

USER GUIDE FOR SYC PORTAL

General Navigation

Syariah Court Detailed User Guide for Public Users

General Navigation





General Navigation of E-Services Portal

General Navigation of E-Services Portal for SingPass and SYC Pass Users

Apply for SYC Pass	Page 4
SYC Pass – Reset Password	Page 6
SYC Pass – Forgot Password	Page 8
Update Particular	<u>Page 10</u>
Dashboard	<u>Page 14</u>
Divorce E-Services	Page 17
View and Actions on Divorce Modules	<u>Page 22</u>
Notifications	<u>Page 28</u>

Apply for SYCPass

Apply for SYCPass

- 1 To apply for a SYCPass, click **Apply for SYCPass** under the SYCPass section. You will be redirected to the SYCPass application page.
- Fill in the required fields, type the Captcha code and click **Submit**. All fields in the application form are mandatory.

3

Upon successful registration, there will be a **SYCPass Confirmation** message with the **Application Reference Number** and **Submission Date**. You may now login to the SYC Portal using the Username and Password that has been sent to the email address provided in your application for SYCPass.

3





SYCPass - Reset Password

Apply for SYCPass - SYCPass Reset

When logging in for the first time with SYCPass, you will be prompted to reset your password. The new password must meet all the conditions displayed on the screen.

2 Key in your new password at **New Password** and **Confirm Password**.

Click Reset Password.

4 Upon clicking **Reset Password**, you will be redirected to your Dashboard for SYC E-Services.

LOGIN / SYCPASS RESET

SYCPass Reset

Password Reset

Your password must meet the following conditions:
At least 12 characters; - Contain characters from at least two of the following four categories:
at least one Upper case (A - Z);
at least one Lower case (a - z);
at least one number (0 - 9)
at least one special character (! \$, #, %, etc.).
Should not be the same as your login ID;
Should not be a commonly used or expected password, for example, "password"; "P@ssword"; "Pass123" etc; and
Should not be the same as any of the last three generations of passwords

Enter and confirm your new password below to access your account.

	۹
Confirm Password	
	۲
	3

SYCPass - Forgot Password

SYCPass – Forgot Password

- 1 To reset your password, click **Forgot Password** under the SYCPass section of the login page.
- You will be brought to the Forgot Password page. Enter your Email Address and click Send. A password reset link will be sent to your email address.
- After clicking on the link in your email, you will be redirected to the SYCPass Reset page.
- 4 The new password must meet all the conditions displayed on the screen.
- 5 Key in your **New Password** and retype to **Confirm Password.** Click **Reset Password**.



Send

Cancel



LOGIN / SYCPASS RESET

Password Reset

4

Your password must meet the following conditions:
At least 12 characters; - Contain characters from at least two of the following four categories:
at least one Upper case (A - Z);
at least one Lower case (a - z);
at least one number (0 - 9)

at least one special character (! \$, #, %, etc.).

- Should not be the same as your login ID;

- Should not be a commonly used or expected password, for example, "password"; "P@ssword"; "Pass123" etc; and

Should not be the same as any of the last three generations of passwords

F Enter and confirm your new password below to access your account.

New Password	
1	P
Confirm Password	
	۹

Reset Password

Update Particulars

Update Particulars

- 1 For first time and existing users who wish to make changes to their contact details, you may update your particulars in the SYC Portal.
- 2 There are two ways to update your particulars.

(a) Click on **Update My Particulars** on your Dashboard.

Or

(b) Click on the downward arrow beside the profile icon, which is next to the bell, at the top-right hand side of any of the pages in the E-Services and select **Update My Particulars**.



Return to Contents

Update Particulars for users logging in with SingPass

*Note: Please note that all fields are mandatory in the Update My Particulars form, unless otherwise stated.

- For users with SingPass login, greyed out fields cannot be updated as the information is prepopulated from MyInfo.
- 2 Enter the Postal Code for the Residential Address and click on **Retrieve Address** to autopopulate the Blk/House No. and Street Name fields. Complete all the other fields.
- If the Mailing Address and Residential Address are different, slide the slider to left.
- ⁴ The **Save** button will be enabled when all mandatory fields are completed. Click **Save** to update your particulars. You will then be redirected to your Dashboard.



