

Form User Guide

Form User Guide

Basic Guide

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

What is form.gov.sg?

[Form.gov.sg](#), or Form, is a self-service form builder for public officers to create online forms that capture classified data, with the goal of replacing paper forms. Since launching in September 2017, Form has replaced tens of thousands of paper forms and is used by over 90 public agencies including MOM, MOE, PA, SportSG and TTSH. More than 25,000 public officers are users of Form today. Form comes with powerful functionality including user verification and conditional logic, enabling public officers to design not just simple surveys but also complex and feature-rich forms.

Who can use Form?

Form 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). Form is accessible from both the Internet and Singapore Government Intranet.

Is Form accessible on the Intranet?

Yes! Since start of 2020, [form.gov.sg](#) has been accessible on WOG Intranet in addition to the Internet. If you still cannot access <https://form.gov.sg> on your Intranet, please [contact us](#) for help.

How does Form keep my data secure?

Form provides users with two options for secure form data management - Storage mode and Email mode.

In Email mode, form responses are sent directly to user-specified email addresses. Form does not store form response data in our servers. Therefore, it is critical that email addresses are correctly specified and mailboxes are not over-capacity, or else form responses will be lost.

In Storage mode, your responses are encrypted end-to-end and stored in encrypted format, ensuring that only form administrators can access and view responses. During form creation, the user's client generates a private key that is never seen by the Form server, and is used to access and view responses. Upon response submission, the respondent's client encrypts the response using the corresponding public key, before the encrypted response is sent to Form servers for storage.

Both these options ensure that should our servers be compromised, attackers would not be able to view form response data.

Is Form 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.

What data classification (RCST) can Form handle?

On Email mode, Form can handle up to Restricted-classified individual responses, and Confidential-classified data collections. This is because Form 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. However, if 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, Form can handle up to Restricted-classified individual responses and data collections.

What information sensitivity (ISF) can Form handle?

Form's Email mode has in-principle approval from the Smart Nation and Digital Government Office (SNDGO) to support Sensitive High data.

Form's Storage mode has similar approval from SNDGO to support Sensitive Normal data, and review is undergoing to support Sensitive High data.

Is Form free to use for public agencies?

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.

Is Form 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 will I be informed of any issues with 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 are some features of Form?

There are many features of Form 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, Number, Decimal, NRIC/FIN, Email Address, Mobile Number, Home Number, Dropdown, Radio, Checkbox, Yes/No, Date, Rating
- Upload Image on the form
- Attachments to upload photos and files
- Table style questions
- Automated acknowledgement email
- Field validation
- Form fields control flow logic / branching
- Collaborative editing
- Form feedback
- Form templates and examples
- SingPass login
- MyInfo fields
- CorpPass login

How many questions can I put in a form?

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 Form manage a 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 Form.

Can I access Form from anywhere in the world?

As long as you have an Internet/WOG Intranet connection you can access form.gov.sg from 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 Form. This section is updated regularly, so feel free to check back once in a while.

Input fields

Where is the signature field?

There are a few variants of electronic signatures available on Form, 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.

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.

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:

① Edit Radio

Title
Please select from one of the following options:

Description

Required

Others option

Options

A

B

C

Please select from one of the following options:

A

B

C

D

E

Only one option can be selected

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

◆ Edit Dropdown

Title

Description

Required

Options

Tiger
 Mouse
 Cat
 Dog

SAVE [CANCEL](#)

Please select your favourite animal(s)

x

Tiger
 Mouse
 Cat
 Dog

Please select your favourite animal(s)

x

Tiger
 Mouse
 Cat
 Dog

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.

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. Now that Storage mode is launched, we have plans in Q3 2020 to increase attachment size limit to 20 MB.

Form logic

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

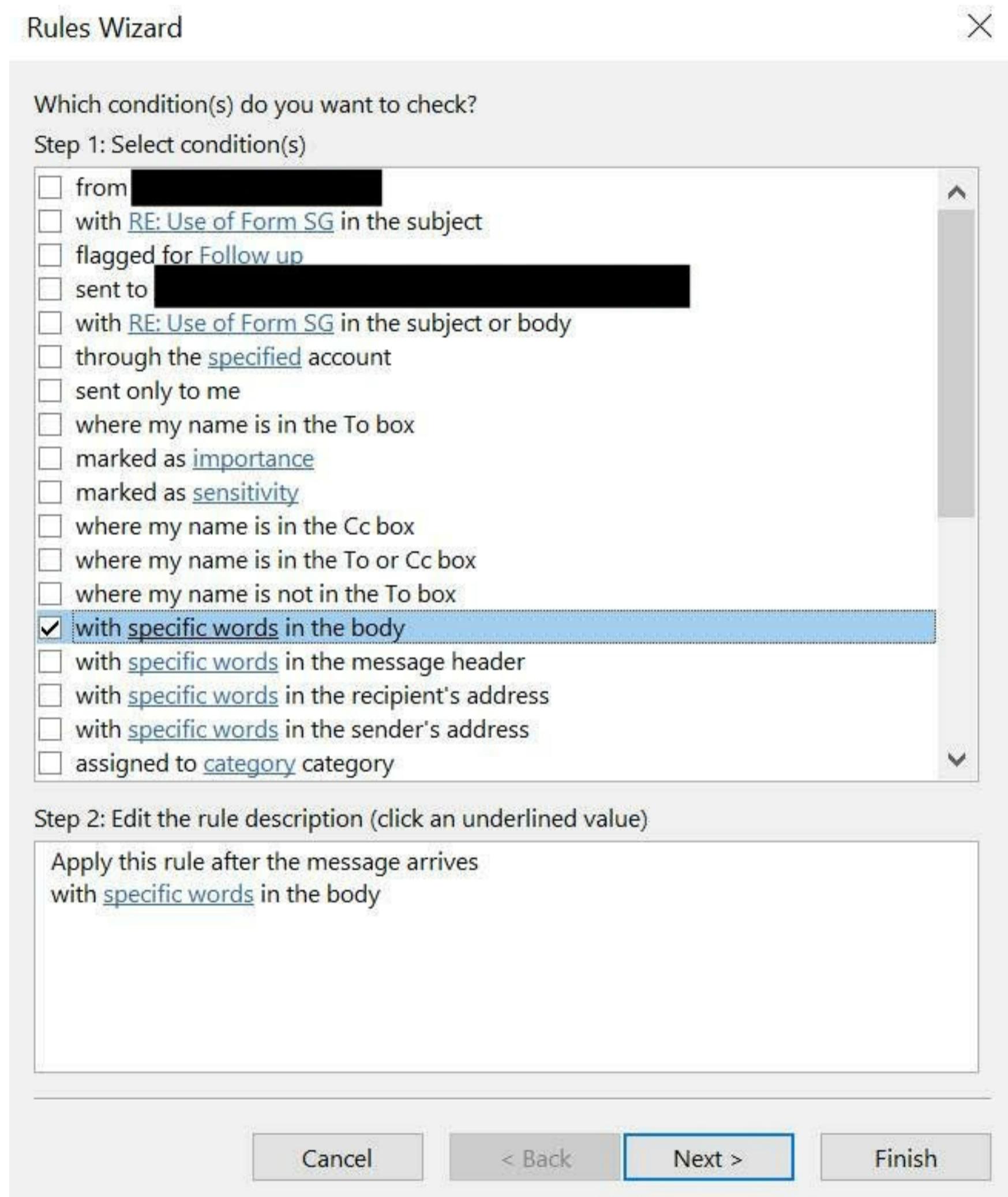
If not a none PR or citizen fills this out, then the passport number will be shown.

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

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 within the Form interface, 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”:



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

Cancel

< Back

Next >

Finish

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

Storage mode

What is Storage mode?

