SMS Sender ID Registry

smsregistry@sgnic.sg

USER GUIDE

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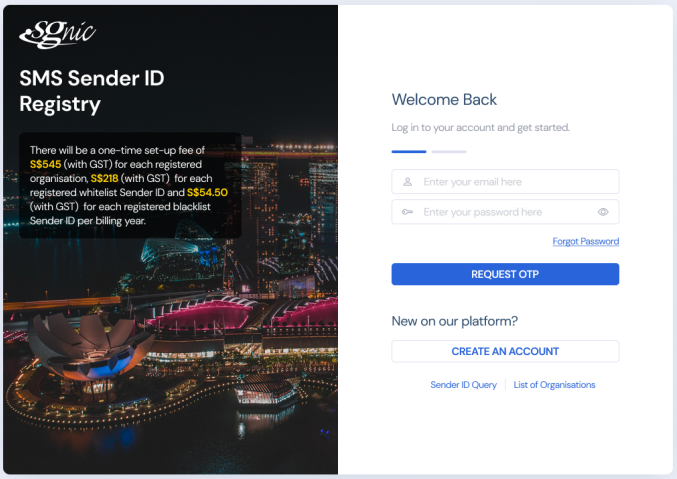
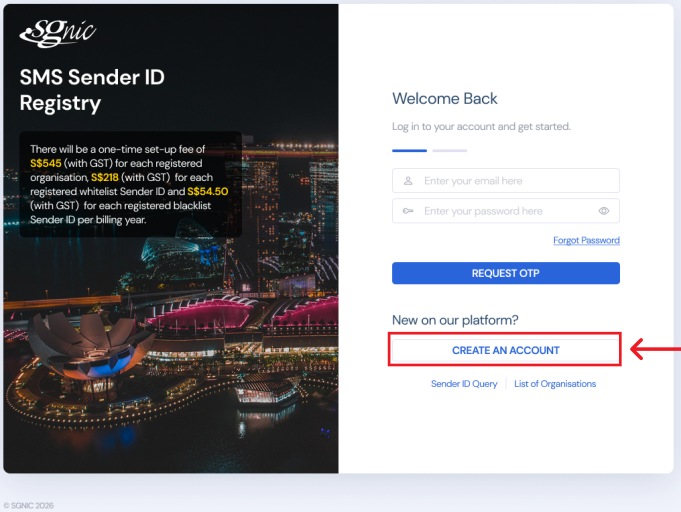
ACCOUNT REGISTRATION

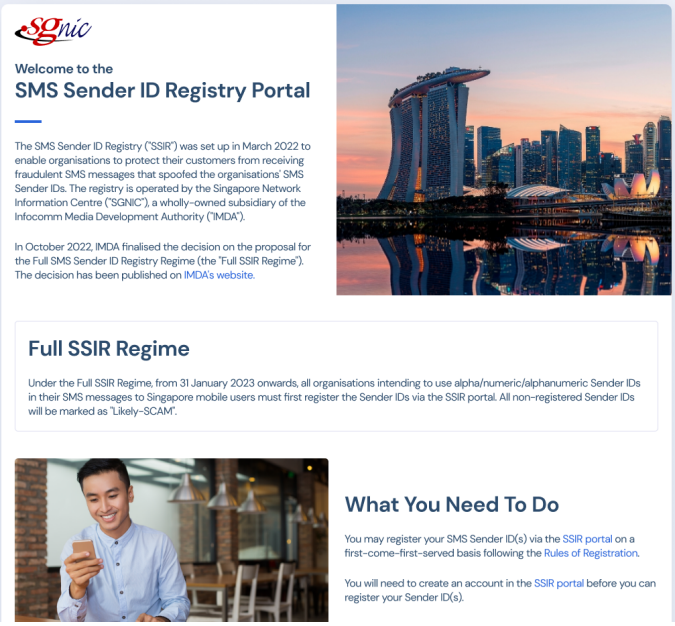
Registration



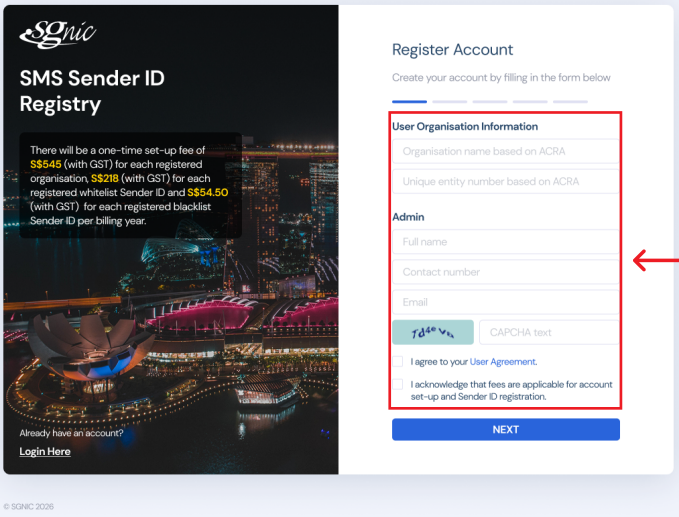
Key in URL - https://smsregistry.sg/web/login to login.



Click on **Create An Account** to proceed with the account creation process.



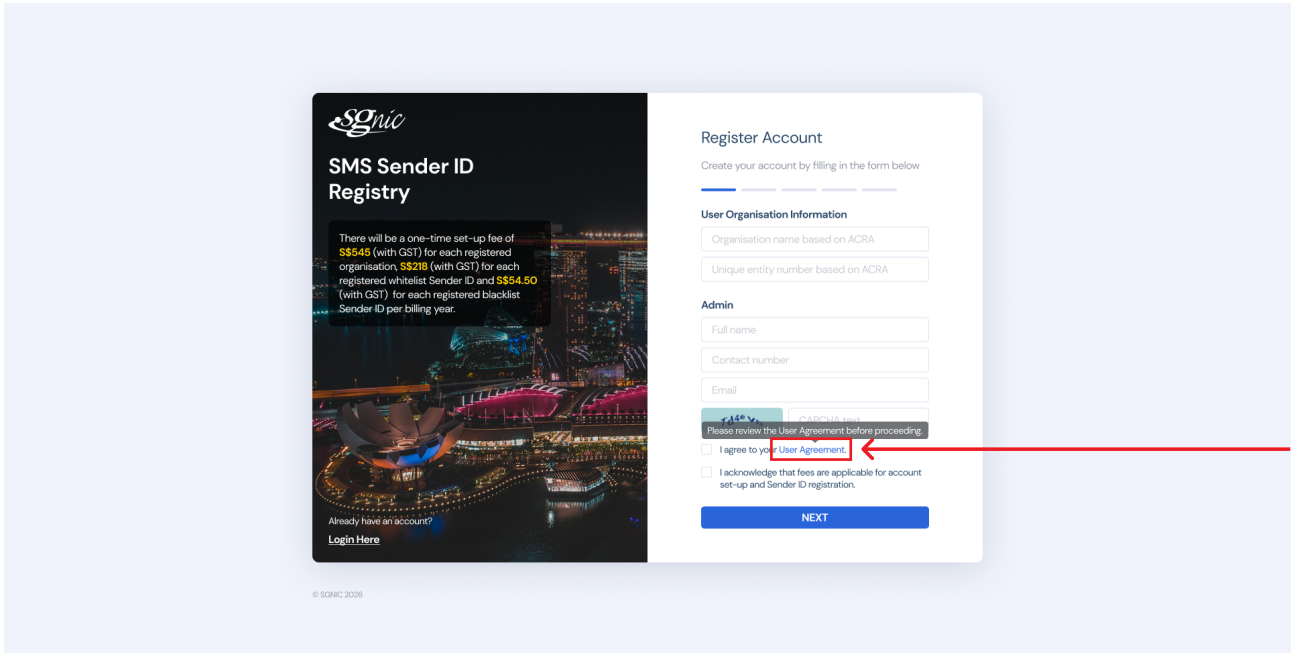
You will land on the information page, please read through the information before **proceeding to create an account**.



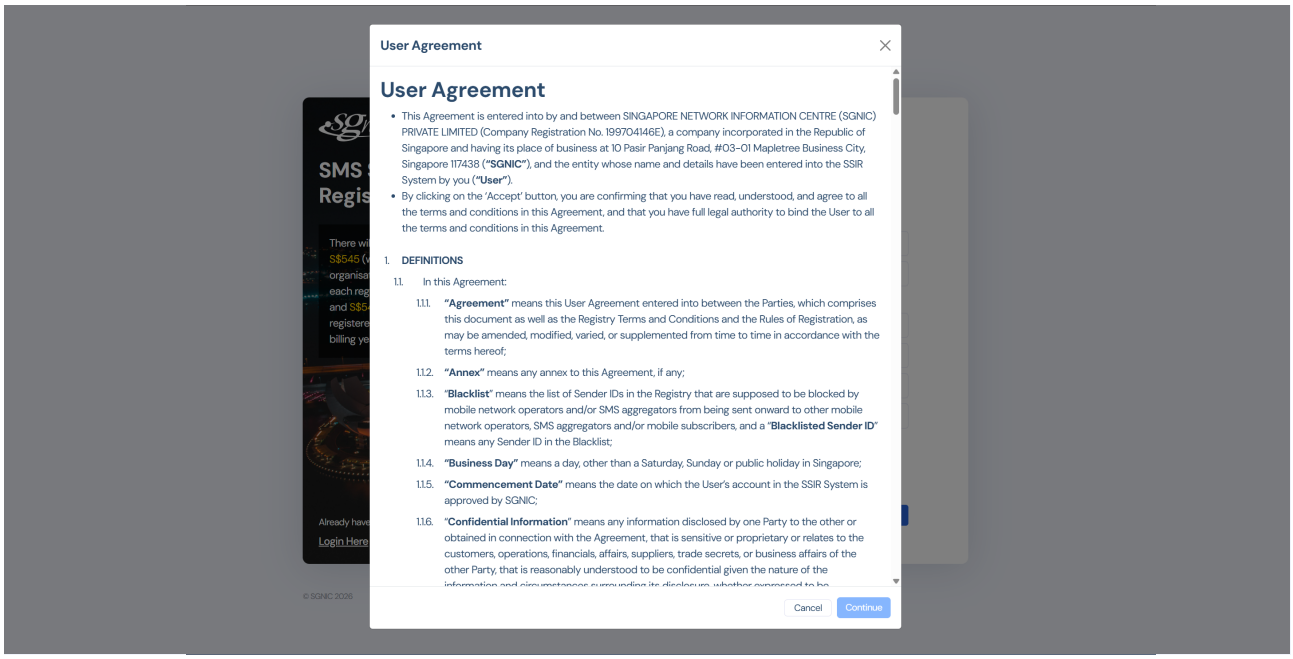
Registration details.

NOTE! Please ensure that the User Organisation name and UEN are the same as shown in Accounting and Corporate Regulatory Authority (ACRA) record.

Please read and accept the SSIR User Agreement and acknowledge the Fees to register with SSIR.

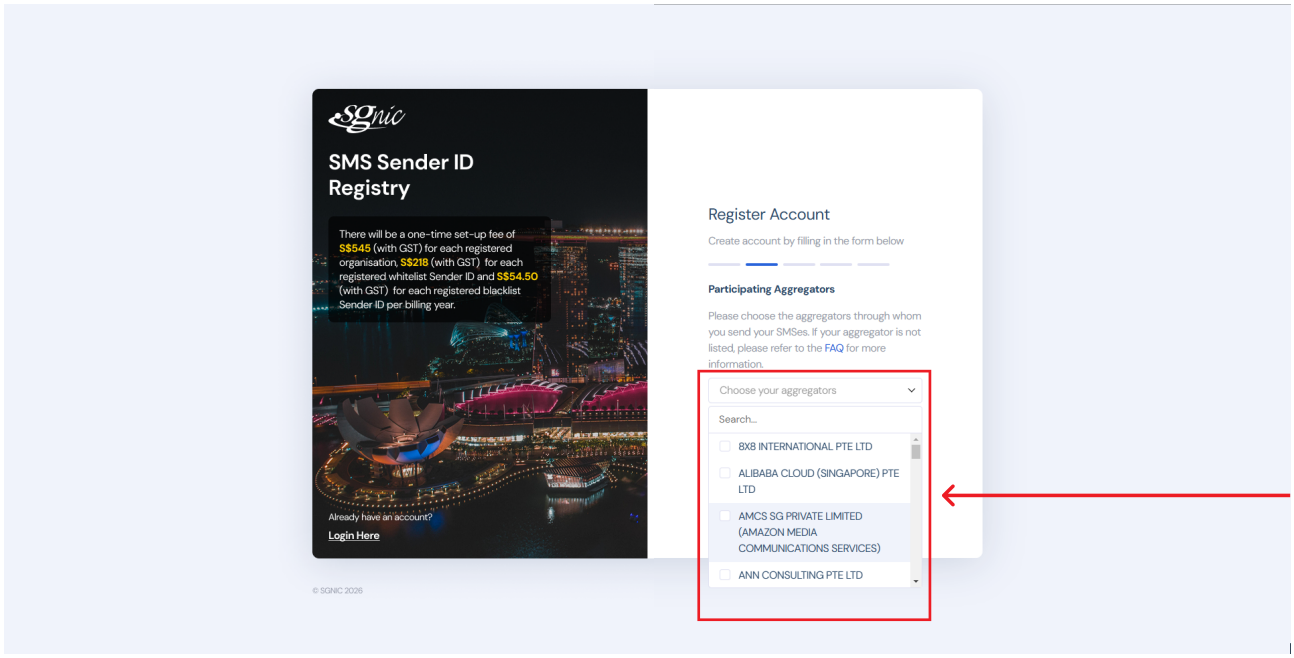


Click on the **User Agreement** to review before proceeding to the next step.

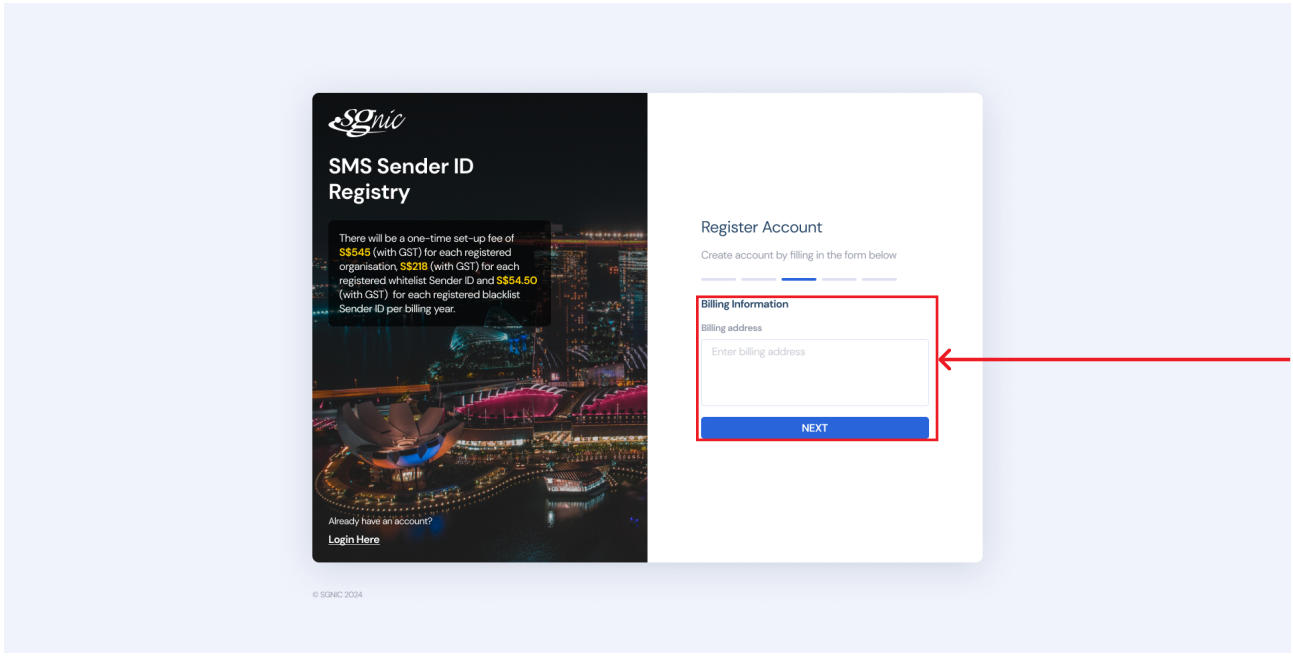


Review the **User Agreement** and click on the **Continue** button to proceed to the next step.

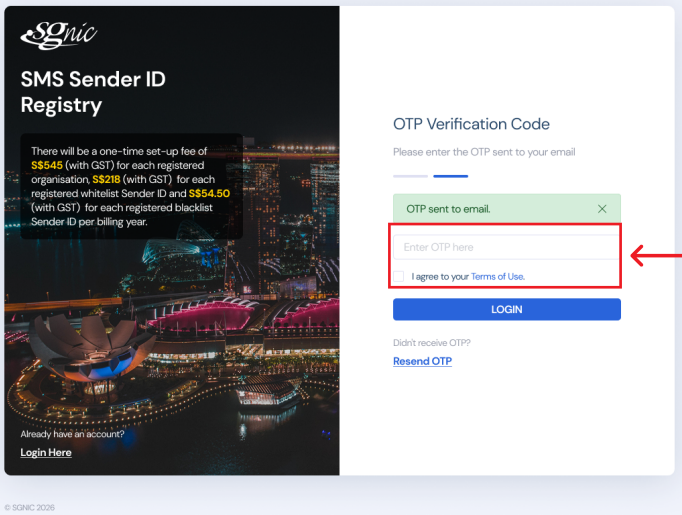
NOTE! Please scroll till the end of the User Agreement before clicking "Continue".



Select the Participating Aggregator(s) you are working with.

