
**Do Not Call Registry User Guide for Organisation
Version 2.1**

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1. Introduction

1.1. Purpose

The purpose of this user guide is to provide information to organisations and individuals on how to use the Do Not Call (DNC) Registry.

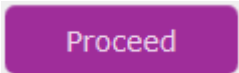
1.2. Audience


The intended readers of this document are the organisations or individuals who needs to check the DNC Registry before they conduct telemarketing.

1.3. General

- a. The website is best viewed in IE 9.0 and above, Firefox and Chrome.
- b. All the mandatory fields denoted by an *.
- c. The error message will be displayed below the data entry field if the entry is invalid.
- d. Your login session will expire if it has been inactive for 20 minutes.

- e. Click on the  button to go back to the previous page.

- f. Click on the  button to next page.

- g. Click on the  button to clear the values that you have entered.

- h. Click on the delete icon  to remove the entry.

- i. Click on the edit icon  to make changes to the entry.

- j. Click on  button to exit the system.

2. Overview of DNC Registry

The DNC Registry has the following functions:

- a. Apply for a DNC account (only needs to be done once)
- b. Checking Registry
- c. View results
- d. Manage credits
- e. Manage sub accounts
- f. Manage On Behalf list
- g. My account

You need to apply for a DNC Registry account before you can log in to use any functions.

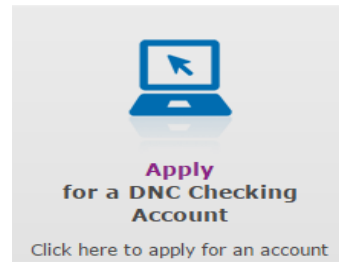
3. Apply for a DNC account

Step 1: Access the website – <http://www.dnc.gov.sg> via any browser.

Note: Announcement(s) if any will be shown at the top of the page.

The screenshot displays the 'Welcome to the Do Not Call (DNC) Registry' homepage. It features two main columns of information. The left column is titled 'Consumer - Register Your Phone Number' and provides details for consumers, including a link to the user guide and a complaint form. The right column is titled 'Organisation - Check the Registry Before You Do Telemarketing' and provides details for organisations, including a link to the user guide and information about CorpPass. Below these columns are several action buttons: 'Register Online' (with a mouse icon), 'Register by SMS' (with a mobile phone icon), 'Register by Phone' (with a telephone handset icon), 'Apply for a DNC Checking Account' (with a laptop icon), 'For Business Users' (with a login button), 'For Individual Users' (with a login button), and 'For Overseas Business Users' (with a login button).

Figure 3-1 DNC Home Page



Step 2: To apply for an account, click on [Click here to apply for an account](#) icon under the Organisation box. You will be directed to the Organisation Account Creation information page below.

Do Not Call Registry Organisation Account Creation

The following information will be required for account creation:

For Organisations Registered in Singapore	For Individual Persons	For Organisations Registered Overseas
<ul style="list-style-type: none"> Your CorpPass ID (Which has been granted access to the e-Service, Do Not Call Registry by your CorpPass Administrator) Your organisation's Unique Entity Number (UEN) 	<ul style="list-style-type: none"> Your SingPass ID 	<ul style="list-style-type: none"> A copy of your company registration details and a phone/utility bill that is addressed to your company or company registered address. These two documents need to be scanned and uploaded.

Note:

- If you do not have a CorpPass ID, please visit www.corppass.gov.sg to apply for one.
- If your CorpPass ID has not been granted access to the e-Service, please ask your CorpPass administrator to grant you access to e-Service, Do Not Call Registry, under Personal Data Protection Commission (PDPC). You may visit <https://www.corppass.gov.sg/corppass/common/userguides> for assistance.
- If you do not have a SingPass ID, please visit www.singpass.gov.sg to apply for one.
- If you do not know your organisation's UEN, please visit www.uen.gov.sg to find out.

A one time account creation fee will be charged for each account created. Please click [here](#) for applicable charges. Payment can be made through the following online methods:

- Credit/Debit Card (VISA, MasterCard and Amex)
- Internet Banking (DBS, UOB, OCBC and CitiBank)

If you are unable to pay using the above methods, please contact us at info@pdpc.gov.sg or 6377 3131, before creating your account.

To start, please select an account type, read the terms and conditions and then tick the checkbox below, before clicking on the Proceed button. You will then be asked to login using your SingPass, before you can proceed. The account creation process will takes about 15 minutes for Organisations Registered in Singapore and Individual Persons. For Applications by Organisations Registered Overseas, your request will be reviewed within 5 working days.

Please select Account Type:

I agree to be bound by the [Do Not Call Registry Terms and Conditions](#).

[Proceed](#)

Figure 3-2 Organisation Registration Page – Account Type

Step 2a: There are **3 types of account:**

Types of account	For	Authentication
------------------	-----	----------------

a) Organisations Registered in Singapore	For organisations with a Unique Entity Number ('UEN') issued by ACRA	Singpass
b) Individual person (e.g. freelancers, agents etc.)	For individuals who wish to check the DNC Registry	Singpass
c) Organisations Registered Overseas	For organisations with no presence in Singapore and without a UEN	Issued DNC User ID and password.

- i. Click on the drop-down box to select the type of account that you want to apply for.

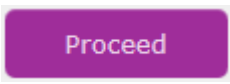
Note: Each Singpass can only apply for one type of account. For example, the same Singpass cannot be used to create an account for 'Organisation registered in Singapore' and 'Individual Person'.

Please select Account Type:

I agree to be bound by the [Do Not Call Registry Terms and Conditions](#).

▼
 Organisation Registered in Singapore
Organisation Registered in Singapore
 Individual Person
 Organisation Registered Overseas

Step 2b: Tick on the checkbox after reading the Terms and Conditions and click

on the  button.

I agree to be bound by the [Do Not Call Registry Terms and Conditions](#).

Step 3a: If you select the account type as "Organisations Registered in Singapore", you will be redirected to Singpass login page. Upon successful login, you will be routed to the DNC details page. Refer to [Section 3.1](#) for more information.

Step 3b: If you select the account type as “Individual Person”, you will be redirected to Singpass login page. Upon successful login, you will be routed to the DNC details page. Your Singpass password will **NOT** be stored in DNC Registry. Refer to [Section 3.2](#) for more information.

Step 3c: If you have selected account type as “Organisation Registered Overseas”, you will bypass the Singpass login page and will directed to the DNC Registry details page to enter your organisation information. Refer to [Section 3.3](#) for details.

3.1. Account type - Organisation Registered in Singapore

Step 1: Fill in organisation details

Fill in the details shown in the page below.

pdpc PERSONAL DATA PROTECTION COMMISSION SINGAPORE

Singapore Government
Integrity • Service • Excellence
Home • Contact Us • Feedback • Sitemap

Organisation Registered in Singapore

Organisation Details > Sub Account > On Behalf List > Payment > Confirmation

Required fields are marked with an asterisk*.

A Organisation Information

Please enter your organisation's Unique Entity Number (UEN). If you do not know your organisation's UEN, please visit www.uen.gov.sg.

UEN*

Organisation Name*

Nature Of Business*

Telephone Number*

Postal Code*

Block No*

Unit No

Street*

Building Name

Tick here to enter an alternate address

B Main Contact Person Details

Name*

Singpass ID*

Designation

Department

Telephone Number*

Mobile Number (for SMS notification)

Email*

Re-enter Email*

C Alternate Contact Person Details (optional)

You may specify up to 2 backup contact person that can also access the account. However, only one contact person may login to the account at any one time.

Alternate Contact Person #1

Name*

Singpass ID*

Designation

Department

Telephone Number*

Mobile Number (for SMS notification)

Email*

Re-enter Email*

Receive Email Notifications

Tick to add another contact person

D Data Protection Officer (optional)

If your organisation has appointed a Data Protection Officer, please enter their information here. You can find out more about DPOs at www.pdpc.gov.sg/organisations/managing-personal-data.

Data Protection Officer Name

Data Protection Contact Number

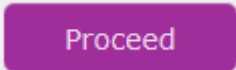
Data Protection Officer Email

Figure 3.1-1 Details Page

Alternate contact (optional)


1. Each main account can add up to 2 alternate contact persons. If you wish to add in an alternate contact person (i.e backup/covering officer), you will require his/her Singpass ID (**password** from alternate person **NOT** required).
2. All of them have the same access rights but cannot login concurrently. This is to allow cases where one of the contact persons goes on leave and the others can take over.
3. Email addresses must be unique between the main contact and the alternate contact.

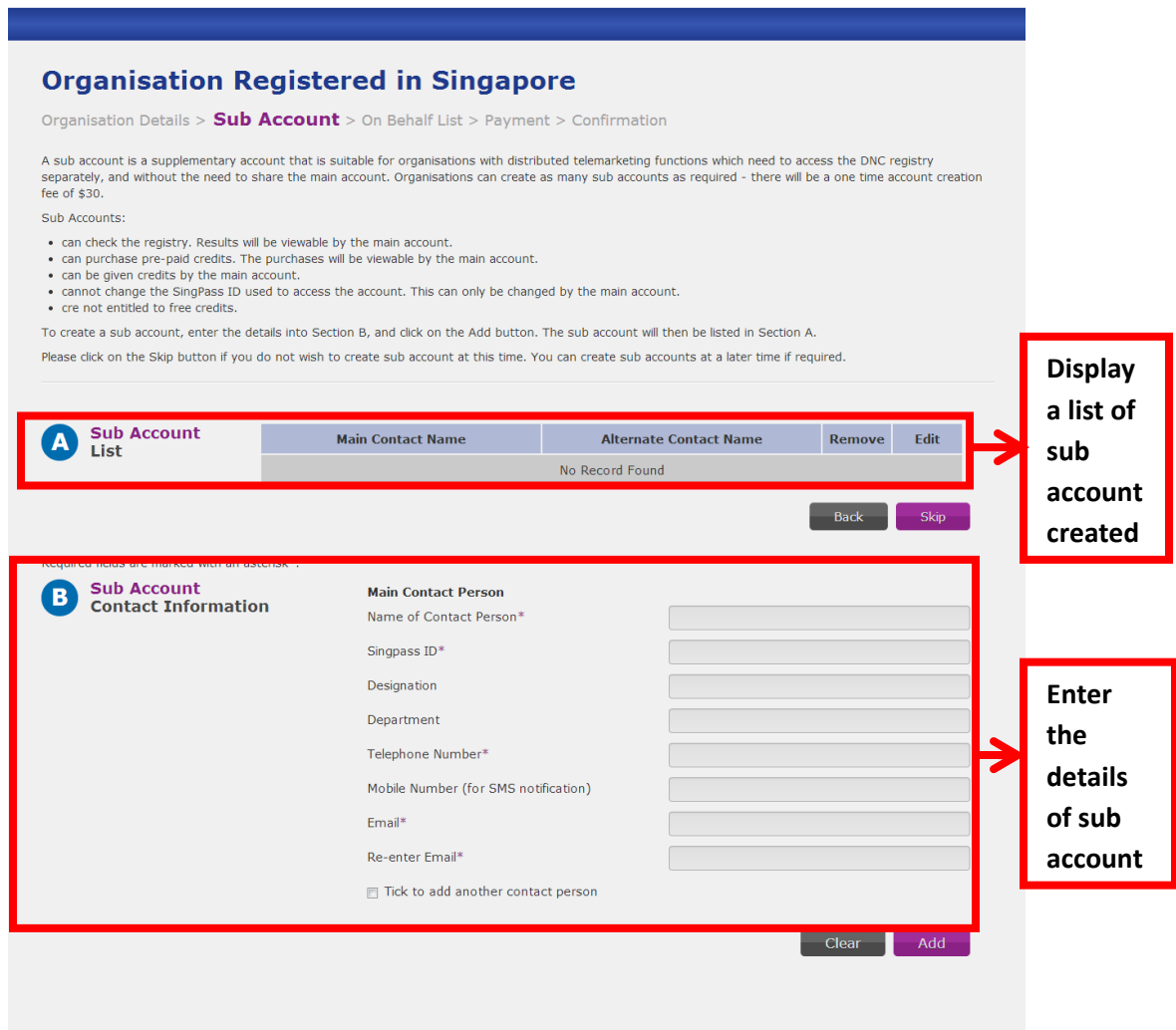
Note: If any of the 3 contact persons leave the organisation, the remaining contact person can remove the details and replace with the details of the new contact person.

Step 1: After filling in the details, click on the  button to go Step 2: Sub Account page.

