



eStatus Client Care

A Centralized Solution For Clients

Introduction

The eStatus Client Care application provides clients with a centralized system in which latest updates of case files can be reviewed, as well as providing a platform for clients to submit enquiries or concerns with regards to the case file progress.

It is a more secure and robust version of the existing Client Access / Agent Access feature of eStatus.

Access is via the link at:

<https://estatus.mohdanuar.co/clientcare.php>

or by clicking the Client Care button at the eStatus homepage.



Access

eStatus Client Care


This is an experimental feature for eStatus clients to view their current case files and also to post enquiries regarding their case status.

To access this feature, please enter the following information.

IC number

Your mobile number

Continue

 Back to eStatus

Upon reaching this section, key in your IC number as well as your mobile number.

The system will check whether there is a matching client IC number as well as a phone number.

If a match is found, proceed to the next step.

Access



Authentication

Please enter your PIN number that you have retrieved via WhatsApp.

Your PIN number

Continue

Once the correct IC number and phone number is keyed in and verified, you will receive a TAC / PIN number in your WhatsApp application.

Use the six-digit number that is provided.

This eliminates the need to remember passwords in addition to providing a more secure way to access your case file information.

Client Care Home page

Once the correct TAC / PIN has been entered, you will come across the Client Care homepage.

The homepage is divided into two main sections:
Case Files and Enquiries



Welcome, TEST INPUT - PLEASE DISREGARD

Case files Enquiries

Case Files

MAC/TESTFILE/DISREGARD/TESTDATA

Subsale LPPSA Encumbered State Consent/Pasaran Sekunder- Dalam Gadaian-Sekatan
ADJUDICATE FORM 14A & FORM 16A IN LHDN SYSTEM/ADJUDIKASI 14A(BORANG PINDAHMILIK)& 16A(BORANG GADAIAN) DALAM SISTEM LHDN

View detail New enquiry

MAC/SS-SPA/5041/2021-08/OAS

Subsale Free Title/ Pasaran Sekunder -Bebas Gadaian
STAMPING LETTER OF OFFER/PENYETEMAN SURAT TAWARAN

View detail New enquiry

Enquiries

New enquiry

This is another enquiry. Please reply me as soon as possible. Thank you.

Submitted on 15 Oct 2021 08:07:37 am

This is a reply to the enquiry you have sent. Hope this answers your question.

Replied on 15 Oct 2021 09:12:51 am

This is a new enquiry. I would like to know as to how I may solve this problem. Appreciate your fast reply. Thank you.

Submitted on 15 Oct 2021 08:06:32 am

No reply yet

Testing

Submitted on 15 Oct 2021 06:49:59 am

Viewing case files

The Case files displayed are case files in which you are designated as a client (purchaser / vendor / agent).

Case Files

MAC/TESTFILE/DISREGARD/TESTDATA

Subsale LPPSA Encumbered State Consent/Pasaran Sekunder- Dalam Gadaian-Sekatan
ADJUDICATE FORM 14A & FORM 16A IN LHDN SYSTEM/ADJUDIKASI 14A(BORANG PINDAHMILIK)& 16A(BORANG GADAIAN) DALAM SISTEM LHDN

[View detail](#)

[New enquiry](#)

Case Details

[Back to Client Home](#)

Ref no: **MAC/TESTFILE/DISREGARD/TESTDATA**

File open date: 29 Jul 2019

Purchasers / Vendors / Agents:

PURCHASER:

TEST INPUT - PLEASE DISREGARD

VENDOR:

VENDOR NUMBER TWO

VENDOR:

TEST INPUT - PLEA

VENDOR:

VENDOR THREE

Category / Status:

Category:

Subsale LPPSA Encumbered State Consent/P
Dalam Gadaian-Sekatan

Clicking on the View Detail button will display the case file information (current status, process flow, notes, status history etc) similar to the existing Client Access function in eStatus.

Submitting enquiries

The Enquiries section is similar to support tickets. You may ask questions or submit enquiries in which our Client Care team will respond to and reply back to you as soon as possible.

Enquiries

New enquiry

This is another enquiry. Please reply me as soon as possible. Thank you.

Submitted on 15 Oct 2021 08:07:37 am

This is a reply to the enquiry you have sent. Hope this answers your question.

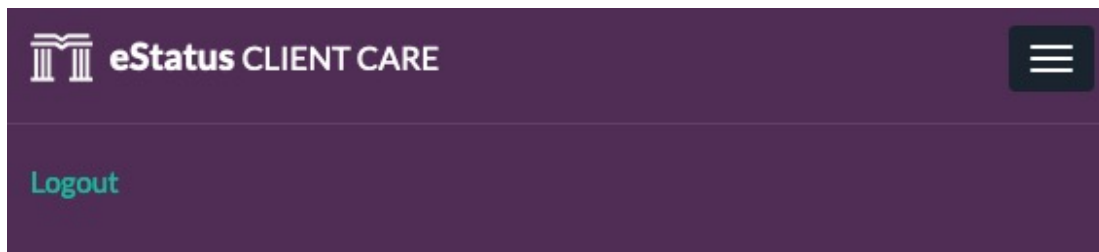
Replied on 15 Oct 2021 09:12:51 am

Just click on the New Enquiry button and type in your question. We will respond to it to address your concerns. You will also be notified via WhatsApp.

Logging out

To log out of the Client Care system, select the Logout option from the top menu.

You will then be brought back to the eStatus main page.



Welcome, TEST INPUT - PLEASE DISREGARD

Case files

Enquiries

Case Files

MAC/TESTFILE/DISREGARD/TESTDATA

Thank You.

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