

User Manual

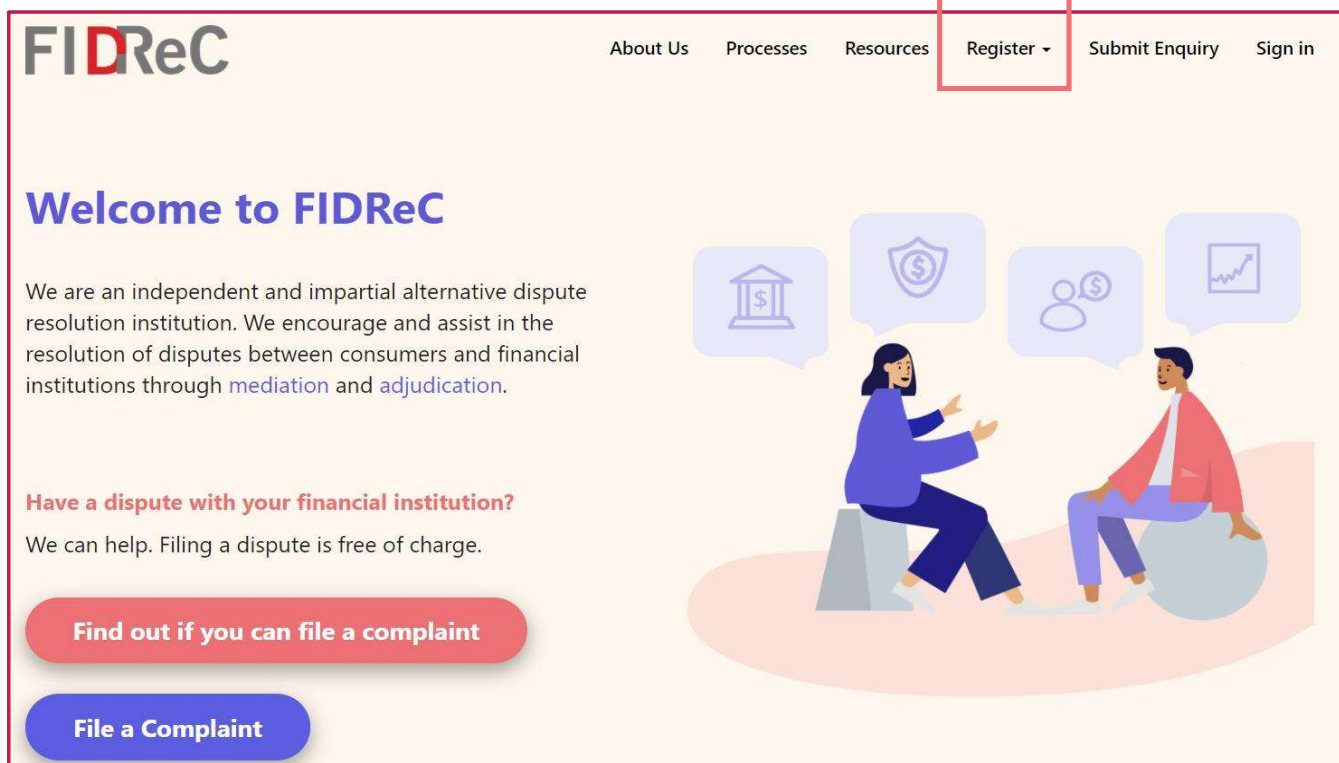
Registering an account with FIDReC

Within this tutorial, we will take a look at how you can...

