eLIS Portal (eLIS.moh.gov.sg)
Internet User Manual
Introduction, Login & Account Management

Version 1.2
## CHANGE HISTORY

<table>
<thead>
<tr>
<th>Version</th>
<th>Effective Date</th>
<th>Summary of Changes</th>
</tr>
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<tbody>
<tr>
<td>1.0</td>
<td>22 Nov 2013</td>
<td>First version</td>
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| 1.1     | 21 July 2014   | Update: Section 7.5 Admin Account and User Account  
  - Add in declaration on “Create User Account” Page for Admin User Account |
| 1.2     | 11 Nov 2014    | CR ELIS-2014-004 (ITEM 10 & 11) Update the following sections:  
  - Section 6.5 Why my user account has been locked by the system as required under 90 days policy?  
  (  
    1. Send email to remind Internet Users (only permanent user accounts) to login to ELIS 14 days before their user account are locked due to no access for more than 90 days.  
    2. Sends email to inform the Inter Users (Only Permanent User Accounts), After the Batch Job Auto In-Activate User Accounts based on the 90 days rule.  
  )  
  CR ELIS-2014-004 (item 12)  
  - Section 6.1 I have forgotten my password. How do I reset my password?  
  - Section 6.2 How to change my password?  
  (  
    1. Add an instruction in the existing emails on new password (for new user account creation and password reset) and in the successful password change screen. “Please note that your eLIS account (i.e your user ID and password) will be locked if it is left inactive for 90 days. If that happens, please contact eLIS helpdesk (email: elishelpdesk@csc.com Tel: 1800 2253547) to reset your eLIS account.”  
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1 INTRODUCTION

1.1 e-Licensing for Healthcare (eLIS)

The e-Licensing for Healthcare (eLIS) is a web-based portal, which was developed to replace the eLA (electronic Licence Application System@ www.moh-ela.gov.sg) for the online application for licences issued under the Private Hospitals and Medical Clinics (PHMC) Act. Besides the enhancements to the existing functionalities, the eLIS is also providing new functionalities which streamline the application process and help the healthcare institutions (HCIs) better manage their licence applications.

1.2 What’s new in eLIS?

The online Termination of Pregnancy / Voluntary Sterilisation (TOP/VS) System, and the Drug Practices (DP) formerly known as Central Drug Prescription Register (CDPR), are now integrated into the eLIS portal. All the regulatory submissions, which were previously made through the individual systems, are now to be submitted via the eLIS portal.

In addition, the eLIS portal offers the following new and enhanced functionalities:-

**New Modules/Functionalities**

1. Request for change in personal particulars provided in the licence application
2. Update operating hours and HCI information for the HCI Directory
3. Print the PHMC licence
4. Send enquiries to the MOH
5. Manage user account
6. Withdraw licence application
7. Inform MOH of cessation of operation
8. Register of Doctors approved to perform TOP and Liposuction, and Register of O&G doctors and Embryologists authorised to perform the AR Services.

1.3 Key Enhanced Functionalities

**Permanent User Account**

Instead of notifying and issuing a one-time user account at the point of licence renewal, the Licensee/Authorised Person will be issued with a permanent user account (with User ID and Password) to access the eLIS Portal at any time. The permanent user account can also be used to submit application for licence renewal.

**Rejection and Appeal for the submission of patient returns under TOP/VS and the submission of Drug Prescription Data of Methadone under DP**

For the submission of the TOP/VS patient returns, and the submission for the DP’s drug prescription of Methadone, the eLIS will accept the submissions only when they meet the legislative requirements, and all the required mandatory fields information are provided correctly. HCIs can appeal via eLIS if their submissions are rejected,
and re-submit the returns after their appeal is approved.

2  ACCESS ELIS PORTAL

The URL to access eLIS Portal is [https://elis.moh.gov.sg](https://elis.moh.gov.sg).

