



A Guide for CorpPass Admins & Sub-Admins: Manage CorpPass Accounts

Manage CorpPass Accounts

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[A. Update User Profile](#)

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- Log in with your UEN / Entity ID, CorpPass ID and Password.

The screenshot shows the CorpPass login page. At the top, there is a navigation bar with links for Home, About Us, Services, and Help, along with a Login button and a search icon. The main content area features a large heading "Welcome to CorpPass" and a sub-heading "Your one-stop platform to manage and transact with the Government in an easy and secure manner." Below this, there is a button labeled "Register as a CorpPass Admin" and a section titled "Get started with CorpPass by your role" with three options: "Get help with online materials", "Get in touch with CorpPass HelpDesk", and "Sign up for Public Briefings". A red box highlights the login form, which includes input fields for "UEN/ENTITY ID", "CORPPASS ID", and "Password", a "Login" button, a "Remember Entity ID" checkbox, and links for "Forgot Entity / CorpPass ID or Password" and "New to CorpPass? Register Now." At the bottom right, there is a chat widget titled "Ask Jamie @ CorpPas" with a text input field.

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- Arrive at 2FA verification page. You can choose between two verification methods.



Via SMS

Click the button below to get your 6-digit One-Time Password(OTP) via SMS

Get OTP via SMS

Mobile OTP*[?]

Submit



Manage CorpPass Accounts

Step 1

Step 2 (Option A)

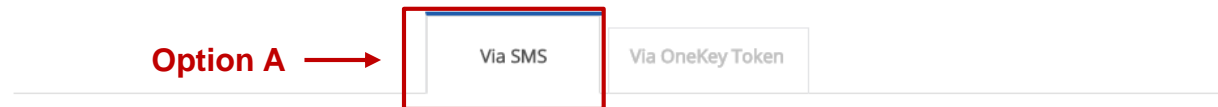
Step 3

[A. Update User Profile](#)

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- If you have set up 2FA using your registered mobile number, click 'Get OTP via SMS'.



Via SMS

Click the button below to get your 6-digit One-Time Password(OTP) via SMS

Get OTP via SMS

Mobile OTP*[?]

Submit



Select 'Get OTP via SMS'

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Step 2 (Option A)

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- Next, enter the 6-digit Mobile OTP sent to your registered mobile number, then click 'Submit'.

Via SMS Via OneKey Token

Via SMS

Click the button below to get your 6-digit One-Time Password(OTP) via SMS

Get OTP via SMS



Mobile OTP* ⓘ

← Enter Mobile OTP

Submit

Manage CorpPass Accounts

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Step 2 (Option B)

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- Alternatively, you may log in using Option B if you have a OneKey token by clicking the 'Via OneKey Token' tab.

Via SMS **Via OneKey Token** ← **Option B**

Via SMS
Click the button below to get your 6-digit One-Time Password(OTP) via SMS

Get OTP via SMS

Mobile OTP* ⓘ

Submit

Alternatively, you may select 'Via OneKey Token'

SMS

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- Generate an OTP using your OneKey token.

Via SMS Via OneKey Token

Via OneKey Token

Press and hold 1 on your OneKey token to generate your 8-digit One-Time Password (OTP)

OneKey Token OTP*

Submit

Generate OTP using OneKey Token

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- Key in the 8-digit OTP generated by your OneKey token, then click 'Submit'.

Via SMS Via OneKey Token

Via OneKey Token
Press and hold ① on your OneKey token to generate your 8-digit One-Time Password (OTP)

OneKey Token OTP* ⓘ



Enter the 8-digit OTP generated on your OneKey Token

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- Under 'Users', select 'Manage Users' from the dropdown menu.

