ENTERPRISE SINGAPORE GRANT PORTAL ("ESGP")
FREQUENTLY ASKED QUESTIONS (For SMEs)
April 2018

General

1. **Where should I apply for Capability Development Grant ("CDG")?**
   All applications for Enterprise Singapore ("ESG")'s Capability Development Grant ("CDG") will be submitted via Business Grant Portal ("BGP"). Please access the Business Grant Portal to submit your application. Application for Productivity Improvement – Land will still processed via Enterprise Singapore Grant Portal. Please also note that all subsequent amendments and claims for CDG will be processed via Enterprise Singapore Grant Portal.

2. **How do I submit CDG application for Productivity Improvement – Land via Enterprise Singapore Grant Portal?**
   You may refer to the Step-by-Step guide when login via Enterprise Singapore Grant Portal.

Application for Productivity Improvement – Land

1. **Where can I apply for Productivity Improvement – Land projects?**
   Application for Productivity Improvement – Land projects are to be applied via Enterprise Singapore Grant Portal. For other CDG areas, please kindly submit via the Business Grant Portal.

2. **How do I submit my application via ESGP?**
   You can use CorpPass to login to the Enterprise Singapore Grant Portal to submit your application. Please visit the CorpPass Portal to register for a CorpPass account and add Enterprise Singapore Grant Portal as one of the e-services.

   Please refer to the Enterprise Singapore Grant Portal Access Rights Guide for more information. For all CorpPass queries, kindly visit the CorpPass Portal or email enquiry@enterprisesg.gov.sg for assistance.

3. **Are there guidelines for preparing my application and/or proposal?**
   Yes, you may refer to the Project Proposal Guide.

4. **How will I know if Enterprise Singapore has received the application I submitted?**
   Upon submission, you will receive a pop-up notification to confirm that your application has been submitted. You will also receive an email notification shortly as an acknowledgement.

5. **How can I check the status of my application?**
   You can view your application status in the Portal Homepage under "Current Projects". You will also receive an email notification on the outcome of your CDG application within 6 to 8 weeks upon receipt of complete project information.

   For more information or any clarifications, you may wish to contact your Enterprise Singapore Officer directly.

6. **Can I view my submitted application?**
   Yes, under "Current Projects", please select "View Details" and click on the application reference number to view the application you have submitted.

7. **Can I revise my application after I have submitted it?**
   Once you have submitted your application, no further changes can be made. If the application is incomplete or should further amendments be required, your Enterprise Singapore Officer may route the application back to you for correction, and you will be required to re-submit your application.

8. **Can I withdraw my application?**
   Yes. Under "Current Projects", select "Withdraw" to withdraw your application. Please note that the draft application that was previously saved will no longer exist. You will be required to create a new application to apply for CDG again.

9. **Can I view my past projects supported under CDG?**
   Yes, you may access your past CDG projects under the "Grant History" tab in the Portal.

10. **What should I do if my contact person/details change after my application has been submitted?**
    You may notify your Enterprise Singapore Officer. Alternatively, you may email enquiry@enterprisesg.gov.sg for assistance.

Amendments

1. **I need to make amendment for my approved project. How do I go about it?**
   All amendments for approved CDG projects must be submitted via the Enterprise Singapore Grant Portal.   You may refer to the Grant Portal Step-by-step guide when you logged into ESGP for assistance.

2. **Using CorpPass to access Enterprise Singapore Grant Portal to submit amendments**
   You can use CorpPass to login to Enterprise Singapore Grant Portal. Please visit the CorpPass Portal to register for a CorpPass account and add Enterprise Singapore Grant Portal as one of the e-services.

3. **I am not able to submit my amendment when I use my CorpPass to access Enterprise Singapore Grant portal**
   Currently, CorpPass users accessing Enterprise Singapore Grant Portal are defaulted to the role of "Officer". For the role of the officer, they can create/edit amendment but cannot submit.   Your company's appointed CorpPass Administrator would need to log into CorpPass to update your role to "CEO/Proxy" so that you can submit the amendment. Please visit the CorpPass Portal for further assistance.

