MALAYSIAN INVESTMENT DEVELOPMENT AUTHORITY

InvestMalaysia

investmalaysia.mida.gov.my

Technical Support

Learn About the System

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Chapter 1 Introduction

This user manual will walk you through the process of logged the issue or problem into the system by providing step-by-step instructions with illustrations to help you understand each step.

1.1 Intended User

This user manual is targeted for:

- External User

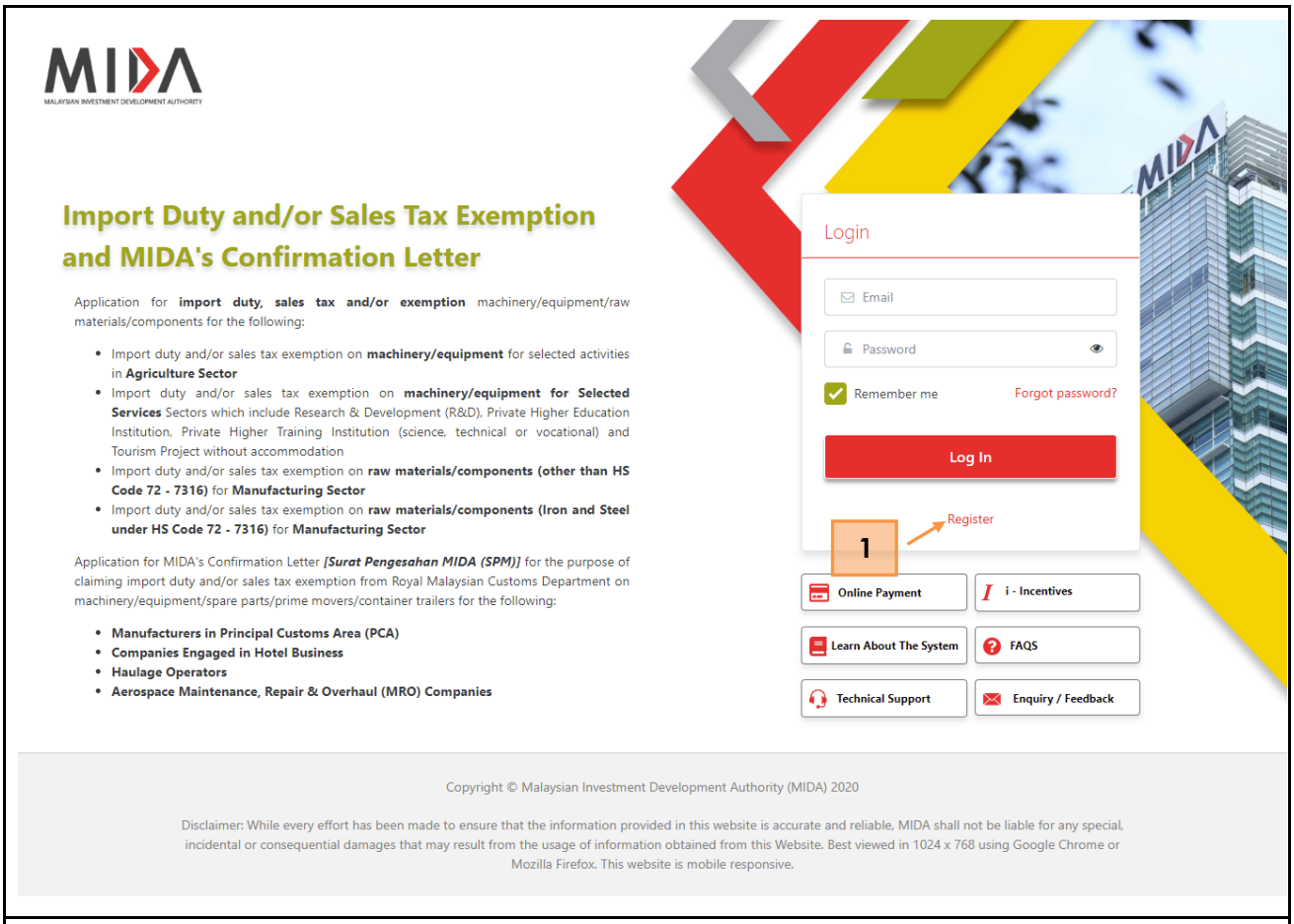
1.2 Web Browser

Best viewed in 1024 x 768 using Google Chrome or Mozilla Firefox. This website is mobile responsive.

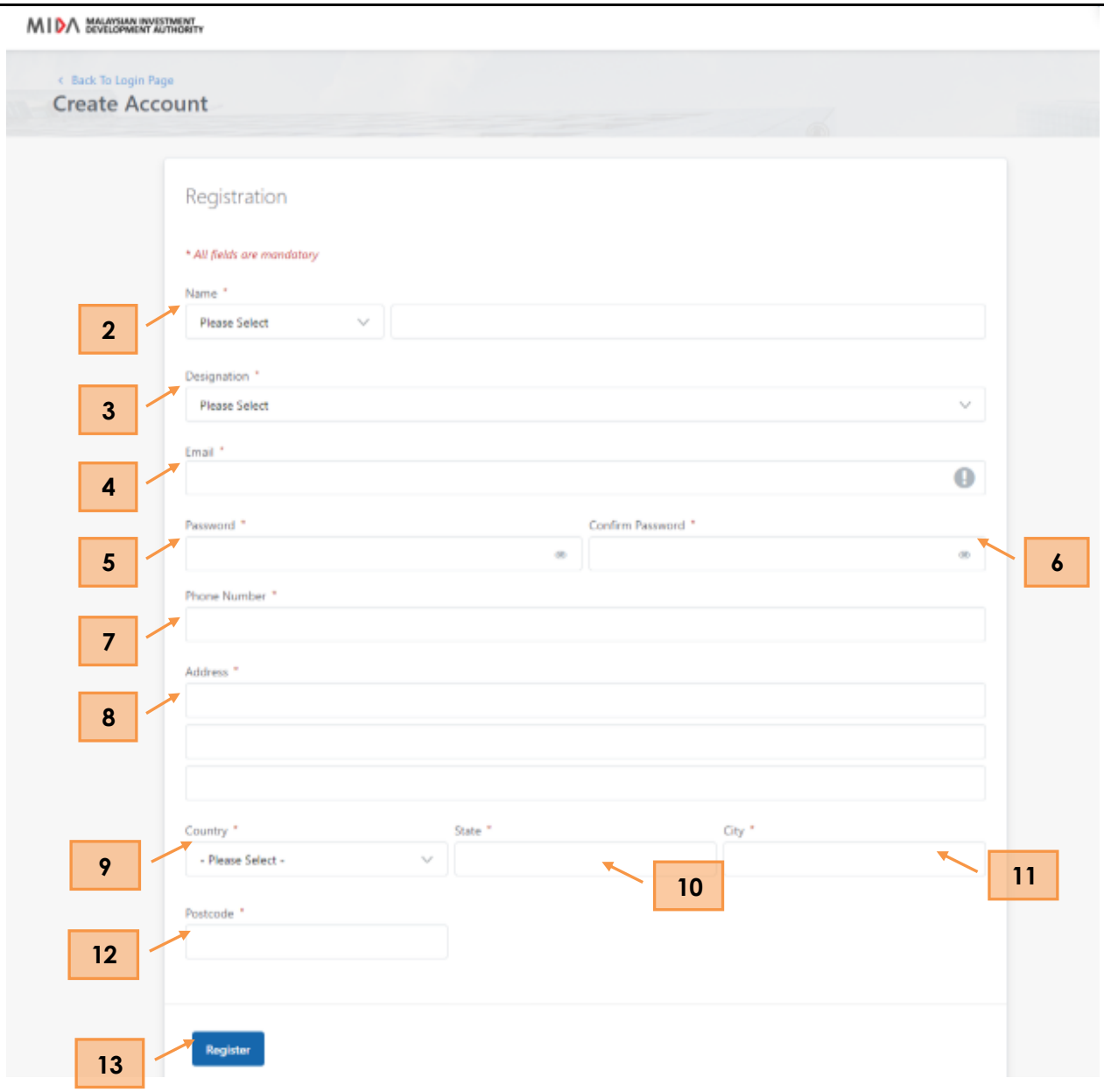
1.3 Url

https://investmalaysia.mida.gov.my

1.4 User Registration



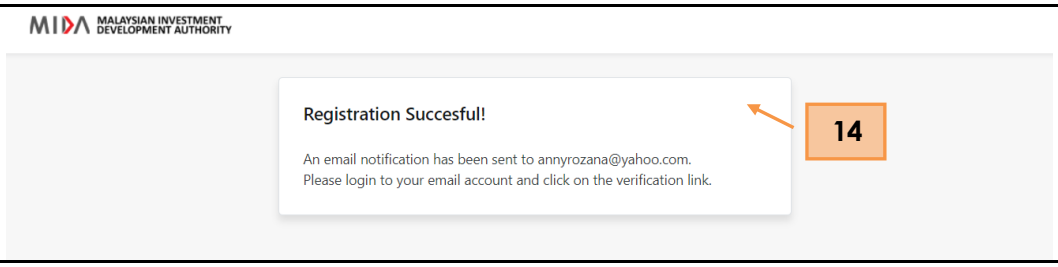
1. Click on the **'Register'** link. Create Account page will be displayed.



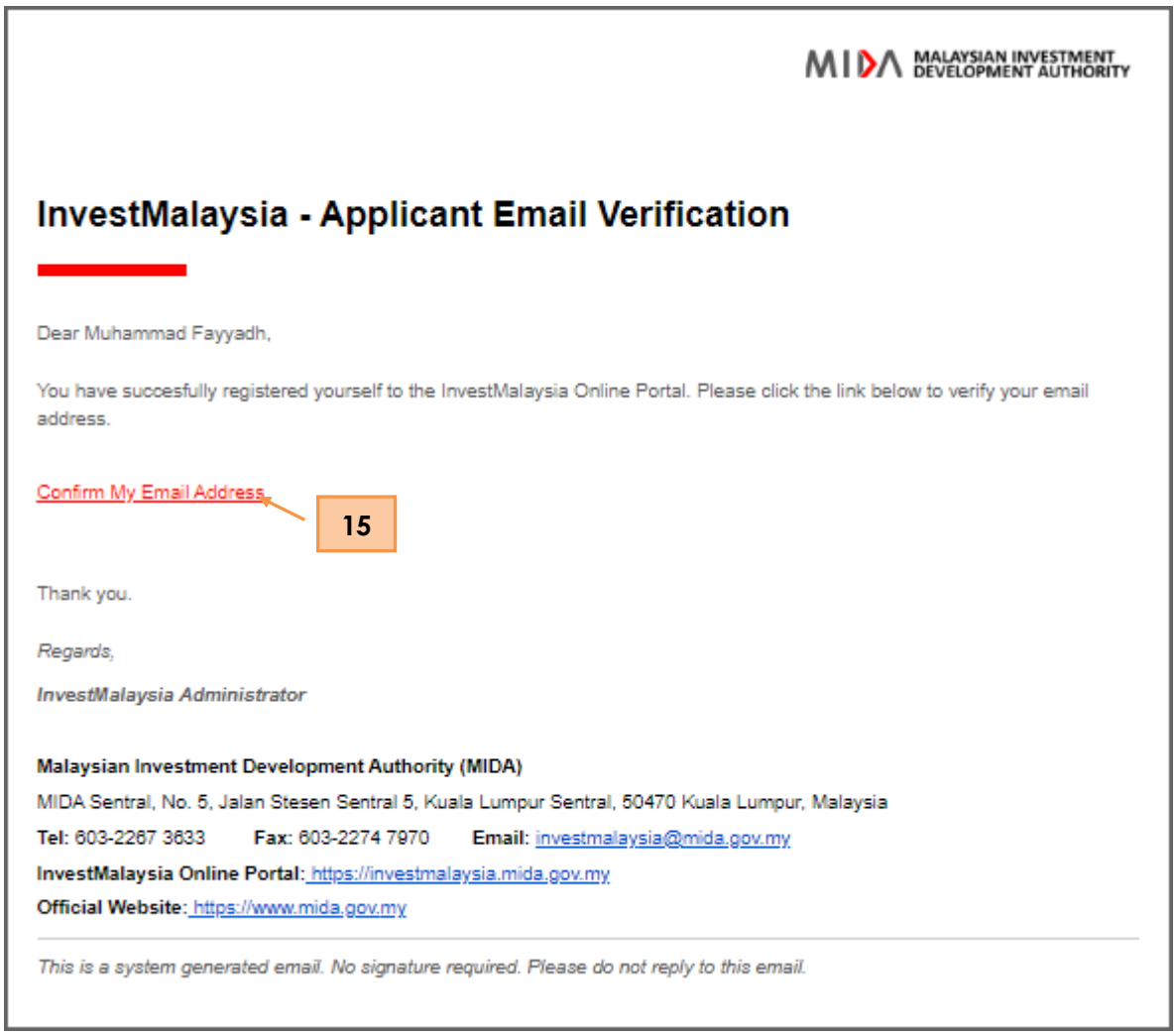
Enter your details such as: (All fields are mandatory)

2. Name *
3. Designation *
4. Email *
5. Password *
6. Confirm Password *
7. Phone Number *
8. Address *

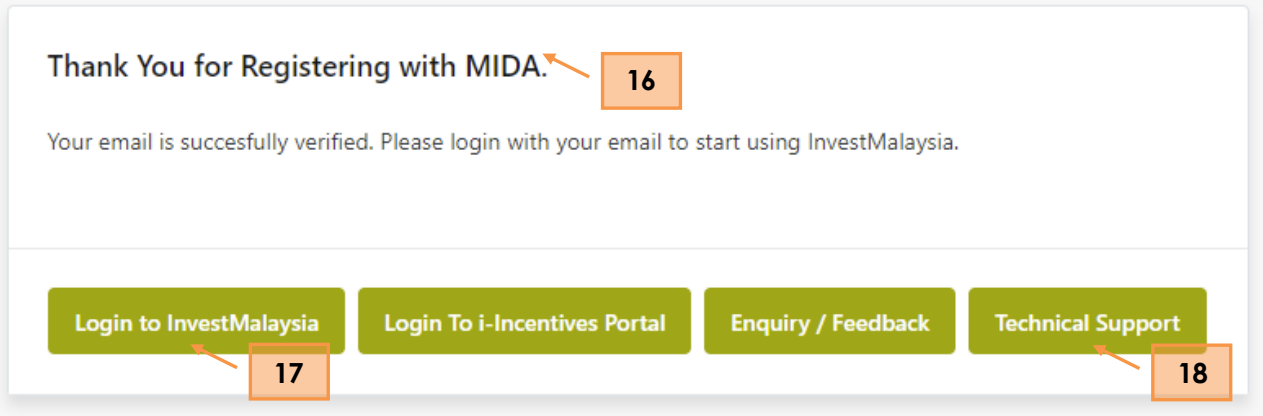
9. Country *
10. State *
11. City *
12. Postcode *
13. Click **'Register'** button.



