SARAWAK INFORMATION SYSTEMS SDN BHD

Sarawak ID and SarawakID Corporate Accounts for eLASIS

System Version [1.0]

User Guide
Version [1.0]

TABLE OF CONTENTS

1. Introduction

SarawakID aims to be a single online identity for each Malaysion, Friend of Sarawak (Foreigner) and Businesses to conveniently and securely access Sarawak Government digital services. It is also aims to be a platform for Sarawak Government to interact with the public throughout their important life events (from birth, education, health, finance and retirement) with offers and notifications of services from the Government.

In line with the directive for all state agency applications to be integrated with SarawakID, eLASIS will implement SarawakID and SarawakID Corporate as mandatory sign-in methods. All users of eLASIS are required to register for a SarawakID or SarawakID Corporate account. Starting 1st May 2025, access to eLASIS services will only be available via SarawakID authentication.

A grace period of six (6) months will be provided from the effective date to allow users to complete the account binding process.

Registration Guides:

- *SarawakID Registration Video Tutorial*
  https://drive.sains.com.my/index.php/s/TxJTokaeFkgCMtS

- *SarawakID Corporate Registration Video Tutorial*
  https://drive.sains.com.my/index.php/s/zCw5K5B2zrZSYrE

Please ensure your accounts are registered and bound before the end of the grace period to avoid any service disruptions.

1.1. Objective

User will be able to:

- Subscribe new eLASIS account from Service Sarawak Portal.
- Bind the eLASIS account with SarawakID.
- Accessing eLASIS services from Service Sarawak Portal.

2. Using the System

This section will shows the steps on how to using the system.

2.1. Subscribe New eLASIS Account from Service Sarawak Portal – Individual Account

Please ensure that you have registered with SarawakID account. Please go to https://sarawakid.sarawak.gov.my to register your SarawakID account if not yet registered.

Scenario : You have a SarawakID but not <u>NOT</u> an eLASIS account

1. Go to Service Sarawak Portal (https://service.sarawak.gov.my/). Browse services by key-in the keyword eg: eLASIS OR go to Service Category – Land & Agriculture, click More button then select the desire services from listing.

2. Click **eLASIS User Sign Up** to launch the service.
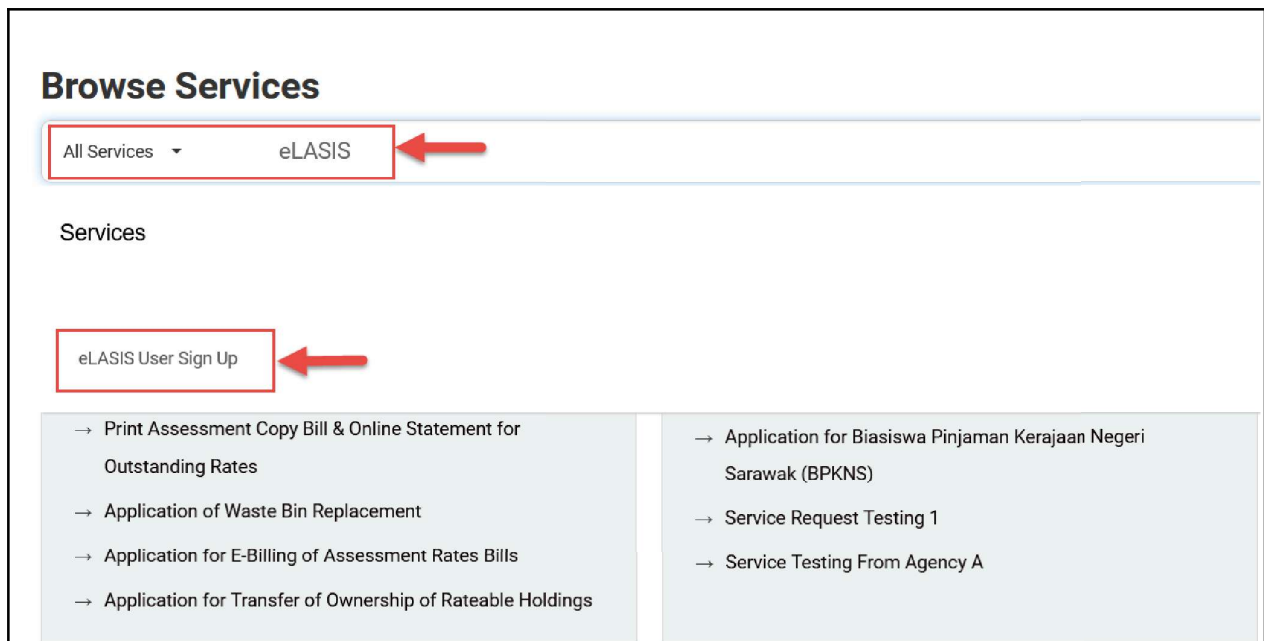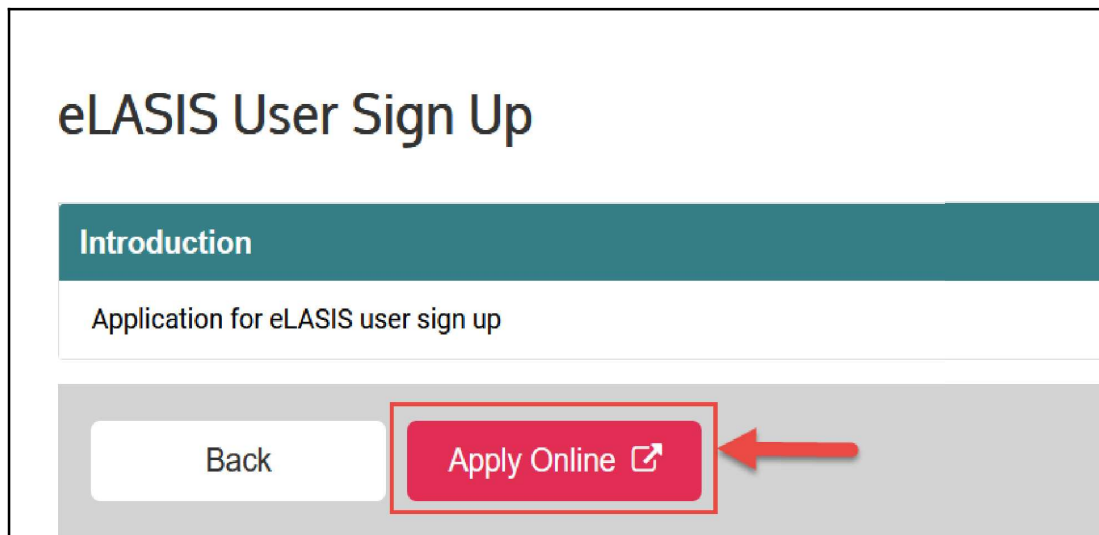

Figure : 1

3. Click **Apply Online** to proceed.

Figure : 2

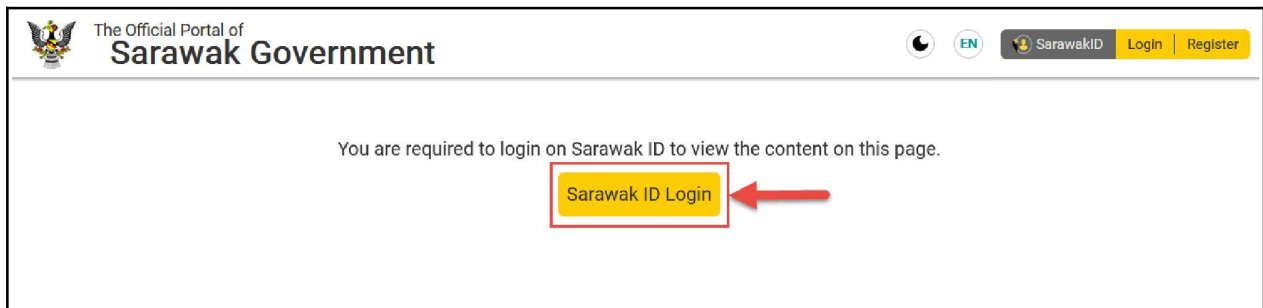4. Click **Sarawak ID Login**, then enter your SarawakID credential accordingly.

Figure : 3

5. Click **My Individual Account** after successful login with your SarawakID.

If user's IC existed in eLASIS, system will prompt binding, else system will bring user to Term & Conditions page for eLASIS Sign Up.
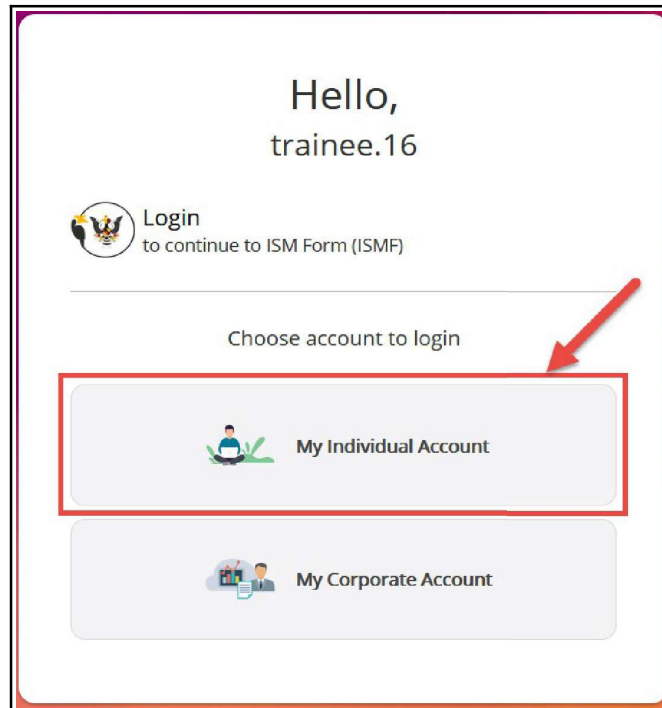

Figure : 4

6. Click **Agree** to launch the account subscription page.

Figure : 5

7.   Click **SIGN UP** to proceed with subscription for BASIC account.

	Jobs & Extraction of Survey Data	Instruments	Removal of Rock Materials Licence
	Form and upload the **Supporting Document(s).** Step 2 **Declare and submit** the account request form via eLASIS system. Step 3 Upon approval, Land and Survey Department Sarawak shall notify you via **email.**	Form and upload the **Supporting Document(s).** Step 2 **Declare and submit** the account request form via eLASIS system. Step 3 Upon approval, Land and Survey Department Sarawak shall notify you via **email.**	**Portal User Account Request Form** and upload the **Supporting Document(s).** Step 2 **Declare and submit** the account request form via eLASIS system. Step 3 Upon approval, Land and Survey Department Sarawak shall notify you via **email.**
SIGN UP BASIC ACCOUNT	Login as Corporate Account to SIGN UP for this service	Login as Corporate Account to SIGN UP for this service	Login as Corporate Account to SIGN UP for this service

Figure : 6

8.   Fill in the details in User Registration for eLASIS form and click **Create Account**.

User Registration for eLASIS - Basic Corporate Account

denotes mandatory field.

SarawakID	trainee.16
User Full Name	Trainee Satu Enam
My Kad/Passport	880405-13-0016
Nationality	MALAYSIA
Email *	trainee16@gmail.com
Handphone No. *	60	139998877

Note : Numbers only. Please do not include spaces or dashes. Omit the first zero on handphone no. eg. 128880011

Create Account

Figure : 7

9. Pop-up window will appear for confirmation creating the eLASIS Basic Account. Click **Create Now** to proceed.
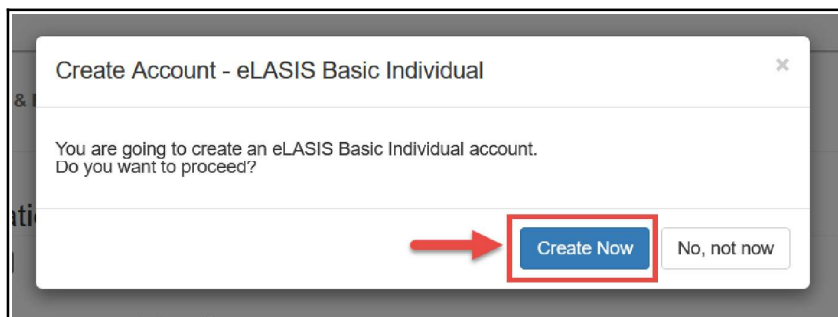

Figure : 8

10. System will show a successful message as below and you may click **here** to proceed using the eLASIS. It will bring you to the eLASIS dashboard.
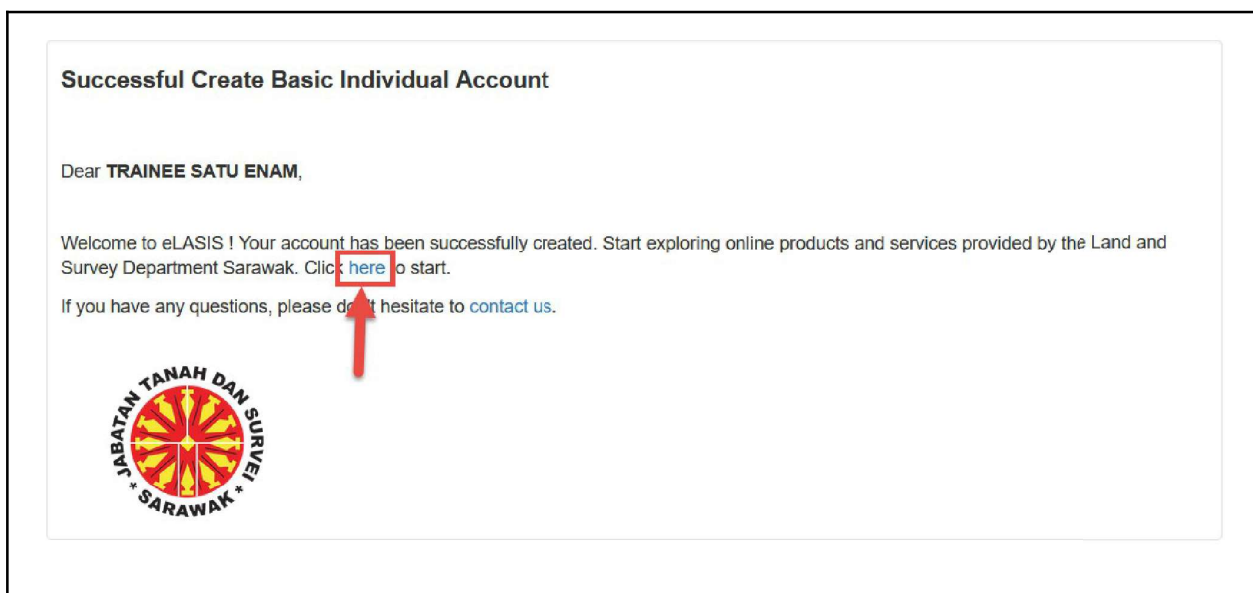

Figure : 9

Notes :

- *Account Type Available :* Basic Account
- *Account Type Not Applicable for Individual :* Account for Submission of Survey Jobs & Extraction of Survey Data , Account for Lodgement of Land Instruments , Account for SMART Enforcements Licensee Portal

2.2. Binding SarawakID with eLASIS – Individual Account

Please ensure that you have registered with SarawakID account. Please go to https://sarawakid.sarawak.gov.my to register your SarawakID account if not yet registered. User's IC need to be **SAME** at both SarawakID and eLASIS in order to do binding.

