e-Protocol System

Guidelines
(User Registration)
1. Access

![Login Screen](image)

*Figure 1-1: e-Protocol Login Screen*

**Function:**
Login to the e-Protocol System. Also provides link to user registration and password retrieval.

**How to:**

i. Go to the official portal of the Ministry of Foreign Affairs, Malaysia using internet browser such as Internet Explorer, Mozilla Firefox and Chrome. The URL is http://www.kln.gov.my

ii. Select **Online Services**.

iii. Select **e-Protocol – System Login**. E-Protocol login screen will be displayed.

iv. Click **Register**. Registration screen will be displayed.
2. Registration

**User Registration**

Please enter the required information below.

**Organization**
- Embassy/High Commission/Consulate
- International Organization

**Full Name**

**Nationality**
- Malaysian
- Non-Malaysian

**Password**
Minimum 12 characters. Must contain alphabet, number and special character. Alphabet must contain both uppercase and lowercase characters.

**Re-enter Password**

**Email**

**Security Code**

Can’t read the image? click [here](#) to refresh.

Having problem to login/register? Email to eprotocol@klu.gov.my or call 03-8887 4071/4413/4759/4147

![Image](image.png)

*Back to Login*

---

**Figure 2-1: Registration Screen**

**Function:**

Registration form for the representatives of the Embassy, High Commissions, Consulate, Consulate General and International Organization.

**How to:**

i. Select **Organization**; choose either **Embassy/High Commission/Consulate** or **International Organization**

   a. If Embassy/High Commission/Consulate or International Organization is selected, a list of countries and Missions will be displayed. Select yours.
   
   b. If International Organization is selected, list of International Organization will be displayed. Select yours.
ii. Enter all the required information.

iii. Enter your desired password and then re-enter it again for confirmation. The password rules are as follows:

   a. Minimum 12 characters;
   b. Must contain alphabet, number and special character; and
   c. Alphabet must contain both uppercase and lowercase characters.

iv. Enter the security code displayed.

v. Click the Register button to register.

vi. Click the Reset button to clear all fields, if necessary.

Note:

  a. Once the registration is successful, the System Administrators (from the Department of Protocol) will review your detail for the activation of your account.
  b. Activation of users will be done in November 2016 onwards.
  c. The activation of users will be based on the list received by the Department of Protocol. Please make sure that your organization has sent the list of selected liaison officer/representative through Note Verbal to the Department of Protocol or email to eprotocol@kln.gov.my
  d. Once activated, you will be notified through your registered email. Only then you will be able to logon onto the system.
  e. Maximum 3 liaison officer/representatives is allowed to register for each organization. Additional number of liaison officer/representative must be requested to the Department of Protocol with strong justification through Note Verbal or email.
  f. If you are having problem to login or register, please email to eprotocol@kln.gov.my or call 03-8887 4071/4413/4759/4147.

Attention: Due to sensitive information, the complete user manual on how to use the e-Protocol System is only available for the registered user after his/her account activation. To access the user manual, login onto the system and click User Manual.

- END OF GUIDELINES -