eService (ES) User Guide
Create and Maintain OCP User Account

OCP – Create and Maintain OCP User Account

PURPOSE

This user guide acts as a reference for **Applicants** to manage their **OCP Account.**

Use this manual to manage:

- **Registering A Local User Account**
- **Registering A Foreign User Account**
- **Forgot Password**
- **Reviewing and edit user profile**
- **Enabling One Time Password (OTP)**
- **Changing password from user profile**
- **Changing email address**

GLOSSARY

The following acronyms are used frequently:

Term	Meaning
OCP	One Common Portal
ROCBN	Registry of Companies and Business Names

FURTHER ASSISTANCE

If you have any questions or issues while using OCP, please call us at +673-2380505 or send an email to **info.rocbn@mofe.gov.bn**

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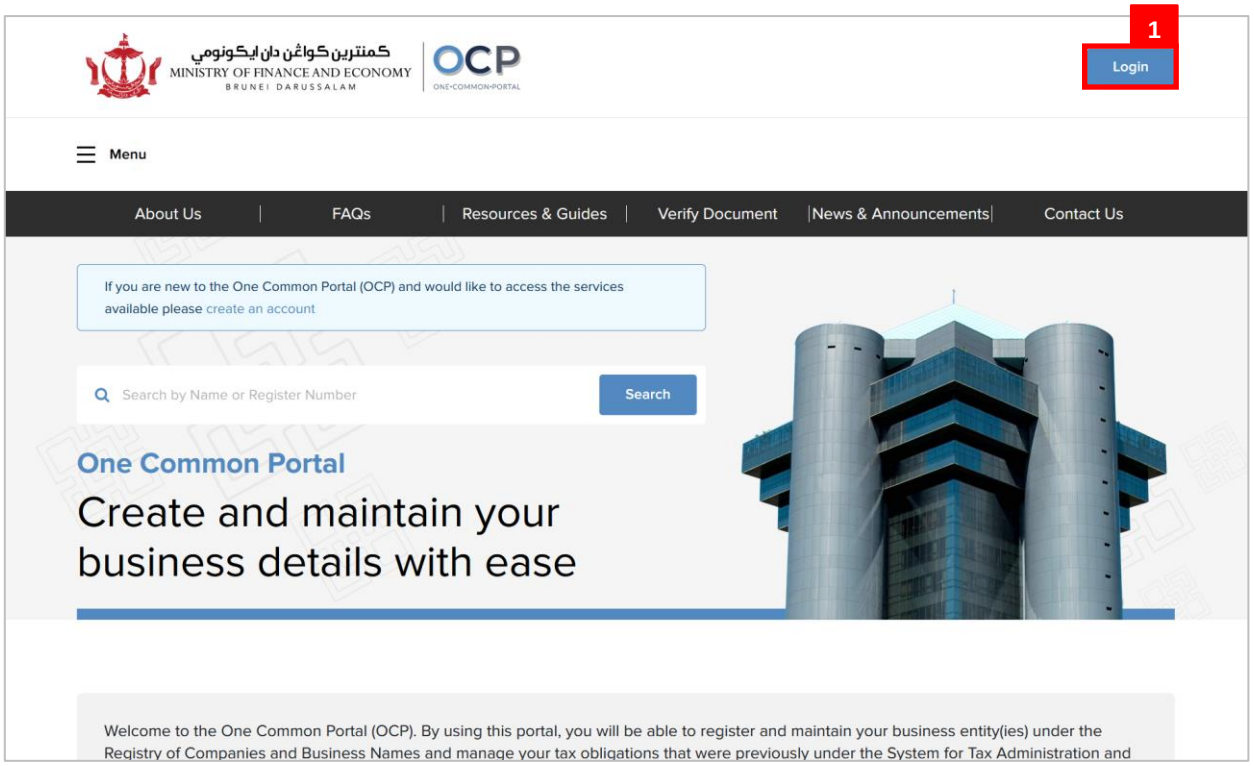
REGISTERING A LOCAL USER ACCOUNT	Applicant
	Online User

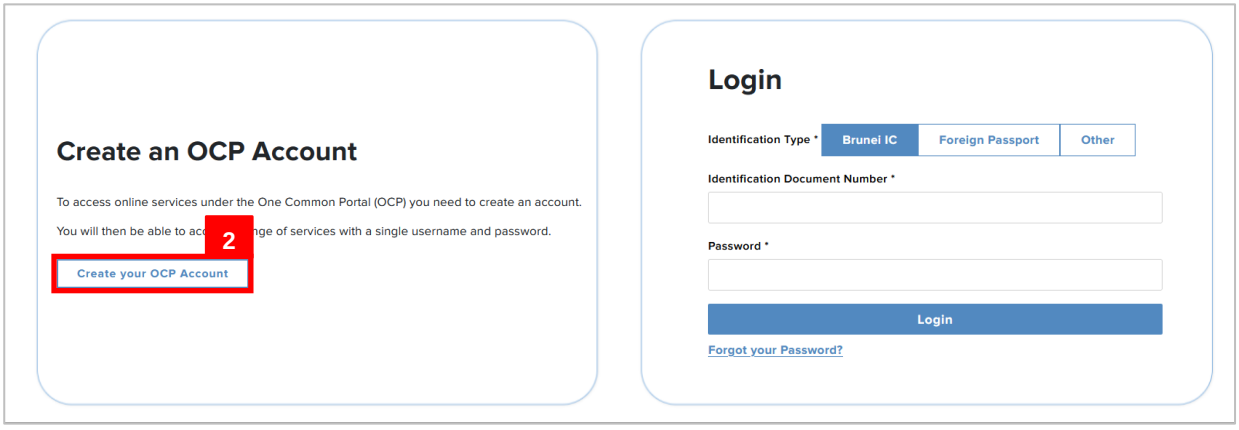
Note:

- Please prepare your own personal and valid E-mail.
- Register for an OCP account with your identity card



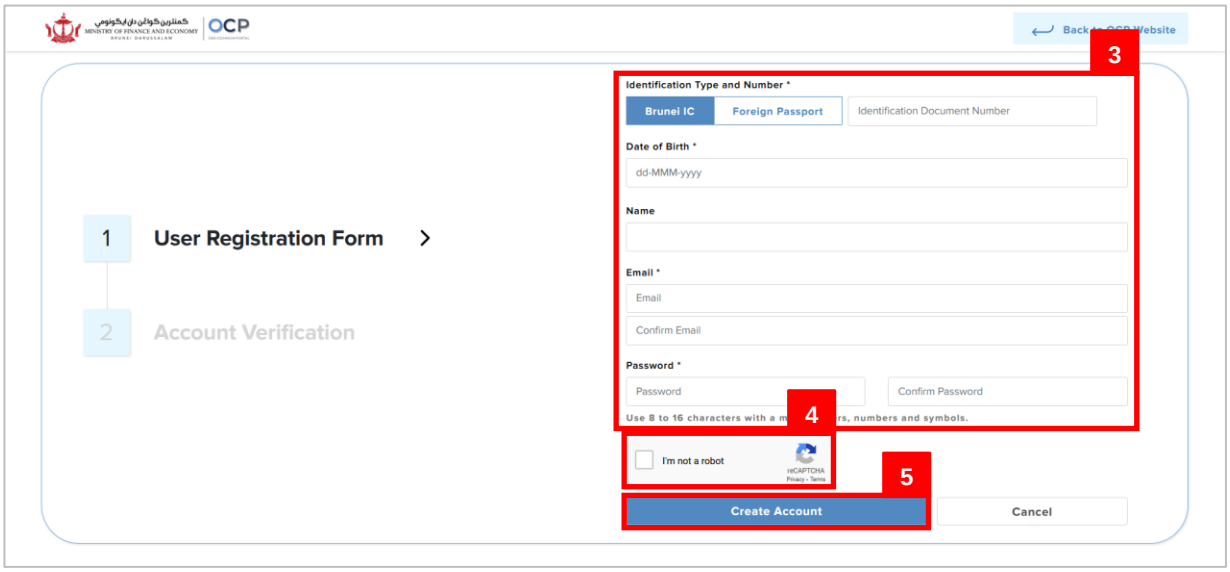
1. Navigate to the OCP website and click on the **Login** button.

The **Login** page will be displayed.



2. Click on the **Create your OCP Account** button.

The **User Registration Form** will be displayed.



3. Click on the **Brunei IC** button for business users with Brunei and enter the details for **User Registration Form** as per the example below:

Section	Field	Mandatory (?)	Example
User Registration	Identification Document Number	✓	01048181
	Date of Birth	✓	14-Jun-1992
	Name	✓	*For Brunei IC, system will auto populate the name by extracting data from Immigration database using the Identification Document Number and Date of Birth information*
	Email	✓	muhd.ashraf@gmail.com
	Confirm Email	✓	muhd.ashraf@gmail.com
	Password	✓	P@ssword1
	Confirm Password	✓	P@ssword1

4. Click on the **I'm not a robot** checkbox and verify yourself (if required).

Note:

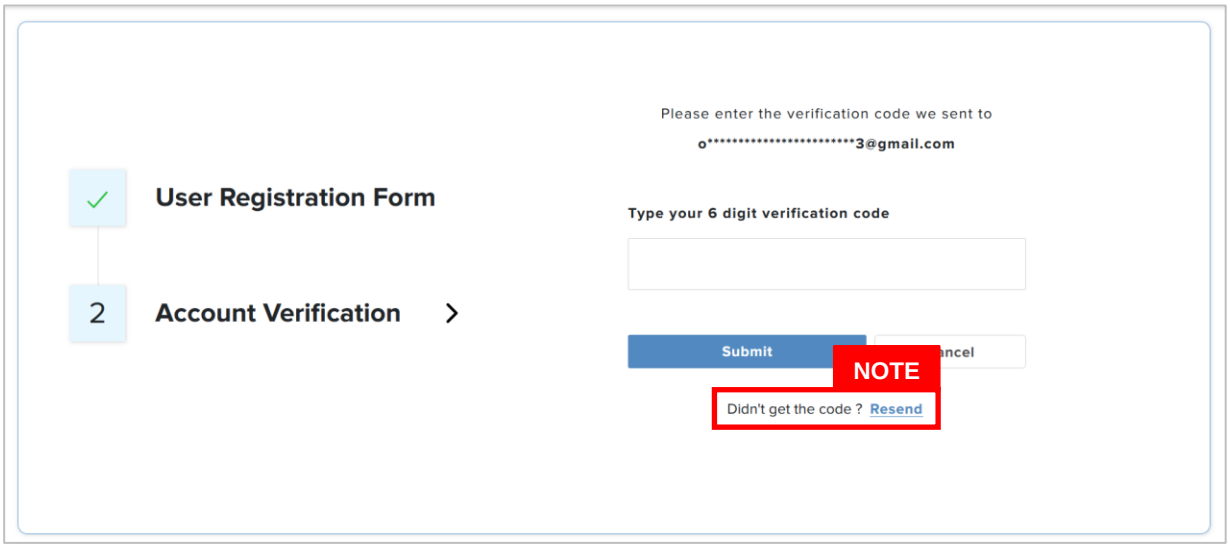
- **Name** will only be auto populated if the **Identification Document Number** matches the **Date of Birth** in the Immigration database.

- Password must be at least **8 alphanumeric characters** with a minimum of:
    I. One **Capital Letter** (A-Z)
    II. One **Small Letter** (a-z)
    III. One **Digit** (1-9)
    IV. One **Special Character** (! - *)

5. Click on the

button.

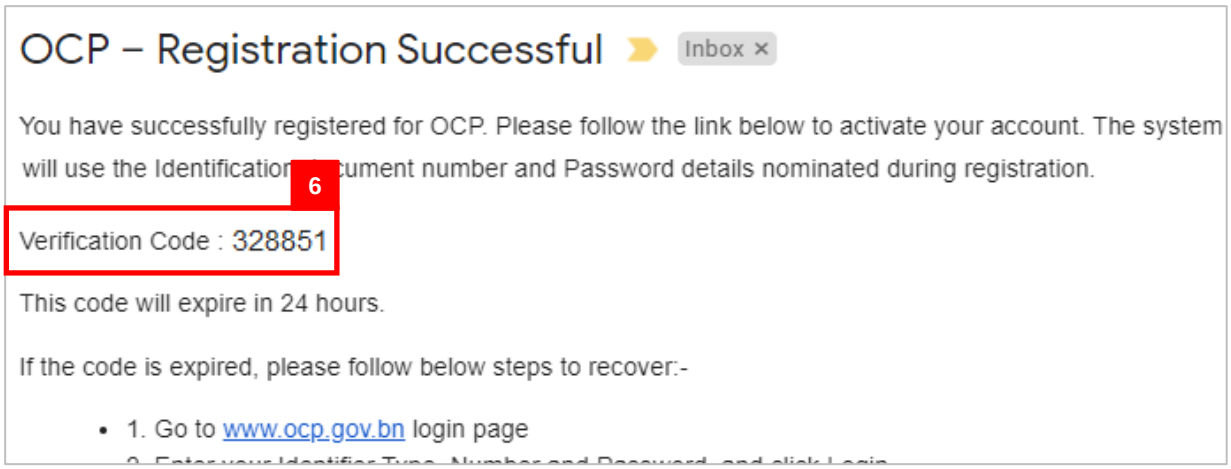
There will be a message, indicating that the registration was a success and activation email was sent out.



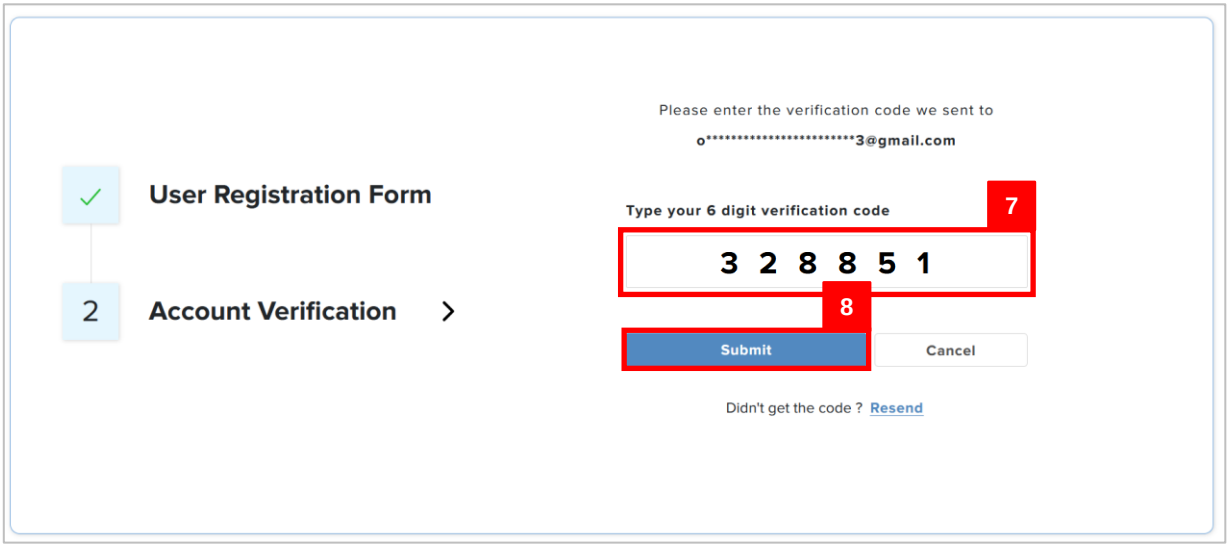
Note: If the activation email is not received, click on the

button.

Log in to the email that was used in the OCP account registration and open the e-mail **OCP – Registration Successful** in your inbox.

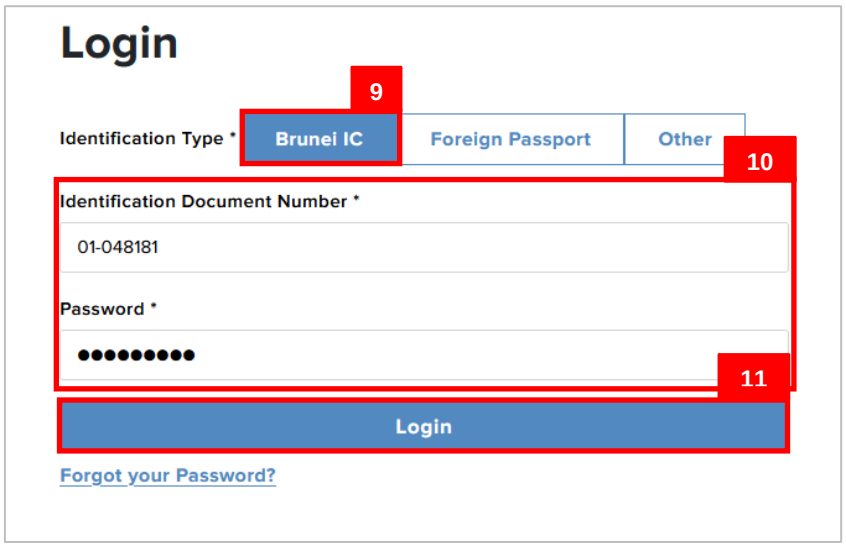


6. Take note of the verification code.



7. Enter the verification code in the [ ] field.
8. Click on the [Submit] button.

Try to log in to your OCP account.

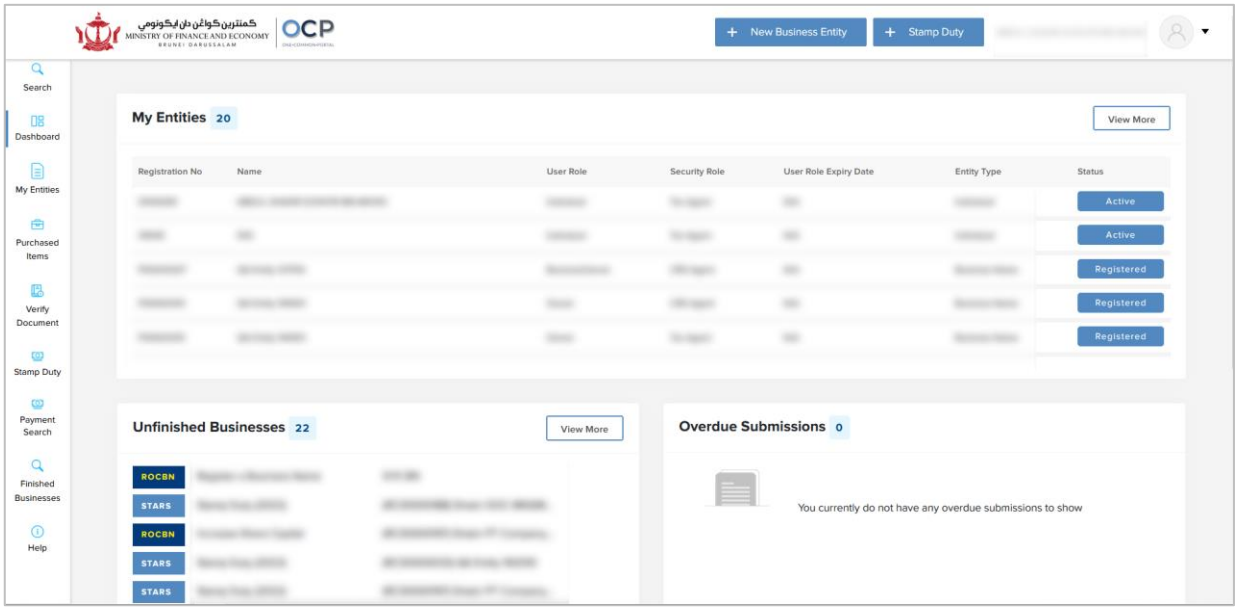


9. Click on the [Brunei IC] radio button for business users with Brunei IC.
10. Enter the details for **Login** section as per the example below:

Field	Example
Identifier Document Number	01048181
Password	P@ssword1

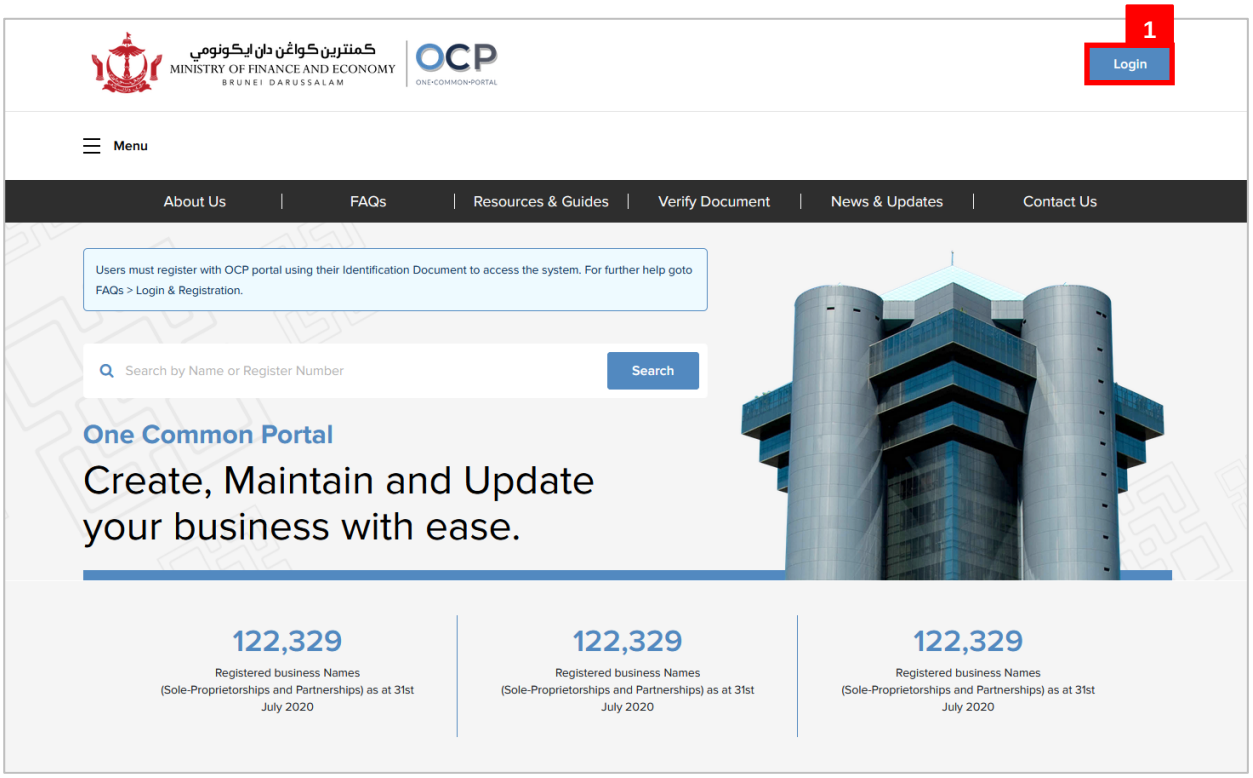
11. Click on the [Login] button.

