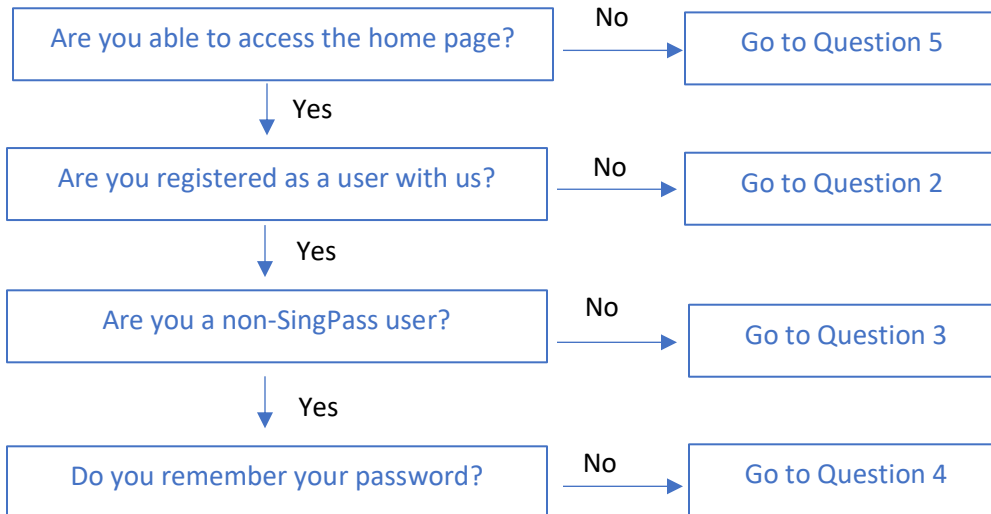


Frequently Asked Questions on e-Letters

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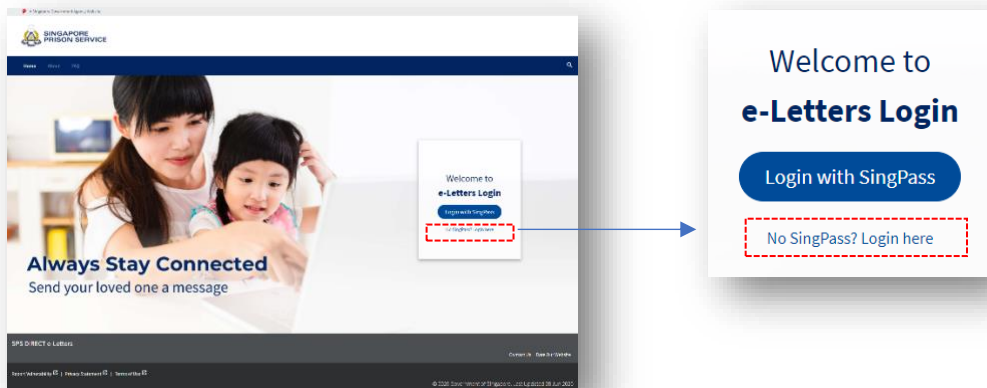
1. I am not able to login to e-Letters website.



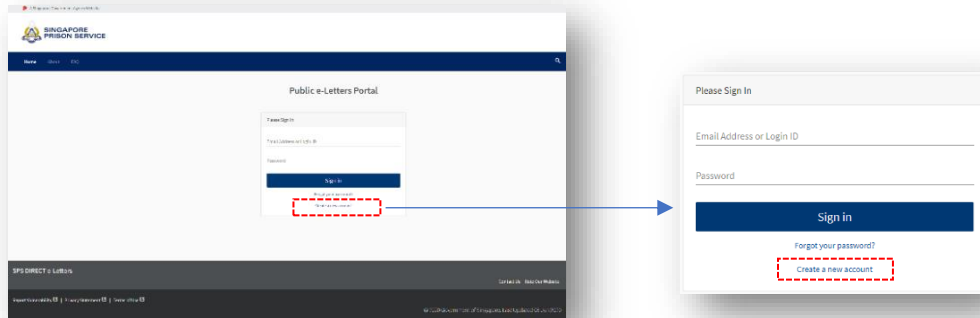
2. How to register an account with e-Letters?

