

USER MANUAL

MyEXPORT

INFORMATION TECHNOLOGY SECTION

**MALAYSIA EXTERNAL TRADE
DEVELOPMENT CORPORATION
(MATRADE)**



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INTRODUCTION

MyExport is an online service for *Malaysian exporters registered with MATRADE* to get trade information and market intelligence compiled by MATRADE's worldwide offices. It is a free service and accessible through username and password from MATRADE's portal at myexport.matrade.gov.my.

SERVICES OFFERED

The service offerings of myExport are categorised into:

- **GLOBAL OPPORTUNITIES.** Enterprises can rapidly access real-time trade leads, market alerts and international tender notices compiled by MATRADE's Trade Commissioners (TCs) worldwide.
- **TRADE REPORTS-** updates on market trends and product requirements through our Product/Market Studies and Malaysia Trade Performance Statistics.
- **MY PROFILE** - update your company's profile to remain in touch with MATRADE.
- **APPLICATION STATUS** – check online if your registration or application to MATRADE's events has been approved.

1. MyEXPORT SIGN UP

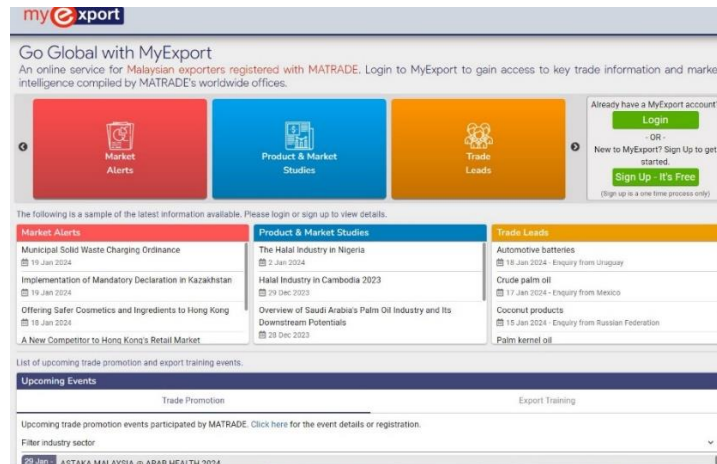
Sign up for myExport is exclusively for Malaysian exporters who are registered with MATRADE (also known as MATRADE Member). If your company is not a MATRADE Member, please proceed to [Register as MATRADE Member](#) first. Upon approval of your company's registration as MATRADE Member, you will receive a MATRADE Registration Number and Authentication Code, Both the MATRADE Registration Number and Authentication Code are required when you first sign up to the myExport.

CASE 1: FOR COMPANY THAT HAS AUTHENTICATION CODE

- i. Go to MATRADE Portal at www.matrade.gov.my and click myExport logo.



- ii. User will be directed to MyExport main page.



- iii. Click the **Sign up- It's free** and user will be able to see the sign up screen.

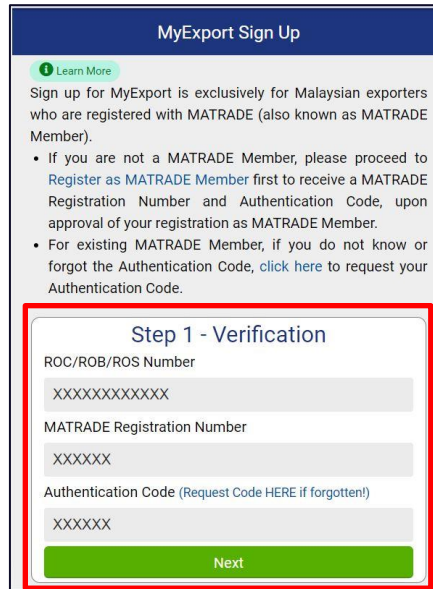
Step 1 - Verification

ROC/ROB/ROS Number

MATRADE Registration Number

Authentication Code (Request Code [HERE](#) if forgotten!)

- iv. User key in the **ROB/ROC/ROS No, MATRADE Registration No and Authentication Code** then click **Next**.



