

FAQ for Login Assistance

First Time Login

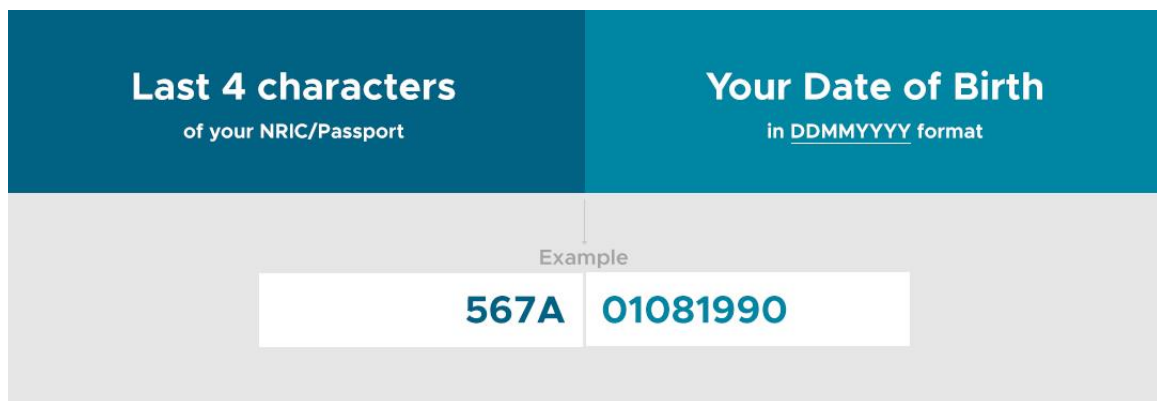
1. Logging in for the first time?

Please click on the 'First Time Login' button and follow the prompts.

2. What is my Login ID?

The Login ID for users logging in the first time is as follows:

Individual accounts: The last 4 alphanumeric characters of your NRIC/Passport number used for the application + your date of birth in DDMMYYYY format. For example, if your NRIC/Passport number is XXXXX567A and your date of birth is 1 Aug 1990, your login ID will be 567A01081990:



Corporate accounts: The Business Registration No. used for the application.

3. Is the login ID case sensitive?

No, the login ID is not case sensitive.

4. Is the password case sensitive?

Yes, the password is case sensitive. Please ensure that the keyboard Caps Lock is turned off.

5. Can I use SingPass to login for the first time?

No, SingPass login is only available after you have completed the First Time Login process.

Login for Existing Users

1. I have forgotten my login ID.

Please click on 'Forget your Login ID?' and follow the prompts.

2. I have forgotten my password.

Please click on 'Forget your Password?' and follow the prompts.

3. I am having trouble logging in with SingPass.

For information on SingPass Mobile, click 'Find Out More' below the QR code.

For issues with our website after successful authentication with SingPass Mobile, please contact us for further assistance.

4. I am unable to login even after several attempts. What should I do?

Please clear your browser cache and cookies, close the browser, reopen and try again:

Internet Explorer: Tools > Delete Browsing History > Check on 'Temporary Internet files, Cookies, History*' and InPrivate Filtering Data > Delete

History: this is optional whether you wish to remove the websites that you have visited earlier.*

Mozilla Firefox: Tools > Options > Privacy > Clear your recent history

Google Chrome: Tools > Clear Browsing Data

Safari: Press 'CTRL H' and you will be able to delete the browsing history

For users on Microsoft Internet Explorer 6.0 and above who may have encountered problems accessing our website. We recommend that you download and install the latest version of web browsers and ensure your browser is up to date and TLS 1.0 is supported.

Configuration

1. On the Tools menu, click Internet Options.

2. On the Advanced tab, under Security, make sure that the following check box is "checked":
Use TLS 1.0

3. Click Apply, and then click OK.

If problem persists, please contact us for further assistance.