



سistem کباجیکن نگارا

SISTEM KEBAJIKAN NEGARA

User Guide

Account Management

Version: 2.0

PURPOSE

This user guide acts as a reference for **Applicant** to manage **SKN Accounts**.

Use this manual to manage:

- **Account Registration**
- **Password Reset**
- **Change Password**

GLOSSARY

The Following acronyms are used frequently:

Term	Meaning
SKN	Sistem Kebajikan Negara
JAPEM	Jabatan Pembangunan Masyarakat

Process Overview



FURTHER ASSISTANCE

If you have any questions or issues while using SKN, please visit any of Department of Community Development nearest branch. You may also contact **Welfare Line 141** or send an email to **skn@kkbs.gov.bn**

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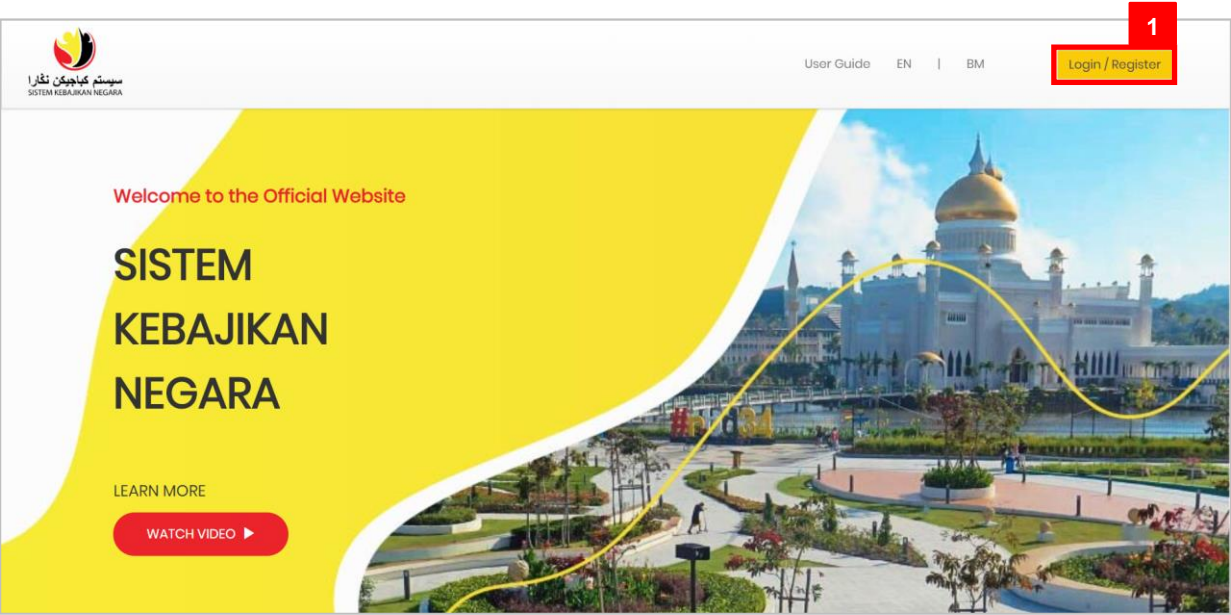
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REGISTRATION	Applicant
	Online User

Note:

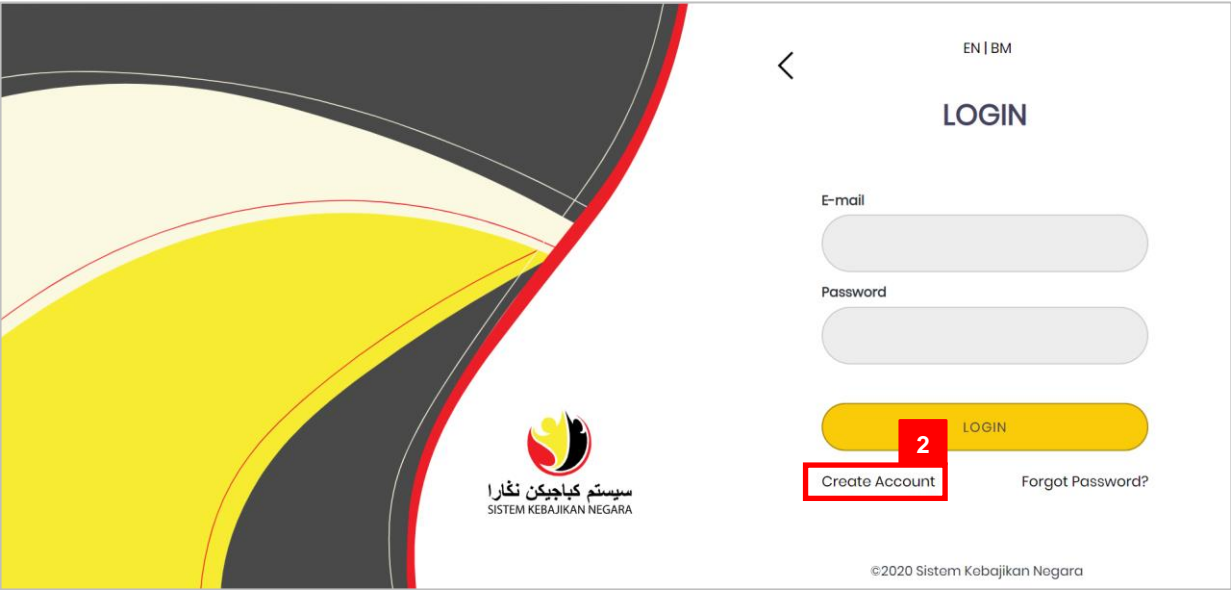
For new registration:

- 1. Please prepare your own personal E-mail
- 2. Scanned original personal documents.



1. Navigate to the SKN website www.skn.gov.bn and click on the **Login / Register** button.

Note: To change the language to Malay, click on the link **BM**.



2. Click on the **Create Account** link to proceed with the **Registration** process.

Account Registration

3

Account Detail

E-mail *

ridhwan.rahman@gmail.com

Password *

.....

Confirm Password *

.....

