

FormSG - Guide

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Updates

We typically release features, improvements or fixes every Tuesday or Wednesday afternoon.

24 Mar 2020: Social sharing, Chinese in autoreply PDFs, Bug fixes

What you can see, feel or smell:

- Social sharing through Facebook and Whatsapp now shows preview of form title, not just "Form Manager for Government"
- Fixed bug where Chinese characters in auto-acknowledgement PDFs did not show up
- Fixed permission related bugs for Storage mode in beta
- Fixed MyInfo related bugs

What goes on behind the scenes:

- Removed old and unused endpoints

13 Mar 2020: TemperatureSG 2x report

What you can see, feel or smell:

- Launch 2x daily report for TemperatureSG to flag out non-submissions at 9am and 4pm

11 Mar 2020: Autofill

What you can see, feel or smell:

- Autofill for all fields, similar to Google forms' logic

What goes on behind the scenes:

- End to end testing for Storage mode

3 Mar 2020: TemperatureSG

What you can see, feel or smell:

- UI improvements for Storage mode

- Updated error message when captcha forms are filled on Intranet, as captcha is not available there

28 Feb 2020: TemperatureSG

What you can see, feel or smell:

- Launch Storage Mode and Webhooks for select users of temperature taking forms

12 Feb 2020: Intranet

What you can see, feel or smell:

- Enable Intranet
- Migrated Intranet Data Collation Tool from form.app.gov.sg to collate.form.gov.sg
- Fixed bug where attachment is selected when Enter is pressed on another field

What goes on behind the scenes:

- Refactored certain code into components to improve code re-usability

4 Feb 2020: Enable captcha worldwide, clean up code

What you can see, feel or smell:

- Enable Captcha worldwide

What goes on behind the scenes:

- Refactored certain code into components to improve code re-usability

28 Jan 2020: Bug fix

What you can see, feel or smell:

- Fixed bug where table question could not be saved under a specific obscure workflow

9 Jan 2020: Finish server side validation, minor UI fixes

What you can see, feel or smell:

- Increased clickable area for admin navigation bar
- Fixed bug where radio button is misaligned when option is empty

What goes on behind the scenes:

- Released all remaining server side validation, for security and prevention of data corruption

- Refactored certain code into components to improve code re-usability

19 Dec 2019: Bug fixes, operating system change

What you can see, feel or smell:

- Fixed visual glitch where hidden fields on build tab were not updated correctly when condition fields were deleted on Logic
- Fixed bug where billing panel did not display for Dec 2019
- Fixed bug where decimal validator did not validate min and max when value is 0
- Clearer error message when form content changes and form filler has to refresh to re-submit

What goes on behind the scenes:

- Changed our application's base operating system to alpine which is lightweight and with much fewer potential vulnerabilities
- Shifted underlying framework that powers autoreply pdf from the outdated PhantomJS to a more modern Puppeteer that is backed by Google
- Released more server side validation, for security and prevention of data corruption

10 Dec 2019: Database cleanup, tightened protocols

What goes on behind the scenes:

- Removed unused keys in database
- Tightened downtime protocols if we ever need them
- Released more server side validation, for security and prevention of data corruption

3 Dec 2019: Code cleanup, security improvements

What goes on behind the scenes:

- Released more server side validation, for security and prevention of data corruption
- Implemented backend unit tests for server side validation
- Enforced same site cookie policy for SPCP and Admin logins
- Used built-in router for routes instead of directly assigning links to the window
- Cleaned up code for welcome tab and thank you page

26 Nov 2019: Bug fixes, security improvements

What you can see, feel or smell:

- Disallowed large forms from being created, e.g. forms with 2 million dropdown options
- Added banner to remind users only yesno, radio, number, dropdown, rating and decimal can trigger Logic

What goes on behind the scenes:

- Released more server side validation, for security and prevention of data corruption
- Implemented backend unit tests for server side validation
- Disallowed duplicate emails where responses went to

19 Nov 2019: Upload form logo, security improvements

What you can see, feel or smell:

- Upload form logo feature released, you are encouraged to re-upload old custom logos with us

What goes on behind the scenes:

- Released more server side validation, for security and prevention of data corruption
- Implemented backend unit tests for server side validation
- Removed need for network call to get error messages
- Improved logging to log IPs in error messages
- Tested caching policy to make sure it works

12 Nov 2019: Security improvements

What you can see, feel or smell:

- Fix bottom padding of SingPass Login forms
- Fix MyInfo hash bug that happens when user takes a long time to fill in MyInfo enabled forms

What goes on behind the scenes:

- Released server side validation for certain form fields, for security and prevention of data corruption

5 Nov 2019: Remove form start button, onboarding page, bug fixes and security improvements

What you can see, feel or smell:

- Remove Start button and Read Instructions at the top of forms
- Remove onboarding page for new users to whitelist @form.gov.sg emails
- Fixed blank page when form.gov.sg/(symbol) is visited
- Fixed empty eservice ID on Billing panel causing loader to hang

What goes on behind the scenes:

- Improved security of rating field to not pull from external sources
- Improved code quality from Deepscan reports

31 Oct 2019: Penetration testing, server side field validation

What you can see, feel or smell:

- Clearer error message when you fail to submit form

What goes on behind the scenes:

- Penetration testing
- Form fields and logic validated server side to patch data corruption
- Escaped html in Logic tab
- Refactored and cleaned up code for form validation

22 Oct 2019: Error catching and content security policies

What goes on behind the scenes:

- Catch errors for JSON.parse that can potentially cause server to crash (although we have auto-recovery)
- Fine tune content security policies
- Commence penetration testing

15 Oct 2019: Image field, response includes section headers, bug fixes and cleanups

What you can see, feel or smell:

- Image field: You may now upload images to your form, which will be autocompressed to 1024 width and preserving aspect ratio
- Email responses now include section headers to be clearer

What goes on behind the scenes:

- Fixed browser caching: no need to clear browser cache with future releases
- Fixed email autoreply bug introduced since last Friday, where all email fields sent out autoreply
- Enforce content security policies
- Refactored code for user client service for improved readability
- Added more unit tests for submissions endpoint
- Improved internal documentation for onboarding and release process for engineers

8 Oct 2019: Allow special characters in form name, table question need not have max rows, code clean up

What you can see, feel or smell:

- Form name can now accept special characters such as parentheses and slashes
- Table style question no longer mandates number of max rows

What goes on behind the scenes:

- Cleaned up unused code, such as analytics APIs, AngularJS services and functions
- Refactored form fields into separate files
- Made clearer different errors during login flow
- Prevented HTML injection in email autoreply body
- Fixed bug where non-signed in user does not get redirected to /signin when they visit /forms

1 Oct 2019: Speed up beta Storage mode, speed up Examples, security improvements

What goes on behind the scenes:

- For beta Storage mode, optimise speed of decryption for many responses by 330%
- Speed up Examples loading time further by using indexes
- Configure Content Security Policy for AngularJS and Font Awesome

24 Sep 2019: Restore Examples tab

What you can see, feel or smell:

