TRUSTGATE
SECURE TRANSACTION. TRUSTED BUSINESS

QUEST 3+

USER GUIDE: LOGIN QUEST 3+ PORTAL USING MOZILLA FIREFOX V1.1

Reference Number:	**TG/CSE/O/2-001-2026**
Date:	**26/10/2026**

MSC Trustgate.com Sdn. Bhd. (478231-X)
Suite 2-9, Level 2, Block 4801
CBD Perdana, Jalan Perdana
63000 Cyberjaya
Selangor Darul Ehsan Malaysia
Email: mytrust365-support@msctrustgate.com
Tel: +603 8318 1800
Fax: +603 8319 1800

© 2026 MSC Trustgate.com Sdn. Bhd.
All rights reserved. Neither the whole nor any part of this document may be reproduced, stored in any retrieval system, or transmitted in any form or by any means without prior written consent of MSC Trustgate.com Sdn. Bhd.

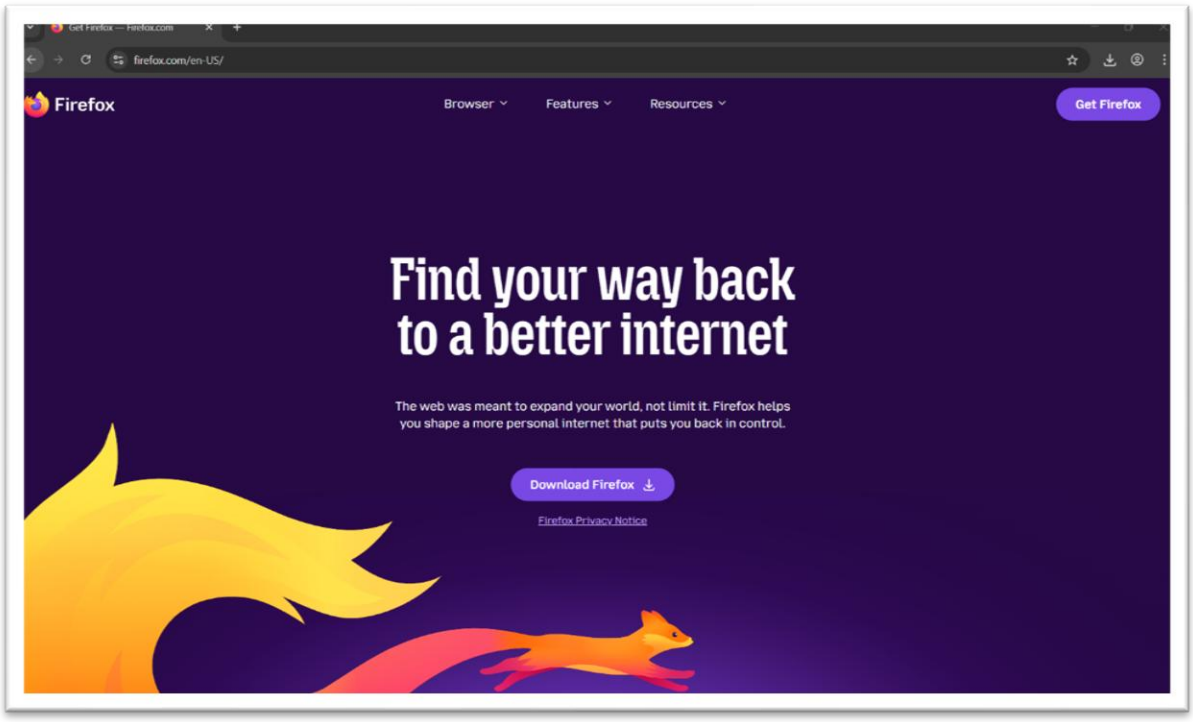
CONTENTS

Section A: Download & Install Mozilla Firefox on Computer 2

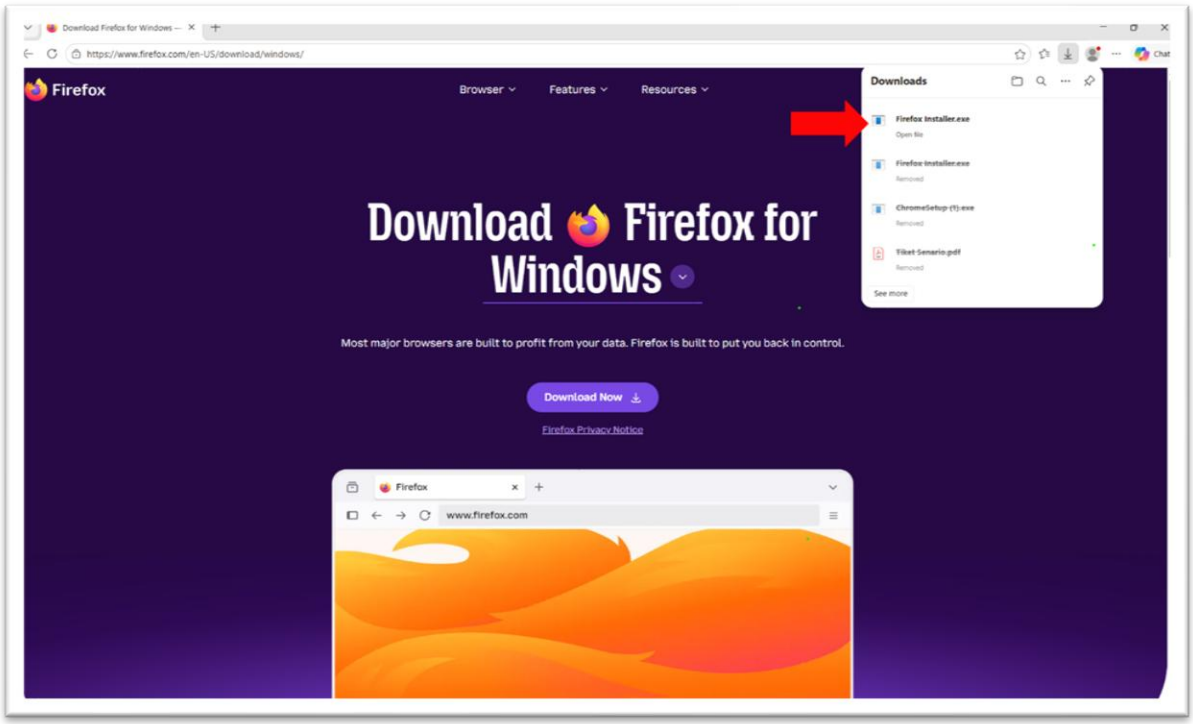
Section B: Login Quest 3+ Using Mozilla Firefox 7

Section A: Download & Install Mozilla Firefox on Computer

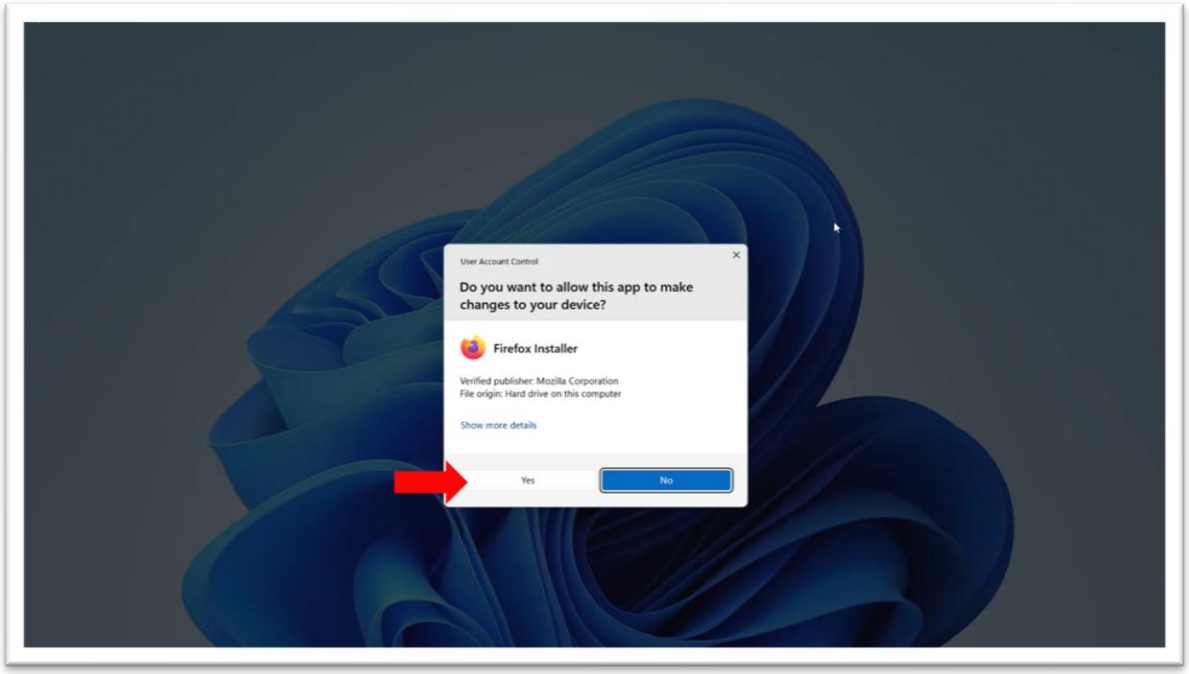
1. Go to https://www.firefox.com/en-US/download/windows/ and click on **'Download Now'** to download Mozilla Firefox installer.