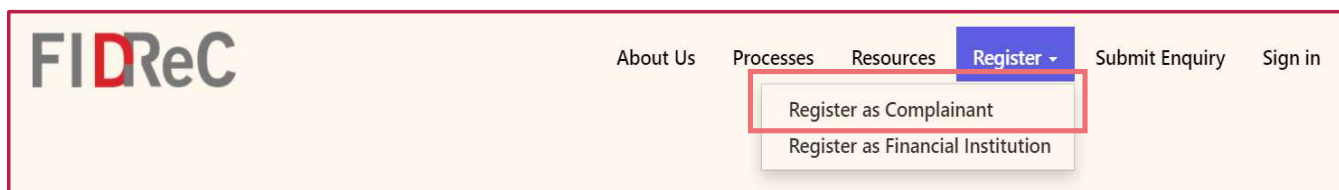


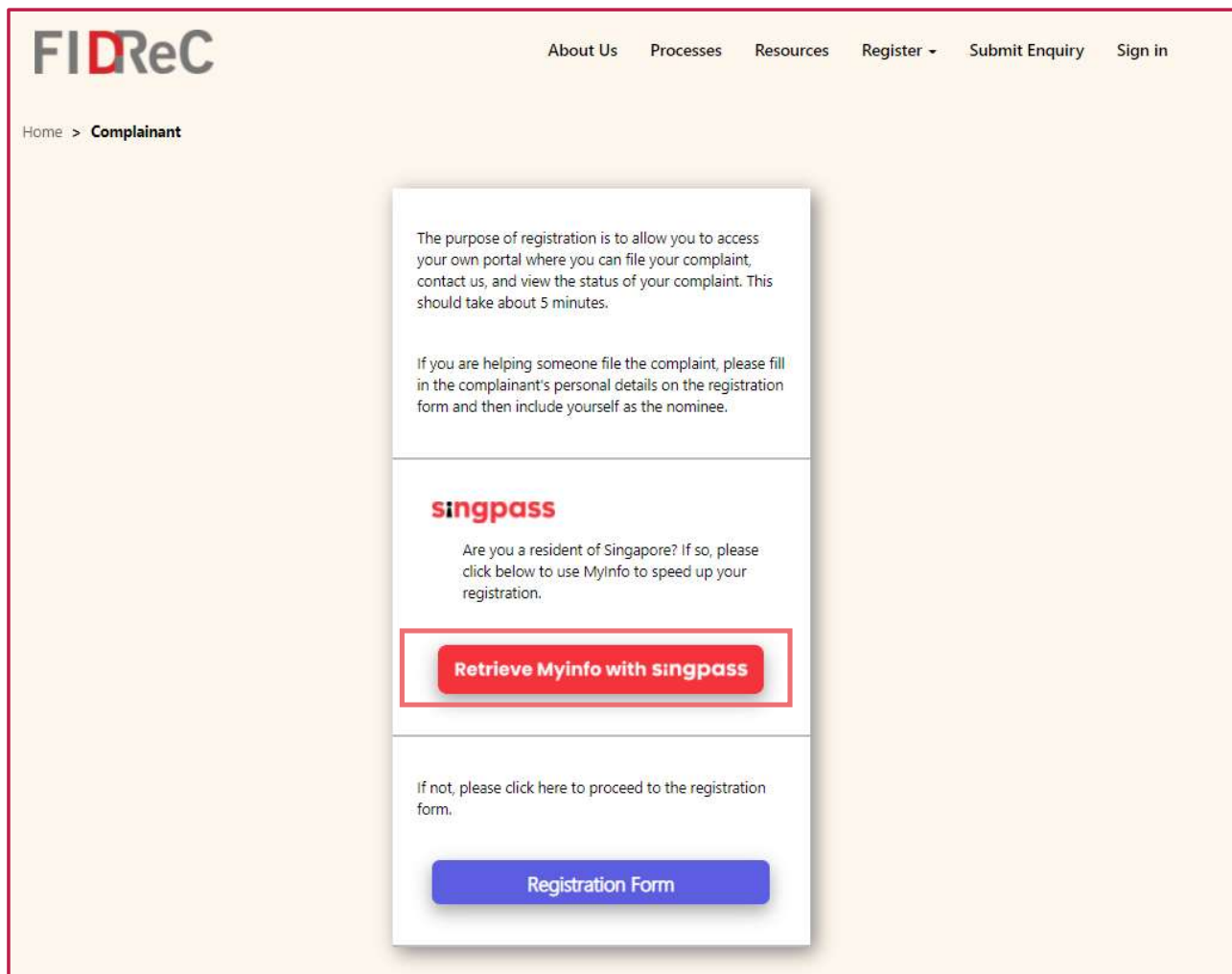
REGISTER YOUR ACCOUNT WITH FIDREC USING
MYINFO (SINGPASS)

3



1 To register an account with us using our online form, select the **Register** option on the top menu, and click on **Register as Complainant**.





