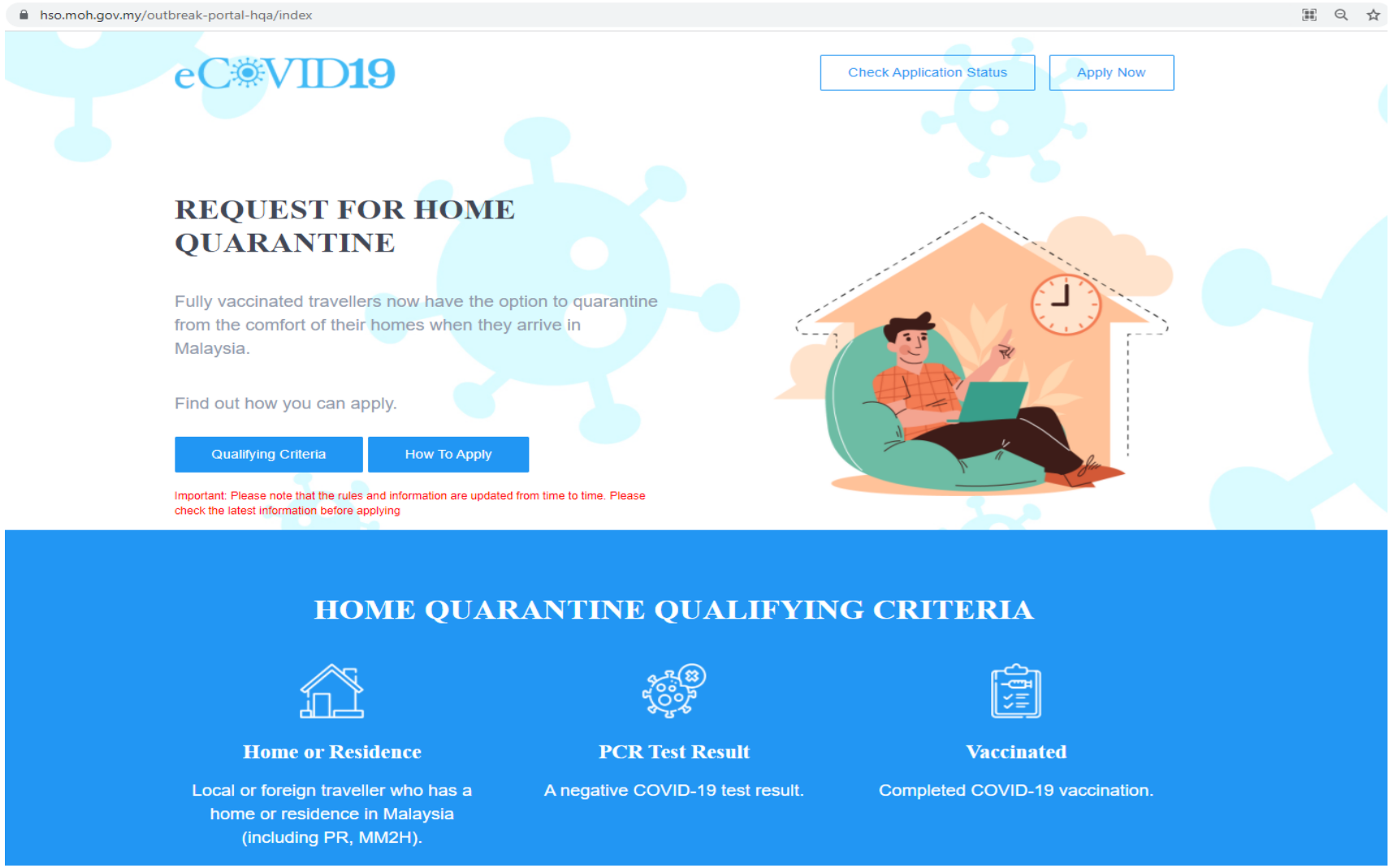
HQA Application Process

FOR TRAVELLERS ARRIVING FROM ABROAD

TO MALAYSIA

Link to Portal HQA : https://hso.moh.gov.my/outbreak-portal-hqa/index



HOME QUARANTINE QUALIFYING CRITERIA

Home or Residence

Local or foreign traveller who has a home or residence in Malaysia (including PR, MM2H).

PCR Test Result

A negative COVID-19 test result.

Vaccinated

Completed COVID-19 vaccination.

1. For double dose vaccines: recipients must have received two complete doses of which more than 14 days have passed since date of second dose
2. For single dose vaccines: of which more than 28 days have passed since date of vaccine dose
3. Home or residence must be suitable based on risk evaluation. Risk evaluation is based on:
   - Number of persons in said home or residence
   - Number of elderly persons in said home or residence (above 60 years of age)
   - Number of children in said home or residence (below 12 years of age)
   - Number of persons with chronic illnesses in said home or residence
   - Number of pregnant mothers in said home or residence
   - Number of rooms in said home or residence
   - Number of bathrooms in said home or residence
   - Number of bedrooms with en suite bathrooms in said home or residence

HOME QUARANTINE

How To Apply?

1 Visit eCOVID19 HQA and click on APPLY NOW

2 Enter Applicant's Information with valid ID and criteria

3 Enter All Traveller's Information up to 10 travellers per application

4 Upload All Required Documents to be submitted for approval

Apply Now

eCOVID19

Home Quarantine Application

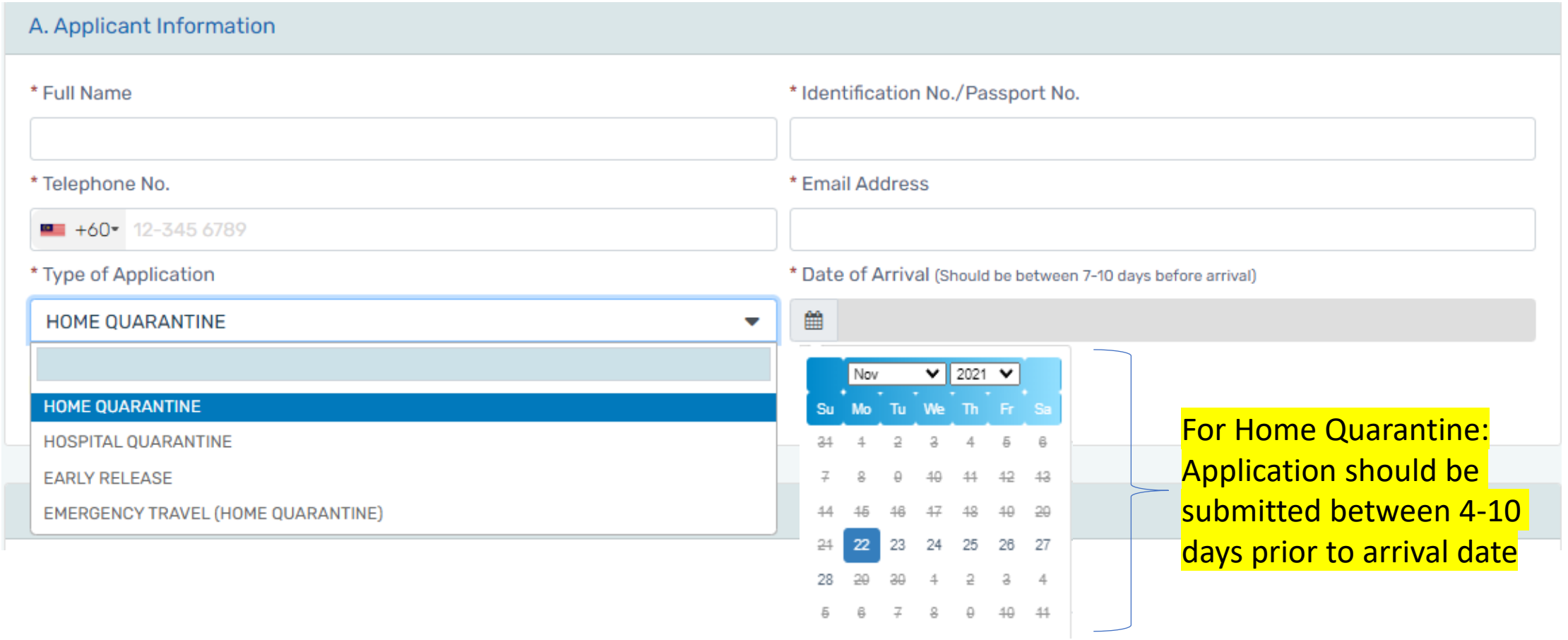
Home / Home Quarantine Application

Disclaimer : You are required to read and comply with all the following conditions:

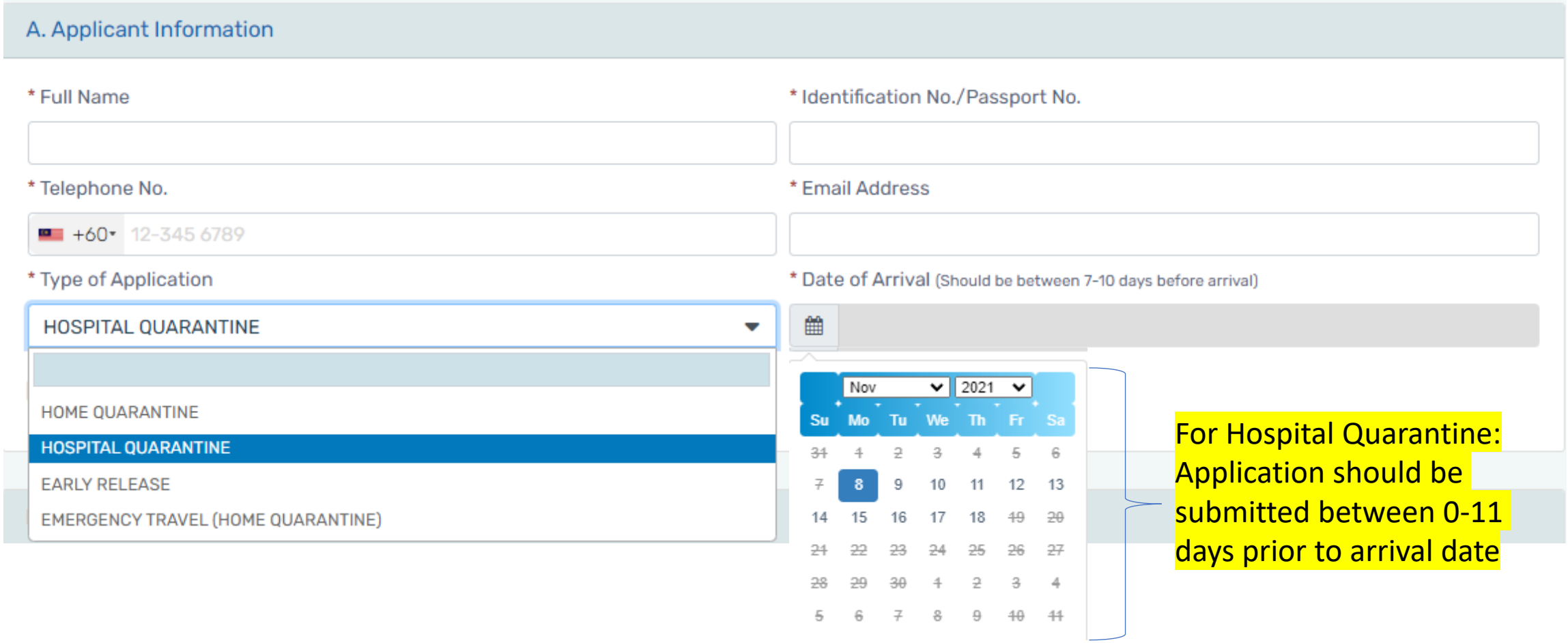
1. Email address must be active to receive Transaction Authorization Code (TAC) to complete the submission;
2. Application should be submitted between 4-10 days prior to arrival date;
3. All attachments are made clear, and the information is readable;
4. A maximum of 10 travellers are allowed per application. Please submit a new application if you have exceeded 10 travellers;
5. Please ensure that all information provided is true and correct;
6. All fields marked with * are mandatory and;
7. Best experienced with Google Chrome browser. We recommend to disable Pop-up Blocker;

