COMMON SURVEY SUBMISSION PROBLEMS

JULY 19, 2022

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Introduction

This document provides details of the common problems encountered by users when submitting MAS surveys and the way to resolve these problems. Please refer to the relevant section according to the nature of your problem.

1   Failure to receive emails of Survey Account Password Reset during Survey account creation

Please check the spam folder of your mailbox and if your organisation has blocked the following email address noreply_masnet@mas.gov.sg.

If there are more than one Liaison officers in the organisation, please check if other Liaison Officers have received the email to setup or to reset the survey account password.

If you still cannot receive the email, please contact MAS Helpdesk <helpdesk@mas.gov.sg> for further assistance.

2   Change of email address associated to the survey account

Each survey account is associated to one email address. If you wish to change the email address of the survey account, please contact MAS Helpdesk <helpdesk@mas.gov.sg>.

## 3   "User Not Authorized" and "Not Authorized" Error encountered after logging in

You will encounter the "User Not Authorized" error if you log in into MASNET portal using the Survey account. The survey account is meant for the submission and not portal.

User not authorized

⚠ User does not have the required credential to access the resource. You may contact us at helpdesk@mas.gov.sg if you need further assistance. Please quote the following ID c0a81457-222e-12ac280a-15a7d77c7a6-0042851c in your email to facilitate our investigation.

Common Survey Submission Problems
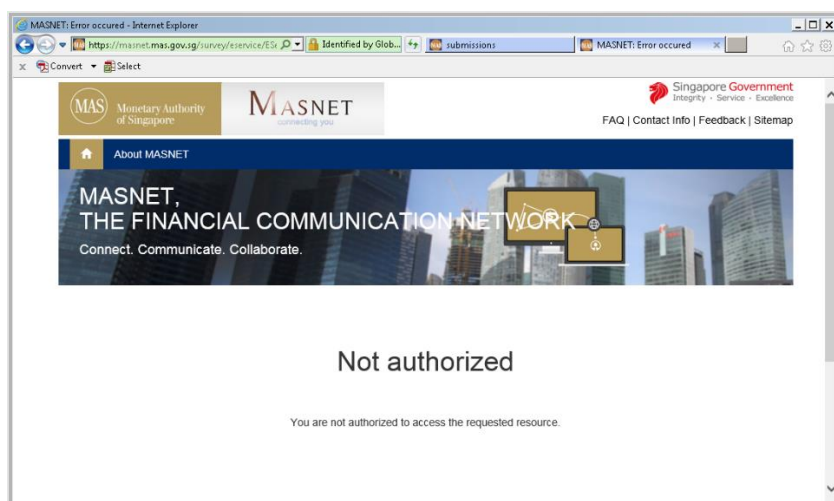
Please do the following:

1. Log out of all browsers
2. Go to the submission page (http://www.mas.gov.sg/surveys/submissions.aspx)
3. Click on the relevant submission link
4. Log in using the survey account and password

4 Error encountered when resetting password

You will encounter the following error if the password reset email has expired.
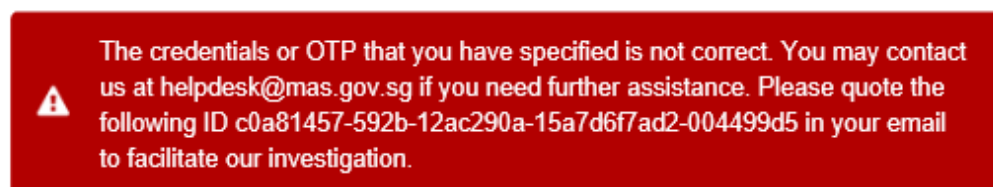
If the password reset email has expired, please perform the following steps to re-generate a notification email:

1. Go to MASNET https://masnet.mas.gov.sg/portal
2. Click on Login
3. Click on Help! I forgot my password
4. Enter the words in the picture
5. Enter the Survey account username which is tmp_as_***** (***** is your FI Code)
6. You should receive an MASNET email to set your password. Please follow the instructions given to set the survey account password. After setting up the password successfully, you do not have to log into MASNET stated on the success screen. Please go to step 9
7. If you did not receive the reset password email, please check the spam folder of your mailbox and if your organisation has blocked the following email address noreply_masnet@mas.gov.sg

8. If you still cannot receive the email, please contact MAS Helpdesk <helpdesk@mas.gov.sg> for further assistance.
9. Please Log off all MASNET accounts and close all browsers
10. Go to the submission link at http://www.mas.gov.sg/surveys/submissions.aspx
11. Click on the relevant submission link
12. You will be prompted to enter username and password. **Please use the survey account which start with tmp_as_***** and the password**

5 User is not authorized to access the specified form

User is not authorized to access the specified form after logging into the submission page it might be because of using the wrong user account. The submission of the survey only works for the survey account.

Please do the following:

1. Please Log off all MASNET accounts and close all browsers
2. Go to the submission link at http://www.mas.gov.sg/surveys/submissions.aspx
3. Click on the relevant submission link
4. You will be prompted to enter username and password. **Please use the survey account which start with tmp_as_***** and the password**

If the problem persists, please contact MASNET helpdesk for further assistance.

6 Form Version information in the submitted file is not correct

Form Version information in the submitted file is not correct might be caused by not using the latest form for submission.

Common Survey Submission Problems

Submission of Survey of Services (Financial Institutions excluding Insurance Companies)

This EService facilitates the submission of information for Survey of Services (Financial Institutions excluding Insurance Companies).
Pre-requisite for submission : The corresponding return file is required for this submission.
This transaction only accepts 1 file per upload and will take about 10 minutes to complete.

Reporting Institution :
Reporting Cycle :   12/2021

Submission Status by Business Unit:

Business Unit	Status
Not_Applicable	No Response

Your submission is not successful.
- The uploaded file is invalid, please use correct version of PDF form for this reporting cycle.

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Please do the following:

1. Go to the submission link at http://www.mas.gov.sg/surveys/submissions.aspx
2. Go to the relevant section and download the latest form
3. Unzip the form
4. Open the form and import the xfdf file that you have tried to submit by pressing the import button
5. After the import is done export the form by pressing the export button
6. Submit the latest file that was exported