



A Guide for Corppass Admins & Sub-Admins: Batch Create Accounts

Log In to Corppass Portal

Step 1

Step 2

- Select 'Log in with Singpass'.

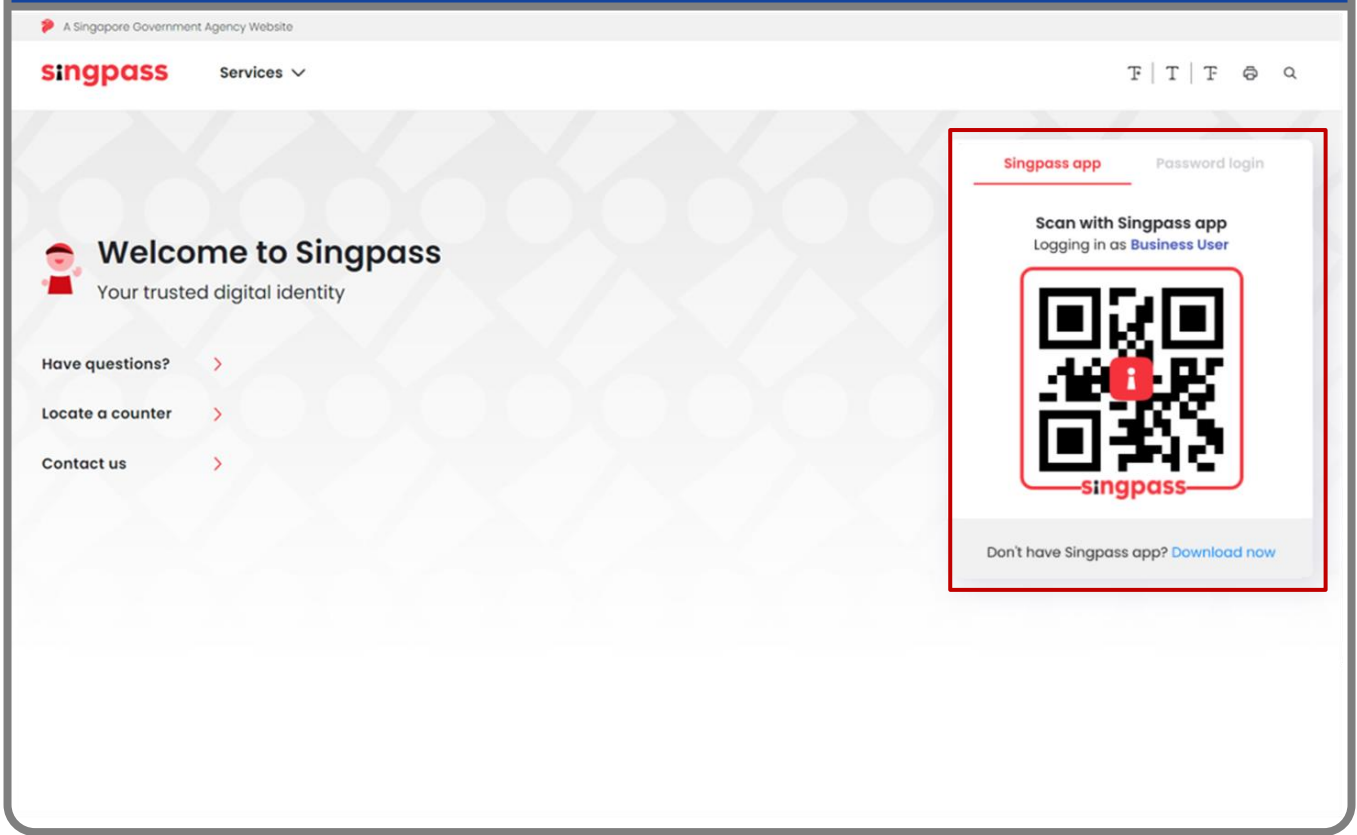


Log In to Corppass Portal

Step 1

Step 2

- You will be redirected to the Singpass login page. Log in by scanning the QR code using your Singpass app.

