



QUEST 3+ LOGIN & CERTIFICATE ACTIVATION USER GUIDE

V1.0

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CONTENTS

Section A: Introduction & Software Requirements	2
Section B: Download & Install MyTrustIDesktop App on Computer	3
Section C: Logging in to the Quest 3+ Portal	7
Section D: Switch & Read USB Token in MyTrustIDesktop App	15
Section E: Digital Certificate Activation.....	17

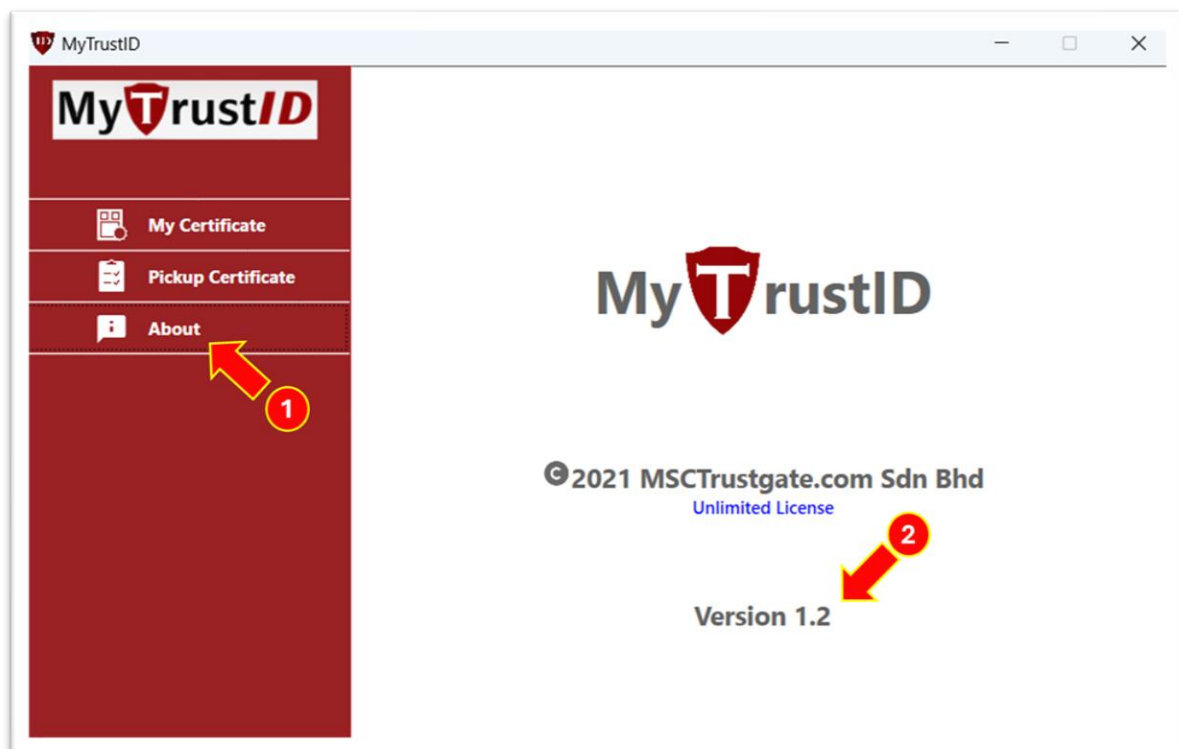
SECTION A: INTRODUCTION & SOFTWARE REQUIREMENTS

1. This document describes the detail user guide for users on using MyTrustIDesktop application requirement for digital certificates activation into USB token and access Quest 3+ portal.

*The screenshots in this guide were captured on a **Windows 11** operating system. Depending on the operating system installed on your computer, the appearance may vary slightly.*

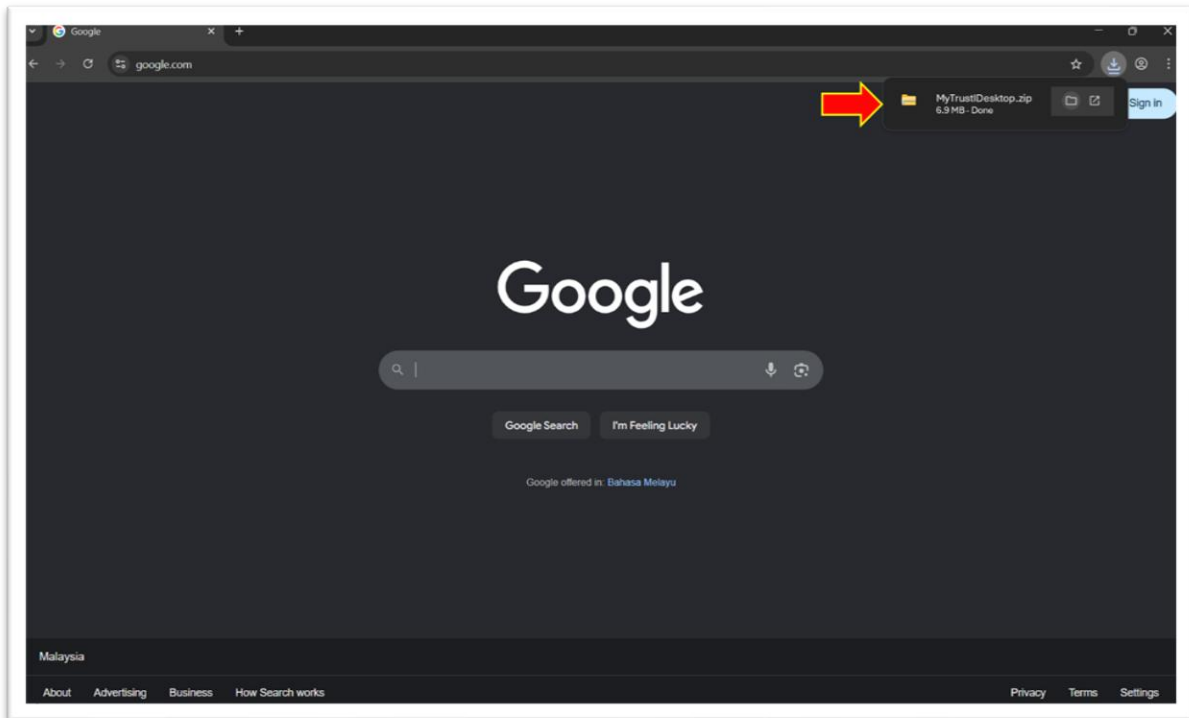
2. The operating system compatibility for the MyTrustIDesktop application is as follows:
 - Windows 10
 - Windows 11
3. **For new devices (PC/Laptop), ensure the USB token driver is installed before proceeding to the next section.** Please refer to the first-time installation steps provided inside the USB token case or [CLICK HERE](#) to access the first-time USB token installation user guide.
4. **Please ensure that any older MyTrustIDesktop app versions (1.1 or earlier) are uninstalled before installing the latest version.**

Open MyTrustIDesktop app and click on **'About'** to check the app version.

