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Digital Partner for Life

SARAWAK INFORMATION SYSTEMS SDN BHD

Temporary Occupation Licence (TOL) Management System

System Version [1.0]

Public User
User Manual Version [1.1]



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Temporary Occupation Licence (TOL) Management System**SYSTEM OVERVIEW**

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1. System Overview

This section provides information on the following topics:

- Introduction
- System Objective
- System Requirement
- System Workflow

1.1. Introduction

The Land and Survey Department Sarawak (L&S) has been issuing Temporary Occupation Licences(TOL) on state land for residential or other miscellaneous purposes.

Thus, the purpose of this system is develop is to provide new online services for public to apply for TOL. For Residential TOL, the system will expedite the TOL application processing by providing screening of applications with presets filtering criteria. The first screening is the general filtering criteria to determine whether the applicants are qualified or not qualified. Meanwhile, the second screening are more specific to the filtering for each scheme on Kampung Extension Scheme or Resettlement Scheme. Each application will be determined and rated on the filtering criteria.

Under the Resettlement & Kampung Extension schemes, those given a lot in the scheme will be issued with a TOL which can be renewed annually at a minimal fee. The TOL allows the holder to occupy the land and enjoy the basic amenities. Land title will be issued at a later stage after one can afford to pay the necessary land charges to convert the TOL to land title.

Apart from the Resettlement & Kampung Extension schemes, L&S is issuing TOL formiscellaneous purposes other than residential. For example, circus site, motorcycle parking, stonedressing yard, etc. Miscellaneous TOL can be issued on either surveyed or unsurveyed state land.For surveyed state land, the coverage area may be a whole or partial of the surveyed lot.

This user manual consists of six chapters: **System Overview**, **System Access**, **Using the System**, **Report**, **FAQ & Troubleshooting** and **Contact Us**.

Chapter 1 - Provides a general overview of the system.

Chapter 2 - Details how users can obtain access to the system.

Chapter 3 - Provides a detailed description of functions, processes or roles available.

Chapter 4 - Provides a detailed description of the usage of the report and the generation of reports.

Chapter 5 - Lists frequently asked questions and answers to those questions and some troubleshooting guides for common issues of the system.

Chapter 6 - Provides a complete contact information to get help and support for the system.

1.2. System Objective

This system will enable you to do the following:

- To apply for residential TOL
- To do renewal of residential TOL
- To apply for miscellaneous TOL
- To make a payment for application of residential, renewal of residential and miscellaneous TOL
- To view the TOL license and offer letter

1.3. System Requirement

The minimum system requirements are as follows:

Item	Requirements
Processor	Core i3 or above
Operating System	Windows 7 (with Service Pack 1 or higher)
Memory (RAM)	Minimum 4GB - Recommended 4GB or above
Browser	Mozilla Firefox 23 or above

Notes :

- *Make sure you run this TOL Management system using Mozilla Firefox or Google Chrome or other browser available with latest version (if can).*
-

1.4. System Workflow

System workflow consists of the sequence of the system workflow in graphical format. This section contains the following process workflow(s):

1. Application for Residential TOL
2. Renewal for Residential TOL
3. Miscellaneous TOL
 - Application for Miscellaneous TOL
 - Route to Applicant for Application Amendment
 - Issue Miscellaneous TOL

1.4.1. Application for Residential TOL

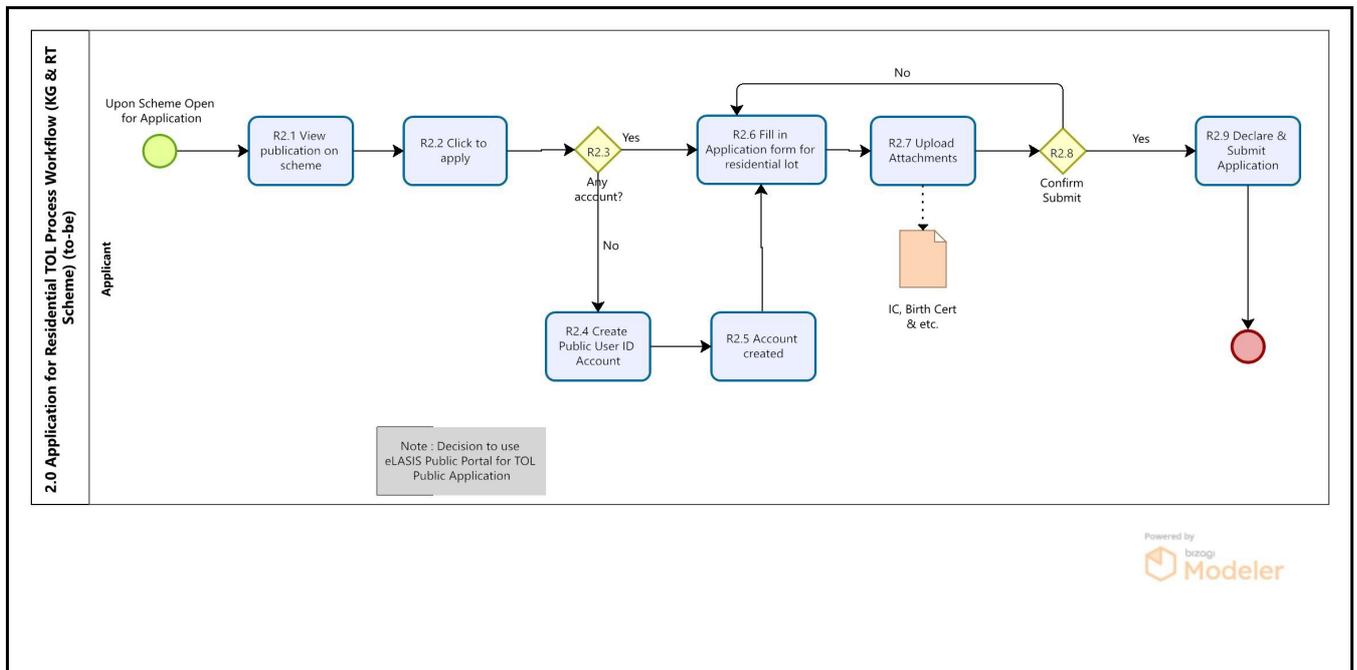


Figure : 1

1.4.2. Renewal for Residential TOL

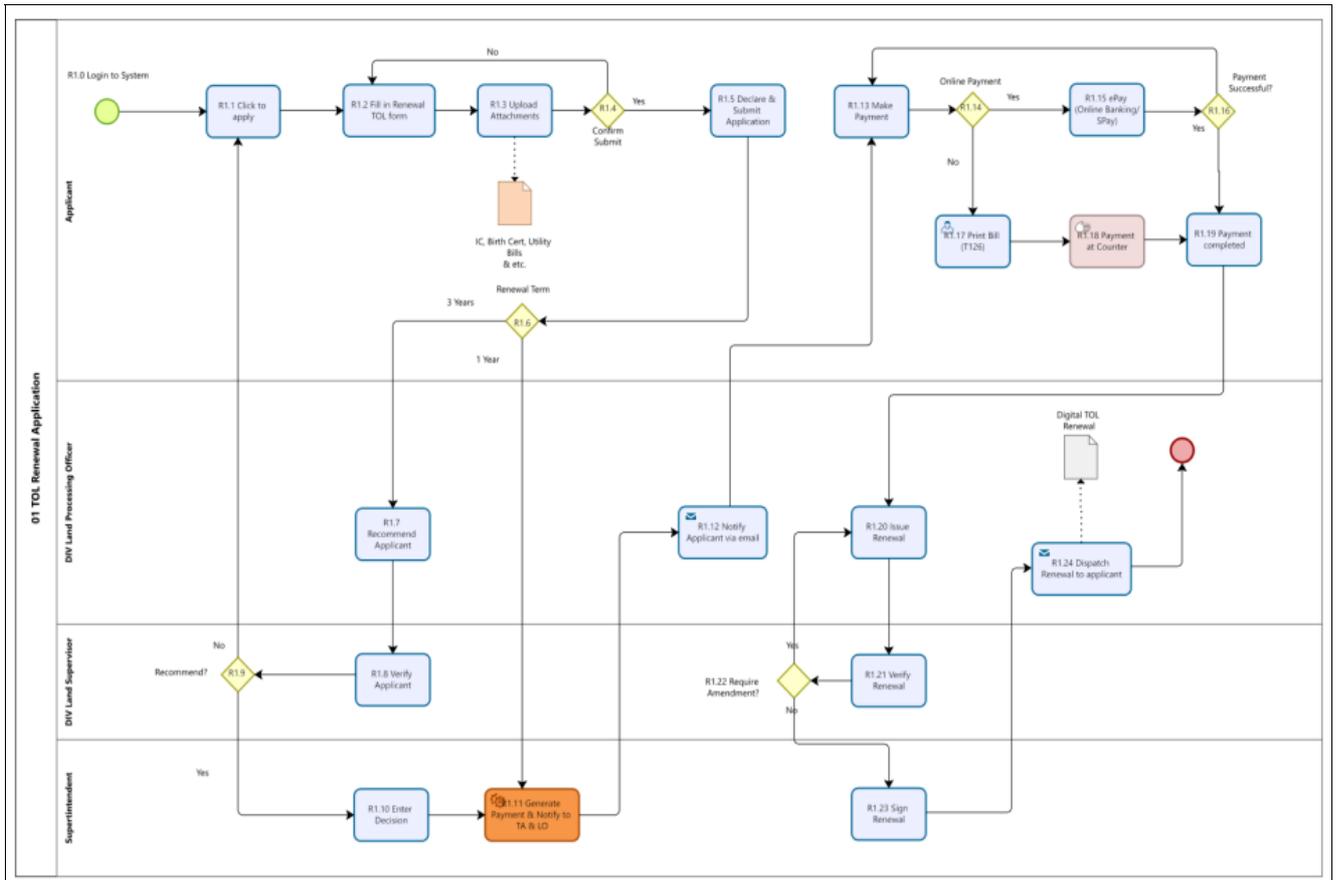


Figure : 2

1.4.3. Miscellaneous TOL

1.4.3.1. Application for Miscellaneous TOL

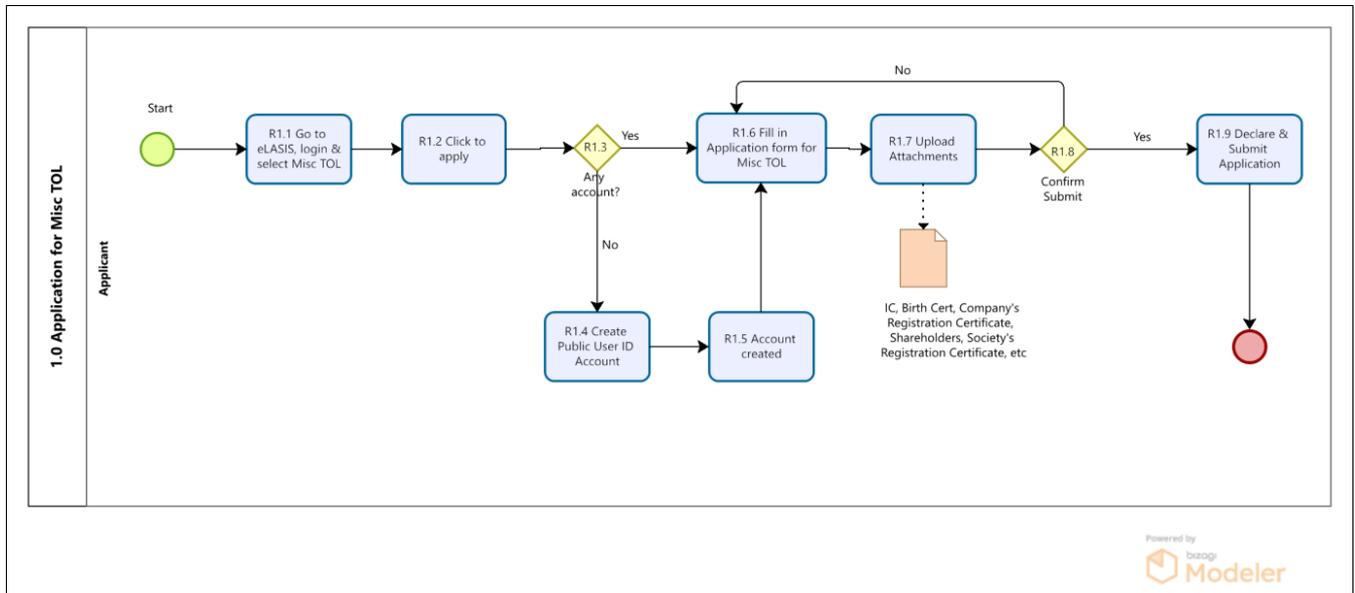


Figure : 3

1.4.3.2. Route to Applicant for Application Amendment

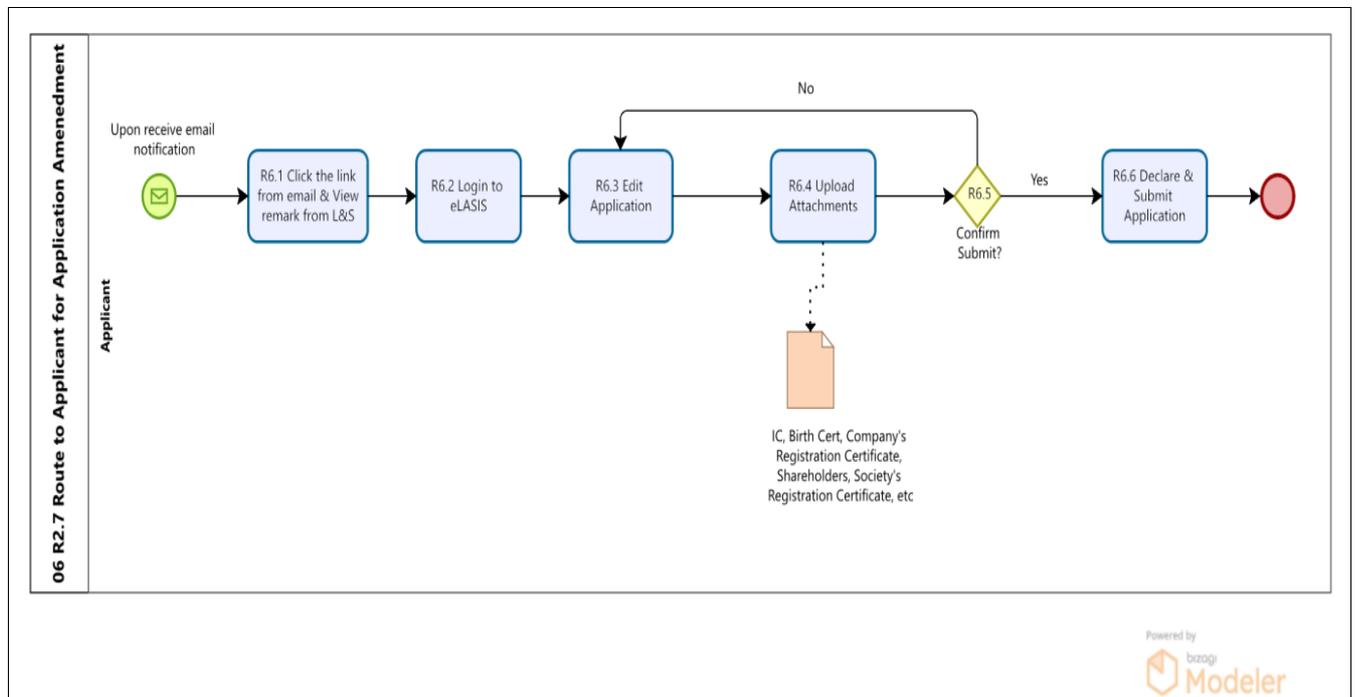


Figure : 4

1.4.3.3. Issue Miscellaneous TOL

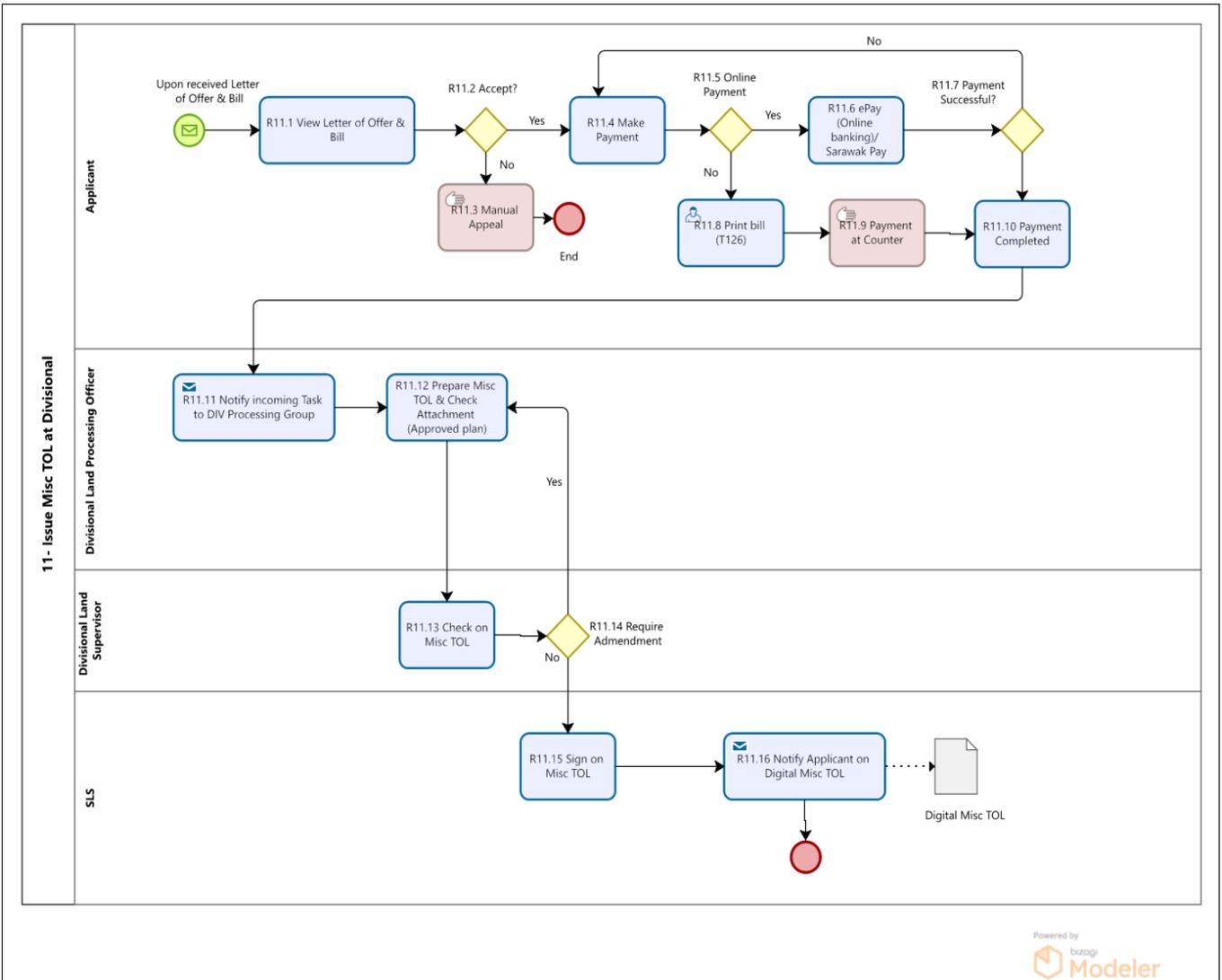


Figure : 5

Temporary Occupation Licence (TOL) Management System
SYSTEM ACCESS

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2. System Access

This section provides information on the following topics:

- Login
- Logout

2.1. Login

To login to the system, follow the step(s) below:

1. Go to eLASIS website, type [<https://elasis.sarawak.gov.my/eLasis/welcome>] on your browser
2. Enter your **Username** and **Password** and then click **Login** button. If you dont have an eLASIS account you may proceed to register by click on the **SIGN UP** button

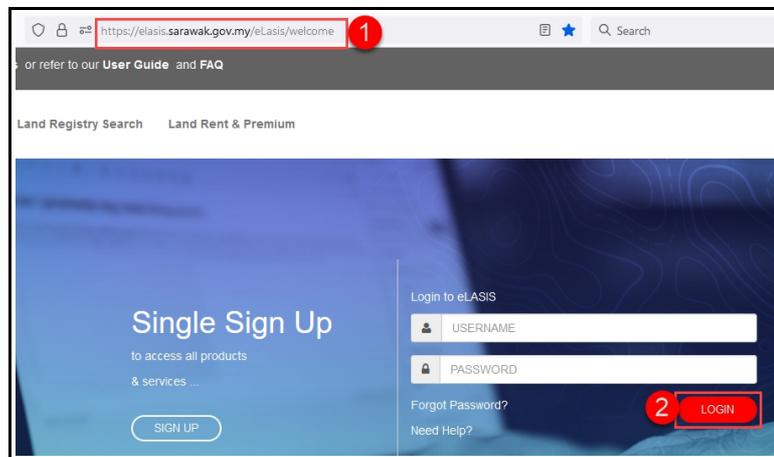


Figure : 6

3. Once login, click **TOL Application** module under My Application to access to TOL application

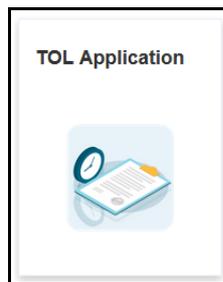


Figure : 7

2.2. Logout

1. To logout from the system, click **Logout** button



Figure : 8

Temporary Occupation Licence (TOL) Management System USING THE SYSTEM

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3. Using The System

This section provides information on the following topics:

- Residential TOL
- Renewal of Residential TOL
- Miscellaneous TOL

3.1. Residential TOL

This section will show the steps on how public apply for residential TOL after the new scheme is publish to public in eLASIS. The system will enable public to do the following topic for residential TOL:

- Apply Residential TOL
- Print Borang Permohonan
- View Offer Letter and Payment for Residential TOL
- View Map and Residential TOL License

3.1.1. Apply Residential TOL

1. Once login, inside TOL application module click **Residential TOL** at the dashboard



Figure : 9

2. Under Maklumat Skim section will list out the listing of scheme that available to apply. Click the scheme name under Nama Skim column to open the application form

Maklumat Skim			
Bil.	Nama Skim	Tarikh	Lokasi
1.	UM SCHEME KAMPUNG	21/12/2022 - 21/12/2022	Sematan

