MySejahtera

1.0 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 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, where the user would be able to view the history of check-ins and check-in the dependents easily;

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. Private information provided by users will never be shared or distributed to any other party.

1.1 MySejahtera Traveler

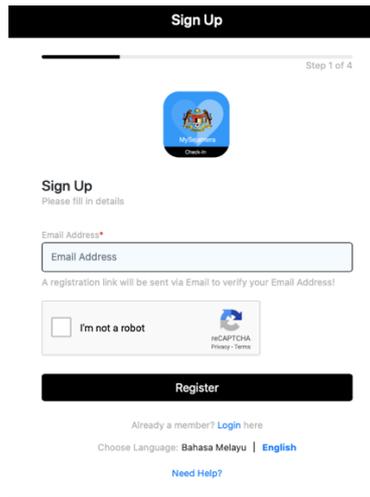## How is MySejahtera used for travelers?

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.

1.1.1MySejahtera at Point of Entry (POE)
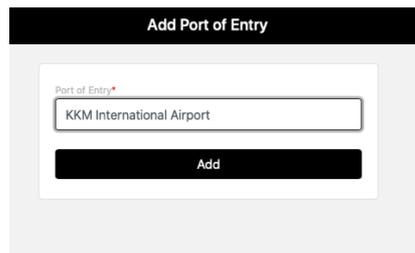
1.1.1.1 Registration

Step 1: Register POE at https://mysejahtera.malaysia.gov.my/checkin/traveller
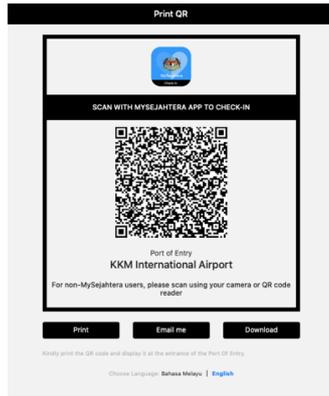

- Only use official MOH email - This would be the user ID for all future use of this MySejahtera Traveler module.

Step 2: Add Port of Entry (every port of entry would have a unique QR Code).

Step 3: Print the QR Code and display.

1.1.1.2 Arrival of passenger

Step 1: PPKP to verify the traveler at the MySejahtera profile page.

- **Risk Status:** The risk status should be PUS (history of travel). If the risk status is low risk, ask traveler to update the COVID-19 Risk status at main menu.

- **Digital HSO:** Once the traveler "check-in" the Arrival Check-In QR Code at the POE, there would be a digital HSO. If the digital HSO is not present, the traveler has to scan the Arrival Check-In QR Code again.
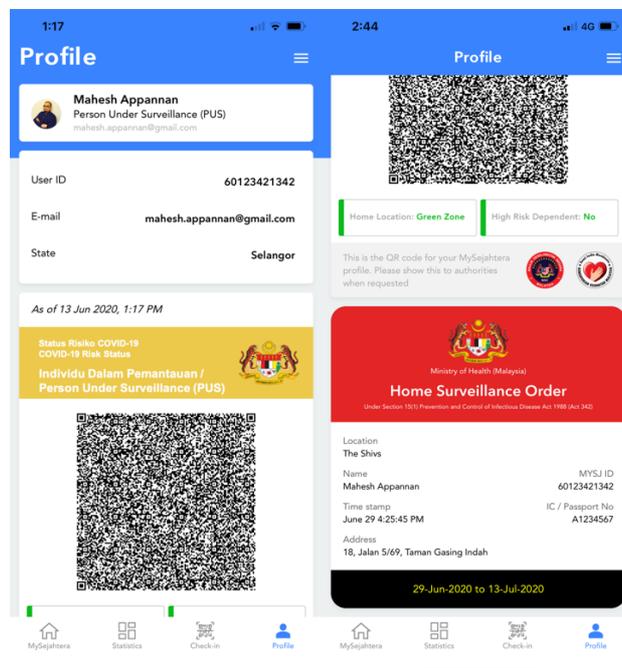
Step 2: Complete verification process.

The verification process is complete if the passenger has both the cards as above. Home surveillance starts and the HSO and lab form could be printed by the POE.