- Restore Examples tab with significantly faster loading speed
- Remove pencils from Settings to make editing settings clearer
- Display feedback count instead of response count on Feedback tab

18 Sep 2019: Checkbox validation feature

What you can see, feel or smell:

- You can now validate number of options users must choose on Checkbox
- Add report vulnerability link to footer of form.gov.sg as per SNDGO circular
- Fixed bug where MyInfo phone field did not show error text when not filled

What goes on behind the scenes:

- Update our nginx proxy to resolve domain dynamically
- Batch job that update number of “live” forms, once this is fully ready we will reactivate Examples

10 Sep 2019: Bug fixes and automated tests for submissions flow

What you can see, feel or smell:

- Fixed bug where visiting deleted forms still displayed custom form inactive message
- Fixed bug where attachments hidden by logic, when revealed but re-hidden are still submitted

What goes on behind the scenes:

- Automated end to end tests for submissions

3 Sep 2019: New user guide, multiple bug fixes

What you can see, feel or smell:

- Revamped FAQ into user guide
- Fixed bug where radio button error did not show up when field is empty
- Fixed bug where checking one checkbox option on preview page, selects multiple options at once

What goes on behind the scenes:

- Clean up pop-up code

27 Aug 2019: Beta Image field, temporarily take down Examples

What you can see, feel or smell:

- Image field which allows images to be embedded on forms released for closed beta testing
- Character limit of 480 (3 SMS messages) introduced for closed beta Phone field
- Update messages for Decimal field to be in line with existing design
- Show response count in Responses tab
- Temporarily take down Examples for improvements

What goes on behind the scenes:

- Enable social sharing tags to be modified by us without deploying new code

20 Aug 2019: New Decimal field, fixes to edge cases of attachments errors

What you can see, feel or smell:

- Decimal field with value based validation, e.g. GPA can be validated to be between 0.0 and 4.0
- Uploading .zip attachments with invalid file extensions now shows an error
- Uploading corrupt image files now shows a useful error

What goes on behind the scenes:

- Load test closed beta Phone field, and improve design
- Improved our continuous deployment process

13 Aug 2019: New pop-up design for adding collaborators, improved efficiency of form creation code

What you can see, feel or smell:

- New pop-up design for adding collaborators
- Login OTP expiry reduced to 15 minutes, but logged in session still remains 1 day
- Closed beta Phone field's autoreply SMS falls back to phone number if alphanumeric ID fails
- File extension check on attachments should be case-insensitive

What goes on behind the scenes:

- Improved efficiency of code that creates new fields on forms

6 Aug 2019: Beta phone field, download form feedback

What you can see, feel or smell:

- Closed beta phone field with country validation, and sends acknowledgement SMS
- Download form feedback button
- Clearer error messages for failed OTP resends
- Fixed bug where Logic tab sometimes does not reflect Build tab field title changes

What goes on behind the scenes:

- Only send used form data to the client, to speed up forms and decrease risk of unintended metadata exposure
- Increased automation in our deployment pipeline by auto-purging caches

30 Jul 2019: Remain logged in to SingPass

What you can see, feel or smell:

- Form submitters can now choose to remain logged in to SingPass indefinitely, which does not apply to forms with MyInfo fields

What goes on behind the scenes:

- Add end-to-end tests for login screen
- Improve continuous deployment process

23 Jul 2019: Bug fixes and security improvements

What you can see, feel or smell:

- Fixed bug where email fields without includeFormSummary flag were sending out form summaries

What goes on behind the scenes:

- Fix security finding relating to regex for government email login
- Update versions of software dependencies

19 Jul 2019: Custom form inactive message, GCC preparations for FormSG Intranet

What you can see, feel or smell:

- Form editors can now customise message to display when their forms are inactive

What goes on behind the scenes:

- Download imports from online links (from Content Delivery Networks) and host them locally
- Kick start GCC onboarding to bring FormSG onto the Intranet

15 Jul 2019: Use form as template through a link

What you can see, feel or smell:

- Add use template option to the Share tab

What goes on behind the scenes:

- Add end-to-end tests framework
- Fix indentation inconsistencies in form's Welcome tab

8 Jul 2019: SingPass e-service ID validation, database and cert upgrades

What you can see, feel or smell:

- SingPass e-service id is validated for your convenience on Settings panel

What goes on behind the scenes:

- Upgrade MongoDB database to version 3.6

- Nudge CSG team to improve messaging on rejected email messages to let users know they can recover emails within 1 month if they write in to spear@tech.gov.sg
- Viewer role for closed beta Storage mode of form responses
- CorpPass and MyInfo cert changes

READ THIS FIRST

This is a 5 minute read that helps you understand most of the in-and-outs of FormSG.

What is FormSG?

FormSG is a self-service form builder for government to create online forms that capture classified data, with the goal of replacing paper forms. Since it began in September 2017, it has replaced tens of thousands of paper forms and are used by over 90 agencies such as MOM, MOE, PA, SportSG and TTSH. More than 25,000 officers are already on it. It has advanced features and can be used for not just simple surveys but also complicated workflow forms.

Who can use FormSG?

FormSG is built for the public sector and public healthcare clusters. There is no onboarding process. Simply [log in](#) with your agency email (e.g. @tech.gov.sg). FormSG works on both Internet and the WOG Intranet.

How does FormSG keep my data secure?

Unlike most form builders out there, FormSG does not store your data. This means if our database is breached, there is no raw data to hack. There are two secure modes of creating forms.

Email mode: Form responses are sent directly into your specified email(s), and our server never stores a copy of it. Because we do not store responses, it is critical your mailbox is correctly specified and has space, or responses will be lost.

Storage mode (Coming End Apr 2020): Responses are stored, but end-to-end encrypted. On form creation, private key is generated on the client and never seen by our server. On form submission, response is encrypted on the client first, before being sent to our server for storage.

My form responses are lost! Can you help us recover them?

Because we do not store data, we cannot recover your lost data. If you cannot find your email responses, they might have been routed to an obscure Outlook folder set by your mail forwarding rules. Or they might have been quarantined by your agency firewall, which you can contact your AFM/IT department for. If you accidentally delete your email responses, they might still be on the email server, which you should contact your AFM/IT department for help.

Is FormSG IM8 / AIAS / DSS compliant?

Yes we are compliant with IM8, AIAS policy, and DSS. If you have concerns on our compliance, kindly contact us via our

[Support Form](#), and mention the specific clause you have concerns on.

Is FormSG really free?

Yes, officers can build any number of forms to collect any number of submissions for free.

The only exception is having to pay for SingPass or CorpPass authentication. If your agency has a high volume of SPCP transactions each month, the price per login can be low. At the base tier, the price of SPCP is about \$0.25 per login, with a fixed fee of about \$2,000/month. We won't be able to advise you on the latest pricing info, and you should contact SPCP rep alvin_wee@tech.gov.sg for it.

How do you enable SingPass or CorpPass?

