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

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# Login Page

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.

A Singapore Government Agency Website	who we Af	
Login via	Login via	Login via
For Individual Users Login with SingPass	For Business Users Login with SingPass Setting up of roles.	Account Format: NSx0000000 (e.g. NSABCD 1234) Username Password Sign In Forgot Password? Request New Account
Singapore Food Agency		Contact Us 같 Feedback I Sitemap I
Report Vulnerability 🖒 About Us 🖒 Privacy Statem	nent 🗗 Terms of Use 🗗 Rate this e-Service 🗗 © :	2021 Government of Singapore, Last Updated 08 Jan 2021

# 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.

#### 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 (<u>www.corppass.gov.sg</u>).
- 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	Company Administrator - Able to perform the following in SFA Inspection and Laboratory e-Services:
one)	<ul> <li>(i) Create company profile (for new customers)</li> <li>(ii) Activate CorpPass (for existing customers)</li> <li>(iii) Maintain company profile</li> </ul>
User	User - Able to perform corporate transactions (eg: booking of inspection
(default)	appointment, request for laboratory services) in SFA Inspection and Laboratory e-Services
UserIsp	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 <u>Login to e-Services via Account</u> for details.

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

🞾 A Singapor	re Gover	rnment Ageno	cy Website		
Singa Food Agen	pore cy	NATIONAL	ANIMAL & VETERINARY SERVICE A class of Mark	WHO WE ARE 앱 HELP 앱 LOGOUT	Q
Welcome to Inspectio	on & La	boratory e-	Services, MyInfo-S111111	1D. Your last logon was 09-Apr-2021 17:25:50.	
		HOME			
Home				Welcome to Inspection & Laboratory e-Services	
Online Application Inspection Appointm Booking	∧ ent			MyInfo-S111111D	
Laboratory Services					
My Applications	~				
Daily/Monthly Submission	~				

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).

Singapore Food Agency	WHO WE ARI	e ご Online payment need help? ご Q
Welcome	e to Inspection & Laboratory e	-Services
Login via	Login via	Login via
For Individual Users	For Business Users Login with SingPass Setting up of roles.	Account Format: NSxxxxxxxx (e.g. NSABCD1234) Username Password Sign In Forgot Password? Request New Account
Singapore Food Agency		Contact Us 업 Feedback 업 Sitemap 업
Report Vulnerability I About Us I Privacy State	ment යි Terms of Use යි Rate this e-Service යි © 2	2021 Government of Singapore, Last Updated 08 Jan 202

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.



Figure 4: Login for individual users

3. 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.

ኞ A Singapore Government Agen	cy Website						
Singapore Food Agency	ANIMAL & VETERINARY SERVCE			WHO WE ARE 🖒	HELP 🖒	LOGOUT	Q
Welcome to Inspection & Laboratory e-	Services, MyInfo-S1111111D. Your l	ast logon was 09-	Apr-2021 17:46:56.				
	Please verify MyInfo	oarticulars					
	NRIC ID						
	Name *						
	Mobile	1.00					
	Email *						
	Address *	Postal Code	018935				
		Block	5				
		Street Name	STRAITS VIEW				
		Floor	10				
		Unit	100				
		Building Name	THE HEART				
		Country	SG				
	* Please visit <u>MyInfo</u> 🖒 for upo	lating of particula	rs with SingPass				
	My Preferences						
	Notification Preferences	🗆 SMS 🖬 Email					
	Report Preferences	○ Fax	Email O Self Collection				
		Submit	Edit				
Singapore Food Agency				Contact U	ls [2] Fee	edback 🖸	Sitemap 🖒
Report Vulnerability 🗗 Abou	ut Us 🖸 Privacy Statement 🖸	Terms of Use 🖸	Rate this e-Service 🖸 © 202	1 Government of	Singapore	, Last Updat	ed 08 Jan 2021

Figure 5: Verify MyInfo particulars

4. 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.

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.

