SARAWAK INFORMATION SYSTEMS SDN BHD

Sarawak - Malaysia My Second Home (S-MM2H) Online Application System

System Version 1.0

Public
User Manual Version 1.0

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CHAPTER

1

Sarawak – Malaysia My Second Home (S-MM2H) Online Application System
SYSTEM OVERVIEW

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1. System Overview

This section provides information on the following topics:

- Introduction
- System Objective
- System Requirement
- System Workflow

1.1. Introduction

S-MM2H Online application is developed for interested/potential applicants to submit application form online. Agent Representatives can submit the application on behalf of applicants. Upon receiving the application form, S-MM2H online system will generate a unique reference number for the application form and sent successful notification email to the registered email address on the application form. Applicant can track their application status through public workspace on ISM platform.

This user manual consists of six chapters: **System Overview**, **System Access**, **Using the System**, **Report**, **FAQ & Troubleshooting** and **Contact Us**.

Chapter 1 - Provides a general overview of the system .

Chapter 2 - Details how users can obtain access to the system.

Chapter 3 - Using the System - Provides a detailed description of functions available.

Chapter 4 - Provides a detailed description of the usage of the report and the generation of reports.

Chapter 5 - Listed frequently asked questions and answers to those questions and some troubleshooting guides for common issues of the system.

Chapter 6 - Provides a complete contact information to get help and support for the system.

1.2. System Objective

This system will enable you to do the following:

- To allow Agent Representative to submit online application on behalf of applicants.
- To allow applicants to resubmit the applications
- To allow applicants to check the application status.

1.3. System Requirement

The minimum system requirements are as follows:

Item	Requirements
Processor	Core i3 or above
Operating System	Windows 7 (with Service Pack 1 or higher)
Memory (RAM)	Minimum 4GB Recommended 4GB or above

1.4. System Workflow

System workflow consists of the sequence of the system workflow in graphical format. This section contains the following process workflow(s):
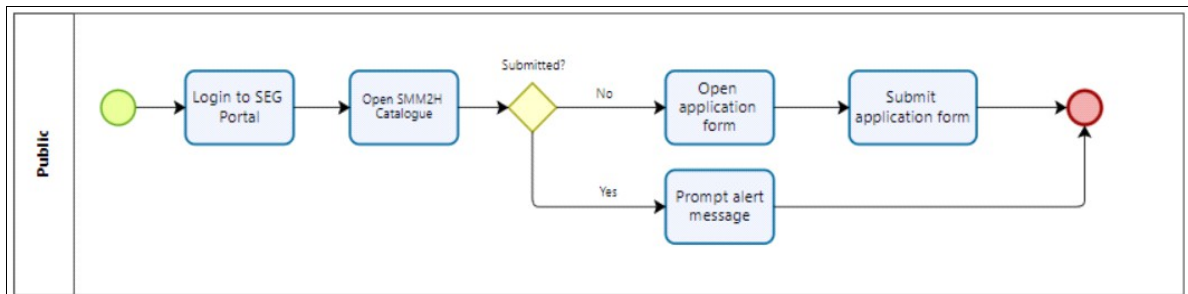
• Public Submission

1.4.1. Public Submission

Figure : 1

Sarawak - Malaysia My Second Home (S-MM2H) Online Application System
SYSTEM ACCESS

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2. System Access

This section provides information on the following topics:

- SarawakID Registration

- Login

- Logout

- User Account Management

- User Profile Management

2.1. SarawakID Registration

Applicants are authenticated using SarawakID account. To register new SarawakID account, follow the step(s) below:

1. Go to **ISM website** at https://service.sarawak.gov.my/web/ and click **Register** at **Sarawak ID Header**.
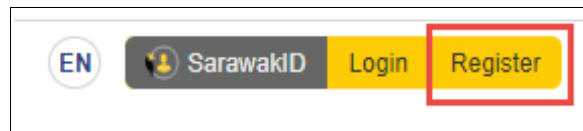

Figure : 1

2. Select your own identification.
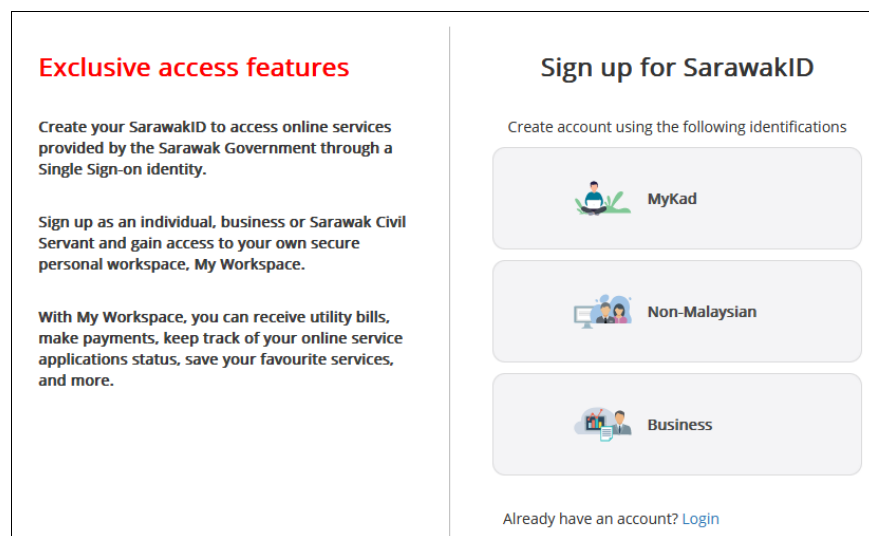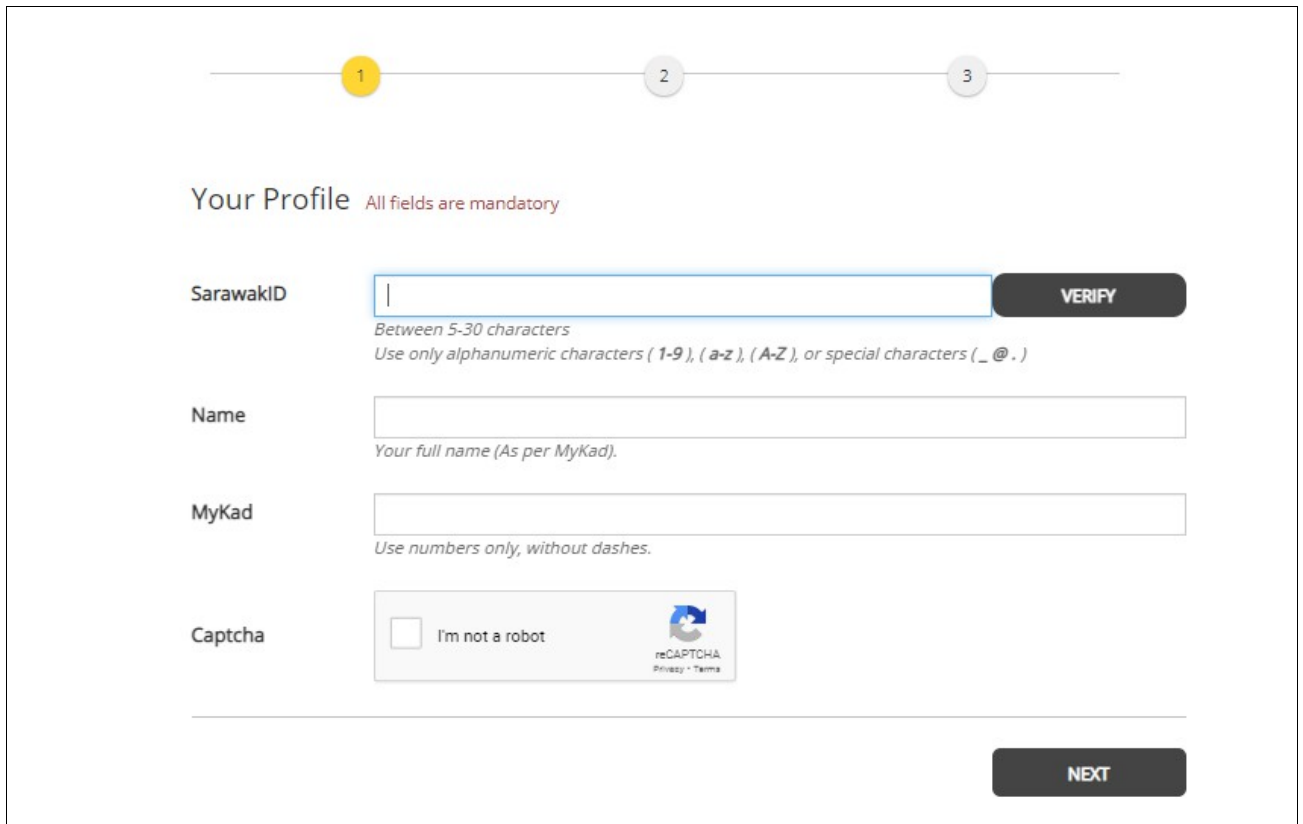
Figure : 2

