

User Manual

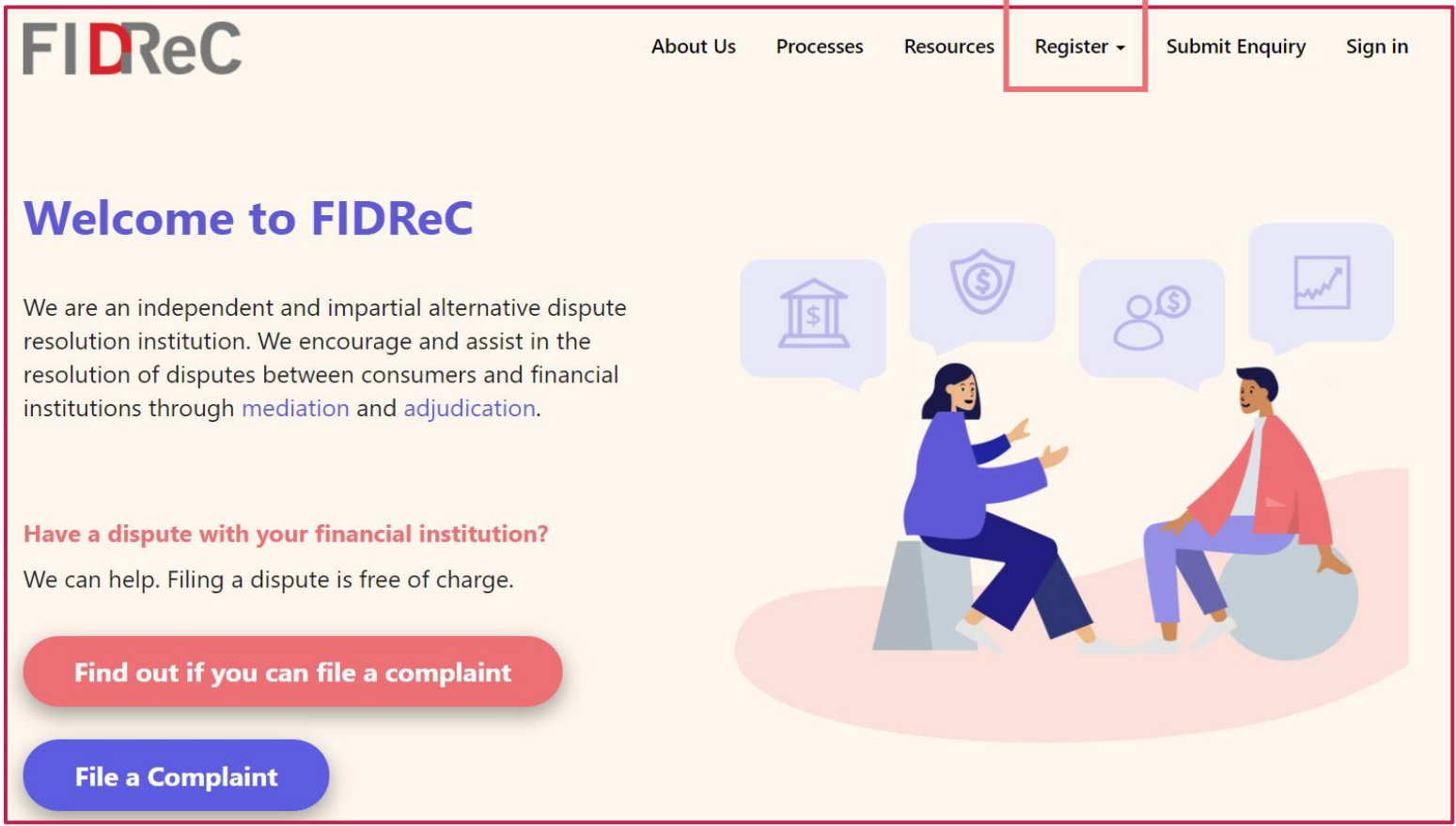
Registering an account with FIDReC

Within this tutorial, we will take a look at how you can...



