

# CORENET 2.0 Frequently Asked Questions

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## 1 – GENERAL

### What is CORENET 2.0?

CORENET 2.0 is a major technology refresh of the current CORENET e-Submission System (“CORENET”) and seeks to improve the current user experience. It is part of a longer-term plan to transform the regulatory approval process and will serve the industry prior to the implementation of CORENET X.

### What is the difference between CORENET 2.0 and CORENET X?

CORENET 2 and CORENET X are different systems. CORENET 2 is mainly a tech refresh of the current CORENET. CORENET 2.0 will eventually be replaced by CORENET X, which is slated for implementation by the end of 2023.

CORENET X aims to change the current practice of QPs dealing separately with multiple regulatory agencies, and producing different versions of building plans thereafter. It will allow the project team, which includes the QPs, to collaborate and review their designs in the model together, detect possible major conflicts before construction, and produce a coordinated BIM model for submission and regulatory approval.

### What are the key changes in CORENET 2.0?

Broadly, CORENET 2.0 involves the following key changes:

- *Login* - CORENET 2.0 will onboard Singpass and replace the current login mechanism. Every individual will login CORENET 2.0 using their own credential. Users accessing CORENET 2.0 and representing their companies should login as a business user, while users accessing in their individual capacity can login as an individual.

- *Preparation for submissions* - To facilitate submissions by Qualified Persons (QP), CORENET 2.0 will allow QPs to add their QP assistants into CORENET 2.0, allowing them access to the projects as well as perform administrative tasks and prepare submission for the QP.
- *New user interface and New form viewer* – CORENET 2.0 Portal and ESPro will be revamped with a refreshed look and feel. The new form viewer is backward compatible to existing XFD forms and would no longer require a licence key.

### Will CORENET 2.0 cover other systems, such as TOP Portal?

No. TOP Portal will operate alongside with CORENET 2.0, as per today's arrangement. However, there is plan to consolidate these standalone systems pertaining to regulatory approval and it will be done under CORENET X.

## 2 – CORENET 2.0 LOGIN USING SINGPASS

### Is the login in CORENET 2.0 same as current CORENET?

No. CORENET 2.0 will onboard Singpass login mechanism. The use of Singpass login will ensure safe and secure logins through the implementation of two-factor authentication (“2FA”).

### What is the difference between Singpass Business and Singpass Individual?

Users accessing CORENET 2.0 and representing their companies should login as a business user, while users accessing in their individual capacity can login as an individual.

### How do I apply to use Singpass Business?

If your company has a Corppass account, your Corppass administrator will be able to authorize your employees to access CORENET 2.0 at [www.corppass.gov.sg](http://www.corppass.gov.sg). You can find out more at <https://go.gov.sg/cpuserguides>

### What should I do if my entity does not have a Unique Entity Number (UEN) and therefore no Corppass account?

You can consider either of the following:

1. Apply for a UEN for your business and thereafter a Corppass account; or
2. Login using Singpass individual

### Why should a Qualified Person (QP) use Singpass, their personal digital identity, to log in to CORENET 2.0 when they are performing an e-submission on behalf of a UEN-registered entity?

Since April 2021, Singpass login was reintroduced as a secure login mechanism for all individuals who need to transact with the Government on behalf of their registered entities – acting as the sole authentication system to verify the identity of the individual user before accessing any government digital services, including CORENET 2.0.

Singpass login enables CORENET 2.0 to authenticate its users with higher assurance and simplifies the user experience, so users do not need manage multiple sets of login credentials for corporate transactions. Singpass Two-Factor Authentication (2FA) also mitigates the risk of compromise to individual's personal digital identity by preventing the unsafe practice of employees sharing their Singpass credentials out of convenience.

A Qualified Person (QP) can safely access CORENET 2.0 by first verifying their identity using Singpass login. Authorised individuals with an active Corppass account assigned by a UEN-registered entity may log in to CORENET 2.0 as a 'Business User'. Individuals without an active Corppass account may log in to CORENET 2.0 as an 'Individual'. If you need to access CORENET 2.0 but are unable to do so, please reach out to your entity's Corppass Administrator and Sub-Administrator for assistance.