MyExport Sign Up

[Learn More](#)

Sign up for MyExport is exclusively for Malaysian exporters who are registered with MATRADE (also known as MATRADE Member).

- If you are not a MATRADE Member, please proceed to [Register as MATRADE Member](#) first to receive a MATRADE Registration Number and Authentication Code, upon approval of your registration as MATRADE Member.
- For existing MATRADE Member, if you do not know or forgot the Authentication Code, [click here](#) to request your Authentication Code.

Step 1 - Verification

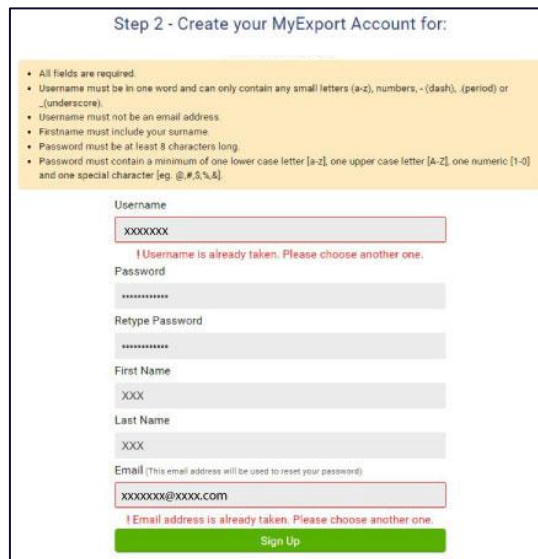
ROC/ROB/ROS Number
XXXXXXXXXXXX

MATRADE Registration Number
XXXXXX

Authentication Code (Request Code HERE if forgotten!)
XXXXXX

Next

- v. If the ROB/ROC/ROS No, MATRADE Registration No and Authentication Code are correct, the user will be redirected to the 'Create MyExport Account' screen.
- vi. User can create their account by fill in all the details then click submit. If the **username or email had been taken**, an alert will be displayed. User will need to **choose another username or email**.



Step 2 - Create your MyExport Account for:

- All fields are required.
- Username must be in one word and can only contain any small letters (a-z), numbers, -(dash), (period) or _(underscore).
- Username must not be an email address.
- Firstname must include your surname.
- Password must be at least 8 characters long.
- Password must contain a minimum of one lower case letter [a-z], one upper case letter [A-Z], one numeric [1-0] and one special character [eg. @,#,\$,%,&].

Username
xxxxxxx
! Username is already taken. Please choose another one.

Password
xxxxxxxx

Retype Password
xxxxxxxx

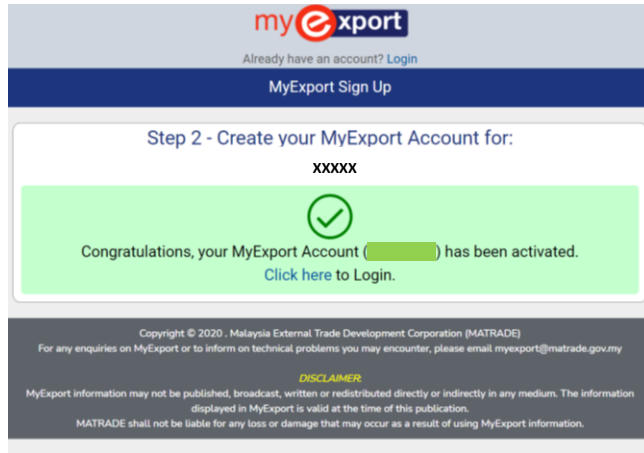
First Name
xxx

Last Name
xxx

Email (This email address will be used to reset your password)
xxxxxxx@xxxx.com
! Email address is already taken. Please choose another one.

