



**MINISTRY OF HEALTH**  
SINGAPORE

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

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# 1 OVERVIEW

Function	Role
Logging Into HALP	Licensee, Authorised User
Withdrawal Request	Licensee, Authorised User

## 1.1 Logging Into HALP

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

## 1.2 Withdrawal Request

1. You may use this function to withdraw a pending application. Withdrawal requests may be subjected to MOH's approval.
2. You may withdraw one or more applications.
3. It is mandatory to indicate the reason for withdrawal if the **Withdrawal Reason** is selected as **Others**.

## 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 shows the Healthcare Application and Licensing Portal (HALP) interface. The main heading is "Healthcare Application and Licensing Portal (HALP)" with a sub-heading "Manage all licence-related matters associated with your healthcare services." Below this, there are two main sections: "Step 1" and "Step 2".

**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.

There are two radio button options:

- Healthcare Application and Licensing Portal (HALP)** (with a "MORE INFO" link)
- E-licensing For Healthcare (eLis)** (with a "MORE INFO" link)

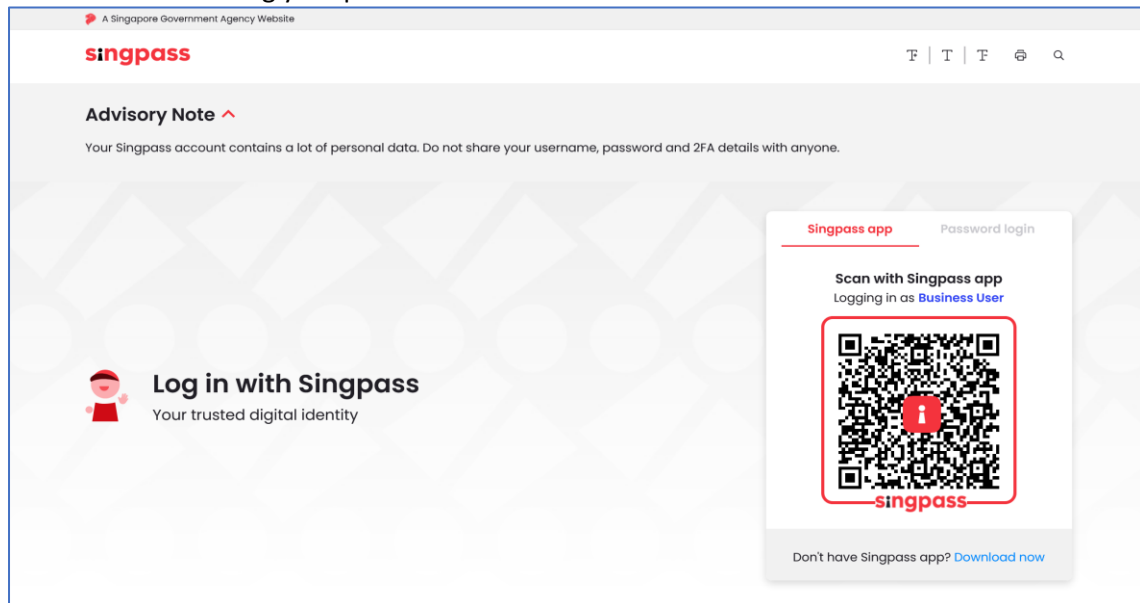
**Step 2:** Please click on "Login with Singpass" for your respective entity type to proceed.

There are two columns for user types:

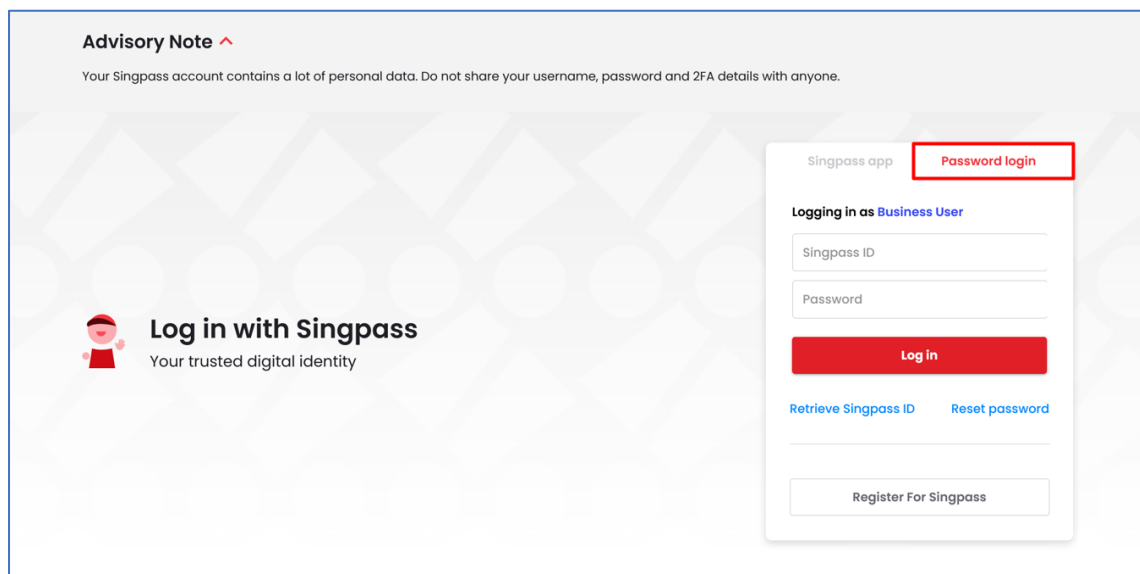
- For Business Users:** For corporate users with registered UEN to access and transact on behalf of their licensee. Below this is a yellow button labeled "LOGIN WITH SINGPASS".
- For Individual Users:** For individual without registered UEN. Below this is a yellow button labeled "LOGIN WITH SINGPASS".

