



YOUR DIGITAL GATEWAY TO SARAWAK GOVERNMENT SERVICES



**SARAWAK CIVIL SERVICE DIGITALISATION UNIT
(SCSDU)**





A Secure and Trusted Single Gateway to
Sarawak's Digital Services



1.93 million users

As of June 2026 | Launched in IDECS 2025

“SarawakPass reflects our guiding principle of ‘one identity, many opportunities’, ensuring secure, seamless, and convenient access to the government’s digital ecosystem for every Sarawakian.”

— Premier Sarawak | IDECS 2025

Why SarawakPass Matters

A common access layer enables secure, seamless and citizen-centric digital services.

STRATEGIC CONTEXT



The Challenge

Multiple accounts, repeated identity verification and disconnected digital services create friction for both the public and government agencies.



The Solution

SarawakPass provides a trusted single access gateway with identity verification, secure authentication and integrated access to digital services.



The Outcome

Faster access, less duplication, stronger user trust and a foundation for end-to-end digital transactions.



One trusted access layer for better digital service delivery.



Whole-of-Government End-to-End Digital Services

Delivering seamless, integrated, and proactive government services through Whole-of-Government collaboration and shared digital platforms.

Secure, trusted and resilient digital government

01

One Government Experience

- ✓ Single access for all government services
- ✓ Unified identity through SarawakPass
- ✓ Consistent and seamless experience



02

Integrated End-to-End Services

- ✓ Cross-agency workflows and integration
- ✓ Secure shared platforms and no manual handoffs
- ✓ Real-time data sharing across departments



03

Proactive & Data-Driven Services

- ✓ Leverage shared citizen data
- ✓ Automate eligibility checks and triggers
- ✓ Deliver proactive and personalized services



Enabled by Shared Government Platforms, AI & Infrastructure



SarawakPass

Secure Digital Identity & Access



Shared Services

Payments, Notifications, Messaging, and More



Data Sharing Platform

Trusted, Controlled, and Real-Time Data Exchange



AI & Data Intelligence

Insights, Prediction, Automation, and Decision Support



Infrastructure

Data Centres • Cloud Network (SarawakNet)
Secure and Resilient

Build Once, Use Many

Built on Strong Foundations



Governance & Compliance

- ✓ Digital Government Committee (DGC)
- ✓ SCSDU as Central Coordination
- ✓ Policies, Oversight and Continuous Improvement



Cybersecurity, Privacy & Digital Trust

- ✓ Secure Digital Identity & Access (MFA, IAM)
- ✓ Data Protection & Privacy (Encryption, Consent)
- ✓ Platform & Infrastructure Security
- ✓ Monitoring, Detection & Incident Response (SOC)



Integration

- ✓ API Management
- ✓ Interoperability Standards
- ✓ Seamless System Connectivity

OUTCOMES



Faster Service Delivery



Reduced Duplication



Better Citizen Experience



Data-Driven Decisions



Increased Trust in Government

Shared and centrally managed foundations ensure consistency, security, and scalability across all Sarawak Government digital services

Evolution from SarawakID to SarawakPass

Rebranding and enhancement for safer, smarter digital government access.



SarawakID

Single sign-on for Sarawak Government online services.



SarawakPass

Rebranded and enhanced with additional services and stronger security features.



SarawakPass is the rebranded and enhanced evolution of **SarawakID**, offering additional services and stronger security features for safer access to Sarawak Government digital services.

SARAWAKPASS FEATURES



Trusted & Secure

- ✓ End-to-end eKYC
- ✓ Biometric authentication & facial recognition
- ✓ PKI-based digital identity
- ✓ Device-level security
- ✓ Authentication and validation through integration with JPN MyIdentity



Simple & Seamless

- ✓ Single sign-on across services
- ✓ Passwordless access
- ✓ App-to-app login
- ✓ QR code-based authentication
- ✓ Digital Wallet & MyBenefits
- ✓ Easy digital form completion
- ✓ Authentication for single sign-on



Secure. Easy. Trusted.



sarawak.gov.my

SarawakPass Registration

01



Registration Categories

SarawakPass registration is available under three categories:



Individual
Malaysian
Citizen



Corporate
Companies, NGOs
and Associations



Non-Malaysian
Individuals who are
not Malaysian
citizens

02



One ID, One Password

New registered SarawakPass users can use the same ID and password to login **SPay Global**.

Individual Access vs SarawakPass Corp

 SarawakPass Individual		VS		SarawakPass Corp 	
Used when a person acts in their personal capacity: benefits, personal records, personal service applications and personal digital identity.				Used when a person acts in behalf of an organisation: agency, statutory body, company, association or NGO.	
 User Type	Individual / Public			Organisation / Agency / Statutory Body / Company / Association / NGO	
 Purpose	Access individual digital services			Access corporate systems and corporate services	
 Account Management	Self-managed			Managed by Organisation Admin	
 Access Scope	Personal data and personal services			Corporate data, systems and services	



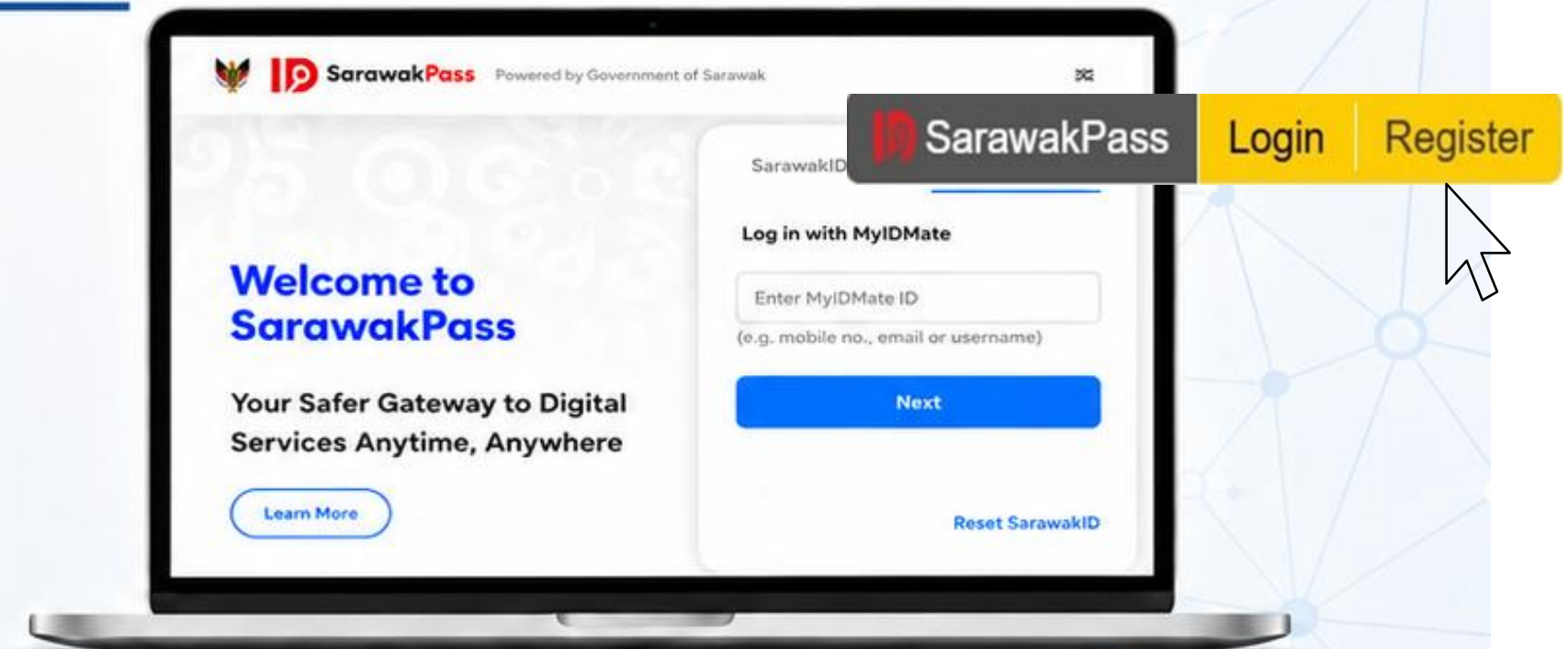
How to Register for SarawakPass

1



Visit the Official Website

Access <https://sarawak.gov.my> through your web browser.



or

2



Download the App

Access **Google Play Store** or **Huawei AppGallery** for Android users, and the **App Store** for iOS users.



PROACTIVE SERVICES THROUGH SARAWAKPASS

SCHB Details

Full Name: Test Twenty Nine

MyKad: 580605130202

Expiry Date: 31/12/2024

Balance

RM 11.00

Last Transaction Performed

15/10/2024

Last Transaction Amount

RM 489.00

At

KLINIK KESIHATAN KELUARGA

Latest Card Transactions

LUCAS'S CHILD SPECIALIST AND...

Amount: RM 16.69

KLINIK GOLD

Amount: RM 180.22

HAPPY FAMILY CLINIC

Amount: RM 160.00

KLINIK KOTARAYA SARAWAK

Amount: RM 60.00

Welcome back, DAYANG AI

Digital Identity

Profile

Digital Wallet

My Benefits

SKAS

SCHB

KGC

View All >

Services

Sarawak Gov

Service Sarawak

Talikhidmat

Smart City

View All >

Home

Scan

History

Settings

Back

KENYALANG GOLD CARD

Refresh

DAYANG AI

600101139876

KENYALANG

GOLD CARD

TERMS & CONDITIONS

This card is non-transferable and is for the exclusive use of members. The use of this card is subject to the rules and regulations governing the membership. This card is the property of the Sarawak Government and must be returned upon request. If found, please return to any office of the Sarawak Welfare Department.

Kad ini tidak boleh dipindah milik dan hanya untuk kegunaan eksklusif ahli sahaja. Penggunaan kad ini tertakluk kepada peraturan dan syarat keahlian yang ditetapkan. Kad ini adalah hak milik Kerajaan Sarawak dan mesti dipulangkan apabila diminta. Jika ditemui, sila kembalikan kemana-mana pejabat Jabatan Kebajikan Masyarakat Sarawak.

