



USER MANUAL

MyWorldAlert

(MOBILE APPS)

PREPARED BY:

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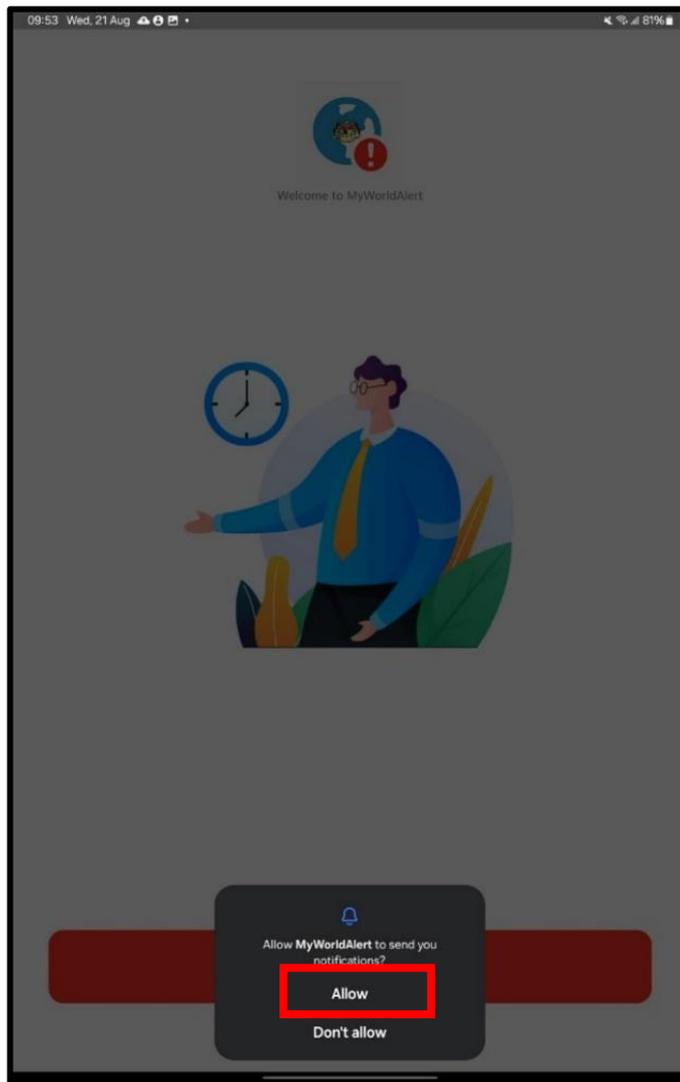
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INTRODUCTIONS

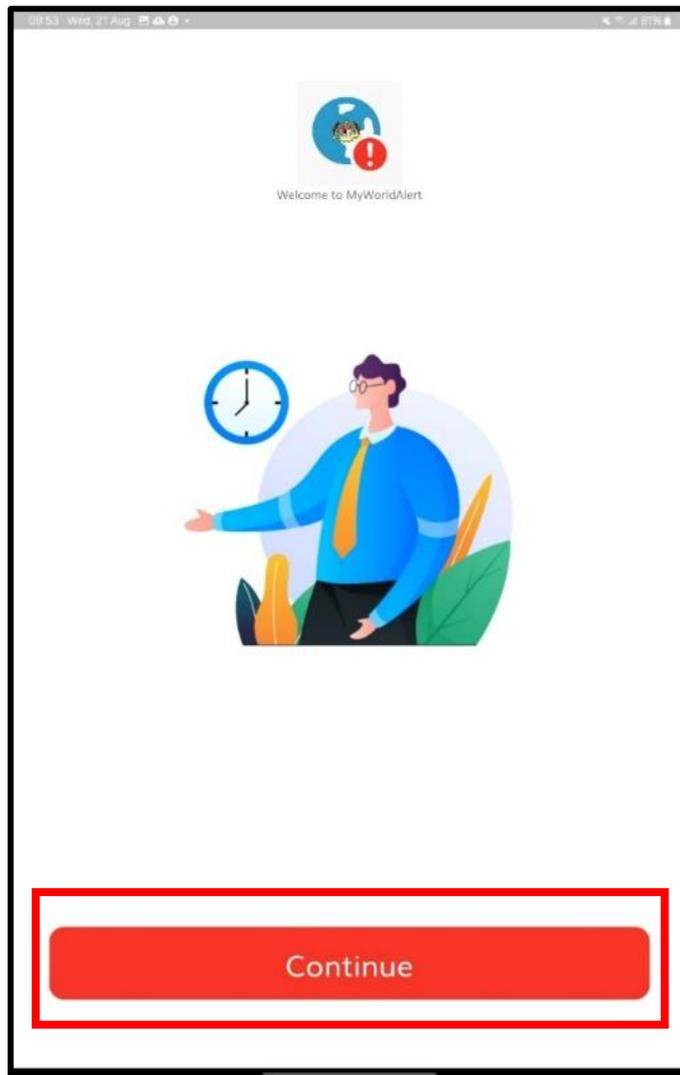
The purpose of preparing this User Manual is to help users understand the work process and functions of module for mobile apps in this system. This documentation will explain in detail how the system works and give users an idea of how to use the mobile apps in the system.

1.0 SYSTEM ACCESS

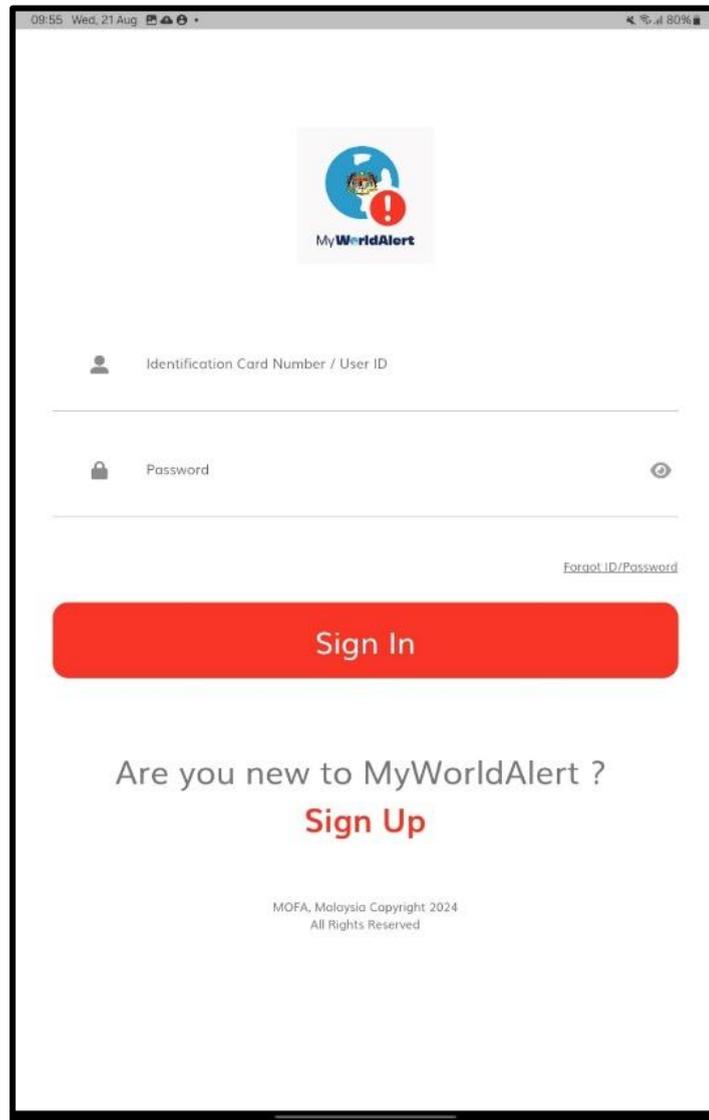
1. Users must download and install *MyWorldAlert* apps on their devices to access the *MyWorldAlert* mobile application.
2. This application can be downloaded from Google Play Store (for Android user), Apple App Store (for iOS user) and Huawei App Gallery (for Huawei user).
3. After downloading, user need to open the apps. The screen below displays a pop-up asking for permission to allow *MyWorldAlert* to send notifications. Click **[Allow]**.



4. After the notification pop-up, *MyWorldAlert* will display a welcome screen. Click the **[Continue]** button.

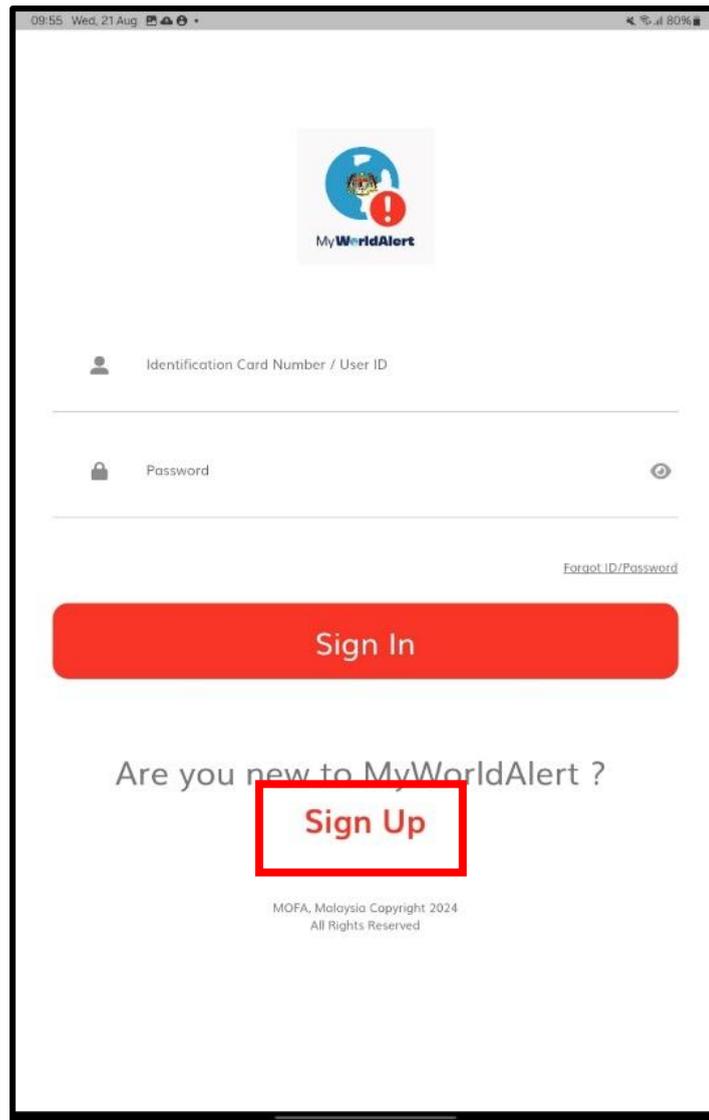


5. Next, *MyWorldAlert* will display the home screen, which features **[Sign In]** and **[Sign Up]** buttons.



2.0 USER REGISTRATION

1. Click on **[Sign Up]** button.



2. *MyWorldAlert* will display a screen for entering new user information. Fill in the required details and click the **[Sign Up]** button.