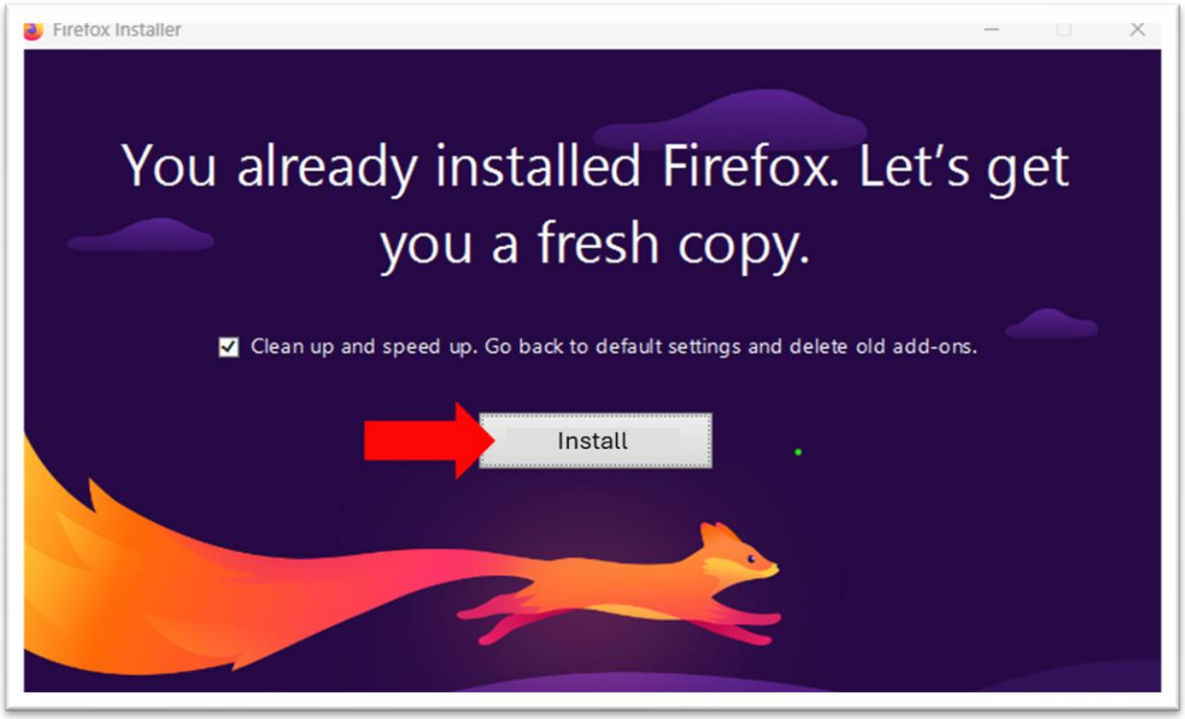
2. Click the downloaded **Firefox Installer.exe** to start the installation.



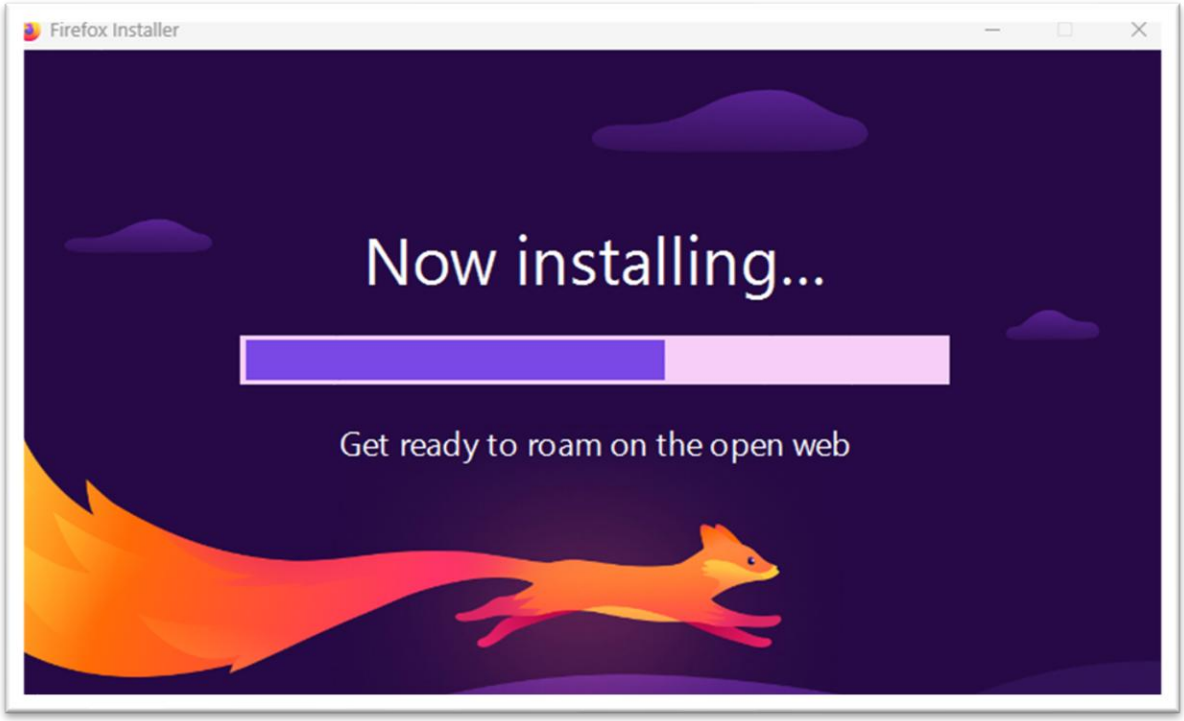
3. User Account Control may prompt on your computer for confirmation. Click **'Yes'**.



