SSM4U
USER MANUAL

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Account Registration for MyKAD, MyPR, MyKAS and MyTentera Users

01 Visit the SSM4U portal at https://www.ssm4u.com.my

02 Click 'Register Now'.

03 Fill in your name, email address, ID number and ID Type (MyKAD, MyPR, MyKAS or MyTentera).

04 Click 'Proceed'.

05 The 'User Profile Registration' page will appear. Users are required to create a password and fill in the necessary information.

06 Tick ✔ on Terms & Conditions.

07 Click 'Register' and then click 'OK' to submit the registration.

08 A 'Registration Success' message will appear on the screen.

09 Users will receive a verification email to verify their registered email address.

10 Enter your user ID and password in the designated fields to access the SSM4U portal.

Account Registration for Foreigner National ID Users

01 Visit the SSM4U portal at https://www.ssm4u.com.my

02 Click 'Register Now'.

03 Fill in your name, email address and Foreigner National ID number and select 'Foreigner National ID' as the ID Type.

04 Click 'Proceed'.

05 'The 'User Profile Registration' page will appear. Users are required to create a password and fill in the necessary information.

06 Fill in passport information in the 'Secondary ID' field.

07 Tick ✔ on Terms & Conditions.

08 Click 'Register' & click 'OK' to submit the registration.

09 A "Registration Success" message will appear on the screen.

10 Users will receive a verification email to verify their registered email address.

11 Enter your user ID and password in the designated fields to access the SSM4U portal.

Account Registration &Activation Using MyKAD Reader for Users Not Registered on the SSM4U Portal

01 This method applies exclusively to users holding MYKAD, MYPR, MYKAS, or MYTENTERA identification types who have not previously registered an account on the SSM4U Portal.

02 Users can visit the nearest SSM branch to register and activate the accounts.

03 Users are required to take a queue number to go to the SSM Account Activation counter.

04 SSM counter staff will ask for the user's identity card to insert into the card reader.

05 Users are required to place their thumb on the card reader to verify the thumb print.

06 To complete the registration, users are required to provide the following information :

- Email address
- Phone number
- Password
- Address

07 SSM counter staff will inform that account has been successfully registered and can proceed to log in to the SSM4U portal.

Account Activation at SSM counter

01 Users registered with MyKAD, MyPR, MyKAS, and MyTentera are advised to activate their SSM4U account at the SSM counter.

02 Users are required to visit the nearest SSM branch and bring their identity card for verification purposes.

03 Users must take a queue number to go to the Account Activation counter.

04 SSM counter staff will ask for the user's identity card

05 Users are required to place their thumb on the card reader to verify the thumb print.

06 SSM counter staff will inform the user that the account has been successfully registered and that they can proceed to log in to the SSM4U portal.

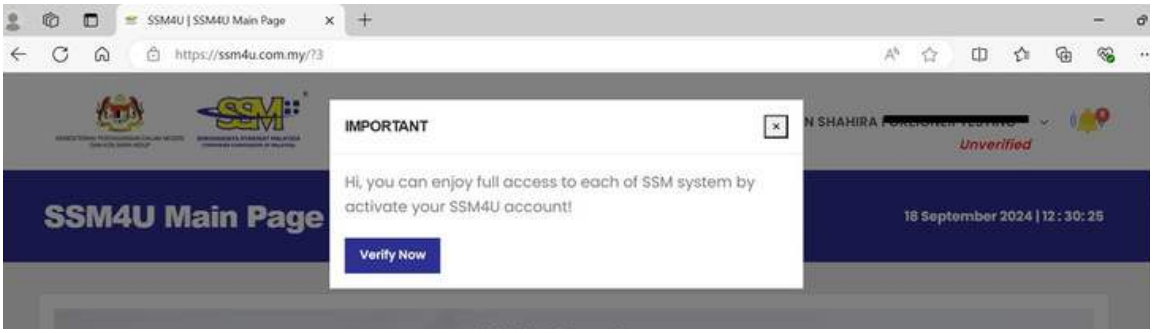
Online Account Activation

01 Users who are registered with the ID type 'Foreigner National ID' are **required** to activate their SSM4U account via online.

02 Users must ensure they have verified their email address before login to SSM4U portal.

03 Visit SSM4U portal and click 'Login'. Enter the email address and password that were set during registration.

04 The SSM4U main page and message as image below will appear.



05 Click 'Verify Now'.

06 The 'User Activation detail' page will appear, and customers are required to attach the necessary documents for online activation.

