# JABATAN KEHAKIMAN SYARIAH MALAYSIA

User Manual

Borang Online

(ICT State)

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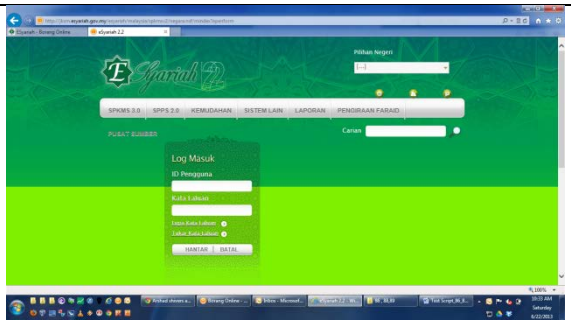
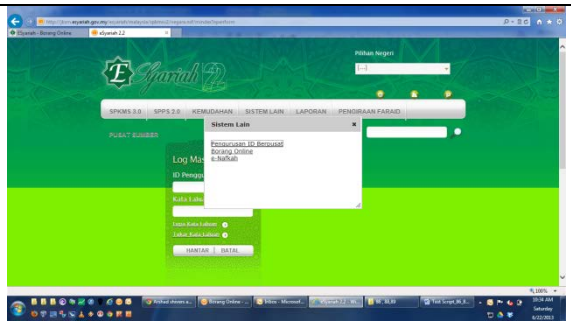
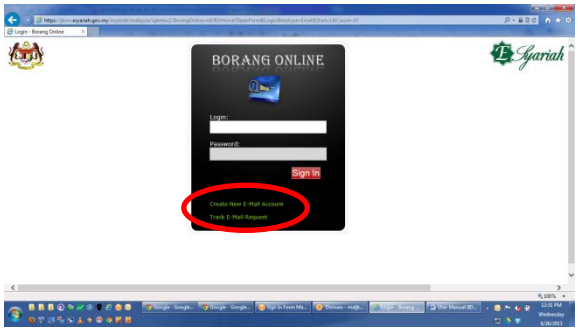
## 1. New Email Account Request (PERMOHONAN AKAUN EMEL)

| Steps | Step Description | Result on Web |
|---|---|---|
| 1 | Enter below url in the internet explorer<br><br>http://jksm.esyariah.gov.my |  |
| 2 | Click the menu link "**SISTEM LAIN**"<br><br>Click the link "**BORANG ONLINE**"<br><br>Custom Login Form will appear. This form has two links<br><br>**1. Create New Email Account**<br>2. **Track Email Request** |  <br>  |

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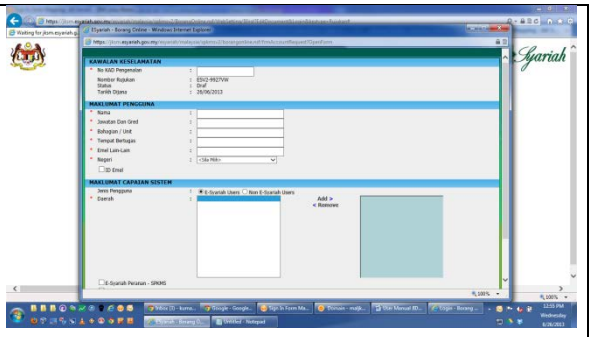
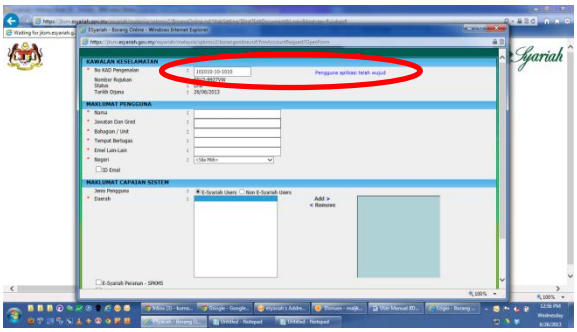
| 3 | To generate New Email Account click on the link “**Create New Email Account**”.<br><br>This will then open an application form to submit the request.<br><br>Enter the IC Number to the form. The system will check if the system already has the IC Number, if the previous request is approved the system will not allow the user to submit another request. The system will prompt following message next to the Nombor KAD Pengenalan field “Pengguna aplikasi telah wujud”. |  <br>  |

