

GOVERNMENT INSTANT MESSAGING PLATFORM USER MANUAL – GovChat MOBILE VERSION (ANDROID/iOS)



KEMENTERIAN DIGITAL
JABATAN DIGITAL NEGARA



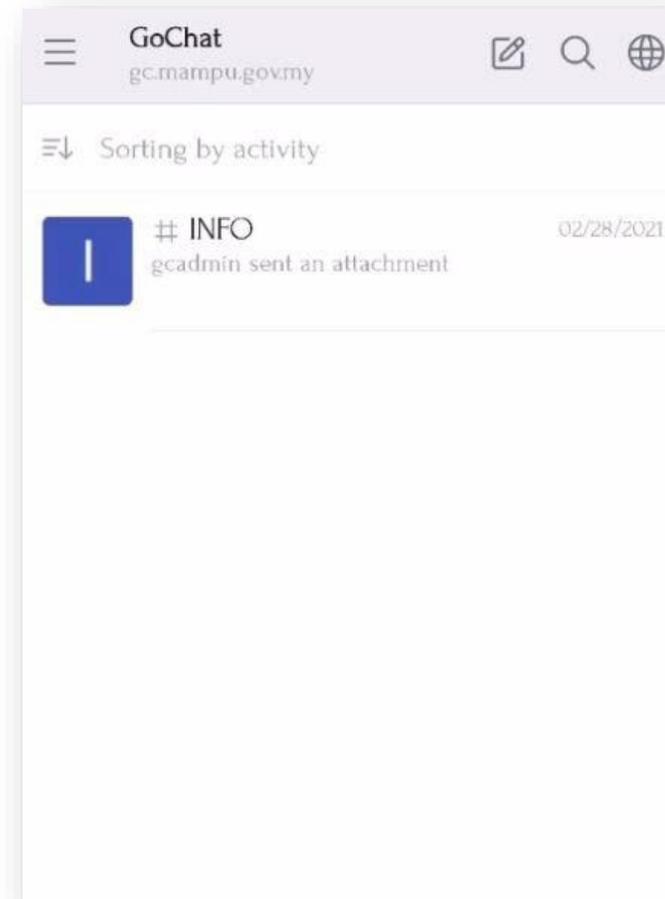
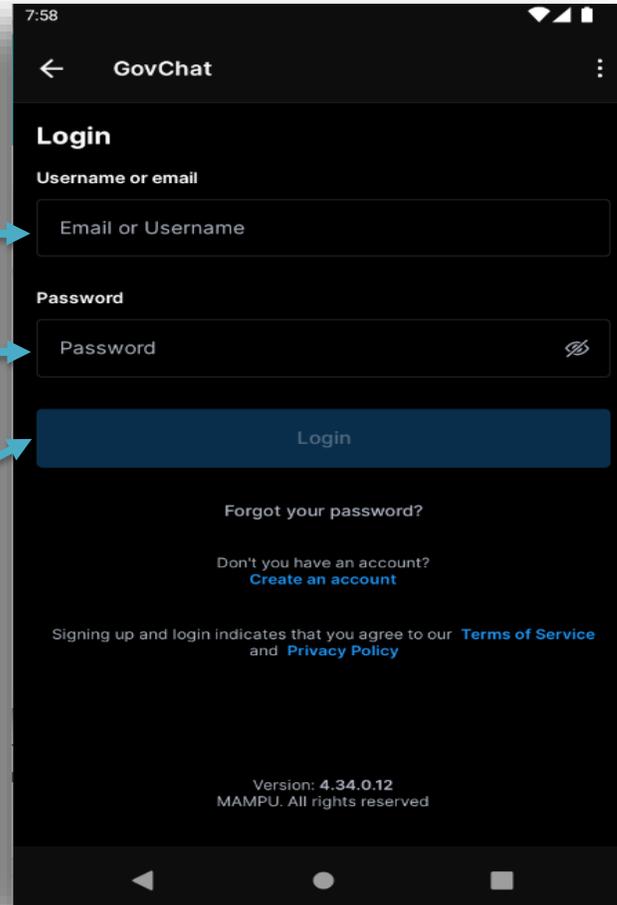
GovChat is the Malaysian Government's instant messaging platform, equipped with safety features, user-friendliness, and responsiveness.



LOG IN

Enter the registered E-Mail @ Username and entered the password.