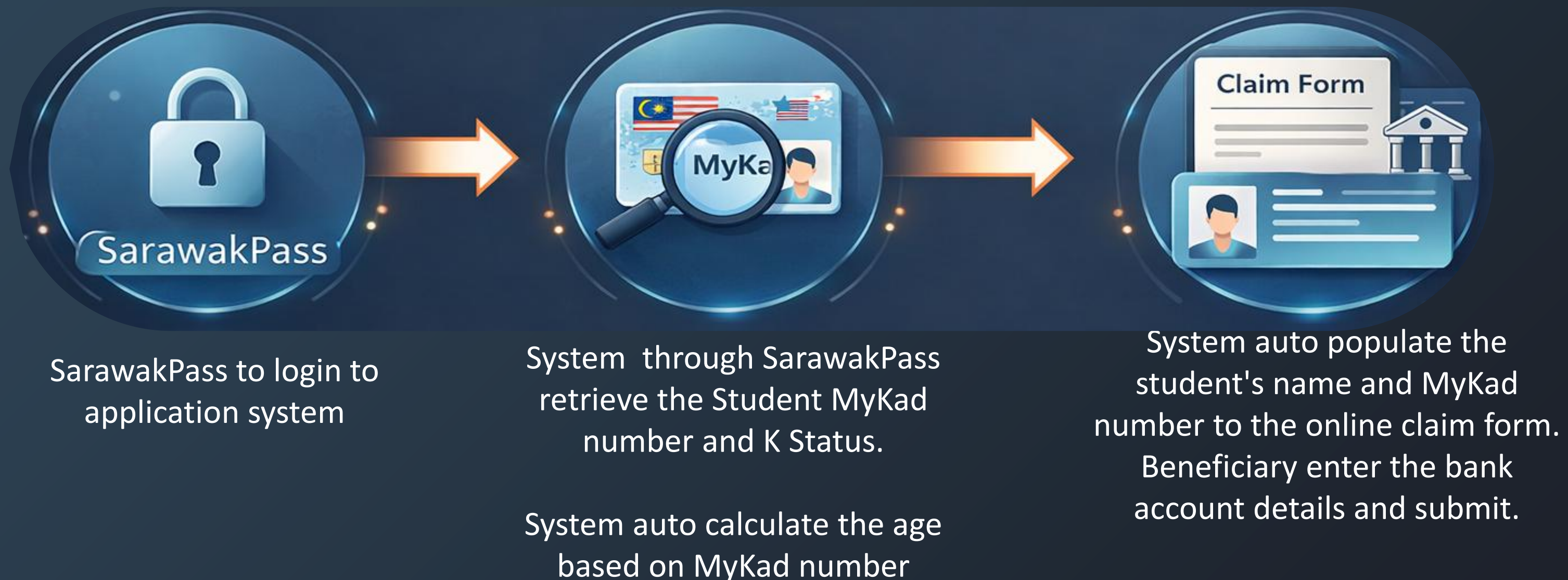
Barcode



Apply for Higher Education Assistance [EXAMPLE]

Eligibility: Sarawakian K, Student above 18 years Old.

Proactive service approach: Auto detect the eligibility and auto approve, beneficiary need to perform claim online for money to be disbursed into bank account.



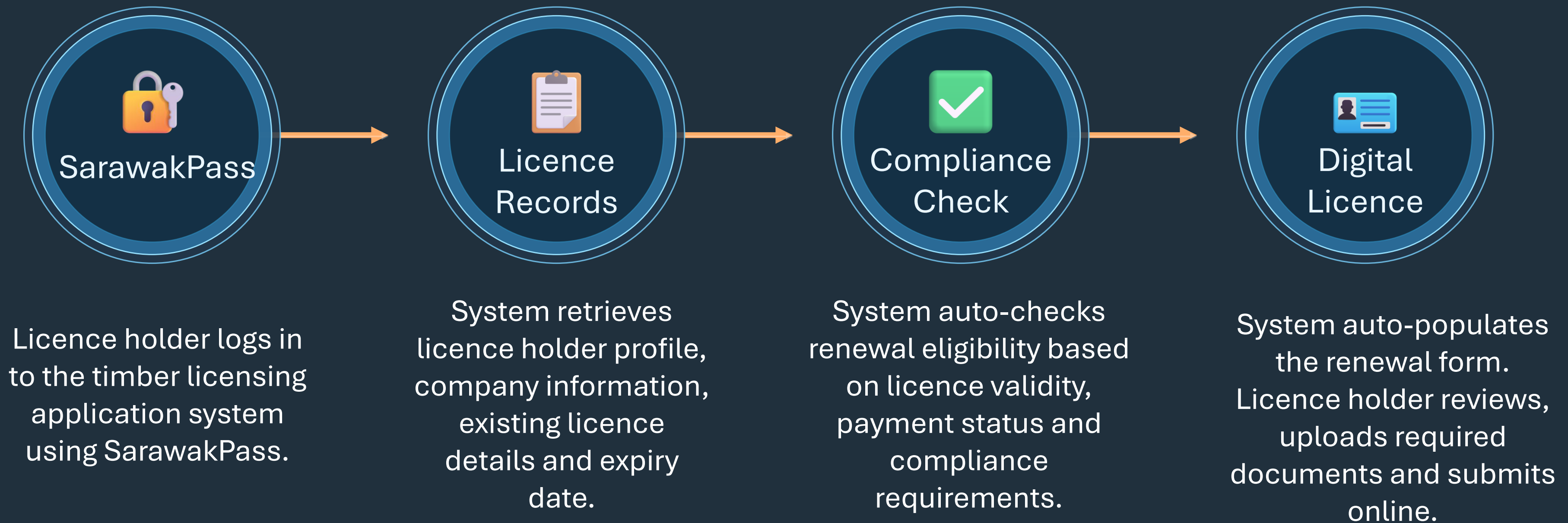


Renewal of Timber Licence [EXAMPLE]

Eligibility: Existing timber licence holder with active / expiring licence and no major outstanding compliance issues.

Proactive service approach:

Auto-detect licences due for renewal, check eligibility and compliance status, then notify licence holder to submit renewal online.



Officer verifies application → approval → renewed timber licence generated digitally.

SarawakPass and MyDigital ID in One Ecosystem

Complementary platforms enabling seamless and trusted access across Sarawak and Federal Government digital services.

