



DigitalAccess
@Home

Online Application Guide

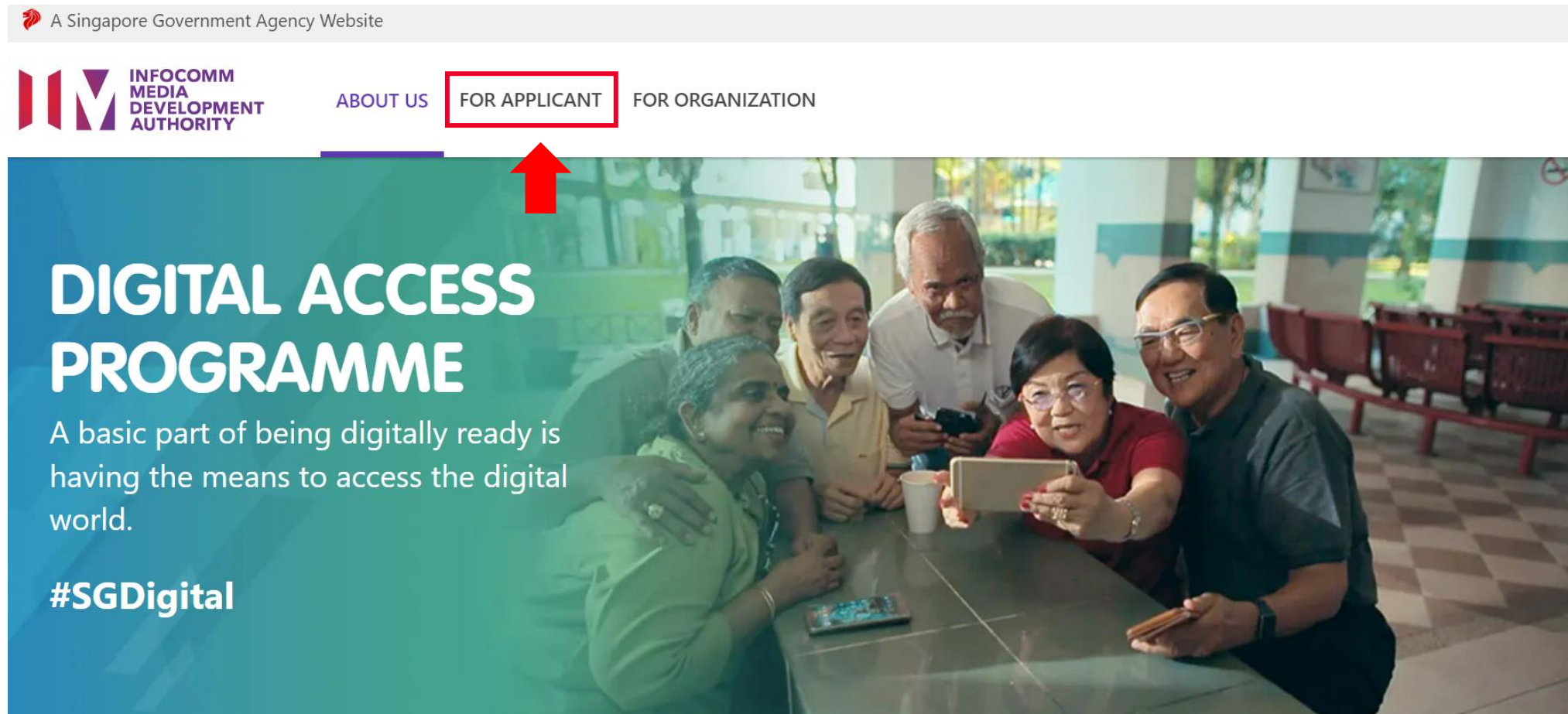


Please take note of the following:

- You will need to log in with your Singpass account to submit an online application.
- After you have submitted your online application, all of your household members have to give their consent for data collection via Singpass on www.digitalaccess.gov.sg upon receipt of the post-application letter/SMS/email. These data will be used for the assessment of your DigitalAccess@Home application.
- Only **ONE** application is required per household. Duplicate applications will not be allowed.
- The online application will take approximately **20 minutes** to complete.

