



**National Pharmaceutical Control Bureau
Ministry of Health Malaysia**

USER MANUAL

QUEST 3+ System

Module: MEMBERSHIP REGISTRATION

(Front-End)

Document No.: Q3+/User Manual/M1/1

Version 1.0

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SELANGOR

Pengemaskinian Dokumen

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1.0				

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Table of Content

INTRODUCTION	5
1.0 Application / Registration Company and New User	7
1.1 Home Screen	7
1.2 Registration Instruction Page	8
1.3 Application / Registration Form	9
1.4 Confirmation of Submission	12
1.5 Email Notification of Submission	12
1.6 First Time Login	13
1.7 Certificate Authentication	13
2.0 Dashboard	14
2.1 Update Password	14
2.2 Company Profile	15
3.0 Authorized Person Info	17
3.1 Change Authorized Person	18
3.2 Change Authorized Person Form	19
3.3 Confirmation of Submission	21
3.4 Email Notification of Submission	21
3.5 Update Info	22
4.0 Add Supplementary User	23
4.1 Supplementary User Form	23
4.2 Confirmation of Submission	25
4.3 Email Notification of Submission	25
5.0 Token Renewal	26

INTRODUCTION

This user manual will serve to guide the applicants from the industry to conduct transactions in QUEST 3+ for:

1. Application / Registration Company and New User
2. Application for Change Authorized Person
3. Application for Add Supplementary User
4. Renewal of Membership
5. Search for Application Status / Information

Pre-requisite:

The application / registration process by the applicants will be conducted completely online including payments. The following are the pre-requisites before conducting the transactions in QUEST 3+:

1. Internet Ready PC
2. Broadband Internet connection
3. Mozilla firefox version 51 or google chrome
4. Valid Digital Certificate (USB Token) – To be purchased online during Membership Application
5. Scanner
6. PDF Reader/Writer Software
7. Photo editor to edit (crop, resize or other editing functions) your attachments in jpg format
8. Valid email account for correspondences and system notifications
9. Online banking account (Personal or Business) or credit card to conduct payment transactions via FPX (Financial Process Exchange). FPX is a payment channel that allows you to make payment via online real-time through your current or savings account. All you need is an Internet banking account with any of FPX participating banks.

Contact Person

If you have any enquiries, please contact the following person based on your nature of inquiry:

Administrative Enquiries:

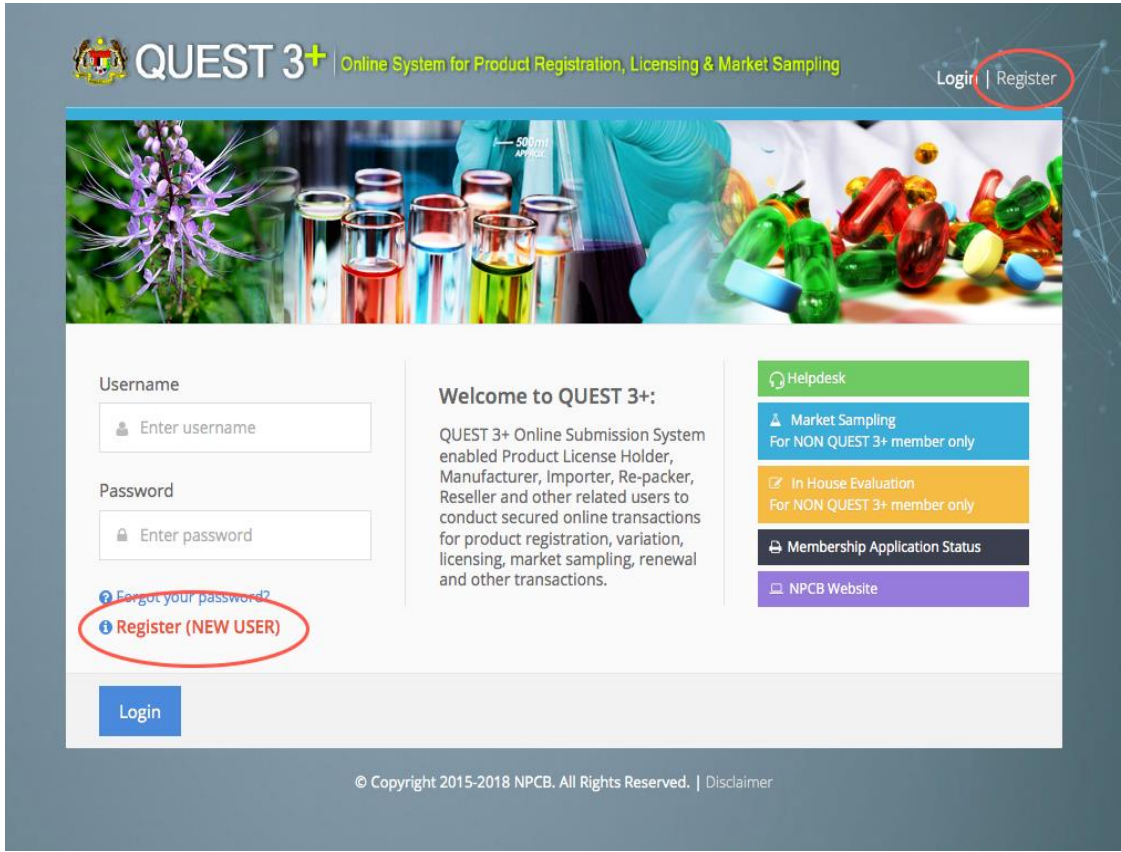
Name: Cik Nurulfajar Mohd Jamid
Ketua Penolong Pengarah Kanan, BPFK
Email: nfajar@bpfk.gov.my
Telephone: +60 3-7883 5400

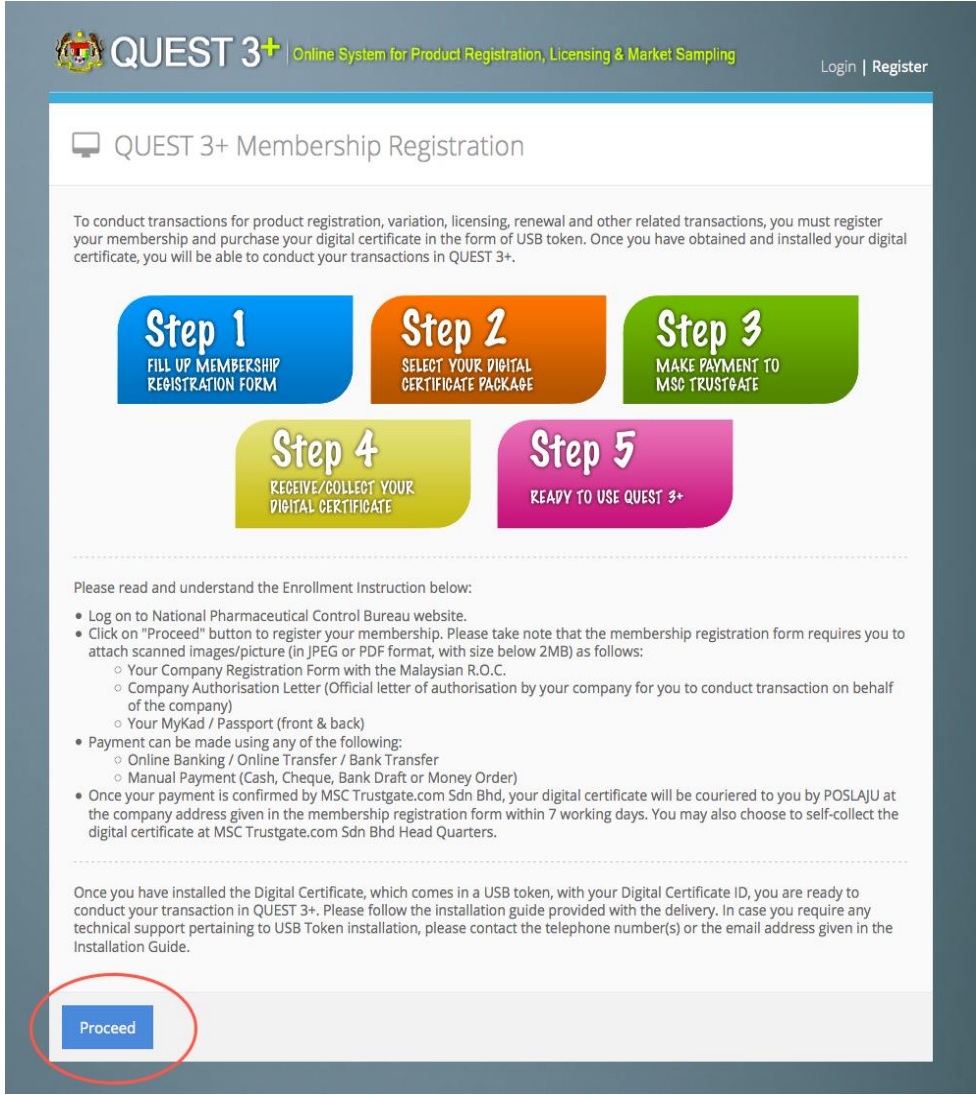
Technical Enquiries:

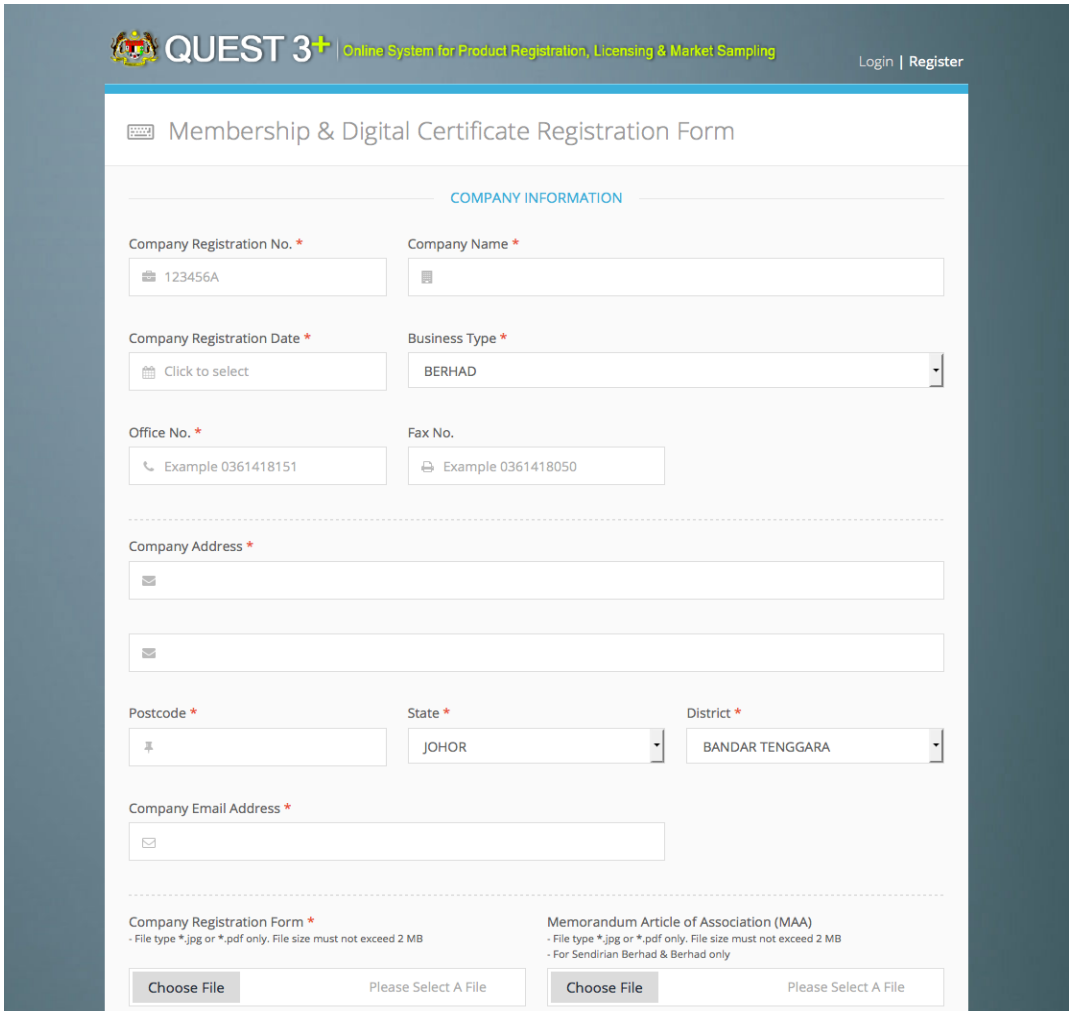
Name: Zuraini Ariffin (Pengurus Projek QUEST 3+ Persada Digital Sdn Bhd)
Email: Zuraini@mypersada.com
Telephone: +60 3-6141 8151

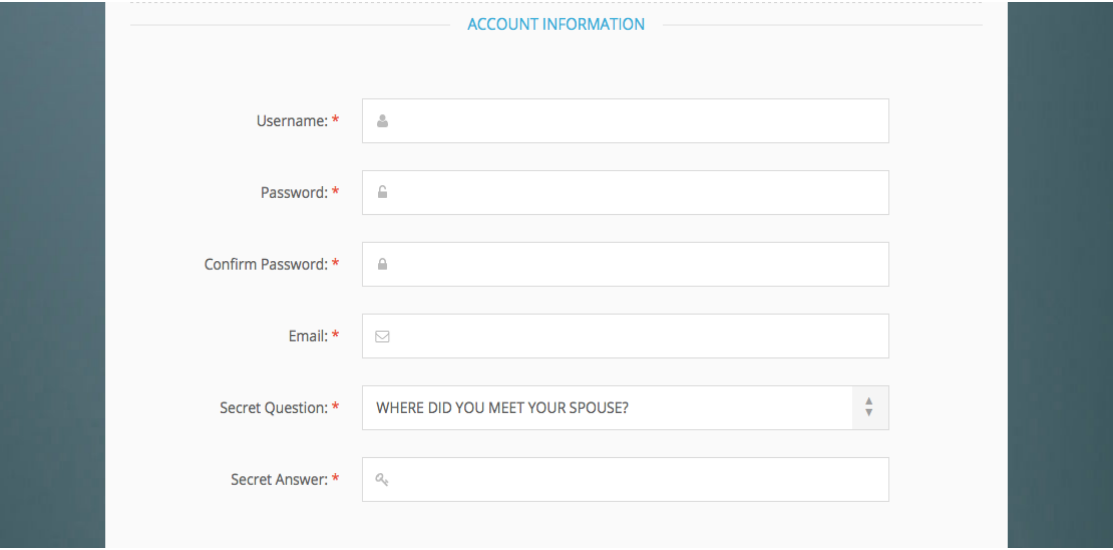
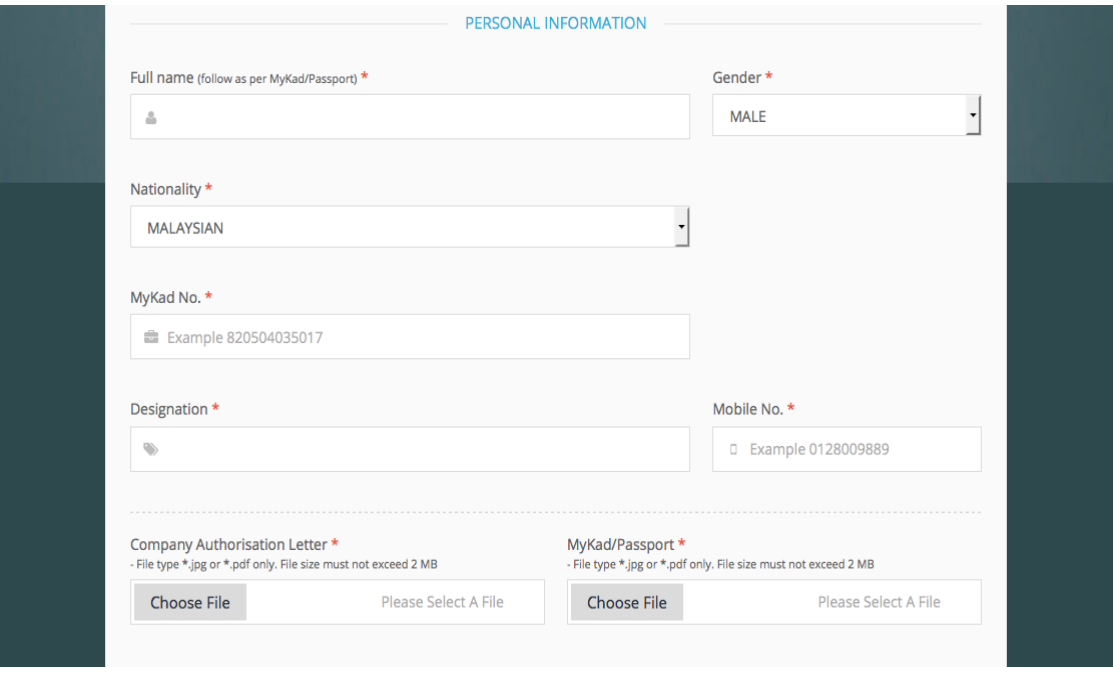
Name: Muhamad Hazree Haris (Technical Manager)
Email: hazree@mypersada.com
Telephone: +60 3-6141 8151