Password must be at least 8 Alphanumeric and contains special symbol, uppercase and lowercase

Personal Detail

Full Name (As Per IC) *

Muhammad Ridhwan bin Abd Rahman

Residential Status *

Rakyat Brunei (Brunei Citizen) ▾

Nationality *

Brunei ▾

IC Number *

01041509

IC Colour *

Kuning (Yellow)

Birth Certificate Number

Passport Number

Gender *

Lelaki (Male) ▾

Race *

Melayu (Malay) ▾

Religion *

Islam (Islam) ▾

Date Of Birth *

17/09/2000

Country of Birth

Brunei ▾

Address

Street Address / House Number *

No 39, Simpang 32 - 37

District *

Brunei Muara ▾

Mukim *

Mukim Berakas A ▾

Village *

Kg. Anggerek Desa ▾

Postcode *

BB3713

Contact Detail

Contact Type *

No. Tel Bimbit (Mobile No.) ▾

Telephone Number *

8382238

+ Add New

File Upload

Please upload a copy of your Identification Card *

Choose File

IC.jpg

✓

☒ I hereby certify that the above information is correct and true. *

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Register

Cancel

3. In **Account Registration** page, enter details in the related fields as per example below:

Sub Section	Field	Mandatory (?)	Example
Account Detail	E-mail	✓	ridhwan.rahman@gmail.com
	Password	✓	Password1!
	Confirm Password	✓	Password1!
Personal Detail	Full Name (As Per IC)	✓	Muhammad Ridhwan bin Abdul Rahman
	Residential Status	✓	Rakyat Brunei
	Nationality	✓	Brunei
	IC Number	✓	01041509
	IC Colour	-	IC Colour will be auto-populated upon entering the IC Number
	Birth Certificate Number	✗	
	Passport Number	✗	
	Gender	✓	Lelaki(Male)
	Race	✓	Melayu(Malay)
	Religion	✓	Islam(Islam)
	Date of Birth	✓	17/09/2000
	Country of Birth	✗	Brunei
Address	Street Address/House Number	✓	No 39, Simpang 32 – 37
	District	✓	Brunei Muara
	Mukim	✓	Mukim Berakas A
	Village	✓	Kg. Anggerek Desa
	Postcode	✓	BB3713
Contact Detail	Contact Type	✓	No. Tel Bimbit (Mobile No.)
	Telephone Number	✓	8382238
File Upload	Choose File	✓	Upload the scanned IC

Note: Fields marked with red asterisk (*) are mandatory to be filled in.


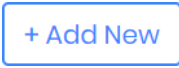

4. Click on the  checkbox provided.

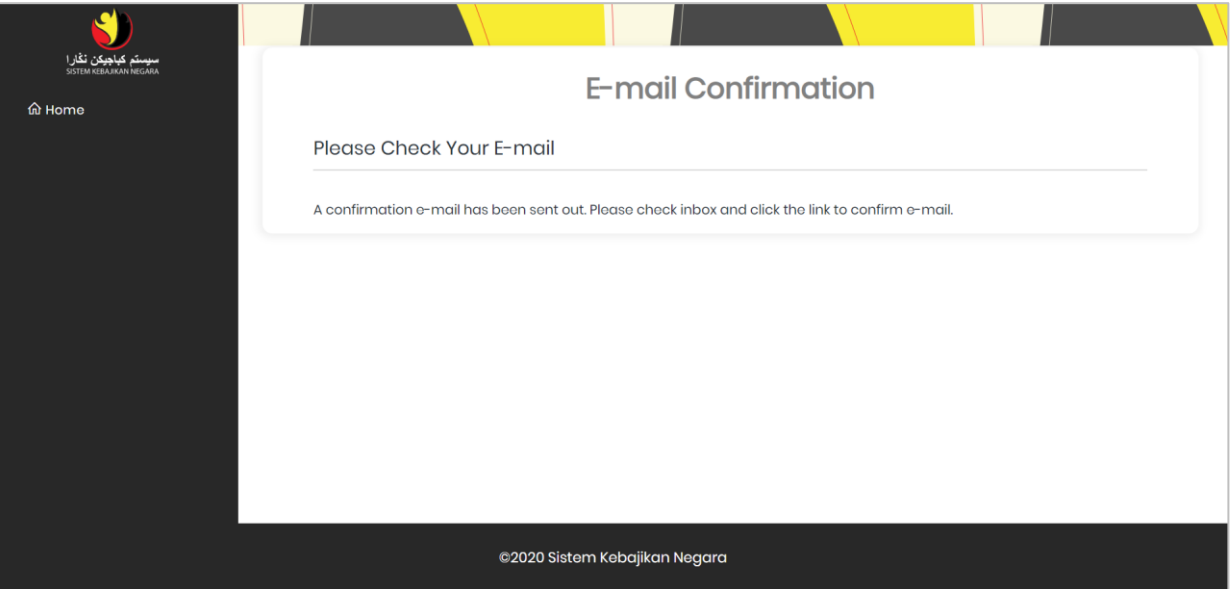
Note:

- Password must be at least **8 alphanumeric characters** with a minimum of:
 - One **Capital Letter** (A-Z)
 - One **Small Letter** (A-Z)
 - One **Digit** (1-9)
 - One **Special Character** (!&@# - *)
- Upload **Supporting Document** to support the personal details information such as *Identity Card*.
- Ensure that the scanned document is in *JPEG* format not more than 2MB for each file.

