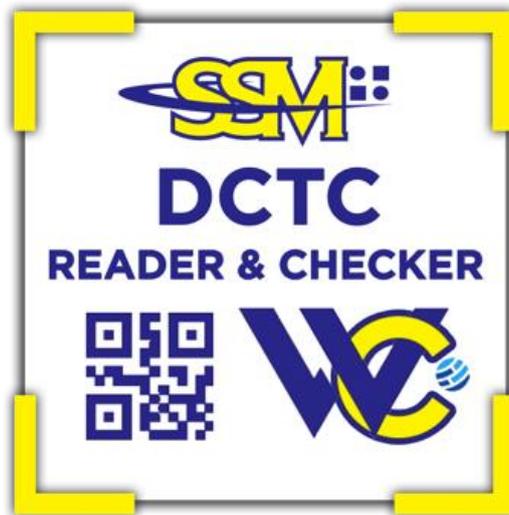**USER GUIDELINE**

SSM DIGITAL CERTIFIED TRUE COPY QR CODE READER &

WEB CHECKER

Prepared by:

COMPANIES COMMISSION OF MALAYSIA
13 OCTOBER 2023

CONTENTS

1. PURPOSE

This user manual is provided as a guide to using the SSM Digital Certified True Copy (DCTC) QR Code Reader and Web Checker to check all SSM DCTC documents or products.

2. BACKGROUND

2.1.   SSM DCTC QR Code Reader and Web Checker is a mobile application and system that provides services for verifying the accuracy of information on digitally authenticated SSM documents or products. The SSM DCTC QR Code Reader is available in the MySSM Application, which can be downloaded via a smartphone from Google Play (Android), the App Store (iOS), or Huawei AppGallery while the Web Checker can be accessed via https://ssm4u.com.my.

2.2.   The purpose of this manual is to explain the procedures and steps for using SSM DCTC QR Code Reader and Web Checker.
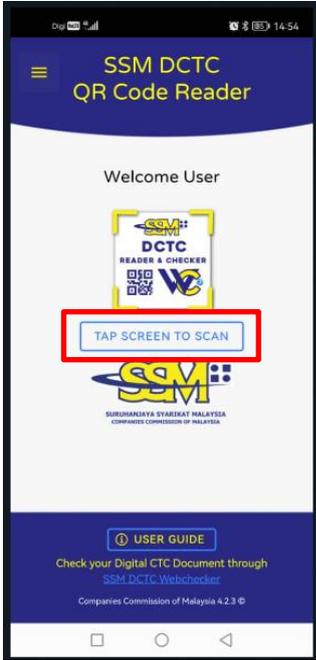
3. SSM DCTC QR CODE READER

3.1. Schedule 1: Steps to Download the SSM DCTC QR Code Reader via MySSM Application

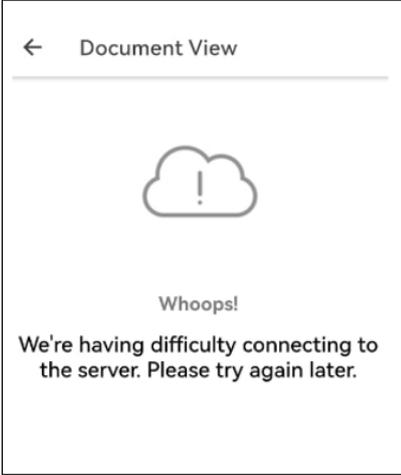| Step	Action
1.	Users can download the MySSM application via smartphone as follows: a) Android users: Search is through Google Play. Click on the "Install" menu to download this app. b) IOS users: Search is through the App Store. Click on the "GET" menu to download this app. c) Huawei users: Search is through the Huawei AppGallery. Click on the "Install" menu to download this app.
2.	After the MySSM application is downloaded, the MySSM icon will be displayed on the smartphone as below:
3.	Click on the MySSM icon and the MySSM front page will be displayed:

Step	Action
4.	The DCTC QR Code Reader icon will be displayed as a below:

3.2. Shedule 2: Steps to Use the SSM DCTC QR Code Reader via MySSM Application

Step	Action
1.	Click on the SSM DCTC QR Code Reader icon on your smartphone:

Step	Action
2.	The main screen will appear. Tap "TAP SCREEN TO SCAN" to begin scanning QR Code:
3.	Scan the QR Code located at the bottom left corner of the printed SSM DCTC document:

Step	Action
4.	If the scan is successful, a copy of the SSM DCTC document will be shown:
5.	Compare the printed document with the document displayed on the smartphone for verification. A document shown on a smartphone is a valid document stored in the SSM records.
6.	This notification will be displayed if the scan is successful but the image of the SSM DCTC document is not found in the SSM records:

Step	Action
7.	This notification is displayed if the SSM DCTC document issued is invalid or generated using an expired public key. The public key is permission to issue SSM DCTC documents by SSM based on the validity period: ← Document View Whoops! CTC document generated with expired public key. Please contact enquiry@ssm.com.my for further clarification.
8.	This notification is displayed if the scan failed or the QR Code is invalid and not generated by SSM: ← Document View Whoops! Invalid CTC QR Code

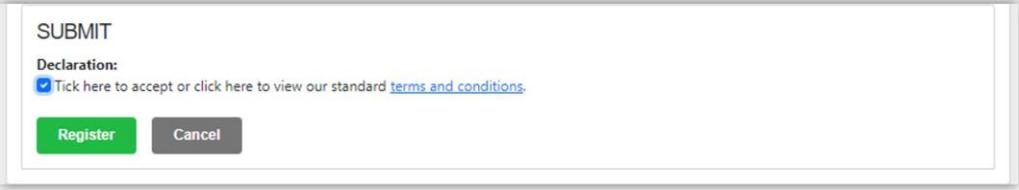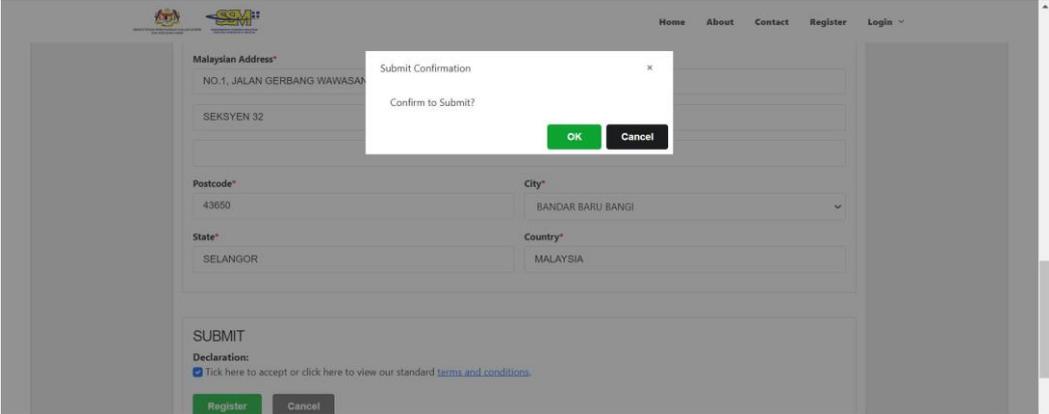| Step	Action
9.	This notification is displayed if there is no internet connection:

4. SSM DCTC WEB CHECKER

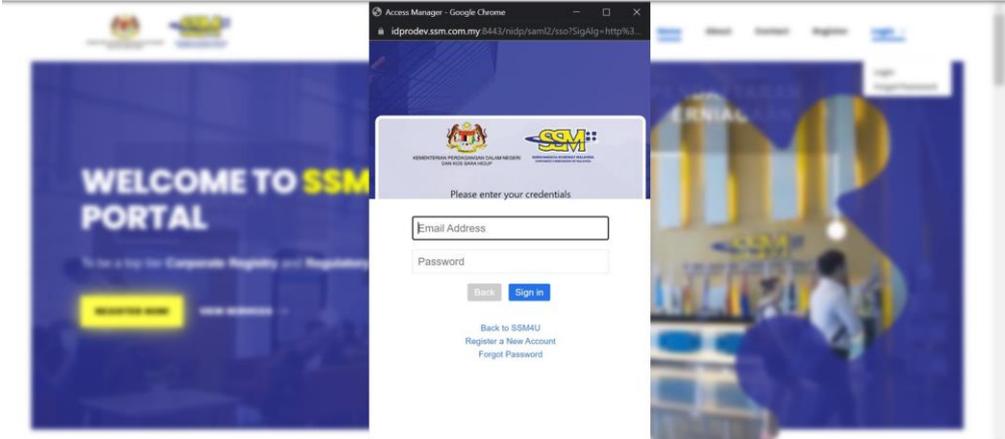### 4.1. Schedule 1: Steps to Register as a SSM DCTC Web Checker User

| STEP	ACTION
1.	For new SSM4U users, visit the SSM4U website via https://ssm4u.com.my/ and click 'Register Now'.

STEP	ACTION
2.	Click on ID Type from the dropdown list. Fill in the details needed and click the Proceed button for further registration. **Please keyin the followings:** **ID Type** * --Please Select-- **ID No** * **Name (fullname as per identity card)** * **Email** * Cancel **Proceed** Chat with us 👋