Figure : 10

3. Click **Mohon Sekarang** to apply the scheme

Permohonan Bagi Tapak Lot Kediaman

< 1 2 3 4 5 6 7 >

Pemilihan Skim Butir Pemohon Maklumat Tanggungan Pekerjaan & Pendapatan Hartanah Butir-butir Lain Pengakuan Pemohon

Skim

Maklumat Skim	
Bahagian	: KUCHING
Daerah	: SEMATAN
Skim	: UM SCHEME KAMPUNG
Kampung	: Sematan
Poskod	: [REDACTED]
Lokality	: Sematan

Mohon Sekarang

Figure : 11

4. Click **OK** to proceed the application

Permohonan untuk lot kediaman di UM SCHEME KAMPUNG

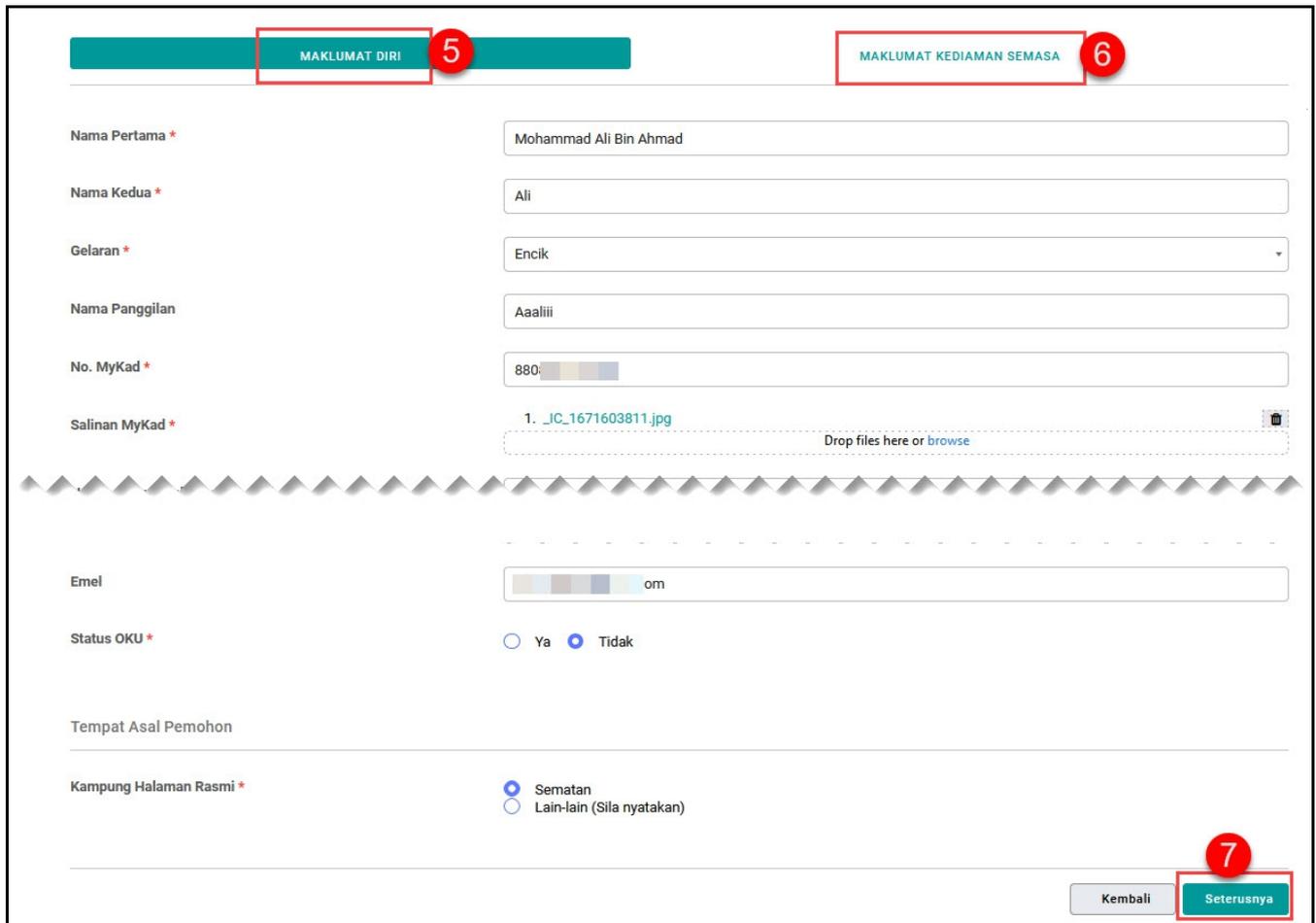
Syarat-syarat permohonan

1. Pemohon adalah warganegara Malaysia yang bermastautin di Sarawak
2. Pemohon adalah merupakan keluarga tambahan di UM SCHEME KAMPUNG
3. Pemohon kini menetap di kawasan Sematan
4. Pemohon berumur di antara 18-64 tahun pada tarikh permohonan
5. Pemohon tidak mempunyai hartanah untuk tujuan perumahan
6. Pendapatan kasar bulanan isirumah pemohon adalah dalam kategori B40 dan tidak melebihi M40(M1) atau RM [REDACTED]

OK

Figure : 12

5. Fill in the details in the mandatory fields for **Maklumat Diri** and attach the required files if necessary
6. Fill in the details in the mandatory fields for **Maklumat Kediaman Semasa** also – tick the checkbox if your address is same as in *Kad Pengenalan*
7. Click **Seterusnya** to proceed with Maklumat Tanggungan, Pekerjaan & Pendapatan, Hartanah, Butir-butir Lain and Pengakuan Pemohon



The form is divided into two main sections: **MAKLUMAT DIRI** (Personal Information) and **MAKLUMAT KEDIAMAN SEMASA** (Current Residence Information).

MAKLUMAT DIRI (Section 5):

- Nama Pertama *: Mohammad Ali Bin Ahmad
- Nama Kedua *: Ali
- Gelaran *: Encik
- Nama Panggilan: Aaaliii
- No. MyKad *: 880: [masked]
- Salinan MyKad *: 1. _JC_1671603811.jpg

MAKLUMAT KEDIAMAN SEMASA (Section 6):

- Emel: [masked] om
- Status OKU *: Ya Tidak
- Tempat Asal Pemohon: [blank]
- Kampung Halaman Rasmi *: Sematan Lain-lain (Sila nyatakan)

Buttons: **Kembali** and **Seterusnya** (highlighted with a red circle and the number 7).

Figure : 13



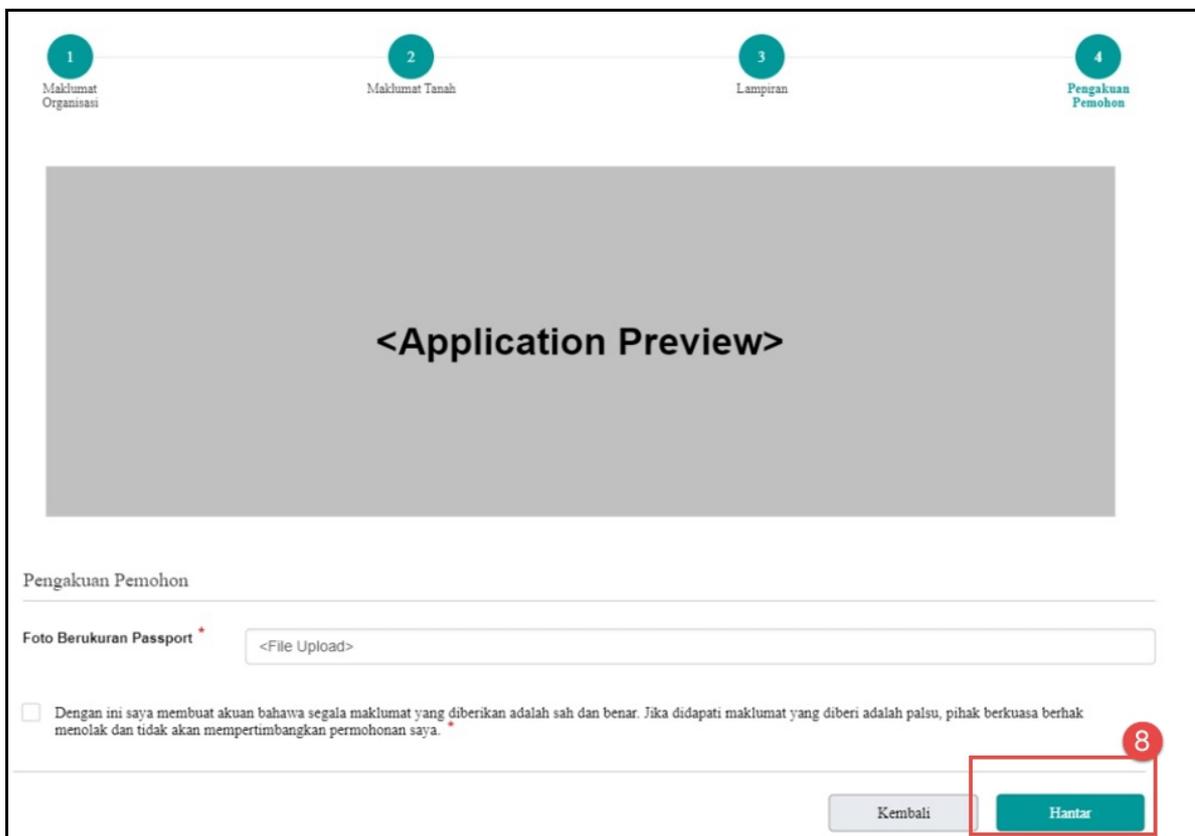
The form contains two rows of input fields. The first row is labeled 'Nama *' with a red asterisk and a small '1' in a circle. It has two text boxes: 'Nama Pertama' and 'Nama Keluarga'. The second row is labeled 'Gelaran *' with a red asterisk. It has one text box: 'Puan'. A callout box points to the 'Nama' label with the text: 'CONTOH Nama penuh: Amirul Rahman bin Mohd Yusuf Nama pertama: Amirul Rahman bin Nama Keluarga: Mohd Yusuf'.

Figure : 14

Notes :

- *I refer to Information to alert public user the format naming Nama Pertama and Nama Keluarga to enter inside the application of Residential TOL.*

8. At **Perakuan Pemohon** page, you are required to upload a photo and make sure to tick the declaration checkbox before click **Hantar**



The screenshot shows a progress bar with four steps: 1. Maklumat Organisasi, 2. Maklumat Tanah, 3. Lampiran, and 4. Pengakuan Pemohon. The main content area is a large grey box with the text '<Application Preview>'. Below this, there is a section titled 'Pengakuan Pemohon'. It contains a file upload field labeled 'Foto Berukuran Passport *' with a '<File Upload>' button. Below the field is a checkbox with the text: 'Dengan ini saya membuat aakuan bahawa segala maklumat yang diberikan adalah sah dan benar. Jika didapati maklumat yang diberi adalah palsu, pihak berkuasa berhak menolak dan tidak akan mempertimbangkan permohonan saya. *'. At the bottom right, there are two buttons: 'Kembali' and 'Hantar'. The 'Hantar' button is highlighted with a red box and a red circle with the number '8'.

Figure : 15

Notes :

- *Upload passport photo by attach in the file upload. Tick the checkbox and proceed to click **Hantar***

3.1.2. Print Borang Permohonan

To print Borang Permohonan Bagi Tapakk Lot Kediaman that had been submitted, follow the steps below:

1. Click **No. Aplikasi** with status *Status = Sedang Diproses*

Senarai Permohonan TOL			
Bil.	No. Aplikasi	Nama Skim	Status
1.	WN8	UM SCHEME KAMPUNG	Sedang Diproses ⓘ

Figure : 16

2. Click **Cetak Borang**

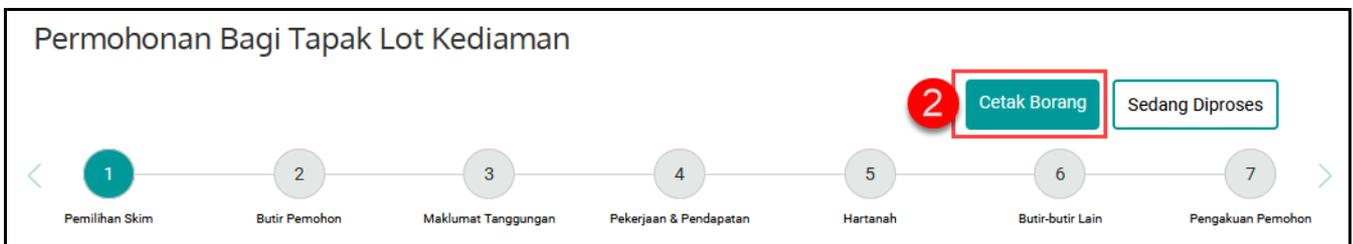


Figure : 17

Notes :

- You can hover to *Sedang Diproses* if you want to see the audit trail of your application

3.1.3. View Offer Letter and Payment for Residential TOL

Once the application is approved, applicant will be notified on the offer later and to make payment through email. Steps below will show how applicant view the offer letter and proceed with payment. Applicant can choose their payment method to pay for TOL. Four (4) payment methods that are available in eLASIS are:

- Online Payment – Internet Banking & Credit/Debit Card (ePayNow)
- eLASIS Individual Prepayment eWallet
- eWallet SarawakPay
- Pay at Land and Survey counter

1. Upon login to eLASIS, go to **TOL Application** module

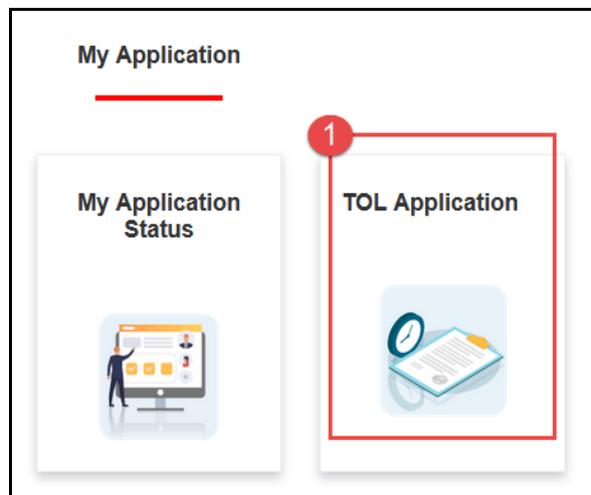


Figure : 18

2. Then, click **Residential TOL**



Figure : 19

3. Next, click **No. Aplikasi** under No. Aplikasi column – the status should show “*Bayaran*”

Senarai Permohonan TOL			
Bil.	No. Aplikasi	Nama Skim	Status
1.	WN880808-13-0007 3	UM SCHEME KAMPUNG	Bayaran i

Figure : 20

4. Click **Surat Tawaran** to generate the offer letter



Figure : 21



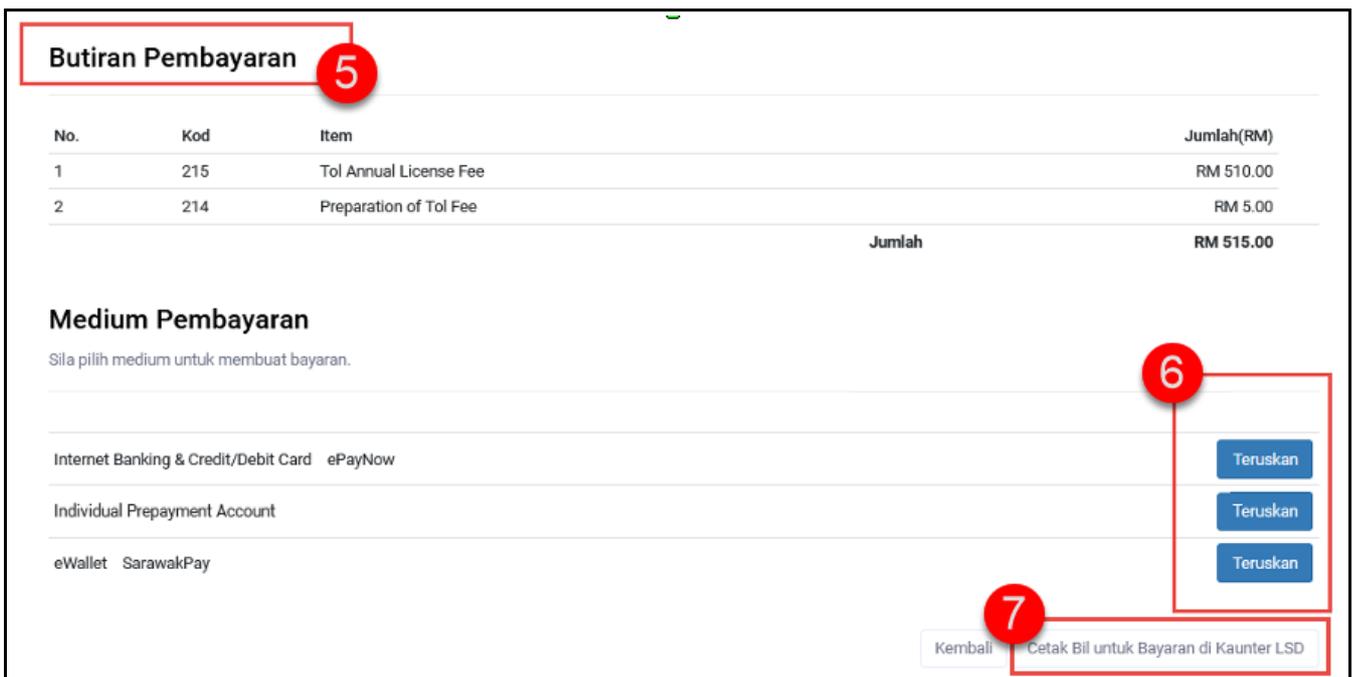
Figure : 22

5. Click **Bayar Sekarang** to proceed with payment



Figure : 23

6. The payment fee will be shown under **Butiran Pembayaran**
7. You can choose which payment method you want to use under Medium Pembayaran by click **Teruskan** for that payment method
8. Or if you want to choose pay at the counter, you can click **Cetak Bil untuk Bayaran di Kaunter LSD**



Butiran Pembayaran 5

No.	Kod	Item	Jumlah(RM)
1	215	Tol Annual License Fee	RM 510.00
2	214	Preparation of Tol Fee	RM 5.00
Jumlah			RM 515.00

Medium Pembayaran

Sila pilih medium untuk membuat bayaran.

Internet Banking & Credit/Debit Card ePayNow **6** Teruskan

Individual Prepayment Account Teruskan

eWallet SarawakPay Teruskan

7 Cetak Bil untuk Bayaran di Kaunter LSD

Figure : 24

9. Once done with the payment, you can print the payment receipt by click **Cetak Resit Pembayaran**

Butiran Pembayaran

No.	Kod	Item	Jumlah(RM)
1	214	Preparation of Tol Fee	
2	215	Tol Annual License Fee	
Jumlah			

Pembayaran selesai

9 Cetak Resit Pembayaran Kembali

Figure : 25

10. Then, the status will shown as *Selesai Pembayaran* for your application

Senarai Permohonan TOL

Bil.	No. Aplikasi	Nama Skim	Status
1.	WN880808-13-0007	UM SCHEME KAMPUNG	Selesai Pembayaran ⓘ

Figure : 26

Online Payment – Internet Banking & Credit/Debit Card (epayNow)

1. Click **Teruskan** for Internet Banking & Credit/Debit Card as payment method at step 7
2. You will be redirect to epayNow with the payment details. Please select you payment channel accordingly and proceed with the payment

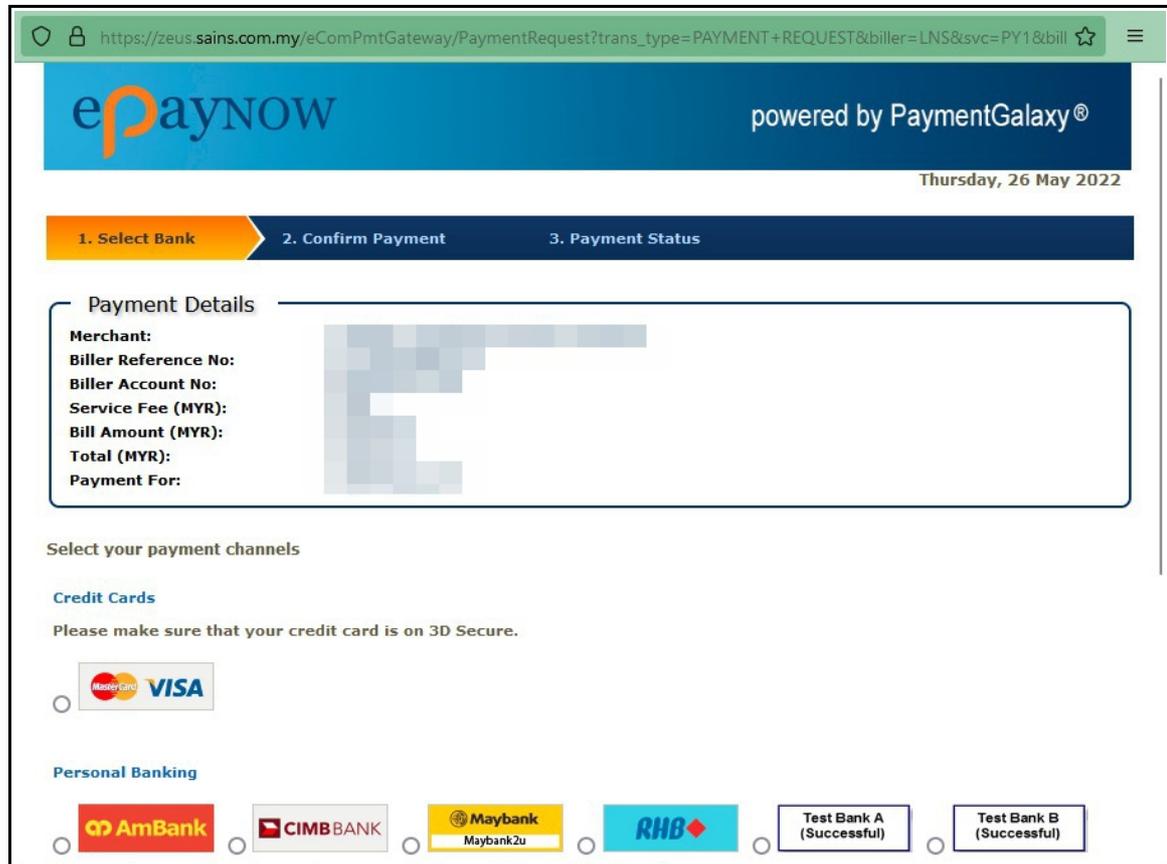


Figure : 27

Notes :