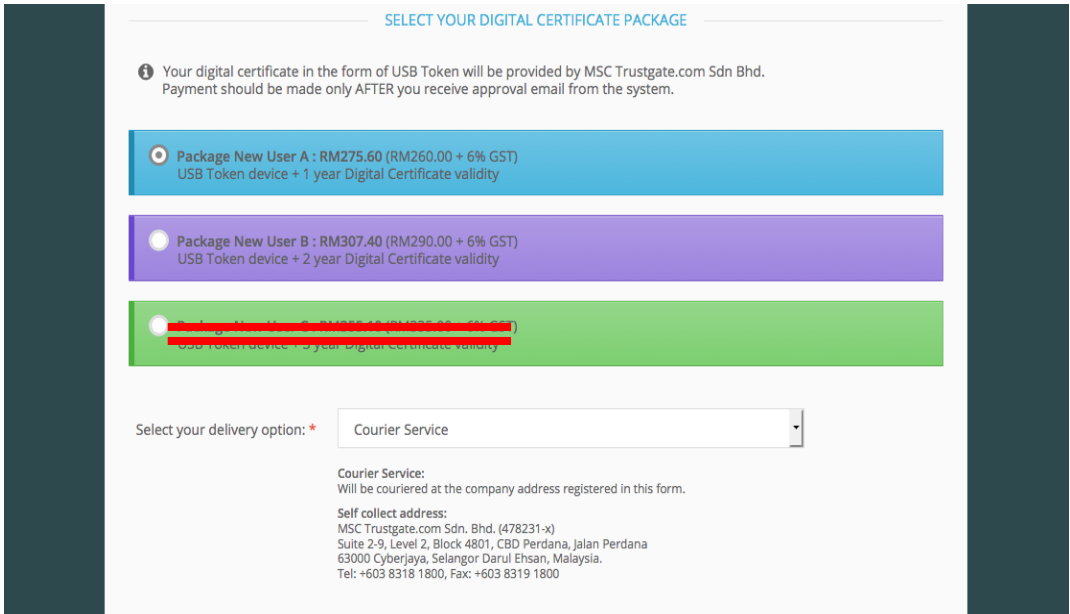
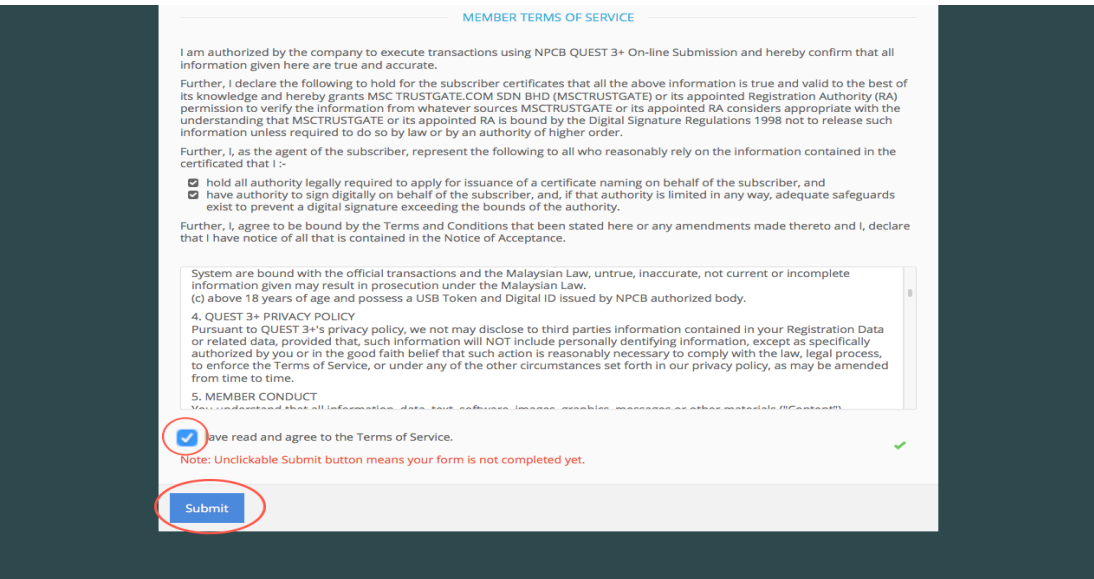
1.0 Application / Registration Company and New User

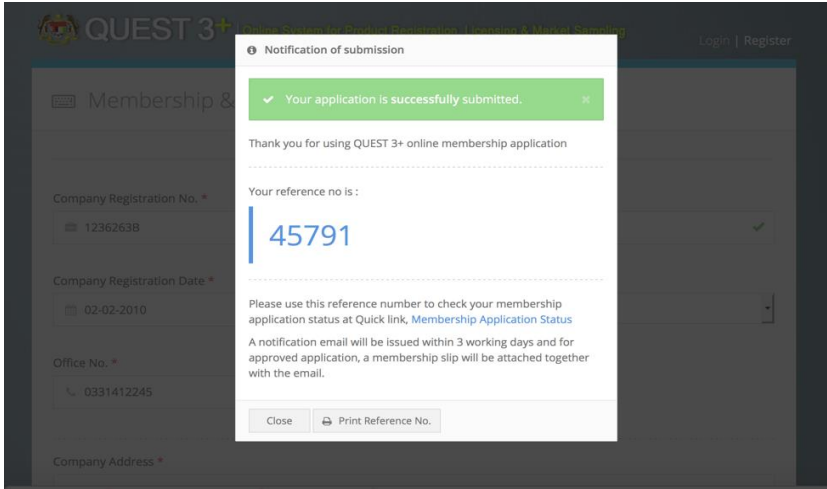
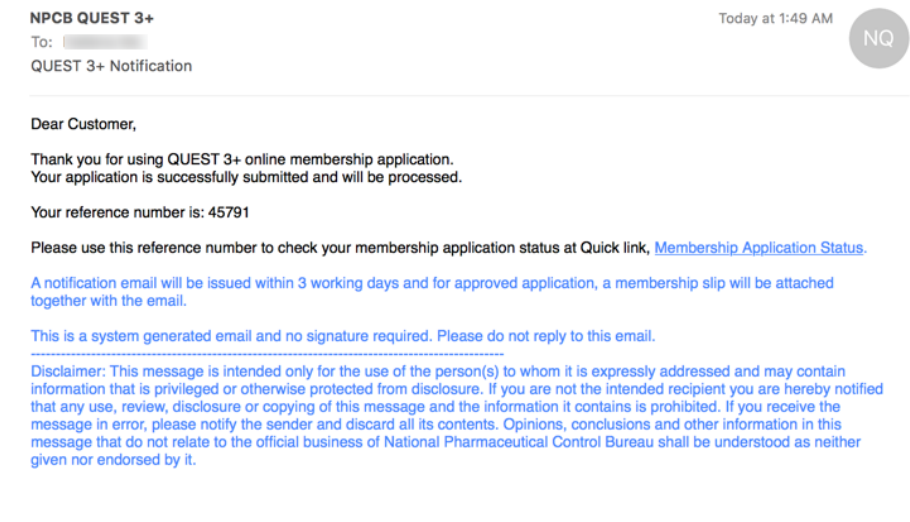
#	SCREENSHOTS / EXPLANATION
1.1	Home Screen
FG1	
EX	<p>Explanation: To access the Quest 3+ system, user need to use the URL as below: https://quest3plus.bpfk.gov.my/front-end Figure 1 as the above will appear and the user will need to click link 'Register (NEW USER)' or 'Register' as circled above.</p>

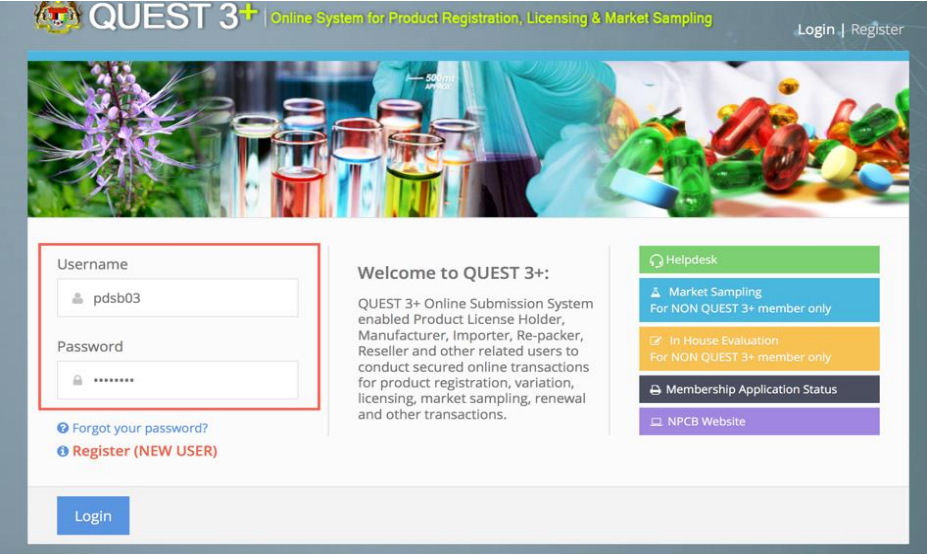
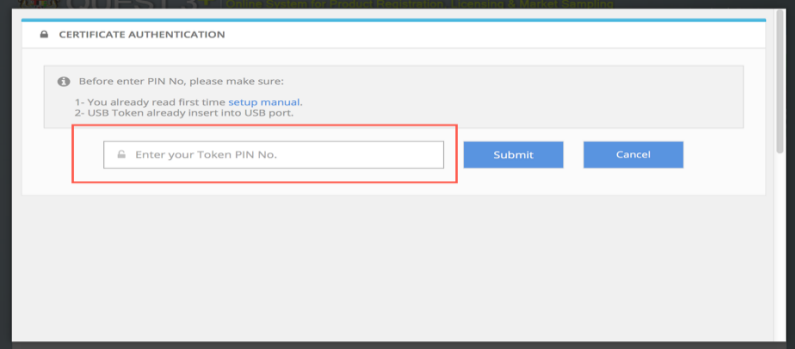
#	SCREENSHOTS / EXPLANATION
1.2	Registration Instruction Page
FG2	 <p>The screenshot shows the 'QUEST 3+ Membership Registration' page. It includes a five-step process: Step 1: Fill up membership registration form; Step 2: Select your digital certificate package; Step 3: Make payment to MSC Trustgate; Step 4: Receive/collect your digital certificate; Step 5: Ready to use QUEST 3+. Below the steps, there are instructions for registration, including logging into the National Pharmaceutical Control Bureau website, attaching scanned images (Company Registration Form, Company Authorisation Letter, MyKad/Passport), and payment methods (Online Banking, Manual Payment). A 'Proceed' button is highlighted at the bottom.</p>
EX	Figure 2 above shown registration instruction page. User needs to click 'Proceed' button.

