

## Navigating the new Bizfile: Email Verification

### Overview of Email Verification

Email verification is required to ensure the accuracy of contact information and to prevent unauthorised changes to business records. Individuals who have not verified their emails will not be able to perform any other transactions in Bizfile.

#### A. Overview of Key Scenarios

Key Scenarios	Details	Learn more
<b>When email verifications would be triggered</b>	<ul style="list-style-type: none"><li>i. During the registration of a new business entity</li><li>ii. Upon updating the personal email address of a position holder</li><li>iii. Appointing a new position holder</li><li>iv. Registering as Registered Qualified Individual</li></ul>	<a href="#">Click here</a>
<b>How to verify upon receiving the email</b>	Click on the link in the verification email from ACRA	<a href="#">Click here</a>
<b>How to troubleshoot if the email verification is not received</b>	<ul style="list-style-type: none"><li>i. Check Junk/Spam in email</li><li>ii. Check email address keyed into Bizfile</li></ul>	<a href="#">Click here</a>
<b>How to request for a new verification after the link has expired</b>	Log in to Bizfile with your Singpass (Individual user) account	<a href="#">Click here</a>

For additional FAQs relating to email verification, [click here](#).

## B. Step-by-step instructions for receiving and completing email verification

### 1) When email verifications would be triggered

ACRA requires individuals to verify their email addresses during the following scenarios:

When will email verification be triggered?	Who will be required to verify their emails?
<b>a. Upon the registration of a new business entity</b>	Position holders of the newly registered business entity
<b>b. Updating the personal email address of a position holder</b>	Position holders whose personal email has been updated
<b>c. Appointing a new position holder</b>	Newly appointed position holders

- **Upon the registration of a new business entity**

After you complete payment for registering a new business entity, Bizfile will trigger an email verification to all position holders in the created business entity. The emails will be sent to the personal email address provided during registration as part of the position holder's personal information, to confirm they are valid and accessible.

- **Upon updating the personal email address of a position holder**

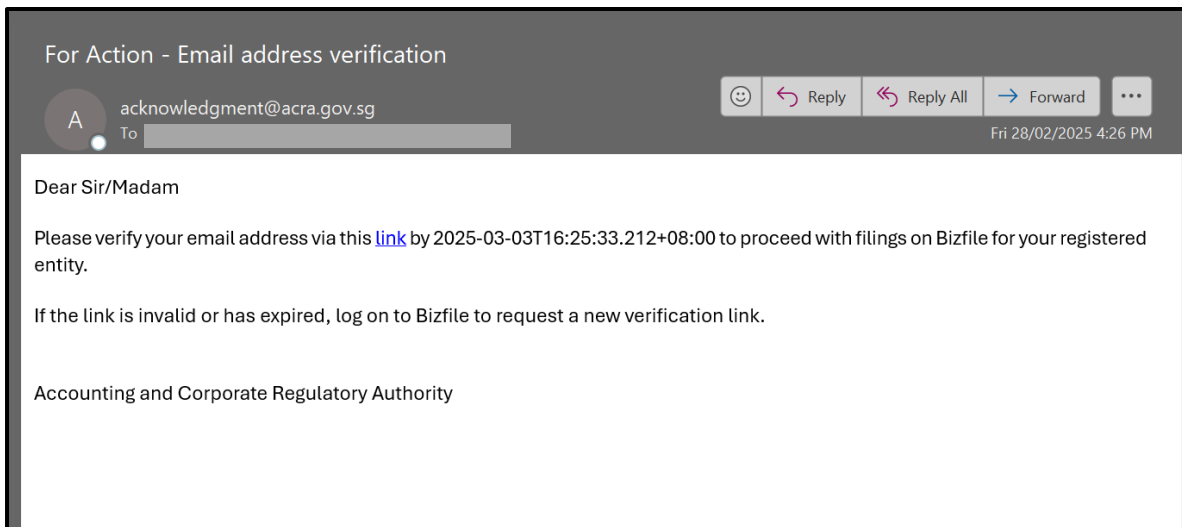
After updating the position holders' email address, Bizfile will trigger a verification email to the updated email address.

- **When appointing a new position holder**

Upon appointing a new position holder, Bizfile will trigger an email to the new position holder in the business entity, through their email address provided as part of the position holder's personal information.

