

Login Page

Inspection & Laboratory e-Services Online Help (Last Updated: 09 April 2021)

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This page allows you to login to SFA Inspection & Laboratory e-Services to perform individual or corporate transactions or as a Company Administrator to maintain Company Account. This page also allows application of new account for non-Singapore residents.

Overview of the Login Page

The screen below is the login page to Inspection & Laboratory e-Services.

Figure 1: Inspection & Laboratory e-Services Login Page

The login page comprises of 2 sections (See Figure 1 above):

Login to e-Services

This function allows you to request for either inspection or laboratory e-services. You can either request for a service for yourself or on behalf of the company you are representing. For company transacting with CorpPass, authorisation of company representatives is done at CorpPass website (www.corppass.gov.sg) by the appointed CorpPass Administrator.

Login Page**Pre-Requisites****For an individual:**

- Singapore Residents can login to Inspection & Laboratory e-Services using your SingPass ID.
- For Non Singapore Residents, you need to apply for an account to login to Inspection & Laboratory e-Services.

For a Company:

- Company can register for CorpPass at CorpPass website (www.corppass.gov.sg).
- The appointed CorpPass administrator will need to create and assign the relevant role(s) to CorpPass account holders. Below are the available roles.

Role Name	Description/Remarks
Administrator (must assign at least one)	Company Administrator - Able to perform the following in SFA Inspection and Laboratory e-Services: <ul style="list-style-type: none"> (i) Create company profile (for new customers) (ii) Activate CorpPass (for existing customers) (iii) Maintain company profile
User (default)	User - Able to perform corporate transactions (eg: booking of inspection appointment, request for laboratory services) in SFA Inspection and Laboratory e-Services
UserIsrp	User (able to view inspection results) - Able to perform corporate transactions (eg: booking of inspection appointment, request for laboratory services) with the ability to view inspection results in SFA Inspection and Laboratory e-Services
ComLabAckReceipt	[For Commercial Labs] Acknowledge Receipt - Able to acknowledge receipt of packages/samples
ComLabEnterResult	[For Commercial Labs] Enter Results - Able to enter results

- There must be at least one Company Administrator.
- The Company Administrator must login using CorpPass to create company profile (for new customers) or to activate CorpPass (for existing customers) first before others can transact using CorpPass.

Login to e-Services

There are 3 ways of logging in to request for inspection or laboratory e-services whether you are logging in as an individual or a company representative.

- **via SingPass (For Individual Users)**
SingPass holders can sign in using SingPass by clicking on **Login With SingPass** button. Please refer to [Login to e-Services via SingPass \(For Individual Users\)](#) for details.
- **via SingPass (For Business Users)**
CorpPass holders can sign in using SingPass by clicking on **Login With SingPass** button. Please refer to [Login to e-Services via SingPass \(For Business Users\)](#) for details.
- **via Account**
For non SingPass holders, sign in using your non SingPass Account by entering your **User Name** and **Password** next to **via Account**. You will need to register for an account before signing in. Please refer to [Login to e-Services via Account](#) for details.

Upon successful login, the following **Inspection & Laboratory e-Services Welcome Page** will be displayed.

Login Page



Figure 2: Welcome page

Click on the hyperlink on the **Navigation Menu Bar** to start using relevant e-services.

To exit, click **Logout** on top right corner.

Login to e-Services via SingPass (For Individual Users)

