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# User Guide

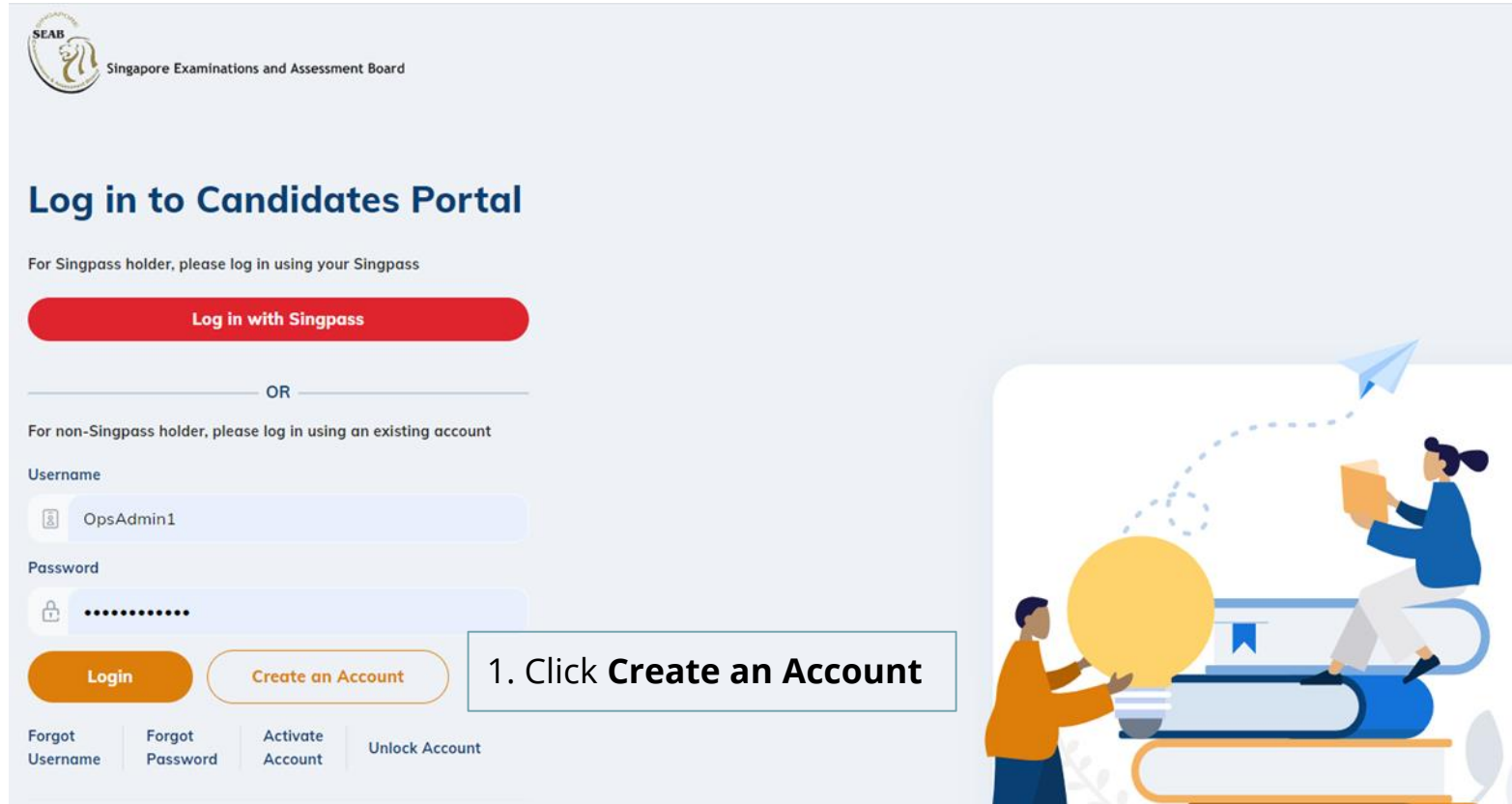
Create Account  
—— (For candidates not eligible for Singpass) ——

Candidates Portal

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# 1. Create Candidate Account (Non-Singpass holder)



SEAB  
Singapore Examinations and Assessment Board

## Log in to Candidates Portal

For Singpass holder, please log in using your Singpass

[Log in with Singpass](#)

OR

For non-Singpass holder, please log in using an existing account

Username

OpsAdmin1

Password

••••••••

[Login](#) [Create an Account](#)

[Forgot Username](#) [Forgot Password](#) [Activate Account](#) [Unlock Account](#)

1. Click **Create an Account**

The illustration on the right shows a person in an orange shirt holding a large yellow lightbulb, symbolizing an idea or instruction. Another person in a blue shirt is sitting on a stack of books, holding a folder and looking at a paper airplane flying away, representing a student or candidate.

