FAQ – e-Cert implementation in PRS, and digital PC in the Singpass app

In-line with the Digital Government Blueprint initiatives, the 11 healthcare Professional Boards/Councils/Accreditation Boards are pleased to share that we will be launching the following two digital initiatives:

a. Electronic Registration Certificates and Practising Certificates (e-Certs) will be rolled out in phases from end 2021 onwards; and
b. Digital Practising Certificate (PC) via the Singpass app by early 2022.

You may refer to the following FAQs for information on the transition to e-Certs, and details on viewing and downloading of e-Certs and digital PC.

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e-Certs in Professional Registration System (PRS)

1. What are the hardcopy certificates that will be substituted with the electronic version?

From end of Dec 2021 the healthcare Professional Boards/Councils/ Accreditation Boards (PBs) will substitute the printing of hardcopy certificates with electronic certificates (e-Certs). The hardcopy certificates that will be replaced by the e-Certs are:

a) Registration certificate (RC)
b) Practising certificate (PC)
c) Specialist certificate
d) Specialist accreditation certificate
e) Family Physician certificate
f) Family Physician accreditation certificate

Healthcare professionals (HCPs) will be able to view their e-Certs by logging into the Professional Registration System (PRS) after their application for PC renewal or conversion/change of registration type is approved.

2. Are electronic RC and PC the same as hardcopy certificates?

Both hardcopy and electronic RC and PC are issued and recognised by PBs.

Upon successful registration, the HCP will be issued with a RC by the PB, which will specify the practice(s) for which the HCP is registered. HCPs who intend to practise are also required to hold a valid PC.

3. Will there be a mass replacement exercise to convert existing hardcopy certificates currently held by HCPs?

The rollout of the e-Certs is prospective and there will not be any replacement of hardcopy certificates currently held by the HCPs to the electronic versions. The hardcopy certificates held by the individual HCP are still valid and recognised if they are not expired.

PCs are renewed on an annual or biennial basis. Existing HCPs will receive their electronic PC when their next application to renew their PC is approved.

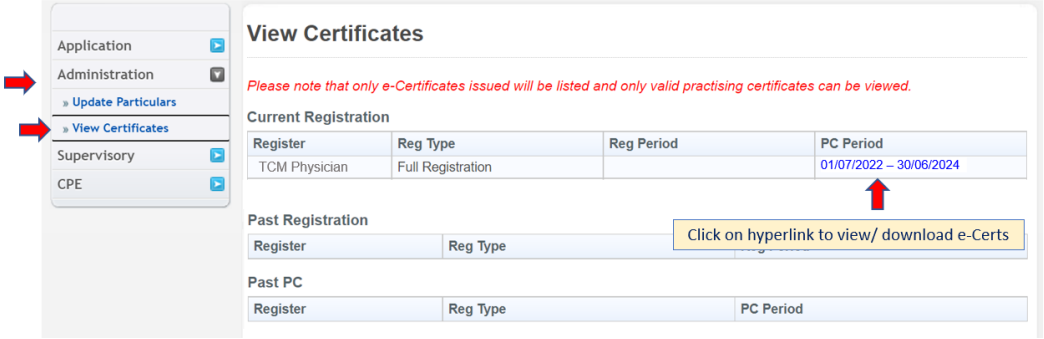
4. How do I view and download the e-Certs?

You will be able to view and download the e-Certs that are current and valid.

You will no longer be able to view and download them once the e-Certs are no longer valid, e.g. validity of e-PC has ended or registration with the PB has been cancelled. Please note that **existing hardcopy certificates are not available for viewing** in PRS.