All you have to do is enter an e-service ID on the Settings tab of your form to enable SPCP:

Enable Authentication

None

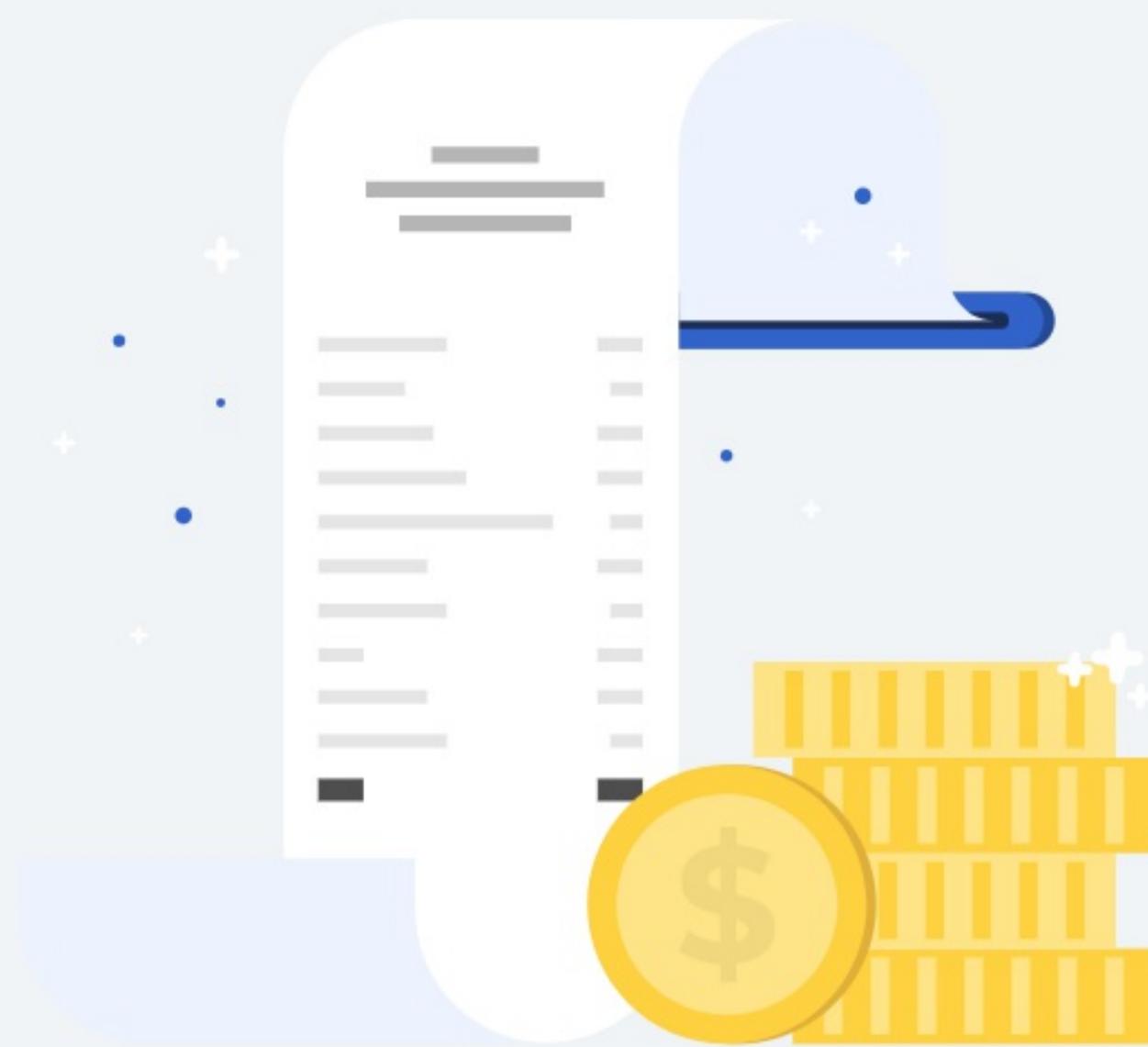
SingPass/MyInfo

CorpPass

Enter your e-service ID here

An e-service ID is a unique billing ID given by the SingPass/CorpPass office to your department's finance team. An invalid e-service ID will yield a 138 error for SingPass and 328 error for CorpPass. If you don't already have an e-service ID, you can either ask your agency IT department to find an e-service ID to reuse, or contact SPCP rep alvin_wee@tech.gov.sg to create a new one. When testing your e-service ID you may log in to our UAT server, <https://uat.form.gov.sg> and create test forms there. Note that accounts and forms are separate on UAT and Live servers and cannot be transferred over.

To track number of submissions at your e-service ID you may visit the Billing Panel tab on the top right of your forms dashboard:



Bill charges

To view your billing, enter your e-service ID below.

e-service ID

SUBMIT

[What's an e-service id?](#)

It is up to you to decide if you want 2FA or 1FA e-service ID. For CorpPass, it is also up to you to decide whether you want authorisation work flows at your e-service ID. Consult SPCP rep on this if you have concerns.

Is FormSG really up 24/7?

Yes, we are up 24/7. There is no planned maintenance window. Typically once a few months we have a 2 hour maintenance window from 12am - 2am, but most features are constantly deployed without downtime. Because we do not charge for the service we do not have an SLA, but have a measured uptime of 99.999% since we launched. The exception is SingPass and CorpPass, which do have planned maintenance, with which you can contact SPCP rep alvin_wee@tech.gov.sg to find out more.

How am I informed of issues on my form?

We have multiple tests and detection tools to flag issues on forms. If we detect an issue with your form we will email you. Although rare, if the entire platform has downtime, we will announce it on Workplace@Facebook, and enable a maintenance page on all forms. We have engineers on-call 24/7 to react to issues as fast as we can. If there are issues with your form, you can contact us through our [Support Form](#).

What data classification (RCST) can FormSG handle?

On Email mode, FormSG can handle up to Restricted per entry, and Confidential for the collection of data. This is because FormSG is a Restricted system that can manage Restricted data flowing through it, but ultimately data is stored in your government email, or SGMail, which is a Confidential system that lets you store Confidential collections of data. If however you specify a non-government email to send responses to, then you are not recommended to accept data that is classified Confidential.

On Storage mode, FormSG can handle up to Restricted.

What information sensitivity (ISF) can FormSG handle?

FormSG's email mode has in-principle approval from SNDGO, the policy owner, that it can support Sensitive High data.

FormSG's storage mode has similar approval for Sensitive Normal, and is still undergoing review for Sensitive High.

What are some features of FormSG?

There are many features of FormSG and the best way to learn about them is to [log in](#) and explore the tool. Here's a brief list of some of the features available:

- Fields: Short text, Long text, Header, Statement, Email, Number, Dropdown, Radio, Checkbox, Yes/No, Date, Rating, NRIC, Decimal
- Upload Image on the form
- Attachments to upload photos and files
- Table style questions
- Automated acknowledgement email
- Field validations
- Control flow logic / Branching
- Collaborate on a form together
- Form feedback
- Form templates/examples
- SingPass login
- MyInfo fields
- CorpPass login

Can FormSG forms have many questions?

