

USER MANUAL E-KONSULAR SYSTEM

MODULE MOBILE APPS APPOINTMENT (USER)

PREPARED BY:

Pos Digicert Sdn. Bhd.



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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 LOG IN

- 1. Users must download and install e-Konsular apps on their devices to access the e-Konsular 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 needs to open the apps. This below screen shows home screen which have Sign In dan Sign Up button.
- 4. Enter Username and Password and click [SIGN IN] button to sign in.



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2.0 APPOINTMENT

2.1 NEW APPOINTMENT REGISTRATION

1. Click on [Appointment] on the menu on the right side of the screen.



2. Click the **[NEW APPOINTMENT]** button to create a new appointment.

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BANGKOK 2025-02-14	PR1 OFFICIAL PASSPORT	Θ	1	
PENDING RESCHEDU	D			
PERTH 2024-12-13	PD1 DOCUMENT ENDORSEMENT/ATTESTATIO	0	1	
INCOMPLETE				
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WISMA PUTRA 2024-11-11	U2 UMRAH	100° 100°	1	
1. Where to scan My	FAQ Wisitor qr code?			
At the main entra	nce.			
\$	Home		Ø)

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- 3. The system will display a "Register Appointment" screen.
- 4. Then, the user fills in the required information such as Location, Services Options, Appointment Date, Appointment Time and clicks the [SUBMIT] button.
- 5. The available appointment dates and times displayed for selection are based on the chosen location, not the user's current location.
- 6. Users will not be allowed to select appointment dates that fall on Weekends, Public Holidays or Emergency Cases at the embassy, nor can choose appointment times during break hours.

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← A	ppointment		
i) Only or	e appointment registration is allowed fo	r each services. You can make a new appointment once it is completed.	
Registe	er New Appointment		-
Please fill i	n informations in the fields below.		
NURF	ARAH BATRISYIA		 /
MYKAD N	IO./PASSPORT *		_
00012	1081434		
E-MAIL A	DDRESS *		
nfarah	batrisyia@gmail.com		
PHONE N	0. *		
+0172	7857397		
	N *		_
Choos	e one		
	c onem		-
SERVICES	S OPTIONS *		
No ap	pointment open for this emb	bassy	
APPOINT	MENT DATE *		_
APPOINT IF THE SL APPOINT	MENT TIME * .OT FOR YOUR PREFERRED TIME MENT.	E IS FULL, YOU CAN WALK-IN TO THE COUNTER WITHOUT AN	
0	8.00	O 9.00	
0	10.00	O 11.00	
0	12.00	O 14.00	
0	15.00	O 16.00	
		Submit	

- 7. The system will display a pop-up message: "Kindly ensure that all documents have been verified/attested by the related agency/ministry or foreign embassies or public notary prior to your appointment."
- 8. Click the **[PROCEED]** button to schedule the appointment.
- 9. Click the **[CANCEL]** button to return to the Register Appointment screen.

17:11 Thu, 7 Nov 🖪 — 🔈 🔹	K \$.	l 62%
← Appointment		
NAME *		
NUR FARAH BATRISYIA		
MYKAD NO./PASSPORT *		
000121081434		
E-MAIL ADDRESS *		
farahh@gmail.com		
PHONE NO. *		
+01727857986		
LOCATION *		
Wisma Putra		-
SERVICES OPTIONS *		
AP	Attention	
Kindly ensure that all docum emb AP IF AR	nts have been verified/attested by the related agency/ministry or foreign ssies or public notary prior to your appointment. Cancel Proceed	
O 10:00	O 11:00	
O 12:00		
O 14:00	O 15:00	
O 16:00	O 17:00	
	Submit	

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- 10. The system will display a pop-up message: "Success! Appointment successful."
- 11. Click the **[OK]** button.