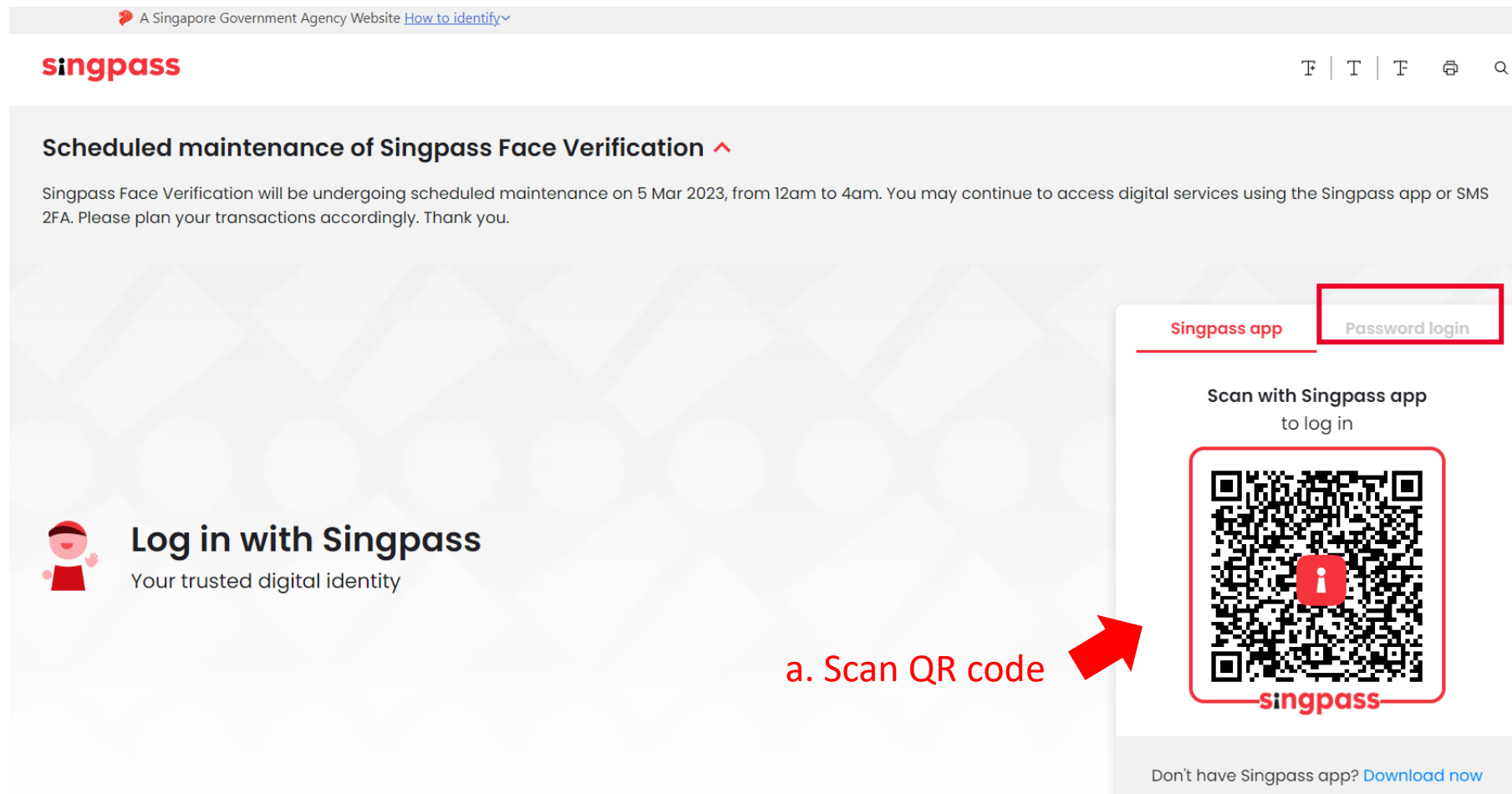
Application procedure

1. Visit www.digitalaccess.gov.sg.
2. Click on **'For Applicant'** located at the top menu bar.



Application procedure

3. Login to Singpass.
 - a. Scan the QR code using your Singpass mobile app, OR
 - b. Click on 'Password login' to login to Singpass using your Singpass ID and password.