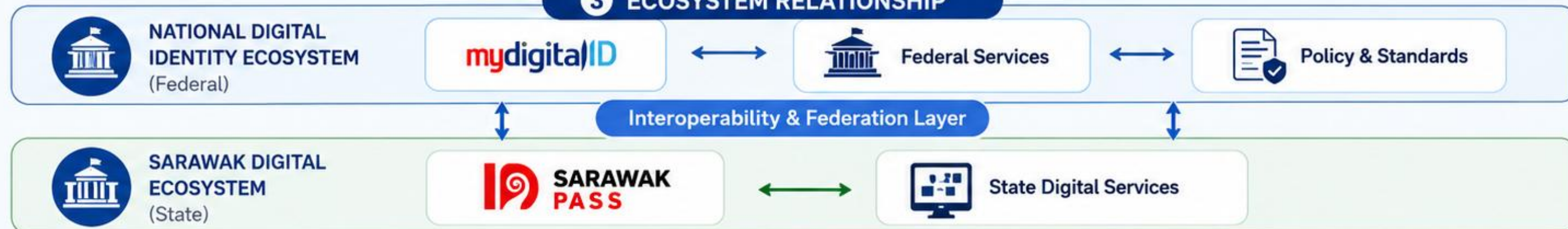
1 WHAT EACH PLATFORM DOES



2 HOW THEY WORK TOGETHER



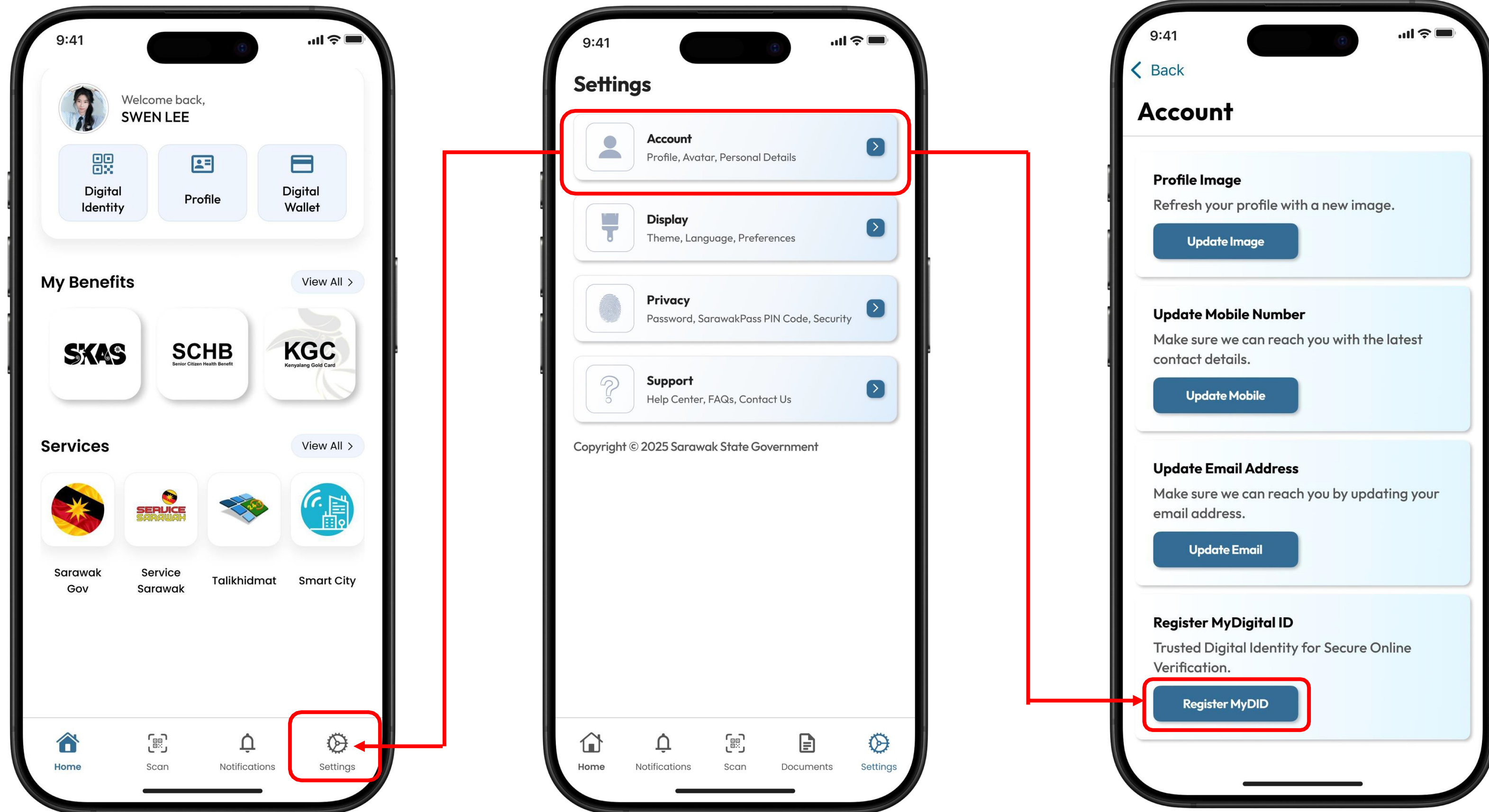
3 ECOSYSTEM RELATIONSHIP



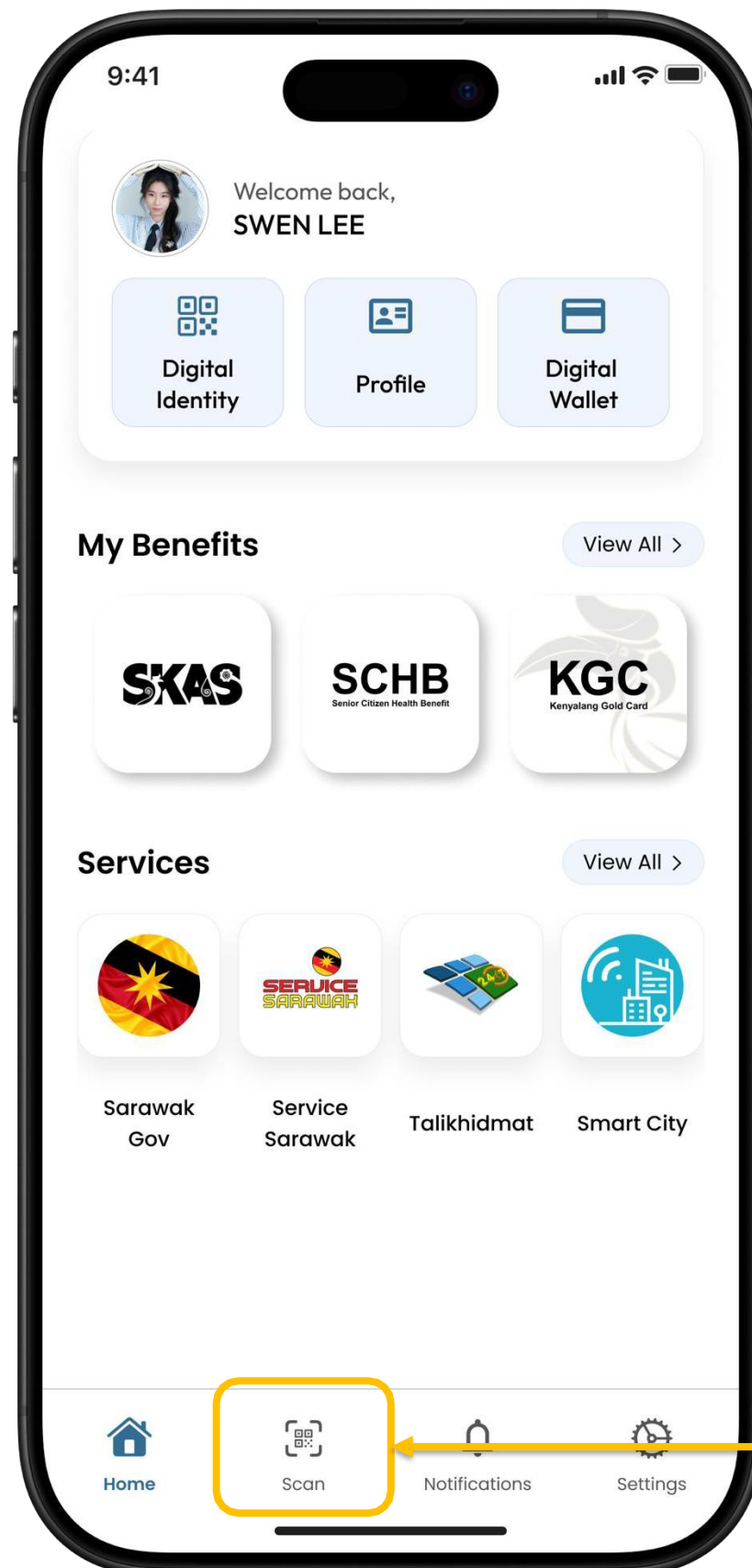
Coexistence objective: seamless and trusted access across Sarawak and Federal Government digital services.



