

ECOS Account Registration Guide

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I. DEFINITION

Public Healthcare Institution (PHI) Users: Refers to users under the following Public Healthcare Institutions.

- Agency for Integrated Care (AIC)
- MOH Holdings (MOHH)
- National Healthcare Group (NHG)
- National University Health System (NUHS)
- SingHealth
- Synapxe

Non-PHI Users: Refers to users not under the PHI stated above.

II. ACCOUNT REGISTRATION

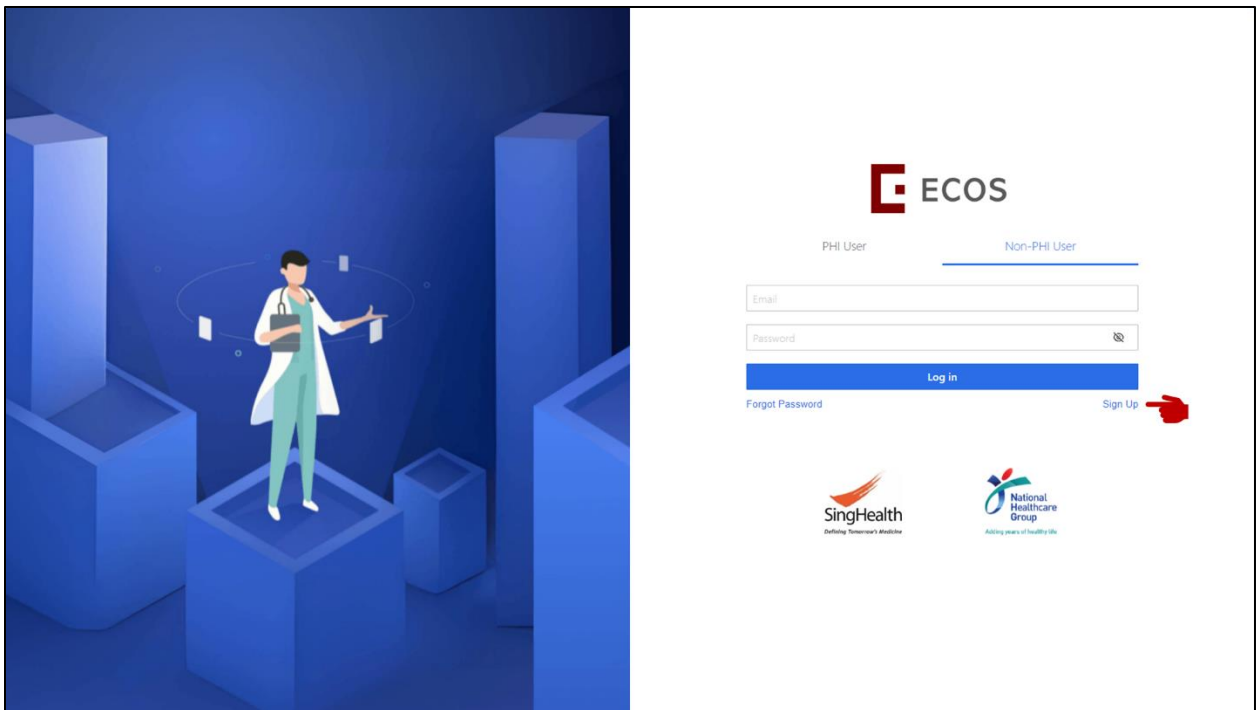
PHI Users

ECOS account will be automatically generated with your corporate M365 email address, therefore no further steps are required to register for an ECOS account.