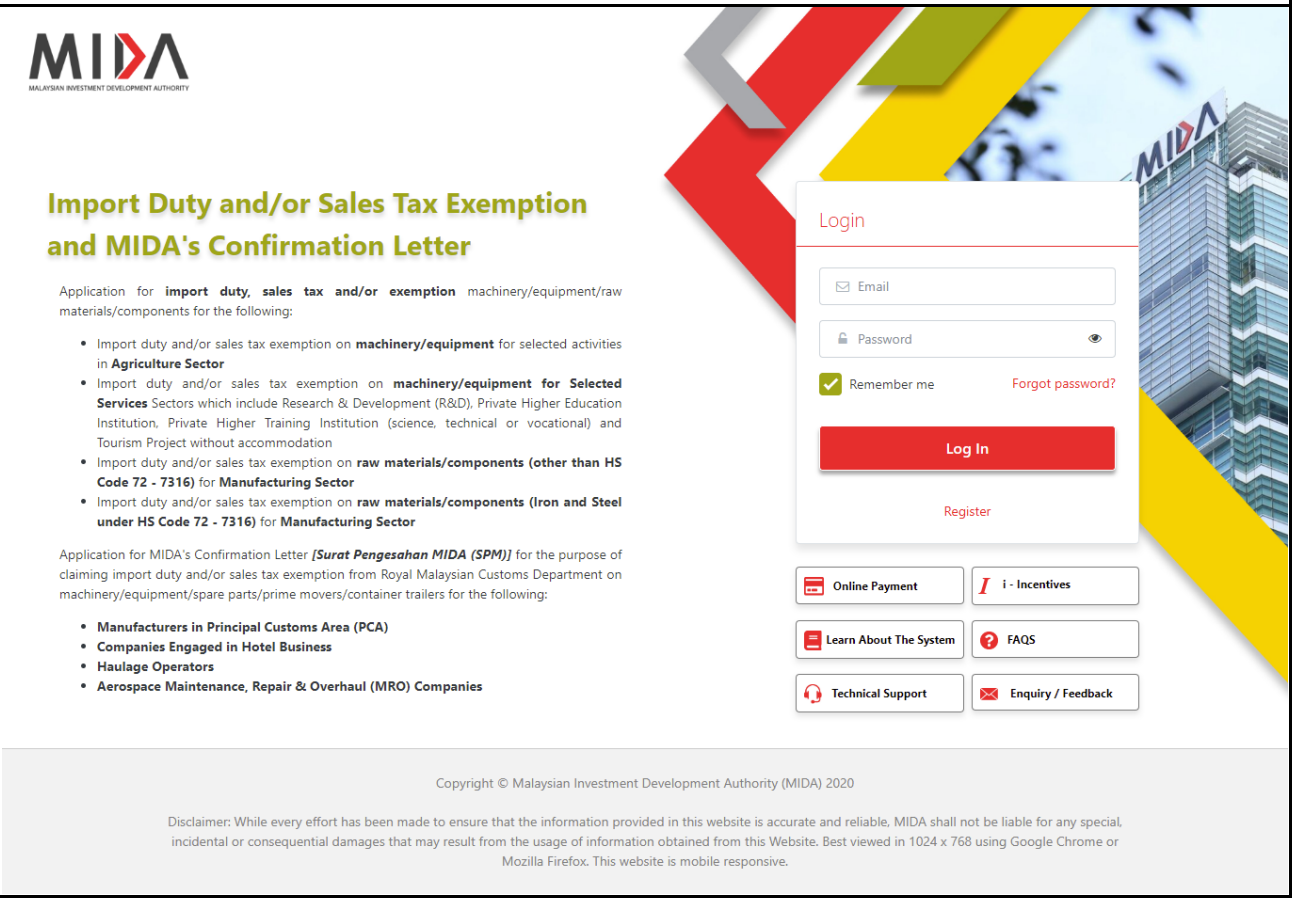
14. The system will display a success message and send an email with the verification link.



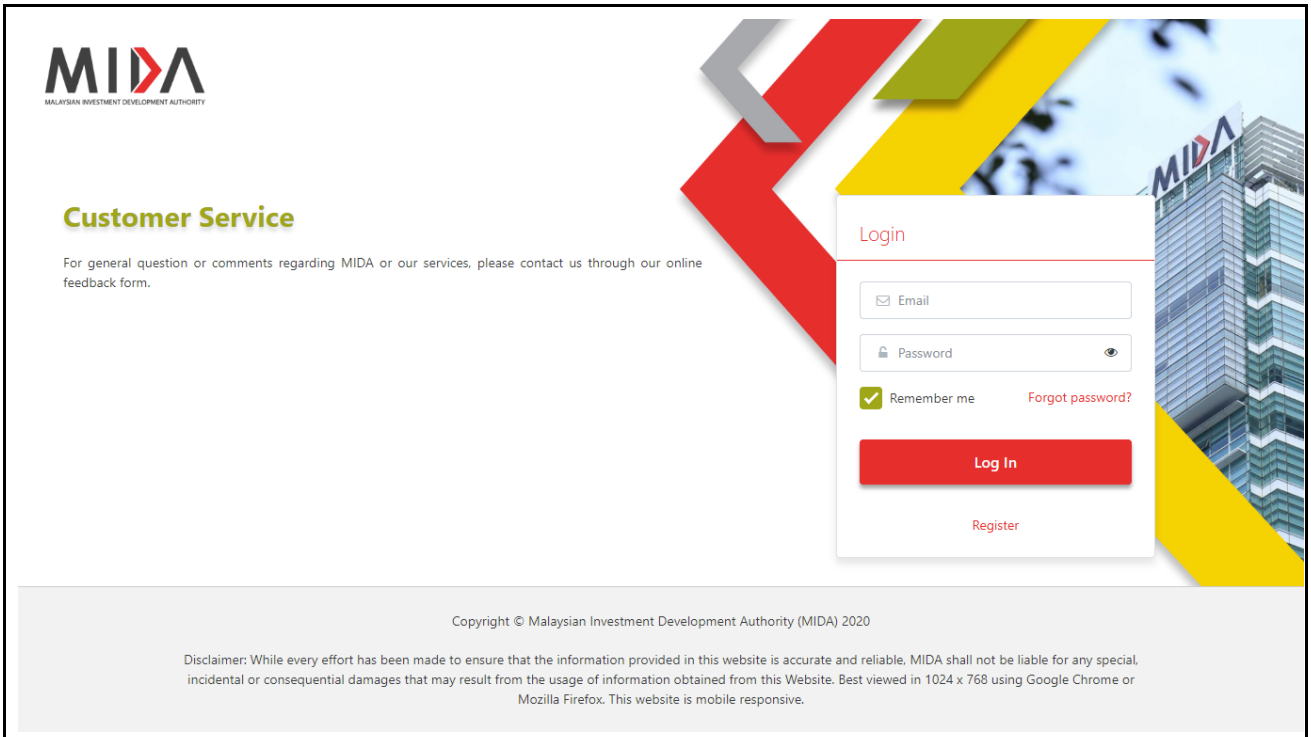
15. Click on the "**Confirm My Email Address**" link.



16. The system will display a success message.



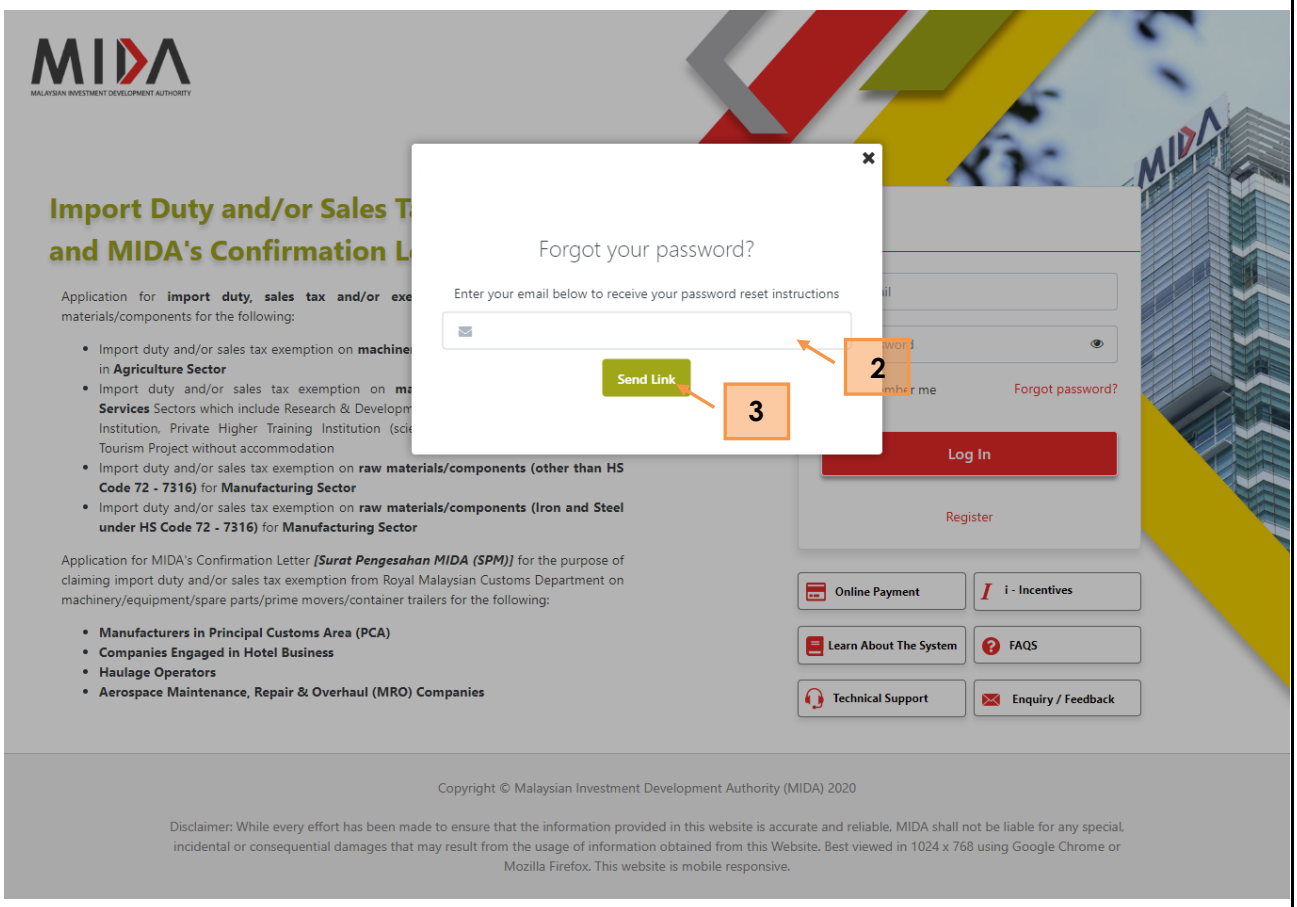
17. Click on **Login to InvestMalaysia**. The system will redirect to the InvestMalaysia landing page.



