



sains

Digital Partner for Life

SARAWAK INFORMATION SYSTEMS SDN BHD

KetekSaja – Digital Recruitment Platform

System Version 1.0

Licensed Agent User Guide

Version 1.0



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Introduction

KetekSaja is a digital recruitment platform to monitor and manage the recruitment of foreign workers among related parties, agencies and employers in the recruitment process. This user guide is specifically for the role of **Licensed Agent** in **KetekSaja**. As the **Licensed Agent**, you will be able to sign up for an account and login when you already have an existing account. Next, you will be able to edit the medical and insurance information of the candidates. You will also be able to accept or reject new sponsor profile registration and candidate application, verify or withdraw any job application submitted by the sponsor. Next, the **Licensed Agent** is able to accept or reject job application offered by the Employer. Finally, you will also able to add new candidates under the **Licensed Agent** and also apply job for the candidate.

1. How to Sign Up/ Login for Licensed Agent Account?

1. Go to either URL: <https://keteksaja.com> or <https://keteksaja.asia>. The URL will bring you to the KetekSaja homepage.

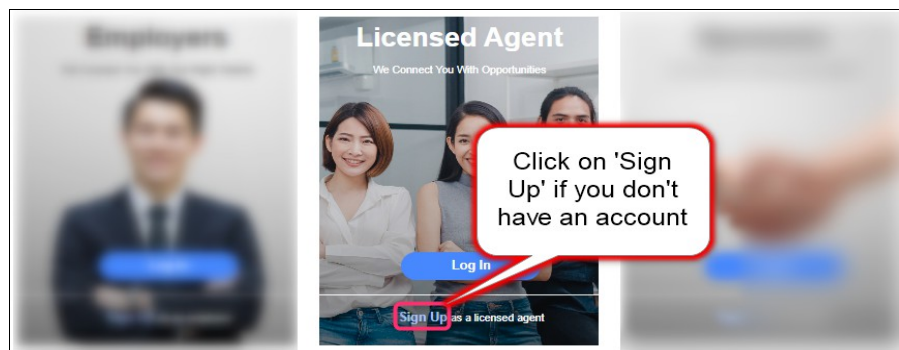


Figure : 1

2. Once you click on the **'Sign Up'** button, enter all the mandatory fields. Note that your Email and Password will be your login account once approved by the Administrator.

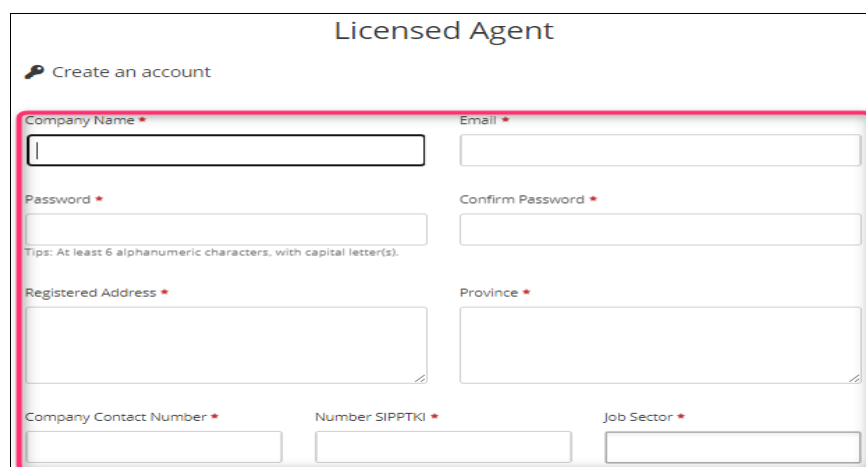
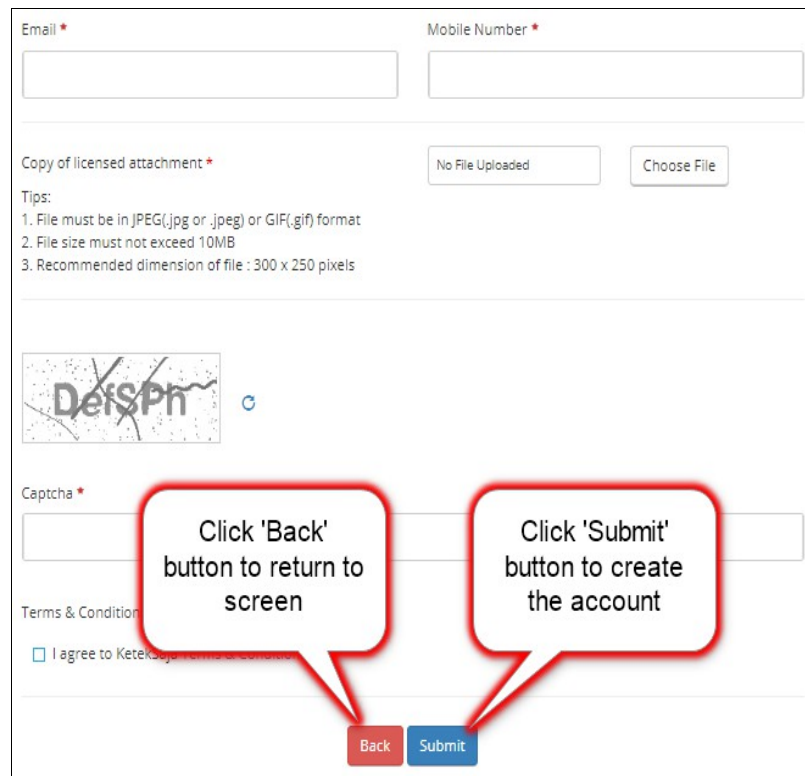


Figure : 2

3. Once you have entered all the necessary details in the fields, you can either click the **'Back'** button to return to the login screen or you can click on the **'Submit'** button to create the account.