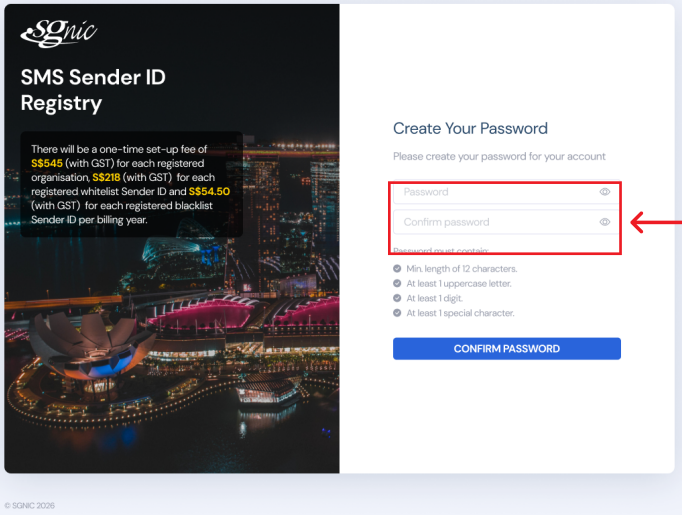


Complete the additional information: billing address.



Enter the OTP code that is sent to your email and accept the Terms of Use to proceed.

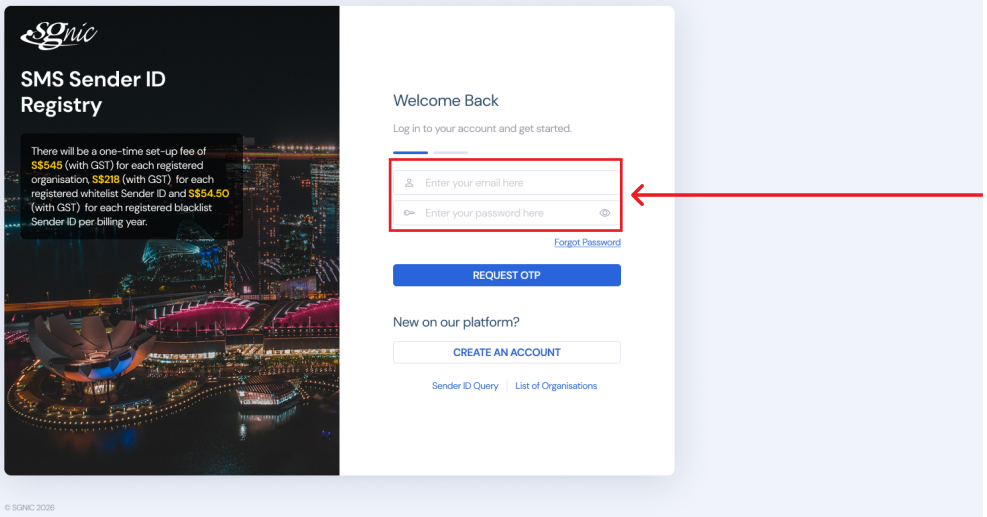
NOTE! Click on Terms of Use to view the details.



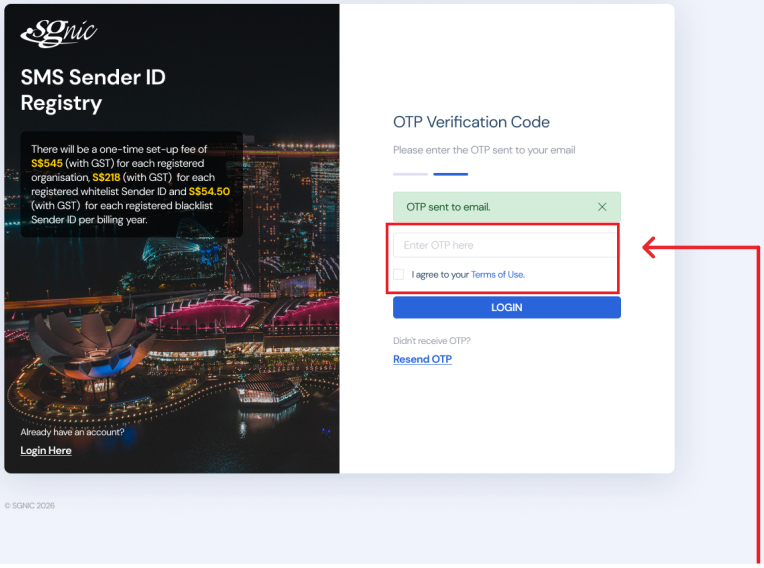
Create a secure password for your account. Once this is done, you will receive an email for the next steps.

ACCOUNT LOGIN

Login



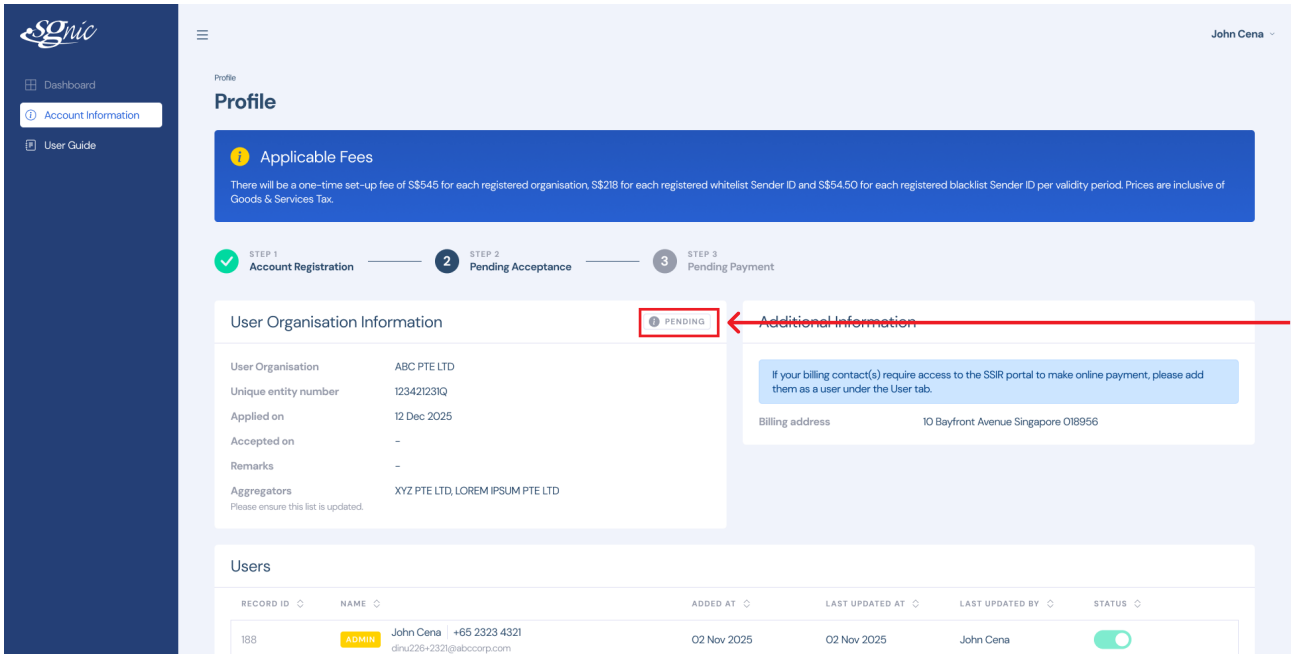
Enter your login credentials and request an OTP code.



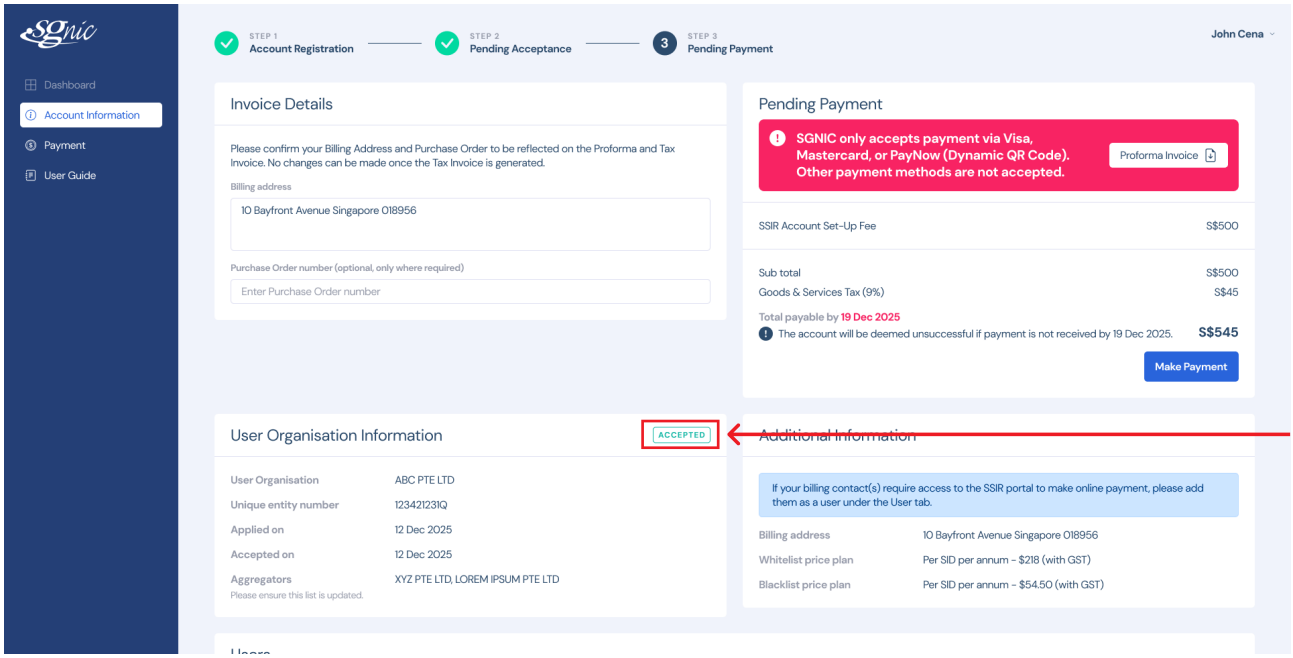
Enter the OTP code to log in.

NOTE! The OTP will be sent to the email registered in your account.

Account pending / accepted

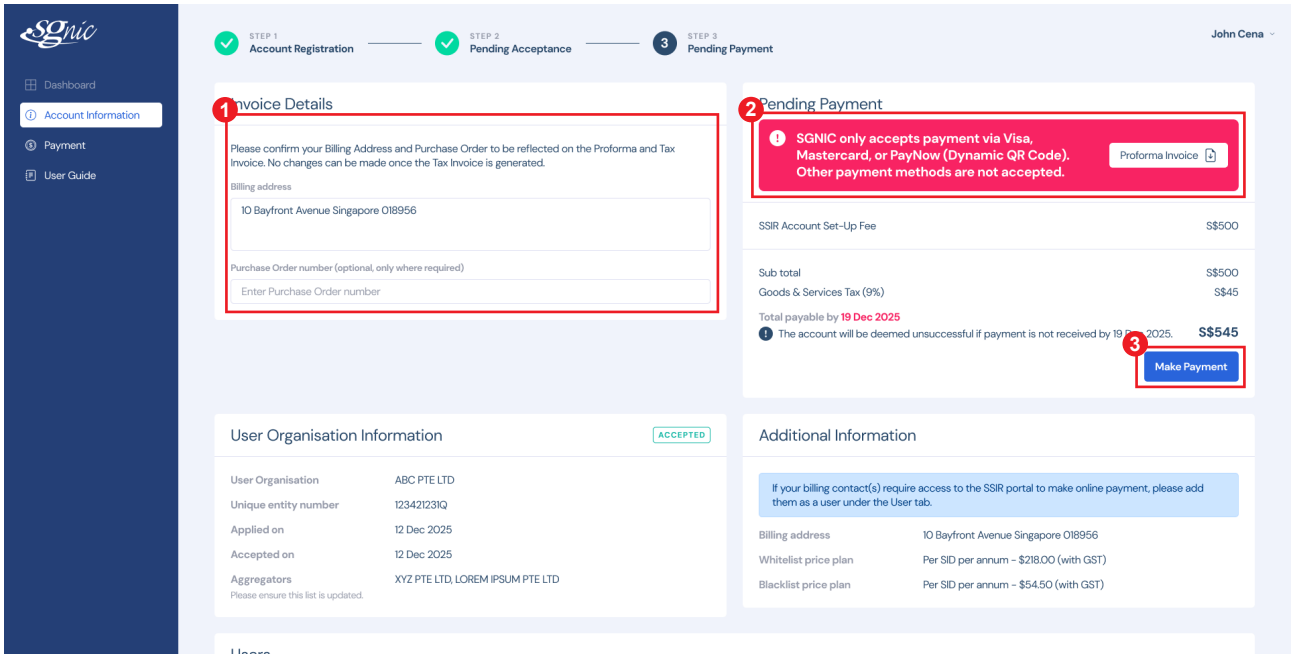


Account Registration Tab: While the Registry reviews your account application, the status will be shown as **Pending**.



Pending Acceptance Tab: After the Registry accepts your account application, the status will be updated to **Accepted**.

Pending Payment Tab: Please proceed to make payment to activate your account.



1. You can edit your **Billing Address** and **Purchase Order Number** to update the Proforma invoice (optional, if required).

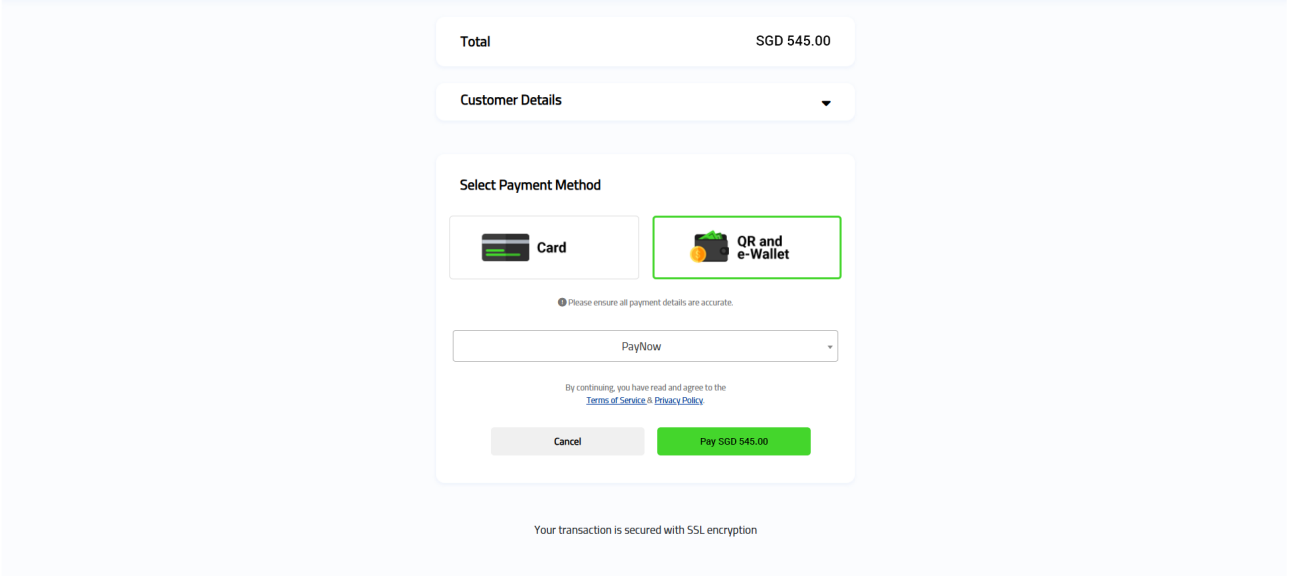
   NOTE! Please ensure the information is correct, as they will be duplicated in your tax invoice receipt. No changes can be made to the invoice once it is generated.

2. To view the **Proforma invoice**, click on the button to download.

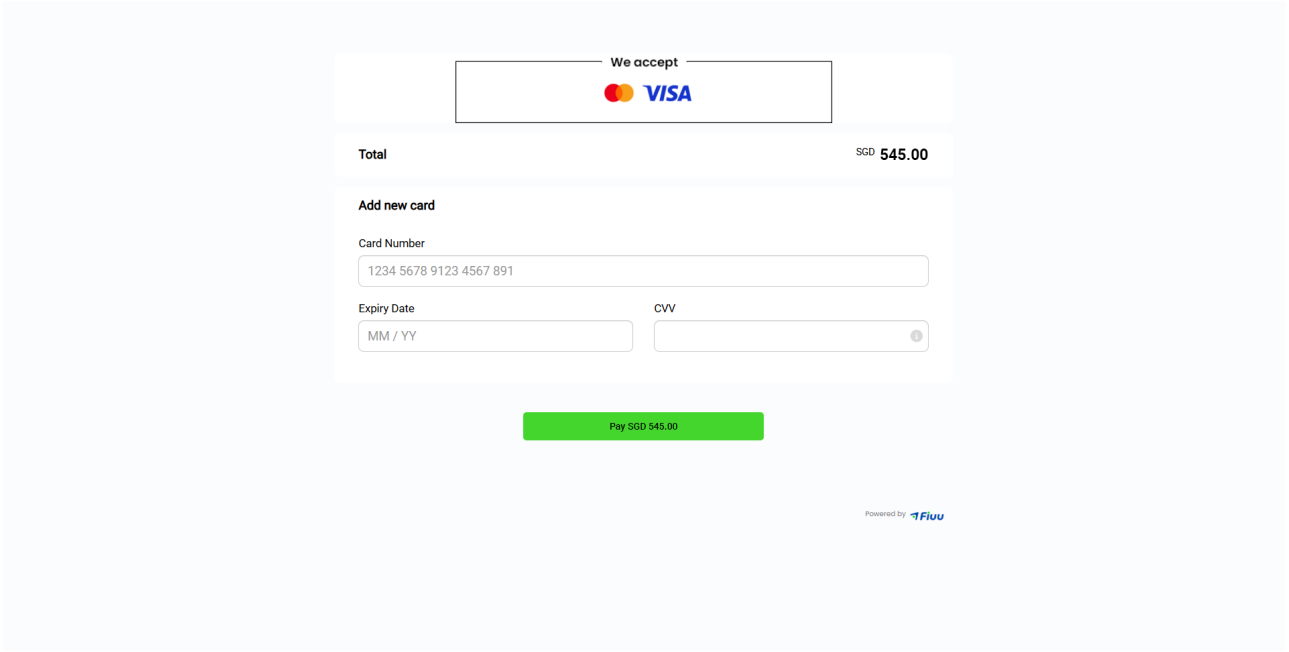
   NOTE! If Proforma invoice is required by your organisation for processing payment.

