



KEMENTERIAN PENGANGKUTAN  
MALAYSIA

# MMSW USER GUIDE (New User Registration)

## MALAYSIA MARITIME SINGLE WINDOW (MMSW)

AGENCY NAME	:	PORT KLANG AUTHORITY
NAME OF MAIN AGENCY	:	MINISTRY OF TRANSPORT MALAYSIA
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## I. LIST OF CONTENTS

<b>I. LIST OF CONTENTS</b> .....	<b>3</b>
<b>II. LIST OF FIGURES</b> .....	<b>4</b>
<b>III. LIST OF TABLES</b> .....	<b>5</b>
<b>IV. ACRONYMS AND ABBREVIATIONS</b> .....	<b>6</b>
<b>1. GENERAL INFORMATION</b> .....	<b>7</b>
<b>1.1 System Overview</b> .....	<b>7</b>
1.1.1 MMSW Modules .....	8
1.1.2 MMSW Stakeholders .....	8
1.1.3 Supporting Tools .....	9
1.1.4 Integration .....	10
<b>1.2 Project References</b> .....	<b>11</b>
<b>1.3 Helpdesk/Points of Contact Information</b> .....	<b>11</b>
<b>2. ABOUT THIS DOCUMENT</b> .....	<b>12</b>
<b>2.1 Objective</b> .....	<b>12</b>
<b>2.2 Scope</b> .....	<b>12</b>
<b>2.3 Target Audience</b> .....	<b>12</b>
<b>2.4 Organization of the Manual</b> .....	<b>12</b>
<b>3. SYSTEM SUMMARY</b> .....	<b>13</b>
<b>3.1 User Access Levels</b> .....	<b>13</b>
<b>4. GETTING STARTED</b> .....	<b>14</b>
<b>4.1 Log-in Procedure</b> .....	<b>14</b>
<b>4.2 Forgot Password</b> .....	<b>15</b>
<b>5. OTHER INTERFACE ELEMENTS</b> .....	<b>17</b>
<b>5.1 Mandatory fields</b> .....	<b>17</b>
<b>6. NEW USER REGISTRATION</b> .....	<b>19</b>
<b>6.1 New User Registration</b> .....	<b>19</b>
6.1.1 New User Registration Prerequisites .....	19
6.1.2 Create a new user (Organization Admin) .....	19
6.1.3 First Time login as MMSW user .....	22
6.1.4 Change the Temporary Password .....	24
<b>7. ERROR MESSAGES IN MMSW</b> .....	<b>25</b>
<b>7.1 User Registration Module</b> .....	<b>25</b>

## II. LIST OF FIGURES

<b>Figure 1: MMSW Architecture Diagram</b> .....	7
<b>Figure 2: MMSW Landing Page</b> .....	14
<b>Figure 3: MMSW Login-in Details Page</b> .....	15
<b>Figure 4: MMSW Forgot Password Page</b> .....	15
<b>Figure 5: MMSW Forgot Password Submit Menu</b> .....	16
<b>Figure 6: Forgot Password email from MMSW</b> .....	16
<b>Figure 7: MMSW Screen with Mandatory Fields (Highlighted in Grey Colour)</b> .....	17
<b>Figure 8: Save Button Pop-up Message when Mandatory Fields not Filled.</b> .....	18
<b>Figure 9: MMSW Landing Page – To Create New User</b> .....	19
<b>Figure 10: Create New User - Business Lines Selection</b> .....	20
<b>Figure 11: MMSW Create New User Submit Button</b> .....	20
<b>Figure 12: MMSW User New Create Request Notification</b> .....	21
<b>Figure 13: Email on the submission of the User's Registration for Approval</b> .....	21
<b>Figure 14: Email received on the user's Registration</b> .....	22
<b>Figure 15: Email on the User Registration Rejection</b> .....	22
<b>Figure 16: Login page for the MMSW</b> .....	22
<b>Figure 17: Terms and Condition Screen</b> .....	23
<b>Figure 18: Button to Accept or Reject the Terms and Conditions</b> .....	23
<b>Figure 19: Details to Change the Temporary Password</b> .....	24
<b>Figure 20: Change Password Confirmation Message</b> .....	24

### III. LIST OF TABLES

<b>Table 1: MMSW Modules and their Functions</b> .....	8
<b>Table 2: The Stakeholders of MMSW</b> .....	9
<b>Table 3: MMSW Supporting Systems/Tools</b> .....	10
<b>Table 4: Integration Touch Points of MMSW</b> .....	10
<b>Table 5: MMSW Support Contact Information</b> .....	11
<b>Table 6: Sections in the Users' Guide</b> .....	12
<b>Table 7: Users of the MMSW System</b> .....	13
<b>Table 8: Error Messages under User Registration Module</b> .....	25

#### IV. ACRONYMS AND ABBREVIATIONS

No	Acronyms	Description
1	BPA	Bintulu Port Authority
2	DNT	Dagang Net Technologies Sdn Bhd
3	IDM	Immigration Department of Malaysia
4	IMO	International Maritime Organization
5	JPA	Johor Port Authority
6	KPA	Kemaman Port Authority
7	KtnPA	Kuantan Port Authority
8	MDM	Marine Department of Malaysia
9	MMSW	Malaysia Maritime Single Window
10	MSW	Maritime Single Window
11	MOT	Ministry of Transport
12	PKA	Port Klang Authority
13	PPC	Penang Port Commission
14	PSA	Principal Shipping Agent