# 1.1 Create Candidate Account (Non-Singpass holder)

Login > Create Account

## Create Account

### Profile Details

To verify that the candidate is eligible to create an account, please fill in the fields below and click on "Verify Candidate".

Name \*

Enter name

ID Type \*

Select ID type

NRIC/FIN/Passport No. \*

Enter NRIC/FIN/Passport No.

Date of Birth \*

School \*

Select school

Verify Candidate

2. Complete all fields under this section

3. Click **Verify Candidate** to confirm if you are eligible to create an account before filling in the rest of the particulars.

**Note:** After clicking **Verify Candidate**, the system will check if you meet these criteria :

- No existing Candidates Portal account.
- Not from an MOE school
- No existing registration in the current year
- Not from a private centre in the dropdown school list.

# 1.2 Create Candidate Account (Non-Singpass holder)

Please fill up the rest of the fields to complete account creation.

^ **Personal Particulars**

Hanyu Pinyin Name  
Enter hanyu pinyin name

Gender \*  
Select gender

Race \*  
Select race

Citizenship Type \*  
Select citizenship type

Nationality \*  
Select nationality

Nationality Issue Date  
[Calendar icon]

PR Status \*  
Select PR status

Occupation  
Select occupation

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∨ **Contact Information**

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∨ **Next-of-kin Details**

Cancel Create Account

4. If you have met the criteria, you will need to complete the remaining fields under this section.

# 1.3 Create Candidate Account (Non-Singpass holder)

**Contact Information**

**Email Address \***

Enter email address

**Re-enter Email Address \***

Re-enter email address

**Mobile No. \***

Select country code | Enter mobile no.

Set as preferred contact

**Telephone No.**

Select country code | Enter telephone no.

Set as preferred contact

**Address Guidelines**

- Enter **Postal Code** and click **“Check Address”** to automatically populate the Block number and Street name. Then, proceed to enter the floor and unit number, if applicable.
- **House/Block No.** and characters must be numeric.
- **Street Name** first character must be alphabetical letter.

**Mailing Address (for addresses in Singapore) \***

House/Block No.

Street Name

Building Name - Optional

# Optional | - Optional

Singapore Postal Code

**Get Address**

Set as preferred address

**Foreign Address**

Foreign Address cannot be the same as Residential Address

Address Line 1

Address Line 2

Address Line 3

Set as preferred address

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**Next-of-kin Details**

**Name (as in passport/ID) \***

Enter next-of-kin name

**Relationship to Candidate \***

Select relationship to candidate

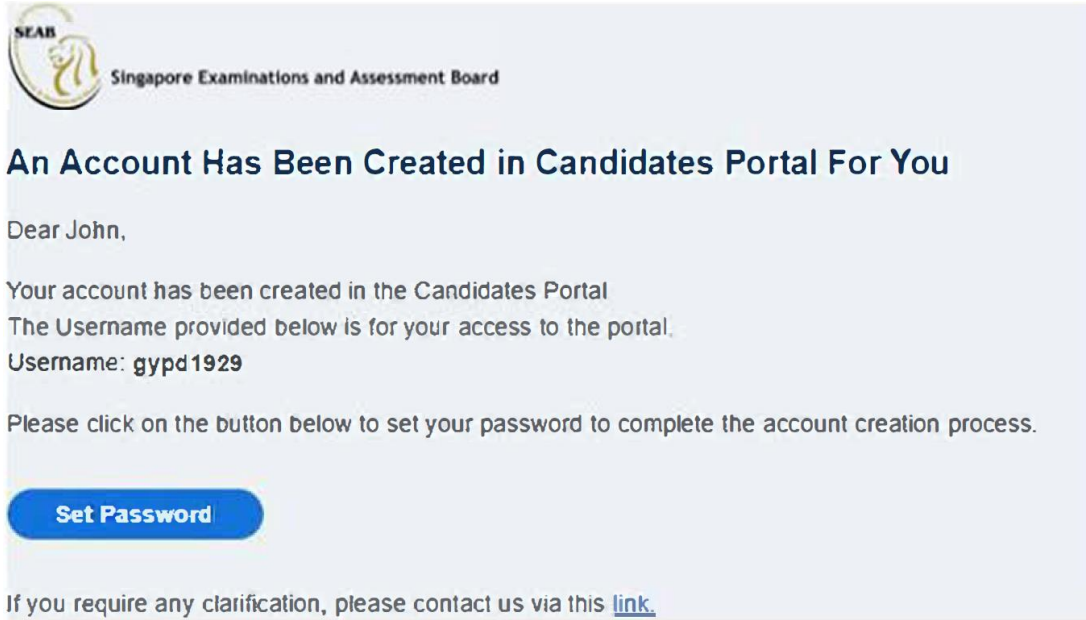
**Emergency Contact No. \***

Select country code | Enter emergency contact no.

