

# **User Guide**

# **Account Management**

Version: 3.0



#### 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**



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**. For COVID-19 Financial Assistance, you may contact 2382800 / 2382929 (TAP) or 8191000 (Treasury) during office hours or e-mail to covid19.assistance@mofe.gov.bn

### سیستم کباجیکن نکارا sistem kEBAJIKAN NEGARA

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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.

کیاجوکن نقار ا میاجوکن نقار ا	р масала		User Guide	EN I BM	Login / Register
	Welcome to the Official Website			-	
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	KEBAJIKAN				The second second
	NEGARA				N
	WATCH VIDEO >		1		and a start
		C THE REAL PARTY			

1. Navigate to the SKN website <u>https://www.skn.gov.bn</u> and click on the Login / Register button.

ΒM *Note*: To change the language to Malay, click on the link ENBM < LOGIN E-mail Password LOGIN 2 Create Account Forgot Password? م كباجيكن نكارا ©2020 Sistem Kebajikan Negara Create Account 2. Click on the link to proceed with the Registration process.



## Account Registration

E-mail *				
ridhwan.rahman@gmail.com	n			
			Ourfland December 1	
Password •			Confirm Password •	
		90		•
Password must be at least 8 /	Alphanumeric and contains	specie	al symbol, uppercase and lower	case
Personal Detail				
Full Name (As Per IC) •			Residential Status •	Nationality *
Muhammad Ridwan bin Abd	Rahman		Rakyat Brunei (Brunei C 🗸	Brunei
IC Number *	IC Colour *		Birth Certificate Number	Passport Number
01041509	Kuning (Yellow)			
Gender *	Race •		Religion *	
Lelaki (Male) 🗸 🗸	Melayu (Malay)	~	Islam (Islam) 🗸 🗸	
Date Of Birth *	Place of Birth			
07/08/2000	Brunei	~		
Address				
Street Address / House Numb	ber*			
Street Address / House Numi No.2 Spg 32-37	ber*			
Street Address / House Numi No.2 Spg 32-37 District •	Mukim *		Village •	Postcode •
Street Address / House Numl No.2 Spg 32-37 District • Brunei Muara	Mukim *	~	Village • Kg. Anggerek Desa 🗸 🗸	Postcode * BB3713
Street Address / House Numb No.2 Spg 32-37 District • Brunei Muara v Contact Detail	Mukim *	~	Village • Kg. Anggerek Desa 🛛 🗸	Postcode • BB3713
Street Address / House Numb No.2 Spg 32-37 District • Brunei Muara v Contact Detail	Mukim *	~	Village • Kg. Anggerek Desa 🗸	Postcode • BB3713
Street Address / House Numb No.2 Spg 32-37 District • Brunei Muara Contact Detail Contact Type •	Mukim • Mukim Berakas A	~	Village • Kg. Anggerek Desa 🗸	Postcode • BB3713
Street Address / House Numi No.2 Spg 32-37 District • Brunei Muara • Contact Detail Contact Type • No. Tel Bimbit (Mobile No.)	Mukim * Mukim Berakas A	~	Village • Kg. Anggerek Desa 🗸	Postcode • BB3713
Street Address / House Numb No.2 Spg 32-37 District • Brunei Muara Contact Detail Contact Type • No. Tel Bimbit (Mobile No.) + Add New	Mukim * Mukim Berakas A	~	Village • Kg. Anggerek Desa  Village • Kg. Anggerek Desa  Kg. Anggerek Desa	Postcode • BB3713
Street Address / House Numi No.2 Spg 32-37 District • Brunei Muara Contact Detail Contact Type • No. Tel Bimbit (Mobile No.) + Add New	Mukim * Mukim Berakas A	~	Village • Kg. Anggerek Desa  Village • Kg. Anggerek Desa  Kg. Angger	Postcode • BB3713
Street Address / House Numl No.2 Spg 32-37 District • Brunei Muara Contact Detail Contact Type • No. Tel Bimbit (Mobile No.) + Add New File Upload	Mukim • Mukim Berakas A	~	Village ● Kg. Anggerek Desa ✓ Telephone Number ● 8123456	Postcode • BB3713
Street Address / House Numb No.2 Spg 32-37 District • Brunei Muara Contact Detail Contact Type • No. Tel Bimbit (Mobile No.) + Add New File Upload Please upload a copy of you	Mukim • Mukim Berakas A	~	Village • Kg. Anggerek Desa  Village • State of the second seco	Postcode • BB3713
Street Address / House Numb No.2 Spg 32-37 District • Brunei Muara Contact Detail Contact Type • No. Tel Bimbit (Mobile No.) + Add New File Upload Please upload a copy of you Choose File ic.jfif	Mukim • Mukim Berakas A	~	Village • Kg. Anggerek Desa Telephone Number • 8123456	Postcode • BB3713
Street Address / House Numb No.2 Spg 32-37 District • Brunei Muara Contact Detail Contact Detail Contact Type • No. Tel Bimbit (Mobile No.) + Add New File Upload Please upload a copy of you Choose File ic.jfif	Mukim • Mukim Berakas A r Identification Card •	×	Village • Kg. Anggerek Desa Telephone Number • 8123456 8123456	Postcode • BB3713
Street Address / House Numb No.2 Spg 32-37 District • Brunei Muara Contact Detail Contact Type • No. Tel Bimbit (Mobile No.) + Add Now File Upload Please upload a copy of you Choose File ic.jfif	Mukim • Mukim Berakas A	~ ~	Village • Kg. Anggerek Desa Telephone Number • 8123458 e information is correct	Postcode • BB3713



