

## FAQs- Account Issues

### 1. CorpPass

#### 1.1 I am unable to login using SingPass to Child Care Link System (CCLS) and/or ONE@ECDA Corporate Account? What should I do?

With effect from **1 September 2018**, centres can **only** login to Child Care Link System (CCLS) and ONE@ECDA via CorpPass.

Centres should

- a) Ensure that you have registered with CorpPass and have access to the relevant digital services
- b) Login to CCLS and ONE@ECDA before 1 September 2018 to ensure your CorpPass is working
- c) Ensure that the roles and functions remain unchanged
- d) If you have any technical issues or enquiries on CorpPass, please contact [support@corppass.gov.sg](mailto:support@corppass.gov.sg)

#### 1.2 I am a registered CorpPass user and I tried logging in to CCLS and ONE@ECDA. I encountered the following error message: “Invalid User ID/Password” or “the account does not exist”. What should I do?

CorpPass will allow you to login if you have a valid CCLS account/valid ONE@ECDA account

Centres should:

- a) Ensure that you have a valid CCLS account (you are either the key user or sub user of the centre)
- b) Ensure that you are the authorised personnel to access ONE@ECDA. Please click [here](#) to assess a copy of the “Centre Administrator Nomination Form”. Submit the completed form to ECDA if you are applying to be an authorised personnel to access ONE@ECDA.

#### 1.3 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).

## 2. ONE@ECDA

### 2.1 I received an email for me to verify my email address from ECDA. However, the link is invalid. What should I do?

The link is valid for **90 days** from the day the email was sent. If you are unable to verify within 90 days, you can go to your Personal Particulars, under Email Address and click on the 'Resend verification email' to receive the new link.

### 2.2 I received an email for me to activate my ONE@ECDA Account (non-SingPass) from ECDA. However, the link is invalid. What should I do?

The link is valid for **90 days** from the day the email was sent. If you are unable to verify within the 90 days, please email ECDA Contact ([contact@ecda.gov.sg](mailto:contact@ecda.gov.sg)) to resend the email.

### 2.3 I don't know if I am eligible for SingPass. Where do I check my SingPass eligibility? If I am not eligible for SingPass, how do I apply an ONE@ECDA Account (non-SingPass)?

Please approach your centre supervisor to do a check for you via SingPass website ([www.SingPass.gov.sg](http://www.SingPass.gov.sg)). If you are not eligible for SingPass, please complete the "Educators Not Eligible for SingPass" form and submit to ECDA.

Both the guide to check SingPass eligibility and request for ONE@ECDA Account (non-SingPass) form can be assessed [here](#).

### 2.4 I could login to my individual account a few days ago but now I cannot login anymore. The error message states: "Your account is locked."

As a security measure, your account is locked due to incorrect login or multiple attempts to login. If you are a SingPass user, use your SingPass to login. If you are a non-SingPass user, use ONE@ECDA Account (non-SingPass) login.

If you remember your security question/answer, please use the self-help service "Forget password/Account Locked" link to unlock your account. Otherwise, please email ECDA Contact ([contact@ecda.gov.sg](mailto:contact@ecda.gov.sg)) for assistance to unlock your account.

## 2.5 I forgot my password for my ONE@ECDA Account (non-SingPass), how do I reset my account?

If you remember your security question/answer, please use the self-help service “Forget password/Account Locked” link to unlock your account. You can follow the steps below:

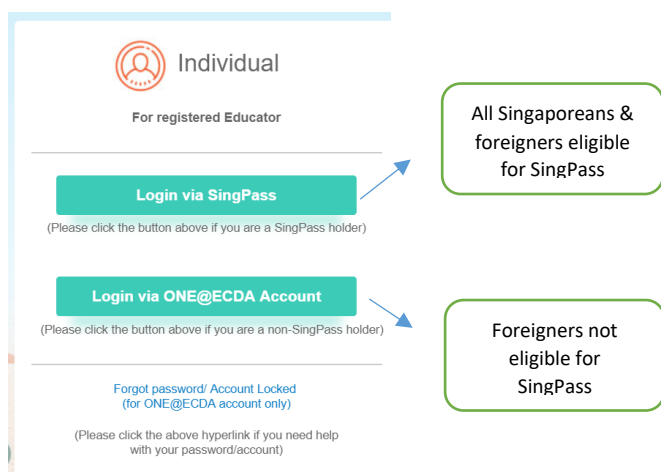
- a) You can click on “Forget password/Account Locked” link
- b) Key in your ID no (i.e. NRIC/FIN no) and click Submit button
- c) Key in your ID no (i.e. NRIC/FIN no), select your security question and key in your security answer. Click on Submit button
- d) You will receive the reset account email (according to the email address provided in your profile)
- e) You can update your password and secret question if necessary

If you did not receive the reset account email, it is possible that there was an invalid/incorrect email address. Please email ECDA Contact ([contact@ecda.gov.sg](mailto:contact@ecda.gov.sg)) to allow us to check and update your email address where relevant.

If you do not remember your security question/answer, please email ECDA Contact ([contact@ecda.gov.sg](mailto:contact@ecda.gov.sg)) with the following details:

- Centre code
- Centre Name
- Your Name
- FIN No
- Email Address

## 2.6 Where do I login as an Individual Educator in ONE@ECDA?



### 3. Child Care Link System (CCLS)

#### 3.1 I am unable to login and the error message states: “Your account has either been inactivated or the account has not been logged in for 90 days. Please contact Helpdesk”. What should I do?

Your account will be automatically deactivated if you did not login within 90 days. Please email ECDA Contact ([contact@ecda.gov.sg](mailto:contact@ecda.gov.sg)) with the following information in order for us to reactivate your account:

- a) Full name of user:
- b) NRIC no:
- c) Centre code

#### 3.2 I cannot add new user profile. The error message states: “Record Already Exists”.

The user’s account is still active with the previous centre. Please get the relevant staff to inform the previous centre where he/she was employed, to revoke his/her access in CCLS before you can add in.

#### 3.3 How do I create/revoke key user?

You may refer to the following link:

[https://www.ecda.gov.sg/Documents/Resources/USER\\_GUIDE\\_FOR\\_CENTRE\\_OPERATOR\\_updated-Jul18.pdf](https://www.ecda.gov.sg/Documents/Resources/USER_GUIDE_FOR_CENTRE_OPERATOR_updated-Jul18.pdf)

#### 3.4 How do I create/revoke sub user?

You may refer to the following link:

[https://www.ecda.gov.sg/Documents/Resources/Sub\\_User\\_Creation\\_Manual.pdf](https://www.ecda.gov.sg/Documents/Resources/Sub_User_Creation_Manual.pdf)

### 4. Need Support or Help?

#### 4.1 Who can 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 Enquiry/Technical Support

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

ONE@ECDA Technical Support

Call 6735 9213 (Select Option 2)

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