Non-PHI Users

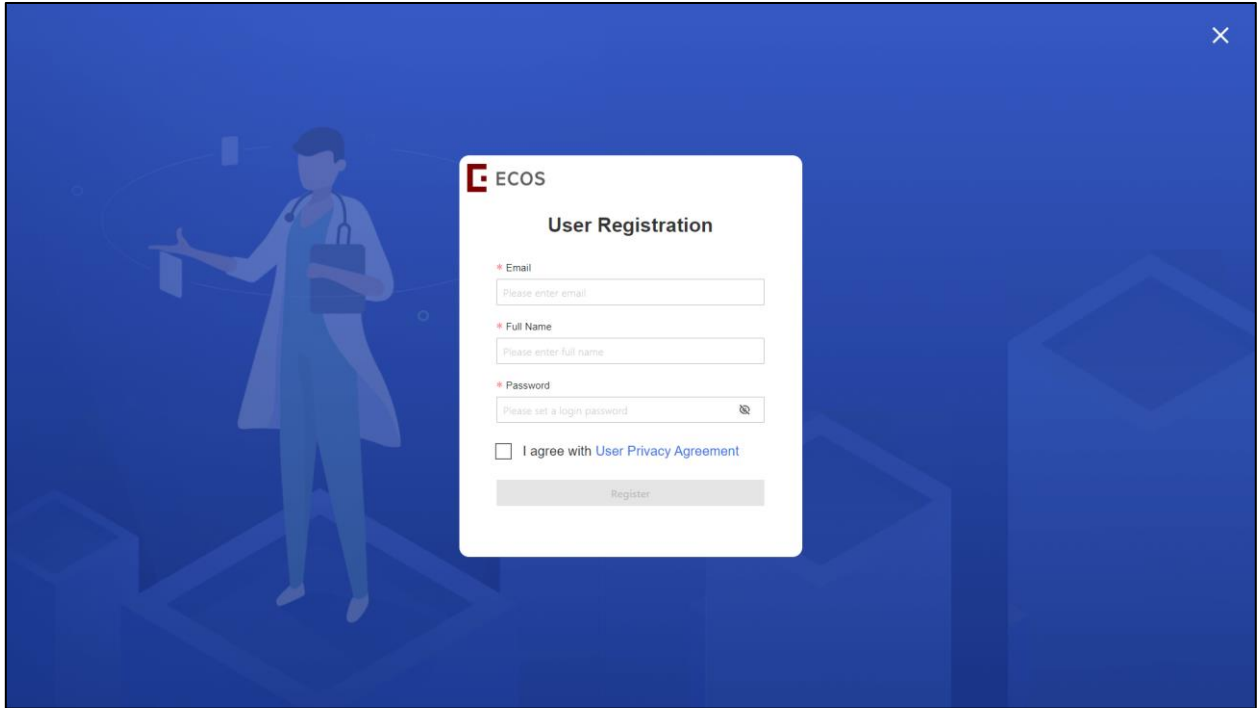
If you previously have an iSHaRe account, please proceed to [Section III: Account Login](#).

To create a new account, please follow the steps below to create an ECOS account.



Step 1: Select 'Non-PHI User' tab.

Step 2: Click 'Sign Up' in the login page to create an ECOS account.



Step 3: Provide your Email Address (Corporate email address preferred).

Step 4: Provide your Full Name.

Step 5: Provide your password. The minimum requirement for password will be:

(1) Minimum 15 characters.

(2) Cannot reuse previous 5 passwords.

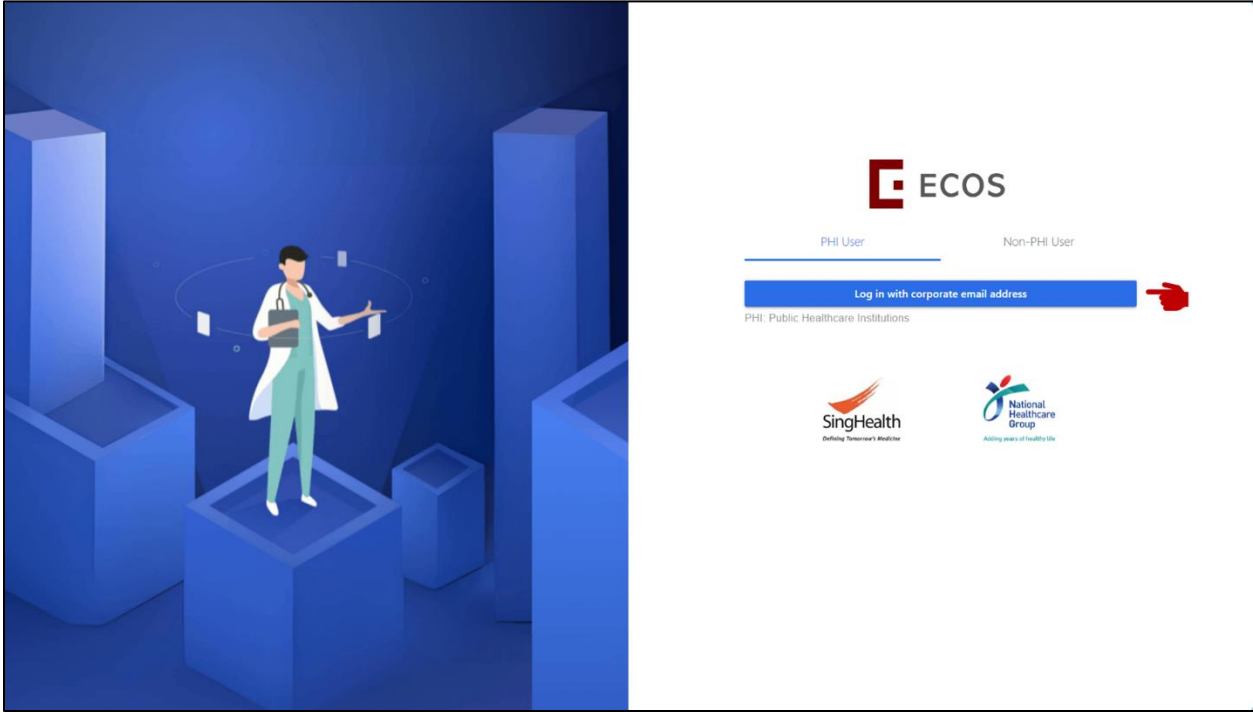
(3) Password must consist of capital letters, numbers, and symbols.