You will be logged in to your OCP account.



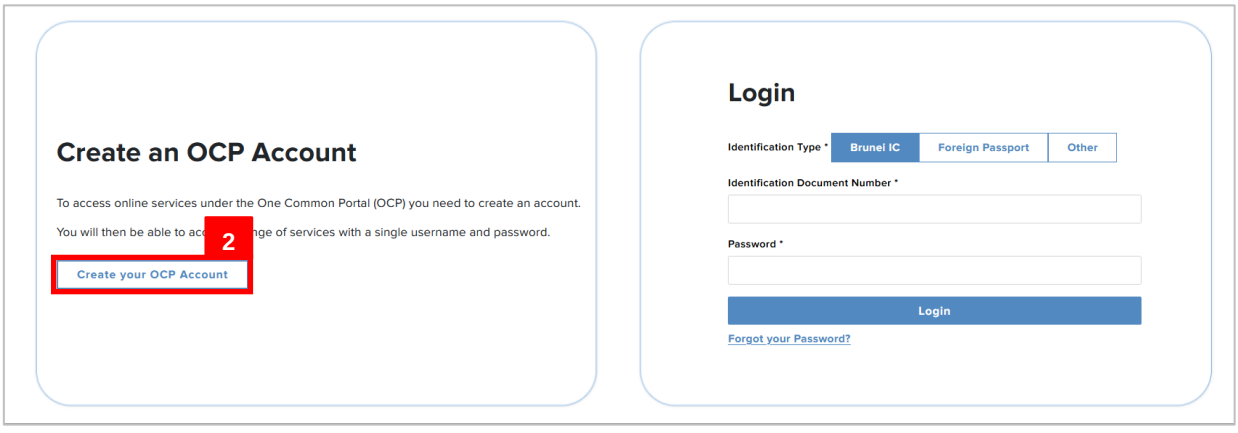
REGISTERING A FOREIGN USER ACCOUNT	Applicant
	Online User

***Note**:* Please prepare your own personal and valid E-mail.



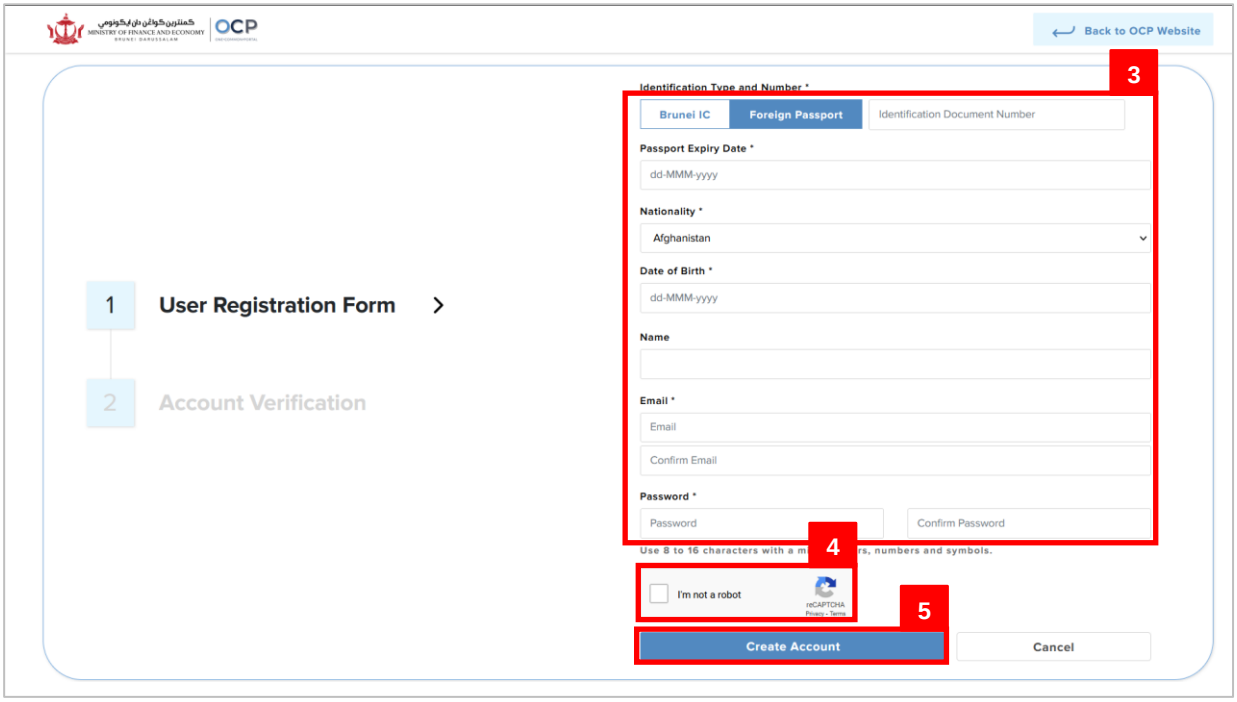
1. Navigate to the OCP website and click on the **Login** button.

The **Registered User** page will be displayed.



2. Click on the **Create your OCP Account** button.

The **User Registration** page will be displayed.



3. Click on the **Foreign Passport** radio button for business users with foreign passports and enter the details for **User Registration Form** as per the example below:

Section	Field	Mandatory (?)	Example
User Registration	Identifier Number	✓	BN8187
	Date of Birth	✓	24-Apr-1995
	Name	✓	Muhd Noah
	Nationality	✓	Malaysia
	Passport Expiry Date	✓	07-Jul-2021
	Email	✓	muhd.noah@gmail.com
	Confirm Email	✓	muhd.noah@gmail.com
	Password	✓	P@ssword1
	Confirm Password	✓	P@ssword1

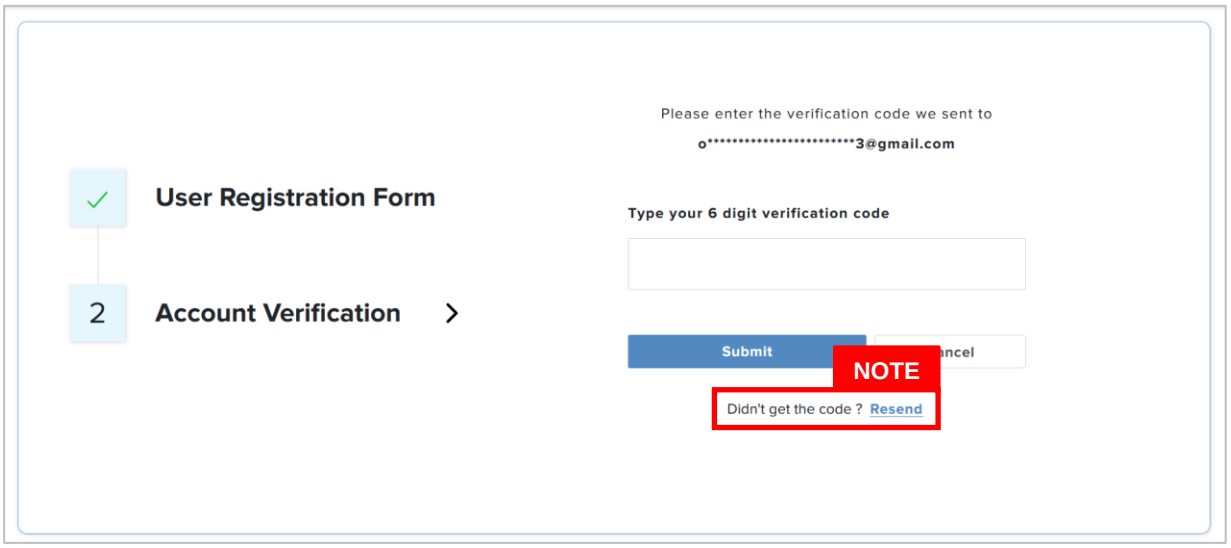
4. Click on the I'm not a robot checkbox and verify yourself (if required).

Note: Password must be at least **8 alphanumeric characters** with a minimum of:

I. One **Capital Letter** (A-Z)
II. One **Small Letter** (a-z)
III. One **Digit** (1-9)
IV. One **Special Character** (! - *)

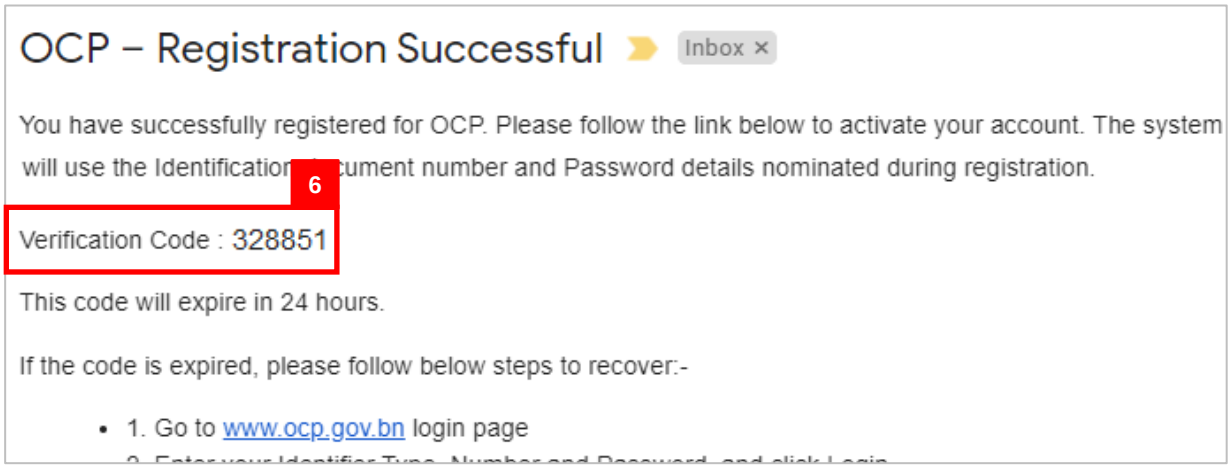
5. Click on the **Create Account** button.

There will be a message, indicating that the registration was a success and activation email was sent out.

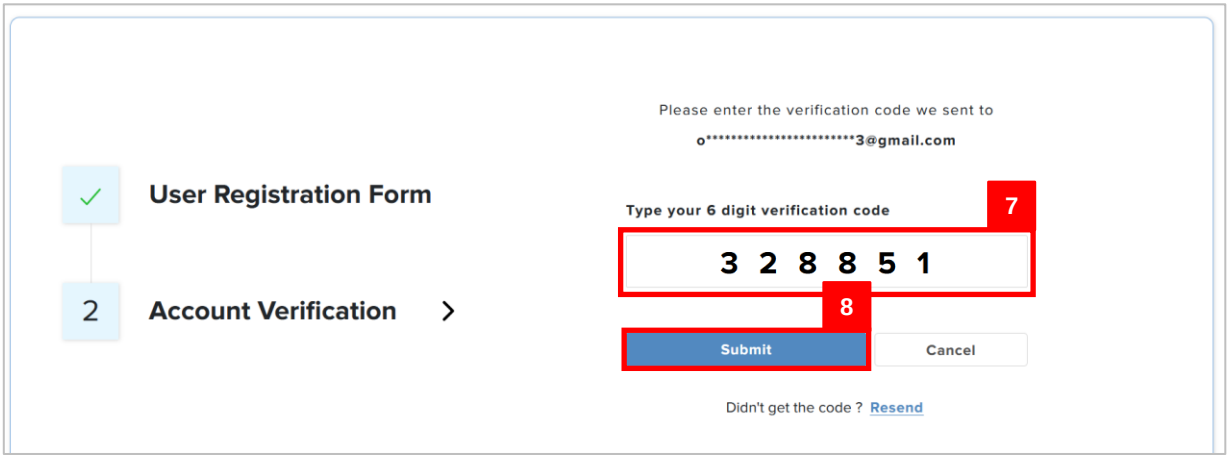


Note: If the activation email is not received, click on the **Resend** button.

Log in to the email that was used in the OCP account registration and open the e-mail **OCP – Registration Successful** in your inbox.

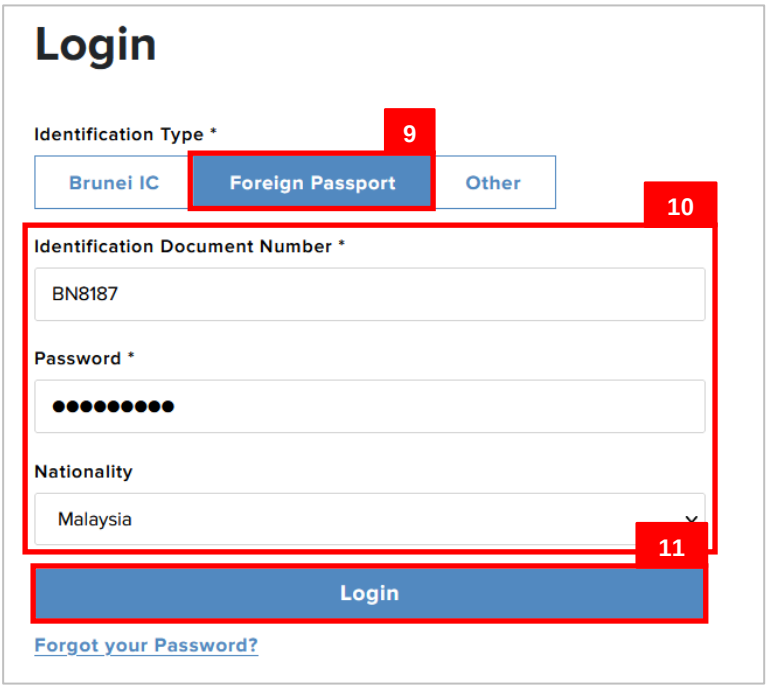


6. Take note of the verification code.



7. Enter the verification code in the [ ] field.
8. Click on the [Submit] button.

Try to log in to your OCP account.

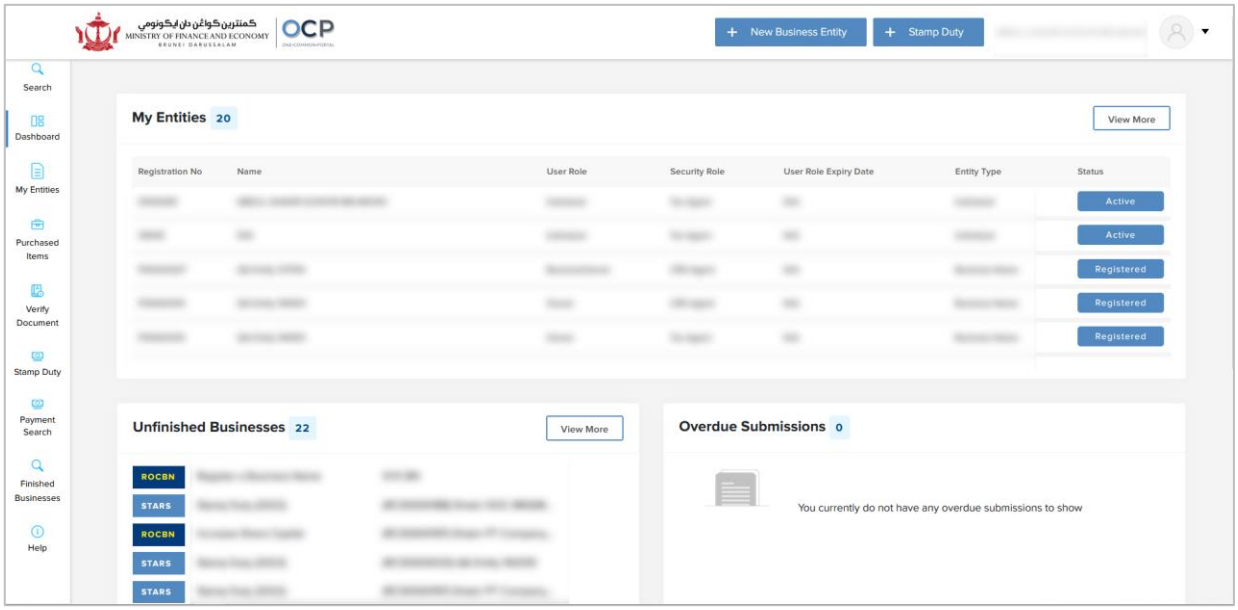


9. Click on the [Foreign Passport] radio button for business users with foreign passports.
10. Enter the details for **Login** section as per the example below:

Field	Example
Identifier Document Number	BN8187
Password	P@ssword1
Nationality	Malaysia

11. Click on the [Login] button.

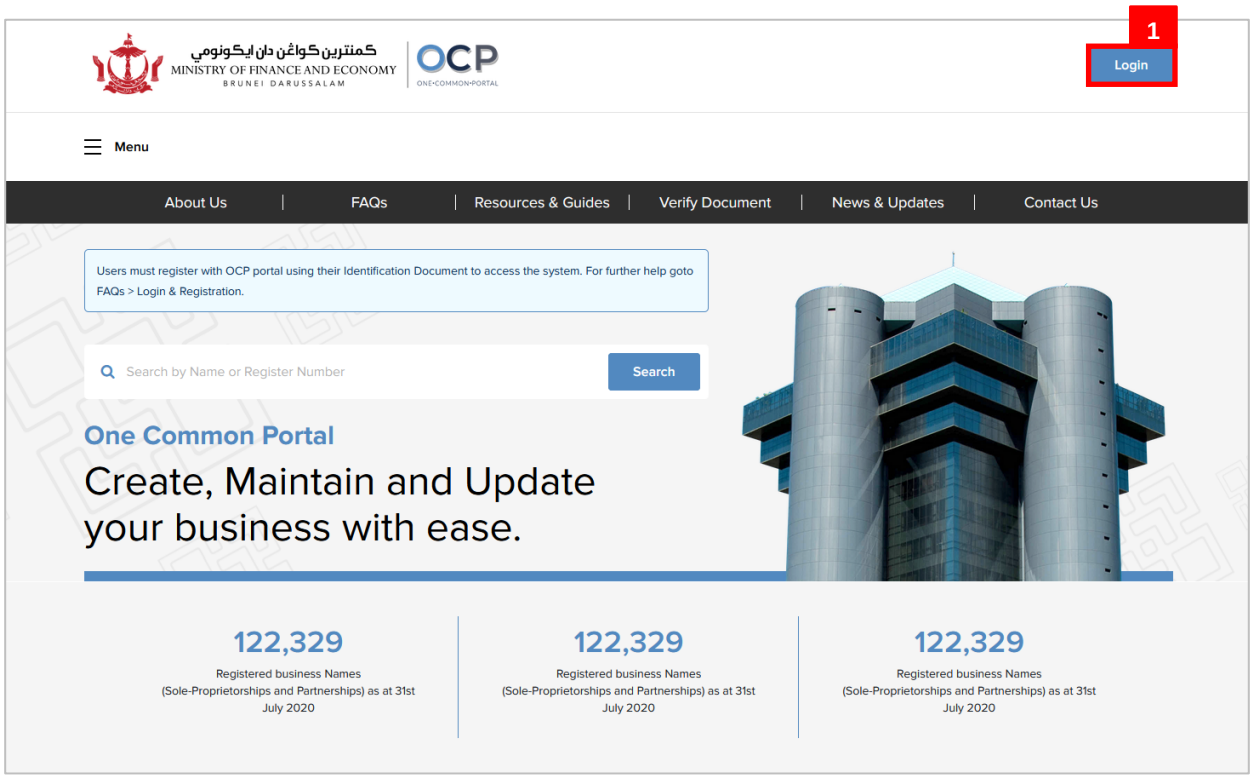
You will be logged in to your OCP account.



