



USER MANUAL

**SUPPLY, DESIGN, DEVELOPMENT,
INSTALLATION, TESTING,
COMMISSIONING AND MAINTENANCE OF
REGISTRATION SOFTWARE
FOR
FEDERATION OF INVESTMENT
MANAGERS MALAYSIA (FIMM)**

**MODULE: CONSULTANT MANAGEMENT
(FORGET PASSWORD)
GROUP: CONSULTANT**

AGENCY NAME	:	FEDERATION OF INVESTMENT MANAGERS MALAYSIA (FIMM)
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DOCUMENT DESCRIPTION

This document is prepared to explain how to use the FCS system. This user manual explains the functions and step by step how to use the system completely to the users involved.

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DOCUMENT CONTROL

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ACRONYM

ACRONYM	DESCRIPTION
CAS	Consultant Alert
CEILLI	Certificate Examination in Investment-Linked Life Insurance

Table 1: Acronym Table

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ABBREVIATIONS ROLE

Abbreviation	DESCRIPTION
SYS	SYSTEM
C-CLRK	Consultant Applicant
C-CON	Consultant
C-APP	Consultant Applicant

Table 2: Abbreviation Role Table

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CHAPTER 1: INTRODUCTION

The **FCS System User Manual** is designed to provide users with a comprehensive guide to effectively utilizing the **FCS system**. This manual serves as a reference document to help users understand the system’s functionalities, features, and processes to ensure smooth operation and efficient task completion.

By following the instructions in this manual, users will be able to navigate the system with ease, perform necessary actions, and troubleshoot common issues.

The manual is structured to accommodate both new and existing users, offering clear step-by-step guidance for system access and usage.

Purpose

The purpose of this manual is to equip users with the essential knowledge required to maximize the benefits of the **FCS system**. It provides:

- **A detailed overview of the system’s functions and capabilities** to help users understand its key features.
- **Step-by-step instructions** on accessing and operating the system efficiently.
- **Guidelines on alternative modes of operation and contingencies** in case of system issues or errors.
- **Best practices and recommendations** for optimal system use.

This manual ensures that users can confidently navigate the system while maintaining security, accuracy, and efficiency in their tasks.

Contact Information

If users require further assistance or encounter any issues while using the **FCS system**, they can contact the **Federation of Investment Managers Malaysia (FIMM)** for support.

Support Contact Details:

Phone: [Insert Contact Number]

Email: [Insert Support Email]

Website: [Insert FIMM Website]

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CHAPTER 2: GENERAL SYSTEM INSTRUCTION

2.1 User Log in

The FCS system application is accessible only to registered users. Each user will be provided with a unique User ID and password to log in securely.

To access the system, users must navigate to the **main login page** ([Insert URL]) and enter their credentials. For first-time users, an initial login setup may be required to activate their accounts.

For security reasons:

- Users should keep their login credentials confidential.
- Passwords should be changed periodically to enhance security.
- In case of forgotten credentials, users can use the **"Forgot Password?"** option to reset their password.

Steps to Open the FCS System Website:

1. **Launch your web browser** (Google Chrome, Mozilla Firefox, Microsoft Edge, etc.)
2. **Enter the FCS System URL** in the address bar and press **Enter**.
3. The **login page** will appear, allowing users to enter their credentials.

2.1.1 Log in

Access the Login Page

1. On the homepage, locate the 'Log in'  button and click it.
2. In the **User ID** field, enter your registered **User ID**.
3. In the **Password** field, enter your **password**.

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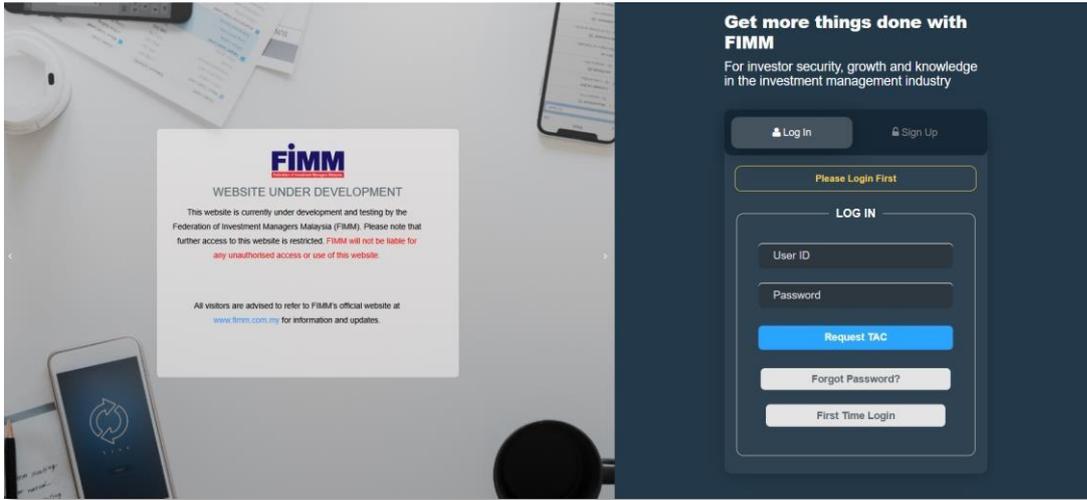


