MySejahtera

TRAVEL KIT

Content

MySejahtera

MySejahtera is a mobile application that was built by the Government of Malaysia to aid in managing the COVID-19 outbreak in Malaysia. MySejahtera is managed by the Ministry of Health Malaysia [MOH] as the application moderator, with the help of the National Security Council [NSC]] and the Malaysian Administration Modernization and Management Planning Unit [MAMPU].

The functions of MySejahtera include but not limited to:

i. **Allowing users to perform health assessments for family members** that do not have access to any smartphone;
ii. **Providing guidance to users regarding the actions** that would be required to be taken in the event they are classified as high-risk individuals toward COVID-19;
iii. **Providing health tips and updated information regarding COVID-19;**
iv. **Empowering users to be able to identify COVID-19 "hot-spot" locations through the** *Hotspot Tracker* function;
v. **Empowering users to be able to obtain health advice through phone lines** via virtual means;
vi. **Providing the MySejahtera Check-In function** to aid the registration process at the point-of-entry into business premises and offices in a structured and uniform manner;
vii. **Providing the MySejahtera QR Code function** as a Digital Health Passport when leaving home, heading to offices or public spaces; and
viii. **Fast reference to obtain the Reopening of the Economy Standard Operating Procedure [SOP].**
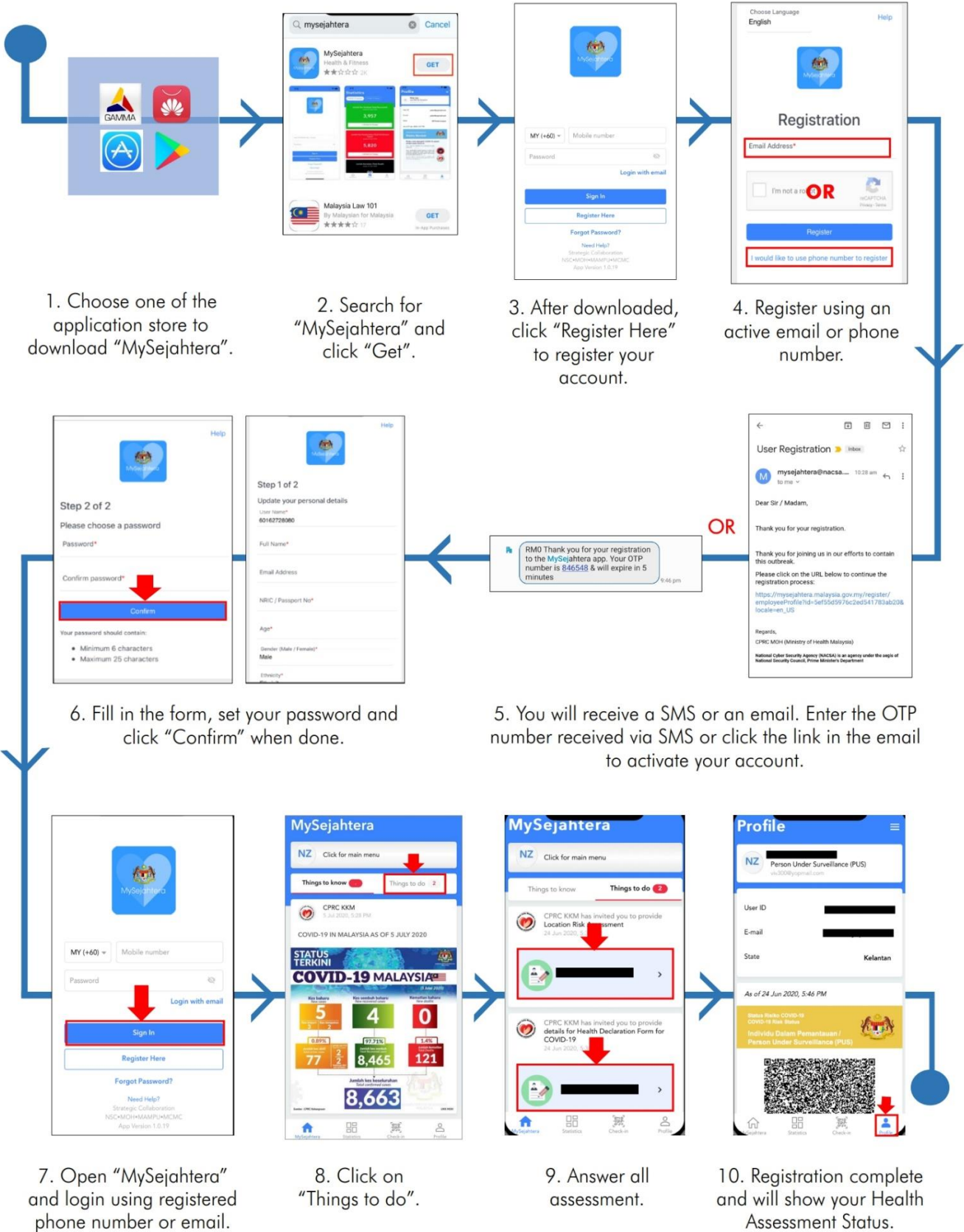
In general, the information collected will be used to aid the Ministry of Health in planning and performing the required actions in controlling this outbreak. Therefore, users are required to provide genuine and honest information in order for the Ministry of Health to be able to take effective steps that can break the chain of spread of COVID-19. The Government of Malaysia reassures and provides assurance that all personal information provided by the users will only be used for the purposes of public health surveillance and to stop the spread of COVID-19 only. The data provided is protected under the **Infectious Disease Prevention and Control Act 1988 (Act 342)** and **Personal Data Protection Act 2010**. Private information provided by users will never be shared or distributed to any other party.