FORGOT PASSWORD	Applicant
	Online User

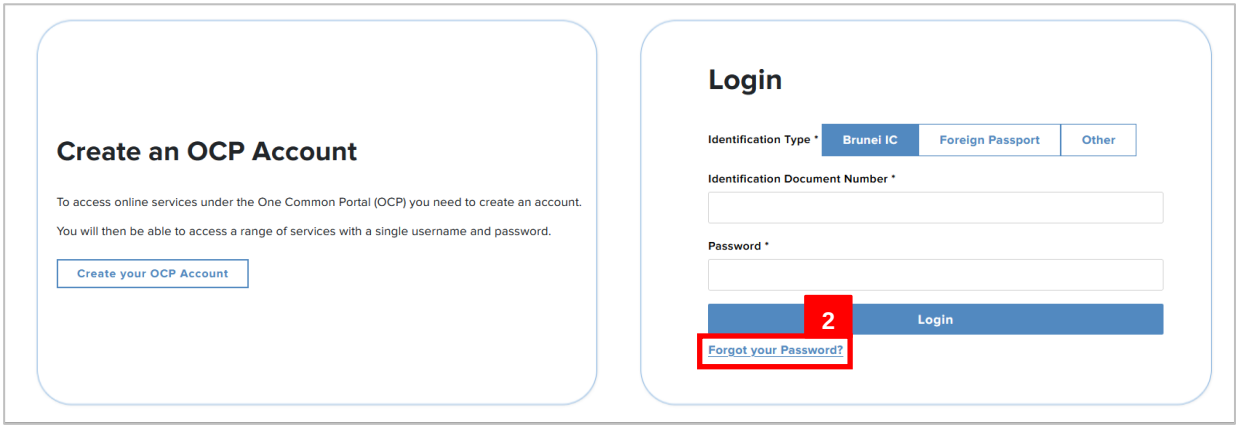
If you have forgotten your password, you can reset your password.

Navigate to the OCP website.

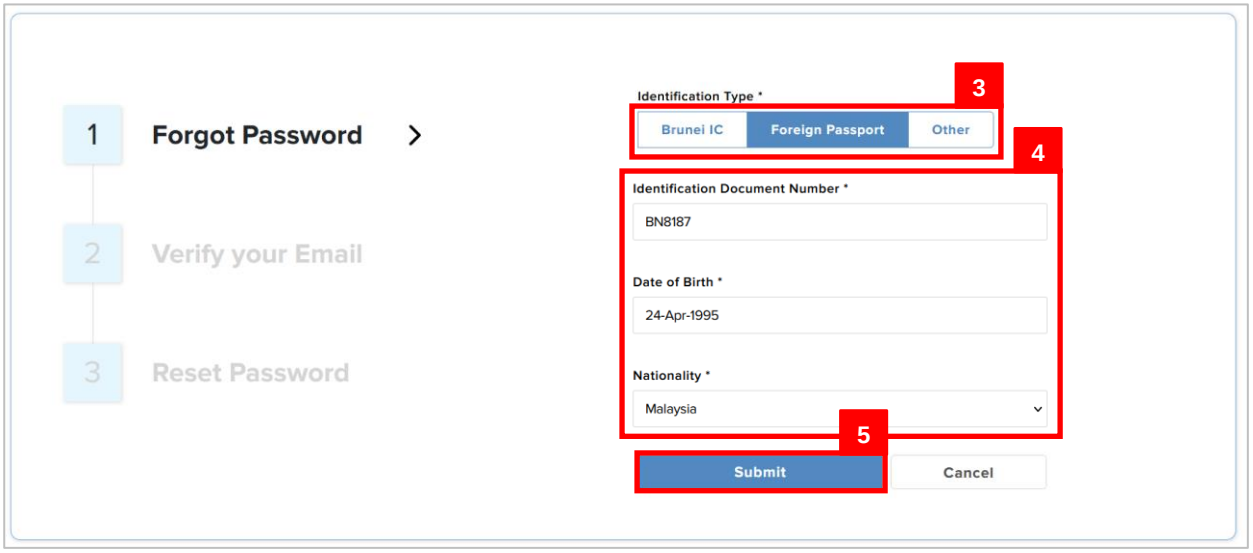


1. Navigate to the OCP website and click on the **Login** button.

The **Login** section will be displayed.



2. Click on the **Forgot your Password?** link.

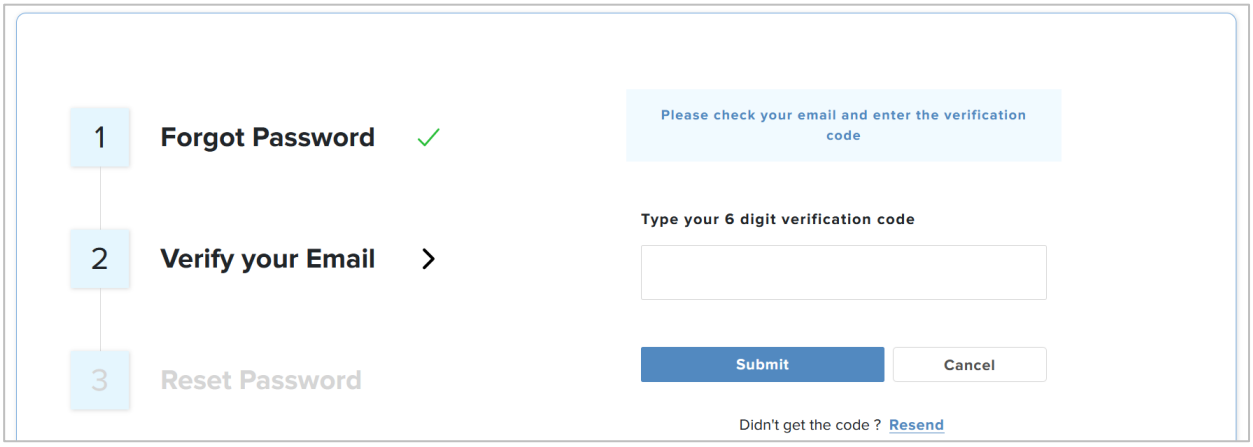


3. Click on the appropriate **Type**.
4. Enter the details for **Forgot Password** sections as per the example below:

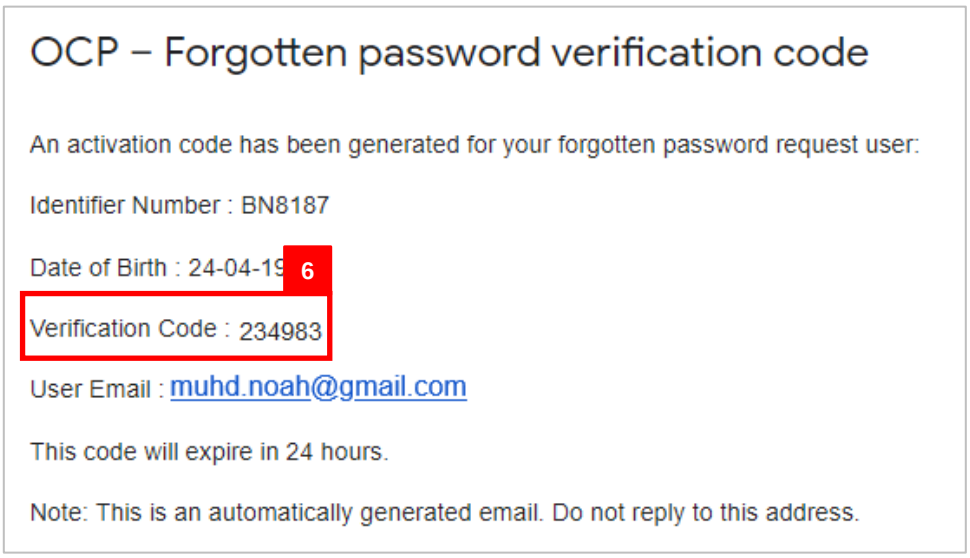
Section	Field	Mandatory (?)	Example
Forgot Password	Identification Document Number	✓	BN8187
	Date of Birth	✓	24-Apr-1995
	Nationality	✓ *only for Foreign Passport*	Malaysia

5. Click on the Submit button.

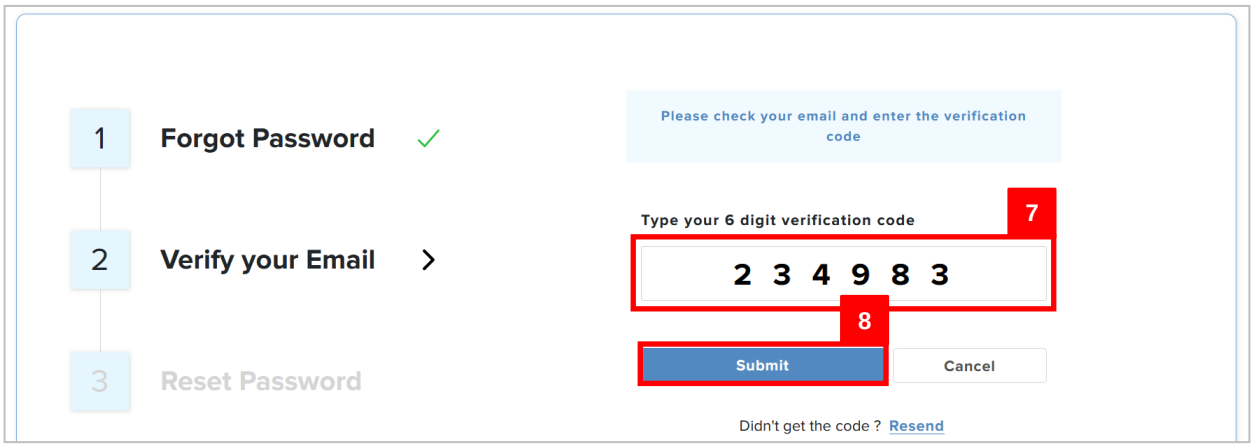
There will be a message, indicating that an activation code to reset password was sent to your email.



Log in to your email account and open the e-mail **OCP – Forgotten password verification code** in your inbox.

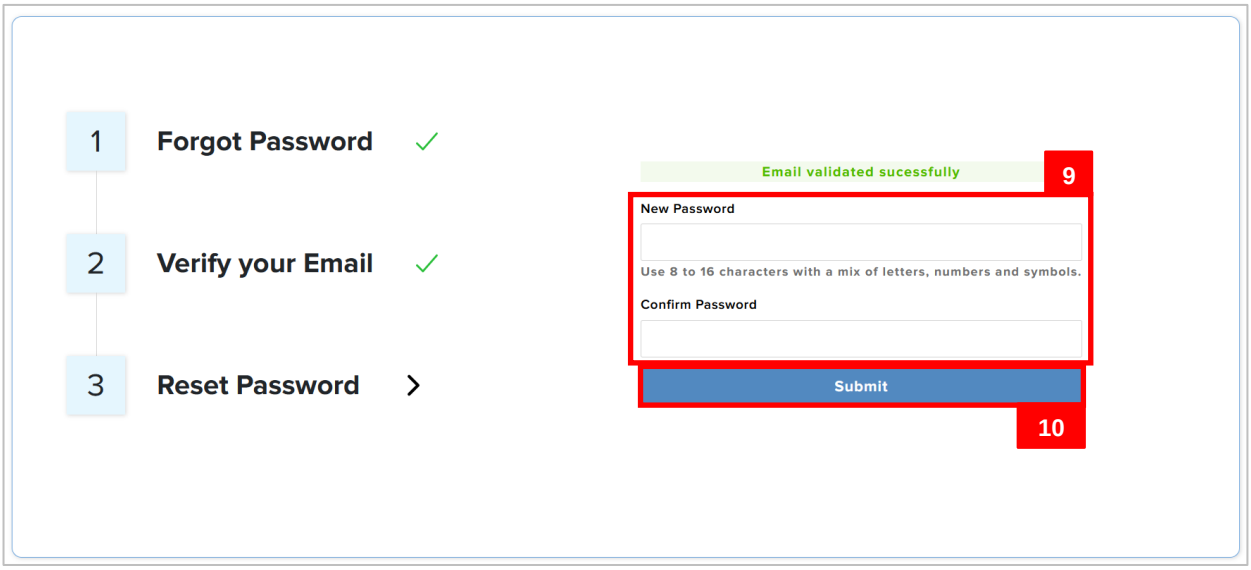


6. Take note of the verification code.



7. Enter the verification code in the [ ] field
8. click on the [Submit] button.

There will be a message, indicating that the email has been successfully validated.

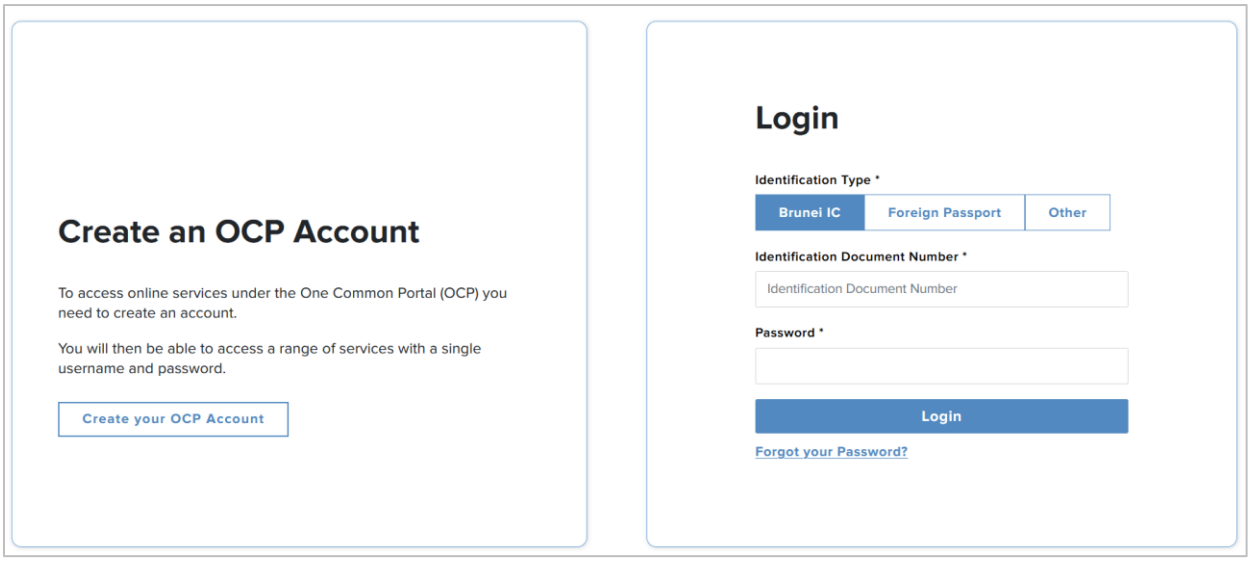


9. Enter the details for **Reset Password** section as per the example below:

Field	Example
New Password	P@ssword1
Confirm Password	P@ssword1

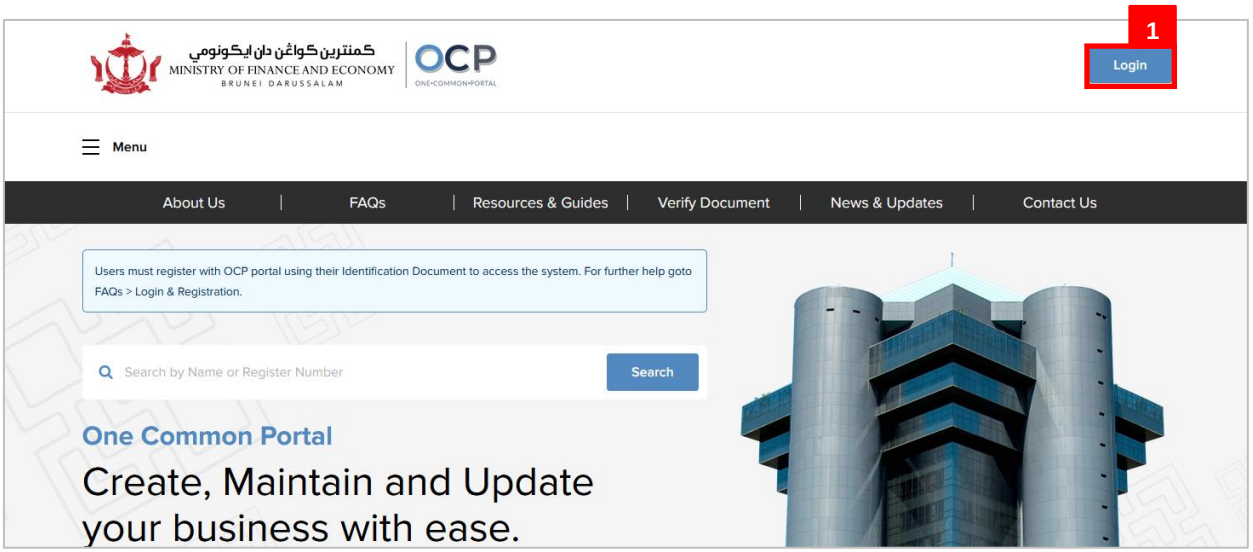
10. Click on the Submit button.

You can attempt to login to your OCP account with the new password now.



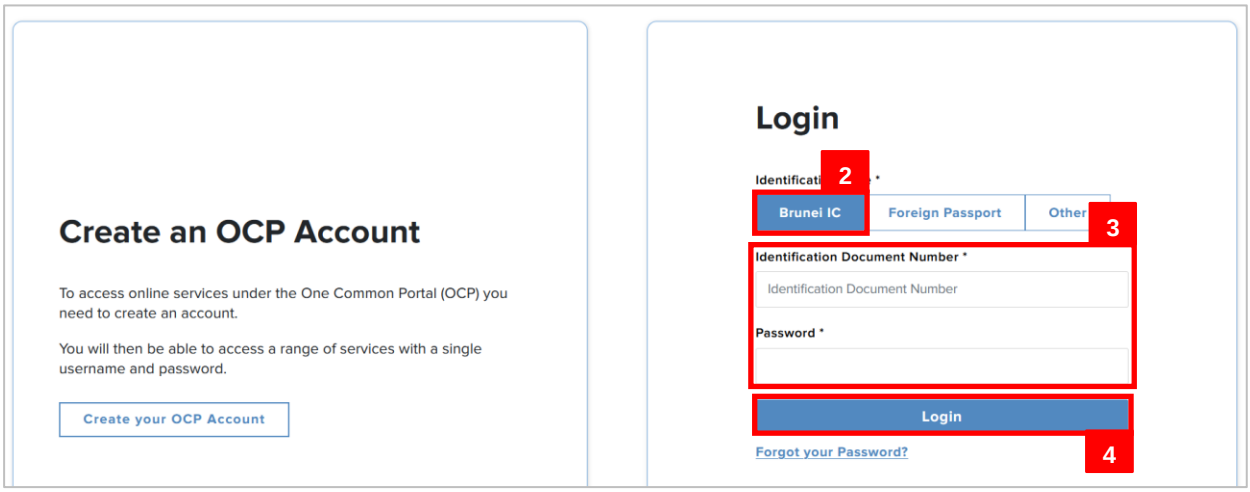
EDITING YOUR USER PROFILE (BRUNEI IC)	Applicant
	Online User

Navigate to the OCP website.



