



USER REGISTRATION GUIDE

WELCOME TO SPAN e-PERMIT ONLINE APPLICATION SYSTEM!!

This documentation will explain on how to perform self registration via the SPAN e-Permit system. The approach of explanation will be based on screen functionality and all its operations. Therefore, the documentation will provide step by step guidance on each of the screen.

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e-Permit Registration Guide

How To Register (access from Malaysian Contractors Portal (MCP))

Malaysian Contractors Portal (MCP) is a one stop registration portal managed by CIDB for contractors in the construction industry. It provides a single-sign on facility for contractors to register with licensing agencies in Malaysia where Suruhanjaya Perkhidmatan Air Negara (SPAN) is one of the licensing agency. From MCP, contractors are able to sign in to SPAN's e-Permit system and their company information are shared with e-Permit system to simplify the application process. The following are the permits that can be applied if the contractor is accessing from MCP :

- i. IPA Permit B
- ii. IPA Permit C
- iii. IPA Permit D

For IPA Permit E application, contractors are required to sign in directly from SPAN's e-Permit system.

WHO CAN LOGIN TO MALAYSIA CONTRACTOR PORTAL (MCP)?

→ Existing CIDB CIMS user. Use your CIMS ID and Password to LOGIN to MCP.
→ New to Portal and Is not registered with CIDB CIMS and do not have CIDB CIMS User ID and Password. [SIGN UP](#) here.
→ [Click here](#) if you want to Check/recover your CIDB CIMS User ID.

WHO CAN REGISTER IN PORTAL?

→ **NEW** contractors who want to be registered with CIDB and any of the 6 Member agencies
→ The contractor wants to **UPDATE** the Certificate / Registration with the 7 agencies involved

Register and become a user in the Portal and get access. [Click Here](#)

SIGN IN

USERNAME
YOUR USERNAME

PASSWORD
YOUR PASSWORD

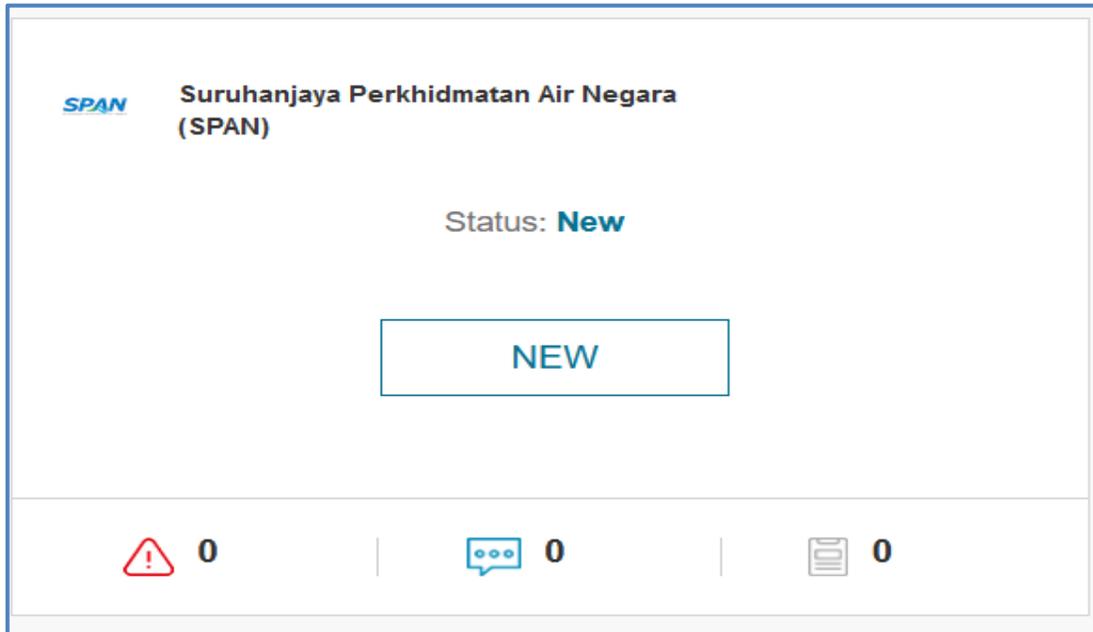
LOGIN

Choose any of the options below, if you are not sure if your current UserID or Password can be used.

