



# **USER MANUAL FOR LICENSE PLUMBER PORTAL**

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## 1. Login

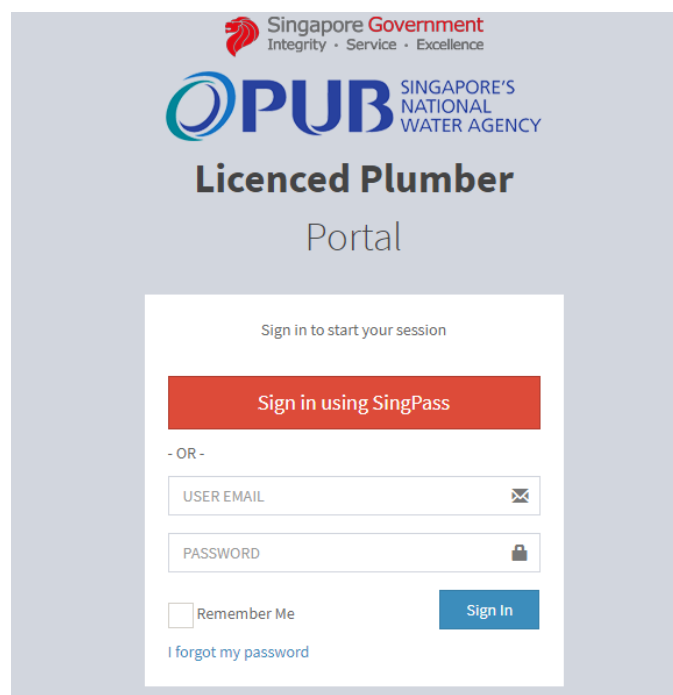
To login with SingPass ID and password, click on “Sign in using SingPass”. It will direct user to SingPass login page. User needs to enter valid SingPass ID and Password and click on Login.



For those who do not have SingPass account, PUB will create an account for user. User ID and password will be delivered to the user.

## Sign In

Access to the plumber portal is limited to Licensed Plumber only. To use it, user have to enter registered Email Id & Password. On clicking the “Sign in” button it should direct user to a home page. If credential is not valid, it will display an error prompt.