Click Login

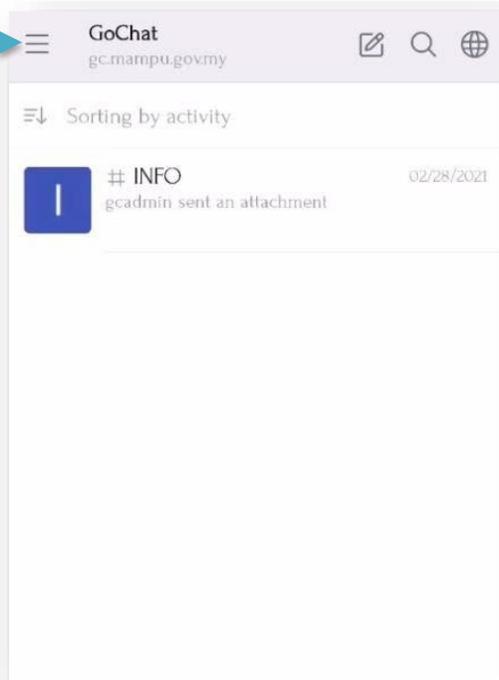


The main display of the mobile version of GovChat will be displayed

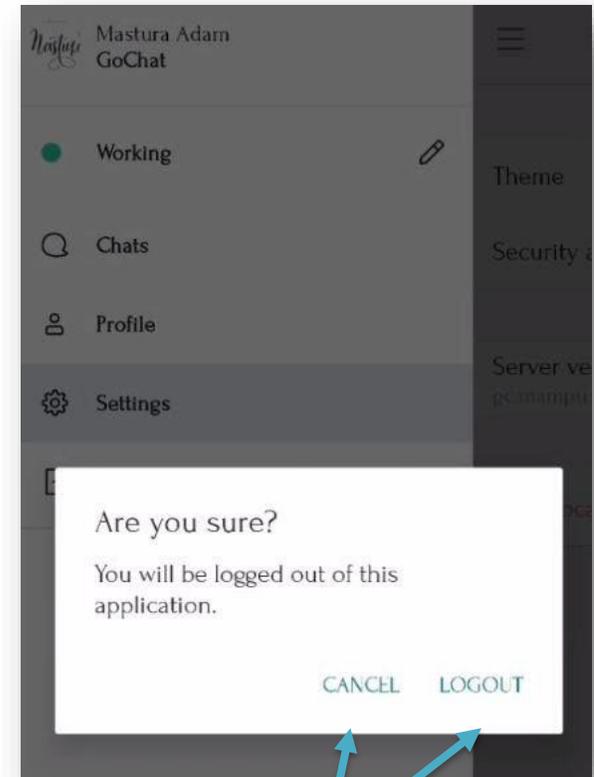
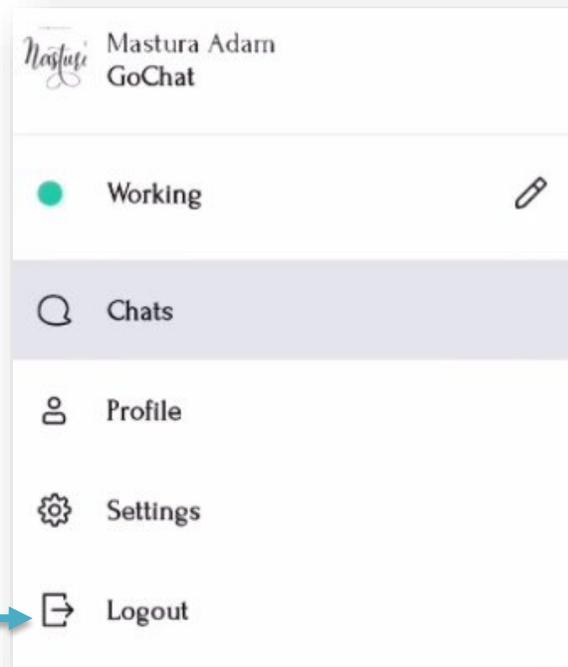


LOG KELUAR

Click on
Menu icon



Click on
Logout

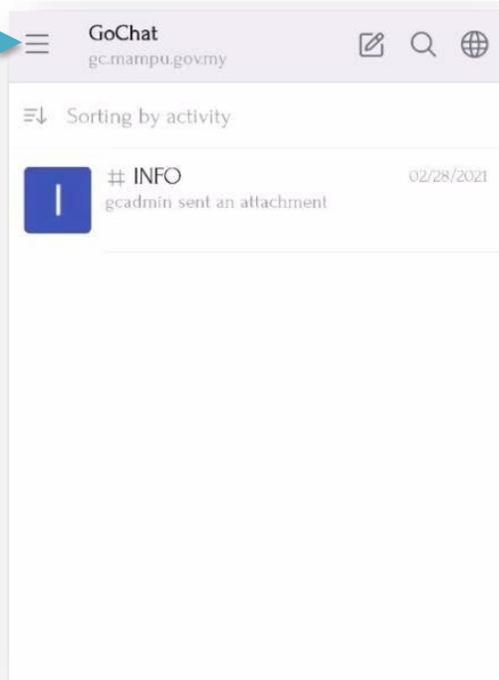


Click on LOGOUT to
exit or CANCEL stay
in GovChat



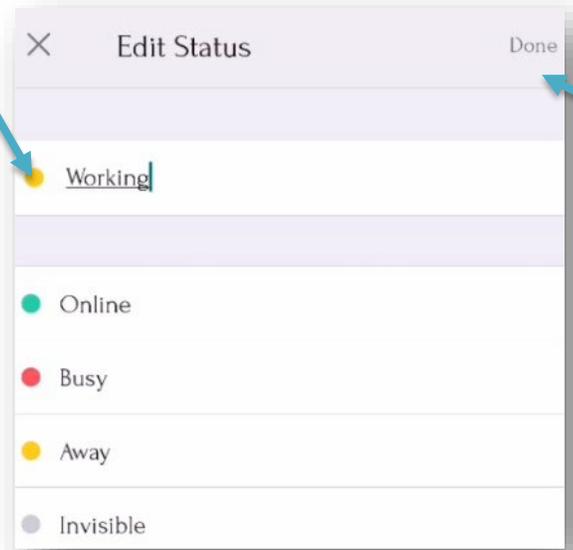
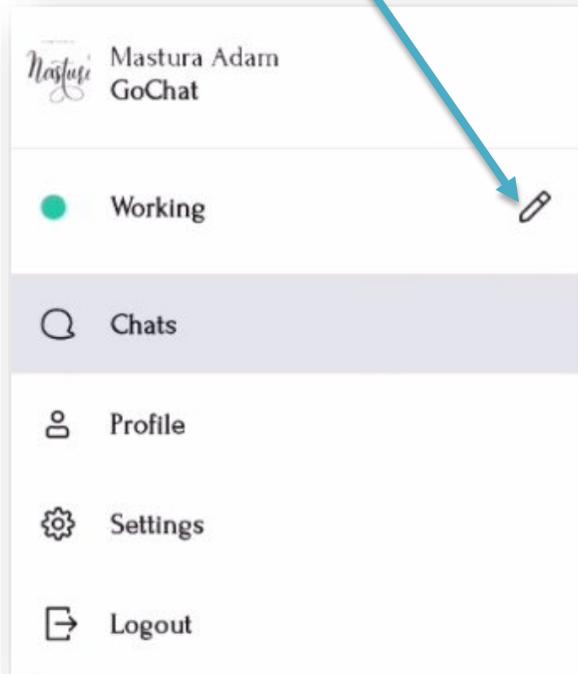
PROFILE UPDATE – STATUS UPDATE