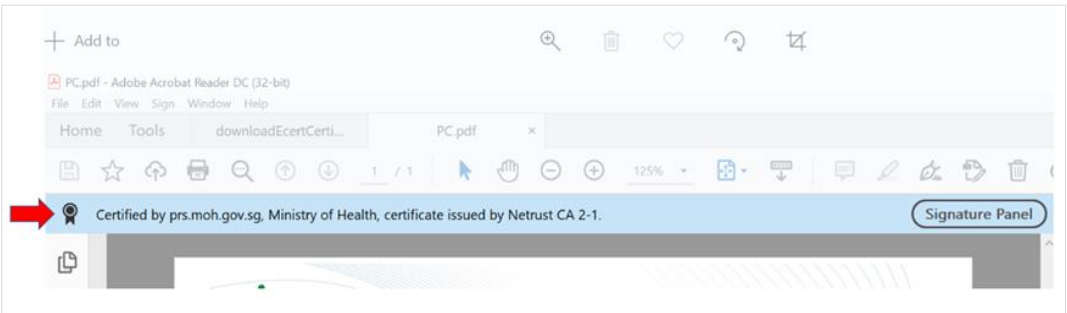
To view and download your valid e-Certs, please follow the steps below:

a) Log in to the PRS
b) At the left menu, click “Administration” followed by “View Certificates”
c) To view the e-RC or e-PC, please click on the hyperlink on the validity date under "Current Registration" header.



d) The e-RC/e-PC would then display in a pop-up window:
   - For most mobile device users, the e-RC/e-PC should download and display automatically;
   - For laptop/ computer users, please follow instructions on your internet browser to view and download a copy of the e-RC/e-PC.

To view the security feature, which verifies the integrity and authenticity of the certificate issued, please download and save a copy of the e-RC/e-PC to your laptop/ computer, and open it using the **Adobe Acrobat Reader** . **Adobe Acrobat Reader** has a Signature Panel that displays the certificate which is certified by the Ministry of Health. Please note that the Signature Panel will not be displayed on e-Certs that are printed to pdf format or on any Internet browser.



5. What is the file size of the e-Cert? Are there any special software or device requirements for the HCPs or recipients of the e-Certs to view/download the e-Certs?

The file size of each e-Cert is estimated to be only around 600 kilobyte (KB), hence most devices will be able to download the e-Certs. You should have **Adobe Acrobat Reader** installed in your device to view the e-Certs with the Signature Panel.

The file size of the e-Cert should not pose any issue. However, the download speed is dependent on the internet connection speed and the performance of the device hardware.

6. My hardcopy registration certificate has been lost, destroyed or defaced. How can I get a replacement?

For HCPs whose existing hardcopy RC or PC has been lost, destroyed, defaced or obliterated such that any particulars on the certificates are illegible, they are required to replace their certificate(s).

HCPs can log in to the Professional Board/Council's PRS to submit an application to replace their certificate(s) and prescribed fees are applicable. Once the application is approved, an electronic certificate(s) will be issued to the applicant.

7. Can I apply for a copy of e-Certs even though my existing hardcopy certificates are valid/legible?

If your hardcopy certificates are still valid, it will be recognised, and you do not need to apply for an electronic copy.

8. May I still apply for a hardcopy of my certificate(s) after the implementation of e-Cert?

No, the PBs will no longer print hardcopies of certificates. You may print the e-Cert(s) and display it in your place of practice.

Please also note that you will only be able to view and download the e-Certs that are valid. Once the e-Cert is no longer valid, e.g., validity of e-PC has ended, you will no longer be able to view and download it.

9. How do I share the e-Certs with overseas authority/ employers?

You may download a copy of your e-Certs, which are in PDF format, embedded with security features to reduce the risk of the e-Certs being tampered with.

Receiver will be able to view and verify the original issuer (i.e the issuing PB) if the e-Certs are not tampered with.

10. How do I share my registration information with patients/ customers while I am practising?

You may download a copy of your e-Certs from the PRS to your mobile device for ease of access.

The QR code on the e-RC/e-PC will direct the user to your registration information on the PB's website as a form of verification.

11. How can a patient/ customer further verify my registration information on the e-Certs?

You may direct them to do a search on the "Professional Search Page" on the PBs' website. The registration information will display if you are registered with the Board/Council and holding a valid PC.

For HCPs who have Singpass access, they can also view a copy of their digital PC on the Singpass app (when available).