The screenshot displays the CorpPass user management interface. At the top, a dark blue header contains the text "Under 'Users', select 'Manage Users' from the dropdown menu." Below this is a navigation bar with tabs for "Home", "My Account", "Users", "e-Service", and "Help". The "Users" tab is active, and a dropdown menu is open, showing options: "Create Users", "Manage Users" (highlighted with a red box), "Batch Create Users", and "View Batch Upload History". The main content area features a banner with the text "Welcome to CorpPass, HANG GABRIEL" and a notification "Your password before it expires on 20 Dec 2016". Below the banner, there are sections for "User Accounts" and "e-Service Access", a "Change Entity Profile" link, and two main action cards: "Create User Accounts" (Add accounts to your Entity) and "Manage User Accounts" (View and edit your entity's user account details). At the bottom, a "Help & Support" section provides links for "How to create user accounts and easily manage them in groups" and "How to update your users' account status and details".

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You may wish to:

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Change a user's CorpPass role

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Step 4A

Step 5A

Step 6A

- Arrive at the 'Manage User Accounts' page, which shows you a list of CorpPass users in your entity and their corresponding details.

Create User Account [Filter](#) 



<input type="checkbox"/>	Full Name	NRIC / FIN / Foreign ID No.	CorpPass ID	User Type	Account Status	User Group
<input type="checkbox"/>	CHAN FENDERICK	S****319D	FRANKIECHEW87	User	Active	
<input type="checkbox"/>	PHANG GABRIEL	S****413C	GRABRIELPHANG87	Admin	Active	
<input type="checkbox"/>	TOH JONATHAN	S****327B	TOHJOHN	Admin	Active	
<input type="checkbox"/>	TERRI MANDEL	F****289R	TERRIMANDEL	User	Active	
<input type="checkbox"/>	LI VIRDI	F****195L	LIVIRDI	Admin	Active	
<input type="checkbox"/>	-	S****667J	REGTEST	User	Inactive	
<input type="checkbox"/>	EE VIRDI	S****232B	EEVIRDI	User	Locked	
<input type="checkbox"/>	EE VIRDI	S****232B	EEVIRDI	Admin	Terminated	
<input type="checkbox"/>	TOH JONATHAN	S****327B	TOHJONATHAN	Admin	Terminated	
<input type="checkbox"/>	EE VIRDI	S****232B	EEVIRDI	Admin	Terminated	

0 users Selected

items per page Showing 1 to 10 of 12 items

Manage CorpPass Accounts

Step 1-3

Step 4A

Step 5A

Step 6A

- Click user name to view user details.

The screenshot displays the CorpPass user management interface. At the top, there are buttons for 'Create User Account' and 'Change user status (0)', along with a 'Filter' dropdown and a search bar. Below these is a table of users with columns for 'Full Name', 'NRIC / FIN / Foreign ID No.', 'CorpPass ID', 'User Type', 'Account Status', and 'User Group'. The user 'PHANG GABRIEL' is highlighted with a red box. At the bottom, there is a pagination control showing '1' of 2 pages and a dropdown for '10 items per page'.

<input type="checkbox"/>	Full Name	NRIC / FIN / Foreign ID No.	CorpPass ID	User Type	Account Status	User Group
<input type="checkbox"/>	CHAN FENDERICK	S****319D	FRANKIECHEW87	User	Active	
<input type="checkbox"/>	PHANG GABRIEL	S****413C	GRABRIELPHANG87	Admin	Active	
<input type="checkbox"/>	TOH IONATHAN	S****327B	TOHJOHN	Admin	Active	
<input type="checkbox"/>	TERRI MANDEL	F****289R	TERRIMANDEL	User	Active	
<input type="checkbox"/>	LI VIRDI	F****195L	LIVIRDI	Admin	Active	
<input type="checkbox"/>	-	S****667J	REGTEST	User	Inactive	
<input type="checkbox"/>	EE VIRDI	S****232B	EEVIRDI	User	Locked	
<input type="checkbox"/>	EE VIRDI	S****232B	EEVIRDI	Admin	Terminated	
<input type="checkbox"/>	TOH IONATHAN	S****327B	TOHJONATHAN	Admin	Terminated	
<input type="checkbox"/>	EE VIRDI	S****232B	EEVIRDI	Admin	Terminated	

0 users Selected

< 1 2 > 10 items per page Showing 1 to 10 of 12 items

Manage CorpPass Accounts

Step 1-3

Step 4A

Step 5A

Step 6A

- Arrive at the user's profile.

