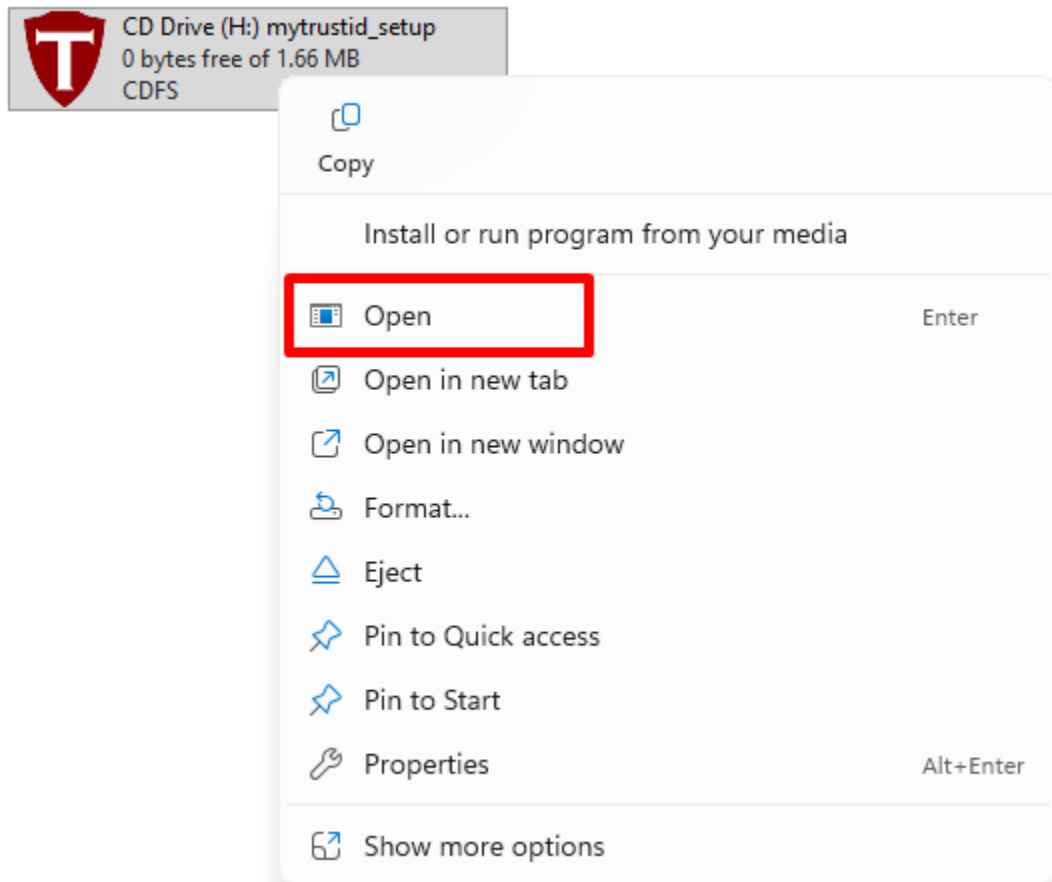


MyTrustID User Manual

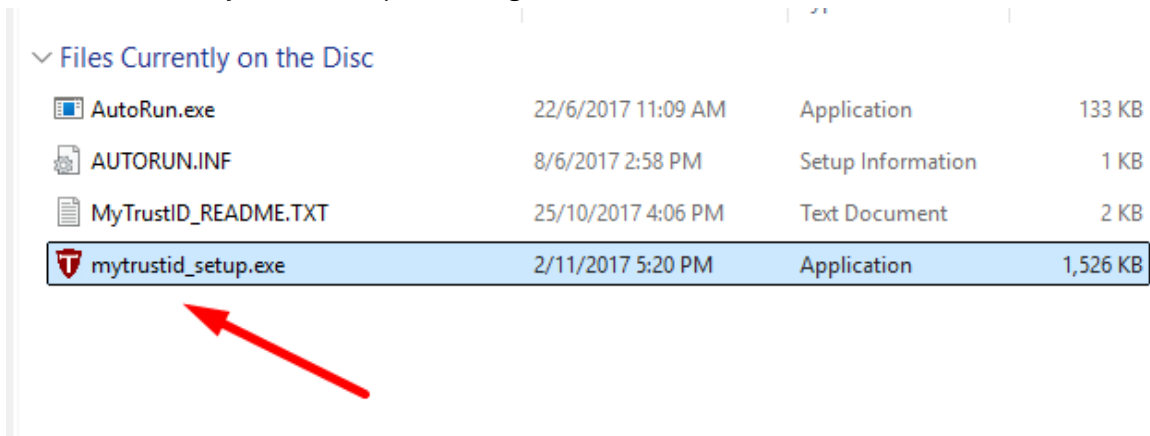
A. Install MyTrustID Token Manager

This installation is required only once for each computer.