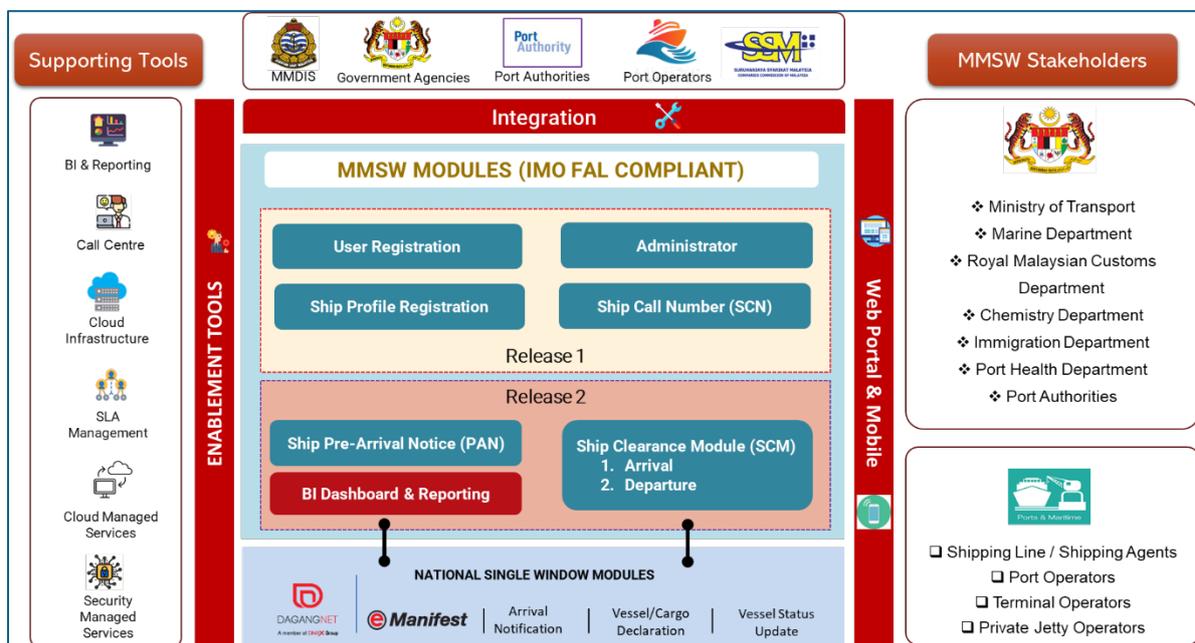
# 1. GENERAL INFORMATION

## 1.1 System Overview

In maritime business, there are various formalities involved such as redundant administrative work and manual documents exchange. The Maritime Single Window (MSW) concept enables all the entities involved in the maritime business process to input the data and information for all the stakeholders only once. In other words, MMSW is a single point of data entry for documentary requirements and procedures in maritime transport. Hence, it has significantly changed the process of information exchange between transport stakeholders, particularly in maritime transport and seaport business. Implementation of MSW as a single-entry point has the potential to harmonize and standardize the information exchange between commercial and administrative stakeholders and to provide fast, reliable, paperless, and efficient transactions.

MMSW includes the process integration of all stakeholders in the entire seaport ecosystem in Malaysia. The primary goal of the MMSW is to eliminate data redundancy in a way that the entered data is instantly visible in other systems, according to the set level of authorization and authentication.

The following diagram illustrates the system architecture of MMSW, the stakeholders for the MMSW, the supporting tools for MMSW and the touch points for the integration with other systems in maritime industry.



**Figure 1: MMSW Architecture Diagram**

The following table summarizes the functions of the modules, supporting tools, integration touch points and the stakeholders of MMSW.

### 1.1.1 MMSW Modules

MMSW has a few modules developed with different functions. The following table illustrates the modules for MMSW.

**Table 1: MMSW Modules and their Functions**

Module	Description
User Registration	This module is used to register new company, creating user credentials, creating company branches and users in for the branches.
Ship Profile Registration	This module is used to register new vessels, amending the current ship profile as well as deleting the vessel ID from MMSW.
Ship Call Number (SCN) Generation	This module is for the shipping agents to apply for the Ship Call Number (SCN) for their vessels.
Ship Pre-Arrival Notice	This module is for shipping agent to send the arrival notice to the Port Authority or Marine Department of Malaysia on their vessels that are about to arrive.
Arrival Clearance Module	This module is for the shipping agents to submit the regulatory Forms required by the Malaysia Maritime Law to the authorities during the arrival of their vessels. The module will also be used by the Government Officers to access information on the vessels that are arriving at the port
Departure Clearance Module	This module is for the shipping agents to submit the regulatory Forms required by the Malaysia Maritime Law to the authorities for the departure of their vessels. The module will also be used by the Government Officers to access information on the vessels that are departing from the port.
BI Dashboard and Reporting	High level information is available and can be viewed from this module. The data can then be converted into reports.

### 1.1.2 MMSW Stakeholders

The stakeholders for MMSW are those from the Public as well as Private sectors. The following table illustrates the Public and Private sectors.

**Table 2: The Stakeholders of MMSW**

Sector	Description
Government Agencies	<p>These are the list of Government agencies involved in the port operations in Malaysia.</p> <ol style="list-style-type: none"> <li>1. Ministry of Transport</li> <li>2. Marine Department of Malaysia</li> <li>3. Port Operators <ol style="list-style-type: none"> <li>a. Port Klang Authority</li> <li>b. Johor Port Authority</li> <li>c. Penang Ports Commission</li> <li>d. Kuantan Port Authority</li> <li>e. Kemaman Port Authority</li> <li>f. Melaka Port Authority</li> <li>g. Sabah Port Authority</li> <li>h. Kuching Port Authority</li> <li>i. Miri Port Authority</li> <li>j. Bintulu Port Authority</li> <li>k. Rajang Port Authority</li> </ol> </li> <li>4. Government Agencies <ol style="list-style-type: none"> <li>a. Royal Malaysia Customs Department</li> <li>b. Immigration Department of Malaysia</li> <li>c. Port Health Office</li> <li>d. Chemistry Department of Malaysia</li> <li>e. Royal Malaysian Police Department</li> </ol> </li> </ol>
Private Sector	<p>These are main players under the MMSW that involved in the applications for SCN, PAN and those involve in the operation of the ports in Malaysia.</p> <ol style="list-style-type: none"> <li>1. Shipping Agents/Lines</li> <li>2. Port/Terminal operators</li> <li>3. Jetty operators</li> </ol>

### 1.1.3 Supporting Tools

No system can run on its own without the tools or systems to support it operationally. The following table illustrates the tools or the support systems to support MMSW.

**Table 3: MMSW Supporting Systems/Tools**

<b>Tools/Support System</b>	<b>Description</b>
BI & Reporting	This is the engine used by MMSW to display the dashboard and generating the reports.
Call Centre	This is the MMSW support team to support the daily operations of MMSW. This center is available on 24x7 basis.
Cloud Infrastructure	This is the collection of hardware and software elements such as computing power, networking, storage, and others needed to run the MMSW.
SLA Management	The ongoing process of ensuring all provided services and processes are in alignment with the agreed-upon service level targets stipulated by the contract.
Cloud Managed Services	This is an application, service, or ecosystem in the cloud that a third-party organization manages. Cloud managed services include IT tasks, such as engineering on demand, operations management, 24/7 help desk support and hosting and implementation.
Security Managed Services	A managed security service provider (MSSP) offers network security services to an organization. As a third party, an MSSP can alleviate the strain on IT teams, as well as free up crucial time the organization needs to support and expand operations.

#### 1.1.4 Integration

MMSW needs to integrate with other systems run either by the Government or private entities to share data pertaining to vessels' information for their calling or departing to/from any ports in Malaysia. The following table illustrates the touch points for the integration between MMSW and other systems.

**Table 4: Integration Touch Points of MMSW**

<b>Systems</b>	<b>Description</b>
MMDIS	The Malaysia Marine Department Information System (MMDIS) is the system developed and run by Marine Department of Malaysia.
Government Agencies	These are Government agencies with the systems to be integrated with MMSW.

Systems	Description
Port Authorities	There are certain Port Authorities in Malaysia with their backend system to support the operation of the ports. Examples of the backend system owned and run by the Port Authorities are PKNET (Port Klang Authority) and eGateway (Johor Port Authority)
Port Operators	Data from MMSW needs to be shared with the Port Operators or Terminal Operators for their operational needs and invoicing.
National Single Windows Modules	This is the system owned by the Government of Malaysia that offer services for the shipping agents to apply for the SCN. The integration between MMSW and NSW will enable of the data to be shared between these two systems.

## 1.2 Project References

This User Guide is prepared based on MMSW implementation guidelines. Requirement Gathering, discussion and walkthrough sessions with the stakeholders were used for the preparation of this document.

