Quest3Plus User Guide - Authentication Using Google Chrome

Section 1 – Installing Java (You can skip this step if you have JAVA installed on your PC)

1- **Java Runtime Environment (JRE)**

Recommended to remove/uninstall old version Java before install a new version. Latest Java version 8 and above can be download at https://java.com/en/download/

Installation & Configuration

1.1 Install Java Runtime Environment (JRE)

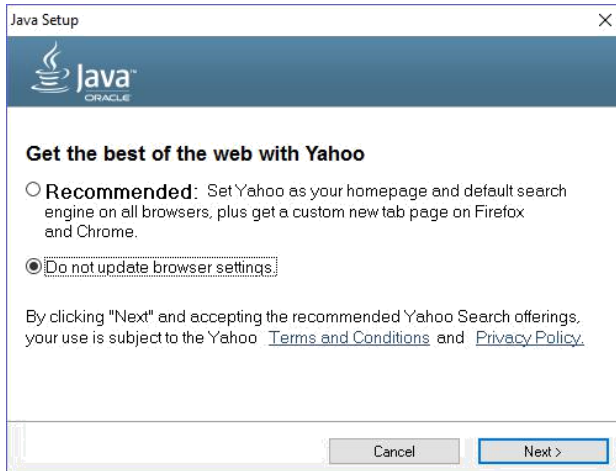To install JRE please proceed to following step:

1- Open JavaSetup file

2- Click Install *(please wait while Java being download)*

3- Click Next button

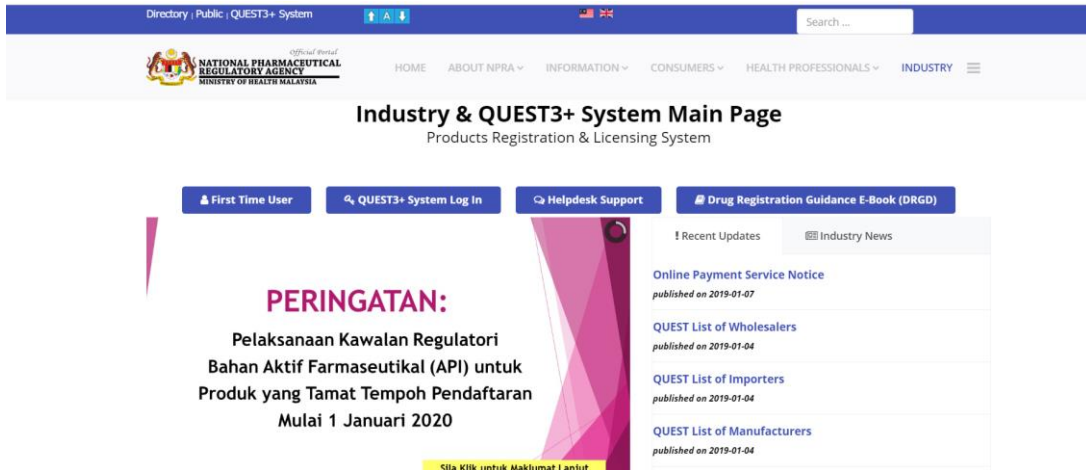
4- Java will be install

5- Click Next button

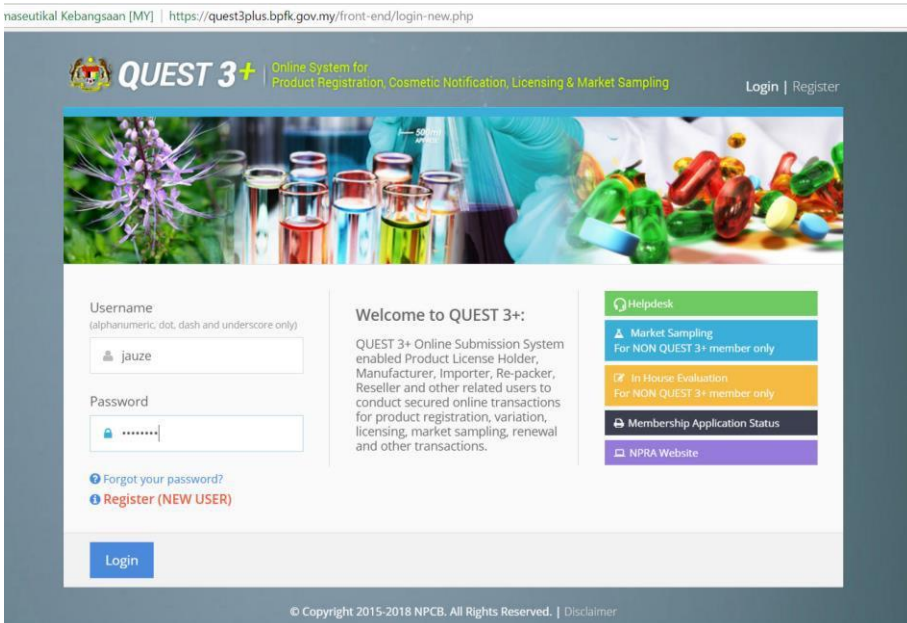6- Java installation has been success. Click Close button.
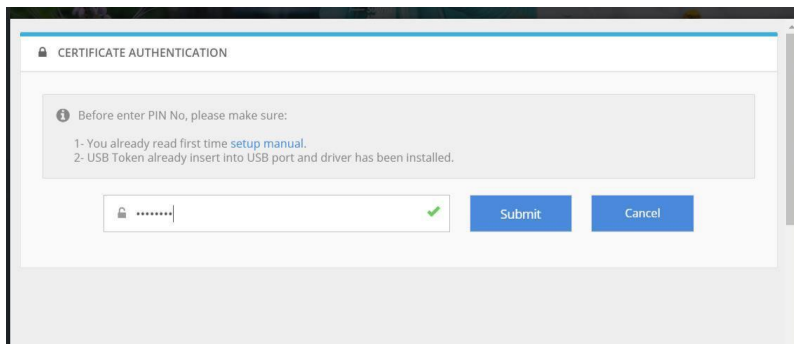
Section 2 (Login QUEST3+ Using Chrome)

Step:

1. Using Google Chrome, enter QUEST3+ system using this URL : https://quest3plus.bpfk.gov.my (You need to use this URL to ensure Google Chrome works)
2. Click 'QUEST3+ System Log In' to enter Login Page

3. Enter your username and password which registered with BPFK.
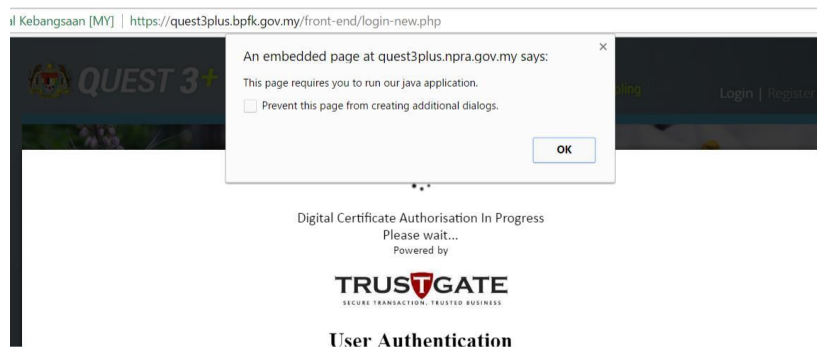
4. Enter your PIN number

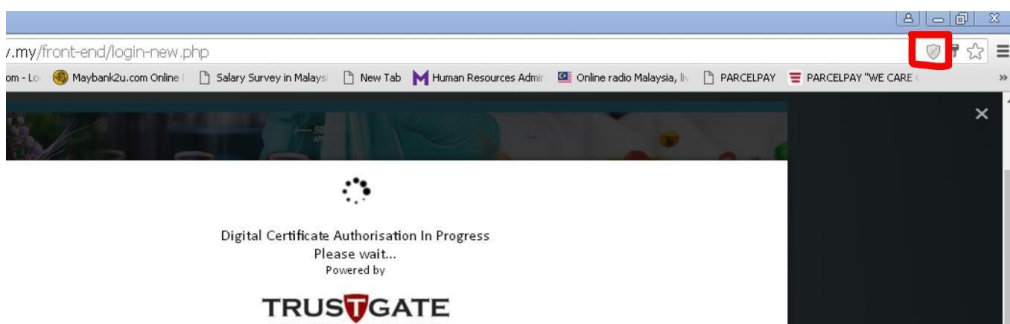5. Click OK to run java application.
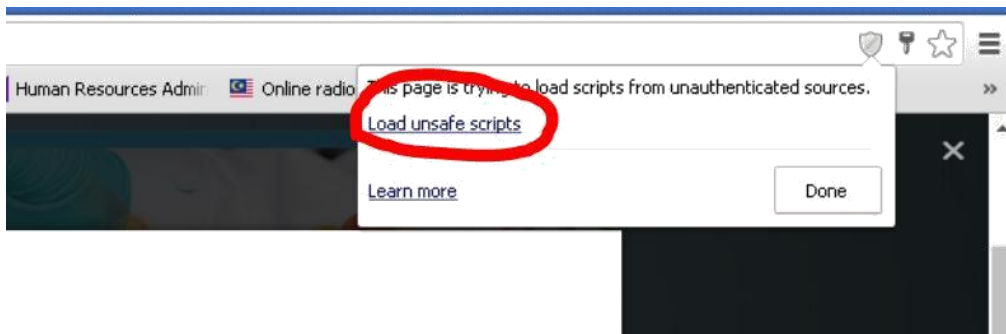
3.1 For Windows 10:

Or

3.2 For Windows XP, Windows Vista, Windows 8

Click on shield icon on your top right browser to allow the application to run.

