LOGIN
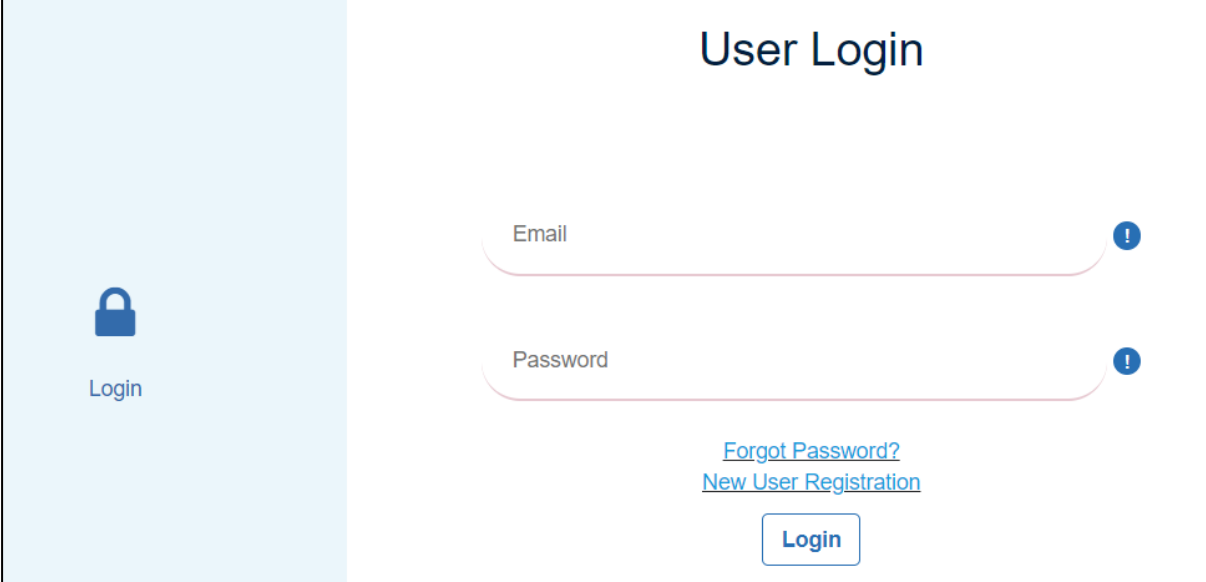
1. Users need to enter the correct email and password before being granted access to the MTS account.

Diagram 1: User Login

2. If users enter an incorrect email or password, the system will prompt user to re-enter the correct email and password.
3. If users forget their password, click on the **Forgot Password** link?
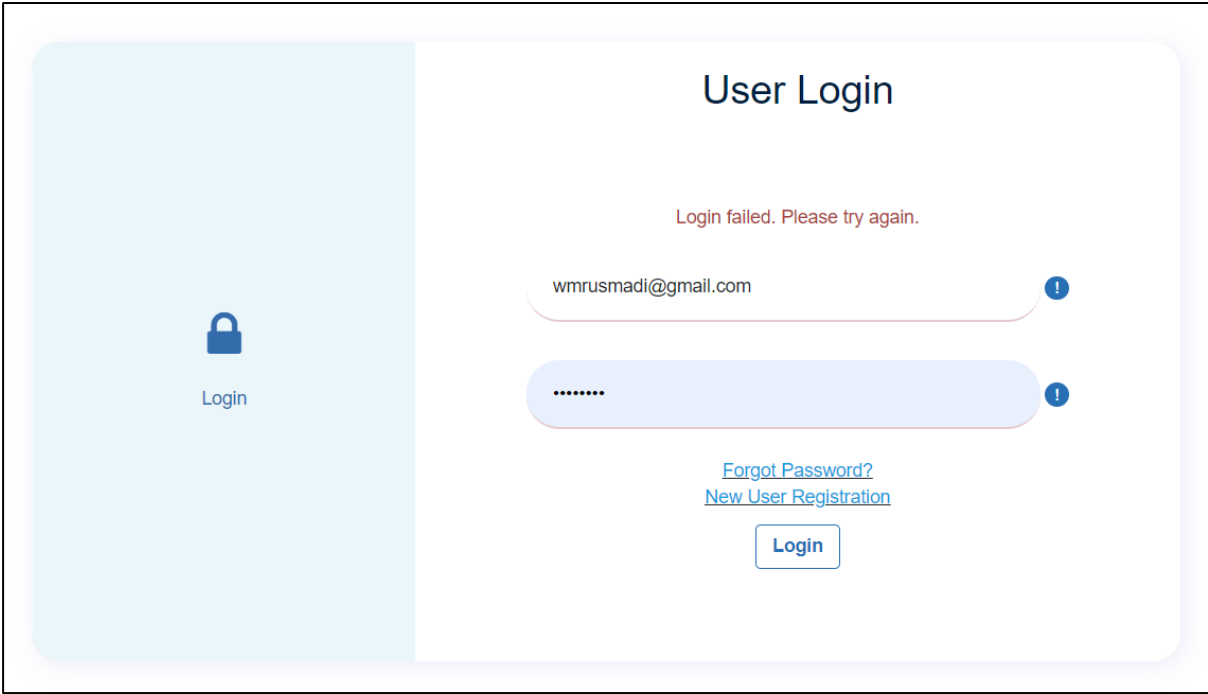
Diagram 2: Failed to Login

