

## Get help going online with eCitizen Helpers

Need help going online? Our eCitizen Helpers can assist you to access all government e-services that you need. This free service is available at many public places island-wide, including:

- eClubs
- Regional and Community libraries
- NTUC Income branches
- RSVP Singapore at Bukit Timah
- Singapore Post Centre at Eunos
- Crawford Residents' Committee
- FujiFilm outlets (only for passport applications)



Look out for the friendly eCitizen Helper icon at these places. You can get a complete listing of the eCitizen Helper outlets and more information by visiting [www.eCitizen.gov.sg](http://www.eCitizen.gov.sg).

## TrustSg – Transacting online with peace of mind

Online transaction is one of the wonders of the World Wide Web. With e-transactions, you can pay bills, renew licenses, apply for new e-services from the comfort of your home, 24 hours a day, seven days a week without breaking even a bead of sweat.



TrustSg is a nation-wide trust mark initiative by the National Trust Council with the support of the Infocomm Development Authority of Singapore. This is to help build confidence in online transactions especially in the area of privacy and security. When you visit websites with the TrustSg mark, you can be assured that you are dealing with trustworthy service providers.

In line with the government's aim to provide quality service to customers, various government agencies have been accredited with TrustSg in recognition of their efforts in embracing best practices in security and privacy.

For more information about TrustSg, go to [www.trustsg.com](http://www.trustsg.com).

## Government e-services At Your Fingertips



Visit us at [www.gov.sg](http://www.gov.sg)

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Whether you are filing your taxes, checking the availability of new HDB flats, registering for National Service or applying for a new passport, there is now an easier and better way to get these things done. With eCitizen, the one-stop online portal for all government services and information, you can now do all of the above and much more. By accessing government services online instead of physically going down to the various government agencies, you are saving time and adding convenience to your life.



The various e-services are categorised into seven broad categories:

### Culture, Recreation & Sports

Here you can take part in online virtual heritage trails, check out events and festivals year-round, find out about the local flora and fauna in parks and book sports facilities over the Net.

### Defence & Security

You can apply your passports and re-register your NRIC online, and make reports on fire hazards and non-emergency police reports. NS men will be able to access a wide range of e-services including registering for National Service and booking IPPT test dates.

### Education, Learning & Employment

Parents will find the education resources useful, including getting the list of approved textbooks for schools and finding out more about schools in Singapore. Job seekers and employers will want to check out the online job matching database while employers can enjoy the instant foreign worker work pass verification service.

### Family & Community Development

The directory of family and social services provides a wealth of information on family support services like childcare and infant care, after school care for students as well as care for the elderly. Singles can take advantage of the online matchmaking services while couples can file their notice of marriage online. You can also make donations online, find out about attending to a demise in the family. If you are living with disabilities, there are special websites to cater to your unique needs.

### Health & Environment

You can make an appointment with your doctor and buy medicine and health supplements online, find out more about eldercare health services, get weather predictions and learn more about protecting our environment.

### Housing

Everything you need about Housing is available online, including checking on latest transacted prices of HDB resale units and private housing, understanding the different modes of sale for new HDB flats like Walk-In-Selection Exercise, Build-To-Order System and Balloting Exercise, getting the latest information on housing financial schemes and CPF financing rules, information on renting HDB flats, guidelines on home renovations and estate renewal programmes.

### Transport & Travel

All you need to know about motoring is here including tips on learning to drive and owning a car in Singapore, finding out about road tax renewal, COE rules and ERP rates. You can also get tips and information about travelling abroad like flight schedules and visa requirements.

## SingPass Your common password to transact with the government online

Ever had so many passwords to remember for different government online services? Now, you just need to remember one password! SingPass, which stands for "Singapore Personal Access", is your common password to access different government online services. SingPass protects your privacy by giving you your personal online identity and password to authenticate your transactions online. To access these online services, you will require your SingPass ID (which is your NRIC number for citizens and residents, or FIN for foreigners) and SingPass. Some of the online services which you can access with your SingPass includes:



- Checking your CPF statements
- E-filing your income tax
- Requesting for encashment of your Economic Restructuring Shares (ERS)
- My.eCitizen alerts for passport renewal, road tax renewal, overdue library books and other services

### How to get your SingPass

Singaporeans, Singapore Permanent Residents, Employment and Dependant Pass holders who are at least 15 years old can apply for SingPass @ [www.eCitizen.gov.sg](http://www.eCitizen.gov.sg). You can request for your SingPass online at [www.eCitizen.gov.sg/singpass](http://www.eCitizen.gov.sg/singpass). Your SingPass will be mailed to you within 7 days by using the SingPass Online Request. You can also get your SingPass on the spot by visiting the appointed counter locations island-wide. Visit our website for a list of these locations.

### Why queue when you can e-pay?

At eCitizen, not only can you access government services and information, you can also pay for your fines, taxes, licenses and tickets. These include:

- Vehicle fines under LTA, URA and HDB
- Property and income taxes
- TV, Vehicle Radio and Dealers' licences
- URA season parking tickets
- Dog licence
- Road tax

You have a wide choice to payment methods – credit & debit cards, cash card, Internet banking and a new innovative solution called FlexiPay. FlexiPay is an Internet e-payment service that allows you to make payments to government agencies online by signing just one Direct Debit Authorisation (DDA) form authorising deduction from your bank account. SingPass is used to authorise each payment transaction online.

**Apply for FlexiPay today!**  
To apply online, go to [www.eCitizen.gov.sg/flexipay](http://www.eCitizen.gov.sg/flexipay).

There are many more e-services for you to discover for yourself. Check them out now at [www.eCitizen.gov.sg](http://www.eCitizen.gov.sg).