There are 5 sections that the applicant need to fill in

SECTION A. Applicant Information

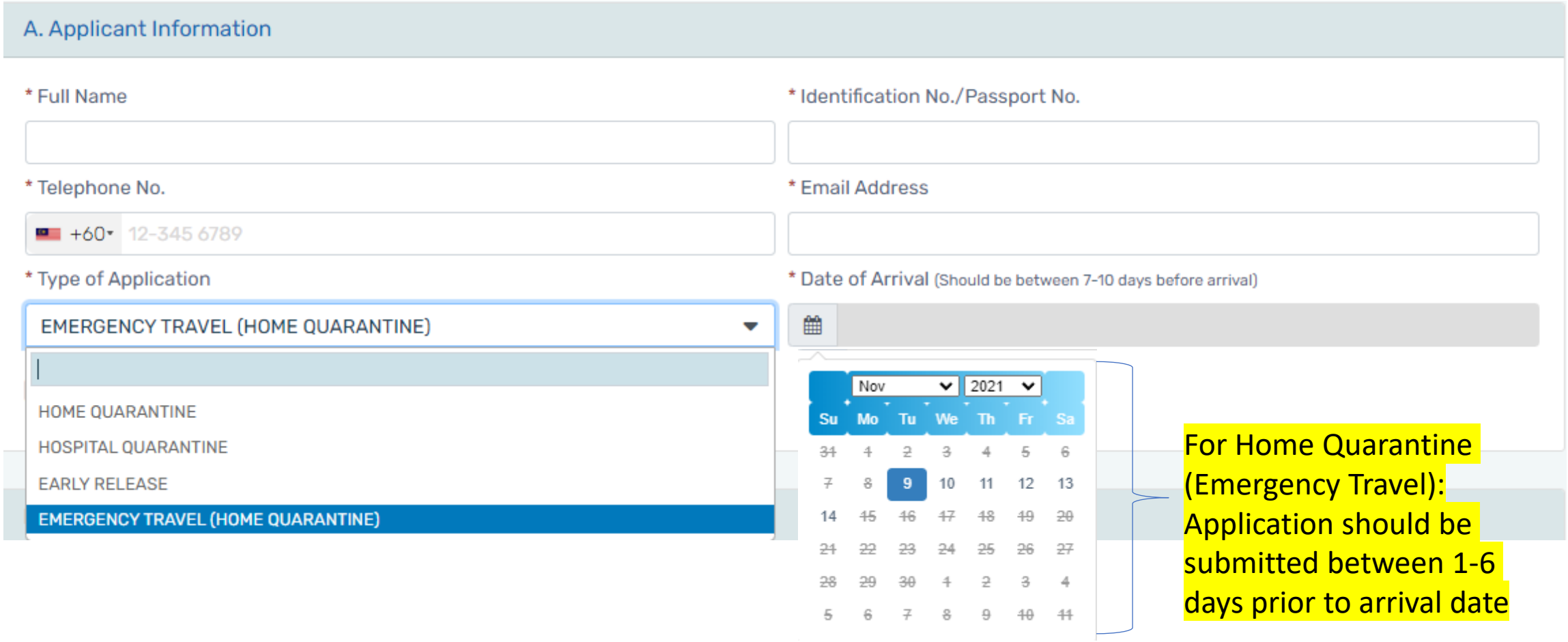


SECTION A. Applicant Information



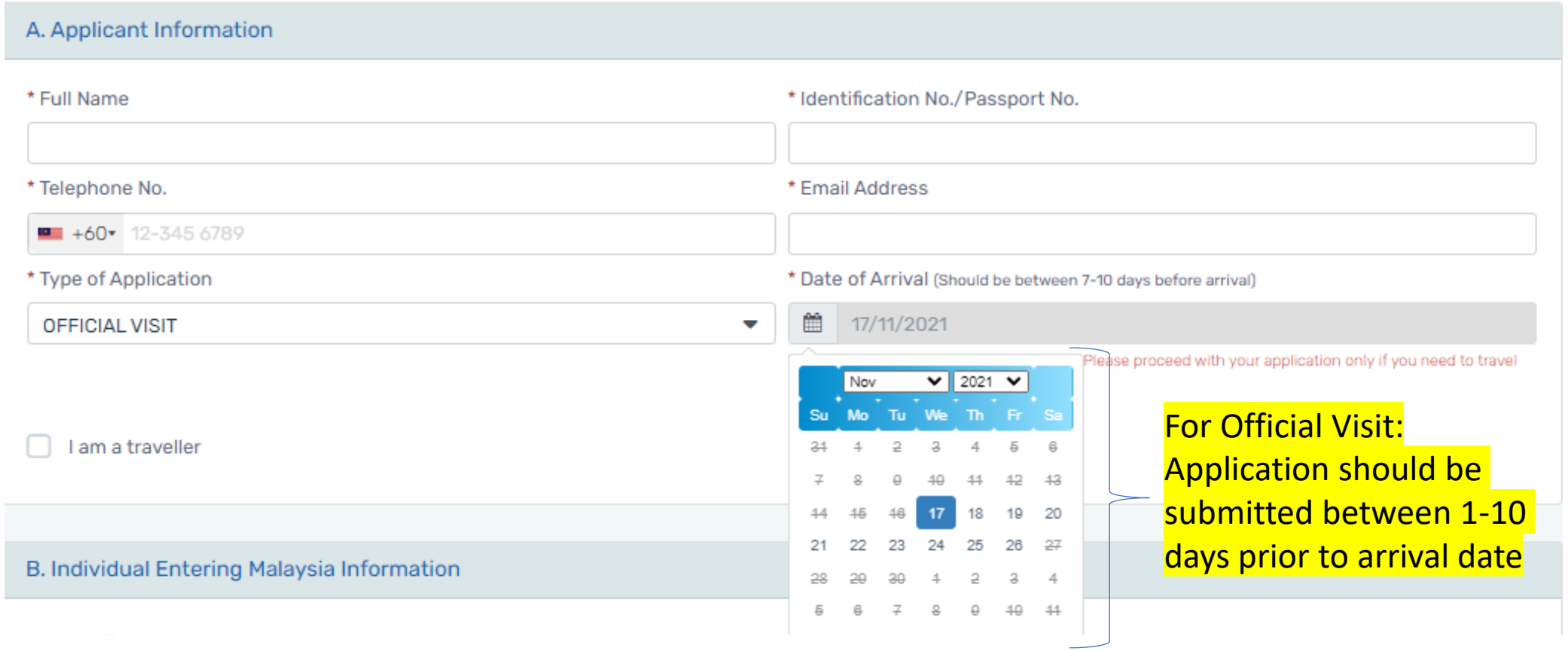
For Hospital Quarantine: Application should be submitted between 0-11 days prior to arrival date

SECTION A. Applicant Information



For Home Quarantine (Emergency Travel): Application should be submitted between 1-6 days prior to arrival date

SECTION A. Applicant Information



SECTION B. Travellers Information (Maximum of 10 travellers are allowed per application)

B. Individual Entering Malaysia Information

Traveller #1

* Full Name

* Identification No./Passport No.

* Nationality

- Please Select -

* Date of Birth

* Gender

- Please Select -

* Vaccine Type (If vaccinated, please enter vaccination date)

- Please Select -

Date of 1st Dose

Date of 2nd Dose

IMPORTANT:

General:

- VACCINATION DOCUMENTS is mandatory to be uploaded if you have completed your vaccination.
- Criteria for Vaccine Documents:
  - Must be in English/Malay language
  - Has applicant details (Name/IC/Passport)
  - Name of vaccine
  - Date of 1st dose and 2nd dose

Note:

1. Accepted file formats: PNG, JPEG, PDF
2. Maximum file size limit for uploads are 250kb
3. Travellers travelling from yellow fever endemic countries must provide yellow fever vaccination certificate

* IDENTIFICATION DOCUMENTS

Select File

VACCINATION DOCUMENTS

Select File

OTHER ADDITIONAL DOCUMENTS

Select File

MY ENTRY APPROVAL (NON-CITIZEN)