#	SCREENSHOTS / EXPLANATION
	<p>1.3 Application / Registration Form</p> <p>This form consists of several section to be filled up by user as below:</p> <ol style="list-style-type: none"> 1. Company Information 2. Account Information 3. Personal Information 4. Digital Certificate Package 5. Member Terms of Service
<p>FG3</p>	
<p>EX</p>	<p>Figure 3 above shown Company Information Section. User needs to fill all the mandatory fields remarks (*).</p>

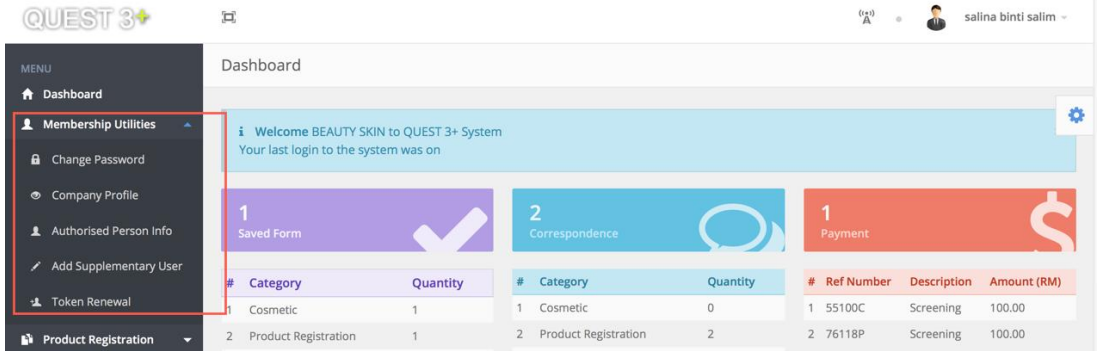
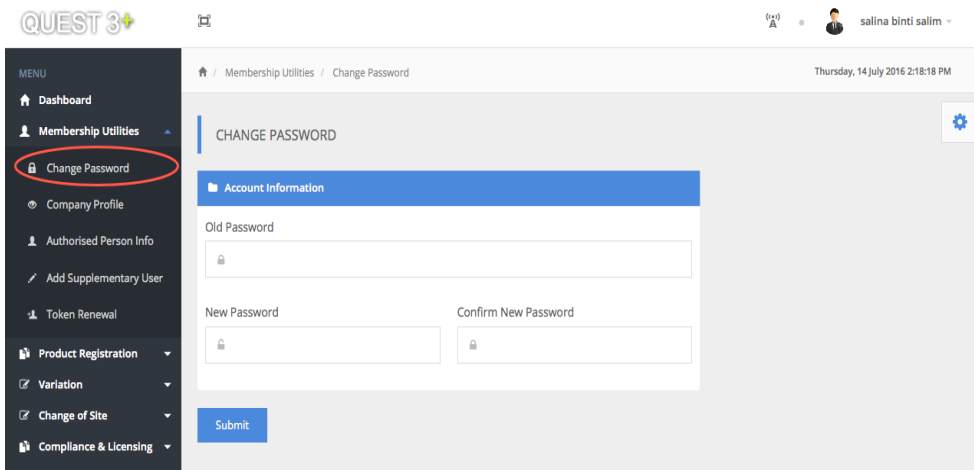
#	SCREENSHOTS / EXPLANATION
FG4	
EX	<p>Figure 4 above shown Account Information Section. User needs to fill all the mandatory fields remarks (*).</p>
FG5	
EX	<p>Figure 5 above shown Personal Information Section. User needs to fill all the mandatory fields remarks (*).</p>

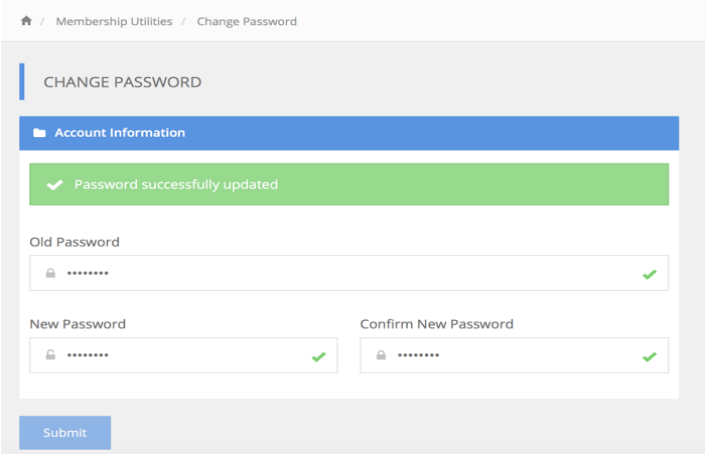
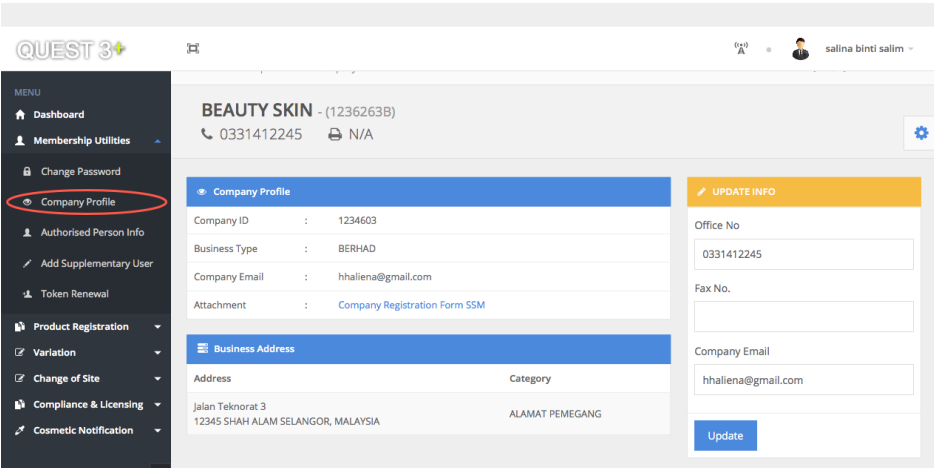
#	SCREENSHOTS / EXPLANATION
FG6	
EX	<p>Figure 6 above shown Digital Certificate Package. User needs to choose their preferred package and delivery option.</p>
FG7	
EX	<p>User needs to check the checkbox button to accept the 'Member Terms of Service' and click 'Submit' button to submit the application form.</p>

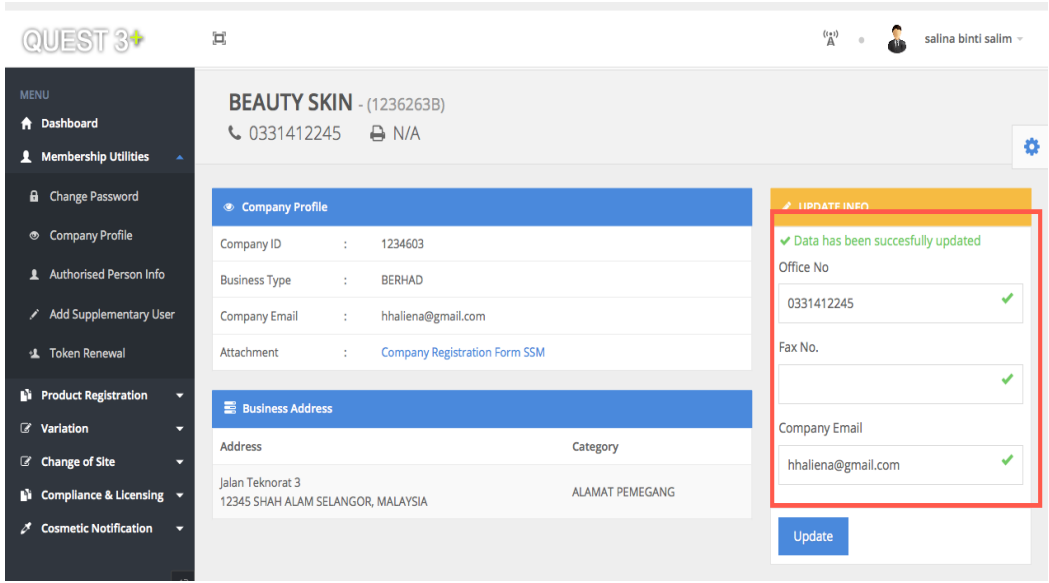
#	SCREENSHOTS / EXPLANATION
1.4	Confirmation of Submission
FG8	
EX	Figure 8 show confirmation slip after user submit the application form. User may print the confirmation slip and check the application status online.
1.5	Email Notification of Submission
FG9	
EX	User will received email notification as shown in Figure 9 above for user to check the application status online.

#	SCREENSHOTS / EXPLANATION
1.6	First Time Login
FG10	
EX	After application has been approved and USB token has been received, user need to login using their registered username and password.
1.7	Certificate Authentication
FG11	
EX	USB Token must be inserted into USB port and user need to enter their Token Pin number and click 'Submit' button.