5. Click on the  button.

Note:

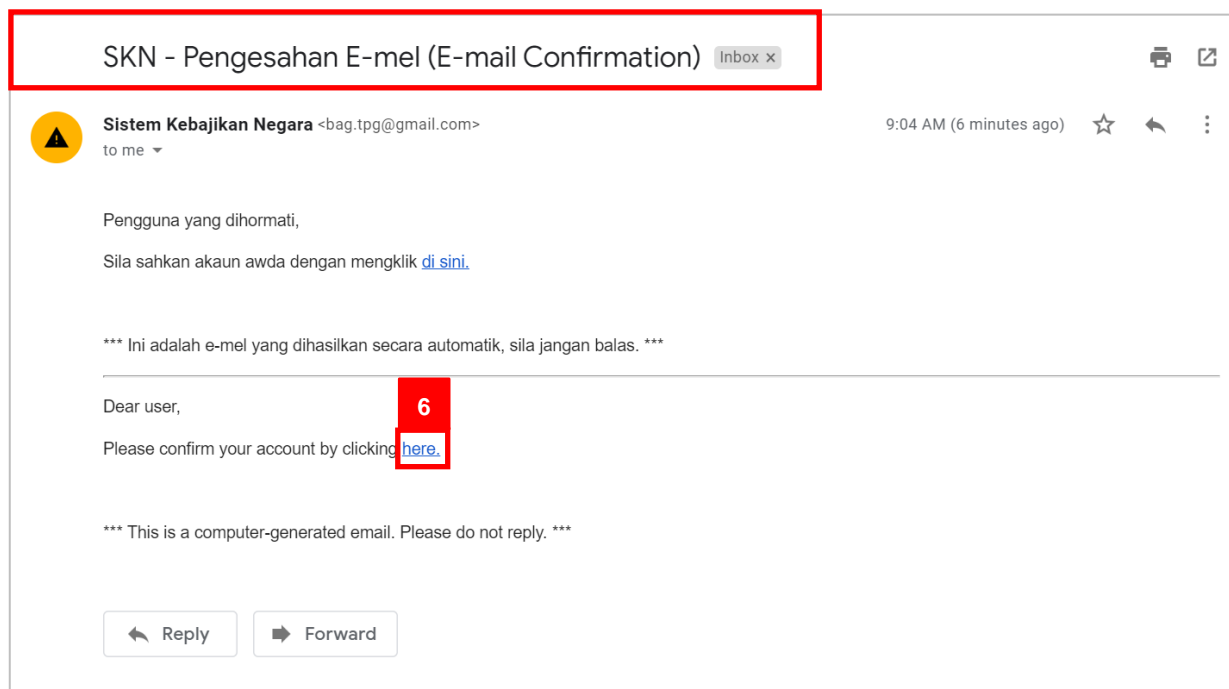
	To cancel the registration process.
	To add new row for new details.
	To delete the row.



Above notification shows that an e-mail verification has been sent to the registered **Applicant**. Registered user can only access SKN once **E-mail** has been verified.

Ensure to check your e-mail inbox for verification.

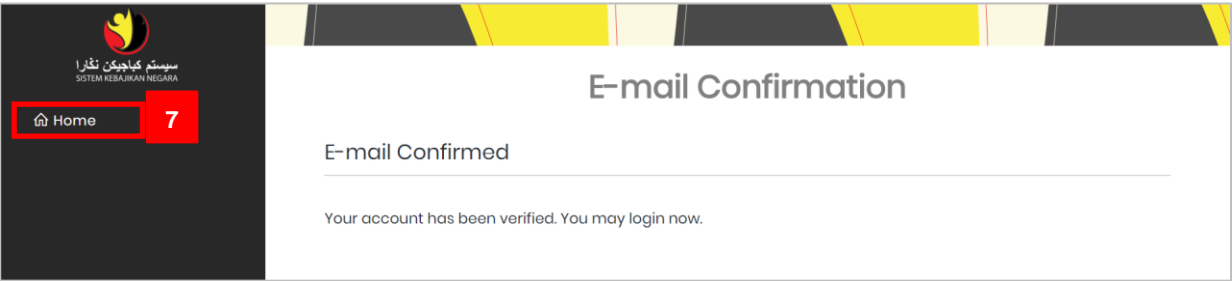
Note: It is important to remember that password entered is case-sensitive.



Ensure that e-mail from **SKN Pengesahkan E-mel (E-mail Confirmation)** is sent to your inbox as per above diagram.

6. Click on the [here](#) link to confirm the registration.

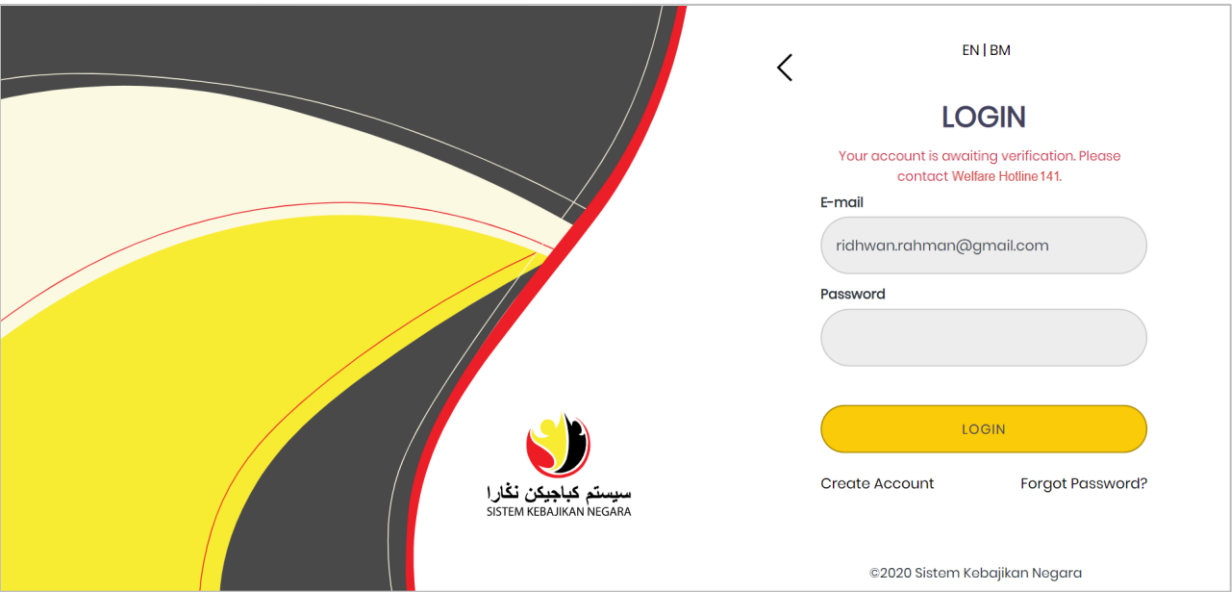
Note: The confirmation e-mail may be found in the junk/spam folder.



