PROCEDURE FOR ONLINE RENEWAL OF PRACTISING CERTIFICATE

1) Go to www.snb.gov.sg to login using your SingPass. You are required to login as a nurse/midwife.

2) **Step 1:** Click on **Login for Nurses/Registered Users.**

3) **Step 2:** Select logging in as Nurse/Midwife
4) **Step 3**: Click “Login here with SingPass” logo

![SingPass Login](image)

5) **Step 4a**: If you are logging in to the SingPass 2FA, enter your SingPass ID and Password to login to your SNB account.

![SingPass 2FA Login](image)
Perform SingPass 2FA verification.

6) **Step 4b:** Alternatively, you may use **SingPass Mobile App:**
   a) Click to reveal the QR Code on the top right hand corner.

   b) Scan the QR code using your mobile device to login to your SNB account.
7) Under the tab “Application”, select “PC Renewal/Application”. The Application Form for Renewal of PC Application will be launched as follows:

8) Please read through and confirm all your particulars are correct. Please ensure the following:
   a) preferred mailing address is correct
   b) current employment and principal practice place records are up-to-date.

9) Click “Yes” to declare that all information is true and correct. Then click “Proceed”.
10) If your personal particular such as employment or address is incorrect, you will need to click “No”. Then click “Proceed”.

11) You can update the particulars on this page which also includes residency status, address and employment update.
12) Please update your new address in “Other Address in Singapore” and select “Other Address in Singapore” as the “Preferred Mailing Address” and click “Proceed”.

13) Please ensure your current employment and your principal practice place is updated. You can choose to add new employment by clicking “I wish to add a new current employment” and “I wish to add a new principal place of practice”.

(This is applicable for nurses/midwives on full registration/enrolment only; for nurses on conditional registration/enrolment, you need to apply for transfer of your registration/enrolment – please enquiry with your Human Resources Dept immediately).
14) Both current employment and principal practice place must be completed if you are working as a nurse in Singapore. System will prompt a reminder to include the “date left” of your previous employment and principal practice place before adding new current employment and current principal practice place.

15) Once the updates are completed and the information is correct, you will need to click “Yes”. Then click “Proceed”.

16) Your registration/ enrolment details will be launched as follows:

17) Select the PC that you wish to renew for Year 2020 by checking the “Renew” checkbox. Please note that your PC will only be sent via normal mail. (All PCs will not be mailed overseas).
18) **Click “Proceed”** once all required fields are completed. For your information, documents are not required for this year’s PC Renewal, unless otherwise instructed by SNB staff for selected nurses/midwives.

19) **Next, answer all the questions under “Declaration” tab and then click “Proceed”.** If any of your answer is “Yes”, please provide additional details if required.
20) Next, confirm all information provided in the Confirmation tab.

21) When all information is confirmed, click “Confirm”. Then the payment page will be launched.
PAYMENT OPTIONS

1. GIRO

a) This applies only to nurses/midwives on SNB GIRO scheme. Please take note that the date of deduction will be **9 Oct 2019**. Please ensure that the required sum of money is available for deduction in your bank account. There will be a surcharge of $4 for any GIRO deduction failure by the bank.

b) If you already have GIRO arrangement with SNB, you will see the following screen at the “Payment” page with the statement “The amount will be deducted from your XXXX account (YYY) by GIRO.”

c) Click on “Proceed” and you should see the Acknowledgement screen below:

d) Please take note of the Application number.
Upon **successful** GIRO deduction, the receipt will be available **online** (from 14 October 2019) upon SingPass login via the SNB website. Your PC will be sent to you by the **end of Dec 2019**. (SNB will not be mailing PC to overseas).

If GIRO deduction is **unsuccessful**, you are given the option to make **payment online**. Please login after **14 Oct 2019** to check for status of GIRO deduction. You need to login again to retrieve that application and pay the outstanding fee (PC renewal fee and $4 for “Failed GIRO Surcharge”). Otherwise the PC renewal application is not considered as successful.

### 2. Employer Pay On Behalf (EPOB)

**a)** This option is only available if your employer has prior arrangements with SNB for the payment of their nurses/midwives PC via this payment mode. Nurses/midwives in the participating EPOB institutions must successfully submit their Application for PC Renewal online from **1 to 30 September 2019**. This option will **NOT** be available to those who apply **after 30 Sep 2019**.

**b)** For this payment option, select **“Will be paid by Employer”**. Once the selection is made, the name of your employer will be displayed. If you are no longer working with the employer listed, please update your employment (For nurses/midwives on full registration, please submit an application for Update of Particulars. For nurse/midwives on conditional registration/enrolment, you will need to apply for transfer of registration/enrolment).

**c)** Once employer details is confirmed correct, click **“Proceed”**.
d) Upon seeing the following “Acknowledgement” page, the procedure for the submission of your Application for the Renewal of Year 2020 PC is completed. SNB will contact your employer regarding the payment of your PC.
You may wish to confirm with your employer again about the payment of your PC.

