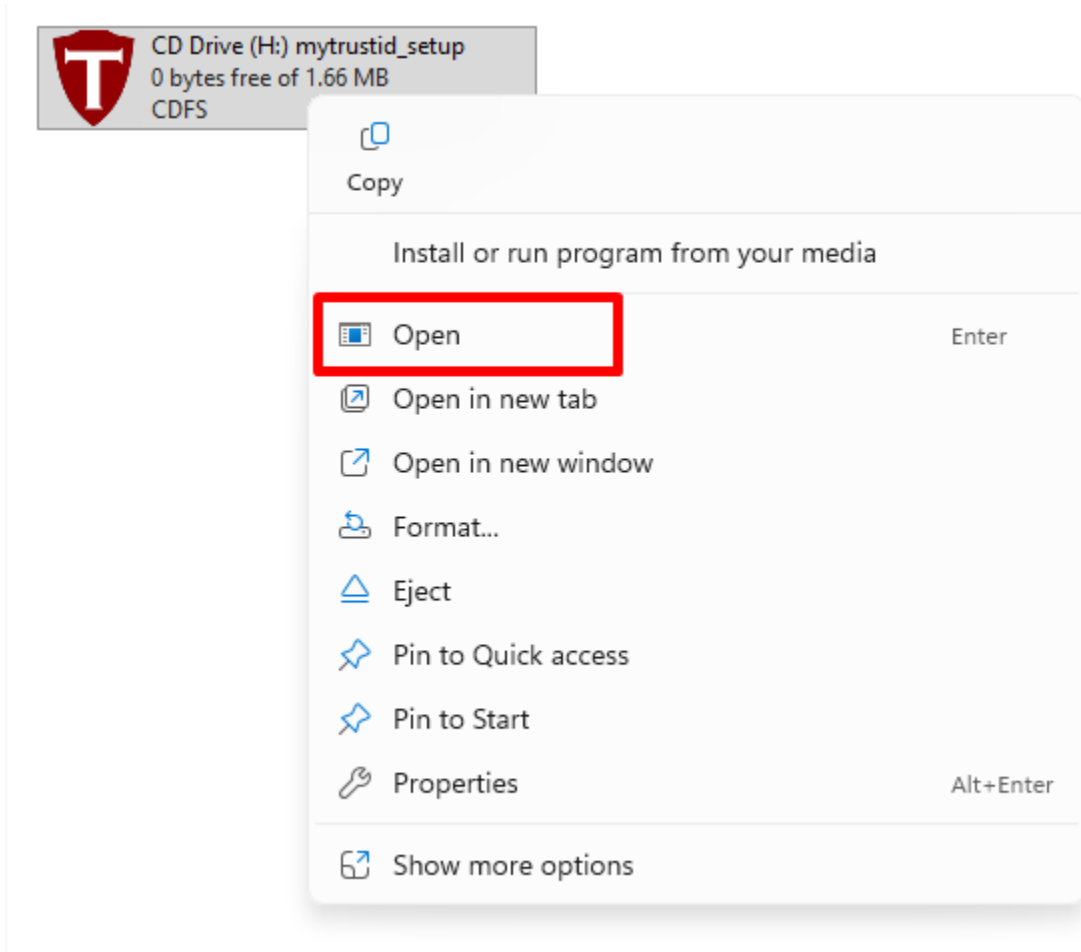


# MyTrustID User Manual

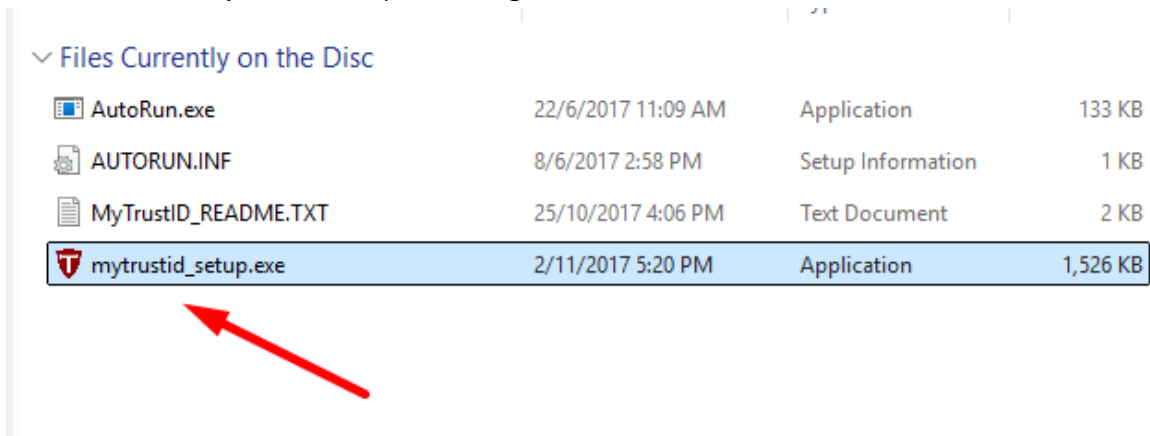
## A. Install MyTrustID Token Manager

This installation is required only once for each computer.

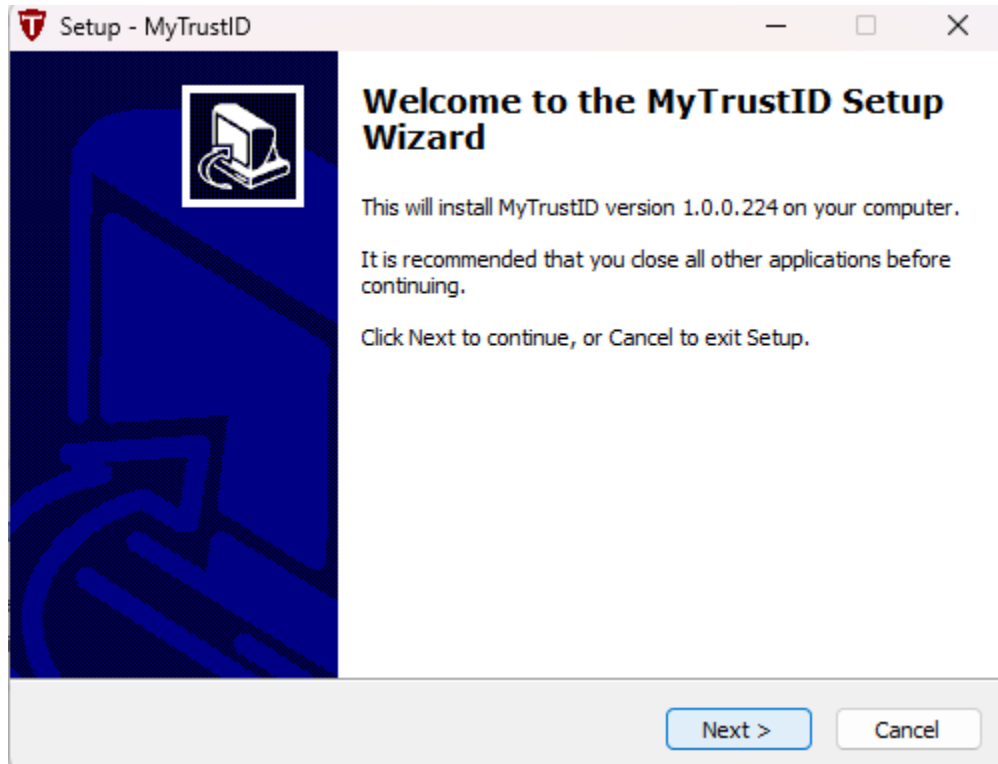
1. Insert the Trustgate USB Token into your computer.
2. Open "This PC" and access the Trustgate USB Token folder.