Storage mode is a method of receiving form responses. Form admins can choose between Storage mode and Email mode for each form.

Under Storage mode, form administrators can view responses within form.gov.sg and export collated responses in spreadsheet format. To access these responses, form administrators must first enter a secret key that was generated upon form creation.

All responses are stored in encrypted format, meaning no one except form administrators will be able to view or download responses. Storage mode is permissible for data up to “Restricted” classification and “Sensitive Normal” sensitivity.

Note: The following features are currently **not available** in Storage mode. If you need to use these features with your form, please select Email mode.

- MyInfo fields
- Emailed copy of response to respondent

What browsers are compatible with Storage mode?

Respondents can use any browser to submit a form on Storage mode. For form admins, we strongly recommend using Chrome, Edge or any browser other than Internet Explorer (IE) for quicker response retrieval, as IE tends to have low processing power and will take a longer time to decrypt responses.

When should I choose Storage mode?

Storage mode will be more convenient for the majority of users, especially when there is a high volume of anticipated responses. You will no longer have to manage or manually collate your form responses from your email inbox. Storage mode is permissible for data with “Restricted” classification and “Sensitive Normal” sensitivity.

However, you should choose Email mode if

- your data is classified “Confidential” or “Sensitive High”
- you require MyInfo fields or emailed response copies to respondents

How do I switch my form from Email mode to Storage mode?

You will have to duplicate your Email mode form and recreate it as a Storage mode form. On your dashboard, hover over your Email mode form and click the duplicate icon. Then select ‘Storage mode’ and follow the steps below to create a duplicate form in Storage mode.

How do I use Storage mode?

1. Create a new form and select Storage mode

CREATE NEW FORM

Form Name

MyForm

How do you want to receive responses to your form?

STORAGE

EMAIL

- ! This option cannot be changed after form creation. At this point, **Storage** mode does not support
- Table-style questions
 - Attachments
 - MyInfo fields

GET STARTED

2. Download your secret key

You and any collaborators will need this secret key to activate your form and access form responses. [Learn more about secret keys.](#)

Note that if you lose your secret key, your form responses will be **permanently lost**. [Here's how to avoid accidentally losing your secret key.](#)



Save your Secret Key

Your Secret Key will encrypt your form responses in FormSG.

If you lose it, the responses will be **permanently lost**.

IcybBf2vuwfgsgE+6dKjG5UdWm5+ZrXQx8uUda7lBvz4=

COPIED!



OK, I HAVE STORED MY SECRET KEY SAFELY.

Just in case, your key will be downloaded.

3. Share your secret key with collaborators (if any)

Any collaborators you invite will need the secret key to view form responses. Share your secret key with collaborators through a secure channel, according to your agency's security policies.

4. Build your form as per usual

5. Activate your form

To activate your form and start sharing it with respondents, enter or upload the secret key you downloaded at form creation.



Activate your form

To start sharing your form, enter or upload your Secret Key below.



ACTIVATE FORM

[Stuck? Read our guide](#)

6. Unlock form responses

With Storage mode, you can access form responses and feedback within Form in the new 'Data' tab (previously 'Results').

To unlock your responses, enter or upload the secret key you downloaded at form creation. This will give you access to view and export your form responses.

← My Forms My form ALL CHANGES SAVED AT 4:40PM + JO

Build Logic Settings Share Data* PREVIEW

Responses Feedback



72 response(s) to date

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

UPLOADING

[Stuck? Read our guide](#)

7. View and export responses

Once you have unlocked your responses with your secret key, you will be able to view your collated form responses within Form. Download your form responses by clicking the Export button.

My form
ALL CHANGES SAVED AT 4:40PM

Build Logic Settings Share Data PREVIEW

Responses Feedback

72 response(s) to date 1 Dec 2017 - 26 Dec 2017 EXPORT

# ^	Ref no. ^	Time ^
72	5bea3e719f12c6000fa3e154	Tue, 26 Dec 2017 03:24:39 PM
71	5bea3e719f12c6000fa3e154	Tue, 26 Dec 2017 03:24:39 PM
70	5bea3e719f12c6000fa3e154	Tue, 26 Dec 2017 03:24:39 PM
69	5bea3e719f12c6000fa3e154	Tue, 26 Dec 2017 03:24:39 PM
68	5bea3e719f12c6000fa3e154	Tue, 26 Dec 2017 03:24:39 PM
67	5bea3e719f12c6000fa3e154	Tue, 26 Dec 2017 03:24:39 PM
66	5bea3e719f12c6000fa3e154	Tue, 26 Dec 2017 03:24:39 PM
65	5bea3e719f12c6000fa3e154	Tue, 26 Dec 2017 03:24:39 PM
64	5bea3e719f12c6000fa3e154	Tue, 26 Dec 2017 03:24:39 PM
63	5bea3e719f12c6000fa3e154	Tue, 26 Dec 2017 03:24:39 PM
62	5bea3e719f12c6000fa3e154	Tue, 26 Dec 2017 03:24:39 PM
61	5bea3e719f12c6000fa3e154	Tue, 26 Dec 2017 03:24:39 PM
60	5bea3e719f12c6000fa3e154	Tue, 26 Dec 2017 03:24:39 PM
59	5bea3e719f12c6000fa3e154	Tue, 26 Dec 2017 03:24:39 PM
58	5bea3e719f12c6000fa3e154	Tue, 26 Dec 2017 03:24:39 PM

1 2 3 >

Click on each list item to view the full response.

[Responses](#)[Feedback](#)[Back to list](#)

Respondent #72

Reference number 5be25a58f444ee000f465cc8
Timestamp Wed, 07 Nov 2018 11:22:00 AM

Personal Particulars

1. Which agency and department are you from?

ELIS / MOE

2. How would you rate your experience using FormSG?

5

3. How much effort did you personally have to put to build your form?

1

Other Feedback

4. How did this effort compare to your expectations?

4

5. Attached IC

Filename: [my_ic.jpeg \(200kb\)](#)

6. Do you have any other comments, questions or concerns?

Suggestion to have smiley faces under the rating or different colours

You can also view and download your feedback data in the Feedback tab.

[Responses](#) [Feedback](#)

3 feedback submission(s) received.

Average Score

4.00 [EXPORT CSV](#)

No.	Date	Feedback	Rating
3	24 Mar 2020		5
2	24 Mar 2020		3
1	24 Mar 2020		4

What is a secret key?

Your secret key is a string of text and numbers used to encrypt and decrypt your form responses. Each secret key unlocks the responses to **one** form only. No one will be able to view your form responses unless they have your Secret Key.

You will need your secret key at 3 points in your Form journey:

- Form creation: download secret key
- Form activation: enter/upload secret key
- Access responses: enter/upload Secret Key

Your secret key is generated by your browser during form creation, and downloaded to your computer or mobile phone. We do not save or store your secret key, and it is the **only way** to access your response data. This is why you should be careful not to lose your secret key, as if you do we will not be able to help you regain access to your response data.

I am encountering a secret key error or I have lost my secret key! Are you able to help me recover the secret key or my response data?

If you have lost your secret key, take these steps immediately:

1. If your form is live, duplicate your form, save the new secret key securely and replace the original form's link with the new form's link to continue collecting responses. Deactivate the original form as soon as possible to avoid losing further responses.
2. On the computer you used to create the original form, search for 'Form Secret Key'. Secret keys typically downloaded into your Downloads folder as .txt files with 'Form Secret Key' in the filename.
3. If you have created multiple forms with similar titles in the past, it is possible that you have confused the different forms'

secret keys with each other, as form titles are in the secret keys' filenames. Try all secret keys with similar filenames on your form.

4. If you remember sending an email to share your secret key with collaborators, search the Sent folder in your email for the keyword 'secret key' and your form title.
5. If you still cannot find your secret key and would like our help to debug this further, contact us on our [help form](#).