3  TEMPORARY USER ID AND PASSWORD

New licence applicant (i.e. 1st time applicant) will be required to register for a temporary user account to apply for HCI licence and services in eLIS. The temporary user account will be valid for 62 days (about 2 months). After the 62 days, the temporary user account will be expired and cannot be used to login.

Once the new HCI licence application is approved by MOH, a permanent user ID and
password will be issued to the applicant/authorised person so that he/she can access the eLIS Portal at any time, and use it for the application of the licence renewal when the expiry date is nearer, or use it for the regulatory data submissions e.g TOP/VS patients returns, or DP’s drug prescription Data of Methadone.

3.1 Registration for Temporary User Account

Steps

1. From the eLIS home page, click on the “Register now” button.

2. Fill in the details.
3. Click on the “Submit” button to receive email on the temporary User ID and activation of the user account.

**Acknowledgment**

Upon successful submission, an acknowledgement page will be displayed with link for you to begin licence application if you received the user account information.
4 PERMANENT USER ID AND PASSWORD

Upon the approval of licences, the Authorised Person of Healthcare Institution (HCI) will be notified via email a Permanent User ID to manage the subsequent renewal submission and also the regulatory data submission to MOH.

The User ID of the permanent account will be the NRIC/FIN No (e.g. S1234567x) of the Authorised Person.

The default password and instruction to active the user account will also be given in email. Please refer to Section 7 User Account Management for details.

5 ACTIVATION OF USER ACCOUNT

Your User ID (First email), and Your password (Second email)

Steps

1. Click on the link in the 1st email to activate the user account and receive 2nd email on the password.

2. Click on the link in the 2nd email to login into eLIS System. After successful login for the first time, you will be asked to change to a new password.
6 IMPORTANT NOTES ON YOUR ACCOUNT

6.1 I have forgotten my password. How do I reset my password?
You can reset your password online via the “Forgot/Reset Password” hyperlink on the eLIS Portal login page.

Steps

1. From the login eLIS Portal, Click on the “Forgot / Reset Password” link.

2. Fill – in the details.
3. Click on the “Submit” Button.
Acknowledgment
Upon successful reset, the system will display a message “Your password has been reset successfully and emailed to your email address. You can now use the user ID and password to login in eLIS. Please note that your eLIS account (i.e. your user ID and password) will be locked if it is left inactive for 90 days. If that happens, please contact eLIS Helpdesk (email: elishelpdesk@csc.com Tel: 1800 2253547) to reset your eLIS account.

6.2 How to change my password?
Steps

4. Login in eLIS Portal.
5. Click on the Login Name.

6. Select “Change Password”

7. Fill-in the details.

Note:
1. Enter at least 8 characters.
2. Ensure the new password comprises a mixture of alpha/numeric characters.
3. It should not be the same with the current password and last 3 password in password history
8. Click on the “Submit” Button.

**Acknowledgment**

Upon submission, the system will display a message “Your password has been changed successfully. You can now use the user ID and password to login in eLIS. Please note that your eLIS account (i.e your user ID and password) will be locked if it is left in-active for 90 days. If that happens, please contact eLIS Helpdesk (email: elishelpdesk@csc.com Tel: 1800 2253547) to reset your eLIS account.
6.3 Why my user account is locked? How do I unlock my user account?

The user account will be locked if password is entered incorrectly after five (5) consecutive failed attempts, or when the user account has not been used for a long period of time.

When your user account is locked, you can reset the password via the “Forgot/Reset Password” hyperlink on the eLIS Portal login page. However, to reset your password, you must remember the initial answer that you had given for the “security question”.

6.4 Why The Message “Your User ID Has Already Been Logged In” Is Displayed, When I Try To Login?

You will receive the message “Your User ID has already been logged in” for one of the following two reasons:

1. When you have already logon using your User ID and if the same User ID is
used to login by other user, you will see the message “Your User ID is already logged on”. Concurrent logins by the same User ID are not allowed in the eLIS Portal.

2. When you have accidentally closed the web browser without doing a logout from the eLIS Portal, your user session will be locked until the session time out. You will be temporary locked out for about 20 minutes before you can login again.