1.1.1.3 Printing of HSO and Lab Form

Step 1: Login with User ID at
https://mysejahtera.malaysia.gov.my/checkin/traveller/signIn
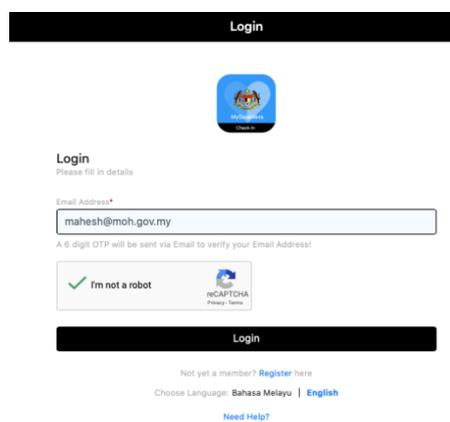
- The user ID registered is an official MOH email

Step 2: Once login, at homepage of MySejahtera Travel, click Print HSO/Lab Test.
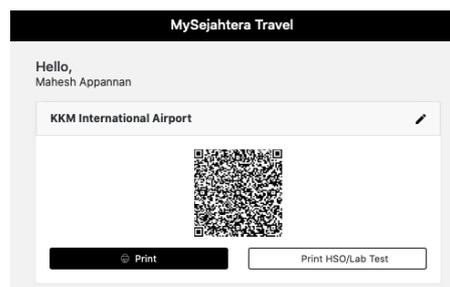
Step 3: Enter MySejahtera user ID of traveler and search.
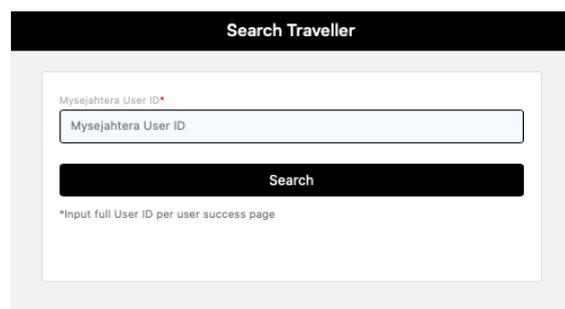
Step 4: Print required documents.
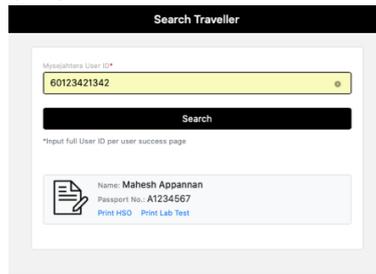
1.1.1.4   Completion of HSO

Step 1: Passenger arrives at PKD. PPKP verifies the COVID-19 antibody test result, wrist band and digital HSO at MySejahtera profile page.

Step 2: Login to https://mysejahtera.malaysia.gov.my/checkin/traveller
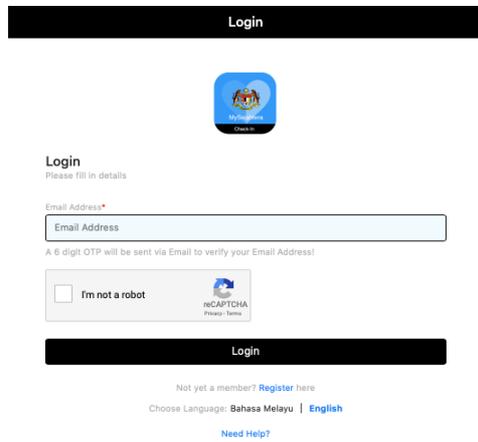
Step 3: Username: Enter adminpoe@yopmail.com and password: qwerty. This is general default username and password for all PKD.
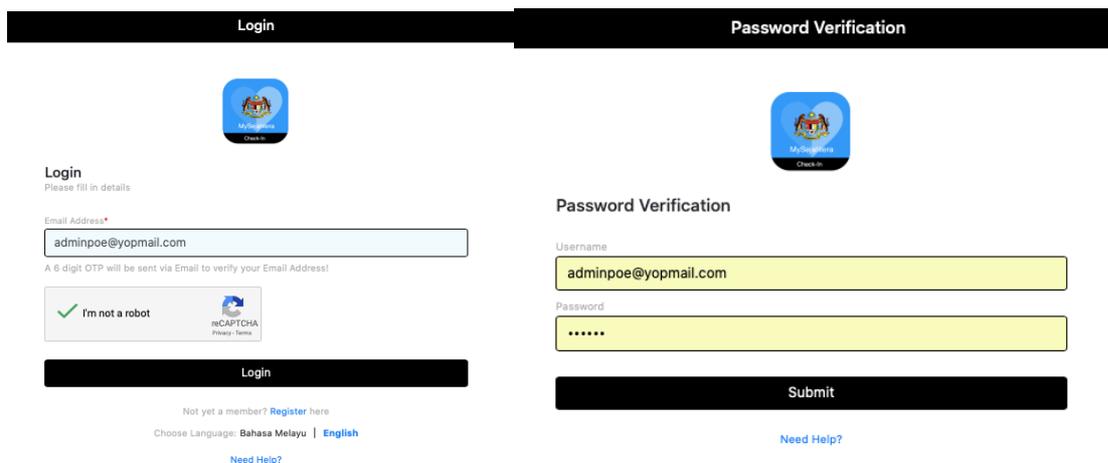
Step 4: Enter MySejahtera user ID and click complete quarantine. The user would then be given a complete quarantine status on digital HSO at MySejahtera profile page.
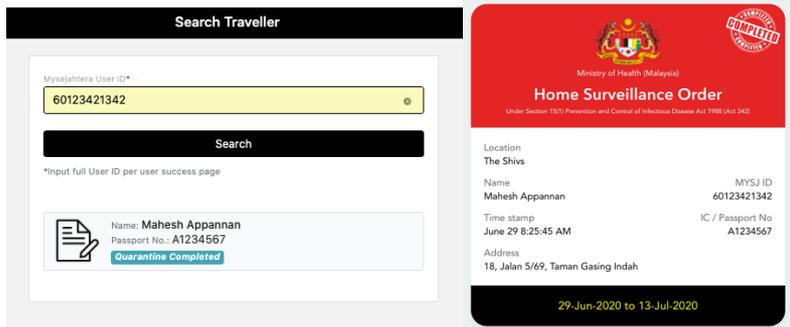
1.1.2 MySejahtera Traveler for Users