Diagram 1: FCS Homepage

Display Enter Your Credentials

- System will show sign in page, User need to insert this item
 - User ID
 - Password
 - TAC

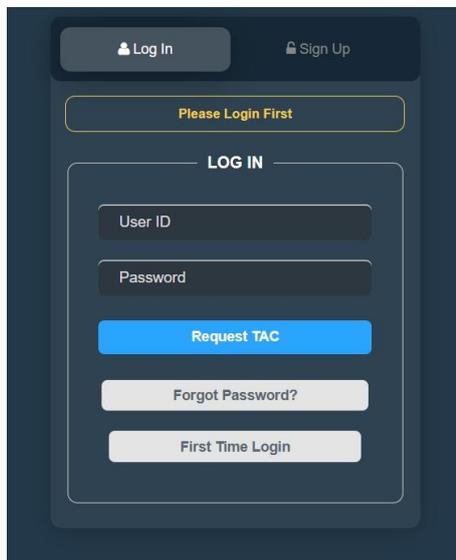


Diagram 2: Log in Display

Successful Login

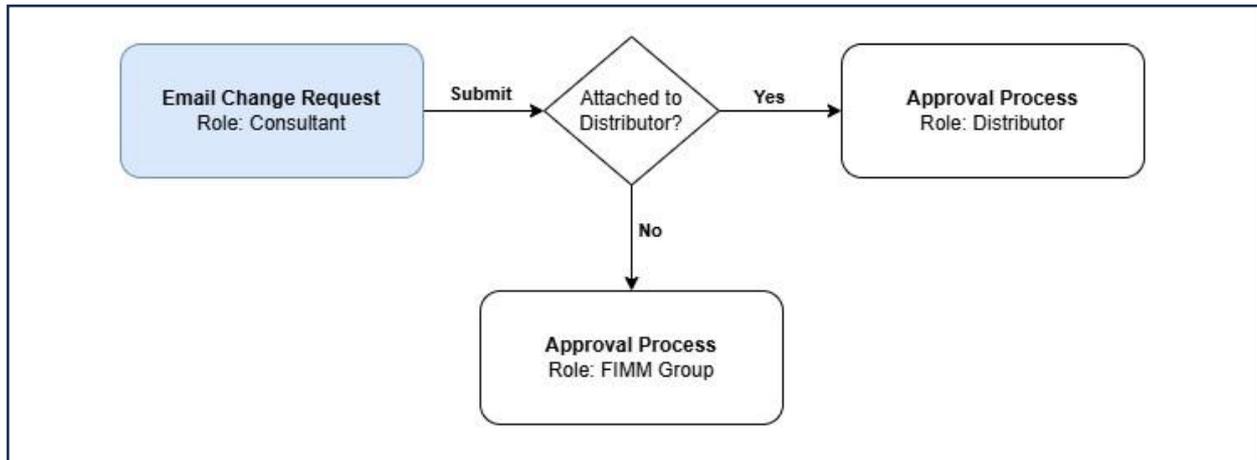
- Click Login button and the system will be redirected to the FCS System dashboard.

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3.4 Forget Password

3.4.1 Forgot Password by Consultant

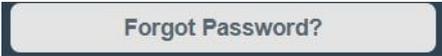
3.4.1.1 Process Flow



3.4.1.2 Manual Steps

Reset Password

1. On the Log In Page, locate the 'Forgot Password'

 button and click it.

