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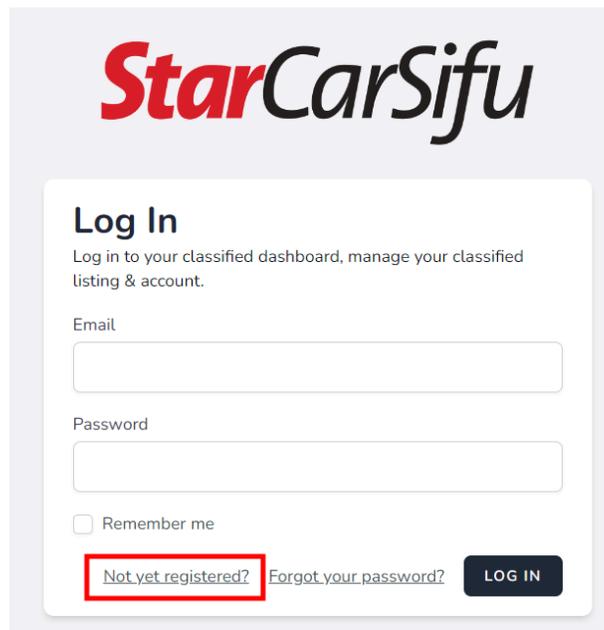
General User Account

1. How to register a new account?

- Step 1 - Click the **Login** button.



- Step 2 - Click the **Not yet registered?** Link.

A screenshot of the StarCarSifu login form. The form is titled 'Log In' and includes the following elements: a sub-header 'Log in to your classified dashboard, manage your classified listing & account.', an 'Email' input field, a 'Password' input field, a 'Remember me' checkbox, a 'Not yet registered?' link (highlighted with a red rectangle), a 'Forgot your password?' link, and a 'LOG IN' button.

- Step 3 - Fill in user details and click the **Register** button.

StarCarSifu

Last Name *

must contain only alphanumeric, dot or space

First Name *

must contain only alphanumeric, dot or space

Display Name

must contain only alphanumeric, dot or space

Email *

Mobile *

must be a valid local mobile number without any delimiter, e.g.
+60121234567

Password *

must contains minimum 8 characters, at least one upper case letter, one lower case letter, one number and one special character

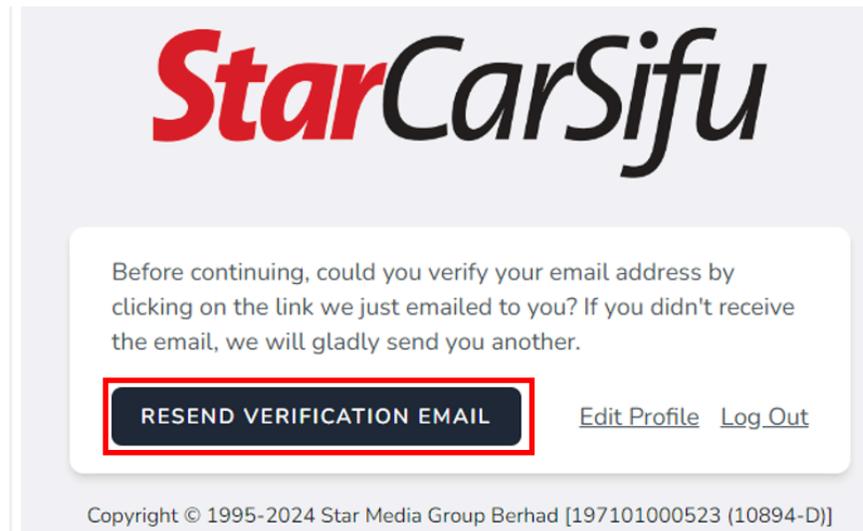
Confirm Password *

I agree to the [Terms of Use](#) and [Privacy Policy](#)

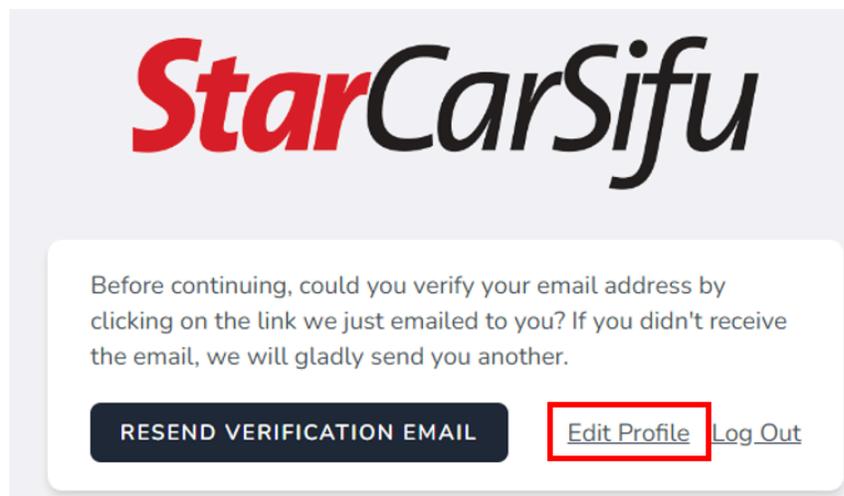
[Already registered?](#)

2. How to verify my account after registration?

- Step 1 - You will receive an email after registration.
 - If you did not receive the email, click the **Resend Verification Email** button.



- Step 2 - Check for email of **Verify Email Address** in inbox/spam.
 - If still did not receive the email, click the **Edit Profile** link to check the registered email address.



- Update the email address and click the **Save** button. Then click the **Click here to re-send the verification email link**.

Profile Information

Update your account's profile information.

Photo



[SELECT A NEW PHOTO](#)

must be jpeg or png file type and must not be greater than 1024 kilobytes

Last Name *

must contain only alphanumeric, dot or space

First Name *

must contain only alphanumeric, dot or space

Display Name

must contain only alphanumeric, dot or space

Email *

Your email address is unverified. [Click here to re-send the verification email.](#)

Mobile *

must be a valid local mobile number without any delimiter, e.g. +60121234567

Your mobile number is unverified. [Click here to re-send the mobile verification code.](#)

About

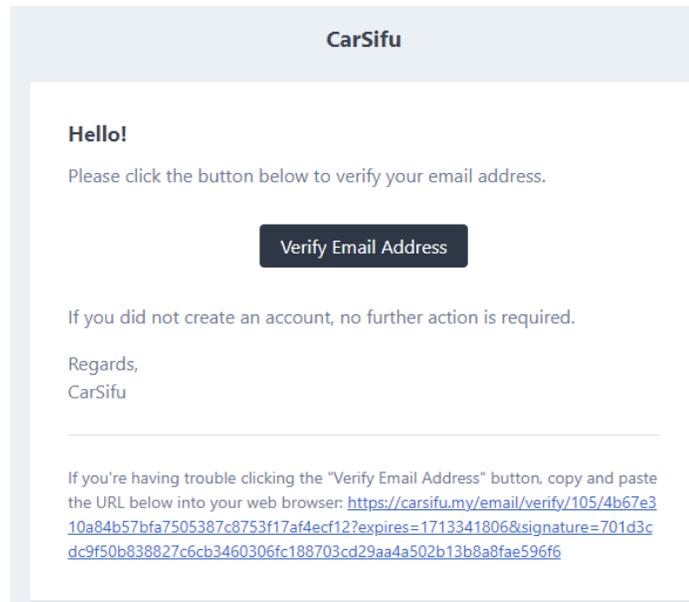
Category

General User

2

SAVE

- Step 3 - Open the email and click the **Verify Email Address** button or copy and paste the **URL** into your web browser.

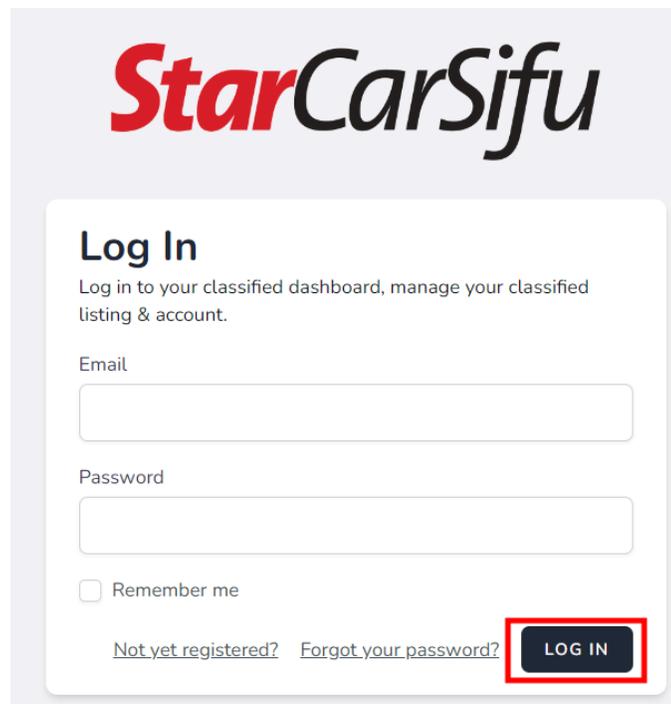


3. How to log in to my account?

- Step 1 - Click the **Login** button.