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MyWorldAlert

Full Name as Identity Card

Identification Card Number / User ID

Email

Password
Must Contain 8 Characters, One Uppercase, One Lowercase, One Number and one special case Character

Confirm Password

Malaysian Phone Number

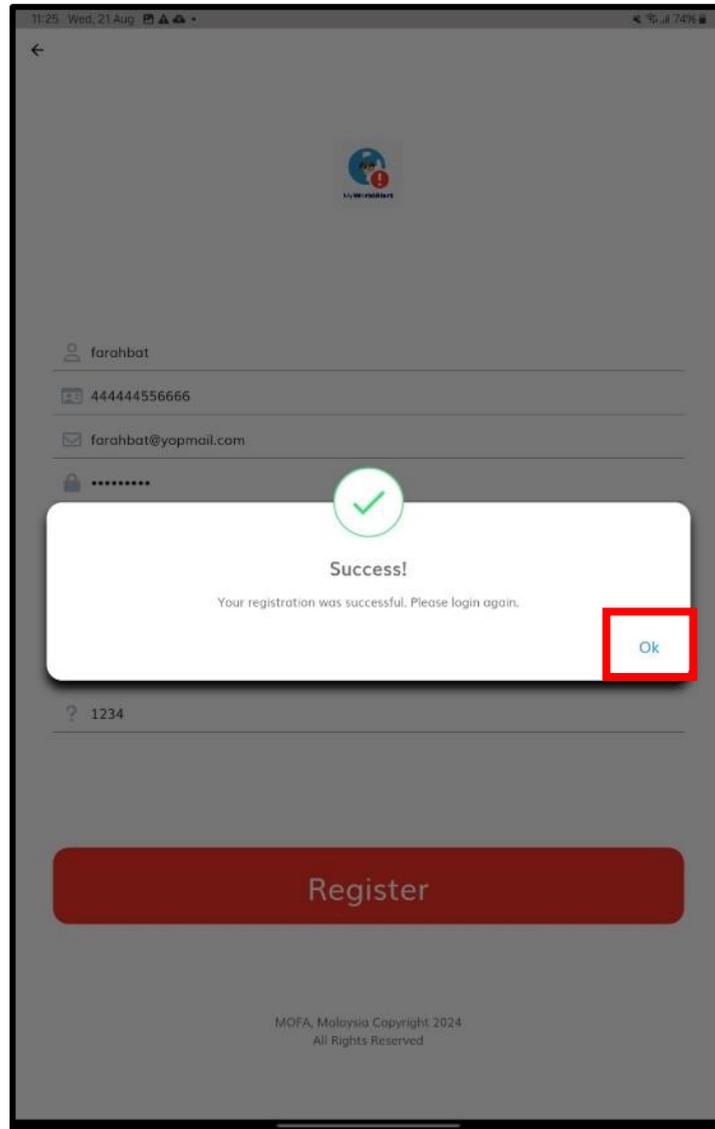
Abroad Phone Number

Security Question
Security question is Mandatory.

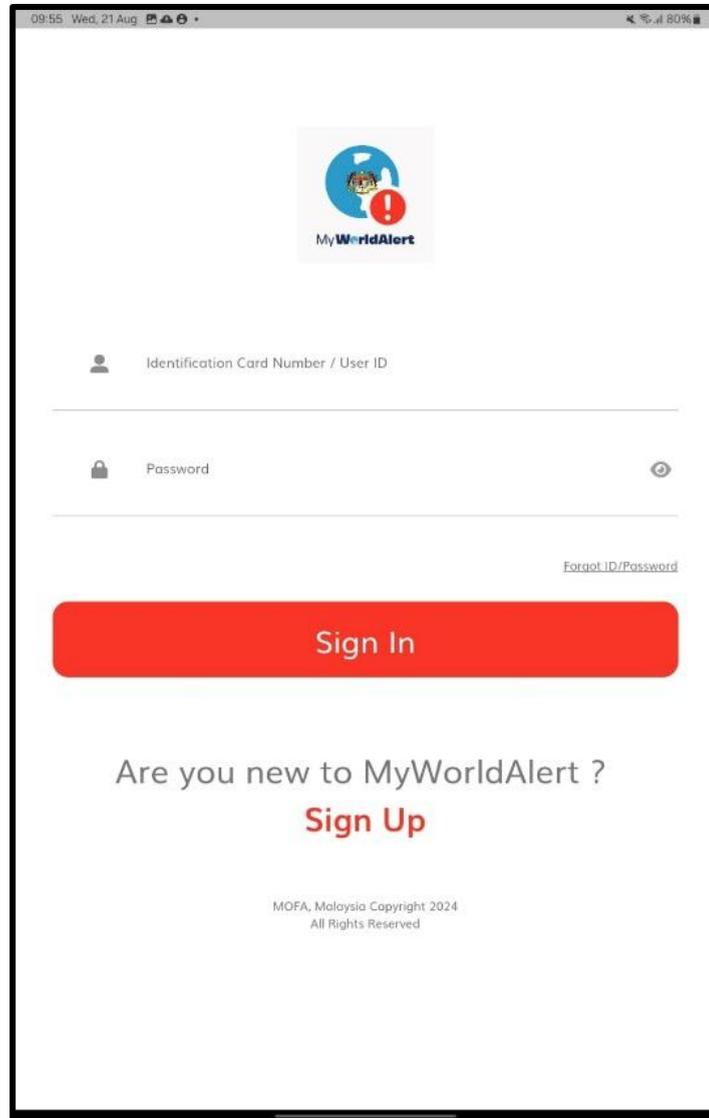
Register

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3. If the registration is successful, *MyWorldAlert* will display the message "Success! Your registration was successful. Please log in again." Click on [OK] button.

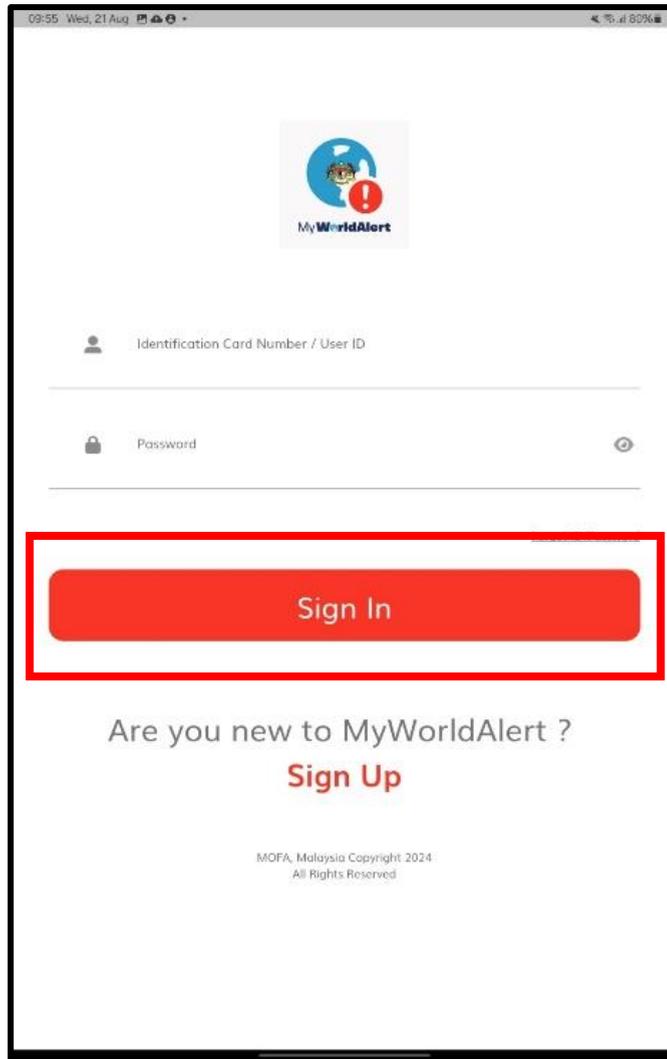


- Then, application will back to Home screen.

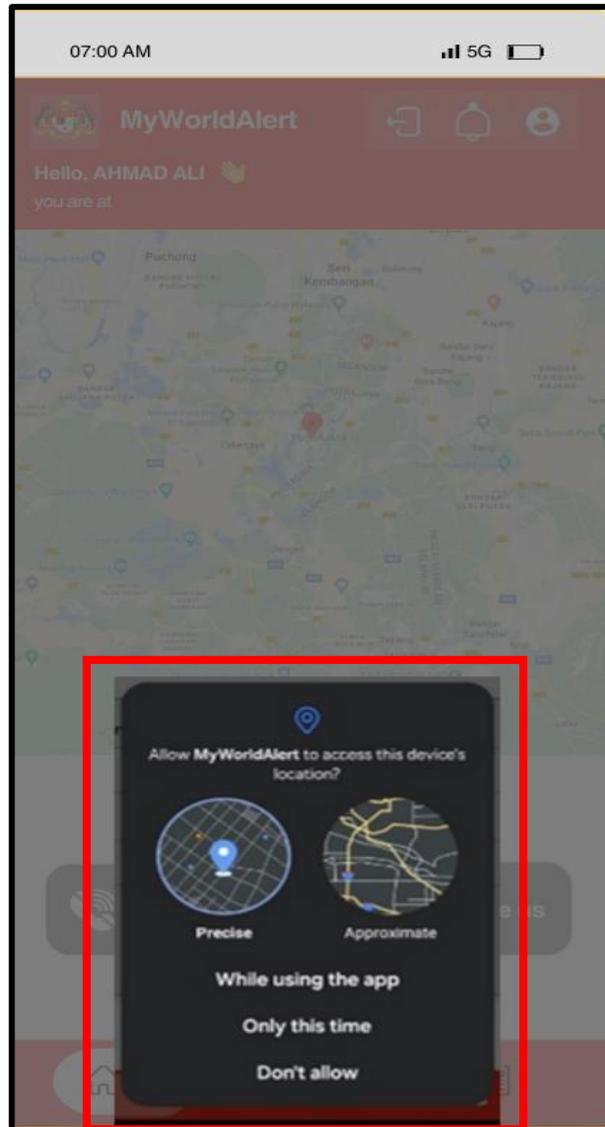


3.0 LOG IN

1. The application will display the main screen for MyWorldAlert.
2. Enter **Identification Card Number/User ID** and **Password**.
3. Click on **[Sign In]** button.

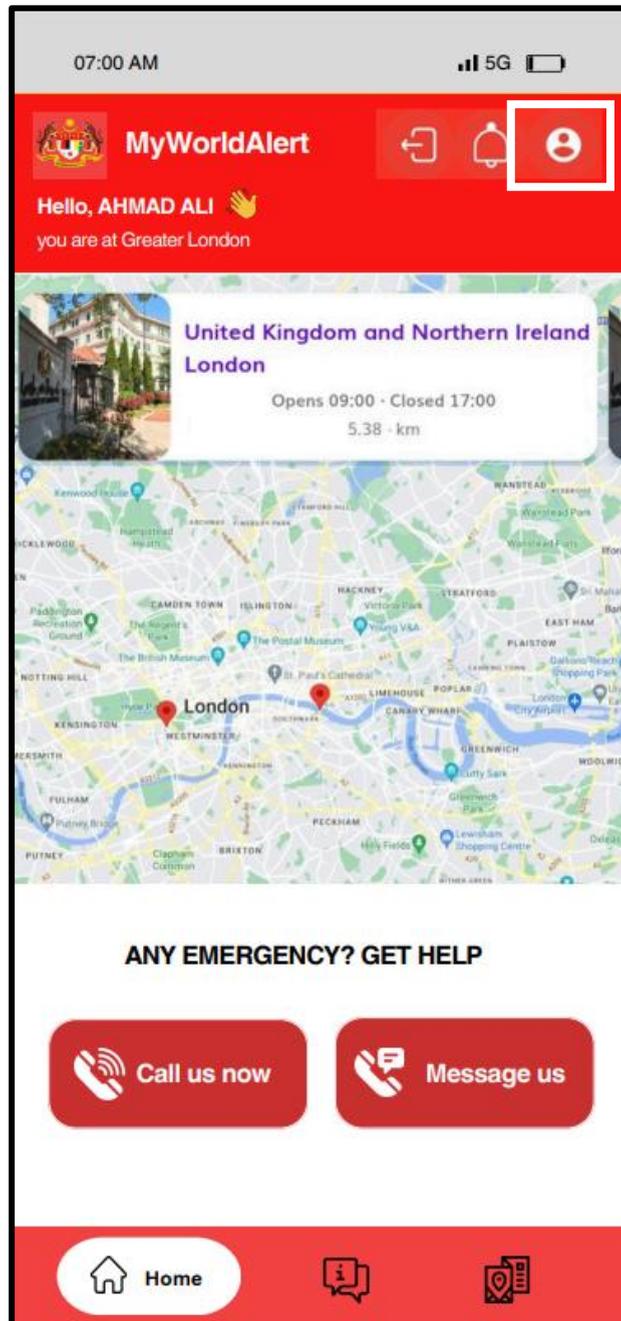


2. After logging in, the application will display a pop-up asking for permission to allow *MyWorldAlert* to access the device's location.