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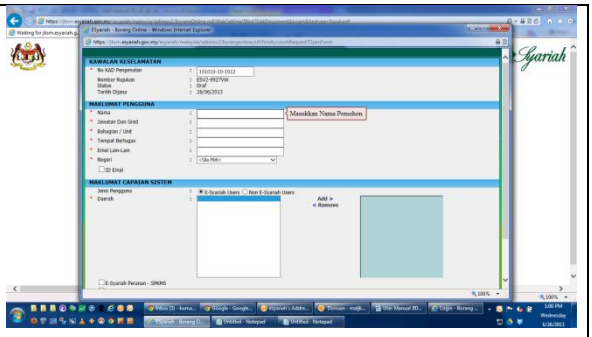
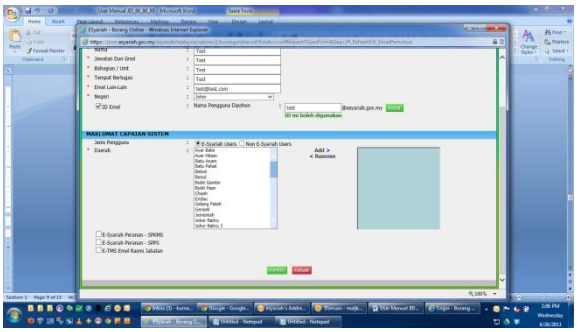
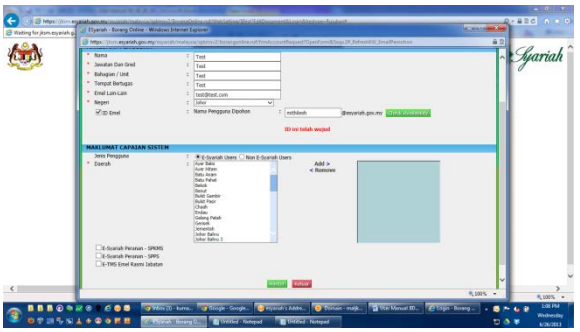
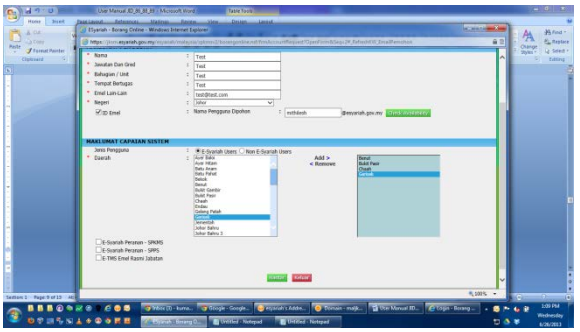
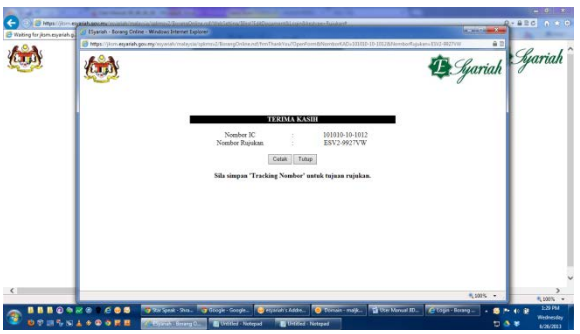
|---|---|---|
| 4 | If the IC Number entered does not exit the user will require to fill all the mandatory fields<br><br>The applicant is required to enter a third party email ID such as Yahoo, Gmail, or Hotmail. Once the request is approved the applicant will receive the E-Syariah email ID and Password to login to the email database.<br><br>The state entered at this level will decide the request Approval Stage.<br><br>The system also contains the provision for the applicant to enter desired email ID, however the E-Syariah Admin has authority to provide his own ID.<br><br>The user can also check whether the desired Email ID exist in the system. If the entered email ID is available for use, the system will respond with the message "**ID ini boleh digunakan**". However, if the system does not have the email ID chosen by the user in the system it will respond with message "**ID ini telah wujud**"<br><br>The applicant also needs to enter the Dareah.<br><br>Once all mandatory field is entered, the user can submit the request by click button "**Hantar**" for approval.<br><br>The system will respond with a message "Sila simpan 'Tracking Nombor' untuk tujuan rujukan".<br><br>The Nombor IC and Nombor Rujukan will be needed to track the request. |  <br>  <br>  <br>  <br>  |

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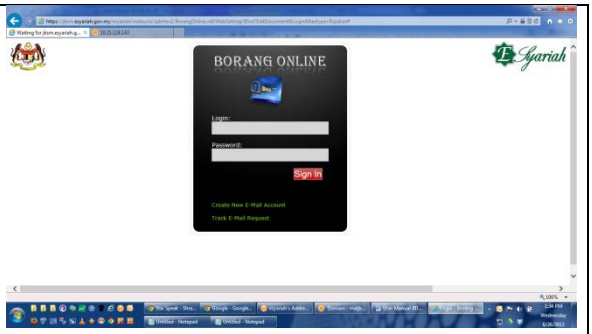
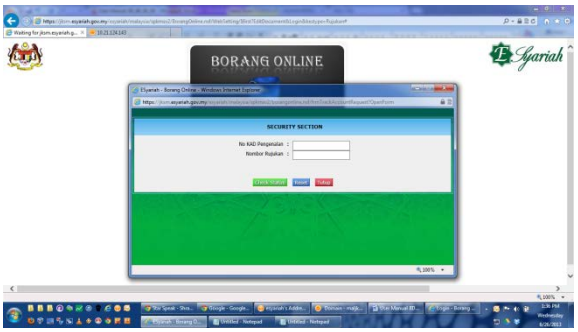
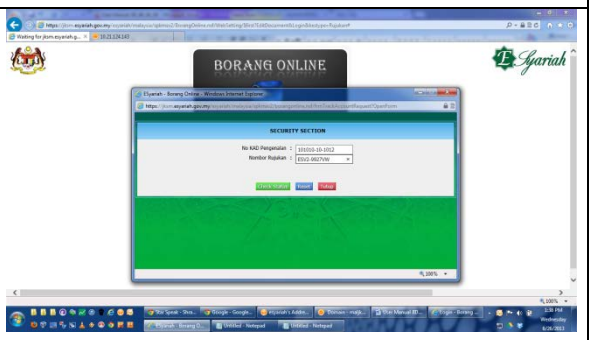
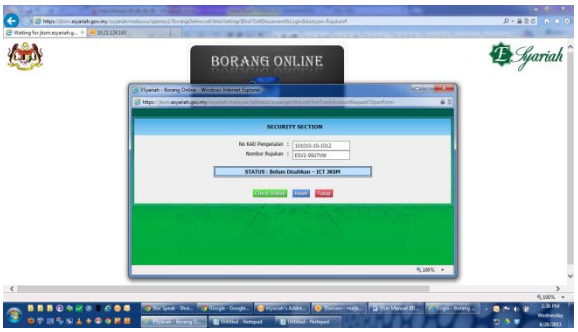
|---|---|---|
| 5 | The applicant can also track the request from the Custom Login form.<br><br>Click on "**Track Email Request**" |  <br>  |
| 6 | Enter the Nombor KAD and Nombor Rujukan received from the system.<br><br>Click on the button "**Check Status**"<br><br>The system will respond with the status. |  <br>  |