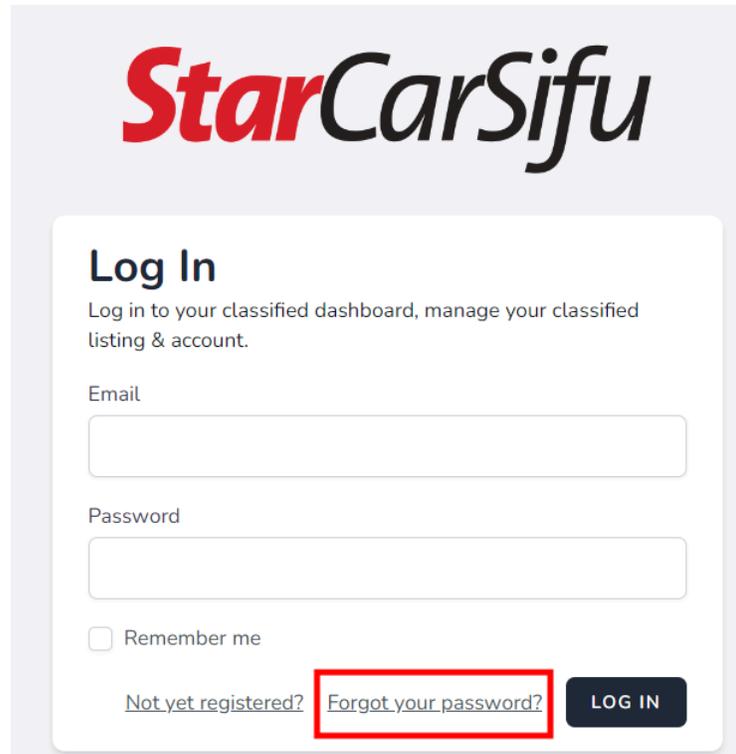


- Step 2 - Fill in email address and password. Then click the **Log In** button.

A screenshot of the StarCarSifu login form. The form is titled 'Log In' and includes the following elements: a sub-header 'Log in to your classified dashboard, manage your classified listing & account.', an 'Email' label above a text input field, a 'Password' label above another text input field, a 'Remember me' checkbox, and a 'LOG IN' button. The 'LOG IN' button is highlighted with a red rectangular box. There are also two links: 'Not yet registered?' and 'Forgot your password?'. The StarCarSifu logo is displayed at the top of the form area.

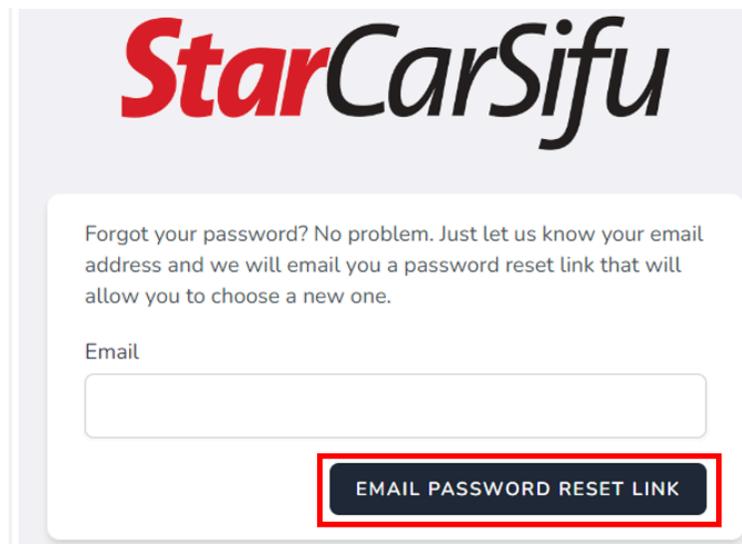
4. How to reset my account password?

- Step 1 - At the login page, click the **Forgot your password?** link.



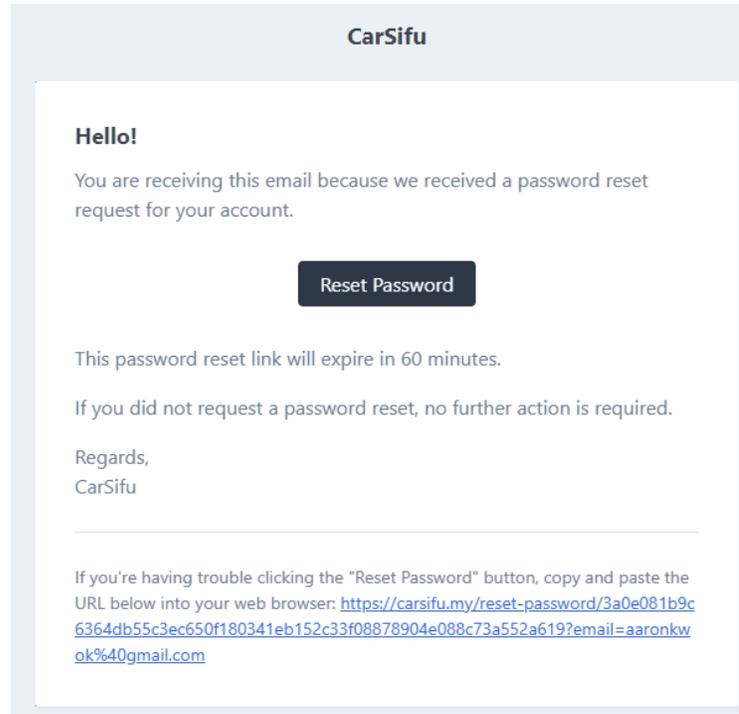
The screenshot shows the StarCarSifu login interface. At the top is the StarCarSifu logo. Below it is a 'Log In' section with the text 'Log in to your classified dashboard, manage your classified listing & account.' There are two input fields: 'Email' and 'Password'. Below the 'Password' field is a checkbox labeled 'Remember me'. At the bottom of the login form, there are three elements: a link '[Not yet registered?](#)', a link '[Forgot your password?](#)' which is highlighted with a red rectangular box, and a dark button labeled 'LOG IN'.

- Step 2 - Enter email address and click the **Email Password Reset Link** button.



The screenshot shows the StarCarSifu password reset page. At the top is the StarCarSifu logo. Below it is a text block: 'Forgot your password? No problem. Just let us know your email address and we will email you a password reset link that will allow you to choose a new one.' Below this text is an 'Email' input field. At the bottom of the form is a dark button labeled 'EMAIL PASSWORD RESET LINK' which is highlighted with a red rectangular box.

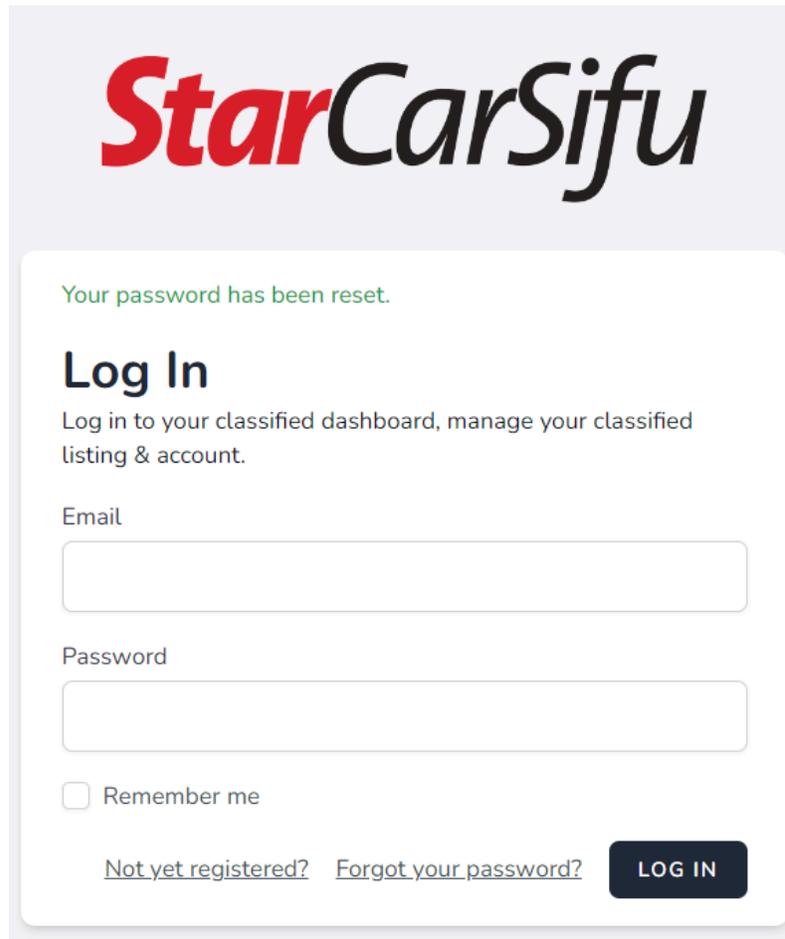
- Step 3 - Check for email of **Reset Password Notification** in inbox/spam. Open it and click the **Reset Password** button or copy and paste the **URL** into your web browser.



- Step 4 - Enter a new password and confirm the password. Then click the **Reset Password** button.

The image shows a screenshot of the CarSifu password reset form. At the top is the "StarCarSifu" logo. Below the logo are three input fields: "Email" with the value "aaronkwok@gmail.com", "Password", and "Confirm Password". At the bottom right of the form is a dark button with the text "RESET PASSWORD".

- Step 5 - Login using new password after successfully resetting password.



The image shows a screenshot of the StarCarSifu login page. At the top, the StarCarSifu logo is displayed in a light grey banner. Below the logo, a green message states "Your password has been reset." The main heading is "Log In", followed by a sub-heading: "Log in to your classified dashboard, manage your classified listing & account." There are two input fields: "Email" and "Password". Below the password field is a checkbox labeled "Remember me". At the bottom, there are two links: "Not yet registered?" and "Forgot your password?". A dark blue "LOG IN" button is positioned to the right of these links.

