PTJ SMART CARD / ePEROLEHAN CARD USER GUIDE

Submitted by :   **Date:**   **12 October 2001**

Shanthi Nair / Norhisah Md Nor
Manager ,Business Operations
Smartcard Management
Business Operations
Commerce Dot Com

Quality Assured by :   **Date:**   **12 October 2001**

Zaharin Ali
Programme Manager
ePerolehan
Commerce Dot Com

Accepted by :   **Date :**

En Abdullah Ismail
Programme Director
ePerolehan
Government

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1.0   The ePerolehan Card (The Smart Card)

The ePerolehan card provides a secure platform on which you can perform your online transactions with registered suppliers. Each ePerolehan card comes with an embedded digital certificate which ePerolehan will use to determine your identity. Shown below is a diagram of the ePerolehan Card:

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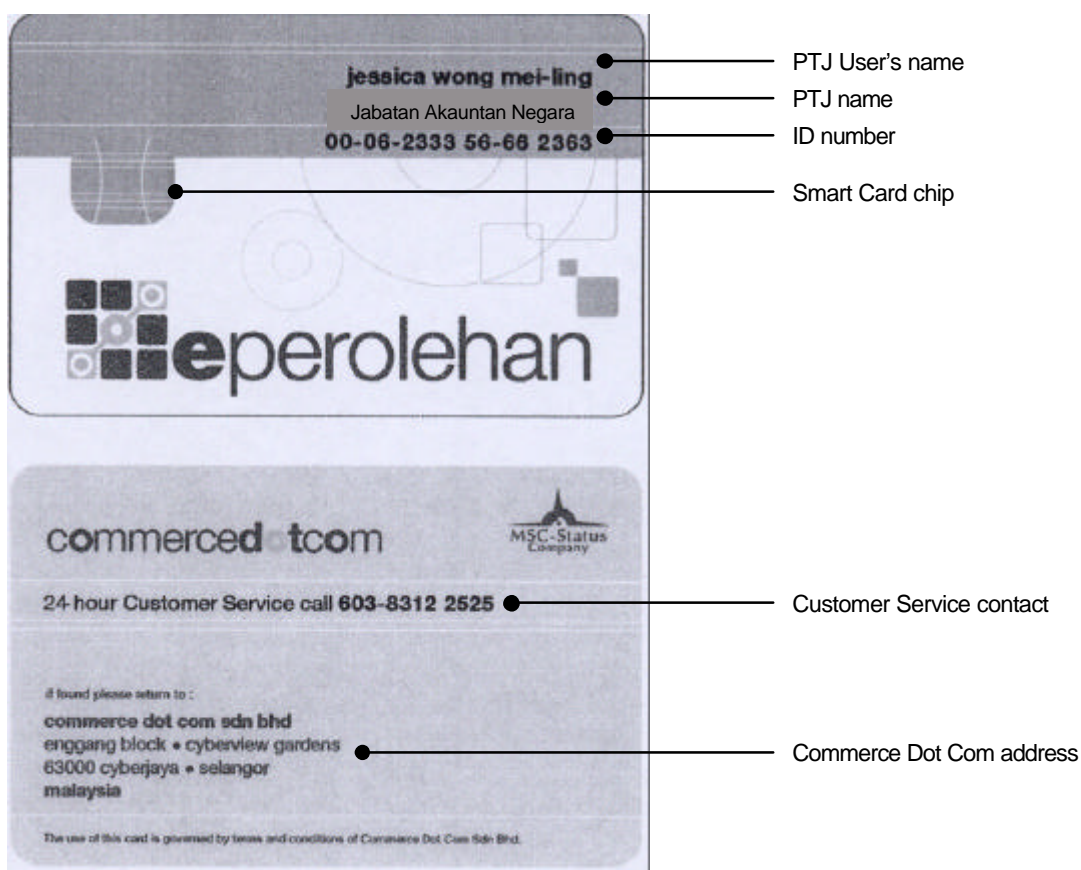
2.0 Certificate Authority authentication

The Certificate Authority is entrusted with the task of creating the digital certificates which will be used in every ePerolehan card. The certificate authority is a legal and governing body that enhances security on the Internet through the use of digital certificates.

