

# USER MANUAL FOR GOVERNMENT INSTANT MESSAGING PLATFORM (GovChat) WEB VERSION



KEMENTERIAN DIGITAL  
JABATAN DIGITAL NEGARA



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

# INTRODUCTION

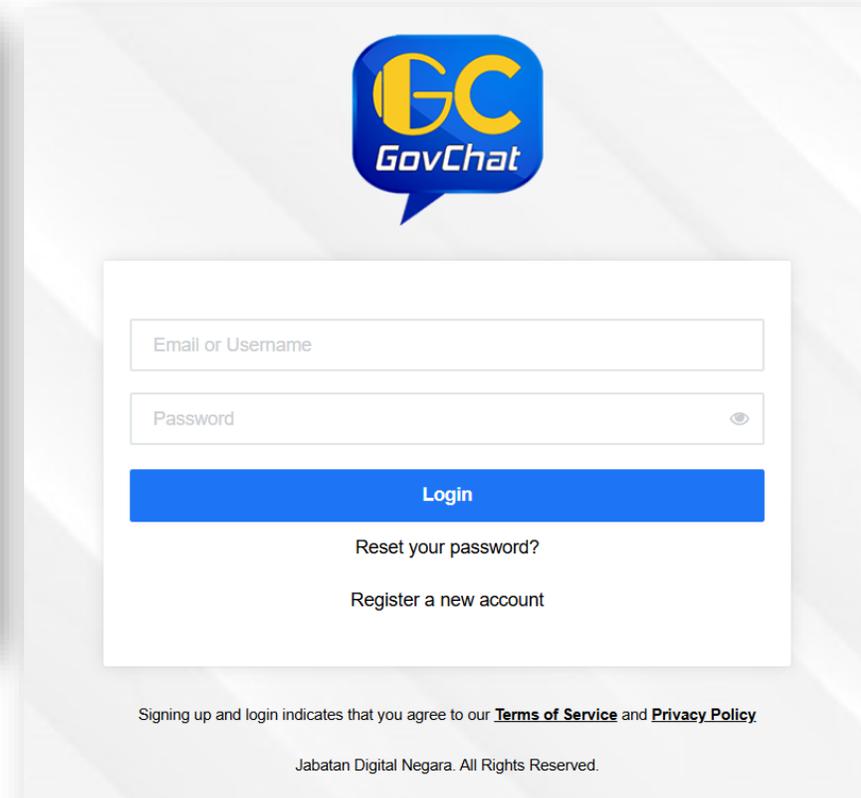
GovChat can be accessed through:

a GovChat Application Portal

URL Link: <https://gcinfo.jdn.gov.my>

b Direct URL

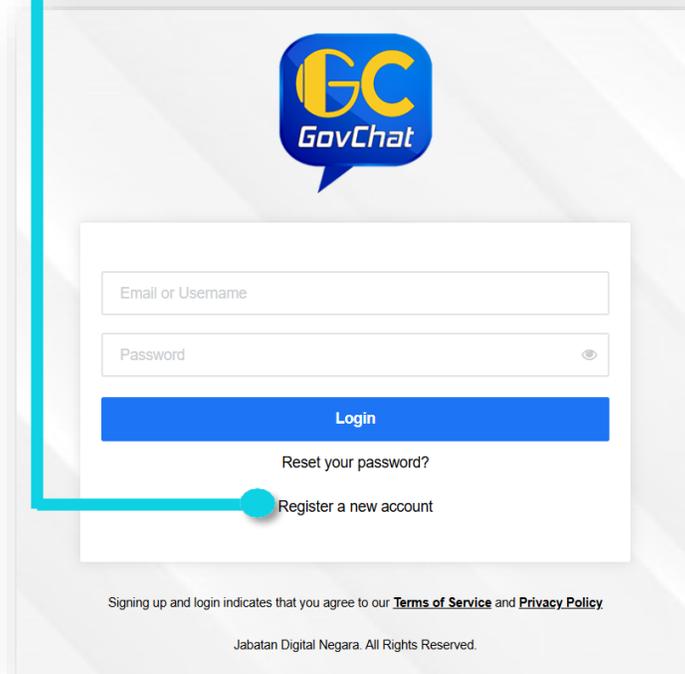
URL Link: <https://gc.jdn.gov.my>



# REGISTERING A NEW ACCOUNT

1

Click on the link “Register New Account.”



Full Name (as per IC)

Email (e.g. xxx@mampu.gov.my)

Password  
Use 12 or more characters with mix of letters, numbers & symbols

Confirm Password

2

Enter your full name as it appears on your identification card.

3

Enter a valid email address (e.g., xxx@jdn.gov.my).

4

Create a password.



The password must be at least 12 characters long, combining letters, special characters, and numbers.

5

Confirm your password.

6

Click the “Register a New Account” button.

Register a new account

Back to login



# REGISTERING A NEW ACCOUNT



## REGISTRATION SUCCEEDED

We have sent you an email to confirm your registration. If you do not receive an email shortly, please come back and try again.

[Back to login](#)

Signing up and login indicates that you agree to our [Terms of Service](#) and [Privacy Policy](#).

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7

Registration successful!

## Hi Mastura Binti Adam

Please, click on the button below to confirm your email address.

[Verify your email](#)

8

Open the registered email and click on the “Verify your email” button.

Set a username for the registered account.

9

## REGISTER USERNAME

The username is used to allow others to mention you in messages.

mastura.binti.adam|

[Use this username](#)

[Logout](#)



# LOGGING IN



Email or Username

Password

Login

Reset your password?

Register a new account

Signing up and login indicates that you agree to our [Terms of Service](#) and [Privacy Policy](#).

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2

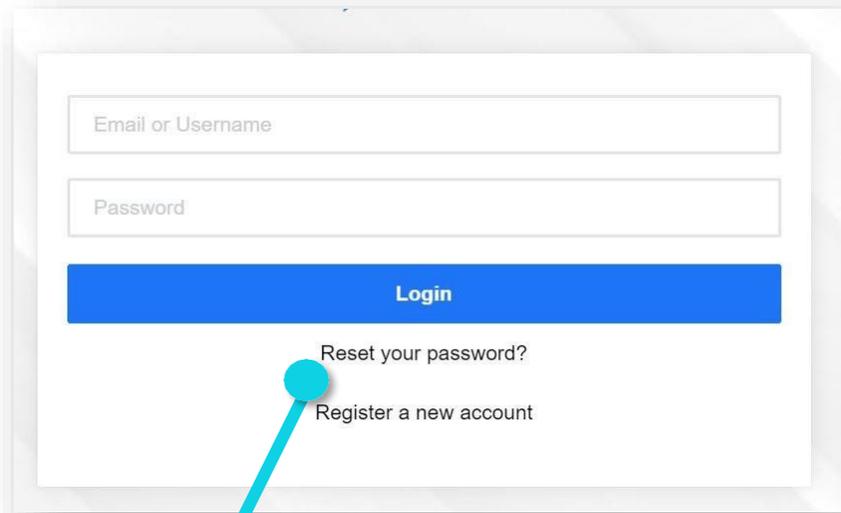
Enter the registered email or username and password.

3

Click the “Login” button.



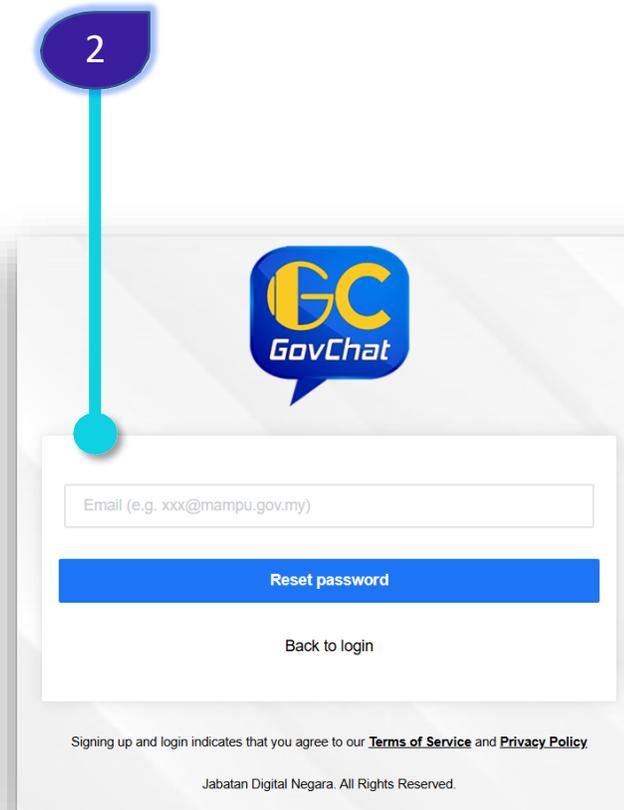
# RESETTING THE PASSWORD



The screenshot shows a login form with two input fields: "Email or Username" and "Password". Below the fields is a blue "Login" button. Underneath the button are two links: "Reset your password?" and "Register a new account". A red callout bubble with the number "1" points to the "Reset your password?" link.

Click the “Reset your password?” button on the login interface.

Enter the email registered with the system and click the “Reset Password” button.



The screenshot shows the password reset interface. At the top is the "GC GovChat" logo. Below it is an input field for "Email (e.g. xxx@mampu.gov.my)". A red callout bubble with the number "2" points to this input field. Below the input field is a blue "Reset password" button and a "Back to login" link. At the bottom, there is a disclaimer: "Signing up and login indicates that you agree to our [Terms of Service](#) and [Privacy Policy](#)." and the text "Jabatan Digital Negara. All Rights Reserved."



If the email is registered, the system will send a password reset email with instructions.



# RESETTING THE PASSWORD

## Forgot your password?

Let's get you a new one!

Reset

If you didn't ask for your password reset, you can ignore this email.  
This is an auto-generated email, please do not reply. Thank you.

3

Check your email and click the "Reset" button.

4

Enter a new password and click "Reset."



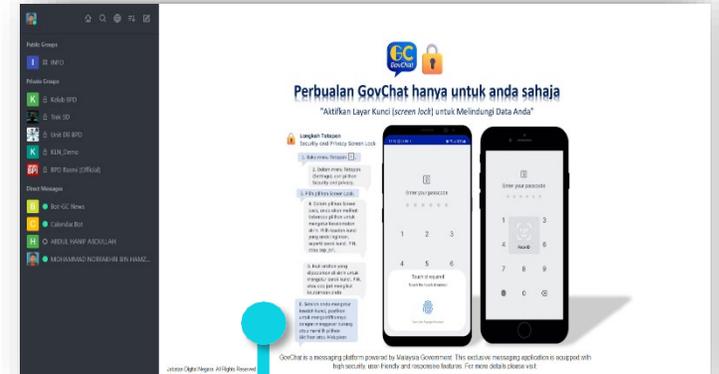
Password

Please enter your new password below:

Type your new password

The password should be minimum 12 characters long  
The password should not contain more than 3 repeating characters  
The password should contain at least one lowercase letter  
The password should contain at least one number  
The password should contain at least one special character

Reset



5

The GovChat main interface will be displayed.



# LOGGING OUT

1

Click on the Avatar button.



2

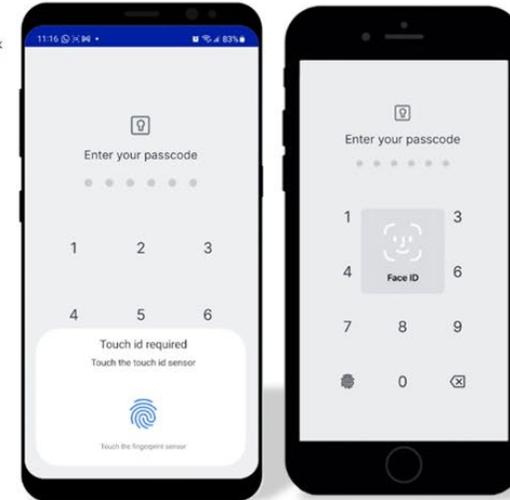
Select "Logout."

