

Frequently Asked Questions on e-Letters

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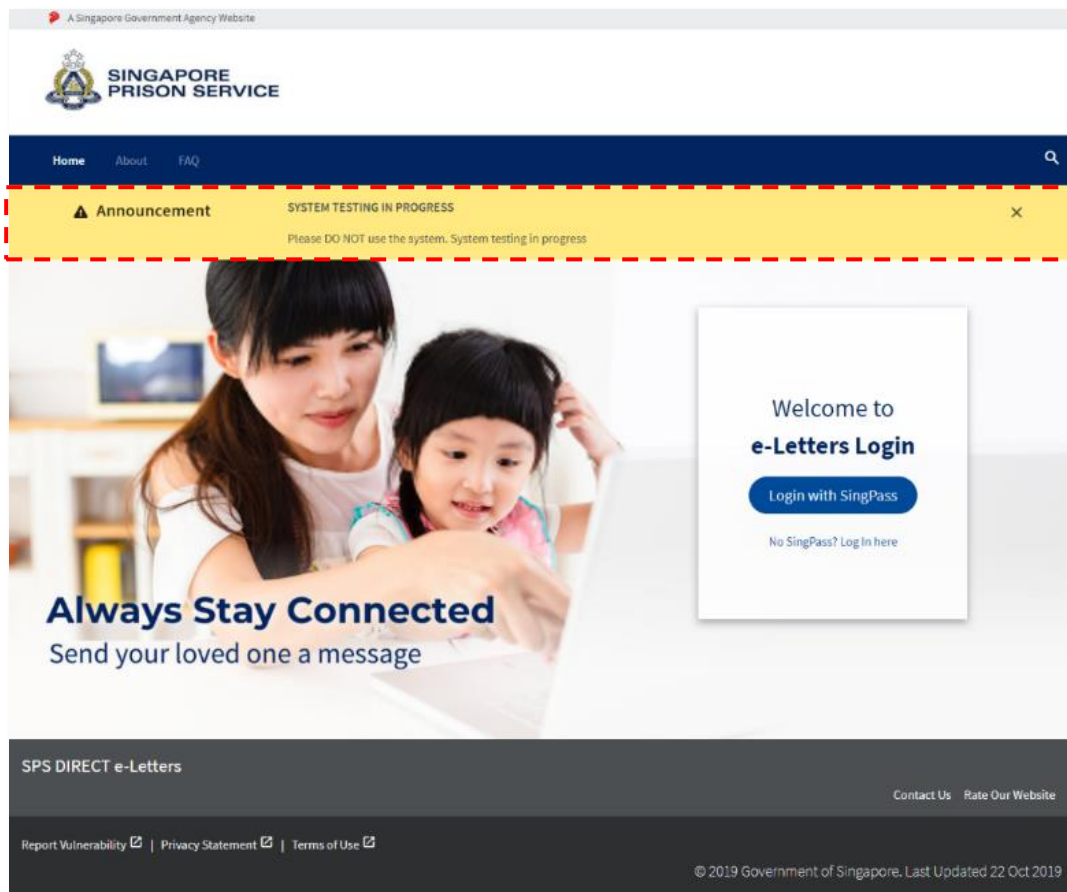
Frequently Asked Questions on e-Letters

Login

1. I am not able to login to e-Letters website, and the URL is correct. / I encountered an unknown error when using the e-Letters system.

Please check whether there is any announcement about scheduled maintenance on the homepage.

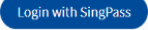
If there is no scheduled maintenance, you may submit your queries using the form [here](#).