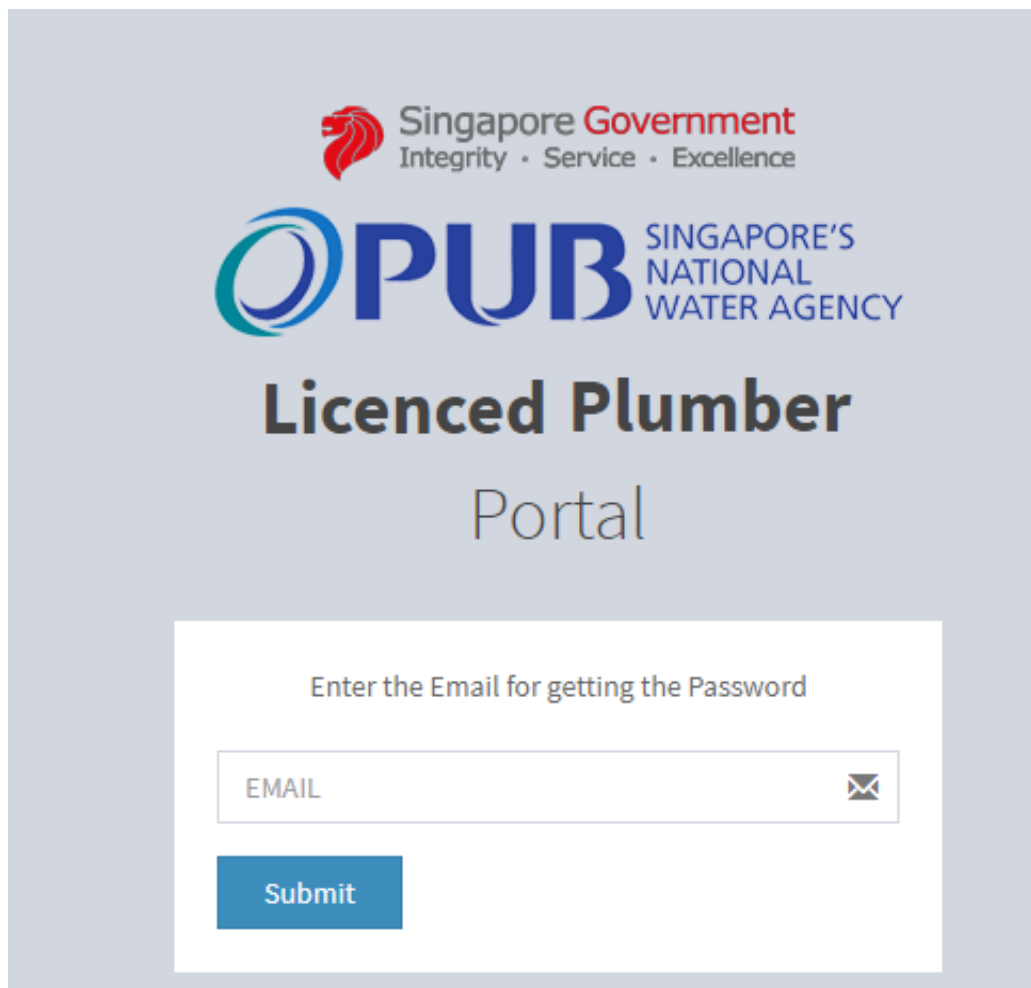


## Remember Password

When the “Remember password checkbox” is checked, the system won’t ask to enter credential again on every visit.

## I forgot my password

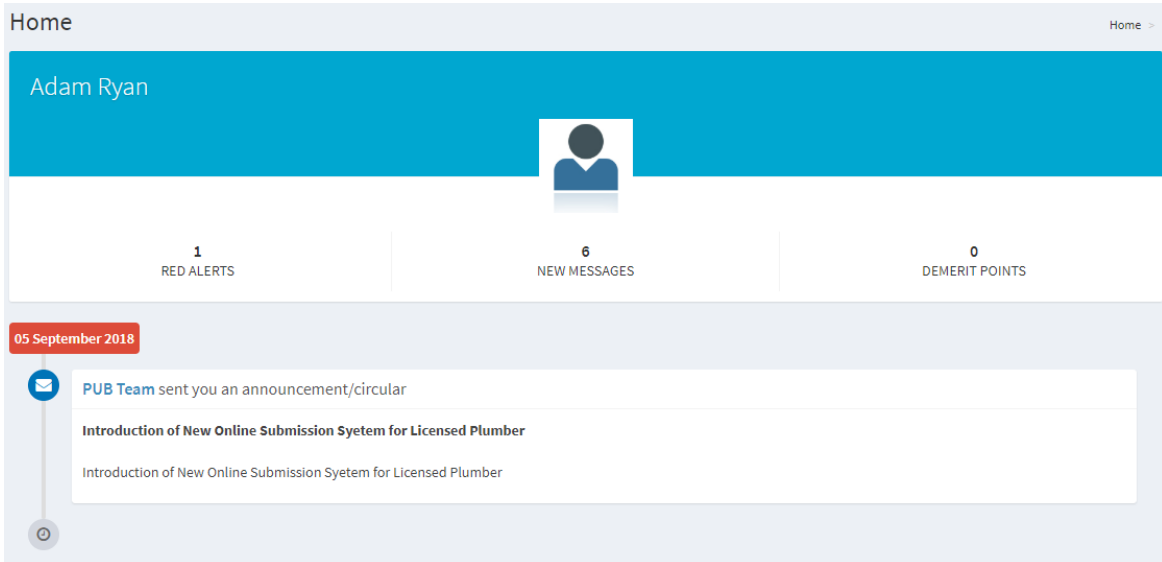
Should user forgot his password, click on “I forgot my password” to get a new password sent on your registered Email ID. Enter a registered email id and click on the “Submit” button. An email will be sent to the user registered email with a new password.



The screenshot shows the login page for the Singapore Government's OPUB (Singapore's National Water Agency) Licenced Plumber Portal. At the top, it features the Singapore Government logo with the tagline "Integrity · Service · Excellence". Below this is the OPUB logo and the text "SINGAPORE'S NATIONAL WATER AGENCY". The main heading is "Licenced Plumber Portal". A white form box is centered on the page with the instruction "Enter the Email for getting the Password". Inside the form, there is a text input field containing the placeholder text "EMAIL" and an email icon on the right. Below the input field is a blue "Submit" button.

