

QUICK REFERENCE GUIDE (QRG) Office of the Public Guardian Online System (OPGO)

Navigate The QRG

- Start by clicking on <u>'Login'</u>, or any other listed topics below.
- Click 😥 to return to the Home Page and read information in 🛞 for quick key facts.

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For All Users

- Login
- Update Profile (First-time login)
- Submit Search Request
- <u>Submit Certified True Copy (CTC)</u>
 <u>Application</u>

For Donors or Donees

- View and Send LPA
- <u>Make Payment</u>*

*This can be done without Singpass login.

OPGO Login

Return to Home Page:

1 Click **'Login'** at the top right corner of the screen.



2 Login via:

- Singpass (All users except Trust Companies) or
- Corppass (Trust Companies, Lawyers drafting LPA Form 2, Certificate Issuers)

 $\widehat{\mathbb{Q}}$) Find out the latest information on:

- Singpass at www.singpass.gov.sg or
- Corppass at <u>www.corppass.gov.sg</u>



 A. (For desktop or laptop) Scan the QR code with your Singpass app

(For mobile) **Tap** the QR code to login in with Singpass app; or

B. Select 'Password login' to enter your Singpass ID and password, followed by a SMS One-Time Password (OTP) sent to you.



Update Profile



For first-time users to OPGO only



Make Payment





3 Enter the 'Reference Number' of your LPA found in the hardcopy letter sent by OPG.

Click 'Continue' to proceed.

0	(2)	3
Enter Details for Payment	Review Payment Details	Make Pay
	Payment For OPGO	
	Please fill in the following input before continuing	
	3	
Payment Reference Type	Reference Number	
Please select \sim		
Please select		
CTC Application		
LPA Application Form 1		Continu
LPA Application Form 2		

Make Payment

4	Review the invoice. Once confirmed,	eService Payment	
	click 'Pay'.		Review the invoice and make payment
		Bill To Mary Tan Item Description LPA Application (Form 1)	Invoice Number: IPV/210011010 Invoice Date: 01 Nov 2021 Amount (inclusive of GST) \$ 20
		Back	Total \$20
5	On the pop-up window, select 'Submit' to be re-directed to the e-NETS payment portal to proceed with online payment.		?
			Please click Submit to proceed with application You will be redirected to e-NETS payment portal for payment of application fee.
			Cancel
6	Enter your credit card details and click 'Submit'.		Total Amount Payable \$100
		Payment Methods	
P	At the moment, online payment via Mastercard or Visa is the only available option to pay. Cash or cheque will not	Name on Card	<i>IISA</i> ()
	be accepted.	Card Number	
		CVV/CVV2 Expiry Date Email (Optional)	onth Year
			ubmit Cancel
7	Once payment is completed, a receipt will be generated. Click the icon	Search in OPG's Registers	Thank you for your payment Click on the Print icon to print the receipt.
		Receipt Receipt Number RCP210011005 Payment Date 01 Nov 2021 Nume Tark for Long n	
		Item Description	Amount (inclusive of GST) \$ 100
8	transactions. Otherwise, 'Logout' of the portal.	Total Amount Paid \$ 100	(Continue)

View and Send LPA



View your LPA, or send LPA to Third Parties for official transactions

 $\widehat{\mathbb{G}}$ After an LPA is registered, Donors and their Donee(s) can view and send the LPA to other individuals or third parties as required. The process for viewing and sending the LPA is the same for the Donor and Donee. However, Donee(s) will only be able to send the LPA after the Donor has been certified by a doctor to lack mental capacity.

View Donor's LPA

1A	For Donors: Click the <i>LPA No.</i> to view	
	your LPA.	

1B) For Donees: Click **'View LPA'** to view your Donor's LPA.

Welcome, Your Nar	ne				Last visited on: 29 Nov 2021 03:34 PM
Your LPA					
1A LPA No. <u>R2021-008399-00</u>	Registration Date 30 Nov 2021	Created on 30 Nov 2021	Last Upda 01 Dec 20 2	ted 21	Status LPA - Registered
Donees Chermaine Lee					Send LPA
You as a Donee					
LPA Registration Number	Donor Name	Registered On	Last Updated On	Status	
R2021-008267-01	John Tan	05 Nov 2021	14 Nov 2021	LPA - Registered	1B View LPA Send LPA

The LPA will be shown. Click 'Download LPA No: R2022-000353-00 opy of the LPA do LPA Copy' to download a softcopy of the LPA. OFFICE OF THE



View and Send LPA



View your LPA, or send LPA to Third Parties for official transactions



- If passport no. is between 6 and 9 characters (e.g. ABC123), password is the available digit(s) followed by MMYY (i.e. 3MMYY).
- If passport no. has more than 9 characters (e.g. 1234567890), password is the 6th to 9th digit followed by MMYY (i.e. 6789MMYY).