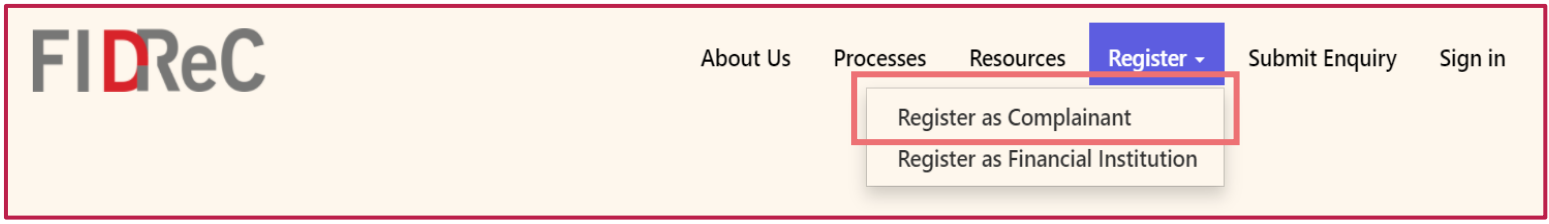
REGISTER AN ACCOUNT WITH FIDREC BY
SUBMITTING OUR ONLINE FORM

3



1

To register an account with us using our online form, select the **Register** option on the top menu, and click on **Register as Complainant**.



FIDReC About Us Processes Resources Register Submit Enquiry Sign in

Home > Complainant

The purpose of registration is to allow you to access your own portal where you can file your complaint, contact us, and view the status of your complaint. This should take about 5 minutes.

If you are helping someone file the complaint, please fill in the complainant's personal details on the registration form and then include yourself as the nominee.

singpass


Are you a resident of Singapore? If so, please click below to use MyInfo to speed up your registration.

Retrieve Myinfo with singpass

If not, please click here to proceed to the registration form.

Registration Form



2 On the registration options page, select **Registration Form**. This will bring you to our online registration form.

 **Some helpful tips:** If you are a resident of Singapore, please select **Retrieve Myinfo with singpass** for a quick and easy way to register and have your identity verified. Otherwise, you will have to fill in your details and FIDReC will authenticate your identity separately.


FIDReC About Us Processes Resources Register ▾ Submit Enquiry Sign in


Home > Complainant > Registration



Personal Details

Salutation * <input type="text"/>	Name * <input type="text"/>
NRIC / FIN / Passport No. * <input type="text"/>	Date of Birth * <input type="text"/>  <small>Please enter date in DD/MM/YYYY format.</small>
Email * <input type="text"/>	Phone Number * <input type="text"/> Provide a telephone number
Nationality * <input type="text"/>  <small>Please click on the search icon to select.</small>	Residential Status * <input type="text"/>
Occupation <input type="text"/>	Name of Employer <input type="text"/>
Gender <input type="text"/>	

Address

Block / Building / Line 1 * <input type="text"/>	Floor / Unit / Line 2 <input type="text"/>
Street * <input type="text"/>	Postal Code <input type="text"/>
City * <input type="text"/>	State / Province <input type="text"/>
Country * <input type="text"/>  <small>Please click on the search icon to select.</small>	

3 Fill in the information requested under the **Personal Details** and **Address** sections. For **Nationality** and **Country** you can click on the  icon to search for your relevant details.

 **Some helpful tips:**
All mandatory information that must be filled can be identified by a * next to the field. When filling in your date of birth, you can choose to select a date by clicking on the  icon.



Additional Details

I can speak: ⓘ *

- English
- Mandarin
- Malay
- Tamil

Please contact me via *

Highest Education *

Please acknowledge that you have read, understood and accept all the terms and conditions set out in the [Terms of Reference](#) and [Terms of Use and Obligation of Confidentiality](#).