The image shows a registration form with the following fields and elements:

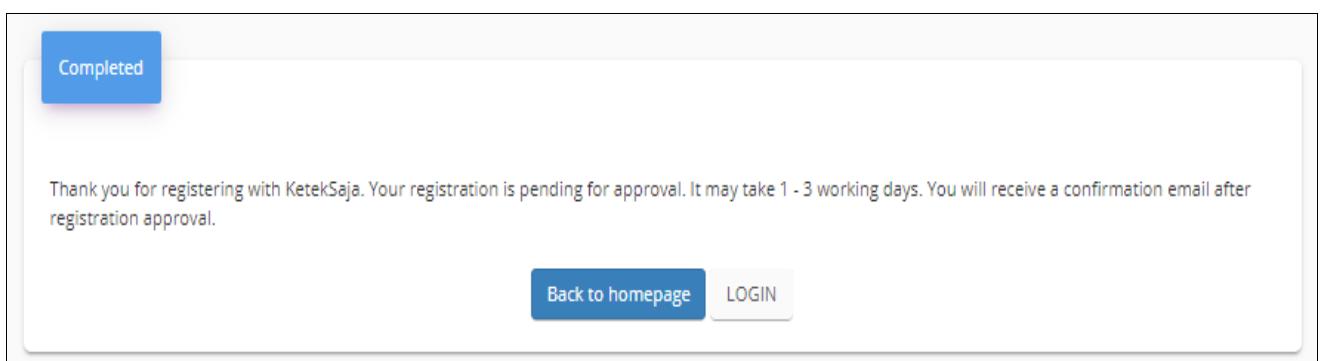
- Email * (text input)
- Mobile Number * (text input)
- Copy of licensed attachment * (file upload area with "No File Uploaded" and "Choose File" buttons)
- Tips:
 - 1. File must be in JPEG(.jpg or .jpeg) or GIF(.gif) format
 - 2. File size must not exceed 10MB
 - 3. Recommended dimension of file : 300 x 250 pixels
- Captcha * (image with "DeisPh" text)
- Captcha * (text input)
- Terms & Condition (checkbox "I agree to KetekSaja...")
- Back (red button)
- Submit (blue button)

Two callouts are present:

- A red callout pointing to the "Back" button with the text: "Click 'Back' button to return to screen"
- A red callout pointing to the "Submit" button with the text: "Click 'Submit' button to create the account"

Figure : 3

4. After clicking the **'Submit'** button, your registration is now pending for approval by the Administrator.



The image shows a confirmation screen with the following elements:

- Completed (blue button)
- Thank you for registering with KetekSaja. Your registration is pending for approval. It may take 1 - 3 working days. You will receive a confirmation email after registration approval.
- Back to homepage (blue button)
- LOGIN (grey button)

Figure : 4

5. Once approved by the Administrator, you can now click on the '**Login**' button.

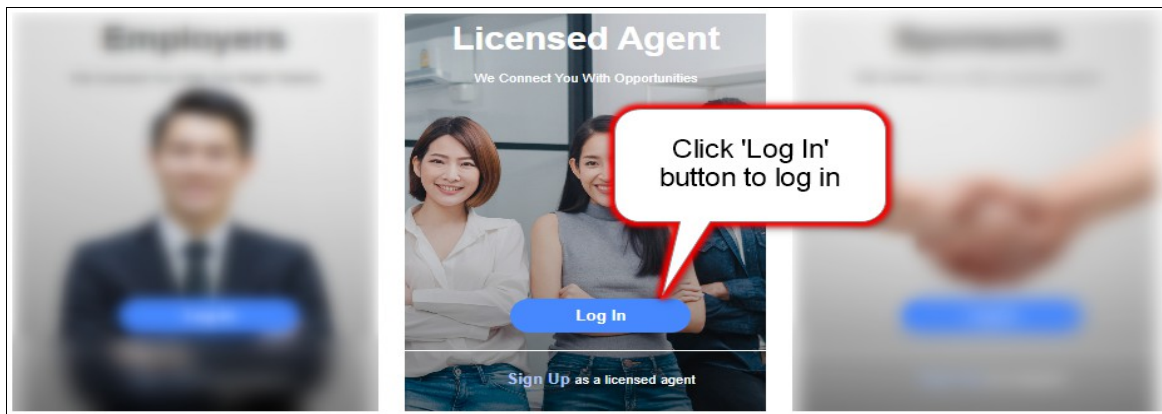


Figure : 5

6. The button will prompt you to the login page. Enter your email and password which you have registered with and click on '**Login**'.

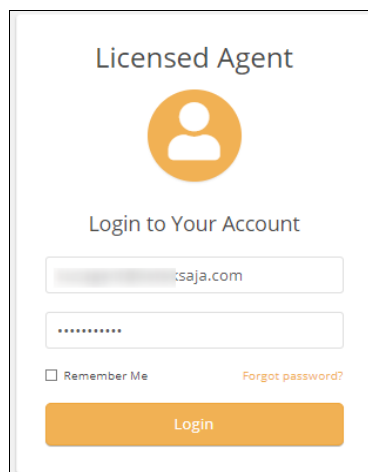


Figure : 6

2. How to Access Licensed Agent Dashboard?

1. Once you have logged in, there will be a '**Licensed Agent**' button on the top right of the screen. Click on '**Licensed Agent**' and the menu will be in the drop down list.

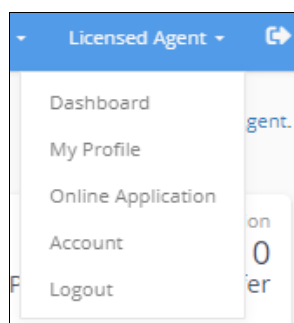


Figure : 7

2. Select on Dashboard from the drop down list. The Medical and Insurance Update, Sponsors and Job Application screen will appear. You may click to see the details.

