

FAQS' (ENGLISH VERSION)

Category: *SSM Digital Certified True Copy (DCTC) QR Code Reader*

NO	QUESTION	ANSWER
1.	What is the SSM Digital Certified True Copy (DCTC) QR Code Reader?	This is an application that provides a service to verify and validate the authenticity of the Digital Certified True Copy (CTC) document issued by the Companies Commission of Malaysia (SSM) via a mobile application.
2.	How do I get this application?	This application can be obtained by downloading the SSM DCTC QR READER application onto a smartphone from the Google Play (Android) or App Store (iOS).
3.	Are there any charges for downloading this application?	No. This application is free.
4.	How do I use this application?	(a) Click the SSM DCTC QR READER icon; 

NO	QUESTION	ANSWER
		<p>(b) The following screen will be displayed;</p>  <p>(c) Tap screen to start scanning the QR Code;</p> <p>(d) Place the smartphone camera to the QR Code at the bottom of the DCTC document;</p> <p>(e) The smartphone will display the original copy of the DCTC document that has been digitally certified; and</p> <p>(f) Verify that the copy appearing on the smartphone is the same as the printed copy.</p>
5.	Why does the QR Code scan result shows "CTC record is valid. The document is not available."	This message will be displayed if the search is successful but the DCTC product or document is not available in SSM's records.

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	<p>Please contact enquiry@ssm.com.my for further clarification”?</p>	<p>Please contact or submit your complaint to enquiry@ssm.com.my</p>
6.	<p>Why does the QR Code scan result show “CTC document generated with expired public key. Please contact enquiry@ssm.com.my for further clarification.”</p>	<p>This message will be displayed if the CTC document generated using an expired public key.</p> <p>Please contact or submit your complaint to enquiry@ssm.com.my</p>
7.	<p>Why does the QR Code scan result show “Invalid CTC QR Code”?</p>	<p>This message will be displayed if the QR code is not issued by SSM.</p>

FAQS' (ENGLISH VERSION)

Category: *SSM Digital Certified True Copy (DCTC) Web Checker*

NO	QUESTION	ANSWER
1.	What is the SSM Digital Certified True Copy (DCTC) Web Checker?	This is a system that provides a service to verify and validate the authenticity of the Digital Certified True Copy (CTC) document issued by the Companies Commission of Malaysia (SSM) via the web.
2.	How do I become a user of this web checker?	<ul style="list-style-type: none">(a) Open the internet browser and type https://ssm4u.com.my;(b) Click "REGISTER" to register and obtain your user ID;(c) Click "SIGN IN" and key in the user ID and password if the user is a registered user of SSM4U; and(d) Click icon "DCTC READER & CHECKER". <p>The Web Checker screen will appear.</p>
3.	How do I search for DCTC documents or products through this web checker?	<p>Once the Web Checker screen is displayed, key in the "Serial Number" as stated below the QR Code on the DCTC document. (Example: MY1911060833420 or EI1911041607293)</p> <p>Please click on the "I'm not a robot" in the reCAPTCHA box. reCAPTCHA box is mandatory to be completed. Once checked, click on the "Search" button.</p>

NO	QUESTION	ANSWER
		<p>The message "Field Serial No: is mandatory" will be displayed if the Serial Number is incomplete.</p> <p>The DCTC document will be displayed if the search is successful</p>
4.	<p>Why does the search result show "CTC record is valid. The document is not available. Please contact enquiry@ssm.com.my for further clarification"?</p>	<p>This message will be displayed if the search is successful but the DCTC product or document is not available in SSM's records.</p> <p>Please contact or submit your complaint to enquiry@ssm.com.my</p>
5.	<p>Why does the search result show "CTC document generated with expired public key. Please contact enquiry@ssm.com.my for further clarification."</p>	<p>This message will be displayed if the CTC document generated is using an expired public key.</p> <p>Please contact or submit your complaint to enquiry@ssm.com.my</p>
6.	<p>Why does the search result shows "Invalid Serial No"?</p>	<p>This message will be displayed if the serial number is not issued by SSM.</p>