Click on Menu icon



Edit/Update the status

Click on Pencil icon

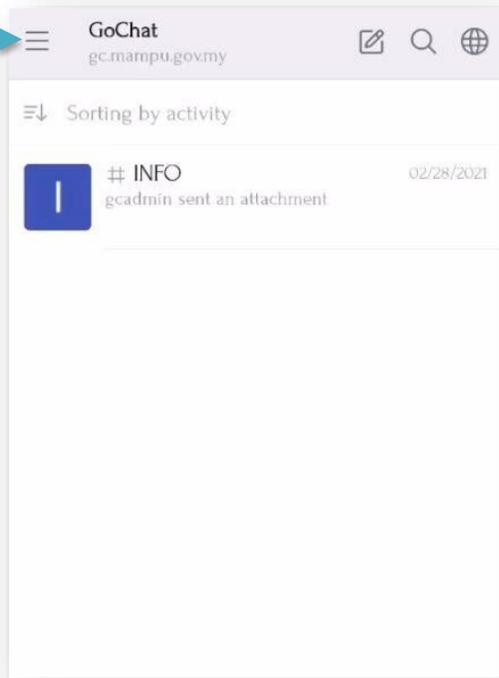


Click Done to save

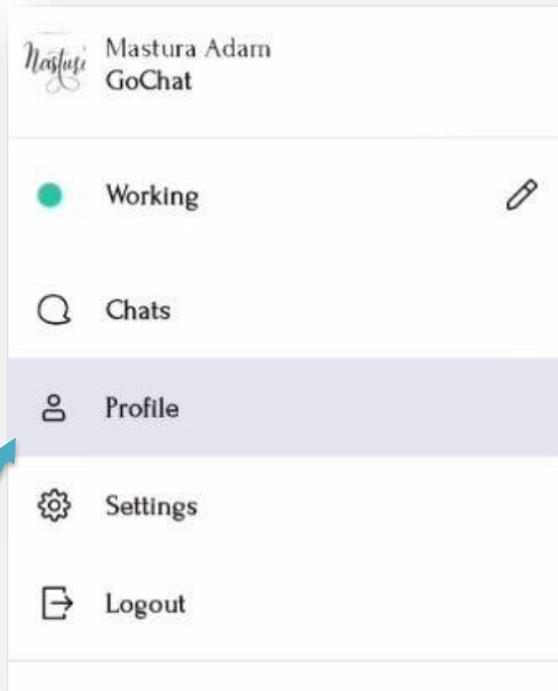


PROFILE UPDATE – STATUS UPDATE

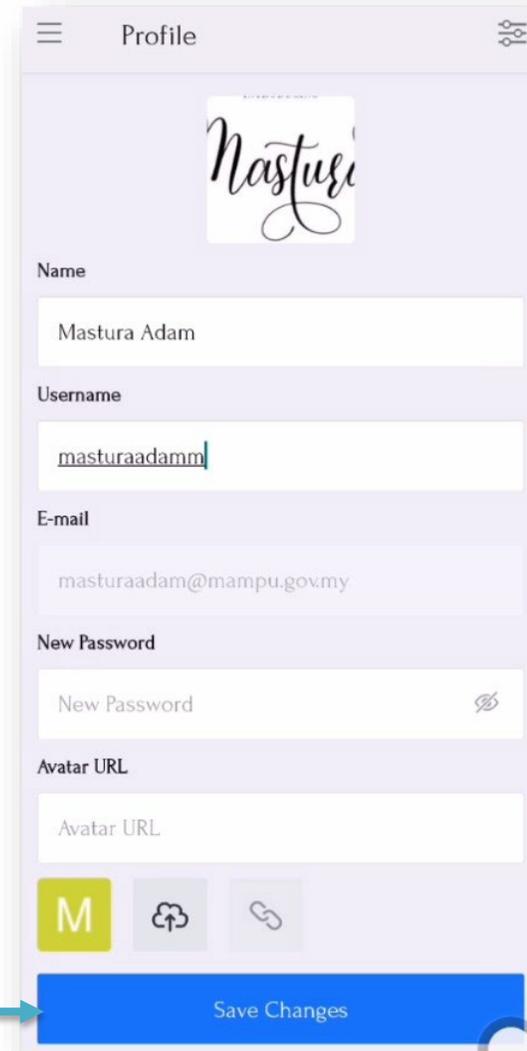
Click on Menu icon



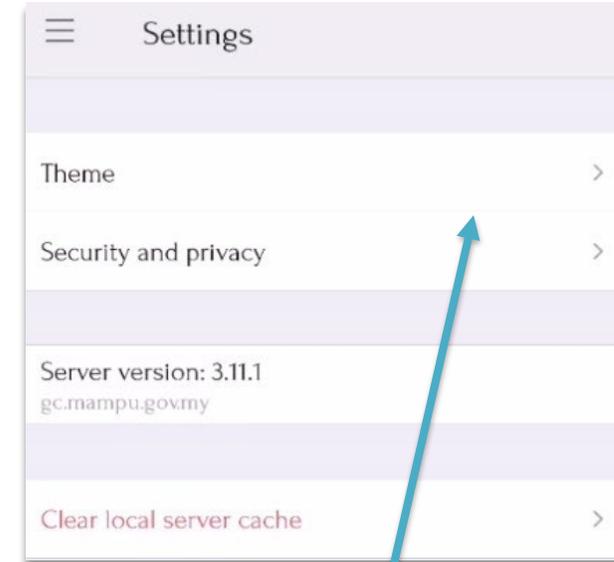
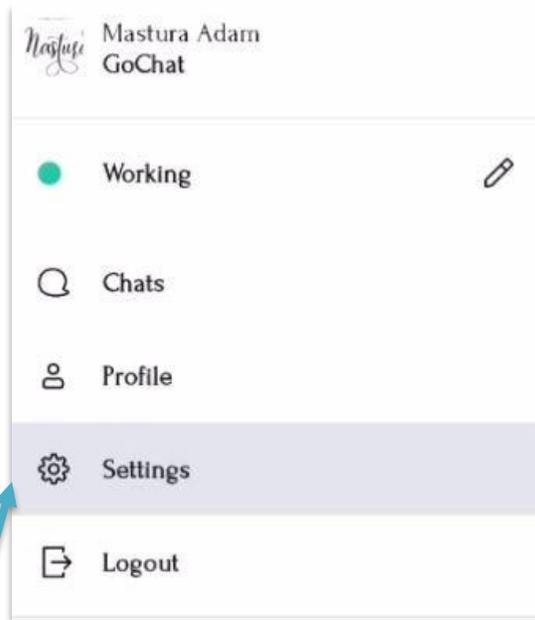
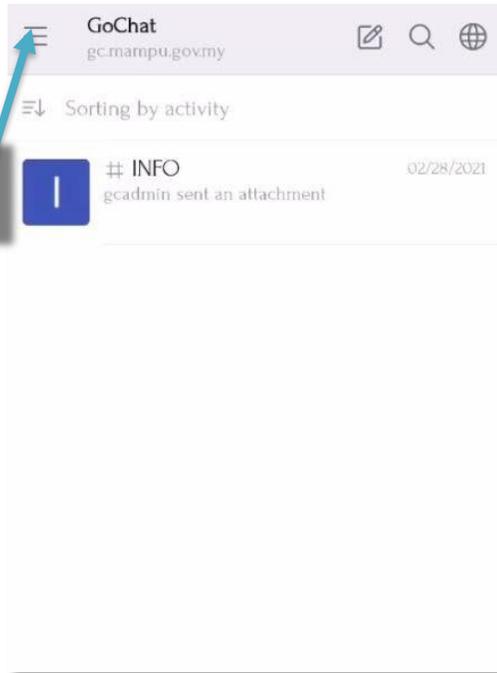
Click on Profile icon



