



FAQ (Fixes for some bugs)

1) How do I login in for the first time to activate my account?

For members who have logged in to RCS member online, please use the same email and password. You may subsequently change your password after you have log in successfully. For members who have not log in to RCS member online, please click “Activate Now”.

2) If I have forgotten my Password?

Click “Forgot Password / Membership Number”. A temporary password will be sent to the email address that was last updated in SIA Membership Database.

3) If I have forgotten / no longer using the Email Address as per SIA Membership Database?

Please submit front and back images of NRIC/Fin/Passport to SIA Secretariat at dashq@sia.org.sg from the email address you like us to update. This is a necessary secured verification step to avoid other parties from hacking into your account.

4) What if my CPD point page is empty?

We have received feedback on empty CPD point page due to changes in ID (eg. Passport number to FIN number). We have upgraded our system to equally recognise FIN/Passport/NRIC for CPD compilation. If you continue to see this issue please email to dashq@sia.org.sg

5) Where can I retrieve personal information, which is not reflected on the dashboard (eg. When did I join SIA?)

The secretariat will assist you to search and retrieve. There is a \$5/- data search and retrieval fee per search per member. Do note that the fee will need to be paid in advance prior to search and there will be no refund if the search returns nil. You may email your request to dashq@sia.org.sg

6) What if I have entered a wrong Email Address to activate my account?

If there is no activation email received within 48 hours, the account will auto refresh. You can then enter the login page and try again.

7) What if I did not receive the activation email?

Please check your spam / junk folder as these may be filtered by your own email client. Please do this within 48 hours to avoid auto refresh.

8) Can I register for a group?

You may sign up for a company administrator account which is available to firms. You may download the company administrator account application form from the below link.

http://apex.sia.org.sg/xshare/Company_Administrator_Application_Form.pdf

9) What can the company administrator account do?

The Company administrator account allows the company administrator to make group registration and pay for events/membership renewal and to check CPD points for staff registered under your company.

Change of member information is not available.