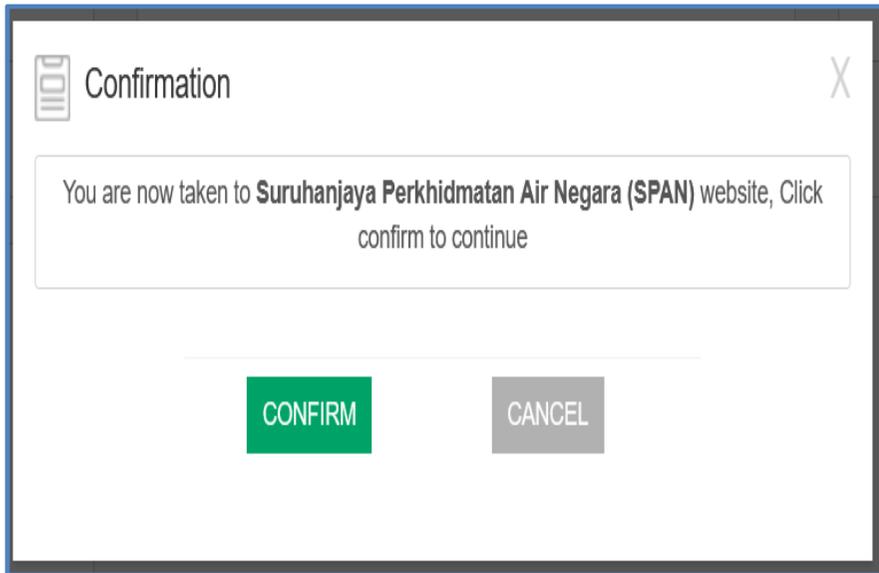
1. Check my CIDB CIMS UserID exists
2. Recover my CIDB CIMS UserID
3. Forgot Password?

I am a Contractor NOT Registered with CIDB yet and do not have an CIDB CIMS User ID? [SIGN UP now!](#)

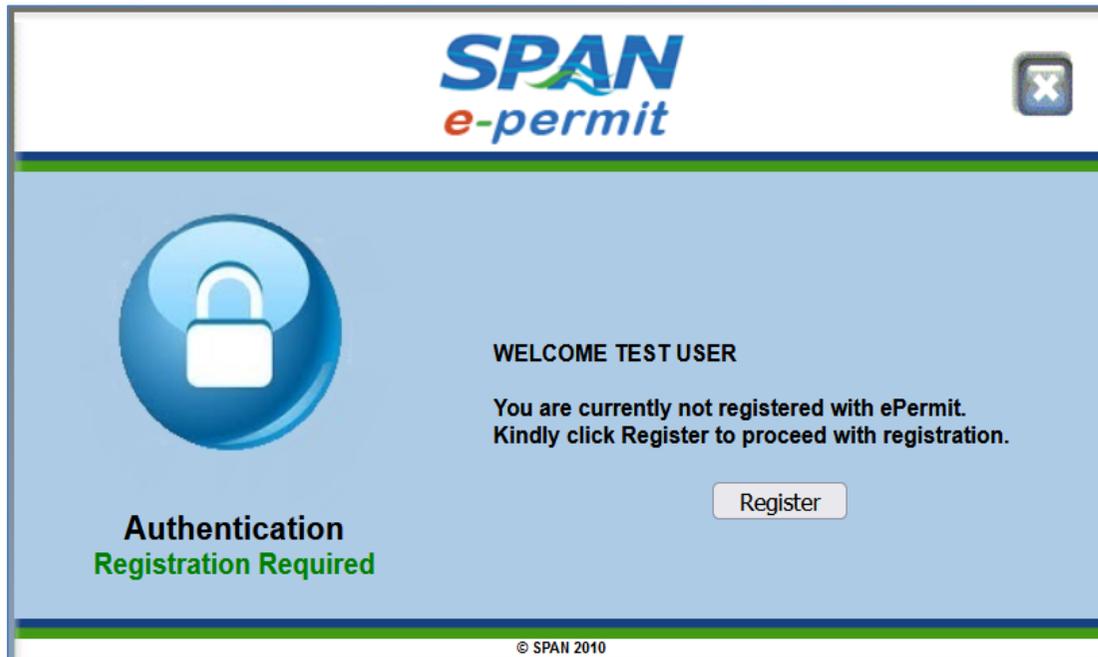
1. To access e-Permit from MCP, please ensure that you are already REGISTERED with CIDB. The url for MCP login is <https://mcp.cidb.gov.my/ContractorPortal/MCP/Login>. In order to use this system, you are required to login via **MCP** system (as shown in screen).



2. The system will redirect the MCP User Home screen.
 - a) The screen will display the agencies services available in MCP. One of the agency will be **Suruhanjaya Perkhidmatan Air Negara (SPAN)**.
 - i. If contractor have never accessed SPAN e-Permit system via MCP, the Status displayed under agency SPAN will be **NEW**.
 - ii. If contractor have previously accessed SPAN e-Permit system via MCP, the Status displayed under agency SPAN will be **OPEN**.
 - b) Click on **NEW** button to sign in to e-Permit.



