



USER MANUAL E-KONSULAR SYSTEM

CERTIFICATE OF GOOD CONDUCT MODULE (APPLICANT)

PREPARED BY:

Pos Digicert Sdn Bhd

POS Digicert

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INTRODUCTION

The purpose of preparing this User Manual is to help users understand the work process and functions of each module in this system. This documentation will explain in detail how the system works and give users an idea of how to use the system. This manual is a reference material or guide for using the e-Konsular system.

1.0 SYSTEM ACCESS

1. To access in e-Konsular System, user need to browse URL address as below:

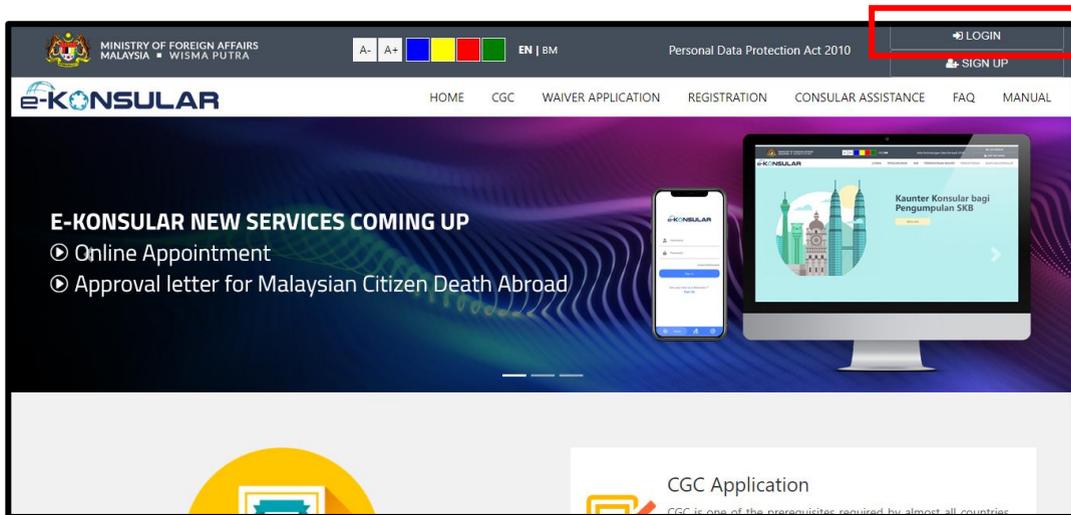
<https://ekonsular.kln.gov.my/>

2. The URL will directly to the main page of e-Konsular System.



2.0 LOG IN

1. At the main page, click on **[LOGIN]**.

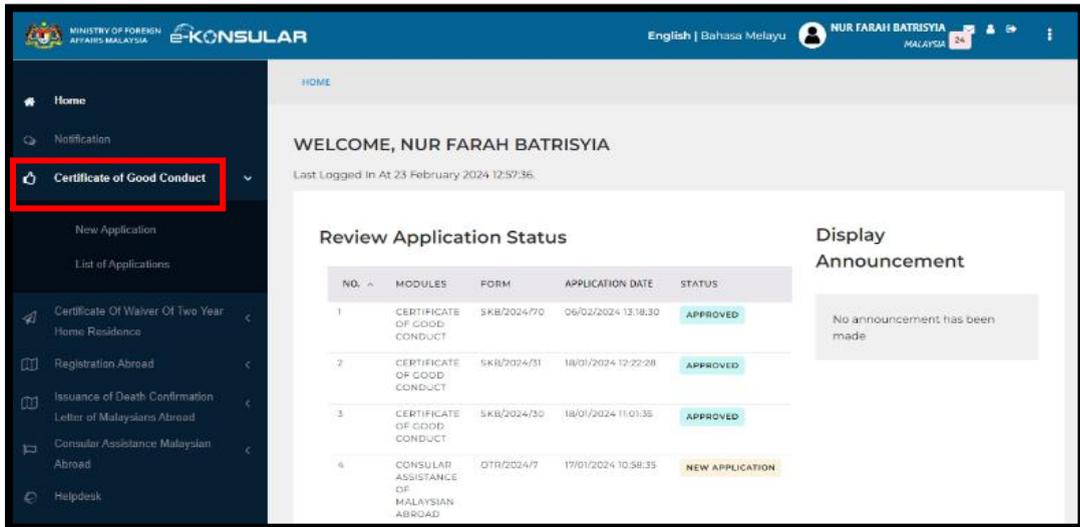


2. Enter the **[User ID]**, **[Password]**, and **[Security Code]**. Then click the **[Log In]** button.

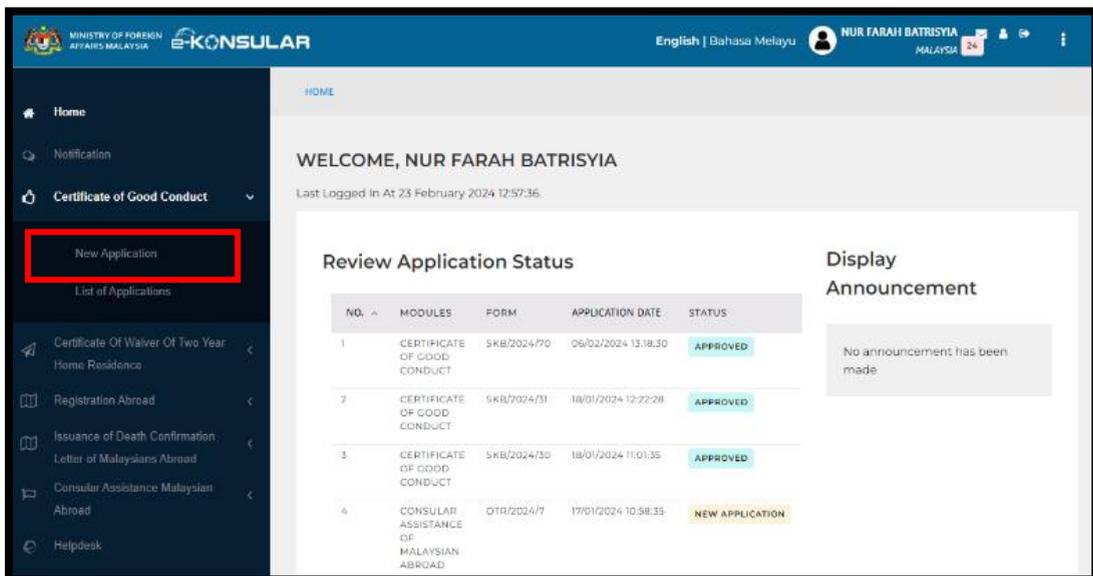
A screenshot of the e-KONSULAR login form. The form is titled 'e-KONSULAR' and includes a note: '*For existing user, kindly complete the Security Question with Answer and Subscribe Notification before proceed to next action.' The form contains three input fields: 'USER ID' with a blue question mark icon and a red asterisk, 'PASSWORD' with a blue question mark icon and a red asterisk, and a security code field with a red asterisk. Below the security code field is a visual security code '432' with a refresh button. At the bottom, there are links for 'Forgot User ID/Password', 'Helpdesk', and 'SKB Review'. A question 'Are you new to e-Consular?' is followed by a red 'Sign Up Now' button. At the very bottom, there are two buttons: a yellow 'Log in' button and a dark blue 'Reset' button.

3.0 APPLICATION OF CERTIFICATE OF GOOD CONDUCT (APPLICANT)

1. Click on the **[Certificate of Good Conduct]** menu on the menu on the left side of the main display.



2. Click on **[New Application]** sub menu.
3. For the new application menu, if the previous application is still in progress, the menu will not be displayed until the previous application is approved.
4. Users can have a maximum of two applications being processed at the same time.



5. Enter the personal information and click the [ARROW] icon.

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Application For Certificate Of Good Conduct

Create Application Check Application Submit

PERSONAL INFORMATION SUPPORTING INFORMATION PURPOSE OF TRAVELLING PHOTO

Personal Information

TITLE * FULL NAME * NUR FARAH BATRISYIA
SELECT ONE

CITIZENSHIP * MALAYSIA

GENDER *
 MALE
 FEMALE

Identification Information

IDENTIFICATION CARD NUMBER * 00022081434

DATE OF BIRTH *

EMAIL * nfarahbatrisyia@gmail.com

One of the two fields marked ** below must be filled

PHONE NO. (HOME / OFFICE) ** 0312345678 CELL PHONE NUMBER** 0123456789

Mailing Address

STREET 1 *
STREET 2 STREET 3

COUNTRY * MALAYSIA

STATE (FOR MALAYSIA ADDRESS ONLY) *
SELECT ONE

DISTRICT / CITY * POSTCODE *
-SELECT STATE-

COUNTRY OF PASSPORT ISSUED * MALAYSIA

PASSPORT NUMBER *

OLD PASSPORT NUMBER

PASSPORT ISSUED DATE *

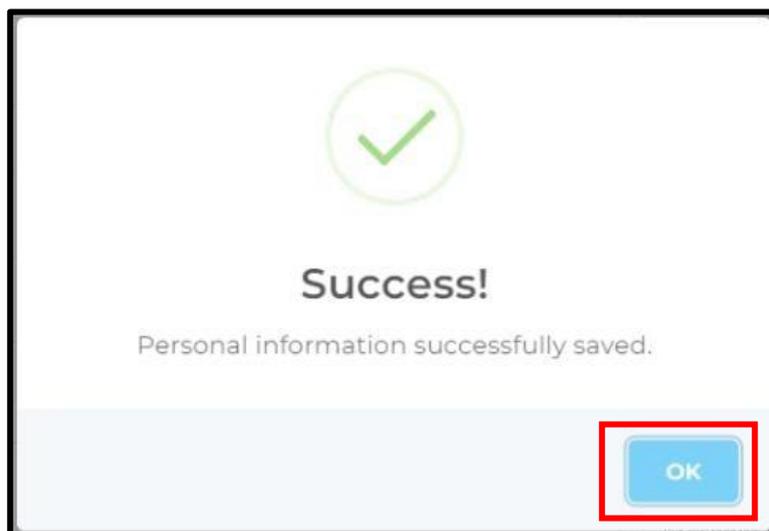
The expiry date of the passport must not be less than 6 months from the date of application

PASSPORT EXPIRATION DATE *

BACK TO LIST SAVE [ARROW]

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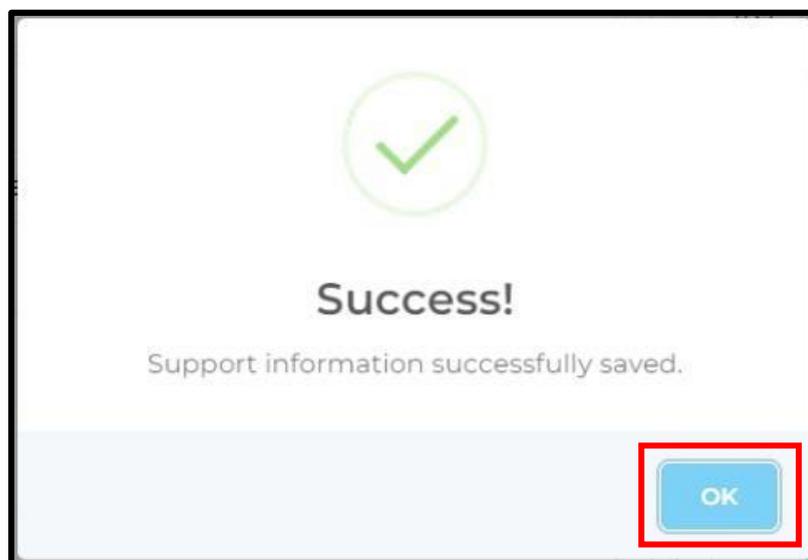
6. Click on [OK] button.