## 2. Dashboard (Home) Page

After successful sign in, user will be directed to Home/dashboard page where user can view user name, profile image, red alerts, new messages, demerit points & the latest announcements/circulars.



### User Information

User could see their name & profile picture

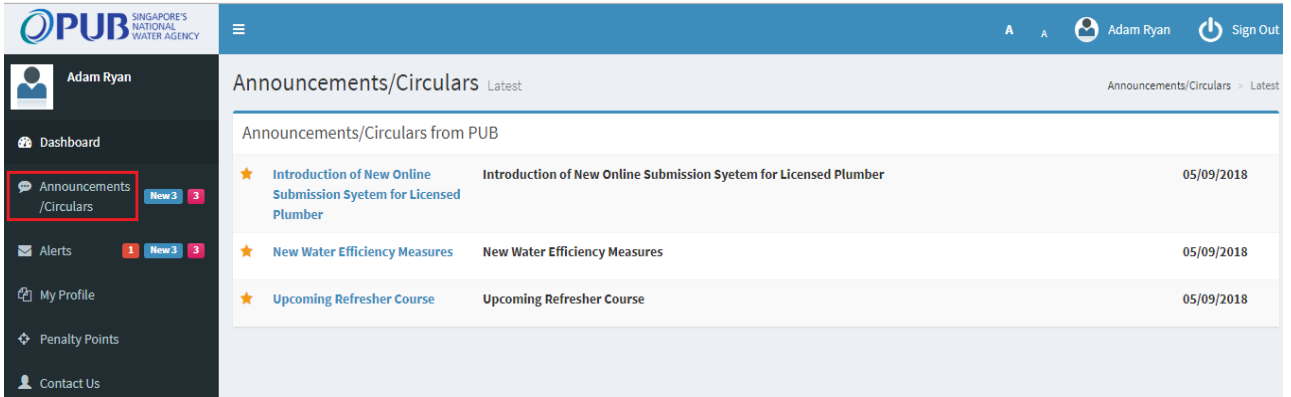
### Red Alerts/New Message/Demerit point

Number of new high priority alerts, new messages & demerit points accumulated by user will be shown on the dashboard

### 3. Announcements/Circulars

Any new announcement/circular which is released by PUB will immediately appear on the dashboard in “New Messages”.

User can view all the latest or old announcements/circulars. On click of “announcement/circular”, attachment may be viewed on web browser or as per the given format (pdf, word, excel etc.).



On “Announcements/Circulars” menu the following will be available:

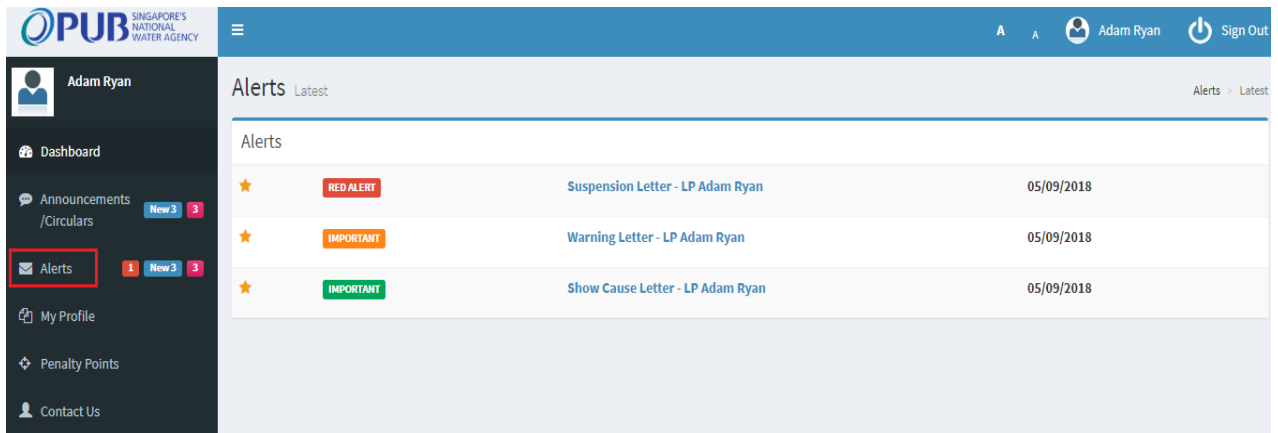
- total number of unread announcement in blue
- last ten days received announcement in pink

User cannot delete or reply back to this announcement.