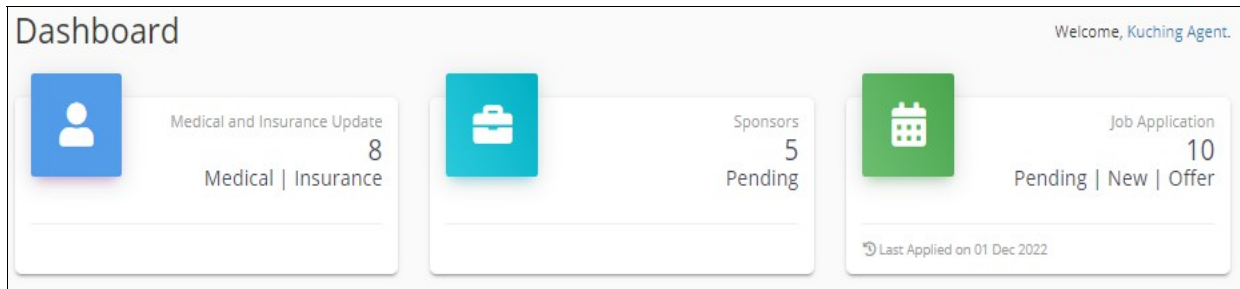


Figure : 8

3. How to Edit the Medical and Insurance information of the candidates?

1. Click on the Medical and Insurance Update tile. This will show a list of candidates.

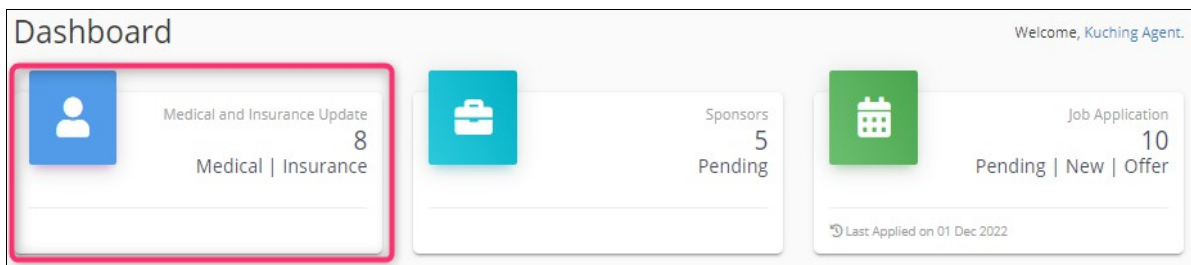


Figure : 9

2. Click on the name of the candidate to edit the medical and insurance information. Note that the medical and insurance info can only be edited if the status is **DRAFT** or **PENDING**.

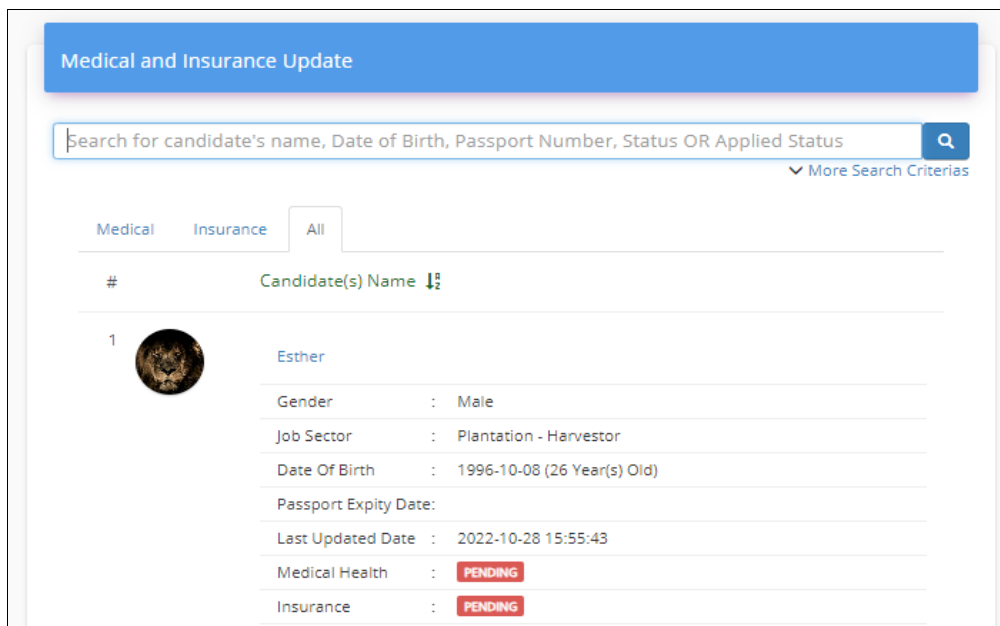


Figure : 10

Figure : 11



Figure : 12

• Note that once the record is **confirmed**, it can no longer be editable.

4. How to Accept or Reject New Sponsor Profile Registration?

1. Click on the Sponsor Tile. This will show a list of sponsors on the screen. Then, click on the Sponsor Name with their **pending** status.

Figure : 13



Pending			Approved	Rejected	All
#	Sponsor(s)	Candidates			
1	Abang Jack Last Updated Date 2022-12-01 08:50:17 Status: Pending	-	Candidates		

Figure : 14

2. Click on the **'Accept'** button to accept the new sponsor profile registration. Then, click **'OK'** to confirm the registration.