How is MySejahtera Used for Travelers?

MySejahtera Traveler is a module built specially for travelers (Malaysians and Non-Malaysians) who would be returning or visiting Malaysia. This is based on the standard operating procedure developed by the Malaysian government to ensure the COVID19 pandemic is under control upon gradual opening of Malaysian international borders.

1. To ensure travelers completes the health declaration form prior to arriving to Malaysia.
2. Check In at the point of entry (Arrival Check In) using the MySejahtera QR Code Scanner.
3. Issuance of "Home surveillance Order" (HSO) digitally to the MySejahtera user profile.
4. Performing daily self-assessment throughout the period of 14 days home quarantine.
5. Reminder to the "person under surveillance" undergoing HSO to go for a lab test on day 13 of home surveillance.
6. Reminder to visit the District Health Department allocated to the user to end the HSO.
7. Completion of the HSO on day 14 at the district health department.

BEFORE DEPARTURE TO
MALAYSIA

MINISTRY OF HEALTH MALAYSIA

1. Choose one of the application store to download "MySejahtera".

2. Search for "MySejahtera" and click "Get".

3. After downloaded, click "Register Here" to register your account.

4. Register using an active email or phone number.

6. Fill in the form, set your password and click "Confirm" when done.

5. You will receive a SMS or an email. Enter the OTP number received via SMS or click the link in the email to activate your account.