1. Click on the **Login** button.

The **Login** page will be displayed.

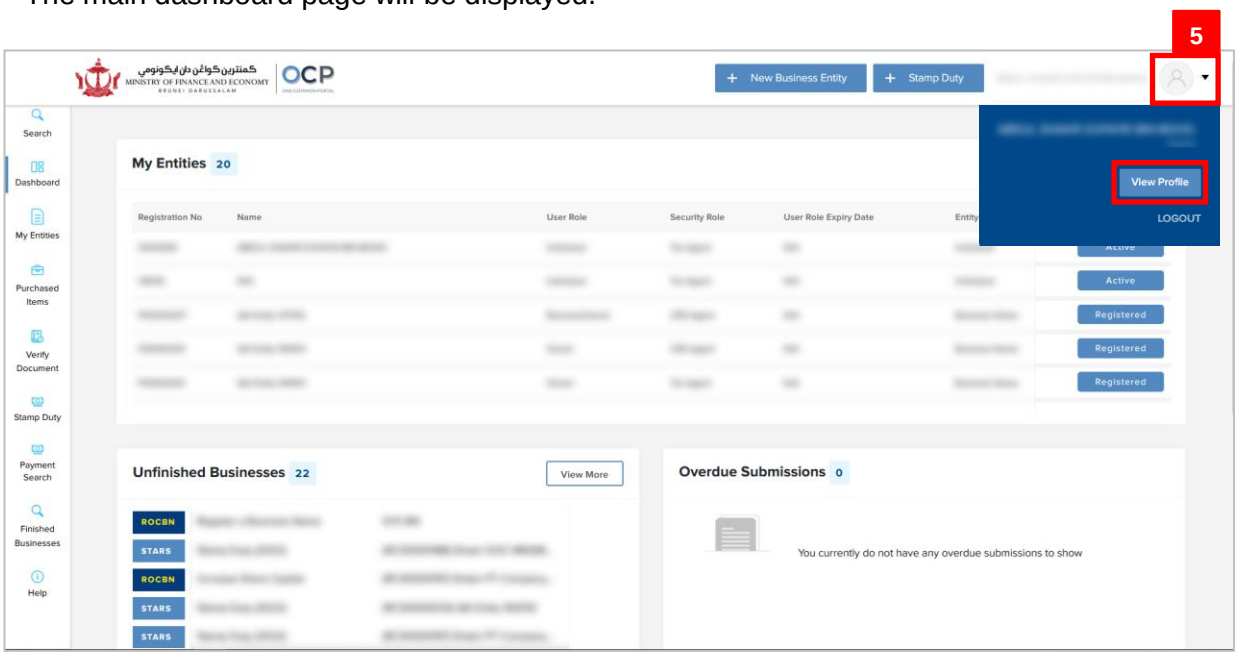


2. Click on the **Brunei IC** radio button for business users with Brunei IC.
3. Enter the details for **Log in** section as per the example below:

Field	Example
Identification Document Number	01048180
Password	P@ssword1

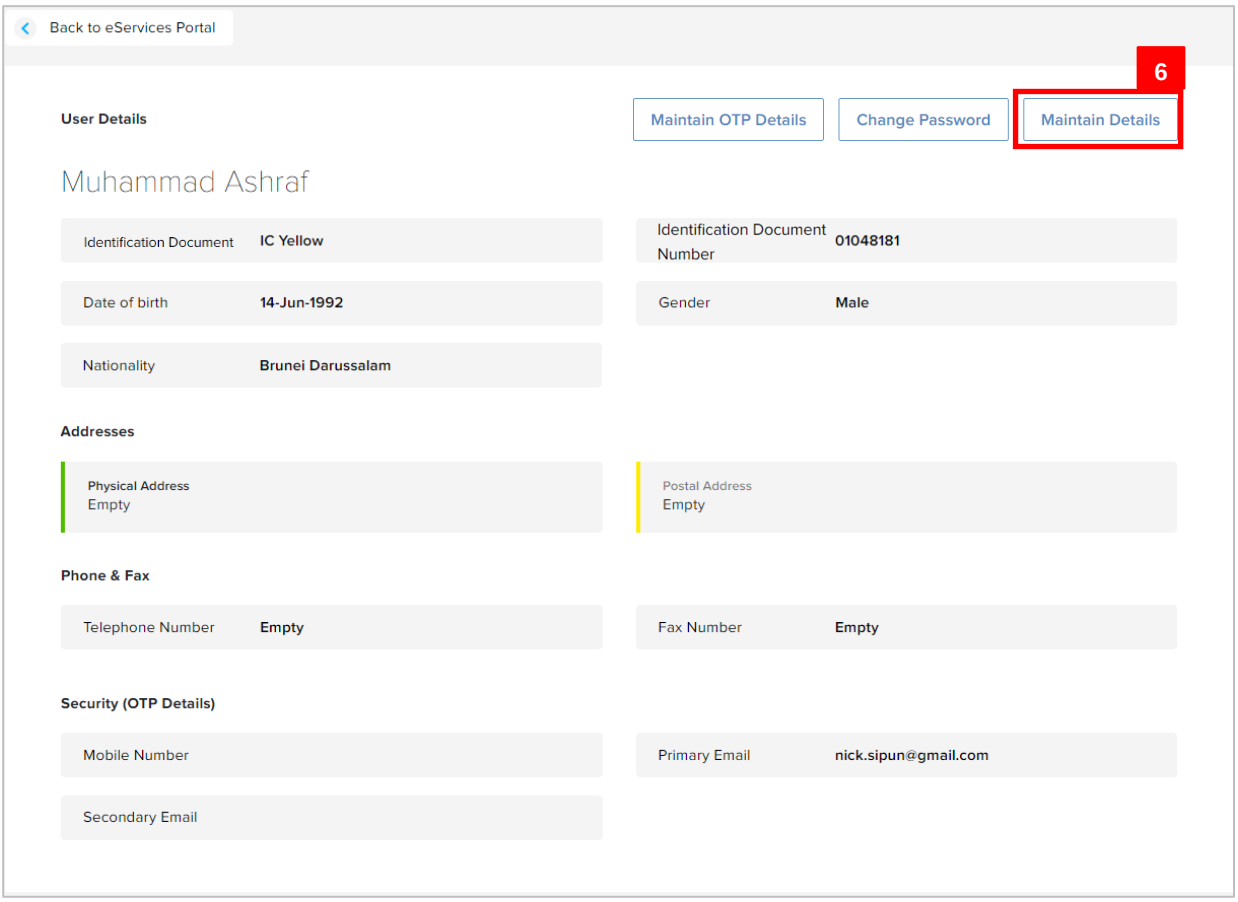
4. Click on the **Submit** button.

The main dashboard page will be displayed.



5. Click on the icon and click on the **View Profile** button to view your profile.

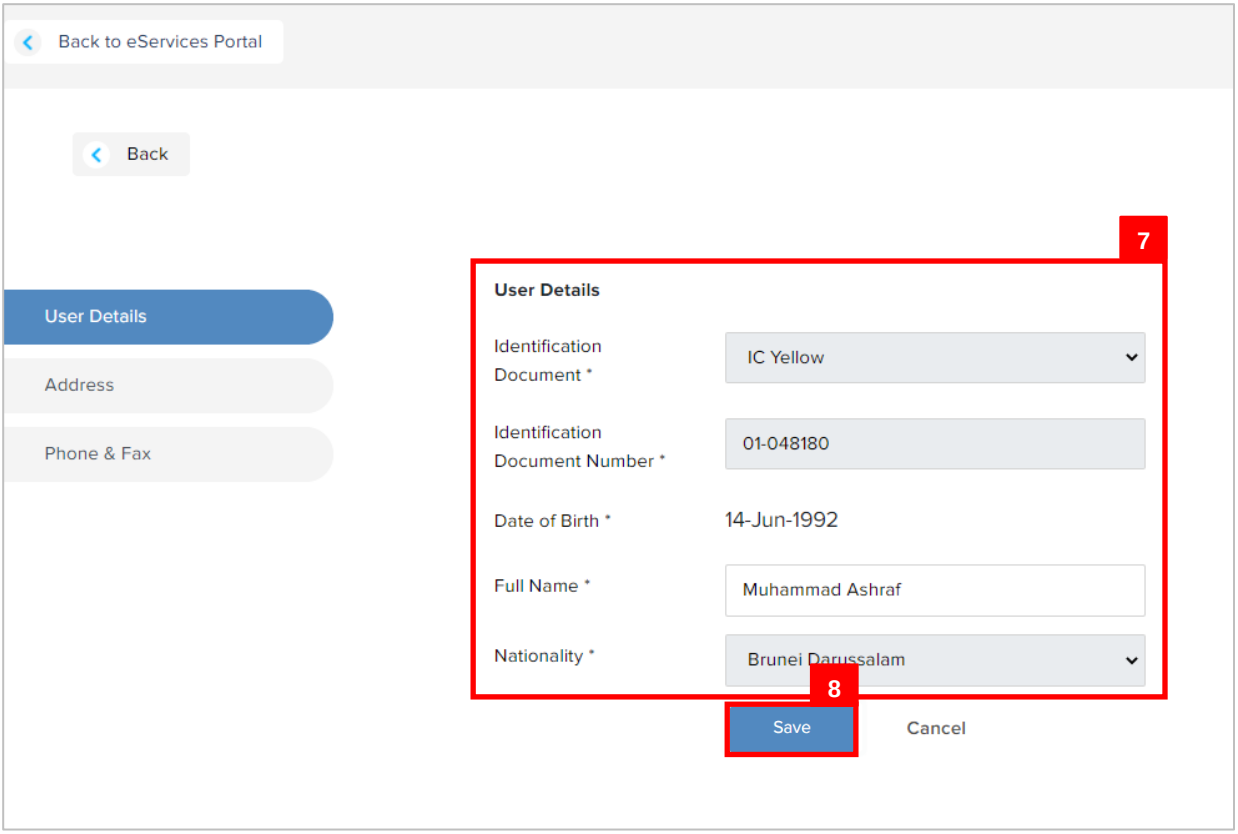
The **User Details** page will be displayed.



6. Click on the Maintain Details button to edit your profile.

Back to eServices Portal	To go back to the main dashboard page

The **User Details** page will be displayed.



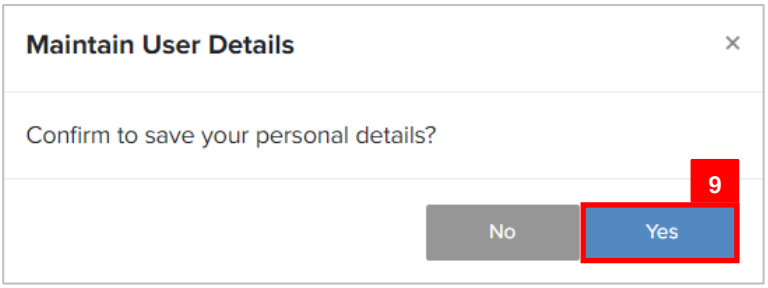
7. Enter the details for **User Details** section as per the example above.

Note: If there are changes in the **Identification Document** and **Identification Document Number**, user is to contact ROCBN and provide **Supporting Document**.

8. Click on the Save button.

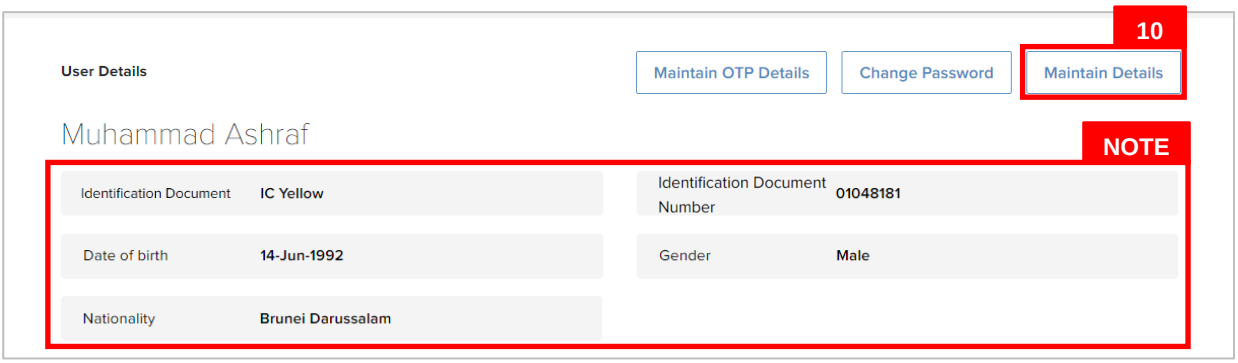
Back	To go back to the **My Profile** page.
Cancel	To cancel the updating profile action.

A confirmation message will be displayed.



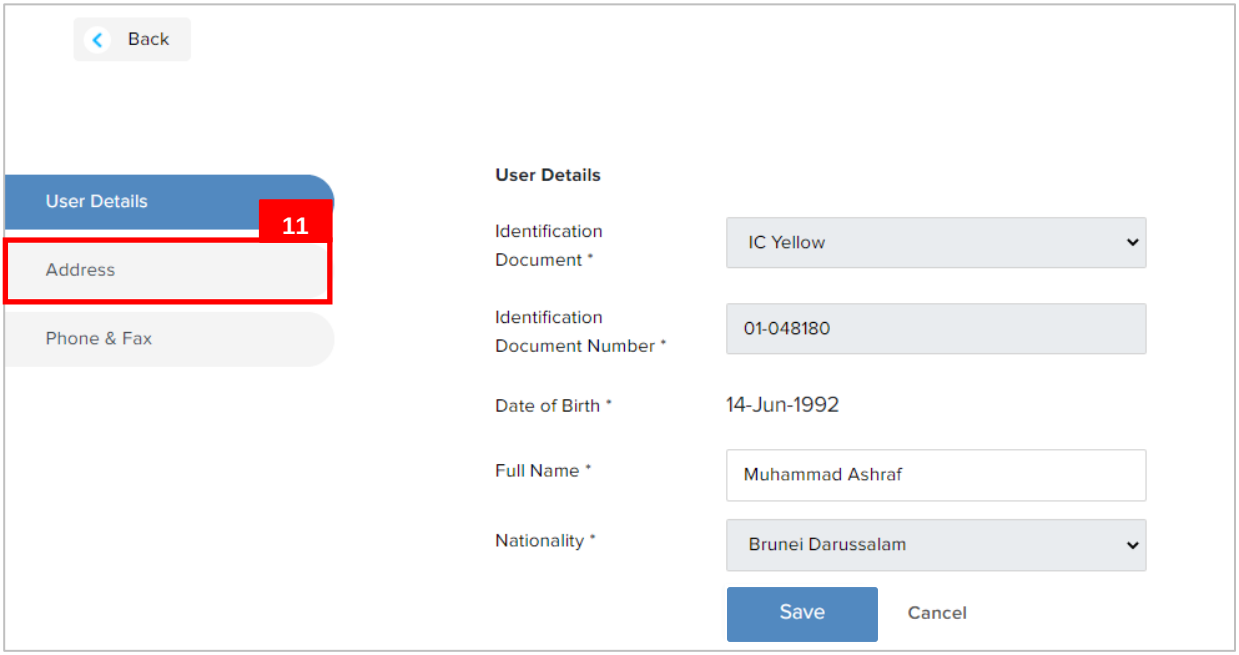
9. Click on the Yes button to save the changes.

The **User Details** page will be displayed.



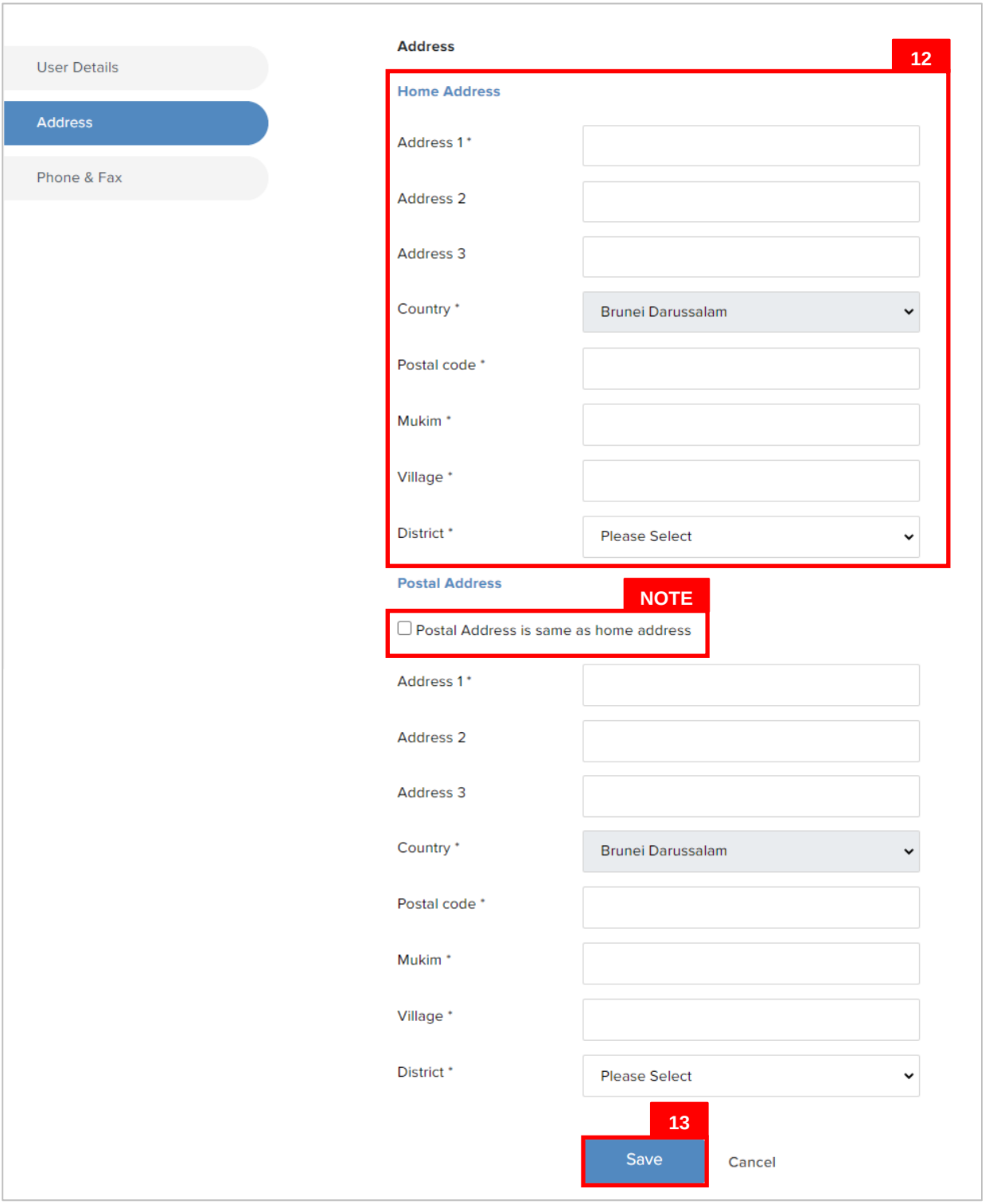
Note: Any changes to the **User Details** will be shown here.

10. Click on the Maintain Details button to continue editing your profile.



11. Click on the Address button to edit your address.

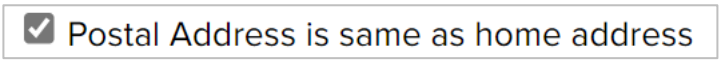
The **Address** section will be displayed.



12. Enter the details for the **Address** section as per the example below:

Section	Field	Example
Home Address	Address 1	34, SPG 23, Jalan Indera Jaya, STKRJ
	Address 2	-
	Address 3	-
	Country	Brunei Darussalam
	Postal Code	KA1531 *Filling in the postal code will auto populate the Mukim and Village field.*
	Mukim	Kuala Belait
	Village	Kg Mumong A
	District	Belait

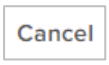
Note:

- Fields **Mukim** & **Village** will only show if **Country** selected is Brunei Darussalam.
- Clicking the checkbox 

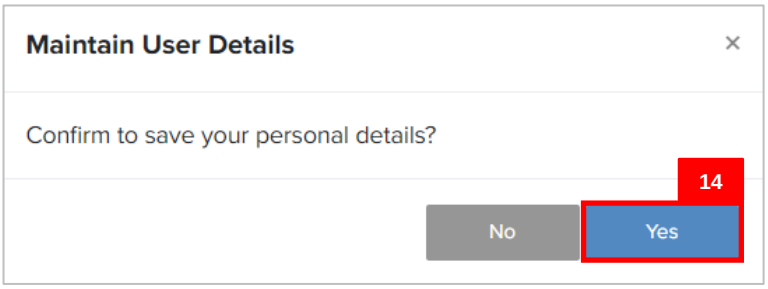
will cause the **Postal Address** section to be displayed.