3.   Fill in **Your Profile** details and click **NEXT** button.
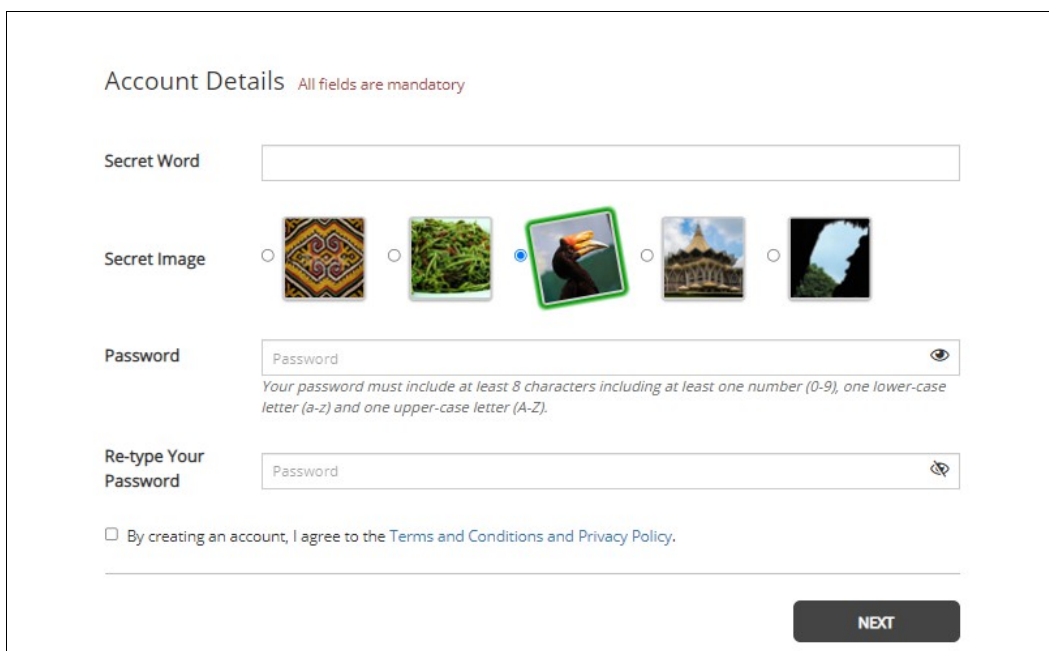
Figure : 3

4.   Fill in **Account Details** and click **Next** button.

Figure : 4

5. Enter the **Your Mobile Number** and click **REQUEST OTP** button.

Figure : 5

6. The **OTP Number** will be sent to the entered mobile number. Enter the **OTP** and click **SUBMIT** button.

Figure : 6

7. Upon successfully created **SarawakID** account, you may proceed to login.
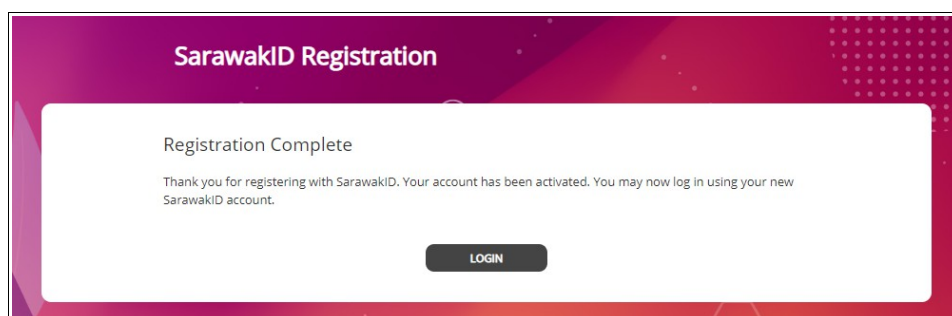
Figure : 7

2.2. Login

To login to the system, follow the step(s) below:

1. Go to **ISM website** at https://service.sarawak.gov.my/web/ and click **Login** at **Sarawak ID Header**.
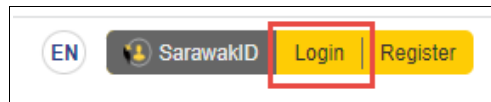
Figure : 8

2. Enter your **Login ID** and click **NEXT** button.
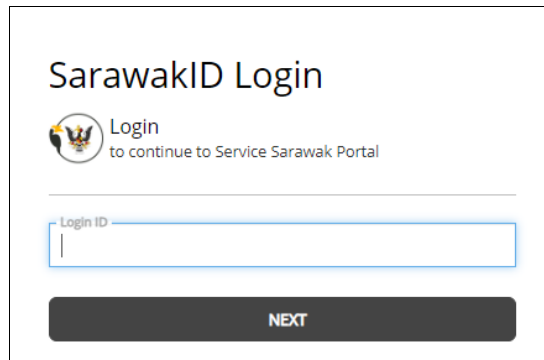
Figure : 9

3. **Secret Image** and **Secret Word** will be shown. Click **YES** if the shown details are correct.
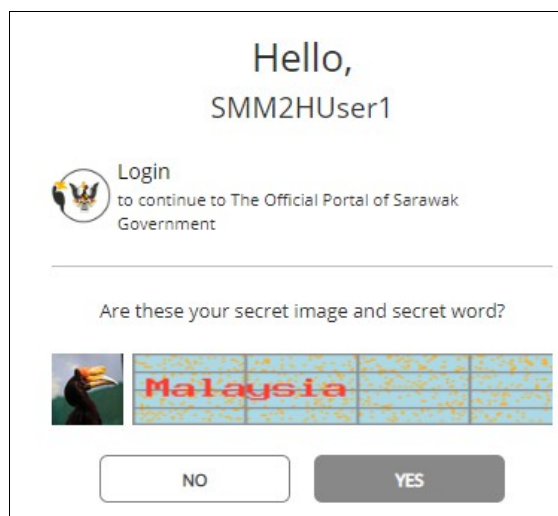
Figure : 10

4.   Enter your **Password** and click **LOGIN** button.
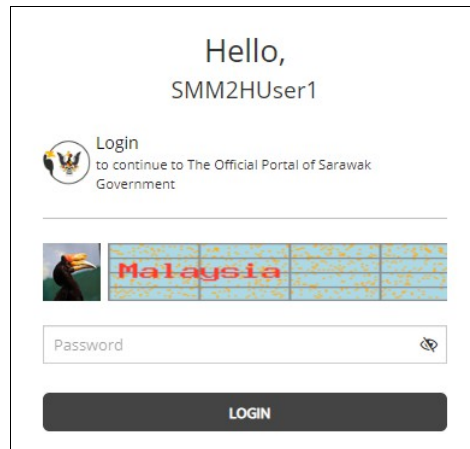
Figure : 11

5.   You will be login successfully.

6.   For first time login upon registration, you may update your profile details by refer to **2.5 User Profile Management**.

2.3. Logout

To logout from the system, click on your profile icon and click **Logout** button.
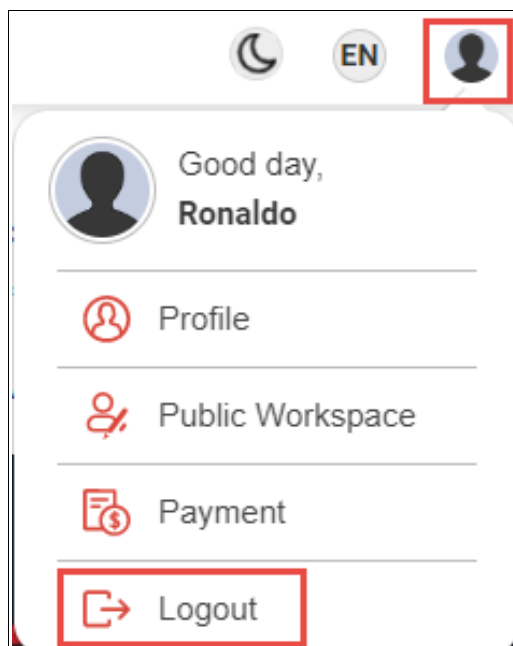
Figure : 12

2.4. User Account Management
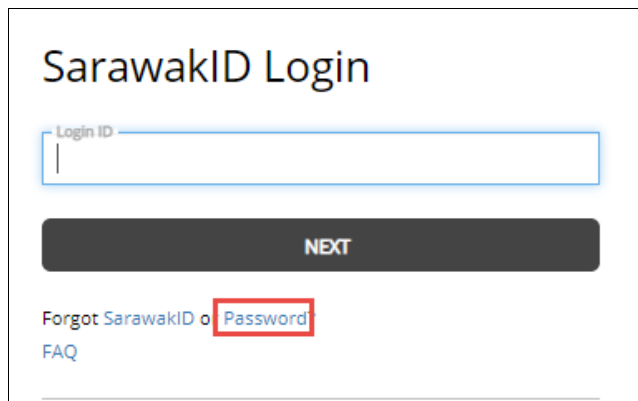
This section covers information related to the following:

- Change or Reset Password

- Register/Create New Account

- Unlock Account

2.4.1. Change or Reset Password

To change or reset your password, follow the step(s) below:
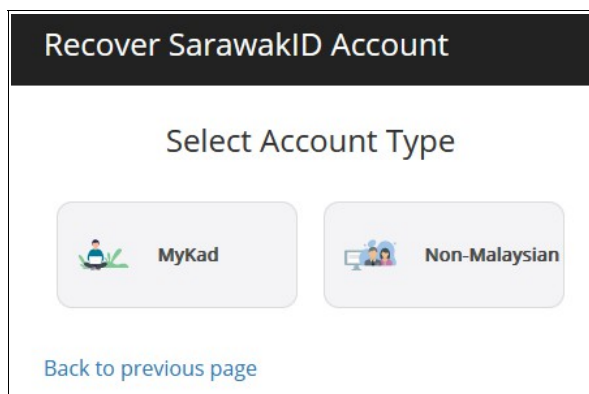
1. On **Login** page, click **Password** link.