Frequently Asked Questions on e-Letters

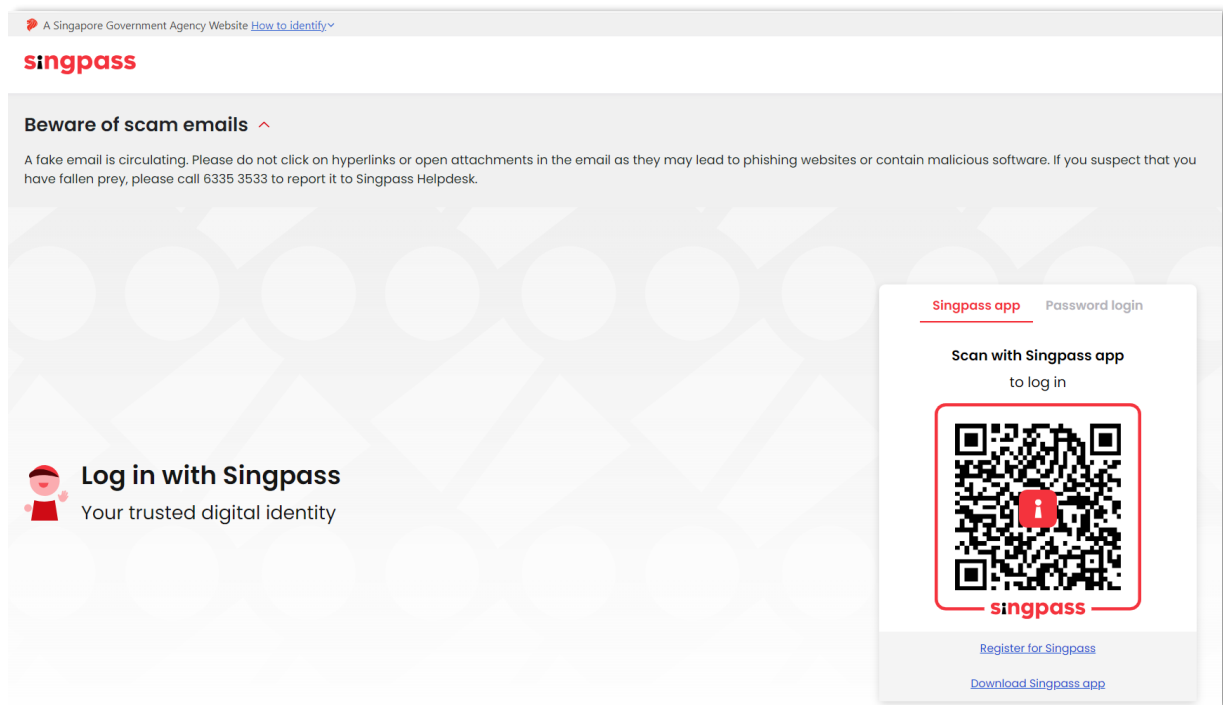
2. Login using Singpass Account

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

From the homepage, click on  button.

You will be redirected to the SingPass service for authentication.

Follow the instructions by SingPass to login and you will be redirected back to our service logged in.



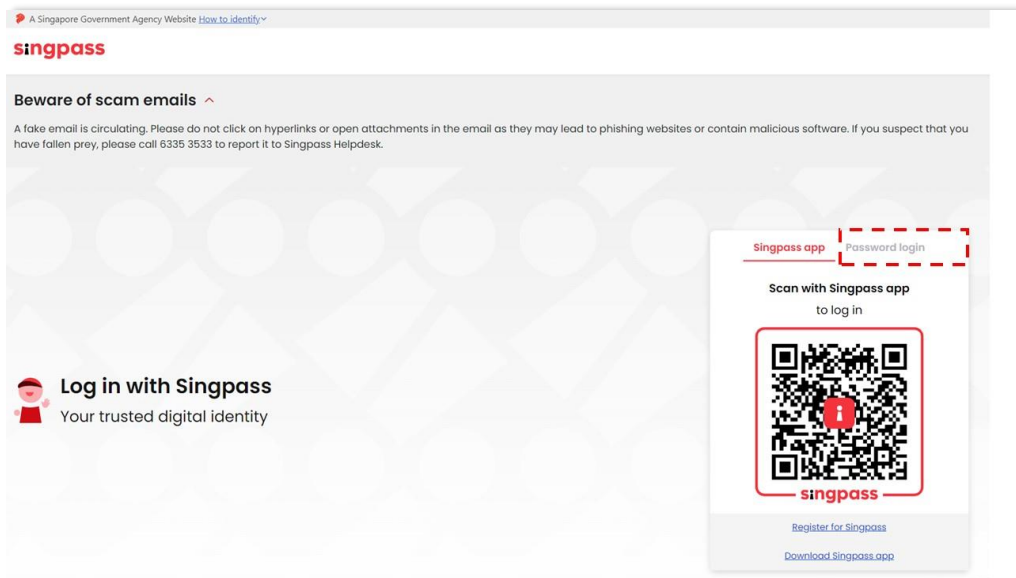
Frequently Asked Questions on e-Letters

Password reset for Singpass users

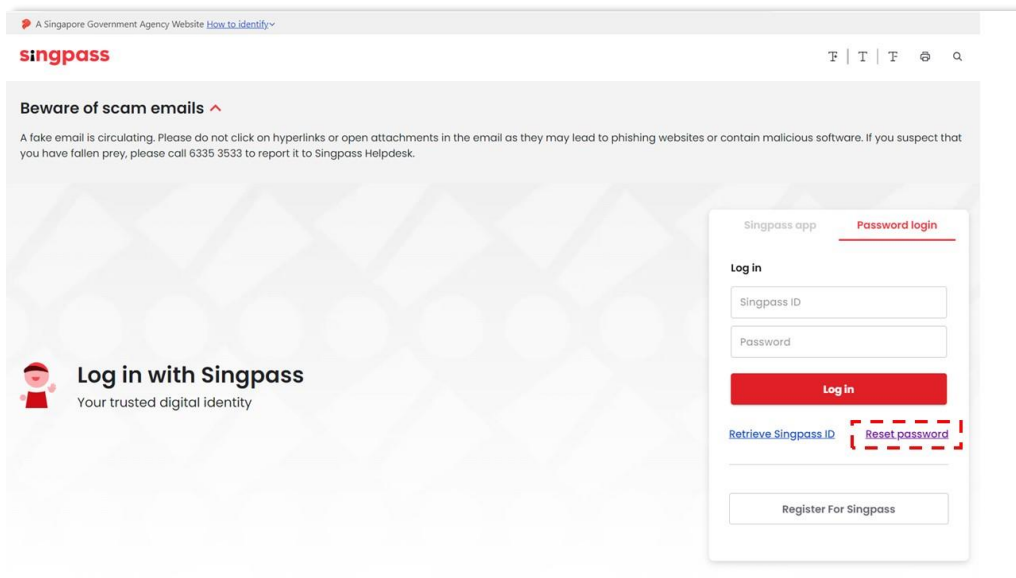
To reset your password for SingPass user, click on [Login with SingPass](#) .

