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# USER MANUAL E-KONSULAR SYSTEM

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MODULE MOBILE APPS APPOINTMENT (USER)

**PREPARED BY:**

**Pos Digicert Sdn. Bhd.**

**POS Digicert**

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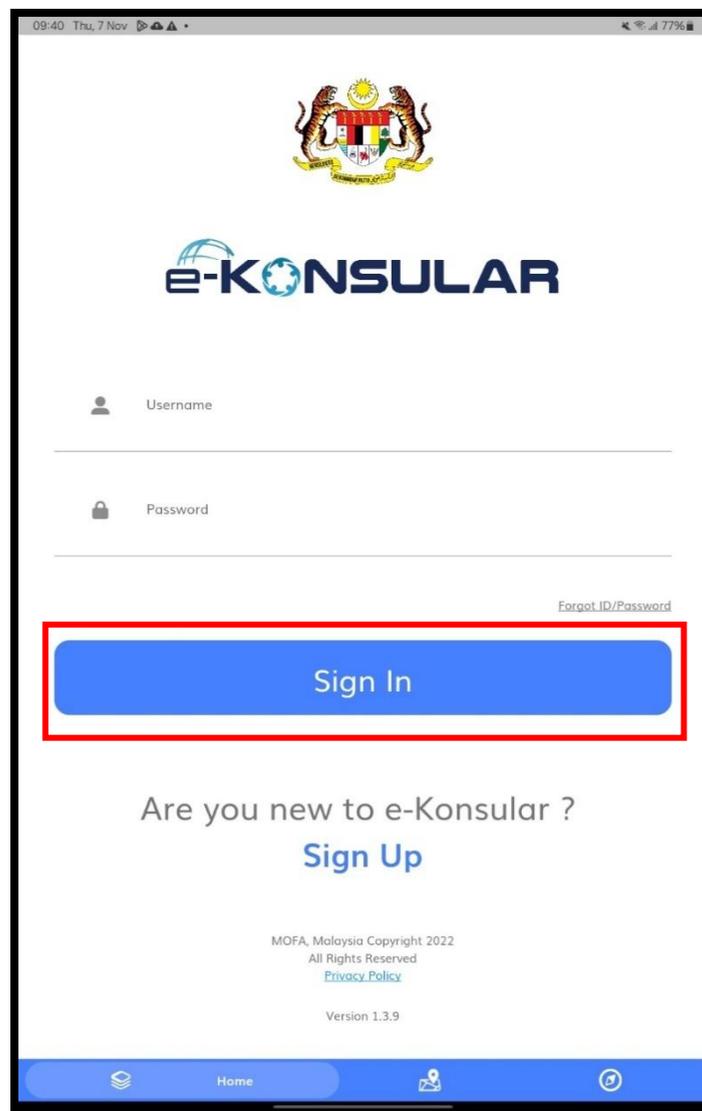
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## INTRODUCTION

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

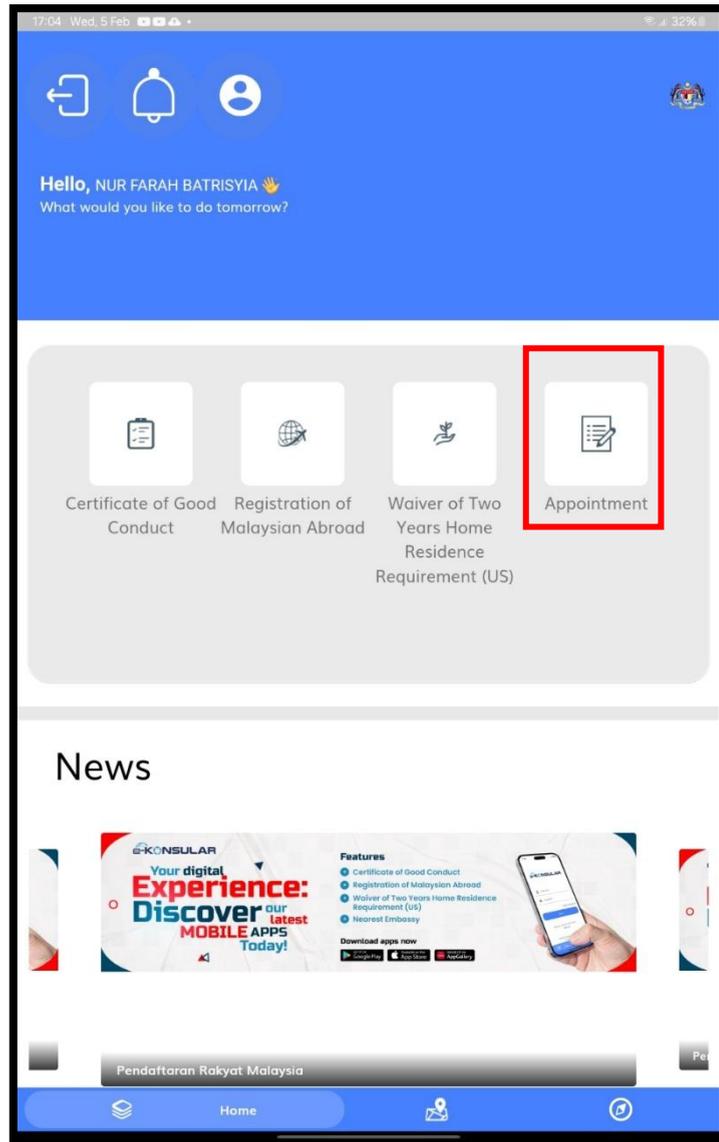
1. Users must download and install e-Konsular apps on their devices to access the e-Konsular mobile application.
2. This application can be downloaded from Google Play Store (for Android user), Apple App Store (for iOS user) and Huawei App Gallery (for Huawei user).
3. After downloading, user needs to 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.



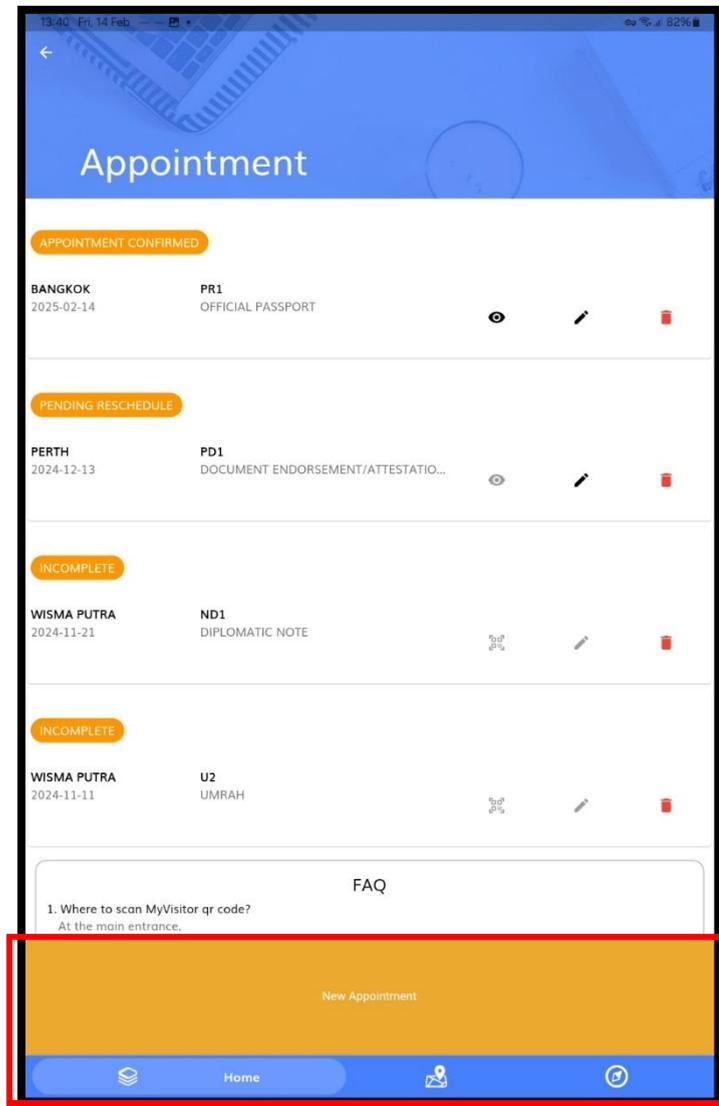
## 2.0 APPOINTMENT

### 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.



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.

09:49 Thu, 7 Nov 76%

Appointment

Only one appointment registration is allowed for each services. You can make a new appointment once it is completed.

### Register New Appointment

Please fill in informations in the fields below.

NAME \*  
NUR FARAH BATRISYIA

MYKAD NO./PASSPORT \*  
000121081434

E-MAIL ADDRESS \*  
nfarahbatrisyia@gmail.com

PHONE NO. \*  
+01727857397

LOCATION \*  
Choose one...

SERVICES OPTIONS \*  
No appointment open for this embassy...

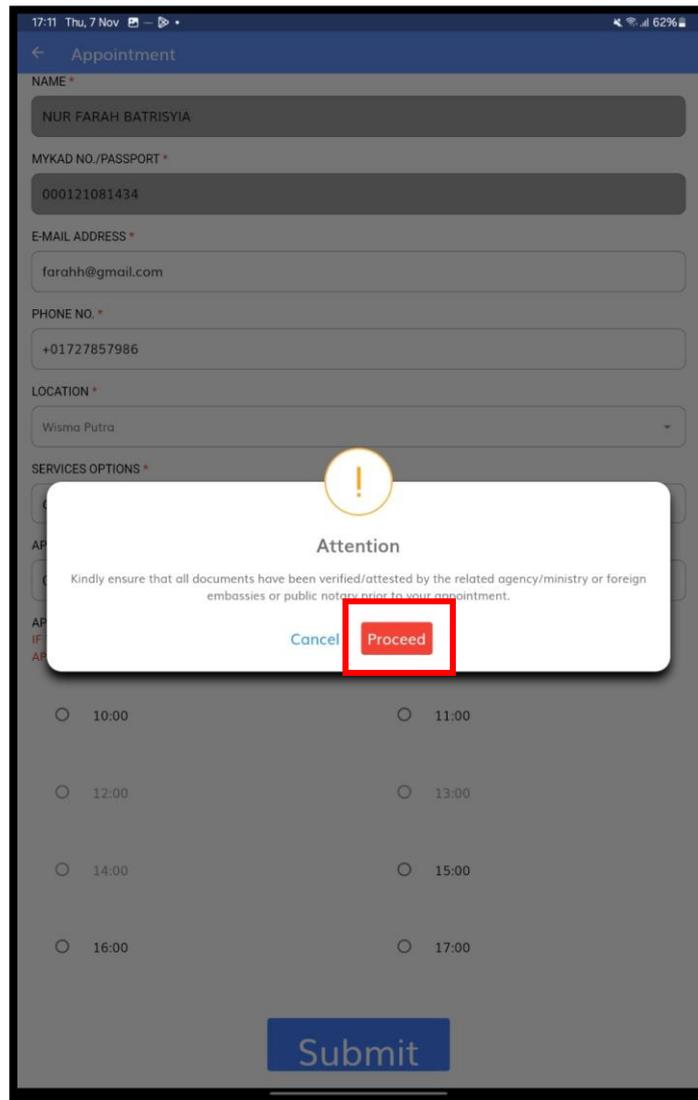
APPOINTMENT DATE \*

APPOINTMENT TIME \*  
IF THE SLOT FOR YOUR PREFERRED TIME IS FULL, YOU CAN WALK-IN TO THE COUNTER WITHOUT AN APPOINTMENT.