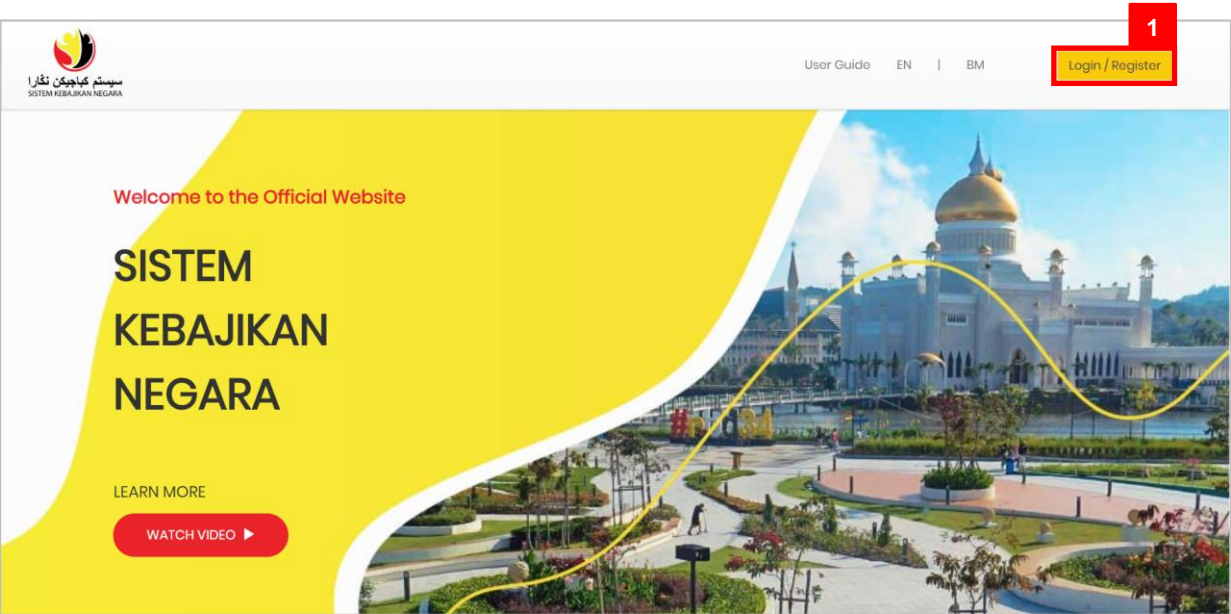
Above message will appear once e-mail has been verified. Proceed to **log in** to **SKN**.

Note:

- For existing recipients, your profile is **already included** in SKN. You will receive a message like the diagram below when logging in. Please call Welfare Line 141 for account verification.