If you have a SingPass account, please proceed to Question 3 to login via SingPass and register with us.

If you do not have a SingPass account, from the homepage, please click on the 'No Singpass? Login here' below the 'Login with SingPass' button.



In the login page, please click on the 'Create New Account' button to enter the registration page. You will receive an activation notification in the inbox of the email address you have entered. Please follow the instructions in the notification to activate your account.



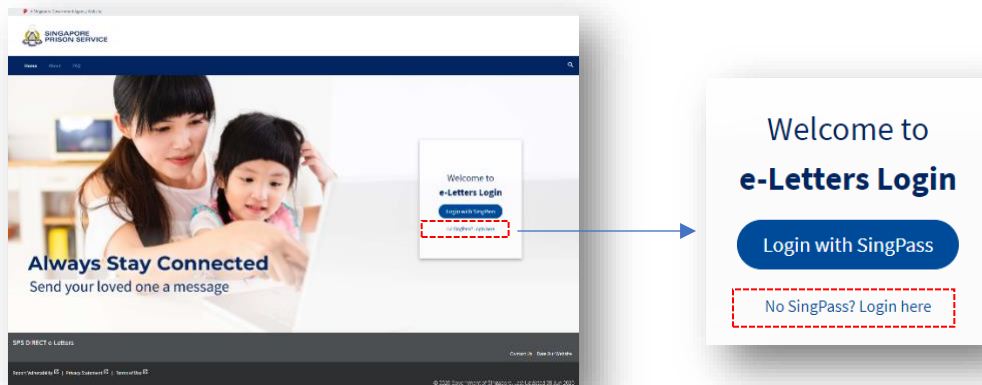
Note: it is encouraged to use your SingPass (if available) to login instead of registering a new account with us.

3. How do I login using my SingPass credentials?

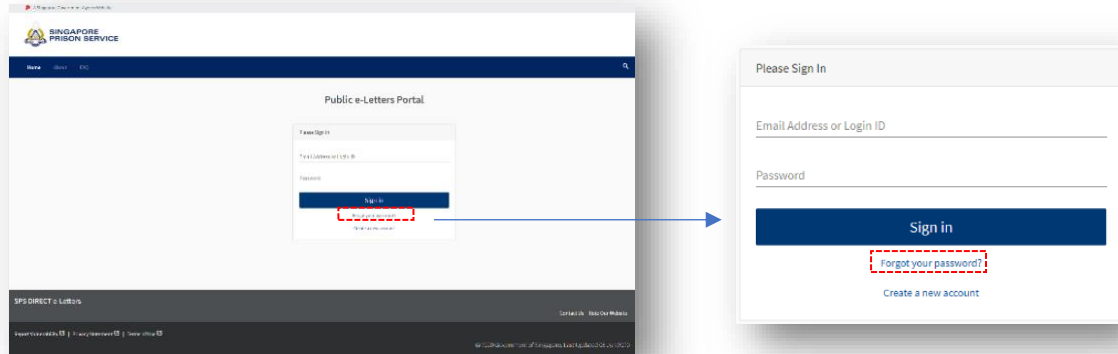
From the homepage, click on [Login with SingPass](#) button. You will be redirected to the SingPass service for authentication. Please follow the instructions by SingPass to login and you will be redirected back to our service logged in.