Step 2: Fill in Sub Account details (optional)

Sub accounts are for organisations that requires more than one account to access the DNC Registry such as distributed telemarketing functions for different departments within the organisation. If you need sub accounts, fill in the information shown in the page below. If you do not have any sub

account(s) to create, you can skip this page by clicking the  button to go to Step 3: On Behalf List Page. You can also create sub accounts any time after your main account has been created.



Organisation Registered in Singapore

Organisation Details > **Sub Account** > On Behalf List > Payment > Confirmation

A sub account is a supplementary account that is suitable for organisations with distributed telemarketing functions which need to access the DNC registry separately, and without the need to share the main account. Organisations can create as many sub accounts as required - there will be a one time account creation fee of \$30.

Sub Accounts:

- can check the registry. Results will be viewable by the main account.
- can purchase pre-paid credits. The purchases will be viewable by the main account.
- can be given credits by the main account.
- cannot change the SingPass ID used to access the account. This can only be changed by the main account.
- cre not entitled to free credits.

To create a sub account, enter the details into Section B, and click on the Add button. The sub account will then be listed in Section A.

Please click on the Skip button if you do not wish to create sub account at this time. You can create sub accounts at a later time if required.

A Sub Account List

Main Contact Name	Alternate Contact Name	Remove	Edit
No Record Found			

Back Skip

B Sub Account Contact Information

Main Contact Person

Name of Contact Person*

Singpass ID*

Designation

Department

Telephone Number*

Mobile Number (for SMS notification)

Email*

Re-enter Email*

Tick to add another contact person

Clear Add

Display a list of sub account created

Enter the details of sub account


Figure 3.1-2 Sub Account Page

Alternate contact for sub account (optional)

1. Each sub account can add up to 1 alternate contact persons. If you wish to add in an alternate contact person (i.e backup/covering officer), you will require his/her Singpass ID (**password** from alternate person **NOT** required).
2. Both of them have the same access rights but cannot login concurrently. This is to allow cases where one of the contact person goes on leave and the others can take over.

3. Email addresses must be unique between the main contact and the alternate contact.


Note: If any of the contact persons leave the organisation, the main account can update the details of the leaving contact person to the new person.

Step 2a: Click on the  button after you have entered the information. The record will be added to the sub account list shown below. To edit or remove, click on the icon next to the record.

Sub Account List		Main Contact Name	Alternate Contact Name	Remove	Edit
A		contact person 1			

Step 3: Fill in On Behalf List (Optional)

If you are checking on behalf of other organisations, you will need to fill in the names of organisations that you are checking on behalf of in the page shown below. If you do not have any on behalf list to create, you can skip

this page by clicking the  button to go to the Account Creation Summary Page. Refer to [Section 3.4](#) for details. You can also add in the names of the organisations any time after your main account has been created.

To add, enter the names in the box and click <Add>. To edit or remove, click on the icon next to the record.

Figure 3.1-3 On Behalf List Page

You will be directed to the Payment page once you click <SKIP> or <PROCEED>. Refer to [Section 3.4](#) to continue.

3.2. Account Type - Individual Person


Step 1: Fill in the individuals details as shown below.

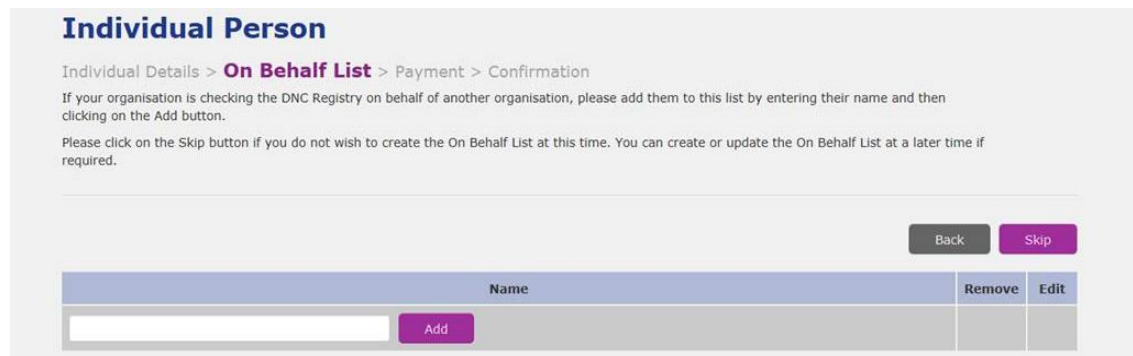
Figure 3.2-1 Detail Page

Note: The system will automatically retrieve the address when you enter the postal code. You only need to enter the unit number.

Step 2: Fill in On Behalf List (Optional)

If you are checking on behalf of other organisations, you need to fill in the names of organisations that you are checking on behalf of in the page shown below. If you do not have any on behalf list to create, you can skip this page

by clicking the  button to go to the Account Creation Summary Page. Refer to [Section 3.4](#) for details. You can also add in the names of the organisations any time after your account has been created.



Name	Remove	Edit
<input type="text"/> Add		

Figure 3.2-2 On Behalf List Page

You will be directed to the Payment page once you click SKIP or PROCEED. Refer to [Section 3.4](#) to continue.

3.3. Account Type - Organisation Registered Overseas

Step 1: Fill in the organisation details as shown below.

Organisation Registered Overseas
Organisation Details > Sub Account > On Behalf List > Payment > Confirmation

Your DNC Registry account request will be processed within 5 working days and you will be notified of the status of the request via email. Please ensure that your contact details are correct as PDPC may contact you for any clarifications.
 Required fields are marked with an asterisk*.

A Organisation Information

Organisation Name*

Organisation Address*

Country of Registration *

Telephone Country Code*

Telephone Area Code

Telephone Number*

Nature Of Business*

Company Registration Document*^{1,2} No file chosen

Phone/Utility Bill*^{1,3} No file chosen

Note:
 1 – Accepted file extensions are: pdf,jpg,jpeg,png,bmp,gif,tif,xps
 2 – Document from the Government in your country which confirms that the company legally exists
 3 – Phone or utility bill with your organisation address, and dated within the last 3 months

B Contact Person Details

Name*

Designation

Department

Telephone Country Code*

Telephone Area Code

Telephone*

Mobile Number*

Format of mobile number is CCYY...YY where CC is the country code and YY is the mobile number.
 Please enter the OTP sent to you*

Email*

Re-enter Email*

Alternate Email

Enter the character as seen in the image.*

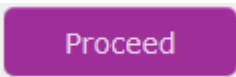
Privacy Statement · Terms of Use · Rate this Website
 Best supported by IE 9 and above, Firefox and Chrome.

Last updated date to 27 September 2015
 © 2015 Government of Singapore.

Figure 3.3-1 Detail Page


Note:

1. You will need to upload supporting documents that contain your organisation’s address such as a phone bill or utilities bill (dated within the last 3 months) and your respective country’s organisation registration certification for verification.
2. Foreign organisation user will also need to input SMS OTP for verification.

Step 1b: Click on the  button to go to Step 2: Sub Account page.

Step 2: Fill in Sub Account details (optional)

If there is a need for more accounts to access the DNC Registry within the organisation such as telemarketing is conducted by different departments, sub accounts can be created. If you need sub accounts, fill in the information as shown in the page below. If you do not have any sub account(s) to create, you

can skip this page by clicking the  button to go to Step 3: On Behalf List Page. You can also create sub accounts any time after your main account has been created.

Organisation Registered Overseas
 Organisation Details > **Sub Account** > On Behalf List > Payment > Confirmation

A sub account is a supplementary account for organisations that require multiple login accounts to the DNC registry. Sub accounts are managed by the main account of their organisation. The account creation fee for each sub account is \$30.

Required fields are marked with an asterisk*.

A Sub Account List

Account Name	Department	Designation	Office Number	Mobile Number	Email Address	Remove	Edit
No Record Found							

B Sub Account Information

Name of Contact Person*

Designation

Department

Telephone Number*

Mobile Number (for SMS notification)

Email*


Re-enter Email*

Receive Email Notification

Buttons: Back, Skip, Clear, Save

Callouts:
 - Red box around table with arrow: **Display a list of sub account created**
 - Red box around form with arrow: **Enter details sub account**


Figure 3.3-2 Sub Account Page

Step 2a: Click on the  button after you have entered the information. The record will be added to the sub account list shown below. To edit or remove, click on the icon next to the record.

A Sub Account List	Main Contact Name	Alternate Contact Name	Remove	Edit
	contact person 1			

Step 3: Fill in On Behalf List (Optional)

If you are checking on behalf of other organisations, you need to fill in the names of the organisations that you are checking on behalf of in the page shown below. If you do not have any on behalf list to create, you can skip this

page by clicking the  button to go to the Account Creation Summary Page. Refer to [Section 3.4](#) for details. You can also add in the names of the organisations any time after your main account has been created.

To add, enter the names in the box and click Add. To edit or remove, click on the icon next to the record.

Organisation Registered Overseas

Organisation Details > Sub Account > **On Behalf List** > Payment > Confirmation

If your organisation is checking the DNC Registry on behalf of another organisation, please add them to this list by entering their name and then clicking on the Add button.

Please click on the Skip button if you do not wish to create the On Behalf List at this time. You can create or update the On Behalf List at a later time if required.

Back Skip

Name	Remove	Edit
<input style="width: 90%;" type="text"/> Add		

Last updated on 17 June 2013

Figure 3.3-3 On Behalf List Page

Step 4: Your request for an account will be submitted to the DNC Registry for approval.

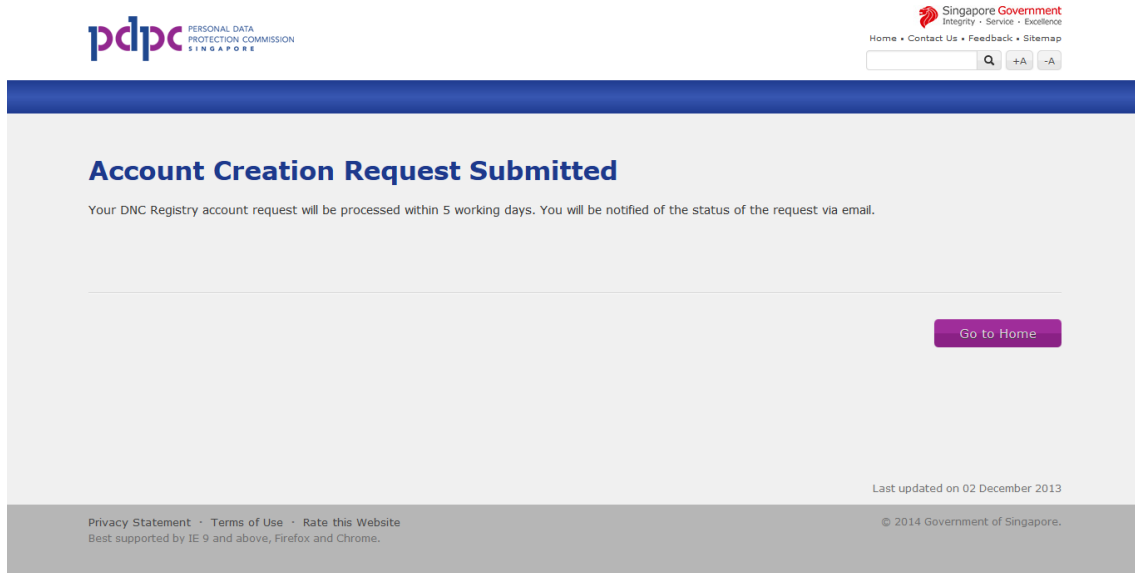


Figure 3.3-4 Registration Successful Page

Step 5: If your application is successful, you will receive an email (as shown below) containing the payment link. Once the payment is made, the password will be sent to you. Your email address will be used as the user ID.