Make some changes and click Save Changes



PROFILE UPDATE – SETTINGS



User can make changes on ' Theme' and 'Security and Privacy'

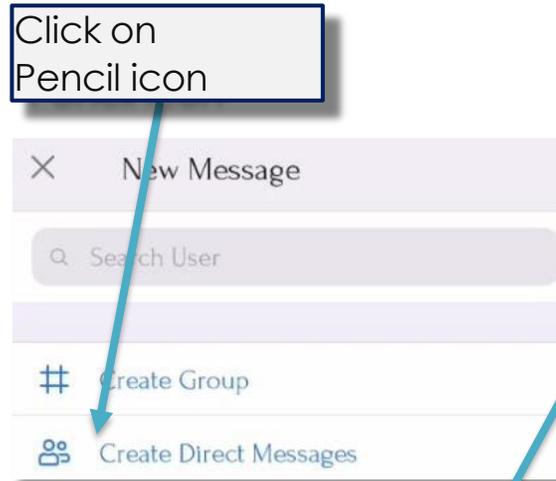
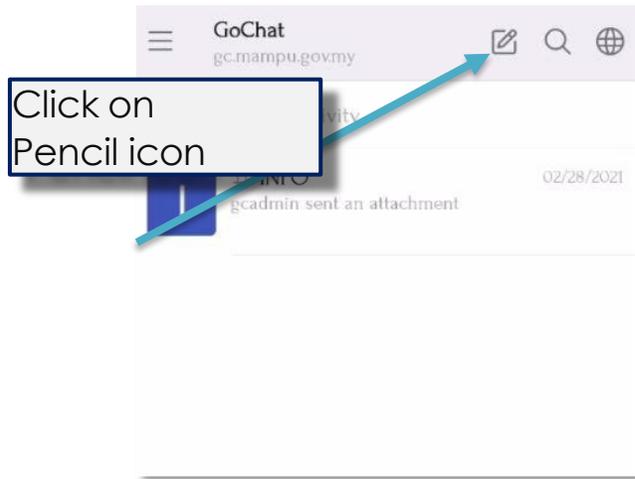


TIPS

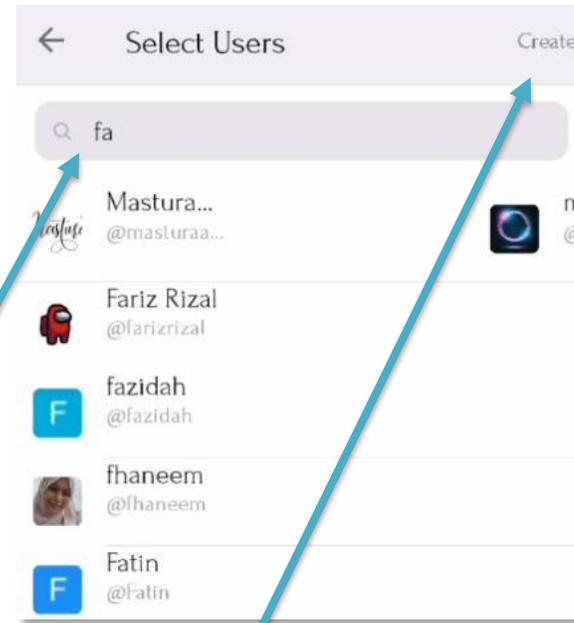
Click on **Clear local server cache** after *update profile* in mobile application.



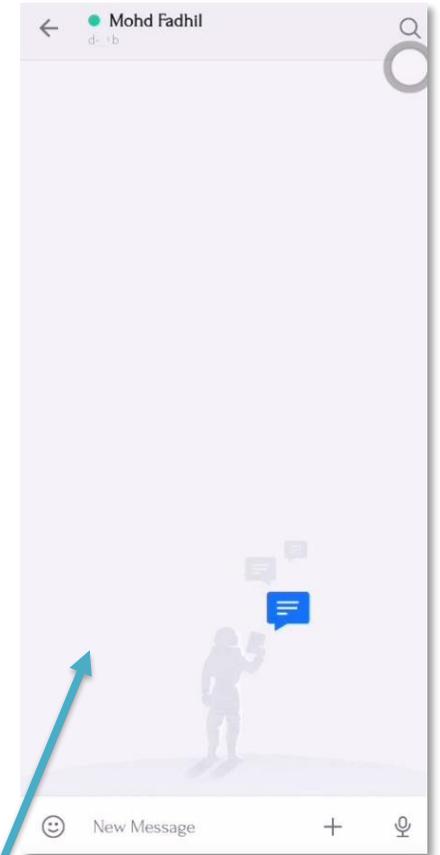
COMMON CHAT



Enter the name/letters associated with the user invited to chat



Click on Create

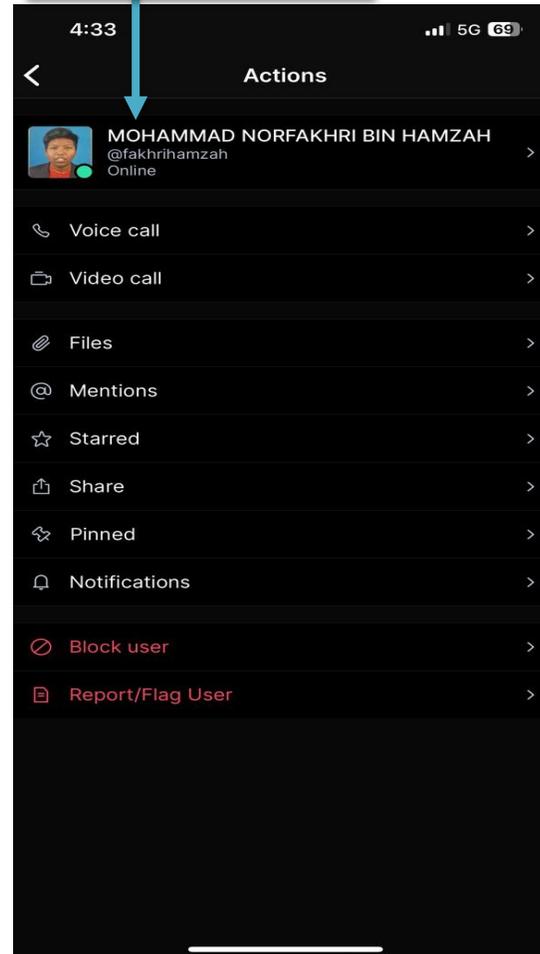


COMMON CONVERSATION – USER PROFILE

Click on Name



Click Profile to view user info



Click profile to view *user info*.

