

# Quest3Plus User Guide - Authentication Using Google Chrome

## Section 1 – Installing Java

(Please skip this step if you already have JAVA installed on your PC)

### Java Runtime Environment (JRE)

\*Recommended to remove/uninstall old version Java before install a new version. Latest Java version 8 and above can be download at <https://java.com/en/download/>

### Installation & Configuration

To install JRE please proceed to following step:

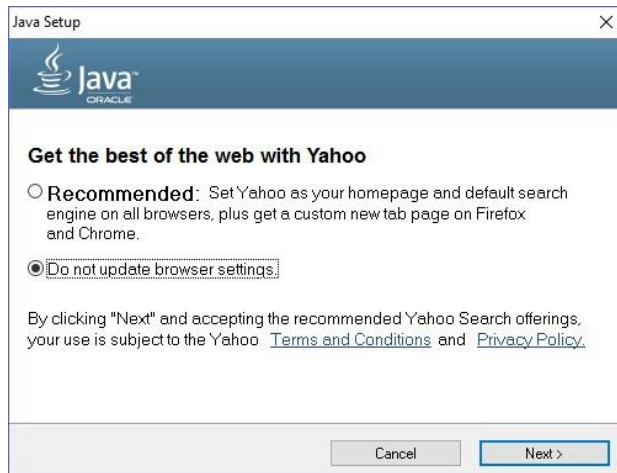
1. Open JavaSetup file



2. Click Install (*please wait while Java being download*)



3. Click Next button



4. Java will be install



5. Click Next button



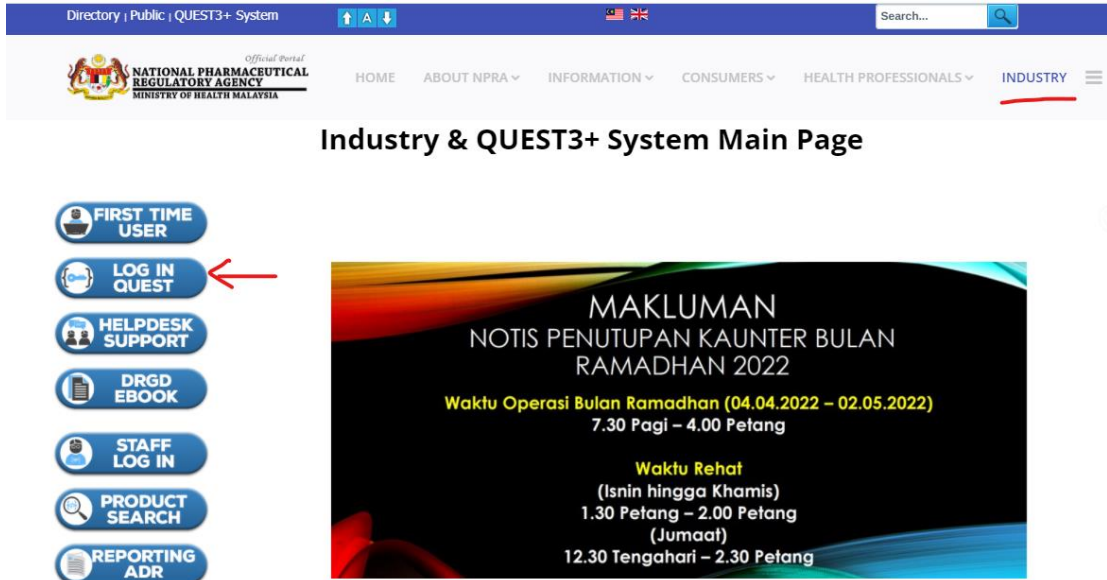
6. Java installation has been success. Click Close button.



## Section 2 (Login QUEST3+ Using Latest Google Chrome)

Steps:

1. Please enter QUEST3+ from NPRA official website instead of bookmark as there may be amendment of URL of QUEST3+ from time to time.