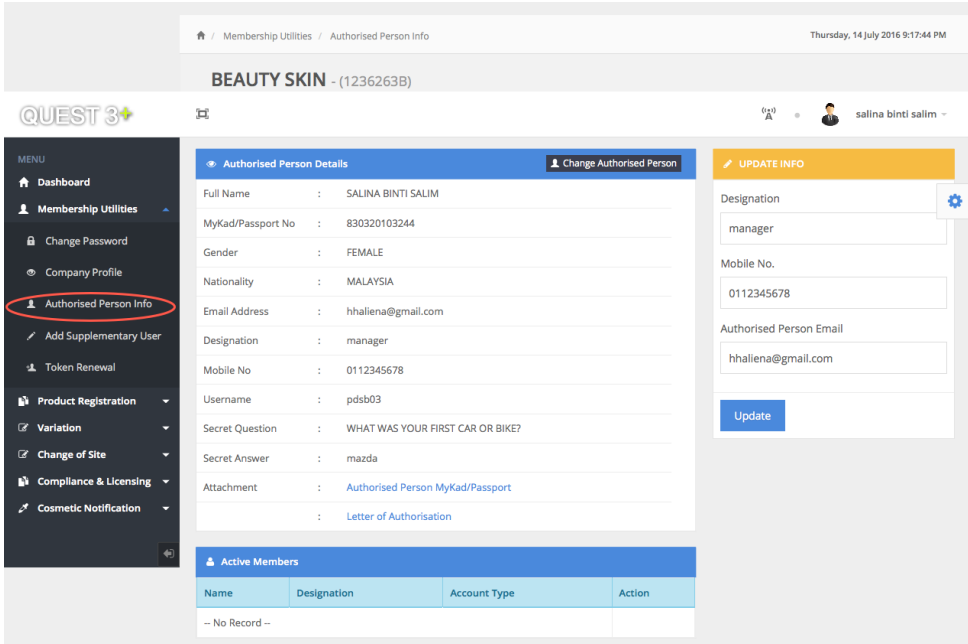
2.0 Dashboard

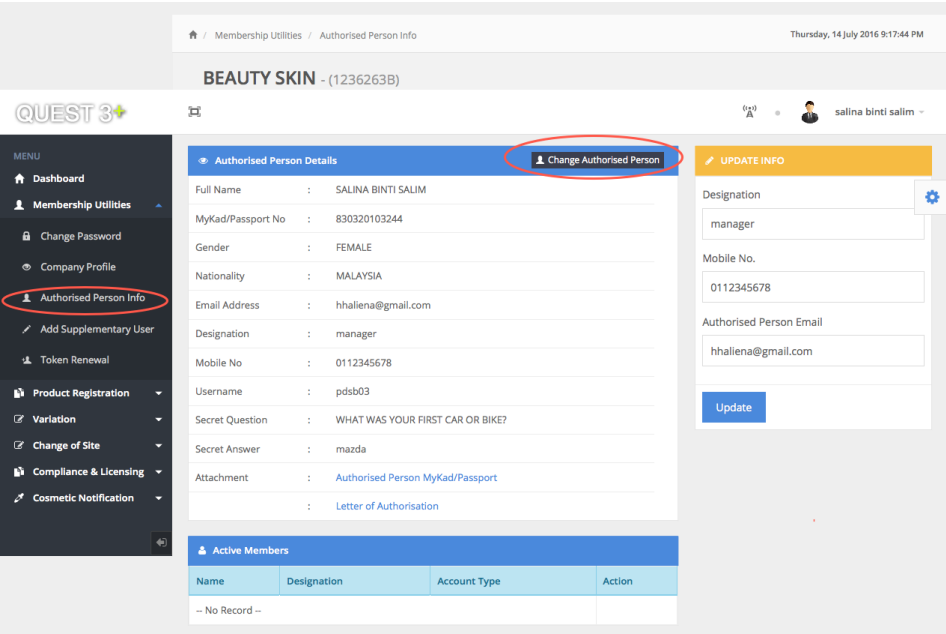
#	SCREENSHOTS / EXPLANATION																														
	<p>Dashboard</p>																														
<p>FG1</p>	 <p>The screenshot shows the user dashboard after login. The user is 'salina binti salim'. The dashboard includes a welcome message, a summary of saved forms (1), correspondence (2), and payments (1). Below this are three tables showing details for each category. The 'Membership Utilities' menu item in the left sidebar is highlighted with a red box.</p> <table border="1"> <thead> <tr> <th>#</th> <th>Category</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Cosmetic</td> <td>1</td> </tr> <tr> <td>2</td> <td>Product Registration</td> <td>1</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>#</th> <th>Category</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Cosmetic</td> <td>0</td> </tr> <tr> <td>2</td> <td>Product Registration</td> <td>2</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>#</th> <th>Ref Number</th> <th>Description</th> <th>Amount (RM)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>55100C</td> <td>Screening</td> <td>100.00</td> </tr> <tr> <td>2</td> <td>76118P</td> <td>Screening</td> <td>100.00</td> </tr> </tbody> </table>	#	Category	Quantity	1	Cosmetic	1	2	Product Registration	1	#	Category	Quantity	1	Cosmetic	0	2	Product Registration	2	#	Ref Number	Description	Amount (RM)	1	55100C	Screening	100.00	2	76118P	Screening	100.00
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#	Ref Number	Description	Amount (RM)																												
1	55100C	Screening	100.00																												
2	76118P	Screening	100.00																												
<p>EX</p>	<p>Figure 1 above show user dashboard after user login to the system.</p>																														
	<p>2.1 Update Password</p>																														
<p>FG2</p>	 <p>The screenshot shows the 'Change Password' page. The user is 'salina binti salim'. The page title is 'CHANGE PASSWORD'. The form includes fields for 'Old Password', 'New Password', and 'Confirm New Password', along with a 'Submit' button. The 'Change Password' menu item in the left sidebar is highlighted with a red circle.</p>																														
<p>EX</p>	<p>Figure 2 show that user needs to fill in all fields below to change their password:</p> <ol style="list-style-type: none"> 1. Old Password 2. New Password 3. Confirm New Password 																														

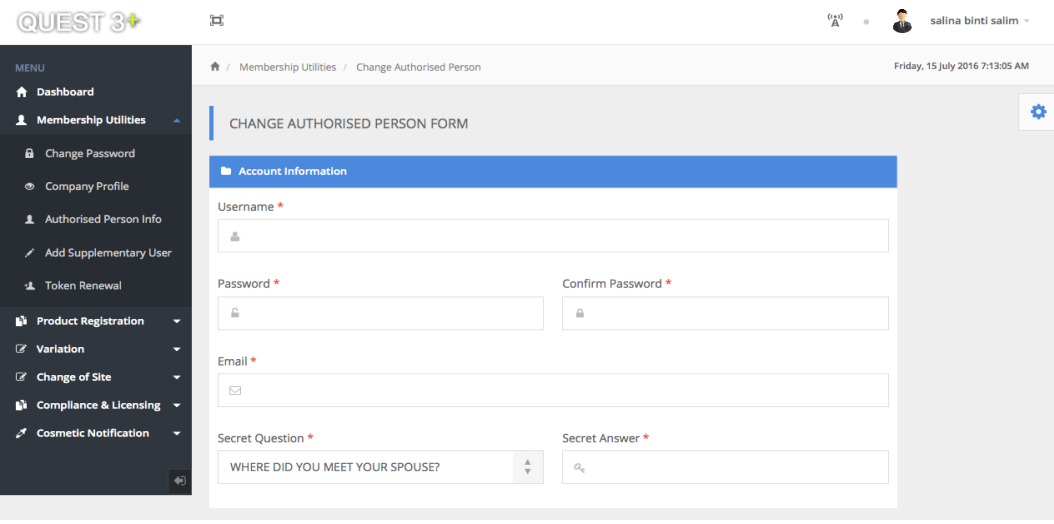
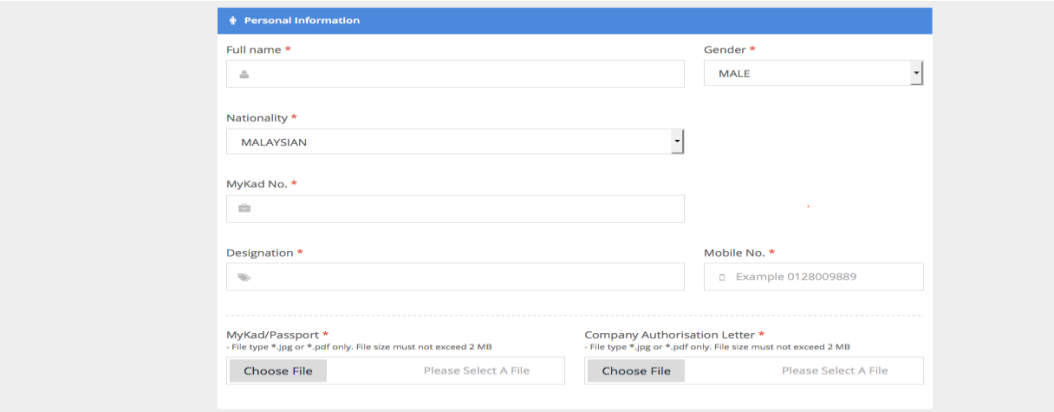
#	SCREENSHOTS / EXPLANATION
FG3	
EX	<p>Figure 3 above show that password successfully updated into the system. User can login using their new password.</p>
	<h2>2.2 Company Profile</h2>
FG4	
EX	<p>Figure 4 above show company profile information. User only can update 'Update Info' section. Fields that can be updated as below:</p> <ol style="list-style-type: none"> 1. Office No. 2. Fax No. 3. Company No.