- *Make sure to allow pop-up windows/sites setting from your browser setting (eg.: Mozilla Firefox, Chrome, Microsoft Edges etc) before proceed with payment.*

eLASIS Individual Prepayment ewallet

1. Click **Teruskan** for Individual Prepayment Account as payment method at step 7



Figure : 28

2. Then, you are required to enter your elasis user ID and password
3. Next, click **Confirm**

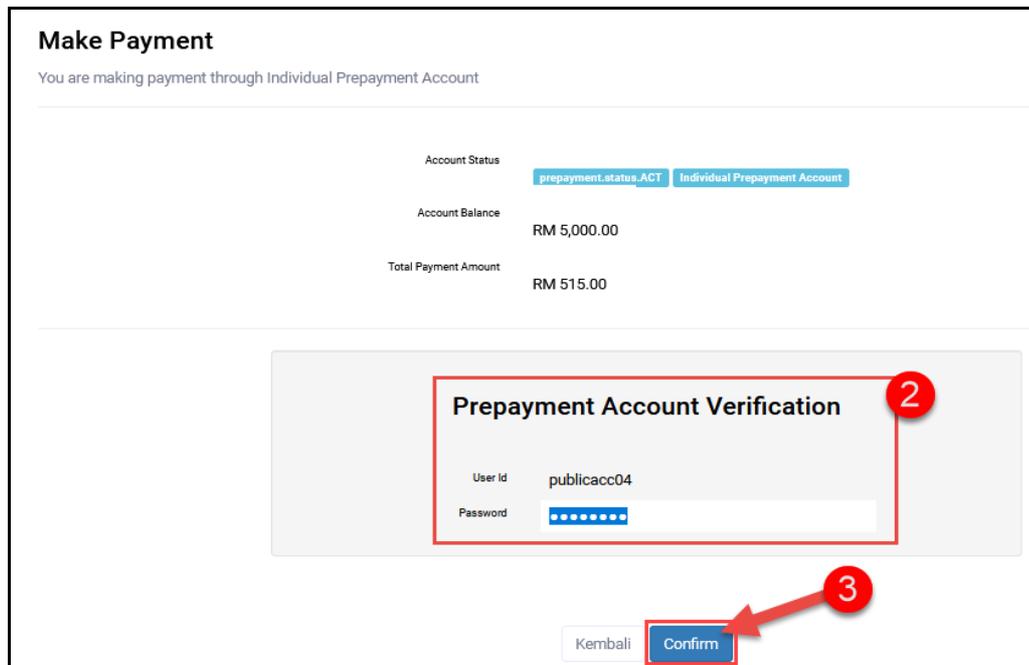


Figure : 29

eWallet SarawakPay

1. Click **Teruskan** for eWallet SarawakPay as payment method at step 7
2. Then, click **Scan & Pay** – you need to open your SarawakPay Application at your mobile to scan the QR Code
3. Or you can click **Login & Pay** – enter your Sarawak Pay username and request for TAC before confirm payment



Figure : 30

Pay at Land and Survey counter

1. Click **Cetak Bil untuk Bayaran di Kaunter LSD** at step 8
2. Then, system will generate a receipt – you need to bring the receipt to Land & Survey Counter to make a payment

3.1.4. View Map and Residential TOL License

Public user is able to view the map and generate the TOL license after TOL had been issued. To view map and generate TOL license, follow steps below:

1. Upon login to eLASIS, go to **TOL Application** module and click **Residential TOL**



Figure : 31

2. Search for your **Application No.** in the listing and make sure the status of the application is "*Lulus*"

applicant.info		Maklumat Skim			
Nama	: Mohammad Ali Bin Ahmad	Bil.	Nama Skim	Tarikh	Lokasi
No. MyKad	: 880808-13-0007	Tiada Rekod			
Alamat Terkini:	-				
No. HP	: 60111234567				
Emel	: arinengu95@gmail.com				
Senarai Permohonan TOL					
Bil.	No. Aplikasi	Nama Skim		Status	
1.	WN880808-13-0007	UM SCHEME KAMPUNG		Lulus	2

Figure : 32

3. Click **Peta** to view the map for the TOL that had been allocated
4. Click **Lesen TOL** to generate the TOL license

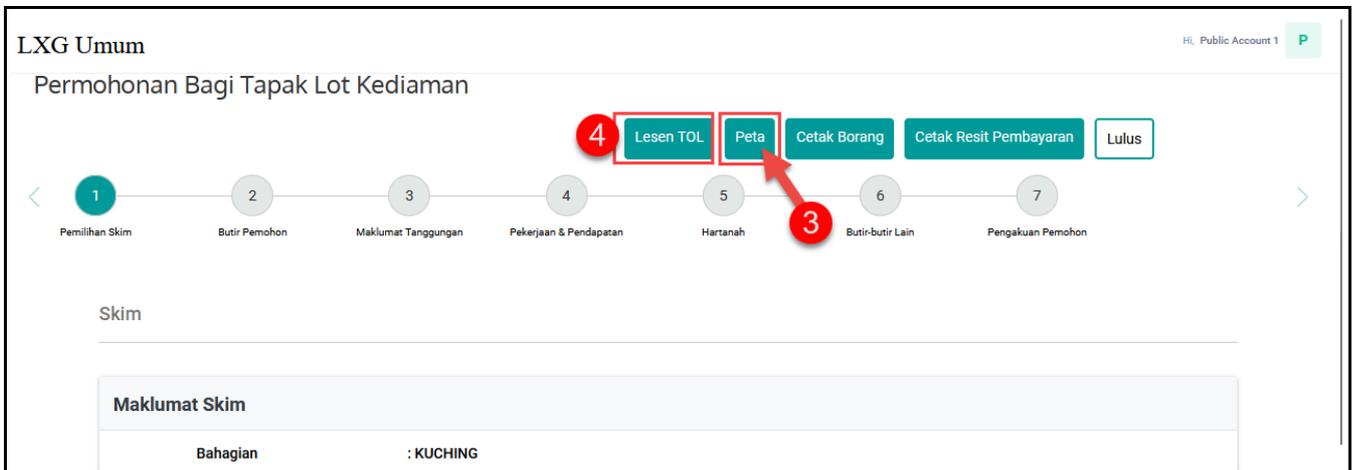


Figure : 33

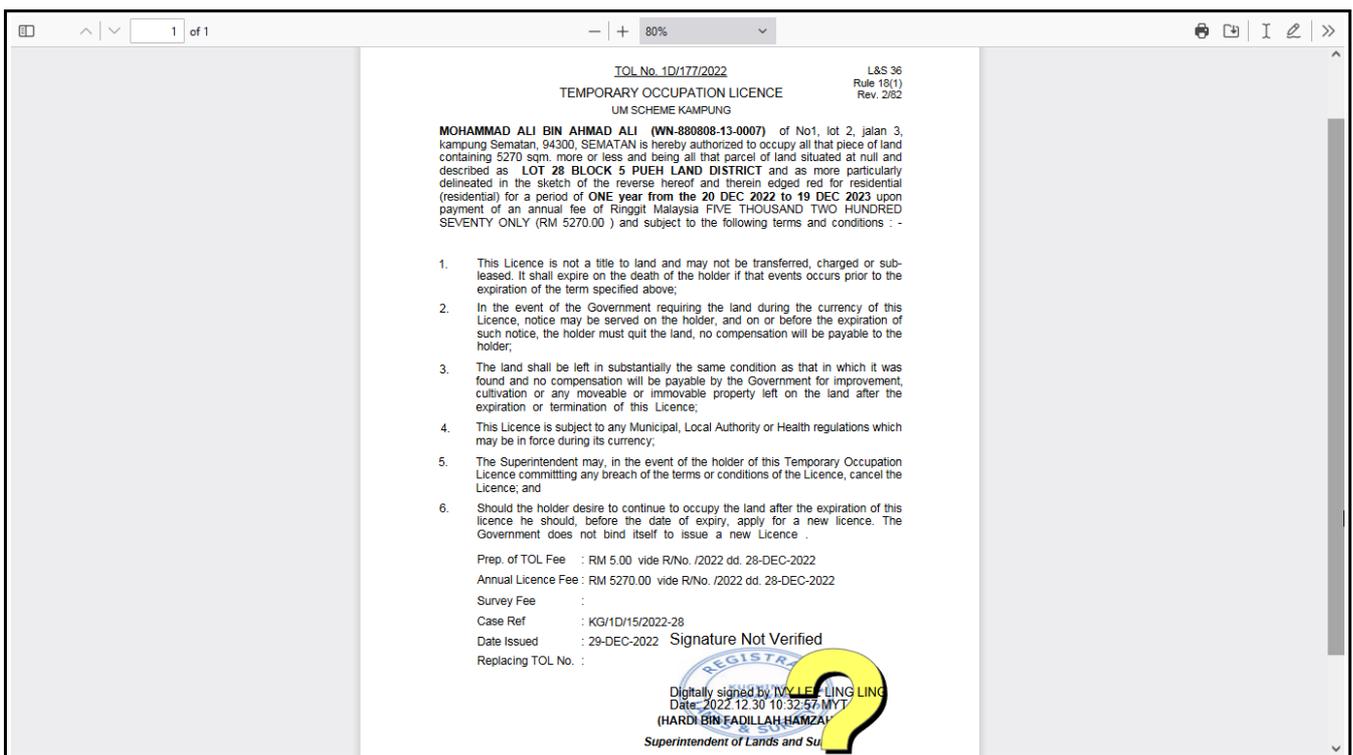


Figure : 34

Notes :

- Map only appear if the status for the application is "LULUS" and the TOL had been issued.

3.2. Renewal of Residential TOL

This section will show the steps on how public do a renewal of residential TOL. The system will enable public to do the following topic for renewal of residential TOL:

- Renewal Residential TOL (Self-Apply)
- Renewal Residential TOL (On-Behalf)
- Renewal Residential TOL Payment
- View Renewal Residential TOL License

3.2.1. Renewal Residential TOL (Self Apply)

Public user is able to apply renewal for TOL application for themselves. To apply for renewal TOL, follow the steps as below:

1. Upon login to eLASIS, go to **TOL Application** module

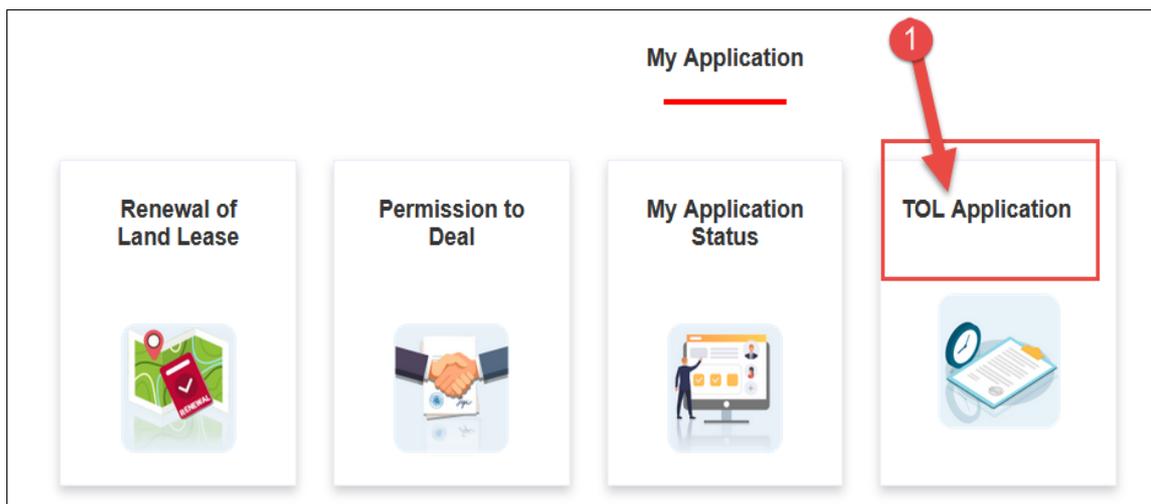


Figure : 35

2. Click **Renewal Residential TOL**

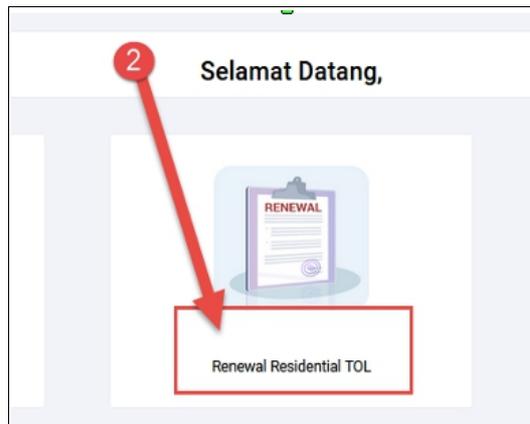


Figure : 36

3. Then, click **No. TOL hyperlink** to proceed with self renewal residential TOL

Senarai Permohonan TOL				
Bil.	No. TOL	Nama	Tempoh TOL	Status
1.	TL/1D/4/2021	Ahmad Ali	01/02/2021 - 01/02/2022	Tamat Tempoh

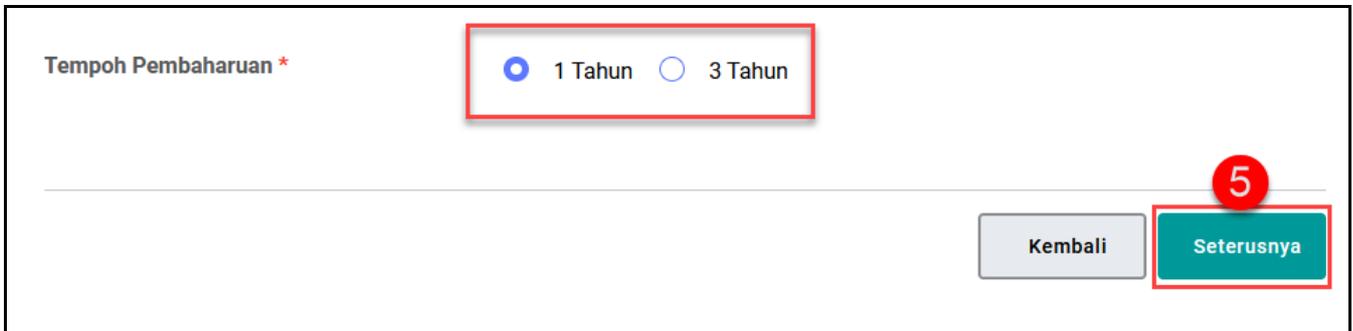
Figure : 37

4. Fill in the details accordingly for the mandatory fields (*) under **Maklumat Pemohon** and attach the files in the required fields

1 Deskripsi Tanah		2 Butir Pemohon		3 Pengakuan Pemohon	
MAKLUMAT PEMOHON				MAKLUMAT KEDIAMAN SEMASA	
No. TOL	<input type="text" value="TL/1D/4/2021"/>				
Nama Pertama	<input type="text" value="Ahmad"/>				
Nama Kedua	<input type="text" value="Ali"/>				
No. MyKad	<input type="text" value="880808-13-0004"/>				
No. HP	<input type="text" value="+60"/>	<input type="text" value="171234567"/>			

Figure : 38

5. For **Tempoh Pembaharuan** section, you to select either *1 Tahun* or *3 Tahun*. If *3 Tahun* is selected, you to fill and attach the required files in the mandatory fields. Then click **Seterusnya** to proceed with data entry



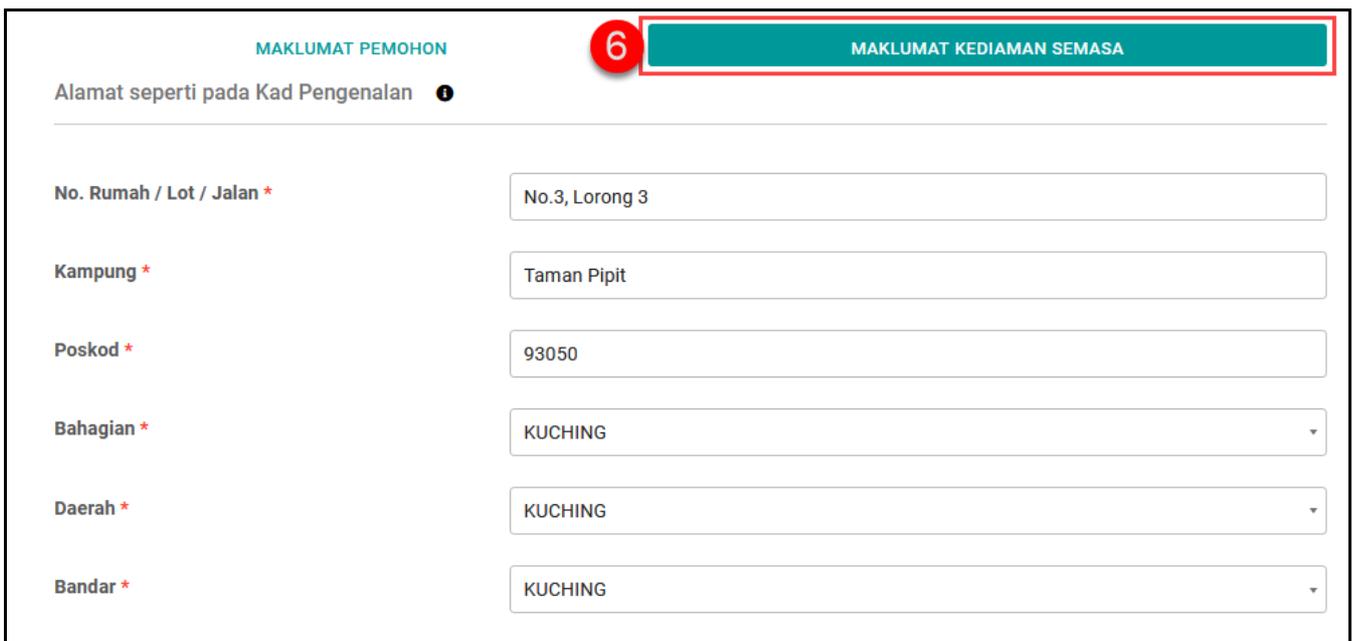
Tempoh Pembaharuan *

1 Tahun 3 Tahun

Kembali Seterusnya

Figure : 39

6. Under **Maklumat Kediaman Semasa**, check if the information is auto-filled for *Alamat seperti pada Kad Pengenalan*. You may edit the address if necessary



MAKLUMAT PEMOHON

MAKLUMAT KEDIAMAN SEMASA

Alamat seperti pada Kad Pengenalan ⓘ

No. Rumah / Lot / Jalan * No.3, Lorong 3

Kampung * Taman Pipit

Poskod * 93050

Bahagian * KUCHING

Daerah * KUCHING

Bandar * KUCHING

Figure : 40

7. For **Alamat Surat Menyurat** section, fill in the details accordingly if the address is not the same as Alamat Kad Pengenalan or tick the checkbox if the address is same as Alamat Kad Pengenalan.
8. Then click **Seterusnya** to proceed

Alamat Terkini ⓘ

7 Ikut Alamat seperti pada Kad Pengenalan

No. Rumah / Lot / Jalan *

Kampung *

Poskod *

Bahagian *

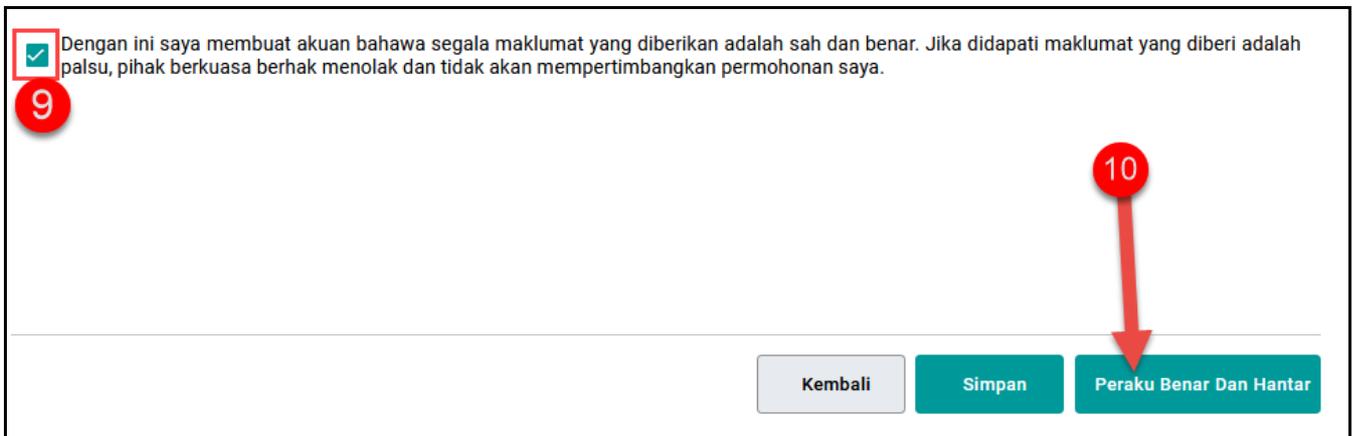
Daerah *

Bandar *

8

Figure : 41

9. Make sure to tick on declaration box for Pengakuan Pemohon.
10. Then, click **Peraku Benar Dan Hantar** to submit the renewal TOL application



The screenshot shows a web form with a declaration box at the top. The box contains a checked checkbox and the text: "Dengan ini saya membuat akuan bahawa segala maklumat yang diberikan adalah sah dan benar. Jika didapati maklumat yang diberi adalah palsu, pihak berkuasa berhak menolak dan tidak akan mempertimbangkan permohonan saya." A red circle with the number '9' is positioned to the left of the checkbox. Below the text is a large empty rectangular area. At the bottom right of the form, there are three buttons: "Kembali" (grey), "Simpan" (teal), and "Peraku Benar Dan Hantar" (teal). A red circle with the number '10' is positioned above the "Peraku Benar Dan Hantar" button, with a red arrow pointing down to it.