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

Sub Section	Field	Mandatory (?)	Example
	E-mail	~	ridhwan.rahman@gmail.com
Account Detail	Password	~	Password1!
Dotaii	Confirm Password	$\checkmark$	Password1!
	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
Personal Detail	Birth Certificate Number	×	
	Passport Number	×	
	Gender	$\checkmark$	Lelaki(Male)
	Race	✓	Melayu(Malay)
	Religion	$\checkmark$	Islam(Islam)
	Date of Birth	$\checkmark$	7/08/2000
	Country of Birth	×	Brunei
	Street Address/House Number	√	No 2, Simpang 32 – 37
Address	District	✓	Brunei Muara
	Mukim	$\checkmark$	Mukim Berakas A
	Village	$\checkmark$	Kg. Anggerek Desa
	Postcode	✓	BB3713
Contact Detail	Contact Type	$\checkmark$	No. Tel Bimbit (Mobile No.)
	Telephone Number	✓	8123456
File Upload	Choose File	~	Upload the scanned IC

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



4. Click on the **C** checkbox I hereby certify that the above information is correct and true.\* provided.

#### Note:

- Password must 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 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 Register button.

#### Note:

Cancel	To cancel the registration process.
+ Add New	To add new row for new details.
Ê	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.



SKN - Pengesahan E-mel (E-mail Confirmation) 🔤 🗴				ē	Z
Sistem Kebajikan Negara <bag.tpg@gmail.com> to me ▼</bag.tpg@gmail.com>		9:04 AM (6 minutes ago)	$\overleftrightarrow$	•	:
Pengguna yang dihormati,					
Sila sankan akaun awua dengan mengkik <u>di silik</u>					
*** Ini adalah e-mel yang dihasilkan secara automatik, sila jangan balas. ***					
Dear user, <b>6</b> Please confirm your account by clicking here.					
*** This is a computer-generated email. Please do not reply. ***					
← Reply ► Forward					

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.



سیسکم کیاہویکن نگار ا SISTEM KERAINAA NEGANA	E-mail Confirmation
	E-mail Confirmed
	Your account has been verified. You may login now.

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 the Welfare Line 141 for account verification.





	Applicant	
PASSWORD RESET	Online User	
سیستم کیا چیکن تقار ا SITIN HEBARAN NEGRA		User Guide EN I BM Login / Rogister
Welcome to the Official SISTEM KEBAJIKAN NEGARA LEARN MORE	I Website	
<ol> <li>Navigate to the SKI button.</li> <li>Note: To change the lateral strength of the late</li></ol>	N website <u>https://www.skn.gov</u> nguage to Malay, click on the	v.bn and click on the Login / Register
	المراجعة Sistem Kebauman Negara	Crate Accourt E-DGIN LOGIN LOGIN LOGIN Crate Accourt Crate Accourt Crate Accourt
2. Click on the Forgo process.	t Password? button to pro	oceed with the Password Reset



سیستم کیا چوکن تکاور ا SITEM READINAN NEGADA	Forgot your password?
	Please enter your e-mail E-mail * ridhwan.rahman@gmail.com
	Reset Password Cancel