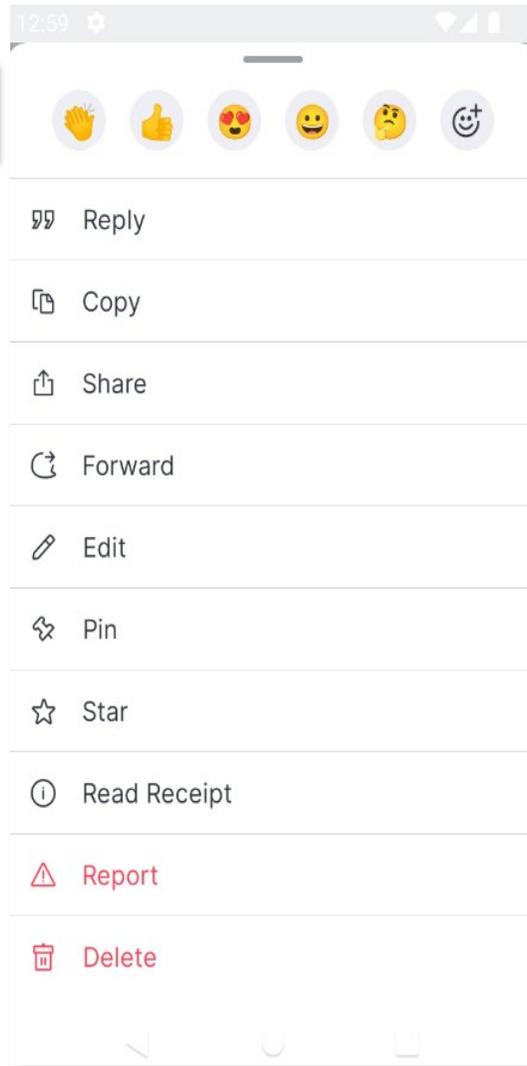
-  **Files:** To search for attachments that have been uploaded in the discussion.
-  **Mentions:** Lists messages where the user has been mentioned in the conversation.
-  **Starred:** Marks messages as important
-  **Share:** To forward messages to other users
-  **Pinned:** If a message is pinned by the owner or moderator in a discussion, it will be listed.
-  **Notifications:** To toggle message sound on/off and set hide/show for the number of unread messages
-  **Block user:** To block a user from sending messages.
-  **Report/Flag User:** To report a user to the helpdesk



COMMON CONVERSATION – USER CHAT



Click and hold the message

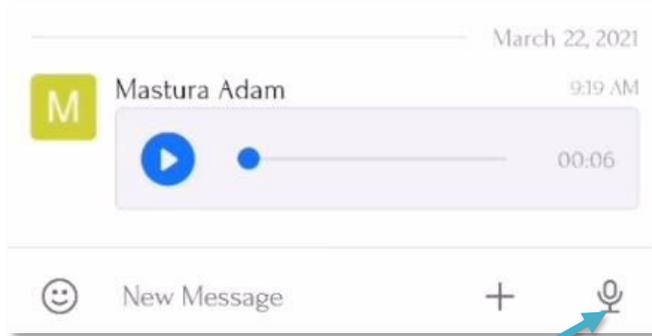


Here is the function that will displayed

- Reply the message
- Copy the message
- Share the message
- Share the message with other GovChat users.
- Edit mesej
- Pin message
- Mark the message as important
- Information on the time, date, and users who have opened the message.
- Report to the *helpdesk*
- Delete message



COMMON CONVERSATION– AUDIO



Click on audio icon to start voice chat



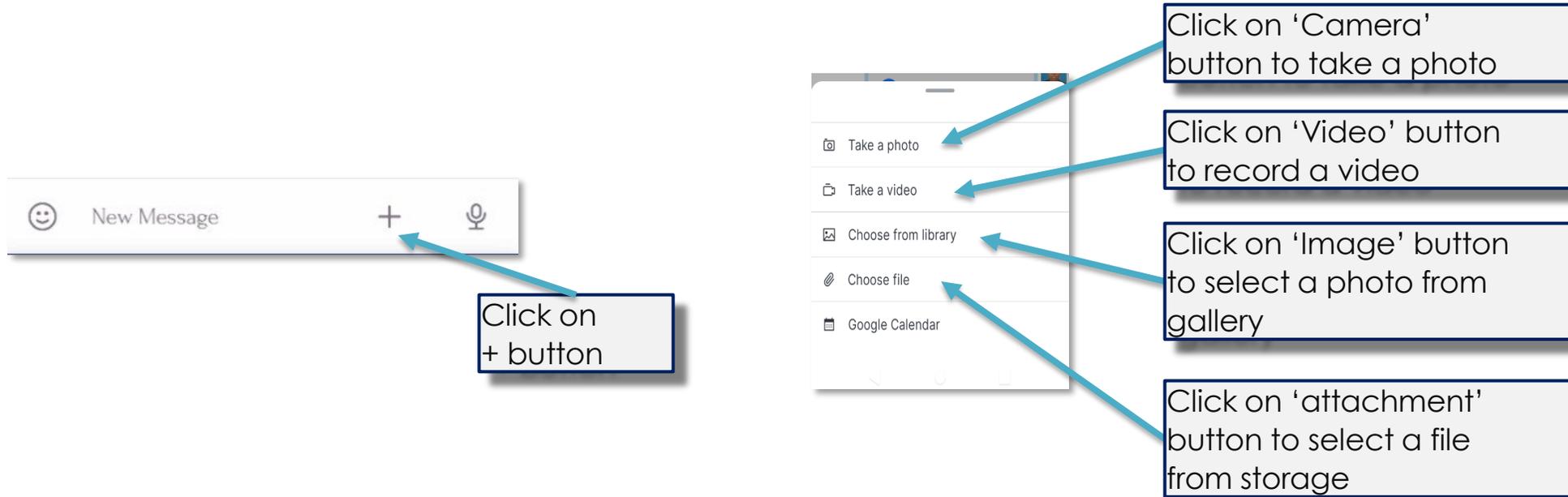
Record voice and click :
✔ To send the audio
✘ To cancel it



