

# Navigating The New Bizfile: Switch Profile Feature

## Overview of Switch Profile Feature

Switch profile is a new feature which allows lodgers to switch between different entities or clients in the same session without the need to re-login. This improves filing accuracy by ensuring that authorised filers can only transact for one selected entity at a time. This feature applies to lodgers who hold positions in multiple entities, Corporate Service Providers (CSP), lodgers who want to file for Group of Companies (GC) and Insolvency Professionals (IP).

### A. Overview of Key Scenarios

Individuals may have positions residing in different types of entities and thus, have varying responsibilities. Depending on an individual's position/role, they will see the following tabs on the **My profile – Select profile** page: **My Entities, Corporate Service Provider, Group of Companies and/or Insolvency Professionals.**

Types of Business Users	Scenarios	Navigation
Position Holder	1) You are a position holder in multiple entities	<a href="#">Click Here</a>
Corporate Service Provider (CSP)	2) You are a CSP filing on behalf of your client	<a href="#">Click Here</a>
	3) You are a CSP filing for an ad-hoc client / individual or for your own CSP firm	<a href="#">Click Here</a>
Group of Companies (GC)	4) You are a Group of Companies employee filing transaction in Bizfile	<a href="#">Click Here</a>
Insolvency Professionals (IP)	5) You are an Insolvency Professionals (IPs) filing transaction in Bizfile	<a href="#">Click Here</a>

For additional FAQs relating to switching profile in Bizfile, [click here](#).

## B. Step-by-step Instructions to Switch Profile

1) You are a position holder in multiple entities. You have logged in to Bizfile to file for one entity and after completing the transaction, you want to switch profile to file for another entity,

Ensure that you have:

- ✓ Logged in as a Business User via Corppass
- ✓ Selected the entity on the Corppass page you would like to transact for



### Quick Tip

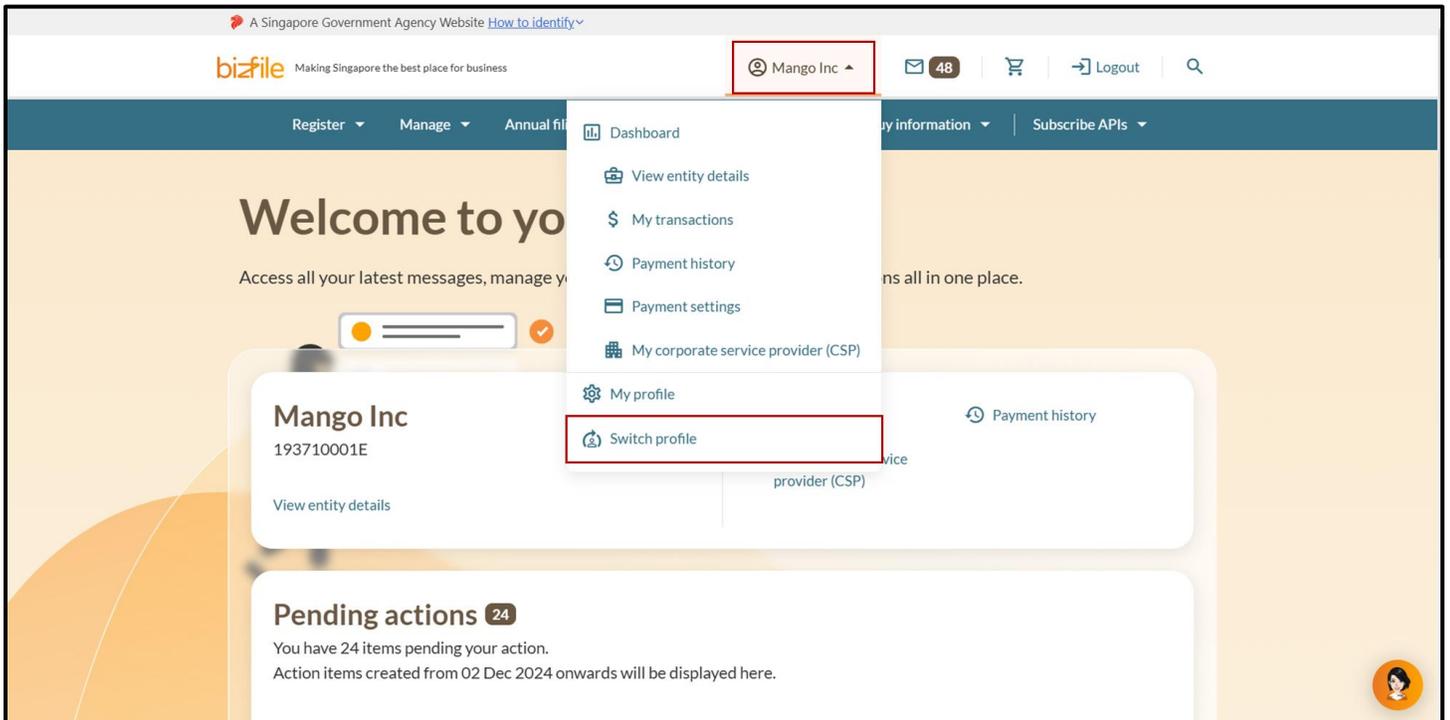
If the entity you are trying to select is not reflected under Active Entities, please liaise with your entity Corppass Admin.

To access this entity, please select an active entity available to proceed with the login. Thereafter, we can use the Switch Profile Feature.

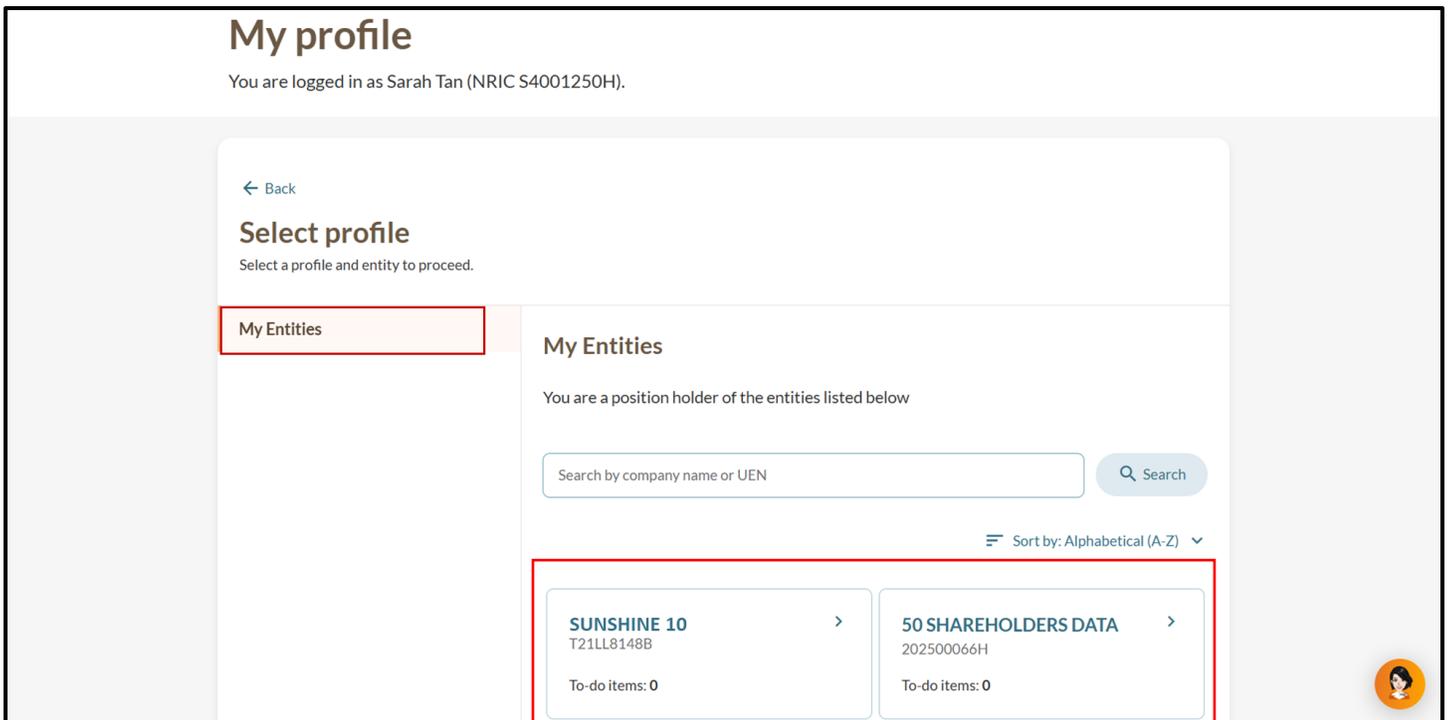
**Step 1:** On the **entity's dashboard**, the entity's name (e.g. Mango Inc) will be shown on the **top menu bar** and the dashboard.

The screenshot shows the Bizfile dashboard for Mango Inc. At the top, there is a navigation bar with the Bizfile logo and tagline "Making Singapore the best place for business". To the right of the logo, the entity name "Mango Inc" is displayed in a dropdown menu, highlighted with a red box. Further right are icons for messages (48), a shopping cart, and a "Logout" button. Below the navigation bar is a main menu with options: Register, Manage, Annual filing, Deregister, Others, Buy information, and Subscribe APIs. The main content area features a large heading "Welcome to your dashboard!" followed by the text "Access all your latest messages, manage your to-do list, and view recent transactions all in one place." Below this, there is a card for "Mango Inc" with the UEN "193710001E" and a "View entity details" link, highlighted with a red box. To the right of this card are links for "My transactions", "Payment history", and "My corporate service provider (CSP)". At the bottom, there is a "Pending actions" section with a count of 24, stating "You have 24 items pending your action. Action items created from 02 Dec 2024 onwards will be displayed here." A user profile icon is visible in the bottom right corner.

