

Reminder on 2FA Usage for AIC Systems Using SingPass Mobile



Dear Community Care Partners,

GovTech will be replacing the 2FA using the current one-key token and SMS authentication with SingPass Mobile authentication. Following up from our communication in Sept 2020, we would like to update you that the final deadline to transit to SingPass Mobile for AIC systems log-in is **31 March 2021**. Please refer to the transit date for each of the AIC system below.

If you have yet to sign up for SingPass



What do your staff need to do?

- Please register for a SingPass account and set up the SingPass mobile app on your smartphone as soon as possible
- If you encounter any errors with SingPass account or SingPass Mobile app, please email SingPass Helpdesk (support@singpass.gov.sg) or contact them at 6643 0555 for assistance.
- If you have just gotten a new mobile device, please download and setup the SingPass Mobile app on your new device. Once activated on your new device, SingPass Mobile app will automatically be deactivated on your old device to ensure security.
- If you have changed your NRIC/FIN number, please inform your respective AIC System Helpdesk and SingPass Helpdesk as both helpdesks do not share information due to confidentiality reasons.

What does the organisation need to do?

- Review your mobile device (e.g hand phone) policy
- Review your Wi-Fi policy
- Manage your Business Continuity Plan (BCP) during the monthly downtime period
- Keep track on the status of your staff's SingPass account before go-live to avoid any disruptions in the use of the AIC system

System Cut-over Dates

Batch 1

27 Jan 2021 0000hrs

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| <ul style="list-style-type: none">• ACP (Advance Care Planning)• Acute Net (InterRAI assessment tool)• eCTG (electronic Caregiver Training Grant)• eReg (eRegistration System)• eSMF (electronic Senior Mobility and Enabling Fund)• ILTC Portal (Intermediate & Long Term Care Portal) | <ul style="list-style-type: none">• IRMS (Integrated Referral Management System)• Medifund (Medifund FAS)• MFEC (Medical Fee Exemption Card)• SES (SMF (Senior Mobility Fund) eOrdering System) |
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Batch 2

27 Feb 2021 0000hrs

- AICConnect
- PCP (Primary Care Pages)
- SES (Vendor)

Batch 3

1 Mar 2021 0000hrs

- NHELP (Nursing Home IT Enablement Program)

Note for eSMF and ILTC Portal IT Systems Users

As 27 Jan 2021 is very near to the eSMF end-of-month closing and ILTC Portal end-of-quarter subvention closing, please submit your claims early to avoid disruption of service.



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