User Guide to Apply for Request Changes

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Dear Applicant

PEB has prepared this guide to assist you in your application process.

Change Request module is for the public user to submit a change request to update details related to the application submitted or applicant profile.

1 Navigation to PEB Portal (E-Services) from PEB Website

Access the **PEB website** by visiting https://www1.peb.gov.sg/. On the homepage, click on **"LOGIN TO PEB PORTAL (E-SERVICES)"** to proceed to PEB Portal login page.
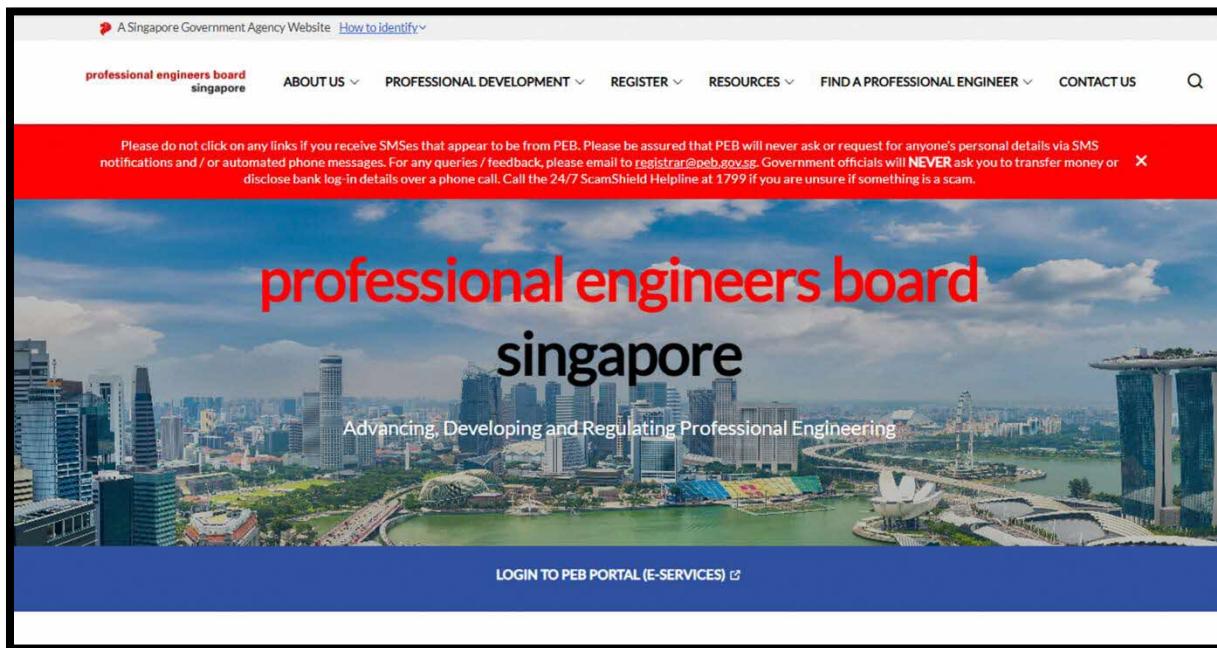
2 User Log In

- Log in to **PEB Portal** as Singpass/Corppass/Non-Singpass user.

3 Request Changes – Step by Step Guide

To submit change request, Click the **"Request Changes"** tab on the top navigation bar.

Step 1 - Declaration

Before you proceed to apply for a Change request, you are required to read through the declaration and acknowledge by checking the check box. Once you complete the above processes, you can proceed by clicking the **"Proceed"** button.
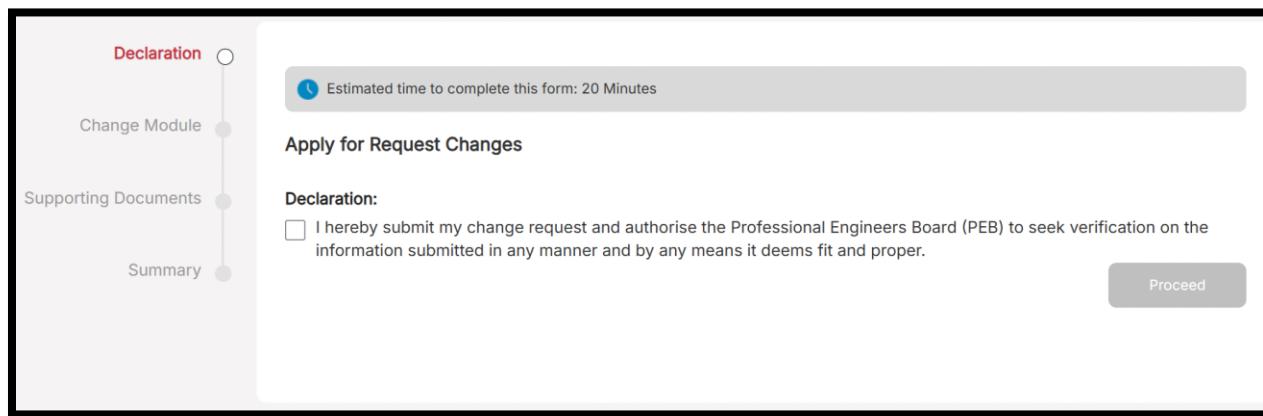
The online application form should take about 10 to 20 minutes to complete. All entries are to be made in Title Case (i.e. Capitalise Each Word).

Step 2 – Change Module

- All fields indicated with * are mandatory.
- Make the appropriate selection in fields with a dropdown list.
- To ensure the correct selection of changes:
    1. Select the applicable application type
    2. Find the Correct reference number
    3. Select the type of change you want to make from the dropdown list
- Only the in-progress applications will be accepted for request changes
    o If there's no active application, the request will default to the profile.
    o If there's an active application, then users can select the application type and reference number and submit change request for the application.

Step 3 – Supporting Documents

- Once you submit the change you will be redirected to the supporting documents page.
- If you have additional supporting documents, upload your file under **"Any Other Supporting Document(s)"**. Otherwise, proceed to the next page by clicking the **"Next"** button.
- All files will have a maximum of 5 MB upload limit.
- Follow the on-screen instructions to upload the correct file type and the required number of files for each category.

Step 4 – Summary

This section allows you to check and confirm your information before submitting the online application.

- To make changes to your input, use the side menu to navigate to the relevant pages. Avoid using your browser's Back or Forward buttons, as this may disrupt the application process.
- This section will show the old value and New Value.
- Confirm that all information provided is accurate by ticking the checkbox, then click **"Submit"** to complete the process. You will see the message **"Submitted Successfully"**.

4 Application Processing

Once the application is submitted, please navigate to the submitted application in the dashboard. The application will be in status **"Pending Processing"**.

PEB will review and process your application and may reach out to you should any additional information be required. Alternatively, you can log in to the PEB portal to check the status of the application.