Sign Up

- vii. If the username or email is available, the success message will be displayed

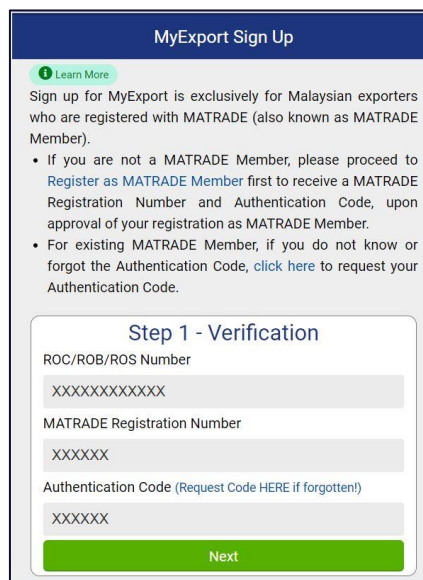


CASE 2: FOR COMPANY THAT DO NOT HAVE OR FORGOT THE AUTHENTICATION CODE

- i. Go to MATRADE Portal at www.matrade.gov.my and click the myExport logo.



- ii. User will be directed to the sign up screen.



The screenshot shows the 'MyExport Sign Up' page. It has a blue header with 'MyExport Sign Up' and a 'Learn More' link. The main text explains that sign up is for Malaysian exporters registered with MATRADE. It includes two bullet points: one for new members to register first, and one for existing members to request a forgotten authentication code. Below this is a 'Step 1 - Verification' section with three input fields: 'ROC/ROB/ROS Number' (with 'XXXXXXXXXXXX' placeholder), 'MATRADE Registration Number' (with 'XXXXXX' placeholder), and 'Authentication Code (Request Code HERE if forgotten!)' (with 'XXXXXX' placeholder). A green 'Next' button is at the bottom.

- iii. Click the link “**click here / Request Code**” to request for Authentication Code.

- For existing MATRADE Member, if you do not know or forgot the Authentication Code [click here](#) to request your Authentication Code.

- iv. User will be directed to the Authentication Request form. **Fill in all the details needed** and click Submit to proceed.

Request Authentication Code

Fill up the following information.

ROC/ROB/ROS Number

Company / Organisation Name

Requested by

Email

- v. After submitting the form, MATRADE will send the Authentication Code to the registered email. Once you received the Authentication Code please proceed to Sign Up for MyExport by following the **MYEXPORT SIGN UP (CASE 1)** as above.

2. MyEXPORT LOGIN

- i. Go to MATRADE Portal at www.matrade.gov.my and click **myExport logo**.

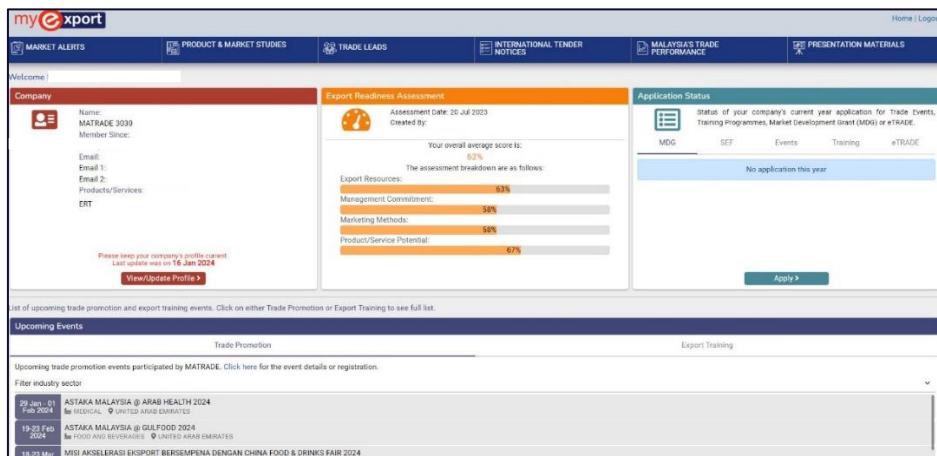


- ii. The user will be directed to the MyExport Screen. Click **Login** and Insert **Username and Password** to login into MyExport.

Sign in as MATRADE Member

Keep me signed in

- iii. MyExport landing page after successful login.

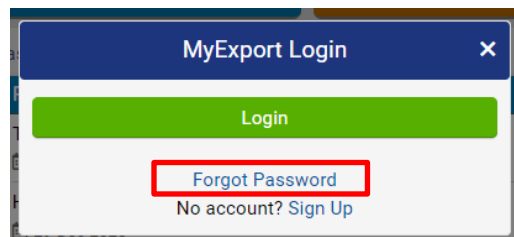


3. FORGOT PASSWORD

- i. Go to MATRADE Portal at www.matrade.gov.my and click myExport logo.