StarCarSifu

Your password has been reset.

Log In

Log in to your classified dashboard, manage your classified listing & account.

Email

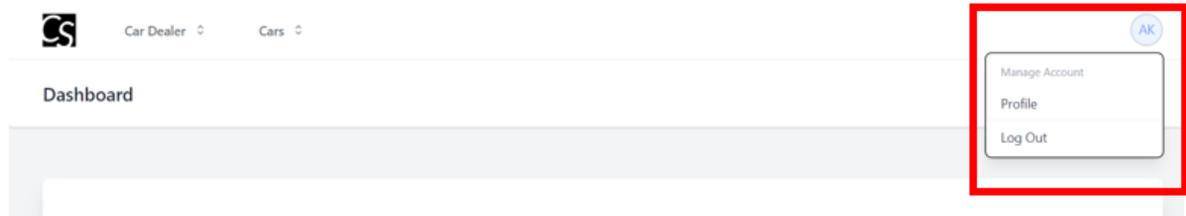
Password

Remember me

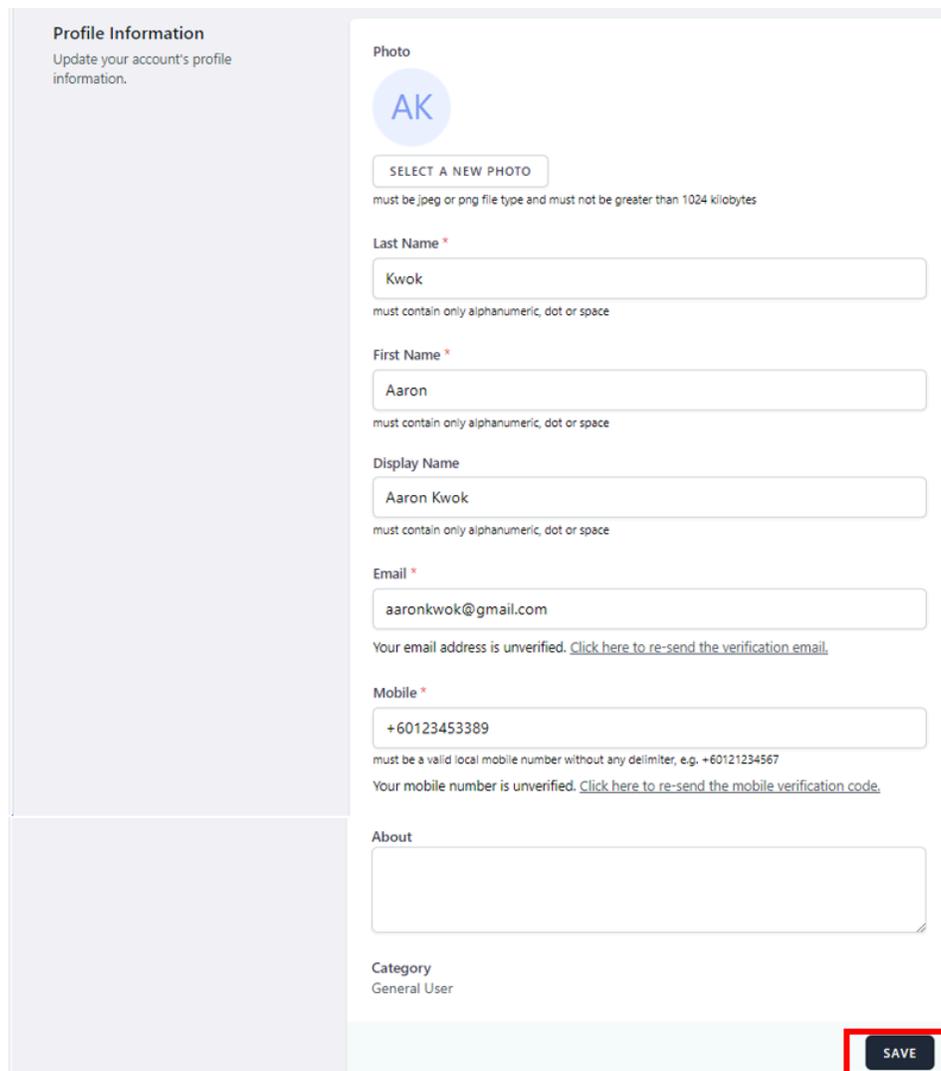
[Not yet registered?](#) [Forgot your password?](#) **LOG IN**

5. How to update my account profile?

- Step 1 - At the dashboard page, click the **avatar** and then click the **Profile** link.

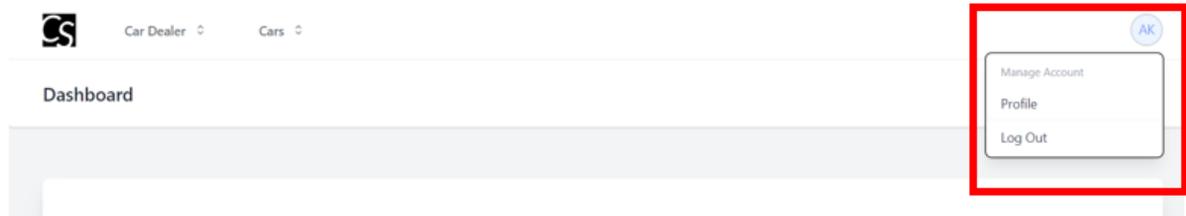


- Step 2 - Update user details and click the **Save** button.

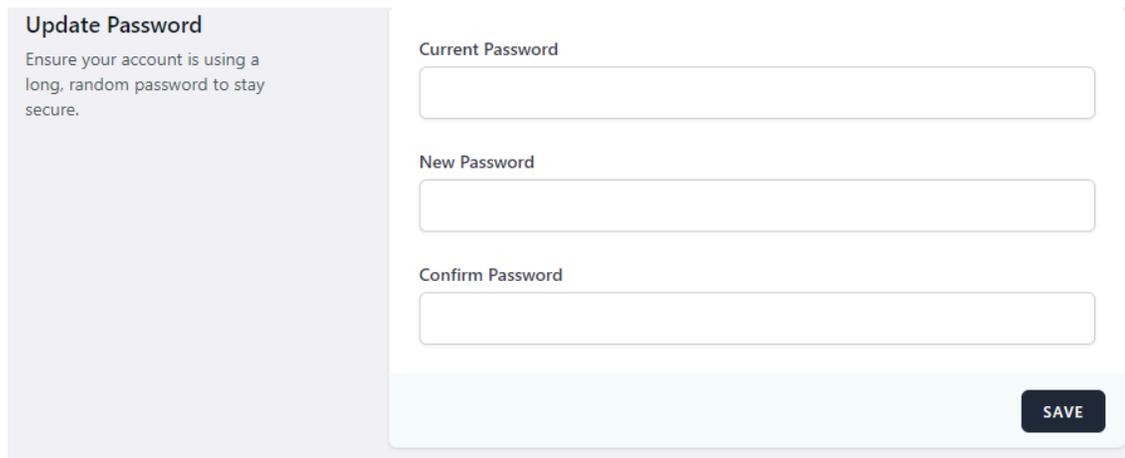
A screenshot of the 'Profile Information' form in the StarCarSifu application. The form is divided into two main sections: 'Profile Information' on the left and 'Form Fields' on the right. The 'Profile Information' section contains the text 'Update your account's profile information.' The 'Form Fields' section includes: a 'Photo' section with a circular avatar containing 'AK' and a 'SELECT A NEW PHOTO' button; a 'Last Name *' field with the value 'Kwok'; a 'First Name *' field with the value 'Aaron'; a 'Display Name' field with the value 'Aaron Kwok'; an 'Email *' field with the value 'aaronkwok@gmail.com' and a note 'Your email address is unverified. Click here to re-send the verification email.'; a 'Mobile *' field with the value '+60123453389' and a note 'Your mobile number is unverified. Click here to re-send the mobile verification code.'; an 'About' section with a large text area; and a 'Category' section with the value 'General User'. At the bottom right of the form, there is a 'SAVE' button highlighted with a red border.

6. How to change my account password?

- Step 1 - At the dashboard page, click the **avatar** and then click the **Profile** link.

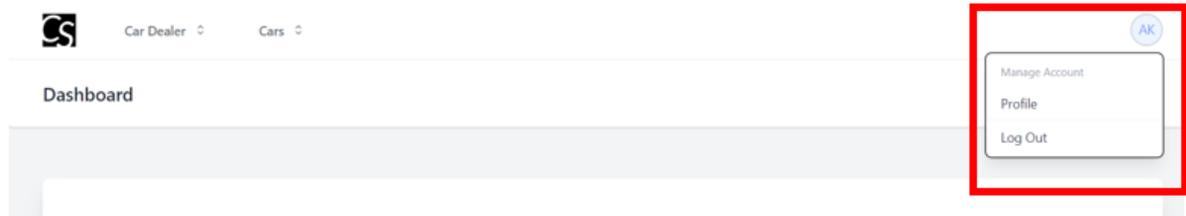


- Step 2 - Scroll down to the **Update Password** section. Insert current password, new password and confirm password. Then, click the **Save** button.

