

## Frequently Asked Questions (FAQs) for SACiNet 2.0

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# 1. General information

## a) What is SACiNet?

SACiNet is a digital service for registered Conformity Assessment Bodies (CABs) to submit accreditation applications and manage their assessments. SACiNet enables CABs, Technical Assessors, Review Committees and SAC officers to work seamlessly on workflows, keeping assessment information in one place for transparency, auditability, and productivity.

## b) Which browsers are supported?

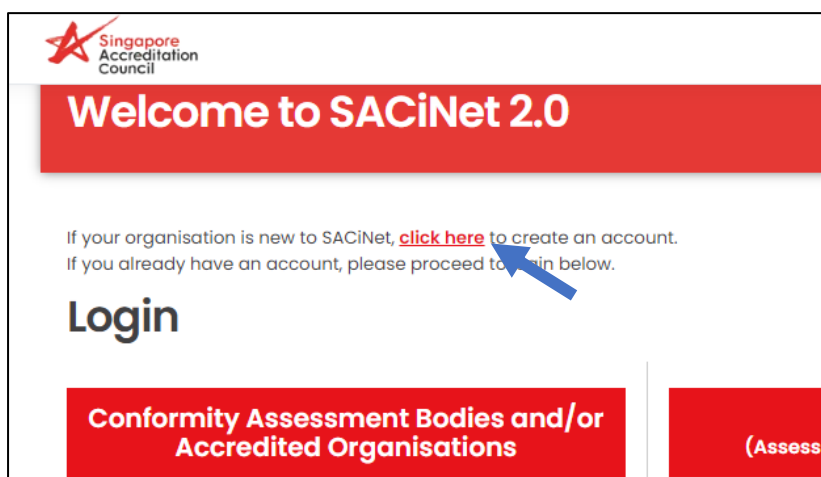
Most internet browsers like Chrome, Edge and Safari are supported. SACiNet 2.0 also supports mobile devices with smaller screens like smartphones and tablets.

SACiNet 2.0 is best viewed on Edge (version 101.0.1210.32 and above) and Chrome (100 Version onwards).

## c) As a CAB new to SACiNet, how do I register?

For CABs seeking to register a new company account in SACiNet 2.0 system, please click the link on the landing page to create a new account in the system.

An email to confirm the activation of your account will be sent to your CAB Administrator. Please check your spam folder if you did not receive it. If it is not there either, please contact SAC for assistance.



## d) Where can I view the User Guides?

After logging in, click on your name on the top right, then select “**User Guide and Links**” to download the User Guides.

## 2. For CABs – Login and User Roles

### a) As a Singapore-registered CAB, how do I login to SACiNet 2.0?

If you are Singapore-registered organisation with a Singapore UEN, you will need to login using Singpass.

Please ensure that your company's Corppass Admin has assigned the **SACINET 2.0** digital service ID to your Singpass account in your company's Corppass portal. You will not be able to login if your Corppass Admin has not authorised you.

- Instructions on how to assign **SACINET 2.0** digital service can be found here: [https://www.corppass.gov.sg/help/CP\\_User\\_Guide\\_05A\\_Admin\\_Subadmin\\_Set\\_Up\\_Assign\\_Users\\_Digital\\_Service\\_Access.pdf](https://www.corppass.gov.sg/help/CP_User_Guide_05A_Admin_Subadmin_Set_Up_Assign_Users_Digital_Service_Access.pdf)
- If you face issues using Corppass, please contact Corppass for assistance. <https://www.corppass.gov.sg/corppass/common/contactus>

### b) As a foreign CAB, how do I login to SACiNet 2.0?

If you are a foreign organisation (i.e. not registered in Singapore), you will need to login using Login ID, password and SMS OTP.

- Your Login ID is your Primary Email Address
- If your organisation profile was migrated from SACiNet 1.0, you will need to update your mobile phone number before you will be able to login. Please contact SAC for support on this.

If you have forgotten your password, please click on the “**Forgot password?**” link to reset your password.

If you have forgotten your Login ID, please contact SAC for assistance.

If you have problems logging in, your user account may be locked or inactive. You may have had too many unsuccessful attempts to login. Please contact your SACiNet CAB Administrator or SAC to unlock the account.

### c) What is the difference between CAB Administrator and CAB User account?

<b>Rights / Responsibilities</b>	<b>CAB Administrator</b>	<b>CAB user</b>
View and update CAB Organisation profile	✓	
Manage CAB user accounts and roles	✓	
View info of all applications in the organisation	✓	
View info of applications submitted by them	✓	✓
Update their own user profile	✓	✓
Submit accreditation applications	✓	✓

### 3. For CABs – Applications, Profiles and Dashboard

#### a) What should I do before submitting an application to SAC?

Your CAB Administrator should review and update your Organisation Profile.

- As a CAB Admin, click on your name in the top right, then select Organisation Profile. Review your information in the 7 sections displayed on the left, fill up all the mandatory fields and save on each page.

Note that only the CAB Administrator account can make changes and save them. If you are a CAB User account, you will not be able to edit this information. Please approach your CAB Administrator account holder.

Proceed with filling up the application after updating the necessary information. If you do not know who your CAB Administrator is, please contact SAC for assistance.

#### b) How do I update my CAB Organisation Profile?

Only CAB Administrators can view and edit your CAB Organisation profile. If you do not know who is your SACiNet CAB Administrator, please contact SAC for assistance.

#### c) How do I open a Task in my Dashboard?

Click on the **Action** button on the right side of the **My Tasks** table.

## 4. For Volunteers – Login and Dashboard

### a) How do I login?

For volunteers who are Singaporeans/PRs, please login via Singpass.

For volunteers who are foreigners, please login using Login ID and Password.

- **Note:** In SACiNet 2.0, your Login ID is your Primary Email Address
- If you have forgotten your password, please click on the “**Forgot password?**” link below the login field to reset your password.
- If you have forgotten your Login ID, please contact the SACiNet Administrator for assistance.

### b) I have problems logging in via Singpass.

If you have a Singpass account but get an error page after trying to login with Singpass, please contact SAC for assistance.

### c) After logging in, I don't see any tasks in My Tasks.

The My Tasks section is empty because you are currently not assigned to any assessments.

Once the Account Manager from SAC has triggered an assessment and assigned you as one of the assessors or review committee members, you should be able to see items being listed in your task list.