Figure : 13

2. Select your account type.

Figure : 14

3. Enter the required information and click **NEXT** button.

Figure : 15

4. Enter your **Mobile Number** or **Email** and click **SUBMIT** button.
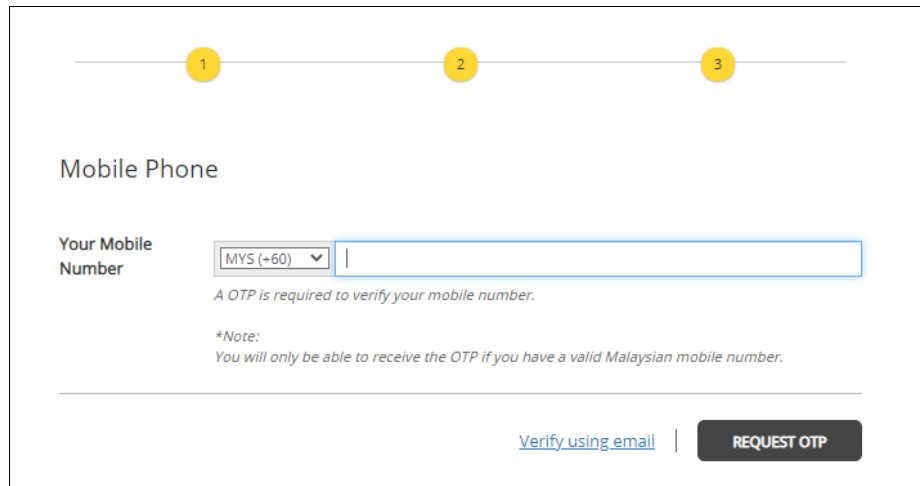

Figure : 16

5. The OTP number will be sent to the entered mobile number or email. Enter the **OTP** and click **SUBMIT** button.
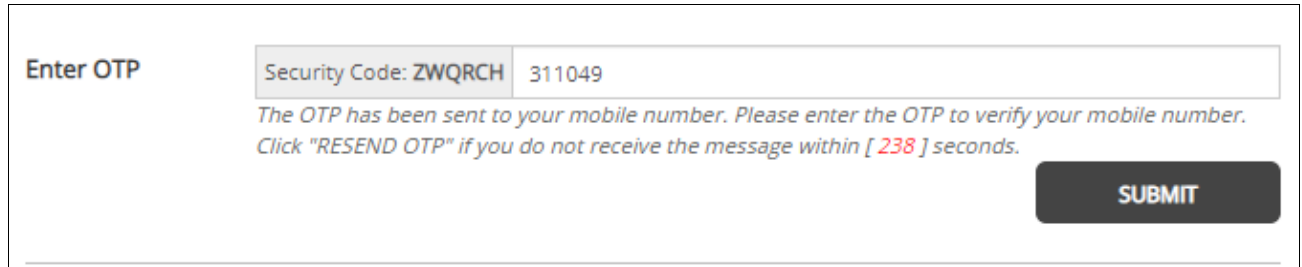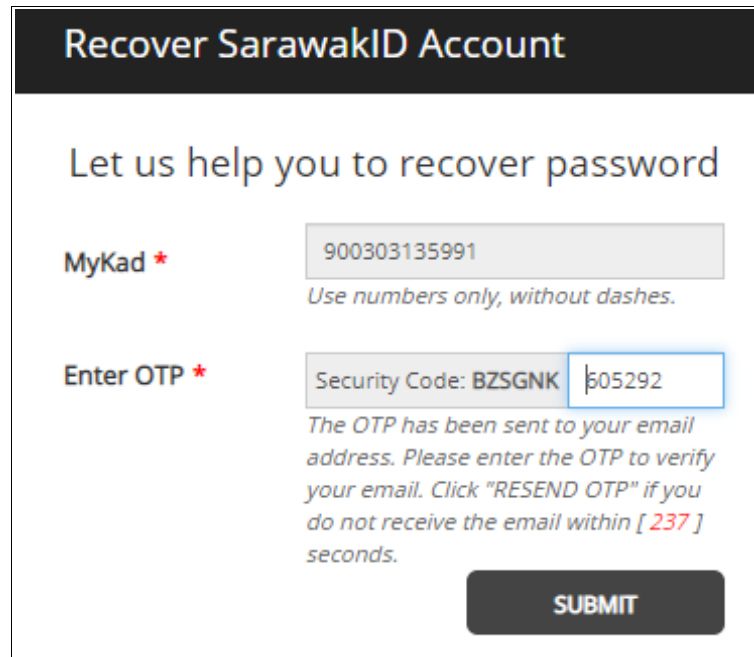
Figure : 17

6. Enter the **New Password**, **Retype New Password** and click **SAVE** button.

Figure : 18

2.4.2. Register or Create New Account

Not applicable.

2.4.3. Unlock Account

Not applicable.

2.5. User Profile Management

This section covers information related to user profile management. To manage the profile, follow the step(s) below:

1. Click on your profile icon and click **Profile** button.
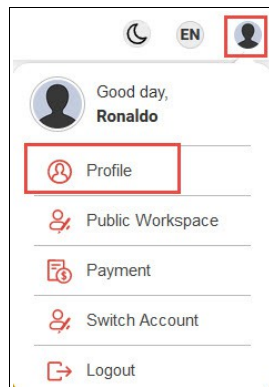
Figure : 19

2. Manage your personal information.
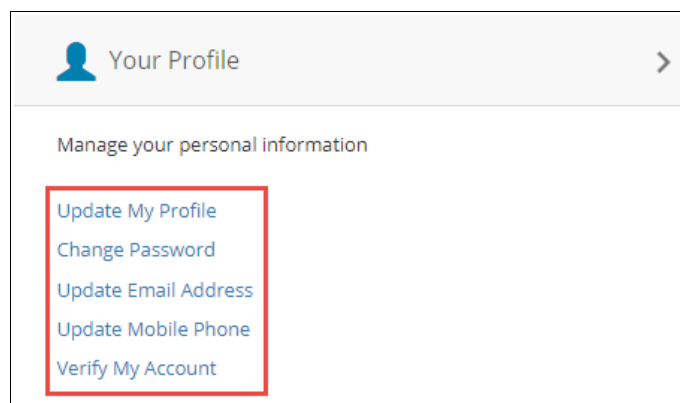
Figure : 20

Sarawak - Malaysia My Second Home (S-MM2H) Online Application System
USING THE SYSTEM

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3. Using The System

This section provides information on the following topics:

- Submit application
- Edit/delete drafted application
- Check application status
- Download Letter of Approval
- Resubmit application

3.1. Submit Online Application Form

Application can be submitted by the applicants themselves or by agents on behalf of the applicants. To submit the application, follow the step(s) below:

1. In **ISM website**, search **"New Application for Sarawak Malaysia My Second Home (S-MM2H)"** in the search bar and select the search result.
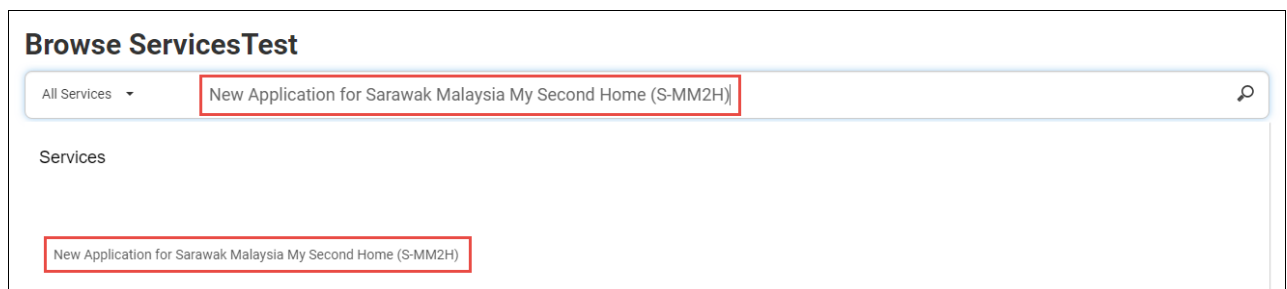
Figure : 1