Online Account Activation

The table below shows the required documents for online account activation:

Type of ID	Type of Documents		
	Identification card	**Picture of account owner holding identification card at neck level**	**Supporting Document**
MyKAD MyPR MyKAS MyTentera	User must attach their identification card (front and back)	Picture of user holding their identification card at neck level	Type of supporting document: 1) Valid driving license; or 2) Latest water, electricity, telephone, or internet bill; or 3) Others supporting document that state user's name
Foreigner National ID	Users must attach their national identification card (front and back). If users did not have national identification card, customers must attach any document that proof their nationality, such as: 1) Resident cards; or 2) Valid driving license; or 3) Others document that proof your nationality	Picture of user holding their national identification card at neck level	Attach passport copy or any latest supporting document, such as: 1) Latest water, electricity, telephone, or internet bill; or 2) Others supporting document that state user's name

07 Click the 'Submit' button to submit the online activation application.

08 SSM will process the application within three (3) working days.

09 Customers can check the status of their application by clicking 'User Activation Status'.

Online Account Activation

10 Once the account has been activated, the status 'Verified' will appear on the customer dashboard, as shown in the image below:

How to Check Status and Comments for Online Account Activation

01 If the user's online account activation has been queried, rejected, or approved, they will receive an email notification.

02 To check rejected, queried, or approved comments, users must log in to the SSM4U portal and click on 'User Activation Request'.

03 Click on the action button to view the comment.

04 User can resubmit the application based on the queried comment.

Login to SSM4U

01 Visit SSM4U portal (https://www.ssm4u.com.my/) and click 'Login'.

02 Enter the email address and password that were set during registration.

03 Click the 'Sign In' button.

04 'Unverified' or 'Verified' status will appear if users did not verify their account or did verify it, as shown in the image below:

Unverified users can only access non-core services, such as:

- XCESS
- DCTC Reader & Checker
- e-Search
- e-Compound
- e-Query
- Striking Off

Login to SSM4U

Meanwhile, verified users can access core and non-core services, such as:

a) Core services:
- MBRS;
- MyLLP;
- e-BOS;

b) Non-core services:
- XCESS;
- DCTC Reader & Checker;
- e-Search;
- e-Compound;
- e-Query; and
- Status 308/550

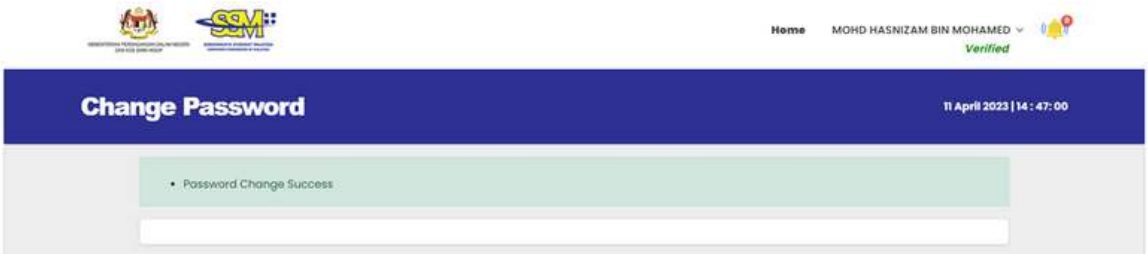
Change Password

01 Login to the SSM4U portal, click on username and select 'Change Password'.

02 The 'Change Password' page will appear.

03 Fill in Current and New Password, then click 'Submit'.

04 The "Password Change Success" message will appear on the screen.



Forgot Password

01 Visit SSM4U portal (https://www.ssm4u.com.my/).

02 Click 'Login' and then click 'Forgot Password'.

03 Enter the ID Type and ID Number.

04 The 'Forgot Password' email will be sent to the registered email address.

05 Click the link provided in the email to reset your password.

06 The 'Forgot Password' page will appear.

07 Fill in the required information and click 'Submit' to complete the password reset process.

08 Users can proceed to log in to SSM4U using the new password.

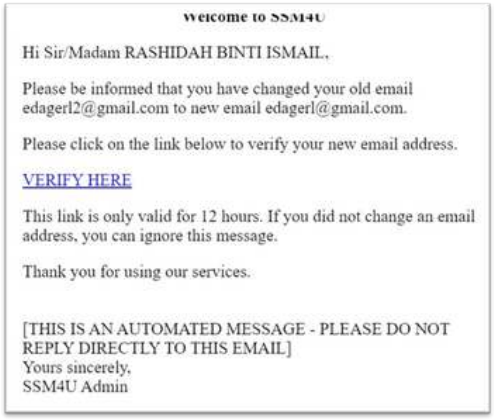
Change Email Address

01 Login to the SSM4U portal, click on username and 'Change Email'.

02 The 'Change Email' page will appear.

03 Fill in the new email address and click 'Submit'.

04 User will receive a verification email on the new email address to verify it.



Welcome to SSM4U

Hi Sir/Madam RASHIDAH BINTI ISMAIL,

Please be informed that you have changed your old email edagerl2@gmail.com to new email edagerl@gmail.com.