4. I have forgotten my username and/or password.

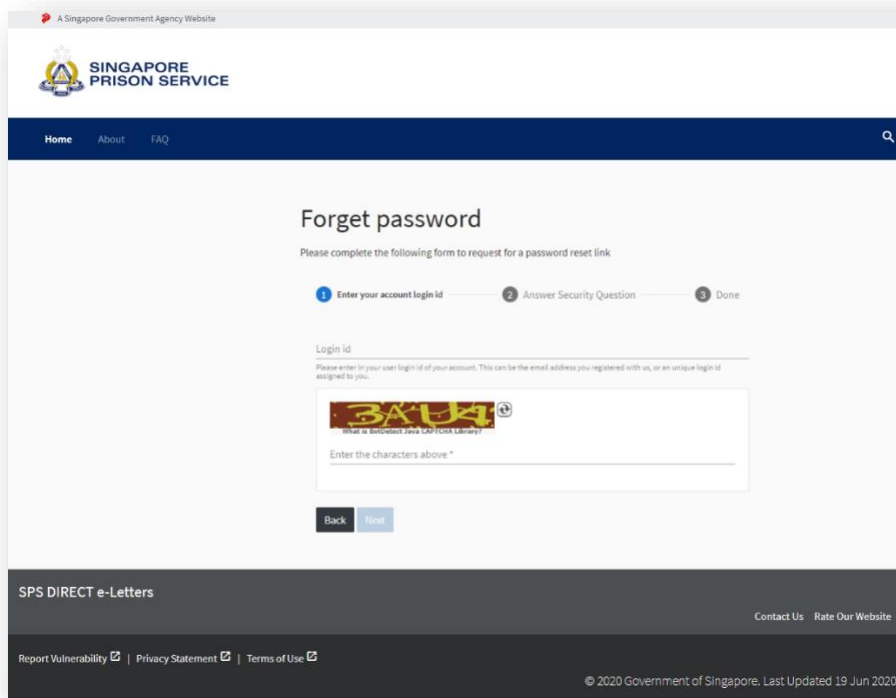
To reset your password for non-SingPass user, please click on the 'No SingPass? Login here' as shown below:-



The login page will be displayed. At the login page, please click on 'Forgot your Password' button as shown below:-



The following step-by-step guide will be displayed to guide you on resetting your password:




Please enter the Login ID that you have registered with us and enter the captcha value.

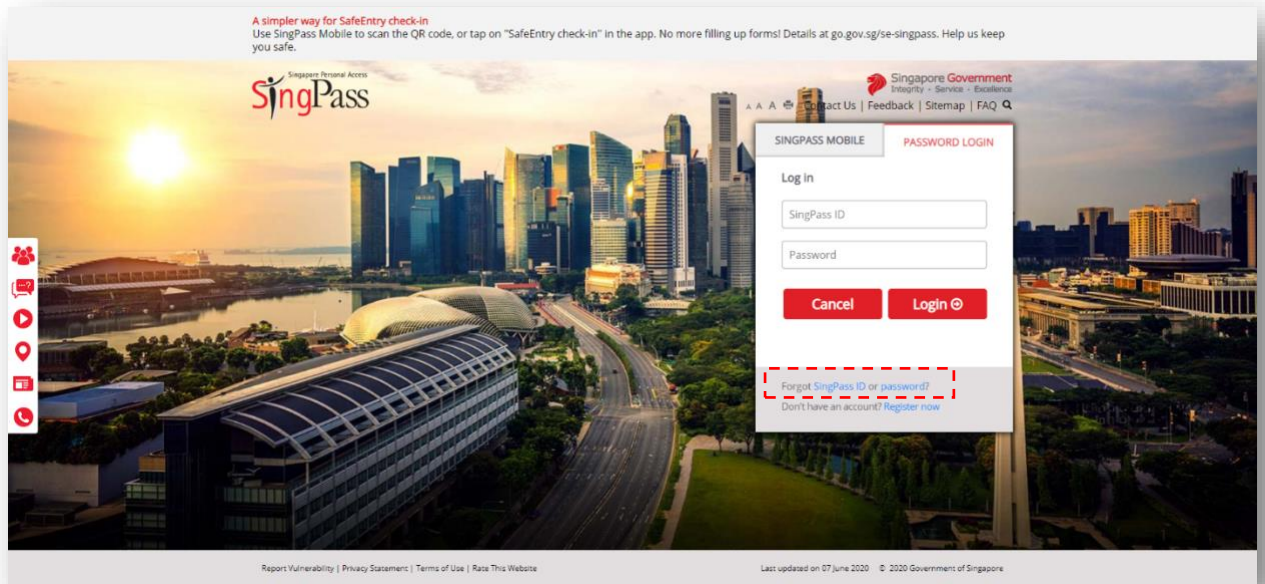
Thereafter, please follow the instructions to provide the answer to the security question that you have indicated during the registration process.