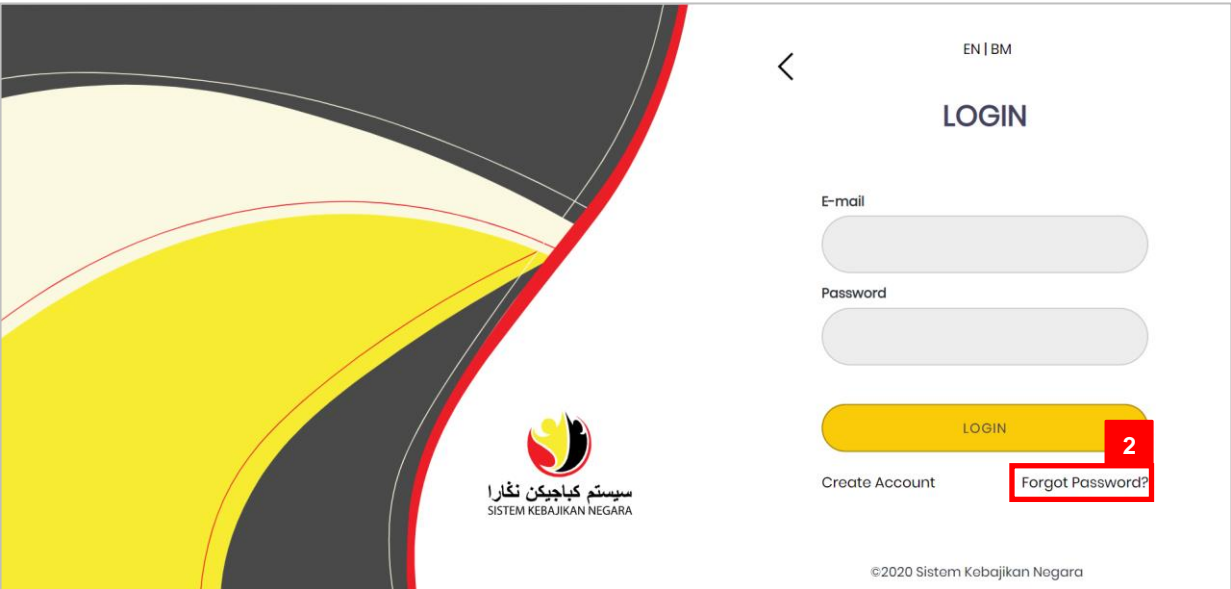


PASSWORD RESET	Applicant
	Online User

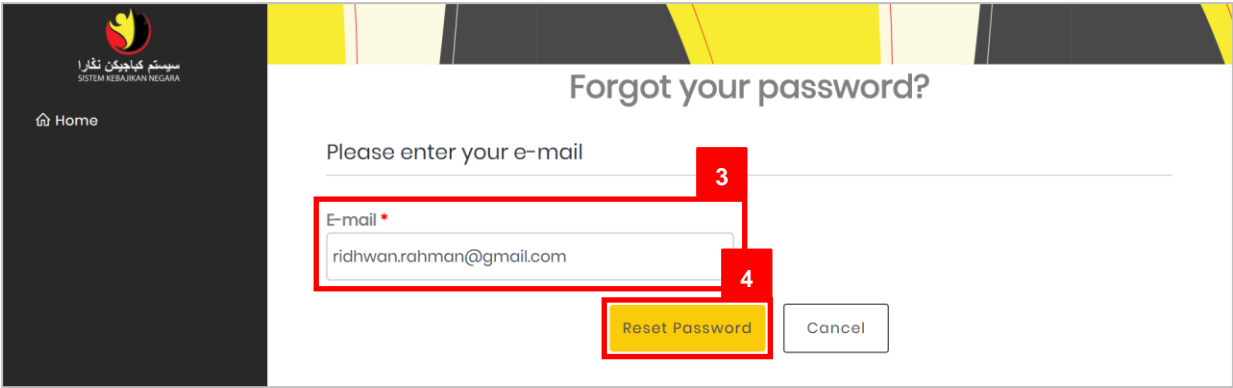


1. Navigate to the SKN website www.skn.gov.bn and click on the **Login / Register** button.

Note: To change the language to Malay, click on the link **BM** .



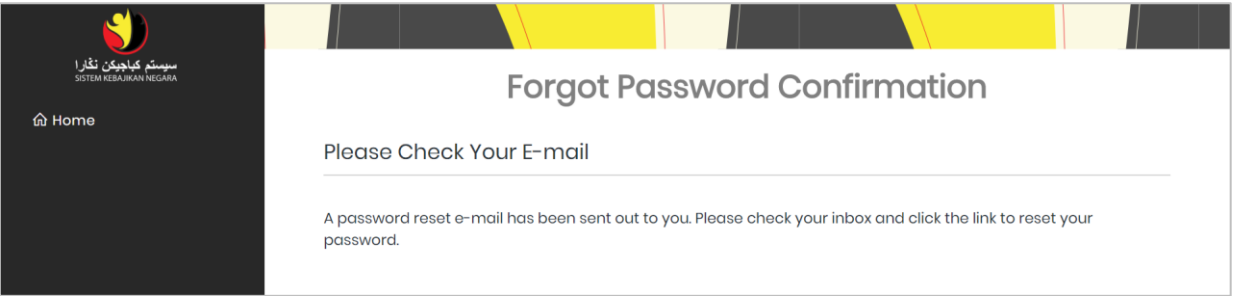
2. Click on the **Forgot Password?** button to proceed with the **Password Reset** process.



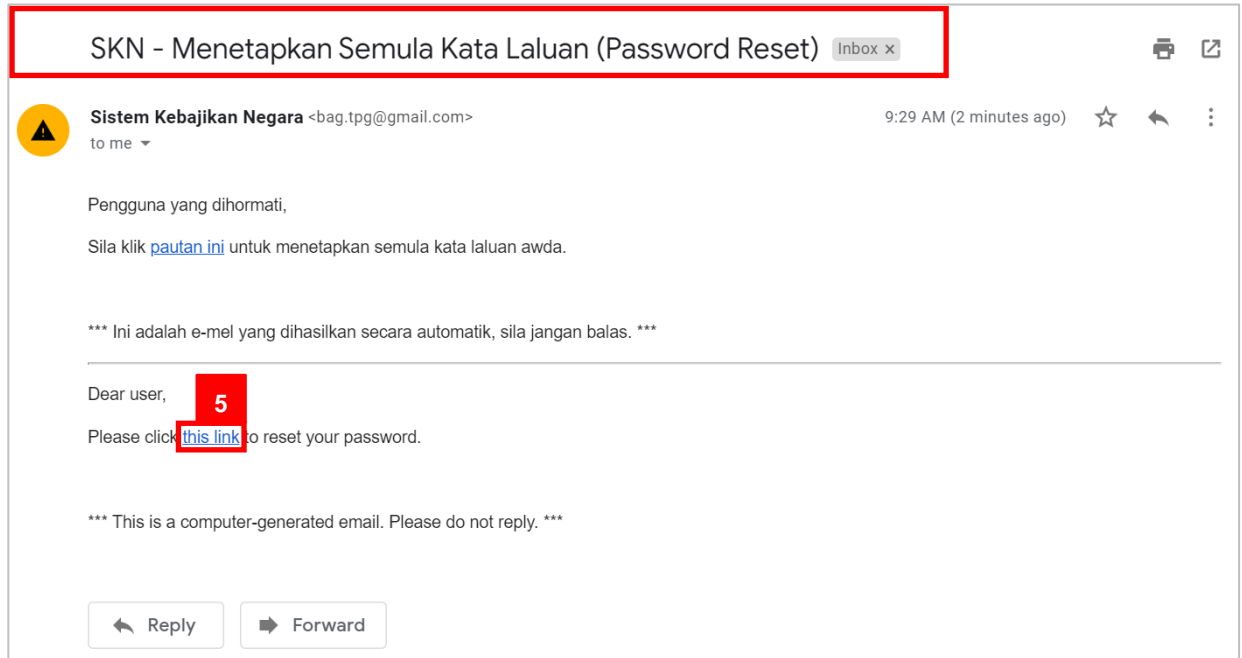
- 3. Enter the e-mail address used during the registration.
- 4. Click on the **Reset Password** button to proceed with **Password Reset**.

Note:

	To cancel the Password Reset process.
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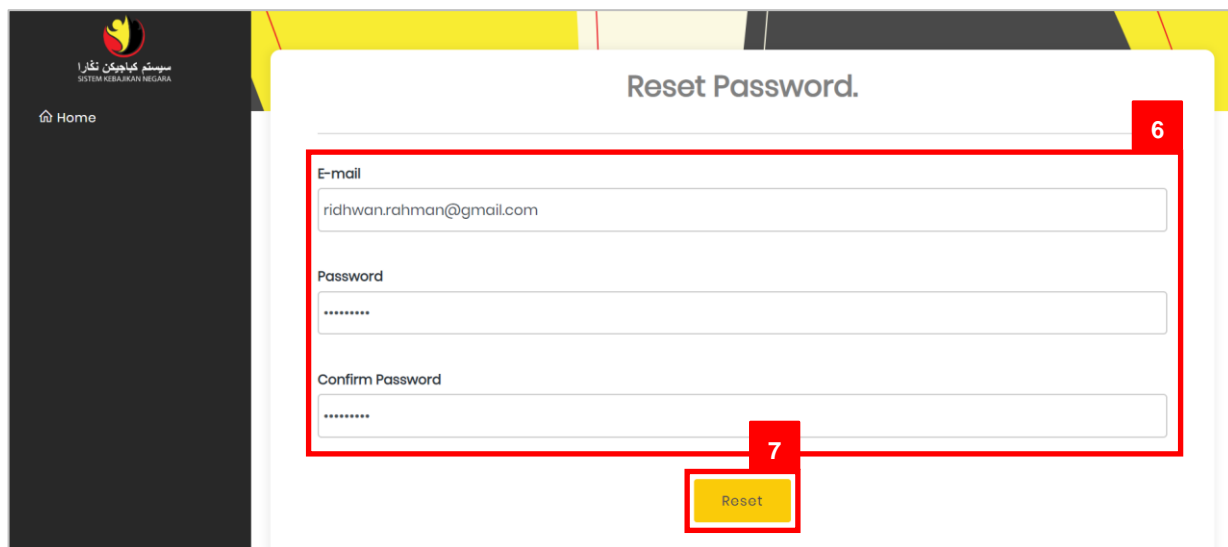
Forgot Password Confirmation notification will appear as per above diagram. Check e-mail inbox for confirmation.



Ensure that e-mail from **SKN – Menetapkan Semula Kata Laluan (Password Reset)** is sent to your inbox as per above diagram.

5. Click on [this link](#) to navigate to the password reset page.

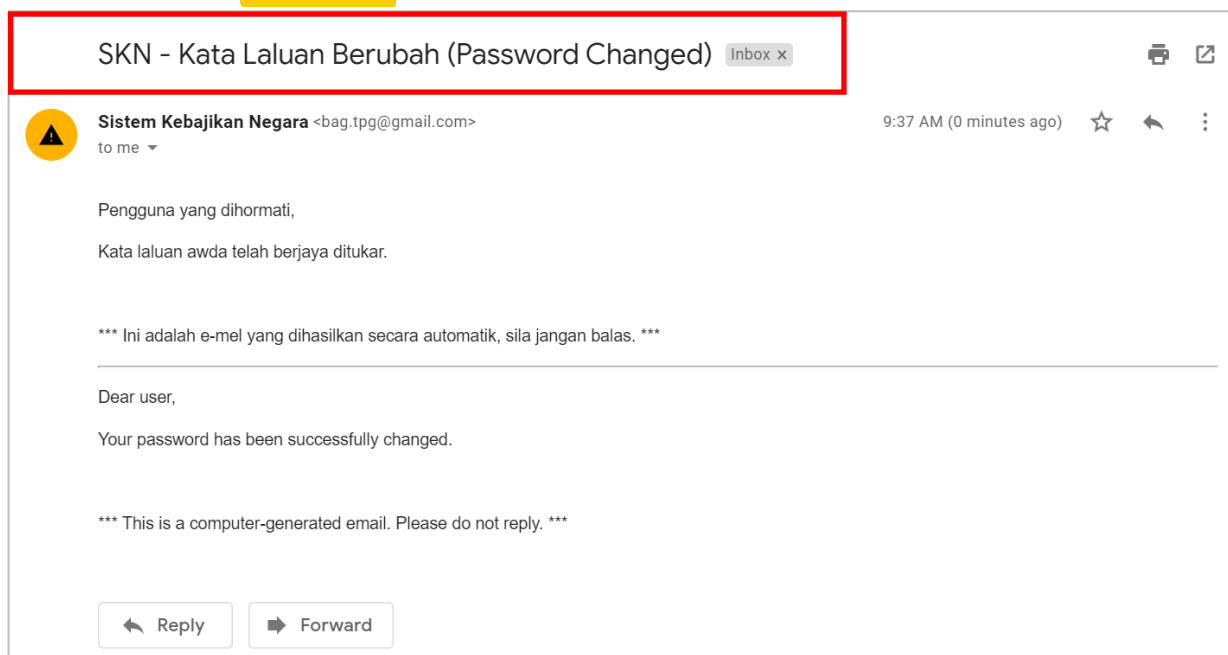
Note: The e-mail may be found in your **junk/spam** folder.



6. Enter the registered **E-mail** address. Create a new password in the **Password** and **Confirm Password** fields. Password should be at least **8 alphanumeric characters** with a minimum of:

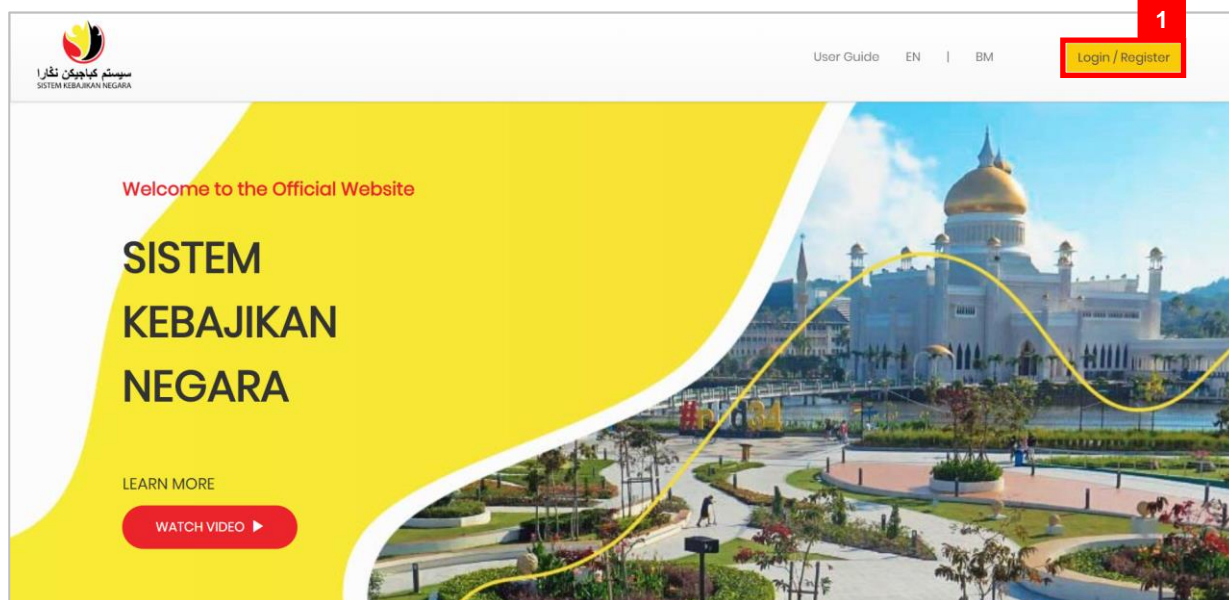
- I. One **Capital Letter** (A-Z)
- II. One **Small Letter** (A-Z)
- III. One **Digit** (1-9)
- IV. One **Special Characters** (!&@# - *)