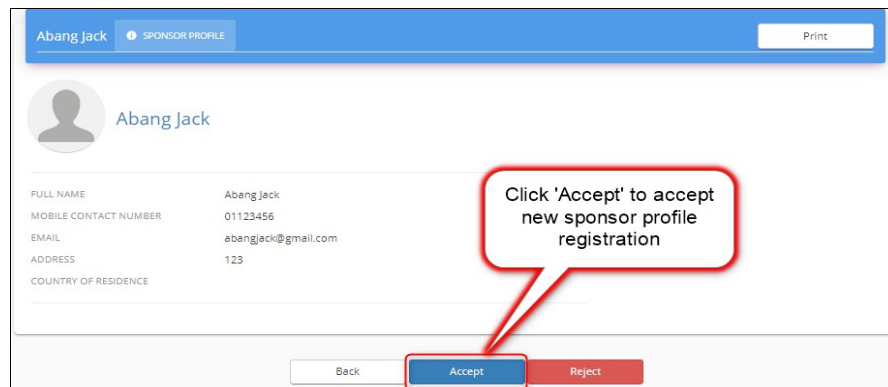


Figure : 15

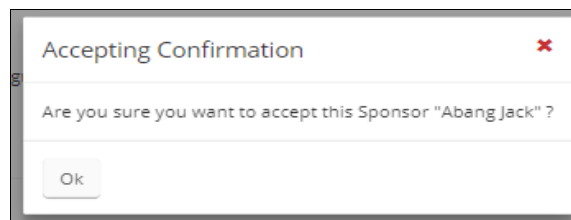


Figure : 16

3. To reject the registration, just click on the **'Reject'** button. Then, click **'OK'** to confirm the rejection.

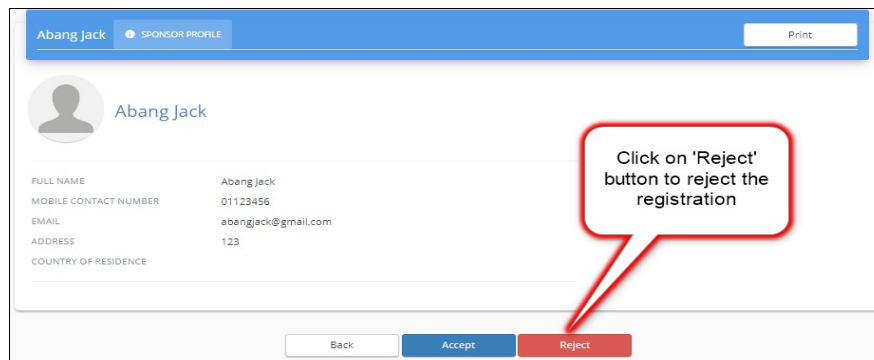


Figure : 17

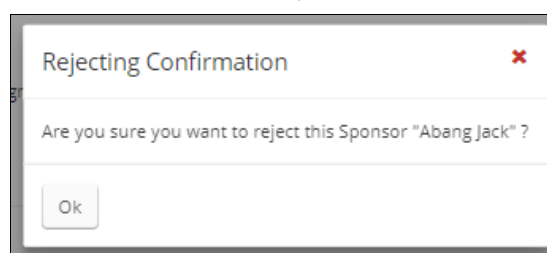


Figure : 18

5. How to Accept or Reject new candidate application?

1. On the same sponsor listing, select on '**Candidate Listing**'. A list of candidate screen entry will appear. Click on Candidate List Name with **pending** status.

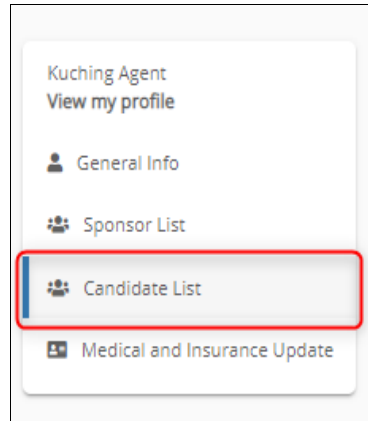


Figure : 19

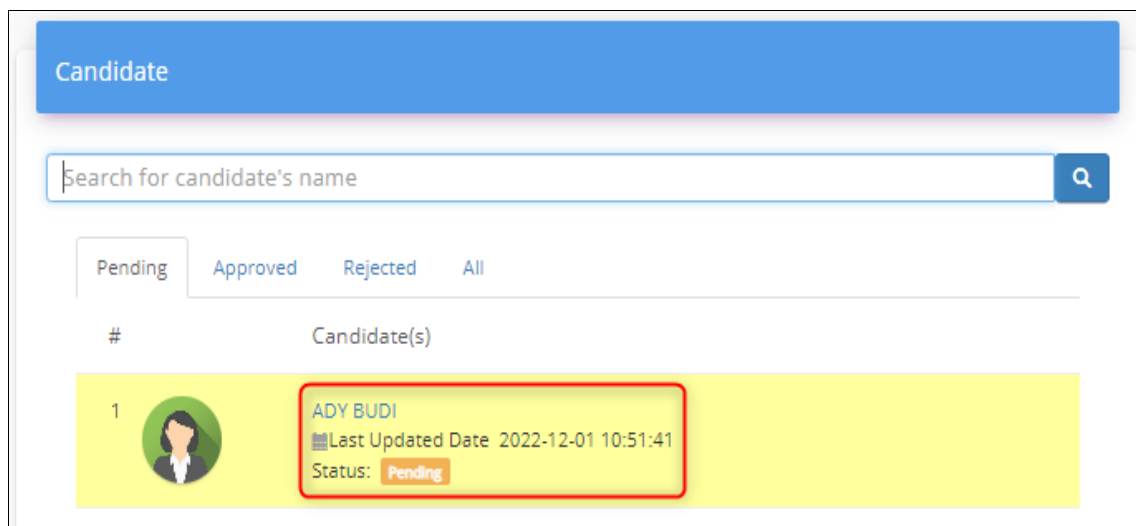


Figure : 20

2. Click on '**Approve**' button to approve the new candidate application which has been submitted by the sponsor. Then, add in some remarks before clicking '**OK**' to approve the application.