13. Click on the

button.

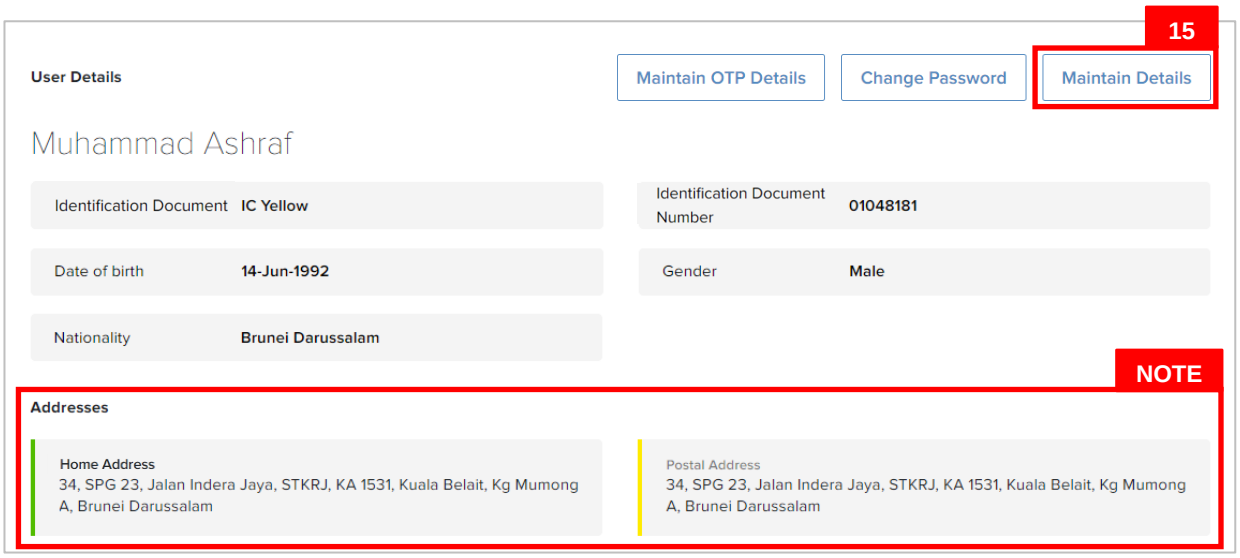
	To cancel the updating profile action.

A confirmation message will be displayed.



14. Click on the Yes button to save the changes.

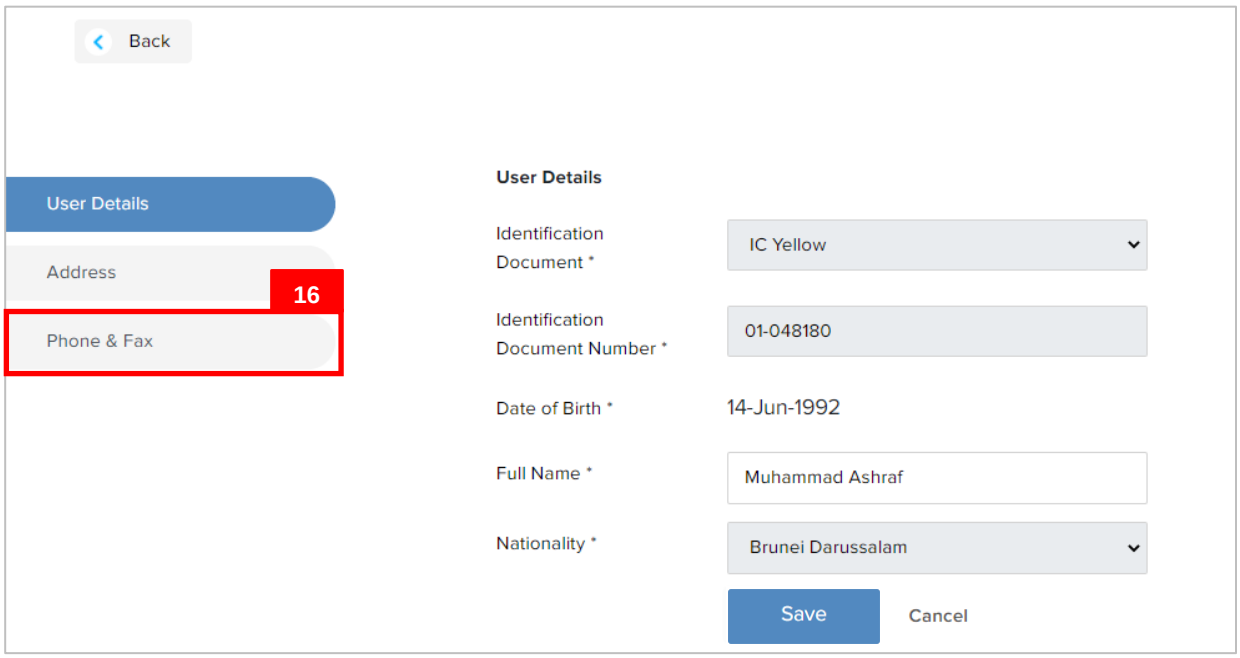
The **User Details** page will be displayed.



Note: Any changes to the **Addresses** will be shown here.

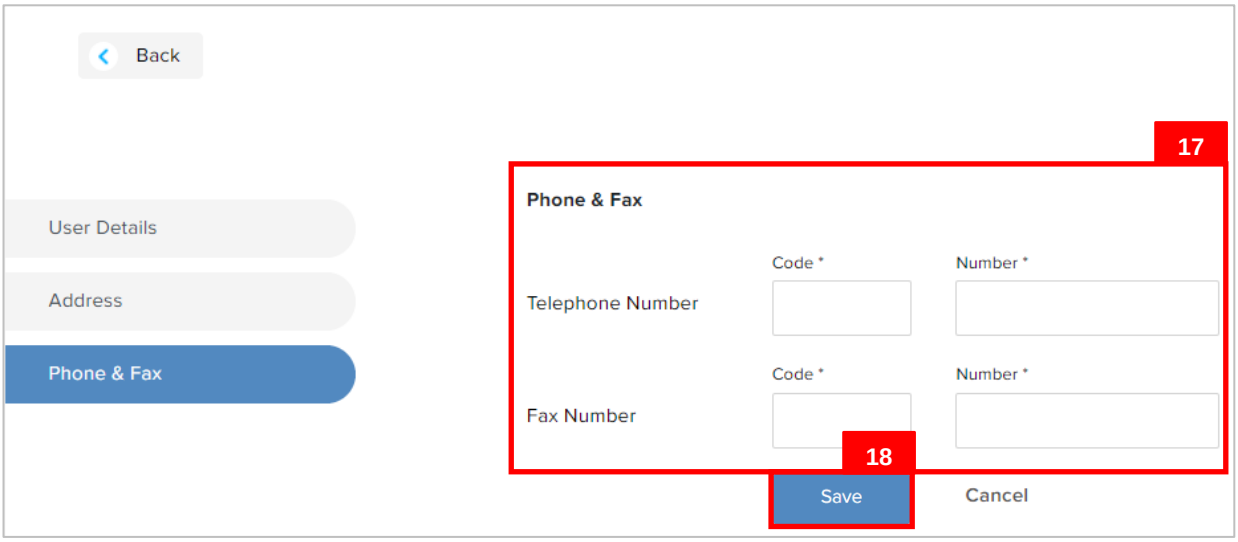
15. Click on the Maintain Details button to continue editing your profile.

The **User Details** page will be displayed.



16. Click on the Phone & Fax button to edit your phone & fax numbers.

The **Phone & Fax** section will be displayed.



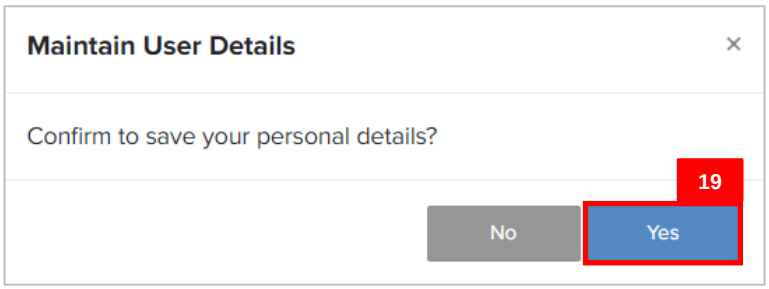
17. Enter the details for **Phone & Fax** section as per the example below:.

Section	Field	Example
Telephone Number	Code	+673
	Number	8600654
Fax Number	Code	+673
	Number	2382338

18. Click on the Save button.

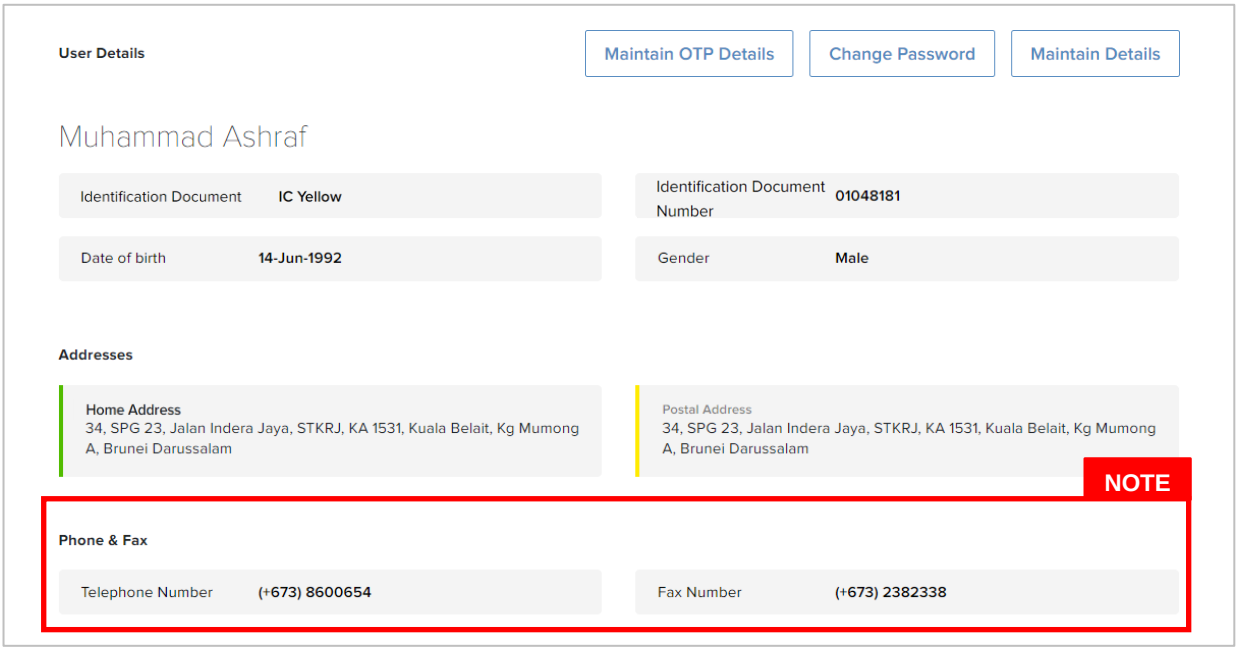
Cancel	To cancel the updating profile action.

A confirmation message will be displayed.



19. Click on the Yes button to save the changes.

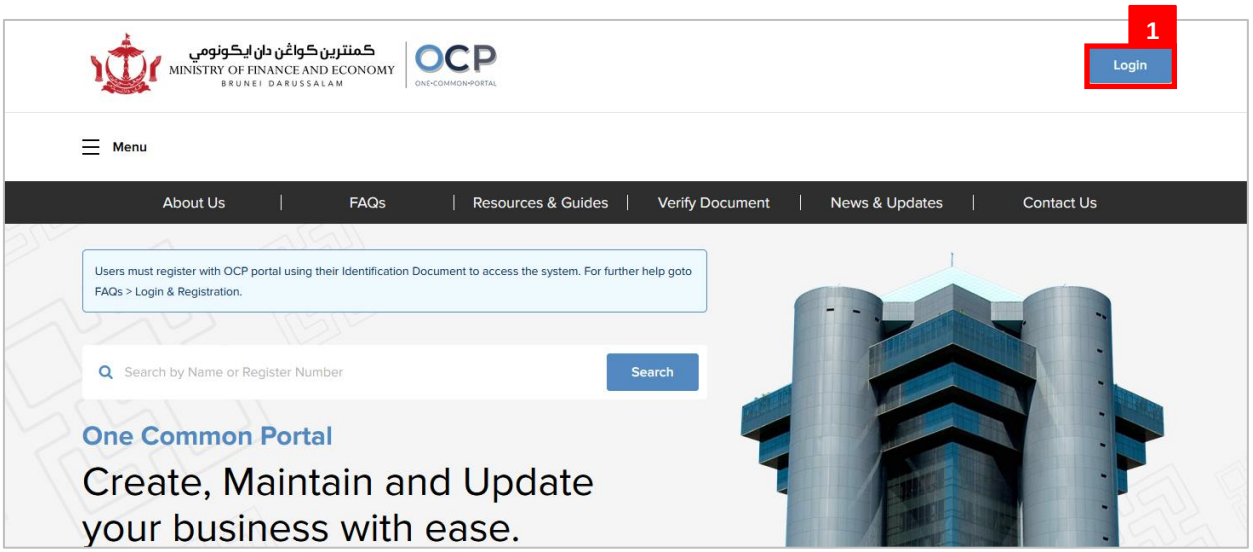
The **User Details** page will be displayed.



Note: Any changes to the **Phone & Fax** will be shown here.

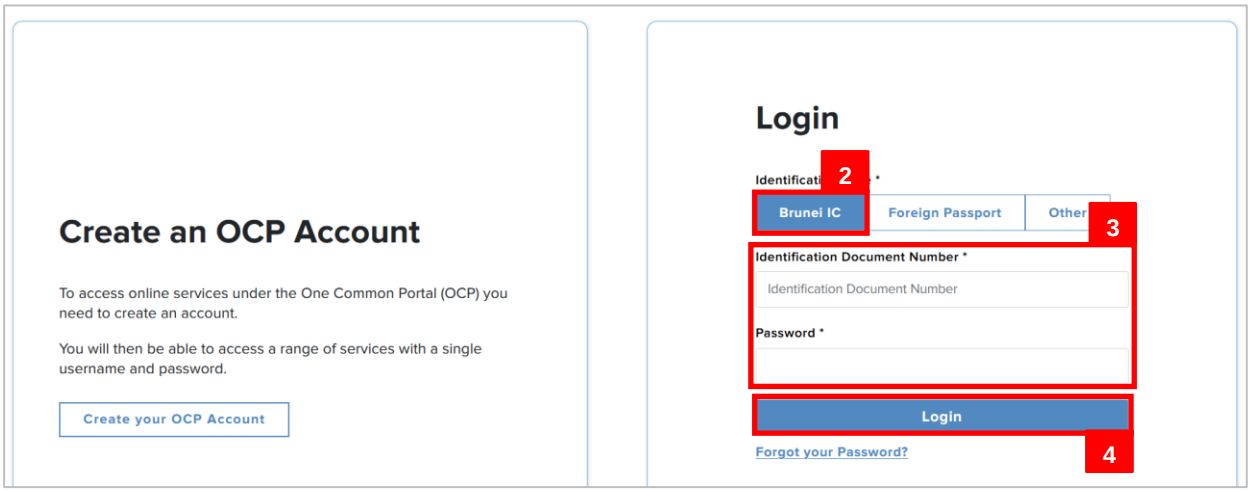
ENABLING ONE TIME PASSWORD (OTP)	Applicant
	Online User

Navigate to the OCP website.



1. Click on the **Login** button.

The **Login** page will be displayed.

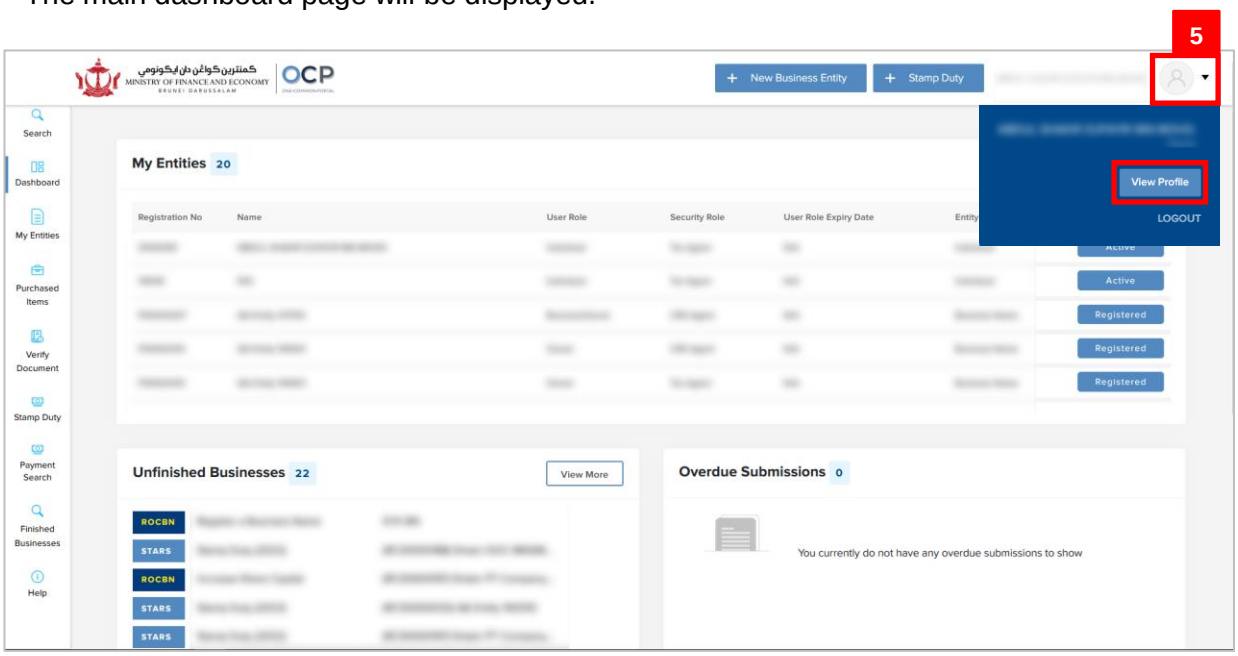


2. Click on the **Brunei IC** radio button for business users with Brunei IC.
3. Enter the details for **Log in** section as per the example below:

Field	Example
Identification Document Number	01048180
Password	P@ssword1

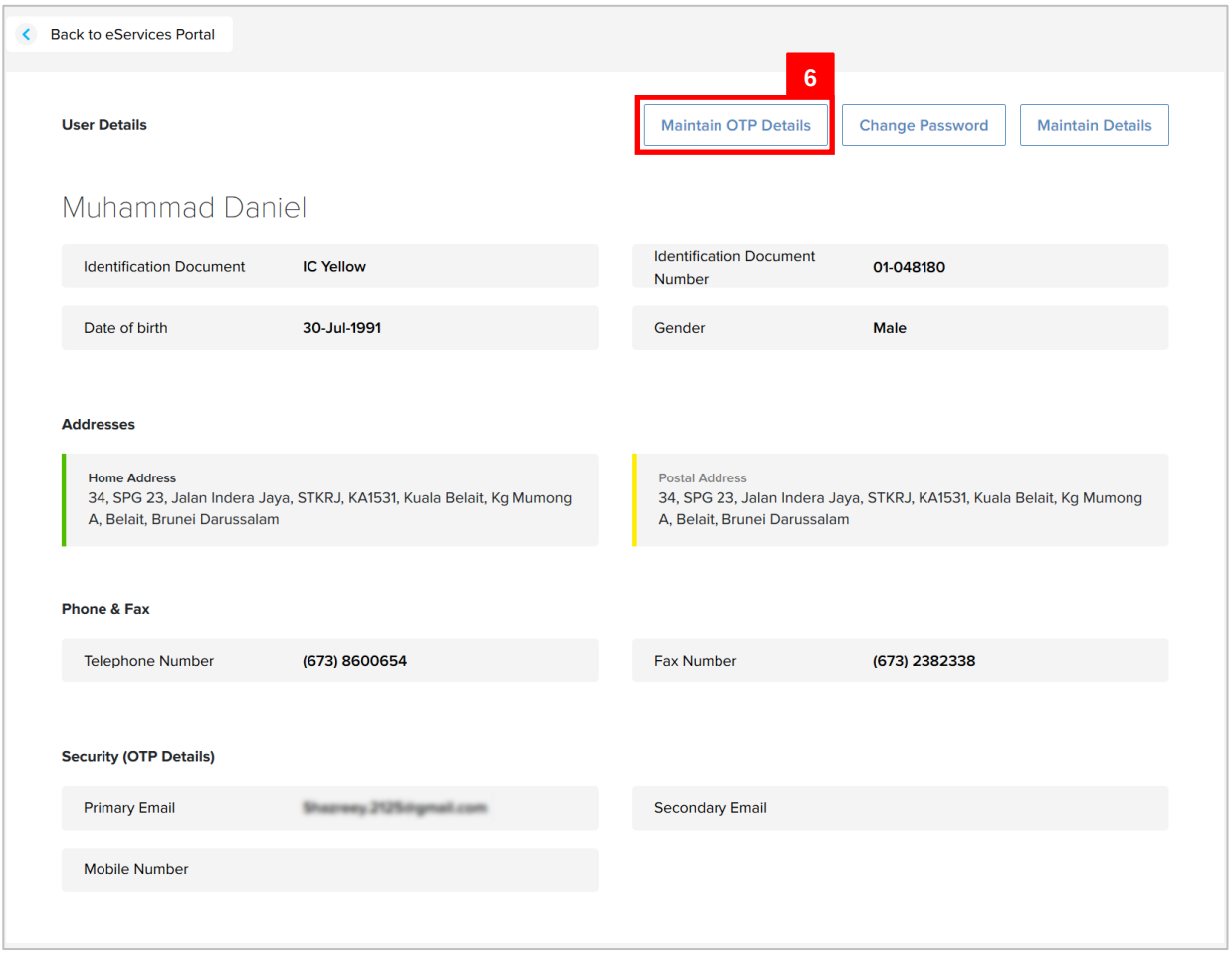
4. Click on the **Submit** button.

