



**Pihak Berkuasa Peranti Perubatan (PBPP) Kementerian Kesihatan Malaysia**

**MANUAL PENGGUNA (*EXTERNAL*)  
(USER MANUAL)**

Disediakan oleh:

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## ISI KANDUNGAN

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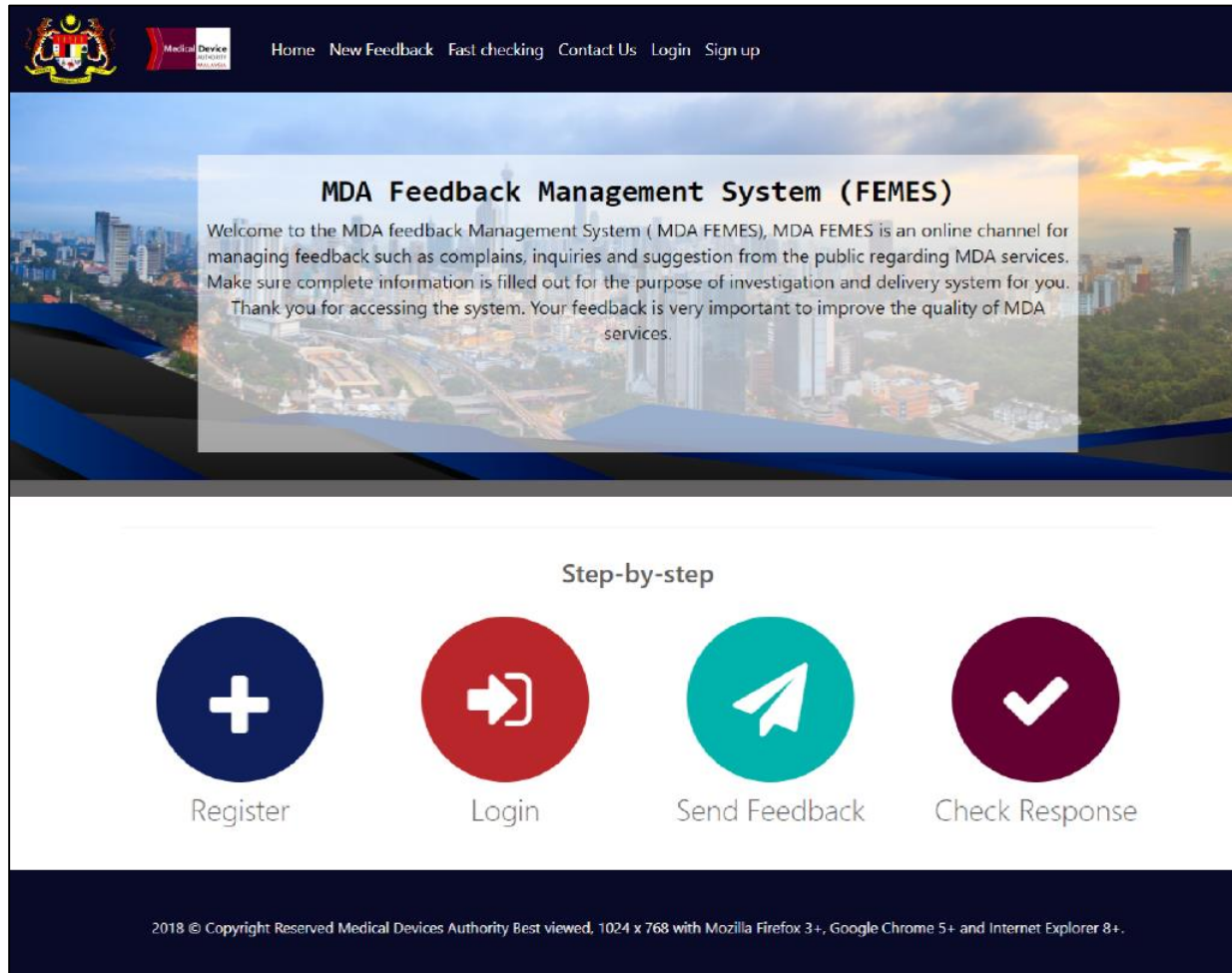
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## 1 LAMAN MUKA HADAPAN EXTERNAL

Klik pautan <https://femes.mda.gov.my/> untuk masuk kehalaman *external* FEMES.

