**General FAQs**

**1. What is this platform used for?**

This platform allows applicants to apply, renew, and manage EMA licenses, as well as engage Licensed Electrical Workers (LEW) and SLD/Layout drafters in one integrated system.

**2. Who can use this platform?**

- Applicants (business owners, contractors, individuals)

- Licensed Electrical Workers (LEW)

- SLD / Layout Drafters

- Service Providers & Administrators

**3. Do I need to create an account to use the services?**

Yes. You must sign up and log in to apply for licenses, engage professionals, make payments, and track application status.

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**Account & Profile Management**

**4. How do I create an account?**

Click on **Sign Up**, fill in your details, and verify your account via email.

**5. I forgot my password. What should I do?**

Click **Forgot Password** on the login page and follow the instructions sent to your email.

**6. Can I edit my account information later?**

Yes. You can edit your account details, business profile, and change your password under **My Profile**.

**7. What documents do service providers need to upload?**

LEW and drafters must upload valid credentials, licenses, and supporting documents for verification.

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**EMA License Application & Renewal**

**8. How do I apply for a new EMA license?**

Go to **Apply New EMA License**, fill in the required details, engage a LEW if needed, make payment, and wait for approval.

**9. How do I renew my EMA license?**

Select **Renew EMA License**, update any changes, submit required documents, make payment, and track the status.

## 10. Can I manually key in an existing license?

Yes. Existing licenses can be manually entered and updated under **My Licenses**.

## 11. How can I check the status of my license application?

You can track the status (Pending / Active / Expired) under **My Application**.

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## Engaging LEW & SLD / Layout Drafters

## 12. How do I find a LEW or SLD/Layout drafter?

Use **Find LEW** or **Find SLD/Layout Drafter** to browse available professionals.

## 13. Can I view reviews before engaging a LEW or drafter?

Yes. You can view reviews and service details before deciding to engage.

## 14. How do I engage a LEW or drafter?

Select the professional, fill in job details, confirm the scope, and proceed with payment.

## 15. Are there different engagement options for LEW?

Yes: You can even booked our LEW for approved work under our SS Electrical codes

- Without LEW participation

- LEW bidding for jobs

- LEW rectifying site defects

## 16. How is pricing determined?

Pricing is fixed according to DB size or job scope, depending on the service selected.

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## SLD & Layout Verification

## 17. What is SLD and layout verification?

It is the process of checking Single Line Diagrams and layout drawings for compliance before endorsement.

## 18. How long does verification take?

Processing time varies depending on document completeness and job complexity.

## 19. What happens if verification is unsuccessful?

You will be notified and may need to revise or re-submit the documents.

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## Payments

## 20. What payment methods are accepted?

- QR Code

- PayNow (UEN)

- Credit Card (Mastercard / Visa)

- NETS

### 21. Is payment required before processing starts?
Yes. Applications and engagements are processed only after successful payment.

### 22. Can I track my payment history?
Yes. Payment tracking is available in your dashboard.

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## Communication & Tracking

### 23. How do I communicate with my engaged LEW or drafter?
You can chat directly through the **Chat List** within the platform.

### 24. Can I track multiple applications at once?
Yes. The dashboard allows you to track the status of all your applications and engagements.

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## Document Endorsement & Delivery

### 25. How will I receive endorsed documents?
Endorsed documents will be sent to your registered email.

### 26. What if I don't receive my documents?
Please check your spam folder first. If still not received, contact support.

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## Promotions & Support

### 27. Is there any new user promotion?
Yes. New users may enjoy promotional offers, subject to terms and conditions.

### 28. Who do I contact for technical or application support?
You can reach out through the platform's support system or admin helpdesk.

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## Admin & System Control (Internal FAQ)

### 29. How are professionals verified?
Admins verify credentials before approving LEW and drafters to accept jobs.

**30. Does the admin monitor all applications?**

Yes. Admin dashboards allow monitoring of users, applications, payments, and support issues.

**Others:**

**31. What if I do not know my DB size?**

No problem. Simply snap a photo of your DB and send it to us via our live chat for assistance.

**32. How long will the whole process be done?**

For most cases, the process will be completed within 7 working days. For more complicated cases, our friendly support team will get in touch with you via your registered mobile number or email.

**33. If I am not satisfied with the product will there be a refund or redraw?**

Unfortunately, refunds or redraws are not available once submission has been made through our LEW portal.