



**MINISTRY OF HEALTH**  
SINGAPORE

**Healthcare Application and Licensing Portal (HALP)  
Internet User Guide – User and Role Management**

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## 2 OVERVIEW

Function	Role
Logging Into HALP	Company Administrator, Authorised User
User and Role Management	Company Administrator, Authorised User

### 1.1 Logging Into HALP

1. This section describes how to log into the system.

### 1.2 User and Role Management

1. For Business Users, the Company Administrator will be able to create and amend the user's information and roles.
2. For Individual Users, you will be able to amend your Information on HALP or retrieve from Myinfo.

## 2 LOGGING INTO HALP

1. Navigate to HALP website

([https://halp.moh.gov.sg/main-web/eservice/INTERNET/FE\\_Landing](https://halp.moh.gov.sg/main-web/eservice/INTERNET/FE_Landing)).

Select **Healthcare Application and Licensing Portal (HALP)**.

**Healthcare Application and Licensing Portal (HALP)**

Manage all licence-related matters associated with your healthcare services.

**Step 1:** Healthcare Services Act (HCSA) licences will be managed under the new IT system, Healthcare Applications and Licensing Portal (HALP). All other Private Hospitals and Medical Clinics Act (PHMCA) licences and other services will be managed under the existing eLis. Please select accordingly based on the licences/services you wish to manage. Should you wish to manage both HCSA and PHMCA licences/services, please select both options.

**Healthcare Application and Licensing Portal (HALP)** MORE INFO

**E-licensing For Healthcare (eLis)** MORE INFO

**Step 2:** Please click on "Login with Singpass" for your respective entity type to proceed.

**For Business Users**  
For corporate users with registered UEN to access and transact on behalf of their licensee.  
**LOGIN WITH SINGPASS**

**For Individual Users**  
For individual without registered UEN  
**LOGIN WITH SINGPASS**

**Healthcare Services Act (HCSA)**

- [About HCSA](#)
- [FAQ](#)
- [Services under HALP today](#)

2. Click **LOGIN WITH SINGPASS** for either **Business Users** or **Individual Users**. In this example, we are logging in as an **Individual User**.

Note:

- For corporate users, please select **LOGIN WITH SINGPASS** under **For Business Users**. Otherwise, please select under **For Individual Users**.
- For individual users, you will be issued a UEN once your licence application is approved. Thereafter, please login as a **Business User**.
- The login process is the same for both Business and Individual users.

The screenshot displays the Healthcare Application and Licensing Portal (HALP) interface. At the top, the title "Healthcare Application and Licensing Portal (HALP)" is prominently displayed. Below the title, a subtitle reads "Manage all licence-related matters associated with your healthcare services." The main content area is divided into two columns. The left column contains a "Step 1" section with explanatory text and two selection options: "Healthcare Application and Licensing Portal (HALP)" (checked) and "E-licensing For Healthcare (eLis)". Each option has a "MORE INFO" button. Below this is a "Step 2" instruction. The bottom of the left column features two columns of user instructions: "For Business Users" and "For Individual Users", each with a "LOGIN WITH SINGPASS" button. The right column is titled "Healthcare Services Act (HCSA)" and lists three links: "About HCSA", "FAQ", and "Services under HALP today".

## Healthcare Application and Licensing Portal (HALP)

Manage all licence-related matters associated with your healthcare services.

**Step 1:** Healthcare Services Act (HCSA) licences will be managed under the new IT system, Healthcare Applications and Licensing Portal (HALP). All other Private Hospitals and Medical Clinics Act (PHMCA) licences and other services will be managed under the existing eLis. Please select accordingly based on the licences/services you wish to manage. Should you wish to manage both HCSA and PHMCA licences/services, please select both options.