Attention:

Load unsafe scripts is not related to virus or bad source, but it is more to load the content from different sources. It is from Google requirement. To avoid this, you can use this application using correct version of windows and chrome browser as above.

6. Keep and open the downloaded application and save to your PC for further usage. (Please refer to section 3 for autostartup)
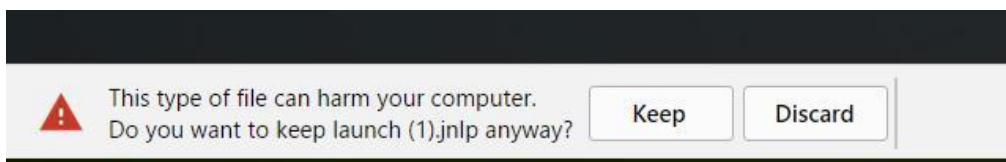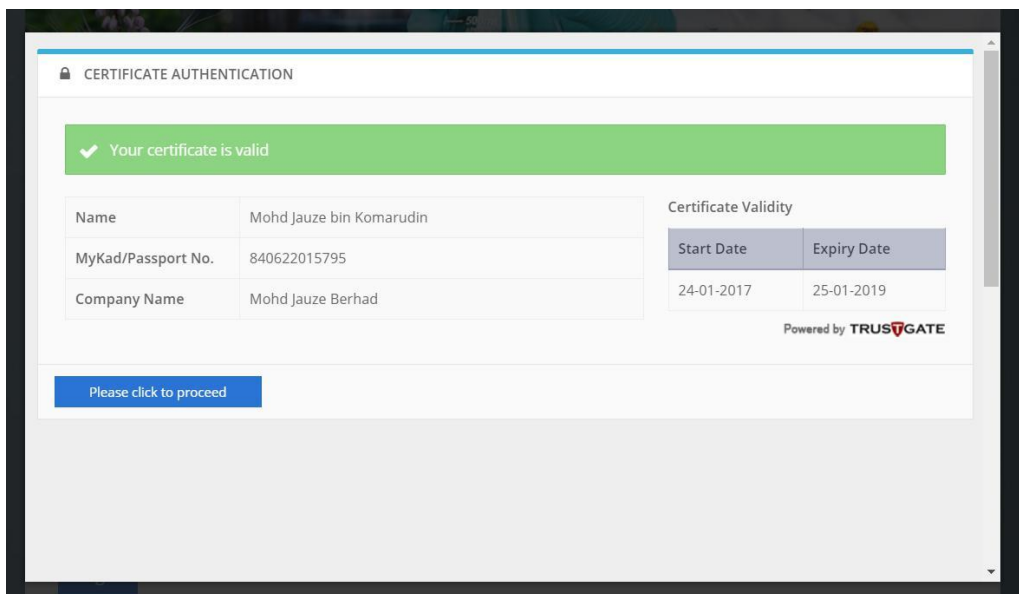

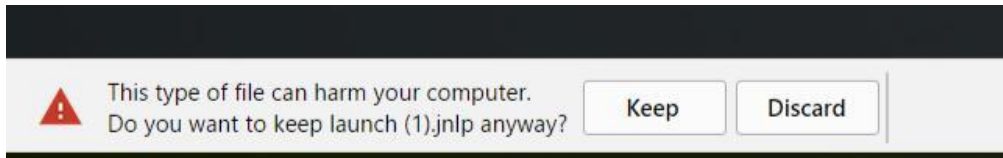7. Click Run to run the application.