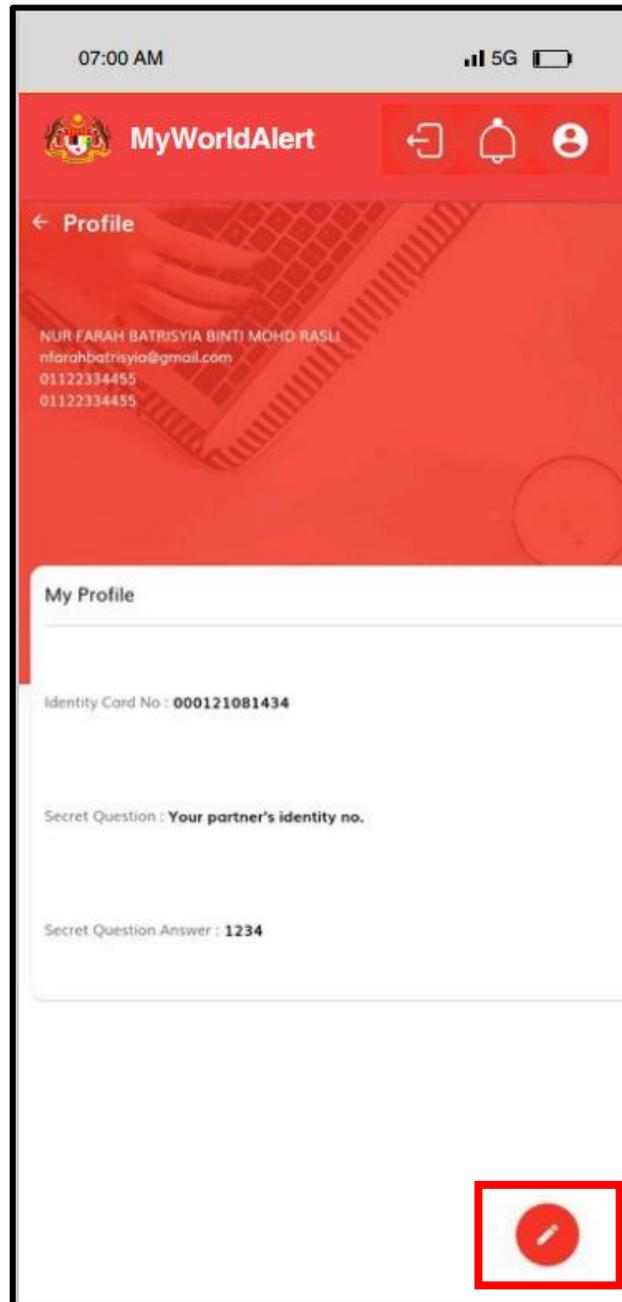


4.0 UPDATE USER PROFILE

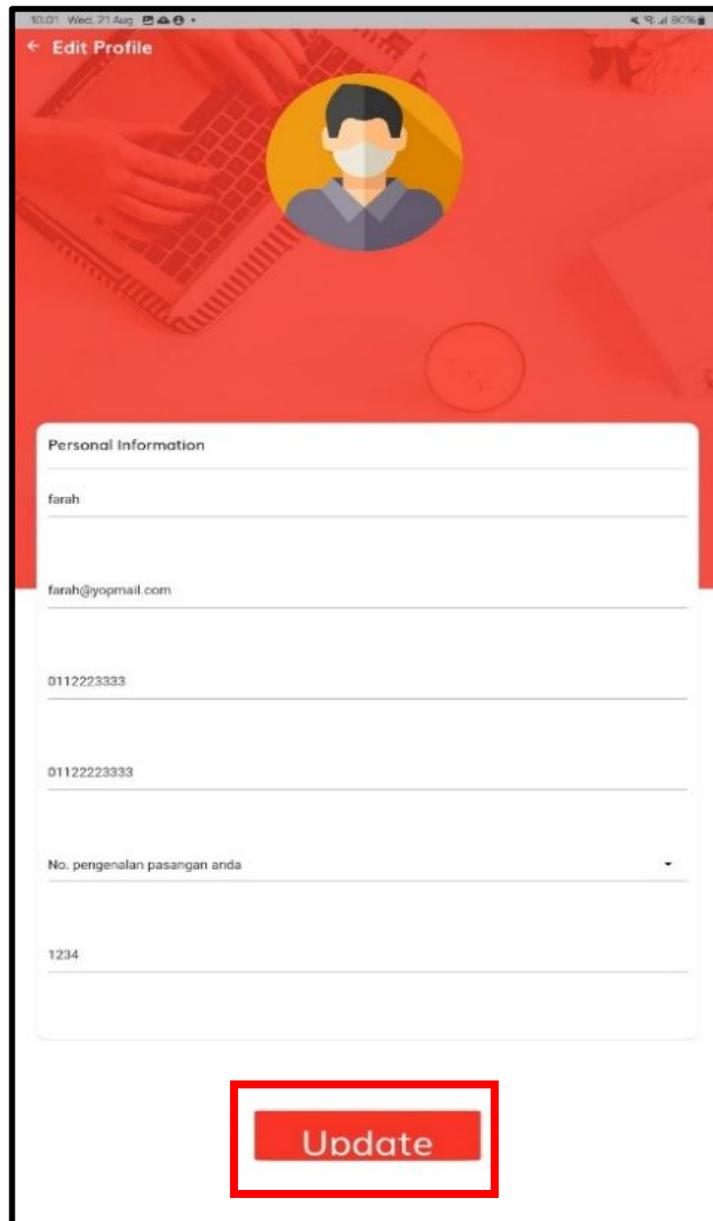
1. Click on the **USER PROFILE** icon at the top of the main screen.



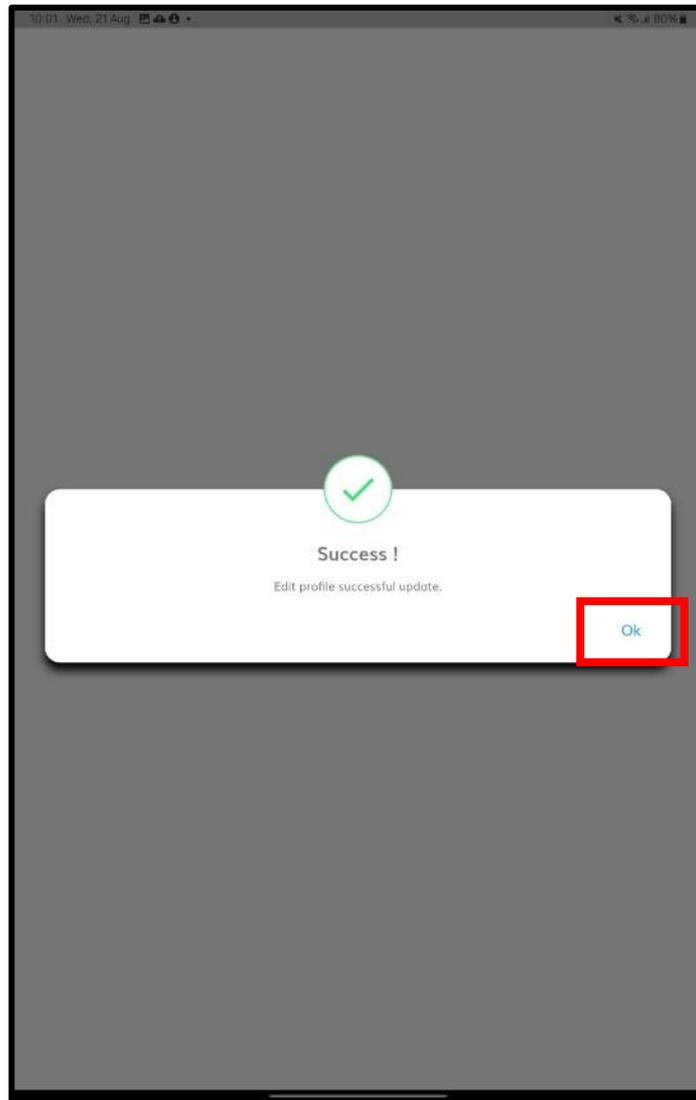
2. The *MyWorldAlert* application will then display the **PROFILE** screen, allowing user to update information.
3. Click on **[UPDATE]** icon.



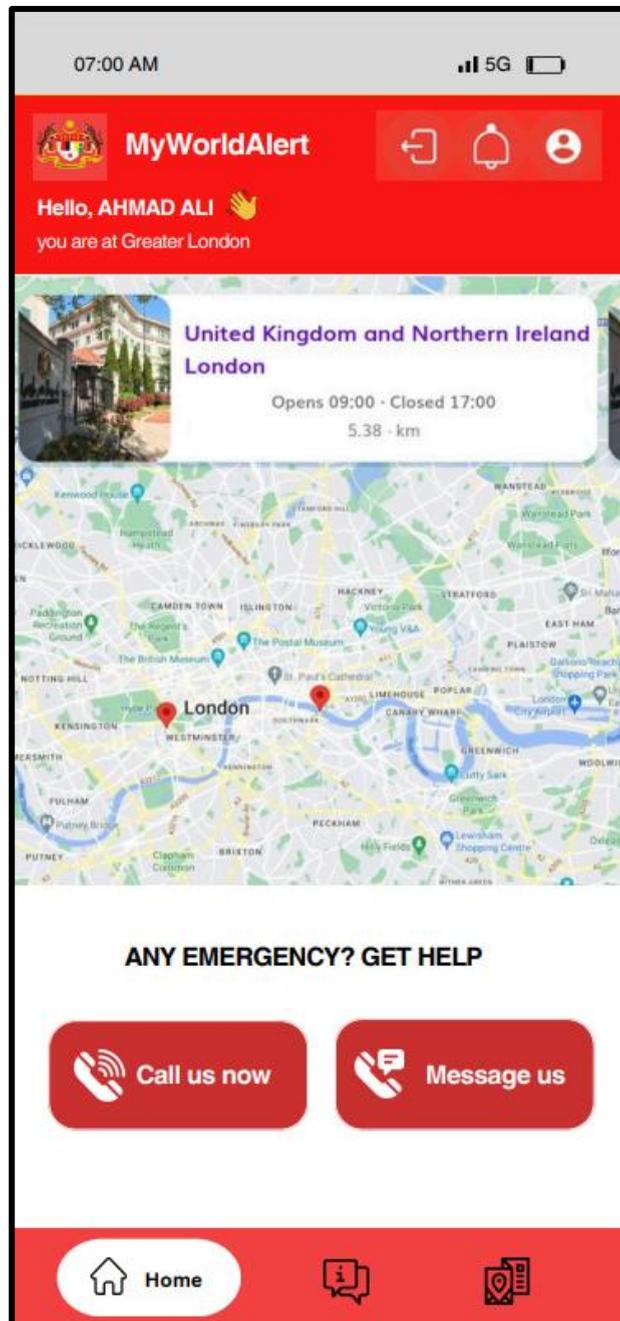
4. The application will display **EDIT PROFILE** screen to update user profile.
5. Enter the information and click on **[UPDATE]** button.