3. Click **Make Payment** button and proceed to payment gateway page.

Payment for Account Set-Up

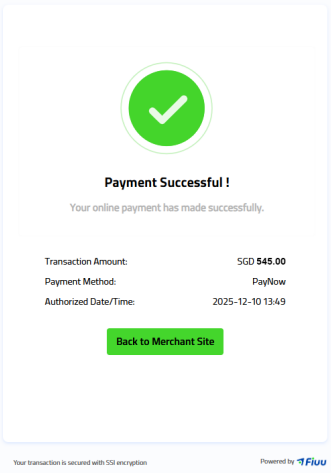


Once you click on **Make Payment**, you will be directed to Payment Gateway page. Select the payment method you prefer, either **Card** or **PayNow (QR and e-Wallet)**.

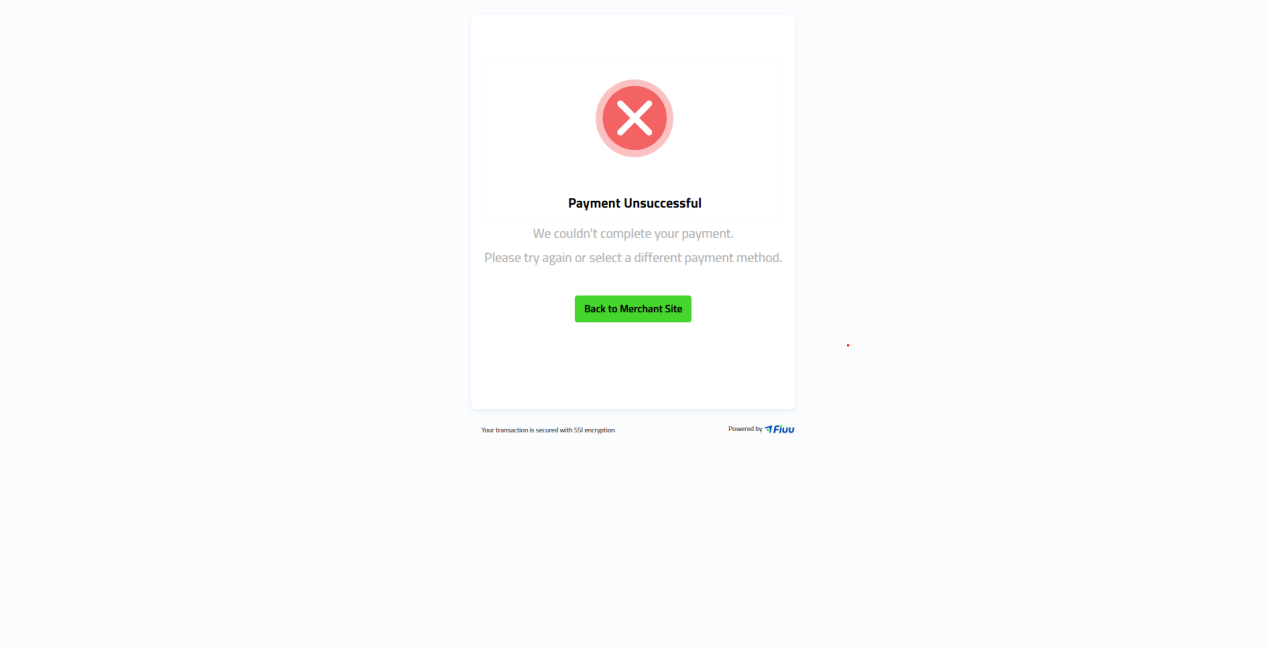


For **Card** as your payment choice: enter your card information and click on the green button to proceed.

For **PayNow** as your payment choice: scan the QR code on your bank app or e-wallet to proceed.

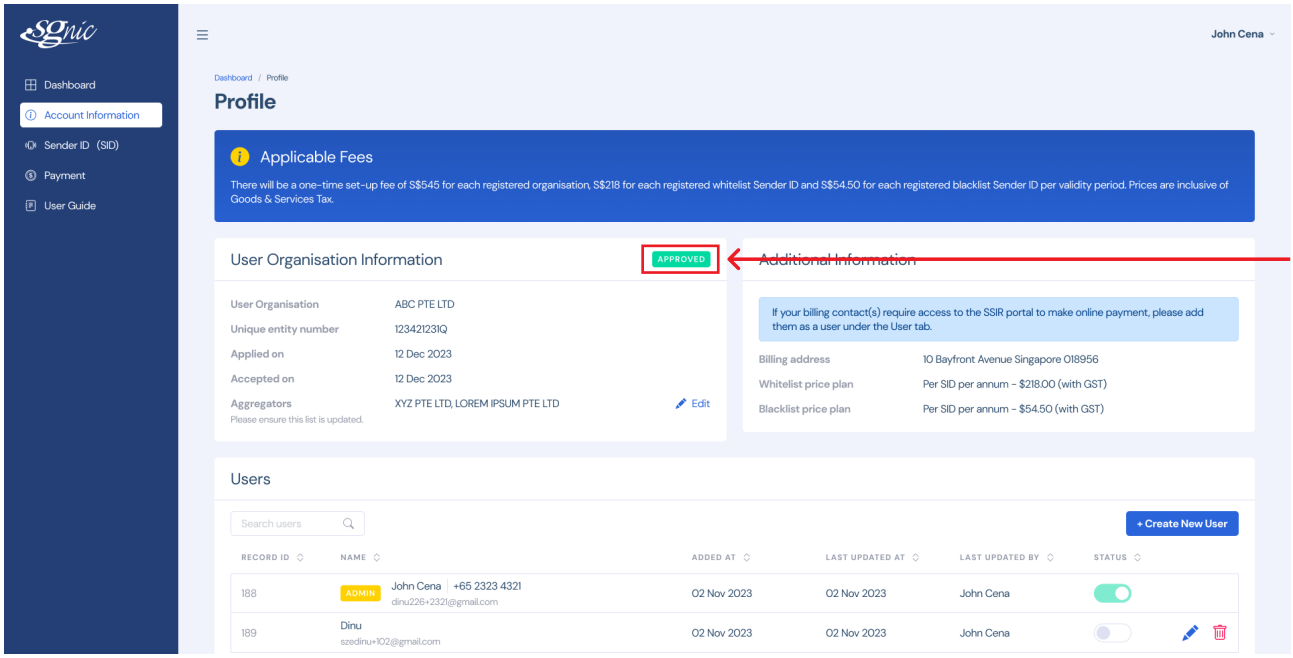


Once payment is successful, a **Payment Successful** notification will be shown. Click the **Back to Merchant Site** button to return to the SSIR portal, or you will be automatically redirected to the SSIR portal after 3 seconds.



If payment is unsuccessful, a **Payment Unsuccessful** notification will be shown. Click the **Back to Merchant Site** button to return to the SSIR portal and click Make Payment to make a new payment.

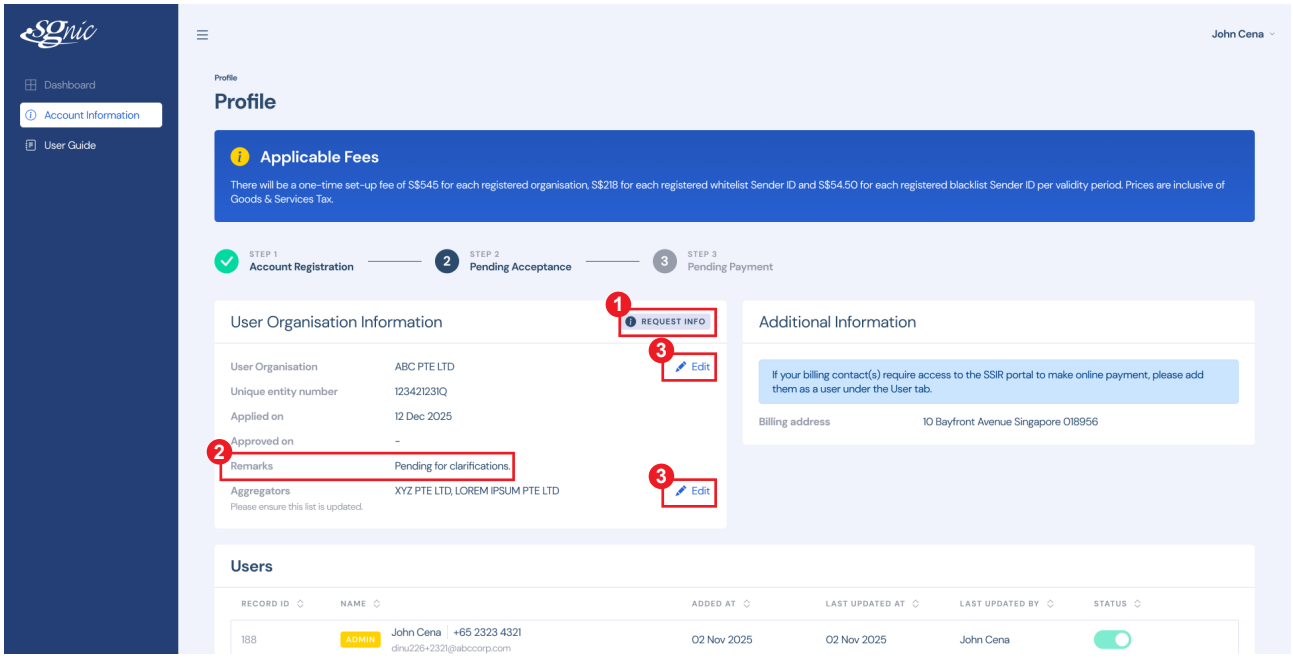
NOTE! If you are having trouble making payment via PayNow QR code, please reach out to your bank for assistance.



After the payment is made successfully for Account Set-Up, the status will be updated to **Approved**.

You can proceed to register and make payment for Sender ID.

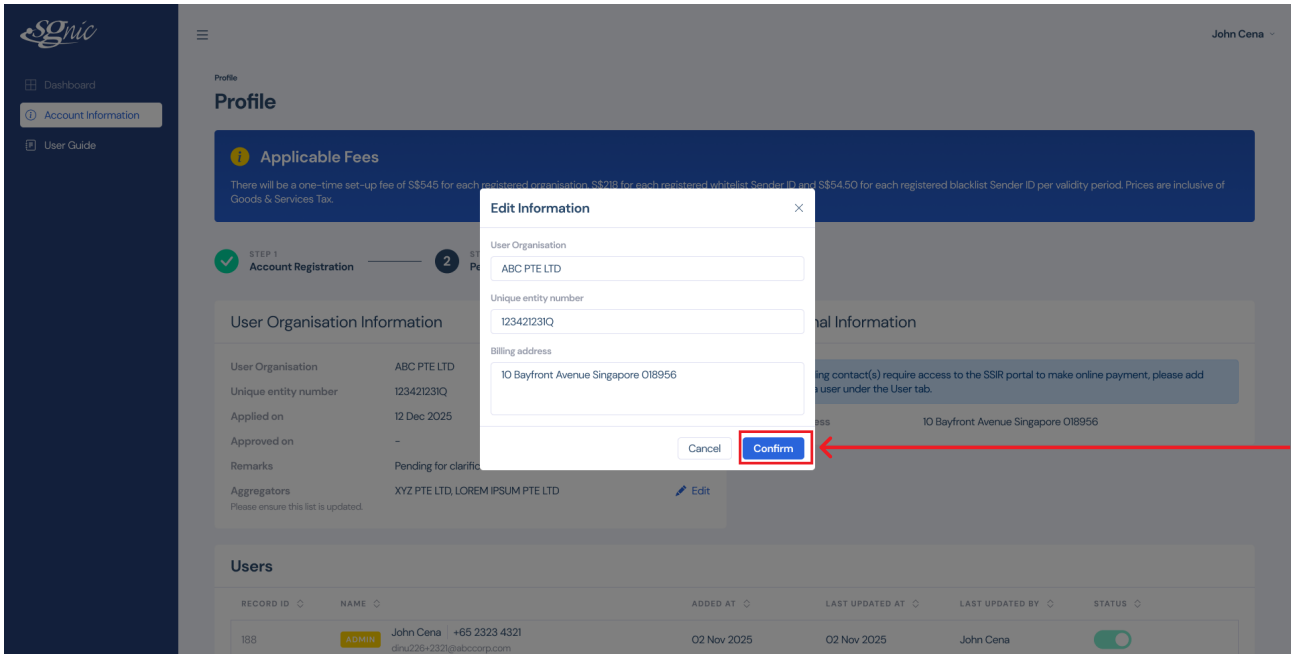
Request for more information



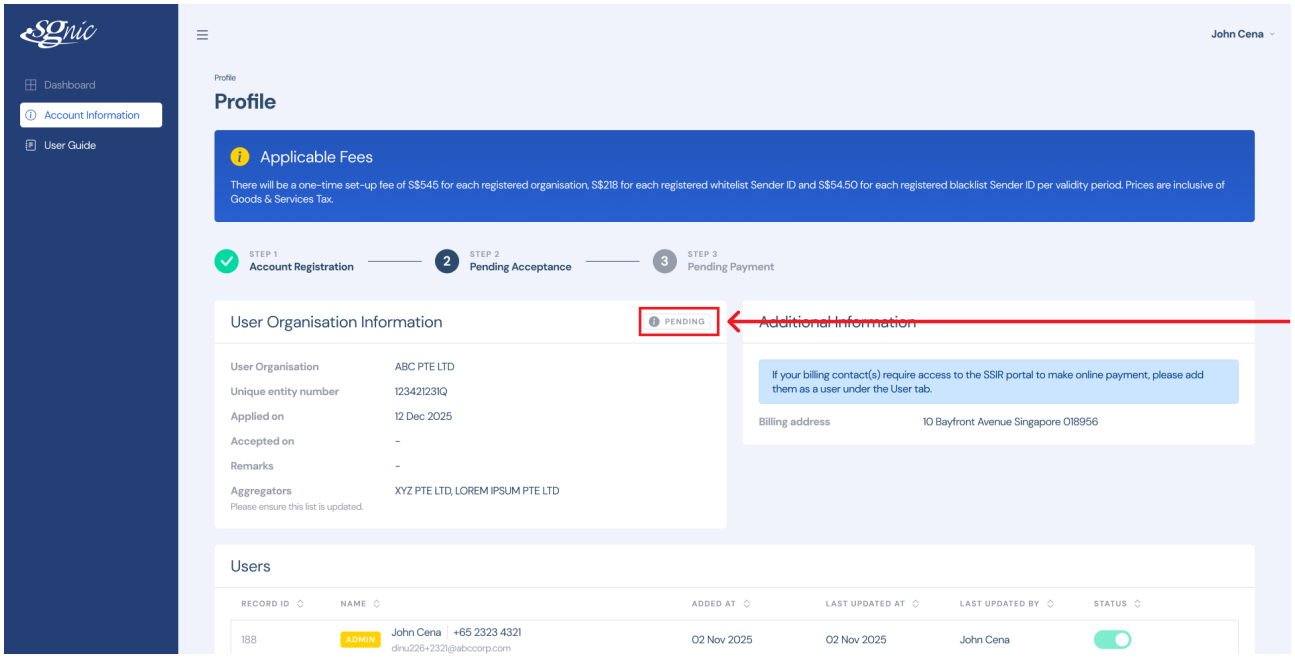
1. While the Registry reviews your account application, the status will be marked as **Request Info** if more information is required from you.

2. The Registry's comments will be shown in the **Remarks** section.

3. To update the data, click on the **Edit** button in the relevant section.



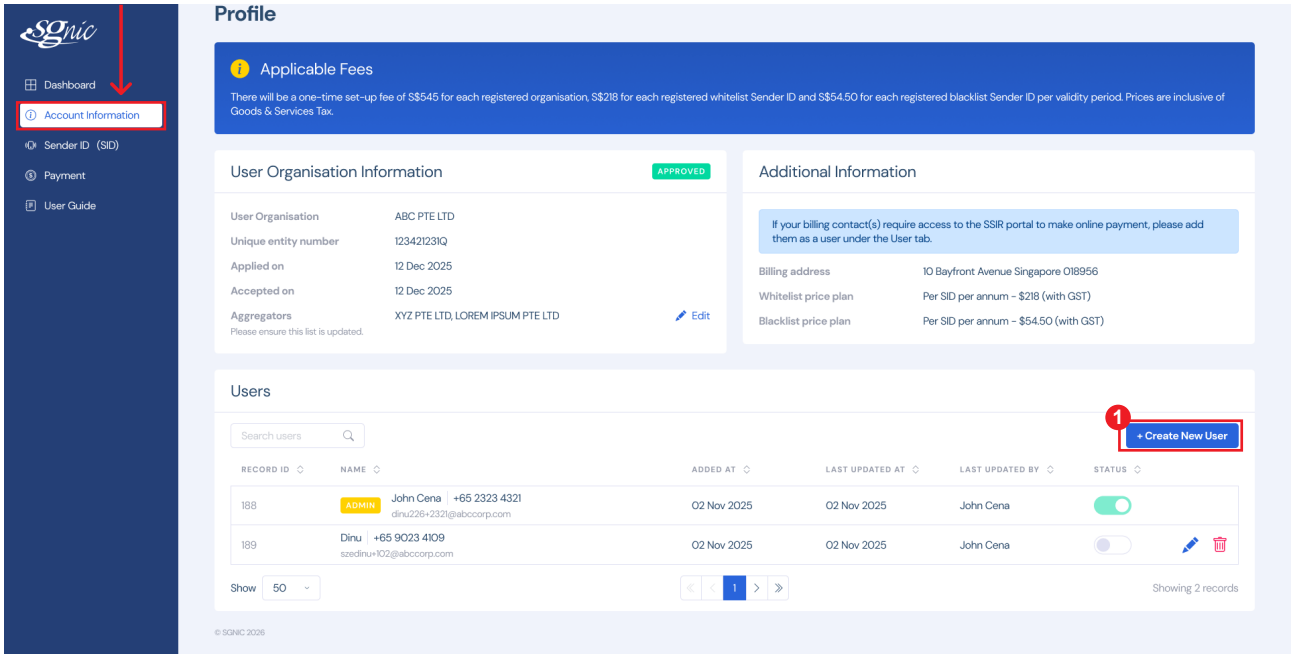
Edit the details accordingly and click on **Confirm** button to submit the information for review.



The status will be reverted to **Pending**.