Select File

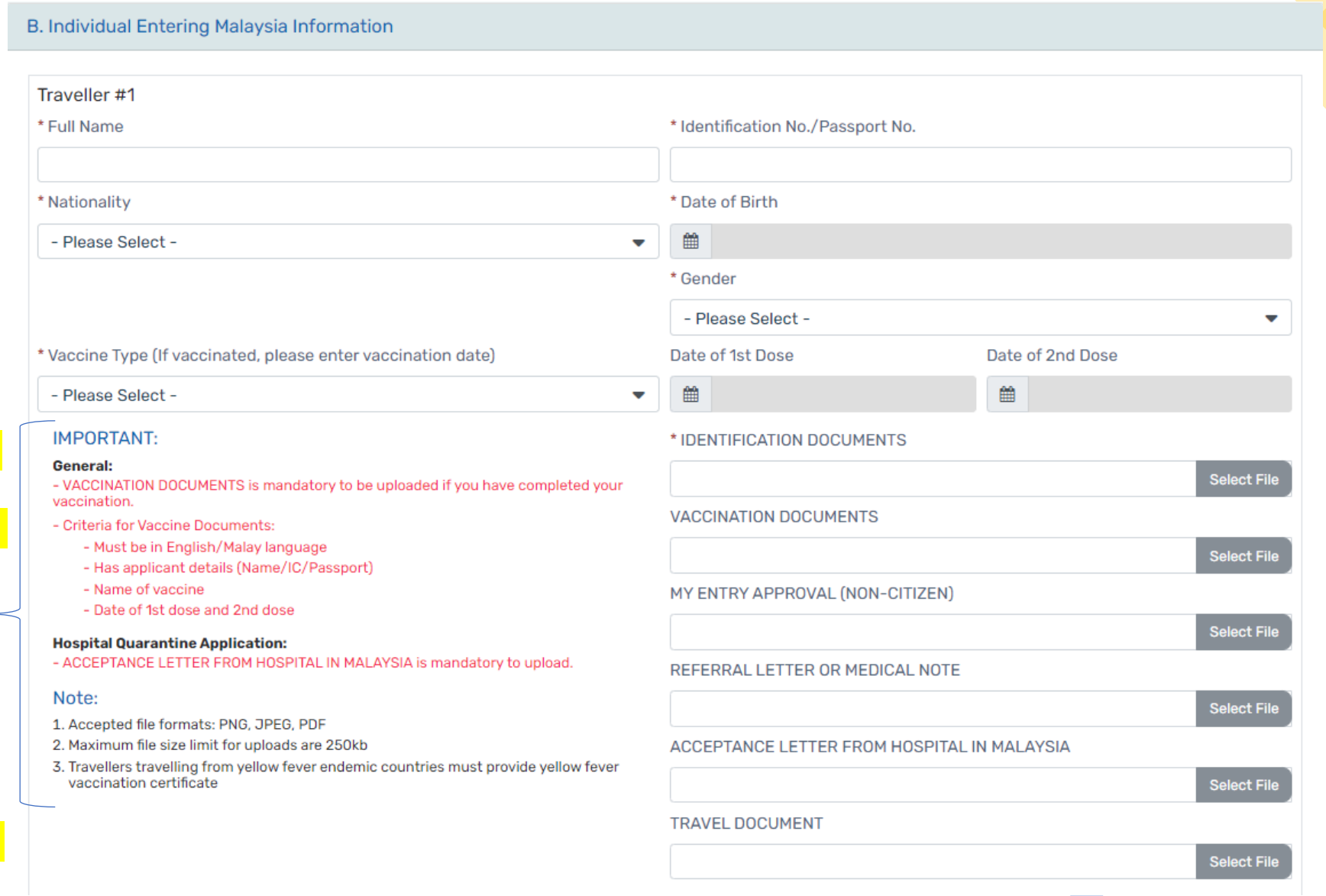
TRAVEL DOCUMENT

Select File

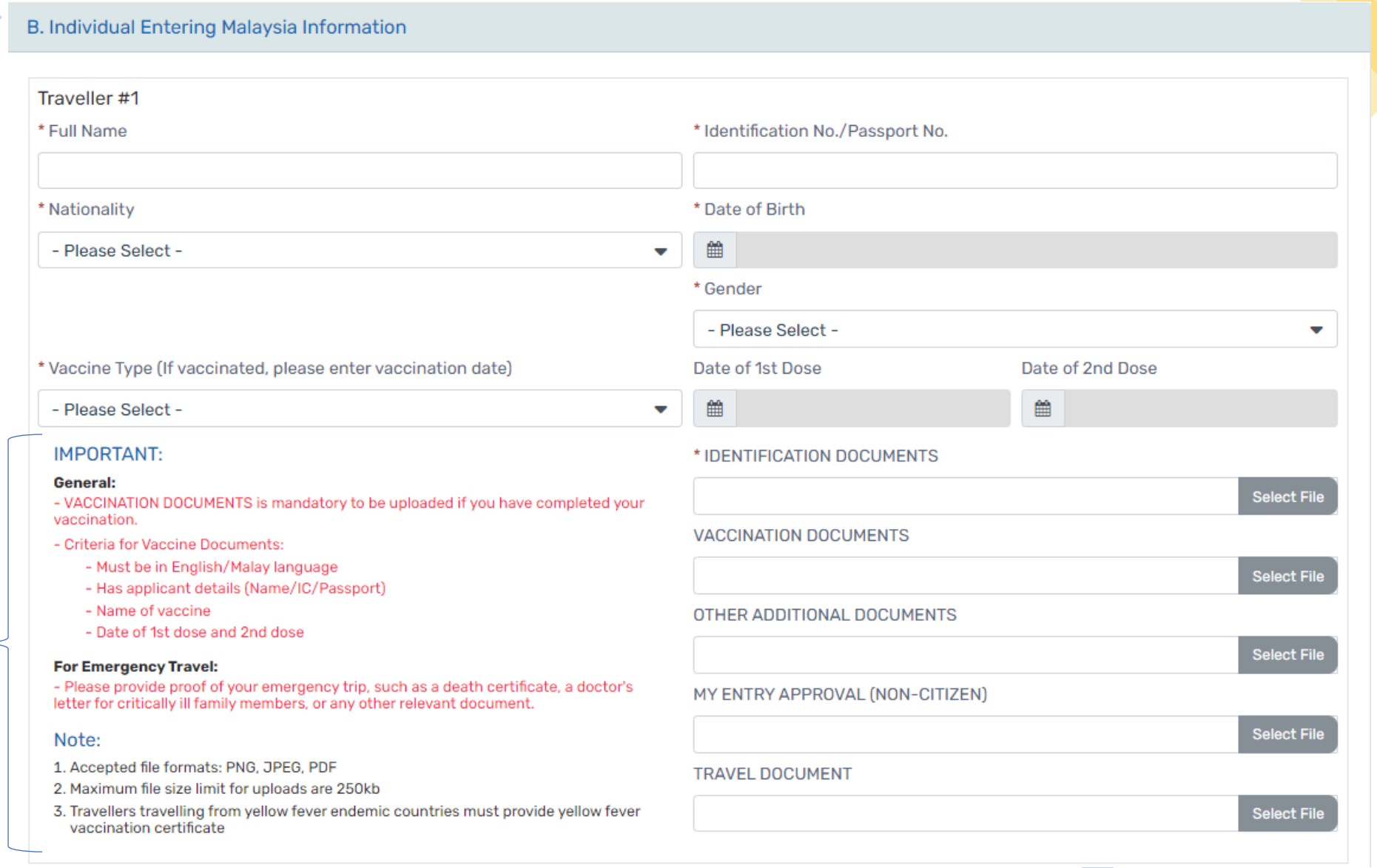
Document must be clear and in accepted file formats

FOR HOSPITAL QUARANTINE:
Acceptance letter from hospital in Malaysia is mandatory to upload.

The acceptance letter must state that they agree to accept the case for further management and allow hospital quarantine for patient with Person Under Surveillance at their premise



FOR EMERGENCY TRAVEL (HOME QUARANTINE): Mandatory to provide proof of your emergency trip, such as a death certificate, a doctor's letter for critically ill family members, or any other relevant document.



B. Individual Entering Malaysia Information

Traveller #1

* Full Name

* Identification No./Passport No.

* Nationality

- Please Select -

* Date of Birth

* Gender

- Please Select -

* Vaccine Type (If vaccinated, please enter vaccination date)

- Please Select -

Date of 1st Dose

Date of 2nd Dose

IMPORTANT:

General:

- VACCINATION DOCUMENTS is mandatory to be uploaded if you have completed your vaccination.
- Criteria for Vaccine Documents:
  - Must be in English/Malay language
  - Has applicant details (Name/IC/Passport)
  - Name of vaccine
  - Date of 1st dose and 2nd dose

For Emergency Travel:

- Please provide proof of your emergency trip, such as a death certificate, a doctor's letter for critically ill family members, or any other relevant document.

Note:

1. Accepted file formats: PNG, JPEG, PDF
2. Maximum file size limit for uploads are 250kb
3. Travellers travelling from yellow fever endemic countries must provide yellow fever vaccination certificate

* IDENTIFICATION DOCUMENTS

Select File

VACCINATION DOCUMENTS

Select File

OTHER ADDITIONAL DOCUMENTS

Select File

MY ENTRY APPROVAL (NON-CITIZEN)

Select File

TRAVEL DOCUMENT

Select File

B. Individual Entering Malaysia Information

› Traveller #1

* Full Name

* Identification No./Passport No.