4. Users need to enter the registered email and click the **'Next'** button when done.
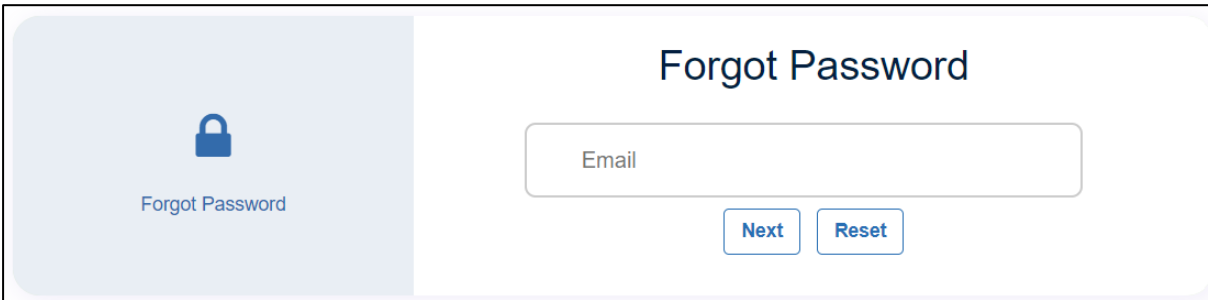

Diagram 3: Forgot Password

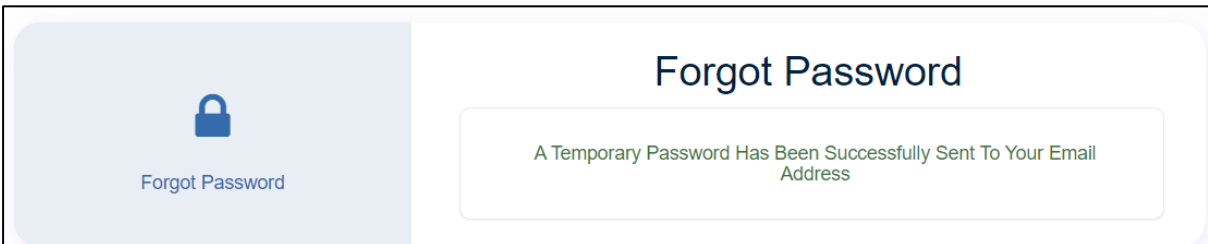5. The system will inform that a temporary password has been sent to the registered email.

Diagram 4: Notification of Temporary Password Sent to User Account Email

6. The system will display unsuccessful to send temporary password if the email is invalid or not registered yet.
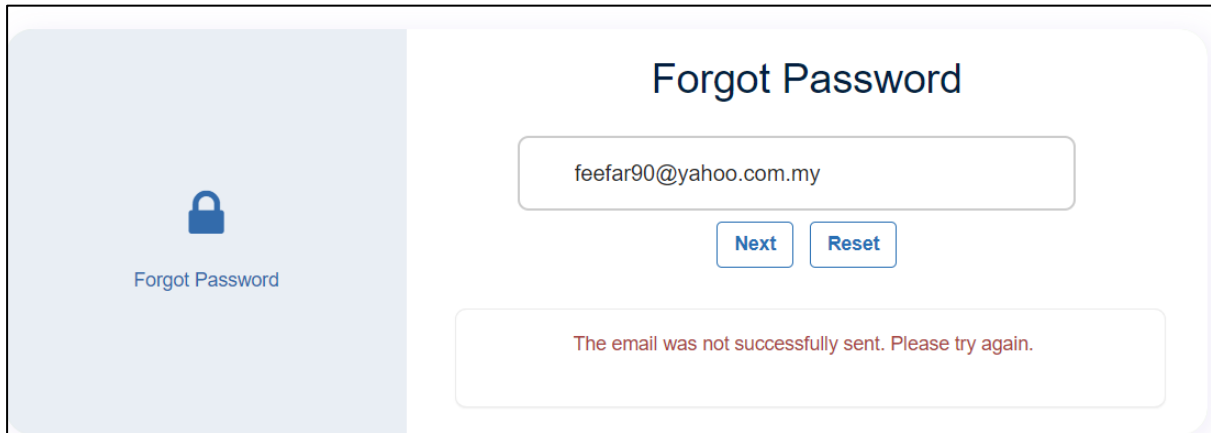

