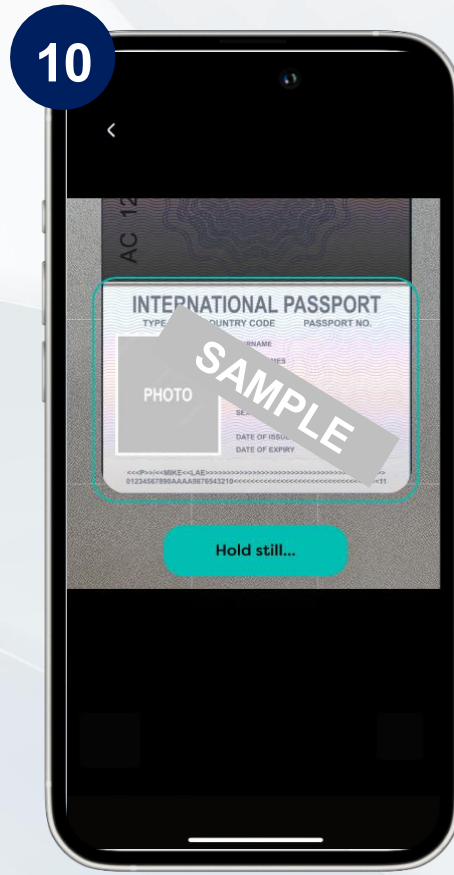
Tap 'Register now'



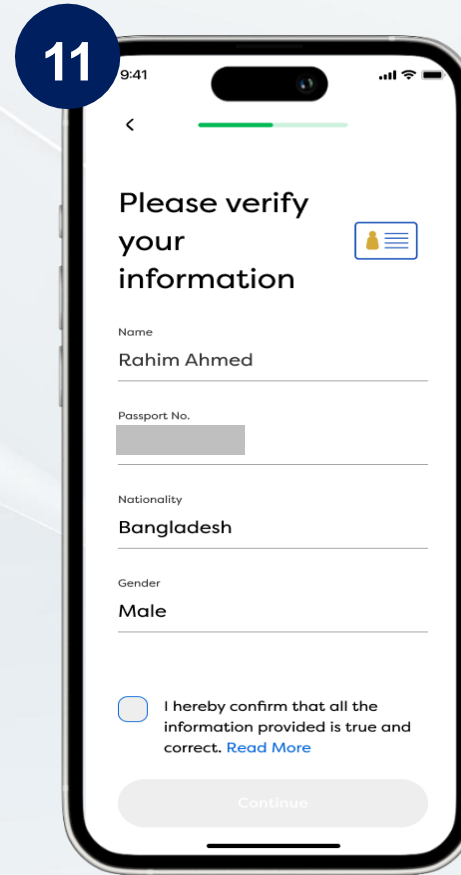
i-Akaun registration for first time user



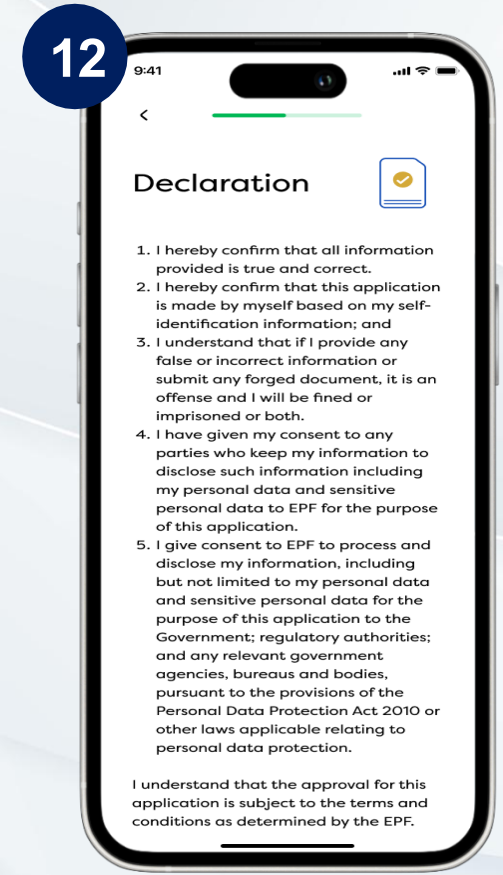
Tap 'Continue'



Scan your passport in the designated box until the green light appears



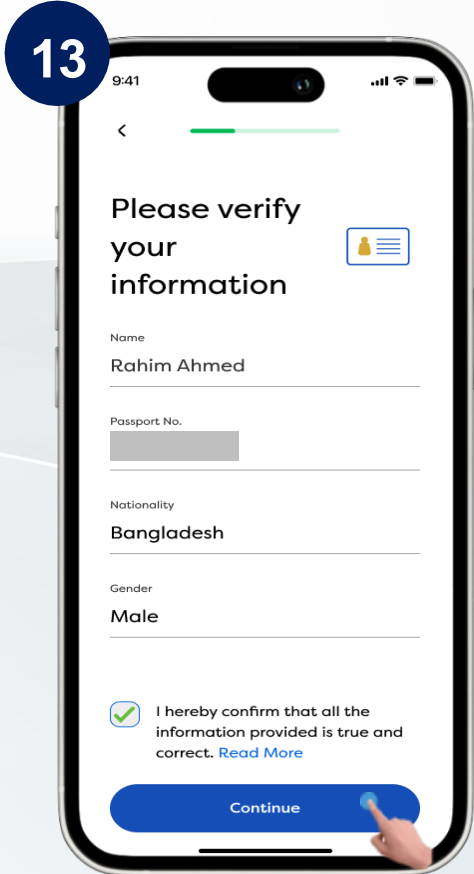
Verify the information, then tap 'Read More'



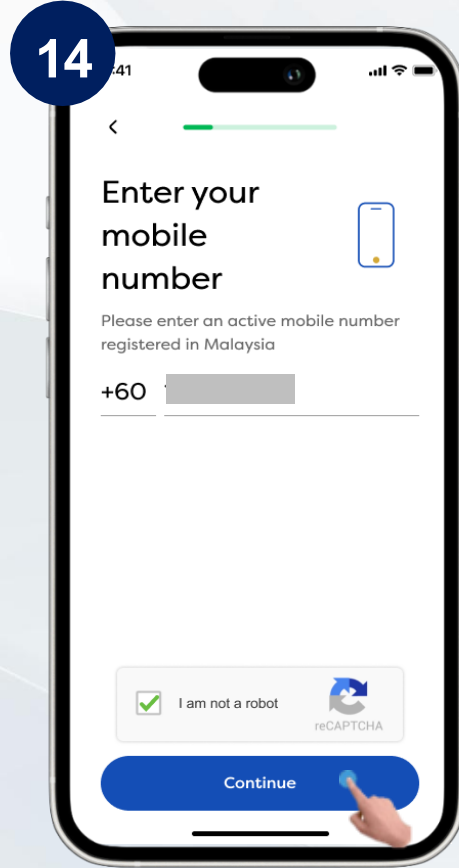
Employees need to read and understand the 'Declaration' before proceeding to the next screen. Then, select '<'.</p></div>



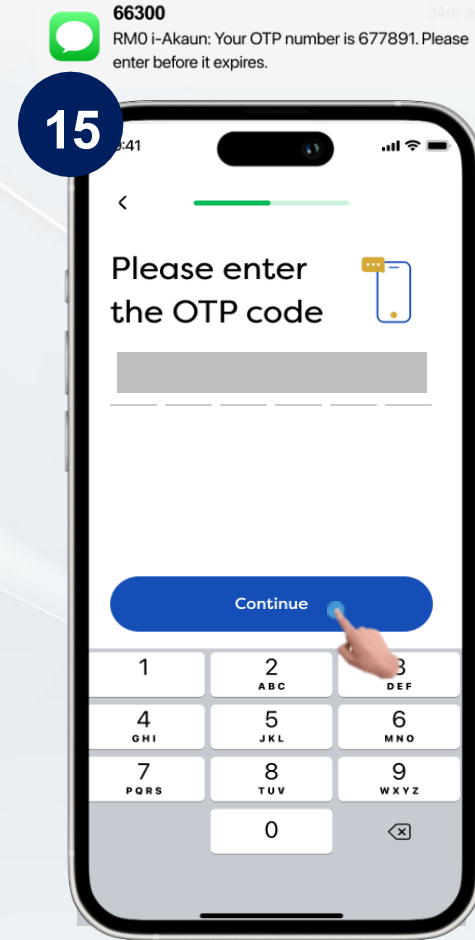
i-Akaun registration for first time user



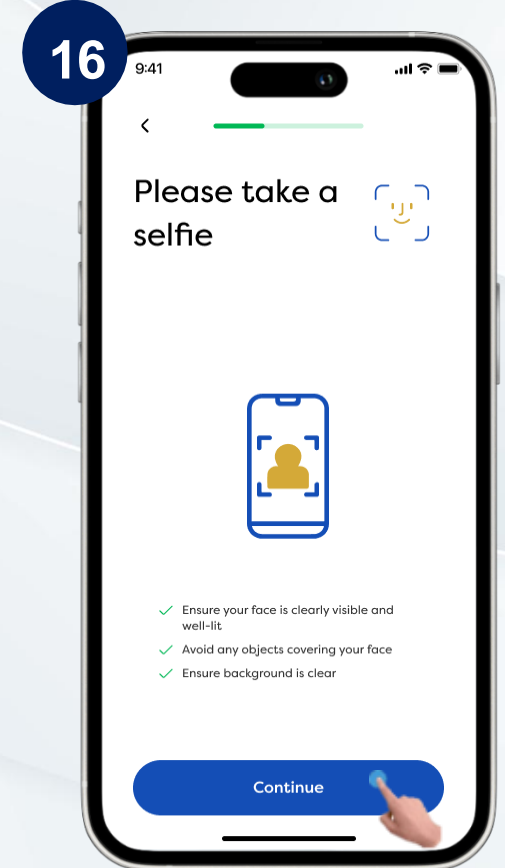
Tick the checkbox and tap 'Continue'



Enter your mobile number. Then, tick the 'I am not a robot' checkbox before tapping 'Continue'



Enter the OTP code and tap 'Continue'

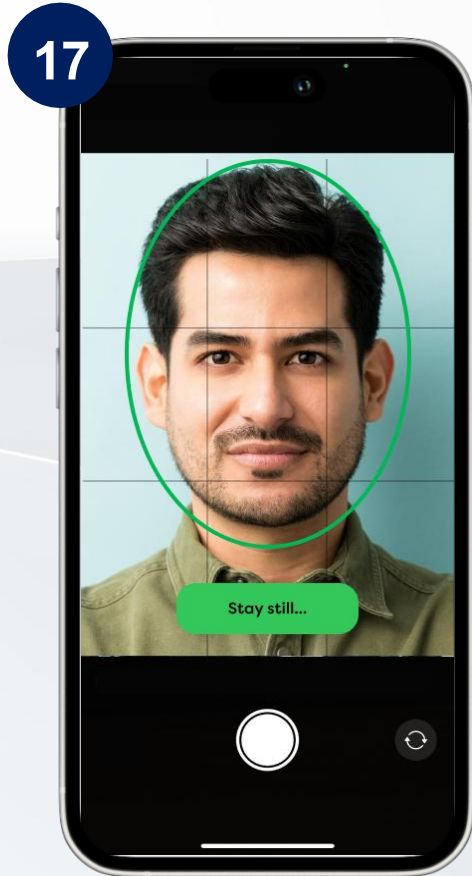


The 'Please take a selfie' screen will be displayed. Tap 'Continue'

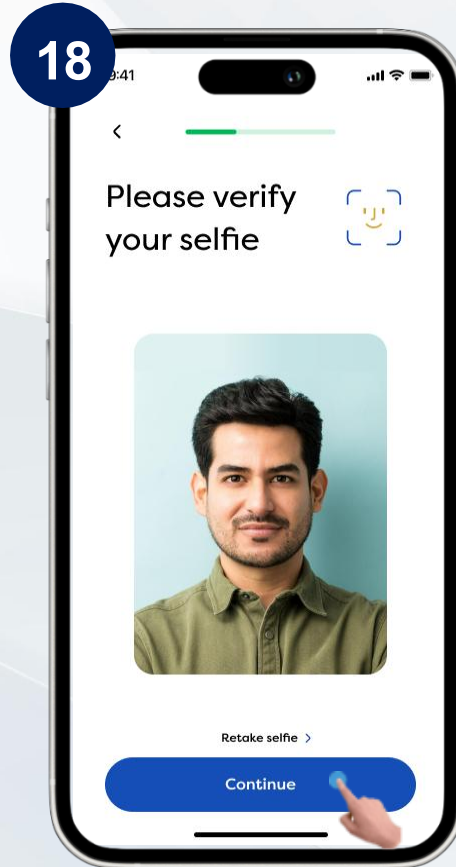
Note: A One-time Password (OTP) will be sent to employee's phone. The employee needs to enter the OTP code before proceeding to the next screen



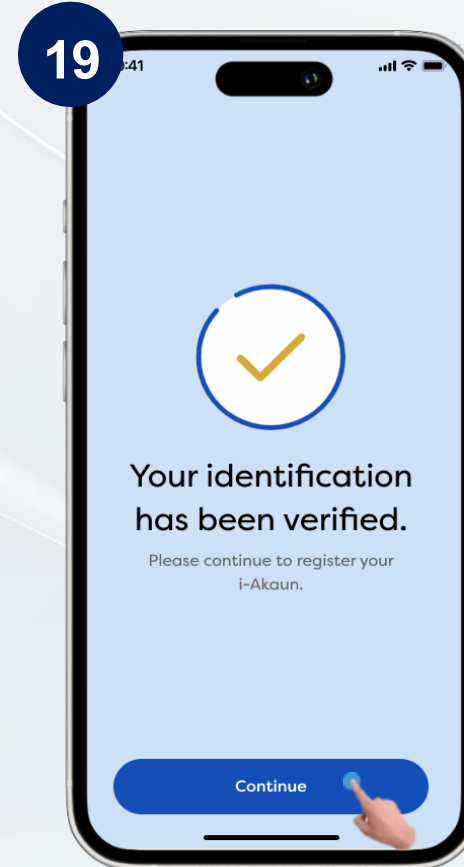
i-Akaun registration for first time user



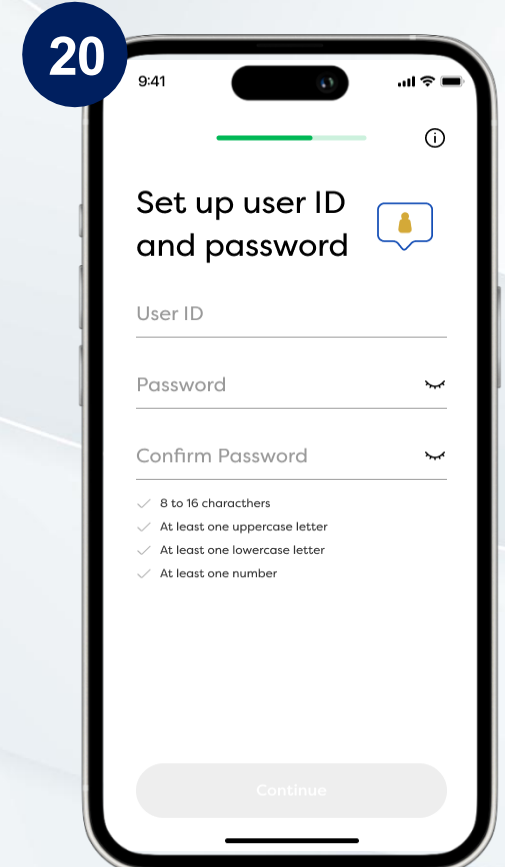
Please capture a selfie within the designated circle



If the employee is satisfied with the selfie, tap 'Continue'



'Your identification has been verified' screen will be displayed. Tap 'Continue'



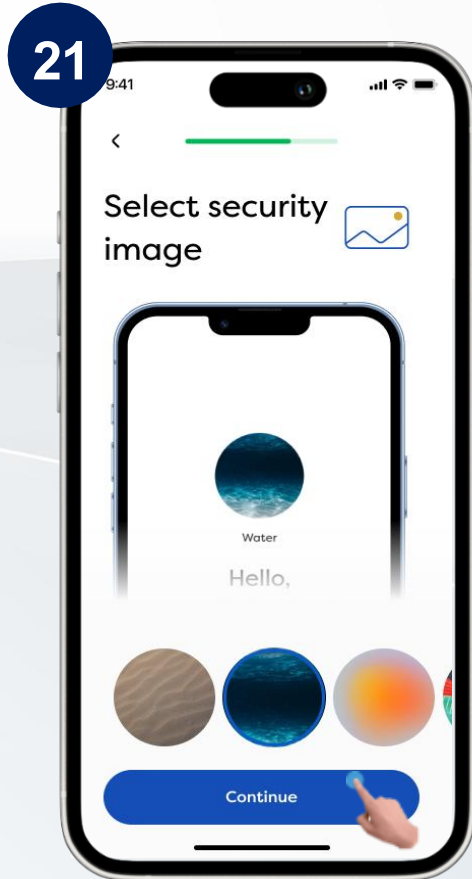
'Set up user ID and password' screen will be displayed