**Healthcare Application and Licensing Portal (HALP)** MORE INFO

**E-licensing For Healthcare (eLis)** MORE INFO

**Step 2:** Please click on "Login with Singpass" for your respective entity type to proceed.

**For Business Users**  
For corporate users with registered UEN to access and transact on behalf of their licensee.

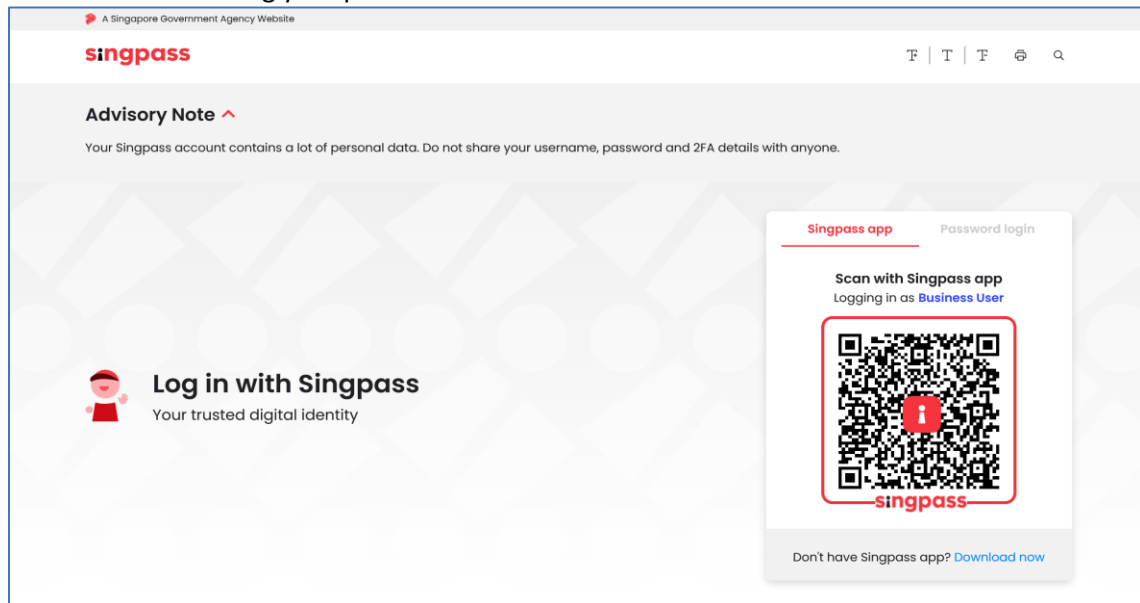
**For Individual Users**  
For individual without registered UEN

**LOGIN WITH SINGPASS** **LOGIN WITH SINGPASS**

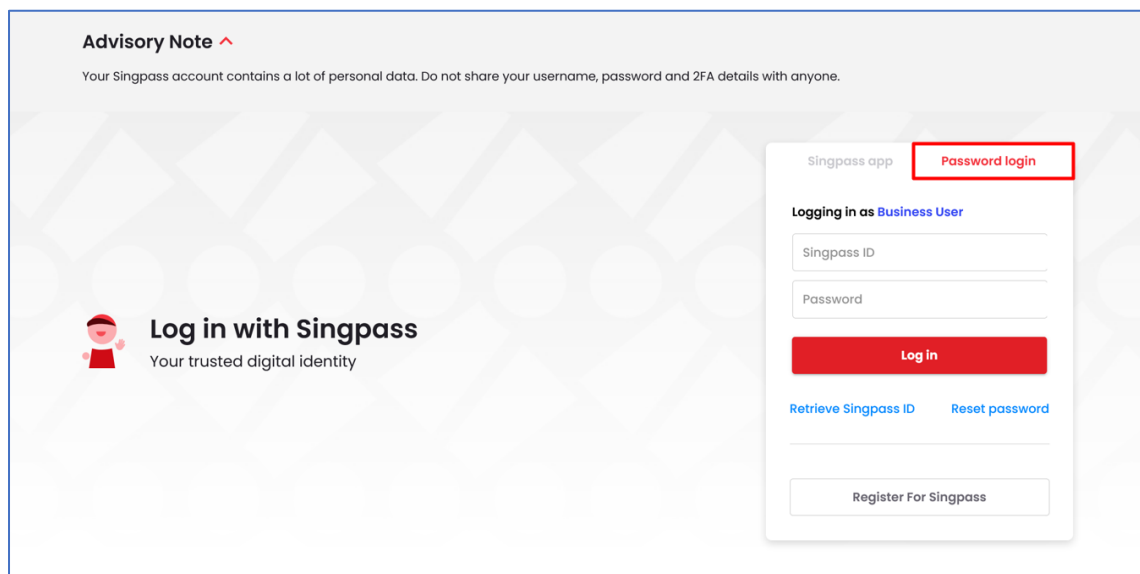
### Healthcare Services Act (HCSA)

- [About HCSA](#)
- [FAQ](#)
- [Services under HALP today](#)

- You will be directed to the **Singpass Login Page**.  
You may login to **HALP** by scanning the **QR code** with your **Singpass app** and proceed to authenticate using your phone.