12. I need to display my certificate(s) in my clinic/shop. How do I do this with the electronic version?

You may display a digital version on mobile/ electronic devices or you may print the e-Cert(s) and display it in your place of practice.

13. I do not have a printer to print the e-Cert(s). Can I choose not to display the e-Cert(s) in my clinic/shop

For professionals registered with TCMPB and OOB, you are required to display your certificate(s) in your registered place of practice.

Hence, if you do not have access to a printer, you may consider downloading a copy of your e-Certs and approach any office supplies stores which have on-the-spot printing services.

Digital PC in the Singpass app

14. How do I view my digital PC from the Singpass app?

To view your digital PC, please follow the steps below:

a) Log in to the Singpass app on your internet-enabled device
b) Swipe the cards under the "My Cards" section on the home page to view your digital PC.
c) Authenticate to view full details on your digital PC.

You should now be able to access your digital PC card whenever required.

15. What are the differences between the digital PC and e-PC?

Both digital PC and e-PC display the HCP's PC information, including his/her profession, specialty (if any) and PC validity date.

The e-PCs will only be issued to newly registered HCPs or existing HCPs upon the successful renewal of their PC or when conversion/change of registration type is approved. To retrieve a copy of e-PC in PDF format, the HCP will need to log in to the PRS. The e-PC also includes a QR code which will direct users to the HCP's registration details on the PB's website. The e-PC can be downloaded and printed for display at the HCP's place of practice if required.

The digital PC in the Singpass app is implemented as part of the government's National Digital Initiative. All HCPs with valid PC will be able to view their digital PC in the Singpass app as an additional avenue to check/access current PC information.

[FULL 21.12.22]

The appended Chinese translation is for reference only. The English version shall prevail if there is any discrepancy or inconsistency between the English version and its Chinese translation.

常见问题与解答 —— 在专业注册系统推行的电子证书，以及在 Singpass 推行的数码执业准证

为了配合数码政府蓝图计划，11个医疗专业及专业认证委员会及理事会谨此通知，我们将推出以下两项数码计划：

a. 电子注册证书和电子执业准证（统称“电子证书”或e-Cert），将从2021年底开始分阶段推出，以及
b. 数码执业准证（PC），将于2022年初通过Singpass应用程序推出。

您可参阅以下常见问题与解答，以了解有关过渡到电子证书的信息，以及如何浏览和下载电子证书和数码执业准证。

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专业注册系统中的电子证书

1. 哪些纸质版证书会被电子证书取代？

从 2021 年 12 月底起，医疗专业及专业认证委员会及理事会（以下简称“医疗专业委员会”）将以电子证书取代纸质印刷版证书。以下纸质版证书将被电子证书取代：

a) 注册证书（Registration Certificate, RC）
b) 执业准证（Practising Certificate, PC）
c) 专业证书
d) 专业认证证书
e) 家庭医师证书
f) 家庭医师认证证书

医疗专业人员在更新执业准证或转换/更改注册类别的申请获得批准后，便可登录专业注册系统（Professional Registration System）查看其电子证书。

