Profile Access

Q1: What is Corppass?

A : Corppass is a corporate digital identity system for businesses and other entities (such as non-profit organisations and associations) to file online transactions with government agencies. Since 1 September 2018, Corppass has been the single login method for all government-to-business transactions.

Q2: When can you apply for Corppass?

A: You can submit your application one day after obtaining your Unique Entity Number (UEN).

Q3: How do I apply for Corppass?

A: You can apply for Corppass here.

Q4: What if I receive the following error message when I log in with CorpPass? "You're not authorised to view this page“

A: If you encounter this message "You're not authorised to view this page", please check if you have linked all of ACRA's e-services listed below and assigned CorpPass to your new BizFile account.

1. ACRA BIZFILE+
2. ACRA New Bizfile
3. ACRA VCCCompanies (VCCs).
4. ACRA-ETMS-CP
5. ACRA API Mall
6. ACRA BizFinx
7. Bizfile Transaction form

To view/check what digital services you have been authorised for, follow these steps:

1. Visit the Corppass Portal.
2. Log in with Singpass.

3. Navigate to My Account > View My Profile > Assigned e-Services
4. You may view the services that you have been explicitly authorised for in the "Customised e-Service Access" section.
5. Additionally, in the "Default All e-Service Access" section
6. If the checkbox is ticked, you have access to most services (what does this mean?) onboarded with Corppass - along with any services listed in the "Customised e-Service Access" section.
7. If the checkbox is not ticked, then you only have access to services listed in the "Customised e-Service Access" section.

Q5: Why can’t I see all my entities on the Corppass page?

A: You can only see entities for which you have been granted access rights through Corppass.

If you need access to additional entities, contact your company's Corppass Admin assign the necessary roles and access rights to you.

<u>Access Issues for CSPs</u>

Q6: Who can view and file for clients on my CSP firm's client list?

A: Only authorised position holders and appointed registered qualified individuals (RQIs) of your CSP firm can view your client list.

You can view the list by selecting **My Clients** on your post-login dashboard.

All appointed RQIs and authorised employees of your CSP firm can file on behalf of your clients.

Q7: How do I search for a client on my CSP firm's client list?

A: You can use the search function on the **My Profile** page to find your client through their:

Entity name

Unique entity number (UEN)

This is helpful if you have a long list of clients and do not want to scroll through all the names.

Q8: What should I do if a client is missing from my CSP firm's client list?

A: All existing clients from BizFile+ have been migrated to Bizfile.

If a client is missing, they may have withdrawn your CSP firm's filing access. You can check your client list to see who initiated the withdrawal.

Q9: Can clients see which CSPs have added them to their client list?

A: Yes, clients can view and manage their appointed CSPs on their post-login dashboard in Bizfile. Please refer to the step-by-step guide to maintain CSP client list.

Authorised position holders of the client can remove the filing access of any CSP they no longer engage to perform filing.