REGISTER MYDIGITAL ID VIA SARAWAKPASS



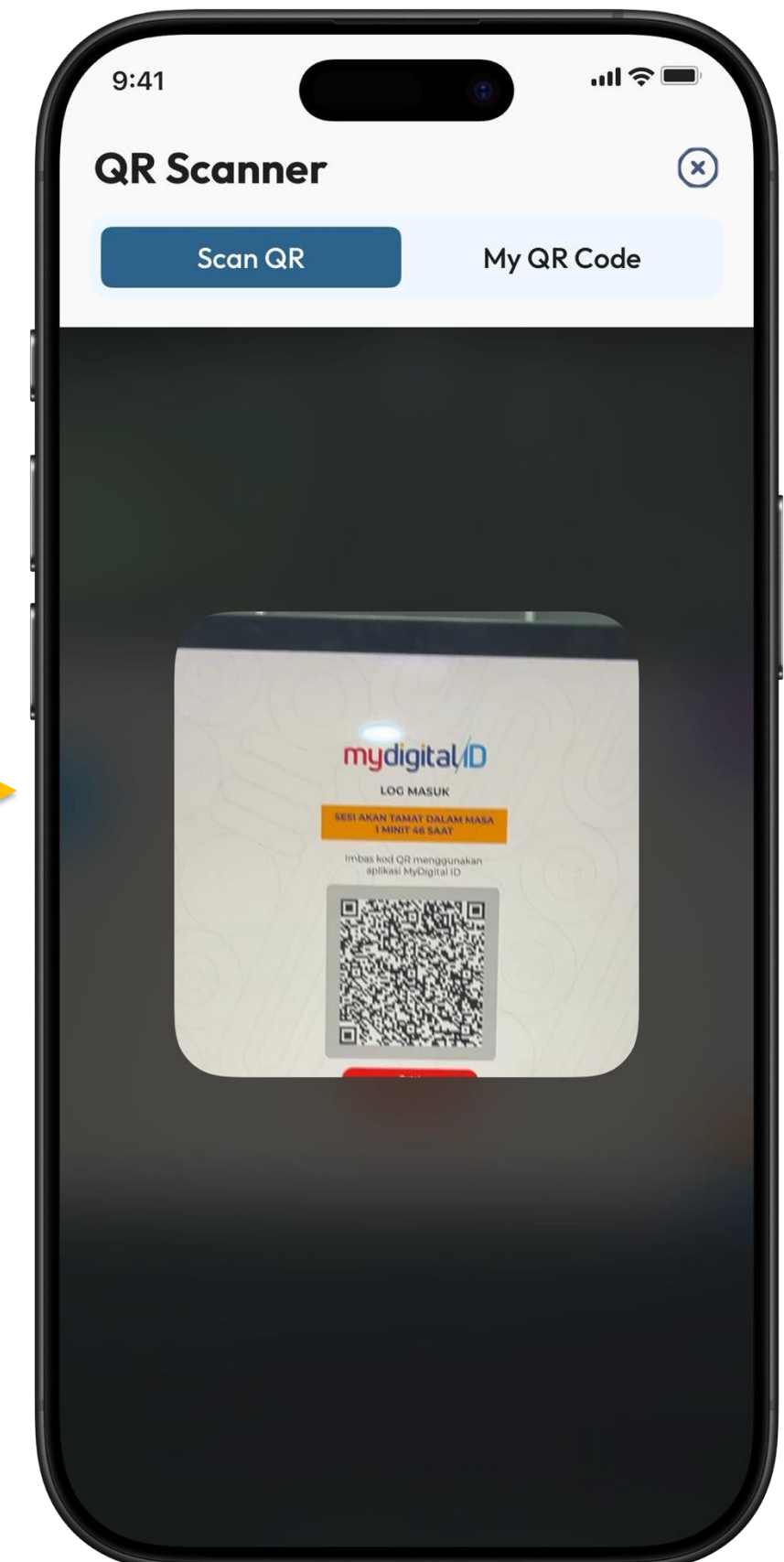
SARAWAKPASS SCAN MYDIGITAL ID QR CODE



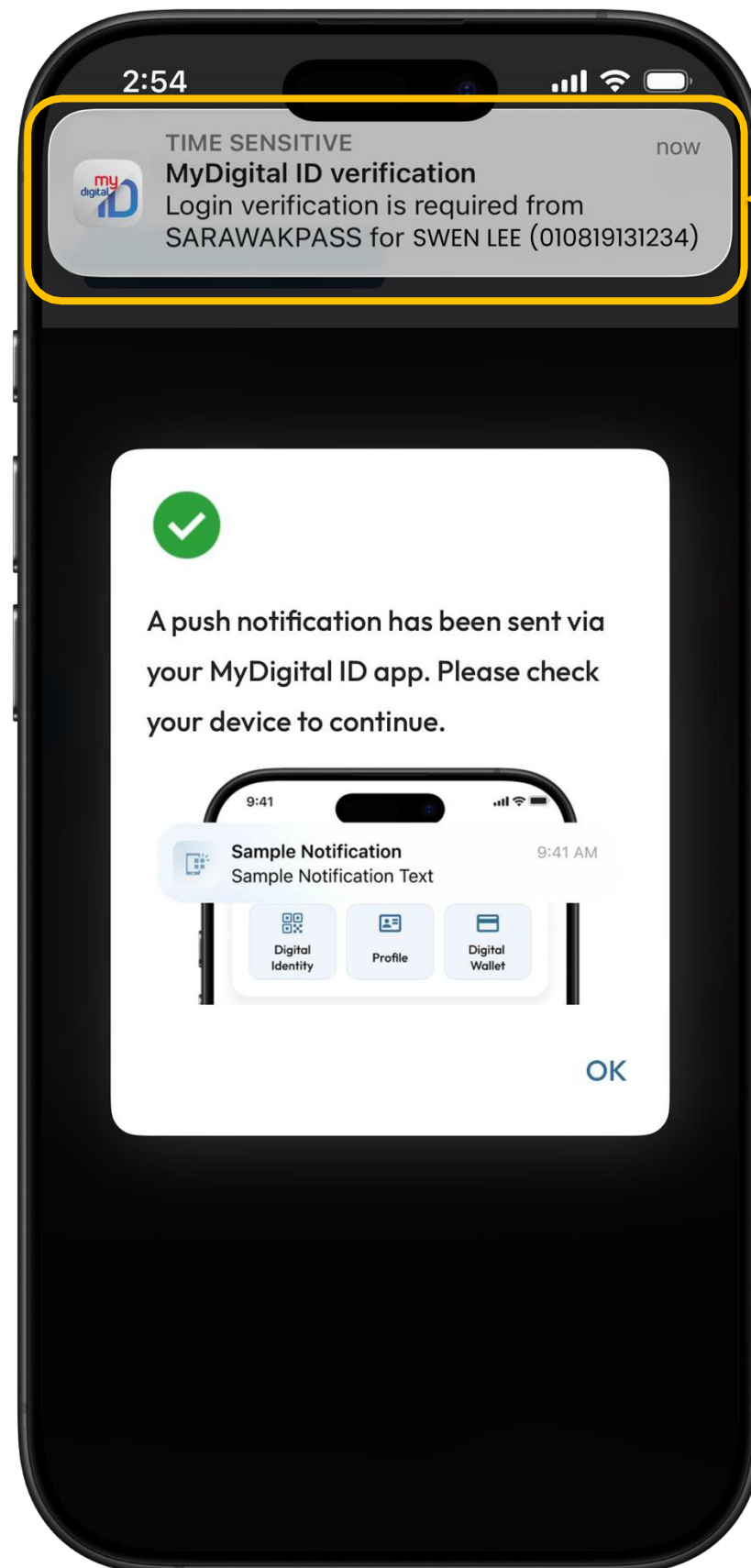
Step 1:
Launch the SarawakPass app and
tap the Scan icon on the tab bar.

Step 2:
Using your preferred web browser,
navigate to a Web Portal that is
integrated with MyDigital ID and
use SarawakPass to scan the
displayed QR code.

[Sample] MyGovernment Portal:
<https://www.malaysia.gov.my/my>



SARAWAKPASS SCAN MYDIGITAL ID QR CODE

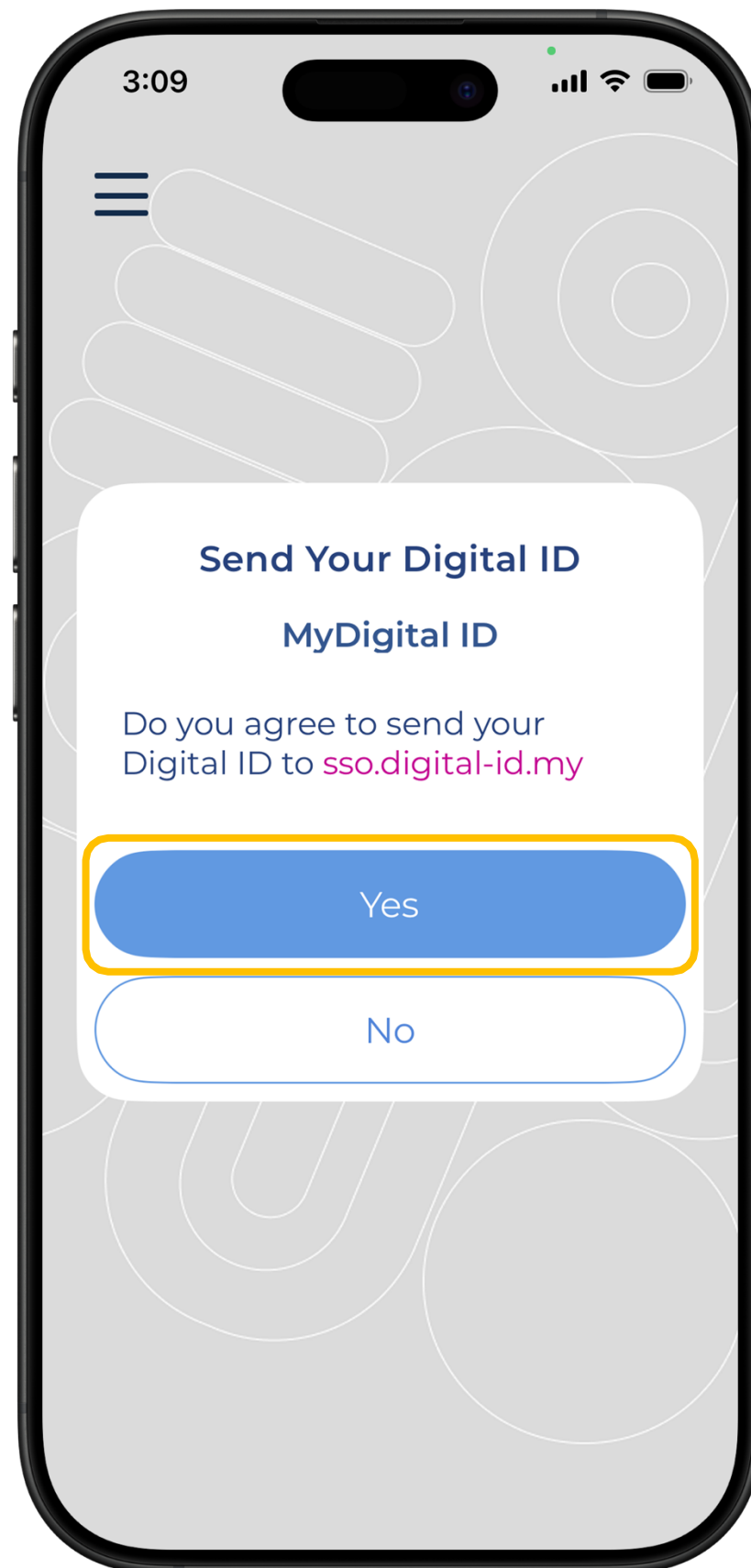


Step 3:
MyDigital ID will display a notification indicating that a login request has been received. Tap on the notification to proceed.

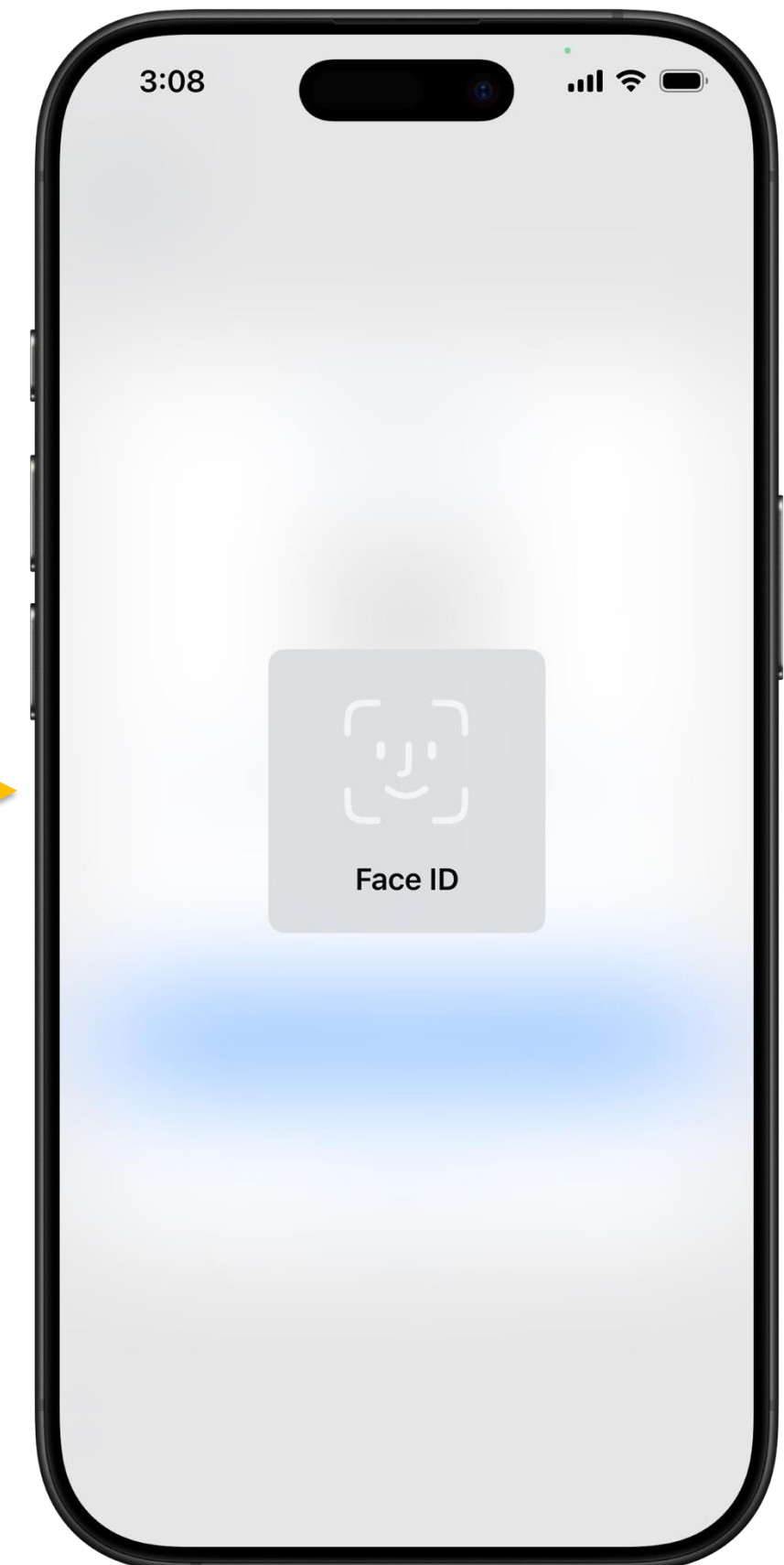
After tapping the notification, the user will be redirected to the MyDigital ID app.