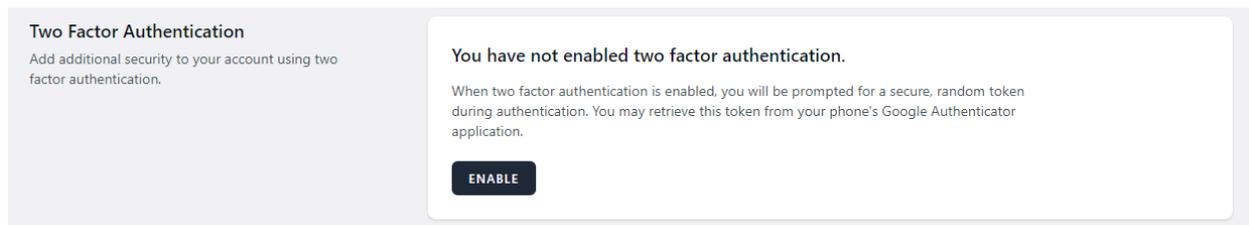
A screenshot of the 'Update Password' form. On the left, there is a grey sidebar with the title 'Update Password' and a sub-heading 'Ensure your account is using a long, random password to stay secure.' To the right of the sidebar are three input fields: 'Current Password', 'New Password', and 'Confirm Password'. At the bottom right of the form is a dark blue 'SAVE' button.

7. How to enable two factor authentication for my account?

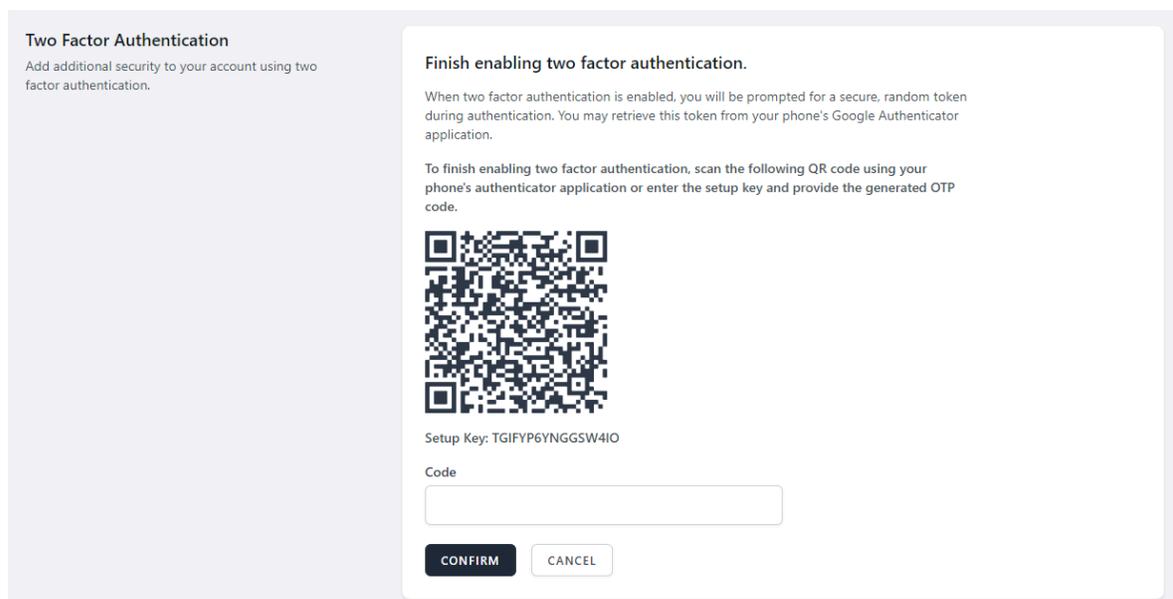
- Step 1 - At the dashboard page, click the **avatar** and then click the **Profile** link.



- Step 2 - Scroll down to the **Two Factor Authentication** section. Click the **Enable** button. Please make sure you have Google Authenticator installed on your phone.

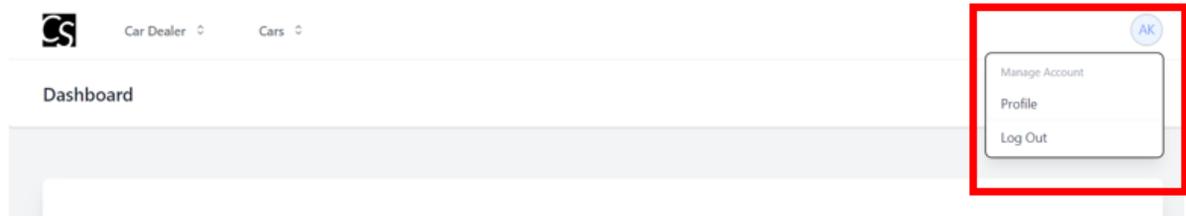


- Step 3 - Scan the generated QR code using your phone's authenticator application or enter the setup key and provide the generated OTP code. Insert the code and click the **Confirm** button.

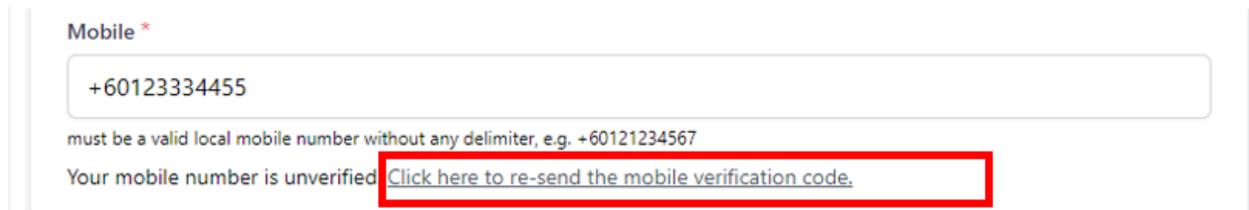


8. How to verify my mobile phone number before posting a car classified?

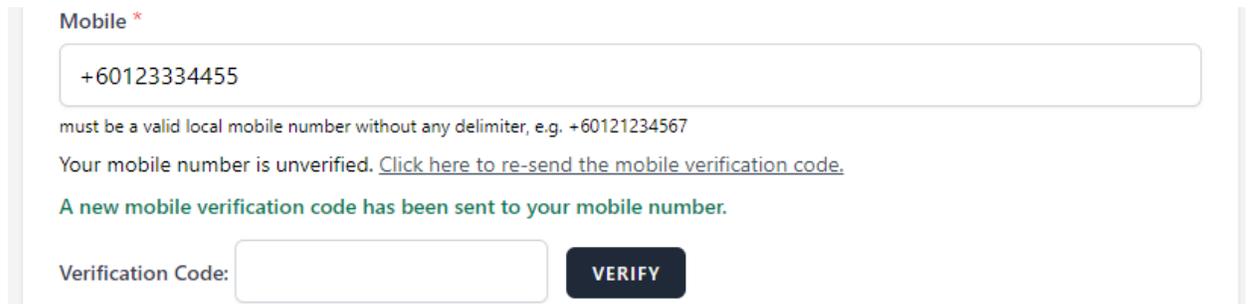
- Step 1 - At the dashboard page, click the **avatar** and then click the **Profile** link.



- Step 2 - At the **Mobile** section, click the **Click here to re-send the mobile verification code** link.



- Step 3 - You will receive an SMS verification code. Insert the verification code and click the **Verify** button.



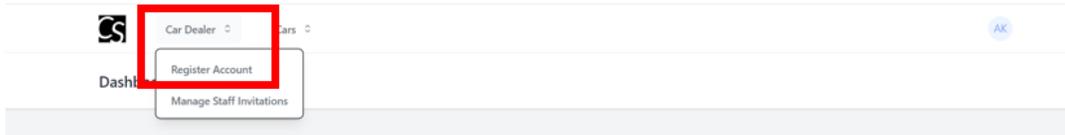
- Step 4 - You will see the **tick** icon at the **Mobile** section.



Car Dealer Account

1. How to upgrade my general user account to be a car dealer account?

- Step 1 - Login to CarSifu, then click the **Register Account** link of the **Car Dealer** menu.



- Step 2 - Fill in car dealer details. Then click the **Save** button.