Please click on the link below to verify your new email address.

VERIFY HERE

This link is only valid for 12 hours. If you did not change an email address, you can ignore this message.

Thank you for using our services.

[THIS IS AN AUTOMATED MESSAGE - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL]
Yours sincerely,
SSM4U Admin

05 Once the email has been verified, the new email address will be updated on the SSM4U portal.

06 The change of the SSM4U email address will be automatically updated across all systems in SSM4U, (except MBRS system).

If users want to update their MBRS email address, users must:

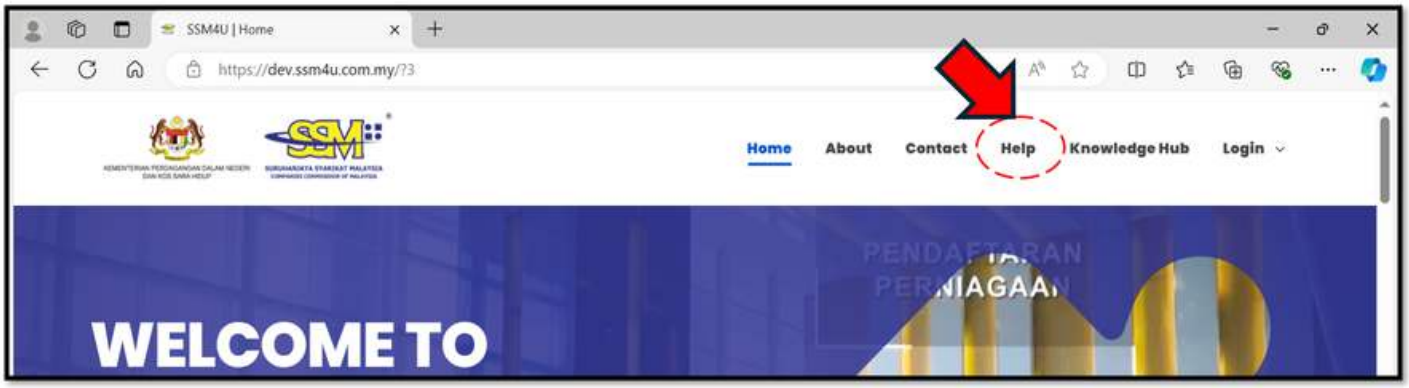
- Ensure the SSM4U email address has been completely updated
- Users must have one-time login to MBRS system with the new email address
- Send email to ubmhq@ssm.com.my for our further action

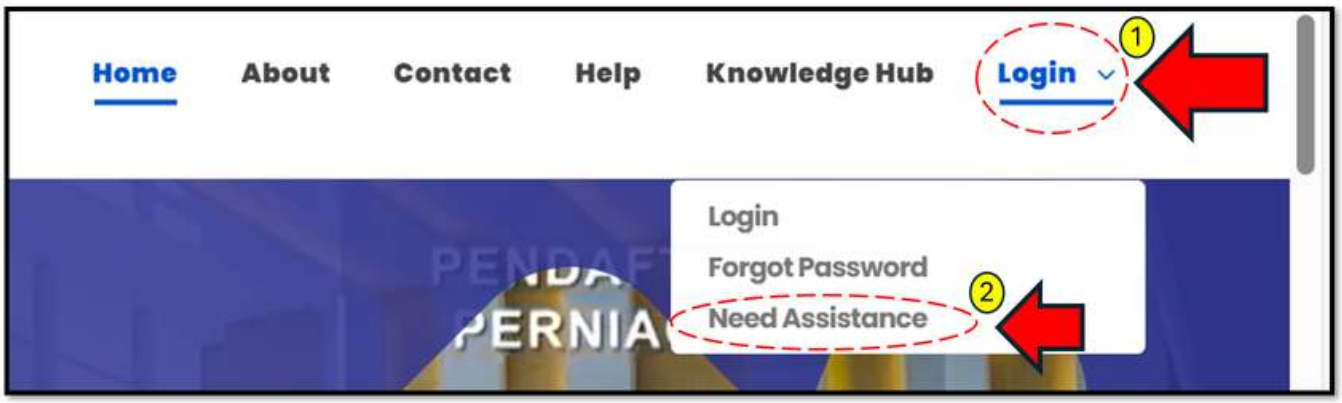
How to Change Email Address if Users Entered Incorrect Email Address during Registration?

01 This method applies only to users who have registered incorrect email address and as a result users does not receive a verification email from SSM4U to verity the registered email address.