Skrin laman utama FEMES akan dipaparkan.



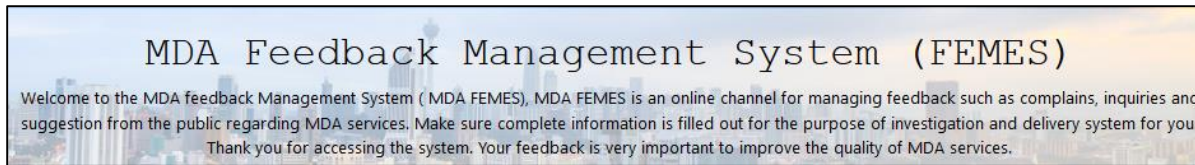
The screenshot displays the homepage of the MDA Feedback Management System (FEMES). At the top left, there is the Malaysian national emblem and the Medical Device Authority logo. The navigation menu includes links for Home, New Feedback, Fast checking, Contact Us, Login, and Sign up. The main content area features a large banner with a cityscape background. The banner text reads: "MDA Feedback Management System (FEMES) Welcome to the MDA feedback Management System ( MDA FEMES), MDA FEMES is an online channel for managing feedback such as complains, inquiries and suggestion from the public regarding MDA services. Make sure complete information is filled out for the purpose of investigation and delivery system for you. Thank you for accessing the system. Your feedback is very important to improve the quality of MDA services." Below the banner, a "Step-by-step" section contains four circular icons representing the user flow: a blue circle with a white plus sign for "Register", a red circle with a white right-pointing arrow for "Login", a teal circle with a white paper plane for "Send Feedback", and a purple circle with a white checkmark for "Check Response". The footer contains the copyright notice: "2018 © Copyright Reserved Medical Devices Authority Best viewed, 1024 x 768 with Mozilla Firefox 3+, Google Chrome 5+ and Internet Explorer 8+."

Antara menu-menu yang terdapat didalam Laman utama muka hadapan *External* MDA FEMES:

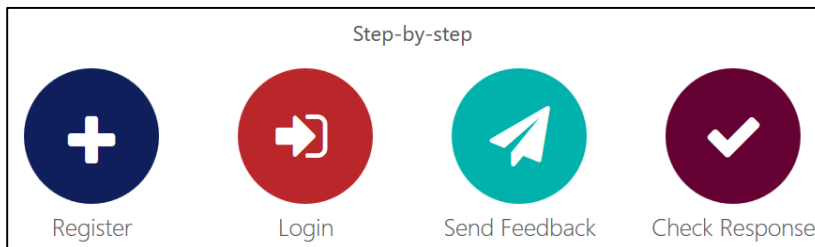
- a) *Home*
- b) *New Feedback*
- c) *Fast Checking*
- d) *Contact Us*
- e) *Login*
- f) *Sign Up*
- g) *Feedback List (registered)*
- h) *Profile (registered)*
- i) *Log Out*

## 1.1 HOME

- a) Pengenalan mengenai Sistem FEMES MDA

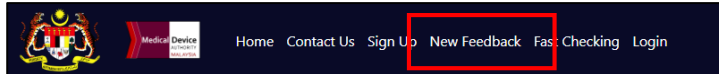


- b) Panduan langkah-langkah menggunakan sistem FEMES MDA



## 1.2 NEW FEEDBACK

- a) Untuk membuat aduan maklum balas baru beserta pendaftaran pergi ke *topmenu* dan pilih <New Feedback>.



