

MCYS MANUAL FOR EXISTING CENTRE OPERATOR TO APPLY FOR KEY USER ACCESS

This on-line form will take you about 4 minutes to complete. You will need to have SingPass access before you can log into the child care link portal to apply for Key User access.

How to apply for key user access?

Please create a pdf file of your ACRA records and prepare the following information before you log on using your Singpass to submit your application:

- Name of Child Care Centre
- Centre Code
- Licence No.
- Centre Tel. No.
- Name of Key User
- NRIC/UIF/FIN of Key User
- Email Address of Key User

Step 1: Go to the following website: <http://www.childcarelink.gov.sg>



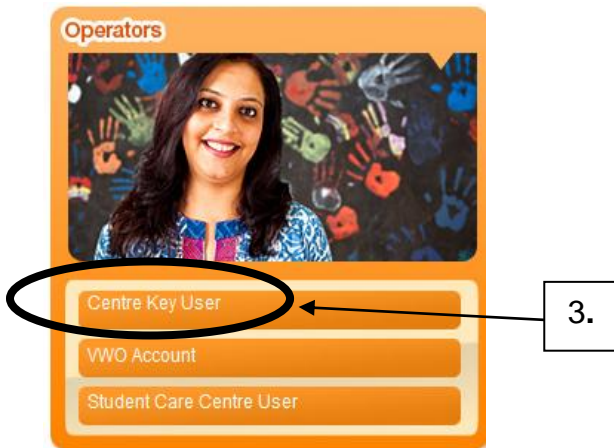
The screenshot shows the homepage of the Child Care Link portal. At the top, there is a navigation bar with the MCYS logo, the text 'Child Care Link One-Stop Portal to Child Care Services', and a search bar. Below the navigation bar is a red banner with the text 'HOME ABOUT US EVENTS PUBLICATIONS NEWS USEFUL LINKS'. The main content area features a large image of two children, a girl and a boy, looking at books. To the right of the image is a search box for care centres with fields for 'Child Care Centre', 'Location / Area', 'Operating Hour', and 'Fee Range (S\$)', and a 'SEARCH' button. Below the search box is a 'Latest News' section with a link to '(For Public) - Information on Help for Low-income for Chi_'. At the bottom, there are three main sections: 'Operators' with links for 'Login Existing User' and 'Register (New User)', 'Parents' with links for 'Guide For First time Parents', 'Financial Support', and 'Search For Childcare Centres', and 'Early Childhood Professionals' with links for 'Why Become An Early Childhood Professional?', 'Required Qualifications', and 'Professional Development'.

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Step 2: *Click on Register (New User)*



