



سیستم کباجیکن نگارا
SISTEM KEBAJIKAN NEGARA

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



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. 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

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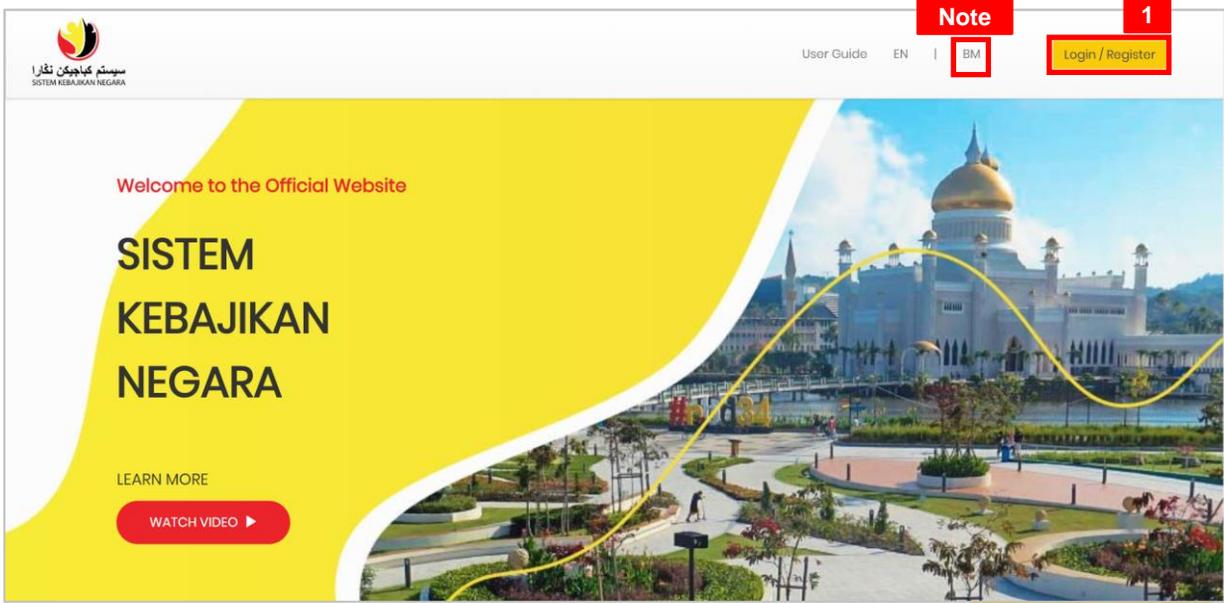
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REGISTRATION	Applicant
	Online User

Note:

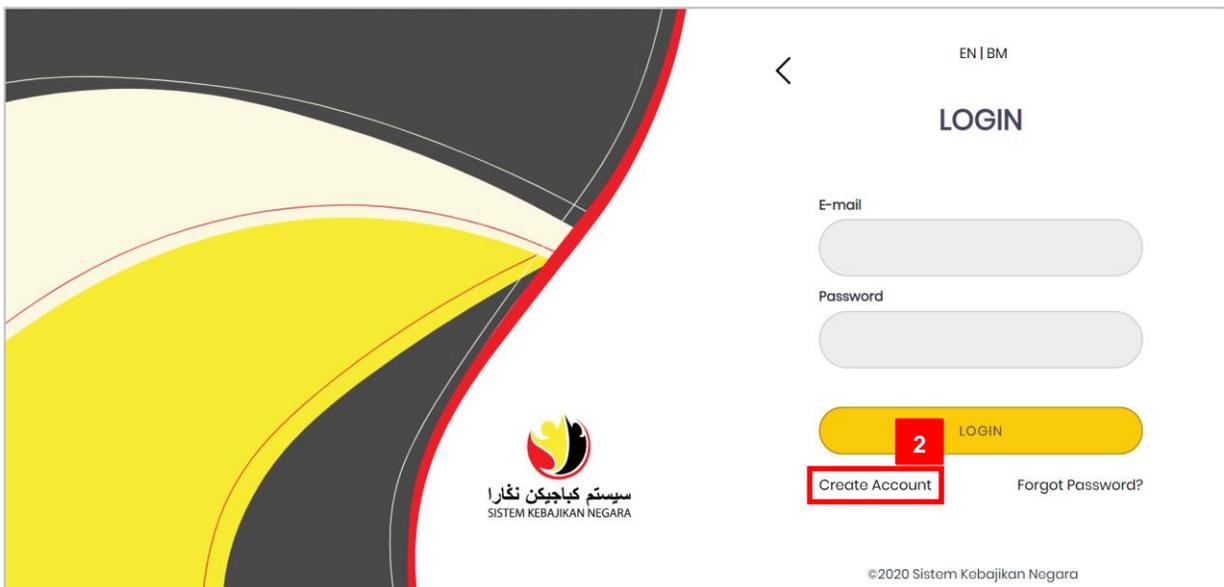
For new registration:

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



1. Navigate to the SKN website <https://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 Ridwan bin Abd Rahman

Residential Status *

Rakyat Brunei (Brunei C) ▾

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 *

07/08/2000

Place of Birth

Brunei ▾

Address

Street Address / House Number *

No.2 Spg 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 *

8123458

[+ Add New](#)