The SingPass login page will be displayed as shown below.

Click on “Password login”.



On the next page, click on “Reset Password” and follow the instructions in the SingPass login page to reset the password.



Frequently Asked Questions on e-Letters

3. Create an account/login without a Singpass Account

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



Frequently Asked Questions on e-Letters

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.

SINGAPORE PRISON SERVICE

Home About FAQ

Public e-Letters Portal

Please Sign In

Email Address or Login ID

Password

Sign in

[Forgot your password?](#)

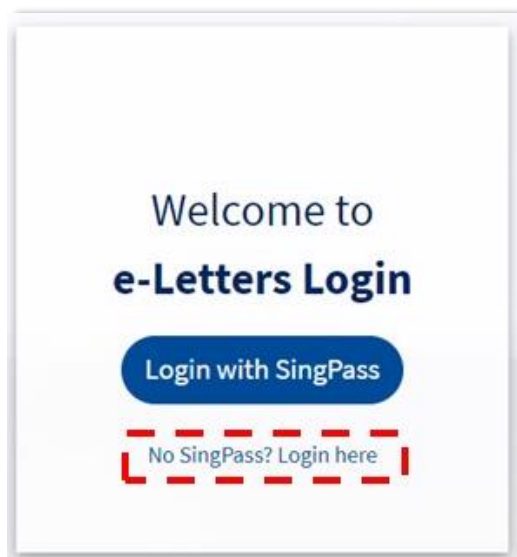
[Create a new account](#)

Please follow the instructions in the notification to activate your account.

Frequently Asked Questions on e-Letters

Password reset for non-SingPass Users

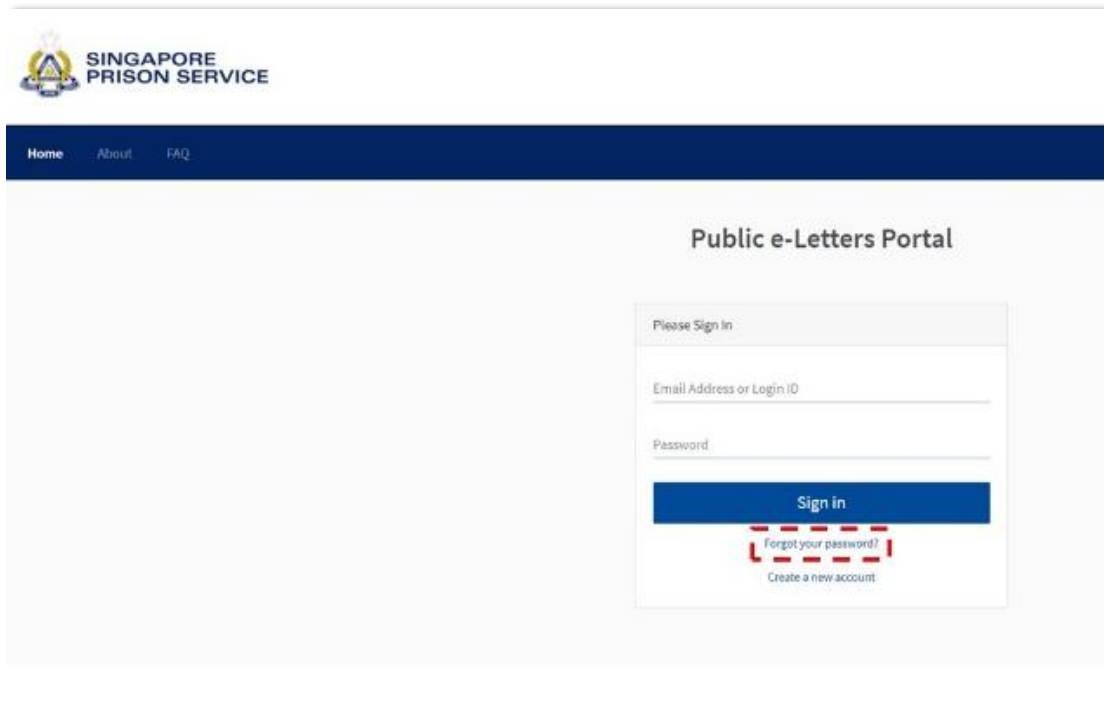
To reset your password for non-SingPass user, click on the 'No SingPass? Login here' as shown below:



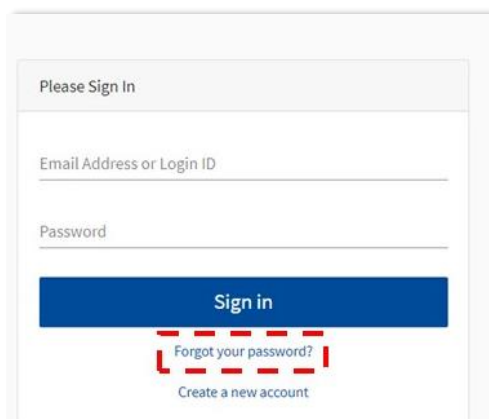
Frequently Asked Questions on e-Letters

The login page will be displayed.