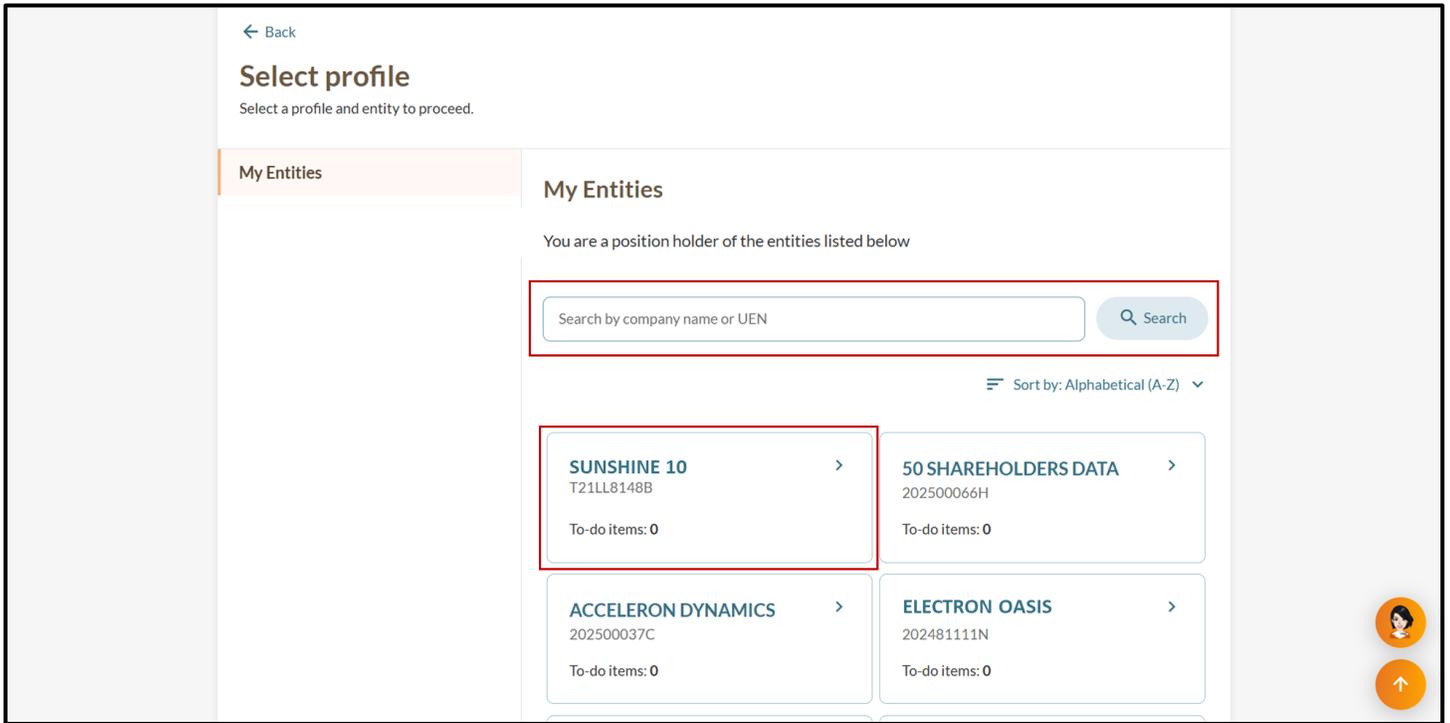
**Step 2:** Click on the entity name and select “Switch profile”.



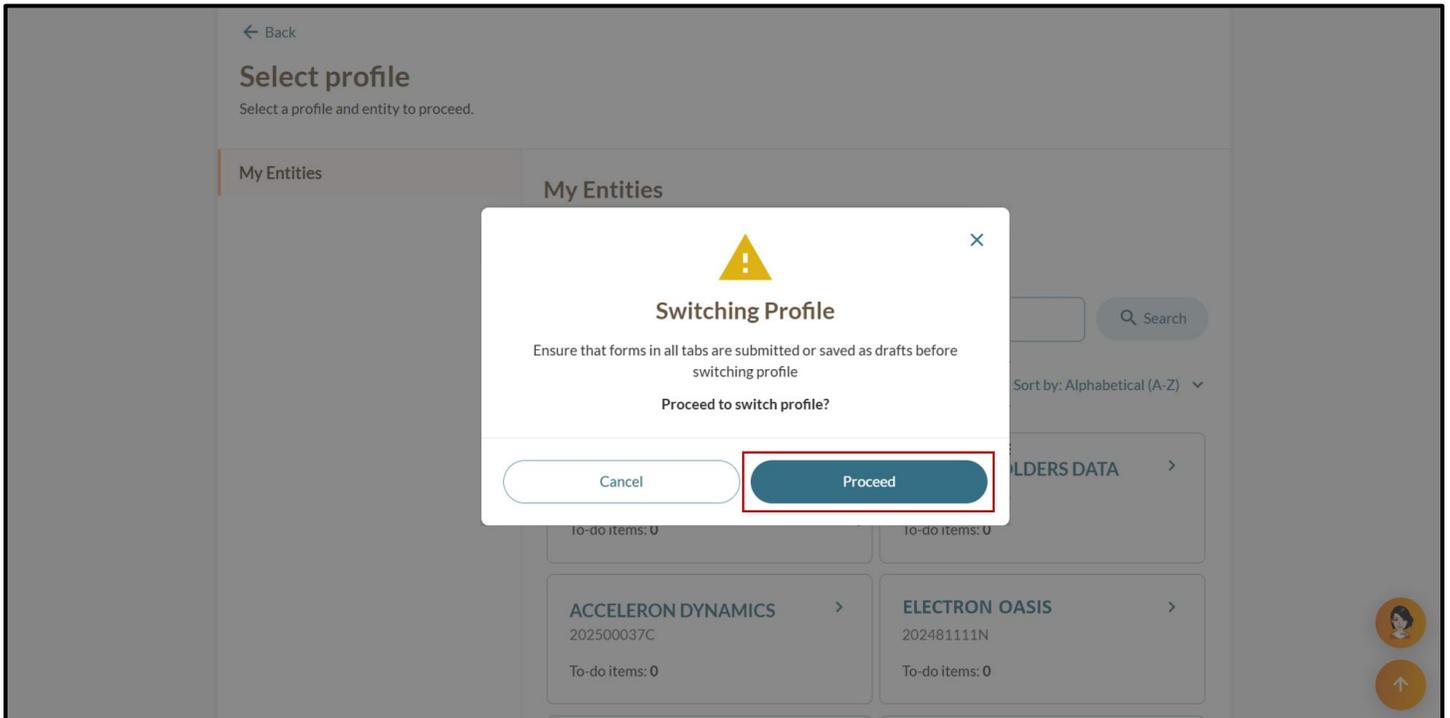
**Step 3:** You will be directed to My profile – Select profile page. Under My Entities tab, you will see the list of entities you are authorised to file for.



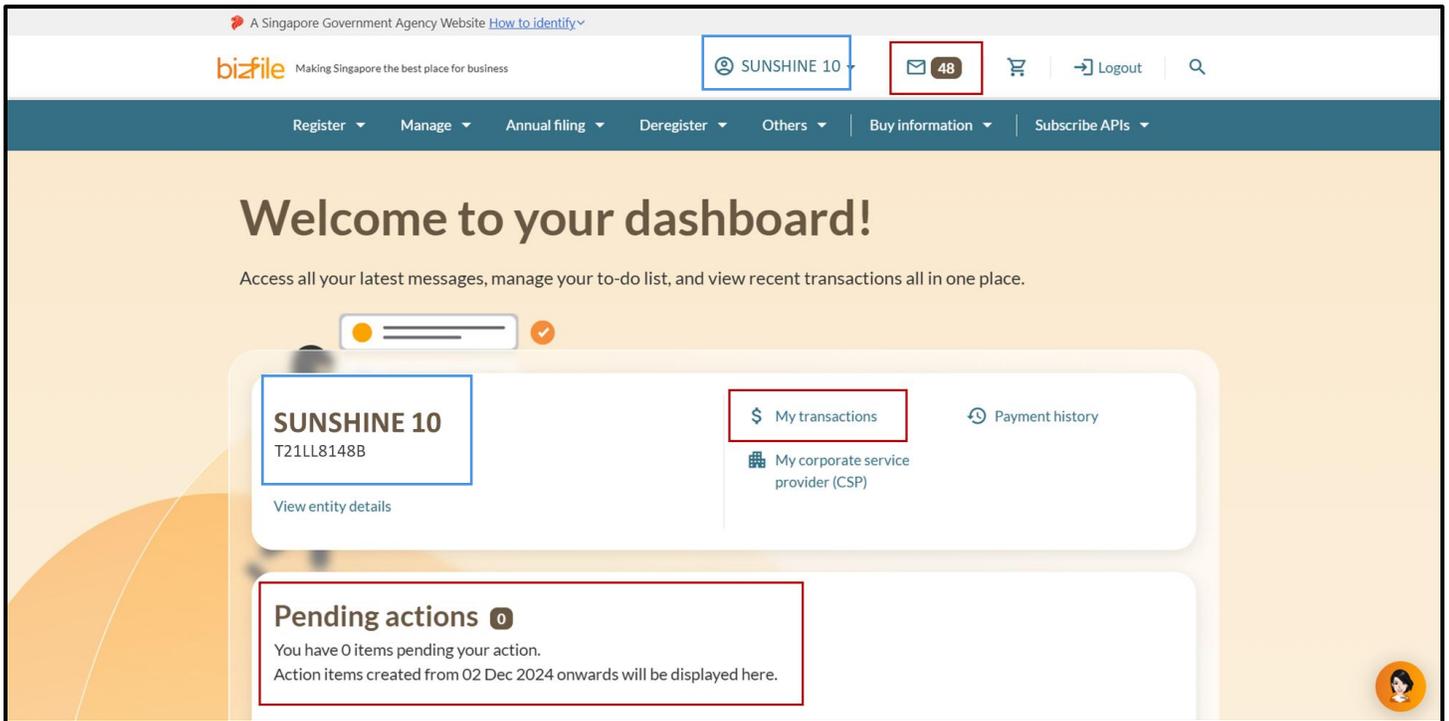
**Step 4:** Select the entity you want to file for by using the **search function** or by clicking on the **entity name** (e.g. “SUNSHINE 10”).



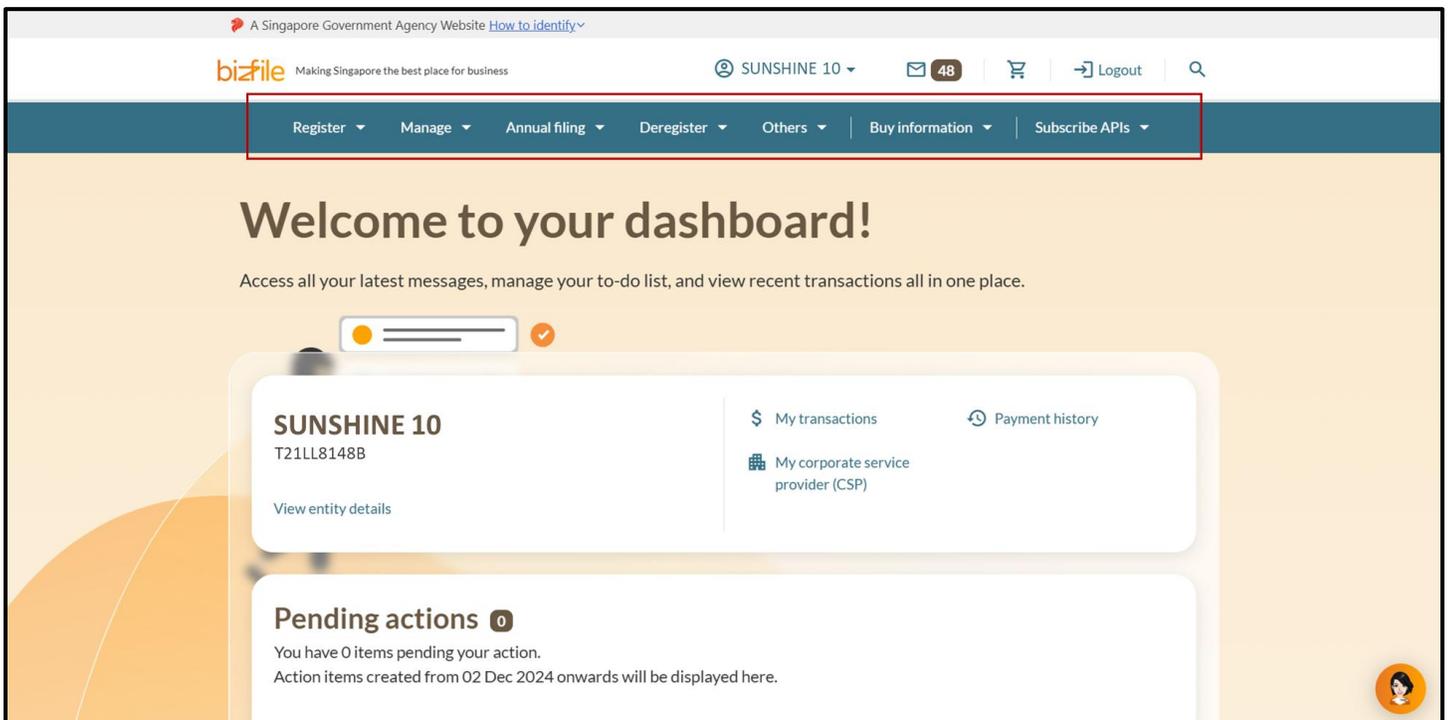
**Step 5:** Select “Proceed” on the Switching Profile Pop-up.