Figure : 42

Notes :

- *If 1 Tahun is selected, system will directly ask public to proceed with payment upon completing the data entry. No documents is required to be provided for applying 1 year renewal of residential TOL.*
- *If 3 Tahun is selected, application need to submit to Land & Survey for processing/screening process upon completing the data entry. Public can make a payment after Land & Survey approve the submitted application for renewal of residential TOL.*
- *Simpan button use to save the details that you had key in in the system. The details is save as draft and can be edit when needed and not yet submit.*

3.2.2. Renewal Residential TOL (On-Behalf)

Public user is able to apply renewal for TOL on-behalf of other applicant eg.: family, friends or relatives etc. To apply for renewal TOL, follow the steps as below:

1. Upon login to eLASIS, go to **TOL Application** module

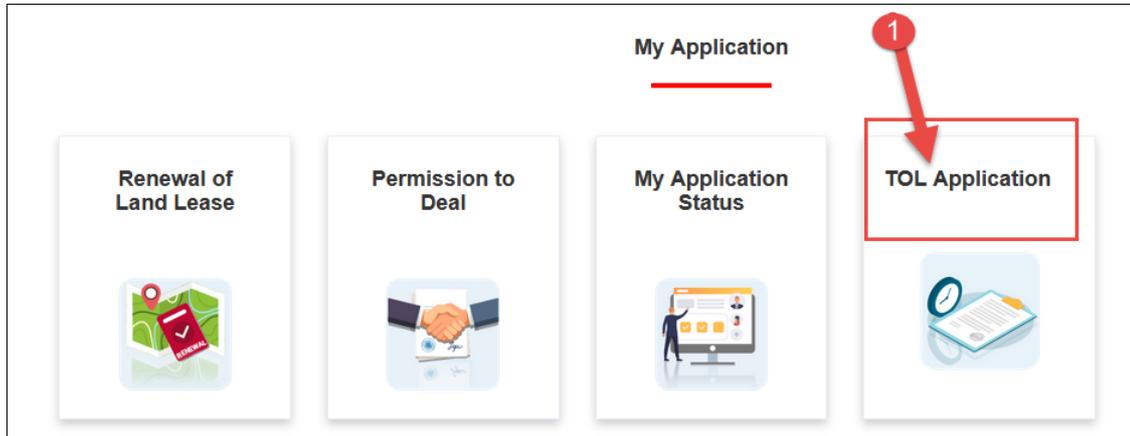


Figure : 43

2. Select **Renewal Residential TOL**

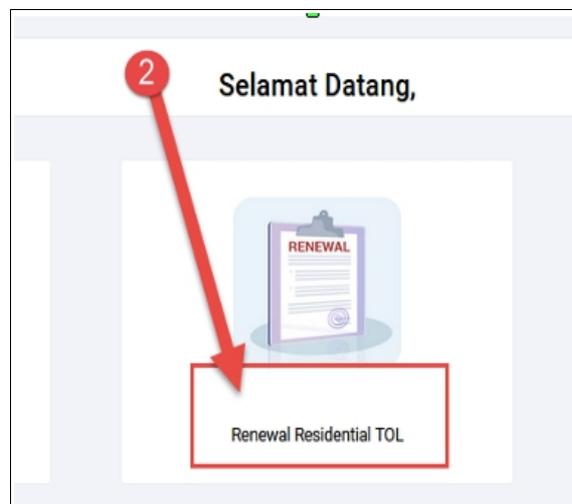


Figure : 44

3. Next, click **Mohon Bagi Pihak**

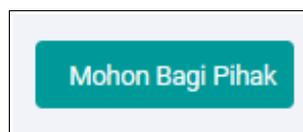


Figure : 45

4. In **Semakan Pemohon Bagi Pihak** screen, enter *No. MyKad* and *No. TOL* accordingly in the field provide, then click **Semak**.



Figure : 46

5. The information is shown in **Maklumat TOL** screen for the particular TOL. **Tick** checkbox if the information is correct and proceed by click **Seterusnya**

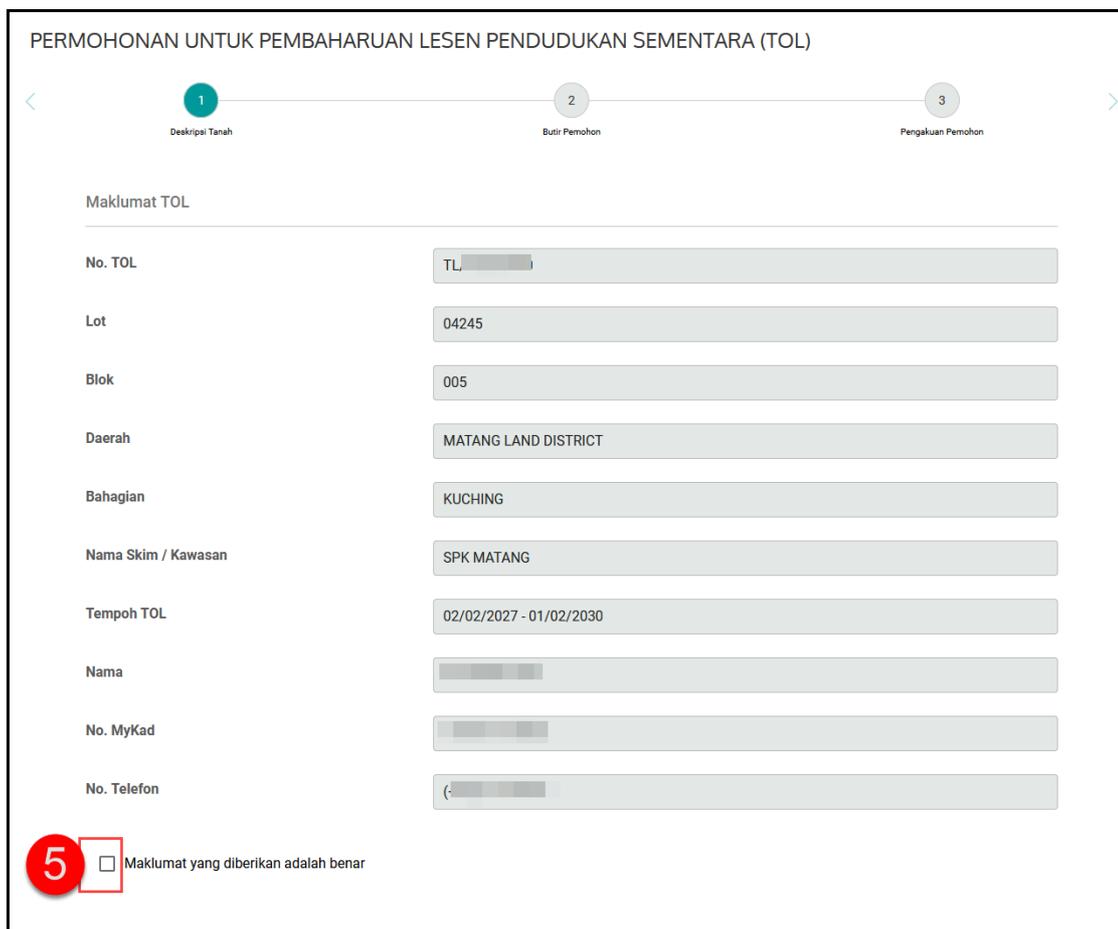
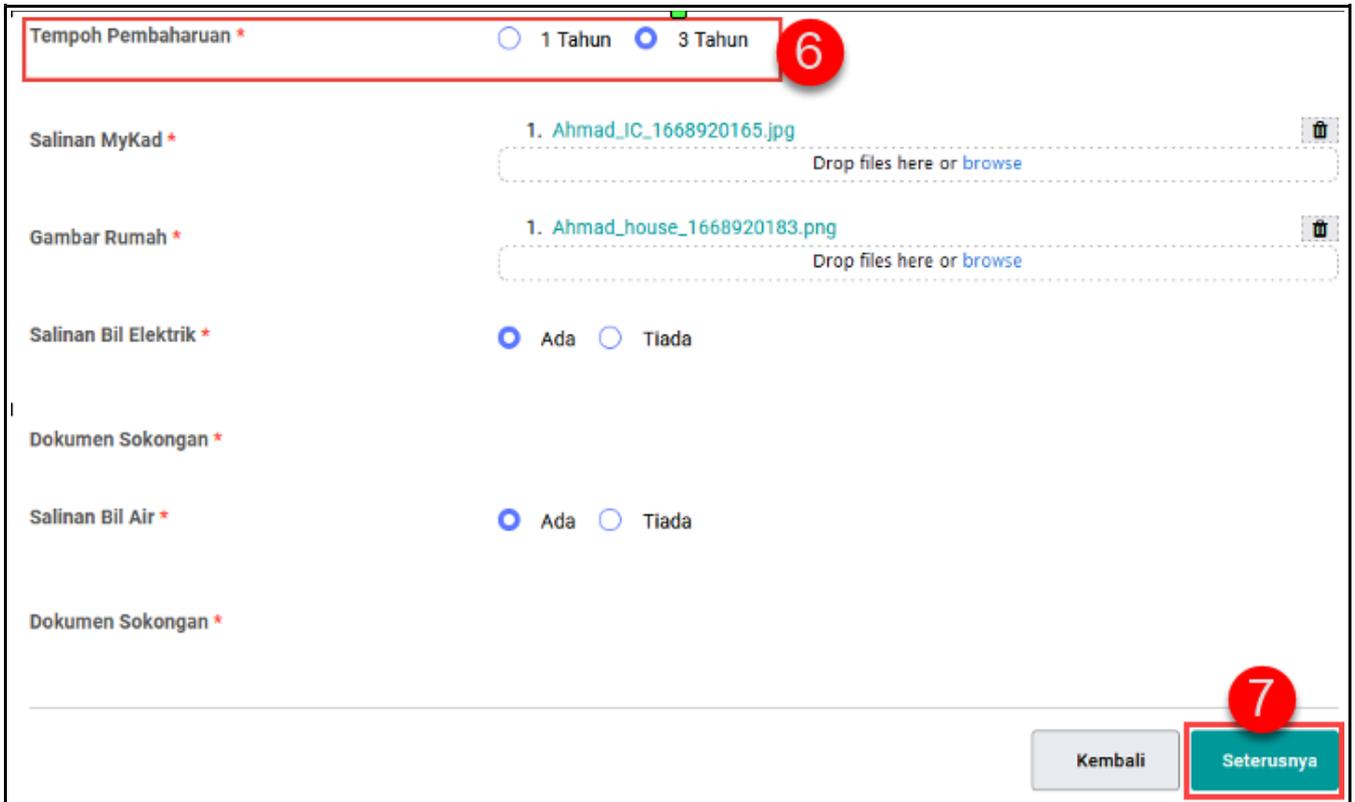


Figure : 47

6. Enter the details accordingly e.g: *No. HP* under **Maklumat Pemohon**. For **Tempoh Pembaharuan** section, you to select either *1 Tahun* or *3 Tahun*. If *3 Tahun* is selected, you to fill and attach the required files in the mandatory fields
7. Then click **Seterusnya** to proceed with data entry



The screenshot shows a web form titled "Tempoh Pembaharuan *". At the top, there are two radio buttons: "1 Tahun" (unselected) and "3 Tahun" (selected). A red circle with the number "6" is placed over the "3 Tahun" option. Below this, there are four sections, each with a red asterisk indicating a mandatory field:

- Salinan MyKad ***: Shows a file upload area with "1. Ahmad_IC_1668920165.jpg" and a "Drop files here or browse" link.
- Gambar Rumah ***: Shows a file upload area with "1. Ahmad_house_1668920183.png" and a "Drop files here or browse" link.
- Salinan Bil Elektrik ***: Has two radio buttons: "Ada" (selected) and "Tiada" (unselected).
- Salinan Bil Air ***: Has two radio buttons: "Ada" (selected) and "Tiada" (unselected).
- Dokumen Sokongan ***: This field is currently empty.

At the bottom right, there are two buttons: "Kembali" (grey) and "Seterusnya" (teal). A red circle with the number "7" is placed over the "Seterusnya" button, which is also highlighted with a red rectangular box.

Figure : 48

Notes :

- For *Salinan Bil Elektrik* and *Salinan Bil Air*;
 - i) If you select **Ada**, you need to attach a supporting document
 - ii) If you select **Tiada**, you need to enter a remark in the field provided

8. Under **Maklumat Kediaman Semasa**, enter the required fields for Alamat seperti pada Kad Pengenalan section

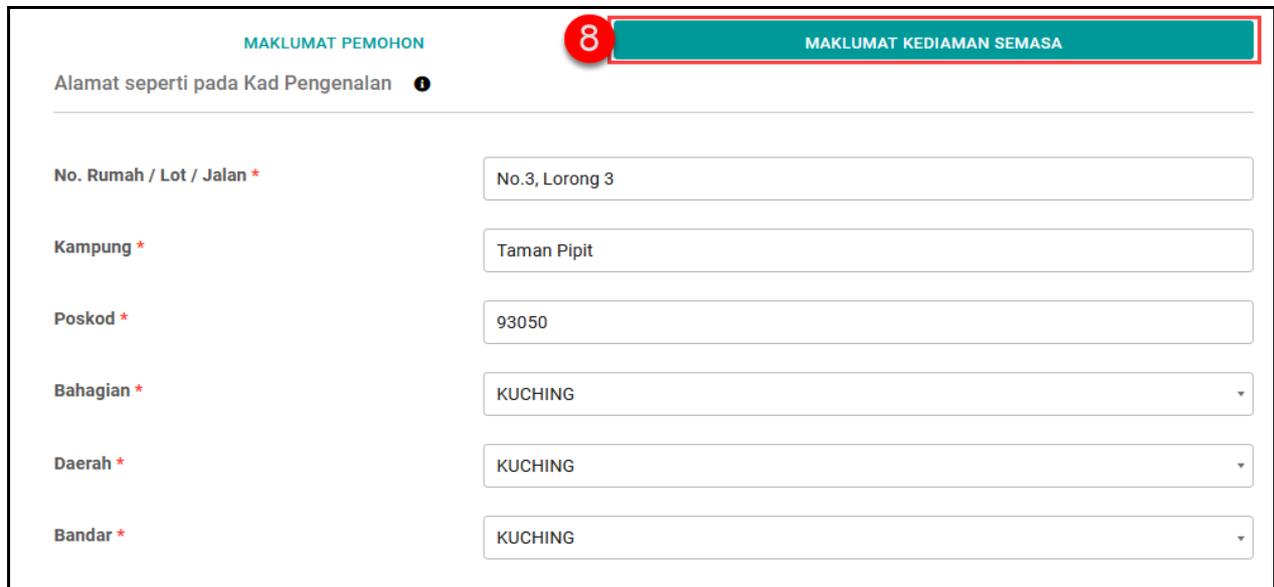


Figure : 49

9. For Alamat Terkini section, **tick** the checkbox if the address is same as Alamat Kad Pengenalan

10. Next, click **Seterusnya** to proceed

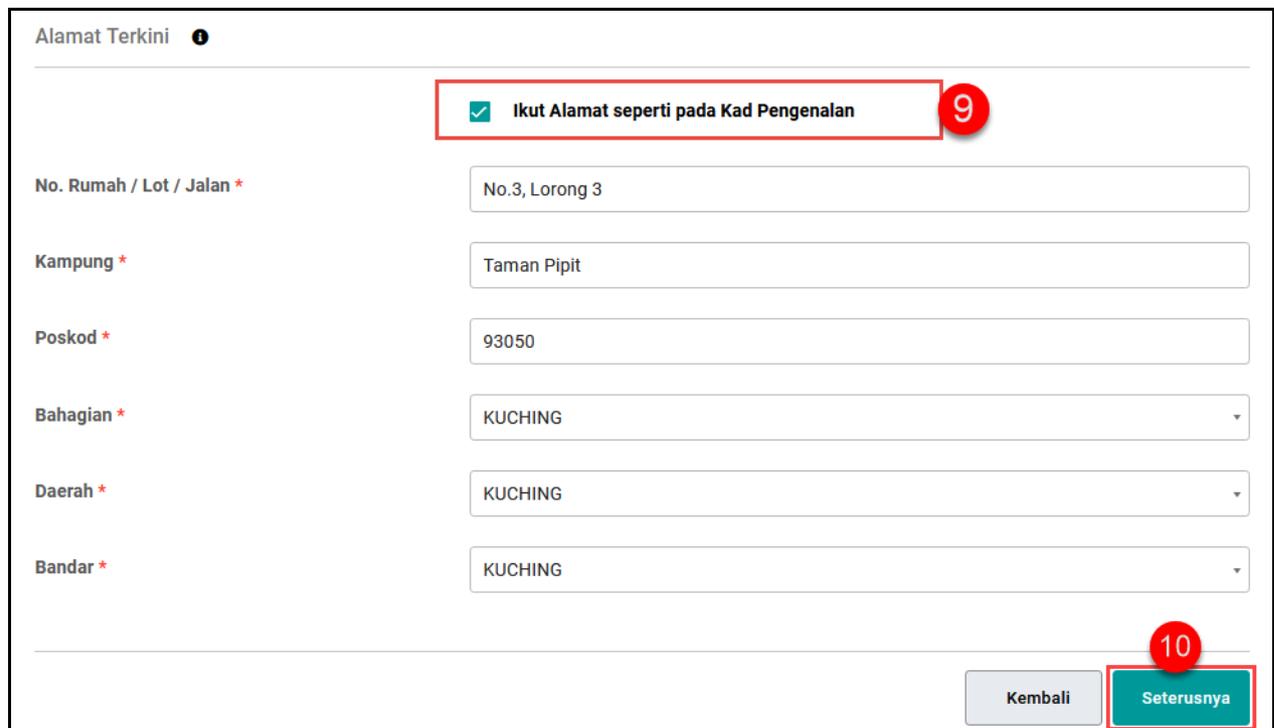
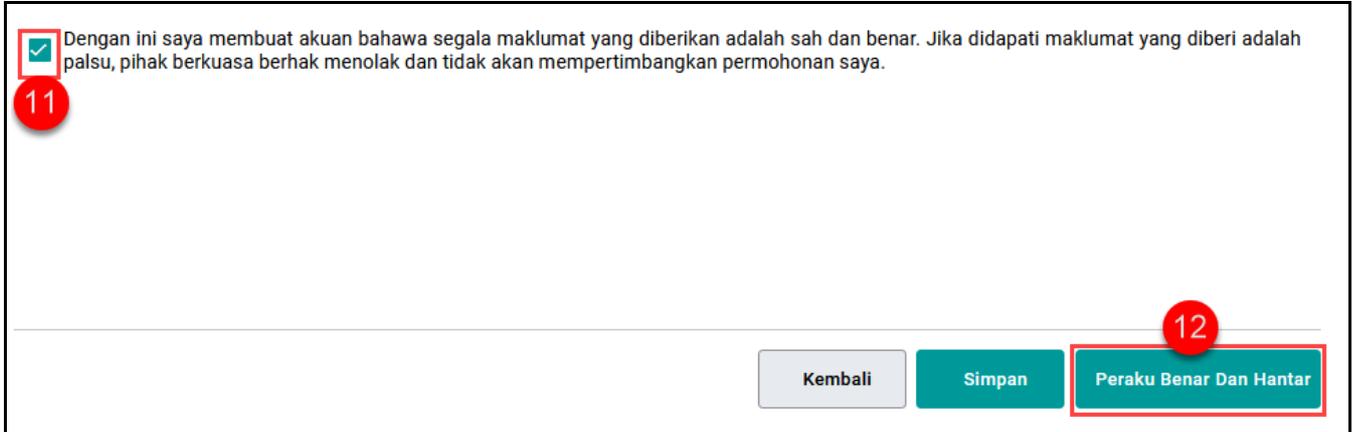


Figure : 50

11. Make sure to tick on declaration box for Pengakuan Pemohon.
12. Then, click **Peraku Benar Dan Hantar** to submit the renewal TOL application



Dengan ini saya membuat akuan bahawa segala maklumat yang diberikan adalah sah dan benar. Jika didapati maklumat yang diberi adalah palsu, pihak berkuasa berhak menolak dan tidak akan mempertimbangkan permohonan saya.

11

12

Kembali Simpan Peraku Benar Dan Hantar

Figure : 51

Notes :

- If **1 Tahun** is selected, system will directly ask public to proceed with payment upon completing the data entry. No documents is required to be provided for applying 1 year renewal of residential TOL.
- If **3 Tahun** is selected, application need to submit to Land & Survey for processing/screening process upon completing the data entry. Public can make a payment after Land & Survey approve the submitted application for renewal of residential TOL.
- Simpan button use to save the details that you had key in in the system. The details is save as draft and can be edit when needed and not yet submit.

3.2.3. Payment for Renewal Residential TOL

Public can choose their payment method to pay for the renewal application of TOL. Four (4) payment method that available in eLASIS are:

- Online Payment – Internet Banking & Credit/Debit Card (epayNow)
- eLASIS Individual Prepayment ewallet
- eWallet SarawakPay
- Pay at Land and Survey counter

1. Upon login to eLASIS, go to **TOL Application** module

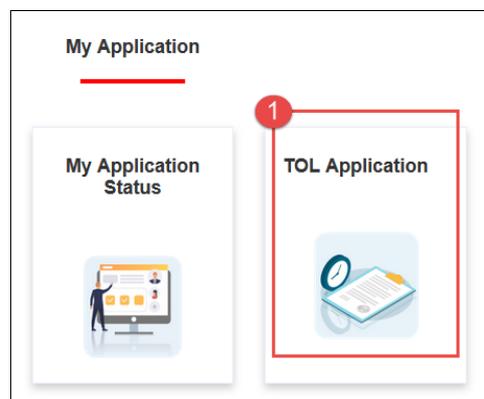


Figure : 52

2. Then, click **Renewal Residential TOL**

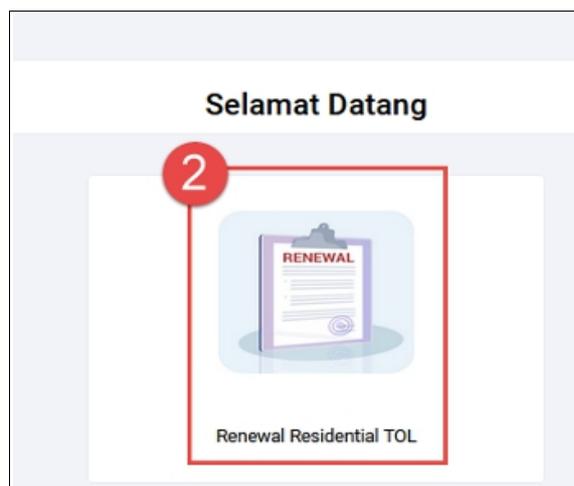


Figure : 53

3. Next, click **TOL number** under No. TOL column – the status should show “*Bayaran*”

Senarai Permohonan Pembaharuan TOL				
Bil.	No. TOL	Nama Pemohon	Nama Skim	Status
1.	TL/1D/4/2021	Ahmad Ali	SPS TARO	Bayaran 

Figure : 54

4. Click **Bayar Sekarang** to proceed with payment

PERMOHONAN UNTUK PEMBAHARUAN LESEN PENDUDUKAN SEMENTARA (TOL)



Figure : 55

5. The payment fee will be shown under **Butiran Pembayaran**

6. You can choose which payment method you want to use under Medium Pembayaran by click **Teruskan** for that payment method

7. Or if you want to choose pay at the counter, you can click **Cetak Bil untuk Bayaran di Kaunter LSD**

Butiran Pembayaran 

No.	Kod	Item	Jumlah(RM)
1	215	Tol Annual License Fee	RM 510.00
2	214	Preparation of Tol Fee	RM 5.00
Jumlah			RM 515.00

Medium Pembayaran
Sila pilih medium untuk membuat bayaran.