8.00  9.00  
 10.00  11.00  
 12.00  14.00  
 15.00  16.00

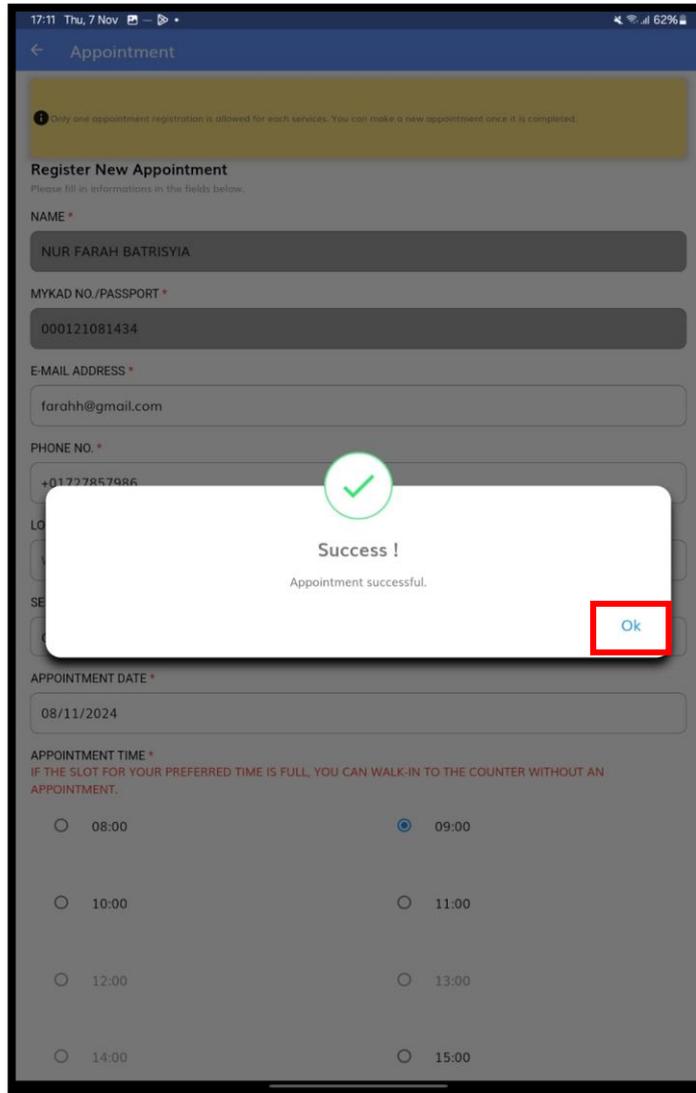
Submit

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.

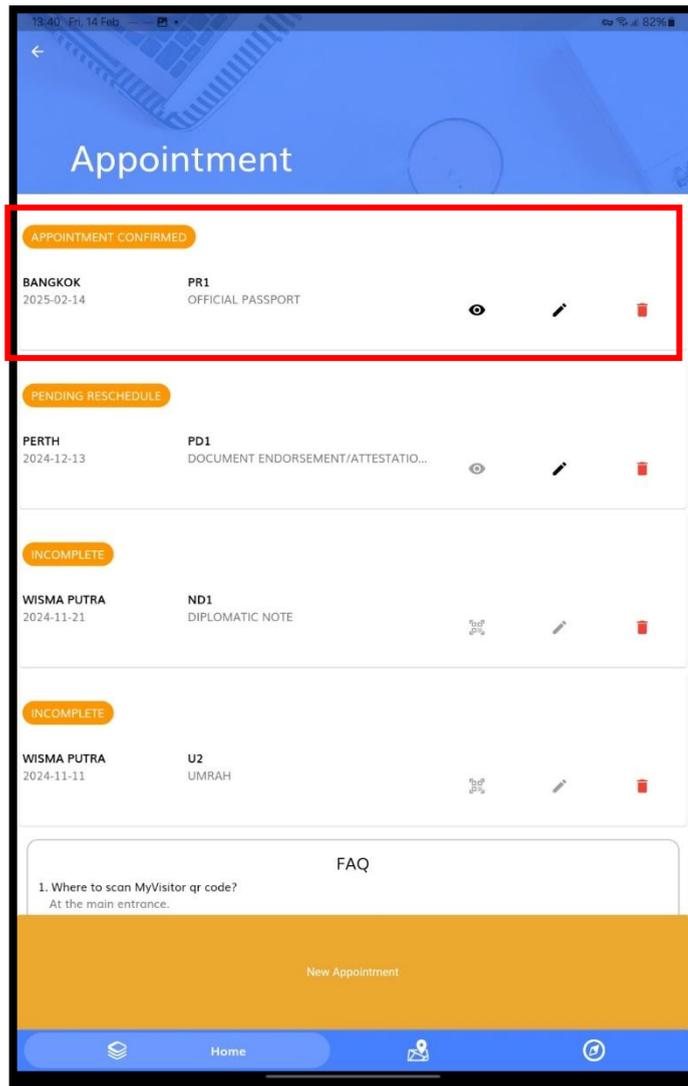


10. The system will display a pop-up message: **“Success! Appointment successful.”**

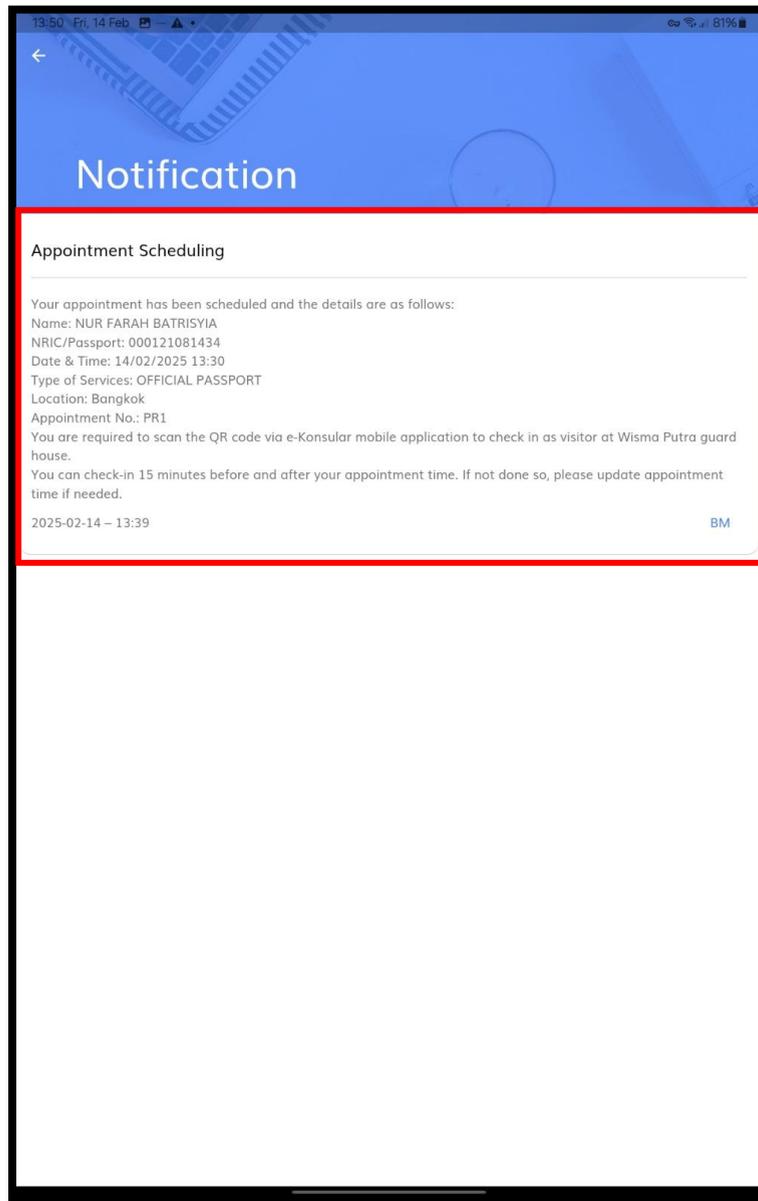
11. Click the **[OK]** button.



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

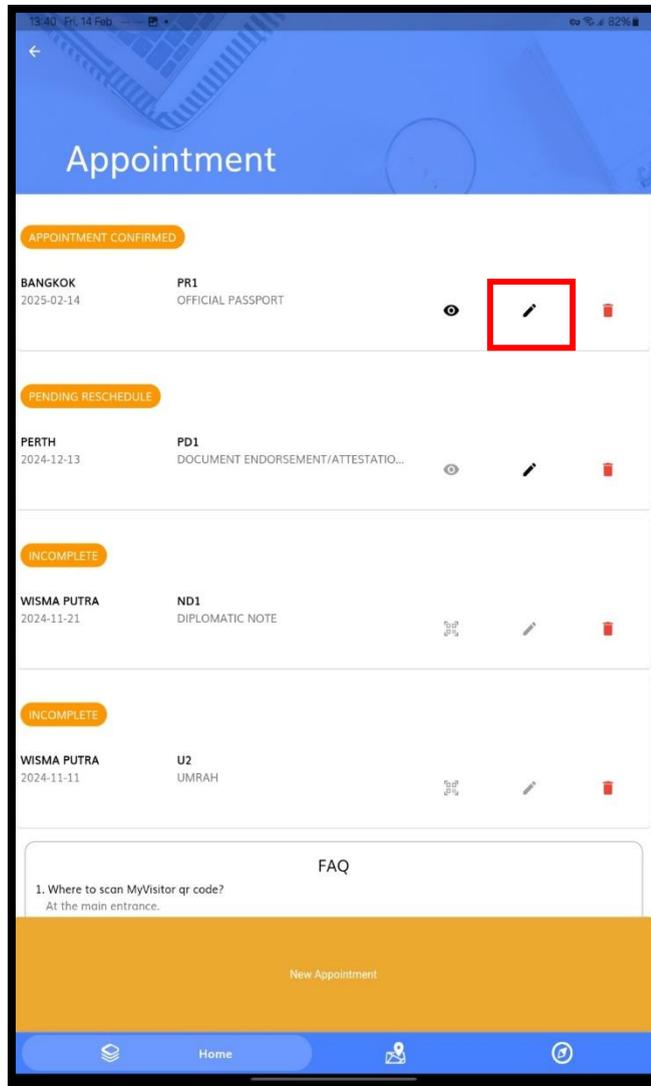


- 13. The system will send a notification of the Appointment Registration along with the appointment details to the user's email and inbox.



## 2.2 UPDATE APPOINTMENT

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



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

14:00 Fri, 14 Feb 80%

← Edit Appointment

Please fill in informations in the fields below.

NAME \*  
NUR FARAH BATRISYIA

MYKAD NO./PASSPORT \*  
000121081434

E-MAIL ADDRESS \*  
farah@yopmail.com

PHONE NO. \*  
+01727857986

LOCATION \*  
Wisma Putra

SERVICES OPTIONS \*  
DIPLOMATIC NOTE

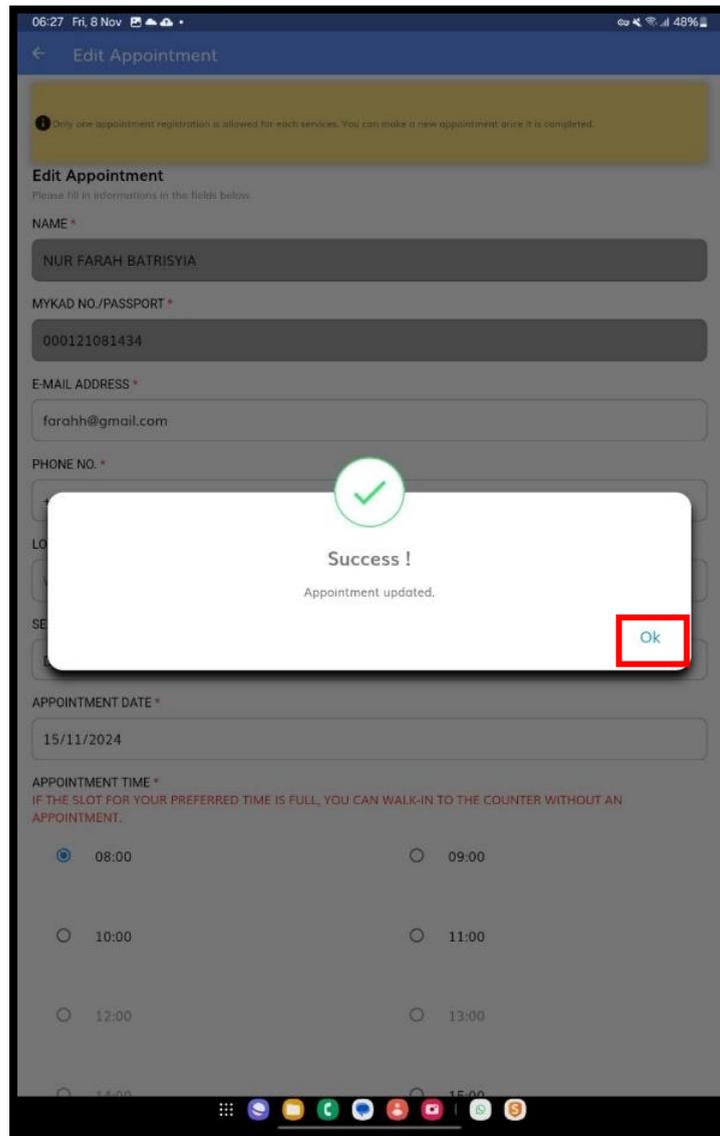
APPOINTMENT DATE \*  
17/02/2025

APPOINTMENT TIME \*  
IF THE SLOT FOR YOUR PREFERRED TIME IS FULL, YOU CAN WALK-IN TO THE COUNTER WITHOUT AN APPOINTMENT.