**Step 6:** On the Bizfile dashboard, you will see that the entity name on the top menu bar and the dashboard has changed to the entity you have selected. You will be able to access the latest notifications sent to this **entity's inbox, latest transactions** and **pending actions**.



**Step 7:** To start filing, select the transaction from the **mega menu**.

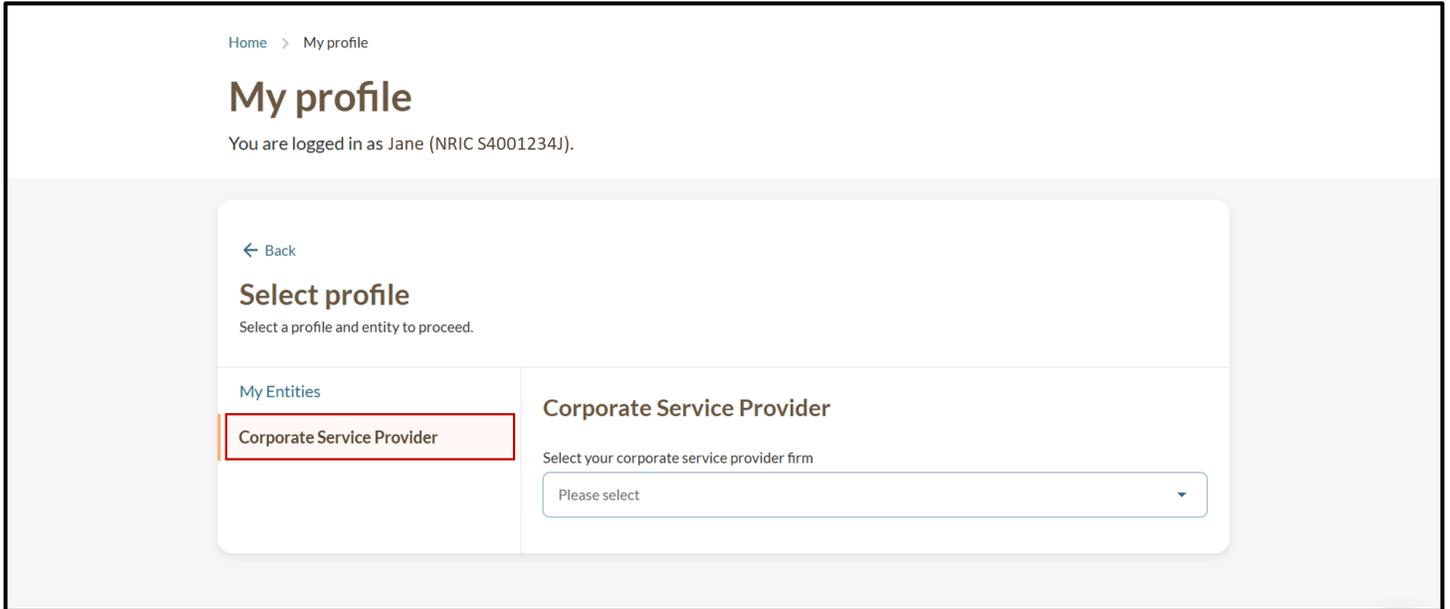


## 2) You are a CSP filing on behalf of your client

### Ensure that you have:

- ✓ Logged in as a Business User using the CSP Corppass
- ✓ Selected the CSP Firm you are appointed to file for on the Corppass page

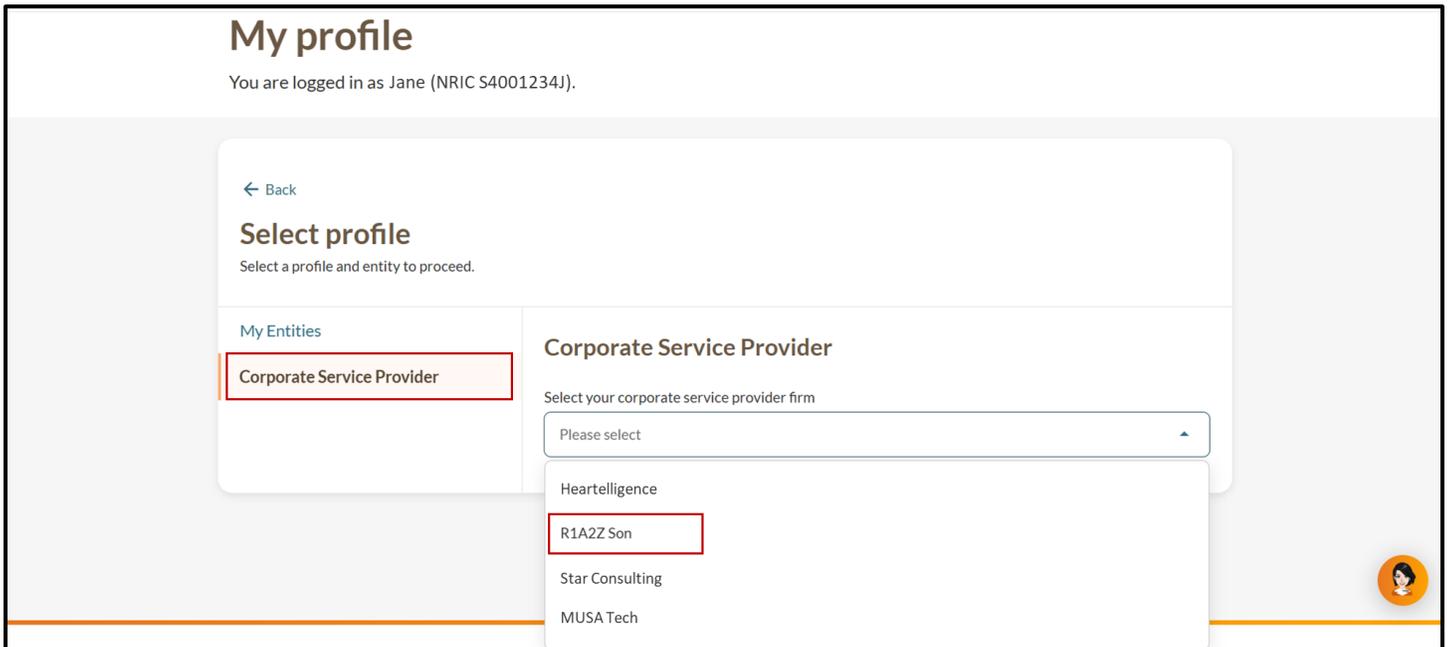
**Step 1:** On the **My profile – Select profile** page click on the **Corporate Service Provider** tab.



The screenshot shows the 'My profile' page with the following elements:

- Home > My profile
- My profile**
- You are logged in as Jane (NRIC S4001234J).
- ← Back
- Select profile**
- Select a profile and entity to proceed.
- My Entities
  - Corporate Service Provider (highlighted with a red box)
- Corporate Service Provider**
- Select your corporate service provider firm
- Please select (dropdown menu)

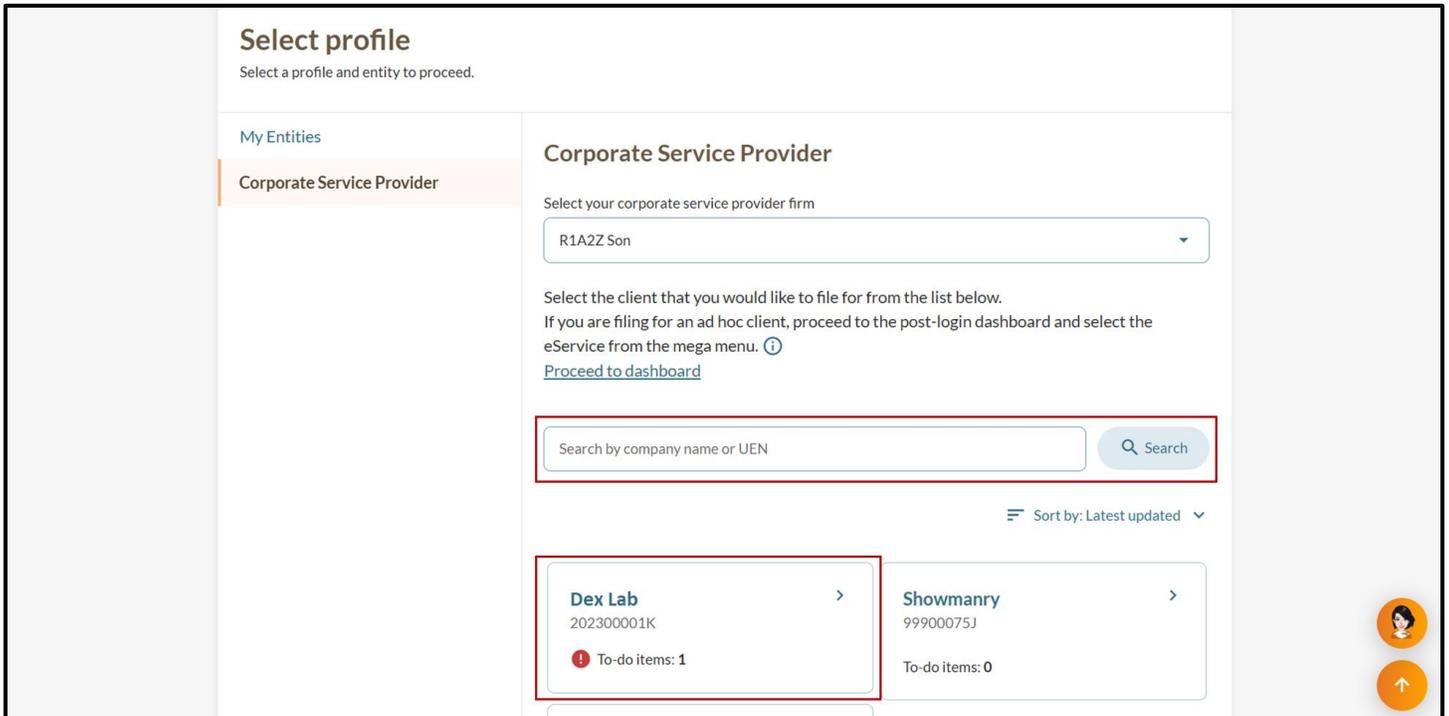
**Step 2:** Select your CSP firm from the drop-down list (if you belong to more than one CSP firm).