Internet Banking & Credit/Debit Card ePayNow 

Individual Prepayment Account

eWallet SarawakPay



Figure : 56

8. Once done with the payment, the status will shown as *Selesai Pembayaran*



Figure : 57

Online Payment – Internet Banking & Credit/Debit Card (epayNow)

1. Click **Teruskan** for Internet Banking & Credit/Debit Card as payment method at step 6
2. You will be redirect to epayNow with the payment details. Please select you payment channel accordingly and proceed with the payment

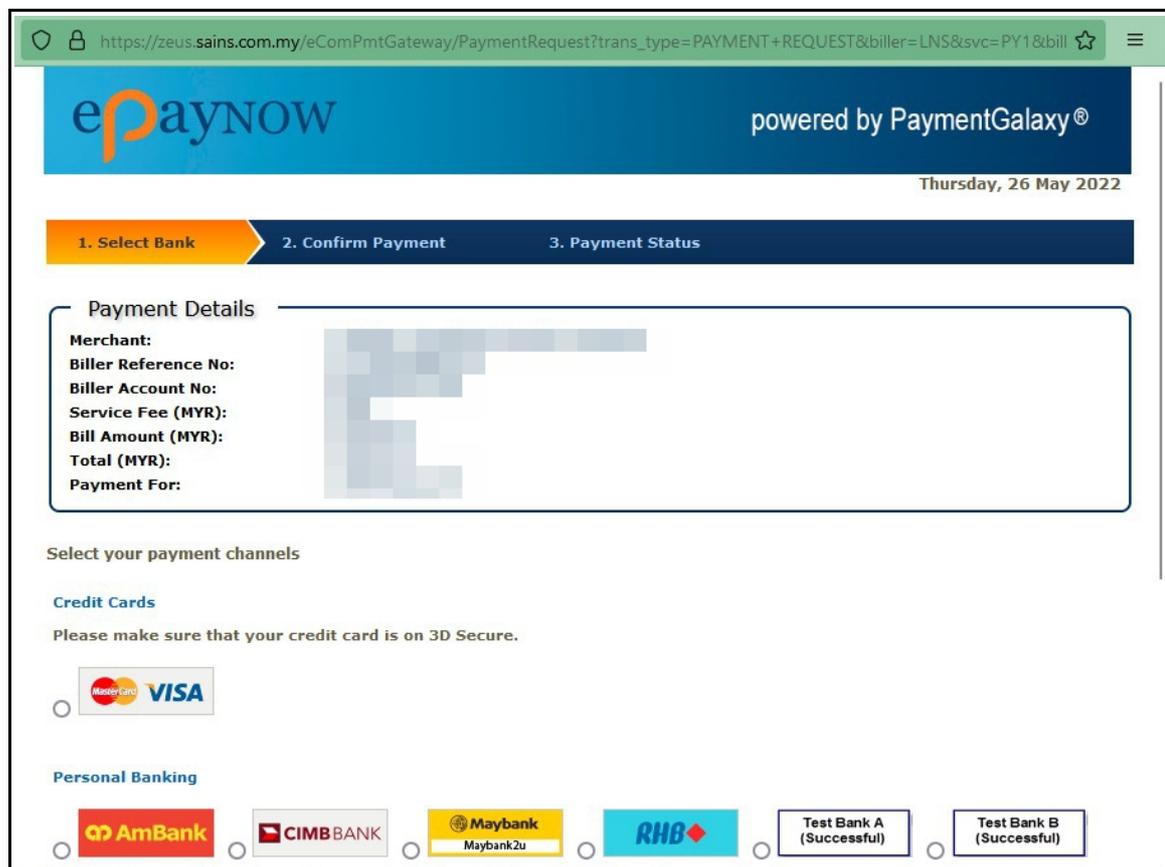


Figure : 58

Notes :

- Make sure to allow pop-up windows/sites setting from your browser setting (eg.: Mozilla Firefox, Chrome, Microsoft Edges etc) before proceed with payment.

eLASIS Individual Prepayment ewallet

1. Click **Teruskan** for Individual Prepayment Account as payment method at step 6



Figure : 59

2. Then, you are required to enter your elasis user ID and password
3. Next, click **Confirm**

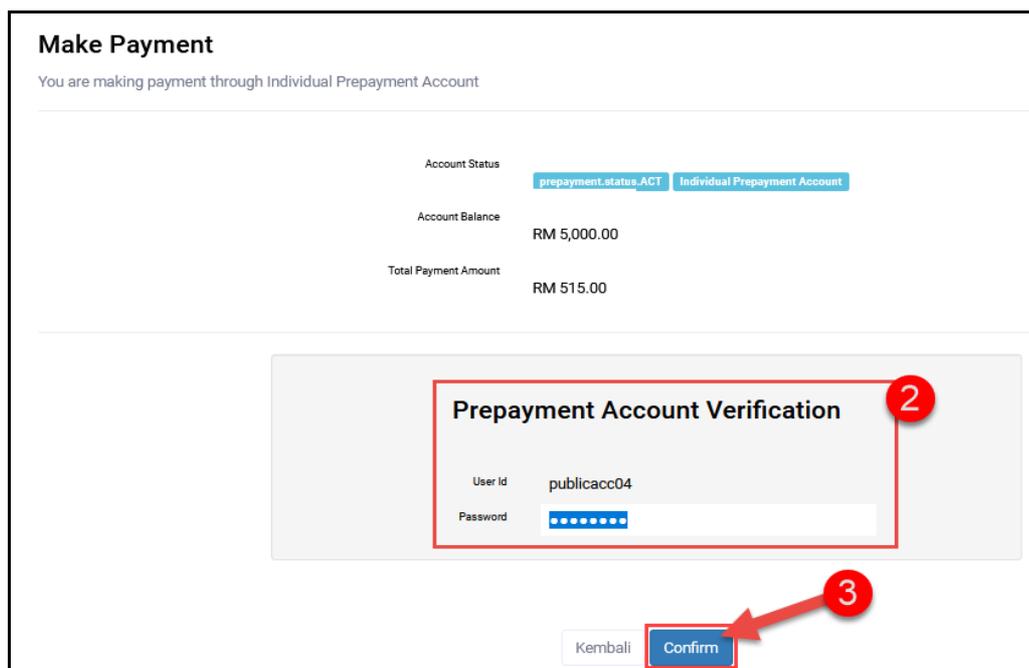


Figure : 60

eWallet SarawakPay

1. Click **Teruskan** for eWallet SarawakPay as payment method at step 6
2. Then, click **Scan & Pay** – you need to open your SarawakPay Application at your mobile to scan the QR Code
3. Or you can click **Login & Pay** – enter your Sarawak Pay username and request for TAC before confirm payment



Figure : 61

Pay at Land and Survey counter

1. Click **Cetak Bil untuk Bayaran di Kaunter LSD** at step 7
2. Then, system will generate a receipt – you need to bring the receipt to Land & Survey Counter to make a payment

3.2.4. View Renewal Residential TOL License

Public user can view and download the renewal residential TOL license after payment is made and completed. To view the license, follow the steps as below:

1. Upon login to eLASIS, go to TOL Application module and click **Renewal Residential TOL**

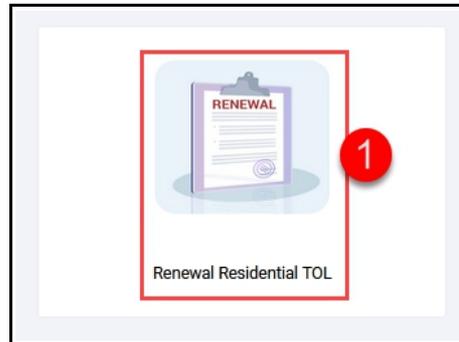


Figure : 62

2. Next, click **TOL number** under No. TOL column – the status should show “*Lulus*”

Senarai Permohonan Pembaharuan TOL				
Bil.	No. TOL	Nama Pemohon	Nama Skim	Status
1.	TL/1D/4/2021	Ahmad Ali	SPS TARO	Lulus ⓘ

Figure : 63

3. Click **Lesen TOL** to view the renewal TOL license – you can download the license if necessary



Figure : 64

3.3. Miscellaneous TOL

This section will show the steps on how public do a miscellaneous TOL. The system will enable public to do the following topic for miscellaneous TOL:

- Individual Application
- Organization Application
- View and Accept Convey Letter
- View Offer Letter and Miscellaneous TOL Payment
- View Miscellaneous TOL License

3.3.1. Individual Application

Public user is able to apply for individual application for miscellaneous TOL. To apply for miscellaneous TOL for individual, follow the steps as below:

1. Upon login to eLASIS, go to **TOL Application** module

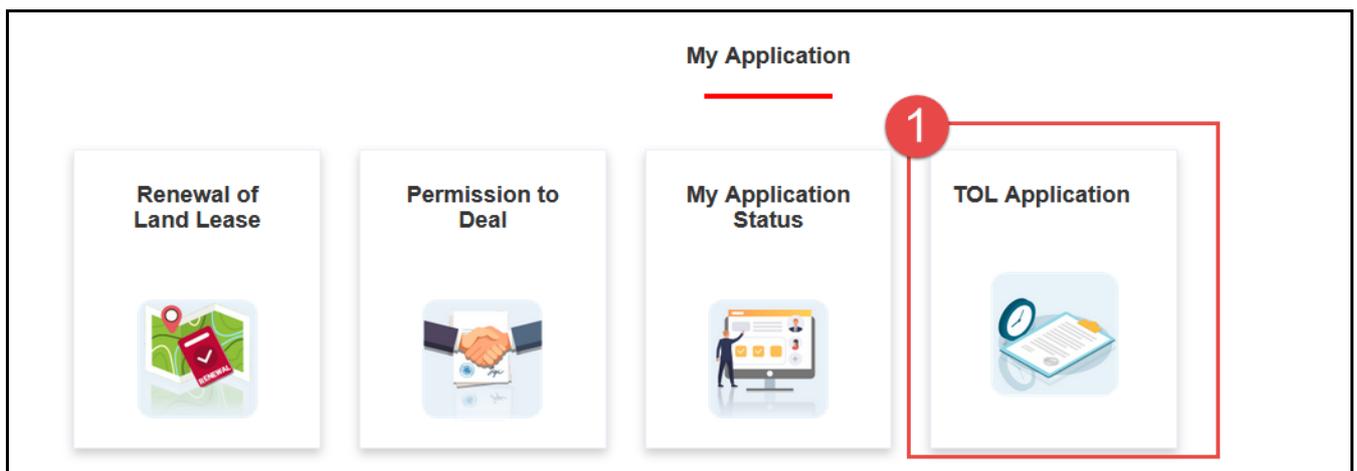


Figure : 65

2. Select **Miscellaneous TOL**

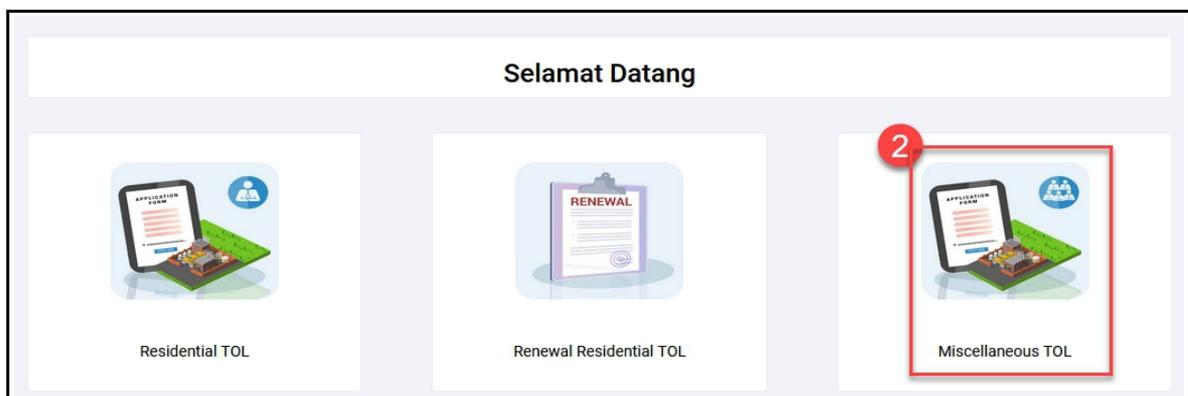


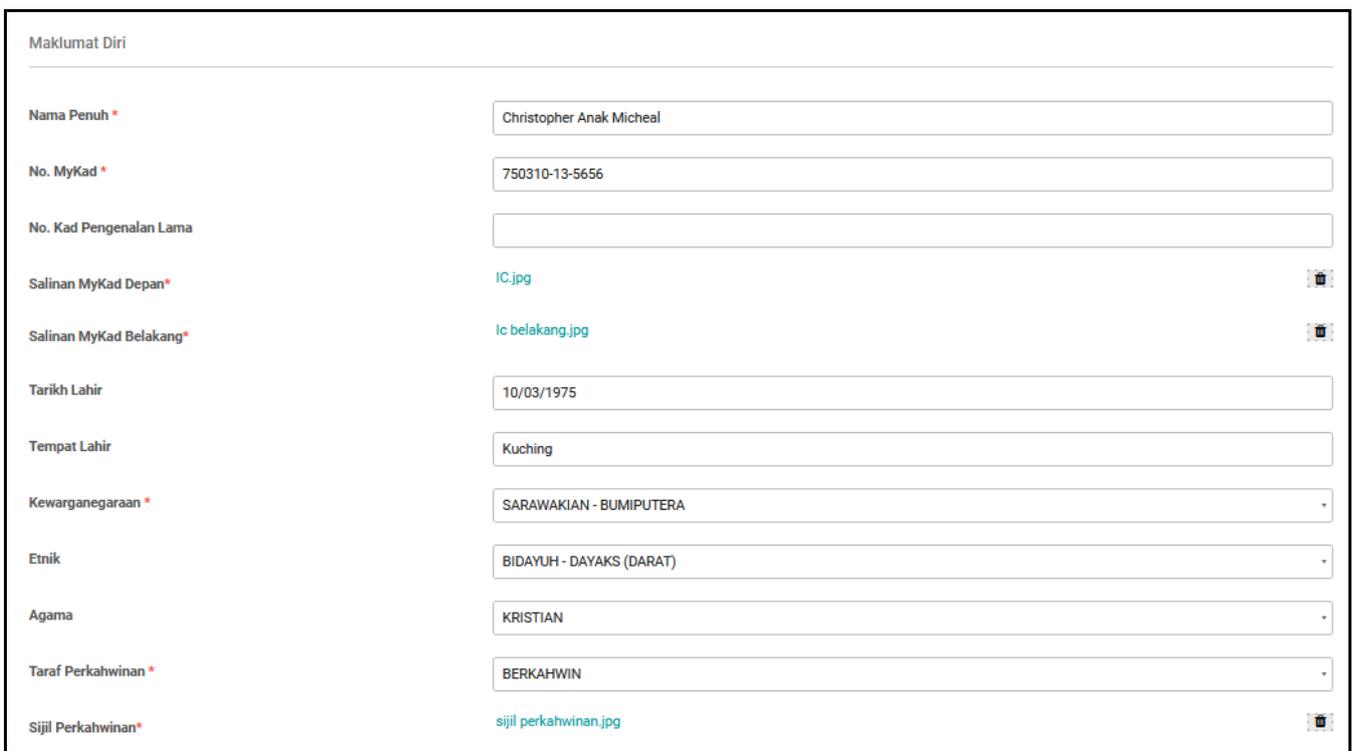
Figure : 66

3. Click Permohonan Baru Individu



Figure : 67

4. Then, fill in the mandatory details accordingly for Maklumat Diri. You can attach the file in the required field if needed



Maklumat Diri

Nama Penuh * Christopher Anak Micheal

No. MyKad * 750310-13-5656

No. Kad Pengenalan Lama

Salinan MyKad Depan* IC.jpg

Salinan MyKad Belakang* Ic belakang.jpg

Tarikh Lahir 10/03/1975

Tempat Lahir Kuching

Kewarganegaraan * SARAWAKIAN - BUMIPUTERA

Etnik BIDAYUH - DAYAKS (DARAT)

Agama KRISTIAN

Taraf Perkahwinan * BERKAHWIN

Sijil Perkahwinan* sijil perkahwinan.jpg

Figure : 68

5. Please proceed to fill the details for Maklumat Hubungan, Maklumat Pekerjaan, Maklumat Tanggungan by expand the section



Maklumat Hubungan

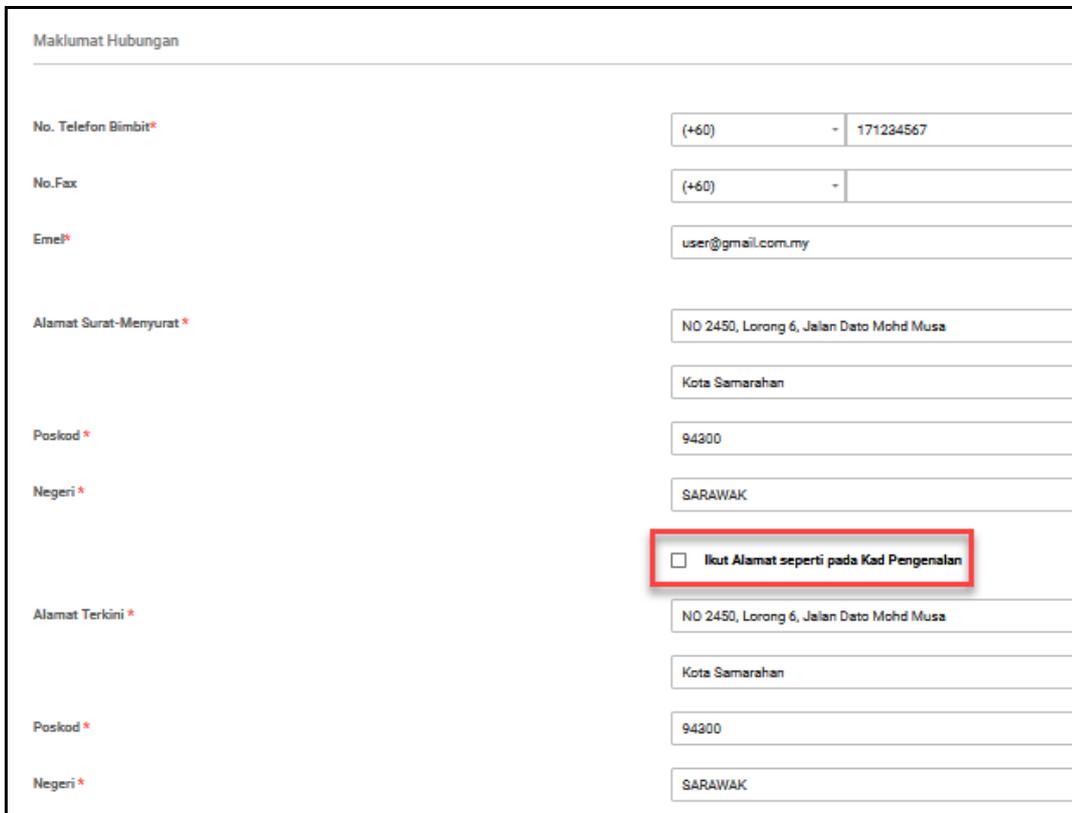
Maklumat Pekerjaan

Maklumat Tanggungan

5

Figure : 69

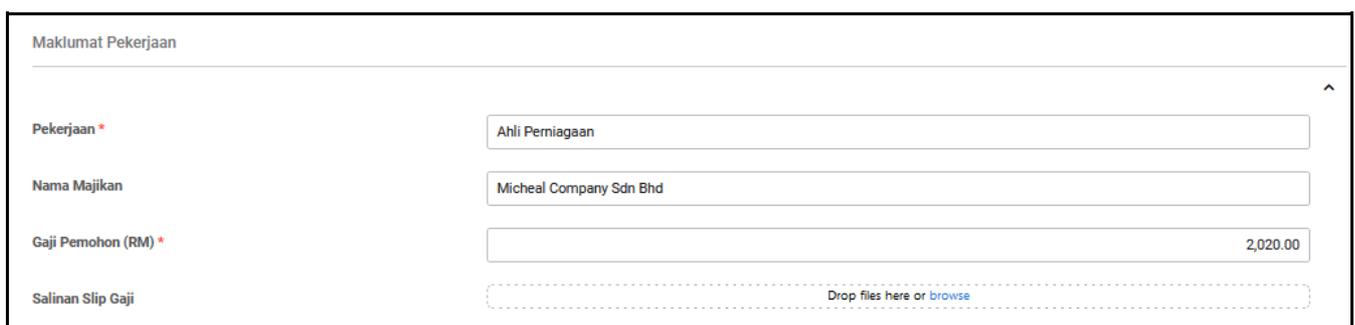
6. At Maklumat Hubungan section, you can tick the checkbox for “Ikut Alamat seperti pada Kad Pengenalan” to allow the system copy the address that you entered at *Alamat Surat-Menyurat* if the address is same



Maklumat Hubungan	
No. Telefon Bimbit*	(+60) - 171234567
No.Fax	(+60) -
Email*	user@gmail.com.my
Alamat Surat-Menyurat*	NO 2450, Lorong 6, Jalan Dato Mohd Musa Kota Samarahan
Poskod*	94300
Negeri*	SARAWAK
	<input type="checkbox"/> Ikut Alamat seperti pada Kad Pengenalan
Alamat Terkini*	NO 2450, Lorong 6, Jalan Dato Mohd Musa Kota Samarahan
Poskod*	94300
Negeri*	SARAWAK