Update Particulars for users logging in with SYCPass

*Note: Please note that all fields are mandatory in the Update My Particulars form, unless otherwise stated. 5

- 5 For users with SYCPass login, all fields are editable.
- 6 Enter the Postal Code for the Residential Address and click on Retrieve Address to auto-populate the address.
- 7 If the Mailing Address and Residential Address are different, slide the slider to left.
- 8 Upon filling all the mandatory fields, the **Save** button will be enabled.
- 9 Once the necessary updates are done, click **Save** at the bottom of the form.
- 10 Once the changes have been saved, you will be redirected to your Dashboard.

DASHBOARD / UPDATE MY PARTICULARS	
Update My Particulars	5
Full Name (as per ID No.)	Alias (Optional)
Nama Penuh (seperti di Kad Pengenalan)	Alias (Jika ada)
Lim wei jun xavier	Type here
ID Type Jenis ID	ID No. No. Kad Pengenalan.
PASSPORT +	T0125412F
Citizenship	Nationality
Kerakyatan	Kewarganegaraan
Please Select. *	JAPANESE
Date of Birth Tarikh Lahir	Gender Jantina
C3 01/01/1970	Male
Race Bangsa	Highest Education Qualification Kelayakan Pendidikan Tertinggi
·	Please Select

Location			
Location Lokasi			
Local Overseas			
Postal Code			
Poskod			
101092		Retrieve Address	
		<u> </u>	
Blk/House No.	Level No.	Unit. No.	
No. Blok/No. Rumah	No. Aras	No. Unit	
92A	Enter Text	192	
Street Name			
Nama Jalan			
TELOK BLANGAH STREET 31			
Building Name (Optional)			
Nama Bangunan (Jika ada)			
Nama Bangunan (Jika ada) TELOK BLANGAH PARCVIEW			
TELOK BLANGAH PARCVIEW Mailing Address Same as Residential Ad Contact Details	dress		
TELOK BLANGAH PARCVIEW Mailing Address Same as Residential Ad Contact Details Handphone	dress		
TELOK BLANGAH PARCVIEW Mailing Address Same as Residential Ad Contact Details	ldress 91743432		
TELOK BLANGAH PARCVIEW Mailing Address Same as Residential Ad Contact Details Handphone Telefon bimbit			
TELOK BLANGAH PARCVIEW Mailing Address Same as Residential Ad Contact Details Handphone Telefon bimbit Singapore(+65) v Home (Optional)			
TELOK BLANGAH PARCVIEW Mailing Address Same as Residential Ad Contact Details Handphone Telefon bimbit Singapore(+65) Home (Optional) Rumah(Jika ada)	91743432	9	

Dashboard

Dashboard



2

In the SYC Portal, the Dashboard will show you the open tasks / open appointments across 3 modules :

- a) Inheritance
- b) Divorce
- c) Others

Dashboard items will be completed once any of these criteria is completed :

- a) Task is completed
- b) Task has passed the due date
- c) Appointment is completed or cancelled
- You may take actions for any pending task by toggling on a selected case and clicking on the **three dots** under **More Options**.
- 3 You may view the available actions and choose accordingly.
 - a) Edit: to edit when a document/application is returned to you for some revision.
 - b) View: to view details of the case.
 - c) Withdraw: to withdraw from the Marriage Counselling Programme.
 - d) Book Appointment: to select date and time of an appointment or Court session.
 - e) View Appointment: to view details of an appointment or Court session.
 - f) Change Appointment: to change an appointment or Court session.
 - Some tasks may have further notes or remarks.

DASHBOARD / DASHBOARD

DASHBOARD

Assalamualaikum!

Welcome TAN MING HENG TERENCE, & Update My Particulars

This is your personalised portal where you can view your transactions, correspondence, and cases with Syariah Court at a glance.