2. Click **Apply** button.
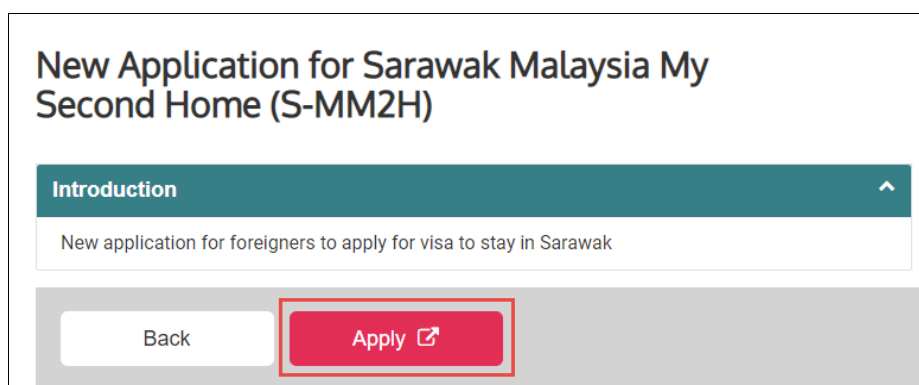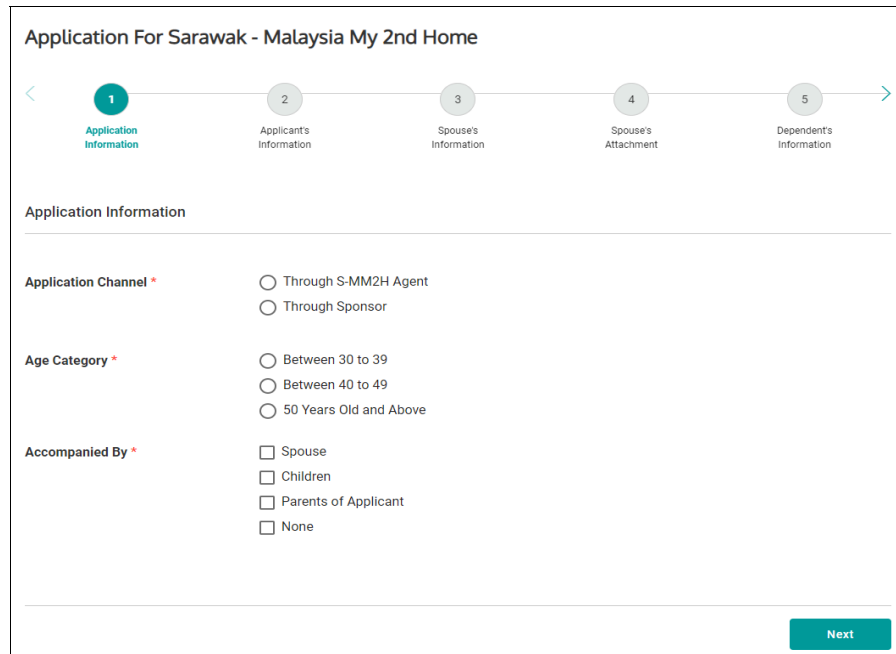
Figure : 2

3. There are eight(8) steppers to be completed. The first stepper is **Application Information**. Select the details accordingly and click **Next** button to save the record.

Figure : 3

4. A pop-up message will be shown. You will not be able to change the conditions selected in stepper 1 once you proceed to the net page. Click **OK** to proceed.
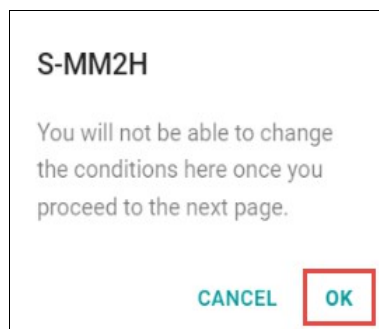
Figure : 4

5. Second stepper is **Applicant's Information** which includes four(4) sections; **Applicant's Information**, **Applicant's Current Employment Details**, **Working Experience** and **Attachments**. Fill in the details below.
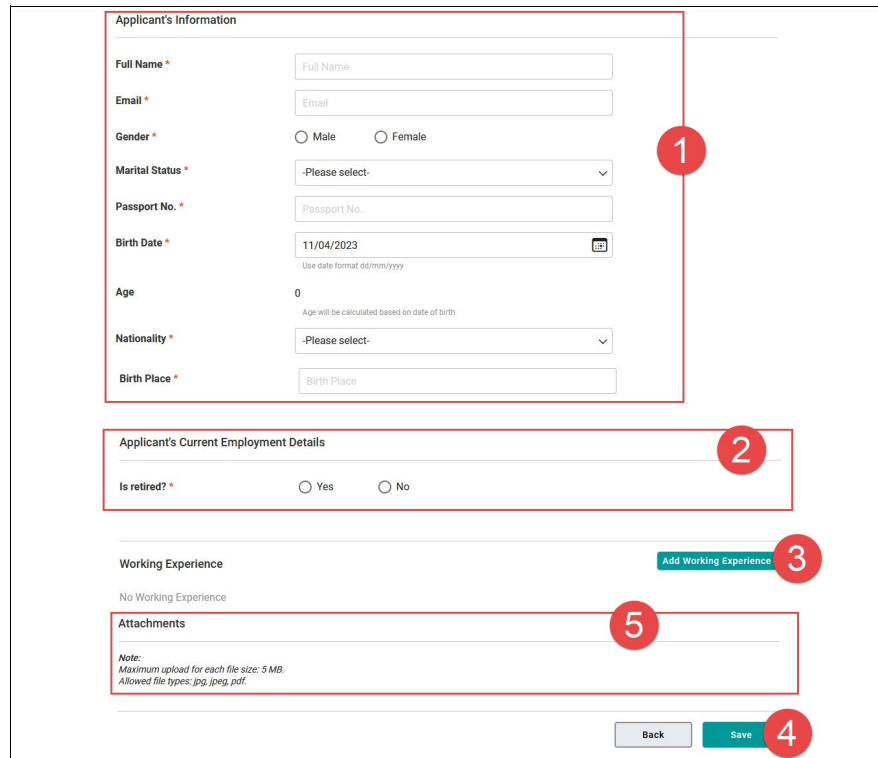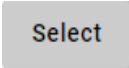
Figure : 5

1	Applicant's Information	Fill in the **Applicant's Information**.
2	Applicant's Current Employment Details	• For retire applicant, select **Yes** and select **Saving(RM)** range from drop-down list. • For non-retire applicant, select **No** and fill in the **Current Employment**, **Annual Income (RM)**, **Employer/Company Name** and **Company Address**.
3	Working Experience	Click on **Add Working Experience** and a pop-up module will be shown. Fill in the details and click **Add** button once done.
4	**Save**	Click **Save** button to save the records.
5	Attachments	• System will allow the applicant to attach the required attachments. Click on **Select** to browse and attach the documents. • Click on 📄 icon button to view the pdf format attached attachment and click on 🖼 icon button to view the image format attached attachment. • Click on 🗑 icon button to delete the attachment.

6. Click **Next** button once done to save the **Applicant's Information**.

7. Third stepper is **Spouse's Information**. Click on **Add Spouse** button to add the spouse detail.
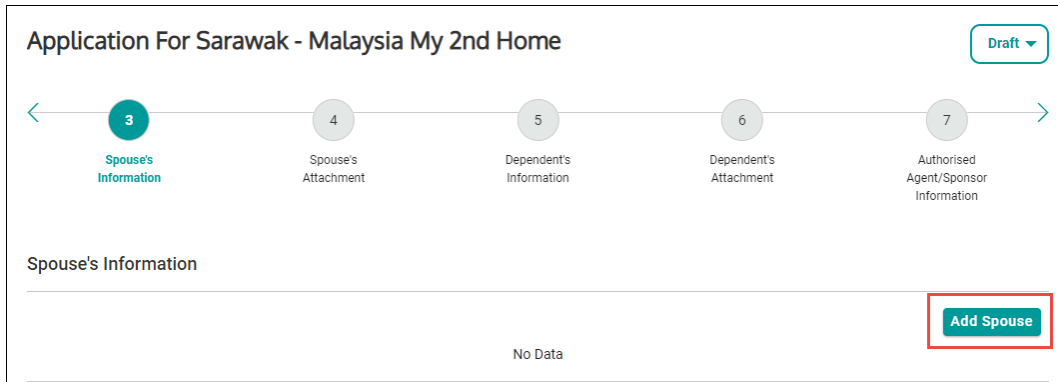
Figure : 6

8. A pop-up module will be shown. Fill in the details and click **Save** button once done.
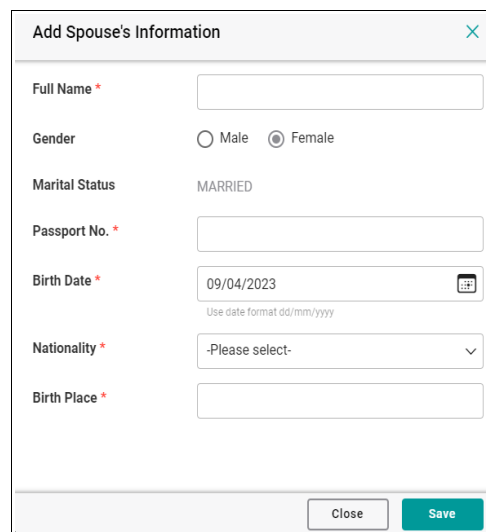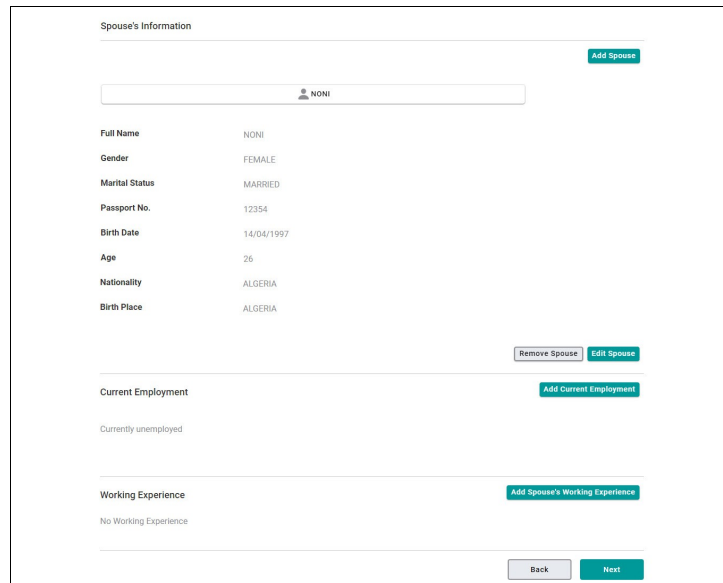
Figure : 7

9. Added spouse will be recorded. Click **Next** button to save the record.

Figure : 8

Notes :

- Click on **Add Spouse** button to add more spouse.