File Upload

Please upload a copy of your Identification Card *

ic.jfif



4

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

5

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	✓	7/08/2000
Country of Birth	✗	Brunei	
Address	Street Address/House Number	✓	No 2, 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	✓	8123456
File Upload	<i>Choose File</i>	✓	<i>Upload the scanned IC</i>

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

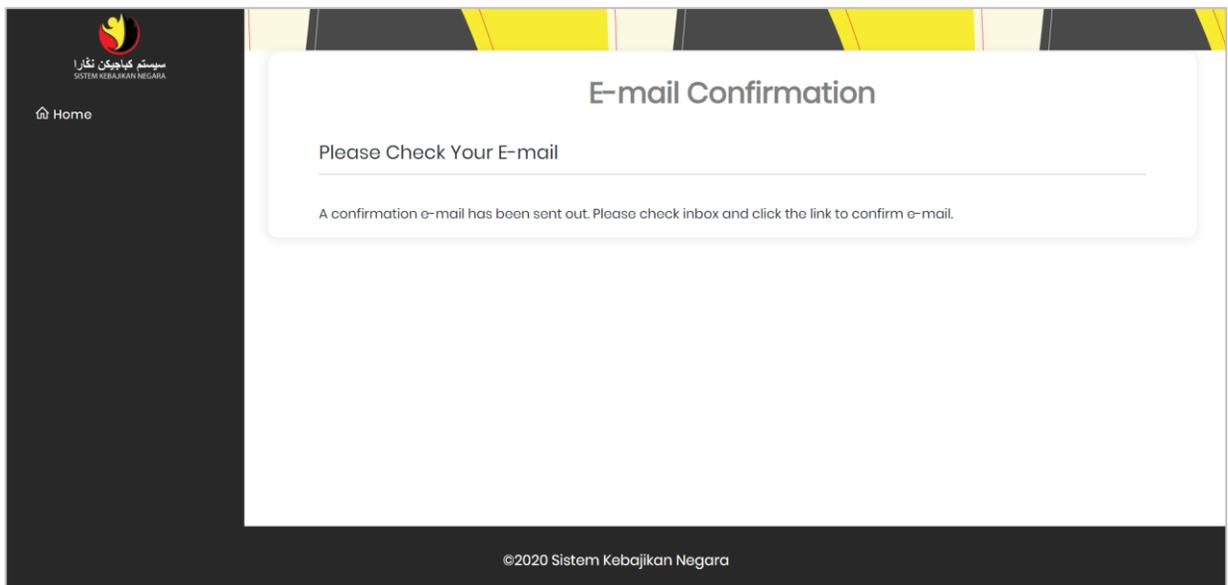
4. Click on the checkbox **I hereby certify that the above information is correct and true.** *

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 **Register** button.

Note:

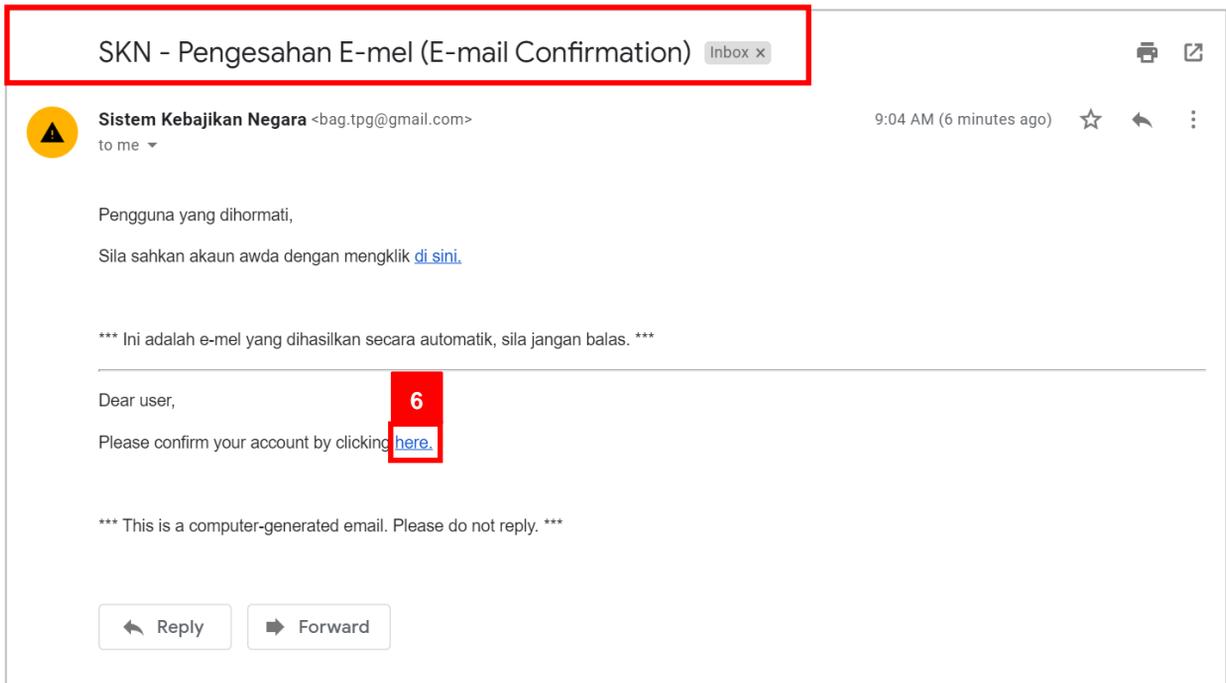
	To cancel the registration process.
	To add new row for new details.
	To delete the row.