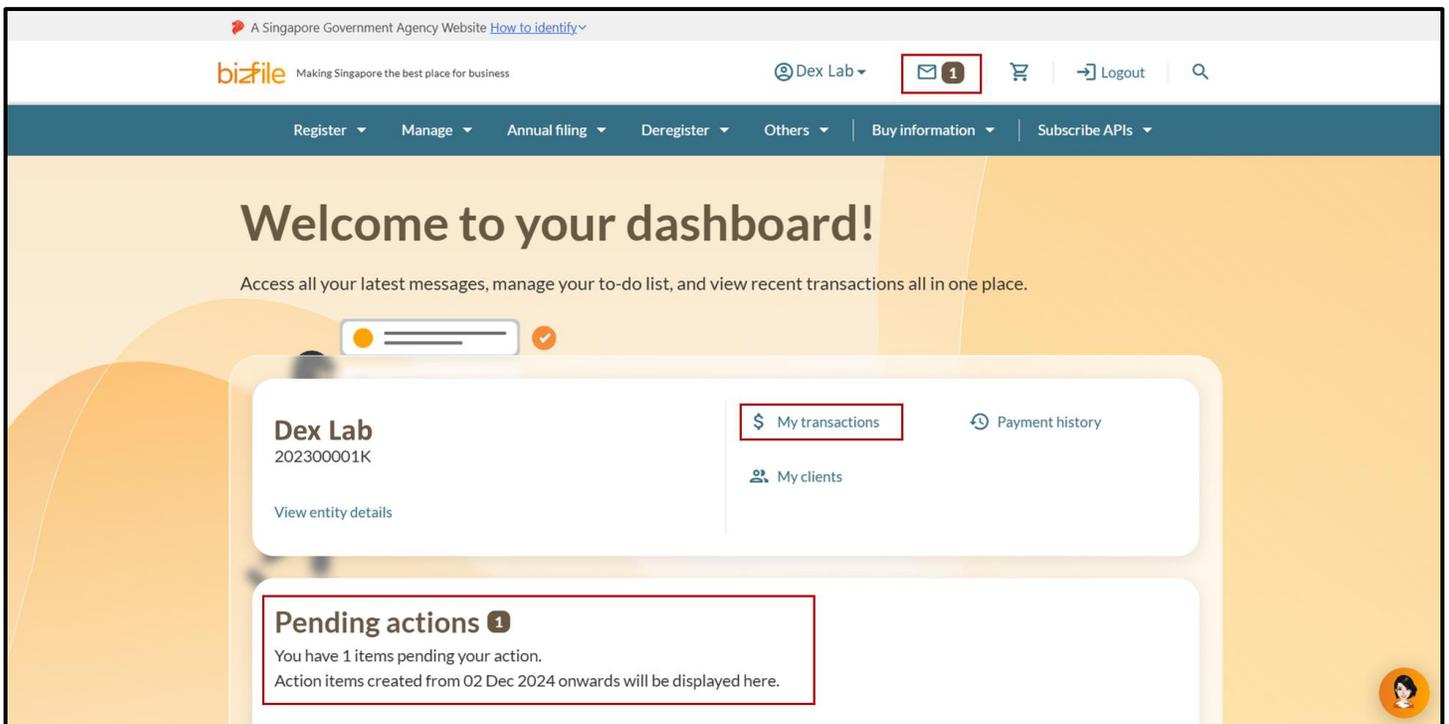
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- Corporate Service Provider**
- Select your corporate service provider firm
- Please select (dropdown menu)
- Heartelligence
- R1A2Z Son (highlighted with a red box)
- Star Consulting
- MUSA Tech

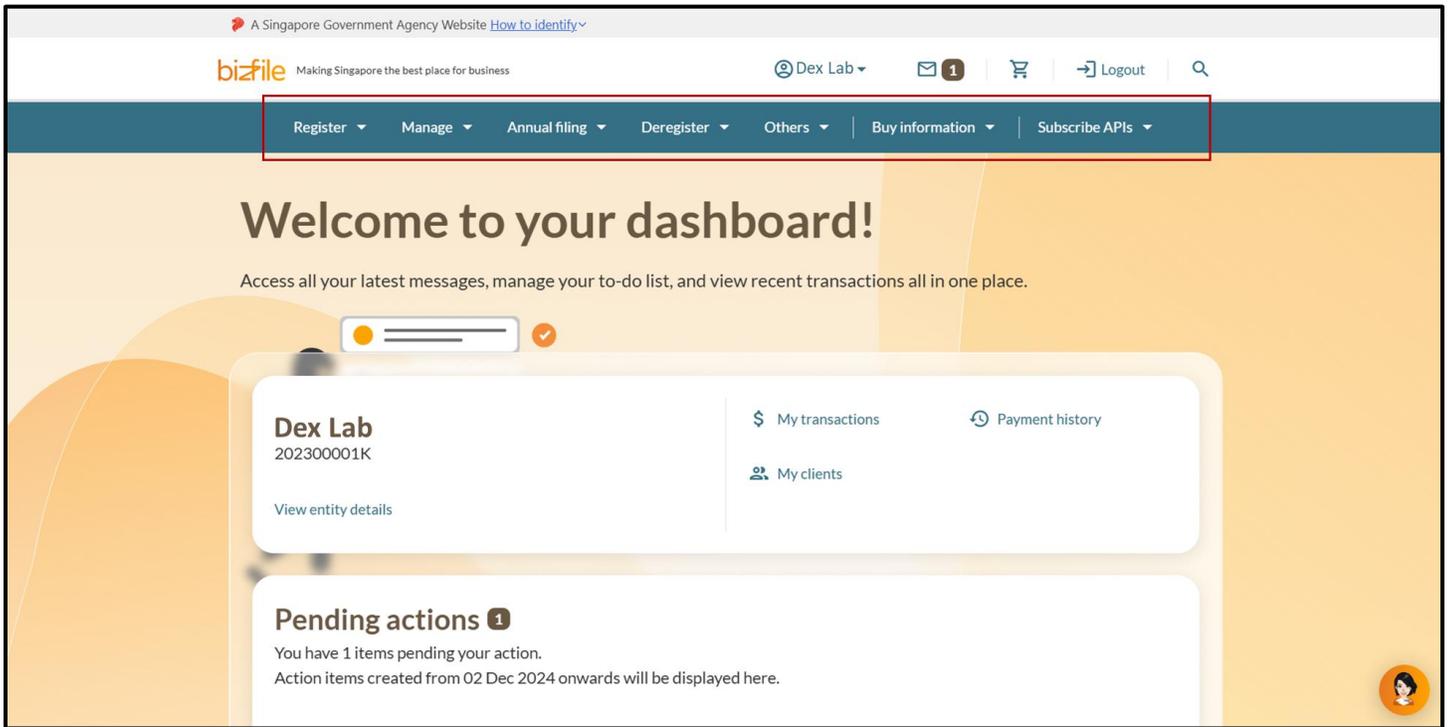
**Step 3:** To select the entity you want to file for, use the **search function** and select from the filtered drop down or click on the displayed **entity name** under the search bar.



**Step 4:** On the **Bizfile post-login dashboard** of the entity you have selected, you will be able to access the latest notifications sent to your **entity's inbox**, **latest transactions** and **pending actions**.



**Step 5:** To start filing, select the transaction from the **mega menu**.

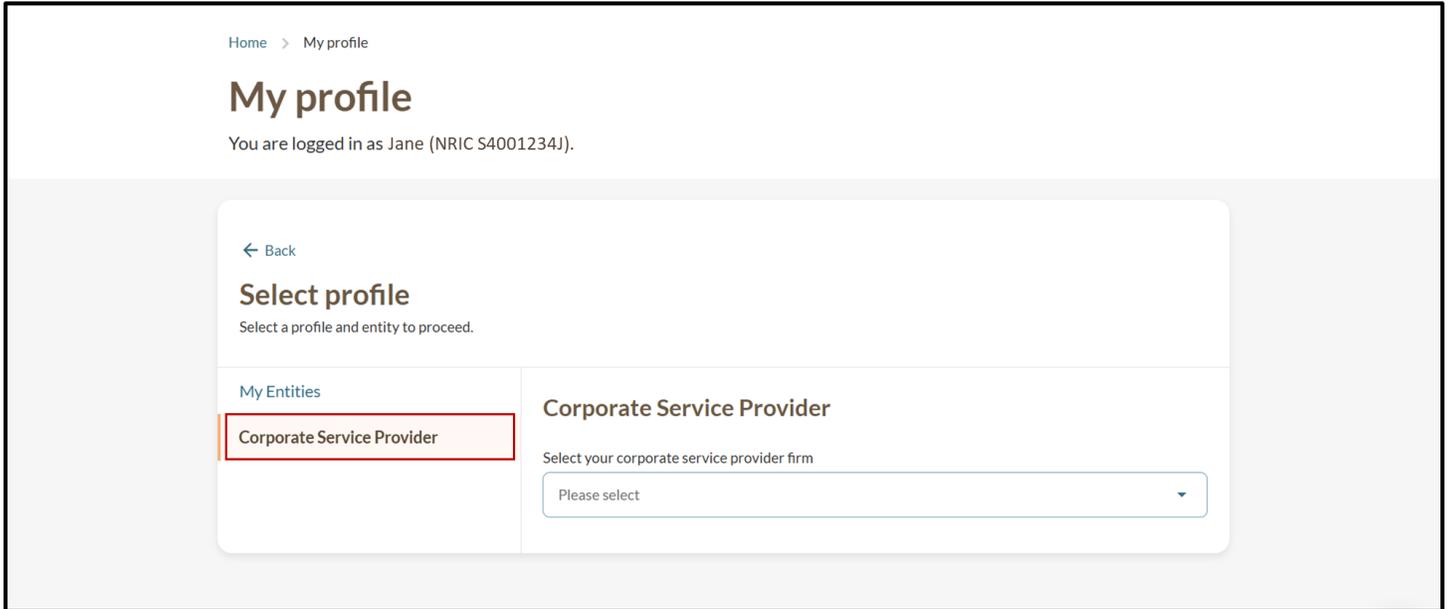


### 3) You are a CSP filing for an ad-hoc client / individual or for your own CSP firm

#### Ensure that you have:

- ✓ Logged in as a Business User via Corppass
- ✓ Select the CSP Firm you are appointed to file for on the Corppass page