## Perbualan GovChat hanya untuk anda sahaja

"Aktifkan Layar Kunci (screen lock) untuk Melindungi Data Anda"

### Langkah Tetapan Security and Privacy Screen Lock

1. Buka menu Tetapan (Settings).
2. Dalam menu Tetapan (Settings), cari pilihan Security and privacy.
3. Pilih pilihan Screen Lock.
4. Dalam pilihan Screen Lock, anda akan melihat beberapa pilihan untuk mengatur keselamatan skrin. Pilih kaedah kunci yang anda inginkan, seperti corak kunci, PIN, atau cap jari.
5. Ikuti arahan yang dipaparkan di skrin untuk mengatur corak kunci, PIN, atau cap jari mengikut keutamaan anda.
6. Setelah anda mengatur kaedah kunci, pastikan untuk mengaktifkannya dengan menggeser butang atau memilih pilihan Aktifkan atau Hidupkan.



GovChat is a messaging platform powered by Malaysia Government. This exclusive messaging application is equipped with high security, user-friendly and responsive features. For more details please visit: <https://gcinfo.mampu.gov.my>

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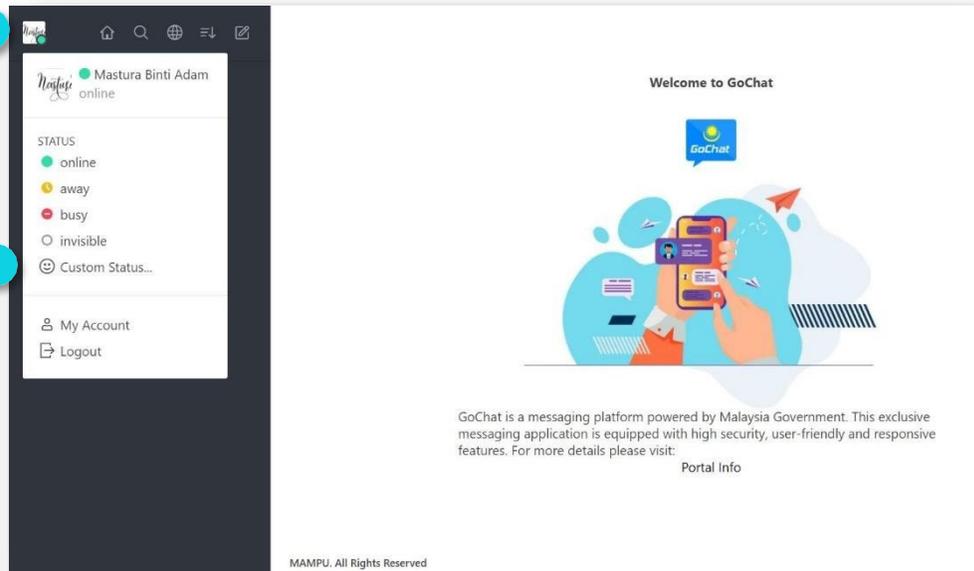
# PROFILE UPDATES – UPDATE STATUS

1

Click on the Avatar button.

2

Select “Custom Status.”



## Edit Status

Status Message

What are you doing right now?

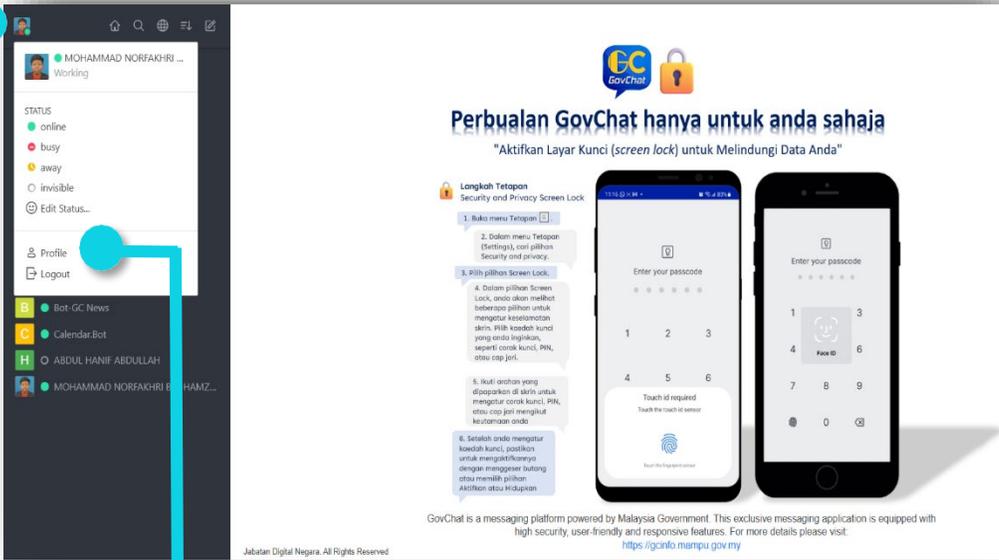
Save

3

Enter your desired status in the “Status Message” field and click “Save.”



# PROFILE UPDATES – UPDATE PROFILE

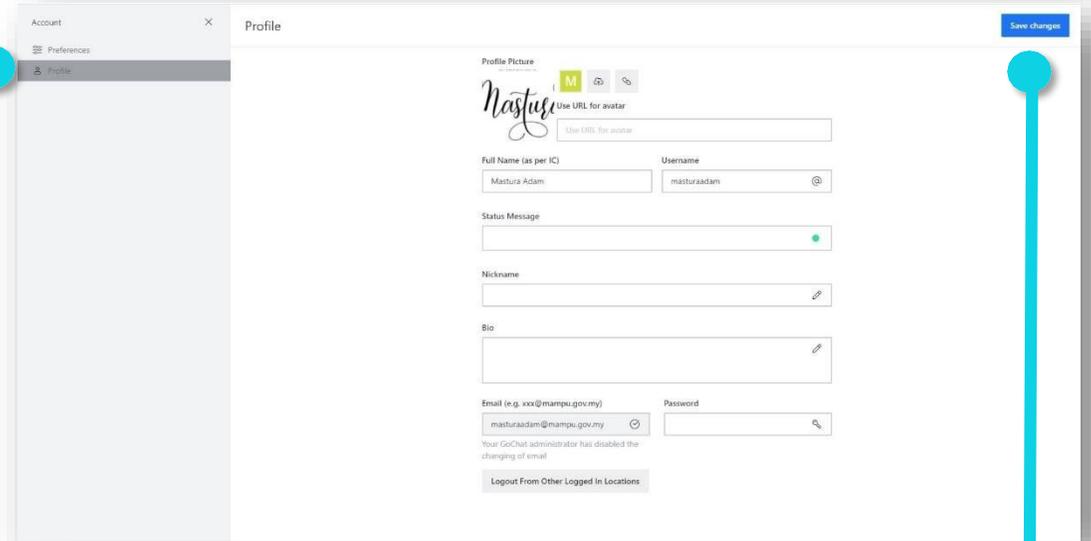


2

Select "Profile."

1

Click on the Avatar button.



4

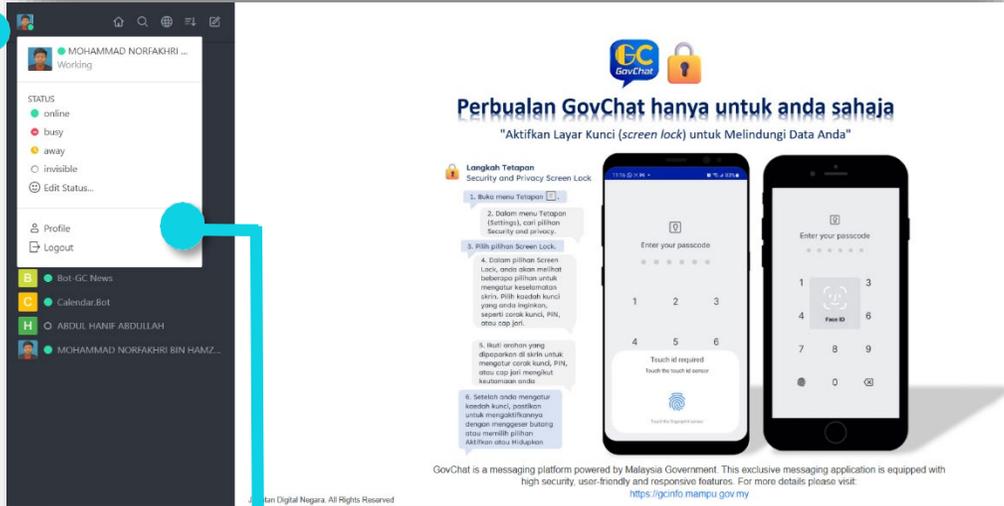
Make the necessary updates and click "Save changes."

3

Select "Profile" button



# PROFILE UPDATES – PREFERENCES

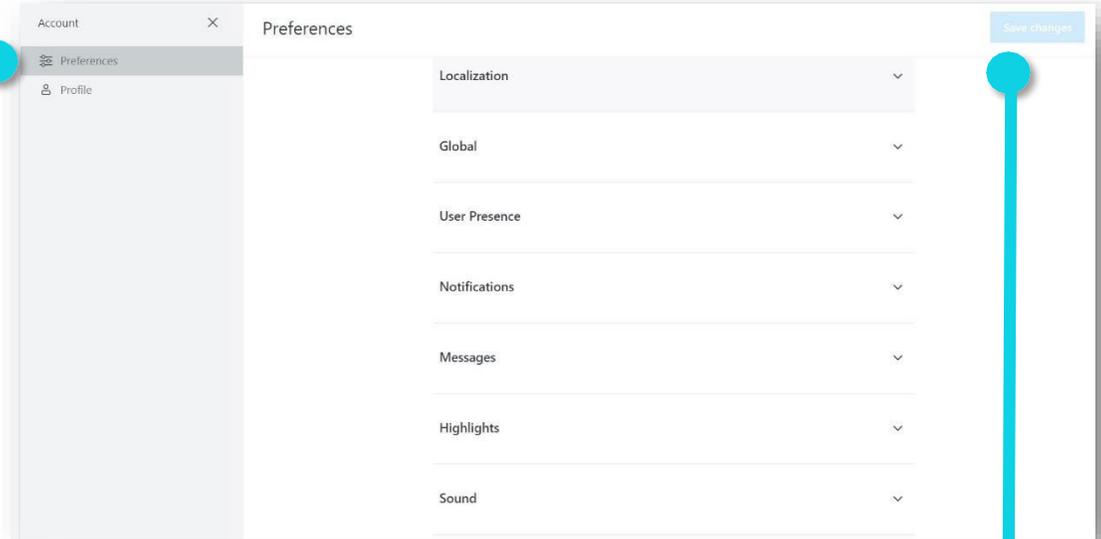


2

Select "Profile."

1

Click on the Avatar button.