The screenshot shows the FIDReC website's registration options page for complainants. The page has a light orange background. At the top left is the FIDReC logo. To the right of the logo is a navigation bar with links: About Us, Processes, Resources, Register (with a dropdown arrow), Submit Enquiry, and Sign in. Below the navigation bar, on the left, is a breadcrumb trail: Home > Complainant. The main content area is a white box with a shadow. It contains three sections. The first section has text explaining the purpose of registration. The second section is titled 'singpass' and asks if the user is a resident of Singapore, with a red button labeled 'Retrieve Myinfo with singpass'. The third section asks if the user is not a resident and provides a blue button labeled 'Registration Form'.

FIDReC

About Us Processes Resources Register Submit Enquiry Sign in

Home > Complainant

The purpose of registration is to allow you to access your own portal where you can file your complaint, contact us, and view the status of your complaint. This should take about 5 minutes.

If you are helping someone file the complaint, please fill in the complainant's personal details on the registration form and then include yourself as the nominee.

singpass

Are you a resident of Singapore? If so, please click below to use Myinfo to speed up your registration.

Retrieve Myinfo with singpass

If not, please click here to proceed to the registration form.

Registration Form

2 On the registration options page, select **Retrieve Myinfo with singpass**. This will bring you to the singpass login page.




Some helpful tips:

If you do not have singpass, you can register with us using our online **Registration Form**. You will have to fill in your details and FIDReC will authenticate your identity separately.

Singpass app Password login

Scan with Singpass app
to log in


singpass

Don't have Singpass app? [Download now](#)

Singpass app **Password login**

Log in

Log in


[Forgot Singpass ID](#) [Reset password](#)

[Register For Singpass](#)

3 On the login page, singpass offers two ways for you to log in. You can choose to use either the **Singpass app** or the **Password login**.

4 To login using the Singpass app, you can choose to scan the QR code with your app to authenticate your identity.

5 To login using the Password login, simply enter your Singpass ID and Password to log in.




Singpass retrieves personal data from relevant government agencies to pre-fill the relevant fields, making digital transactions faster and more convenient.

This digital service is requesting the following information from Singpass, for the purpose of registering with FIDReC.

- > NRIC/FIN
- > Name
- > Sex
- > Date of Birth
- > Nationality
- > Residential Status
- > Mobile Number
- > Email
- > Registered Address
- > Employer's Name
- > Occupation


Clicking the "I Agree" button permits this digital service to retrieve your data based on the [Terms of Use](#).

6 Once you log in, you will be asked for consent for FIDReC to retrieve your information using singpass. You can provide your consent by clicking  .



Some helpful tips:

If you are unable to login using singpass, or if you are experiencing any issues, you can still register using our online **Registration Form**.



[About Us](#) [Processes](#) [Resources](#) [Register](#) [Submit Enquiry](#) [Sign in](#)

[Home](#) > [Complainant](#) > **Registration**

Personal Details

Salutation *

NRIC / FIN / Passport No. *

Email *

Nationality *

Please click on the search icon to select.

Occupation

Gender

Name *

Date of Birth *

Please enter date in DD/MM/YYYY format.

Phone Number *

Residential Status *

Name of Employer

Address

Block / Building / Line 1 *

Street *

City *

Country *

Please click on the search icon to select.

Floor / Unit / Line 2

Postal Code

State / Province

7 Once you provide your consent, we will retrieve your information from MyInfo, and prefill the **Personal Details** and **Address** sections of your registration form with your details. Fields marked in grey will not be editable.




Some helpful tips:

The information that we retrieve depends on the details that you have provided when registering with MyInfo.