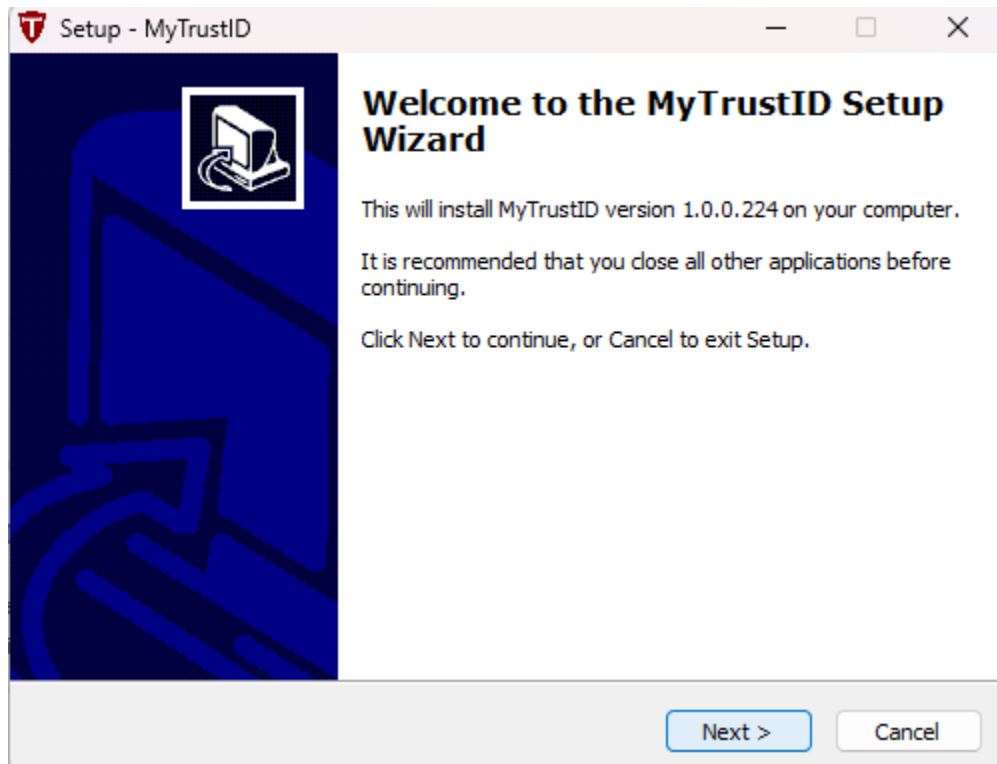
1. Insert the Trustgate USB Token into your computer.
2. Open "This PC" and access the Trustgate USB Token folder.