SARAWAKPASS SCAN MYDIGITAL ID QR CODE



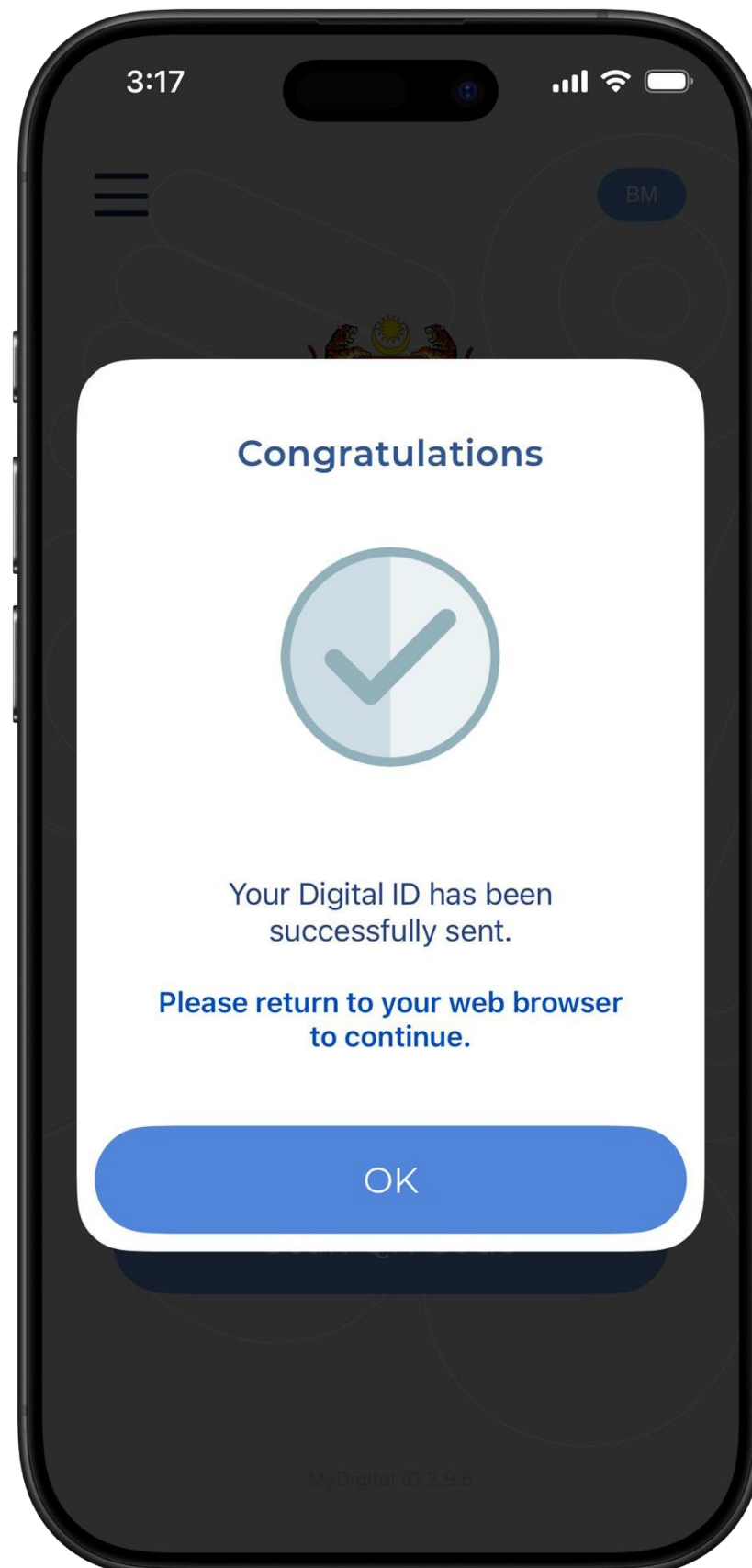
Step 4:
MyDigital ID will display a pop-up confirming the login request from SarawakPass. Tap the "Yes" button to approve the request.



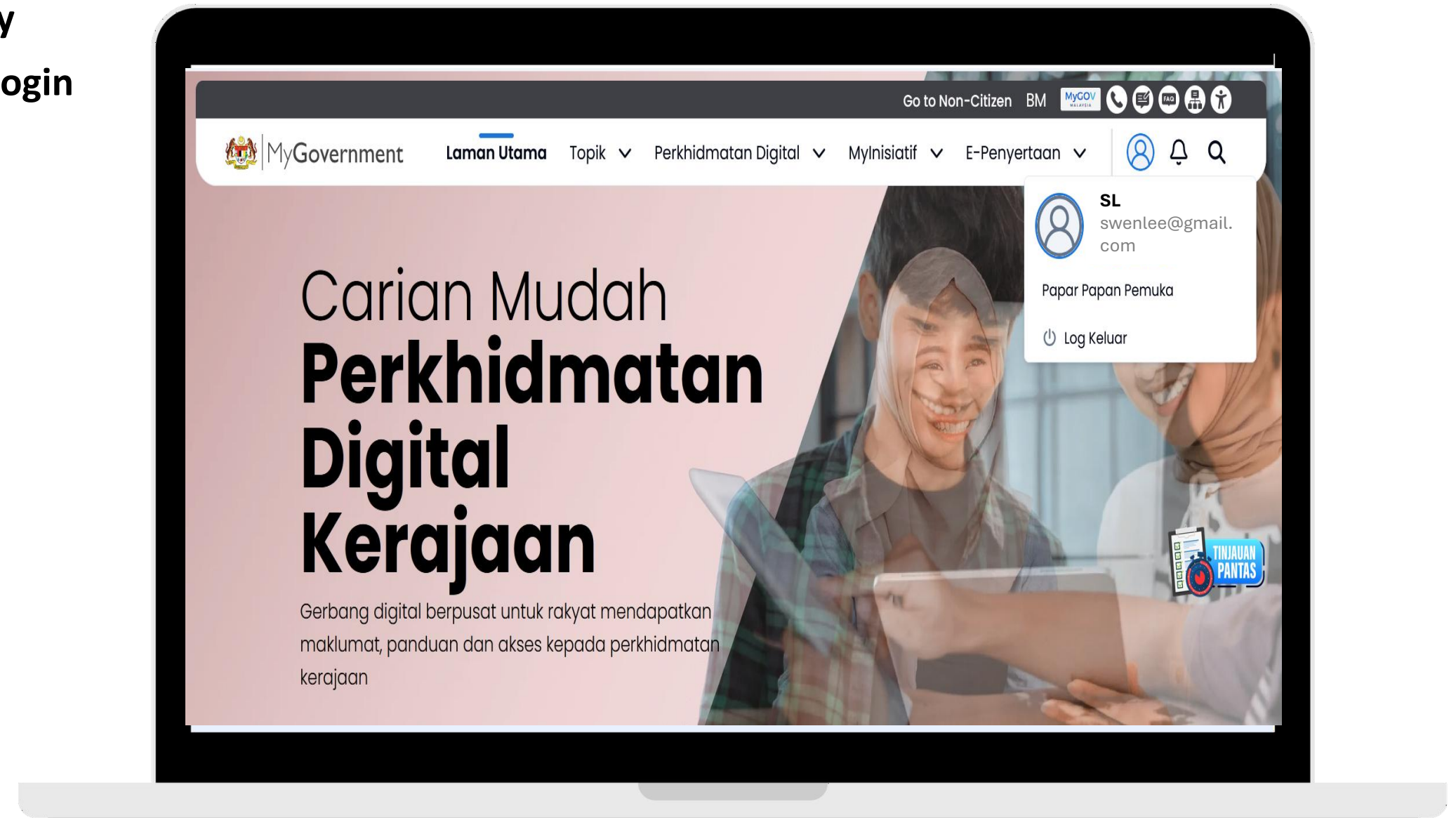
Step 5:
Perform device biometric authentication to approve the login request.



SARAWAKPASS SCAN MYDIGITAL ID QR CODE



You have successfully
authenticated your login
request.



Monitor your web browser and notice that you have been
successfully logged into the Web Portal.