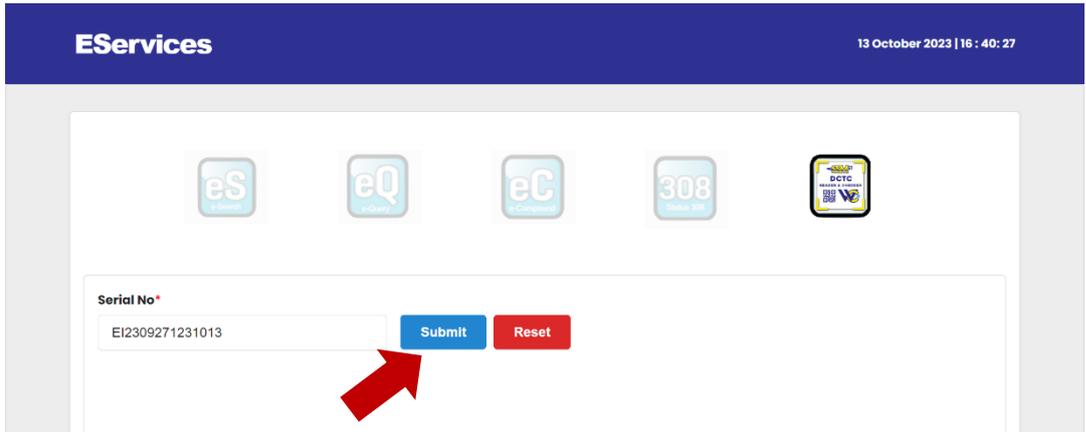| STEP	ACTION
3.	The user profile register screen will be displayed and the user must fill in the 'Registration Information' section*:*
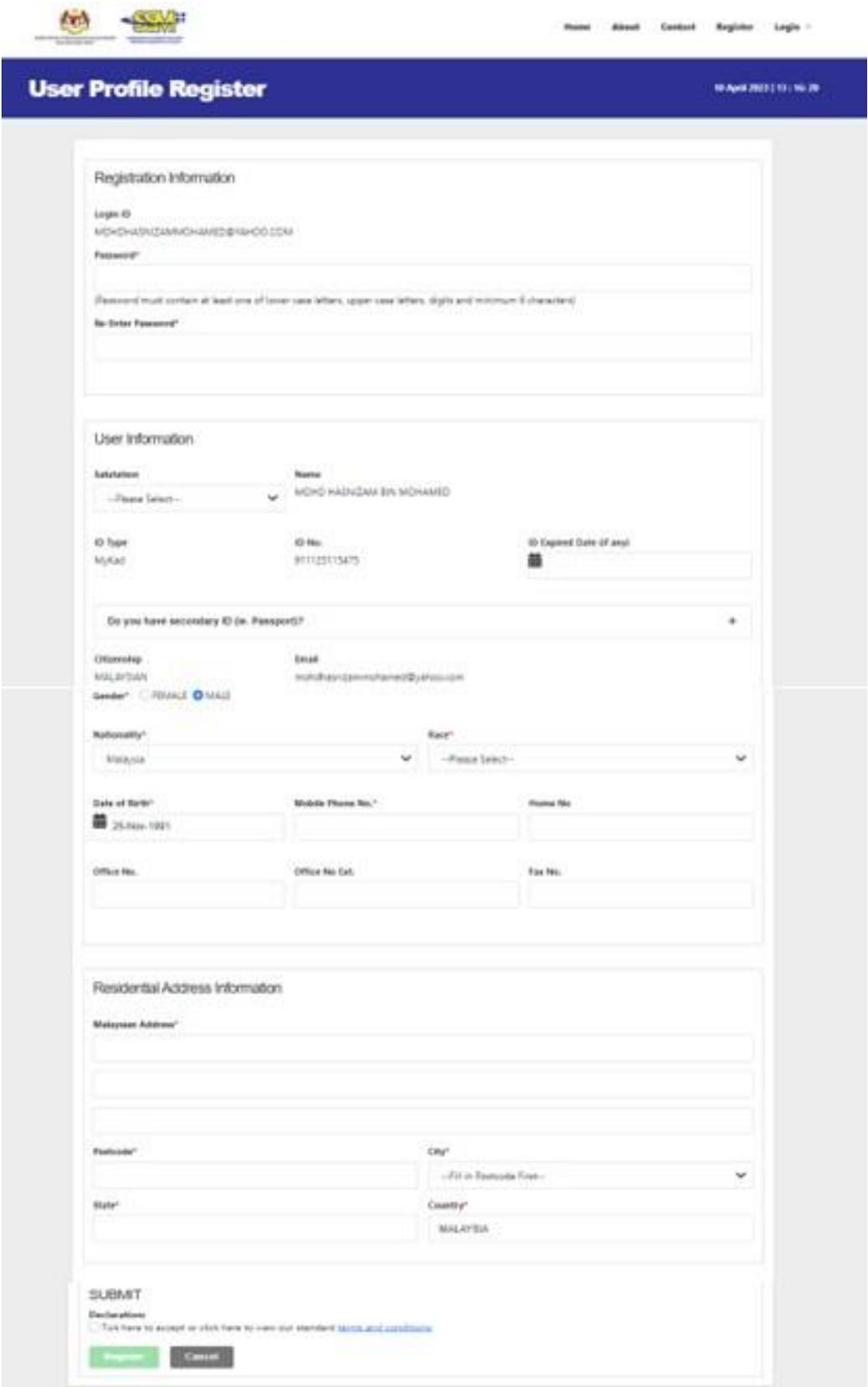
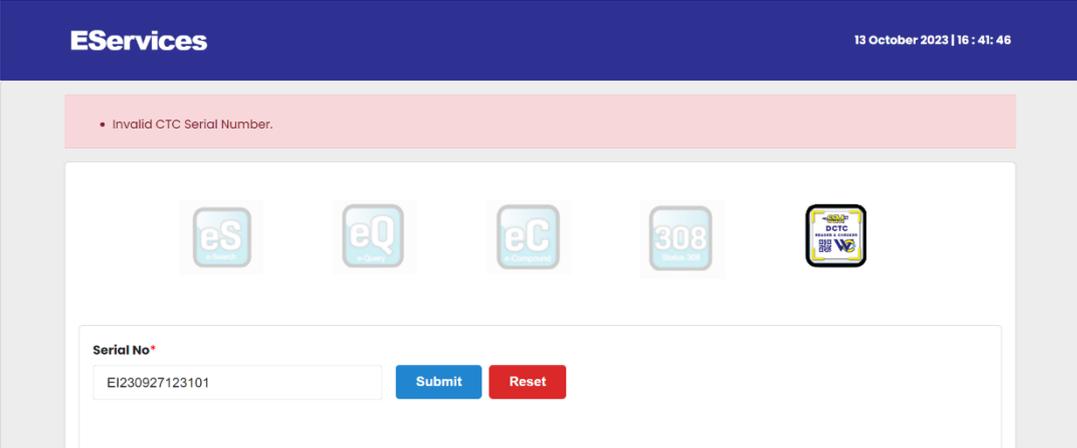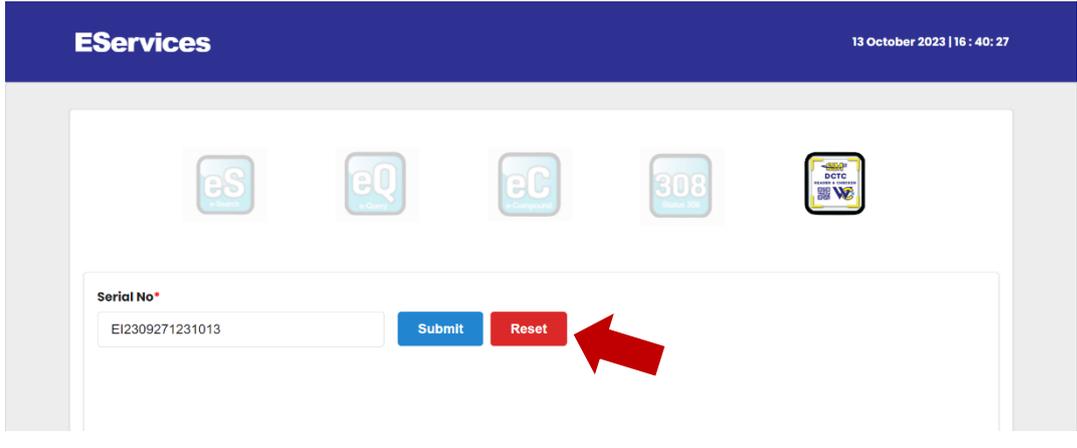| STEP	ACTION
4.	Check (√) the 'Terms & Conditions' box and click 'Register' button:
5.	Click the 'OK' button to confirm registration submission:
6.	The screen will display "Registration Success" when the user successfully completes registration:

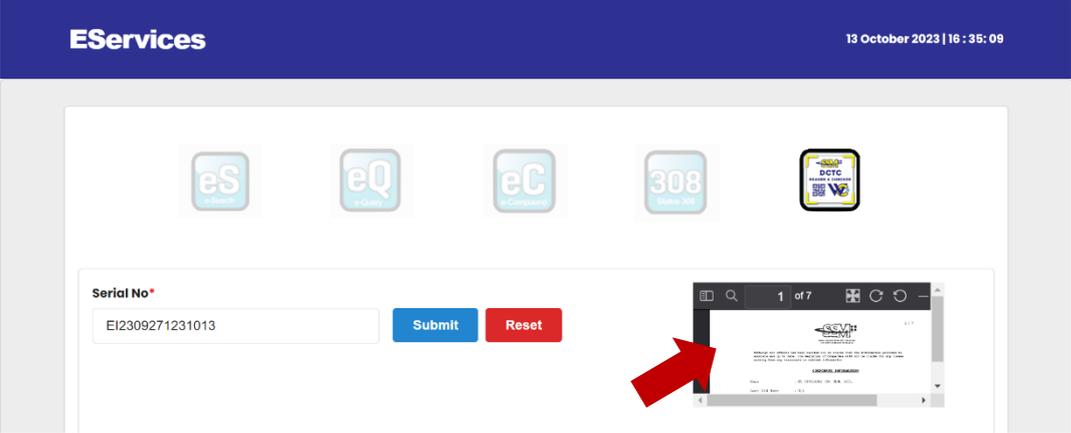| STEP	ACTION
7.	The notifications will be sent to the user's email and the user needs to click 'Verify Her'e to complete the email verification. **Welcome to SSM4U!** Hi Sir/Madam MIA, We are glad that you registered for SSM4U. Please be informed that you have registered as MIA@GMAIL.COM as (Reference number SSM4U2023041100005). To start exploring the SSM4U, kindly click link below to verify your email address. VERIFY HERE Once you have verified your email address, SSM recommends you activate your SSM4U account to enjoy full access on the SSM4U portal. Click link below for more info on activation account: Download Guideline User Activation Account Thank you for using our services. [THIS IS AN AUTOMATED MESSAGE - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL] Yours sincerely, SSM4U Admin
8.	After completing the email verification, users can log in to SSM4U using the login ID and password set during the registration process:

STEP	ACTION
9.	Enter the ID and password registered during the login process and click 'Sign In':
10.	The SSM4U homepage will be displayed. Click on the DCTC icon to access the Web Checker screen:
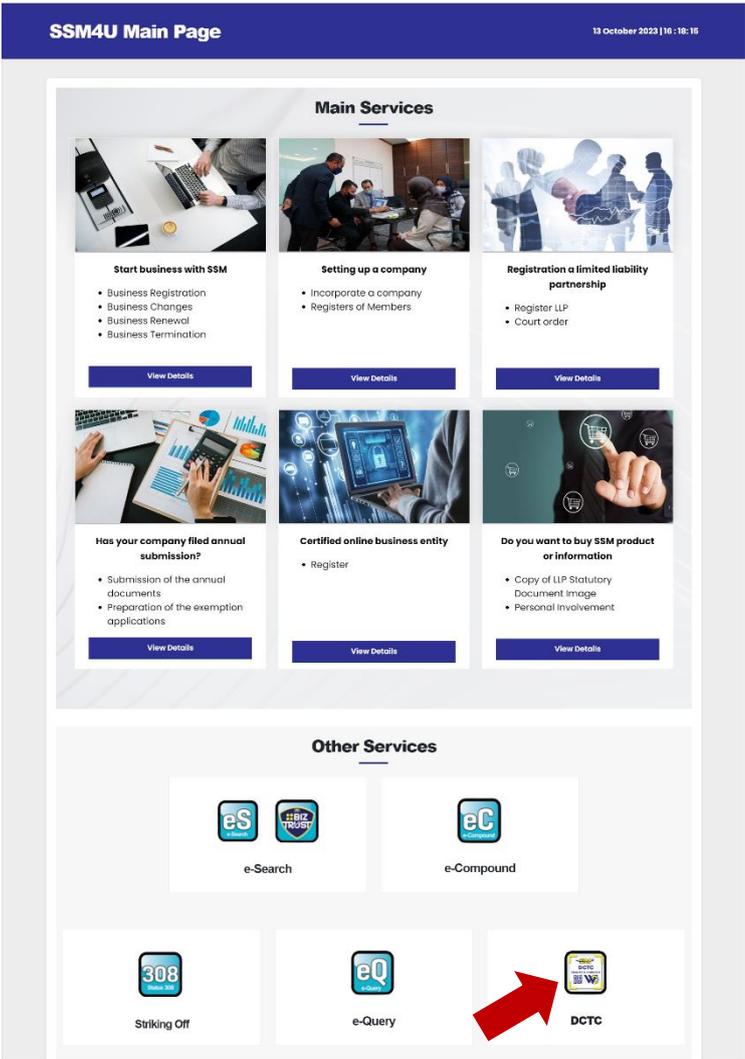
STEP	ACTION
11.	The Web Checker screen will be displayed:
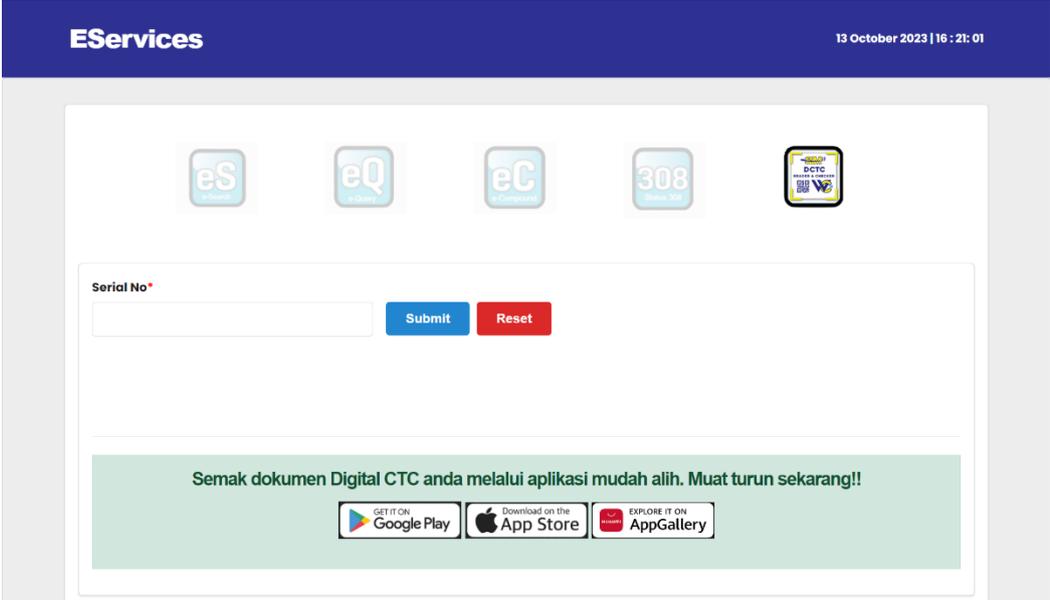
4.2. Schedule 2: Steps To Use SSM DCTC Web Checker