8. Webstart is running

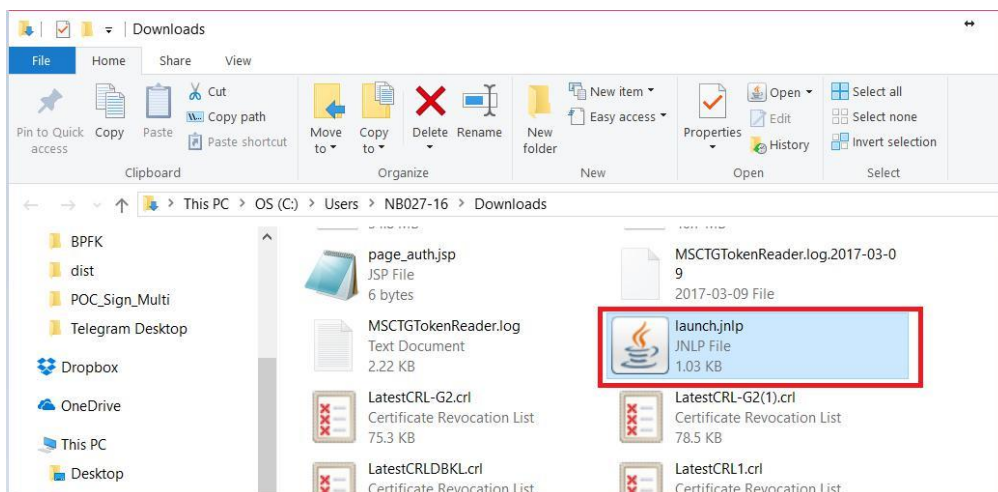9. Wait for the verification process until it finish.

Section 3 (Add jnlp Launcher File to Startup)

1. This steps is optional to make jnlp fail autostart when PC started.
2. Once jnlp launcher is downloaded, u need to save it to your path ;

3. Copy the launcher application from the folder that u saved just now, or as default can get it from Downloads folder.
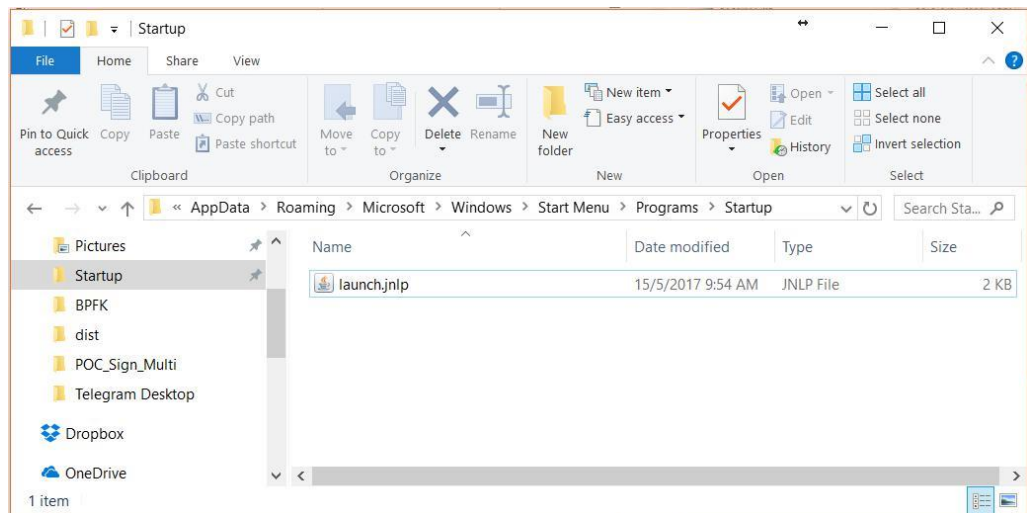

4. Paste the launcher application to the Startup

   folder. To go to Startup folder:

   i. Hold [⊞] + R; or right click on start menu [⊞] and click Run.

ii. It will popup this window and type 'shell:startup' and click OK.
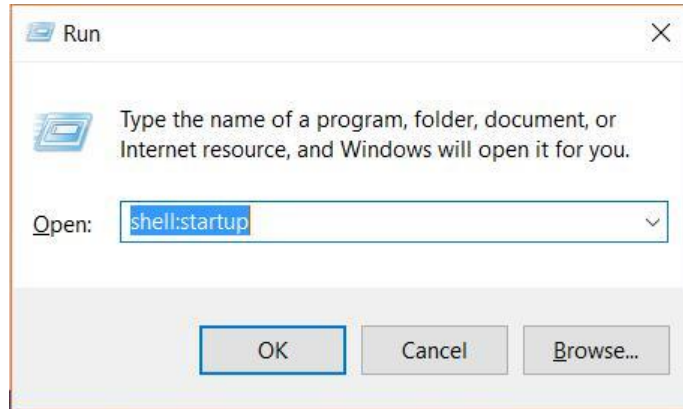
iii. It will bring to the Startup folder; and paste the launcher application here.

iv. Close all the open launcher application, and restart your PC to see the changes. It will run automatically once u start your PC and no need to download and run the launcher application again.