Notes

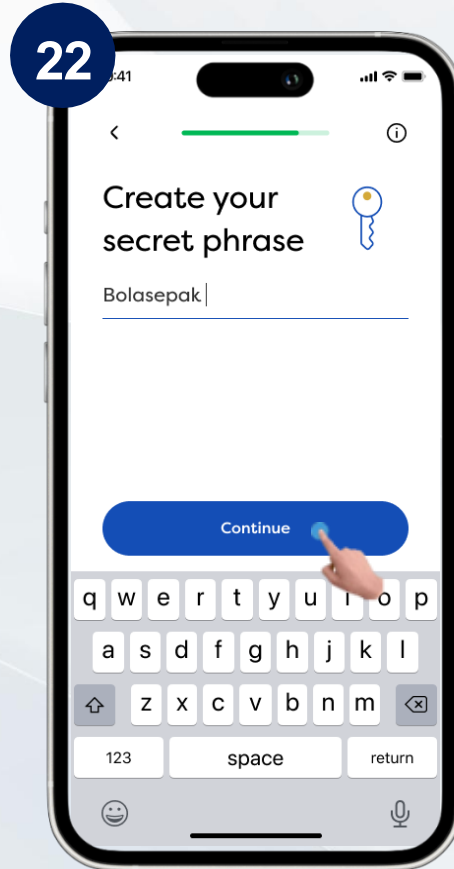
- If the employee is not satisfied with the selfie, they may retake it
- Please set a password using 8 -16 characters, including at least one uppercase letter, one lowercase letter and one number



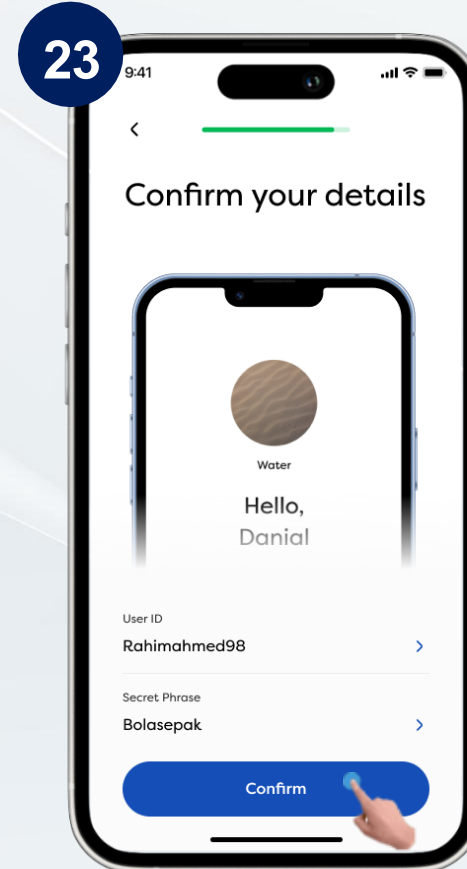
i-Akaun registration for first time user



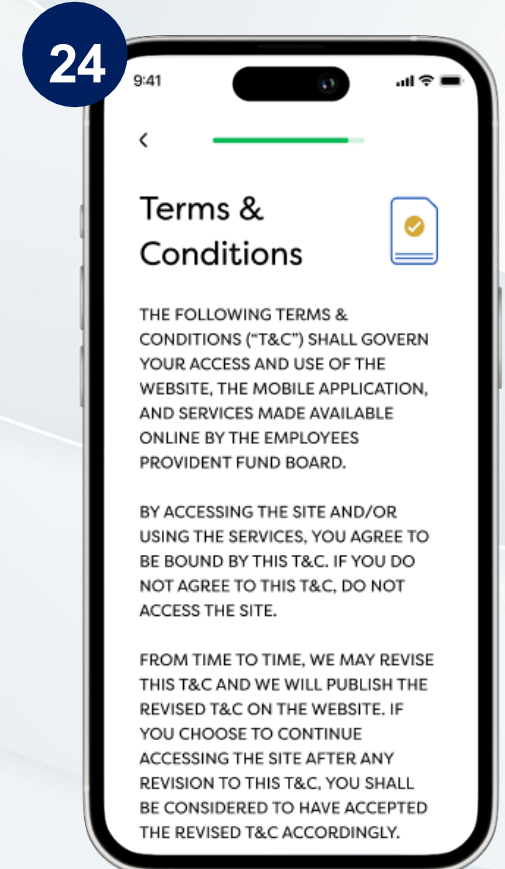
Choose your preferred security image and tap 'Continue'



Create the secret phrase, then tap 'Continue'



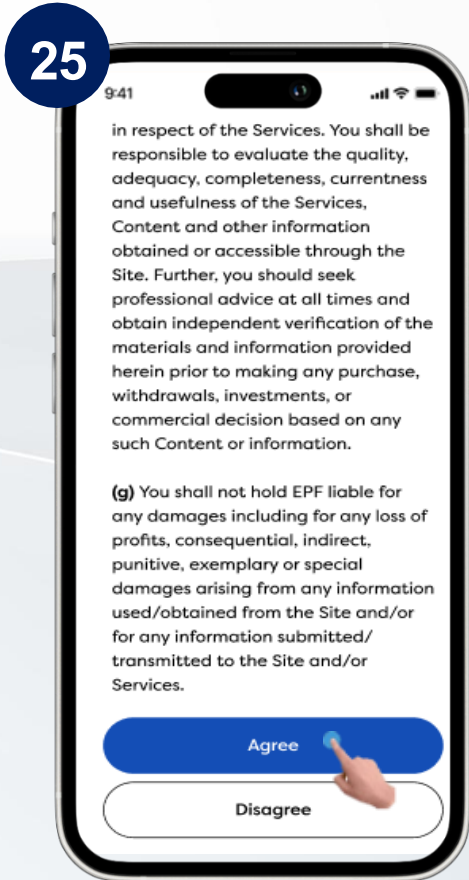
Confirm the details. If everything is in order, please select 'Continue'



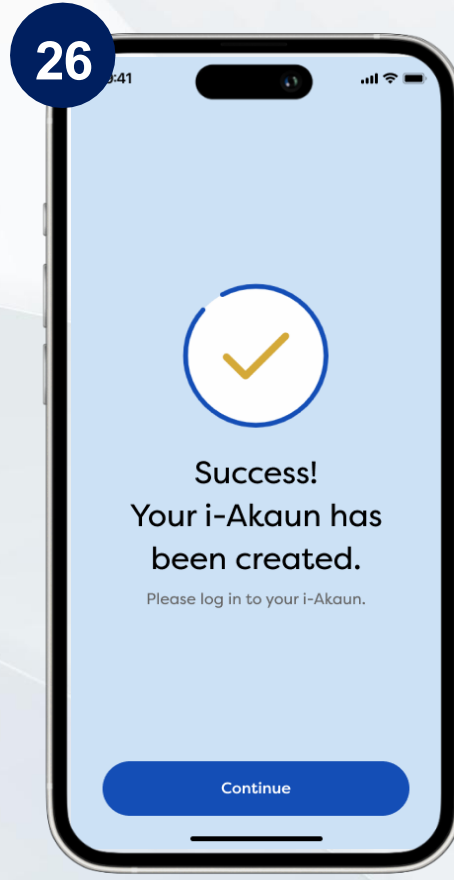
The 'Terms & Conditions' screen will be displayed. Employees need to read and understand it before proceeding to the next screen.



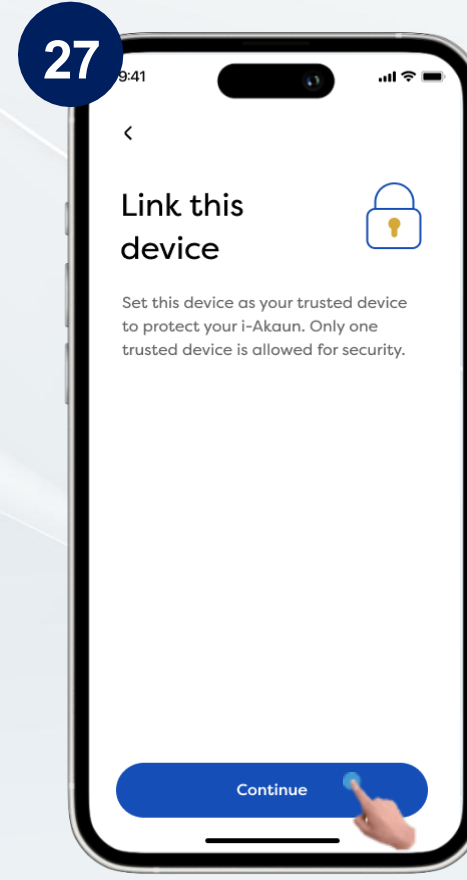
i-Akaun registration for first time user



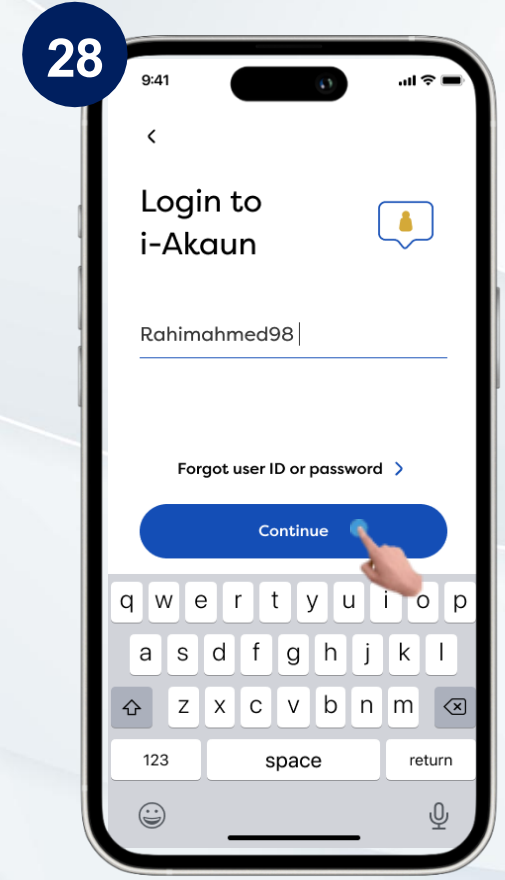
Scroll down the screen, then tap 'Agree'



The 'Success! Your i-Akaun has been created' screen will be displayed. Tap 'Continue'.



'Link this device' screen will be displayed. Tap 'Continue'

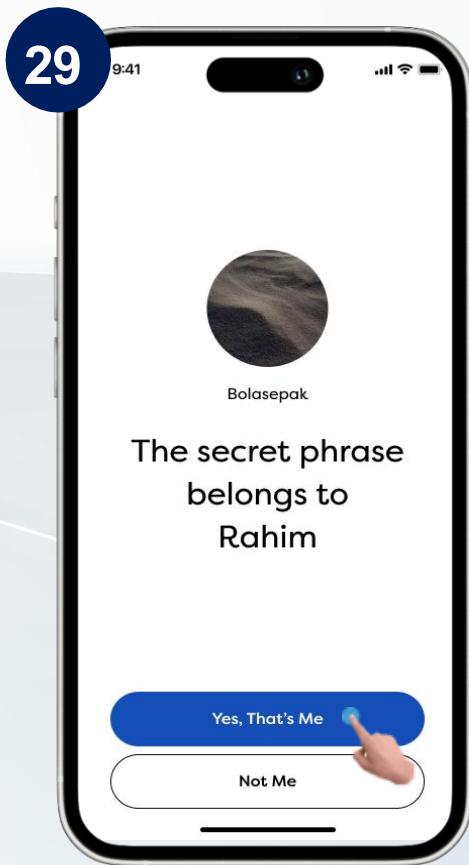


Enter User ID and tap 'Continue' to log in to your i-Akaun

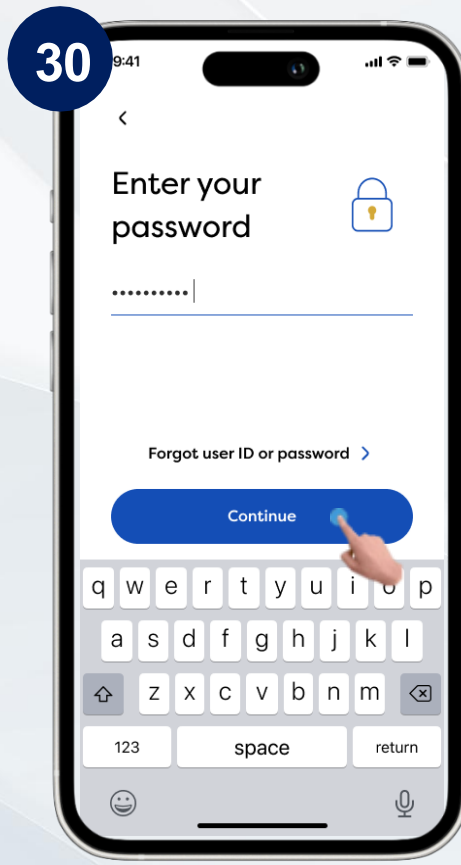
Note: Employees must link their device to protect their i-Akaun by using a trusted device



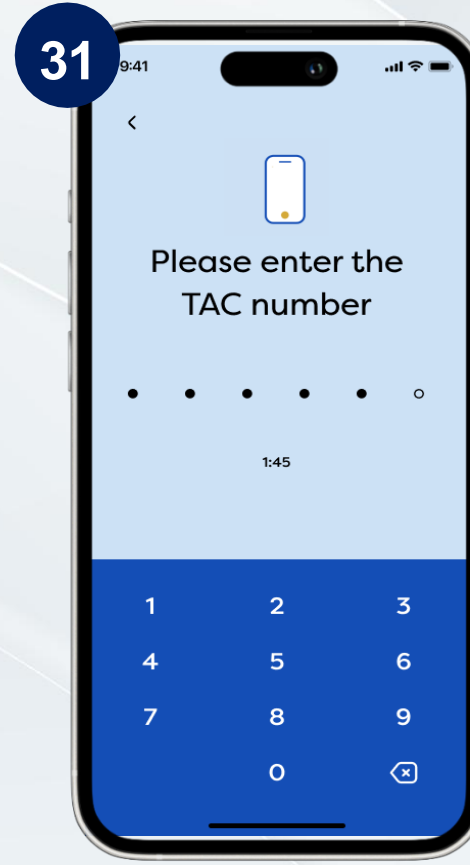
i-Akaun registration for first time user



Tap 'Yes, That's Me'



Enter your password.
Then, tap 'Continue'

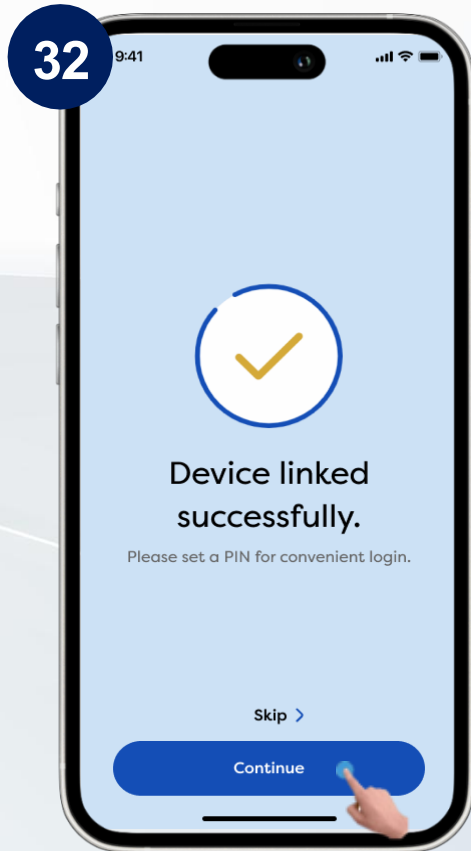


Enter the TAC number

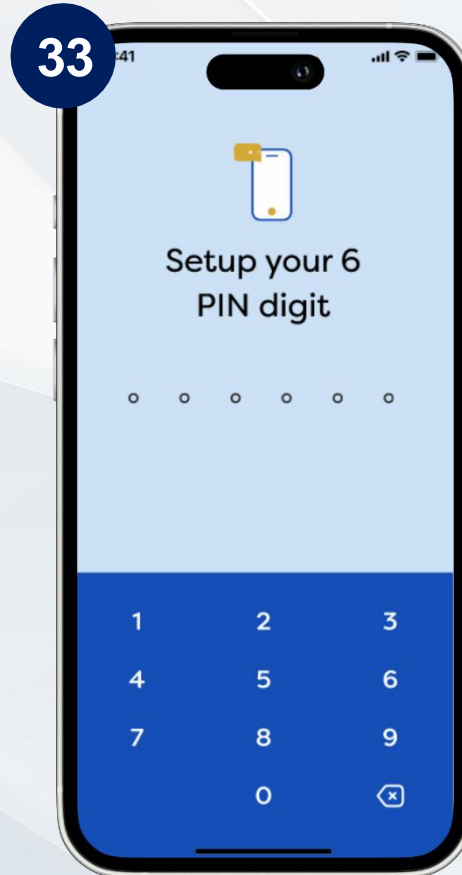
Note: The employee needs to enter a 6-digit code sent via Transaction Authorisation Code (TAC) to the phone number registered with EPF



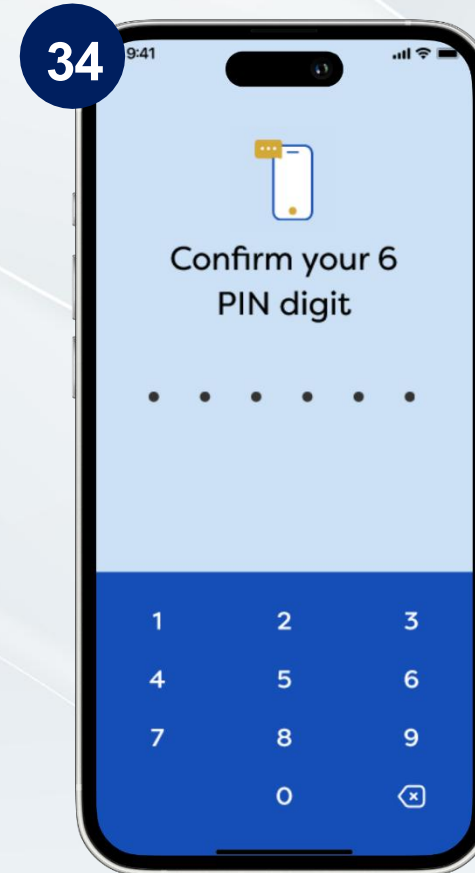
i-Akaun registration for first time user