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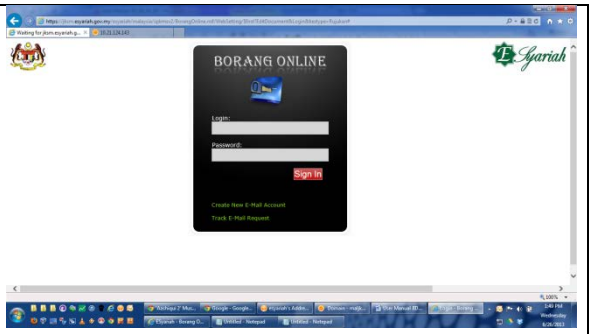
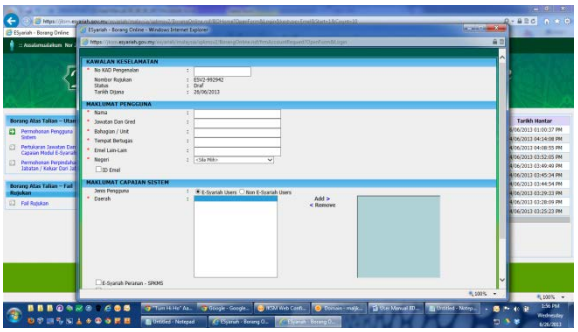
| 7 | E-Syariah users can also submit request on behalf of others.<br><br>Login to the system using the username and password used to login E-Syariah Email account. |  <br> |
| 8 | Click on the link “**Permohonan Pengguna Sistem**” on the left navigation menu.<br><br>Click on the button “**Permohonan Baru Pengguna Sistem**”<br><br>Follow the same procedure as described above to submit the request for approval. | <br>  |

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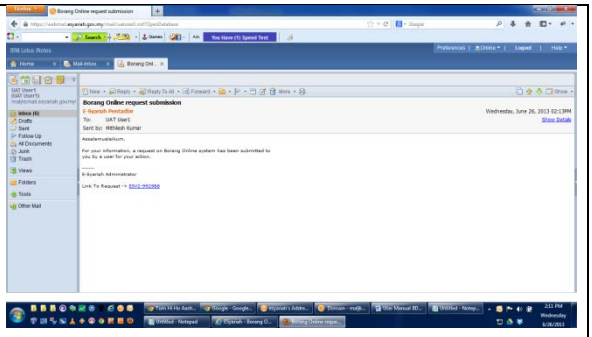
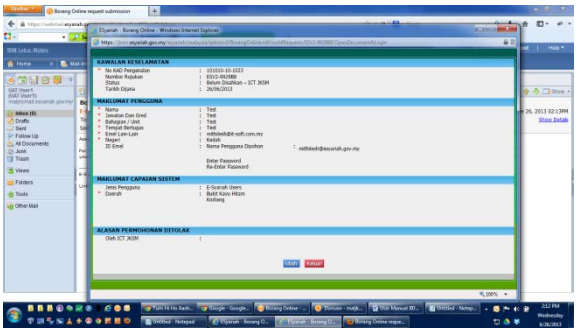
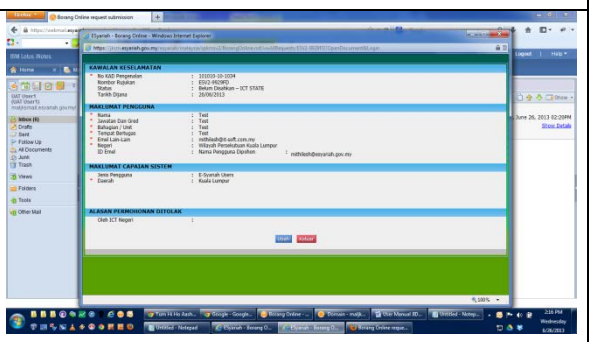
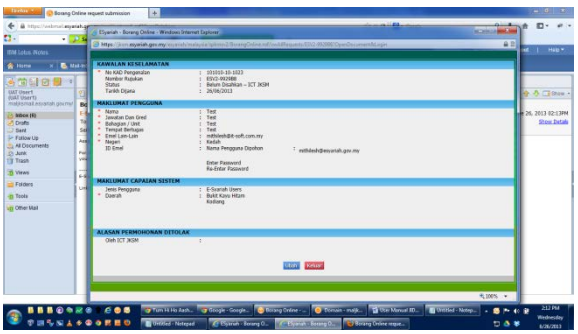
|---|---|---|
| 8 | The system will require two stage of Approval.<br><br>1. ICT State<br>2. ICT JKSM<br><br>All the approvers present in the group will receive email with the reference number generated by system as hyperlink. On clicking the hyperlink, the submitted record will open. |  <br>  |
| 9 | If the request is submitted to ICT State, the status will be “Belum Disahkan – ICT State”. This will require two level of approval. After ICT State approves the request ICT JKSM needs to provide the final approval. After ICT JKSM approves the request the applicant will receive email with the user name and password. |  <br>  |