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.

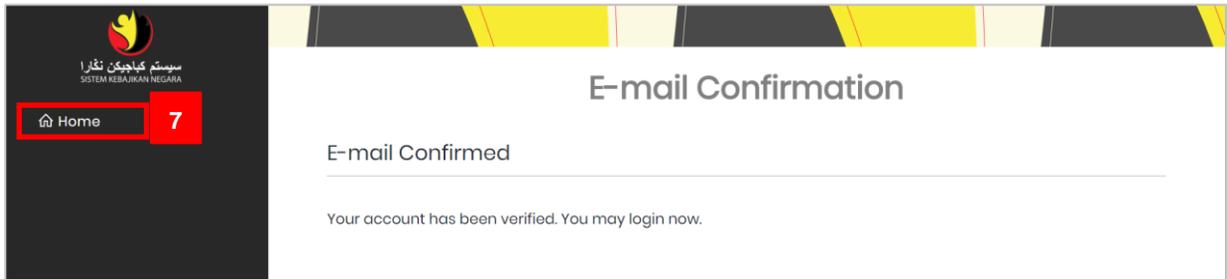
Note: It is important to remember that password entered is case-sensitive.



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

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

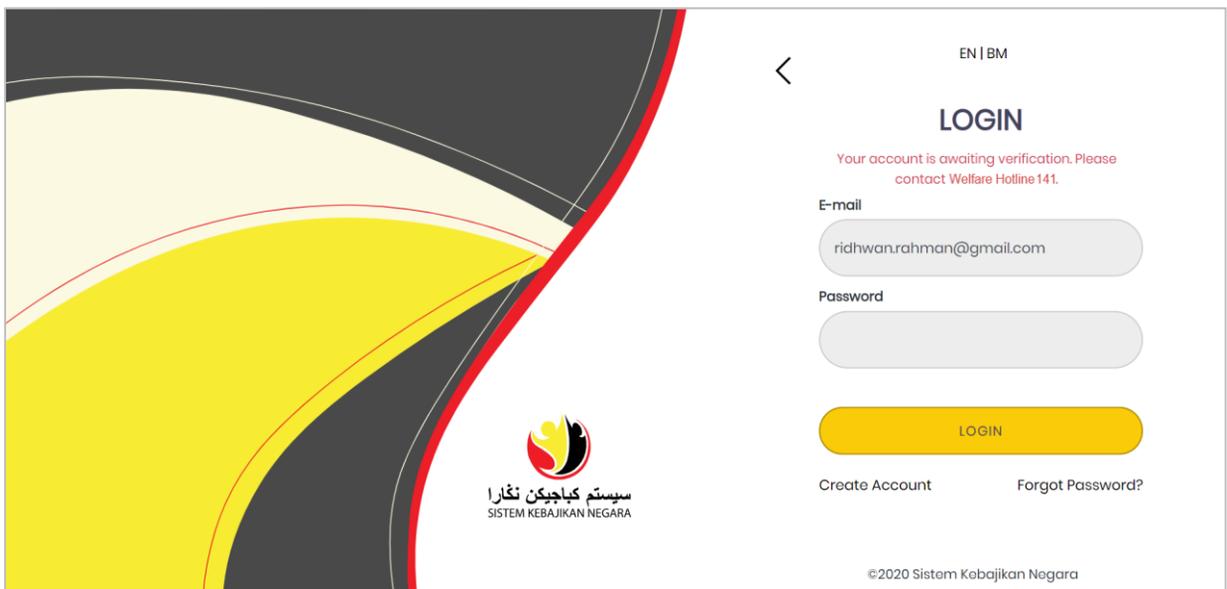
Note: The confirmation e-mail may be found in the junk/spam folder.