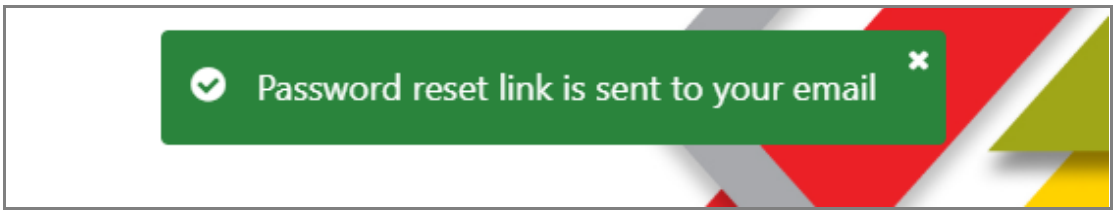
18. Click on **Technical Support**. The system will redirect to the Customer Service landing page.

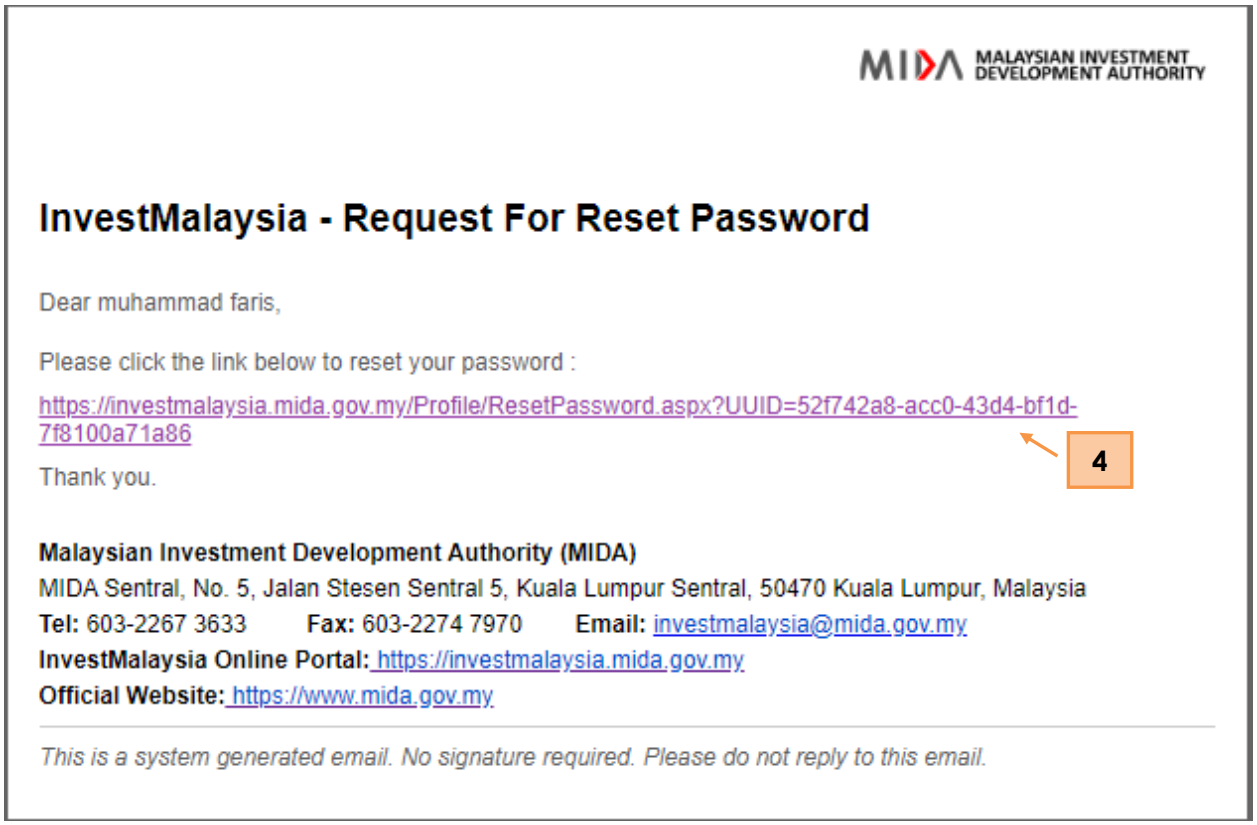
1.5 Forgot Password

1. Click **'Forgot Password?' .** The system will display and popup screen.

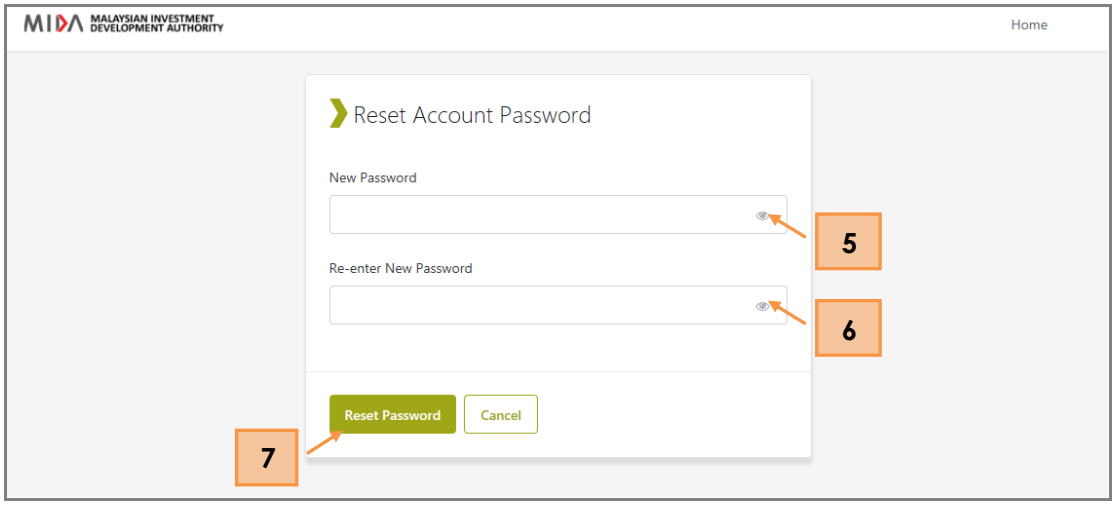


2. Enter your **email address** (must use the email that have been registered).
3. Click **'Send Link'** button an email notification will be sent to your email.





4. Go to your email account. Click on the link and **Reset Account Password** page will be displayed.

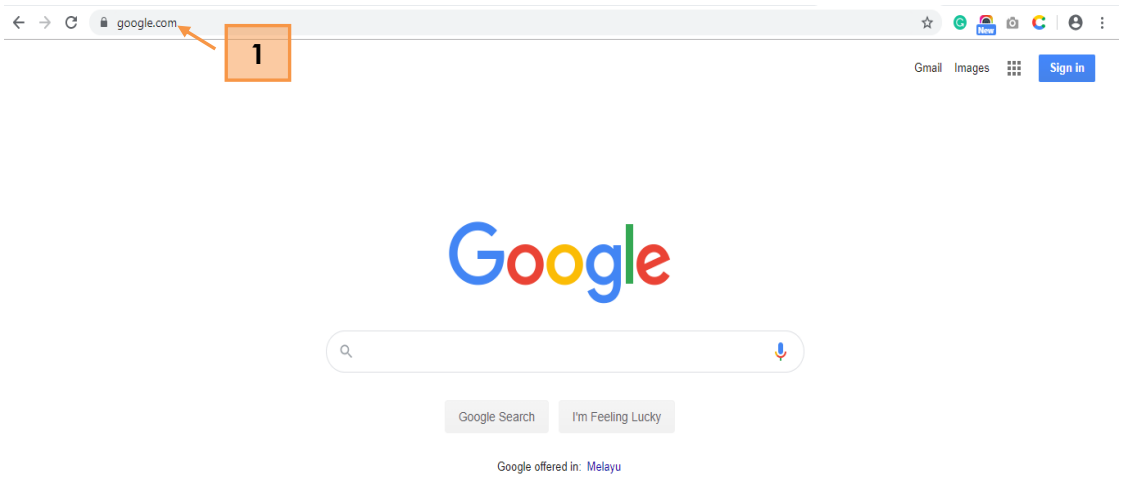


5. Enter your new password; and
6. Re-enter new password.
7. Click **'Reset Password'** button. The system will redirect to **'InvestMalaysia'** login page.

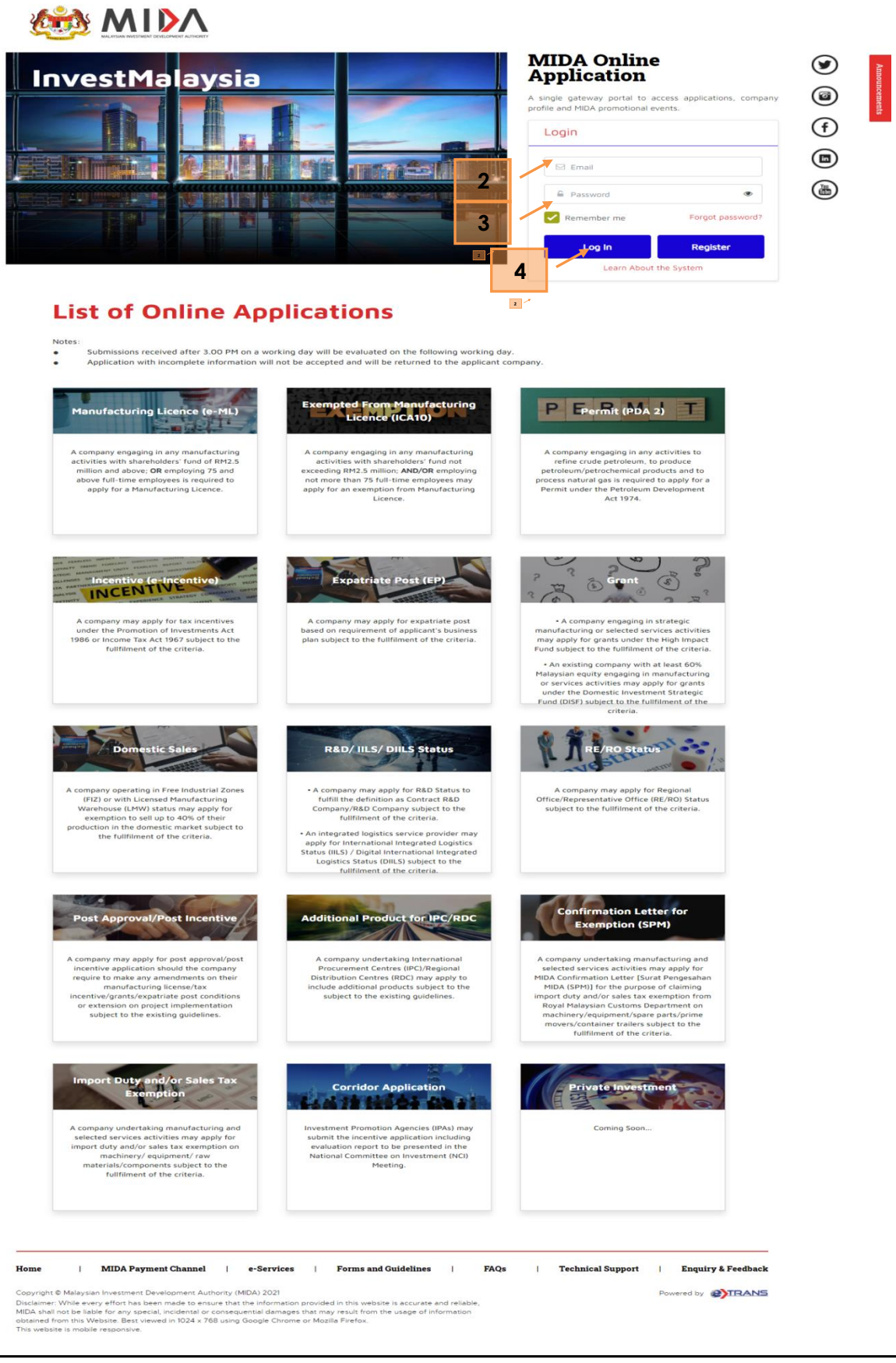
1.6 How to Log In

1.6.1 Option 1 – Login From InvestMalaysia

Precondition: You have been registered with the Invest Malaysia.