USER MANAGEMENT

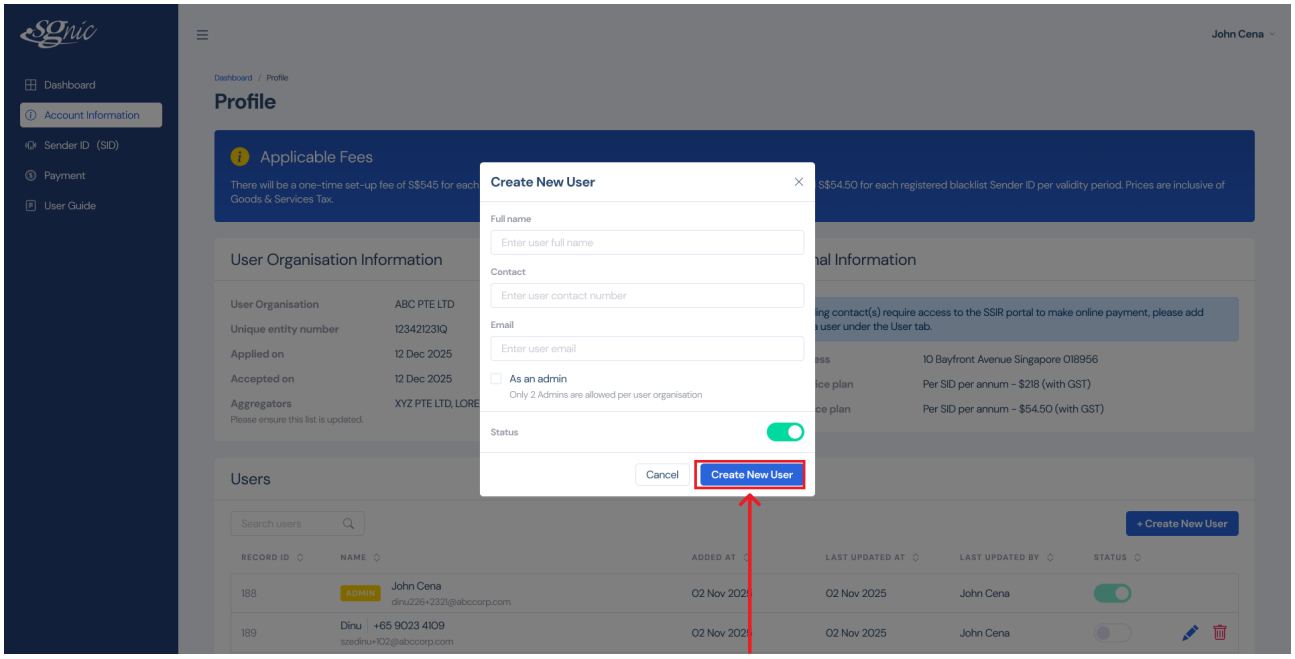
Create new Admin / Users



Click on the **Account Information** tab on the left menu. The **Users** section is located at the bottom of the page.

NOTE! Only 2 admins are allowed per account.
Only admins are allow to create users. User will not be able to see the Users panel.

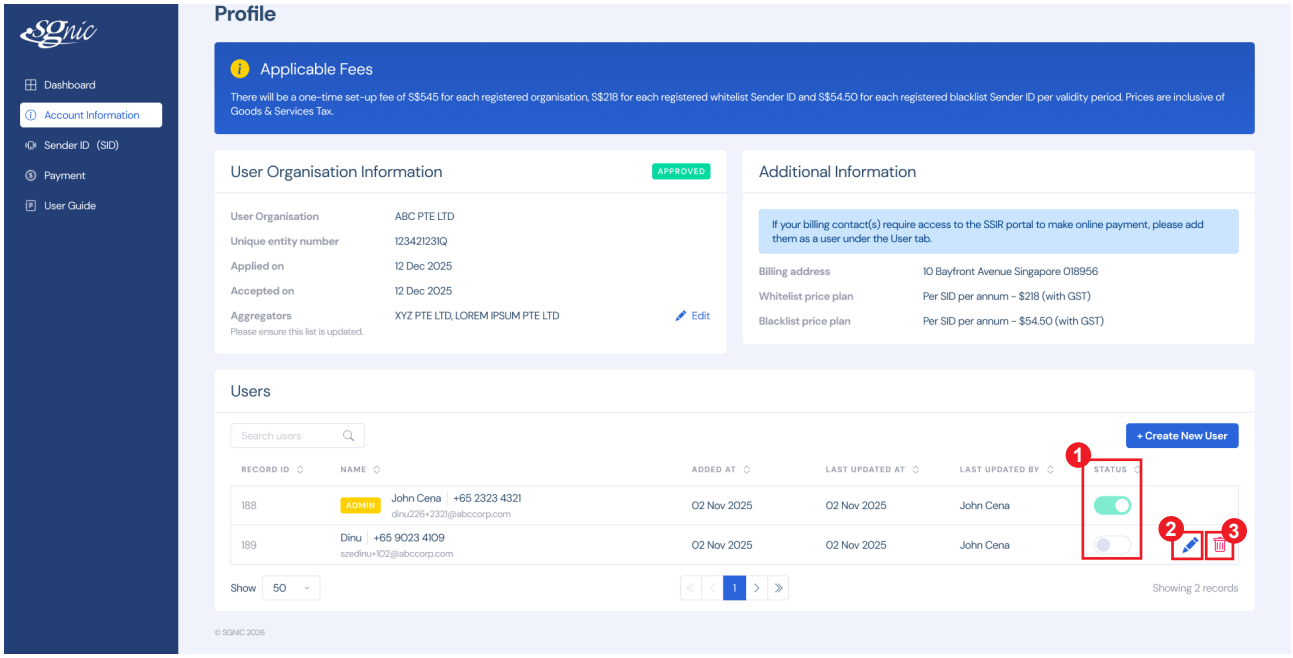
1. To **create a new** user, click on the **Create New User** button at the right corner in the Users panel.



Enter the user account details, to assign the user as an Admin, select the **As an Admin** checkbox, and click **Create New User**.

To create a non-Admin user, click **Create New User**, **DO NOT** select the As an Admin checkbox.

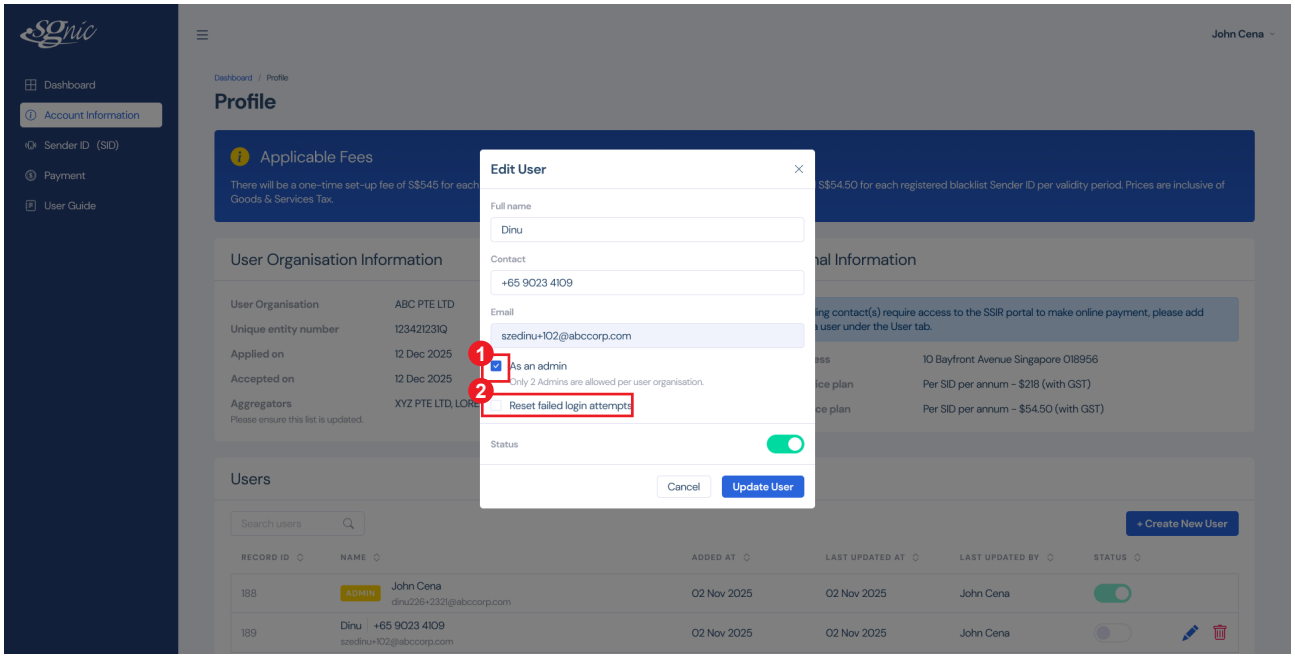
NOTE! The user will receive an email to set up their account password. The Admin can add multiple users. A maximum of two Admins is allowed per account.



1. Admins can toggle the button to temporarily **disable or enable** user accounts, but cannot disable or delete their own Admin account.

2. Admins can click **Edit** to modify user details.

3. Admins can click **Delete** to remove a user account.

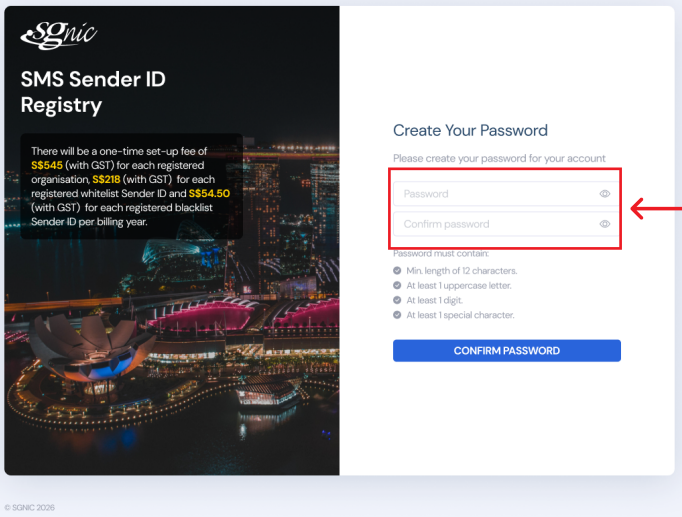


1. To change a user from Admin to non-Admin, the Admins can uncheck the **As an Admin** checkbox.

   NOTE! Only admin user has the rights to make this change.

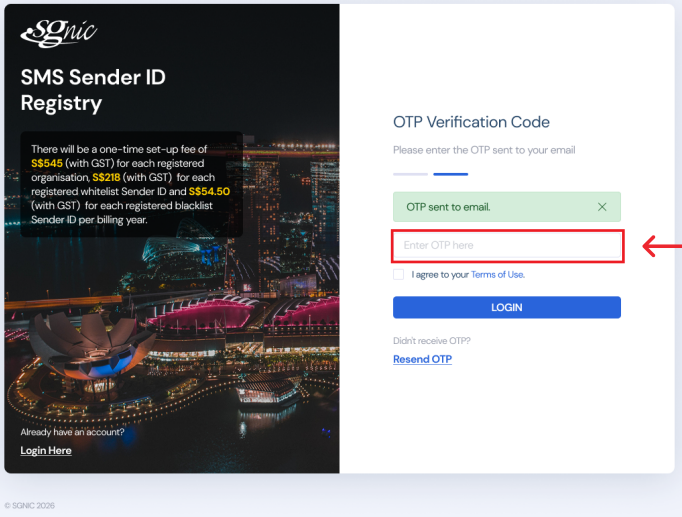
2. Admins can check the **Reset failed login attempts** checkbox to reset a user's failed login attempts.

Create password for new user



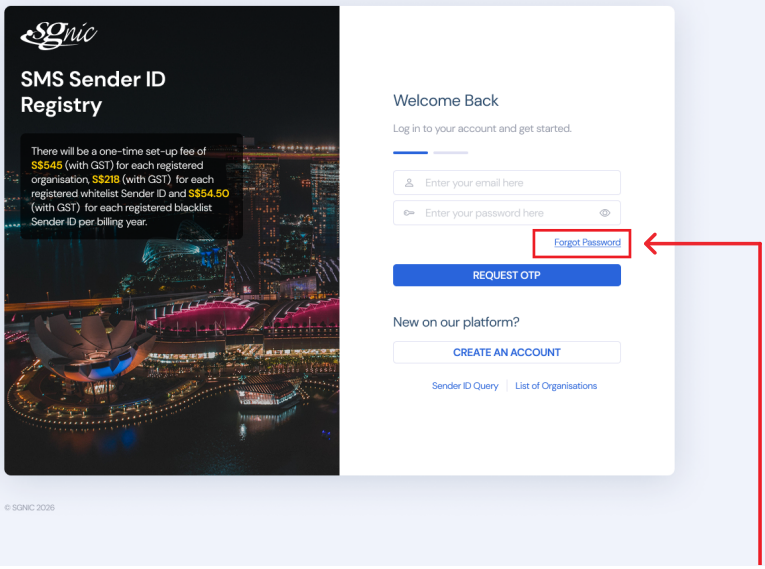
When a new user is created, an email will be sent to the new user's email address.

The user can click on the link in the email to create a password.

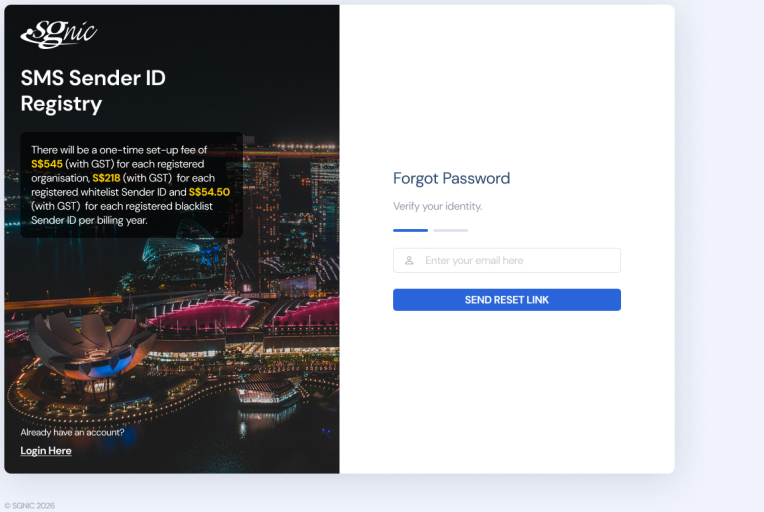


After entering the password, key in the OTP code and accept the Terms of Use to login to the portal.

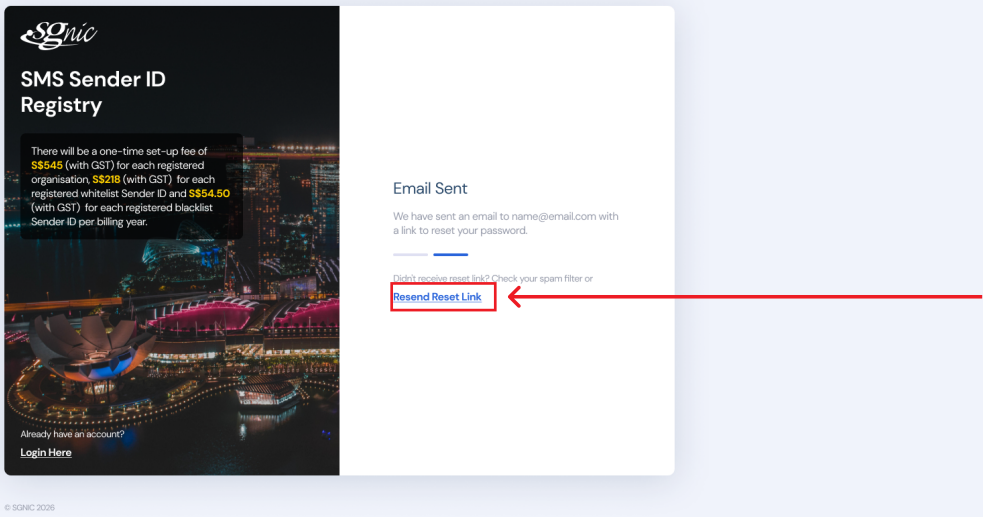
Forgotten password



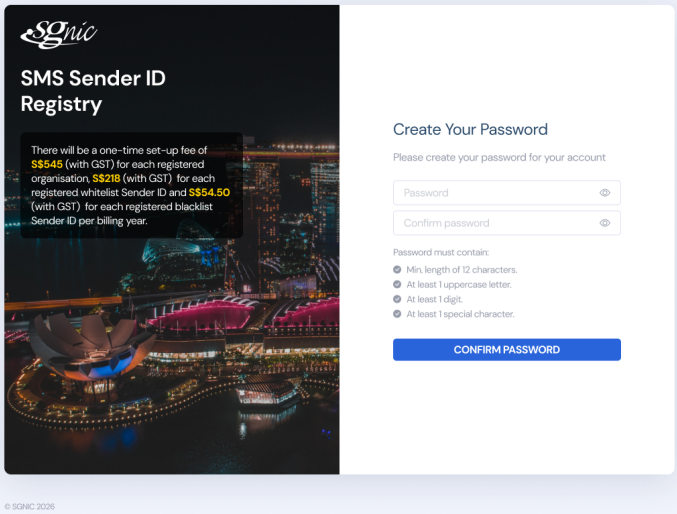
If forgotten password, you can click on **Forgot Password** to reset your account's password.



Enter the email address that you have used to register an account in the portal.