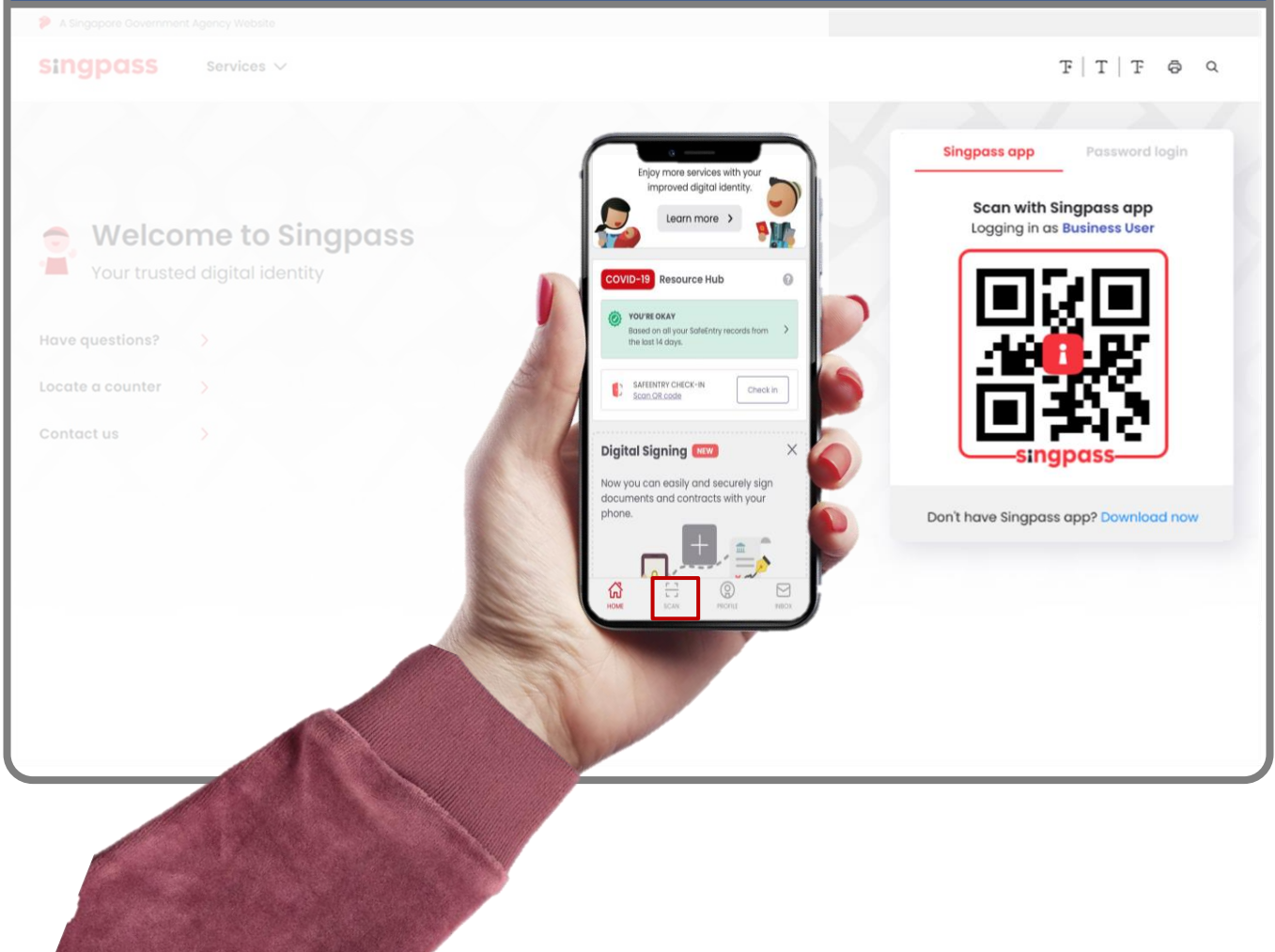


Log In to Corppass Portal

Step 1

Step 2

- Launch your Singpass app. Tap the 'Scan' button to scan the QR Code on the Singpass login page.