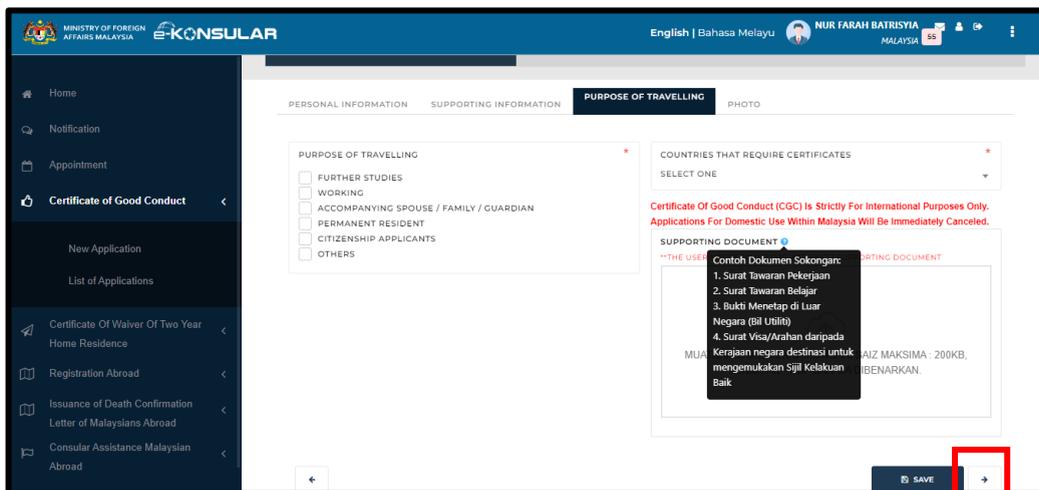
7. Select **[SUPPORTING INFORMATION]** tab and fill in the information that will be displayed according to the options. Click the arrow icon.

The screenshot shows the 'Application For Certificate Of Good Conduct' interface. The 'SUPPORTING INFORMATION' tab is active, displaying two main sections: 'JOB INFORMATION' and 'HIGHER EDUCATION INFORMATION'. The 'JOB INFORMATION' section includes fields for 'JOB', 'EMPLOYER'S NAME', 'Employer address' (with sub-fields for STREET 1, STREET 2, STREET 3, COUNTRY, STATE, DISTRICT / CITY, and POSTCODE), and 'WORK EXPERIENCE' (with radio buttons for 'NO WORKING EXPERIENCE' and 'HAVE WORKING EXPERIENCE'). The 'HIGHER EDUCATION INFORMATION' section includes fields for 'INSTITUTION'S NAME', 'YEAR OF STARTING EDUCATION', 'FINAL YEAR OF EDUCATION', 'Institution Address' (with sub-fields for STREET 1, STREET 2, STREET 3, COUNTRY, STATE, DISTRICT / CITY, and POSTCODE), and a 'SAVE' button with a right-pointing arrow icon highlighted by a red box.

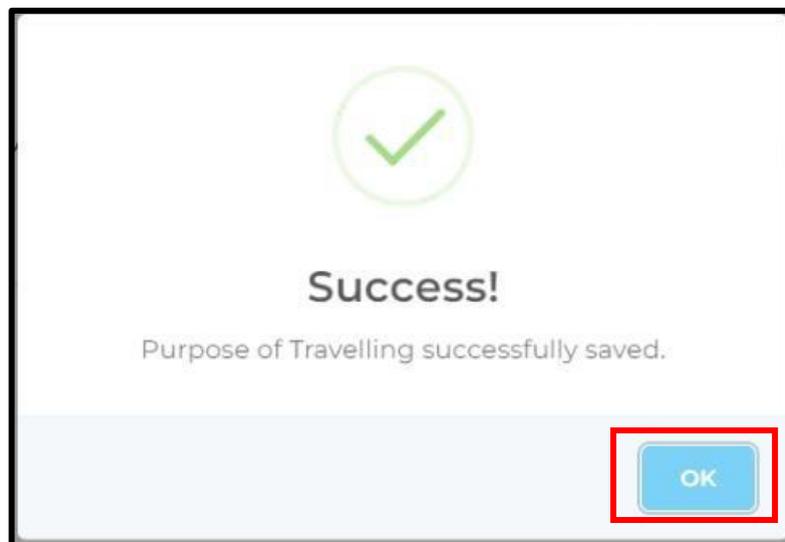
8. Click on **[OK]** button.



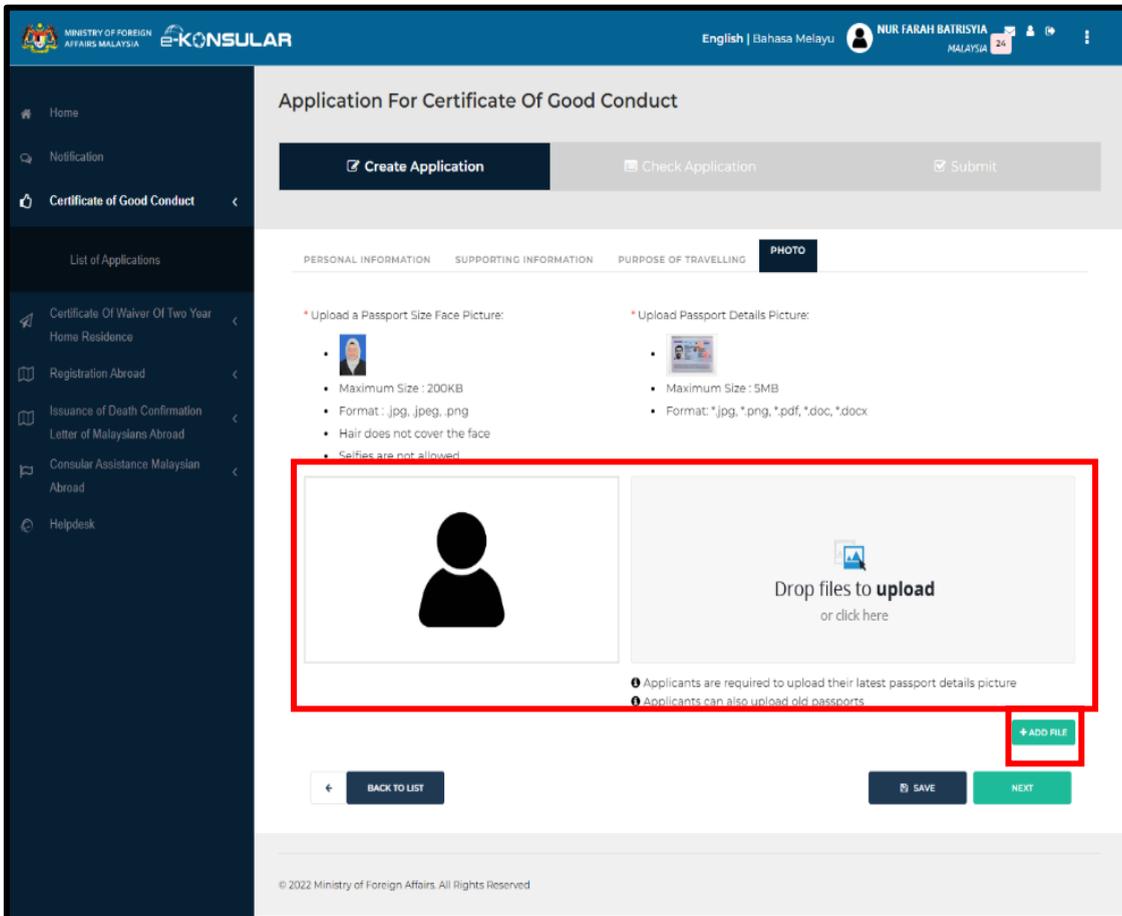
9. Fill in the details for the Purpose of Travelling, Country That Requires Certificate, and Supporting Documents.
10. For the Country That Requires Certificate field, if a previous application for the same country is still in progress, that country selection will remain inactive until the previous application is approved.
11. Supporting Documents are mandatory for both Malaysian and foreign applicants. Examples of documents to be uploaded include a **Job Offer Letter**, **Study Offer Letter**, **Proof of Residence Abroad (Utility Bill)**, **Visa Letter/Directive from the destination country's government requesting the Good Conduct Certificate**.
12. Supporting documents can only be uploaded in PDF format, with a file size not exceeding 2MB.
13. Click the **[ARROW]** icon.



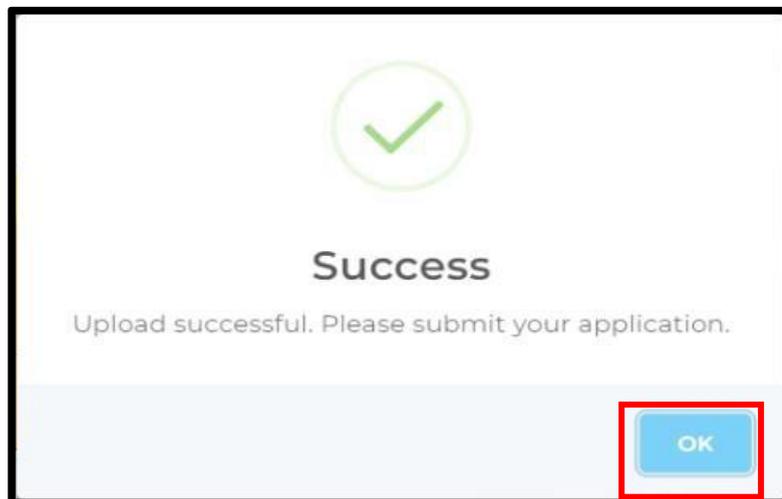
14. Click on **[OK]** button.



15. Upload passport size face picture and passport details picture. Click [+ ADD FILE] button to add files.



16. Click on [OK] button.



17. Verify the information and click the **[NEXT]** button.

The screenshot shows the 'Application For Certificate Of Good Conduct' page in the e-KONSULAR system. The user is logged in as MUR FARAJI BATRISYA MALAYSI. The page has a dark blue sidebar with navigation options like Home, Notification, and Certificates of Good Conduct. The main content area is titled 'Application For Certificate Of Good Conduct' and has tabs for 'PERSONAL INFORMATION', 'SUPPORTING INFORMATION', 'PURPOSE OF TRAVELLING', and 'PHOTO'. The 'PHOTO' tab is active, showing two upload sections: 'Upload a Passport Size Face Picture' and 'Upload Passport Details Picture'. Both sections list requirements such as maximum size (200KB for face picture, 5MB for details picture) and supported formats (jpg, jpeg, png for face picture; jpg, png, pdf, doc, docx for details picture). There are also notes stating that applicants must upload their latest passport details picture and can also upload old passports. At the bottom of the form, there are three buttons: 'BACK TO LIST', 'SAVE', and 'NEXT'. The 'NEXT' button is highlighted with a red rectangle.

18. Click on **[OK]** button.

The screenshot shows a confirmation dialog box with a large orange exclamation mark icon at the top. The title is 'Check Application'. The message reads: 'Application saved successfully. Please review and submit your application. Thank you'. At the bottom of the dialog, there are two buttons: 'Cancel' and 'Ok'. The 'Ok' button is highlighted with a red rectangle.