I acknowledge and accept the Terms and Conditions specified under the agreements stated above. *



[Generate a new image](#)

[Play the audio code](#)

Enter the code from the image

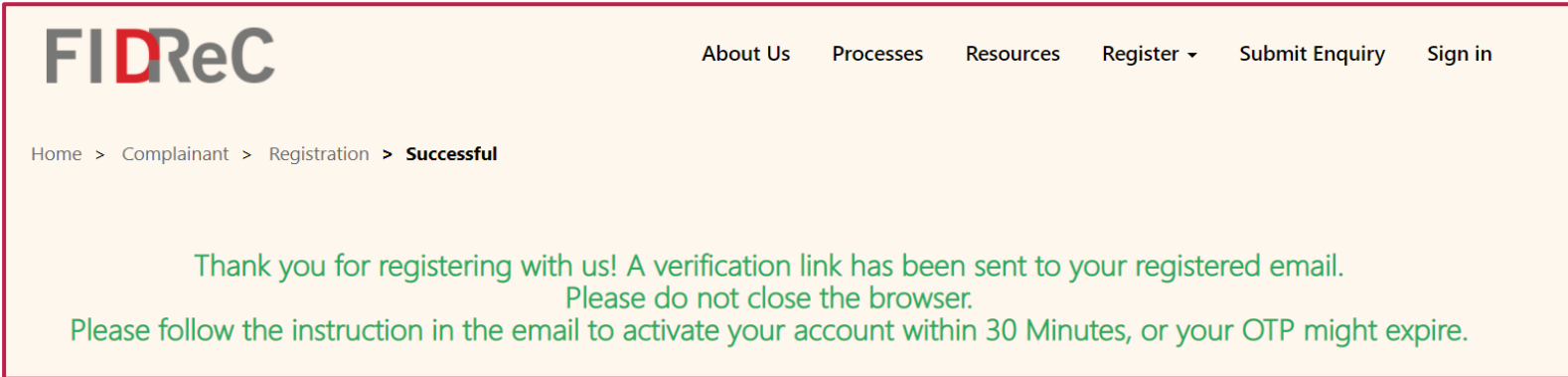
Submit

4

Fill in the **Additional Details** section. You can hover your cursor over the ⓘ icon to view tips and explanations.

5

Before submitting the registration form, you will need to accept the terms and conditions as stated by FIDReC. You can read the **Terms of Reference** and **Terms of Use and Obligation of Confidentiality** by clicking on the links. The final step is to fill in the captcha code from the image and click **Submit**

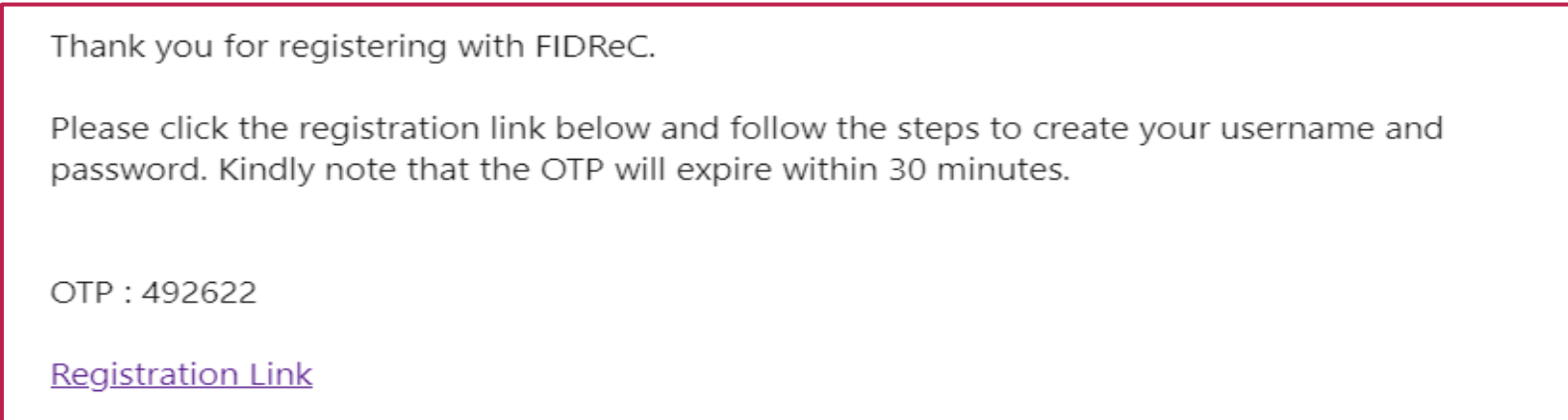


FIDReC

About Us Processes Resources Register Submit Enquiry Sign in

Home > Complainant > Registration > **Successful**

Thank you for registering with us! A verification link has been sent to your registered email.
Please do not close the browser.
Please follow the instruction in the email to activate your account within 30 Minutes, or your OTP might expire.

