

User Manual

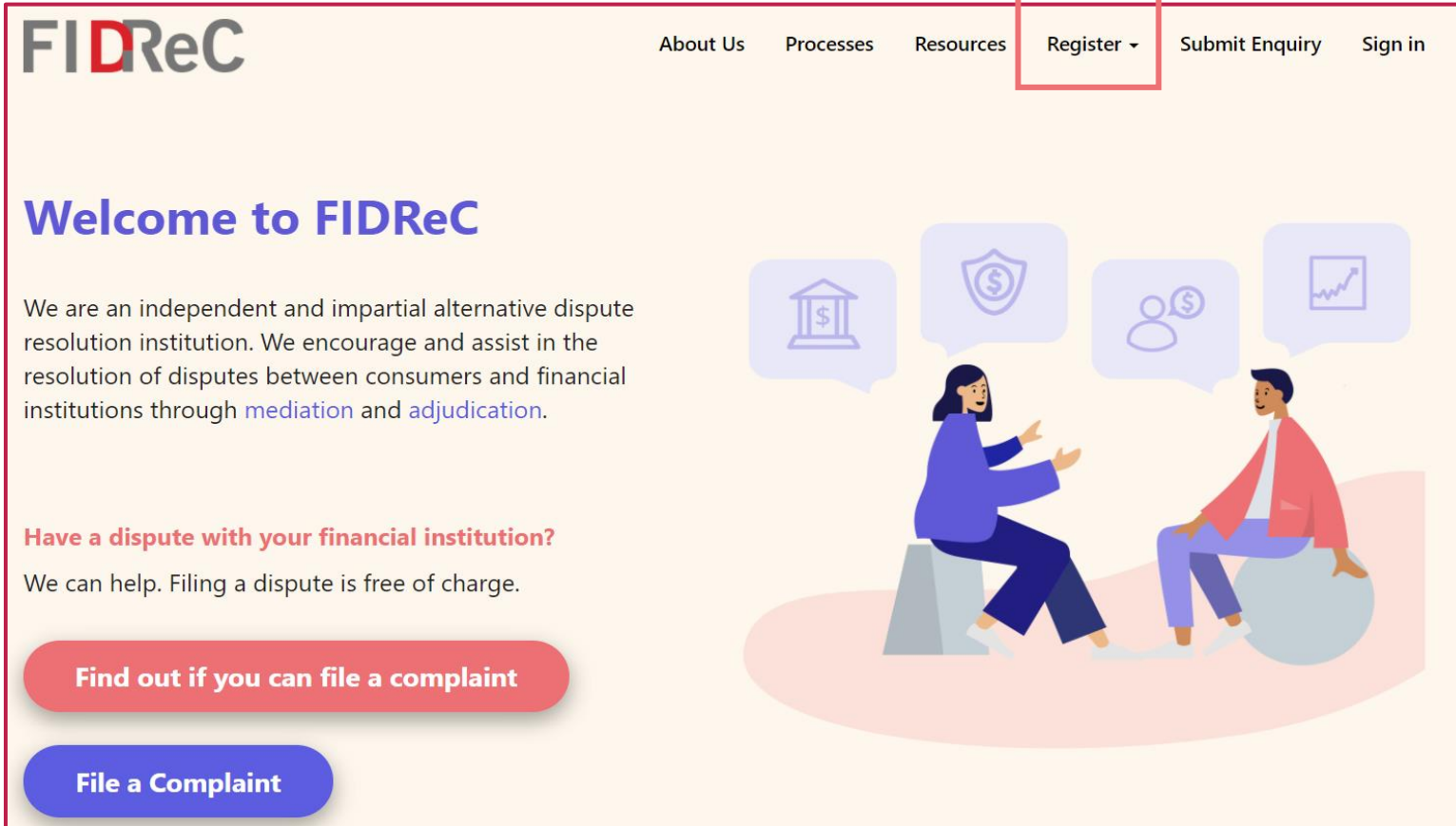
Registering an account with FIDReC

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