'Device linked successfully' screen will be displayed. Tap 'Continue'

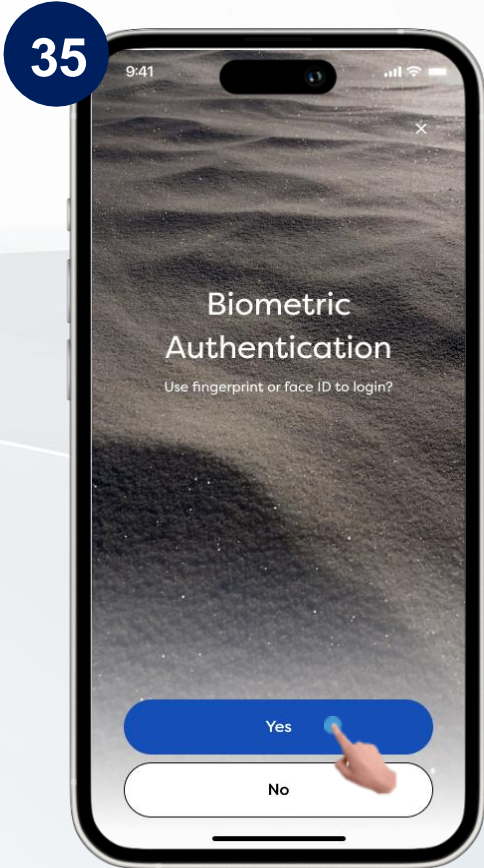


Next, set up your 6-digit PIN

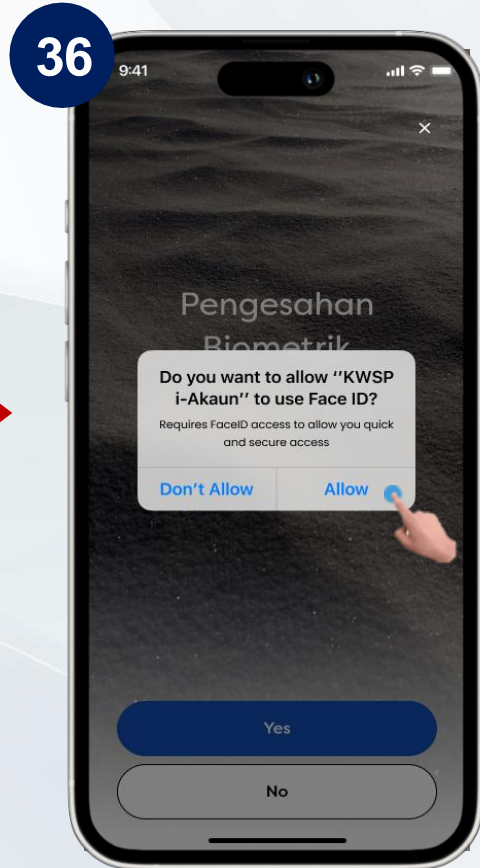


Confirm your 6-digit PIN

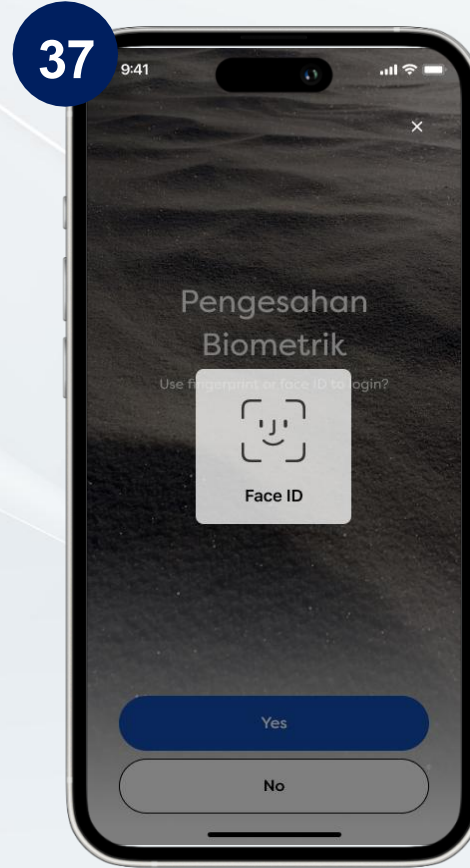
i-Akaun registration for first time user



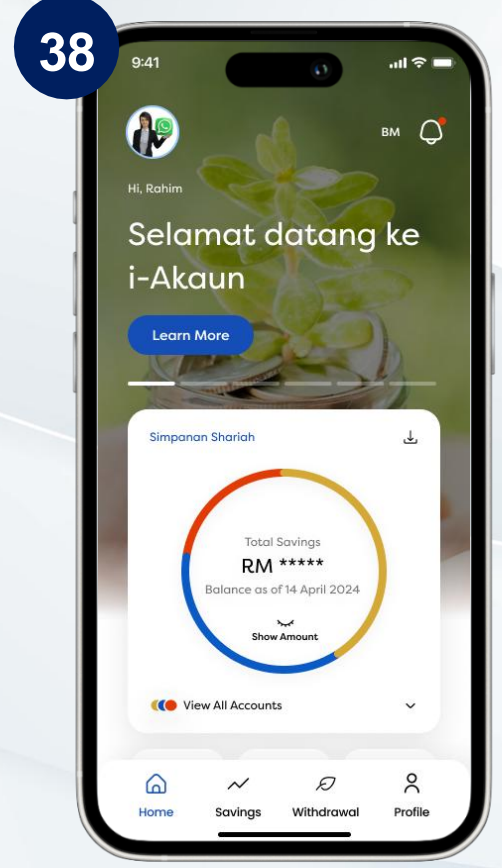
'Biometric Authentication' screen will be displayed. Tap 'Yes'



Choose 'Allow' to use biometric authentication when logging in to i-Akaun.



Perform Biometric Authentication to proceed to the next screen



Homepage screen will be displayed

Note: Employees have the option to either perform biometric authentication on their device or choose not to.

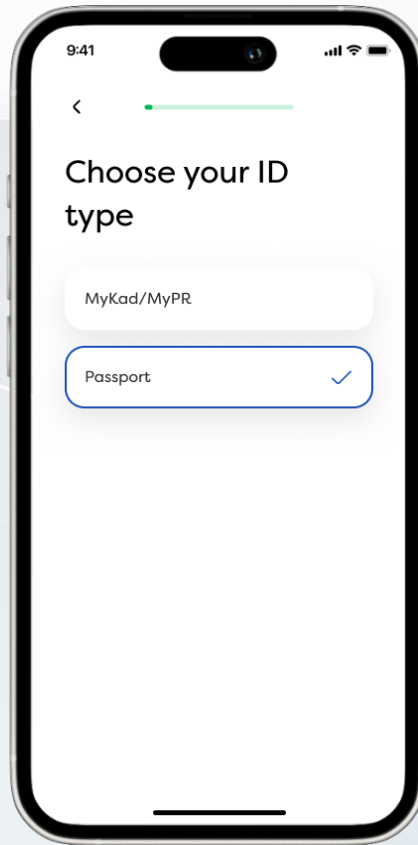


Scenario #1

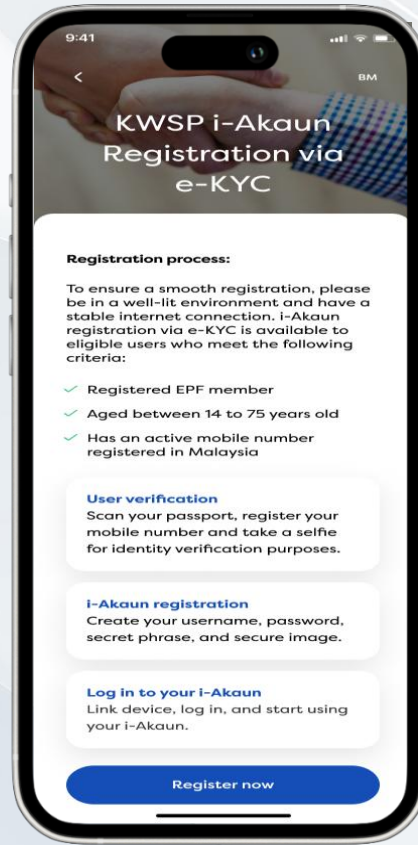
Member e-KYC Registration Unsuccessful

Scenario 1(a): System Unavailable

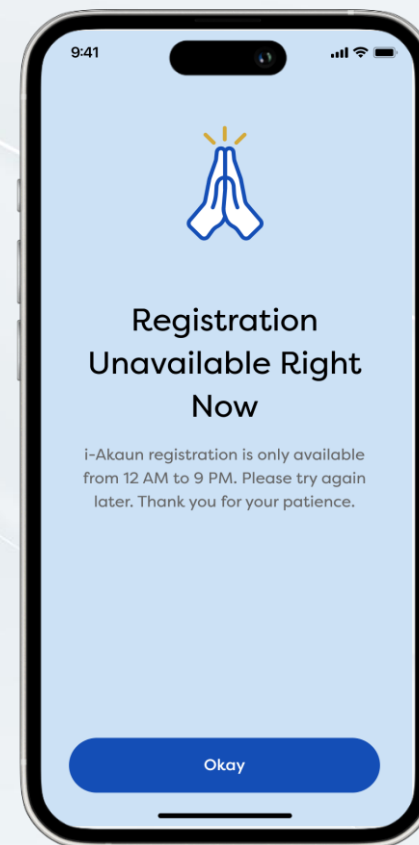
This error occurs when the back-end system is unavailable during i-Akaun registration due to technical issues. Depending on the access channel, users are advised to either re-download the KWSP i-Akaun app or refresh/log in again via the i-Akaun web portal.



Select 'Passport' as your ID type



Tap 'Register now'

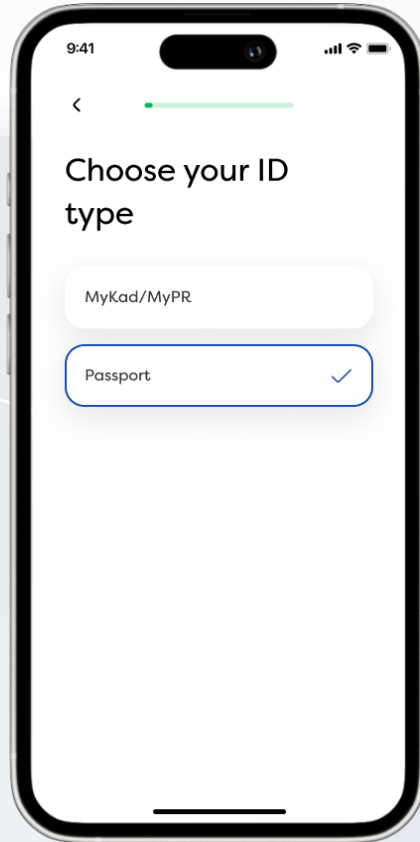


'Registration Unavailable Right Now' screen will be displayed. Tap 'Okay'

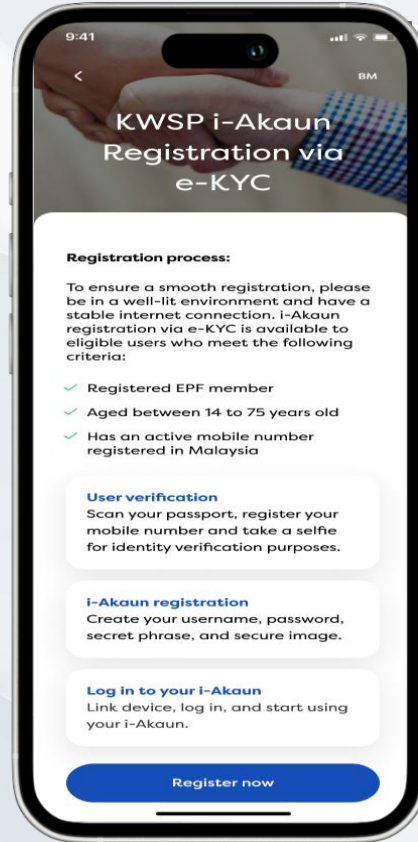


Scenario 1(b): Registration Temporarily Unavailable

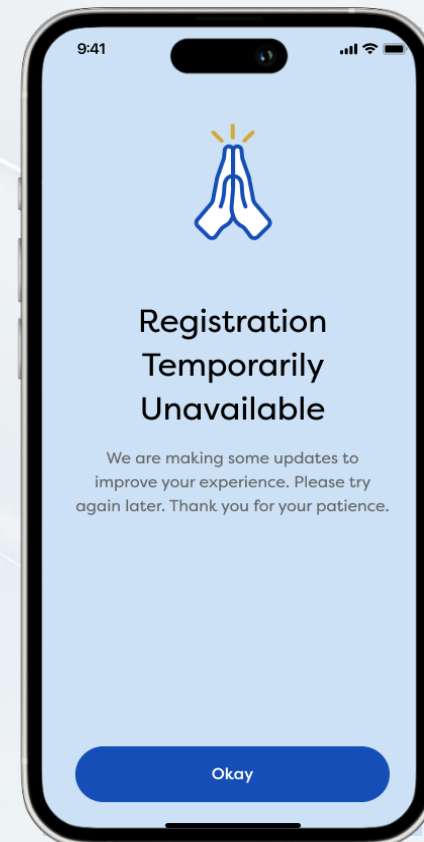
This error occurs when the registration service is temporarily unavailable due to system maintenance or high traffic. Depending on the channel of access, users are advised to either re-download the KWSP i-Akaun app or refresh/re-login via the i-Akaun web portal.



Select 'Passport' as your ID type



Tap 'Register now'



'Registration Temporarily Unavailable' screen will be displayed. Tap 'Okay'



Scenario #2

Passport Scanning

Scenario 2(a): Passport scanning placement

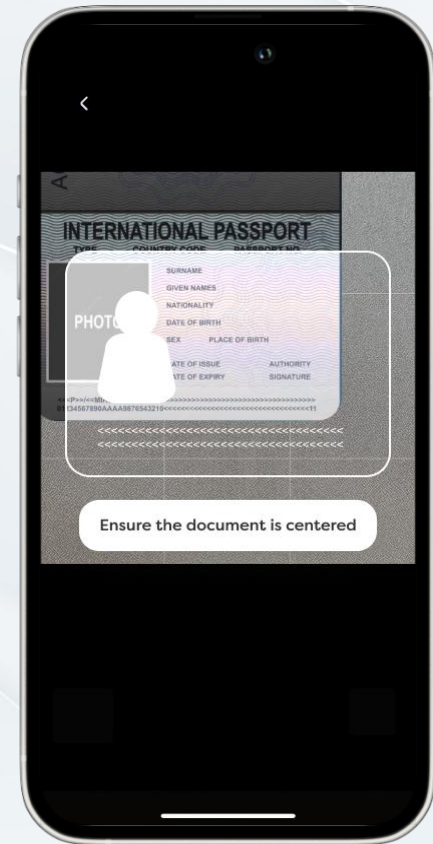
This error occurs when the passport is not scanned within the designated box during i-Akaun registration. Users are advised to ensure the passport image is properly aligned inside the scanning frame on the KWSP i-Akaun app.