Click on ▶ to listen and " to stop the audio

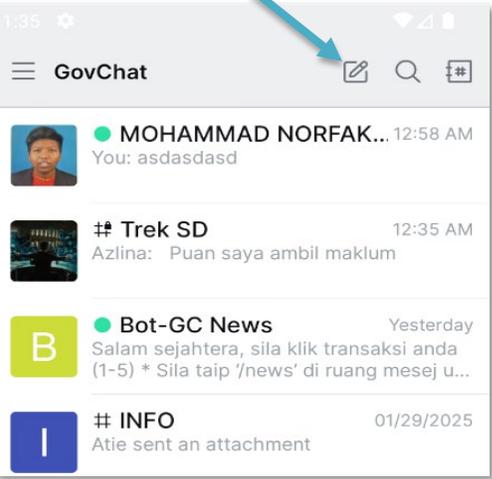


COMMON CONVERSATION – (+) BUTTON FUNCTION



GROUP CONVERSATION

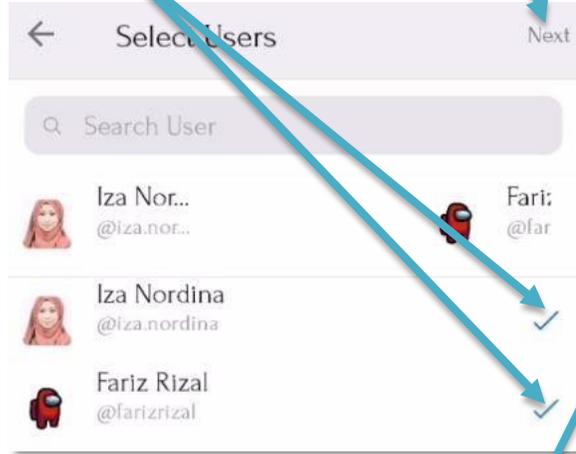
Click this button



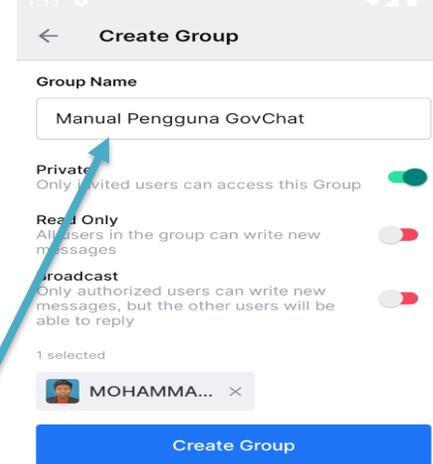
Click 'Create Group'