Register As Car Dealer

Company Name *

must contain only alphanumeric, dot or space

Company Registration No. *

must contain only alphanumeric or dash

Email *

YouTube

must be a valid URL

Facebook

must be a valid URL

Instagram

must be a valid URL

About

Logo

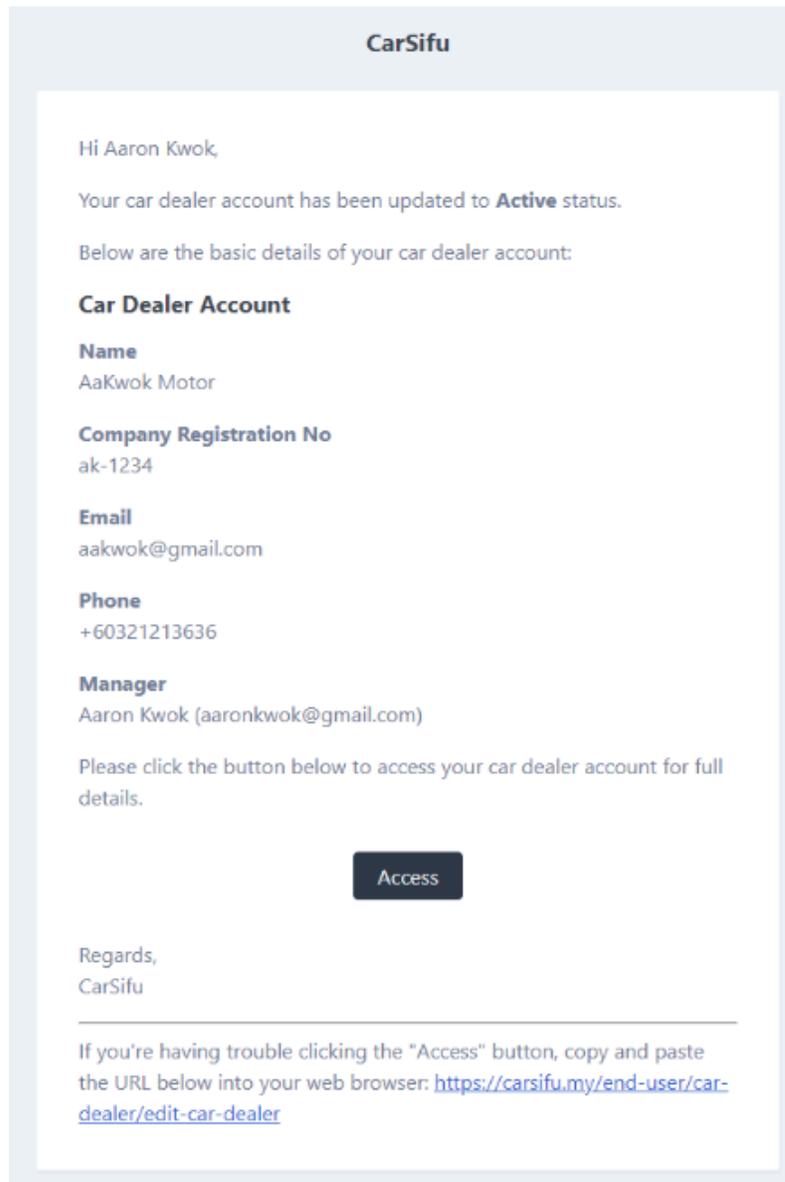
must be jpeg or png file type and must not be greater than 1024 kilobytes

- Step 3 - You will need to wait for admin approval after the car dealer registration.

Car dealer successfully registered, currently pending for approval.

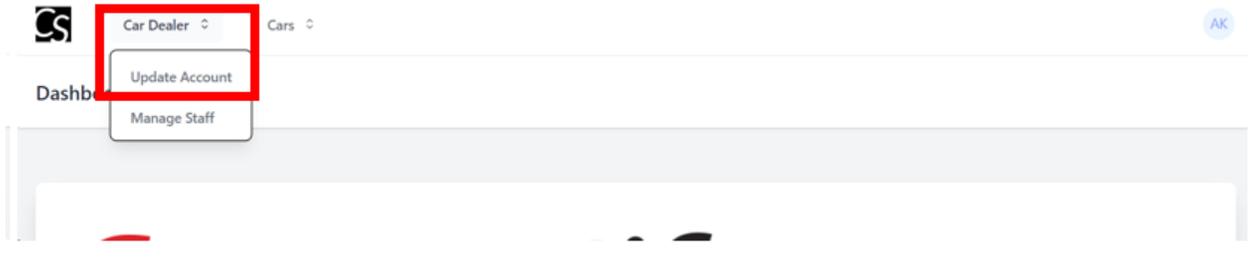


- Step 4 - You will be notified via email of any approval or rejection from the admin.



2. How to update my car dealer account profile?

- Step 1 - Login to CarSifu, then click the **Update Account** link of the **Car Dealer** menu.



- Step 2 - Update Car Dealer details and click the **Save** button.

Update Car Dealer Profile

Status
Active

Manager
Aaron Kwok (aaronkwok@gmail.com)

Company Name *
AaKwok Motor
must contain only alphanumeric, dot or space

Company Registration No. *
ak-1234
must contain only alphanumeric or dash

Email *
aakwok@gmail.com

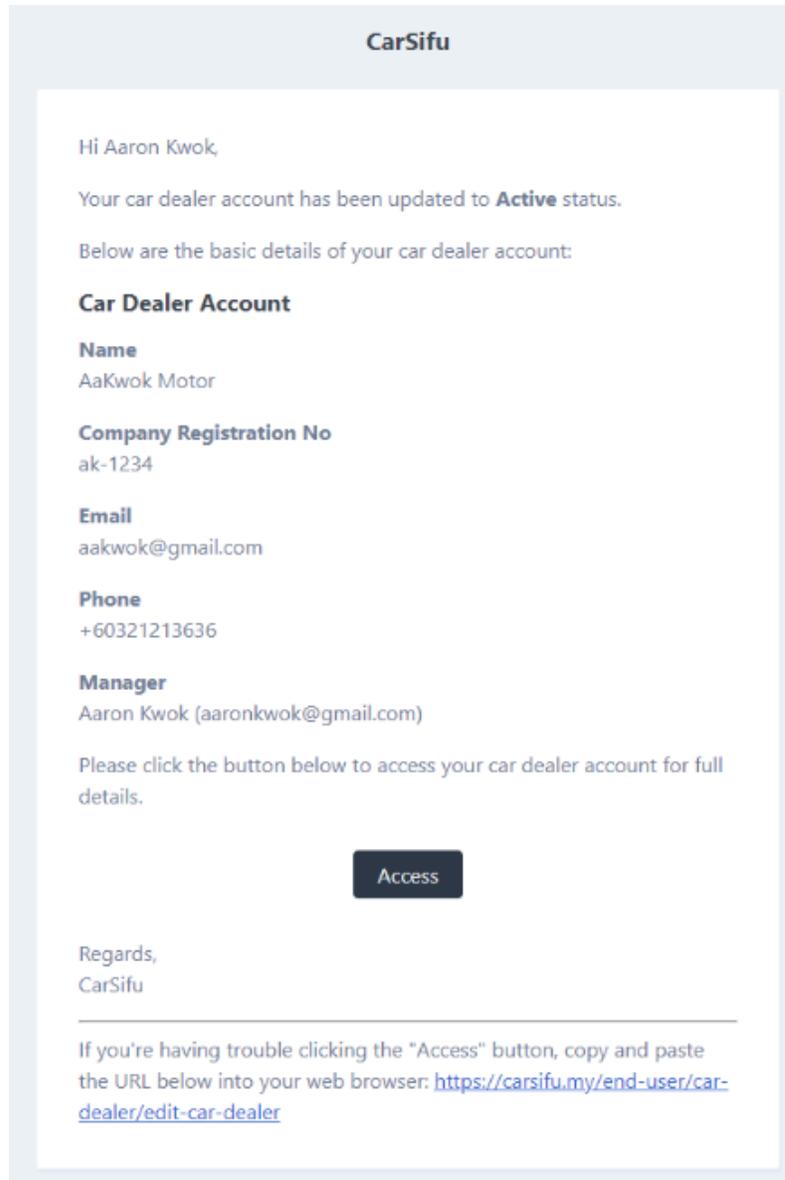
About
AaKwok Motor is a reputable premium cars importer and dealership since 1991 who imports good quality recon cars and with proper import documentation. The showroom is situated majestically at Bandar Sri Menjalara, within the city center of Kuala Lumpur.

Logo

 Delete
SELECT A LOGO
must be jpeg or png file type and must not be greater than 1024 kilobytes

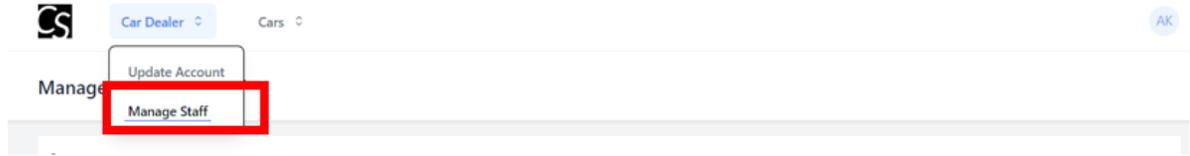
Remark
[2024-04-17 10:49:23 by Aaron Kwok (105)]: Status updated from Active to Pending
[2024-04-17 10:53:51 by CarSifu Admin (2)]: Status updated from Pending to Active
[2024-04-17 11:36:30 by Aaron Kwok (105)]: User Jonathan Bachan (59) was invited to join as staff
[2024-04-17 11:36:33 by Aaron Kwok (105)]: User Veronica Ng (60) was invited to join as staff

- Step 3 - You will need to wait for admin approval after submitting the profile update before posting any new classifieds. Approval or rejection from the admin will be notified via email.

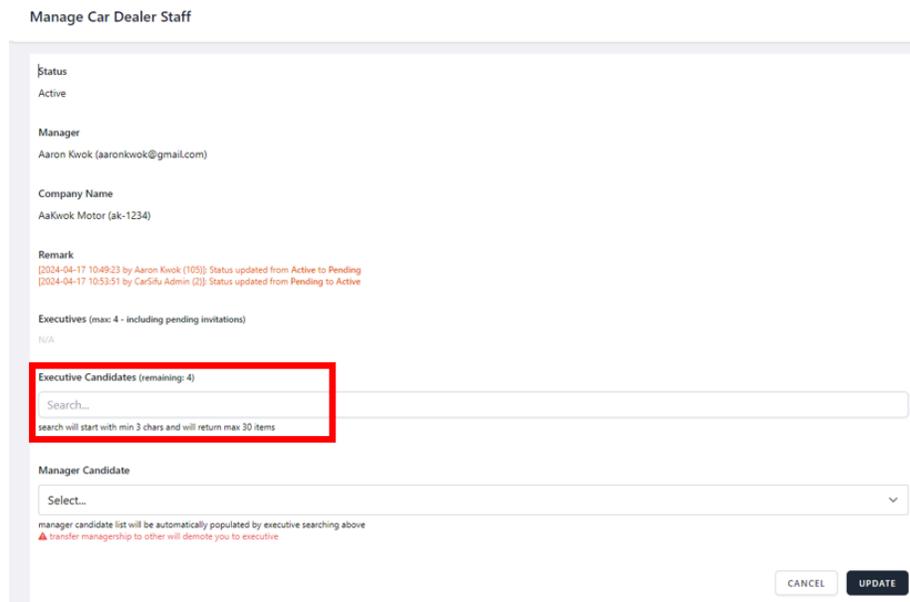


3. How to invite staff to join my car dealer account?

- Step 1 - Login to CarSifu, then click the **Manage Staff** link of the **Car Dealer** menu.