## 1.3 Helpdesk/Points of Contact Information

Should any user face some issue, query or trouble with regards to the usage of the MMSW, the user can get in touch with the personnel from the MMSW Support team from Dagang Net Technologies Sdn Bhd (DNT).

The table below details out the contact number and email address to contact the contact center. The contact center is available on 24x7 basis.

**Table 5: MMSW Support Contact Information**

Point of Contact	Contact Number	E-mail
MMSW Support Careline Number	1300133133	<a href="mailto:mmsw_support@dagangnet.com">mmsw_support@dagangnet.com</a>
MMSW Support WhatsApp	010-4475838	<a href="mailto:mmsw_support@dagangnet.com">mmsw_support@dagangnet.com</a>

## 2. ABOUT THIS DOCUMENT

### 2.1 Objective

The purpose of this document is to provide the guide for user registration in MMSW system. It provides detailed instructions for the registration and administration of the MMSW users.

### 2.2 Scope

This document explains the User Registration module of the MMSW system and how to use the MMSW system.

### 2.3 Target Audience

This document is meant for the new users of MMSW. These are new users who are to register with MMSW and eventually will use MMSW application to apply for the clearance of their vessels in any port in Malaysia.

### 2.4 Organization of the Manual

The different sections of the User Guide consist of the following:

**Table 6: Sections in the Users' Guide**

Sections	Description
<b>Section 1</b>	These sections detail the general information like System Overview, Points of Contact Information/Help Desk, General information about the MMSW system, Information about the document.
<b>Section 2</b>	This section is on the information of the document, the objectives, scope and the target audience.
<b>Section 3</b>	This section details the user access level that can be set in MMSW.
<b>Section 4</b>	This section guides the users on how to get started with MMSW, the application link to access, login, Forgot Password, Change Password and Logout procedures.
<b>Section 5</b>	This section details the System Interface details of the application like the Header, Menu Bar and Work Area. It also lists the Common buttons and icons used in the application.
<b>Section 6</b>	This section guides the new users on the registration as the MMSW users.
<b>Section 7</b>	Error codes of the MMSW system related to users' registration.

## 3 SYSTEM SUMMARY

### 3.1 User Access Levels

Access to different modules and screens is provided only to the authorized users/respective stakeholders.

Different Users of the system are as per the following table:

**Table 7: Users of the MMSW System**

No	Stakeholders
1	Ministry of Transport Officers
2	Marine Department of Malaysia Officers
3	Port Authority Officers
4	Immigration Department of Malaysia Officers
5	Royal Malaysian Customs Department's Officers
6	Port Health Officers
7	Chemistry Department Officers
8	Port Operator Officers
9	Terminal Operator Officers
10	Private Jetty Officers
11	Shipping Agents

## 4 GETTING STARTED

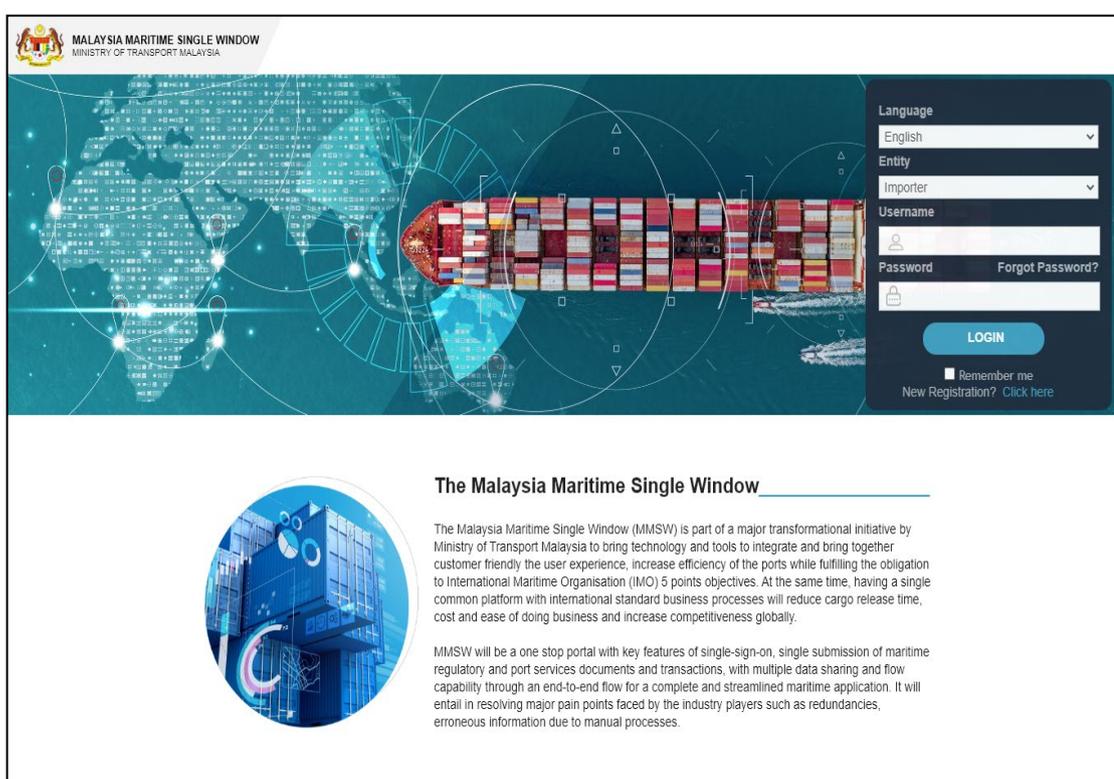
### 4.1 Log-in Procedure

Registered stakeholders who already have their User ID and Password can login to MMSW as shown below:

- i. From the web browser, type the MMSW URL <https://www.mmsw.gov.my/upliftlogin.aspx> and press the **<ENTER>** key. The MMSW login screen is displayed as shown in the figure below:

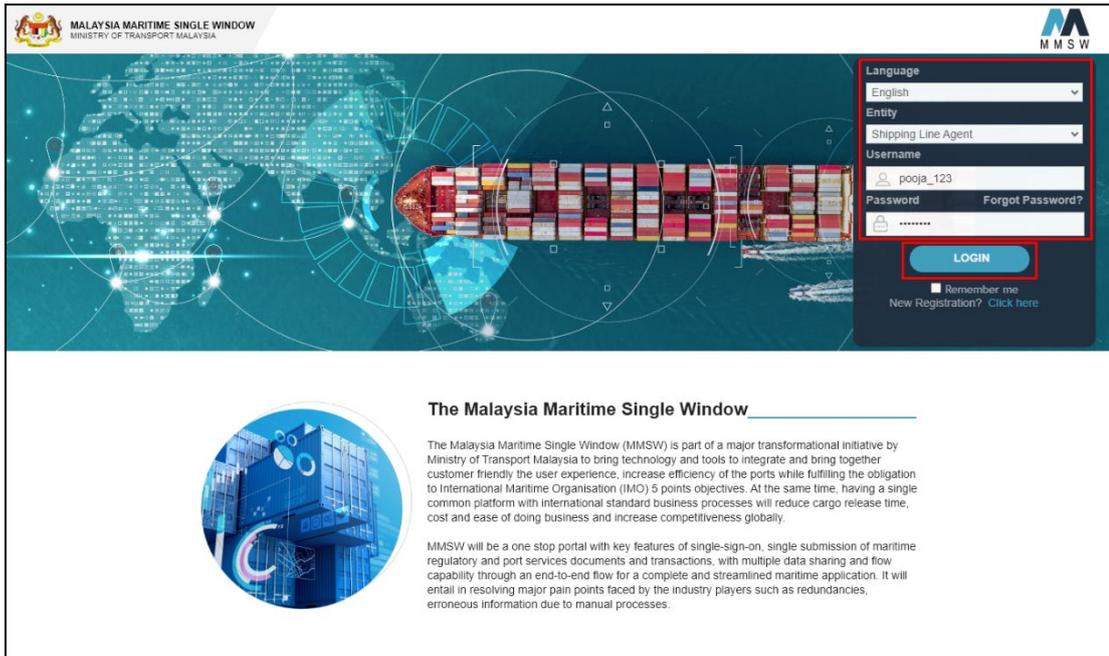


*The supported web browser are Google Chrome, Microsoft Edge, Mozilla Firefox and Internet Explorer etc.*



**Figure 2: MMSW Landing Page**

- ii. The application supports two languages viz. English and Bahasa Malaysia. Users can select any one of the languages from the Language dropdown before logging in to the application. On selecting language as Bahasa Malaysia, the application will display all text in local Bahasa Malaysia language.
- iii. Select the Entity name with which user has registered from the Entity dropdown list. Enter the valid Username and Password in the respective text boxes, and click the **<Login>** button as shown in the screen below:



**Figure 3: MMSW Login-in Details Page**

- iv. The Home Page will be displayed upon successful login. The Home Page being displayed will depend on the login ID and password used by the user.

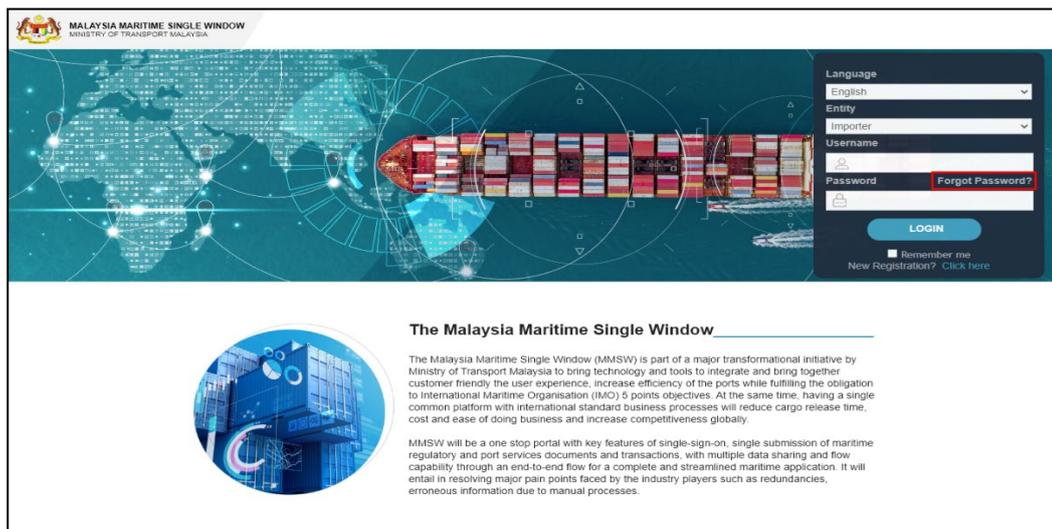


**When user logs into the application for the first time, system asks user to accept the terms and conditions and to change the password**

## 4.2 Forgot Password

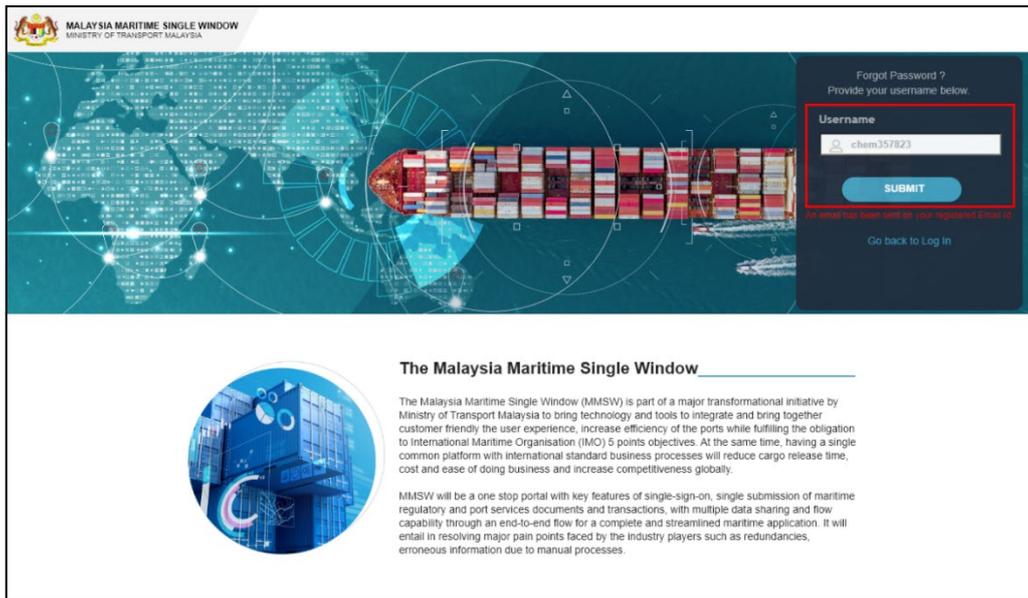
When a registered stakeholder forgets the password then the below steps can be followed:

- i. On the login page of MMSW, click the **Forgot Password?** link as shown in the screen below:



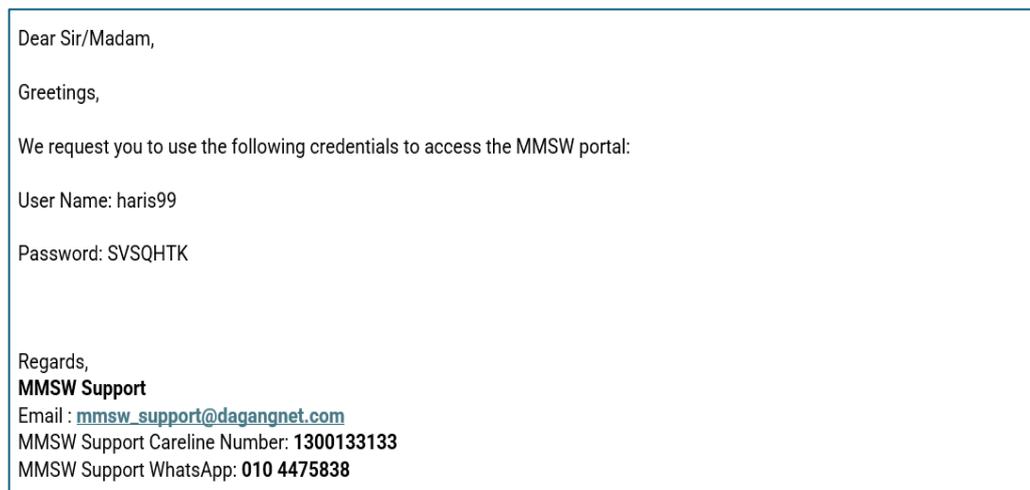
**Figure 4: MMSW Forgot Password Page**

- ii. This will display the below screen where the user will need to enter the Username and click the **<Submit>** button:



**Figure 5: MMSW Forgot Password Submit Menu**

- iii. The user will then receive an email message that is in the user's registered email ID as shown in the screen below with the new system-generated password.



