

MySejahtera error 'switches HSO status to PUS', many still complaining

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KUALA LUMPUR: While MySejahtera acknowledged this morning there was an error that resulted in random users being assigned a Home Surveillance Order (HSO) in the application, the problem has not gone away for many.

MySejahtera said earlier today that they have "fixed the root cause which allowed this to happen", however did not elaborate on what caused the glitch.

Twitter continues to be flooded with complaints, with many saying while the HSO status is now gone, it was simply replaced with a Person Under Surveillance (PUS) status instead of reverting back to Low Risk.

MySejahtera has not offered solutions as at press time for its users, however some have tried to solve the matter on their own, offering advice on what to do.

One suggestion was for users to engage the MySejahtera Helpdesk and redo their health assessment. An e-mail will be sent after submitting the request via the Helpdesk, according to a Twitter user.

Meanwhile, the verified account of Public Health Malaysia also offered suggestions which include clearing the cache of the mobile application.

Twitter user @LelakiOnTheGo tagged MySejahtera, saying his status showed PUS despite MySejahtera saying they have rectified the problem.

MySejahtera replied to the user asking him to send them his MySejahtera ID via direct message.

Another user @preroche jumped in saying he had already messaged MySejahtera to help with the problem and was given a form to resubmit his health assessment. However, according to @preroche, he was unable to submit the form as he was met with an error message that said: "Invalid employee ID/provider ID/form ID."