1. Open a web browser. Insert URL: http://investmalaysia.mida.gov.my


MIDA
InvestMalaysia
MIDA Online Application
A single gateway portal to access applications, company profile and MIDA promotional events.
Login
Email
Password
Remember me
Forgot password?
Log In
Register
Learn About the System
2
3
4
List of Online Applications
Notes:
Submissions received after 3.00 PM on a working day will be evaluated on the following working day.
Application with incomplete information will not be accepted and will be returned to the applicant company.
Manufacturing Licence (e-ML)
A company engaging in any manufacturing activities with shareholders' fund of RM2.5 million and above; OR employing 75 and above full-time employees is required to apply for a Manufacturing Licence.
Exempted From Manufacturing Licence (ICA10)
A company engaging in any manufacturing activities with shareholders' fund not exceeding RM2.5 million; AND/OR employing not more than 75 full-time employees may apply for an exemption from Manufacturing Licence.
Permit (PDA 2)
A company engaging in any activities to refine crude petroleum, to produce petroleum/petrochemical products and to process natural gas is required to apply for a Permit under the Petroleum Development Act 1974.
Incentive (e-Incentive)
A company may apply for tax incentives under the Promotion of Investments Act 1986 or Income Tax Act 1967 subject to the fullfilment of the criteria.
Expatriate Post (EP)
A company may apply for expatriate post based on requirement of applicant's business plan subject to the fullfilment of the criteria.
Grant
• A company engaging in strategic manufacturing or selected services activities may apply for grants under the High Impact Fund subject to the fullfilment of the criteria.
• An existing company with at least 60% Malaysian equity engaging in manufacturing or services activities may apply for grants under the Domestic Investment Strategic Fund (DISF) subject to the fullfilment of the criteria.
Domestic Sales
A company operating in Free Industrial Zones (FIZ) or with Licensed Manufacturing Warehouse (LMW) status may apply for exemption to sell up to 40% of their production in the domestic market subject to the fullfilment of the criteria.
R&D/ IILS/ DIILS Status
• A company may apply for R&D Status to fulfill the definition as Contract R&D Company/R&D Company subject to the fullfilment of the criteria.
• An integrated logistics service provider may apply for International Integrated Logistics Status (IILS) / Digital International Integrated Logistics Status (DIILS) subject to the fullfilment of the criteria.
RE/RO Status
A company may apply for Regional Office/Representative Office (RE/RO) Status subject to the fullfilment of the criteria.
Post Approval/Post Incentive
A company may apply for post approval/post incentive application should the company require to make any amendments on their manufacturing license/tax incentive/grants/expatriate post conditions or extension on project implementation subject to the existing guidelines.
Additional Product for IPC/RDC
A company undertaking International Procurement Centres (IPC)/Regional Distribution Centres (RDC) may apply to include additional products subject to the subject to the existing guidelines.
Confirmation Letter for Exemption (SPM)
A company undertaking manufacturing and selected services activities may apply for MIDA Confirmation Letter [Surat Pengesahan MIDA (SPM)] for the purpose of claiming import duty and/or sales tax exemption from Royal Malaysian Customs Department on machinery/equipment/spare parts/prime movers/container trailers subject to the fullfilment of the criteria.
Import Duty and/or Sales Tax Exemption
A company undertaking manufacturing and selected services activities may apply for import duty and/or sales tax exemption on machinery/ equipment/ raw materials/components subject to the fullfilment of the criteria.
Corridor Application
Investment Promotion Agencies (IPAs) may submit the incentive application including evaluation report to be presented in the National Committee on Investment (NCI) Meeting.
Private Investment
Coming Soon...
Home | MIDA Payment Channel | e-Services | Forms and Guidelines | FAQs | Technical Support | Enquiry & Feedback
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This website is mobile responsive.
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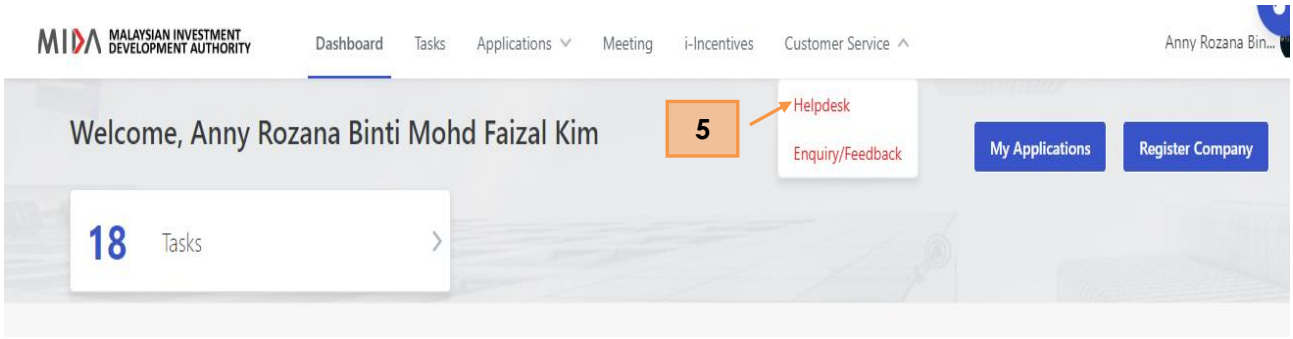
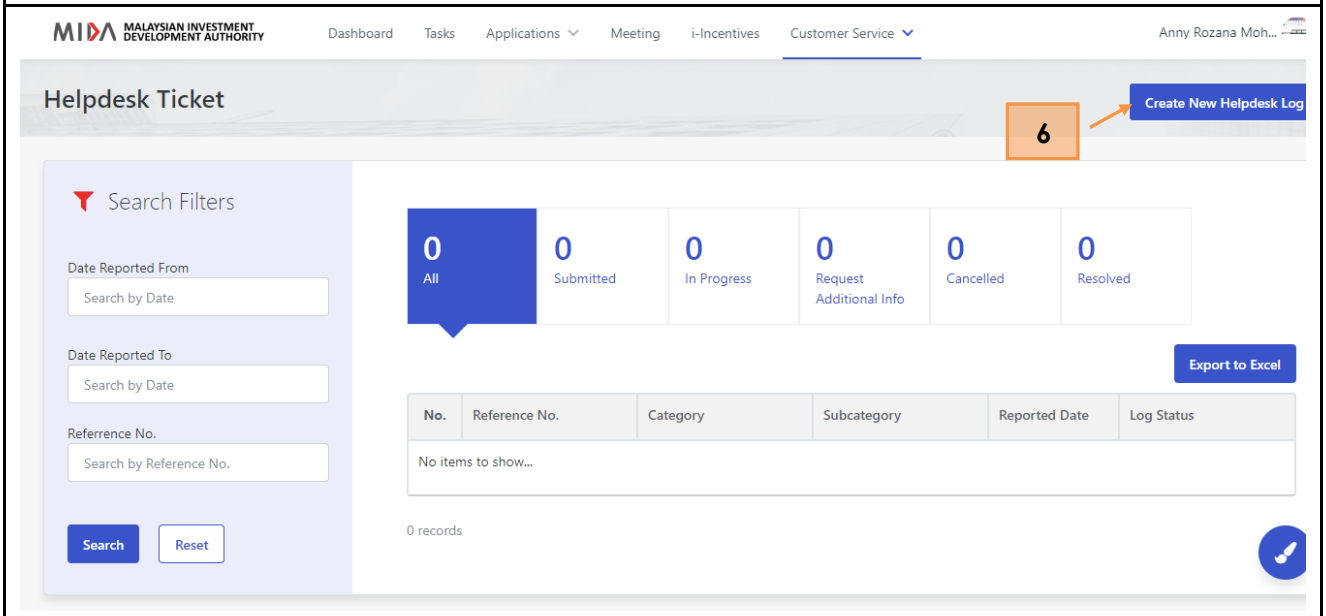
2. Enter username (must use the email that has been registered);
3. Enter password; and
4. Click the **[Log In]** button **.** The system will redirect to the **'Dashboard'** page

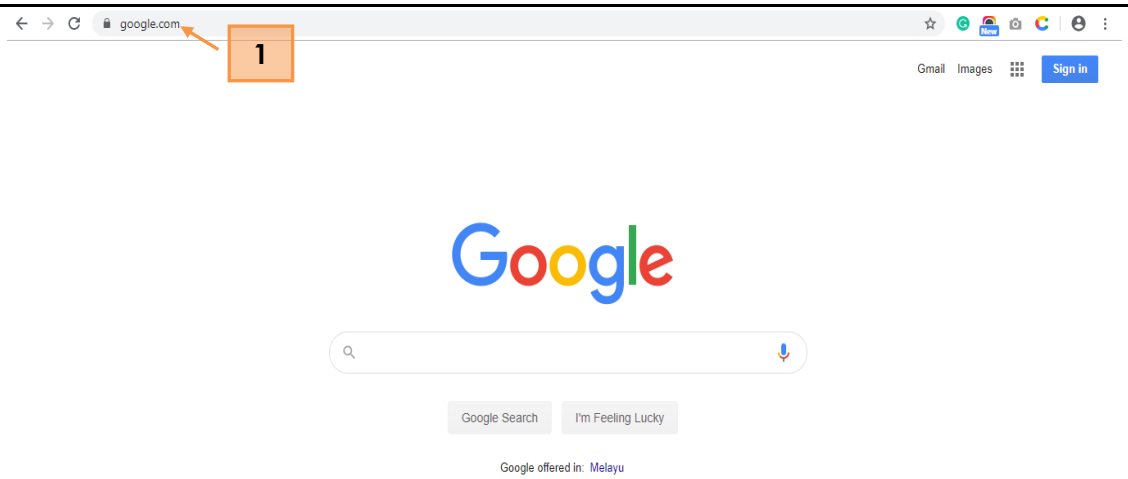


5. On the **Customer Service** menu, click **Helpdesk**.

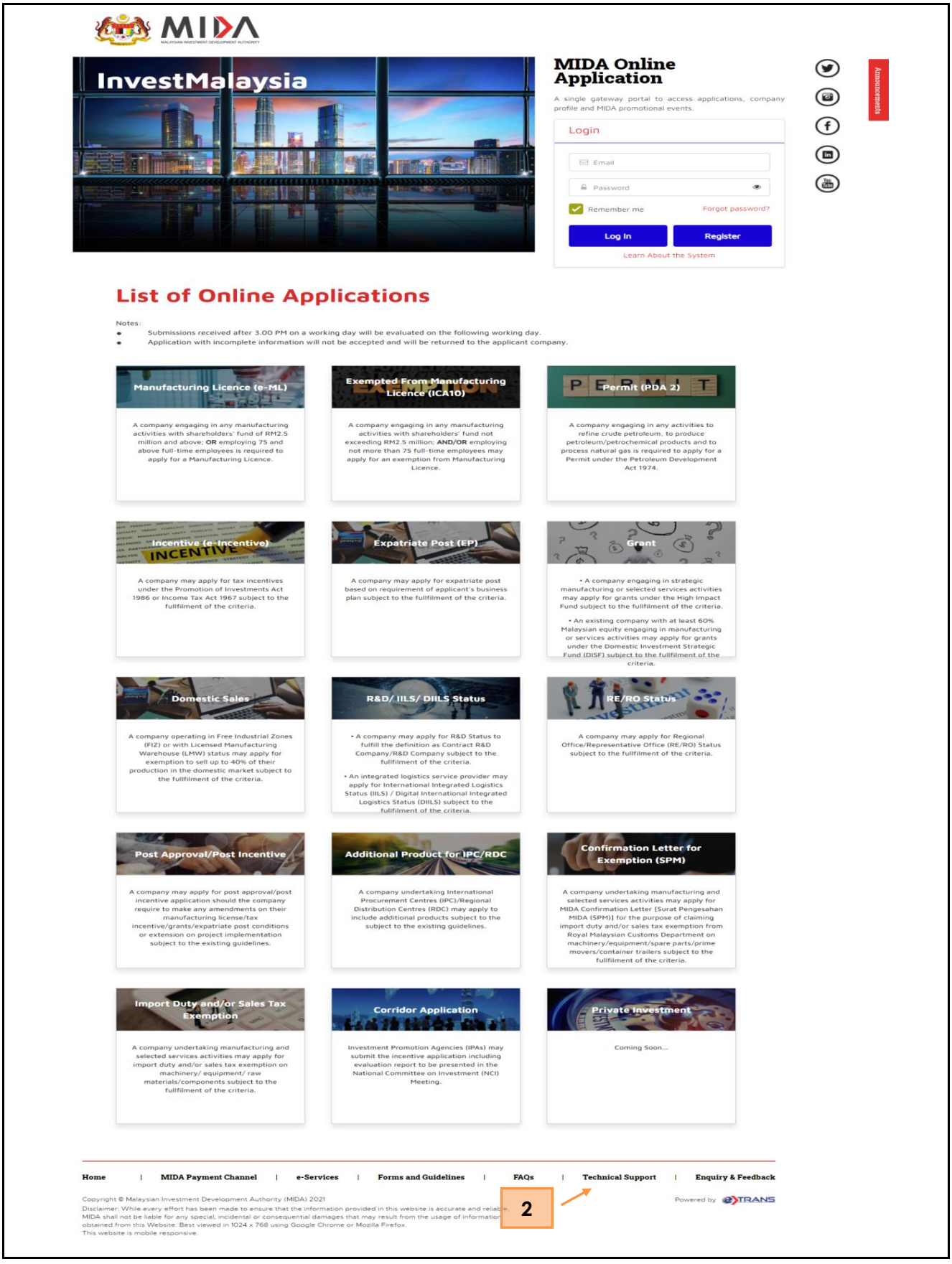


1.6.2 Option 2 – Login From Customer Landing Page

Pre-condition: You have been registered with the InvestMalaysia.