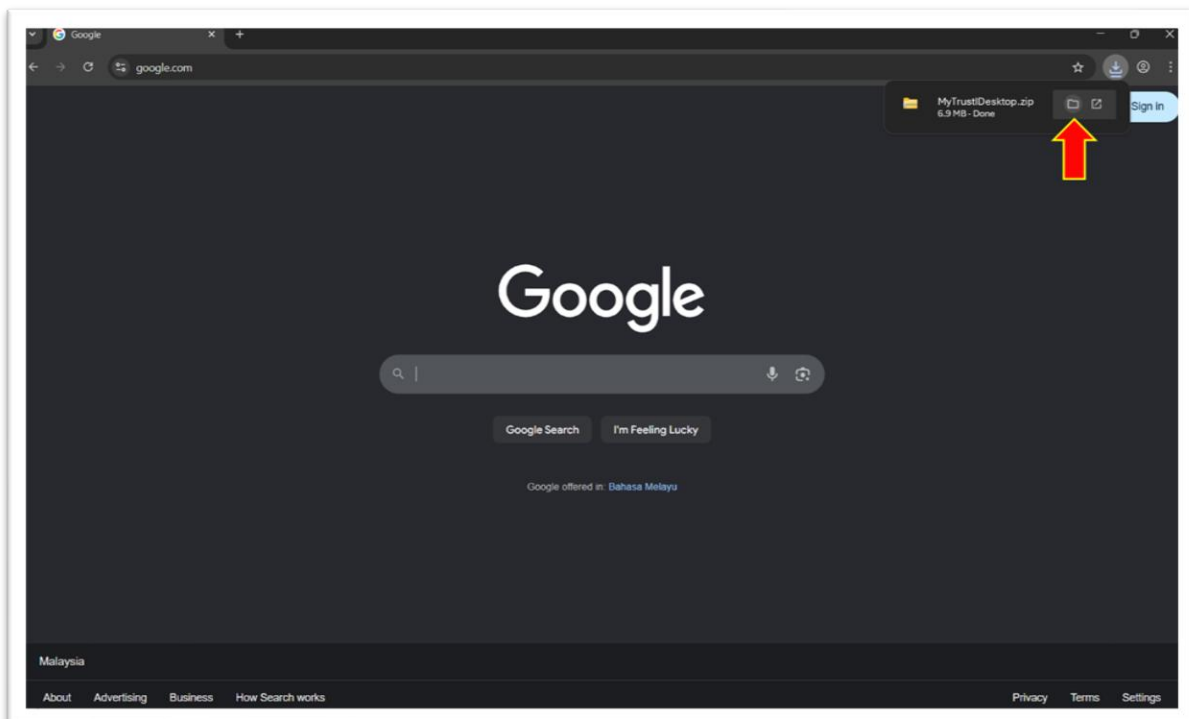


SECTION B: DOWNLOAD & INSTALL MyTrustIDesktop APP ON COMPUTER

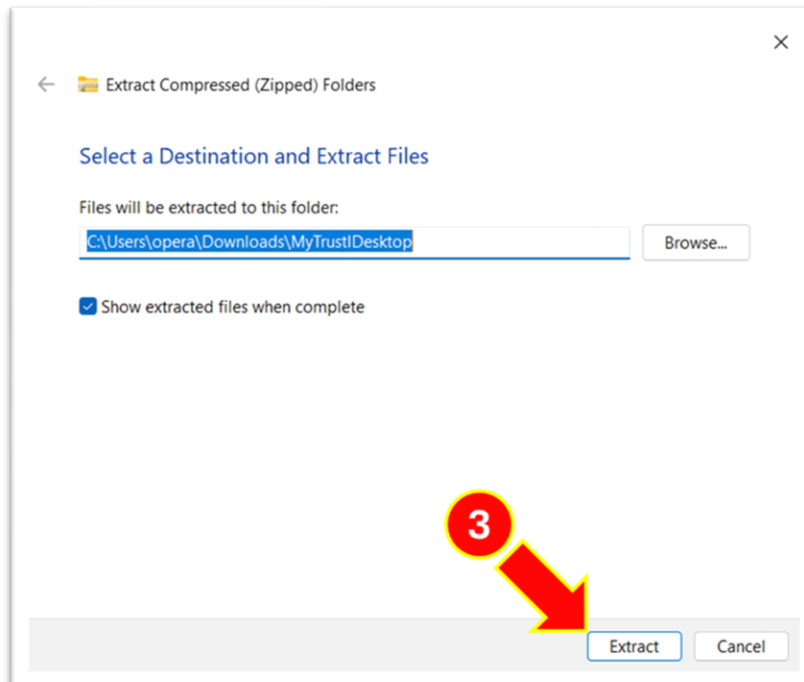
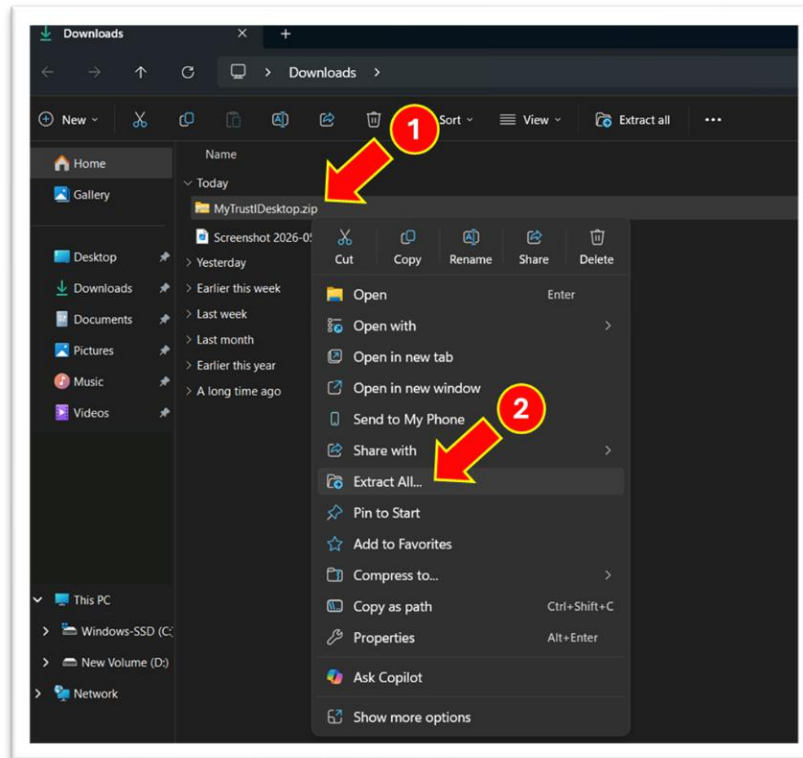
1. Please [CLICK HERE](#) to download MyTrustIDesktop installer.



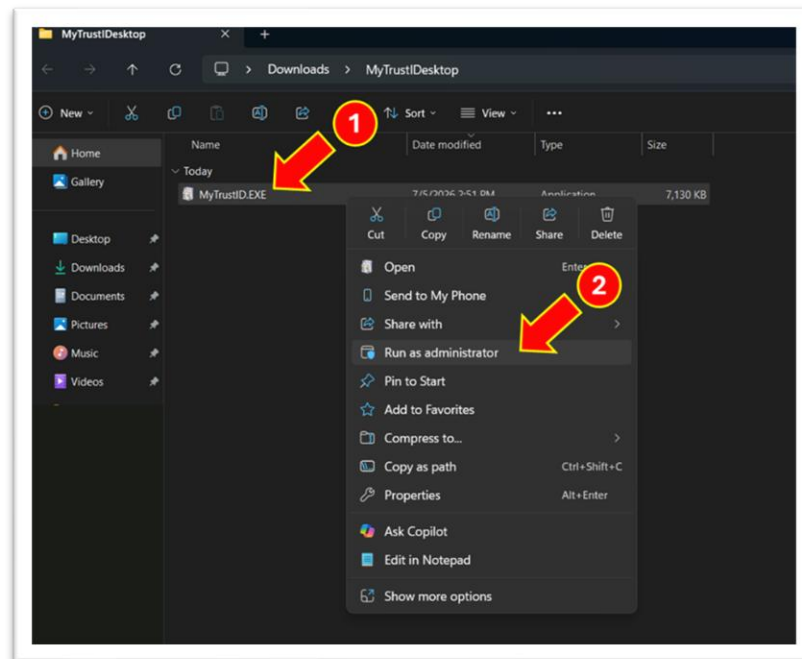
2. Go to the downloaded folder or click the folder icon to go to download folder.



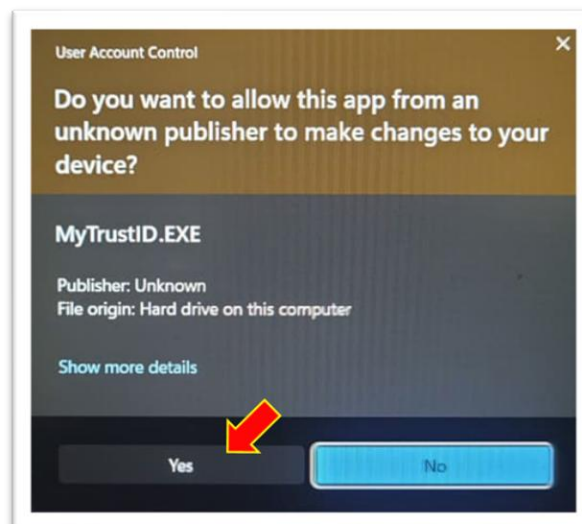
3. **Right click** on the *MyTrustIDesktop.zip*, click on **'Extract All'** and click **'Extract'**.



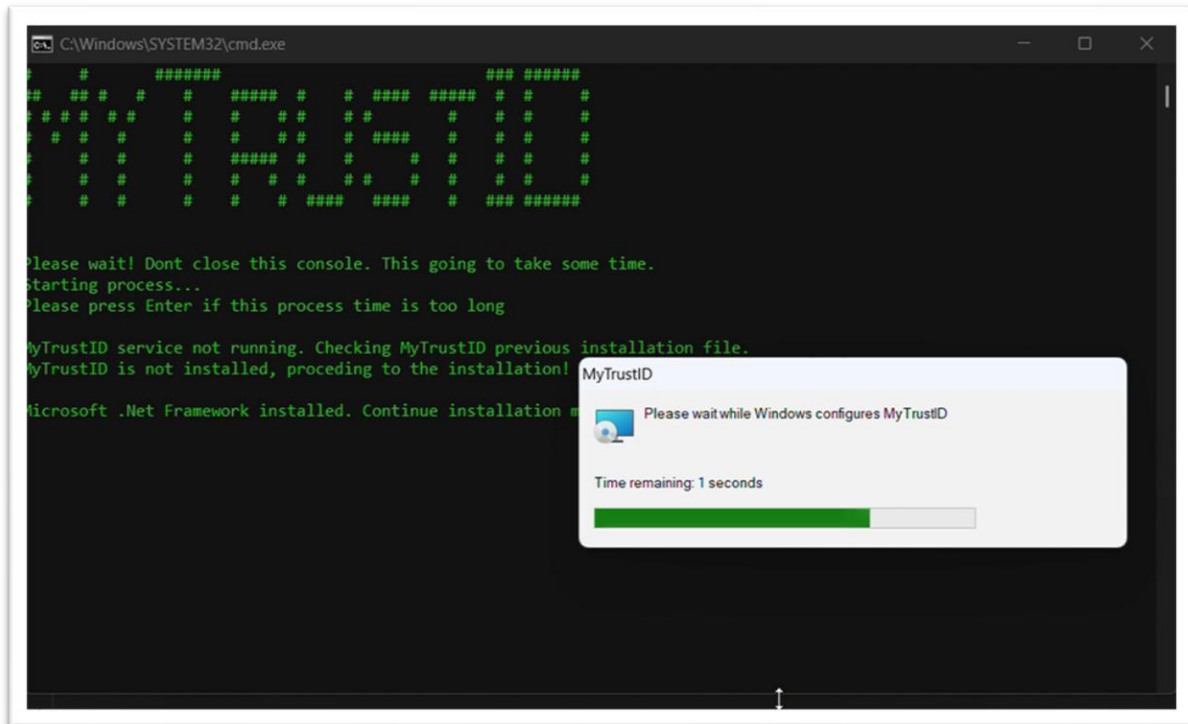
4. **Right click** on the *MyTrustID.EXE* and click on '**Run as administrator**'.