Diagram 5: Invalid Email Registered

7. The system will inform that the user account has been successfully registered. Users need to log in to make the participation registration.
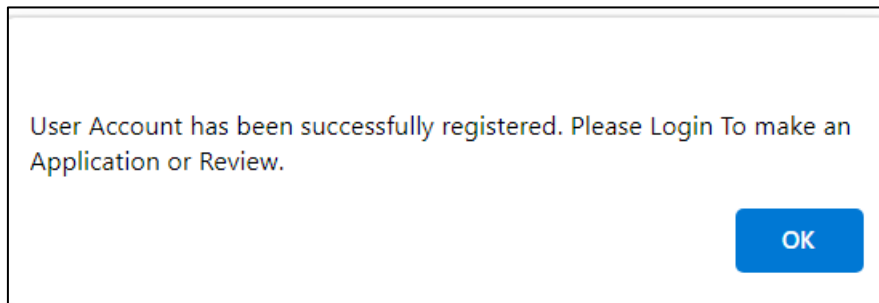

Diagram 6: Successful Registration Notification

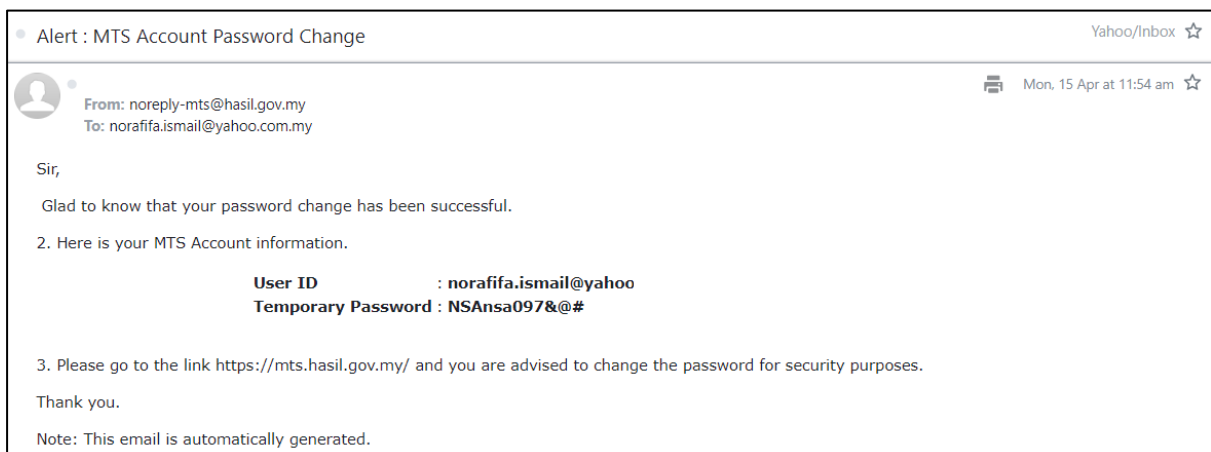8. The diagram below shows the MTS account password reset email.

Diagram 7: Temporary Password Reset Email

9. After returning to the Login page, users need to insert the User ID and Temporary Password as stated in the email. Users are required to update their new password and confirm the new password.