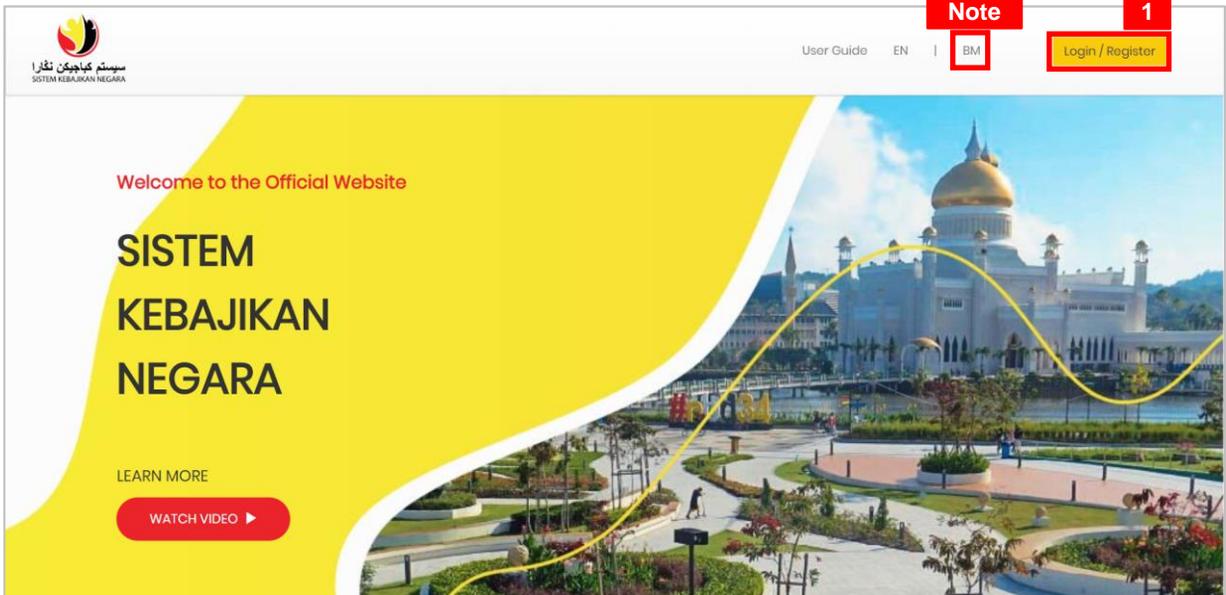
Above message will appear once e-mail has been verified. Proceed to **log in** to **SKN**.

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 the Welfare Line 141 for account verification.

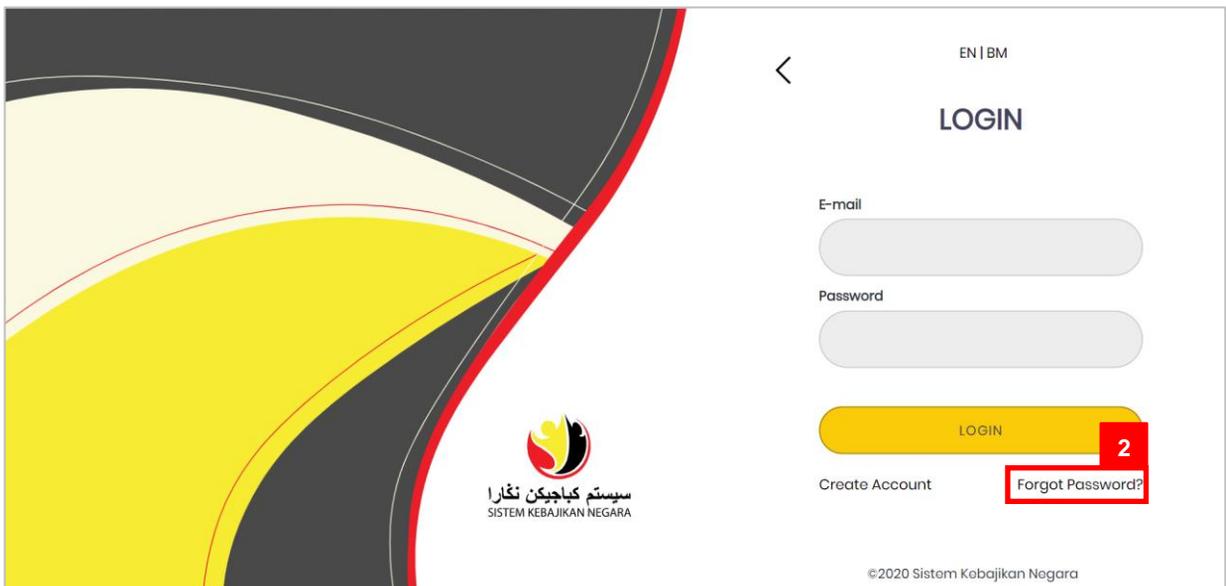


PASSWORD RESET	Applicant
	Online User

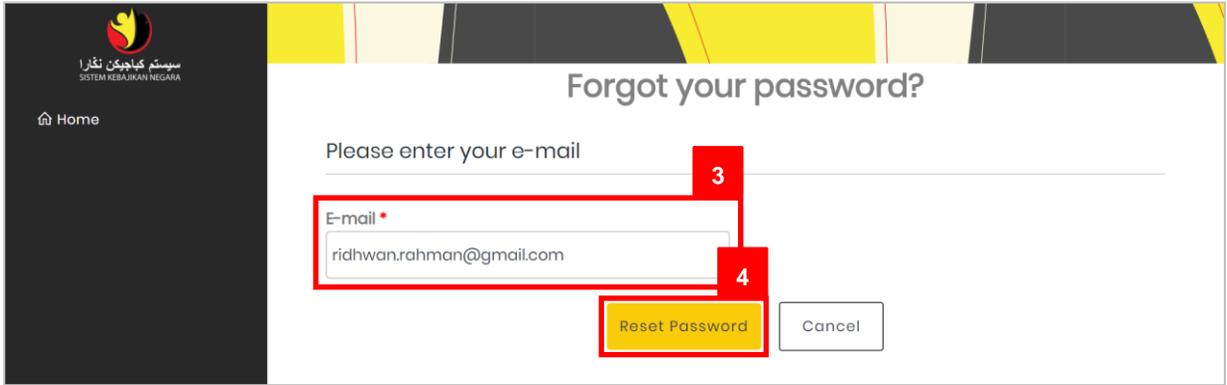


1. Navigate to the SKN website <https://www.skn.gov.bn> and click on the **Login / Register** button.

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.