Our longest forms have more than 400 questions, and more than 100 deployed forms have 100 questions and more. To make forms easier to fill, form creators used Logic/Branching to shorten their forms and only show relevant questions.

Can FormSG manage high volume of responses?

Some of our forms already have a high number of responses. In January 2020, more than a million submissions went through FormSG.

Can you use FormSG all around the world?

As long as you have an Internet/WOG Intranet connection you can use FormSG all around the world. Note that to log in to create forms you will also need access to your government email to retrieve the OTP.

Are there slides for me to read or share with my peers?

Yes there are! Feel free to view, comment on and share these slides that is viewable on the Internet: <https://go.gov.sg/formsg-sharing-slides>.

Who do you ask for help or keep updated?

The fastest way to get help is to join our [Workplace@Facebook group](#) and post a question there. Our group name is [WOG] form.gov.sg. Fellow form creators and ourselves will readily respond within hours if not minutes.

You may also consult experts in your agency, or "Agency Pros" for help via [this list](#).

For bug reports or technical issues happening to your live form, please fill in our [Support Form](#).

Advanced Guide

This advanced guide includes tips and tricks, and also solutions to common issues you may face when using FormSG. This section is updated regularly, so feel free to check back once in a while.

Is FormSG accessible on the Intranet?

Yes! Since start of 2020, FormSG has been accessible on WOG Intranet. If you still cannot access <https://form.gov.sg> on the Intranet, join our [Workplace@Facebook group](#) and ask for help. Note certain features are not available on WOG Intranet, such as SingPass/CorpPass/MyInfo and Captcha. If your form is intended for internal use, you can disable Captcha.

I did not receive my OTP. Where is it?

The OTP is sent immediately, but might take a while to arrive in your government email due to the potentially multiple firewalls the email has to go through. OTPs expire in 15 minutes, after which you have to resend another one. After logging in, you will remain logged in for 24 hours. This means you need not have both Intranet and Internet devices at all times; you can log in to your Internet device before you leave your office, and for 24 hours be able to create forms from one Internet device.

Where do I access the Data Collation Tool? I can't find it.

Since we moved to the Intranet start of 2020, Data Collation Tool has shifted from the old link of <https://form.app.gov.sg> to the new link of <https://collate.form.gov.sg>.

Where is the signature field?

There are a few variants of electronic signatures available on FormSG, all of which, according to the Electronic Transactions Act, are not legally weaker than a wet ink signature. Agencies such as IRAS and MOM have used the following for electronic signatures: a) an NRIC field, b) an attachment of a wet ink signature and c) SingPass Login.

How do I route responses to different emails based on form option selected?

This might apply for an enquiry form. If user chooses "Complaint" response should route to Complaints Department, but if user chooses "IT" response should route to IT Department. There's no such feature on FormSG, but you can set mail forwarding rules on your email. For example, one such rule can detect "Complaint" in the form response email, and forward this to the Complaints Department automatically.

To set such mail forwarding rules, you have to Create Rule, then select Advanced Options. Next, select the condition as "with specific words in the body":

Rules Wizard



Which condition(s) do you want to check?

Step 1: Select condition(s)

- from [REDACTED]
- with RE: Use of Form SG in the subject
- flagged for Follow up
- sent to [REDACTED]
- with RE: Use of Form SG in the subject or body
- through the specified account
- sent only to me
- where my name is in the To box
- marked as importance
- marked as sensitivity
- where my name is in the Cc box
- where my name is in the To or Cc box
- where my name is not in the To box
- with specific words in the body
- with specific words in the message header
- with specific words in the recipient's address
- with specific words in the sender's address
- assigned to category category

Step 2: Edit the rule description (click an underlined value)

Apply this rule after the message arrives
with specific words in the body

Cancel

< Back

Next >

Finish

Click on the underlined “specific words”, and specify “IT department”. Next, select the action as “forward it to people or public group”:

Rules Wizard

What do you want to do with the message?

Step 1: Select action(s)

- move it to the specified folder
- assign it to the category category
- delete it
- permanently delete it
- move a copy to the specified folder
- forward it to people or public group
- forward it to people or public group as an attachment
- redirect it to people or public group
- have server reply using a specific message
- reply using a specific template
- flag message for follow up at this time
- clear the Message Flag
- clear message's categories
- mark it as importance
- print it
- play a sound
- mark it as read
- stop processing more rules

Step 2: Edit the rule description (click an underlined value)

Apply this rule after the message arrives
with IT Department in the body
forward it to people or public group

Click on the underlined “people or public group” and specify the IT department’s email.

My form is really long. Why can't users save draft?

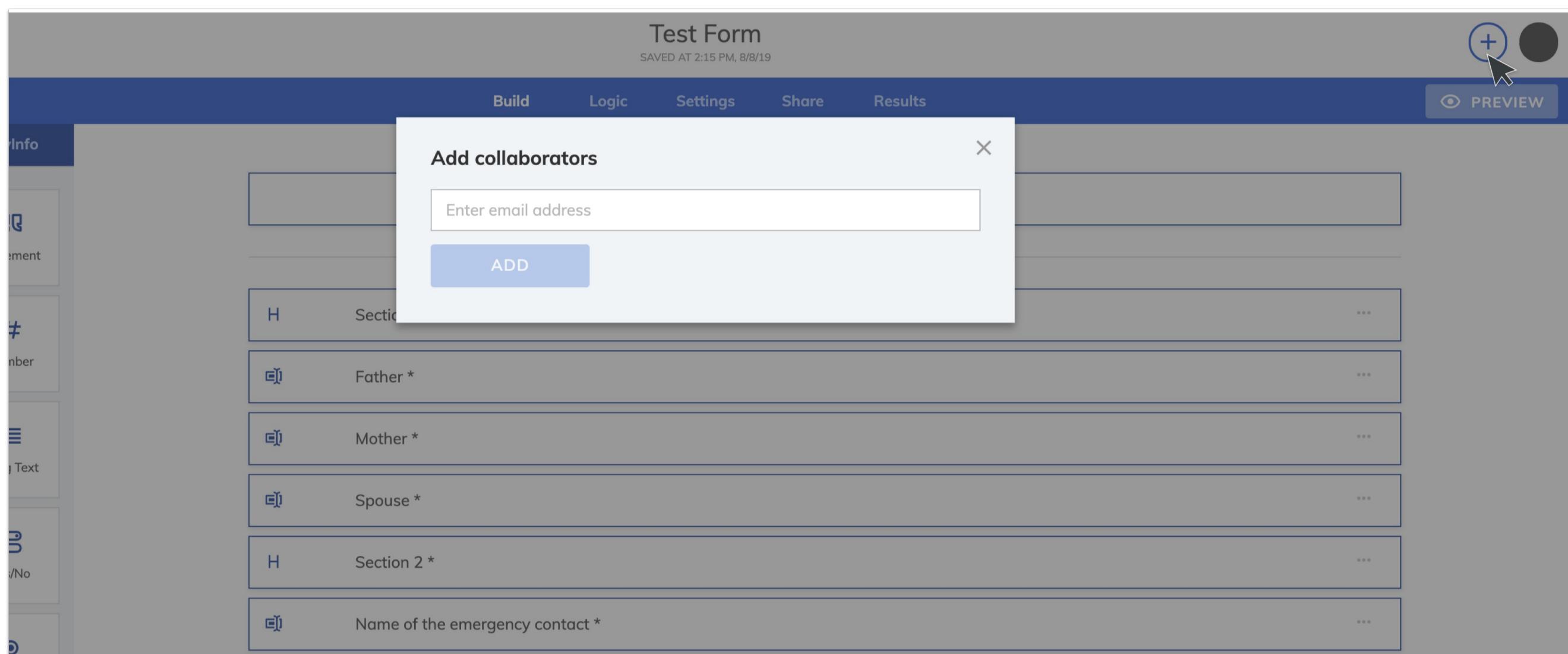
We took out Save Draft because there is no good place to save such data - our servers do not store data, and saving data on the local computer might leak this out to unintended recipients if form is filled from a library computer. Furthermore, it's more important to advise the user how long it takes to fill in the form, so they have sufficient time to submit in one sitting, which is a better user experience than saving draft and coming back repeatedly. In the future after launch of Storage mode, we might consider re-enabling Save Draft function.