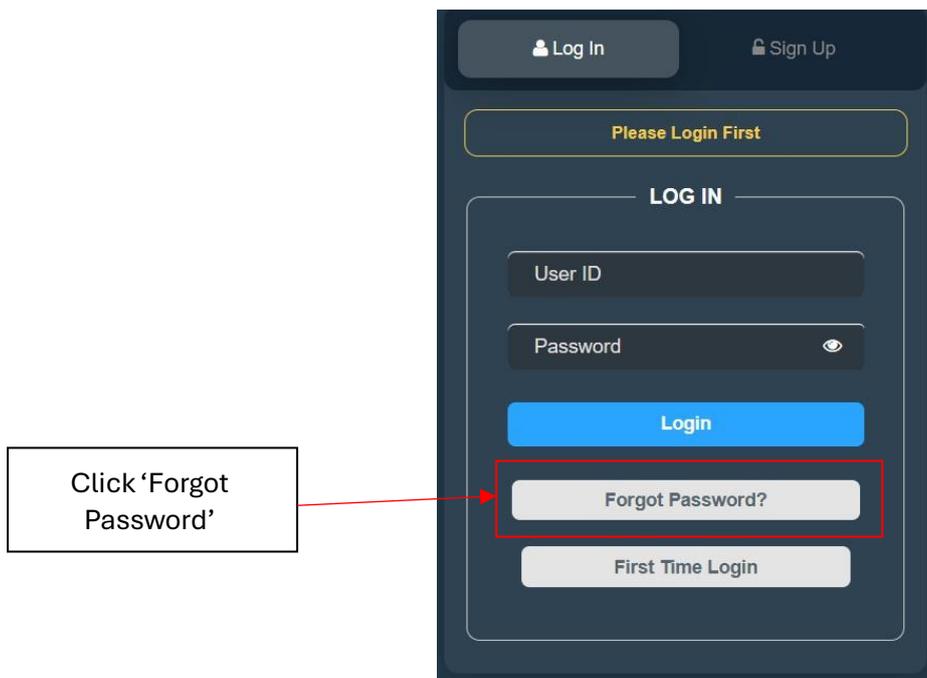


Diagram 196 Login Page

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2. System will display popup box to enter the NRIC/Passport No.



Diagram 197 Forgot Password Pop Up Box

3. User need to fills in detail in required field and click



- NRIC No (Malaysian)
- Passport No (Non-Malaysian)

4. System will display a prompt message.

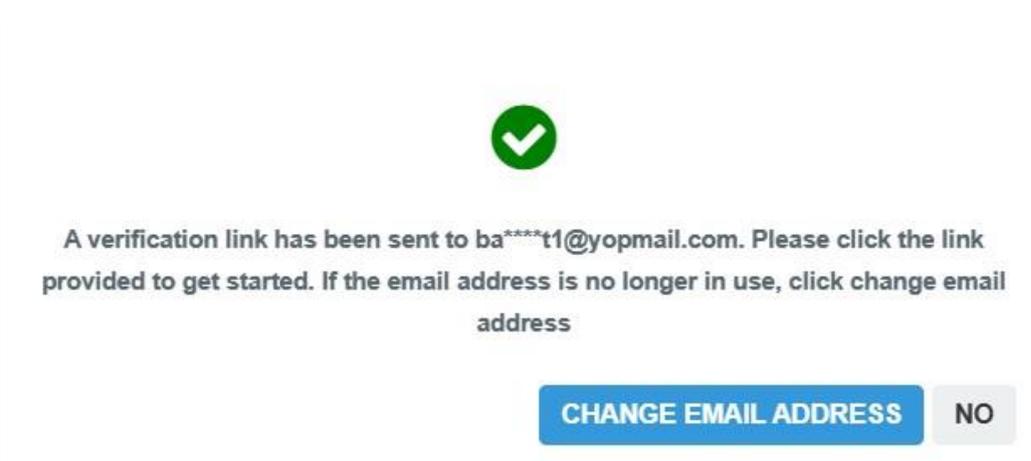


Diagram 198 Change Email Address Prompt Message

5. Click No, if user proceed to verify the email and reset the password.
6. User need to check their email for the reset password link.

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Diagram 199 Reset Password Link

7. Click '(Here)' to reset your password.
8. User will redirect to the Reset Password Page.

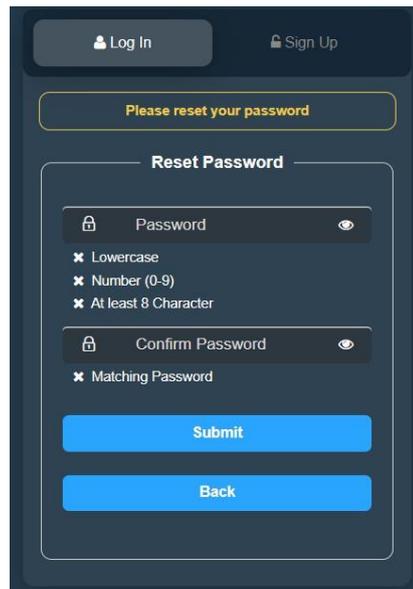
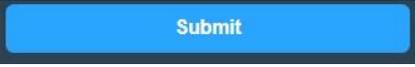


Diagram 200 Reset Password Page

9. Enter details in required field. (Password must match to continue reset the password and met the password strength requirement)

- Password
- Confirm Password

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10. Click  and user is able to login to FIMM System.

Email Change Request

1. On the Log In Page, locate the 'Forgot Password'

 button and click it.