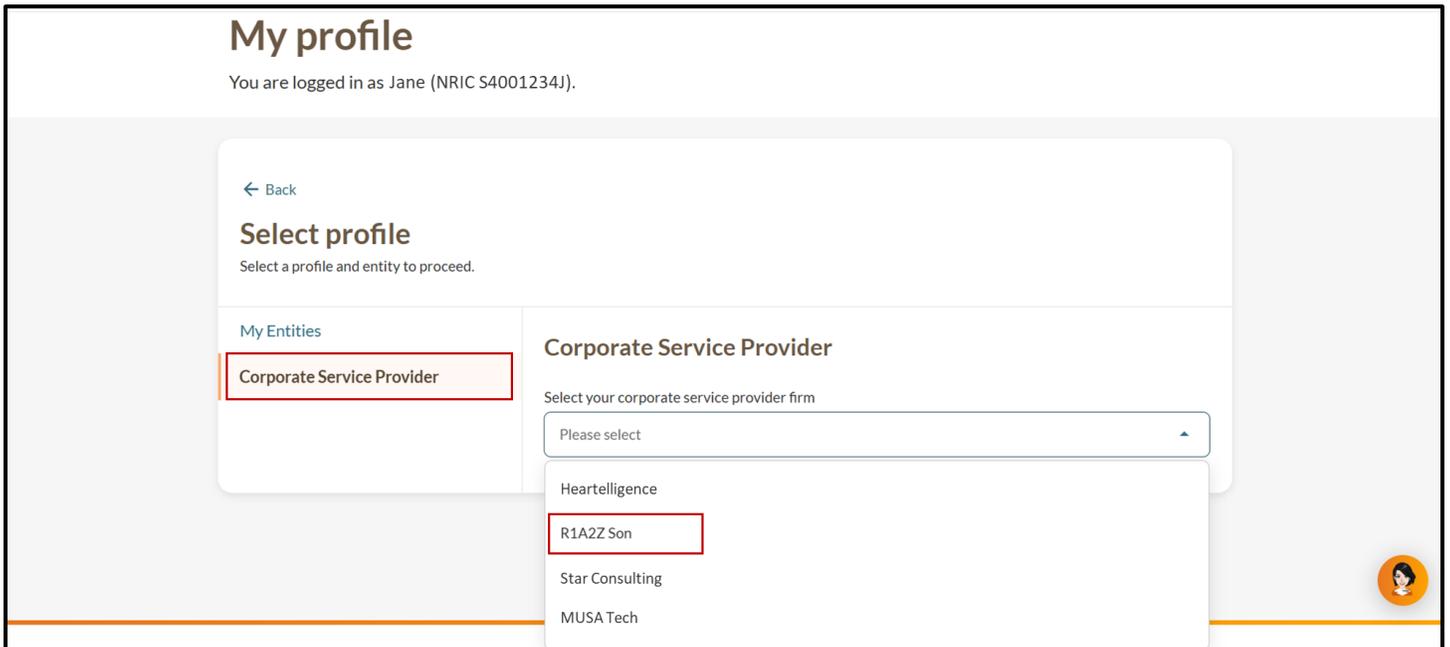
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- ← Back
- Select profile**
- Select a profile and entity to proceed.
- My Entities
  - Corporate Service Provider (highlighted with a red box)
- Corporate Service Provider**
- Select your corporate service provider firm
- Please select (dropdown menu)

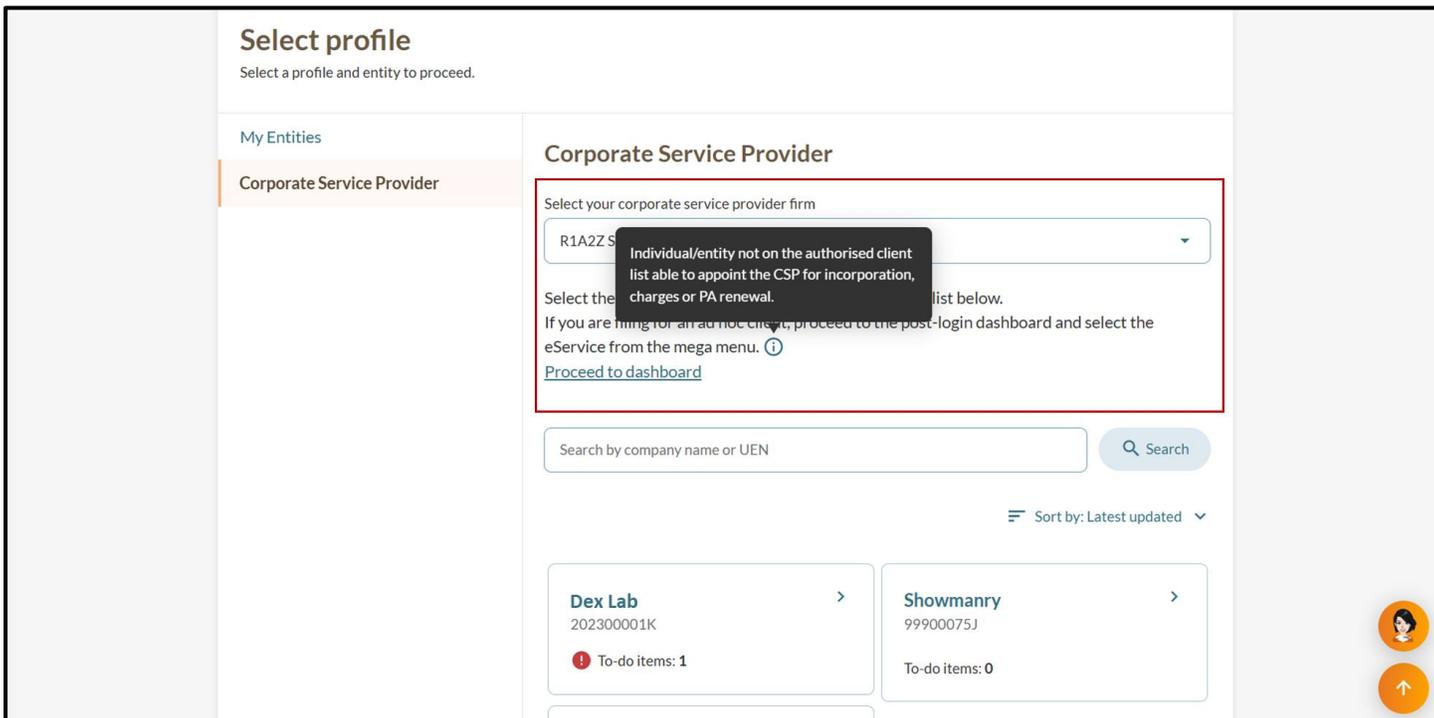
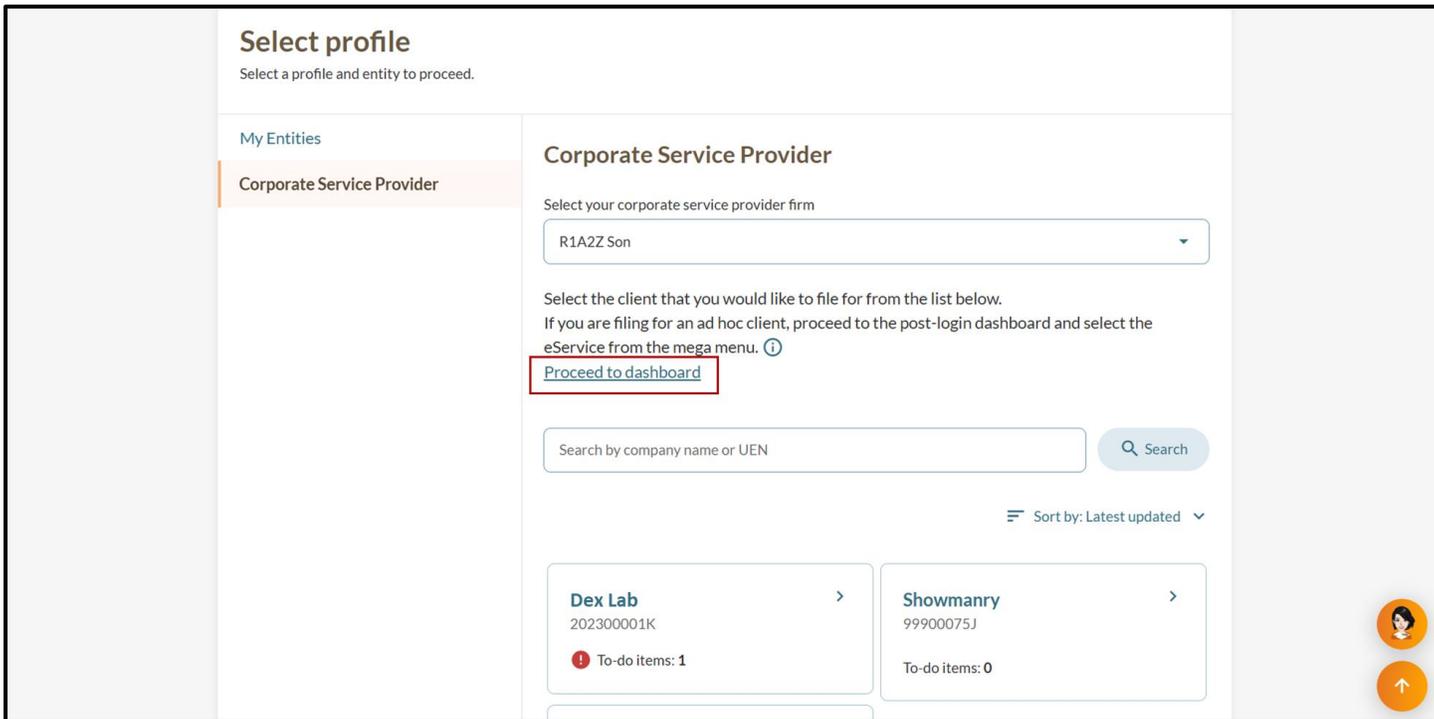
**Step 2:** Select your CSP firm from the drop-down list (if you belong to more than one CSP firm).