How do I increase attachment size limit? And what if there are many attachments for my form?

The current size limit is 7 MB for the entire form. We auto-compress images to 1024x768 resolution, which is typically less than 1 MB. This is a hard limit because the email service we use has a fixed 10 MB outgoing size, and we buffer 3 MB for email fields and metadata. Because the smallest unit you can attach per attachment field is 1 MB, you can have a max of 7 attachments on your form. If your user has to submit more than 7 documents, you may create just one attachment field of 7 MB, and advise your user to zip documents up and submit as one attachment. In the future after launch of Storage mode, we are considering raising this size limit to 20 MB.

I am leaving the organisation or switching over to a new email. How do I transfer ownership of my forms?

Note that you might not need to transfer ownership of your form. You may simply add your colleague as a collaborator. Collaborators have the same rights as form creators, except they cannot delete the form.



If you have already lost access to your old email and can no longer edit your form, you may file a [Support Form](#) request to transfer ownership to another email.

My forms are particularly sensitive and I do not want other public officers to see them on the Examples tab.

Note that only forms that are active, and have at least 10 responses will be searchable on the Examples tab. And that the Examples tab is only viewable by authenticated public officers, not the general public. Furthermore, only your form fields are viewable, not your form data.

But if there is still a need to unlist your form from the Examples tab because the form fields alone are already sensitive to be viewed by fellow public officers, then you may submit our [Support Form](#), and attach an email approval from your MIC (DD/Dir) stating justifications for unlisting specific form links from the Examples tab.

Can my forms support multiple languages?

Yes it can. Form title has to be in English, but instructions and fields can be in any language. For example, you can specify form fields in English, and provide translations in field descriptions. Your users can also submit your form in any language they want - they just have to switch to the respective keyboard on their device.

Is there an address field? How can I auto-populate one?

You may create a Postal code field with Short Text that validates 6 characters, together with a few more fields for block and unit numbers. Do not use a Number field for Postal code as Numbers cannot start with zero. If verified addresses are

needed, you may enable SingPass on your form, and drag in a Registered Address MyInfo field.

How do I restrict access to my form to selected users to submit?

The unguessable form link acts as a password. You can circulate the form link to only users that you intend to gather responses from. As long as you don't add the form link to public channels such as on your agency's Internet website, the form link will not be indexed by search engines. If the form link ends up widely circulated with non-authorised users submitting the form, you may then filter off such non-authorised submissions.

When should I use a radio button vs a dropdown field?

For 6 or fewer choices, it is advised to use a radio button, as there are only a few options to display:

The screenshot shows a form configuration interface for a radio button field. On the left, under 'Edit Radio', there are fields for 'Title' (containing 'Please select from one of the following options:'), 'Description' (empty), 'Required' (switched on), 'Others option' (switched off), and 'Options' (listing 'A', 'B', and 'C' each with a trash icon). On the right, the generated code for the radio button field is shown:

```
<div>
    <p>Please select from one of the following options:</p>
    <ul style="list-style-type: none; padding-left: 0;">
        <li><input type="radio"/> A</li>
        <li><input type="radio"/> B</li>
        <li><input type="radio"/> C</li>
        <li><input type="radio"/> D</li>
        <li><input type="radio"/> E</li>
    </ul>
</div>
```

The screenshot shows a user interface for a radio button group. The title 'Please select from one of the following options:' is displayed above five radio buttons labeled 'A', 'B', 'C', 'D', and 'E'. The radio button for 'C' is selected. A blue bracket groups the first four options ('A', 'B', 'C', 'D'). A tooltip-like message 'Only one option can be selected' is overlaid on the bracket, indicating that multiple selections are not allowed.

For >6 choices, you should use a dropdown field:

The left side shows a configuration panel for a dropdown. It includes fields for 'Title' (Please select your favourite animal(s)), 'Description' (empty), a 'Required' toggle switch (on), and a 'Options' list containing 'Tiger', 'Mouse', 'Cat', and 'Dog'. Below the options is a green circular icon with a question mark. At the bottom are 'SAVE' and 'CANCEL' buttons.