[About Us](#) [Processes](#) [Resources](#) [Register](#) [Submit Enquiry](#) [Sign in](#)

Additional Details

I can speak:  *

- ☐ English
- ☐ Mandarin
- ☐ Malay
- ☐ Tamil

Please contact me via *

Highest Education *

Please acknowledge that you have read, understood and accept all the terms and conditions set out in the [Terms of Reference](#) and [Terms of Use and Obligation of Confidentiality](#).

☐ I acknowledge and accept the Terms and Conditions specified under the agreements stated above. *




[Generate a new image](#)

[Play the audio code](#)

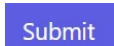
Enter the code from the image

Submit

8

Fill in the **Additional Details** section. You can hover your cursor over the  icon to view tips and explanations.

9

Before submitting the registration form, you will need to accept the terms and conditions as stated by FIDReC. You can read the **Terms of Reference** and **Terms of Use and Obligation of Confidentiality** by clicking on the links. The final step is to fill in the captcha code from the image and click .

FIDReC About Us Processes Resources Register ▾ Submit Enquiry Sign in

Home > Complainant > Registration > **Successful**

Thank you for registering with us! A verification link has been sent to your registered email.
Please do not close the browser.
Please follow the instruction in the email to activate your account within 30 Minutes, or your OTP might expire.

Thank you for registering with FIDReC.

Please click the registration link below and follow the steps to create your username and password. Kindly note that the OTP will expire within 30 minutes.

OTP : 492622

[Registration Link](#)

FIDReC About Us Processes Resources Register ▾ Submit Enquiry Sign in

[Sign in](#)

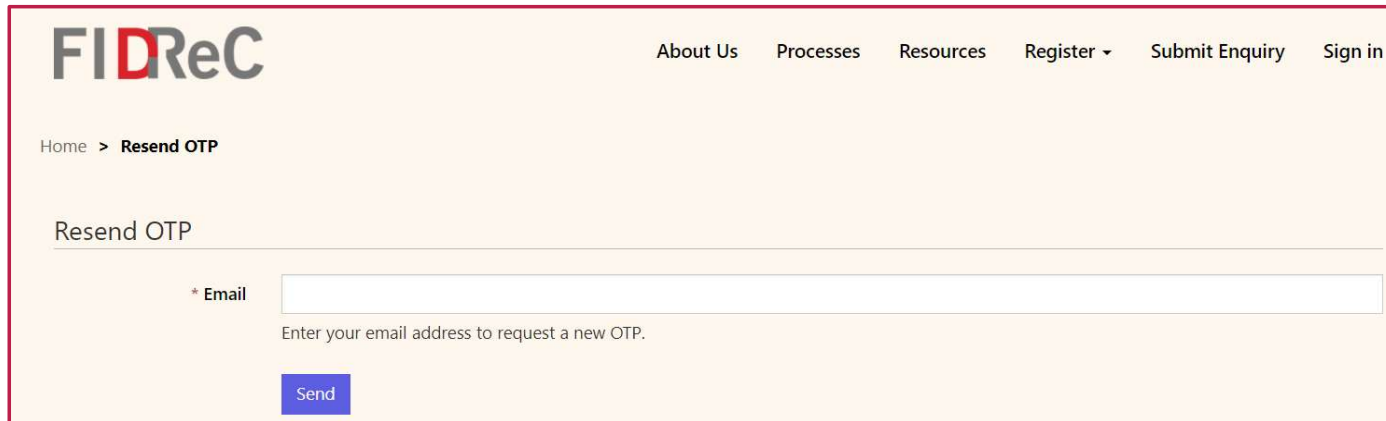
Please enter your OTP

* OTP

10 After submitting your form, you will be shown a message to indicate your registration has been submitted. You will then be automatically redirected to the page for you to enter your OTP.

11 As next steps, an OTP will be sent to the registered email address. You can click on the **Registration Link** in the email, or use the page mentioned in the previous step.

12 If you did not receive an email, and it has not been redirected to your Junk or Spam folder, or if your OTP has expired, you can click .