The screenshot shows the user profile page for PHANG GABRIEL. The page has a dark blue header with a navigation menu containing 'Home', 'My Account', 'Users', 'e-Service', and 'Help'. A 'Log Out' button and a search icon are on the right. Below the header, the breadcrumb trail is 'Home / Manage User Accounts / View User'. The user's name 'PHANG GABRIEL' is displayed prominently. Below the name are three tabs: 'Profile' (selected), 'Assigned e-Services', and 'Transaction History'. The 'Personal Details' section shows 'NRIC / FIN / Foreign ID No' as 'S****413C' and 'Country of Issue' as 'Singapore'. The 'Contact Details' section has an 'Email*' field with 'PHANGGABRIEL@abc.com' and 'abc@abc.com', and a 'Mobile No.' field with '987654321'. The 'Account Details' section shows 'CorpPass ID' as 'GRABRIELPHANG87' and 'Account Type' as 'Admin'.

Scroll down
to continue



Manage CorpPass Accounts

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- You can change the user's registered email and mobile number, then click 'Save'.

Personal Details

NRIC / FIN / Foreign ID No S****413C

Country of Issue Singapore

Contact Details

Email* PHANGGABRIEL@abc.com

abc@abc.com

Mobile No. 97654321

← Registered email

← Mobile number

Account Details

CorpPass ID SUBADMIN2

Account Type User

Account Status Active

[View Status History](#)

Remarks

Back

Save

Manage CorpPass Accounts

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- A confirmation message will indicate that the user's profile has been updated.

The screenshot displays the CorpPass user management interface. At the top, there is a dark blue navigation bar with links for Home, My Account, Users, e-Service, and Help. On the right side of this bar, there is a 'Log Out' button with a user icon and a search icon. Below the navigation bar, the breadcrumb trail reads 'Home / Manage User Accounts / View User'. The main content area features a white background with a red-bordered box containing a green checkmark icon and the text: 'You have successfully updated the user profile. The user will receive an email notification.' Below this message is a blue button labeled 'Return to Homepage'. At the bottom of the page, there is a dark blue footer with links for 'Privacy Statement | Terms and Conditions | Rate this Website' and the copyright notice '© 2016 Government of Singapore'.

Manage CorpPass Accounts

You may wish to:

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Change Account Status

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- Select the user(s) whose account status you wish to edit.

Manage User Accounts

Create User Account

Change user status (1)

Filter



Search



<input type="checkbox"/>	Full Name	NRIC / FIN / Foreign ID No.	CorpPass ID	User Type	Account Status	User Group
<input type="checkbox"/>	CHAN FENDERICK	S****319D	FRANKIECHEW87	User	Active	
<input type="checkbox"/>	PHANG GABRIEL	S****413C	GRABRIELPHANG87	Admin	Active	
<input type="checkbox"/>	TOH JONATHAN	S****327B	TOHJOHN	Admin	Active	
<input checked="" type="checkbox"/>	TERRI MANDEL	F****289R	TERRIMANDEL	User	Active	
<input type="checkbox"/>	LI VIRDI	F****195L	LIVIRDI	Enquiry User	Active	
<input type="checkbox"/>	-	S****667J	REGTEST	Enquiry User	Inactive	
<input type="checkbox"/>	EE VIRDI	S****232B	EEVIRDI	Enquiry User	Locked	
<input type="checkbox"/>	EE VIRDI	S****232B	EEVIRDI	Admin	Terminated	
<input type="checkbox"/>	TOH	S****327B	TOHIONATHAN	Admin	Terminated	

Change Account Status

Step 1-3

Step 4B

Step 5B

Step 6B

- Ensure that selected users have the same account status.

Manage User Accounts

Do note that you can only make edits to multiple users who share the same status. Otherwise you will have to make separate edits for each user.