At the login page, please click on 'Forgot your Password' button as shown below:



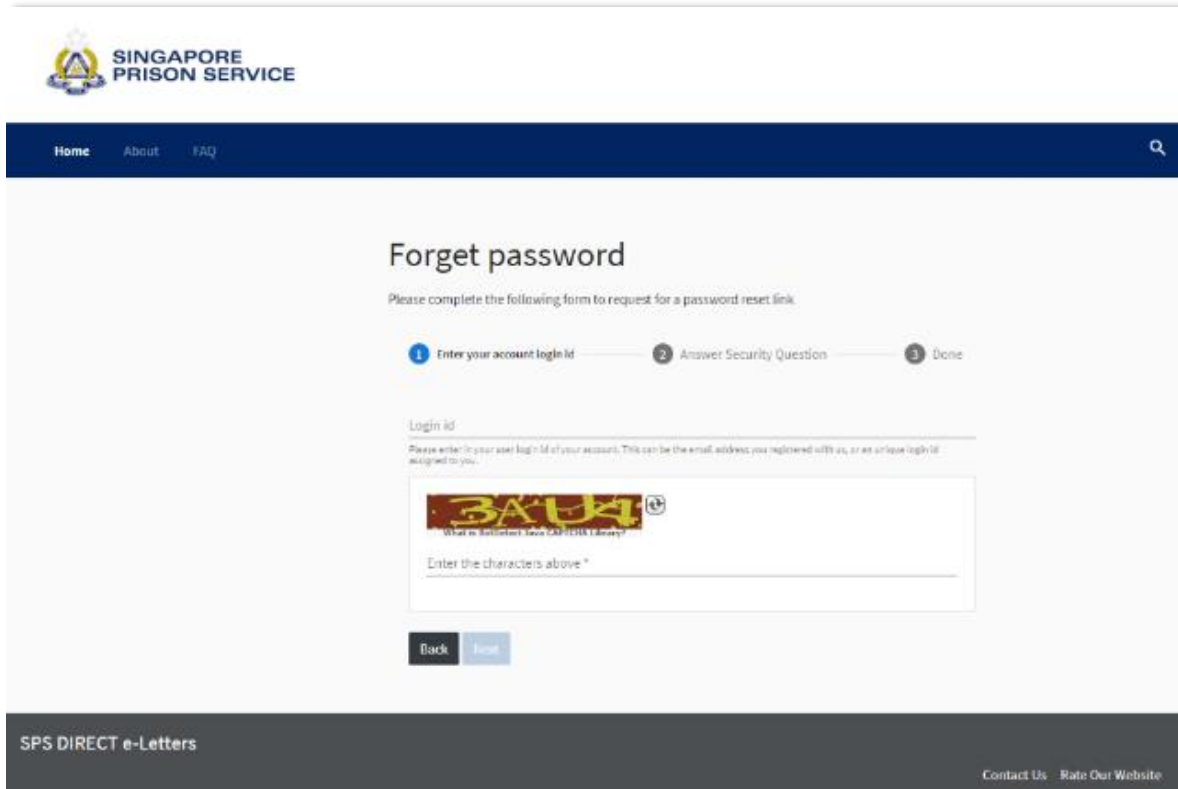
The screenshot shows the Singapore Prison Service Public e-Letters Portal. At the top left is the Singapore Prison Service logo. Below it is a dark blue navigation bar with links for Home, About, and FAQ. The main heading is "Public e-Letters Portal". On the right side, there is a "Please Sign In" box. Inside this box, there are two input fields: "Email Address or Login ID" and "Password". Below these fields is a blue "Sign in" button. Under the button, there are two links: "Forgot your password?" (which is highlighted with a red dashed rectangle) and "Create a new account".



This is a close-up of the "Please Sign In" box. It shows the "Email Address or Login ID" and "Password" input fields. Below the fields is a blue "Sign in" button. Under the button, the "Forgot your password?" link is highlighted with a red dashed rectangle, and the "Create a new account" link is visible below it.

Frequently Asked Questions on e-Letters

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



The screenshot shows the 'Forget password' page of the Singapore Prison Service (SPS) website. The page has a dark blue header with the SPS logo and navigation links: Home, About, and FAQ. A search icon is also present. The main content area is white and features the title 'Forget password' and a sub-instruction: 'Please complete the following form to request for a password reset link.' Below this, there is a progress bar with three steps: 1. Enter your account login id, 2. Answer Security Question, and 3. Done. The first step is active. The form includes a 'Login id' field with a placeholder text: 'Please enter in your user login id of your account. This can be the email address you registered with us, or an unique login id assigned to you.' Below the login id field is a captcha image showing the word 'BAUK' in a stylized font. A text input field for the captcha is labeled 'Enter the characters above *'. At the bottom of the form are 'Back' and 'Next' buttons. The footer of the page is dark grey and contains the text 'SPS DIRECT e-Letters' on the left and 'Contact Us Rate Our Website' on the right.