Figure : 70

7. At Maklumat Pekerjaan section, please attach your copy of payment slip if you have one



Maklumat Pekerjaan	
Pekerjaan*	Ahli Perniagaan
Nama Majikan	Micheal Company Sdn Bhd
Gaji Pemohon (RM)*	2,020.00
Salinan Slip Gaji	Drop files here or browse

Figure : 71

8. At Maklumat Tanggungan section, you can click **Tambah Tanggungan** to add you spouse, grandparent, parents, son, daughter etc if required



Figure : 72

9. Once done, click **Simpan** to save the details.
10. Then, click **Kembali** to go back to previous page

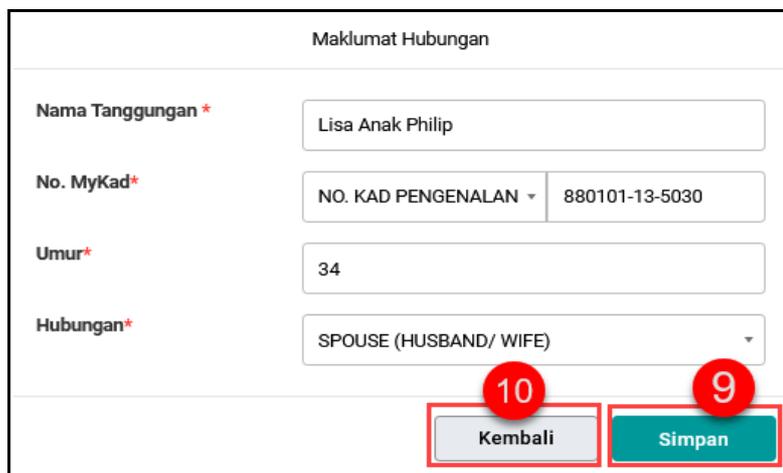


Figure : 73

11. The detail of *maklumat tanggungan* will be listing accordingly based on the information that you entered. You can click **bin** icon to delete the record if incorrect

No.	Nama Panggilan	No. MyKad / No. Sijil Lahir	Umur	Hubungan	Delete
1	Magdelene	400715-13-5754	82	IBU BAPA	
2	Philip	380602-13-5478	84	IBU BAPA	
3	Lisa Anak Philip	880101-13-5030	34	PASANGAN (SUAMI/ ISTERI)	

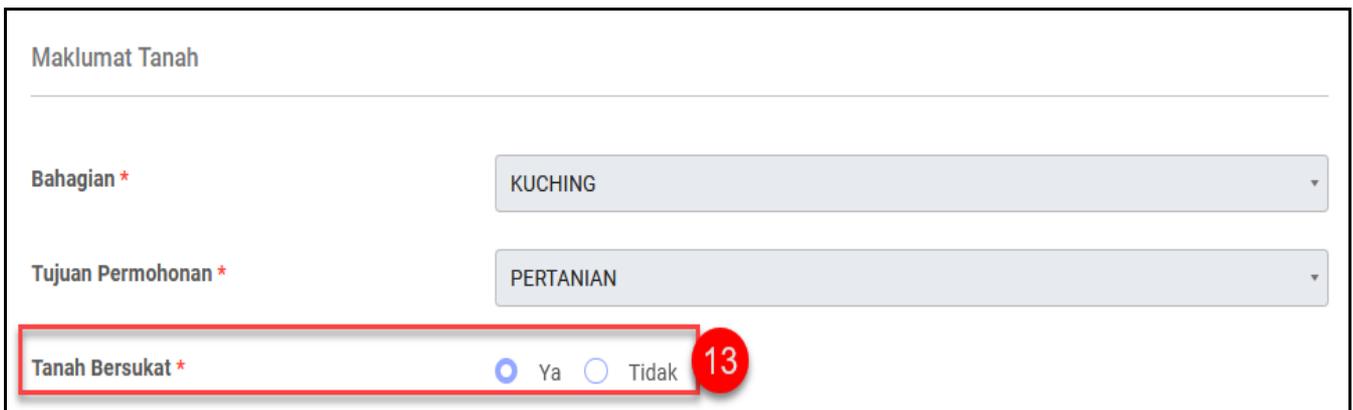
Figure : 74

12. Next, click **Seterusnya** to proceed fill in another information



Figure : 75

13. For Maklumat Tanah, fill in the required details. Please select *Ya* or *Tidak* for **Tanah Bersukat**
14. If you select *Ya* for Tanah Bersukat, system will display screen *Cari* for you to fill in required details for tanah bersukat such as Division, Title Type, District etc – make sure to fill the mandatory field, other field without asterisk (*) is optional to be fill



Maklumat Tanah

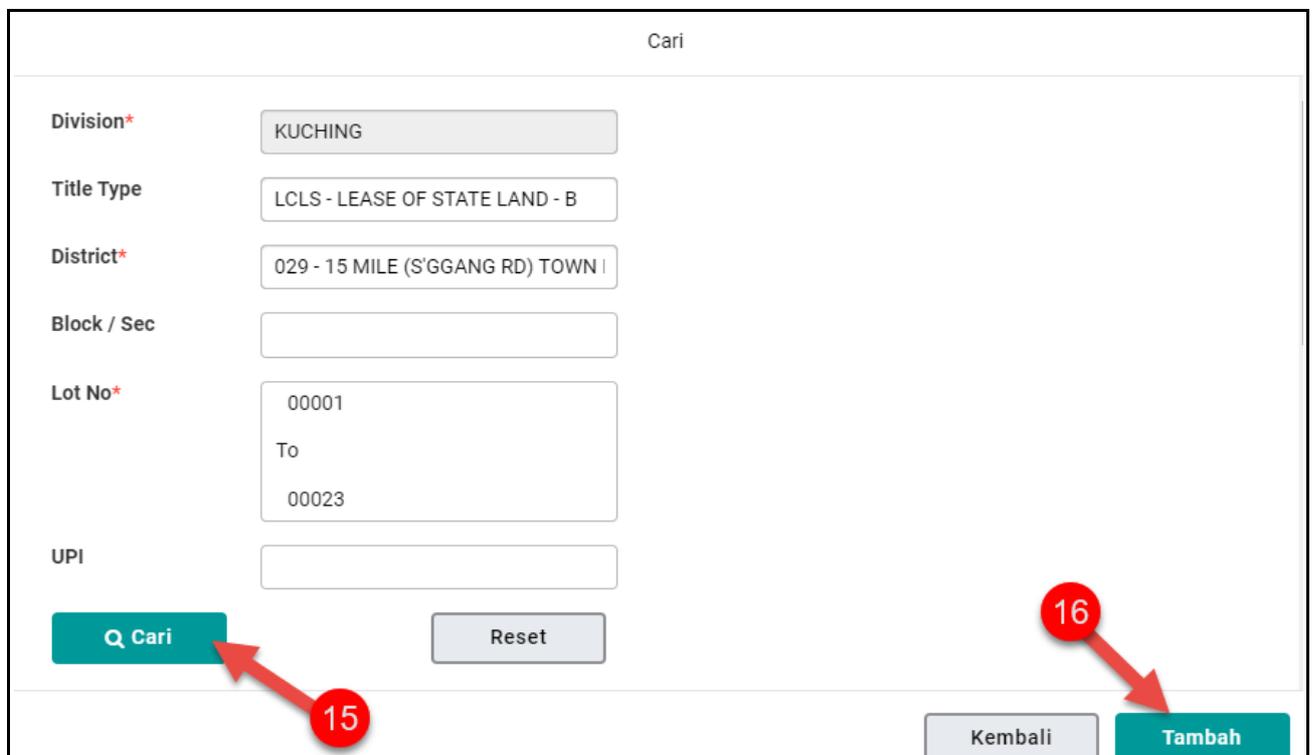
Bahagian * KUCHING

Tujuan Permohonan * PERTANIAN

Tanah Bersukat * Ya Tidak 13

Figure : 76

15. Enter required details for tanah bersukat, then click **Cari** to search
16. Then, click **Tambah**



Cari

Division* KUCHING

Title Type LCLS - LEASE OF STATE LAND - B

District* 029 - 15 MILE (S'GGANG RD) TOWN I

Block / Sec

Lot No* 00001
To 00023

UPI

Q Cari 15 Reset

Kembali 16 Tambah

Figure : 77

17. Title lots will be list out and you can tick the checkbox for the lot that you wish to use for Tanah Bersukat. Next, click **Tambah**

<input type="checkbox"/>	Lot Description	Locality	Area	Classification	Category	Map
<input checked="" type="checkbox"/>	01-LCLS-029-000-00009	15TH MILE KUCHING SERIAN ROAD KUCHING	4045 Sq.m	AGRICULTURE	SUBURBAN LAND	
<input checked="" type="checkbox"/>	01-LCLS-029-000-00006	15TH MILE KUCHING SERIAN ROAD KUCHING	1.3513 Ha.	AGRICULTURE	SUBURBAN LAND	
<input checked="" type="checkbox"/>	01-LCLS-029-000-00007	15TH MILE KUCHING SERIAN ROAD KUCHING	4046 Sq.m	AGRICULTURE	SUBURBAN LAND	
<input type="checkbox"/>	01-LCLS-029-000-00001	15th Mile, Kuching/Serian Road, Kuching	1578 Sq.m	AGRICULTURE	SUBURBAN LAND	
<input type="checkbox"/>	01-LCLS-029-000-00008	15TH MILE KUCHING SERIAN ROAD KUCHING	4046 Sq.m	AGRICULTURE	SUBURBAN LAND	
<input type="checkbox"/>	01-LCLS-029-000-00012	15TH MILE, SIMANGGANG ROAD, KUCHING	1.9668 Ha.	AGRICULTURE	SUBURBAN LAND	
<input type="checkbox"/>	01-LCLS-029-000-00011	15TH MILE, SIMANGGANG ROAD, KUCHING	1.3193 Ha.	AGRICULTURE	SUBURBAN LAND	
<input type="checkbox"/>	01-LCLS-029-000-	15TH MILE, SIMANGGANG ROAD	3560		SIIRIRAN	

17

Figure : 78

- 18. If you select *Tidak* for Tanah Bersukat, system will load map viewer to take a screenshot for unsurveyed lot
- 19. You can search the area in the field provided then cick search icon
- 20. Next, click **Select** screenshot area and drag the choosen area by right click your mouse. Once done, please download the image and you are required to attach the image at Pelan Tanah section

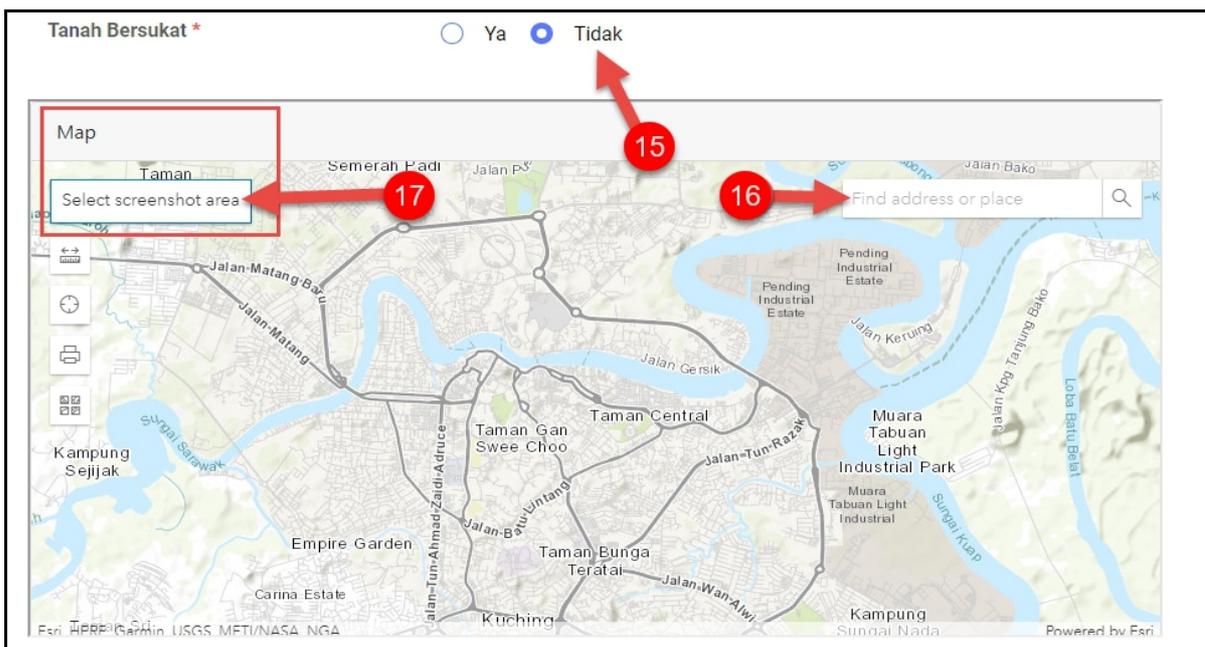


Figure : 79

21. Select and enter the remaining details required accordingly

Status Tanah *	<input checked="" type="radio"/> Native <input type="radio"/> Non-Native
Lokasi *	<input type="text" value="Lot 6, 9 & 7 - 15 Mile (S'Ggang Rd) Town District."/>
Keluasan *	<input type="text" value="9346.855018587361"/> Sq.m
Pelan Tanah *	<input type="text" value="print.png"/> 
Pembangunan Di Atas Tanah *	<input type="text" value="Tiada"/>
Gambar Pembangunan Di Atas Tanah*	<input type="text" value="print.png"/> 

Figure : 80

22. At **Pengakuan Pemohon** section, please tick the declaration before proceed submit the application

Pengakuan Pemohon

Nama Penuh	: Christopher Anak Micheal
No. MyKad	: 750310-13-5656
No. IC LAMA	:
	IC.jpg
	Ic belakang.jpg
Tarikh Lahir	: 10/03/1975
Tempat Lahir	: Kuching
Kewarganegaraan	: SARAWAKIAN - BUMIPUTERA
Etnik	: BIDAYUH - DAYAKS (DARAT)
Agama	: KRISTIAN
Tarah Perkahwinan	: BERKAHWIN
	sijil perkahwinan.jpg

MAKLUMAT HUBUNGAN

* Dengan ini saya membuat aakuan bahawa segala maklumat yang diberikan adalah sah dan benar. Jika didapati maklumat yang diberi adalah palsu, pihak berkuasa berhak menolak dan tidak akan mempertimbangkan permohonan saya.

Figure : 81

23. Click **Peraku Benar Dan Hantar** to submit the miscellaneous TOL application to Land Survey



Figure : 82

24. Case number is auto generated by the system after the application is successfully submitted. You can click **Kembali** to go back to the dashboard

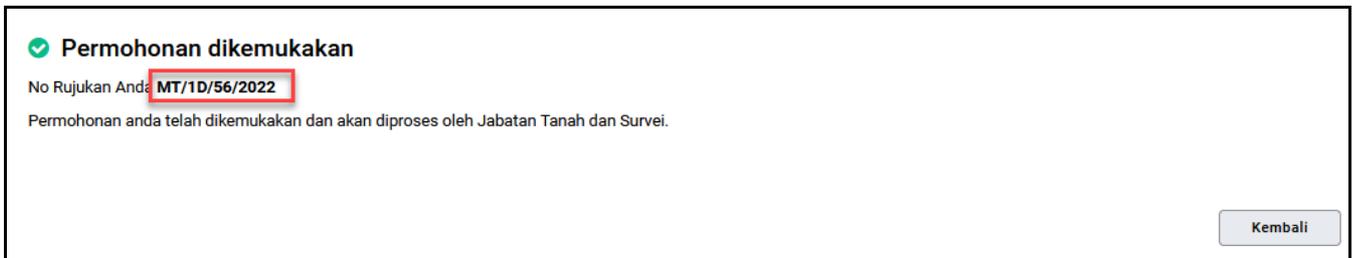


Figure : 83

3.3.2. Organization Application

Public user is able to apply for organization application for miscellaneous TOL. To apply for miscellaneous TOL for organization, follow the steps as below:

1. Upon login to eLASIS, go to TOL Application module and choose Miscellaneous TOL. Then, click **Permohonan Baru Organisasi**



Figure : 84

2. At **Maklumat Organisasi** section, enter all the required details accordingly

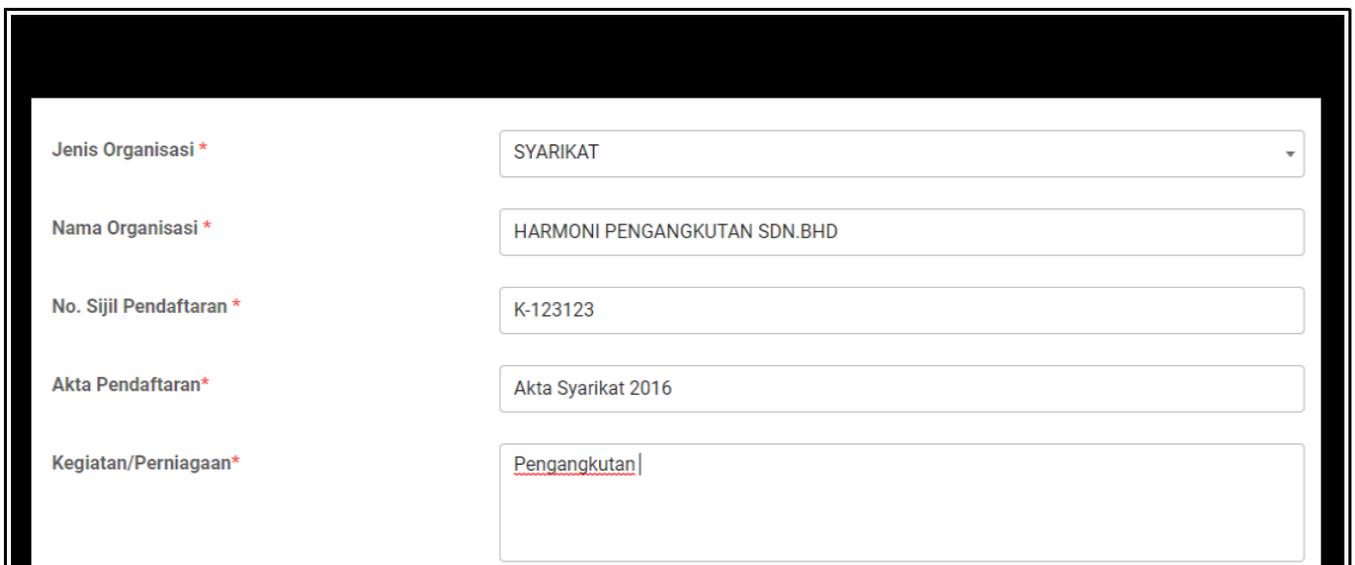
A screenshot of a web form titled 'Maklumat Organisasi'. It contains several input fields: 'Jenis Organisasi *' with a dropdown menu showing 'SYARIKAT'; 'Nama Organisasi *' with the text 'HARMONI PENGANGKUTAN SDN.BHD'; 'No. Sijil Pendaftaran *' with 'K-123123'; 'Akta Pendaftaran*' with 'Akta Syarikat 2016'; and 'Kegiatan/Perniagaan*' with 'Pengangkutan'. The form is set against a black background.

Figure : 85

3. For Pemegang Syer, you can click **Tambah Pemegang Syer** to add the shareholder information

A screenshot of a section titled 'Pemegang Syer'. It shows a large empty text area. A red circle with the number '3' and an arrow points to a button labeled 'TAMBAH PEMEGANG SYER' which is highlighted with a red rectangular border.