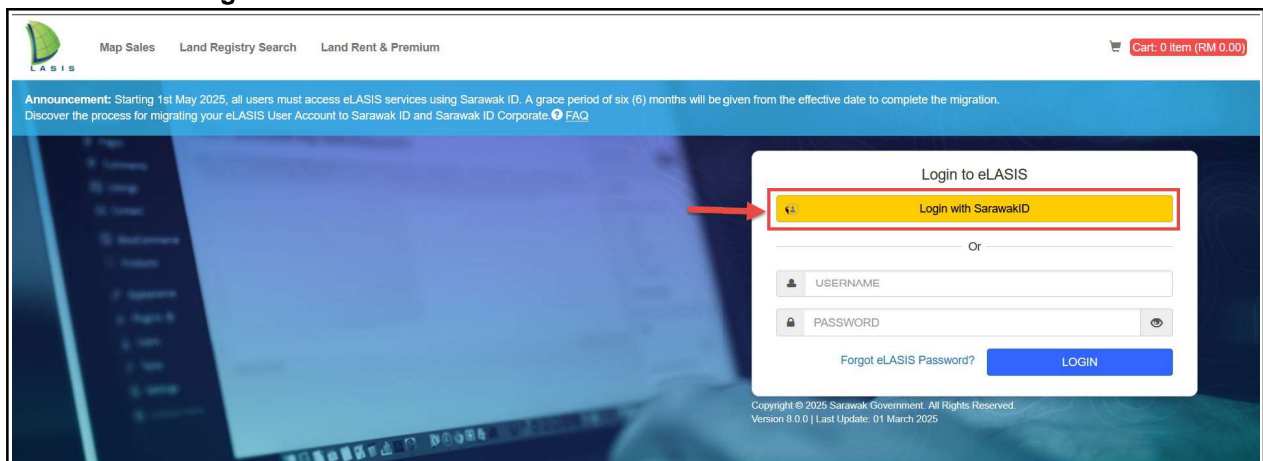**Scenario:** You have a SarawakID and eLASIS Account

1. Go to eLASIS Portal (https://elasis.sarawak.gov.my/).
2. Click **Login with SarawakID**.

Figure : 10

3. Enter your SarawakID credential and proceed with login process.
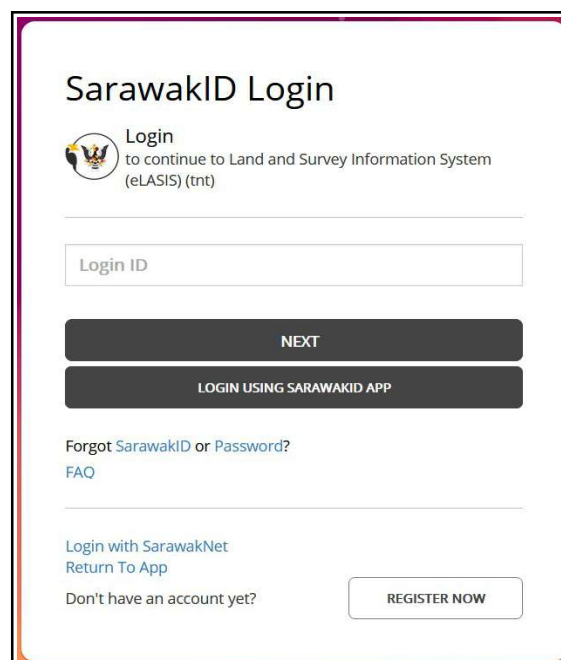
Figure : 11

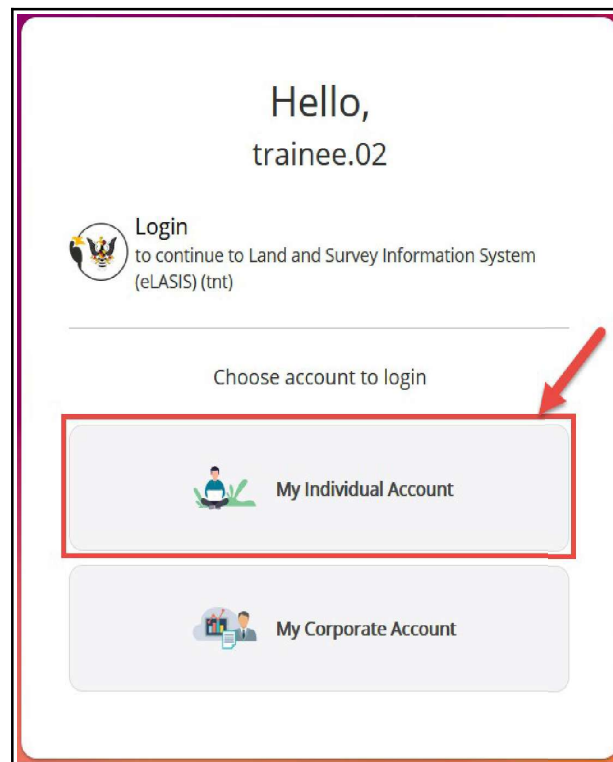4. Click **My Individual Account** after successful login with your SarawakID.

Figure : 12

5. System will prompt binding page if user's IC existed in eLASIS. Please enter your eLASIS username and password then click **VERIFY & LINK ACCOUNT**.
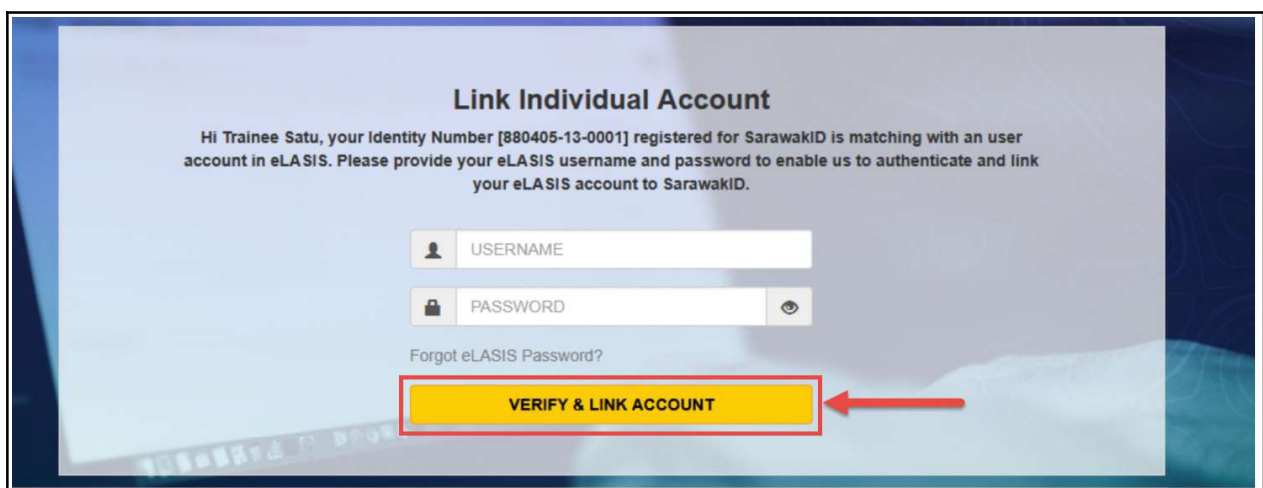

Figure : 13

6. Successful binding account message will appear if the username and password entered are correct. You can click **Synchronize SarawakID Info** to sync the SarawakID user profile information into eLASIS.
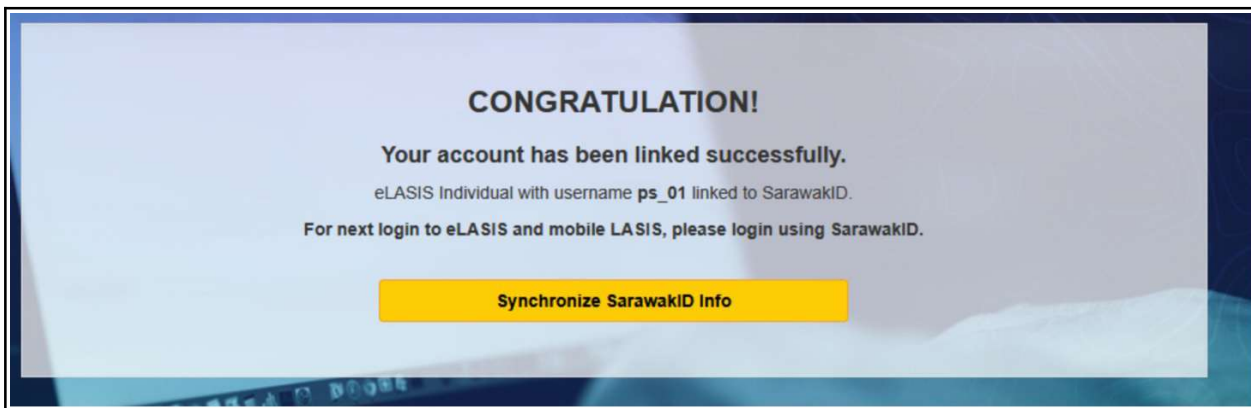

Figure : 14

Notes :

• *Starting 1st May 2025, all users **MUST** access eLASIS services using SarawakID. A grace period of six (6) months for account binding will be given from the effective date to complete the account binding.*

2.3. Subscribe New eLASIS Account from Service Sarawak Portal – Corporate Account

Please ensure that you have registered with SarawakID and SarawakID Corporate account. Please go to https://sarawakid.sarawak.gov.my to register your SarawakID account if not yet registered. User's IC need to be **SAME** at both SarawakID and eLASIS in order to do binding.

Scenario : You have a SarawakID Corporate but not <u>NOT</u> an eLASIS Company

1. Go to Service Sarawak Portal (https://service.sarawak.gov.my/). Browse services by key-in the keyword eg: eLASIS OR go to Service Category – Land & Agriculture, click More button then select the desire services from listing.
2. Click **eLASIS User Sign Up** to launch the service.
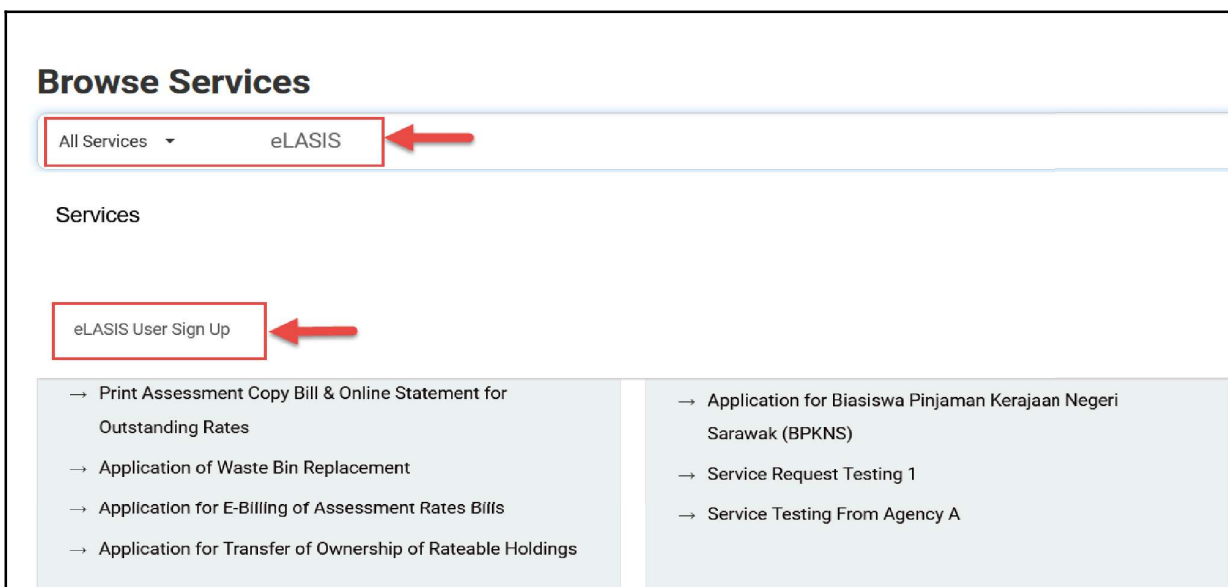
Figure : 15

3. Click **Apply Online** to proceed.
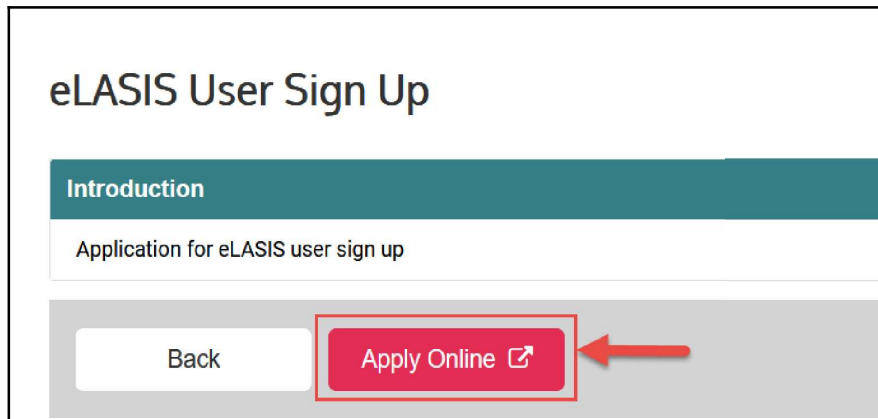
Figure : 16

4.   Click **Sarawak ID Login**, then enter your SarawakID credential accordingly.
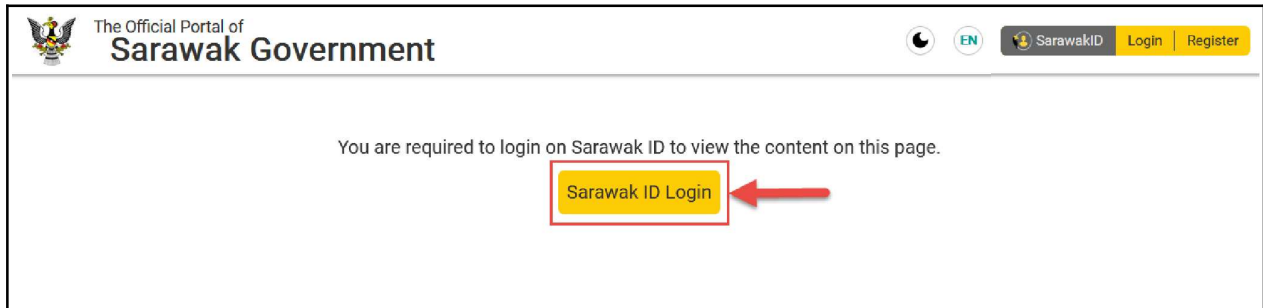