- Step 2 - Search staff at the **Executive Candidates** section.

A screenshot of the 'Manage Car Dealer Staff' form. The form is titled 'Manage Car Dealer Staff' and contains several sections: 'Status' (Active), 'Manager' (Aaron Kwok (aaronkwok@gmail.com)), 'Company Name' (AaKwok Motor (ak-1234)), and 'Remark' (with two entries: '[2024-04-17 10:49:23 by Aaron Kwok (105): Status updated from Active to Pending]' and '[2024-04-17 10:53:51 by CarSifu Admin (2): Status updated from Pending to Active]'). Below these is the 'Executives (max: 4 - including pending invitations)' section, which is currently 'N/A'. The 'Executive Candidates (remaining: 4)' section is highlighted with a red box and contains a search input field with the placeholder text 'Search...'. Below the search field, a note states 'search will start with min 3 chars and will return max 30 items'. The 'Manager Candidate' section has a dropdown menu with 'Select...' and a note: 'manager candidate list will be automatically populated by executive searching above'. At the bottom right, there are 'CANCEL' and 'UPDATE' buttons.

- Step 3 - After selecting the executive candidates, click the **Update** button. An email invitation will be sent to each of the executive candidates.

Manage Car Dealer Staff

Status
Active

Manager
Aaron Kwok (aaronkwok@gmail.com)

Company Name
AaKwok Motor (ak-1234)

Remark
[2024-04-17 10:49:23 by Aaron Kwok (101): Status updated from Active to Pending
[2024-04-17 10:53:51 by CarSifu Admin (2): Status updated from Pending to Active

Executives (max: 4 - including pending invitations)
N/A

Executive Candidates (remaining: 2)

Jonathan Bachan (johnathan@gmail.com) Veronica Ng (veronica@gmail.com)

vero

Select...

Veronica Ng (veronica@gmail.com)

search will start with min 3 chars and will return max 30 items

Manager Candidate

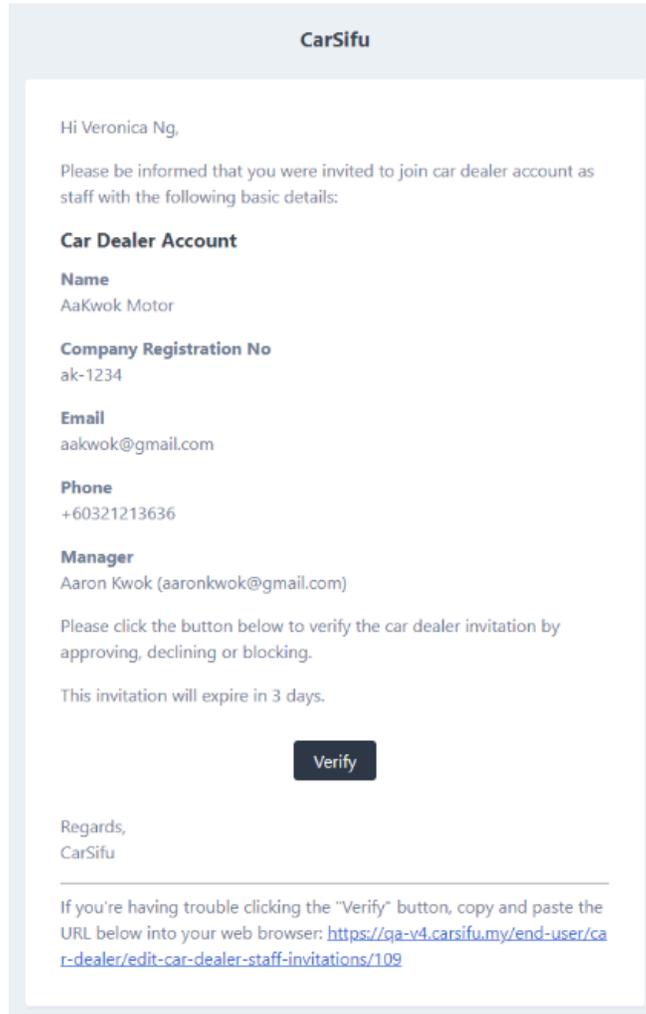
Select...

manager candidate list will be automatically populated by executive searching above
▲ transfer managership to other will demote you to executive

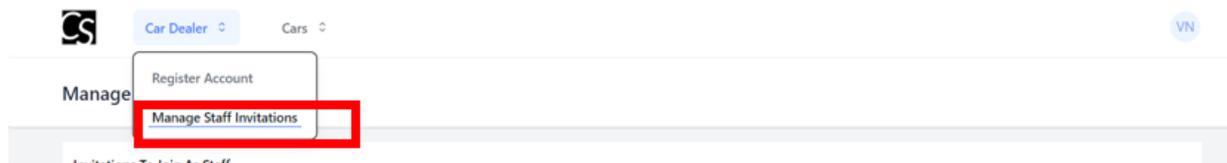
CANCEL UPDATE

4. How to accept, decline or block an invitation to join as staff by car dealer?

- Step 1 - You will receive an invitation email. Check for email of **Invite To Join As Car Dealer Staff** in inbox/spam. Then click the **Verify** button or copy and paste the **URL** into your web browser.



- Step 2 - You will be redirected to the **Manage Staff invitations** page after login. If not, you can click the **Manage Staff Invitations** link of the **Car Dealer** menu.



- Step 3 - At the **Actions** column click the **pencil** icon.

Manage Staff Invitations

Invitations To Join As Staff				Actions
Date	Status	Car Dealer	Reason	
2024-04-17 11:36:33	Pending	AaKwok Motor (ak-1234)		

- Step 4 - Car dealer details will be displayed. Scroll down until you see the **Accept**, **Decline** and **Block** buttons, then click accordingly.
 - **Accept** - To accept invitations
 - **Decline** - To reject invitations
 - **Block** - To reject and block Car Dealer from sending invitations again.

Manage Staff Invitations

Invitations To Join As Staff				Actions
Date	Status	Car Dealer	Reason	
2024-04-17 11:36:33	Pending	AaKwok Motor (ak-1234)		

Date
2024-04-17 11:36:33

Status
Pending

Car Dealer
AaKwok Motor (ak-1234)

Manager
Aaron Kwok (aaronkwok@gmail.com)

Email
aaronkwok@gmail.com

About
AaKwok Motor is a reputable premium cars importer and dealership since 1991 who imports good quality recon cars and with proper import documentation. The showroom is situated majestically at Bandar Sri Menjalara, within the city center of Kuala Lumpur.

