ACP IT System Frequently Asked Questions (FAQs)

Updated as of 23 Oct 2026

1. General/Administrative Questions	
A	Why are changes being made to the ACP IT system?
	This is to include new features such as: 1. The refreshed PPC ACP form 2. Digitisation of facilitator database 3. New roles (Cluster Representative, Viewer and Training Administrator) These changes also strengthen system governance so that the right personnel have access to the system. The new system was launched on 31 August 2026.
B	I was previously an ACP IT system user with eReg access. Why am I not able to login to the new ACP IT system?
	Your eReg account may not be migrated to the new ACP IT System if: • your email or NRIC/FIN details were not updated; • you did not complete the required facilitator training; or • your eReg account was deactivated. If you require access to the new ACP IT System, please submit a new access request. Your organisation's Endorsing Officer (EO) will review and grant access where appropriate. If you are applying for the Endorsing Officer (EO) role, please obtain approval from your CEO or Head of Organisation and attach the approval as a supporting document in your role application.
For Onboarded PHI EOs and Users	
C	What is a Public Healthcare Institution (PHI)?
	PHIs include restructured hospitals, national specialty centres, community hospitals and polyclinics. Please refer to the list below for PHIs onboarded to ACP IT System: Cluster: NHG 1. Institute of Mental Health/Woodbridge Hospital 2. Khoo Teck Puat Hospital 3. National Healthcare Group Polyclinics 4. NHG Population Health Campus 5. Tan Tock Seng Hospital 6. Yishun Community Hospital 7. Woodlands Hospital Cluster: NUHS 1. Alexandra Hospital 2. Jurong Community Hospital 3. National University Hospital

	4. National University Polyclinics 5. Ng Teng Fong General Hospital Cluster: SHS 1. Changi General Hospital 2. KK Women's and Children's Hospital 3. National Cancer Centre 4. National Heart Centre 5. National Neuroscience Institute 6. Outram Community Hospital 7. Sengkang Community Hospital 8. Sengkang General Hospital 9. Singapore General Hospital 10. SingHealth Polyclinics
D	I belong to a PHI. How will I be affected by the login changes?
	Previously, you log in to the ACP IT System via AIC's e-Registration System (eReg), and you need both an eReg and an ACP IT System account. With the new system, you will no longer need to log in via eReg. Instead, you will log in using Azure authentication directly from the ACP IT System homepage. With this change, your login email address must be your organisation domain email ID (e.g. @nhghealth.com.sg). Personal emails will not be accepted.
E	I am employed by a PHI and currently deployed to a non-PHI. What are the actions that I should take to manage these changes?
	Please confirm your current deployment terms with your employer. • If you have been seconded to the non-PHI as a staff (e.g. hospital staff seconded to community hospice provider to deliver palliative care services), you should be provided with a Corppass account from the non-PHI to log ACPs under their organisation. Additionally, ensure that the non-PHI is onboarded in the ACP IT system. • If you are serving the clients as a PHI staff and just providing place-based care (e.g. conducting ACPs for PHI clients in the Active Ageing Centres (AAC)), you should be using your PHI email to log ACPs under your organisation account.
F	My PHI is procuring vendors to support it in facilitating ACPs for its clients. What action should be taken to manage the IT system changes?
	Vendor staff should be provided with a PHI email address and laptop so they can log in via PHI's Azure authentication while completing ACPs on behalf of the PHI.
For Onboarded non-PHI EOs and Users	
G	What are non-PHI organisations?
	Non-PHI organisations include (non-exhaustive):