Figure : 17

5.   Click **My Corporate Account** after successful login with your SarawakID.
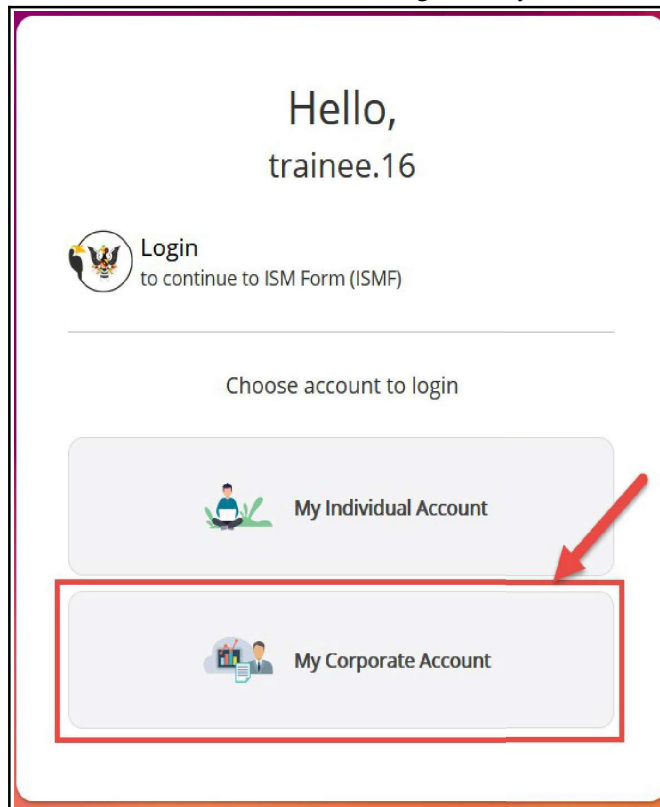

Figure : 18

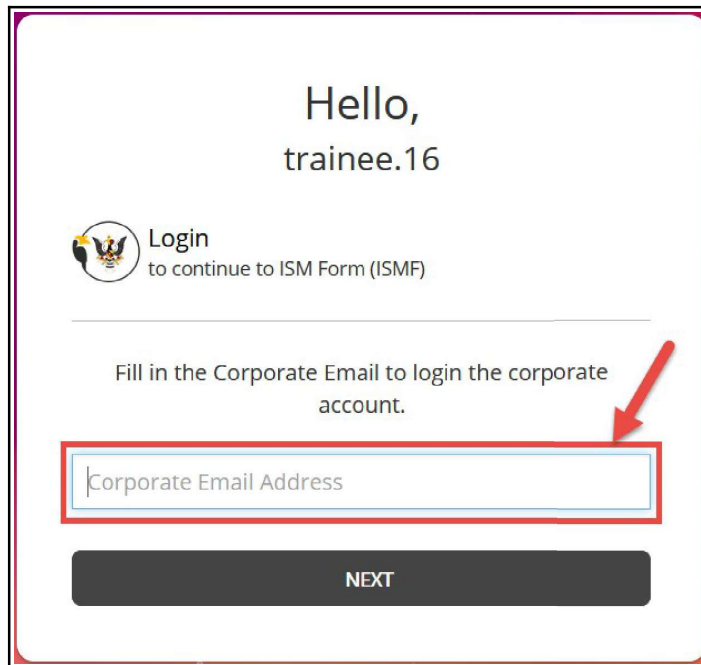6. Enter the Corporate Email address to login the corporate account. Then click **Next** to proceed.

Figure : 19

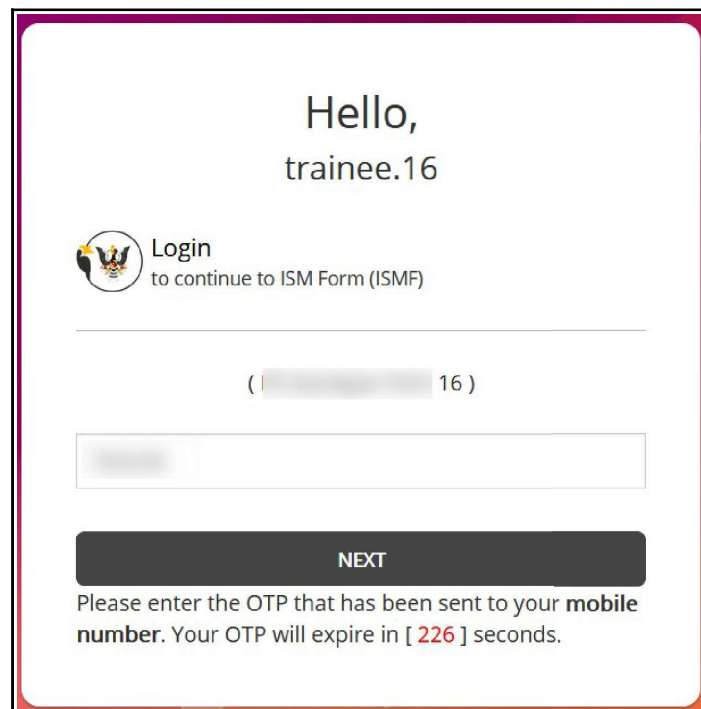7. Enter OTP number accordingly to verify the account.

Figure : 20

8. System will bring user to Term & Conditions page for eLASIS Sign Up. Click **Agree** to launch the account subscription page.

PRIVACY POLICY

This site is owned and operated by Sarawak Land and Survey Department, Malaysia, a Government Agency in the state of Sarawak, Malaysia. We are committed to ensuring your privacy is protected as any other government agencies' websites in Malaysia.

We adopt suitable physical, electronic and managerial procedures to safeguard your personal data.

Your use of this site either by application, submission or enquiries and by providing the data for such services, we as a government agency may share such data with other Government agencies or other entities as permitted by the Malaysian laws.

This website may contain links to other websites of interest. We do not have any control and are not responsible for your use of the links and all its contents. You hereby acknowledge and agree your use of the links is at your own risk. You should exercise caution and look at the privacy statement applicable to the website.

If you have any enquires, confirmation, feedback please contact us at:

SAINS Call Centre	
Online Submission	http://callcentre.sains.com.my
Email	callcentre@sains.com.my
Telephone	1-300-88-SAINS or 1-300-88-7246
Fax No.	082-235522

Disagree   Agree

Figure : 21

9. Click **SIGN UP** to proceed with subscription for Corporate account. Choose the account accordingly.
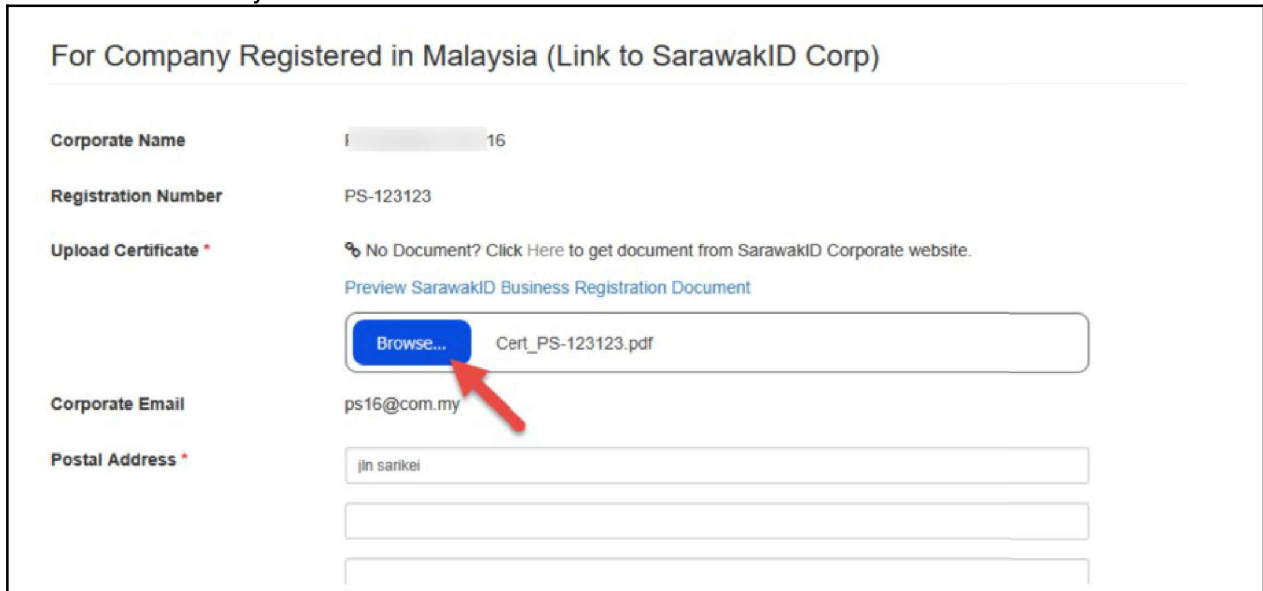

SIGN UP
Account for Submission of Survey Jobs & Extraction of Survey Data

SIGN UP
Account for Lodgement of Land Instruments

SIGN UP
Account for Licensee Portal on Removal of Rock Materials Licence

Figure : 22

Notes :

- *Target user for each account type:*
  - **Account for Submission of Survey Jobs & Extraction of Survey Data** : Licensed Land Surveyors / Survey Firms
  - **Account for Lodgement of Land Instruments** : Individuals from Law / Conveyancing Firms
  - **Account for SMART Enforcements Licensee Portal** : Individuals from Company / Organisation.

10. Fill in the details in Company Registration for eLASIS form. Click **Browse** to upload certificate if necessary.

For Company Registered in Malaysia (Link to SarawakID Corp)

Corporate Name   16

Registration Number   PS-123123

Upload Certificate *   ⌗ No Document? Click Here to get document from SarawakID Corporate website.
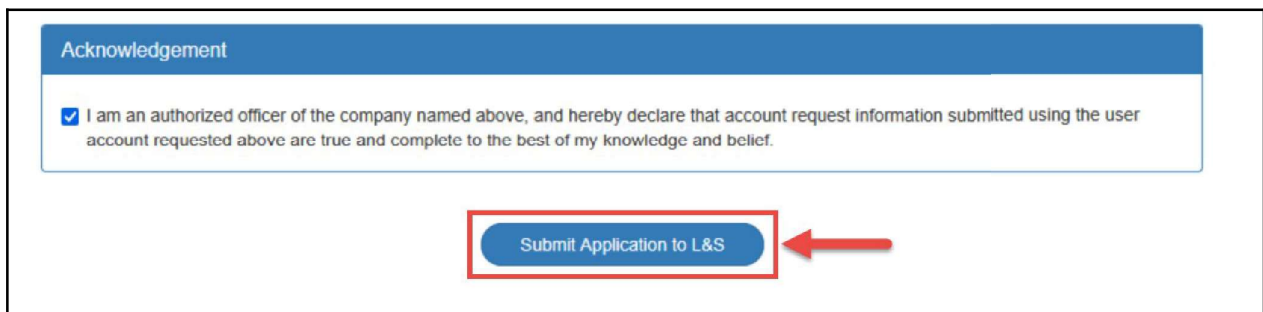   Preview SarawakID Business Registration Document

                       Browse...   Cert_PS-123123.pdf

Corporate Email   ps16@com.my

Postal Address *   jln sarikei

Figure : 23

11. Tick the checkbox for Acknowledgment then click **Submit Application to L&S** to proceed submitting the form.

Acknowledgement

☑ I am an authorized officer of the company named above, and hereby declare that account request information submitted using the user account requested above are true and complete to the best of my knowledge and belief.

Submit Application to L&S

Figure : 24

12. System will show a successful message sample as below. You may click **View Application Form** to preview the application form that was filled in previously.

eLASIS User Account Request (Submission of Survey Jobs & Extraction of Survey Data)

Dear **TRAINEE SATU ENAM**,

Thank you for registering with **eLASIS**. Your account request form has been submitted to the KUCHING Office for processing.

Please wait for notification from Land and Survey Department Sarawak

You can access to your application using the link below:

View Application Form

Figure : 25

Notes :

- *The account request form that was submitted need to be process and approval by L&S. Upon approval, L&S shall notify you via email.*

2.4. Binding SarawakID with eLASIS – Corporate Account

Please ensure that you have registered with SarawakID and SarawakID Corporate account. Please go to https://sarawakid.sarawak.gov.my to register your SarawakID account if not yet registered. User's IC need to be **SAME** at both SarawakID and eLASIS in order to do binding.

Scenario : You have a SarawakID Individual Account, SarawakID Corporate Account, eLASIS Account and eLASIS Company.

1. Go to eLASIS Portal (https://elasis.sarawak.gov.my/).
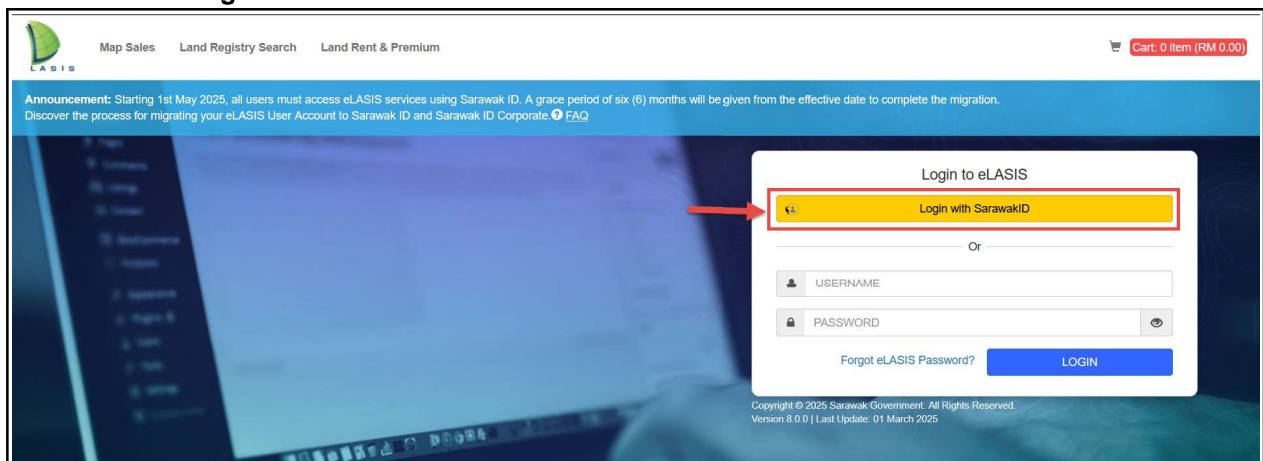2. Click **Login with SarawakID**.
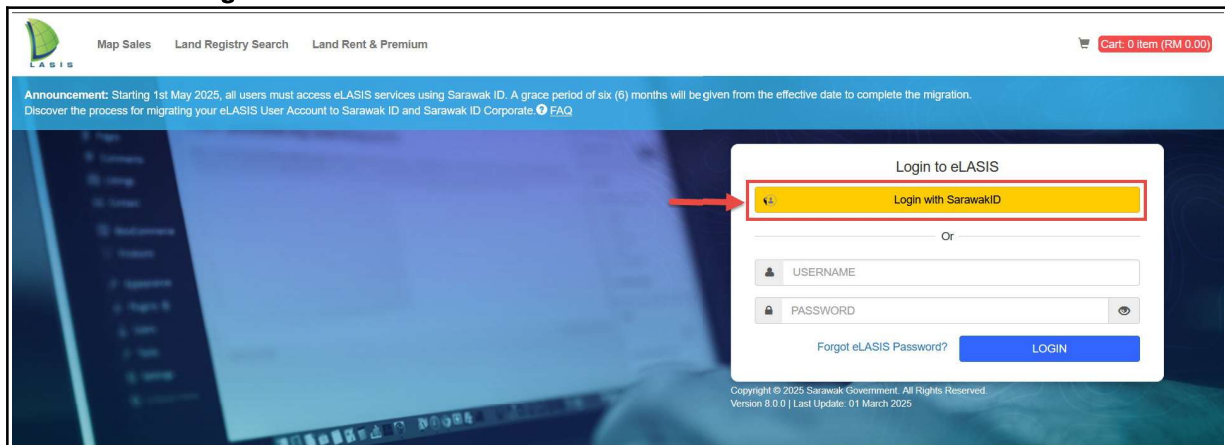
Figure : 26