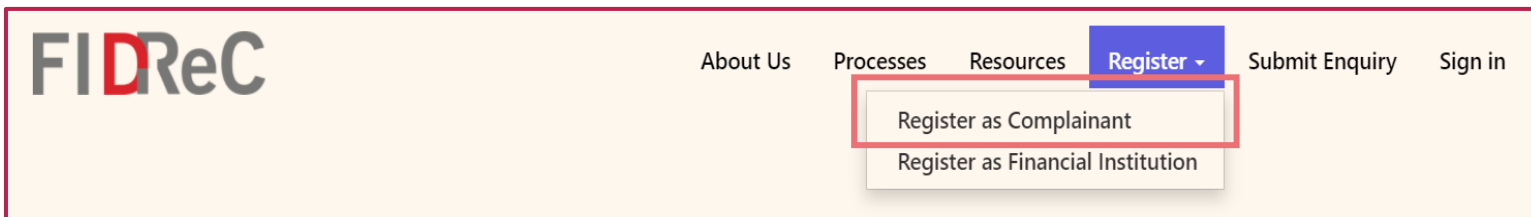


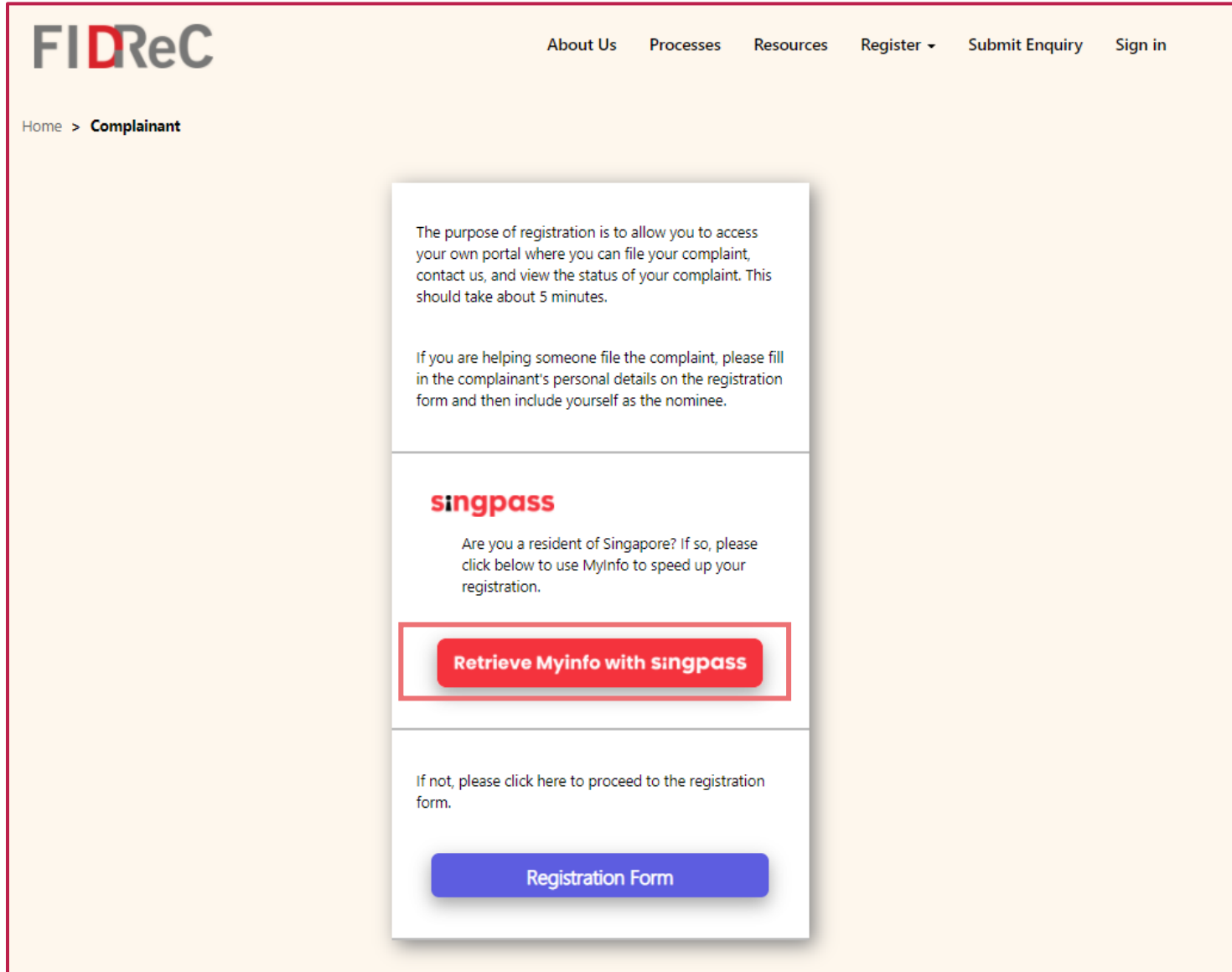
REGISTER YOUR ACCOUNT WITH FIDREC USING
MYINFO (SINGPASS)