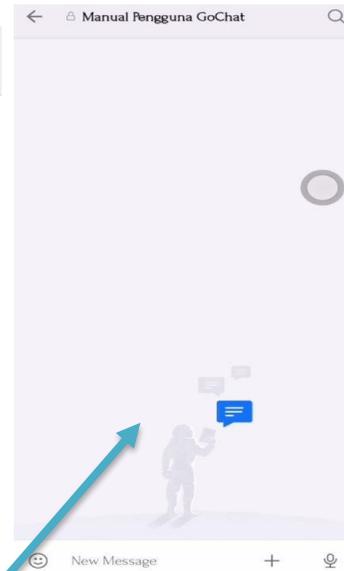
Select the user to be invited to chat



Click 'Next' button



Enter group name and click Create Group button

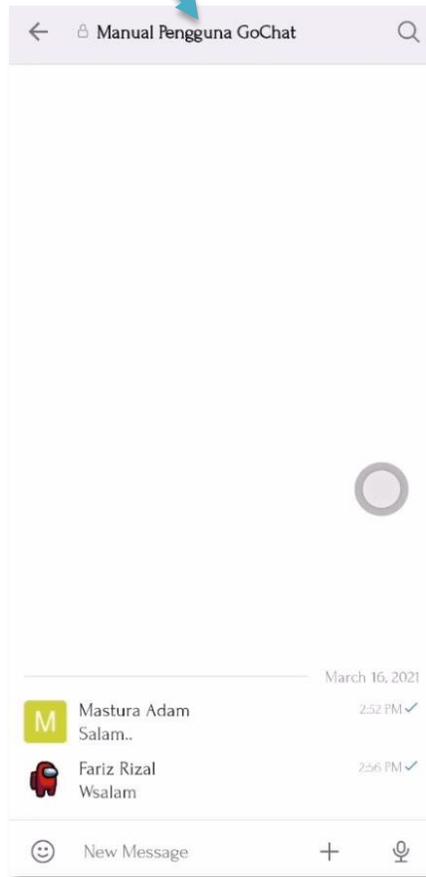


The Group Conversation Display will be shown

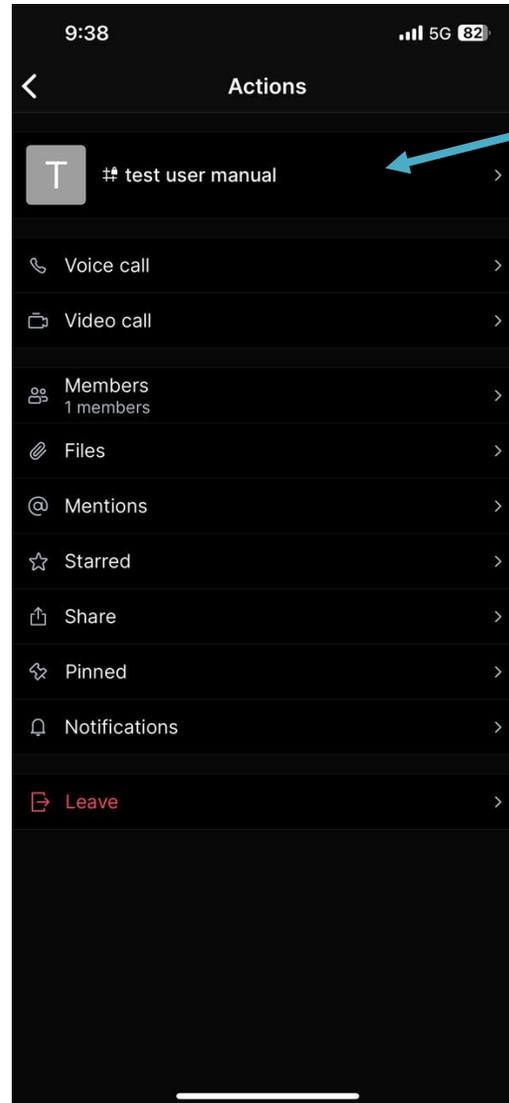


GROUP CONVERSATION – USER PROFILE

Click on group name



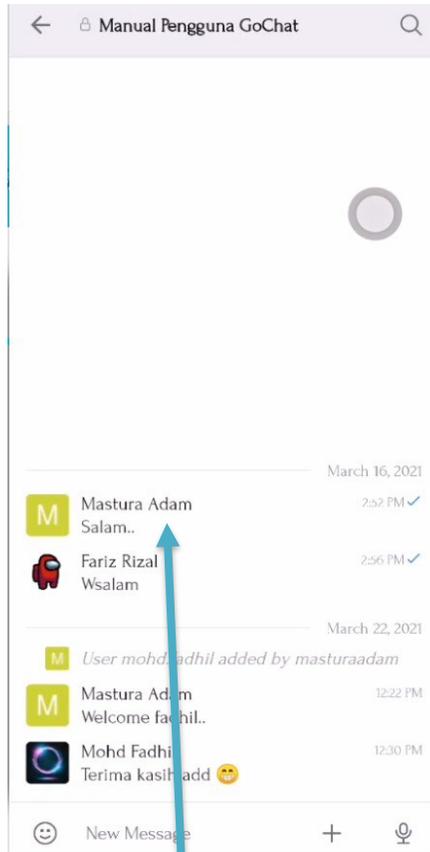
Click to view group info



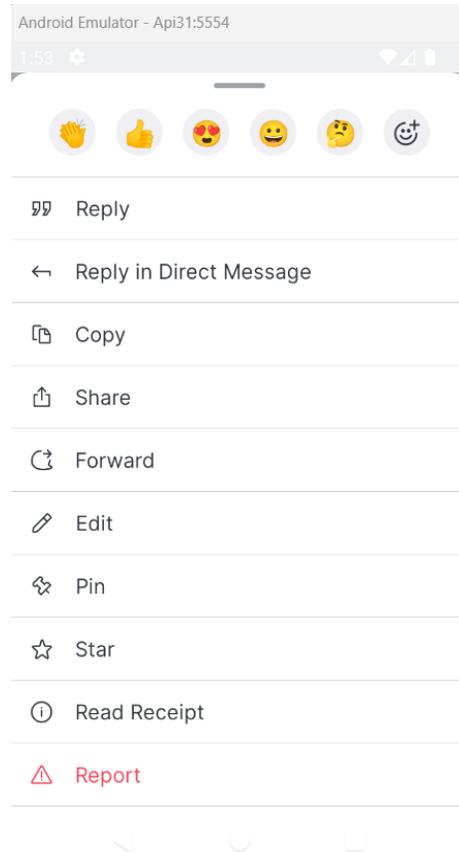
-  **Members:** To view the members in a group message
-  **Files:** To search for previously uploaded attachments
-  **Mentions** Lists messages where the user is mentioned in a discussion.
-  **Starred:** Mark message as important
-  **Share:** To forward a message to another user
-  **Pinned:** If a message is pinned by the owner or moderator in a discussion, it will be listed.
-  **Notification:** Settings to turn message sound on/off and to hide/show the number of unread messages
-  **Leave channel:** To leave the group.



GROUP CHAT – MEMBER MESSAGES



Click and hold
the message

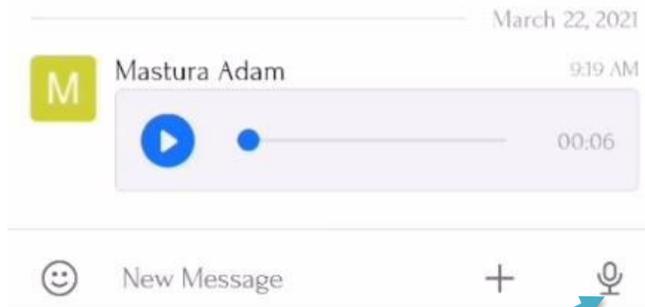


The function below will
appear on screen

- 🗨 Reply for the message
- ↩ Directly reply to a message for a specific user
- 📄 Copy the message
- 📤 *Share*: Share messages, images, videos, and files with other users.
- 🔄 Send a message to another user
- ✎ *Edit*: Edit the message
- 📌 *Pin*: Pin the message
- ★ *Star*: Mark message as important
- 🕒 *Read receipt*: Displays the time, date, and users who have opened the message.
- ⚠ *Report to helpdesk*
- 🗑 *Delete*: Remove the message. Only the message owner can use this function.



GROUP CHAT – AUDIO BUTTON



Click Audio Message to start voice message



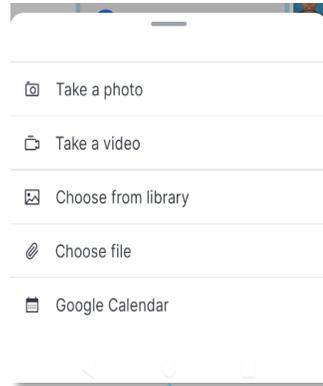
Record the voice and click  to send the voice message



Click button  to hear the message and  to stop the voice.



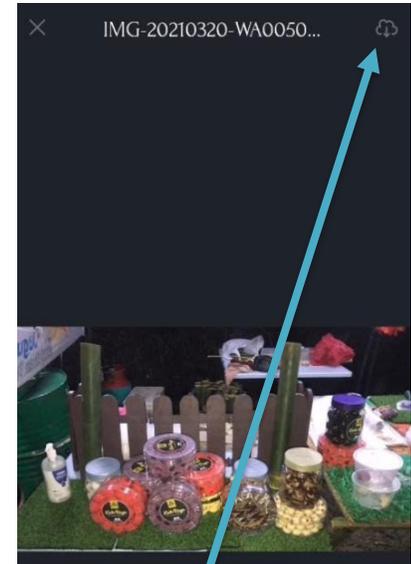
GROUP CHAT – (+) Button



- a) 📷 - To snap a photo.
- b) 📹 - To record a video.
- c) 🖼️ - To attach a photo.
- d) 📎 - To attach a file.
- e) 📅 - To create an event in



Click on image to view it.



Click download icon to download the image.



