

**FREQUENTLY ASKED QUESTIONS (FAQ):
MYHELP ONLINE APPOINTMENT VIA ESD AND RP-T SYSTEM**

1. What is the process for the MyHelp Online Appointment?

Answer: The process for appointment as below:

STEP 1: Login to ESD/RP-T online system.

STEP 2: Select MyHelp Appointment.

STEP 3: Select Create (on the left side bar)

STEP 4: Select submission representative

STEP 5: Select Type of Appointment

- a. Pass Endorsement - Select location, preferred date, time, mobile number (Then select 'Add Application' to include the transaction)
- b. Passport Collection - Select location, preferred date, time, mobile number
- c. Others - Select location, preferred date, time, mobile number and remark

STEP 6: Upload documents as per checklist and complete the details (For Pass Endorsement)

STEP 7: Appointment confirmation will be notified within 2 working days via email.

Note: Any incomplete appointment request will be returned.

STEP 8: Select Appointment Info

- a. 'CONFIRM THIS APPOINTMENT' if agree with the given slot
- b. 'CANCEL THIS APPOINTMENT' to choose new date and time

2. What should you do after receiving the confirmation of appointment?

- i. Print out the confirmed Appointment Confirmation Slip to access to the relevant department/office floor.
- ii. Bring along identification documents, original passport(s), Credit/Debit card (Visa/Master/Amex card only) and Passport Submission Form (Borang Serahan Pasport).
- iii. Each appointment will be given maximum of 1 hour from the confirmed date and time stated in the Appointment Confirmation Slip. Thus, please arrive earlier before the appointment and **NO EXTENSION OF TIME** will be given once the allocated duration ends.
- iv. Proposed estimation time of arrival for appointment:

a. Immigration office at Putrajaya

One (1) Hour earlier before the appointment time for Health Screening Procedure

b. MYXpats Centre at Surian Tower, Mutiara Damansara

Thirty (30) Minutes earlier before the appointment time

Before entering Immigration office/MYXpats Centre.

- I. Face mask is **COMPULSORY** for all visitors. You need to wear a face mask at all times while in Immigration office/MYXpats Centre.
- II. All visitors will go through temperature screening.
- III. All visitors will need to apply hand sanitizer provided
- IV. Practise social distancing at all times and adhere to the given instruction. (e.g: no handshake, social gathering, etc).

- V. Once the One (1) Hour is completed from your appointment time, you are required to exit from Immigration office/MYXpats Centre to allow for the next appointment batch.
3. What are the services available for the MyHelp Online Appointment?
Answers: You will be able to proceed with the Pass Endorsement, Transfer of Endorsement, Shorten Pass, Special Pass and other transactions upon appointment approval.
4. How many passports we can submit per appointment?
Answers: There is no restriction for the passport submission. However, any appointment with more than ten (10) passports will not receive the completed passport endorsement within the same day. You will be arranged for passport collection appointment within three (3) working days. You are required to confirm the given appointment slot in the system before end of business day. Please confirm back through the MyHelp Online Appointment by 5:00 p.m on the same day. Failure to do so may result in your appointment to be re-scheduled to another date.
5. Can I book the appointment through E-mail or call to MYXpats?
Answer: No, MyHelp Online Appointment must be applied through the online system.
6. Is the appointment process the same for submission and collection?
Answer: Yes
7. How long is this MyHelp Online Appointment be practised?
Answer: The MyHelp Online Appointment will continue until further notice.
8. How many days in advance should I book the appointment?
Answer: You will need to apply at least two (2) working days in advance, maximum of 60 days. You will receive an email notification to confirm your appointment within 2 working days. You are required to confirm the given appointment slot in the system before end of business day. Please confirm back through the MyHelp Online Appointment by 5:00 p.m on the same day. Failure to do so may result in your appointment to be re-scheduled to another date.
9. Can I directly proceed to your office after submission of my MyHelp Online Appointment?
Answer: No, we will review the request and you will receive an email notification to confirm your appointment within two (2) working days. Please confirm back through the MyHelp Online Appointment by 5:00 p.m on the same day. Failure to do so may result in your appointment to be re-scheduled to another date.
10. Are there any charges for this appointment?
Answer: No additional charges for MyHelp Online Appointment.
11. Who can book/attend for the appointment? Are consultants allowed?
Answer: Company representative who is listed in Letter of Undertaking (LoU). Consultant is only allowed if their good name is listed in LoU.