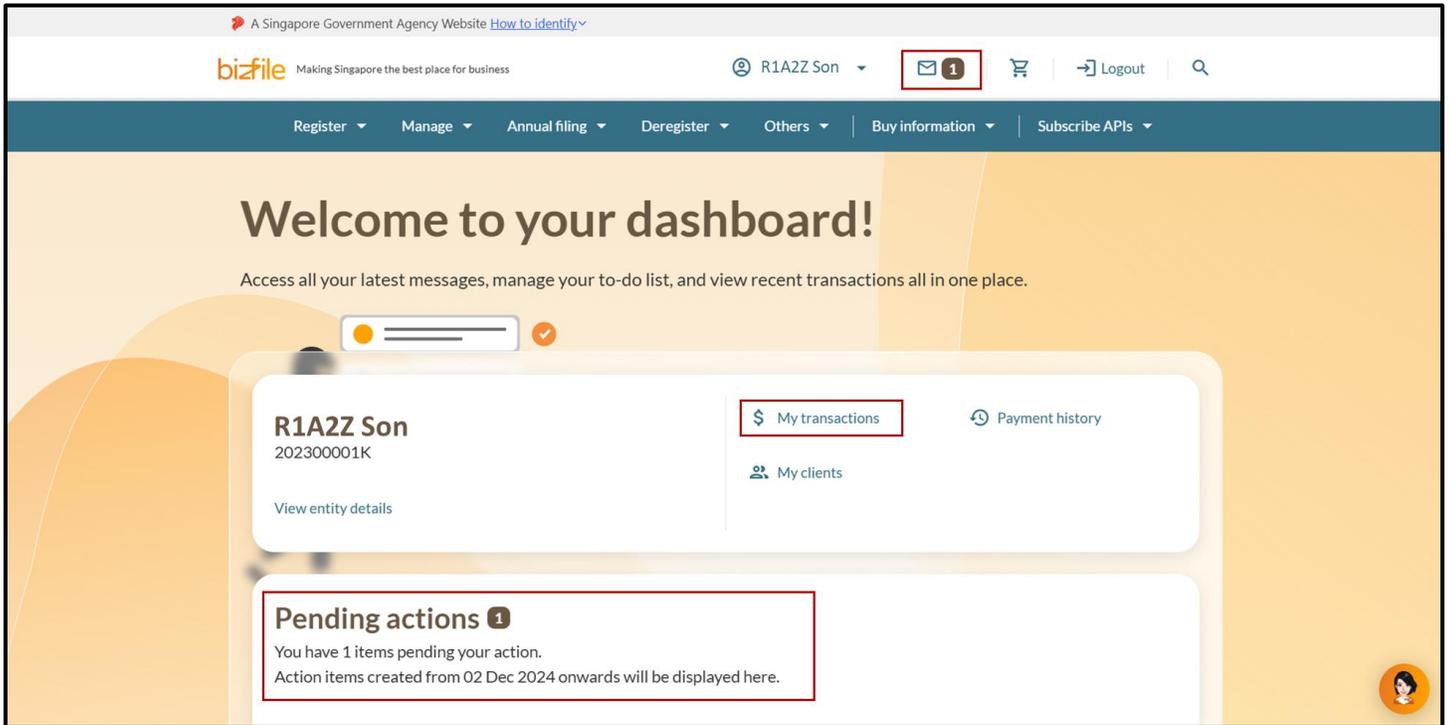
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- You are logged in as Jane (NRIC S4001234J).
- ← Back
- Select profile**
- Select a profile and entity to proceed.
- My Entities
  - Corporate Service Provider (highlighted with a red box)
- Corporate Service Provider**
- Select your corporate service provider firm
- Please select (dropdown menu)
- Heartelligence
- R1A2Z Son (highlighted with a red box)
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- MUSA Tech

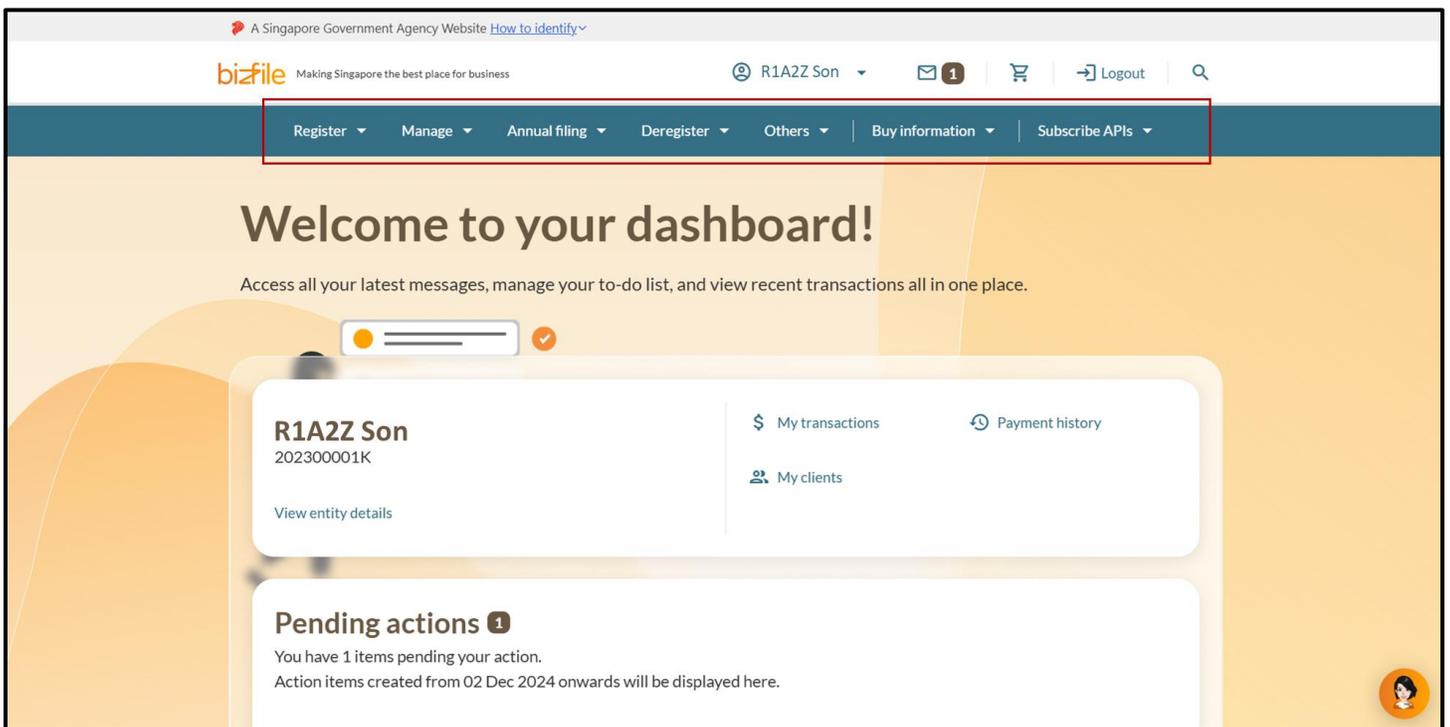
**Step 3:** To file transactions for an ad hoc client or on behalf of your own CSP firm, such as registering for a new business entity name or a new business entity, click the **“Proceed to Dashboard”** link. You may also click on the **“i”** icon to view some examples of transactions that can be filed for ad hoc clients.



**Step 4:** On the **Bizfile post-login dashboard** of your own CSP Firm, you will be able to access the latest notifications sent to your **CSP Firm's inbox, latest transactions** and **pending actions**.



**Step 5:** To start filing for an ad hoc client or on behalf of your CSP firm, select the transaction from the **mega menu**.



#### 4) You are a Group of Companies employee filing transaction in Bizfile

##### Ensure that you have:

- ✓ Logged in as a Business User via Corppass
- ✓ Selected the entity on the Corppass page you would like to transact for

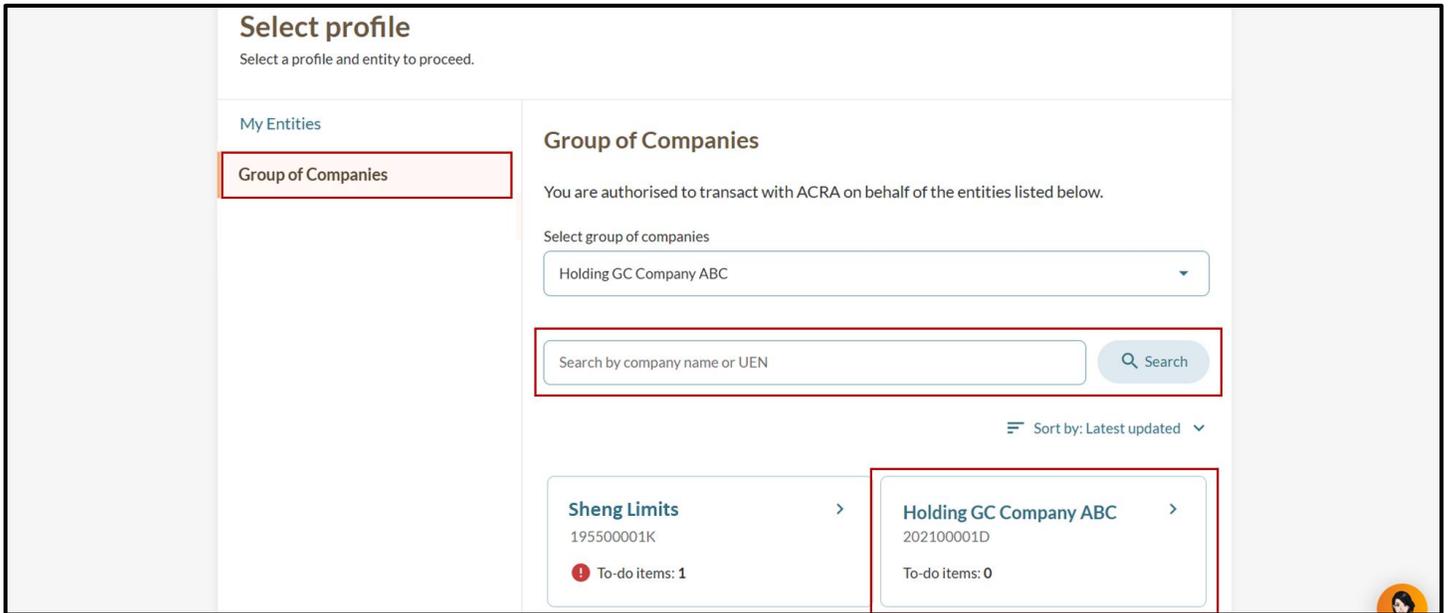
**Step 1:** On the **My profile – Select profile** page click on the **Group of Companies** tab..

The screenshot shows the 'My profile' page with the user logged in as Jane (NRIC S4001234J). The 'Select profile' section is active, and the 'Group of Companies' tab is highlighted with a red border. The 'Group of Companies' section contains a dropdown menu labeled 'Select group of companies' with the text 'Please select' and a downward arrow.

**Step 2:** Select your holding company from the drop-down list (if you belong to more than one holding company).

The screenshot shows the 'My profile' page with the user logged in as Jane (NRIC S4001234J). The 'Select profile' section is active, and the 'Group of Companies' tab is highlighted with a red border. The 'Group of Companies' section contains a dropdown menu labeled 'Select group of companies' with the text 'Please select' and a downward arrow. The dropdown menu is open, showing the option 'Holding GC Company ABC' highlighted with a red border.

**Step 3:** To select the subsidiary you want to file for, use the **search function** and select from the filtered drop down or click on the displayed **entity name** under the search bar.



