

The Singapore Teachers' Co-operative Society Ltd

Personal Online Internet Service (POIS) – Frequently Asked Questions

1) How to Sign Up as a New User?

The Teachers' Co-op Personal Online Internet Service (POIS) is strictly for our members' access only. Members are able to View and Print their Personal Details and Statement of Accounts (SOA) after they have successfully signed up as a new user. To be a user, please follow the steps given below.

- a. Click on 'User Login'.
- b. Click on 'New User?'.
- c. A 'New User Sign Up' window pop-up.
- d. Enter last 3 digit + last alphabet of your NRIC number (E.g. 567A).
- e. Enter your Date of Birth (Format: DD-MM-YYYY).
- f. Click on the 'Register' button.
- g. A message pop-up as **"Two emails containing your new username and password are sent to your email at xxx@xxxxxx.xxx.sg"**.
- h. If a member does not register an email in the database system, a message pop-up as **"Kindly contact the administrator at 6440 4393 as you do not have an email"**.
- i. This member is required to call the Technical Support Team to request for a POIS login username and password. A temporary username and password will be sent to member via post.
- j. To access the POIS, login with the temporary username and password given in your email.
- k. For first time login, you will be prompted to change to your preferred username and password for a greater security. Please note that username can only be changed once.

2) How to Reset Password?

You can reset your password online if you have already registered an email in the database system (Note: For updating/changing of email address, the database system will require at least TWO working days for a new record to be effective in the Personal Online Internet Service). If you do not have an email or you did not register your email in the database system, you are required to call the Technical Support Team for further assistance.

To reset your password, you can either:

- i. Reset online – A new password will be generated and sent to you via email once your request is successful, or
- ii. Call the Society at 6440 4393 for technical assistance.

Reset Online

- a. Click on 'Forgot Username/Password?'.
- b. A 'Lost Password' window pop-up.
- c. Enter last 3 digit + last alphabet of your NRIC number (E.g. 567A).
- d. Enter your Date of Birth (Format: DD-MM-YYYY).
- e. Click on 'Request for New Password'.
- f. A message pop-up as **"An email containing new password is sent to your email at xxx@xxxxxx.xxx.sg"**.

- g. If a member does not register an email in the database system, a message pop-up as **“Kindly contact the administrator at 6440 4393 as you do not have an email”**.
- h. This member is required to call the Technical Support Team to request for reset password. A new password will be sent to the member via post.
- i. To access the POIS, login with your Username and the new password.

3) How to Edit/Change your Password?

For first time login, you are advised to change your password for a greater security. To change your password, please follow the steps given below.

- a. Login with your Username and password.
- b. Click on ‘Edit Password’.
- c. An ‘Edit Password’ window pop-up
- d. Enter old password.
- e. Enter new password (No restriction).
- f. Enter confirm new password.
- g. Click on the ‘Save’ button.
- h. Your password will be updated and resume back to the personal account details screen.
- i. Please note that the new password will be required for the next login.

4) Unable to Receive Login Password thru’ Email after Successfully Sign-up/Reset.

Please check your SPAM/JUNK folder if an email is not found in your INBOX folder. The reason is because of the setting/configuration on the mail server of each school has different set of rules and may apply different SPAM filtering criteria. As a result, the recipient’s email will be filtered out and placed into SPAM/JUNK folder instead.