

MEDIA RELEASE

MyDigital ID shows strong foundations, with long-term effectiveness shaped by governance, trust and inclusion

16 April 2026, Kuala Lumpur – Malaysia’s MyDigital ID represents an important step in establishing a secure and trusted digital identity system. As a national authentication platform, it enables users to access multiple services through a single credential, supporting more efficient digital interactions across government and selected private-sector platforms.

A discussion paper, *Assessing and Optimising MyDigital ID*, examines how the system is structured and how it may evolve. Drawing on international frameworks and comparative experiences from Estonia, Singapore, and India, the study highlights that the effectiveness of digital identity systems depends not only on technical design, but on legal clarity, institutional governance, inclusion and public trust.

An emerging digital identity system

MyDigital ID operates as a Single Sign-On (SSO) authentication platform within Malaysia’s broader digitalisation agenda. Its design incorporates recognised security standards, privacy-by-design principles, and verification against authoritative government databases, providing a credible foundation for secure digital authentication. Adoption has expanded alongside integration across digital services, reflecting its role in improving access and reducing administrative duplication. At this stage, it supports authentication and digital transactions.

However, international experience shows that authentication is only one phase in digital identity development. More advanced systems function as integrated infrastructures, enabling secure and reusable identity credentials across services and sectors.

Assessing effectiveness through international benchmarks

The study evaluates MyDigital ID across five determinants: integrity of registration and credentialing, functionality and interoperability, governance and safeguards, inclusivity and accessibility, and sustainability of system design. Across these dimensions, MyDigital ID shows several strengths. Its registration model relies on authoritative identity sources, supported by biometric verification and secure credentialing. Functionally, it enables streamlined access to services and supports authentication and digital signing.

At the same time, further development is needed. Interoperability across sectors remains at an early stage, while legal and institutional frameworks continue to evolve. Mechanisms for oversight, transparency, and user redress are not yet fully articulated in publicly available information.

Institutional and governance considerations

As digital identity systems expand, institutional arrangements become increasingly central. The study finds that key challenges are not primarily technical, but relate to governance, coordination, and accountability. The involvement of multiple agencies increases the need for clear mandates and defined responsibilities. Without this clarity, coordination challenges may arise as the system scales and integrates across sectors.

Public trust is also shaped by governance. International experience shows that trust depends not only on security, but on transparency, accountability, and effective safeguards. Users must understand how their data is managed and have confidence in mechanisms to address errors or misuse.

Inclusion and system reach

Ensuring inclusive access remains a key consideration. MyDigital ID incorporates multi-channel registration options, including online and assisted enrolment, helping extend access beyond fully digital users.

However, access remains linked to device availability, connectivity, and existing identity documentation. Eligibility is currently limited to MyKad holders, while publicly available data on adoption remains limited and are not sufficiently detailed to assess engagement across different groups. Addressing these gaps will be important to ensure that digital identity supports broad participation and does not reinforce existing inequalities.

Strengthening the next phase of development

The discussion paper outlines several policy priorities as MyDigital ID continues to develop. These include strengthening the legal framework to provide clearer recognition of digital identity and define user rights and accountability mechanisms; improving coordination across institutions; and enhancing transparency through clearer communication, reporting, and redress mechanisms.

Expanding interoperability and supporting broader integration across sectors will also be important, alongside targeted efforts to improve inclusion and accessibility.

From system to institution

This discussion paper provides an evidence-based assessment of MyDigital ID at an early stage of its development. It shows that the system has established a strong technical and operational foundation, but that its long-term effectiveness will depend on how it evolves beyond a functional authentication platform.

The findings underscore that digital identity is not only a technological system, but a public institution shaped by legal frameworks, institutional arrangements, and user trust. Strengthening these enabling conditions will be essential to ensure that MyDigital ID can support a secure, inclusive, and sustainable digital ecosystem.

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