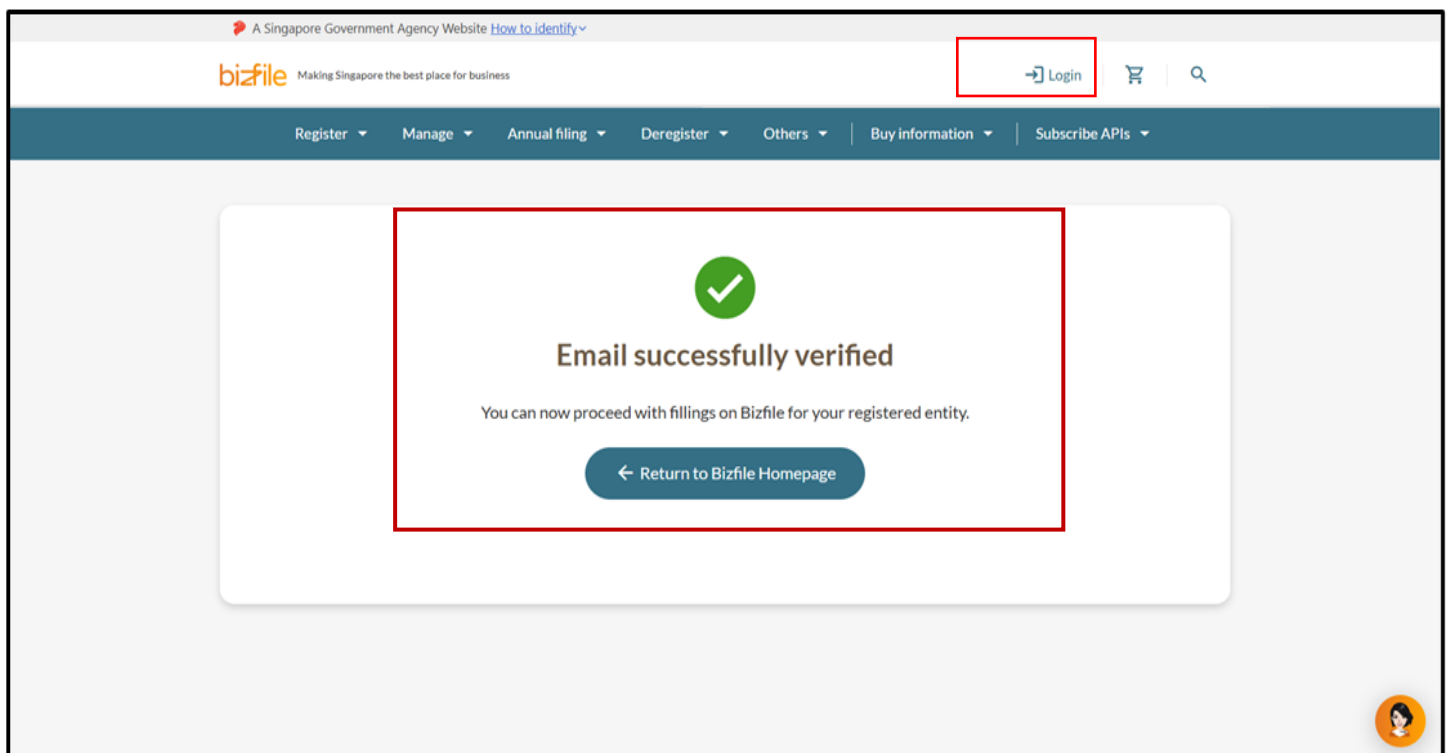
## 2) How to verify your email address

**Step 1:** Upon receiving the verification email from ACRA, click on “link” to confirm your email address. Please note that the verification link will expire after 3 days, so complete your **verification promptly**.



**Step 2:** You will be directed to the Bizfile confirmation page showing that your registered email address has been successfully verified.

Please note that this verification process does not log you in to Bizfile. To perform any transactions, you will need to separately log in to Bizfile using your Singpass or Corppass.



### 3) Troubleshooting missing email verification

If you did not receive the verification email:

#### i) Check your junk/spam email folders

The verification email from ACRA might have been automatically filtered into your spam or junk folder. Look for an email from ACRA in these folders.

