



Authority for  
Info-communications  
Technology  
Industry of Brunei Darussalam

# AITI Online Services Guide

## User Registration and Validation

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# 01 Registration



**STEP 1**

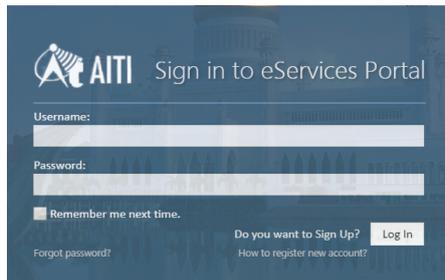
Visit AITI Online Portal at <https://online.aiti.gov.bn> or scan the QR code.



**STEP 2**

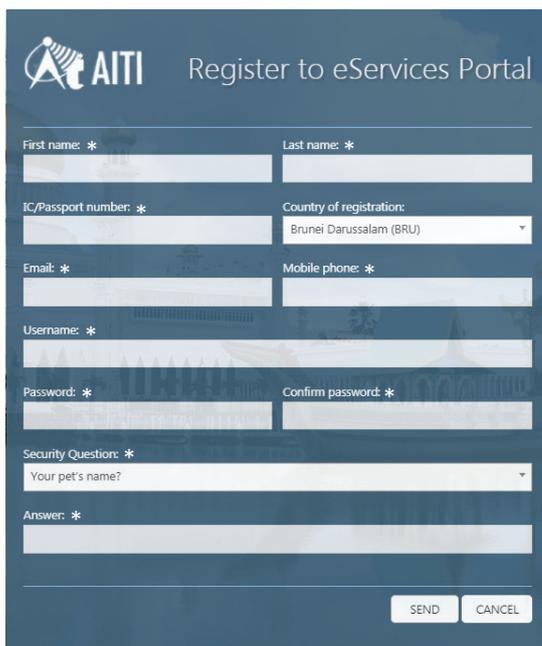
**ON MOBILE PHONE**

Click on **'Register'** to start your registration.



**ON WEBSITE**

Click on **'Do you want to Sign Up?'** to start your registration.



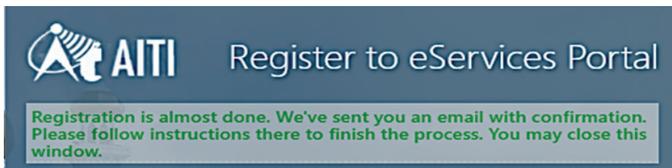
**STEP 3**

Fill in all your details. Once you have completed it, click **SEND**.

**! Important Notes**

- Each user account is uniquely identified by one email address only.
- For mobile phone details, fill in the seven (7) numeric characters only excluding any symbols or country code.
- Each password must be at least seven (7) characters including at least one (1) symbol character e.g. '/' '#' '!' '@'
- Choose your security question carefully and remember the answer. You will be asked to answer this question if you forget your password and need to reset it.

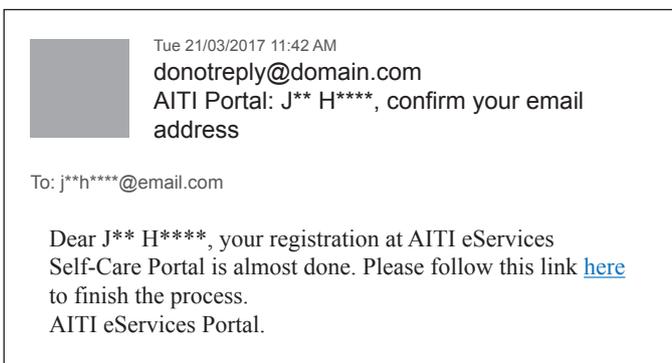
## 02 Confirmation



### STEP 1

After your registration has been sent, this message will appear on the screen.