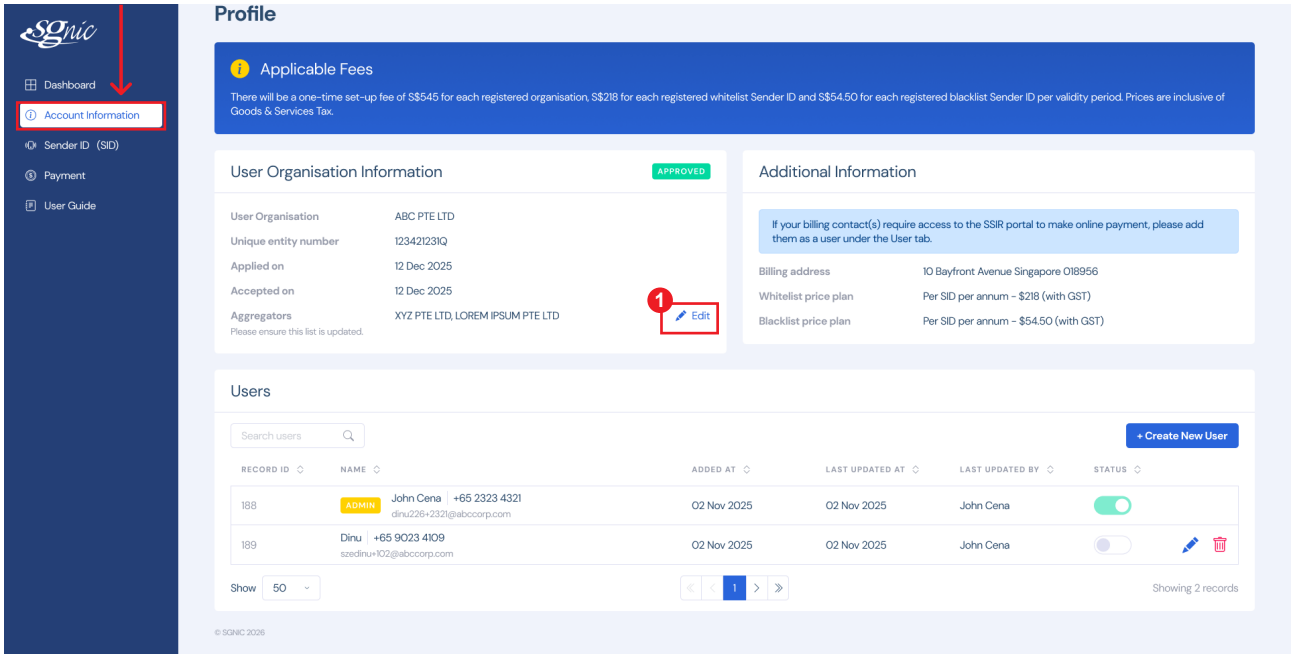
An email will be sent to you with a link to reset your password. If you did not receive it, check your spam inbox or click on **Resend Reset Link** to resend the email.



After clicking the link in the email, enter your new password to reset your account password.

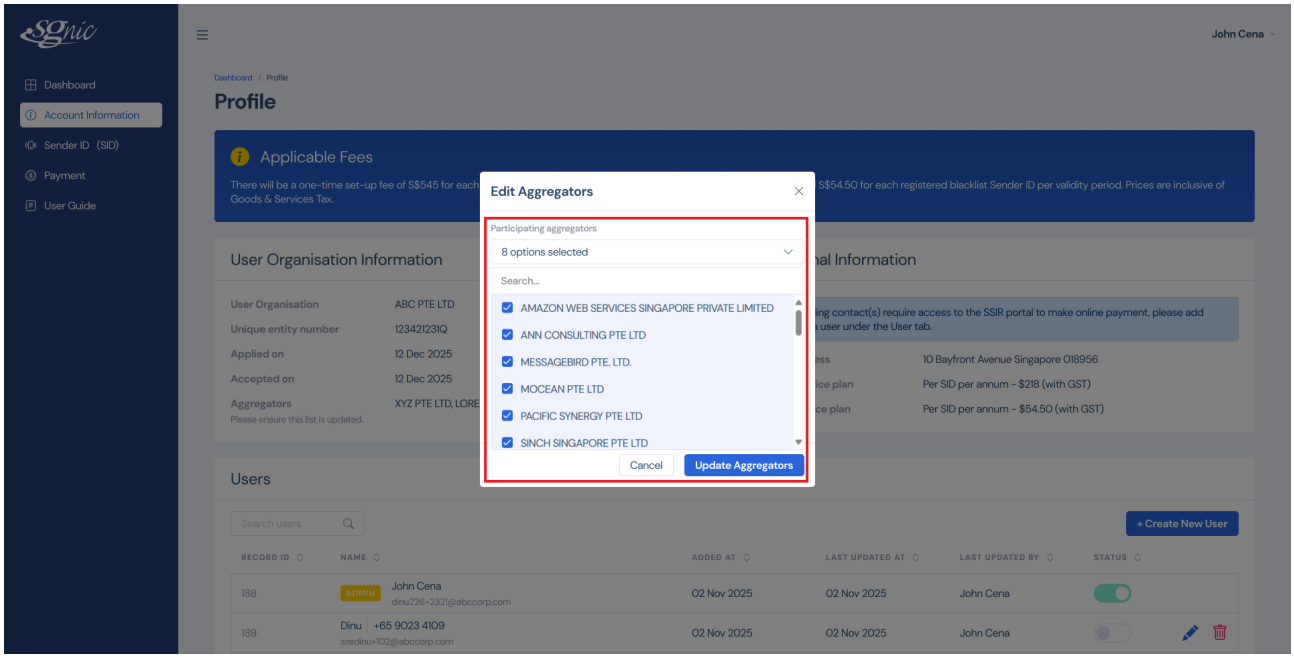
ACCOUNT INFORMATION MANAGEMENT

Participating Aggregators Record



Click on the **Account Information** tab on the left menu.

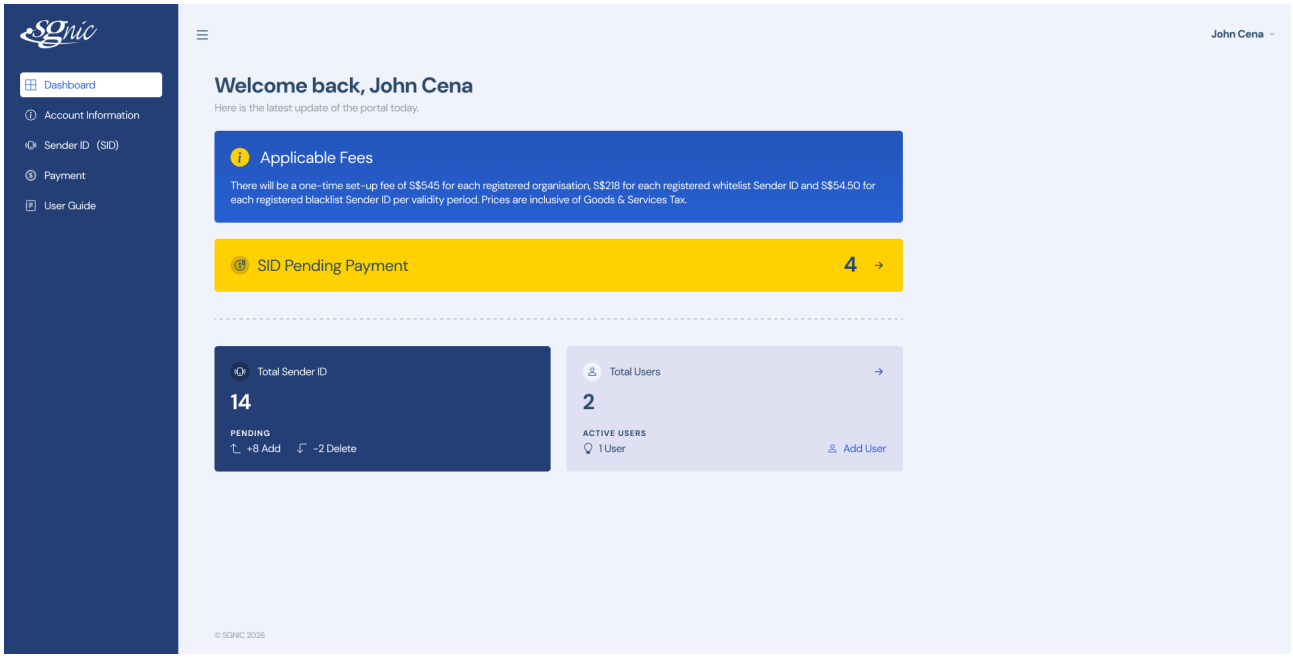
1 To update the **Aggregators** record, click on the **Edit** button at the right side of the Aggregators field.



Click on the **Aggregators** field and select the Aggregator from the dropdown list. Thereafter click on **Update Aggregators** button.

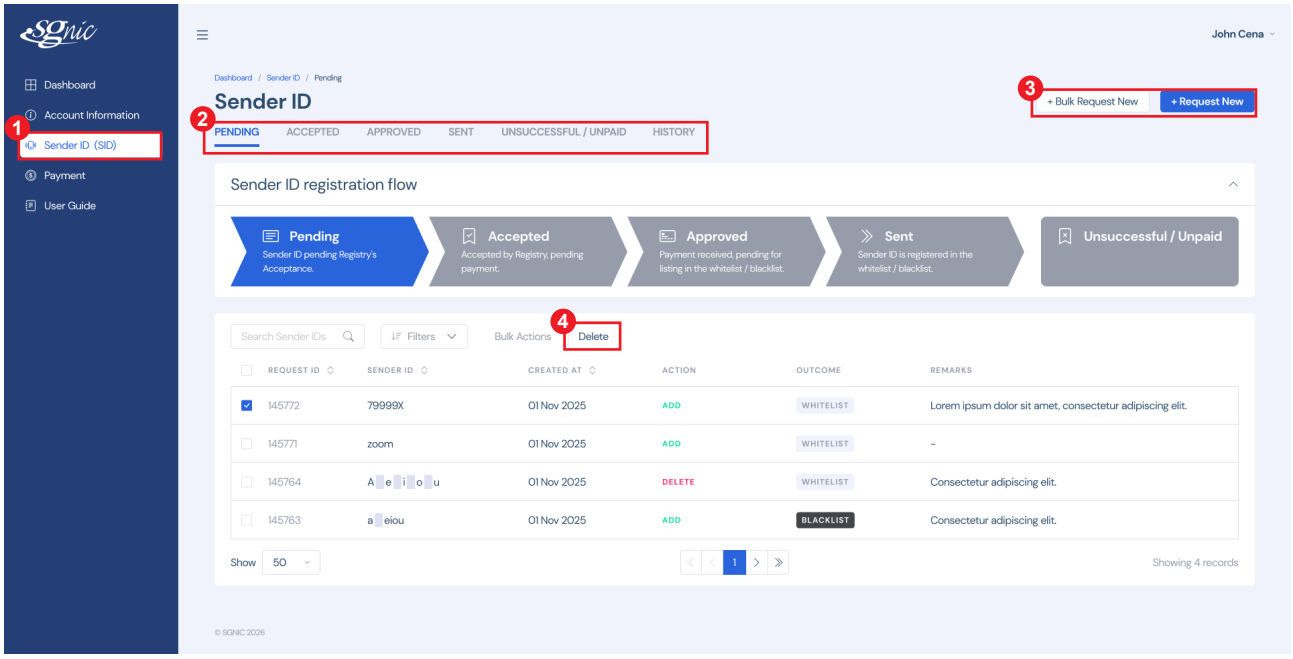
SENDER ID MANAGEMENT

Dashboard



Dashboard shows an overview of your Organisation's Sender IDs, including those pending for payments, and Sender ID count.

Registration of Sender ID

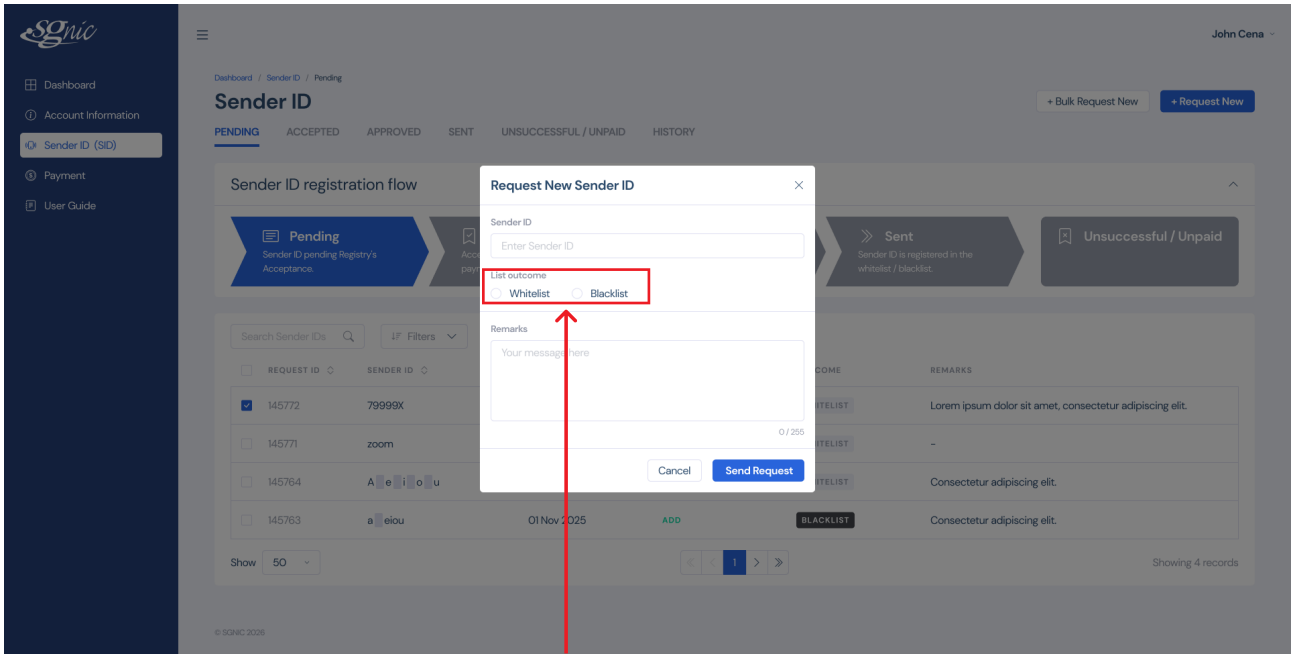


1. To access Sender ID page, click on the **Sender ID (SID)** tab in the left menu.

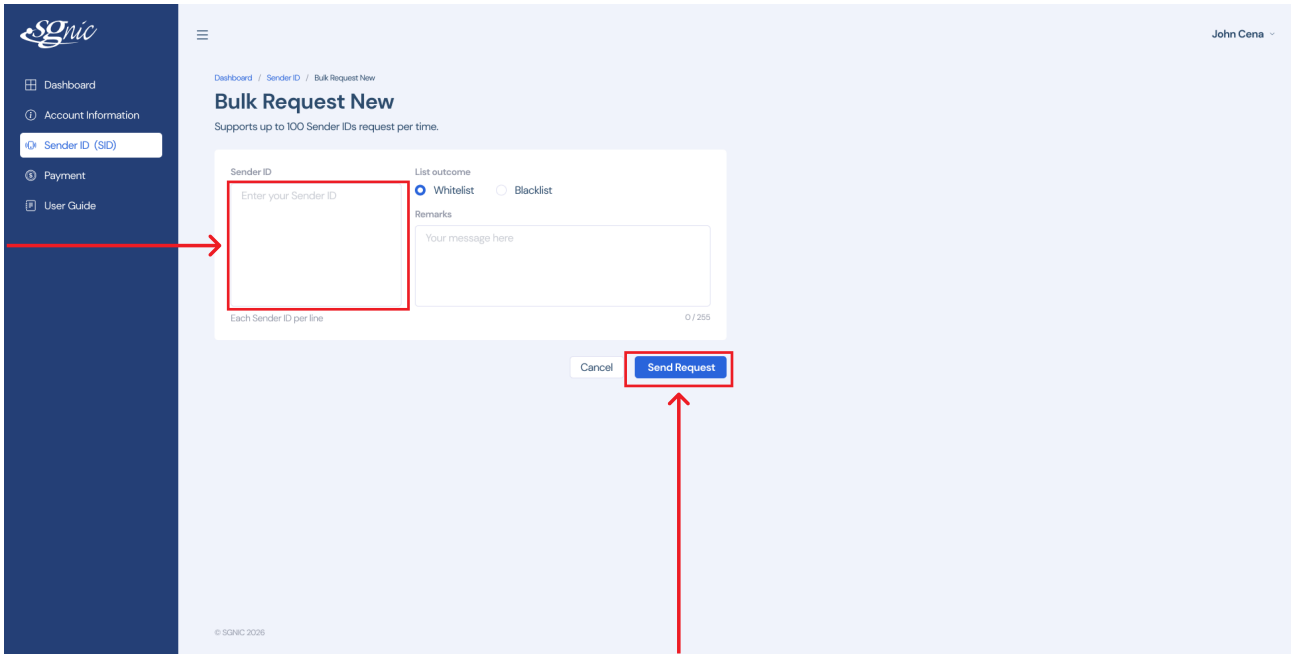
2. All of the Sender IDs will be shown in the respective tabs.

3. To submit a Sender ID request, click **Request New**.
   To submit multiple Sender ID request at once, click **Bulk Request New**.

4. To delete a pending Sender ID request, select the Sender ID and click the **Delete** button.

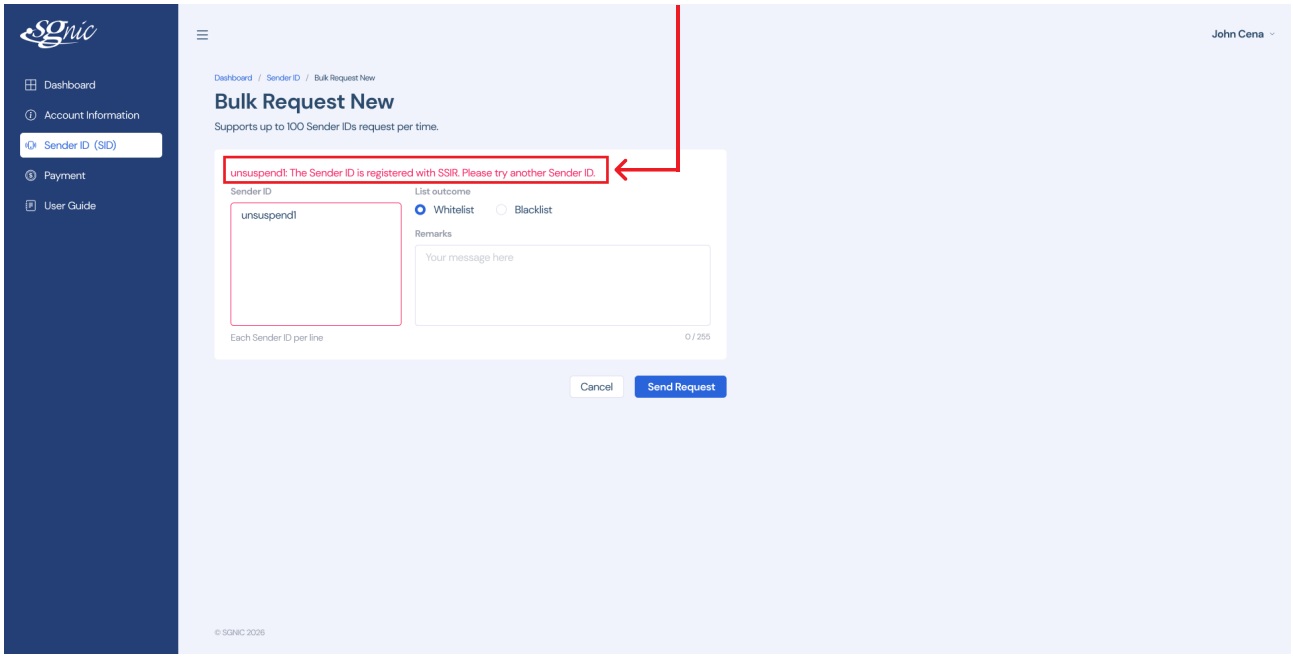


Select Whitelist or Blacklist for the type of Sender ID you wish to register. Enter the Sender ID and remarks, then click **Send Request** to submit the request.