2. 电子注册证书和电子执业准证，与纸质版证书相同吗？

纸质版和电子版的注册证书和执业准证是由各个医疗专业委员会签发，也受这些委员会承认。

医疗专业人员在注册成功后，将获得该医疗专业委员会签发的注册证书，证书将注明医疗专业人员的执业范围。有意执业的医疗专业人员也必须持有有效的执业准证。

3. 是否会安排让持有纸质版证书的医疗专业人员都更换成电子证书？

这项计划影响的是新签发的电子证书。医疗专业人员目前持有的纸质版证书将不会被更换成电子版。纸质版证书倘若还未到期，将继续保持有效并获得承认。

医疗专业人员每年或每两年须更新一次执业准证。现有的医疗专业人员在更新下一个执业准证并获得批准后，将获颁电子执业准证。

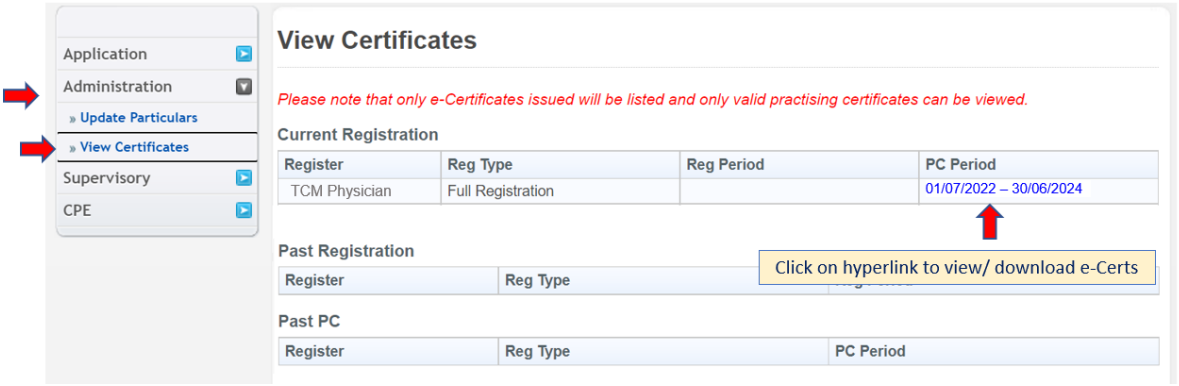
4. 如何浏览及下载电子证书？

您可以浏览及下载现有且有效的电子证书。

一旦电子证书不再有效，如电子证书过期或与该医疗专业委员会的注册资格被取消，您将无法浏览或下载证书。**现有的纸质版证书不会展现在专业注册系统中**供用户阅览。

请按以下步骤浏览或下载您的有效的电子证书：

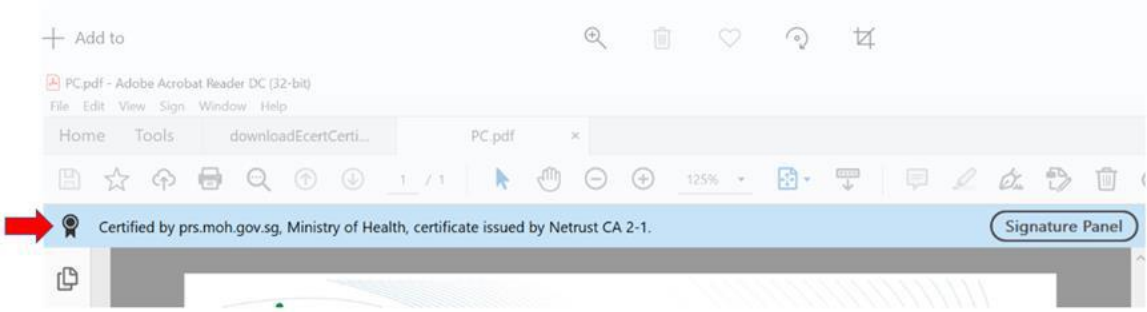
a) 登录专业注册系统
b) 在左侧菜单中，点击“Administration”，然后点击“View Certificates”。
c) 在“Current Registration”下，点击有效期的链接，以浏览电子注册证书或电子执业准证。



d) 电子注册证书或电子执业准证将显示在一个弹出窗口中：

- 若您使用的是移动设备，您的设备应该会自动下载和显示您的电子注册证书或电子执业准证；
- 若您使用的是手提电脑或电脑，请按照您的互联网浏览器中的指示，浏览和下载您的电子注册证书或电子执业准证。

若要查看证书的安全设置，验证其完整性和真实性，请下载电子注册证书或电子执业准证，并将它保存在您的笔记本或电脑上，使用**Adobe Acrobat Reader**打开该证书或准证。**Adobe Acrobat Reader**中的签名面板（Signature Panel）将显示该证书或准证经卫生部认证。签名面板不会显示在打印出来的证书或准证上，也不会显示在互联网浏览器中。



