FAQ : MBRS FOR PKI REGISTRATION

1   **HOW TO PURCHASE THE DIGITAL CERTIFICATE?**

- Register at https://ssm4u.com.my
- Access MBRS portal (mPortal) - Click **"PKI Registration"** and follow the steps.

2   **WHAT WOULD BE THE CHARGES TO ACQUIRE A NEW DIGITAL CERTIFICATE?**

2 type of validity:

- RM 47.70 for 1 Year validity   (price including 6% SST)
- RM 95.40 for 2 Years validity (price including 6% SST)

3   **HOW MUCH WOULD BE THE RENEWAL FEE FOR THE DIGITAL CERTIFICATE?**

The fees for certificate renewal is the same as new purchase

4   **THE PAYMENT PROCESS TAKE TOO LONG AND THERE IS NO ACTION**

Please allow the pop up blocker in MYCRS.

5   **WHAT SHOULD I DO IF I HAVE FORGOTTEN THE PASSWORD?**

You may login into MYCRS and reset the password via action button.

6   **HOW TO DO THE CERTIFICATE RENEWAL?**

If the certificate has been expired, you may login into MYCRS to request for renewal digital certificate. Once you has successfully login, please go to certificate management and click at the Certificate Expiry. Then, you may see the renew button. Kindly click on the renew button to proceed with the renewal.

7   **WHAT SHOULD I DO IF I HAVE FORGOTTEN MYCRS USERNAME AND PASSWORD?**

You may click on the "forgot username" button to reset the username and password.

8   **WHOM SHOULD I CONTACT IF I REQUIRE ANY ASSISTANCE IN MYCRS PORTAL?**

Please contact our Customer Service Careline at 03-8800 8008, Monday to Friday between 9.00am to 5.00pm or e-mail us at **mbrspki.support@posdigicert.com.my** or **customercare@posdigicert.com.my** if you require any assistance.

For more information about MBRS for PKI Registration : **SSM MBRS REGISTRATION**

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