Blue Light

Singapore EMA Electrical Installation Licence Platform

User Manual

Version 1.0

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Blue Light Pte Ltd

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1. Introduction

1.1 About Blue Light

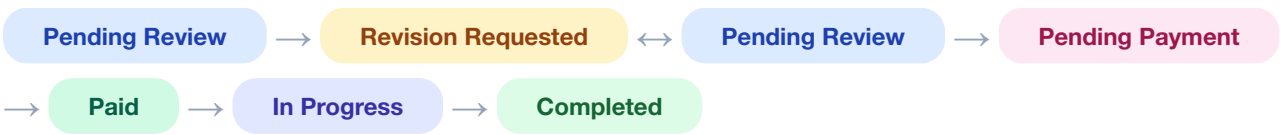
Blue Light is a web-based platform for applying and managing Electrical Installation Licences under Singapore's Energy Market Authority (EMA). It streamlines the entire licence lifecycle — from application submission and LEW review to payment processing and licence issuance.

1.2 User Roles

Role	Description	Access
Applicant (Building Owner)	Property owners or representatives who apply for electrical installation licences.	Dashboard, My Applications, New Application, My Profile
LEW (Licensed Electrical Worker)	EMA-licensed electrical professionals who review applications and prepare SLD documents. Requires admin approval after registration.	Admin Dashboard, Applications (view & review)
Admin (Administrator)	Platform administrators who manage the entire application lifecycle, users, pricing, and system settings.	Full access: Dashboard, Applications, Users, Settings

1.3 Application Status Flow

Every licence application progresses through the following statuses:



Status	Description	Applicant Action	Admin / LEW Action
Pending Review	Application submitted, awaiting LEW review	Upload documents	Review → Approve or Request Revision
Revision Requested	Revisions needed based on LEW review	Edit & Resubmit	Wait for resubmission
Pending Payment	Application approved, payment required	View payment info & make payment	Confirm Payment
Paid	Payment confirmed	Wait	Start Processing
In Progress	Licence being processed	Upload additional files if needed	Complete & Issue Licence
Completed	Licence issued	View licence details	—
Expired	Payment not received within deadline	—	—

2. Getting Started

2.1 Creating an Account

Applicant (Building Owner) Registration

1. Click **"Create account"** on the login page, or navigate directly to the Sign Up page.

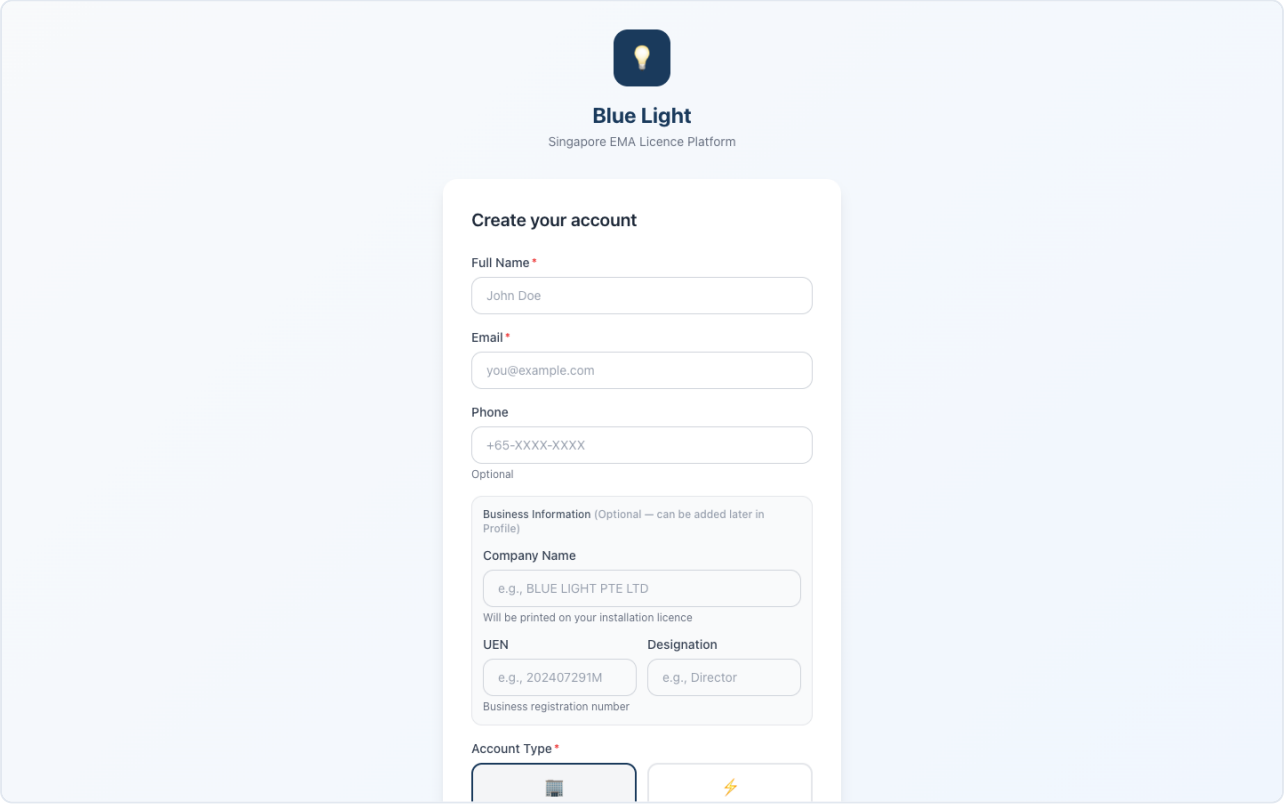


Figure 2.1 — Sign Up Page (Applicant)

2. Fill in the required fields:

   - **Full Name** (required)
   - **Email** (required — this will be your login ID)
   - **Phone** (optional)
   - **Business Information** (optional — Company Name, UEN, Designation. Can be added later in Profile.)

3. Select **Account Type** as **"Building Owner (Applicant)"**.

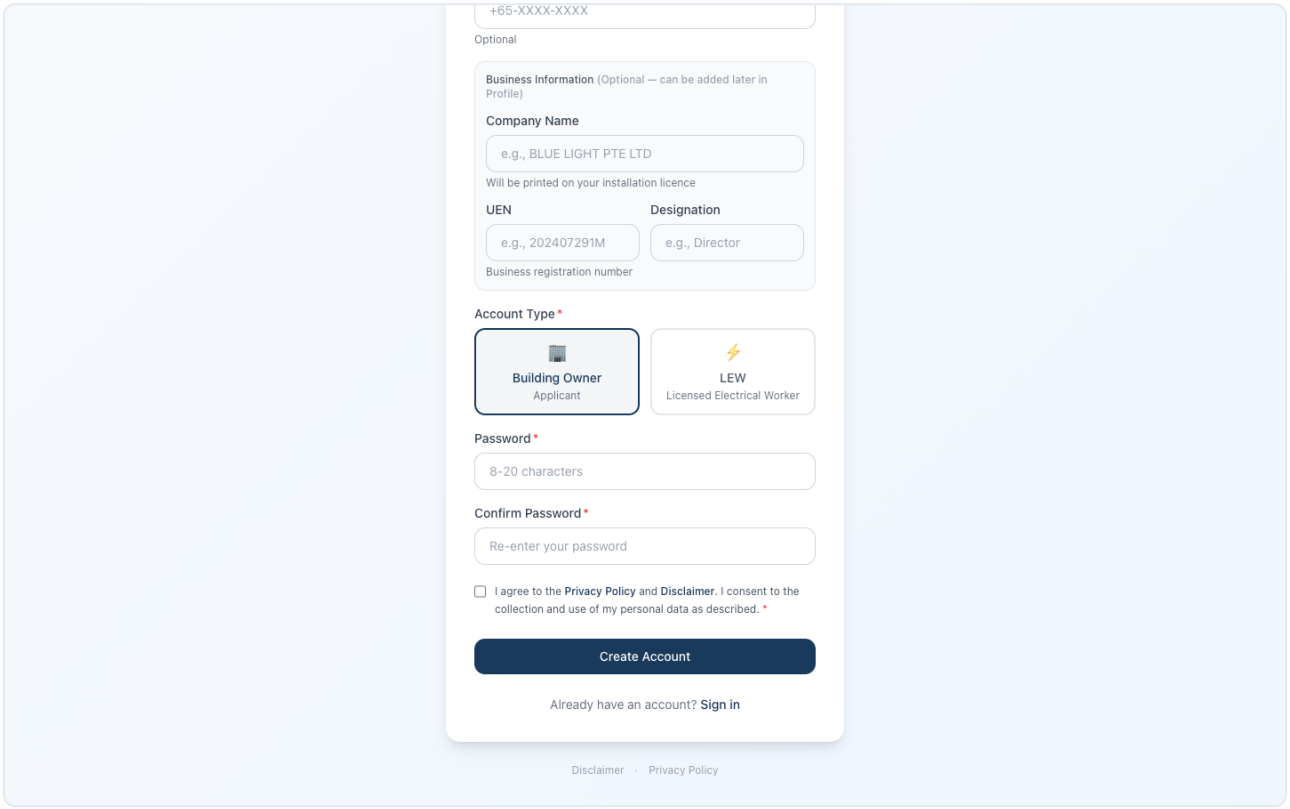


Figure 2.2 — Account Type Selection & PDPA Consent

4. Set your **Password** (8–20 characters), confirm it, agree to the **Privacy Policy & Disclaimer**, and click **"Create Account"**.

> ℹ️ **Business Information:** Company Name, UEN, and Designation are required for the Letter of Appointment. You can add them later via My Profile, but they must be completed before your application can be fully processed.

LEW (Licensed Electrical Worker) Registration

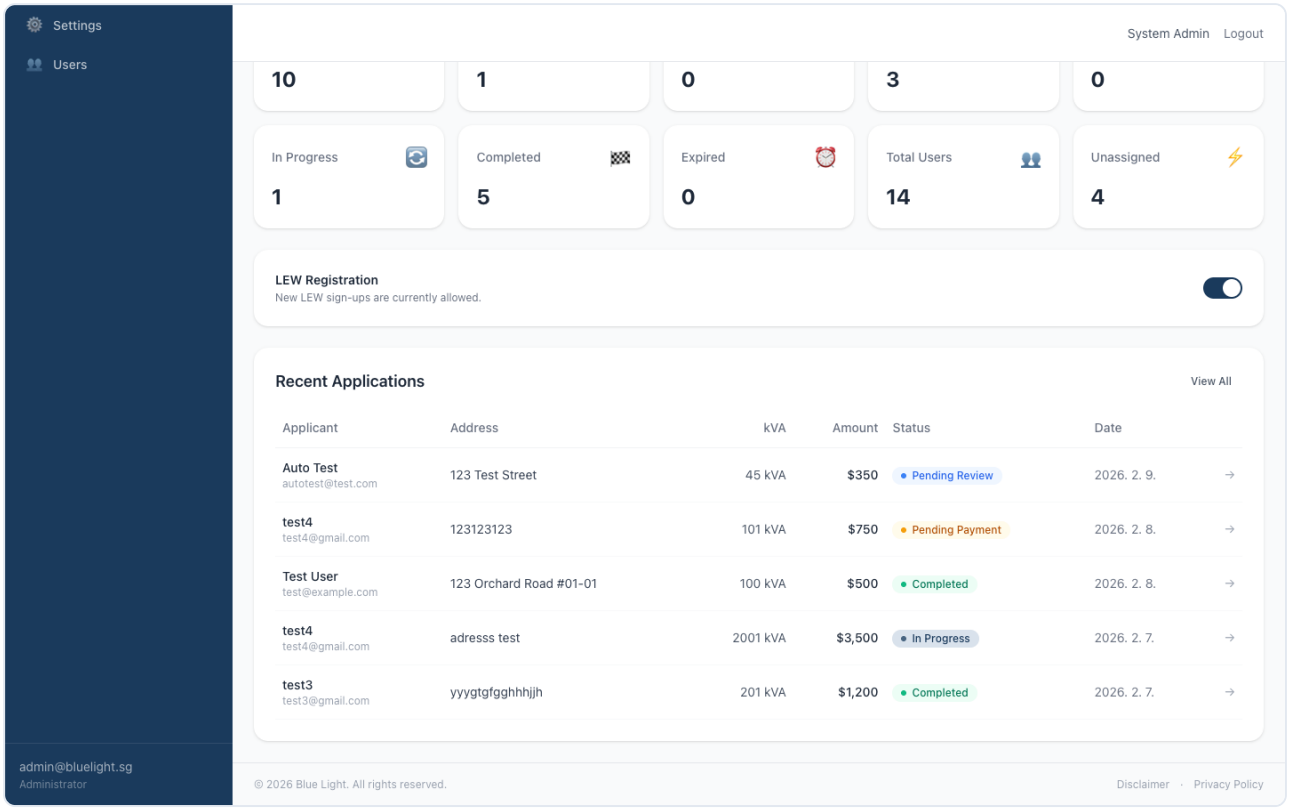


Figure 2.3 — LEW Registration (additional fields)