1

What I need to do... - 23 items

Category	Case ID	Case/ Appointments/ Tasks	Status	Dat	e	More Options
Pre-Divorce	<u>R-2022-</u> 000347	Registration for MCF	Returned as Incomplete (Please see Remarks in Divorce > Ongoing Case folder)	08/	09/2022	:
MCP Appointment	MCP-2022- 000356	MCP Appointment	Scheduled	17/	Edit Withdi	raw

Return to Contents

Dashboard

- If the dashboard task is marked with remarks, you need to navigate to the related modules (Inheritance/Divorce/Others) > Ongoing Filing and locate the case ID.
- ⁶ Click on **View Remarks**, and the remarks field will be opened.
- 7 Please read through the remarks sent by SYC.
- 8 Click **Close** to close the remarks field.
- You may update the case/application according to the remarks by
 SYC by clicking on the three dots under More Options, then click Edit.

DASHBOARD / DIVORCE

DIVORCE

Ongoing Filing	5a	Enter Case ID		Sear	ch Div	orce E-Servi	ices
Completed Filing	g						
Court File	~	Case ID	Form/ Appointments	Status	Last Updated Date	Remarks	More Options
	5b	MOD-2022- 000008	Filing of Memorandum of Defence and accompanying documents	Returned as Incomplete	23/06/2022	<u>View</u> <u>Remarks</u>	:
		<u>OS-2022-</u> 000157	Filing of Summons (<u>Application to be</u> Joined as an Intervener)	Draft	20/09/2022	6	÷



Divorce E-Services

- You can access the Divorce module from the **Divorce** tab.
- 2 All menus and filing forms are on the Divorce E-Services page. Click on the **Divorce E-Services** button to view all the available menus and forms.

A Singapore Government Age	ncy website					
SYARIAH COURT SINGAPORE					ſ	258 ≗ ∽
Dashboard Inheritance	Divorce	1				-
Dashboard / Divorce						
DIVORC	-					
DIVORC	L					
DIVORC						
		Case ID (i.e. OS-XXXX-XXXXX)			
Ongoing Filing) Searc	h	orce E-Service	2
	Search case by 0			h	orce E-Service	2
Ongoing Filing Completed Filing	Search case by 0			h Div Last Updated		es 2 More

Divorce E-Services – Start a New Case

- On the Divorce E-Services page, there are 2 main menus on the left:
 - a) Start a New Case
 - b) I want to... for Case with Originating Summons Number.
- 4 On clicking the arrow next to **Start a New Case**, you will see further options for:
 - a) Marriage Counselling Programme
 - b) Divorce

5

Select the new type of case you would like to start.

To register for the Marriage Counselling Programme, select **Marriage Counselling Programme**.

On the right, you will then find the available applications for that type of case, with **Description** and **Documents Required**. Click on the hyperlink **Registration for Marriage Counselling Programme** to select the application.



Notes

Once a draft is created from any of the available filing options on the Divorce E-Services menu, you will find it under Divorce > Ongoing Filing with status Draft. Please refer to <u>View & Actions on</u> <u>Divorce Module</u> page for details.

Divorce E-Services – Start a New Case

- 6 To start a new divorce case, select **Divorce**.
- 7 On the right, you will then find the available applications for that type of case, with **Description** and **Documents Required**.

Click on the hyperlink of the application that you wish to make i.e. either Filing of Originating Summons for Divorce or Filing of Originating Summons Pursuant to Section 46(A) of the Administration of Muslim Law Act (AMLA) (Form 6A).



Divorce E-Services – I want to... for Case with Originating Summons Number

- 8
- After your Filing of Originating Summons is accepted, you can file other documents or take other actions related to the Originating Summons under the menu I want to... for Case with Originating **Summons Number**. The categories of documents and actions are:
 - · File Court Documents, to file Court Documents related to your main Divorce proceeding. Please refer to the Court Documents user guide for details.
 - Serve Originating Summons for Divorce, to select and update the method of serving the Originating Summons for Divorce and to file documents/applications relating to service. Please refer to the Service of Originating Summons user guide for details.
 - File Summons, to file sub-application related to your main Divorce proceeding. Please refer to the Summons user guide for details.
 - Practipe (Request), to file practipe request related to the Divorce Case. Please refer to the Praecipe & Registry Request user guide for details.
 - **Registry Request**, to file registry request related to the Divorce Case. Please refer to the Praecipe & Registry Request user quide for details.

