

## Frequently Asked Questions

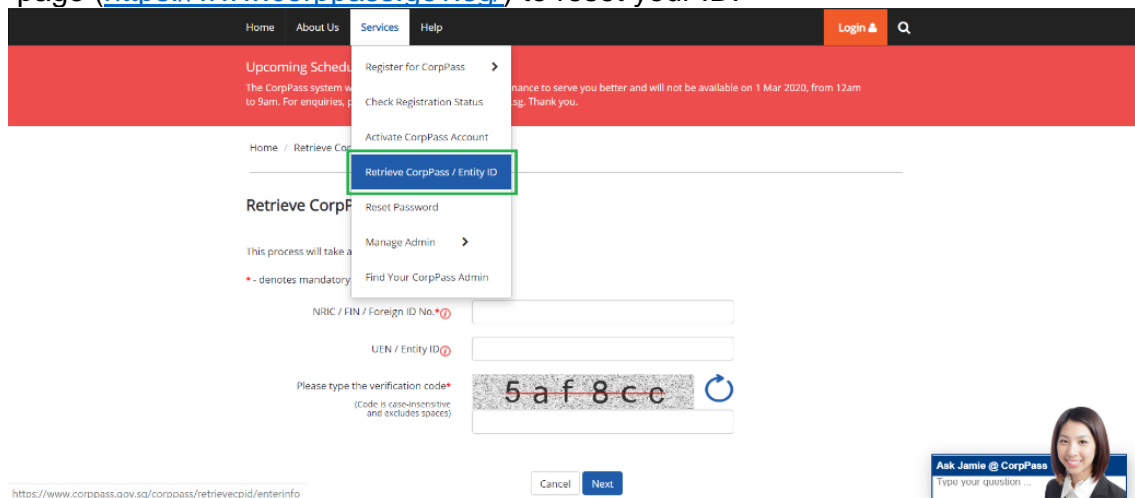
### 1. General

#### 1.1 I am unsure of my centre's Unique Entity Number (UEN), how do I find out?

You may search for your organisation UEN at [www.uen.gov.sg](http://www.uen.gov.sg).

#### 1.2 What if I forget my CorpPass ID?

You can click on Retrieve CorpPass/Entity ID (Under Services) on CorpPass login page (<https://www.corppass.gov.sg/>) to reset your ID.



#### 1.3 Which digital services can I transact with using CorpPass?

Click [here](#) to download a list of digital services which are currently on-board CorpPass or will be on-boarded in the future.

### ONE@ECDA – Corporate Users

#### 1.4 I am registered as a CorpPass Admin/User. I am currently given a Centre Administrator role in ONE@ECDA. What do I need to do to access ONE@ECDA as a corporate user?

If you are already registered as a CorpPass Admin/User and have been assigned a Centre Administrator role in ONE@ECDA, there is no further action required from you.

However, if you have left the organisation and moved to another centre, please get **the Key Appointment Holder** of the previous centre to fill up the form at <https://go.gov.sg/oneecda-centreadmin> to revoke your Centre Administrator role at your previous centre. We will process the revocation of your role with the previous centre before we proceed with the nomination of a Centre Administrator role in your current centre.

**1.5I am registered with CorpPass as a CorpPass Admin/User. Currently, I have no access to ONE@ECDA. Am I automatically given access to ONE@ECDA when I login using CorpPass?**

Registered CorpPass Admin/Users are not automatically given access to ONE@ECDA. If you need access to ONE@ECDA, please get the **Key Appointment Holder** to submit the form at <http://go.gov.sg/oneecda-centreadmin>.

Please ensure that **the Key Appointment Holder** login via CorpPass to complete the form.

**1.6 There is no limit to the number of CorpPass users. Does this mean that ONE@ECDA has no limit to the number of HQ/Centre Administrator / Training Agency Admin / Course Provider Admin accounts?**

The no. of accounts for the different roles in ONE@ECDA are as shown in the table below:

<b>ONE@ECDA roles</b>	<b>No. of users</b>
HQ Administrator	Up to 5 per HQ
Centre Administrator	Up to 3 per centre
Training Agency Administrator	Up to 6 per training agency
Course Provider Administrator	Up to 2 per course provider

Corporate Users may write in to the Early Childhood Development Agency to request for more users to the roles (with justifications), if required.

