# NEA ePortal Website
# Submission of Fogging Schedules Service
# FAQ

# Version 1.0

<u>Login or Access Related Issues</u>

1. How do I access ePortal website?

- ePortal is accessible using a web browser via the following link:
https://www.eportal.nea.gov.sg

You can save ePortal as a desktop shortcut by right clicking webpage -> select Create shortcut -> click Yes button if you are using Internet explorer OR go to top right-hand corner -> click the vertical 3 dots -> select More tools -> click Create shortcut... if you are using Chrome.
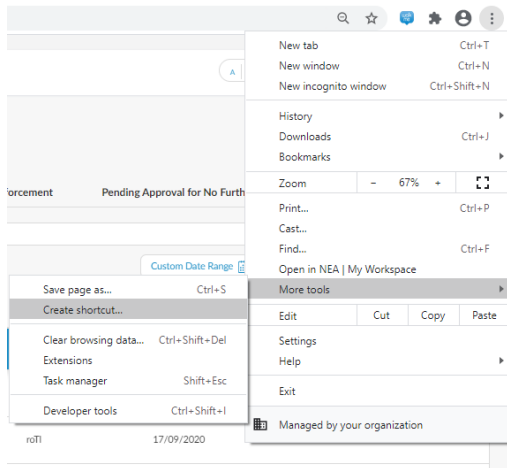


2. Which browser should I use to access ePortal?
- Users can use most internet browsers available on their machines but for the best compatibility, please use Chrome. If you do not have Chrome, please use Edge or Internet Explorer.
- Users can also use Apple iPad or Samsung Tab to access ePortal.

3. What should I do if I see webpage shows message that reads "This site can't be reached?
- Manually add **https://** at the start of the URL and press "enter" button to load page again.

4. What is my Username and Password to log in to ePortal?
- It is your Singpass ID and password as your login details.
- Click "Log in" button to log in to ePortal.
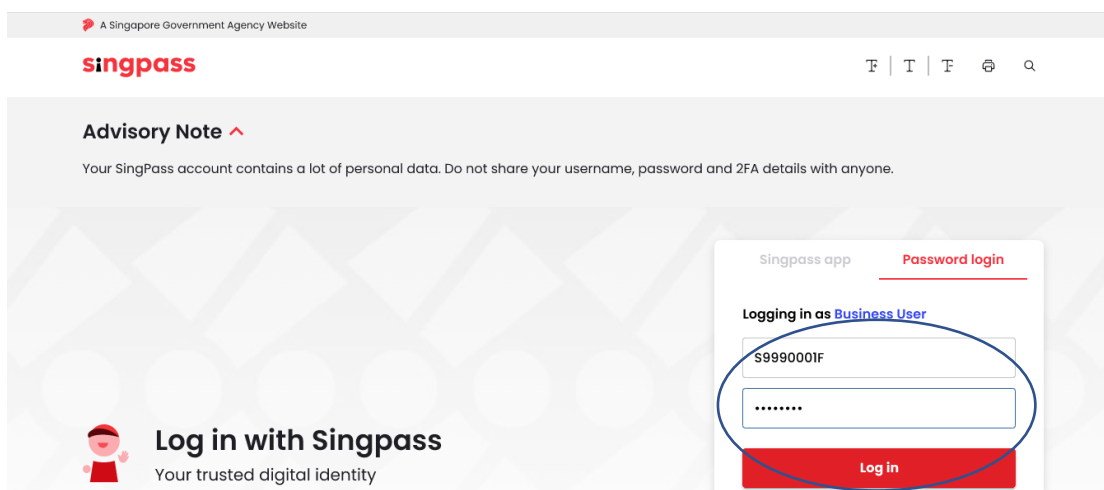
5. If you do not have a Singpass ID, click "Register For Singpass" button and follow the instructions to register a Singpass ID.

6. If you forgot your Singpass ID, click "Forgot Singpass ID" button and follow the instructions to retrieve your Singpass ID.