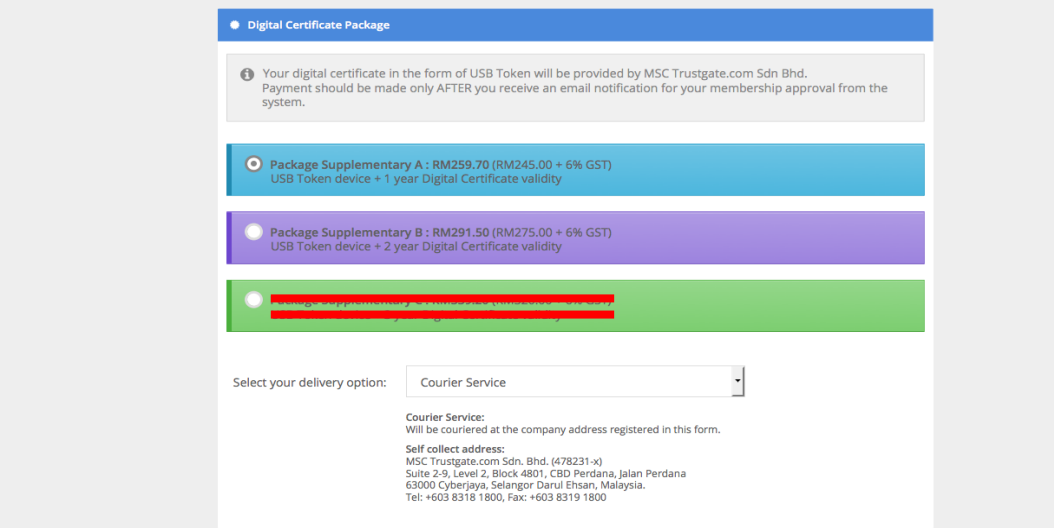
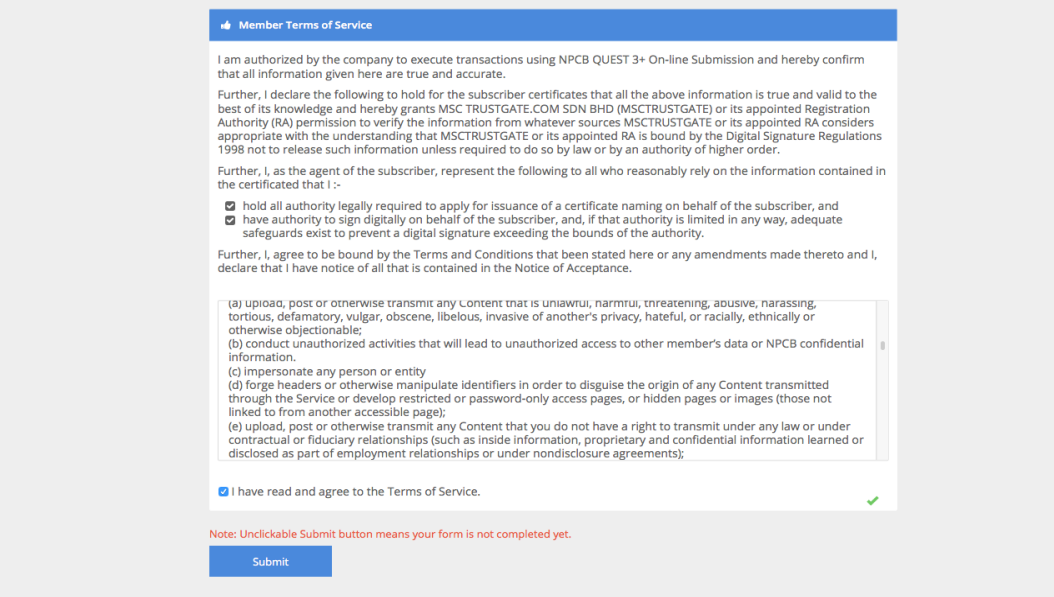
#	SCREENSHOTS / EXPLANATION
FG5	 <p>The screenshot displays the user interface for 'BEAUTY SKIN' (1236263B). On the left is a dark sidebar menu with options like 'Dashboard', 'Membership Utilities', 'Change Password', 'Company Profile', 'Authorised Person Info', 'Add Supplementary User', 'Token Renewal', 'Product Registration', 'Variation', 'Change of Site', 'Compliance & Licensing', and 'Cosmetic Notification'. The main content area shows the company profile with details: Company ID (1234603), Business Type (BERHAD), Company Email (hhalienna@gmail.com), and Attachment (Company Registration Form SSM). Below this is the 'Business Address' section with the address 'Jalan Teknorat 3, 12345 SHAH ALAM SELANGOR, MALAYSIA' and category 'ALAMAT PEMEGANG'. On the right, an 'UPDATE INFO' modal is open, showing a green success message: 'Data has been successfully updated'. The modal contains input fields for Office No (0331412245), Fax No., and Company Email (hhalienna@gmail.com), each with a green checkmark. An 'Update' button is at the bottom of the modal.</p>
EX	Figure 5 above show that company information has been updated.

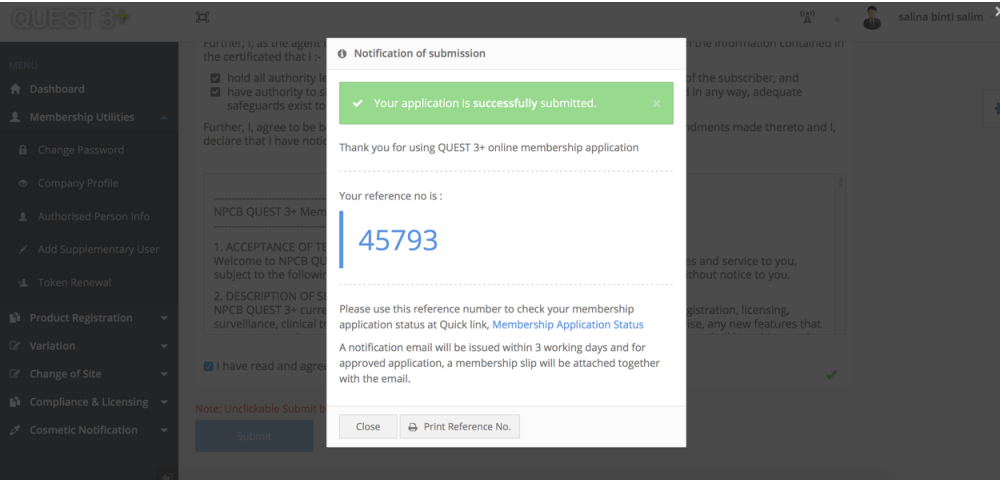
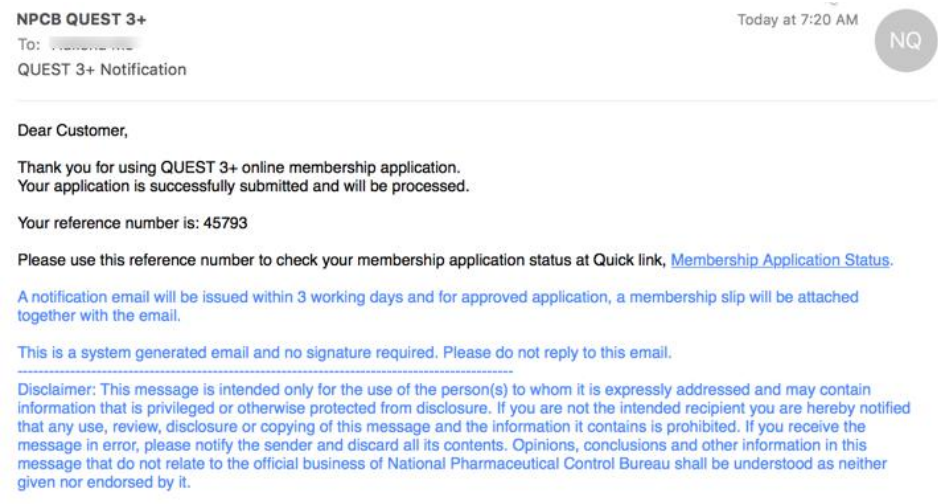
3.0 Authorized Person Info

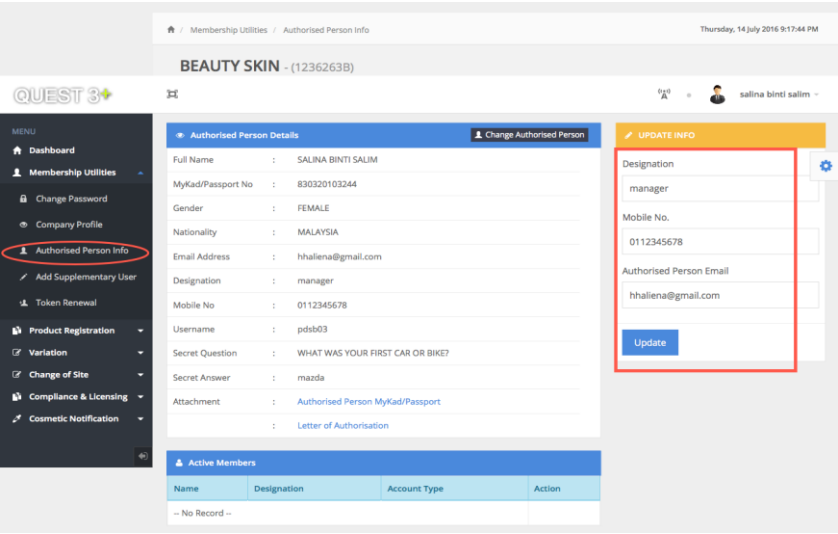
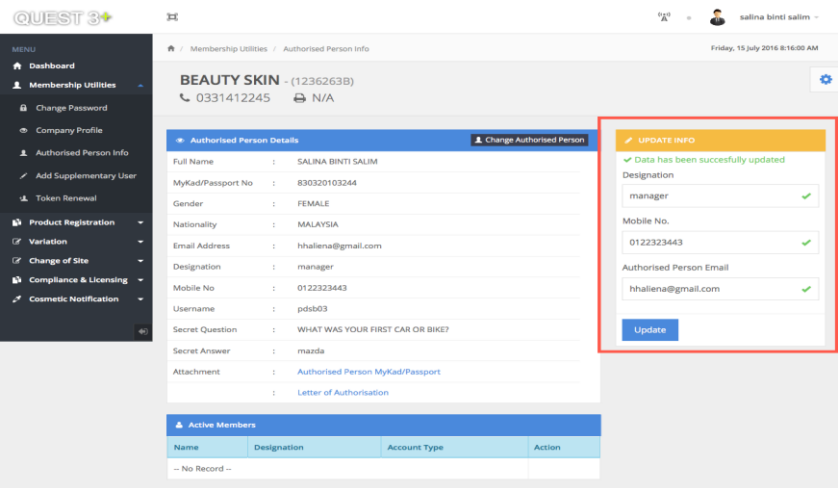
#	SCREENSHOTS / EXPLANATION								
	<p>Authorized Person Info</p>								
<p>FG1</p>	 <p>The screenshot shows the 'Authorized Person Info' screen. The sidebar menu on the left has 'Authorised Person Info' highlighted with a red circle. The main content area displays the following details:</p> <ul style="list-style-type: none"> Authorised Person Details (Change Authorised Person) Full Name : SALINA BINTI SALIM MyKad/Passport No : 830320103244 Gender : FEMALE Nationality : MALAYSIA Email Address : hhalienna@gmail.com Designation : manager Mobile No : 0112345678 Username : pdsb03 Secret Question : WHAT WAS YOUR FIRST CAR OR BIKE? Secret Answer : mazda Attachment : Authorised Person MyKad/Passport Letter of Authorisation <p>On the right, there is an 'UPDATE INFO' form with fields for Designation (manager), Mobile No. (0112345678), and Authorised Person Email (hhalienna@gmail.com), with an 'Update' button below.</p> <p>Below the details is an 'Active Members' table:</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Designation</th> <th>Account Type</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td colspan="4">-- No Record --</td> </tr> </tbody> </table>	Name	Designation	Account Type	Action	-- No Record --			
Name	Designation	Account Type	Action						
-- No Record --									
<p>EX</p>	<p>Figure1 show Authorized Person Details screen.</p>								