3

Select "Preferences" button

4

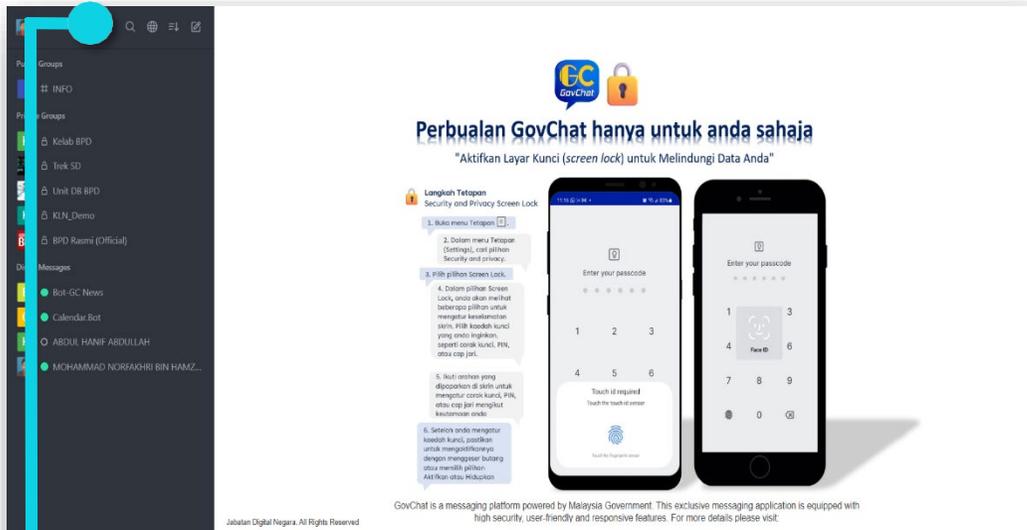
Make the necessary updates and click "Save changes."



# STARTING A CHAT – INDIVIDUAL CHAT (METHOD 1)

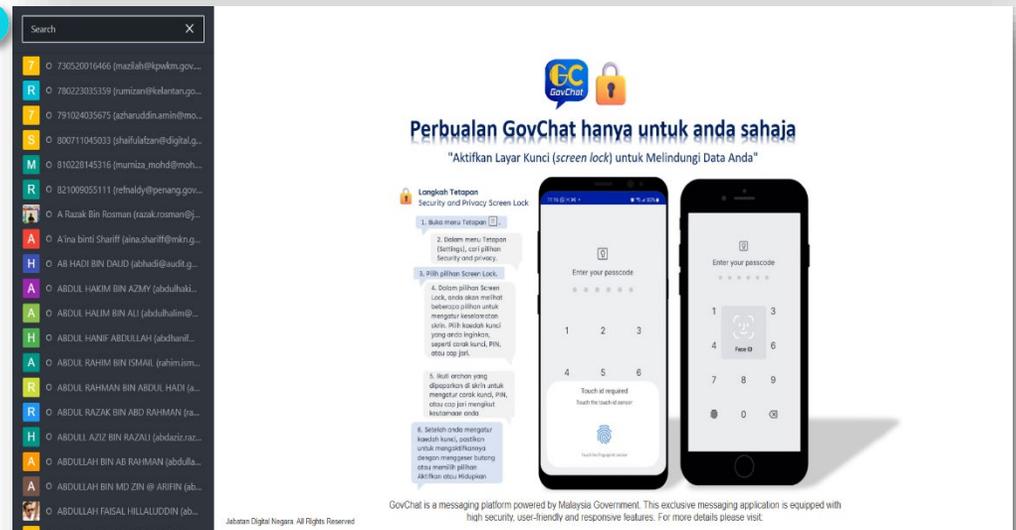
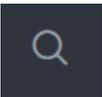
Method 1

Enter the name, email, or keywords in the search box.



1

Click



2

Select the desired user from the search results and start a conversation.



# STARTING A CHAT – INDIVIDUAL CHAT (METHOD 2)

Method 2

Create new Function

1 Click

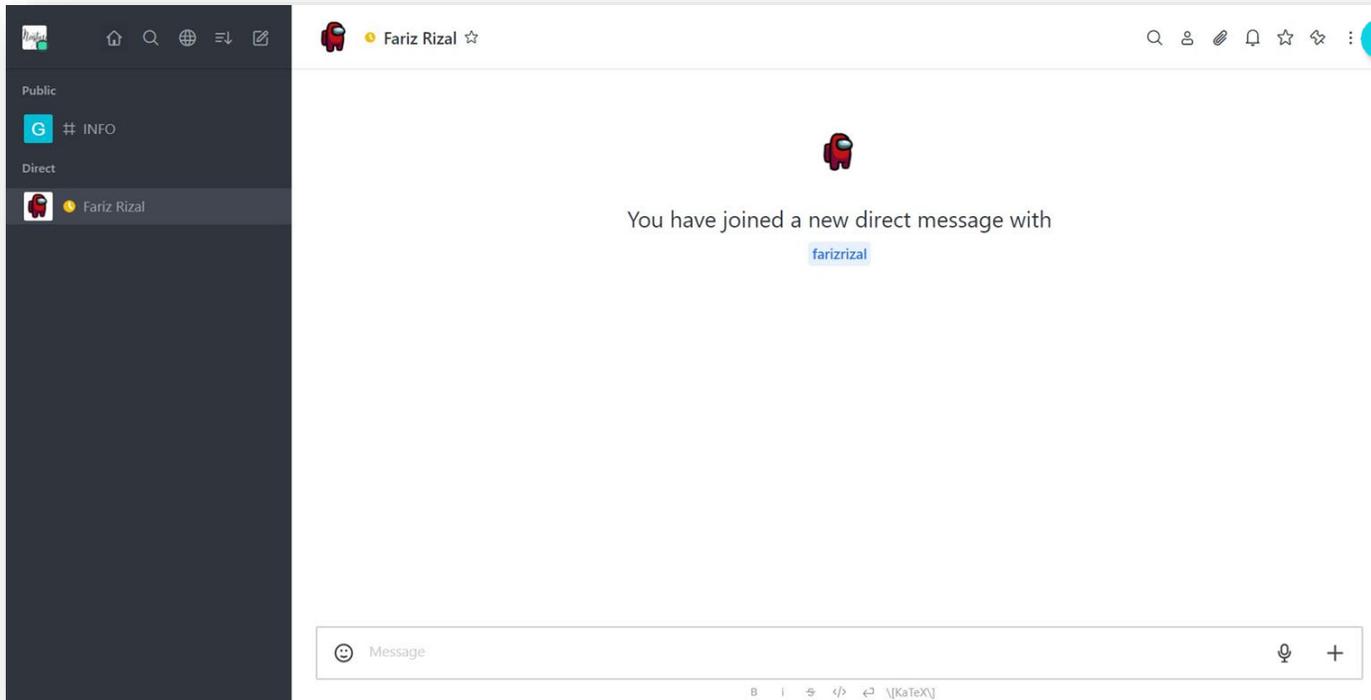
2 Select "Create Direct Messages."

3 Enter the name or email of the user you want to chat with.

4 Click "Create" to initiate the chat.



# COMMON CONVERSATION – BUTTON FUNCTIONS ON USER PROFILES



1 Butang pada profil pengguna

-  Pinned Messages
-  Enable E2E
-  Keyboard Shortcuts

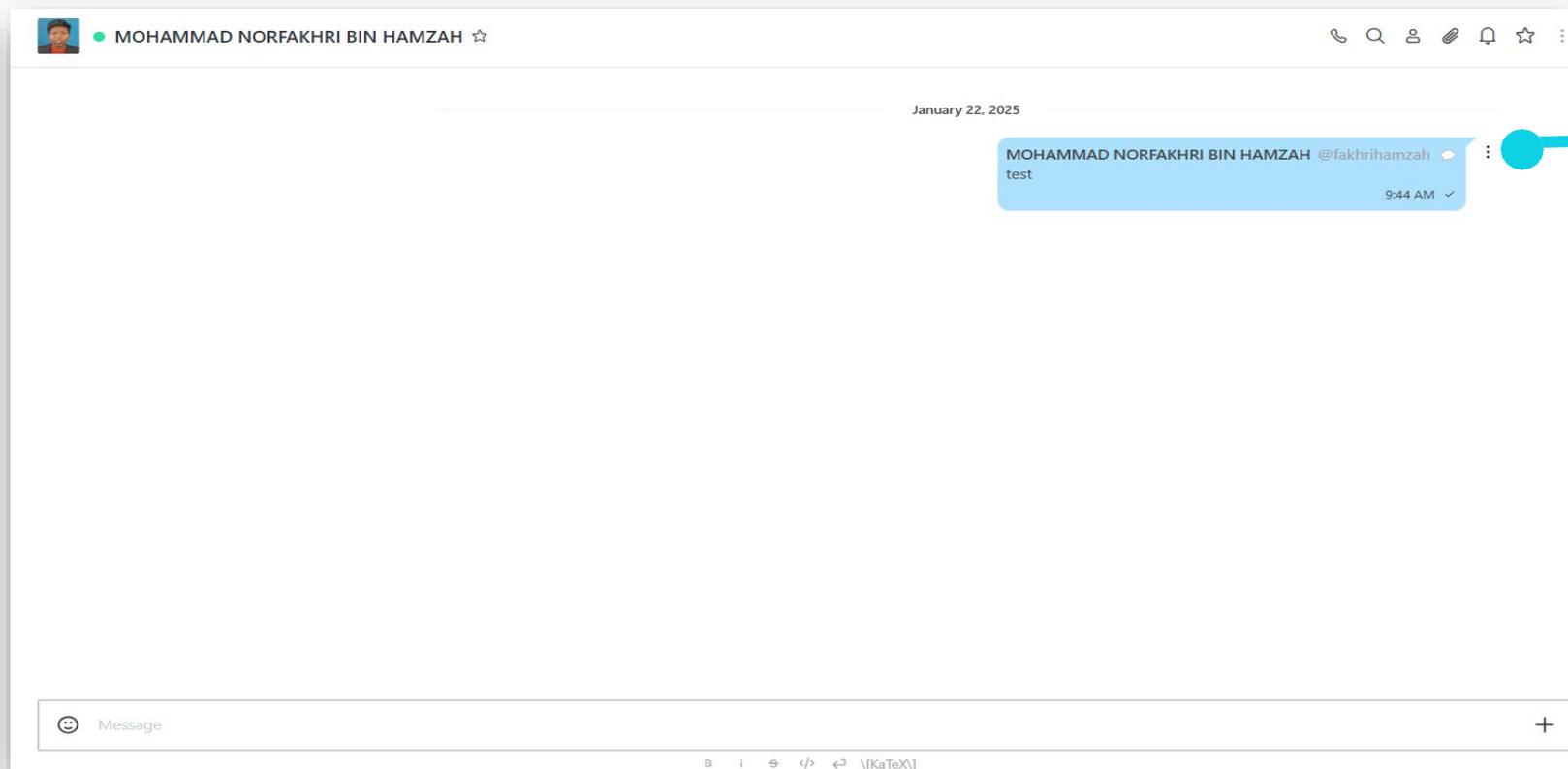


TIPS

Bagi pengguna **peranti IOS**, fungsi  ini boleh digunakan oleh untuk mencari, memuat turun dan membuka video, imej atau dokumen yang telah dimuat naik oleh pengguna lain.