Application procedure

4. After you have logged in, click on '**Apply – DigitalAccess@Home**'.

HOME / E-service Homepage

E-service Homepage

Apply - DigitalAccess@Home 

Appeal - Mobile Access for Seniors (MAS) 

Important Notes:

All scheme applications will be assessed against the eligibility criteria.


Application procedure

5. Scroll down to the '**Beneficiaries of Other Government Agencies**' section of the page. If you or any of your household member is a recipient of the listed government assistance scheme(s), select the relevant checkbox(es).

Beneficiaries of Other Government Agencies


Indicate if you or any member of your household is receiving one or more of the government assistance scheme(s) below:

 ☐ HDB - Public Rental Scheme

 ☐ MOE - Financial Assistance Scheme

 ☐ MSF - ComCare Long Term Assistance

 ☐ Higher Education Community Bursary Tier 1

 ☐ MOE - Special Education Financial Assistance Scheme

 ☐ MSF - ComCare Short-to-Medium Term Assistance

~ For recipients of MOE's Special Education Financial Assistance Scheme or Higher Education Community Bursary Tier 1, please provide a copy of the letter of award/confirmation.

Application procedure

6. Scroll down to the '**Consent on Personal Information**' section of the same page. Click on the radio button to indicate your consent to allow the Government and Participating Agencies to collect, use and share your personal information for 'All Participating Schemes' OR 'IMDA Schemes only'.

Consent on Personal Information

Indicate your consent to allow the Government and Participating Agencies to collect, use and share my Personal Information with respect to:



☒ All Participating Schemes^

OR



☐ IMDA Schemes Only

^Sharing your personal information with participating agencies will facilitate and simplify your future applications for other support schemes by such agencies. The list of HOMES's Participating Agencies and Participating Schemes can be found here:

<https://www.homes.gov.sg/eservice/ParticipatingScheme> .

Application procedure

7. Scroll down to the '**Consent on Media Coverage**' section of the same page. Click on the radio button to indicate your consent for your household to be interviewed and featured as an example of a household which has benefitted from the scheme.
8. Click 'Next'.

Consent on Media Coverage

Would you be interested in sharing your story with us if we would like to showcase your household as an example of those the scheme had helped? Please indicate your consent to be interviewed; the interview may be featured in the media, forums, or other channels of communication.

7



OR



☒ Yes, I agree.

☐ No, I do not agree.

Cancel

Save

Next

8



Application procedure

9. Scroll down to the '**Contact Details**' section of the page. Enter at least one contact number and/or your email address in the respective fields. If you provide your mobile number and/or email address, you will receive an SMS and/or email notification upon submission of application.

Contact Details

Please provide at least one contact detail.

| | | |
|----------------------|----------------------|----------------------|
| Mobile No. | Home Tel No. | Office Tel No. |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Email Address | | |
| <input type="text"/> | | |

Application procedure

10. Scroll down to the '**Address Details**' section of the same page. The information reflected is retrieved from Household Means Eligibility System (HOMES) based on your NRIC number. Please ensure that all details are correct. If the information is inaccurate, do not submit the application and contact IMDA at digitalaccess@imda.gov.sg or call 6377 3800.

Address Details

Block No.

322

Street Name

IMDA Onboard Road 3002

Floor No.

22

Unit No.