19. Verify the information and click on **[SUBMIT]** button.

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Create Application Check Application Submit

Home Notification Certificate of Good Conduct List of Applications Certificate Of Waiver Of Two Year Home Residence Registration Abroad Issuance of Death Confirmation Letter of Malaysians Abroad Consular Assistance Malaysian Abroad Helpdesk

NUR FARAH BATRISYIA

APPLICANT ID: D/SKB/2024/110
IDENTIFICATION CARD NUMBER: 000121081434
DATE: 26/02/2024

UPDATE **SUBMIT**

PERSONAL INFORMATION SUPPORTING INFORMATION APPLICATION INFORMATION

PERSONAL INFORMATION

TITLE: MRS.	FULL NAME: NUR FARAH BATRISYIA
GENDER: FEMALE	CITIZENSHIP: MALAYSIA

MAILING ADDRESS:

STREET 1: KELANTAN			
STREET 2: - NOT STATED -	STREET 3: - NOT STATED -		
POSTCODE: 12345	DISTRICT / CITY: ALOR GAJAH	STATE: MELAKA	COUNTRY: MALAYSIA

IDENTIFICATION INFORMATION

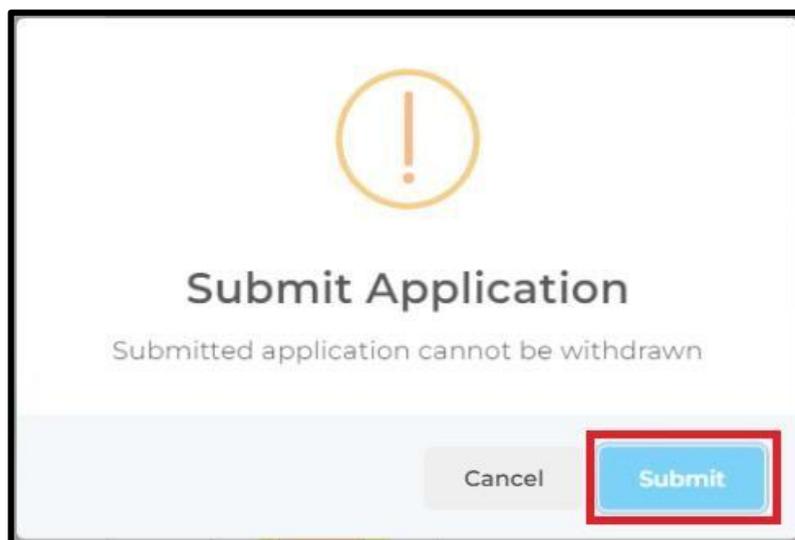
NEW PASSPORT NUMBER: AQ123456789	OLD PASSPORT NUMBER: - NOT STATED -	COUNTRY OF PASSPORT ISSUED: MALAYSIA
PASSPORT ISSUED DATE: 08/02/2024	PASSPORT EXPIRATION DATE: 07/09/2024	DATE OF BIRTH: 15/01/2000

CONTACT INFORMATION

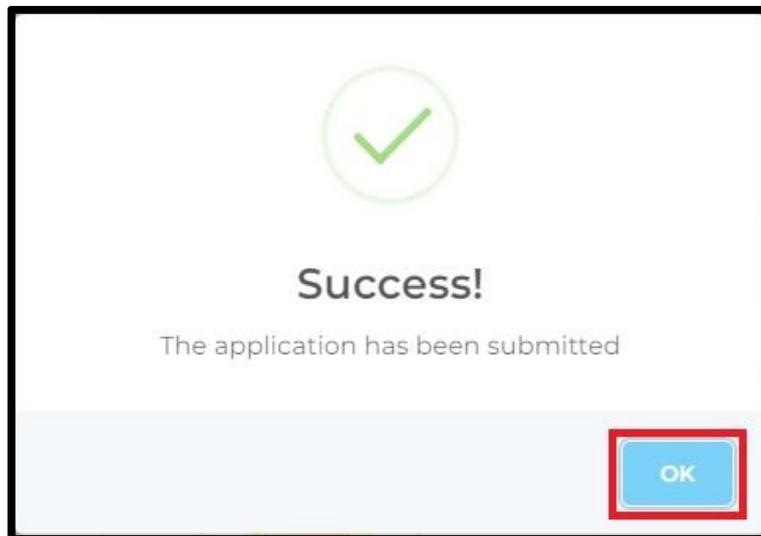
EMAIL: nfarahbatrisyia@gmail.com	
PHONE NUMBER (HOME/OFFICE): - NOT STATED -	PHONE NUMBER (H): +0172785734

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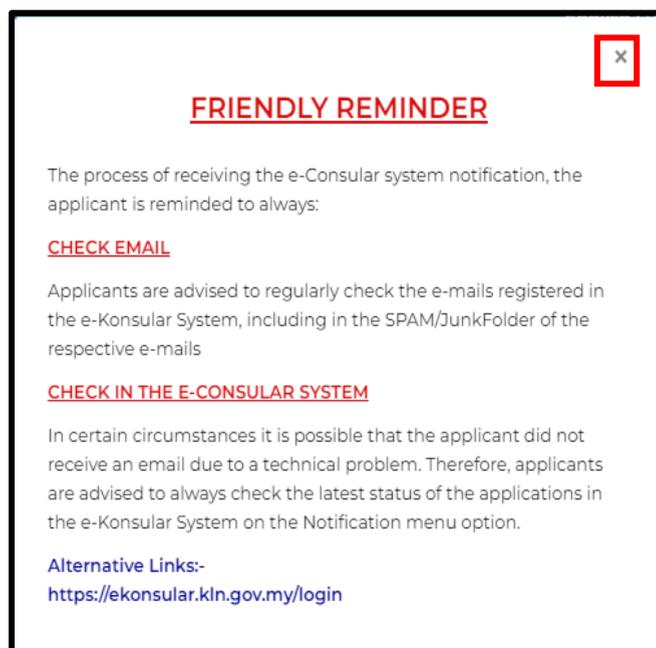
20. System will display message box **“Submit Application, Submitted application cannot be withdrawn”**. Click on **[Submit]** button.



21. Click on [OK] button.



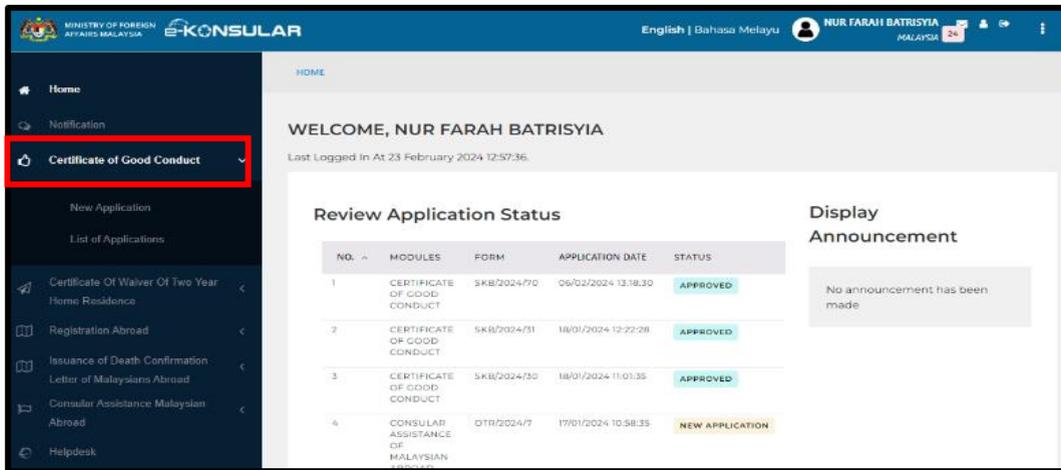
22. Click on [X] icon.



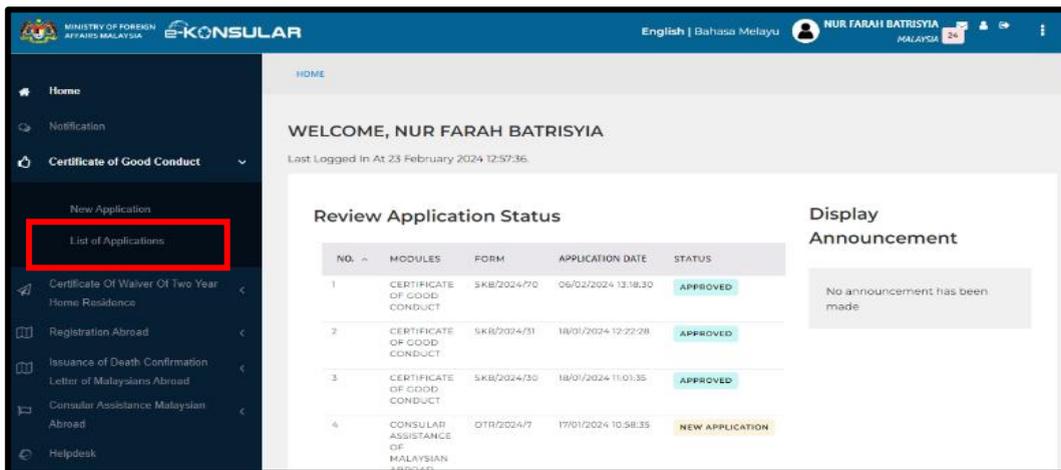
23. The Good Conduct Certificate (SKB) is valid for one year after being approved by PDRM E6.

4.0 UPDATE WAYS TO COLLECT CERTIFICATE

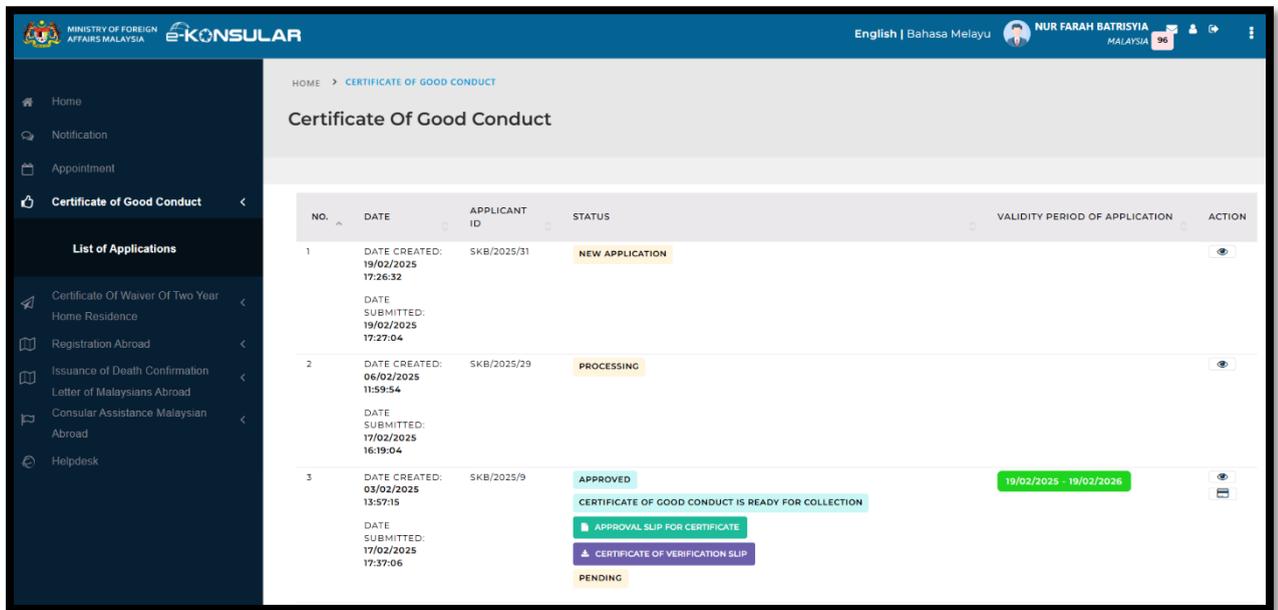
1. Click on the **[Certificate of Good Conduct]** menu on the left side of the main display.



