

Customer Profile and Worker Management eService Guide

Last updated: February 2024

[OPTIONAL - SECURITY AND SENSITIVITY CLASSIFICATION]



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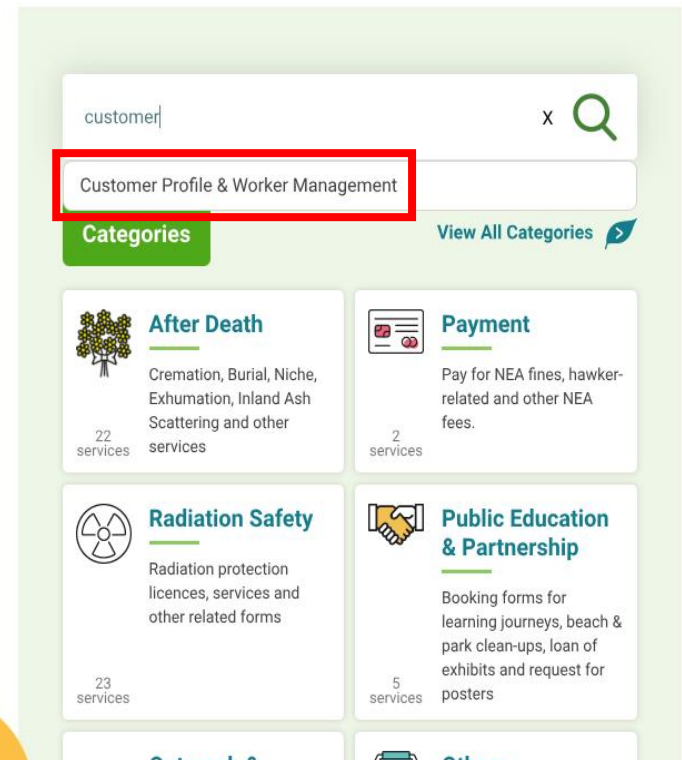
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Accessing “Customer Profile and Worker Management”

Option 1: Search Bar

Welcome to ePORTAL

ePortal brings together 100+ NEA digital services in one platform and enables you to transact with us anywhere and anytime.



The screenshot shows the search bar with the text 'customer' entered. Below the search bar, the category 'Customer Profile & Worker Management' is highlighted with a red box. Below this, there is a 'Categories' section with a 'View All Categories' link. The categories listed are:

- After Death** (22 services): Cremation, Burial, Niche, Exhumation, Inland Ash Scattering and other services
- Payment** (2 services): Pay for NEA fines, hawkers-related and other NEA fees.
- Radiation Safety** (23 services): Radiation protection licences, services and other related forms
- Public Education & Partnership** (5 services): Booking forms for learning journeys, beach & park clean-ups, loan of exhibits and request for posters

Option 2: Search from Category – Radiation Safety

Welcome to ePORTAL

ePortal brings together 100+ NEA digital services in one platform and enables you to transact with us anywhere and anytime.

To proceed, please login with your Singpass.

Individuals

Log in with singpass

Organizations

Log in with singpass

I don't have a Singpass >

Find the service you need here...



Categories

[View All Categories](#)



Radiation Safety

25 services

Radiation protection licences, services and other related forms



Pest Control

9 services

Applications related to pest control and vectors



Pollution Control

5 services

Construction Noise Permit, Off-Road Diesel Engine, and Industrial Pollution Control Services



Public Cleanliness

4 services

Applications related to Cleaning Business Licence and Enhanced Clean Mark Accreditation Scheme



Option 2: Search from Category – Radiation Safety

Home > Radiation Safety

Radiation Safety

Radiation protection licences, services and other related forms

Services


Management

Customer Profile & Worker Management

This service enables Radiation Protection licence and service customers to create, view and edit their customer profile(s). Radiation workers and their employers can also manage their employment list through this service.

Estimated time required: 10 minutes

For more information,

[Click here](#) 

Announcements

[View All](#) 



Option 3: Search from Alphabetical List



Home

eServices

Announcements

Who We Are

Login

Welcome to ePORTAL

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Individuals

Log in with singpass

Organizations

Log in with singpass

I don't have a Singpass >

Find the service you need here...



