



# IHH Singapore Service Portal

## Frequently Asked Questions

### 1. **What is Service Portal use for?**

Service Portal is a platform for locum/lecturer to submit their timesheets electronically. The trail for each submission is fully visible as well as the history record of prior submissions. Notification will be triggered once the timesheet is fully approved.

### 2. **Do I need to register for Service Portal as a User?**

Yes, you need a User ID and Password to login and submit your timesheet. Kindly approach your respective Operation Support team (table A) for assistance. You are required to change your password the first time you login the portal.

### 3. **How should I set my Password?**

For security reason, password must fulfil the following complexity:

- minimum 8 characters,
- minimum 1 lower case character
- minimum 1 uppercase character and
- minimum 1 numeric number

### 4. **I forgot my Password or being logout after few attempts, what should I do?**

Please use the “Forgot Password?” link from login page to reset your password. You need to provide your user ID and email address previously registered with us. If your email address is not registered with us, please contact Operation support team (table A) for assistance.

### 5. **How long is my Password valid?**

The password is valid for 90 days. If your password has expired due to inactivity, please contact the Operation Support team to reset your password. You are unable to reset your expired password by clicking “Forget password” link.

### 6. **I cannot remember my User ID. How can I retrieve the information?**

The Locum Doctor is by default SMC number and Lecturer is 130xxxxx stated in the launching letter posted to you. Alternatively, please contact Operation support team (table A) for assistance.

### 7. **Can I still submit my Timesheet using manual form?**

The portal for Locum Doctor is ready from 18 Dec 2017 onwards. All claims for service date on and after 01 Jan 2018 must be submitted using the Portal.

The portal for Lecturer is ready from 22 Feb 2018 onwards. All claims for service date on and after 01 March 2018 must be submitted using the Portal.



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**8. How many forms I need to fill in, if I work in multiple Clinics / School?**

You need to submit one claim form for each service location / School.

**9. How can I know the Payment Status of my claim?**

Email notification will be sent to your email address registered with us, once the form is fully approved. Alternatively, you may login to the portal to view the status of your claim.

**10. How can I update my mailing address or bank information for payment via GIRO?**

Kindly approach your respective Operation Support team (table A) for assistance.

**11. Who can I contact, if I have queries relating to completing the form e.g. service type, and service location / School?**

You may refer to User Guide available at the Login page. Alternatively, you may contact Operation Support team (table A) for assistance.

**12. How can I get annual claims for Income Tax purpose?**

You are responsible to file your own income tax. To assist with this, a summary report of all approved timesheets for any given period can be generated from the portal. Kindly refer to User Guide for details.

**Table A : Operation Support**

	<b>Operation/ School</b>	<b>Operation Contact</b>	<b>Email address</b>
<b>1</b>	SMG	SG PSPL Medicalaffairs	<a href="mailto:pspl.medicalaffairs@parkwaypantai.com">pspl.medicalaffairs@parkwaypantai.com</a>
<b>2</b>	Borders	Suriana Salem	<a href="mailto:Suriana.salem@parkwayshenton.com.sg">Suriana.salem@parkwayshenton.com.sg</a>
<b>3</b>	SPS	Deenalhudah	<a href="mailto:Deenalhudah.noorul@parkwaypantai.com">Deenalhudah.noorul@parkwaypantai.com</a>
<b>4</b>	A&E (GEH) A&E (MEH) A&E (PEH) A&E (MNH)	Desmond Loh Maureen Liew Dr Liew Lai Sheong Lim Eng Chong	<a href="mailto:desmond.loh@gleneagles.com.sg">desmond.loh@gleneagles.com.sg</a> <a href="mailto:maureen.liew@mountelizabeth.com.sg">maureen.liew@mountelizabeth.com.sg</a> <a href="mailto:laisheong.liew@parkwayeast.com.sg">laisheong.liew@parkwayeast.com.sg</a> <a href="mailto:engchong.lim@mountelizabeth.com.sg">engchong.lim@mountelizabeth.com.sg</a>
<b>5</b>	Nursing	Richard Tan Felix Mohan Chin Kui Joong	<a href="mailto:richard.tan@parkwaypantai.com">richard.tan@parkwaypantai.com</a> <a href="mailto:mohan.thomas@parkwaypantai.com">mohan.thomas@parkwaypantai.com</a> <a href="mailto:kuijoong.chin@parkwaypantai.com">kuijoong.chin@parkwaypantai.com</a>
<b>6</b>	Radiography	Rachel Yap	<a href="mailto:rachel.yap@parkwaypantai.com">rachel.yap@parkwaypantai.com</a>
<b>7</b>	Healthcare	Adelene Kok	<a href="mailto:adelene.kok@parkwaypantai.com">adelene.kok@parkwaypantai.com</a>
<b>8</b>	Optometry	Simon Lam	<a href="mailto:simon.lam@parkwaypantai.com">simon.lam@parkwaypantai.com</a>
<b>9</b>	Non-Academic	Adelene Kok	<a href="mailto:adelene.kok@parkwaypantai.com">adelene.kok@parkwaypantai.com</a>