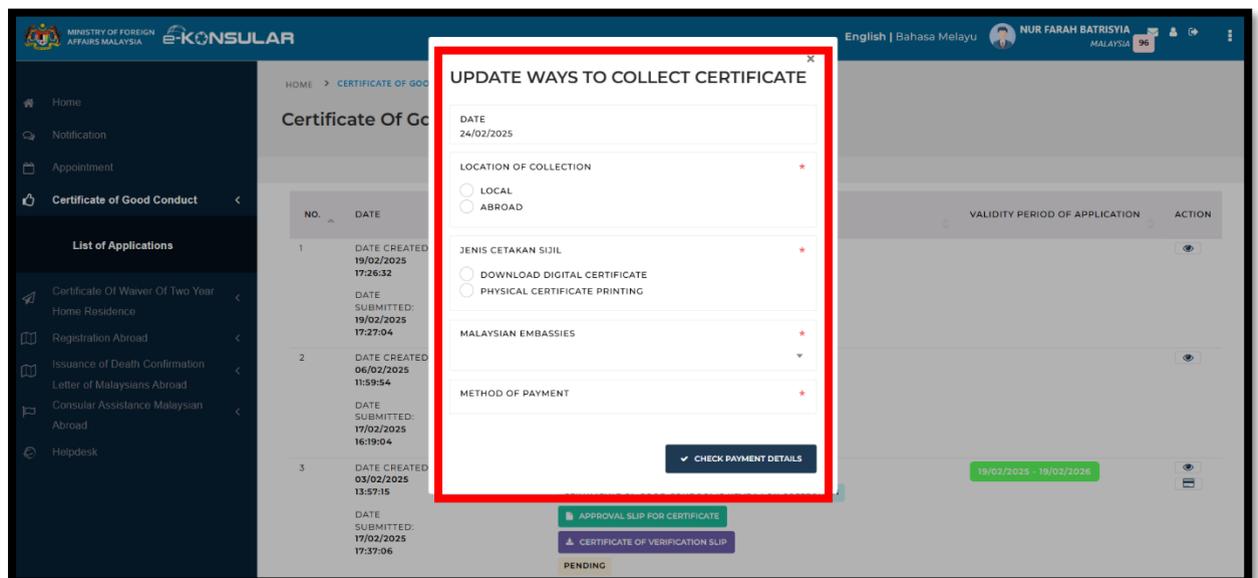
2. Click on the **[List of Application]** submenu on the left side of the main display.



3. The screen displays the **CERTIFICATE OF GOOD CONDUCT** page.



4. The system displays a popup **UPDATE WAYS TO COLLECT CERTIFICATE**.



4.1 WAYS TO COLLECT CERTIFICATE

4.1.1 WAYS TO COLLECT CERTIFICATE BY DOWNLOAD DIGITAL CERTIFICATE

1. Choose the method of collection as **'DOWNLOAD DIGITAL CERTIFICATE'**. Update **Location of Collection, Malaysian Embassies** and **Method of Payment**. Click button **[CHECK PAYMENT DETAILS]**.

UPDATE WAYS TO COLLECT CERTIFICATE ×

DATE
24/02/2025

LOCATION OF COLLECTION *

LOCAL
 ABROAD

JENIS CETAKAN SIJIL *

DOWNLOAD DIGITAL CERTIFICATE
 PHYSICAL CERTIFICATE PRINTING

MALAYSIAN EMBASSIES *

WISMA PUTRA ▼

METHOD OF PAYMENT *

ONLINE
 PAYMENT AT COUNTER

✓ CHECK PAYMENT DETAILS

2. Click button **[PROCEED]**.

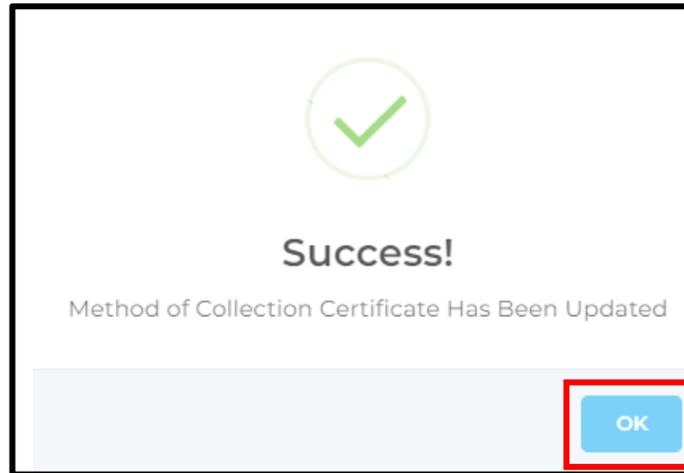
!

Proceed?

Are you sure you want to specify this method of collection certificate?

Cancel Proceed

3. System display popup message “Success! Method of Collection certificate Has Been Updated”.
4. Click button **[OK]**.



4.1.2 WAYS TO COLLECT CERTIFICATE BY PHYSICAL CERTIFICATE PRINTING

1. Choose the method of collection as '**Counter**'. Update **Location of Collection, Self or Representative, Malaysian Embassies, Name of Representative, Representative Identification Card No./Passport No., Representative Phone Number** and **Method of Payment**. Click button [**CHECK PAYMENT DETAILS**].

UPDATE WAYS TO COLLECT CERTIFICATE

DATE
24/02/2025

LOCATION OF COLLECTION *

LOCAL
 ABROAD

JENIS CETAKAN SIJIL *

DOWNLOAD DIGITAL CERTIFICATE
 PHYSICAL CERTIFICATE PRINTING

MALAYSIAN EMBASSIES *

WISMA PUTRA

METHOD OF PAYMENT *

ONLINE
 PAYMENT AT COUNTER

✓ CHECK PAYMENT DETAILS

2. Click button [**PROCEED**].

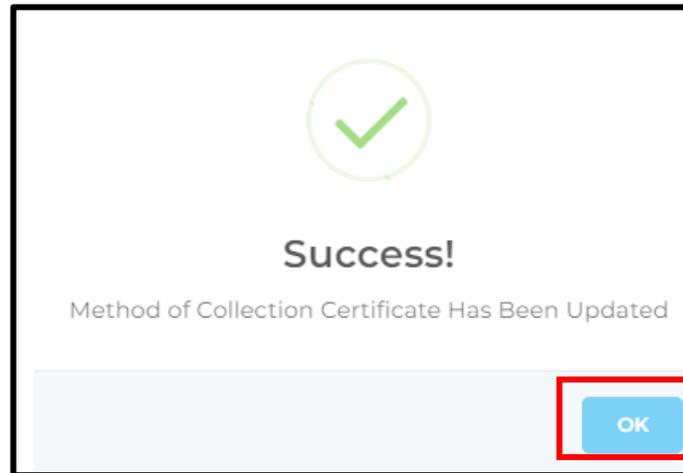
!

Proceed?

Are you sure you want to specify this method of collection certificate?

Cancel Proceed

3. System display popup message “Success! Method of Collection certificate Has Been Updated”.
4. Click button **[OK]**.



5. The physical printing of the certificate requires payment to be made at the counter only by terminal at Wisma Putra, Sabah, and Sarawak.
6. For Malaysian Embassy offices outside Malaysia, payment must be made in cash.

4.2 PAYMENT OF GOOD CONDUCT CERTIFICATE APPLICATION

4.2.1 ONLINE PAYMENT

1. Update **Location of Collection**, **Type of Certificate Printing**, and **Malaysian Embassies**.
2. Choose the Method of Payment as **'ONLINE'**.
3. Click button **[CHECK PAYMENT DETAILS]**.

UPDATE WAYS TO COLLECT CERTIFICATE

DATE
24/02/2025

LOCATION OF COLLECTION *

LOCAL
 ABROAD

JENIS CETAKAN SIJIL *

DOWNLOAD DIGITAL CERTIFICATE
 PHYSICAL CERTIFICATE PRINTING

MALAYSIAN EMBASSIES *

WISMA PUTRA

METHOD OF PAYMENT *

ONLINE
 PAYMENT AT COUNTER

✓ CHECK PAYMENT DETAILS

4. Click button **[PROCEED]**.

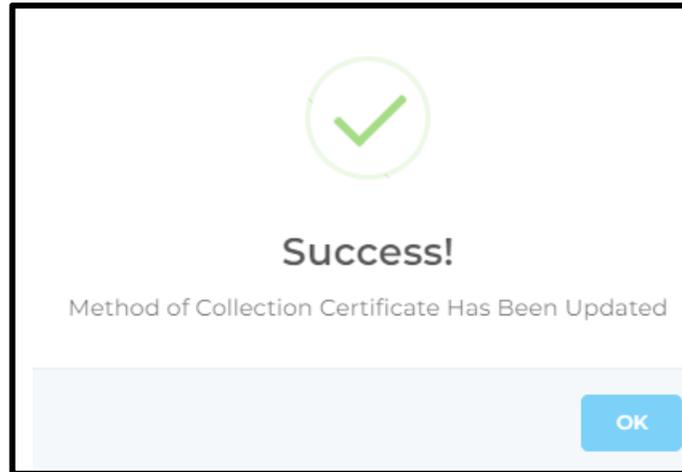
!

Proceed?

Are you sure you want to specify this method of collection certificate?

Cancel Proceed

- System display popup message “Success! Method of Collection certificate Has Been Updated”.
- Click button [OK].



- System displays [PAYMENT INFORMATION] tab.
- Click on [CHOOSE PAYMENT METHOD] button.

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Home Notification Appointment Certificate of Good Conduct

PERSONAL INFORMATION SUPPORTING INFORMATION APPLICATION INFORMATION RESULT

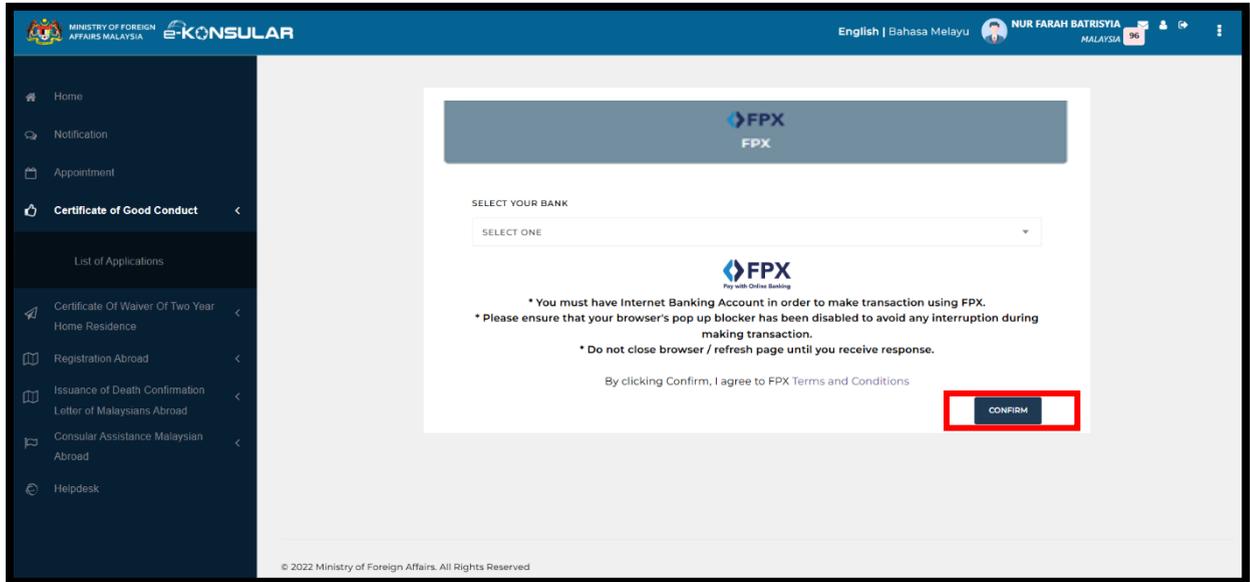
PAYMENT INFORMATION

PAYMENT STATEMENT / TRANSACTION	CODE	QUANTITY	AMOUNT PER UNIT (RM)	AMOUNT (RM)
ISSUANCE OF GOOD CONDUCT CERTIFICATE	H0272447	1	20.00	20.00
TOTAL				20.00