	1. Community Care Organisations (covers Nursing Homes, Centre Based Care, Home Care Services and Active Aging Centres) 2. Community Hospitals under Voluntary Welfare Organisations (VWOs). Some examples include Ren Ci Community Hospital, St. Luke Hospital, St. Andrew's Community Hospital. 3. General Practitioners (GP) Clinics
H	I belong to a non-PHI organisation How do I know if my organisation is onboarded to Corppass?
	To find out if your organisation is onboarded to Corppass and to identify your entity's Corppass Admins or Sub-Admins, visit https://www.corppass.gov.sg/portal and navigate to Services > Find Your Corppass Admin.
I	What if my organisation is not onboarded to Corppass?
	If your organisation is not onboarded to Corppass, EOs and users cannot login to ACP IT System. Visit https://www.corppass.gov.sg/portal/admin-application to onboard your organisation to Corppass to maintain access to ACP IT System.
J	What should my organisation do to onboard ACP IT System to Corppass?
	1. Endorsing Officers should contact your organisation's Corppass Administrator 2. Corppass Administrators should: a. Add ACPS e-service to your organisation b. Create or update user accounts in Corppass c. Assign ACPS e-service to your organisation's ACP IT system users Note: You may refer to this guide. 3. For new Corppass users in your organisation: You will receive an email from Corppass to activate your Corppass account. 4. For existing Corppass users in your organisation: No action required. Your Corppass Administrator will link your Corppass Account to ACP IT System.
2. Facilitator and System Related Questions	
K	How are the different roles within the ACP IT system affected?
	• If you are trained in General and PPC ACP, you may apply for the ACP Facilitator (2 Types) Role in the new ACP IT System from Sep 2026 onwards. • PPC Facilitators who have completed PPC training before 1 March 2026 must complete the e-learning on the refreshed PPC form and update their NRIC/ FIN details to retain their certification and ACP IT system access. If the trained PPC facilitator did not complete the e-learning training and/ or update their NRIC/ FIN details, they will lose their certification status and access to the ACP IT system. To regain access, facilitators will need to re-enrol in PPC training and re-apply

	for ACP IT System access, and obtain approval from their EO to be reinstated as a PPC facilitator. • The Institutional Administrator role allows users to download ACP workload reports at an organisational level for funding purposes and edit patient bio information. The Institutional Administrator will not be able to make ACP form edits. • The Cluster Representative Role is a new role only for clusters to access to ACP Types Report for institutions within their care. This report will assist in funding purposes. • ACPs should be published under the correct organisation to ensure accurate documentation and funding purposes. • Individuals who are affiliated with multiple organisations may apply for the same role access under each relevant organisation (e.g. General ACP under both a PHI and a CCO), if they are conducting ACPs within those respective organisations.
L	Why is my NRIC/FIN required?
	NRIC/FIN is a unique identifier for our facilitators to differentiate them should the facilitator have similar names or if they change organisations.
M	What will happen to the ACP drafts that have not been published?
	• General ACP drafts will be migrated as drafts • PPC ACP drafts will be migrated as drafts and reformatted to the new PPC form format • DS ACP drafts will not be migrated. Please publish DS ACP drafts by 28 Aug 2026
N	What will happen to the published DS ACPs?
	All published DS ACPs will be migrated to the new system.
O	Why must EOs deactivate accounts when a user leaves the organisation or changes role?
	EOs play a key role in safeguarding access to the ACP IT System to enable healthcare professionals and facilitators to document ACPs. Only EOs can deactivate users within their organisation. To maintain governance and prevent fraudulent activities, EOs should maintain the active user list and deactivate accounts within 5 working days when users have left the organisation or are no longer authorised to have access to the ACP IT System.
P	My organisation is currently not onboarded to ACP IT System. What should I do to kickstart the onboarding process?
	Please email acp@aic.sg or your AIC ACP Programme Manager for more details.

Q	My organisation is a headquarters (e.g. NUHS HQ or SHS HQ) and does not have trained facilitators who would conduct ACPs. However, ACP IT System access is required for the new role (e.g. Cluster Representative). What should I do?
	The organisation can onboard to ACP IT System so long as it is onboarded to Ministry of Health (MOH) National Electronic Healthcare Records (NEHR). Alternatively, instead of onboarding the HQ organisation to NEHR and ACP IT System, the user can apply for a role in an institution under the headquarters (e.g. NUHS HQ staff applies for cluster representative role under NUH). The Endorsing Officer of the institution will have to approve the role and maintain the access if the user leaves the headquarters or no longer requires access.
R	Why is my organisation no longer receiving email notification for each ACP published by their facilitators?
	The email notification has been replaced by the enhanced ACP Types Report. Facilitators can download a list of ACPs they have published, while Institutional Administrators and ACP Coordinators can download the report for their organisation facilitators. We understand that some organisations use these notifications to review published ACPs. If needed, Institutional Administrators or ACP Coordinators may download the organisation-level report daily to carry out these checks. This provides a consolidated record and reduces the need to track individual email notification.
S	Who can I contact if I have issues with ACP IT system or publishing of ACP forms?
	For PHI users, please contact: IT.servicedesk@synapxe.sg For Non-PHI users, please contact: iltc_itdhelp@aic.sg You can inform them of the issue and they will investigate further.