3. Enter your SarawakID credential and proceed with login process.
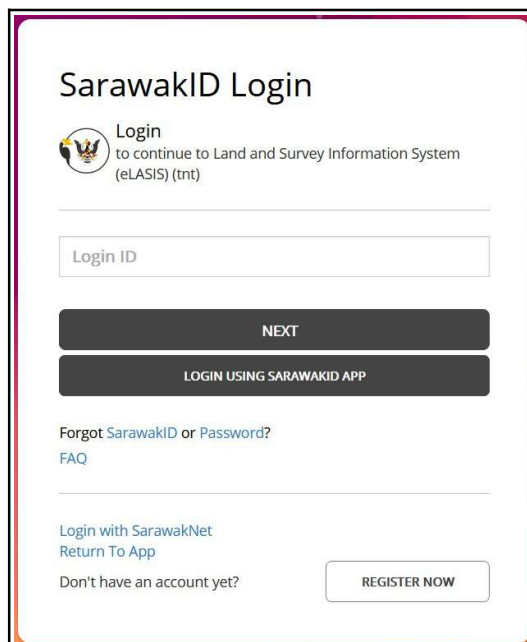
Figure : 27
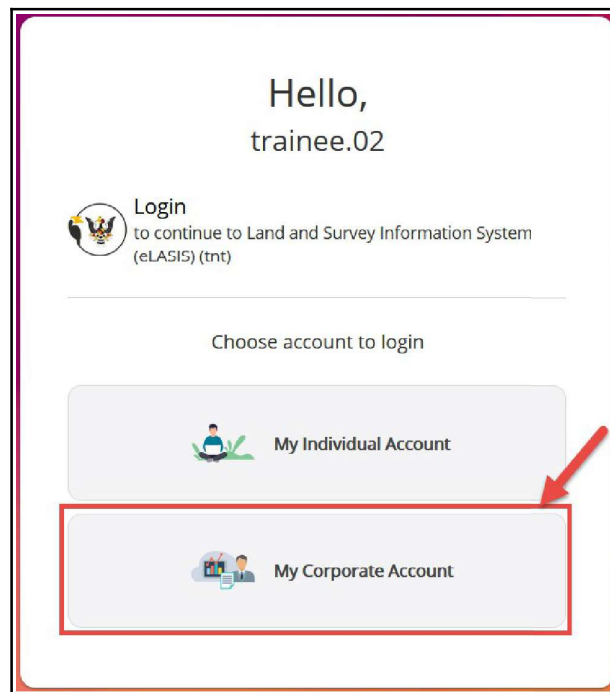
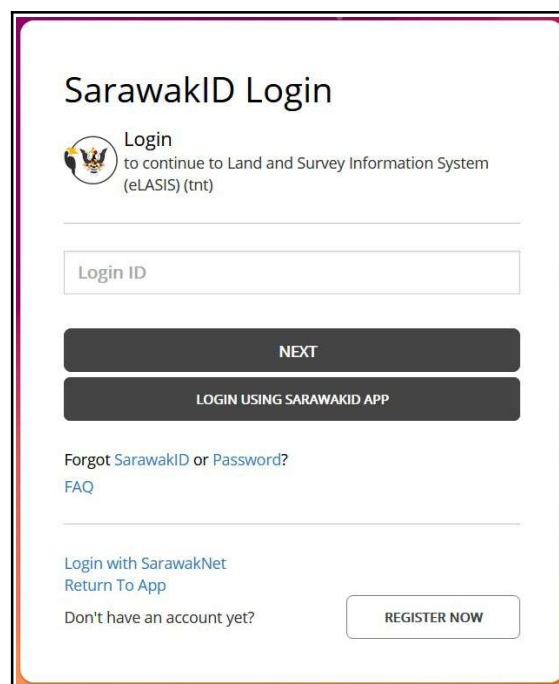4. Click **My Corporate Account** after successful login with your SarawakID.

Figure : 28

5. Enter the Corporate Email address to login the corporate account. Then click **Next** to proceed.
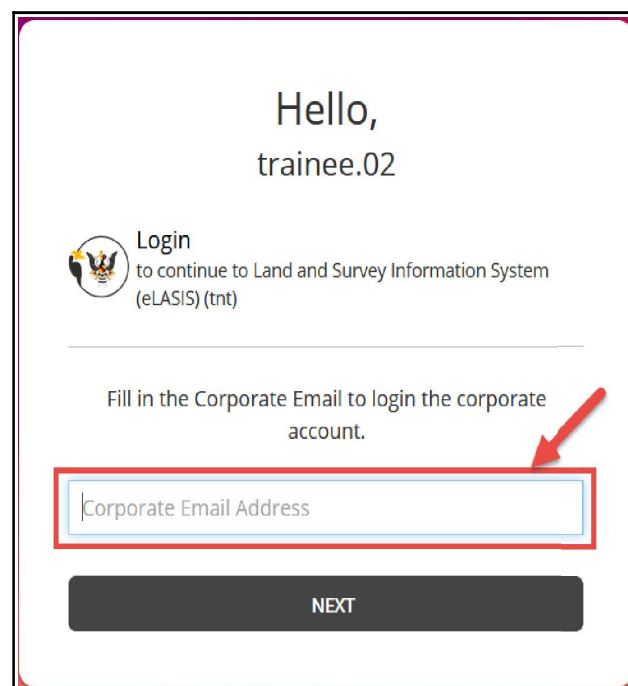
Figure : 29

6. Enter OTP number accordingly to verify the account.
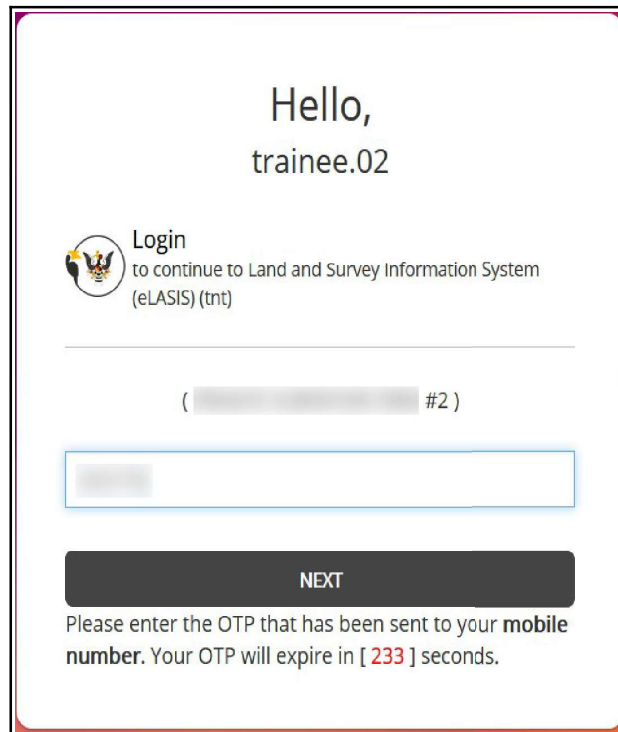
Figure : 30

7. System will prompt to bind Corporate Profile page with search IC number outcome. Please select the profile accordingly then click **CONFIRM**.
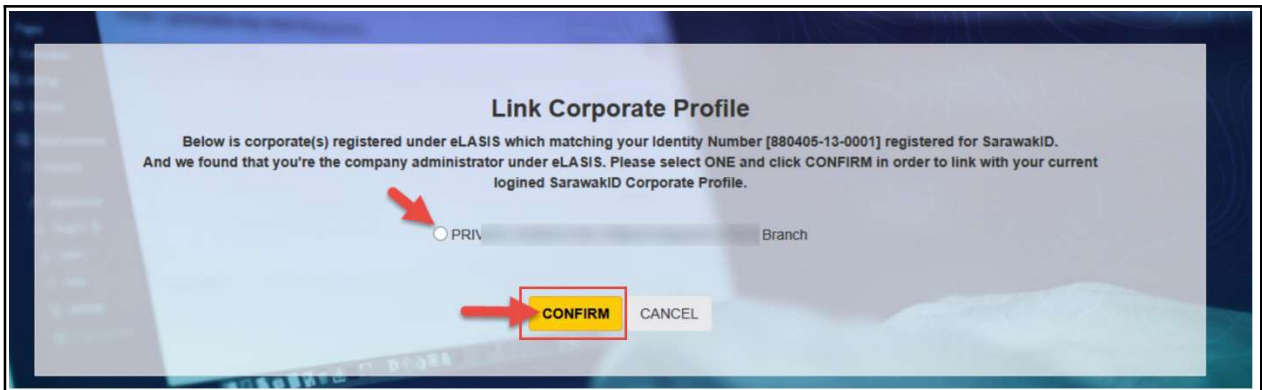
Figure : 31

8. Successful binding account message will appear. You can click **Synchronize SarawakID Info** to sync the SarawakID corporate profile information into eLASIS.
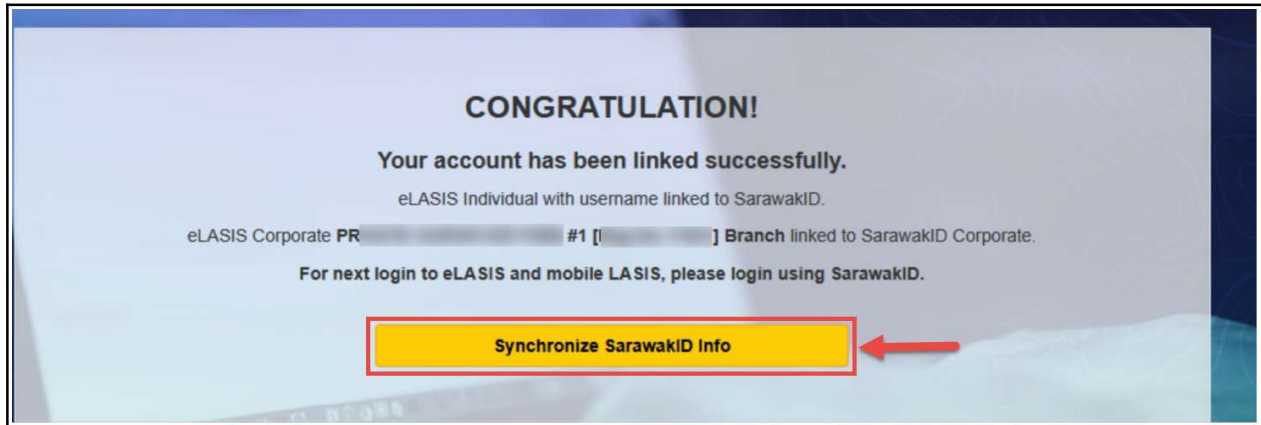
Figure : 32

9. Tick the desire checkbox for data synchronization from SarawakID Corporate. Then click **Update** to make changes.

Figure : 33

Notes :

- *Starting 1st May 2025, all users* **MUST** *access eLASIS services using SarawakID. A grace period of six (6) months for account binding will be given from the effective date to complete the account binding.*

2.5. Binding SarawakID with eLASIS – IC Does Not Matched

This section explains the steps to bind your SarawakID with your eLASIS account **in cases where your IC number does not match.**

Scenario: The IC registered in your eLASIS account is incorrect or cannot be found by the system. However, you already have an **existing eLASIS account**.

1. Go to eLASIS Portal (https://elasis.sarawak.gov.my/).
2. Click **Login with SarawakID**.

Figure : 34

3. Enter your SarawakID credential and proceed with login process.

Figure : 35

4. Click **My Individual Account** after successful login with your SarawakID.
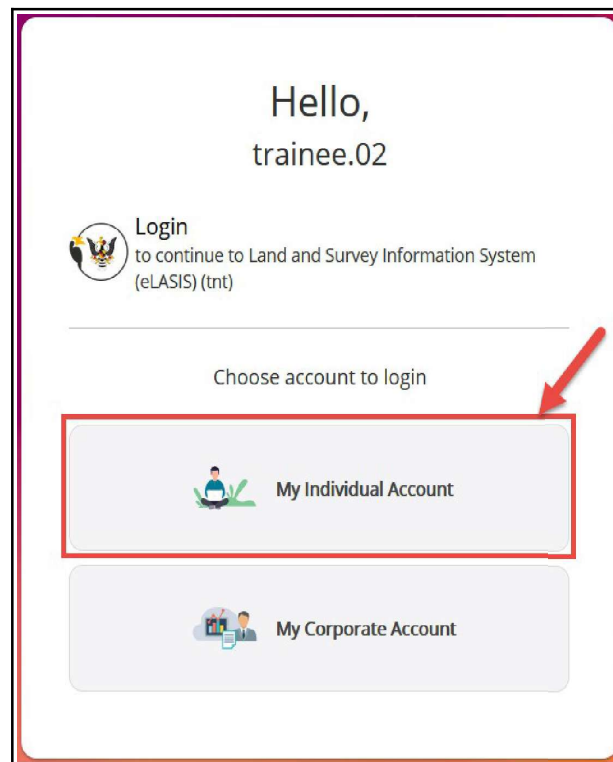
Figure : 36

