Unable to access MyHDW
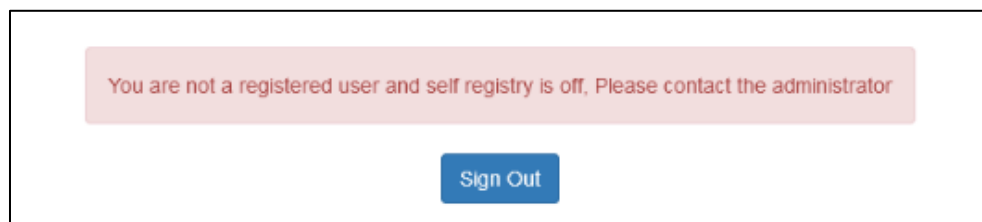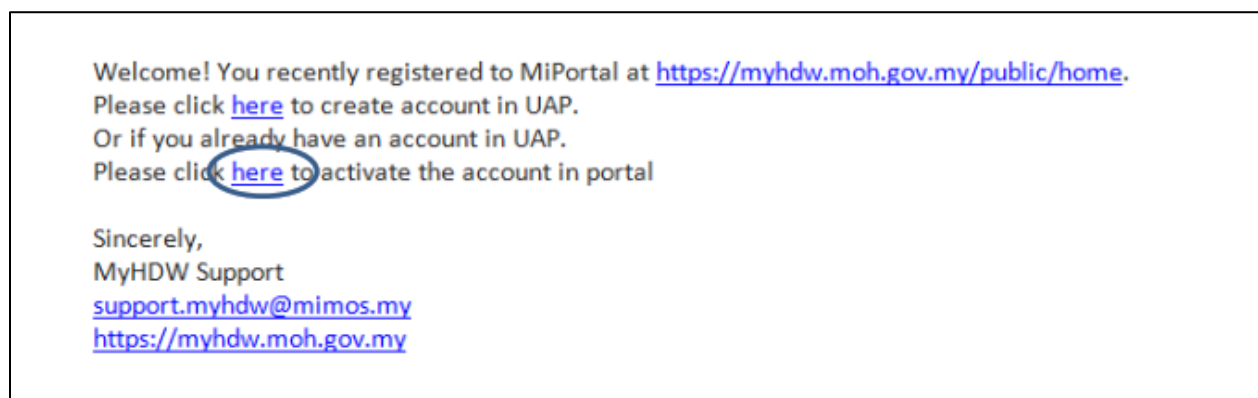
Scenario 1: Not activate account yet

1.1 I already registered and follow the guide given. However, I still cannot access MyHDW and this error keep showing up. How can I proceed?

> You are not a registered user and self registry is off, Please contact the administrator
>
> Sign Out

i. Click "Sign Out" to navigate from the webpage.

ii. Log in into your own official email registered to MyHDW (@moh/@facility). Search for the first email "MyHDW Support @ MIMOS" like shown below:


> Welcome! You recently registered to MiPortal at https://myhdw.moh.gov.my/public/home.
> Please click here to create account in UAP.
> Or if you already have an account in UAP.
> Please click here to activate the account in portal
>
> Sincerely,
> MyHDW Support
> support.myhdw@mimos.my
> https://myhdw.moh.gov.my

iii. Please click the link "here" to activate the account in portal. Kindly fill in the neccesary authentication to log in and you are good to go.
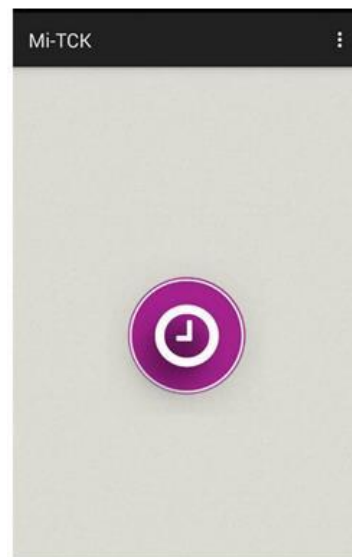
iv. If you are still unable to log in. Kindly contact MIMOS helpdesk.