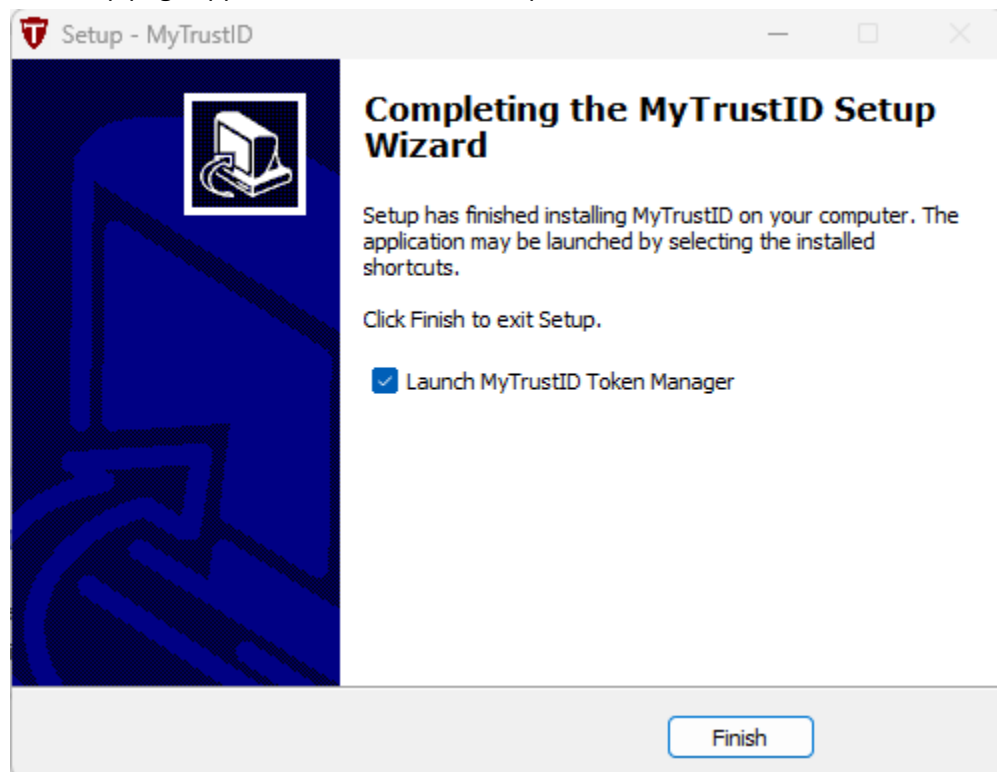
3. Double-click the mytrustid_setup file to begin the installation.



