



JABATAN KASTAM DIRAJA MALAYSIA

USER MANUAL

Malaysian Customs Import/ Export Document
System (MyCIEDS)

Login System

VERSION 1.0

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1 SYSTEM REQUIREMENTS

1.1 Compatibility Operating System (OS) and Browser

Table 1 Compatibility Multi OS and Browser

OS	Browser	Result
Windows 8	1. Microsoft Edge 2. Chrome (√)	1. Accessible 2. Accessible
Windows 10	1. Microsoft Edge 2. Chrome (√)	1. Accessible 2. Accessible
Windows 11	1. Microsoft Edge 2. Chrome (√)	1. Accessible 2. Accessible

Note: √ recommended browser

2 ACCESS PORTAL

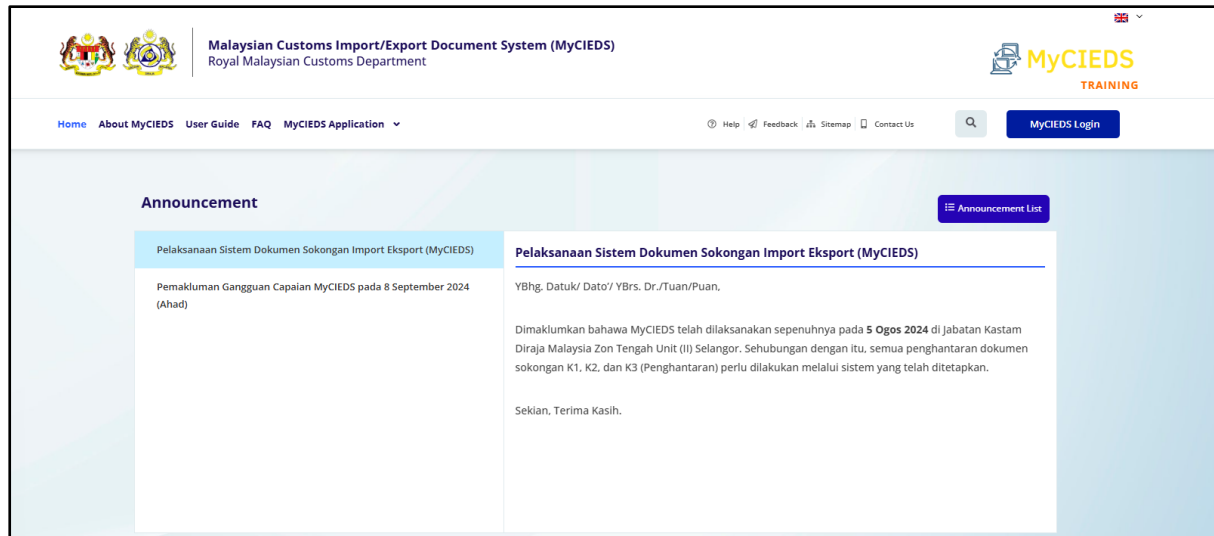


Figure 1 MyCIEDS Website

1. Open Windows Edge or Chrome.
2. Type the URL address **<https://mycieds.customs.gov.my>** to access official website of Malaysian Customs Import/ Export Document System (MyCIEDS) (Refer Figure 1).