Submit a Search Request in OPG's Registers of LPAs and Court Orders appointing Deputies





Submit a Search Request in OPG's Registers of LPAs and Court Orders appointing Deputies

- Personal Particulars Review your own personal particulars. Full Name as in NRIC/FIN NRIC/FIN NO SXXXXXXXX Email Address Mobile No. XXXXXXXX Select 'Yes' or 'No' if you are submitting Office No. (Optional) this request on behalf of someone. If you selected 'Yes' above, fill in 5 Are you submitting this request on behalf of another person? personal information of the Applicant ONO whom you are representing and prepare a letter of authorisation from the Applicant requesting the Search. Particulars of Person Searche want to search in: Register of Lasting Powers of Attorney (LPAs) Register of Court Orders appointing Deputies Full Name as in NRIC Select 'Register of Lasting Powers of Attorney (LPA)' or 'Register of Court Reason for search: I require the search results to be submitted to Court for purposes of deputyship application Orders appointing Deputies'. You may I require the results to enable or assist me in discharging my functions as a government representative only select one. I am a healthcare professional and I want to check if a donee or deputy has been appointed for my patient who lacks mental capacity Others ionship to person search Enter the 'Particulars of Person Please select Searched'. 'Relationship Type' Non-Family Member Family Member Select 'Reason for search'. Child Grandparent lawver **Government Representative** Spouse Stepchild Parent Other Family Professional Donee Professional Deputy In-law Member Select 'Your relationship to person Grandchild Healthcare Professional searched' and you will see: Third Party Representative Guardian 'Family member' or Others 'Non-family member' Next, select the correct representation Please attach supporting document e.q. Proof of relationship with the person searched, Copy of NRIC (front and back) of person searched (if different from search applicant) of your relation to the person searched (Refer to list 'Relationship Type') Browse files or drag and drop your file here Upload all supporting documents Maximum 15 files, 7MB per file Supported formats: jpg,jpeg,png,pdf,doc,docx,ppt,pptx Click 'Continue' after uploading. Supporting documents include: ନ୍ଦ NRIC (front & back) of person searched (Where applicable) NRIC of 'search applicant' or 'search representative' Proof of relationship between 'person searched' and 'search applicant'
 - (For search representative only) Letter of authorisation signed by 'search applicant'
 - (If applicable) Medical report certifying that 'person searched' has lost mental capacity
 - (If applicable) Court documents



Submit a Search Request in OPG's Registers of LPAs and Court Orders appointing Deputies





Submit a Search Request in OPG's Registers of LPAs and Court Orders appointing Deputies

Upon successful application portal. You will receive no	on, you will see a green tick. You may tifications on the outcome of your Sea	'Logout' of OPG's e-services arch Request via SMS.				
Search in OPG's Registers						
	We will contact you within 2 working days if clarifications are required.					
Submission Type	Transaction No.	Timestamp				
Search in OPG's Register	SRH210011535	08 Nov 2021 12:00 PM				
	Back to Home Logout					

Retrieving the results of your Search Request

- 16 Upon receiving notifications about your search request, login to OPG's e-services portal using your Singpass.
- Click 'Search Request' and look under Past Search Requests. For requests with Status: 'Application Approved', click the triple dots and select 'Download Search Result'.
- The search result will be available for downloading within 30 days from the date of approval.
 - The results of your search request will be downloaded as a PDF file, added into your **'Downloads'** folder in your device.

Search in OPG's Registers
Search in Register of Lasting Powers of Attorney (LPAc) and/or Register of Court Orders appointing Deputies
Libc here to start your search
Search Requests
Search RD
Search Routed
Search Rys
Sear

Rejected applications/ request

18 You will be notified via SMS if your application or request is rejected.

Click 'View all' to see the full message.

Please note that there is **no refund** for rejected requests.





Submit a Certified True Copy (CTC) Application to receive a hardcopy of a Donor's registered LPA

 \bigcirc A Certified True Copy (CTC) is required for reasons but not limited to those listed below:

- The Donor is a foreigner with no access to Singpass
- Required document for a court application

Individuals who apply for a CTC will receive a hardcopy of the donor's registered LPA, unlike a search request which contains the summary of the LPA for download only.

Prepare the following information before you apply for the CTC:

- Full name, NRIC number and copy of NRIC (front and back images) of the Donor
- Reason for the CTC application
- Proof of relationship with the Donor

The fee for a CTC application is **<u>\$30</u>** (or as per the <u>latest fee schedule</u> on OPG's website). Only Visa or Mastercard is accepted for online payment. If you are an existing Donee or Donor in the specified Donor's LPA, you may view and send the LPA from OPG's e-services portal instead, at no cost. See topic on <u>'View and Send'</u>.

The application will be processed **within 3 working days** from the time of submission. If approved, the CTC will be mailed to the applicant's correspondent address.

There is **no refund** if the CTC application is rejected.

Click 'CTC Application' to begin.	Search Request	1 CTC Application	Services \vee	Quick Guides
Select 'Click here to start your application'.				
	Registered LPA			
			Click here	to start your application



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