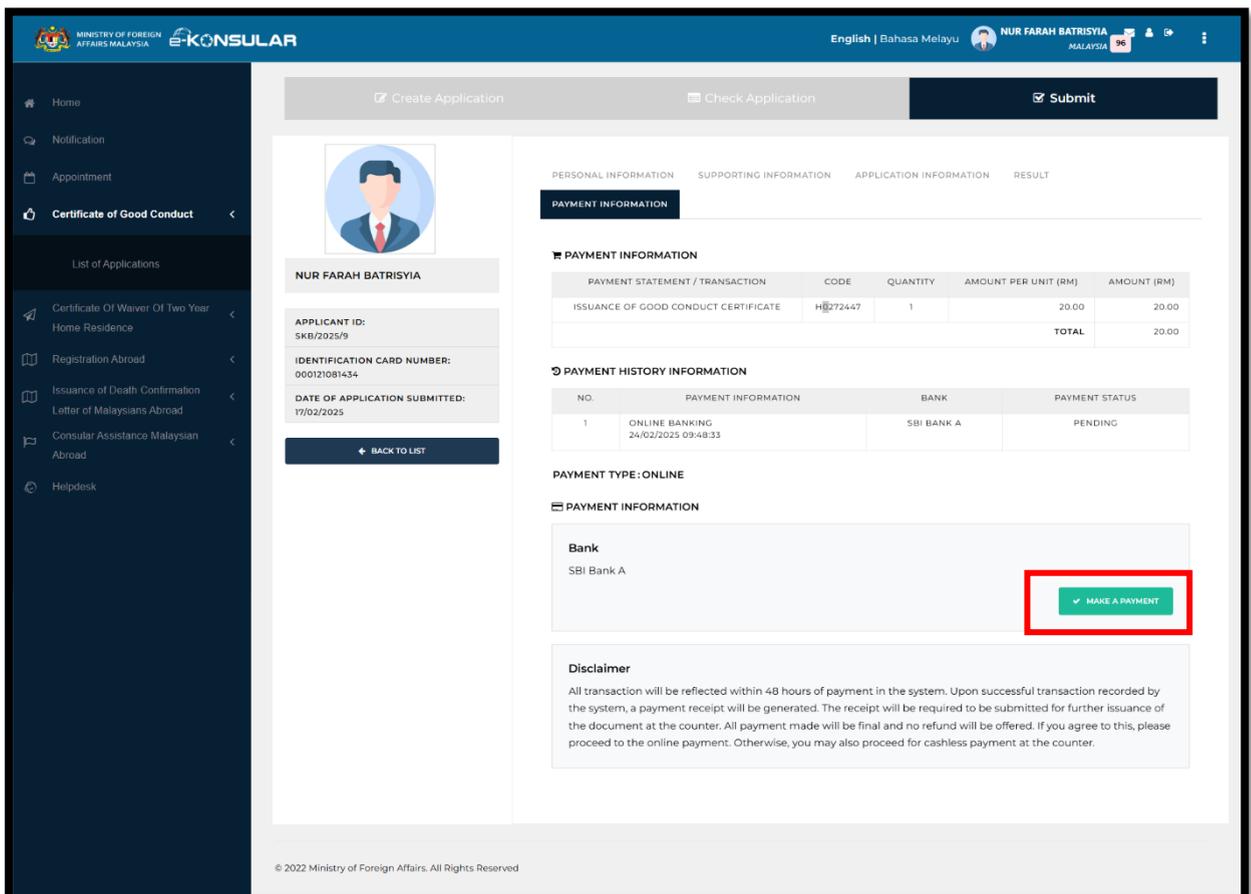
CHOOSE PAYMENT METHOD

Disclaimer
All transaction will be reflected within 48 hours of payment in the system. Upon successful transaction recorded by the system, a payment receipt will be generated. The receipt will be required to be submitted for further issuance of the document at the counter. All payment made will be final and no refund will be offered. If you agree to this, please proceed to the online payment. Otherwise, you may also proceed for cashless payment at the counter.

9. Select Bank and click on **[CONFIRM]** button.



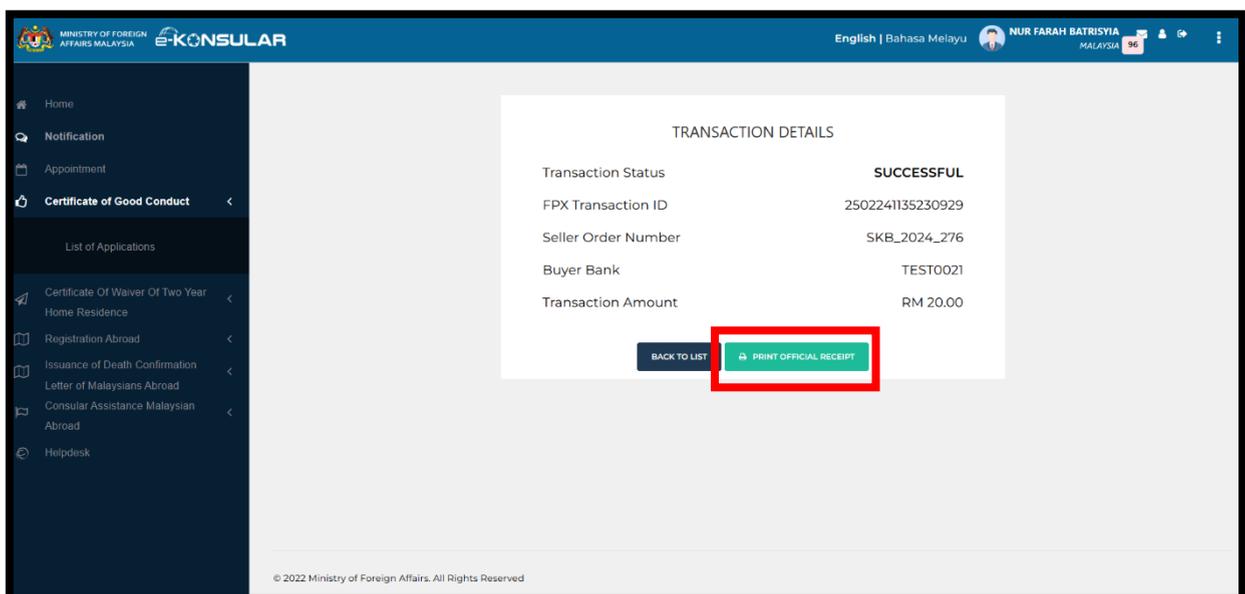
10. System returns to **[PAYMENT INFORMATION]**. Click on **[MAKE A PAYMENT]** button.



11. The system will display a popup message: “The Good Conduct Certificate is now available for download via the system or the eKonsular mobile application. Press the ‘Back to List’ button to download the Good Conduct Certificate. For any issues or inquiries regarding the Good Conduct Certificate, please email: helpdesk@kln.gov.my.”
12. Click the [CLOSE] button.

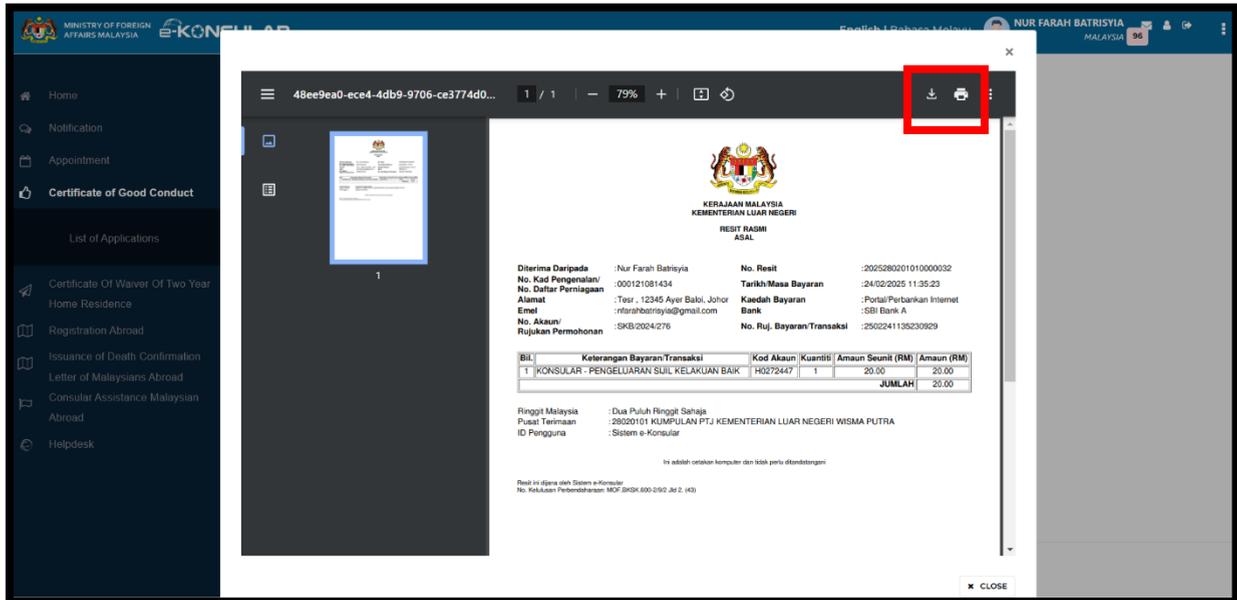


13. Click the [PRINT OFFICIAL RECEIPT] button to print the receipt.

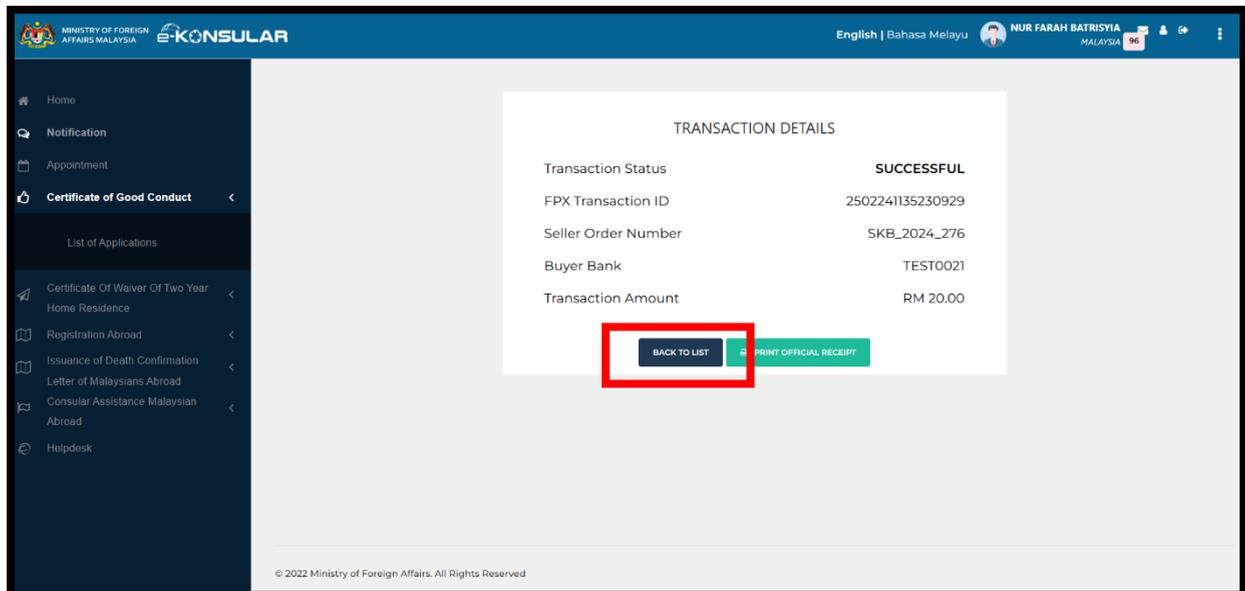


16. Click the **[Print]** icon to print the Official Receipt.

17. Click the **[Download]** icon to download the Official Receipt for the Good Conduct Certificate application.



18. Click the **[BACK TO LIST]** button to view the Application List.



4.2.2 PAYMENT AT COUNTER

1. Update **Location of Collection**, **Type of Certificate Printing**, and **Malaysian Embassies**.
2. Choose the Method of Payment as '**PAYMENT AT COUNTER**'.
3. Click button [**CHECK PAYMENT DETAILS**].