17:11 Thu, 7 Nov 🗷 — 🔯 •	¥. ≋.⊪ 62%∎
← Appointment	
Drify one appointment registration is allowed for each services. You can make a new appointment once it is	completed.
Register New Appointment	
NAME *	
NUR FARAH BATRISYIA	
MYKAD NO./PASSPORT *	
000121081434	
E-MAIL ADDRESS *	
farahh@gmail.com	
PHONE NO.*	
+01727857986	
Success !	
Appointment successful.	
SE	Ok
-	
APPOINTMENT DATE *	
08/11/2024	
APPOINTMENT TIME * IF THE SLOT FOR YOUR PREFERRED TIME IS FULL, YOU CAN WALK-IN TO THE COUNTER APPOINTMENT.	WITHOUT AN
09:00	
O 10:00 O 11:00	
O 12:00 O 13:00	
O 14:00 O 15:00	

12. The system will return to the Appointment List screen.

13:40 Fri, 14 Feb				😂 🕄 🛯 82% 🛢
	Committee			
Арро	intment	.)		
	RMED			
BANGKOK 2025-02-14	PR1 OFFICIAL PASSPORT	Θ	1	
PENDING RESCHEDULI	•			
PERTH 2024-12-13	PD1 DOCUMENT ENDORSEMENT/ATTESTATIO	0	1	
INCOMPLETE				
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INCOMPLETE				
WISMA PUTRA 2024-11-11	U2 UMRAH	ើល លុះ	1	Υ.
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At the main entrance	New Appointment			
<u>^</u>			0	
	Home		Ø	

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13. The system will send a notification of the Appointment Registration along with the appointment details to the user's email and inbox.

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KON CONTRACTOR	
Notification	
Nouncation	2
Appointment Scheduling	
Your appointment has been scheduled and the details are as follows:	
Name: NUR FARAH BATRISYIA	
NRIC/Passport: 000121081434	
Type of Services: OFFICIAL PASSPORT	
Location: Bangkok	
Appointment No.: PR1 You are required to scan the OB code via e-Konsular mobile application to check in as visitor at Wish	a Putra quard
house.	la ratia guara
You can check-in 15 minutes before and after your appointment time. If not done so, please update	appointment
time if needed.	
2025-02-14 - 13:39	BM
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2.2 UPDATE APPOINTMENT

1. To update the appointment information, click on the **[UPDATE]** icon.

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APPOINTMENT CONFIR BANGKOK 2025-02-14	PR1 OFFICIAL PASSPORT	ø	1	
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INCOMPLETE WISMA PUTRA	ND1 DIPLOMATIC NOTE			
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WISMA PUTRA 2024-11-11	U2 UMRAH FAQ	60 12 12 12	i	•
1. Where to scan MyV At the main entranc	istor gr code? e. New Appointment			
	Home		Ø)

2. The application will display **Edit Appointment** screen. The user updates the appointment information and clicks the **[SAVE]** button.

14:00 Fri, 1	4 Feb 🛃 — 🛦 🔸		ବ୍ଦେ ଲି.ຟ 80% 🛢
← Ed	it Appointment		
Please fill in	nformations in the fields below.		
NAME *			
NUR FA	RAH BATRISYIA		
MYKAD NO	/PASSPORT *		
000121	081434		
E-MAIL ADI	DRESS *		
farah@y	ropmail.com		
PHONE NO	*		
+01727	357986		
LOCATION	k		
Wisma P	utra		*
SERVICES	OPTIONS *		
	ATIC NOTE		Ψ.
APPOINTM	ENT DATE *		
17/02/2	025		
APPOINTM IF THE SLO APPOINTM	ENT TIME * T FOR YOUR PREFERRED TIME IS FULL, YC ENT.	DU CAN WALK-IN	TO THE COUNTER WITHOUT AN
0	8.00	0	9.00
0	10.00	0	11.00
0	12.00	0	14.00
0	15.00	0	16.00
	c	Save	

- 3. The system will display a pop-up message: "Success! Appointment updated."
- 4. Click the **[OK]** button.

06:27 Fri, 8 N	ov 🖻 🛋 🗣	œ ⊀ ®⊿I 48%⊒
Only one app	pointment registration is allowed for each services. You can make a new appointment arce it is completed.	
Edit Appoi	ntment	
NAME*		
NUR FARA	H BATRISYIA	
MYKAD NO./P	ASSPORT *	
00012108	1434	
E-MAIL ADDR	ESS *	
farahh@gi	nail.com	
PHONE NO. *		
LO	Success !	2
	Appointment updated.	1
SE		Ok
APPOINTMEN	T DATE *	
15/11/202	24	
APPOINTMEN	T TIME * OR YOUR PREFERRED TIME IS FULL, YOU CAN WALK-IN TO THE COUNTER WITHOUT A IT.	NN
08 ا	:00 O 09:00	
O 10	:00 O 11:00	
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5. The system will return to the Appointment List screen.