LANGKAH	Tindakan
1.	Key in the serial number found at the bottom left of the SSM DCTC document (Example: MY1911060833420 or EI11911041607293) and click 'Submit'*:*

LANGKAH	Tindakan
2.	If the serial number information has not seen filled in or incomplete, the '**Invalid CTC Serial Number'** message will be displayed:
3.	Click 'Reset' to clear the previous serial number:

LANGKAH	Tindakan
4.	If the search is successful, the screen will display the SSM DCTC document on the right side of the screen:
5.	The message '**CTC record is valid, the document is not available. Please contact enquiry@ssm.com.my for further clarification**' will be displayed if the search is successful but the document is not found in SSM records.
6.	The message '**CTC document generated is not valid. Please contact enquiry@ssm.com.my for further clarification**' will be displayed if the SSM DCTC document issued is invalid or generated using an expired public key. Public key is the permission to issue SSM DCTC documents by SSM based on the validity period:
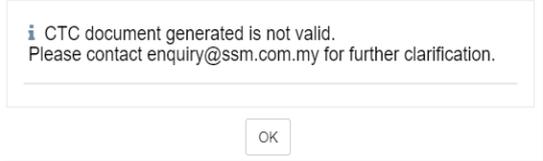
5. CONCLUSION

For further inquiries, please contact 03-77214000 or email to enquiry@ssm.com.my.

Companies Commission of Malaysia
13 October 2023