The main dashboard page will be displayed.



5. Click on the icon and click on the **View Profile** button to view your profile.

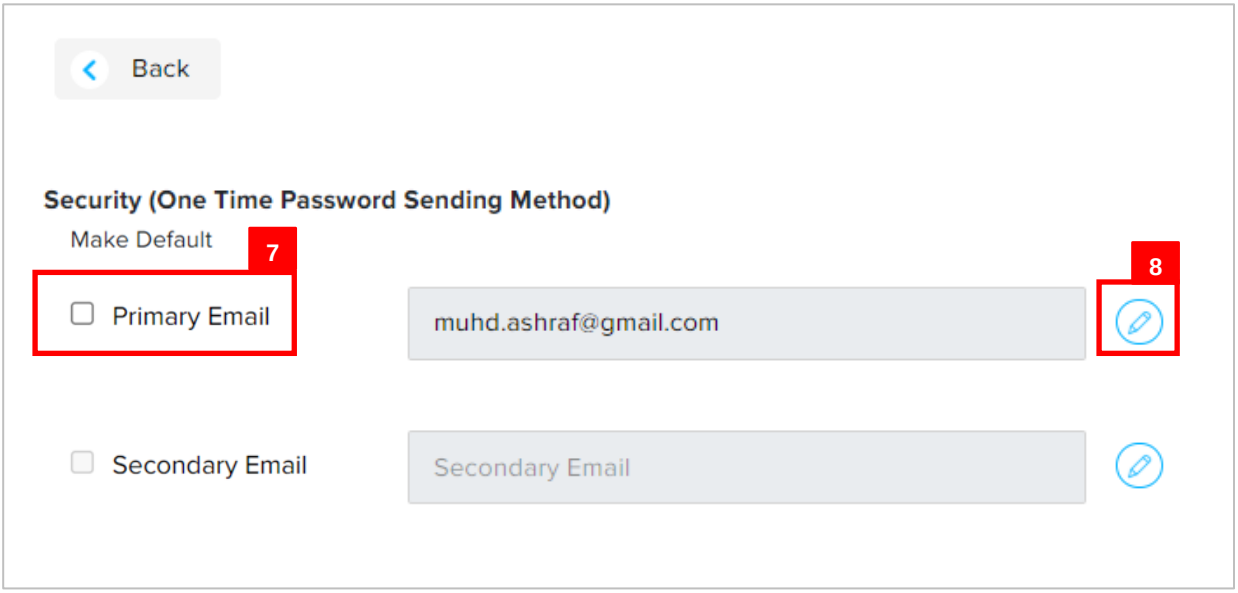
The **User Details** page will be displayed.



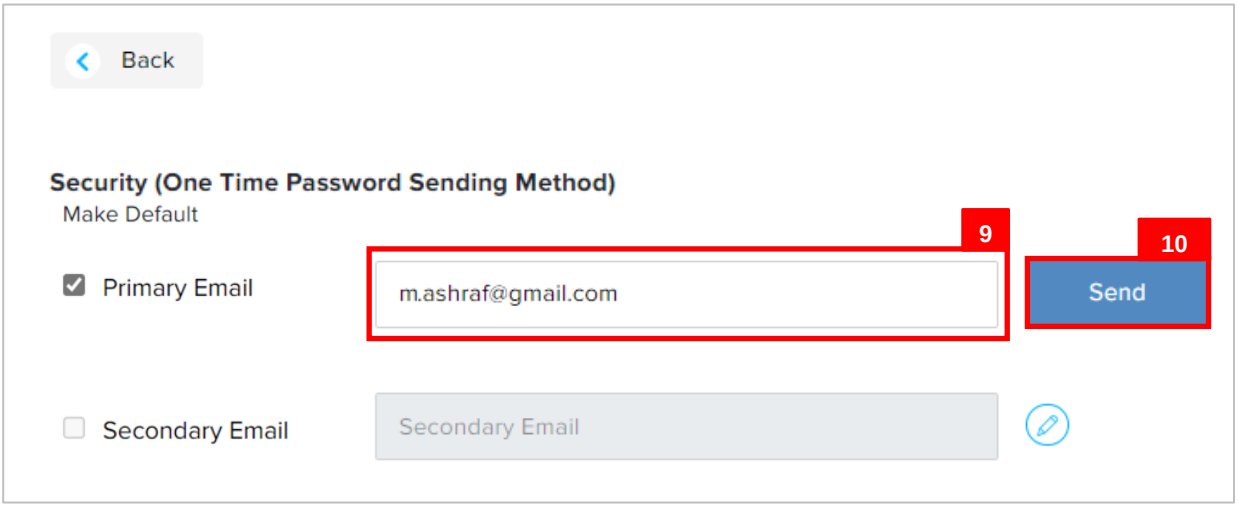
6. Click on the Maintain OTP Details button to configure OTP.

Back to eServices Portal	To go back to the main dashboard page

The **Security (One Time Password Sending Method)** page will be displayed.



7. Click on the Primary Email checkbox to turn on OTP setting.
8. The primary email address will be the registration email by default. To change the email address, click on the logo.



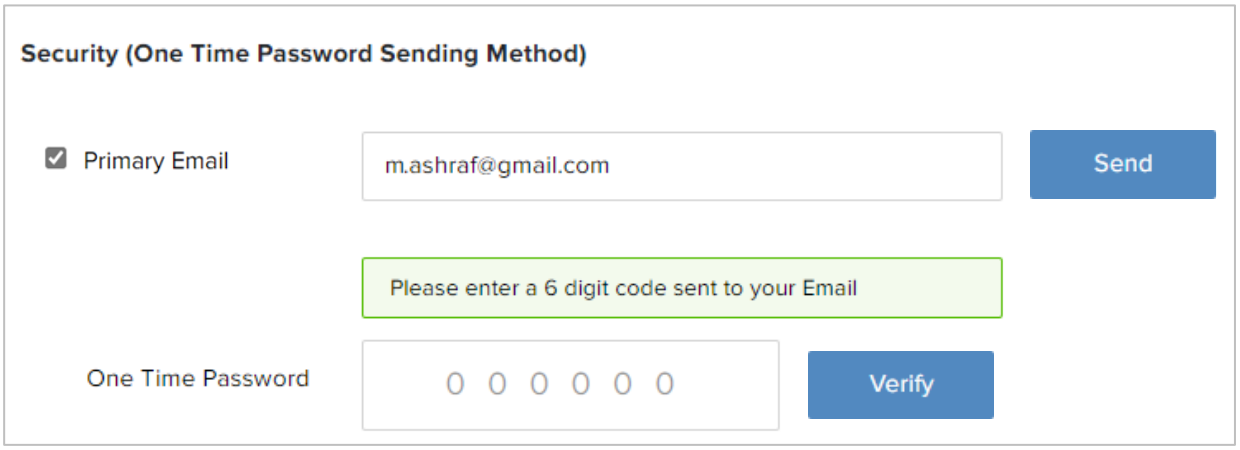
9. Update the **Primary Email** section as per below example.

Field	Example
Primary Email	m.ashraf@gmail.com

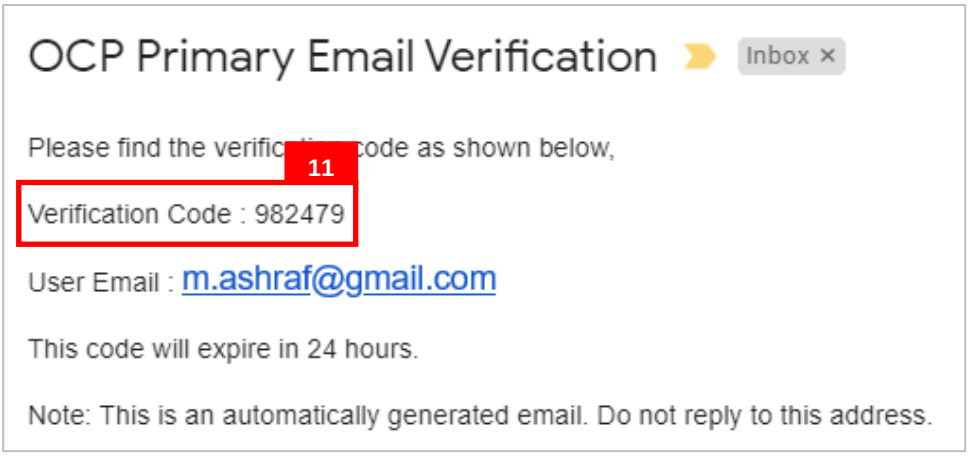
10. Click on the Send button.

Back	To go back to the **My Profile** page.

There will be a message, indicating that a code was sent to your email.



Log in to your email and open the e-mail **OCP – Primary Email Verification** in your inbox.

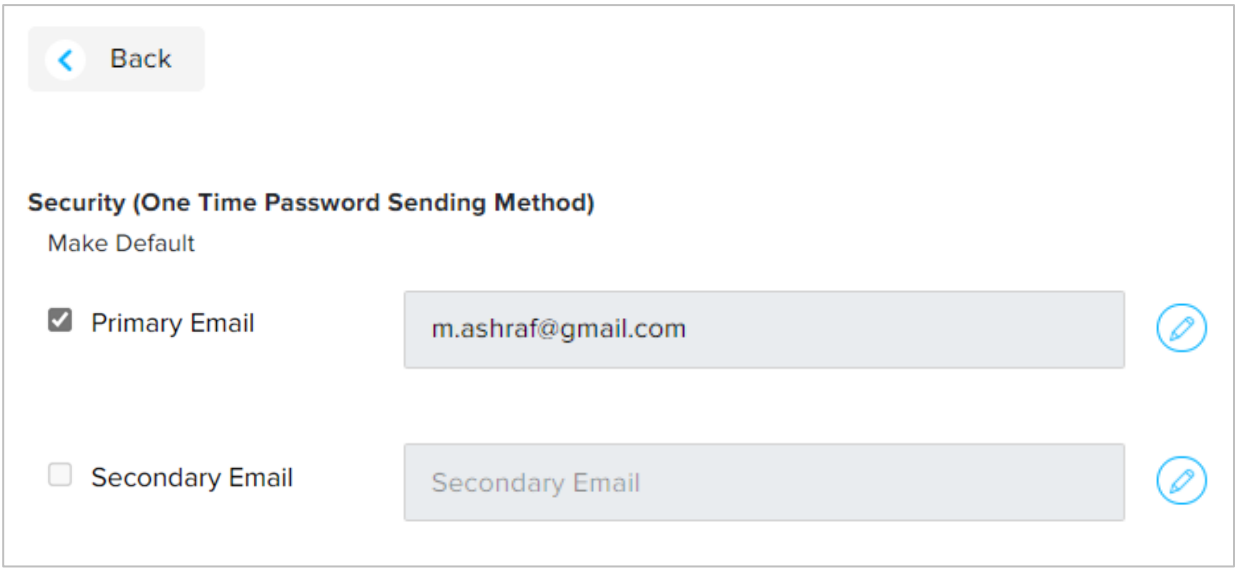


11. Take note of the verification code.

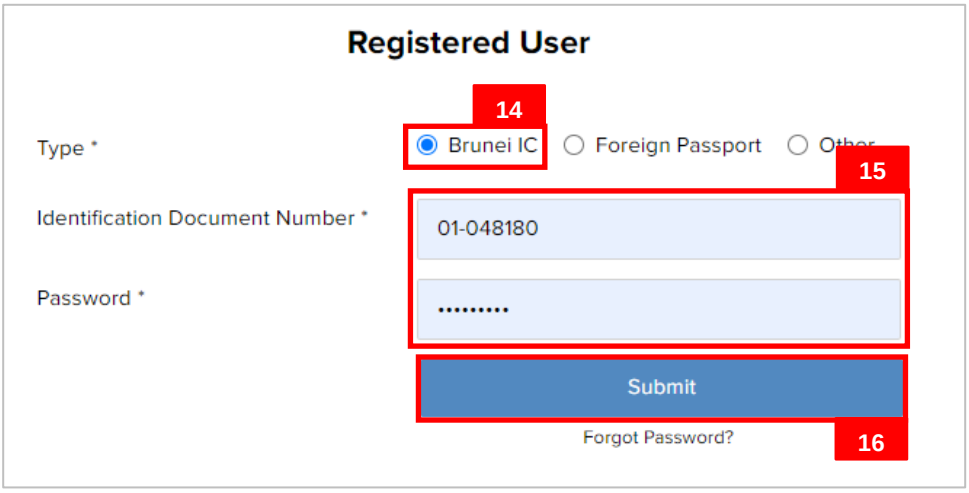
12. Enter the verification code in the field.

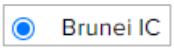
13. Click on the Verify button.

Your OTP configuration has been set up.



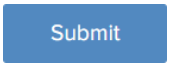
Log out of your OCP account and log in again to verify that OTP has been configured successfully.



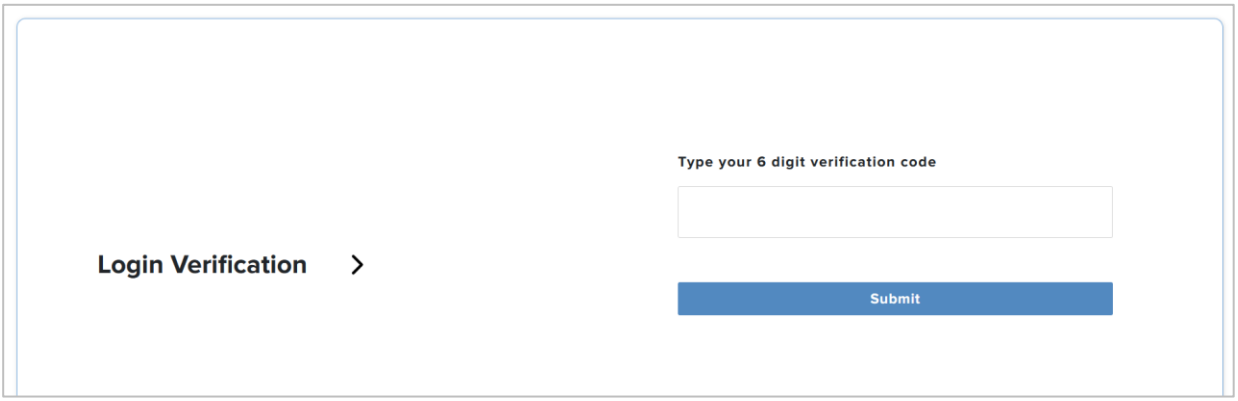
14. Click on the  radio button for business users with Brunei IC.

15. Enter the details for **Registered User** section as per the example below:

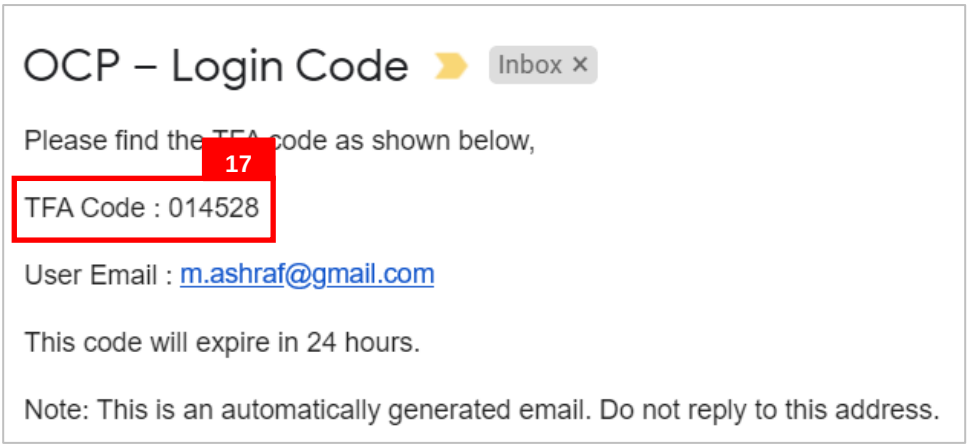
Field	Example
Identification Document Number	01048180
Password	P@ssword1

16. Click on the  button.

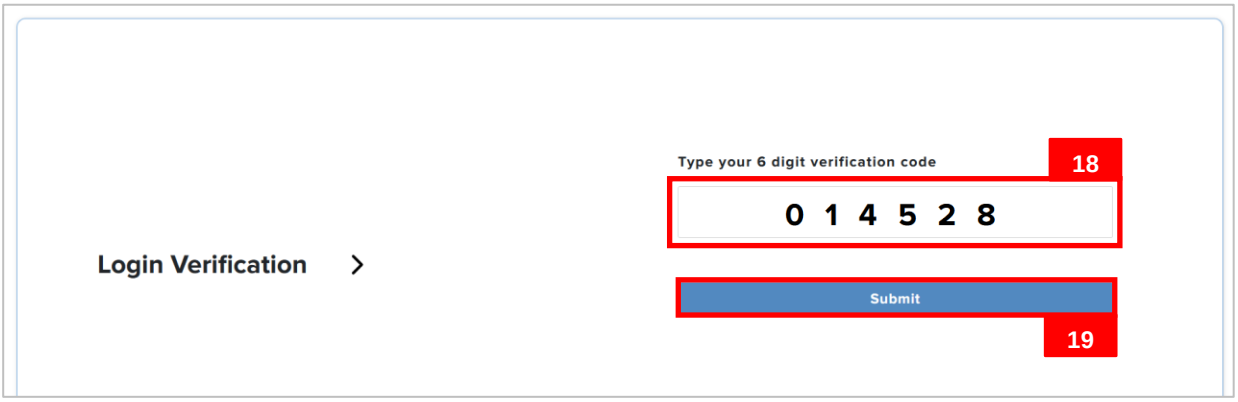
The **Login Verification** page will be displayed.



Log in to your email and open the e-mail **OCP – Login Code** in your inbox.