6. Application will prompt out message 'Success! Edit Profile successful update'.
7. Click on [OK] button.

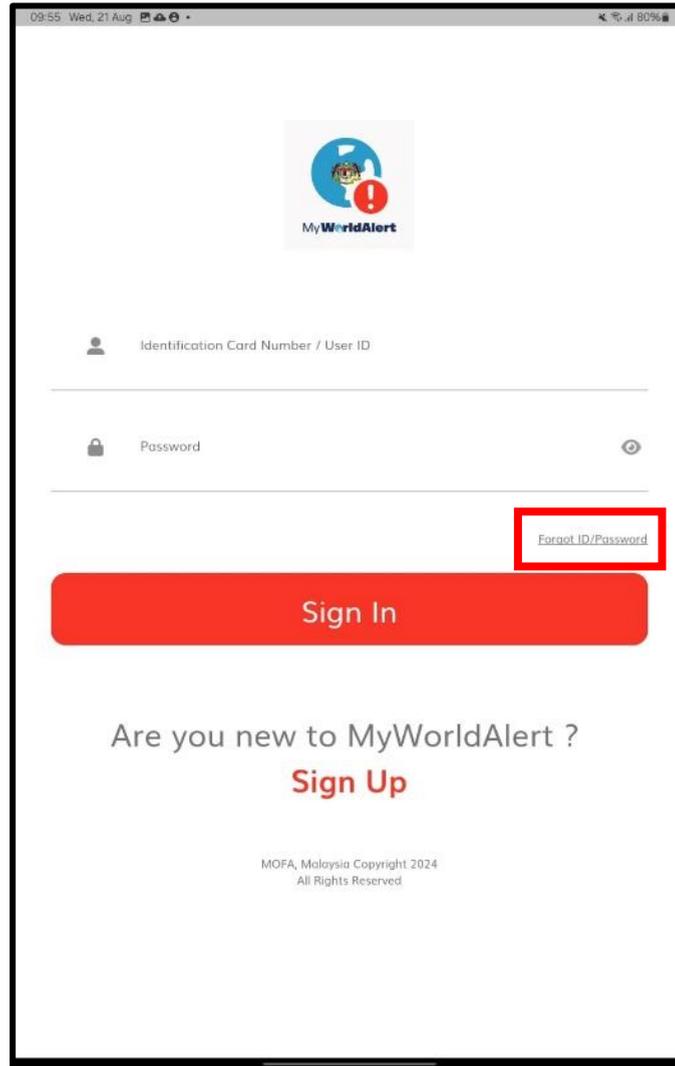


8. The application will back to **HOME** screen.

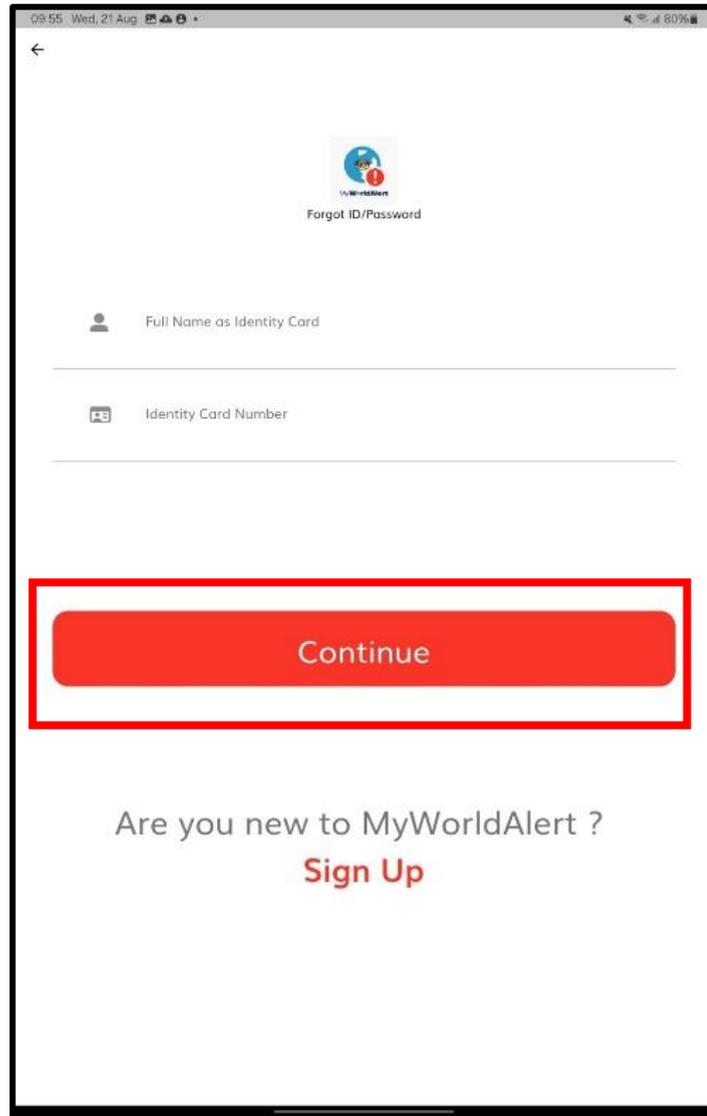


5.0 FORGOT USER ID

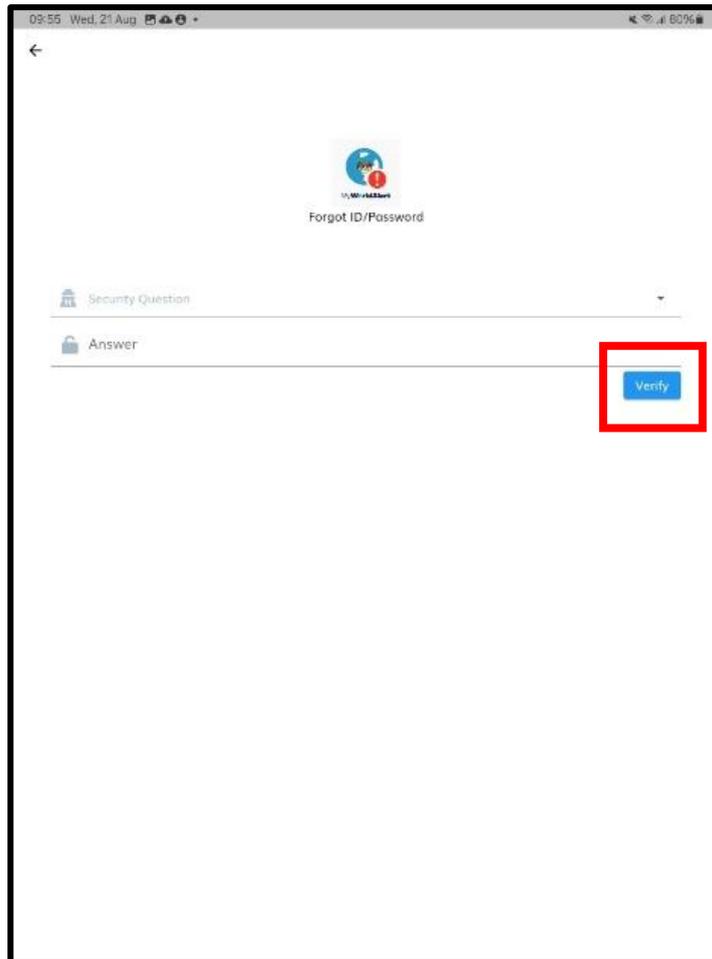
1. Open *MyWorldAlert* mobile application and click **[FORGOT ID/PASSWORD]**.



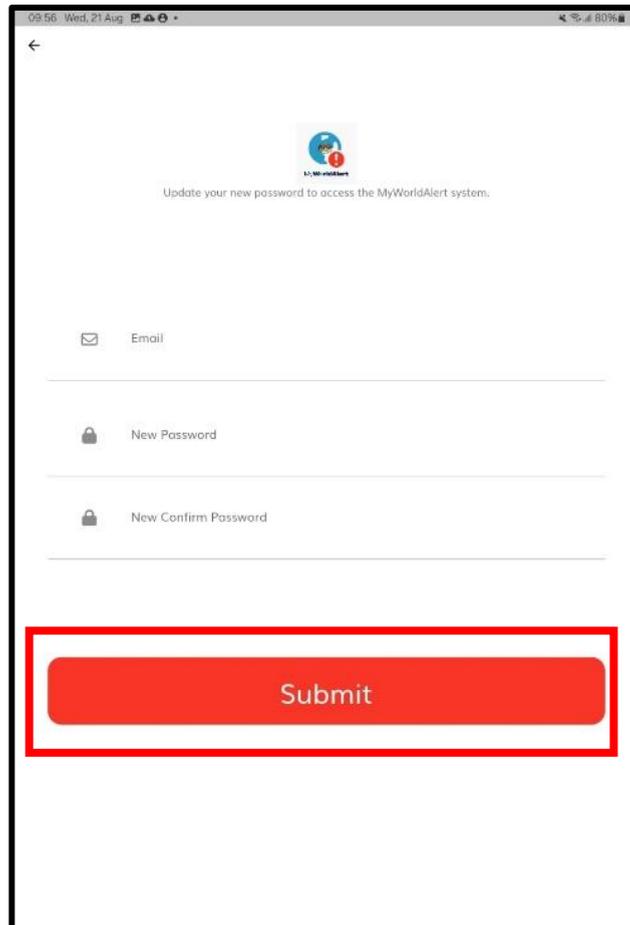
2. Enter **Full Name as Identity Card** and **Identity Card Number**.
3. Next, click on **[CONTINUE]** button.



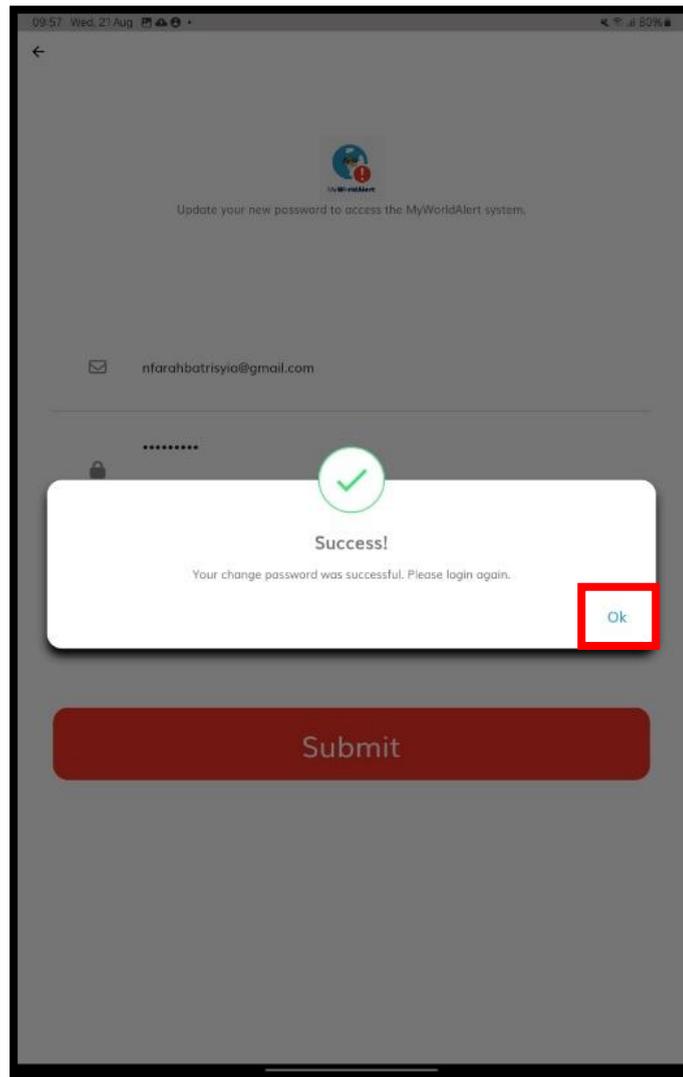
4. The application will display information as below:
 - i Security Question
 - ii Answer
5. Enter **SECURITY QUESTION** and **ANSWER**
6. Click on **[VERIFY]** button.



