Executive Summary – CivicaID

CivicaID is an inclusive identity-first service experience built on top of MyKad.

Our goal is to ensure that elderly citizens, the blind, the deaf, and mobility-impaired Malaysians can access public services effortlessly and safely.

The solution uses a MyKad-triggered adaptive interface. When a user taps their MyKad on a kiosk or phone, the system automatically activates the correct accessibility mode. Seniors get enlarged high-contrast screens, blind users receive voice-guided navigation and vibrational feedback, while deaf users get full visual cues and silent alerts.

We also introduce emergency medical access using authorized trauma scans, indoor accessibility navigation, priority queues, community-sourced accessibility maps, and hands-free voice commands.

CivicaID improves the Malaysian digital identity ecosystem by reducing friction, ensuring equity, and modernizing how identity is used in everyday services. Our prototype demonstrates how smart identity can power a more inclusive, safer, and more accessible Malaysia.