- Click on **Remove Spouse** button to delete the added spouse.

- Click **Edit Spouse** button to update the added spouse detail.

- Click **Add Current Employment** button to add the spouse's employment detail.

- Click **Add Spouse's Working Experience** to add the spouse's working experience detail.

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10. Fourth stepper is **Spouse's Attachment**. Click on **Select** button to browse and attach the documents and click **Next** button once done.

Figure : 9

Notes :

- Click on [pdf icon] icon button to view the pdf format attached attachment and click on [image icon] icon button to view the image format attached attachment.

- Click on [trash icon] icon button to delete the attachment.

11. Fifth stepper is **Dependent's Information**. Click on **Add Dependent** button to add the dependent detail.
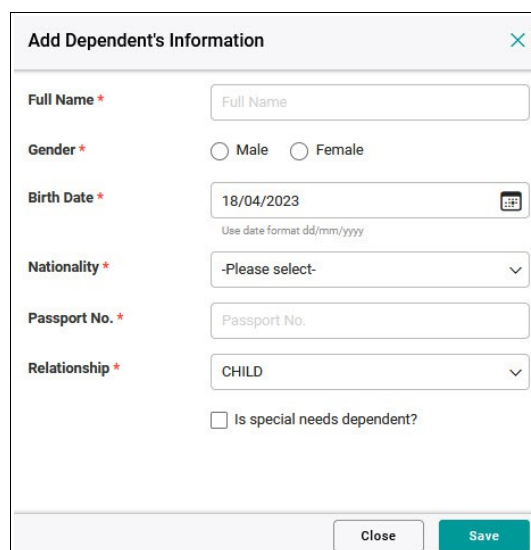
Figure : 10

12. A pop-up module will be shown. Fill in the details and click **Save** button once done.

Figure : 11

13. Added dependent will be recorded. Click **Next** button to save the record.

Figure : 12

Notes **:**

• Click on **Add Dependent** button to add more dependent.

• Click on 🗑 icon button to delete the added dependent.

• Click on 📝 icon button to edit the added dependent detail.

---

14. Sixth stepper is **Dependent's Attachment**. Click on **Select** button to browse and attach the documents and click **Next** button once done.

Figure : 13

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15. Seventh stepper is **Authorised Agent/Sponsor Information**. Fill in the details and click **Next** button once done.
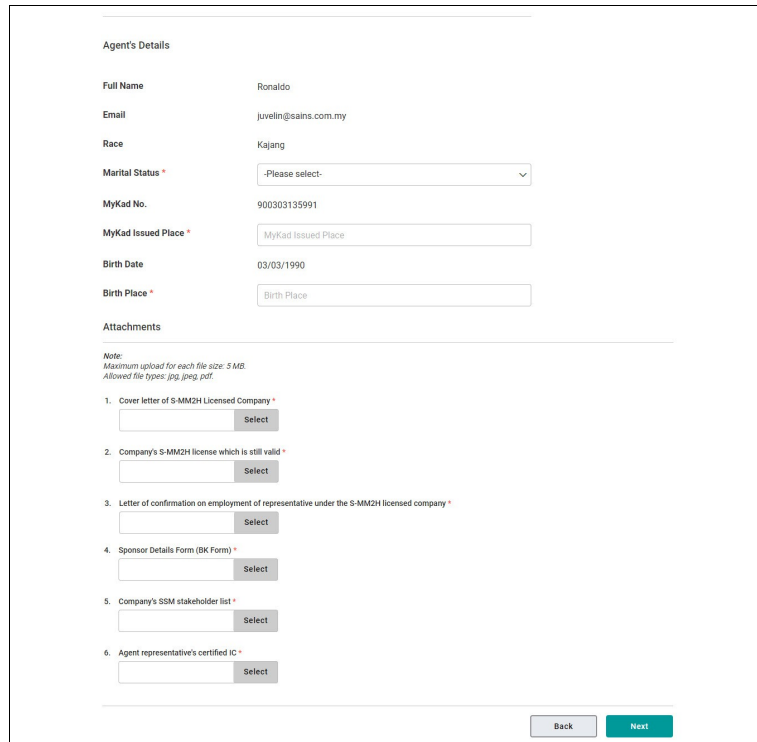
Figure : 14

16. At Acknowledgment page, **Attachment Checklist** will be shown, Tick the checkbox and click **Submit** button.
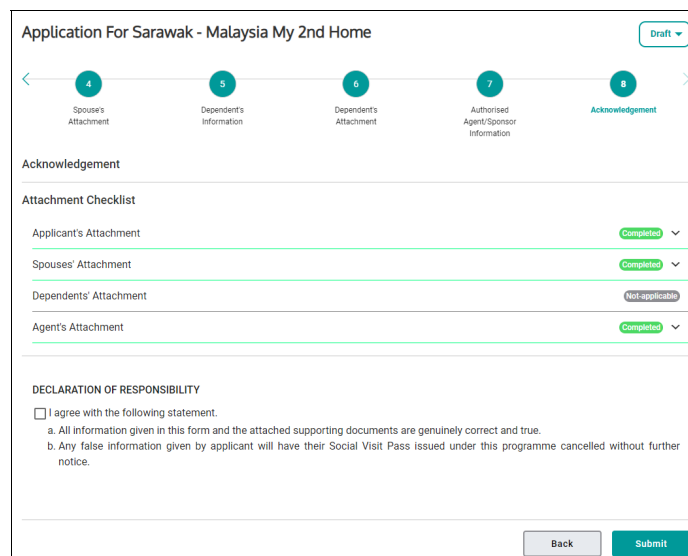
Figure : 15

Notes **:**

• For **Incomplete** attachment list, click on the drop-down and click on Go to Page 4 button to go

back to the incomplete attachment page.

---

17. A confirmation message will pop-up. Click **Yes** button to proceed.

⚠️

Application For Sarawak - Malaysia My 2nd Home

Are you sure you want to submit this application?

No Yes
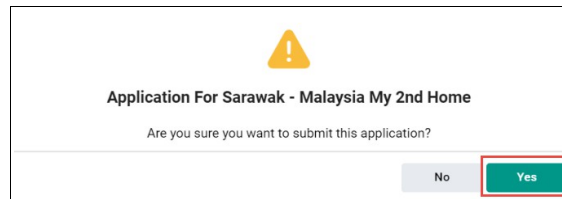
Figure : 16

3.2. Edit/Delete Drafted Application

Only the application with status **Draft** can be edited or deleted. To edit or delete the application, follow the step(s) below:

1. Click on your profile icon and click **Public Workspace**.

🌙 EN 👤

Good day,
Ronaldo

Ⓡ Profile

👥 Public Workspace

💳 Payment

➡️ Logout
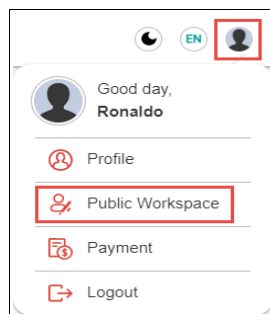
Figure : 17

2. Click on **Application Status** tab.

Public Workspace

| Summary | Payment Status | Application Status | Favourite Services | Notifications | Profile |
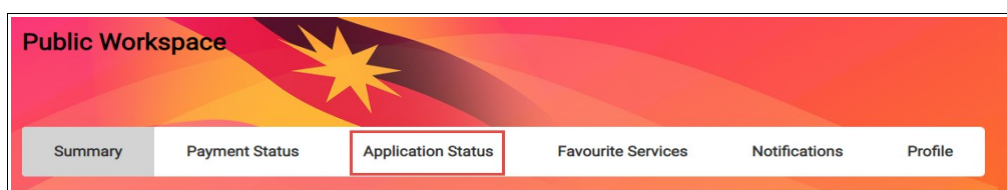
Figure : 18

---

3. The drafted application will be listed.

No.	Date Created	Case No.	Details	Status	
1	09/04/2023 09:13 AM	Draft ④	New Application for Sarawak Malaysia My Second Home (S-MM2H) Service Sarawak	Draft ⓘ	Delete ⑤

Figure : 19

4. Click on **Draft** link to edit and submit the application.
5. Click on **Delete** button to delete the application.

3.3. Check Application Status

The application status will always be updated in ISM website. To check the application status, follow the step(s) below:

1. Click on your profile icon and click **Public Workspace**.
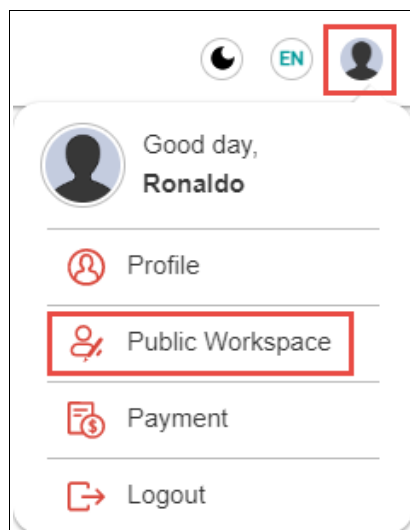
Figure : 20

2. Click on **Application Status** and click on ⓘ icon. Progress timeline will be shown.
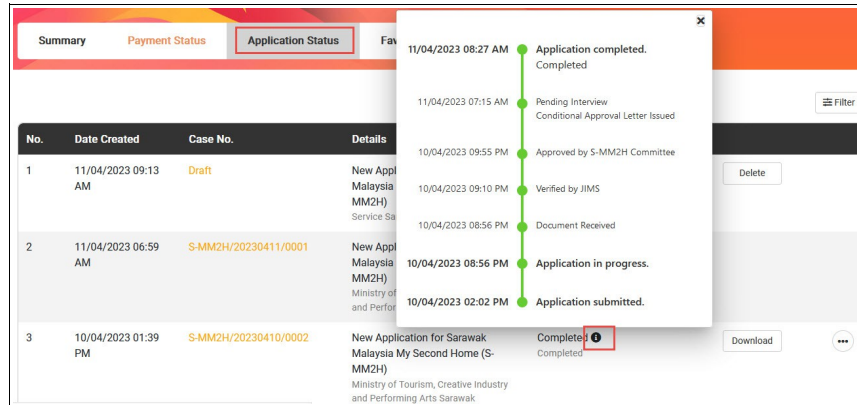
Figure : 21

3.4. Download Letter of Approval

To download the letter, follow the step(s) below:

1. Click on your profile icon and click **Public Workspace**.
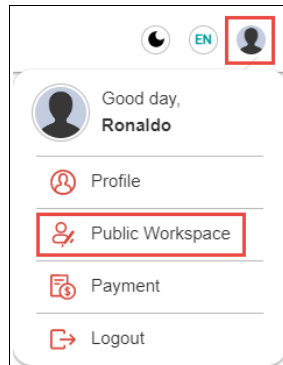
Figure : 22

2. Click on **Application Status**.
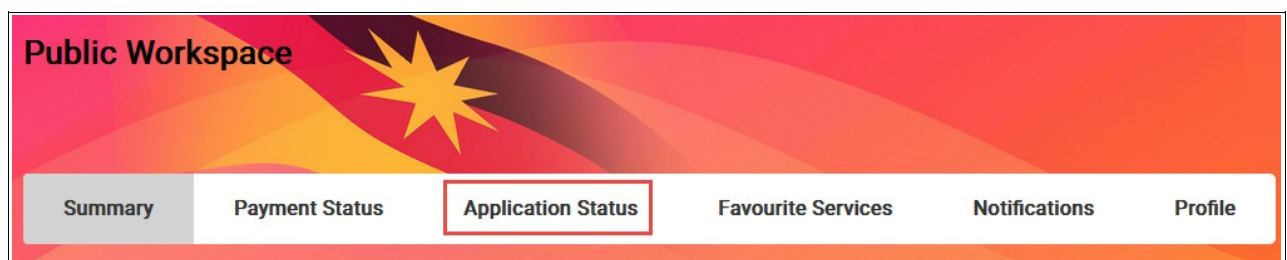
Figure : 23

3.   Click on **Download** button.

No.	Date Created	Case No.	Details	Status	
1	11/04/2023 06:59 AM	S-MM2H/20230411/0001	New Application for Sarawak Malaysia My Second Home (S-MM2H) Ministry of Tourism, Creative Industry and Performing Arts Sarawak	Submitted ⓘ	
2	10/04/2023 01:39 PM	S-MM2H/20230410/0002	New Application for Sarawak Malaysia My Second Home (S-MM2H) Ministry of Tourism, Creative Industry and Performing Arts Sarawak	In Progress ⓘ	Download

Figure : 24

4.   **Download Document** module will pop-up. Click on 🔽 icon button to download the letter.

Download Document ✕

No.	Documents	File Size	
1	Sample Document.pdf	0.02MB	🔽

Figure : 25

3.5. Resubmit Application

You may resubmit the application again after the application routed back to you. You will receive an email notification. To resubmit the routed back application, follow the step(s) below:

1.   Click on your profile icon and click **Public Workspace**.

🌙 EN 👤

Good day,
Ronaldo

Ⓡ Profile

& Public Workspace

📇 Payment

↪ Logout
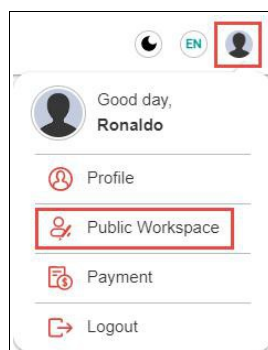
Figure : 26

2. Click on **Notifications**.
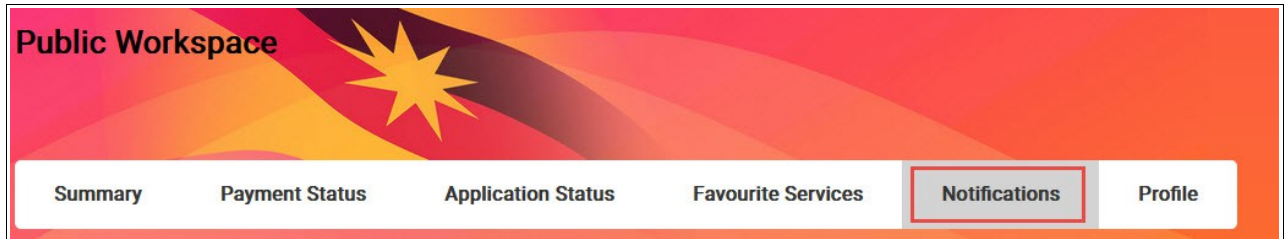
Figure : 27

3. Click on the notification listing.
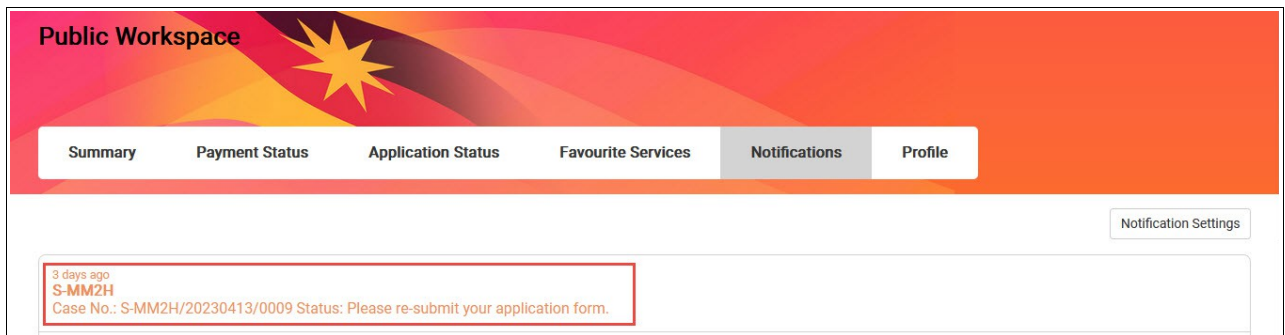
Figure : 28

4. You may re-upload all the required documents and resubmit again.

Sarawak - Malaysia My Second Home (S-MM2H) Online Application System
REPORT

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4. Report

Not applicable.

Sarawak - Malaysia My Second Home (S-MM2H) Online Application System
FAQ & TROUBLESHOOTING

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5. FAQ & Troubleshooting

[We hope you can find answers to your questions below. For your convenience, the questions are grouped by categories.]

5.1. FAQ

5.1.1. How to take a screen capture?

- How to take a screen capture of the entire screen?
- Method 1: Using "Print Screen"

1. Open the window screen you want to capture.

2. Press **PrtSc** on your keyboard. This will capture an image of your entire screen and copy it to clipboard. The "Print Screen" button may be labelled as "PrtScn", "Prnt Scrn", "Print Scr", or something similar. On laptop keyboard, you may have to press the "Fn" or "Function" key to access "Print Screen".

Figure : 1

3. Open Paint by clicking the **Start** button , clicking **All Programs**, clicking **Accessories**, and then clicking **Paint**.