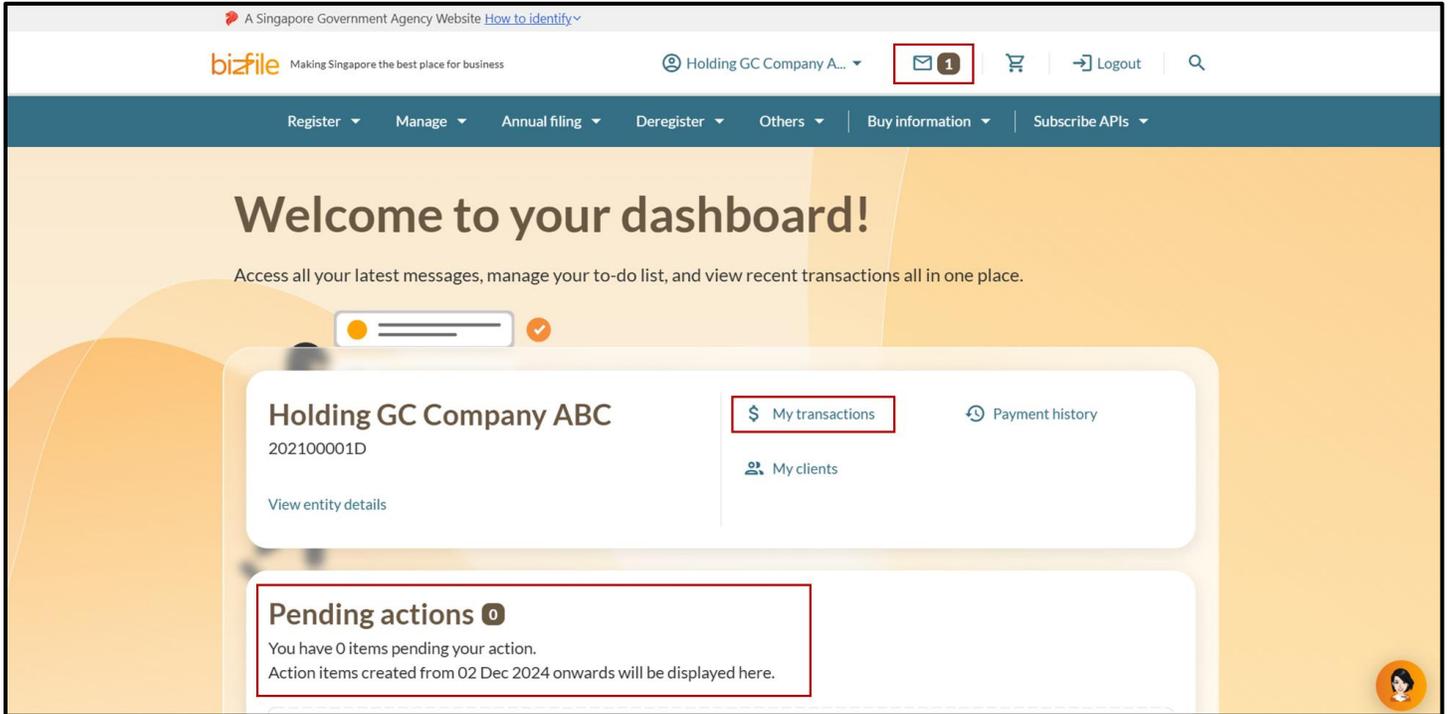
The screenshot shows a web interface titled "Select profile" with the instruction "Select a profile and entity to proceed." On the left, under "My Entities", the "Group of Companies" option is highlighted with a red border. The main area is titled "Group of Companies" and contains the text "You are authorised to transact with ACRA on behalf of the entities listed below." Below this is a dropdown menu for "Select group of companies" currently showing "Holding GC Company ABC". A search bar with the placeholder "Search by company name or UEN" and a "Search" button is highlighted with a red border. Below the search bar is a "Sort by: Latest updated" dropdown. At the bottom, two entity cards are displayed: "Sheng Limits" (195500001K, To-do items: 1) and "Holding GC Company ABC" (202100001D, To-do items: 0). The "Holding GC Company ABC" card is highlighted with a red border.



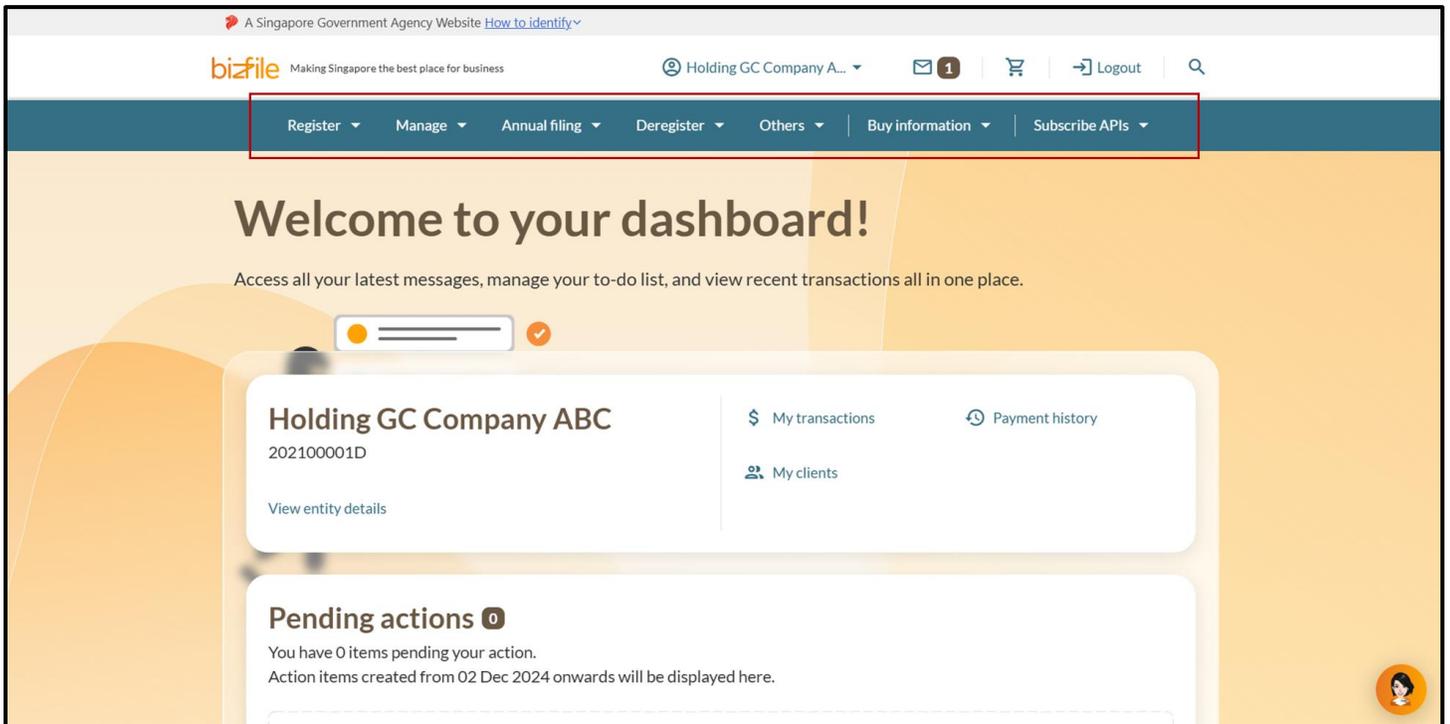
**Quick Tip**

For Holding Company users (i.e. Holding GC Company ABC), you will be able to select subsidiaries along with the holding company for the switch profile

**Step 4:** On the **Bizfile post-login dashboard** of the entity you have selected, you will be able to access the latest notifications sent to your **entity's inbox**, **latest transactions** and **pending actions**.



**Step 5:** To start filing for the entity, select the transaction that you would like to file from the **mega menu** above.



## 5) You are an Insolvency Professionals (IPs) filing transaction in Bizfile

### Ensure that you have:

- ✓ Logged in as a Business User via Corppass
- ✓ Select the entity on the Corppass page you would like to transact for

**Step 1:** On the **My profile – Select profile** page click on the **Insolvency Professionals (IP)** tab.

The screenshot shows the 'My profile' page with the following elements:

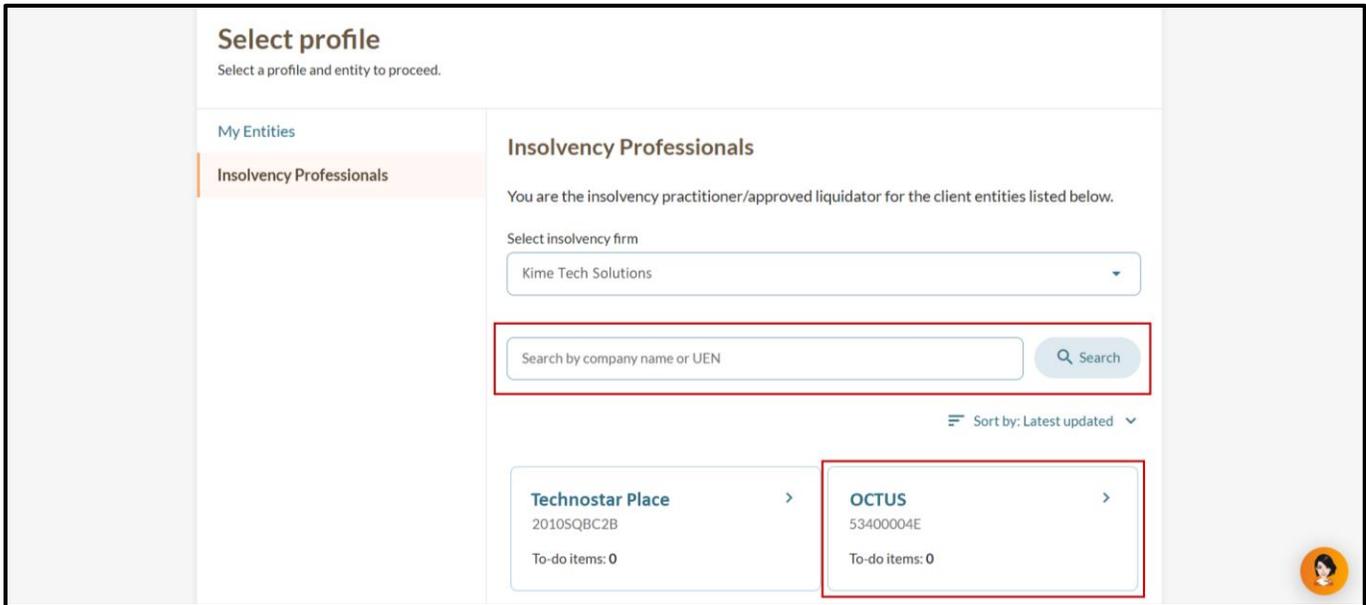
- Home > My profile
- My profile**
- You are logged in as Jane (NRIC S4001234J).
- ← Back
- Select profile**
- Select a profile and entity to proceed.
- My Entities**
- Insolvency Professionals** (highlighted with a red box)
- Insolvency Professionals**
- You are the insolvency practitioner/approved liquidator for the client entities listed below.
- Select insolvency firm
- Please select (dropdown menu)
- Profile icon in the bottom right corner.