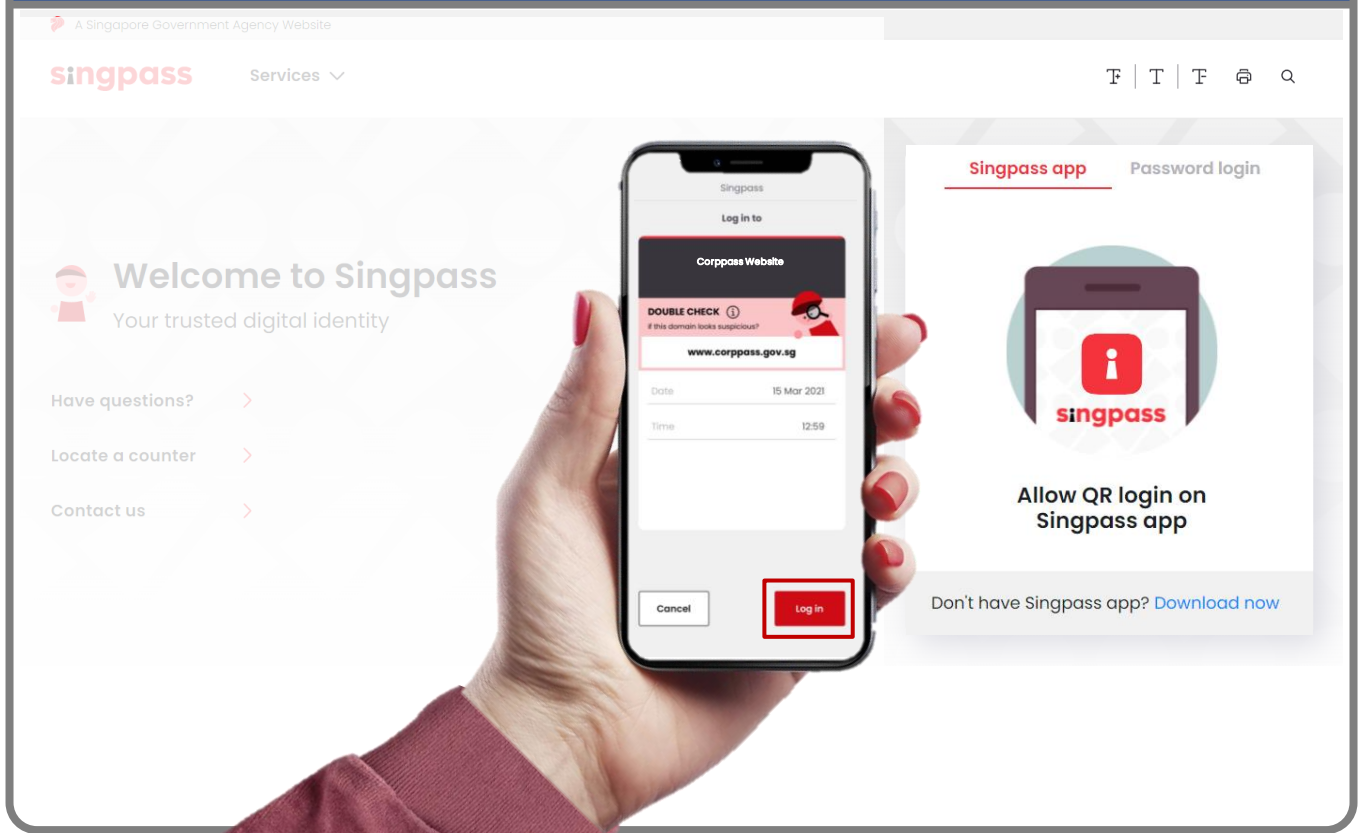


Log In to Corppass Portal

Step 1

Step 2

- Confirm your login request on the Singpass app by tapping on the 'Log in' button.



Note: You will be prompted to use either fingerprint (for selected smartphones), Face ID (for selected smartphones) or 6-digit passcode to verify your identity

Log In to Corppass Portal

Step 1

Step 2

- Alternatively, enter your Singpass ID & Password.

The screenshot shows the Singpass login interface. At the top, it says 'A Singapore Government Agency Website' and 'singpass Services'. The main heading is 'Welcome to Singpass' with the tagline 'Your trusted digital identity'. Below this are links for 'Have questions?', 'Locate a counter', and 'Contact us'. On the right, there's a login form titled 'Singpass app' and 'Password login'. The form includes fields for 'Singpass ID' and 'Password', a red 'Log in' button, and links for 'Forgot Singpass ID' and 'Reset password'. At the bottom of the form is a 'Register For Singpass' button. The entire login form area is enclosed in a red rectangular box.

Note: If you are a Foreign ID user, this mode of login using Singpass ID or Password is not applicable to you. You can log in using the Singpass app.

Log In to Corppass Portal

Step 1

Step 2

- You may choose to verify your identity using SMS OTP. Enter the 6-digit One-Time Password (OTP) at your registered mobile number.

A Singapore Government Agency Website

singpass

SMS OTP Face verification

Enter the 6-digit One-time Password (OTP) sent to your mobile number (****6022). [Not your mobile number?](#)



OTP:

Submit

If you do not receive an OTP on your mobile device within 30 seconds, please click on the "Resend OTP" button here:

Resend OTP

Log In to Corppass Portal

Step 1

Step 2

- Or verify your identity using Face Verification. Select 'Continue'.