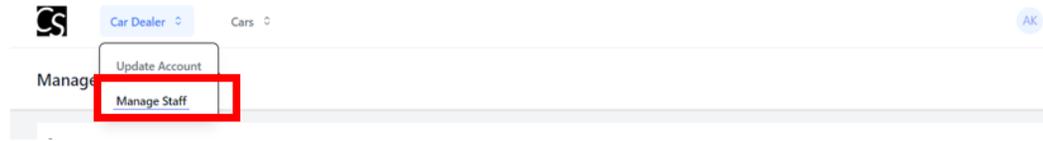
Logo



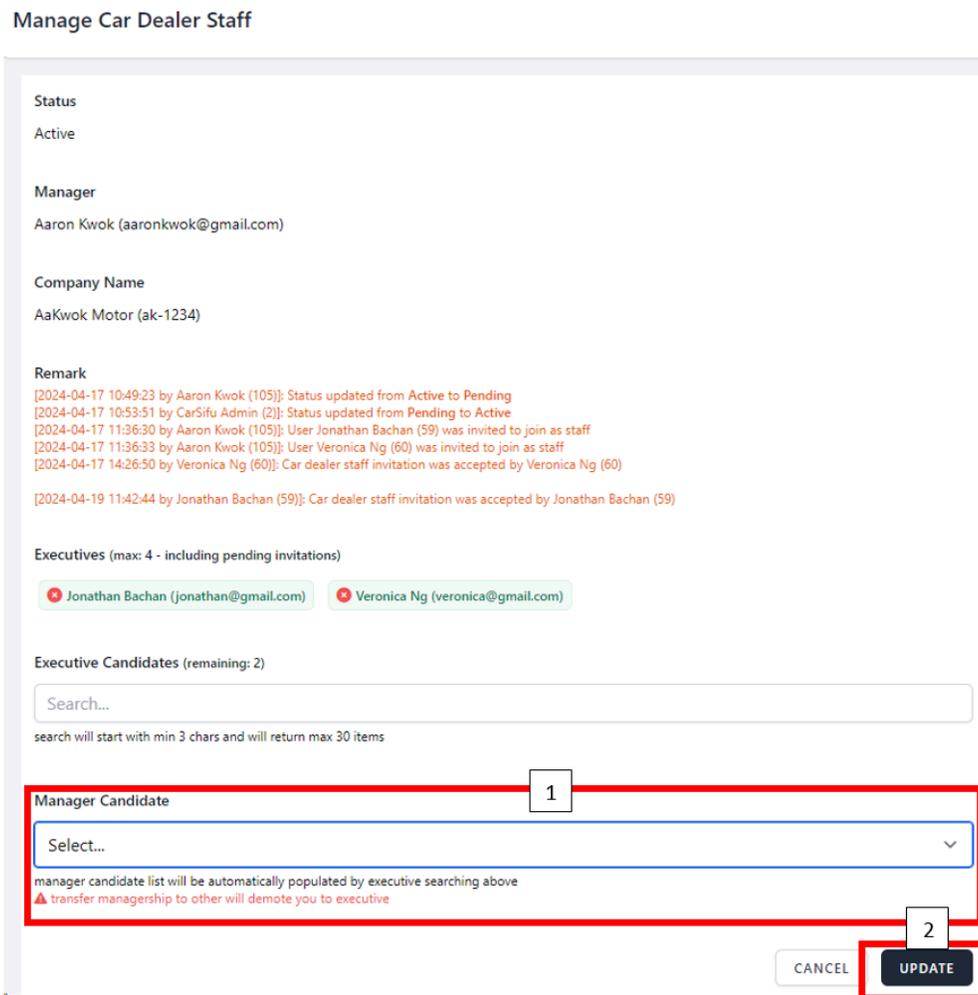
Reason

5. How to transfer managership of my car dealer account to another staff?

- Step 1 - Login to CarSifu, then click the **Manage Staff** link of the **Car Dealer** menu.

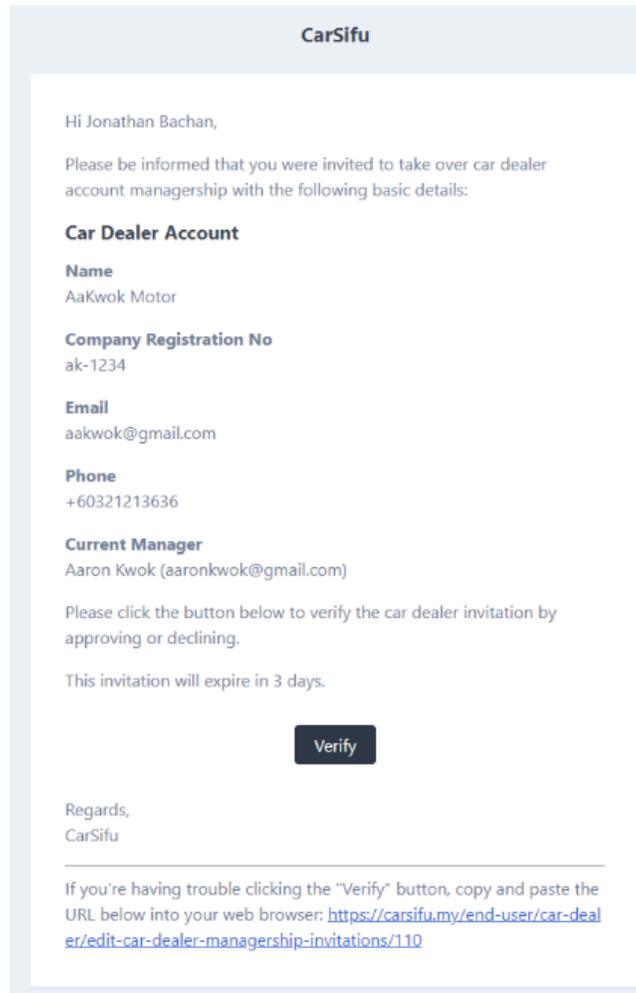


- Step 2 - At the **Manager Candidate** section, select manager candidate and click the **Update** button. An email invitation will be sent to the selected manager candidate.

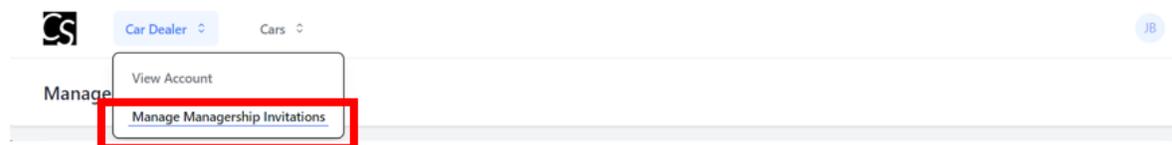


6. How to accept or decline a transfer managership invitation by car dealer?

- Step 1 - You will receive an invitation email. Check for email of **Invite to Take Over Car Dealer Managership** in inbox/spam. Then click the **Verify** button or copy and paste the **URL** into your web browser.



- Step 2 - You will be redirected to the **Manage Managership Invitations** page after login. If not, you can click the **Manage Staff Invitations** link of the **Car Dealer** menu.



- Step 3 - At the **Actions** column click the **pencil** icon.

Manage Managership Invitations

Invitation To Take Over Car Dealer Managership			
Date	Status	Car Dealer	Actions
2024-04-19 11:52:31	Pending	AaKwok Motor (ak-1234)	

DONE

- Step 4 - Car Dealer details will be displayed. Scroll down until you see the **Accept** and **Decline** button, then click accordingly.
 - **Accept** - To accept invitations
 - **Decline** - To reject invitations

Manage Managership Invitations

Invitation To Take Over Car Dealer Managership			
Date	Status	Car Dealer	Actions
2024-04-19 11:52:31	Pending	AaKwok Motor (ak-1234)	

Date
2024-04-19 11:52:31

Status
Pending

Car Dealer
AaKwok Motor (ak-1234)

Manager
Aaron Kwok (aaronkwok@gmail.com)

Email
aakwok@gmail.com

Instagram
<https://www.instagram.com/aakwok>

About
AaKwok Motor is a reputable premium cars importer and dealership since 1991 who imports good quality recon cars and with proper import documentation. The showroom is situated majestically at Bandar Sri Menjalara, within the city center of Kuala Lumpur.

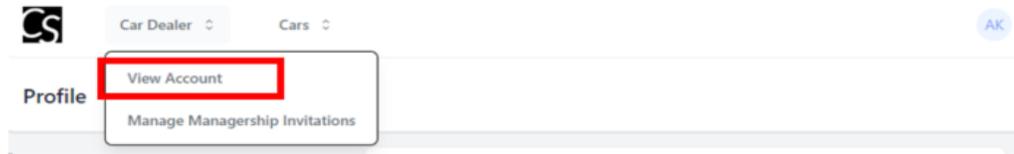
Logo



CANCEL **ACCEPT** **DECLINE**

7. How to leave the car dealer account you have joined?

- Step 1 - Login to CarSifu, then click the **View Account** link of the **Car Dealer** menu.



- Step 2 - Scroll down until you see the **Leave as Staff** button, then click accordingly.

View Car Dealer Profile

Status
Active

Manager
Aaron Kwok (aaronkwok@gmail.com)

Company Name
AaKwok Motor (ak-1234)

Email
aakwok@gmail.com

About
AaKwok Motor is a reputable premium cars importer and dealership since 1991 who imports good quality recon cars and with proper import documentation. The showroom is situated majestically at Bandar Sri Menjalara, within the city center of Kuala Lumpur.

Logo



Remark
[2024-04-17 10:49:23 by Aaron Kwok (105)]: Status updated from Active to Pending
[2024-04-17 10:53:51 by CarSifu Admin (2)]: Status updated from Pending to Active
[2024-04-17 11:36:30 by Aaron Kwok (105)]: User Jonathan Bachan (59) was invited to join as staff
[2024-04-17 11:36:33 by Aaron Kwok (105)]: User Veronica Ng (60) was invited to join as staff
[2024-04-17 14:26:50 by Veronica Ng (60)]: Car dealer staff invitation was accepted by Veronica Ng (60)
[2024-04-19 11:42:44 by Jonathan Bachan (59)]: Car dealer staff invitation was accepted by Jonathan Bachan (59)
[2024-04-19 11:52:31 by Aaron Kwok (105)]: User Jonathan Bachan (59) was invited to accept managership
[2024-04-19 12:41:20 by Aaron Kwok (105)]: User Azuma Kazuma (98) was invited to join as staff
[2024-04-19 12:42:07 by Azuma Kazuma (98)]: Car dealer staff invitation was accepted by Azuma Kazuma (98)

LEAVE AS STAFF **DONE**

Car Classified

1. How much does CarSifu charge for hosting a car classified?

- At this time, this is **free of charge**.
- Please be informed that we will update our pricing policy from time to time.

2. How to post a new car classified?

- Step 1 - Login to CarSifu, then click the **Manage Classifieds** link of the **Car** menu.



- Step 2 - At the **Actions** column, click the + icon.



- Step 3 - Fill in car details and click the **Save** button.

Create Car Classified

Status *

Active

Expiry Date *

2024-05-19

Condition *

Car Reg. No.

Car Reg. Card

SELECT A PHOTO

must be jpeg or png file type and must not be greater than 1024 kilobytes

Colour

Car Images

SELECT AN IMAGE

Remaining 5 images can be uploaded.