3 LOGIN

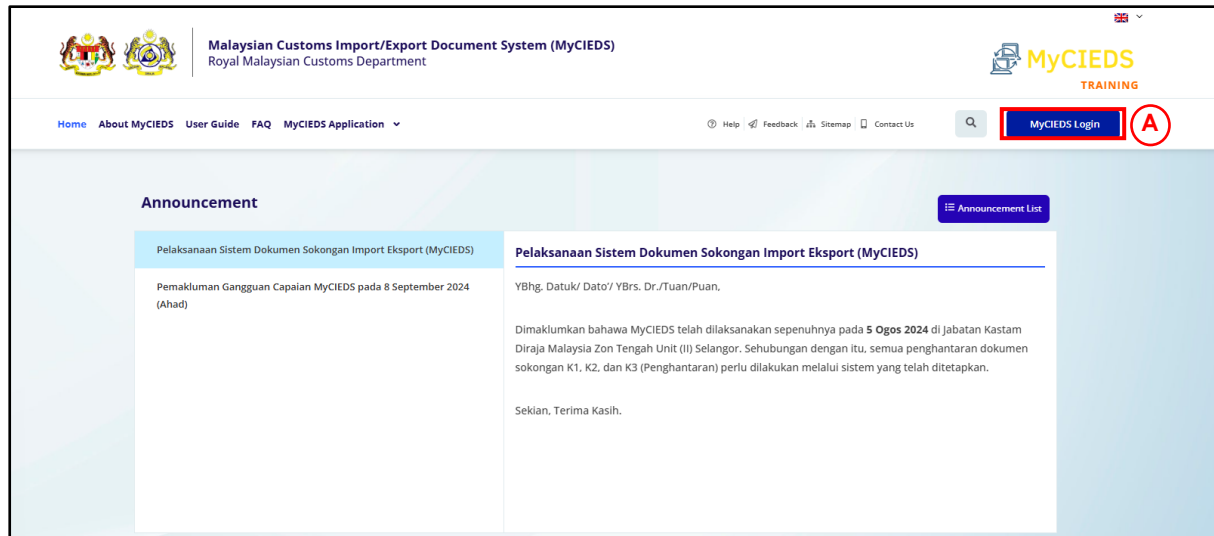


Figure 2 MyCIEDS Website - Login

1. Click on **MyCIEDS Login** (A) button to direct login page of Malaysian Customs Import/ Export Document System (MyCIEDS) (Refer Figure 2).
2. The screen of Login page of MyCIEDS displayed (Refer Figure 3).

3.1 Login RMCD Officer Account in MyCIEDS

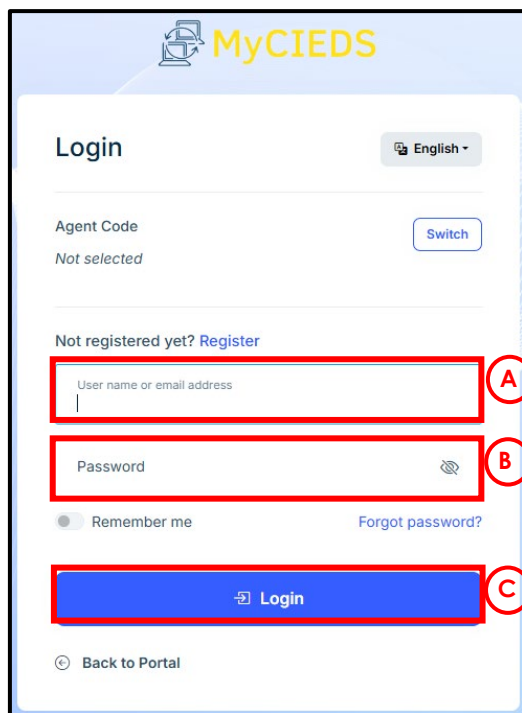


Figure 3 MyCIEDS Login Page

1. To login into the system, officer need to key-in (Refer Figure 3): -
 - a. Username or email address (A)
 - b. Password (B)

Note 1: Before login, user should receive an email containing login details.

2. Under this section, user can click the following button: -
 - **Login** (C) – To continue to log in to the system (Refer Figure 3).
3. Fill all the field to log in to MyCIEDS (Refer Figure 3).
4. Table 2 below shows all field in Login screen.

Table 2 Login field detail

No.	Field Name	Type	Mandatory Field	Remarks
1.	Username or email address	Number	Yes	Officer's IC Identity Card: YYMMDD##### # – Number
2.	Password	Alphanumeric	Yes	–