SMS OTP Face verification



Please note:

Use another authentication method if you are sensitive to flashing lights.

- 1 In the next screen, click "Begin Scan".
- 2 Keep still as the camera locates your face.
- 3 The screen will flash a series of colored lights.



Click [here](#) to find out more about Singpass Face verification.

Continue

Log In to Corppass Portal

Step 1

Step 2

- Read the guidelines and click 'Begin Scan' to proceed.

A Singapore Government Agency Website

singpass

SMS OTP

Face verification

Here are some guidelines. Find out more [here](#).



✓ Clear glasses



✓ Keep headgear
and hair off face



✓ Indoor lighting



✓ Keep mouth closed



✗ Tinted glasses



✗ Cover your face



✗ Very bright lighting



✗ Smile widely

Look into the front camera and select "Begin Scan".

By selecting "Begin Scan", you are allowing us to match your photo with the government's biometrics database based on the [Terms of Use](#).

Back

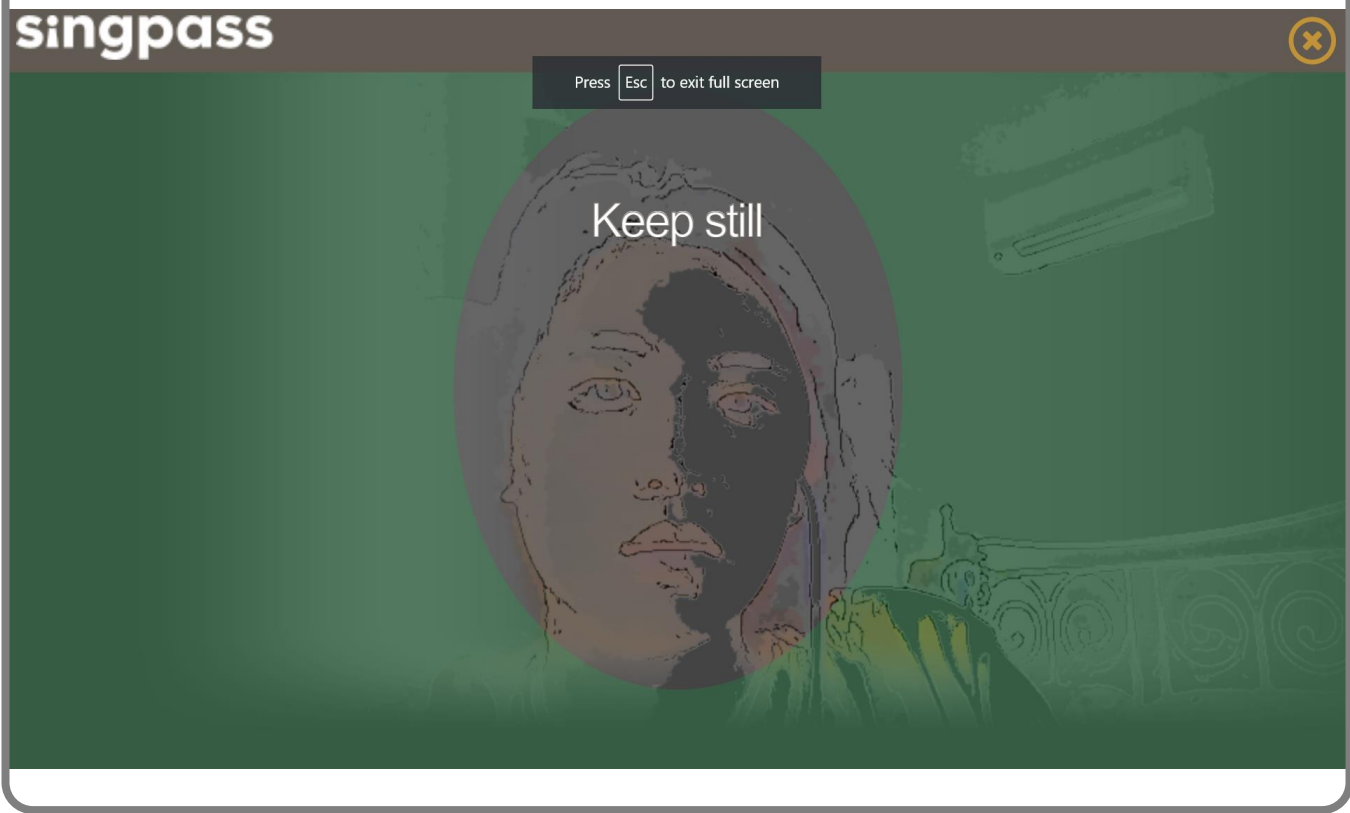
Begin Scan

Log In to Corppass Portal

Step 1

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- Follow the instructions provided while the scanning takes place.