## **ONE@ECDA – Individual Users (Educator)**

### **1.7 Does my educator login ONE@ECDA using SingPass or CorpPass?**

Educator (Individual users involved in the education and care of children (i.e. teachers, educarers, assistant teachers, para-educarers)) will login using their SingPass.

For educators who are not eligible for SingPass (i.e. foreigner holding on to Work Permit) they will need to login using ONE@ECDA account.

### **1.8 Does my educator require the centre to register for a CorpPass?**

There is no need for your centre to register the educator as a CorpPass user. However, if the educator also holds a Centre Administrator role, please get the **Key Appointment Holder** to submit the form at <http://go.gov.sg/oneecda-centreadmin>.

Please ensure that **the Key Appointment Holder** login via CorpPass to complete the form.

## **2. Need Support or Help?**

### **2.1 Who can ONE@ECDA users contact if they require assistance?**

For registration or more information on CorpPass

**Website:** [www.corppass.gov.sg](http://www.corppass.gov.sg)

CorpPass General Enquiries/Technical Support

**Email:** [support@corppass.gov.sg](mailto:support@corppass.gov.sg)  
**CorpPass Helpdesk:** 66430577

For registration or more information on SingPass

**Website:** [www.singpass.gov.sg](http://www.singpass.gov.sg)

SingPass General Enquiries/Technical Support

**Email:** [support@singpass.gov.sg](mailto:support@singpass.gov.sg)  
**SingPass Helpdesk:** 66430555

ONE@ECDA Technical Support

Call 67359213 (Select Option 3)

- 8.30am – 6pm (Mon – Fri)
- 8.30am – 1pm (Sat)

\*Closed on Sundays and Public Holidays

**2. Details of ONE@ECDA digital forms can be found in the table below.**

S/N	Form	Description	URL
1	Creation/Revocation of ONE@ECDA Centre Administrator role <b>*Maximum of <u>3 Centre Administrators only</u></b>	This online form allows you to: 1) Create new Centre Administrator role and 2) Remove Centre Administrator role	<a href="https://go.gov.sg/oneecda-centreadmin">https://go.gov.sg/oneecda-centreadmin</a>
2	Creation/Revocation of ONE@ECDA Course Provider Administrator role <b>*Maximum of <u>3 Course Administrators only</u></b> <b>(WEF: 1 Sep 2020)</b>	This online form allows you to: 1) Create new Course Administrator role and 2) Remove Course Administrator role	<a href="https://go.gov.sg/oneecda-courseprovider">https://go.gov.sg/oneecda-courseprovider</a>
3	Creation/Revocation of ONE@ECDA Training Agency Administrator role <b>*Maximum of <u>3 Training Agency Administrators only</u></b> <b>(WEF: 1 Sep 2020)</b>	This online form allows you to: 1) Create new Training Agency Administrator role and 2) Remove Training Agency Administrator role	<a href="https://go.gov.sg/oneecda-trainingagency">https://go.gov.sg/oneecda-trainingagency</a>
4	Creation/Revocation of HQ Administrator Role <b>*Maximum of <u>5 HQ Administrators only</u></b>	This online form allows you to: 1) Create new HQ Administrator role and 2) Remove HQ Administrator role	<a href="https://go.gov.sg/oneecda-hqadmin">https://go.gov.sg/oneecda-hqadmin</a>

5	Update of ONE@ECDA HQ Profile Details and HQ Administrator role Access Rights	<p>This online form allows you to:</p> <ol style="list-style-type: none"> <li>1) Update HQ Profile Details (i.e. Contact No of HQ, Address of HQ)</li> <li>2) Update HQ Administrator Access Rights (i.e. Functions, Reports, Centre Assigned)</li> </ol>	<a href="https://go.gov.sg/oneecda-update-hqprofile-hqadmin">https://go.gov.sg/oneecda-update-hqprofile-hqadmin</a>
6	Update of Submission and Approval Workflow for ONE@ECDA Applications	<p>This online form allows you to:</p> <ol style="list-style-type: none"> <li>1) Update submission and approval workflow across all applications or each application type</li> </ol>	<a href="https://go.gov.sg/oneecda-updateworkflow">https://go.gov.sg/oneecda-updateworkflow</a>