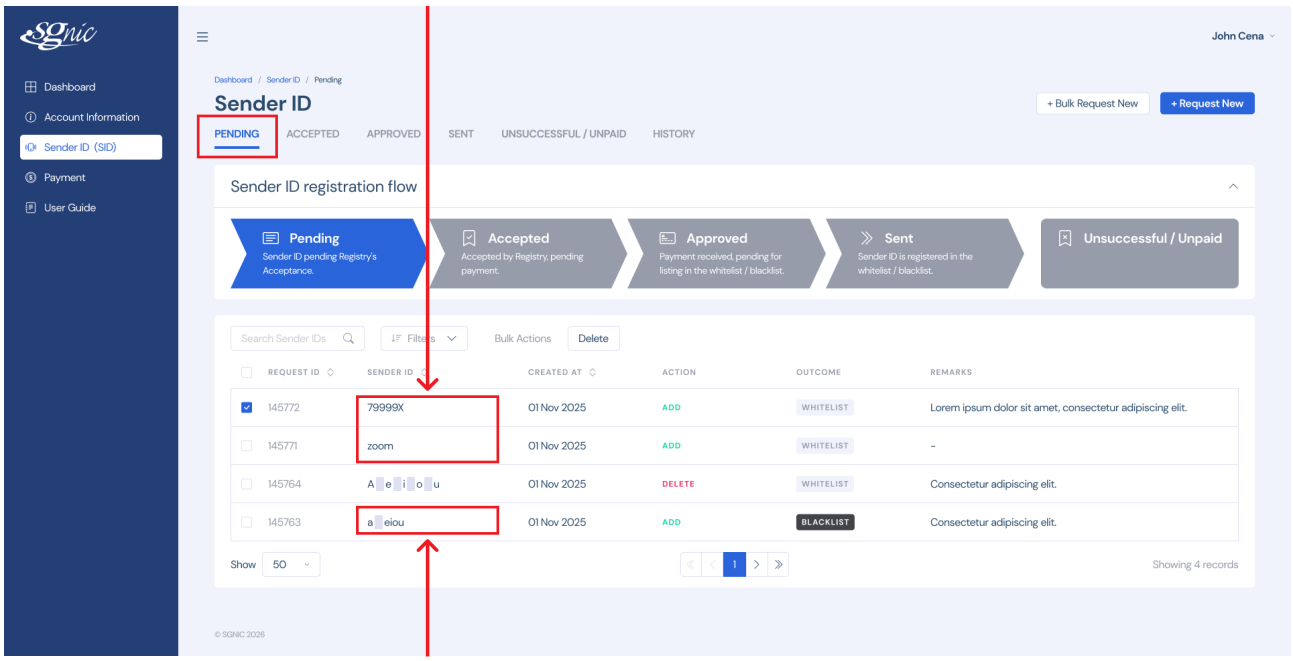
For bulk Sender ID registration, enter each Sender ID on a separate line.

Click on **Send Request** button to proceed.



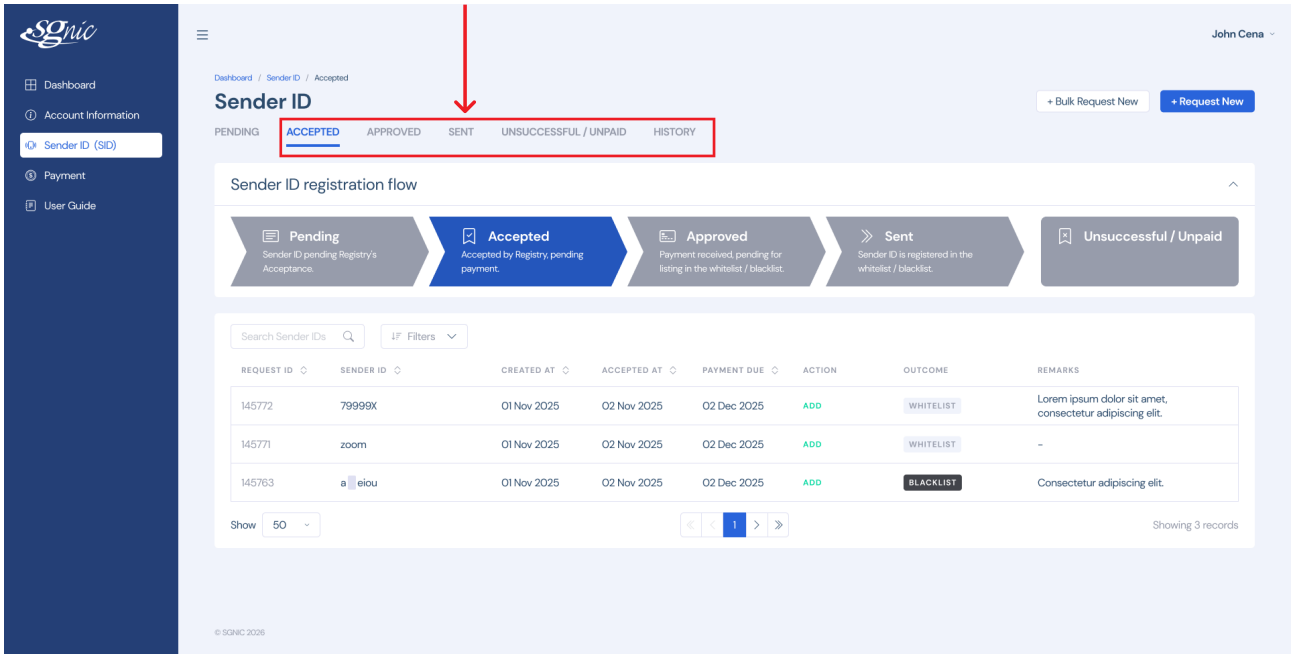
If there are Sender ID registrations that are not accepted, the system will show the remarks in red.

NOTE! All Sender ID registrations that are not accepted must be removed before proceeding with the bulk registration of Sender IDs.



Pending Tab: Shows the Sender ID(s) submitted for registration.

NOTE! If whitespaces (spaces) are included in the Sender ID, it will appear as a **grey box**.



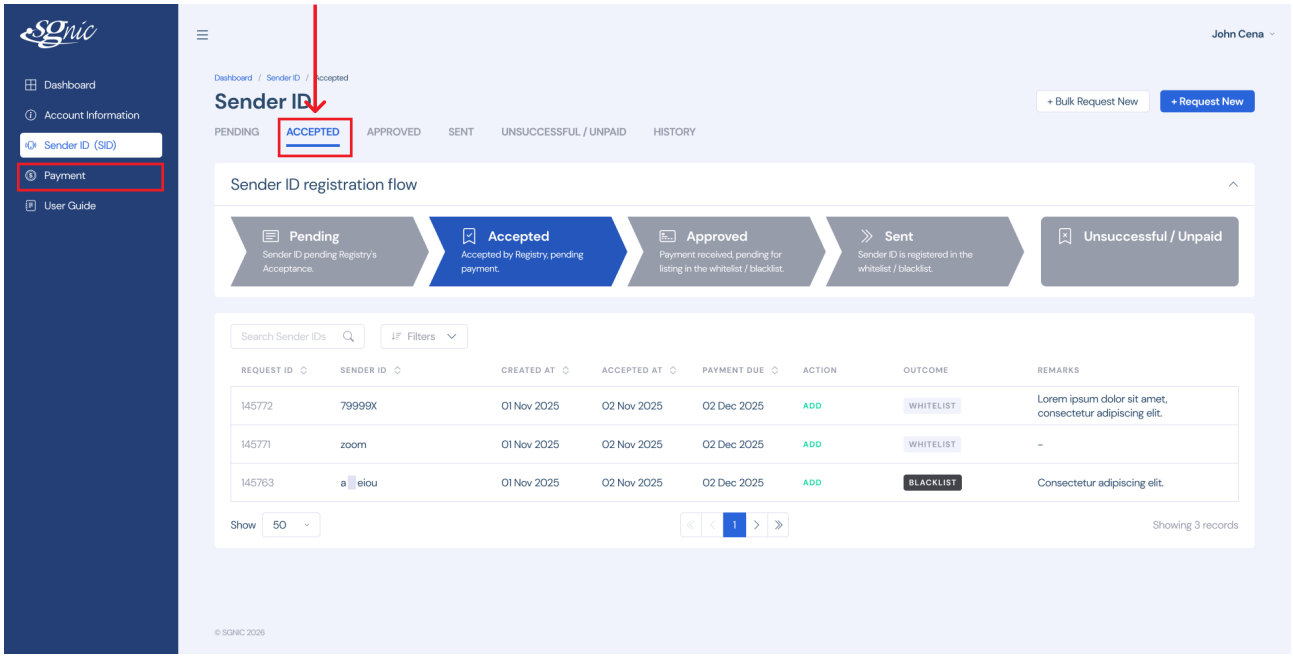
Accepted Tab: Shows the list of Sender IDs accepted by the Registry pending for payment.

Approved Tab: Shows the list of Sender IDs that are paid and awaiting to be sent to the Participating Aggregators.

Sent Tab: Shows the list of Sender IDs that are sent to the Participating Aggregators.

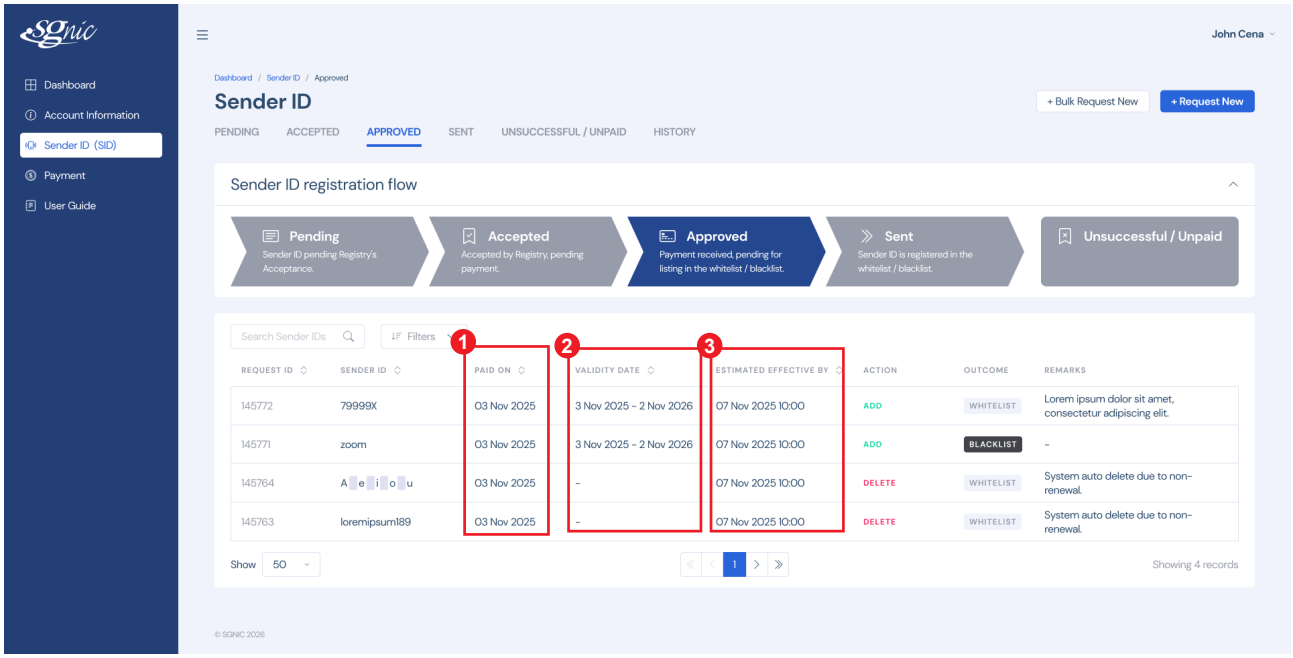
Unsuccessful / Unpaid Tab: Shows the list of Sender IDs that are not paid or not accepted by Registry.

History Tab: Shows the activities history for all Sender IDs.



Once a Sender ID has been accepted by Registry Admin, it will be shown in the **Accepted** tab. You may make payment at the **Payment** page.

Please refer to **Proceed to payment** (page 33) for the new Sender ID section payment workflow.

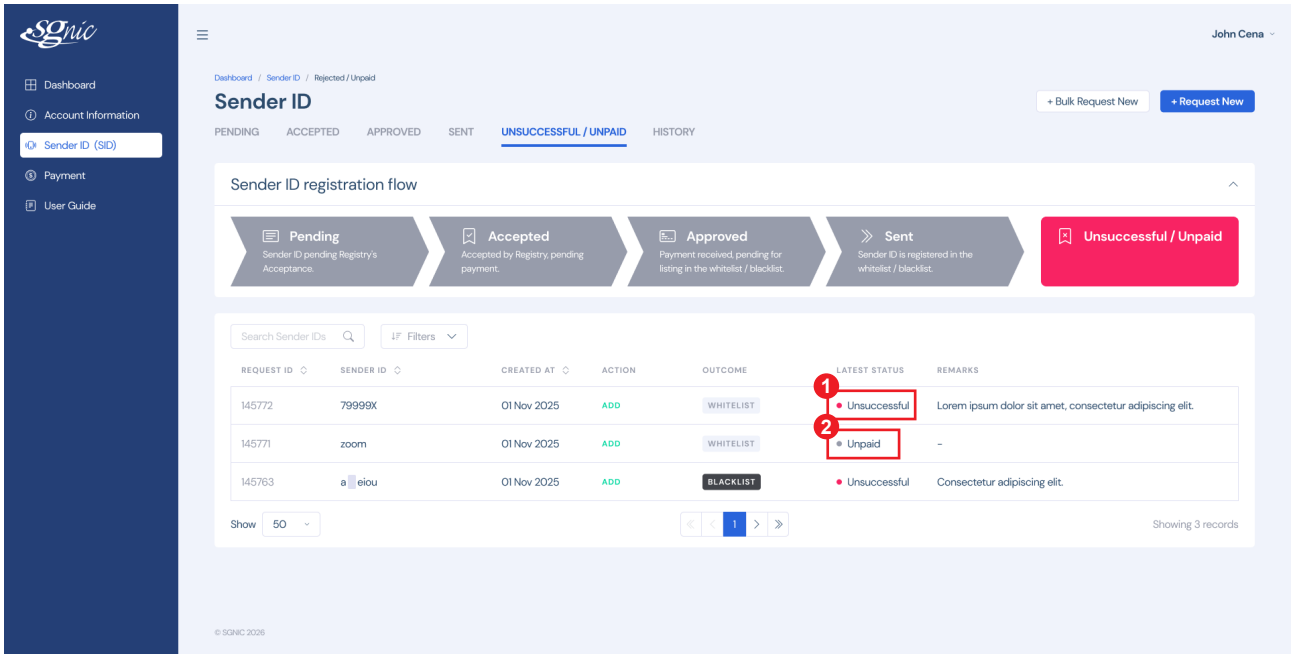


The **Approved** tab shows the list of Sender IDs that are paid and awaiting to be sent to the Participating Aggregators.

1. The **Paid On** column indicates the payment date.

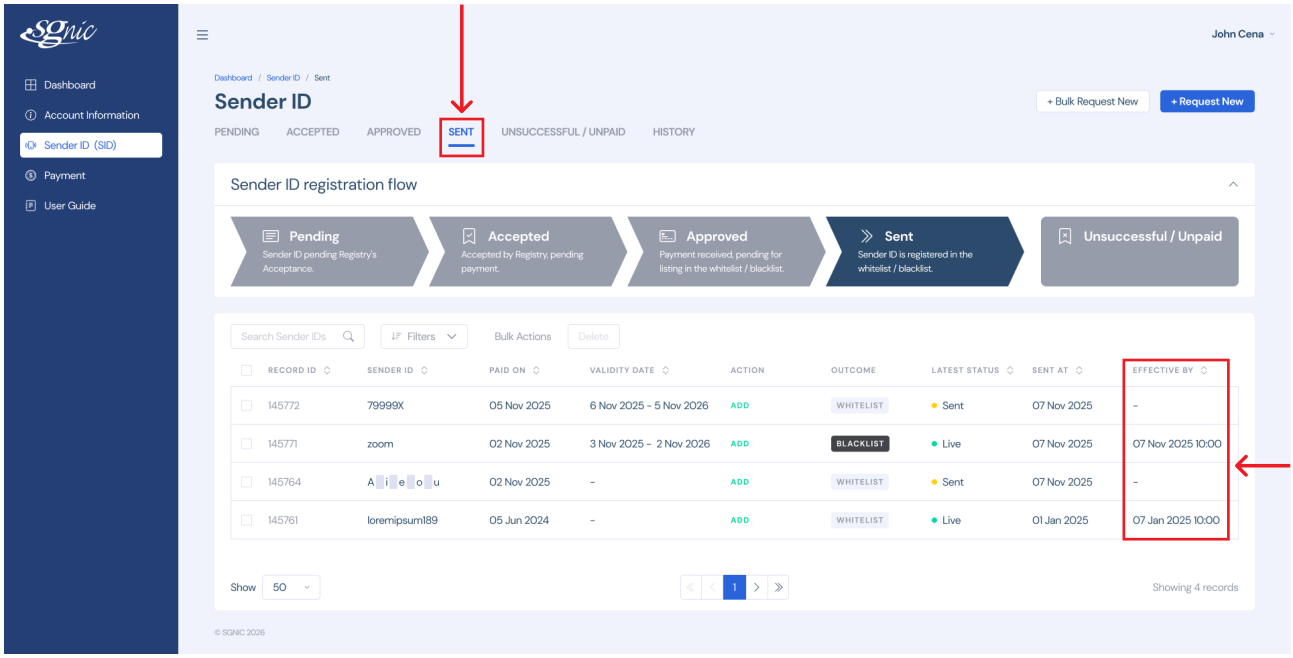
2. The **Validity Date** column indicates the validity date of each Sender ID.