Note: Face Verification does not require any setup and is only available on desktop and mobile browsers. It requires the user to have a front-facing camera on their device when accessing digital services.

Batch Create Accounts

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- After logging in, select the Entity you wish to transact on behalf of.

corppass

 Singapore Government
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[Log Out](#) 

Select UEN/Entity ID

M91425521H
Entity 1

M30062017A
Entity 2

C20001187B
Entity 3

Note: This page will only be shown to users who hold multiple Corppass accounts.

Batch Create Accounts

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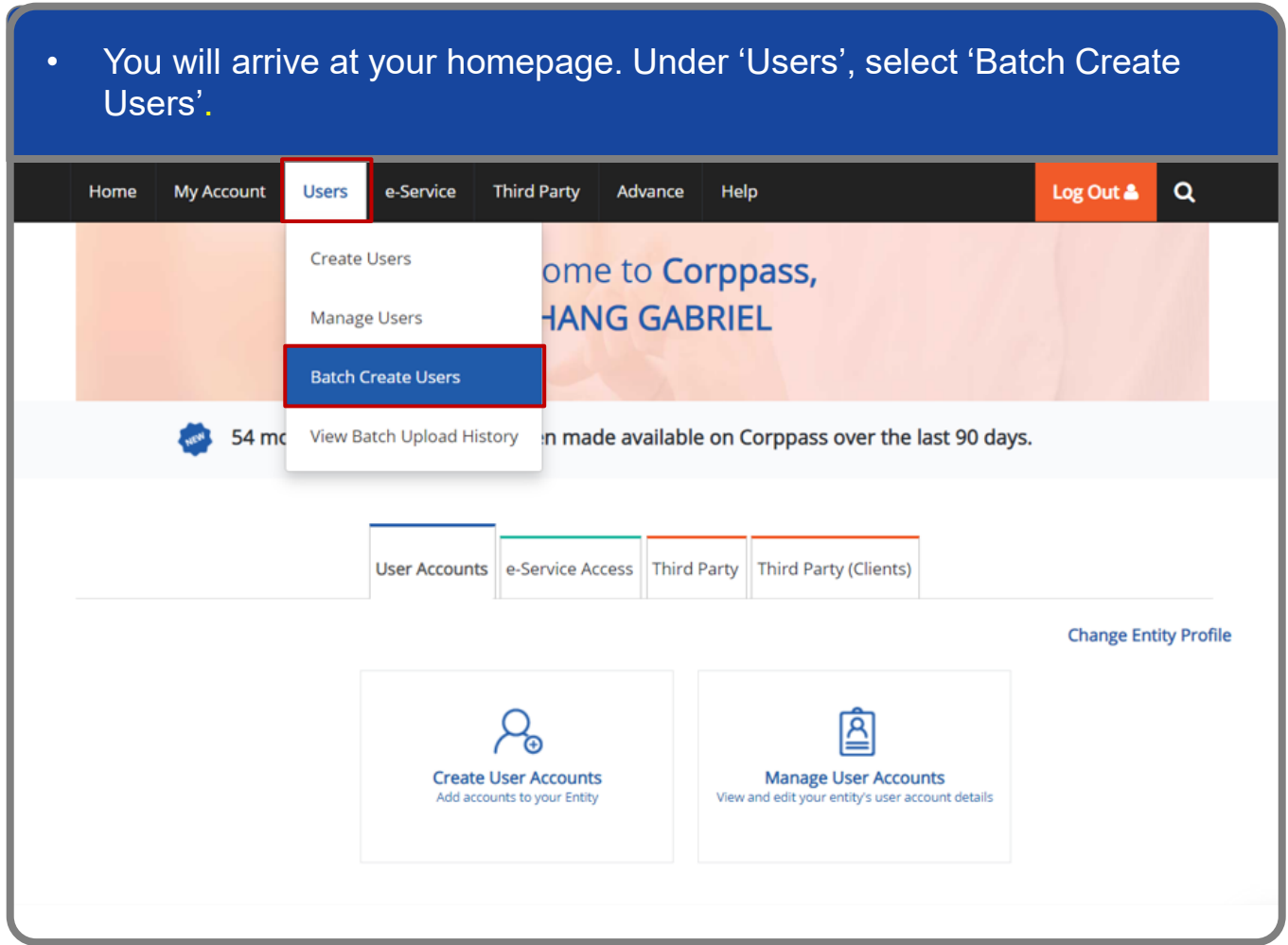
Step 11

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- You will arrive at your homepage. Under 'Users', select 'Batch Create Users'.