- b)
- c) Terdapat 3 bahagian pada laman ini iaitu:
- New feedback
  - Personal details
  - Contact Details

### 1.2.1 Feedback Details

- a) Isi butiran aduan pada ruang *Feedback Details*.
- b) Pengadu boleh memuat naik file-file yang berkaitan dengan aduan dengan menekan butang pada ruangan *attachment*.
- c) Seterusnya pengadu perlu memasukkan nombor *captcha* pada ruangan yang disediakan dan tekan butang *Next*.

A screenshot of the 'NEW FEEDBACK' form. The form is titled 'NEW FEEDBACK' and has a section 'A. Feedback Details'. The form fields are: 'Type of Feedback \*' (dropdown menu with 'Suggestion' selected), 'Topic \*' (dropdown menu with 'General' selected), 'Issue' (dropdown menu), 'Sub Issue' (dropdown menu with '[ Please Choose ]' selected), 'Details' (text area with 'Details appreciation'), 'Expectation' (text area with 'Expectation'), and 'Attachment' (file upload area with a 'Choose Files' button and 'No file chosen' text). A 'Next' button is located at the bottom right of the form. Three red arrows point to specific parts of the form: one points to the 'Type of Feedback' dropdown with the text 'Isi butiran maklumat pengguna', another points to the 'Attachment' area with the text 'Muat naik fail-fail berkaitan', and a third points to the 'Next' button with the text 'Tekan butang Next'.

### 1.2.2 Personal details

a) Isi butiran maklumat pengadu pada ruang *Personal Details* dan tekan butang *Next*.

**NEW FEEDBACK**

**B. Personal Details**

Full Name \*

Enter Your Full Name

IC/Passport Number \*

Enter Your IC/Passport Number

Official  
Email(Username) \*

Enter Your Official Email

Password \*

Enter Password

Gender \*

[ Please Choose ]

Age \*

[ Please Choose ]

Type of Customer

[ Please Choose ]

Establishment Name

Enter Establishment Name

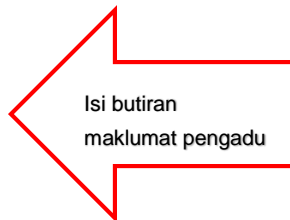
Nationality

Malaysia

Occupation

[ Please Choose ]

Back Next



### 1.2.3 Contact details

- a) Seterusnya isi butiran *contact* pengadu pada ruang *Personal Details* dan tekan butang *Submit* untuk menghantar borang aduan pengadu.

**NEW FEEDBACK**

**C. Contact Details**

Mobile No.  
Enter Mobile No.

Telephone No.  
Enter Telephone No.

Fax No.  
Enter Fax No.

Secondary Email  
Enter Secondary Email

Address  
[Empty text area]

Postcode  
Enter Postcode

Country  
Malaysia

State  
-- State --

76193  
Type the above number:  
[Input field]

Back Submit

Masukkan captcha

Tekan butang Submit

- b) Emel notifikasi serta nombor tiket diterima.

Sir / Madam / Mr Najib, Congratulation!

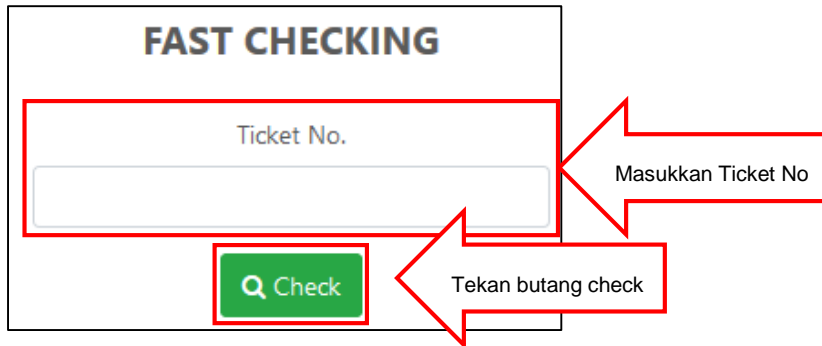
Your feedback has been sent succesfully. Your feedback ticket number is A181201001. Feedback answer will be sent to you via email.

