Frequently Asked Questions

1) How to Sign Up as a New User?

Teachers' Co-op Personal Online Internet Service (POIS) is strictly to be used by the Co-op members only. Members can view and print their own Statement of Accounts (SOA) after successfully signing 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? Click Here.'

c) A 'New User Sign Up' window pop-up.

d) Enter last 3 digits + 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 have been sent to your email at xxx@xxxxxx.xxx**".

h) If a member has not provided the Co-op with an email, a message pop-up reads "**Kindly contact the administrator at 6440 4393 or cs@teachersco-op.org.sg, as you do not have a registered email address with the Co-op.**".

i) For members without an email address registered with the Co-op, he/she is required to call the Technical Support Team to request for POIS login username and password. A temporary username and password will be sent to the member via post.

j) To access POIS, log in with the temporary username and password given in your email.

k) For the first time logging in, you will be prompted to change to your preferred username and password for greater security. Please note that the username can only be changed once.

2) How to Reset Password?

You can reset your password online if you have already registered an email address with the Co-op (Note: For updating/changing of email address, POIS system will require at least TWO working days for a new record to be effective).

To reset your password:

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 a new password has been sent to your email at xxx@xxxxxx.xxx**".

g) To access POIS, log in with your Username and the new password.

3)   How to Edit/Change your Password?

You are advised to change your password periodically for greater security. To change your password, please follow the steps given below:

   a)   Log in 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 (alphanumeric, minimum 8 characters).
   f)   Re-enter the new password.
   g)   Click on the 'Save' button.
   h)   Your password will be updated, and you will be directed 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 via Email after successfully Sign-up/Resetting.

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 individual mail servers has a 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 the SPAM/JUNK folder instead.

Should you require any assistance, kindly call the administrator at 6440 4393 or email to cs@teachersco-op.org.sg.