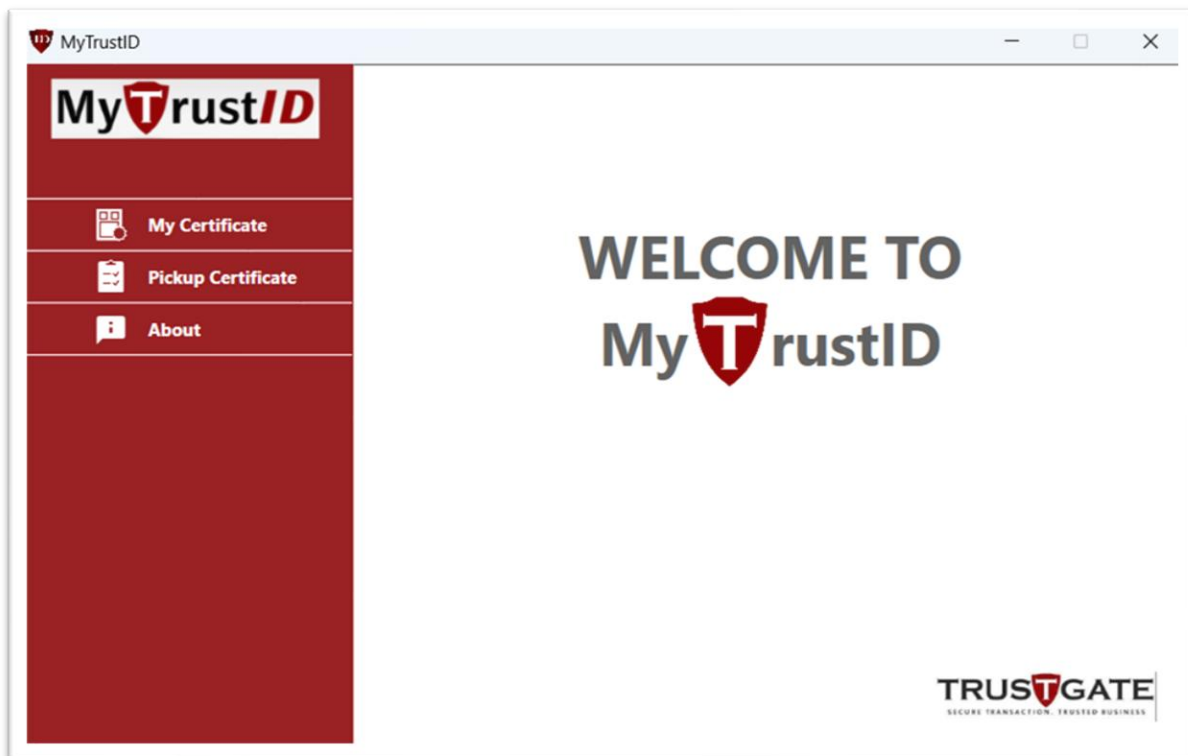
5. User Account Control may prompt on your computer for confirmation. Click '**Yes**'.



6. The installation console will appear with a progress bar. Wait until the installation completes.

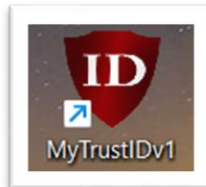


7. MyTrustIDesktop application will automatically run open once successfully installed.

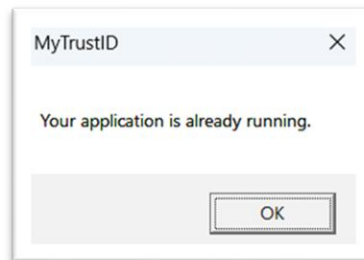


SECTION C: LOGGING IN TO THE QUEST 3+ PORTAL

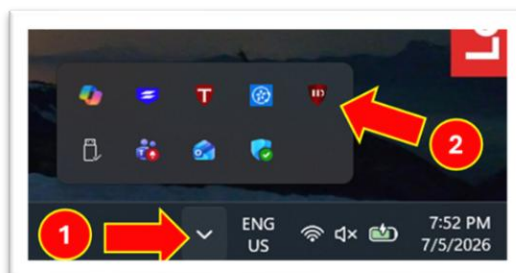
1. Insert the **Quest 3+ USB token** into the computer. Please ensure only **ONE (1) USB token** is connected at a time.
2. Open MyTrustIDesktop app on your computer.



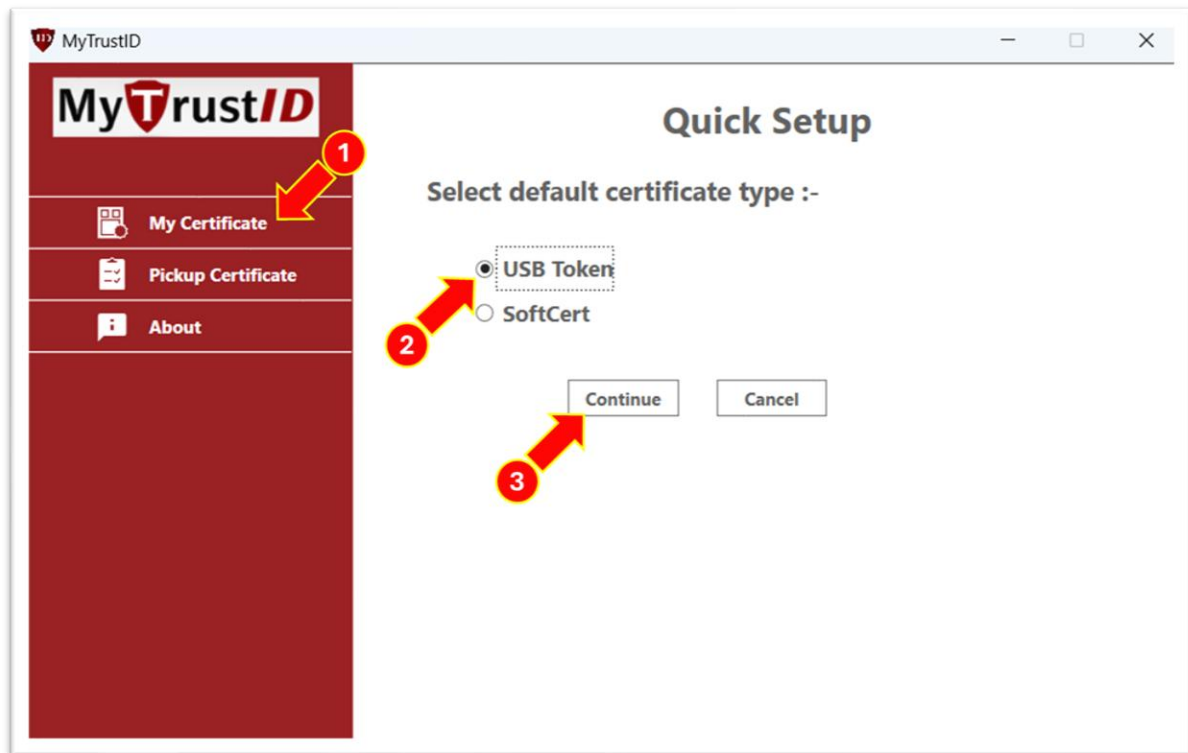
Note: If the following prompt appears, it means the MyTrustIDesktop app is already running in the background.