Thank you

Medical Device Authority.

### 1.3 FAST CHECKING

- a) Pengadu boleh membuat semakan pantas aduan pengadu yang dihantar dengan hanya memasukkan nombor tiket aduan dan tekan butang Check tanpa perlu log masuk terlebih dahulu. Nombor tiket aduan pengadu dijana dan dipaparkan pada skrin selepas sahaja aduan berjaya dihantar. Pengadu juga boleh menyemak nombor tiket aduan pada emel notifikasi yang dihantar kepada pengadu.
- b) Semakan *Ticket No* aduan pengguna dipaparkan



- c) Skrin akan memaparkan maklumat aduan pengguna yang telah dihantar. Sekiranya aduan pengguna telah dijawab oleh pegawai MDA, jawapan akan dipaparkan pada ruangan baris *Answer*. Pengguna juga boleh memuat turun file yang telah dimuat naik pada ruangan *Attachments* dengan menekan butang *Download*.
- d) Paparan maklumat aduan pengguna



FeedBack Details		
Ticket No.	A181205003	
Type of Feedback	Complaint	
Status	Completed	
Topic	e-Service	
Issue	Medical Device Complaint System	
Details	System not functioning well, no answer responded	
Expectation	Answer should be provided to customer in a short period	
Answer	We working on it, your problem will be solved within 5 working days. Thank You.	
Attachments		
#	File Name	Action
1	3.JPG	Download

Jawapan maklum balas

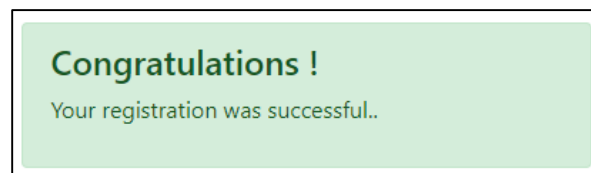
Fail yang dimuat naik, Klik <download> untuk muat turun

#### 1.4 SIGN UP

- Pengadu juga boleh mendaftar sebagai pengguna terlebih dahulu pada *top menu* > *Sign Up*. Pengadu perlu masukkan nama penuh, nombor kad pengenalan bagi warganegara Malaysia atau nombor passport bagi bukan warganegara Malaysia. Masukkan emel pengguna sebagai *username*, *secondary email* dan kata laluan. Kemudian pengadu perlu masukkan nombor *captcha* dan tekan butang *Sign Up* untuk hantar borang pendaftaran.
- Borang pendaftaran pengguna baru

The image shows a 'SIGN UP' form with the following fields: Full Name, IC / Passport Number, Official Email (Username), Secondary Email, Password, and Confirm Password. At the bottom, there are 'Reset' and 'Sign Up' buttons. A captcha box displays the number '15998' with the instruction 'Type the above number:'. Red arrows point to the form fields with the text 'Isi maklumat pada ruangan yang disediakan', to the captcha box with 'Masukkan captcha', and to the 'Sign Up' button with 'Klik butang Sign Up'.

- c) Sekiranya pendaftaran berjaya, skrin notifikasi <your registration was successful> dipaparkan.
- d) Skrin notifikasi berjaya daftar



## 1.5 LOGIN

- Pengguna perlu masukkan email pengguna dan kata laluan pada ruangan yang disediakan dan tekan butang *Login* untuk log masuk ke halaman *external* MDA FEMES.
- Log masuk pengguna *external*