### Will my personal data and personal transactions with other Government agencies be shared with IRAS or other related agencies since I am using Singpass to log in to CORENET 2.0?

No, your personal data and personal transactions unrelated to the e-submission on CORENET 2.0 will not be shared with IRAS or other related agencies. Your Singpass is only used as a secure login and user authentication mechanism to verify the identity of individual users before accessing CORENET 2.0 services.

If any of your personal information is required by a related agency/organisation, you will be prompted with a consent screen and you will need to give your consent to retrieve Myinfo from your Singpass account before any personal data can be shared.

### Will the entity that I am transacting on behalf of have access to all my personal information now that I am using Singpass to log in to CORENET 2.0?

No, your personal information unrelated to the e-submission on CORENET 2.0 will not be shared with the entity that you are transacting on behalf of. Your Singpass is only used as a

secure login and user authentication mechanism to verify the identity of individual users before accessing CORENET 2.0 services.

By logging in to CORENET 2.0 using your Singpass, the Corppass Administrator and Sub-Administrator of the entity will only be able to identify that it was you who transacted on behalf of the company for that corporate transaction. No further personal information is accessible without your consent.

[I am a UEN-registered individual with an active Corppass account. Can I share my personal Singpass ID, password and 2FA details with my assistant or other administrative staff to log in to CORENET 2.0 and make e-submissions on my behalf?](#)

No, your Singpass account contains sensitive personal information and is intended as a secure means of user verification and authentication when accessing digital services on behalf of an entity.

Never share your Singpass ID, password and 2FA details with others, or allow others to use your Singpass app. When using the Singpass app, you are reminded to only register your own biometric authentication on your smartphone and keep your device's 6-digit passcode confidential. This is to protect your Singpass account, and the transactions conducted through it.

If you would like your assistant or other administrative staff to have access to CORENET 2.0 to make an e-submission, please contact the UEN entity's Corppass Administrator or Sub-Administrator to formally assign the individual with a Corppass role to transact on behalf of the entity. He/she will then be able to log in to CORENET 2.0 as a 'Business User' with his/her Singpass and perform e-submissions on CORENET 2.0 conveniently and securely.

[Will my personal information in Singpass be compromised if there is cyber-attack or system failure on CORENET 2.0? What measures are there to protect our personal data?](#)

Singpass has stringent security measures to protect your personal data. For example, your personal data is safeguarded through encryption technology and malicious software would not have access to the data. Singpass Two-Factor Authentication (2FA) also provides an additional layer of security as malicious actors will not be able to access your Singpass account without access to your 2FA details via your Singpass app, Face Verification or SMS-OTP.

When you login to CORENET 2.0 using your Singpass account, the authentication is carried out at Singpass. Therefore CORENET 2.0 does not have access to your Singpass password.

## 3 – QUALIFIED PERSON (QP) AND QP ASSISTANT (QPA)

### Who are QP Assistants?

QPA are individuals identified by their QP who will act on behalf of QP in CORENET 2.0. Upon registered as QPA by QP, QPA can login with their own Singpass credential to create projects and submission drafts, approve Change Member requests routed to their QP, add/remove new member to the project, update project profile, download submissions (ES & CR) and agencies decisions (CA) documents.

In general, QPA has the same rights inherited from their QP, except for sending submission. This is because submission for regulatory approval is a statutory duty of the QP, that cannot be delegated.

### Why is there a new role of QP Assistant?

To facilitate submissions by Qualified Persons (QP), CORENET 2.0 will allow QPs to add their QP assistants into CORENET 2.0, allowing them access to the projects as well as perform administrative tasks and prepare submission for the QP.

### Would the introduction of QP Assistant signal that there is no need for QP's involvement during submission?

No, the QP's Assistant access is strictly limited to administrative tasks and assisting QP in preparation of submissions. Only the QP can make the submission.

### Why does the authority insist that QP must be the one making submission?

CORENET e-Submission is meant to serve regulatory approval. This, being a statutory duty, cannot be delegated to another person. QP's involvement during submission includes ensuring that the plans and submissions are prepared in accordance with the respective regulatory requirements. Therefore, plan submission cannot happen without the QP's involvement.

### What happen if QP is away (eg: overseas, long leave) and hence not around to perform the submission? Can't someone else do that on his/ her behalf?