5. System will prompt page that show no matching eLASIS User Account found under the same IC number as SarawakID login. Please click **No, login to my eLASIS Profile** if you have **existing** eLASIS account.
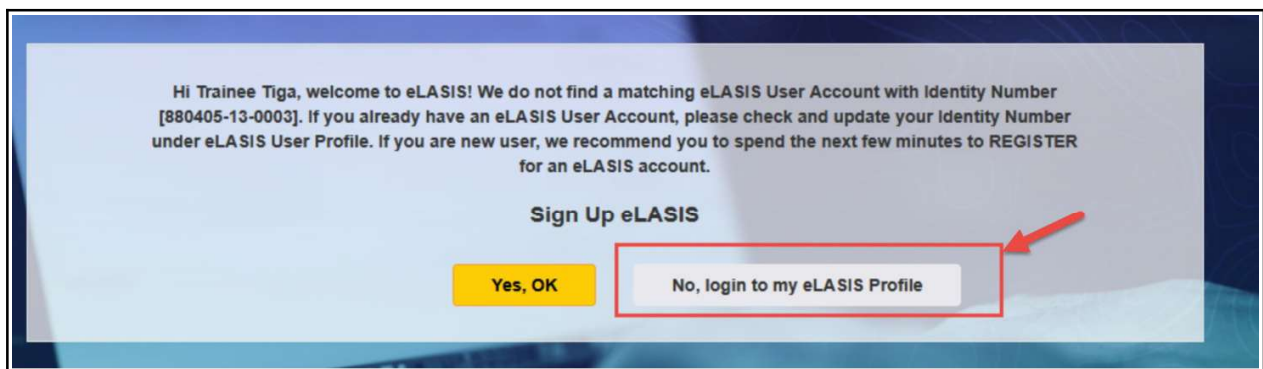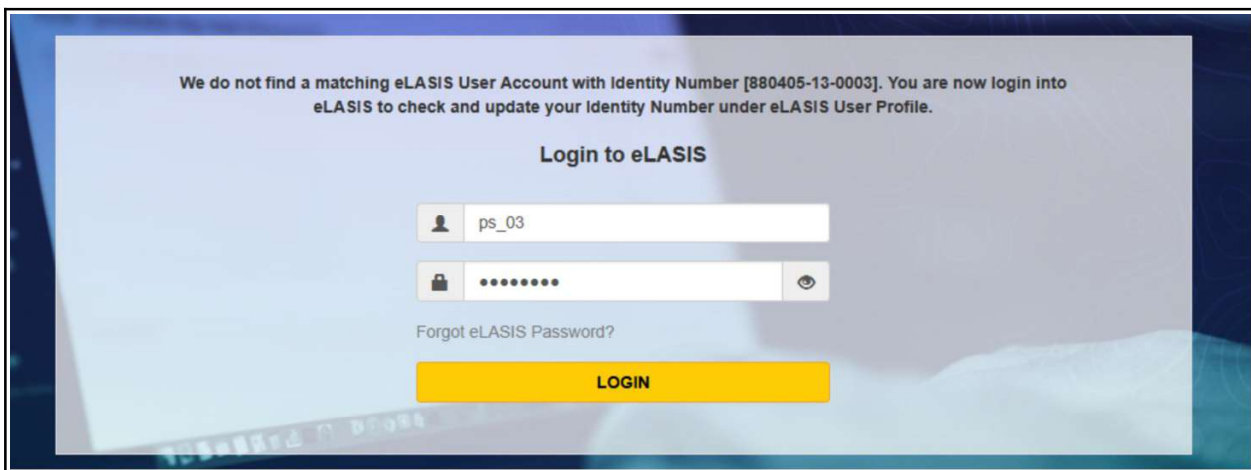
Figure : 37
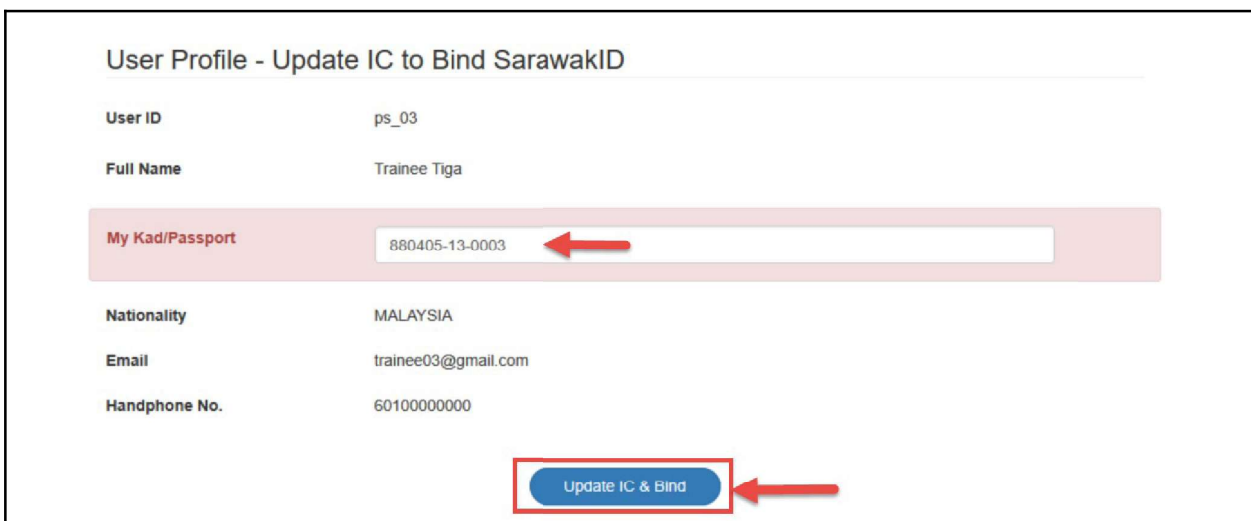
6. Enter your eLASIS Account credential and click **LOGIN**.

We do not find a matching eLASIS User Account with Identity Number [880405-13-0003]. You are now login into eLASIS to check and update your Identity Number under eLASIS User Profile.

Login to eLASIS

ps_03

••••••••

Forgot eLASIS Password?

LOGIN

Figure : 38

7. Once successful login, you are required to update the IC number to bind with your SarawakID account. Enter your correct IC then click **Update IC & Bind**.

User Profile - Update IC to Bind SarawakID

User ID	ps_03
Full Name	Trainee Tiga
My Kad/Passport	880405-13-0003
Nationality	MALAYSIA
Email	trainee03@gmail.com
Handphone No.	60100000000

Update IC & Bind

Figure : 39

Notes :

- *If the update is **UNSUCCESSFUL** , please contact us (L&S PRU Unit or SAINS Contact Centre) at https://elasis.sarawak.gov.my/contact.html for further assistance.*

- *If the update is **SUCCESSFUL**, you will be redirect to eLASIS Dashboard as below:*
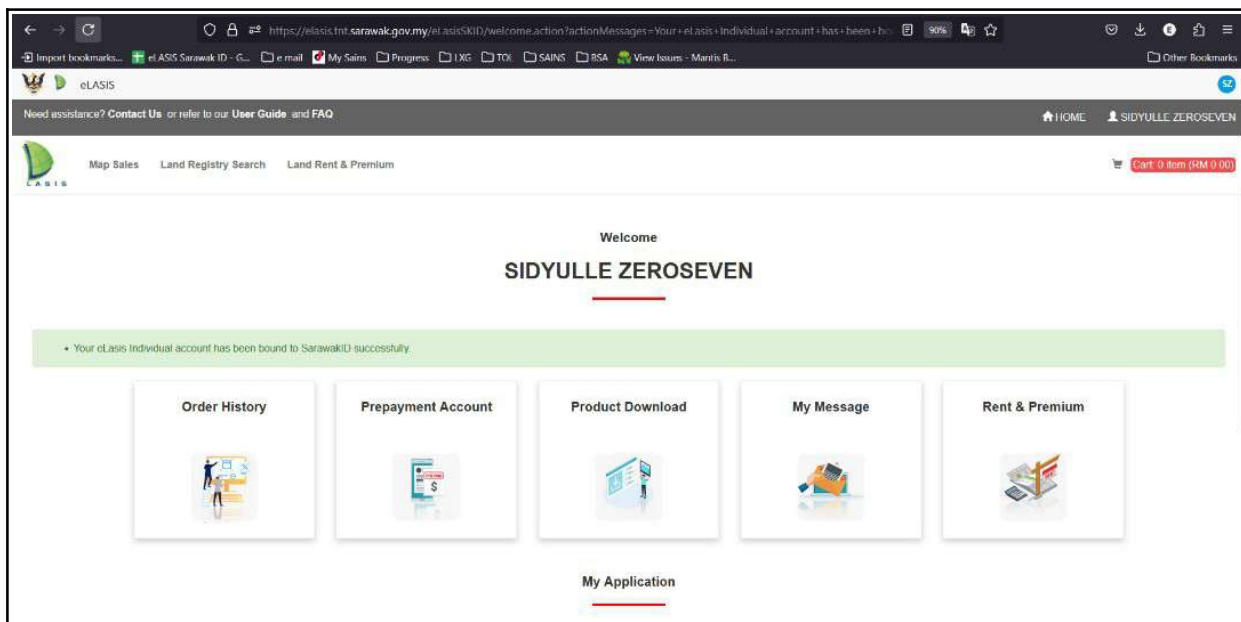
Figure : 40

2.6. Accessing eLASIS Services via Service Sarawak Portal

You can now **access all eLASIS services directly** through the **Service Sarawak Portal** using your SarawakID account.

1. Go to Service Sarawak Portal (https://service.sarawak.gov.my/). Browse services by key-in the keyword eg: eLASIS, Map, Title etc

Figure : 41

2. OR go to Service Category – Land & Agriculture, click **More** button then search and select the desire services from listing.
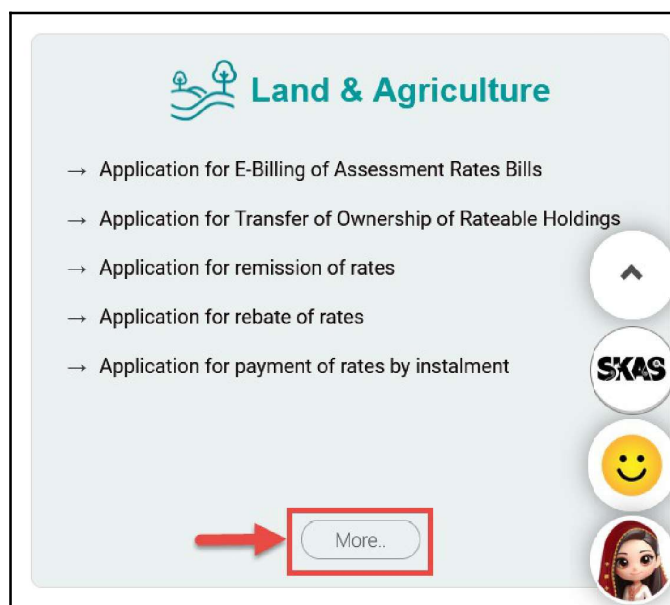
Figure : 42
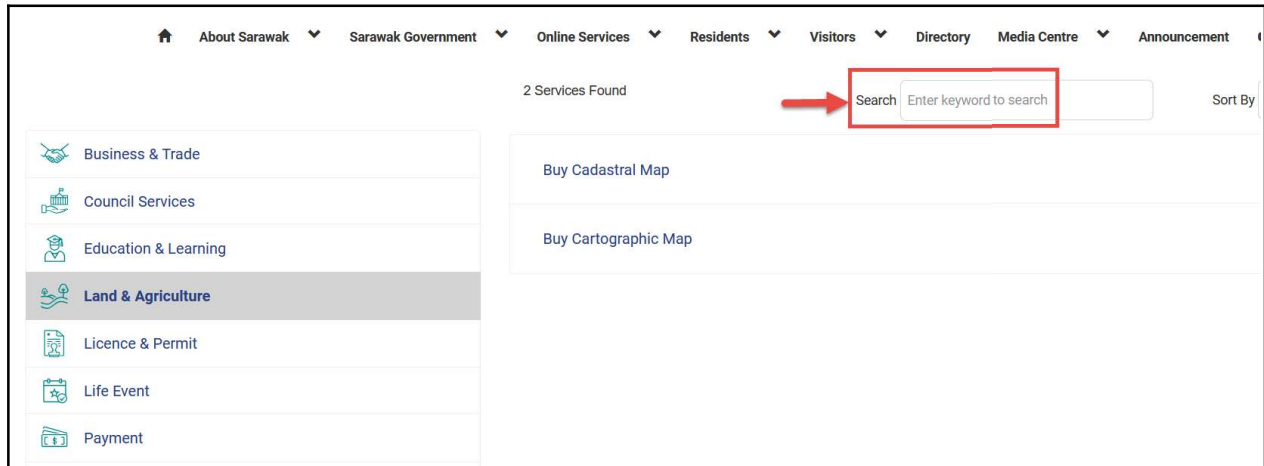
Figure : 43

3. Click the services eg: Buy Cadastral Map, system will launch the service. Then click **Apply Online** to proceed with the services. Make sure to login with SarawakID to continue with the services.
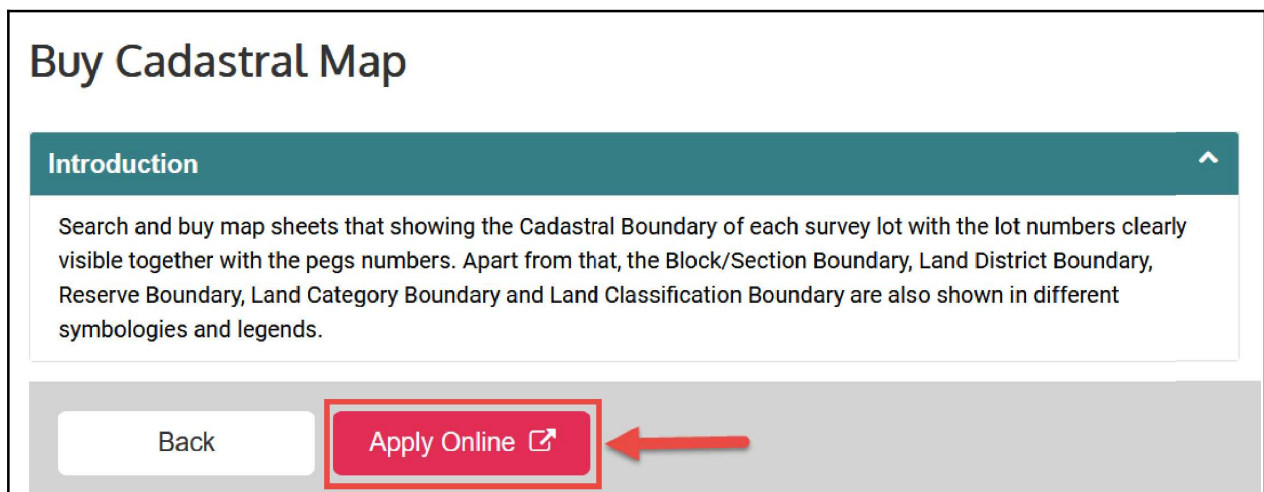
Figure : 44

2.7. Mobile LASIS – Login , Account Binding and Prepayment

This section will guide you through the steps on how to:

- **Log in** using your SarawakID or SarawakID Corporate account,

- **Bind your existing eLASIS account**, and

- **Make payments** using your **Prepayment Account**

in the **Mobile LASIS application**.

2.7.1. Login , Account Binding (Individual)

Scenario: You have an existing eLASIS account and a registered SarawakID to use the Mobile LASIS application.