7. Click on the  button.



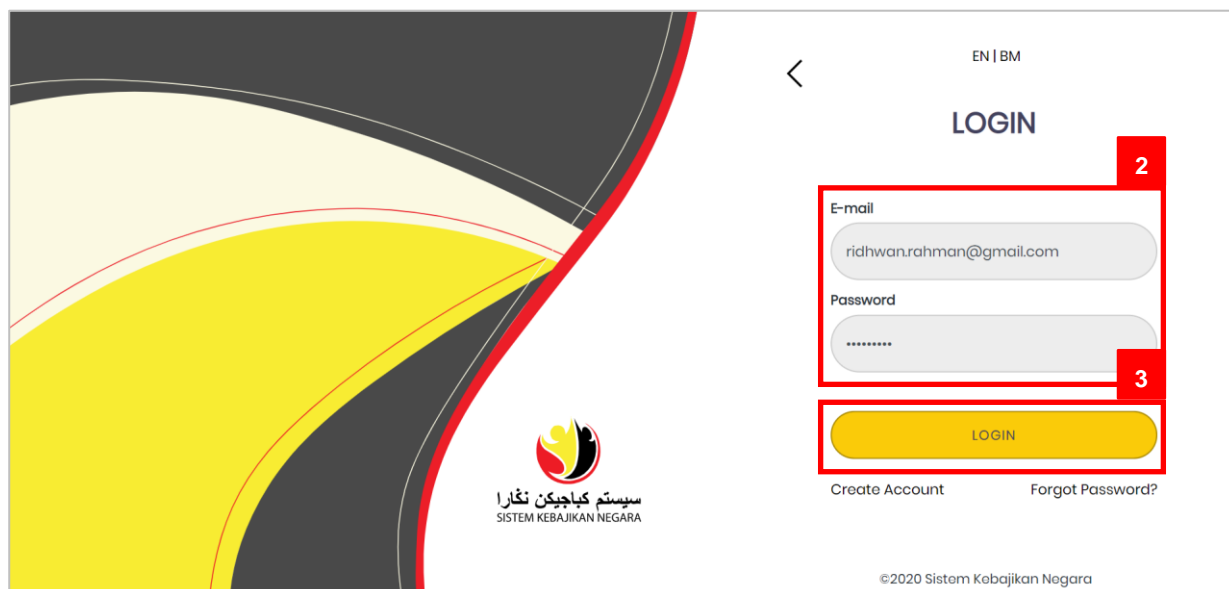
Ensure the e-mail from **SKN – Kata Laluan Berubah (Password Changed)** is sent to your inbox as per above diagram. Applicant can log in using the **New Password** once the above e-mail has been received.