On the right side, there is a sidebar titled "Healthcare Services Act (HCSA)" with three links: "About HCSA", "FAQ", and "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.



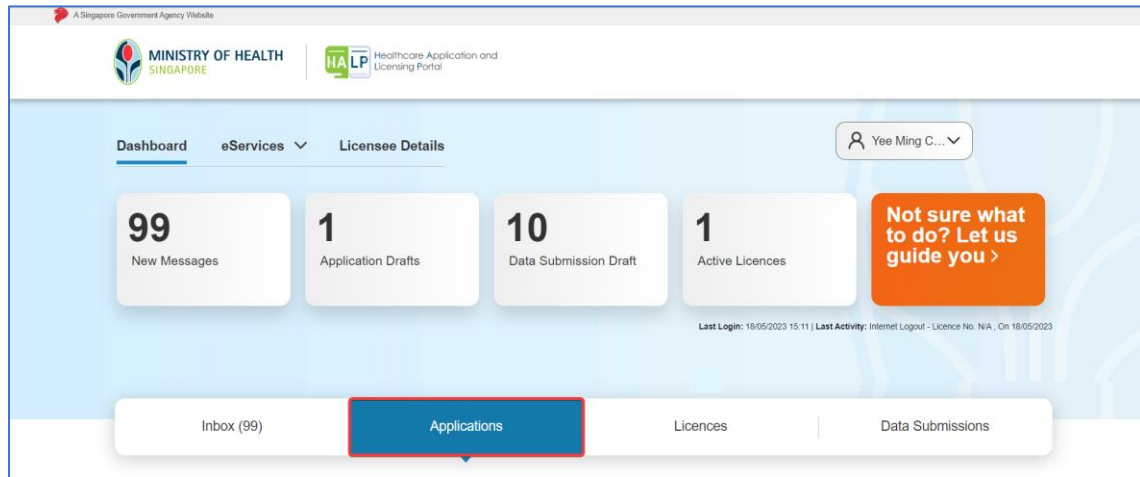
- Alternatively, you may login to **HALP** using your **Singpass ID** and **Password**. Click on **Log In** to proceed.