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**.





2


On the registration options page, select **Retrieve Myinfo with singpass**. This will bring you to the singpass login page.



Some helpful tips:
If you do not have singpass, you can register with us using our online **Registration Form**. You will have to fill in your details and FIDReC will authenticate your identity separately.

Singpass app Password login

Scan with Singpass app to log in



Don't have Singpass app? [Download now](#)

Singpass app **Password login**


Log in

Log in

[Forgot Singpass ID](#) [Reset password](#)

[Register For Singpass](#)

- 3 On the login page, singpass offers two ways for you to log in. You can choose to use either the **Singpass app** or the **Password login**.
- 4 To login using the Singpass app, you can choose to scan the QR code with your app to authenticate your identity.
- 5 To login using the Password login, simply enter your Singpass ID and Password to log in.



Singpass retrieves personal data from relevant government agencies to pre-fill the relevant fields, making digital transactions faster and more convenient.

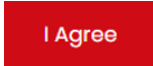
This digital service is requesting the following information from Singpass, for the purpose of registering with FIDReC.


- > NRIC/FIN
- > Name
- > Sex
- > Date of Birth
- > Nationality
- > Residential Status
- > Mobile Number
- > Email
- > Registered Address
- > Employer's Name
- > Occupation

Clicking the "I Agree" button permits this digital service to retrieve your data based on the [Terms of Use](#).

Cancel


I Agree

6 Once you log in, you will be asked for consent for FIDReC to retrieve your information using singpass. You can provide your consent by clicking  .

 **Some helpful tips:**
If you are unable to login using singpass, or if you are experiencing any issues, you can still register using our online **Registration Form**.

The screenshot shows the FIDReC registration form. At the top, there is a navigation bar with links for 'About Us', 'Processes', 'Resources', 'Register', 'Submit Enquiry', and 'Sign in'. Below the navigation bar, the breadcrumb trail reads 'Home > Complainant > Registration'. The form is divided into two main sections: 'Personal Details' and 'Address'. In the 'Personal Details' section, there are two columns of fields. The left column includes 'Salutation *' (a dropdown menu), 'NRIC / FIN / Passport No. *' (a text input), 'Email *' (a text input), 'Nationality *' (a search-based dropdown), 'Occupation' (a text input), and 'Gender' (a dropdown menu). The right column includes 'Name *' (a text input), 'Date of Birth *' (a date picker with a calendar icon and a note 'Please enter date in DD/MM/YYYY format.'), 'Phone Number *' (a text input), 'Residential Status *' (a dropdown menu), and 'Name of Employer' (a text input). The 'Address' section also has two columns. The left column includes 'Block / Building / Line 1 *' (a text input), 'Street *' (a text input), 'City *' (a text input), and 'Country *' (a search-based dropdown). The right column includes 'Floor / Unit / Line 2' (a text input), 'Postal Code' (a text input), and 'State / Province' (a text input). Fields marked in grey indicate they are not editable.