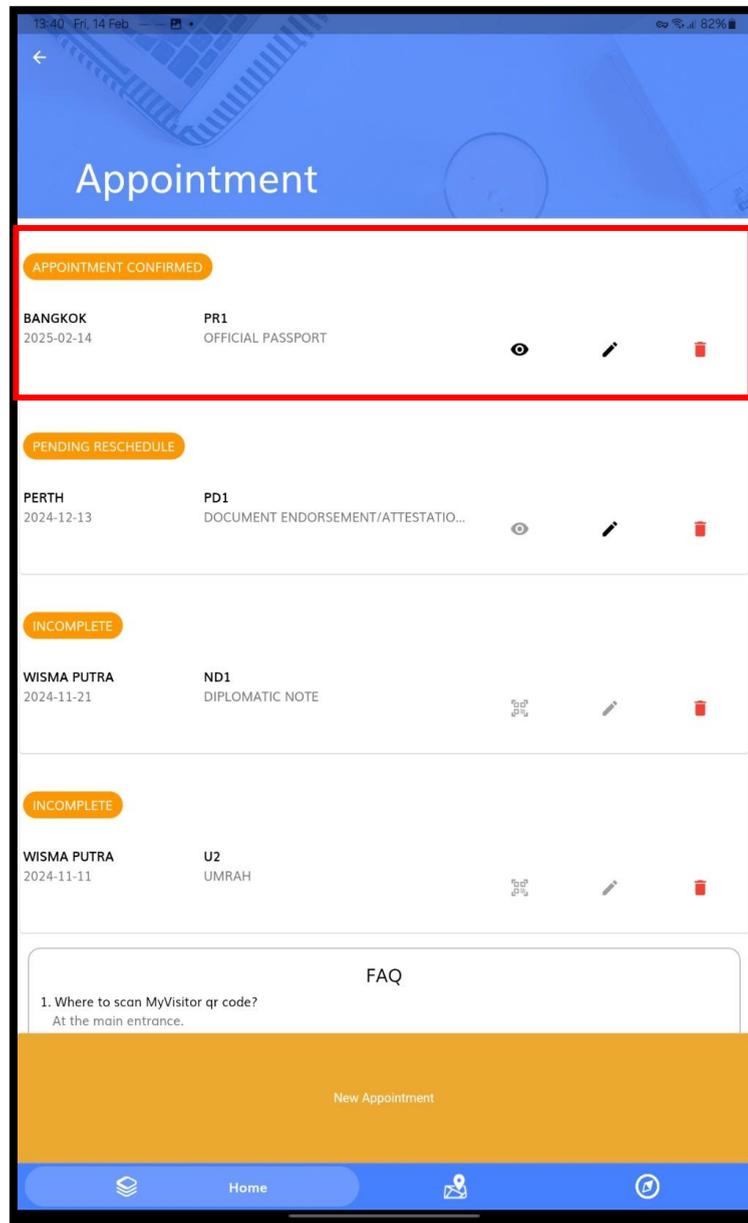
8.00       9.00  
 10.00       11.00  
 12.00       14.00  
 15.00       16.00

Save

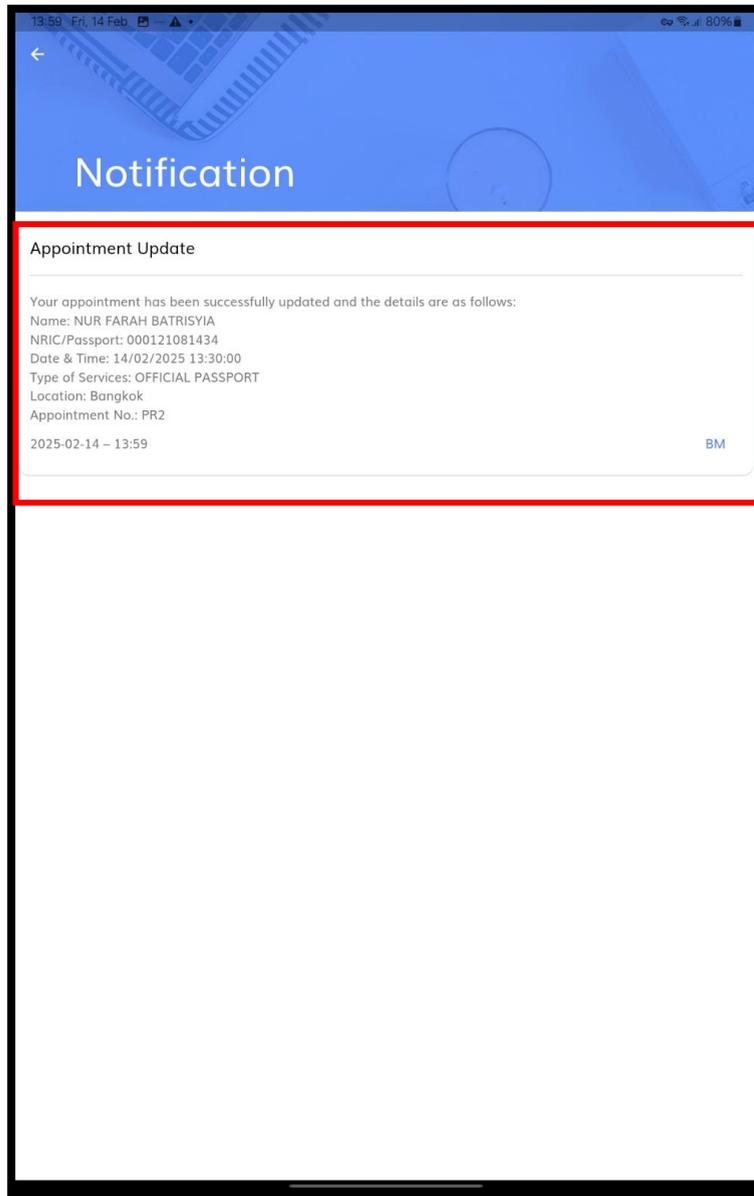
3. The system will display a pop-up message: **“Success! Appointment updated.”**
4. Click the **[OK]** button.



5. The system will return to the **Appointment List** screen.

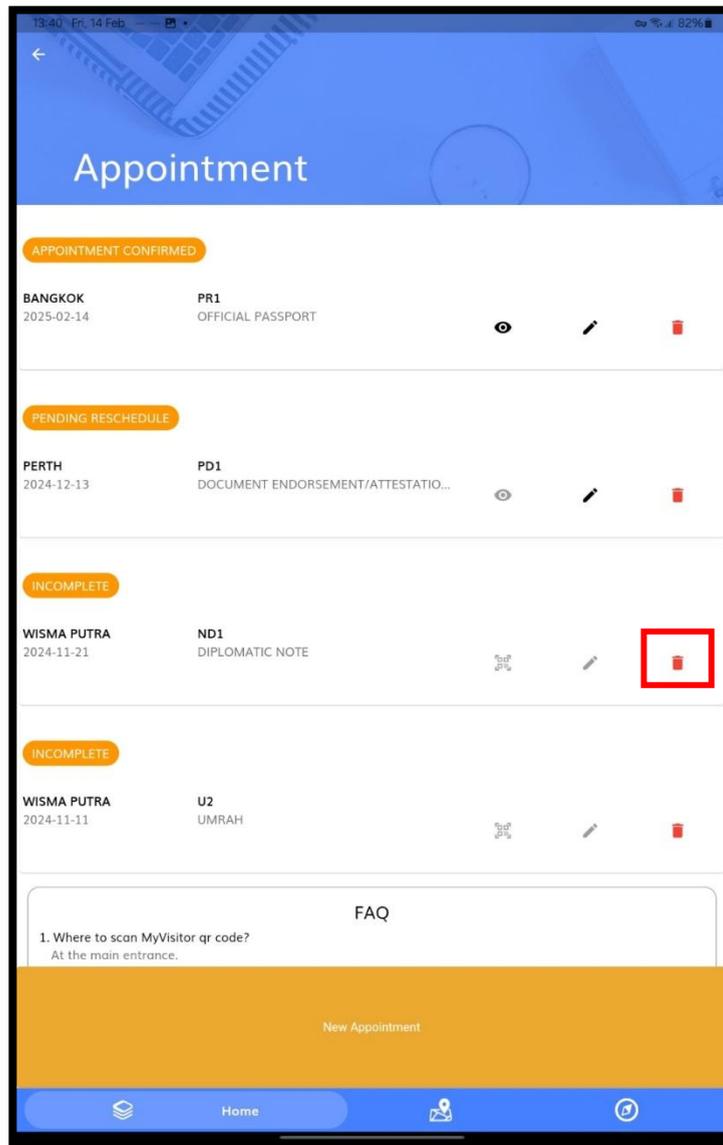


- The system will send a notification of the **Appointment Update** along with the latest appointment details to the user's notification inbox.

