

This on-line form will take you about 3 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:*

- a. Name of Child Care Centre
- b. Centre Code
- c. Licence No.
- d. Centre Tel. No.
- e. Name of Key User
- f. NRIC/UIN/FIN of Key User
- g. Email Address of Key User

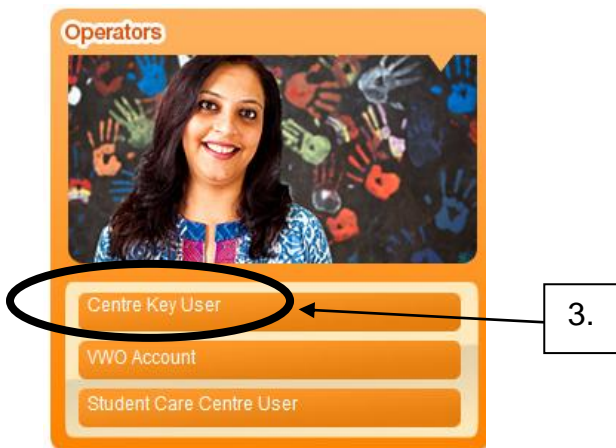
**Step 1:** Go to the following website: <http://www.childcarelink.gov.sg>



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

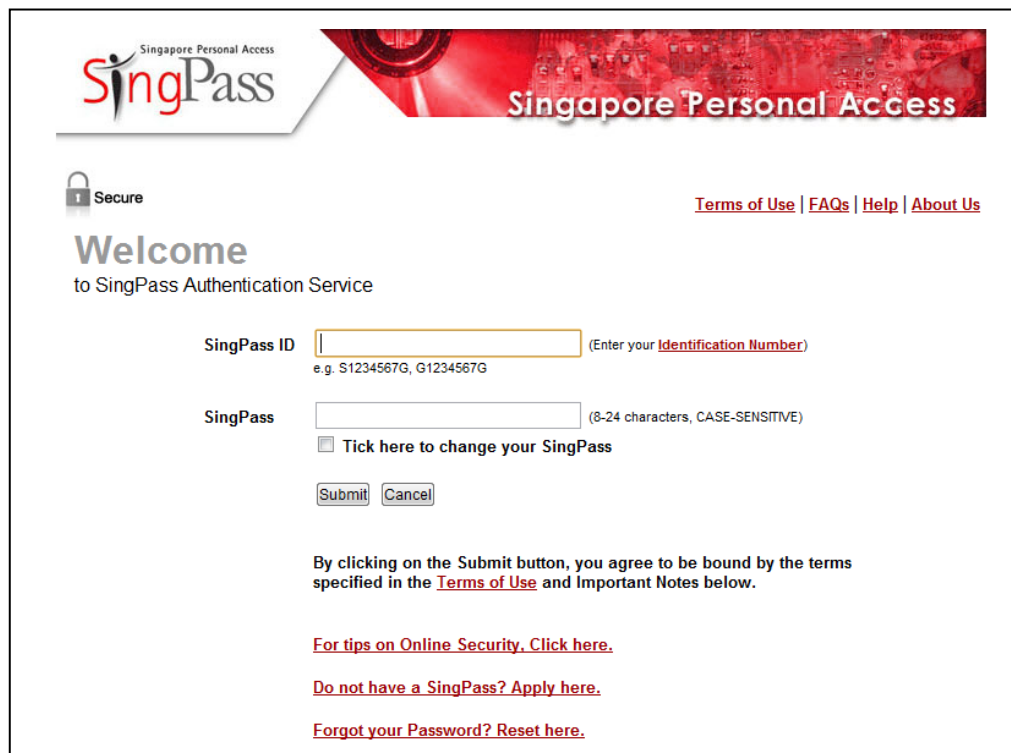


**Step 3:** *Click on Centre Key User*



**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 'Singapore Personal Access' above it. To the right is a red banner with 'Singapore Personal Access' and a background image of a circuit board. Below the logo is a 'Secure' icon and a lock icon. On the right side, there are links for 'Terms of Use', 'FAQs', 'Help', and 'About Us'. The main heading is 'Welcome to SingPass Authentication Service'. There are two input fields: 'SingPass ID' with a placeholder '(Enter your Identification Number)' and an example 'e.g. S1234567G, G1234567G'; and 'SingPass' with a placeholder '(8-24 characters, CASE-SENSITIVE)'. Below the password field is a checkbox labeled 'Tick here to change your SingPass'. At the bottom of the form are 'Submit' and 'Cancel' buttons. Below the buttons 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.' At the very bottom, there 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.

