




FREQUENTLY ASKED QUESTIONS

REGISTER EZBIZ USER ACCOUNT DURING MOVEMENT CONTRAL ORDER (MCO)

NO.	QUESTION	ANSWER
1.	How to apply for business registration with SSM during the Movement Control Order (MCO) period?	<p>For business registration applications, the owners and partners are encouraged to use the online service through Ezbiz Online ezbiz.ssm.com.my</p> <p>Before using the Ezbiz Online service, the owners and partners need to register a User Account (Sign Up) and activate the User Account by attending the nearest SSM office for the safety of users of the Ezbiz Online service.</p> <p>The owners & partners whose residential address in the state is not involved with Movement Control Order (MCO) must come in person to the nearest SSM office by bringing MyKad / MyPR.</p>
2.	I'm in a state that was announced to be involved with the Movement Control Order (MCO) which the SSM office is not operating, how can I activate the Ezbiz Online user account?	<p>The business registration owners and partners can forward Ezbiz user account activation application emails (using emails registered on Ezbiz Online) by attaching mandatory documents to the email "ezbizactivation@ssm.com.my".</p> <p>The documents are as follows:</p> <ul style="list-style-type: none"> i) Copy of Identity Card (NRIC) front and back (encouraged in color); ii) Picture of the applicant with the identity card held at neck level. Make sure the picture has a high resolution so that the details on the identity card (NRIC) are clear and it is advisable to take a picture against a blank wall background;

		<p>Image Example:</p>  <p>iii) Submit one of the official documents such as driving license / Passport / Birth certificate / bill. utilities or official documents in their own name;</p> <p>Note : This procedure only applies during the PKP period or until a date determined by the National Security Council (NSC).</p>
3.	I was registered as a user of Ezbiz Online portal but forgot about my password. How can I retrieve a new password?	Please click the forgotten password to get a new password and if you still have any technical problems you can forward an email (using the email registered at Ezbiz Online) to enquiry@ssm.com.my of any further assistance.
4.	How do I change the email address that has been registered on the Ezbiz Online portal?	Please forward the application by using the latest / active email along with the documents as in item 2 to " ezbizactivation@ssm.com.my ".
5.	How much time does it take to process Ezbiz user account activation application via email?	Applications for activating user account by email will be processed within three (3) working days.
6.	Can I share my Ezbiz Account ID and password with others?	No. It is the responsibility of the owners and partners to protect their Ezbiz Account ID and password information so that it is not misused by others.