- ii. Click **Login**. The user will be prompted to the Login Screen. Click **Forgot Password**.



- iii. Enter your **MyExport Username** and click **Submit**. You will received an email on how to reset password to your registered email.

A dialog box titled "Forgot Password" with a close button (X) in the top right corner. The text inside reads: "Enter your MyExport Username. An email on how to reset your password will be sent to the email address used when you registered the MyExport Account." Below the text is a text input field containing "XXXX". At the bottom of the dialog is a green button labeled "Submit", which is highlighted with a red rectangle.

- iv. Click on the link given. Type your new password and click **Submit**

A form titled "Enter your new password." It contains a label "Password" above a text input field. Below the input field is a green button labeled "Submit", which is highlighted with a red rectangle.

4. CHANGING PASSWORD

- i. Follow step 2 (**MYEXPORT LOGIN**)
- ii. Click on **My Account**

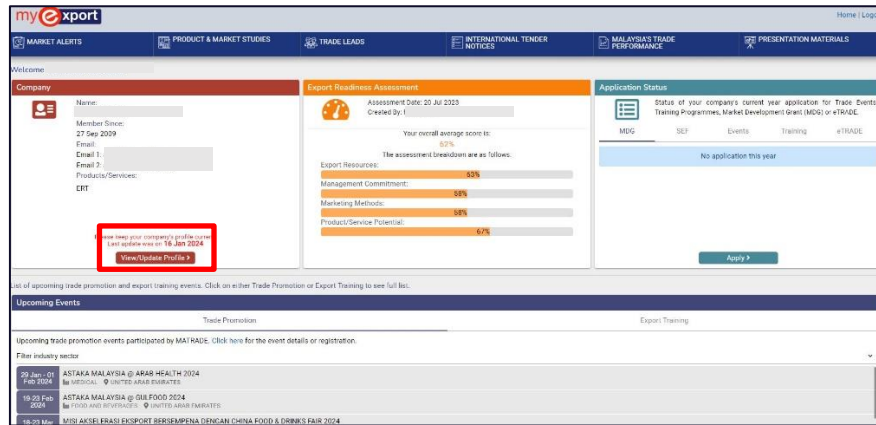
A screenshot of the MyExport dashboard. The top navigation bar includes "Home", "My Account" (highlighted with a red rectangle), and "Logout". Below the navigation bar are several menu items: "MARKET ALERTS", "PRODUCT & MARKET STUDIES", "TRADE LEADS", "INTERNATIONAL TENDER NOTICES", "MALAYSIA'S TRADE PERFORMANCE", and "PRESENTATION MATERIALS". The main content area is divided into three columns: "Company" (with fields for Name, Member Since, Email, and Products/Services), "Export Readiness Assessment" (showing an overall score of 62% and breakdowns for Export Resources, Management Commitment, Marketing Methods, and Product/Service Potential), and "Application Status" (with tabs for MDG, SEF, Events, Training, and eTRADE). A "My Account" link in the top right is highlighted with a red rectangle.

- iii. Type your new password and click **Update**

A form titled "Manage MyExport Account". It contains several input fields: "Username", "First Name", "Last Name", "Email (This email address will be used in case to reset your password)", "Password", and "Retype Password". At the bottom of the form is a green button labeled "Update", which is highlighted with a red rectangle.