An email containing the password reset link will be sent to the registered email address upon successful verification of the security answer that you have provided.

Please follow the instructions in the email to reset your password.

To reset your password for SingPass user, if you have forgotten your password, please click on [Login with SingPass](#)

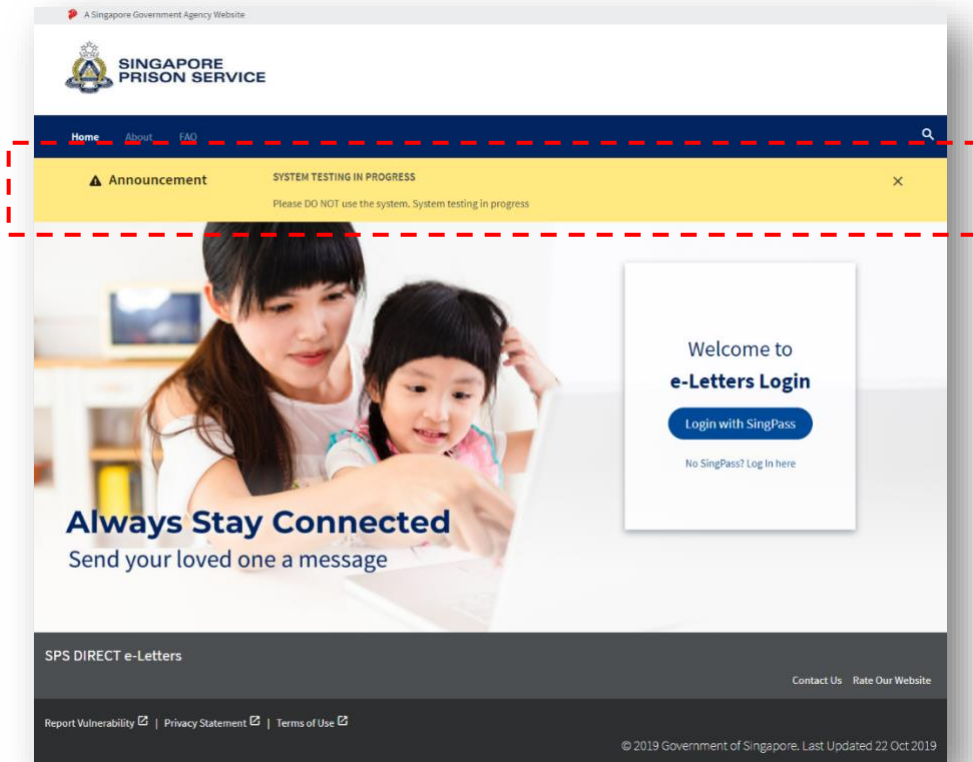
The SingPass login page will be displayed as shown below. Click on  and follow the instructions in the SingPass login page to reset the password.



General Technical Problems

5. I am not able to access the e-Letters homepage, and the URL is correct.

Please check whether there is any announcement about scheduled maintenance on the homepage. If there is no scheduled maintenance, you may call 1800-PRISONS (1800-7747667) (8.30am to 5pm Monday to Friday except Public Holidays) or submit your queries using the form [here](#).



6. I encountered an unknown error when using the e-Letters system

Please check whether there is any announcement about scheduled maintenance on the homepage. If there is no scheduled maintenance, you may call 1800-PRISONS (1800-7747667) (8.30am to 5pm Monday to Friday except Public Holidays) or submit your queries using the form [here](#).

