

# USER MANUAL FORGOT PASSWORD - EMAIL

- ezHASiL -



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## **SECTION A: INTRODUCTION**

#### 1.1 Purpose

This document is the user manual for ezHASiL Centralized Interface. In this document the guide of using ezHASiL system is listed for user's reference.

#### 1.2 System Requirement

Requirement	Description
Computer / Processor	At least Intel Pentium <sup>®</sup> III and above
Memory	At least 128 megabyte(MB)
Operating System	At least Microsoft Windows 7 (Latest service
	pack), Linux and Macintosh
Internet Browser	
Microsoft Internet Explorer 11.0 and above	
Microsoft Edge	128-bit encryption
Mozilla Firefox 44.0	
Google Chrome 46.0	
Safari 5	
e-Filing Digital Certificate	
Internet Line	Priority 512Kbps speed and above
Adobe Reader	For printing Acknowledgement Receipt and
	User Manual.

## **1.3** Internet Browser Setting

For users of ezHASiL system, you are required to set your browser as below:

Internet Explorer	Go to Tools -> Internet Options -> Privacy -> Pop-up Blocker. Click
	on "Turn On pop-up Blocker" checkbox to remove √.
Microsoft Edge	Go to Settings -> Advanced Setting -> View Advanced Setting ->
	Block pop-ups. Click on button to change display to "OFF".
Mozilla Firefox	Go to Menu -> Options -> Content -> Pop ups. Click on "Block
	pop-up windows" checkbox to remove √.
Google Chrome	Go to Settings -> Privacy -> Contents settings -> Pop-ups. Select
	"Allows all sites to show pop-ups".
Safari	Go to Settings. Select "Block Pop Up Windows" to remove √.



## SECTION B: ACCESSING ezHASiL WEBSITE

i. Browse to ezHASiL website at https://ez.hasil.gov.my

	Services - Help FAQ Contact Us
-	Cog In
https://mfiling.hasil.gov.my	Please enter your Reference No. (Identification No.) and click Submit.
	New IC No.     Passport No.
ANNOUNCEMENT	Police No.
MEDIA STATEMENT : EXTRA DURATION FOR FORM E SUBMISSION VIA E-FILING	Clear Submit
Lembaga Hasil Dalam Negeri Malaysia (LHDNM) would like to inform that the submission date for Form E Year of Assessment 2015 via e-Filing will	First Time Login
be extended up to 30th April 2016.	Forgot Password
Download News	Need assistance? 1-800-88-5436 (LHDN) / +603-7713 6666 (Oversea)
Archives >>	

ii. Click on **EN** link. ezHASiL system will be displayed in English version.



## **SECTION C: ezHASIL MODULE**

#### 1.1 Attention

For security, your Password must have a combination as per below:

- Must be between 8 to 12 characters
- Must have at least one (1) one capital letter
- Must have at least one (1) small letter
- Must have at least one (1) numerical character
- Special character/Symbol are not allowed

\* NOTE: Security Phrase will be reset after the password was successfully changed.

#### 1.2 Forgot Password - Email

Forgot Password function is used to change the current password for users who have forgotten the password.

**Pre-requisite:** User must have a registered email with LHDNM.

HASIL ™ I ■	👚 Services - Help FAQ Contact Us
ANNOUNCEMENT	<ul> <li>Log In</li> </ul> Please enter your Reference No. (Identification No.) and click Submit. <ul> <li>IDENTIFICATION NO.</li> <li>IDENTIFICATION NO.</li> <li>New IC No.</li> <li>Passport No.</li> <li>Army No.</li> <li>Police No.</li> </ul>
MEDIA STATEMENT : EXTRA DURATION FOR FORM E SUBMISSION VIA E-FILING	Clear Submit
Lembaga Hasil Dalam Negeri Malaysia (LHDNM) would like to inform that the submission date for Form E Year of Assessment 2015 via e-Filing will be extended up to 30th April 2016.	First Time Login Forgot Password
1. Click on Forgot Password link. System will d	lisplay Forgot Password screen.



	· ·	
٢	Forgot Password	
Ple Su	ease enter the Reference No. (Identification No.) and Click	Actions below can be taken if your password has been blocked: 1.If you have a registered email with LHDNM, please proceed to Forgot
	Identification No.  New IC No.	Your Password; or 2.If you have a registered telephone no. with LHDNM, please click <u>here</u> for the Temporary Activation Code application via SMS guide 3.Visit the nearest LHDNM branch.
	Passport No. Army No. Police No.	For inquiries, contact the Customer Service Center on line 1-800-88- 5436 (LHDN)
E	Clear Submit	No.) and click on <b>Submit</b> button. Reset Password
s	creen will be displayed as below.	
	Reset Password	Services - Help FAQ Contact Us
0	Reset Password Please select medium to reset the password and click Sub Digital Certificate Type	<ul> <li>Services- Help FAQ Contact Us</li> <li>mit.</li> <li>Individual</li> <li>Organization</li> </ul>
		<ul> <li>Services - Help FAQ Contact Us</li> <li>Individual</li> <li>Organization</li> <li>Clear Submit</li> </ul>
0	A contract Password      Reset Password      Reset Password      Please select medium to reset the password and click Sub     Digital Certificate Type      Solect Reset Medium     Registered email with LHDNM     Temporary Activation Code      If you do not have a registered email with LHDNM, please     please contact Customer Service	Services~ Help FAQ Contact Us          mit.         Individual         Organization         Clear Submit         visit the nearest LHDNM branch for assistance. For any inquiries, Center hotine at 1-800-88-5436 (LHDN).
S	A constraint of the password and click Sub Digital Certificate Type      Solect Reset Medium     Registered email with LHDNM     Temporary Activation Code      If you do not have a registered email with LHDNM, please     please contact Customer Service      Select Individual or Organization for Digital	Services- Help FAQ Contact Us  mit.  Individual  Organization  Visit the nearest LHDNM branch for assistance. For any inquiries, Center hotine at 1-800-88-5436 (LHDN).  Ital Certificate Type.
	A contract Password      Reset Password      Please select medium to reset the password and click Sub     Digital Certificate Type      Select Reset Medium     Registered email with LHDNM     Temporary Activation Code      If you do not have a registered email with LHDNM, please     please contact Customer Service      Select Individual or Organization for Digital      Select option Registered email with LHDM     registered email with LHDM     registered email with LHDM	Services- Help FAQ Contact Us milt. Individual Organization Clear Submit Visit the nearest LHDNM branch for assistance. For any inquiries, Center hotine at 1-800-88-5436 (LHDN). ital Certificate Type. DNM for Select Reset Medium and enter the