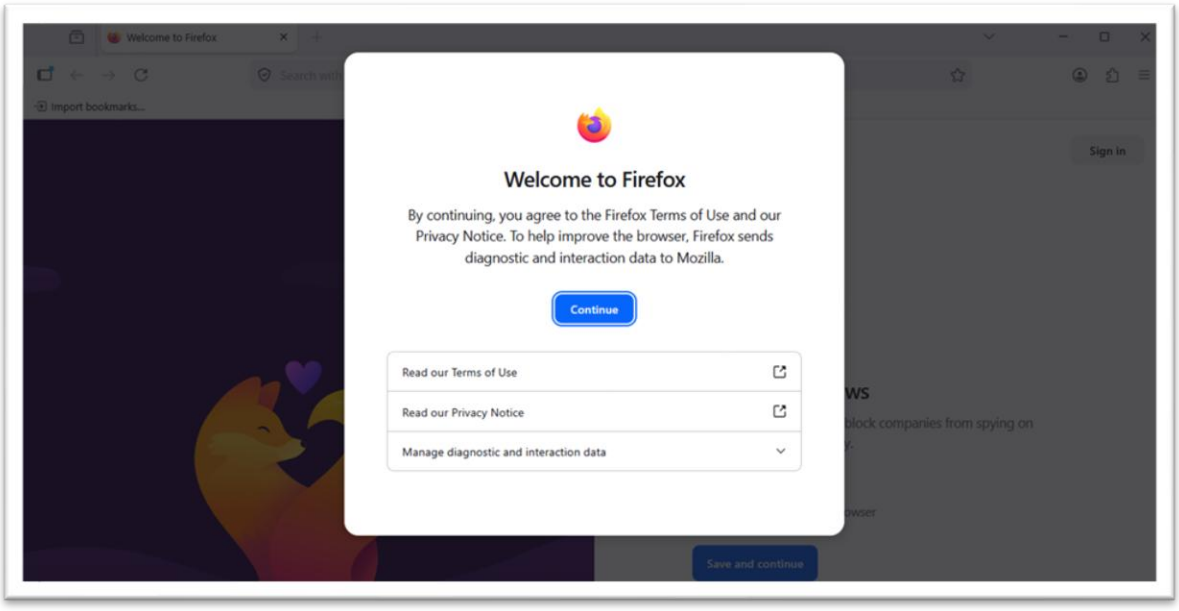
4. Click **'Install'.**



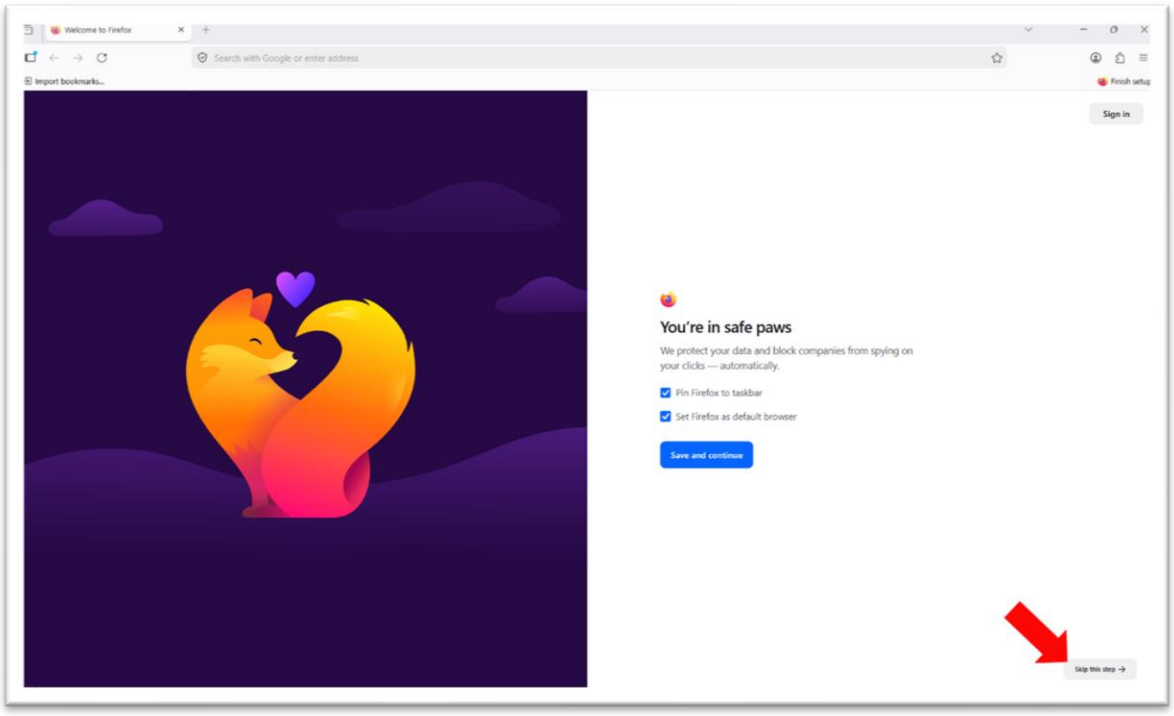
5. Wait for the program to finish installation.