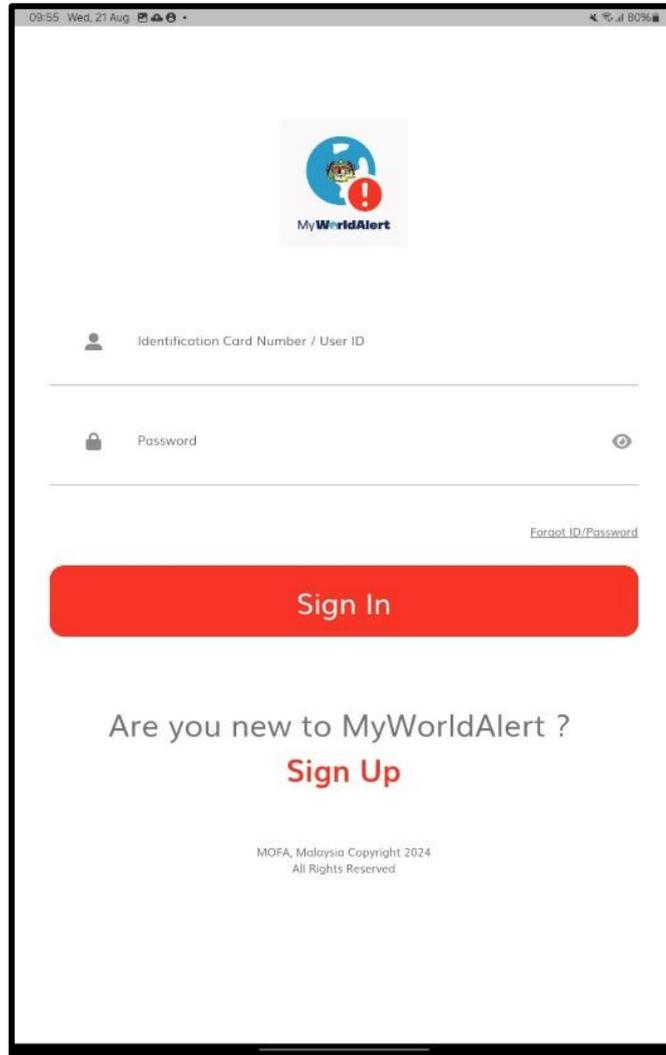
7. *MyWorldAlert* application will display **UPDATE NEW PASSWORD** screen.
8. Enter email, new password and new confirm password, then click on **[SUBMIT]** button.



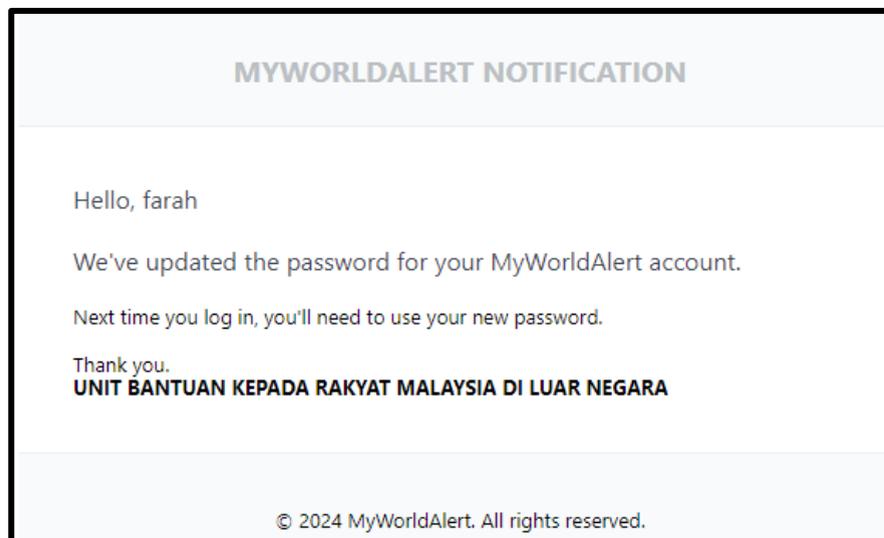
9. Application will prompt out popup message **“Success! Your change password was successful. Please login again”**
10. Click on **[OK]** button.



7. Application will back to **SIGN IN** screen.



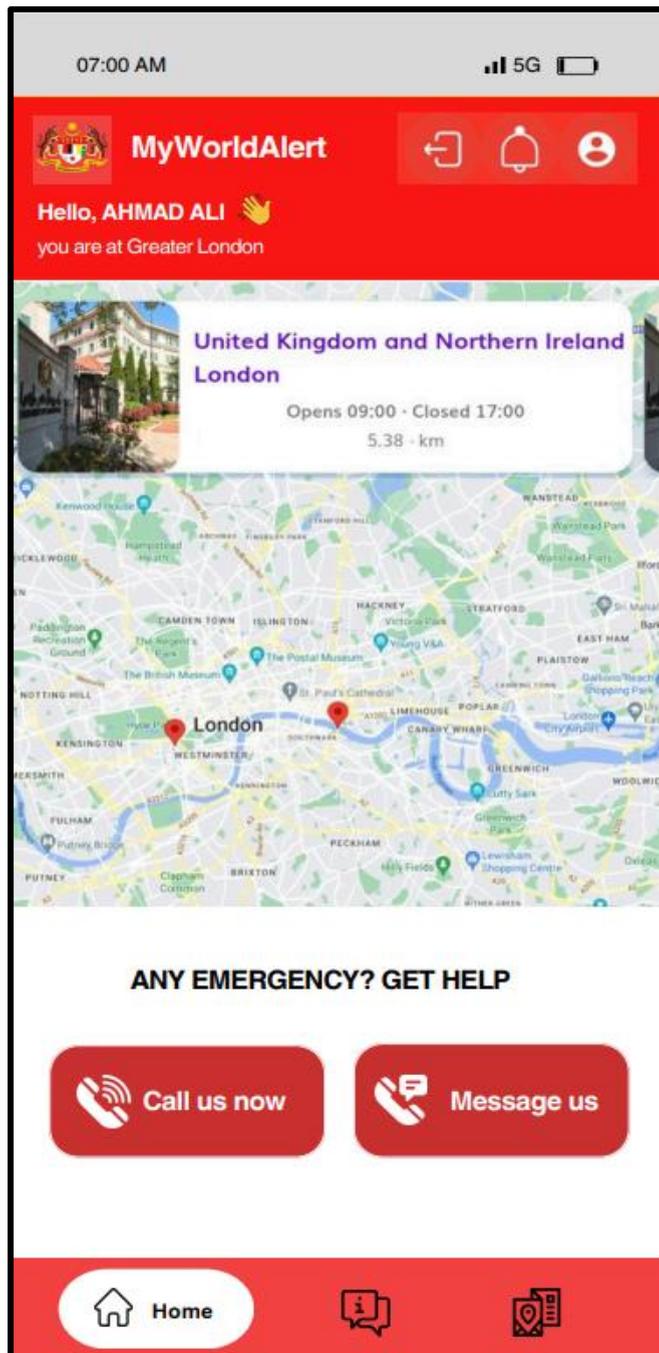
8. Users will log in to registered email to check the email.