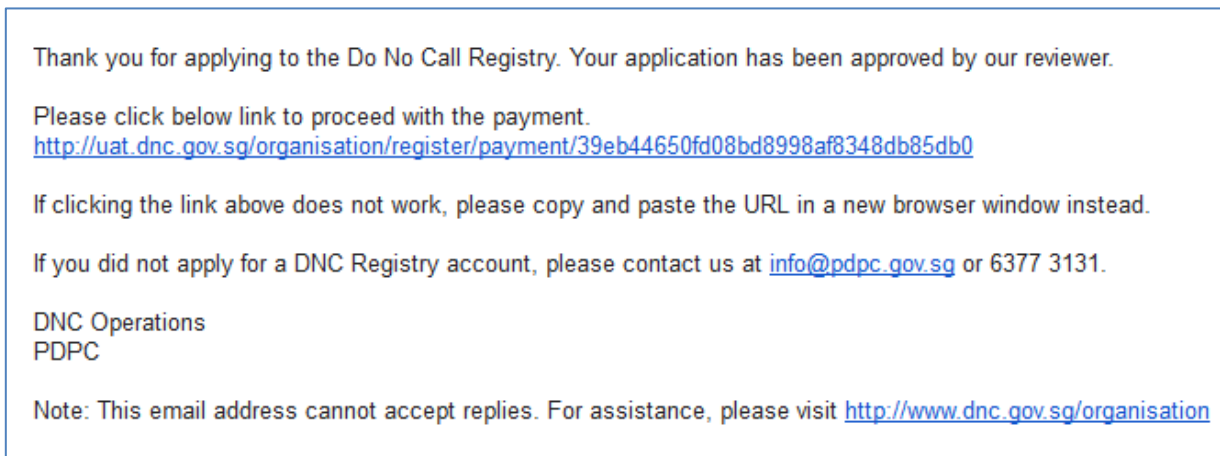


Figure 3.3-5 Payment link Email

3.4. Account Creation summary

Step 1: The Account Creation Summary Page below shows the details that you have entered. Check the details and click on the

Proceed To Payment

button to go to Select Payment Mode page. If there are any amendments, please click on <Back> to amend the details.

Account Creation Summary

Organisation Details > Sub Account > On Behalf List > **Payment** > Confirmation

Organisation: ABC Pte Ltd
UEN: 111111111

Address: 123 ABC Road Singapore 111111

Main Account Details

	Name	Email	Telephone
Main Contact Person	main contact 1		63333333
Alternate Contact Person 1			
Alternate Contact Person 2			

List of Sub Account(s)

Main Contact Name	Main Contact Office Number	Alternate Contact Name	Alternate Contact Office Number
sub account 1	67777777		

Payment Details

Description	Unit Price (SGD)	Quantity	Sub Total (SGD)
Main Account	\$30.00	1	\$30.00
Sub Account	\$30.00	1	\$30.00
GST			\$4.20
Grand Total			\$64.20

Please ensure that your details are correct. You will be redirected to the eNETs page after clicking on the Proceed to Payment button and you will not be able to change your registration details after that.

Back
Proceed To Payment

Figure 3.4-1 Account Creation Summary Page

3.5. Payment

Step 1: In the Select Payment Mode Page shown below, click on your preferred payment mode. You can either click on VISA, MasterCard, American Express, or Internet Banking.

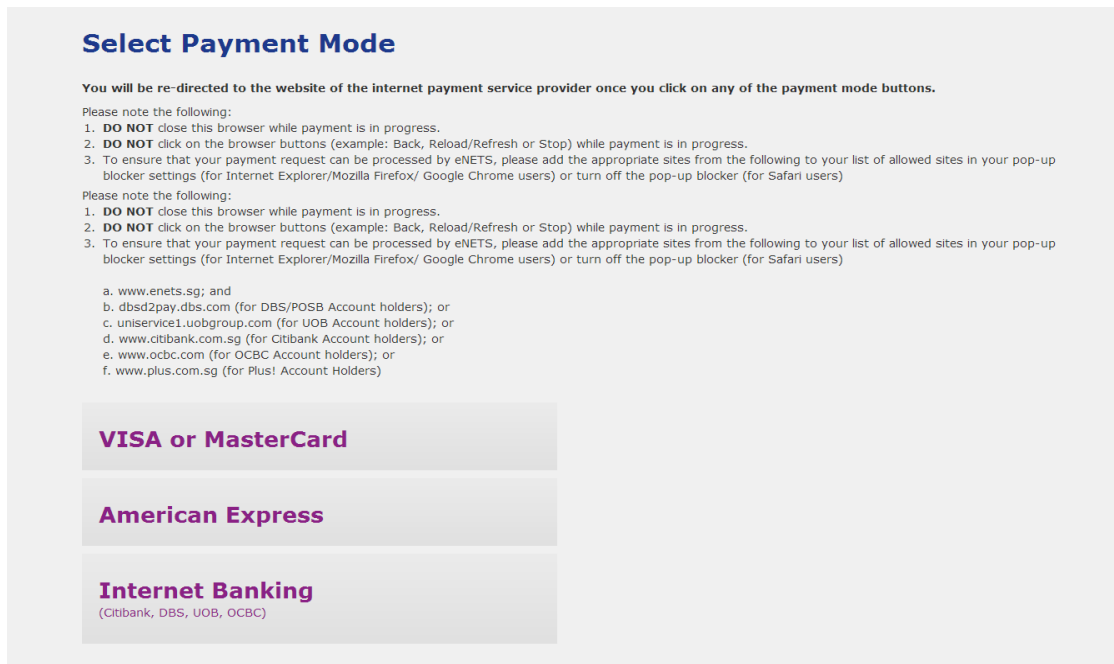


Figure 3.5-1 Select Payment Mode Page

Step 2: You will be redirected to the ENets payment page.

Step 2a: For VISA / MasterCard or American Express payment mode, you will need to enter your credit card details.

Step 2b: For Internet Banking, you will need to provide your bank account information.

Step 3: Upon completion, you will be shown the Registration Confirmation page shown below. An activation email will also be sent to your registered email once payment is successful.

Registration Confirmation

Organisation Details > Sub Account > On Behalf List > Payment > **Confirmation**


Your main and sub accounts (if any) have been created. Each contact person must enable the access to his or her account by following the instructions in the activation email which has been sent to them individually.

Payment Amount:	\$64.20
Payment Method:	eNETS Credit
Payment Reference Number:	20131017103352863
Payment Date/Time:	17 October 2013 10:32:24
DNC Reference Number:	DNCA1310170000021
Main Account:	\$30.00
Sub Account:	\$30.00
GST:	\$4.20
Grand Total:	\$64.20

[View Receipt](#) [Go to Home](#)

Figure 3.5-2 Registration Confirmation Page

Note :

1. Click on  button and save a copy of the receipt for your future reference. Refer to attached PDF document for a sample.



sample receipt.pdf

2. Click on  button to go back to DNC Home Page.

4. Login to DNC System

Step 1: Access the website – <http://www.dnc.gov.sg> via any browser.



Figure 4-1 DNC Home Page

Step 2a: If you are an organisation registered in Singapore, click on



and you will be redirected to the Singpass login page.

Step 2b: If you are an Individual Person, click on



and you will be redirected to the Singpass page.

Your Singpass password will **NOT** be stored in DNC Registry.

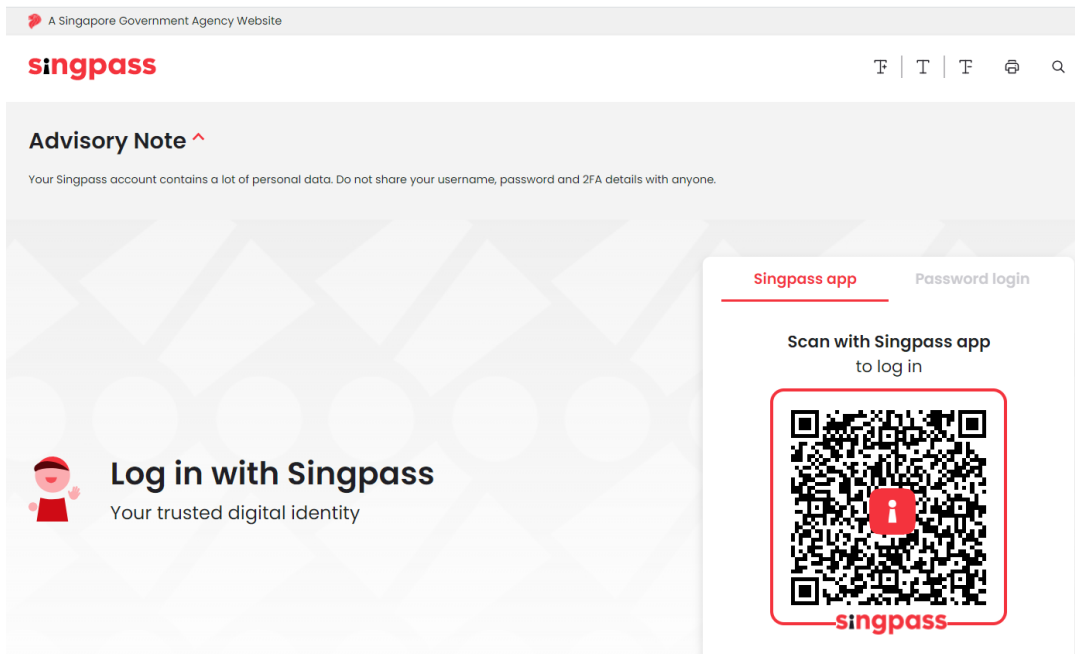


Figure 4-2 Singpass Login Page

Step 2c: If you are an organisation registered overseas, you will click on



to enter your DNC user ID and password.

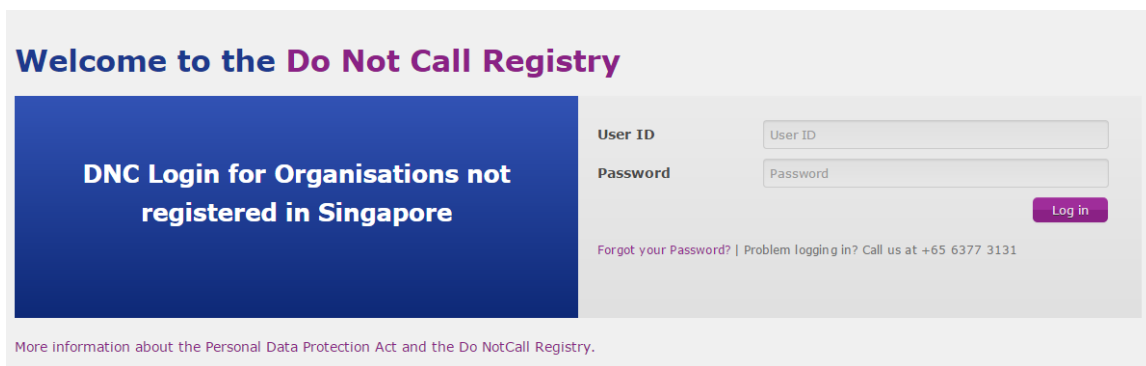


Figure 4-3 DNC Registry Login Page

After user ID and password verification, you will be requested to input the SMS One Time Password (OTP) which sent to your registered mobile number.

Welcome to the Do Not Call Registry

DNC Login for Organisations not registered in Singapore

An SMS containing your One Time Password (OTP) has been sent to 8611111111, please click on the Resend OTP button if you did not receive the OTP after 5 minutes.

Please enter the OTP sent to you

[Forgot your Password?](#) | [Problem logging in?](#) Call us at +65 6377 3131

Figure 4-4 DNC Registry SMS OTP Verification Page

Note:

1. User ID refers to the email address that you have used when you registered with the DNC Registry.
2. If you cannot remember your password, click on the "Forgot your Password?" and the System will send a new password to your email account that is registered with the DNC Registry.

[Forgot your Password?](#) [Problem logging in?](#) Call us at +65 6377 3131

Step 4: After successful login, you will be shown the organisation dashboard page. Refer to [Section 5](#) for details.

Note: Your login session will expire if it has been inactive for 20 minutes.