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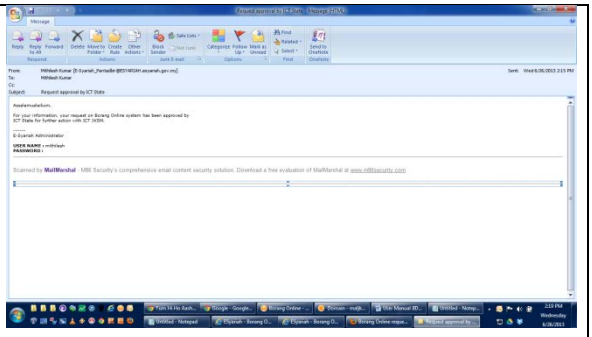
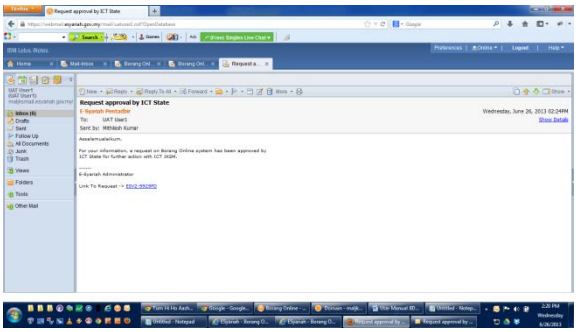
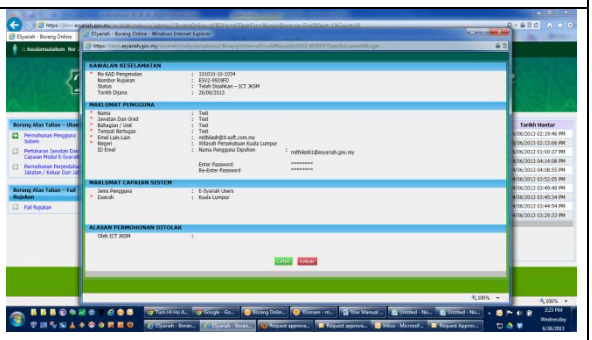
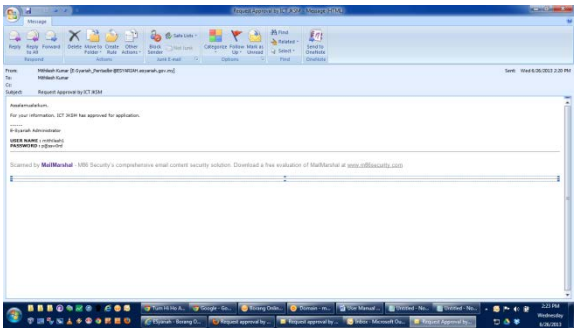
| 10 | If the ICT State approves the request, applicant and ICT JKSM will receive notification of approval.<br><br>ICT JKSM needs to do the final approval |  <br>  |
| 11 | When ICT JKSM tries to do the approval, system will require them to enter email ID and password for the applicant.<br><br>The applicant will receive the user name and password via email which was entered during the request submission |  <br>  |