5. 电子证书的文件多大？浏览或下载电子证书时，是否需要特定的软件或设备要求？

每份电子证书的文件大小大约在 600 千字节，大部分电子设备都可以下载。您应该将 Adobe Acrobat Reader 安装到您的设备，以浏览带有签名面板的电子证书。

电子证书的大小不会为您构成任何问题。但是，电子证书的下载速度取决于您的互联网连接速度和设备硬件的性能。

6. 我的纸质版注册证书已遗失、毁坏或破损。我应该如何更换证书？

现有纸质版的注册证书或执业准证若已遗失、遭到毁坏或破损，以致证书上的信息模糊不清、无法辨认，医疗专业人员必须更换证书。

医疗专业人员可登录所属的医疗专业委员会的专业注册系统提交申请更换证书，并缴交规定的费用。一旦申请通过，申请者将获颁电子证书。

7. 我现有的纸质版证书仍然有效/清晰，我可否申请另一份电子证书？

纸质版的证书若仍然有效，将获得承认，您不需要另外申请一份电子证书。

8. 电子证书实施后，我是否还可以申请纸质版的证书？

不能。各个医疗专业委员会将不再颁发纸质版证书。您可打印电子证书，并将它展示在您的执业地点。

您只可以浏览及下载有效的电子证书。一旦电子证书失效，例如电子证书的有效期已过，您将无法再浏览或下载该证书。

9. 我应该如何将电子证书呈交给海外的机构/雇主？

您可以下载一份 PDF 格式的电子证书。此电子证书内嵌防伪功能，可降低被篡改的风险。

如果电子证书没有被篡改，接收者将可以查看及核对发证机构的信息（即发出证件的医疗专业委员会）。

10. 我在执业期间应该如何与病人/客户分享我的注册信息？

您可以将电子证书，从专业注册系统下载到您的移动设备，以方便查阅。

用户可扫描电子注册证书/电子执业准证上的二维码，在该医疗专业委员会的网站上查看并核对您的注册信息。

11. 病人/客户应该如何进一步核对电子证书上的注册信息？

您可以建议他们到中医管理委员会网站上的“Search Registered TCM Practitioners”进行搜索。如果您已注册并持有有效的执业准证，页面上将显示您的注册信息。

拥有 Singpass 访问权限的中医师也可在 Singpass 应用程序（在此功能推出后）上查看他们的数码执业准证信息。

12. 我应该如何在诊所/店铺展示我的电子证书？

您可以在移动或电子设备上展示电子证书，也可以将它打印出来，展示在您的执业地点。

13. 我没有打印机，不能打印电子证书。我是否能够选择不要在诊所/店铺内展示电子证书？

所有与中医管理委员会注册的中医师，都必须在执业地点展示有效的执业准证。

如果您没有打印机，您可以下载电子证书，并到提供即时打印服务的店打印您的证书。

Singpass 应用程序的数码执业准证

14. 如何在 Singpass 应用程序上查看数码执业准证？

请按照以下步骤浏览您的数码执业准证：

a) 在互联网设备上登录 Singpass 应用程序
b) 点击底部菜单中的“My Profile”（我的档案），然后点击“Practising Certificate”（执业准证）

您可以随时随地查看您的数码执业准证。

15. 数码执业准证和电子执业准证有何不同？

数码执业准证和电子执业准证都显示医疗专业人员的执业准证信息，包括所属的医疗专业、专科（如有）和执业准证有效期。

电子执业准证是颁发给刚注册的医疗专业人员，或已经注册并成功更新执业准证的医疗专业人员，或成功转换、更改注册类别的医疗专业人员。若要获取 PDF 格式的电子执业准证，医疗专业人员须登录专业注册系统。电子执业准证上有个二维码，用户扫描二维码后，会导向中医管理委员会的网站，可查询中医师的注册详情。如有需要，中医师也可下载和打印电子执业准证，展示在自己的执业地点。

Singpass 应用程序中的数码执业准证是为配合政府全国数码计划实施的。所有拥有有效执业准证的医疗专业人员都能在 Singpass 应用程序中查看他们的数码执业准证信息，这为查看现有执业准证的信息提供另一个选择。