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PENDING RESCHEDULE				
PERTH 2024-12-13	PD1 DOCUMENT ENDORSEMENT/ATTESTATIO	0	ï	
INCOMPLETE				
WISMA PUTRA 2024-11-21	ND1 DIPLOMATIC NOTE	100 100 100 100	i	X
INCOMPLETE				
WISMA PUTRA 2024-11-11	U2 UMRAH	្ឋា ស្រុក ស្រុក	1	
1 Where to scan MvVii	FAQ			
At the main entrance	2.			
Ŵ	Home		Ø)

9. The system will send a notification of the **Appointment Update** along with the latest appointment details to the user's notification inbox.

13:59 Fri, 14 Feb 🖻 — 🛦 •	© ? .⊪ 80% ∎
+	
Notification	2
	E.
Appointment Update	
Your appointment has been successfully updated and the details are as follows: Name: NUR FARAH BATRISYIA NRIC/Passport: 000121081434 Date & Time: 14/02/2025 13:30:00 Type of Services: OFFICIAL PASSPORT	
Location: Bangkok	
2025-02-14 - 13:59	BM

2.3 DELETE APPOINTMENT

1. To delete the appointment, click on the **[DELETE]** icon.

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< 1				
The second	9 8			
Sec.				
Appoi	ntment			
				6
APPOINTMENT CONFIRM	ED			
BANGKOK	PR1			
2025-02-14	OFFICIAL PASSPORT	0		
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PENDING RESCHEDULE				
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2024-12-13	DOCUMENT ENDORSEMENT/ATTESTATIO	0	1	
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WISMA PUTRA	ND1			
2024-11-21	DIFEOMATIC NOTE	10% 100%	1	
INCOMPLETE				
	112			
2024-11-11	UMRAH	50 <i>0</i> 1		
		10%) 10%)	/	
	FAO			
1. Where to scan MyVisi	tor qr code?			
At the main entrance.				
8	Home		Ø)

- 2. The system will display a pop-up message: "Alert! Are you sure want to delete the appointment?"
- 3. Click the **[OK]** button to delete the appointment.
- 4. Click the [CANCEL] button to return to the Appointment List screen.

14:03 Fri, 14 Feb. 🖻 – 🛦 :					Sal 80%
+ Annoi	otment				
Аррон	nument				
APPOINTMENT CONFIRME WISMA PUTRA 2025-02-17	ND1 DIPLOMATIC NOTE		100° 20%	,	
APPOINTMENT CONFIRME BANGKOK 2025-02-14	PR2 OFFICIAL PASSPORT Are you sure wan	Alert ! Alert ethis appointm Incel	O enert?	,	
INCOMPLETE WISMA PUTRA 2024-11-21 INCOMPLETE	ND1 DIPLOMATIC NOTE		X	,	
	Ne				
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- 10. The system will display a pop-up message: "Success! The appointment has been successfully deleted."
- 11. Click the **[OK]** button.

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Арроі	ntment				
	ED				
WISMA PUTRA 2025-02-17	ND1 DIPLOMATIC NOTE		1017 #15	1	
APPOINTMENT CONFIRM	FD PR2	-			
PER 2022-02-04	OFFICIAL PASSPOR	Success !	•	,	Ok
INCOMPLETE WISMA PUTRA 2024-11-11	U2 UMRAH			1	
1. Where to scan MyVisi	tor qr code?	FAQ			
At the main entrance.					
8				Ø	

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12. The system will return to the Appointment List screen.



13. The system will send **Appointment Cancellation** notification along with the latest appointment details to the user's email.



3.0 APPOINTMENT RESCHEDULE

1. The application displays a **[APPOINTMENT RESCHEDULE]** notification. Click the **[BACK]** icon to return to the homepage and reschedule the appointment.