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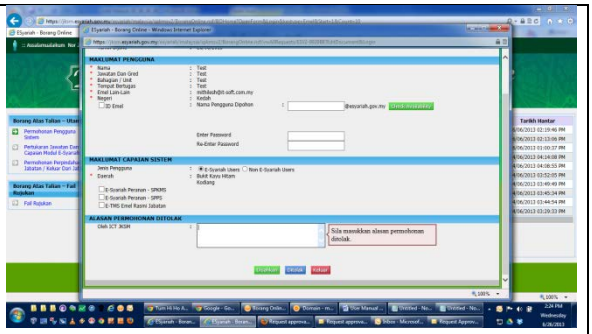
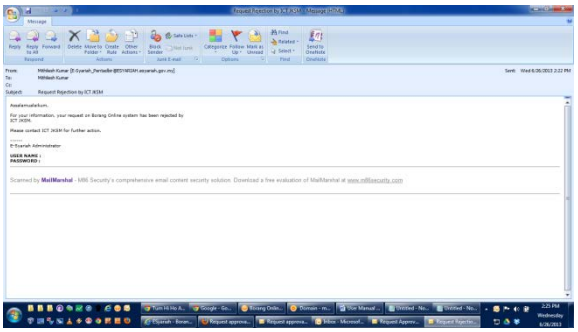
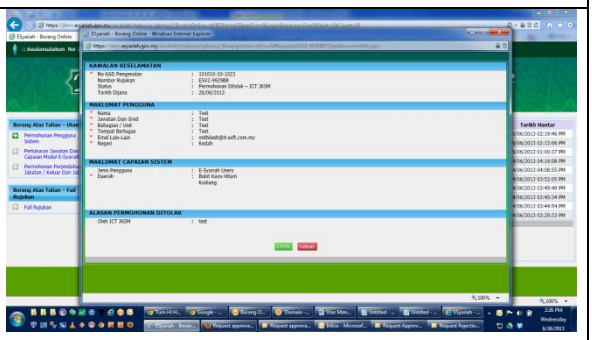
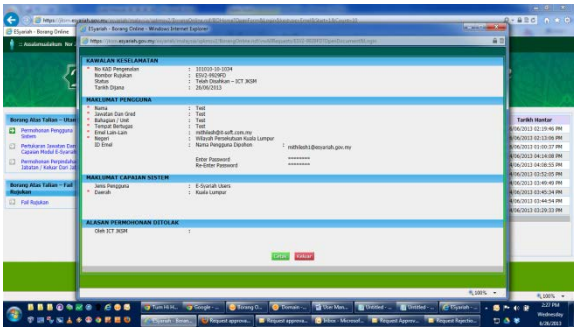
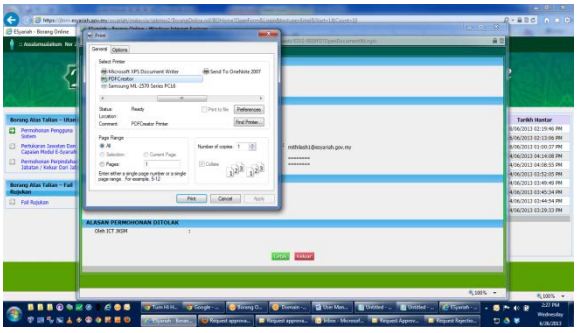
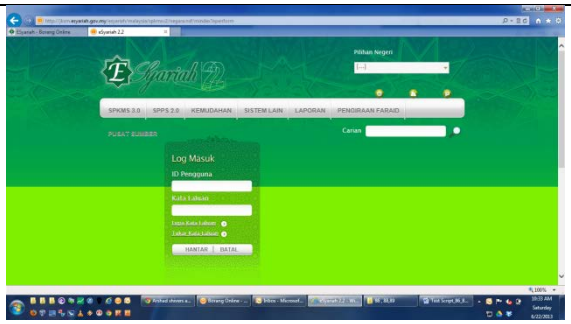
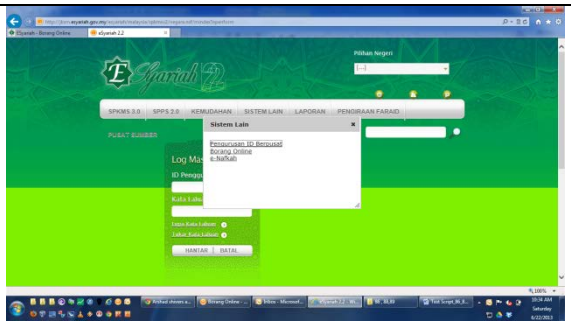
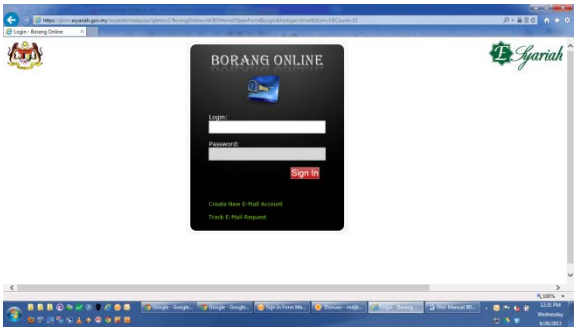
| 12 | Rejection can happen on any state of approval. The rejecter needs to put the reason of rejection.<br><br>The applicant will receive email about the rejection. |  <br>  |
| 13 | The system won't allow editing on any request whether it is finally approved or rejected.<br><br>However, the system will allow to print the request form |  <br>  <br>  |

## 2. Change of User Profile Request (PERMOHONAN PERTUKARAN PROFIL PENGGUNA)

| Steps | Step Description | Result on Web |
|---|---|---|
| 1 | Enter below url in the internet explorer<br><br>http://jksm.esyariah.gov.my |  |
| 2 | Click the menu link "**SISTEM LAIN**"<br><br>Click the link "**BORANG ONLINE**"<br><br>Custom Login Form will appear. Login using your E-Syariah email username and password. |  <br>  |
| 3 | Click on the link "**Pertukaran Jawatan Dan Capaian Modul E-Syariah**" on the left navigation menu. | |