UPDATE WAYS TO COLLECT CERTIFICATE

DATE
24/02/2025

LOCATION OF COLLECTION *

LOCAL
 ABROAD

JENIS CETAKAN SIJIL *

DOWNLOAD DIGITAL CERTIFICATE
 PHYSICAL CERTIFICATE PRINTING

MALAYSIAN EMBASSIES *

WISMA PUTRA

METHOD OF PAYMENT *

ONLINE
 PAYMENT AT COUNTER

✓ CHECK PAYMENT DETAILS

4. Click button [**PROCEED**].

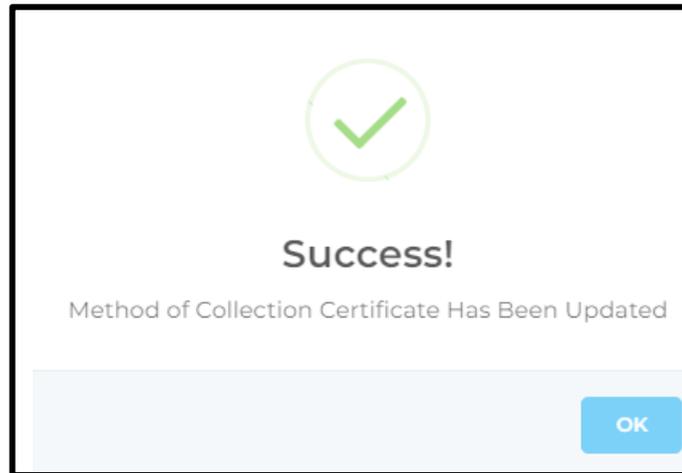
!

Proceed?

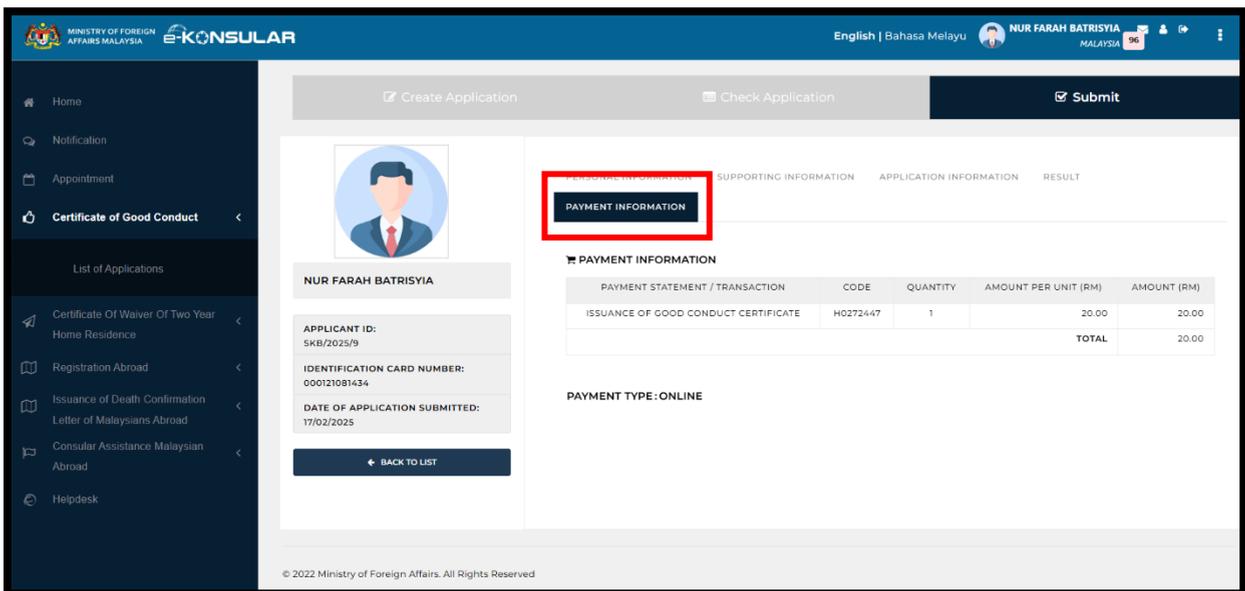
Are you sure you want to specify this method of collection certificate?

Cancel Proceed

5. System display popup message “Success! Method of Collection certificate Has Been Updated”.
6. Click button [OK].



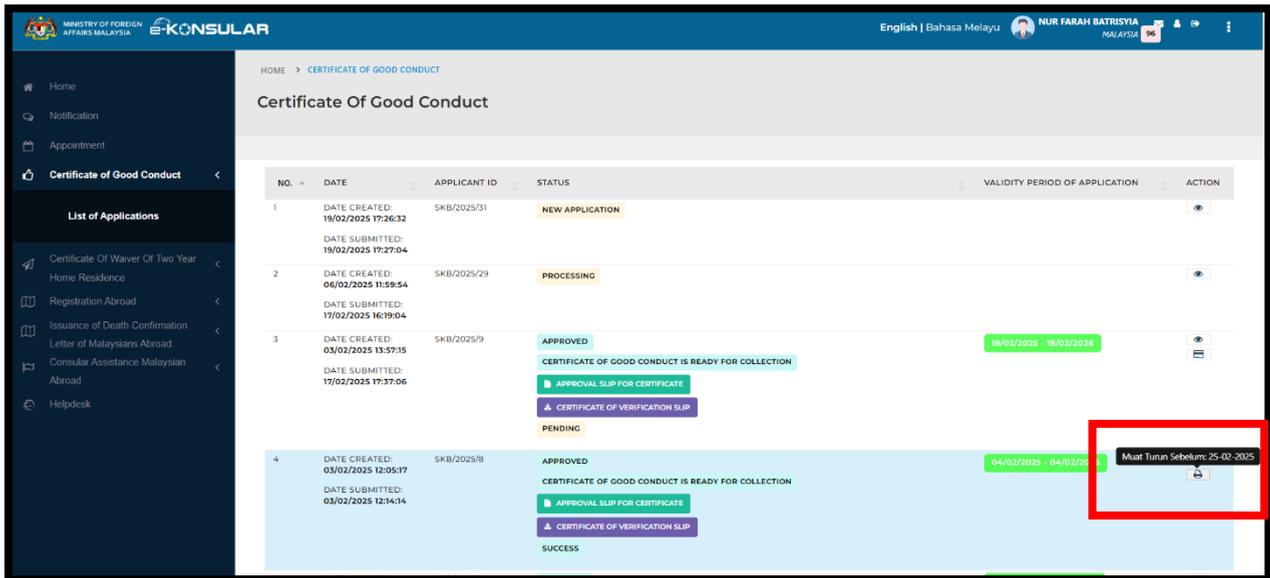
7. Click on [PAYMENT INFORMATION] tab.
8. The system will display the PAYMENT INFORMATION tab.



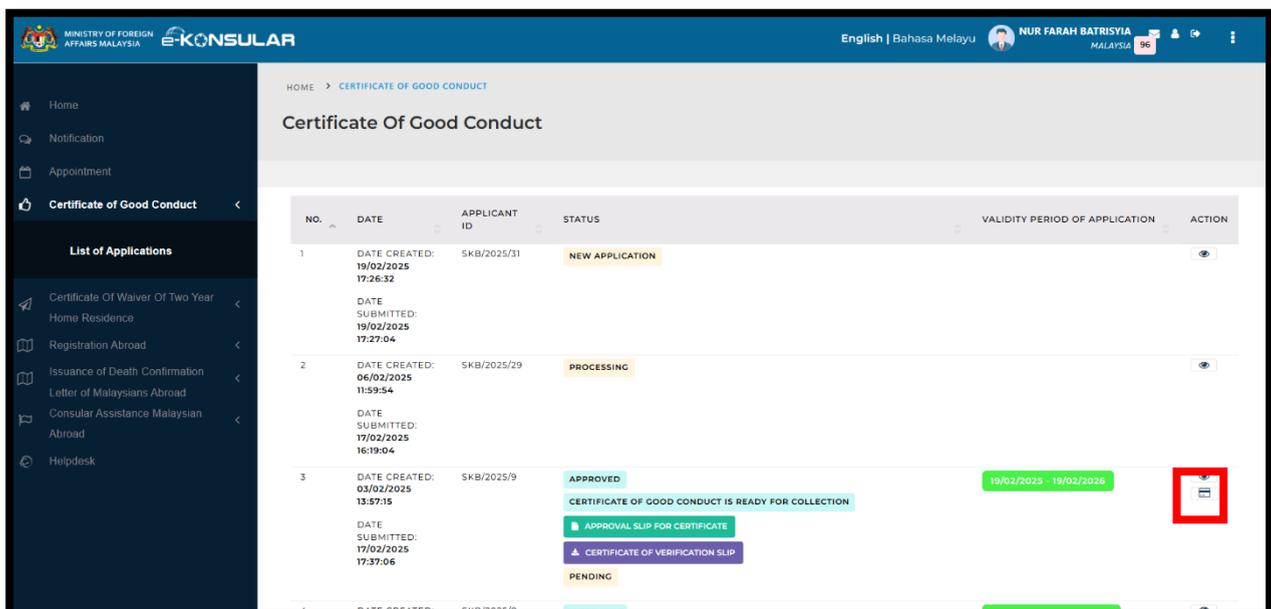
9. Users can visit the selected embassy to make payment at the counter.
10. Users can update their certificate collection method at any time until the Consular or Malawakil at the selected collection location updates the payment details.
11. For certificate collection via physical printing, the system will also allow users to download a copy of the Good Conduct Certificate.

5.0 DOWNLOAD GOOD CONDUCT CERTIFICATE

1. Once the update and payment are successfully completed, users can download a copy of the Good Conduct Certificate within 7 days from the payment date.
2. Printing can be done on standard A4 paper.

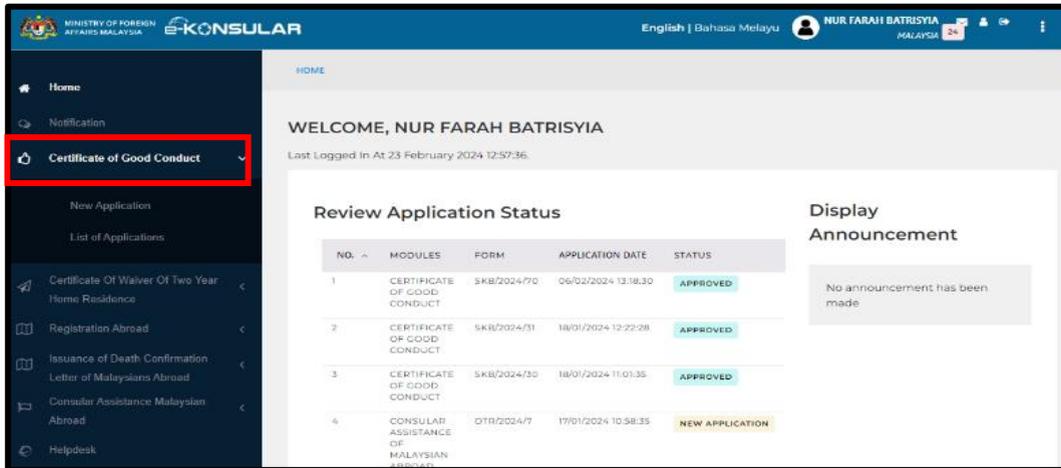


3. The expiration date for downloading the Good Conduct Certificate is 7 days after the successful payment date.
4. After 7 days, the **Pay** icon will replace the **Download** icon.
5. Users must make a new payment to download a copy of the Good Conduct Certificate.