Figure : 86

4. Enter the details accordingly and click Simpan to save the details

Nama Pemegang Syer *	<input type="text" value="Jessica"/>
No. MyKad*	<input type="text" value="720120-13-5657"/>
Syer (Unit)*	<input type="text" value="10"/>
Syer (RM)*	<input type="text" value="1,000.00"/>
<input type="button" value="Kembali"/> <input type="button" value="Simpan"/>	

Figure : 87

5. The list of shareholder will appear in the table

No.	Nama Pemegang Syer	No. MyKad	Syer (Unit)	Syer (RM)	Delete
1	Jessica	720120-13-5657	10	1,000.00	

Figure : 88

6. Go to **Maklumat Orang Yang Boleh Dihubungi** section and enter the required details accordingly. Then, click **Seterusnya** to proceed with another information section

Nama Orang Yang Boleh Dihubungi Pertama *	<input type="text" value="Nigel"/>
No. MyKad *	<input type="text" value="651211135478"/>
No. Telefon Bimbit*	<input type="text" value="+60 123456789"/>
No. Telefon Pejabat/Rumah	<input type="text" value="+60"/>
Emel*	<input type="text" value="geraldnsms@sains.com.my"/>

Figure : 89

7. At **Maklumat Tanah** section, enter the required details and attach any document if necessary



Figure : 90

8. For **Keluasan**, make sure the select the correct unit for your area from the drop-down list

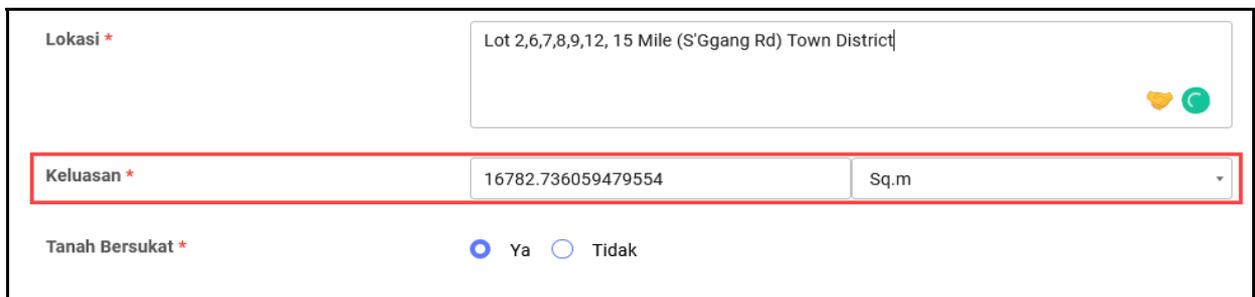
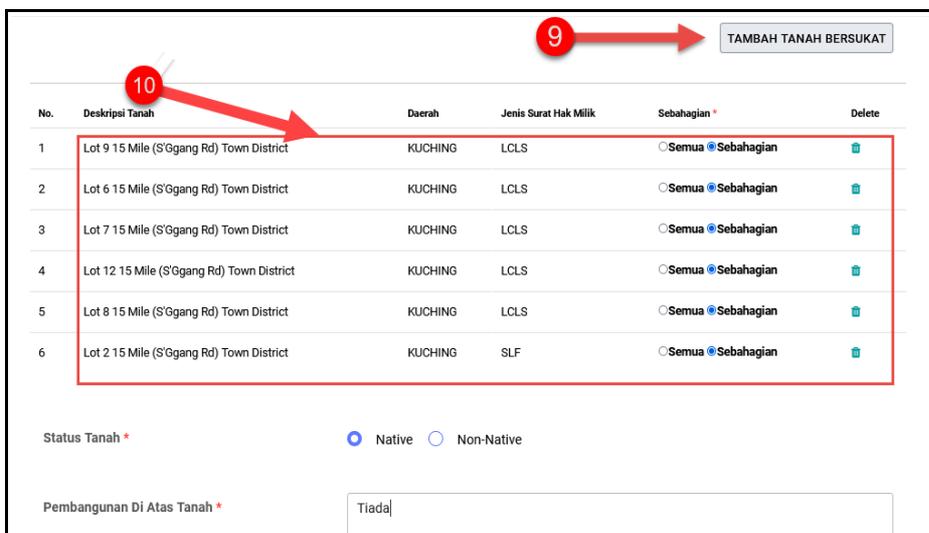


Figure : 91

9. For **Tanah Bersukat**, if Ya is selected – **Tambah Tanah Bersukat** button will appear
10. You have to select either *Semua* or *Sebahagian* for the area for each of lot in your listing. Then, select and enter the remaining details for Status Tanah and Pembangunan Di Atas Tanah field



No.	Deskripsi Tanah	Daerah	Jenis Surat Hak Milik	Sebahagian *	Delete
1	Lot 9 15 Mile (S'Ggang Rd) Town District	KUCHING	LCLS	<input type="radio"/> Semua <input checked="" type="radio"/> Sebahagian	
2	Lot 6 15 Mile (S'Ggang Rd) Town District	KUCHING	LCLS	<input type="radio"/> Semua <input checked="" type="radio"/> Sebahagian	
3	Lot 7 15 Mile (S'Ggang Rd) Town District	KUCHING	LCLS	<input type="radio"/> Semua <input checked="" type="radio"/> Sebahagian	
4	Lot 12 15 Mile (S'Ggang Rd) Town District	KUCHING	LCLS	<input type="radio"/> Semua <input checked="" type="radio"/> Sebahagian	
5	Lot 8 15 Mile (S'Ggang Rd) Town District	KUCHING	LCLS	<input type="radio"/> Semua <input checked="" type="radio"/> Sebahagian	
6	Lot 2 15 Mile (S'Ggang Rd) Town District	KUCHING	SLF	<input type="radio"/> Semua <input checked="" type="radio"/> Sebahagian	

Status Tanah * Native Non-Native

Pembangunan Di Atas Tanah *

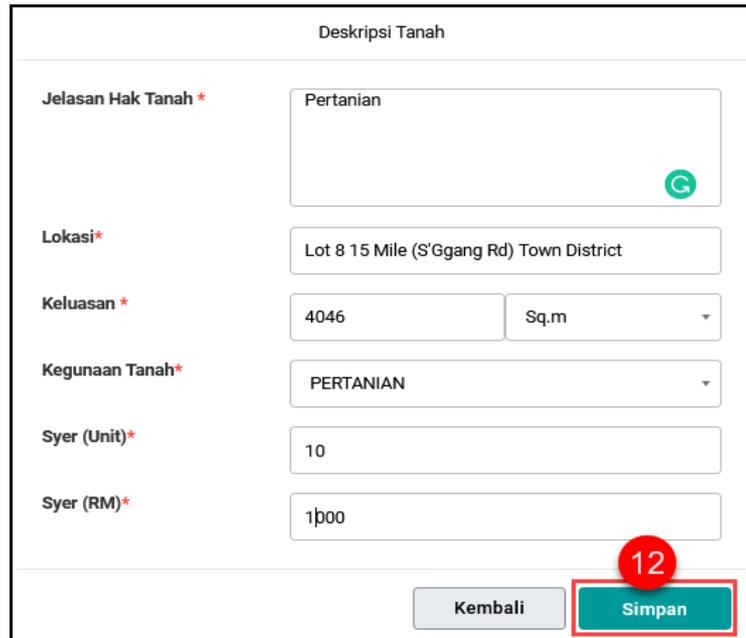
Figure : 92

11. For Deskripsi Tanah, click **Tambah Maklumat Tanah Dimiliki**



Figure : 93

12. Enter the details accordingly and click **Simpan**



Deskripsi Tanah

Jelasan Hak Tanah *
Pertanian

Lokasi*
Lot 8 15 Mile (S'Ggang Rd) Town District

Keluasan *
4046 Sq.m

Kegunaan Tanah*
PERTANIAN

Syer (Unit)*
10

Syer (RM)*
1000

Kembali Simpan

Figure : 94

13. **Tambah Maklumat Tanah Dimiliki** that you save will appear in the table

No.	Jelasan Hak Tanah	Lokasi	Keluasan Tanah	Kegunaan Tanah	Syer (Unit)	Syer (RM)	Delete
1	Pertanian	Lot 8 15 Mile (S'Ggang Rd) Town District	4046 Sq.m	AGRICULTURE	10	1000	

Figure : 95

14. At **Lampiran**, you can attach the required files in the field provided. Then click **Seterusnya**

Nota:
Saiz maksimum fail muat naik: 10MB
Jenis fail yang dibenarkan: jpg, jpeg, gif, png, pdf

1. Pelan Tanah *	map
2. Gambar Pembangunan Di Atas Tanah *	building
3. Salinan Kertas Kerja *	worksheet

Untuk Kategori Permohonan Jenis Syarikat

Nota:
Saiz maksimum fail muat naik: 10MB
Jenis fail yang dibenarkan: jpg, jpeg, gif, png, pdf
Salinan mesti disahkan benar oleh Pegawai Kerajaan dibawah Kumpulan Pengurusan & Profesional atau Pesuruhjaya Sumpah.

Figure : 96

Notes :

- *Type of required filed to be attached depends on Jenis Organisasi selected in Maklumat Organisasi*

15. At **Pengakuan Pemohon** section, please tick the declaration before proceed submit the application. Then, click **Peraku Benar Dan Hantar** to submit your application to Land and Survey

16. Case number is auto generate by the system once you application is successfully submitted

* Dengan ini saya membuat akuan bahawa segala maklumat yang diberikan adalah sah dan benar. Jika didapati maklumat yang diberi adalah palsu, pihak berkuasa berhak menolak dan tidak akan mempertimbangkan permohonan saya.

Permohonan dikemukakan

No Rujukan Anda **MT/1D/6/2022**

Permohonan anda telah dikemukakan dan akan diproses oleh Jabatan Tanah dan Survei.

Figure : 97

Notes :

- *Once application is submitted, you have to wait for internal processing by Land and Survey to process you applications.*
- *Email will be sent to notify applicant on the application accordingly – approve or not approve.*

3.3.3. View and Accept Convey Letter

Public user will receive email notification to inform on the convey letter after internal processing is completed by Land and Survey. To accept the convey letter, follow the steps as below:

1. Upon login to eLASIS, go to TOL Application module and choose Miscellaneous TOL. Then, search and click **application reference no** that you had submitted

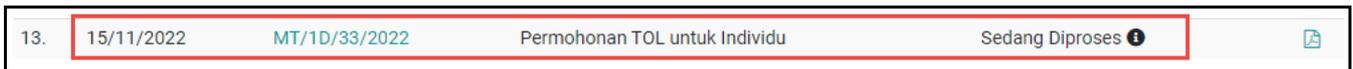


Figure : 98

2. Next, click **Surat Penyampaian** to view the convey letter



Figure : 99

3. At **Menerima**, select *Ya* or *Tidak*
4. Click **Hantar** to submit for decision

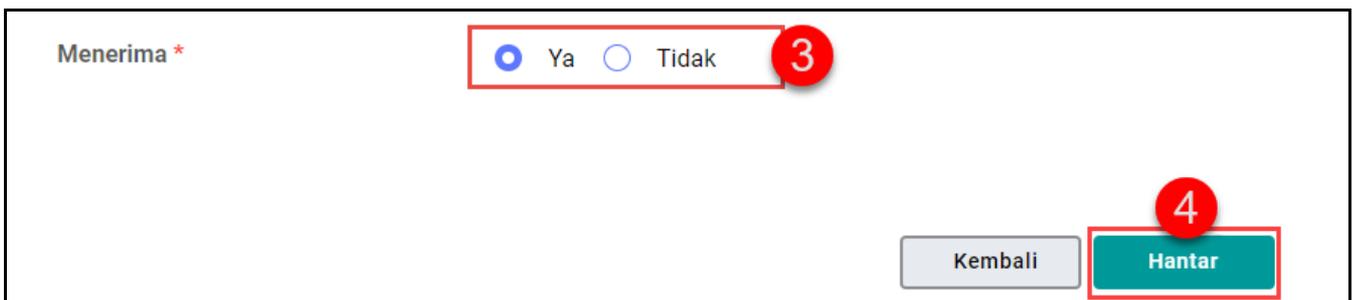


Figure : 100

Notes :

- The application will resubmit to Land & Survey for another internal processing based on the decision that you made for the convey letter.
- Email will be sent to notify applicant on the application status accordingly

3.3.4. View Offer Letter and Miscellaneous TOL Payment

Once the application is approved by Land and Survey, applicant will receive an email notification to inform on the offer letter and payment for miscellaneous TOL. To view the offer letter and make a payment for miscellaneous TOL for individual, follow the steps as below:

1. Upon login to eLASIS, go to **TOL Application** module

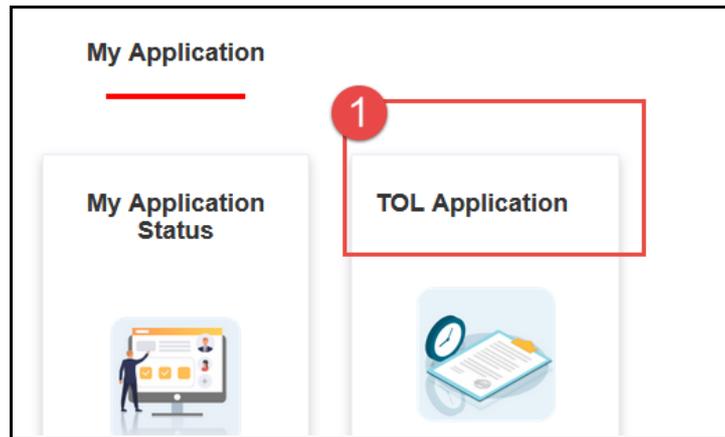


Figure : 101

2. Click **Miscellaneous TOL**

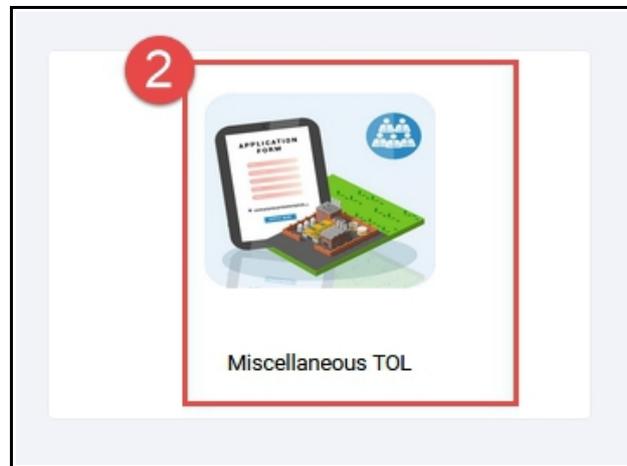


Figure : 102

3. Search and click the application no

13.	15/11/2022	MT/1D/33/2022	Permohonan TOL untuk Individu	Sedang Diproses ⓘ	
-----	------------	---------------	-------------------------------	-------------------	---

Figure : 103

4. Click **Surat Tawaran** to view the offer letter – map template will be attach together with the offer letter



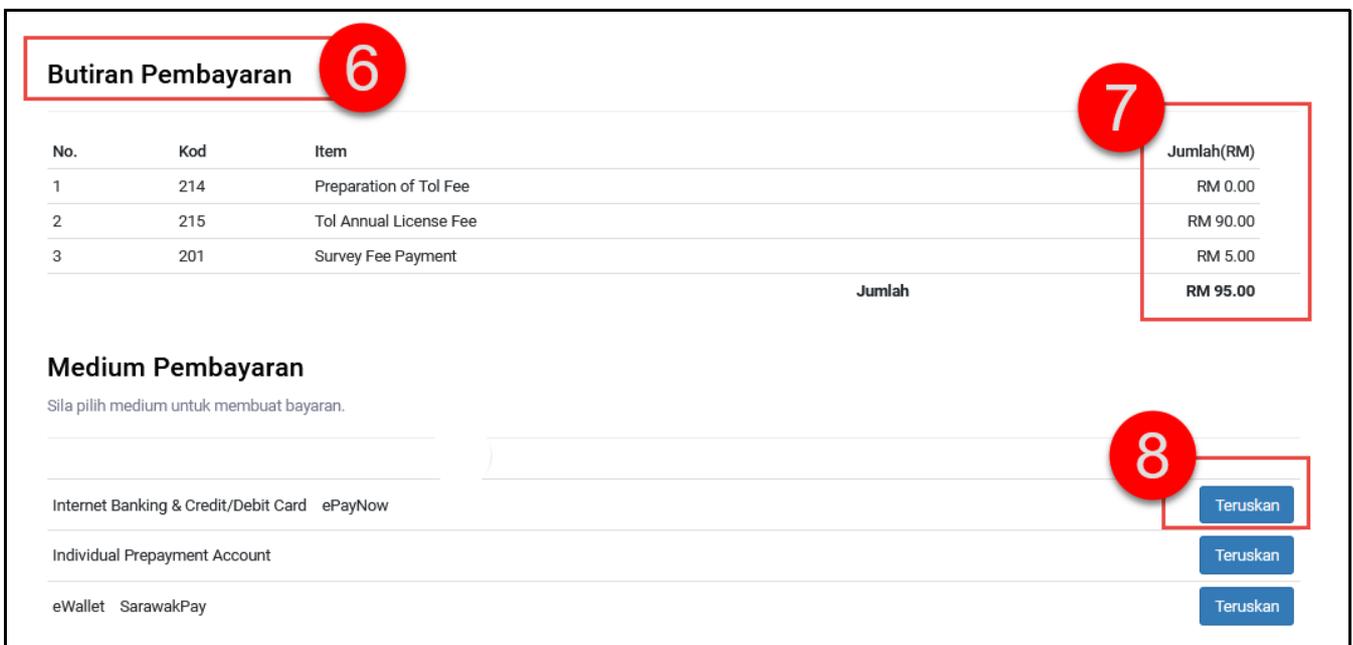
Figure : 104

5. To proceed with payment, click **Bayar Sekarang**



Figure : 105

6. The payment fee will be shown under **Butiran Pembayaran**
7. Total amount to be paid will be shown
8. You can choose which payment method you want to use under Medium Pembayaran by click **Teruskan** for that payment method



Butiran Pembayaran

No.	Kod	Item	Jumlah(RM)
1	214	Preparation of Tol Fee	RM 0.00
2	215	Tol Annual License Fee	RM 90.00
3	201	Survey Fee Payment	RM 5.00
Jumlah			RM 95.00

Medium Pembayaran

Sila pilih medium untuk membuat bayaran.

Internet Banking & Credit/Debit Card ePayNow

Individual Prepayment Account

eWallet SarawakPay

Teruskan

Teruskan

Teruskan

Figure : 106

9. Once done with the payment, you can print the payment receipt by click **Cetak Resit Pembayaran**

Butiran Pembayaran

No.	Kod	Item	Jumlah(RM)
1	214	Preparation of Tol Fee	
2	215	Tol Annual License Fee	
Jumlah			

Pembayaran selesai

9 Cetak Resit Pembayaran Kembali

Figure : 107

10. Then, the status will shown as *Selesai Pembayaran* for your application

12.	15/11/2022	URAT	Permohonan TOL untuk Individu	URAT	
13.	15/11/2022	MT/1D/33/2022	Permohonan TOL untuk Individu	Selesai Pembayaran	

Figure : 108

Online Payment – Internet Banking & Credit/Debit Card (epayNow)

1. Click **Teruskan** for Internet Banking & Credit/Debit Card as payment method at step 8
2. You will be redirect to epayNow with the payment details. Please select you payment channel accordingly and proceed with the payment

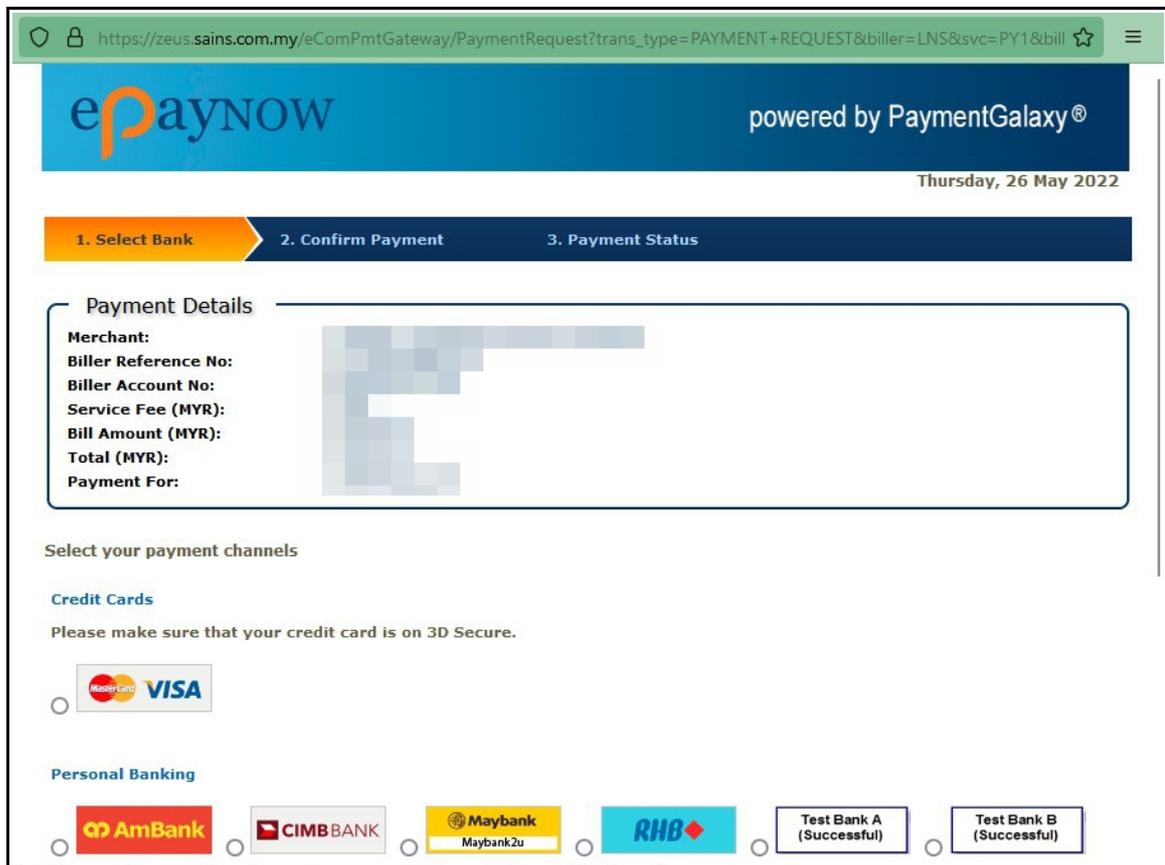


Figure : 109

Notes :

- *Make sure to allow pop-up windows/sites setting from your browser setting (eg.: Mozilla Firefox, Chrome, Microsoft Edges etc) before proceed with payment.*

eLASIS Individual Prepayment ewallet

1. Click **Teruskan** for Individual Prepayment Account as payment method at step 8



Figure : 110

2. Then, you are required to enter your elasis user ID and password
3. Next, click **Confirm**

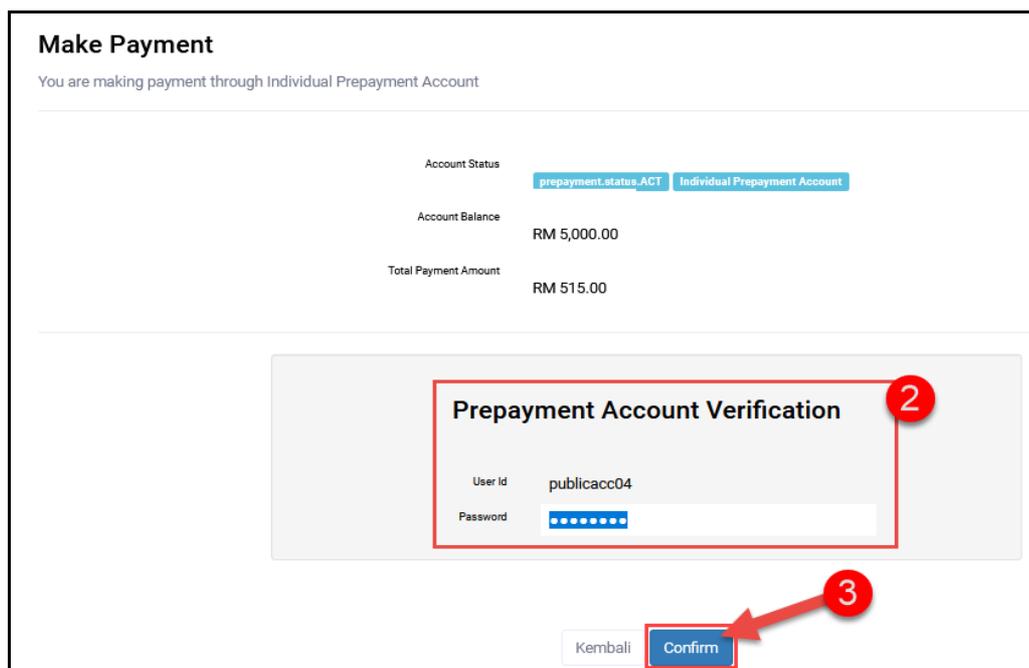


Figure : 111

eWallet SarawakPay

1. Click **Teruskan** for eWallet SarawakPay as payment method at step 8
2. Then, click **Scan & Pay** – you need to open your SarawakPay Application at your mobile to scan the QR Code
3. Or you can click **Login & Pay** – enter your Sarawak Pay username and request for TAC before confirm payment