**Figure 6: Forgot Password email from MMSW**

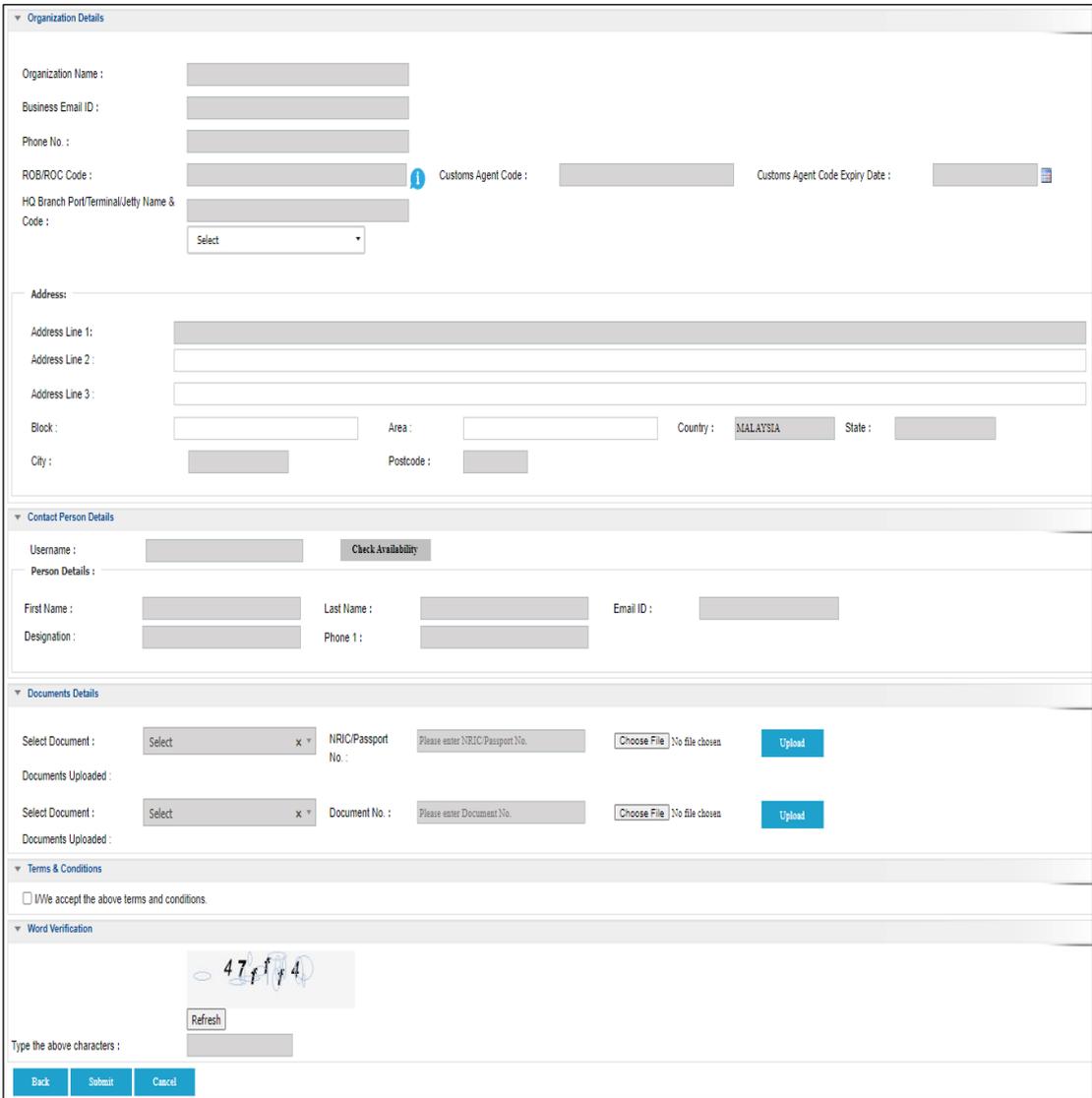
- iv. The user can then use the login ID with the new password to login to MMSW.

## 5 OTHER INTERFACE ELEMENTS

This section provides details about the interface elements available in the MMSW application.

### 5.1 Mandatory fields

- i. All fields in the MMSW application having a **grey background** are mandatory as shown in the following figure:



The screenshot displays the MMSW registration form with several sections. Mandatory fields are highlighted in grey:

- Organization Details:** Organization Name, Business Email ID, Phone No., ROB/ROC Code, HQ Branch Port/Terminal/Jetty Name & Code, Address Line 1, Address Line 2, Address Line 3, Block, City, Postcode, and State.
- Contact Person Details:** Username, First Name, Last Name, Email ID, Designation, and Phone 1.
- Documents Details:** Select Document (dropdown), NRIC/Passport No. (text input), and Document No. (text input).
- Terms & Conditions:** A checkbox for accepting terms and conditions.
- Word Verification:** A refresh button and a text input for typing the characters shown in the image.

Buttons at the bottom include Back, Submit, and Cancel.

**Figure 7: MMSW Screen with Mandatory Fields (Highlighted in Grey Colour)**

- ii. If the user clicks the **<Save>** button before capturing information in the mandatory fields, a message box or message on top of the screen will be displayed as shown in the below screenshot.



**Figure 8: Save Button Pop-up Message when Mandatory Fields not Filled.**

- iii. The listed messages as per the screenshot below are corresponding to the mandatory fields that are not being filled-in when saving the application.