Youtube Video Link

Description

must not contain any invalid content, such as drug, loan, gamble, religion, profanity and so on, to name a few

CANCEL **SAVE**

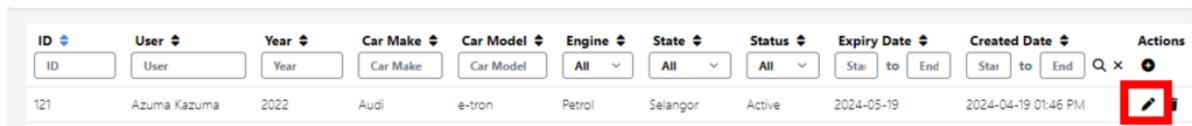
3. How to update an existing car classified?

- Step 1 - Login to CarSifu, then click the **Manage Classifieds** link of the **Car** menu.



- Step 2 - At the **Actions** column, click the **pencil** icon.

Manage Car Classifieds



A screenshot of the 'Manage Car Classifieds' table. The table has a header row with columns: ID, User, Year, Car Make, Car Model, Engine, State, Status, Expiry Date, Created Date, and Actions. Each column has a dropdown menu. The 'Actions' column contains a pencil icon, which is highlighted with a red rectangular box. Below the header, there is one data row with the following values: 121, Azuma Kazuma, 2022, Audi, e-tron, Petrol, Selangor, Active, 2024-05-19, 2024-04-19 01:46 PM.

ID	User	Year	Car Make	Car Model	Engine	State	Status	Expiry Date	Created Date	Actions
121	Azuma Kazuma	2022	Audi	e-tron	Petrol	Selangor	Active	2024-05-19	2024-04-19 01:46 PM	

- Step 3 - Fill in car details and click the **Save** button.

Edit Car Classified

Status *

Active

Expiry Date *

2024-05-19

User

Creator: Azuma Kazuma

Condition *

New

Colour

Car Images

SELECT AN IMAGE

Remaining 4 images can be uploaded.

Uploaded Images
drag and drop an image to sort (note: mobile not supported)



Delete

Youtube Video Link

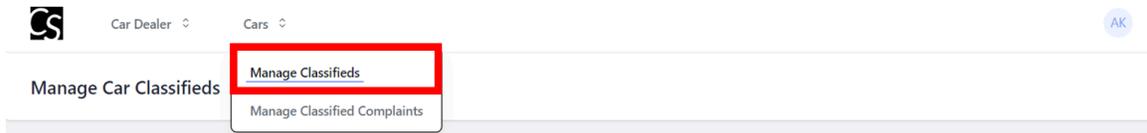
Description

must not contain any invalid content, such as drug, loan, gamble, religion, profanity and so on, to name a few

CANCEL **SAVE**

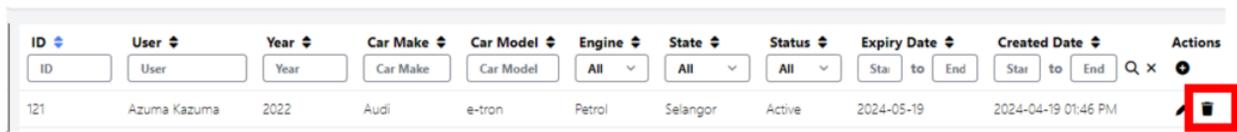
4. How to delete an existing car classified?

- Step 1 - Login to CarSifu, then click the **Manage Classifieds** link of the **Car** menu.



- Step 2 - At the **Actions** column, click the **bin** icon.

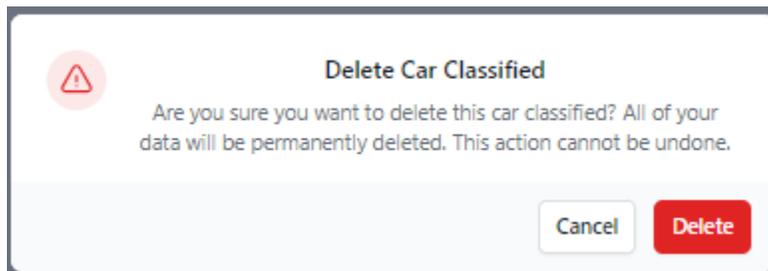
Manage Car Classifieds



The screenshot shows a table with the following columns: ID, User, Year, Car Make, Car Model, Engine, State, Status, Expiry Date, and Created Date. The 'Actions' column contains a bin icon, which is highlighted with a red box. The table contains one row of data:

ID	User	Year	Car Make	Car Model	Engine	State	Status	Expiry Date	Created Date	Actions
121	Azuma Kazuma	2022	Audi	e-tron	Petrol	Selangor	Active	2024-05-19	2024-04-19 01:46 PM	

- Step 3 - Once the **bin** icon is clicked, the message below will popup. Click the **Delete** button.



5. How many active car classifieds can I post at a time?

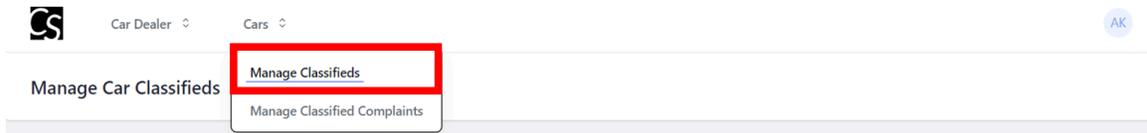
- For a **General User**, at most **3 active car classifieds** can be posted at a time.
- For a **Car Dealer**, at most **30 active car classifieds** can be posted at a time.

6. How long will a car classified remain active?

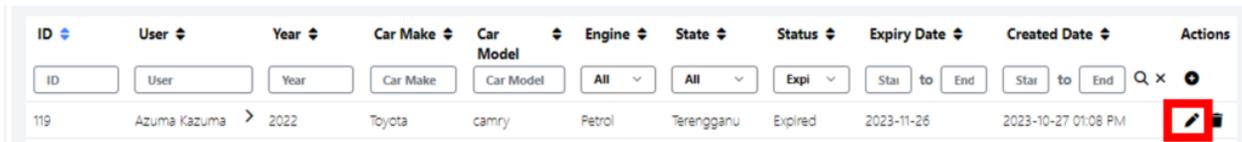
- The duration of an active car classified is **30 days**. After that, the status of the car classified will be automatically changed to expired.

7. How to reactivate an expired car classified?

- Step 1 - Login to CarSifu, then click the **Manage Classifieds** link of the **Car** menu.



- Step 2 - At the **Actions** column, click the **pencil** icon.



The screenshot shows a table with the following columns: ID, User, Year, Car Make, Car Model, Engine, State, Status, Expiry Date, Created Date, and Actions. The table contains one row of data: ID: 119, User: Azuma Kazuma, Year: 2022, Car Make: Toyota, Car Model: camry, Engine: Petrol, State: Terengganu, Status: Expired, Expiry Date: 2023-11-26, Created Date: 2023-10-27 01:08 PM. The pencil icon in the Actions column is highlighted with a red rectangular box.

ID	User	Year	Car Make	Car Model	Engine	State	Status	Expiry Date	Created Date	Actions
119	Azuma Kazuma	2022	Toyota	camry	Petrol	Terengganu	Expired	2023-11-26	2023-10-27 01:08 PM	

- Step 3 - Set the status from **Expired** to **Active** at the **Status** section. Expiry date will be set to **30 days** from today's date once status changes to Active.

Edit Car Classified



The screenshot shows the 'Edit Car Classified' form. It has two main sections: 'Status' and 'Expiry Date'. The 'Status' section has a dropdown menu with 'Expired' selected. The 'Expiry Date' section has a text input field with '2023-11-26' entered. The 'Status' dropdown menu is highlighted with a red rectangular box.

- Step 4 - Click the **Save** button.

Edit Car Classified

Status * 1

Active

Expiry Date *

2024-05-19

Car Images

[SELECT AN IMAGE](#)

Remaining 4 images can be uploaded.

Uploaded Images

drag and drop an image to sort (note: mobile not supported)



Delete

Youtube Video Link

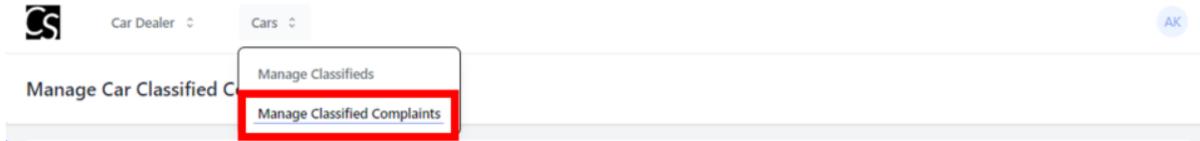
Description

must not contain any invalid content, such as drug, loan, gamble, religion, profanity and so on, to name a few

2

8. How to browse the details of a car classified complaint?

- Step 1 - Login to CarSifu, then click the **Manage Classified Complaints** link of the **Car** menu



- Step 2 - At the **Actions** column, click the **eye** icon.

Manage Car Classified Complaints

ID	Type	Advertiser	Classified Title	Status	Complaint	Created Date	Actions
14	Lodged	AaKwok Motor	2022 Toyota camry	Open	too expensive	2024-04-19 03:15 PM	

- Step 3 - The complaint details and its status will be displayed.
 - **Open** - complaint is new or reopen
 - **Valid** - complaint is confirmed to be valid
 - **Invalid** - complaint is confirmed to be invalid
 - **Closed** - complaint is closed that can be reopen in the future

View Car Classified Complaint

Type
Lodged

Status
Open

Created Date
2024-04-19 03:15 PM

Advertiser
AaKwok Motor

Classified Title
2022 Toyota camry

Complaint
too expensive

CANCEL



Help

Please contact us at <https://www.carsifu.my/contact>