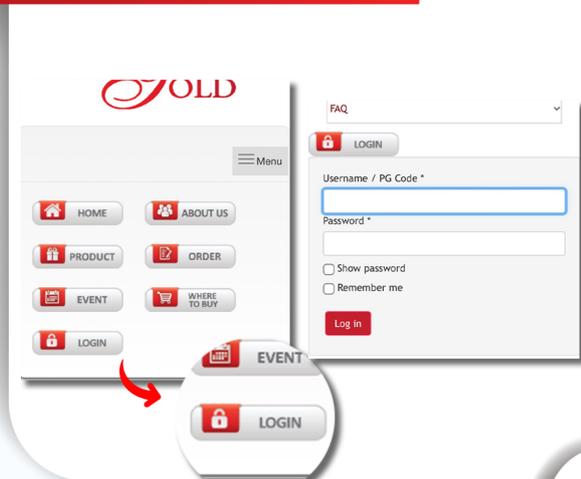


Update Profile Guidelines

(Upload IC Document - Mobile Devices)

LOGIN



1

Login to www.publicgold.com.my
 Click on "Login" button, key in username & password.
 i. Username is your PG code
 ii. Key in own password
 *First time login user password is Full IC number without "-".
 iii. TICK check box.
 iv. Click "Login" button.

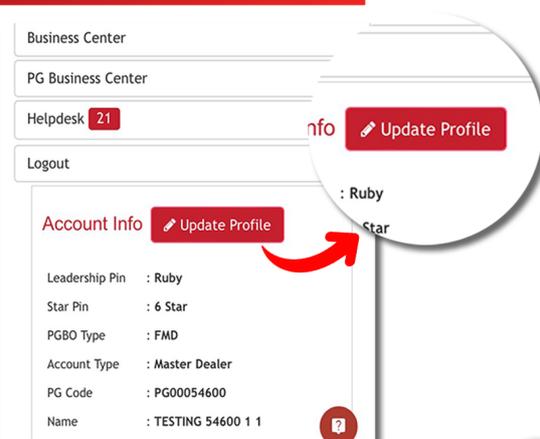
MY ACCOUNT



2

Click on "My Account" at the Menu list.
 At the menu list, click on the "Account Info".

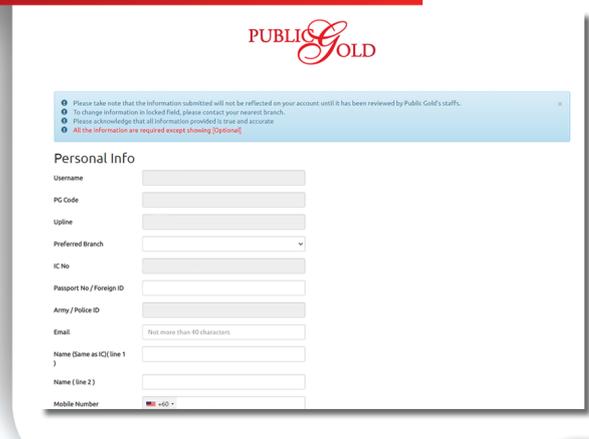
UPDATE PROFILE



3

Click on the "Update Profile" button.
 Scroll to the Account Info & click on the "Update Profile" button at the side.

FILL IN DETAILS



4

Fill in the nessecery your latest details accordingly.

Update Profile Guidelines

(Upload IC Document - Mobile Devices)

CAPTURE YOUR IC

Uploaded Document Type

IC

IC / Foreign / Army / Police (front)
(Max size 5 MB)

NOTE : Please refer guidelines - Update Profile Guidelines

Upload Image

Upload Image

Choose File

Capture with Camera

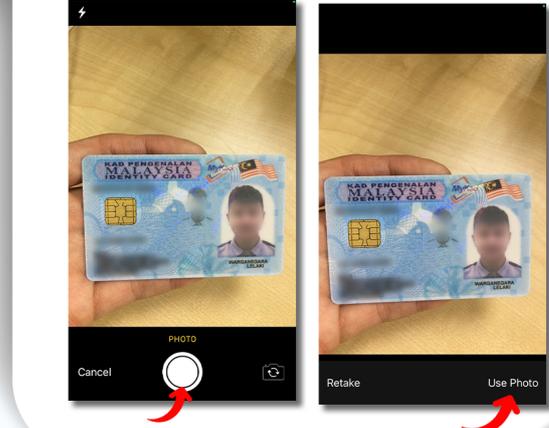
3. Update Profile Guidelines

IC / Foreign / Army / Police (back)
(Max size 5 MB)

5

Select your document type and upload your document.

CAPTURE YOUR IC



6

Hover your camera to your IC & capture your clearest IC

- i. Please allow your device to use the camera to capture your IC.
- ii. Capture your clear IC with no reflection. Once confirmed, click "Use Photo" to upload your IC into the system.
- iii. You may refer to the Attachment (1. & 2.) for an IC front & back sample copy.

*** May refer to the next page for clearer guidelines***

CHECK DETAILS

Information not match

- Either information that you entered or the document that you submitted is different when compared
- Continue to submit will requires staff to review

Name

Document Name

IC

Document Number

Resubmit Document

Continue

7

After IC uploaded, system will process & pop out the detecting result.

- * If the info is correct, you may click "Continue" to proceed further.
- * If the info is incorrect, kindly resubmit (Retake your IC photo).

REQUEST TAC & SUBMIT

Uploaded Document Type

IC

IC / Foreign / Army / Police (front)
(Max size 5 MB)

NOTE : Please do use potrait mode when taking picture.

Choose File 1 photo

Success

1. IC Front Sample

2. IC Back Sample

IC / Foreign / Army / Police (back)
(Max size 5 MB)

Choose File 1 photo

Country

Malaysia

Sanctioned Countries List

State

Pulau Pinang

Save as default address

Delete address

Add address

*Address changes will only be applied after submit and verify TAC.

*TAC will be sent to both Handphone and Email.

TAC

Request TAC

Submit

8

Once all profile details are correctly entered, you may request & key in TAC then click submit button to submit.

- * Once your IC photo is successfully submitted, a green notification bar with "Success" will appear

Update Profile Guidelines

(Upload IC Document - Mobile Devices)

DO'S

- Clear and readable - without glares, shadows or reflection.
- Captured in portrait mode, with all corners clearly visible



DON'T

- Hologram or unreadable text
- Have Reflections, glares or shadows
- Incorrect cropping or scaling

