

FAQ JPC Online

1. Problem in data entry saving at certain page, how to solve

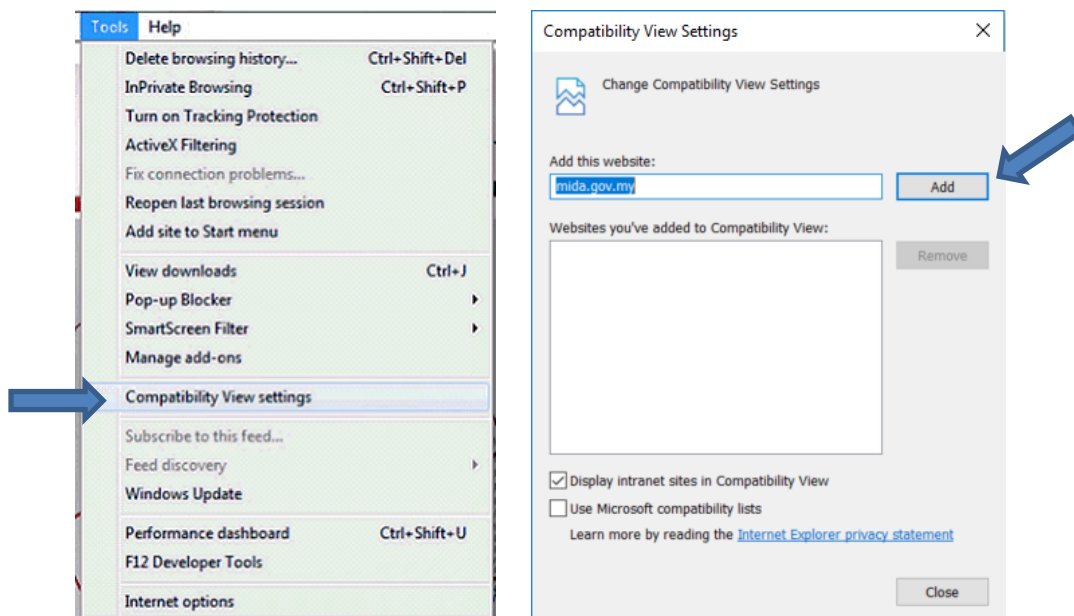
Please use only **INTERNET EXPLORER** (similar logo as Microsoft Edge).



Go to JPC Website : <https://jpc.online.mida.gov.my> using Internet Explorer

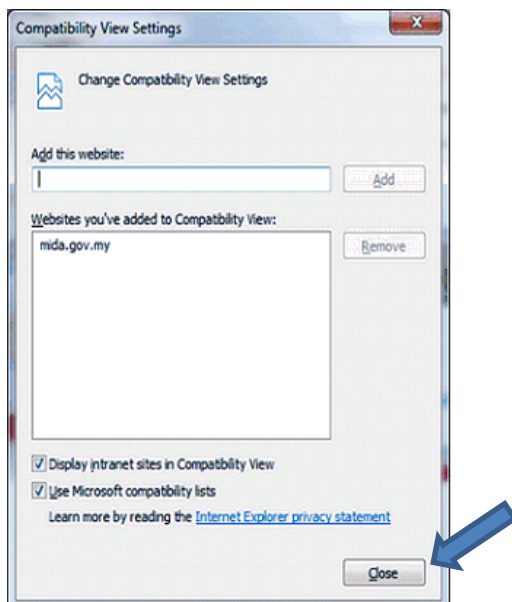
Once open, please do the following steps:

Press **ALT** and **T** on your keyboard and you will see Internet Explorer tools like below picture.



Select the '**Compatibility View Settings**' menu. You will get the Compatibility View Settings box (as image) It will appear [mida.gov.my](https://jpc.online.mida.gov.my) in 'Add this website' text box.


Please click **ADD** button "mida.gov.my" will be added inside 'Website you've added to Compatibility View' box (as image). Click **CLOSE** button



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2. How to preview application form


Go to JPC Website : <https://jpc.online.mida.gov.my> using Internet Explorer

Login using webkey and go to Data Entry then click  button.

3. How to submit the application

Go to JPC Website : <https://jpc.online.mida.gov.my> using Internet Explorer

Login using webkey and go to Data Entry then click  button.