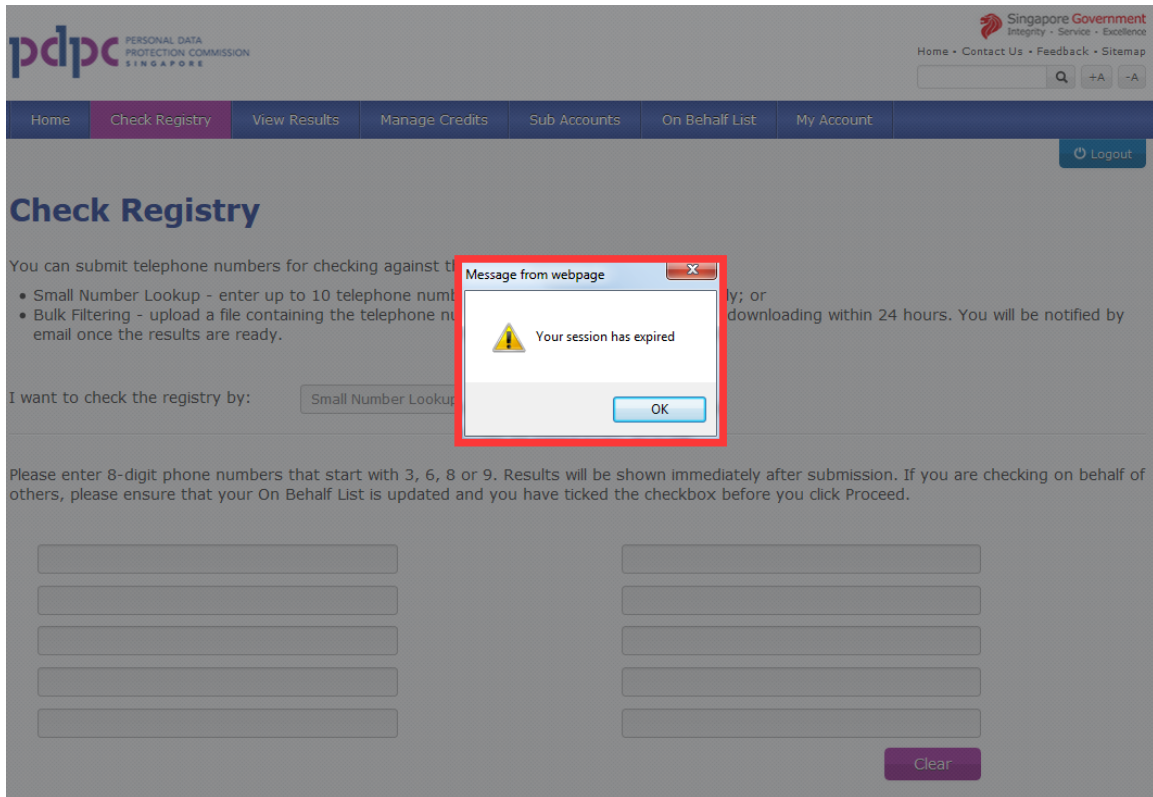


Figure 4-5 DNC Pop Up alerts for session expiry

A message will pop up to inform you that your session has expired, and you will need to login to the DNC Registry again.

5. Home

After you have login to the system, you can view the dashboard. Refer to [Section 4](#) for login details.

Navigation Menu

The list of the functions is in the Navigation Menu at the top of the screen.

SNo.	Menu Item	Description	Reference
1	Home	Go to dashboard page.	Refer to Section 5
2	Check Registry	If you want to check your list of telephone numbers, refer to this section.	Refer to Section 6
3	View Results	If you want to see your past submissions, refer to this section.	Refer to Section 7
4	Manage Credits	If you want to purchase credits, view purchase credit details, purchase history and transfer credits to sub account, refer to this section.	Refer to Section 8
5	Sub Accounts	If you want to create / update / delete sub accounts, refer to this section. Note: This is only visible if you are logged in as organisation's main account.	Refer to Section 9
6	On Behalf list	If you want to create / update / delete organisations in the on behalf list, refer to this section. Note: This is only editable if you are logged in as a main account holder.	Refer to Section 10

7	My Account	If you want to update your account details /alternate contact details, refer to this section.	Refer to Section 11
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Home Check Registry View Results Manage Credits Sub Accounts On Behalf List My Account Logout

Last login date : 28 March 2019 16:12:52

Credit Status

Total free credits available	0
Total paid credits available View Expiry Date(s)	20,731
Paid credits expiring on 27 March 2022	20,731

[Purchase Credits](#)

Results within Validity Period

Date Submitted	Method of Submission	Expiry Date	Download
28 March 2019 16:20:38	Bulk Filtering	27 April 2019	Click here to download
28 March 2019 16:18:06	Bulk Filtering	27 April 2019	Click here to download
28 March 2019 16:19:58	Small Number Lookup	27 April 2019	Click here to download
28 March 2019 16:19:43	Small Number Lookup	27 April 2019	Click here to download
28 March 2019 16:19:24	Small Number Lookup	27 April 2019	Click here to download

Figure 5-1 Organisation Dashboard Page

Click on [Purchase Credit](#) button to purchase additional credits. Refer to [Section 8](#) for details.

6. Check Registry

Step 1: Click on <Check Registry> as shown below to submit your numbers for checking.

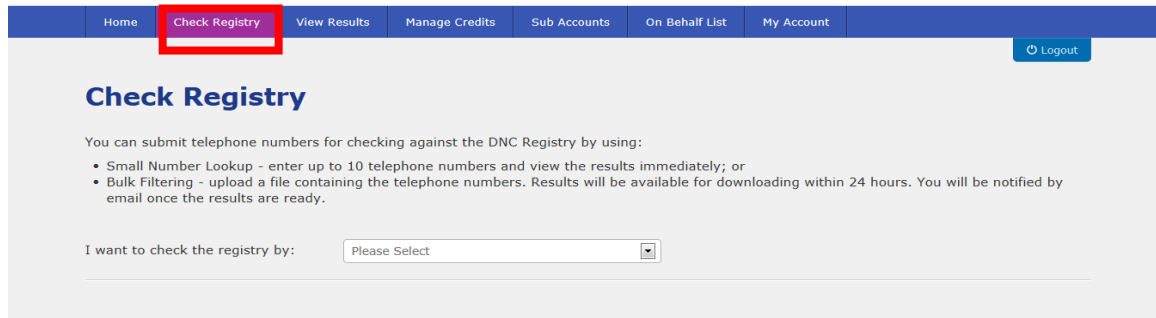
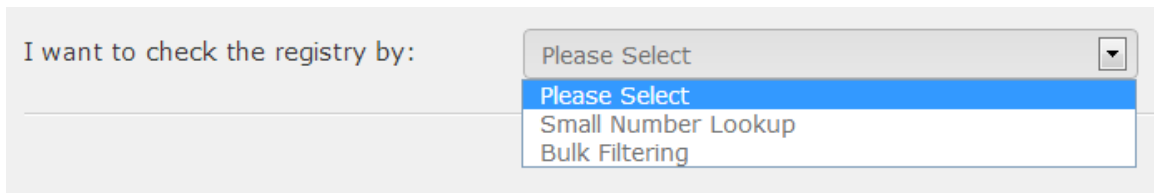


Figure 6-1 Check Registry Page

Step 2: Click on the drop-down box to select the method of submission.



There are **2 submission methods:**

1. Small Number Lookup - enter up to 10 telephone numbers and view the results immediately; or
2. Bulk Filtering - upload a file containing the telephone numbers. Results will be available for downloading within 24 hours. You will be notified by email once the results are ready.

Step 2a: Select **Small Number Lookup** and enter the telephone numbers.

Home Check Registry View Results Manage Credits Sub Accounts On Behalf List My Account Logout

Check Registry

You can submit telephone numbers for checking against the DNC Registry by using:

- Small Number Lookup - enter up to 10 telephone numbers and view the results immediately; or
- Bulk Filtering - upload a file containing the telephone numbers. Results will be available for downloading within 24 hours. You will be notified by email once the results are ready.

I want to check the registry by:

Please enter 8-digit phone numbers that start with 3, 6, 8 or 9. Results will be shown immediately after submission. If you are checking on behalf of others, please ensure that your On Behalf List is updated and you have ticked the checkbox before you click Proceed.

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

If you are checking on behalf of other organisations, please ensure the following before you submit telephone numbers for checking:

- The names of the organisations are listed in the [On Behalf List](#).
- You declare (by ticking the declaration checkbox) that you are checking on behalf of the organisations listed in the On Behalf List.

Figure 6-2 Small Number Lookup

Step 2b: Click on the **On Behalf List** to enter names of organisations if you are checking for other organisations and have not added them to the On Behalf list. Refer to [Section 10](#) for details.

If you have added the organisations, you will see the checkbox below.

My organisation is checking on behalf of other organisations listed [here.](#)

To view the organisations in your On behalf list, you can click on the link and you will see the page shown below. After updating the list, you can click on <Resume Checking Registry> to continue to submit your numbers.

On Behalf List

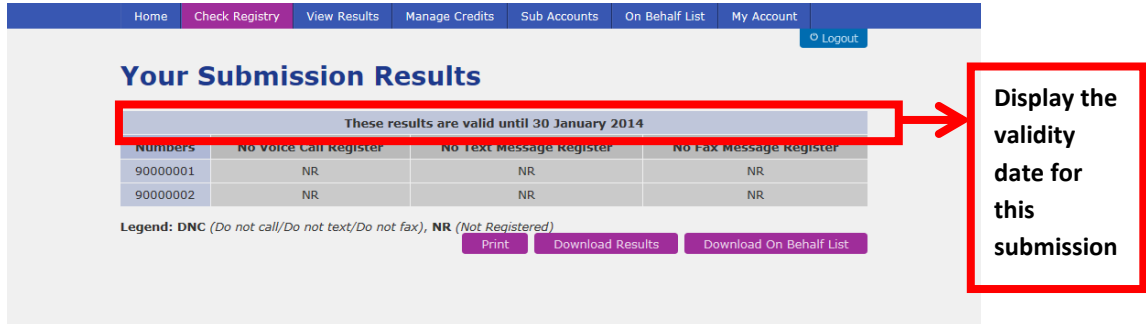
If your organisation is checking the DNC Registry on behalf of another organisation, please add them to this list by clicking on the Add Organisation button, and entering their name. Sub accounts can view, but not edit this list.

Name	Delete	Edit
EFG bank		
S Supermart		
XYZ pte ltd		
JC store		
ABC Pte Ltd		

Last updated on 11 November 2013 19:25:18 by John Tan

Step 2c: Click on the button to go to Step 3: Submission and Payment Summary page. If you declare that you are checking on behalf of other organisations by ticking the checkbox, the system will prompt you to confirm that you are checking for other organisations (including your organisation). If you do not tick the checkbox, there will be no prompt and the results are only valid for your organisation.

Step 3a: If there are sufficient credits, you will be shown the Your Submission Results page below.



Your Submission Results

These results are valid until 30 January 2014




Numbers	No Voice Call Register	No Text Message Register	No Fax Message Register
90000001	NR	NR	NR
90000002	NR	NR	NR

Legend: DNC (Do not call/Do not text/Do not fax), NR (Not Registered)

Print Download Results Download On Behalf List

Figure 6-4 Your Submission Results Page

Note:

1. The result's validity date is displayed at the top of the table.
2. Click on the  button to print the results.
3. Click on the  button to download the results.
4. Click on the  button will be shown if there are records in the Checking on behalf.

Step 3b: If there are insufficient credits, the following page will be displayed to prompt you to pay via Pay Per Use or Pre-paid.

Home **Check Registry** View Results Manage Credits Sub Accounts On Behalf List My Account [Logout](#)

Submission and Payment Summary

You have insufficient credits. To proceed, you can purchase additional credits or pay per use.

Total telephone numbers submitted	30,000
Quantity of invalid* telephone numbers	0
Current credit balance (Free + Pre-Paid)	19,907
Total telephone numbers submitted	30,000
Quantity of invalid* telephone numbers	0
Current credit balance (Free + Pre-Paid)	19,907
Quantity of credits used for this check	30,000
Credits to be purchased	10,093

*Submitted telephone numbers must have exactly 8 digits, and must start with '3', '6', '8' or '9'. Any record that does not meet this format is considered invalid.

Pay Per Use

Total Credits to be purchased: **10,093**
(10,093 x \$0.023)
Total Amount Payable: **\$232.14**

[Pay](#)

Pay Per Use Rates

Quantity of Valid Numbers Submitted	Price Per Number (SGD)
1 - 4,999	\$0.025
5,000 and above	\$0.023

Note: A minimum charge of \$10.00 applies.

Pre-Paid

Scheme Name	Number Of Credits	Price(SGD)	Quantity
A	5,000	\$100.00	<input type="text"/>
B	10,000	\$150.00	<input type="text"/>
C	25,000	\$350.00	<input type="text" value="1"/>
D	100,000	\$1,200.00	<input type="text"/>
E	250,000	\$2,700.00	<input type="text"/>
F	1,000,000	\$10,000.00	<input type="text"/>

Total Credits Selected: **25,000** | New credits left after this check: **14,907**
Total Amount Payable: **\$350.00**

[Purchase](#)

[Back](#)

Pay Per Use – Pay the amount displayed

Pre-paid – Indicate the quantity beside the tier

Figure 6-5 Insufficient Credit Page

Step 2a: Select **Bulk Filtering** and upload the .CSV file (with a single column of telephone numbers that are exactly 8 digits and starting with 3, 6, 8 or 9).