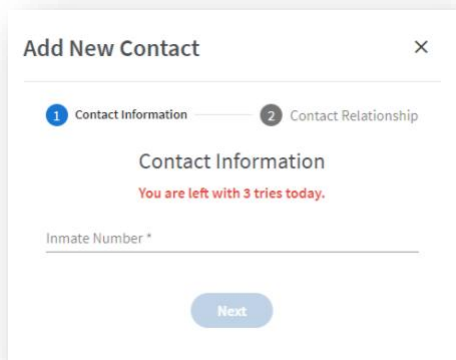
Managing Contact

7. How do I register an inmate as a contact?

To register an inmate as contact, please click on your name on the top right corner to view the account options. Click on 'Contacts' to go to the contacts page. Click on the 'Add Contact' button to open the add contact window.

If you logged into our service using SingPass:

You can register an inmate as a contact by providing his/her inmate number only as shown below.

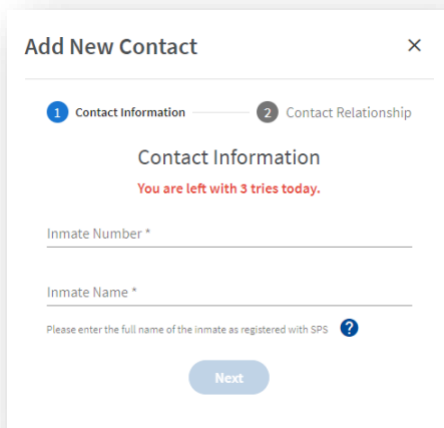


The screenshot shows a modal window titled "Add New Contact" with a close button (X) in the top right corner. At the top, there are two steps: "1 Contact Information" (highlighted with a blue circle) and "2 Contact Relationship". Below the steps, the heading "Contact Information" is displayed, followed by a red warning message: "You are left with 3 tries today." There is a text input field labeled "Inmate Number *". At the bottom center, there is a blue "Next" button.

Noted: Please check the inmate number properly before clicking the next button as there is a limited amount of tries per day for providing an incorrect inmate number.

If you logged into our service using non-SingPass account:

You can register an inmate as a contact by providing his/her inmate number and his/her name as below.



The screenshot shows a modal window titled "Add New Contact" with a close button (X) in the top right corner. At the top, there are two steps: "1 Contact Information" (highlighted with a blue circle) and "2 Contact Relationship". Below the steps, the heading "Contact Information" is displayed, followed by a red warning message: "You are left with 3 tries today." There are two text input fields: "Inmate Number *" and "Inmate Name *". Below the "Inmate Name *" field, there is a small blue question mark icon and the text: "Please enter the full name of the inmate as registered with SPS". At the bottom center, there is a blue "Next" button.


Noted: Please check the inmate number properly before clicking the next button as there is a limited amount of tries per day for providing an incorrect inmate number.