Click on 

Key in pin number and challenge responds.



The image shows a 'Digital Signing' dialog box with a close button (X) in the top right corner. The text inside reads 'All form fields are required.' Below this, there are three input fields: 'NRIC/PASSPORT' containing the value '680209015169', 'What was your childhood nickname?' which is empty, and 'PIN' which is empty. At the bottom of the dialog are two buttons: 'Cancel' and 'Sign'. Three blue arrows point to the 'Sign' button, the 'PIN' field, and the 'What was your childhood nickname?' field.

Then click sign button.

4. How to register/purchase digital certificate

Go to JPC Website : <https://jpc.online.mida.gov.my> using Internet Explorer

Login using webkey and click  button then click

 button.

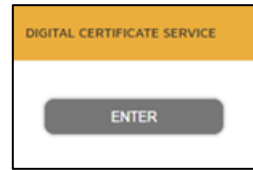
Once website 1CRS open, Key in all the information and attach IC copy of authorized person, authorization letter and payment slip.

**note: Please remember the username and password that already set.


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5. How to do payment for the digital certificate


Go to <https://mpaychannel.mida.gov.my/> and click  to register an account.




Login your mpaychannel account and click enter button on

Select the certificate quantity and click .

Click  button to proceed payment.

Select Bank from drop down list then click  button.

6. How to update document for digital certificate registration if return by MIDA

Login <https://1crs.digicert.com.my/> account and click on .

Click  button on the left and verify the data.

Then reattach the document at last page then click Finish button to submit.

7. How to set pin number of digital certificate

Click the link inside email from **customer@digicert.com.my** with title **Certificate Approved**.

Then setup your pin number and challenge responds.

****note:** please remember or take note on the PIN and all the answer.

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8. How to reset PIN & Answer of digital certificate



Login <https://1crs.digicert.com.my/> account and click

Then click  and click on 

Check the reset pin email given by 1crs@digicert.com.my and click on the link given.

Then setup your pin number and challenge responds.

**note: please remember or take note on the PIN and all the answer.

9. How to reset username & password for website 1CRS

Go to <https://1crs.digicert.com.my/> and click on **LOGIN**

Click [Forgot Username?](#)

Key in the information needed.

Enter your IC No

Enter your Email

Select your security image (during registration)



SUBMIT

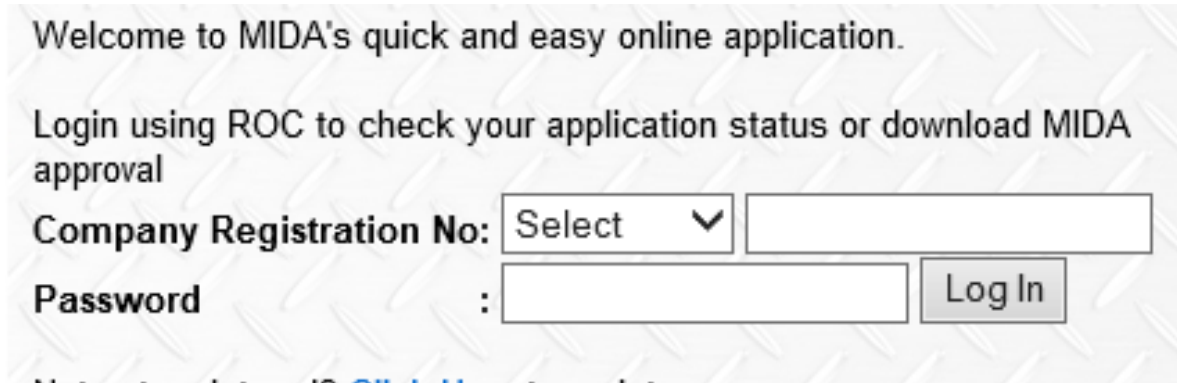
Email will be given by 1crs@digicert.com.my for the reset username and password.

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10. How to check status of the application and download the MIDA approval

Go to <https://jpc.online.mida.gov.my/midawebpki/checkStatus.jsp>

Select ROC and key in your roc and password.



Welcome to MIDA's quick and easy online application.

Login using ROC to check your application status or download MIDA approval

Company Registration No:

Password :

Once open, system will show all the application belong to the company.