Diagram 8: Update Password

10. Users need to ensure that the password entered is the same.

Diagram 9: Password Must Be Match

11. If users insert mismatch password, system will be asked user to reinsert password.

Diagram 10: Mismatch Update Password

USER DASHBOARD: UPDATE INFO

1. When users have successfully logged in, the system will displayed the User Dashboard.
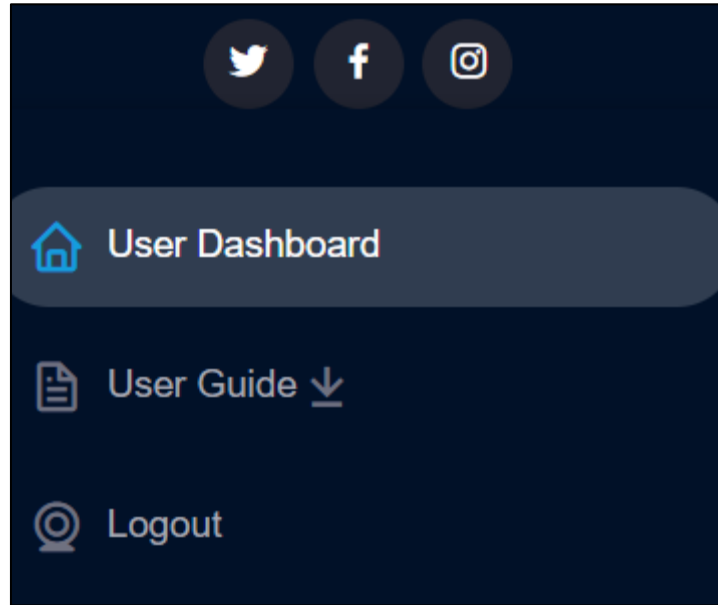
Diagram 11: User Dashboard

2. Users have options such as **Update Info, Registered Participant**, and **Event Kit.**
3. User information can be updated in the **Update Info** section.
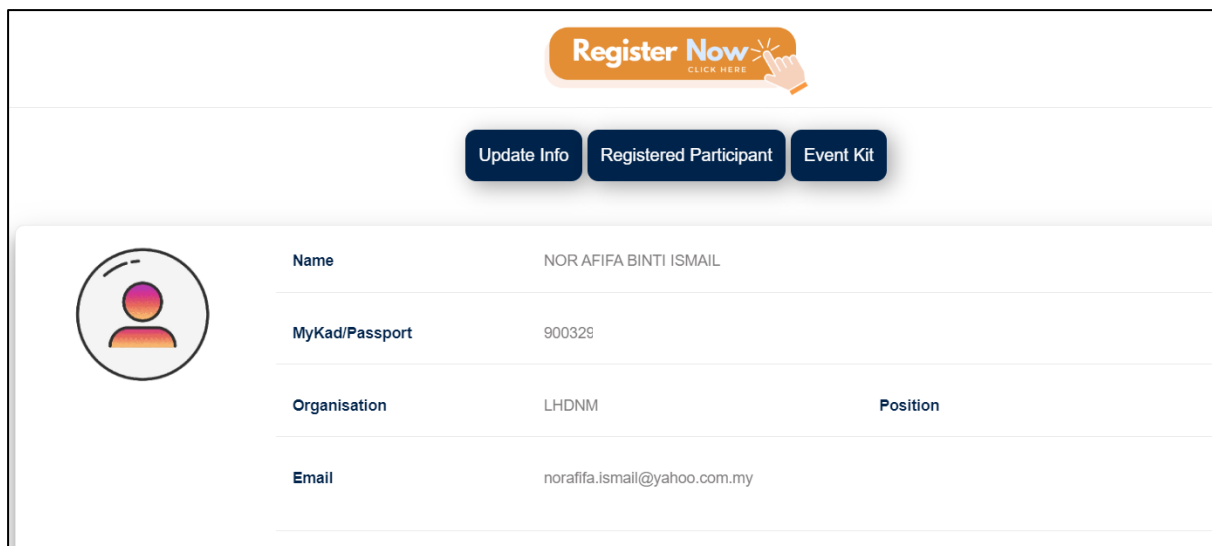
Diagram 12: Update Info

4. After updating, click the **Save** button to process the information update.

Diagram 13: Update Information

5. If the Identification Number intended for update has been used for another user account, the system will display **'Mykad/ Passport exist'**.