If you scan the passport in low light



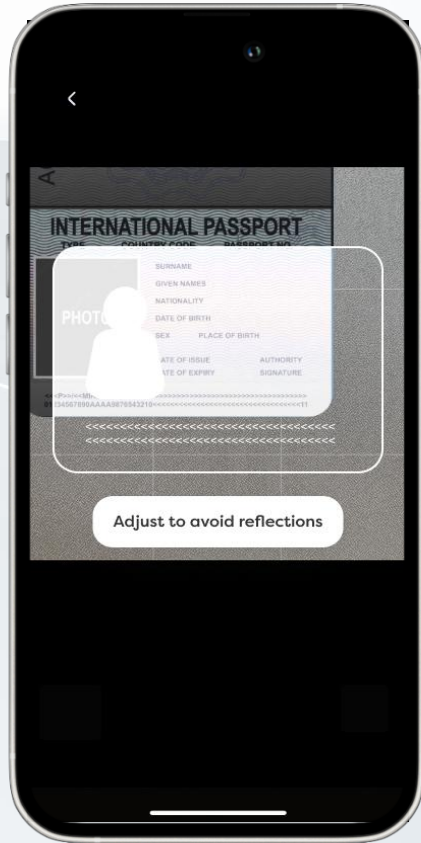
If you scan the passport in a dark place



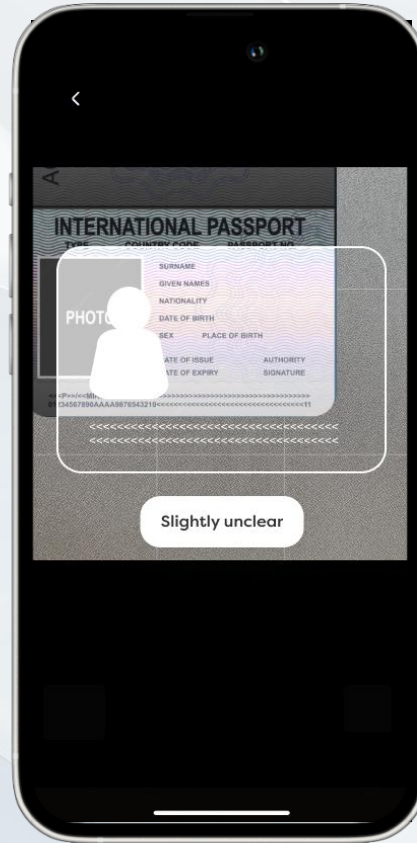
If you do not scan in the designated box

Scenario 2(b): Passport Scanning Brightness

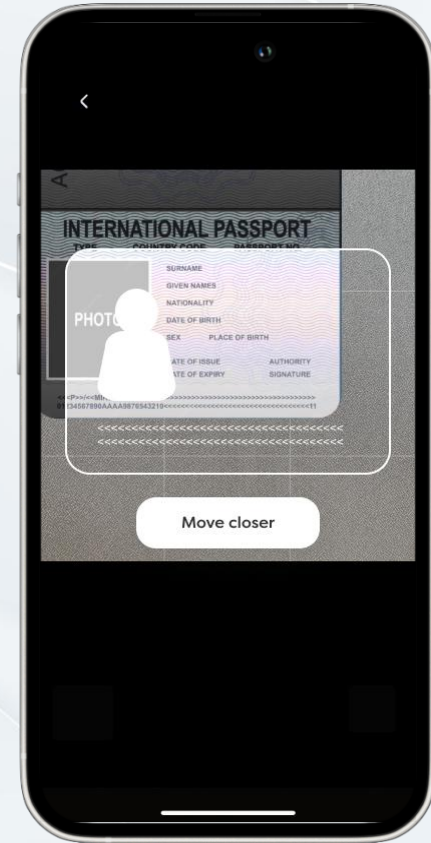
This error occurs when the passport image is too dark or too bright during scanning. Users are advised to adjust the lighting and ensure the passport is clearly visible before scanning it in the KWSP i-Akaun app.



If you scan in a place that is too bright



If you scan in a slightly bright place

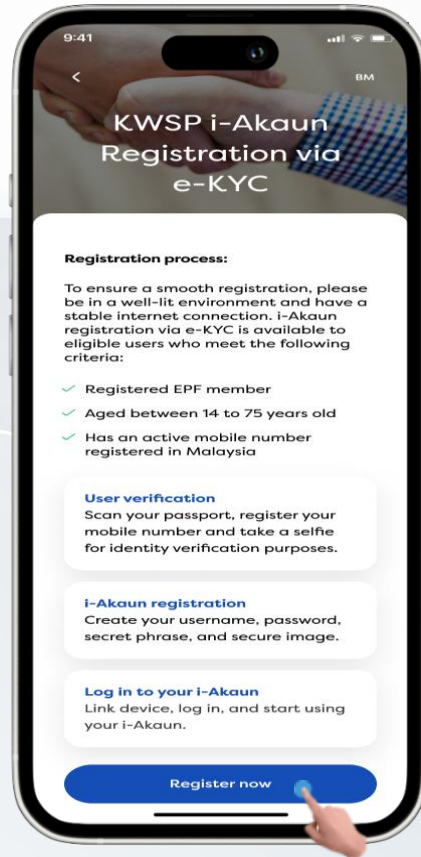


If you scan too far away

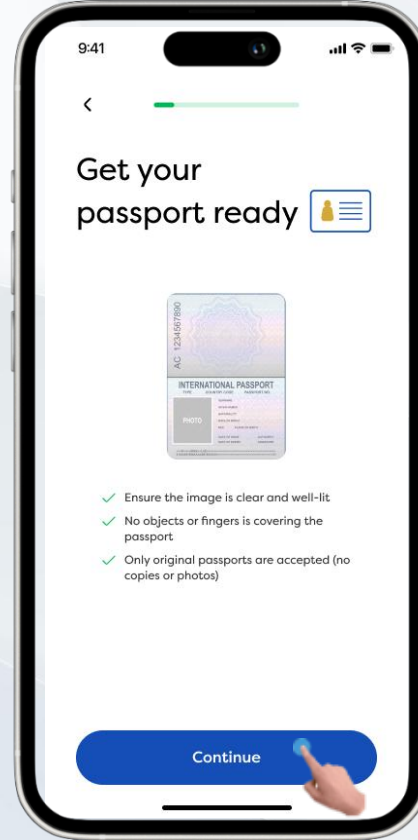
Scenario #3

Passport Scanning Result

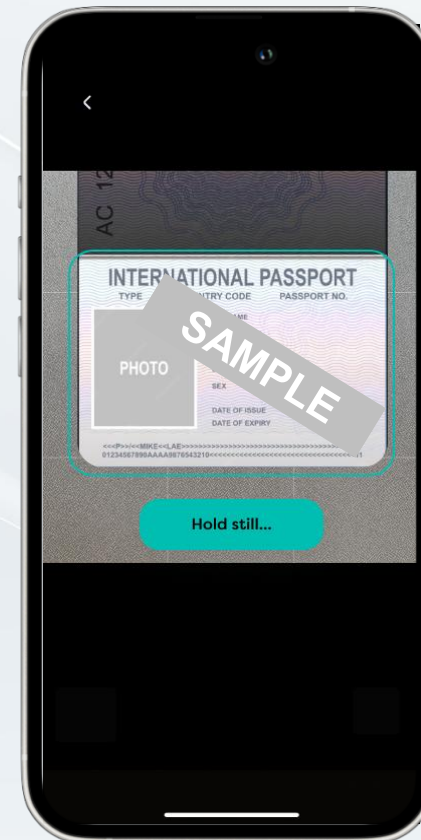
Scenario 3(a): Passport expired



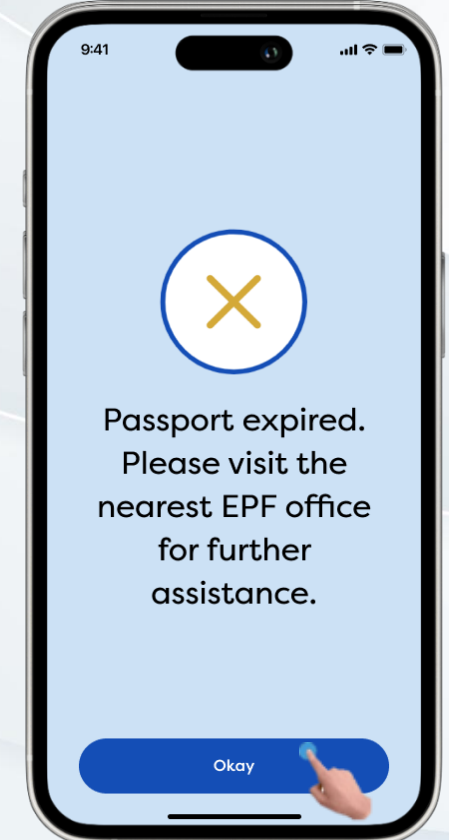
Tap 'Register Now'



Tap 'Continue'



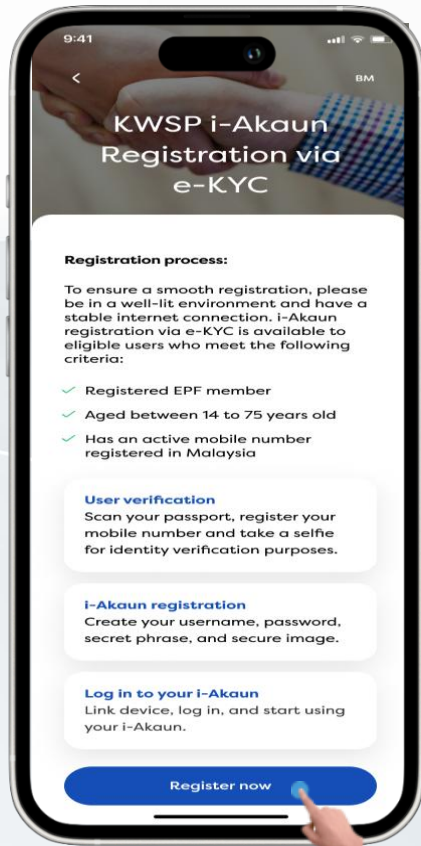
Scan your passport in the designated box until the green light appears



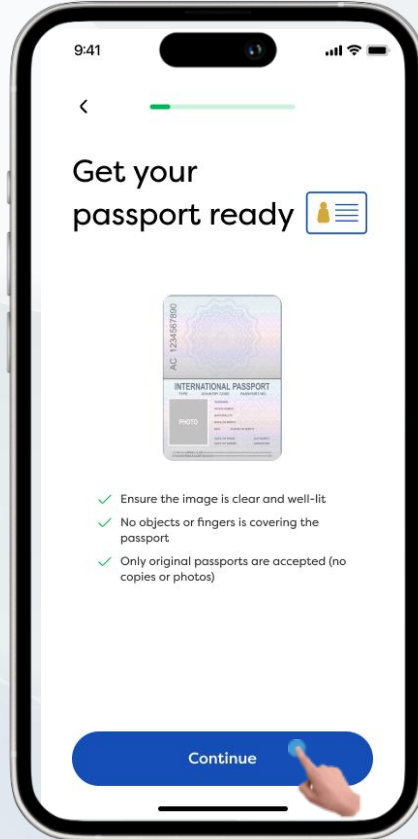
Screen will be displayed as above.
Tap 'Okay'



Scenario 3(b): Does not meet the age requirement



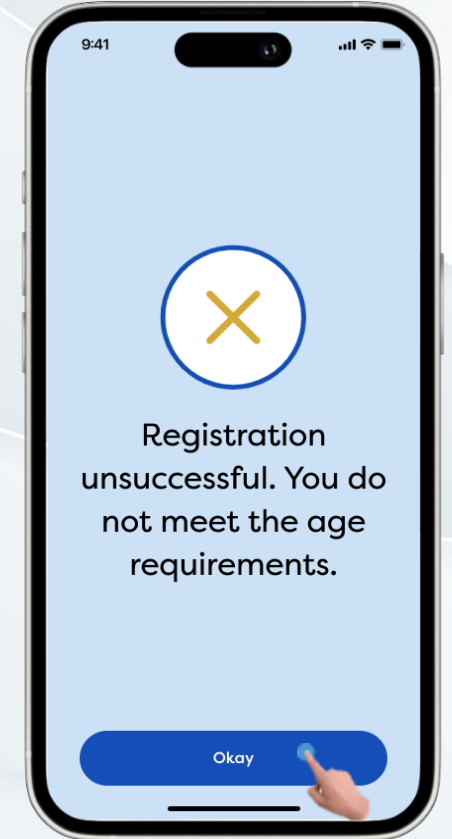
Tap 'Register Now'



Tap 'Continue'



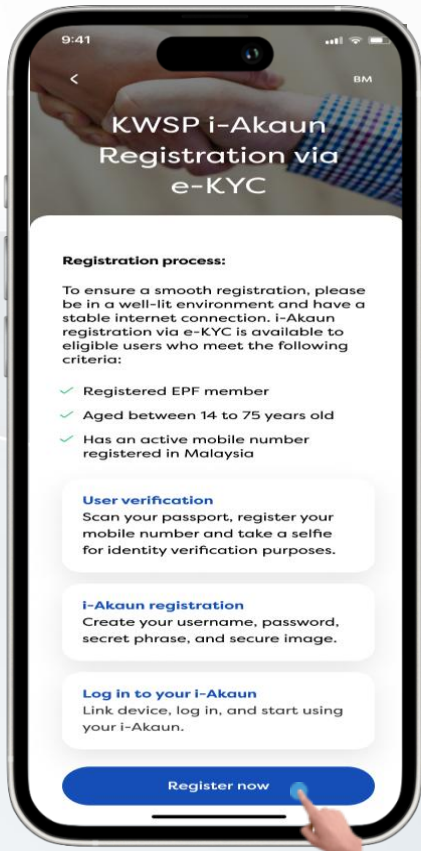
Scan your passport in the designated box until the green light appears



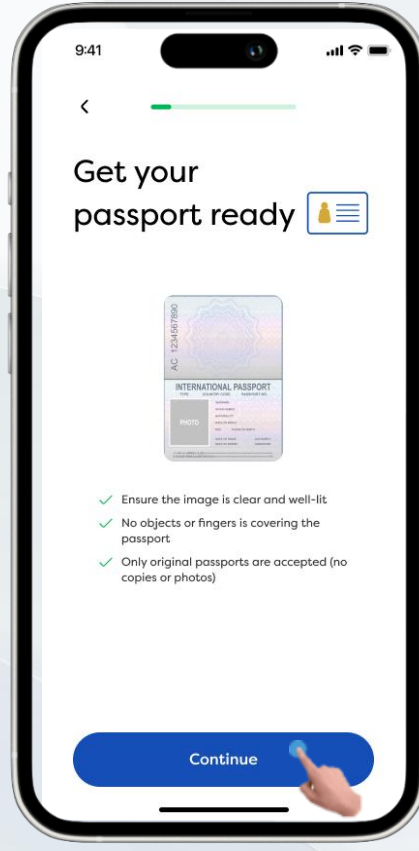
Screen will be displayed as above.
Tap 'Okay'



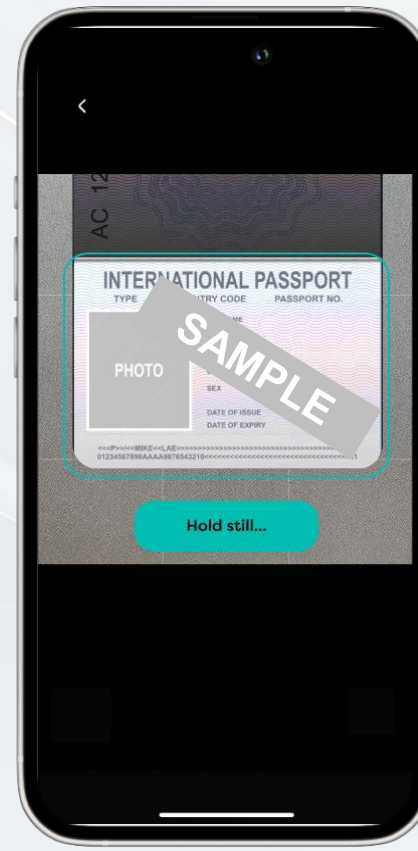
Scenario 3(c): Malaysian passport was detected



Tap 'Register Now'



Tap 'Continue'



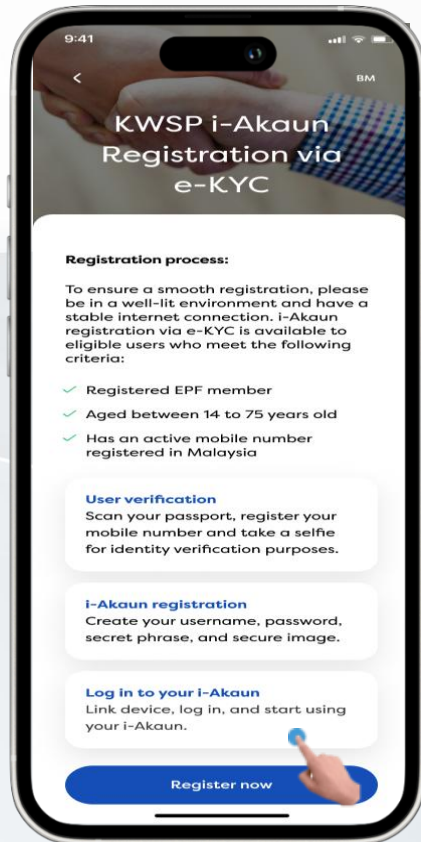
Scan your passport in the designated box until the green light appears



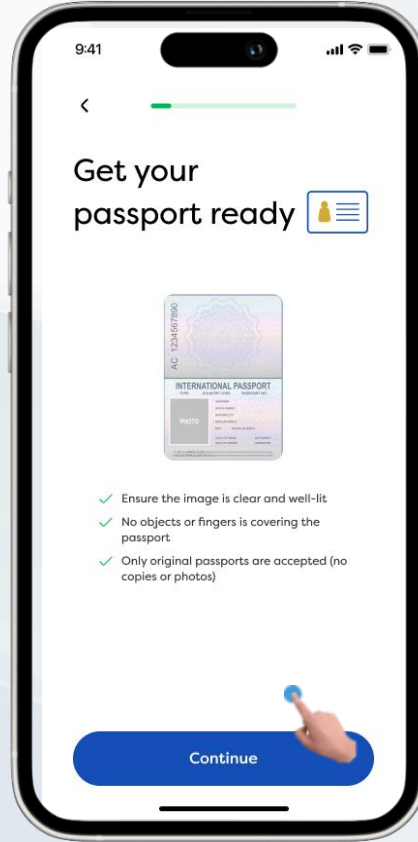
Screen will be displayed as above. Tap 'Okay'