Plan submission is a statutory duty that cannot be delegated. In making a submission, the QP appointed by the developer, is required to fulfil his/ her statutory duties to ensure the plan and



submissions are prepared in accordance with regulatory requirements. Hence plan submission should not be carried out in the QP's absence.

If a QP is away for a long period and could not oversee the submission so as to fulfil the required statutory responsibility, there is a need to consider relinquishing his/ her duty to another QP with the consent of the developer.

### How do I add QP Assistants?

If you and your QP Assistants intends to access CORENET 2.0 using Singpass Business, you need to first get your Corppass Administrator to authorize your team to access CORENET 2.0 via the Corppass portal. You can find out more at <https://go.gov.sg/cpuserguides>

Once authorized, you can add your QP Assistants in CORENET 2.0. QP can click on the "User Name" to display the User Profile. Upon doing so, the function to add QPA will be made available. QP will need to provide necessary information of the appointed QPA. Upon successfully appointed, QPA will receive email to be notified of the appointment. Note that adding of QPA is a one-time assignment.

### Can QP update his list of QPA?

Yes, QP will be able to remove QPA on the same page where QPA was registered. QPA will receive an email to be informed that he/ she has been removed as a QPA for the QP.

### Do QP need to release his/her Singpass accounts to the QPA to access to the QP projects once the QP have appointed the QPA?

No, the QPA can login using his/her own Singpass business or Singpass Individual account.

### Should QPA login with Singpass business or Singpass Individual?

QPA login method (whether as a Singpass business user or individual) is determined by the login type specified by the QP when the QP appoints his/her QPA, and should follow that of the QP's login method. For example, if a QP is accessing CORENET 2.0 as a Singpass business user, his/ her QPA should be accessing CORENET 2.0 as a Singpass business user too.

If the QP registers his QPA as Sinpass Business user, when the QPA accesses CORENET 2.0 using Singpass Individual, the QPA will not be able to view project and submission of QP.

### Should the QPA be a Singapore Citizen or Singapore Permanent Resident since he/she needs to login with Singpass?

QPA need not be a Singapore Citizen or Singapore Permanent Resident in order to have a Singpass account. As long as the QPA is a Singapore Citizen, Singapore Permanent Resident or Foreign Identification Number (FIN) holder, he/she can register for a Singpass account.

For more information on registering Singpass account, log on to <https://www.singpass.gov.sg/home/ui/support>

### How many QPAs can be assigned to a QP? Is the addition of QPA mandatory?

Each QP can assign up to 30 QPA. QPA is not a mandatory requirement. Hence QP needs not appoint any QPA, if QP is preparing submission for him/herself.

### How many QPA can one firm have?

QPA are not tied to firm but tied to each individual QP. Each QP can add up to 30 QPA.

### There are many QPs (Architect/Mechanical/Civil/Electrical) sending submissions in a single project. Can all the QPs appoint his/her own QPA?

Yes, the respective QPs can appoint his/her own QPA to assist with administrative tasks and preparation of submissions for his/her own QP.

### Can a QP himself be the QPA of another QP?

Yes there are some professionals practising as freelance so there may be a chance for QP to also be a QPA. Note that upon adding of the QP as the QPA, the QP will have the same rights inherited from his/ her QP in addition to his/her own projects and submissions.

For example, QP B is a QPA for QP C. Upon adding QP B as QP C's QPA, QP B will same rights inherited from QP C in addition to QP B's own projects and submissions.

### Can the QPA be assigned based on specific project?

The current system design is based on QP. The QPA will inherit all projects from QP once assigned he/she is assigned as a QPA.

Is there any further control on access rights to the QPA under a project, e.g. QPA can be restricted from viewing a certain documents?

No. QPA will inherit all the projects and submission documents under the QP once he/she is assigned as the QPA.

If QPA prepares the submission at the ESPro Work Area using his/her own PC, will the QP be able to see the same at another PC??

ESPro is an offline client, all files prepared are residing in the local PC. QPA can perform the submission preparation from his/her PC and export out the project(s) with the prepared submission to the QP. QP can import the project(s) into his ESPro to view the submission prepared by the QPA and proceed with the submission from his PC. Alternatively, QP can remote to his/her QPA's PC to view the submission prepared by the QPA before submitting.