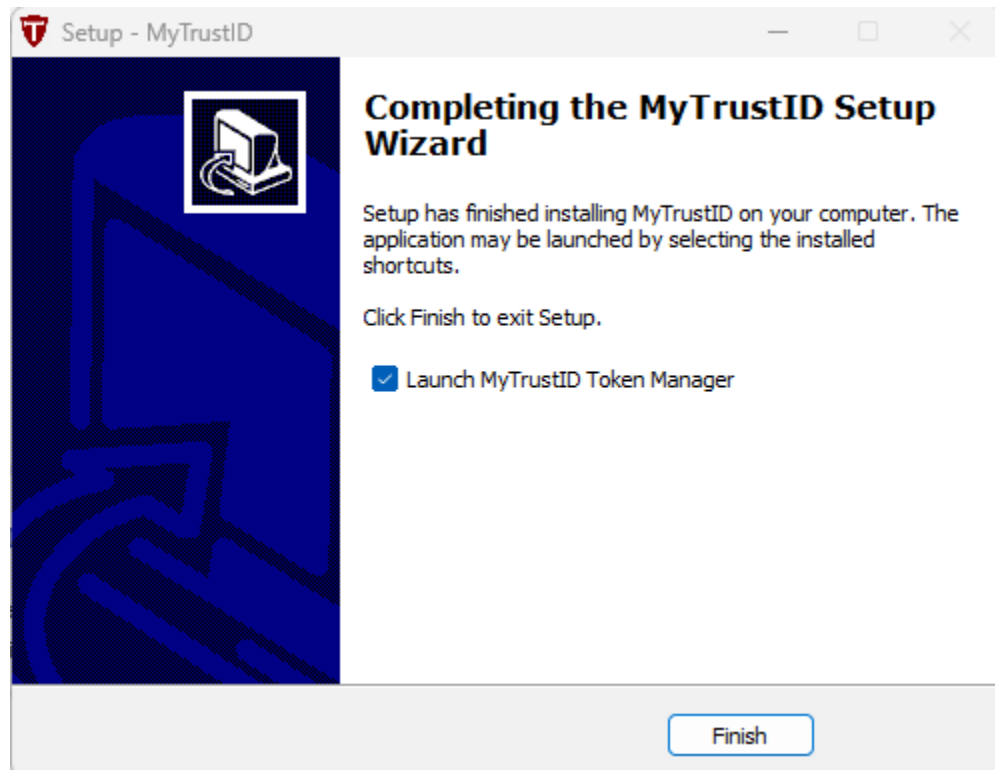
3. Double-click the mytrustid\_setup file to begin the installation.