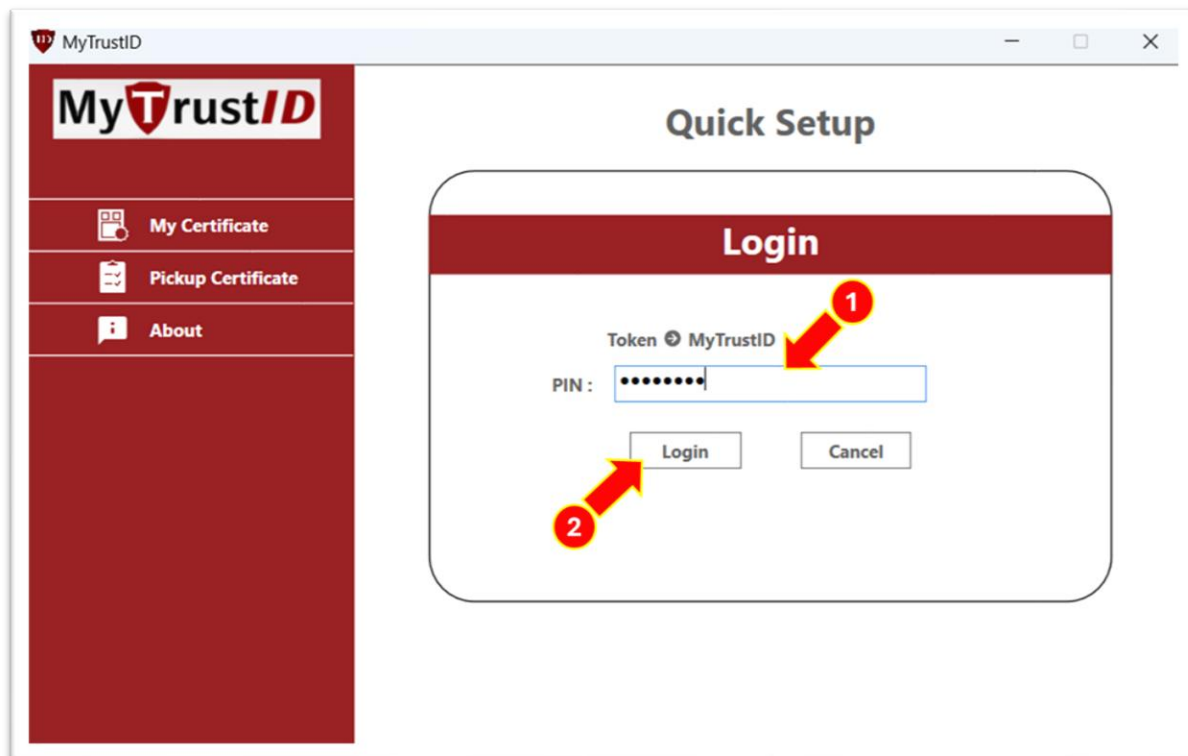
Click on the point up arrow icon at the system tray in the lower-right corner of the taskbar and double click on the MyTrustIDesktop icon to open the application window.



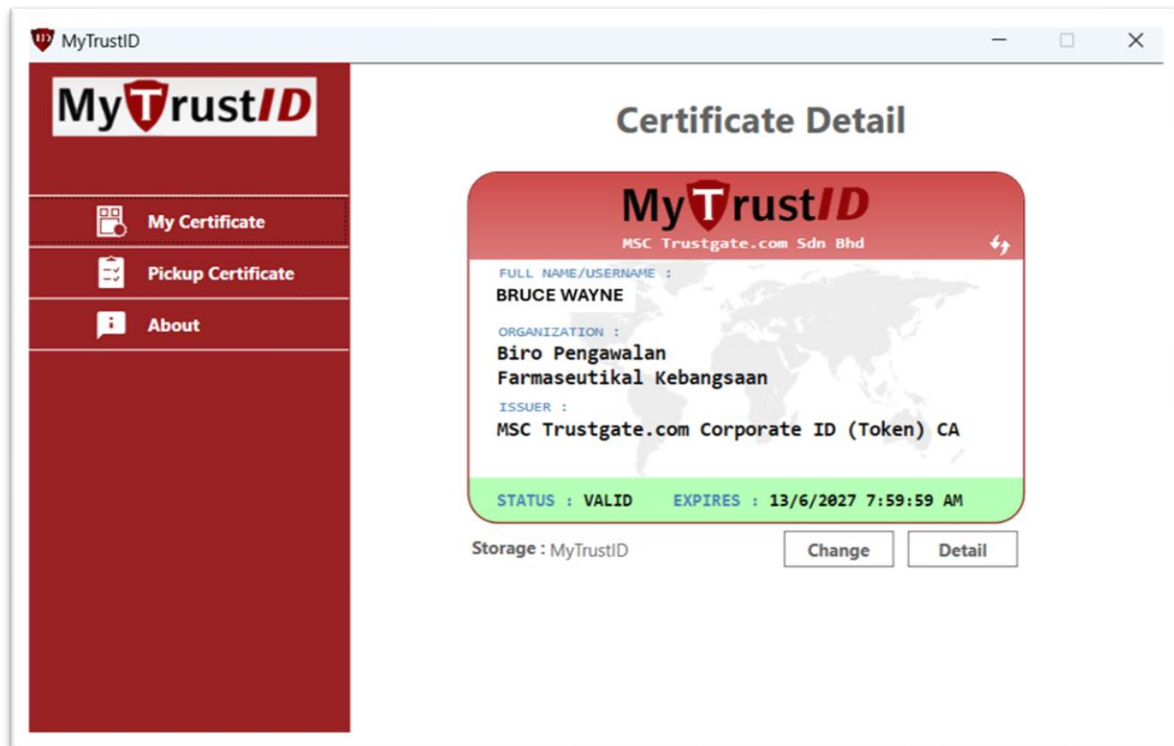
- Click on **'My Certificate'**, choose **'USB Token'** and click on **'Continue'** button.



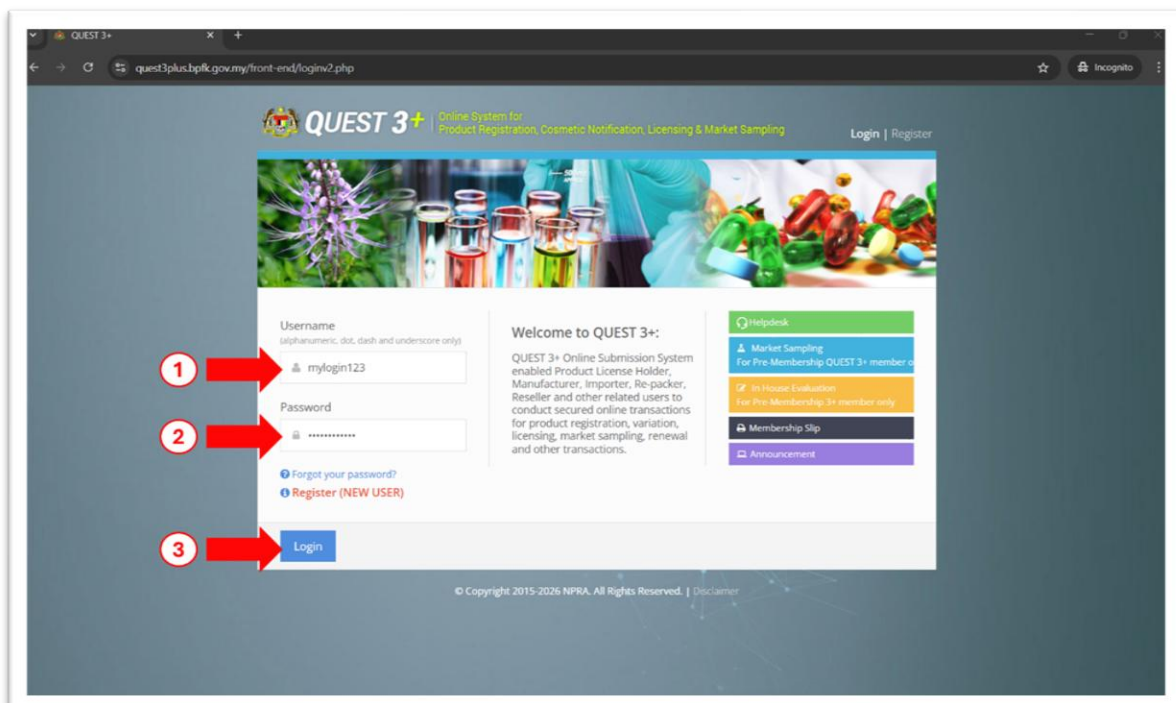
- Enter the USB token PIN and click **'Login'**.



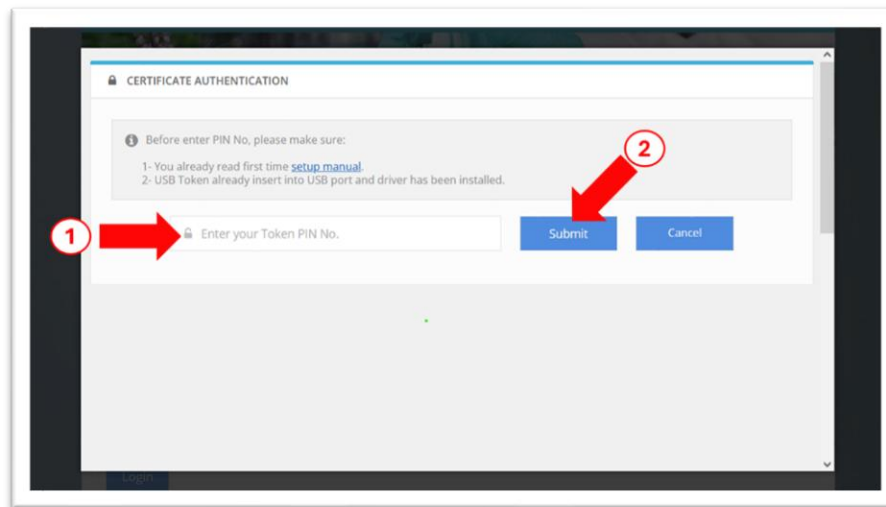
5. MyTrustIDesktop will read the USB token and display the details of the digital certificate.