Start a New Case 🗸 🗸	To act on a Case with Originating Summons, please ensure you have a valid Originating Summo	ons
I want to for Case with Originating	Number (e.g. OS-2022-123456 or, for cases commenced in hardcopy, OS12345).	
Summons Number	What would you like to file?	
File Court Documents	Apakah yang anda ingin memfail? 88 ct	
Serve Originating		
Summons for Divorce	Court Documents	
File Summons		
Praecipe	Affidavits/Other Documents	\checkmark
(Request)		
Submit Registry	Amended Matrimonial Property Plan	~
Request	Amended Parenting Plan	~
	Amended Case Statement	~
	Memorandum of Defence	~
	Notice of Appeal against Registrar's Decision or Order	~
	Notice of Appointment of Solicitor	~
	Notice of Change of Solicitor	~

Ongoing Filing

There are 3 folders (menu) under Divorce Module :

- a) Ongoing Filing
- b) Completed Filing
- c) Court File
- 2 Under **Ongoing Filing**, you will find a list of MCP cases or forms/documents which you are drafting or which have been submitted but not accepted, with any of these status :
 - a) Pending Acceptance
 - b) Drafts
 - c) Returned as Incomplete
 - d) Ongoing MCP, (such as: Pending 1st Appointment, 1st Appointment Scheduled, or Further MCP)
- 3 The list of the forms will display this information :
 - a) Case ID (Some Draft Forms will not have Case ID)
 - b) Form Name
 - c) Status
 - d) Last Updated Date
 - e) Remarks
 - f) More Options (three dots). You may take the same actions from the dashboard, or from the Ongoing Filing list.

Dashboard I	1 e Divo	orce Cthers						
Dashboard / Div	ORCE							
DIVOF	RCE							
Ongoing Filing	2	Search case t	by Case ID (i.e. OS-XXXX-X)	XXXXX)				
Completed Filing		Enter Case	ID	Se	arch Di	vorce E-Serv	/ices	
Court File	~	Case ID	Form/ Appointments	Chattar	Last Updated	Description	More	
		Case ID	r enny r appendencing	Status	Date	Remarks	Options	
		<u>R-2022-</u> 000542	Registration for Marriage Counselling Programme	Returned as Incomplete	27/10/2022	View Remarks	E	3

Note:

Once the filing of a form/document has been accepted or rejected, or a case undergoing Marriage Counselling Programme (MCP) is completed, the form/document filed or completed MCP case will be moved to the Completed Filing section, and the endorsed Court document will be viewable in the relevant Court File section.

Ongoing Filing

You may Search by Case ID, if you need to locate a case directly using the Case Number. A minimum of 3 digits/letters is required to search, in order for the system to find a similar case number.

E.g : for Case ID : POS-2022-000157

If you key in <u>157</u> > and click **Search**, the system will search any Case ID that contains <u>157</u> in the Ongoing Filing Folder. This search will show all case/document types, whether Registration for Marriage Counselling Programme, Filing of Originating Summons, Filing of Notice, etc., if it contains '157'.

If you key in <u>POS</u> > and click **Search**, the system will search any Case ID that contains <u>POS</u> in the Ongoing Filing Folder.

If you key in <u>POS-2022</u> > and click **Search**, the system will search any Case ID that contains <u>POS-2022</u> in the Ongoing Filing Folder. This search will also show all Filing of Originating Summons (with case ID prefix **POS-**) that is submitted or filed in the year 2022.



Completed Filing Search case by Case ID (i.e. OS-XXXX-XXXXX) Ongoing Filing Divorce E-Services Under Completed Filing, you will find a list of 1 Completed Filing forms/documents which you have filed or submitted, and MCP cases, with any of these status: Last Updated More Court File \sim Case ID Form/ Appointments Status Date Remarks Options a) Accepted b) Rejected POS-**Filing of Originating** Accepted 19/10/2022 . c) Withdrawn 2022-Summons (TAN CHONG 2 000198 HO v SPOUSE SPOUSE) d) MCP which has a final outcome. POS-Filing of Originating 06/10/2022 Accepted : The list of the forms will display these information : 2022-Summons (TAN CHONG 000365 HO v ZAENAB BINTI a) Case ID MADISON) b) Form Name c) Status MCP-MCP Case Refer to 03/10/2022 1 2022-Court d) Last Updated Date 000507 (Divorce) e) Remark More Options (3 dots). You can take the same actions **f**) R-2022-Registration for Marriage Accepted 03/10/2022 View 1 from the dashboard, or from the Completed Case list. 000523 **Counselling Programme Remarks**

Completed Filing

You may search by Case ID if you need to locate a case directly using the Case Number. A minimum 3 digits/letters is required to search, in order for the system to find a similar case number.