5. The Official Website Malaysian Customs Import/ Export Document System (MyCIEDS) will appear (Refer Figure 4).

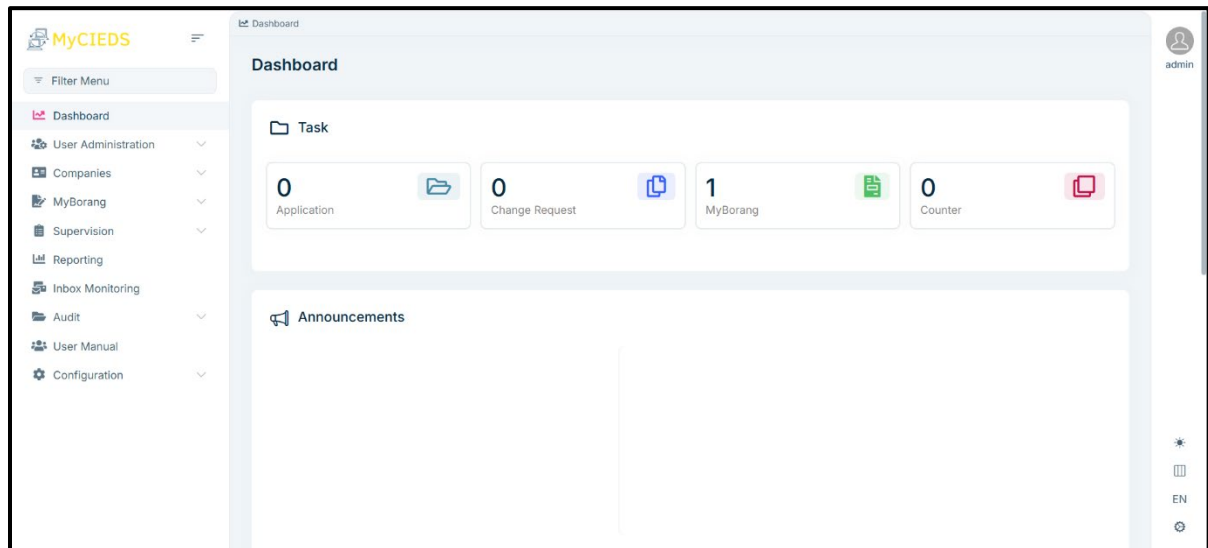


Figure 4 The Official Website MyCIEDS

3.2 Login Agent Account in MyCIEDS

For the first time login, agent will receive an email that contains link to setup new password before accessing MyCIEDS. Agent need to set password first by clicking the link provided before login in MyCIEDS. The screen to setup new password in MyCIEDS will appear (Refer Figure 5).

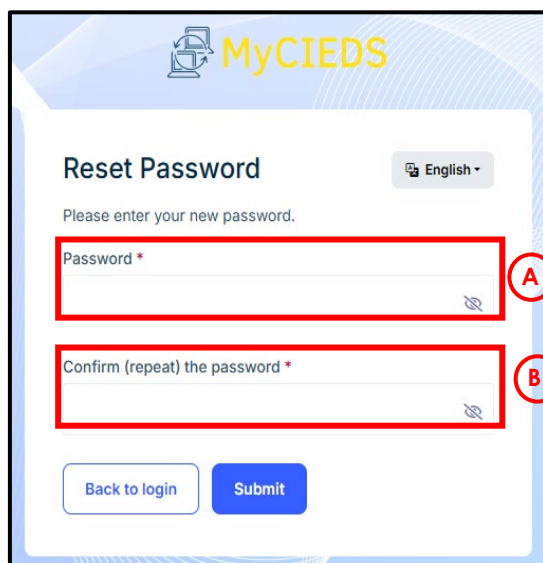


Figure 5 MyCIEDS Set New Password Page

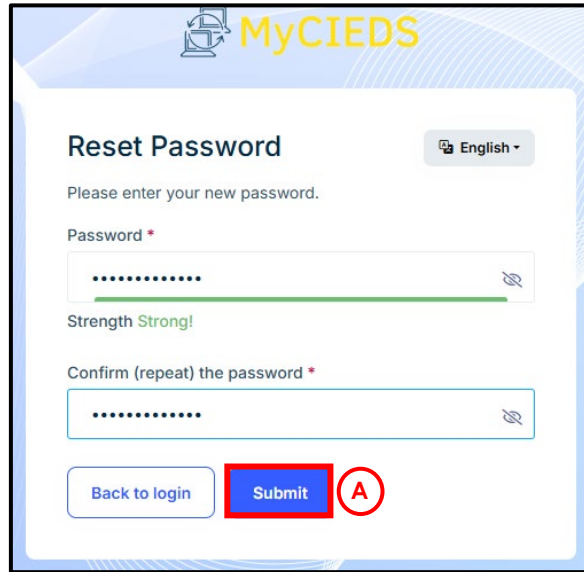
1. To set new password, agent need to key-in (Refer Figure 5): -
 - a. Password (A)
 - b. Confirm (repeat) the password (B)

Note: Set new password only applicable for first time login. Before login, agent should receive an email containing link to set new password.