#	SCREENSHOTS / EXPLANATION
3.1	Change Authorized Person
FG2	 <p>The screenshot shows the 'Authorized Person Info' page for a user named 'BEAUTY SKIN - (1236263B)'. The page includes a sidebar menu with 'Authorized Person Info' highlighted. The main content area shows 'Authorized Person Details' with a 'Change Authorized Person' button circled in red. Below this, there is a form for updating information, including fields for Designation, Mobile No., and Authorized Person Email, with an 'Update' button.</p>
EX	Figure 2 show that user need to click 'Change Authorized Person' button to apply / register authorized person.

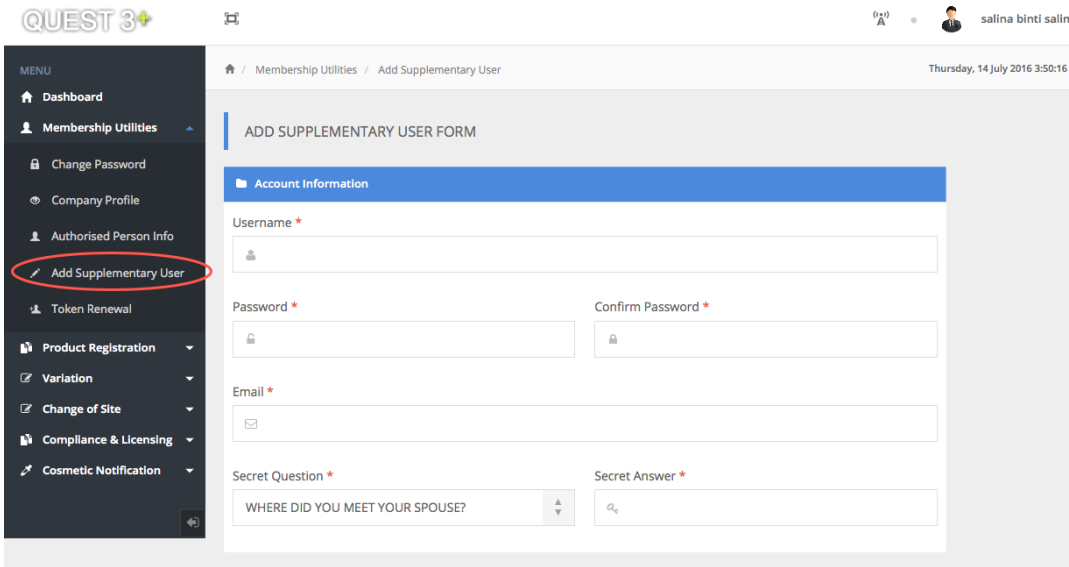
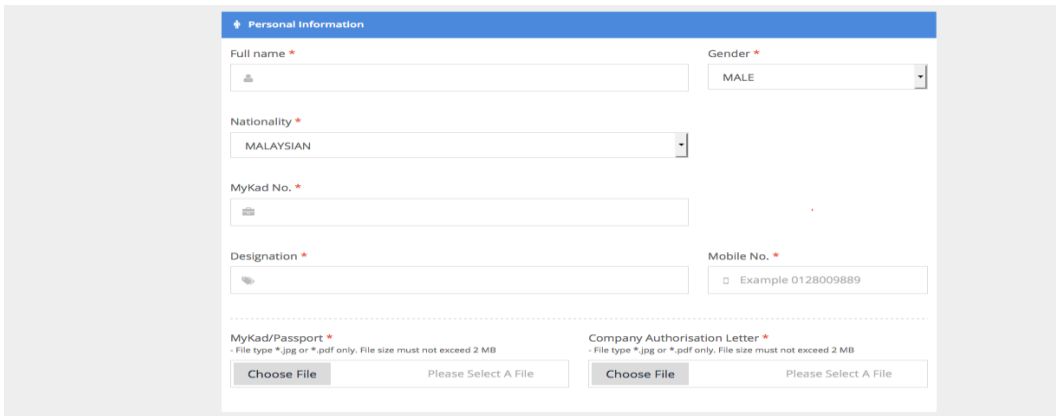
#	SCREENSHOTS / EXPLANATION
	<p>3.2 Change Authorized Person Form</p> <p>Change Authorized Person form consists of several sections as below:</p> <ol style="list-style-type: none"> 1. Account Information 2. Personal Information 3. Digital Certificate Package 4. Member Terms of Service
<p>FG3</p>	
<p>FG4</p>	

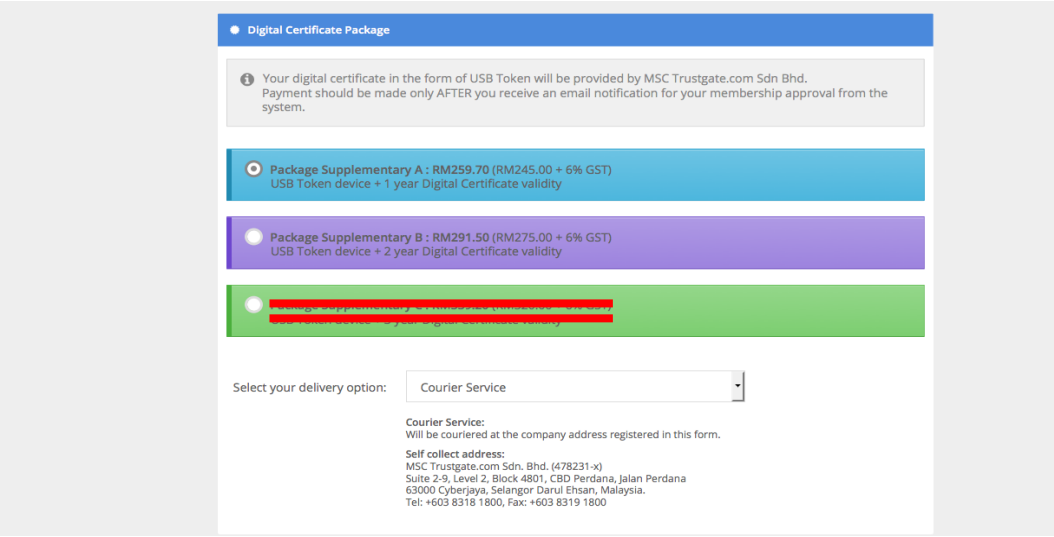
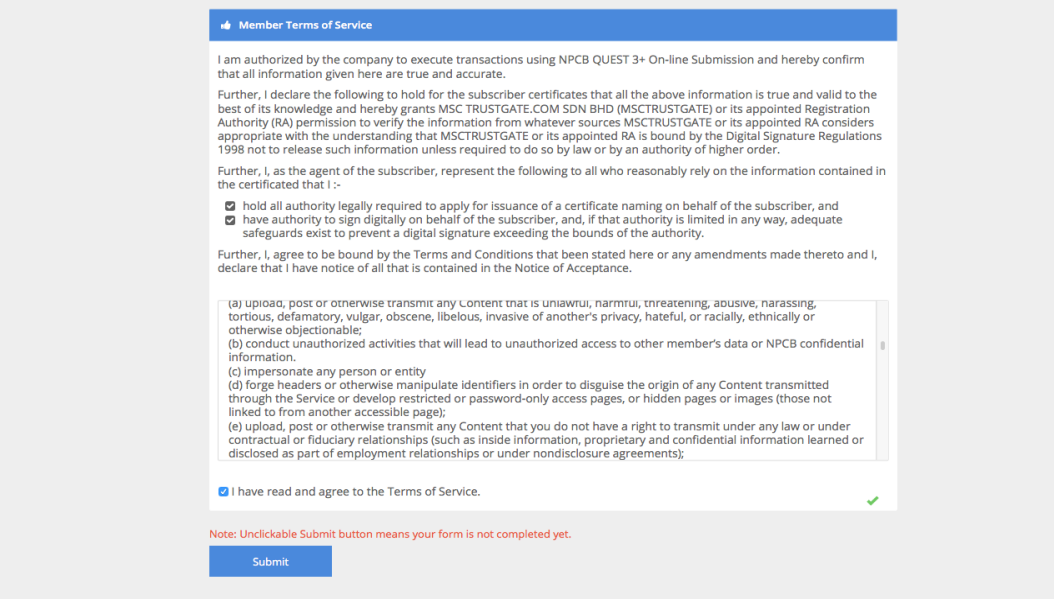
#	SCREENSHOTS / EXPLANATION
FG5	
FG6	
EX	<p>User need to fill up all the required/mandatory fields marks (*), choose certificate package, delivery option and accept the 'Terms of Service' and click the 'Submit' button to submit the application.</p>