Diagram 14: Identification Number Existed

6. The system will display a warning if the Identification Number field is left empty during the update.

Diagram 15: Identification Number Cannot Empty

7. Before information is successfully updated, the system will ask the user for confirmation.

Diagram 16: Update Information

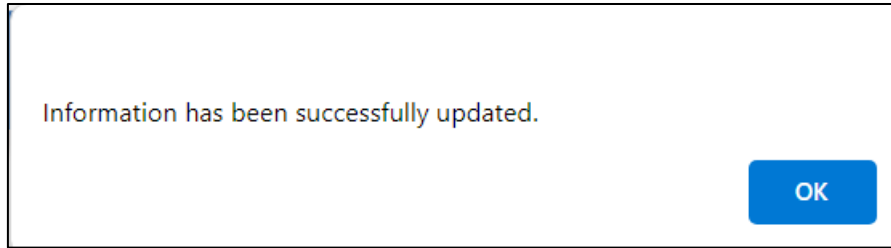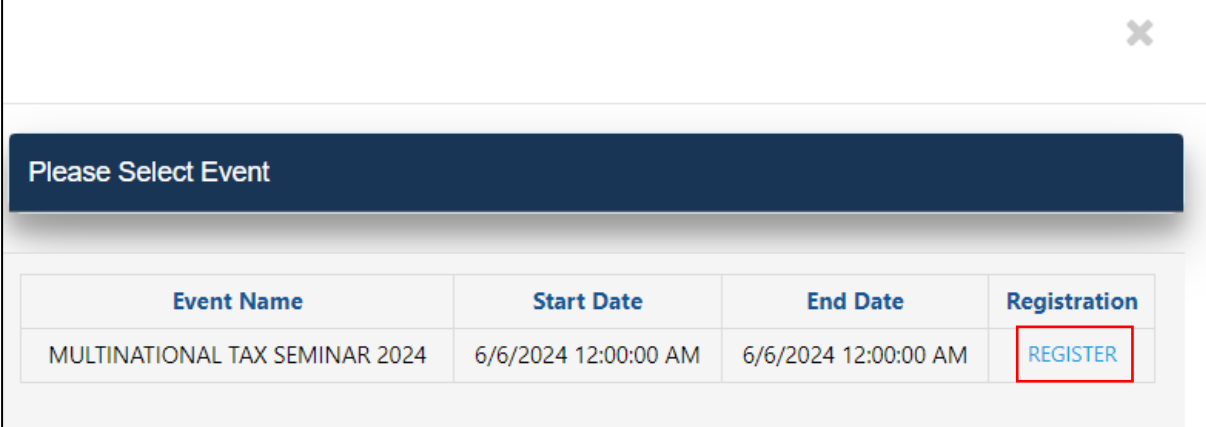8. The system will display information that has been successfully updated.

Diagram 17: Information has been Updated

USER DASHBOARD: REGISTER NOW

1. If participants want to register for the event, click on **Register Now**.
2. Registrations are allowed based on the current date. Click **'REGISTER'** to select an event slot.

Event Name	Start Date	End Date	Registration
MULTINATIONAL TAX SEMINAR 2024	6/6/2024 12:00:00 AM	6/6/2024 12:00:00 AM	REGISTER

Diagram 18: Select Event

3. If the participation is as an Individual, the system will inform that the participant needs to make the payment individually.

Individual Participant:

1. If the user is an individual, they only need to enter information for one participant.
2. Click the **Payment** button to make the make a fee payment.

Diagram 19: Individual Participant

Organizational Participant:

1. If users want to enter information as an organization participant, click on **'Organization'**.
2. Users need to ensure that when adding participants, the Identification Number and Email of the participants cannot be the same.

Diagram 20: Organization Participation

3. The system will display an error if the Identification Number and Email information has been registered.

Diagram 21: Identification Number or Email Existed
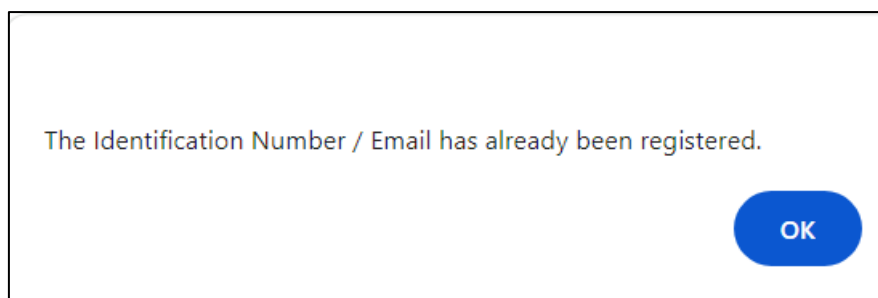
4. If the account user wishes to participate in the seminar, click the checkbox **'Please register me as a participant'.** Therefore, the user does not need to enter their own information in the participant list.
5. Click **'Add Participant'** if you want to increase the number of participants. Through this add participant function, the system will check for duplicate information.

Diagram 22: Remove Participant

6. If the user wants to delete a participant, click the **'Delete'** button. Click **'OK'** to proceed with deleting the participant.

Diagram 23: Remove Participant

7. Complete participant information such as name, identification card number, phone number, and email. The system will provide a warning if organizational participant information is incomplete.

Diagram 24: Participation Must Be Completed

8. When clicking the **'Calculate the Payment Amount'** button, the payment amount for all participants will be calculated, and the **'Payment'** and **'Save (Invoice)'** buttons will be displayed.

9. If the user clicks the **'Save (Invoice)'** button, the User Dashboard will be displayed, and the user can check/print the invoice in the User Dashboard menu: Payment Records before making the payment.

10. If the user clicks the **'Payment'** button, the system will take the user to the Payment menu (see MTS User Manual – MTS FEE PAYMENT).