6. Go to Quest 3+ login portal. Enter Quest 3+ login USERNAME and Password and click 'Login'.



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



8. The authentication page will start loading with alert on browser configuration requirements.

Digital Certificate Authorisation In Progress

Please wait...

Powered by



⚠ Browser Configuration Required

If the authentication does not proceed, your browser's **Local Network Access** setting may be blocking the connection to MyTrustID Desktop. Please follow the steps below **once**:

1. Copy the link below:
`chrome://flags/#local-network-access-check`
2. Open a **new browser tab**, paste it into the address bar and press **Enter**
3. Find the flag "**Local Network Access check**" and change the dropdown from *Default* to **Disabled**
4. Click the "**Relaunch**" button at the bottom of the page
5. Return to the Quest 3+ login page and attempt to sign in again.

Detected: Google Chrome 147.

User Authentication

Status: *Checking connection. Retrying in 10 seconds...*

*If the authentication page keeps loading and does not proceed, please continue with the '**Browser Configuration Required**' steps below.*

9. Copy the link below:



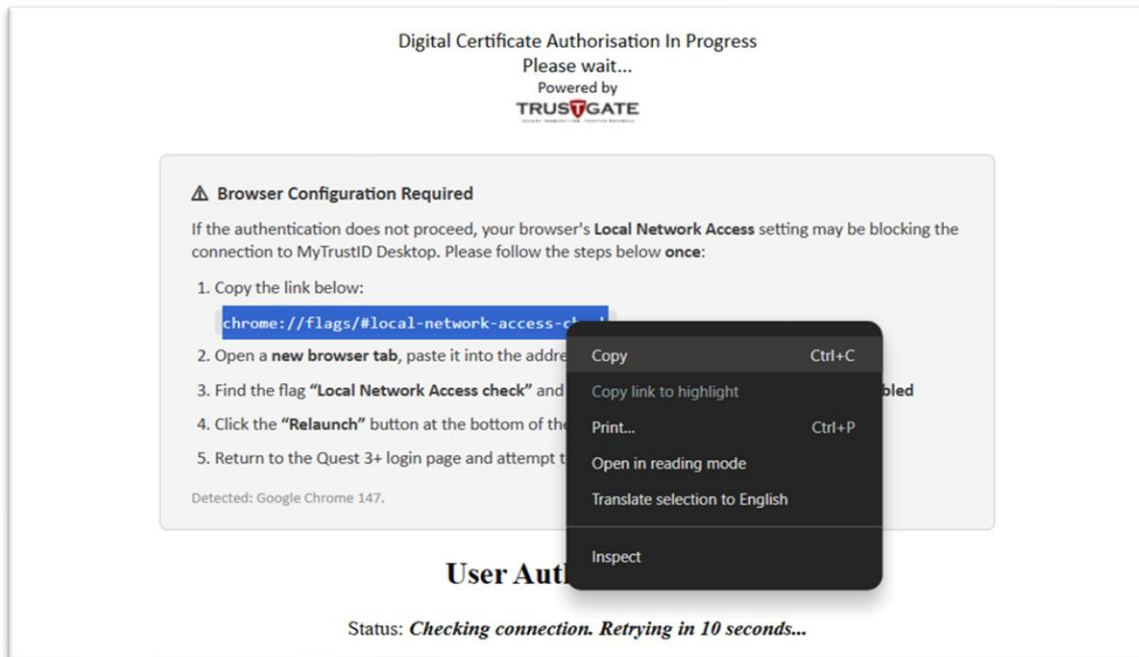
Google Chrome:

`chrome://flags/#local-network-access-check`

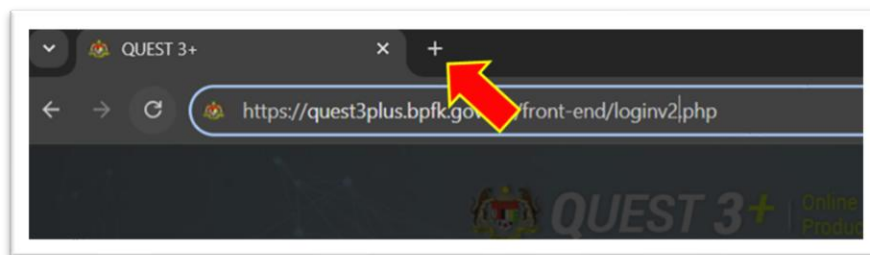


Microsoft Edge:

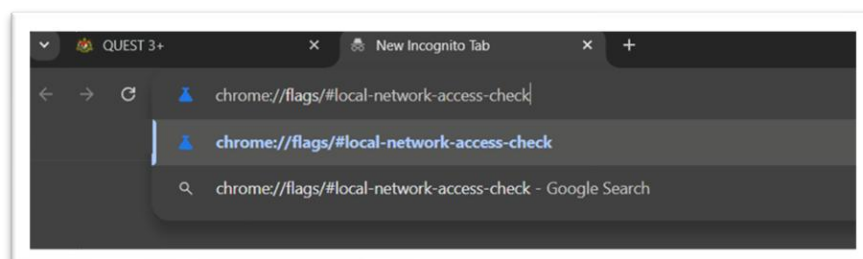
`edge://flags/#local-network-access-check`



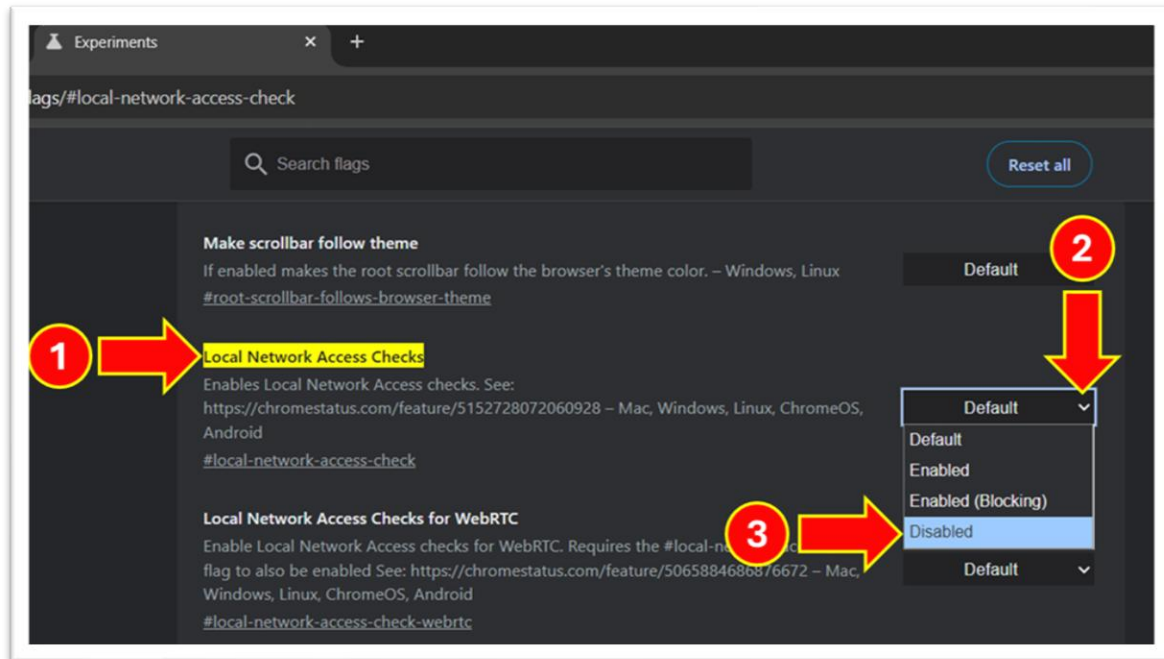
10. Open a new browser tab by click the '+' icon on top of the browser.