**Step 2:** Select your IP firm from the drop-down list (if you belong to more than one IP firm).

The screenshot shows the 'My profile' page with the following elements:

- My profile**
- You are logged in as Jane (NRIC S4001234J).
- ← Back
- Select profile**
- Select a profile and entity to proceed.
- My Entities**
- Insolvency Professionals** (highlighted with a red box)
- Insolvency Professionals**
- You are the insolvency practitioner/approved liquidator for the client entities listed below.
- Select insolvency firm
- Kime Tech Solutions (dropdown menu)
- Kime Tech Solutions (highlighted with a red box and a checkmark)
- Search by company name or UEN
- Search (button)

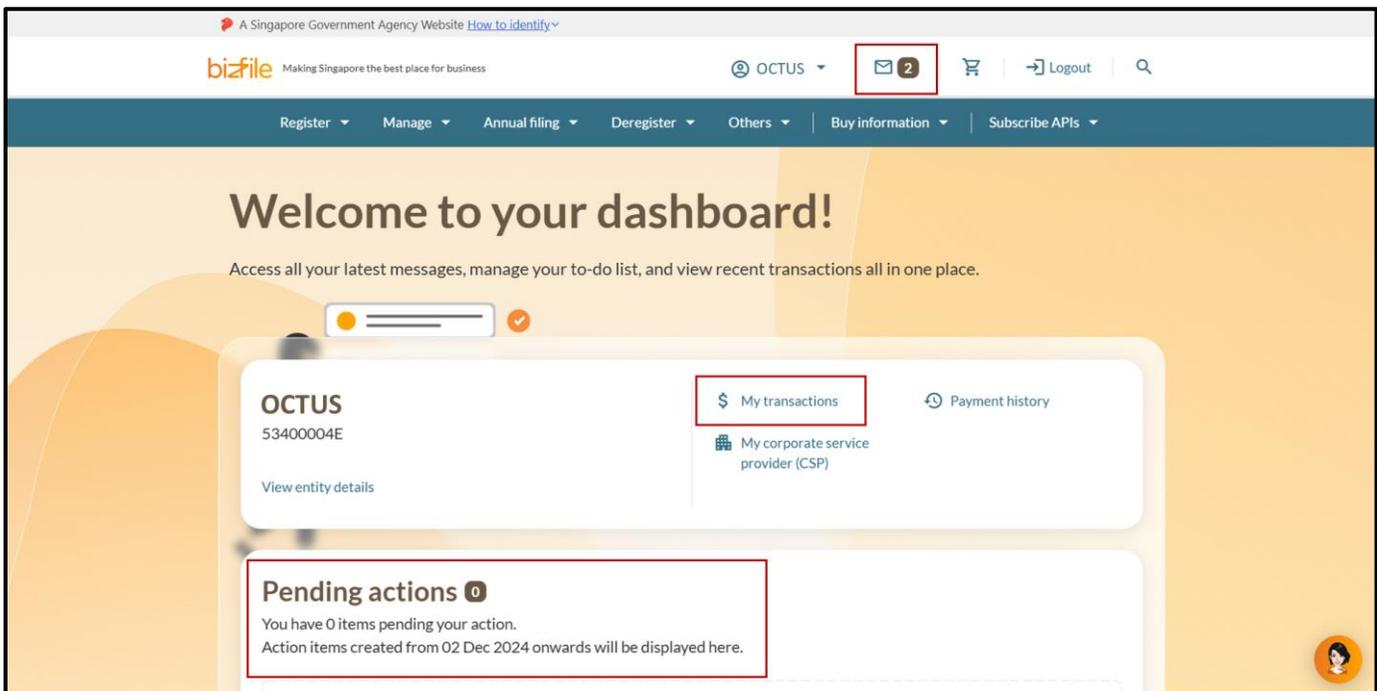
**Step 3:** To select the entity you want to file for, use the **search function** and select from the filtered drop down or click on the displayed **entity name** under the search bar.



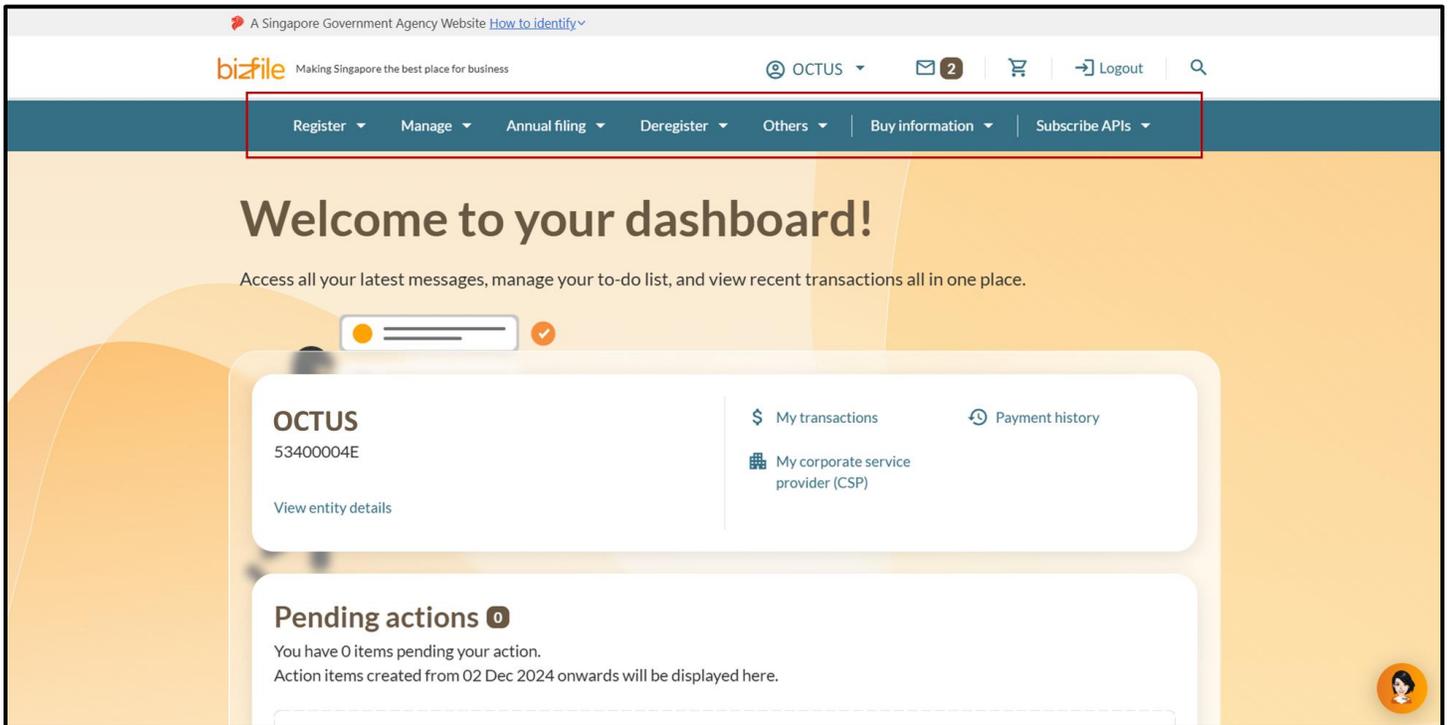
**Quick Tip**

To view the client's firm for selection, the IP User must hold a position in both the IP and the client firm. In other words, these firms will also appear under the user's **My Entities** tab as well.

**Step 4:** On the **Bizfile post login dashboard** of the entity you have selected, you will be able to access the latest notifications sent to your **entity's inbox**, **latest transactions** and **pending actions**.



**Step 5:** To start filing for the entity, select the transaction from the **mega menu**.

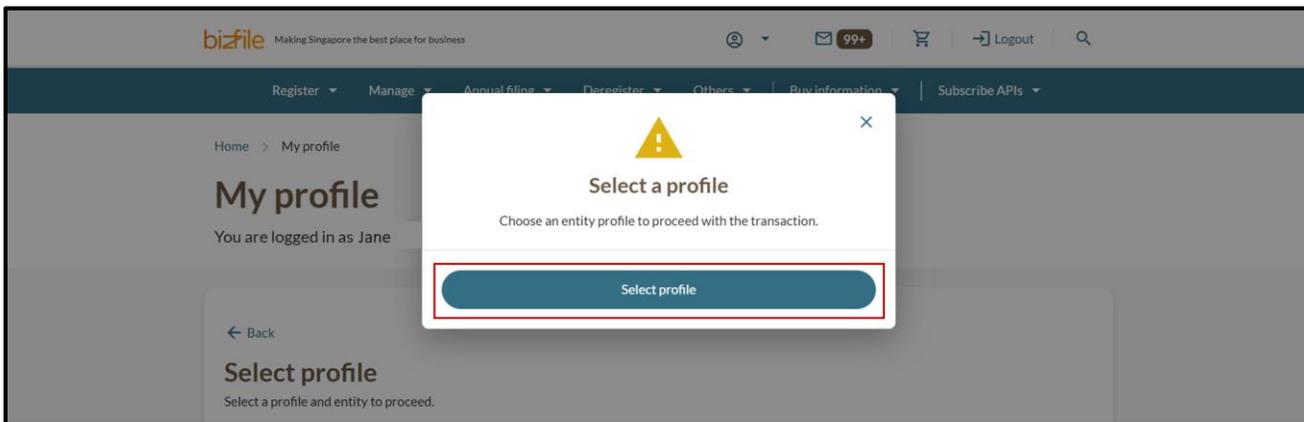


## C. Frequently Asked Questions (FAQs)

**Q:** When will the “**Select a profile**” pop-up appear?

**A:** The pop-up appears only for Corporate Service Providers, Group of Companies and Insolvency Professionals who need to file transactions for other entities. You will see this pop-up during your first login when you have not selected an entity to file for.

If you close the pop-up by clicking "X" and then try to access the mega menu, you will be prompted again to select an entity. However, once you have selected an entity during your session, you will not see this pop-up when accessing the mega menu on the My Profile page.



**Q:** Why do I see other entities in **My Entities** tab?

**A:** You may encounter this if you are an authorised officer of an entity that is a corporate owner in these other entities.

**Q:** Why can't I find my client or subsidiary or liquidating entity, under My **Entities** tab?

**A:** You will not be able to view the entity if:

- The subsidiary or liquidating entity is pending endorsement
- The appointment of these entities has not been processed by ACRA

**Q:** How can I file transactions for the holding company (GC) and not its subsidiaries?

**A:** You will be able to use the Switch Profile feature by navigating to the **Group of Companies** tab, search for the holding company's name in the search bar function and select the entity in the drop down. The holding company will be listed alongside its subsidiaries.

## Select profile

Select a profile and entity to proceed.

My Entities

Group of Companies

### Group of Companies

You are authorised to transact with ACRA on behalf of the entities listed below.

Select group of companies

Holding GC Company ABC

Search by company name or UEN

Search

Sort by: Latest updated

Sheng Limits

195500001K

To-do items: 1

Holding GC Company ABC

202100001D

To-do items: 0