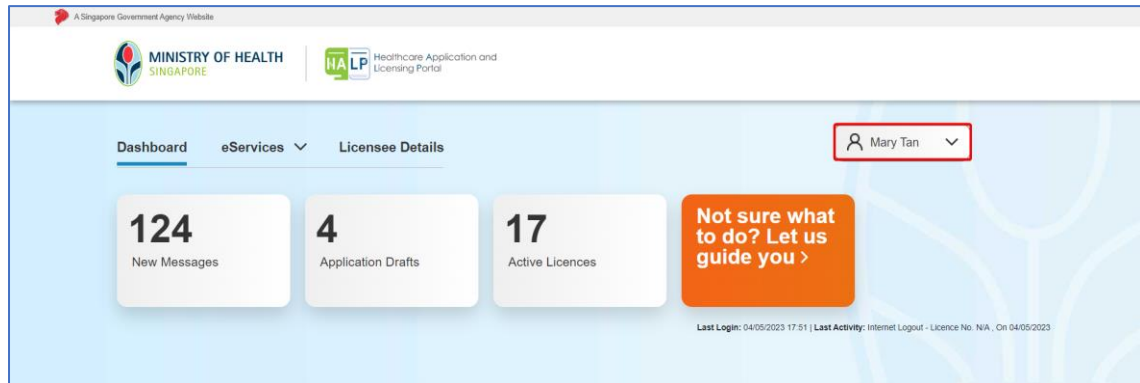


- Alternatively, you may login to **HALP** using your **Singpass ID** and **Password**.  
Click on **Log In** to proceed.



### 3 USER AND ROLE MANAGEMENT

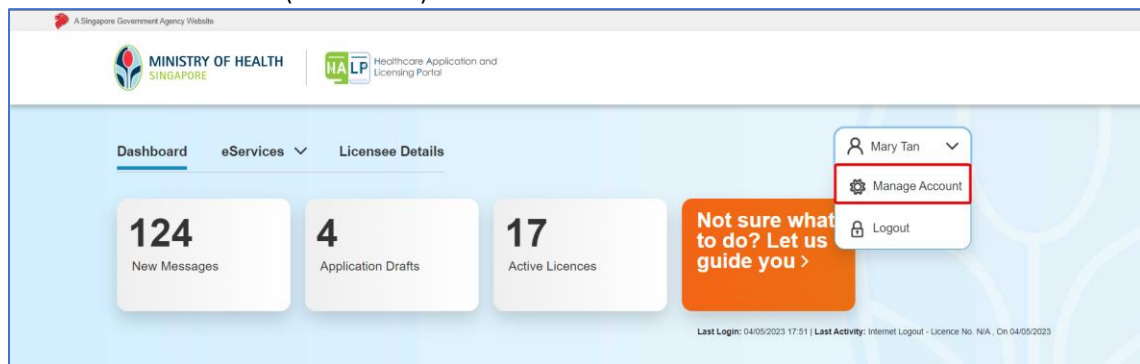
1. After logging in, click on your **Name** and a drop-down menu will be shown.



2. Click on **Manage Account**.

Note:

- Business account users with administrator access are able to manage the details of other users within the same entity. (Refer to 3.1 & 3.2)
- Individual and users without administrator access are only able to manage the details of themselves. (Refer to 3.3)



### 1.3 Create HALP Internet User (Business Users)

1. Click on **CREATE** to create a new user account.

A Singapore Government Agency Website

MINISTRY OF HEALTH SINGAPORE | HALP Healthcare Application and Licensing Portal

Mary Tan

## Internet User Accounts

ID No.	ID Type	Salutation	Name	Designation	Is Administrator	Is Active	Action
S3475652Z	NRIC	Mdm	Mary Tan	Chairman Medical Board	Yes	Yes	<a href="#">Edit</a>
S1273697E	NRIC	Dr	Albert Tan	Chairman Medical Board	No	Yes	<a href="#">Edit</a>

< Back

**CREATE**



2. **Fill** in all the fields that is shown.  
Click **SAVE** to create a user account.  
Click **CLEAR** to clear the page. Click **Back** to discard all information entered and return to the previous page.

Note:

- The roles you see is dependent on the licences that you have.

