

# Confusion over MySejahtera as users unable to access appointment details

By **FMT Reporters** - July 13, 2021 1:08 PM

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PETALING JAYA: MySejahtera users with vaccinations today were left confused as they were unable to access their appointment details on the mobile application.

One user, who wished to remain anonymous, said he waited 10 to 15 minutes at Universiti Teknologi Mara Shah Alam for the application to open up so he could check on his updated vaccination status.

"They told me to use their Wi-Fi but it was still no use, I could not scan at the point of the jab and 15 minutes later, it was all done manually," he told FMT.

The vaccine recipient said he was then told to go home and wait for his digital certificate to be issued on MySejahtera.

"I reached home but still could not get in (to the application)," he said.

Others took to social media to question the glitch and voice their frustrations, saying it had also affected the vaccination process.

Twitter user CeciliaD said she found out the application was down when she was already at the vaccination centre (PPV).

However, she applauded the staff for their quick-thinking and coming up with a solution fast.

"(The) alternative solution given is to log in to the JKJAV (Covid-19 vaccine supply access guarantee special committee) website to be allowed to enter (the PPV)," said CeciliaD.

Another user Alta said she was stuck at her PPV for "almost 40 minutes" because MySejahtera was down.

FsUeTLi said many people were "stuck" outside the PPV at the World Trade Centre Kuala Lumpur.

"We have one guy shouting to log into the JKJAV website. No one can hear him," they said, adding that a laptop should be set up outside to allow people to check their appointments.

"Outside (the PPV) is chaotic, inside is quiet."

Meanwhile, ArvDwalz posted a screenshot from the application saying it was currently undergoing scheduled maintenance, at 12.06pm today.

"Daytime scheduled maintenance causes further obstruction to those who want to get vaccinated. Time is precious! Please plan it accordingly," he said, tagging JKJAV's Twitter account.

FMT has reached out to the science, technology and innovation ministry for clarification.

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