When registering as a LEW, two additional fields are required:

- **LEW Licence Number** — Your EMA-issued licence number (e.g., LEW-2026-XXXXX)
- **LEW Grade** — Select your grade:
  - **Grade 7**: ≤ 45 kVA
  - **Grade 8**: ≤ 500 kVA
  - **Grade 9**: ≤ 400 kV

> ⚠️ **LEW Approval Required:** After registration, your account will be in "Pending" status. An Administrator must approve your account before you can access the platform. You will see a waiting page until approved.

2.2 Signing In

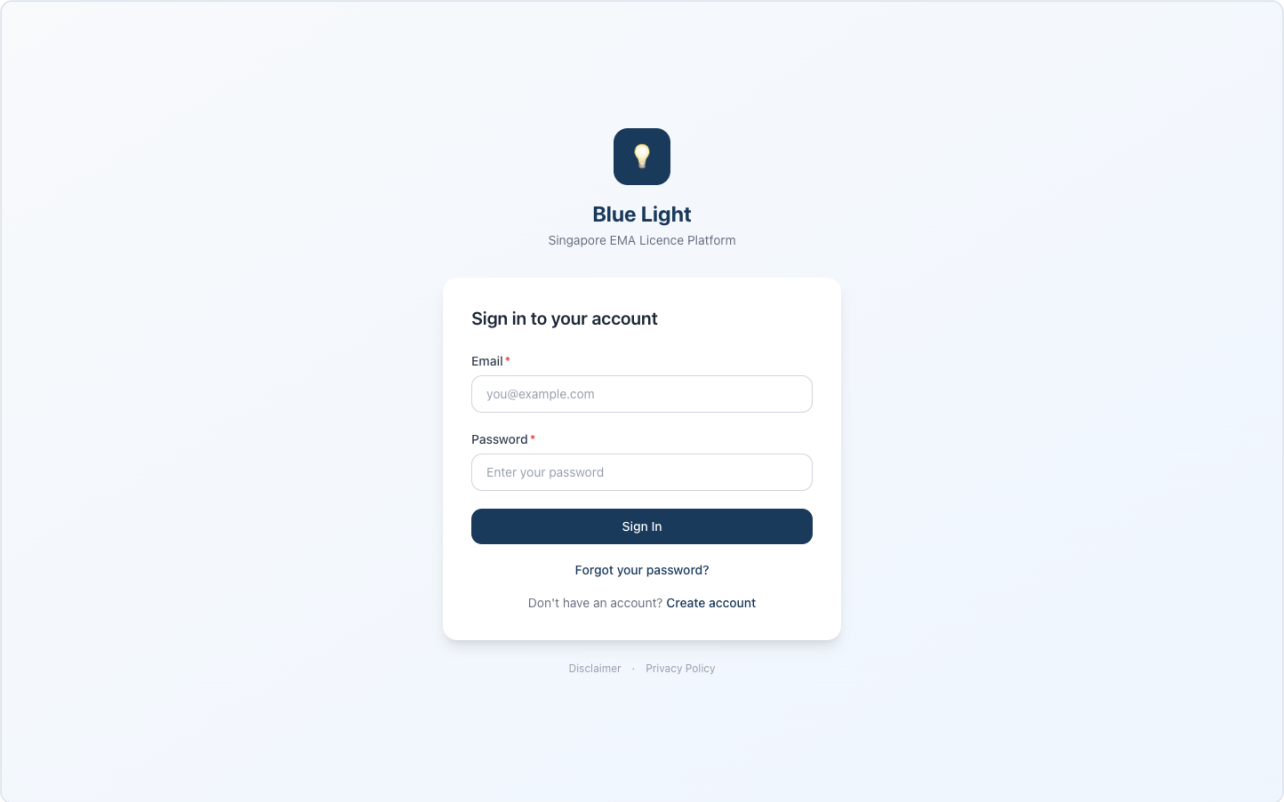


Figure 2.4 — Login Page

1. Enter your registered **Email** and **Password**.
2. Click **"Sign In"**.
3. You will be redirected to the appropriate dashboard based on your role:
   - **Applicant** → Dashboard (`/dashboard`)
   - **LEW (Approved)** → Admin Dashboard (`/admin/dashboard`)
   - **Admin** → Admin Dashboard (`/admin/dashboard`)

2.3 Forgot Password

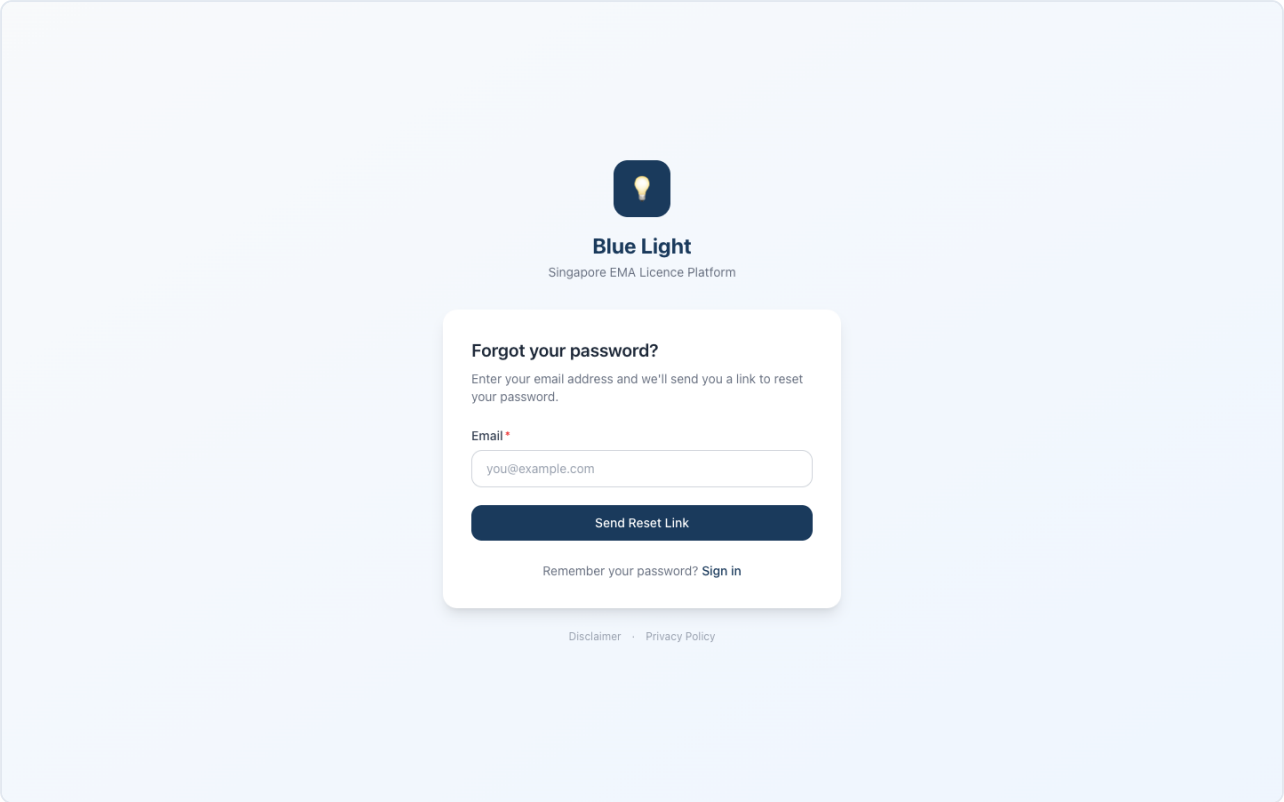


Figure 2.5 — Forgot Password Page

1. Click **"Forgot your password?"** on the login page.
2. Enter your registered email address and click **"Send Reset Link"**.
3. Check your email for the reset link (valid for **1 hour**).
4. Click the link, set a new password (minimum 8 characters), and sign in.

2.4 Email Verification (If Enabled)

When the administrator has enabled Email Verification in System Settings, new users must verify their email before accessing the platform:

1. After signing up, you will be redirected to the **Email Verification Pending** page.
2. Check your registered email inbox for the verification link.
3. Click the link in the email. You will see a **"Email Verified!"** confirmation page.
4. Click **"Sign In"** to proceed to the login page.

ℹ️ **Didn't receive the email?** Click the **"Resend Verification Email"** button on the pending page. If the problem persists, contact the administrator at admin@bluelight.sg.

💡 **Note:** Email Verification is controlled by the administrator and is disabled by default. If disabled, you can sign in immediately after registration without email verification.