Figure : 112

Pay at Land and Survey counter

1. Click **Cetak Bil untuk Bayaran di Kaunter LSD** at step 8
- Then, system will generate a receipt – you need to bring the receipt to Land & Survey Counter to make a payment

3.3.5. View Miscellaneous TOL License

To generate the miscellaneous TOL license, follow the steps as below:

1. Upon login to eLASIS, go to **TOL Application** module and choose Miscellaneous TOL. Then, search and click your application with the status = *Lulus*



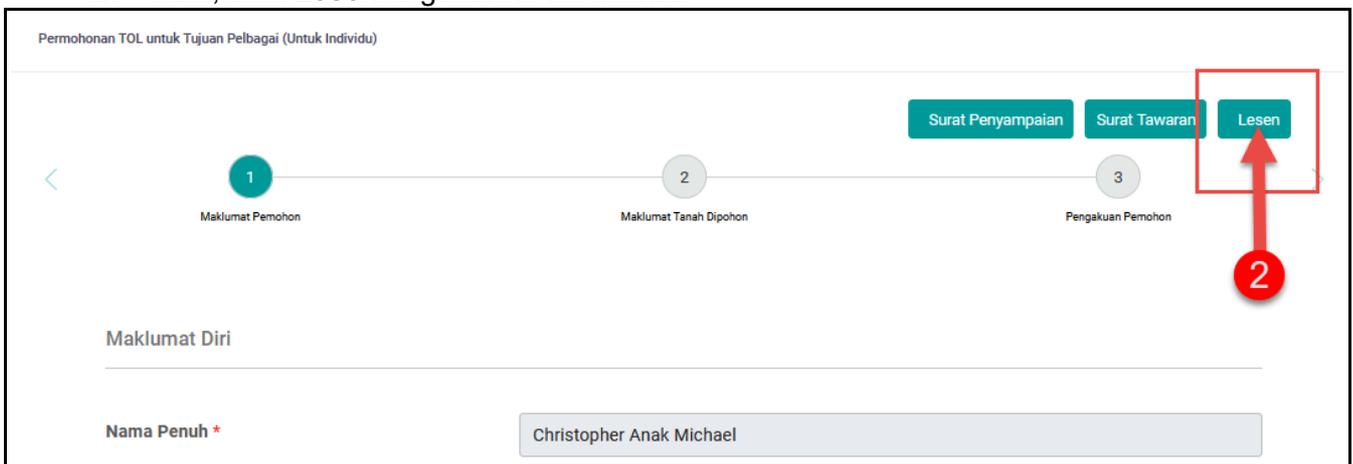
Senarai Permohonan TOL untuk Tujuan Pelbagai

Pemohonan Baru Organisasi Pemohonan Baru Individu

11.	10/11/2022	Draft	Permohonan TOL untuk Individu	Draf	
12.	15/11/2022	Draft	Permohonan TOL untuk Individu	Draf	
13.	15/11/2022	MT/1D/33/2022	Permohonan TOL untuk Individu	Lulus	
14.	21/11/2022	Draft	Permohonan TOL untuk Individu	Draf	

Figure : 113

2. Next, click **Lesen** to generate the license



Permohonan TOL untuk Tujuan Pelbagai (Untuk Individu)

1 Maklumat Pemohon 2 Maklumat Tanah Dipohon 3 Pengakuan Pemohon

Surat Penyampaian Surat Tawaran **Lesen**

Maklumat Diri

Nama Penuh * Christopher Anak Michael

Figure : 114

Temporary Occupation Licence (TOL) Management System
REPORT

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4.Report4-1



4. Report

Not Applicable

Temporary Occupation Licence (TOL) Management System

FAQ & TROUBLESHOOTING

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5. FAQ & Troubleshooting

FAQ and Troubleshooting section will answer some basic technical questions and explain frequently misunderstood topics, features and concepts.

This section provides the following frequently asked questions and troubleshooting information:

FAQ

- [How to take a screen capture?](#)
- [How to update my browser?](#)

Troubleshooting

- [System Access](#)
- [Printing Problem](#)
- [System Performance](#)
- [User Account Problem](#)

5.1. FAQ

5.1.1. How to take a screen capture?

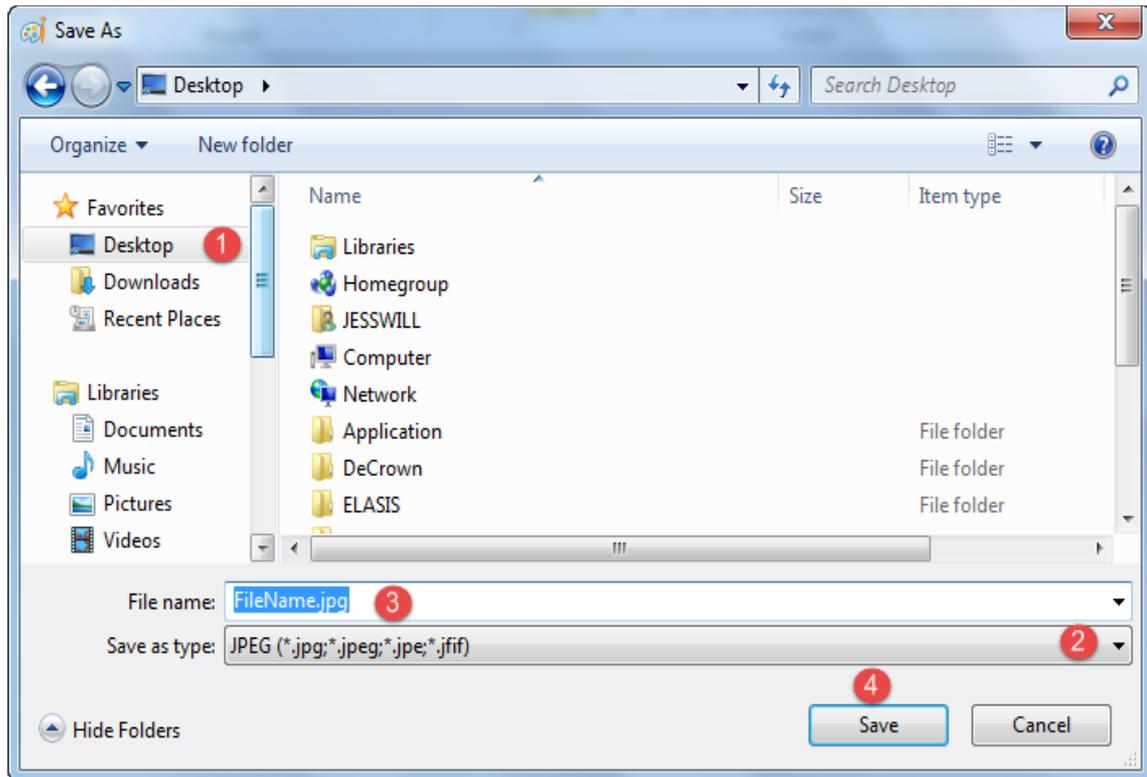
- [How to take a screen capture of the entire screen?](#)

Method 1: Using "Print Screen"

1. Open the window screen you want to capture.
2. Press **PrtSc** on your keyboard. This will capture an image of your entire screen and copy it to clipboard. The "Print Screen" button may be labelled as "PrtScn", "Prnt Scrn", "Print Scr", or something similar. On a laptop keyboard, you may have to press the "Fn" or "Function" key to access "Print Screen".



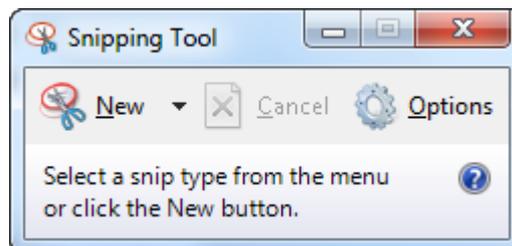
3. Open Paint by clicking the **Start** button , clicking **All Programs**, clicking **Accessories** and then clicking **Paint**.
4. In Paint, on the **Home** tab, in the Clipboard group and then click **Paste**.
5. Click the **Paint** button , and then click **Save**.



6. You may save it on your desktop by clicking (1) **Desktop** icon and (2) select “**JPG**” or “**PNG**” file type.
7. Write down your (3) **file name** and click (4) **Save** button.

Method 2: Using Snipping Tools

1. Open the window screen you want to capture.
2. Go to **Start >> All Programs >> Accessories >> Snipping Tools**.



3. Click the “**New**” icon and then drag your cursor on the area you want to capture.
4. Go to **File** and click “**Save As**” to save the file as **PNG** or **JPG** file type format.
5. Name your file, browse to the desired folder and then click **Save**.

5.1.2. How to update my browser?

It is recommended that you update your browser regularly to minimize any security risk posed by the internet criminals. Security vulnerabilities of your computer may be exploited to gain your personal information (including emails, banking details, online sales, photos and other sensitive information) which could be stolen or destroyed. The following are the steps to update Mozilla Firefox and Chrome browsers.

A. Update Mozilla Firefox to the latest version.

By default, Firefox is set to automatically update itself but you can also do a manual update.

1. To do a manual update, click the menu  button, click help  and select "About Firefox".
2. The **About Firefox** window will open and Firefox will begin checking for updates and downloading them automatically.
3. When the updates are ready to be installed, click "**Restart to Update**".

B. Update Google Chrome to the latest version.

1. Click the Chrome menu  on the browser toolbar and select **About Google Chrome**.
2. The current version number is the series of numbers beneath the "Google Chrome" heading.
3. Chrome will check for updates when you're on this page. Click **Relaunch** to apply any available update.

5.2. Troubleshooting

5.2.1. System Access

Q: [Why I cannot access the system?](#)

A: Please read the following to find out the actual cause of the problem.

Q: [Can your colleagues access the system using their PC?](#)

A: If yes, the problem is could be your PC.

If no, could be your area network connection is down.

Q: [Can you access your email on Sarawaknet?](#)

A: If no, most likely your network is down, contact SAINS Contact Centre.

Q: [Are you granted access to the system?](#)

A: If no, apply to the relevant party to get your access.

If yes, can you try using your colleague's PC?

If you can access the system using other PC, then likely the problem is with your PC.

Q: [Can other people access the system using your PC?](#)

If yes, then most likely the problem is related to your account.

If no, it is confirmed that your PC is having the problem.

5.2.2. Printing Problem

Q: [Why I cannot print?](#)

A: Please read the following to find out the actual cause of the problem.

Q: [Can you print before?](#)

A: If yes, check your printer, make sure it is turn on and check your PC network or cable connection to the printer.

If you cannot ping the printer IP address, most likely the network cable/wireless connection is down.

If your computer or printer is new, install printer driver in your PC or inform the relevant people to install for you and configure the printer to be used in your application if applicable.

Q: [Can you view the document that you want to print?](#)

A: If no, check your Acrobat Reader if it is required for viewing and printing the document.

Install Acrobat Reader with the latest version required by your application.

If yes, check the printer whether it is available under the General tab or Printer name drop-down list. If the printer is not found, install the printer driver.

5.2.3. System Performance

Q: [Why my computer is very slow?](#)

A: The most likely causes of your computer slowness are listed below.

- If your computer has not been rebooted recently, make sure to reboot it before following any of the steps below.
- Remove or disable any **background** and **startup programs** that automatically start each time the computer boots.
- Delete temporary files using the Windows Disk Cleanup utility or other similar utility. You may delete manually all the files inside the “temp” folder.
- Make sure your computer hard drive has at least **200 - 500 MB** of free space available for swap and temporary files.
- Run **ScanDisk**, **chkdsk**, or something equivalent to check the condition of the computer's hard drive.
- Run **Defrag** to help ensure that data is arranged in the best possible order.
- Scan for **spyware** and **malware** using a free version of Malwarebytes.
- Scan for viruses using an antivirus program installed on your computer. You can run Trend Micro's free **Housecall** online utility to check for viruses on your computer and to remove them.

- Check for any hardware conflicts from the **Device Manager**.
- Update your windows security and browser plugins regularly to get all the latest updates.
- Update your computer with the latest drivers, especially the video drivers.
- If you have done any of the above steps but your computer is still slow try rebooting the computer again at this point.
- Upgrade your computer memory. Minimum of **1GB** of memory for **32-bit** system and **2GB** for a **64-bit** system.
- Run registry cleaner on your computer.
- If none of the above solutions resolve your issues, another option is to **reinstall Windows or erase everything** on your computer and then start over. **Caution: Make sure you backup your data!**
- If your computer continues to be slower than normal after doing all the above recommendations, it is possible that your computer has a hardware failure such as bad **hard drive, CPU, RAM, motherboard** or other component.
- Automatic map drive connection can cause slowness in boot up.
- Multiple anti-virus programs are installed in your computer.
- Close all other applications that you are not using.
- Check your network connection, make sure it is not down. If you cannot open or read your email, most likely your network is down.
- Uninstall unused software.
- Empty your Recycle Bin regularly.
- The "high end" computer purchased as new 5 years ago may run the latest version of Windows, but that doesn't mean that it will do it very well.
- Make sure your computer fan is functioning as an overheating computer can slower its performance.
- Delete cookies, cache and internet history from web browsers.

5.2.4. User Account Problem

Q: [How do I request for an account to access the system?](#)

A: Fill in the Account Request Form and submit to your Section Head for approval. Once it is approved notify the relevant personnel to create your account.

Q: [My account is locked, what should I do?](#)

A: Go to the application login page, click the "**Forgot Password**" link and follow the required steps to unlock your account or inform the relevant party to unlock if applicable.

Temporary Occupation Licence (TOL) Management System

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6. Contact Us

6.1. SAINS Contact Centre

SAINS Contact Centre is a customer friendly (24x7) one-stop centre whereby you contact us via various channels listed below for system faults on hardware, software applications, network and on other required services especially the ones covered in our Service Level Agreements (SLA).

With SAINS Contact Centre, we will be able to respond to your service request more systematically, quickly and effectively as all the service requests are recorded, tracked and monitored using d'CROWN.

If you have any service requests and need help or support, please contact us via various channels listed below.

 Email	callcentre@sains.com.my	
 Online Submission	http://callcentre.sains.com.my	
 Telephone	SAINS Contact Centre Operational Hours: (24 hours x 7 days) Tel: 1-300-88-SAINS 1-300-88-7246	Sabah Support Centre Operational Hours: (8.00 am – 5.30 pm; Mon - Fri) Tel: (60) 88-734550 (60) 88-734560
 Fax	Fax: (60) 82-442522	Fax: (60) 88-734580

6.2. Application Improvement Feedback

To help us to improve our system, we provide online feedback form for you to raise your comments, suggestions or feedbacks related to applications. As a token of our appreciation, we will give away a fantastic mystery gift every 6 months in June and December to our selected lucky customer who contributed the most innovative and constructive comments on our application(s).

Notes:

Please use this online feedback function/form to send comments/suggestions for the application or service only. If you wish to feedback on any technical problems encountered while using the system, please contact our SAINS Contact Centre.

Send us your comment/suggestion by completing the Online Application Improvement Feedback Form or by emailing to us using the following email address : feedback@sains.com.my



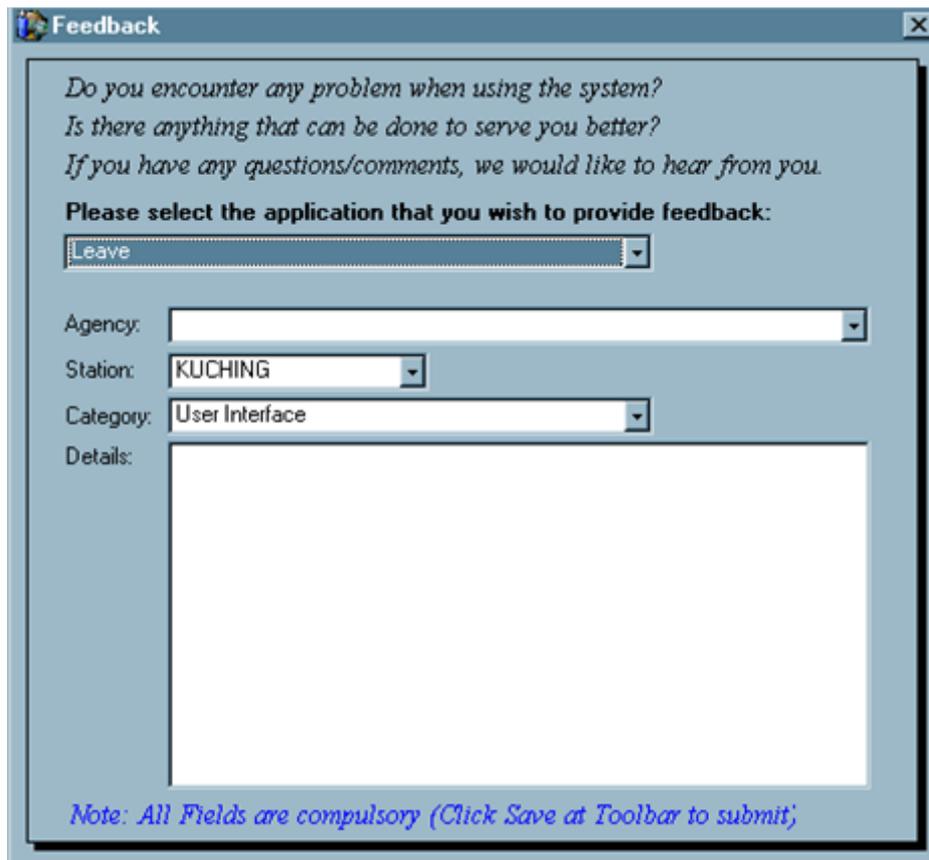
The Online Application Improvement Feedback Form is normally found at the System Main Page for web-based application.

Below are the details on how you can submit your feedback to us:

- Via WAW Feedback Form
- Via Web-based Feedback Form
- Via Sarawaknet Feedback Form
- Via Email

6.2.1. Via WAW Feedback Form

Click  at the toolbar. Click **Save**  once you had completed filling in the form. An email will be automatically sent to us for our further action.



The screenshot shows a web browser window titled "Feedback". The content includes three lines of italicized text: "Do you encounter any problem when using the system?", "Is there anything that can be done to serve you better?", and "If you have any questions/comments, we would like to hear from you." Below this is a bold instruction: "Please select the application that you wish to provide feedback:". A dropdown menu is set to "Leave". Below are three more dropdown menus: "Agency:" (empty), "Station:" (set to "KUCHING"), and "Category:" (set to "User Interface"). A large empty text area is labeled "Details:". At the bottom, a blue italicized note reads: "Note: All Fields are compulsory (Click Save at Toolbar to submit)".

6.2.2. Via Web-based Feedback Form

Click [Feedback](#) link normally available at the mainpage of the system and click  button once you had completed filling in the Application Feedback Form. An email will be automatically sent to us for our further action.



Do you have any comments/suggestions for improvement on the SarawakNet Services?

We are very keen to hear any comments / suggestions you may have about our applications. We would be grateful if you could take a few minutes to fill in this feedback form. We hope through your comments / suggestions, we would be able to enhance our applications to serve you better. Every six months in June and December, the best comment/suggestion for our applications will be awarded a surprise gift.

Please contact our [Call Center](#) if you wish to make a complaint on any problems encountered while using the system. Please use this form to send comments / suggestions regarding our applications only.

Please note that fields marked with an asterisk (*) must be filled in.

* Feedback Category:

* Application Name:

* Detailed Description:

Your Details

User ID:

* Name:

* Agency:

* Station:

* Telephone No.:

Fax No.:

Email Address:

* Verification Code: 

Please enter the verification code as shown.

Privacy Statement

We will treat your feedback with utmost confidentiality and will contact you if necessary.

We thank you for your valuable feedback.

Figure : 116

6.2.3. Via Sarawaknet Application Feedback Form

Click [Feedback](#) link in **mySCS** after you login at Sarawaknet mainpage. Click button once you had completed filling in the form. An email will be automatically sent to us for our further action.

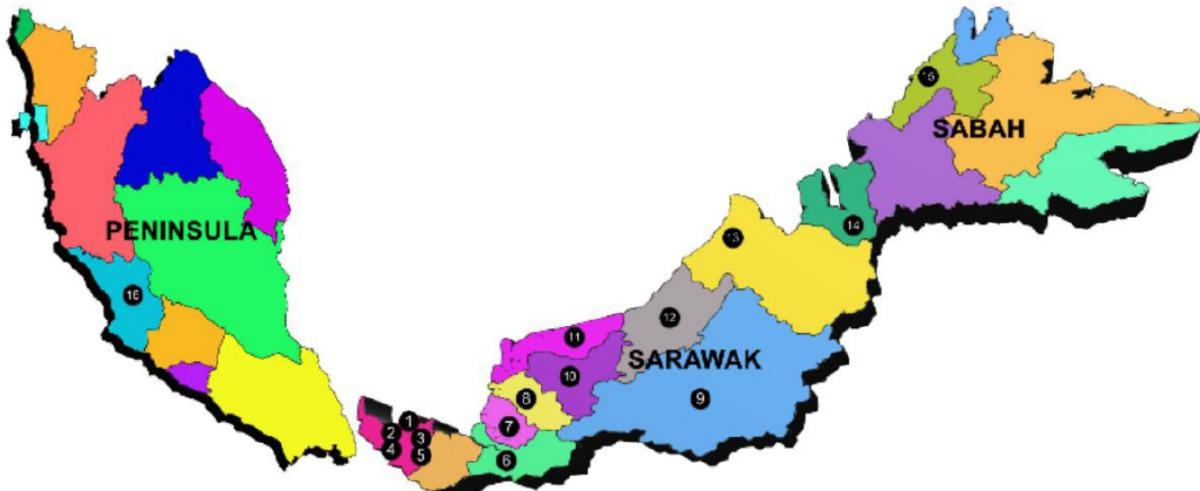
Please refer to Figure [7](#) above for details.

6.2.4. Via Email

You may also submit your feedback via our email address feedback@sains.com.my or contact our **SAINS Contact Centre** as listed above.

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. Bletch, 96800 Kapit, Sarawak

10 SAINS Sibul
Tel: (60)16 306 7246
1st & 2nd Floor, No 8, Lorong Intan 6B, 96000 Sibul, 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 Kepyayan 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 Kembangan, Selangor Darul Ehsan



SARAWAK INFORMATION SYSTEMS SDN BHD

Head Office:

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

Business Enquiries:

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

SAINS Contact Centre

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

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