

## FAQ (ENGLISH VERSION)

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

NO	QUESTION	ANSWER
1.	What is SSM Digital Certified True Copy (DCTC) QR Code Reader?	This is an application that provides service to verify and validate the authenticity of the Digital Certified True Copy (CTC) documents or products issued by the Companies Commission of Malaysia (SSM) via a mobile application.
2.	How do I access this application?	This application can be accessed by downloading the SSM DCTC QR READER application onto a smartphone from the Google Play (Android), App Store (iOS) or Huawei AppGallery.
3.	Are there any charges for downloading this application?	No. This application can be downloaded for free.
4.	How do I use this application?	i. Click the MySSM icon on your smartphone;  ii. MySSM homepage will be displayed;

NO	QUESTION	ANSWER
		<div data-bbox="995 285 1268 837" data-label="Image"></div> <p data-bbox="856 899 1724 935">iii. Click on the SSM DCTC QR Code Reader icon;</p>

NO	QUESTION	ANSWER
		<div data-bbox="989 240 1276 837" data-label="Image"> </div> <p data-bbox="856 889 1759 928">iv. Click tap screen to start scanning the QR Code;</p>

NO	QUESTION	ANSWER
		<div data-bbox="991 240 1304 894" data-label="Image"></div> <p data-bbox="863 992 1906 1073">v. Point the smartphone camera to the QR Code at the bottom of the DCTC document;</p>

NO	QUESTION	ANSWER
		 <p>vi. The smartphone will display the digitally certified original copy of the DCTC document; and</p> <p>vii. Verify that the copy displayed on the smartphone is the same as the printed copy.</p>
5.	<p>Why does the QR Code scan result shows "CTC record is valid. The document is not available. Please contact <a href="mailto:enquiry@ssm.com.my">enquiry@ssm.com.my</a> for further clarification"?</p>	<p>This notification will be displayed if a successful search is performed but the DCTC product or document is not available in SSM's records.</p> <p>For any inquiries or complaints, please submit to <a href="mailto:enquiry@ssm.com.my">enquiry@ssm.com.my</a>.</p>

NO	QUESTION	ANSWER
6.	<p>Why does the QR Code scan result show <i>"CTC document generated with expired public key. Please contact <a href="mailto:enquiry@ssm.com.my">enquiry@ssm.com.my</a> for further clarification."</i></p>	<p>This NOTIFICATION will be displayed if the CTC document was generated via an expired public key.</p> <p>For any inquiries or complaints, please submit to to <a href="mailto:enquiry@ssm.com.my">enquiry@ssm.com.my</a></p>
7.	<p>Why does the QR Code scan result show <i>"Invalid CTC QR Code"</i>?</p>	<p>This notification will be displayed if the QR code was not issued by SSM.</p>

## FAQ (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 services 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"><li>(a) Open the internet browser and type <a href="https://ssm4u.com.my">https://ssm4u.com.my</a>;</li><li>(b) Click "REGISTER" to register and obtain your user ID;</li><li>(c) Click "SIGN IN" and key in the user ID and password if the user is a registered user of SSM4U; and</li><li>(d) Click icon "DCTC READER &amp; CHECKER".</li></ul> <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" 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> <p>The message "Field Serial No: is mandatory" will be displayed if the serial number is incomplete.</p>

NO	QUESTION	ANSWER
		The DCTC document will be displayed if the search is successful.
4.	Why does the search result show <i>"CTC record is valid. The document is not available. Please contact <a href="mailto:enquiry@ssm.com.my">enquiry@ssm.com.my</a> for further clarification"</i> ?	This message will be displayed if the search is successful but the DCTC product or document is not available in SSM's records.  For any inquiries or complaints, please submit to <a href="mailto:enquiry@ssm.com.my">enquiry@ssm.com.my</a>
5.	Why does the search result show <i>"CTC document generated with expired public key. Please contact <a href="mailto:enquiry@ssm.com.my">enquiry@ssm.com.my</a> for further clarification."</i>	This message will be displayed if the CTC document generated is using an expired public key.  For any inquiries or complaints, please submit to <a href="mailto:enquiry@ssm.com.my">enquiry@ssm.com.my</a>
6.	Why does the search result shows <i>"Invalid Serial No"</i> ?	This message will be displayed if the serial number was not issued by SSM.

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