MYDIGITAL ID SCAN SARAWAKPASS QR CODE



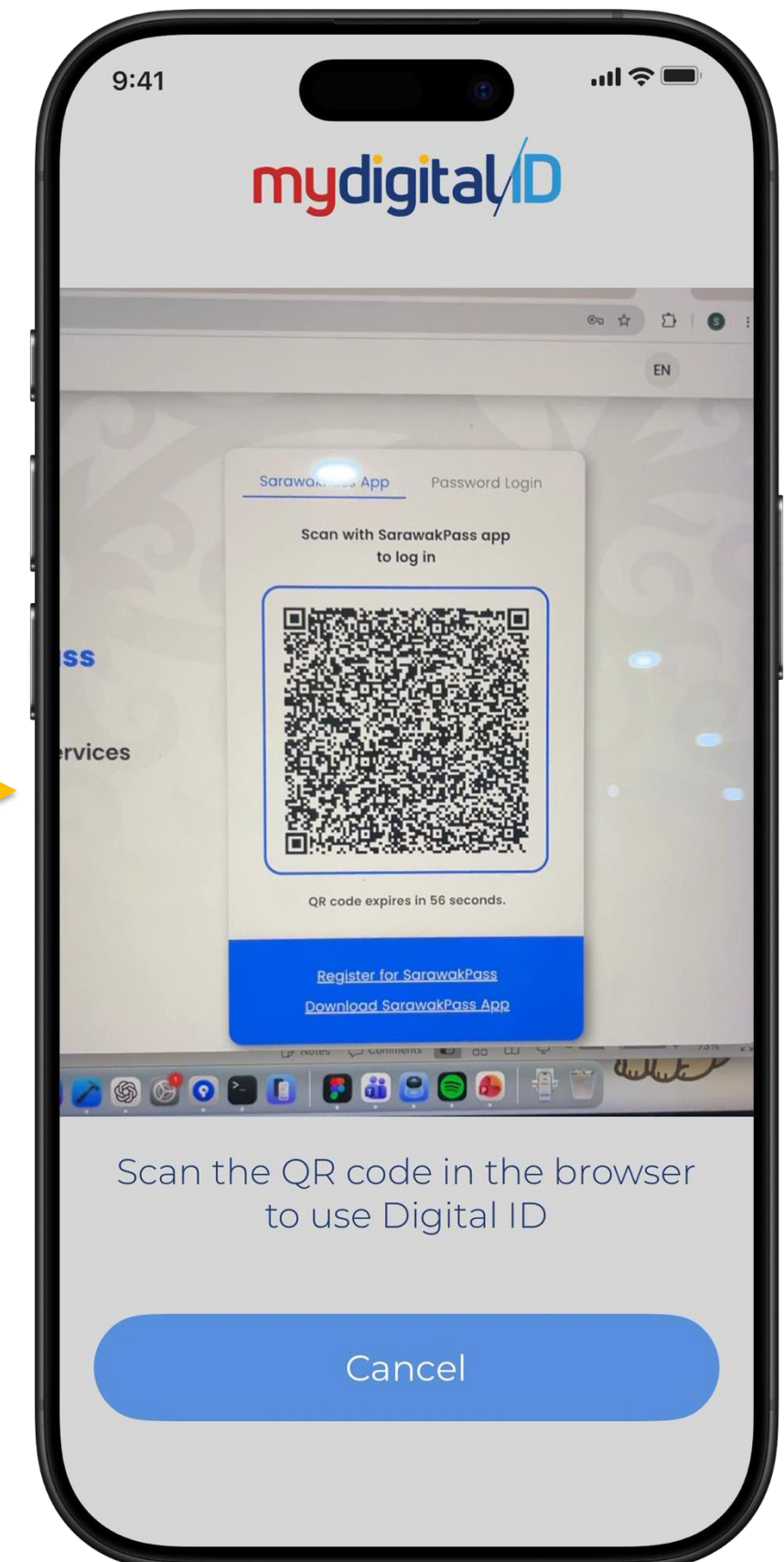
Step 1:

Launch the MyDigital ID app and tap on the “Scan QR Code” button.

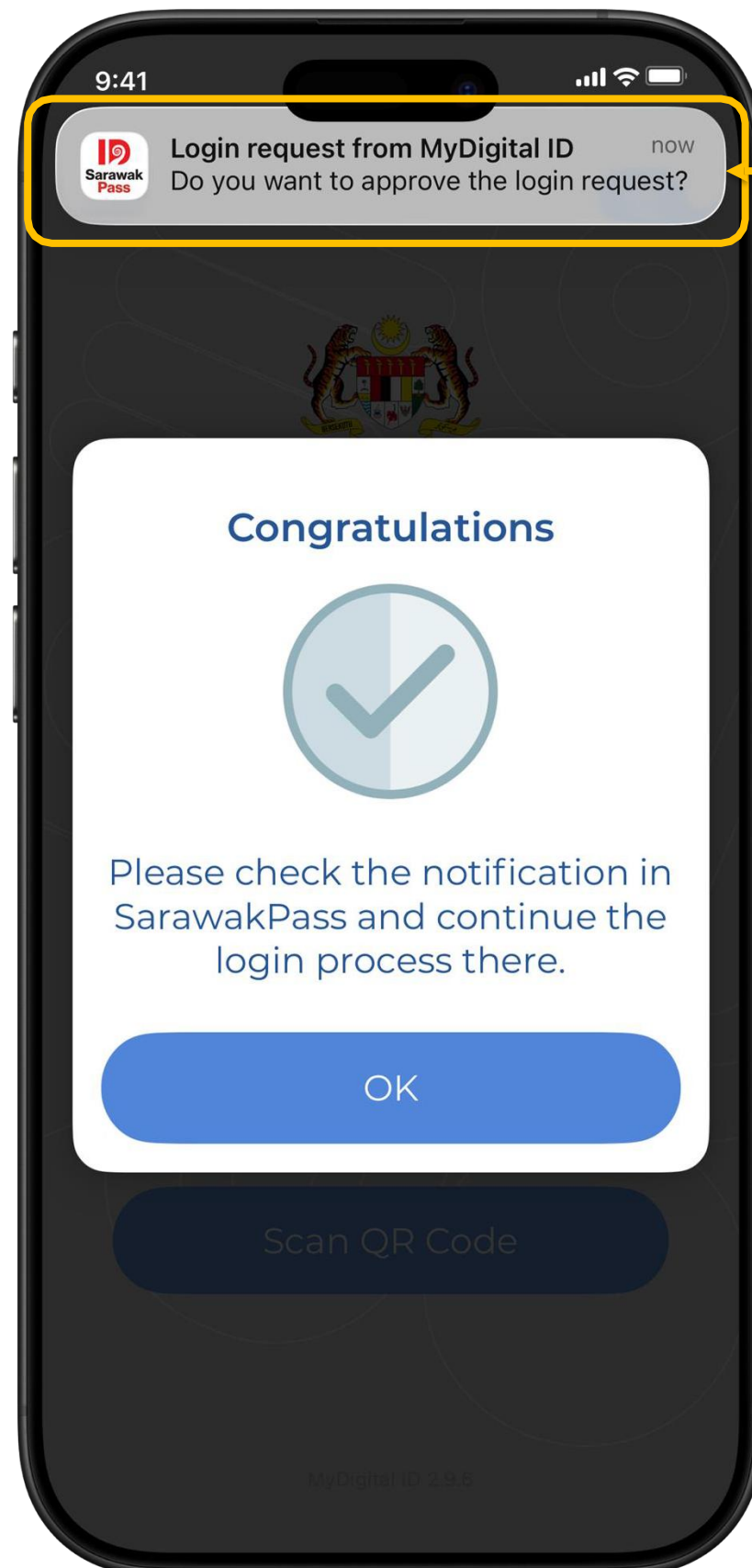
Step 2:

Using your preferred web browser, navigate to the SarawakPass User Portal and use MyDigital ID to scan the displayed QR code.