14:08	Fri, 14 Feb 000 ·	🖙 🗟 🗐 79% 🗎
←	Notification	10 C
		2024-12-15
	-	
۲	Appointment Reschedule Your appointment needs to be rescheduled due to public holidays/emergency cases. Please see date and time. Thank you. The appointment details that require rescheduling are as follows: Name: NUR FARAH BATRISYIA NRIC/Passport: 000121081434 Date & Time: 13/12/2024 15:00:00 Type of Services: Passport Renewal Location: Perth Appointment No.: PP1	lect a new 2024-12-13
*	Appointment Scheduling Your appointment has been scheduled and the details are as follows: Name: NUR FARAH BATRISYIA NRIC/Passport: 000121081434 Date & Time: 13/12/2024 15:00 Type of Services: DOCUMENT ENDORSEMENT/ATTESTATION/LEGALISATION Location: Perth Appointment No.: PD1 You are required to scan the QR code via e-Konsular mobile application to check in as visitor a Putra guard house. You can check-in 15 minutes before and after your appointment time. If not done so, please up appointment time if needed.	t Wisma odate
		2024 12 12
۲	Appointment Scheduling Your appointment has been scheduled and the details are as follows: Name: NUR FARAH BATRISYIA NRIC/Passport: 000121081434 Date & Time: 13/12/2024 15:00 Type of Services: Passport Renewal Location: Perth Appointment No.: PP1 You are required to scan the QR code via e-Konsular mobile application to check in as visitor a Putra guard house. You can check-in 15 minutes before and after your appointment time. If not done so, please up appointment time if needed.	t Wisma odate 2024-12-13
٢	Issuance of Death Confirmation Letter of Malaysians Abroad Your application for Issuance of Death Confirmation Letter of Malaysians Abroad has finished	processing
		2024-12-06
۲	test null	2024-12-06

2. Click on [Appointment] on the menu on the right side of the screen.



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3. Click the [UPDATE] icon on the appointment with the status PENDING RESCHEDULE.

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Appoir	ntment			
	D			
WISMA PUTRA 2025-02-17	ND1 DIPLOMATIC NOTE	10 d ² 27 %	,	
APPOINTMENT CONFIRME	D			
BANGKOK 2025-02-14	PR2 OFFICIAL PASSPORT	ø	,	
PENDING RESCHEDULE				
PERTH 2024-12-13	PD1 DOCUMENT ENDORSEMENT/ATTESTA	TIO	1	
INCOMPLETE				
WISMA PUTRA 2024-11-11	U2 UMRAH	$\sum_{i=1}^{n} c_{ii}^{ij}$	ľ	
1. Where to scan MyVisita At the main entrance.	FAQ or qr code?			
	New Appointment			
Ŷ	Home	2	Ø)

3. The application will display **Edit Appointment** screen. The user updates the appointment information and clicks the **[SAVE]** button.

14:13 Fri, 14 F	eb 🛃 🖻 🖻 •		≈ ®ıl 79% <mark>–</mark>
← Edit	Appointment		
Please fill in info	ormations in the fields below.		
NAME *			
NUR FARA	AH BATRISYIA		
MYKAD NO./F	ASSPORT *		
00012108	1434		
E-MAIL ADDR	ESS *		
farah@yo	omail.com		
PHONE NO. *			
+0172785	7986		
LOCATION *			
Perth			*
SERVICES OP	TIONS *		
DOCUME	NT ENDORSEMENT/ATTESTATION/LEGALISAT	TION	•
APPOINTMEN	IT DATE *		
14/02/202	25		
APPOINTMEN	IT TIME * FOR YOUR PREFERRED TIME IS FULL, YOU CAN WA IT.	LK-IN	TO THE COUNTER WITHOUT AN
0 11	.00	0	12:00
O 13	:00	0	14:00
Is	5:00	0	16:00
O 17	2:00		
	Save	2	

- 4. The system will display a pop-up message: "Success! Appointment updated."
- 5. Click the **[OK]** button.