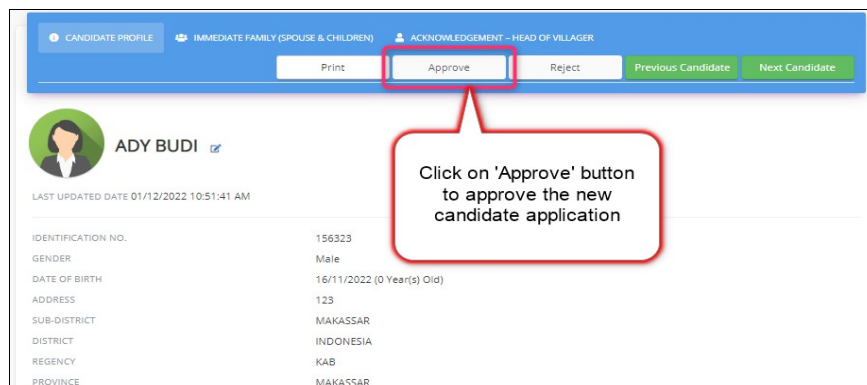


Figure : 21

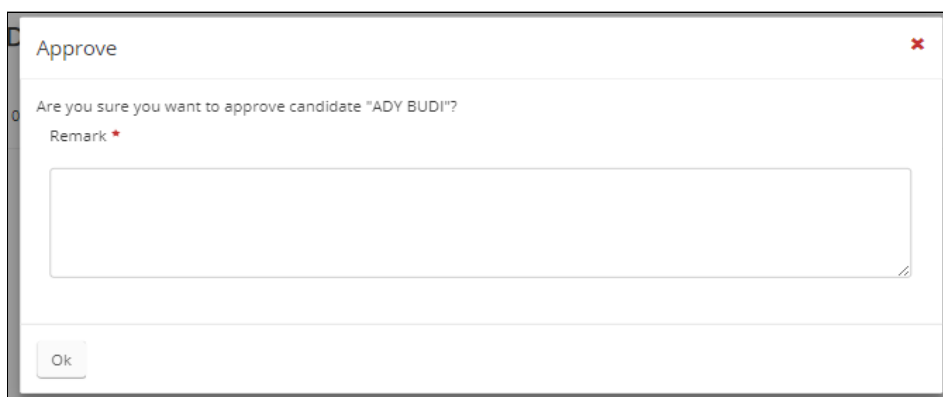


Figure : 22

3. Click on the '**Reject**' button to reject the application. Then, add some remarks before clicking '**OK**' to reject the application.



Figure : 23

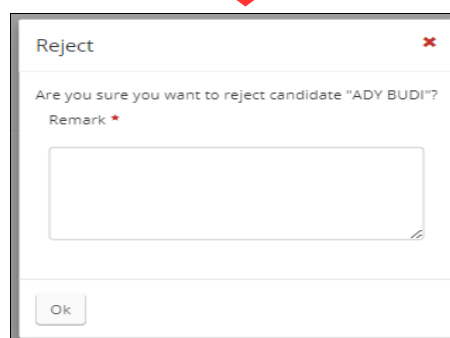


Figure : 24

4. To print the record, just click on the 'Print' button.

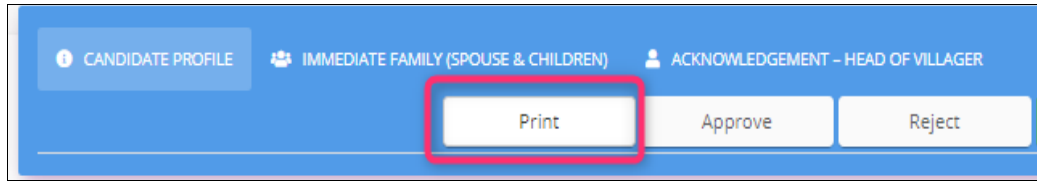


Figure : 25

6. How to Verify or Withdraw Job Application?

1. Click on Job Application and there will be a list of job applications shown. Click on the Pending Tab and click on the 'Approve' button and finally, click on 'OK' button to verify the application. Note that the Pending Tab information is referring to application submitted by the sponsor and needs the Licensed Agent verification.

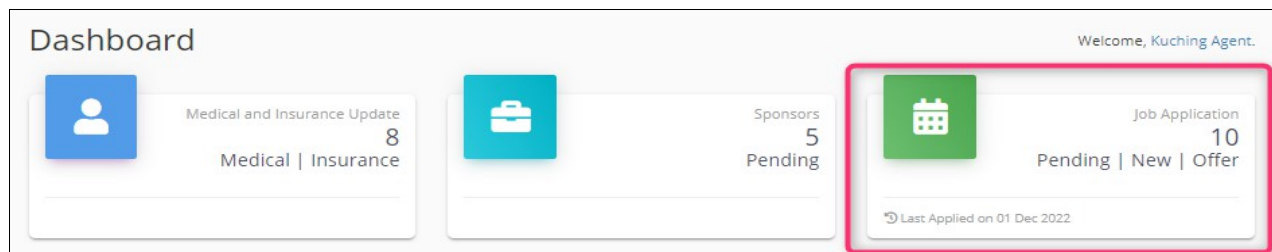
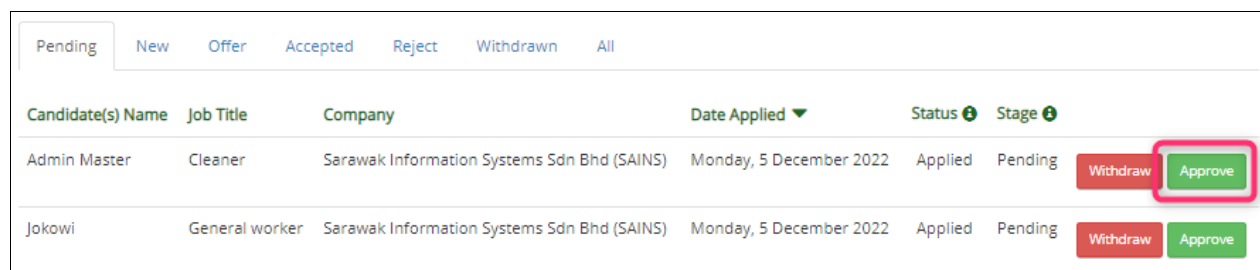


Figure : 26



Candidate(s) Name	Job Title	Company	Date Applied	Status	Stage	Withdraw	Approve
Admin Master	Cleaner	Sarawak Information Systems Sdn Bhd (SAINS)	Monday, 5 December 2022	Applied	Pending	Withdraw	Approve
Jokowi	General worker	Sarawak Information Systems Sdn Bhd (SAINS)	Monday, 5 December 2022	Applied	Pending	Withdraw	Approve