# COMMON CONVERSATION – ONCLICK MESSAGE BUTTON FUNCTION



Click *OnClick* button

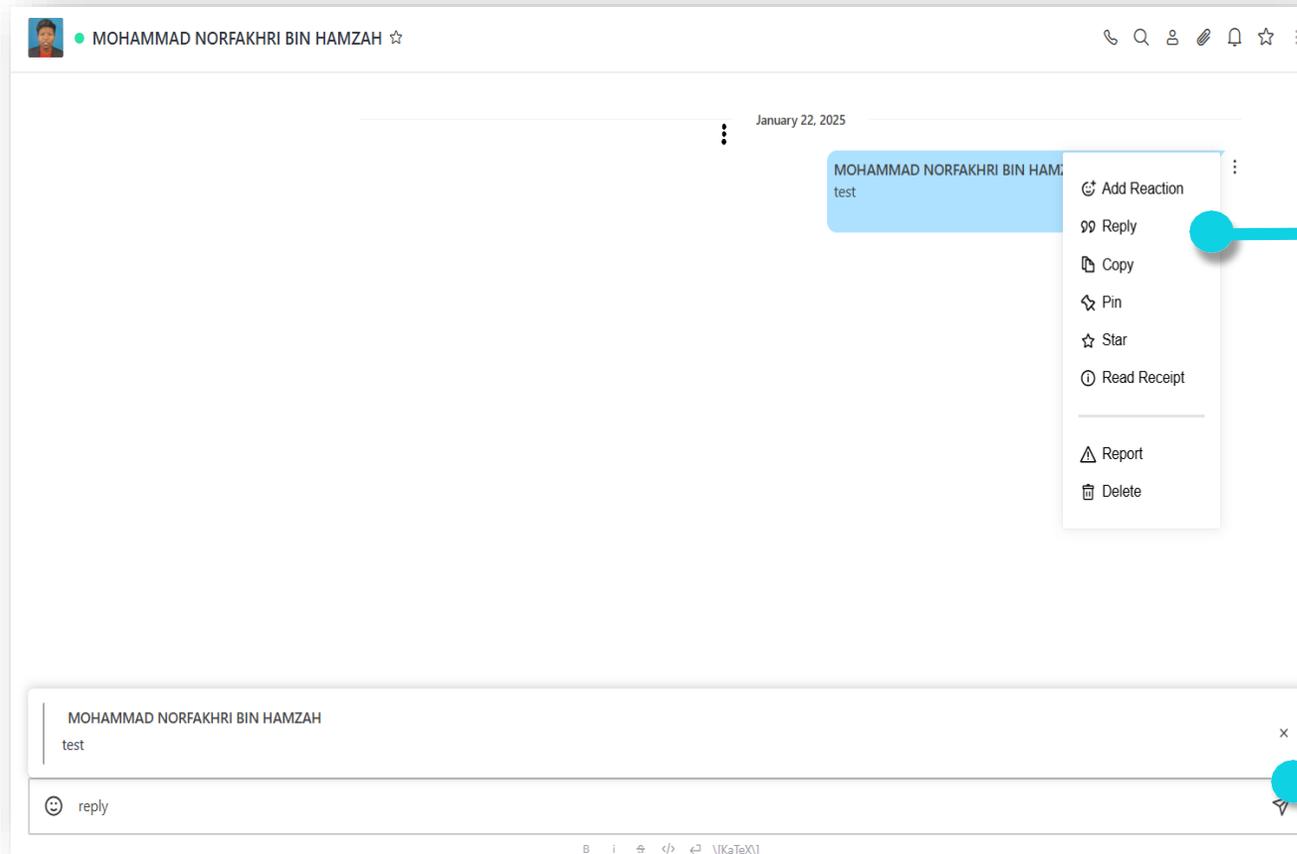
- ➦ Add Reaction
- ↩ Reply
- 📄 Copy
- 📌 Pin
- ★ Star
- 🕒 Read Receipt

---

- ⚠ Report
- 🗑 Delete



# COMMON CONVERSATION – REPLY MESSAGE BUTTON FUNCTION



1

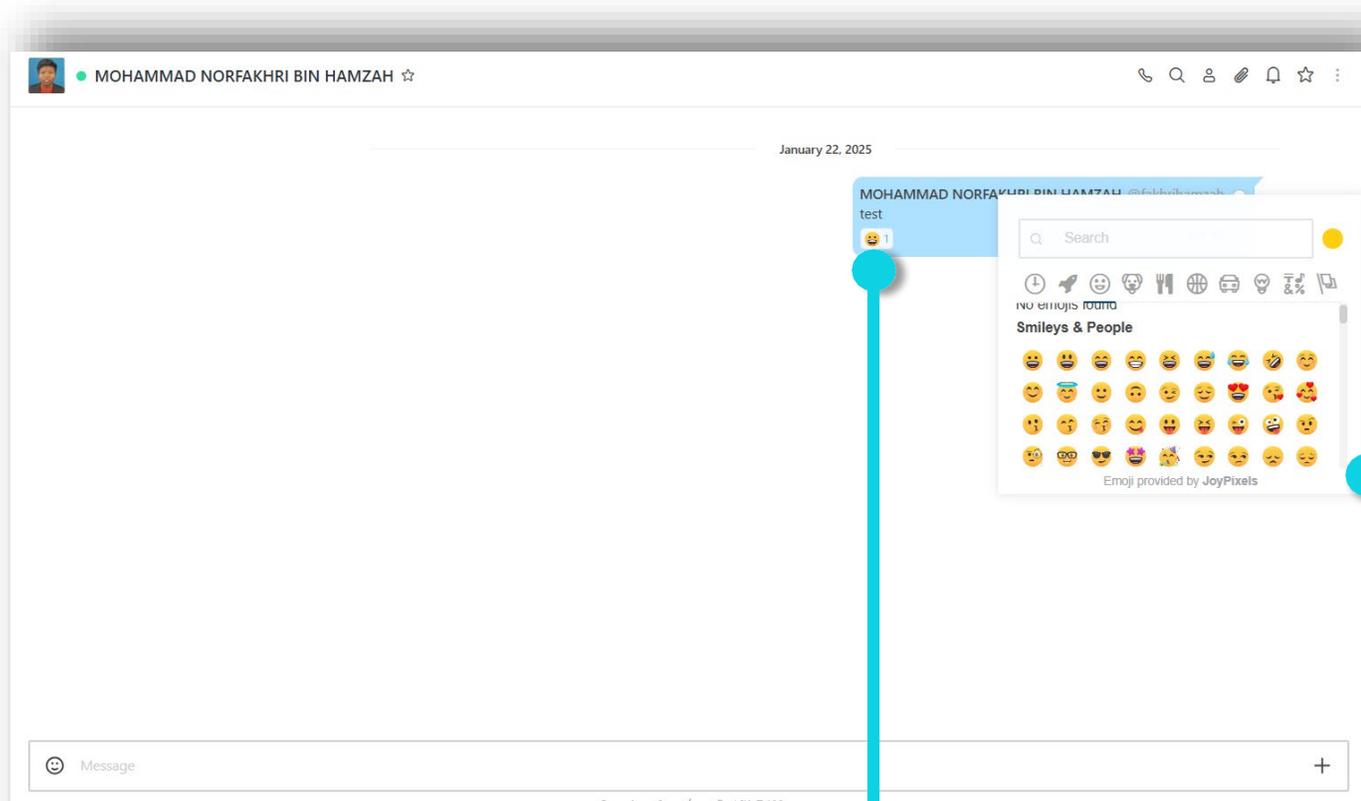
Press the OnClick button and select Reply from the displayed list.

2

Type a message in the message box and press  button or press Enter on the keyboard to send a reply message.



# COMMON CONVERSATION – ADD REACTION FUNCTION



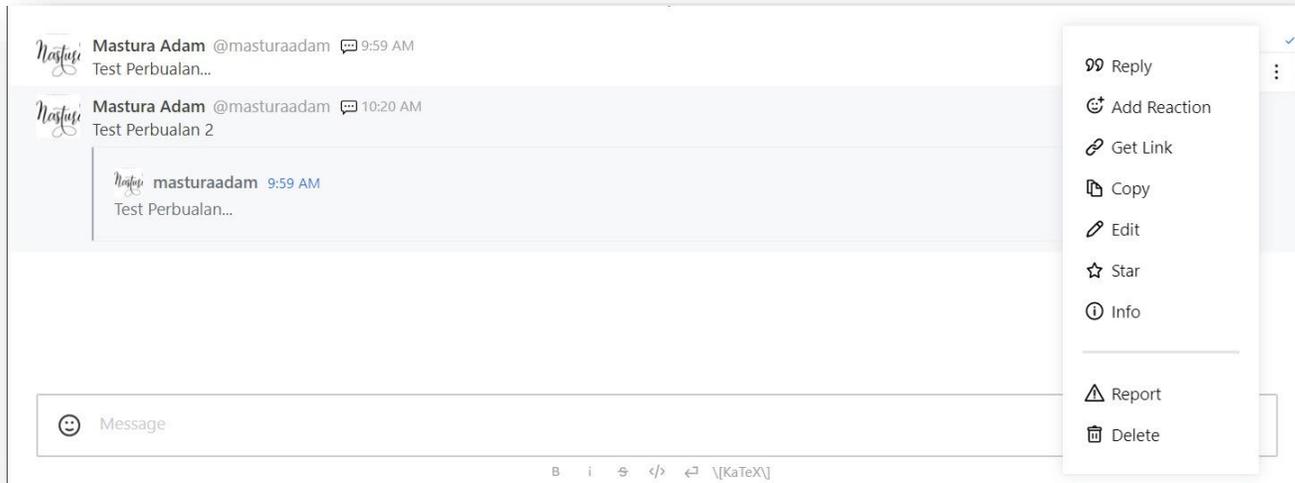
1

Click *Option* button and select *Add Reaction*.

Selected *emoticon* will be displayed at the message field.



# COMMON CONVERSATION – OPTION BUTTON FUNCTION



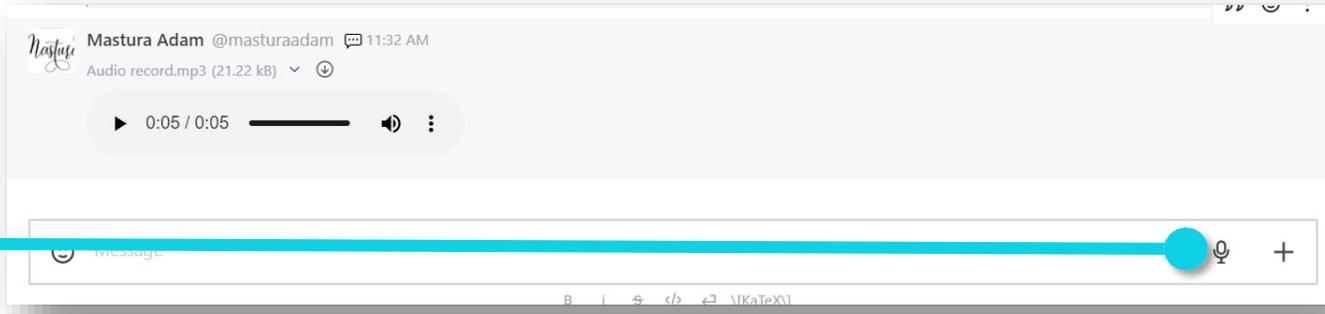
1

*Options message button*

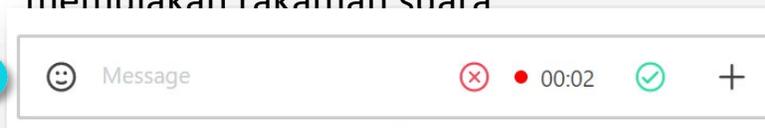
-  To copy a user's conversation and send it to another user
-  To copy message
-  To edit message
-  To mark as starred
-  Message info
-  To delete message



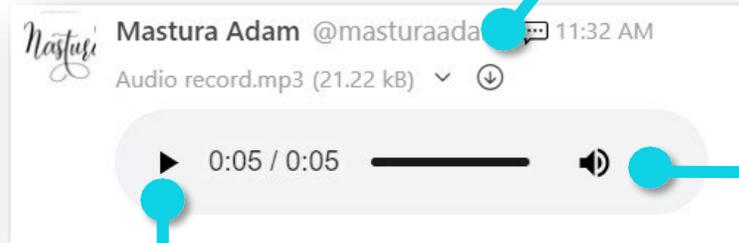
# COMMON CONVERSATION – AUDIO FUNCTION



1 Tekan *Audio Message* untuk memulakan rakaman suara



2 Rakam pesanan suara dan pilih butang  untuk menghantar pesanan audio atau  untuk membatalkan hantaran pesanan audio.



3 Pilih butang  untuk mendengar kembali pesanan audio dan  untuk menghentikan pesanan audio.

4  untuk *mute* pesanan audio dan  untuk *unmute* pesanan audio.

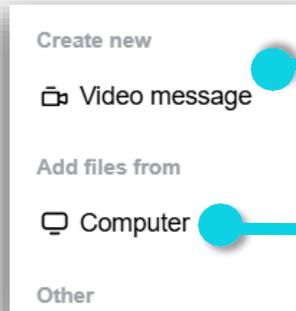
5  untuk muat turun pesanan audio.