1.1.2.1 Pre-departure

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

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

3. After downloading, 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.

1.1.2.2   Arrival at Point of Entry

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).
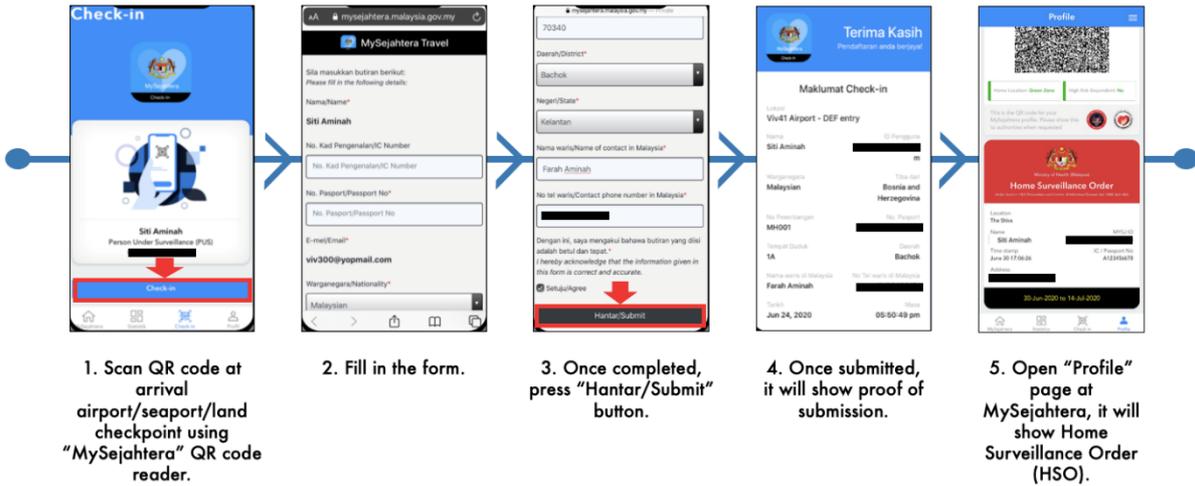
1.1.2.3   Home Assessment for 14 days

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

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

3. After downloading, 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.

1.1.3 MySejahtera Check-In feature for Premise Owners

MySejahtera Check-In is feature that registers and manages the entry of visitors into a premise in a structured and standardized manner. Premise owners are fully encouraged to use MySejahtera Check-In as it is endorsed by MOH and ensures the security of user's data.