Claims

1. **How do I submit my claim?**
   All CDG claims, including applications from Business Grants Portal, must be submitted via the Enterprise Singapore Grant Portal.   You can use CorpPass to login to Enterprise Singapore Grant Portal to submit your claim. Please visit the CorpPass Portal to register for a CorpPass account and add Enterprise Singapore Grant Portal as one of the e-services.

2. **I am not able to submit my claim when I use my CorpPass to access Enterprise Singapore Grant portal**
   Currently, CorpPass users accessing Enterprise Singapore Grant Portal are defaulted to the role of "Officer". For the role of the officer, they can create/edit claim but cannot submit.   Your company's appointed CorpPass Administrator would need to log into CorpPass to update your role to "CEO/Proxy" so that you can submit the claim. Please visit the CorpPass Portal for further assistance.

3. **How can I check the status of my claim?**
   You can view the status of your claims under "Current Projects" in the homepage of the Portal. You will also receive an email notification upon the disbursement of your CDG claims. For more information or any clarifications, you may wish to contact your Enterprise Singapore Officer directly.

4. **Can I submit my GIRO form via the Enterprise Singapore Grant Portal?**
   No, please mail the original hardcopy GIRO form to Finance Department, Enterprise Singapore.

Address
Attn: Finance Department
1 Fusionopolis Walk
#01-02 South Tower, SOLARIS
Singapore 138628

This is only required for first-time applicant who does not have an existing GIRO account with Enterprise Singapore. Please fill in the [GIRO form](link) and send the bank-endorsed original copy to Enterprise Singapore's Finance Department.

5. Do I have to engage the Panel of Auditors for claims on the Portal?

Please engage the auditor prior to the submission of claims via the Portal. You may then indicate your appointed auditor in the Portal and your claim request will be assigned to the auditor through the portal. The auditor will follow up directly with you via email or phone calls should further clarifications be required.

6. Must I submit all the supporting documents for my claims via the Portal?

No, you may choose to send the supporting claim documents to the auditor by mail although online submission will help to expedite the process. However, you are still required to submit your claim request via the Portal.

7. How will I be notified of the claims disbursement?

You will receive an email notification from Enterprise Singapore with a link to view the summary of the claims disbursed. An email will also be sent by DBS to the email address stated in your GIRO form to confirm the transaction.

Access/Security

1. Why must I use my CorpPass to access Enterprise Singapore Grant Portal?

CorpPass is a one-stop authentication and authorisation service, for corporate users to transact with Government agencies on behalf of their organisations. This transition onto CorpPass will give companies greater control, security and efficiency for their corporate online transactions with the government.

2. Who can I contact if I have issues using CorpPass?

For all CorpPass queries, kindly visit [CorpPass Portal](link) for further assistance.

3. How does Enterprise Singapore ensure that the application is made by the authorised personnel?

Registered users with valid CorpPass accounts will be allowed to login into Enterprise Singapore Grant portal. Users would need to add Enterprise Singapore Grant Portal as one of the e-services in CorpPass.

4. The user I have granted access rights to has left the company. Will his access rights be automatically removed from my company's user access rights matrix?

No, it will not be automatically removed as Enterprise Singapore has no purview to the personnel change in your company. The CorpPass administrator will have to update the access rights in CorpPass.

5. I own more than one company. Can I have multiple accounts on the Portal?

Yes, a user may be linked to multiple company accounts on the Portal. Upon logging in with CorpPass, you will be asked to select the company account that you wish to access.

6. I have just set up another company. I will like to create an account for it. What should I do?

It will not be necessary for you to register your company unless you intend to make a CDG application. If you wish to apply for the CDG, you may access the Portal using your CorpPass account and select the relevant company UEN number.

Technical Support

1. Who should I contact if I encounter a technical issue?

You may email your issue, with a screenshot of the error to enquiry@enterprisesg.gov.sg for assistance.

2. What browser may I use to access the Portal?

Browsers recommended are Internet Explorer 9.0 and above, Mozilla/Firefox 12.x and above, Opera 10.x and above, Google Chrome 19.x and above, and Safari 4.x and above. If you are unable to access the Portal or have any questions or difficulties, please email enquiry@enterprisesg.gov.sg for assistance.