# COMMON CONVERSATION – (+) BUTTON FUNCTION

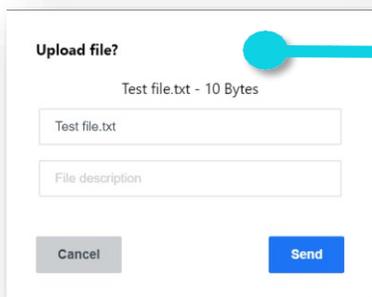


1 The + button will change to X when pressed



2 Select the *Video Message* button to start an audio video message.

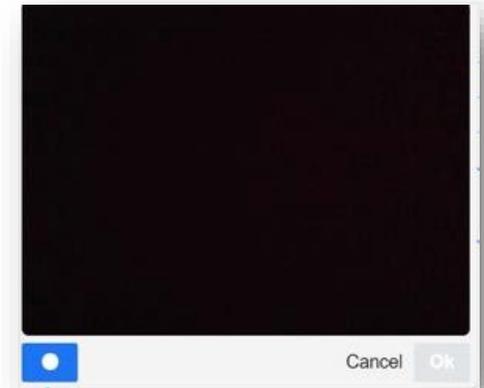
4 Select *Computer* button. Select *folder* from computer storage.



5 Enter *File description* detail and press *Send* button to send or *Cancel* button to cancel it.



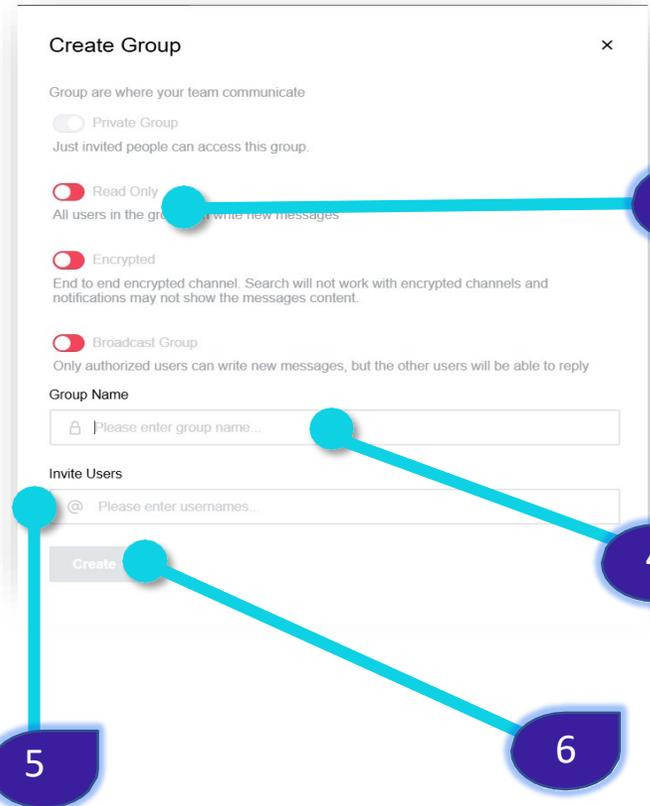
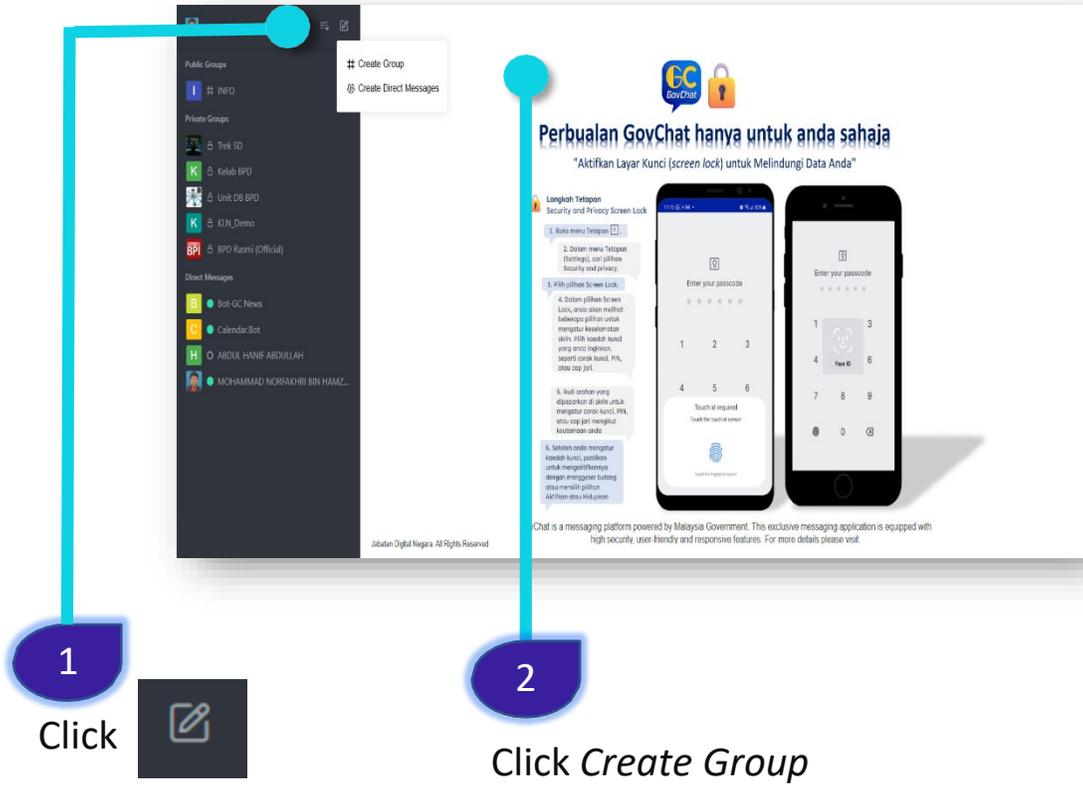
6 Click  or click on file name to download.



3 Select  *Video Message* button to start.



# GROUP CHAT



Specify Read Only user access or not. If the *Broadcast Group* button is selected to broadcast automatically, the read only button will not work.

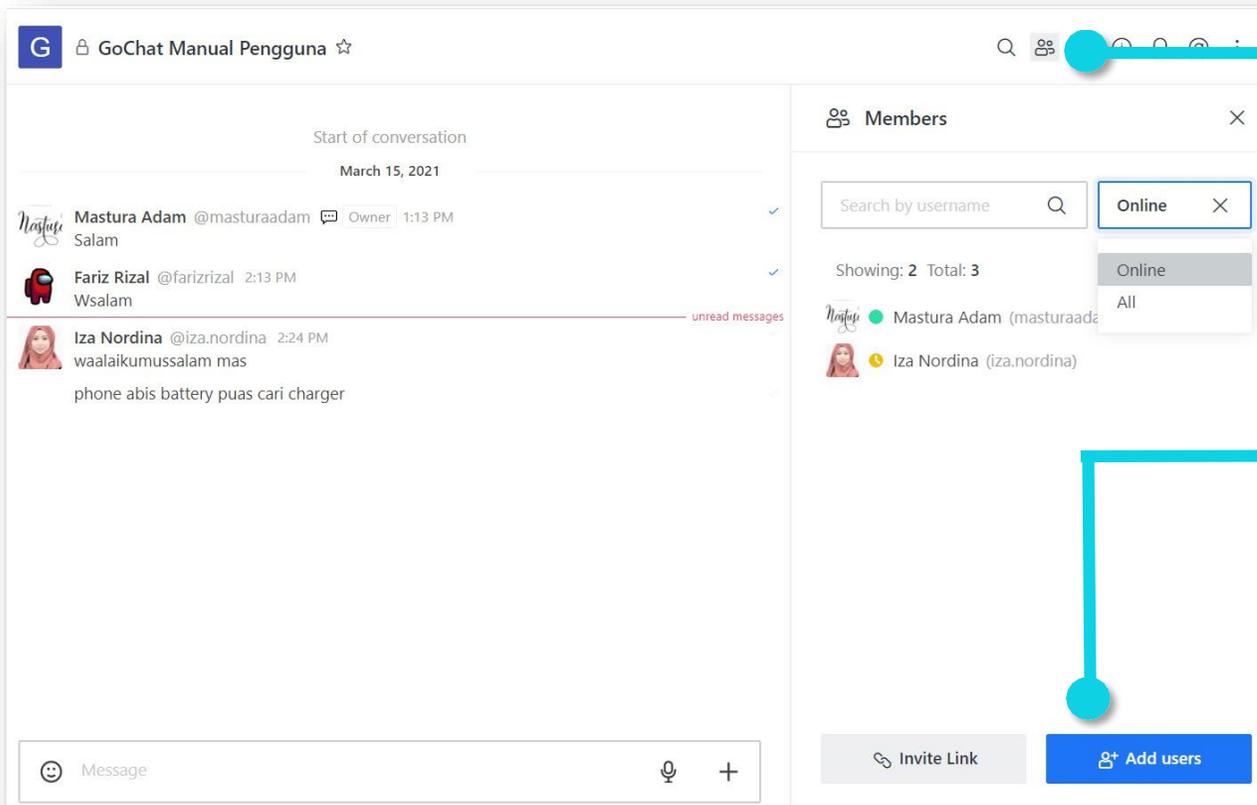
5 Enter username in *Invite Users* field.

4 Enter *Group Name*.

6 click *Create* button



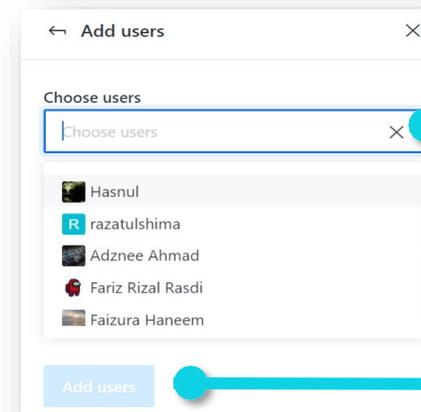
# GROUP CHAT – MEMBERS BUTTON FUNCTION (ADD USERS)



1 Members button

2 Search or select drop down options to view all members in the group. *Online* option will list members who are online at that time.

3 Click *Add Users* to add others member

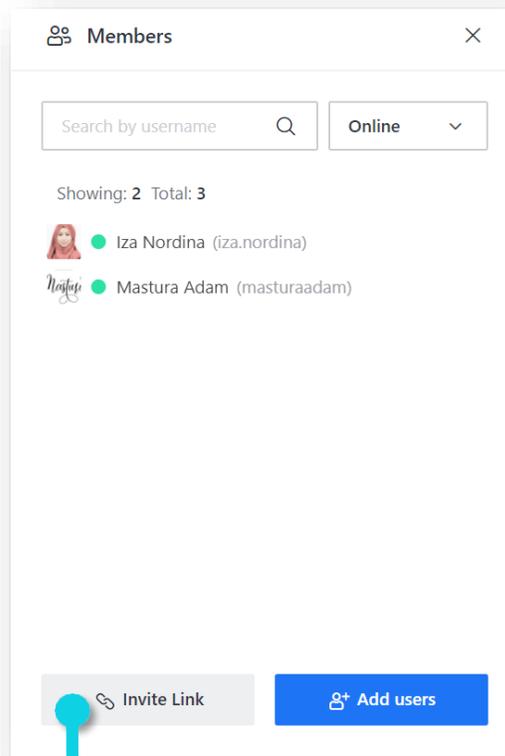


4 Select the username you want to add

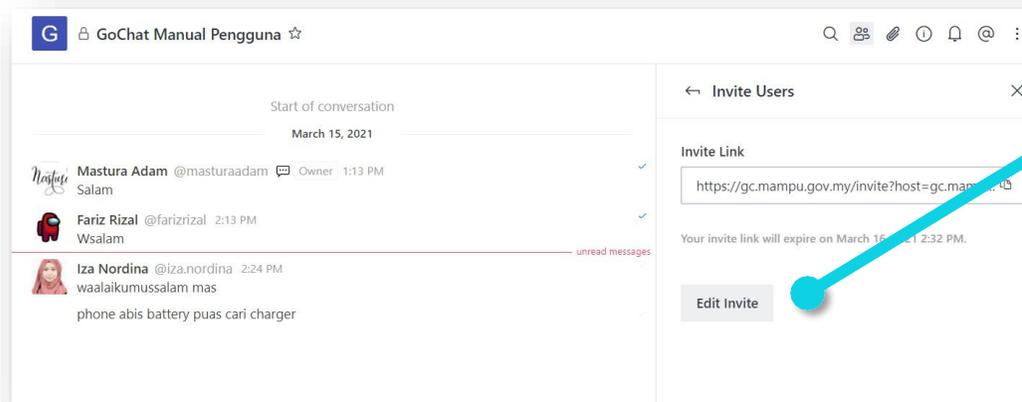
5 Click *Add Users* and added user message will prompt.