Scenario 2: Reset Mi- TCK

2.1. I did activate Mi-TCK during my previous training session with PIK. However, it's been long since I log in into MyHDW and now when I open Mi-TCK, the colour turned yellow. How can I proceed?
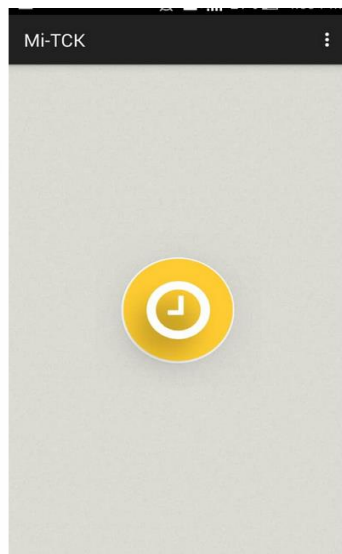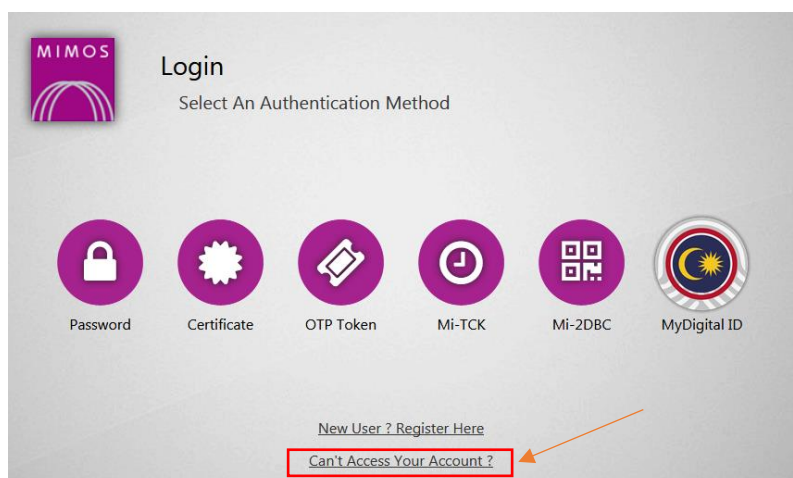

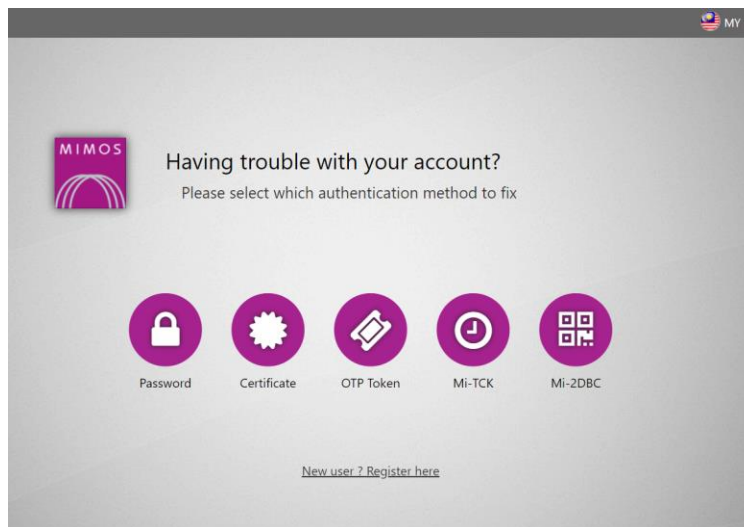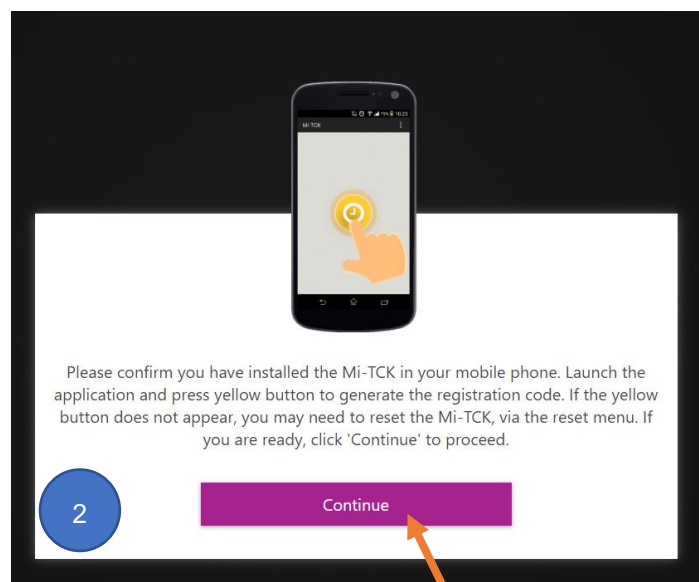| Yellow button indicates **Inactive Mi-TCK** | Purple button indicates **Activated Mi-TCK** |