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

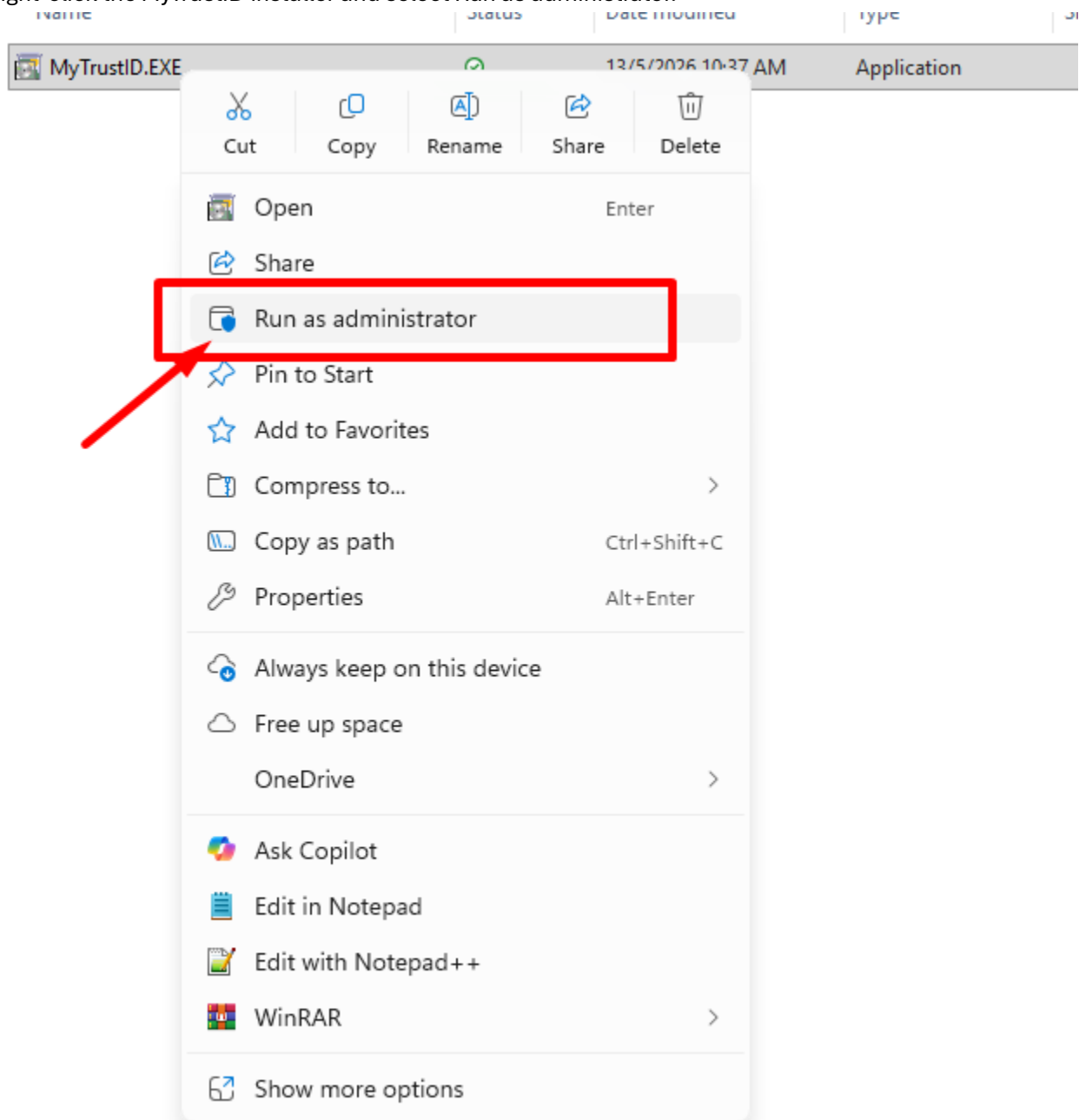


5. When the final setup page appears, click Finish to complete the installation.

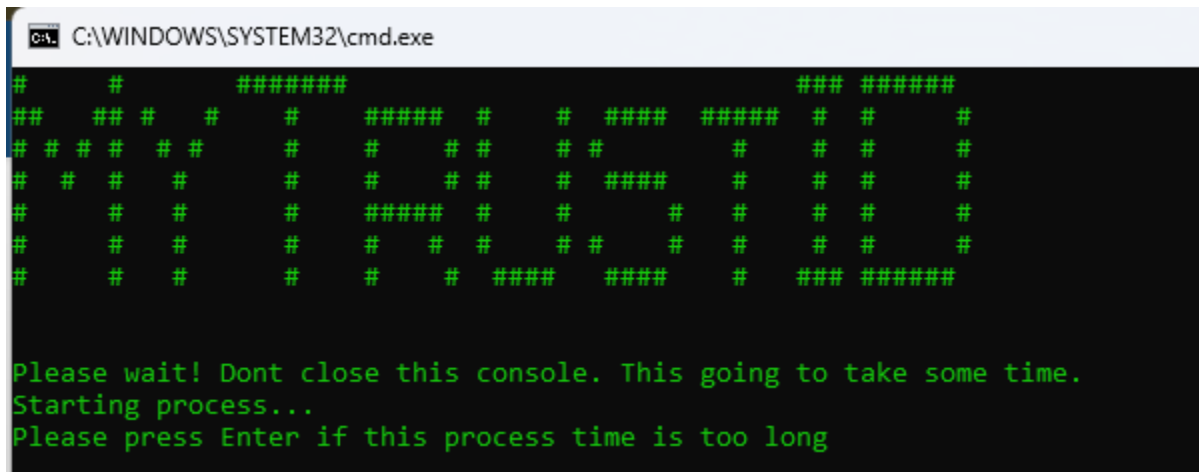


B. Install MyTrustID Application

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.