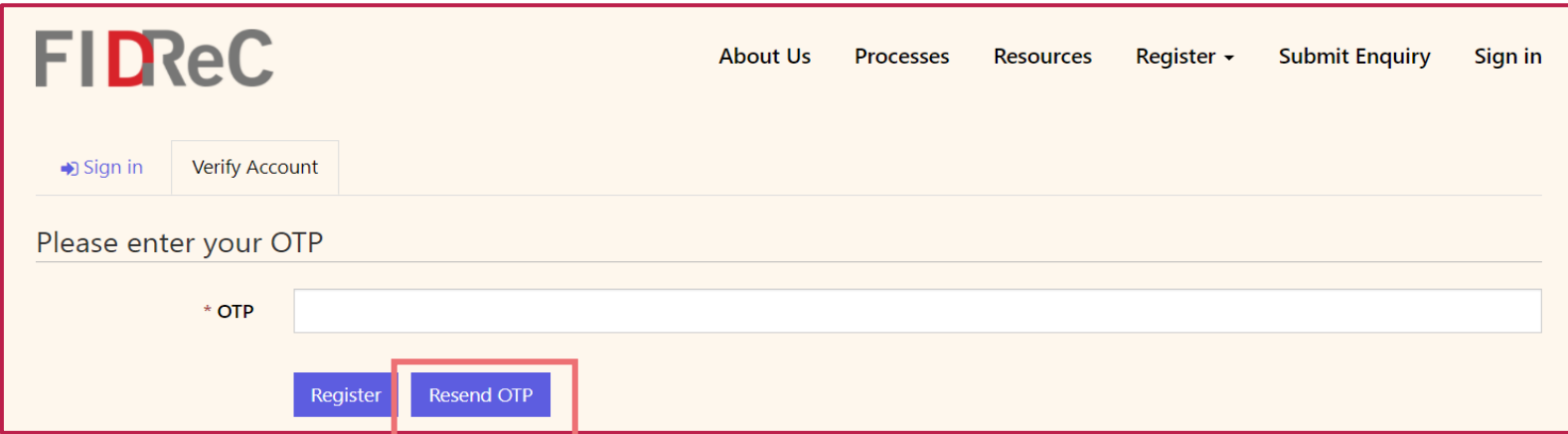


Thank you for registering with FIDReC.

Please click the registration link below and follow the steps to create your username and password. Kindly note that the OTP will expire within 30 minutes.

OTP : 492622

[Registration Link](#)



FIDReC

About Us Processes Resources Register Submit Enquiry Sign in

Sign in Verify Account

Please enter your OTP

* OTP

Register Resend OTP

6 After submitting your form, you will be shown a message to indicate your registration has been submitted. You will then be automatically redirected to the page for you to enter your OTP.

7 As next steps, an OTP will be sent to the registered email address. You can click on the **Registration Link** in the email, or use the page mentioned in the previous step.

8 If you did not receive an email, and it has not been redirected to your Junk or Spam folder, or if your OTP has expired, you can click [Resend OTP](#).

The screenshot shows the FIDReC website header with navigation links: About Us, Processes, Resources, Register, Submit Enquiry, and Sign in. Below the header, the breadcrumb trail reads 'Home > Resend OTP'. The main heading is 'Resend OTP'. There is a text input field labeled '* Email' which is currently empty. Below the input field is the instruction 'Enter your email address to request a new OTP.' and a blue 'Send' button.

9

You will be redirected to another page where you can enter your email again and click **Send** . A confirmation notice will appear, before you are redirected back to the page for you to enter your OTP.

This screenshot shows the same FIDReC website after a successful submission. A light blue confirmation banner at the top of the form area reads 'Email sent. You will be redirected to the OTP screen'. The '* Email' input field now contains the text 'frankiejchan@outlook.com'. The instruction 'Enter your email address to request a new OTP.' and the blue 'Send' button remain visible below the input field.