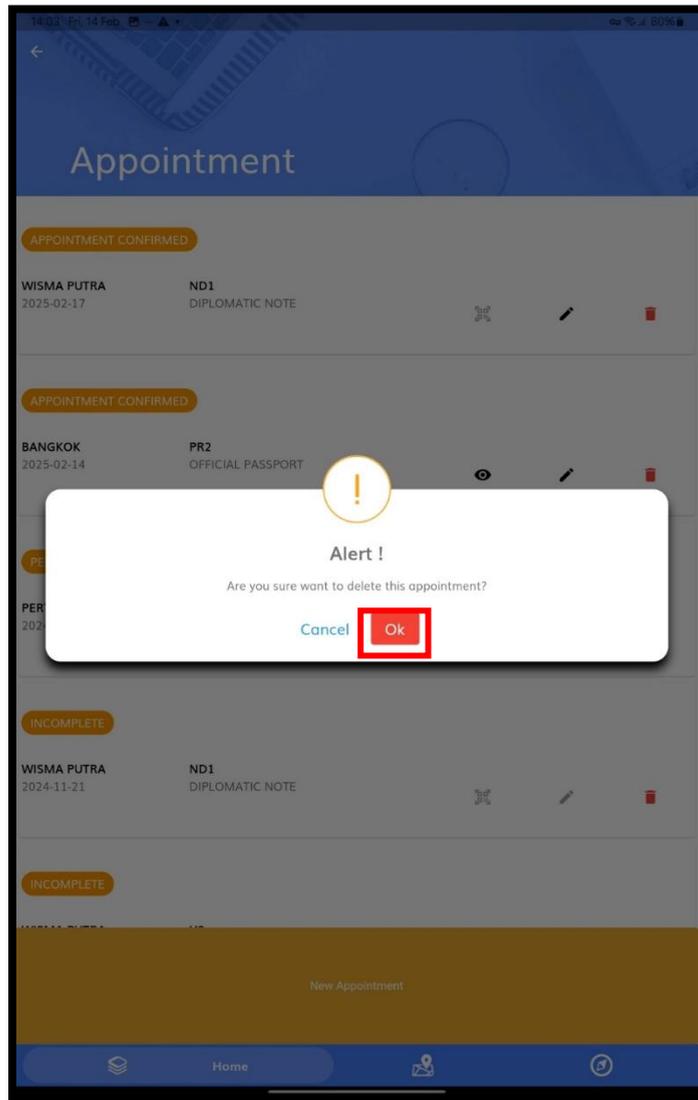


## 2.3 DELETE APPOINTMENT

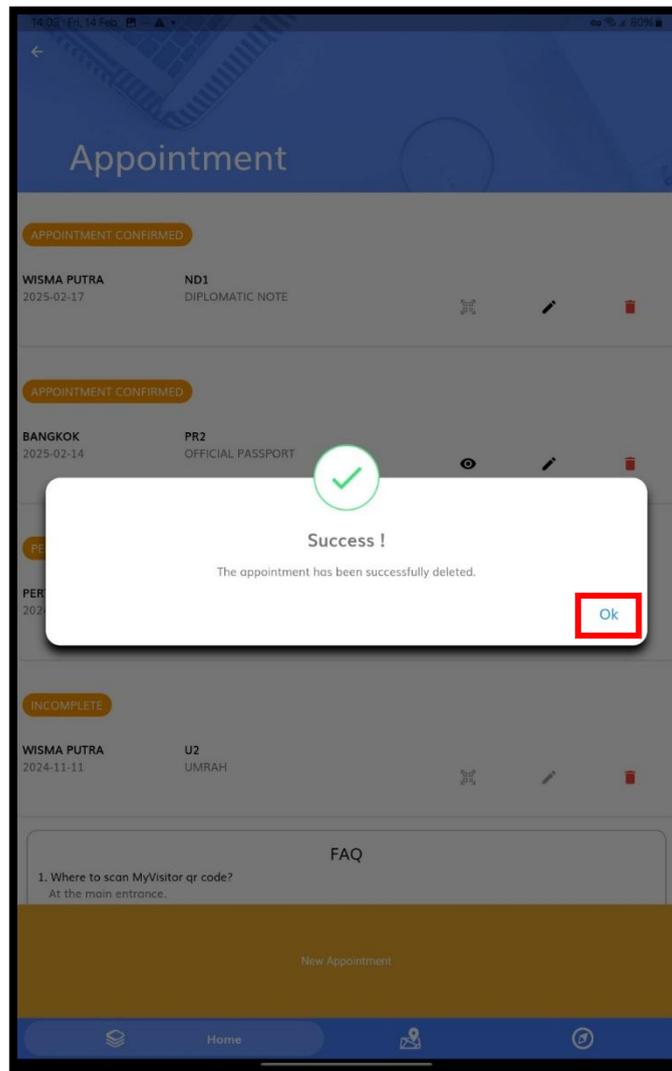
1. To delete the appointment, click on the [DELETE] icon.



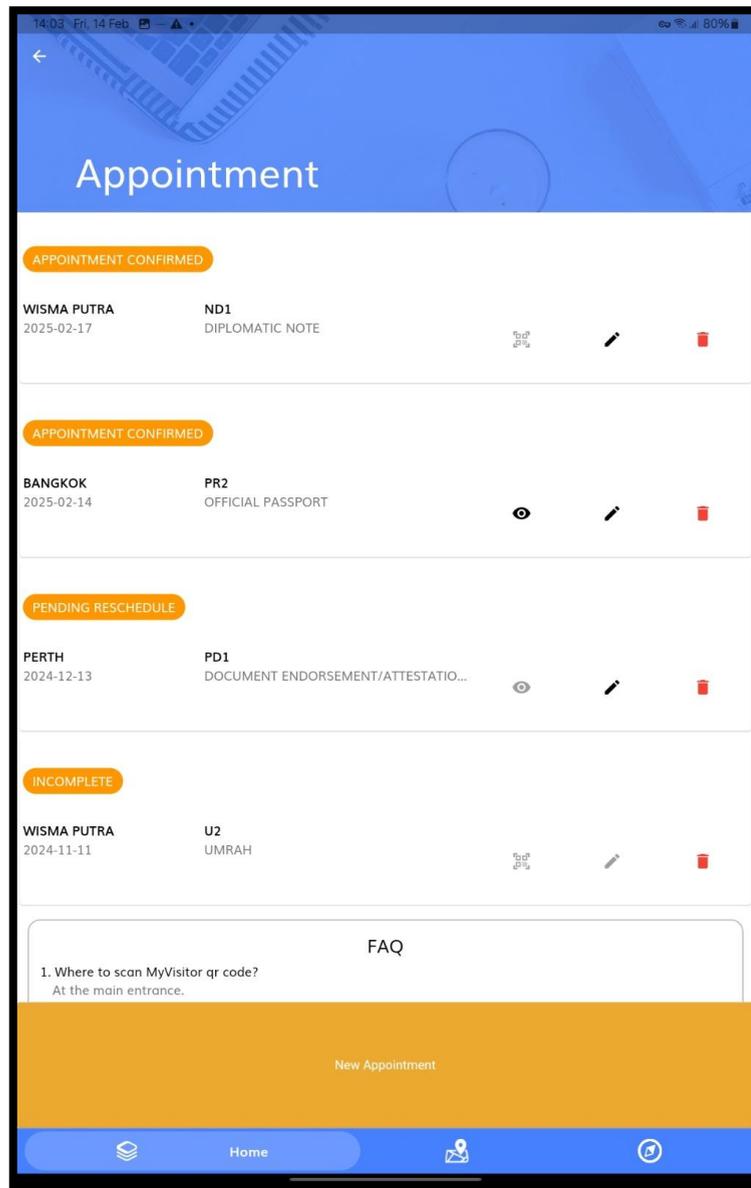
2. The system will display a pop-up message: **“Alert! Are you sure want to delete the appointment?”**
3. Click the **[OK]** button to delete the appointment.
4. Click the **[CANCEL]** button to return to the Appointment List screen.



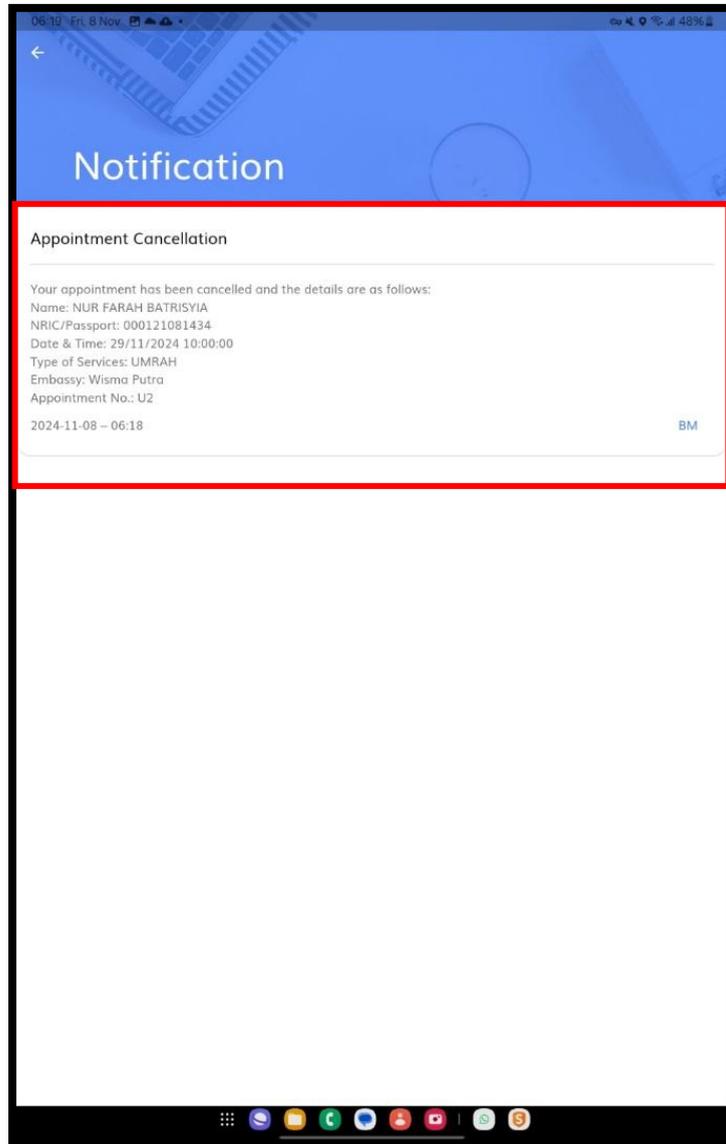
10. The system will display a pop-up message: **“Success! The appointment has been successfully deleted.”**
11. Click the **[OK]** button.



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

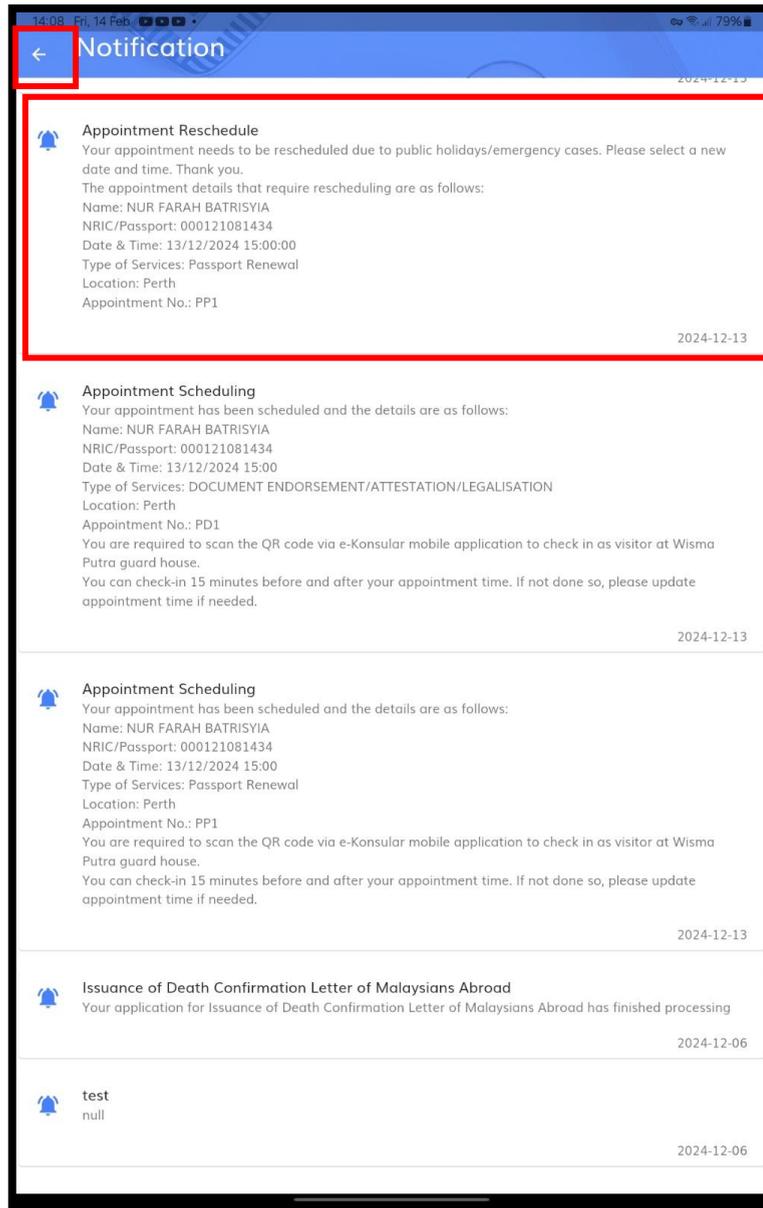


- The system will send **Appointment Cancellation** notification along with the latest appointment details to the user's email.