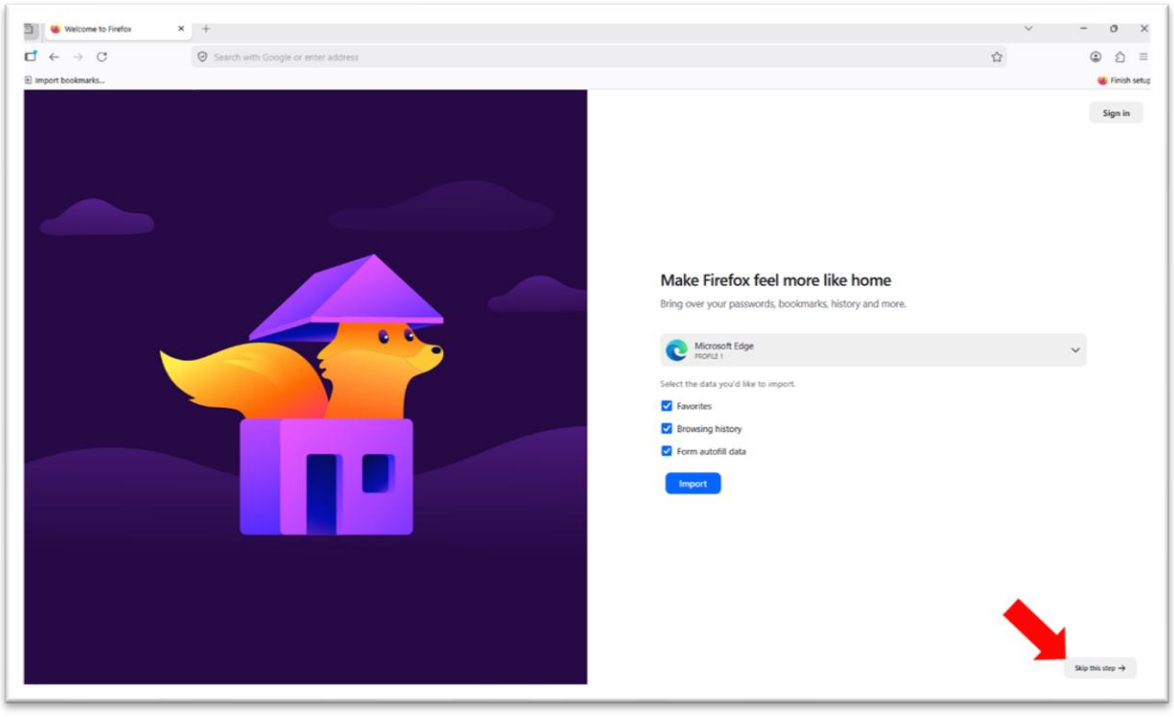


6. Firefox's terms of use and privacy notice will prompt before continuing.

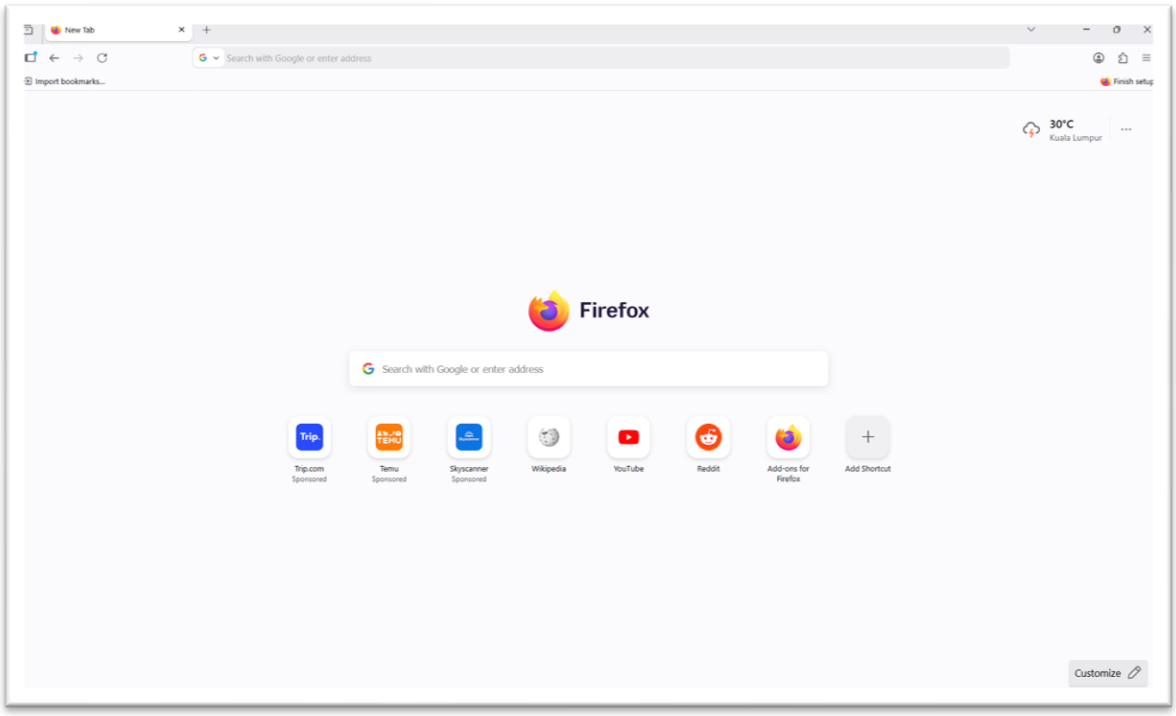


7. Click **'Skip this step'** to skip set bookmark, default browser settings and browsing history.