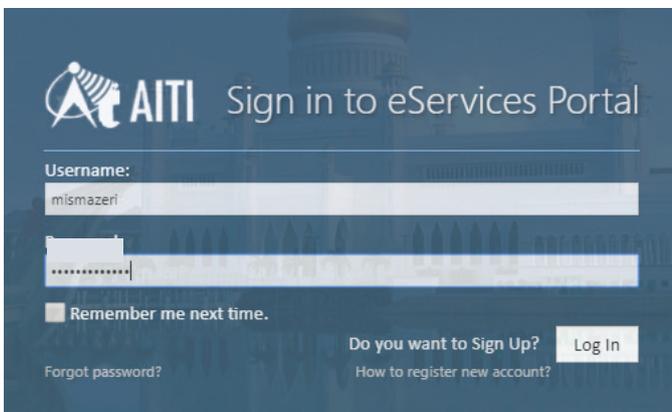
Please go to your **email inbox** to continue with the confirmation process.



### STEP 2

You will receive an email similar to this one. Please click the link **'here'** in the email to confirm your registration.

You will be redirected to the login page at SCP with your registered user name.

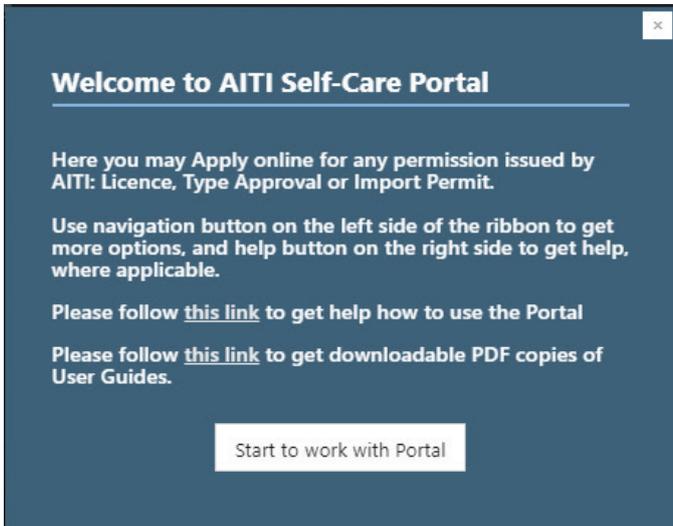


### STEP 3

Please enter your password and click **'Log in'** to see the SCP landing page.

Please update your information for successful registration.

## 03 Updating Your Information



### STEP 1

Once logged in, you **must** update your profile by clicking on **'Start to work with portal'** at the welcome message.

### STEP 2

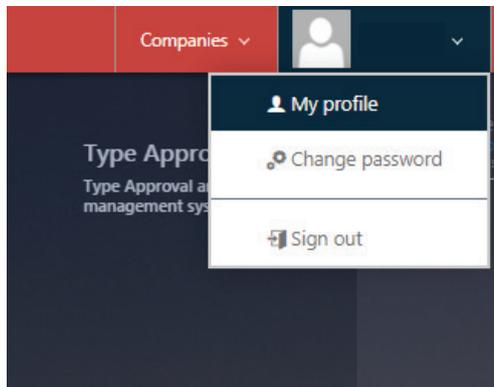
There are two (2) ways of updating your profile:

#### OPTION 1

Click the link in the **orange notification box** on the upper right corner of the page; or

#### OPTION 2

Click on your **'name'** on the top of the page and then click on **'My Profile'**.



### STEP 3

On your profile page, place your mouse cursor over the text and a pen icon  will appear, as shown in the screenshot. Click on the **pen**.

Information that must be updated are as follows:

General information

First name Last name

Title Full name

Date of Birth Country of registration  
Brunei Darussalam (BRU)

IC/Passport Number Person website

Email

Submit Cancel

### General Information

Please fill in your date of birth, country of registration (if not filled in earlier) and IC/Passport Number (if not filled in earlier), then click **Submit**.

CONTACTS

Mobile number: Phone number: Home number: Fax number:

I want to receive system notifications  I want to receive system notifications  I want to receive system notifications

Address: Additional address

Country City State Post Code:

### Contact Information

Go to the “Contacts” tab and click the **pen icon**

Contacts information

Mobile number Phone number

Home number Fax number

Address Additional address

Country City

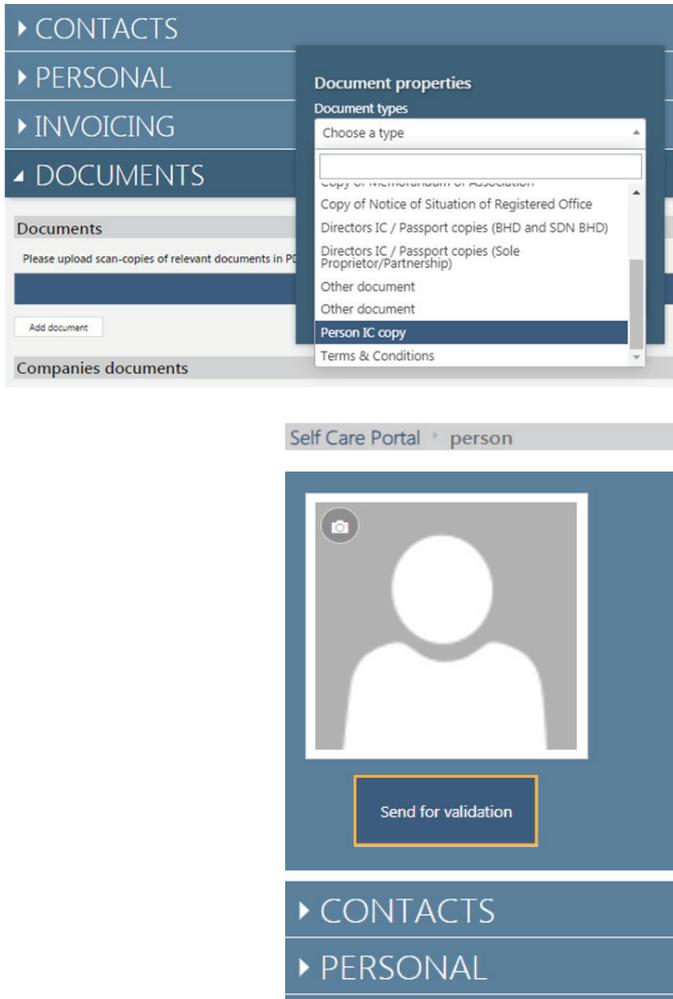
State Post Code

Submit Cancel

Please fill in your mobile number, address and postcode and click **Submit** when done.

## 04 Validation

For validation, please **upload** a clear copy of your Identity Card (IC).



**STEP 1**

Go to the “Documents” tab.

**STEP 2**

Click “Add document”.

**STEP 3**

Select “Person IC Copy”. and upload a copy of your IC.

**! Important Note**

Copy of the IC must be the both sides of your IC in one image.

**STEP 4**

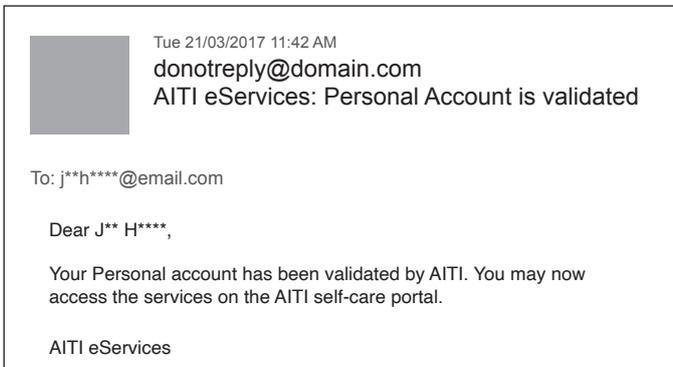
Click “Submit”.

**STEP 5**

Click “Send for Validation” at the bottom of your profile picture to complete the validation process.

Once you have sent a validation request, AITI will double-check your profile and validate it once all the information is provided.

There are two (2) ways to check if your account has been validated.



**OPTION 1**

Check your email inbox for an email notification.



**OPTION 2**

Visit the Self Care Portal/AITI Online Portal. The “Send for Validation” button below of your profile picture will have disappeared and there will be a blue tick ✓ next to your name.

You can now use all the services available on the Self Care Portal for individual applications under your registered account or name. However, business applications under a business or company name must be made through:

- 1 A registered and validated company account; or
- 2 An individual account which is linked to a company account.

The individual account can be linked to a company account by invitation from the administrator who is responsible for the company account. User Guides for registration or creation of company accounts are available at the AITI website [www.aiti.gov.bn](http://www.aiti.gov.bn) -> **AITI Online Services User Guide -> User Guide for Customer accounts management** or scan the QR code.