2. Fill all the field to set new password in MyCIEDS (Refer Figure 5).
3. Table 3 below shows all field on MyCIEDS Set New Password Page screen.

Table 3 Set New Password

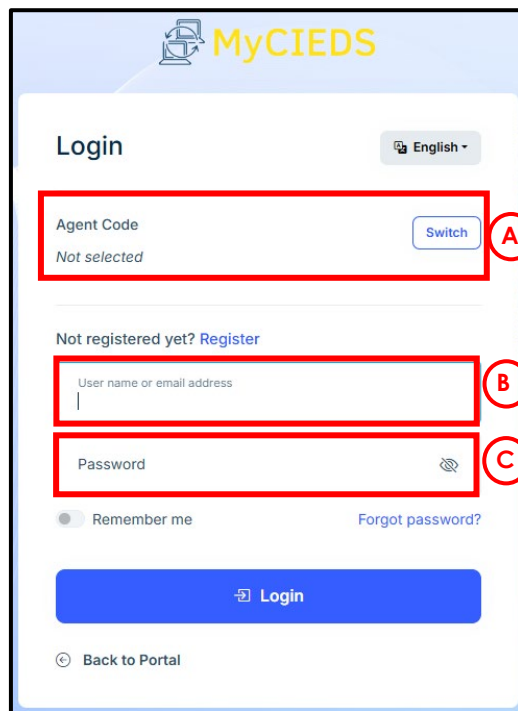
No.	Field Name	Type	Mandatory Field	Remarks
1.	Password	Alphanumeric	Yes	–
2.	Confirm (repeat) the password	Alphanumeric	Yes	–



The image shows the 'Reset Password' page of the MyCIEDS system. At the top, there is a header with the MyCIEDS logo and a language dropdown set to 'English'. Below the header, the title 'Reset Password' is displayed. A message says 'Please enter your new password.' There are two password input fields. The first field is labeled 'Password *' and has a strength indicator below it that says 'Strength Strong!'. The second field is labeled 'Confirm (repeat) the password *'. At the bottom, there are two buttons: 'Back to login' and 'Submit'. The 'Submit' button is highlighted with a red box and a red circle with the letter 'A' next to it.

Figure 6 MyCIEDS Set New Password Page

4. After fill in the field, click on **Submit** (A) button to proceed to set new password (Refer Figure 6).
5. System will redirect to login page MyCIEDS system. MyCIEDS login page will display (Refer Figure 7).



The image shows the 'Login' page of the MyCIEDS system. At the top, there is a header with the MyCIEDS logo and a language dropdown set to 'English'. Below the header, the title 'Login' is displayed. There is a section for 'Agent Code' with a 'Switch' button next to it. Below this, there is a link 'Not registered yet? Register'. There are two input fields: 'User name or email address' and 'Password'. The 'Password' field has a toggle icon for visibility. Below the input fields, there is a 'Remember me' checkbox and a link 'Forgot password?'. At the bottom, there is a large blue 'Login' button. A 'Back to Portal' link is at the very bottom. Red boxes and circles with letters are used to highlight specific elements: a red box around the 'Agent Code' section with a red circle 'A' next to the 'Switch' button; a red box around the 'User name or email address' field with a red circle 'B' next to it; and a red box around the 'Password' field with a red circle 'C' next to it.

Figure 7 MyCIEDS Login Page

6. To login into the system, agent need to key-in (Refer Figure 7): -

- a. Agent Code (A)
 - b. Username or email address (B)
 - c. Password (C)
7. Fill all the field to log in to MyCIEDS (Refer Figure 7).
 8. Table 4 below shows all field on MyCIEDS Login Page screen.

Table 4 Login

No.	Field Name	Type	Mandatory Field	Remarks
1.	Agent Code	Number	Yes	Agent Code: SF#### S – Station Code F – Agent Type # – Agent Number
2.	Username or email address	Alphanumeric	Yes	Example: - sample@gmail.com
3.	Password	Alphanumeric	Yes	–