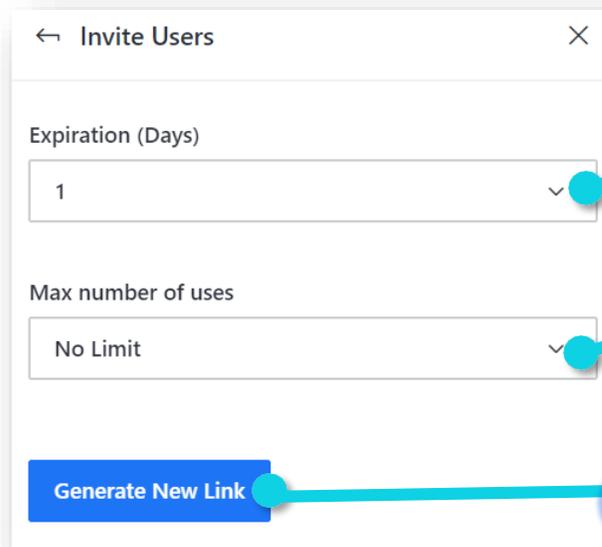
# GROUP CHAT – MEMBERS BUTTON FUNCTION (*INVITE USERS*)



1 Pilih butang *Invite Link*



Click *Edit Invite* sekiranya ingin membuat perubahan pada *invite link* yang diberikan secara *default*.



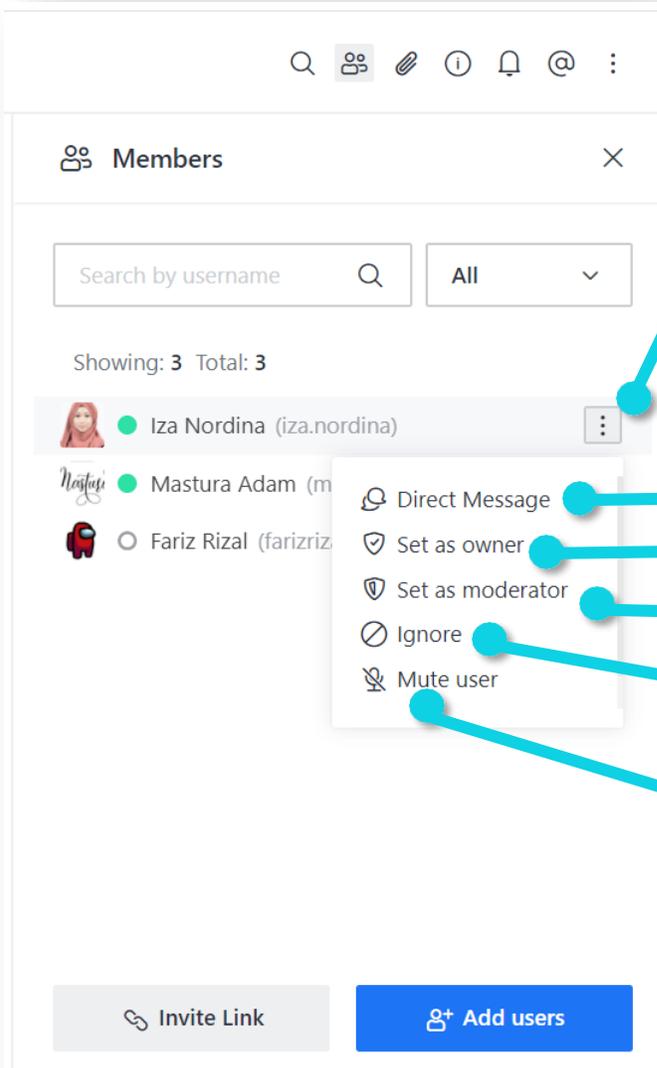
Pilih hari untuk tempoh *link* yang diberikan akan tamat tempoh.

Tentukan maximum ahli kumpulan yang boleh dijemput menggunakan *link* tadi.

Pilih *Generate New Link* dan *link* yang baharu akan dikeluarkan dan pilih *Edit Link* sekiranya ada perubahan lagi.



# GROUP CHAT – MEMBERS BUTTON FUNCTION (*On Click button*)



## *OnClick button*

1

2

Click *Direct Message* and will be taken to the individual conversation screen with the selected member/user

3

Click on *set as owner* to set the user as owner and Click *Remove as owner* to remove the user from owner role

4

Same step as *Set as owner*

5

All message from selected user are unreadable and marked with *This message was ignored.*

6

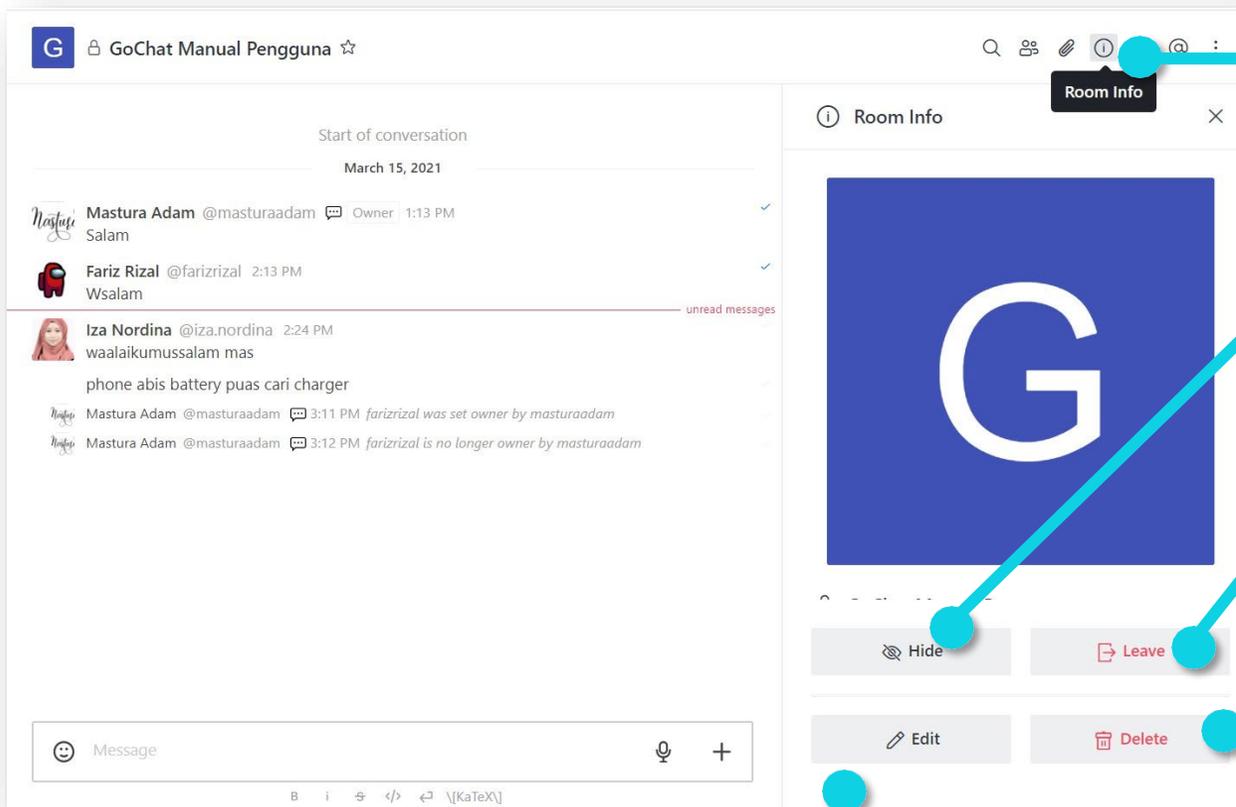
Users cannot communicate with group members and can *Read Only.*

*Owner/Moderator can Add Users/Invite Users and Remove from Room.*

*Add Users, Invite Users dan Remove Users function will only be visible and performed by members who act as Owner.*



# GROUP CHAT – ROOM INFO BUTTON FUNCTION



1

Room Info button

2

Click *Hide*, Select *Yes*, *hide it* and group will be hide from the list in *main board*

3

Click *Leave*, Click *Yes*, *leave it!* And user will leave from group/room

5

Click *Delete*, warning message will prompt

4

Click *Edit* button to edit



# GROUP CHAT – ROOM INFO (EDIT ROOM) BUTTON FUNCTION

← Edit Room

Full Name (as per IC)  
GoChat Manual Pengguna

Description

Announcement

Topic

Private  
Just invited people can access this group.

Read Only  
Only authorized users can write new messages

Archived

Hide System Messages

Reset Save

Delete

1

Upload  
Avatar

2

Enter *Description, Annoucement, Topic*

3

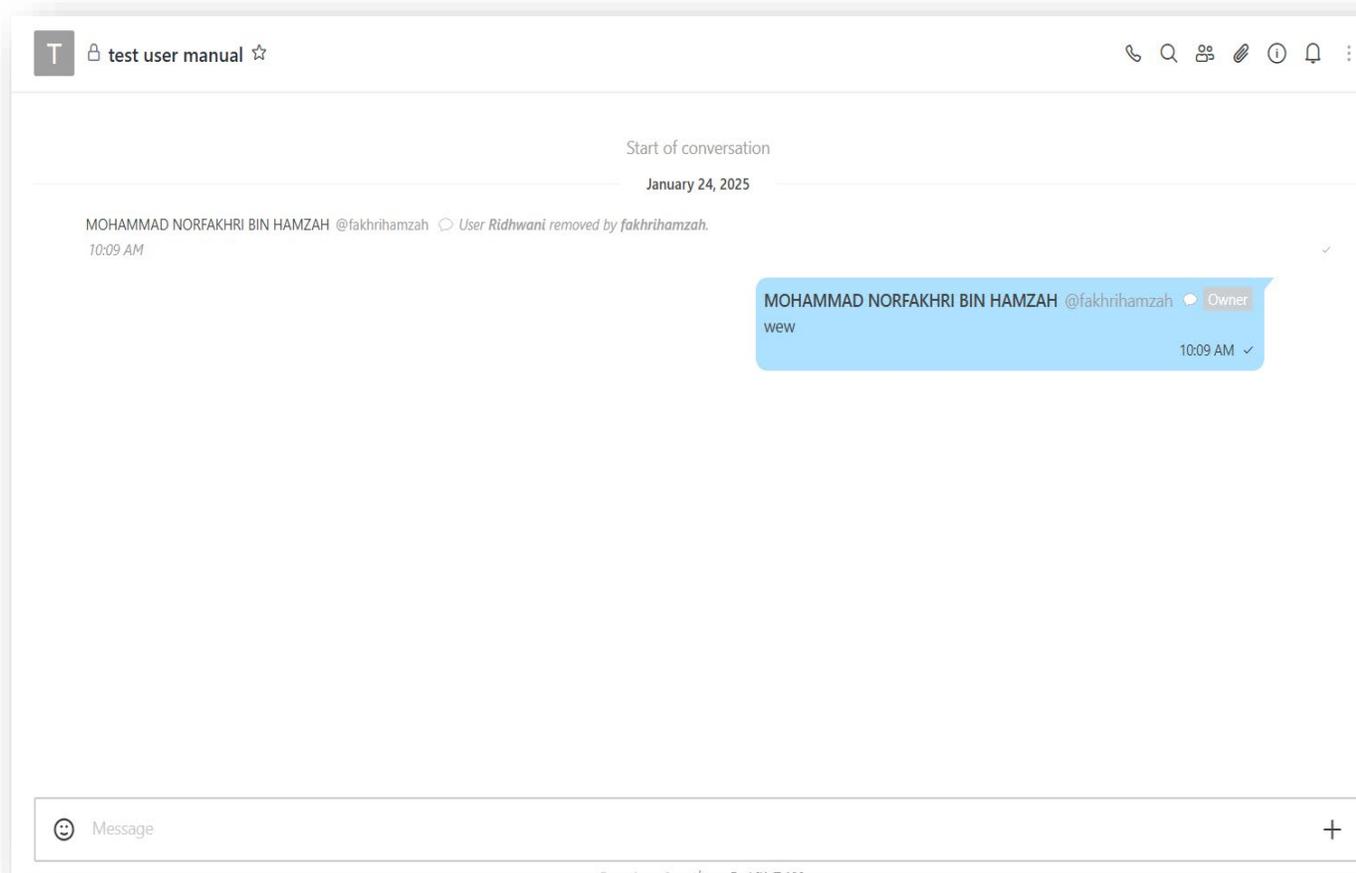
Set up for *Private or Public, Read Only, Archived and Hide system Messages*