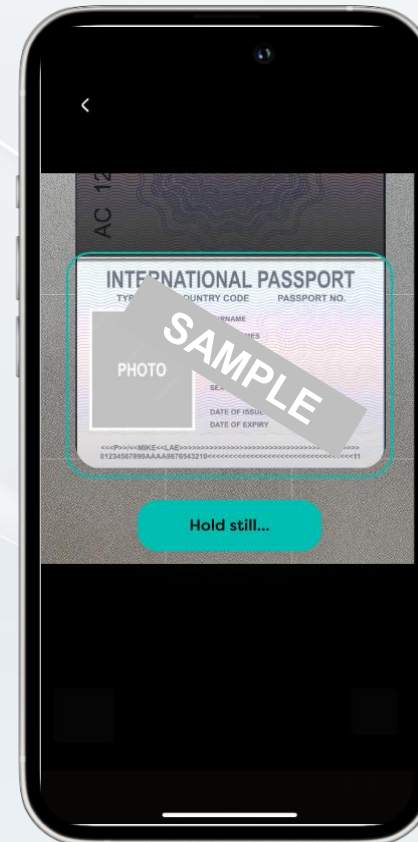
Scenario 3(d): Invalid passport



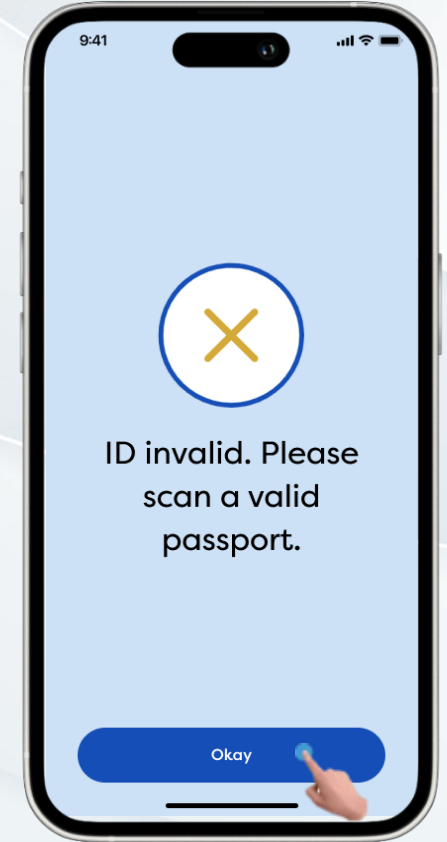
Tap 'Register Now'



Tap 'Continue'



Scan your passport in the designated box until the green light appears



Screen will be displayed as above. Tap 'Okay'

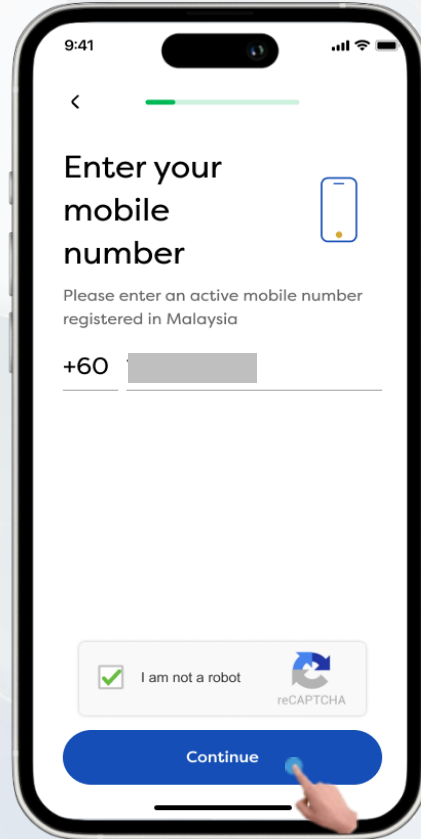


Scenario #4

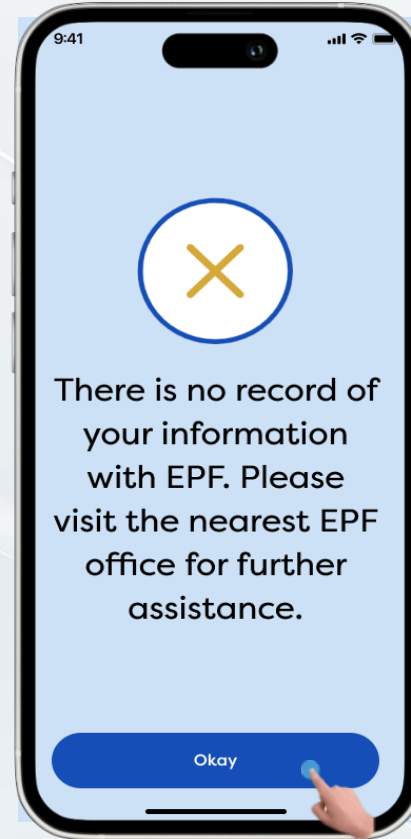
Member validation after passport scanning



Scenario 4(a): Not an EPF member

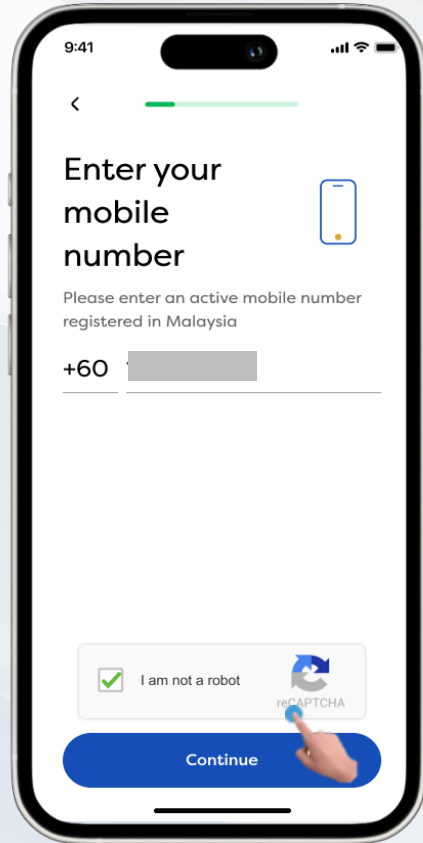


Enter your mobile number. Then, tick the 'I am not a robot' checkbox before tapping 'Continue'

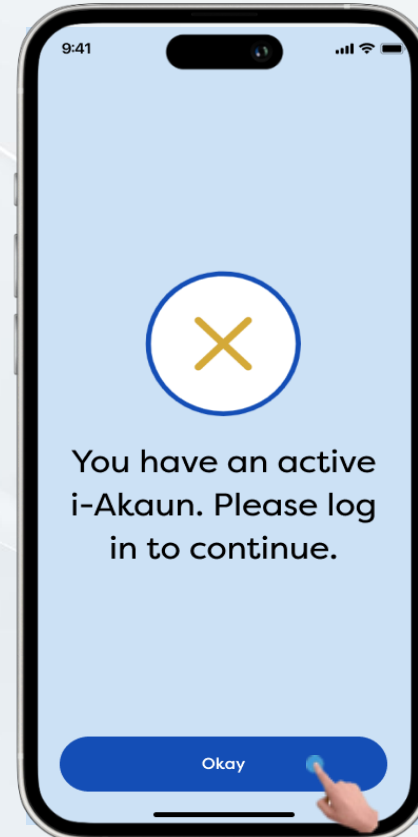


Screen will be displayed as above. Tap 'Okay'

Scenario 4(b): Already an EPF member



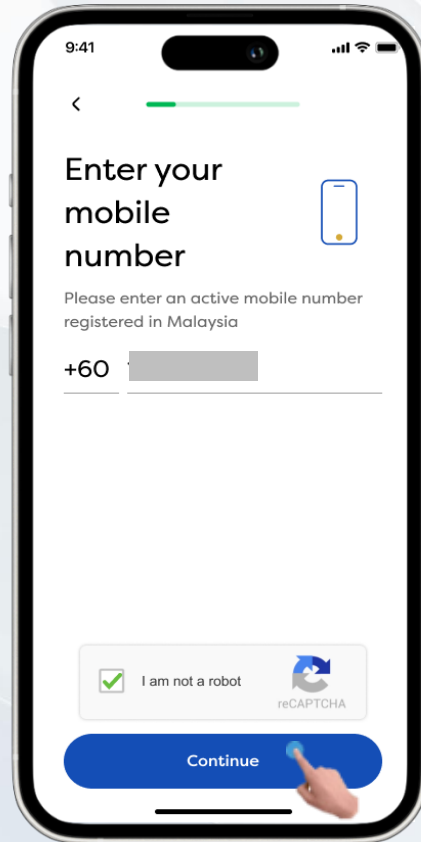
Enter your mobile number. Then, tick the 'I am not a robot' checkbox before tapping 'Continue'



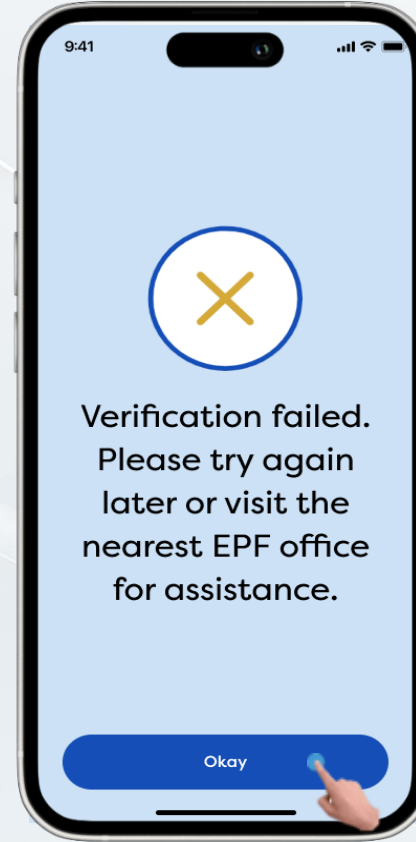
Screen will be displayed as above. Tap 'Okay'



Scenario 4(c): System unable to validate the member



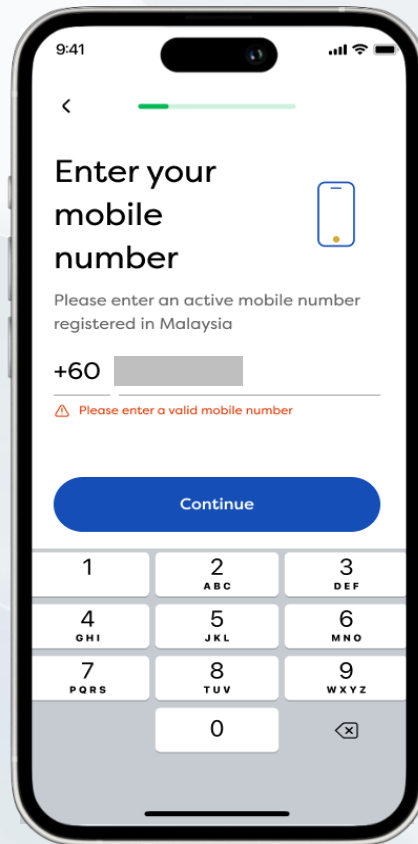
Enter your mobile number. Then, tick the 'I am not a robot' checkbox before tapping 'Continue'



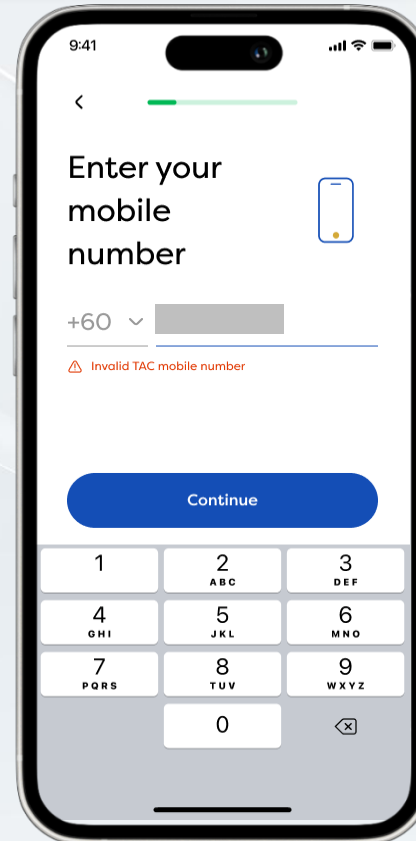
Screen will be displayed as above. Tap 'Okay'

Scenario 4(d): Error on mobile number

This issue may occur if the mobile number entered is incomplete or invalid, causing the system to reject it. Users are advised to recheck and update the mobile number, ensuring it is complete and valid before submitting.



Enter an incomplete mobile number. E.g., just enter 019123 only

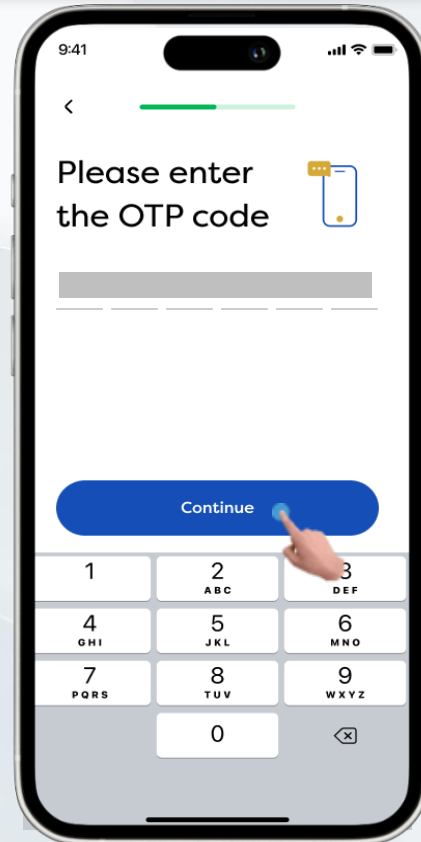


The member entered a different mobile number than the one registered for TAC.

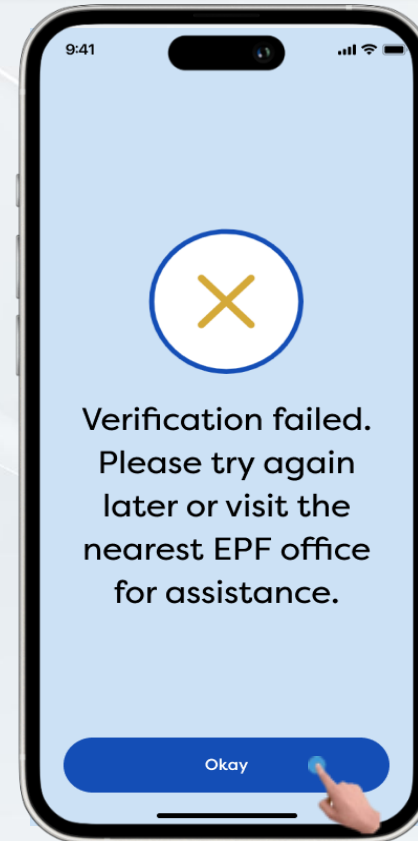


Scenario 4(e): Enter the wrong OTP code

This issue may occur if the OTP code is entered incorrectly, leading to verification failure. Users are advised to try again and ensure the OTP is entered exactly as received via SMS.



Enter the OTP code and tap 'Continue'



Screen will be displayed as above. Tap 'Okay'