7 Once you provide your consent, we will retrieve your information from MyInfo, and prefill the **Personal Details** and **Address** sections of your registration form with your details. Fields marked in grey will not be editable.

 **Some helpful tips:** The information that we retrieve depends on the details that you have provided when registering with MyInfo.



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](#)

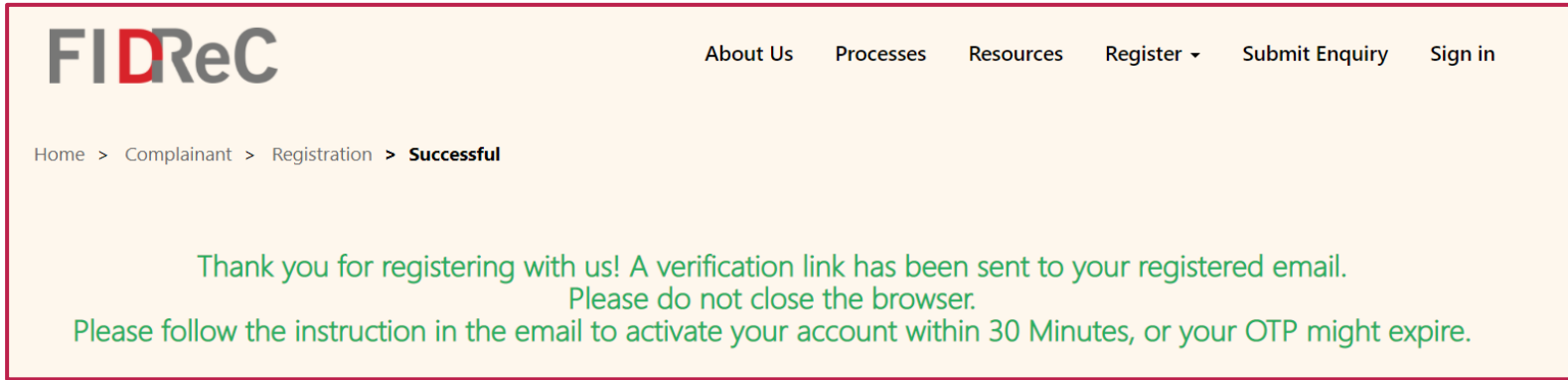
[Play the audio code](#)

Enter the code from the image

Submit

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

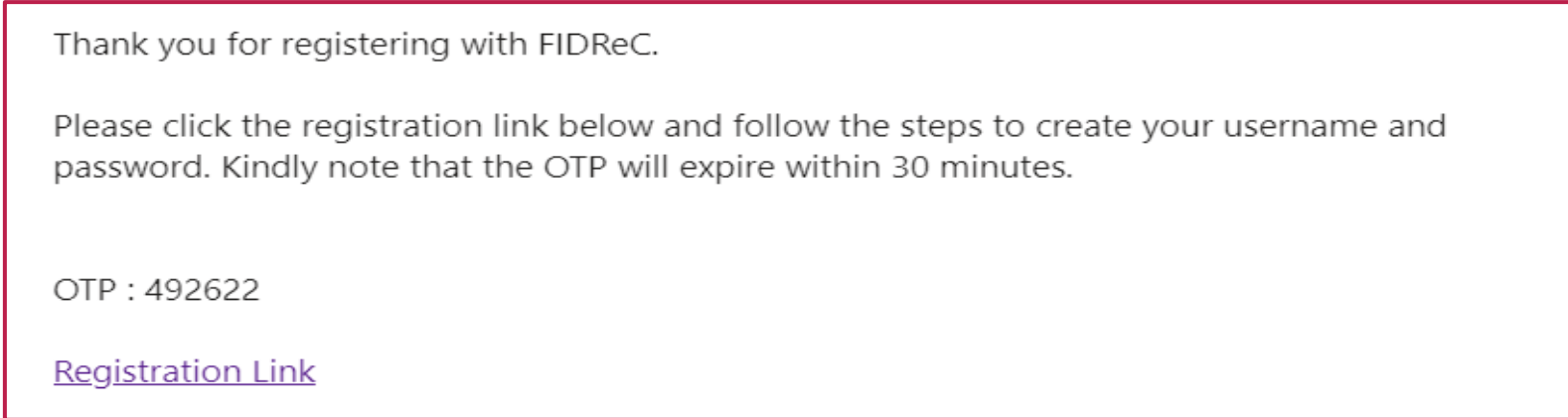
9 Before submitting the registration form, you will need to accept the terms and conditions as stated by FIDReC. You can read the **Terms of Reference** and **Terms of Use and Obligation of Confidentiality** by clicking on the links. The final step is to fill in the captcha code from the image and click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