## 6 NEW USER REGISTRATION

### 6.1 New User Registration

#### 6.1.1 New User Registration Pre-requisites



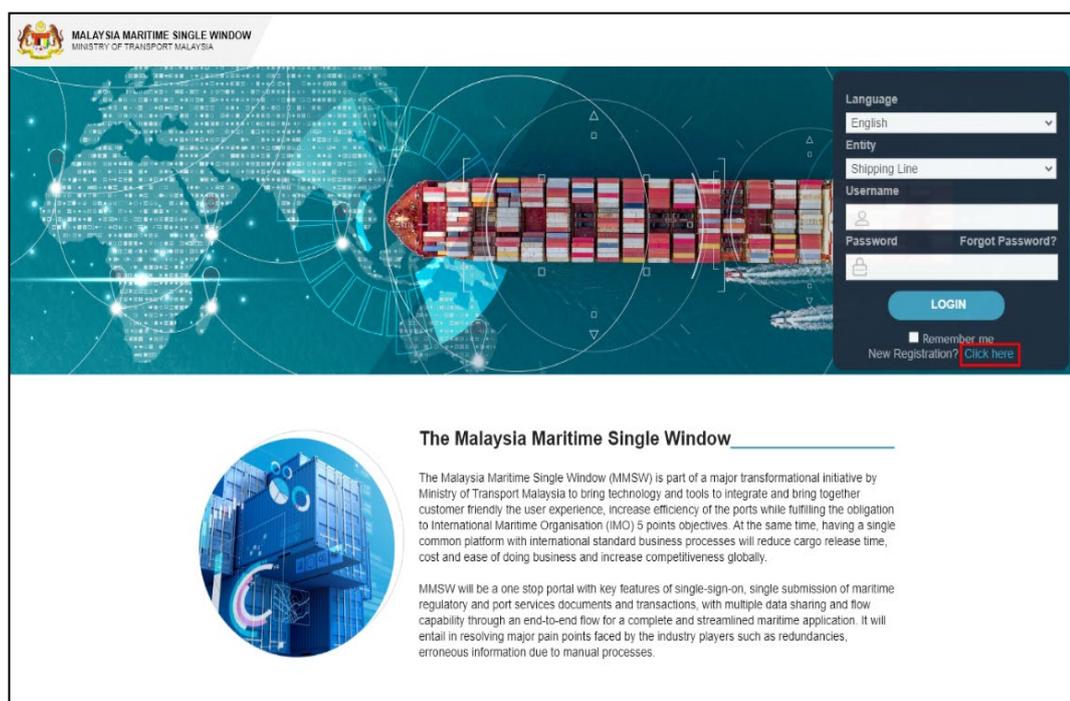
**Following are the pre-requisites for the new registration of a new MMSW user.**

- i. Port Authority/Authorities users have been created.
- ii. The Marine Department HQ/Branch has also been created.
- iii. The Port Operator/Terminal Operator/Private Jetty users have been created and assigned has been to the Port Authority.
- iv. The government agencies users (Chemistry Department /Immigration /Police /Port Health etc.) have been created and mapped with the Port Operator/Terminal Operator/Private Jetty. (This is because when a ship is coming to a particular Port, the Port Operator needs to send multiple forms to multiple government agencies. On mapping the system knows which request to send to which agencies).
- v. Only then the users for the shipping agents are ready to be created.

#### 6.1.2 Create a new user (Organization Admin)

To create a new user (Organization Admin), the user must follow the below steps:

- i. On the MMSW login page, click the **<Click here>** link as shown in the screen below:



**Figure 9: MMSW Landing Page – To Create New User**

- ii. Users will be logged in as a Guest User and will see the below screen. Click the **Shipping Agent** from the **Business Lines** and click the **<Continue>** button as shown in the screen below:



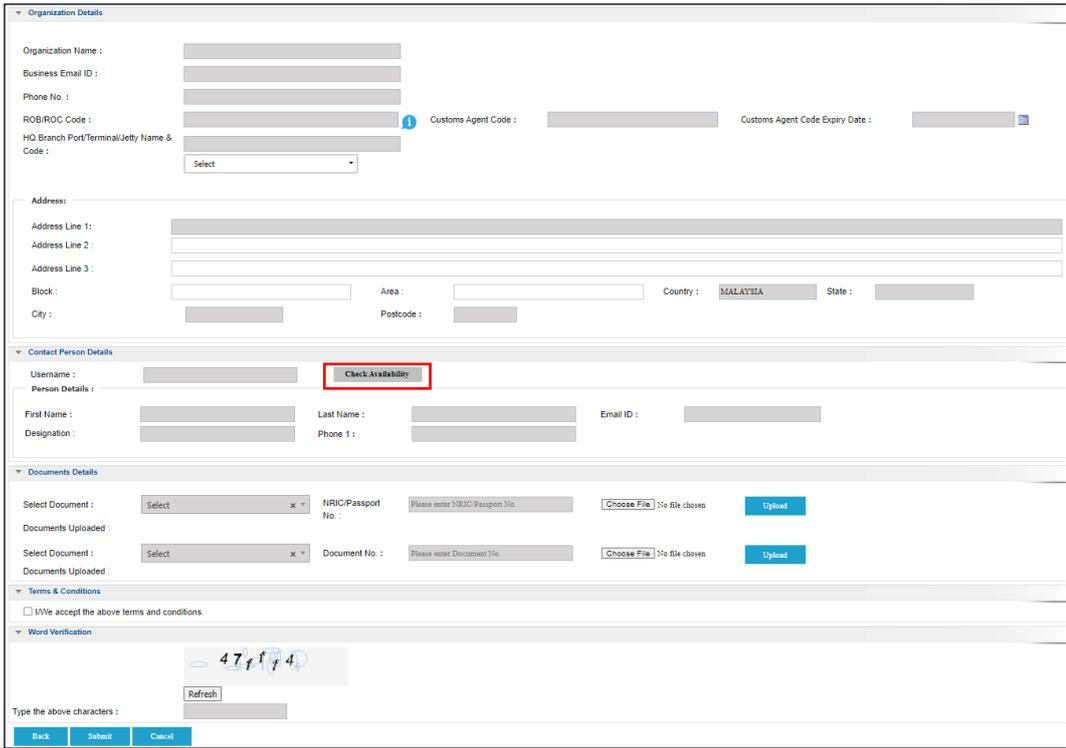
The screenshot shows the 'Get Registered to MMSW' page. Under 'Business Lines', there is a list of checkboxes: Chemistry Department, Customs, Immigration, Marine Department, Ministry, Police, Port Authority, Port Health, Port/Terminal Operator, Private Jetty, and Shipping Agent. The 'Shipping Agent' checkbox is checked and highlighted with a red box. Below the list are 'Back' and 'Continue' buttons, with the 'Continue' button also highlighted with a red box.

Figure 10: Create New User - Business Lines Selection



**Only one business line can be selected at a time. After selecting one business line other checkboxes are disabled.**

- iii. Now the registration screen will appear as shown in the screen below:

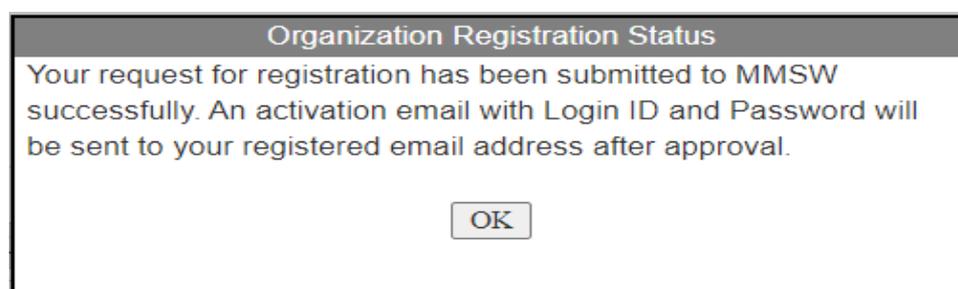


The screenshot shows the registration form with several sections: 'Organization Details' (Organization Name, Business Email ID, Phone No., ROBI/ROC Code, HQ Branch Port/Terminal/Jetty Name & Code, Address), 'Contact Person Details' (Username, Person Details, First Name, Last Name, Email ID, Designation, Phone 1), 'Documents Details' (Select Document, Documents Uploaded, NRIC/Passport No., Document No.), and 'Terms & Conditions' (I/We accept the above terms and conditions, Word Verification). The 'Check Availability' button in the Contact Person Details section is highlighted with a red box.