Directory | Public | QUEST3+ System

NATIONAL PHARMACEUTICAL REGULATORY AGENCY  
Official Portal  
MINISTRY OF HEALTH MALAYSIA

HOME ABOUT NPRA INFORMATION CONSUMERS HEALTH PROFESSIONALS INDUSTRY

### Industry & QUEST3+ System Main Page

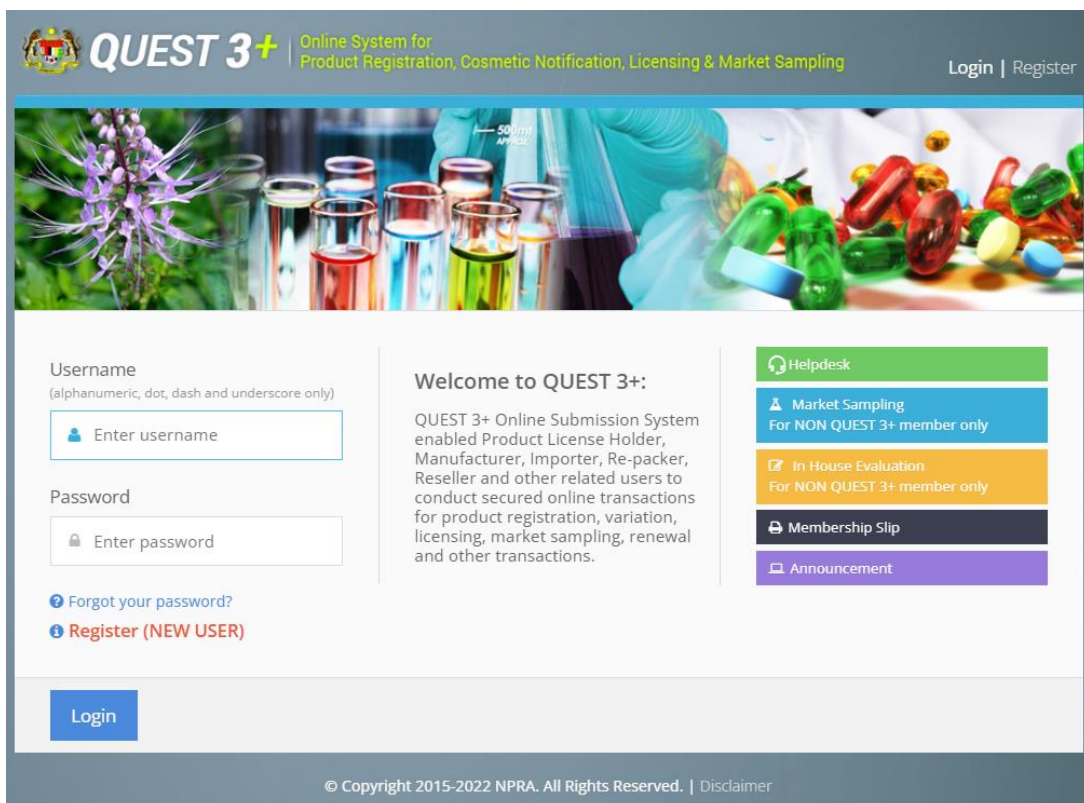
- FIRST TIME USER
- LOG IN QUEST
- HELPDISK SUPPORT
- DRGD EBOOK
- STAFF LOG IN
- PRODUCT SEARCH
- REPORTING ADR

**MAKLUMAN**  
**NOTIS PENUTUPAN KAUNTER BULAN**  
**RAMADHAN 2022**

**Waktu Operasi Bulan Ramadhan (04.04.2022 – 02.05.2022)**  
7.30 Pagi – 4.00 Petang

**Waktu Rehat**  
(Isnin hingga Khamis)  
1.30 Petang – 2.00 Petang  
(Jumaat)  
12.30 Tengahari – 2.30 Petang

2. Click 'Log In QUEST' to enter Login Page
3. Enter your QUEST3+ username and password which are registered with NPRA.



NATIONAL PHARMACEUTICAL REGULATORY AGENCY  
**QUEST 3+** | Online System for Product Registration, Cosmetic Notification, Licensing & Market Sampling  
Login | Register

Username  
(alphanumeric, dot, dash and underscore only)

Enter username

Password

Enter password

[Forgot your password?](#)  
[Register \(NEW USER\)](#)