1. Click on **Login With SingPass** button (For Individual Users).

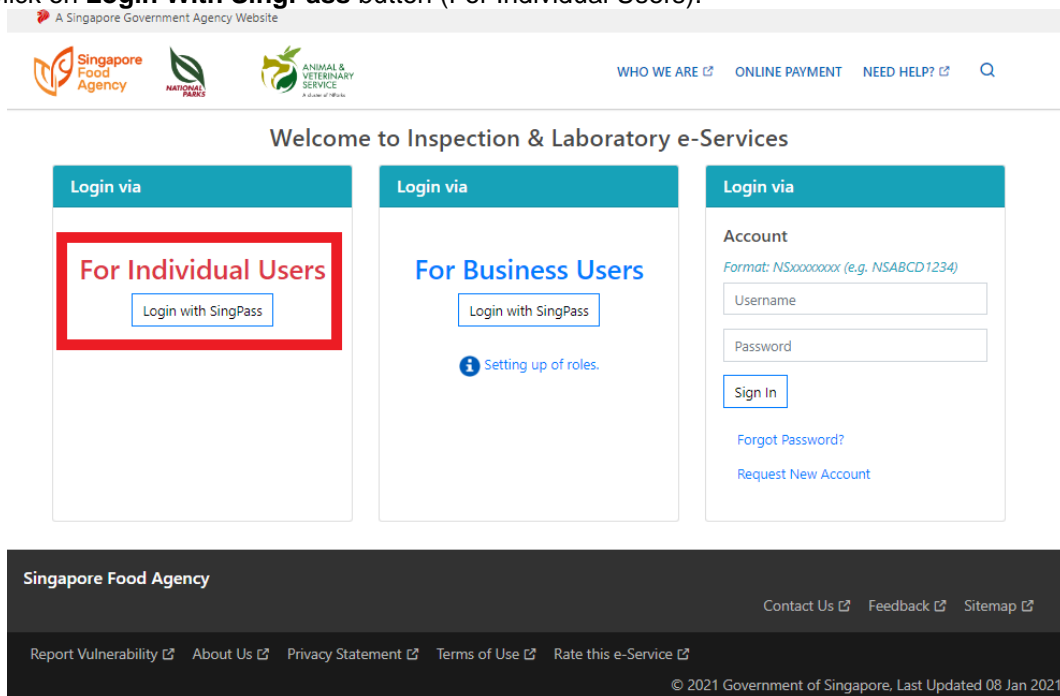


Figure 3: Login With SingPass

2. Scan QR with **SingPass app** or enter your **SingPass ID** and **Password** at the **SingPass Login Page**. Click on **Login** to proceed.

Login Page

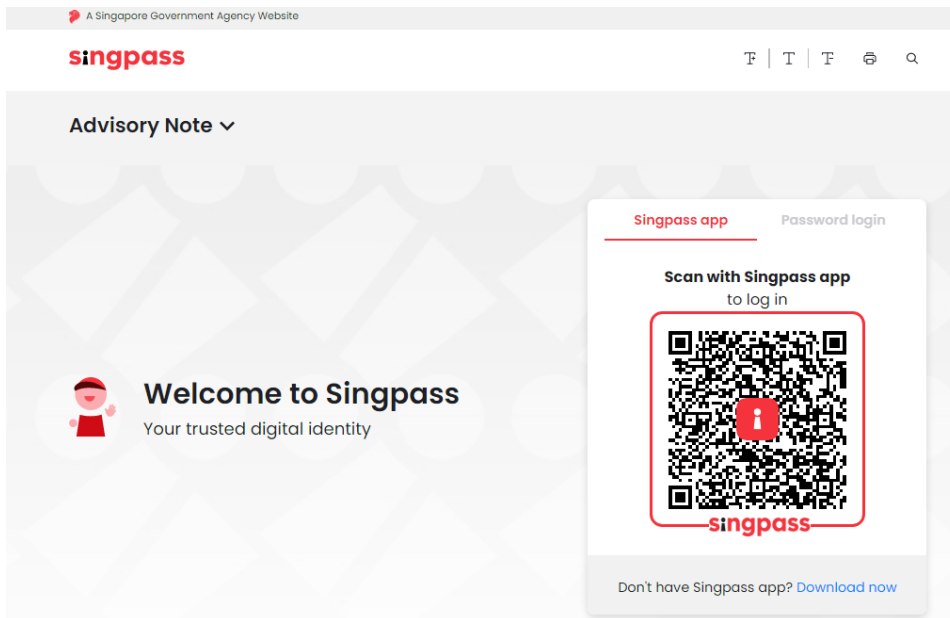


Figure 4: Login for individual users

- Upon successful login, the following **Please verify MyInfo particulars** screen will be displayed for user who has yet to verify MyInfo particulars. For subsequent login for users who had verified MyInfo particulars, the **Inspection & Laboratory e-Services Welcome Page** will be displayed.

