

MySejahtera Support: Other - Other Issues

Dear User,
Greetings from MySejahtera.

Kindly be informed that we have updated our interactive helpdesk with new features to help solve your issues faster.

To help us clear the backlog we seek your help to access our interactive helpdesk, in which most of your requests and questions can be resolved with self-service, from instant solution to 7 working days depending on the nature of request.

For example, if you need to change you IC, it will take less than hour. Give it a try and you will like the function and we can serve you better with interactive helpdesk notifying us instantly with your precise request.

Herewith in the annexure below, the guide on how to access the interactive helpdesk and the type of issues that can be resolved with interactive helpdesk.

If you do not find any of the helpdesk features relates to your questions, please do reply this email with your specific question, depending on the traffic volume of incoming emails, we will endeavour to answer you within 5 to 7 working days.

Your patience is much appreciated, and we wish you a pleasant experience with MySejahtera Interactive Helpdesk

Important Note:

Kindly ensure that your MYSJ USER ID and IC/PASSPORT number that is entered is the same as your PROFILE page details.

If you are requesting on behalf of the registered dependents with your MYSJ ID, please ensure to enter dependent's IC/Passport number and your MYSJ ID

Additionally, you will not be able to opt for the preferred choice of vaccines for now as we are focusing on accelerating the vaccination process.

To access interactive helpdesk, please follow the below steps.

- Login to your MySejahtera app
- "Close" on the check in page
- At home page click on "HELPDESK" icon (top right hand corner at home page)
- Click on "START"

Most of the issues are listed herein for your easy reference

A. Vaccination Appointment

- A. I am a student and need to travel to study abroad
- B. How to cancel my AstraZeneca appointment?
- C. I have already confirmed my appointment but would like to cancel and

change my appointment date in National COVID-19 Immunization Program.

Note : Appointment date changes OTHER THAN AstraZeneca appointments.

B. 60 years old and above but haven't received my appointment (Phase 2)

- A. 60 years old and above with chronic illness
- B. 60 years old and above without chronic illness

More upcoming features on vaccine program.

- 1. I'm OKU and need my vaccine appointment
- 2. I have critical illness and require priority vaccination
- 3. I'm pregnant and require priority vaccination (I'm 13-33 weeks)
- 4. I am breastfeeding mother and require priority vaccination
- 5. I am / my dependent is bedridden and require mobile home vaccination
- 6. I need to travel for medical treatment and require fast track vaccination.
- 7. I am working abroad and need to travel.
- 8. I am travelling overseas for business.

C. I want to update my Name, IC/Passport, User ID or delete my account.

- A. I want to update my name & IC number/Passport
- B. I want to change my email address
- C. I want to change my mobile number
- D. I want to update my USET ID (Phone number/Email)
- E. I want to change my profile picture
- F. I want to change my home address
- G. I want to delete my account

D. I have "Refresh" my profile and my timestamp isn't changing.

- A. Kindly follow the below steps to update your timestamp

E. I already finished my quarantine, but my health assessment status hasn't been updated

- A. I already finished my quarantine but still I am suspected case/ PUS

F. I am COVID-19 positive and awaiting a call from MOH

G. I want more information on VACCINE-COVID 19 (Phase 2)

- A. Vaccine status not updated in app stops at assessment
- B. Vaccination completed but wrong details in app or digital cert
- C. Registered for the vaccine, haven't gotten my appointment but want to change

location as location given is elsewhere

- D. When is my vaccination appointment
- E. My MySejahtera app and the SMS received has 2 different dates. Which should I refer to?

- F. Can I get the same date as my spouse
- G. Can I change my Covid-19 vaccination appointment date
- H. Add vaccine dependent

H. I am unable to register

- A. The system prompts that "user already exists"
- B. I didn't receive OTP to my phone

I. I can't login to the app

- A. I am getting "invalid user ID/password" error
- B. No response, app just keeps loading

J. I have a question about my risk category/ health assessment

- A. I would like to redo my assessment
- B. I have been categorized as high risk
- C. I have been categorized as PUS/ Suspected Case
- D. I didn't receive my health assessment

- E. There is no QR code on my profile
- F. I already finished my quarantine but still I am suspected Case/ PUS
- G. Why my home location status under red zone?

K. I have an issue with my QR code/ Check-in

- A. Can I scan other QR codes with the MySejahtera app?
- B. My app is frozen and I can't check-in
- C. How do I view my check-in history
- D. How to scan/check-in dependent

L. Others queries?

- A. Business registration
- B. I want to key in my temperature
- C. Why is the "HOTSPOT" tracker not updated?

Category A - L is a breakdown of categories and issues in our Interactive Helpdesk to help quickly resolve your issue.

Thank You and Stay Safe
MySejahtera Helpdesk