

## Frequently Asked Questions

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## **What transactions can I do in NCSS e-Services?**

There are 4 user roles available in NCSS e-Services, [click here](#) to view the transactions you are able to perform.

- Social Service Organisation Portal User (*Only applicable to NCSS Members*)
- Fund Application System User
- Training Portal User
- Career Portal User

## **How to set up a CorpPass account?**

Click [here](#) to set up a CorpPass account.

## **How to sign up for V-Login account?**

Click [here](#) to sign up for a V-Login account.

## **Who should sign up for V-Login account?**

All organisations (i.e. an entity with a unique UEN number) will be required to sign up for a V-Login account. V-Login account will be required to link up with CorpPass account.

## **How many NCSS Organisation Administrator can each organisation appoint?**

Each organisation (i.e. an entity with a unique UEN number) can appoint up to a maximum of 2 Organisation Administrators to manage the user login.

## **How do I add or change NCSS Organisation administrators?**

To appoint or add the NCSS Organisation Administrator, please [complete the form](#) and send it to [socialserviceinstitute@ncss.gov.sg](mailto:socialserviceinstitute@ncss.gov.sg)

To change the NCSS Organisation Administrator, please [complete the form](#) and send it to [socialserviceinstitute@ncss.gov.sg](mailto:socialserviceinstitute@ncss.gov.sg)

## How do add or change NCSS Organisation users?

To add or change another user, NCSS Organisation Administrator will need to log in to your NCSS e-Services and go to **Manage User Account**. Please refer to the [user guide here](#).

## I am existing V-Login account user. How do I link my V-Login account with my CorpPass account?

Please ensure that the following steps have been done:

**Step 1:** Your CorpPass admin user or sub-admin user must assign your CorpPass account to NCSS e-Services ([click here for the user guide](#) (slide 21-30)):

1. Log in to [CorpPass](#) account.
2. Under View My Profile, go to the **Assigned e-Services** tab.
3. Choose **NATIONAL COUNCIL OF SOCIAL SERVICE (NCSS)** as one of your organisation's eServices.
4. Assign **NCSS E-SERVICES** to the user.

**Step 2:** Your NCSS Organisation Administrator\* must link your CorpPass account ([click here for the user guide](#)):

1. Log in to [NCSS e-Services](#).
2. Click on your organisation's name (top – right corner) and select **Manage User**.
3. Click 'Edit' and select your existing V-Login account and key in the user details.
4. Assign the access role for this user.

\* To appoint or add the NCSS Organisation Administrator, please [complete the form](#) and send it to [socialserviceinstitute@ncss.gov.sg](mailto:socialserviceinstitute@ncss.gov.sg)

For NCSS members, your Head of Organisation would have been assigned the NCSS Organisation Administrator role.

## I have an active CorpPass account, but I am not able to login to NCSS e-Services via CorpPass.

Please ensure that the following steps have been done:

**Step 1:** Your CorpPass admin user or sub-admin user must assign your CorpPass account to NCSS e-Services ([click here for the user guide](#) (slide 21-30)):

1. Log in to [CorpPass](#) account.
2. Under View My Profile, go to the **Assigned e-Services** tab.
3. Choose **NATIONAL COUNCIL OF SOCIAL SERVICE (NCSS)** as one of your organisation's eServices.
4. Assign **NCSS E-SERVICES** to the user.

**Step 2:** Your NCSS Organisation Administrator\* must link your CorpPass account ([click here for the user guide](#)):

1. Log in to [NCSS e-Services](#).
2. Click on your organisation's name (top – right corner) and select **Manage User**.
3. Click New and key in the user details.
4. Assign the access role for this user.

\* To appoint or add the NCSS Organisation Administrator, please [complete the form](#) and send it to [socialserviceinstitute@ncss.gov.sg](mailto:socialserviceinstitute@ncss.gov.sg)

For NCSS members, your Head of Organisation would have been assigned the NCSS Organisation Administrator role.

## Contact

If you require any assistance with regards to CorpPass, please email

[support@corppass.gov.sg](mailto:support@corppass.gov.sg) or

Contact CorpPass at

Tel: 6643 0577

Mondays to Fridays, 8am to 8pm

Saturdays, from 8am to 2pm

Closed on Sundays and Public Holidays

Alternatively, you can visit [www.corppass.gov.sg](http://www.corppass.gov.sg) for more information

If you require any assistance with regards to V-Login, please email

[socialserviceinstitute@ncss.gov.sg](mailto:socialserviceinstitute@ncss.gov.sg)