11. Ensure the payment amount is correct before clicking the **'Payment'** button.

12. An icon loading display will appear if the process to the Payment menu takes time.

Note*

Users are requested ***not to press the payment button repeatedly.***

USER DASHBOARD: PAYMENT RECORD

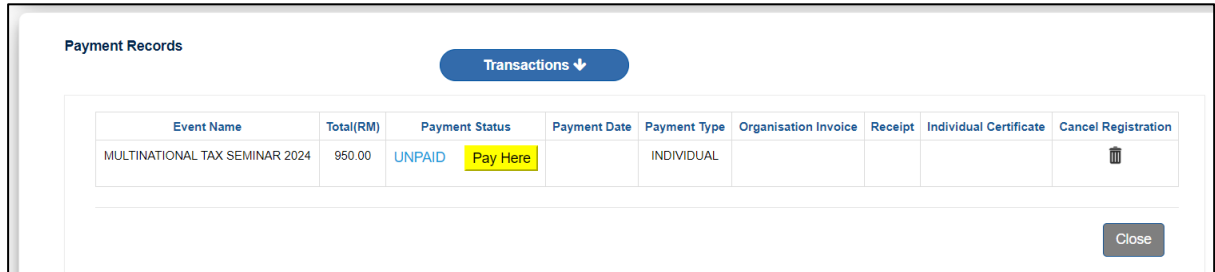1. Users can check the payment status in this menu.

Diagram 25: Payment Records

2. The system allows users to delete entries if the payment status is **'UNPAID'**.

3. Users can cancel their participation if the payment status is still **'Unpaid'**. Click the 🗑 button, and the system will display a notification. If the user agrees, click the **'OK'** button.
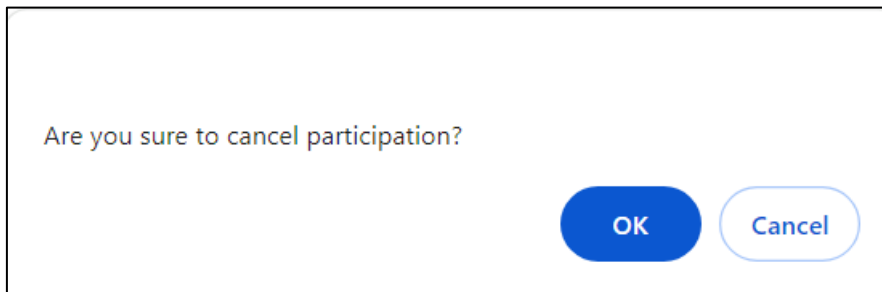

Diagram 26: Cancel Participation

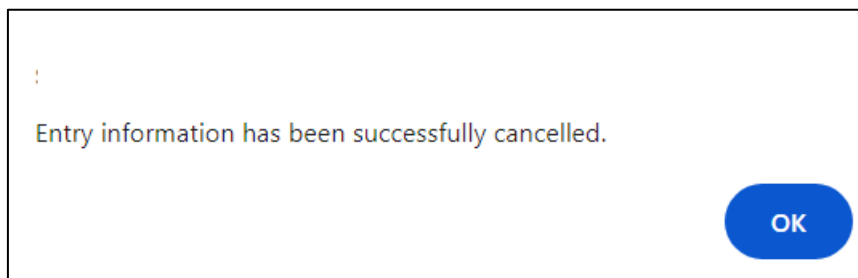4. System is success to delete participation information.

Diagram 27: Success to Cancel Participation

5. Here is an example of Payment Status for user review.

Payment Status	Description
SUCCESSFUL	Payment is made and success. **<u>Individual:</u>** User may print the receipt. **<u>Organization:</u>** User may print the receipt and invoice as reference.
UNSUCCESSFUL	Payment is unsuccessful and need user need pay first before entitle to join the event slot.
PENDING	Payment is success and waiting for bank validation.
UNPAID	Payment is not yet paid and need user need pay first before entitle to join the event slot.

Table 1: Payment Status Description

6. Here is the display of a successful payment status.

Diagram 28: Successful Payment Status

7. Here is the display of an **UNSUCCESSFUL** payment status. If the **'Pay Here'** button is clicked, the user will be taken to the payment menu display.