3. System will prompt a confirmation message. Click on **Confirm** to proceed to the authentication screen or **Cancel** to go back to MCP home screen.



4. At the **Authentication** screen, system will verify if contractor have registered with e-Permit or not. If not registered yet, system will prompt that **Registration Required**. Click on **Register** to be directed to the Registration screen.

User Registration

User Information

Indicator * or ** are mandatory fields For fields marked as **, applicant is required to fill in either one of the fields.

Desired Login Name* :

Choose a Password* :

Re-enter Password* :

User Type :

Contact Information

Name* :

New IC No** : - -

Email* : testuser@gmail.com

Telephone No* : 012-12345678

Handphone No* :

Fax no* :

Name Of Company* : TEST USER

Company Registration No* : TEST12345

Company Type* : SOLE PROPRIETORSHIP

Date Incorporated* : 28 Feb 2018

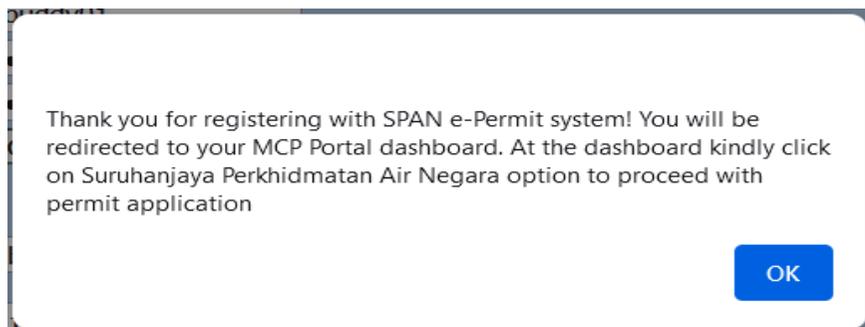
Word Verification* :

Terms of Service : Please check the information you've entered above and review the terms of service below

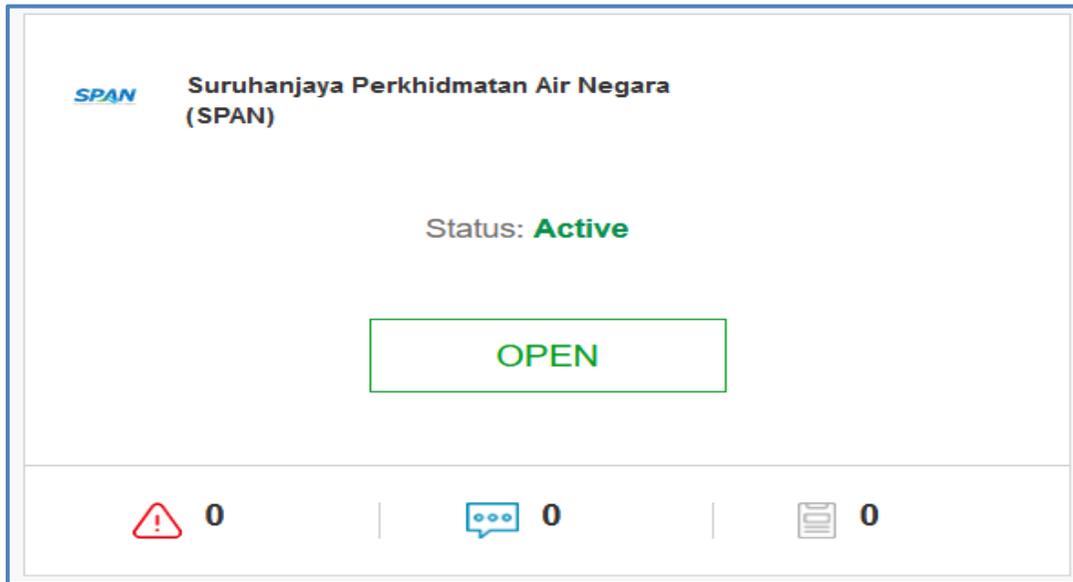
Suruhanjaya Perkhidmatan Air Negara (SPAN) welcomes you as the user of the e-Permit system. e-Permit offers various services to you where you are bound to the terms and conditions. SPAN has the rights to make adjustments to the terms and condition or any part of the system at any time with or without notice. All information are confidential. Please ensure that your ID