Figure 11: MMSW Create New User Submit Button

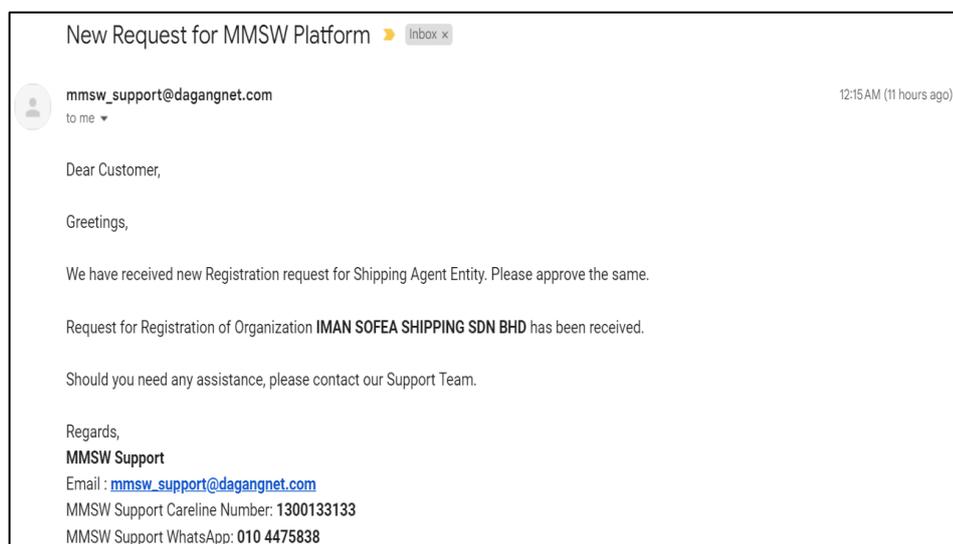
- iv. Enter all the mandatory fields in all sections.
- v. In the Organization Details section, enter the Organization details.
- vi. Enter a valid **“Business Email ID”** while registering with the organization. Email communications will be sent to the entered Business Email ID.

- vii. Enter the "Username" under Contact Person Details and check for the availability of the same by clicking the **<Check Availability>** button. If the username is available then continue, else enter a new Username and repeat the process of checking the availability of entered new usernames.
- viii. In Contact Person details, enter the Organization Contact Person details (i.e. **Organization Admin** details).
- ix. In the Documents Details section, select the document to be uploaded from the Select Document dropdown. Enter the Document No, click the **<Choose File>** button to select the document to be uploaded and click the **<Upload>** button.  
Documents uploaded will be displayed in the Documents Uploaded section.
- x. In the Terms & Conditions section, accept the terms and conditions mentioned under Terms & Conditions by clicking the checkbox.
- xi. Type the Word Verification under the Word Verification section.
- xii. Click the **<Submit>** button and the following message will be displayed:



**Figure 12: MMSW User New Create Request Notification**

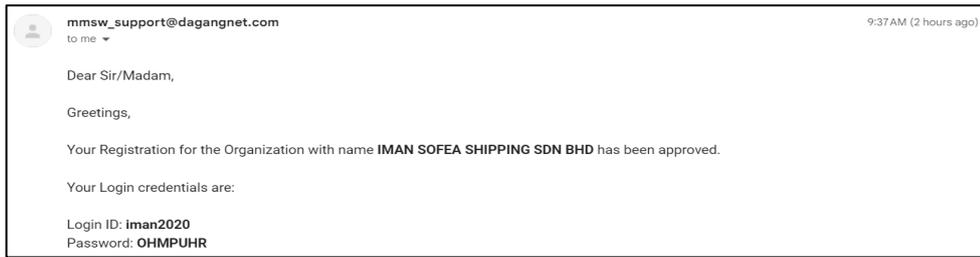
- xiii. Click **<OK>** button. The user will then receive email from MMSW as per the following:



**Figure 13: Email on the submission of the User's Registration for Approval**

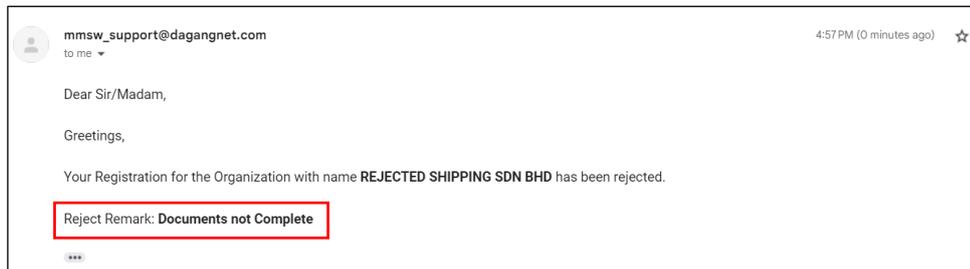
- xiv. The approver for the user's new registration (shipping agent) is the officer from the Customs Department.
- xv. Upon approval of the user's registration, an email will be sent to the registered email address

as per the login credentials together with the system generated temporary password.



**Figure 14: Email received on the user's Registration**

- xvi. On rejection, an email will also be sent to the registered email address with rejection remarks from the authority.



**Figure 15: Email on the User Registration Rejection**

- xvii. User receiving the rejection status from the authority will need to resubmit the registration process again.

### 6.1.3 First Time login as MMSW user

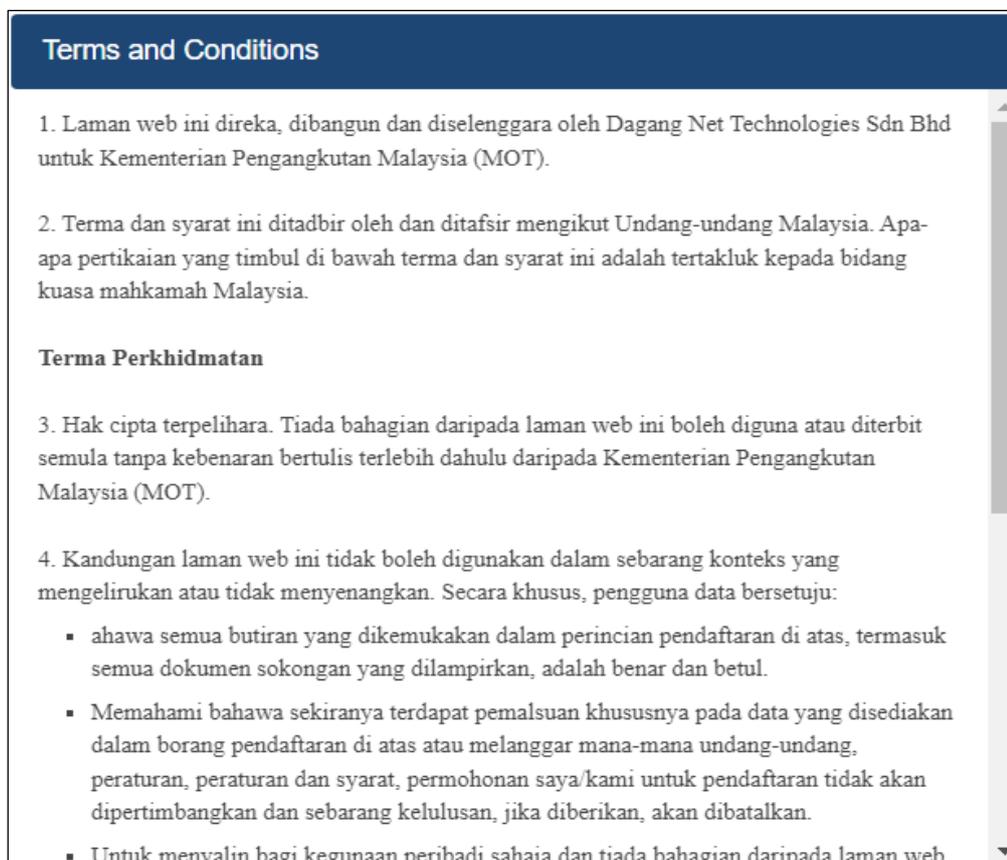
Upon receiving the email on the user's registration approval, the user can now log in to MMSW. To login, follow the following steps:

- i. Enter the credentials on the MMSW landing page as per the figure below:



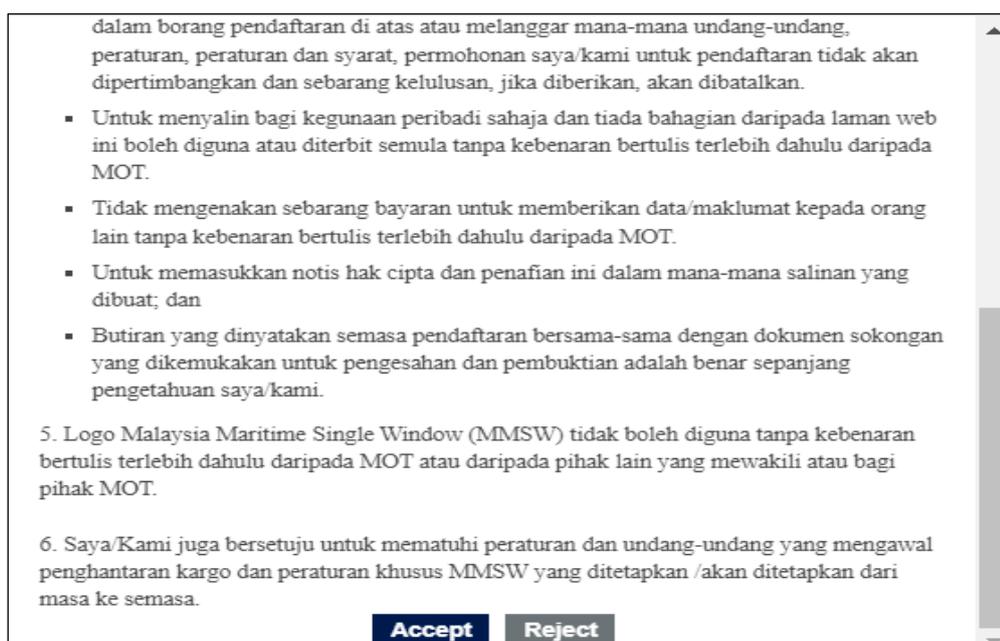
**Figure 16: Login page for the MMSW**

- ii. Select the Entity as Shipping Agent and enter the Username and Password (temporary password) as per the email received.
- iii. Click the **<Submit>** button. The following Terms and Conditions Screen will be displayed:



**Figure 17: Terms and Condition Screen**

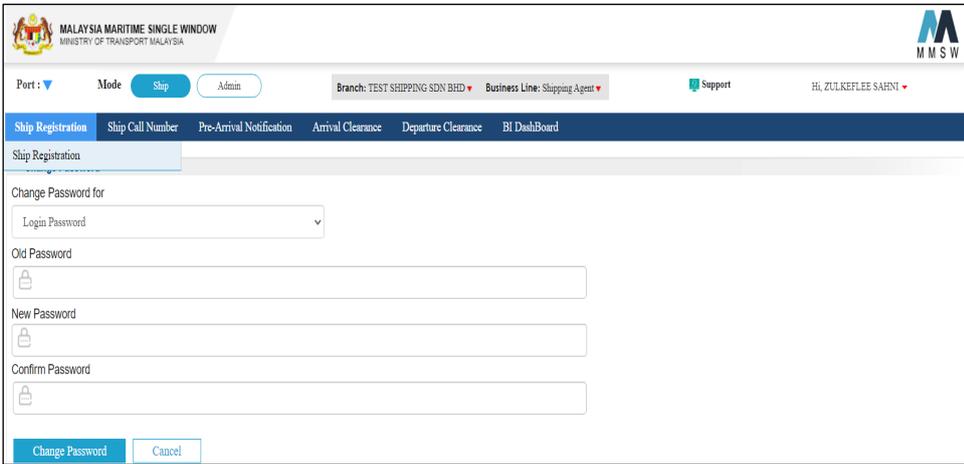
- iv. Scroll down the Terms and Conditions screen and click the **<Accept>** button to agree.



**Figure 18: Button to Accept or Reject the Terms and Conditions**

### 6.1.4 Change the Temporary Password

- i. When the user first time login to MMSW after completion of the registration process, you will be required to change the temporary password received from MMSW.
- ii. The following screen will be displayed when the user clicks the **<Accept>** button of the Terms and Conditions screen.



**Figure 19: Details to Change the Temporary Password**

- iii. Fill in all the necessary information as per the screen and then click **<Change Password>** button and the following message will be displayed:



**Figure 20: Change Password Confirmation Message**

- iv. Click **<OK>** to confirm and the user will be redirected to the MMSW landing page.

## 7 ERROR MESSAGES IN MMSW

The following tables describe the error messages generated by MMSW should the user and the activities done by the users that caused the error. To ease the users to understand the error messages, the error messages are divided into the module/sub-modules in MMSW.

### 7.1 User Registration Module

**Table 8: Error Messages under User Registration Module**

No	Error Message	Activity that caused the error
1	Business Email ID is not in correct format for Organization	Incorrect Business Email ID was entered by the user
2	Phone no. should be numeric. Only (0-9,-,+,(,)) allowed	Less than 10 digits of the phone number was entered by the user.
3	ROB/ROC Code already exists	ROB/ROC Code which already exists was entered by the user.
4	Invalid format. Please enter 2 characters followed by 4 digits.	Invalid Customs Agent Code was entered.
5	State name not found.	Invalid state name was entered.
6	City name not found.	Invalid city name was entered.
7	Username Already Exists.	Username which was entered is already exist when the <b>&lt;Check Availability&gt;</b> button clicked.
8	Please Select Document	The user clicked on <b>&lt;Upload&gt;</b> button without selecting document in document section.
9	1. Please Enter Organization Name. 2. Please Enter Phone No. 3. Please Enter Address Line 1. so on....	The user clicked on <b>&lt;Submit&gt;</b> button without filling any fields.
10	Invalid Captcha.	The user entered incorrect Captcha.

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This user manual shall be updated as and when required.