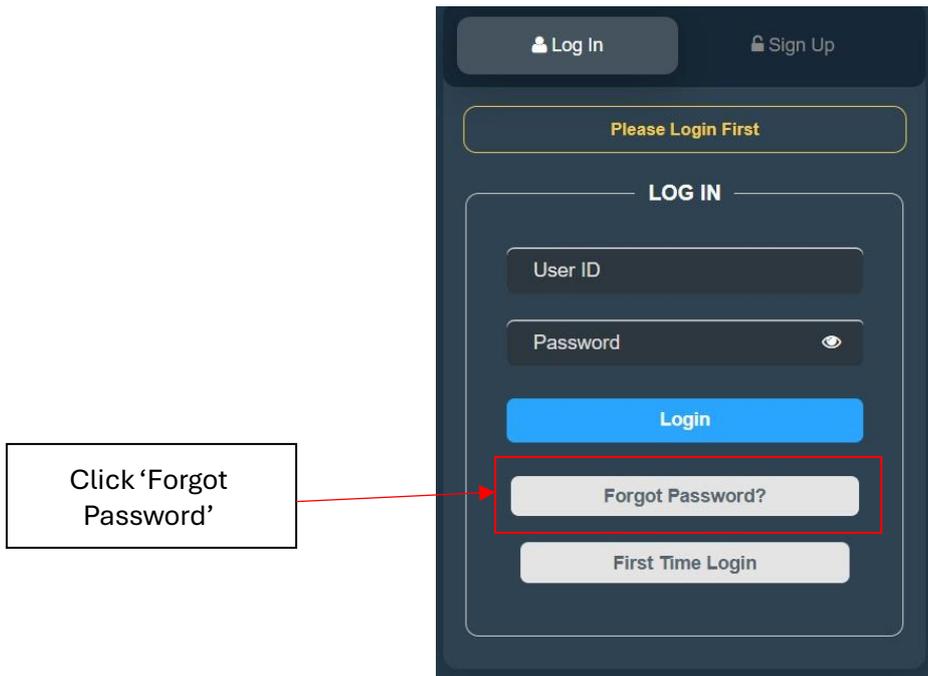


Diagram 201 Login Page

2. System will display popup box to enter the NRIC/Passport No.

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Diagram 202 Forgot Password Pop Up Box

3. User need to fills in detail in required field and click 
 - NRIC No (Malaysian)
 - Passport No (Non-Malaysian)
4. System will display a prompt message.

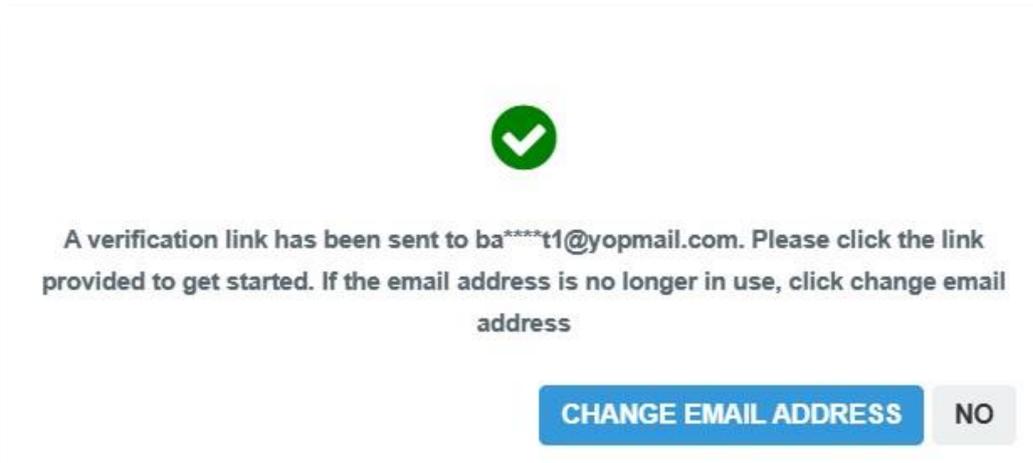


Diagram 203 Change Email Address Prompt Message

5. Consultant clicks  button.
 - i. System will display email change request form to fill in with details:
 - a. NRIC/Passport No (Auto populate based on registered NRIC/Passport No)

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- b. New Email Address
- c. Selfie (Note: User need to take a selfie with NRIC / Passport. Please ensure the picture and details are clear.)

Email Change Request
✕

NRIC / Passport No

New Email Address

Selfie *Take a selfie with your NRIC/Passport. Please ensure the picture and details are clear

 The screen capture will appear in this box.



Diagram 204: Email Change Request form

- ii. Consultant fills in the detail and click  button. System will send the application to Distributor or FIMM for approval process.