By clicking on 'I accept' below, you are agreeing to the terms of service above

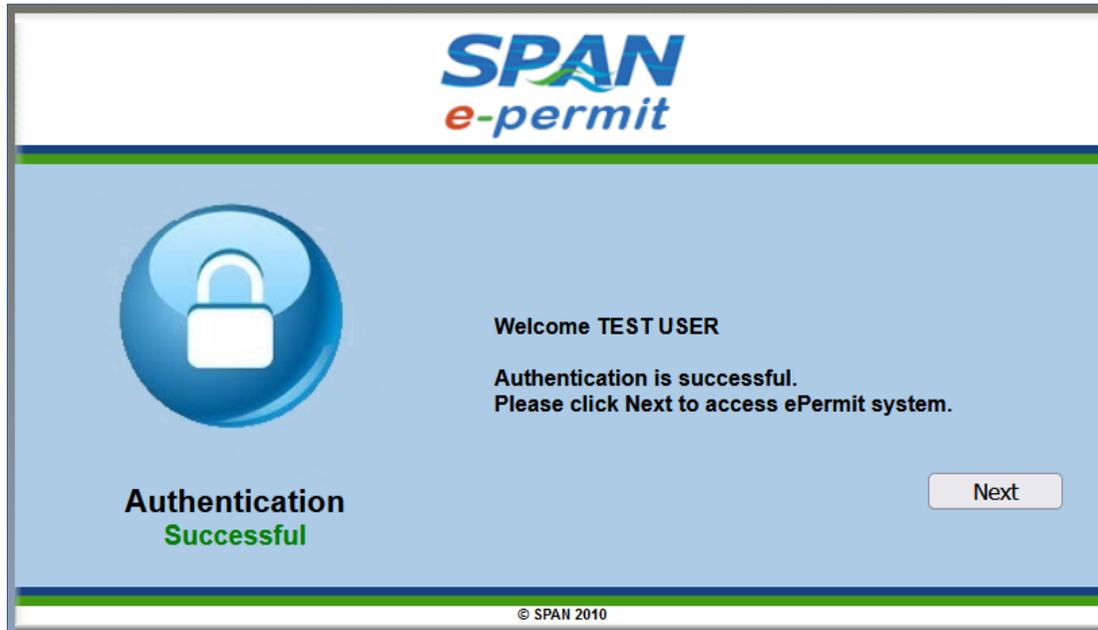
5. The system will redirect the user to the **User Registration** screen. User is required to fill in the information as shown.
 - a) Please fill in the information available on the online form. Fields marked as * are mandatory fields. The system will not allow you to submit the registration if any of the mandatory fields are not supplied.
 - b) Fields marked as ** indicates that you are only required to fill in either one of the fields.
 - c) Once all information has been filled, click on **I Accept. Create My Account**.
 - d) The system will process your registration and redirect you back to the login screen.



6. If your registration was successful, the system will prompt this message. Click on **OK** to proceed.



7. System will redirect to MCP Home screen.
 - a) At **Suruhanjaya Perkhidmatan Air Negara (SPAN)** function, system will display the Status as **Active**.
 - b) Click on **OPEN** button to sign in to e-Permit.



8. At the **Authentication** screen, system will verify if contractor have registered with e-Permit or not. If successfully registered , system will prompt that **Authentication Successful**. Click on **Next** to be directed to the e-Permit.



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Log Out Home

PENGUMUMAN PERMOHONAN PERMIT IPA JENIS C MELALUI MALAYSIA CONTRACTORS PORTAL (MCP)

Kepada pemohon/pemegang permit yang dihormati,

Berkuatkuasa **1 Mac 2022**, kontraktor yang berhasrat untuk mendapatkan **Permit IPA Jenis C (Permit C)** bagi menjalankan kerja-kerja berkaitan Bekalan Air dan Pembetulan adalah dikehendaki untuk mengemukakan permohonan secara online melalui laman web **Malaysia Contractor Portal (MCP)**.

[Next](#)

9. If your login action was successful, the system will redirect you to the **Announcement** screen. Click on **Next** to proceed.



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Log Out Home

[Edit Profile](#) [Permit Application](#)

WELCOME TEST USER

Having problems with the display? ([Refer to guide](#))

ePermit allows contractor to apply for one or more permits from any combination of permit type **B, D and E**.
For permit **C**, contractor will need to login into [MCP Portal](#) first for us to verify your **CIDB certificate** before proceeding to permit **C** application.

ePermit system provides the following functions :

- 🔊 If you already have an approved permit with SPAN and wish to apply for other permits , click on **Permit Application -> Add Permit** menu
- 🔊 To renew your expiring permit, click on **Permit Application -> Renew Existing Permit** menu
- 🔊 To update your **Draft** application, click on applicant name hyperlink in the table below
- 🔊 To view details of the application, click on the applicant name hyperlink.
- 🔊 To make permit fee payment for **Approved** applications, tick the permit checkbox and click **Payment** button.