4. Follow the on-screen instructions to complete the installation.

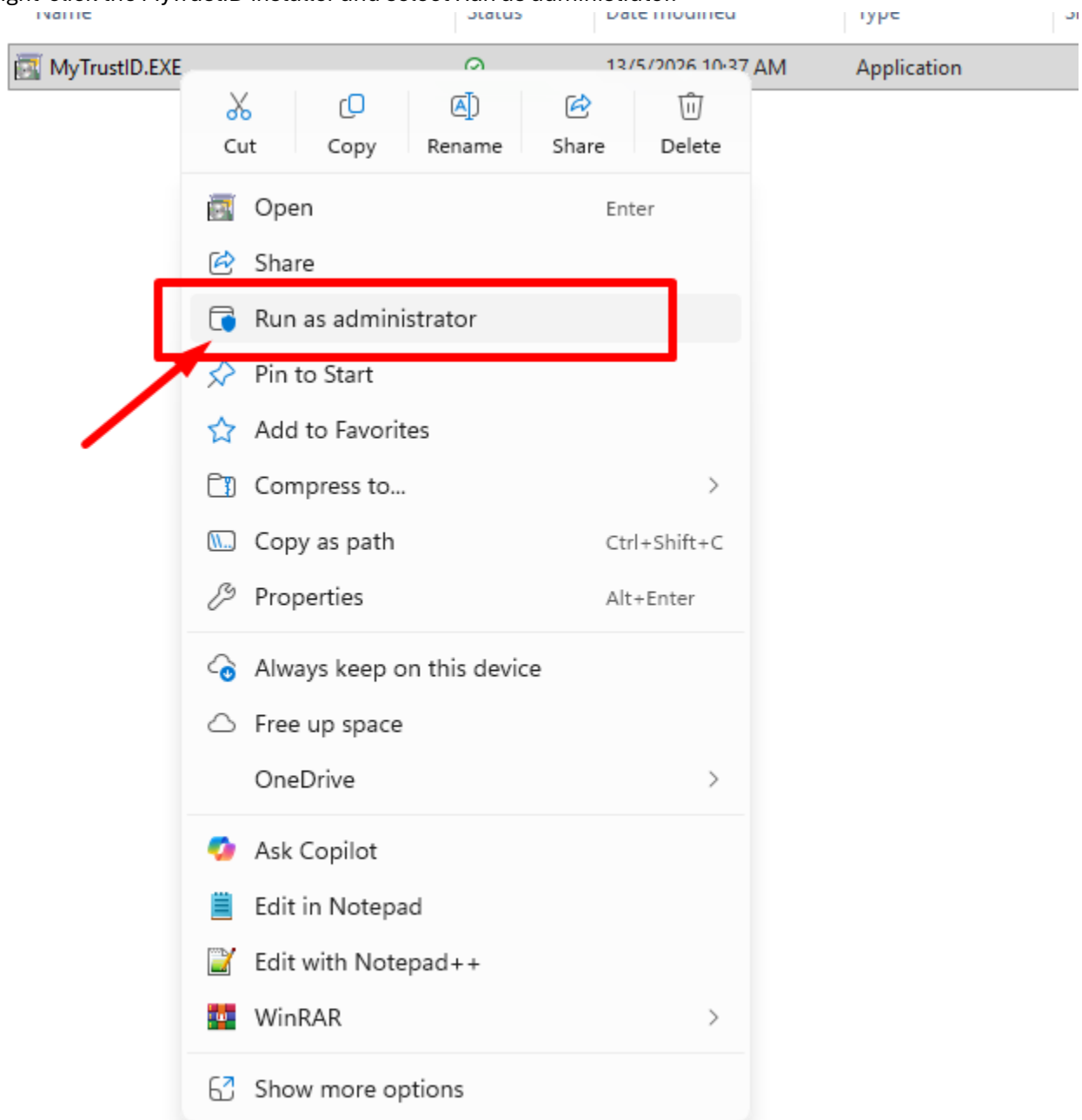


5. When the final setup page appears, click Finish to complete the installation.

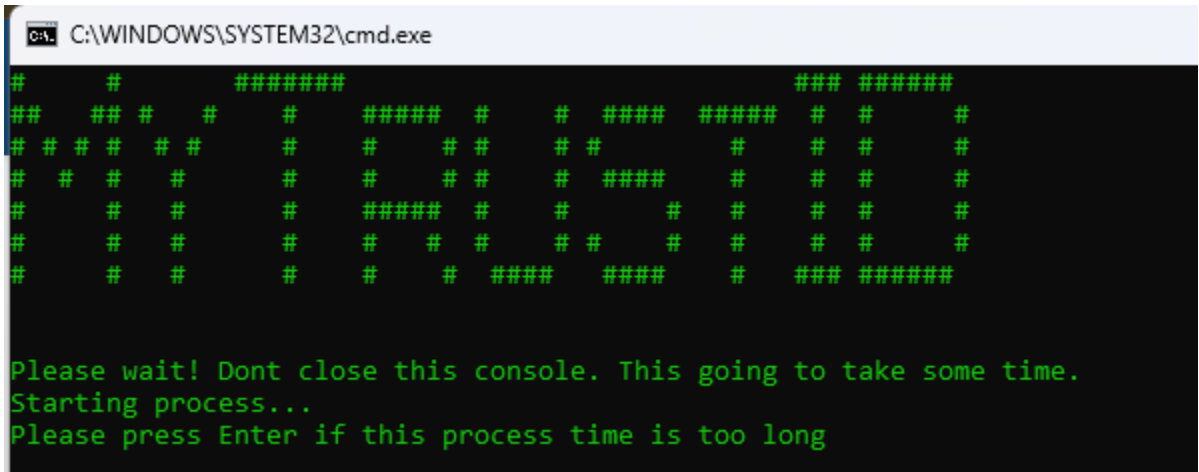


## B. Install MyTrustID Application

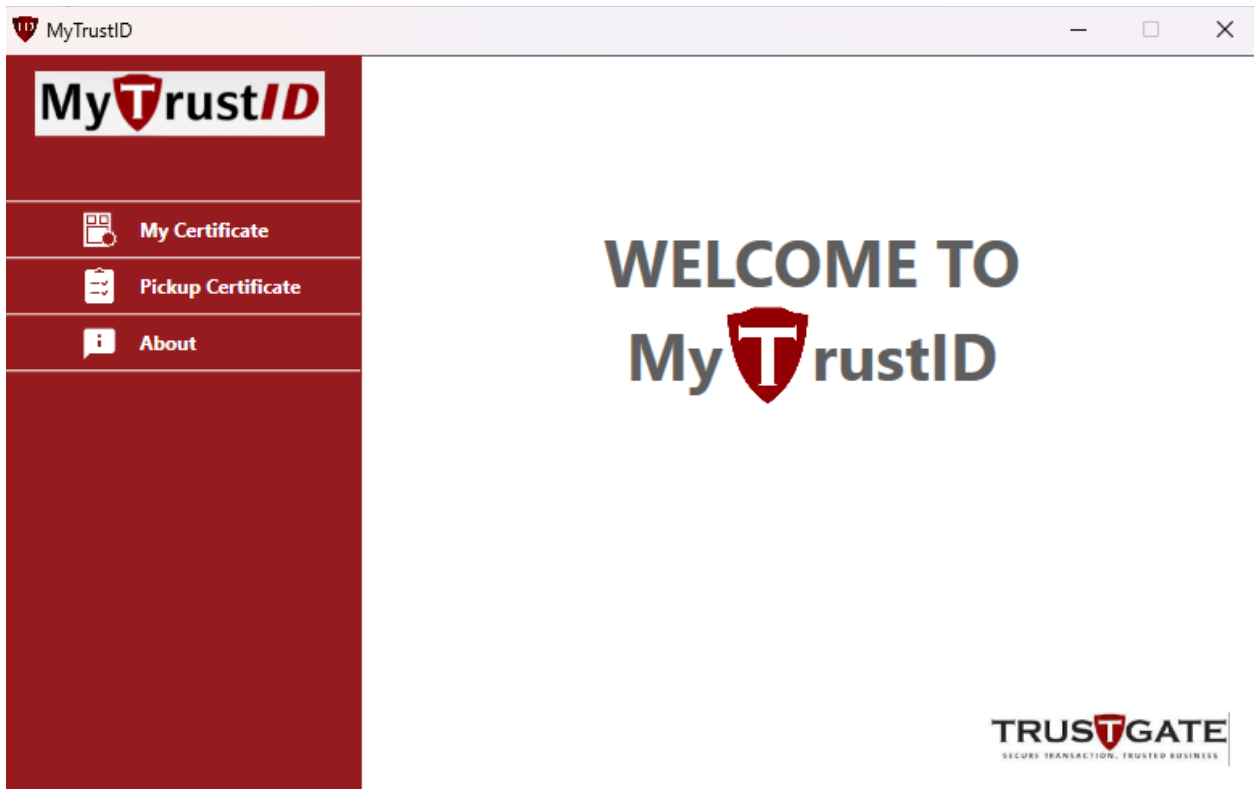
1. Download the MyTrustID installer using the following link: [MyTrustID Installer](#)
2. Right-click the MyTrustID installer and select Run as administrator.



3. The installation window will appear. Proceed with the installation as instructed.