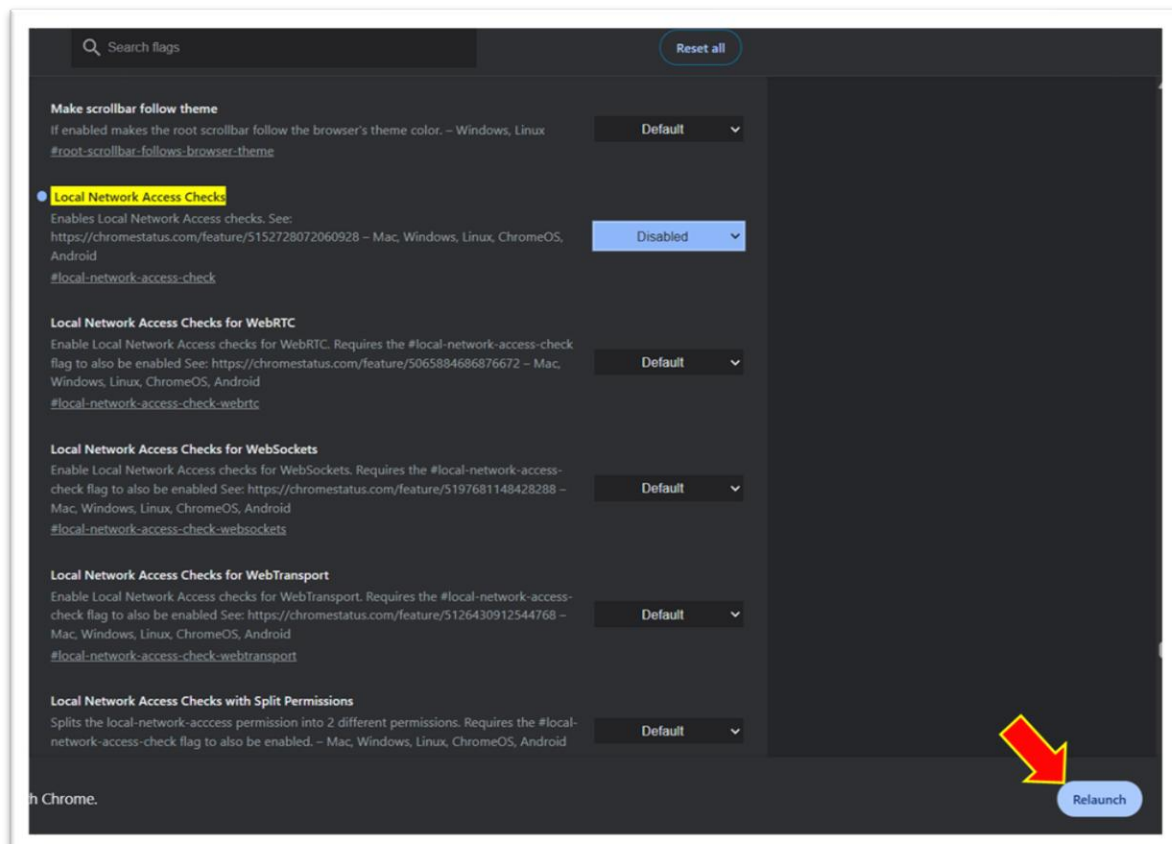
11. Paste the copied link into the address bar and press **Enter**.



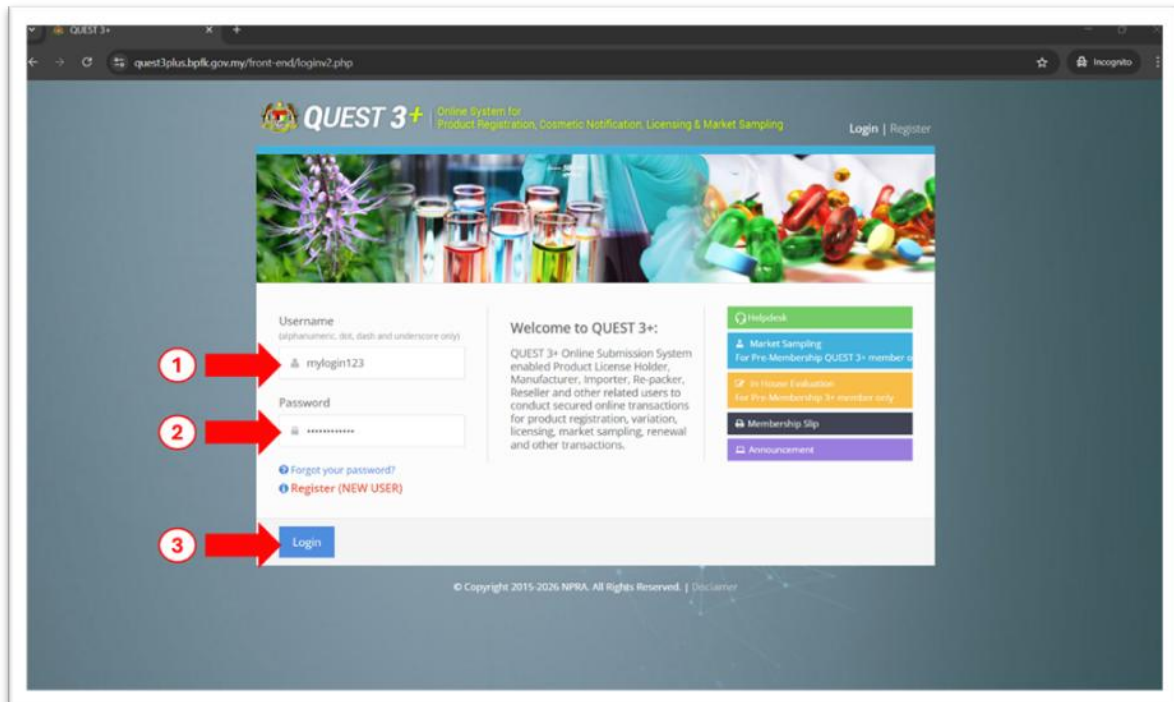
12. Find the flag '**Local Network Access Check**', click the dropdown and change from **Default** to **Disabled**.



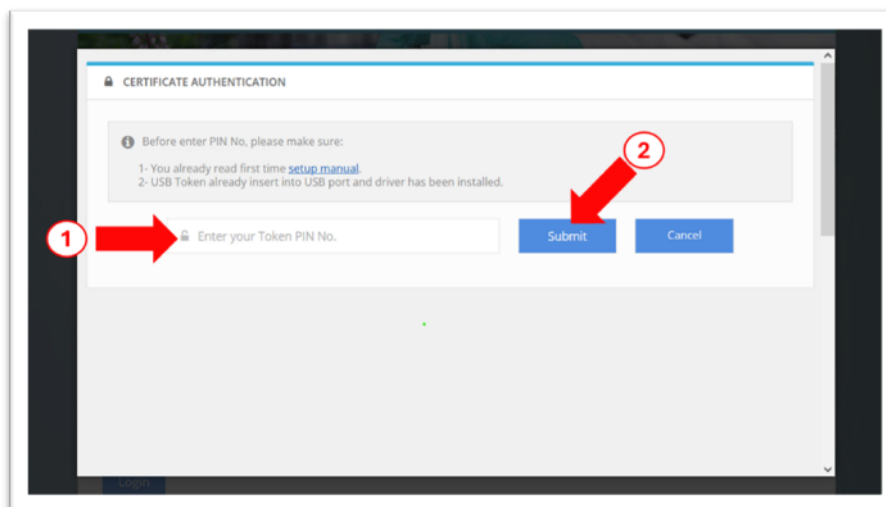
13. Click '**Relaunch**' button at the bottom right of the browser.



14. Return to the Quest 3+ login page and attempt to sign in again.



The screenshot shows the QUEST 3+ login page. The URL in the browser is `quest3plus.bpfk.gov.my/front-end/login2.php`. The page features a header with the QUEST 3+ logo and navigation links for Login and Register. A large banner image displays laboratory glassware. The login form includes a Username field (placeholder: `alphanumeric, dot, dash and underscore only`) with the value `mylogin123`, a Password field (masked with asterisks), and a Login button. Red arrows with numbers 1, 2, and 3 point to the Username field, Password field, and Login button respectively. A 'Welcome to QUEST 3+:' message and a 'Forgot your password?' link are also visible. A sidebar on the right contains links for Helpdesk, Market Sampling, In House Evaluation, Membership Slip, and Announcements. The footer states '© Copyright 2015-2026 NPRA. All Rights Reserved. | Disclaimer'.



The screenshot shows a 'CERTIFICATE AUTHENTICATION' dialog box. It contains instructions: 'Before enter PIN No, please make sure: 1- You already read first time [setup manual](#). 2- USB Token already insert into USB port and driver has been installed.' Below the instructions is a text input field labeled 'Enter your Token PIN No.' with a red arrow and number 1 pointing to it. To the right of the input field are 'Submit' and 'Cancel' buttons, with a red arrow and number 2 pointing to the 'Submit' button.

15. The authentication page will start loading and automatically read your digital certificate via MyTrustIDesktop.

Digital Certificate Authorisation In Progress
Please wait...
Powered by
TRUSTGATE

⚠ Browser Configuration Required

If the authentication does not proceed, your browser's **Local Network Access** setting may be blocking the connection to MyTrustIDesktop. Please follow the steps below **once**:

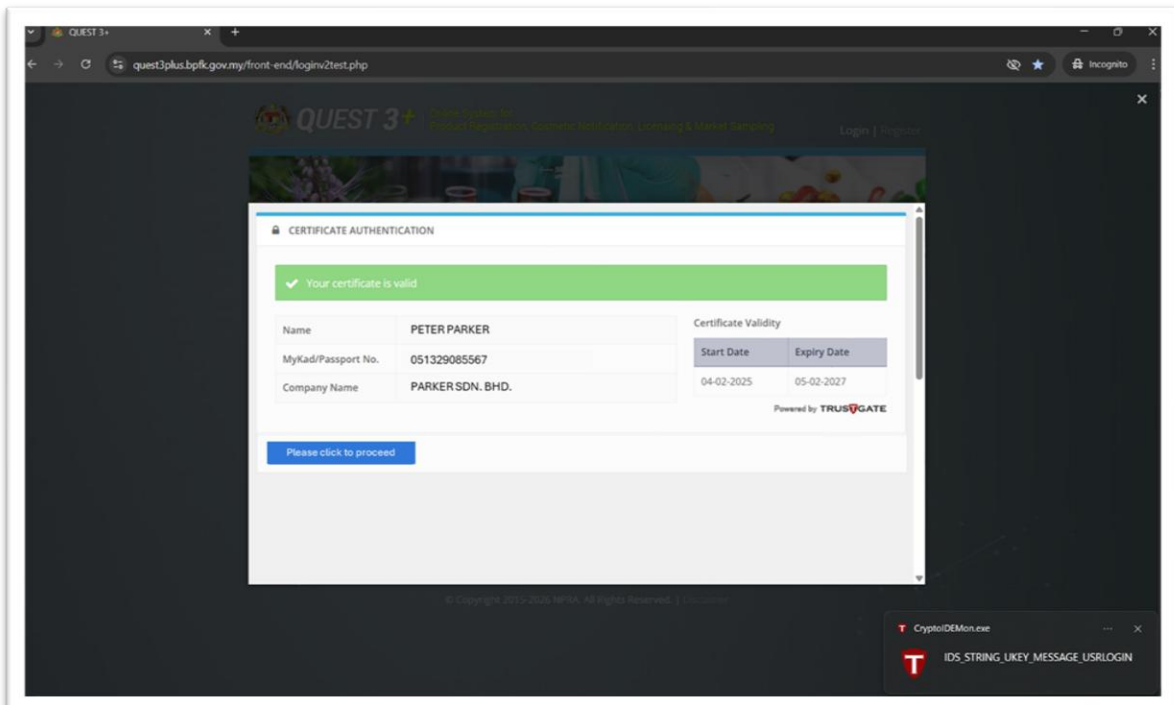
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2. Open a **new browser tab**, paste it into the address bar and press **Enter**
3. Find the flag "**Local Network Access check**" and change the dropdown from *Default* to **Disabled**
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5. Return to the Quest 3+ login page and attempt to sign in again.

Detected: Google Chrome 147.

User Authentication

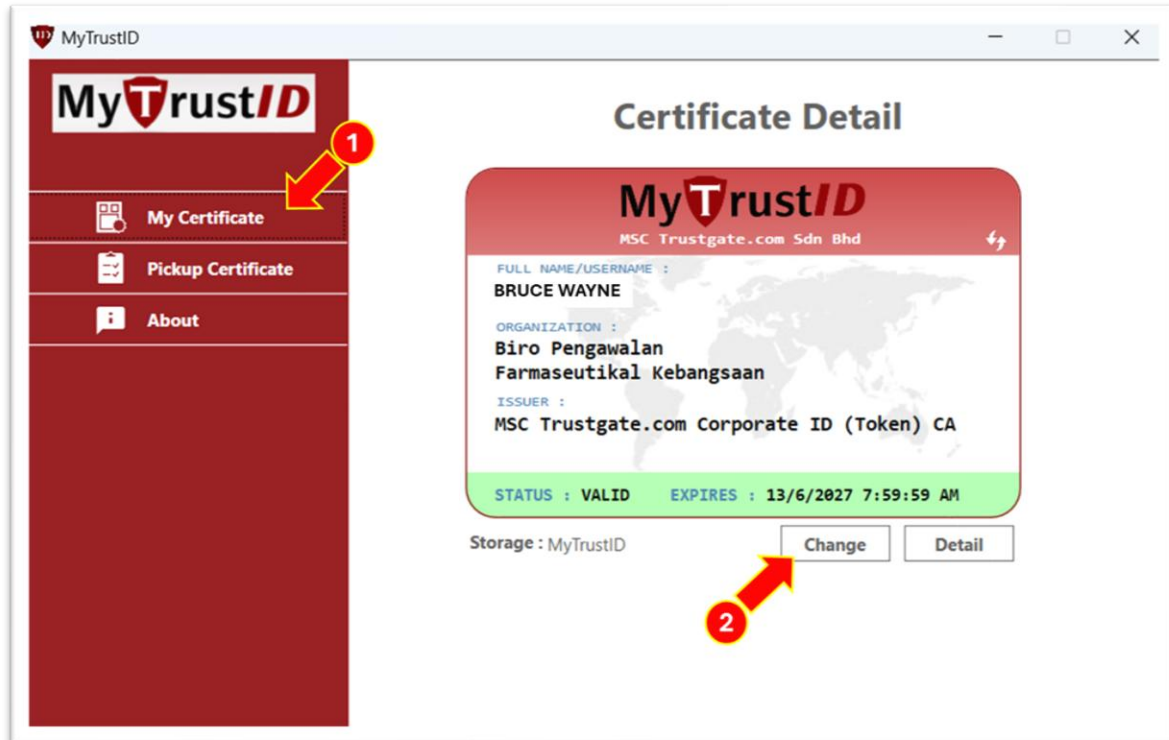
Status: *Checking connection. Retrying in 10 seconds...*