3.0 Configuring your PC to use the ePerolehan card

Before you can use your ePerolehan card over the web, you will need to configure your web browser (Internet Explorer 4.0 or above) and install the Smart Card Client Software.

3.1. Firstly, you will need to configure your web browser to recognise ePerolehan as a trusted and secure web site. This can be done by setting ePerolehan as a secure site with an appropriate security level. This setting is very important to secure every transaction made via the web browser on ePerolehan.

A step-by-step procedure on configuring your web browser can be found in the following section.

3.2 Secondly, a Smart Card Client Software will need to be installed on your PC. This software MUST be installed in order for the smart cards to work appropriately with your web browser.

A step-by-step procedure on the installation of the Smart Card Client Software can be found in the following section.

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4.0 Web Browser Security Configuration

1. Launch the Internet Browser.
2. Select **Internet Options** from the **Tools** Menu bar.
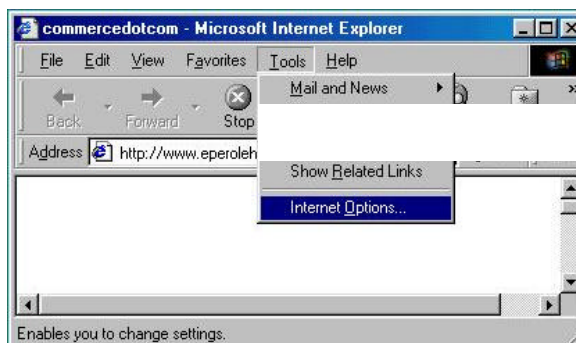
3. Select the **Security** tab on the Internet Options menu.
4. Highlight the **Trusted Sites** icon, and click on the **Sites** button.
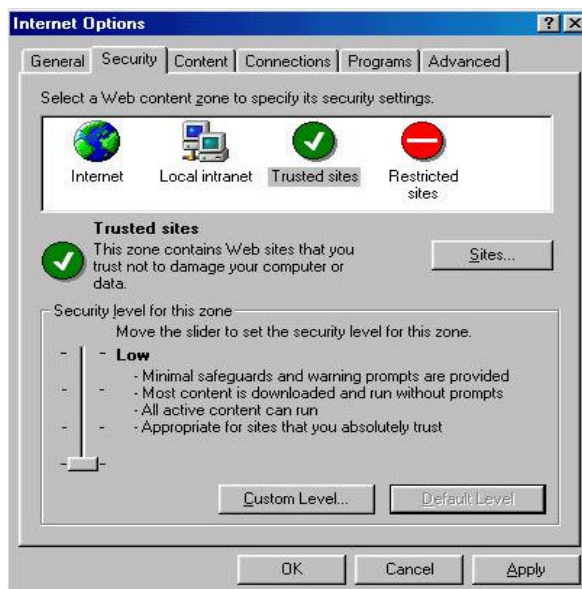
5. Uncheck the server verification requirement checkbox.
6. Add the trusted site address in the text box, click the **Add** button or hit the **Enter** key.
   Example:
   http://www.eperolehan.com.my
   and
   https://www.eperolehan.com.my/
7. Click on the **OK** button to close the current pop-up box.