List Of Online Application

No	Application Date	Type	Applicant Name	Identification No	Permit Information	Status	Payment
1	16-Mar-2022	NEW	TEST USER	TEST12345	PERMIT IPA JENIS B (PEMBETUNGAN)--JOHOR DARUL TAKZIM	DRAFT	<input type="checkbox"/>

10. System will redirect to the e-Permit Home screen.



11. If your login action was not successful, the system will prompt the message as shown on screen.

How To Register (access from e-Permit)

For contractors who are not registered with CIDB or wish to apply for the following permits, contractors are required to sign in directly from e-Permit system.

- i. IPA Permit B
- ii. IPA Permit D
- iii. IPA Permit E

The screenshot shows the SPAN e-permit website interface. At the top left is the logo for SPAN e-permit. To its right is the text: "Regulate water supply and sewerage services with the objective of achieving sustainable national water services industry". A "Home" button with a house icon is in the top right. Below this is a dark blue navigation bar with the following links: "Register", "Forgot Password", "How To Register", "How To Apply", and "Terms and Conditions". The main content area has a light blue background. On the left is a large blue padlock icon. To its right are two input fields: "Login ID" and "Password", each with a colon and a small vertical line to its left. Below these fields is a blue "Login" button. At the bottom of the page, there is a footer with the text: "Copyright © SPAN 2010" and "This site is best viewed with resolution of 1044 x 800 and supports Internet Explorer 7.0".

1. To start using e-Permit, please ensure that the url your browser is pointing to : [https://e-Permit.span.gov.my/SPAN e-Permit/PublicLogin.aspx](https://e-Permit.span.gov.my/SPAN_e-Permit/PublicLogin.aspx). In order to use e-Permit system, you are required to register. To register yourself as an authorized user for this system, please click on the **Register** menu on the **login** screen (as shown in screen)

User Registration

User Information

Indicator * or ** are mandatory fields For fields marked as **, applicant is required to fill in either one of the fields.

Desired Login Name* :

Choose a Password* :

Re-enter Password* :

User Type :

Name * :

New IC No ** : - -

Passport No ** :

Passport Validity :

Start Date :

End Date :

Email * :

Telephone No * : Use format 60x-xxxxxxx and minimum 10 characters

Handphone No * : Use format 01x-xxxxxxx and minimum 10 characters

Fax no * : Use format 60x-xxxxxxx and minimum 10 characters

Name Of Company * :

Company Registration No * : Use Format From SSM (Example : 123456-W , AA123466789-Y)

Company Type * :

Date Incorporated * :

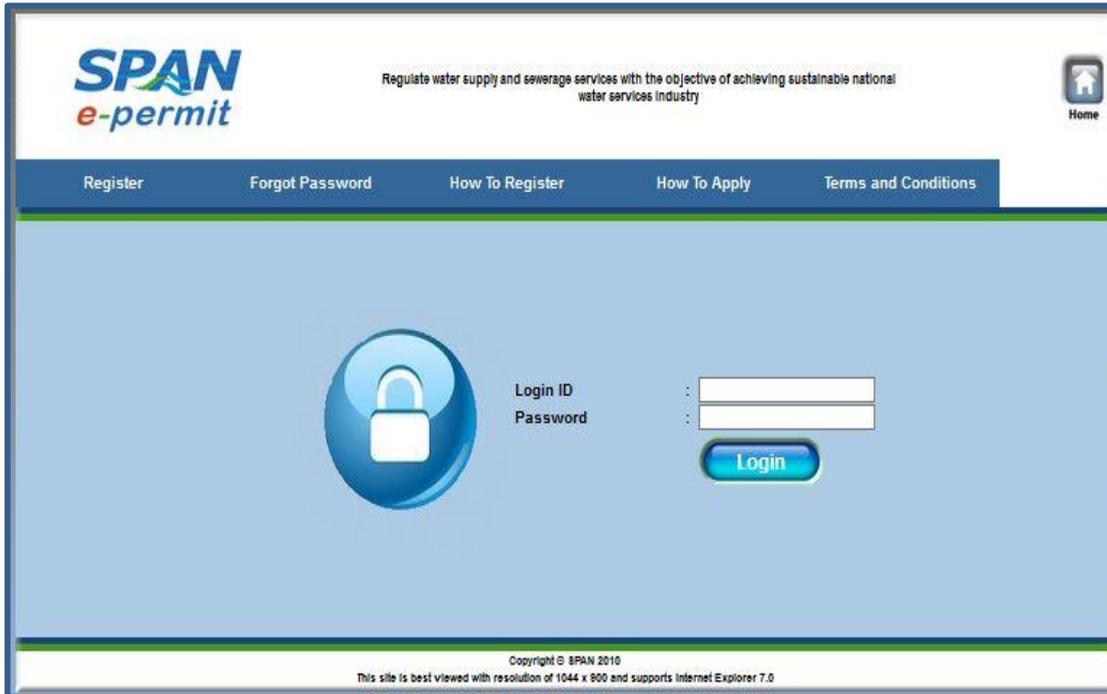
Word Verification * :