8. Successfully install Mozilla Firefox.

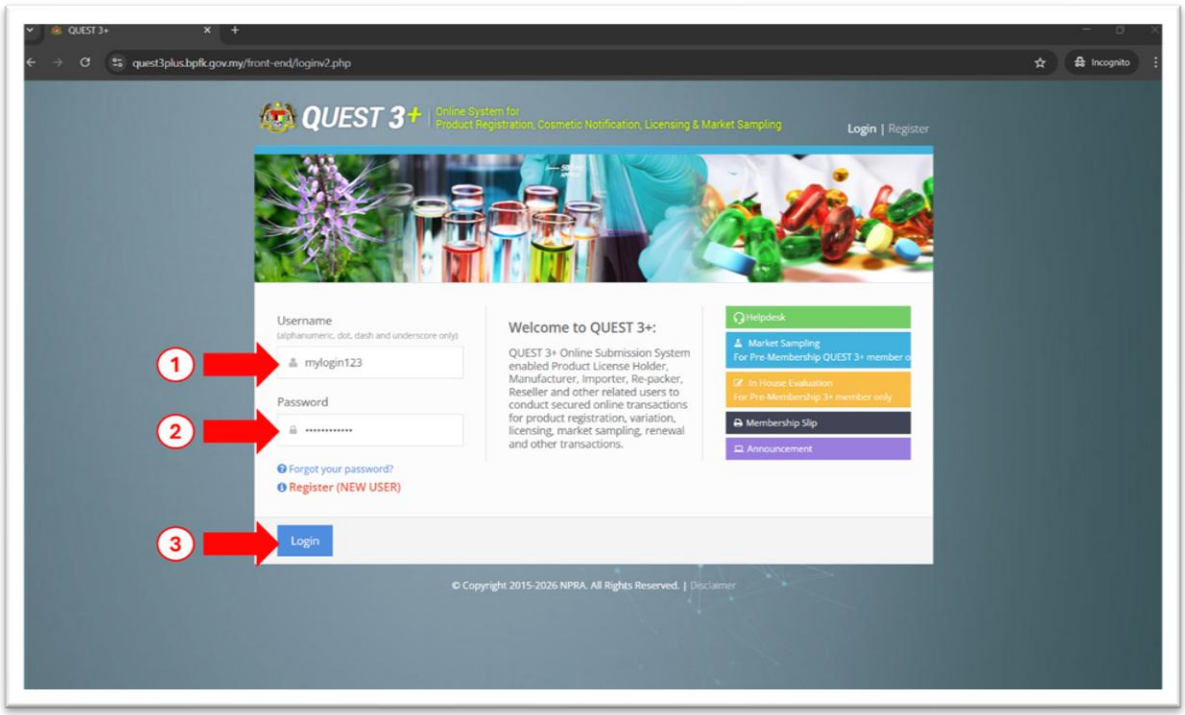


Section B: Login Quest 3+ Using Mozilla Firefox

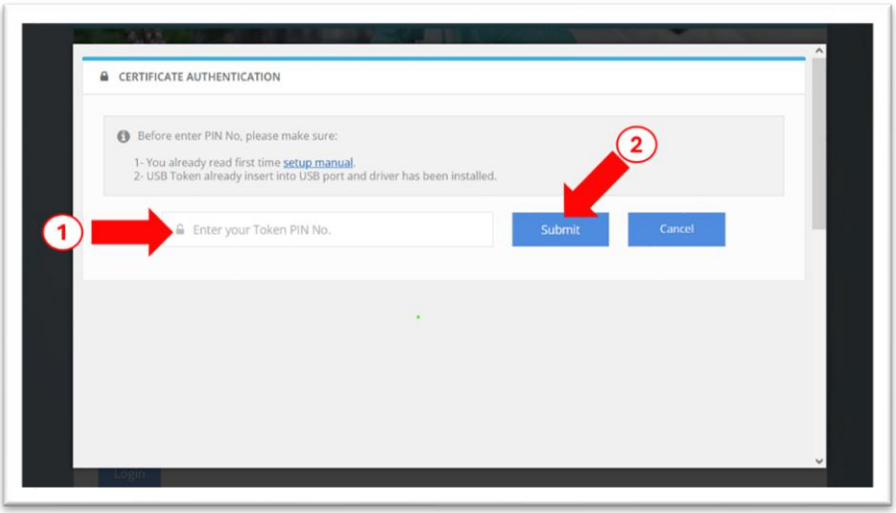
1. **Insert the Quest 3+ USB token** to computer and go to Quest 3+ login portal.