4. In Paint, on the **Home** tab, in the **Clipboard** group, click **Paste**.

5. Click the **Paint** button , and then click **Save**.
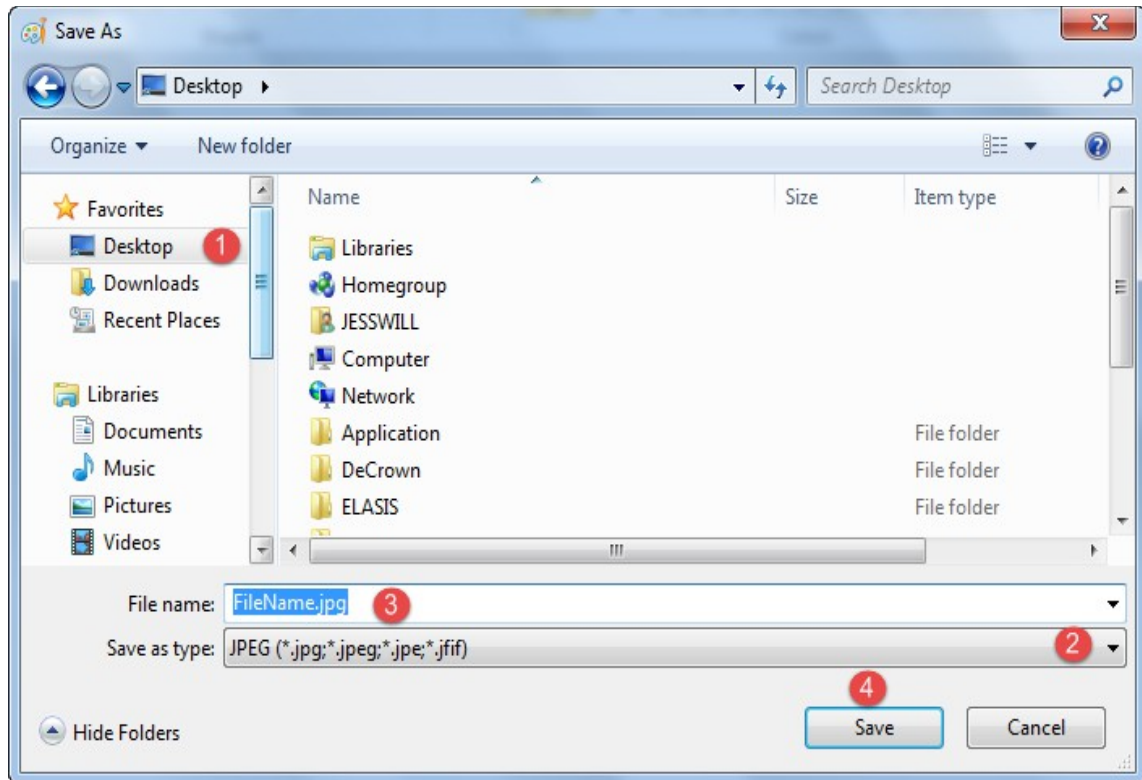
Figure : 2

6. You may save it on your desktop by clicking (1) **Desktop** icon and (2) select "**JPG**" or "**PNG**" file type.

7. Write down your (3) **file name** and click (4) **Save** button.

- Method 2: Using Snipping Tools

1. Open the windows screen you want to capture.

2. Go to **Start** >> **All Programs** >> **Accessories** >>**Snipping Tools**.
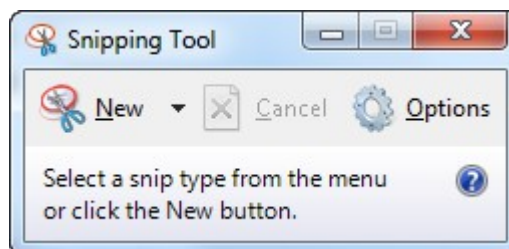
3. Click the "**New**" icon and then drag your cursor on the area you want to capture.

4. Go to **File** and click "**Save As**" to save the file as PNG or JPG file type format.

5. Name your file, browse to the desired folder and then click **Save**.

5.1.2. How to update my browser?

A. Update Mozilla Firefox to the latest version.

1. By default, Firefox is set to automatically update itself but you can also do a manual update.

2. To do a manual update, click the menu ☰ button, click help ⑦, and select "About Firefox".

3. The **About Firefox** window will open and Firefox will begin checking for updates and downloading them automatically.

4. When the updates are ready to be installed, click "**Restart to Update**".

B. Update Google Chrome to the latest version.

1. Click the Chrome menu ☰ on the browser toolbar and select **About Google Chrome**.

2. The current version number is the series of numbers beneath the "Google Chrome" heading.

3. Chrome will check for updates when you're on this page. Click **Relaunch** to apply any available update.

5.2. Troubleshooting

5.2.1. Access the System

Q: Why I cannot access the system?

A: Read the following to find out the actual cause of the problem.

Q: Can your colleagues access the system using their PC?

A: If yes, the problem could be your PC.

If no, could be your area network connection is down.

Q: Can you access your email on Sarawaknet?

A: If no, most likely your network is down, contact SAINS Callcentre.

Q: Are you granted access to the system?

A: If no, apply to the relevant party to get your access.

If yes, can you try using you colleague's PC?

If you can access the system using other PC, then likely the problem is with your PC.

Q: Can other people access the system using your PC?

If yes, then most likely the problem is related to your account.

If no, it is confirmed that your PC is having the problem.

5.2.2. Printing Problem

Q: Why I cannot print?

A: Read the following to find out the actual cause of the problem.

Q: Can you print before?

A: If yes, check your printer, make sure it is turn on and check your PC network or cable connection to the printer.

If you cannot ping the printer IP address, most likely the network cable/wireless connection is down.

If your computer or printer is new, install printer driver in your PC or inform the relevant people to install for you and configure the printer to be used in your application if applicable.

Q: Can you view the document that you want to print?

A: If no, check your Acrobat Reader if it is required for viewing and printing the document.

Install Acrobat Reader with the latest version required by your application.

If yes, check the printer whether it is available under the General tab or Printer name drop-down list. If the printer is not found, install the printer driver.

5.2.3. System Performance

Q: Why my computer is very slow?

A: The most likely causes of your computer slowness are listed below.

- If your computer has not been rebooted recently, make sure to reboot it before following any of the steps below.

- Remove or disable any **background** and **startup programs** that automatically start each time the computer boots.

- Delete temporary files using the Windows Disk Cleanup utility or other similar utility. You may delete manually all the files inside the "temp" folder.

- Make sure your computer hard drive has at least **200 - 500 MB** of free space available for swap and temporary files.

- Run **ScanDisk, chkdsk**, or something equivalent to check the condition of the computer's hard drive.

- Run **Defrag** to help ensure that data is arranged in the best possible order.

- Scan for **spyware** and **malware** using a free version of Malwarebytes.

- Scan for viruses using an antivirus program installed on your computer. You can run Trend Micro's free **Housecall** online utility to check for viruses on your computer and to remove them.

- Check for any hardware conflicts from the **Device Manager**.

- Update your windows security and browser plugins regularly to get all the latest updates.

- Update your computer with the latest drivers, especially the video drivers.

- If you have done any of the above steps but your computer is still slow try rebooting the computer again at this point.

- Upgrade your computer memory. Minimum of **1GB** of memory for **32-bit** system and **2GB** for a **64-bit** system.

- Run registry cleaner on your computer.

- If none of the above solutions resolve your issues, another option is to **reinstall Windows or erase everything** on your computer and then start over. Caution: Make sure you backup your data!

- If your computer continues to be slower than normal after doing all the above recommendations, it is possible that your computer has a hardware failure such as bad **hard drive**, **CPU**, **RAM**, **motherboard** or other component.

- Automatic map drive connection can cause slowness in boot up.

- Multiple anti-virus programs are installed in your computer.

- Close all other applications that you are not using.

- Check your network connection, make sure it is not down. If you cannot open or read your email, most likely your network is down.

- Uninstall unused software.

- Empty your Recycle Bin regularly.

- The "high end" computer purchased as new 5 years ago may run the latest version of Windows, but that doesn't mean that it will do it very well.

- Make sure your computer fan is functioning as overheating computer can slower its performance.

- Delete cookies, cache and internet history from web browsers.

5.2.4. User Account Problem

Q: My account is locked, what should I do?

A: Go to the application login page, click the "**Forgot Password**" link and follow the required steps to unlock your account or Inform the relevant party to unlock if applicable.

Sarawak - Malaysia My Second Home (S-MM2H) Online Application System

CONTACT US

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6. Contact Us

6.1. SAINS Contact Centre

SAINS Contact Centre is a customer friendly (24x7) one-stop centre whereby you contact us via various channels listed below for system faults on hardware, software applications, network and on other required services especially the ones covered in our Service Level Agreements (SLA).

With SAINS Contact Centre, we will be able to respond to your service request more systematically, quickly and effectively as all the service requests are recorded, tracked and monitored under a centralized Call Tracking System.

If you have any service requests and need help or support, please do not hesitate to contact us via various channels listed below.

Email	callcentre@sains.com.my
Online Submission	http://callcentre.sains.com.my
Telephone	**SAINS Contact Centre** Operational Hours: (24 hours x 7 days) Tel: 1-300-88-SAINS 1-300-88-7246 **Sabah Support Centre** Operational Hours: (8.00 am – 5.30 pm; Mon - Fri) Tel: (60) 88-746879
Fax	Fax: (60) 82-442522 Fax: (60) 88-734580

6.2. Application Improvement Feedback

To help us to improve our system, we provide online feedback form for you to raise your comments, suggestions or feedbacks related to applications. As a token of our appreciation, we will give away fantastic mystery gifts every 6 months in June and December to our selected lucky customers who contributed the most innovative and constructive comments on our application(s).