h norsenhu ofiling@haail.gou.mu	12:07 DM (2 hours ago) -
à to me	12.07 PM (2 Hours ago)
Dear Sir / Madam,	
Thank you for using the e-Filing LHDNM.	
https://ez.hasil.gov.my/CI-QA/TerlupaKataLaluanByEmail.aspx?	
Please click on the link above to continue with the password changing pro	cess for Reference No. (Identification No.): :
This link will be expired on 04/03/2016 02:07:38 PM	
Thank you.	
. Open the email and click on available lin	nk. Link will navigate you to Forgot Password screen
as below. The link will be expired after	2 hours. If link expired, please repeat first step.
	Services - Help EAO Contact II
6 Forgot Your Password	
Forget Your Password     Please enter your New Password and click Submit.     For password security criteria, place cursor on the icon ①	Actions below can be taken if your Password has been blocked.
Forgot Your Password Please enter your New Password and click Submit. For password security criteria, place cursor on the icon ().     New Password	Actions below can be taken if your Password has been blocked. 1. If you have a registered email with LHDNM, please proceed to Forgot Your Password; or 2. Visit to the nearest LHDNM branch.
Forget Your Password  Please enter your New Password and click Submit. For password security criteria, place cursor on the icon ①     New Password     Confirm New Password	Actions below can be taken if your Password has been blocked. 1. If you have a registered email with LHDNM, please proceed to Forgot Your Password; or 2. Visit to the nearest LHDNM branch. For any enquiries, please call our Customer Service Centre line at 1-800-88-5436 (LHDN)/ +603-7713 6666 (Oversea).
Forgot Your Password  Please enter your New Password and click Submit. For password security criteria, place cursor on the icon (1)     New Password     New Password     Confirm New Password	Actions below can be taken if your Password has been blocked. 1. If you have a registered email with LHDNM, please proceed to Forgot Your Password; or 2. Visit to the nearest LHDNM branch. For any enquiries, please call our Customer Service Centre line at 1-800-88-5436 (LHDN)/ +603-7713 6666 (Oversea).
Forget Your Password  Please enter your New Password and click Submit For password security criteria, place cursor on the icon ().      New Password      New Password      Confirm New Password      Clear      Submit	Actions below can be taken if your Password has been blocked. 1. If you have a registered email with LHDNM, please proceed to Forgot Your Password; or 2. Visit to the nearest LHDNM branch. For any enquiries, please call our Customer Service Centre line at 1-800-88-5436 (LHDN)/ +603-7713 6666 (Oversea).
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Forget Your Password Please enter your New Password and click Submit. For password security criteria, place cursor on the icon ① New Password ① Confirm New Password ① Clear Submit	Actions below can be taken if your Password has been blocked. 1. If you have a registered email with LHDNM, please proceed to Forgot Your Password; or 2. Visit to the nearest LHDNM branch. For any enquiries, please call our Customer Service Centre line at 1-800-88-5436 (LHDN)/ +603-7713 6666 (Oversea).
Forgot Your Password      Please enter your New Password and click Submit.     For password security criteria, place cursor on the icon ①      New Password     Orfirm New Password      Crear Submit      Enter Password and re-enter the same p	Actions below can be taken if your Password has been blocked. 1. If you have a registered email with LHDNM, please proceed to Forgot Your Password; or 2. Visit to the nearest LHDNM branch. For any enquiries, please call our Customer Service Centre line at 1-800-88-5436 (LHDN)/ +603-7713 6666 (Oversea). Deassword to confirm. Click on <b>Submit</b> button. Pleas
Forget Your Password      Please enter your New Password and click Submit.      For password security criteria, place cursor on the icon ①      New Password     ①      Confirm New Password      Clear Submit      Submit      Enter Password and re-enter the same p refer password validation at Section C, p	Actions below can be taken if your Password has been blocked. 1. If you have a registered email with LHDNM, please proceed to Forgot Your Password; or 2. Visit to the nearest LHDNM branch. For any enquiries, please call our Customer Service Centre line at 1-800-88-5436 (LHDN)/ +603-7713 6666 (Oversea). Dessword to confirm. Click on <b>Submit</b> button. Please paragraph 1.1.
Forgot Your Password Please enter your New Password and click Submit. For password security criteria, place cursor on the icon ① A New Password ① ① Confirm New Password ② Confirm New Password ③ Confirm New Password ④ Confirm New Password ④ Confirm New Password ④ Confirm New Password ④ Confirm New Password ● Confir	Actions below can be taken if your Password has been blocked. 1. If you have a registered email with LHDNM, please proceed to Forgot Your Password; or 2. Visit to the nearest LHDNM branch. For any enquiries, please call our Customer Service Centre line at 1-800-88-5436 (LHDN)/ +603-7713 6666 (Oversea). Deassword to confirm. Click on <b>Submit</b> button. Please paragraph 1.1.