This feature 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
iv. Ensures the safety of user's data

1.1.3.1 Registration

Step 1: Register premises at https://mysejahtera.malaysia.gov.my/checkin/ (Use an email address to register)
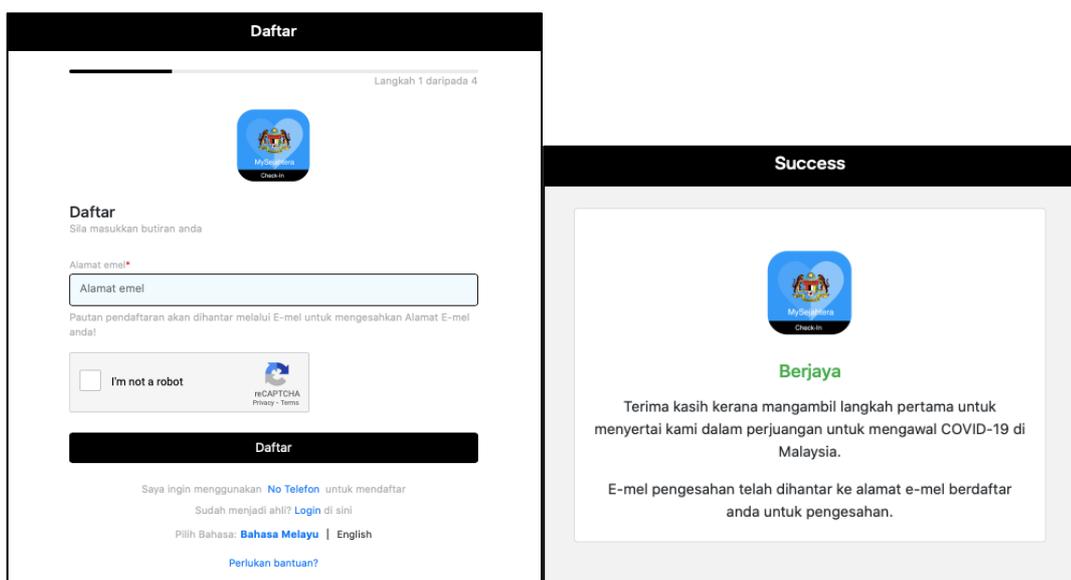
Step 2: Login to the email address and click on the link to continue with registration process.

mysejahtera@nacsa.gov.my
Pendaftaran MySejahtera Premis
To: Mahesh Appannan

Tuan / Puan,

Terima kasih kerana bersama-sama membantu membendung COVID-19.

Sila klik pautan URL berikut untuk proses pendaftaran selanjutnya:

https://mysejahtera.malaysia.gov.my/checkin/businessProfile?id=5f28fa146004d82687414d63&locale=ms_MY

Sekian,

CPRC KKM (Kementerian Kesihatan Malaysia)

Agensi Keselamatan Siber Negara (NACSA) adalah sebuah agensi di bawah Majlis Keselamatan Negara, Jabatan Perdana Menteri

Step 3: Enter the information required for registration and click send.

Step 4: Print the QR code to display at the premises. Insert the location (optional). Statistics of attendance can be viewed by clicking "view statistics".

1.1.4 Request MySejahtera data

Request MySejahtera Data

Information may be requested by Health District Officers to Disease Control Division, MOH via email to mysejahtera@moh.gov.my. All requests will be processed according to the Personal Data Protection Act 2010 (PDPA) and other established guidelines and procedures for release of confidential information. Data obtained under the MySejahtera are for the confidential use of the Health District Officers and the persons designated by Health District Officers. The data are privileged and may not be share or made public in a manner that discloses the identity of the patient or the reporting facility or physician.

FLOW CHART OF DATA REQUEST

RESPONDENT		PROCEDURE	TIMELINE
	Start	**Start**	
Health District Office		Health District Office request MySejahtera data via email mysejahtera@moh.gov.my	
CPRC MOH		Request for MySejahtera data received thorugh email	24 hour
CPRC MOH	Reject / Approve	Director of Disease Control Division will evaluate the data request	24 hour
CPRC MOH		Disease Control Division will forward the data request to NACSA	24 hour
NACSA	Reject / Approve	NACSA will evaluate the data request	24 hour
NASCA		Feedback from NASCA to Disease Control Division	24 hour
CPRC MOH		Disease Control Division will prepare the data and reply to the data applicant	24 hour
CPRC MOH		Reply and data will be sent to the applicant through protected email	24 hour
	End	**End**	