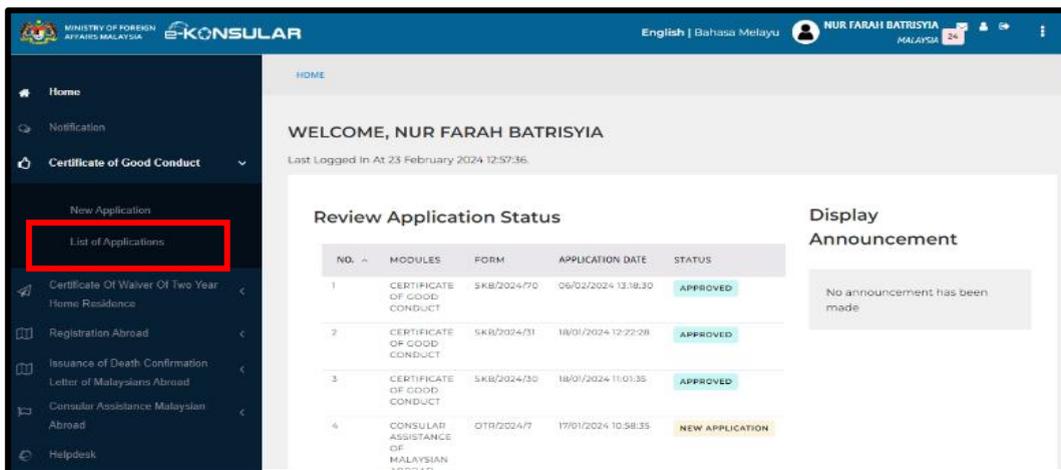


6.0 DOWNLOAD GOOD CONDUCT CERTIFICATE SLIP

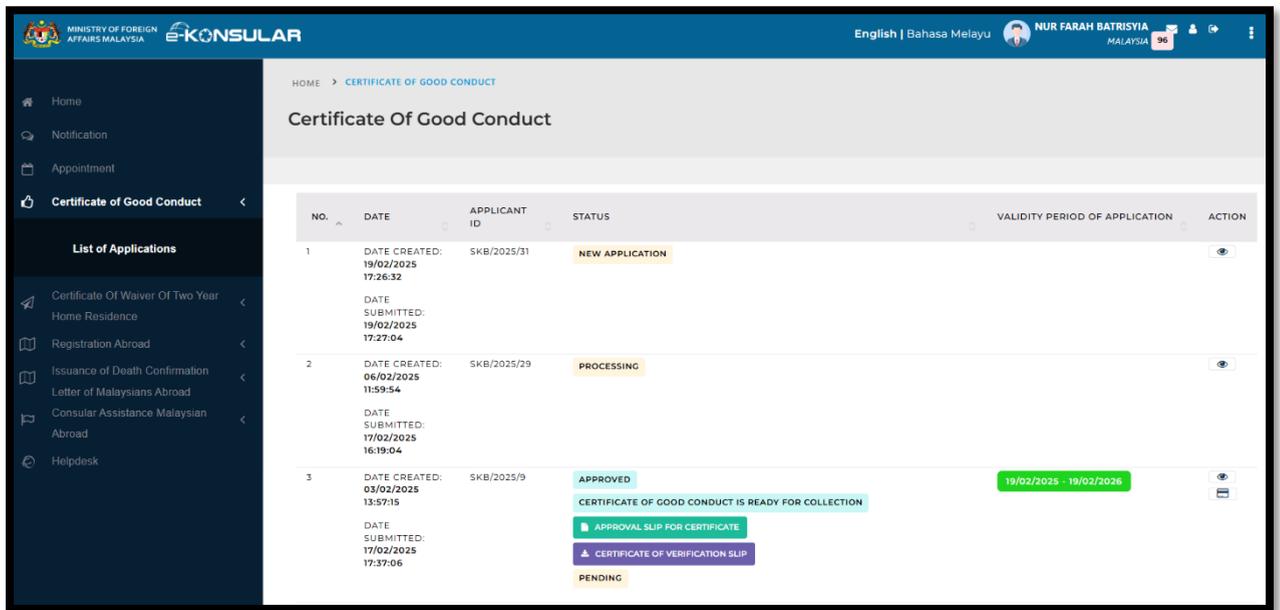
1. Click on the [Certificate of Good Conduct] menu on the left side of the main display.



2. Click on the [List of Application] submenu on the left side of the main display.

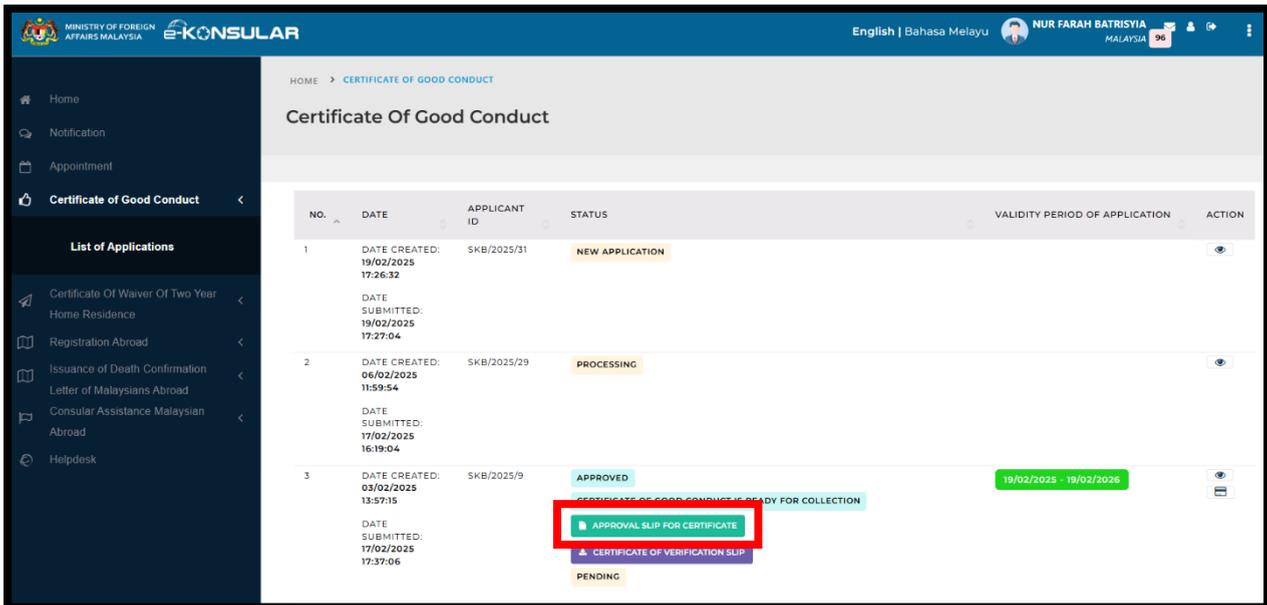


3. The screen displays the **CERTIFICATE OF GOOD CONDUCT** page.

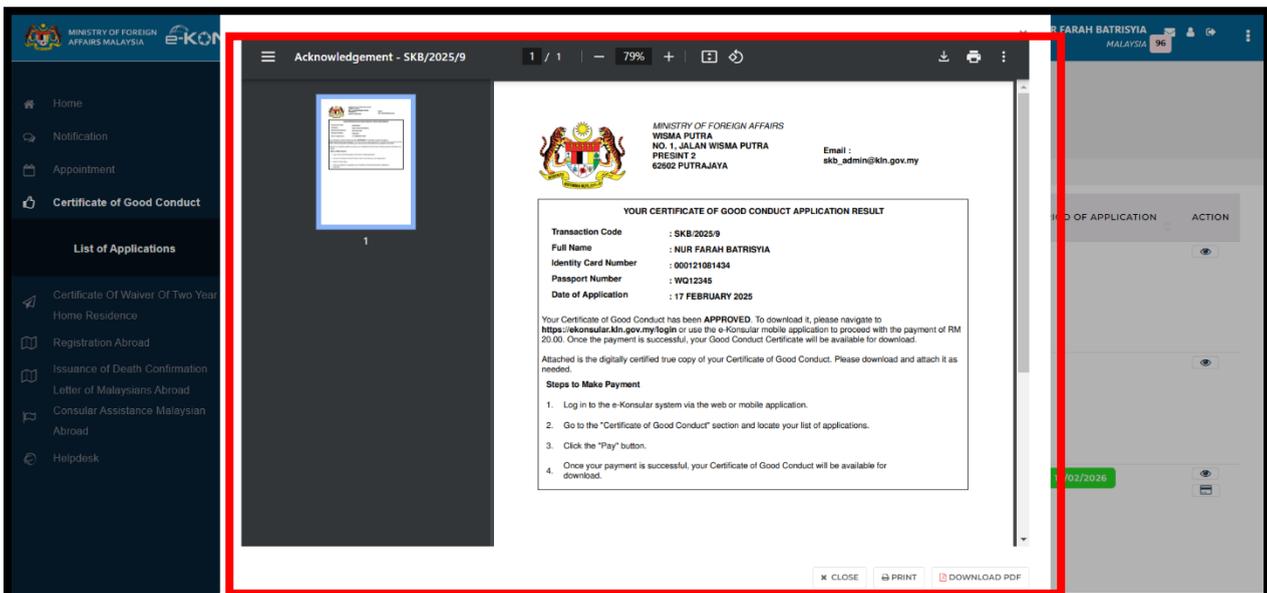


6.1 APPROVAL SLIP FOR CERTIFICATE

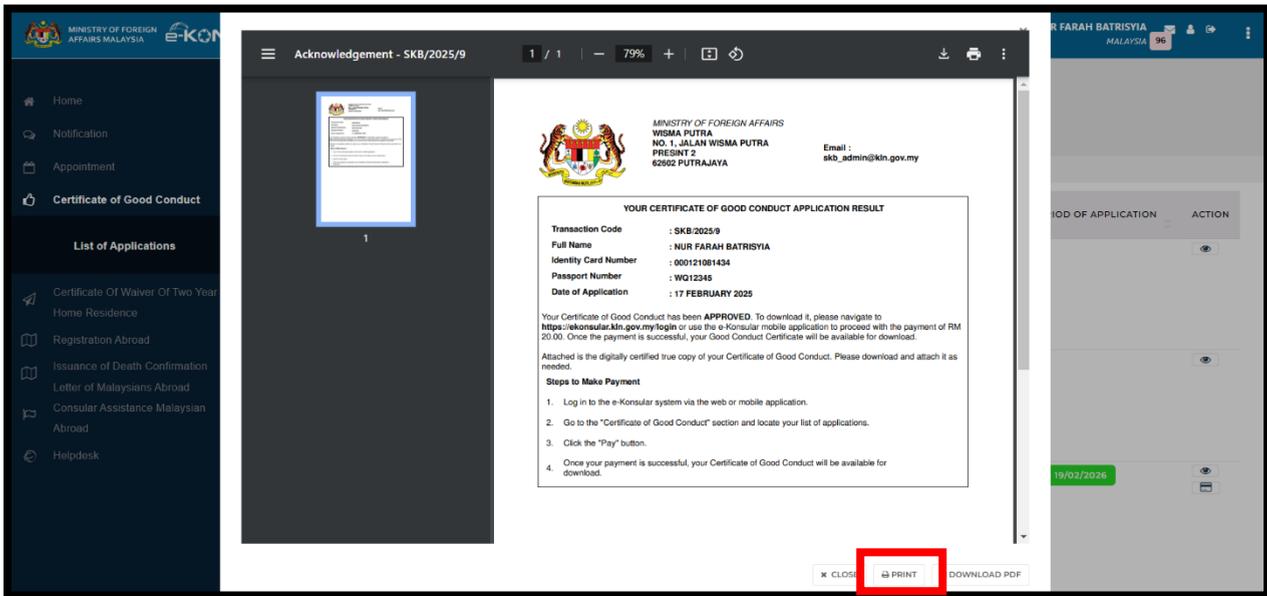
1. Click the [APPROVAL SLIP FOR CERTIFICATE] button.