10 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.

11 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.

12 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 the logo and navigation links: About Us, Processes, Resources, Register, Submit Enquiry, and Sign in. Below the header, there is a breadcrumb trail: Home > Resend OTP. The main heading is 'Resend OTP'. There is a form with a label '* Email' and an empty text input field. Below the input field is the instruction 'Enter your email address to request a new OTP.' and a blue 'Send' button.

13

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

The screenshot shows the FIDReC website header with the logo and navigation links: About Us, Processes, Resources, Register, Submit Enquiry, and Sign in. Below the header, there is a breadcrumb trail: Home > Resend OTP. The main heading is 'Resend OTP'. A light blue confirmation message is displayed: 'Email sent. You will be redirected to the OTP screen'. Below the message is a form with a label '* Email' and a text input field containing the email address 'frankiejchan@outlook.com'. Below the input field is the instruction 'Enter your email address to request a new OTP.' and a blue 'Send' button.

The screenshot shows the FIDReC registration interface. At the top, there is a navigation menu with links for 'About Us', 'Processes', 'Resources', 'Register', 'Submit Enquiry', and 'Sign in'. Below the navigation, there are two buttons: 'Sign in' and 'Verify Account'. The main heading reads 'Please enter your OTP'. There is a text input field labeled '* OTP'. Below the input field are two buttons: 'Register' and 'Resend OTP'.

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

The screenshot shows the FIDReC registration interface. At the top, there is a navigation menu with links for 'About Us', 'Processes', 'Resources', 'Register', 'Submit Enquiry', and 'Sign in'. Below the navigation, there are two buttons: 'Sign in' and 'Verify Account'. A light blue banner displays 'Redeeming code: 492622'. The main heading reads 'Please set your username and password'. There are four text input fields: '* Email' (containing 'frankiejchan@outlook.com'), '* Username', '* Password' (with an information icon), and '* Confirm password'. Below the input fields is a 'Register' button.

15 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.

The screenshot shows the FIDReC user interface. At the top, there is a navigation bar with the FIDReC logo and menu items: My Dashboard, Resources, My Family, My Enquiries, Invoices, a notification bell with '0', and the user's name 'FRANKIE JK CHAN'. Below the navigation bar, the breadcrumb 'Home > My Dashboard' is visible. A welcome message reads 'Welcome FRANKIE JK CHAN'. Under the heading 'My Cases', there is a section for 'Open Cases' with a search bar containing the text 'Search' and a magnifying glass icon, followed by a blue button labeled 'File a new Complaint'. Below this is a table header with columns: Case Name ↑, Case Number, FI, Case Manager, Sub Status, Due Date [CM], and Created On. At the bottom of the table area, it states 'There are no records to display.'

16

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 [File a new Complaint](#).





Thank you!