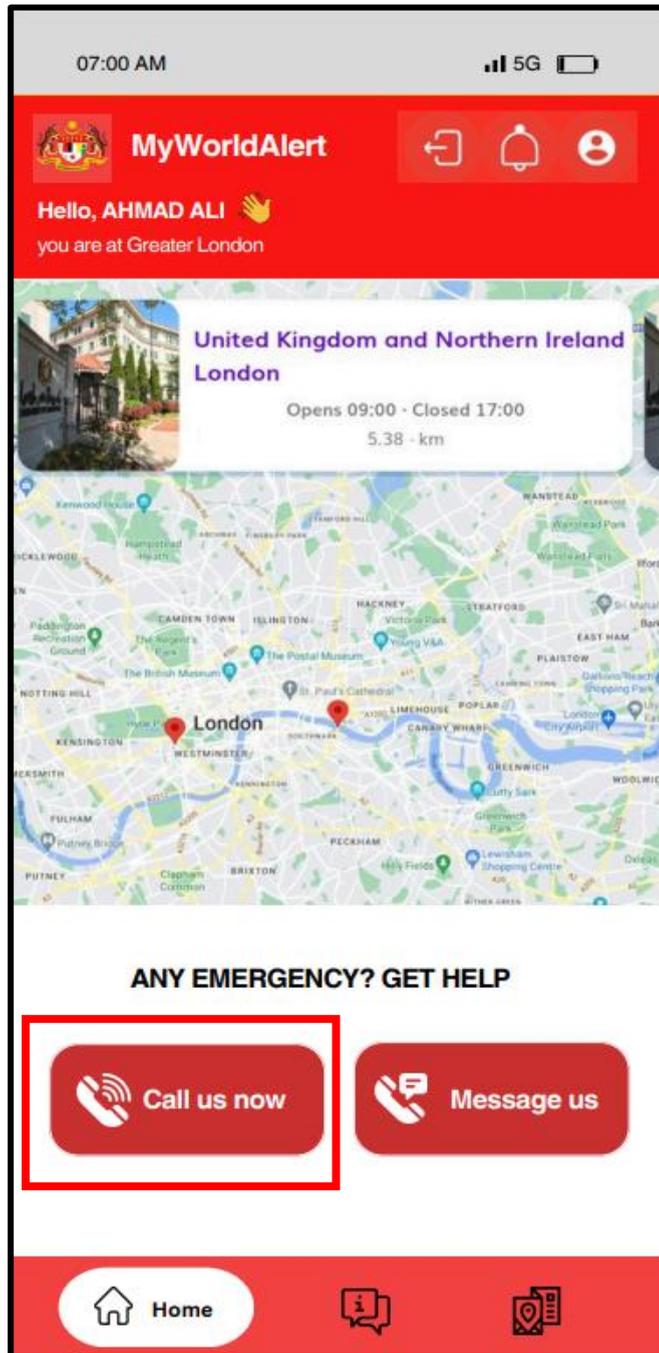
6.0 EMERGENCY ASSISTANCE

6.1 EMERGENCY ASSISTANCE BY CALL

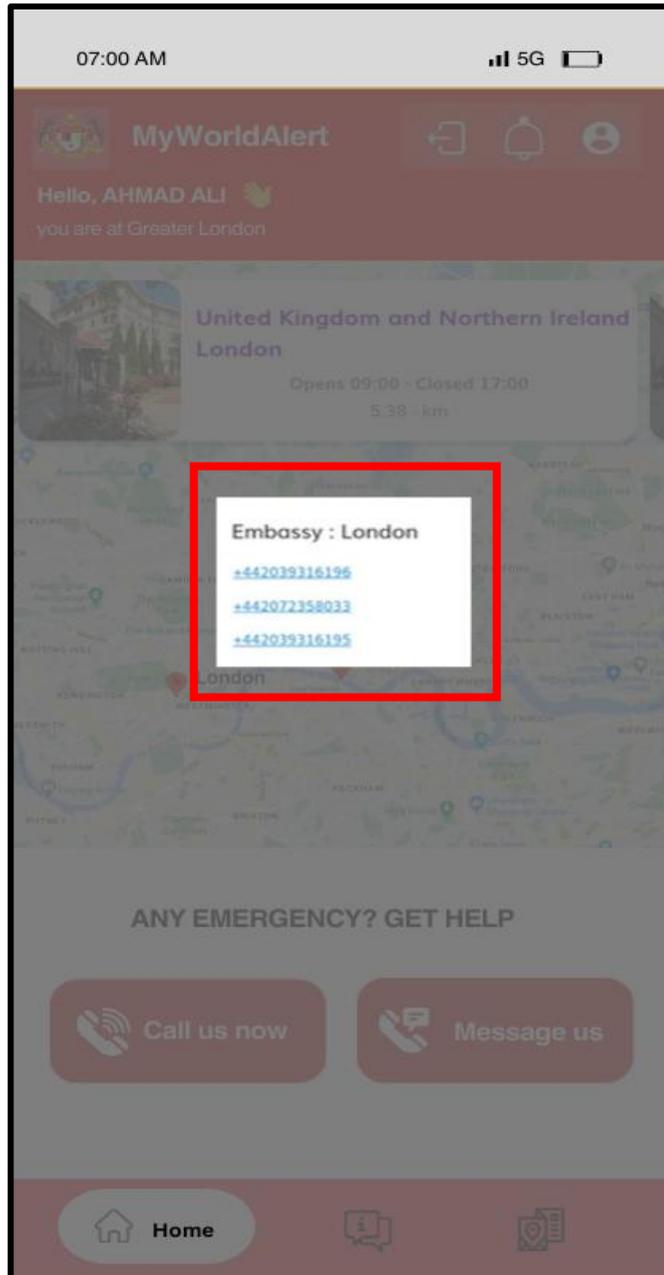
1. Only users whose detected location is outside of Malaysia are allowed to use the call feature in the application to request emergency assistance.
2. Users in Malaysia can only use the application to search for embassy locations, access embassy information, and view the latest safety news.



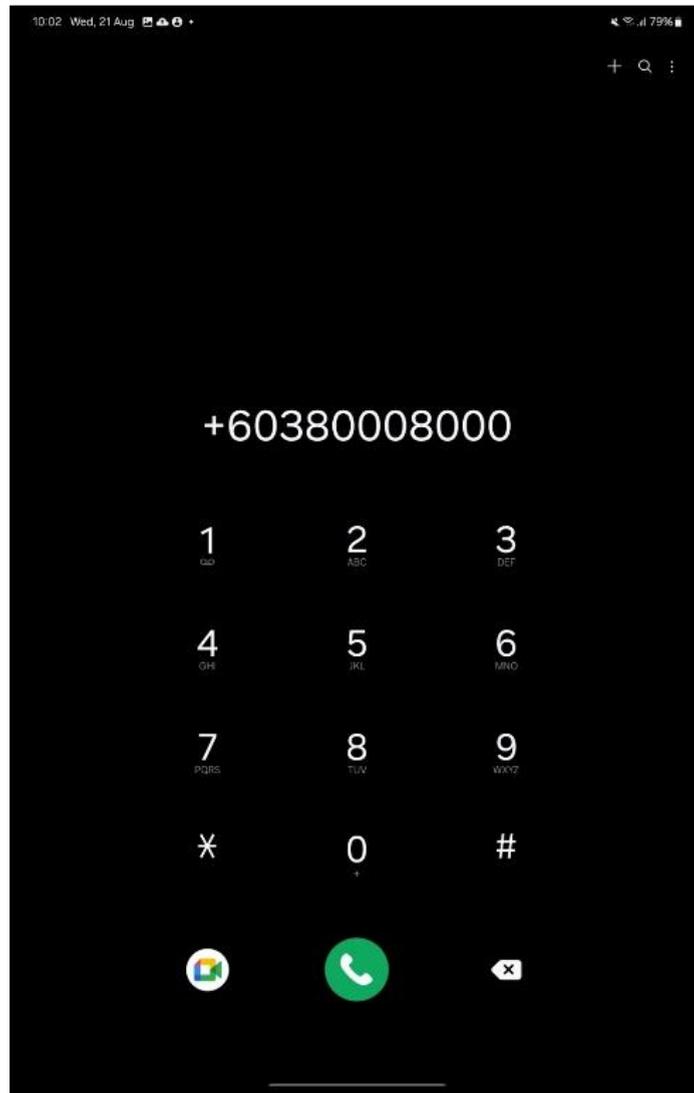
- For users outside Malaysia, click on the **CALL US NOW** button to request emergency assistance.



- The *MyWorldAlert* application automatically displays the phone number of the nearest embassy based on the user's location. Click on any of the phone numbers displayed.

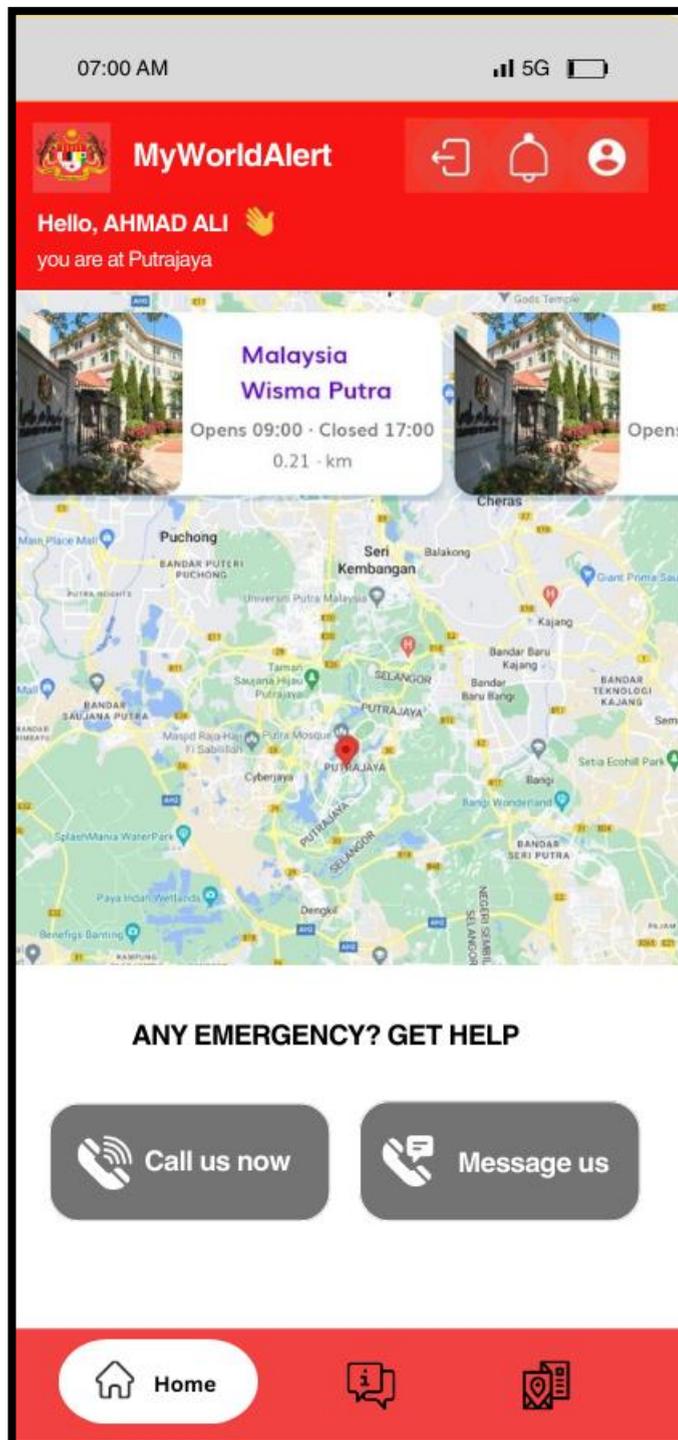


- The application will automatically navigate to the keypad screen, allowing the user to make a call.

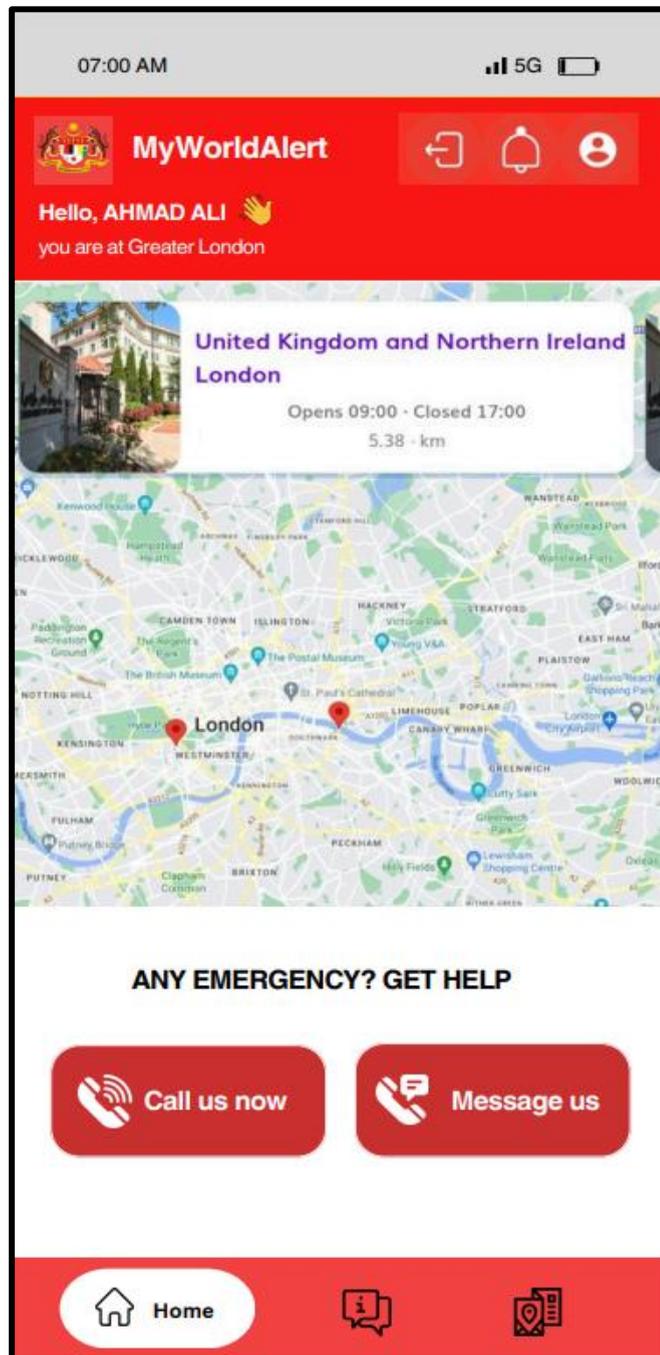


6.2 EMERGENCY ASSISTANCE BY MESSAGE

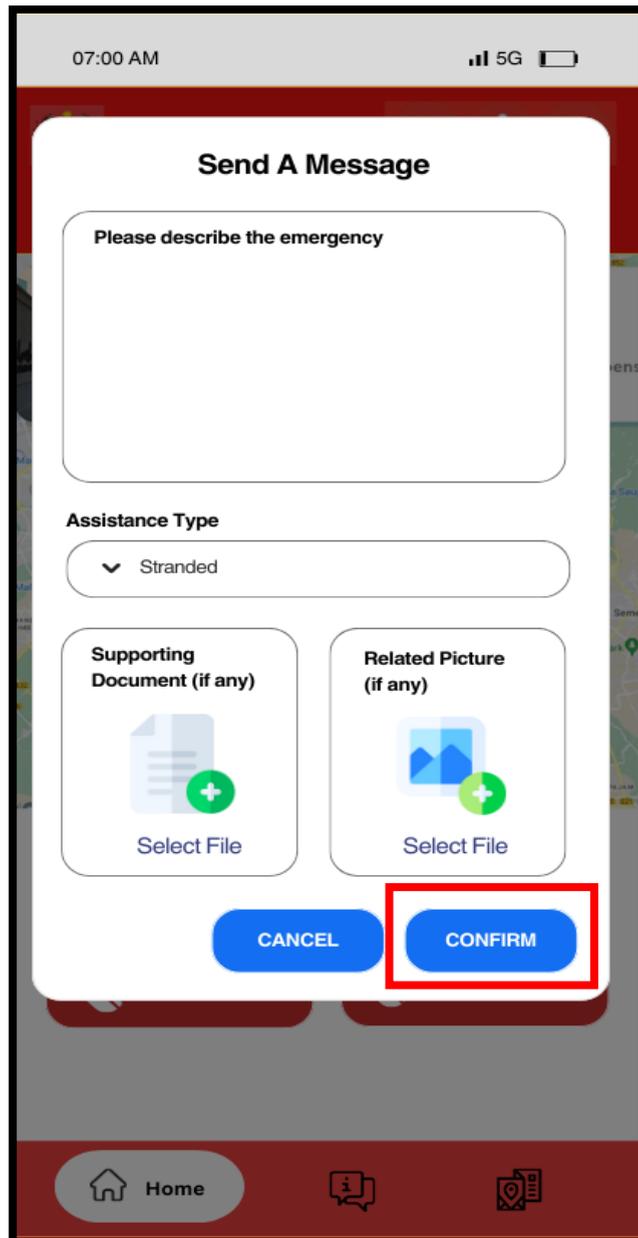
1. Only users whose detected location is outside of Malaysia are allowed to use the send message feature in the application to request emergency assistance.
2. Users in Malaysia can only use the application to search for embassy locations, access embassy information, and view the latest safety news.