3. Applicant Guide

3.1 Dashboard

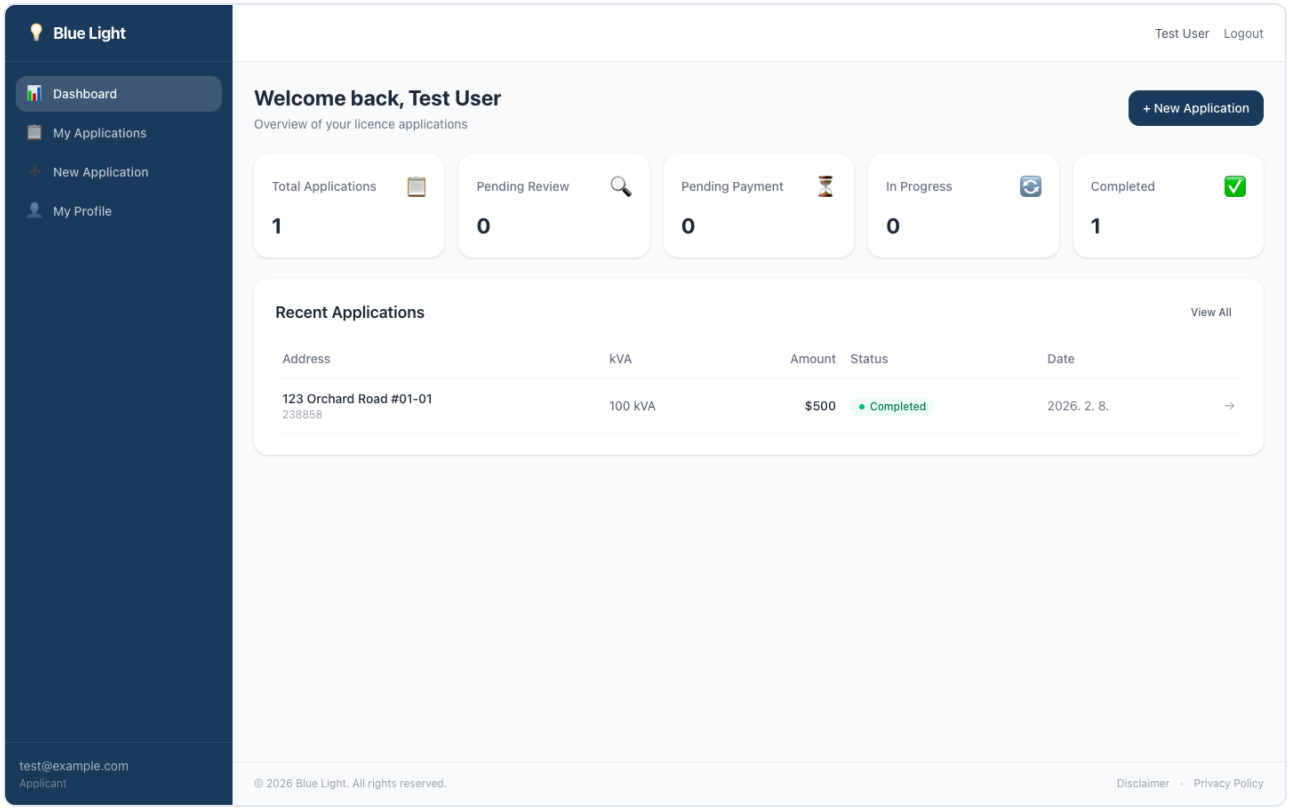


Figure 3.1 — Applicant Dashboard

The Dashboard provides an at-a-glance overview of your applications:

- **Summary Cards** — Total Applications, Pending Review, Pending Payment, In Progress, Completed
- **Recent Applications** — Your latest 5 applications with status, kVA, and amount
- **"+ New Application"** button to start a new licence application

3.2 Creating a New Application

Before You Begin

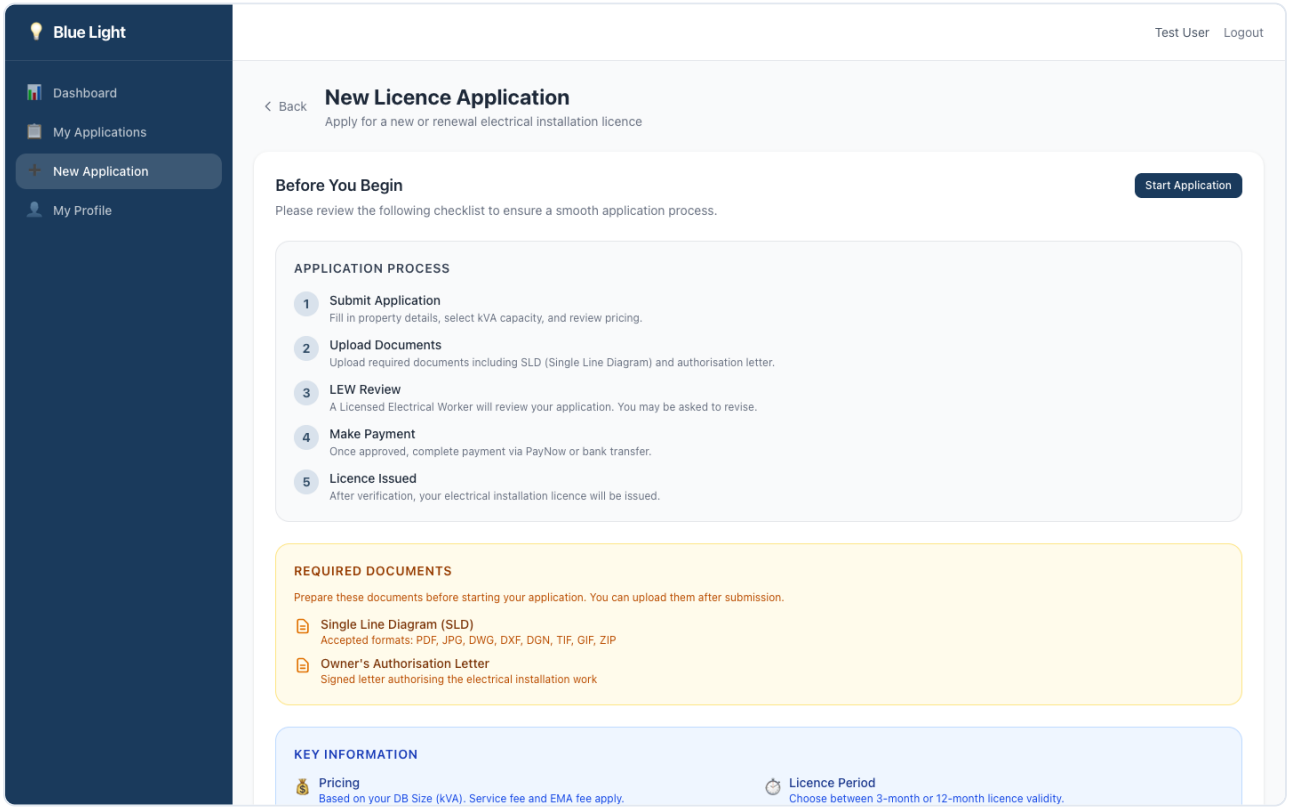


Figure 3.2 — Application Process Guide

The guide page outlines the 5-step process and lists required documents. Click **"Start Application"** to proceed.

> ℹ️ **Required Documents:**
>
> - **Single Line Diagram (SLD)** — PDF, JPG, DWG, DXF, DGN, TIF, GIF, ZIP
> - **Owner's Authorization Letter** — PDF, JPG, PNG, GIF
>
> Documents can be uploaded after submission. Maximum file size is **10 MB** per file. For EMA ELISE portal submission, files should be under **2 MB**.

Step 1: Application Type

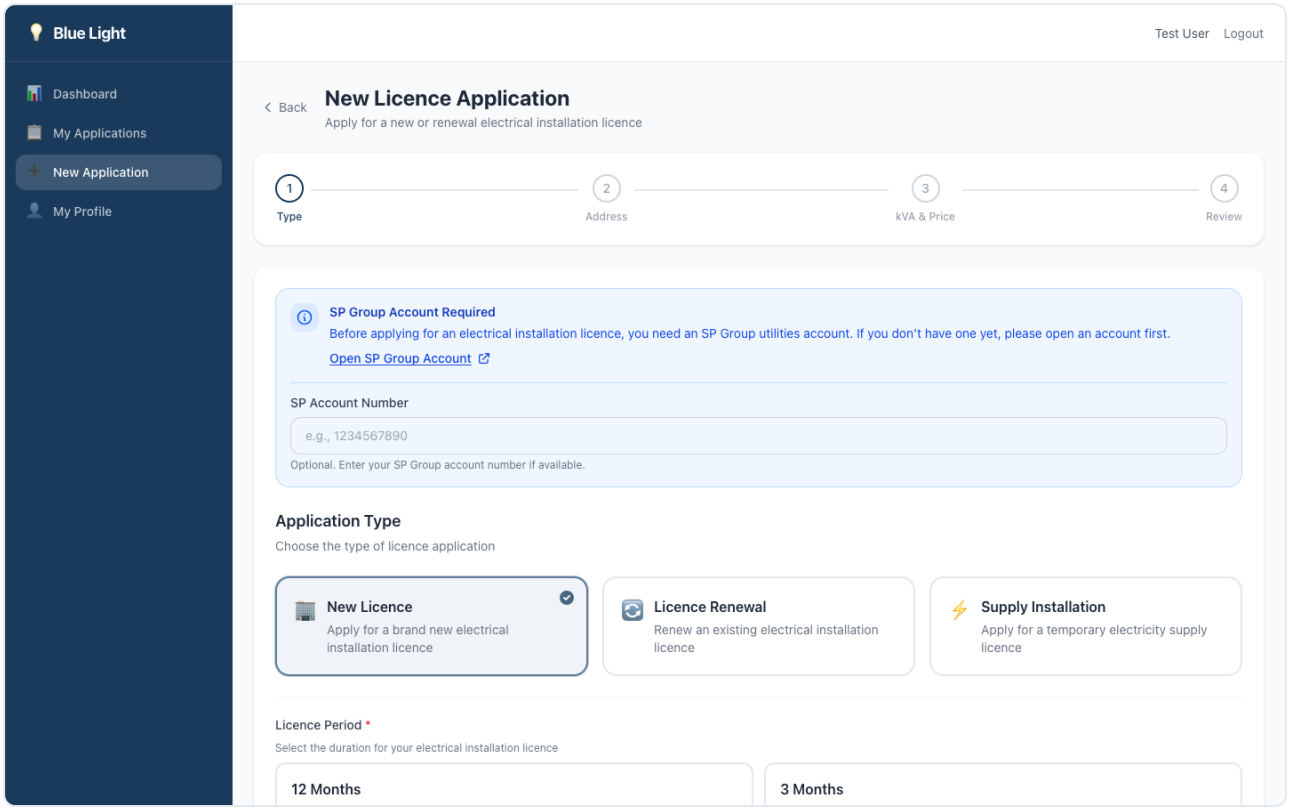


Figure 3.3 — Step 1: Application Type Selection

Configure your application:

1. **SP Account Number** (optional) — Your SP Group utilities account number
2. **Application Type**:
   - **New Licence** — Brand new electrical installation licence
   - **Licence Renewal** — Renew an existing licence. If you have completed applications, select one from the list to auto-fill licence details. Otherwise, enter the **Existing Licence Number** and **Existing Expiry Date** manually. You may also enter an optional **Renewal Reference No.**
   - **Supply Installation** — Temporary electricity supply licence