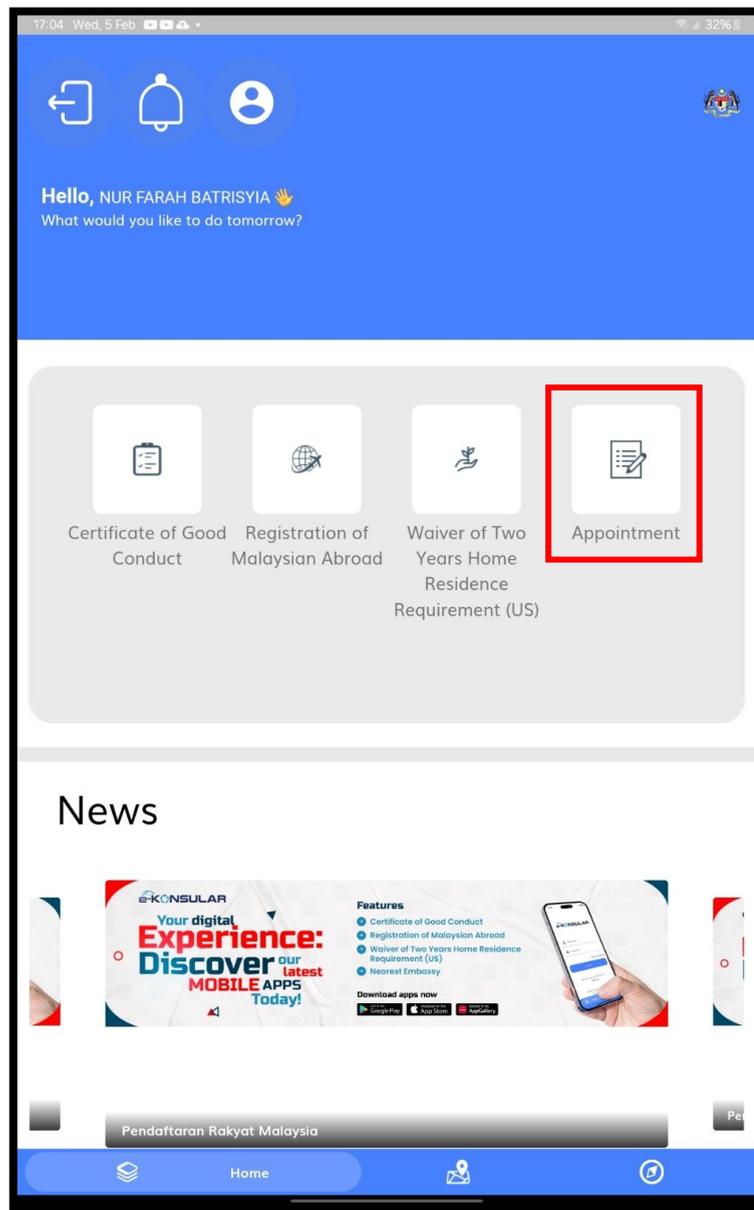


### 3.0 APPOINTMENT RESCHEDULE

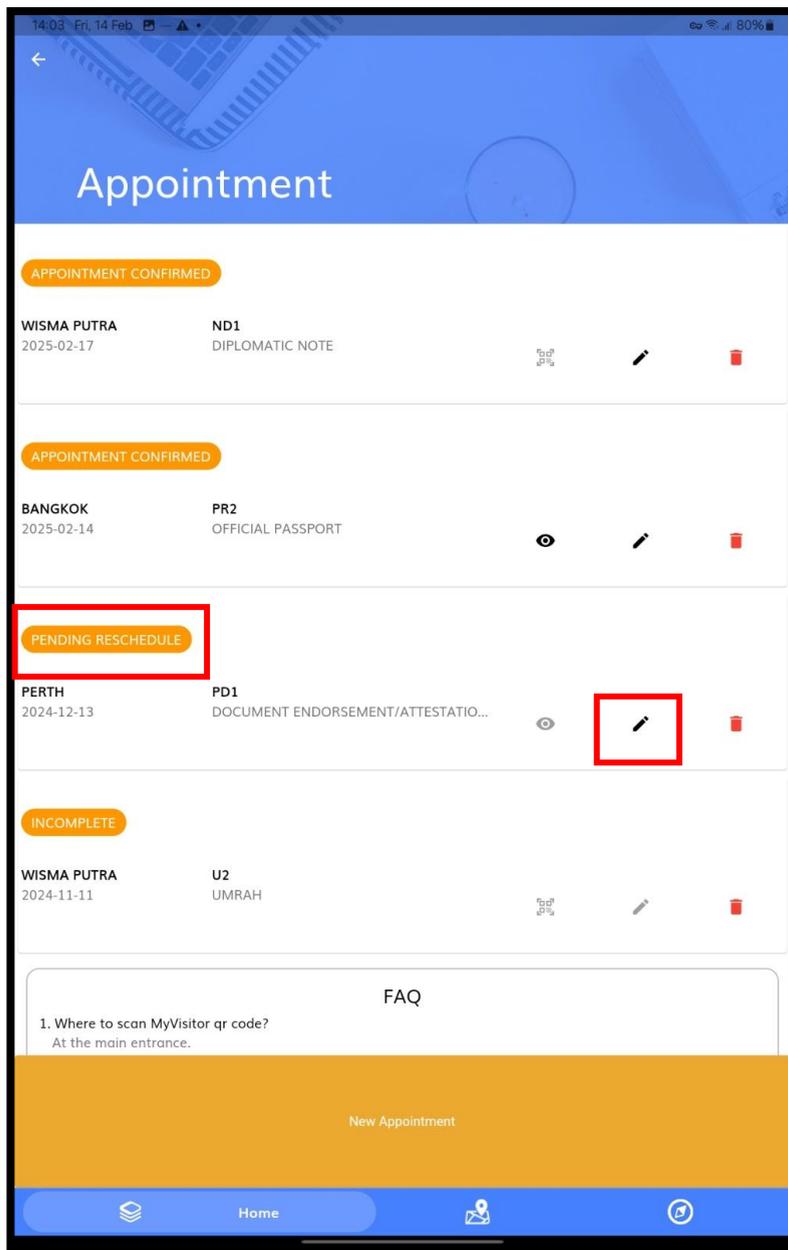
1. The application displays a [APPOINTMENT RESCHEDULE] notification. Click the [BACK] icon to return to the homepage and reschedule the appointment.



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



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



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

14:13 Fri, 14 Feb 79%

← Edit Appointment

Please fill in informations in the fields below.

NAME \*  
NUR FARAH BATRISYIA

MYKAD NO./PASSPORT \*  
000121081434

E-MAIL ADDRESS \*  
farah@yopmail.com

PHONE NO. \*  
+01727857986

LOCATION \*  
Perth

SERVICES OPTIONS \*  
DOCUMENT ENDORSEMENT/ATTESTATION/LEGALISATION

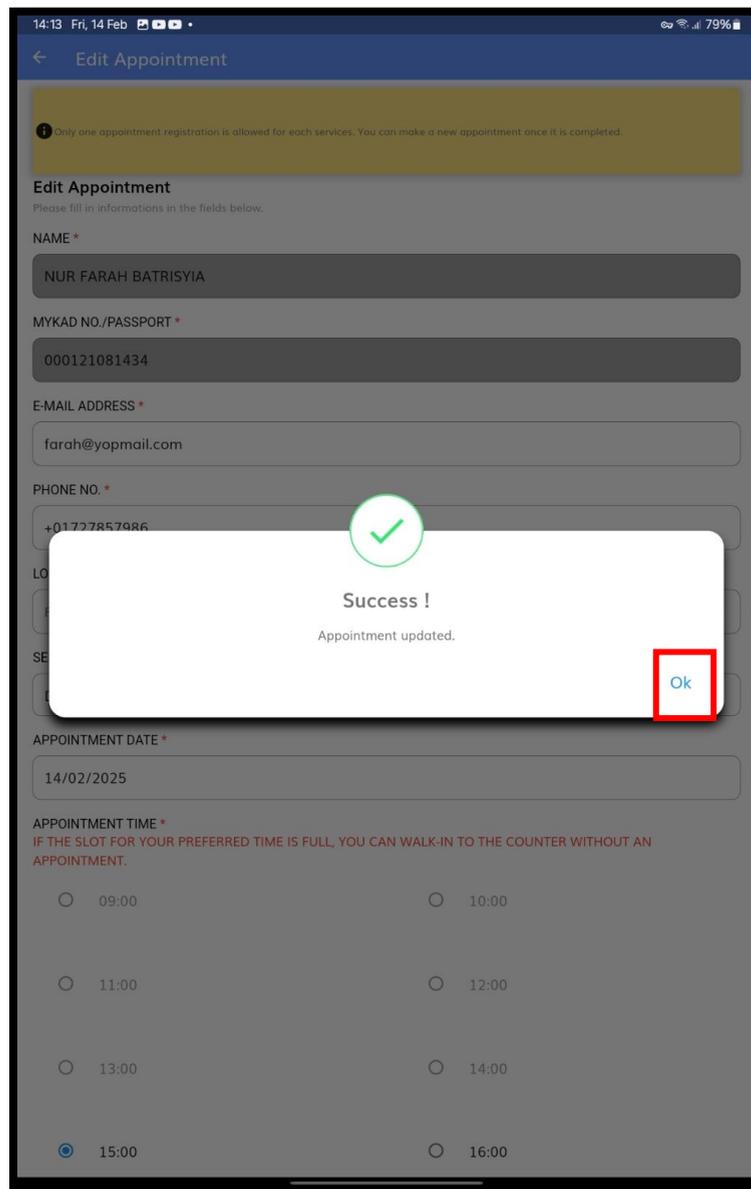
APPOINTMENT DATE \*  
14/02/2025

APPOINTMENT TIME \*  
IF THE SLOT FOR YOUR PREFERRED TIME IS FULL, YOU CAN WALK-IN TO THE COUNTER WITHOUT AN APPOINTMENT.

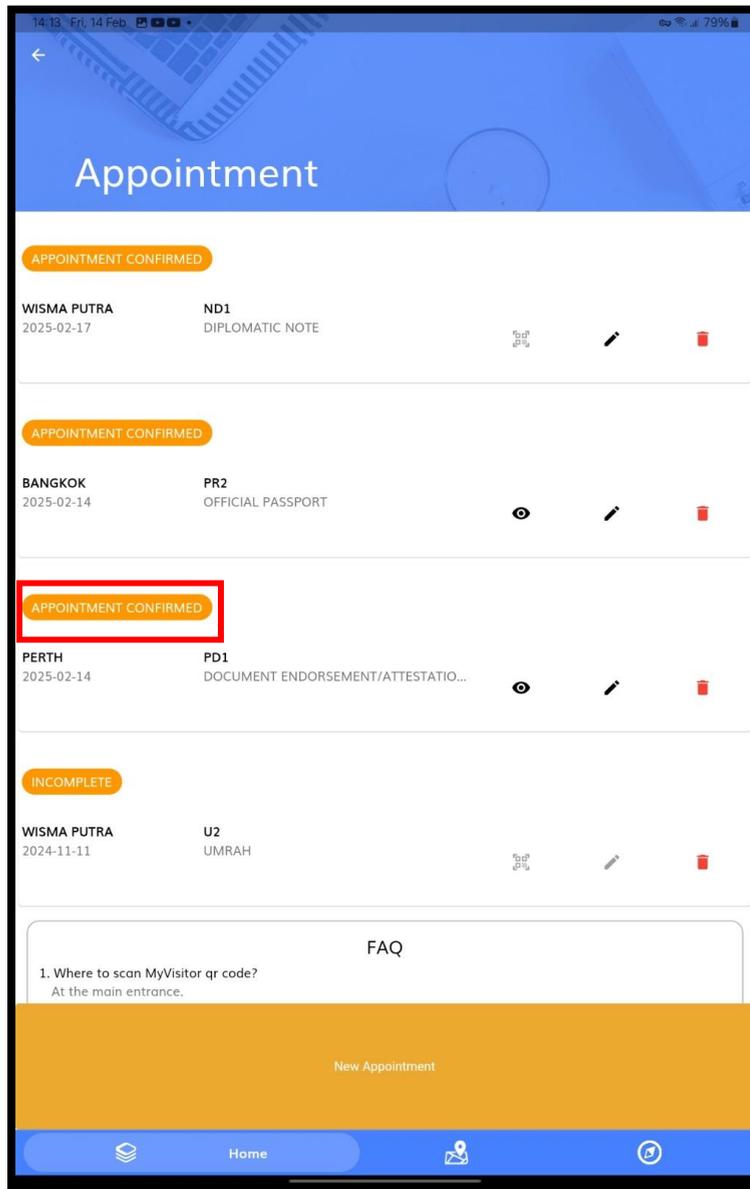
11:00       12:00  
 13:00       14:00  
 15:00       16:00  
 17:00

Save

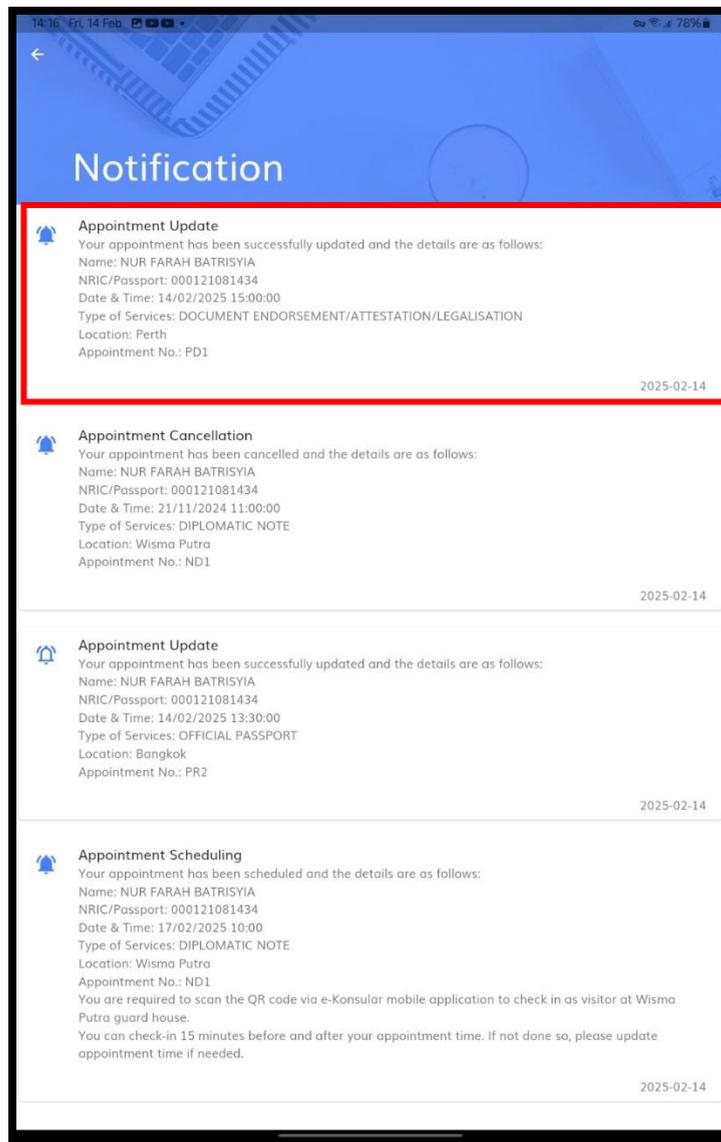
4. The system will display a pop-up message: **“Success! Appointment updated.”**
5. Click the **[OK]** button.