A Singapore Government Agency Website

MINISTRY OF HEALTH SINGAPORE | HALP Healthcare Application and Licensing Portal

Mary Tan

## Create Account

Name \*

Salutation \*

ID Type \*

ID No \*

Designation \*

Mobile No \*

Office/Telephone No \*

Email \*

Is Administrator  Yes  No

Roles \*  HCSA Internet User

Is Active  Yes  No

< Back

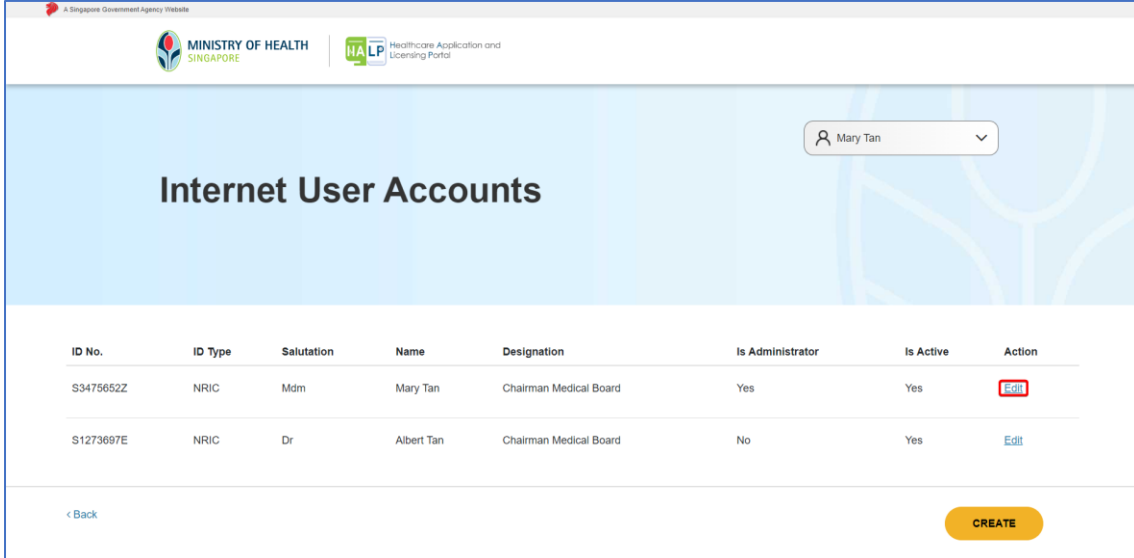
CLEAR SAVE

## 1.4 Edit User's Information (Business Users)

1. Click on **Edit** under Action to edit details of a user account.

Note:

- Only company administrators can edit the information of other users within the same company.



The screenshot shows the 'Internet User Accounts' page. At the top, there are logos for the Ministry of Health Singapore and the HALP (Healthcare Application and Licensing Portal). A search bar on the right shows 'Mary Tan'. The main heading is 'Internet User Accounts'. Below this is a table with columns: ID No., ID Type, Salutation, Name, Designation, Is Administrator, Is Active, and Action. Two users are listed: Mary Tan (ID: S3475652Z, NRIC, Mdm, Chairman Medical Board, Is Administrator: Yes, Is Active: Yes) and Albert Tan (ID: S1273697E, NRIC, Dr, Chairman Medical Board, Is Administrator: No, Is Active: Yes). The 'Action' column for Mary Tan has a red 'Edit' button, and for Albert Tan, it has a blue 'Edit' link. At the bottom left is a '< Back' link, and at the bottom right is a yellow 'CREATE' button.

ID No.	ID Type	Salutation	Name	Designation	Is Administrator	Is Active	Action
S3475652Z	NRIC	Mdm	Mary Tan	Chairman Medical Board	Yes	Yes	<a href="#">Edit</a>
S1273697E	NRIC	Dr	Albert Tan	Chairman Medical Board	No	Yes	<a href="#">Edit</a>

2. **Edit** any of the fields necessary.

Under **Is Active**, click **YES** to **activate** the user or click **No** to **deactivate** the user.

Click **SAVE** to edit the user's information.

Click **CLEAR** to clear the page or click **Back** to discard any changes made and return to the previous page.

Note:

- The roles you see is dependent on the licences that you have

A Singapore Government Agency Website

MINISTRY OF HEALTH SINGAPORE | HIALP Healthcare Application and Licensing Portal

Mary Tan

## Edit Account

• You may retrieve your address and contact information from your **MyInfo profile**.  
• To update your MyInfo profile, please visit [myinfo.gov.sg](http://myinfo.gov.sg).