Sarawak Government Portal:
<https://www.sarawak.gov.my/>

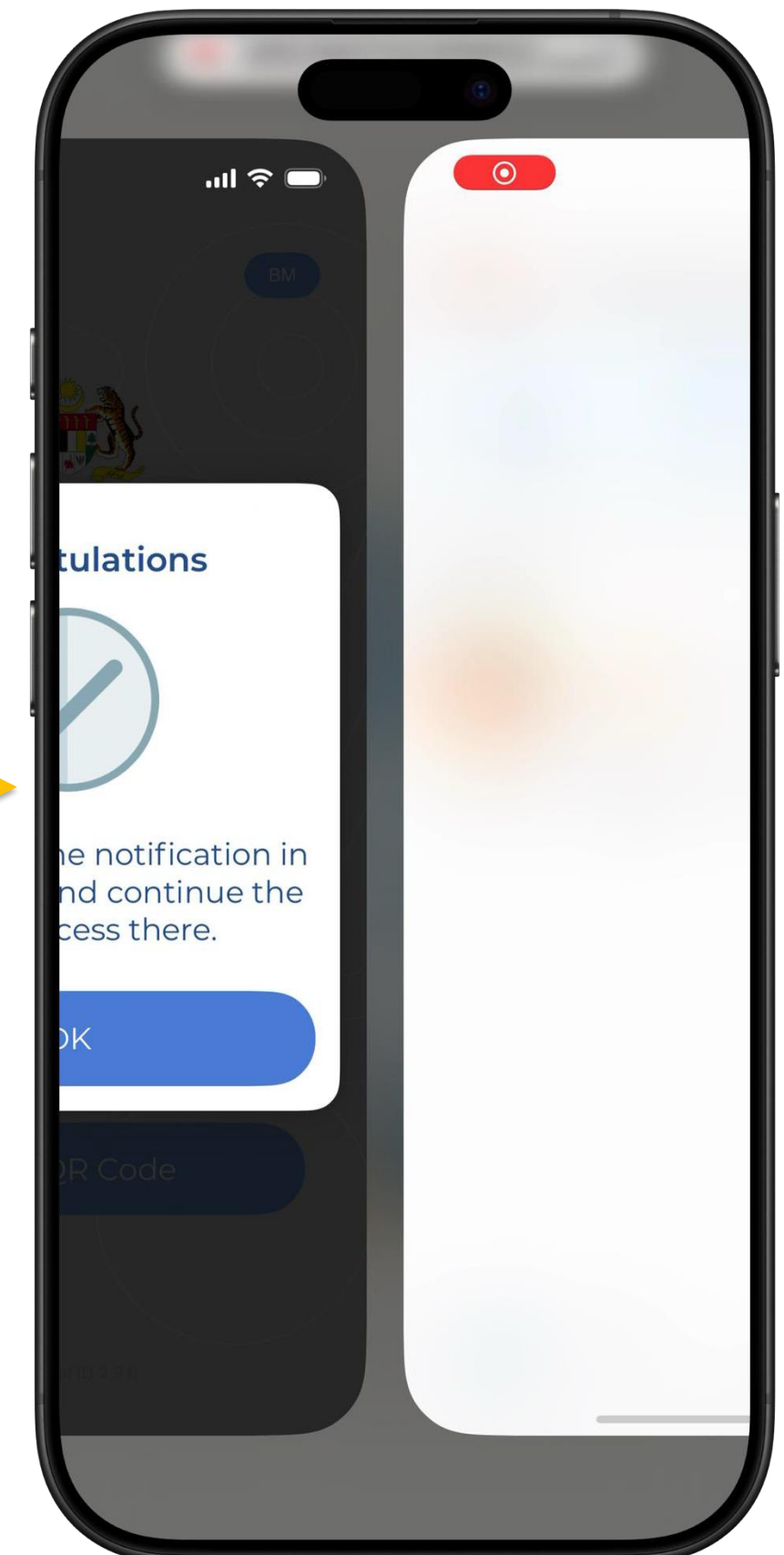


MYDIGITAL ID SCAN SARAWAKPASS QR CODE

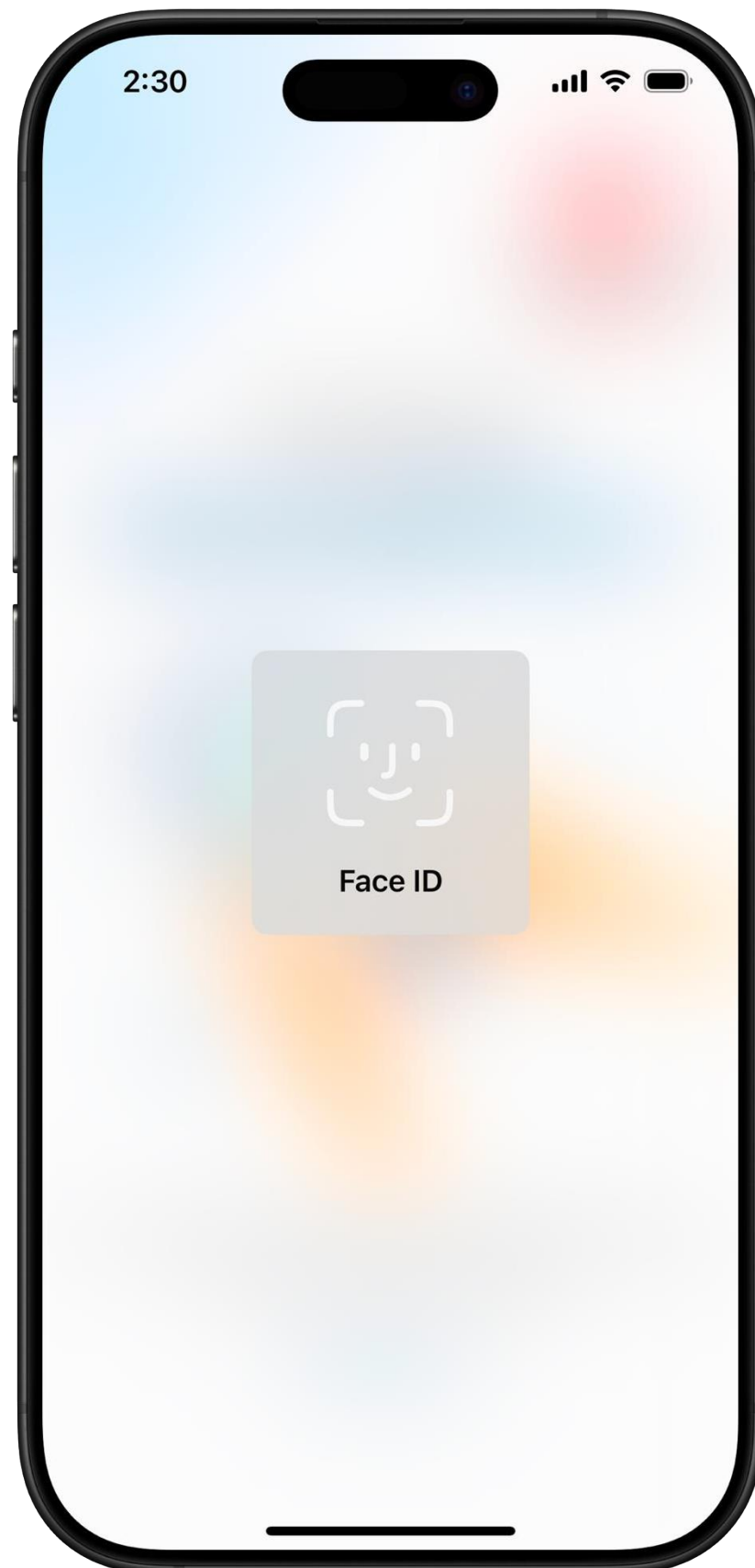


Step 3:
SarawakPass will display a notification indicating that a login request has been received. Tap on the notification to proceed.

After tapping the notification, the user will be redirected to the SarawakPass app.