**Welcome to QUEST 3+:**

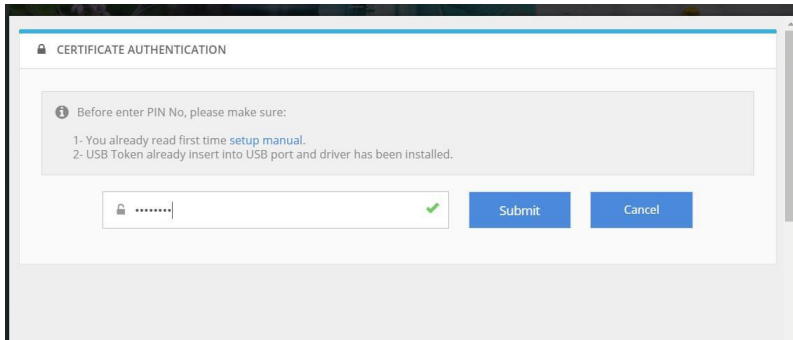
QUEST 3+ Online Submission System enabled Product License Holder, Manufacturer, Importer, Re-packer, Reseller and other related users to conduct secured online transactions for product registration, variation, licensing, market sampling, renewal and other transactions.

- Helpdesk
- Market Sampling  
For NON QUEST 3+ member only
- In House Evaluation  
For NON QUEST 3+ member only
- Membership Slip
- Announcement

Login

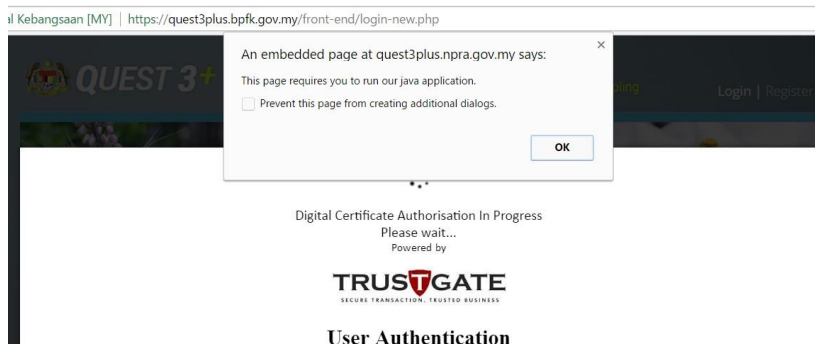
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#### 4. Enter your PIN number



#### 5. Click OK to run java application.

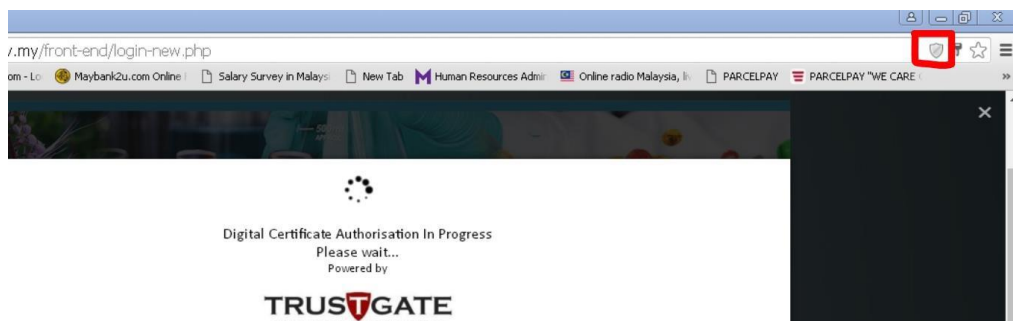
##### 3.1 For Windows 10:

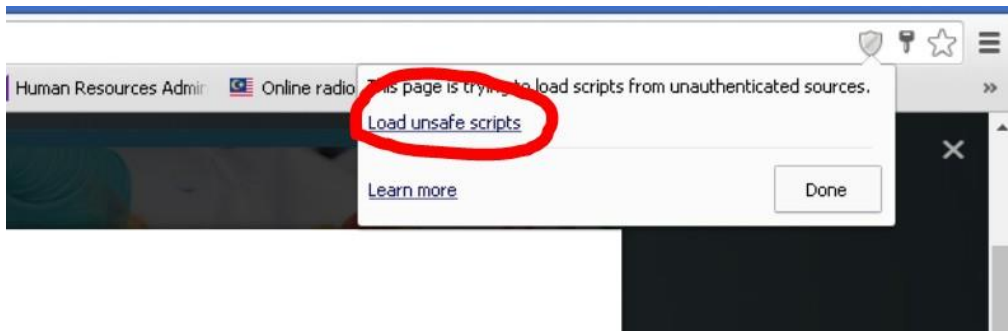


Or

##### 3.2 For Windows XP, Windows Vista, Windows 8

Click on shield icon on your top right browser to allow the application to run.