Section 4 (Troubleshooting)

Problem 1 : Cannot Open Launch.jnlp file

1. Some user have problem opening launch.jnlp file because Windows do not recognize .jnlp as java web start program
2. If this happen, right click to launch.jnlp file and choose 'Open With' as below :
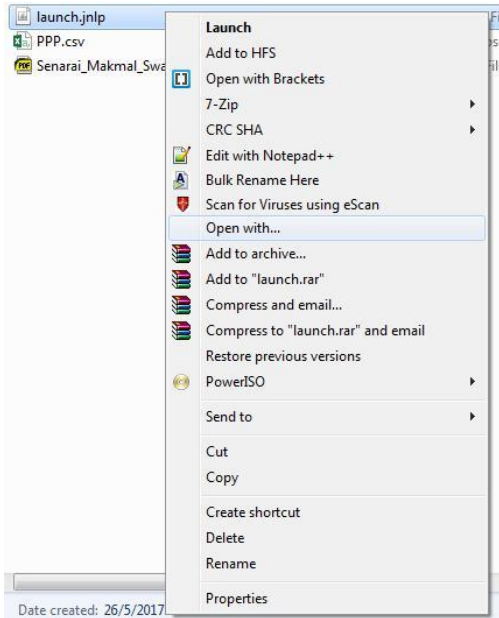
3. Click Browse button & browse for following directory : My Computer >> Local Disk C: >> Program Files (x86) >> Java >> jre1.8.x.x.x >> bin . Click javaws file then press 'Open' button.
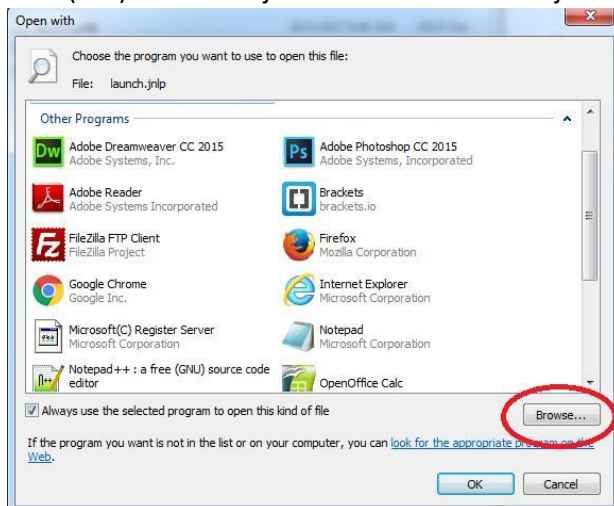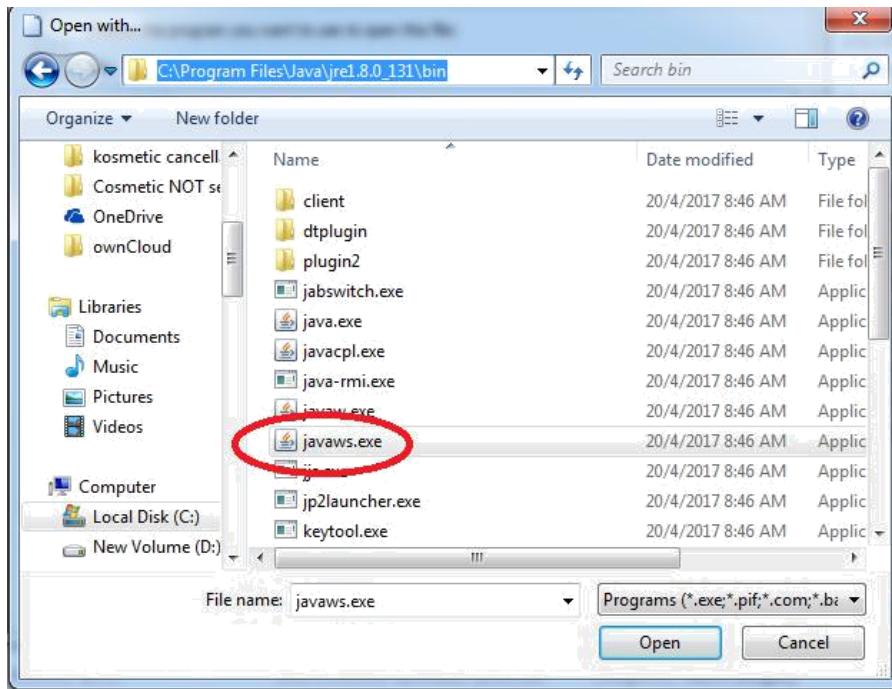
4. If the java pop up like below, means the problem has resolved and you can continue Log In into QUEST3+ system.