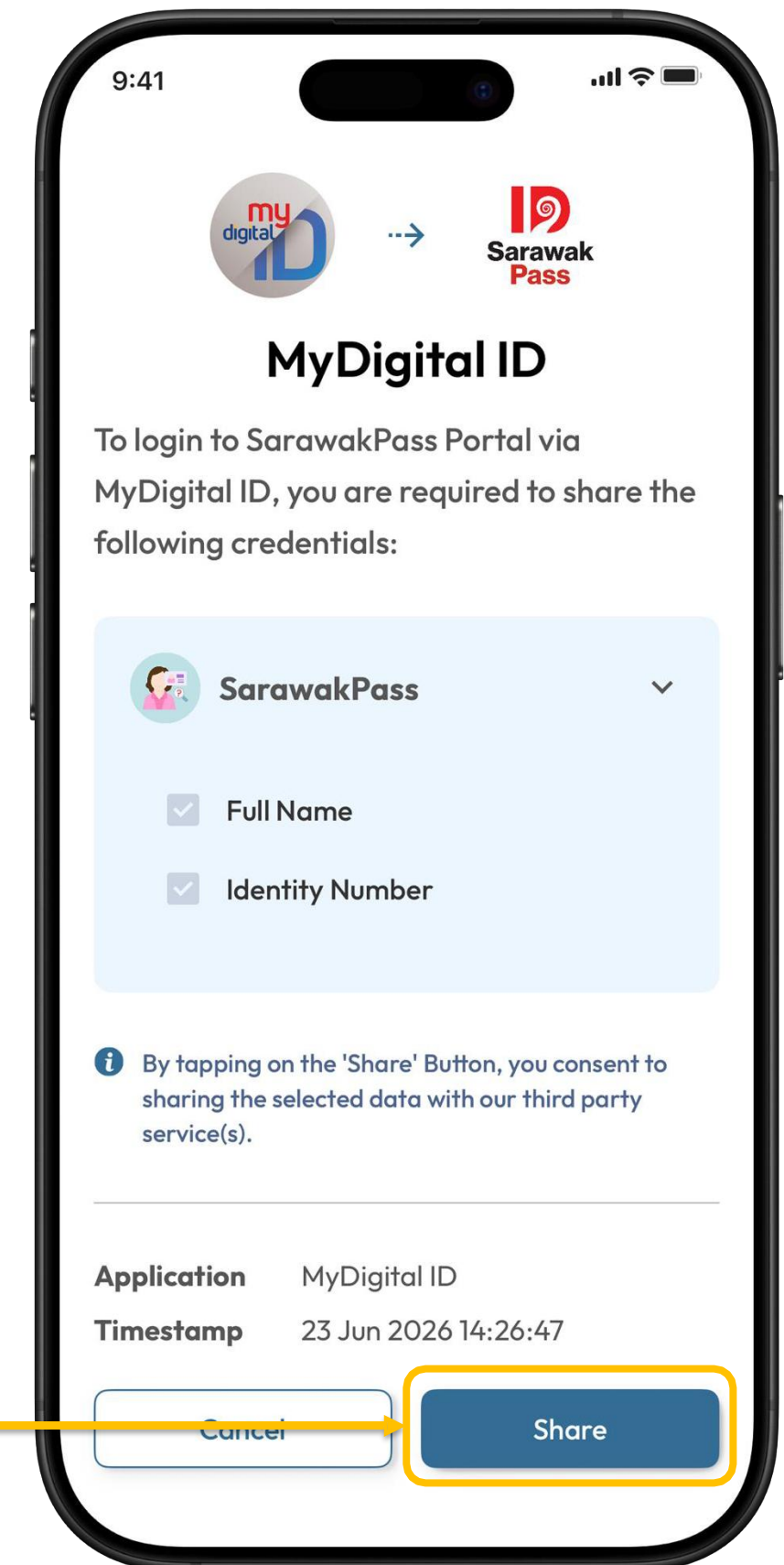


MYDIGITAL ID SCAN SARAWAKPASS QR CODE

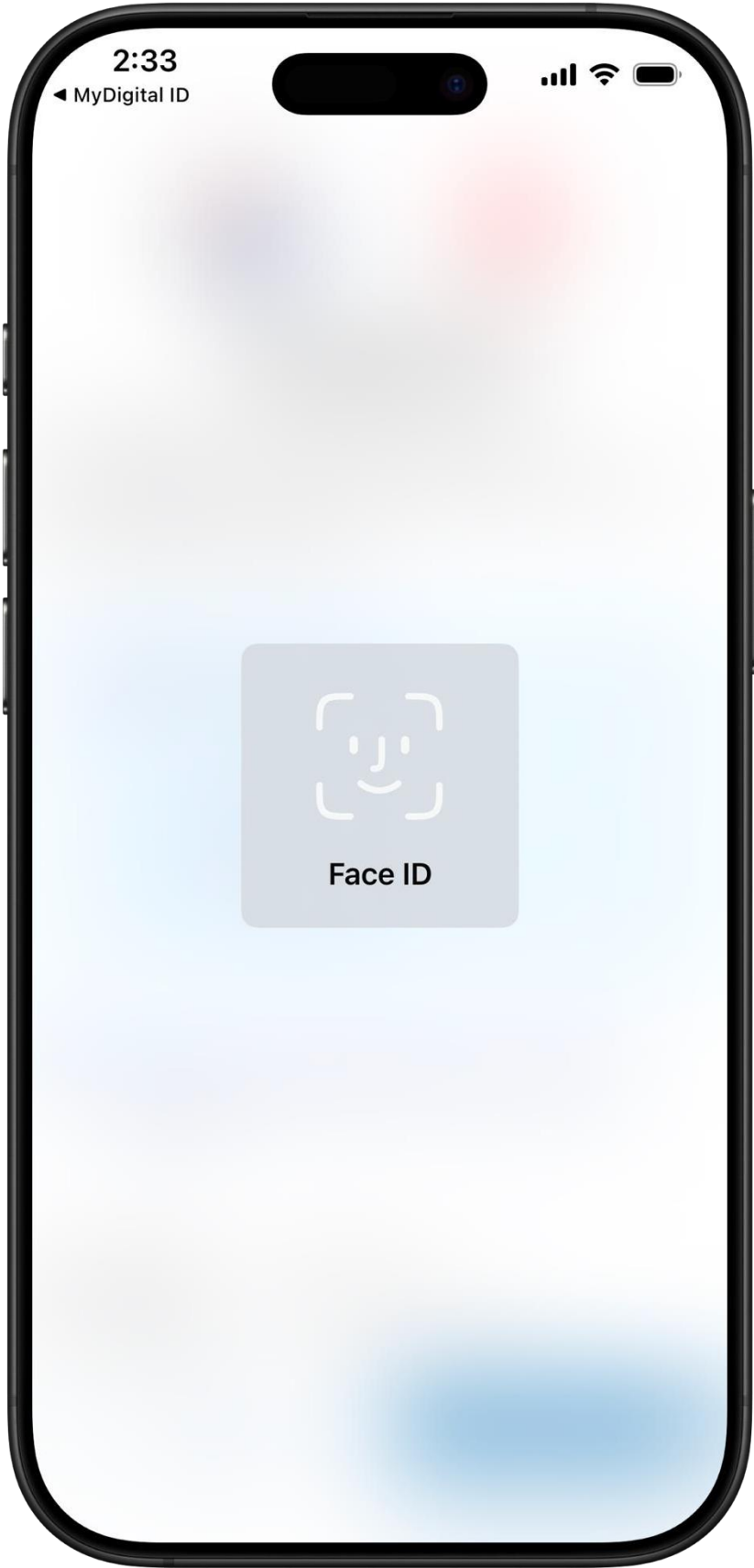


Step 4:
Perform device biometric authentication to log in to SarawakPass.

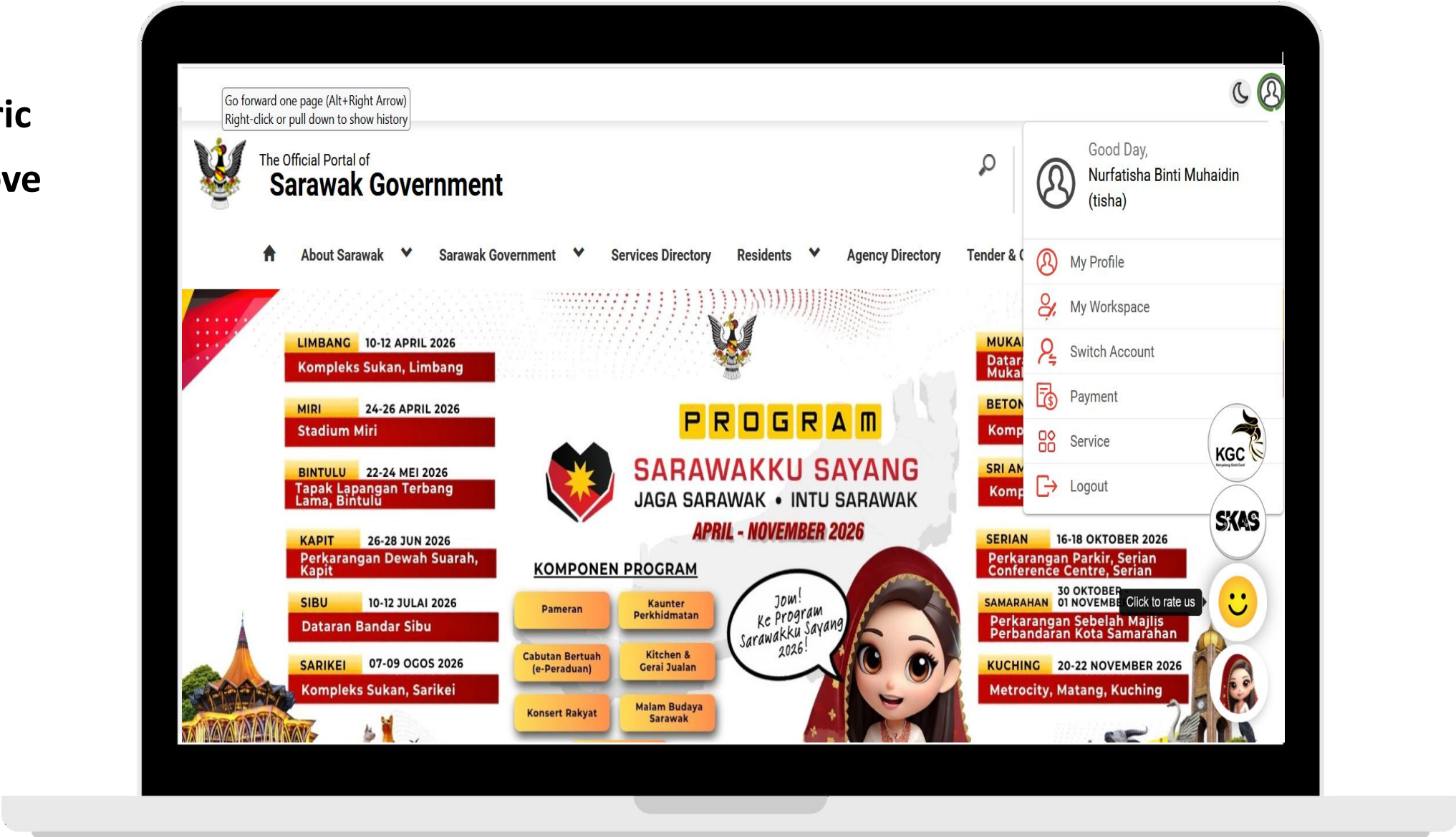
Step 5:
SarawakPass will display a consent sheet confirming the login request from MyDigital ID. Tap the "Share" button to approve the request.



MYDIGITAL ID SCAN SARAWAKPASS QR CODE



Step 6:
Perform device biometric authentication to approve the login request.



Monitor your web browser and notice that you have been successfully logged into Sarawak Government Portal.

Benefits of SarawakPass to Public & State Agencies



Benefits to the Public



Save Time

Fewer trips and less waiting at service counters.



Faster Access

Use one account to access multiple digital services.



Trusted Identity

Verified identity supports safer and more reliable transactions.



Digital Benefits

Benefits, eligibility and services can be viewed in one place.



Data Protection

Consent-based sharing and secure authentication build user confidence.



Benefits to State Agencies



Consistent Login Experience

A common access experience across digital services.



Stronger Identity Assurance

Better confidence for online transactions and service delivery.



Foundation for End-to-End Services

Supports more integrated and seamless digital services.



More Accurate Delivery

Improves eligibility checking and enables proactive service delivery.



Better Governance

Improved auditability, access control and accountability.



SarawakPass creates value for both the public and State Agencies by enabling secure, seamless and trusted digital service delivery.

ROADMAP AND **PLANNED CAPABILITIES**

Strengthening SarawakPass through key integrations and service enhancements for secure, seamless and proactive experiences.

01 Integration with SSM for Corporate Authentication



- ✓ Seamless authentication for corporate entities via SSM data.
- ✓ Verified and up-to-date business information.
- ✓ Stronger trust and compliance for corporate digital services.

02 Digital Signing Enablement



- ✓ Secure digital signing for documents and transactions.
- ✓ Legally valid and ESGA 2022 compliant.
- ✓ Enhances efficiency and reduces paper-based processes.

03 More Proactive Services



- ✓ Personalised notifications and service reminders.
- ✓ Eligibility checks and targeted information.
- ✓ Proactive delivery of services that matter.

04 Onboarding of Agencies' Public Services



- ✓ More agencies onboarded to SarawakPass.
- ✓ Centralised access to a growing range of public services.

What We Need from Agencies

Key actions to support SarawakPass adoption and integration.

01



IDENTIFY SUITABLE DIGITAL SERVICES

Identify agency services that are suitable for SarawakPass integration.

02



CONFIRM ACCESS REQUIREMENTS

Determine whether the service requires individual access or corporate access.

03



COORDINATE WITH SCSDU

Work with SCSDU on integration planning, implementation and follow-up matters.



Agencies play a key role in enabling secure, seamless and well-coordinated SarawakPass services.





THANK YOU!