FIDReC

About Us Processes Resources Register ▾ Submit Enquiry Sign in

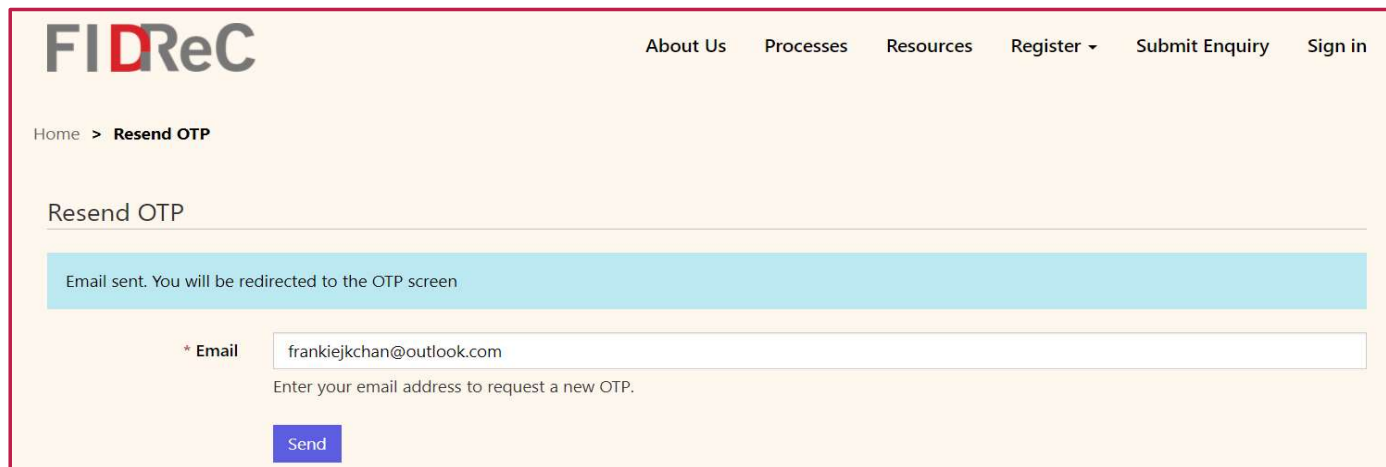
Home > Resend OTP

Resend OTP

* Email

Enter your email address to request a new OTP.

Send



FIDReC

About Us Processes Resources Register ▾ Submit Enquiry Sign in

Home > Resend OTP

Resend OTP

Email sent. You will be redirected to the OTP screen

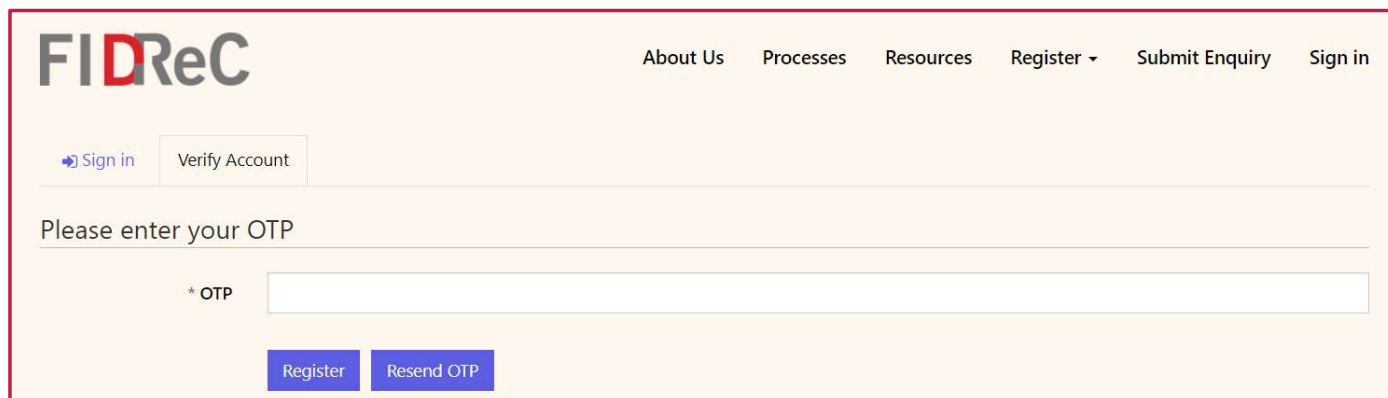
* Email

Enter your email address to request a new OTP.