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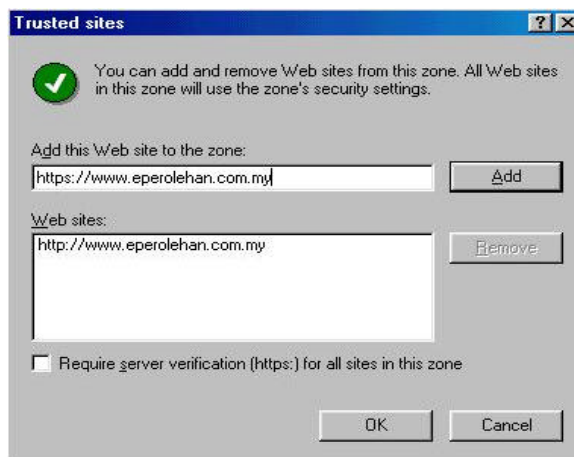
8. Click on the **Custom Level** button to change the security settings.
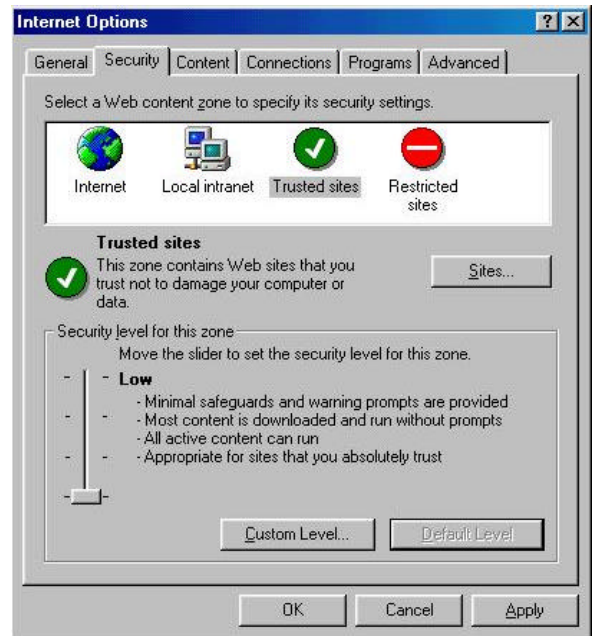
9. Enable all the ActiveX controls and plug-ins. (ie. Select the **Enable** option button).
10. Click on the **OK** button to close the pop-up box.

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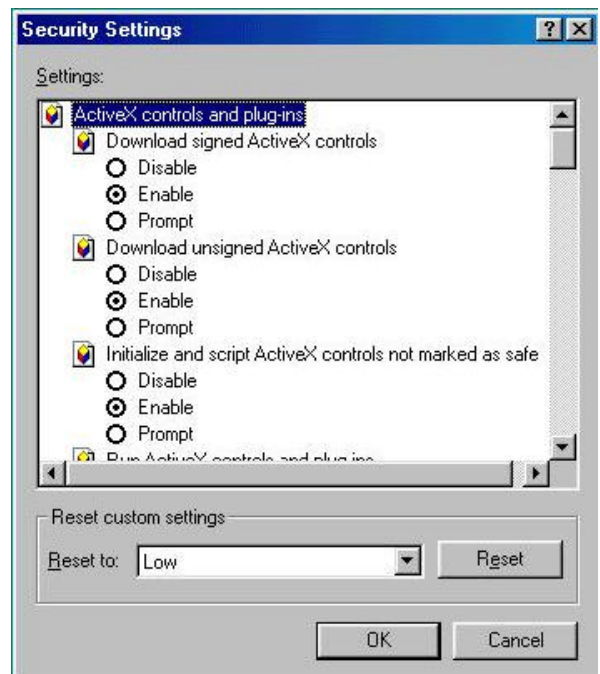
11. Click the **Apply** button to activate the settings.
12. Click the **OK** button to close the pop-up box.

13. The trusted sites icon will show in the status bar at the bottom of your web browser, as circled.

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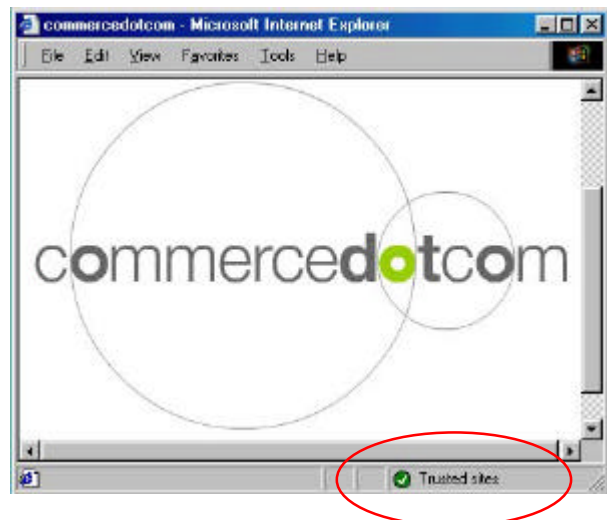### 5.0 Smart Card Client Software installation

Next, you will need to have a smart card client software installed in your system before the smart cards can be used. The following instructions will teach you how to install the software.