OB322

Building Name

Postal Code

300322


Dwelling Type

Not found in HDB Records

Application procedure

11. Scroll down to the “**Additional Information**” section of the same page. Select the checkbox if your household has a person with a permanent disability.
12. In the next section, select the channel(s) where you heard about the DigitalAccess@Home scheme.

Additional Information

 ☐ Please tick if you or a member of your household have a permanent disability

How did you hear about DigitalAccess@Home? *

☐ AMP, CDAC, Eurasian Association, Mendaki, SINDA, SPD

☐ Community Centre/ Club (CC)

☐ Family/ Household Member

☐ Friend / Colleague/ Neighbour

☐ HDB Branch Offices

☐ HDB's Digital panel

☐ Letter/ Flyer/ Poster

☐ MSF Social Service Office (SSOs)

☐ SG Digital community Hub

☐ Schools (e.g. Primary School, Polytechnic, ITE)

☐ Senior Activity Centre

☐ Social Service Organisations

☐ Others

Application procedure

13. Scroll down to the '**Family Member List**' section of the same page. Family members in your household are auto-populated based on data from HOMES.
 - a. Update the fields which are not greyed out for each family member.
 - b. You may also add additional/remove auto-populated family member(s) from the list.

Family Member List

b. Click to add a family member

Add Additional Family Member

Full Name (as in NRIC)

IMDA FreePlay 23 Member 2

NRIC No.

xxxxx611B

Relationship to Main Applicant

Wife

a.

Age

41

Has Consent Been Given? ⓘ

No

Residential Status

Permanent Resident

Additional Information ⓘ

Choose if applicable

Email Address

Mobile No.

a. Update fields for each family member

Collected Consent ⓘ

In-Progress

a.

Consent Collected From *

Self

Select a person

Self

Other Person

None of the Above

Consent Given by *

IMDA FreePlay 23 Member 2

NRIC No. *

xxxxx611B

Remove Auto-populated Family Member

b. Click to remove a family member

Application procedure

14. Upload supporting documents if you have selected “Other Person” in the “Consent Collected From” field for any of the family members listed in the previous section. To upload supporting documents, click on ‘Upload files’.
15. Scroll to the bottom of the page and click ‘Next’.

Upload Supporting Documents

Mandatory to provide supporting document if you had selected "Other Person" in the "Consent Given By" for any family member.

Consent can only be given on behalf by another individual who is:

1. Parent/legal guardian of family member who is under 21 years old;
2. Acting under a Registered Lasting Power of Attorney granted by family member; OR
3. Appointed by the Court under the Mental Capacity Act (Cap. 177A).

Apart from the above, examples of supporting document are HDB PRS letter, MSF ComCare SMTA approval letter, endorsed MOE SPED FAS form.



Maximum file size: 20MB.

File type: PDF/JPG/PNG/GIF

Upload files

Total uploaded file size: 3.272/20MB

14. Uploaded document(s)
will appear here

| File name | Action |
|-------------------------|---|
| Supporting document.pdf |  Remove  Download |

Application procedure

16. After you have reviewed and ensured that all the information reflected in your application is correct, select the checkbox at the bottom of the page to declare that you have read and understood the Terms and Conditions of the DigitalAccess@Home scheme. Then click 'Submit'.
17. Click 'Proceed' in the pop-up box to confirm the submission of your application.



☒ I hereby declare that I have read and understood [Terms and Conditions](#) before submitting this application.

Submit

16. Select checkbox
and click 'Submit'

Confirmation

×

Are you sure you want to submit this application?

Cancel

Proceed

17. Click 'Proceed' in the pop-up
box to confirm your submission

Post-application submission

18. You have successfully submitted your DigitalAccess@Home online application form! If you have provided your mobile number/email address in your application, you will receive an SMS/email notification confirming your application submission.
19. Your application will be processed within 10 business days. A letter regarding your application outcome will be sent to your residential address (along with an SMS/email sent to your mobile number/email address indicated in your application form). Alternatively, you may check your application status using your Singpass on www.digitalaccess.gov.sg.