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Home

Forgot your password?

Please enter your e-mail

E-mail *

ridhwan.rahman@gmail.com

Reset Password Cancel

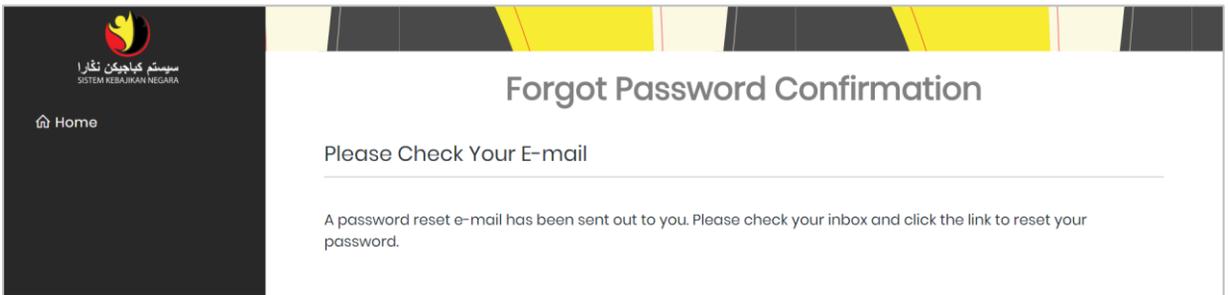
3. Enter the e-mail address used during the registration.
4. Click on the **Reset Password** button to proceed with **Password Reset**.

Note:



Cancel

To **cancel** the Password Reset process.



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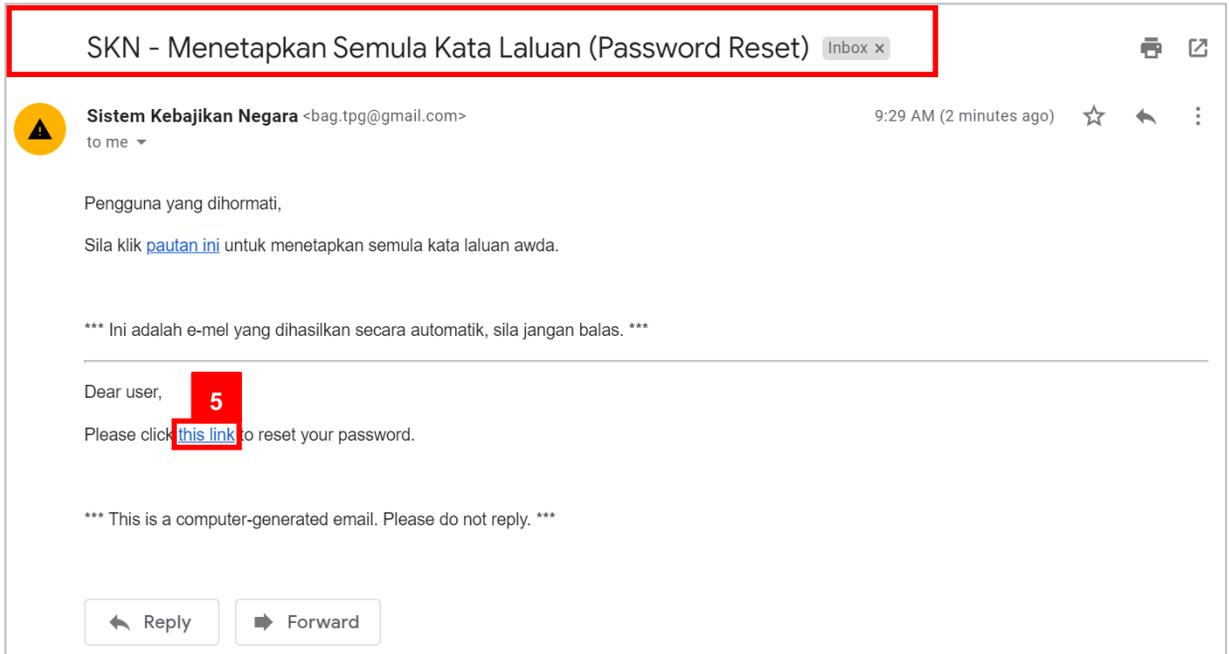
Home

Forgot Password Confirmation

Please Check Your E-mail

A password reset e-mail has been sent out to you. Please check your inbox and click the link to reset your password.