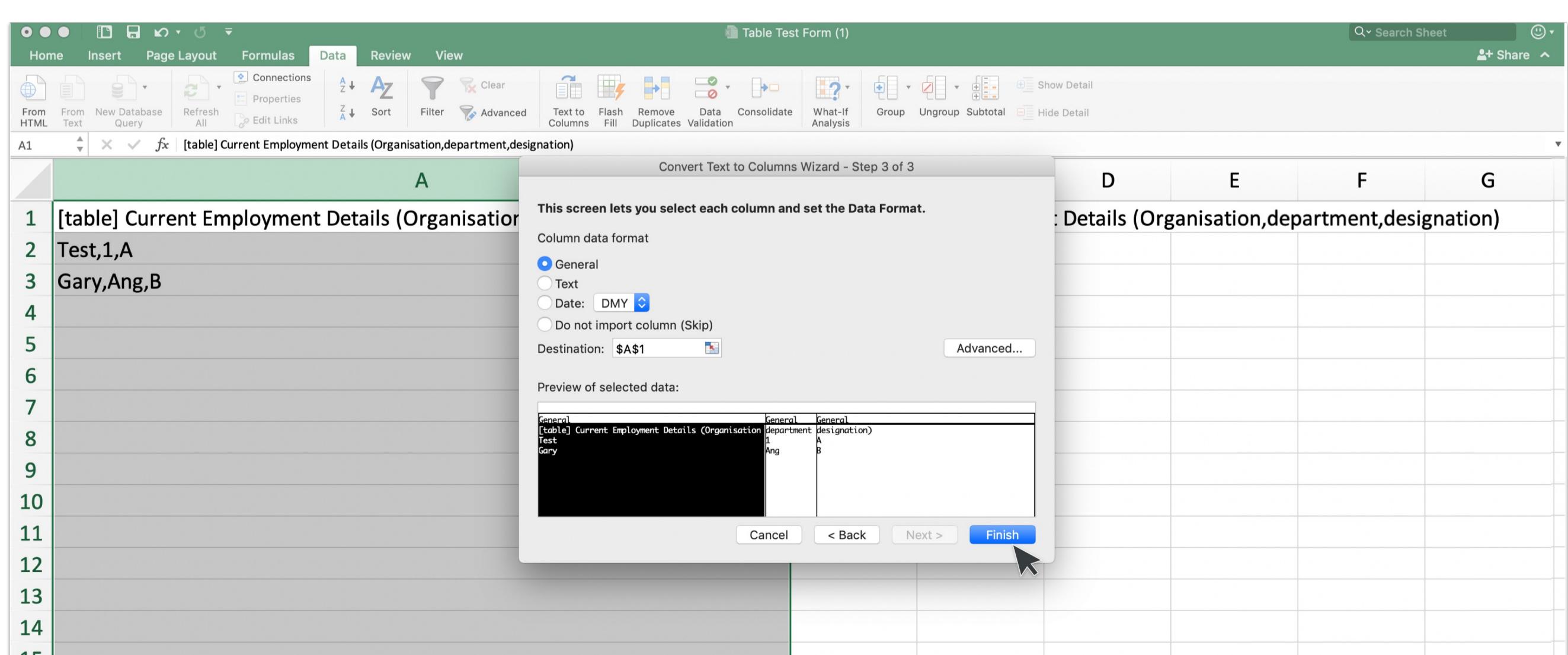
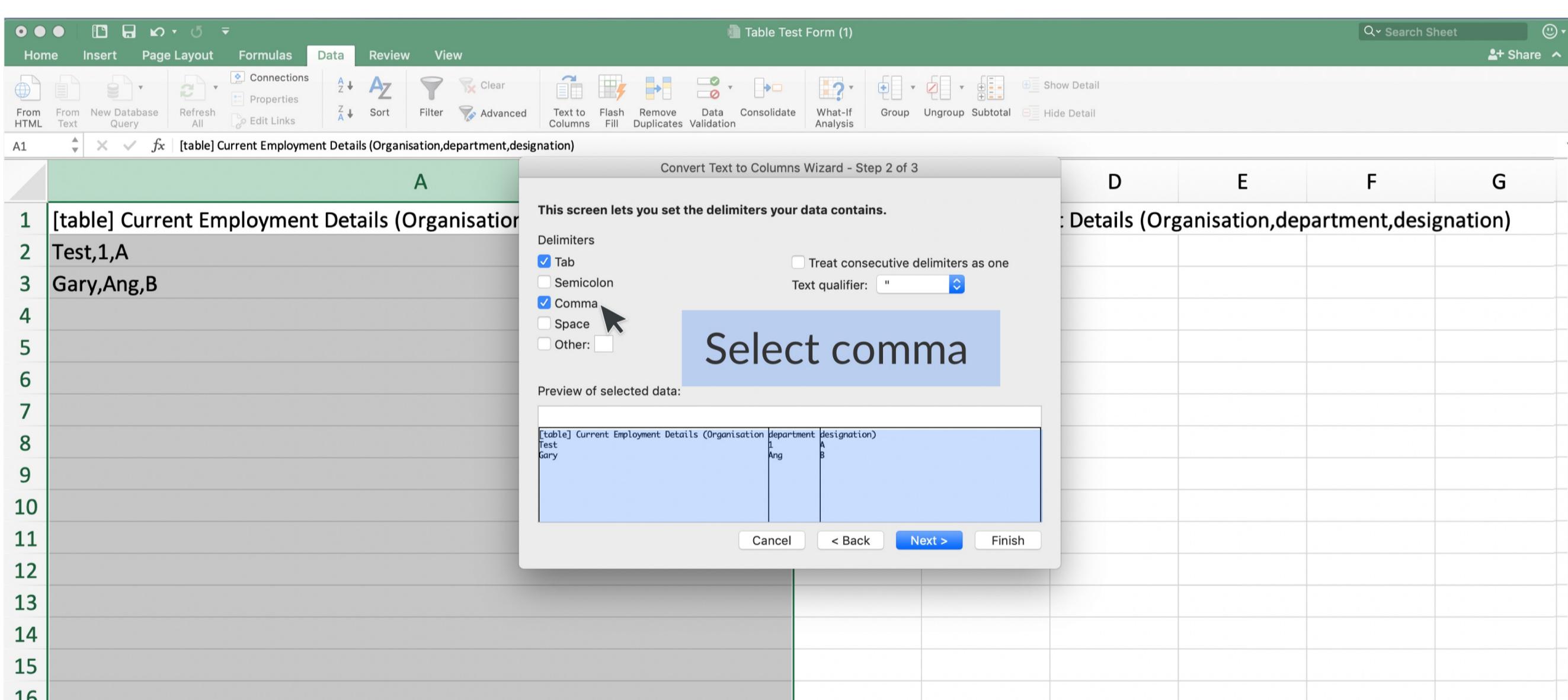
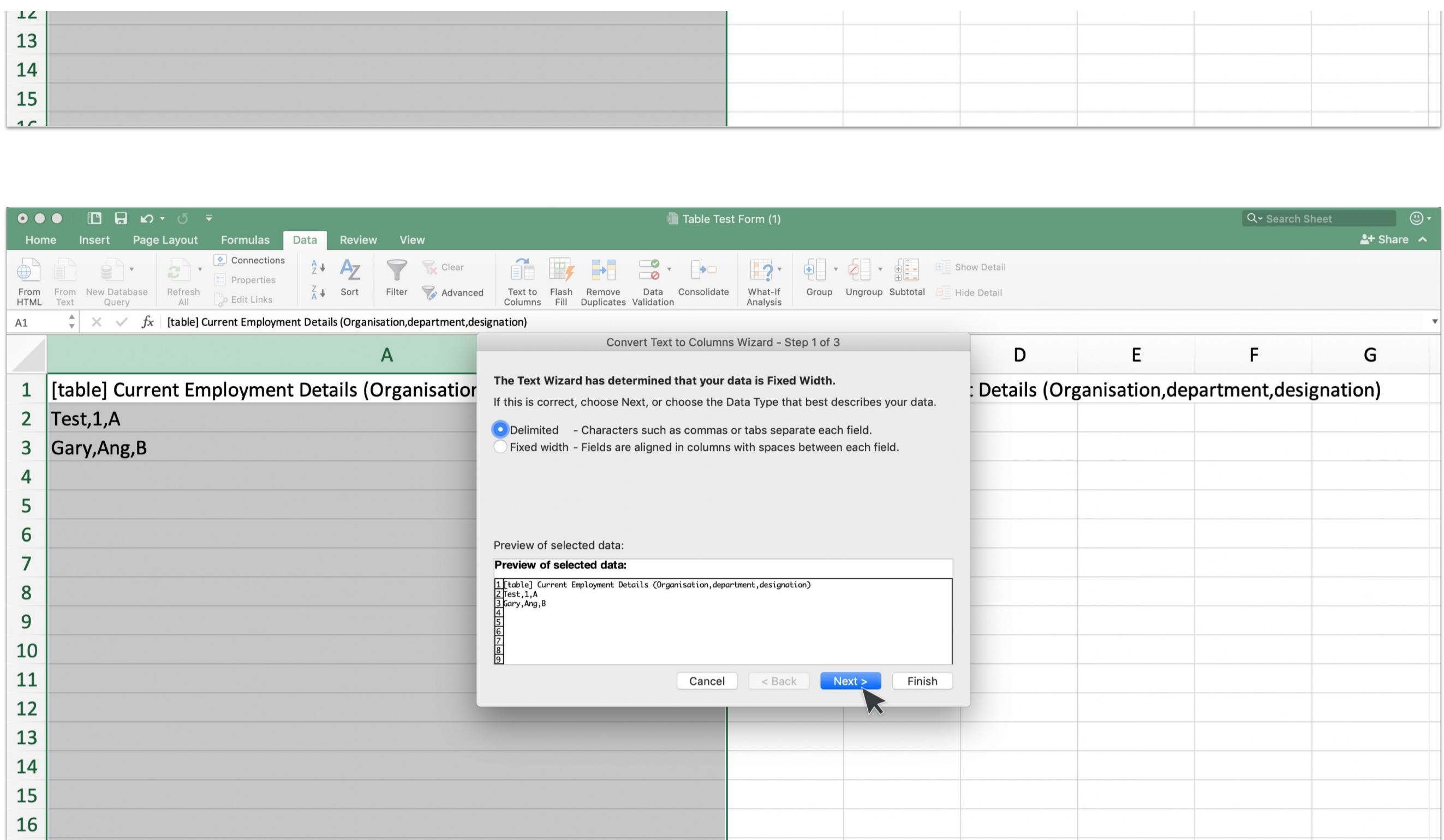
The right side shows the resulting dropdown menu. It has a header 'Please select your favourite animal(s)' and a list of four items: Tiger, Mouse, Cat, and Dog. There is a close button 'x' in the top right corner of the dropdown.