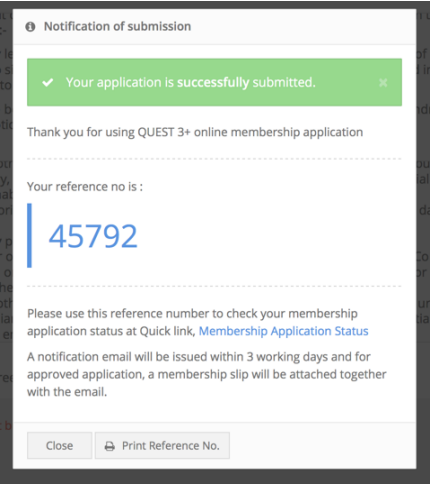
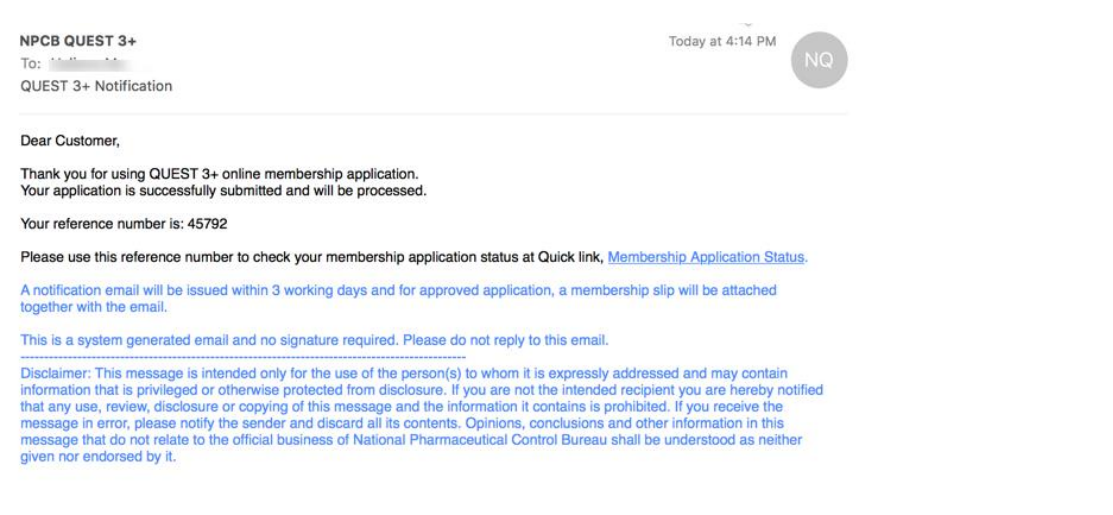
#	SCREENSHOTS / EXPLANATION
	<p>3.3 Confirmation of Submission</p>
<p>FG7</p>	
<p>EX</p>	<p>Figure 7 show confirmation slip after user submit the application form. User may print the confirmation slip and check the application status online.</p>
	<p>3.4 Email Notification of Submission</p>
<p>FG8</p>	
<p>EX</p>	<p>User will received email notification as shown in Figure 8 above for user to check the application status online.</p>

#	SCREENSHOTS / EXPLANATION
3.5	Update Info
FG9	
EX	<p>Figure 9 above show Authorized Person Details and user can update info in 'Update Info' section. Fields that can be updated as below:</p> <ol style="list-style-type: none"> 1. Designation 2. Mobile No. 3. Authorized Person Email
FG10	
EX	<p>Figure 10 above show that authorized person info that has been updated.</p>

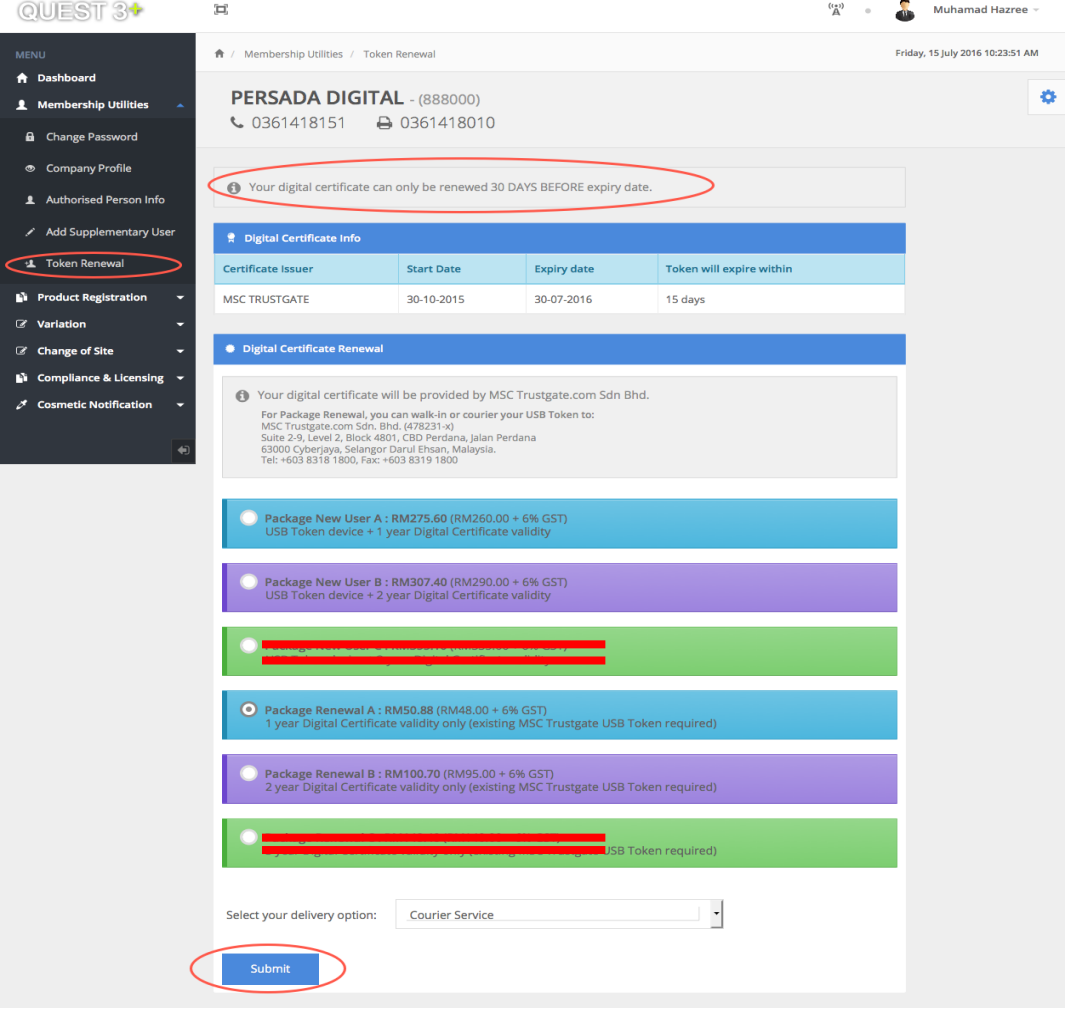
4.0 Add Supplementary User

#	SCREENSHOTS / EXPLANATION
	<p>4.1 Supplementary User Form</p> <p>Supplementary user form consists of several sections as below:</p> <ol style="list-style-type: none"> 1. Account Information 2. Personal Information 3. Digital Certificate Package 4. Member Terms of Service
<p>FG1</p>	 <p>The screenshot shows the QUEST 3+ web interface. On the left is a dark sidebar menu with 'Add Supplementary User' highlighted with a red circle. The main content area is titled 'ADD SUPPLEMENTARY USER FORM' and contains the 'Account Information' section. This section includes input fields for Username, Password, and Confirm Password, an Email field, and Secret Question/Answer fields. The Secret Question dropdown is currently set to 'WHERE DID YOU MEET YOUR SPOUSE?'.</p>
<p>FG2</p>	 <p>The screenshot shows the 'Personal Information' section of the form. It contains fields for Full name, Gender (set to MALE), Nationality (set to MALAYSIAN), MyKad No., Designation, and Mobile No. (with an example number 0128009889). At the bottom, there are two file upload sections: 'MyKad/Passport' and 'Company Authorisation Letter', both with 'Choose File' buttons and a note that the file size must not exceed 2 MB.</p>

#	SCREENSHOTS / EXPLANATION
FG3	
FG4	
EX	<p>User need to fill up all the required/mandatory fields marks (*), choose certificate package, delivery option and accept the 'Terms of Service' and click the 'Submit' button to submit the application.</p>

#	SCREENSHOTS / EXPLANATION
	<p>4.2 Confirmation of Submission</p>
<p>FG5</p>	
<p>EX</p>	<p>Figure 5 show confirmation slip after user submit the application form. User may print the confirmation slip and check the application status online.</p>
	<p>4.3 Email Notification of Submission</p>
	
<p>EX</p>	<p>User will received email notification as shown in Figure 9 above for user to check the application status online.</p>

5.0 Token Renewal

#	SCREENSHOTS / EXPLANATION
	<p>Token Renewal</p>
<p>FG1</p>	
<p>EX</p>	<p>Figure 1 show that token renewal only can be made 30 days before expiry date. User need to select their preferred package and delivery option, then click the 'Submit' button.</p>