Figure : 27

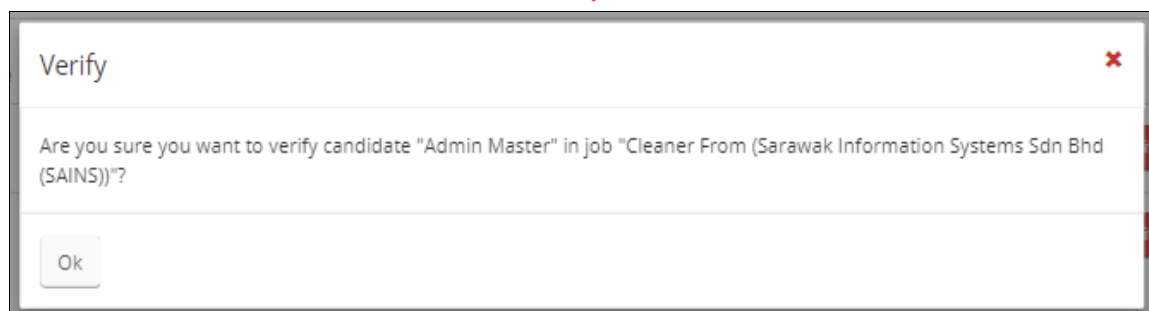


Figure : 28

- To withdraw the application, just click on the **'Withdraw'** button and click **'OK'** to confirm the application withdrawal. Note that the New Tab information is referring to the job application applied by the Licensed Agent.

Pending						
Candidate(s) Name	Job Title	Company	Date Applied	Status	Stage	
Admin Master	Cleaner	Sarawak Information Systems Sdn Bhd (SAINS)	Monday, 5 December 2022	Applied	Pending	<input type="button" value="Withdraw"/> <input type="button" value="Approve"/>
Jokowi	General worker	Sarawak Information Systems Sdn Bhd (SAINS)	Monday, 5 December 2022	Applied	Pending	<input type="button" value="Withdraw"/> <input type="button" value="Approve"/>

Figure : 29



Withdrawn

Are you sure you want to withdraw candidate "Admin Master" in job "Cleaner From (Sarawak Information Systems Sdn Bhd (SAINS))"?

Remark *

Figure : 30

- The Offer Tab information refers to the job applications that have been approved by the Employer.

Offer						
Candidate(s) Name	Job Title	Company	Date Applied	Status	Stage	
LA Candidate December	Cleaning Services	Sarawak Information Systems Sdn Bhd (SAINS)	Thursday, 1 December 2022	Applied	Offer	<input type="button" value="Reject"/> <input type="button" value="Accept"/>
Megan Fox	Special Force 2	Sarawak Information Systems Sdn Bhd (SAINS)			Offer	<input type="button" value="Reject"/> <input type="button" value="Accept"/>
Testing dummy	Plantation	Sarawak Information Systems Sdn Bhd (SAINS)			Offer	<input type="button" value="Reject"/> <input type="button" value="Accept"/>

Click on 'Reject' to reject job application

Click on 'Accept' to accept job application offered by the Employer

Figure : 31

7. How to Add New Candidate under Licensed Agent?

1. In the Dashboard, click on the add Candidate button to register the candidate under the Licensed Agent. Note that the record will be updated and automatically approved by the Licensed Agent.