3. **The Estimated Effective By** column indicates the estimated date that the Sender ID will be live.

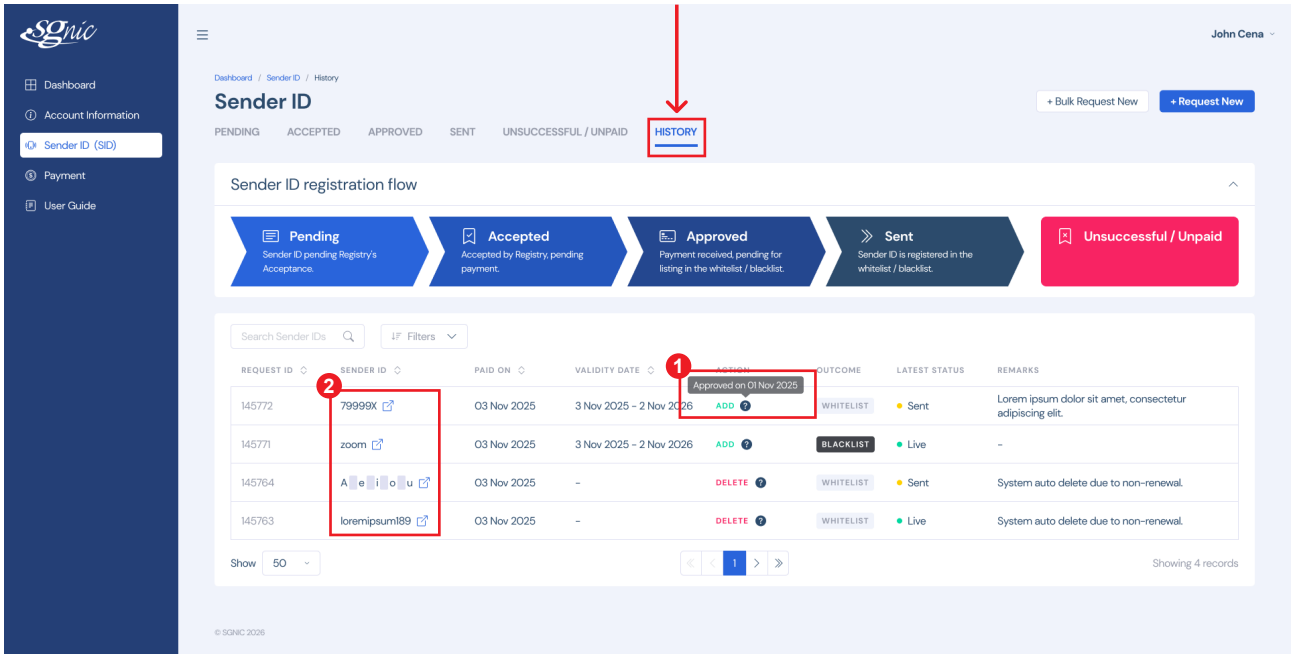


1 A Sender ID registration that is not accepted by the Registry will be shown in the **Unsuccessful / Unpaid** Tab with the status set as **Unsuccessful**. Please submit a new Sender ID registration.

2 A Sender ID registration that is unpaid will be shown in the **Unsuccessful / Unpaid** tab with the status set as **Unpaid**. Please submit a new Sender ID registration and pay by the payment due date.



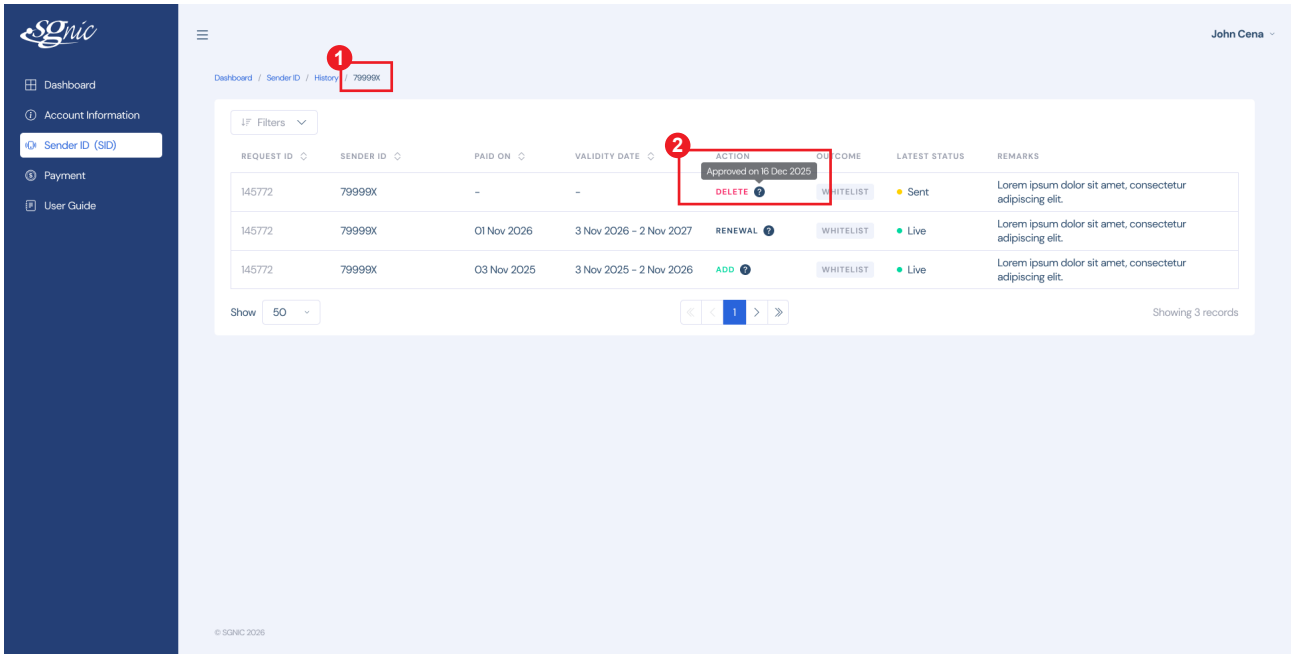
Click the **Sent** tab to check your existing live Sender ID and corresponding validity date.



Click the **History** tab to check the activities for all the Sender IDs.

1. Mouse over the **?** icon to view the details.

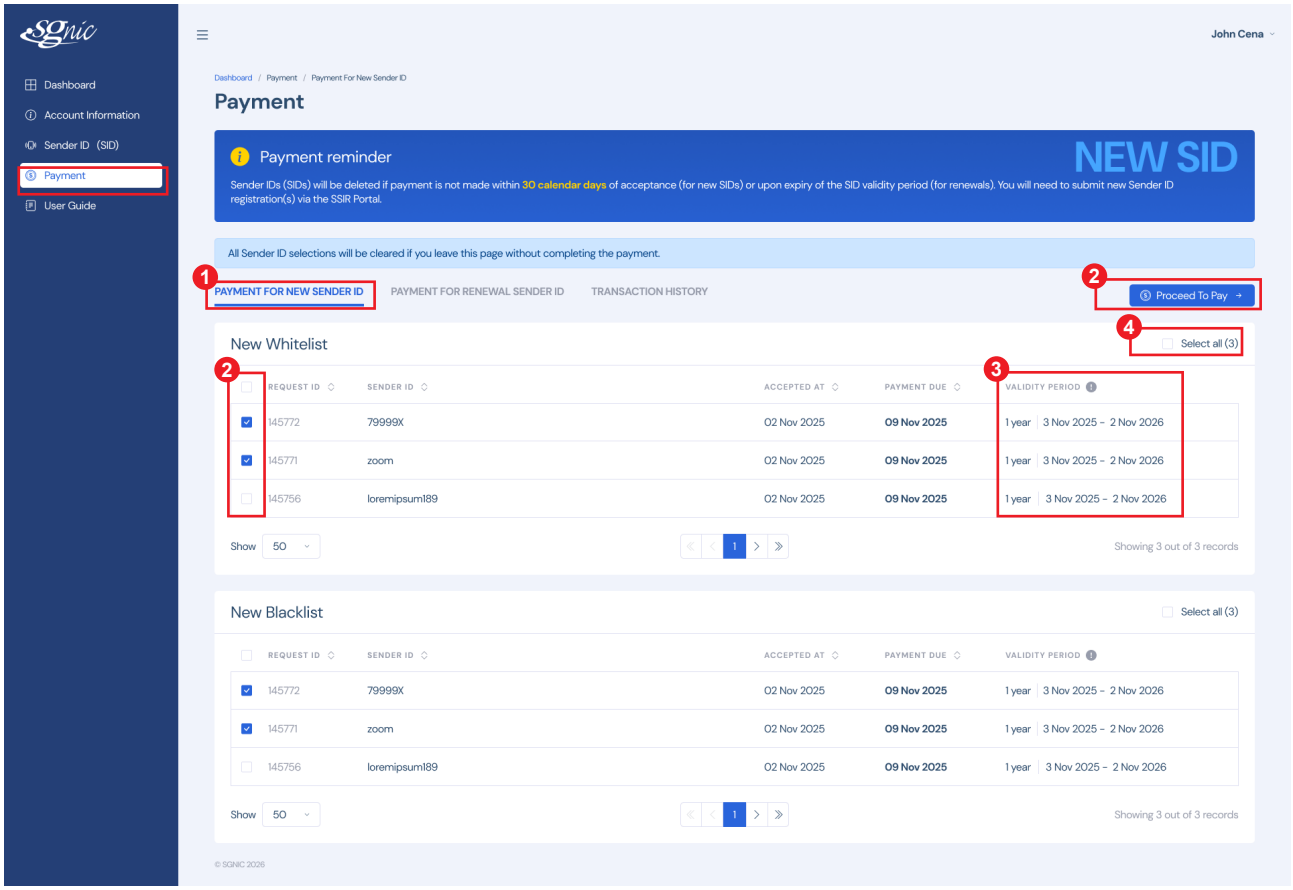
2. Click on the Sender ID to view the history of the selected Sender ID.



1. The new tab will show the history of the selected Sender ID.

2. Mouse over the **?** icon to view the details.

Payment for new Sender ID



Click on the **Payment** tab on the left menu.

1. The **Payment For New Sender ID** tab refers to new Sender ID that is accepted by Registry.

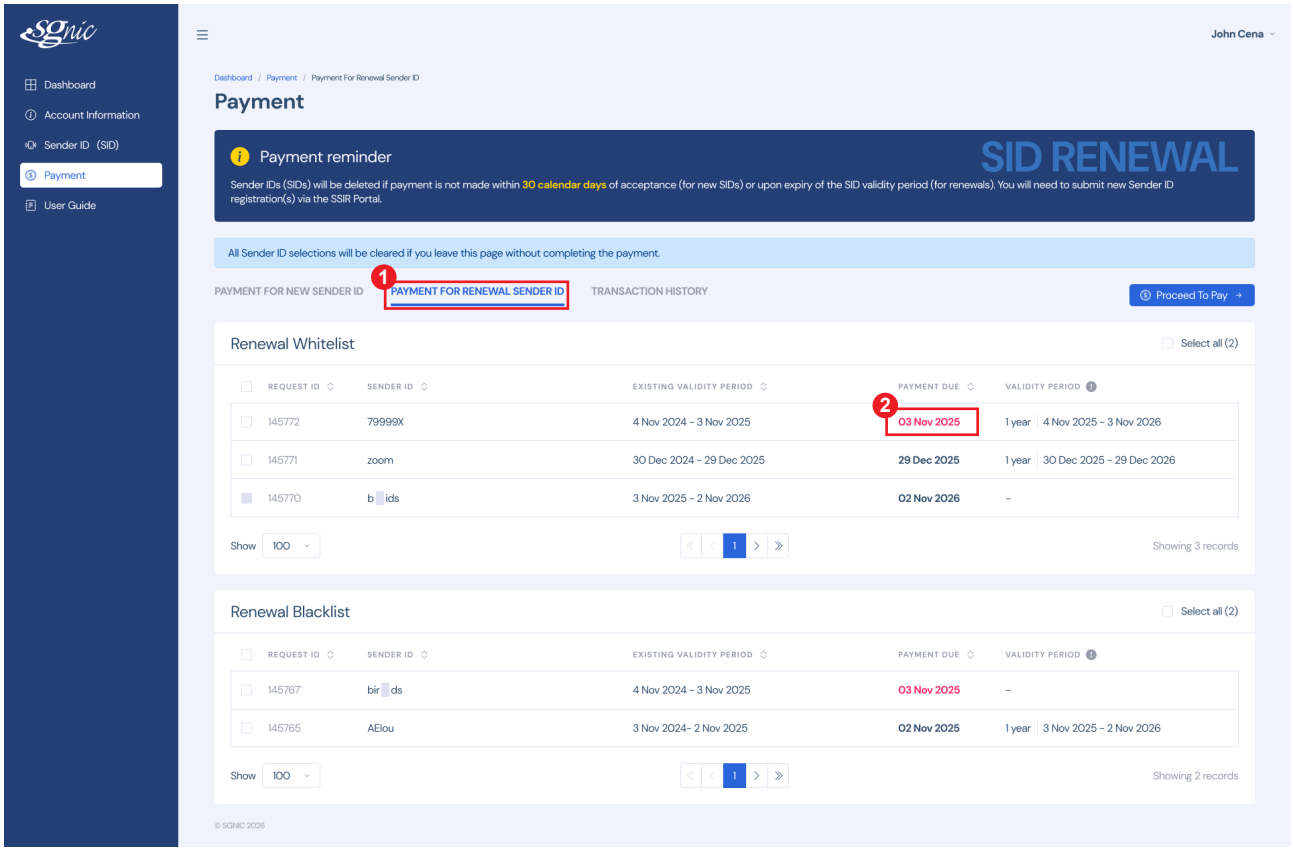
2. Select Whitelist Sender ID(s) and/or Blacklist Sender ID(s) you wish to pay for by checking the box. Click **Proceed to Pay** to continue.

   NOTE! All Sender ID selections will be cleared if you leave this page without completing the payment.

3. The Sender ID validity period will start from the successful payment date.

4. Select this checkbox to make payment for all the Sender ID(s).

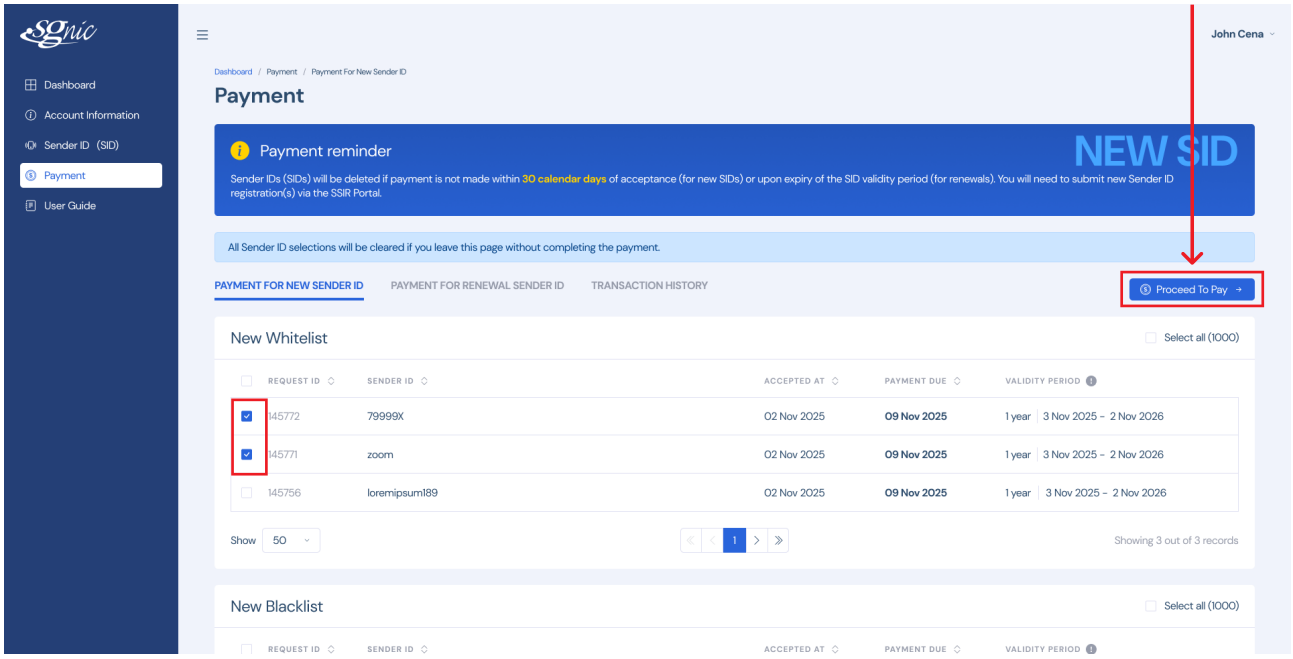
Payment for renewal Sender ID



1 The **Payment For Renewal Sender ID** displays existing Whitelist and Blacklist Sender IDs that are due for renewal. You may select either or both Whitelist and Blacklist Sender ID(s) to make payment for renewal.