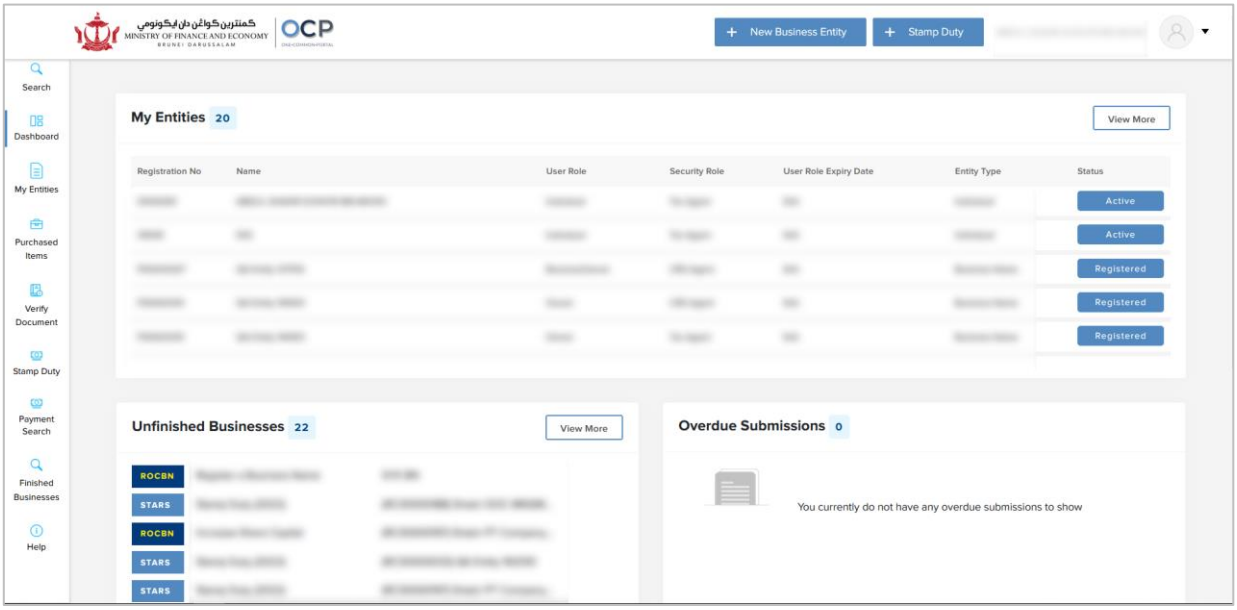
17. Take note of the verification code.



18. Enter the verification code in the field.

19. Click on the Verify button.

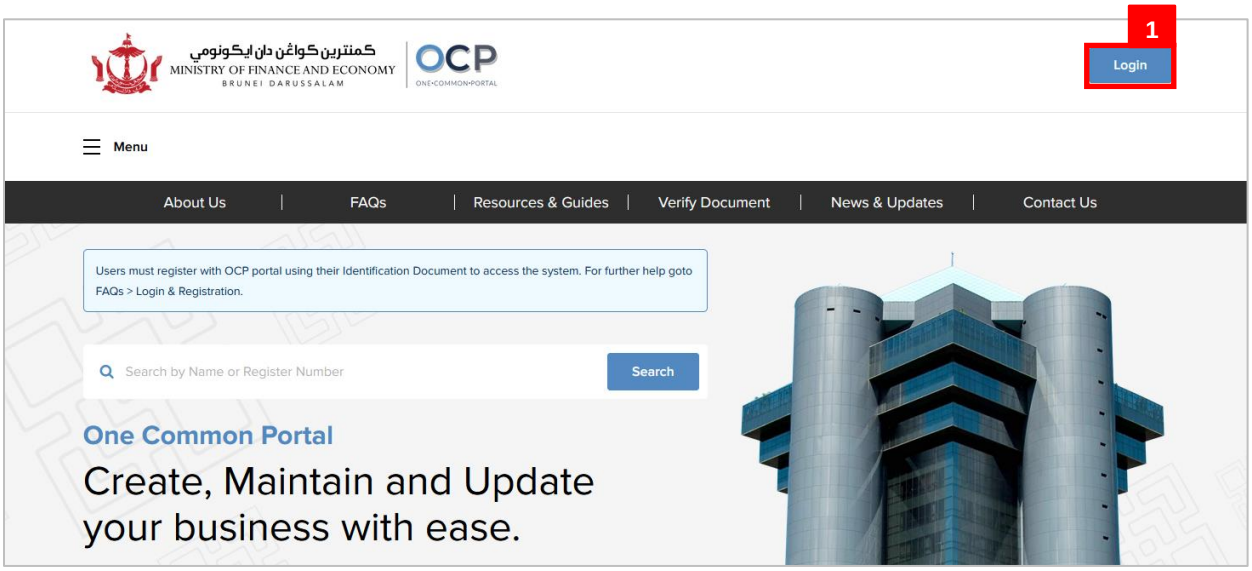
You will be logged in to your OCP account.



Note: Repeat steps 7-13 to set up OTP for secondary email.

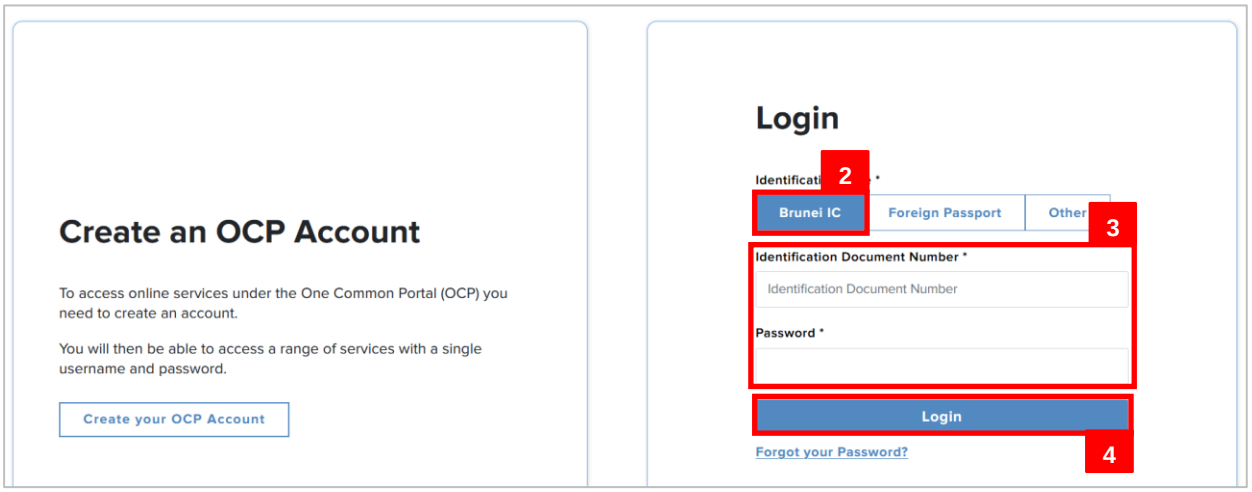
CHANGING PASSWORD FROM USER PROFILE	Applicant
	Online User

Users can change their password from their profile page.



1. Click on the **Login** button.

The **Login** page will be displayed.

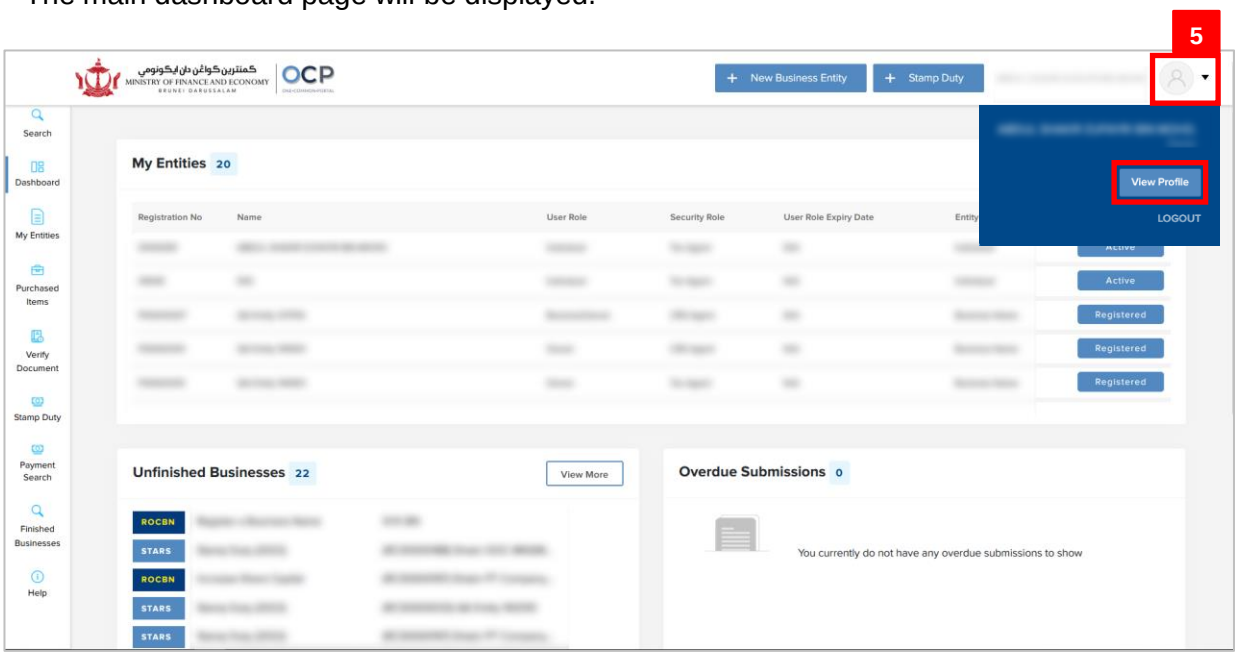


2. Click on the **Brunei IC** radio button for business users with Brunei IC.
3. Enter the details for **Log in** section as per the example below:

Field	Example
Identification Document Number	01048180
Password	P@ssword1

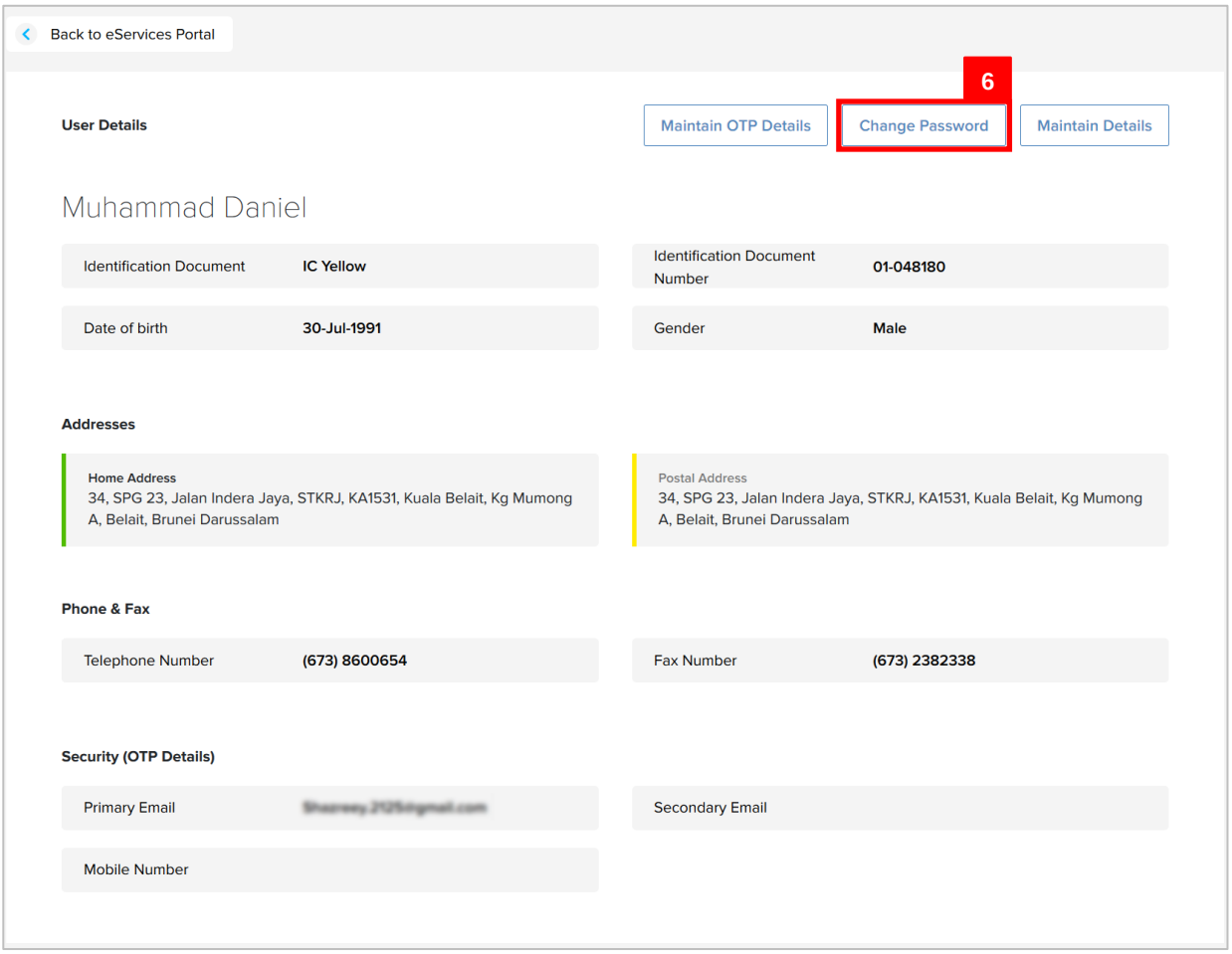
4. Click on the **Submit** button.

The main dashboard page will be displayed.



5. Click on the icon and click on the **View Profile** button to view your profile.

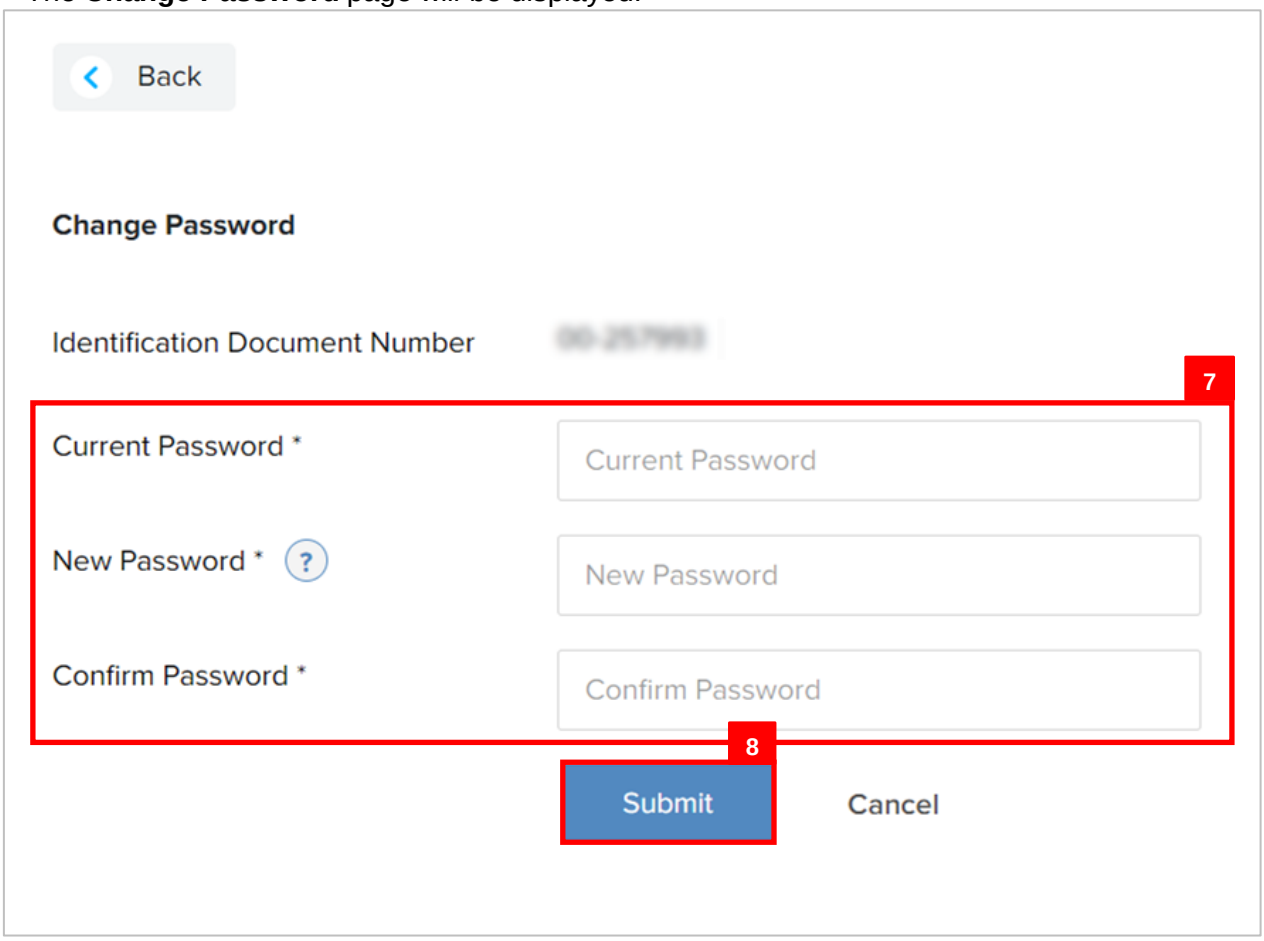
The **User Details** page will be displayed.



6. Click on the Change Password button to change password..

Back to eServices Portal	To go back to the main dashboard page

The **Change Password** page will be displayed.



