

**SSG-WSG CORPPASS
FREQUENTLY ASKED QUESTIONS**

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Questions on CorpPass

No.	Question	Answer
1	What is CorpPass?	<p>CorpPass, which stands for Singapore Corporate Access, is a corporate digital identity for businesses and other entities (such as non-profit organisations and associations) to transact with Government agencies online. CorpPass enables a single corporate digital identity to be created to allow more services and transactions to be provided online conveniently and securely.</p> <p>For more details on CorpPass, please refer to www.CorpPass.gov.sg.</p>
2	When should I sign-up for CorpPass?	<p>Your organization can sign up for CorpPass right now.</p> <p>NOTE: CorpPass will be the only login method for online corporate transactions with the Government from Q3 2018. Get a CorpPass account now to prevent any disruption to your transactions! Businesses can also transact with IRAS using CorpPass by Q3 2108. For more information, visit www.iras.gov.sg</p>
3	For which SSG-WSG e-Services would I need to use a CorpPass account to access the e-Service?	<p>From Q3 2018, you will need a CorpPass account to access the following SSG-WSG e-Services:</p> <ol style="list-style-type: none"> 1. Funding Management System and Feedback Portal 2. SkillsConnect 3. Skills Development Levy 4. MySkillsFuture Portal (Mycareersfuture.sg, Training Exchange) 5. MyIAL 6. ES WSQ Assessment

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Questions on CorpPass Registration

No.	Question	Answer
1	How does my entity register for CorpPass?	<p>To register for CorpPass, your entity will have to perform the following steps:</p> <ol style="list-style-type: none"> 1. Check your entity's eligibility 2. Identify your CorpPass Role 3. Register and set up CorpPass <p>Please refer to www.corppass.gov.sg for the steps required to set up CorpPass.</p>
2	Is my entity eligible for CorpPass?	<p>Only authorised individuals from the following types of entities are eligible for CorpPass:</p> <ol style="list-style-type: none"> a. Entities registered with a Unique Entity Number (UEN) b. Foreign entities who transact with the Government* <p>*Note: CorpPass will only be made available to foreign entities at the end of 2017.</p> <p>To find out more on the eligibility requirements for UEN Entities, click here.</p>
3	My entity is a branch, can my entity register for CorpPass?	<p>If the branch has a separate UEN from the main entity, the branch would be eligible to register for CorpPass.</p> <p>To find out more on the eligibility requirements for UEN Entities, click here.</p>
4	My entity does not have a local Unique Entity Number (UEN), can I still transact on SSG-WSG e-Services?	<p>Local entities without a Unique Entity Number (UEN) are not eligible for CorpPass.</p> <p>For the Skills Development Levy e-Service, employers without a UEN can continue using SingPass to transact with SSG-WSG.</p>
5	What is the role of the Registered Officer?	<p>The RO will have to appoint the CorpPass Admins (a max of 2) to register for a CorpPass account and will approve the admin's registration request. The appointed CorpPass Admin may be the person(s) who currently manages Government-to-Business (G2B) transactions on behalf of the company.</p>

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6	I am a CorpPass Administrator. What are my responsibilities?	<p>You are responsible for creating and managing CorpPass user accounts and digital service access for your entity. These responsibilities include:</p> <ol style="list-style-type: none"> 1. Registering and setting up CorpPass for your organisation 2. Creating CorpPass user accounts 3. Suspending, reactivating, and terminating user accounts 4. Assigning e-Service access rights to user accounts <p>To find out more on the different CorpPass roles, click here.</p>
7	What is the role of a CorpPass User?	<p>A CorpPass user is the person who transacts with SSG-WSG and other government agencies on behalf of their organisation.</p>
8	Where can I find more information about the registration and setting up of a CorpPass account?	<p>To find out more about the registration process for CorpPass, click here for self-help materials.</p> <p>Please refer to the CorpPass FAQs here.</p>
9	How can I find out who my CorpPass administrator is?	<p>To find out who your CorpPass admin is follow the following steps:</p> <ol style="list-style-type: none"> a. Go to www.corppass.gov.sg b. Under the “Service” tab, click on “Find Your CorpPass Admin” c. Sign in with your SingPass account d. Input either your organisation’s name or UEN number to search for your organisation’s CorpPass administrator.

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Questions on SSG-WSG e-Service Access

No.	Question	Answer
1	What if I do not have a CorpPass account? Can I access SSG-WSG e-Services without using CorpPass?	<p>You will need your CorpPass credentials to login to the selected SSG-WSG e-Services.</p> <p>Do note that you will still be able to use your SingPass and EASY accounts to access selected SSG-WSG e-Services until the progressive roll-out of CorpPass completes at the end of 2017. Entities are strongly encouraged to register for CorpPass before the end of the transition period.</p>
2	Who do I approach to create a CorpPass User account?	<p>Only your entity's CorpPass Administrator (CorpPass Admin) is able to create a CorpPass User account for you. Please approach your CorpPass Admin to create a CorpPass User account for you and assign the relevant SSG-WSG e-Service roles.</p>
3	I am not able to access certain SSG-WSG e-Services with my CorpPass Account. What should I do?	<p>You will need to be assigned the relevant roles before you are able to access SSG-WSG e-Service. Please contact your organisation-appointed CorpPass Admin to register for a CorpPass User account and assign the appropriate SSG-WSG e-Service roles for you.</p>
4	As a CorpPass Admin, my entity's users have CorpPass accounts but are not able to access certain SSG-WSG e-Services. What do I have to do?	<p>As a CorpPass Admin, you would need to determine what access rights are required by users and assign SSG-WSG e-Service access to the user accounts. Please refer to the step-by-step user guides to learn how to assign users access to SSG-WSG e-Services.</p>
5	Why am I not able to access the e-Service role that I was assigned, when I previously could?	<p>The validity of your access may have expired. Please contact your entity's CorpPass Admin for more information.</p>

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6	<p>I received an error message "Your entity's current CorpPass registration status is de-registered. Please contact your CorpPass Administrator for more information" when attempting to access SSG-WSG e-Services. What does this mean and what should I do?</p>	<p>The CorpPass registration status 'de-registered' indicates that your organisation has de-registered its UEN. Note that you may still access your CorpPass account up to 2 years from the date of de-registration, although you will not be able to access SSG-WSG e-Services.</p>
7	<p>I received an error message "Your entity's current CorpPass registration status is withdrawn. Please contact your CorpPass Administrator for more information" when attempting to access SSG-WSG e-Services. What does this mean and what should I do?</p>	<p>The CorpPass registration status 'withdrawn' indicates that your organisation has withdrawn its UEN. You will not be able to access SSG-WSG e-Services. Please contact your entity's CorpPass Administrator for more information.</p>
8	<p>Where can I find information on the different SSG-WSG e-Service roles?</p>	<p>To find out more about the different e-Service roles and descriptions, please click here.</p>
9	<p>Where can I get help if I have SSG/ WSG e-Service specific queries?</p>	<p>If you have SSG/ WSG e-Service e-Service specific queries, please click here to refer to the SSG-WSG corporate page for the help materials such as user guides and video guides.</p> <p>Should you require further assistance, you may contact the relevant Helpdesk at:</p> <p>SSG: 6785 5785 WSG: 6883 5885</p> <p>You can also contact us through our feedback portal here.</p>