7. If you forgot your password, click "Reset password" button and follow the instructions to reset a new password.
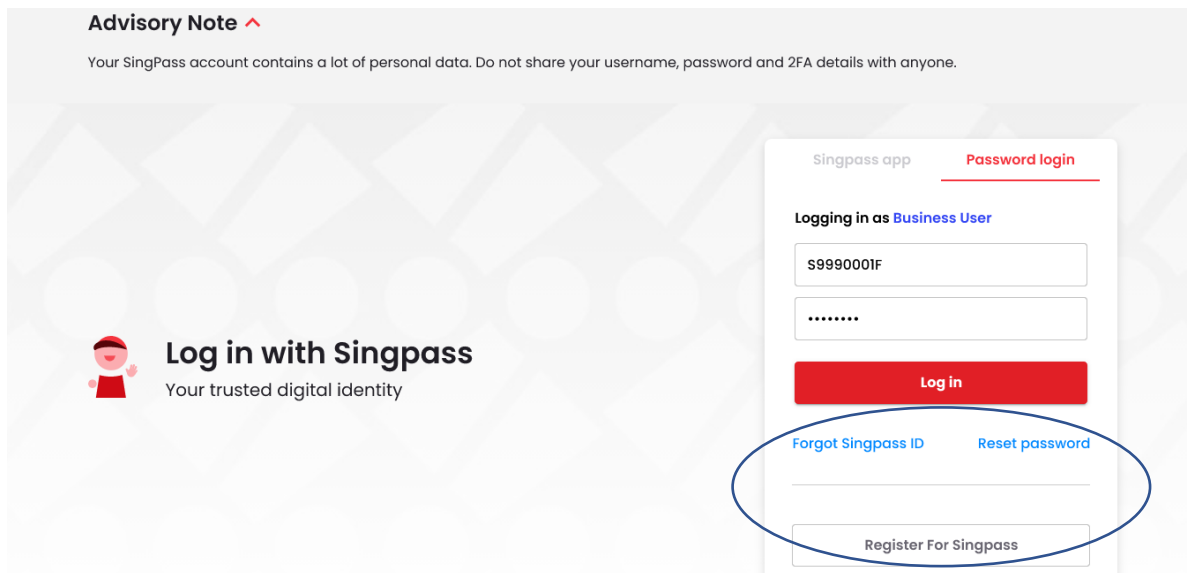


8. Who should I contact if I encounter any login problem?
- Please send email to support@singpass.gov.sg with screenshots of the login problem for assistance.

9. What should I do if I have queries regarding submission of fogging schedules service in ePortal?
- Please send email to http://www.eportal.nea.gov.sg/feedback or contact NEA contact centre 6225 5632 with screenshots of the queries if any for assistance.

10. How to log out from ePortal?
- Go to the top right-hand corner of ePortal, click the Login Profile and select "Log out" link.
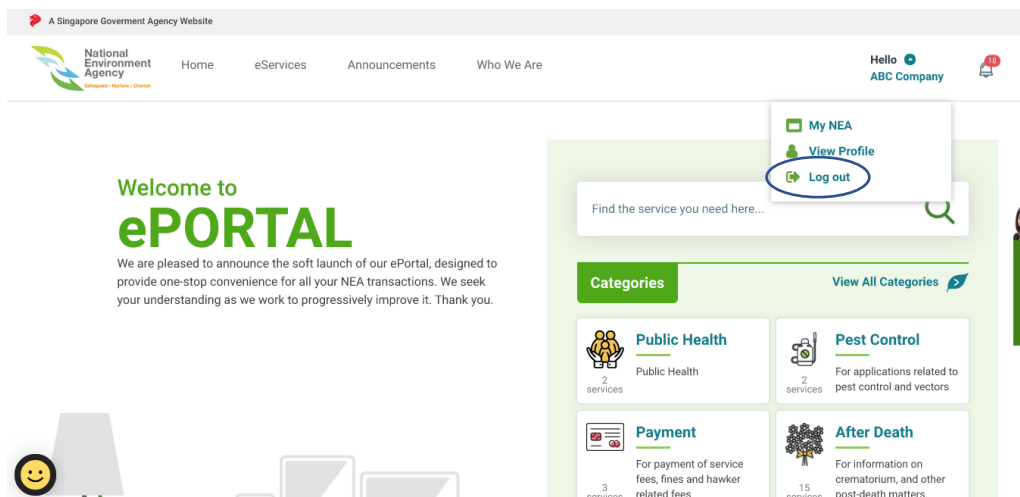
- Session timeout is implemented in the system, thus if a user is inactive in the system for more than 30 minutes, there will be a prompt for users to continue the session.