Payment Records

Transactions ⬇

Event Name	Total(RM)	Payment Status	Payment Date	Payment Type	Organisation Invoice	Receipt	Individual Certificate	Cancel Registration
MULTINATIONAL TAX SEMINAR 2024	1900.00	UNSUCCESSFUL Pay Here	15/4/2024 7:11:03 PM	ORGANIZATION	INVOICE			
MULTINATIONAL TAX SEMINAR 2024	950.00	SUCCESSFUL	15/4/2024 5:49:52 PM	INDIVIDUAL		RECEIPT	NOT READY	
MULTINATIONAL TAX SEMINAR 2024	1900.00	UNPAID Pay Here		ORGANIZATION	INVOICE			🗑

Diagram 29: Unsuccessful Payment Status

8. Here is the display of an **UNPAID** payment status. If the **'Pay Here'** button is clicked, the user will be taken to the payment menu display.

Payment Records

Transactions ⬇

Event Name	Total(RM)	Payment Status	Payment Date	Payment Type	Organisation Invoice	Receipt	Individual Certificate	Cancel Registration
MULTINATIONAL TAX SEMINAR 2024	1900.00	UNSUCCESSFUL Pay Here	15/4/2024 7:11:03 PM	ORGANIZATION	INVOICE			
MULTINATIONAL TAX SEMINAR 2024	950.00	SUCCESSFUL	15/4/2024 5:49:52 PM	INDIVIDUAL		RECEIPT	NOT READY	
MULTINATIONAL TAX SEMINAR 2024	1900.00	UNPAID Pay Here		ORGANIZATION	INVOICE			🗑

Diagram 30: Unpaid Payment Status

9. Here is the display of a **PENDING** payment status confirmation.

Payment Records

Transactions ⬇

Event Name	Total(RM)	Payment Status	Payment Date	Payment Type	Organisation Invoice	Receipt	Individual Certificate	Cancel Registration
MULTINATIONAL TAX SEMINAR 2024	1900.00	UNSUCCESSFUL Pay Here	15/4/2024 7:11:03 PM	ORGANIZATION	INVOICE			
MULTINATIONAL TAX SEMINAR 2024	950.00	SUCCESSFUL	15/4/2024 5:49:52 PM	INDIVIDUAL		RECEIPT	NOT READY	
MULTINATIONAL TAX SEMINAR 2024	1900.00	PENDING		ORGANIZATION	INVOICE			

Diagram 31: Pending Payment Status

10. For organizational participants, click on the **INVOICE** link to review/print the invoice. Below is an example display of an invoice.

Diagram 32: Organizational Invoice Sample

11. When the payment status is SUCCESSFUL, users can print/check the receipt at the RECEIPT link for reference.

Diagram 33: Print Receipt

12. The diagram below shows sample receipts for Individuals and Organizations.

INLAND REVENUE BOARD OF MALAYSIA

INDIVIDUAL

RECEIPT ACKNOWLEDGMENT

DATE	15/04/2024 18:39:18
REFERENCE	900329
SERIAL NO	2024/01/0000

RECEIVED FROM	NOR AFIFA BINTI ISMAIL
ORGANIZATION	FPX LHDNM
SESION NO	SESSION 1
PAYMENT DATE	15/04/2024

No.	SEMINAR NAME	TRANSACTION NO.	QUANTITY	PAYMENT / INDIVIDUAL
1	MULTINATIONAL TAX SEMINAR 2024	FPX / 2404151748050634	1	950.00
		TOTAL PAYMENTS	1	RM 950.00

Diagram 34: Individual Receipt Sample

Diagram 35: Organization Receipt Sample

13. For each successful payment, users can review event participation information in the Participation List. The displayed information includes event date, payment amount for each participant, event session, registration type, and the number of participants if registered as an Organization.

Diagram 36: List of Participations

USER DASHBOARD: PARTICIPANT REGISTERED

1. If a participant wants to update organization participant information, users can select the event that has been registered.

Diagram 37: Certificate Status

2. The information allowed for updating includes Participant Name, Identification Number, Organization, Phone Number, Email, and Session. Click the ✏️ button to update participant information.
3. If a participant wants to change the session, they can select a session in the Session field.
4. Certificates can be printed when the Certificate status changes to **PRINT**.
5. If the user's account wants to replace another participant, the user can change participant information here. However, deleting participants is not allowed.
6. Click the 💾 button to save the updated information.
7. To cancel the update of participant information, click the 🚫 button.