4

Click *Reset* button to reset configuration or Click *Save* to save configuration.



# GROUP CHAT – FILES, NOTIFICATION, MENTION BUTTON FUNCTIONS



1

## Profil button

-  To search for attachments that have been uploaded by the user in the conversation
-  For setting on/off the received messages sound and setting hide/show the number of unread/opened messages

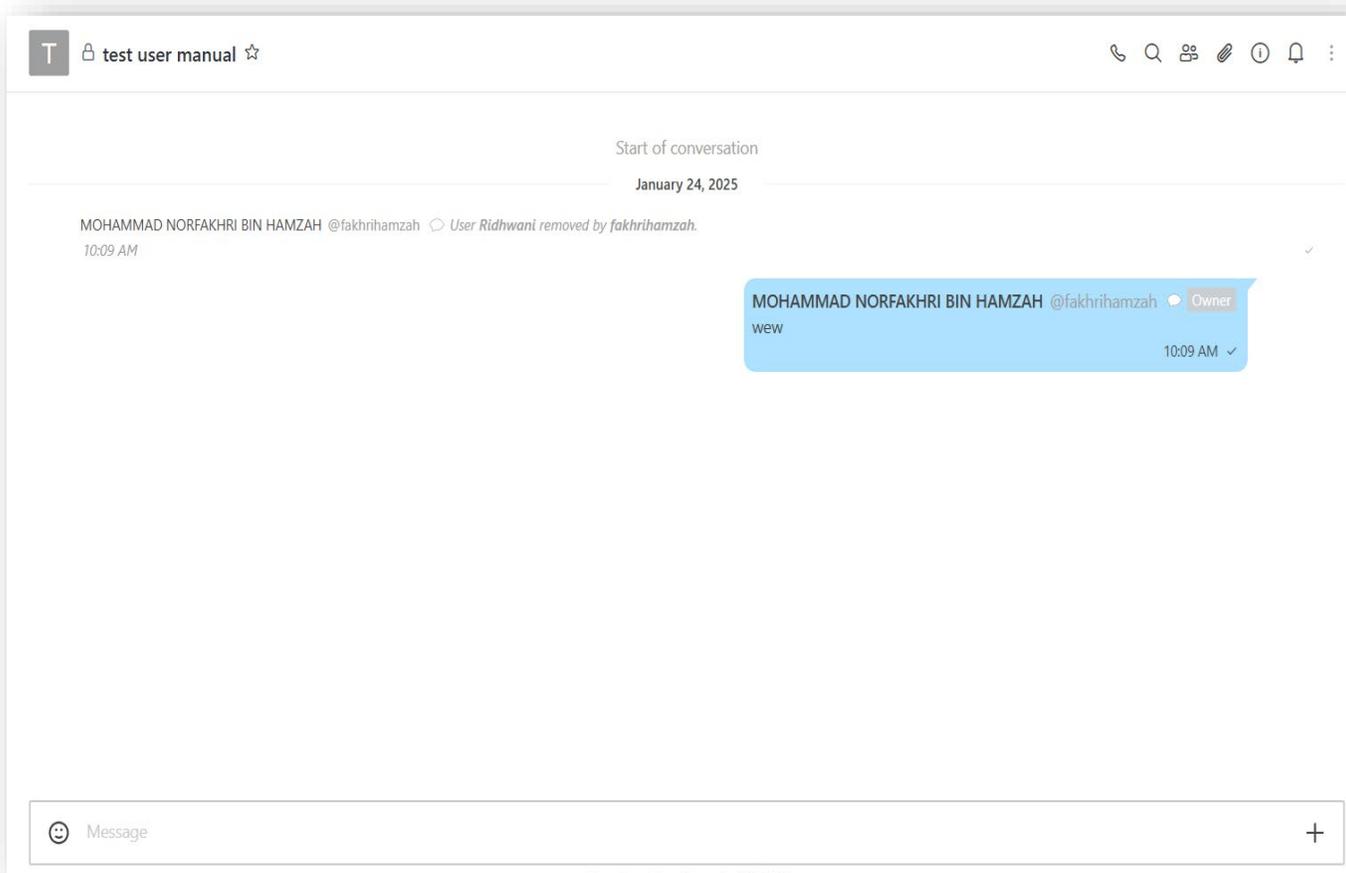


TIPS

For **IOS device** users, the function  can be used by to search, download and open videos, images or documents that have been uploaded by other users.



# GROUP CHAT – OPTIONS BUTTON FUNCTION



1

## Group Profile Options button



To list starred messages.



If there is a message that is pinned by the owner/moderator in the discussion, the message will be listed.



Keyboard Shortcuts that can be used during conversations.



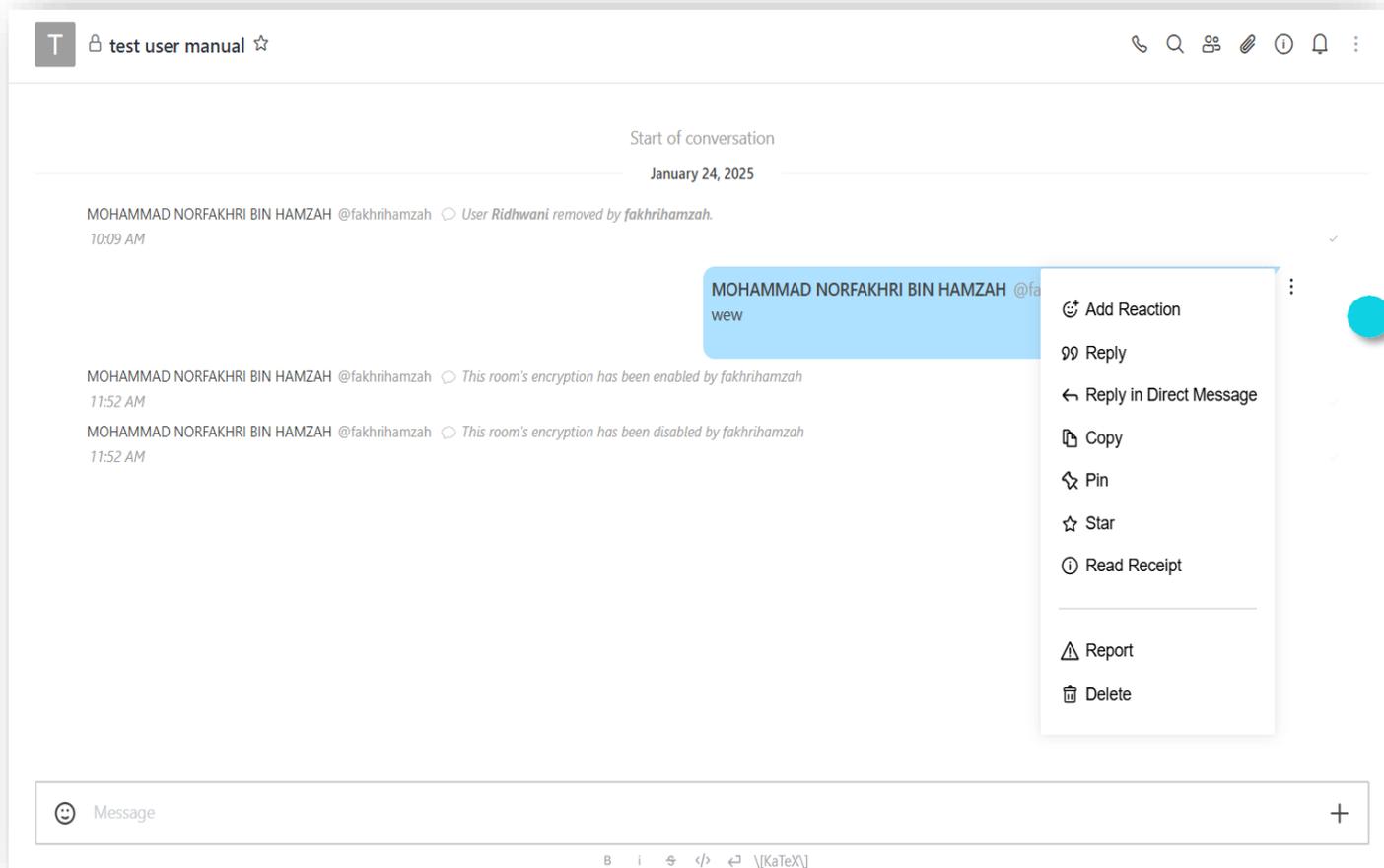
Lists messages that have been mentioned by the user in the discussion.