* Nationality

- Please Select -

* Date of Birth

* Gender

- Please Select -

* Vaccine Type (If vaccinated, please enter vaccination date)

- Please Select -

Date of 1st Dose

Date of 2nd Dose

IMPORTANT:

General:

- VACCINATION DOCUMENTS is mandatory to be uploaded if you have completed your vaccination.
- Criteria for Vaccine Documents:
  - Must be in English/Malay language
  - Has applicant details (Name/IC/Passport)
  - Name of vaccine
  - Date of 1st dose and 2nd dose

Note:

1. Accepted file formats: PNG, JPEG, PDF
2. Maximum file size limit for uploads are 250kb
3. Travellers travelling from yellow fever endemic countries must provide yellow fever vaccination certificate

* IDENTIFICATION DOCUMENTS — Select File

VACCINATION DOCUMENTS — Select File

OTHER ADDITIONAL DOCUMENTS — Select File

TRAVEL DOCUMENT (FLIGHT/FERRY TICKET) — Select File

* OFFICIAL GOVERNMENT DUTY LETTER — Select File

* CONTROLLED ITINERARY — Select File

FOR OFFICIAL VISIT: Mandatory to provide proof of official government duty letter and controlled itinerary.

*Please take note the controlled itinerary given must be full (from the day of departure to the visit country until the day of arrival in Malaysia

SECTION C. Travel Information

C. Travel Information

* Country of Departure

- Please Select -

* Date of Departure

* Type of Transportation

- Please Select -

* Point of Entry

- Please Select -

Flight Details (Flight No.)

* Date of Arrival

Time of Arrival

SECTION D. Home Quarantine Address and Home Risk Assessment

D. Quarantine Address (For Hospital Quarantine, please enter Hospital Address)

* Full Address

* Postcode

* State

- Please Select -

* District

- Please Select -

Home Quarantine Details

Home Quarantine - It is important to note that travellers/Person Under Surveillance (PUS) are required to state the number of people residing in the house prior to travellers/PUS arrival. **Please note that travellers/PUS should not be part of the total number of people residing the house.**

Total Number of Households

Total Number of Rooms in a House

Total Number of Households Above 60 years Old

Total Number of Bathrooms/Toilet in a House

Total Number of Households Below 12 years old

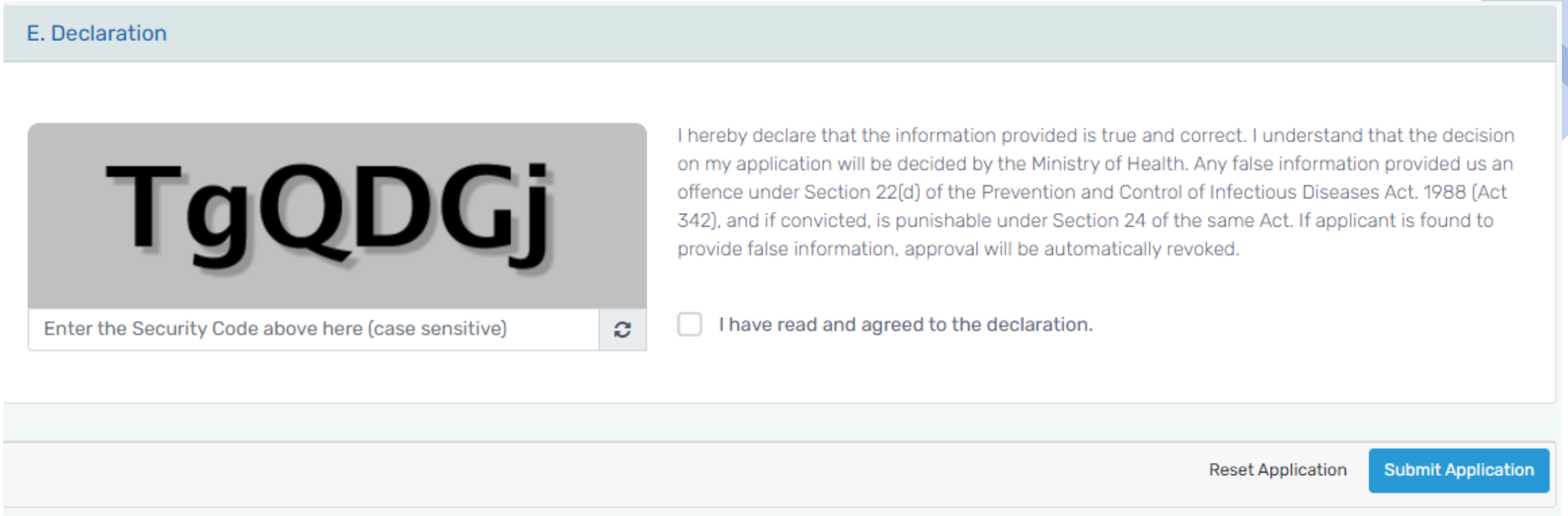
Total Number of Rooms That is Attached With Bathrooms

Total Number of households With Chronic Disease

Total Number of Pregnant Women in the House

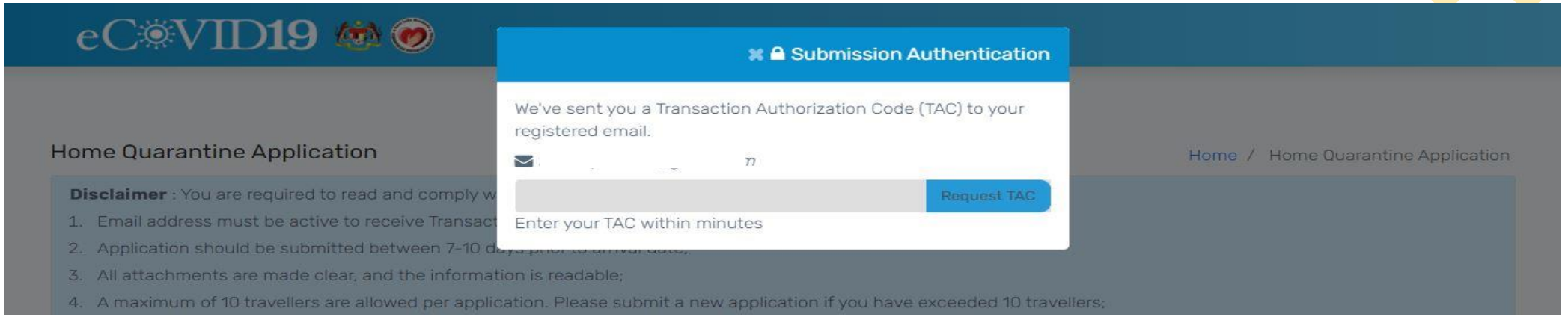
Please take note that travellers should not be part of the total number of people residing the house. **Please indicate "0" if the house is unoccupied when you arrive.**

SECTION E. Declaration

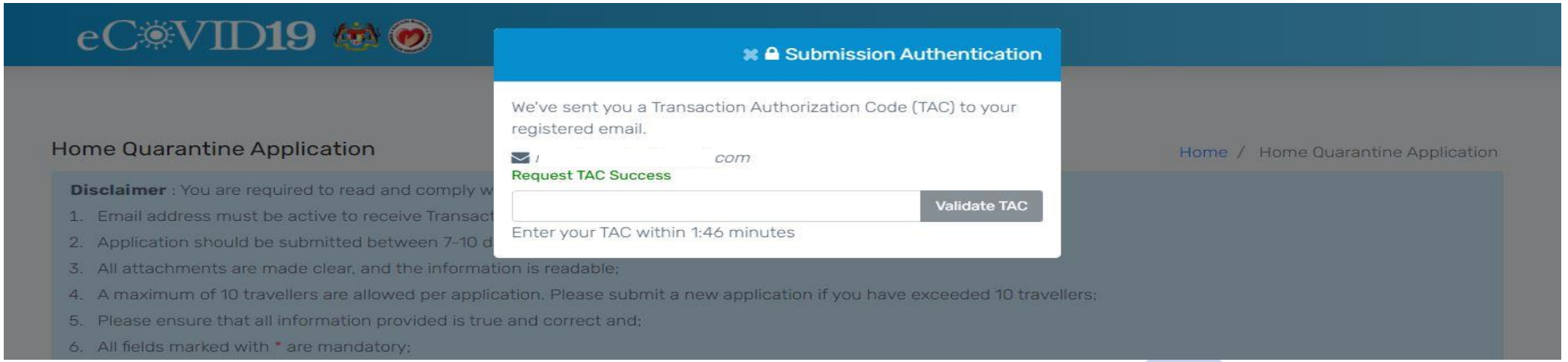


WARNING!: Please ensure that all information provided is true and correct before submit the application