- a) Enter the Login ID that you have registered with us followed by the captcha value.
- b) Provide the answer to the security question that you have indicated during the registration process.
- c) 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.
- d) Follow the instructions in the email to reset your password.

Note: Failure to adequately reply to the security questions would be reviewed on a case-by-case basis.

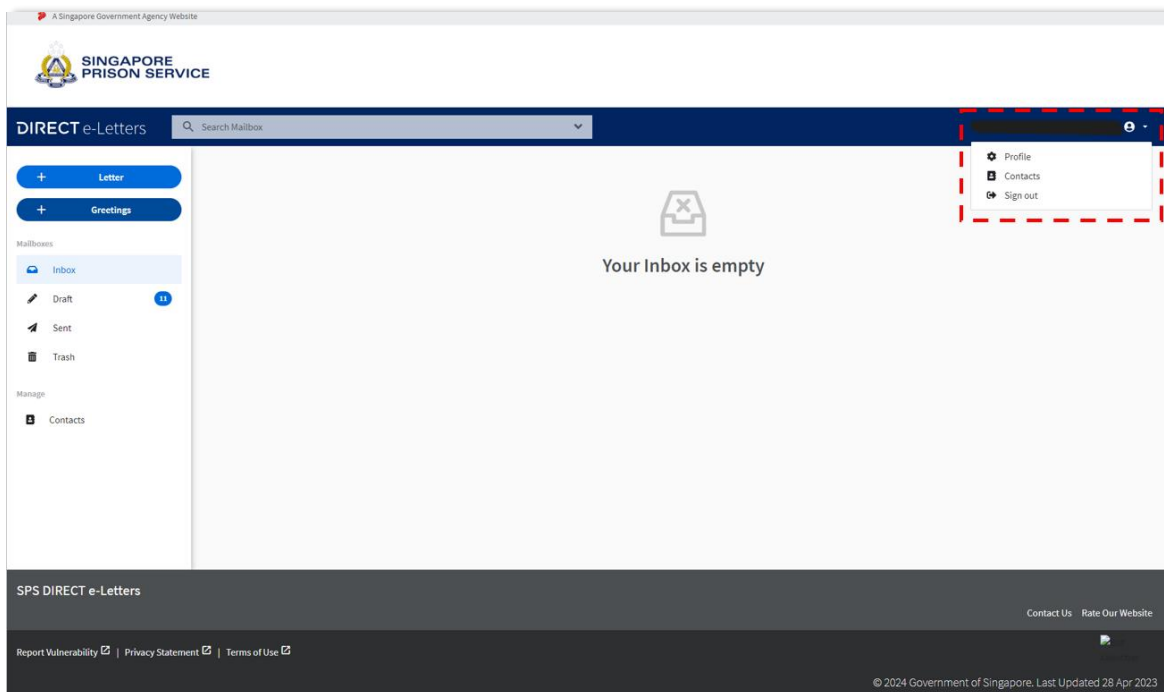
Should you require further assistance, please submit your enquiry via the [Online Feedback Form](#).

Frequently Asked Questions on e-Letters

Managing Contact

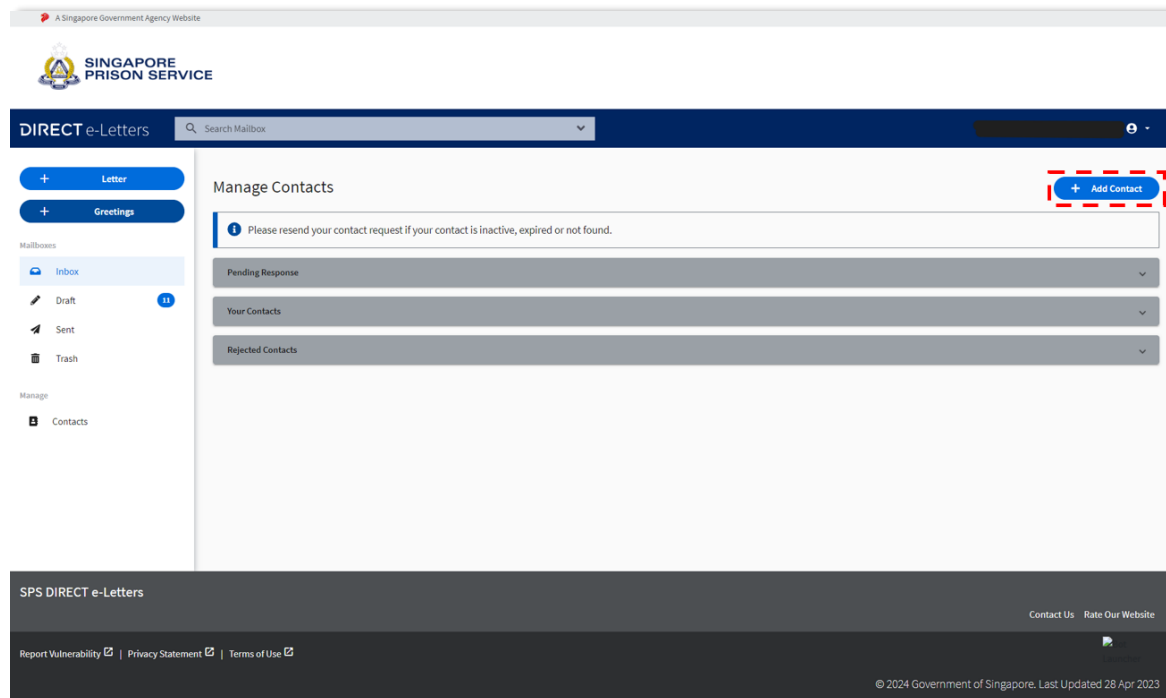
4. How do I register an inmate as a contact?