Without your secret key, you will not be able to access your existing response data. Additionally, it's not possible for us to recover your lost secret key or response data on your behalf. This is because Form does not retain your secret key or any other way to unlock your encrypted data - the only way to ensure response data is truly private to agencies only. This is an important security benefit, because that means even if our server were to be compromised, an attacker would never be able to unlock your encrypted responses.

How do I make sure I don't lose my secret key?

To make sure you don't lose your secret key(s), and permanently lose access to your form responses, you can

- Share secret key(s) with colleagues that are also authorised to view form responses;
- Store secret key(s) in a third-party password manager tool, if your agency uses one;
- Store multiple secret keys and associated form links on a spreadsheet in your government-issued laptop;
- Regularly check in on your form responses to make sure that you still have your secret key.

What if my secret key has been accidentally circulated?

1. Promptly back-up your form data by downloading form responses and feedback from Form.
2. Duplicate your old form and publish a new form with a new secret key, and continue gathering responses with this new form.
3. When you have done Steps 1-2, email us to delete encrypted responses from the old form so that no one will be able to access your responses with the leaked secret key.

Is there a storage limit for Storage mode?

No. There have been forms with over a million submissions on Storage mode. In the future with the release of attachment, we will still not impose a limit on number of responses for Storage mode.

Can I delete my responses in Storage mode?

For audit reasons, deleting responses is not allowed. However, if you wish to reset your response count to zero after testing your form, you can simply duplicate your test form and create another Storage mode form. You can then use your new form as your live form instead.

What is the storage duration? How long will my responses be stored for?

Form will store your encrypted responses permanently, and they will be accessible as long as you have the secret key.

If you no longer need to access your form responses, you can simply discard your secret key. Without your secret key, your form responses cannot be decrypted, and are as good as gibberish.

How does end-to-end encryption work?

When a respondent submits a response, response data is encrypted in the respondent's browser before being sent to our servers for storage. This means that by the time Form's servers receive responses, they have already been scrambled and are stored in this unreadable form. Your response data remains in this encrypted state until you decrypt your responses with your secret key, transforming them into a readable format.

The benefit of end-to-end encryption is that response data enters and remains in Form's servers in an encrypted state. This ensures that even if our servers are compromised by an attack, attackers will still not be able to decrypt and view your response data, as they do not possess your secret key.



Who can see my form responses in Storage mode?

To view responses from Storage mode forms, you have to

- be a form owner or collaborator, **and**
- know the secret key generated at form creation

The secret key is the **only way** to view your responses in a readable format. As Form's servers do not store your secret key, no one can view your response data, except you and collaborators that you share the secret key with. Even Form developers and administrators with full access to the server cannot view your response data, as we do not possess your secret key.

Can I enable both Storage and Email mode?

You may select either Storage or Email mode for a single form, but not both.

Email mode

What is Email mode?

Storage mode is a method of receiving form responses. Form admins can choose between Storage mode and Email mode for each form.

If you select Email mode, your form responses will be sent to email addresses that you specify. Form will not store your form responses for security purposes.

Email mode is permissible for individual responses classified Restricted Sensitive High and below, and collated data classified Confidential and below.

When should I choose Email mode?

You should choose Email mode if

- your data is Confidential or Sensitive High
- you require MyInfo fields, or emailed response copies to your respondent

In most other situations, Storage mode is expected to be more convenient, especially for forms with a high volume of anticipated responses.

How do I ensure my form responses will not bounce?

If your mailbox is full or your email address is no longer valid, form responses will bounce and be permanently lost. Here are some ways to prevent this:

1. Set up auto-archiving on your mailbox to ensure that your mailbox will never hit full capacity.

You can set up auto-archiving in your Outlook by navigating to File > Options (left) > Advanced (left) > AutoArchive Settings (right). Run AutoArchive as often as you expect your mailbox to be full - if you expect high response volume, you can run AutoArchive every day.

2. Enter 2 or more email addresses where responses will be sent, for all your Email mode forms.

You can find this setting by logging in to Form.gov.sg, clicking on your form, navigating to Settings > Emails where responses will be sent.

3. If you are leaving your department, make sure to update "Emails where responses will be sent" so that form responses will go to a colleague after you leave.

My form responses are lost! Can Forms help me recover them?

If your form is on Email mode, Forms does not store your response data for security purposes. We cannot recover any form data that you have lost.

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.

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.

Is there any way to receive my responses in an Excel spreadsheet?

Yes! Other than using Storage mode to download a spreadsheet of your responses directly, you can also collate your Email mode responses into a spreadsheet using the Data Collation Tool.

Data Collation Tool

Where is 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>.

If you are not able to access the new link, visit Proxy Settings, toggle “Use setup script” on, and insert:
`http://proxy.sgnet.gov.sg:4714/files/proxy.pac`. Appreciate if you can also approach your agency IT to push this proxy setup to your colleagues.

If this does not work, use the old link of <https://form.app.gov.sg> on the Intranet. If you are not able to access it, get your IT

team to whitelist 10.54.9.38, 10.54.9.34 and 10.54.9.57 on your agency firewall

As a last resort, you can use our Internet collation tool at <https://collate.form.gov.sg>. Transfer your .pst file of responses to your Internet machine via a secure thumb-drive, visit the link, and follow the instructions to collate your responses. Note that your data is not exposed to the Internet as the tool does not upload data to a server. Data is collated offline on the browser.

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 (,).

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

No, your data is not seen by our server during the Data Collation Tool process. Aggregation of your email responses happens offline on your browser.