After click Submit Application, Submission Authentication will pop up in the screen.
Applicant must click Request TAC.
***Please check your email settings and disable pop-up blocker to enable our email to get through*

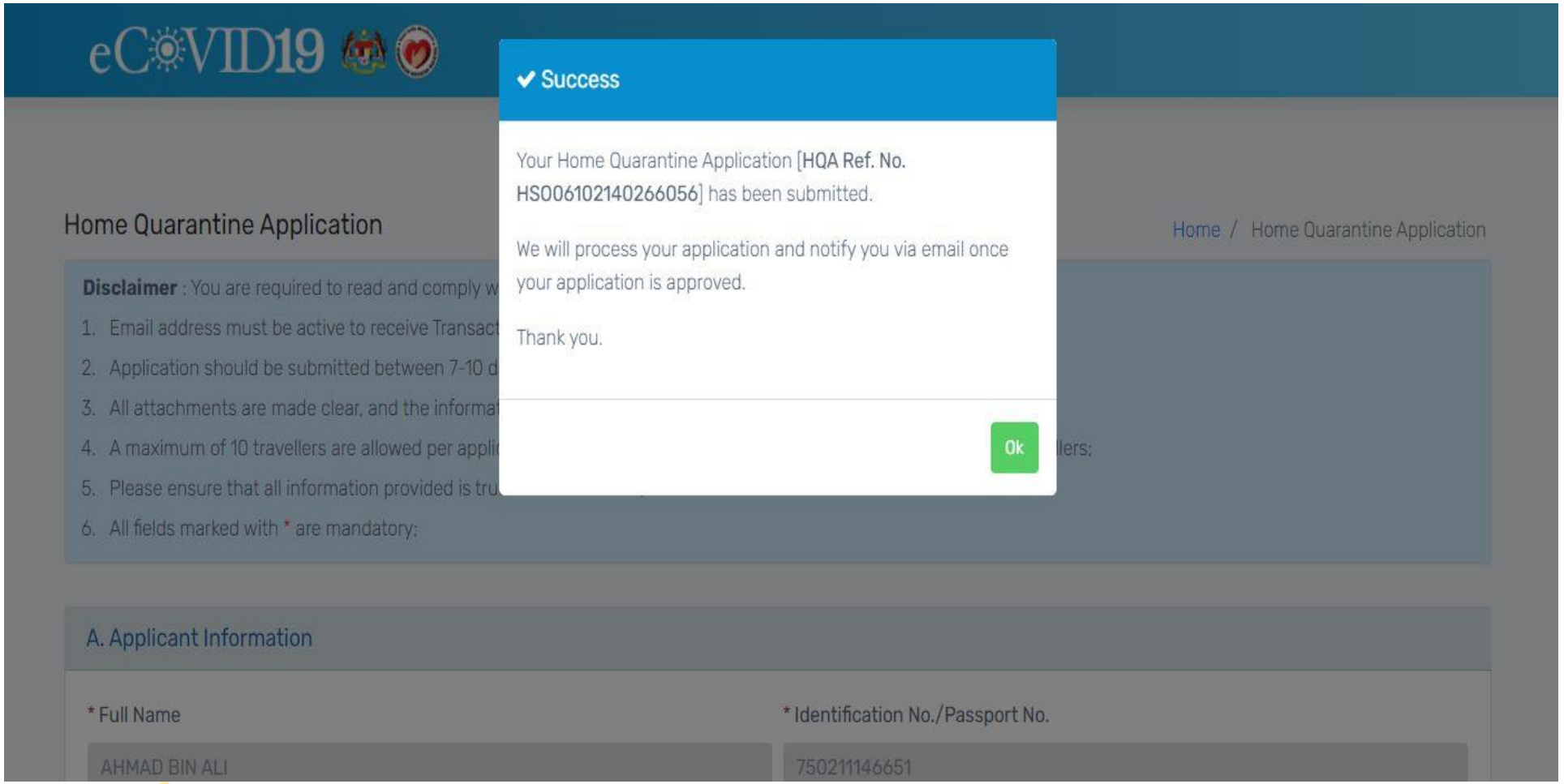


Applicant will receive TAC number through their registered email.
Key in the TAC number within 2 minutes

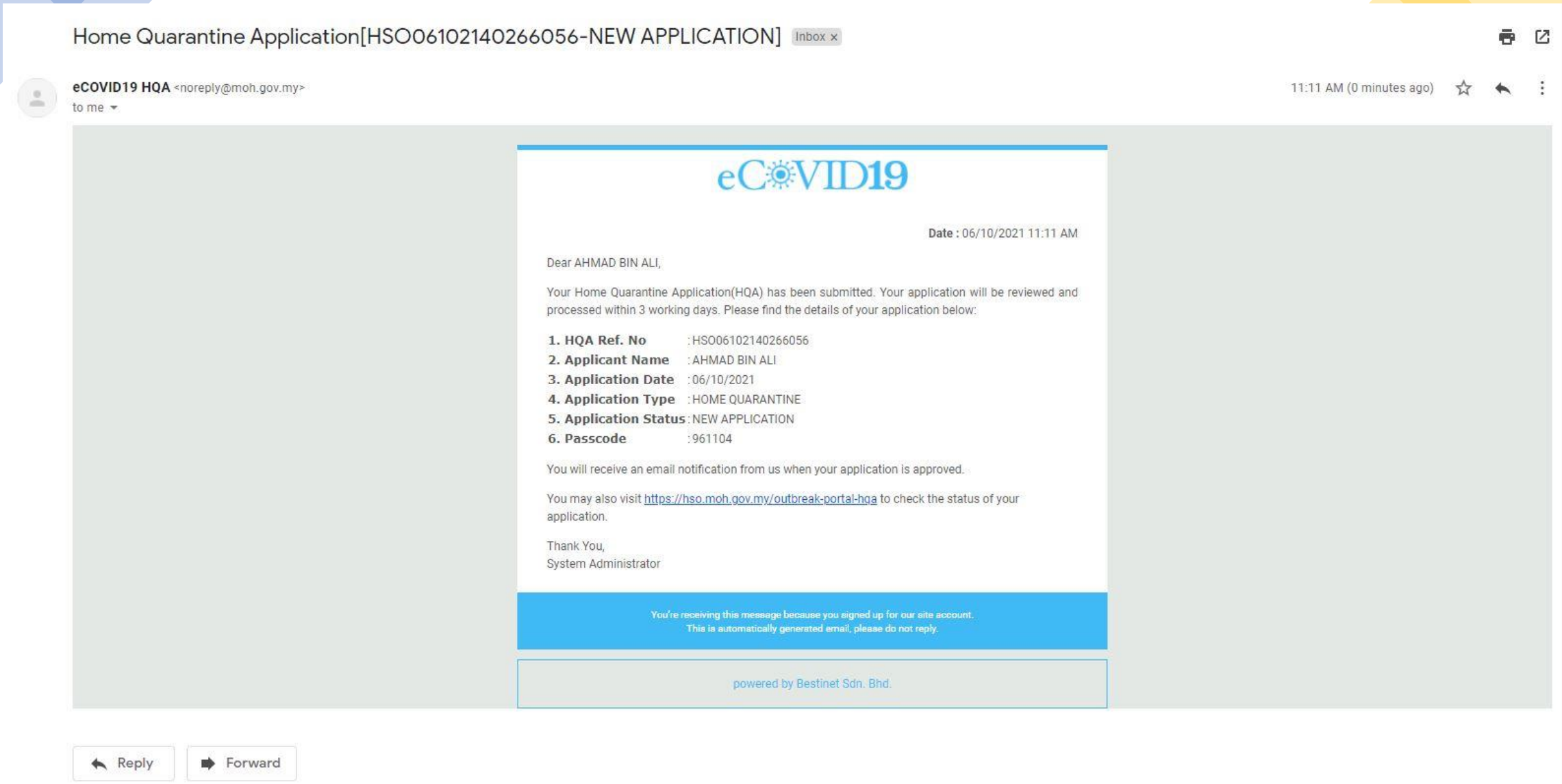


Application **SUCCESSFUL**.