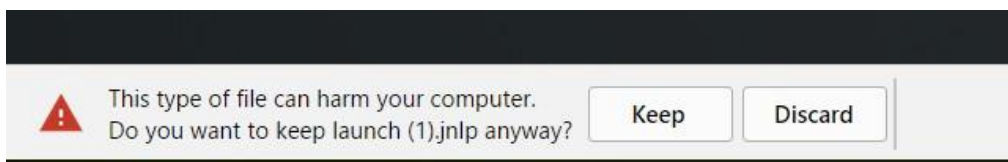




Attention (this message may pop out):

Load unsafe scripts is not related to virus or bad source, but it is more to load the content from different sources. It is from Google requirement. To avoid this, you can use this application using correct version of windows and chrome browser as above.

6. Keep and open the downloaded application and save to your PC for further usage. (Please refer to section 3 for auto startup)



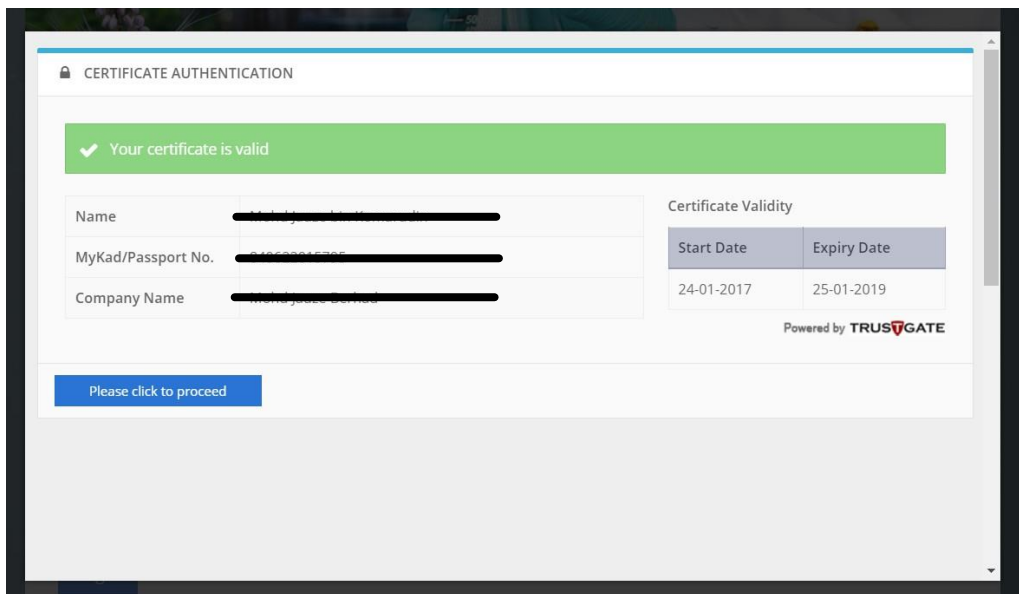
7. Click Run to run the application.