16. Please click '**Please click to proceed**' button to continue to your Quest 3+ Dashboard.

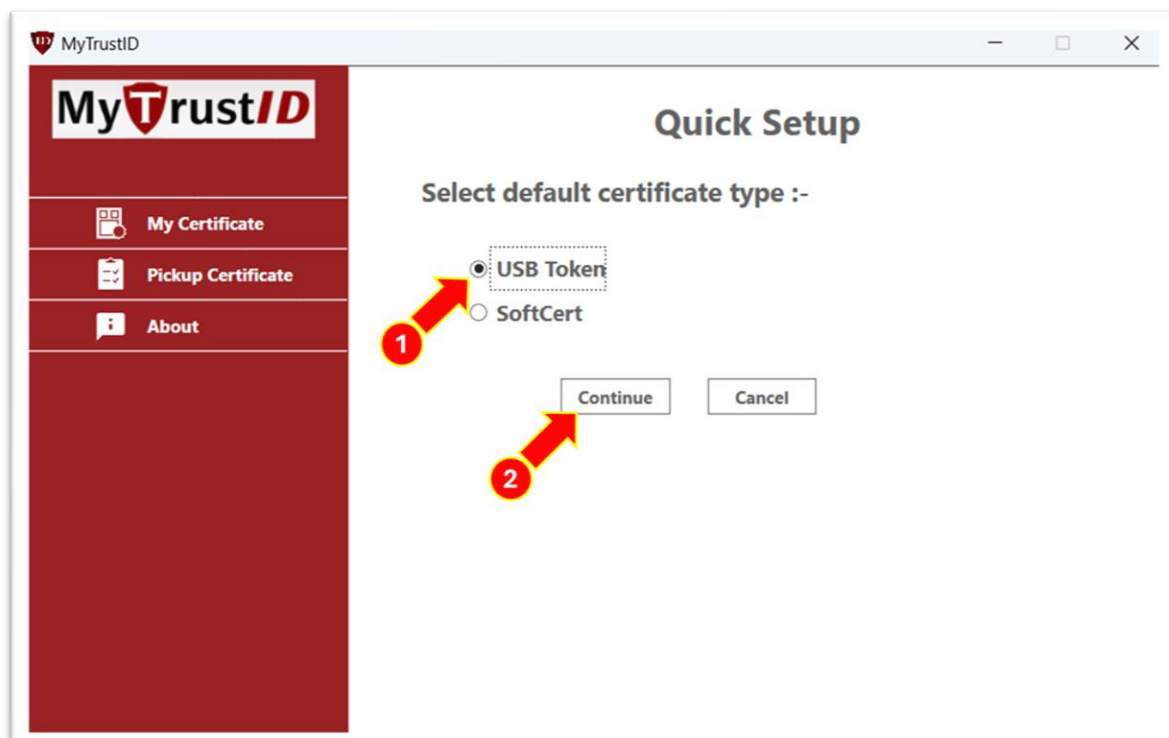


SECTION D: SWITCH & READ USB TOKEN IN MyTrustIDesktop APP

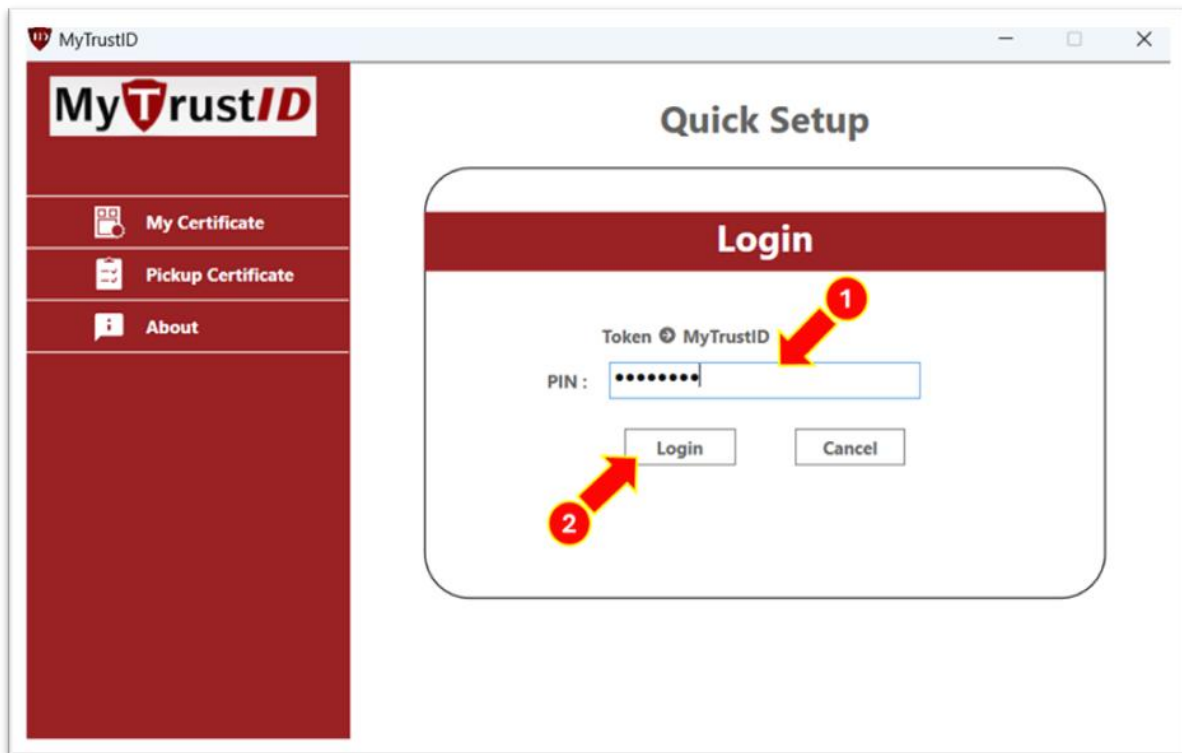
1. Plug out and insert a different USB token from computer.
2. Open MyTrustIDesktop app, click '**My Certificate**' and click '**Change**'.



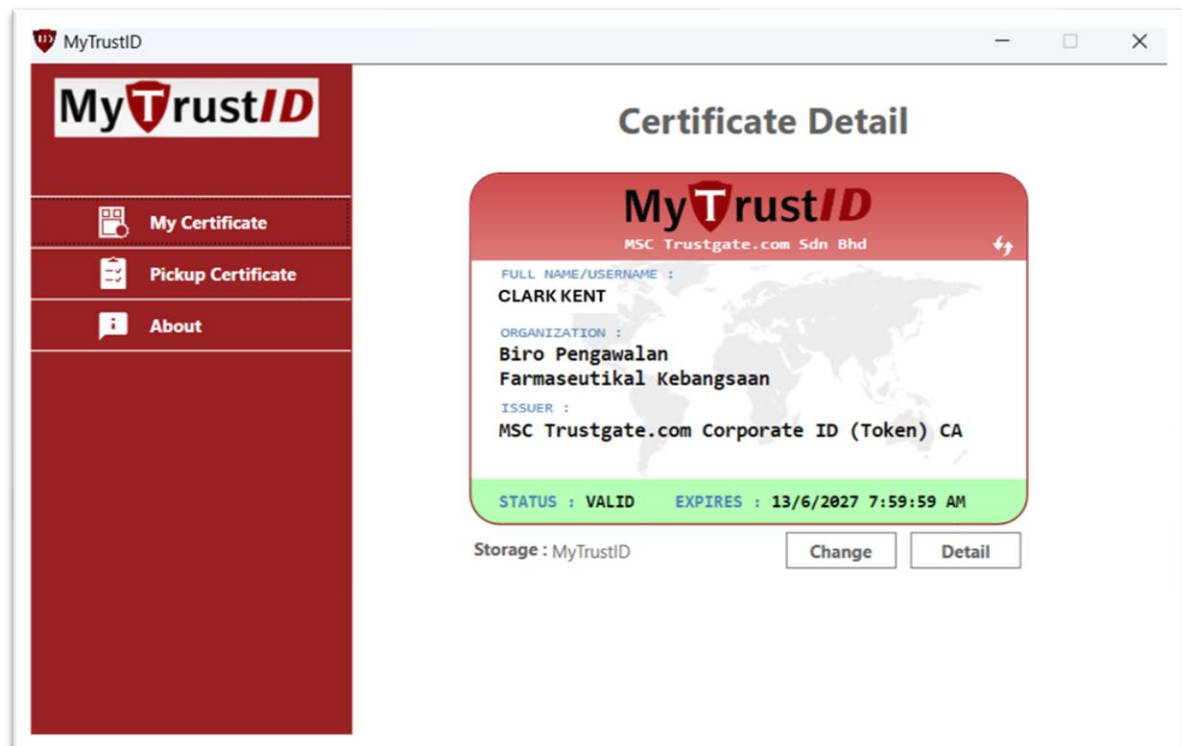
3. Choose '**USB Token**' and click '**Continue**'.



4. Enter the USB token PIN and click **'Login'**.



5. MyTrustIDesktop will read the USB token and display the details of the digital certificate.

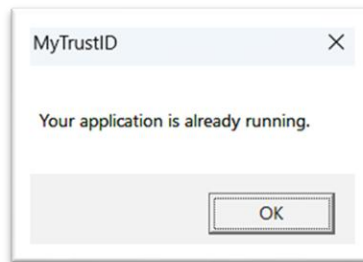


SECTION E: DIGITAL CERTIFICATE ACTIVATION

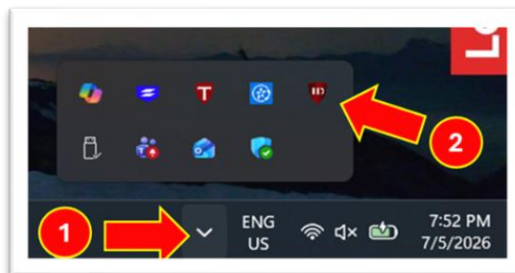
1. Insert the **Quest 3+ USB token** into the computer. Please ensure only **ONE (1) USB token** is connected at a time.
2. Open MyTrustIDesktop app on your computer.



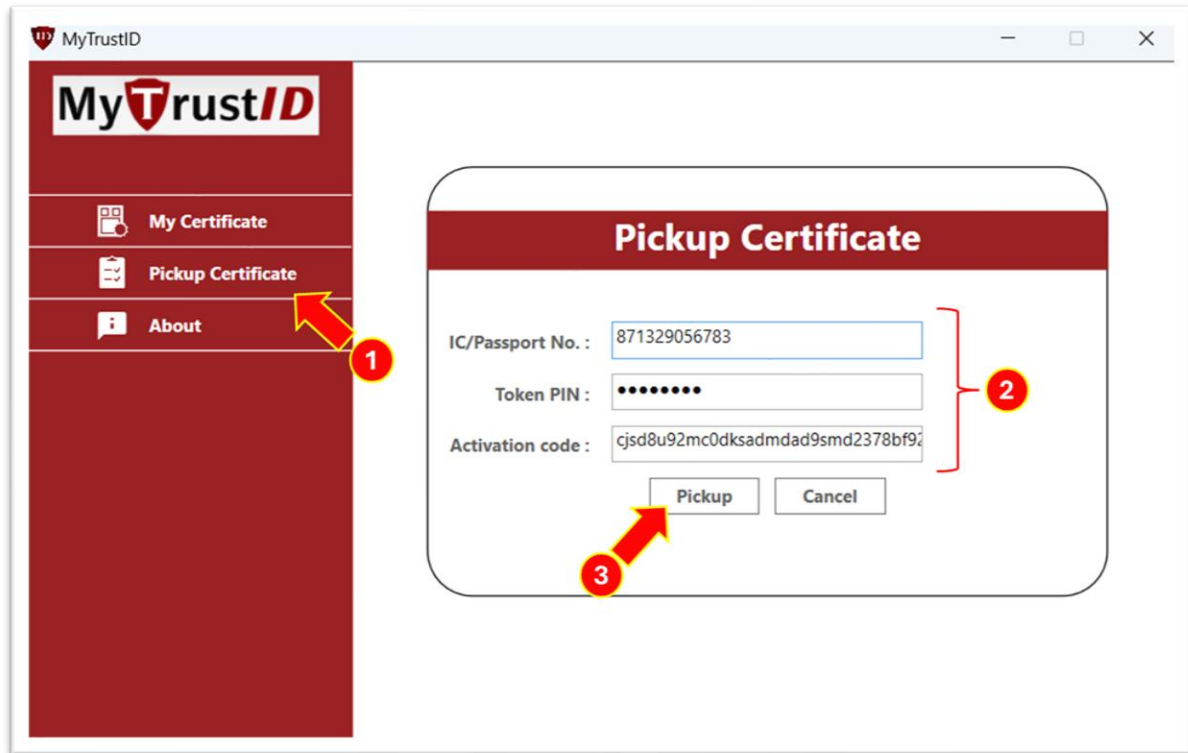
Note: If the following prompt appears, it means the MyTrustIDesktop app is already running in the background.



Click on the point up arrow icon at the system tray in the lower-right corner of the taskbar and double click on the MyTrustIDesktop icon to open the application window.



3. Click **'Pickup Certificate'** > Enter the **IC/Passport No, Token PIN** and **Activation Code** > click **'Pickup'**.



Note: Please check activation email from Trustgate for the Activation Code. Copy and pastes the activation code from the email into MyTrustIDesktop app.

A confirmation pop-up will appear once the digital certificate has been successfully loaded into your USB token. You can then proceed to use the token to log in to the Quest 3+ portal.

Refer Section C of this user guide.

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