The screenshot shows the 'Please verify MyInfo particulars' screen. At the top, it says 'A Singapore Government Agency Website' and includes logos for Singapore Food Agency, National Parks, and Animal & Veterinary Service. There are links for 'WHO WE ARE', 'HELP', 'LOGOUT', and a search icon. A blue banner at the top reads 'Welcome to Inspection & Laboratory e-Services, MyInfo-S1111111D. Your last login was 09-Apr-2021 17:46:56.' The main content area is titled 'Please verify MyInfo particulars' and contains a form with the following fields:

- NRIC ID
- Name *
- Mobile
- Email *
- Address *

The address field is expanded to show a table of details:

Postal Code	018935
Block	5
Street Name	STRAITS VIEW
Floor	10
Unit	100
Building Name	THE HEART
Country	SG

Below the form is a yellow box with the text: '* Please visit [MyInfo](#) for updating of particulars with SingPass'. Underneath is the 'My Preferences' section, which includes:

- Notification Preferences: SMS Email
- Report Preferences: Fax Mail Email Self Collection

At the bottom of the form are 'Submit' and 'Edit' buttons. The footer of the page includes 'Singapore Food Agency', 'Contact Us', 'Feedback', 'Sitemap', 'Report Vulnerability', 'About Us', 'Privacy Statement', 'Terms of Use', 'Rate this e-Service', and '© 2021 Government of Singapore, Last Updated 08 Jan 2021'.

Figure 5: Verify MyInfo particulars

- You will need to verify and submit the information on this **Please verify MyInfo particulars** screen in order to proceed to the **Inspection & Laboratory e-Services Welcome Page**. Should you find that the information on screen is incorrect, you can visit MyInfo via Singpass web page to update your information.

Login Page

5. Likewise you can edit the information on screen to proceed to the **Inspection & Laboratory e-Services Welcome Page**. Do take note that the information edited here will not be updated to MyInfo and it will be used in the current transaction only.

When you click on **Edit**, the mobile number, email address and address is editable. Click on **Save** to save the edited information to proceed to **Inspection & Laboratory e-Services Welcome Page** else click on **Cancel** to return to MyInfo particulars verification page.

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WHO WE ARE [HELP](#) [LOGOUT](#) [Q](#)

Welcome to Inspection & Laboratory e-Services, MyInfo-S1111111D. Your last logon was 09-Apr-2021 17:46:56.

Please verify MyInfo particulars

NRIC ID

Name *

Mobile

Email *

Address *

Postal Code	018935	Retrieve
Block	5	
Street Name	STRAITS VIEW	
Floor	10	
Unit	100	
Building Name	THE HEART	
Country	SG	

* Please visit [MyInfo](#) for updating of particulars with SingPass

My Preferences

Notification Preferences SMS Email

Report Preferences Fax Mail Email Self Collection

[Save](#) [Edit](#) [Cancel](#)

Singapore Food Agency

Contact Us [Feedback](#) [Sitemap](#)

[Report Vulnerability](#) [About Us](#) [Privacy Statement](#) [Terms of Use](#) [Rate this e-Service](#)

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6. Click on **logout** if you do not wish to proceed.

Login to e-Services via SingPass (For Business Users)**Pre-Requisites**

- The appointed CorpPass administrator has assigned the relevant role(s) to CorpPass account holders via CorpPass website (www.corppass.gov.sg)

Role Name	Description/Remarks
Administrator (must assign at least one)	Company Administrator - Able to perform the following in SFA Inspection and Laboratory e-Services: <ul style="list-style-type: none"> (i) Create company profile (for new customers) (ii) Activate CorpPass (for existing customers) (iii) Maintain company profile
Role Name	Description/Remarks
User (default)	User - Able to perform corporate transactions (eg: booking of inspection appointment, request for laboratory services) in SFA Inspection and Laboratory e-Services

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Userlsp	User (able to view inspection results) - Able to perform corporate transactions (eg: booking of inspection appointment, request for laboratory services) with the ability to view inspection results in SFA Inspection and Laboratory e-Services
ComLabAckReceipt	[For Commercial Labs] Acknowledge Receipt - Able to acknowledge receipt of packages/samples
ComLabEnterResult	[For Commercial Labs] Enter Results - Able to enter results

- The Company Administrator must login using CorpPass to create company profile (for new customers) or to activate CorpPass (for existing customers) first before others can transact using CorpPass.