1. Open Mobile LASIS application. Then click **Login with SarawakID.**
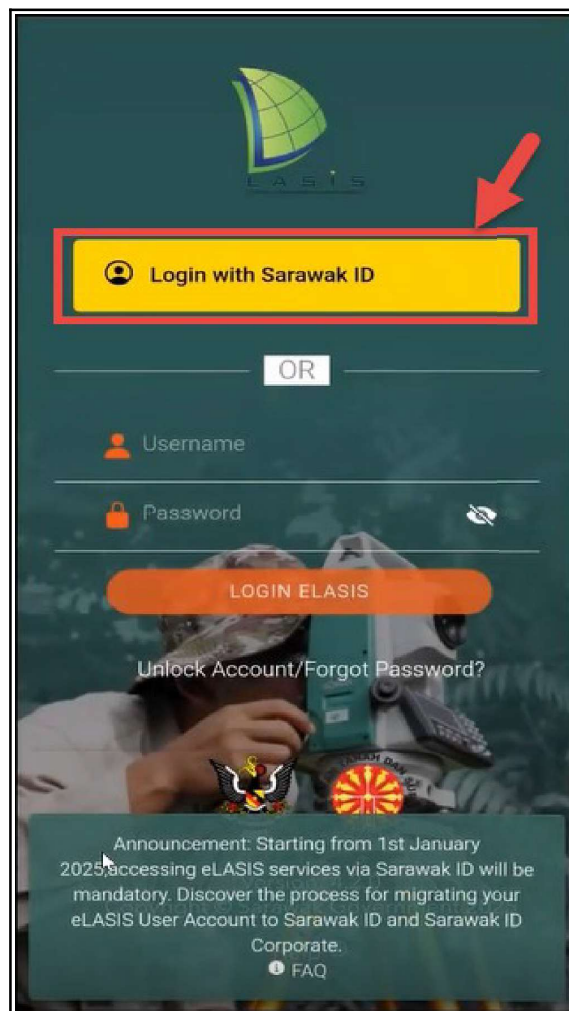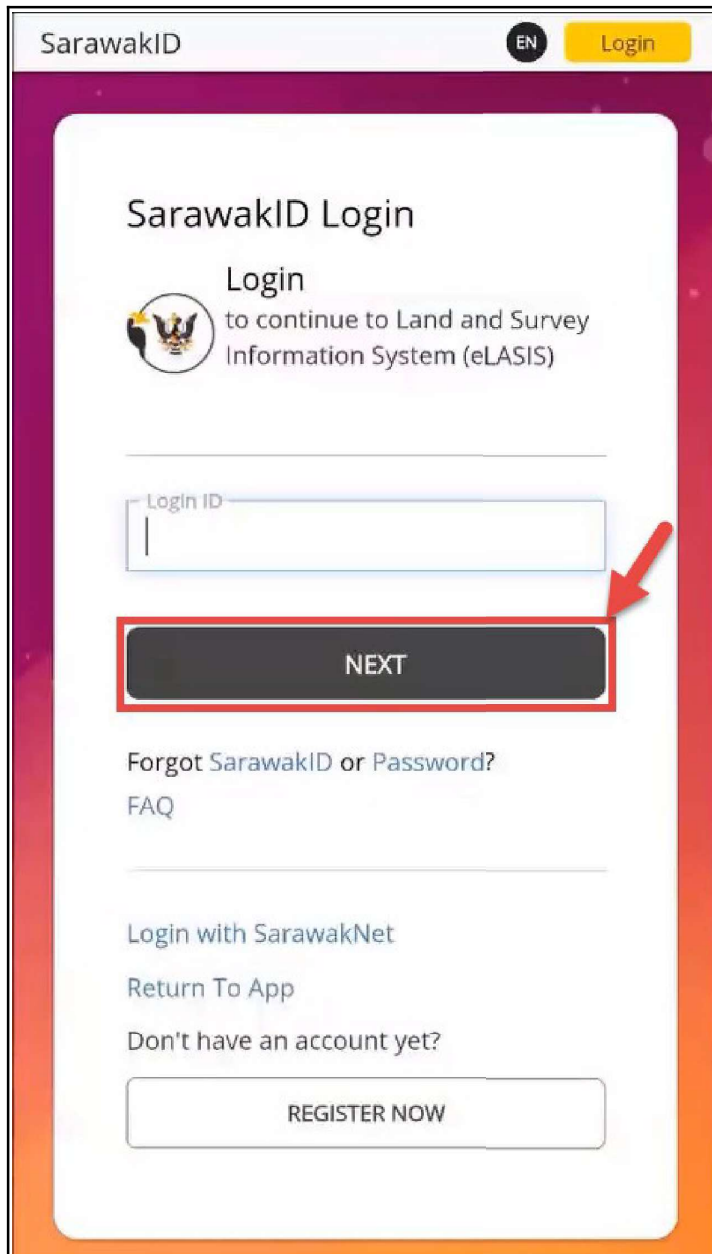
Figure : 45

2. Enter your SarawakID credential and click **Next** to proceed with login process.

Figure : 46

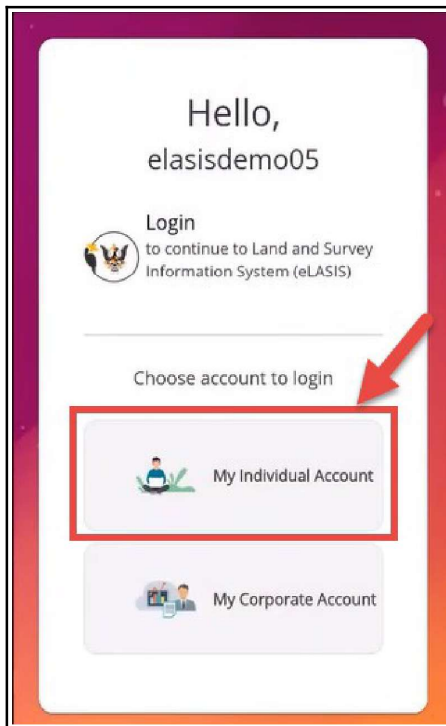3. Click **My Individual Account.**

Figure : 47

4. There will be an account binding screen. Please enter your eLASIS credential and click **VERIFY** to verify your account.
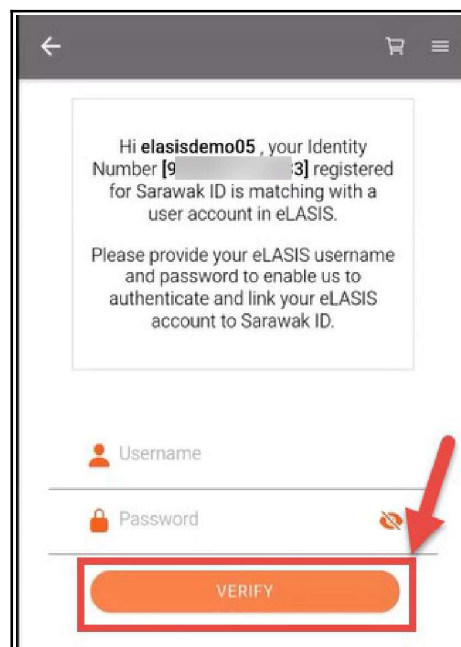

Figure : 48

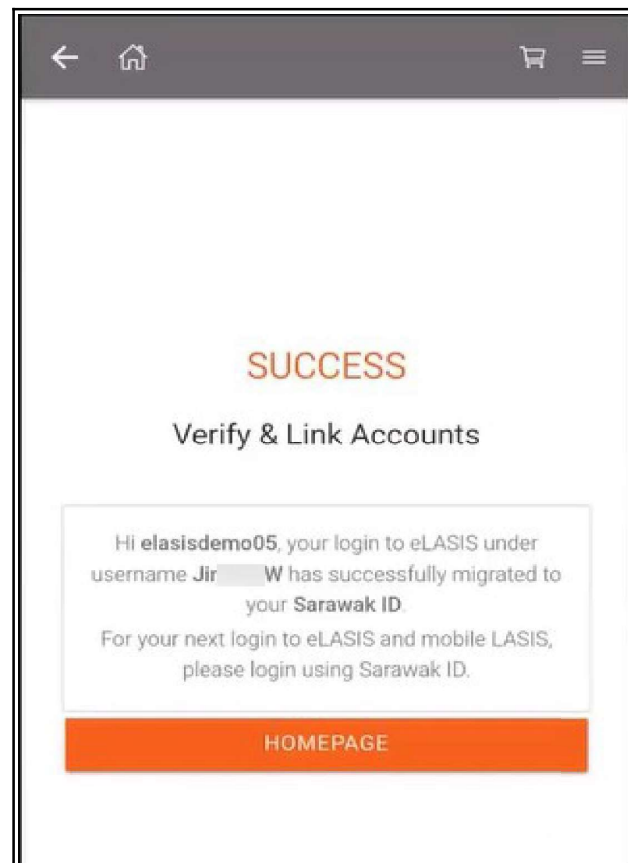5. Successful account binding message will appear.

Figure : 49

2.7.2. Prepayment (Individual)

A new feature in eLASIS requires users to request an OTP for account verification before making payments using the Prepayment Account.

1. Open Mobile LASIS application then Login accordingly. Make any purchase in eLASIS eg: purchase a map. At **My Cart**, click **CHECKOUT** to make a payment.
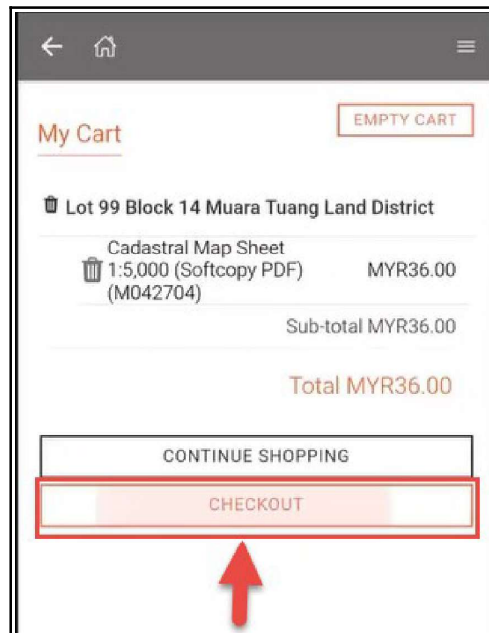
Figure : 50

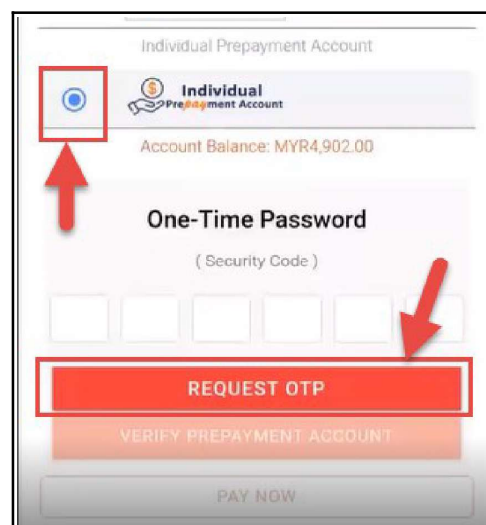2. Select **Individual Prepayment Account** then click **REQUEST OTP**.

Figure : 51

3. After entering the OTP number, click **VERIFY PREPAYMENT ACCOUNT**.
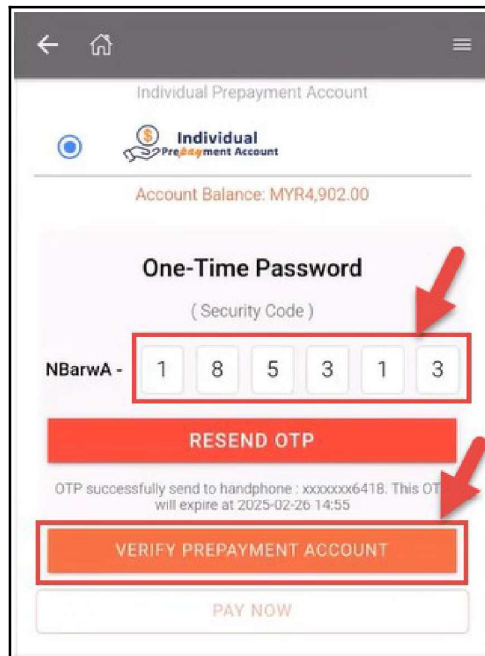
Figure : 52

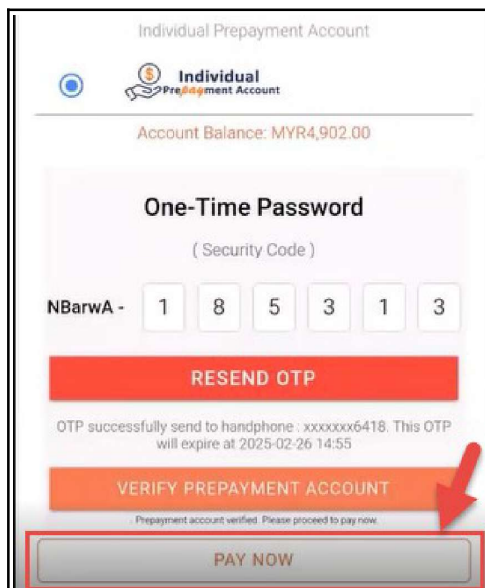4. Once prepayment account verified, click **PAY NOW** to proceed with payment.

Figure : 53

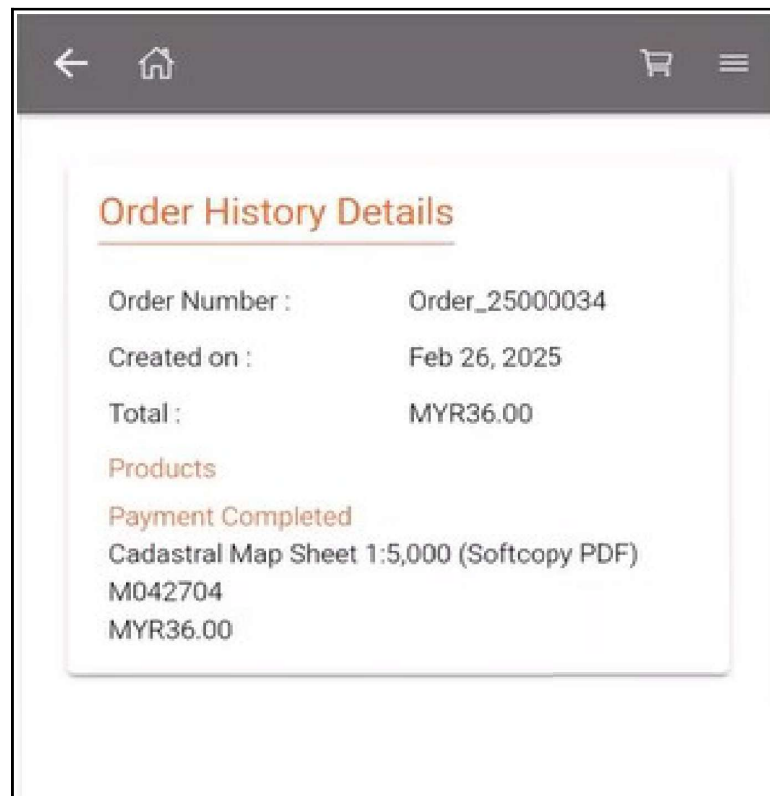5.   Sample screen as below after the payment successful.

