

FREQUENTLY ASKED QUESTIONS

1. How to sign up for V-Login account?

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

2. I am a current V-Login 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: (click [HERE](#) for the user guide):

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 (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 current 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

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

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

Please ensure that the following steps have been done:

Step 1: Your CorpPass admin user or sub-admin user must: (click [HERE](#) for the user guide):

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 (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

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

4. How do I change or add NCSS Organisation administrators?

To change or add appoint another NCSS Organisation administrator, please [submit the form to us](#).

5. How do I change or add NCSS Organisation users?

To change or appoint 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](#).

6. 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.

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

7. What transactions can I do in NCSS e-Services?

There are 4 user roles available in NCSS e-Services, and [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

If you require any assistance with regards to CorpPass, please email 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 for more information.

If you require any assistance with regards to V-Login, please email socialserviceinstitute@ncss.gov.sg.