1. Click on **Login With SingPass** button (For Business Users)

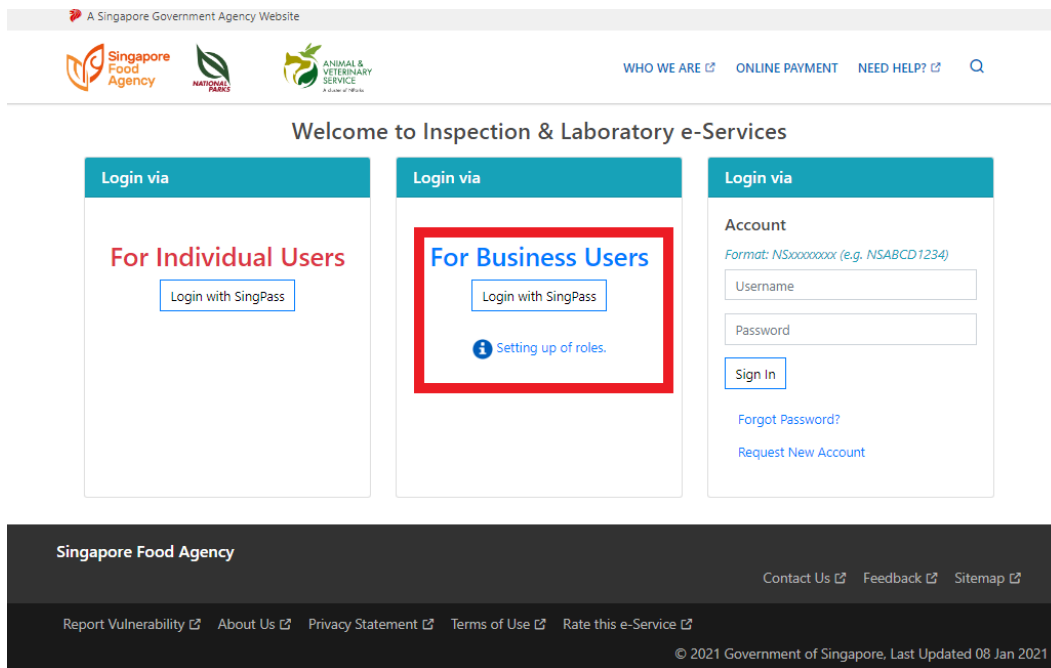


Figure 6: Login With SingPass

2. Scan QR with **SingPass app** or enter your **SingPass ID** and **Password** at the **SingPass Login Page**. Click on **Login** to proceed.