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



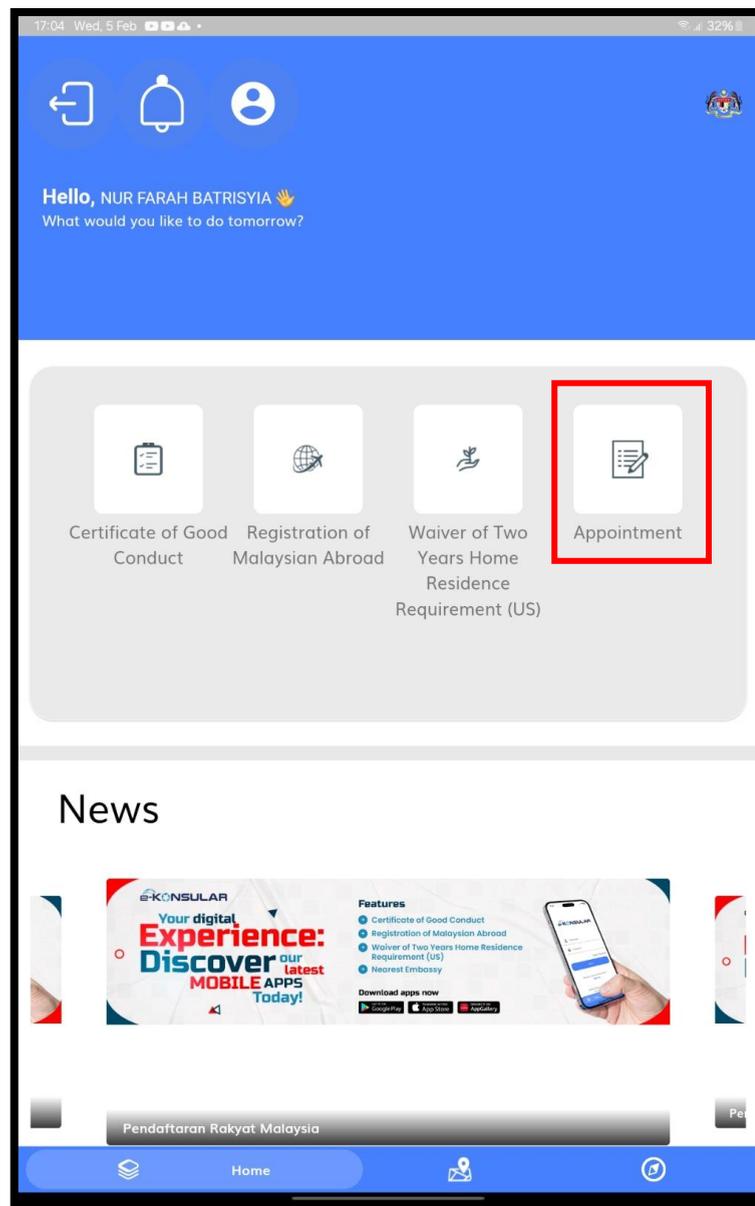
- The system will send a notification of the **Appointment Update** along with the latest appointment details to the user's notification inbox.



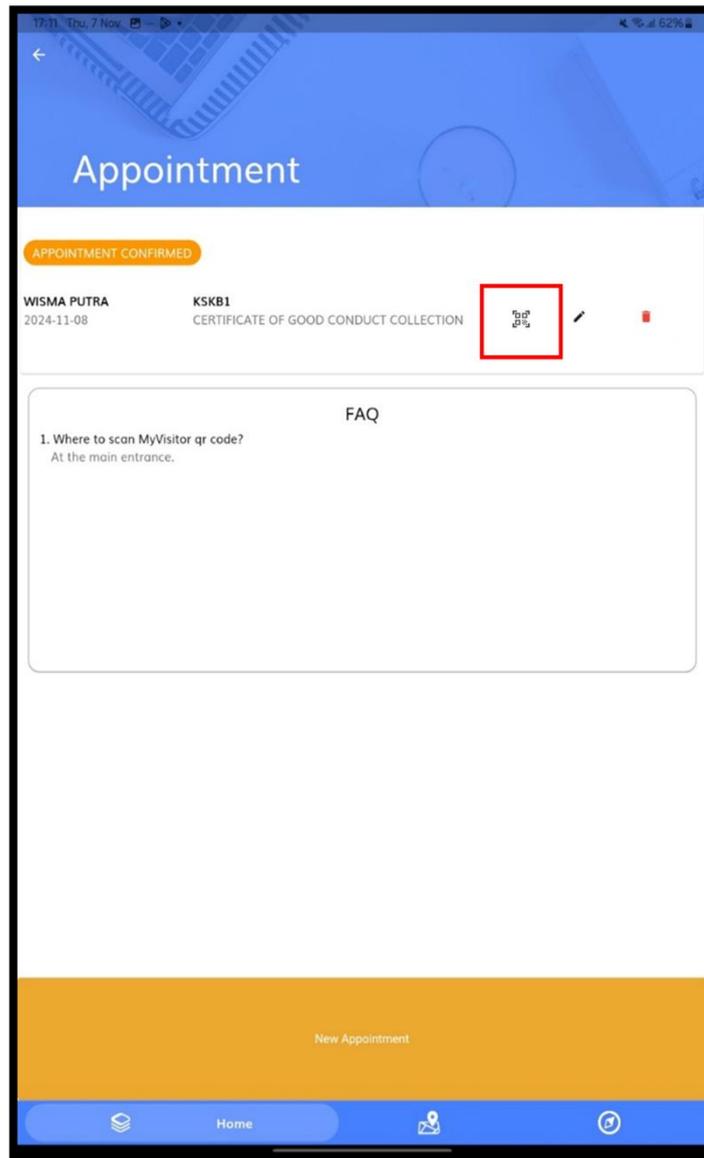
## 4.0 CHECK IN APPOINTMENT AND GENERATE QUEUE NUMBER

### 4.1 CHECK IN APPOINTMENT AT WISMA PUTRA

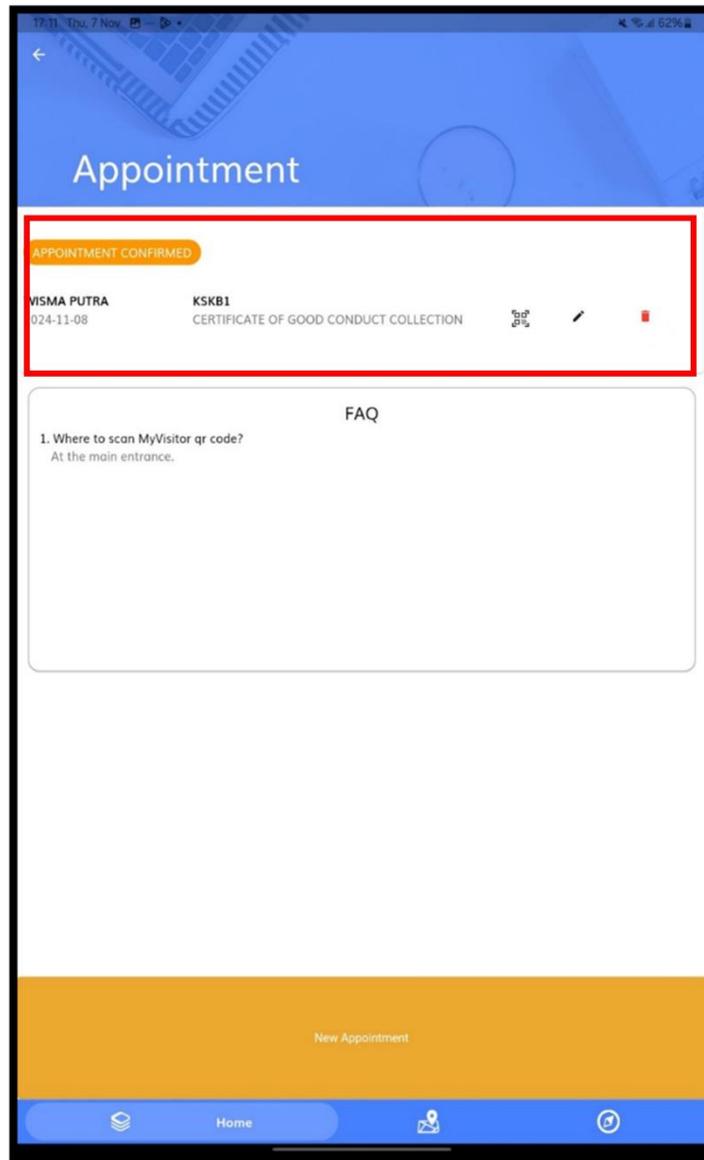
1. Click on **[Appointment]** on the menu on the right side of the screen.



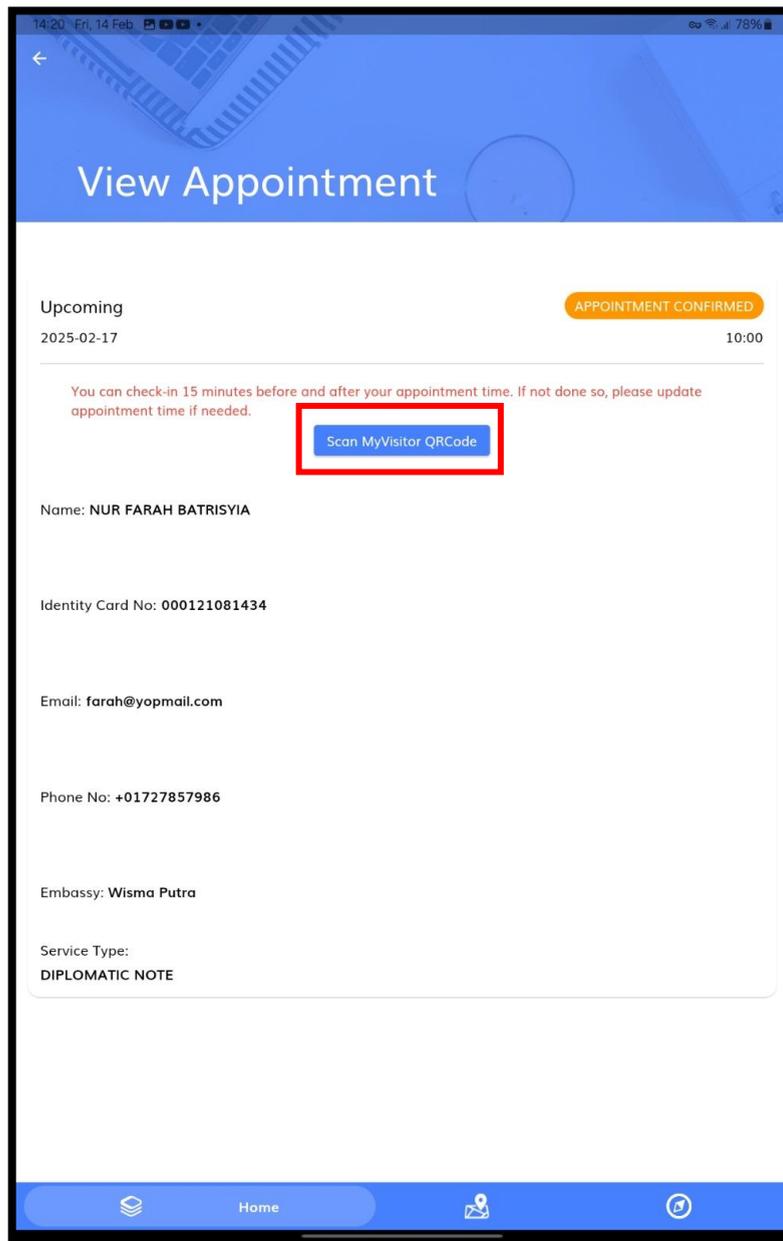
2. Users can check in within a 15-minute window before or after their scheduled appointment time. If users miss this window, please update the appointment time or register a new appointment as needed.
3. Click on the **QR SCANNER** icon for the appointment the user wants to check in from the Appointment 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.