SingPass, CorpPass and MyInfo

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

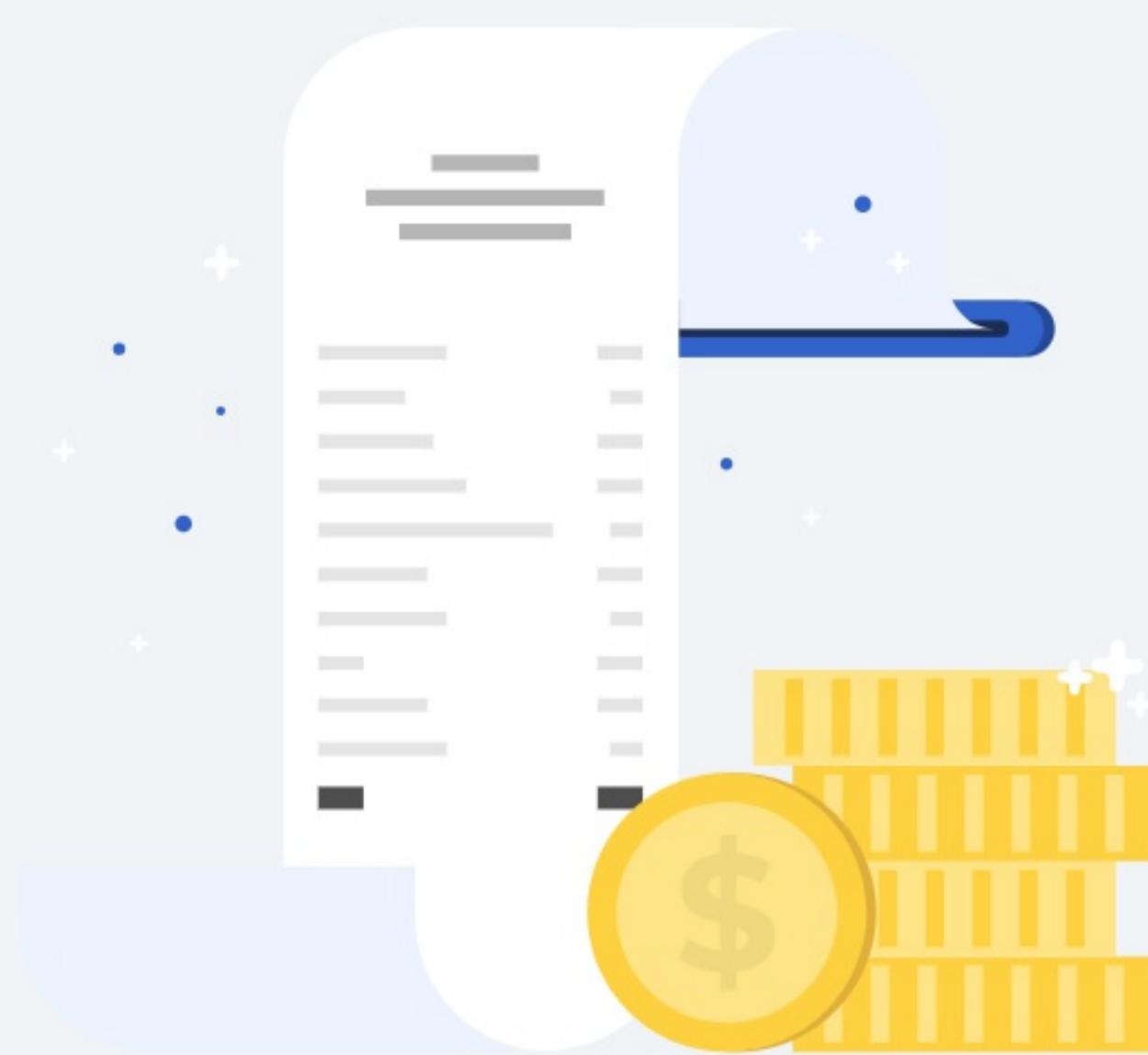
SingPass/MyInfo

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.

Webhooks

What are webhooks, and why are they useful?

Webhooks are a standard means for applications like Form to send real-time data to other applications and servers. As of May 2020, webhooks are available on Storage mode and can be used by agencies to securely integrate form data collection into the rest of their existing IT workflows.

Webhooks are useful for agencies who wish to have form response data sent directly to existing IT systems. This removes

the need for a human user to periodically export form response data from form.gov.sg, then upload it to an internally-used application.

While webhooks have been tried and tested on high-volume applications, this feature is still in **beta**, meaning users should expect bugs as we work on smoothing out the rough edges. **If you are unable to accept this risk, please do not use this feature until its mainstream release.**

Who should use webhooks?

Webhooks are worth considering if your agency

- expects to receive a high volume of responses
- needs to integrate internal systems/workflows with form data collection (e.g. sorting responses, and channeling them to specific officers for case management)
- has IT expertise capable of using our software development kit to prepare an endpoint for receiving response data

Webhooks are not necessary or beneficial in most form use cases, where officers are following up over email or Excel spreadsheet, since Form already outputs responses in those formats.

Are webhooks secure?

Yes - as webhooks are a Storage mode feature, your data is [end-to-end encrypted](#) as with all Storage mode responses. Our [software development kit](#) (SDK) provides instructions on setting up your receiving system to

- verify that each submission was sent by Form and not any other server
- decrypt submissions using the secret key that only you own

How do I set up webhooks for my form?

Pre-requisite: You must be able to expose a HTTPS endpoint that is accessible over the Internet.

1. Follow [these instructions](#) to prepare your system to receive, verify and decrypt form responses. Please lock down the version of the SDK you are using and disable automatic upgrades to avoid disruption from breaking changes.
2. Navigate to the form you want to set up a webhook for. In the Settings tab, enter your endpoint URL in the 'Webhook Endpoint URL' field and save changes.
3. Test that responses are received at your endpoint URL.

Important to note

- Webhooks are still in **beta**, meaning users should expect bugs as we work on smoothing out the rough edges. **If you are unable to accept this risk, please do not use this feature until its mainstream release (end Q3 CY2020).**
- Please lock down the version of the SDK you are using and disable automatic upgrades to avoid disruption from breaking changes.
- You are responsible for correctly setting up your system to receive, verify and decrypt Form responses using our SDK. Form is not responsible for your setup, and only bears responsibility for ensuring our servers are correctly routing

responses in accordance with our SDK.

There is a problem and my system is not receiving data from Form. Are my responses lost?

Your responses are not lost as all Storage mode responses are stored encrypted in Form's database. As with all Storage mode forms, you can retrieve your data by simply logging in to Form and using your secret key to decrypt and export responses in .csv format.

Verified SMS Paid Service

The Verified SMS feature on the Mobile Phone field triggers an SMS containing a One-Time Password (OTP) to the entered mobile phone number, so that form respondents can verify that the entered number belongs to them.

Do I have to pay for Verified SMS?

Verified SMS is free up to 10,000 responses per form.

However, if your form might receive over 10,000 responses, your agency will have to pay for verified SMS by setting up your own Twilio account (see instructions below). To be safe, please arrange payment before activating your form. Once your form has exceeded 10,000 responses, either the Verified SMS feature or the form itself will have to be deactivated, and Form reserves the right to charge your agency for past SMS expenditure.

How do I arrange payment for Verified SMS?

We recommend that you arrange payment before activating your form, in case a high volume of responses are submitted and bust your free tier. Once your form has exceeded 10,000 responses, either the Verified SMS feature or the form itself will have to be deactivated, and Form reserves the right to charge your agency for past SMS expenditure.

Step 1. Obtain approval within your agency to pay for verified SMS through Twilio. [Twilio](#) is the paid SMS service that Form uses to send OTP verification SMSes to mobile numbers. Twilio is the only SMS service provider that Form is integrated with, and provides paid SMS at a competitive price. Twilio's SMSes cost 0.03 USD (3 cents USD) per SMS.

Step 2. Create an account at <https://twilio.com>, and set up payment to your agency. Set up the rest of your account according to the instructions below in the 'Twilio account setup' section.

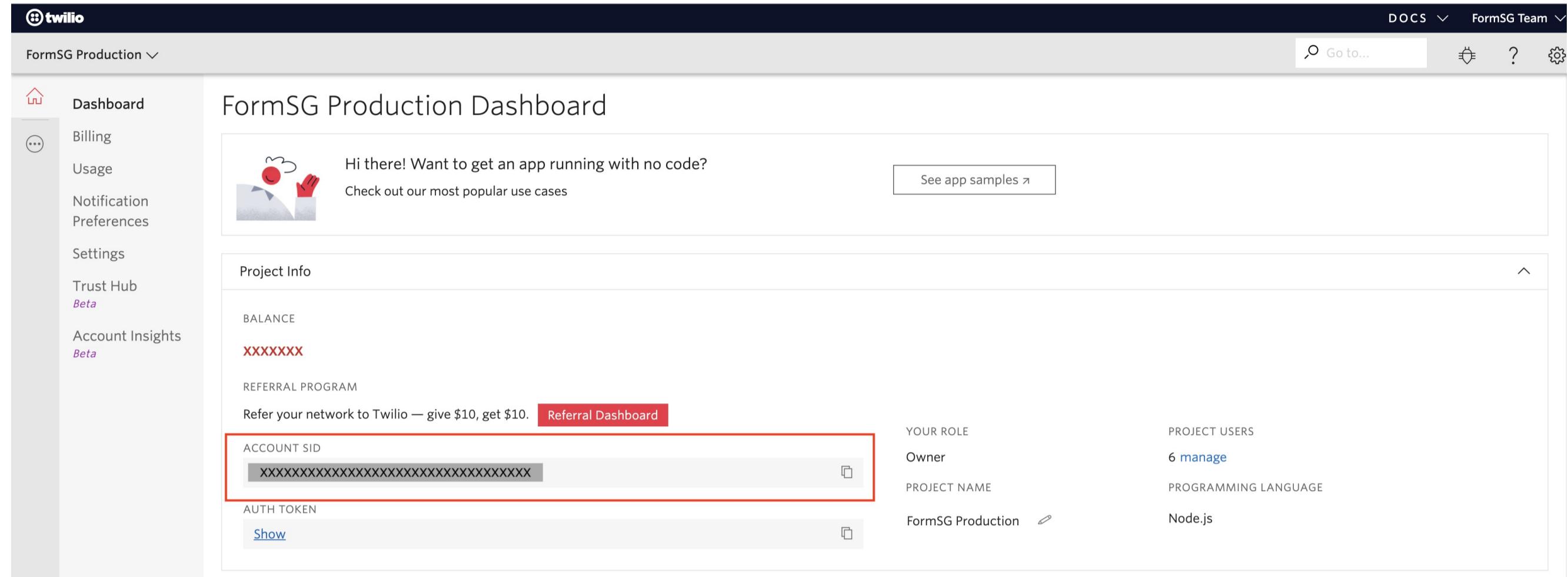
Step 3 Email us at formsg@tech.gov.sg but **do not include any Twilio account details** in your email. We will advise you on how to securely pass the following 4 items to us:

- i. Account SID
- ii. API Key SID
- iii. API Key Secret
- iv. Messaging Service SID

Twilio account setup

Account SID

Upon logging in, you should be able to see your **account SID** on the dashboard when you arrived on Twilio's console.

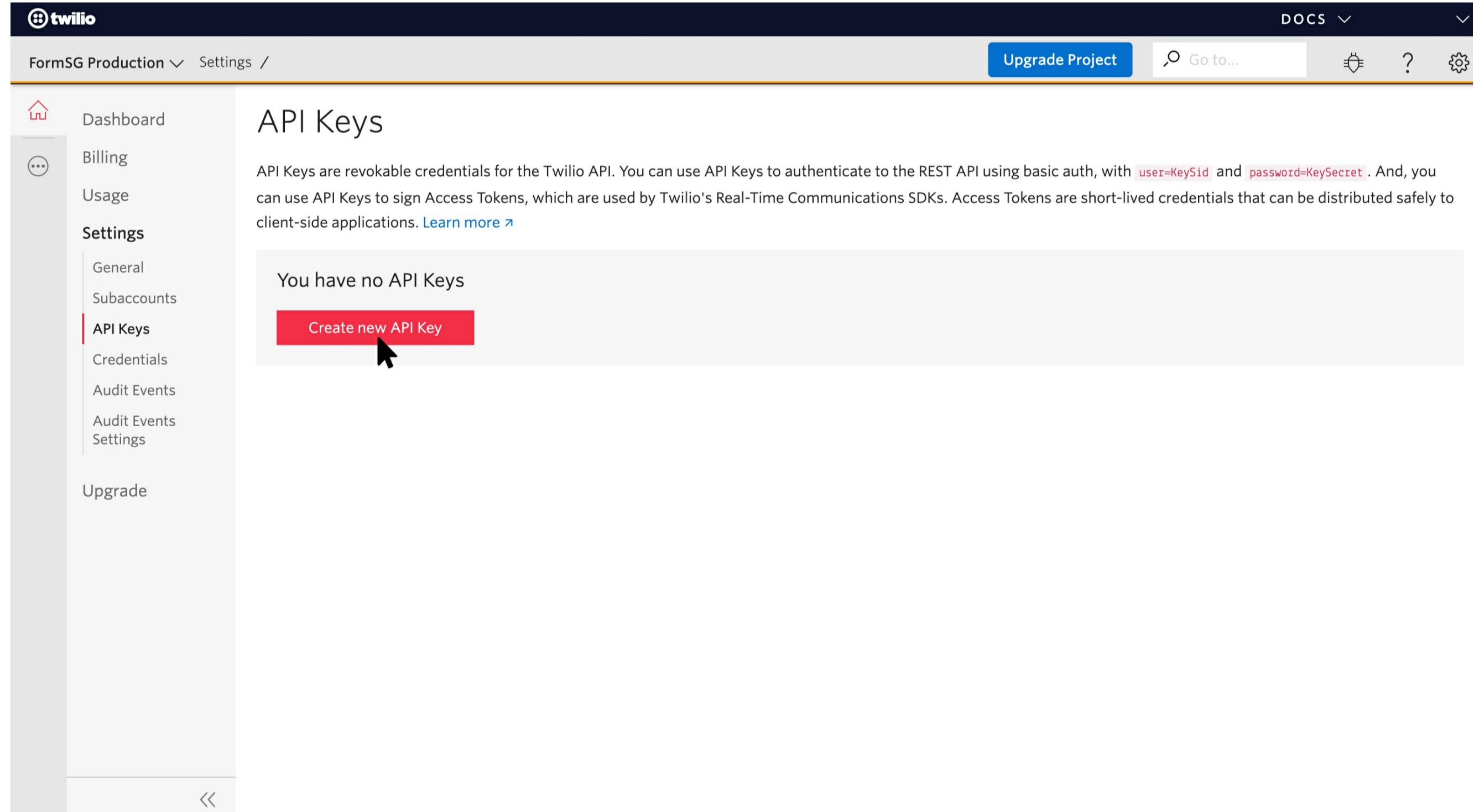


The screenshot shows the Twilio dashboard for the 'FormSG Production' project. On the left, there's a sidebar with links like Dashboard, Billing, Usage, Notification Preferences, Settings, Trust Hub (Beta), and Account Insights (Beta). The main area is titled 'FormSG Production Dashboard'. It features a 'Project Info' section with a 'BALANCE' of 'XXXXXXXXXX'. Below it is a 'REFERRAL PROGRAM' button. A red box highlights the 'ACCOUNT SID' field, which contains a long string of characters ('XXXXXXXXXXXXXXXXXXXXXXXXXXXX'). To the right, there are sections for 'YOUR ROLE' (Owner), 'PROJECT USERS' (6 manage), 'PROJECT NAME' (FormSG Production), and 'PROGRAMMING LANGUAGE' (Node.js). A 'See app samples' button is also visible.

Item 1: We will need your Account SID from this step.

Set up API Key

Click on Settings > API Keys on the left-side menu and select **Create new API Key**.



The screenshot shows the 'Settings' page under 'API Keys'. The left sidebar has 'General', 'Subaccounts', 'API Keys' (which is selected and highlighted in red), 'Credentials', 'Audit Events', 'Audit Events Settings', and 'Upgrade'. The main content area says 'You have no API Keys' and features a prominent red 'Create new API Key' button. A cursor is hovering over this button. Above the button, there's a note about API Keys being revokable credentials for the Twilio API, mentioning basic auth and Access Tokens.

Create a new **standard** API key. You can rename the friendly name.

The screenshot shows the Twilio API Keys creation interface. On the left, a sidebar menu is open under the 'Settings' section, with 'API Keys' selected. The main area is titled 'New API Key' and contains fields for 'FRIENDLY NAME' (set to 'FormSG - User API key') and 'KEY TYPE' (set to 'Standard'). A note below states: 'Standard Keys cannot manage API Keys, Account Configuration, and Sub Accounts'. At the bottom are 'Create API Key' and 'Cancel' buttons.

You will need to pass us your **SID** and **secret**. Please keep these safe. Remember to save the **secret** somewhere before you click on **Done!** Or else you will not be able to view your **secret** again and will have to recreate a new API key.