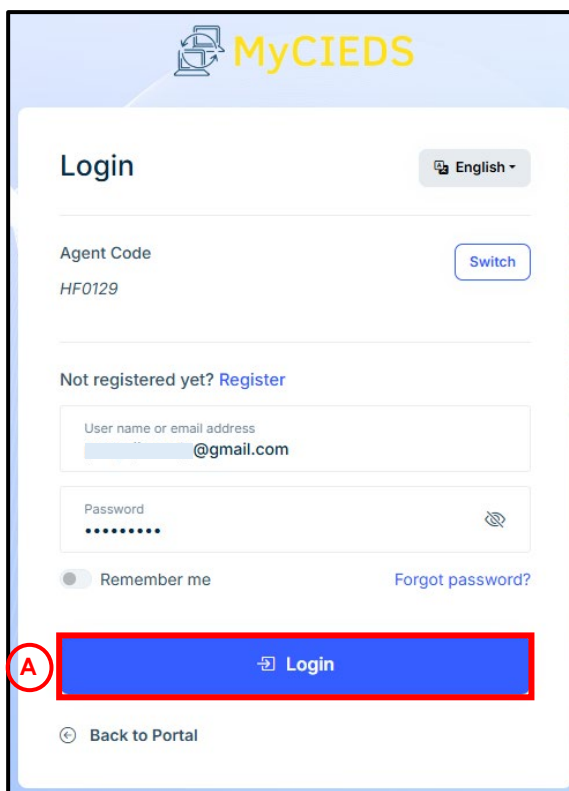


Figure 8 MyCIEDS Login Page

9. After fill in the field, click on **Login** (A) button to log in to the system (Refer Figure 8).

10. The Official Website Malaysia Sistem Dokumen Sokongan Import Eksport (MyCIEDS) will appear (Refer Figure 9).

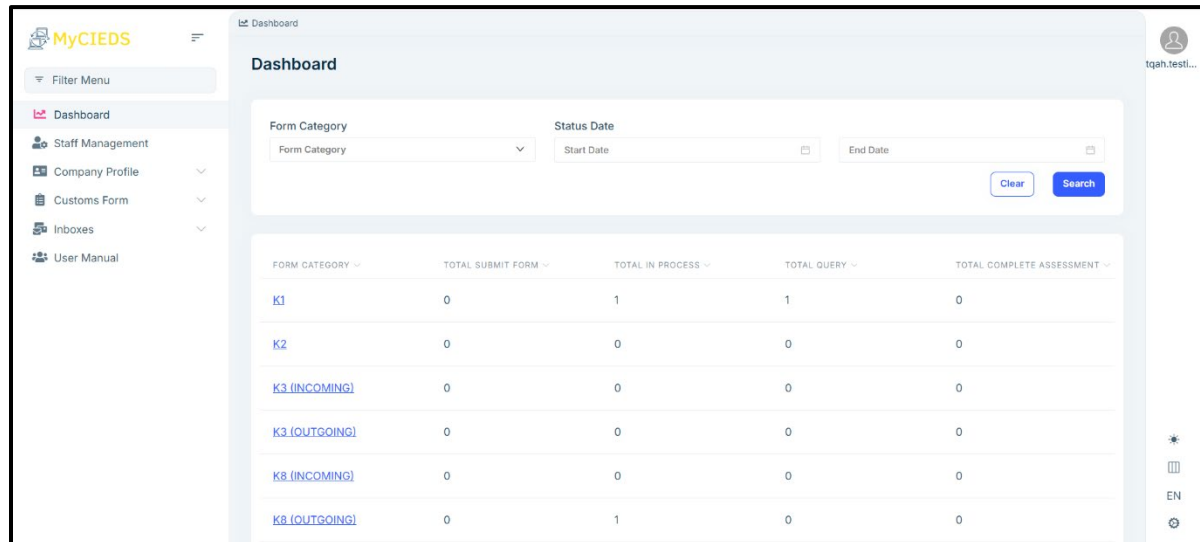


Figure 9 The Official Website MyCIEDS

4 FORGOT PASSWORD

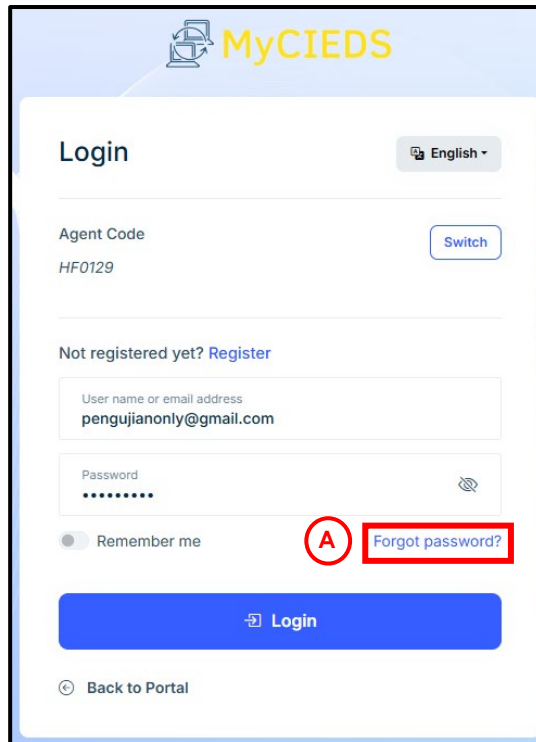


Figure 10 MyCIEDS Login Page – Forgot Password

1. Click on **Forgot password?** (A) hyperlink to reset password if user forgot the password (Refer Figure 10).
2. The screen of Forgot Password will appear (Refer Figure 11).

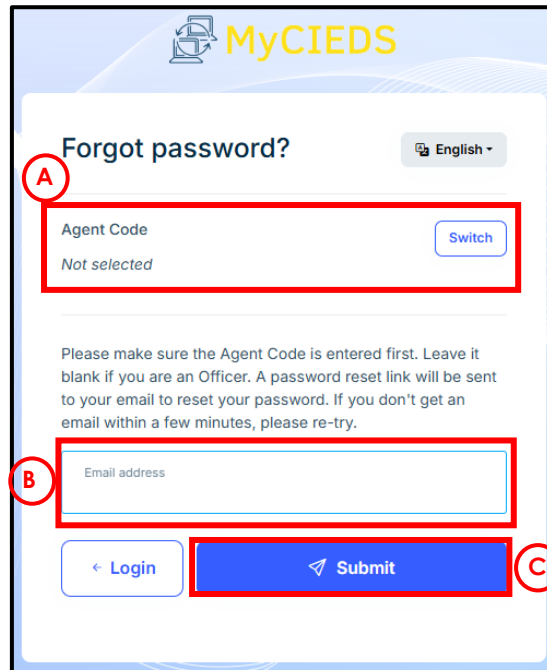


Figure 11 Forgot Password page

3. To reset the password, user need to fill in the mandatory field as below (Refer Figure 11):