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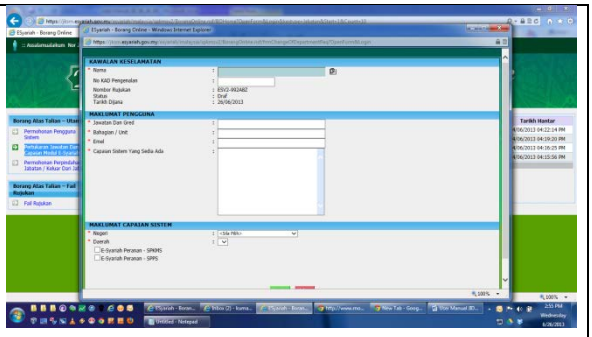
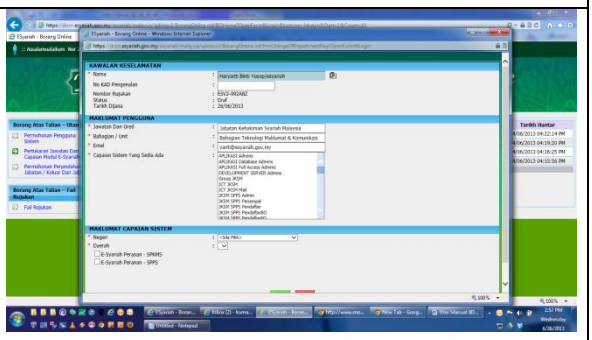
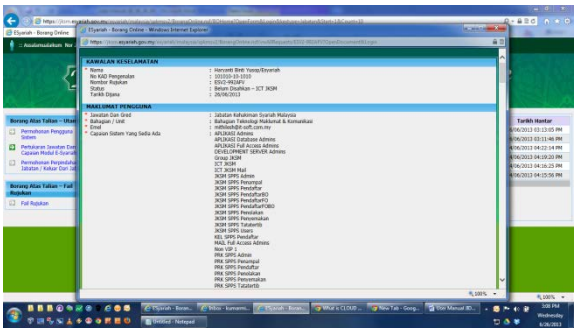
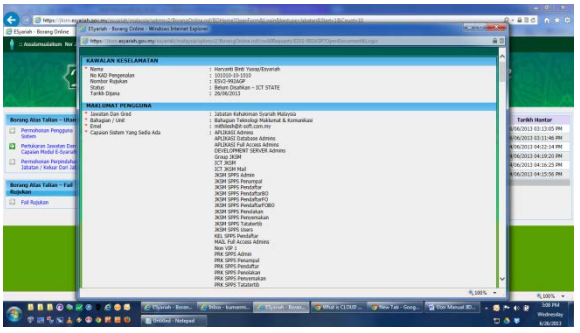
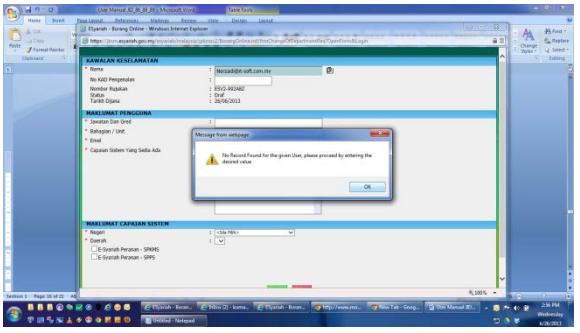
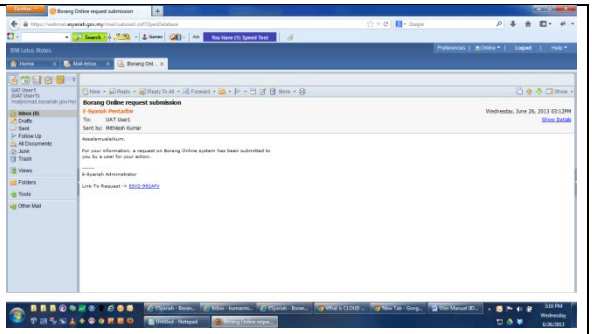
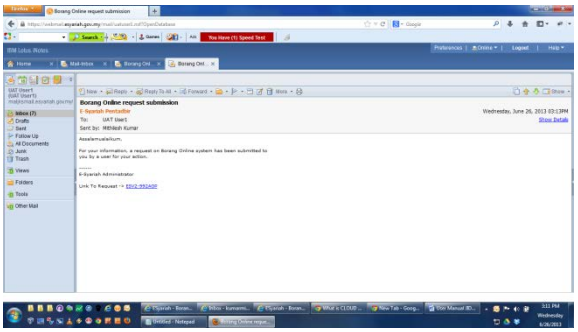
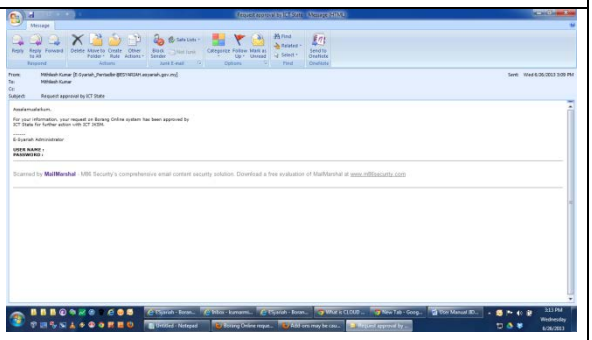
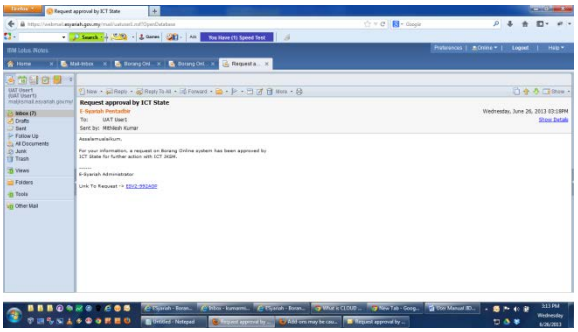
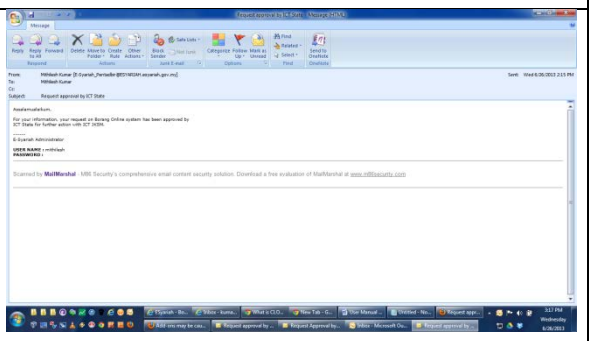
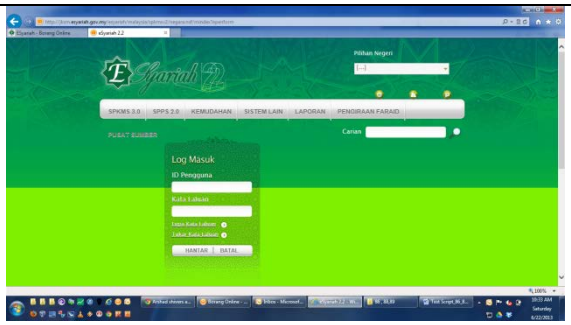
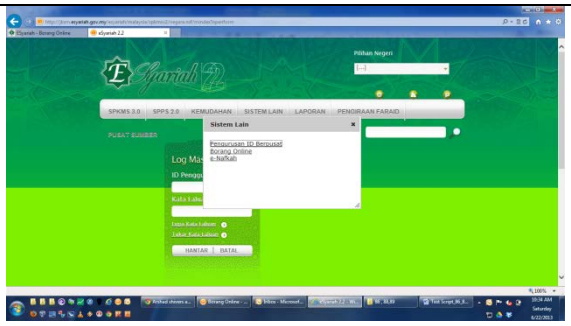
| 4 | Click on the button "**Permohonan Pertukaran Jawatan Dan Capaian Modul**" to open the request form |  |
| 5 | Enter the desired name of the applicant to change the department<br><br>Upon entering the name, the system will retrieve all information from the database such as<br><br>a. Jawatan Dan Gred<br>b. Bahagian/Unit<br>c. Emel<br>d. Capaian Sistem Yang Sedia Ada<br>e. Negeri<br><br>The system will require two stage of Approval.<br><br>3. ICT State<br>4. ICT JKSM<br><br>The status in this case will be "Belum Disahkan – ICT State" upon request submission.<br><br>If the record is not found in the E-Syariah Directory, a message will pop up to the user. |  <br>  <br>  <br>  |

