

## USER REGISTRATION

**1**

### REGISTER ACCOUNT

- Go to **eCLIPSE Portal**  
<https://eclipse.caam.gov.my/ELICENSING/common/login.jsp>
- Click on **Register Now**
- Follow the system instruction to obtain eCLIPSE Login ID

**2**

### CHANGE PASSWORD

- Check email inbox to get **Temporary Password**
- Click the given URL to go to **Change Password** screen
- Key in **Current Password** with the given **Temporary Password**
- Key-in **New Password**
- Re-enter **New Password**
- Click **Change** button

**3**

### UPDATE PROFILE

- Login into **eCLIPSE**
- Enter **User Profile** screen
- **Update** whichever necessary information to complete the required profile
- Upload below images according to specified requirement:
  - i. Passport Photo
  - ii. MyKad Front & Back Image  
or
  - iii. Passport Image
  - iv. Signature

**4**

### FORGOT PASSWORD

- Click **Forgot My Password**
- Key-in my **Login ID** or **Registered Email**
- Click **Reset** button
- Received email and new **Temporary Password**
- Repeat **Step 2**
- **Login** into **eCLIPSE**

# TIPS TO UPLOAD HIGH QUALITY PASSPORT SIZE PHOTO

**1**

## DIMENSION

- Photo size
  - Min = 31.5mm x 45mm (135px x 180px)
  - Max = 35mm x 50mm (150px x 200px)
- Width of face
  - Between 16 mm and 20 mm from ear to ear.
- Length of face
  - 26 mm and 30 mm from chin to crown
- File format in:
  - .jpeg, .jpg and .png only

**2**

## TRUE LIKELINESS

- Recent, true likeness and natural representation of current appearance.
- Position:
  - Head facing forward and not tilted
  - Eyes horizontally aligned
  - Shoulders straight
- Facial expression:
  - Neutral expression
  - Face fully visible (not covered)
  - Eyes naturally opened and fully visible
  - Mouth naturally closed

**3**

## QUALITY

- Sharp and clear image, with sufficient contrast and detail.
- White background.
- Lighting:
  - Even, not overexposed or underexposed
  - No shadow and reflection on the face or background or from the accessories
- Glasses wearer:
  - Eyes fully visible
  - Fully transparent lenses
  - No glare on the glasses
  - No shadow

**4**

## EXCEPTIONS

- Head covering due to religion:
  - Plain and dark coloured
  - Face still fully visible (not covered)
- Physical and medical reasons:
  - Try to comply item no (2) as much as possible

**5**

## EXTRA CREDITS

- Attire / hijab / shawl:
  - Dark coloured
  - Professional outfit
- Use professional photo shop services:
  - Upload the given softcopy file
- Use photo editor application

## TIPS TO UPLOAD HIGH QUALITY MYKAD OR PASSPORT IMAGE

**1**

### DIMENSION

- MyKad / Passport file size
  - Min = 1.5MB
  - Max = 2MB.
- Crop full image as to capture only the whole MyKad / Passport subject from 1 edge to another.
- File format must be in .jpeg, .jpg and .png only

**2**

### TRUE LIKELINESS

- Current MyKad / Passport.

**3**

### QUALITY

- Visibility:
  - Sharp and clear image, with sufficient contrast and detail.
  - Text are readable.
  - No glare or shadow on the image.
- Lighting:
  - Even, not overexposed or underexposed
  - No shadow and reflection on the MyKad / Passport image