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.

Frequently Asked Questions on e-Letters



If you logged in using SingPass:

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

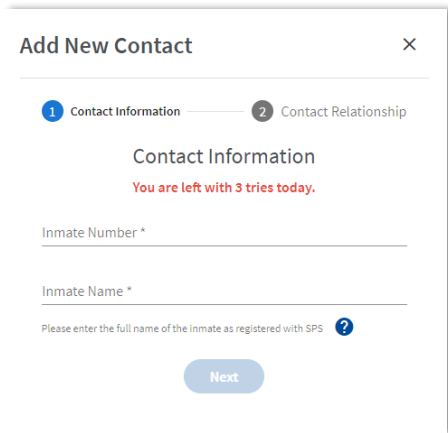
A screenshot of the 'Add New Contact' form. The form has a title bar with a close button (X). It features two steps: '1 Contact Information' and '2 Contact Relationship'. The 'Contact Information' step is active, showing a red warning message: 'You are left with 3 tries today.' Below this, there is a text input field labeled 'Inmate Number *'. At the bottom of the form, there is a 'Next' button.

Note: Ensure the inmate number is correct before clicking “Next” to avoid exceeding the limit for daily incorrect attempts.

Frequently Asked Questions on e-Letters

If you logged in 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 web form titled "Add New Contact" with a close button (X) in the top right corner. Below the title is a progress bar with two steps: "1 Contact Information" (active) and "2 Contact Relationship". Under the "Contact Information" step, the text "Contact Information" is displayed, followed by a red warning message: "You are left with 3 tries today." There are two input fields: "Inmate Number *" and "Inmate Name *". Below the "Inmate Name *" field, a small text note says "Please enter the full name of the inmate as registered with SPS" next to a question mark icon. At the bottom of the form is a blue "Next" button.

Note: Ensure the inmate number is correct before clicking "Next" to avoid exceeding the limit for daily incorrect attempts.

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.

5. **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.**

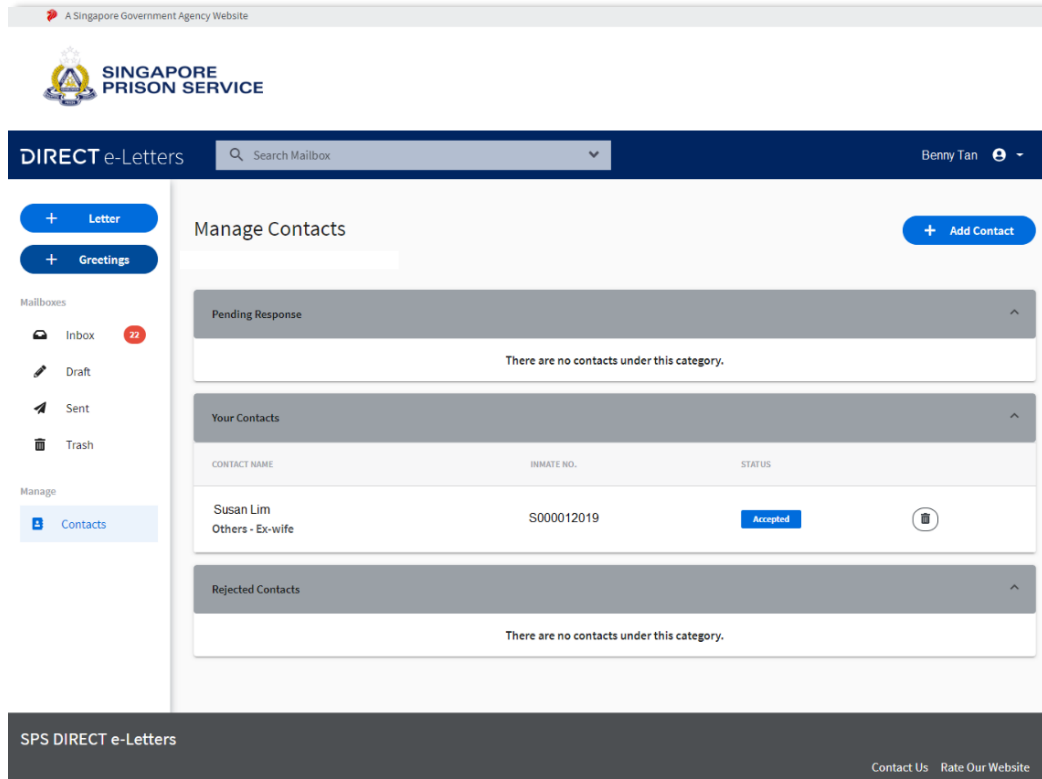
There is a one-calendar-day processing time after the inmate had accepted your request before you can write an e-letter to the contact. We seek your understanding to log in one day after the email notification had been sent to you.