 - a. Agent Code (A)
 - Note:** Only applicable if user is Agent.
 - b. Email address (B)
4. Click on **Submit** (C) button after filled in the mandatory field (Refer Figure 11).

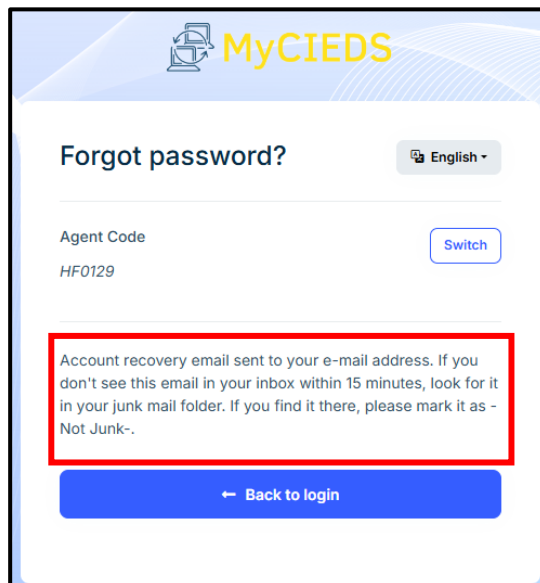


Figure 12 Confirmation Notification Forgot Password page

5. Confirmation notification forgot password has been sent to register email will appear (Refer Figure 12).
6. Table 5 below shows field Agent Code and Email address in the Forgot Password page.

Table 5 Password Reset

No.	Field Name	Type	Mandatory Field	Remarks
1.	Agent Code	Alphanumeric	Yes	Agent Code: SF#### S – Station Code F – Agent Type # – Agent Number
2.	Email Address	Alphanumeric	Yes	Example: - sample@gmail.com

7. Email will be sent to user based on the registered email with a link for user to reset to new password (Refer Figure 13).