3. What are the acceptable file formats that can be uploaded onto the Portal? What is the maximum size?

The following file formats are acceptable:
- ✓ MS Word (.doc)
- ✓ MS Excel (.xls)
- ✓ Adobe PDF (.pdf)
- ✓ Text (.txt)
- ✓ CAD (HPGL) (.plt)
- ✓ Images (.jpg, .tif, .gif, .bmp, .png)

The maximum file size is 5MB. As ZIP files are not allowed, you may wish to compress your files before uploading.

4. Can I upload more than one document at one go?

No, please upload one document at a time.

5. How can I tell if any of my documents have failed to upload?

Your document should appear accordingly upon successful upload. There will also be a notification to alert you should the uploading fail or if mandatory documents have been left out in your submission.

6. Do I need Adobe Reader to use the Portal?

Yes, Adobe Reader is required for viewing and printing the Portable Document Format (PDF) documents. Please ensure that you have the latest version of Adobe Acrobat Reader installed.

7. Can I print my CDG application?

Yes, you will first need to save your application before the "Print" icon will be made available at the top right hand corner of your page. We recommend that you change the option "Fit to Printable Area" to "None" under "Page Scaling" in your print page for better readability.

8. Why do I keep getting logged out?

The CorpPass login has a time lapse of 5 minutes. You may have left it idle for more than 5 minutes, kindly refresh the page and attempt login again.

9. My application page is loading slowly. How can I speed things up?

You may wish to consider the following options:
- Switch to other web browsers as some web browsers load quicker than others
- Upgrade your web browser to the latest version
- Close other existing windows that are not relevant to your application.

10. What will happen if I forget to log out of the Portal?

Upon closing of the tab or window, you will be automatically logged out. Please note that any unsaved information will be lost.

11. Why is my application page not refreshing?

If you find that the pages did not update after clicking "Refresh", please clear the cache on your web browser and try again.

What is a cache?

A cache is a mechanism for speeding up access to frequently used pages on the internet. When a page is requested, it is first saved to the cache before being opened. When the page is requested again, the browser will use the cached copy rather than sending a fresh request to the website. If your computer is part of a network, then it is likely to be linked to a 'proxy cache'. Occasionally, a faulty or outdated page can end up being cached or 'stuck', which then means any future requests for that page will produce the same unwanted result. To see the correct page, you need to clear the cache.

How to clear the cache

Please follow the instructions to clear your cache based on the browser that you are using.

Internet Explorer 9/10
1. Click 'Safety', then 'Delete browsing history'
2. In the 'Delete browsing history' menu make sure 'Preserve Favourites website data' is NOT checked.
3. Check 'Temporary Internet files', 'Cookies' and 'Form data' (the other fields can be checked /unchecked as you wish)
4. Click 'Delete'
5. Once the confirmation box is displayed, close it, then close and re-open the browser.

Safari
1. Open Safari.
2. Select 'Empty Cache'
3. Click 'Empty' on the 'Are you sure?' message
4. Select 'Preferences' then the 'Security' tab, 'Show Cookies'. 'Remove All'

Firefox
1. Click on 'Tools' (on Windows, you may have to click 'Alt' to reveal this option) and select 'Clear recent history'
2. Select 'Everything' from the 'Time range to clear' dropdown
3. Open the 'Details' section and ensure the following items are checked (the other fields can be checked /unchecked as you wish):
   - ✓ Browsing and Download History
   - ✓ Form and Search History
   - ✓ Cookies
   - ✓ Cache
   - ✓ Active Logins
   - ✓ Offline Website Data
4. Click on the 'Clear Now' link
5. Once the box disappears, close and re-open the browser.

Chrome
1. Click on the Settings icon (a spanner on Macs, three horizontal lines on Windows) and select 'History'
2. Click on 'Clear all browsing data'.
3. Select 'the beginning of time' from the 'Obliterate the following items' dropdown
4. Ensure the following items are checked (the other fields can be checked /unchecked as you wish):
   - ✓ Clear browsing history
   - ✓ Empty the cache
   - ✓ Delete cookies and other site and plug-in data
5. Click 'Clear browsing data'
6. Once the box disappears, close and re-open the browser.
7. Note: If you do not have access to amend the settings as above, you may need to contact your IT department to request that your cache is cleared. If you are part of a Network and even after clearing your browser cache, the same incorrect/outdated page is being displayed then you will need to contact your IT Support department and request that they clear the Proxy Cache.