If there are correspondences for a project, will both QP and QPA receive the email notification?

In CORENET 2.0, only the QP will receive the email notification. It is advisable to add the QPA email address under alternate email address when adding the QP as a project member so the QPA will be notified of any updates on the project via his/her email.

## 4 – SUBMISSIONS

Can a submission be done on CORENET 2.0 portal? Is there any difference between online submission and ESPro submission?

Yes, online submissions can be done in CORENET 2.0 portal. Those submissions are usually one-off submissions. ESPro submission is required for submission that needs to be tagged to a project reference number.

What is ESPro and do I need to download it?

Electronic Submission for Professionals (ESPro) is standalone software which enables industry professionals like Architects, Engineers, Fire Safety Engineers, Registered Surveyors and Traffic Consultants to submit project related electronic plans and documents to regulatory authorities for approval via ESPro.

What are the new features in CORENET 2.0 ESPro?

One of the key features introduced in CORENET 2.0 ESPro is one-click submission. QP will be able to select the submission drafts to be submitted to be submitted together at one time.

Another new feature is the auto synchronization. ESPro will perform an automatic synchronization upon QP/QPA launching it so QP/QPA will be updated with the latest forms and project information changes.

### How do I copy my projects and submissions in CORENET 1.0 ESPro to CORENET 2.0 ESPro?

Upon successful installation of CORENET 2.0 ESPro, user will be prompted the following ESPro Data Migration prompt. User can migrate the data from the Work and Submitted Area of CORENET 1.0 ESPro to CORENET 2.0 ESPro.



### Must every project member be equipped with CORENET Electronic Submission for Professional (ESPro) before submission can take place?

No. CORENET Electronic for Professional (ESPro) is only applicable for project members who are involved in e-submissions. Only QP who needs to perform ESPro submission and QPA who needs to prepare submission for the QP will need to install ESPro.

### Can non-QP make submission via ESPro?

Generally, most of the submissions that non-QP needs to make do not involve the use of ESPro and can be made directly via CORENET 2.0 website. However, there are some applications that require non-QP such as the Fire Safety Engineer, Registered Surveyors, Traffic Consultant to send submissions in ESPro.

### Can subsequent submissions be sent out at the same time in CORENET 2.0 ESPro?

Yes, the system will track the submission status of your submission. You may resume the submission that was paused, for example if there is internet connection issue.

### Does the system support multiple submissions if multiple applications are ready to be submitted?

CORENET 2.0 has incorporated a new function known as 'One Click' within ESPro. The intent is to reduce the keystrokes required when making submissions and helpful when there are multiple applications ready to be submitted.

### Do we need to download form before making submission?

Unlike CORENET ESS, it is not required to download forms in ESPro before making submission. But for online submissions, it is required to download forms and fill up offline before making submission.

### What is XFD and XFDX form? What are the differences of both forms?

XFD forms are CORENET ESS forms. In the XFDX forms, so call new forms, where all agencies plan to rollout, the validation checks are in place to ensure the fields are filled in correctly. The XFDX forms has different sections

Please see below on the plan of form rollout from respective agencies.

<b>Agencies</b>	<b>Go-Live</b>	<b>Post Go-Live</b> (3 to 6 months after CORENET 2 go-live)
BCA	XFD	XFDX
URA	EDA, XFD	XFDX
SCDF	XFDX	
LTA	XFDX	
NEA	XFD	XFDX
NParks	XFD	XFDX
JTC	XFDX	
PUB	XFDX	
HDB	XFDX	
IMDA	XFDX	
SFA	XFDX	
City Energy (formerly known	XFDX	

as CITYGAS)		
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[Is digital signing still required since QP is already logging in using their Singpass? Do I need to change my Netrust token for CORENET 2.0?](#)

Yes, digital signing is still required for CORENET 2.0. The purpose of Singpass is to authenticate the identity of the user before he/ she proceeds to perform transaction.

Digital signing is still required like today. The same Netrust token can be used for e-signing in CORENET 2.0.

[What does the green tick and yellow exclamatory sign in the CORENET 2.0 forms mean?](#)

Green tick indicates that all the mandatory fields for that section is all filled up and yellow exclamatory sign indicates vice versa that the mandatory fields are not filled up.