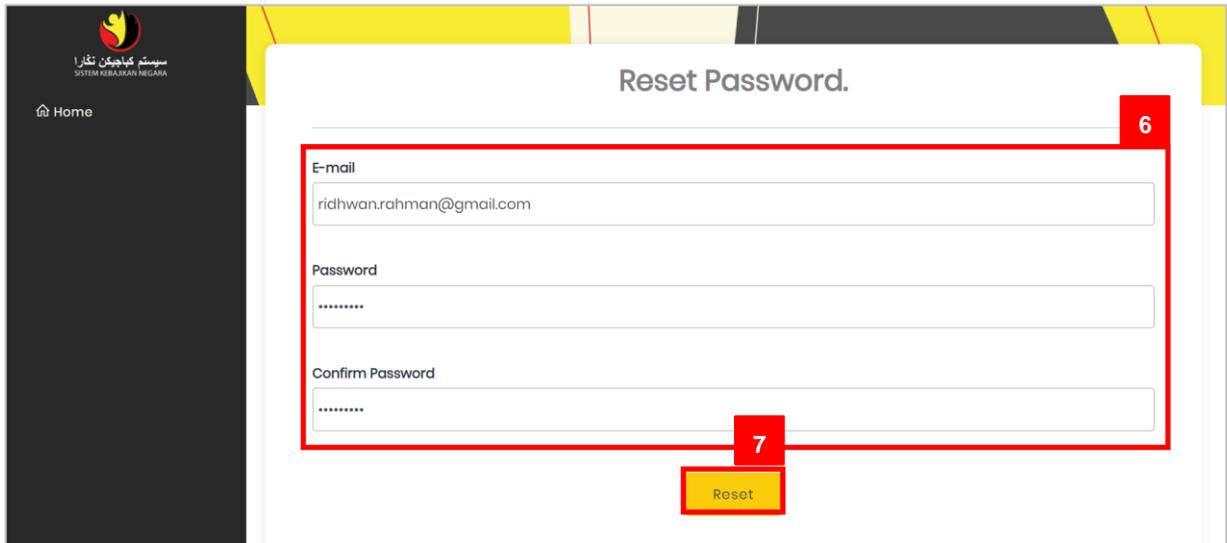
Forgot Password Confirmation notification will appear as per above diagram. Check e-mail inbox for confirmation.



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

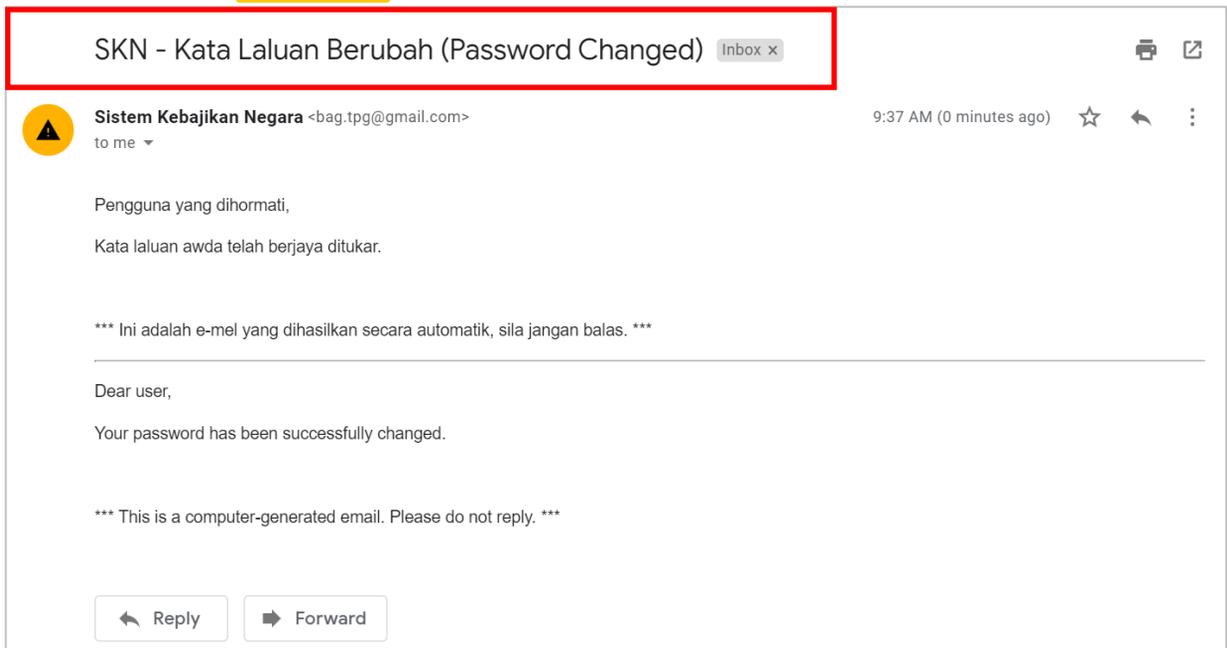
5. Click on [this link](#) to navigate to the password reset page.

