

User Manual For Public User (Login Help)

- Step 1 : [Entry Page](#)
Step 2 : [Terms And Conditions](#)
Step 3 : [Homepage \(Menu\)](#)

Step 1 Entry Page

At the Entry Page, click on the button “Public User”. Refer to Diagram 1.

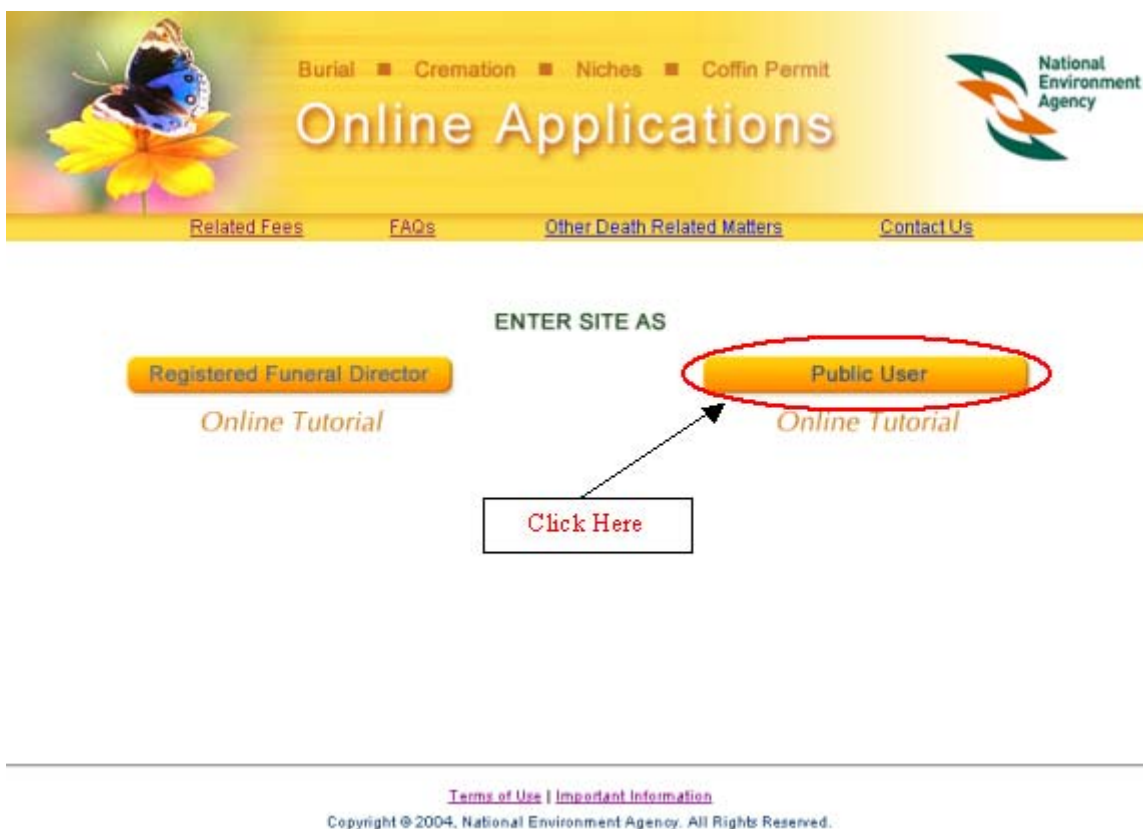


Diagram 1. Entry Page

Step 2 Terms And Conditions

The Public User Terms and Conditions Page will be displayed. Refer to Diagram 2.



Burial ■ Cremation ■ Niches ■ Coffin Permit

Online Applications

Terms & Conditions for Use of the Online Application for Burial, Cremation, Niche and Coffin Permit

Please read these terms and conditions carefully. By accessing to the online applications here, you agree to be bound by the terms and conditions below. If you do not agree to the terms and conditions below, do not continue with the online application.