   URL: https://quest3plus.bpfk.gov.my/front-end/loginjava.php

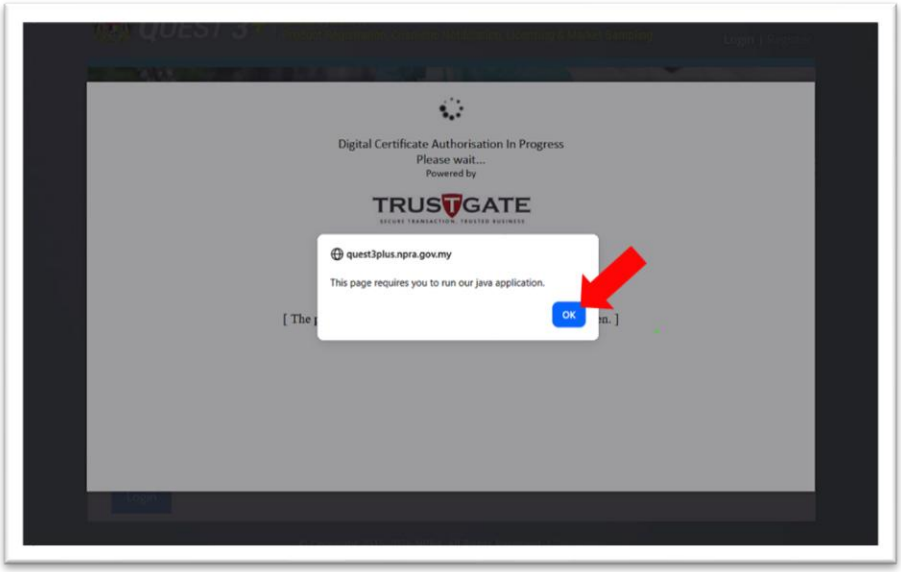
2. Enter Quest 3+ login USERNAME and Password and click **'Login'**.



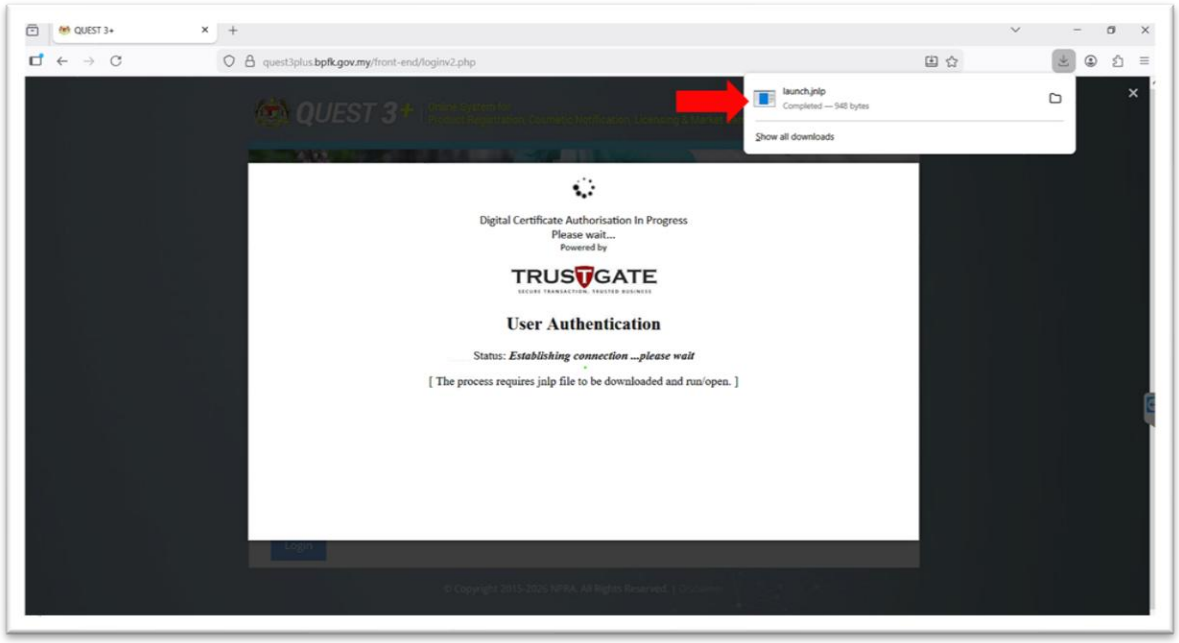
3. Enter the USB token PIN number and click **'Submit'**.