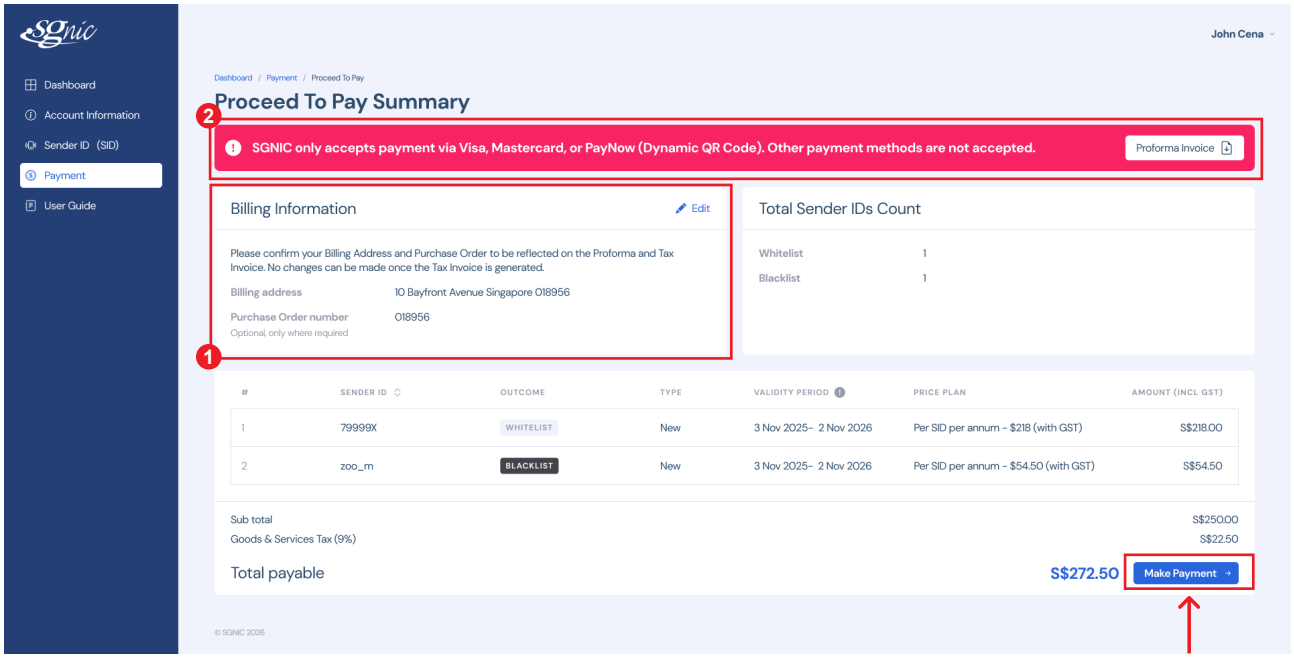
2 You may make payment at any time during the year to renew your Sender ID(s). Whitelist and Blacklist SIDs can be paid together despite different validity periods, provided the payment is completed before the end of validity date of the selected Sender ID(s). For example, a Whitelist Sender ID is due for renewal in September, and a Blacklist Sender ID is due for renewal in October, you should pay to renew both Sender IDs any time before September.

Proceed to payment



Select and check the Sender ID you wish to make payment. Click on **Proceed To Pay** button to proceed.

NOTE! You can pay for both new and renewal Sender IDs at the same time. Select the Sender IDs from their respective tabs before proceeding to payment.

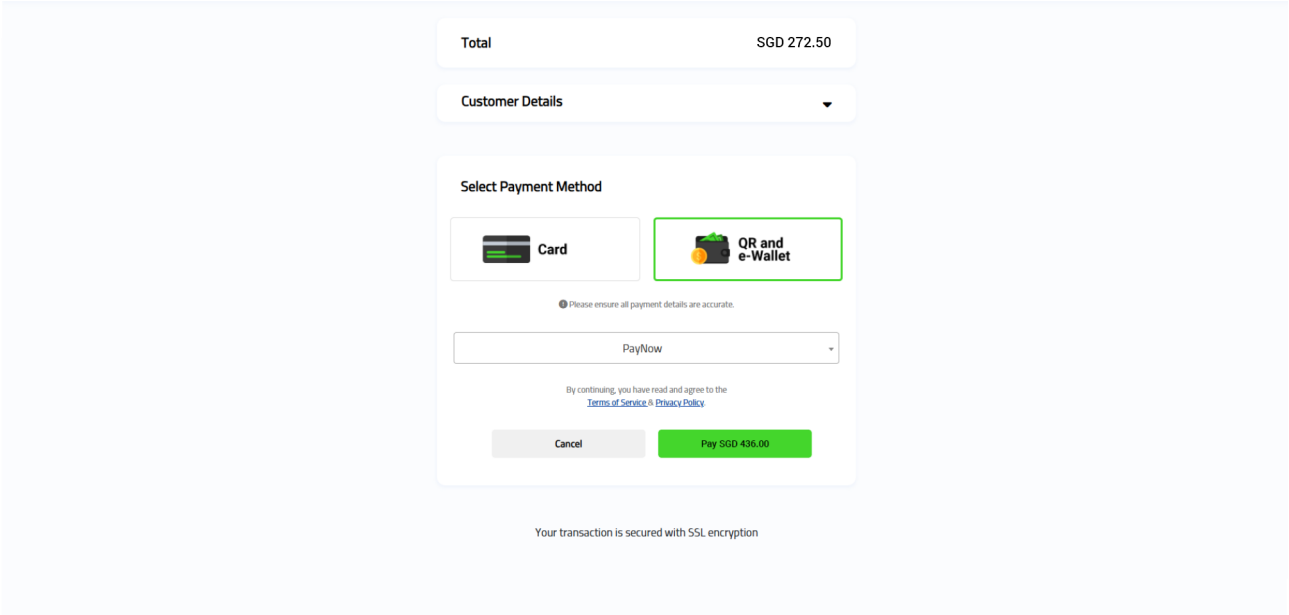


Review and re-check the list of Sender IDs carefully before making payment.

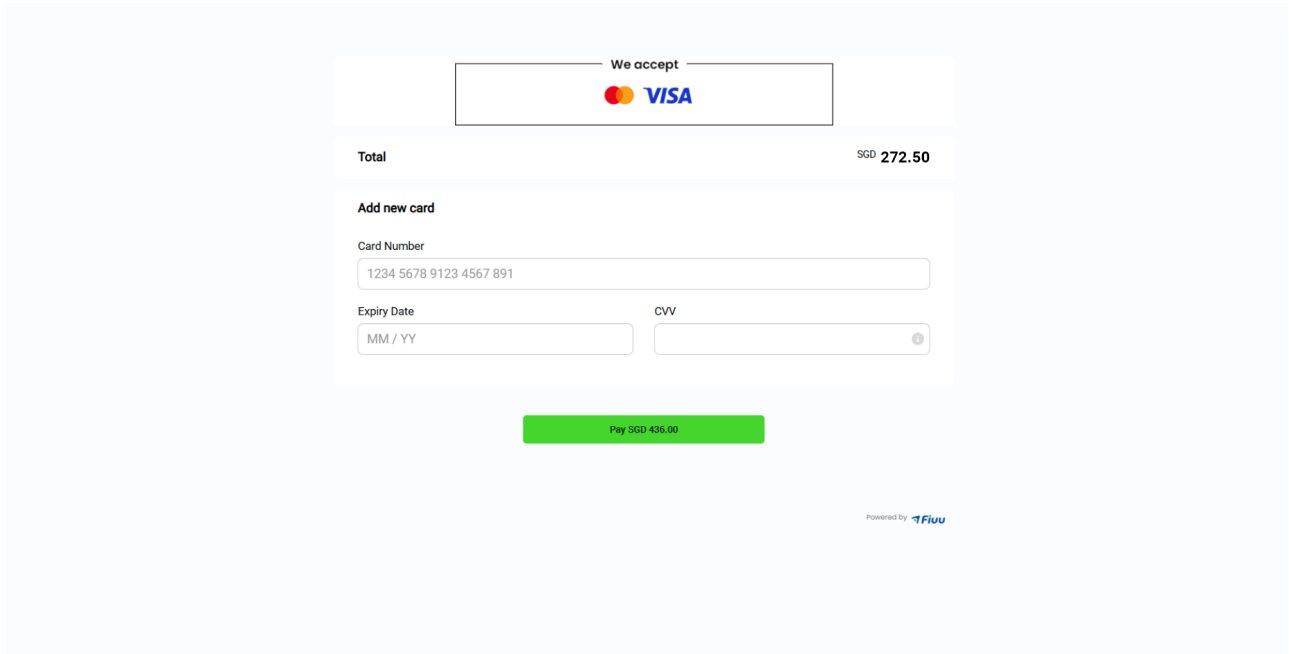
1. To update invoice details (Billing Address or Purchase Order Number), click **Edit** to make changes. When you confirmed the information is correct, click **Make Payment** to proceed. Please note that no changes to the invoice details (billing information) can be made after payment is completed.

2. Click on the **Proforma invoice** to download a copy if required.

   NOTE! Your organisation may require a Proforma invoice for payment processing, but it is not mandatory.

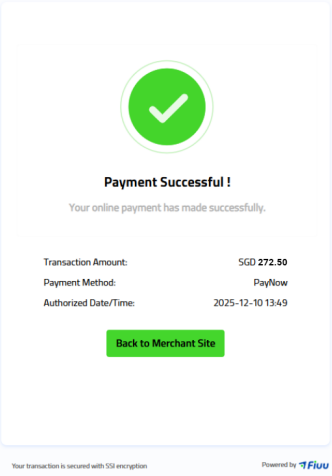


Once you click on **Make Payment**, you will be directed to Payment Gateway page. Select the payment method you prefer, either **Card** or **PayNow (QR and e-Wallet)**.

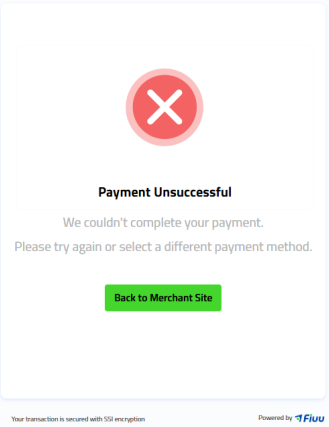


For **Card** as your payment choice: enter your card information and click on the green button to proceed.

For **PayNow** as your payment choice: scan the QR code on your bank app or e-wallet to proceed.



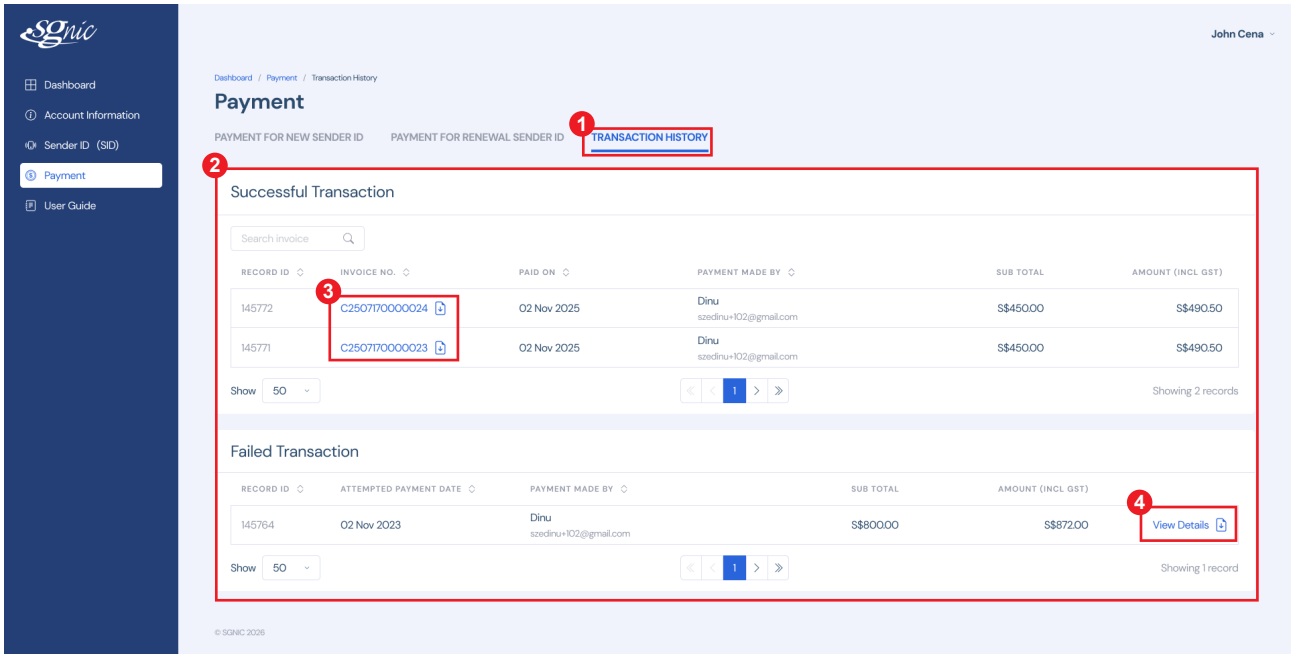
Once payment is successful, a **Payment Successful** notification will be shown. Click the **Back to Merchant Site** button to return to the SSIR portal, or you will be automatically redirected to the SSIR portal after 3 seconds.



If payment is unsuccessful, a **Payment Unsuccessful** notification will be shown. Click the **Back to Merchant Site** button to return to the SSIR portal and click Make Payment to make a new payment.

NOTE! If you are having trouble making payment via PayNow QR code, please reach out to your bank for assistance.

Transaction history



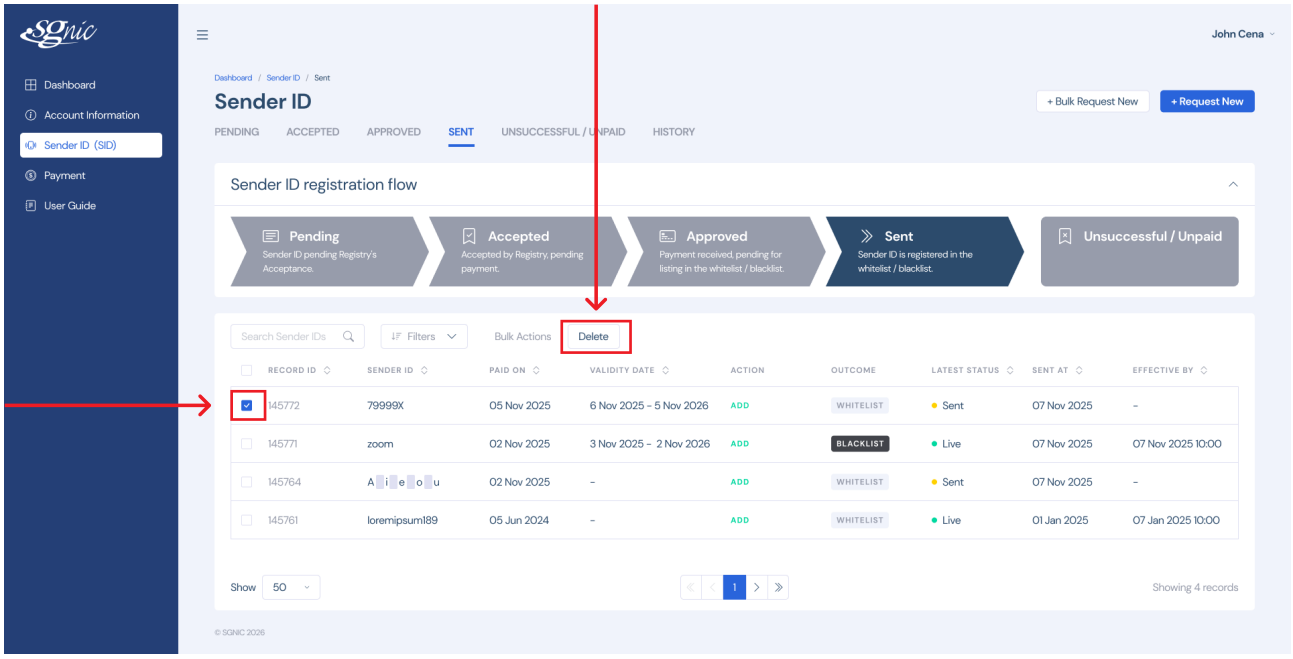
1. The **Transaction History** tab refers to the payment transactions record.

2. There are two sections on this page: successful and failed transactions.

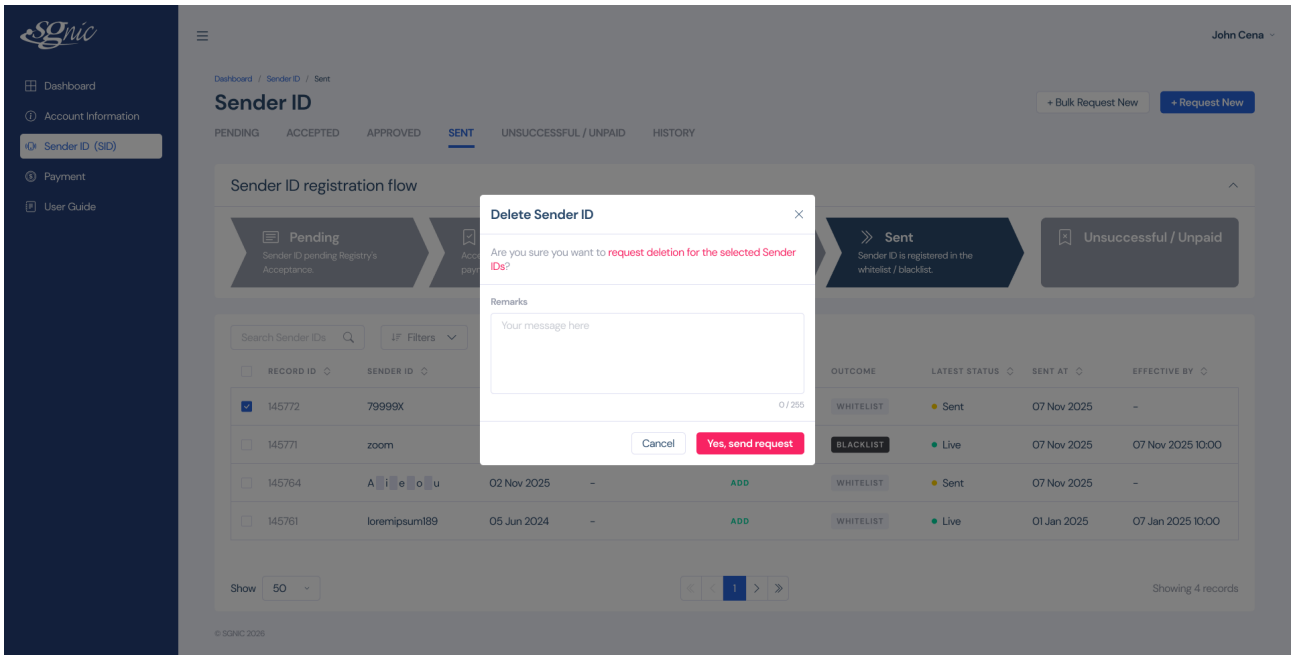
3. Click on the Invoice number to download the tax invoice for successful transaction.

4. Click on view details for failed transaction.

Deletion of existing Sender ID



To delete a Sender ID, click on the **Sent** tab, check the box beside the Sender ID, and click **Delete**.



Fill in the remarks for the reason of Sender ID deletion and click the **Yes, send request** button.