



Frequently Asked Questions

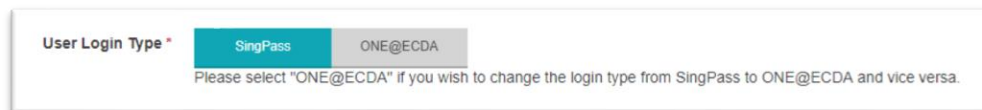
1. User Login Types

1.1 What are the recent changes made to ONE@ECDA with respect to the user login types?

- i) There is a new module called "User Login Type Applications". In this module, it allows you to i) search submitted user login type application and ii) submit user login type request for your existing foreign staff who are not eligible for SingPass.



- ii) For new employment, teacher certification (pre-employed) and new course enrolment applications, there is a field for Centre/ HQ/ Training provider to request for change in login type for foreign staff (only for staff who are not eligible for SingPass).



1.2 How does the change benefit centres and training agencies?

Centres/ HQs/ Training Agencies are no longer required to email the duly completed account request form to us. There is also no lag time in effecting the change in login type from SingPass to ONE@ECDA, for the foreign staff as the change would take place upon submission. The foreign staff is only required to setup his/her ONE@ECDA account after receiving a system-generated email notification from ONE@ECDA.

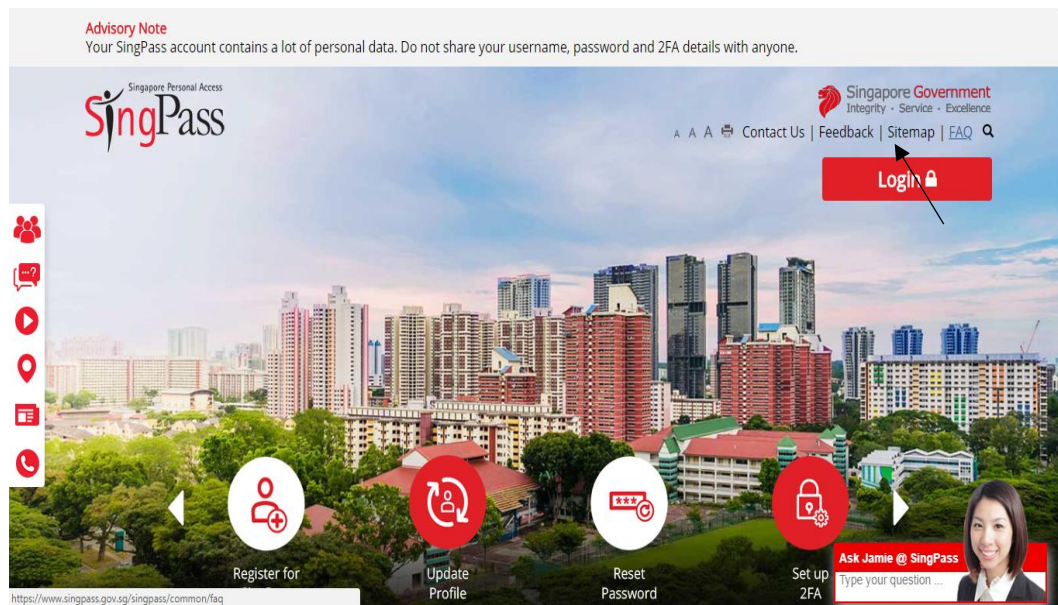
1.3 Is it true that all foreign staff is not eligible for SingPass?

No. It will depend on the type of pass they are holding on. Centre is encouraged to check the eligibility of SingPass.