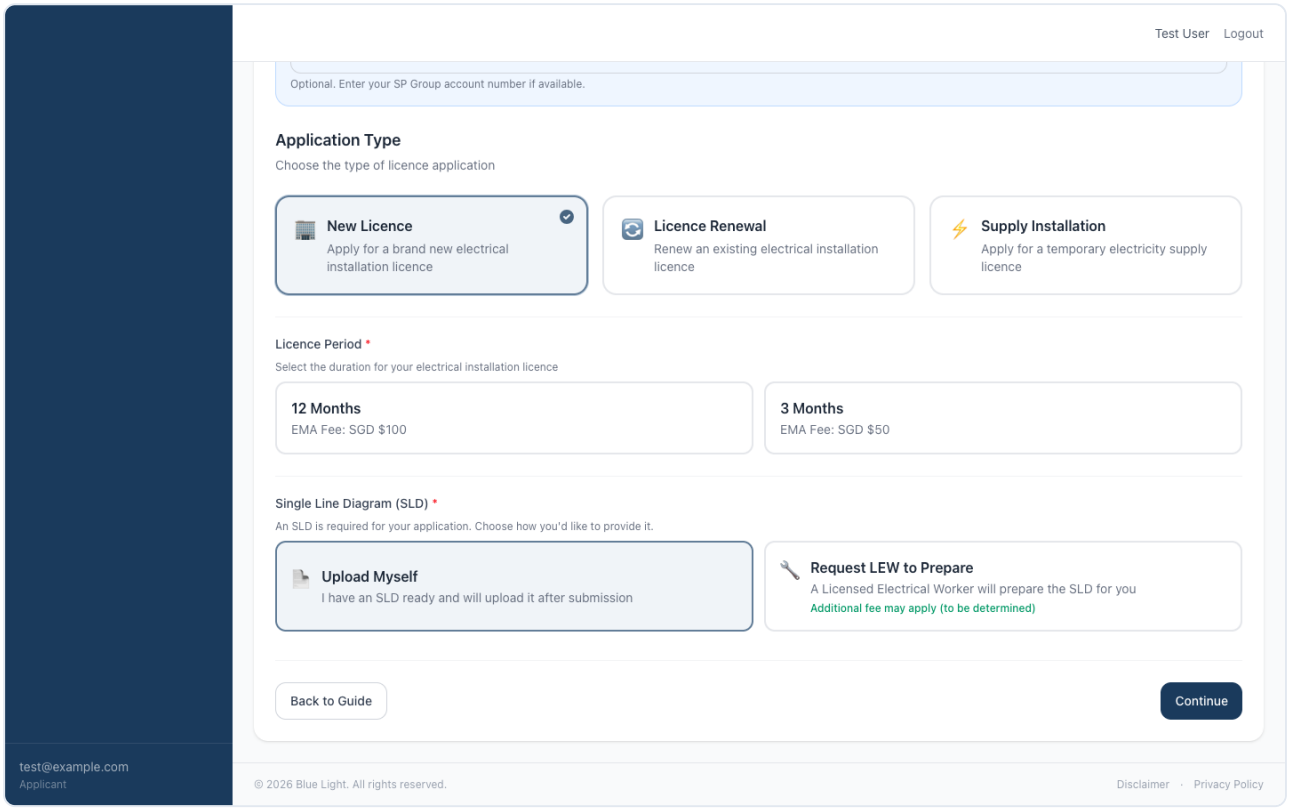


Figure 3.4 — Licence Period & SLD Options

1. **Licence Period**:
   - **12 Months** — EMA Fee: SGD $100 (New/Renewal) or $150 (Supply Installation)
   - **3 Months** — EMA Fee: SGD $50
2. **Single Line Diagram (SLD)**:
   - **Upload Myself** — You have an SLD ready and will upload it after submission
   - **Request LEW to Prepare** — A LEW will prepare the SLD for you (additional fee may apply)

Step 2: Installation Address

Enter the property details:

- **Installation Address** (required)
- **Postal Code** (required, 6 digits)
- **Building Type** (optional — e.g., Commercial, Residential, Industrial)

Step 3: kVA & Pricing

Select the DB Size (kVA capacity) for your installation. The system will automatically calculate:

- **kVA Tier Price** — Based on the kVA range selected
- **Service Fee** — Fixed fee set by the administrator

- **Total Amount** — kVA Price + Service Fee

A reference price table is displayed for transparency.

Step 4: Review & Submit

Review all entered information, then click **"Submit Application"**. Your application status will be set to **Pending Review**.

> 💡 **Navigation Warning:** If you attempt to leave the form without submitting, you will see a confirmation dialog to prevent accidental data loss.

3.3 My Applications

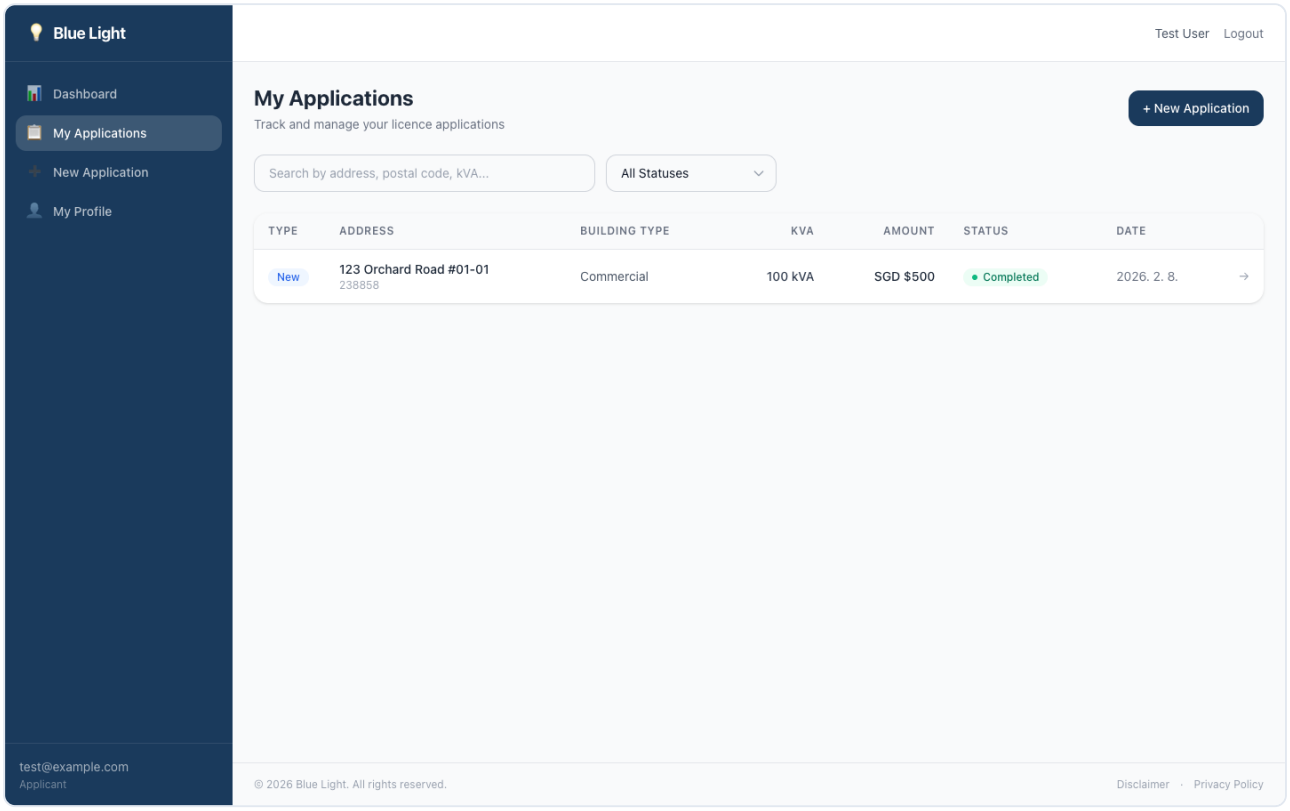


Figure 3.5 — My Applications List

View and manage all your submitted applications:

- **Search** — Filter by address, postal code, building type, kVA, or licence number
- **Status Filter** — Filter by application status (All, Pending Review, Completed, etc.)
- **Columns** — Type, Address, Building Type, kVA, Amount, Status, Date
- Click any row to view the application detail

3.4 Application Detail

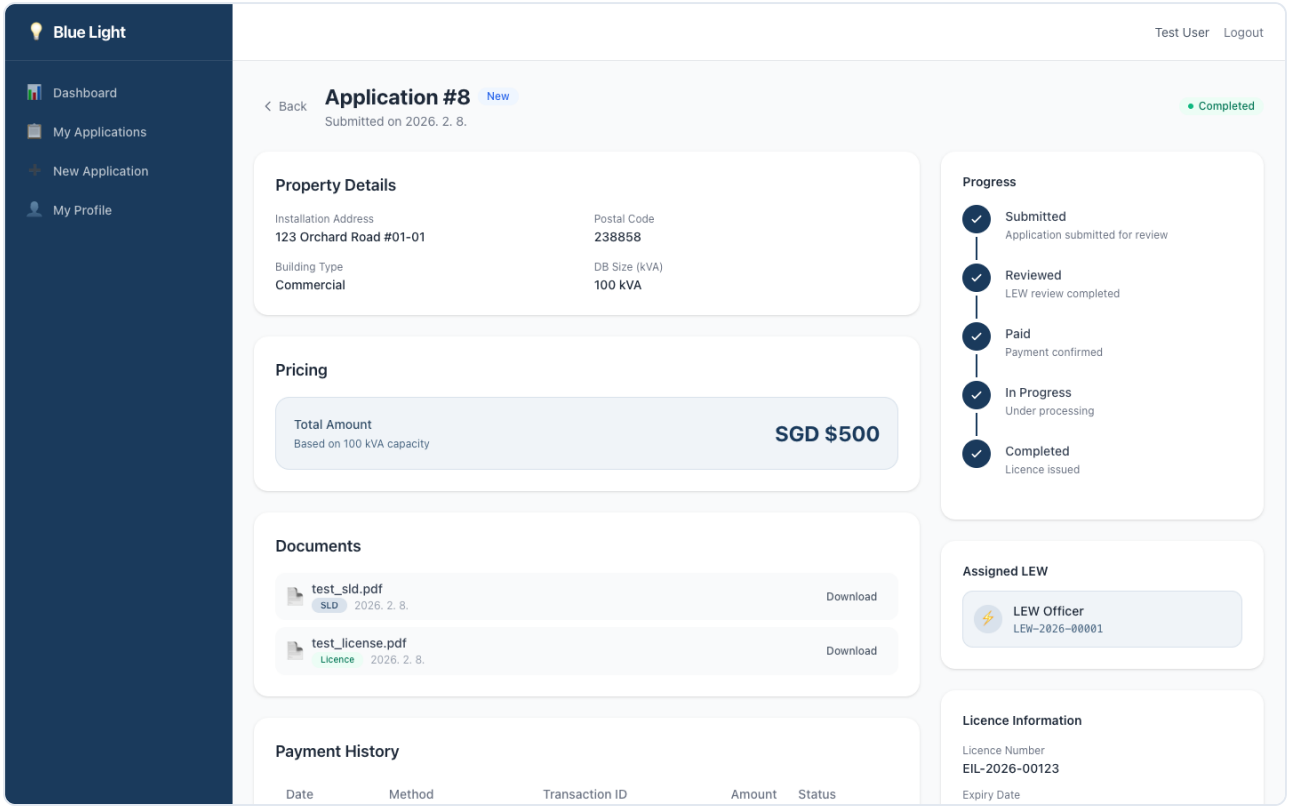


Figure 3.6 — Application Detail Page (Completed)

The detail page shows:

- **Application ID & Status** — Header with current status badge
- **Property Details** — Address, Postal Code, Building Type, DB Size (kVA)
- **Pricing** — Total amount based on kVA capacity
- **Progress Tracker** — Visual step indicator (Submitted → Reviewed → Paid → In Progress → Completed)
- **Assigned LEW** — Name and licence number of the assigned LEW
- **Documents** — Uploaded files (SLD, Authorization Letter, etc.) with download links