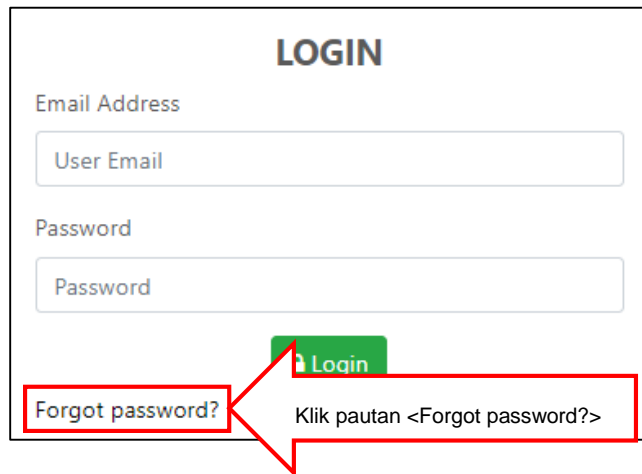
The screenshot shows a login form titled "LOGIN". It contains two input fields: "Email Address" with a placeholder "User Email" and "Password" with a placeholder "Password". Below the password field is a green "Login" button with a lock icon. A "Forgot password?" link is located at the bottom left. Two red callout boxes provide instructions: one points to the input fields with the text "Isi ruangan <user email> dan <password> yang didaftarkan", and another points to the "Login" button with the text "Klik butang <login>".

- Skrin senarai maklum balas aduan pengguna akan dipaparkan.

The screenshot shows a "Feedback List" screen. At the top, there is a "Show 10 entries" dropdown and a "Search:" input field. Below this is a table with the following columns: "Ticket No.", "Number", "Status", "Processed by", "Submit Date", and "Details". The table body is currently empty, displaying "No data available in table". At the bottom, there are navigation links: "First", "Previous", "Next", and "Last", along with the text "Showing 0 to 0 of 0 entries".

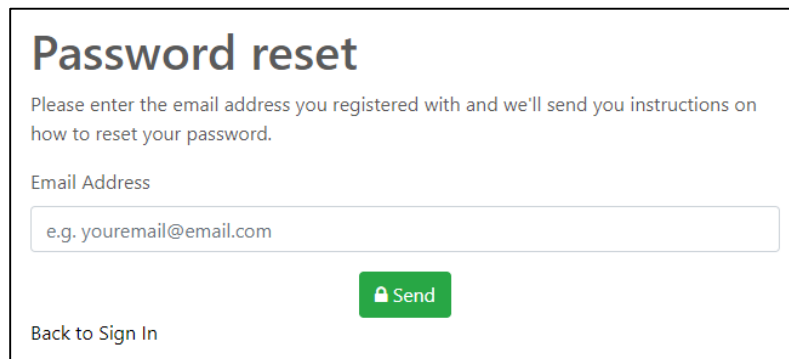
### 1.5.1 Forgot Password

- a) Pada menu login, klik pada pautan <Forgot password?> jika anda terlupa kata laluan.



The screenshot shows a login form titled "LOGIN". It has two input fields: "Email Address" with the placeholder "User Email" and "Password" with the placeholder "Password". Below the fields is a green "Login" button. A red box highlights the text "Forgot password?" which is a link. A red arrow points from this box to the text "Klik pautan <Forgot password?>" written below the box.

- b) Skrin set semula kata laluan akan dipaparkan.  
c) Masukkan emel yang telah didaftarkan kemudian tekan butang <Send>



The screenshot shows a "Password reset" page. It has a heading "Password reset" and a sub-heading "Please enter the email address you registered with and we'll send you instructions on how to reset your password." Below this is an "Email Address" input field with the placeholder "e.g. youremail@email.com". A green "Send" button is located below the input field. At the bottom left, there is a link "Back to Sign In".

- d) Skrin notifikasi <set semula kata laluan Berjaya> dipaparkan.

## Password reset email sent successfully

In the next 24 hours, you must follow these steps

- 1) Open the email sent to raihan@mynet.my
- 2) Click the link in the email to be taken to the page where you will create a new password
- 3) Save the new password.

[Back to Sign In](#)

e) Pengguna akan dapat menukar kata laluan dengan membuka pautan yang diberikan melalui emel.