Send

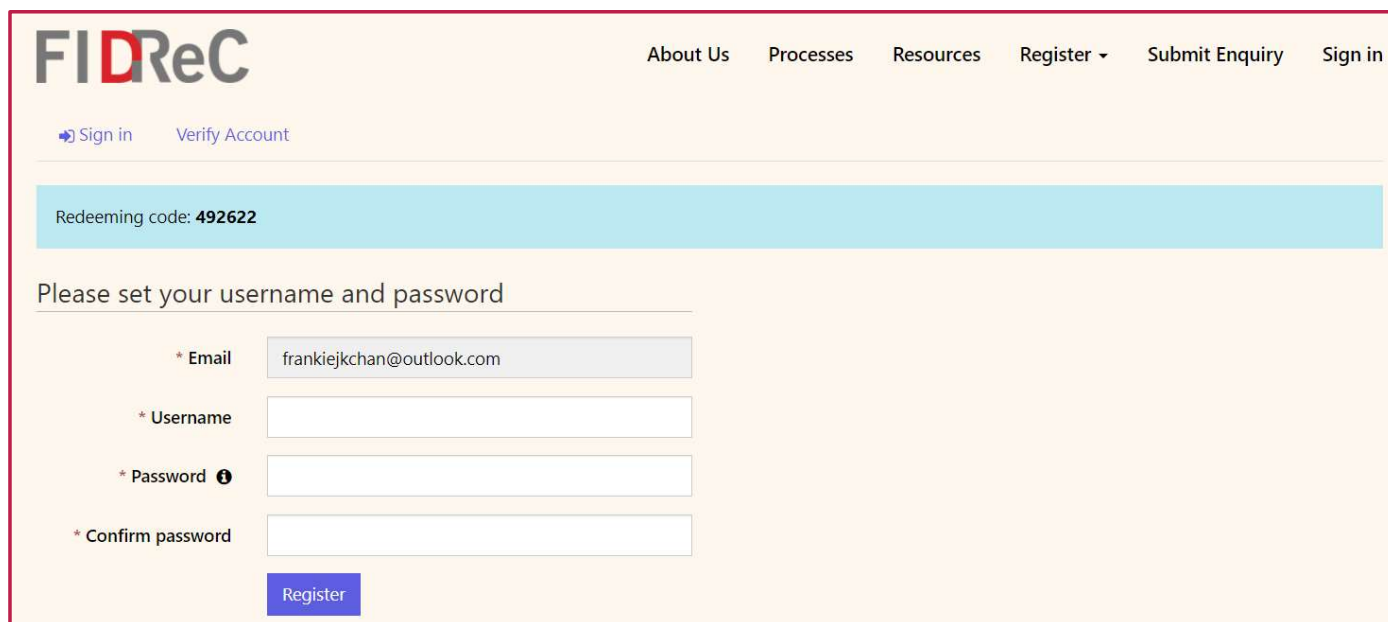
13

You will be redirected to another page where you can enter your email again and click [Register](#). A confirmation notice will appear, before you are redirected back to the page for you to enter your OTP.



The screenshot shows the FIDReC registration page. At the top, there is a navigation bar with links: About Us, Processes, Resources, Register (with a dropdown arrow), Submit Enquiry, and Sign in. Below the navigation bar, there is a header section with the FIDReC logo on the left and links for Sign in and Verify Account on the right. The main content area has a heading "Please enter your OTP". Below this heading, there is a text input field labeled "* OTP". To the right of the input field, there are two buttons: "Register" and "Resend OTP".

14 Enter your OTP and click on [Register](#).






The screenshot shows the FIDReC registration page. At the top, there is a navigation bar with links: About Us, Processes, Resources, Register (with a dropdown arrow), Submit Enquiry, and Sign in. Below the navigation bar, there is a header section with the FIDReC logo on the left and links for Sign in and Verify Account on the right. The main content area has a heading "Please set your username and password". Above this heading, there is a light blue banner with the text "Redeeming code: 492622". Below the heading, there are four text input fields: "* Email" (with the value "frankiejkcchan@outlook.com"), "* Username", "* Password" (with an information icon to its right), and "* Confirm password". To the right of the input fields, there is a "Register" button.