The screenshot displays the Corppass user interface. At the top, a dark blue navigation bar contains links for Home, My Account, Users, e-Service, Third Party, Advance, and Help. The 'Users' link is highlighted with a red box. Below this, a dropdown menu is visible, showing options for Create Users, Manage Users, and Batch Create Users, with the latter also highlighted by a red box. The main content area features a large orange banner with the text 'Welcome to Corppass, HANG GABRIEL'. Below the banner, a section titled '54 months' displays a 'View Batch Upload History' button. Further down, a row of four tabs is shown: User Accounts, e-Service Access, Third Party, and Third Party (Clients). The 'User Accounts' tab is active. Below the tabs, there are 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). A 'Change Entity Profile' link is located in the top right corner of the main content area.

Batch Create Accounts

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- Arrive at 'Batch Create Users' page. Download the Excel template.

Batch Create Users



Click [here](#) to download the Excel template and enter required user details.

Sub-Admin accounts can assign any of the entity's e-Services to users and authorise Third Party Entities by default. To restrict the account, go to Advance > Add Assignment Profile.

Note:

- Selected e-Services such as **CPF e-Submission** and **SSG-WSG E-Services** (see [full listing](#)) require additional details to be set up and assigned individually on Corppass. Refer to [Corppass User Guides](#) on how to assign e-Services to users.
- Selected e-Services such as **MOM EPOL/WPOL** and **HDB e-Services** (see [full listing](#)) perform additional checks after logging in to their websites. Contact these agencies for more information.

Please note that each file upload only supports a maximum of 5000 records.

Batch processing will require 1 working day.

Upload completed file (max. 10MB)

Select file

Cancel

Next

Batch Create Accounts

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- Read the instructions within the Excel document on creating multiple users using this method.

The screenshot shows an Excel spreadsheet with the following content:

File Home Insert Page Layout Formulas Data Review View Help

M19

Not set Unrestricted Confidential Highly Confidential Restricted

Instructions for Pre-Populated Information (Highlighted in Grey)

1) View the list of pre-populated users and their authorisations from other Government agencies (highlighted in grey).
2) Do not edit pre-populated information within the grey cells.
3) Complete the required details for users you wish to create.
4) You may remove pre-populated authorisations by selecting and deleting the row.
5) Verify all details for users you wish to create are accurate and ensure that the required cells (highlighted in pink) are completed before submission.

Note: NRIC / FIN of pre-populated user profiles have been masked for data privacy reasons.

***Accounts created using this template will be given access to all digital services.**

Click cell to read the tooltip that appears for each field you are editing or completing.

Example:

*NRIC/FIN/Foreign ID Type [Max 15]	*NRIC/FIN/Foreign ID No. [Max 20]	*Email [Max 320]	*Account Type [Max 12]	Full Name (As in NRIC/FIN/Foreign ID) [Max 66]	Country / Region [Max 44]
NRIC	S****718B	ACB@gmail.com	User	LIM MARY	
NRIC	S9489389A	BCA@gmail.com	User		

Instructions CreateUser

Batch Create Accounts

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- Next, select the 'CreateUser' worksheet.

The screenshot shows an Excel spreadsheet with the following content:

File Home Insert Page Layout Formulas Data Review View Help

M19

Not set Unrestricted Confidential Highly Confidential Restricted

A B C D E F

1 Please read the following steps to complete this template:

2 1) Select the "CreateUser" worksheet for your completion. Please do not change the name of the worksheet.

3 2) Create additional users in each row by filling in their details (one user per row).

4 3) You may remove users you do not wish to create by selecting and deleting the row.

5 4) Verify all details for users you wish to create are accurate and ensure that the required cells (highlighted in pink) are completed before submission.

6

7 **Instructions for Pre-Populated Information (Highlighted in Grey)**

8 1) View the list of pre-populated users and their authorisations from other Government agencies (highlighted in grey).

9 2) Do not edit pre-populated information within the grey cells.

10 3) Complete the required details for users you wish to create.

11 4) You may remove pre-populated authorisations by selecting and deleting the row.