1.4 How do I check if my foreign staff is eligible for SingPass?

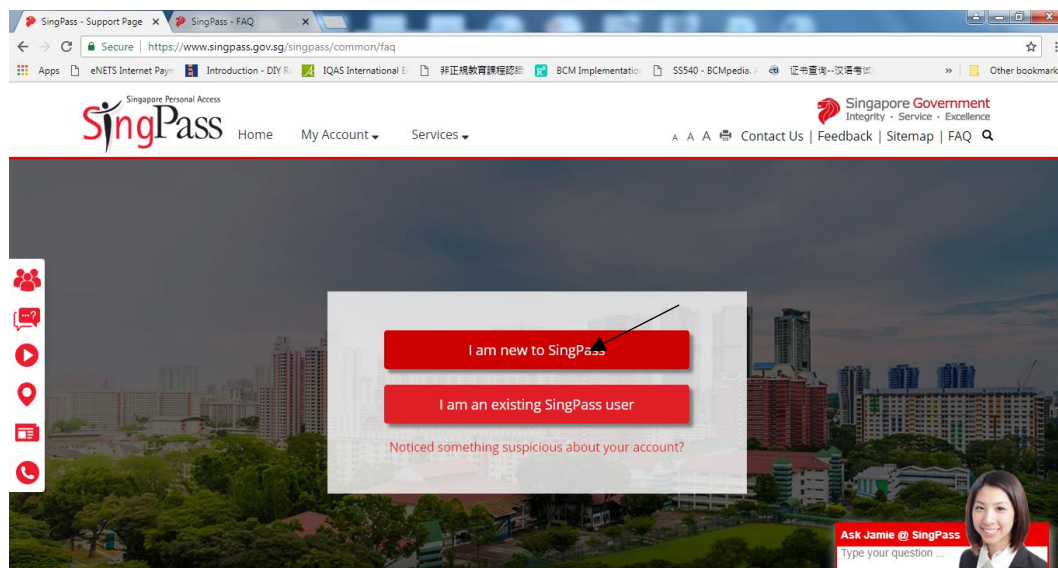
Step 1

Visit SingPass website at www.singpass.gov.sg. Click on FAQ.



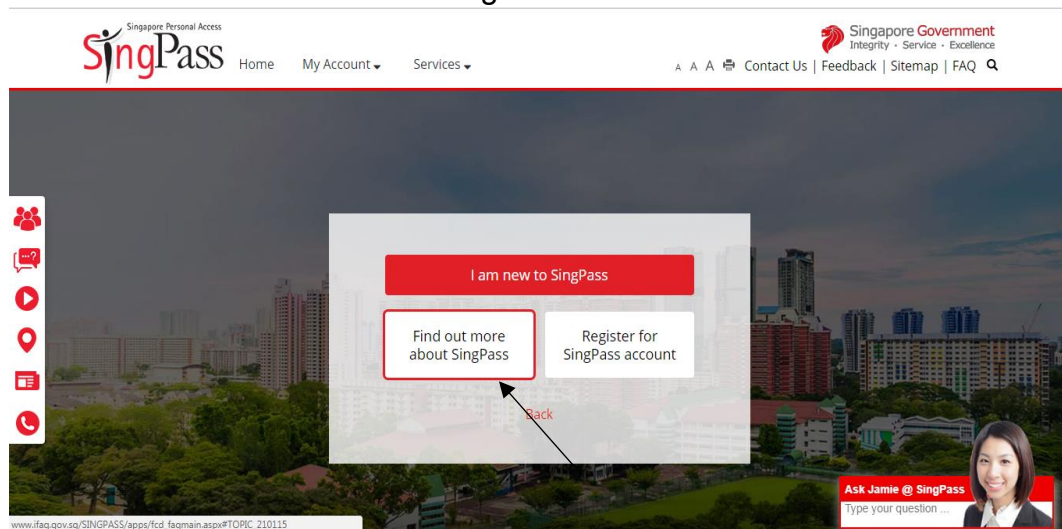
Step 2

Click on 'I am New to SingPass'.