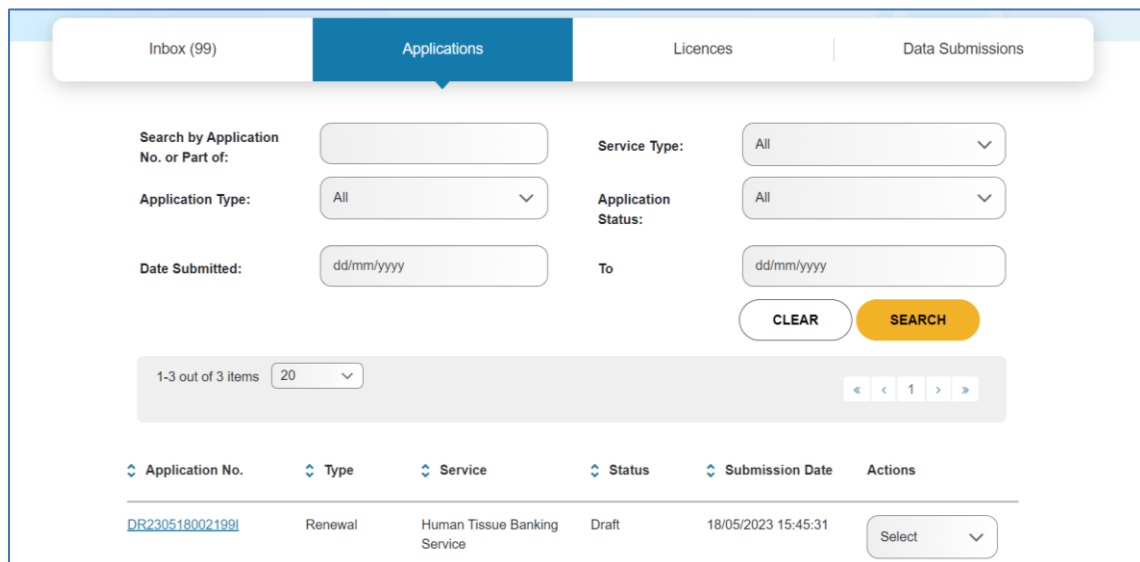
### 3 WITHDRAWAL REQUEST

#### 3.1 Withdrawal of Application(s)

1. On the **Dashboard** page, click **Applications**.



2. Scroll down the page to look for the application to withdraw. Alternatively, you may search for an application using the filters of **Application No.**, **Service Type**, **Application Type**, **Application Status**, **Application Date Submitted** and **To**.



3. Select the application that you wish to withdraw and click on **Withdraw** under **Actions**.

Application No.	Type	Service	Status	Submission Date	Actions
<a href="#">DR230518002199I</a>	Renewal	Human Tissue Banking Service	Draft	18/05/2023 15:45:31	Select
<a href="#">AN2305180023968-01</a>	New Licence Application	Human Tissue Banking Service	Approved	18/05/2023 15:13:51	Select
<a href="#">AN2305170023715-01</a>	New Licence Application	Assisted Reproduction Service	Pending Screening	17/05/2023 20:29:50	Select Assessment Indicate Preferred Inspection Date <b>Withdraw</b>

4. You will be directed to the **Withdrawal Form** page.

## Withdrawal Form

[Print](#)

You are withdrawing for

[AN2305170023715-01](#) [Add more applications](#)

Reason for Withdrawal \*

Please Select

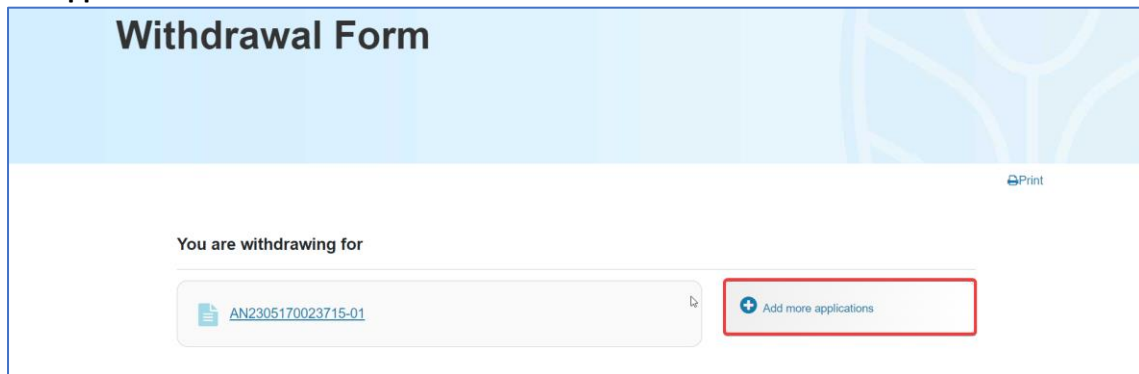
File upload for Withdrawal Reasons

[UPLOAD](#)

[Back](#) [CANCEL](#) [SUBMIT](#)