6.5 Why my user account has been locked by the system as required under 90 days policy?

You will receive an email that your user account has been locked by the system if you have not login in eLIS for more than 90 days. Before system lock your account, the system will send a reminder to login in eLIS 14 days before the account de-activation.
When your user account has been locked, you may contact **eLIS Helpdesk (email: elishelpdesk@csc.com Tel: 1800 2253547)** for account activation. Your account will be activated for 90 days upon the last successful login, and will be auto-locked again if you do not access eLIS within 90 days after your account has been reset.

### 7 USERS ACCOUNT MANAGEMENT

#### 7.1 Who is the Authorised Person of Healthcare Institution (HCI)

1. For individual licensee, the Authorised Person will be the licensee himself.
2. For company licensee, the Authorised Person will be the appointed Authorised Person given during the licence application.

#### 7.2 Admin Account and User Account

The Authorised Person of the Healthcare Institution (HCI) will be assigned a Permanent User Account (i.e. The Admin Account) from MOH. He/She can create one more back up Admin Account and also create a number of user accounts for his HCI depending on the HCI type.

The maximum number of accounts to be created by the Authorised person (including himself) will be 8 for Hospital, and 3 for other HCI types. Please see the illustration given in the diagram below.

![Diagram of Admin and User Accounts](image)

#### 7.3 Pre-created Admin and User Account

The main Admin Account and existing user accounts will be pre-created by MOH and emailed to the Authorised Person (Licensee/Applicant) and the respective users prior to the launch of eLIS.

Existing user accounts to be pre-created by MOH are account for:

1. Submission of patient returns on Termination Of Pregnancy
2. Submission of patient returns on Voluntary Sterilisation
3. Submission of Drug Practice, previously known as Central Drug Prescribing Registry (CDPR).

#### 7.4 Responsibility of Authorised Person
The Authorised Person will be responsible to create and manage the subsequent user accounts for his HCI using his Permanent User Account (i.e the Admin Account).

The authorised person is only required to create additional user accounts if the institution is approved to perform TOP/VS or the institution is required to submit Drug Prescription data of Methadone.

7.5 I’m the authorised person, how can I create additional user to access the eLIS?

Steps

1. After successful login, click on the “Accounts” Menu.

2. Click on the “New User Account” button.
3. Fill in the details and assign the respective privileges.

The authorised person may assign different user role / rights to each clinic staff. He has the responsibilities to update the eLIS user accounts created by him or deactivate it if the staff has resigned, retired, terminated, transferred to another HCI, changed their job role.
4. Click on the “Save” button to create the additional user account for your staff.

**Acknowledgment**

Upon successful saving, system will display that record has been created successfully.

7.6 I’m the authorised person, how can I create and edit the existing user account in eLIS?

**Steps**

1. After successful login, click on the “Accounts” Menu.

2. Click on the link at the user account that you wants to edit.
3. Edit the user account.
4. Click on the “Save” button to save the changes.

Acknowledgement

Upon successful saving, a message “Record(s) has been updated successfully” will be displayed in the “Accounts” page.
8 ACCESS CONTROL

Authorised Person is able to assign Access Rights of the following functions to the users in the HCI at the time of creating/editing the user account (see Section 7).

1. Licences - Apply HCI Licence Renewal
2. Licences - Register TOP Doctor
3. Licences - Register AR O&G Doctor
4. Licences - Yearly Returns on TOP Counsellors
5. Licences - Request to Withdraw HCI Licence Application
6. Licences - Apply Special Care Services
7. Licences - Apply TOP Licence Renewal
8. Licences - Register AR Embryologist
9. Licences - Register Liposuction Doctor
10. Licences - Apply New HCI Licence
11. Data Submission - VS
12. Data Submission - TOP
14. Services - Print Licence
15. Services - General Enquiry
16. Services - Request for Change
17. Services - Update for Change
18. Services - Make Online Payment

9 FEEDBACK

If you have any feedback or suggestions regarding eLIS, please email us at eLIS@moh.gov.sg