CHANGE PASSWORD	Applicant
	Online User

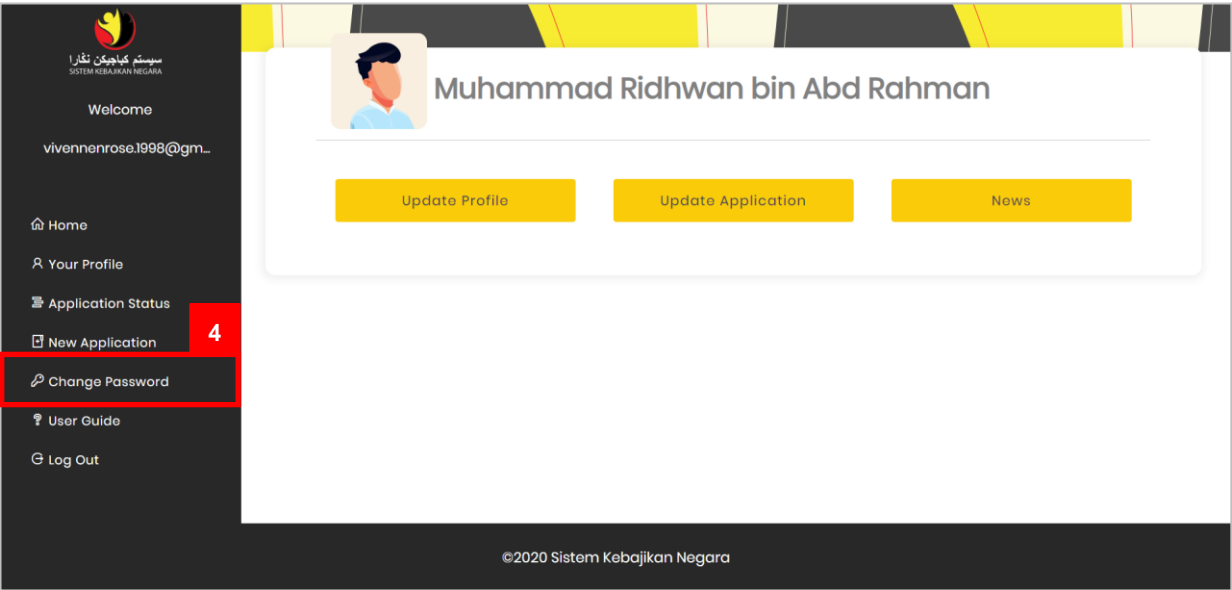



1. Navigate to the SKN website www.skn.gov.bn and click on the **Login / Register** button.

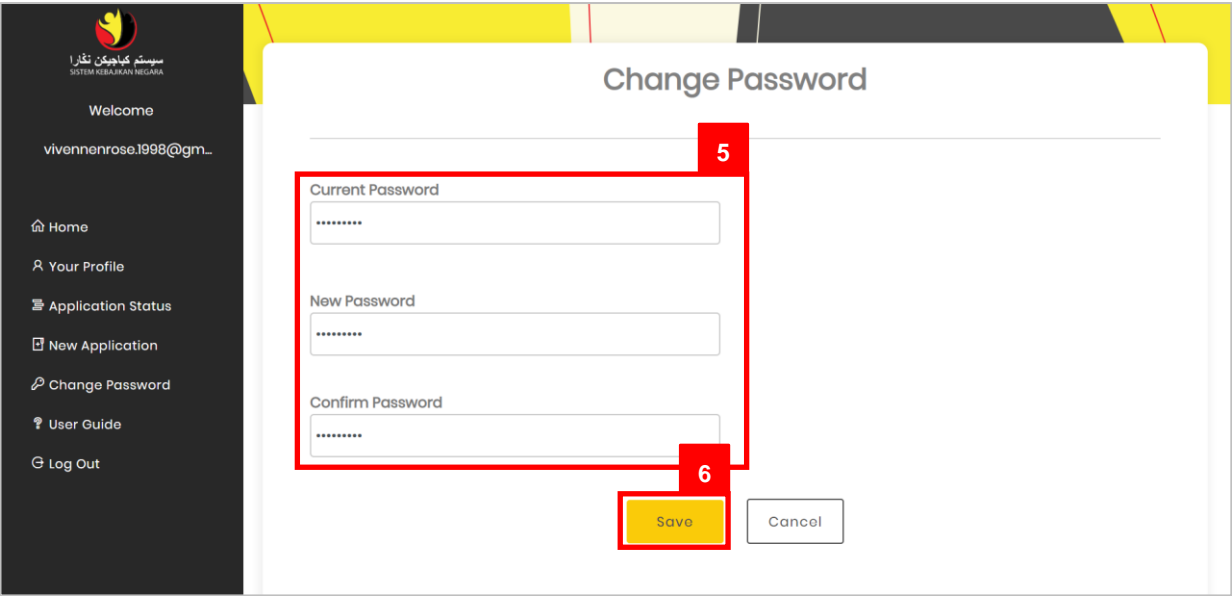
Note: To change the language to *Malay*, click on the link **BM**.



2. Enter the **E-mail Address** and **Password** used for registration.
3. Click on the **LOGIN** button to navigate to SKN.



4. Click on the  **Change Password** to proceed to the next page.

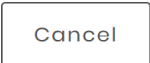


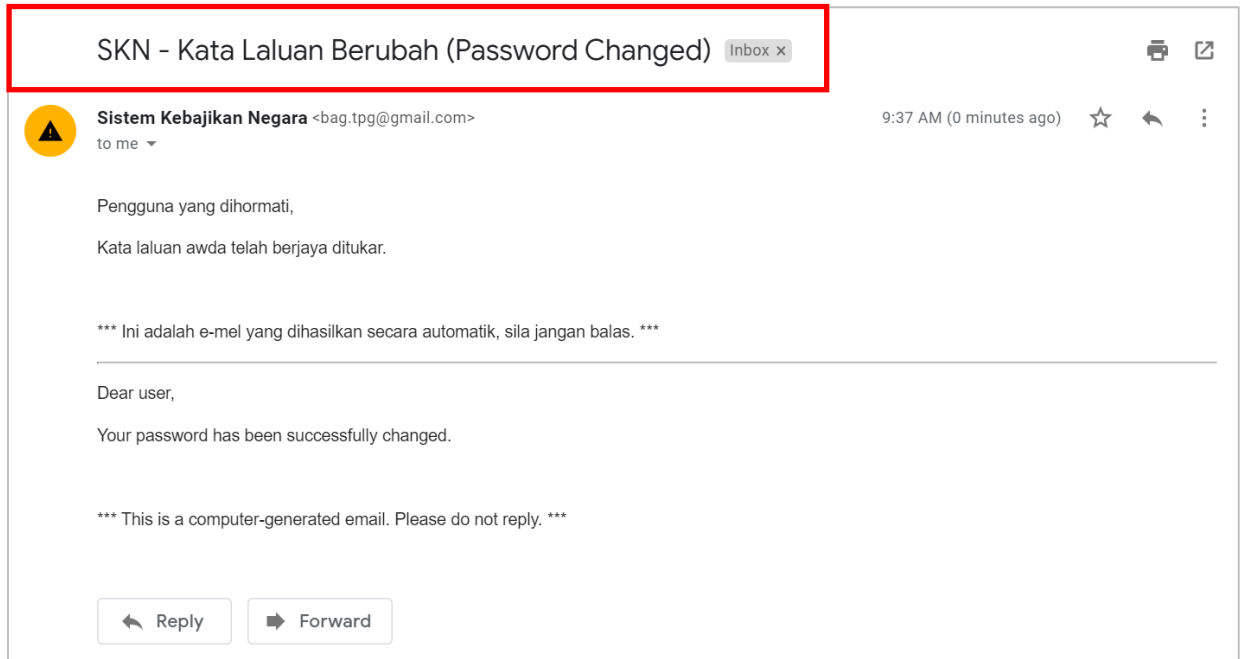
5. Enter the **Current Password**. Enter new password in the **New Password & Confirm Password** fields. Password should be at least **8 alphanumeric characters** with a minimum of:

- I. One **Capital Letter** (A-Z)
- II. One **Small Letter** (A-Z)
- III. One **Digit** (1-9)
- IV. One **Special Characters** (! - *)

6. Click on the  **Save** button.

Note:

	To cancel the Change Password process.
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Please ensure the e-mail from **SKN – Kata Laluan Berubah (Password Changed)** is sent to your inbox as per above diagram. Applicant can log in using the **New Password** once the above e-mail has been received.