| | | |
|---|---|---|
| 6 | Based on the state selected, the approvers will receive notification of request submission with the Reference Number as the hyperlink to open the record. |  <br>  |
| 7 | Approvers can approve the request.<br><br>When ICT State approves the request, the applicant and ICT JKSM receives notification of the approval<br><br>When ICT JKSM approves the request, the applicant and ICT State will receive notification of the approval. |  <br>  |
| 8 | The request can be rejected at any level.<br><br>ICT State or ICT JKSM.<br><br>The applicant will receive notification about the request rejection. ICT State will also receive notification about the request rejection from ICT JKSM. |  |

## 3. Exit of Department Request (PERMOHONAN PERPINDAHAN JABATAN / KELUAR DARI JABATAN)

| Steps | Step Description | Result on Web |
|---|---|---|
| 1 | Enter below url in the internet explorer<br><br>http://jksm.esyariah.gov.my |  |
| 2 | Click the menu link "**SISTEM LAIN**"<br><br>Click the link "**BORANG ONLINE**"<br><br>Custom Login Form will appear. Login using your E-Syariah email username and password. |  <br> |
| 3 | Click on the link "**Permohonan Perpindahan Jabatan / Keluar Dari Jabatan**" on the left navigation menu. | |

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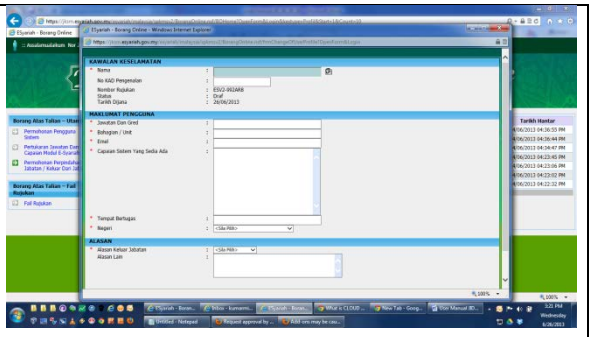
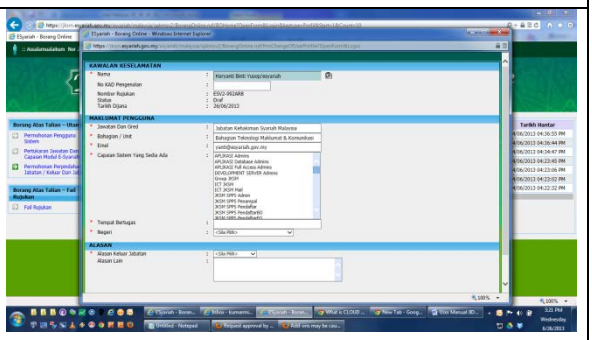
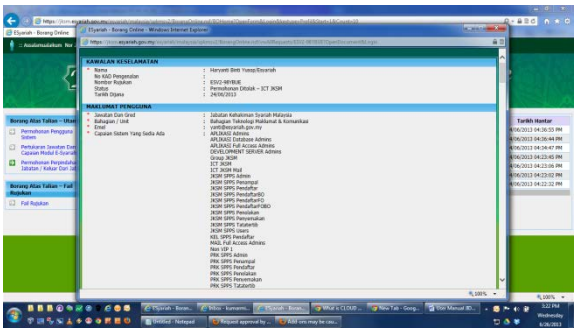
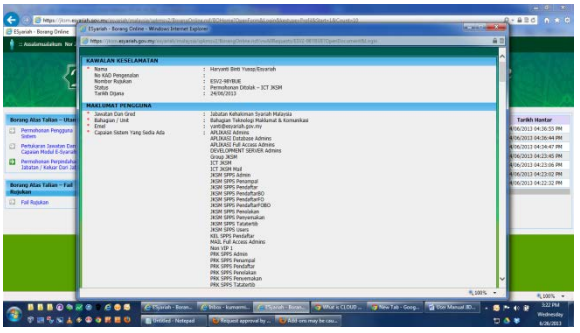
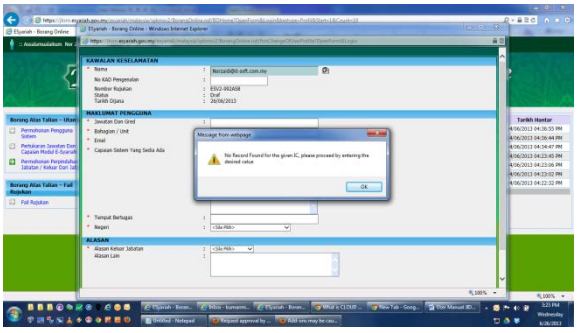
| 4 | Click on the button "**Permohonan Perpindahan Jabatan**" to open the request form |  |
| 5 | Enter the desired name of the applicant to change the department<br><br>Upon entering the name, the system will retrieve all information from the database such as<br><br>a. Jawatan Dan Gred<br>b. Bahagian/Unit<br>c. Emel<br>d. Capaian Sistem Yang Sedia Ada<br>e. Tempat Bertugas<br>f. Negeri<br><br>The system will require two stage of Approval.<br><br>1. ICT State<br>2. ICT JKSM<br><br>The status in this case will be "Belum Disahkan – ICT State" upon request submission.<br><br>If the record is not found in the E-Syariah Directory, a message will pop up to the user. |  <br>  <br>  <br>  |

