

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 Type of Appointment

- a. Pass Endorsement - Select location, preferred date, time and LoU List
- b. Inspectorate Unit, ESD - Select location, preferred date, time, LoU List and remarks
- c. Others - Select location, preferred date, time, mobile number and remarks

***For Non LoU**

- Submission Representative Name
- Identification No (ID/Passport/IC)
- Submission Representative Email
- Submission Representative Designation
- Mobile Phone Number
- Remarks (For Inspectorate Unit, ESD and Others)
- Authorisation Letter (Director (LOU)/ Endorser to Sign the Authorisation Letter)
- Copy of I/C (Belonging to the person who is submitting)
- Proof of Employment (Company EPF statement/Staff ID copy/etc)

STEP 5: Select 'Add Application' to include the transaction

STEP 6: Upload documents as per the checklist and complete the details

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

Note: Any incomplete appointment request will be rejected

STEP 8: Select Appointment Info

- a. 'CONFIRM THIS APPOINTMENT' if the given time slot is agreeable
- b. 'CANCEL THIS APPOINTMENT' to submit a new appointment

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

- i. Print out the confirmed Appointment Confirmation Slip to access 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 the 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?

[Answer: You will be able to proceed with Pass Endorsement, Transfer of Endorsement, Shorten Pass, Special Pass and other transactions upon appointment approval.](#)

4. How many passports we can submit per appointment?

[Answer: There is no restriction for the number of passports submitted. However, any appointment with more than ten \(10\) passports will not receive the completed passport endorsement within the same day. You will be given another appointment for passport collection within three \(3\) working days. You are required to confirm the given appointment slot in the system before the end of the business day. Please re-confirm 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 both submission and collection?

[Answer: Yes](#)

7. How long will the MyHelp Online Appointment system 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 or maximum of 60 days in advance. You will receive an email notification to confirm your appointment within two \(2\) working days. You are required to confirm the given appointment slot in the system before the end of the business day. Please re-confirm 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 go to your office after the 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 re-confirm 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: There are no additional charges for using MyHelp Online Appointment.
11. Who can book for/attend the appointment? Are consultants allowed?
Answer: A Company representative who is listed in Letter of Undertaking (LoU) can attend the appointment. Consultants are only allowed if their names are listed in the LoU.
12. I am an RP-T holder, can I send a representative for the submission/collection on my behalf?
Answer: Yes. However, you are required to submit a complete set of documents based on the checklist in the system.
13. How many people are allowed to attend the appointment?
Answer: Only one (1) person, and they must already be confirmed in the Appointment Confirmation Slip.
14. What are the documents required for the appointment? Are there any forms to fill out?
Answer:
i. Print out the confirmed Appointment Confirmation Slip to access 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 documents 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. How long will each appointment 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.

18. If the 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 to check the status of your MyHelp Online Appointment.
19. 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.
20. 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 strictly adhere to the time given for your appointment.
21. How long do we need to wait to get a re-schedule slot? Will you accept the request based on urgency or first-come-first-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.
22. What if the person who is confirmed as stated in the Appointment Confirmation Slip is unable to attend? Can an authorised 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 the appointment.
23. 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 types of requests for one appointment slot.
24. Can I submit multiple appointment requests with different slots at the same time?
Answer: You will need to complete a confirmed appointment first before requesting for a new appointment slot.
25. Can a consultant represent for multiple companies with one appointment slot?
Answer: No, each appointment slot is represented by one (1) company only. If you are representing multiple companies, please apply separately using each company's account for each MyHelp Online Appointment slot.
26. Due to an urgency, can I directly walk-in to Immigration office at Putrajaya/ MYXpats Centre without an appointment? Is there any exemption or special arrangements that can be made for this situation?
Answer: No, all appointments and arrangements must go through the MyHelp Online Appointment.
27. Will the company get the Endorsement/ToE/SP immediately after the appointment?
Answer: Any appointments with more than 10 passports will not receive the completed passport endorsement within the same day. You will be given another appointment for passport collection within three (3) working days. You are required to confirm the given appointment slot in the system.

28. 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: No, please proceed to submit/re-submit the Employment Pass/Professional Visit Pass/Dependent Pass/Long Term Social Visit Pass applications first via ESD online and the company will be advised if a Special Pass is required.
29. How do I know if the Special Pass application is to be submitted at MYXpats or Immigration Putrajaya while requesting for the appointment?
Answer: The Special Pass application may be applied at both MYXpats Centre or Immigration Putrajaya through the MyHelp Online Appointment. However, if it is an application for a 3rd (third) Special Pass, please apply for an online appointment at www.sto.imi.gov.my, where you have to obtain a memo from the relevant division at the Immigration Department before proceeding to the Enforcement Unit. You may submit the memo request via MyHelp Online Appointment.
30. 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 the Immigration Department of Malaysia's discretion.
31. 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) to find out the process and procedure required submit a new online application.
32. What type of payment methods are available during the appointment?
Answer: Credit/Debit card for Immigration fees (Visa/Master Card/AMEX)
33. 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 if required.
34. Will we get i-Kad together with the passport?
Answer: The issuance of i-Kad is temporarily ceased until further notice. Please refer to: <https://esd.imi.gov.my/portal/latest-news/announcement/myxpati-ikad-issuance-2019/>
35. 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: The Immigration office at Putrajaya/MYXpats Centre will contact you for arrangement of passport(s) collection.

36. What will happen to our earlier scheduled company interview and other appointment with MYXpats Centre?

[Answer: All previously scheduled meeting and other appointment with MYXpats are postponed until further notice.](#)

37. Can we request for an appeal meeting with MYXpats representatives for our rejected applications?

[Answer: Temporarily, all requests for an appeal meeting are postponed until further notice.](#)

38. 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.](#)

39. 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 \[inspektorat.esd@imi.gov.my\]\(mailto:inspektorat.esd@imi.gov.my\) for this request.](#)