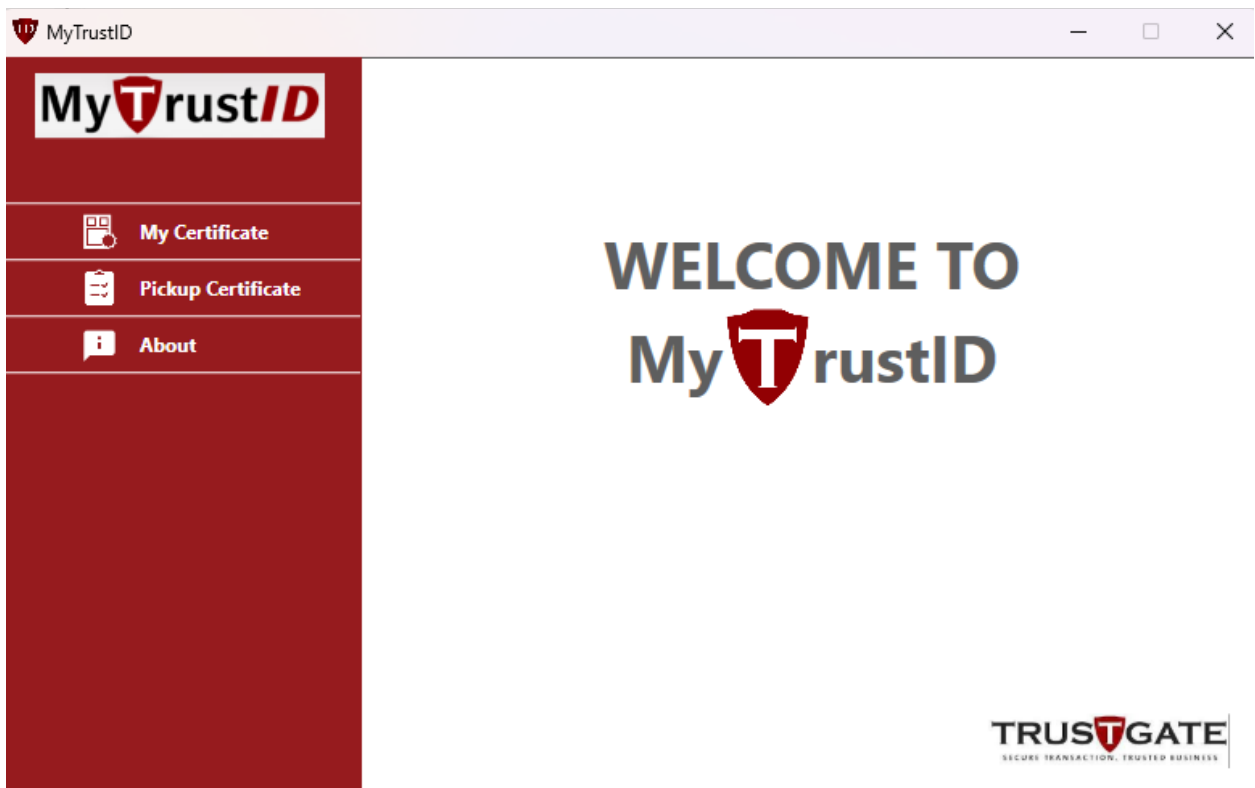


```
C:\WINDOWS\SYSTEM32\cmd.exe

# # #####          ### #####
## ## # # # ##### # # ##### # # #
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Please wait! Dont close this console. This going to take some time.
Starting process...
Please press Enter if this process time is too long
```

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.