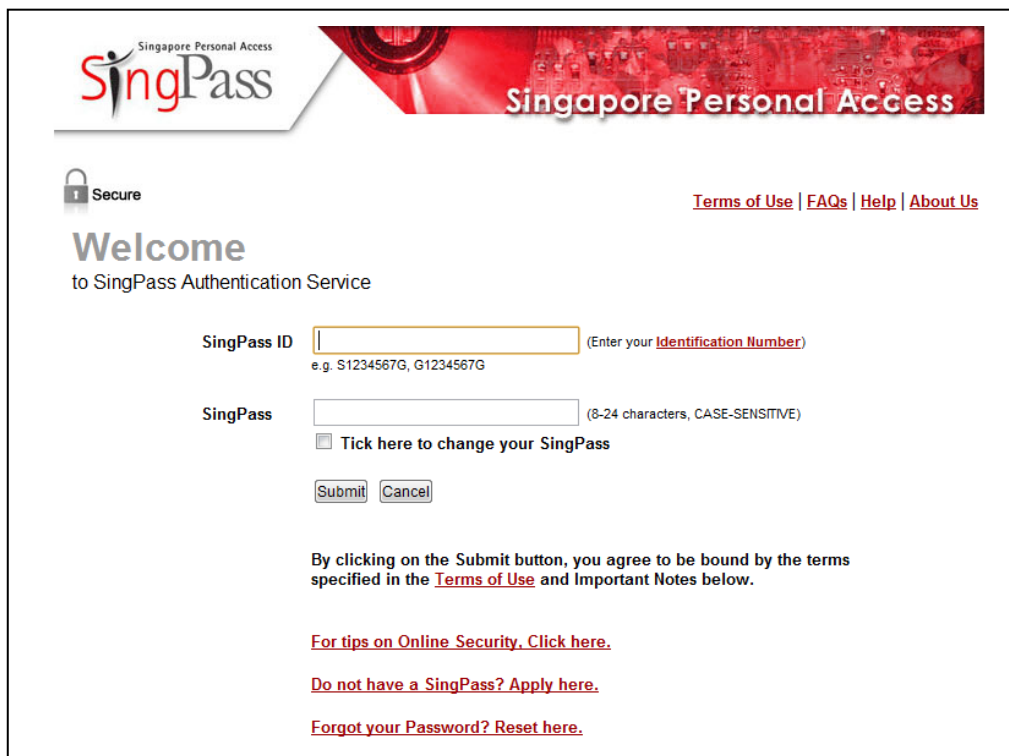
Step 3: *Click on Centre Key User*



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Step 4: Key in your SingPass Identification Number and SingPass Password

Note: Only licensee(s) of the centre is/are to apply for key user access.



The screenshot shows the SingPass Authentication Service login page. At the top left is the SingPass logo with the text 'Singapore Personal Access'. To the right is a red banner with the text 'Singapore Personal Access'. Below the logo is a 'Secure' icon and the text 'Welcome to SingPass Authentication Service'. On the right side, there are links for 'Terms of Use', 'FAQs', 'Help', and 'About Us'. The main form area contains two input fields: 'SingPass ID' and 'SingPass'. The 'SingPass ID' field has a placeholder text '(Enter your Identification Number)' and an example 'e.g. S1234567G, G1234567G'. The 'SingPass' field has a placeholder text '(8-24 characters, CASE-SENSITIVE)' and a checkbox labeled 'Tick here to change your SingPass'. Below the input fields are 'Submit' and 'Cancel' buttons. At the bottom of the form, there is a disclaimer: 'By clicking on the Submit button, you agree to be bound by the terms specified in the Terms of Use and Important Notes below.' Below the disclaimer are three links: 'For tips on Online Security. Click here.', 'Do not have a SingPass? Apply here.', and 'Forgot your Password? Reset here.'

Important Note:

Your SingPass allows you to access your personal & confidential data on other Government on-line services e.g. CPF statements. Therefore, you should NOT reveal your SingPass to anyone else.

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Step 5: You will be directed to the following page

The screenshot displays the MCYS Child Care Link portal. The header includes the MCYS logo, the text 'Child Care Link One-Stop Portal to Child Care Services', a 'LOGOUT' button, a search bar with a 'Go' button, and a dropdown menu for 'Within This Agency'. The navigation menu contains links for HOME, ABOUT US, EVENTS, PUBLICATIONS, NEWS, and USEFUL LINKS. On the left sidebar, there are three buttons: 'Operators' (highlighted), 'Parents', and 'Early Childhood Professionals'. The main content area is titled 'Home > Key User Access Application' and features a red-bordered box with the heading 'CREATE/ REVOKE KEY USER ACCESS IN CHILD CARE LINK'. Inside this box, there is a form with the following text: 'This form will take you about 3 minutes to complete. Please allow 3 working days for processing your application. You will require the following information for completing this form: - Name of Child Care Centre - Centre Code - Licence No. - Centre Tel. No. - Name of Key User - NRIC/UID/IN/FIN of Key User - Email Address of Key User. If you have any enquiry, please contact us at MCYS_child_care_link@mcoys.gov.sg or 62585812. You are required to fill in ALL sections unless indicated otherwise. * For security reasons, the centre's access to the Child Care Link System must be allocated to the licensee or persons authorised by them. ** The authorisation shall be made by any of the licensees who operate the child care centres.' Below this text is a section titled 'Key User Details' with fields for 'Type of Access' (set to 'Child Care Centre'), 'Centre Code' (with a search button), 'Name of Centre', 'Licence No.', and 'Centre Tel. No.'. There are two radio button options: 'New Centre' and 'Existing Centre'. The 'New Centre' option is selected. Below the radio buttons, there is a text area for 'ACRA' with a 'Choose File' button and the text 'No file chosen (file size cannot more than 1Mb. Only pdf (application/pdf) file is allowed for attachment)'. The 'Existing Centre' option is also present with a text area for revoking access.

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Step 6: Enter your Centre Code

Step 7: Select Existing Centre

Step 8: Click Search

The screenshot shows a web form titled "Key User Details" with a red header. The form contains several input fields and radio buttons. Annotations are as follows:

- 6.** A box containing the number "6." with an arrow pointing to the "Centre Code" input field.
- 7.** A box containing the number "7." with an arrow pointing to the "Existing Centre" radio button.
- 8.** A box containing the number "8." with an arrow pointing to the "Search" button.