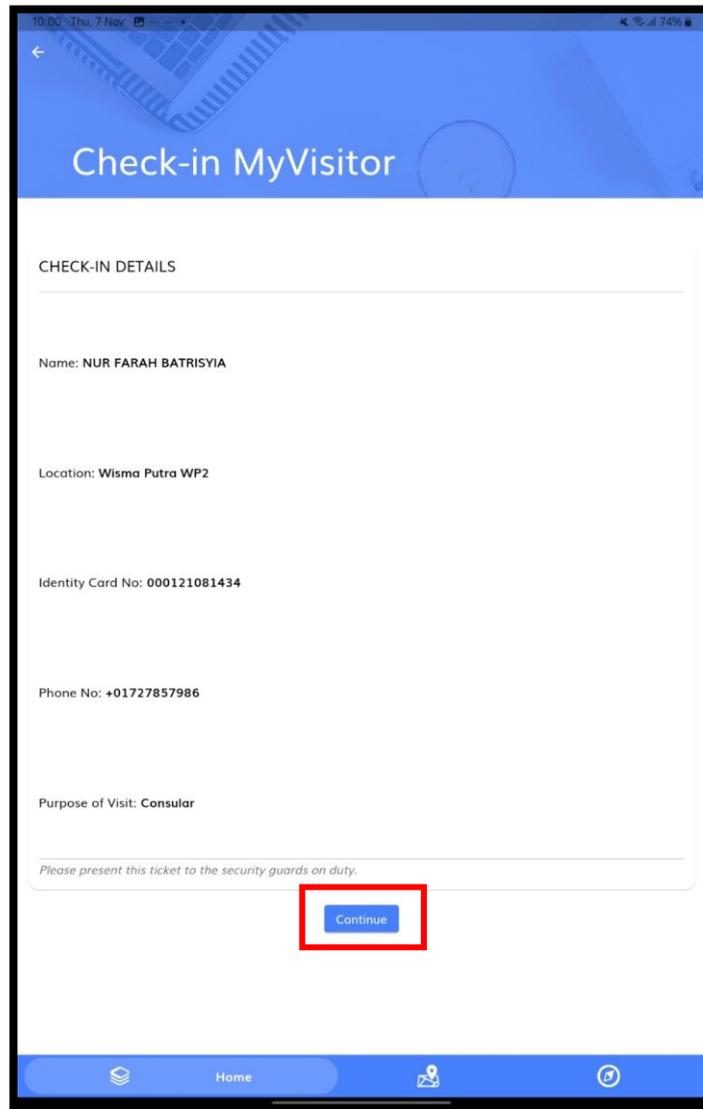
4. Users can also view the appointment details by clicking anywhere within the appointment box.



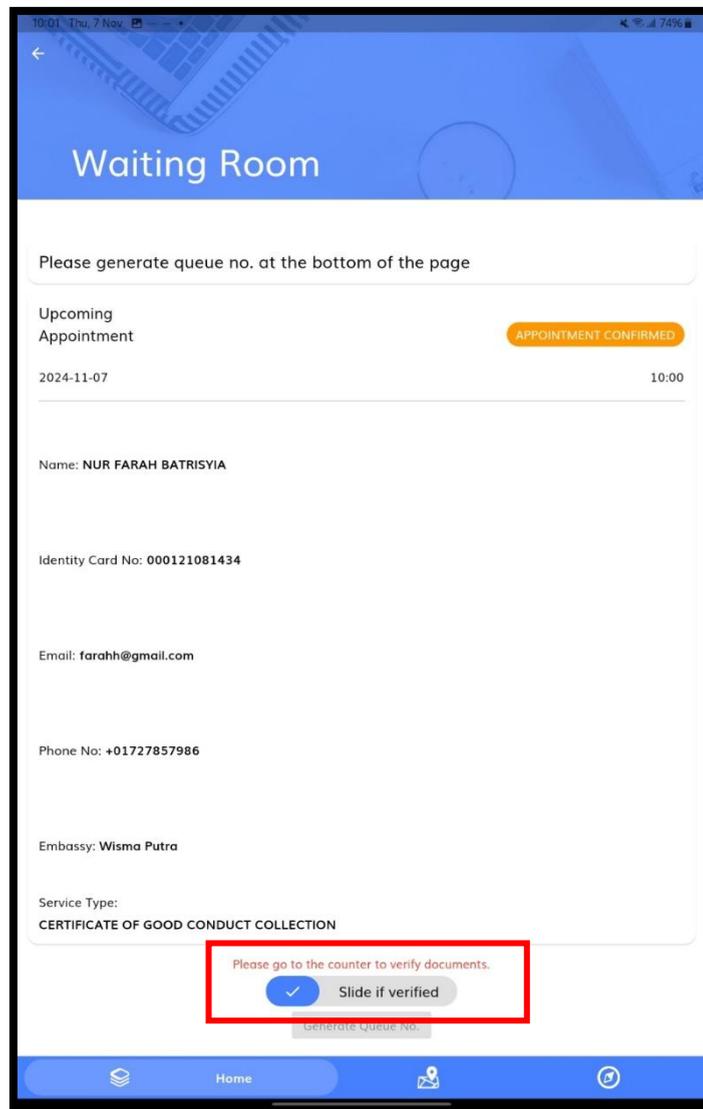
5. Next, the e-Konsular mobile application will displays the **View Appointments** screen with appointment details.
6. Users can also scan the QR code from the View Appointment page. Click on [**Scan MyVisitor QRCode**] and the app will access the device camera.
7. Then, users need to scan the QR code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



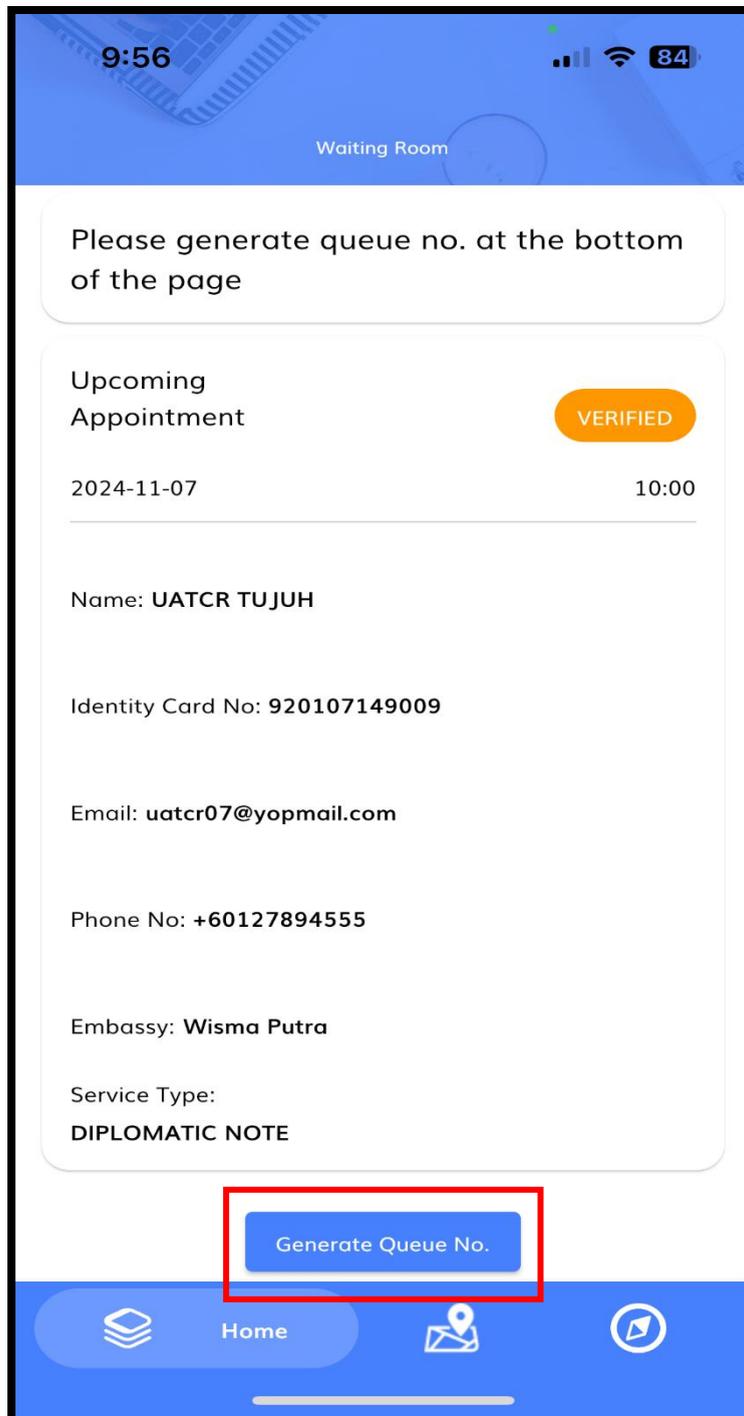
8. After the user successfully scanning the QR code, the e-Konsular mobile application displays the **Check-In MyVisitor** screen with the check-in details.
9. Click on **[Continue]** to proceed to check-in appointment.



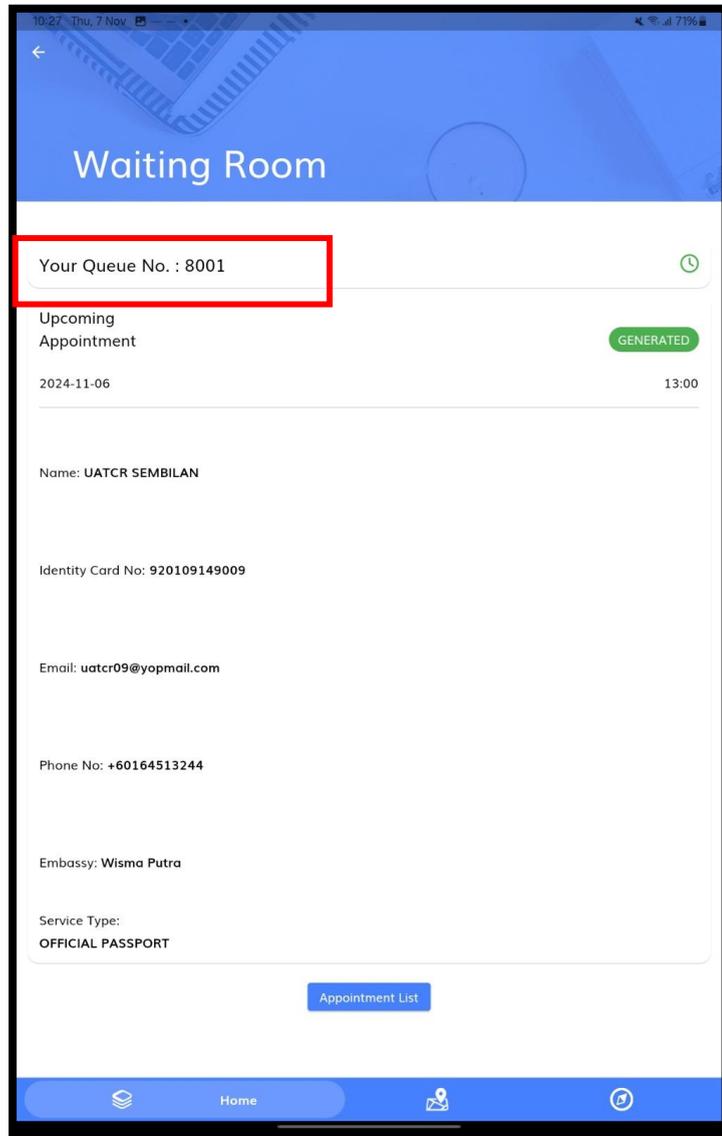
10. After the user checks in, the e-Konsular mobile application displays the **Waiting Room** screen.
11. Next, the user needs to do documentation verification with the front desk.
12. If the user needs to check out from Wisma Putra due to incomplete or unverified documents by the Front Desk Officer 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.