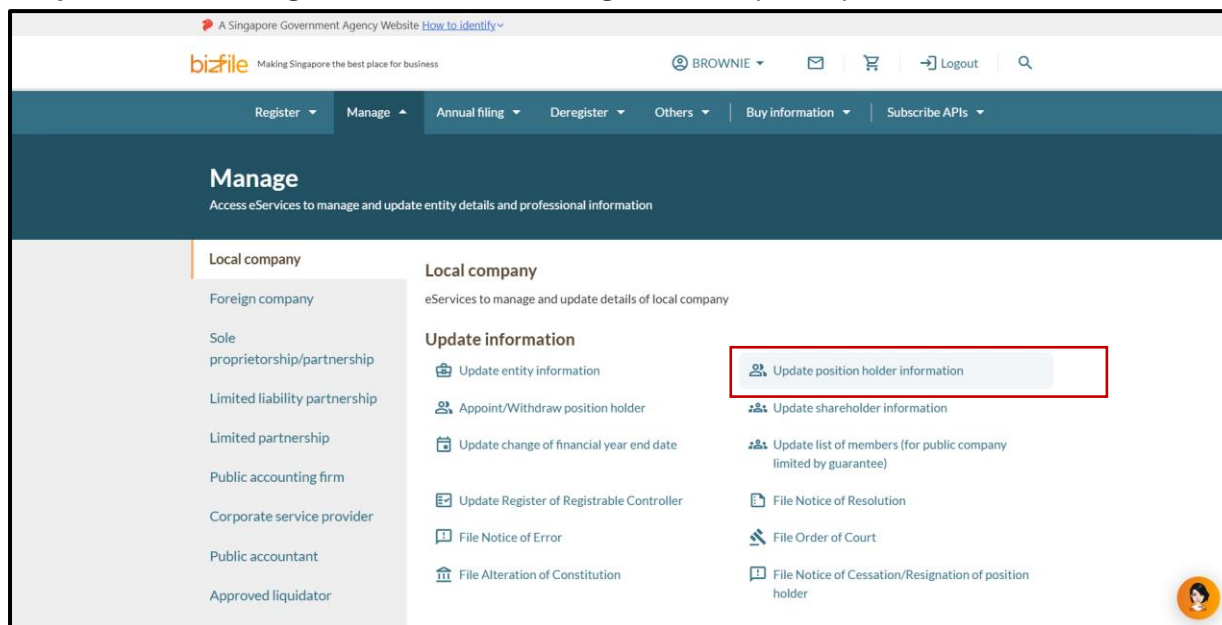
#### ii) Check your email address entered in Bizfile

Double-check that your email address was entered correctly in Bizfile. Even a small typo in your email address will prevent you from receiving the verification email.

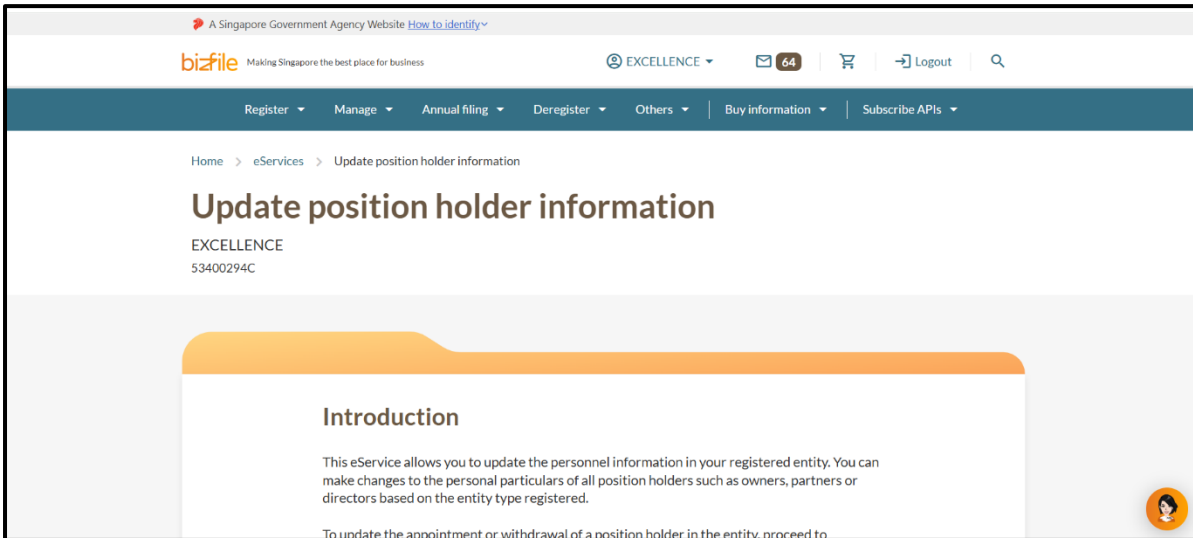
If you have engaged a Corporate Service Provider (CSP) for your entity's registration, you may contact them directly to check and update your email address on your behalf.