12 5) Verify all details for users you wish to create are accurate and ensure that the required cells (highlighted in pink) are completed before submission.

13 **Note:** NRIC / FIN of pre-populated user profiles have been masked for data privacy reasons.

14

15 ***Accounts created using this template will be given access to all digital services.**

16

17 Click cell to read the tooltip that appears for each field you are editing or completing.

18

19 Example:

*NRIC/FIN/Foreign ID Type [Max 15]	*NRIC/FIN/Foreign ID No. [Max 20]	*Email [Max 320]	*Account Type [Max 12]	Full Name (As in NRIC/FIN/Foreign ID) [Max 66]	Country / Region [Max 44]
NRIC	S****718B	ACB@gmail.com	User	LIM MARY	
NRIC	S9489389A	BCA@gmail.com	User		

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Instructions CreateUser

Batch Create Accounts

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- Fill in the required details in the cells highlighted in pink. Click on each field for a tooltip description.

Note the maximum character length for each field, as denoted by '[Max xx]'.

If the entry does not meet the required cell format, that particular user account will not be created.

Information about this field will be displayed in the tooltip box.

Batch Create Accounts

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- Click 'Select File' to upload the completed Excel file. (Only xlsx and xls file formats are allowed)

Batch Create Users



Click [here](#) to download the Excel template and enter required user details.

Sub-Admin accounts can assign any of the entity's e-Services to users and authorise Third Party Entities by default. To restrict the account, go to Advance > Add Assignment Profile.

Note:

- Selected e-Services such as **CPF e-Submission** and **SSG-WSG E-Services** (see [full listing](#)) require additional details to be set up and assigned individually on Corppass. Refer to [Corppass User Guides](#) on how to assign e-Services to users.
- Selected e-Services such as **MOM EPOL/WPOL** and **HDB e-Services** (see [full listing](#)) perform additional checks after logging in to their websites. Contact these agencies for more information.

Please note that each file upload only supports a maximum of 5000 records.

Batch processing will require 1 working day.

Upload completed file (max. 10MB)

Select file

Cancel

Next

Batch Create Accounts

Step 1 - 2

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- Click 'Next' to proceed.



Click [here](#) to download the Excel template and enter required user details.

Sub-Admin accounts can assign any of the entity's e-Services to users and authorise Third Party Entities by default. To restrict the account, go to Advance > Add Assignment Profile.

Note:

- Selected e-Services such as **CPF e-Submission** and **SSG-WSG E-Services** (see [full listing](#)) require additional details to be set up and assigned individually on Corppass. Refer to [Corppass User Guides](#) on how to assign e-Services to users.
- Selected e-Services such as **MOM EPOL/WPOL** and **HDB e-Services** (see [full listing](#)) perform additional checks after logging in to their websites. Contact these agencies for more information.

Please note that each file upload only supports a maximum of 5000 records.

Batch processing will require 1 working day.

Upload completed file (max. 10MB)

Select file

Filename

SPCP_CP_MassUserCreation.xlsx

Cancel

Next

Batch Create Accounts

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- Verify that the correct file has been uploaded before you click 'Submit'.

Batch Create Users



Ensure that the information provided is accurate.

For Sub-Admin account created, the default allows any of the entity's e-Services to be assigned to users and authorised Third Party Entities. To restrict the account, go to Advance > Add Assignment Profile.

Note:

- Selected e-Services such as **CPF e-Submission** and **SSG-WSG E-Services** (see [full listing](#)) require additional details to be set up and assigned individually on Corppass. Refer to [Corppass User Guides](#) on how to assign e-Services to users.
- Selected e-Services such as **MOM EPOL/WPOL** and **HDB e-Services** (see [full listing](#)) perform additional checks after logging in to their websites. Contact these agencies for more information.

Create User Accounts

Uploaded File	SPCP_CP_MassUserCreation.xlsx
No. of records	1

Back

Submit

Verify file name and ensure that the correct file has been uploaded.

Check that the number of records indicated is the same as the number of user accounts entered within the Excel file.

Batch Create Accounts

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- You will see a confirmation page if the file has been uploaded successfully. Processing requires one working day. You will receive an email notification indicating that the batch file has been processed.

Home

My Account

Users

e-Service

Third Party

Advance

Help

Log Out



Home / Batch Create Users



Your file has been uploaded for processing.

Processing will require 1 working day. You will receive an email notification after the processing is completed.

[Return to Homepage](#)

[View Batch Upload History](#)

Note: Users will receive an email notification once their accounts have been created, requesting for them to activate to activate their accounts.