Note: You may use any editor (Microsoft Excel, Notepad, etc) to develop the .CSV file. Please remember to save as .CSV file format and not other format. Click on

the  button to upload the file to the system.

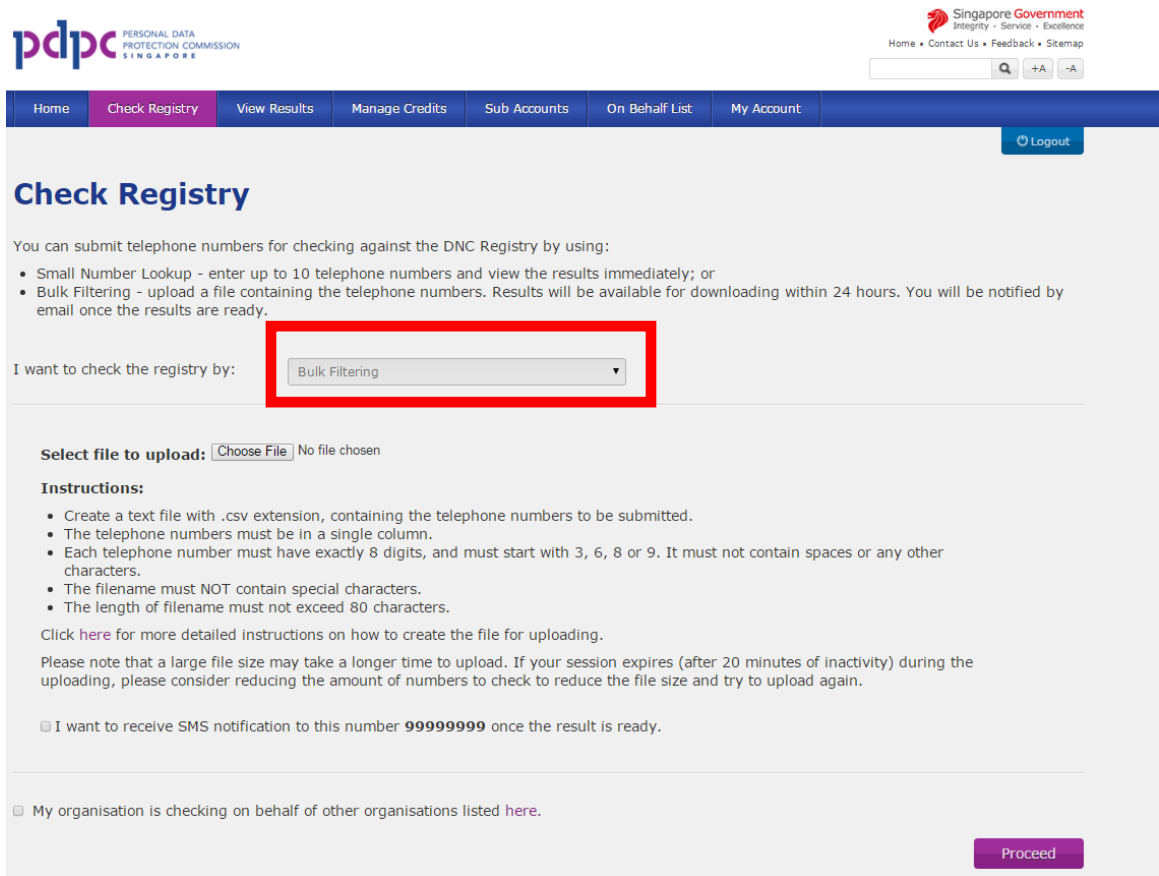
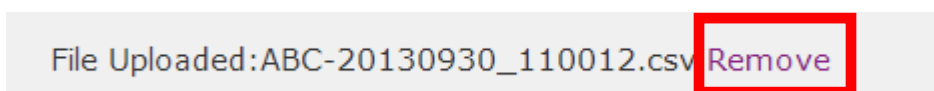


Figure 6-6 Bulk Filtering

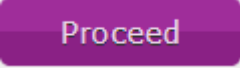
After uploading the file, the file name will be displayed as shown below. If you want to remove the uploaded file, click on "Remove" link.

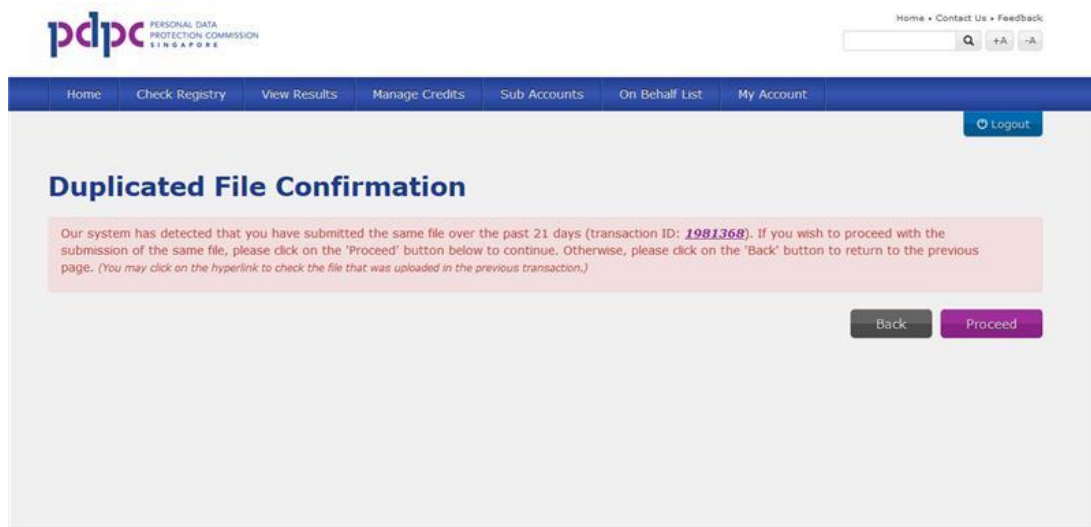


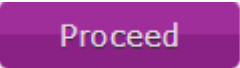
Step 2b: If you want to receive notification via SMS, you must provide your mobile number under My Account; refer to [Section 11](#) for details. If no mobile number has been entered, a message will be displayed as shown below.

To enable SMS notification, please update your mobile number in the [My Account](#) section.

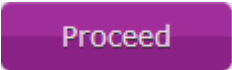
Step 2c: Click on the **On Behalf List** to enter names of organisations if you are checking for other organisations and have not added them to the On Behalf list. Refer to [Section 10](#) for details.

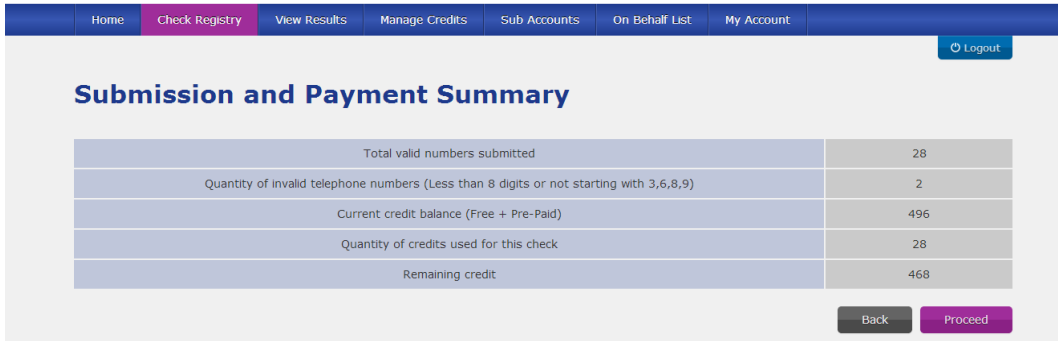
Step 2d: Click on the  button, if you submitted an exact same file that was submitted in the last 21 days, you will go to Duplicated File Confirmation Page.



Step 2e: Click on the  button to go to Step 3: Submission and Payment summary page.

Step 3: The Submission and Payment Summary page will be shown below.

Click on the  button to go to Step 4: Your Submission Results page or <Back> to go back.



Submission and Payment Summary	
Total valid numbers submitted	28
Quantity of invalid telephone numbers (Less than 8 digits or not starting with 3,6,8,9)	2
Current credit balance (Free + Pre-Paid)	496
Quantity of credits used for this check	28
Remaining credit	468

Figure 6-7 Submission and Payment Summary Page

Step 3a: If there are sufficient credits, the DNC Registry will proceed to check your numbers and you will be notified within 24 hours (as shown below).

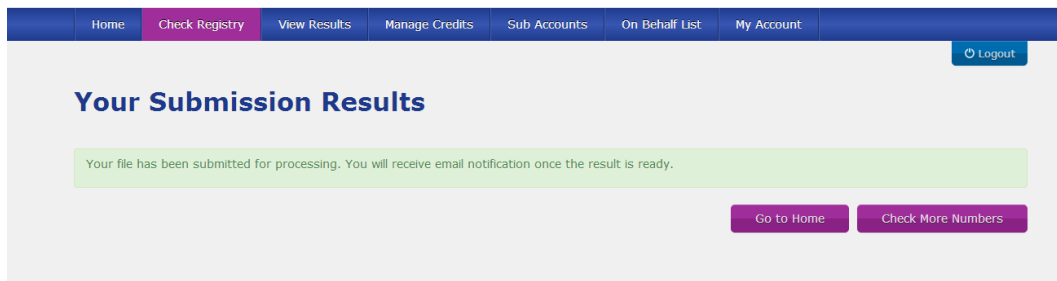
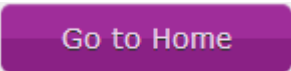



Figure 6-8 Your Submission Results Page

Note:

1. Click on the  button to go to Organisation dashboard page.
2. Click on the  button to go back to the Check Registry page.

Step 3b: If there are insufficient credits, the following page will be displayed to prompt you to pay via Pay Per Use or Pre-paid.

Submission and Payment Summary

You have insufficient credits. To proceed, you can purchase additional credits or pay per use.

Total telephone numbers submitted	30,000
Quantity of invalid* telephone numbers	0
Current credit balance (Free + Pre-Paid)	19,907
Total telephone numbers submitted	30,000
Quantity of invalid* telephone numbers	0
Current credit balance (Free + Pre-Paid)	19,907
Quantity of credits used for this check	30,000
Credits to be purchased	10,093

*Submitted telephone numbers must have exactly 8 digits, and must start with '3', '6', '8' or '9'. Any record that does not meet this format is considered invalid.

Pay Per Use – Pay the amount displayed

Pay Per Use

Total Credits to be purchased: **10,093**
 (10,093 x \$0.023)
 Total Amount Payable: **\$232.14**

[Pay](#)

Pay Per Use Rates

Quantity of Valid Numbers Submitted	Price Per Number (SGD)
1 - 4,999	\$0.025
5,000 and above	\$0.023

Note: A minimum charge of \$10.00 applies.

Pre-paid – Indicate the quantity beside the tier

Scheme Name	Number Of Credits	Price(SGD)	Quantity
A	5,000	\$100.00	<input type="text"/>
B	10,000	\$150.00	<input type="text"/>
C	25,000	\$350.00	<input type="text" value="1"/>
D	100,000	\$1,200.00	<input type="text"/>
E	250,000	\$2,700.00	<input type="text"/>
F	1,000,000	\$10,000.00	<input type="text"/>

Total Credits Selected: **25,000** | New credits left after this check: **14,907**
 Total Amount Payable: **\$350.00**

[Purchase](#)

[Back](#)

Figure 6-9 Insufficient Credit Page

7. View Results

Step 1: Click on the [View Results](#) at the navigation bar at the top of the screen. You can search for past results by specifying your search criteria.

View Past Results

Search for past results by selecting the submission method and/or indicating the date range of the submitted dates. Click [here](#) to find out more about the result files.

Note: Each result will be stored online for 2 years from the date that the results were returned. If you wish to retrieve results more than 2 years ago, please contact the PDPC hotline or email to info@pdpc.gov.sg.