[What is the purpose of 'Vault' in portal?](#)

This is a new function introduced in CORENET 2.0. Users can save Agency Correspondence (CA) in Vault for future reference in the same place, instead of having to access individual CA in CORENET 2.0. User can then access to "Vault" under "More" in toolbar of CORENET 2.0 to access the saved CA in the Vault.

A sample scenario for vault could be that QP saves CA approval documents in vault for future reference.

[I am a project member of a project and is required to submit an application for the project. However, I am unable to locate the project reference number in my ESPro. How can I proceed to prepare and submit?](#)

QP may confirm with the project coordinator if he/she is already added in the project with the correct information such as the Identity number and Professional number. Once QP has verified the details are correct, he/she may click Add Project in ESPro to download the project reference number to his/her work area.

[Why does the project reference number in ESPro indicated in red?](#)

It means the project is outdated and has some changes to the registered project in the portal. The project needs to be updated by clicking on the 'Update Project Profile'.

[Why is the form in my Work Area indicated in red?](#)

If the form is outdated, the form will be displayed in red. There is a need to do a manual synchronization to get the form template updated with the latest form to send the submission.

## 5 – CORENET 2.0 ONBOARDING & TRANSITION

### What is CORENET 2.0 onboarding and why is this exercise needed?

CORENET 2.0 onboarding exercise is to onboard existing CORENET ESS users to CORENET 2.0. After successful onboarding, user will be able view past and on-going project and submission created in CORENET ESS in CORENET 2.0.

### Is there any action required by users for onboarding?

#### Onboarding

- **Current CORENET ESS users with NRIC type** will be onboarded to CORENET 2.0 automatically. No action is required for CORENET ESS user holding NRIC type user account.
- **Current CORENET ESS users with FIN or Passport for CORENET ESS, or user with multiple CORENET ESS accounts**, they will have to go through onboarding process. This can be done by logging in CORENET 2.0 with their CORENET ESS credential account, followed by SingPass credential. The user will receive a confirmation email once the CORENET ESS account is onboarded to CORENET 2.0.
- **For QPA, they are currently not CORENET eSS users.** During the onboarding period, the QP can login their CORENET eSS to appoint their QPA, providing the necessary details. If this is done during the onboarding period, QPA will be onboarded to CORENET 2.0 automatically. In the event, this is not done, QP can still appoint their QPA directly in CORENET 2.0.

If there are any issues when trying to onboard your account, you may reach out to CORENET 2.0 helpdesk for support.

### Do I need to participate in CORENET 2.0 onboarding exercise? What happens if I missed out to onboard my CORENET eSS account?

**Current CORENET eSS users with NRIC type**, no action is required.

**Current CORENET eSS users with FIN or Passport for CORENET eSS, or user with multiple CORENET eSS accounts**, onboarding is necessary. It is recommended for user to onboard your account as soon as possible so as not to disrupt any business transaction required in CORENET.

If you have not onboarded your account during the onboarding exercise, you may reach out to the helpdesk for onboarding.

### What support can I expect to get for transitioning to CORENET 2.0?

User guides and video tutorials will be made available to provide step-by-step instructions and guidance for user of the new CORENET 2.0 Portal and CORENET 2.0 ESPro.

In addition, online briefing sessions which provide a walkthrough and demonstration of the new CORENET 2.0 Portal and CORENET 2.0 ESPro functionalities have been conducted in March to April 2022. Briefing materials (recording of the webinar and briefing materials) are available for your reference in the CN2 Resource Hub (<https://cn2resourcehub.com/>).

### Will there be virtual sessions to help with users who are facing issues or have queries during the post go live period?

User may request for a virtual session with helpdesk via Zoom / Skype if it is required to illustrate the issue with shared screen.

You may reach out to helpdesk at [ess-helpdesk@nova-hub.com](mailto:ess-helpdesk@nova-hub.com) or 6334 3574 if you need to speak to someone.

### What will happen to my previous submission made in CORENET ESS? Can I still reference to previous projects submitted?

Projects and submission will be migrated to CORENET 2.0. You will still be able to view previous project after logging in to CORENET 2.0. For more information on CORENET 2.0 onboarding, please refer to [this](#) section.