5.1 Standard Setup Package:

1) Close all running program on your PC.

2) Insert the Floppy Disk/CD into your PC.

3) Double click the Setup.exe file.

4) Follow the setup wizard to install it.

5) Restart your PC.

5.2 Automatic downloadable ActiveX Component Package:

1) Close all running program on your PC.

2) Open the eP web page

3) The ActiveX Component will be automatically downloaded into your PC and will activate a setup wizard.

4) Follow the setup wizard to install it.

5) Restart your PC.

Note: Before you do the Smart Card Client Software setup (as illustrated above), you must first do a Trusted Sites Setting configuration on your IE browser.

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6.0 Logging-in to ePerolehan

The ePerolehan card login screen is shown below:
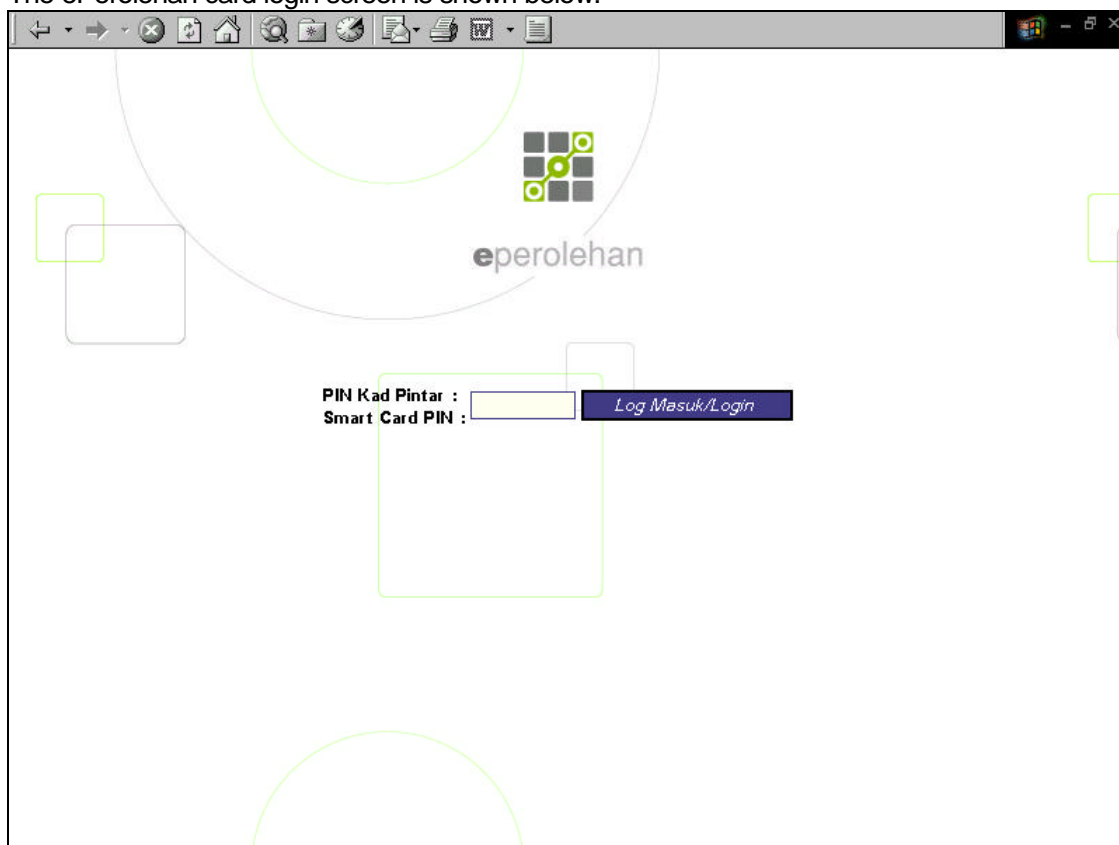
Step1:   Insert your ePerolehan card into the smart card reader.