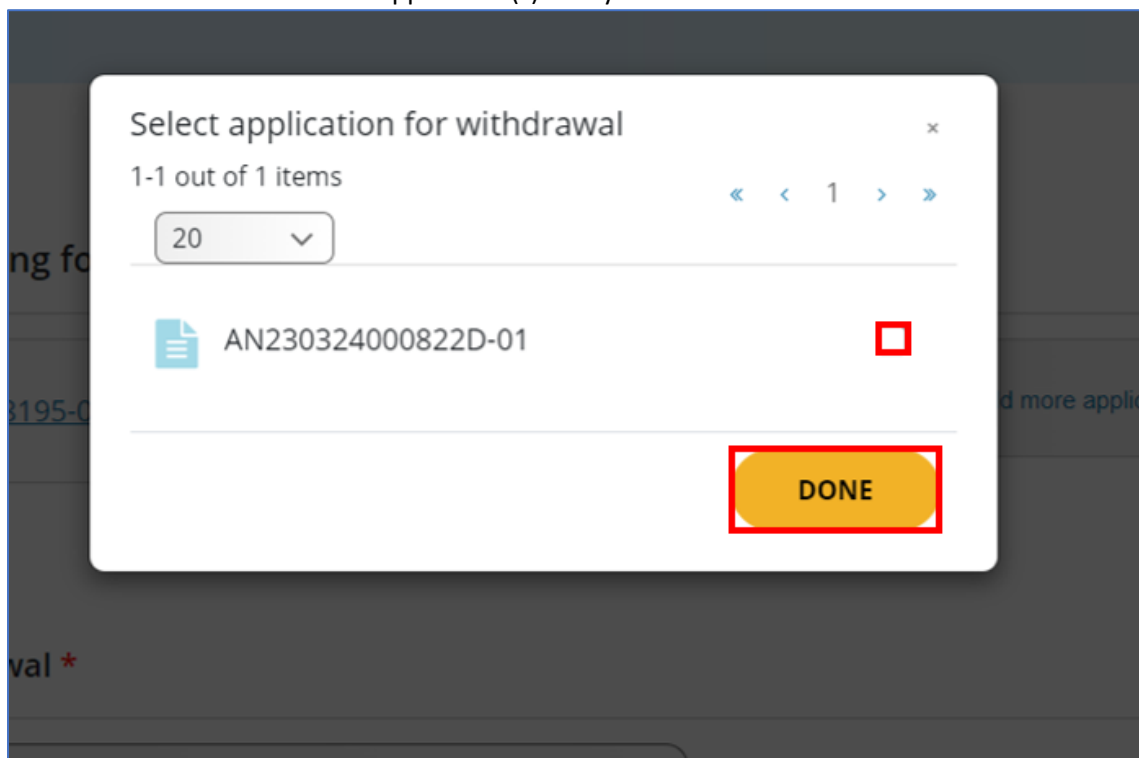


5. You may select more than one application to withdraw. To do so, click **Add more applications**.



The screenshot shows the 'Withdrawal Form' interface. At the top, there is a blue header with the title 'Withdrawal Form'. Below the header, there is a 'Print' icon. The main content area is titled 'You are withdrawing for' and contains a search bar with the text 'AN2305170023715-01'. To the right of the search bar is a red-bordered button labeled 'Add more applications'.

6. A window pop-up will appear for you to select additional applications to withdraw. Tick the **checkbox** of the additional application(s) that you wish to withdraw. Click **DONE**.



The screenshot shows a pop-up window titled 'Select application for withdrawal'. The window has a close button (x) in the top right corner. Below the title, it says '1-1 out of 1 items'. There are navigation arrows and the number '1' in the center. A dropdown menu shows '20' with a downward arrow. Below this, there is a list item with a document icon, the text 'AN230324000822D-01', and a red checkbox. At the bottom right of the window is a yellow button labeled 'DONE' with a red border.

7. Select the **Reason for Withdrawal**.

**Reason for Withdrawal \***

Please Select ▼

- Please Select
- Duplicate Application
- Wrong Application
- Failure to obtain pre requisite licence from other agency(ies)
- No longer wish to provide the service
- Others

8. If **Others** is chosen as the **Reason for Withdrawal**, it is mandatory to enter your reason for withdrawal under **Remarks**.

The screenshot shows a form with two main sections. The first section is titled "Reason for Withdrawal \*" and contains a dropdown menu with "Others" selected. The second section is titled "Remarks \*" and contains a large, empty text input field with a red border. The entire form is enclosed in a blue border.

9. Once you have selected your **Reason for Withdrawal**, click **UPLOAD** to upload any supporting document.

The screenshot shows a section titled "File upload for Withdrawal Reasons". Below the title is a large, empty rectangular area. At the bottom left of this area is a button labeled "UPLOAD", which is highlighted with a red border.

10. Once you have uploaded the supporting document under **File Upload for Withdrawal Reasons**, you may click **DELETE** to delete the uploaded file or **REUPLOAD** to replace the file which had been uploaded. Click on the file hyperlink to verify that the correct file is uploaded.

Proceed to click **SUBMIT** once you are done.

The screenshot shows the "File upload for Withdrawal Reasons" section with a file named "Certificate.jpg" uploaded. Below the file name are two buttons: "DELETE" and "REUPLOAD", both highlighted with red borders. Below these buttons is an "UPLOAD" button. At the bottom of the form, there is a "< Back" link on the left and two buttons, "CANCEL" and "SUBMIT", on the right. The "SUBMIT" button is highlighted with a red border.

11. An acknowledgement message will be shown upon the successful submission. You will also receive an email notification.

Note:

- Once your Withdrawal application is approved, you will receive a message under **Inbox** tab at the Dashboard page as well as an email notification.

## Withdrawal Form

You have submitted a Withdrawal Application Request

Application No.	Service Name	HCI Name
AW230609002832L-01	Assisted Reproduction Service	Nexa AR Centre

[< Back](#)