Submission Method: All | Submission Date: Last month | 10 October 2013 | 10 November 2013 | [Search](#)

Transaction ID	Submitted By	Date Submitted	Method of Submission	Expiry Date	Download Results
000028	wntestings	10 November 2013 08:52:17	Small Number Lookup	09 January 2014	Result Rejected Summary On Behalf List
000018	wntestings	01 November 2013 11:02:56	Bulk Filtering	31 December 2013	Result Rejected Summary On Behalf List
000017	wntestings	01 November 2013 10:59:04	Bulk Filtering	31 December 2013	Result Rejected Summary On Behalf List
000016	wntestings	01 November 2013 10:52:06	Small Number Lookup	31 December 2013	Result Rejected Summary
000015	wntestings	01 November 2013 10:51:05	Small Number Lookup	31 December 2013	Result Rejected Summary

Step 2

Figure 7-1 View Past Results Page

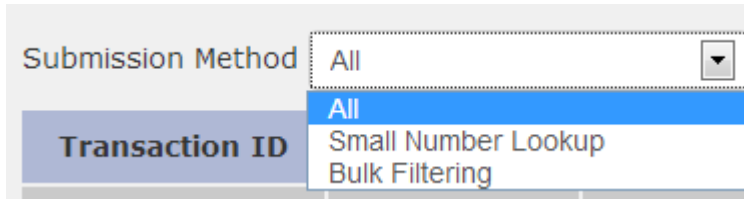
Step 2: A list of past submissions will be displayed in a table.

Note:

1. Under the Download Results column, you may see the following status (you can refresh the page to see if the status is updated):
 - a. **In progress:** This means that DNC Registry is processing your submitted file.
 - b. **Result:** This means that your submitted file has been processed by DNC System and you can download and view the results.
 - c. **Rejected:** This is your list of rejected numbers.
 - d. **On Behalf list:** List of organisations that you are checking on behalf
 - e. **Summary:** Summary file of your checks

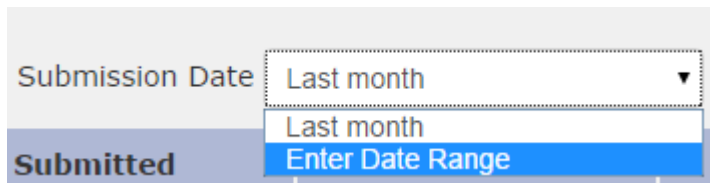
Step 3: There are a few search criteria where you can use to search for your submission.

a. Filter by Submission Method as shown below.

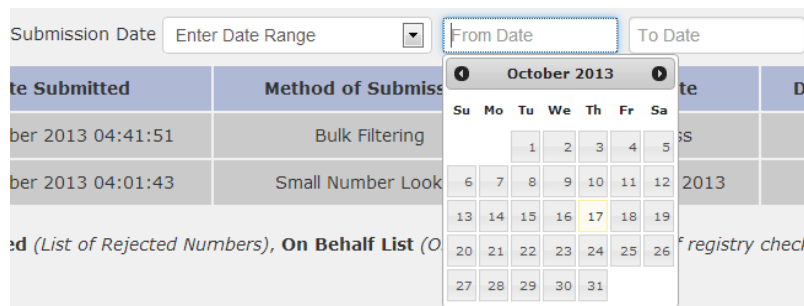



- i. All – All the results submitted by both submission methods
- ii. Small Number Lookup – Only results submitted by Small Number Lookup
- iii. Bulk Filtering – Only results submitted by Bulk Filtering

b. Filter by Submission Date as shown below.



- i. Last month – results of checks that are submitted within the last month
- ii. Enter Date Range – results of checks that are submitted within the date range. By selecting this option, there will be 2 additional fields for your selection as shown below. Click on the textbox and a calendar will be displayed for your selection.



- iii. Once you have specified the search criteria, click on the  button and the search results will be displayed.

8. Manage Credits

Step 1: Click on the **Manage Credits** button at the navigation bar. The functions available are: purchase credits, view credit details, view purchase history. Transfer credits function is only available for main account.

[Home](#) | [Check Registry](#) | [View Results](#) | **Manage Credits** | [Sub Accounts](#) | [On Behalf List](#) | [My Account](#) | [Logout](#)

Purchase Credits

[Purchase Credits](#) | [View Credit Details](#) | [Purchase History](#) | [Transfer Credits](#) | [Expired Credits](#)

To purchase credits, please enter the quantity for each tier that you wish to purchase and click the Proceed button.
 You may also view your credit purchase history, transfer credits to sub-accounts, and view the expiry date of your credits, by clicking on the respective links above.

Total free credits available	0
Total paid credits available View Expiry Date(s)	19,907
Paid credits expiring on 22 October 2016	4,907

Tier Name	Number Of Credits	Price(SGD)	Quantity
A	5,000	\$100.00	<input type="text"/>
B	10,000	\$150.00	<input type="text"/>
C	25,000	\$350.00	<input type="text"/>
D	100,000	\$1,200.00	<input type="text"/>
E	250,000	\$2,700.00	<input type="text"/>
F	1,000,000	\$10,000.00	<input type="text"/>

Total Credits	0
Total Amount Payable	\$0.00

[Proceed](#)

Last updated on 17 June 2013

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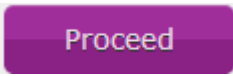
© 2013 Government of Singapore.

Figure 8-1 Purchase Credits Page

Note:

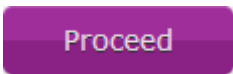
1. The first table displays the credits available and its expiry date.
2. The second table displays the credit schemes available for purchase.

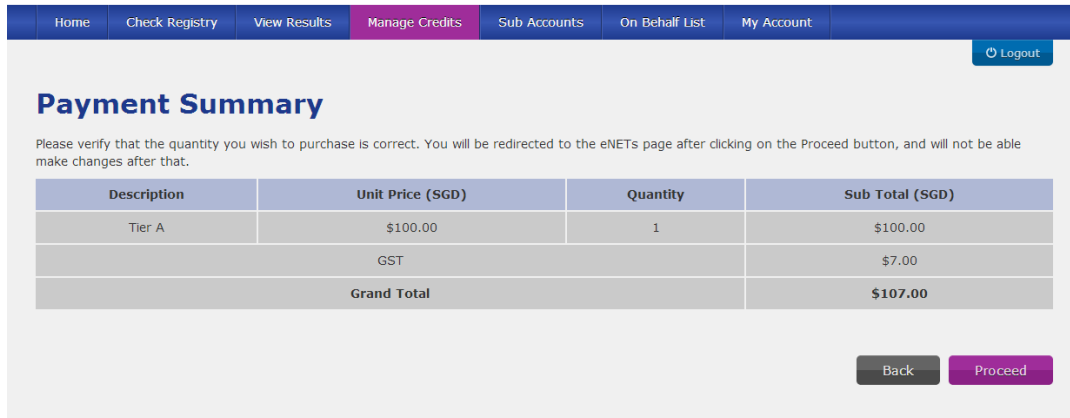
Step 2: Enter the quantity to be purchased as shown below and system will automatically compute the total number of credits and amount payable. Click

on the  button to go to Step 3: Payment Summary page.

Tier Name	Number Of Credits	Price(SGD)	Quantity
A	5,000	\$100.00	<input type="text" value="1"/>
B	10,000	\$150.00	<input type="text"/>
C	25,000	\$350.00	<input type="text" value="1"/>
D	100,000	\$1,200.00	<input type="text"/>
E	250,000	\$2,700.00	<input type="text"/>
F	1,000,000	\$10,000.00	<input type="text"/>

Step 3: Verify the amount charged at the Payment Summary page. Click on

the  button to go to Step 4: Select Payment Mode.



Description	Unit Price (SGD)	Quantity	Sub Total (SGD)
Tier A	\$100.00	1	\$100.00
GST			\$7.00
Grand Total			\$107.00

Figure 8-2 Payment Summary Page

If the amount payable is \$5,000 and above, the system will automatically display an option for you to pay offline. After selecting the option, click <Proceed> and the system will display the instructions on how to pay offline. Follow the instructions. PDPC will send you an email once the credits are added to your account.

Payment Summary

Please verify that the quantity you wish to purchase is correct. You will be redirected to the eNETs page after clicking on the Proceed button, and will not be able to make changes after that.

Description	Unit Price (SGD)	Quantity	Sub Total (SGD)
Tier F	\$10,000.00	1	\$10,000.00
	GST		\$700.00
Grand Total			\$10,700.00

Tick here if you would like to pay using bank transfer or telegraphic transfer.

Back Proceed

Step 4: If you choose to pay online, select your preferred mode of payment at the Select Payment Mode Page. You can either click on VISA, MasterCard, American Express, or Internet Banking.

Select Payment Mode

You will be re-directed to the website of the internet payment service provider once you click on any of the payment mode buttons.

Please note the following:

- DO NOT** close this browser while payment is in progress.
- DO NOT** click on the browser buttons (example: Back, Reload/Refresh or Stop) while payment is in progress.
- To ensure that your payment request can be processed by eNETS, please add the appropriate sites from the following to your list of allowed sites in your pop-up blocker settings (for Internet Explorer/Mozilla Firefox/ Google Chrome users) or turn off the pop-up blocker (for Safari users)

Please note the following:

- DO NOT** close this browser while payment is in progress.
- DO NOT** click on the browser buttons (example: Back, Reload/Refresh or Stop) while payment is in progress.
- To ensure that your payment request can be processed by eNETS, please add the appropriate sites from the following to your list of allowed sites in your pop-up blocker settings (for Internet Explorer/Mozilla Firefox/ Google Chrome users) or turn off the pop-up blocker (for Safari users)

- www.enets.sg; and
- dbsd2pay.dbs.com (for DBS/POSB Account holders); or
- uniservice1.uobgroup.com (for UOB Account holders); or
- www.ctibank.com.sg (for Citibank Account holders); or
- www.ocbc.com (for OCBC Account holders); or
- www.plus.com.sg (for Plus! Account Holders)

VISA or MasterCard

American Express

Internet Banking
(Citibank, DBS, UOB, OCBC)

Figure 8-3 Select Payment Mode Page

Step 5: You will be redirected to the ENets payment page.

Step 5a: For VISA / MasterCard or American Express payment mode, you will need to enter your credit card details.

Step 5b: For Internet Banking, you will need to provide your bank account information.

Step 6: You will be shown a Payment Confirmation page as per image below.

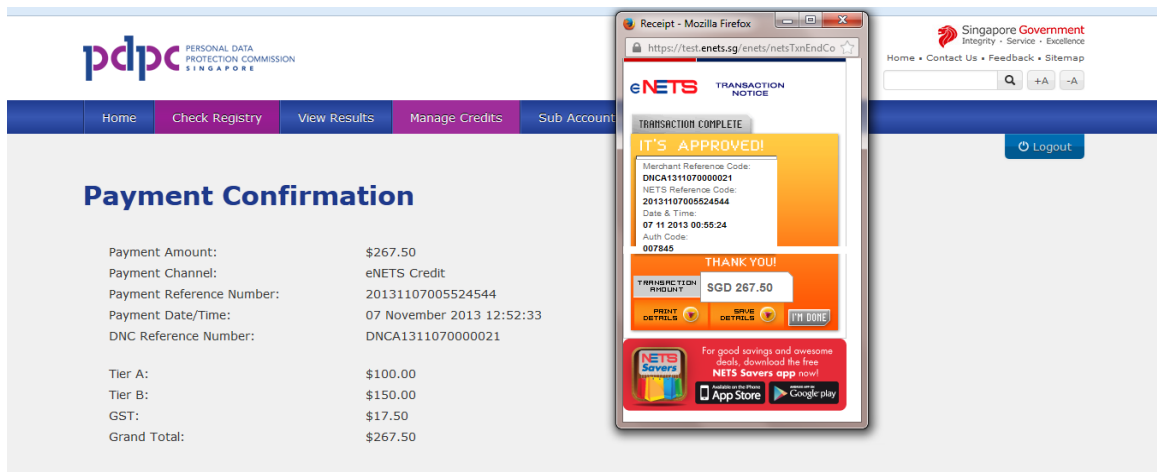
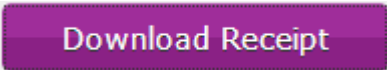


Figure 8-4 Payment Confirmation Page

Click on the  button and save a copy of the receipt for your future reference. Refer to attached PDF document for a sample.



sample receipt.pdf

8.1. View Credits Details

Step 1: Click on View Credit Details as shown below to view the credits that you have purchased and its respective expiry date.

Home | Check Registry | View Results | **Manage Credits** | Sub Accounts | On Behalf List | My Account | Logout

View Credit Expiry

Purchase Credits | **View Credit Details** | Purchase History | Transfer Credits | Expired Credits

Purchased credits will expire 3 years from the date of purchase.