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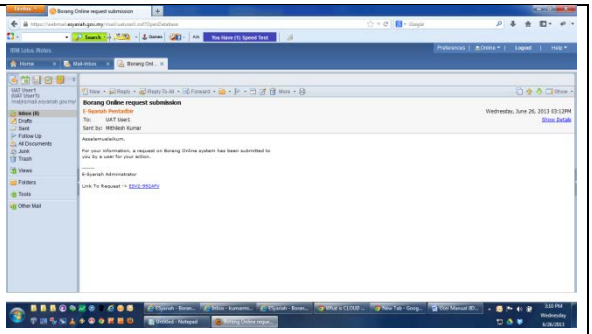
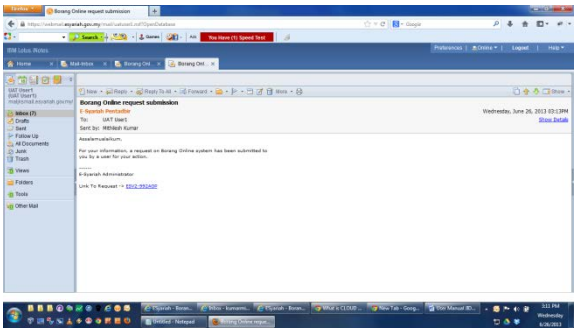
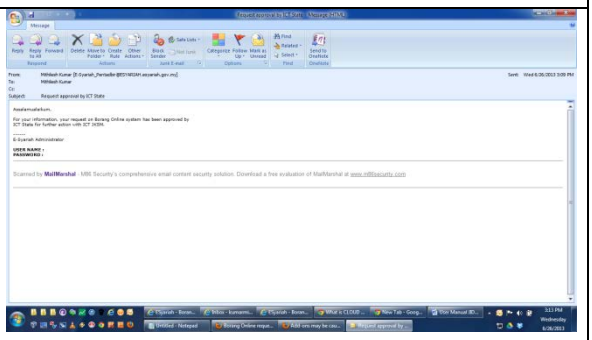
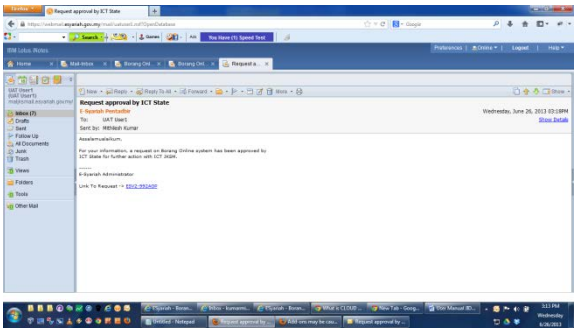
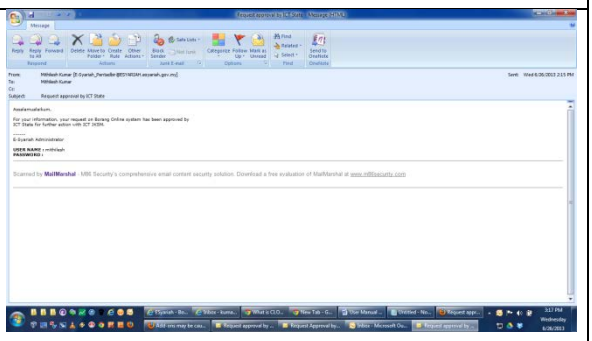
| 6 | Based on the state selected, the approvers will receive notification of request submission with the Reference Number as the hyperlink to open the record. |  <br>  |
| 7 | Approvers can approve the request.<br><br>When ICT State approves the request, the applicant and ICT JKSM receives notification of the approval<br><br>When ICT JKSM approves the request, the applicant and ICT State will receive notification of the approval. |  <br>  |
| 8 | The request can be rejected at any level.<br><br>ICT State or ICT JKSM.<br><br>The applicant will receive notification about the request rejection. ICT State will also receive notification about the request rejection from ICT JKSM. |  |