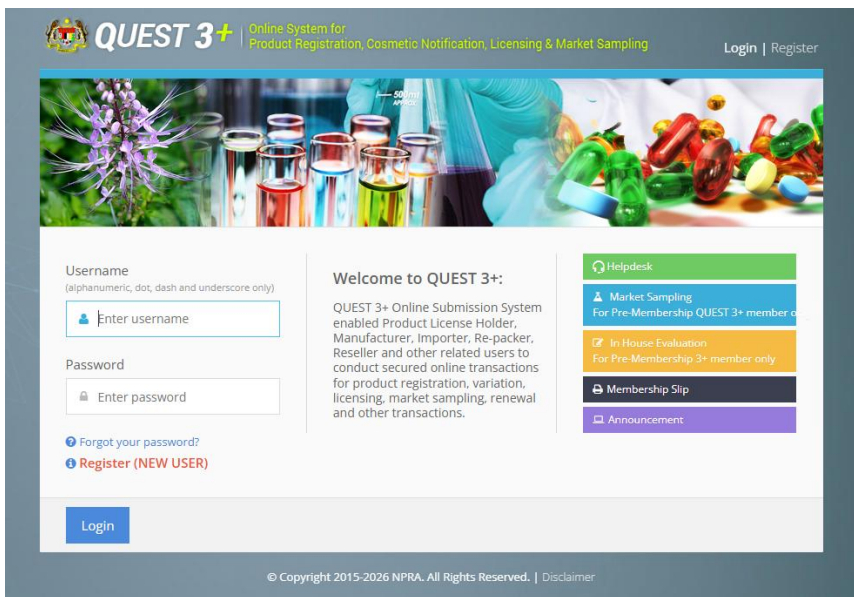
C. Log in to QUEST3+ Using MyTrustID

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

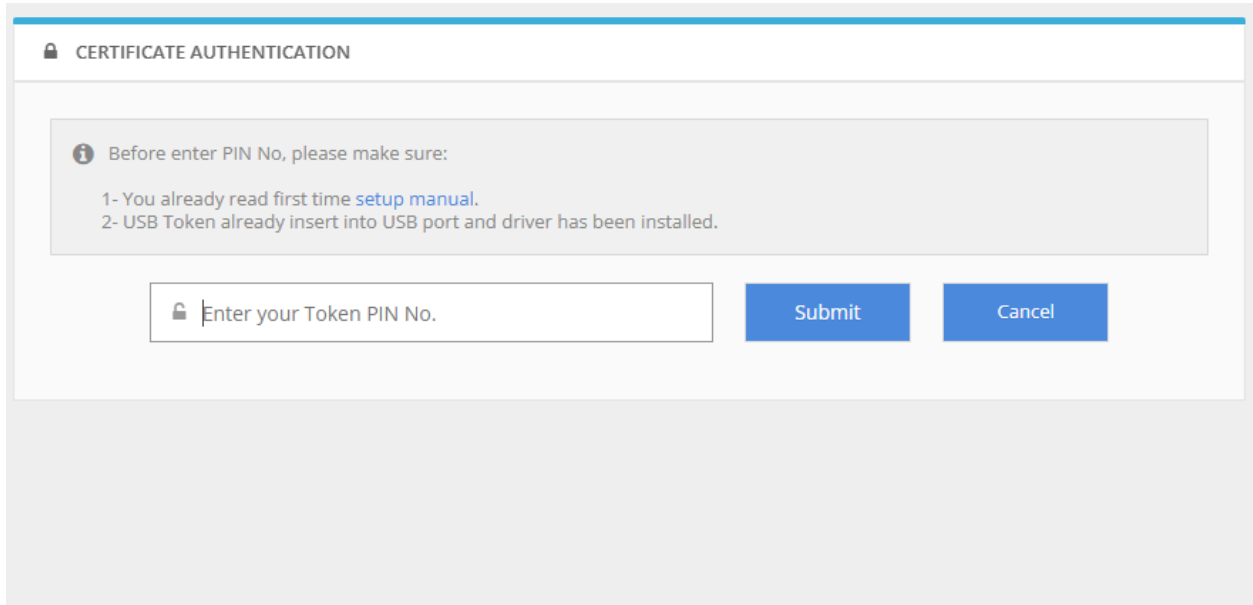
MYTRUSTID LOGIN METHOD	JAVA LOGIN METHOD
 MYTRUSTID LOGIN METHOD MyTrustID provides a simpler and more flexible login experience. Unlike the previous method, it does not require Java installation and is no longer limited to Mozilla Firefox. Compatible Browsers: • Google Chrome • Mozilla Firefox • Microsoft 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 image shows the QUEST 3+ login page. At the top, there is a header with the QUEST 3+ logo and the text "Online System for Product Registration, Cosmetic Notification, Licensing & Market Sampling". Below the header is a banner image showing laboratory glassware and colorful pills. The main content area is divided into three sections. On the left, there is a login form with fields for "Username" (with a note "alphanumeric, dot, dash and underscore only") and "Password", both with "Enter" placeholder text. Below the password field are links for "Forgot your password?" and "Register (NEW USER)". At the bottom of the form is a "Login" button. In the center, there is a "Welcome to QUEST 3+:" message followed by a description of the system. On the right, there is a "Helpdesk" section with links for "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 of the page, there is a copyright notice: "© Copyright 2015-2026 NPRA. All Rights Reserved. | Disclaimer".