Batch Create Accounts

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- Click 'View Batch History' to see batch files you uploaded previously. You can also access your upload history under 'Users' > 'View Batch Upload History'.

Home

My Account

Users

e-Service

Third Party

Advance

Help

Log Out



Home / Batch Create Users



Your file has been uploaded for processing.

Processing will require 1 working day. You will receive an email notification after the processing is completed.

[Return to Homepage](#)

[View Batch Upload History](#)

Batch Create Accounts

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- A table will display your batch upload history.

[Home](#) [My Account](#) [Users](#) [e-Service](#) [Help](#) [Log Out](#)

[Home](#) / [Batch Upload History](#)

Batch Upload History

[Filter](#)

Job ID	Job Description	Submission Date	Status
175	Batch Create Users	06/09/2020 14:58	In-progress
171	Batch Assign e-Service	06/09/2020 14:51	View Error
168	Batch Create Users	06/09/2020 14:30	Completed
167	Batch Create Users	06/09/2020 14:21	Completed
54	Batch Assign e-Service	24/08/2020 17:35	Completed
27	Batch Assign e-Service	23/08/2020 20:17	Completed
25	Batch Assign e-Service	23/08/2020 15:36	Completed
24	Batch Assign e-Service	23/08/2020 15:33	Completed
23	Batch Create Users	23/08/2020 15:31	Completed

Batch Create Accounts

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- View the status of each file upload as indicated.

[Home](#) [My Account](#) [Users](#) [e-Service](#) [Help](#) [Log Out](#)

[Home](#) / [Batch Upload History](#)

Batch Upload History

Job ID	Job Description	Submission Date	Status
175	Batch Create Users	06/09/2016 15:58	In-progress
171	<div>1) 'In Progress' – File upload was successful and is being processed.</div> <div>2) 'Completed' – File upload was successful and processing has been completed.</div> <div>3) 'View Error' – File upload was successful, but Corppass was unable to process the details of some users. Learn how to fix the error on the next slide.</div>	23/08/2016 15:31	View Error
168			Completed
167			Completed
54	Batch Assign e-Service	23/08/2016 15:33	Completed
27	Batch Create Users	23/08/2016 15:31	Completed
25			Completed
24			Completed
23	Batch Create Users	23/08/2016 15:31	Completed

Batch Create Accounts

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- Click 'View Error' to download an Excel list of user accounts that were not processed.

[Home](#) [My Account](#) [Users](#) [e-Service](#) [Help](#) [Log Out](#)

[Home](#) / [Batch Upload History](#)

Batch Upload History

[Filter](#)

Job ID	Job Description	Submission Date	Status
175	Batch Create Users	06/09/2016 15:58	In-progress
171	Batch Assign e-Service	06/09/2016 14:51	View Error
168	Batch Create Users	06/09/2016 14:30	Completed
167	Batch Create Users	06/09/2016 14:21	Completed
54	Batch Assign e-Service	24/08/2016 17:35	Completed
27	Batch Assign e-Service	23/08/2016 20:17	Completed
25	Batch Assign e-Service	23/08/2016 15:36	Completed
24	Batch Assign e-Service	23/08/2016 15:33	Completed
23	Batch Create Users	23/08/2016 15:31	Completed

Batch Create Accounts

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- In the Excel, you will see the reasons why user accounts were not processed. Rectify the details based on the error messages.

File Home Insert Page Layout Formulas Data Review View Tell me what you want to do		
E22		
	E	H
1	*Account Type [Max 12]	Migrated Data [Max 1]
2	Sub-admin	
3	Sub-admin	
4	Enquiry User	
5	Sub-admin	
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		

Error

NRIC/FIN does not exist in Singpass. Check your entry.

Enter a valid NRIC/FIN/Foreign ID No.

Enter a valid NRIC/FIN/Foreign ID No.

Select a valid identity type.

Enter a valid Email.

Batch Create Accounts

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- Go to 'Users' > 'Batch Create Users'. Repeat Steps 8 to 10 to submit the updated file with users that could not be processed previously.

Home My Account **Users** e-Service Third Party Advance Help Log Out

Create Users
Manage Users
Batch Create Users

Welcome to Corppass,
HANG GABRIEL

54 more items made available on Corppass over the last 90 days.

User Accounts e-Service Access Third Party Third Party (Clients)

Change Entity Profile

Create User Accounts
Add accounts to your Entity

Manage User Accounts
View and edit your entity's user account details

- END -

Updated as of April 2021