1. Open a web browser. Insert URL: http://investmalaysia.mida.gov.my


MIDA
InvestMalaysia
MIDA Online Application
A single gateway portal to access applications, company profile and MIDA promotional events.
Login
Email
Password
Remember me
Forgot password?
Log In
Register
Learn About the System
Announcements
List of Online Applications
Notes:
Submissions received after 3.00 PM on a working day will be evaluated on the following working day.
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Import Duty and/or Sales Tax Exemption
A company undertaking manufacturing and selected services activities may apply for import duty and/or sales tax exemption on machinery/ equipment/ raw materials/components subject to the fullfilment of the criteria.
Corridor Application
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Private Investment
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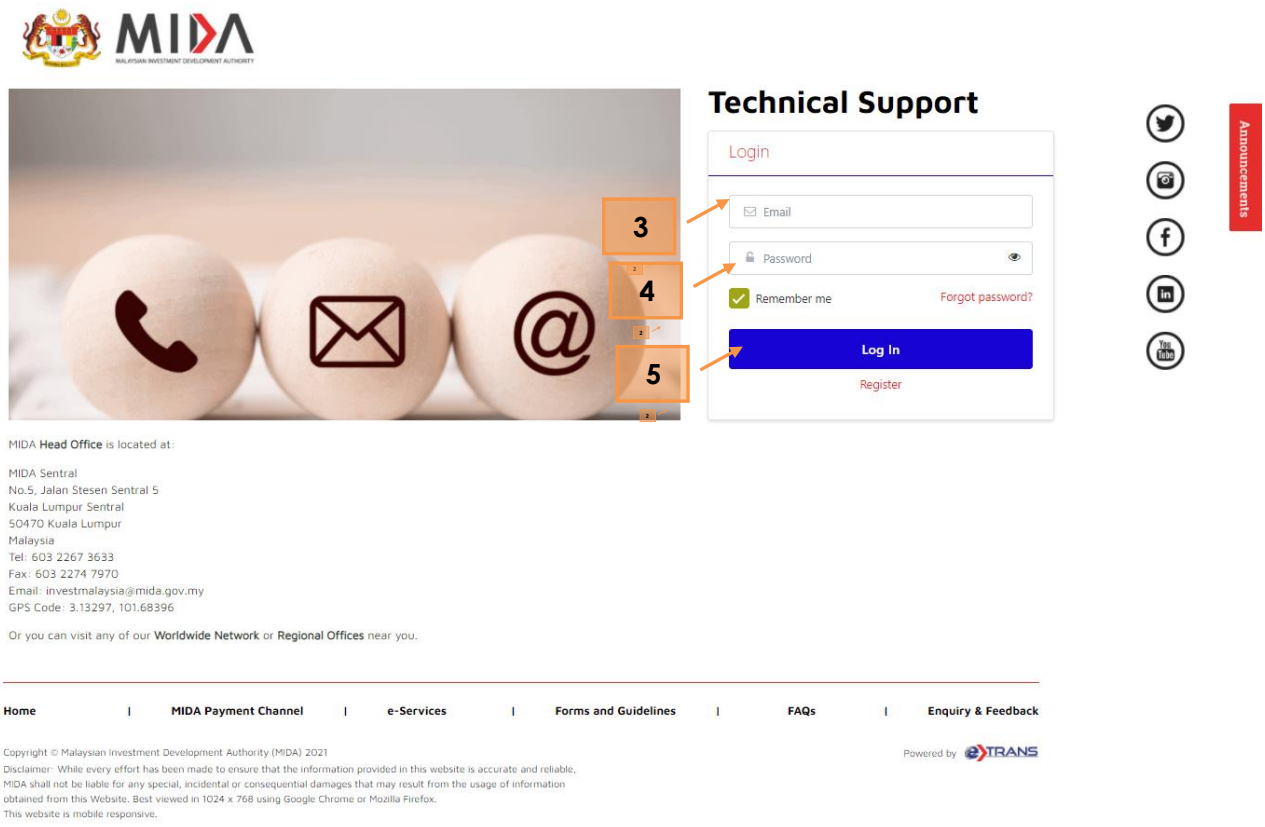
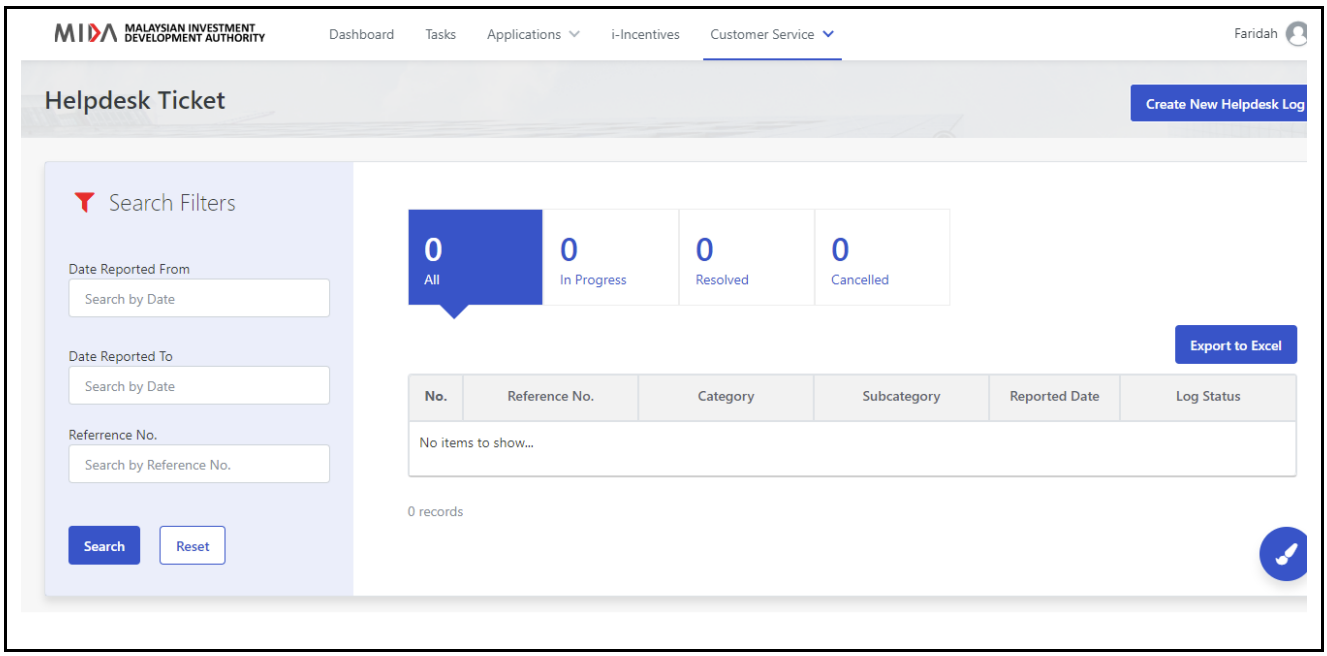
2. Click on Technical Support link. The system will redirect to the **'Technical Support'** login page.

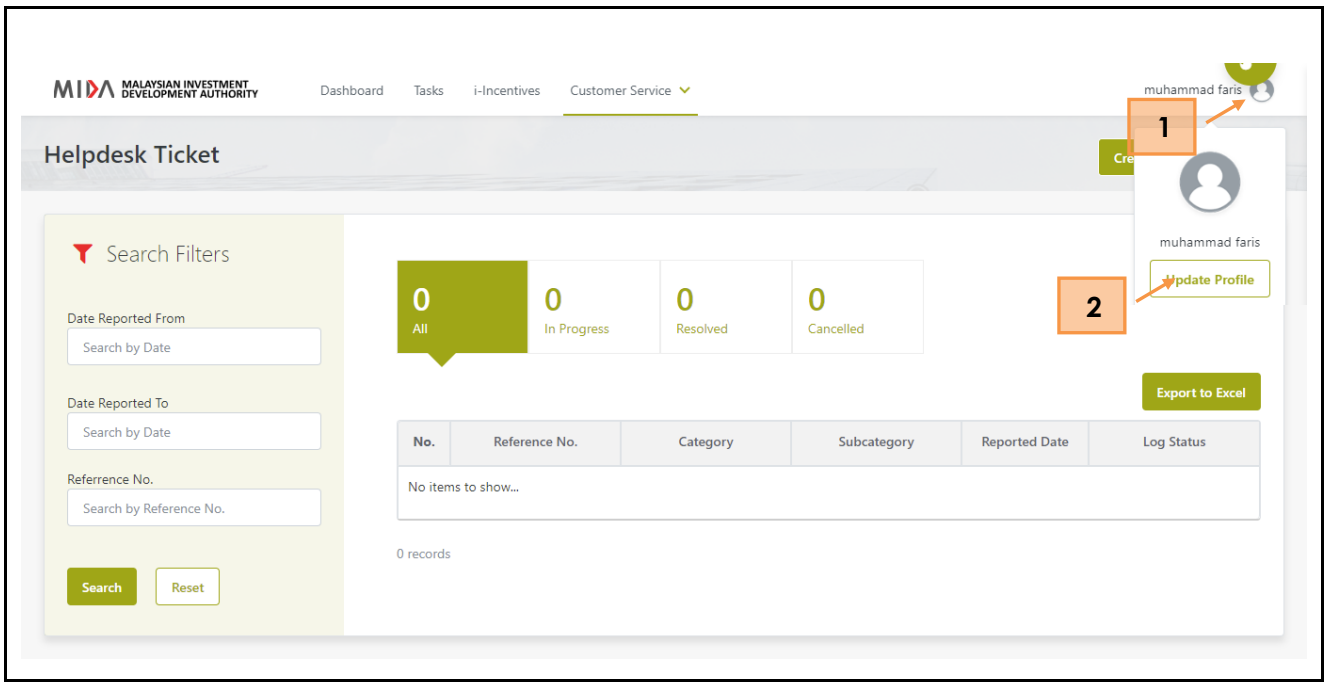


3. Enter username (must use the email that has been registered);
4. Enter password; and
5. Click the **[Log In]** button**.** The system will redirect to the **'Helpdesk Search'** page.