The screenshot shows the Twilio API Key properties page for a key named 'Test user'. It includes fields for 'FRIENDLY NAME' (set to 'Test user'), 'SID', 'KEY TYPE' (set to 'Standard'), and 'SECRET'. An important note at the top states: 'IMPORTANT NOTE: This secret is only shown ONCE. Make note of it and store it in a safe, secure location.' A red bracket on the right side of the screen points from the 'SID' and 'SECRET' fields to this note. Below the fields is a checkbox: 'Got it! I have saved my API Key Sid and Secret in a safe place to use in my application.' At the bottom are 'Done' and 'Cancel' buttons.

Items 2 and 3: We will need your API Key SID and Secret from this step.

Buy a phone number

You need to purchase a phone number to start sending SMSes.

We recommend buying a US number (\$1 a month) and masking the number with an [alphanumeric sender ID](#). A Singapore phone number is \$75 per month but a Singapore number is not required to send Singapore SMSes.

Click on the button with 3 dots on the left side menu and then click on **Phone Numbers**

The screenshot shows the Twilio Numbers management interface. On the left, there's a sidebar with categories like Communications Cloud, Super Network, and Engagement Cloud. Under Super Network, 'Phone Numbers' is selected and highlighted with a red border. The main area displays a list of numbers, with one entry for '08 (202)' shown in detail. This entry includes fields for Friendly Name, Capabilities (Voice, SMS, Fax, MMS), and Configuration (Voice POST URL and Messaging POST URL). Below the list, there's a note about using a BundleSID starting February 12th.

The screenshot shows the 'Buy a Number' search interface. The left sidebar has links for Phone Numbers, Manage Numbers, Buy a Number (which is also highlighted with a red border), and other options like Verified Caller IDs and Tools. The main search form allows users to search by country (set to Singapore), number (Search by digits or phrases (Optional)), and capabilities (ANY, Voice, Fax, SMS, MMS). A note at the top says: "Starting February 12th, you must use a BundleSID for numbers that require regulatory information when provisioning numbers with the IncomingPhoneNumbers API. [Learn more](#)." A 'Search' button is at the bottom of the form.

You can change the country code to USA, and click on search to purchase a phone number

Do not release your number: Releasing a number means that you are returning the number you have purchased back to Twilio. This is irreversible. They will charge you for a new number when you purchase it again.

Optional: Alphanumeric Sender ID

Once you have bought a phone number, you can configure the Alphanumeric Sender ID to mask it with your agency info. This means SMS recipients will see the SMS as coming from the name (Alpha Sender ID) you specify instead of a phone number.

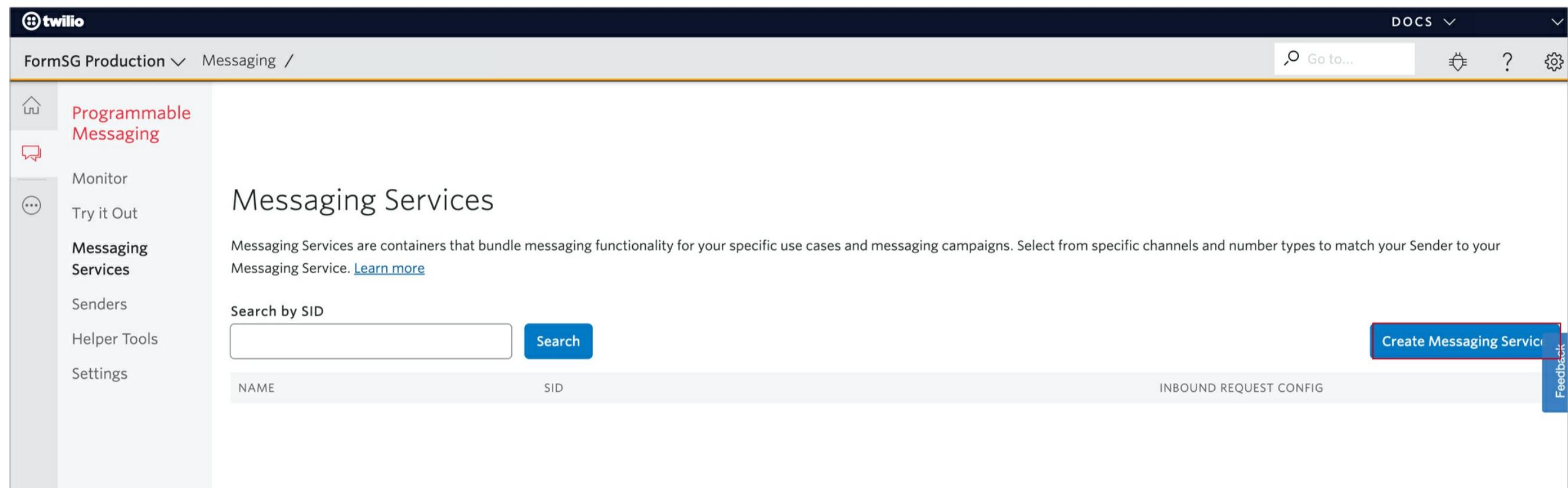
You can do this by navigating to Programmable SMS > Messaging Service > Select the name of the Messaging Service > Features > Add sender > Add Alpha Sender

Alternatively, you may wish to watch the video on [Postman.gov.sg's workplace group](#) on adding an Alpha Sender ID.

Set up Messaging Service

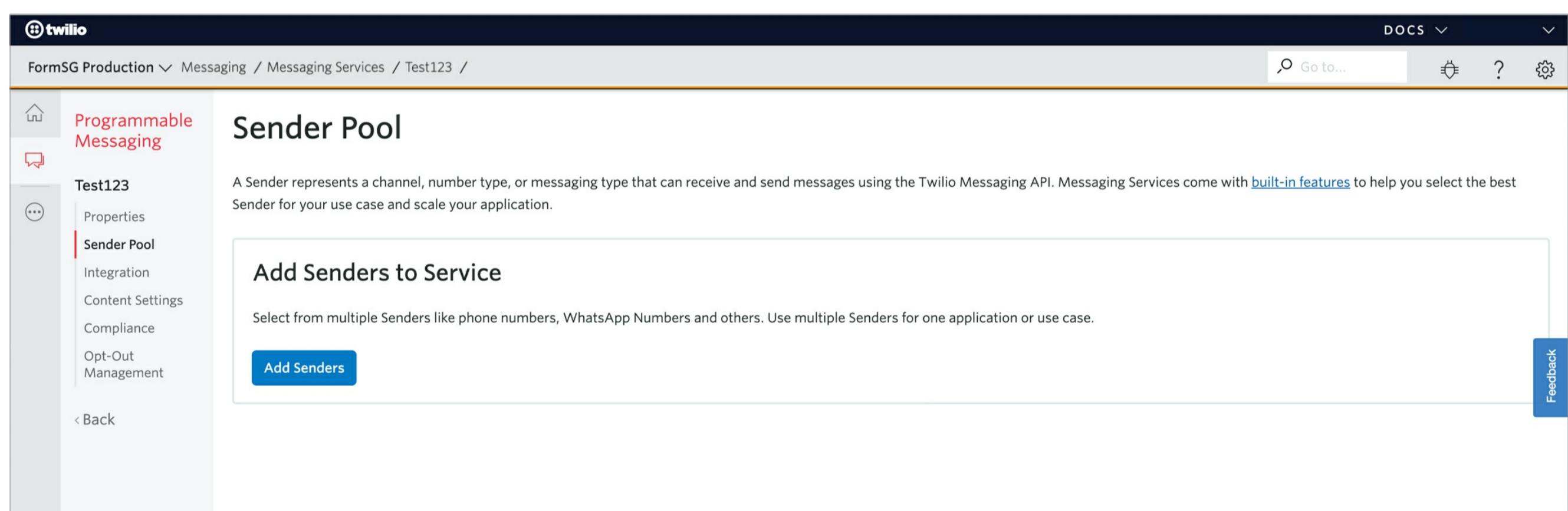
Click on the button with the “chat message” icon on the left side menu and then click on Programmable Messaging > Messaging Services > Create new Messaging Service.