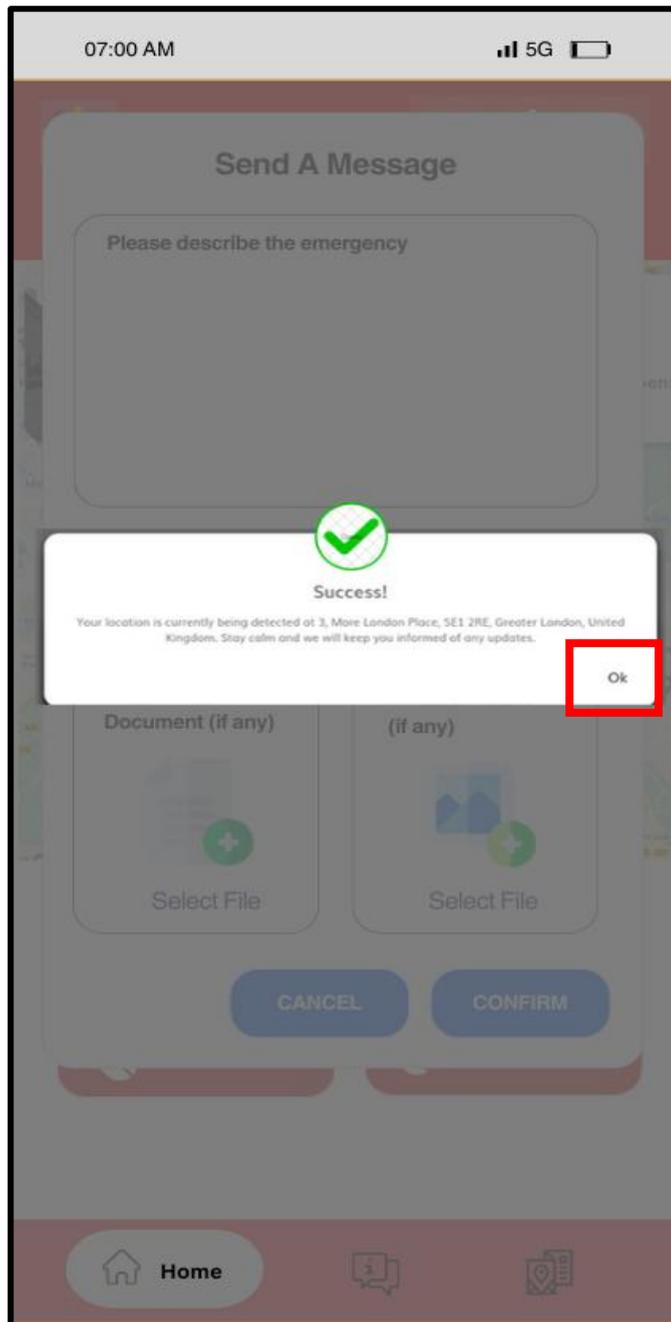
- For users outside Malaysia, click on the **MESSAGE US** button to request emergency assistance



- Then, enter the **Description Of Emergency, Assistance Type, Supporting Document (If Any) And Related Picture (If Any)** to request emergency assistance.
- Click on **[CONFIRM]** button to submit message.

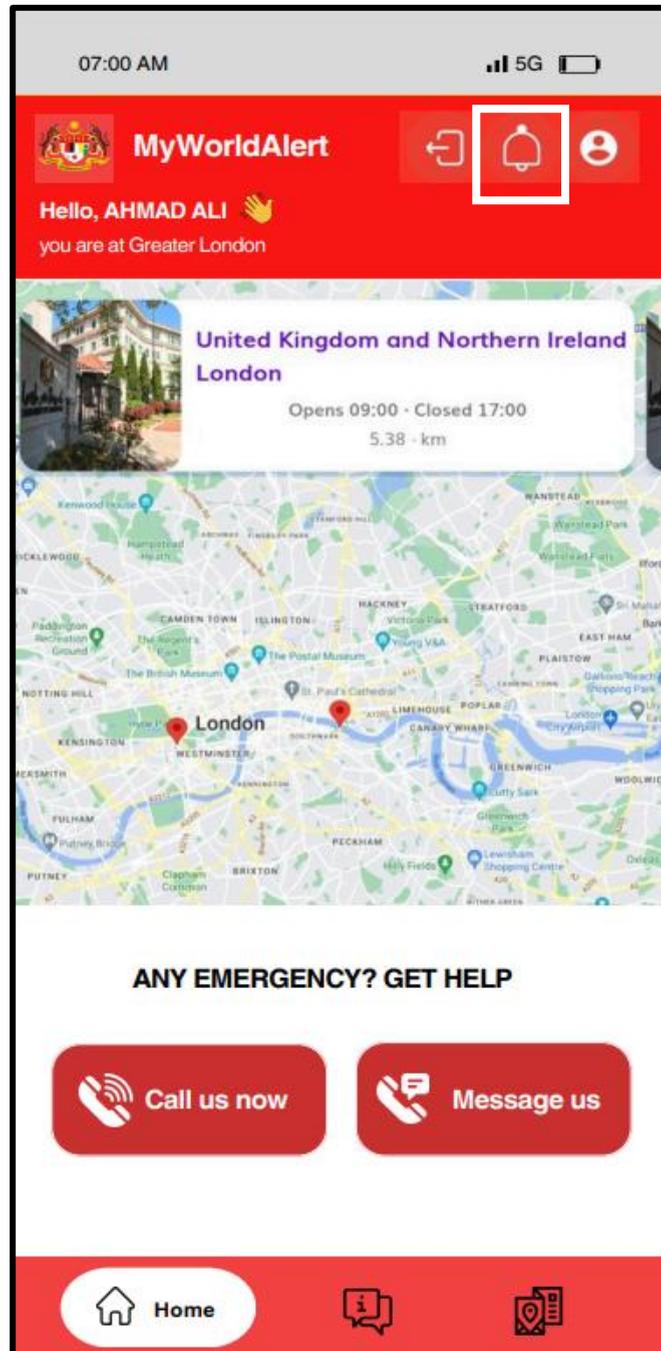


6. *MyWorldAlert* Application will displays message “**Success! Your location is currently being detected at (user’s location). Stay calm and we will keep you informed at any updates.**”

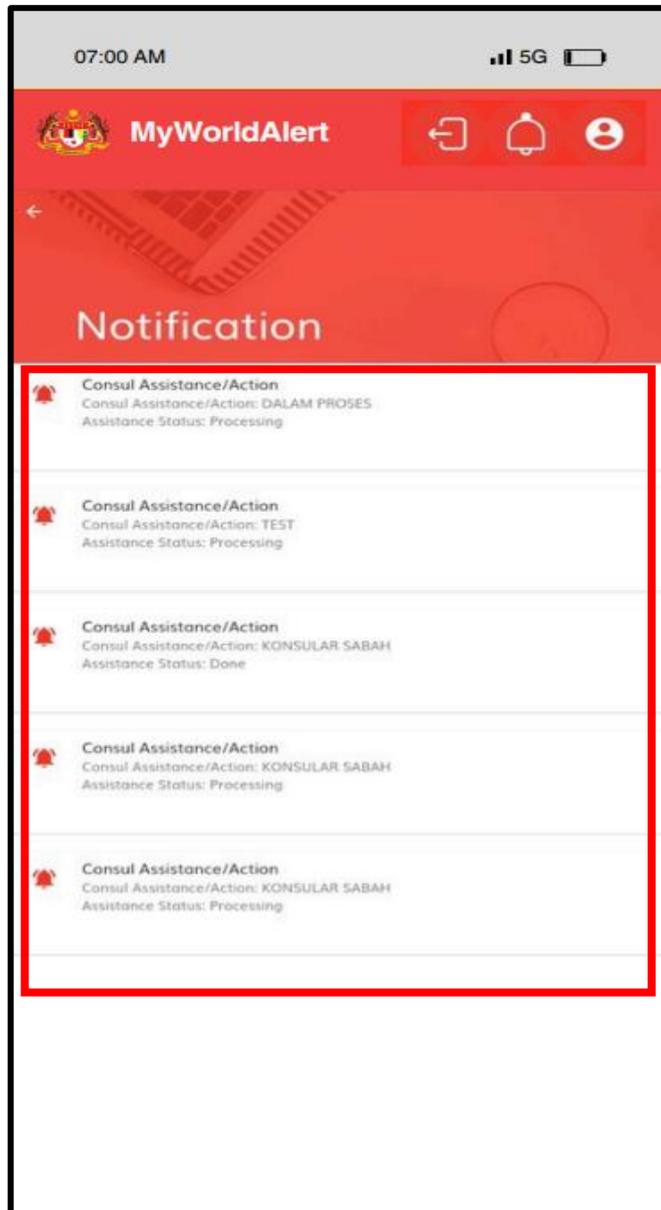


7.0 MYWORLDALERT APPLICATION NOTIFICATION

1. If the user's *MyWorldAlert* application has been updated by the consular, the user will receive notifications through the app and via email.
2. To view the notification, click on the **[NOTIFICATION]** icon.