Login Page

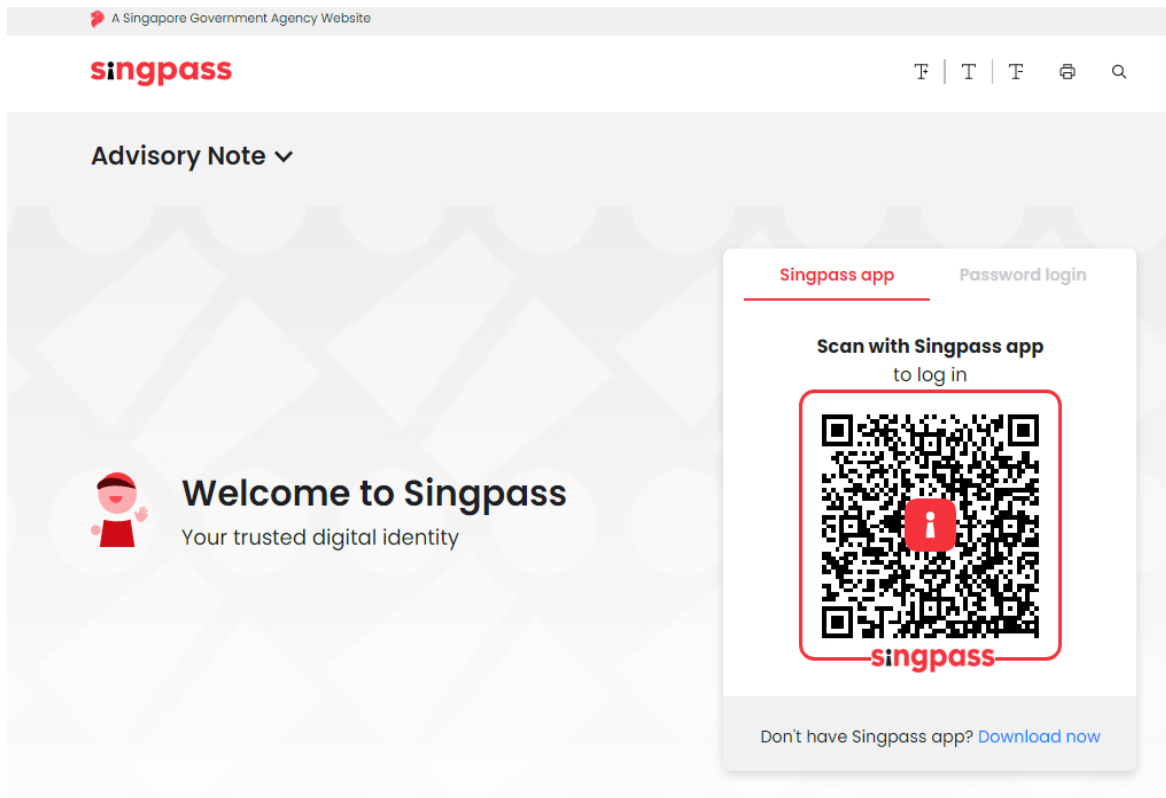


Figure 7: Login for business users

3. Upon successful login you will be prompted to select the intended company UEN, then you will be redirected back to ***Inspection & Laboratory e-Services***.

New Customer

Company Administrator will be prompted to create Company Profile.

CorpPass account holder with Administrator role (ie: Company Administrator) will need to login to create a Company Profile first before other CorpPass account holders can login to perform corporate transaction.

If the CorpPass account holder does not have Administrator role, he/she will be prompted:

Company Profile does not exists

Login Page

Figure 8: Login for business users – Create Company Profile (for new customer)

Existing Customer

Company Administrator will be prompted to activate CorpPass. If the CorpPass account holder does not have Administrator role, the Activate button will be disabled.

Figure 9: Login for business users – Activate CorpPass (for existing customer)

Login Page

- Upon successful creation of Company Profile or activation of CorpPass the **Inspection & Laboratory e-Services Welcome Page** will be displayed.

Login to e-Services via Non SingPass Account**How to Create a New Non SingPass Account**

- For New Non SingPass holders, click on **Request New Account** next to the **Sign In** icon for **via Account** on the **Inspection & Laboratory e-Services Login** screen.

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WHO WE ARE ONLINE PAYMENT NEED HELP? Q

Welcome to Inspection & Laboratory e-Services

Login via

For Individual Users

Login with SingPass

Login via

For Business Users

Login with SingPass

Setting up of roles.

Login via

Account

Format: NSxxxxxxxx (e.g. NSABCD1234)

Username

Password

Sign In

Forgot Password?

Request New Account

Singapore Food Agency

Contact Us Feedback Sitemap

Report Vulnerability About Us Privacy Statement Terms of Use Rate this e-Service

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Figure 10: Login via Account – Create New Non SingPass Account

- The following **Create Non SingPass Account** screen will be displayed. Enter the required information and click on **Submit**.

- User ID**

User ID begins with “NS” followed by at least 6 characters which can consist of letters (non case sensitive) and numbers. The following message will appear upon clicking **Submit** button if the **User ID** is already in use.

The selected User ID is not available.

- Password**

Password must be at least 8 characters long and must consist of small letters, capital letters and numbers.

- Security Question**

If you have forgotten your password, you will need to specify the answer (case sensitive) to this security question in order to reset your password. This is also required to re-setup your 2nd factor authentication.

Login Page

Figure 11: Create New Non SingPass Account

- The following message will be displayed upon successful creation of your account.