4. Enter your USB Token PIN when prompted.



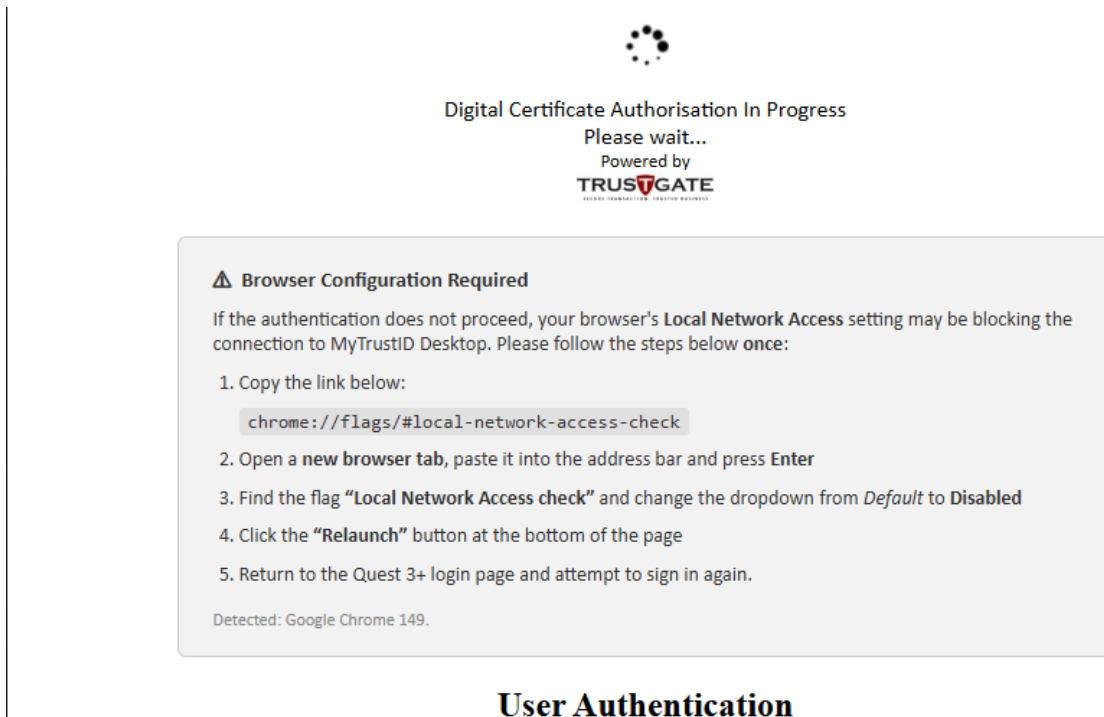
CERTIFICATE AUTHENTICATION

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
SECURE. TRANSPARENT. CREDIBLE. RELIABLE.

⚠ 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

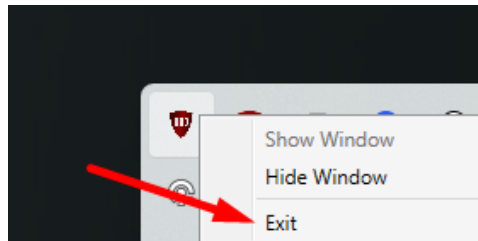
Powered by **TRUSTGATE**

Please click to proceed

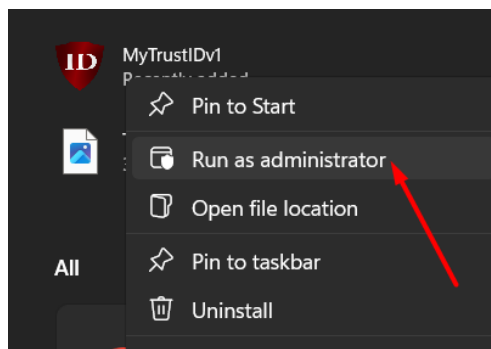
D. Troubleshooting

D1 : Error “ This page requires you to run the MTID Desktop application”

