



## **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.

### **Table of Contents**

#### **e-Certs in Professional Registration System (PRS)**

1. What are the hardcopy certificates that will be substituted with the electronic version? .....	2
2. Are electronic RC and PC the same as hardcopy certificates? .....	2
3. Will there be a mass replacement exercise to convert existing hardcopy certificates currently held by HCPs? .....	2
4. How do I view and download the e-Certs? .....	3
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? .....	4
6. My hardcopy registration certificate has been lost, destroyed or defaced. How can I get a replacement? .....	4
7. Can I apply for a copy of e-Certs even though my existing hardcopy certificates are valid/legible? .....	4
8. May I still apply for a hardcopy of my certificate(s) after the implementation of e-Cert? .....	4
9. How do I share the e-Certs with overseas authority/ employers? .....	5
10. How do I share my registration information with patients/ customers while I am practising? .....	5
11. How can a patient/ customer further verify my registration information on the e-Certs? .....	5
12. I need to display my certificate(s) in my clinic/shop. How do I do this with the electronic version? .....	5
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 .....	5

#### **Digital PC in the Singpass app**

14. How do I view my digital PC from the Singpass app? .....	6
15. What are the differences between the digital PC and e-PC? .....	6



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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.



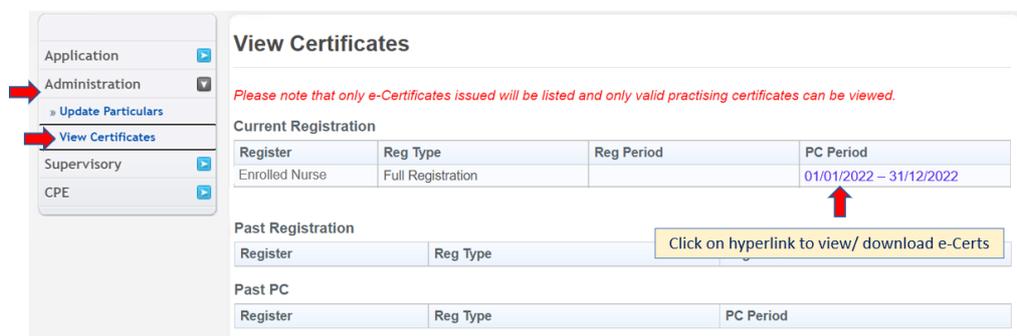
#### 4. How do I view and download the e-Certs?

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:

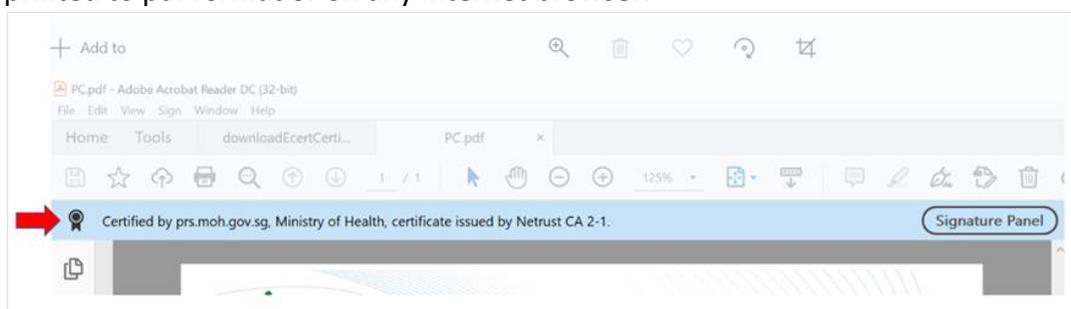
- Log in to the PRS
- At the left menu, click "Administration" followed by "View Certificates"
- To view the e-RC or e-PC, please click on the hyperlink on the validity date under "Current Registration" header.



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.





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**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 view/download the e-Certs with the Internet browsers that are already installed in their devices. Alternatively, you may install Adobe Acrobat reader in your device to view the e-Certs.

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.



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## 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.



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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.

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