4.5 Input postal code and click **'Get Address'** button to pre-populate address

5. Click **Create Account**

## 1.4 Create Candidate Account (Non-Singpass holder)



6. Once your account is created, you will receive an email with your username and the instructions to set a password.

# 1.5 Candidates Portal Account Login (Non-Singpass holder)

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## Log in to Candidates Portal

Log in with Singpass

OR

Log in to an existing account

Username  
candidateNric1

Password  
.....

Login

[Forgot Username / Unlock Account](#) | [Forgot Password](#) | [Activate Account](#)

Not registered yet? [Create an Account](#)

7. Once you have set your password, you may log in using your Candidates Portal **Username** and **Password**.

Please remember your Username and Password. If you forget both your username and password, click on **“Forget username” first** to retrieve your username before you click on **“Forget password”** to reset the password.

# 1.6 Candidates Portal Account Login (Non-Singpass holder)

## One-Time Password

**Email**

SMS

Enter the 6-digit One-Time Password (OTP) sent to your email tes\*\*\*\*@hotmail.com.

**Submit**

If you do not receive an OTP on your mailbox within 00:25 , please click on the 'Resend OTP' button here

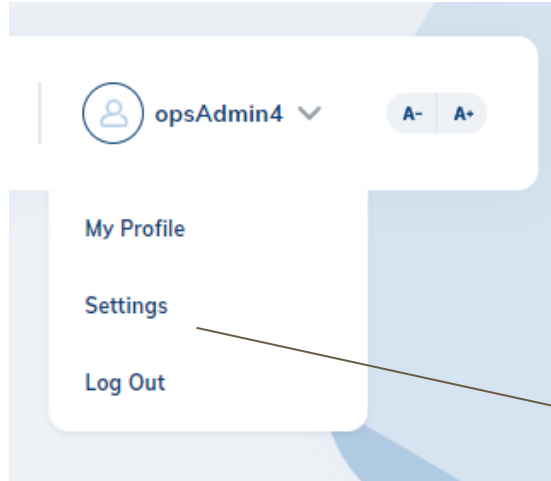
**Resend OTP**

8. Enter the One-Time Password (OTP) sent via Email or SMS.

The default mode of sending the OTP will be via email.

9. To change the mode of receiving the OTP, refer to the next 2 slides.

## 1.6.1. 2-Factor Authentication (2FA) Settings



10. After logging in, click **Settings** to select the mode of receiving the One-Time Password (OTP). The link can be found under the user icon drop-down list that is located at the top right hand corner of the Candidates Portal homepage.

## 1.6.2. 2-Factor Authentication (2FA) Settings

### Setting 2FA

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Default method

Email ^

Email

SMS

11. Select **Email** or **SMS** to receive the One-Time Password (OTP).

### Setting 2FA

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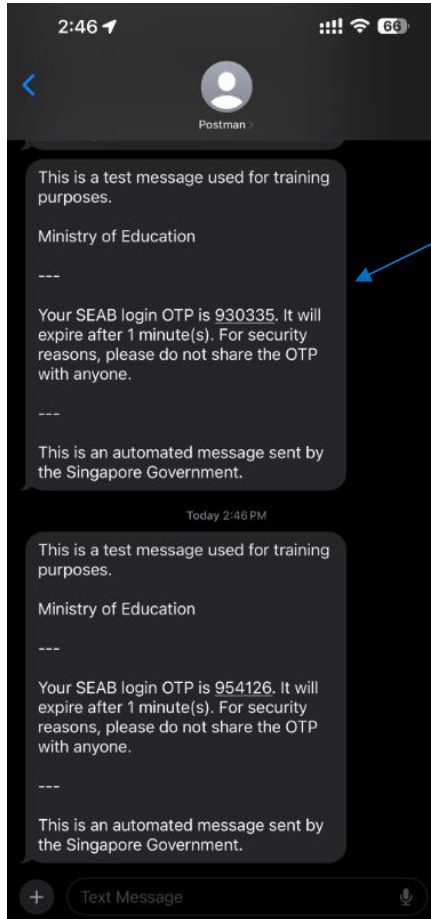
Default method

Email v

Save

12. Click **Save**.

## 1.6.3. 2-Factor Authentication (2FA) Settings



13. The SMS will be sent via Postman if this mode is selected.

### Note:

1. For users with local numbers, the OTP message will be sent in SMS format.
2. For users with non-local numbers, the SMS will NOT be triggered.