Frequently Asked Questions on e-Letters

6. 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.



7. Why is my contact request still pending?

If the inmate does not respond to the contact request within 10 days, the status will change to "Expired". If you still wish to write to the inmate, you can re-send the contact request again to alert the inmate to respond. You will be notified via email if the request has been accepted / rejected.

8. Can I change my email address and/or name?

The registered name and email address of the user cannot be changed.

Frequently Asked Questions on e-Letters

Receiving electronic letters from inmate

9. **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 days for security screening before the e-letters are sent out.

We may take a longer time if additional screening is required.

10. **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 (see sample below). The timing of this notification may not be sent at exact time of e-letter delivery, hence, please check the letter reference ID with the actual letter received in your inbox.

From: SPS e-Letters Administrator <do-not-reply@pris.gov.sg>
Date: March 31, 2024 at 2:26:56 PM GMT+8
To: XXX
Subject: SPS e-Letter Portal: Inmate XXX has sent a letter to you.

Dear XXX

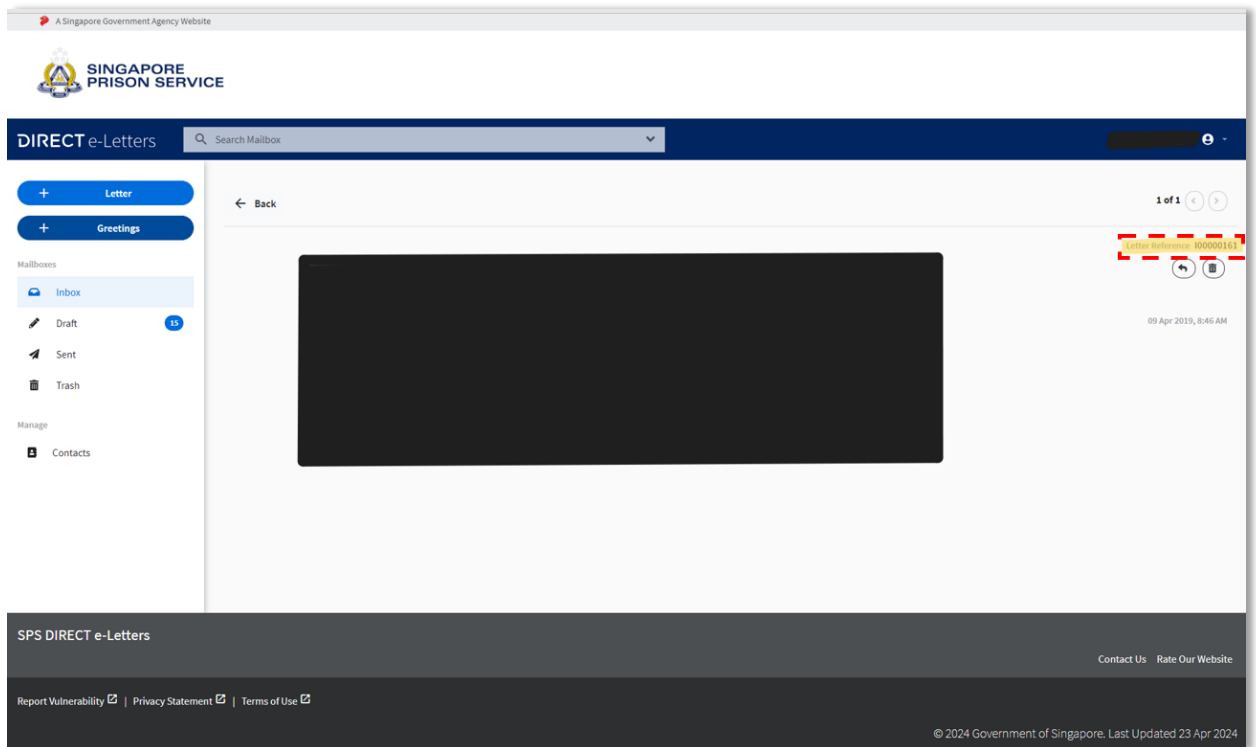
You are receiving this email because a letter (letter reference: I35438362) has been sent to you by inmate XXX. You can now view the letter in your inbox.

Visit us at <https://eservice.sps.gov.sg/eletters/>

[This e-mail is confidential and may also be privileged. If you are not the intended recipient, please notify us immediately by replying to this message and then delete it from your system. You should not copy or use it for any purpose, nor disclose its contents to any other person. Thank you.]