Once you click on the button, you can enter a name for your messaging service and click OK.



The screenshot shows the Twilio web interface for 'Programmable Messaging'. On the left sidebar, under 'Programmable Messaging', the 'Messaging Services' option is selected. The main content area is titled 'Messaging Services' and contains a brief description: 'Messaging Services are containers that bundle messaging functionality for your specific use cases and messaging campaigns. Select from specific channels and number types to match your Sender to your Messaging Service.' Below this is a search bar labeled 'Search by SID' with a 'Search' button. At the bottom right of the main area is a blue 'Create Messaging Service' button. The top navigation bar includes links for 'DOCS', 'GO TO...', 'HELP', and 'SETTINGS'.

Click on Add Senders



The screenshot shows the Twilio web interface for a specific 'Messaging Services' instance named 'Test123'. Under the 'Programmable Messaging' sidebar, the 'Sender Pool' option is selected. The main content area is titled 'Sender Pool' and contains a description: 'A Sender represents a channel, number type, or messaging type that can receive and send messages using the Twilio Messaging API. Messaging Services come with built-in features to help you select the best Sender for your use case and scale your application.' Below this is a section titled 'Add Senders to Service' with the instruction: 'Select from multiple Senders like phone numbers, WhatsApp Numbers and others. Use multiple Senders for one application or use case.' At the bottom of this section is a blue 'Add Senders' button. The top navigation bar includes links for 'DOCS', 'GO TO...', 'HELP', and 'SETTINGS'.

Select Phone Number for Sender Type and click Continue

The screenshot shows the Twilio Platform interface for configuring a Sender Pool. On the left, a sidebar menu for 'Programmable Messaging' is open, showing options like 'Properties', 'Sender Pool' (which is selected), 'Integration', 'Content Settings', 'Compliance', and 'Opt-Out Management'. The main content area is titled 'Sender Pool' and contains a sub-section 'Sender Selection Settings'. A modal window titled 'Add Senders' is displayed, prompting the user to select a 'Sender Type' (set to 'Phone Number'). It includes a note about SMS-capable numbers supporting two-way messaging and a link to a guide. Below the modal is a table listing senders with columns for 'CAPABILITIES' and 'ACTIONS'. At the bottom of the modal are 'Cancel' and 'Continue' buttons.

Your purchased number should appear here. Select the number and click Add Phone Numbers

The screenshot shows the 'Add Senders' page within the Twilio Platform. The left sidebar shows a project named 'Test123' with 'Sender Pool' selected. The main area is titled 'Add Senders' and has a sub-section 'Phone Numbers'. It features a search bar and a table with one result. The table columns are 'NUMBER', 'FRIENDLY NAME', 'CAPABILITIES', and 'MESSAGING SERVICE'. The single result, '1 888 888 8888', has its checkbox checked and highlighted with a red border. At the bottom of the page are 'Add Phone Numbers' and 'Cancel' buttons.

Now, your phone number will be added to the messaging service. Go back to the messaging services landing page.

The screenshot shows the Twilio FormSG Production interface. The left sidebar has a navigation menu with 'Programmable Messaging' selected. The main content area is titled 'Messaging Services'. It contains a search bar for 'Search by SID' and a table with two columns: 'NAME' and 'SID'. There is one entry in the table: 'Test123' in the NAME column and 'MGa1b5ef9d8097a33c72becc04eeaae70d' in the SID column. A red box highlights the SID value. At the top right of the main area, there is a 'Create Messaging Service' button.

Item 4: We will need your Messaging Service SID from this step.

Other

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 if there is high traffic on the government network. 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.

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 if there is high traffic on the government network. 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.

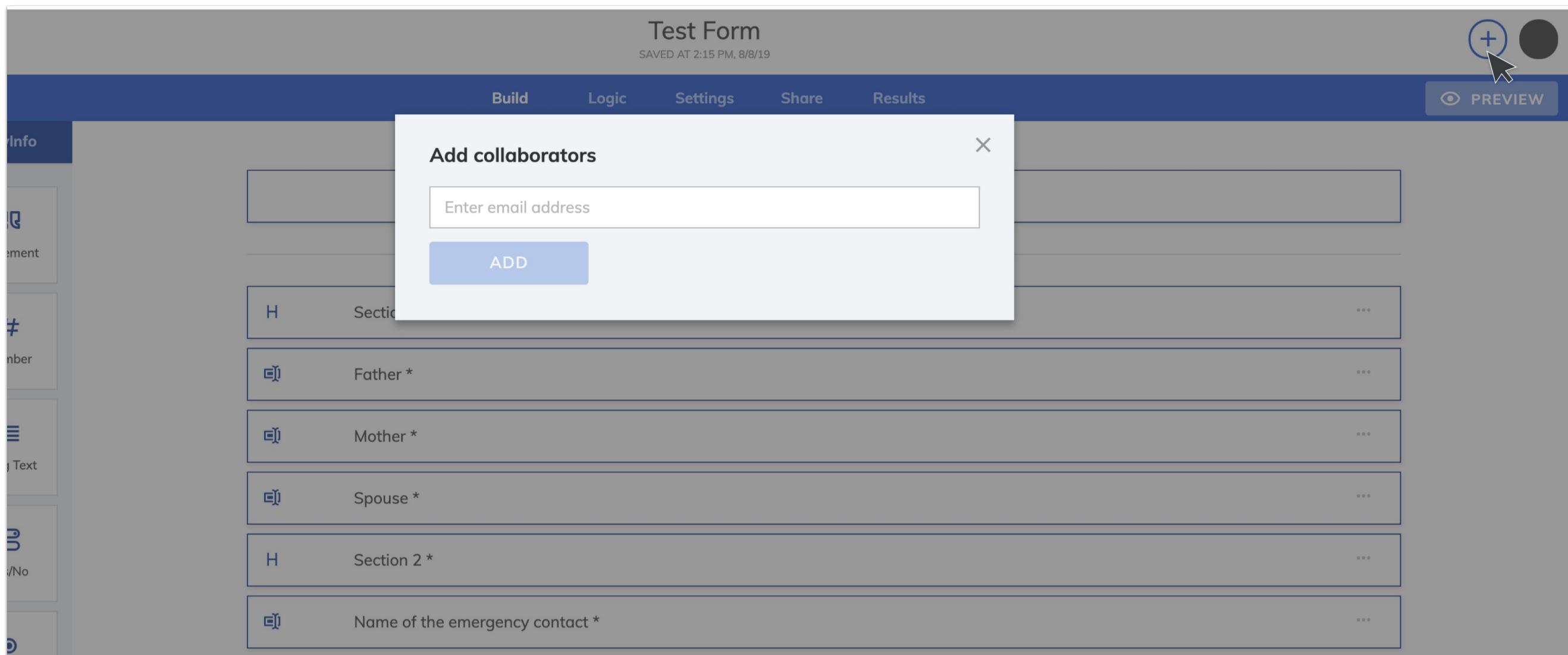
My form is really long. Why can't users save draft?

Prior to the launch of Storage mode, we did not enable draft-saving functionality because there was no good place to store draft form data. Our servers did not store data, and saving data on local machines might leak this out to unintended recipients if form is filled from a library computer. With the launch of Storage mode, we might consider re-enabling Save Draft. Stay tuned!

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

You can transfer ownership on the top right hand corner of each form by clicking the round Add Collaborator button.

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.



The previous form administrator has left the department without transferring their forms or adding collaborators. Their email address is no longer valid. How can we regain access to their forms?

Obtain internal approval and make a request to your IT Department to temporarily reinstate the email address of the previous form admin, so that you can log in to form.gov.sg using their email to transfer their forms. You can transfer ownership on the top right hand corner of each form by clicking the round Add Collaborator button.