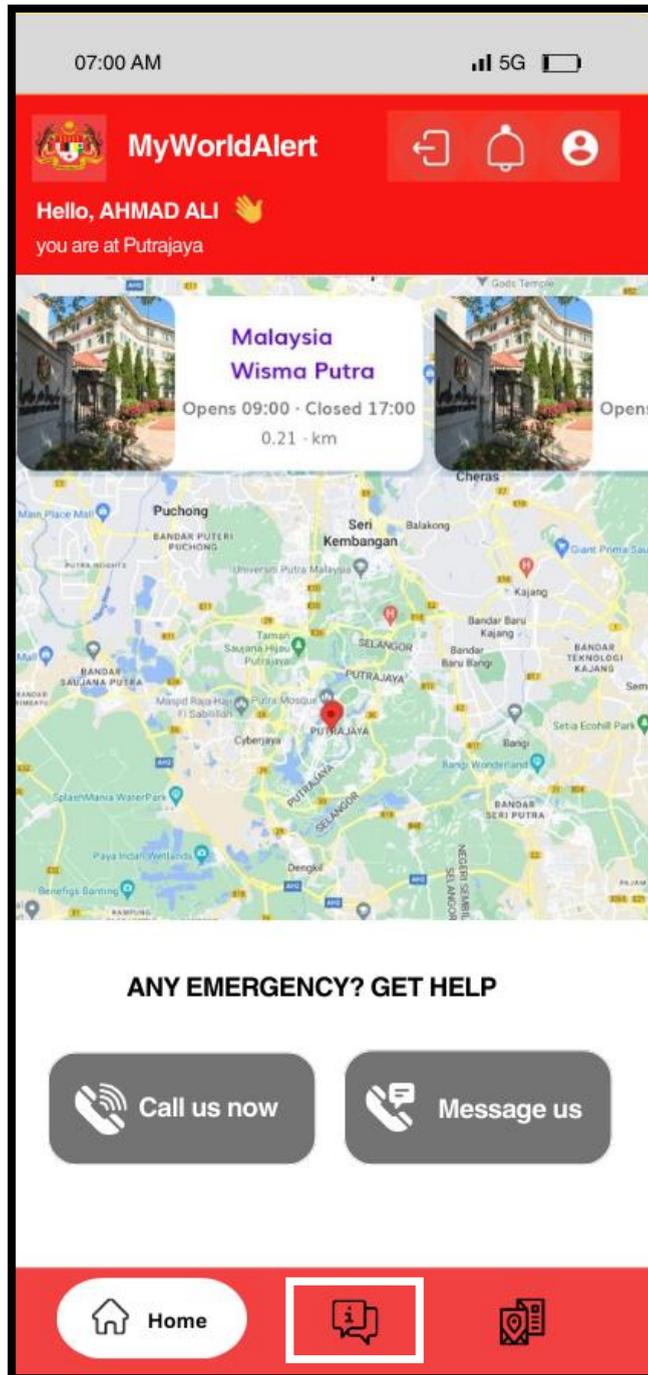
- The *MyWorldAlert* application will display information such as **Consular Assistance/Action** and **Assistance Status**.



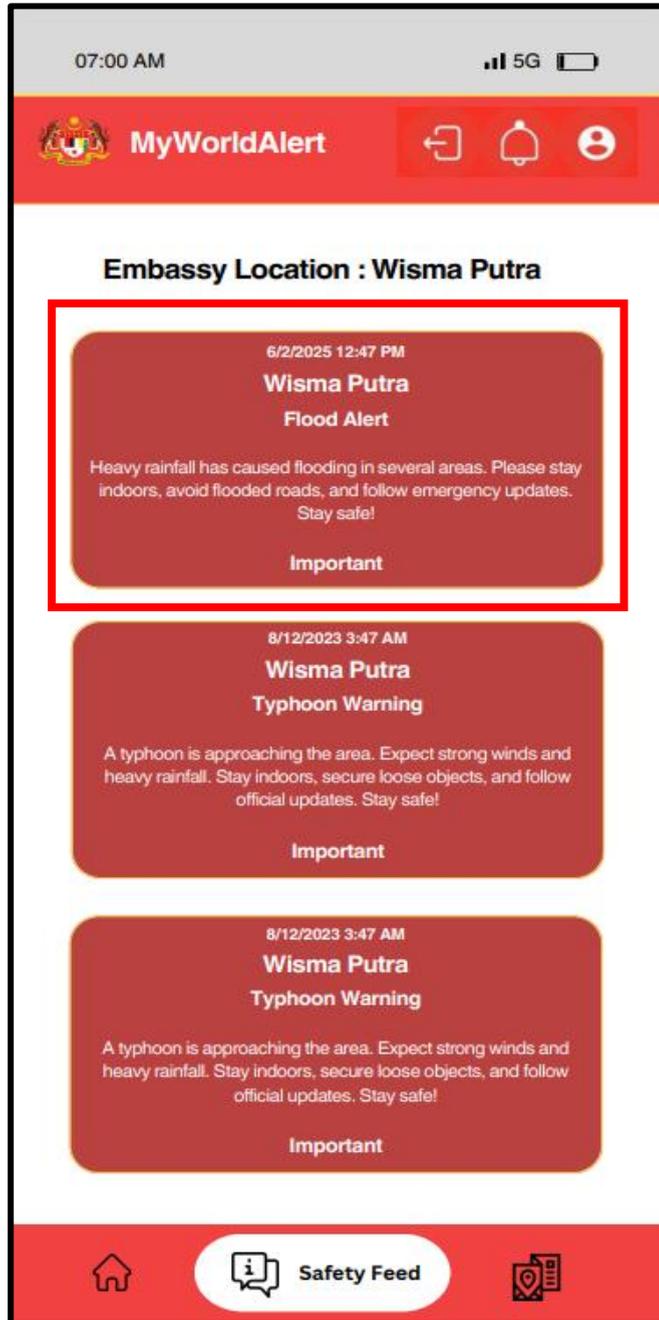
8.0 MYWORLDALERT APPLICATION FEATURE

8.1 SAFETY FEED

1. Users can receive the latest safety feed information based on their location through the *MyWorldAlert* application.
2. Click on **[SAFETY FEED]** tab.

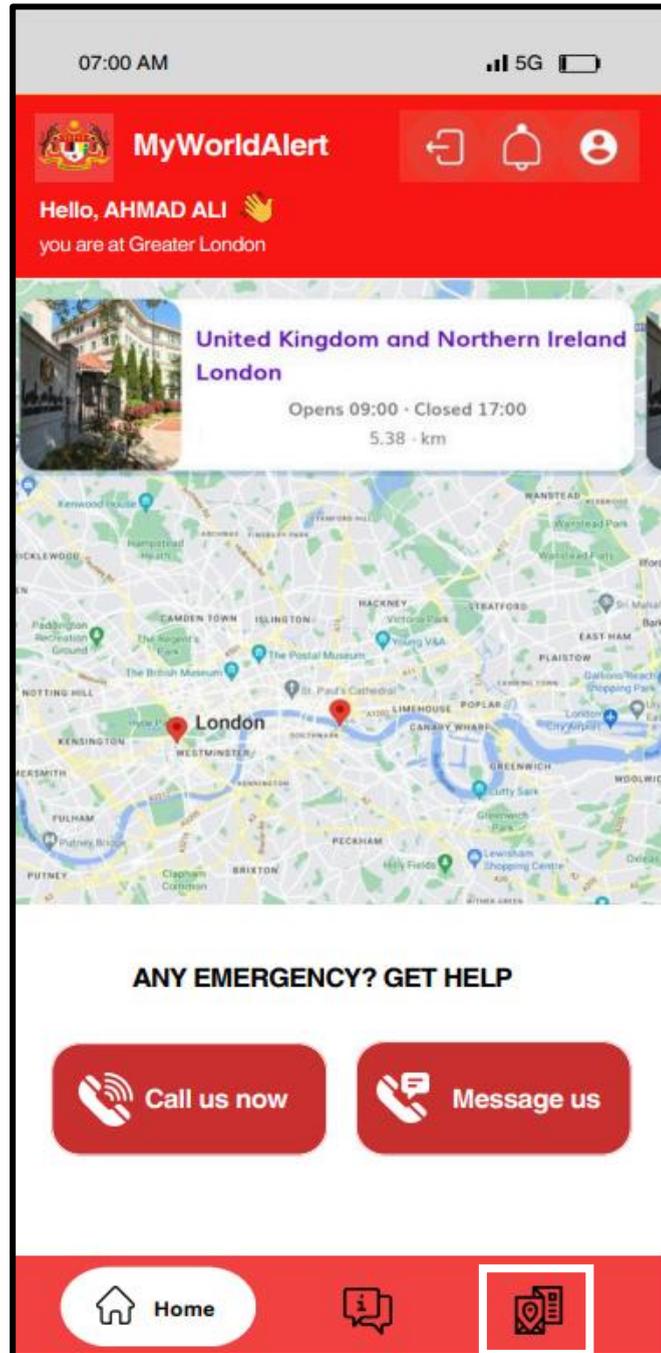


- The app will display the date and time the safety feed was posted, the location, the message, and the category.

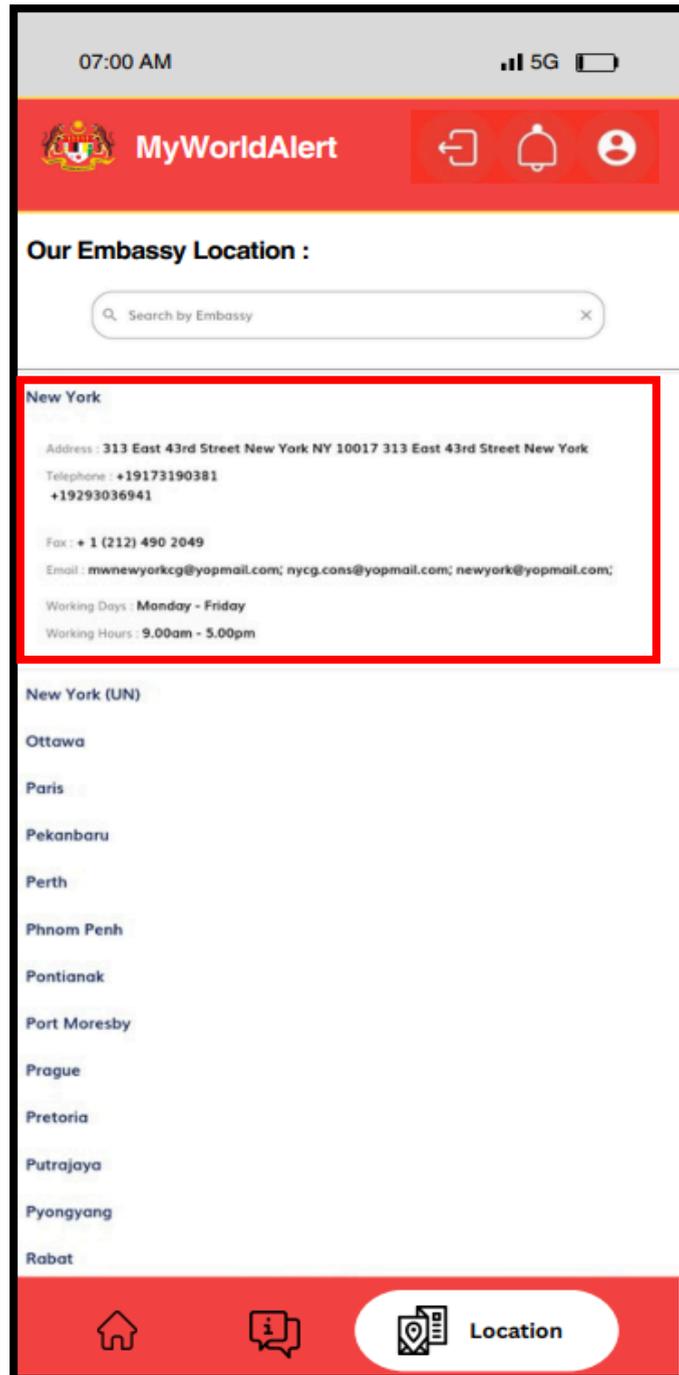


8.2 LOCATION

1. Users can search for Malaysian embassy information worldwide through the *MyWorldAlert* application.
2. Click on [LOCATION] tab.



3. The embassies will be displayed in order of proximity, starting with the nearest to the user's location.
4. Users can also utilize the search feature by entering the embassy name in the search bar. The app will then display the embassy's details, including **Address, Telephone Number, Fax, Email, Working Days,** and **Working Hours.**



9.0 LOG OUT

1. Click **“LOG OUT”** icon at the left top home screen for *MyWorldAlert* application.