14:13 Fri	14 Feb 🗷 🖙 •		ଦ୍ଧେ ବି: ୷ 79% 💼				
← E							
Conty o			appointment once it is completed.				
Edit Ap	pointment						
NAME *							
NUR F	ARAH BATRISYIA						
MYKAD	0./PASSPORT *						
00012	1081434						
E-MAIL A	DDRESS *						
farah	Øyopmail.com						
PHONE N +0172 LO	0.* 7857986 Succe	ss !					
	Appointment	updated.					
SE		_	Ok				
APPOINT	MENT DATE *						
APPOINT IF THE SI APPOINT	14/02/2025 APPOINTMENT TIME * IF THE SLOT FOR YOUR PREFERRED TIME IS FULL, YOU CAN WALK-IN TO THE COUNTER WITHOUT AN APPOINTMENT.						
0			10:00				
0			12:00				
0			14:00				
۲	15:00	0	16:00				

- 6. The system will return to the Appointment List screen.
- 5. The status of the appointment will be updated to **APPOINTMENT CONFIRMED.**

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Appo	intmont			
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APPOINTMENT CONFI	RMED			
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2025-02-14	PR2 OFFICIAL PASSPORT			
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PERTH	PD1			
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WISMA PUTRA	U2			
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	EAO			
1 Where to score Mul	/isitor at code?			
At the main entran	ce.			
	Home	3	Ø)

7. The system will send a notification of the **Appointment Update** along with the latest appointment details to the user's notification inbox.

14:16	Fri, 14 Feb 🖻 🖬 🖬 •	co 📚 🖬 78% 🖬
4		
	STORY ST	
	Notification	
	Appointment Update	
	Your appointment has been successfully updated and the details are as follows:	
	NRIC/Passport: 000121081434	
	Date & Time: 14/02/2025 15:00:00	
	Type of Services: DOCUMENT ENDORSEMENT/ATTESTATION/LEGALISATION	
	Location: Perth	
	Appointment No.: PD1	
		2025 02 11
		2025-02-14
	Appointment Cancellation	
-	Your appointment has been cancelled and the details are as follows:	
	Name: NUR FARAH BATRISYIA	
	NRIC/Passport: 000121081434	
	Date & Time: 21/11/2024 11:00:00	
	Location: Wisma Putra	
	Appointment No.: ND1	
		2025-02-14
(4)	Appointment Update	
Ū,	Your appointment has been successfully updated and the details are as follows:	
	Name: NUR FARAH BATRISYIA	
	NRIC/Passport: 000121081434	
	Date & Time: 14/02/2025 13:30:00	
	Type of Services: OFFICIAL PASSPORT	
	Location: Bangkok	
	Appointment No.: PR2	
		2025-02-14
	Appointment Scheduling	
	Your appointment has been scheduled and the details are as follows:	
	NBIC/Passport: 000121081434	
	Date & Time: 17/02/2025 10:00	
	Type of Services: DIPLOMATIC NOTE	
	Location: Wisma Putra	
	Appointment No.: ND1	
	You are required to scan the QR code via e-Konsular mobile application to check in as visitor of	it Wisma
	Putra guard house.	adata
	rou can check-in 10 minutes before and after your appointment time. If not done so, please up appointment time if needed	paate
	appointment time in recued.	
		2025-02-14
		and a second

4.0 CHECK IN APPOINTMENT AND GENERATE QUEUE NUMBER

4.1 CHECK IN APPOINTMENT AT WISMA PUTRA

1. Click on [Appointment] on the menu on the right side of the screen.



- 2. Users can check in within a 15-minute window before or after their scheduled appointment time. If users miss this window, please update the appointment time or register a new appointment as needed.
- 3. Click on the **QR SCANNER** icon for the appointment the user wants to check in from the Appointment list. The mobile app will access the user's device camera, allowing the user to scan the QR code at the main gate of Wisma Putra 2 using the e-Konsular mobile application.



4. Users can also view the appointment details by clicking anywhere within the appointment box.



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- 5. Next, the e-Konsular mobile application will displays the **View Appointments** screen with appointment details.
- 6. Users can also scan the QR code from the View Appointment page. Click on **[Scan MyVisitor QRCode]** and the app will access the device camera.
- 7. Then, users need to scan the QR code at the main gate of Wisma Putra 2 using the e-Konsular mobile application.