8. Webstart is running

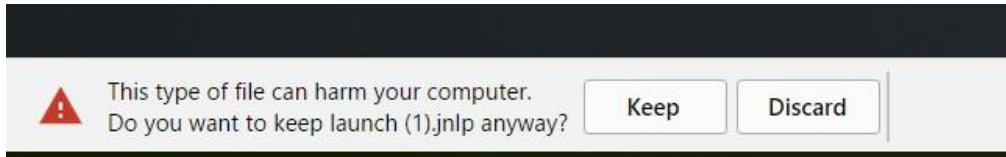


9. Wait for the verification process until it finish.

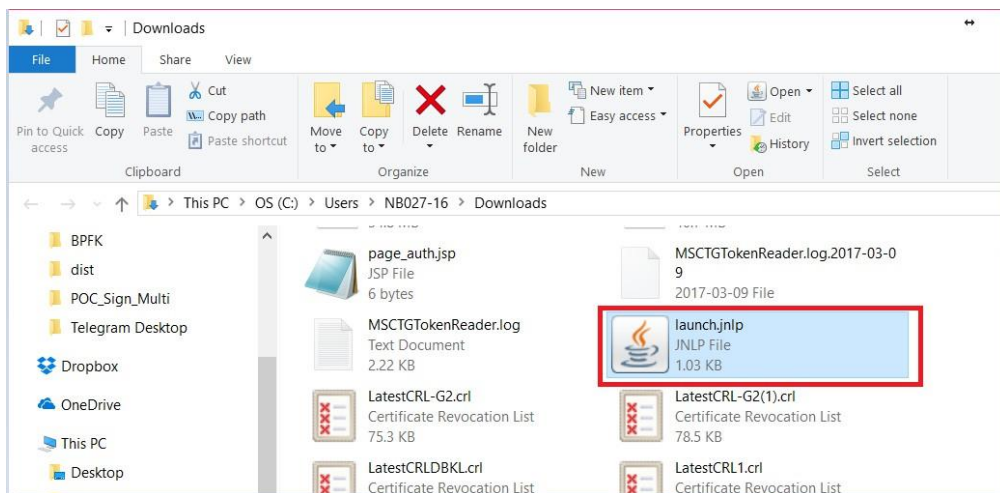


## Section 3 (Add jnlp Launcher File to Startup)

1. These steps are optional to make jnlp fail autostart when PC is started.
2. Once jnlp launcher is downloaded, u need to save it to your path;





3. Copy the launcher application from the folder that u saved just now, or as default can get it from Downloads folder.



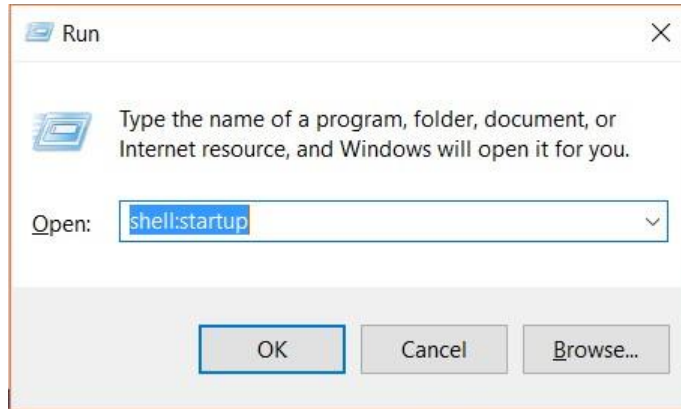
4. Paste the launcher application to the Startup folder.

To go to Startup folder:

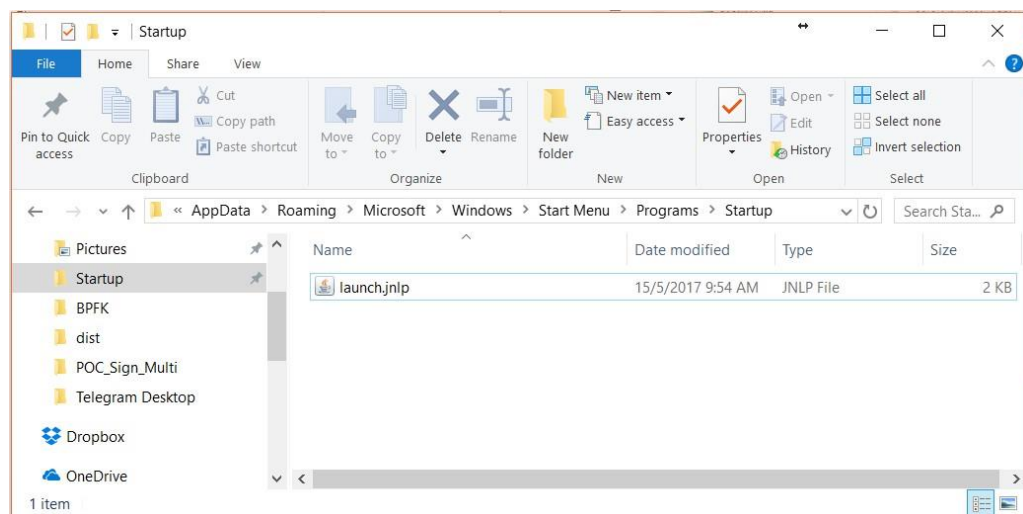
- i. Hold  + R; or right click on start menu  and click Run.



- ii. It will popup this window and type 'shell:startup' and click OK.



- iii. It will bring to the Startup folder; and paste the launcher application here.