4. The authentication page will start loading and a prompt will appear requesting permission to download and run the Java application. Click **'OK'**.

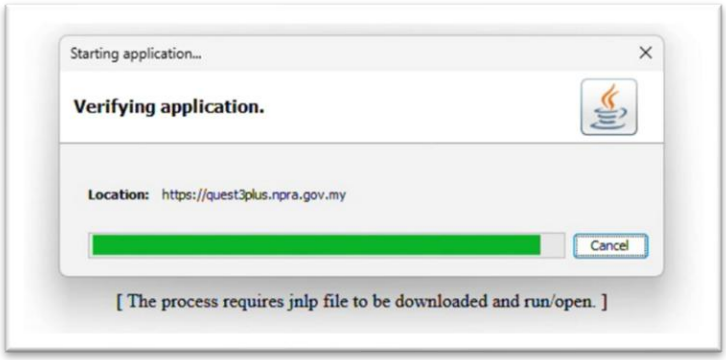


5. The browser will start download the *launch.jnlp* file. Once download completed, click the **launch.jnlp** file to run.



6. The computer will start run the *jnlp* file and authentication of digital certificate in USB token will take place. Please wait until the progress are finished.

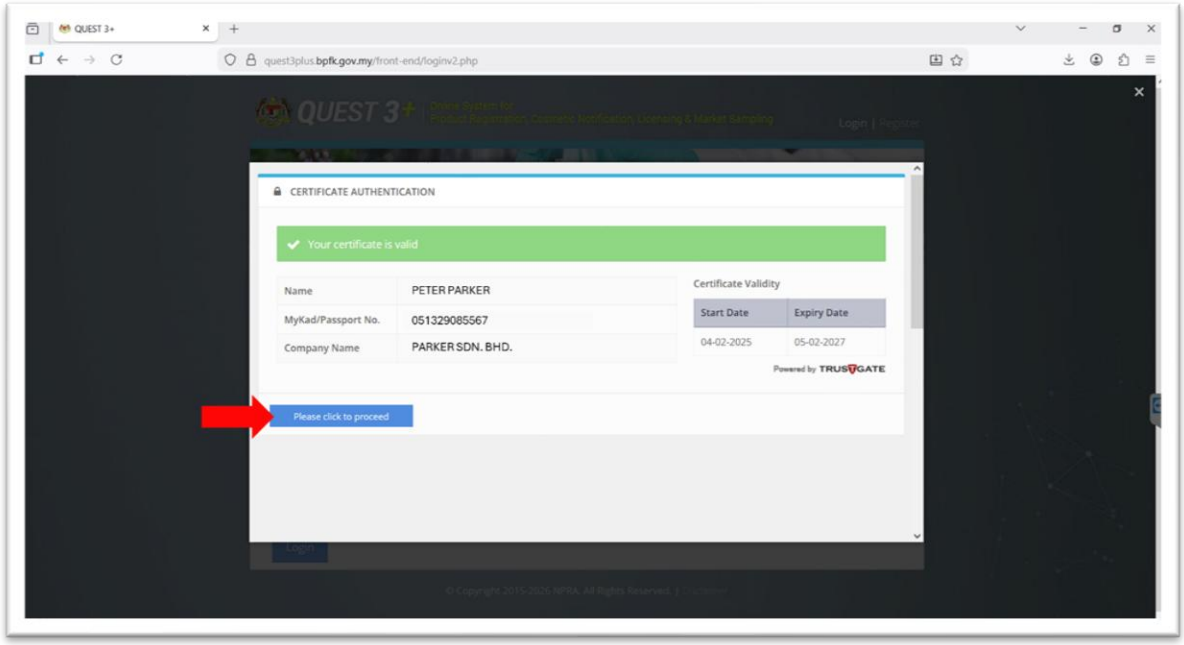




7. Click the check box *'Do not show this again for the apps from the publisher and location above'* as below screen shot and click **'Run'**.



8. The portal will show the digital certificate and login status. Click **'Please click to proceed'** button to proceed to Quest 3+ portal's Dashboard.



---------- END OF USER GUIDE ----------