User ID <your User ID> has been created successfully
Please Click "Back" button to login into Inspection & Laboratory e-Services

- Click on **Back** to go back to proceed with login.

How to Login Using Non SingPass Account

- Enter your **User Name** and **Password** next to **via Account**. Click on **Sign In** icon

Figure 12: Login via Account – 1st Factor Authentication

- Upon successful login with your **User Name** and **Password**, you will be directed to the 2nd factor authentication login page if you have already setup your 2nd factor authentication.

Login Page

If you have not setup your 2nd factor authentication. Please refer to [How to Setup 2nd Factor Authentication](#).

3. Click on **Get OTP via Email**. A One-Time Password (OTP) will be sent to the registered Email. Enter the **OTP** received and click on **Submit**.

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WHO WE ARE HELP LOGOUT

Welcome to Inspection & Laboratory e-Services, Mr Tester 1. Your last logon was 09-Apr-2021 18:10:35.

Login with Email OTP

Step 1
Click "Get OTP via Email" to generate your One-Time Password (OTP)

Get OTP via Email

Step 2
Enter OTP and click "Submit"

Email: [Email Address]

OTP: sHQevQ One-Time Password

Submit

I have changed my Email

Note: Please do not click 'BACK' or 'REFRESH' on the browser as this may end your transaction

Figure 13: Login via Account – 2nd Factor Authentication

4. Upon successful login with 2nd factor authentication, the **Inspection & Laboratory e-Services Welcome Page** will be displayed.

How to Setup 2nd Factor Authentication (2FA)

Pre-Requisites

- You will need a valid email address
1. Upon successful login with your **User Name** and **Password** to *Inspection & Laboratory e-Services* using your non SingPass Account, you will be directed to the 2nd factor authentication setup page if you have not setup your 2FA.
 2. Follow the steps on screen to setup 2FA.

Get OTP

Click **Get OTP via Email**. A One-Time Password (OTP) will be sent to the email specified. Enter the **OTP** received click **Link**.

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WHO WE ARE HELP LOGOUT

Welcome to Inspection & Laboratory e-Services, Mr Tester 1. Your last logon was 09-Apr-2021 18:10:35.

Link email

Step 1
Enter the following details

Email: email address

Step 2
Click "Get OTP via email" to generate your One-Time Password (OTP)

Get OTP via Email

Step 3
Enter OTP and click "Link"

OTP: [OTP] One-Time Password

Link

Note: Please do not click 'BACK' or 'REFRESH' on the browser as this may end your transaction

Figure 14: Login via Account – Setup 2nd Factor Authentication

Login Page

- Upon successful setting up of 2FA, the **Inspection & Laboratory e-Services Welcome Page** will be displayed.

How to Reset Your Non SingPass Account Password

- If you have forgotten your non SingPass Account password, click on the **Forgot Password?** on **Inspection and Laboratory e-Services Login Page** under **Login to e-Services via Account**.

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WHO WE ARE | ONLINE PAYMENT | NEED HELP? | Q

Welcome to Inspection & Laboratory e-Services

Login via

For Individual Users

Login with SingPass

Login via

For Business Users

Login with SingPass

Setting up of roles.

Login via

Account

Format: NSxxxxxxx (e.g. NSABCD1234)

Username

Password

Forgot Password?

[Request New Account](#)

Figure 15: Login via Account – Reset Non SingPass Account Password

- Enter your **User ID, Email** and the **Verification Code**. You must specify the same email address as in your profile. Click on **Next** to continue.

Reset Password

User Name *

Email * Format: NSxxxxxxx (e.g. NSABCD1234)

Verification Code * HEWNPG
Click to change

Figure 16: Reset Non SingPass Account Password - Verification

- Enter the answer to the **Security Question**. You must specify the same answer (case sensitive) you have specified in your user profile. Click on **Submit** to continue.

Reset Password

User Name * NSMICHELLE

Security Question * Favourite fictional character?

Answer *

Figure 17: Reset Non SingPass Account Password – Answer Security Question '

- The following message will be displayed upon successful submission of your reset password request.
A new password will be sent to your email
- Click on **Back** to go back to the **Login Page**.