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



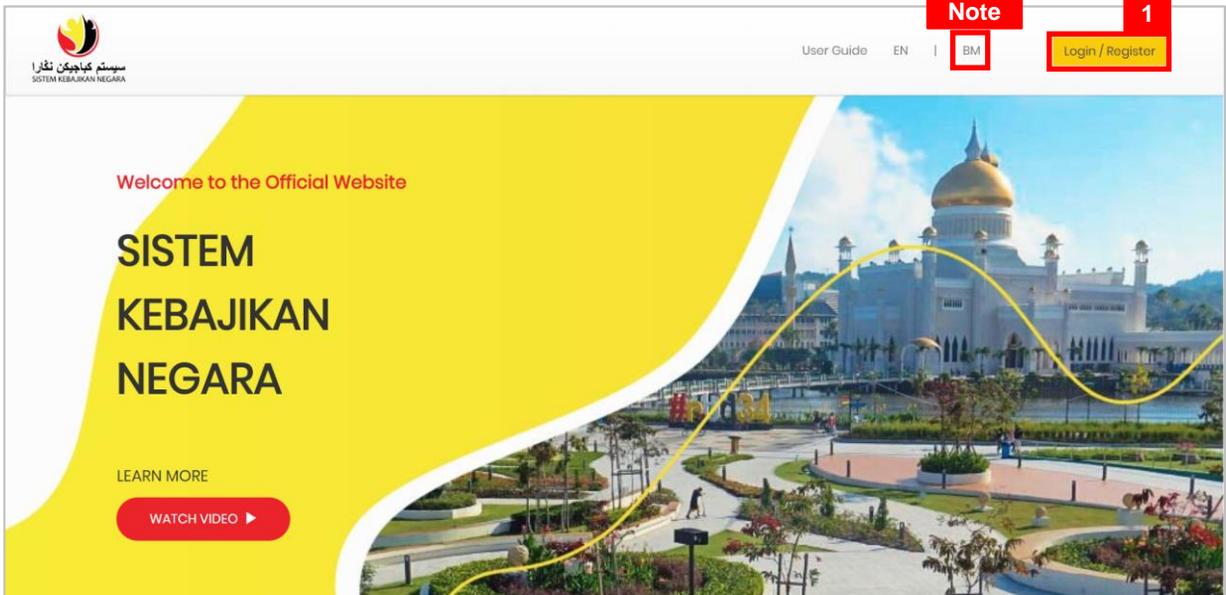
6. Enter the registered **E-mail** address. Create a new password in the **Password** and **Confirm Password** fields. Password should be at least **8 alphanumeric characters** with a minimum of:
- I. One **Capital Letter** (A-Z)
 - II. One **Small Letter** (A-Z)
 - III. One **Digit** (1-9)
 - IV. One **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

