# E-Services

Using SingPass

1. **What is SingPass?**
   SingPass (Singapore Personal Access) is a gateway to access e-Services provided by the government. For more information, please refer to the FAQ available at the SingPass website at www.singpass.gov.sg.

2. **I forgot my SingPass password.**
   You can reset your SingPass Password via the SingPass website at www.singpass.gov.sg. Navigate to Services -> Reset Password.

My Account

1. I have multiple roles. How do I switch roles?
   Click on "Role Selection" (in square brackets) located next to your User ID number on the top right hand corner. This will lead you to the "Role Pick" page which allows you to switch roles.
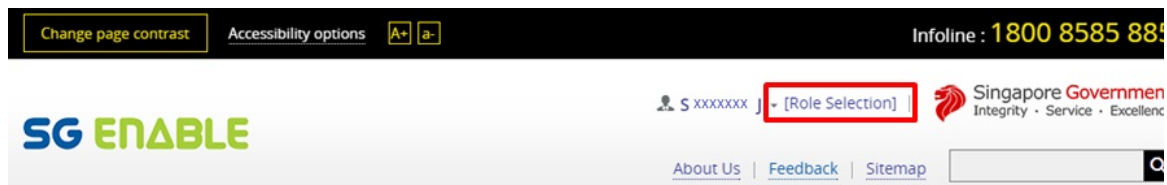
2. How do I log out of the system?
   To log out of the system, go to the User ID number located at the top right hand corner of the page. Click on the User ID, and select "Log Out".
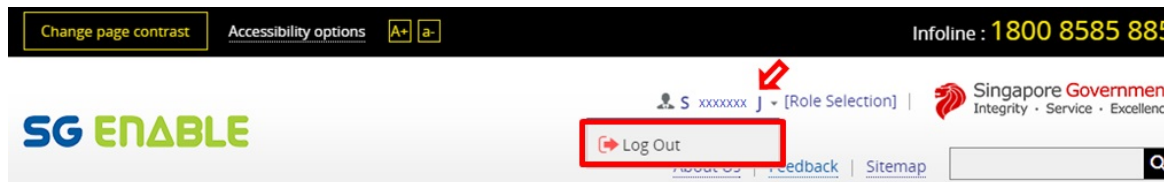
3. I am using a shared computer. It is logged in with somebody else's credentials. How do I log in with my credentials?
   Some internet browsers store credentials while a browsing session is active. This means that if there is more than one internet browser window open, the session remains active. Please log out of the system by clicking on the User ID number located at the top right hand corner of the page, and select 'Log Out'.
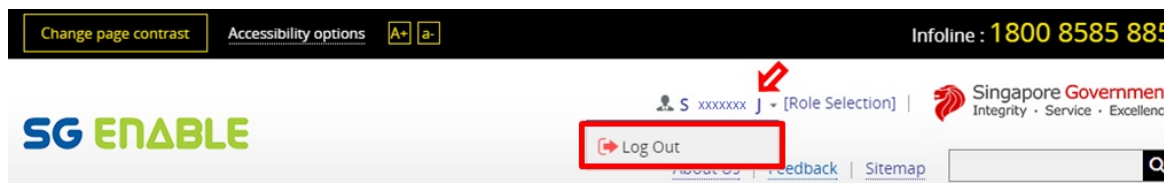

   After logging out, close all existing internet browser windows. Reopen a new internet window, and then log in with your credentials.

Submitting Applications on the E-Service Portal

1. Where can I find more help?
   You can refer to the user guides available in the e-Service portal. After logging in to the e-Service portal, navigate to Services. Click on your desired service, then click on the "Question Mark" icon at the top to launch the user guide.
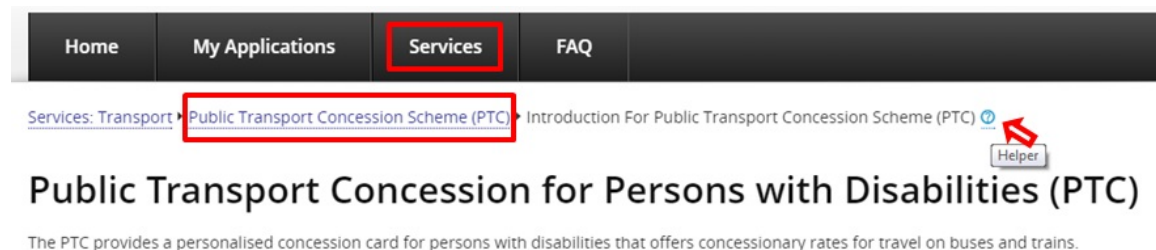
Alternatively, you can call 1800 8585 885 for further assistance.

Troubleshooting

1. There is an error message when I log into the e-Service portal. What do I do?
   Please send us a screenshot of the error message and a brief description of how you got to this page to our email address at support@sgenable.sg.
   We will investigate and get back to you. Alternatively, you can call 1800 8585 885 for further assistance.

2. I get the message 'The page can't be displayed' when I enter the URL for the e-Service Portal. What do I do?
   Check that you are using a compatible browser. Your browsers need to be Internet Explorer 9, Chrome 43, Firefox 39, Safari 7, or later.

   If you are still getting this message, please write to us at support@sgenable.sg. We will investigate and get back to you.

3. What browsers are compatible with the system?
   Your browsers need to be Internet Explorer 9, Chrome 43, Firefox 39, Safari 7, or later.