A Singapore Singapore Singapore						2
Agency NATIONAL VETERINARY			WHO WE ARE 🖻	HELP 15	LOGOUT	Q
Welcome to Inspection & Laboratory e-Services, MyInfo-S1111111D. Your la	ast logon was 09-,	Apr-2021 17:46:56.				
Please verify MyInfo p	oarticulars					
NRIC ID						
Name *	100					
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 <u>MyInfo</u> 🗗 for upo	dating of particula	rs with SingPass				
My Preferences						
Notification Preferences	🗆 SMS 🖬 Email					
Report Preferences	○ Fax	Email O Self Collection				
	Save Edit	Cancel				
Singapore Food Agency			Contact U	Js 🖸 Fee	edback 🖒	Sitemap 🖸
Report Vulnerability 다 About Us 다 Privacy Statement 다	Terms of Use 🗳	Rate this e-Service ば © 202	21 Government of	Singapore	, Last Updai	ted 08 Jan 2021

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 (<u>www.corppass.gov.sg</u>)

Role Name	Description/Remarks
Administrator	Company Administrator - Able to perform the following in SFA Inspection and Laboratory e-Services:
one)	<ul> <li>(i) Create company profile (for new customers)</li> <li>(ii) Activate CorpPass (for existing customers)</li> <li>(iii) Maintain company profile</li> </ul>
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

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)

A Singapore Government Agency Website	WHO WE AR	e 앱 online payment need help? 앱 Q
Welcome	to Inspection & Laboratory e	-Services
Login via	Login via	Login via
For Individual Users	For Business Users Login with SingPass Setting up of roles.	Account Format: NSxxxxxxx (e.g. NSABCD1234) Username Password Sign In Forgot Password? Request New Account
Singapore Food Agency		Contact Us ය Feedback ය Sitemap ය
Report Vulnerability ট About Us ট Privacy State	ment 샵 Terms of Use 岱 Rate this e-Service 얍 © 2	2021 Government of Singapore, Last Updated 08 Jan 2021

# 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.



# 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**

#### SFA INSPECTION & LABORATORY E-SERVICES - USER MANUAL

Maria catan and Canada and Bar Ela	.,,					
Company Type *	• Sanapora Local Company	OFersion Com	0877			
Company Ref Type *	UEN MUNBER					
Company Ref No *	1802003664	Ratriava	1			
Company Name *	1000000	Netnese	1			
Address Type *	(Carles					
Address	Postal Code *	_				
	Revisition and at No. *		_	Retrieve		
	Elevel Name	-				
	Larger Narie					
	Levera Unit No.		1.2			
	building Name					
	Country *					
Salutation/Title *	Select One 👻					
Contact Name *						
Contact Number	Please include country code /	tar non Singapore I	frai.			
	Teleptone *			Ebbe	nsion	
	Mobile			Fax		
Email Address *						
One of the Americanting	Your Company ID and Passe	ord will be emailed	f to you upon approval	Please venty your email	309905	
Heason for Application				~		
				~		
Sand Documents for Residuation Through	0.000					
Document Attachment	C Fax C Softcopy C End	NI O By Post	Britana	(This is only applic	atia for Softcopy)	
	Note: Only one attachment is	allowed please zp	p multiple files together	the size of the attachm	ent is limited to 'T' MB.	
Document Description						
				0		
Verification Code *	NEAS IA					
	deb dem					

# 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.

Note :		
1) Only Com	pany Administrator can perform this activation.	
2) Once Corp	pPass is activated, you will need to use CorpPass login for all f	uture corporate transaction with
Inspection ar	nd Laboratory e-Services.	
3) SingPass	and non-SingPass login will not be available for corporate tran	saction once CorpPass is activated.
4) Please co	nunue to login using SingPass of non-SingPass account if you	do not wish to activate Corpeass
HOW.		

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

4. 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

1. 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.

Welcome	e to Inspection & Laboratory e	e-Services
Login via	Login via	Login via
For Individual Users	For Business Users Login with SingPass Setting up of roles.	Format: NSXXXXXXXX (e.g. NSABCD1234) Username Password Sign In Forgot Password? Request New Account

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

2. 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 2<sup>nd</sup> factor authentication.