7. Open "MySejahtera" and login using registered phone number or email.

8. Click on "Things to do".

9. Answer all assessment.

10. Registration complete and will show your Health Assessment Status.

ARRIVE IN
MALAYSIA

MINISTRY OF HEALTH
MALAYSIA

1. Scan QR code at arrival airport/seaport/land checkpoint using "MySejahtera" QR code reader.

2. Fill in the form.

3. Once completed, press "Hantar/Submit" button.

4. Once submitted, it will show proof of submission.

5. Open "Profile" page at MySejahtera, it will show Home Surveillance Order (HSO).

USE OF MYSEJAHTERA DURING
14 DAYS OF QUARANTINE

KEMENTERIAN KESIHATAN MALAYSIA
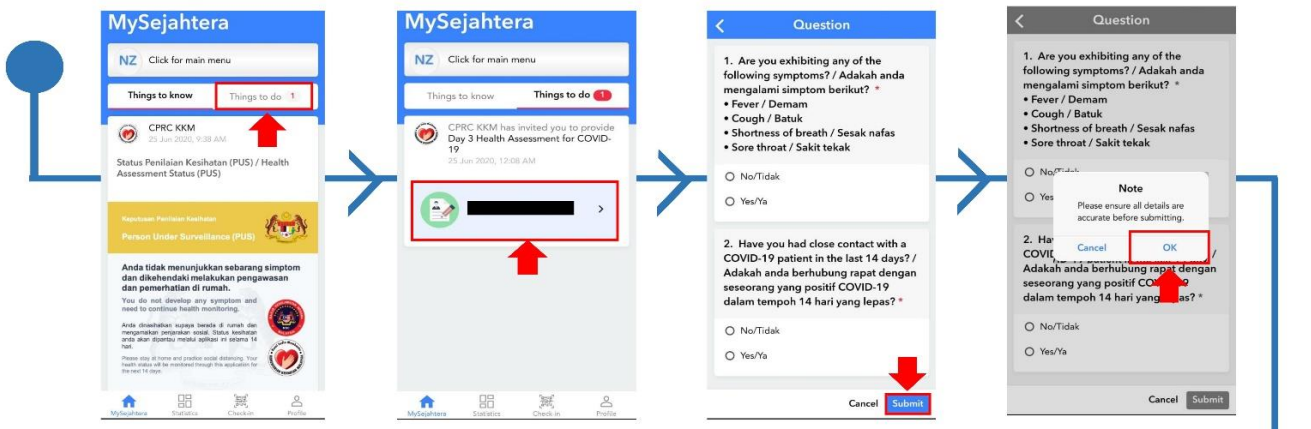
1. Open "MySejahtera" application, click home and then "Things to do".

2. Click to answer "Health Assessment for COVID-19".

3. Answer all question and press "Submit".

4. Make sure all questions are answered and click "OK".

6. Inform nearest District Health Officer.

YES

HAVE SYMPTOMS?
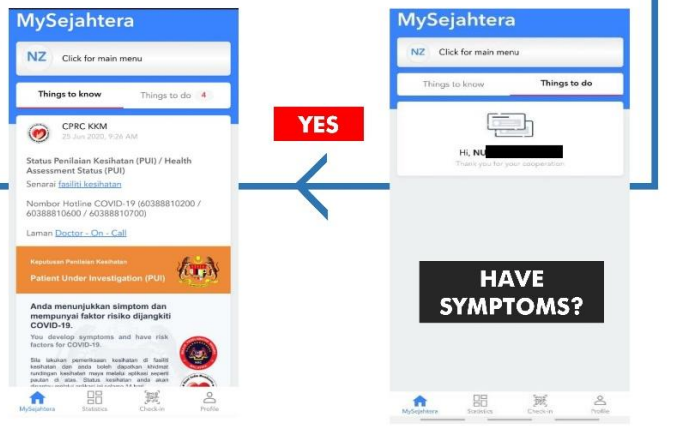
5. Make sure all assessments on that day answered under "Things to do" tab.

NO

9. D14 – Go to District Health Office for HSO release.

8. D13 – To clinic for test.

7. D12 – Reminder to take test at D13.

6. Repeat for the remaining days of quarantine.

MySejahtera COMMON ISSUES

COVID-19
#KitaTeguhKitaMenang

Common issues faced:

1. Check-In not possible or freeze at check-In page

Camera access not allowed. Go to phone setting and allow camera access

If problem persists, please uninstall & reinstall the app

2. Not able to Location Assessment

Location access not allowed. Go to phone setting and allow location access

If problem persists, please uninstall & reinstall the app

3. No SIM card or active mobile number

Please use email address to register as OTP is used for registration via mobile number

4. No internet connection

Please use public WiFi

5. Where do I update my Covid-19 risk status?

Click for main menu, choose to "update my Covid-19 risk status"

Kementerian Kesihatan Malaysia

MyHEALTH

MYHEALTHKKM

SCAN ME

Contact Us

If you are facing any technical issues, please write to us at

E-mail: 80008000@mygcc.gov.my

Website: https://MySejahtera.malaysia.gov.my/