

## **FREQUENTLY ASKED QUESTIONS ON ACCESSING ELISE WEBSITE USING CORPPASS/SINGPASS**

### **1. What is CorpPass and why is EMA implementing it?**

Singapore Corporate Access (or CorpPass) is a one-stop authentication and authorisation service, for corporate users to transact with Government agencies online on behalf of their organisations. It will replace the EMA PIN, the current login method to access the ELISE website.

Visit [www.corppass.gov.sg](http://www.corppass.gov.sg) for more information on CorpPass.

### **2. What is the difference between EMA PIN and CorpPass?**

The EMA PIN can only be used for transactions on the ELISE website, while CorpPass is a single corporate digital identity used for transactions with other Government e-Services, including EMA. Businesses and other entities can use CorpPass to access ELISE from 25 March 2017.

From Q3 2018, the EMA PIN will be replaced by CorpPass for businesses and other entities. Concurrently, SingPass will replace EMA PIN for licensed workers to transact with ELISE.

### **3. Is it compulsory for me to use CorpPass to login to ELISE? Will I be able to continue to access ELISE using the EMA PIN?**

Yes, it will be compulsory to use CorpPass for businesses to login to ELISE from Q3 2018 when the EMA PIN is discontinued. You can continue to use the EMA PIN for online transactions till then.

Similarly, licensed workers will have to use SingPass to login to ELISE from Q3 2018.

### **4. Can I use CorpPass to check or renew my electrical installation licence?**

You can use CorpPass to login to ELISE to check on the status of your electrical installation or supply installation license only.

To renew your licence, you are required to:

- a) Engage a Licensed Electrical Worker (LEW) to take charge of your installation;
- b) Complete the attached Letter of Appointment and hand it to your LEW; and
- c) Instruct your appointed LEW to renew the electrical installation licence license with EMA on your behalf.

## **5. Who is eligible to register for a CorpPass account?**

Local entities with unique entity numbers (UEN), including businesses and charities, are eligible to register for a CorpPass account. CorpPass will be made available to foreign entities (without a local UEN) at a later date. Find out if your business is eligible [here](#).

Individuals, such as licensed electrical workers, licensed gas service workers and licensed cable detection workers, are not eligible for a CorpPass account. Licensed workers will have to use SingPass to login to ELISE for EMA-related online services from Q3 2018.

## **6. How can licensed workers login to ELISE from Q3 2018?**

All licensed workers should use their SingPass to access ELISE from Q3 2018.

Licensed workers can continue to use the EMA PIN for online transactions till then. The EMA PIN will be discontinued from Q3 2018.

## **7. How can I register for a CorpPass account?**

You may refer to the step-by-step guide on CorpPass registration: [www.corppass.gov.sg/corppass/common/userguides](http://www.corppass.gov.sg/corppass/common/userguides)

## **8. How long does it take to register a CorpPass account?**

It takes as little as 1-2 minutes to register for a CorpPass Administrator account. For online registration, your CorpPass account will be activated upon online approval by your \*Registered Officer, you can proceed to login to your CorpPass Admin account and commence transactions if you have assigned e-Services to your CorpPass account.

For registration of CorpPass Admin through a letter of authorisation (LOA), the Central Administrator may take at least two working days to get back to you.

*\*The registered officer is the person registered with ACRA or other UEN-issuance agencies. Examples of registered officer include: Owner, Partner, Director, and Corporate Secretary.*

## **9. Is there a fee to register the CorpPass account?**

No, registration for a CorpPass account is free.

## **10. Who can I contact if I need more information on CorpPass?**

Contact the CorpPass Helpdesk at +65 6643 0577 or email [support@corppass.gov.sg](mailto:support@corppass.gov.sg).

**11. I have log in to ELISE using CorpPass, but I am unable to retrieve my licence information. Who can I contact?**

You may call 6835 8060 or email [ema\\_rd\\_elise@ema.gov.sg](mailto:ema_rd_elise@ema.gov.sg) and provide the address of your electrical installation or supply installation for us to assist you.