12. I am an RP-T holder, can I send my representative on behalf to do submission/collection?
Answer: Yes, you are required to submit a complete set of documents based on the checklist in the system.

13. How many people is allowed to attend for the appointment?
Answer: Only one (1) person which had been confirmed in the Appointment Confirmation Slip.

14. What are the required documents during the appointment? Any form to fill in?
Answer:
i. Print out the confirmed Appointment Confirmation Slip to access to the relevant department/office floor.
ii. Bring along identification documents, original passport(s), Credit/Debit card (Visa/Master/Amex card only) and Passport Submission Form (Borang Serahan Pasport).

15. What type of document will be issued to confirm the appointment?
Answer:
i. Appointment Confirmation Slip for MyHelp Online Appointment in ESD/RP-T system.
ii. Email confirmation for selected transactions at Putrajaya (Inspectorate Unit, ESD, Public/Government Institution (IPTA) and Embassies).

16. Do you accept digital Appointment Confirmation Slip or e-mail confirmation during the appointment?
Answer: No, we only accept printed Appointment Confirmation Slip or e-mail confirmation for selected transactions (Inspectorate Unit, ESD, Public/Government Institution (IPTA) and Embassies).

17. What is the operational hour for Immigration office at Putrajaya/MYXpats Centre during Ramadhan month?
Answer:
a) ESD, Immigration Office at Putrajaya will resume operation on Wednesday, 6 May 2020.

Operation hours:
8:00 a.m. to 4:30 p.m., Monday – Friday
12:15 p.m. - 2:45 p.m., Fridays (CLOSED)

b) MYXpats Centre will resume operation on Wednesday, 13 May 2020.

Operation hours:
8:30 a.m. to 4:30 p.m., Monday – Friday
12:15 p.m. - 2:45 p.m., Fridays (CLOSED)

18. When can I start to submit the MyHelp Online Appointment in the system?
Answer: Company and RP-T holders will be able to apply for MyHelp Online Appointment through the system as following date:
- I. Registered company in ESD Online via esd.imi.gov.my on Monday, 4 May 2020 (6.00am)
 - II. Residence Pass-Talent (RP-T) via rpt.talentcorp.com.my on Wednesday, 6 May 2020 (6.00am)
19. How long is each appointment going to take?
Answer: Each appointment will be given maximum of One (1) Hour from the confirmed date and time stated in the Appointment Confirmation Slip. Thus, please arrive **One (1) hour** earlier (Immigration office at Putrajaya)/ **Thirty (30) minutes** earlier (MYXpats Centre, Surian Tower) before the appointment and NO EXTENSION OF TIME will be given once the allocated duration ends.
20. If LoU is not available, how do we check the status of MyHelp Online Appointment?
Answer: You must have the login ID and password to access the system and check the status of MyHelp Online Appointment.
21. If during appointment the document is incomplete/rejected by the counter officer, do we need to request for another appointment?
Answer: We will advise you on the next available appointment.
22. If I am late or unable to come on the confirmed appointment slot, can I re-schedule?
Answer: No, please make a new appointment via MyHelp Online Appointment. Kindly adhere to the strict timing given on your appointment.
23. How long do we need to wait to get a re-schedule slot? Will you accept the request based on urgency or 1st-come-1st serve basis?
Answer: Once you re-apply, you will receive an update within two (2) working days upon complete submission. It will be subjected to the availability of the appointment slot.
24. What if the person who is confirmed as stated in the Appointment Confirmation Slip is unable to attend? Can an authorized third party attend on behalf with an authorisation letter?
Answer: No, only the person who is stated in the Appointment Confirmation Slip is allowed to attend for the appointment.
25. Do we need to book for a separate appointment slot for Endorsement /Transfer of Endorsement (ToE)/ Special Pass (SP) process under the same company?
Answer: You can submit multiple type of requests for one appointment slot.
26. Can I submit multiple appointment request with different slot at the same time?
Answer: You will need to complete a confirmed appointment first before requesting for a new appointment slot.