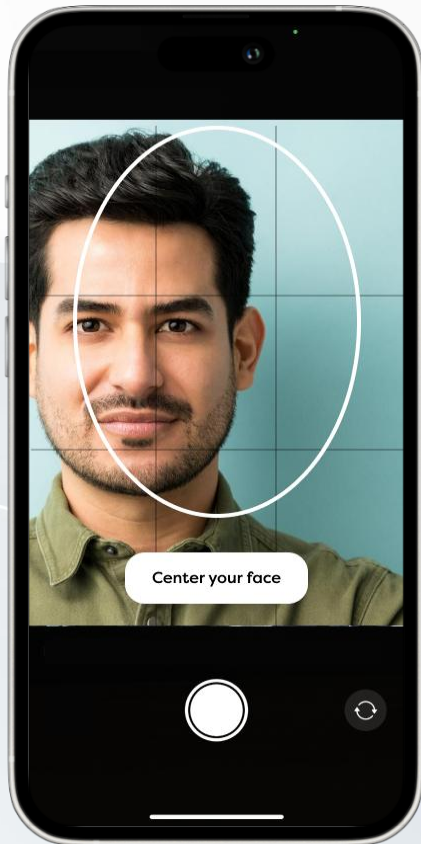


Scenario #5

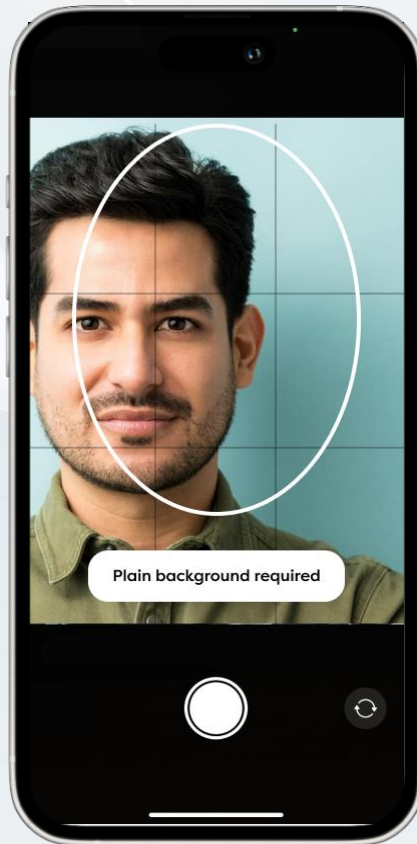
Capturing a selfie



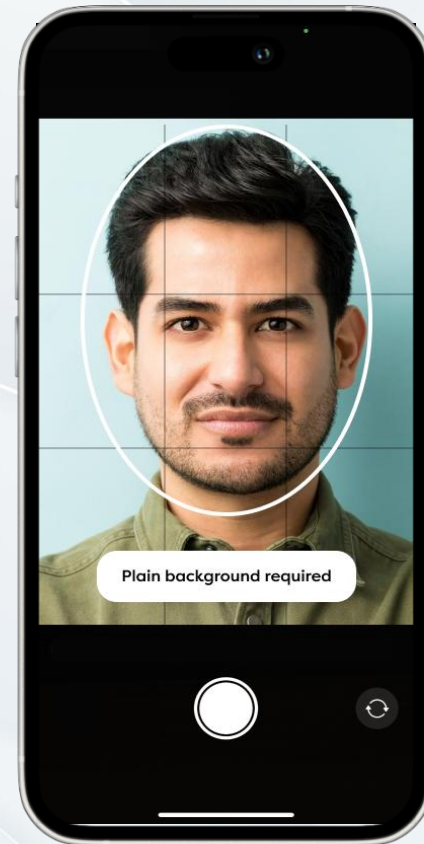
Scenario 5: Capturing a Selfie



Non-uniform background error



Face too far from the designated circle



Face is not centered in the circle

Scenario #6

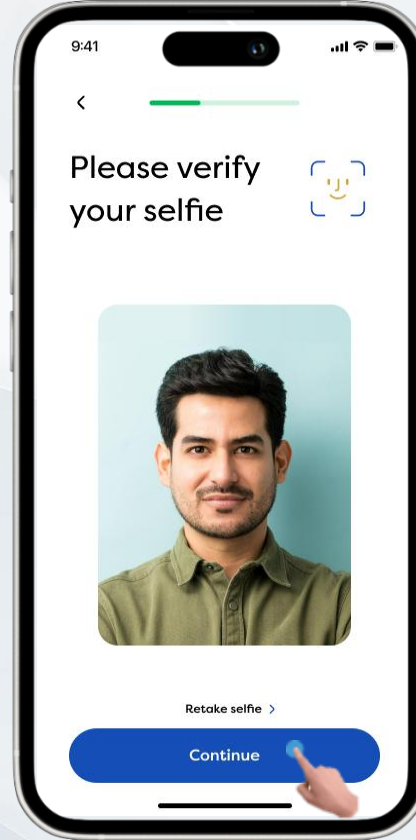
Selfie verification



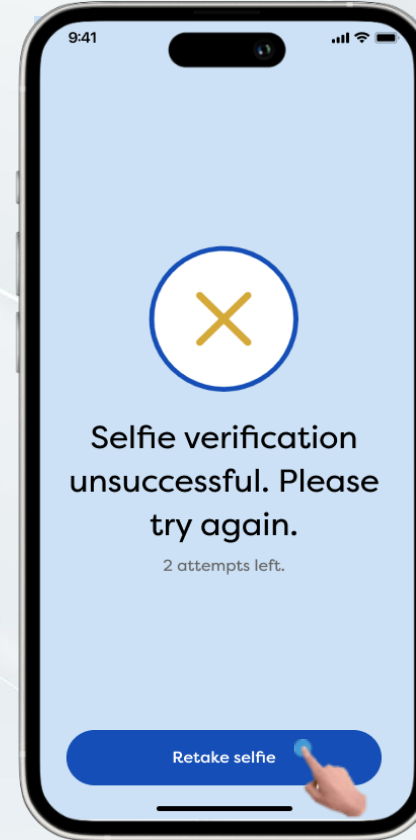
Scenario 6(a): Selfie verification failed after the 1st attempt



Please capture a selfie within the designated circle



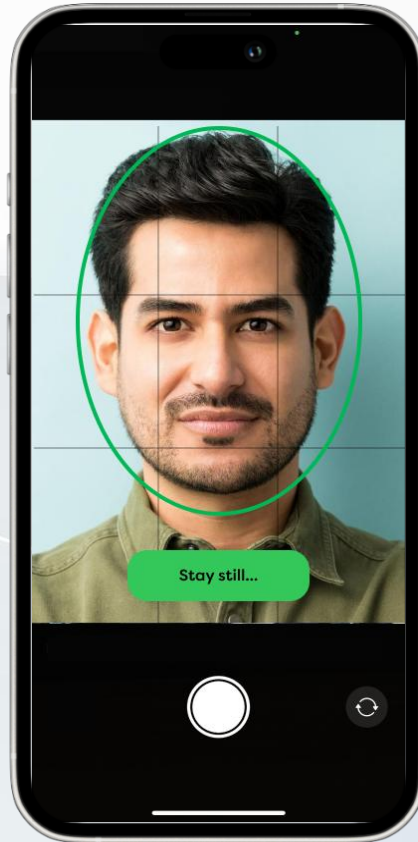
If the employee is satisfied with the selfie, please tap 'Continue'



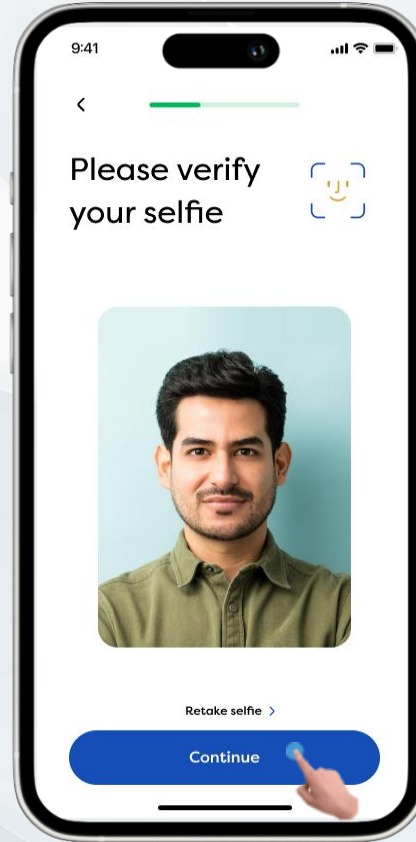
'Selfie verification unsuccessful' screen will be displayed. Tap 'Retake selfie'



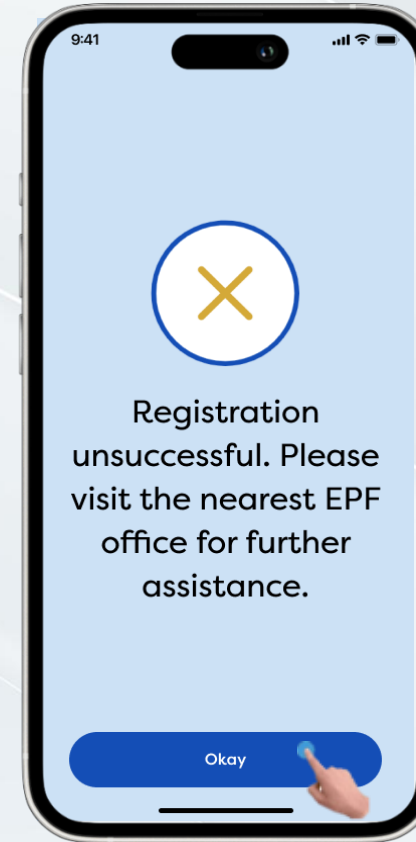
Scenario 6(b): Selfie verification failed after the 3rd attempt



Please capture a selfie within the designated circle



If the employee is satisfied with the selfie, please tap 'Continue'

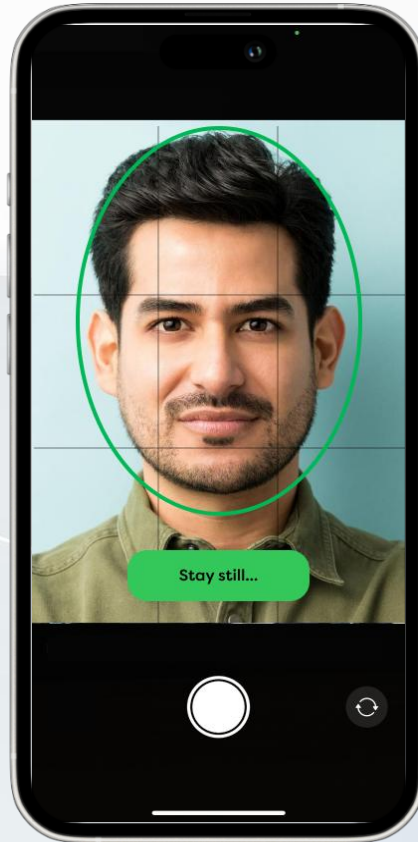


'Registration unsuccessful' screen will be displayed. Tap 'Okay'

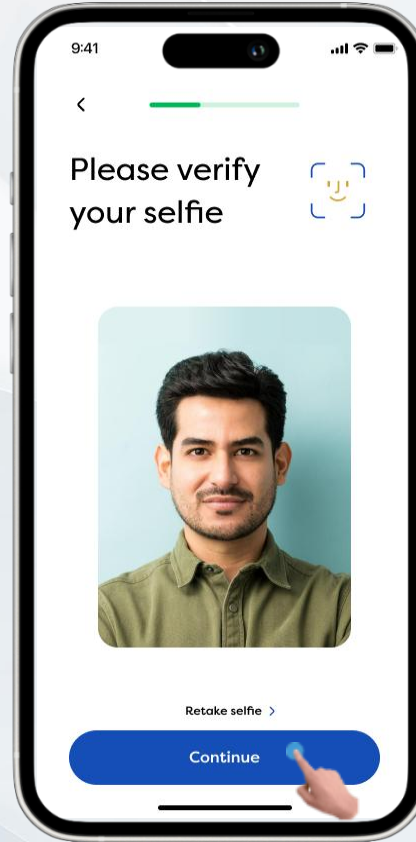
Note: If the employee needs to visit an EPF office after an unsuccessful registration, the employer is required to schedule an appointment through the EPF website.



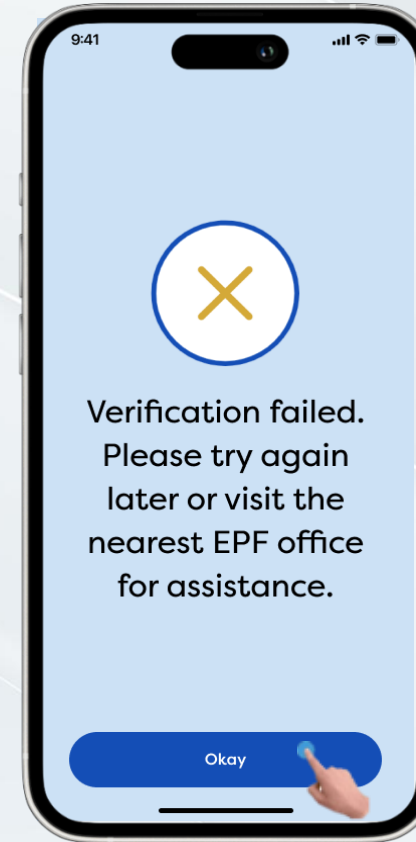
Scenario 6(c): Selfie verification failed due to system unavailability



Please capture a selfie within the designated circle



If the employee is satisfied with the selfie, please tap 'Continue'



'Verification failed' screen will be displayed. Tap 'Okay'



1

First-time user registration on the KWSP i-Akaun app

2

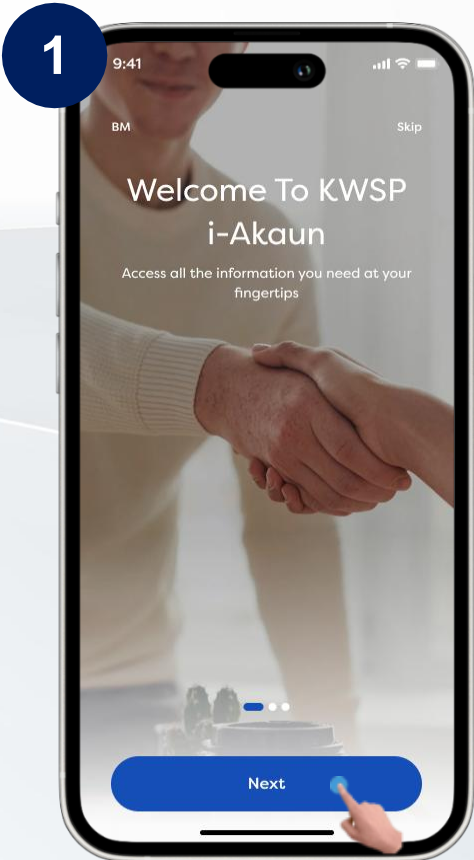
i-Akaun activation via OTP code on the KWSP i-Akaun app

i-Akaun activation via OTP code

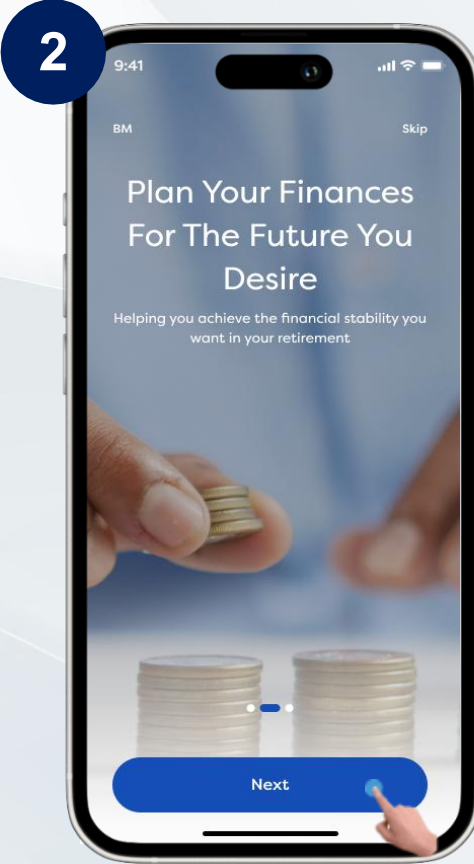


i-Akaun registration activated via OTP code

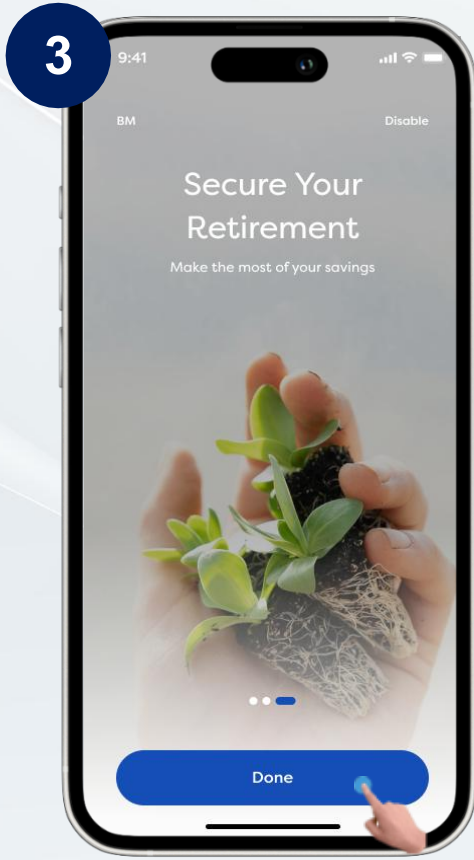
Non-Malaysian employees who register for i-Akaun through the SST or EPF counter are required to activate it using an OTP code.



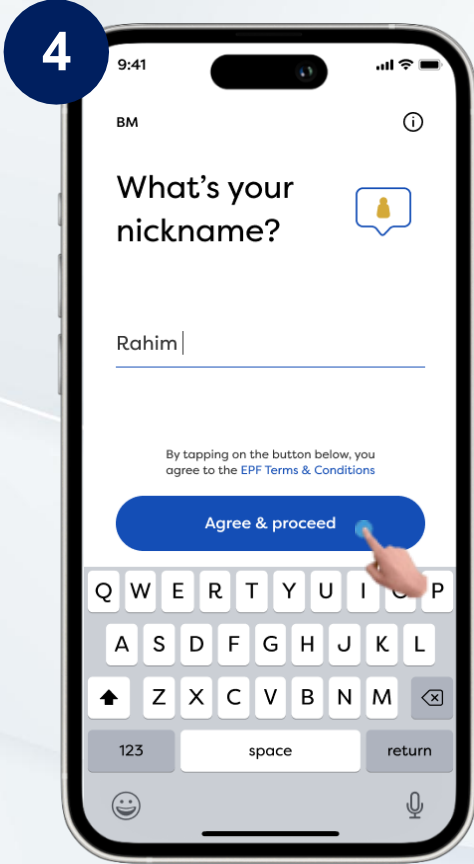
Tap 'Next'



Tap 'Next'



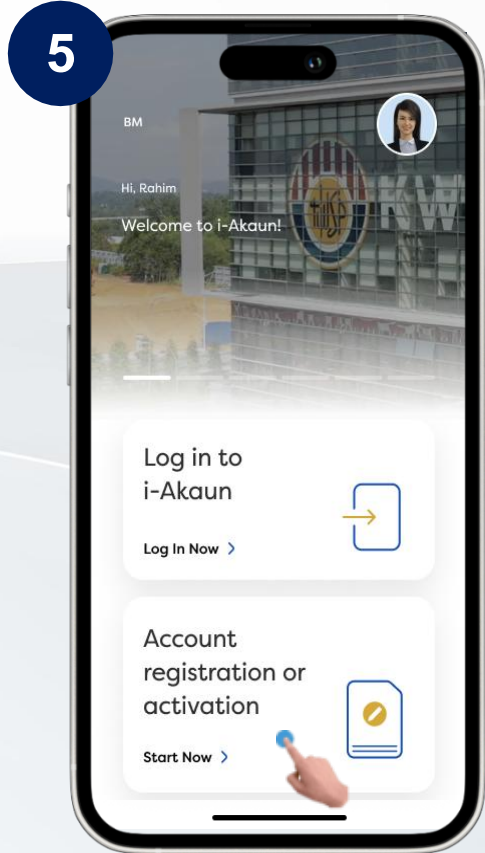
Tap 'Done'