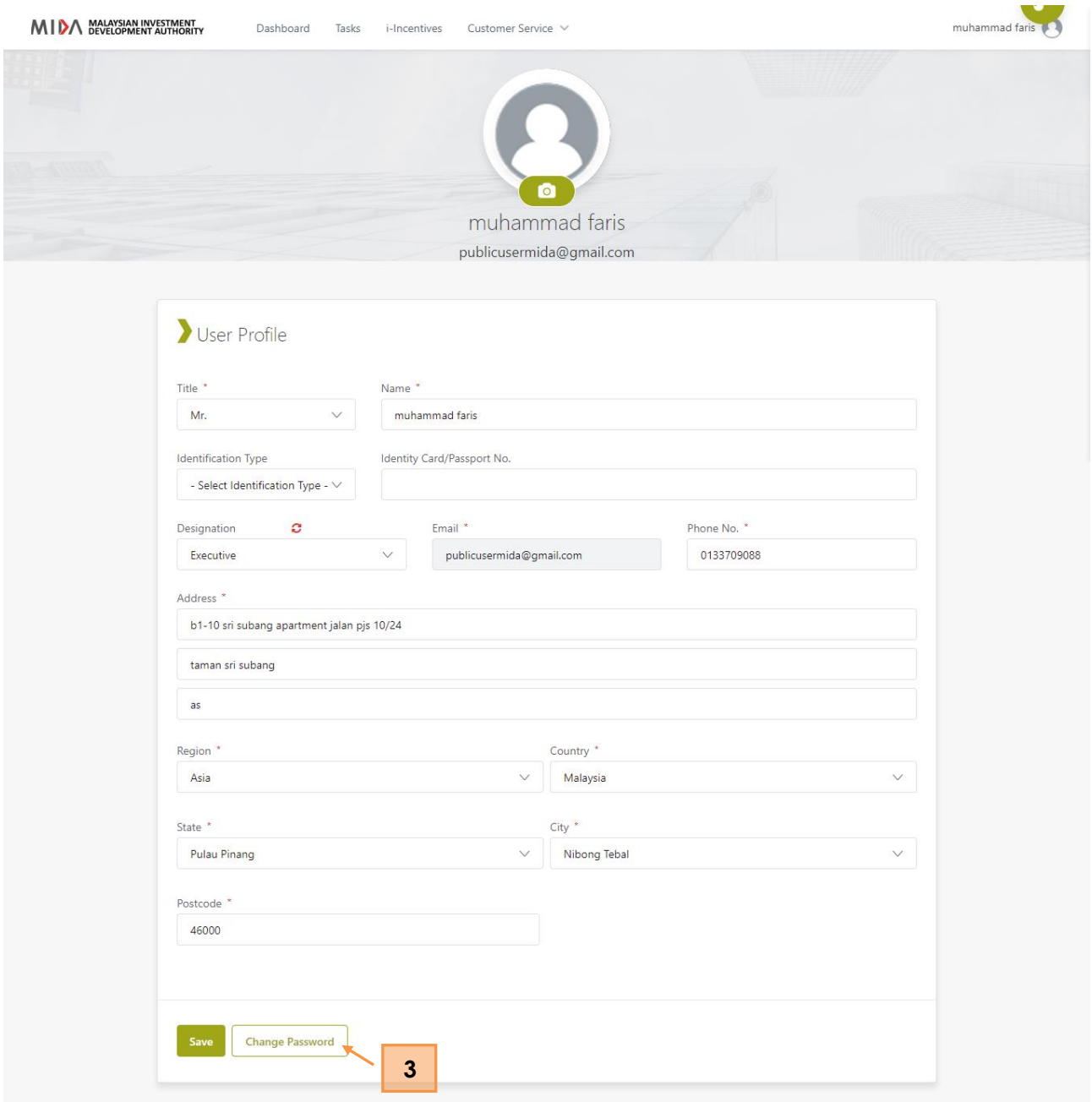


1.7 Change Password

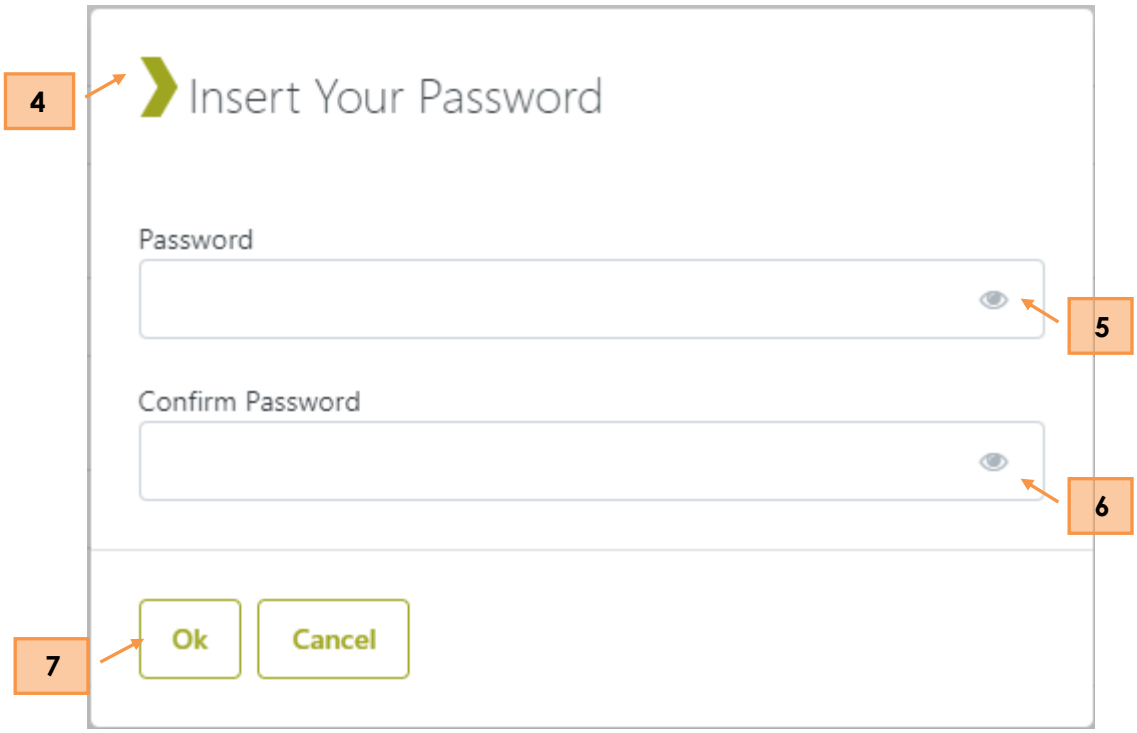
Precondition: Logged in to the system. Refer **Section 1.6 (How to Log in).**



1. On top menu bar, click on the name.
2. Click **Update Profile**.



3. Click Change Password button.



4. The system will prompt pop up screen to enter password.
5. Enter the new password.
6. Re-enter the new password.
7. Click Ok button to continue.

8. The system will display a success message.

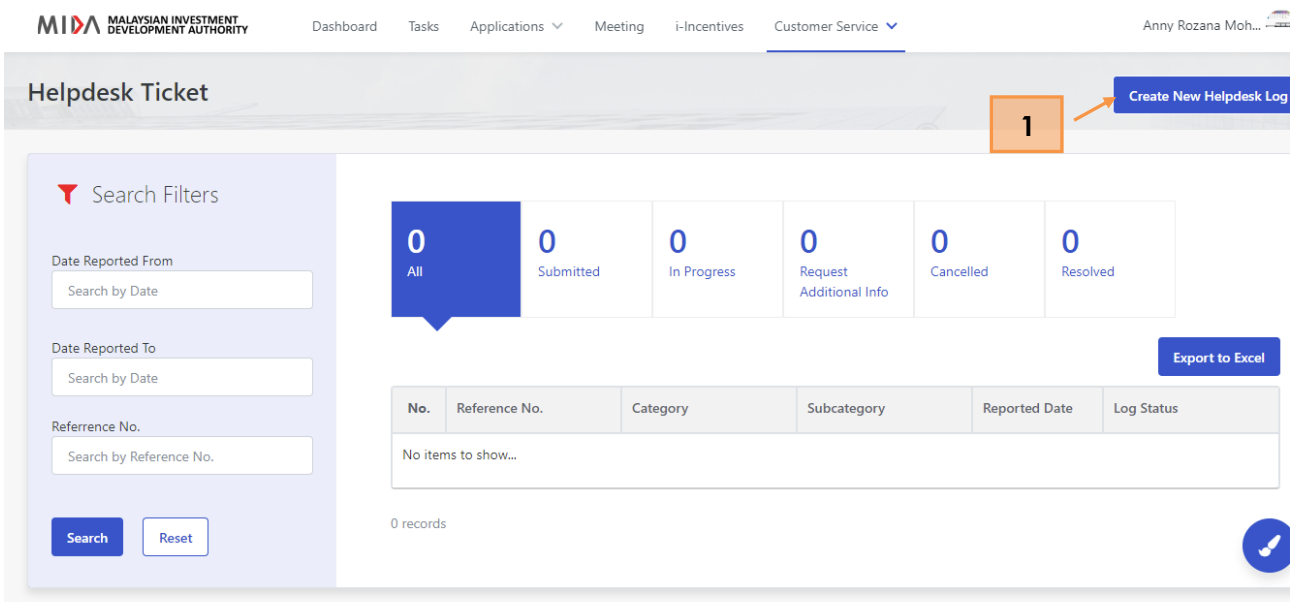
Chapter 2 Technical Support

2.1 Create Log

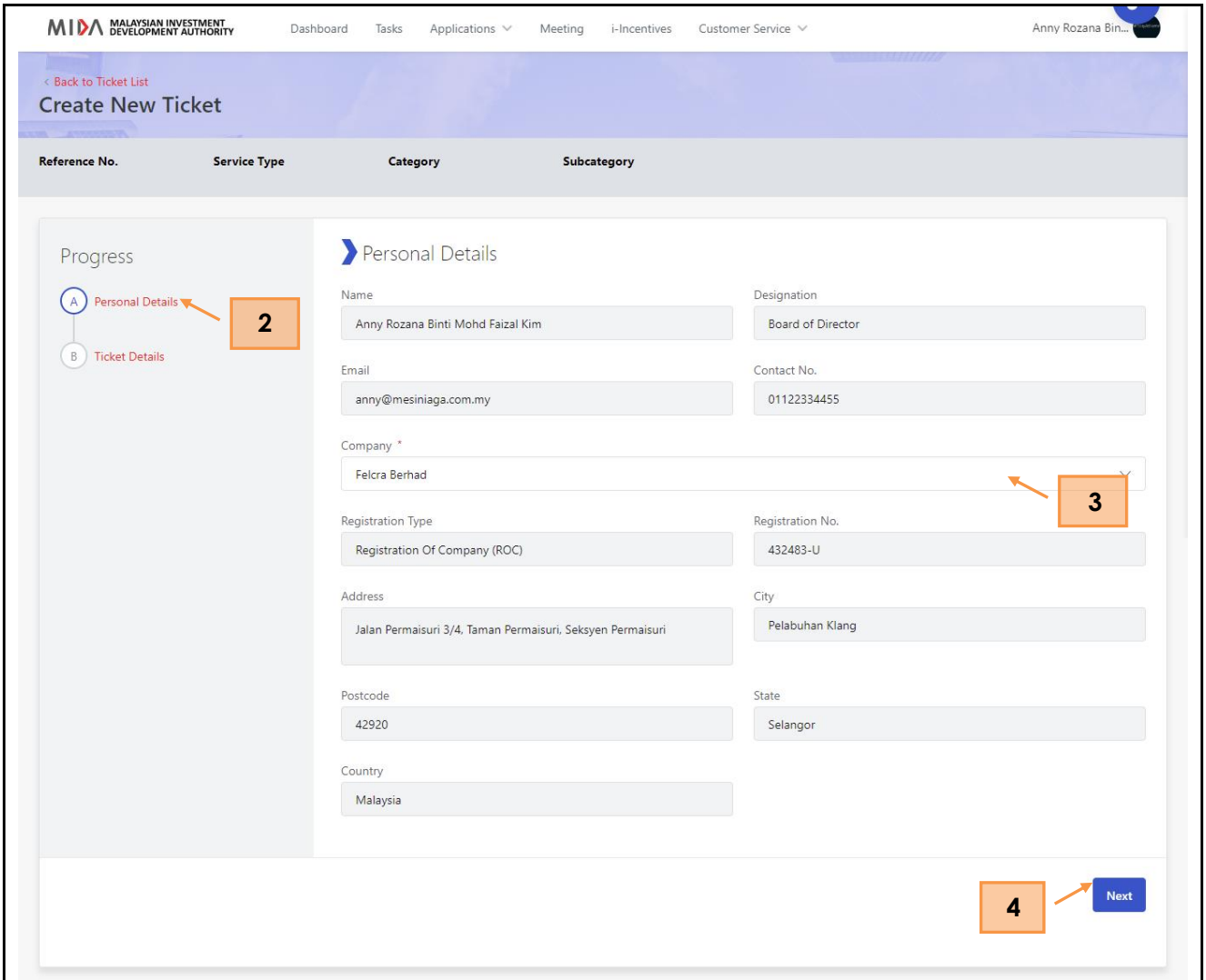
Pre-condition:

i. You have been registered with the InvestMalaysia. Refer to the **Section 1.4 (User Registration)**.

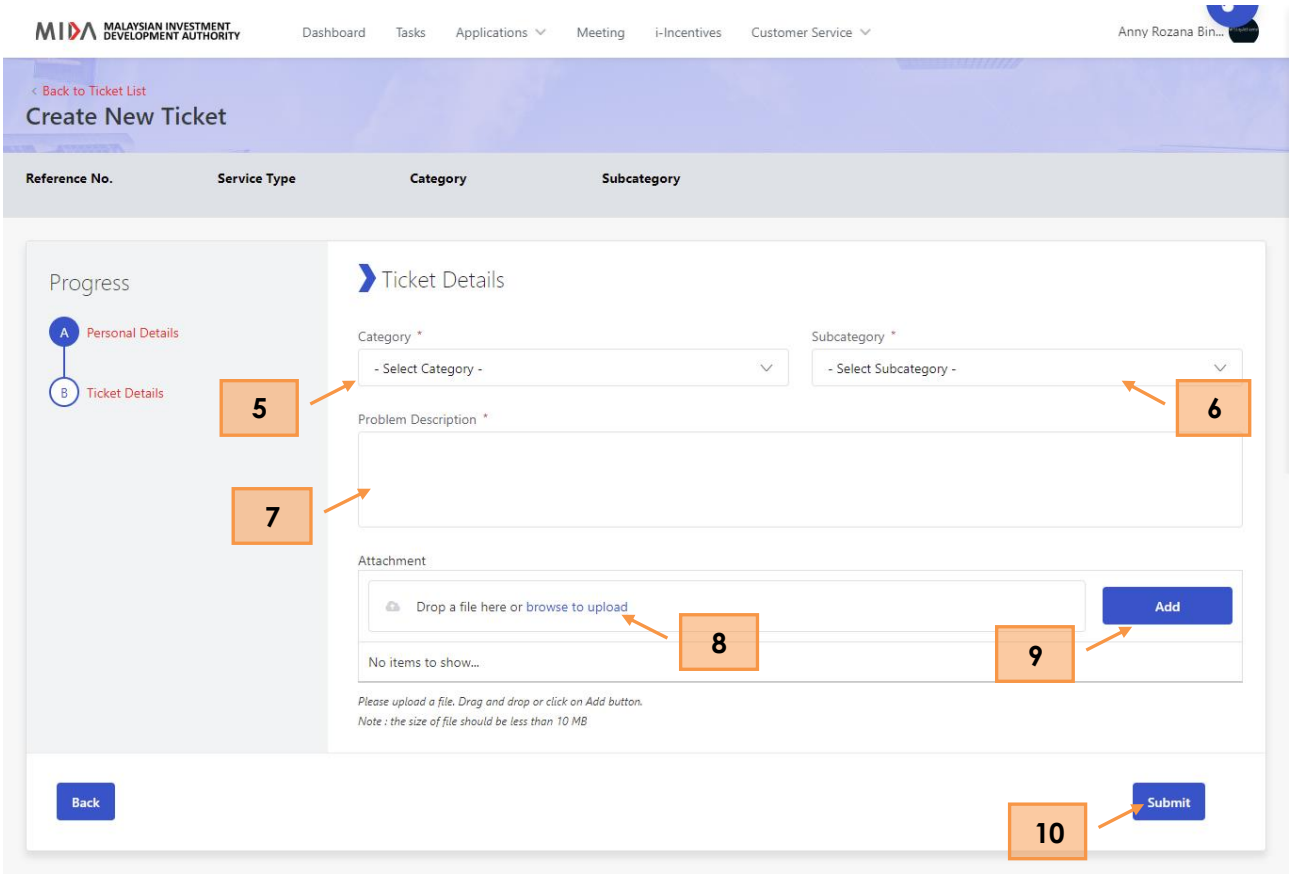
ii. Logged in to the system. Refer to the **Section 1.6 (How to Log In)**.