Total free credits available	0
Total paid credits available View Expiry Date(s)	24,907
Paid credits expiring on 22 October 2016	4,907

Description	Purchase Date	Number of Credits	Credit Left	Expiry Date
Tier A	23 October 2013	5,000	4,907	22 October 2016
Tier A	24 October 2013	5,000	5,000	23 October 2016
Tier A	24 October 2013	5,000	5,000	23 October 2016
Tier A	28 October 2013	5,000	5,000	27 October 2016
Tier A	28 October 2013	5,000	5,000	27 October 2016

Figure 8.1-1 View Credit Expiry Page

8.2. Purchase History

Step 1: Click on Purchase History as shown below to view all your purchases. You can also search based on Purchase Date and/or Receipt number.

Home | Check Registry | View Results | **Manage Credits** | Sub Accounts | On Behalf List | My Account | Logout

Purchase History

Purchase Credits | View Credit Details | **Purchase History** | Transfer Credits | Expired Credits

Total free credits available	0
Total paid credits available View Expiry Date(s)	24,907
Paid credits expiring on 22 October 2016	4,907

Purchase Date: From Date To Date Receipt Number: Receipt Number

Purchase Date	Description	Number of Credits	Total Cost (With GST)	Receipt Number	Expiry Date
28 October 2013 04:05:29	Tier A	5,000	\$107.00	DNCA1310280000078	27 October 2016
28 October 2013 03:06:25	Tier A	5,000	\$107.00	DNCA1310280000045	27 October 2016
24 October 2013 10:09:18	Tier A	5,000	\$107.00	DNCA1310240000030	23 October 2016
24 October 2013 10:05:57	Tier A	5,000	\$107.00	DNCA1310240000028	23 October 2016
23 October 2013 02:12:38	Tier A	5,000	\$107.00	DNCA1310230000040	22 October 2016

Figure 8.2-1 Purchase History Page

8.3. Transfer Credits

8.3.1 Main Account Transfer Credit To Sub Account

Step 1: Login with main account, click on Transfer Credits as shown below to transfer credits to sub account.

Transfer Credits

[Purchase Credits](#) | [View Credit Details](#) | [Purchase History](#) | Transfer Credits | [Expired Credits](#)

Credits can be transferred to sub accounts for their immediate use.

Total free credits available	0
Total paid credits available View Expiry Date(s)	5,000
Paid credits expiring on 13 December 2016	5,000

A **Transfer Credits**

Required fields are marked with an asterisk*.

Number of Credits *

Credit Type *

Please select sub accounts:

Search

[Select All](#)

Sub Account1

Sub Account2

>>

Accounts Receiving Credits

No Record found

Remove

Proceed

B **Transfer History**

Date of Transfer	Transfer By	Transfer To	Number of Credits	Credit Type	Transaction Number
No Record Found					


Figure 8.3-1 Transfer Credits Page (Main Account to Sub Account)

Step 2: Enter the following details.

- i. Enter the credit amount and credit type to be transferred.

Number of Credits *

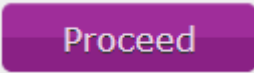
Credit Type *

- ii. Select the sub account from the table below. Click the  button to confirm selection.

Please select sub accounts:

Accounts Receiving Credits
No Record found
Remove

Accounts Receiving Credits
No Record found
Remove

Step 3: Click on the  button. The latest transfer history will be shown on Section B.

Date of Transfer	Transfer By	Transfer To	Number of Credits	Credit Type	Transaction Number
20 October 2013 03:50:56	S11111111	S11111114	2,000	Paid	DNCA1310200000013

8.3.2 Sub Account Transfer Credit Back To Main Account

Step 1: Login with sub account, click on Transfer Credits as shown below to transfer credits to main account.

Transfer Credits

[Purchase Credits](#) | [View Credit Details](#) | [Purchase History](#) | **Transfer Credits** | [Expired Credits](#)

Credits can be transferred to main account for their immediate use.

Total free credits available	0
Total paid credits available View Expiry Date(s)	5,198
Paid credits expiring on 15 December 2016	4,998

A Transfer Credits Required fields are marked with an asterisk*.

Number of Credits *

Credit Type *

[Proceed](#)

B Transfer History

Date of Transfer	Transfer By	Transfer To	Number of Credits	Credit Type	Transaction Number
No Record Found					

Figure 8.3-2 Transfer Credits Page (Sub Account to Main Account)

Step 2: Enter the credit amount and credit type to be transferred.

Number of Credits *

Credit Type *

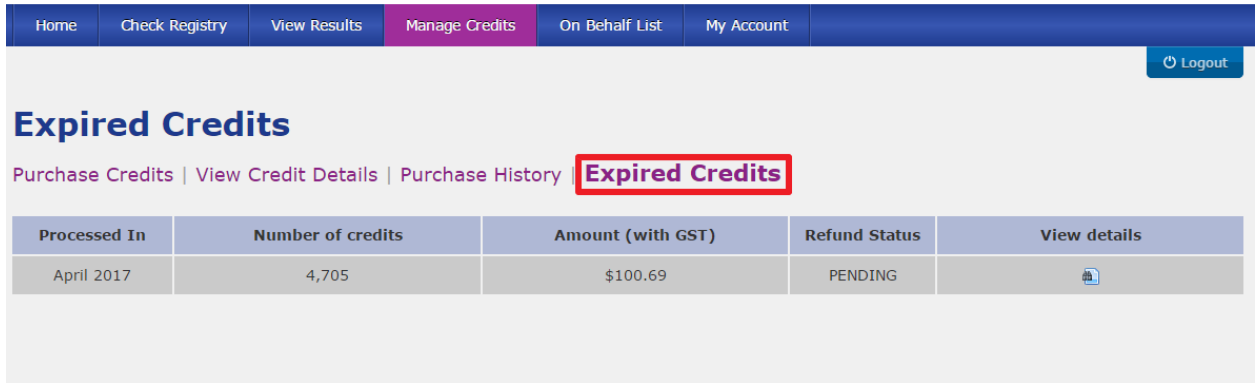
Step 3: Click on the [Proceed](#) button. The latest transfer history will be shown on Section B.

B Transfer History

Date of Transfer	Transfer By	Transfer To	Number of Credits	Credit Type	Transaction Number
08 November 2016 15:47:37	S5689669M user	G9133525M user	500	Paid	DNCA161108000102

8.4. Expired Credits (for main account only)

Step 1: Click on Expired Credits as shown below to view all refund history of expired pre-paid credits.





Processed In	Number of credits	Amount (with GST)	Refund Status	View details
April 2017	4,705	\$100.69	PENDING	

Figure 8.4-1 Expired Credits Page

Step 2: Click on  as shown below to view refund details.




Expiry Date	Name of Contact Person	Number of credits	Amount(with GST)
28 February 2017	ac3a99429856a72d8ff389608bb633ea	4,705	\$100.69

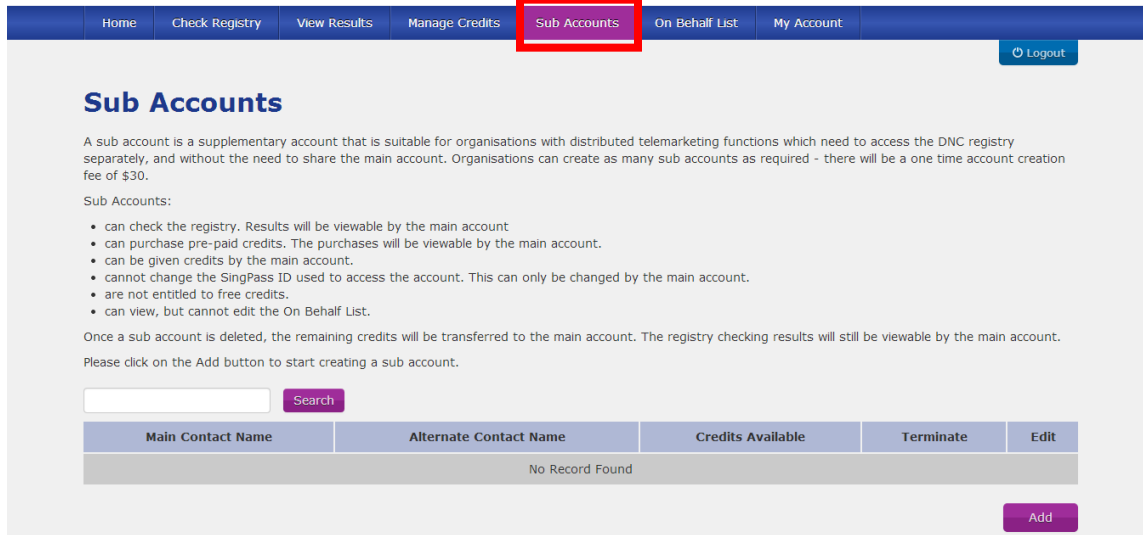
[Back](#)

Figure 8.4-2 Details of Expired Credits Refund Page

9. Sub Accounts (for organisations' main account, not for individual account)

9.1. Managing sub accounts

Step 1: Click on the  at the navigation bar to manage the sub accounts.



Sub Accounts

A sub account is a supplementary account that is suitable for organisations with distributed telemarketing functions which need to access the DNC registry separately, and without the need to share the main account. Organisations can create as many sub accounts as required - there will be a one time account creation fee of \$30.

Sub Accounts:

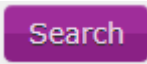
- can check the registry. Results will be viewable by the main account
- can purchase pre-paid credits. The purchases will be viewable by the main account.
- can be given credits by the main account.
- cannot change the SingPass ID used to access the account. This can only be changed by the main account.
- are not entitled to free credits.
- can view, but cannot edit the On Behalf List.

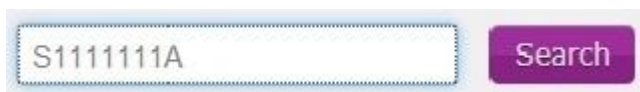
Once a sub account is deleted, the remaining credits will be transferred to the main account. The registry checking results will still be viewable by the main account.


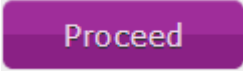
Please click on the Add button to start creating a sub account.

Main Contact Name	Alternate Contact Name	Credits Available	Terminate	Edit
No Record Found				

Figure 9.1-1 Sub Accounts Page

Step 2: To search for a particular sub account, you can enter your search criteria (by Name or Singpass ID of sub account) and click on the  button.



Step 3: To add new sub account, click on the  button and enter the details of the sub account on the page shown below. When you finished entering the details for sub account, click on the  button to go to Payment Summary page.

Step 3a: To edit, click on the Edit button next to the record that you want to update.

Step 3b: To remove the sub account, click on remove button next to the record that you wish to terminate. The pre-paid credits in the sub account will be transferred to the main account when the sub account is deleted.

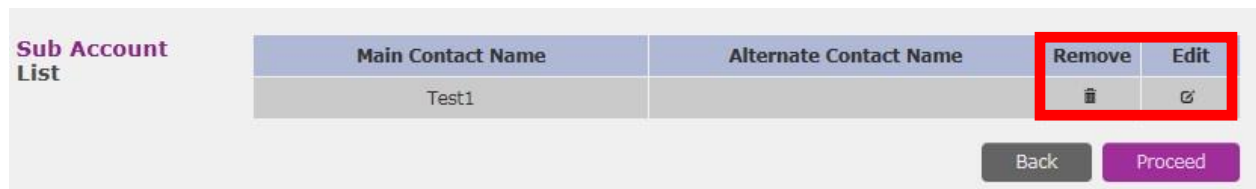


Figure 9.1-2 Add Sub Accounts Page

9.2. Transfer credits from sub accounts to main account

If the sub account user is not using the credits and the credits are not purchased by the sub account user, the main account can transfer credits from sub account back to the main account for redistribution or own use.

Step 1: Select 'Edit' next to the sub account that you wish to transfer from and click on tab 'Transfer Credits'.

Step 2: Enter the number of credits that you wish to transfer back. After successful transfer, there will be a historical record of the transaction.

Transfer Back Credits From Sub Account

Main Contact Person: **Jeraldine Leong**

[Main Contact](#) | [Alternate Contact](#) | [Purchase History](#) | [Registry Checking History](#) | [View Credit Details](#) | **Transfer Credits**

Total free credits available	0
Total paid credits available	11,105,000
Paid credits expiring on 21 January 2018	105,000
Total available paid credits that were NOT purchased by this sub account	0

A Transfer Credits

Required fields are marked with an asterisk*.

Number of Credits *

Credit Type *

[Proceed](#)

B Transfer History

Date of Transfer	Transfer By	Transfer To	Number of Credits	Credit Type	Transaction Number
No Record Found					

Figure 9.2-3 Transfer Credits From Sub Account to main account Page

Note: The main account cannot transfer credits that were purchased by the sub account.