Create User Account Filter

Search

<input type="checkbox"/>	Full Name	NRIC / FIN / Foreign ID No.	CorpPass ID	User Type	Account Status	User Group
<input type="checkbox"/>	CHAN FENDERICK	S****319D	FRANKIECHEW87	User	Active	
<input type="checkbox"/>	PHANG GABRIEL	S****413C	GRABRIELPHANG87	Admin	Active	
<input type="checkbox"/>	TOH JONATHAN	S****327B	TOHJOHN	Admin	Active	
<input checked="" type="checkbox"/>	TERRI MANDEL	F****289R	TERRIMANDEL	User	Active	
<input type="checkbox"/>	LI VIRDI	F****195L	LIVIRDI	Enquiry User	Active	
<input type="checkbox"/>	-	S****667J	REGTEST	Enquiry User	Inactive	
<input type="checkbox"/>	EE VIRDI	S****232B	EEVIRDI	Enquiry User	Locked	
<input type="checkbox"/>	EE VIRDI	S****232B	EEVIRDI	Admin	Terminated	
<input type="checkbox"/>	TOH	S****327B	TOHIONATHAN	Admin	Terminated	

Change Account Status

Step 1-3

Step 4B

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Step 6B

- Click 'Change user status'.

Manage User Accounts

Create User Account

Change user status (1)

Filter



Search



<input type="checkbox"/>	Full Name	NRIC / FIN / Foreign ID No.	CorpPass ID	User Type	Account Status	User Group
<input type="checkbox"/>	CHAN FENDERICK	S****319D	FRANKIECHEW87	User	Active	
<input type="checkbox"/>	PHANG GABRIEL	S****413C	GRABRIELPHANG87	Admin	Active	
<input type="checkbox"/>	TOH JONATHAN	S****327B	TOHJOHN	Admin	Active	
<input checked="" type="checkbox"/>	TERRI MANDEL	F****289R	TERRIMANDEL	User	Active	
<input type="checkbox"/>	LI VIRDI	F****195L	LIVIRDI	Enquiry User	Active	
<input type="checkbox"/>	-	S****667J	REGTEST	Enquiry User	Inactive	
<input type="checkbox"/>	EE VIRDI	S****232B	EEVIRDI	Enquiry User	Locked	
<input type="checkbox"/>	EE VIRDI	S****232B	EEVIRDI	Admin	Terminated	
<input type="checkbox"/>	TOH	S****327B	TOHIONATHAN	Admin	Terminated	

Change Account Status

Step 1-3

Step 4B

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Step 6B

- Select a 'New Account Status' using the dropdown menu.

The screenshot shows the 'Change Status' page in the CorpPass system. The breadcrumb trail is 'Home / Manage User Accounts'. The page title is 'Change Status'. A warning message with a red exclamation mark icon asks 'Are you sure you want to suspend these CorpPass User(s)? These CorpPass User(s) will not be able to access their account(s) during the suspension. These account(s) will be terminated if they remain inactive for 51 months.' Below the warning, it says 'Change status for the following user(s): 1 Selected User(s)'. The 'New Account Status' dropdown menu is open, showing four options: 1) 'Active' – Account is active and ready for use. 2) 'Inactive' – Account has not been activated yet. 3) 'Suspended' – An account that has been suspended by a CorpPass Admin or due to dormancy (for user accounts with no activity for 15 months). 4) 'Terminated' – An account has been terminated by a CorpPass Admin or due to dormancy (for user accounts with no activity for 51 months). The 'Suspended' option is highlighted with a red box. Below the dropdown, there are fields for 'New Status Effective Date*' (22/09/2016), 'New Status Expiry Date' (empty), and 'Reason for new status*' (empty). At the bottom, there are 'Back' and 'Save' buttons.

Change Account Status

Step 1-3

Step 4B

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Step 6B

- Select the date when the new status will take effect.

Change Status



Are you sure you want to suspend these account(s)?

These CorpPass User(s) will not be able to access their account(s) during the suspension. These account(s) will be only reinstated upon reactivation or end of suspension.