FIDReC About Us Processes Resources Register Submit Enquiry Sign in

Sign in Verify Account

Please enter your OTP

* OTP

Register Resend OTP

10 Enter your OTP and click on [Register](#).

FIDReC About Us Processes Resources Register Submit Enquiry Sign in

Sign in Verify Account

Redeeming code: 492622

Please set your username and password

* Email frankiejkchan@outlook.com

* Username

* Password ⓘ

* Confirm password

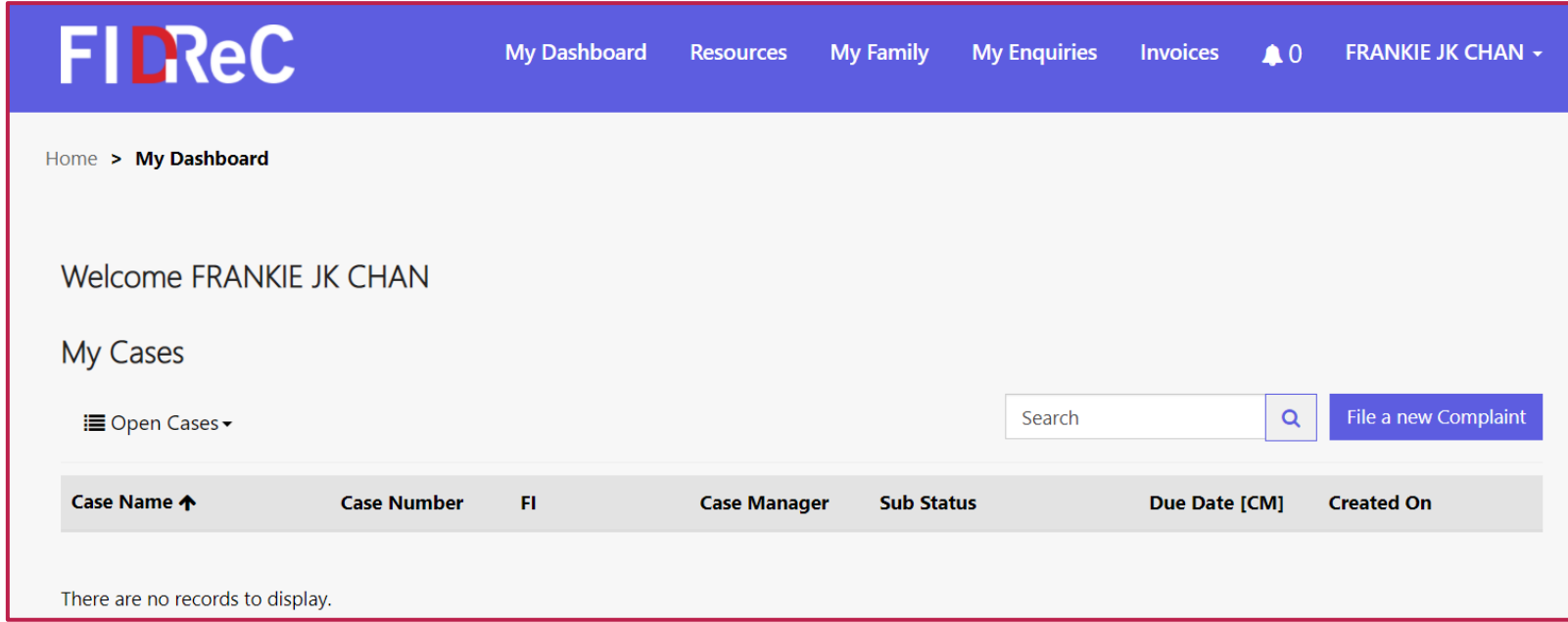
Register

11 Once you click **Register** on the OTP page, you will be brought to another page to set your **Username** and **Password**. Once you have input your details, you can click on [Register](#) to complete the registration process.



Some helpful tips:

You can hover over the ⓘ icon to view the list of requirements for setting your password, and you can view the password that you have entered by clicking on the 👁 icon.



Home > My Dashboard

Welcome FRANKIE JK CHAN

My Cases

Open Cases ▾

Search

Case Name ↑	Case Number	FI	Case Manager	Sub Status	Due Date [CM]	Created On
There are no records to display.						

12 You will be redirected to a landing page, and you are all set! You can now access your personalized dashboard and submit your complaints to us by clicking .





Thank you!