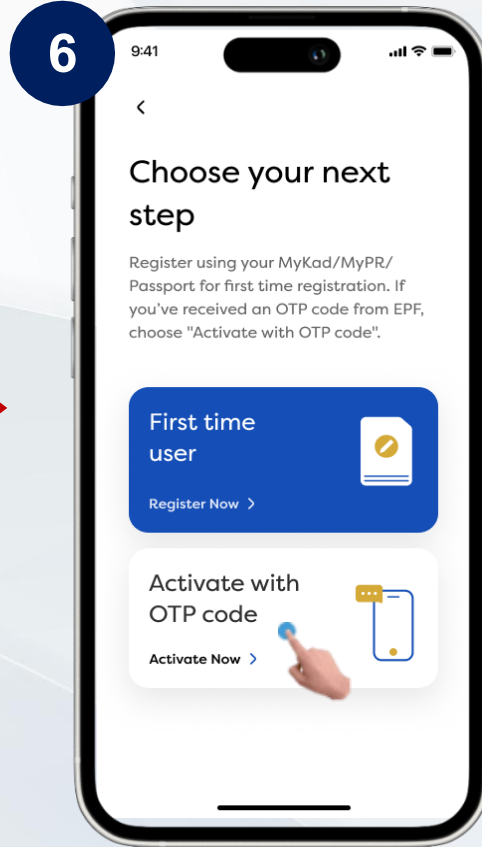
Enter your nickname and tap 'Agree & proceed'



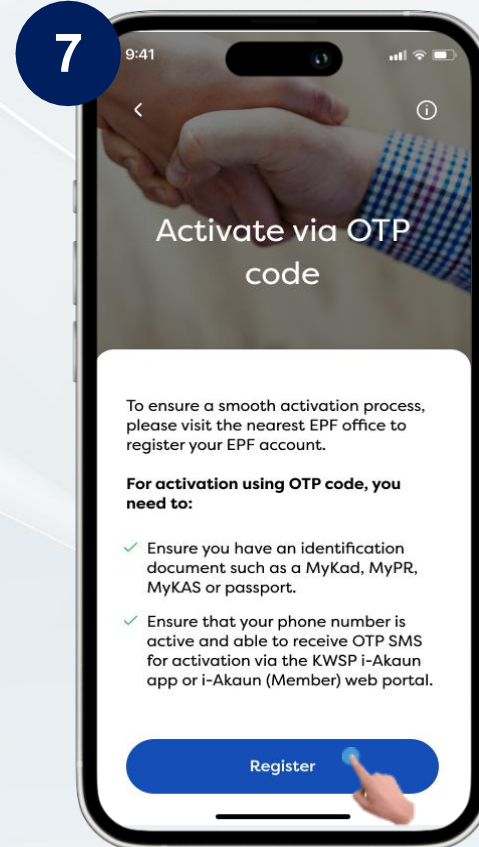
i-Akaun registration activated via OTP code



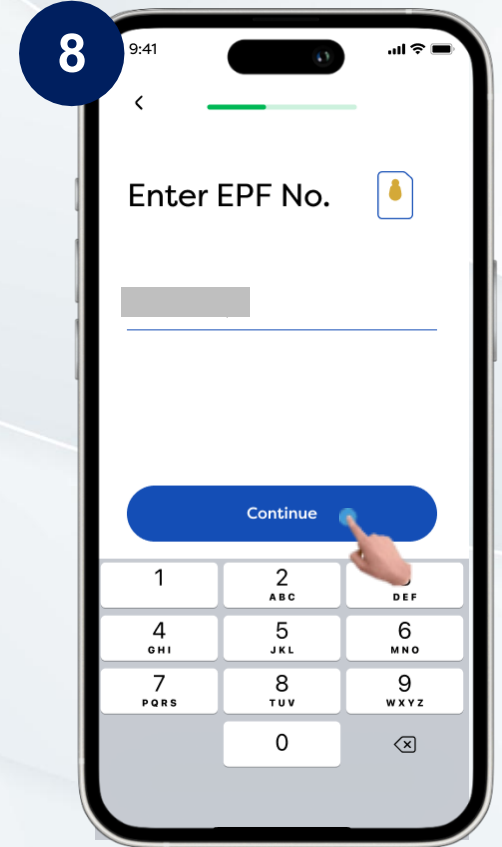
Go to the "Account registration or activation" card and tap 'Start Now'



Go to the 'Activate with OTP Code' and tap 'Activate Now'



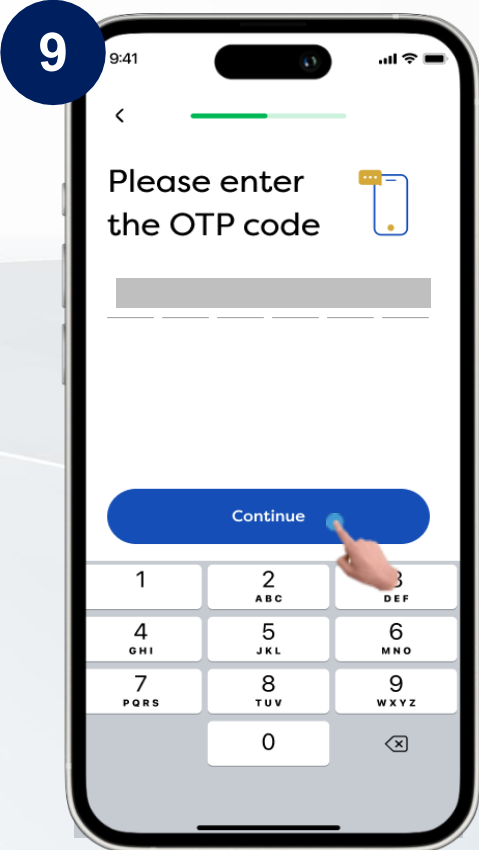
'Activate via OTP code' screen will be displayed. Tap 'Register'



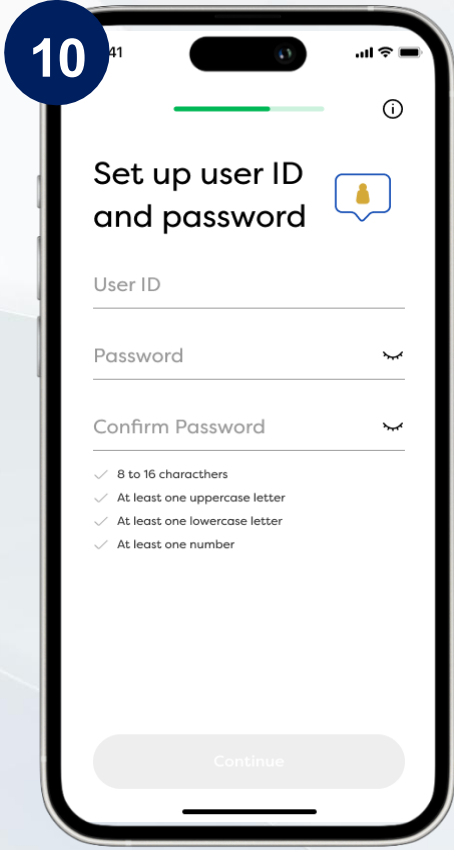
Enter EPF No. and tap 'Continue'



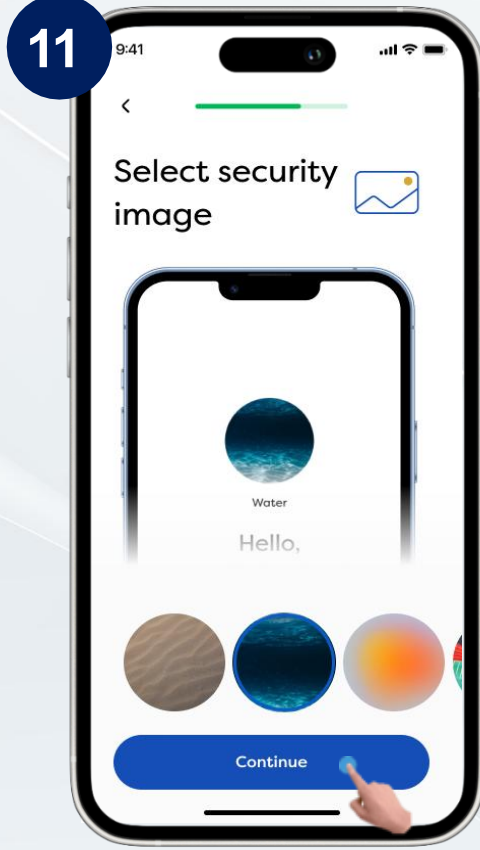
i-Akaun registration activated via OTP code



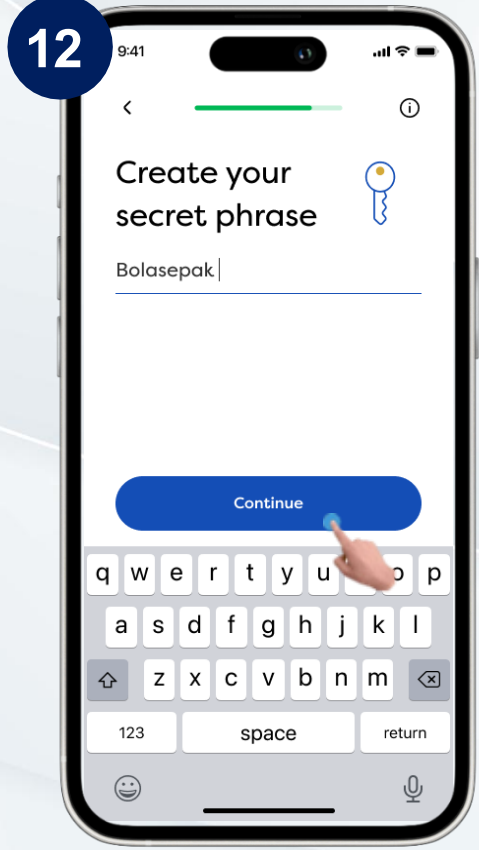
Enter the OTP code and tap 'Continue'



Screen on 'Set up user ID and password' will be displayed



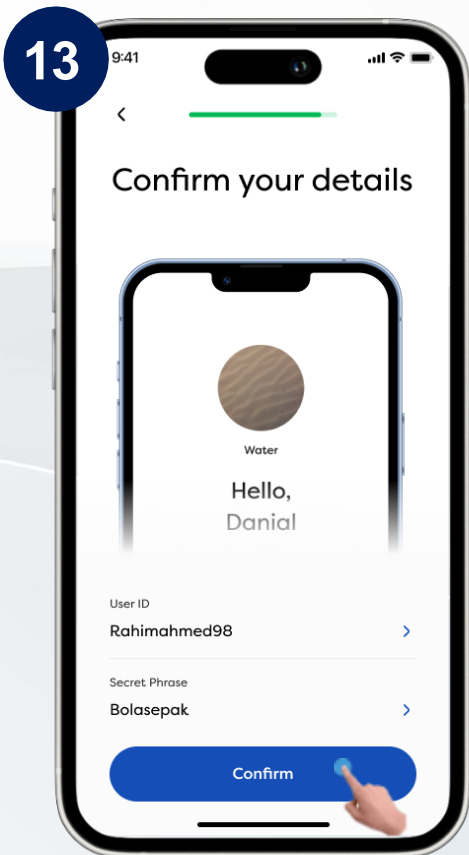
Choose your preferred security image and tap 'Continue'



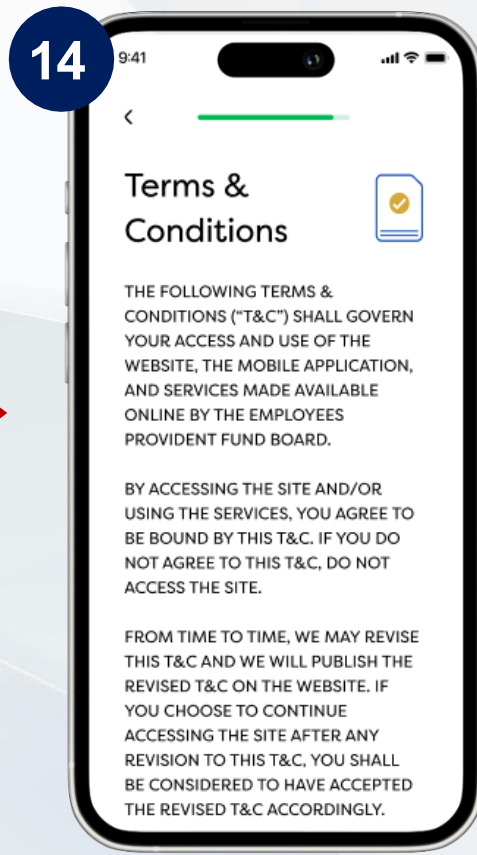
Create the secret phrase, then tap 'Continue'



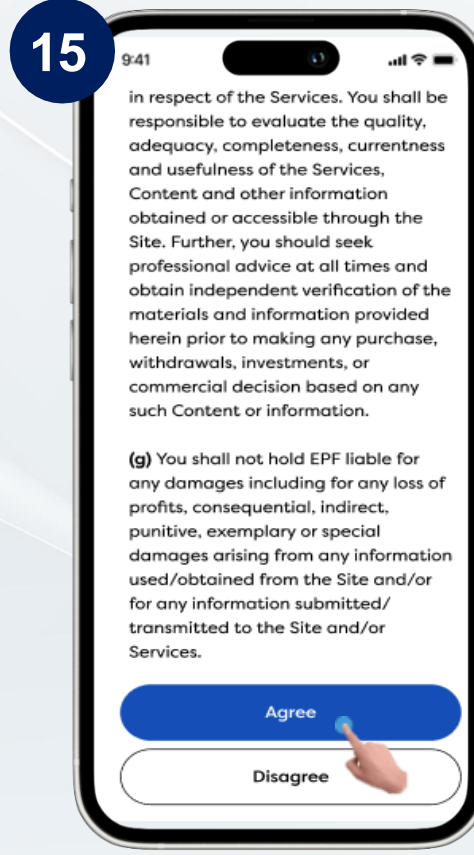
i-Akaun registration activated via OTP code



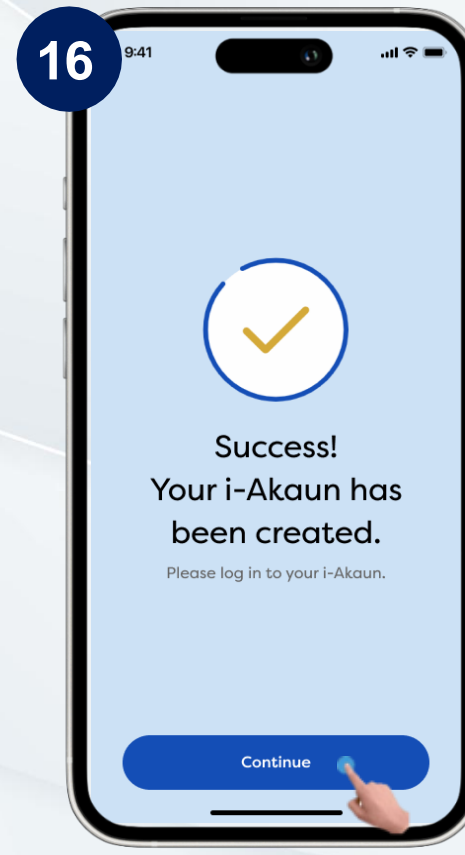
Confirm the details. If everything is in order, please tap 'Continue'



The 'Terms & Conditions' screen will be displayed. Employees need to read and understand it before proceeding to the next screen.