14:20 Fri, 14 Feb 🖪 🖬 🖬 •	12/ 201		🖙 🗟 .il 78% 🖥
+ 1111			
View Ap	opointme	ent	
Upcoming		<u> </u>	10:00
You can check-in 15 min appointment time if nee	utes before and after your ded.	appointment time. If not dom	e so, please update
Name: NUR FARAH BATRIS	YIA		
Identity Card No: 0001210	81434		
Email: farah@yopmail.com			
Phone No: +01727857986			
Embassy: Wisma Putra			
Service Type: DIPLOMATIC NOTE			
	Home	2	0

- 8. After the user successfully scanning the QR code, the e-Konsular mobile application displays the **Check-In MyVisitor** screen with the check-in details.
- 9. Click on [Continue] to proceed to check-in appointment.

10:00 Thu, 7 Nov 🕑	💐 🖘 📶 74% 🛢
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Care and the second sec	
Check-in MyVisitor	10
	(e
CHECK-IN DETAILS	
Nome: NUK FARAH BATRISTIA	
Location: Wisma Putra WP2	
Identity Card No: 000121081434	
Phone No: +01727857986	
Purpose of Visit: Consular	
Please present this ticket to the security guards on duty.	
Continue	
S Home 2	0

- 10. After the user checks in, the e-Konsular mobile application displays the **Waiting Room** screen.
- 11. Next, the user needs to do documentation verification with the front desk.
- 12. If the user needs to check out from Wisma Putra due to incomplete or unverified documents by the Front Desk Officer at the counter, please cancel the existing appointment and reschedule a new one.
- 13. Once the documentation verification by the front desk officer is complete, the user needs to slide to confirm verification to generate a queue number.

10:01 Thu, 7 Nov 🖻 — — •			🔌 🕾 🖬 74% 🖬
a statute	ALL DE CONTRACTOR		
Waiting	Room		
Please generate que	ue no. at the be	ottom of the page	
Upcoming Appointment		•	APPOINTMENT CONFIRMED
2024-11-07			10:00
Name: NUR FARAH BATRIS	YIA		
Identity Card No: 00012108	81434		
Email: farahh@gmail.com			
Phone No: +01727857986			
Embassy: Wisma Putra			
Service Type: CERTIFICATE OF GOOD CO	NDUCT COLLECTIO	N	
	Please go to the	counter to verify documents.	
	Gen	Slide if verified	J
8	Home	2	Ø

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14. Click on [Generate Queue No.] to generate a queue number.



- 15. The generated queue number will be displayed at the top of the Waiting Room screen.
- 16. Users can proceed to the counter for their appointment when their queue number is called.

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Waiting Room		
	•	
Your Queue No. : 8001		O
Upcoming Appointment	•	GENERATED
2024-11-06		13:00
Name: UATCR SEMBILAN		
Identity Card No: 920109149009		
Email: uatcr09@yopmail.com		
Phone No: +60164513244		
Embassy: Wisma Putra		
OFFICIAL PASSPORT		
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17. Click on **Appointment Lists** to return to the list of appointments.

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Service Type:	
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4.2 CHECK IN APPOINTMENT AT OTHER EMBASSY OTHER WISMA PUTRA

1. Click on [Appointment] on the menu on the right side of the screen.



- 2. Users may arrive at the embassy for their appointment within a 15-minute window before or after the scheduled time. If users miss this window, please update the appointment time or register a new appointment as needed.
- 3. Click on the **VIEW APPOINTMENT** icon that the user wants to update status from the Appointment list.

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APPOINTMENT CONFIR	MED					
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New Appointment						
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- 4. The e-Konsular mobile application displays the **View Appointments** screen with appointment details.
- 5. Users must update the appointment status after the appointment ends by clicking the **COMPLETE** or **INCOMPLETE** button.

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2025-02-14			13:30
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UPDATE APPOINTMENT S	TATUS :		
COMPLETE	RLETE		
Name: NUR FARAH BATR	SYIA		
Identity Card No: 0001210	081434		
Email: farah@yopmail.com	n		
Phone No: 101727957996			
Filone No. +01727857580			
Embassy: Bangkok			
Service Type:			
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5.0 LOG OUT

1. Click the logout icon at the top left of the main screen on the e-Konsular application.