Step 2:   Key in your PIN number which was provided to you.

Step 3:   Click on the **LOGIN** button to proceed to use ePerolehan.

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7.0 General Guide on ePerolehan Card

7.1 Ensure that the card is received by the addressee only.

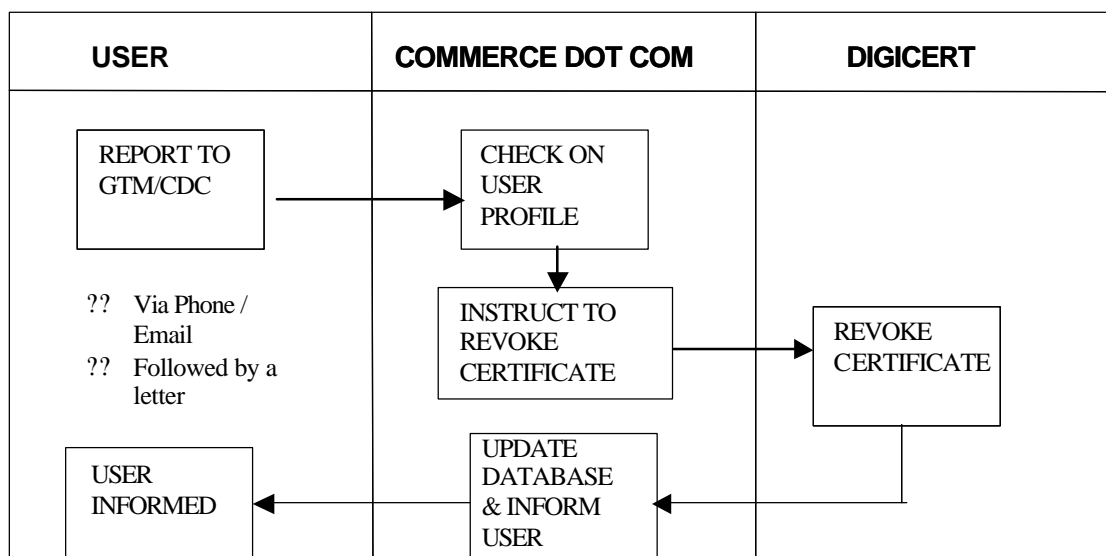7.2 Ensure that the PIN Mailer received is opened by addressee only.

7.3 Never write down your PIN or reveal to others - memorise it.

7.4 Never disclose your PIN to anyone. No one from a financial institution, the police, or a merchant should ask for your PIN. You are the only person who should know it.

7.5 Ensure that you remove your card from the reader after accessing ePerolehan/completing your transaction/logging out from ePerolehan.

7.6 Protect your cards as if they were cash or valuable. Do not leave them unattended at any time.

7.7 Report lost or stolen cards immediately. Refer to Section 8.0 below on how to do this.

7.8 You can obtain phone numbers for reporting lost or stolen cards from the ePerolehan Web site at **www.eperolehan.com** or contact the ePerolehan **Customer Services Center : 603-8312-2525** or e-mail to **bantuan@eperolehan.com.my**

8.0 Lost or Stolen of ePerolehan Card

In the event your card is lost or stolen, please refer to the workflow below:

USER	COMMERCE DOT COM	DIGICERT
REPORT TO GTM/CDC	CHECK ON USER PROFILE	
?? Via Phone / Email ?? Followed by a letter	INSTRUCT TO REVOKE CERTIFICATE	REVOKE CERTIFICATE
USER INFORMED	UPDATE DATABASE & INFORM USER	

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9.0 Faulty ePerolehan Card

In the event a card is reported faulty, please refer to the workflow below:

USER	DIGICERT	COMMERCE DOT COM
REPORT TO DIGICERT IN PERSON/VIA MAIL ON FAULTY CARD →	RECEIVE FAULT REPORT WITH THE CARD	
	TEST CARD TO CONFIRM	
RECEIVE REPLACEMENT CARD ←	REPLACE FAULTY CARD →	UPDATE DATABASE
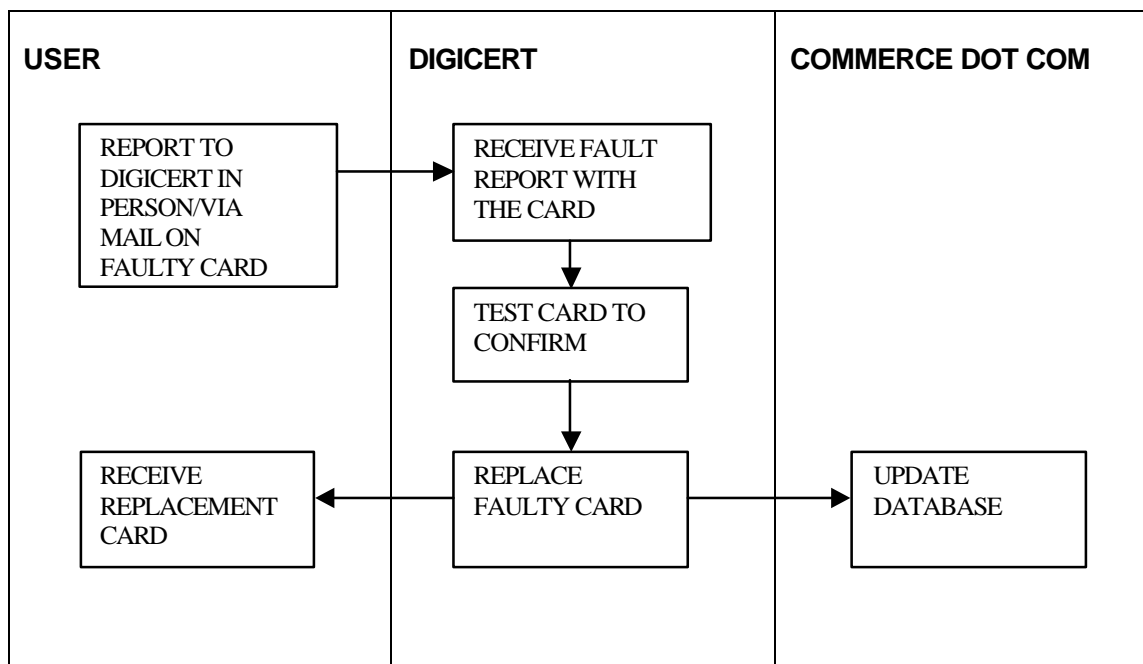
10.0 PIN Unblocking

10.1 The Card will be blocked if a user enters the wrong PIN three consecutive times.

10.2 To unblock the PIN, the user has to present himself at Digicert or the nearest Registration Authority (RA).

10.3 For outside Klang Valley, the user is required to write in stating the reason and return the ePerolehan Card to Digicert.

10.4 A new PIN will be given to user.

10.5 The same ePerolehan Card can be used again but with a new PIN.

DIGICERT can be contacted at

Web :   www.digicert.com.my
Email: customercare@digicert.com.my
Add :   Digicert Sdn Bhd
                Lot 2-1 Enterprise 1, Technology Park Malaysia
                57000 Kuala Lumpur
Tel :   03-89961600
Fax :   03-89961054

11.0 Transfer of Officers (Users)

11.1 Officers who are leaving / transfering to another Ministry / Division must inform the Ketua Jabatan (PTJ Administrator).

11.2 Users must return the ePerolehan Card to Ketua Jabatan (PTJ Administrator).

11.3 Ketua Jabatan will proceed to deactivate user profile online using the ePerolehan System (Menu Path : eP Main Screen / PTJ User Profile).
[For further info, please refer to ePerolehan Participant Guide under Central Contract Module – Profile Management at Page 203-206]

11.4 CDC would receive the user deactivation profile online.

11.5 CDC would proceed to inform Digicert to revoke the Digital Certificate as contained in the ePerolehan Card.

Please refer to the workflow below for transfer of officers :

USER	PTJ	CDC	DIGICERT
Officer to return the smart card to PTJ Administrator upon confirmation of transfer to other PTJ	PTJ Administrator will proceed to deactivate user profile online	User deactivation profile would be received online	CDC would inform Digicert to revoke the smartcard