5. UPDATING COMPANY'S PROFILE

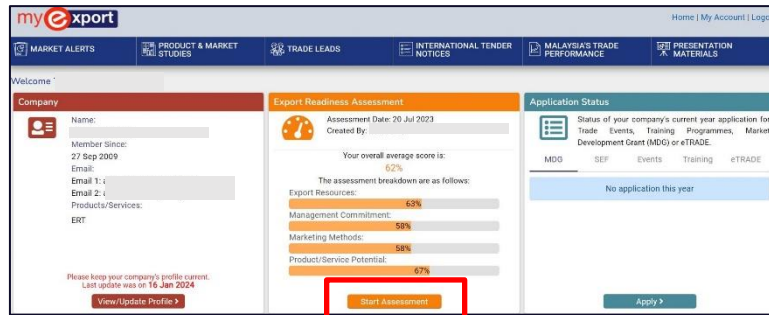
- i. Follow step 2 (**MYEXPORT LOGIN**)
- ii. Click on **View/Update Profile**



- iii. Update any information and click **Update**

6. EXPORT READINESS ASSESSMENT (ERAT)

- i. Click **Start Assessment** to find out your export readiness status. User will be directed to ERAT system.

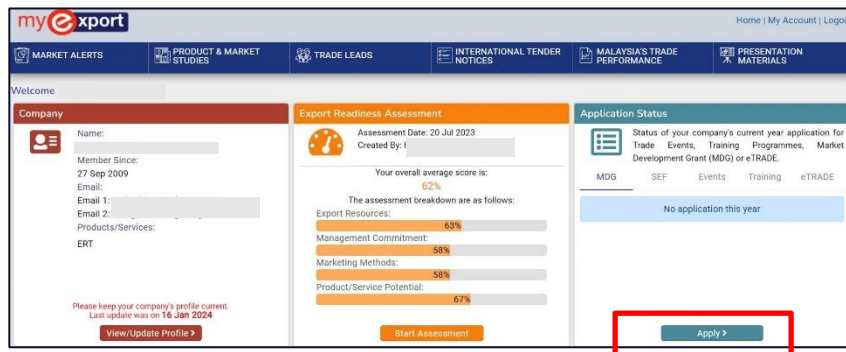


- ii. Click on **View Assessment** to view your ERAT score. User will be directed to ERAT system.



7. APPLICATION STATUS

- i. User can view application status (if any).
- ii. Click **Apply** to apply MDG/ SEF/ Trade Events/ Training/ eTRADE. User will be redirected to the specific system/page.
- iii. User can view application status (if any).



8. UPCOMING TRADE PROMOTIONAL EVENTS

- i. View the list of upcoming international trade events participated by MATRADE
- ii. Click **Here** to view the full list of trade event for the current year. User will be redirected to MATRADE public portal.



9. UPCOMING EXPORTERS TRAINING PROGRAMMES

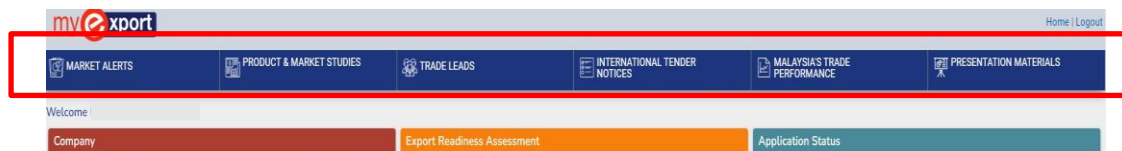
- i. View the list of upcoming MATRADE exporters training programmes.
- ii. Click **Here** to view the full list of training programmes for the current year. User will be redirected to MATRADE public portal.



10. TOP MENU (TRADE INFORMATION & MARKET INTELLIGENCE)

View the key trade information and market intelligence for market access:

- i. Click **MARKET ALERTS** to view the list of market alerts. Click on each title to read the article.
- ii. Click **PRODUCT & MARKET STUDIES** to view the list of reports. Click on each title to read the report.
- iii. Click **TRADE LEADS** to view the list of trade opportunities. Click on each lead to view the company (buyer) detail. User can also click Choose Category to view other categories.
- iv. Click **INTERNATIONAL TENDER NOTICES** to view the list of tender notices available. Click on each title to view the detail.
- v. Click **MALAYSIA'S TRADE PERFORMANCE** to view latest Malaysia's trade performance and top 5 export destinations, import sources, exports by sectors and trading partners.
- vi. Click **PRESENTATION MATERIALS**. User can view previous slide presentations for the period of 1 year.



11. TECHNICAL SUPPORT CONTACT INFORMATION

Should you need any assistance or technical support on MyExport, please email us at myexport@matrade.gov.my