10. On behalf List (Editable by main account only)

Step 1: Click on the **On Behalf List** at the navigation bar to add or update the organisations that you are checking on behalf of.

Home
Check Registry
View Results
Manage Credits
Sub Accounts
On Behalf List
My Account
Logout

On Behalf List

If your organisation is checking the DNC Registry on behalf of another organisation, please add them to this list by clicking on the Add Organisation button, and entering their name. Sub accounts can view, but not edit this list.

Search

Name	Delete	Edit
No Record Found		

Add Organisation
Download On Behalf List

Figure 10-1 On Behalf List Page

Step 2: To search, enter the name of organisation in the field and click on the **Search** button as shown below.

Step 3: To add a new organisation, click on the **Add Organisation** button, enter the name of the organisation and click <Add>.

On Behalf List

If your organisation is checking the DNC Registry on behalf of another organisation, please add them to this list by clicking on the Add Organisation button, and entering their name. Sub accounts can view, but not edit this list.

Search

Name	Delete	Edit
ABC Pte Ltd		

Add **Cancel**

Figure 10-2 Add On Behalf List Page

Step 3a: To edit, click on the <Edit> icon next to the record and <Save>

Note: Sub account can view the organisations in the On Behalf list.

11. My Account

Step 1: Click on the **My Account** button at the navigation bar to update the details of your account, your alternate contacts, organisation address, DPO details or submit an account termination request.

Note: Sub account can view details of his/her account and details of his/her alternate contact information. Only the main account can update his details.

11.1. Update Account (for main account only)

Home | Check Registry | View Results | Manage Credits | Sub Accounts | On Behalf List | **My Account** | Logout

My Account

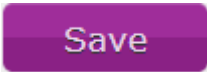
[Update My Account](#) | [Update Alternate Contacts](#) | [Update Address](#) | [Terminate Account](#) | [DPO Details](#) | [Bank Account Details](#)

Required fields are marked with an asterisk*.

A Main Contact Information

Name of Contact Person*	<input type="text" value="Test Contact Person"/>
Singpass ID*	<input type="text" value="S1111111A"/>
Designation	<input type="text"/>
Department	<input type="text"/>
Telephone Number*	<input type="text" value="99999999"/>
Mobile Number (for SMS notification)	<input type="text"/>
Email*	<input type="text" value="test@test.com"/>



Figure 11-1 My Account Page

Step 1: Edit the main account information and click on the  button to save the changes.

Note:

1. If you update the email address, an activation email will be sent to the new email address. The new account holder needs to activate the account in order to access the system.
2. If you modify the mobile number, then need enter the SMS OTP to verify.

11.2. Update Alternate Contacts (for main account only)

Step 1: Click on Update Alternate Contact as shown below to update the details of the alternate contact. Click on the  button to save or click on the  button to delete the alternate contact information.

Note:

1. Tick the 'Receive Email Notifications' if the alternate contact also wants to receive all the emails that the main account receives.
2. If you update the email address, an activation email will be sent to the new email address. The new account holder needs to activate the account in order to access the system.

Home | Check Registry | View Results | Manage Credits | Sub Accounts | On Behalf List | My Account | Logout

Update Alternate Contact

Update My Account Details | **Update Alternate Contacts** | Update Address | Terminate Account | DPO Details | Bank Account

Required fields are marked with an asterisk*.

A **Alternate Contact 1 Information**

Name of Contact Person*

Singpass ID*

Designation

Department

Telephone Number*

Mobile Number (for SMS notification)

Email*

Receive Email Notifications

Delete Save

B **Alternate Contact 2 Information**

Name of Contact Person*

Singpass ID*

Designation

Department

Telephone Number*

Mobile Number (for SMS notification)

Email*

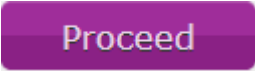
Receive Email Notifications

Delete Save

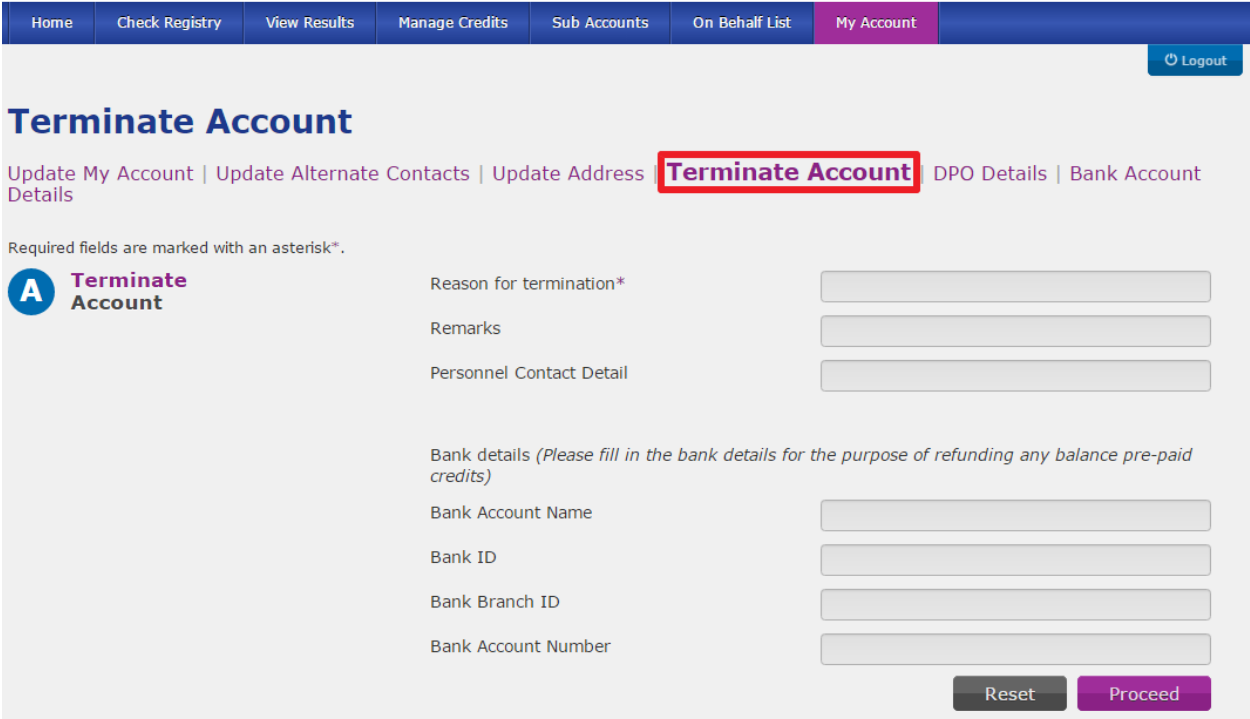
Figure 11-2 Update Alternate Contact Page

11.3. Terminate Account (for main account only)

Step 1: Click on Terminate Account to submit request to terminate account.

Fill in the details and click on the  button to inform PDPC of your termination request. This is only applicable if your organisation no longer needs the account and want to remove its account from the DNC System. You and your sub accounts will **NOT** be able to access the DNC Registry once this request is submitted.

If you still have balance pre-paid credits in your account and/or sub accounts, you will need to enter the details of bank account that the refund should go to.



Home | Check Registry | View Results | Manage Credits | Sub Accounts | On Behalf List | **My Account** | Logout

Terminate Account

[Update My Account](#) | [Update Alternate Contacts](#) | [Update Address](#) | **Terminate Account** | [DPO Details](#) | [Bank Account Details](#)

Required fields are marked with an asterisk*.

A Terminate Account

Reason for termination*

Remarks

Personnel Contact Detail

Bank details (Please fill in the bank details for the purpose of refunding any balance pre-paid credits)

Bank Account Name

Bank ID

Bank Branch ID

Bank Account Number

Reset Proceed

Figure 11-3 Terminate Account Page

11.4. Update Address (for local organisation main account only)

Step 1: Click on Update Address as shown below to update the organisation name and address information. Click on the **Refresh Org Name** button to retrieve the latest organisation name from ACRA. Click on the **Save** button to save updated information.

Note:

1. After clicking the 'Refresh Org Name', user still be required to click the 'Save' button to get the updated organisation name to take effect.

Home | Check Registry | View Results | Manage Credits | Sub Accounts | On Behalf List | My Account | Logout

Update Address

[Update My Account](#) | [Update Alternate Contacts](#) | **Update Address** | [Terminate Account](#) | [DPO Details](#) | [Bank Account Details](#)

Required fields are marked with an asterisk*.

A Organisation Information

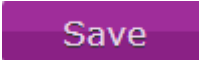
Organisation Name: ABC Company Ltd **Refresh Org Name**

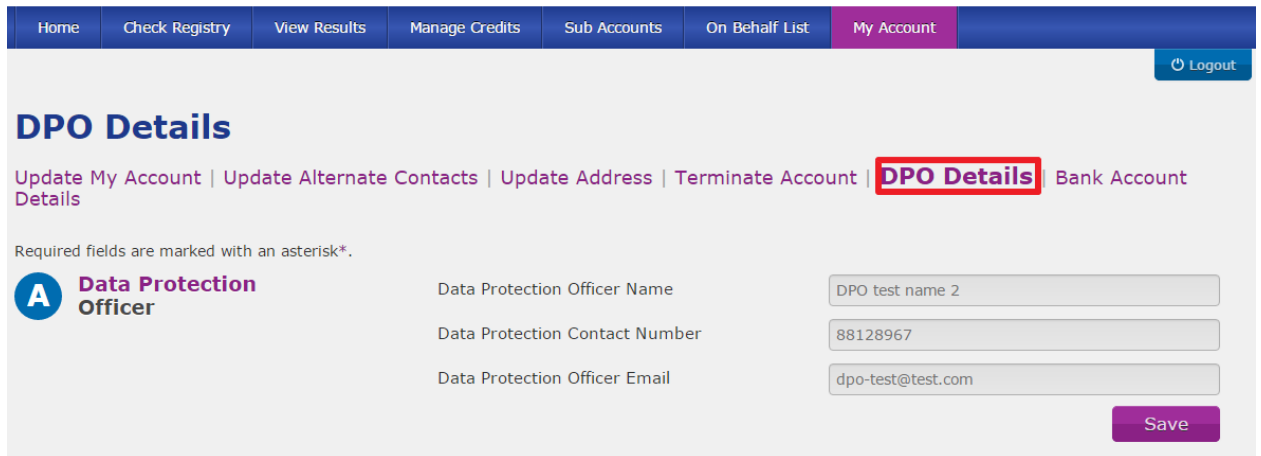
B Address Information

Postal Code*: 119963
Block No*: 960
Unit No:
Street*: ALEXANDRA ROAD
Building Name: PSA BUILDING **Save**

Figure 11-4 Update Address Page

11.5. Update DPO (for local organisation main account only)

Step 1: Click on DPO details as shown below to update the data protection officer information. Click on the  button to save updated information.




Home | Check Registry | View Results | Manage Credits | Sub Accounts | On Behalf List | My Account | Logout

DPO Details

[Update My Account](#) | [Update Alternate Contacts](#) | [Update Address](#) | [Terminate Account](#) | **[DPO Details](#)** | [Bank Account Details](#)

Required fields are marked with an asterisk*.

 **Data Protection Officer**

Data Protection Officer Name	<input type="text" value="DPO test name 2"/>
Data Protection Contact Number	<input type="text" value="88128967"/>
Data Protection Officer Email	<input type="text" value="dpo-test@test.com"/>

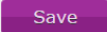


Figure 11-5 DPO Details Page

11.6. Update Bank Account Details (for main account only)

Click on Bank Account Details as shown below to provide the bank account information for the purpose of refunding the value of pre- paid credits that had expired.

Note:

1. System does not allow user to update the bank account details when the refund is being processed.
2. Any error in the bank account details will delay the process of the refund.

Home | Check Registry | View Results | Manage Credits | Sub Accounts | On Behalf List | **My Account** | Logout

Bank Account Details

[Update My Account](#) | [Update Alternate Contacts](#) | [Update Address](#) | [Terminate Account](#) | [DPO Details](#) | **Bank Account Details**

Required fields are marked with an asterisk*.

A **Bank Account Details**

Bank Account Details *(Please fill in the following bank details for the purpose of refunding any unused pre-paid credits)*

Bank Name*

Name On Bank Account*

Bank Account Number*

Last submitted on 29 September 2017 14:08:32

Figure 11-6 Bank Account Details Page