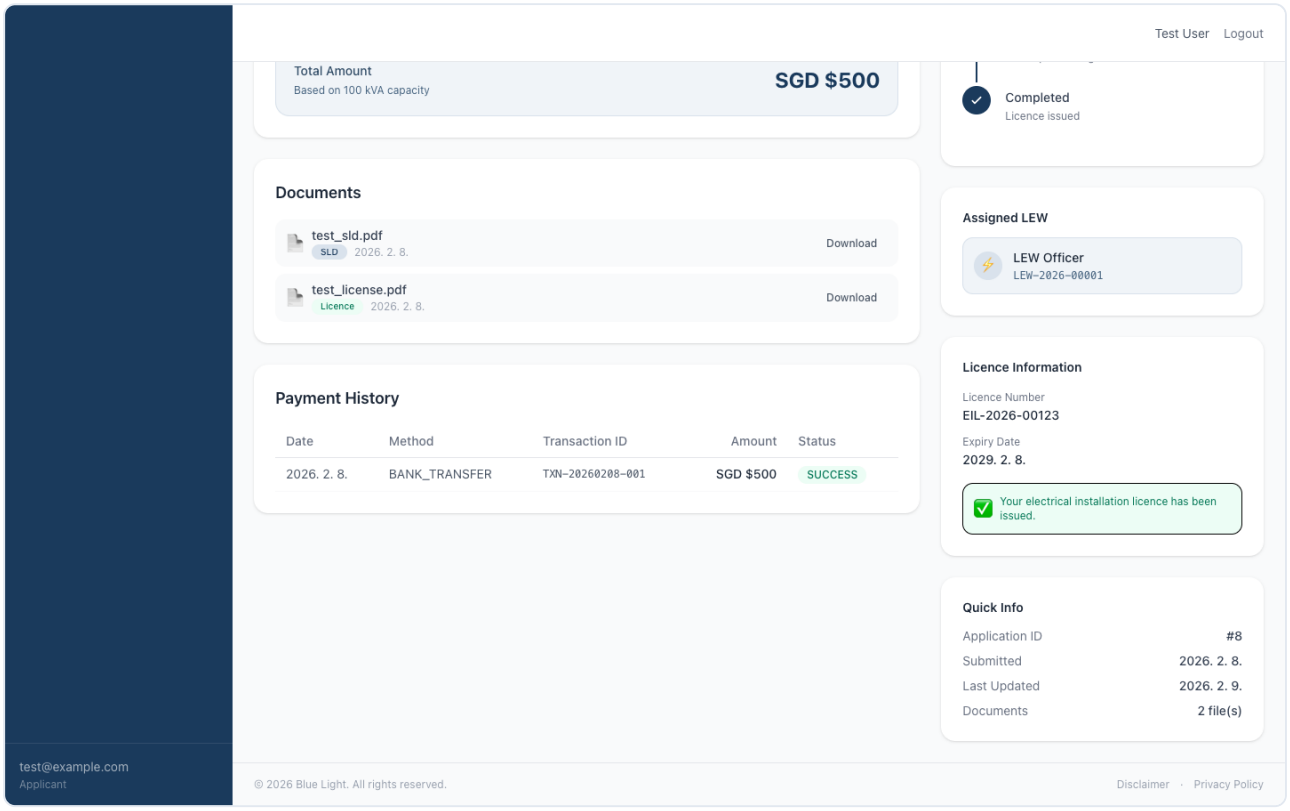


Figure 3.7 — Documents & Licence Information

3.5 Responding to Revision Requests

When an Admin or LEW requests revisions:

1. You'll see the status change to **"Revision Requested"** with the reviewer's comments.
2. Click **"Edit & Resubmit"** to modify your application details.
3. Make the necessary changes, upload updated documents, and click **"Resubmit"**.
4. The status returns to **"Pending Review"** for re-evaluation.

3.6 Making Payment

When your application is approved and set to **"Pending Payment"**:

1. Open the application detail page. You will see the **Payment Information** section.

2. Choose a payment method:
   - **PayNow** — Use the UEN number and reference number provided
   - **Bank Transfer** — Transfer to the bank account shown (Bank Name, Account Number, Account Name)

3. After making the payment externally, wait for the Admin to confirm receipt. The status will change to **"Paid"**.

> ⚠️ **Payment Deadline:** Applications that remain unpaid beyond the deadline will be automatically marked as **"Expired"**. Please make payment promptly.

3.7 My Profile

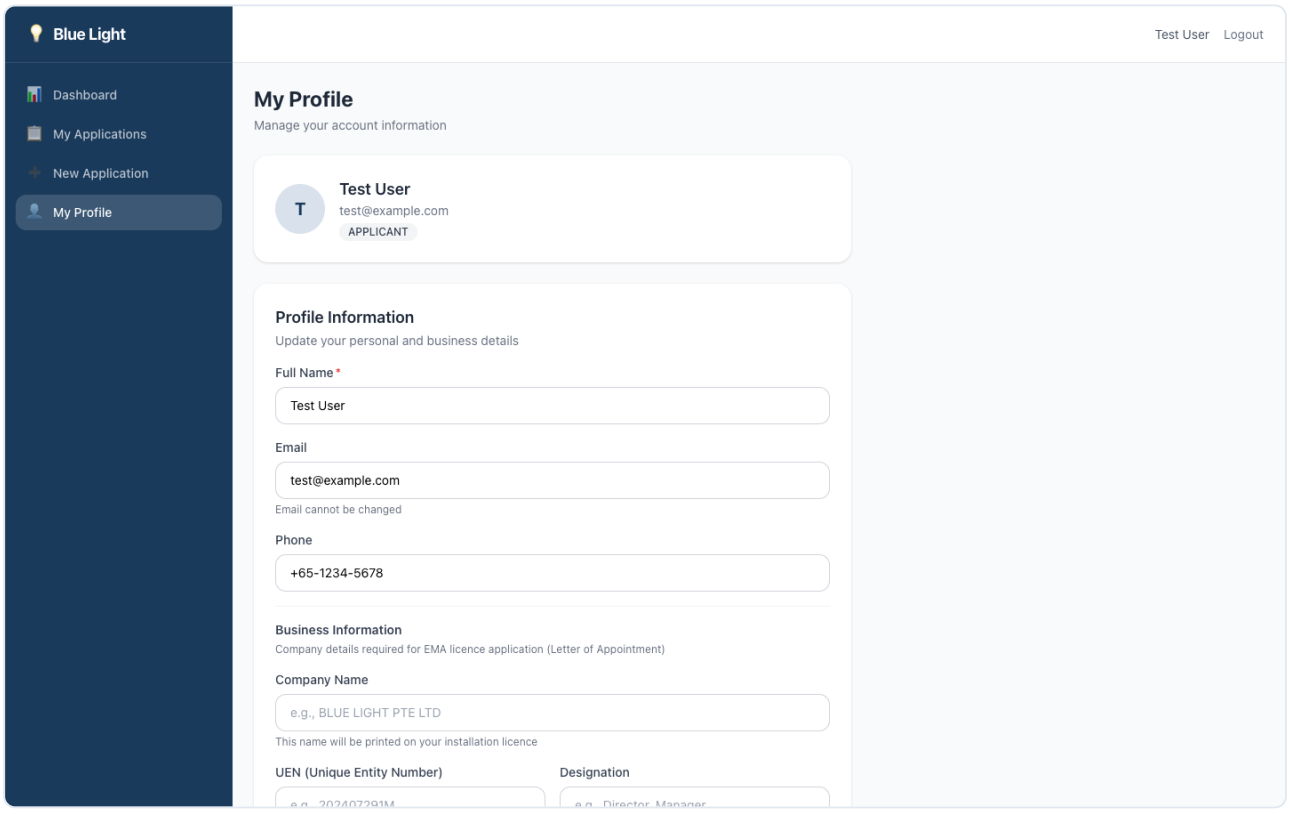


Figure 3.8 — My Profile Page

Manage your personal and business information:

- **Personal Information** — Full Name, Email (read-only), Phone
- **Business Information** — Company Name, UEN, Designation
- **Correspondence Address** — Address and Postal Code for EMA notifications

- **Change Password** — Update your password (Current Password + New Password)

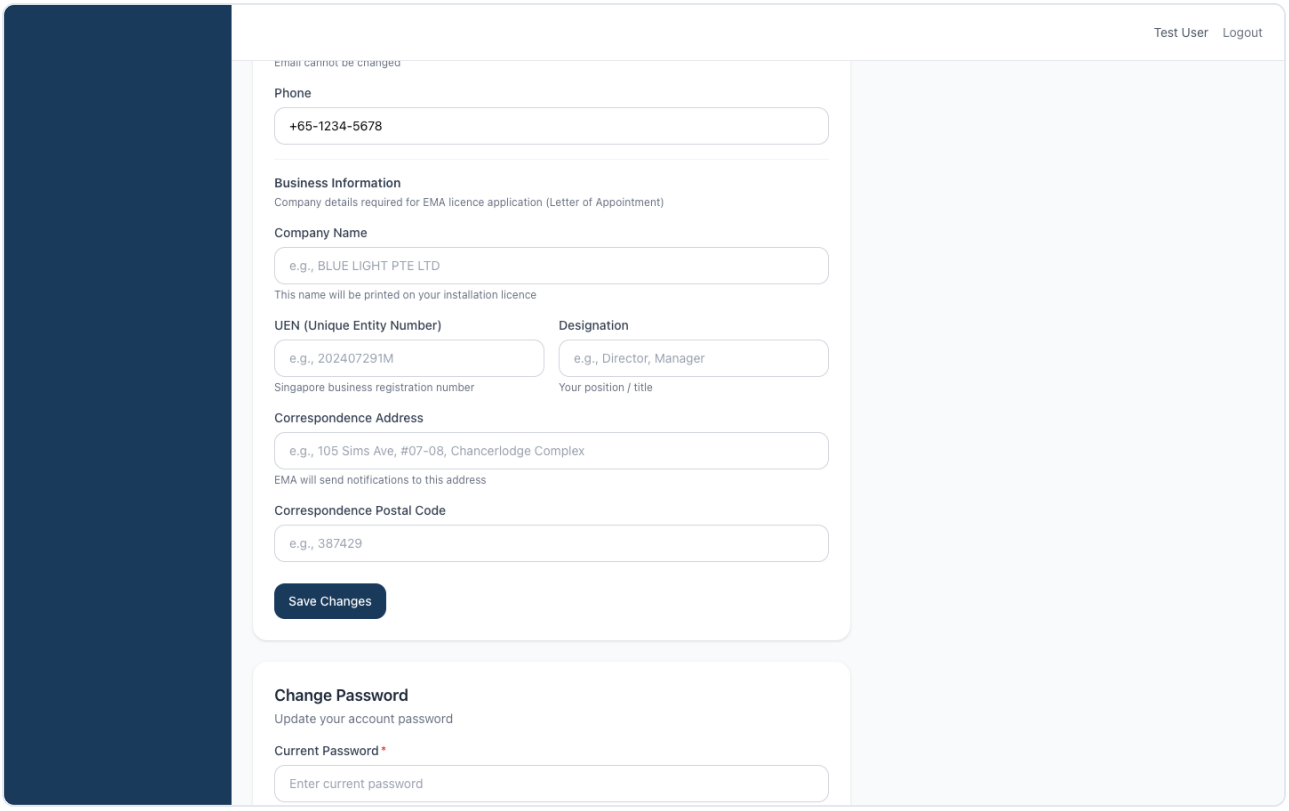


Figure 3.9 — Business Information & Password Change

> ⚠️ **Important:** Company Name, UEN, Designation, and Correspondence Address are required for the Letter of Appointment. Please complete these fields to avoid delays in application processing.