11. How do I check my submission of fogging schedules in ePortal?
   - Go to the top right-hand corner of ePortal, click the Login Profile and select "My NEA" link.
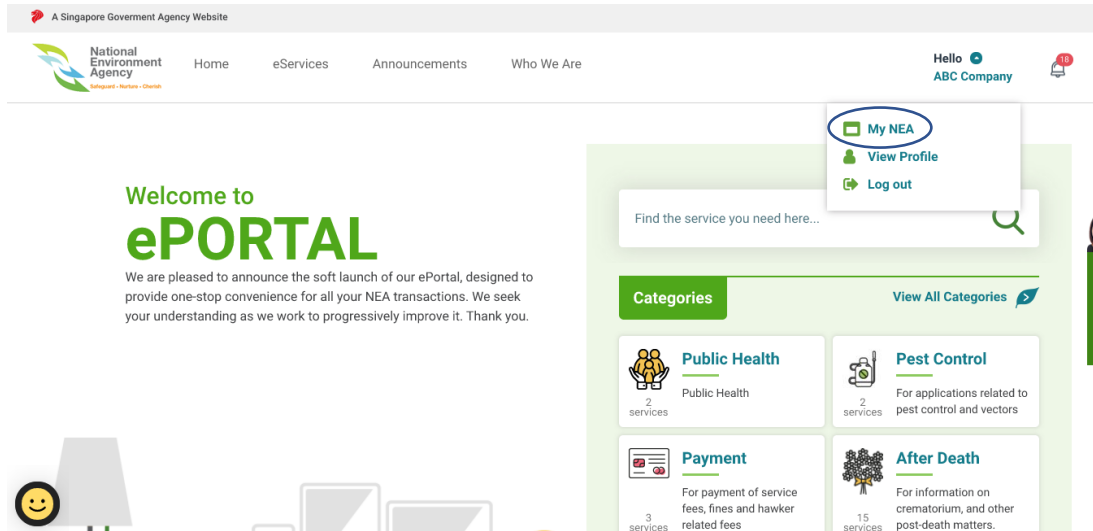


- On the left panel under My NEA menu, click "My Submissions" then select "COMPLETED" tab. You can look for specific fogging submission by searching Reference No.
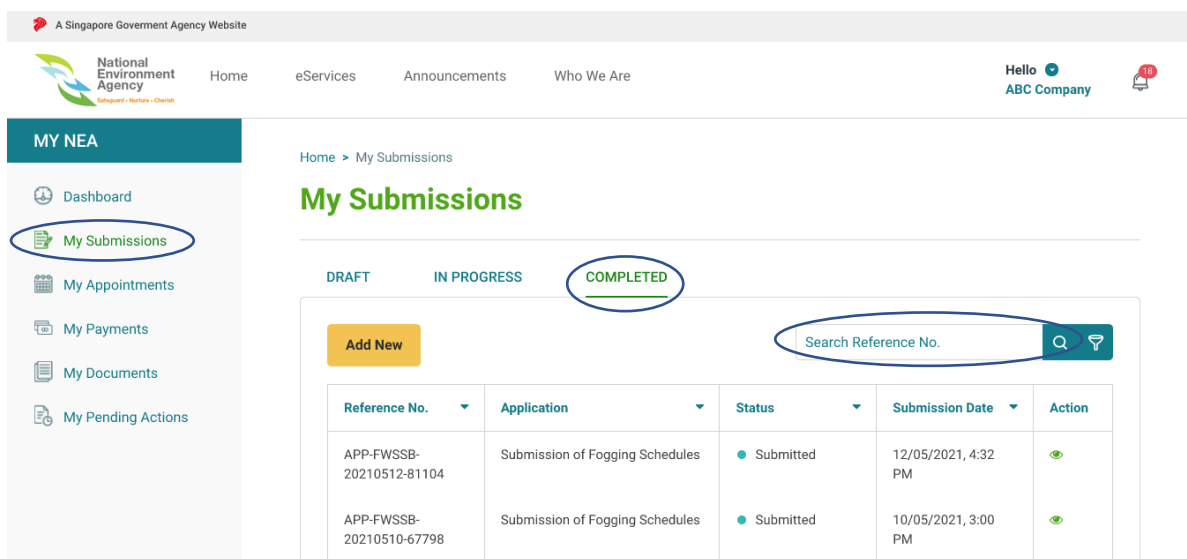


## File Upload Issues

1. What should I do if I encounter a time out error or network error 500 during file uploading in ePortal?
   - Please try refreshing page and upload the file again. If issue persists, Please send email to http://www.eportal.nea.gov.sg/feedback or contact NEA contact centre 6225 5632 with screenshots of the error message for assistance.

2. What happens if I want to upload a larger document file size e.g. 10MB in ePortal?
   - ePortal is not able to take in more than 5MB per upload.

Other Common Issues

1. What should I do if I encounter server error 502 message in ePortal?
- Please send email to http://www.eportal.nea.gov.sg/feedback or contact NEA contact centre 6225 5632 with screenshots of the server error message for assistance.

2. What should I do if I search a fogging submission but no results are found in ePortal?
- You can try to search under "DRAFT", "IN PROGRESS" and "COMPLETED" tabs. If still not found, please send email to http://www.eportal.nea.gov.sg/feedback or contact NEA contact centre 6225 5632 with screenshots for assistance..

3. What should I do if I did not receive notification in email and/ or SMS for my fogging submission which is supposed to be triggered by ePortal?
- Please send email to http://www.eportal.nea.gov.sg/feedback or contact NEA contact centre 6225 5632 for assistance.