**Retrieve MyInfo**  
with **myInfoPass**

Name \* Mary Tan

Salutation \* Dr

ID Type NRIC

ID No S9393401F

Designation \* Chairman Medical Board

Mobile No \* 93701934

Office/Telephone No \* 60130949

Email \* marymedical124@gmail.com

Is Administrator  Yes  No

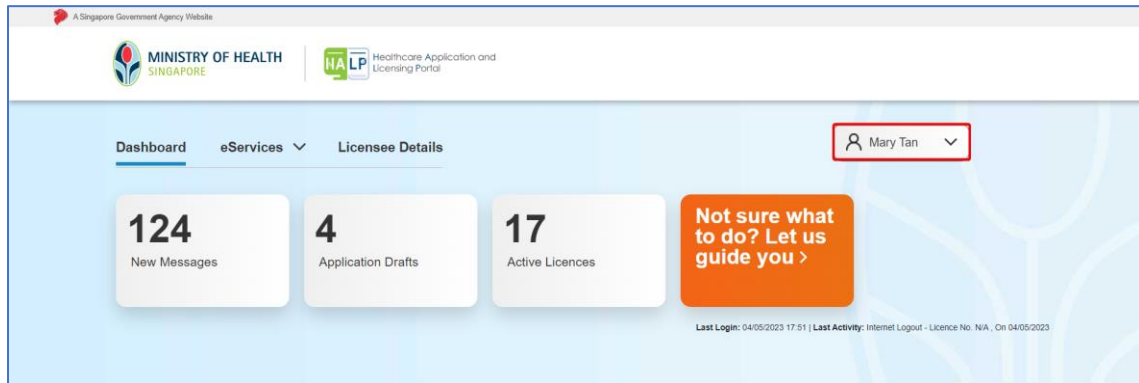
Roles \*  Organization User

Is Active  Yes  No

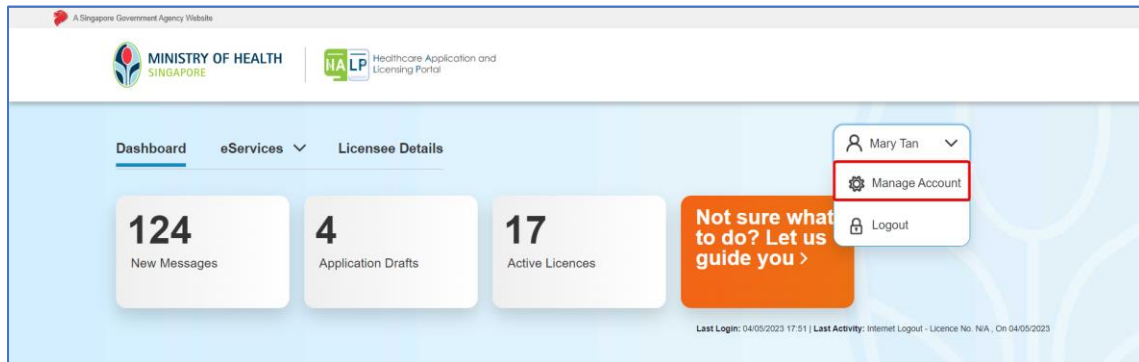
[< Back](#)

## 1.5 Edit User's Information (Individual/Non-admin Users)

1. Click your name and a dropdown menu will be shown.



2. Click on **Manage Account**.



3. Edit any of the fields if necessary.

Alternatively, you can **retrieve** the **Email** and **Mobile No** using **MyInfo** with **SingPass**.

Click **SAVE** to edit the user's information.

Click **CLEAR** to clear the page or click **Back** to discard any changes made and return to the previous page.

Note:

- **Retrive MyInfo with SingPass** will only be available if you are logged in as an individual user.

The screenshot displays the 'Edit Account' interface. At the top, the Ministry of Health Singapore logo and HALP (Healthcare Application and Licensing Portal) are visible. The user's name 'Mary Tan' is shown in a dropdown menu. The main heading is 'Edit Account'. Below this, there are instructions: 'You may retrieve your address and contact information from your MyInfo profile.' and 'To update your MyInfo profile, please visit myinfo.gov.sg.' A 'Retrieve MyInfo with SingPass' button is located on the right. The form fields are as follows:

Name *	Mary Tan
Saturation *	Please Select
ID Type	NRIC
ID No	S8073394A
Designation *	Please Select
Mobile No *	93701314
Office/Telephone No *	
Email *	marymedical124@gmail.com
Assigned Roles	Organization User

At the bottom left, there is a '< Back' link. At the bottom right, there are 'CLEAR' and 'SAVE' buttons.