Change status for the following user(s):

1 Selected User(s) [+](#)

New Account Status

Suspended

New Status Effective Date*

22/09/2016

Example: 31/01/2017

New Status Expiry Date

Example: 28/02/2017

Reason for new status*

Back

Save

Change Account Status

Step 1-3

Step 4B

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Step 6B

- Select the date when the new status will expire. The new status will remain indefinitely if left blank.

Change Status



Are you sure you want to suspend these account(s)?

These CorpPass User(s) will not be able to access their account(s) during the suspension. These account(s) will be only reinstated upon reactivation or end of suspension.

Change status for the following user(s):

1 Selected User(s) [+](#)

New Account Status

Suspended

New Status Effective Date*

22/09/2016 

Example: 31/01/2017

New Status Expiry Date



Example: 28/02/2017

Reason for new status*

[Back](#) [Save](#)

Change Account Status

Step 1-3

Step 4B

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Step 6B

- Enter a reason for the new status, then click 'Save' to confirm.

Change Status



Are you sure you want to suspend these account(s)?

These CorpPass User(s) will not be able to access their account(s) during the suspension. These account(s) will be only reinstated upon reactivation or end of suspension.

Change status for the following user(s):

1 Selected User(s) [+](#)

New Account Status

Suspended

New Status Effective Date*

22/09/2016

Example: 31/01/2017

New Status Expiry Date

Example: 28/02/2017

Reason for new status*

Back

Save

Change Account Status

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- A confirmation message will indicate that the user(s)' profile has been updated.

The screenshot displays the CorpPass user management interface. At the top, a dark blue navigation bar contains links for Home, My Account, Users, e-Service, and Help, along with a Log Out button and a search icon. Below the navigation bar, a breadcrumb trail reads: Home / Manage User Accounts / Change Status Success. The main content area features a red-bordered box containing a green checkmark icon and the text: "You have successfully updated the user profile(s). The user(s) will receive an email notification." Below this message is a blue button labeled "Return to Homepage". At the bottom of the page, a dark footer contains the text: "Privacy Statement | Terms and Conditions | Rate this Website" and "© 2016 Government of Singapore".

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You may wish to:

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Change a user's email address or mobile number

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Change Account Type


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Step 4C

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- Arrive at the 'Manage User Accounts' page, which shows you a list of CorpPass users in your entity and their corresponding details.

Create User Account [Filter](#) 



<input type="checkbox"/>	Full Name	NRIC / FIN / Foreign ID No.	CorpPass ID	User Type	Account Status	User Group
<input type="checkbox"/>	CHAN FENDERICK	S****319D	FRANKIECHEW87	User	Active	
<input type="checkbox"/>	PHANG GABRIEL	S****413C	GRABRIELPHANG87	Admin	Active	
<input type="checkbox"/>	TOH IONATHAN	S****327B	TOHJOHN	Admin	Active	
<input type="checkbox"/>	TERRI MANDEL	F****289R	TERRIMANDEL	User	Active	
<input type="checkbox"/>	LI VIRDI	F****195L	LIVIRDI	Admin	Active	
<input type="checkbox"/>	-	S****667J	REGTEST	User	Inactive	
<input type="checkbox"/>	EE VIRDI	S****232B	EEVIRDI	User	Locked	
<input type="checkbox"/>	EE VIRDI	S****232B	EEVIRDI	Admin	Terminated	
<input type="checkbox"/>	TOH IONATHAN	S****327B	TOHJONATHAN	Admin	Terminated	
<input type="checkbox"/>	EE VIRDI	S****232B	EEVIRDI	Admin	Terminated	

0 users Selected

items per page Showing 1 to 10 of 12 items

Change Account Type

Step 1-3

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Step 6C

- Click user name to view user details.