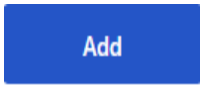


1. Click **Create New Helpdesk Log** button to create helpdesk log.



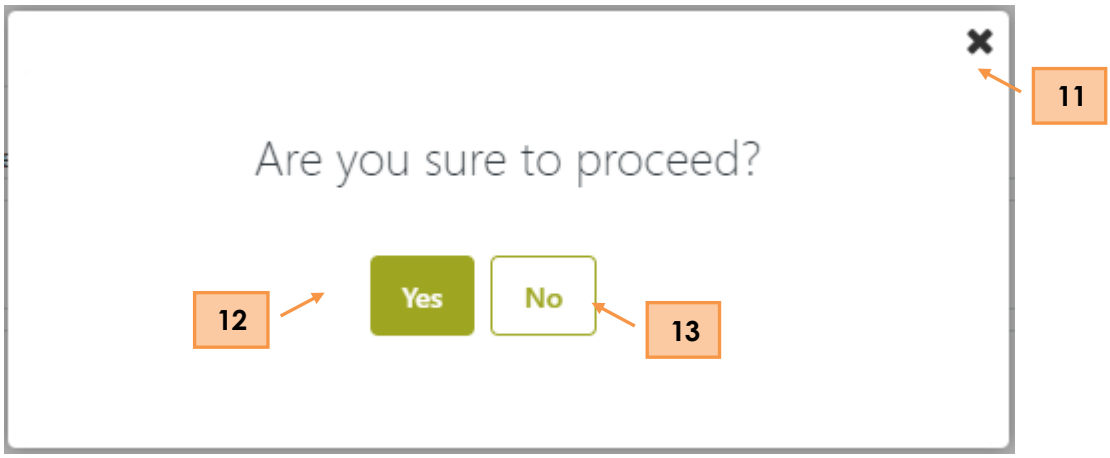
2. The system will redirect to the **Personal Details** page. The Personal Details information will be displayed based on the registered user profile.
3. Please select **Company** from the dropdown list if the user id associated with more than one company.
4. Click **Next** button.



5. Select the **Category** from the dropdown list.
6. Select the **Subcategory** from the dropdown list.
7. Enter the problem encountered at the **Problem Description** field.
8. Click on the **'browse to upload'** link to search files from your local directory.
9. Click 

button to upload the file.
10. Click

button.



11. The system will prompt confirmation message

12. Click Yes button to proceed with the submission.

13. Click No button to discard the action.

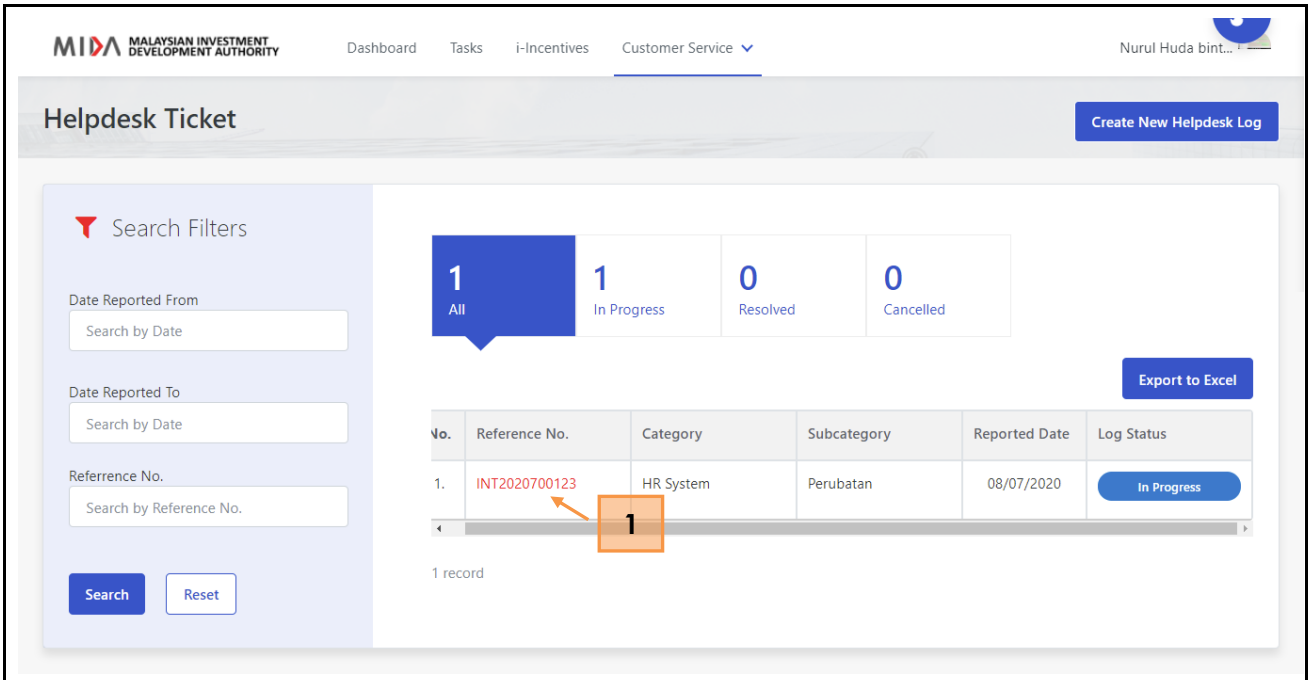
14. The system will display a success message and reference no. will be generated.

2.2 Cancel Log

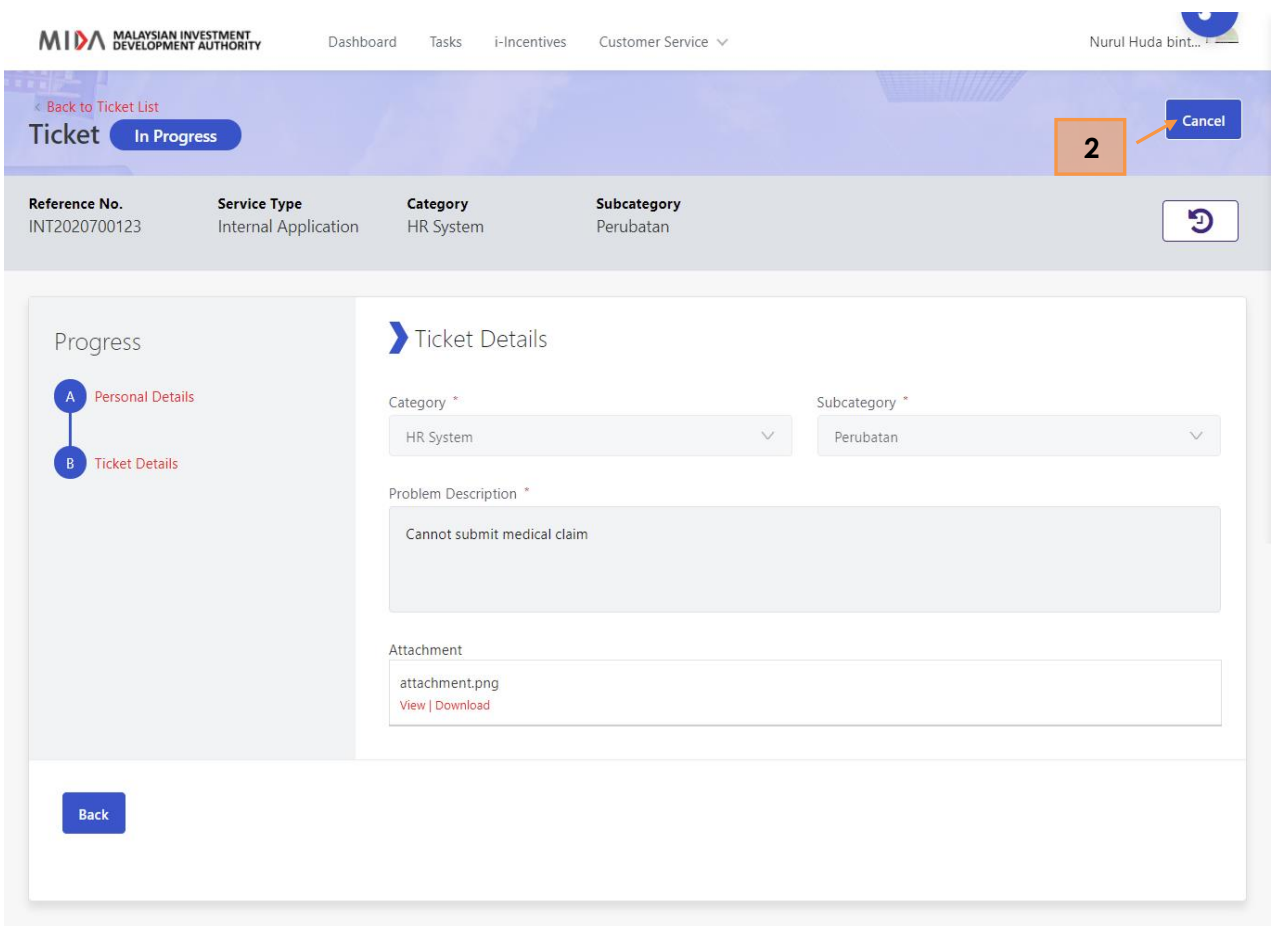
Pre-condition:

i. Logged in to the system. Refer to the **Section 1.6 (How to Log In)**.

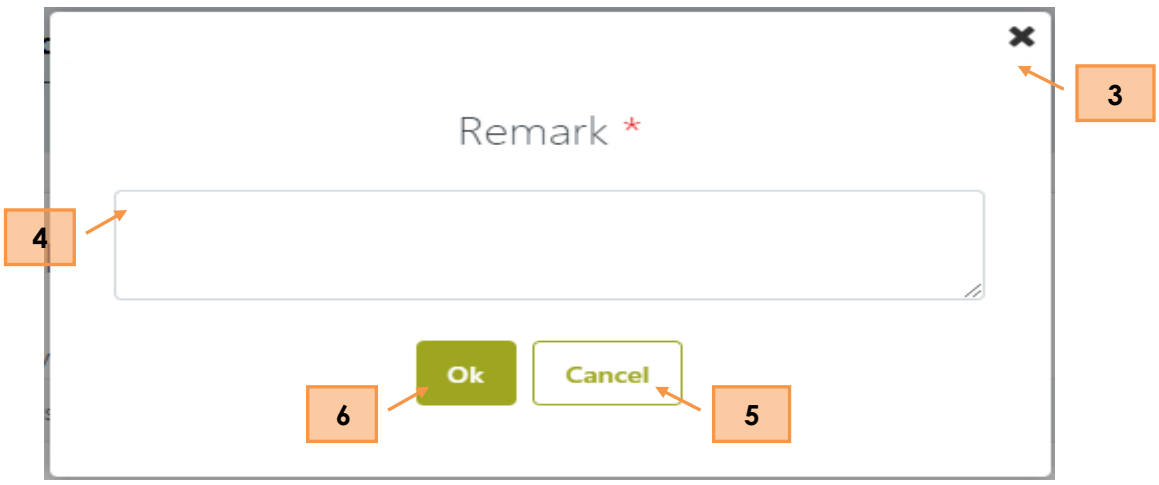
ii. You can cancel the log reported if the Support Officer or Internal Vendor has yet process the log.



1. Click on the **Reference No.** link. The system will redirect to the ticket detail page.



2. Click **Cancel** button.



3. The system will display pop up message.
4. Enter any **Remark.**

5. Click

button to proceed.

6. Click

button to discard action.

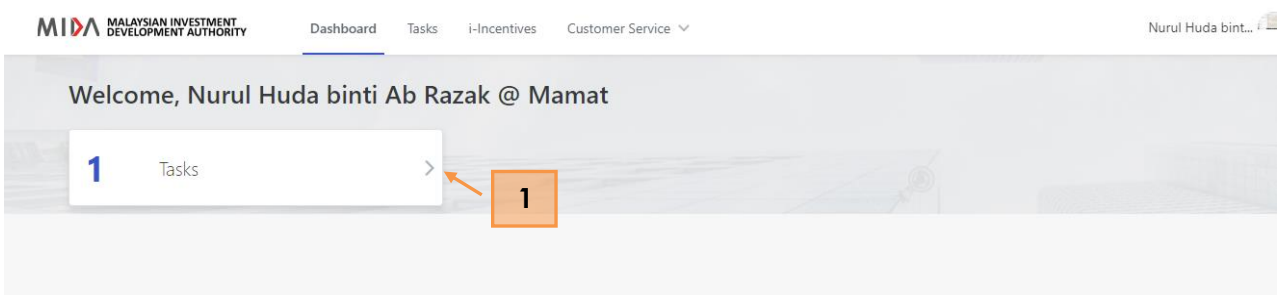
7. The system will display a success message.