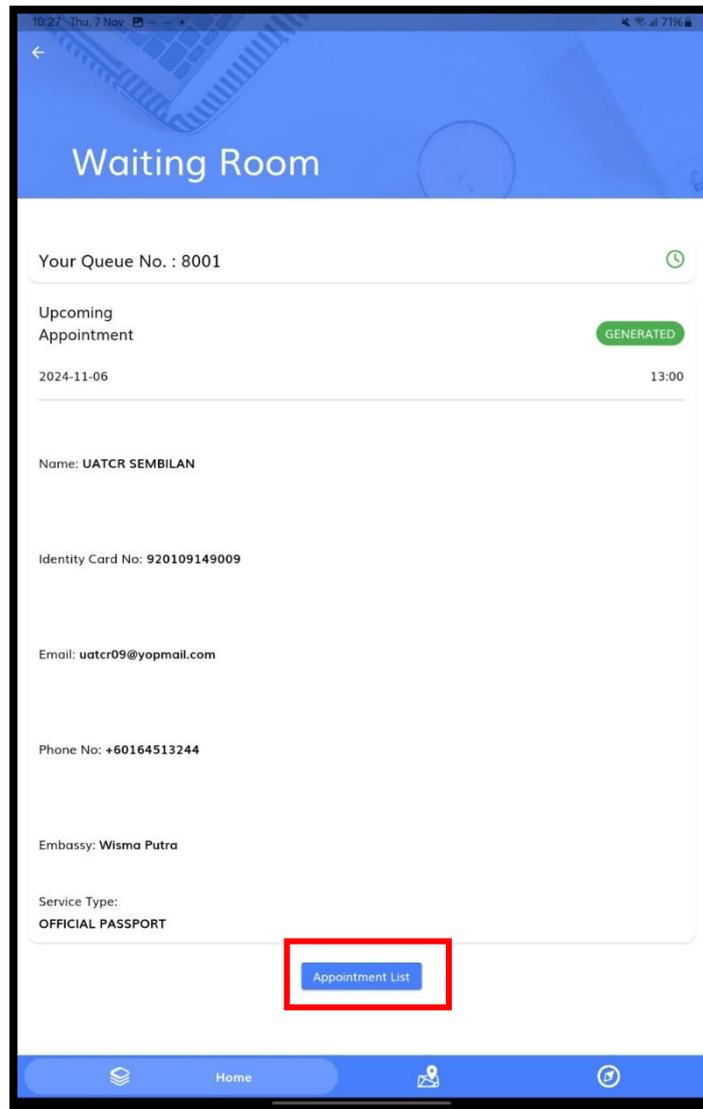
14. Click on [Generate Queue No.] to generate a queue number.



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.

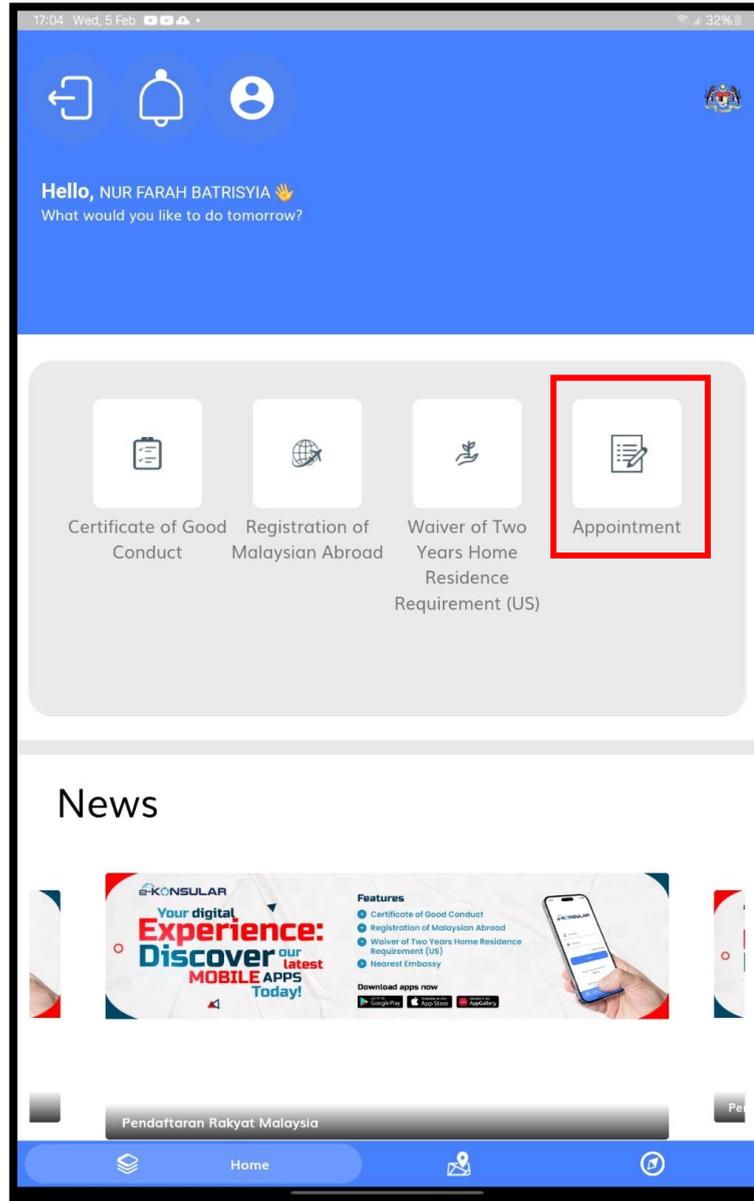


17. Click on **Appointment Lists** to return to the list of appointments.

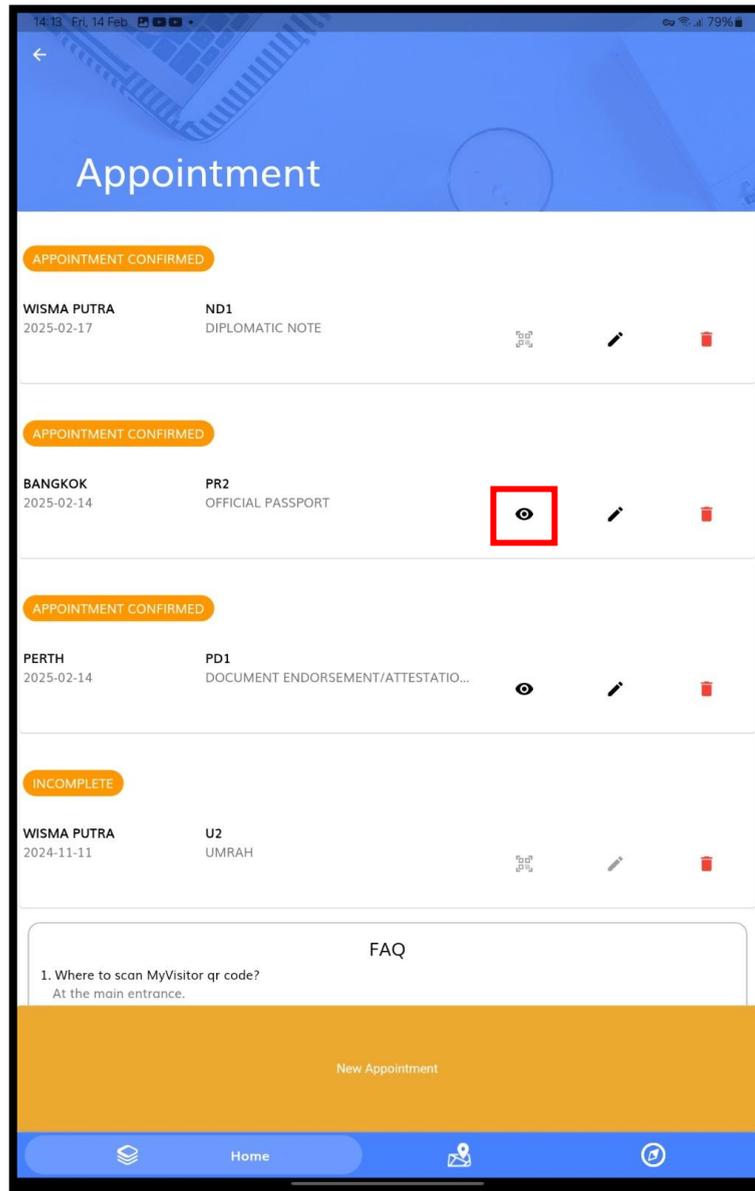


## 4.2 CHECK IN APPOINTMENT AT OTHER EMBASSY OTHER WISMA PUTRA

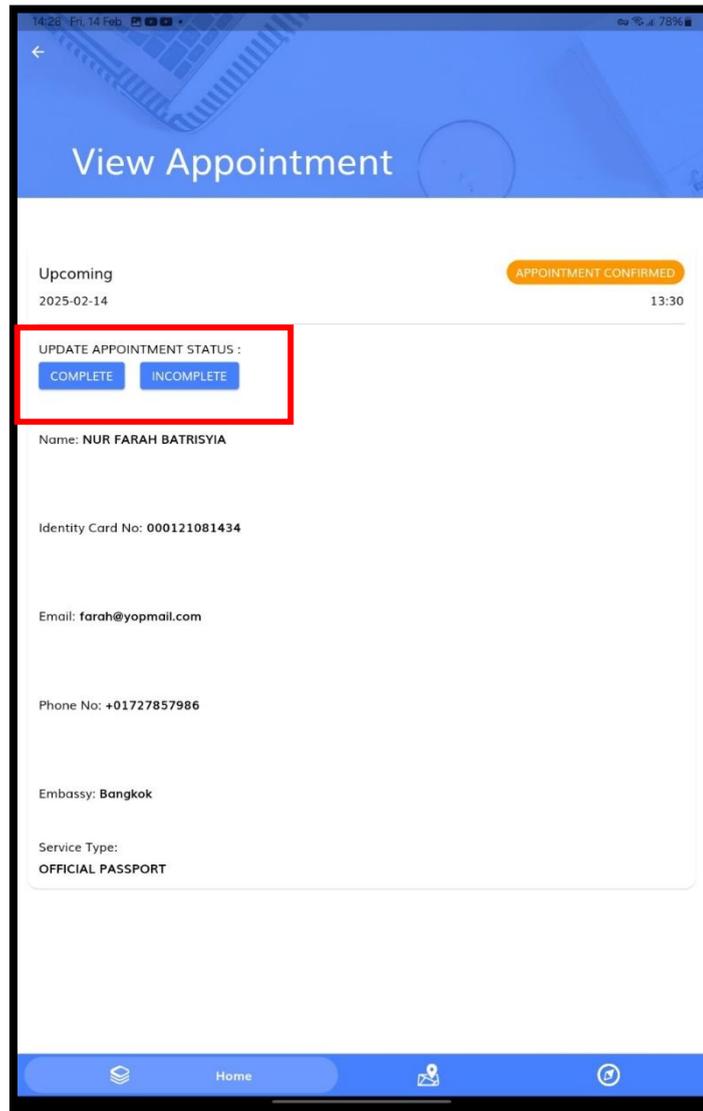
1. Click on **[Appointment]** on the menu on the right side of the screen.



- 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.
- Click on the **VIEW APPOINTMENT** icon that the user wants to update status from the Appointment list.



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.



## 5.0 LOG OUT

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