### I need to create new submission for projects registered in CORENET ESS. Can I find the project in CORENET 2.0 ESPro?

Yes, All the CORENET eSS projects in your local PC can be migrated in CORENET 2.0 ESPro using 'Migrate' function. Alternatively if you wish to add only specific CORENET eSS projects, you can use 'Add Projects' function to search and add those respective projects.

### How would I know which is the latest form to be submitted? Can I still use the old form template for submission?

You may find the latest form in ESPro, under "Form Template". After synchronizing ESPro with CORENET 2.0, you will find the latest forms uploaded by the respective agencies. You should always use the latest form for submission. File validation are in place to ensure that the correct form version is being submitted.



### Can I migrate my files from previous version of ESPro?

Yes. In scenario where you have to re-install your ESPro, you may make use of the “Migration” Function in ESPro to migrate draft in your local PC to the newly installed ESPro.

### How does the ESPro migration function works?

ESPro migration will copy files from the old file location and copy them to the file location of the newly installed ESPro. Please housekeep the files your PC has enough space to save the files.

### What is auto synchronization in ESPro?

Auto synchronization, as the name implies, will perform synchronization automatically upon launching the ESPro ‘Sync’ icon color will be in yellow while synchronizing and upon completion, it will change to green). It will run on the background and it will be done only upon ESPro launching. Once ESPro is launched and any changes have been made on portal, then users can use Manual Synchronization to sync the latest information to the ESPro. Items that will covered under auto sync includes the below:

- Application version
- Submission / correspondence checklist
- Form template
- Submission folder
- Messages
- System data
- Code tables (Such as Registered Architect, Professional Engineer, Accredited Checker)
- Project profile

### Can users search for past submission record submitted in CORENET ESS after CORENET 2.0 go live?

Yes, a migration will be done from CORENET ESS to CORENET 2.0. Accessing of past record from CORENET ESS should be seamless when CORENET 2.0 go live. You will still be able to look for past submitted cases using CORENET 2.0 if you are a project member, or if you are a QPA of a QP.

## 6 – TECHNICAL MATTERS

### Do we need to uninstall current ESPro in May after CORENET 2.0 go live?

No. ESPro for CORENET 2.0 is designed to be able to install concurrently with the current CORENET ESS ESPro. You may keep the current ESPro in your device for 1 month before uninstalling, in case if you need to retrieve any files from the current ESPro.

### What are the software includes in CORENET 2.0 ESPro installation?

- ESPro Client
- Form Viewer
- Netrust Digital Signer (NDS)

### What other software are preferred to be used?

- Web Browser: Microsoft Edge / Google Chrome
- Microsoft Office applications

### Is MacOS compatible with CORENET 2?

As ESPro is a windows base application, it can only be installed on windows OS. Parallel system with windows OS needs to be installed in the Mac device for ESPro to be installed.

However, CORENET 2.0 portal can be access from any internet accessible device with Chrome or Edge browser installed as it is a web-based service.

### How do I obtain the required software?

You can log in to the CORENET 2.0 with your Singpass login (Individuals/Business Users) and click on the Software Downloads link to download the required software. The ESPro installation package itself contains the Netrust software and Form Viewer and hence not required to download and install them separately.

### Where can I find the installer of ESPro?

Please refer to [this](#) section to download the installer of ESPro.

### What is the recommended system requirement to run the required software?

<b>Processor</b> (preferred)	Intel i5, 10 <sup>th</sup> Generation
<b>RAM - Memory</b> ( <i>minimum</i> )	8 GB
<b>Hard Disk Capacity</b> ( <i>minimum</i> )	512 GB

<b>Network Speed</b> ( <i>minimum</i> )	300 Kbps
<b>Preferred Operating System (OS)</b> (preferred)	Microsoft Windows 10 Pro
<b>Digital Document Signer</b> ( <i>Document Signing</i> )	Netrust NDS USB-Type Token

### What should I do if I encounter issue with ESPro installation?

Should you encounter any issue(s) when installing ESPro, please reach out to helpdesk for assistance.

**Operating Lines / Number:** 6334 3574

**Email:** [ess-helpdesk@nova-hub.com](mailto:ess-helpdesk@nova-hub.com)