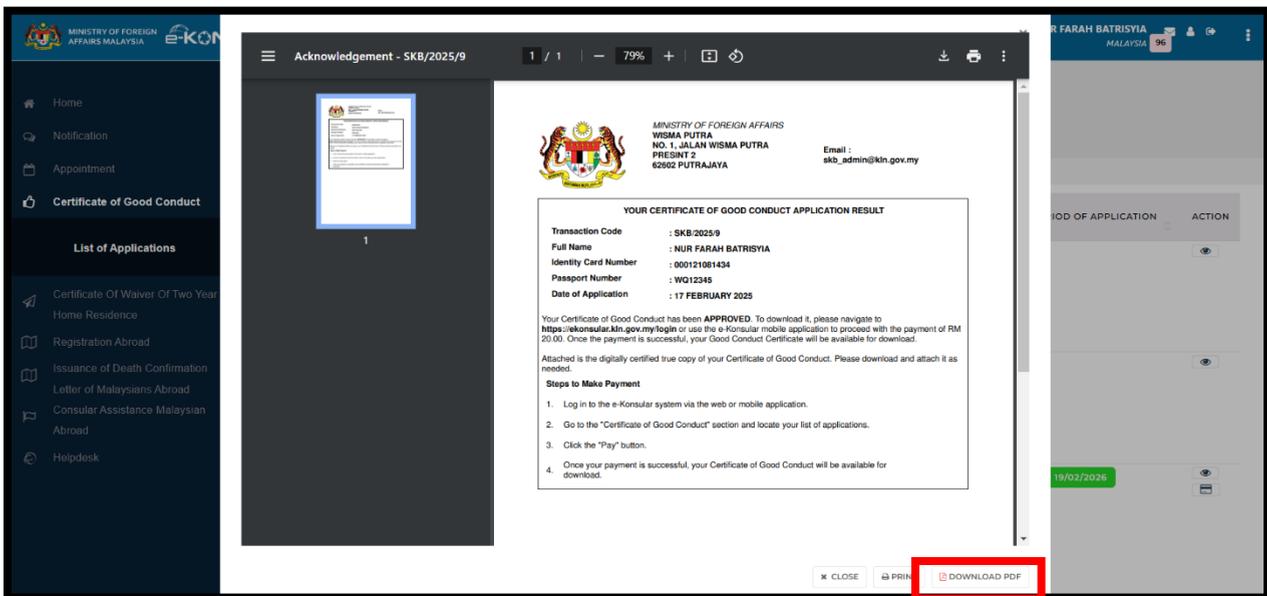
2. A popup displaying the Approval Slip for Certificate will appear.



3. Click the **[PRINT]** button to print the Approval Slip for Certificate.

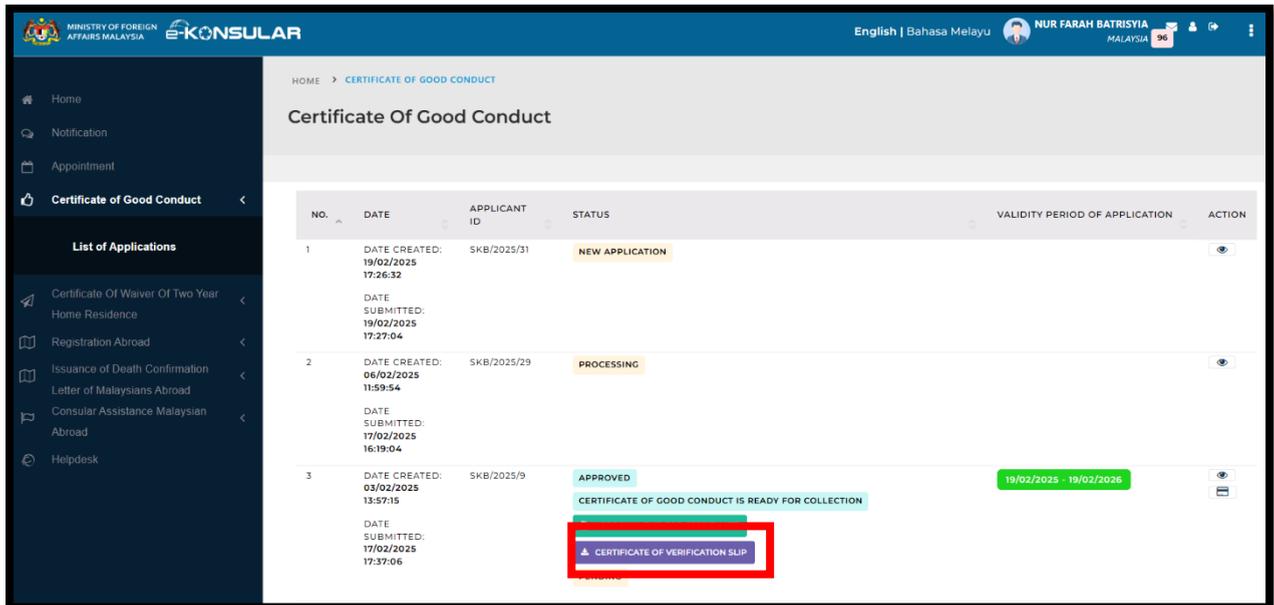


4. Click the **[DOWNLOAD PDF]** button to download the Approval Slip for Certificate as a PDF file.

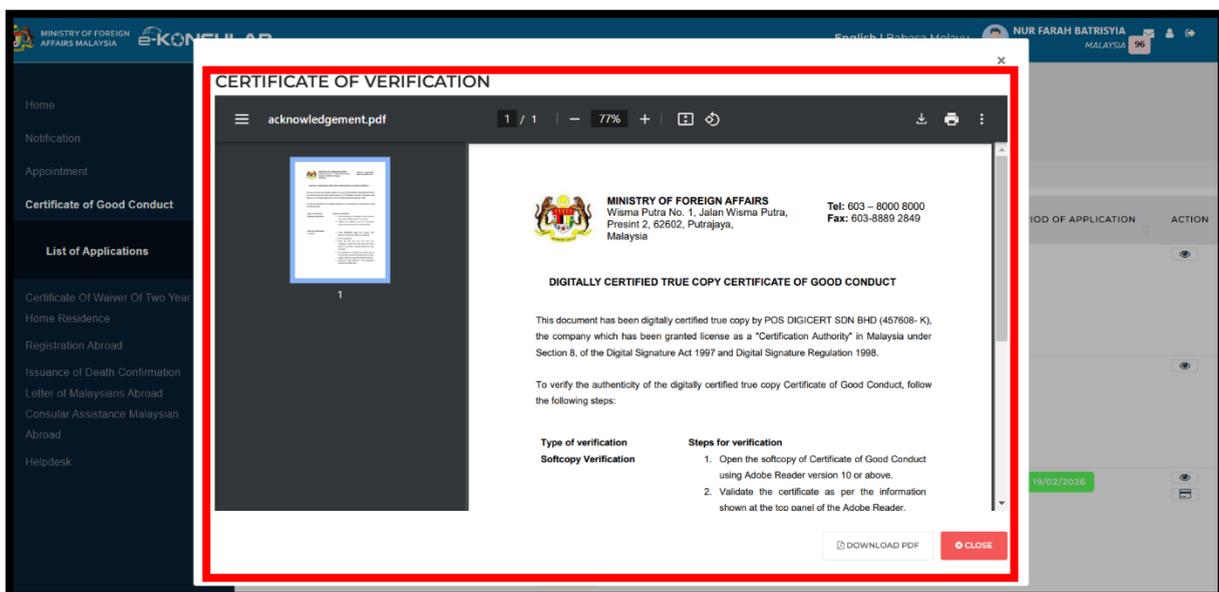


6.2 CERTIFICATE OF VERIFICATION SLIP

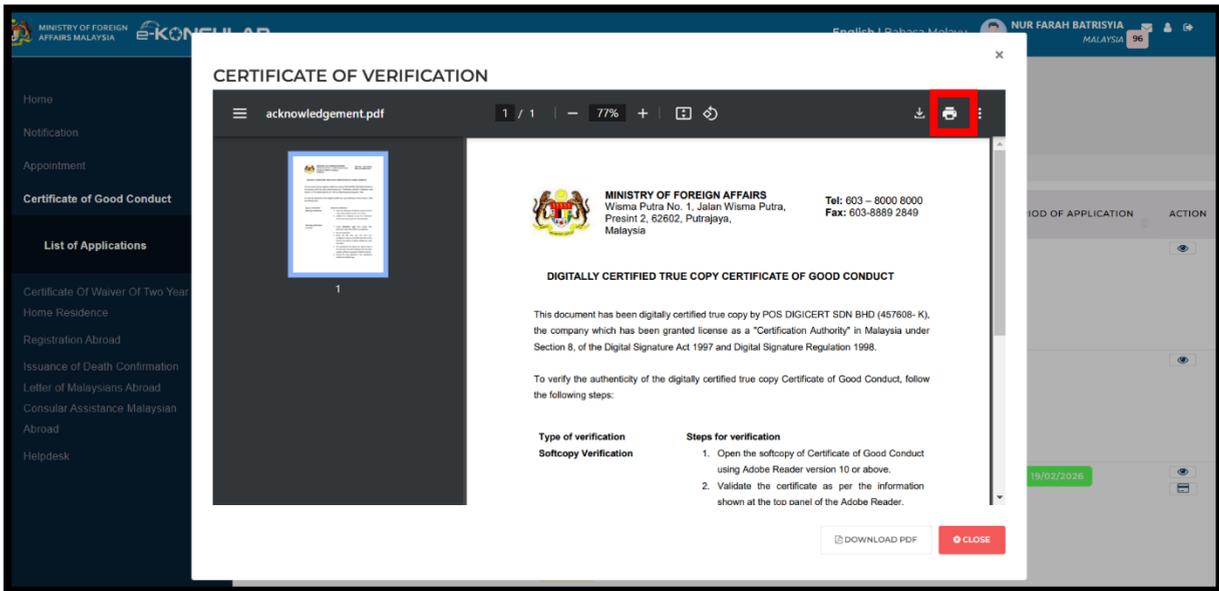
1. Click the [CERTIFICATE OF VERIFICATION SLIP] button.



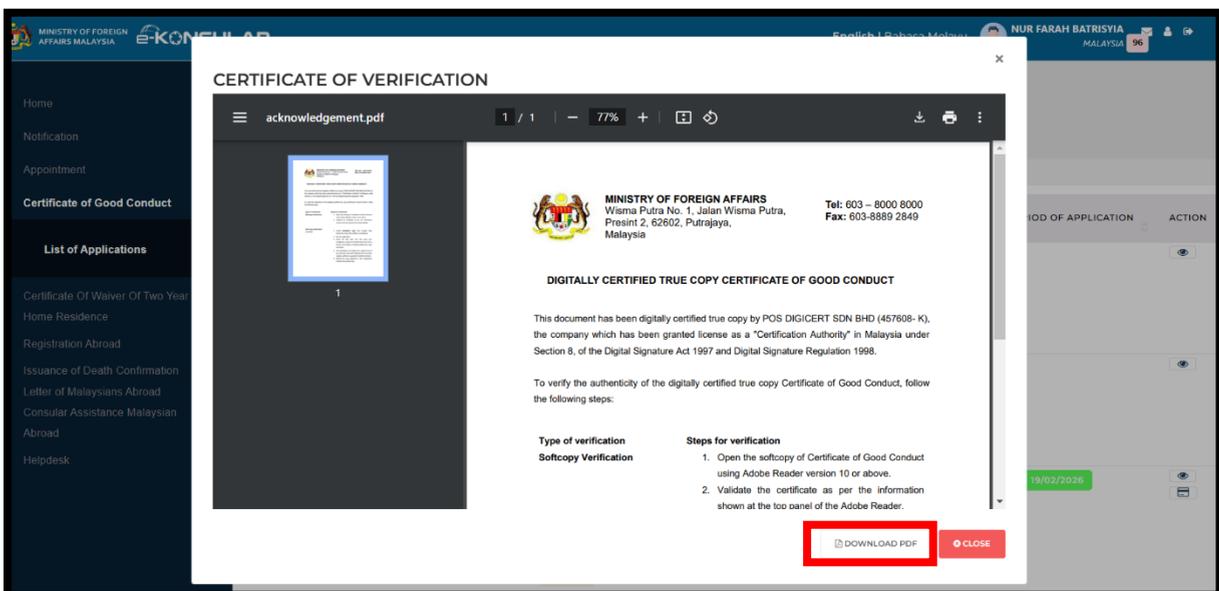
2. Popup displaying the Certificate of Verification will appear.



3. Click the **[PRINT]** button to print the Certificate of Verification Slip.



4. Click the **[DOWNLOAD PDF]** button to download the Certificate of Verification Slip as a PDF file.



7.0 GOOD CONDUCT CERTIFICATE SECOND PAYMENT

1. Seven days after the initial payment, the Pay icon will replace the Download icon.
2. Users must make a new payment to download or print a copy of the Good Conduct Certificate.
3. The second payment for the Good Conduct Certificate can only be made after the previous certificate has been collected if the selected collection method is physical certificate printing.
4. Then, the user can proceed with the payment process as per the previous step or the first payment.

8.0 LOG OUT

1. Click on log out icon at the above side and system will log out from e-Konsular System.

