

**MY EVENTS PORTAL
FREQUENTLY ASKED QUESTIONS**

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MyEvents Portal FAQs

Questions on Access and Login

No.	Question	Answer
1	How do I log in to the MyEvents Portal?	You will need to use your SingPass ID and password to log in to the MyEvents Portal.
4	Can I access the MyEvents Portal on my mobile or tablet?	Yes, you will be able to access the MyEvents Portal on your mobile and tablet.
5	Is there a timeout period for the MyEvents Portal?	Yes, you will be logged out of the portal if you are inactive for more than 30 minutes.

Questions on Event Registration

No.	Question	Answer
1	Am I able to register for events without logging in with a SingPass ID?	If the event you wish to register for has the “Guest Checkout” option, you can use it to register for the event, without a SingPass ID.
2	Am I required to submit any documents when registering for events?	No, there is no need for documents to be submitted when registering for events on the portal. However, do ensure that all information provided is accurate.
3	How would I know if I have successfully registered for an event?	You will receive an email notification to confirm that your registration was successful. Also, on the MyEvents Portal, you can click on the “My Events” tab to view the updated event status under the “My Registered Events” section. The event status will reflect “Registered”.
4	While registering for an event, I noticed that my personal details (e.g. contact details) on the My Registration page require amendment. Am I able to update them?	Yes, you will be able to update your Contact Number(s), Email Address and Employment Status. Click on the “Edit” button in the “My Personal Details” section. After updating the relevant details, click on the “Submit” button to save your changes.

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No.	Question	Answer
5	Can I cancel my registration halfway if I decide not to go through with it?	Yes, you can. Click on the “Cancel” button to cancel your registration process.
6	Can I log in as an organisation representative to register for events for my colleagues?	You will <u>not</u> be able to register for events on behalf of your colleagues on the MyEvents Portal. For corporate mass event registration, please reach out to the specified contact person on the event’s Event Details page.
7	Can I select more than 1 event in a single registration?	You will not be able to select more than 1 event in a single registration. After selecting your desired session(s) for an event, you will need to complete the registration process before proceeding to register for another event.
8	Will I still be able to register for sessions that have reached full capacity?	Yes, you will be able to join the waitlist for sessions that indicate “Full” in orange. You will not be able to register for sessions that indicate “Full” in red.
9	I have been waitlisted on the event I am interested to attend. Will I be notified if my registration is successful?	For complimentary events, if you have been selected for a vacant slot, you will receive an email notification confirming your successful registration. For paid events, you will be prompted via email to complete the registration and make payment.
10	I am on the waitlist for a session under an Event. Will I be able to get on the waitlist of another session under the same event?	You will <u>not</u> be able to get on more than one waitlist for sessions of the same event. If you prefer to register for another session under the same event that has also reached full capacity, please withdraw from the session that you are on the waitlist for, before registering for your preferred session.
11	I am unable to register for an event or session I am interested in. Why is this so?	This could be because the session’s time slot clashes with another session from the same event that you have already been registered for.
12	I am unable to select an answer option for the Additional Questionnaire. Why is this so?	This could be because you are not eligible for the event you are registering for, based on your responses for the Eligibility Questionnaire. This also means that you will not be able to register for this event. Please refer to the “Event Details” section for eligibility requirements.

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No.	Question	Answer
13	I am prompted with the error message “You are not eligible for this event.” after selecting a Checkout option. Why is this so?	You may not be eligible for the event you are registering for, based on your responses for the Eligibility Questionnaire. Please refer to the “Event Details” section for eligibility requirements.

Questions on Updates and Withdrawal

No.	Question	Answer
1	Where can I view events that I have registered for?	You can view upcoming events that you have registered for in the “My Registered Events” section on the MyEvents Portal.
2	Can I withdraw from an event that I have registered for?	Yes, you can request for withdrawal on the portal. Select “Request for Withdrawal” from the Action drop-down list of the event you wish to withdraw from, in the My Registered Events section. If the event is complimentary , your withdrawal will take effect immediately upon your confirmation. For paid events, your withdrawal needs to be processed, where an offline refund would be arranged. You will receive an email notification when your request for withdrawal is approved, along with a refund document.
5	Will I be prompted if there are changes to the event I have registered for (e.g. date/ time/ location)?	Yes, you will receive an email notification if there is a change to the details of the event you have registered for. Please note that you will only be notified if your registration has been confirmed.
6	Will I be prompted if the event I have registered for is cancelled?	Yes, you will receive an email notification if the event you are registered for is cancelled. Please note that you will only be notified if your registration has been confirmed.
7	What are the different statuses used on the MyEvents page?	There are 5 possible statuses you might encounter on the MyEvents page: Registered – The status indicates that you are registered for the event. On Waitlist – The status indicates that you have been placed on the waitlist of the event as it has reached full capacity. Request for Withdrawal – The status indicates that you have submitted a request for withdrawal from a paid event.

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No.	Question	Answer
		<p>Refund in Progress – The status indicates that your request to withdraw from a paid event has been approved and that your refund is being processed.</p> <p>Withdrawn – The status indicates that you have successfully withdrawn from an event that you have previously registered for.</p>