Pop up screen appear for successful submission



Received email for NEW APPLICATION (HQA Ref No. and Passcode Notification)



Home Quarantine Application[HSO06102140266056-NEW APPLICATION] Inbox ×

eCOVID19 HQA <noreply@moh.gov.my>
to me

11:11 AM (0 minutes ago)

eCOVID19

Date : 06/10/2021 11:11 AM

Dear AHMAD BIN ALI,

Your Home Quarantine Application(HQA) has been submitted. Your application will be reviewed and processed within 3 working days. Please find the details of your application below:

1. HQA Ref. No	: HSO06102140266056
2. Applicant Name	: AHMAD BIN ALI
3. Application Date	: 06/10/2021
4. Application Type	: HOME QUARANTINE
5. Application Status	: NEW APPLICATION
6. Passcode	: 961104

You will receive an email notification from us when your application is approved.

You may also visit https://hso.moh.gov.my/outbreak-portal-hqa to check the status of your application.

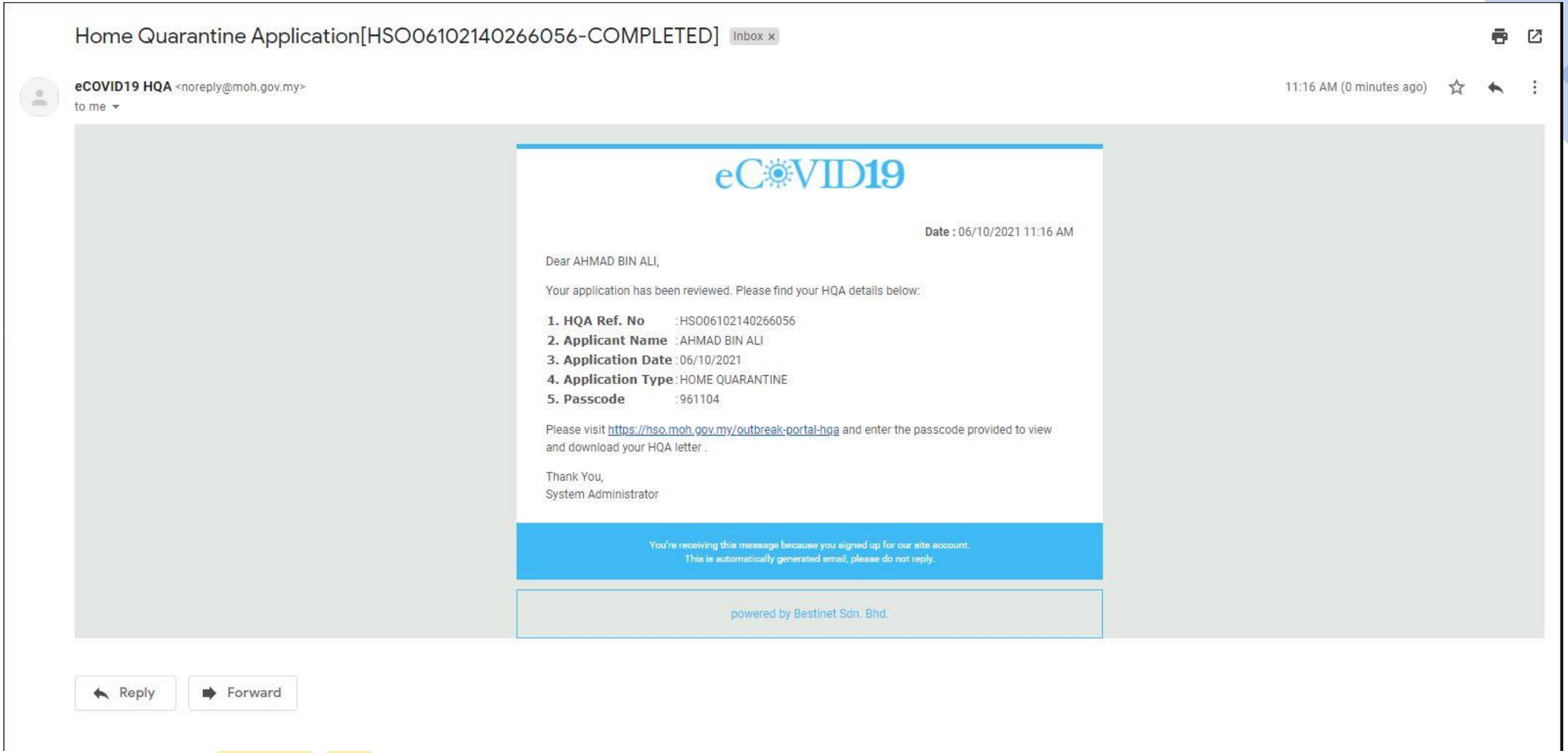
Thank You,
System Administrator

You're receiving this message because you signed up for our site account.
This is automatically generated email, please do not reply.

powered by Bestinet Sdn. Bhd.

Reply Forward

After reviewed and completed by HSO Team, applicant will receive another notification (**COMPLETED**).



Home Quarantine Application[HSO06102140266056-COMPLETED] Inbox ×

eCOVID19 HQA <noreply@moh.gov.my>
to me

11:16 AM (0 minutes ago)

eCOVID19

Date : 06/10/2021 11:16 AM

Dear AHMAD BIN ALI,

Your application has been reviewed. Please find your HQA details below:

1. HQA Ref. No : HSO06102140266056
2. Applicant Name : AHMAD BIN ALI
3. Application Date : 06/10/2021
4. Application Type : HOME QUARANTINE
5. Passcode : 961104

Please visit https://hso.moh.gov.my/outbreak-portal-hqa and enter the passcode provided to view and download your HQA letter .

Thank You,
System Administrator

You're receiving this message because you signed up for our site account.
This is automatically generated email, please do not reply.

powered by Bestinet Sdn. Bhd.