Frequently Asked Questions on e-Letters

The Letter Reference ID can be found on the on the top right corner of the e-letter.



Sending electronic letters to inmate

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

You may send one e-letter per inmate daily.

12. How many e-greeting can I send?

You may send one e-greeting per inmate per festive.

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?

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

We may take a longer time if additional screening is required.

Frequently Asked Questions on e-Letters

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, it does not allow sending of the same e-letter to multiple parties on the same e-letter and/or message. You are required to send separate e-Letters for each contact in the portal.

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. The hardcopy letters and greeting cards will be scanned and made available to inmates on their electronic tablets, before being discarded.

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.

18. Why is my earlier e-letter not been delivered?

The e-letter status is 'pending' (i.e. yet to be processed) or 'processing'. The processing time of each e-Letter may vary. As such, the e-letters may not be delivered in the order either you or inmate sent out.

Frequently Asked Questions on e-Letters

19. Why did my loved one (inmate) not receive the e-letter even though the letter status showed 'Delivered'?

Rejected e-letters may also appear as 'Delivered' under the letter status. The e-letter may have failed security screening. Please check with your loved one to confirm. SPS is unable to divulge the confidential process of security screening.

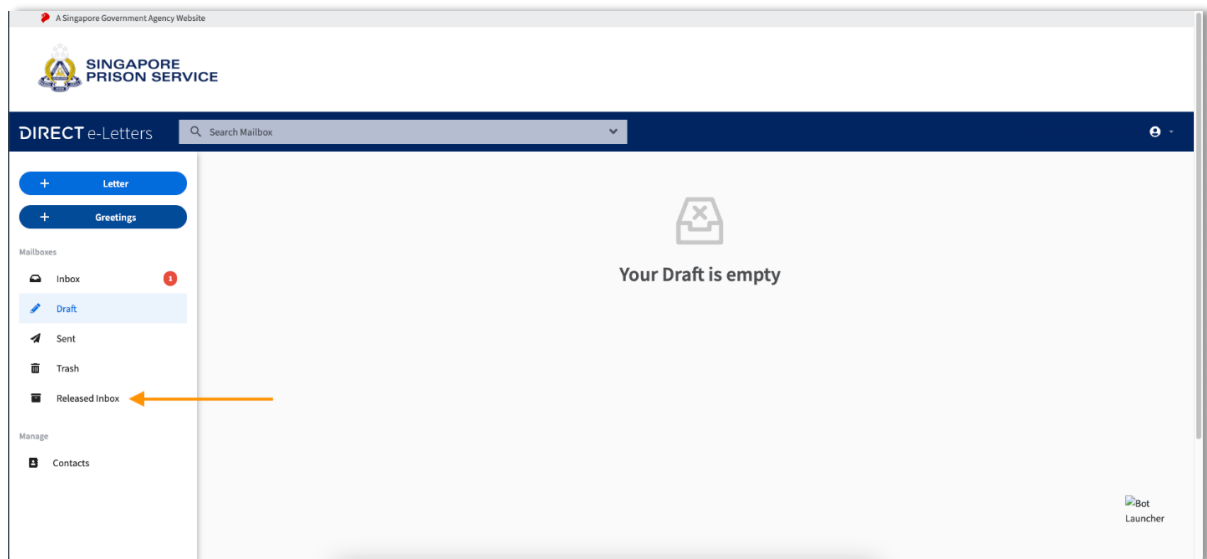
Released Inbox

20. As someone recently released from prison, where can I find access to the released inbox?

If you have used the My Letters Mobile Application during your stay, you may continue to access the incoming e-Letters via the e-Letters portal using your SingPass login information or issued username and password. The account will be valid for 30 calendar days from date of release/emplacement.

21. Where can I access the released inbox after logging in?

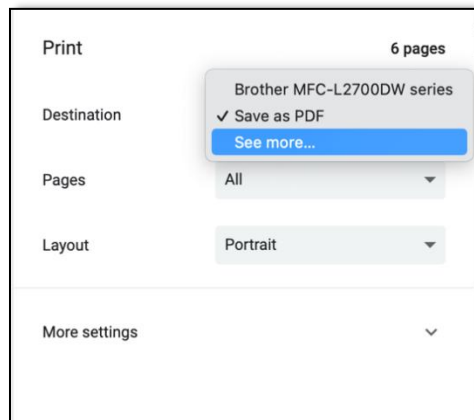
Please click on "Released Inbox" as shown below:



Frequently Asked Questions on e-Letters

22. I wish to download and save my letters in my personal devices, how can I do so?

- a. Open the letter you want to save as PDF.
- b. After opening the letter, you can either:
 - a. Click File Menu → Print. **OR**
 - b. Use a keyboard shortcut:
 - i. Windows: Ctrl + P
 - ii. Mac: ⌘ + P.
- c. In the window that appears, select the destination and change to “Save as PDF”.



- d. Click Save and select the location you wish the file to be saved to.

Frequently Asked Questions on e-Letters

Other Queries

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

Should you require further assistance, you may submit your queries using the form [here](#).