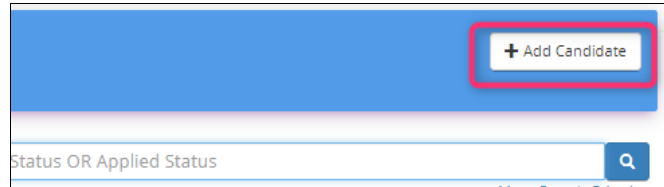


Figure : 32

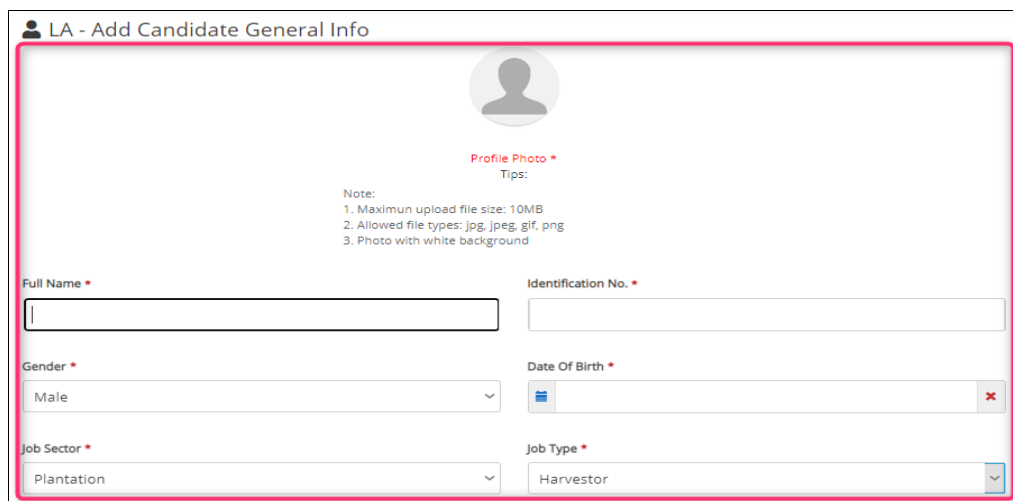


Figure : 33

2. Fill in all the mandatory fields and click on '**Submit**' button to submit the new candidate application.

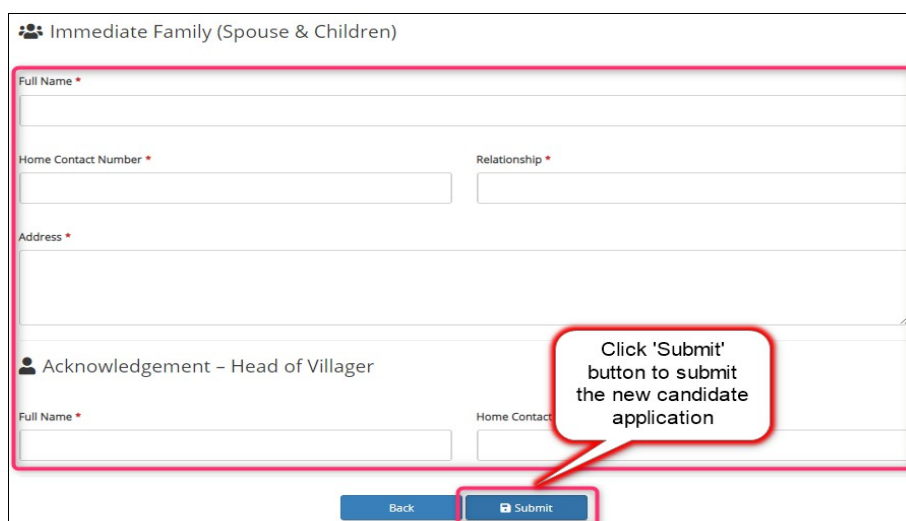


Figure : 34

8. How to Apply Job for Candidate?

1. Click on Job by Company and a list of Employers drop down will be shown.

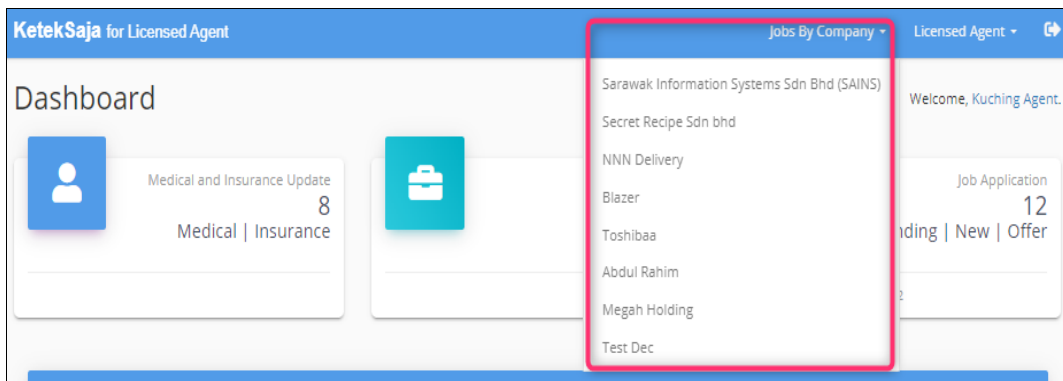
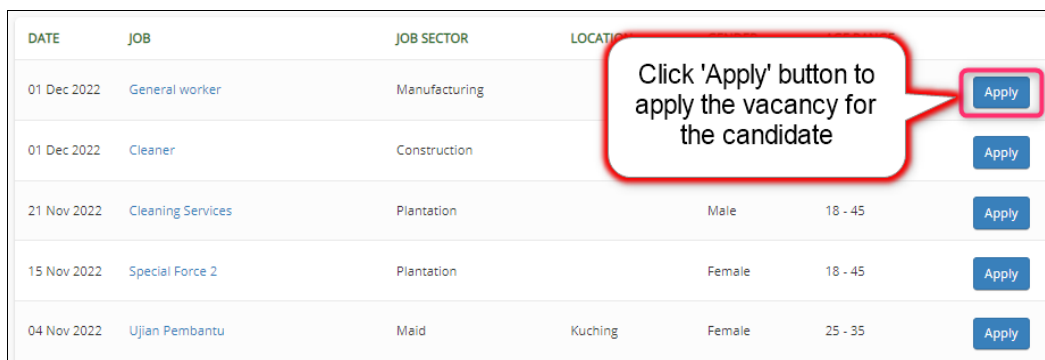


Figure : 35

2. Select your preferred Employer List which will show a list of job vacancies under that Employer. Then, Click on '**Apply**' button to apply the job for the candidate.



The screenshot shows a table of job vacancies. A red callout box points to an 'Apply' button in the first row, with the text: 'Click 'Apply' button to apply the vacancy for the candidate'.

DATE	JOB	JOB SECTOR	LOCATION	Gender	Age Range	Apply
01 Dec 2022	General worker	Manufacturing				Apply
01 Dec 2022	Cleaner	Construction				Apply
21 Nov 2022	Cleaning Services	Plantation		Male	18 - 45	Apply
15 Nov 2022	Special Force 2	Plantation		Female	18 - 45	Apply
04 Nov 2022	Ujian Pembantu	Maid	Kuching	Female	25 - 35	Apply

Figure : 36

3. Click on '**Submit Application**' button in order to submit the job application for the selected candidates. Then, click on '**OK**' at the pop up.