#### SFA INSPECTION & LABORATORY E-SERVICES - USER MANUAL

gin Page					
Create Non SingPass Account					
User Name *	NS Format: NScorrow is a NSABC01238 case-neero	dive. Minimum length must be 6 jesclusino "NS" prefix) consisting of latters and/or diol			-
Password *	Care-resolver. Minimum levels must be & consisting	d small influenzi candal influenzi and dist/ini			-
Re-enter Password *		a series series and series are adjusted			
Security Question *	Select One	Answer .			
Salutation *	Select One V	and for two and			
Name *				_	
Address Type *	Local OEcretan			_	
Address	Postal Code *	Batriava			
	Please enter Postal Code and click on the Retrieve but	ton .			
	Block/House/Lot No. *				
	Street Name				
	Level & Unit No.				
	Building Name				
	Country *				
Contact Number	Please prefix Contact Number with the country code for	non Singapore Ine			
	Telephone *	Extension			
	Mobile	(Country Code for non-Bingapore line followed by Mobile Number)			
	Fat				
Email Address *					
Verification Code *					
			Submit	Reset	Back

# Figure 11: Create New Non SingPass Account

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

User ID <your id="" user=""> has been created successfully</your>	
Please Click "Back" button to login into Inspection & Laboratory e-Servio	ces

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

# How to Login Using Non SingPass Account

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

Login via Login via
idual Users       For Business Users       Format: NSx000000x (e.g. NSABCD 1234)         ith SingPass       Login with SingPass       Username         It is Setting up of roles.       Password       Sign in         Forgot Password?       Request New Account

Figure 12: Login via Account – 1<sup>st</sup> Factor Authentication

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

If you have not setup your 2<sup>nd</sup> factor authentication. Please refer to <u>How to Setup 2<sup>nd</sup> Factor</u> <u>Authentication</u>.

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**.

o Inspection & Laboratory e-Services, Mr Tester 1. Your last logon was 09-Ap	pr-2021 18:10:35.
Login with Email OTP	
Step 1	Step 2
Click "Get OTP via Email" to generate your One-Time Password (OTP)	Enter OTP and click "Submit"
	Email Index for Index
	OTP SHQevQ One-Time Password
Get OIP via Email	Submit
	I have changed my Email

# Figure 13: Login via Account – 2<sup>nd</sup> Factor Authentication

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

# How to Setup 2<sup>nd</sup> Factor Authentication (2FA)

### **Pre-Requisites**

- You will need a valid email address
- Upon successful login with your User Name and Password to Inspection & Laboratory e-Services using you non SingPass Account, you will be directed to the 2<sup>nd</sup> 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.

Singapore Food Agency	ANIMAL & VETERINARY SERVICE	WHO WE ARE 🖒	HELP 🖒	LOGOUT	C
e to Inspection & Laboratory e-Services, Mr	Tester 1. Your last logon was 09-Apr-2021 18:10:35.				
Link email					
Step 1	Step 2	Step 3			
Step 1 Enter the following details	Step 2 Click "Get OTP via email" to generate your One-	Step 3 Enter OTP and click	k "Link"		
Step 1 Enter the following details Email	Step 2 Click "Get OTP via email" to generate your One- Time Password (OTP)	Step 3 Enter OTP and click OTP	k "Link" - One-T	líme Passwor	d

Figure 14: Login via Account – Setup 2<sup>nd</sup> Factor Authentication

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

### How to Reset Your Non SingPass Account Password

1. 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.

A Singapore Government Agency Website	WHO WE A	are ぴ Online payment need help? ぴ Q
Welcom	e to Inspection & Laboratory	e-Services
Login via	Login via	Login via
For Individual Users	For Business Users Login with SingPass Setting up of roles.	Account Format: NSxxxxxx (e.g. NSABCD1234) Username Password Sign In Forgot Password? Request New Account

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

2. 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.

User Name *	Format: NSxxxxxxxx (k.g. NSABCD7234)			<b>1</b> 13
Verification Code *	HEWNPG Click to change			
		Next	Reset	Back

### Figure 16: Reset Non SingPass Account Password - Verification

3. 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.

INEAST PASSWORD				
User Name	NSMICHELLE			
Security Question	Favourite fictional character?			17
Answer *				
		Submit	Reset	Back

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
- 5. Click on **Back** to go back to the *Login Page*.