A screenshot of a dropdown menu with the same four options: Tiger, Mouse, Cat, and Dog. The options are displayed one per line, separated by horizontal lines. A dark blue selection bar is visible on the right side of the menu, indicating the current selected item.

Excel responses from table style questions are clumped into one line, how do I separate them?

1. Open the excel sheet generated from our Data Collation Tool
2. Select the entire column of the responses
3. Go to the Data tab and choose Text to Columns > Delimit by comma (,).

A screenshot of Microsoft Excel showing the 'Data' tab selected in the ribbon. A context menu is open over a table, with the 'Text to Columns...' option highlighted with a cursor. The table contains three rows of data: 'Test,1,A' and 'Gary,Ang,B' in the first column, and 'Arshad,Ali,C' in the second column. The 'Data' tab also has a 'Text to Columns...' button on its ribbon.



	A	B	C	D	E	F	G
1	[table] Current Employment Details (Organisation)		department	designation)			
2	Test		1	A			
3	Gary	Ang	B				
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							

Don't worry if responses contain commas because Excel does not split commas accompanied by spaces. Commas between columns have no space, which Excel will split by, unlike commas within sentences. An example response to a table style question asking for name, age, hobbies is: "Mr Tan,55,Soccer, Tennis, Taichi". Excel will split this correctly into "Mr Tan", "55", and "Soccer, Tennis, Taichi" because it ignores the commas in hobbies that have spaces after them.

How can I split the form into multiple pages?

We don't support multiple pages, because >70% of our users fill in forms from their phones, and are used to navigate through content by scrolling not tabbing through pages, such as when they scroll through their social media feeds. Hence we built the Header field to separate your form into sections that your user can scroll through.

H Edit Header

Title
Section 1

Description
List out your family members and details 

SAVE [CANCEL](#)

Section 1
List out your family members and details

Build **Logic** **Settings** **Share** **Results** [PREVIEW](#)

H Header	QQ Statement	Welcome
E Email	# Number	H Section 1 *
T Short Text	L Long Text	E Father *
D Dropdown	Y/N Yes/No	E Mother *
C Checkbox	R Radio	E Spouse *
A Attachment	D Date	H Section 2 *
		E Name of the emergency contact *
		# Emergency contact number *

Test Form

Section 1
List out your family members and details

- Father**
Last name, First name
- Mother**
Last name, First name
- Spouse**
Last name, First name

Section 2
List out your emergency contact information

- Name of the emergency contact**

How do I know if the logic for the form is correct?

When you implement a new logic, you should test it yourself via the preview page. Note that the onus is on you to verify the

correct logic for your form.

My Forms

Test Form
SAVED AT 2:13 PM, TODAY

Build Logic Settings Share Results PREVIEW

Form Fields:

- H Header
- Statement
- Email
- # Number
- Short Text
- Long Text
- Dropdown
- Yes/No
- Checkbox
- Radio
- Attachment
- Date

Welcome

H Section 1 *

Father *

Mother *

Spouse *

H Section 2 *

Name of the emergency contact *

Emergency contact number *

H Section 3 *

My Forms

Test Form
SAVED AT 2:13 PM, TODAY

Build Logic Settings Share Results PREVIEW

Logic: Only advanced users should attempt to implement conditional logic within forms.

Add new logic

Step 1: IF e.g. If "Gender" is equals to "Male" AND "Age" is more than or equal to 16

Field	<input type="text"/>	+
State	# Emergency contact number	✖
Value	Are you a PR or citizen?	✖

Step 2: IF e.g. If "Gender" is equals to "Male" AND "Age" is more than or equal to 16

Field	Are you a PR or citizen?	+
State	is equals to	✖
Value	No	✖

Step 3: THEN e.g. Then show "Have you completed National Service?"

Show	Click to add up to multiple fields
------	------------------------------------

Section 3: List out your NRIC and contact information

6. Are you a PR or citizen?

<input checked="" type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
--	---

7. Passport number

Section 3: List out your NRIC and contact information

6. Are you a PR or citizen?

<input checked="" type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
--	---

SUBMIT

If not a none PR or citizen fills this out, then the passport number will be shown.

If a citizen fills this out, then no passport number is shown.

What is FormSG's infrastructure like? How is the security of the system?

We have our NodeJS web servers hosted on AWS Singapore zone. Our NoSQL database that stores only form fields and not form data is managed by Mongo Atlas, and also hosted on AWS Singapore zone. We use AWS SES to send out mails, which are not open mail relays, have valid SPF and DKIM records, and encrypts form data before sending them over to government SGMail. Our web servers are protected with Cloudflare SSL, their Anti-DDoS protection and Web Application Firewall. We use Pingdom for website performance and availability monitoring, and have AWS CloudWatch alarms, together with CloudTrail that monitors activity and GuardDuty for threat intelligence monitoring. Our Data Collation Tool is built with vanilla Javascript and is static site on S3. We have undergone rigorous penetration testing, vulnerability assessment and infrastructure review by both world renowned security testers and CSG. We have also written a >74 page NIST security review documenting our security best practices.