02 Visit SSM4U portal (https://www.ssm4u.com.my/).

03 Click 'Help' or 'Need Assistance'





How to Change Email Address if Users Entered Incorrect Email Address during Registration

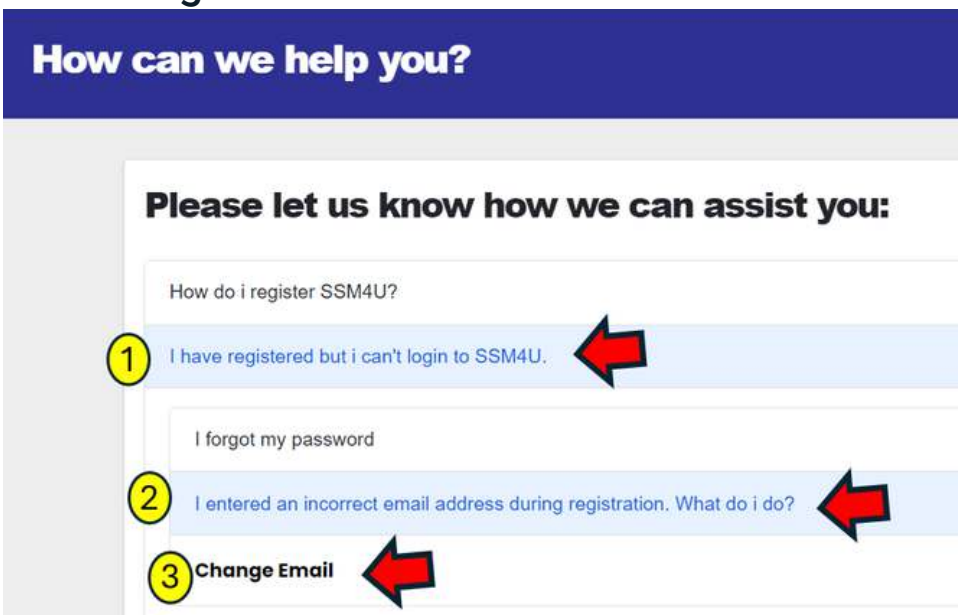
04 The 'How we can help you?' page will appear

05 Click link 'I have registered but I can't login SSM4U'

06 Click link 'I entered incorrect email address during registration. What do I do?'

07 Click link 'I entered incorrect email address during registration. What do I do?'

08 Click link 'Change Email'



04 Fill in the necessary information and click button 'Find'

05 The 'Change Email' page will appear, fill in the correct email address and click 'Submit'

How to Change Email Address if Users Entered Incorrect Email Address during Registration?

06 User will receive a verification email on the new email address to verify it.

07 The 'Change Email Activation' will appear and users can proceed to login to SSM4U using the new email address and create password.

Update Profile Information

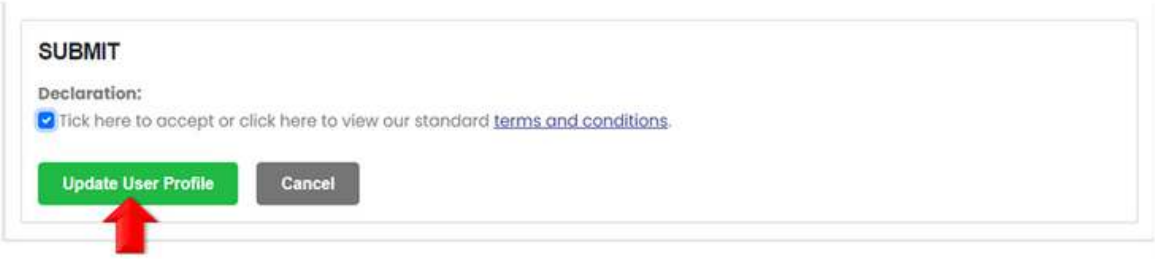
01 Login to SSM4U portal, click on username and 'View Profile'.

02 Click 'Edit User Profile' to update the information.

03 The system does **not allow** users to update:
- Name;
- ID Type
- ID Number
- Citizenship

For the purpose of updating the matters listed above, you are required to attend in person at the nearest SSM branch for verification purposes.

04 Tick ✔ to agree with the Declaration and click the 'Update User Profile' button to save the information.



05 Click 'OK' to submit the changes.

How to check the registration status of an SSM4U account

01 Visit the SSM4U portal at https://www.ssm4u.com.my

02 Click Help

03 Select I am uncertain whether I have registered for an SSM4U account

04 Click Check Registration Status

05 Provide your ID Type, ID Number, and Name

06 Your SSM4U account status will be displayed

SSM OFFICIAL PAGE

SSM General Line: 03-2299 4400

Email : enquiry@ssm.com.my