Terms of Service : Please check the information you've entered above and review the terms of service below

Suruhanjaya Perkhidmatan Air Negara (SPAN) welcomes you as the user of the e-Permit system. e-Permit offers various services to you where you are bound to the terms and conditions. SPAN has the rights to make adjustments to the terms and condition or any part of the system at any time with or without notice. All information are confidential. Please ensure that your ID

By clicking on 'I accept' below, you are agreeing to the terms of service above

2. The system will redirect the user to the **User Registration** screen. User is required to fill in the information as shown.
 - a) Please fill in the information available on the online form. Fields marked as * are mandatory fields. The system will not allow you to submit the registrations if any of the mandatory fields are not supplied.
 - b) Fields marked as ** indicates that you are only required to fill in either one of the fields.
 - c) Once all information has been filled, click on **I Accept. Create My Account.**
 - d) The system will process your registration and redirect you back to the login screen.



3. At the **Login** screen, key in your login id and password. Then, click on the **Login** button.



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Log Out Home

PENGUMUMAN PERMOHONAN PERMIT IPA JENIS C MELALUI MALAYSIA CONTRACTORS PORTAL (MCP)

Kepada pemohon/pemegang permit yang dihormati,

Berkuatkuasa 1 Mac 2022, kontraktor yang berhasrat untuk mendapatkan **Permit IPA Jenis C (Permit C)** bagi menjalankan kerja-kerja berkaitan Bekalan Air dan Pembedugan adalah dikehendaki untuk mengemukakan permohonan secara online melalui laman web **Malaysia Contractor Portal (MCP)**.

[Next](#)

- If your login action was successful, the system will redirect you to the **Announcement** screen. Click on **Next** to proceed.



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Log Out Home

[Edit Profile](#) [Permit Application](#) [Certificate Replacement](#) [Permit Information](#)

WELCOME TEST USER

Having problems with the display? ([Refer to guide](#))

ePermit system provides the following functions :

- ☛ If you already have an approved permit with SPAN and wish to apply for other permits , click on **Permit Application -> Add Permit** menu
- ☛ To renew your expiring permit, click on **Permit Application -> Renew Existing Permit** menu
- ☛ To request for certificate replacement, click on **Certificate Replacement** menu
- ☛ To view the details or conditions permits offered by SPAN, click on **Permit Information** menu
- ☛ To update your **Draft** application, click on applicant name hyperlink in the table below
- ☛ To view details of the application, click on the applicant name hyperlink.
- ☛ To make permit fee payment for Approved applications, click on **Permit Fee** hyperlink.

List Of Online Application

No	Application Date	Type	Applicant Name	Identification No	Permit Information	Status	Payment
1	02-Mar-2022	NEW	TEST USER	TEST12345	PERMIT IPA JENIS E--JOHOR DARUL TAKZIM	DRAFT	<input type="checkbox"/>

- System will redirect to the user's Home screen.

