**FREQUENTLY ASKED QUESTIONS (FAQ)
ON MYSEJAHTERA CHECK-IN FEATURE FOR
RETAIL, CONSTRUCTION & INDUSTRY**

MySejahtera Check-In Feature

1. **What is MySejahtera Check-In feature?**

   MySejahtera Check-In is a feature that registers and manages the entry of visitors into a premise in a structured and standardized manner. MySejahtera Check-In aims to assist the Government in managing the COVID-19 outbreak and ensure public safety.

   Functions of MySejahtera Check-In feature include:
   i. Assists in automatic registration of visitors;
   ii. Reduce visitor congestion;
   iii. Preventing the spread of the infection by increasing compliance of the New Norms; and
   iv. Ensures the safety of user's data

2. **Who can use MySejahtera Check-In feature?**
   i. Application administrator at Ministry of Health Malaysia (MOH);
   ii. Malaysians and residents of Malaysia; and
   iii. Premise owners.

3. **Where can MySejahtera Check-In feature be used?**
   i. Business premises
   ii. Factories
   iii. Construction sites
   iv. Shops
   v. Offices
   vi. Public transport

4. **Which version of MySejahtera application supports MySejahtera Check-In feature?**

   MySejahtera Check-In feature is only available with MySejahtera application version 1.0.18 and above. Users can update their MySejahtera application in the Galeri Aplikasi Mudah Alih Kerajaan Malaysia (GAMMA), Apple App Store, Google Play Store and Huawei AppGallery.

5. **Where can I get help for technical issues related to MySejahtera Check-In feature?**

Users can submit complaints on the 'Technical Support' button of the application.

6. **Is my personal information shared in this application secure?**
MySejahtera Check-In ensures the security of user's data from being misused. The data is regulated and only accessible to MOH and will only be used for the purpose of managing and mitigating COVID-19 outbreak.

7. **Some premises have yet to use MySejahtera Check-In, when will it be fully implemented?**
Premises will start using MySejahtera Check-In by the 1st of June. Premise owners are fully encouraged to use MySejahtera Check-In as it is endorsed by MOH and ensures the security of user's data.

MySejahtera Check-In for visitors

1. **How can visitors use MySejahtera Check-In feature?**

    For existing MySejahtera application user (update your MySejahtera application to the latest version):
    i.   Step 1: Click the 'QR Code' button on MySejahtera home screen and click 'Check-In' to register your entry.
    ii. Step 2: Scan the premise's MySejahtera QR Code; and
    iii. Step 3: After scanning, user will receive a check-in report.

    For non-MySejahtera application user:
    i.   Step 1: Scan the premise's MySejahtera QR Code using your phone's camera;
    ii. Step 2: MySejahtera Check-in website will open.
    iii. Step 3: User must enter their name, phone number and followed by the health declaration.
    iv. Step 4: Click the 'Submit' button and;
    v.   Step 5: After submitting, user will receive a check-in report.

2. **Why must I use MySejahtera QR Code scanner?**

    By using MySejahtera QR Code scanner, your personal information is guaranteed safe and will only be used for the purpose of managing and mitigating COVID-19 outbreak. Moreover, with MySejahtera QR Scanner, you will no longer be required to register manually as it is now capture automatically once you have scanned the QR code.

3. **How long will my data be stored in MySejahtera Check-In?**

    User's data is only stored for 90 days and would be purged thereafter.

4. **I received a 'high' risk status after scanning the MySejahtera QR Code, am I be allowed to enter the premise?**

    MySejahtera users who are currently classified as Person Under Surveillance (PUS), Person Under Investigation (PUI), Casual Contact or Close Contact will receive 'High Risk' status. Similarly, non-MySejahtera users will also receive 'High Risk' status if they have answered 'Yes' to the health declaration in the Check-In registration page.

    Entry into the premise for 'High Risk' visitors is dependent to the particular premise policy. Currently, no rules have been set to deny the entry for the visitors.

MySejahtera Check-In for premise owners

1. How premise owners can use the MySejahtera Check-In feature?

To register, premise owners must follow these steps:

   i.   Step 1: Register your premises at ---;
   ii.   Step 2: Enter your mobile number and click on the 'Register' button;
  iii.   Step 3: You will receive a One-Time-Pin (OTP) via SMS from ---;
  iv.   Step 4: Enter the OTP and press 'Send';
   v.   Step 5: Fill in your premise's registration details and press 'Send'. You will receive a 'Successful Registration' message; and
  vi.   Step 6: You will receive a unique MySejahtera QR Code for your premise. Download, print and place the QR Code at the entrance of your premise to be scanned by visitors.

To sign in, premise owners must follow these steps:

   i.   Step 1: Sign in at ---;
   ii.   Step 2: Enter your mobile number and click on the 'Sign in' button;
  iii.   Step 3: You will receive a One-Time-Pin (OTP) via SMS from ---;
  iv.   Step 4: Enter the OTP and press 'Send';
   v.   Step 5: You can update your premise's information at the dashboard.