To check if your email address is correct, log in to Bizfile using Corppass if you are a position holder in an existing entity.

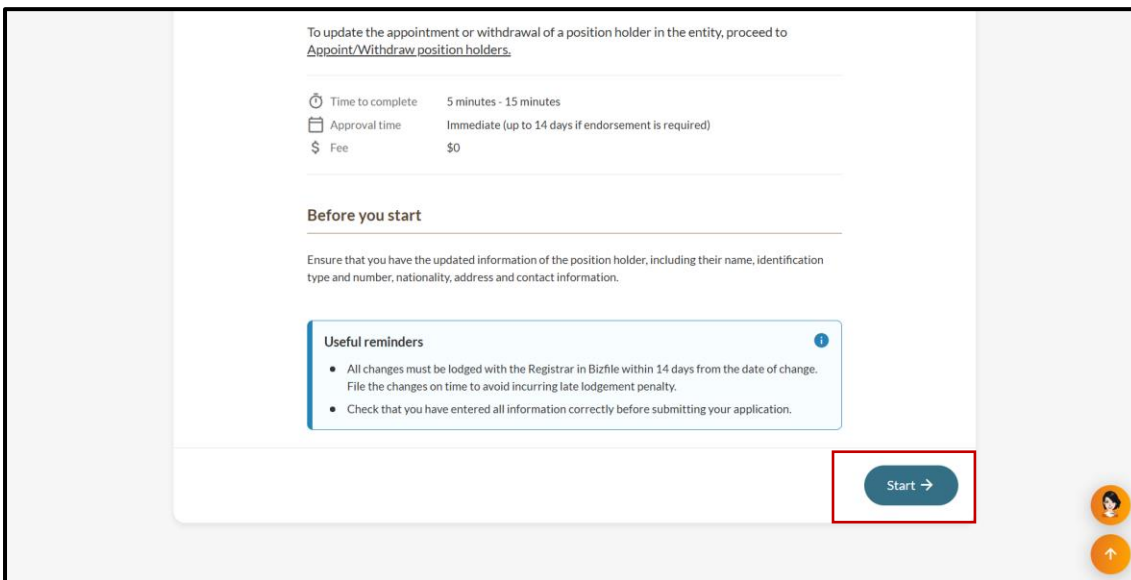
#### Step 1: From the Mega Menu, select “Manage” then “Update position holder information”



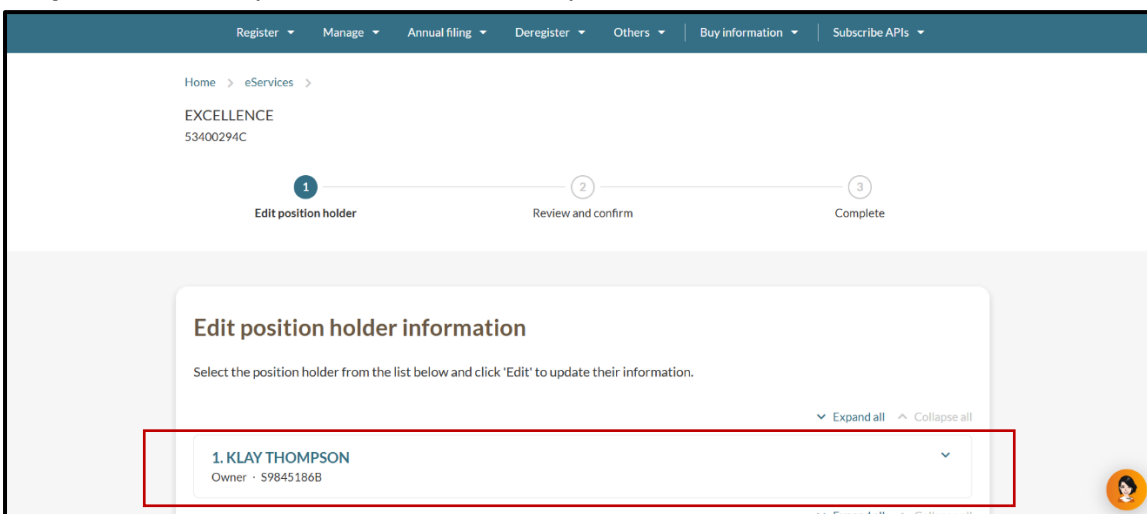
## Step 2: Navigate to the Update position holder information page



## Step 3: Select "Start"



## Step 4: Select the position holder that requires a check on their email address



## Step 5: Select “Edit”

**Edit position holder information**

Select the position holder from the list below and click 'Edit' to update their information.