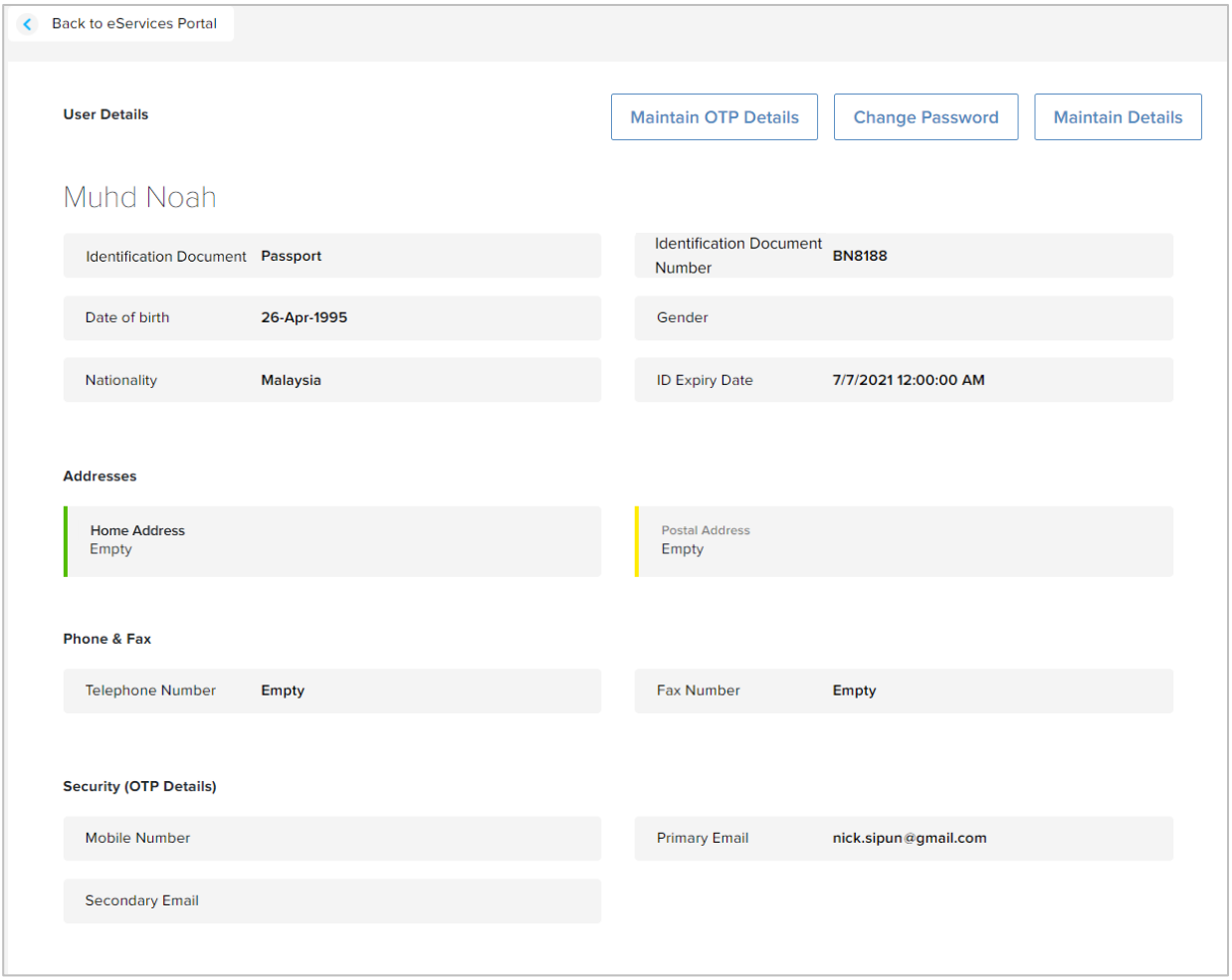
7. The **Change Password** section can be updated as per below example:

Field	Example
Current Password	P@ssword1
New Password	Password@1
Confirm Password	Password@1

8. Click on the Submit button.

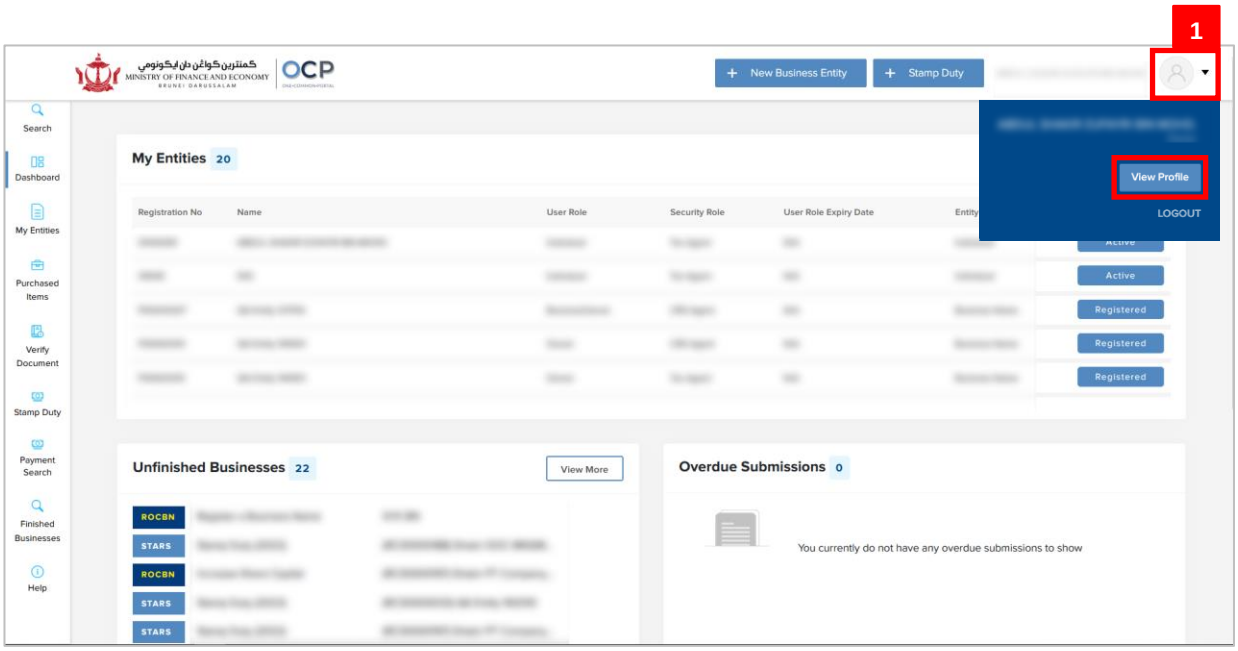
Back	To go back to the **My Profile** page.
Cancel	To cancel the updating profile action.

If successful, you will be redirected to the **My Profile** page.



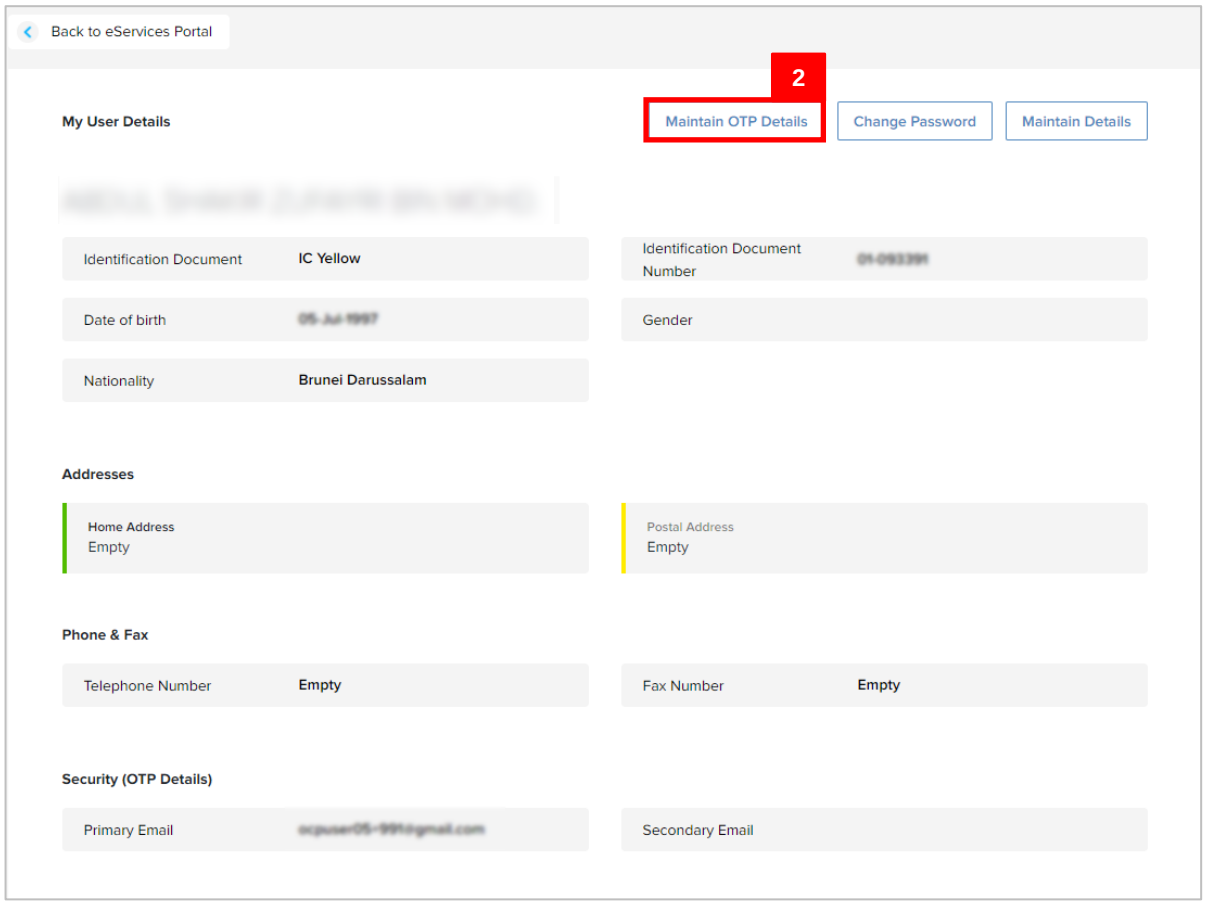
CHANGE EMAIL ADDRESS	Applicant
	Online User

Navigate to the OCP dashboard.



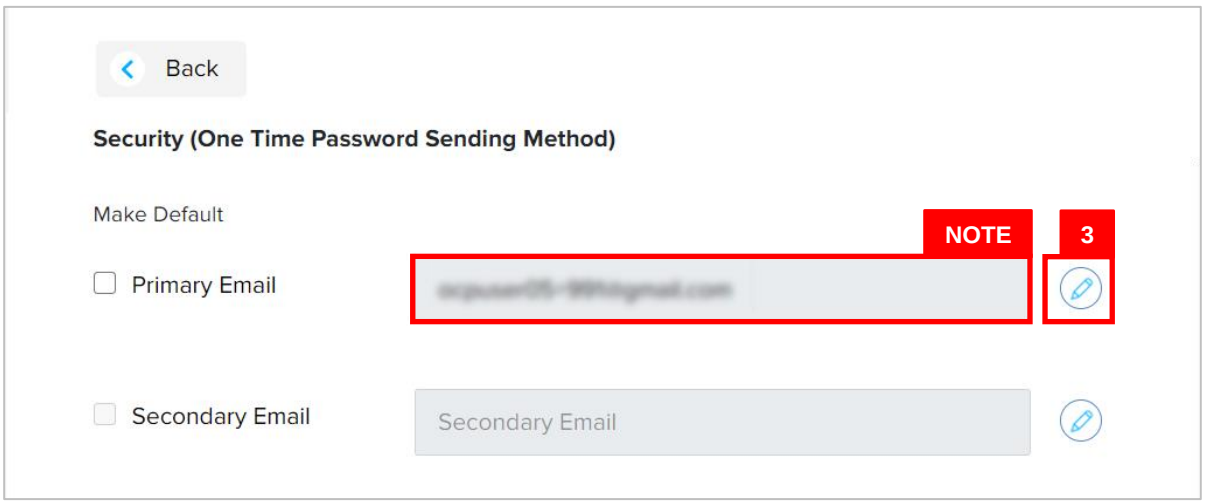
1. Click on the icon and click on the **View Profile** button to view your profile.

The **User Details** page will be displayed.



2. Click on the Maintain OTP Details button to change your email

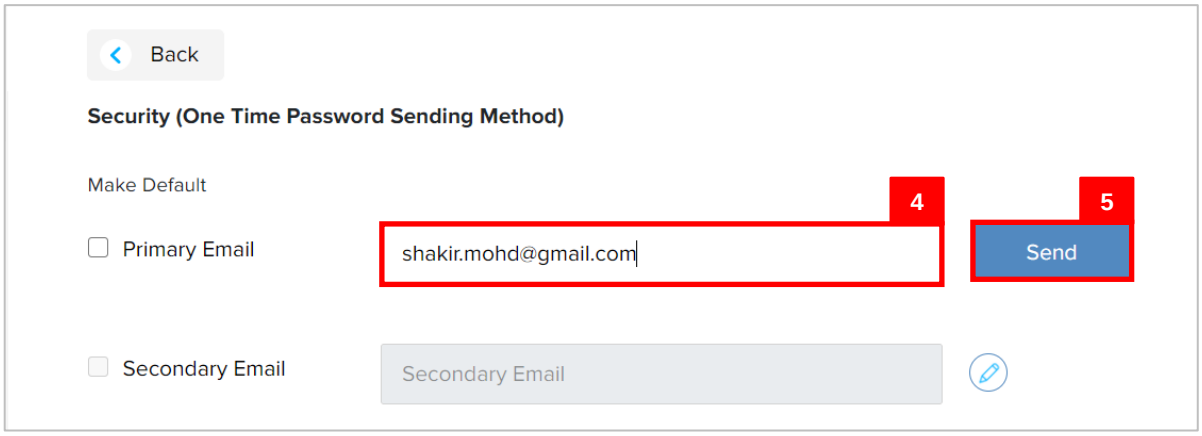
Back to eServices Portal	To go back to the main dashboard page



Note:

The primary email address will be the registration email by default.

3. To change the email address, click on the logo.

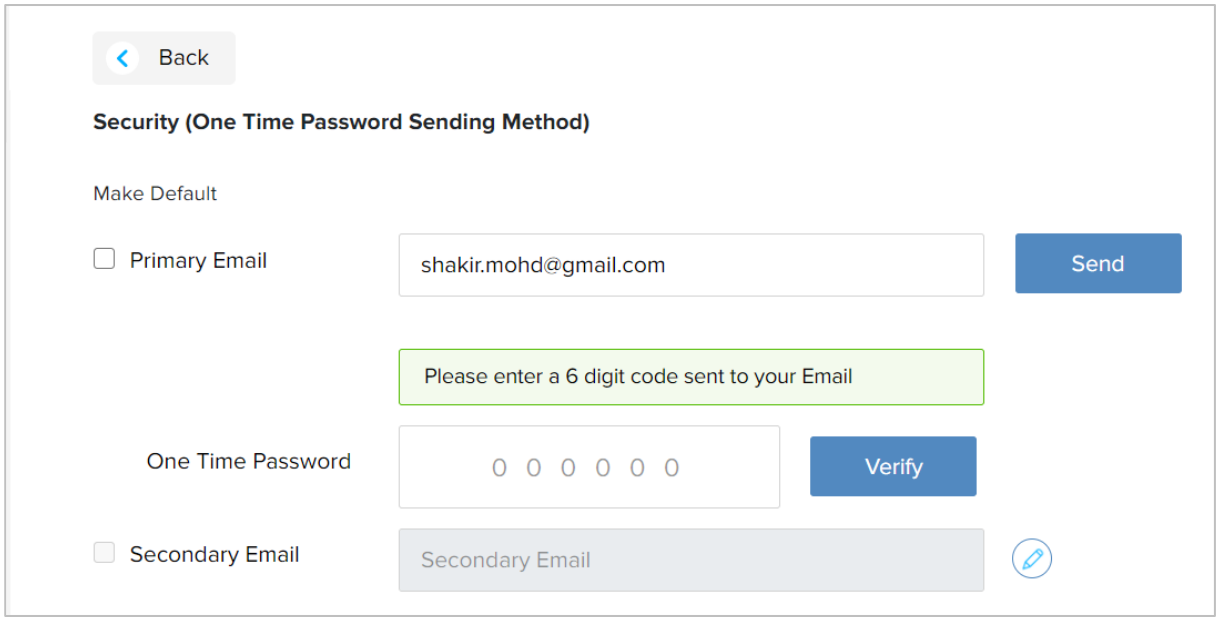


4. Update the **Primary Email** section as per below example.

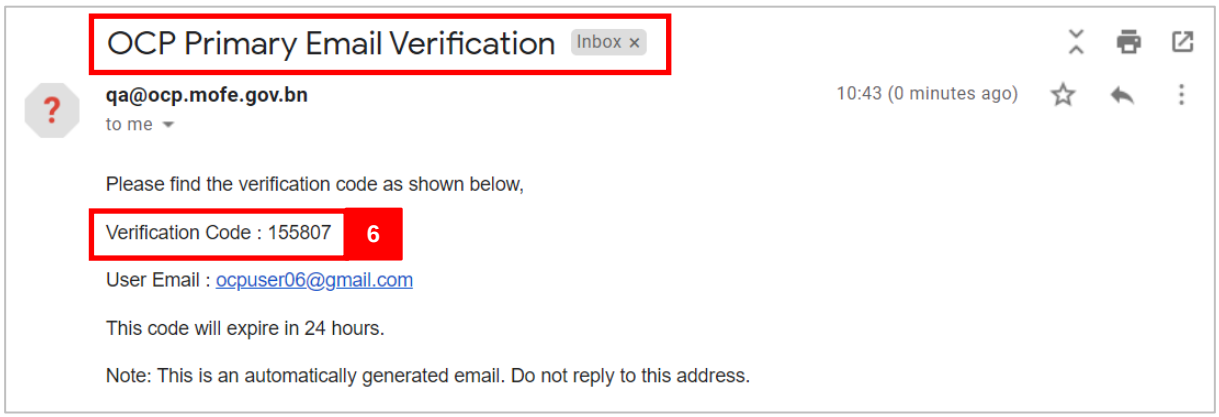
Field	Example
Primary Email	shakir.mohd@gmail.com

5. Click on the Send button.

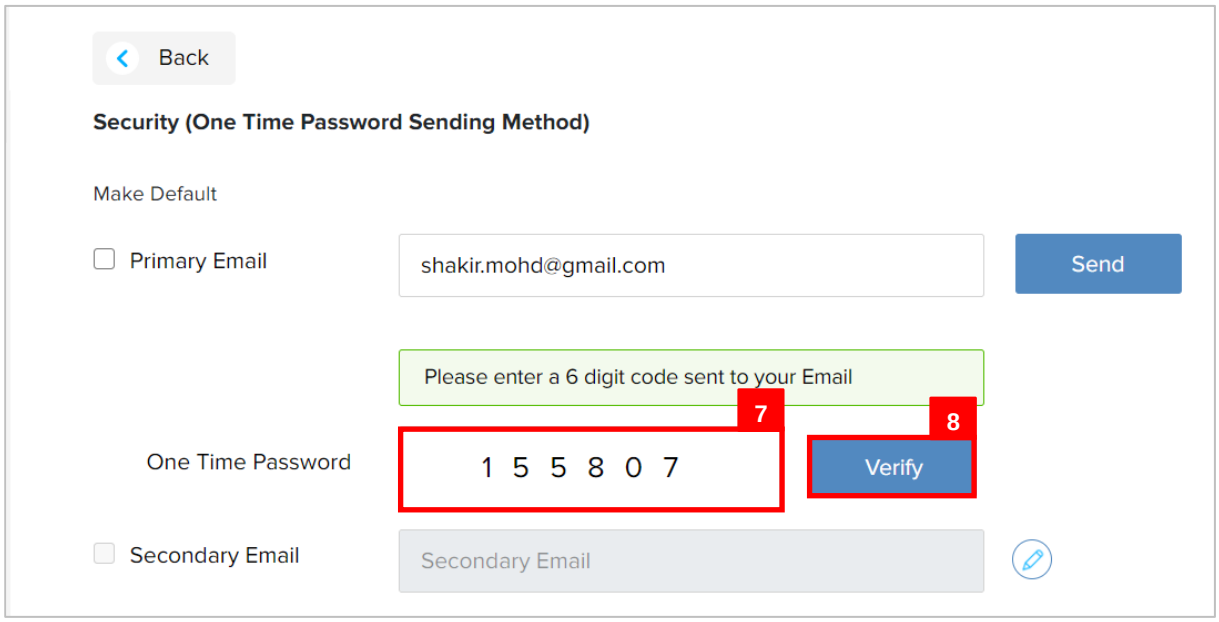
Back	To go back to the **My Profile** page.



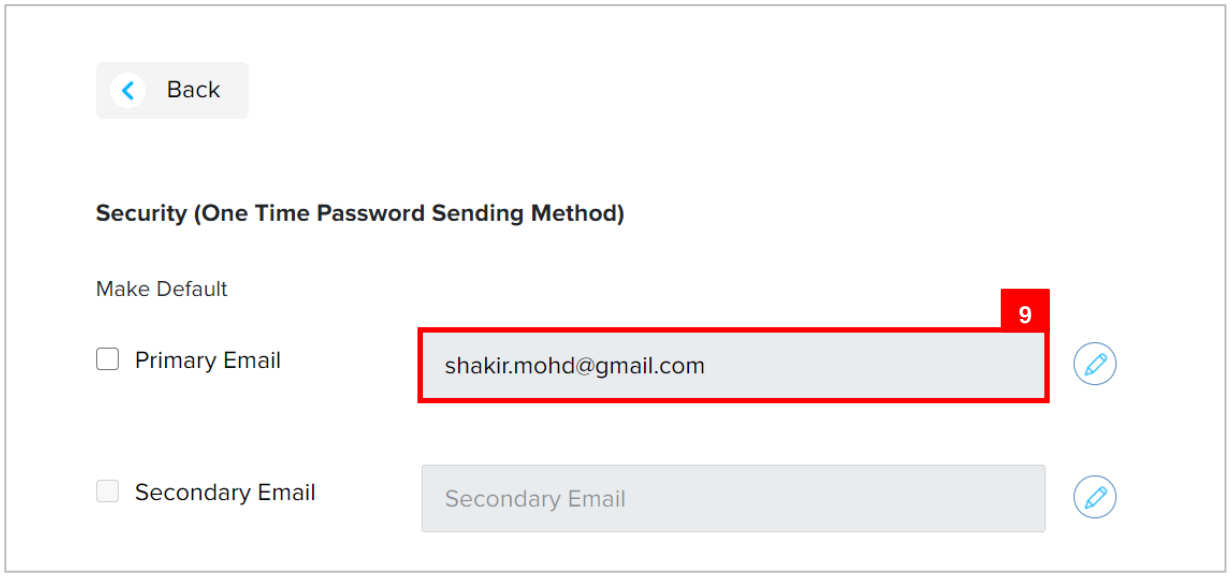
Log in to your newly entered email and look for the email **OCP – Primary Email Verification** in your inbox.



6. Take note of the verification code.



7. Enter the verification code in the [ ] field.
8. Click on the [Verify] button.



9. The email should now be updated to the latest one, according to step 4.