To prevent such incidents from occurring, we strongly recommend that all IT departments add form ownership transfer in offboarding steps for staff leaving the organisation.

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.

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.

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 Statement

E Email # Number

S Short Text L Long Text

D Dropdown Y Yes/No

C Checkbox R Radio

W Cloud T Calendar

Welcome

H Section 1 *

E Father *

E Mother *

E Spouse *

H Section 2 *

E Name of the emergency contact *

Emergency contact number *

Test Form

Section 1

List out your family members and details

1. Father
Last name, First name

2. Mother
Last name, First name

3. Spouse
Last name, First name

Section 2

List out your emergency contact information

4. Name of the emergency contact

What tech stack is Form built on?

Form is built on a MEAN stack (MongoDB, Express.js, AngularJS, Node.js). We will be migrating from AngularJS to React (MERN stack) in Feb 2021.

What is Form's infrastructure? How secure is Form?

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 MongoDB 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 a static site on S3.

We have undergone rigorous penetration testing, vulnerability assessment and infrastructure review by both world renowned security testers and CSG. Our [July 2020 pentest report](#) by renowned security firm Cure53 found a solid security standing. We have also written a >74 page NIST security review documenting our security best practices.

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.

Feature Roadmap

Latest features

Bulk download attachments on Storage mode

- Click 'Export' for the option to download both CSV and all attachments in separate zip files per response

Transfer form ownership

- On collaborator button at top right hand corner of your form, useful for form admins changing roles or handing over portfolios

Email and Mobile Number fields

- OTP verification for Email and Mobile Number fields
- Limit allowable respondent email addresses to certain domains only, e.g. '@agency.gov.sg'

Date field

- Limit date selection to disallow past dates, disallow future dates or a custom date range

Secret key safeguarding

- Email secret key to collaborators for safekeeping at form creation and activation

reCaptcha on Intranet

- reCaptcha spam protection is now available for respondents accessing from WOG Intranet as well as from the Internet

Roadmap

In the past 3 years, we prioritised delivering critical form management features so that public officers could digitalize paper forms and reduce manual work as quickly as possible. By end 2020, Form had been used to launch over 60k Singapore government forms and collect over 80 million responses.

From end 2020 to 2021, we are turning our focus to urgently needed technical improvements. These are necessary for Form to run reliably at our current scale, and allow us to deliver future features quickly and without many bugs. During this time, we will continue to deliver the most important features to our users, albeit at a slower rate. Our improvement work is targeted to be complete in Q3/2021, and feature-focused development will likely resume in Q4.

Q1 2021

Features

- Copy & paste the options for Checkbox field in a list, similar to current Dropdown field
- Limit number of responses per form
- Display response summary on Thank You page

Technical improvements

- MyInfo migration
- Complete Typescript server migration
- MongoDB upgrade
- Elastic Beanstalk migration

Q2 2021

Features

- Webhook retries
- Webhook attachments
- Logic for Checkbox options

Technical improvements

- API migration
- AngularJS services migration

Q3 2021

Features

- Accessibility for public forms

Technical improvements

- React migration

Old development updates

For releases after 12 Jun 2020, check out our [release log on GitHub](#). We typically release features, improvements or fixes every Tuesday or Wednesday afternoon.

12 Jun 2020: Table fields for Storage mode, new graphics, Home Number field

All the good news:

- Table fields have arrived to Storage mode forms!
- New Home Number field
- Improved consistency across Home/Mobile Number and MyInfo Home/Mobile Number fields
- Redrawn graphics in Form Admin experience
- Copy fixes for usability

Behind the scenes:

- Bug fixes, more e2e tests, refactoring for open sourcing, documentation, templated links

5 Jun 2020: Attachments for Storage mode

Latest arrivals:

- Attachments are now available on Storage mode forms
- Fixed text cutoff bug on image field descriptions (mobile)
- Fixed future dates in IE11 and Safari
- Exported CSV is now UTF-8 encoded, which means better support for non-English responses

Behind the scenes:

- Bug fixes, open source prep, minor refactoring

30 May 2020: Fixes and open source prep

What you can see, feel or smell:

- UI fixes for modal dialogs and verified fields

Behind the scenes:

- Made Webhooks and Twilio optional for open source
- Bug fixes, added tests, refactoring

20 May 2020: UI improvements, tests and refactoring

What you can see, feel or smell:

- Cool new datepicker with day, month and year views
- Loading indicators for verified field OTPs
- Consistent mobile field styling

Behind the scenes:

- More tests, wiring for verified fields, refactoring

14 May 2020: Webhooks

What you can see, feel or smell:

- Webhooks launched for all users
- Error shown when MyInfo is down
- Second line of form title now visible in dashboard

Behind the scenes:

- More open source prep, code refactoring and improved logging

4 May 2020: Prevent submission with logic, new date field validation

What you can see, feel or smell:

- Logic can now prevent submission, not just show fields
- New date field validation: Allow only future date
- Show download progress on large Storage mode CSV downloads

What goes on behind the scenes:

- Open source prep: Make SingPass, CorpPass and MyInfo code optional

- Various server validations, refactor to clean up code, and more tests
- Storage mode download optimisation

28 Apr 2020: Bug Fixes and storage mode minor adjustments

What you can see, feel or smell:

- Leading zeroes in number field now work, so number can be used for Postal code
- Fixed temporary bug where Storage mode CSV did not show checkbox responses
- Minor Storage mode UI tweaks

What goes on behind the scenes:

- Backend versions for Storage mode to support backward compatibility
- More tests for Storage mode

21 Apr 2020: Start open source prep, Storage mode SingPass/CorpPass sends NRIC/UEN

What you can see, feel or smell:

- SingPass/CorpPass forms on storage mode now sends verified NRIC/UEN, similar to email mode
- User interface improvements for Logic panel

What goes on behind the scenes:

- Open source prep: Toggle off captcha in the code

14 Apr 2020: Verified email field, bug fixes and scale optimisations

What you can see, feel or smell:

- Verified email field that requires user to enter OTP from his email to submit form
- Removed Reply-to toggle and default it to true
- Fixed bug where hidden table questions are now shown in email responses so as not to affect collation

What goes on behind the scenes:

- Database optimisations to manage load of 350k submissions in one night

8 Apr 2020: Storage mode

What you can see, feel or smell:

- Launched Storage mode for everyone (MyInfo, attachments, table fields, response pdf not available)

7 Apr 2020: Basic phone field, extend CorpPass time out, security and testing improvements

What you can see, feel or smell:

- Basic phone field with local or international number validation
- Extend CorpPass time out duration to 6h
- Fixed bug where hidden table questions made forms not able to submit
- Add disabled toggle for email autoreply pdf on Storage mode to clarify feature not available

What goes on behind the scenes:

- Additional security for email bounce endpoint
- Improved logging of validation errors
- Additional end-to-end tests
- Version Storage mode
- Validator for checkbox fields

2 Apr 2020: Government banner, verified fields in Beta

What you can see, feel or smell:

- Government agency banner on landing page

What goes on behind the scenes:

- Verified Whatsapp field in Beta
- Verified SMS field in Beta

30 Mar 2020: Clearer NRIC field, Storage mode prep

What you can see, feel or smell:

- Clarify NRIC field placeholder and error message to support both NRIC and FIN
- Caused IE11 issues, but fixed on same day
- Date range picker for filtering Storage mode responses
- Mobile optimisation for Storage mode
- Introduce Storage mode on landing page

What goes on behind the scenes:

- Migrate end-to-end decryption for Storage mode to use open source FormSG SDK

- Big code clean up of submissions flow
- Verified email field in Beta

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

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 in building and launching 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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