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

#### Note:



**Forgot Password Confirmation** notification will appear as per above diagram. Check email inbox for confirmation.



SKN - Menetapkan Semula Kata Laluan (Password Reset)	Inbox ×			•	ß
Sistem Kebajikan Negara <bag.tpg@gmail.com> to me ▼</bag.tpg@gmail.com>	9:29 AM	(2 minutes ago)	☆	•	* * *
Pengguna yang dihormati, Sila klik <u>pautan ini</u> untuk menetapkan semula kata laluan awda.					
*** Ini adalah e-mel yang dihasilkan secara automatik, sila jangan balas. ***					
Dear user, 5 Please click <mark>this link</mark> to reset your password.					
*** This is a computer-generated email. Please do not reply. ***					
← Reply ► Forward					

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.

سیستم عیاویون نقار) SISTEM KEBAJKAN HEGAAA ओ Home	Reset Password.
	E-mail
	ridhwan.rahman@gmail.com
	Password
	Confirm Password
	Roset

- 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	Reset	button.			
	SKN - Kata	SKN - Kata Laluan Berubah (Password Changed) 💷			ē	Ø
	Sistem Kebajikan to me 💌	Negara <bag.tpg@g< th=""><th>mail.com&gt; 9:37 AM (0 minutes ago)</th><td><math>\overleftrightarrow</math></td><td>•</td><td>0 0 0</td></bag.tpg@g<>	mail.com> 9:37 AM (0 minutes ago)	$\overleftrightarrow$	•	0 0 0
	Pengguna yang dih Kata laluan awda te					
	*** Ini adalah e-mel 	yang dihasilkan seca	ara automatik, sila jangan balas. ***			
	Dear user,					
	Your password has	been successfully ch	anged.			
	*** This is a comput	er-generated email.	Please do not reply. ***			
	Keply	Forward				

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	Applicant					
PASSWORD	Online User					
میں کی کہ کہ کار کی کار اور کار کار کار کار کار کار کار کار کار کا			Usor Guide EN	Note 1 BM Login / Register		
Welcome to the Offic	cial Website					
SISTEM			Lint			
<b>KEBAJIKA</b>	N					
NEGARA						
LEARN MORE						
1. Navigate to the Sł button.	<n <u="">https://www.skn.</n>	gov.bn and click	on the Login	/ Register		
Note: To change the	language to <i>Malay</i> , o	click on the link	BM			
			<	EN   BM		

	LOGIN
	E-mail ridhwan.rahman@gmail.com Password
	LOGIN
سیستم کباجیکن نگار ۱ SISTEM KEBAJIKAN NEGARA	Create Account Forgot Password?

2. Enter the E-mail Address and Password used for registration.

3. Click on the button to navigate to SKN.

			SISTEM KEBAJIKAN NEGARA				
یستم کیون تقریر کانتلا توجید میشون SISTEM REGISTRY FROM Welcome vivennenrose.1998@gm	Muhamma	d Ridhwan bin Abd R	Rahman				
ŵ Home ጻ Your Profile	Update Profile	Update Application	Nows				
Application Status New Application							
9 User Guide G Log Out							
©2020 Sistem Kebajikan Negara							
4. Click on the $2^{2}$	Change Password	to proceed to the nex	kt page.				
سیستم عاومی تقرا אیستم عاومی تقرا		Change Password					
Welcome vivennenrose.1998@gm		5					

6

	Save Cancel
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:

- One Capital Letter (A-Z) Ι.
- One Small Letter (A-Z) II.
- III. One Digit (1-9)
- IV. One Special Characters (! \*)
- 6. Click on the

Save button.

**Current Password** .....

New Password

Confirm Password

.....

.....

#### Note:

ගි Home 유 Your Profile

■ Application Status

New Application P Change Password

? User Guide

🖯 Log Out

Cancel

To cancel the Change Password process.

كباجيكن نخارا



SKN - Kata Laluan Berubah (Password Changed) 💷			0	Ø		
Sistem Kebajikan Negara <bag.tpg@gmail.com> to me ▼</bag.tpg@gmail.com>	9:37 AM (0 minutes ago)	☆	•	•		
Pengguna yang dihormati,						
Kata laluan awda telah berjaya ditukar.						
** Ini adalah e-mel yang dihasilkan secara automatik, sila jangan balas. ***						
Dear user,						
Your password has been successfully changed.						
*** This is a computer-generated email. Please do not reply. ***						
Reply Forward						

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.