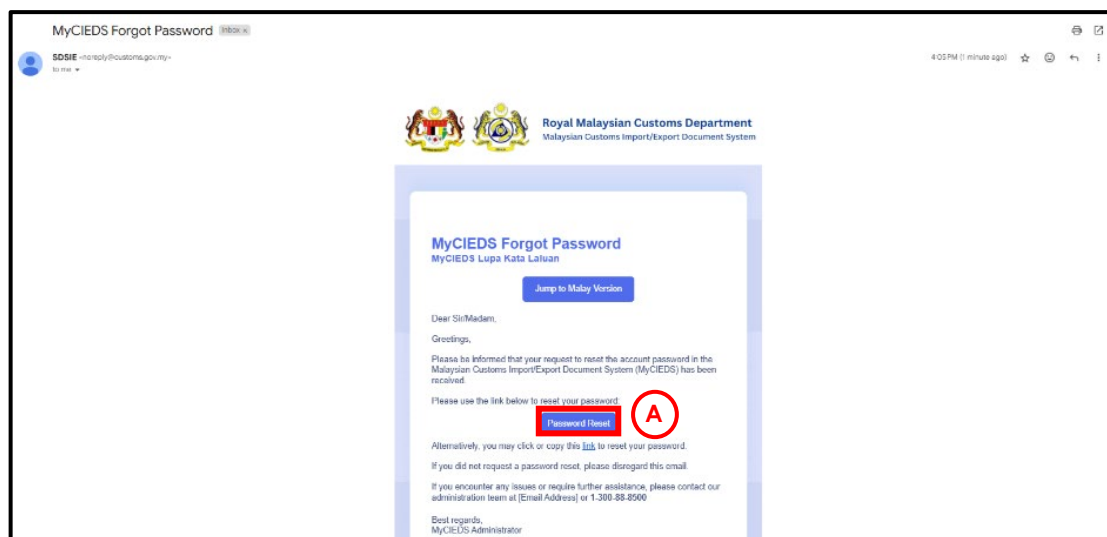


Figure 13 Email to reset password

8. User then can set new password by click on **Password Reset** (A) button to proceed to reset to new password (Refer to Figure 13).
9. System will redirect to reset password page (Refer Figure 14).

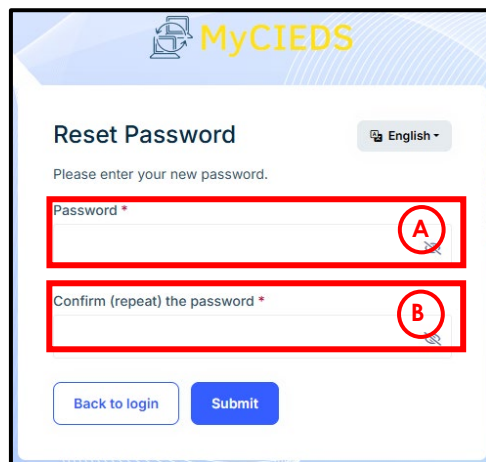


Figure 14 Reset Password Page

10. To set new password, user need to key-in (Refer Figure 14): -

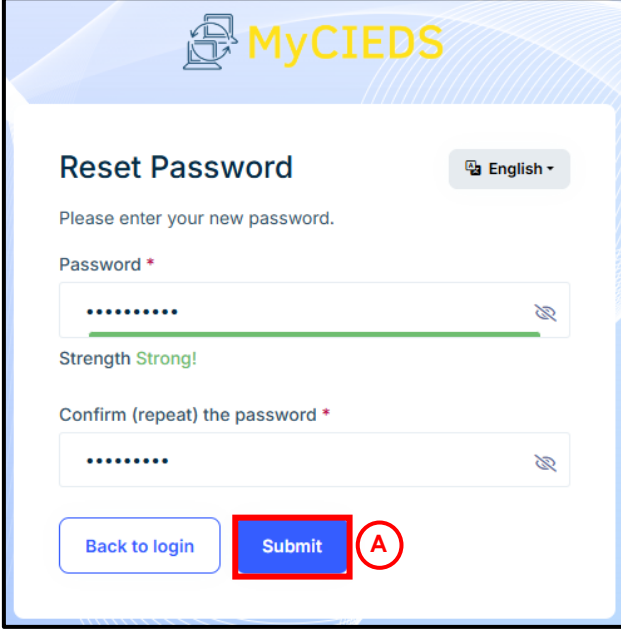
- c. Password
- d. Confirm (repeat) the password