## 1.6 FEEDBACK LIST

- a) Pengadu dapat melihat senarai aduan yang telah telah dihantar oleh pengadu tersebut. Klik *View* untuk melihat butiran aduan maklum balas tersebut.
- b) Senarai aduan maklum balas pengguna

No.	Ticket Number	Status	Processed by	Submit Date	Details
1	A181205005	New	Submitted	2018-12-05 14:35:17	<a href="#">View</a>
2	A181205006	New	Submitted	2018-12-05 15:21:15	<a href="#">View</a>

Showing 1 to 2 of 2 entries

Tekan <View>

- c) Skrin akan memaparkan maklumat aduan pengguna yang telah dihantar. Sekiranya aduan pengguna telah dijawab oleh pegawai MDA, jawapan akan dipaparkan pada ruangan baris *Answer*. Pengguna juga boleh memuat turun fail yang telah dimuat naik pada ruangan *Attachments* dengan menekan butang *Download*.

FeedBack Details		
Ticket No.	A181205003	
Type of Feedback	Complaint	
Status	Completed	
Topic	e-Service	
Issue	Medical Device Complaint System	
Details	System not functioning well, no answer responded	
Expectation	Answer should be provided to customer in a short period	
Answer	We working on it, your problem will be solved within 5 working days. Thank You.	
Attachments		
#	File Name	Action
1	3.JPG	Download

Fail yang dimuat naik, Klik <download> untuk muat turun

## 1.7 CONTACT US

- a) Senarai jabatan-jabatan dalam MDA beserta nama pegawai dan nombor untuk dihubungi dipaparkan

Contact Us
Chief Executive Medical Device Authority (MDA), Ministry of Health Malaysia,
Level 6, Prima 9, Prima Avenue II, Block 3547, Persiaran APEC, 63000 Cyberjaya, Selangor, MALAYSIA Tel : +603 - 8230 0300 Fax : +603 - 8230 0200 E-mail : mdb@mdb.gov.my
Tel : +603 - 8230 0300 Fax : +603 - 8230 0200
E-mail : mdb@mdb.gov.my
Enquiries : Medical Device Registration, Establishment licensing, Classification, CAB Registration
En Ahmad Sharif bin Hambali Tel : +603 - 8230 0300
Pn Mariammah Krishnasamy Tel : +603 - 8230 0300
En Muhd Radhuan bin Abdul Halim Tel : +603 - 8230 0300

## 1.8 PROFILE

- a) Pengadu boleh mengisi maklumat nama penuh, emel pengguna, kata laluan, jenis pelanggan, *establishment name*, umur, kewarganegaraan dan pekerjaan pada ruangan <User Details> untuk dikemaskini dan tekan butang <Update> untuk kemaskini maklumat.

The screenshot displays the 'UPDATE USER PROFILE' form with two tabs: 'Personal Detail' (active) and 'Contact Detail'. The 'Personal Details' section includes the following fields:

- Name: Wan Luqman Bin Wan Abu Bakar
- IC/Passport Number: 910127035247
- Official Email (Username): jual.lukeman@gmail.com
- Password: ...
- Type of Customer: Government Bodies / Ministry/ Agencies/ Local Government
- Establishment Name: WAN LUQMAN
- Age: 18-30
- Nationality: Malaysia
- Occupation: Government

At the bottom right of the form is a blue 'Update' button. Two red arrows point to the form: one points to the 'Personal Details' section with the text 'Isi maklumat *Personal Details* untuk dikemaskini', and another points to the 'Update' button with the text 'Tekan <Update > untuk kemaskini'.

- b) Pengadu boleh mengisi maklumat alamat, poskod, negara, negeri, nombor telefon, nombor telefon bimbit, nombor faks dan *secondary email* pada ruangan *Contact Details* untuk dikemaskini dan tekan butang <Update> untuk kemaskini maklumat.

### UPDATE USER PROFILE

Personal DetailContact Detail

#### Contact Details

Address

Postcode

Country

State

Telephone No.

Mobile No.

Fax No.

Secondary Email

Isi maklumat *Contact Details* untuk dikemaskini

Tekan <Update> untuk kemaskini