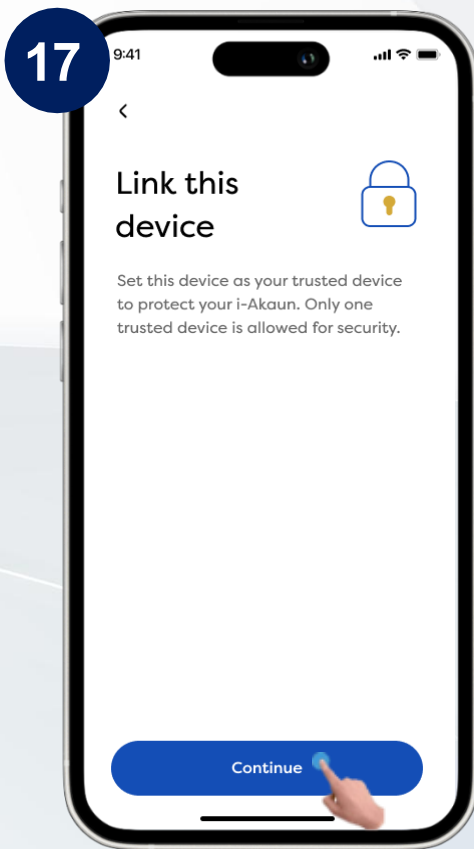
Scroll down the screen, then tap 'Agree'



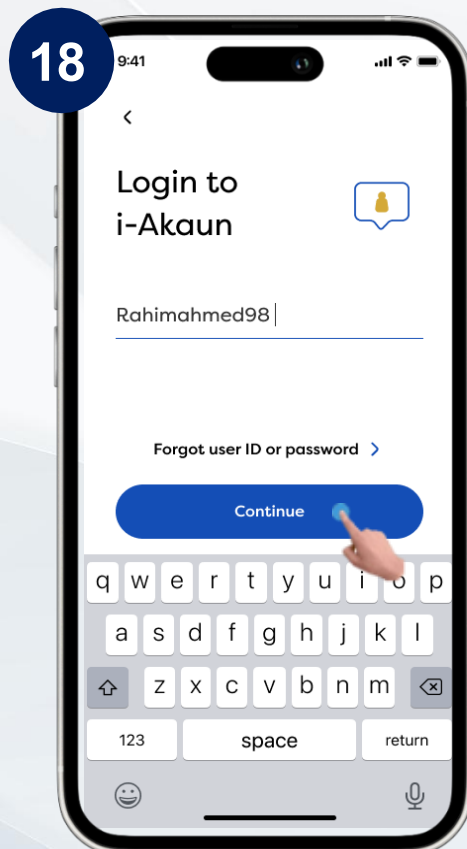
'Success! Your i-Akaun has been created' screen will be displayed. Tap 'Continue'



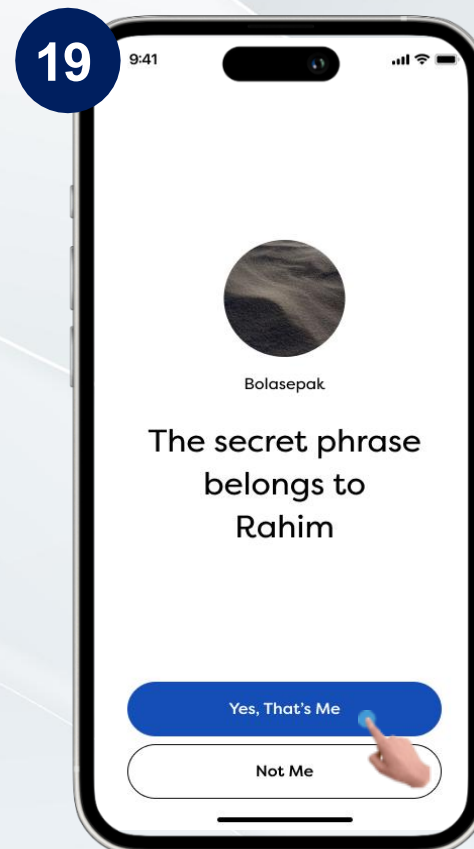
i-Akaun registration activated via OTP code



'Link this device' screen will be displayed. Tap 'Continue'

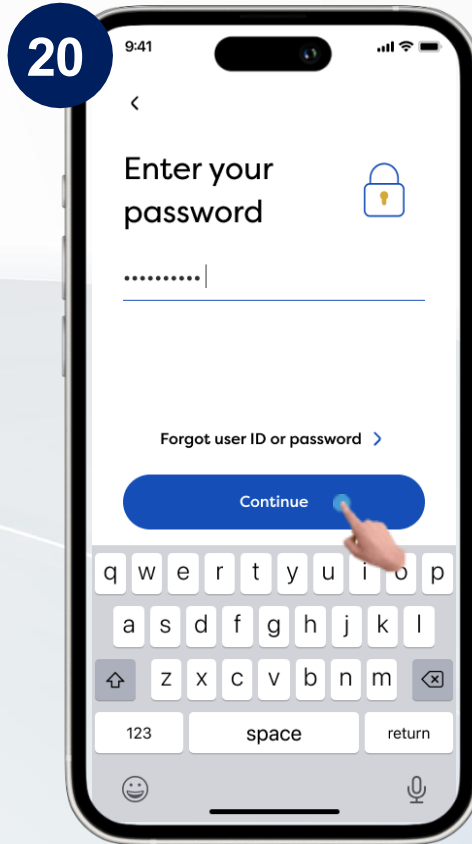


Enter User ID, then tap 'Continue' to log in to your i-Akaun

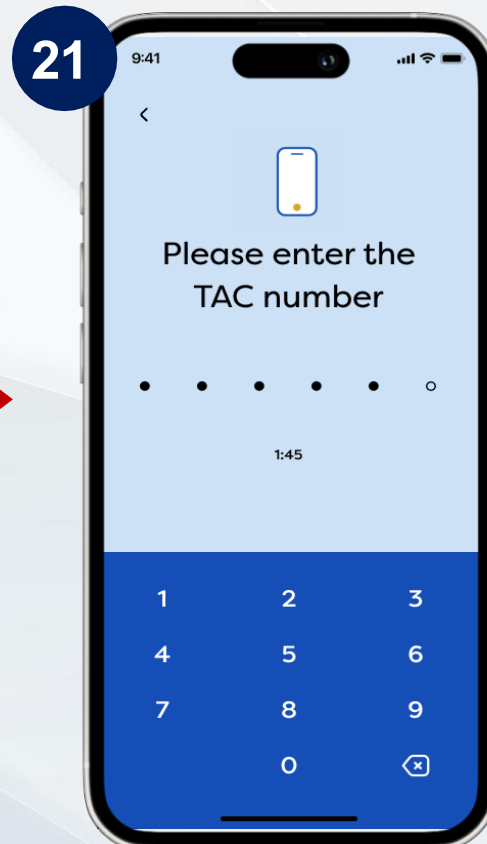


Tap 'Yes, That's Me'

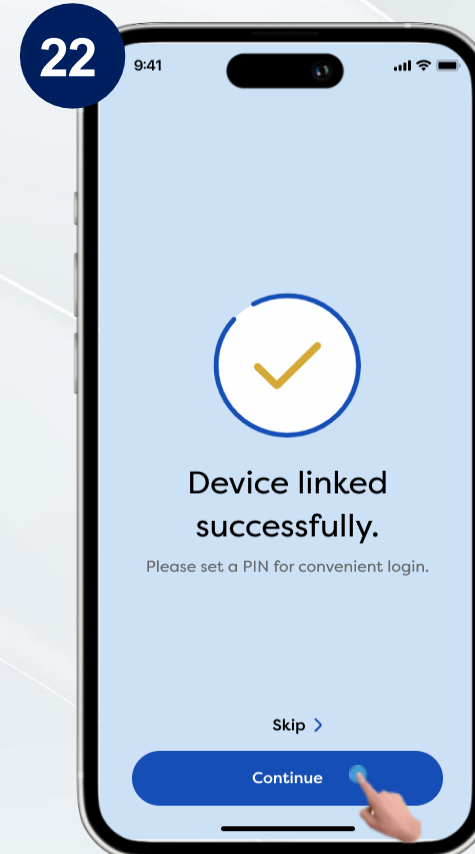
i-Akaun registration activated via OTP code



Enter your password.
Then, tap 'Continue'



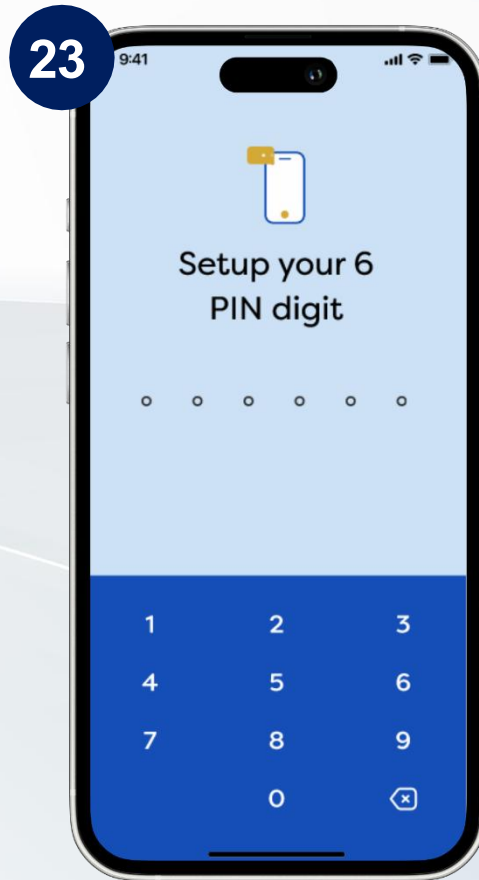
Enter the TAC number



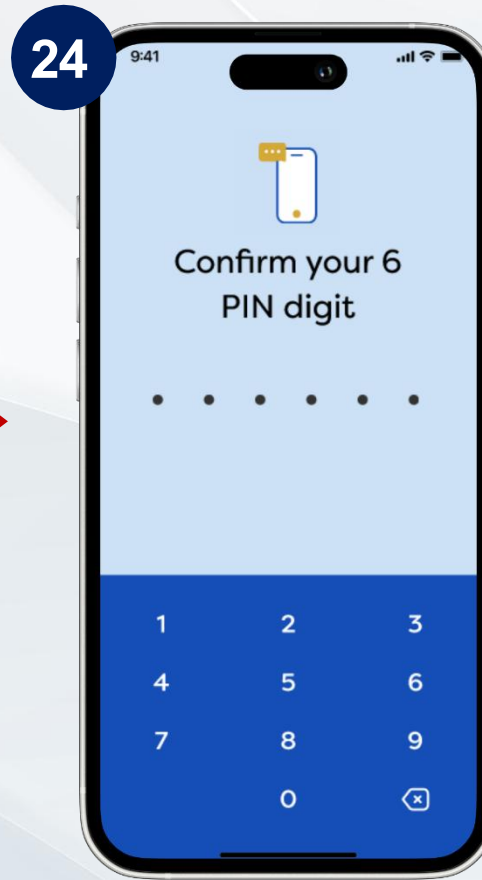
'Device linked successfully' screen
will be displayed. Tap 'Continue'



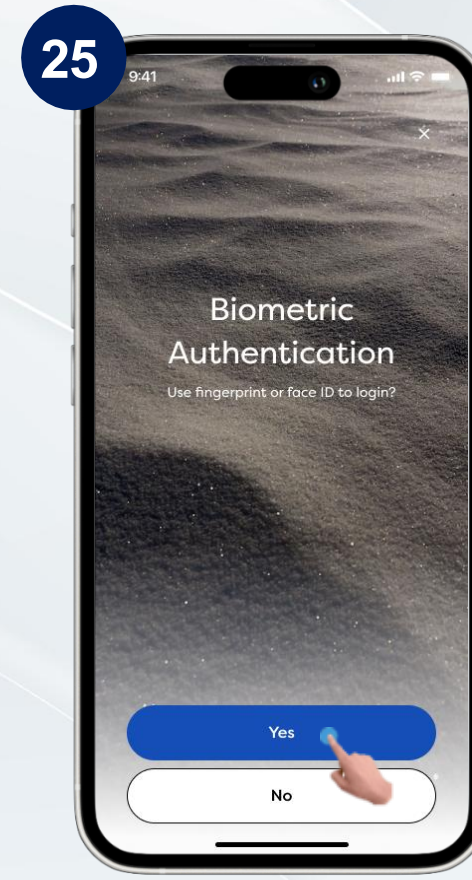
i-Akaun registration activated via OTP code



Next, set up your 6-digit PIN



Confirm your 6-digit PIN

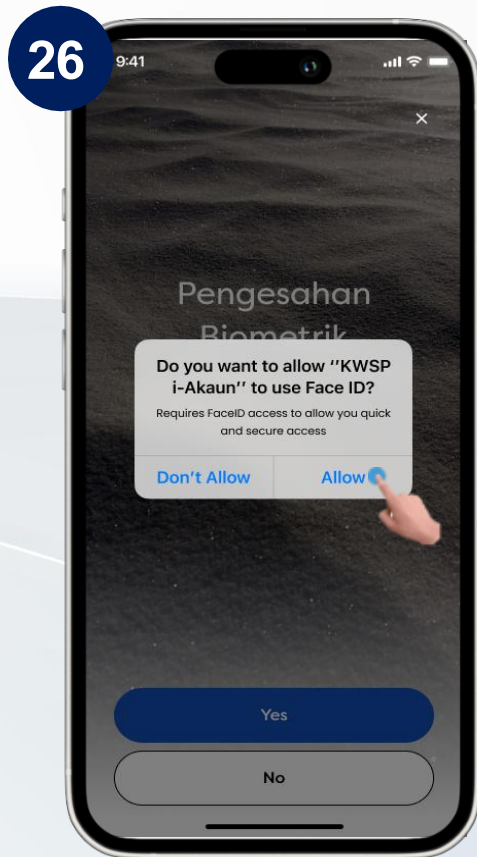


'Biometric Authentication' screen will be displayed. Tap 'Yes'

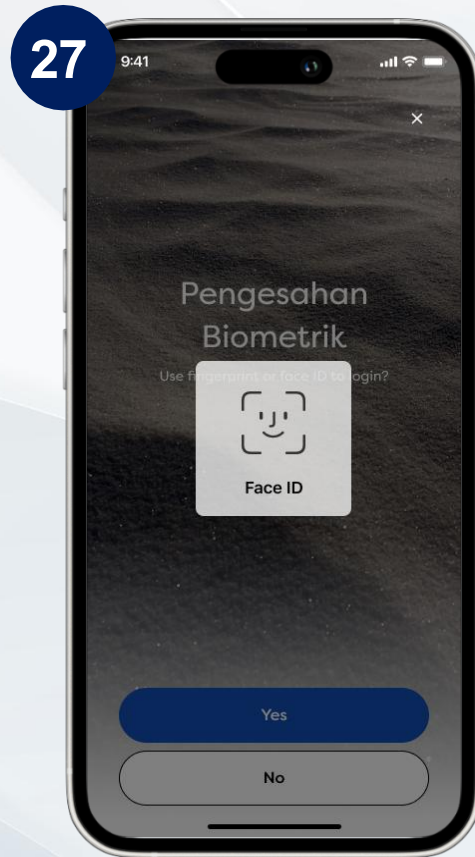
Note: Employees have the option to either perform biometric authentication on their device or choose not to do so.



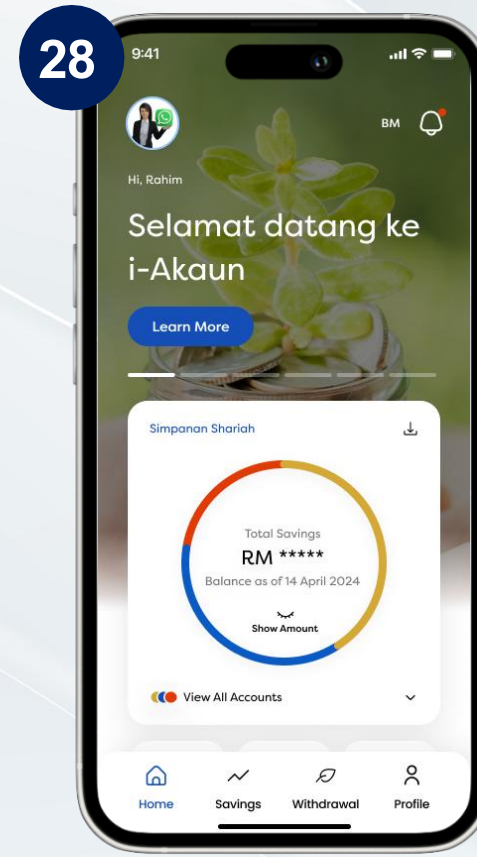
i-Akaun registration activated via OTP code



Choose 'Allow' to use biometric authentication when logging in to i-Akaun.



Perform Biometric Authentication to proceed to the next screen



Homepage screen will be displayed



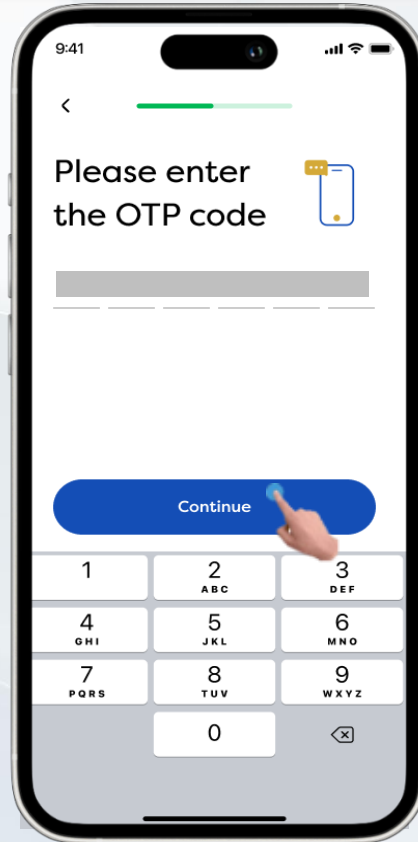
Scenario #1

Activate i-Akaun with an expired OTP code

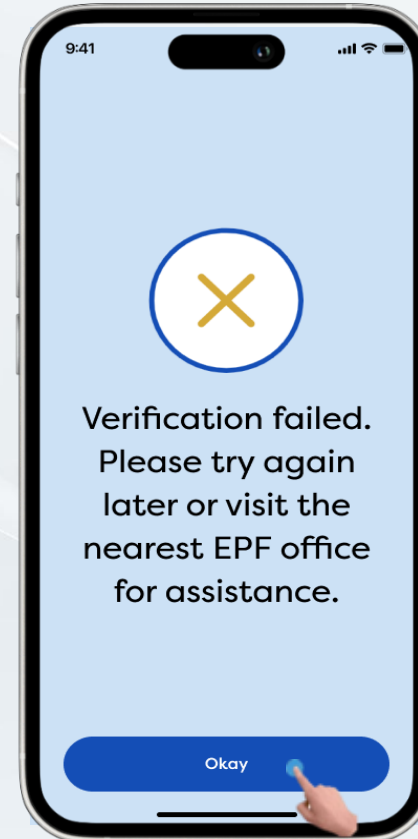


Scenario 1: Activate i-Akaun with an expired OTP code

In this scenario, a non-Malaysian employee can only activate their i-Akaun using an OTP code after 30 days.



Enter the OTP code and tap 'Continue'



Screen will be displayed as above. Tap 'Okay'

Note: The OTP activation will expire 30 days after i-Akaun registration through SST or counter



THANK YOU