The National Environment Agency (referred hereafter as "NEA") reserves the right to review and amend any of the terms, conditions, disclaimers, policies etc at any time in our sole discretion without any notice to you. We further reserve the right to publish any other terms, conditions, disclaimers, policies etc on to this online application. Any amendment, modification or addition shall take effect on the date specified by us. In the event of any inconsistency between the provisions stated below and such other terms, conditions, disclaimers, policies etc, we have the right to decide which (or any part thereof) will prevail and/or exclude the application of any of them (or any part thereof). Any decision of the NEA under this clause shall be final and conclusive and binding on you.

I have read, understood and agree to the above instructions and terms and conditions, and agree to abide with the rules and regulations.

Please complete your transaction within 30 minutes

[Click Here If You Agree](#) [I Agree](#) [I Disagree](#) [Click Here If You Disagree](#)

Diagram 2. Terms and Conditions for Public Users.

- Please read through the terms and conditions and then click on the "I Agree" button to continue.
- If you disagree to the Terms and Conditions, you will not be allowed to use the online application. You will be brought to the Entry Page (refer to Diagram 1)
- **Note:** You are only given 30 minutes to complete a booking/application and to make a payment successfully. The system will alert you when only 5 minutes is left to complete the booking.

[\[Top \]](#)

Step 3 Homepage

If you agree to the Terms and Conditions, the Home Page for Public User will be displayed. Refer to Diagram 3.

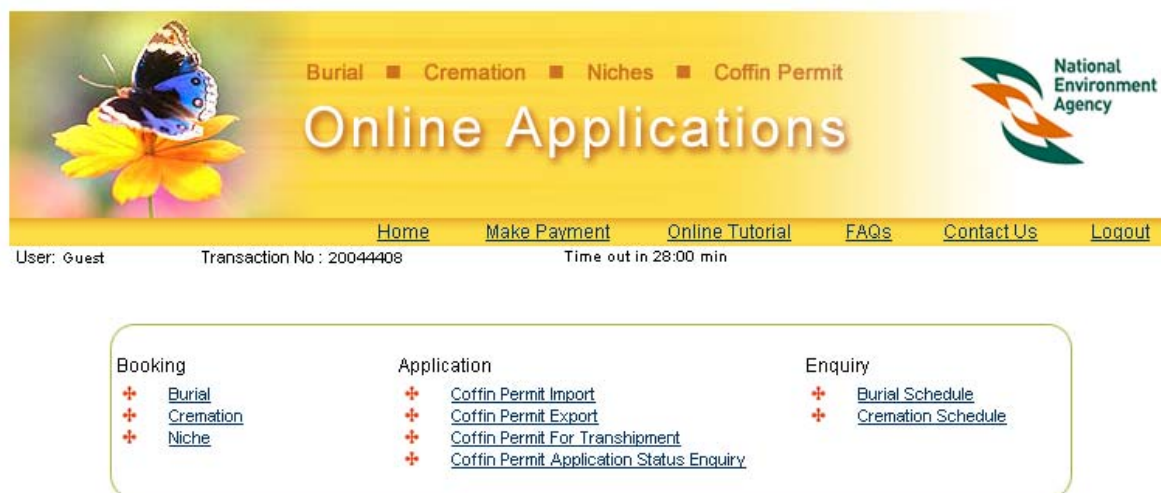


Diagram 3. Homepage for Public User

- You can do a booking/application by clicking on the appropriate hyperlinks.
- To book a burial session, click on the "*Burial*" hyperlink.
- To book a cremation session, click on the "*Cremation*" hyperlink.
- To book a niche unit, click on the "*Niche*" hyperlink.
- To apply for coffin permit Import/Export/Transshipment, click on the "*Coffin Permit Import/Export/Transshipment*" links accordingly.
- To make an enquiry on the coffin permit application applied online, click on the "*Coffin Permit Application Status Enquiry*" hyperlink.
- To view booked burial sessions, click on the "*Burial Schedule*" hyperlink.
- To view booked cremation sessions, click on the "*Cremation Schedule*" hyperlink.