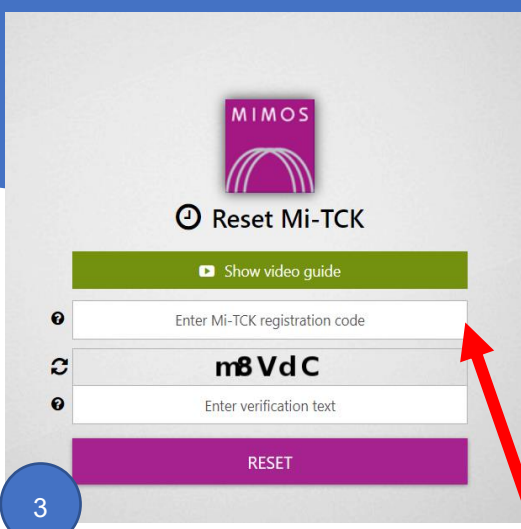i. Kindly log in into MyHDW. Please Click "Can't Acces Your Account?".
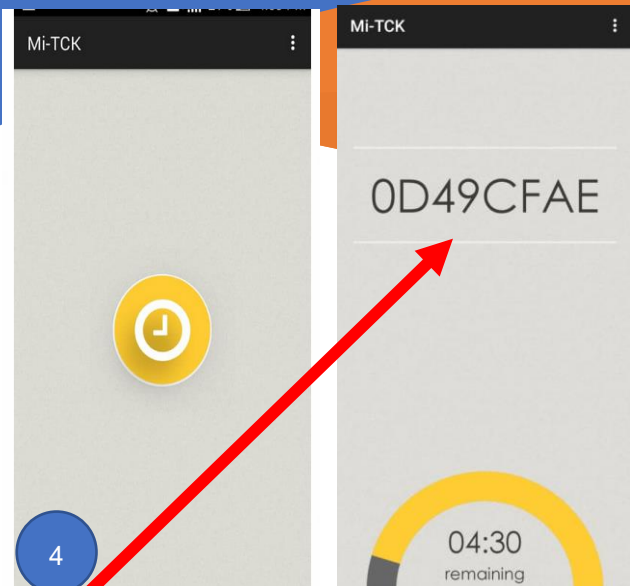
ii. Kindly click "Mi-TCK".

iii. Fill in the necessary detail. Click "Continue" to proceed.

Click "Continue" to proceed

Reset Mi-TCK

Show video guide

Enter Mi-TCK registration code

m8VdC

Enter verification text

RESET

3

Computer screen.

4

Mi-TCK

0D49CFAE

04:30
remaining
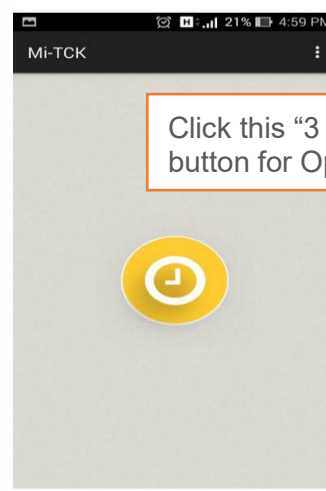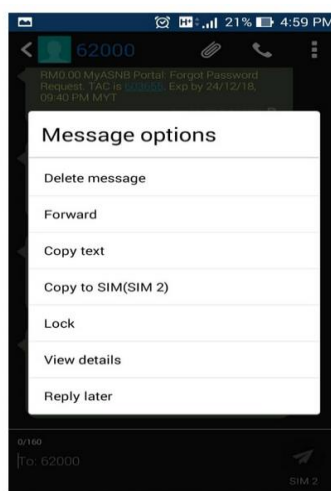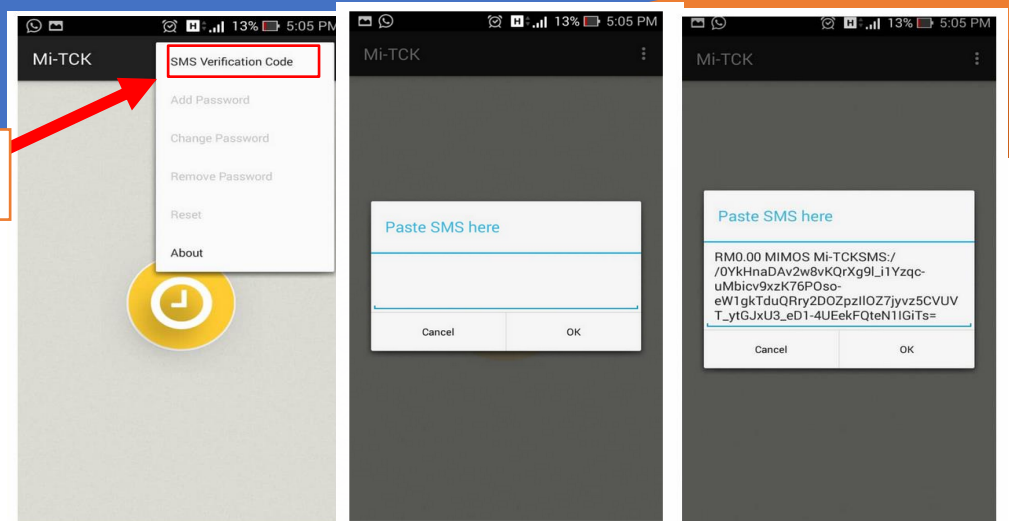
Mi-TCK screen in smartphone