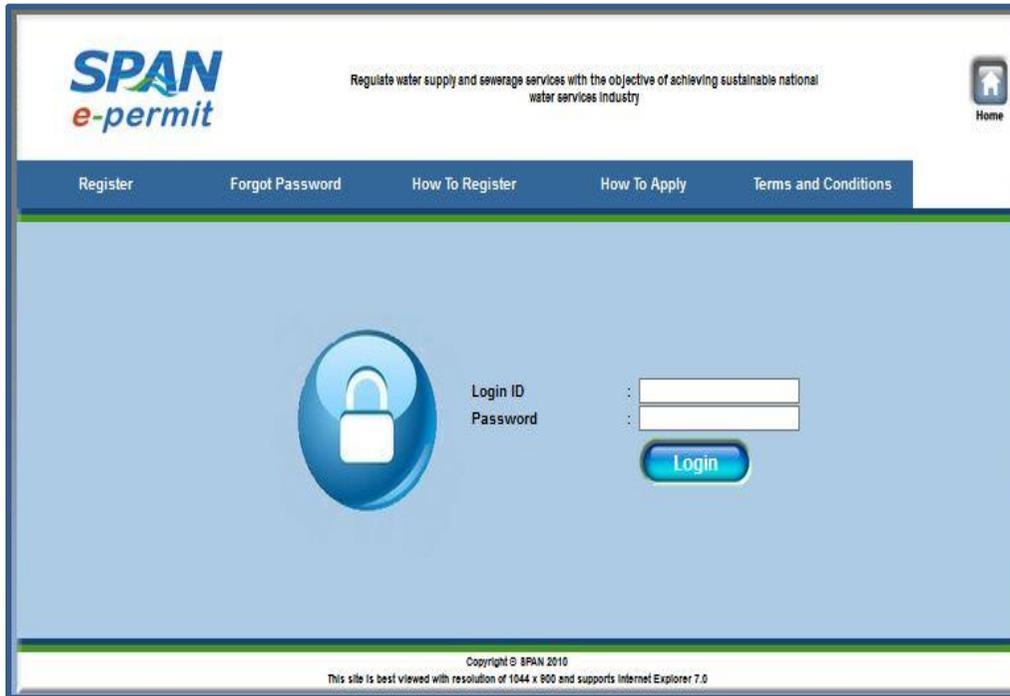


6. If your login action was not successful, the system will prompt the message as shown on screen.

How To Update Password

Starting from 1st July 2019 onwards, if you are an existing user of e-Permit system and when you log into the system, the system will require that you update your password for security reasons. You are required to update your password that conforms to the password policy as below :

- i. Contains at least 6 characters and maximum 10 characters and
- ii. a minimum of 1 lower case letter [a-z] and
- iii. a minimum of 1 upper case letter [A-Z] and
- iv. a minimum of 1 numeric character [0-9] and
- v. a minimum of 1 special character: ~`!@#\$\$%^&*()-_+=[]?



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Home

Register Forgot Password How To Register How To Apply Terms and Conditions

Login ID :

Password :

Login

Copyright © SPAN 2010
This site is best viewed with resolution of 1044 x 900 and supports Internet Explorer 7.0

1. Login to e-Permit at the following url
https://e-Permit.span.gov.my/SPAN_e-Permit/PublicLogin.aspx.

- a) Key in your existing login id and password. The system will check if you have update your password or not.
 - i. If you have updated your password the system will allow you to log in and view your Home screen.
 - ii. If you have not updated your password, the system will redirect you to the Password Update screen.

Password Update

User Information

Your password has expired. You are required to change your password to comply with password base standards.
Password must be at least 8 characters with a minimum of 1 lowercase letter [az],
at least 1 capitalization [AZ],
at least - at least 1 number [0-9]
and at least 1 special character: ~ ! @ # \$ % ^ & * () _ - + = [] ? *
For fields marked as **, applicant is required to fill in either one of the fields.

Desired Login Name * : uatuser

Old Password * :

Choose a Password * :

Re-enter Password * :

Word Verification * : As a protection against automated spam, you'll need to type in the characters that appear in the image below.



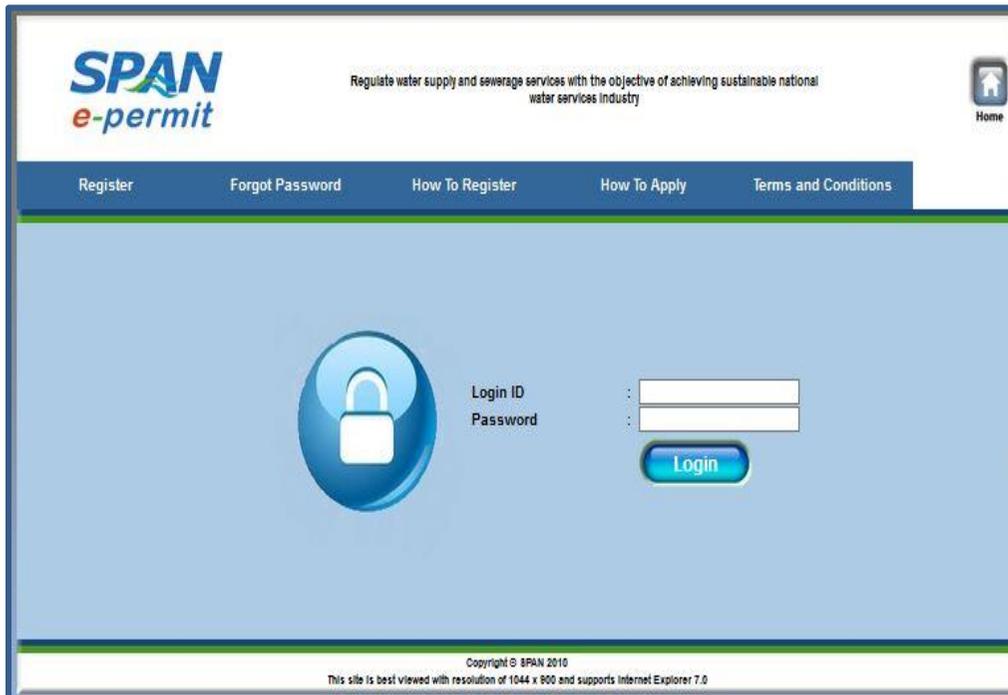
Type character here. :

Effective immediately, only one user account is allowed to apply for a permit for a contractor company. Therefore, you need to update the name of the contractor company to be used by this user account.