Categories

View All Categories >



After-Death

Cremation, Burial, Niche, Exhumation, Inland Ash Scattering and other services

17 services



Payment

Pay for NEA fines, hawker-related and other NEA fees

1 services



Option 3: Search from Alphabetical List

Home > eServices

eServices

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

C

Customer Profile & Worker Management



Customer Profile & Worker Management

Available

Radiation Safety

This service enables Radiation Protection licence and service customers to create, view and edit their customer profile(s). Radiation workers and their employers can also manage their employment list through this service.

Estimated time required: 10 minutes



Landing Page

Individuals:

- For individual radiation workers
- Please contact NEA if you do not have Singpass

Organisations:

- Please ensure you have corppass access to NEA ePortal

< eServices

Customer Profile & Worker Management

This service enables Radiation Protection licence and service customers to create, view and edit their customer profile(s). Radiation workers and their employers can also manage their employment list through this service.

This form takes about 10 minutes to complete.

You Will Need:

To request to add a radiation worker to your employment list, you will require the worker's ID or inputs/registration number.



You Should Know:

The service is only available to SingPass and CorpPass users. Individuals who are not eligible for SingPass should contact NEA for assistance.

Service Fees:

No service fee is required.

Continue With:

Individuals

Log in with singpass

Organizations

Log in with singpass

2 Customer Profiles

Customer Profile Management Page

Customer Profile Management

Create New Profile

Creates a new profile

Search ...

Customer Profile No. ▾	Division ▾	Department ▾	Primary Contact Person ▾	Email Address ▾	Action
PROF22050094	RPD1233	Radiology1234	Strangers		