Reply Forward

For Check Application Status

eCOVID19

Check Application Status | Apply Now

REQUEST FOR HOME QUARANTINE

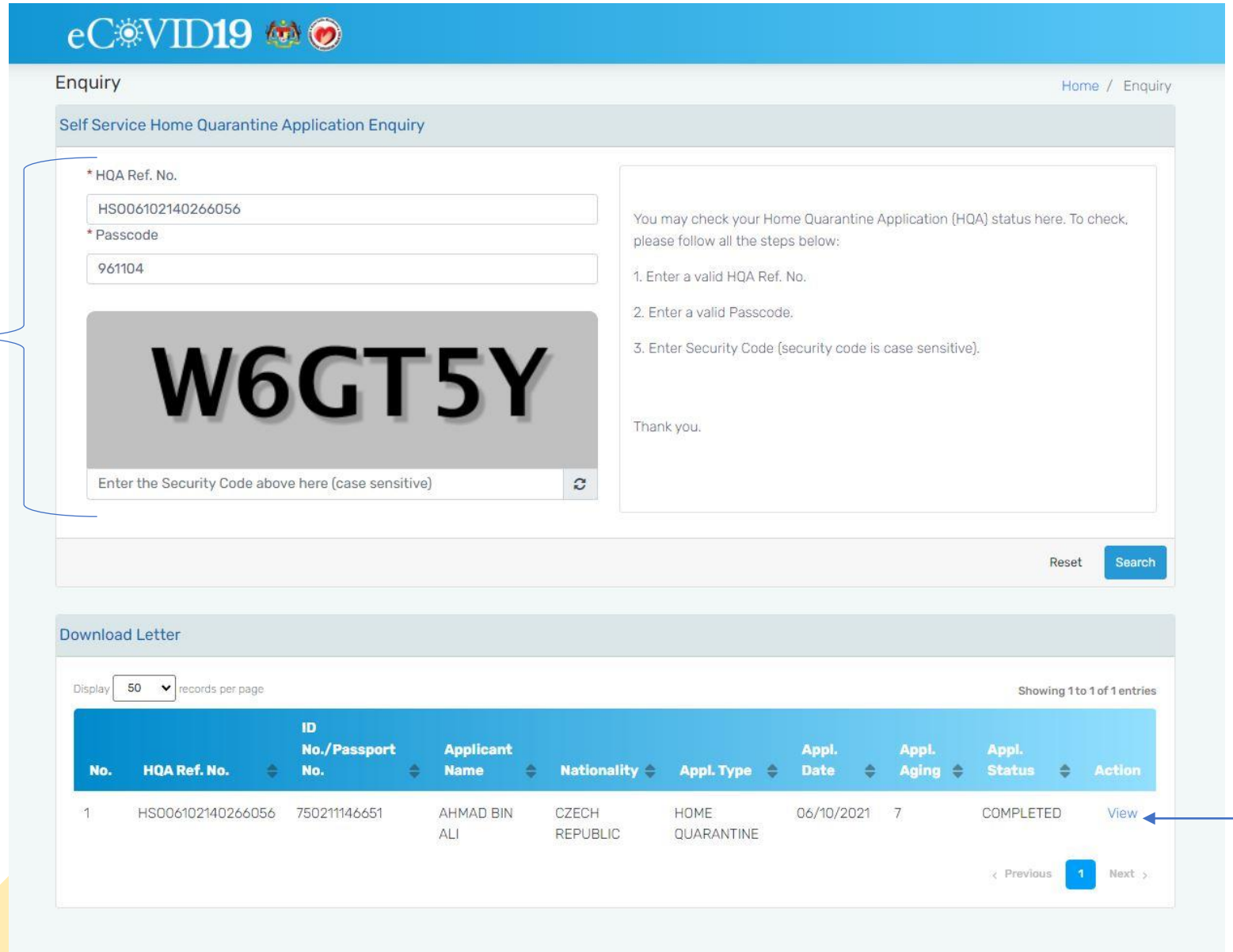
Fully vaccinated travellers now have the option to quarantine from the comfort of their homes when they arrive in Malaysia.

Find out how you can apply.

Qualifying Criteria | How To Apply

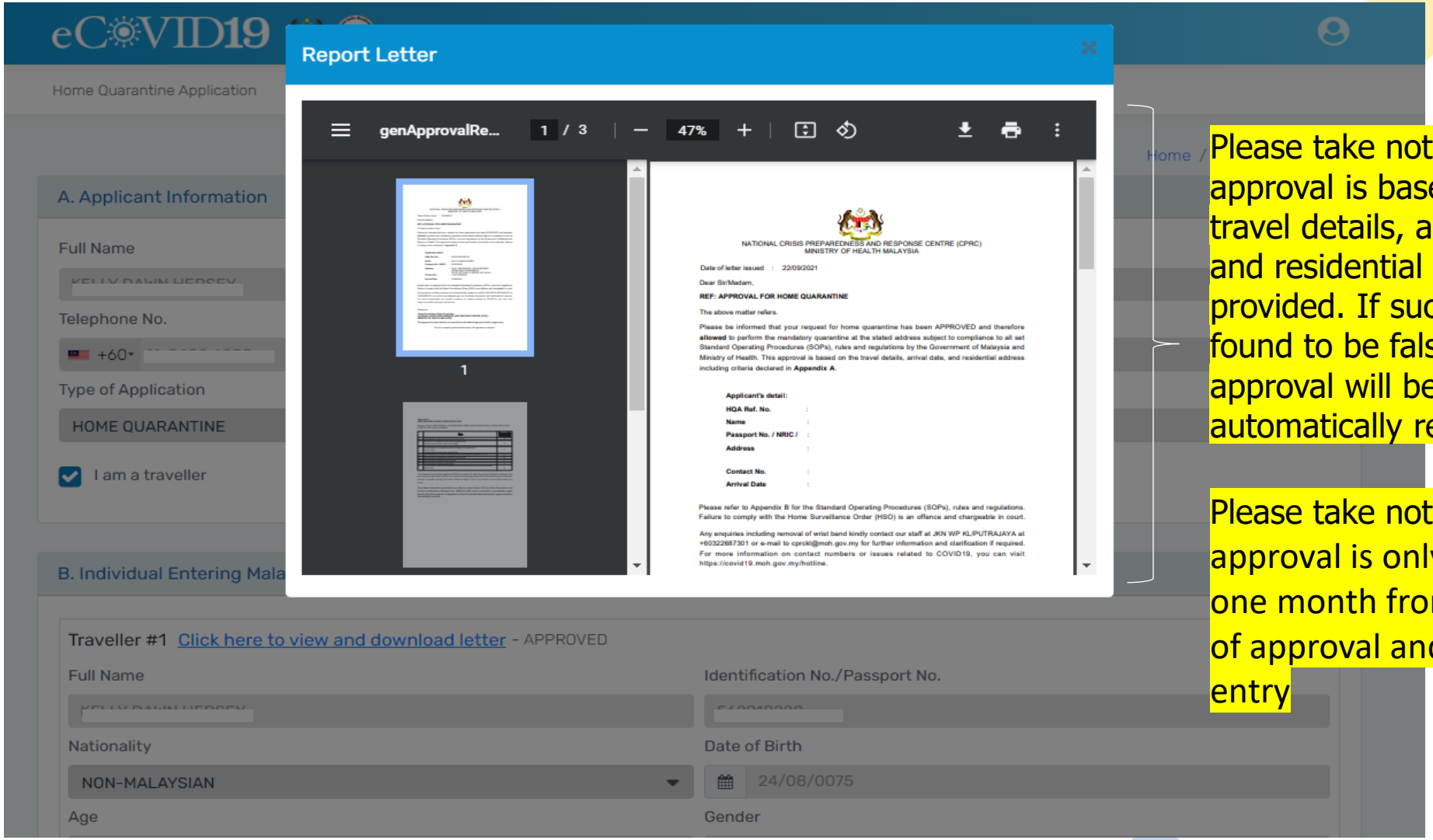
Important: Please note that the rules and information are updated from time to time. Please check the latest information before applying

Enter HQA Ref. No, Passcode and Security Code



Click view to review the decision and upload the letter

Applicant can review the decision and UPLOAD the letter



Please take note that the approval is based on the travel details, arrival date, and residential address provided. If such claims are found to be false, the approval will be automatically revoked.

Please take note the approval is only valid for one month from the date of approval and for single entry

THANK YOU

Prepared by:

HSO Team, CPRC KKM

updated : 19th November 2021