

# BROCHURE 05



- 01 | PSCR 2.0 ACCOUNT REGISTRATION AND ACTIVATION
- 02 | E-DARUSSALAM ACCOUNT
- 03 | RECOMMENDATIONS
- 04 | COMPLETING USER PROFILE

## CONTACT US

+673 737 1961

PSC.BN

query@spa.gov.bn

سوروهنجاي فرخدمتن عوام  
SURUHANJAYA PERKHIDMATAN AWAM  
JABATAN PERDANA MENTERI | BRUNEI DARUSSALAM



PSCR 2.0  
FREQUENTLY  
ASKED  
QUESTIONS  
(FAQ)

# BROCHURE 05

www.recruitment.gov.bn

## PSCR 2.0 ACCOUNT REGISTRATION AND ACTIVATION

### 1. How do I log in to the PSCR 2.0 portal?

To log into PSCR 2.0, users must have an **e-Darussalam** account. Brochure guides can be found at [www.recruitment.gov.bn](http://www.recruitment.gov.bn).

### 2. Do existing PSCR account holders need to re-activate their account for PSCR 2.0?

Account activation is only required for new users as well as users that were registered in PSCR after 31st August 2021.

### 3. Why didn't I receive the email for the account activation link?

Please check your **Spam / Junk mail** folder and refresh your email. If the email is not received, please fill in the details and submit the complaint using the “**Aduan Saya**” module.

## E-DARUSSALAM ACCOUNT

### 1. How to register e-Darussalam account?

Please visit the **e-Darussalam portal** at [www.gov.bn](http://www.gov.bn) and click on the **e-Darussalam link** to register.

### 2. What do I need to do if I forget my password?

Please call e-Darussalam at **Talian 123** or visit the e-Darussalam portal at [www.gov.bn](http://www.gov.bn).

## RECOMMENDATIONS

### 1. What are the recommended browsers for PSCR 2.0?

It is advisable to use Google Chrome/ Mozilla Firefox/ Safari.

### 2. What are the devices that are compatible for PSCR 2.0?

The PSCR 2.0 portal is accessible on most devices including laptops/tablets and smartphones.

## COMPLETING THE PROFILE

### 1. Do we need to upload the qualification certificate for each subject of the same qualification (for example O level qualification)?

Users are only required to upload the certificate once, it will be automatically matched with the name and date of the updated qualification.

### 2. Are civil servants still required to upload the Borang Pengesahan Ketua Jabatan (BPKJ)?

Users can now fill in the details of their current and previous job experience in the **PSCR 2.0** portal. It is also advisable to ensure that their service record in the SSM system has been updated.

### 3. What are the recommended file format for uploading in the PSCR 2.0?

- Documents/certificates (**PDF**)
- Images (**JPEG / PNG**)
- Size (not more than **3MB**)
- Documents (**original/ coloured** scanned copy)

### 4. Why do documents/images fail to upload on PSCR 2.0?

Please ensure that the file name does not contain **any symbols such as #@\$/** etc. Also, make sure the document size **does not exceed 3MB**.

### 5. What to do if qualification/ school/ institutions/ field of studies is not included in drop-down list?

Please fill in the details and submit the complaint using the “**Aduan Saya**” module.

### 6. How to delete an uploaded document in PSCR 2.0?

Deleting uploaded documents are not applicable. If user wish to delete the information/documents, please fill in the details and submit the complaint using the “**Aduan Saya**” module.

**REMINDER:** If the qualification is from a foreign or private institution, applicants are required to upload scanned copy (original/coloured) of the accreditation letter issued by the Brunei Darussalam National Accreditation Council (MKPK).