27. Can a consultant represent for multiple companies with one appointment slot?
Answer: No, each appointment slot represents by one (1) company only. If you are representing for multiple companies, please apply separately using each company's account for each MyHelp Online Appointment slot.
28. Due to any urgency, can I directly walk-in to Immigration office at Putrajaya/ MYXpats Centre without appointment? Is there any exemption or special arrangement that can be made for this situation?
Answer: No, all arrangements must go through the MyHelp Online Appointment.
29. Will company get the Endorsement/ToE/SP immediately after the appointment?
Answer: There is no restriction for the passport submission. However, any appointment with more than 10 passports will not receive the completed passport endorsement within the same day. You will be arranged for passport collection appointment within three (3) working days. You are required to confirm the given appointment slot in the system.
30. Expatriate's pass has expired more than 30 days, can we make an appointment to apply Special Pass at Immigration office at Putrajaya/ MYXpats Centre?
Answer: Yes, please apply for the request via MyHelp Online Appointment. The decision of application will be at Immigration's discretion.
31. How to know if the Special Pass application is to be submitted at MYXpats or Immigration Putrajaya while requesting for the appointment? Will you set any criteria or request to upload the latest pass as a proof?
Answer: Yes, please apply for the request via MyHelp Online Appointment. The decision of application will be at Immigration's discretion.
32. If an expatriate's application has been approved, but the current pass has expired during the Movement Control Order (MCO) period, can we proceed with the Pass Endorsement or do we need to apply for a Special Pass?
Answer: Yes, please apply for the request via MyHelp Online Appointment. The decision of application will be at Immigration's discretion.
33. If the Approval Letter has expired for more than six (6) months, can we still proceed for Pass Endorsement?
Answer: No, you will need to submit for a new application. Please email to helpdesk@myxpati.com.my (EP/DP/LT-SVP/PVP) or rptcare@myxpati.com.my (RP-T) for process and procedure to submit a new online application.
34. What type of payment method is available during the appointment?
Answer: Credit/Debit card for Immigration fees (Visa/Master Card/AMEX)
35. What if the payment system is down? Can I pay with cash or do I need to book for another appointment?
Answer: We only accept Credit/Debit card for Immigration fees (Visa/Master Card/AMEX). We will re-schedule the appointment for you.

36. Will we get i-Kad together with the passport?
Answer: i-Kad is temporarily ceased until further notice. Please refer to:
<https://esd.imi.gov.my/portal/latest-news/announcement/myxpati-ikad-issuance-2019/>
37. If the applicant's passport is still with Immigration office at Putrajaya/MYXpats Centre before the MCO period until now, how do I collect the passport(s)?
Answer: Immigration office at Putrajaya/MYXpats Centre will contact you for arrangement of passport(s) collection.
38. What will happen to our earlier scheduled company interview and other appointment with MYXpats Centre?
Answer: Currently, all previous scheduled meeting and other appointment with MYXpats are postponed until further notice.
39. Can we request for an appeal meeting with MYXpats representatives for our rejected applications?
Answer: Temporarily, all request for an appeal meeting will be postponed until further notice.
40. What will happen to our scheduled company interview session with MYXpats Centre? How about appointment for appeal?
Answer: A scheduled company interview session with MYXpats Centre will be conducted via online meeting.
41. Do I need to request MyHelp Online Appointment for amendment/update of LoU details, updating registered email, blacklist clearance, activation of Professional Visit Pass (PVP) or Employment Pass (EP) selection in Expatriate Service Division (ESD)?
Answer: Please email to inspektorat.esd@imi.gov.my for this request.