**Step 5:** You will be directed to the following page

The screenshot displays the MCYS Child Care Link portal. At the top left is the MCYS logo and the text 'Child Care Link One-Stop Portal to Child Care Services'. To the right is the Singapore Government logo with the tagline 'Integrity • Service • Excellence' and links for 'Contact Us', 'FeedBack', and 'Sitemap'. A search bar is present with a 'Go' button and a dropdown menu set to 'Within This Agency'. A red navigation bar contains links for HOME, ABOUT US, EVENTS, PUBLICATIONS, NEWS, and USEFUL LINKS. On the left side, there are three buttons: 'Operators' (highlighted), 'Parents', and 'Early Childhood Professionals'. The main content area shows a breadcrumb trail 'Home > Key User Access Application' and a red-bordered box titled 'CREATE/ REVOKE KEY USER ACCESS IN CHILD CARE LINK'. Inside this box, there is a notice that the form takes about 3 minutes to complete and requires 3 working days for processing. It lists the information needed for completion: Name of Child Care Centre, Centre Code, Licence No., Centre Tel. No., Name of Key User, NRIC/IN/FIN of Key User, and Email Address of Key User. It also provides contact information for enquiries. Below this is a section for 'Key User Details' with a form containing 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 includes a text area for authorization and an 'ACRA' section with a 'Choose File' button and a note that no file is chosen. The 'Existing Centre' option also includes a text area for authorization.

**Step 6:** *Enter your Centre Code*

**Step 7:** *Select New Centre*

**Step 8:** *Click Search*

The screenshot shows a web form titled "Key User Details" with a red header. The form contains several fields and options:

- Type of Access:** A dropdown menu with "Child Care Centre" selected.
- Centre Code:** A text input field with a "Search" button to its right. Both are circled in black, with an arrow from box "6." pointing to the Centre Code field.
- Name of Centre:** A text input field.
- Licence No.:** A text input field.
- Centre Tel. No.:** A text input field.
- Radio Buttons:** Two radio buttons are present: "New Centre" (which is selected and circled in black, with an arrow from box "7." pointing to it) and "Existing Centre".
- ACRA:** A "Choose File" button followed by the text "No file chosen" and a note: "(file size cannot more than 1Mb. Only pdf (application/pdf) file is allowed for attachment)".
- Text:** Two paragraphs of text are present, one below the "New Centre" radio button and one below the "Existing Centre" radio button, both starting with "hereby authorise MCYS to create KEY USER access for the following staff to have access to the records of the above-mentioned child care centre / student care centre with effect from DD/MM/YY."

Annotations:

- Box "6." points to the Centre Code field.
- Box "7." points to the New Centre radio button.
- Box "8." points to the Search button.

**Step 9:** Click on Browse to upload the latest ACRA in pdf format

**Step 10:** Key in the details of the new Key User to be added

Note: The effective date should be from the licensed start date of operations.

**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 three main sections: "Key User Details", "Key User To Be Added", and "Authorised by".

- Section 9:** Points to the "Browse..." button next to the "ACRA:" field in the "Key User Details" section.
- Section 10:** Points to the "Effective Date" field in the "Key User To Be Added" section.
- Section 11:** Points to the "Name of Licensee\*" field in the "Authorised by" section.
- Section 12:** Points to the "Submit" button at the bottom of the form.

Other fields visible in the form include: Type of Access (Child Care Centre), Centre Code, Name of Centre, License No., Centre Tel. No., New Centre (radio button), ACRA (text input), Effective Date (dd/mm/yyyy), Name, NRIC / UIN / FIN \*\*, Designation, Email Address, Block No., Street Name, Floor No., Unit No., Building Name, Postal Code, Contact No., and Email Address.

## **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](http://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](http://www.acra.gov.sg/Quick+Links/Purchase_of_Information/About+iShopatACRA.htm)

***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](mailto:MCYS_child_care_link@mcys.gov.sg).***