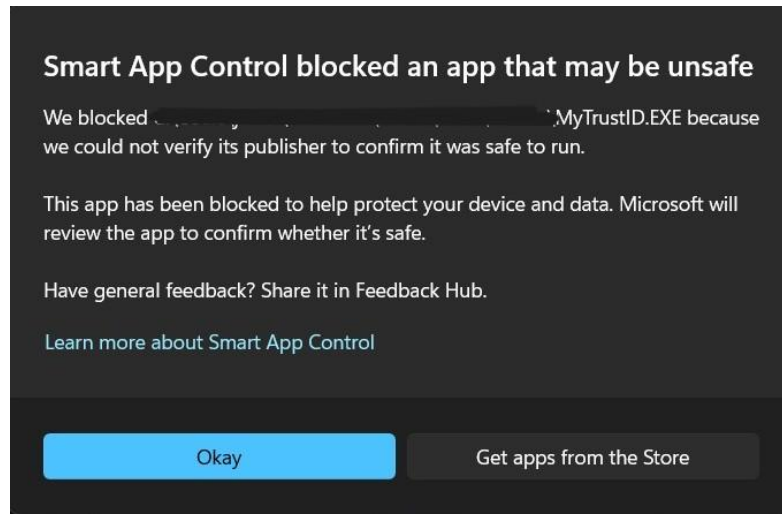
- Go to the taskbar, right-click the **MyTrustID** icon, and select **Exit**.



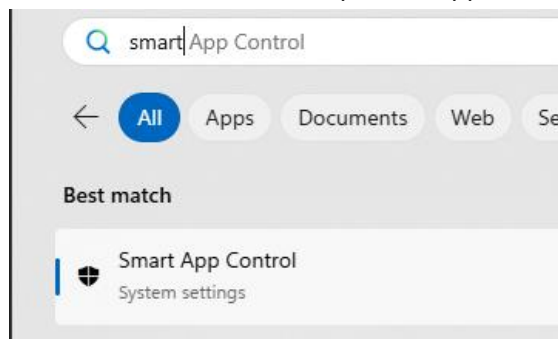
- Search for **MyTrustID** from the Start menu and reopen the application by right clicking and “Run as administrator”. Once the application is running on your PC, you should be able to log in successfully.



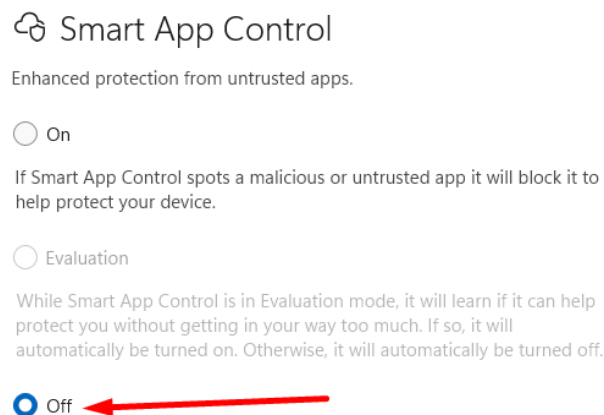
D2. Unable to install **MyTrustID** – “Smart App Control blocked an app that may be unsafe”



1. If you receive the popup shown above while installing **MyTrustID**, you will need to temporarily disable **Smart App Control**.
2. Search for **Smart App Control** from the Start menu and open the application.



3. Select **Off** to disable Smart App Control.



4. Restart the **MyTrustID** installation. Once the installation has been completed successfully, you may turn **Smart App Control** back **On**.

Helpdesk

If you still have trouble login using MyTrustID, please try login using java. If you still have problem login in using both method please contact our helpdesk here : <https://quest3plus.bpfk.gov.my/front-end/helpdeskosc.php>