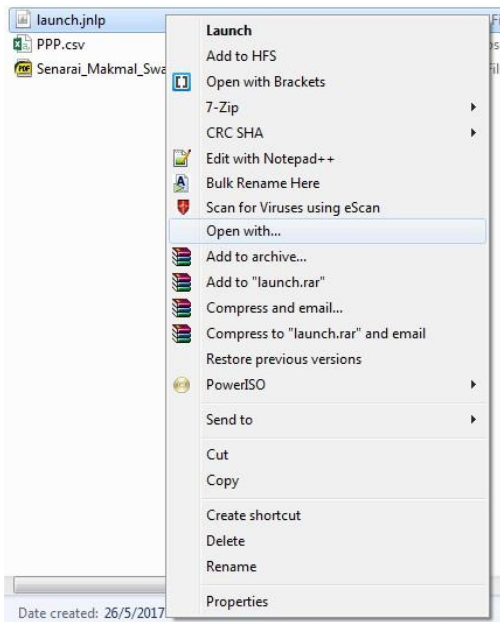


- iv. Close all the open launcher application, and restart your PC to see the changes. It will run automatically once u start your PC and no need to download and run the launcher application again.

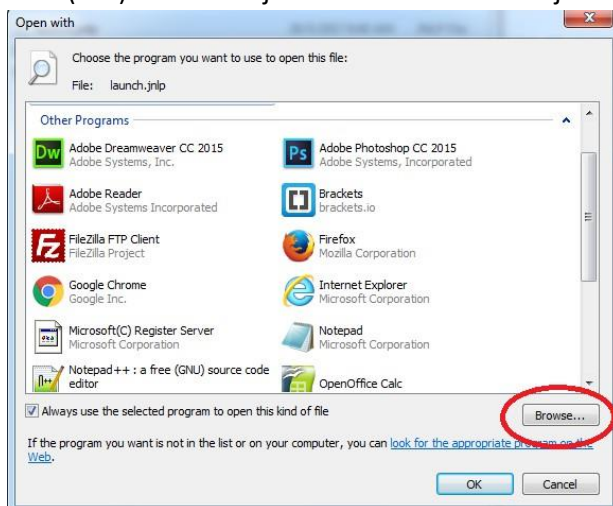
## Section 4 (Troubleshooting)

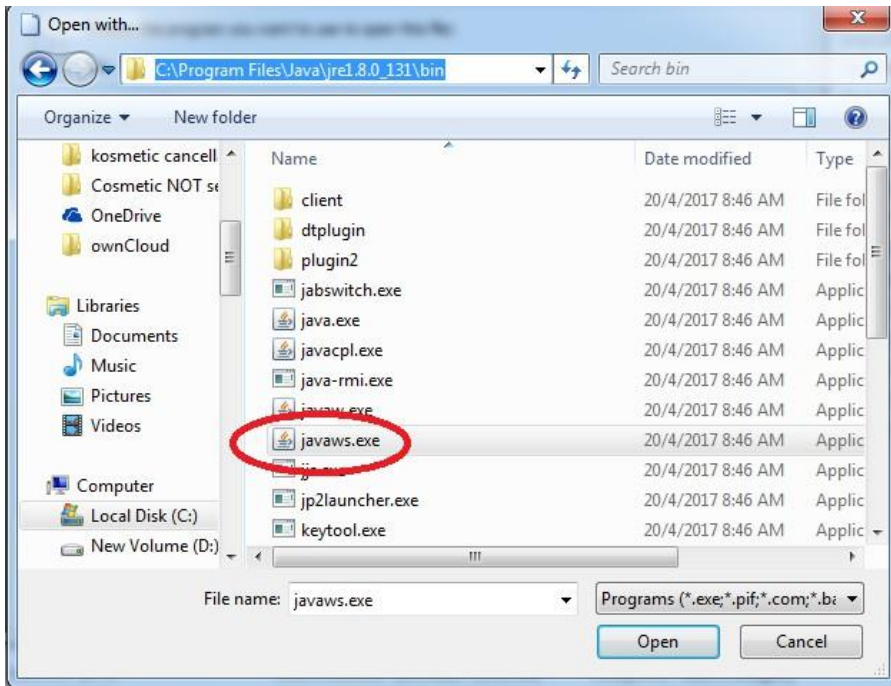
### Problem 1: Cannot Open Launch.jnlp file

1. Some user have problem opening launch.jnlp file because Windows do not recognize .jnlp as java web start program
2. If this happen, right click to launch.jnlp file and choose 'Open With' as below:



3. Click Browse button & browse for following directory: My Computer >> Local Disk C: >> Program Files (x86) >> Java >> jre1.8.x.x.x >> bin . Click javaws file then press 'Open' button.





4. If the java pop up like below, means the problem has resolved and you can continue Log In into QUEST3+ system.