4. Once the installation is completed, the confirmation screen will be displayed, indicating that MyTrustID has been installed successfully.




**Compatible Browsers: Google Chrome, Mozilla Firefox, and Microsoft Edge.**

## C. Log in to QUEST3+ Using MyTrustID

1. Before logging in, ensure that both MyTrustID Token Manager and MyTrustID applications are running.
2. Go to QUEST3+ login on NPRA Website. Select MyTrustID as the login method.

### Please Choose Login Method


  
**MYTRUSTID LOGIN METHOD**


MyTrustID provides a simpler and more flexible login experience. Unlike the previous method, it does not require Java installation and is no longer limited to Mozilla Firefox.

**Compatible Browsers:**

- Google Chrome
- Mozilla Firefox
- Microsoft Edge

Users are advised to refer to the relevant MyTrustID user manual for the login instructions and requirements.

[ENTER](#) 

  
**JAVA LOGIN METHOD**

The Java Login Method is the existing login option for QUEST3+ users who access the system using a USB Token.

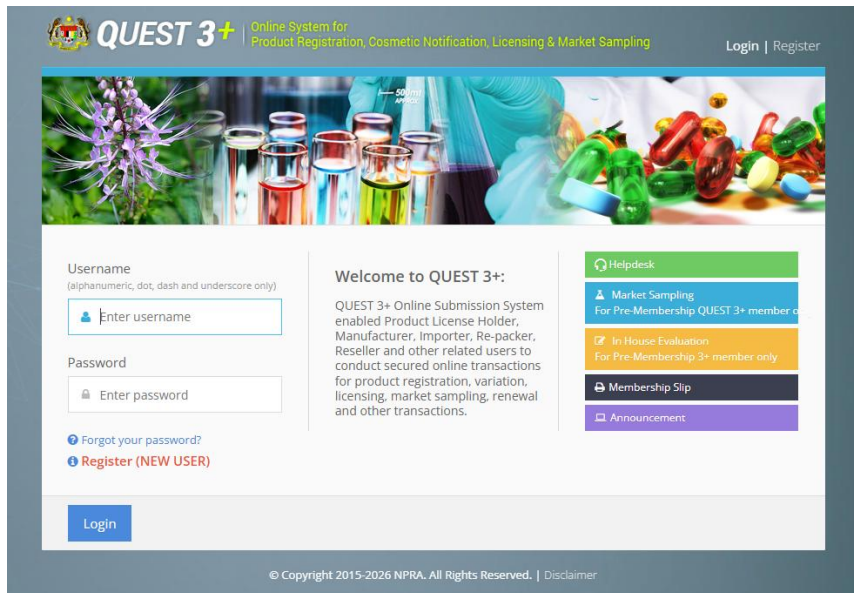
This method requires users to install the required Java application and supporting components before login. It is only compatible with the following web browser:

- Mozilla Firefox

Users are advised to refer to the relevant Java Login Method user manual for the installation and login instructions.

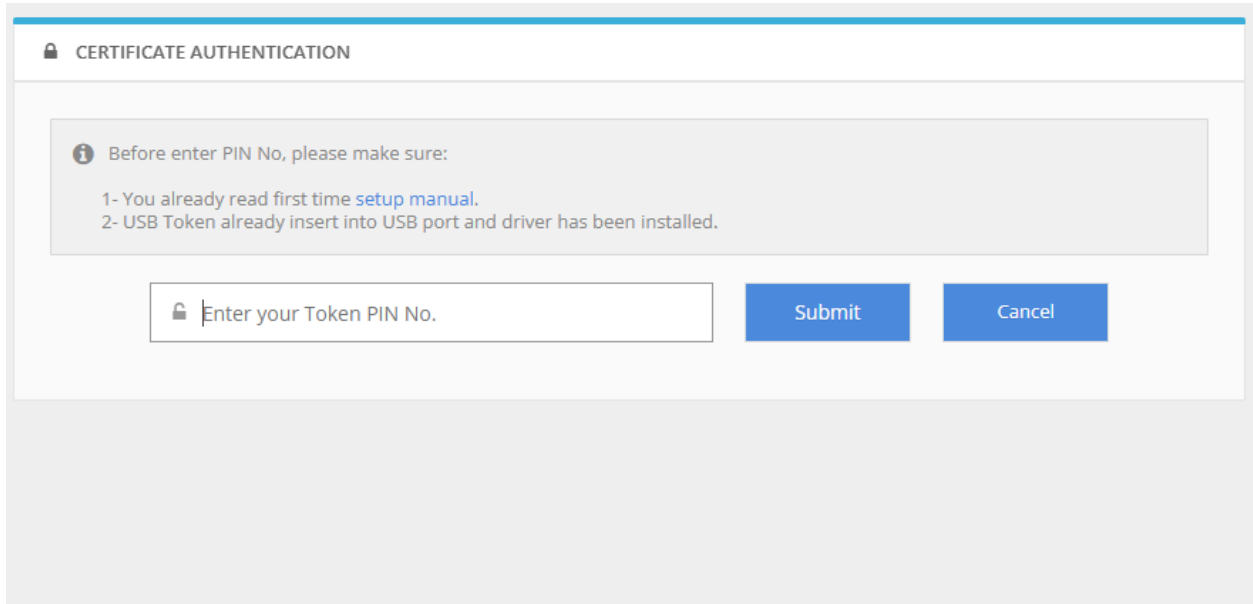
[ENTER](#)

3. Enter your QUEST3+ username and password, then click Login.



The screenshot shows the QUEST3+ login interface. At the top, it says "QUEST 3+ Online System for Product Registration, Cosmetic Notification, Licensing & Market Sampling". Below this is a banner image of laboratory glassware. The main content area is divided into three sections: a login form on the left, a welcome message in the center, and a navigation menu on the right. The login form includes fields for "Username" and "Password", with a "Login" button below. The welcome message reads "Welcome to QUEST 3+: QUEST 3+ Online Submission System enabled Product License Holder, Manufacturer, Importer, Re-packer, Reseller and other related users to conduct secured online transactions for product registration, variation, licensing, market sampling, renewal and other transactions." The navigation menu includes links for "Helpdesk", "Market Sampling For Pre-Membership QUEST 3+ member only", "In House Evaluation For Pre-Membership 3+ member only", "Membership Slip", and "Announcement". At the bottom, there is a copyright notice: "© Copyright 2015-2026 NPRA. All Rights Reserved. | Disclaimer".