11. Fill all the field to set new password in MyCIEDS (Refer Figure 14).

12. Table 6 below shows all field on MyCIEDS Reset Password Page screen.

Table 6 Reset Password Page

No.	Field Name	Type	Mandatory Field	Remarks
1.	Password	Alphanumeric	Yes	–
2.	Confirm (repeat) the password	Alphanumeric	Yes	–

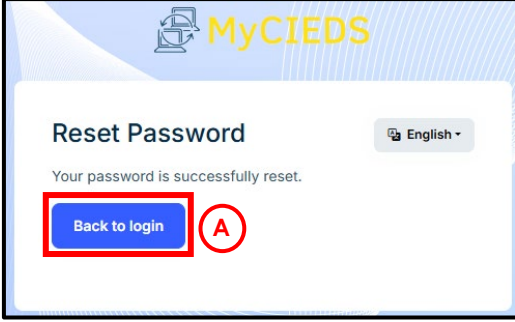


The screenshot shows the 'Reset Password' page of the MyCIEDS system. At the top, there is a header with the MyCIEDS logo and a language dropdown set to 'English'. Below the header, the title 'Reset Password' is displayed. A message says 'Please enter your new password.' There are two password input fields. The first field is labeled 'Password *' and has a strength indicator below it that says 'Strength Strong!'. The second field is labeled 'Confirm (repeat) the password *'. At the bottom, there are two buttons: 'Back to login' and 'Submit'. The 'Submit' button is highlighted with a red rectangle and a red circle with the letter 'A' next to it.

Figure 15 MyCIEDS Reset Password Page

13. After fill in the field, click on **Submit** (A) button to proceed to reset password (Refer Figure 15).

14. Message password is successfully reset will appear (Refer Figure 16).

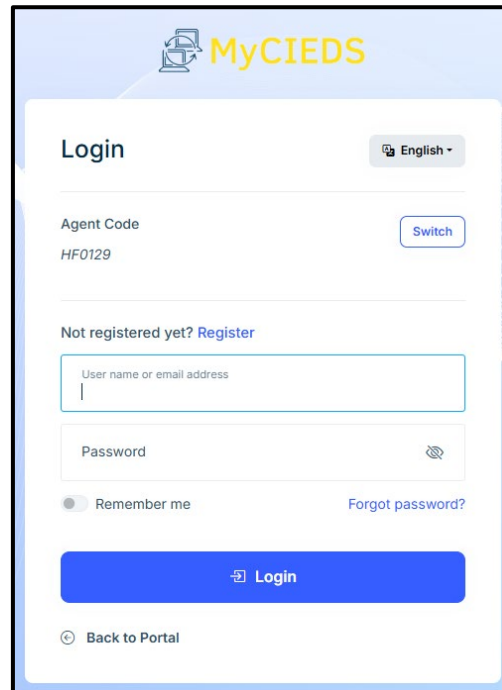


The screenshot shows the 'Reset Password Success' page of the MyCIEDS system. At the top, there is a header with the MyCIEDS logo and a language dropdown set to 'English'. Below the header, the title 'Reset Password' is displayed. A message says 'Your password is successfully reset.' At the bottom, there is a button labeled 'Back to login'. This button is highlighted with a red rectangle and a red circle with the letter 'A' next to it.

Figure 16 MyCIEDS Reset Password Success

15. Click on **Back to login** (A) button to login with new password (Refer Figure 16).

16. System will redirect to login page MyCIEDS system. MyCIEDS login page will display. User may login to the system using the new password (Refer Figure 17).



The screenshot shows the MyCIEDS login interface. At the top, there is a header with the MyCIEDS logo and a language selector set to 'English'. Below this is a 'Login' section. It includes an 'Agent Code' field with the value 'HF0129' and a 'Switch' button. A link for 'Not registered yet? Register' is provided. The main login area contains a 'User name or email address' input field, a 'Password' input field with a toggle for visibility, a 'Remember me' checkbox, and a 'Forgot password?' link. A large blue 'Login' button is at the bottom of the form, and a 'Back to Portal' link is at the very bottom.

Figure 17 MyCIEDS Login Page