Does my data go to your server when I use the Data Collation Tool?

No, your data is not seen by our server. Aggregation of your email responses happens offline on your browser.

Email reliability

Will my emails be blocked?

If emails are non-malicious, they typically will not be blocked. There are two junctures where they might be blocked, but the form submitter will know about it and will be able to retry:

- When a user clicks Submit on his form, the response first goes to our server. Before reaching our server, we have a web application firewall that detects for malicious content and might block the submission. If blocked, a user will see a "Please try again later" message on the form.
- If the form passes the web application firewall, it goes to our server, and we email it to your government email (SGMail) without storing it on our servers. If the government email does not exist then your response will bounce and the user will see a "Please try again later" message on the form.

From here on out, if the email is blocked, your user will not be aware. But there is still a way for you as the form creator to retrieve the blocked responses:

- If the government email exists, it proceeds to SGMail servers. Before it enters SGMail, it will arrive at SGMail's firewall. This firewall will block out emails if there are attachments with non-whitelisted file extensions, for e.g. ".abc" or ".mov". We are not aware of the full list of file extensions that SGMail whitelists, but most of the file extensions that are whitelisted can be viewed here on [our spreadsheet](#). If your email gets blocked due to non-whitelisted attachment file extensions, you will receive a mail hygiene notification. You may contact SPEAR (spear@tech.gov.sg) within 1 month from receiving the mail hygiene notification to retrieve the dropped mail.

How do I recover my mail when I receive a mail hygiene notification?

You may recover your blocked email within 1 month if you email SPEAR (spear@tech.gov.sg) and attach the mail hygiene notification.

What is Storage mode?

FormSG does not store your responses in the clear. In Storage mode, form responses are encrypted, before being sent to our server for storage. Here's how it works:

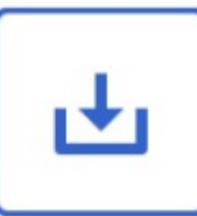
- 1) You create a form using Storage mode, and is prompted to download a secret key which you have to keep safe:



Save your Secret Key

Your Secret Key will encrypt your form responses in FormSG.
If you lose it, the responses will be **permanently lost**.

IcybBf2vwfgsgE+6dKjG5UdWm5+ZrXQx8uUda7lBvz4=



We recommend having more than one person hold on this key.

OK, I HAVE STORED MY SECRET KEY SAFELY.

- 2) When user submits your form, responses gets encrypted on user's browser before being sent to our server for storage:

The diagram illustrates the data flow from a user's mobile device to a database. On the left, a mobile screen shows a form titled "Test MOH" with a "START" button. Below it, a field labeled "1. Number" contains the value "123". A "SUBMIT" button is at the bottom. An arrow points from the "SUBMIT" button to a dark gray box containing a JSON object representing the submitted data. The JSON object includes fields like "_id", "lastModified", "form", "encryptedContent", "submissionType", "created", "myInfoFields", "authType", and "__v". Above the JSON box, a text box states: "123 is not captured in our database, data is encrypted on the client before sent to our server and stored". Another arrow points from the "SUBMIT" button to this text box.

```
{
  "_id" : ObjectId("5cb84398a431e3001115e264"),
  "lastModified" : ISODate("2019-04-18T09:30:00.607Z"),
  "form" : ObjectId("5cb84386a431e3001115e262"),
  "encryptedContent" : "/Ezd8xCLNPHq6LsB70hkG10XJfdXjYlzx7UULhETTA=;Jq65F2E7KhcbNUFu3l01NaQDSxXsLj6P;tsAeV7wb6uGCavDFzBBPCtC/BANwnC60v+LyhAmpus3qQ4yUYfm8LMIsplAqRtAPiifFB0zNrJ4JID2YIBQWqUNSR2czLD4vuyMowZTzk40WLSkxA2CaUS8VZ",
  "submissionType" : "encryptSubmission",
  "created" : ISODate("2019-04-18T09:30:00.607Z"),
  "myInfoFields" : [],
  "authType" : "NIL",
  "__v" : 0
}
```

- 3) To retrieve responses, visit the Data tab, and enter your secret key in order to download and unlock encrypted responses:

Responses

Feedback



72 response(s) to date

To view your responses, enter or upload your Secret Key below.

 Upload

UNLOCK RESPONSES

4) You may then view your responses one-by-one by clicking each row, or export all responses to an Excel by clicking on Export.

What are the benefits of Storage mode over Email mode?

The key benefit here is convenience. You no longer have to manage emails, and no longer have to manually aggregate emails into Excel using the Data Collation Tool. If your form has high volume such as tens of thousands of responses or more, it can be quite painful to manage those responses in your mailbox.

When is Storage mode coming out?

Storage mode is expected to be launched to all users by end Apr 2020.

This secret key sounds important. What if I lose it?

Note that your form's secret key has to be kept safely by you. Our server will not be able to recover your secret key if you lose it. This is an important security benefit, because that means if our server were to be compromised, your responses will not be leaked as the attacker will not have your secret key to unlock your encrypted responses.

If you really do lose your secret key, you will lose past responses. Unfortunately, there is no way for us to retrieve the secret key for you. It is advised you promptly duplicate the form, and publish the new form with a new secret key to continue

gathering responses.

How do I make sure I do not lose my secret key?

It is recommended you share your secret key(s) with colleagues just in case. If you have multiple secret keys you can store them in an Excel with form links and associated secret keys, and keep this Excel on your government laptop. Consider storing secret keys in a third-party password manager tool if your agency has one. Most importantly, regularly log in to unlock form responses to make sure you still have the secret key.

What if I want to purge encrypted responses stored on the FormSG server?

To purge encrypted responses from our server, all you have to do is discard your secret key. Without the secret key, encrypted responses on our server are as good as gibberish.

What if my secret key has been accidentally circulated?

Backup your data first, by downloading form responses. Then create a new form with a new secret key and continue gathering responses from this new form. Finally, email us to delete encrypted responses from the old form with the leaked secret key.

How do I suggest changes to this user guide?

Our user guide is hosted by [OpenDoc](#) and is written in [Markdown](#), which is a laymen-friendly language. The code for our user guide is open-sourced, and you may visit our [Github repository](#), and send us a [Pull Request](#) if you have corrections or suggestions to the guide.

Ask a Pro

Below is a list of Pros you may consult from your respective agencies. These Pros are power users who have more than 10 forms or more than 1,000 responses under their belts. Many of them have thought of smart workarounds in the absence of features. They will be able to guide you to digitise your form, so feel free to reach out to them.

This list is expected to grow over time. If there is no one from your agency in this list, why not be the first? As Agency Pro, you have the following perks:

- You will be part of a group of subject matter experts to help peers in your agency
- You will get access to juicy beta features before all other users
- Your feature requests are prioritised, because it's likely you have thought of workarounds that still did not work

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