All unread announcements/circulars will be in bold, highlighted with an orange star. Once the notification is read, the colour will be removed, the highlight and star will also disappear.

## 4. Alerts

Alerts show any tasks directed personally to an individual (refresher course, medical check-up, birthday, etc.). On clicking “Alert”, it opens the detail page.



Alert menu displays:

- count of high priority alerts in red,
- total unread alerts in blue,
- all received alerts in pink.

On clicking the “Alerts” menu, it opens the alert page, where user can see the alert notification & attached document format (pdf, word, excel etc.). If the “Alert” contains an attachment, then a paperclip symbol will be shown or otherwise it will be a simple notification.

User can read the detail of the alert clicking on it. The attached document can also be downloaded.

## 5. My Profile

Here, user can see his personal details (address details, contact number, qualification, etc.). He can also update and amend fields which are in green colour. **User is required to ensure accuracy of the information before saving them.**

Required fields are marked in green. Once you click "Update Profile" you will be able to update the details.

Basic Address Details Contact Details

Name  
Adam Ryan

NRIC/FIN  
S6005037F

Licence Number  
W123456798

Company Name  
NEW PLUMBERS & RENOVATORS

Save Profile Cancel Changes

On Clicking "My Profile" then "Update Profile" button, it displays user's details which can be updated. **Name, NRIC, Licence Number fields are static** (cannot be amended).

On "Basic" tab, user can see user's NRIC, licence details which are static. Company details and email fields can be updated.

On "Address Details" tab, user can update his residential, office & mailing address or delete the address which is not required. One complete address is required/mandatory.

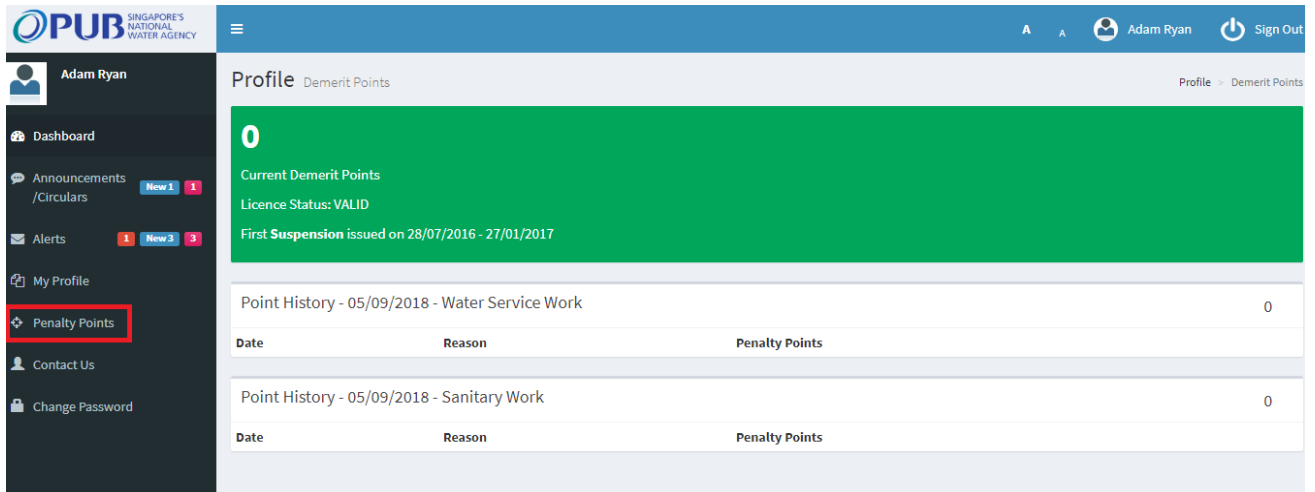
On "Contact Details" tab, user can add or modify his contact details. At least one field is mandatory for Address and contact field tab.

The column on "About me", user can see his qualifications & address details.



## 6. Penalty points

Penalty or demerit points will be based on points received for sanitary work or water service work.



The screenshot shows the user profile page for Adam Ryan. The page is titled "Profile Demerit Points". The current demerit points are 0, and the licence status is VALID. The first suspension was issued on 28/07/2016 - 27/01/2017. There are two tables showing point history for Water Service Work and Sanitary Work, both with 0 points.