Figure : 54

2.7.3. Login , Account Binding (Corporate)

Scenario: You have an existing eLASIS account & eLASIS Company and a registered SarawakID & SarawakID Corporate account to use the Mobile LASIS application.

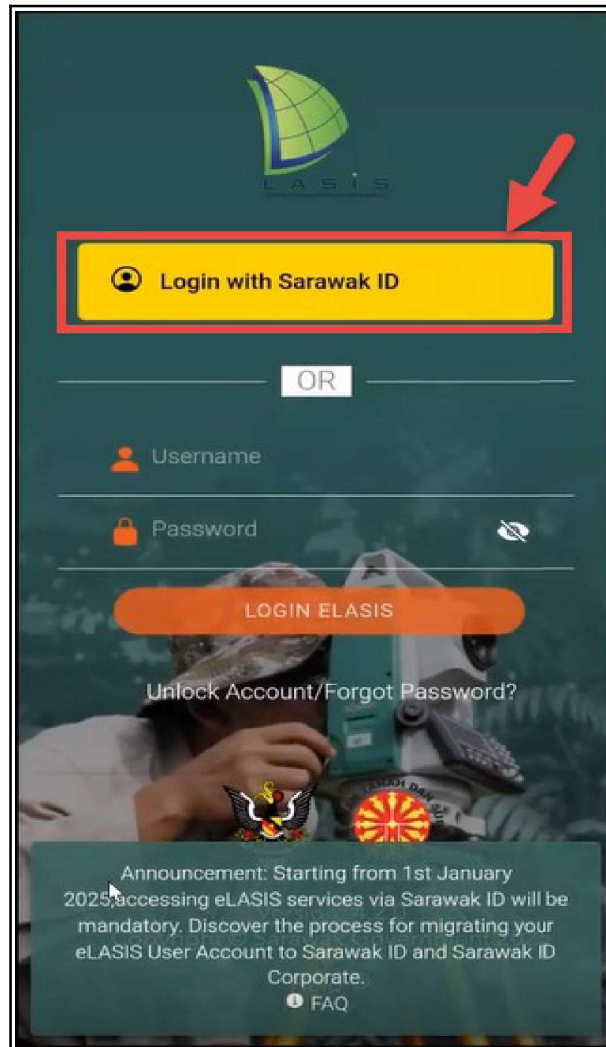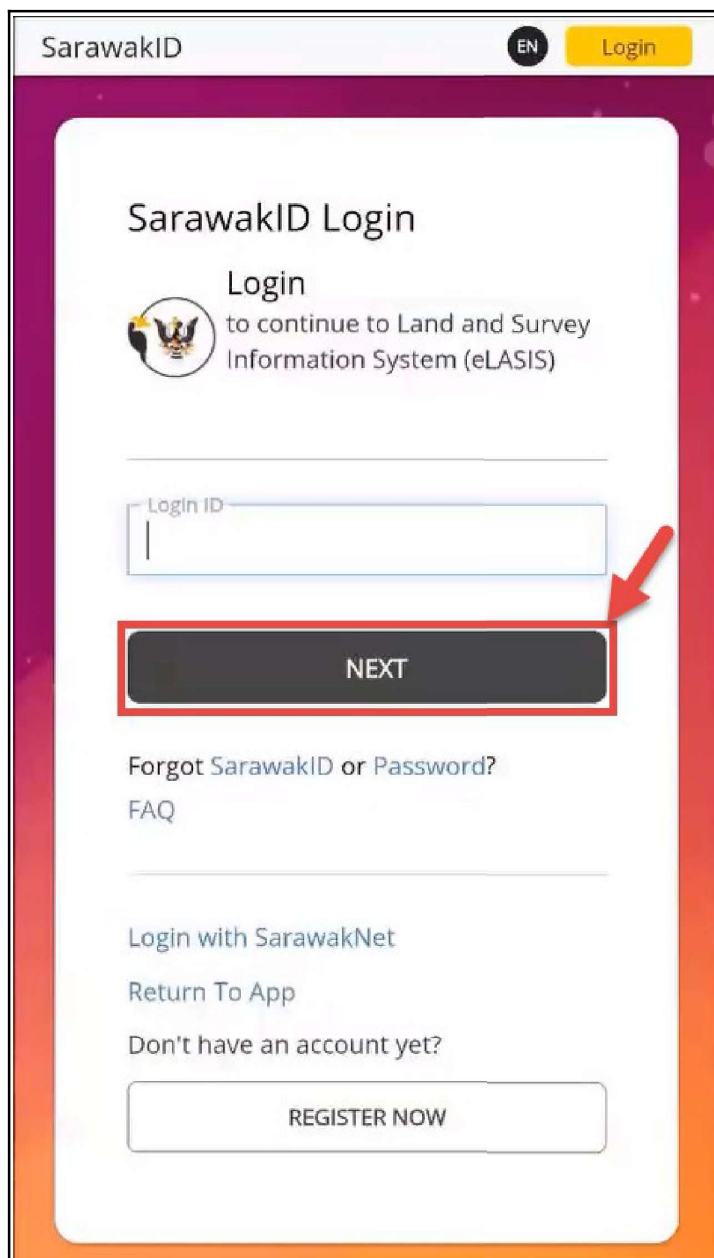1. Open Mobile LASIS application. Then click **Login with SarawakID.**

Figure : 55

2. Enter your SarawakID credential and click **Next** to proceed with login process.

Figure : 56

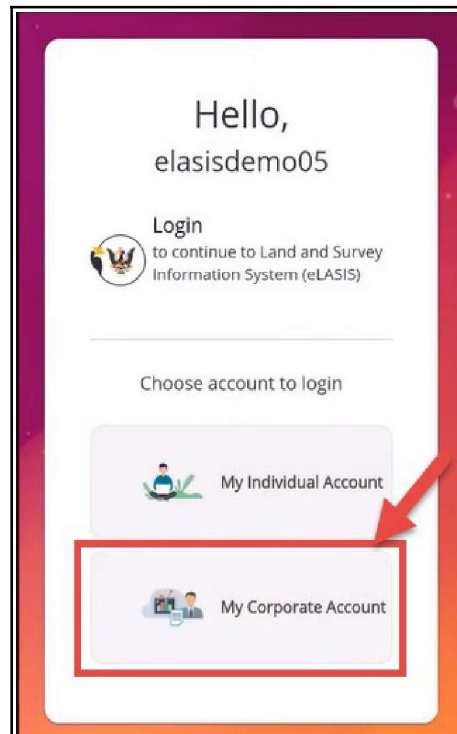3. Click **My Corporate Account.**

Figure : 57

4. Enter corporate email address accordingly then click **Next**.

Figure : 58
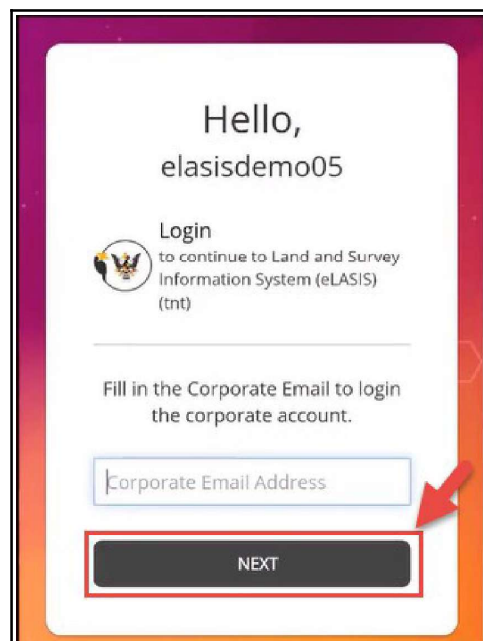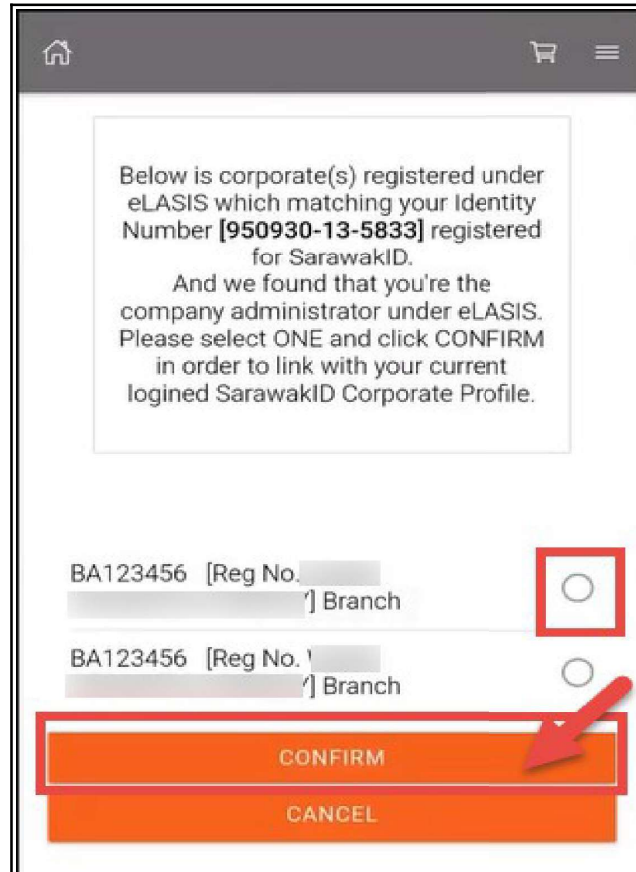
5. There will be an account binding screen. Select the company accordingly then click **CONFIRM**.

Figure : 59

6. Successful account binding will directly you to the eLASIS.

2.7.4. Prepayment (Corporate)

A new feature in eLASIS requires users to request an OTP for account verification before making payments using the Prepayment Account.

1. Open Mobile LASIS application then Login accordingly. Make any purchase in eLASIS eg: purchase a map. At My Cart, click **CHECKOUT** to make a payment.
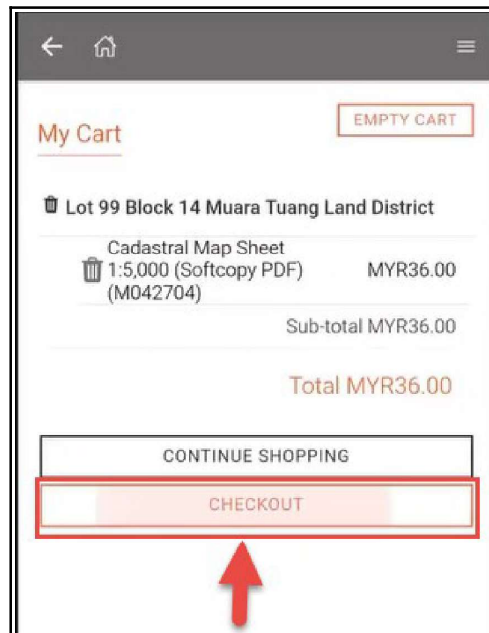

Figure : 60

2. Select **Company Prepayment Account** then click **REQUEST OTP**.
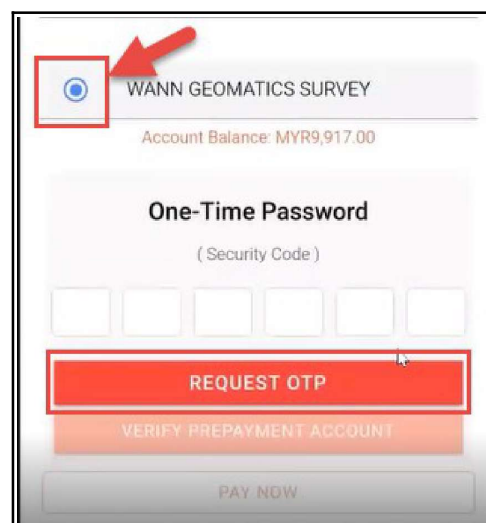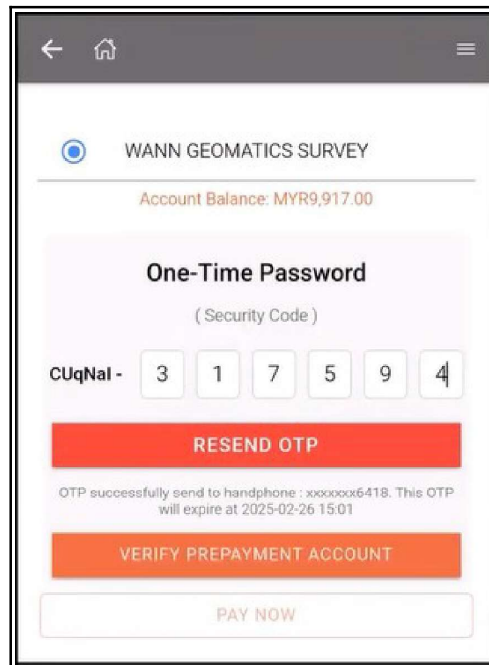

Figure : 61

3. After entering the OTP number, click **VERIFY PREPAYMENT ACCOUNT**.

4. Once prepayment account verified, click **PAY NOW** to proceed with payment.

Figure : 62

2.7.5. Login , Account Binding – IC Does Not Matched

Scenario: The IC registered in your eLASIS account is incorrect or cannot be found by the system. However, you already have an **existing eLASIS account**.