OPENING VIDEO, FILES AND DOCUMENTS IN THE CONVERSATION



Tap the document file to open it, format example, in PDF, DOCX, or PPTX.

Click the video to open and play it. Click on  to download it.

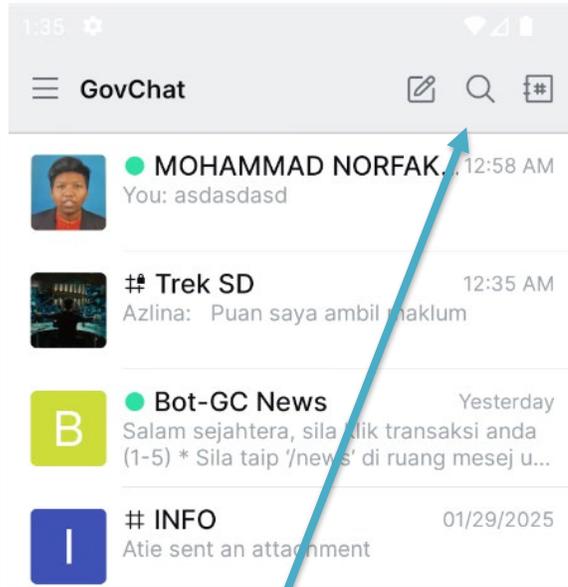


For iOS users, to open a document file in the conversation, such as DOCX, PPTX, or XLSX formats, select the 'More..' link and then 'Save to Files' to open the file.

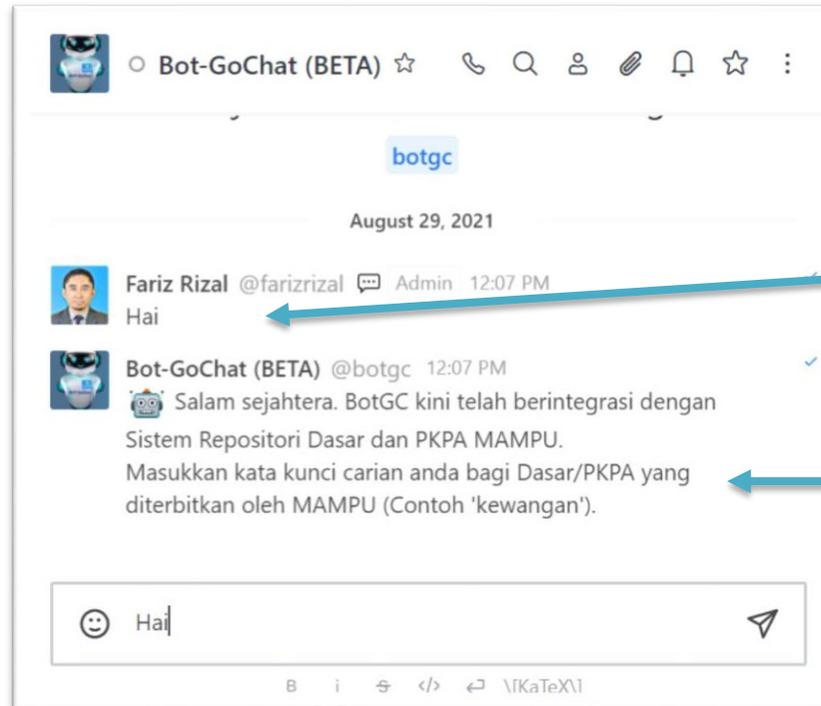


SEARCH FOR JDN POLICY AND PKPA VIA GCBOT

GCBot is an AI feature of GoChat that helps users search for policies/PKPA issued by JDN.



Search for Bot-GoChat (Beta) Direct Message

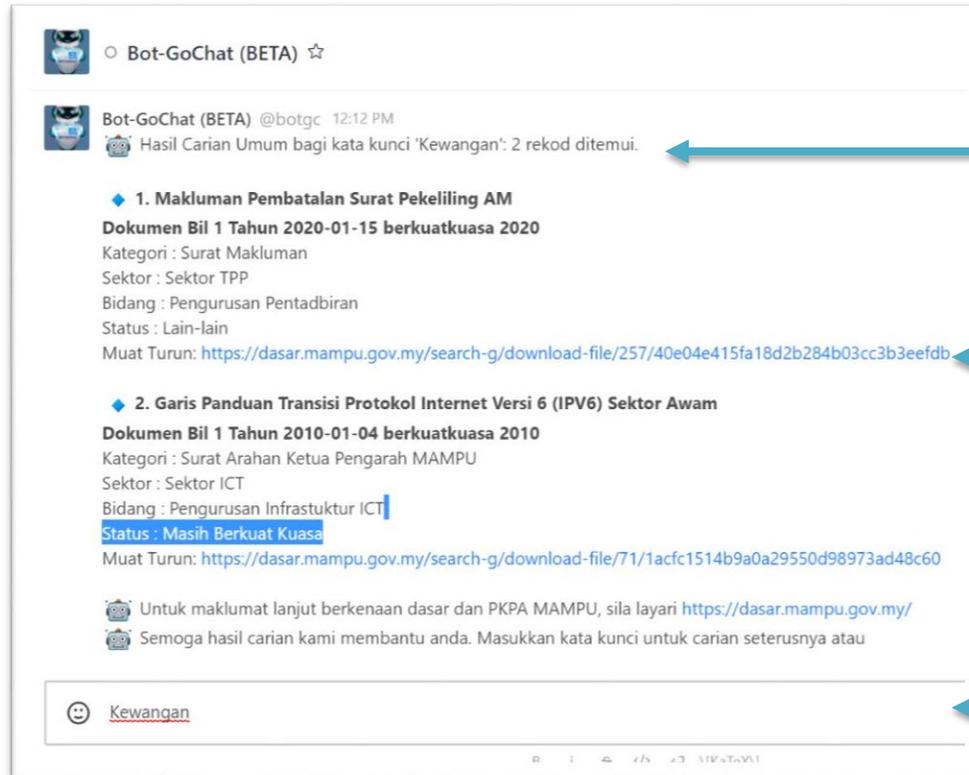


Start a conversation with GCBot by greeting: Assalamualaikum, Salam, or Hi.

GCBot will respond, and you can enter keywords such as 'Finance'



SEARCH FOR JDN POLICY AND PKPA VIA GCBOT



GCBot will list two policies/PKPA related to 'Finance'.

Tap on 'Muat Turun' hyperlink to download and view the document.

Continue searching with a different keyword or type 'Bye' to end the conversation.