15 Once you click **Register** on the OTP page, you will be brought to another page to set your **Username** and **Password**. Once you have input your details, you can click on [Register](#) to complete the registration process.



Some helpful tips:


You can hover over the  icon to view the list of requirements for setting your password, and you can view the password that you have entered by clicking on the  icon.

My DashboardResourcesMy FamilyMy EnquiriesInvoices0FRANKIE JK CHAN

Home > My Dashboard

Welcome FRANKIE JK CHAN

My Cases

 Open Cases

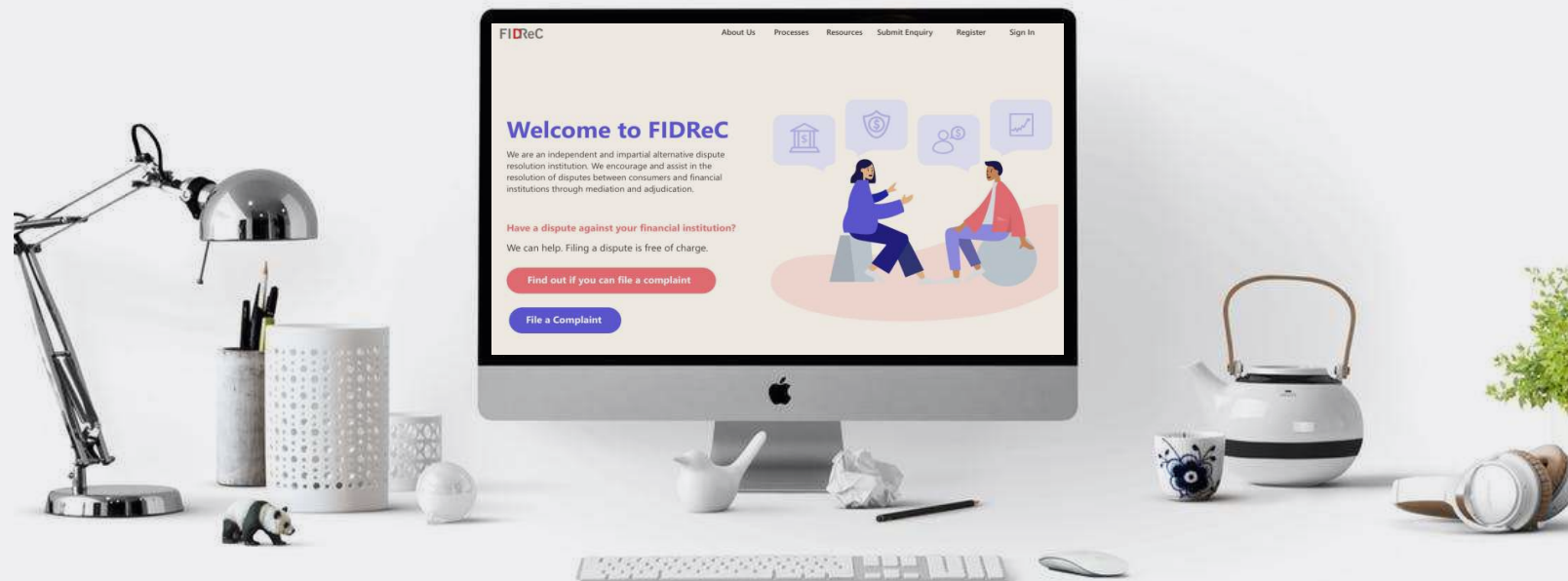
[File a new Complaint](#)

Case Name ↑	Case Number	FI	Case Manager	Sub Status	Due Date [CM]	Created On
There are no records to display.						

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You will be redirected to a landing page, and you are all set! You can now access your personalized dashboard and submit your complaints to us by clicking [File a new Complaint](#).





Thank you!