Please print this page as proof of completion of your application for Renewal of Practising Certificate.

![Singapore Nursing Board Acknowledgement Page](image)

- The PC will be sent to your address (according to our records) by the **end of Dec 2019** when the application is approved and payment is received by SNB. (SNB will not be mailing PC to overseas)

3. **Pay Online - Credit/ Debit cards and Internet banking**

a) If you do not have any existing GIRO arrangement or your institution does not have any EPOB arrangement with SNB, you should confirm the practicing certificate that you are renewing and the corresponding payment, then click “**Proceed**”.

![Singapore Nursing Board Pay Online Page](image)
b) You will be brought to the screen below. Select the payment mode and click “Continue”.

c) For payment by Credit/Debit cards and Internet banking, upon successful payment, the receipt will be available online when you login **5 – 6 working days** later. The PC will be sent to you by the end of Dec 2019. (SNB will not be mailing PC to overseas).
a) For Credit/Debit Card Payment:

- Fill in the Billing Information and credit card details.
- Once all fields marked * are filled in, click “Pay”
You may be required to enter a One-Time Password (OTP) to authorize the transaction. Once the OTP is entered, click "Submit" to complete the payment process.
Once the payment is submitted, you will see the “Acknowledgement” page. Please take note of the Application number and click “Proceed”.

b) For Internet Banking (eNETs):

Select a Bank
Click “Submit”
You will be directed to the bank’s website in a separate window. If you are using a POP-UP BLOCKER, please add the following list as your allowed sites. Otherwise, the relevant transaction pages from the banks cannot be displayed and your transaction request cannot be processed.

1) www.enets.sg
2) dbsd2pay.dbs.com (for DBS/POSB account holders)
3) pibenets.uob.com.sg (for UOB account holders)
4) www.citibank.com.sg (for Citibank account holders)
5) www.ocbc.com (for OCBC account holders)
6) www.plus.com.sg (for Plus! account holders)
7) ibank.standardchartered.com.sg (for Standard Chartered account holders)

Sample of login screens from the bank’s websites are shown as follows:
<table>
<thead>
<tr>
<th>Name of Banks</th>
<th>Sample of Login Screens</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citibank Singapore Ltd</td>
<td><img src="image1" alt="Citibank login screen" /></td>
</tr>
<tr>
<td>DBS Bank Ltd</td>
<td><img src="image2" alt="DBS Bank login screen" /></td>
</tr>
<tr>
<td>OCBC Bank/Plus!</td>
<td><img src="image3" alt="OCBC Bank login screen" /></td>
</tr>
<tr>
<td>Name of Banks</td>
<td>Sample of Login Screens</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-----------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>United Overseas Bank</td>
<td><img src="image1.png" alt="Sample of Login Screens for United Overseas Bank" /></td>
</tr>
<tr>
<td>Standard Chartered Bank</td>
<td><img src="image2.png" alt="Sample of Login Screens for Standard Chartered Bank" /></td>
</tr>
</tbody>
</table>

- Proceed with Internet banking as if you would with other online transactions.
- The practising certificate will be sent to you by the end of Dec 2019 when the deduction for payment from your bank is successful.
CHECKING THE STATUS OF YOUR APPLICATION

Once you have submitted the application for PC renewal, you may check the status of that application via “Enquire Application”. You may check the “Application Status” or print the receipt when available.

Nurses/Midwives may see the following application status for their PC Renewal applications:

<table>
<thead>
<tr>
<th>Application Status</th>
<th>Action Required by Nurse/Midwife</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Pending Processing</td>
<td>No action required.</td>
</tr>
<tr>
<td>b) Pending Fee Settlement</td>
<td>No action required.</td>
</tr>
<tr>
<td>c) Pending Collection</td>
<td>No action required. SNB will send your PC to your preferred mailing address in late December. Please ensure that you have updated your preferred mailing address and that your mailing address is correct and updated.</td>
</tr>
<tr>
<td>d) Pending outstanding fees</td>
<td>This means that there are still some fees owing to SNB; such as failed GIRO deduction. You need to login again to retrieve that application and pay the outstanding fee. Otherwise the PC renewal application is not considered as successful and your PC will not be renewed.</td>
</tr>
<tr>
<td>e) Approved</td>
<td>All processing completed. You may print receipt, if required.</td>
</tr>
<tr>
<td>f) Rejected</td>
<td>An email will be sent to you. You may wish to enquire with SNB on the reasons for the rejection if this is not already communicated to you.</td>
</tr>
<tr>
<td>g) Withdraw</td>
<td>Application closed.</td>
</tr>
</tbody>
</table>

For enquiries, please contact SNB via email at snb_contact@snb.gov.sg.

Nurses/Midwives will need to quote your full name, registration number and application number in order for SNB to assist in your enquiry.