4. Enter your USB Token PIN when prompted.



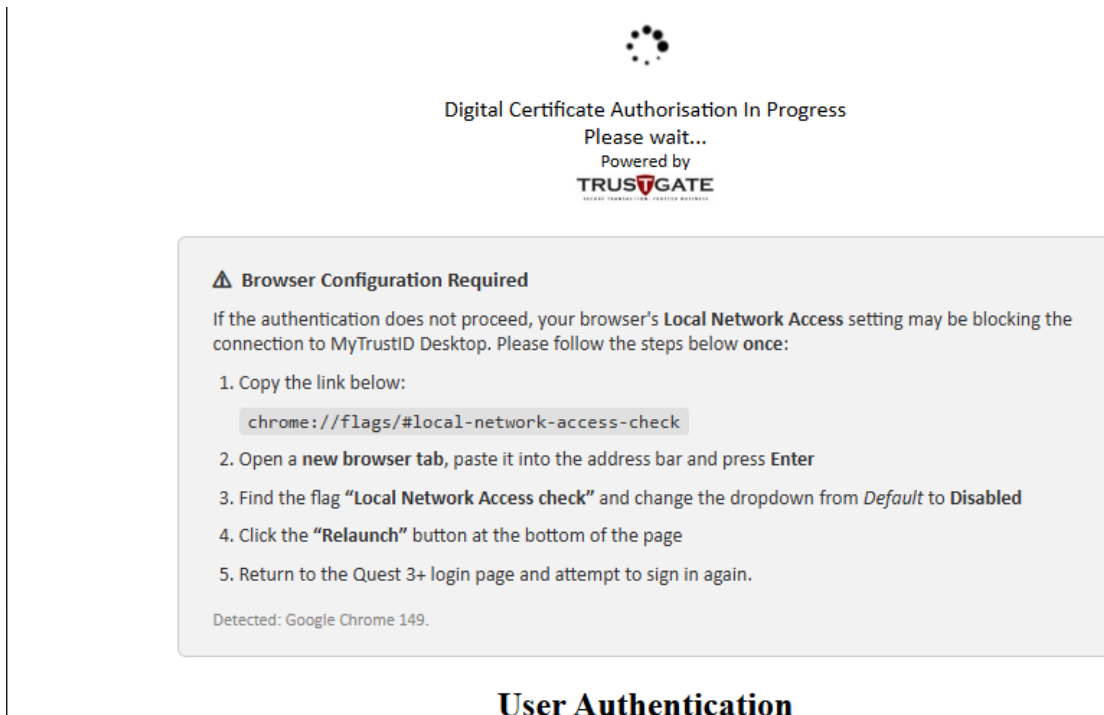
**CERTIFICATE AUTHENTICATION**

**i** Before enter PIN No, please make sure:

- 1- You already read first time [setup manual](#).
- 2- USB Token already insert into USB port and driver has been installed.

**🔒** Enter your Token PIN No. **Submit** **Cancel**

5. 4. A loading screen will appear for a few seconds while the USB Token is being authenticated.



**Digital Certificate Authorisation In Progress**  
Please wait...  
Powered by  
**TRUSTGATE**  
TRUSTGATE

**⚠️ Browser Configuration Required**

If the authentication does not proceed, your browser's **Local Network Access** setting may be blocking the connection to MyTrustID Desktop. Please follow the steps below **once**:

1. Copy the link below:  
`chrome://flags/#local-network-access-check`
2. Open a **new browser tab**, paste it into the address bar and press **Enter**
3. Find the flag "**Local Network Access check**" and change the dropdown from *Default* to **Disabled**
4. Click the "**Relaunch**" button at the bottom of the page
5. Return to the Quest 3+ login page and attempt to sign in again.

Detected: Google Chrome 149.

**User Authentication**

- Once the USB Token has been authenticated, click Please click to proceed to access the QUEST3+ Dashboard.

**CERTIFICATE AUTHENTICATION**

✔ Your certificate is valid

Name	[REDACTED]
MyKad/Passport No.	[REDACTED]
Company Name	[REDACTED]

Certificate Validity

Start Date	Expiry Date
6/12/2024 8:00:00 AM	7/12/2026 7:59:59 AM

Powered by **TRUSTGATE**

Please click to proceed 