4. LEW (Licensed Electrical Worker) Guide

4.1 LEW Registration & Approval

1. Register as a LEW on the Sign Up page (see Section 2.1) with your **LEW Licence Number** and **Grade**.
2. After registration, you will see the **LEW Pending Approval** page. You must wait for an Administrator to approve your account.
3. Use the **"Check Status"** button to verify if your account has been approved.
4. Once approved, **log out and log in again** to activate your LEW access.

> ℹ️ **LEW Grade and kVA:** Your LEW Grade determines which applications you can be assigned to:
>
> - Grade 7: Applications ≤ 45 kVA
> - Grade 8: Applications ≤ 500 kVA
> - Grade 9: All applications (≤ 400 kV)

4.2 LEW Dashboard

Approved LEWs share the same Admin Dashboard view (without the Users and Settings menus). The dashboard shows:

- Application statistics (Total, Pending Review, In Progress, Completed, etc.)
- Recent Applications list

4.3 Reviewing Applications

LEWs can view all applications assigned to them (or unassigned) via the **Applications** menu:

- Search and filter applications by status, address, or applicant name
- Click on an application to view its full details
- Review applicant information, property details, and uploaded documents

4.4 Managing SLD Requests

When an applicant selects **"Request LEW to Prepare"** for the SLD:

1. The SLD Request status shows as **"Requested"** in the application detail.
2. Prepare the SLD document and click **"Upload SLD"** to upload the file.
3. After upload, click **"Confirm SLD"** to finalize. The applicant will be able to download it.

5. Administrator Guide

5.1 Admin Dashboard

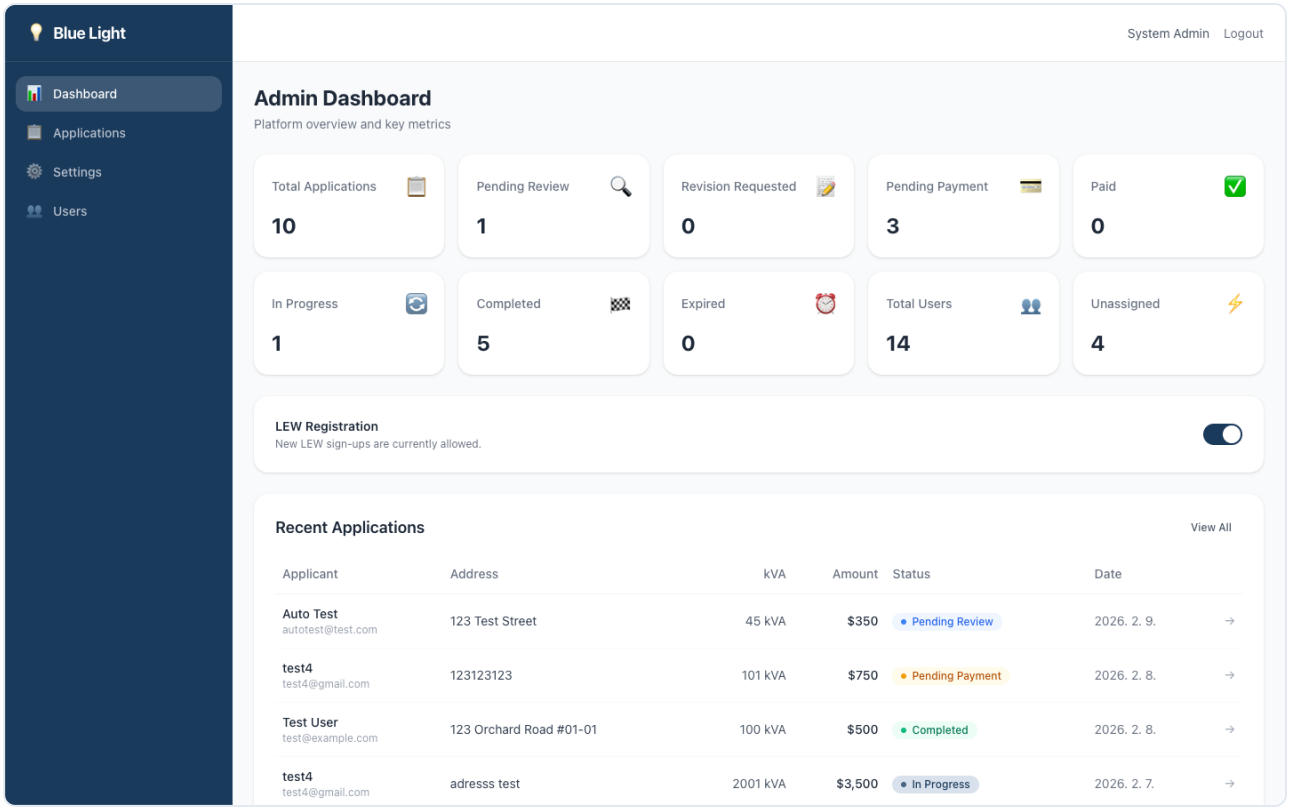


Figure 5.1 — Admin Dashboard

The Admin Dashboard provides a comprehensive platform overview:

- **10 Status Cards** — Total Applications, Pending Review, Revision Requested, Pending Payment, Paid, In Progress, Completed, Expired, Total Users, Unassigned (click any card to filter applications)
- **LEW Registration Toggle** — Enable/disable new LEW sign-ups system-wide
- **Recent Applications** — Latest 5 applications with applicant, address, status, and quick links

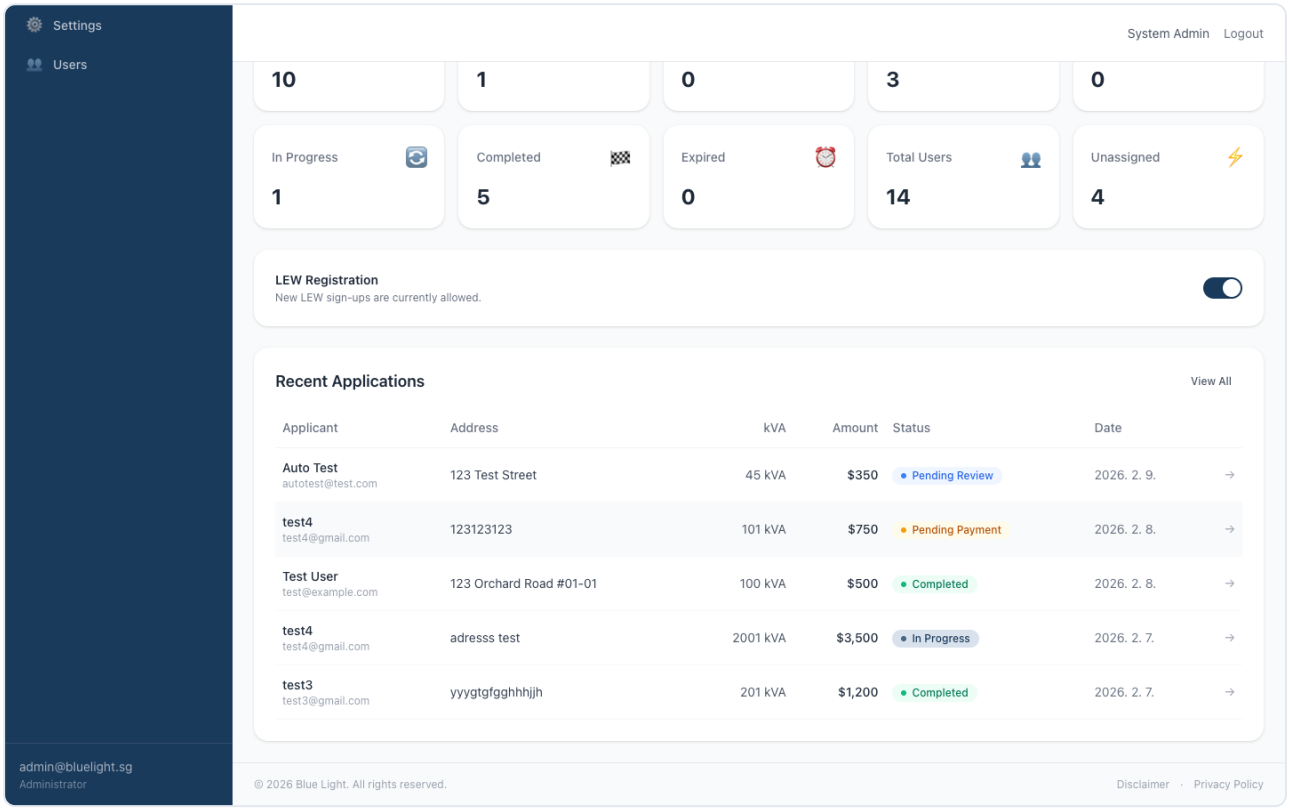


Figure 5.2 — LEW Registration Toggle & Recent Applications

5.2 Application Management

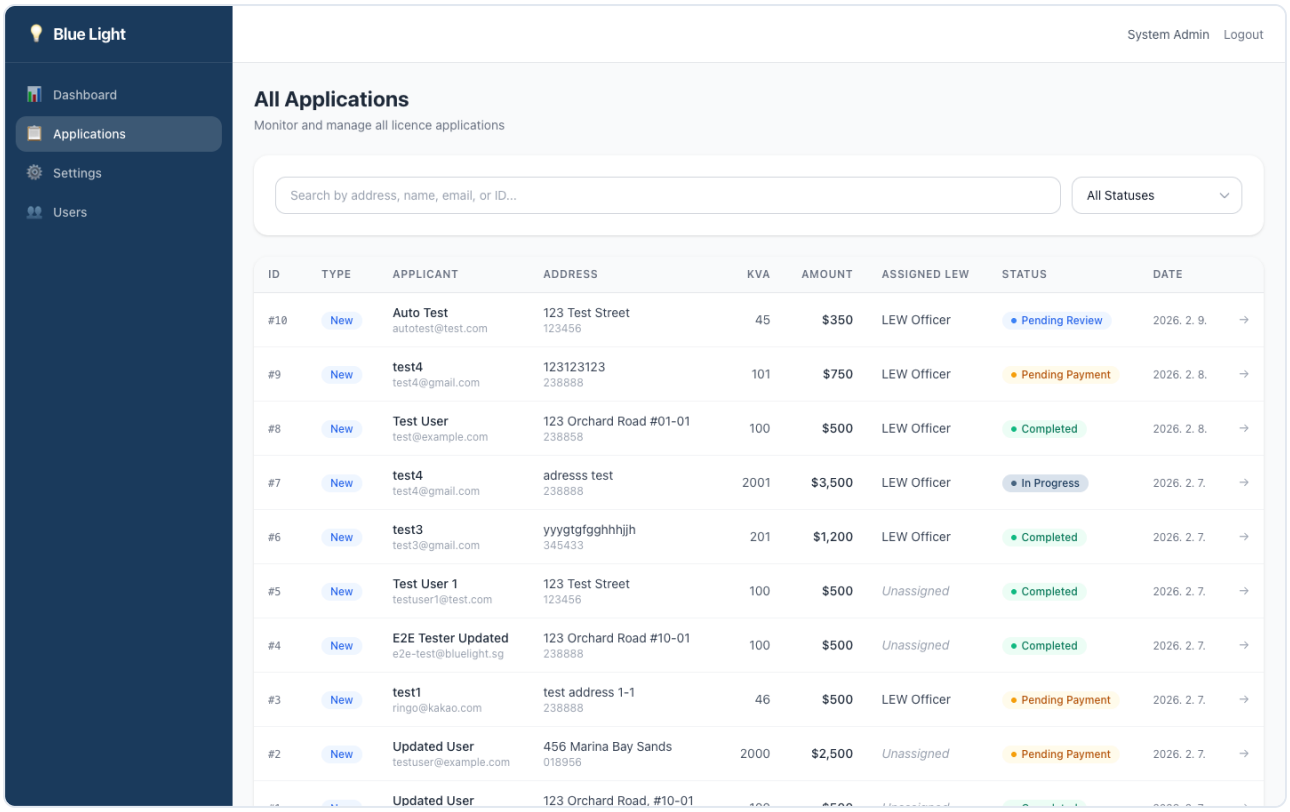


Figure 5.3 — All Applications List

The Applications page shows all submitted applications with:

- **Search** — Filter by address, applicant name, email, or application ID
- **Status Filter** — Dropdown to filter by status
- **Pagination** — 15 applications per page
- **Columns** — ID, Type, Applicant, Address, kVA, Amount, Assigned LEW, Status, Date

5.3 Processing Applications (Step-by-Step)

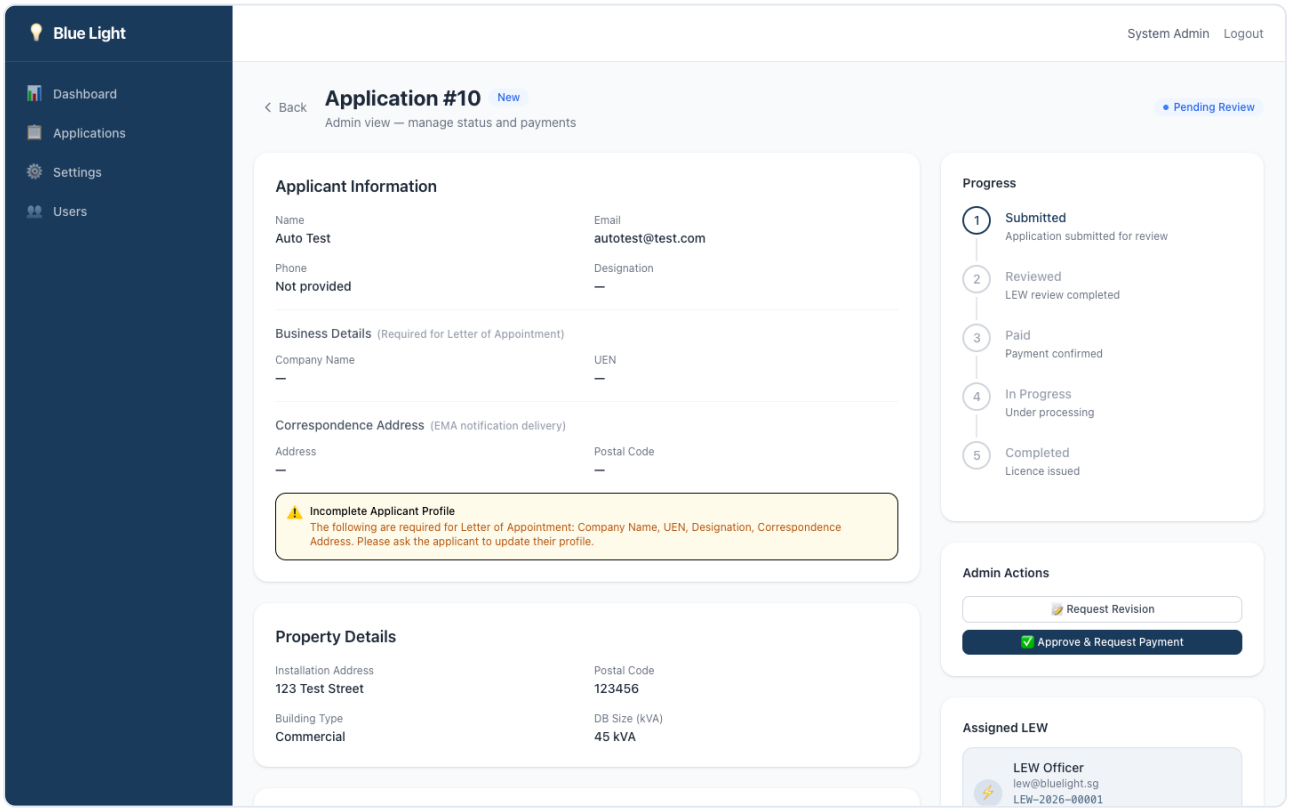


Figure 5.4 — Admin Application Detail (Pending Review)

The Admin Application Detail page includes all applicant and property information, along with **Admin Actions** on the right sidebar:

Step 1: Review (Pending Review → Approved or Revision Requested)

Action	Description	Required Input
Request Revision	Send the application back to the applicant with feedback	Review comments (required)
Approve & Request Payment	Approve the application and move to Pending Payment	—

Step 2: Payment Confirmation (Pending Payment → Paid)

Action	Description	Required Input
Confirm Payment	Verify that payment has been received	Transaction ID (optional), Payment Method (e.g., PayNow, Bank Transfer)

Step 3: Processing (Paid → In Progress)

Action	Description	Required Input
Start Processing	Begin licence processing	—

Step 4: Completion (In Progress → Completed)

Action	Description	Required Input
Complete & Issue Licence	Issue the electrical installation licence	Licence Number, Expiry Date

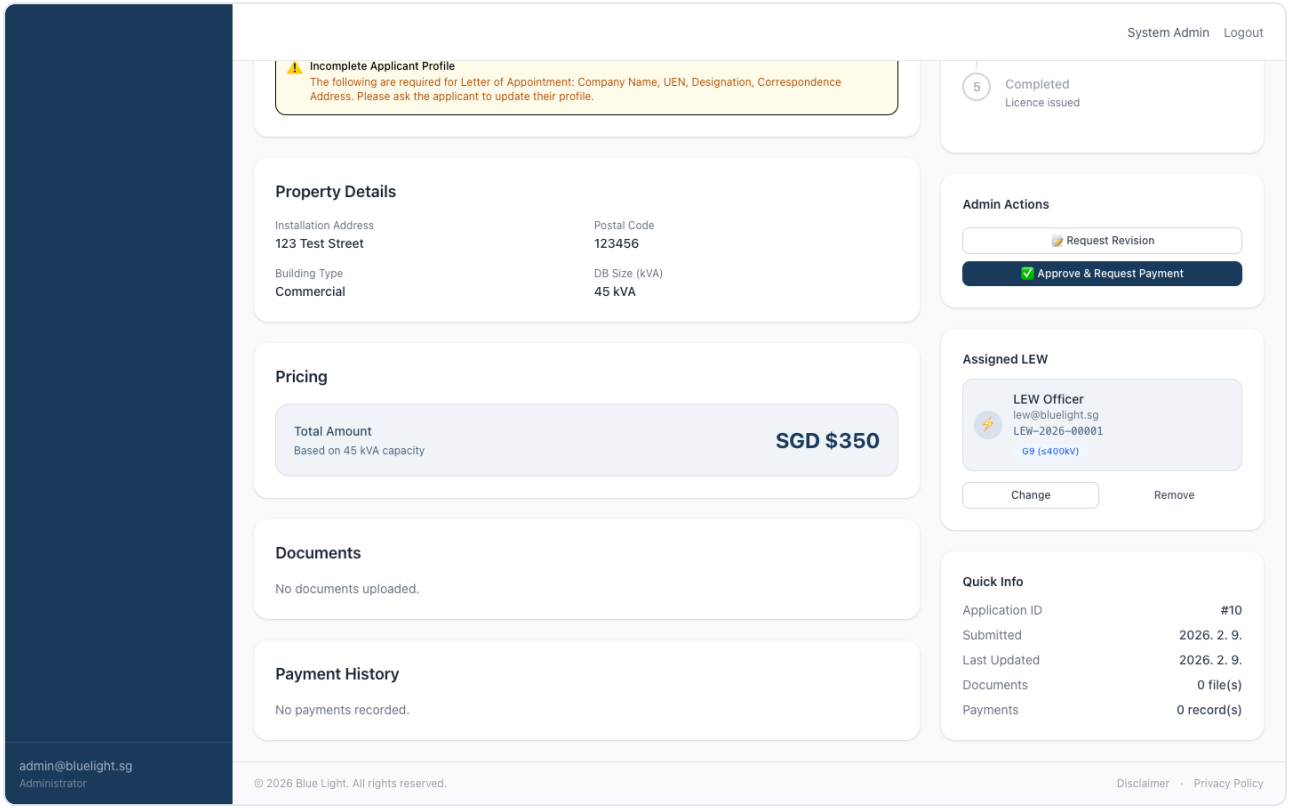


Figure 5.5 — Property Details, Pricing & Documents

⚠️ **Incomplete Applicant Profile:** If the applicant has not completed their Business Details (Company Name, UEN, Designation, Correspondence Address), a yellow warning banner will appear. Ask the applicant to update their profile before final processing.

5.4 LEW Assignment

Administrators can assign a LEW to each application:

1. Open the application detail page.
2. In the **"Assigned LEW"** section (right sidebar), click **"Assign LEW"**.
3. Select a LEW from the list. Only LEWs with a sufficient grade for the application's kVA are shown.
4. To change or remove the assigned LEW, use the **"Change"** or **"Remove"** buttons.

ℹ️ **Automatic Filtering:** The system automatically filters available LEWs based on the application's kVA capacity. For example, a 100 kVA application will only show Grade 8 and Grade 9 LEWs.

5.5 User Management

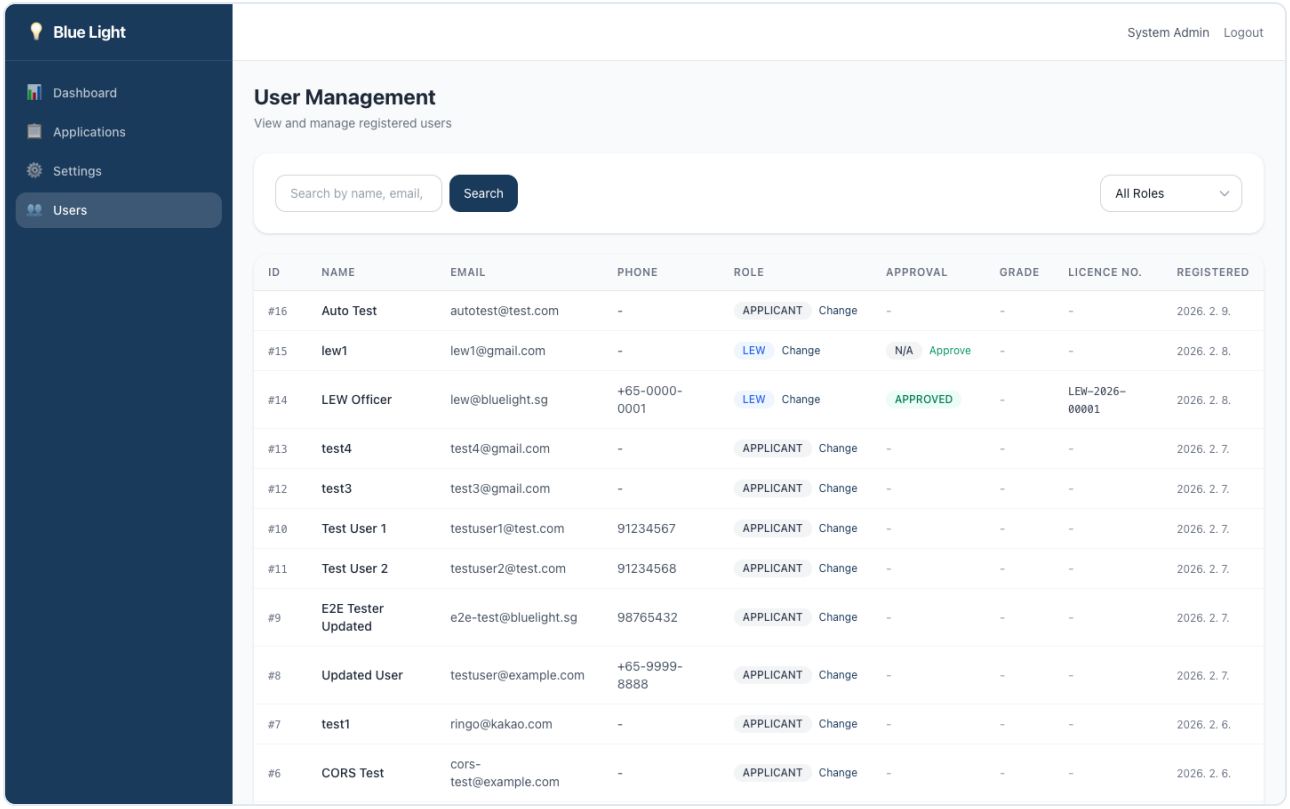


Figure 5.6 — User Management Page

The User Management page (Admin only) allows:

Search & Filter

- **Search** — By name, email, company name, or UEN
- **Role Filter** — All Roles, Applicant, LEW, Admin
- **Pagination** — 20 users per page

Role Management

- Click **"Change"** next to a user's role to switch between **APPLICANT ↔ LEW**
- Admin roles cannot be changed from this interface
- A confirmation dialog appears before any role change

LEW Approval

- New LEW registrations appear with status **"N/A"** or **"PENDING"**
- Click **"Approve"** to grant platform access (the LEW must re-login to activate)

- Click **"Reject"** to deny access

5.6 System Settings

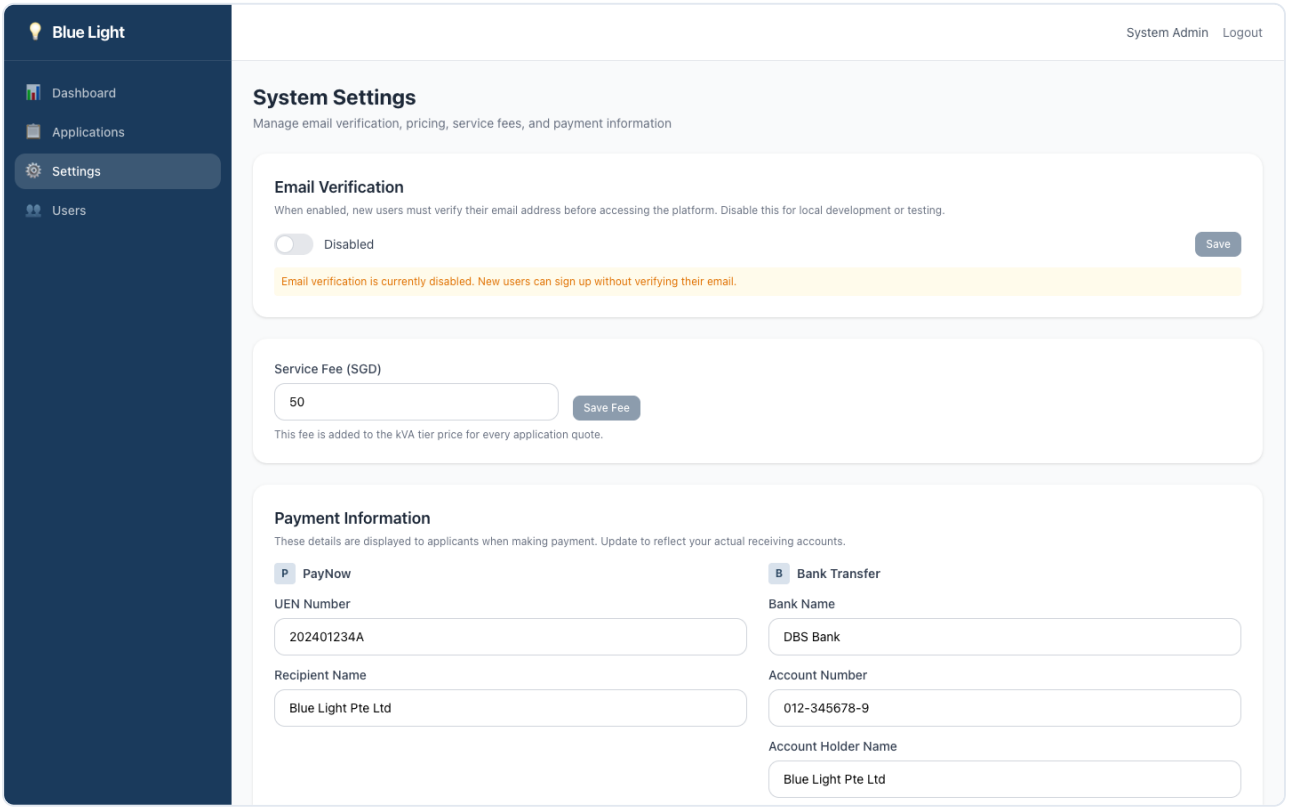


Figure 5.7 — System Settings (Email, Service Fee, Payment)

Email Verification

- **Enabled** — New users must verify their email before accessing the platform
- **Disabled** — Users can sign in immediately (recommended for development/testing)

Service Fee (SGD)

Set the service fee that is added to every application's kVA tier price. Update and click **"Save Fee"**.

Payment Information

Configure the payment details displayed to applicants:

PayNow	Bank Transfer
• UEN Number • Recipient Name	• Bank Name • Account Number • Account Name

Price Tiers

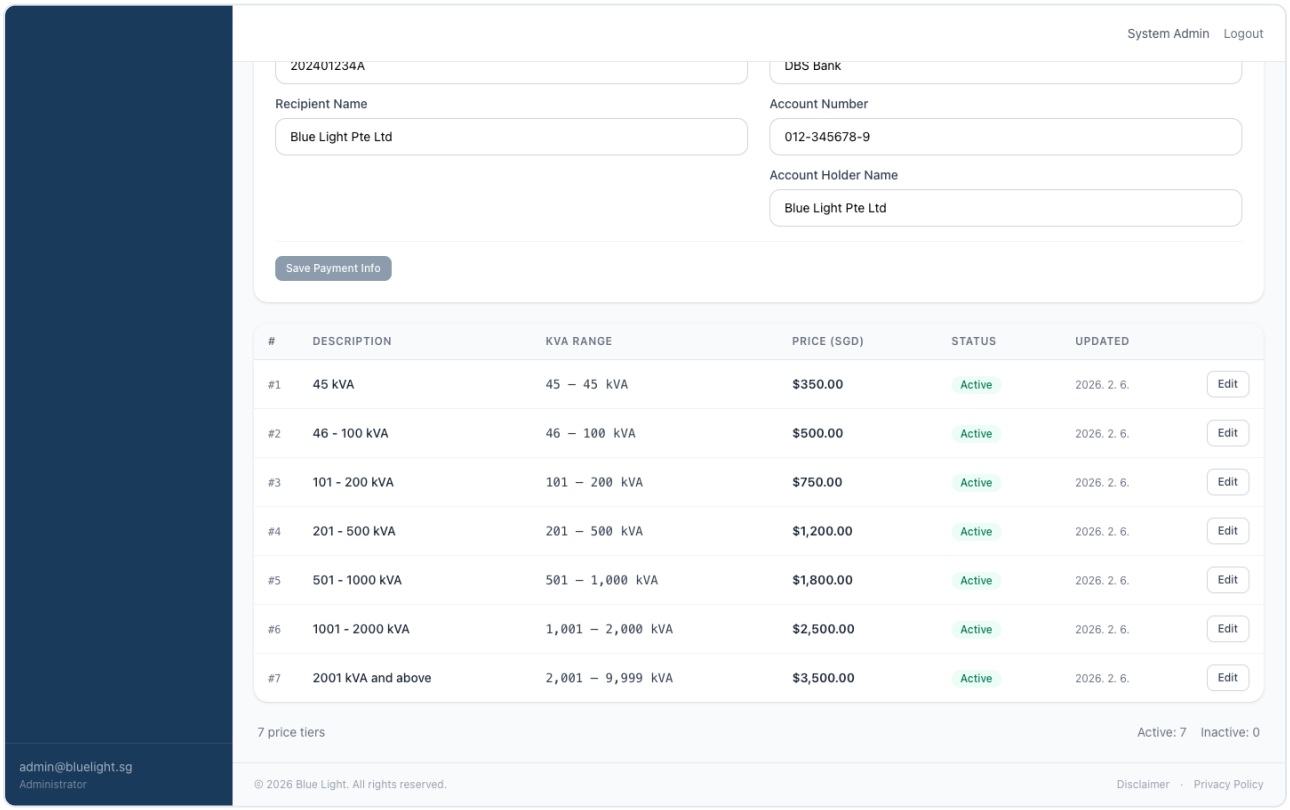


Figure 5.8 — kVA Price Tiers Management

Manage kVA pricing tiers. Click **"Edit"** on any tier to modify:

- **Description** — Display name (e.g., "45 kVA")
- **kVA Min / Max** — Range for this tier
- **Price (SGD)** — Price for applications within this range
- **Active / Inactive** — Toggle tier availability for new applications

Appendix

A. kVA Price Tiers (Default)

#	Description	kVA Range	Price (SGD)
1	45 kVA	45 – 45 kVA	$350
2	46 – 100 kVA	46 – 100 kVA	$500
3	101 – 200 kVA	101 – 200 kVA	$750
4	201 – 500 kVA	201 – 500 kVA	$1,200
5	501 – 1,000 kVA	501 – 1,000 kVA	$1,800
6	1,001 – 2,000 kVA	1,001 – 2,000 kVA	$2,500
7	2,001 kVA and above	2,001 – 9,999 kVA	$3,500

ℹ️ **Note:** Prices shown are default values. Administrators may adjust these through the Settings page. A Service Fee (default SGD $50) is added to each application.

B. Supported File Formats

Document Type	Accepted Formats
Single Line Diagram (SLD)	PDF, JPG, DWG, DXF, DGN, TIF, GIF, ZIP
Owner's Authorization Letter	PDF, JPG, PNG, GIF
Licence Document (Admin upload)	PDF
Report Document (Admin upload)	PDF

C. Additional Notes

Login Attempt Limit

For security, the system limits login attempts to **5 per 15 minutes**. If exceeded, you will need to wait before trying again.

Legal Pages

The platform includes the following legal pages accessible from the footer:

- **Disclaimer** — Service limitations, EMA ELISE submission notice, and liability disclaimers
- **Privacy Policy** — Personal data protection (PDPA) compliance details, data collection and usage policies

Admin File Upload

Administrators can upload additional documents (Licence PDF, Report PDF) when applications are in **In Progress** or **Completed** status. These files are then accessible to the applicant.

LEW Profile Fields

LEW users see additional fields in their Profile page: **LEW Licence Number** and **LEW Grade**, which can be updated as needed.

— End of Manual —

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