The form fields include:

- Type of Access: Child Care Centre
- Centre Code: [input field]
- Name of Centre: [input field]
- Licence No.: [input field]
- Centre Tel. No.: [input field]
- Radio buttons: New Centre, Existing Centre
- ACRA: [Choose File] No file chosen (file size cannot more than 1Mb. Only pdf (application/pdf) file is allowed for attachment)

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Step 9: Key in details of the new Key User to be added

Note: The effective date should be from the licensed start date of operations or date which Key User is in your employment.

Step 10: Key in details of the existing Key User to be deleted

Step 11: Key in the details of the licensee applying and authorizing the new key user to have access to the records of the child care centre

Step 12: Click on Submit to submit the application

The screenshot shows a web form titled "Key User Details" with four main sections:

- Key User Details:** Fields for Type of Access (Child Care Centre), Centre Code, Name of Centre, Licence No., and Centre Tel. No. Below these are two paragraphs of authorization text.
- Key User To Be Added:** Fields for Effective Date (dd/mm/yyyy), Name, Designation, NRIC / UIN / FIN **, and Email Address. This section is circled in black.
- Key User To Be Deleted:** Fields for Effective Date (dd/mm/yyyy), Name, Designation, NRIC / UIN / FIN **, and Email Address. This section is circled in black.
- Authorised by:** Fields for Name of Licensee *, Block No., Contact Address (Floor No., Building Name), Street Name, Unit No., Postal Code, Contact No., and Email Address. This section is circled in black.

Numbered callouts on the left side of the form:

- 9.** Points to the "Effective Date" field in the "Key User To Be Added" section.
- 10.** Points to the "Effective Date" field in the "Key User To Be Deleted" section.
- 11.** Points to the "Name of Licensee *" field in the "Authorised by" section.
- 12.** Points to the "Submit" button at the bottom of the form.

FAQs

Q1 Will we require any password from MCYS to submit the on-line application?

No. You will only be allowed to submit the application by using your SingPass Identification Number and Password.

Q2 How do I apply for SingPass?

You can apply for SingPass either:

- a. on the spot at the nearest SingPass reset counter locations.**
- b. On-line through the Singpass website**

Website: <https://www.singpass.gov.sg>

Please call the SingPass hotline at 6887-7377 for more information.

Q3 How can I reset my SingPass password?

You can reset your SingPass either:

- a. on the spot at the nearest SingPass reset counter locations.**
- b. On-line through the Singpass website**

Website: <https://www.singpass.gov.sg>

Please call the SingPass hotline at 6887-7377 for more information.

Q4 How long will it take to process the Key User application?

It will normally take 3 working days.

Q5 Who can apply to add a Key User?

Only the licensee(s) can apply.

Q6 What is the role of a Key User?

The Key User is the person authorised by the licensees of the child care centre to have access to all the assigned centre's information in Child Care Link. This includes accessing the records of that particular centre and submitting returns on behalf of the licensee(s).

The Key User has the added responsibility of being the system administrator for the centre. As the system administrator, the key user can create and revoke access of sub-users.

Q7 Who is a Sub-User?

The Sub-User is the person assigned access rights by the Key User to all modules except the “Master List Module”. He/she is assigned the role as the “Child Care Centre User”.

Only the Key User will have the “Master List Module” in order to assign a Sub-User role.

Q8 Can I get my staff to apply on my behalf?

No. The licensee(s) has/have to submit the on-line application.

Q9 How many Key Users can I add for my centre?

You can apply for ONE key user for your centre.

Q10 Can I revoke the access of the person whom I have nominated as Key User?

Yes. You can do so by submitting the application on-line to revoke the existing Key User and nominate a new Key User at the same time.

Q11 How many Sub-Users can each centre have?

Each centre is allowed to have a maximum of 2 Sub-Users.

Q12 What should I do if my appointed Key User leaves my employment?

You should immediately apply on-line to revoke this Key User and add a new one.

Q13 What should I do if my appointed Sub User leaves my employment?

You should immediately inform your Key User to apply on-line to revoke this Sub-User and add a new one.

Q15 How do I get a copy of my company's records (i.e. ACRA)?

You may log into BizFile (www.bizfile.gov.sg) to apply for a copy of the certificates.

For more information, please refer to http://www.acra.gov.sg/Quick+Links/Purchase_of_Information/About+iShopatACRA.htm

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Please allow 3 working days for the system administrator to process your application.

If you have any queries, please call our child care information telephone line at 62582512 or email us at MCYS_child_care_link@mcys.gov.sg.

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