Company :

Update

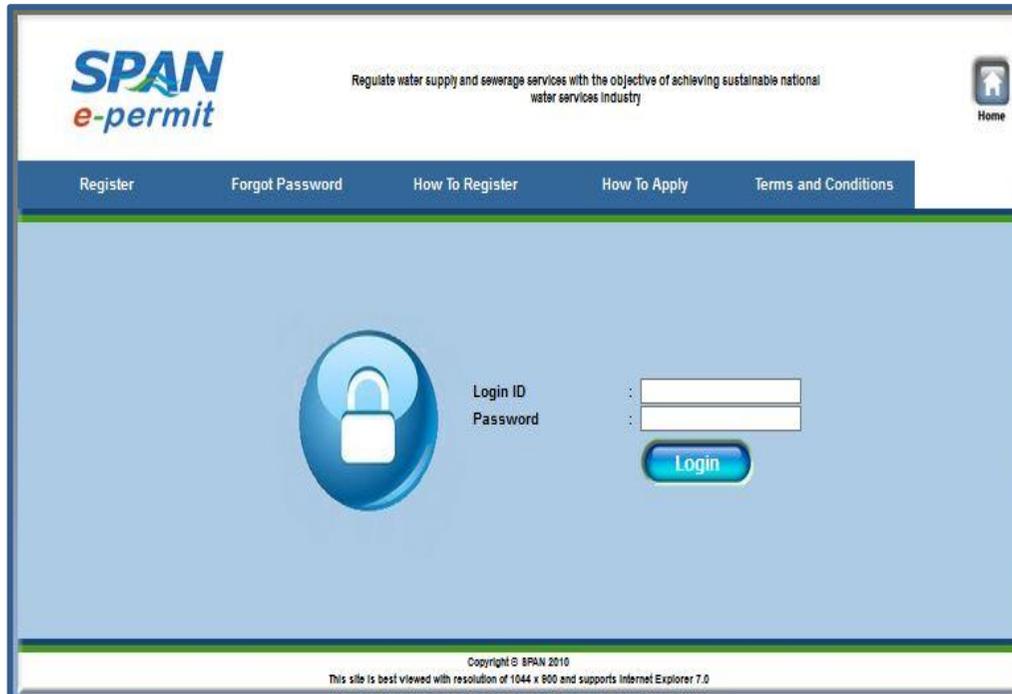
2. Fill in the information available on the online form. Fields marked as * are mandatory fields. The system will not allow you to proceed if any of the mandatory fields are not supplied.
3. Once all information has been filled, click on **Update**.



4. The system will process your update and redirect you back to the login screen. At the login screen, you can login into e-Permit using the new password.

How To Retrieve Login ID and Password

If you can't remember your user id or password, please follow the steps below to retrieve your password.



The screenshot shows the SPAN e-permit website interface. At the top left is the logo for SPAN e-permit. To its right is the text: "Regulate water supply and sewerage services with the objective of achieving sustainable national water services industry". A "Home" button with a house icon is in the top right corner. Below this is a dark blue navigation bar with the following links: "Register", "Forgot Password", "How To Register", "How To Apply", and "Terms and Conditions". The "Forgot Password" link is highlighted. The main content area has a light blue background and features a large blue padlock icon on the left. To the right of the padlock are the labels "Login ID" and "Password" above two white input fields. Below the input fields is a blue "Login" button. At the bottom of the page, there is a footer with the text: "Copyright © SPAN 2010" and "This site is best viewed with resolution of 1044 x 800 and supports Internet Explorer 7.0".

1. At the Login screen, click on **Forgot Password** menu on the login screen.

SPAN
e-permit

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Home

Forgot Password

If you have forgotten your password to login to SPAN e-Permit system, you can request to have your password sent to your email. Please provide the Login ID or Email information used during registration process for verification purposes.

User Information

Login ID : OR

Email : OR

IC NO : - -

Next

- The system will redirect the user to the **Forgot Password** screen. You are required to fill in **your Login ID, Email or IC Number** for first level verification purpose. Please remember that the information supplied must be the same information that you have supplied during registration. Click on **Next** button to proceed. The following screen will appear.

Forgot Password Verification

Please provide the following information for verification

User Information

New IC No ** - -

Old IC No **

Other IC No** :

Passport No ** :

Security Question* : WHAT IS YOUR MOTHER'S NAME?
:

Word Verification*


Submit

- At the **Forgot Password Verification** screen, please supply the information as stated on the screen for second level of verification. Then, click on **Submit** to submit your request.



4. If the information supplied is incorrect, system will prompt that it failed to validate your credentials.
5. If the system verifies that the information supplied is correct, the system will prompt the following message. The system will send your login information to your email account and redirect the screen to the Login screen.