Profile Details

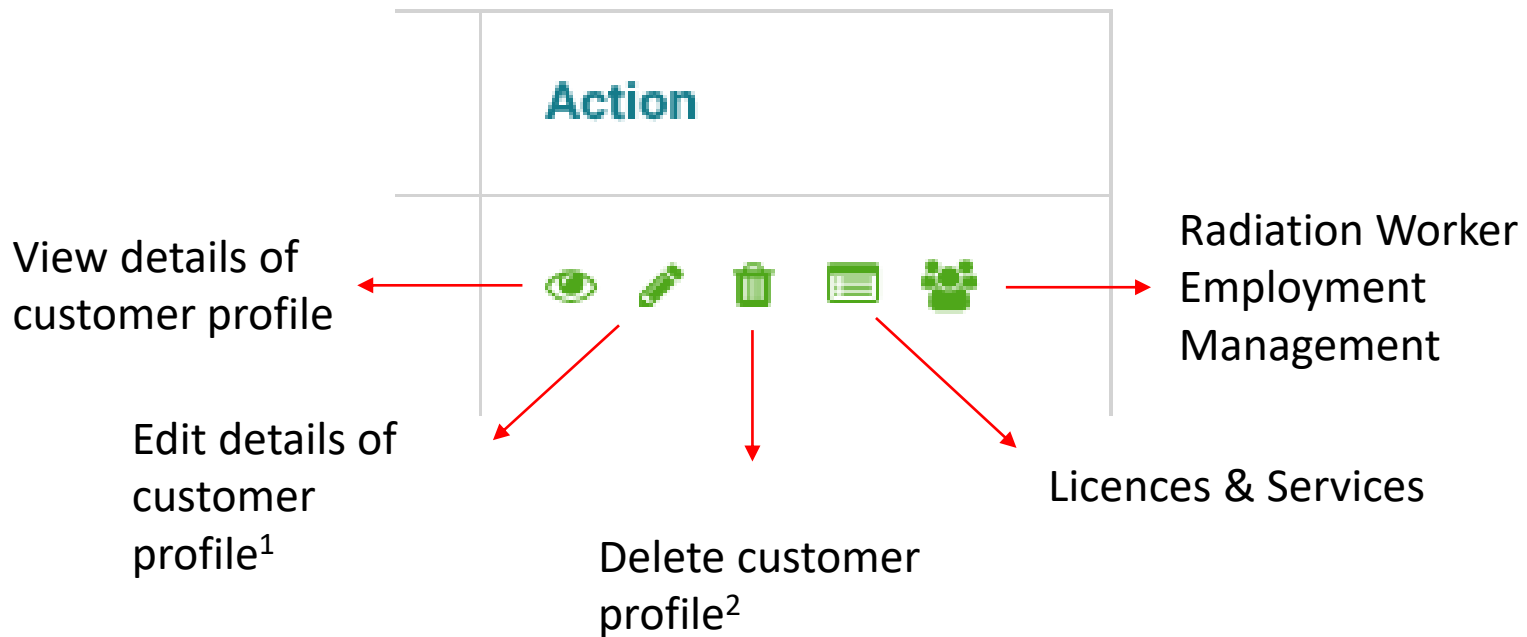
Action Panel

Note:

Individuals may only have 1 customer profile.

Organisations may have multiple customer profiles.

Customer Profile Management Page – Action Panel



Note:

¹ Not all details are editable via ePortal. Please check that your/your organisation's information has been updated on MyInfo.

² Profiles with licence or service records may not be deleted.

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Viewing Details of Radiation Licences and Services

Accessing Licences & Services

Customer Profile Management

Create New Profile

Search ...

Customer Profile No. ▾	Division ▾	Department ▾	Primary Contact Person ▾	Email Address ▾	Action
PROF22050094	RPD1233	Radiology1234	Strangers		    

Users may toggle between the 2 tabs

LICENCES SERVICES

Search ...

Licence No. ▾	Expiry/Annual Payment Due Date ▾	Status ▾
R1/2023/00208	16 May 2024	● Active

Page 1 of 1

Displaying Row 10 1 - 1 of 1 items

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Adding a Radiation Worker

Step 1: (Organisation) Access the Radiation Worker Employment Management Page

Customer Profile Management

Create New Profile

Search ...

Customer Profile No. ▾	Division ▾	Department ▾	Primary Contact Person ▾	Email Address ▾	Action
PROF22050094	RPD1233	Radiology1234	Strangers		    

Customer Profile No.: PROF22050094

PENDING

REGISTERED

REJECTED

WITHDRAWN

REMOVED

Add New Worker

Click on “Add New Worker”

Search ...

Step 2: (Organisation) Add Radiation Worker Details

Organisations may use the worker's ID (i.e. NRIC/FIN) or R1 registration/N3 licence number to add them into their employment management list.

After addition, the worker's name will appear in the "Pending" tab. The worker will also be notified via email to accept or reject the request.

Worker Information

Addition Method

Id

Licence

ID Type

Select ID Type ▼

ID No.

Step 3: (Individual) Accept/Reject Request

To accept or reject the request, the worker should log in (via Singpass) to the NEA ePortal, navigate to the same Radiation Worker Management page, and acknowledge the addition.





Radiation Worker Employment Management

Customer Profile:

PENDING REGISTERED REJECTED WITHDRAWN REMOVED

Search ...



Company Name ▾	UEN ▾	Customer Profile No. ▾	Division ▾	Department ▾	Created Time ▾	Action
test	20220956	PROF22090094			08/08/2023 05:06 PM	 
MANAGEMENT PTE	UENJY34567	PROF23070031	A1	A1	26/07/2023 05:59 PM	 

Click on the tick mark to accept, and the cross mark to reject.

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Viewing Details of Radiation Workers

Step 1: Access the Radiation Worker Employment Management Page

Customer Profile Management

Create New Profile

Search ...



Customer Profile No. ▼	Division ▼	Department ▼	Primary Contact Person ▼	Email Address ▼	Action
PROF22050094	RPD1233	Radiology1234	Strangers		    

Step 2: Click on the Registered tab and select the relevant worker's details





Radiation Worker Employment Management

Customer Profile No.: PROF22050094

PENDING **REGISTERED** REJECTED WITHDRAWN REMOVED

Add New Worker

Search ...

Name	ID No.	R1 Licence / Application Status	N3 Licence / Application Status	Radiation Dose Monitoring Status	Approved Time	Action
Tirza	SXXXX003C	● Active			07/07/2022 06:35 PM	 
Rickey Ponting	SXXXX031I	● Active			11/07/2023 05:53 PM	 

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Displaying Row 5 1 - 2 of 2 items

Our Environment
Safeguard • Nurture • Cherish