Date	Reason	Penalty Points
05/09/2018	Water Service Work	0

Date	Reason	Penalty Points
05/09/2018	Sanitary Work	0

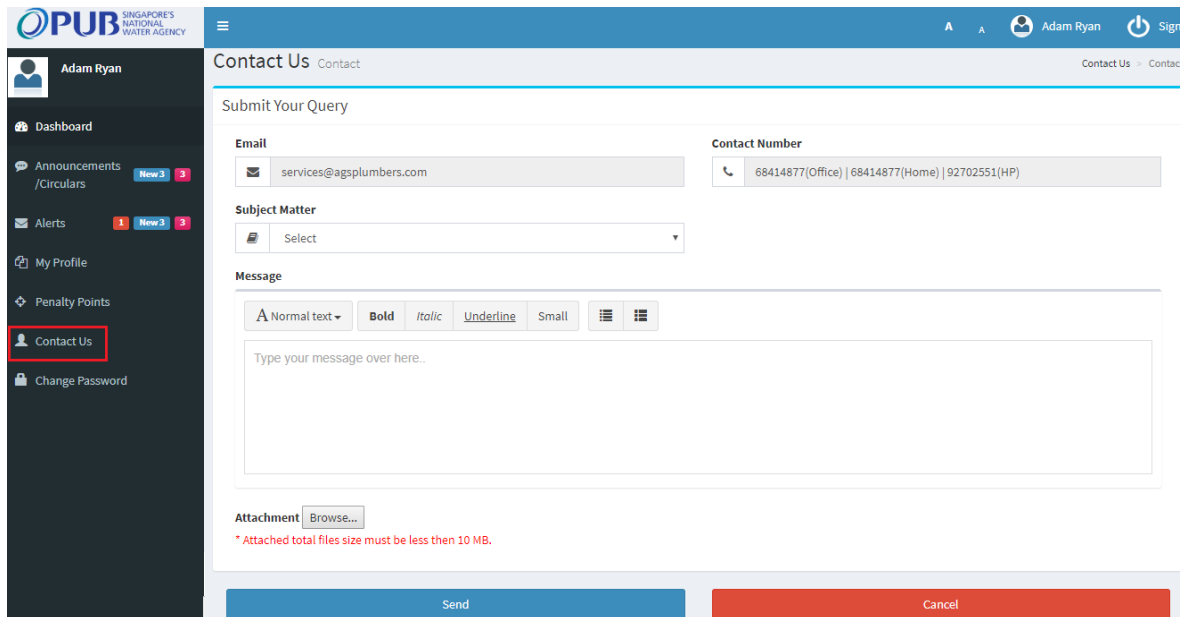
There will be two separate table, one for water work service and the other for sanitary work. The cumulative demerit points received by user will be displayed.

On “point history table” it will display the latest demerit points received at top. The demerit points received will appear with the date awarded below with the reason & penalty points.

User can check whether their licence status in valid or suspended.

## 7. Contact Us

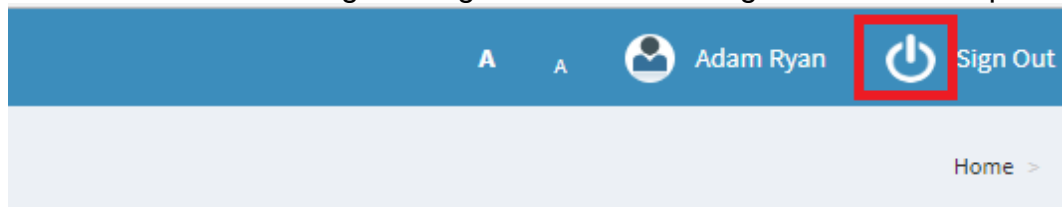
Any query, the user have in relation to work, licence, appeal or any other query, he could reach PUB from “contact us” page.



On subject matter drop down, user can select any option related to his query & if it's not present in drop down option, user can mark as “others”.

In the message description box, user can type his queries and attach any document or image related to the query & send it by clicking the “Send” button.

- **SIGN OUT:** On clicking the sign out button to log user out from portal.



- **FONT TEXT:** User can change the font size of text as appropriate on clicking the “Font” button.