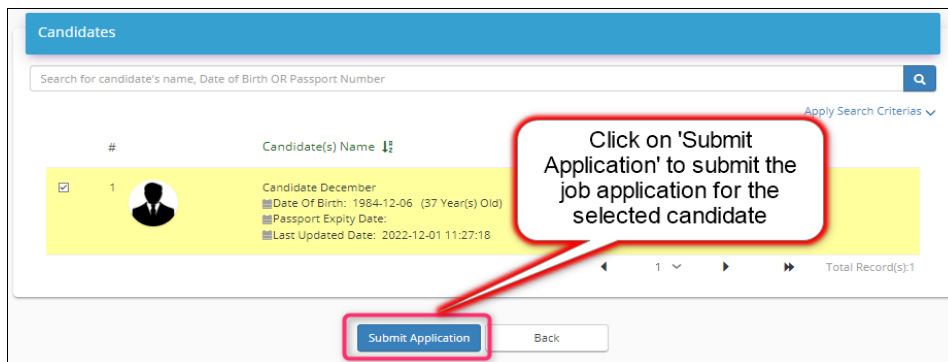


Figure : 37

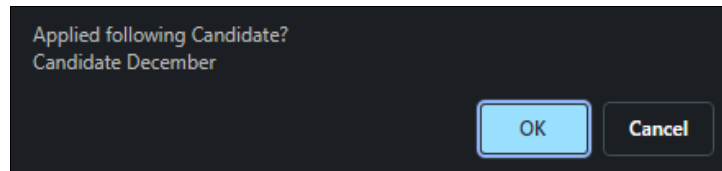


Figure : 38

4. Once you click on the '**OK**' button the job application is successful.

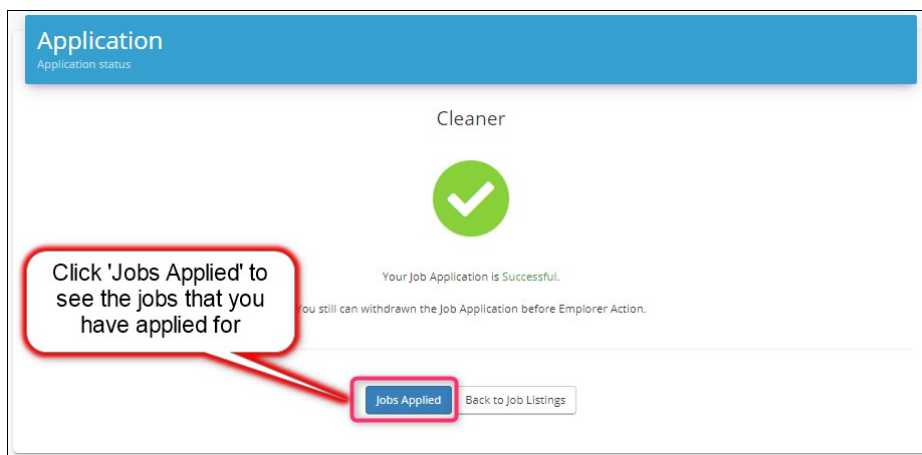


Figure : 39

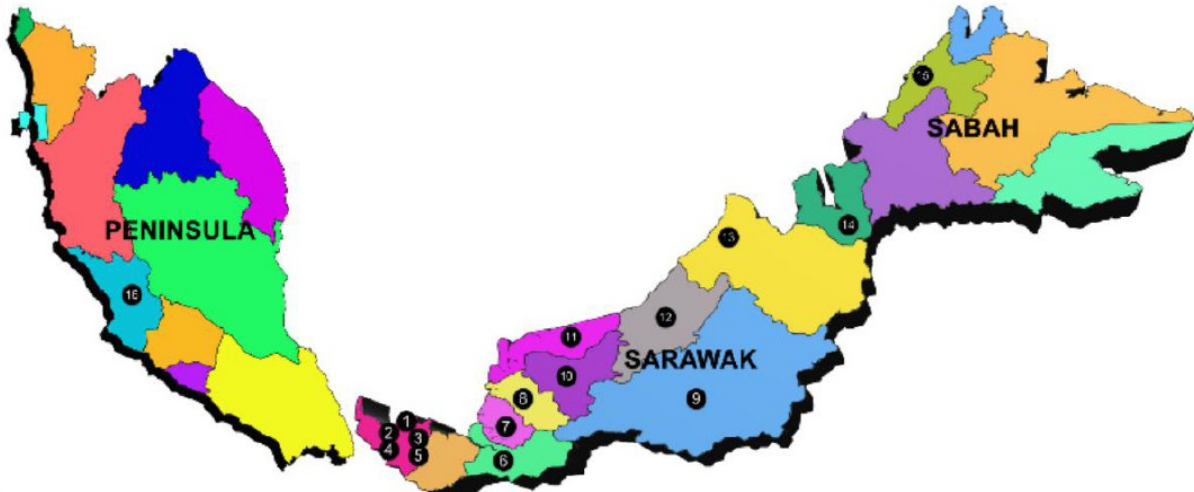


Application status						
Candidate(s) Name	Job Title	Company	Date Applied	Status	Stage	
Admin Master	Cleaner	Sarawak Information Systems Sdn Bhd (SAINS)	Monday, 5 December 2022	Applied	Pending	Withdraw Approve
Jokowi	General worker	Sarawak Information Systems Sdn Bhd (SAINS)	Monday, 5 December 2022	Applied	Pending	Withdraw Approve

Figure : 40

1 SAINS Head Office
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Fax: (60) 82-444211
Level 3, Wisma Bapa Malaysia
Petra Jaya, 93502 Kuching Sarawak, Malaysia

2 SAINS Contact Centre
Tel : 1300-88-7246
Fax: (60) 82-442522
Email : callcentre@sains.com.my
Website: <http://callcentre.sains.com.my>



3 SAINS Samarahan Office
Tel: (60) 82-668668
Fax: (60) 82-668669
Lot 250, Block 250, Kuching-Samarahan
Expressway, 93010 Samarahan, Sarawak,
Malaysia.

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93010 Samarahan, Sarawak, Malaysia.

5 SAINS CityOne Office (CT1)
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Megamall, Jalan Song, 93350 Kuching, Sarawak

6 SAINS Sri Aman
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Fax: (60) 83 - 324 423
Pejabat Residen Sri Aman, Jln Abang Aing,
95000, Sri Aman

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Lot 611, 1st Floor, Jln Ah Wee, Betong Town
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96800 Kapit, Sarawak

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Sibu, Sarawak.

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Mukah, Jln. Kubu 1, 96400 Mukah, Sarawak.

12 SAINS Bintulu
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Level 5, Lot 37, Town Square Bintulu,
Jalan Tun Ahmad Zaidi, 97000 Bintulu, Sarawak

13 SAINS Miri
Tel: (60) 85-431
Fax: (60) 85-431 213 /426 117
A-3A-31B, Miri Time Square, Marina Parkcity,
98000 Miri, Sarawak

14 SAINS Limbang
Tel : (60) 85 - 211 488
Fax: (60) 85 - 211 488
Bangunan Limbang Plaza, Tingkat 4 (LDC Office),
98700 Limbang, Sarawak.

15 SAINS Kota Kinabalu
Tel: (60) 88 - 746879
Lot 2, Block F, 1st Floor, Lintas Jaya Uptownship,
Jalan Lintas Kepyayan Highway, 88300 Kota
Kinabalu, Sabah

16 Silicon Communication Sdn.Bhd. (SELANGOR)
Tel: (60) 3-8945 8648
Fax: (60) 3-8943 1648
9-2, 2nd Floor, Jalan Prima Tropika Barat 2,
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93350 Kuching, Sarawak, Malaysia

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