The screenshot shows the CorpPass user management interface. At the top, there are buttons for 'Create User Account' and 'Change user status (0)', along with a 'Filter' button and a search bar. Below these is a table of users with columns for 'Full Name', 'NRIC / FIN / Foreign ID No.', 'CorpPass ID', 'User Type', 'Account Status', and 'User Group'. The user 'PHANG GABRIEL' is highlighted with a red box. At the bottom, there is a pagination control showing '1' of 2 pages and a dropdown for '10 items per page'.

<input type="checkbox"/>	Full Name	NRIC / FIN / Foreign ID No.	CorpPass ID	User Type	Account Status	User Group
<input type="checkbox"/>	CHAN FENDERICK	S****319D	FRANKIECHEW87	User	Active	
<input type="checkbox"/>	PHANG GABRIEL	S****413C	GRABRIELPHANG87	Sub-Admin	Active	
<input type="checkbox"/>	TOH IONATHAN	S****327B	TOHJOHN	Admin	Active	
<input type="checkbox"/>	TERRI MANDEL	F****289R	TERRIMANDEL	User	Active	
<input type="checkbox"/>	LI VIRDI	F****195L	LIVIRDI	Admin	Active	
<input type="checkbox"/>	-	S****667J	REGTEST	User	Inactive	
<input type="checkbox"/>	EE VIRDI	S****232B	EEVIRDI	User	Locked	
<input type="checkbox"/>	EE VIRDI	S****232B	EEVIRDI	Admin	Terminated	
<input type="checkbox"/>	TOH IONATHAN	S****327B	TOHJONATHAN	Admin	Terminated	
<input type="checkbox"/>	EE VIRDI	S****232B	EEVIRDI	Admin	Terminated	

0 users Selected

< 1 2 > 10 items per page Showing 1 to 10 of 12 items

Change Account Type

Step 1-3

Step 4C

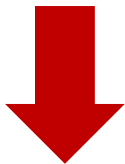
Step 5C

Step 6C

- Arrive at the user's profile.

The screenshot shows the user profile page for PHANG GABRIEL. The page has a dark blue header with a navigation menu containing 'Home', 'My Account', 'Users', 'e-Service', and 'Help'. A 'Log Out' button and a search icon are on the right. Below the header, the breadcrumb trail is 'Home / Manage User Accounts / View User'. The user's name 'PHANG GABRIEL' is displayed prominently. There are three tabs: 'Profile' (selected), 'Assigned e-Services', and 'Transaction History'. The 'Personal Details' section shows 'NRIC / FIN / Foreign ID No' as 'S****413C' and 'Country of Issue' as 'Singapore'. The 'Contact Details' section shows 'Email*' as 'PHANGGABRIEL@abc.com' (with 'abc@abc.com' below it) and 'Mobile No.' as '987654321'. The 'Account Details' section shows 'CorpPass ID' as 'GRABRIELPHANG87'.

Scroll down
to continue



Manage CorpPass Accounts

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Step 6C

- You can change the user's account type, then click 'Save'.

Personal Details

NRIC / FIN / Foreign ID No S****413C
Country of Issue Singapore

Note: Sub-Admins can only change the Account Types of Enquiry Users and Users.

Contact Details

Email* PHANGGABRIEL@abc.com
abc@abc.com

Mobile No. 98765432

Account Details

CorpPass ID GRABRIELPHANG87

Account Type Sub-admin

Account Status

New Account Status --- Select ---

Remarks

Back

Save

Change Account Status

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- A confirmation message will indicate that the user's profile has been updated.

The screenshot displays the CorpPass user management interface. At the top, a dark blue navigation bar contains links for Home, My Account, Users, e-Service, and Help, along with a Log Out button and a search icon. Below the navigation bar, a breadcrumb trail reads: Home / Manage User Accounts / Change Status Success. The main content area features a success message enclosed in a red-bordered box: a green checkmark icon followed by the text "You have successfully updated the user profile(s). The user(s) will receive an email notification." Below this message is a blue button labeled "Return to Homepage". At the bottom of the page, a dark footer contains the text "Privacy Statement | Terms and Conditions | Rate this Website" on the left and "© 2016 Government of Singapore" on the right.

- END -

Updated as of December 2017