*Q: **What is the URL link for NIB ?***

A: Please key in the following in the browser's address bar:-

   1)   Within NSTP office: **http://nib.nstp.com.my** or IP address: **http://192.168.150.194/**

      Note : If within NSTP office, please enable bypass proxy prior to accessing NIB.

      Click <u>here</u> on how to change the setting.

   2) Outside NSTP office: **http://nib.nstp.com.my**

*Q: **What is the URL link for NIB eCommerce ?***

A: Please key in the following in the browser's address bar:-

   1)   Within NSTP office: IP address: **http://192.168.150.196/**

      Note : If within NSTP office, please enable bypass proxy prior to accessing NIB.

      Click <u>here</u> on how to change the setting.

   2) Outside NSTP office: **http://www.nib.com.my**

*Q: **What is the suitable browser for NIB ?***

A: Users are recommended to use Mozilla Firefox.

*Q: **Where do I get my new ID and password ?***

A: Please contact Resource Centre at ext. 2318/2375

*Q: **How to change password for NIB ?***

A: Follow the steps detailed *<u>here</u>*.

*Q: **Forgot password ?***

A: Please contact Resource Centre at ext. 2318/2375

*Q: **How to solve this error: "HMM, nib.priv.nstp.com.my is not loading right now" ?***

A: Please call IT helpdesk at ext. 2286/2263.

Q: ***What is the required password setting upon expiry ?***

A: 1)   For internal/end-users, the password must be alphanumeric.

       It must consist at least one digit (0123456789).

       The password is set to expire every 180 days**.**

   2)   For maintenance users, the password must be alphanumeric.

       It must consist at least one small alphabet, one capital alphabet

       and one digit (0123456789). The password is set to expire every 30 days.

Note: The minimum password length for both user group is 8.

Q: ***Why need to change password every 180 days for internal/end-users ?***

A: This is to comply with company's audit requirements.

Q: ***Why user id and password were not accepted ?***

A: In order to overcome this issue, please follow the steps below :-

   1) Open Mozilla Firefox.

   2) From the Tools menu, select Options.

   3) At the top of the window that appears, click Privacy.

   4) Select Accept cookies from sites.

   5) In the drop-down menu next to "Keep until:", select I close Firefox.

   6) Click OK until you return to the Firefox window.

Q: ***What is the list of titles for images loaded in NIB ?***

A: 1)   Please click *here* for category Personalities
    2)   Please click *here* for category Subjects.
    3)   Please click *here* for category Sports.
    4)   Please click *here* for category Countries

Note : Please contact Resource Centre at ext. 2318/2375 if cannot find
       images listed above.

Q: ***How to adjust the text size on browser using Mozila Firefox ?***

A: Please follow the steps described *here* on how to change the setting.

Q: ***What is oldest and newest text available in NIB ?***

A: From year,1991 till current.

Q: ***What is oldest and newest pages available in NIB ?***

A: From year,2004 till current. Prior to year 2009, not all pages available.

Q: ***What is standard date format use in NIB ?***

A: Please click *here* for more details.