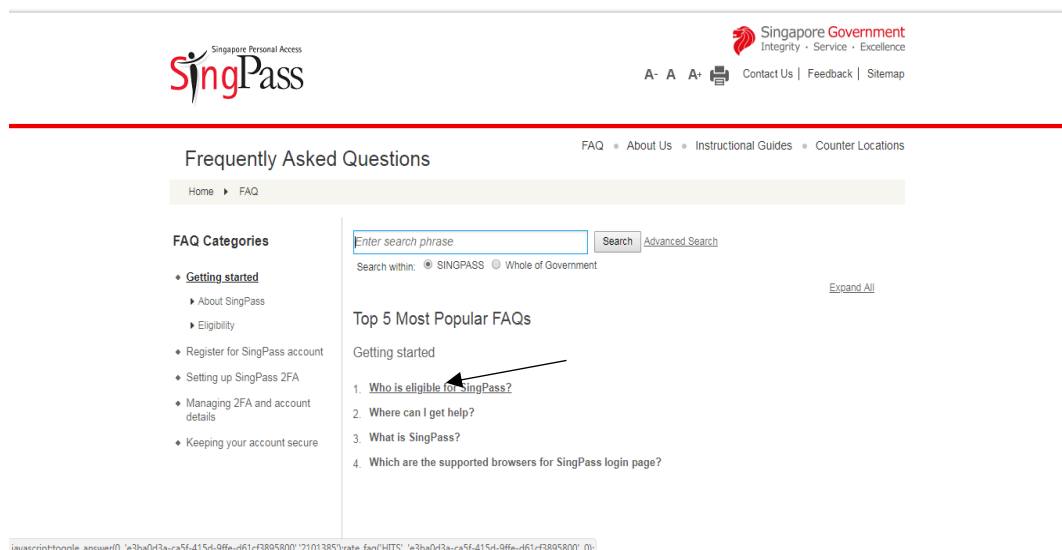
Step 3

Click on 'Find out more about SingPass'.



Step 4

Click on the FAQ on 'Who is eligible for SingPass'.



Step 5

Check if your staff's Pass Type belongs to the following groups:

1. **Who is eligible for SingPass?**

Please note that the minimum age requirement is 15 years old.

The following groups of users are eligible to apply for SingPass:

- (a) Singapore Citizen and Permanent Resident
- (b) Employment Pass and Personalised Employment Pass holders
- (c) EntrePass holders
- (d) S-Pass holders
- (e) Dependant Pass holders (of EP, PEP, EntrePass and S-Pass holders)
- (f) Long Term Visit Pass-Plus (LTVP+) holders
- (g) Selected Work Permit Holders who require SingPass authentication to perform e-Service transactions.

Please access [WP Online](#) to check your status.

1.5 If my NRIC colour is Pink or Blue, am I eligible for SingPass?

Yes. All pink/blue NRIC holders are eligible for SingPass.

1.6 Can I apply for change in user login type if my staff's NRIC colour is Pink or Blue?

No. The login type for all staff with pink/blue NRIC is defaulted as SingPass, since they are eligible for SingPass.

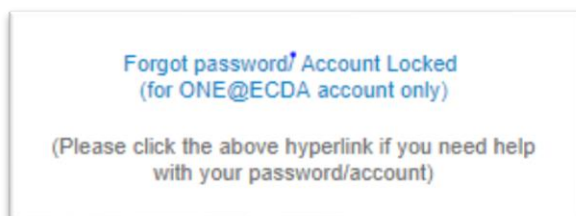
1.7 My staff would like to update the ID No. to Singapore Permanent Resident ID. Will there be a change in the login type?

The Update Identity Details application needs to be submitted through your centre administrator.

Once the staff profile is updated with the new ID no, staff can login to ONE@ECDA via Singpass.

1.8 My staff has forgotten his/her password. How can he/she reset his/her account/password?

Your staff can use the following feature, which can be found on the ONE@ECDA login page to reset account/password.



2. Need Support or Help?

2.1 Who can users contact if they require assistance?

ONE@ECDA Technical Support	Call 67359213 <ul style="list-style-type: none">• 8.30am – 6pm (Mon – Fri)• 8.30am – 1pm (Sat) *Closed on Sunday and Public Holiday
Queries on Teacher Registration	Email: teachermatters@ecda.gov.sg

**FOR EXTERNAL REFERENCE
(as at June 2020)**

Queries on CPD training courses	Email: cpdadmin@ecda.gov.sg
Queries on Accreditation/Other ECDA Related Matters/ONE@ECDA Account Related Matters	Email: contact@ecda.gov.sg