Notes:

Please use this online feedback function/form to send comments/suggestions for the application or service only. If you wish to feedback on any technical problems encountered while using the system, please contact our SAINS Contact Centre.

Send us your comment/suggestion by completing the Online Application Improvement Feedback Form or by emailing to us using the following email address : feedback@sains.com.my
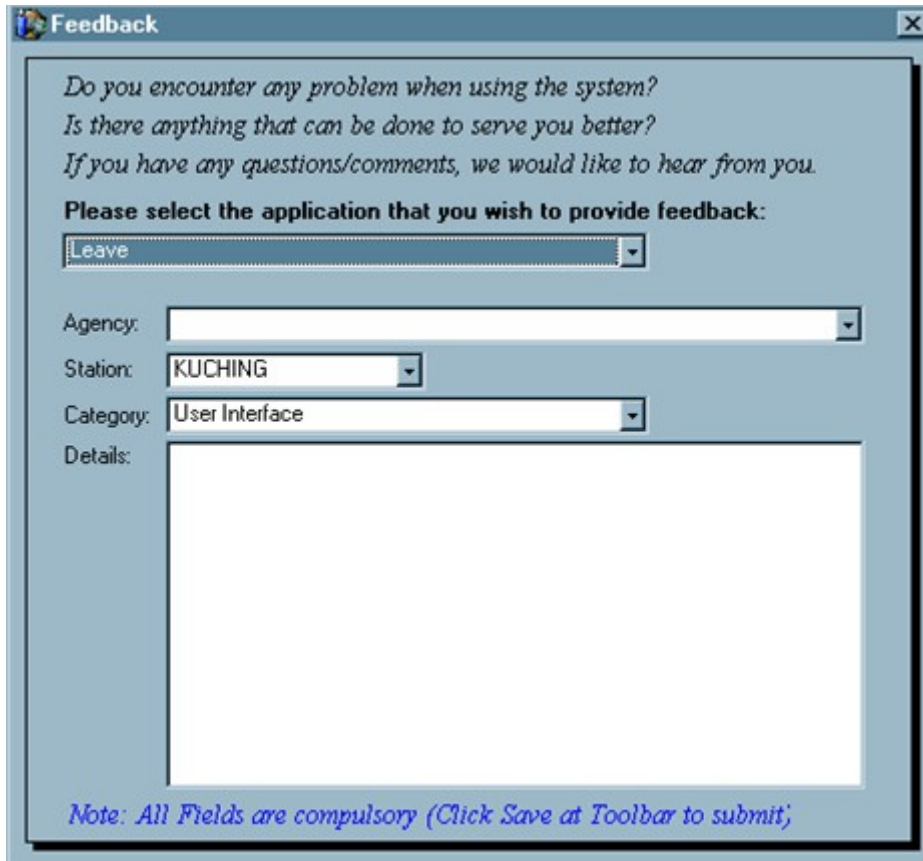
The Online Application Improvement Feedback Form is normally found at the System Main Page for web-based application.

Below are the details on how you can submit your feedback to us:

- Via WAW Feedback Form
- Via Web-based Feedback Form
- Via Sarawaknet Feedback Form
- Via Email

6.2.1. Via WAW Feedback Form

Click ⬛ at the toolbar. Click **Save** 🖫 once you had completed filling in the form. An email will be automatically sent to us for our further action.

6.2.2. Via Web-based Feedback Form

Click **Feedback** link normally available at the mainpage of the system and click Submit button once you had completed filling in the Application Feedback Form. An email will be automatically sent to us for our further action.

Do you have any comments/suggestions for improvement on the SarawakNet Services?

We are very keen to hear any comments / suggestions you may have about our applications. We would be grateful if you could take a few minutes to fill in this feedback form. We hope through your comments / suggestions, we would be able to enhance our applications to serve you better. Every six months in June and December, the best comment/suggestion for our applications will be awarded a surprise gift.

Please contact our Call Center if you wish to make a complaint on any problems encountered while using the system. Please use this form to send comments / suggestions regarding our applications only.

Please note that fields marked with an asterisk (*) must be filled in.

* **Feedback Category:**   Select One Only

* **Application Name:**

* **Detailed Description:**   Enter your feedback here.

Your Details

User ID:

* **Name:**

* **Agency:**   Select One Only

* **Station:**   Select One Only

* **Telephone No.:**

Fax No.:

Email Address:

* **Verification Code:**   r w3 v

Please enter the verification code as shown.

Privacy Statement

We will treat your feedback with utmost confidentiality and will contact you if necessary.

We thank you for your valuable feedback.

Submit   Save   Print   Cancel

Figure : 2

6.2.3. Via Sarawaknet Application Feedback Form

Click **Feedback** link in **mySCS** after you login at Sarawaknet mainpage. Click Submit button once you had completed filling in the form. An email will be automatically sent to us for our further action.

Please refer to Figure 2 above for details.

6.2.4. Via Email

You may also submit your feedback via our email address **feedback@sains.com.my** or contact our **SAINS Contact Centre** as listed above.

1 **SAINS Head Office**
Tel : (60) 82-444199
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.

4 **SAINS Training Centre**
Tel: (60) 82-668668
Fax: (60) 82-668669
Level 1, Lot 250, Kuching-Samarahan Expressway,
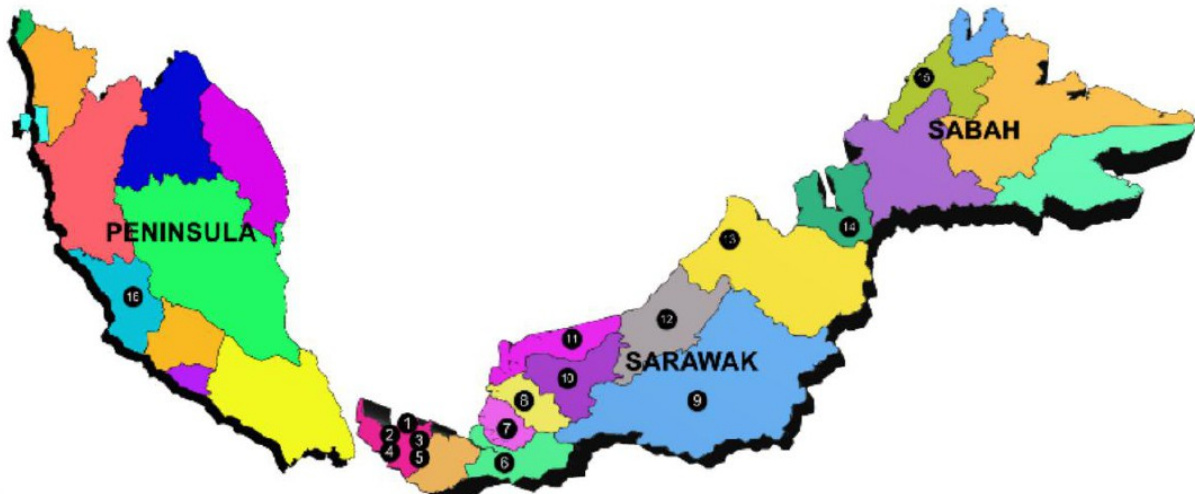93010 Samarahan, Sarawak, Malaysia.

5 **SAINS CityOne Office (CT1)**
Tel : (06) 82-266266
Fax: (06) 82-266255
LG 12, Lower Ground Floor, Mall 2, CityOne
Megamall, Jalan Song, 93350 Kuching, Sarawak

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

7 **SAINS Betong**
Tel: (60) 83-472 811
Fax: (60) 83-472 811
Lot 611, 1st Floor, Jln Ah Wee, Betong Town
District, 95700 Betong

8 **SAINS Sarikei**
Tel: (60) 84 - 658 793
Fax: (60) 84 - 651 132
1st Floor, Sublot 3, Lot 1799, Block 36 No. 5,
Lorong Mutiara 2, Jln Bersatu, 96100 Sarikei

9 **SAINS Kapit**
Tel: (60) 84-789 040
Lot 2141, 1st Floor, Shop Lot 35, Jln. Bleteh,
96800 Kapit, Sarawak

10 **SAINS Sibu**
Tel: (60)16 306 7246
1st & 2nd Floor, No 8, Lorong Intan 6B, 96000
Sibu, Sarawak.

11 **SAINS Mukah**
Tel: (60) 84-872 987
Fax: (60) 84-873 987
Tingkat Bawah, Bangunan Pejabat Daerah
Mukah, Jln. Kubu 1, 96400 Mukah, Sarawak.

12 **SAINS Bintulu**
Tel: (60) 86-314518 / 314519 / 313136
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 Kepayan 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,
Taman Prima Tropika, 43300 Seri Kembanga,
Selangor Darul Ehsan

Digital Partner for Life

SARAWAK INFORMATION SYSTEMS SDN BHD

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Website: http://callcentre.sains.com.my

Business Enquiries:
Tel: (06) 82-266499
Fax: (06) 82-360522
Email : salesenquiry@sains.com.my

SAINS PPKS Training Centre
Tel : (60) 82-668668
Fax: (60) 82-668669
Email: training@sains.com.my
Pusat Pembangunan Kemahiran Sarawak (PPKS)
New Admin Block PPKS, Level 1
Jalan Canna, off Jalan Wan Alwi, Tabuan Jaya,
93350 Kuching, Sarawak, Malaysia