1. Open Mobile LASIS application. Then click **Login with SarawakID.**
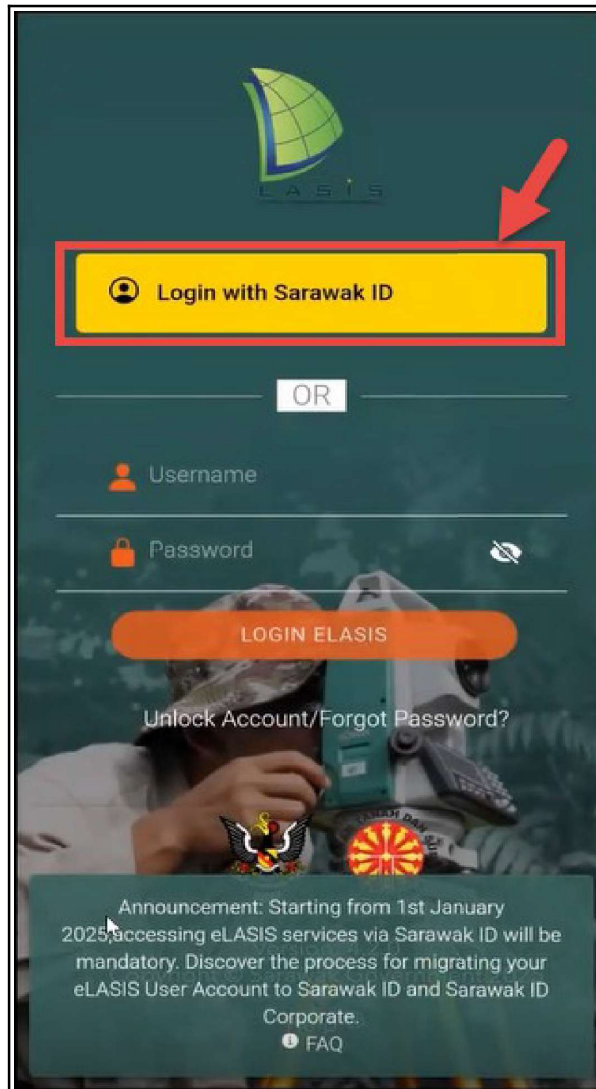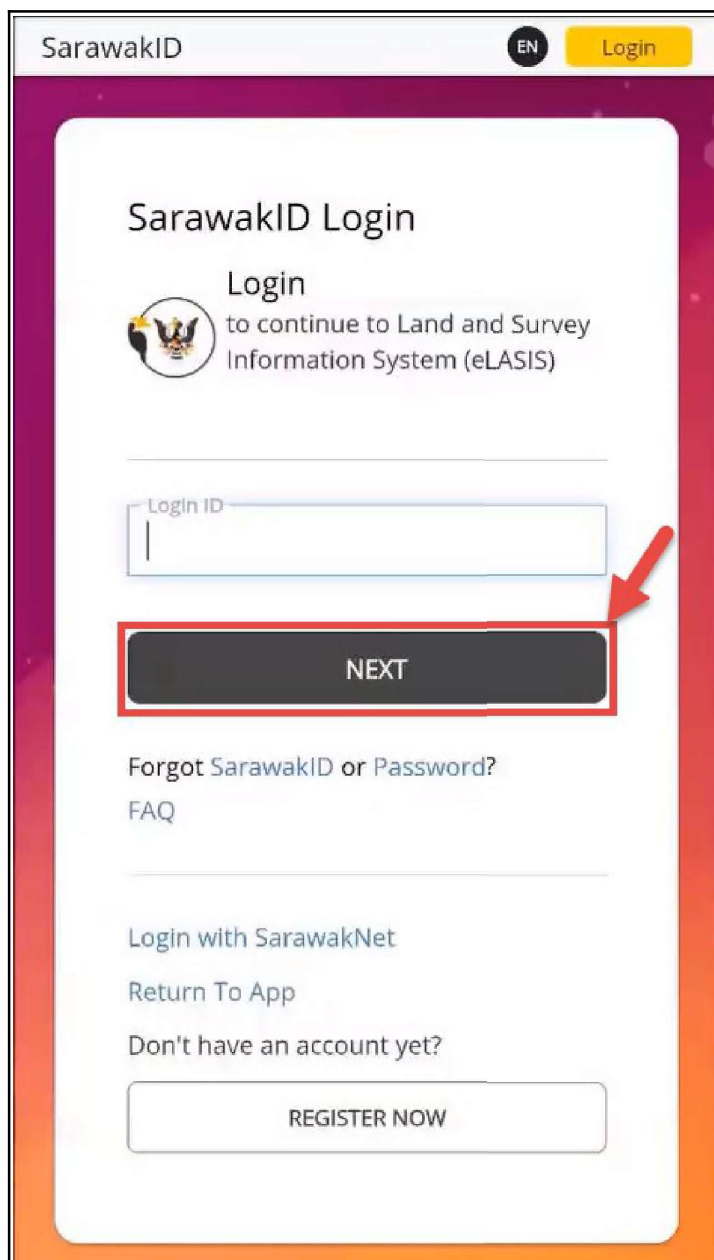
Figure : 63

2. Enter your SarawakID credential and click **Next** to proceed with login process.

Figure : 64

3. If no matching IC found , system will appear as below. Click **NO, LOGIN TO MY ELASIS PROFILE.**
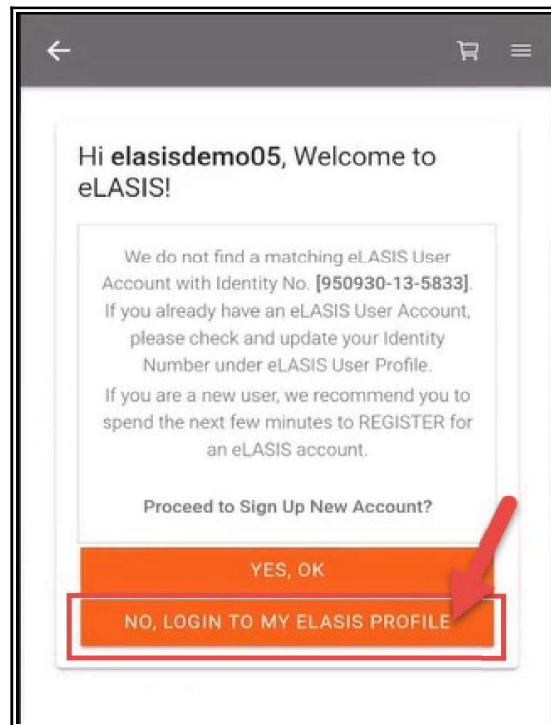
Figure : 65

4. Enter eLASIS credential then ckick **LOGIN ELASIS** to proceed.
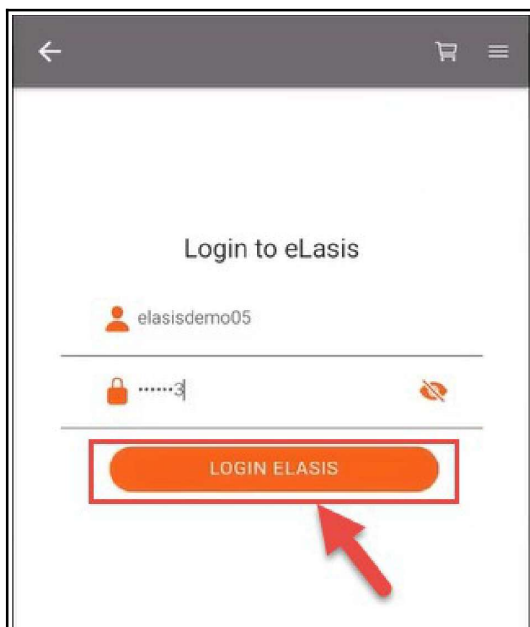
Figure : 66

5. Update the IC number then click **Update IC & Bind** to bind the SarawakID with eLASIS account.

6. Successful account binding message will appear.

Figure : 68

1 **SAINS Head Office**
Tel : (60) 82-444199
Fax: (60) 82-444211
Level 3, Wisma Bapa Malaysia
Petra Jaya, 93502 Kuching Sarawak, Malaysia

2 **SAINS Contact Centre**
Tel : 1300-88-7246
Fax: (60) 82-442522
Email : callcentre@sains.com.my
Website: http://callcentre.sains.com.my

3 **SAINS Samarahan Office**
Tel: (60) 82-668668
Fax: (60) 82-668669
Lot 250, Block 250, Kuching-Samarahan
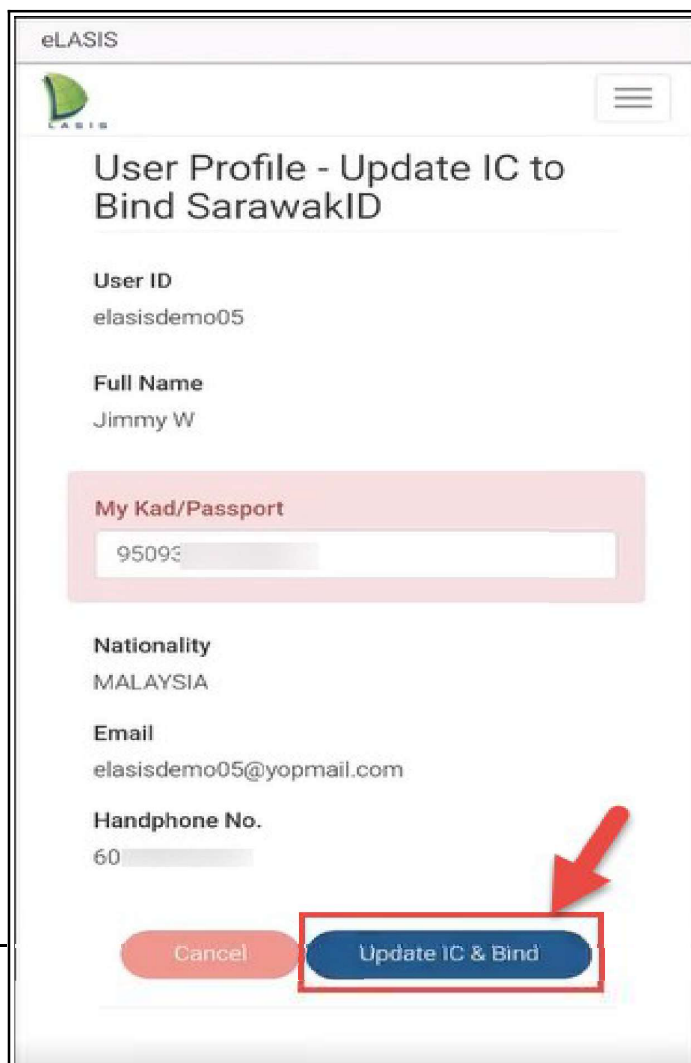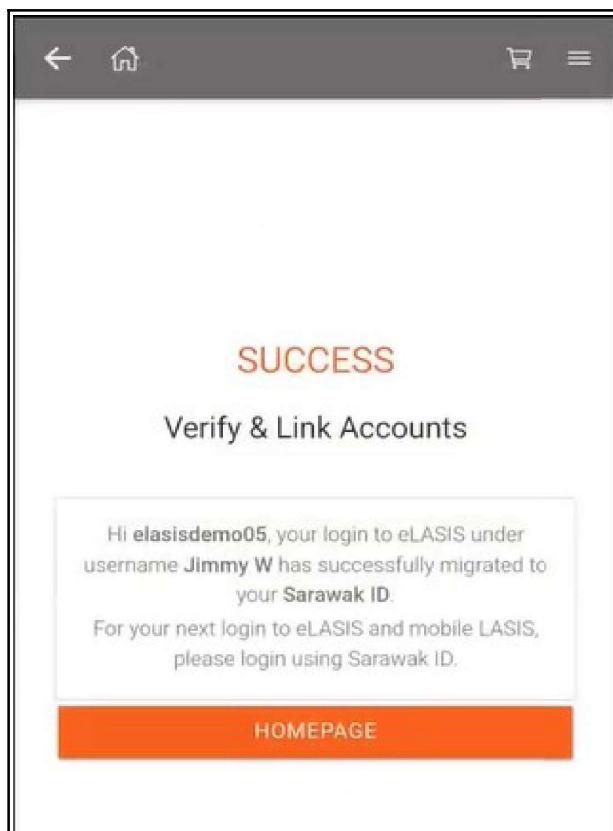Expressway, 93010 Samarahan, Sarawak,
Malaysia.

4 **SAINS Training Centre**
Tel: (60) 82-668668
Fax: (60) 82-668669
Level 1, Lot 250, Kuching-Samarahan Expressway,
93010 Samarahan, Sarawak, Malaysia.

5 **SAINS CityOne Office (CT1)**
Tel : (06) 82-266266
 Fax: (06) 82-266255
LG 12, Lower Ground Floor, Mall 2, CityOne
Megamall, Jalan Song, 93350 Kuching, Sarawak

6 **SAINS Sri Aman**
Tel: (60) 83 - 324 423
Fax: (60) 83 - 324 423
Pejabat Residen Sri Aman, Jln Abang Aing,
95000, Sri Aman

7 **SAINS Betong**
Tel: (60) 83-472 811
Fax: (60) 83-472 811
Lot 611, 1st Floor, Jln Ah Wee, Betong Town
District, 95700 Betong

8 **SAINS Sarikei**
Tel: (60) 84 - 658 793
Fax: (60) 84 - 651 132
1st Floor, Sublot 3, Lot 1799, Block 36 No. 5,
Lorong Mutiara 2, Jln Bersatu, 96100 Sarikei

9 **SAINS Kapit**
Tel: (60) 84-789 040
Lot 2141, 1st Floor, Shop Lot 35, Jln. Bleteh,
96800 Kapit, Sarawak

10 **SAINS Sibu**
Tel: (60)16 306 7246
1st & 2nd Floor, No 8, Lorong Intan 6B, 96000
Sibu, Sarawak.

11 **SAINS Mukah**
Tel: (60) 84-872 987
Fax: (60) 84-873 987
Tingkat Bawah, Bangunan Pejabat Daerah
Mukah, Jln. Kubu 1, 96400 Mukah, Sarawak.

12 **SAINS Bintulu**
Tel: (60) 86-314518 / 314519 / 313136
Level 5, Lot 37, Town Square Bintulu,
Jalan Tun Ahmad Zaidi, 97000 Bintulu, Sarawak

13 **SAINS Miri**
Tel: (60) 85-431
Fax: (60) 85-431 213 /426 117
A-3A-31B, Miri Time Square, Marina Parkcity,
98000 Miri, Sarawak

14 **SAINS Limbang**
Tel : (60) 85 - 211 488
Fax: (60) 85 - 211 488
Bangunan Limbang Plaza, Tingkat 4 (LDC Office),
98700 Limbang, Sarawak.

15 **SAINS Kota Kinabalu**
Tel: (60) 88 - 746879
Lot 2, Block F, 1st Floor, Lintas Jaya Uptownship,
Jalan Lintas Kepayan Highway, 88300 Kota
Kinabalu, Sabah

16 **Silicon Communication Sdn.Bhd. (SELANGOR)**
Tel: (60) 3-8945 8648
Fax: (60) 3-8943 1648
9-2, 2nd Floor, Jalan Prima Tropika Barat 2,
Taman Prima Tropika, 43300 Seri Kembanga,
Selangor Darul Ehsan

sains

Digital Partner for Life

SARAWAK INFORMATION SYSTSEMS SDN BHD

Head Office:
Tel: (06) 82-444199
Fax: (06) 82-444211
Level 3, Wisma Bapa Malaysia,
Petra Jaya, 93502 Kuching, Sarawak, Malaysia

SAINS Contact Centre
Tel : 1300-88-7246
Fax: (60)-82-442522
Email: callcentre@sains.com.my
Website: http://callcentre.sains.com.my

Business Enquiries:
Tel: (06) 82-266499
Fax: (06) 82-360522
Email : salesenquiry@sains.com.my

SAINS PPKS Training Centre
Tel : (60) 82-668668
Fax: (60) 82-668669
Email: training@sains.com.my
Pusat Pembangunan Kemahiran Sarawak (PPKS)
New Admin Block PPKS, Level 1
Jalan Canna, off Jalan Wan Alwi, Tabuan Jaya,
93350 Kuching, Sarawak, Malaysia