2.3 Submit Additional Info

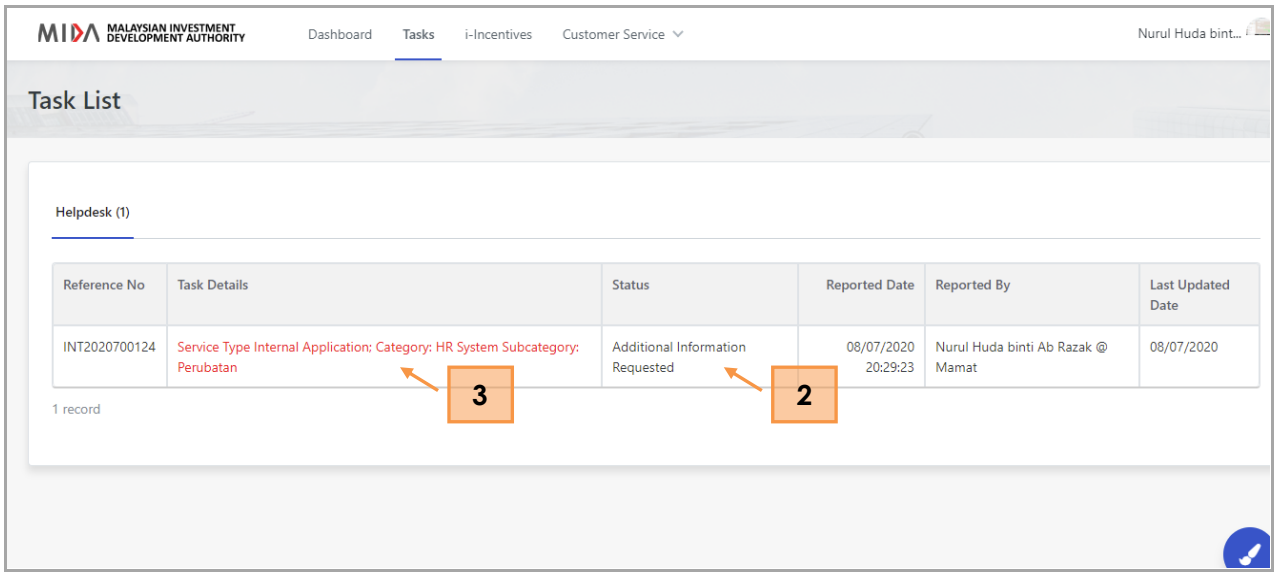
Pre-condition:

i. You have received an email notification requesting for additional information.

ii. Logged in to the system. Refer to the **Section 1.6 (How to Log In)**.

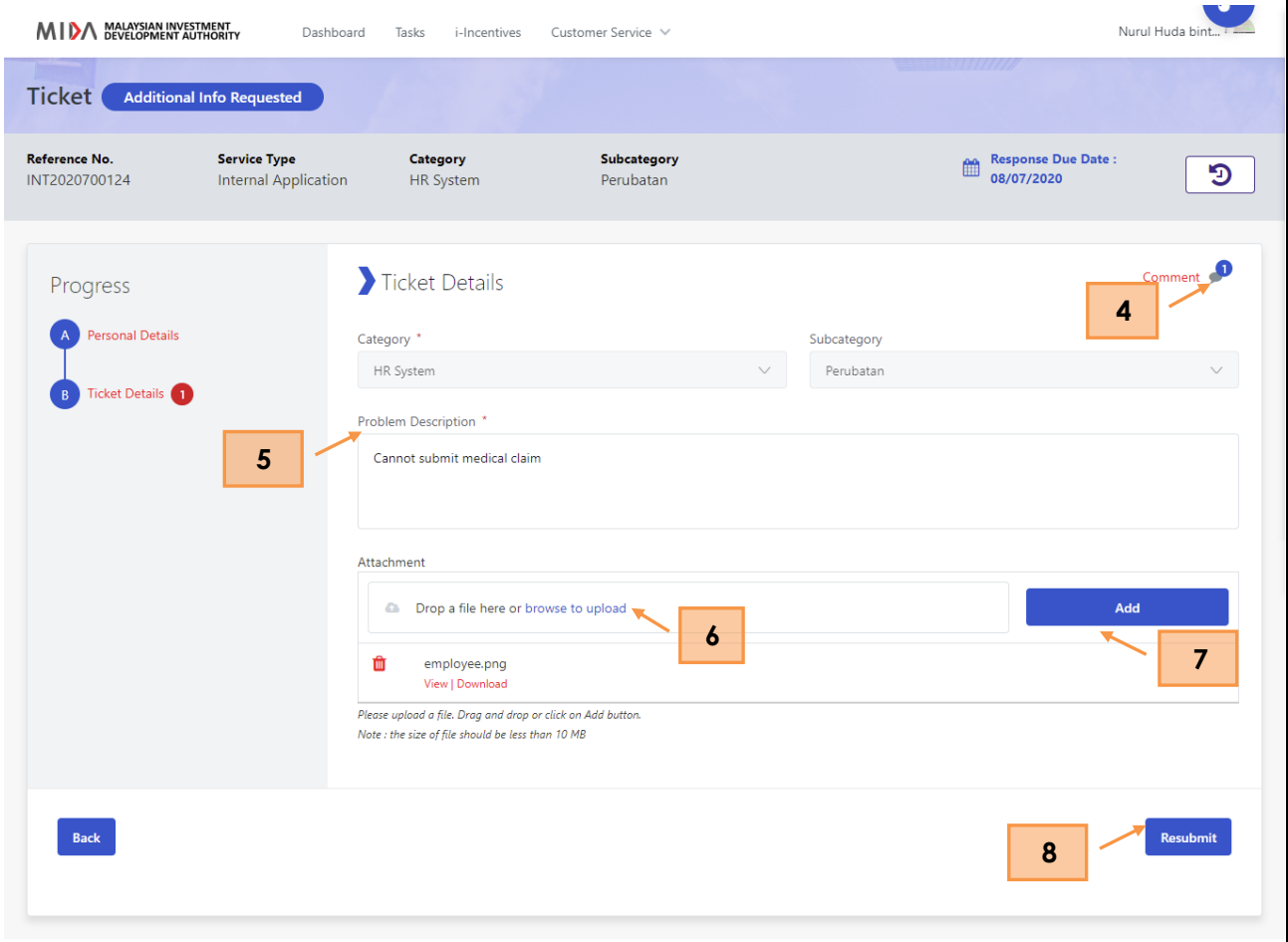


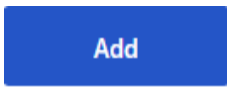
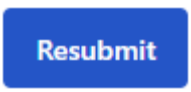
1. At the Dashboard, click on the **Tasks** to view the task details.

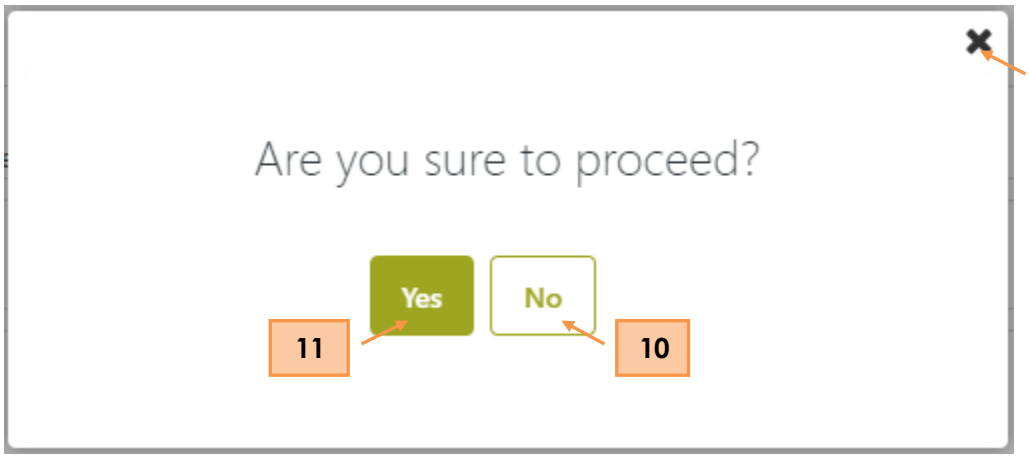


2. The system will redirect to the **Task List page**. The log status display as **Additional Information Requested**.

3. Click on the **Task Details** link to view the details.



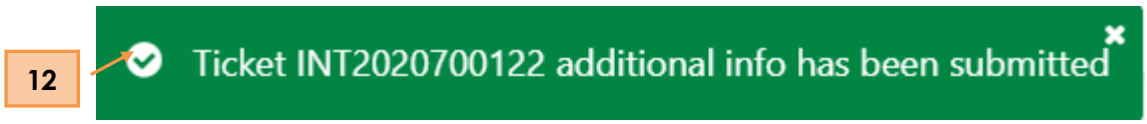
4. Click on **Comment** to view remarks from the Helpdesk Officer.
5. Add additional info as requested at the **Problem Description** field.
6. Click on the **'browse to upload'** to search files from your local directory.
7. Click  button to upload the file.
8. Click  button to submit the log.



9. The system will display pop up message

10. Click Yes button to proceed.

11. Click No button to discard action.

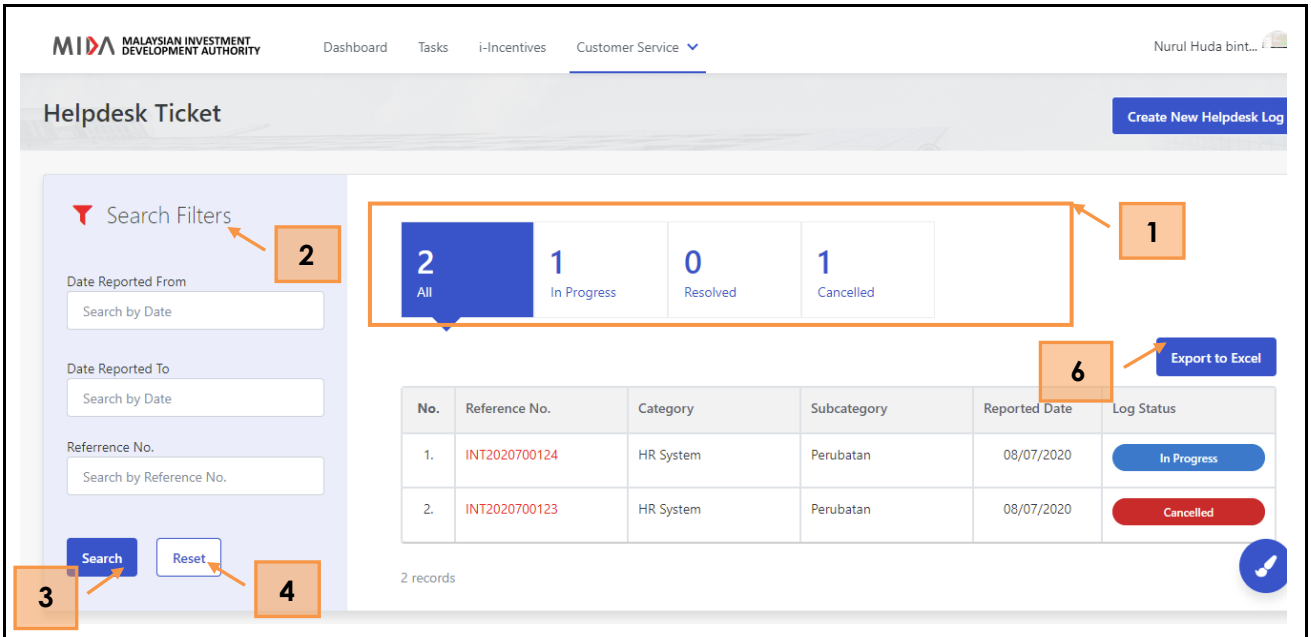


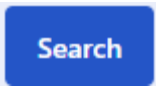
12. The system will display a success message.

2.4 Search Log

Pre-condition:

i. Logged in to the system. Refer to the **Section 1.6 (How to Log In)**.

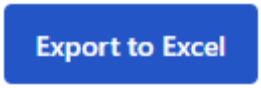


1. By default, the system will show total individual logs submitted for the current year. The user shall monitor the log status from here.
2. The search the logs by entering the following search criteria:-
    i. Date Reported From
    ii. Date Reported To
    iii. Reference No.
3. Click 

button to search log based on filter criteria that has been entered. A list of matched records will be displayed.

4. Click

button to clear all filter criteria.

5. Click 

button to export all records into excel format.