Activate / deactivate the End-to-End Encryption function



# GROUP CHAT – GROUP MEMBER OPTIONS BUTTON FUNCTION



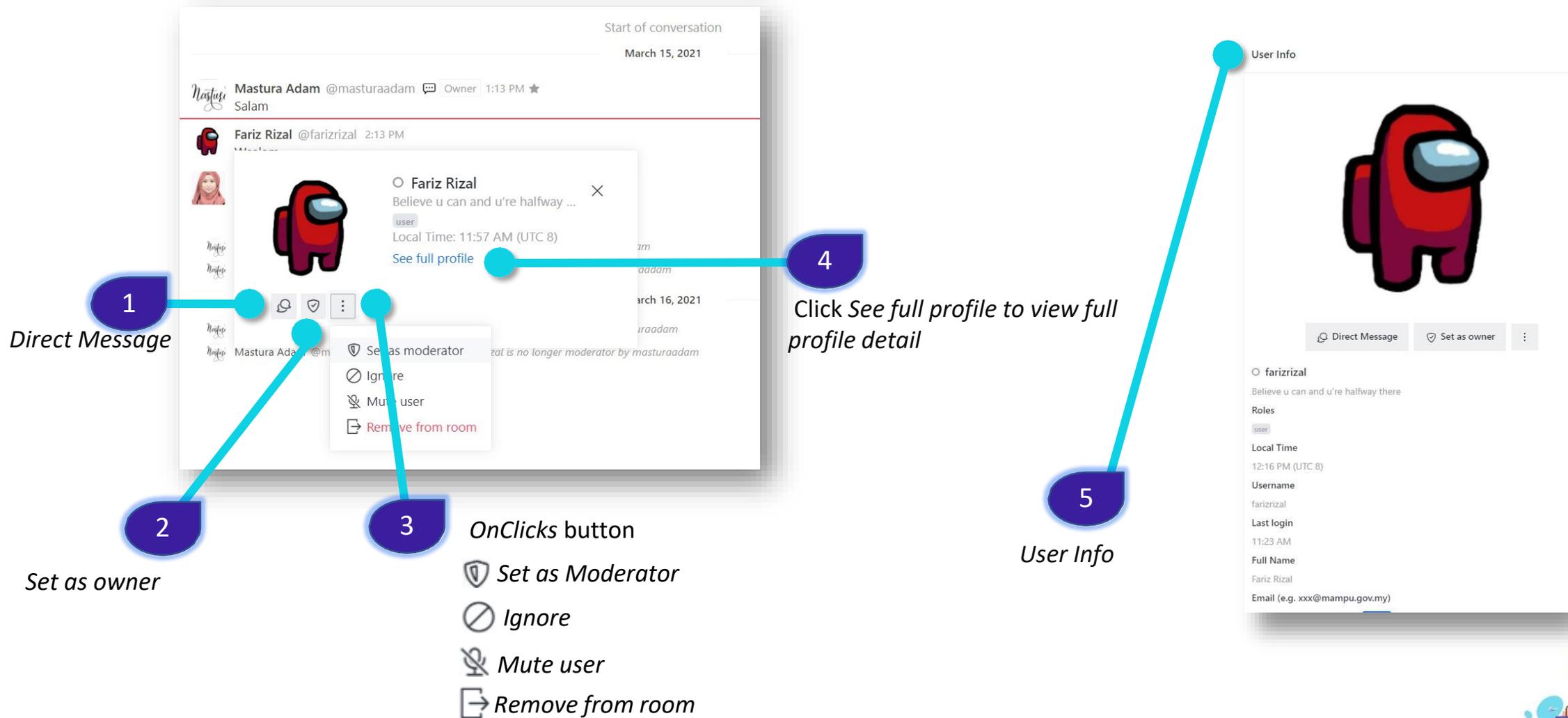
1

Options Message button

-  Reply message
-  Add reaction for the message
-  Reply in Direct Message
-  Copy message
-  If there is a message that is pinned by the owner/moderator in the discussion, the message will be listed.
-  To starred message
-  Message info

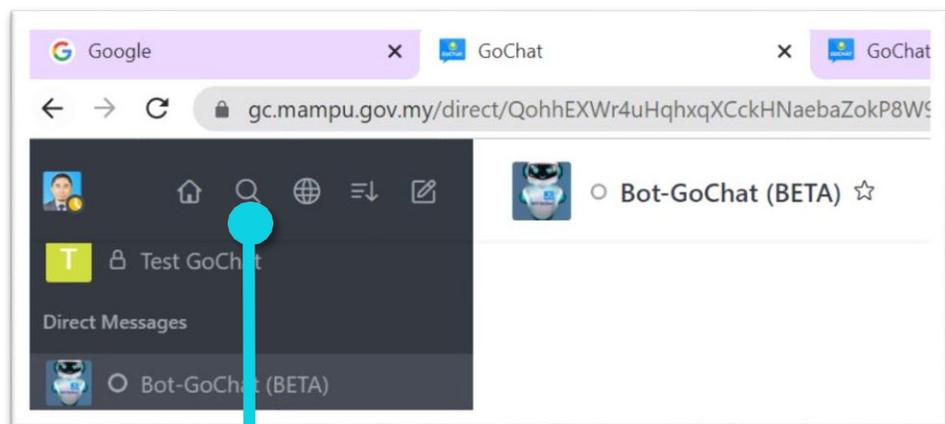


# GROUP CHAT – USER / GROUP MEMBER PROFILES



# FINDING OF MAMPU POLICY AND PKPA THROUGH GCBot

GCBot is an AI function for GoChat where it helps users find the Policy/PKPA issued by JDN.

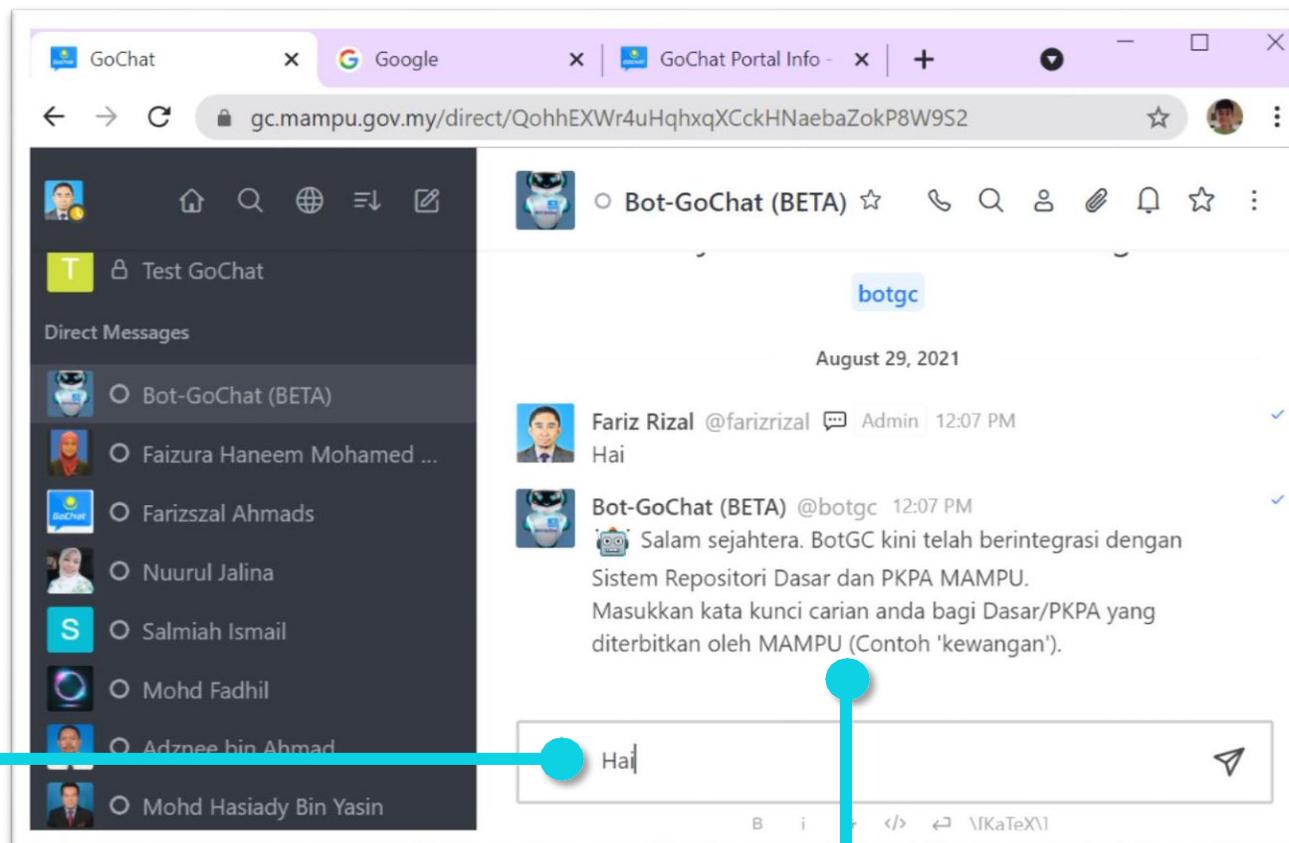


1

Create a Direct Message Search with Bot-GoChat (Beta)

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

2

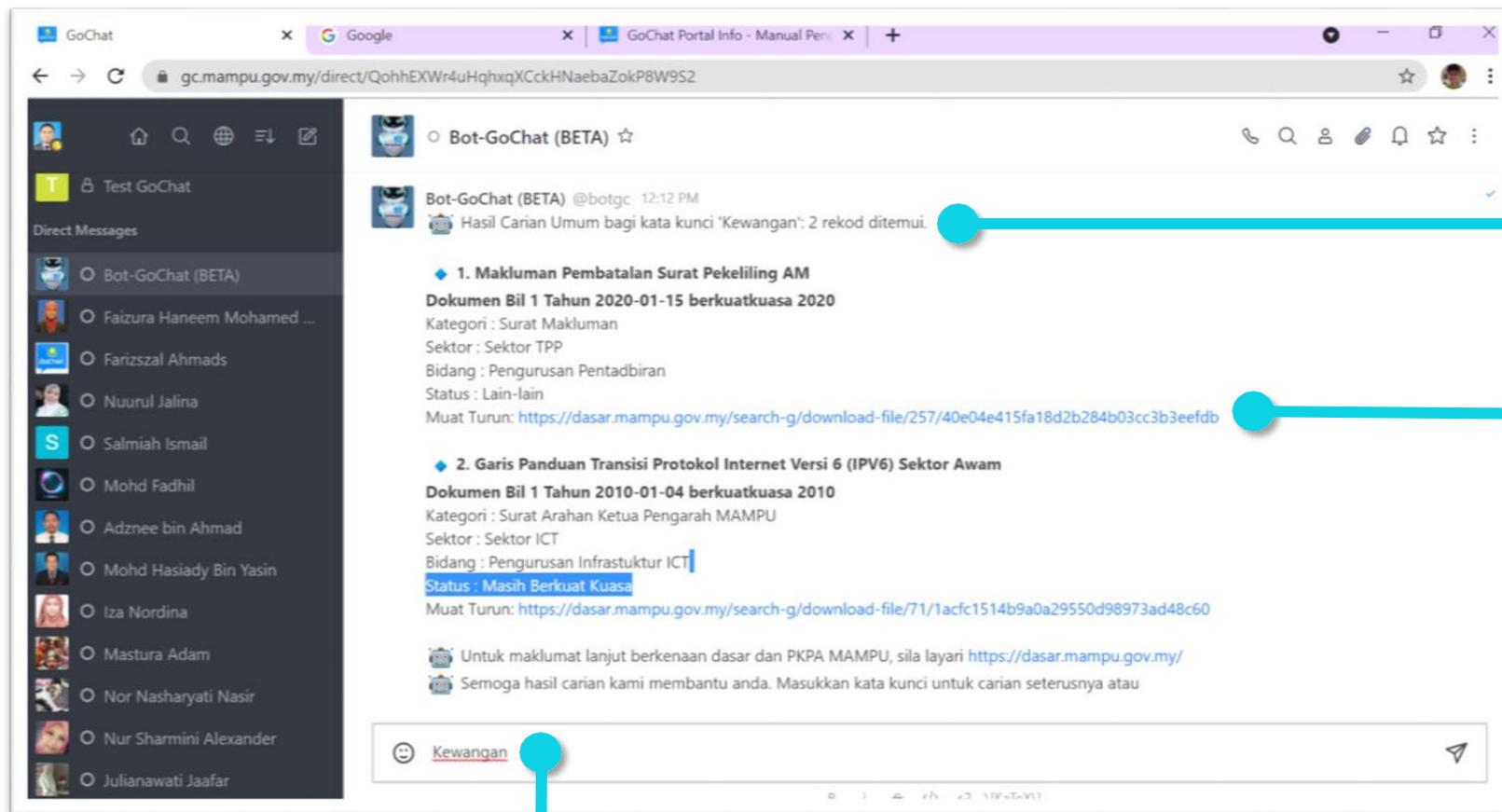


3

GCBot will respond and user need to enter keywords such as 'Finance'



# FINDING OF MAMPU POLICY AND PKPA THROUGH GCBot



4 GCBot will list 2 Policies/PKPA related to 'Finance'

5 Click on download to view the document

6 Continue searching with different keywords or type 'Bye' to end the conversation