Expand all Collapse all

**1. KLAY THOMPSON**  
Owner · S9845186B

**Edit**

**Position(s) held**

Position held	Date of appointment
Owner	21 Nov 2024

**Personal information**

Identification type	Identification number	Name (As per NRIC/Identification document)	Nationality
NRIC (Citizen)	S9845186B	KLAY THOMPSON	Singapore Citizen

Profile icons: User, Up arrow

**Step 6:** Check if the email address is correct. If you need to make changes, enter the new email address and specify when this change took effect under “Effective date of change of email address”. Please note that you cannot enter a future date as the effective date of change.

Address doesn't have level and unit

**Email address**

email@gmail.com

**Effective date of change of email address**

26 Feb 2025

**Contact number**

Country code

65

Mobile number

92290303

Cancel Save

Expand all Collapse all

Profile icons: User, Up arrow

## 7) Requesting for a new verification email

You may request a new verification email if:

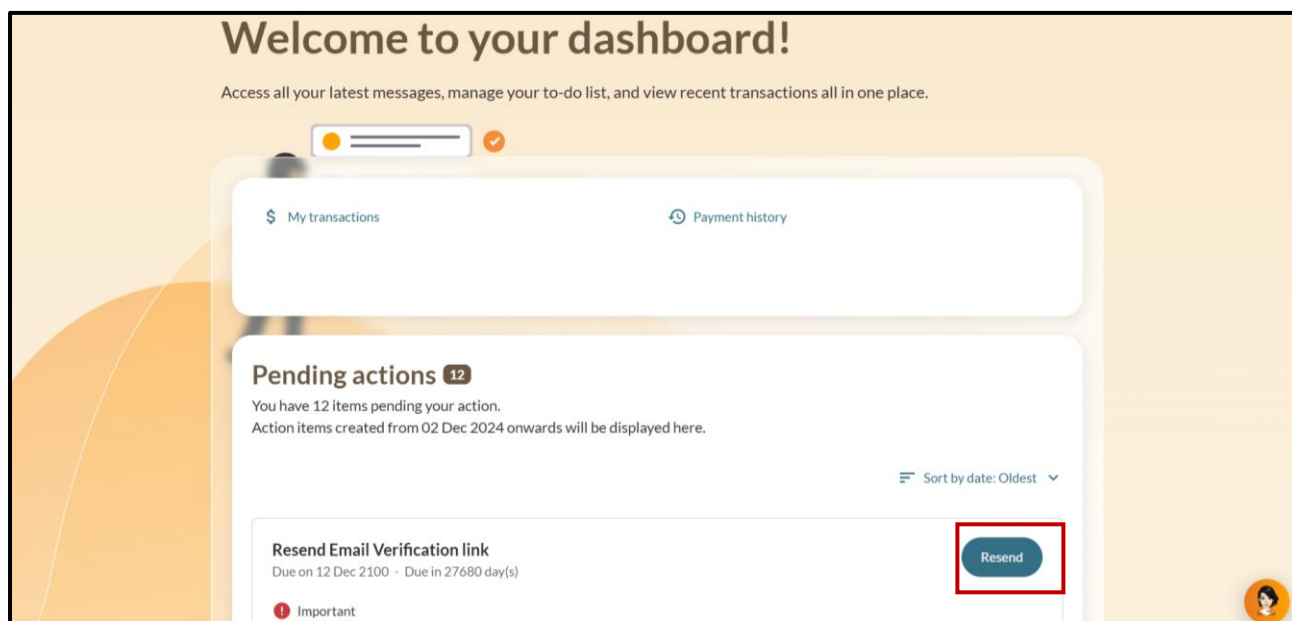
- You did not receive the verification email despite entering the correct email address
- The link in the verification email is invalid
- The link in the verification email has expired

To obtain a new verification email:

**Step 1:** Log in to your account using your Singpass.

Once logged in, you will find “**Pending actions**” on your dashboard.

Click “Resend” under “**Resend Email Verification Link**” to receive a new verification email.



**Step 2:** After clicking "Resend", you will see a confirmation message indicating that a new verification link has been sent. Please check your email inbox for the new verification email.