Diagram 38: Update Participant Information

14. The system will display a notification that the organization participant information has been successfully updated.
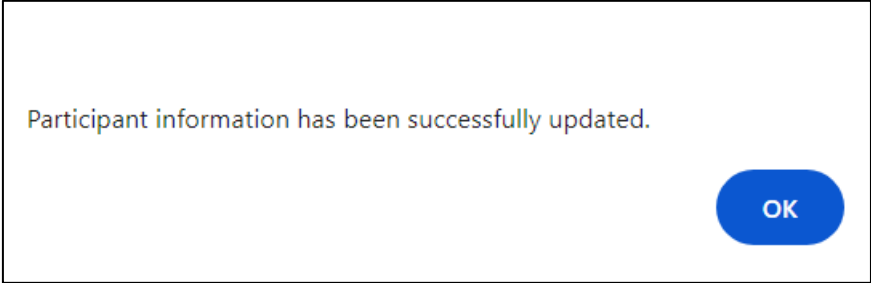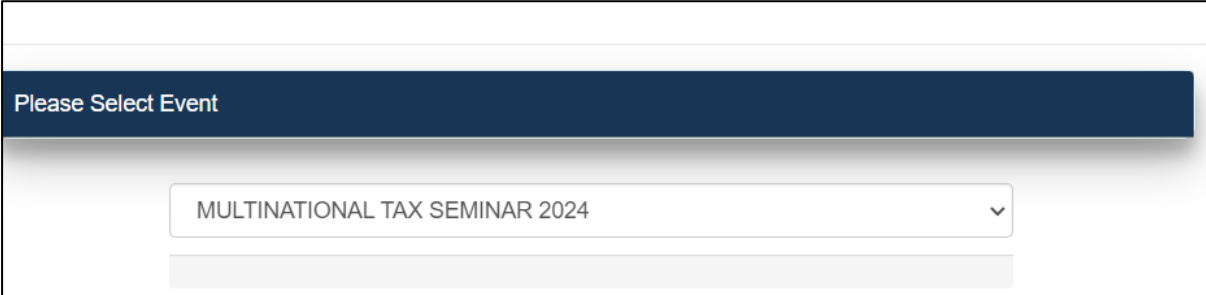

Diagram 39: Participant Information has been Updated

USER DASHBOARD: EVENT KIT

1. Users will be informed that the webinar link will be emailed along with the Event Kit before the Event starts.
2. If users want to access the Event Kit within their user account, the Event Kit is only available when the Event starts. Select the Event according to the current year.

Please Select Event

MULTINATIONAL TAX SEMINAR 2024

Diagram 40: Select an Event to obtain the Event Kit

LOGOUT

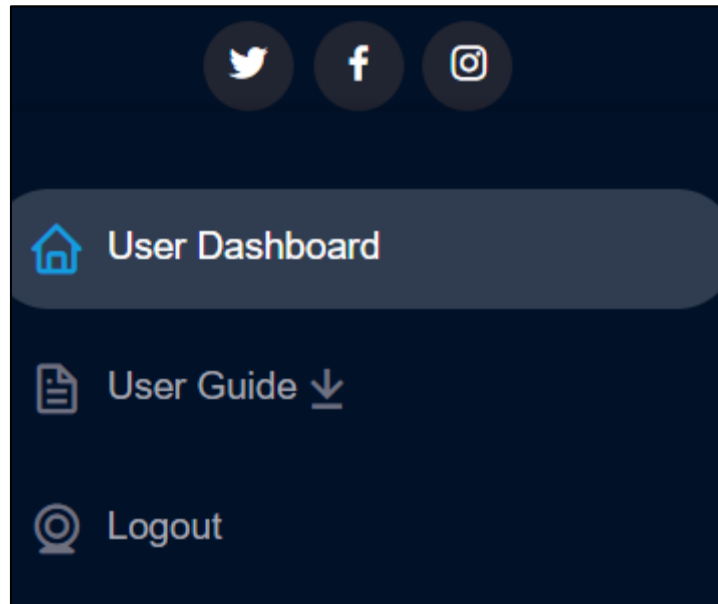1. In the menu section, click on Logout.

Diagram 41: Logout

2. The system will display a notification to the user to log out of the MTS system.
3. When the user clicks **'OK'**, the logout process is successful, and the system will return to the Main Page.
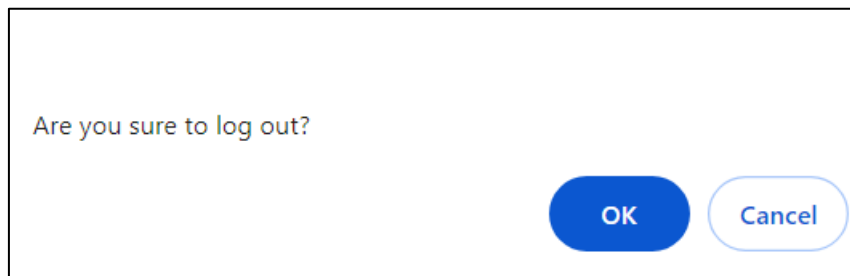

Diagram 42: Confirmation to Logout