Code from Mi-TCK has to be inserted in the computer.

iv. User will receive a SMS from MIMOS @ 62000. Copy the whole SMS (Including RM0.00)

Message options

Delete message

Forward

Copy text

Copy to SIM(SIM 2)

Lock

View details

Reply later

Click this "3 Horizontal dots" button for Options

Click "SMS Verification Code"

v. Paste the whole SMS and your Mi-TCK button should turn purple.

vi. Common reasons for this:
        a. User change phone
        b. User change phone's number
        c. User accidentally reset Mi-TCK
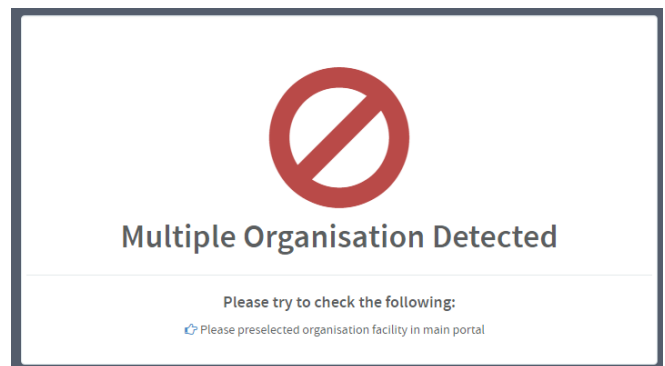   d. Google license for Mi-TCK not updated

Scenario 3: Unable to access function

3.1. I already logged in into MyHDW,, however I am unable to access the function in MyHDW, it shows that my access are blocked. How can I proceed?

i. Please identify the Error message as below:
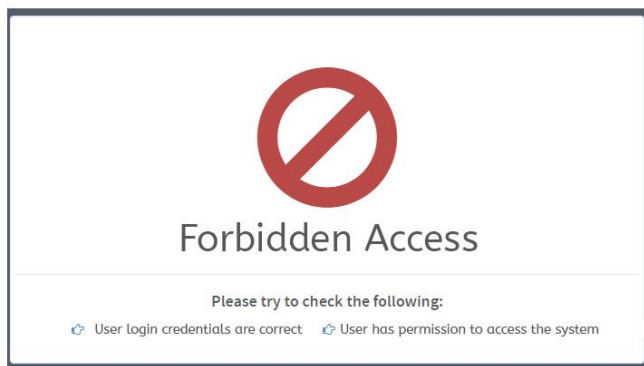
a.Forbidden Access Error

b.Multiple Organisation Error

ii. User with forbidden access error need to clarify again the access requested on registration form. This error only occurred when the user has no permission to access the function.

iii. User with multiple Organisation error need to clarify again the healthcare facility you registered in the registration form. This error only occurred when the user is given 2 or more facility for an account.

iv. Kindly contact Health Informatic centre admin/ registration officer via email or phone after user clarify respective registration form sent before.