E.g : for Case ID : POS-2022-000295

If you key in <u>295</u> > and click **Search**, the system will search any Case ID that contains <u>295</u> in the Completed Filing Folder. This search will show all case/document types, whether Registration for Marriage Counselling, Filing of Originating Summons, Filing of Notice, etc., if it contains 295.

If you key in \underline{MCP} > and click **Search**, the system will search any Case ID that contains \underline{MCP} in the Completed Filing Folder.

If you key in <u>R-2022</u> > and click **Search**, the system will search any Case ID that contains <u>R-2022</u> in the Completed Filing Folder. This search will also show all Registration for Marriage Counselling Programme (with case ID Prefix **R**-)that submitted or filed in the year 2022.



Court File

1

- Under **Court File**, you will find 4 separate folders. Court File contains documents that are issued and/or endorsed by SYC. These are the 4 folders in the Court File :
- a) Court Documents, for all generated and accepted filing of forms which are endorsed by SYC. E.g. Originating Summons Form 6, Case Statement (Form 7 or 8), Form 10 – Summons, Divorce Certificate or Extract Copy of Divorce Certificate, etc.
- **b) Court Notices**, for notices from SYC. E.g. Notice to Attend Court, Registrar's Directions.
- c) Court Orders, for issued Court Orders. E.g. Order to Discharge Solicitor, Decree, Order to Extend Validity of OS, etc.
- d) Correspondence, for correspondence from SCY, including outcomes of filed Praecipe (Request).

2

3

You may click on the document hyperlink to download the document.

Alternatively, for **Court Orders**, you may click on the **three dots** under **More options**, then click **Download Copy of Order of Court.** Court orders must be paid for, or payment must be waived, before you may download a copy.



Notifications

Check Notifications

- 1 Click on the **Bell** icon on the dashboard header to view pending notifications.
- 2 You will be directed to the **Notification page** that displays all notifications, both Read and Unread.
- 3 Click on **Unread** tab to view unread notifications only. Unread Notifications are marked with a red dot.
- 4 Click on Read tab to view Read notifications only.
- 5 A red dot marks unread notifications.
- 6 Click on the hyperlink on a Notification.
- 7 The Notification pop up will appear and display the contents of the Notification. The Notification will be marked as Read in the Notification Page and the red dot will no longer be shown beside the hyperlink.
 8

Click on **Close** to close the notification pop-up page.

SYARIAH COURT 2 <u>≗</u>∨ SINGAPORE Dashboard Inheritance Divorce Others NOTIFICATION 4 AII (3) Unread (2) Read (1) Notifications Date MCP outcome: Divorce 6 10/08/2022 5 10:52:41 MCP: Your appointment is scheduled 10/08/2022 10:51:57 Pending Approval: Application for Inheritance Certificate (I-2022-000002) 04/07/2022 13:35:23

```
Accepted Filing of Originating Summons (POS-2022-000105)
 Dear ALFRED CHONG BOON HAO.
 Your Filing of Originating Summons is accepted. The Case ID of your Originating Summons (OS) is OS-2022-000146. Please use this Case
 ID.
 Appointment for Court session
 Your appointment for Mediation is on 18/7/2022 3:00 PM.
 Service of the Originating Summons
 You must serve the Originating Summons on the Defendant before the appointment (where applicable) and in any event, before the expiry of
 the validity period of the Originating Summons. This task and the expiry date of the Originating Summons is shown on your dashboard in the
 SYC Portal. For more information on service of the Originating Summons, you may log in to https://www.syariahcourt.gov.sg/Divorce/Process
 Divorce-Proceedings/Service-of-the-Originating-Summor
 Should you have any query on the above, please email us at mccy_syariah@mccy.gov.sg or call us at 6354 8371. For details, please log in
 to https://eservices.syariahcourt.gov.sg/
 Thank you.
 Syariah Court Singapore
 (Please do not reply to this message as it is auto generated.)
                                                               Close
```