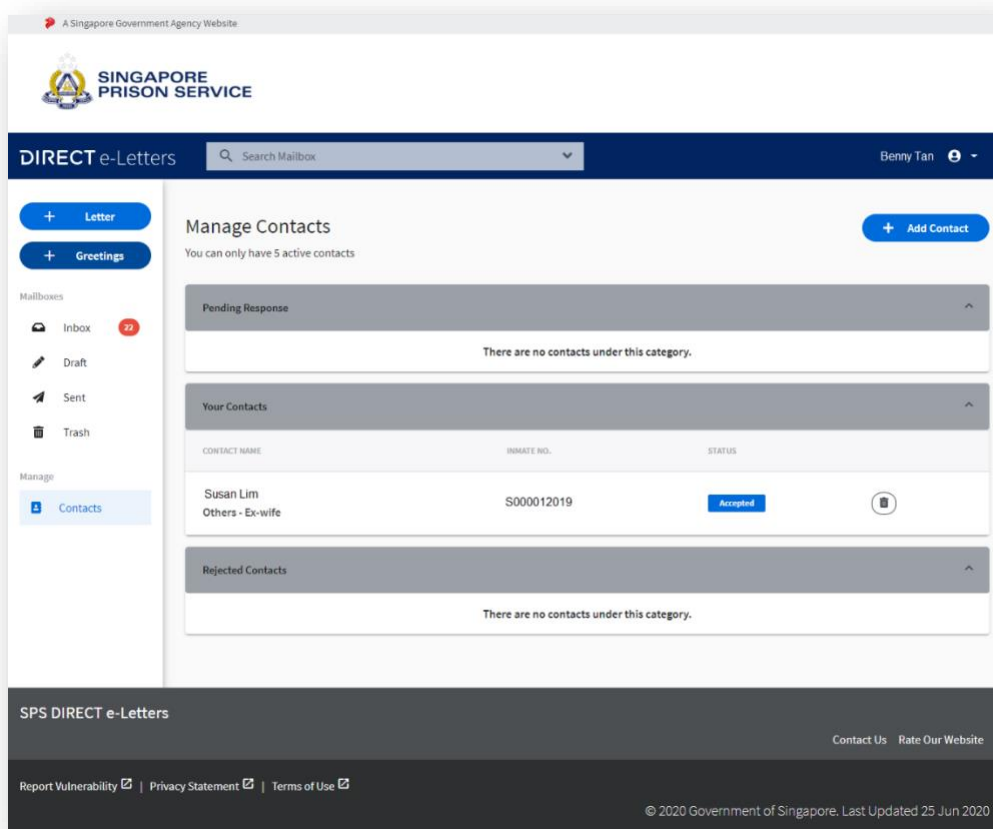
Once you have successfully submitted the request, your contact request will be sent to the inmate to accept or reject. You will be notified via your registered email account when the inmate has accepted or rejected your request.

8. I registered an inmate as a contact and my request was accepted by the inmate, but I still cannot find him/her in my list of letter recipients.

There is a one-calendar-day processing time after the inmate had accepted your request before you can write an e-letter to the contact. We seek your understanding to log in one day after the email notification had been sent to you.

9. How do I remove a contact?

You may go to Manage Contact Page and click on the  icon to remove the contacts. Once removed, both yourself and the inmate will not be able to send e-letter to each other.



Receiving electronic letters from inmate

10. My loved one said he/she has sent me an electronic letter recently during my visit, but I cannot find the letter in my inbox.

There is a processing time of up to 10 calendar days for security screening before the e-letters are sent out.

11. How do I know when I receive a new letter in my inbox?

You will receive an email notification in your registered email address when a new e-letter arrives in your e-letters inbox.

Sending electronic letters to inmate

12. How many e-letters can I send per day?

You may send 1 e-letter to each inmate contact per day.

13. Can I compose an e-letter in other languages?

Yes.

14. How long does it take for my e-letter to reach my loved one?

After the e-letter is sent by the inmate, there is a processing time of up to 10 calendar days for security screening before it reaches his/her loved ones.

15. Can I send an e-letter to multiple contacts?

As e-letters are meant for you to communicate directly with your loved one in prison, we do not have the feature for you to communicate to multiple parties on the same e-letter and/or message. Thank you for your kind understanding.

16. Why am I unable to send e-Letter?

Please check and make sure that your letter content does not include special characters or emoji.

17. Cessation of issuing of hardcopy letters/cards.

As inmates using DIRECT e-Letters are able to view their incoming letters and greeting cards on their electronic tablets, they shall no longer receive their incoming letters and greeting cards in hardcopy format from Jan 2022. The hardcopy letters and greeting cards will be scanned and made available to inmates on their electronic tablets.

Letters from legal counsel or other official government agencies, as well as photographs, will continue to be provided to all inmates in hardcopy format.

Inmates not using DIRECT e-Letters shall continue to receive their incoming letters and greeting cards, and letters from legal counsel and official government agencies in hardcopy format.

Other Queries

18. Who can I contact if I have other queries?

You may call 1800-PRISONS (1800-7747667) (8.30am to 5pm Monday to Friday except Public Holidays) or submit your queries using the form [here](#).