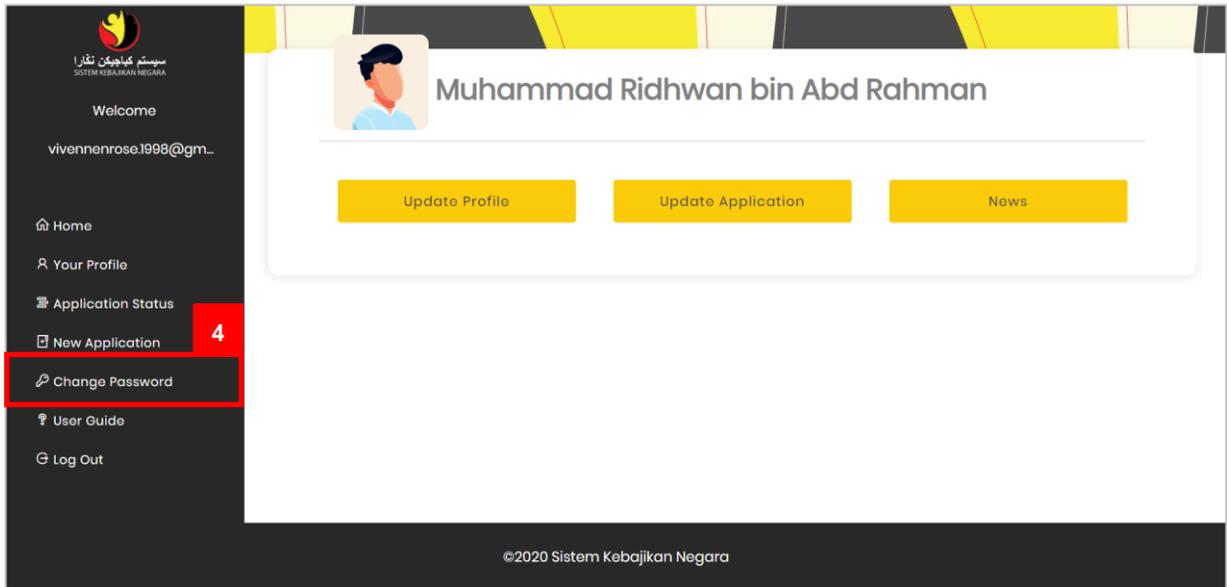


1. Navigate to the SKN <https://www.skn.gov.bn> and click on the **Login / Register** button.

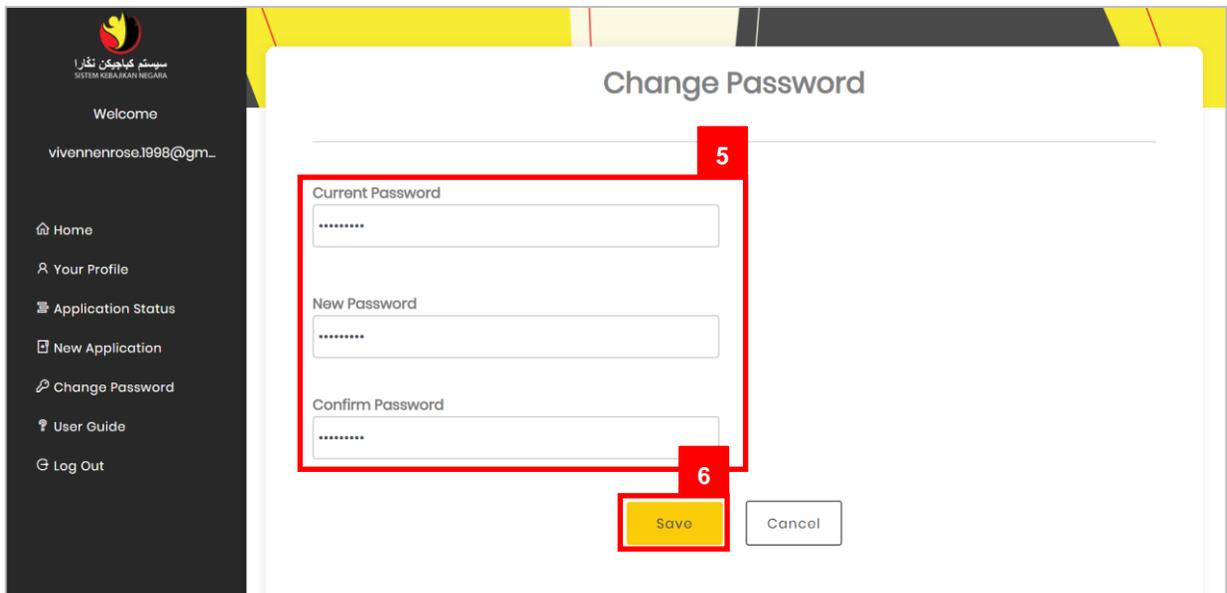
Note: To change the language to *Malay*, click on the link **BM** .



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.



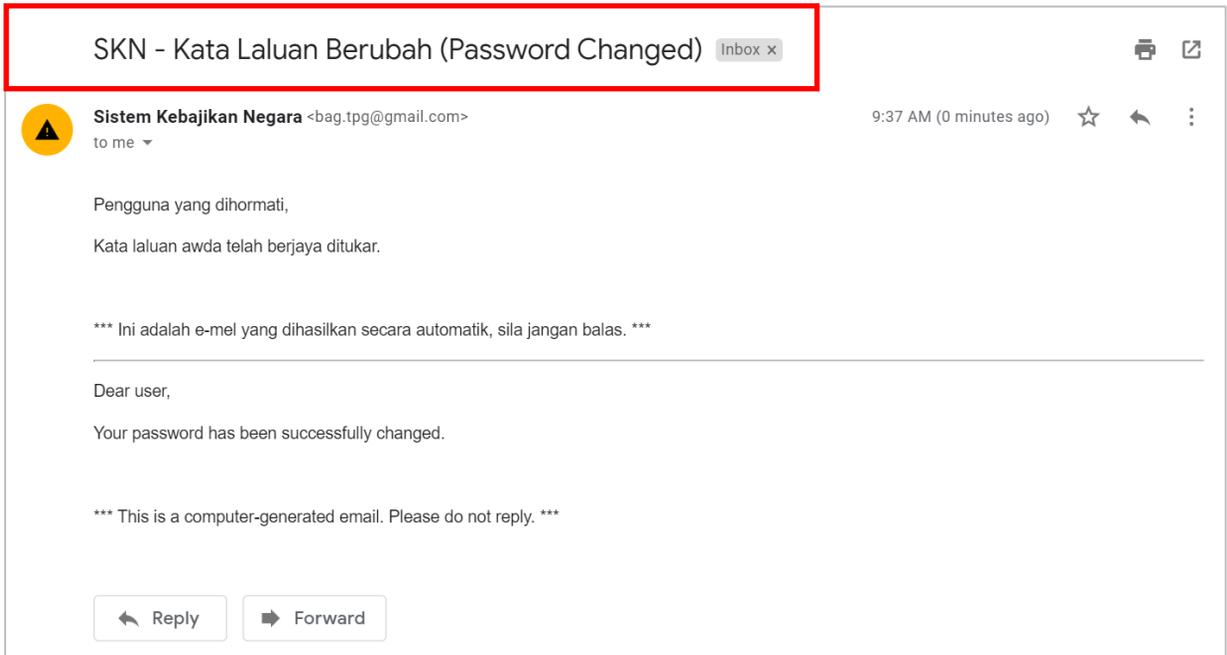
5. Enter the **Current Password**. Enter new password in the **New Password & Confirm Password** fields. Password should be at least **8 alphanumeric characters** with a minimum of:

- 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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The screenshot shows an email interface. The subject line "SKN - Kata Laluan Berubah (Password Changed)" is highlighted with a red box. The sender is "Sistem Kebajikan Negara" with the email address "<bag.tpg@gmail.com>". The email content is in Malay and English, stating that the user's password has been successfully changed. It includes a warning not to reply as it is a computer-generated email. At the bottom, there are buttons for "Reply" and "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.