Step 6: Read the User Privacy Agreement and check the 'I agree with User Privacy Agreement'.

Step 7: Complete registration to create an ECOS account.

III. ACCOUNT LOGIN

PHI Users



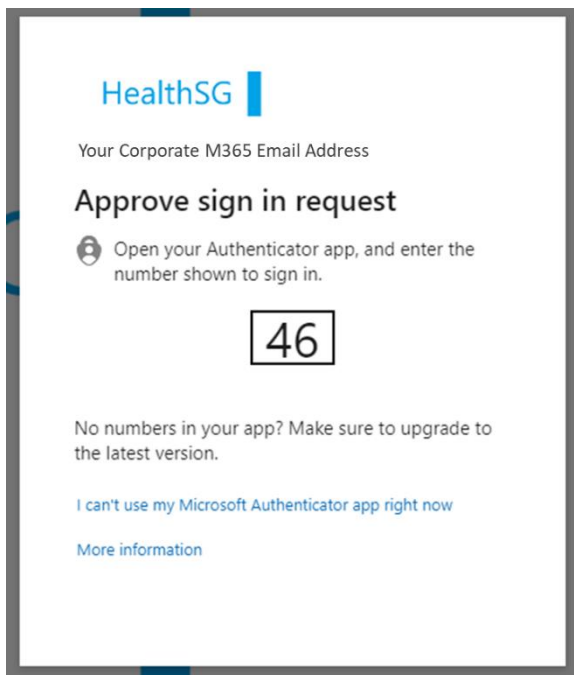
Step 1: Click 'Log in with corporate email address'.



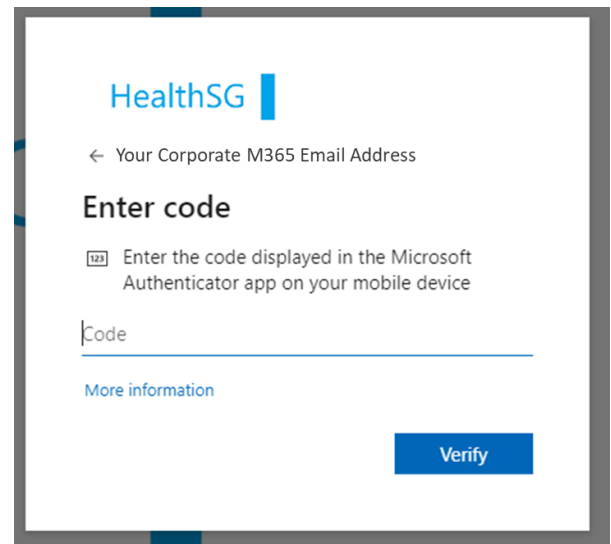
Step 2: Enter your corporate M365 email address.



Step 3: Enter your password.



Step 4: Proceed to **Step 5** if you are asked to approve sign in request.



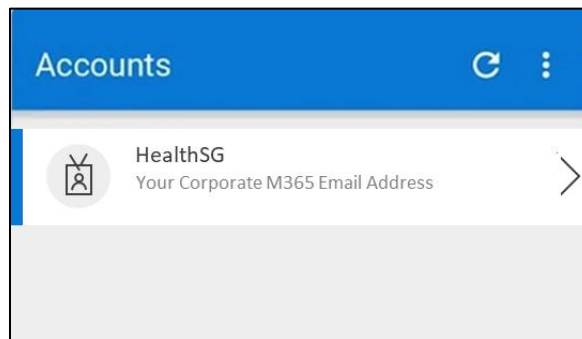
Proceed to **Step 6** if you are asked to enter code.



Step 5a: There will be a prompt from the Microsoft Authenticator app in your mobile device.

Step 5b: Enter the number shown and approve your sign in request.

Step 5c: You will be logged into ECOS.



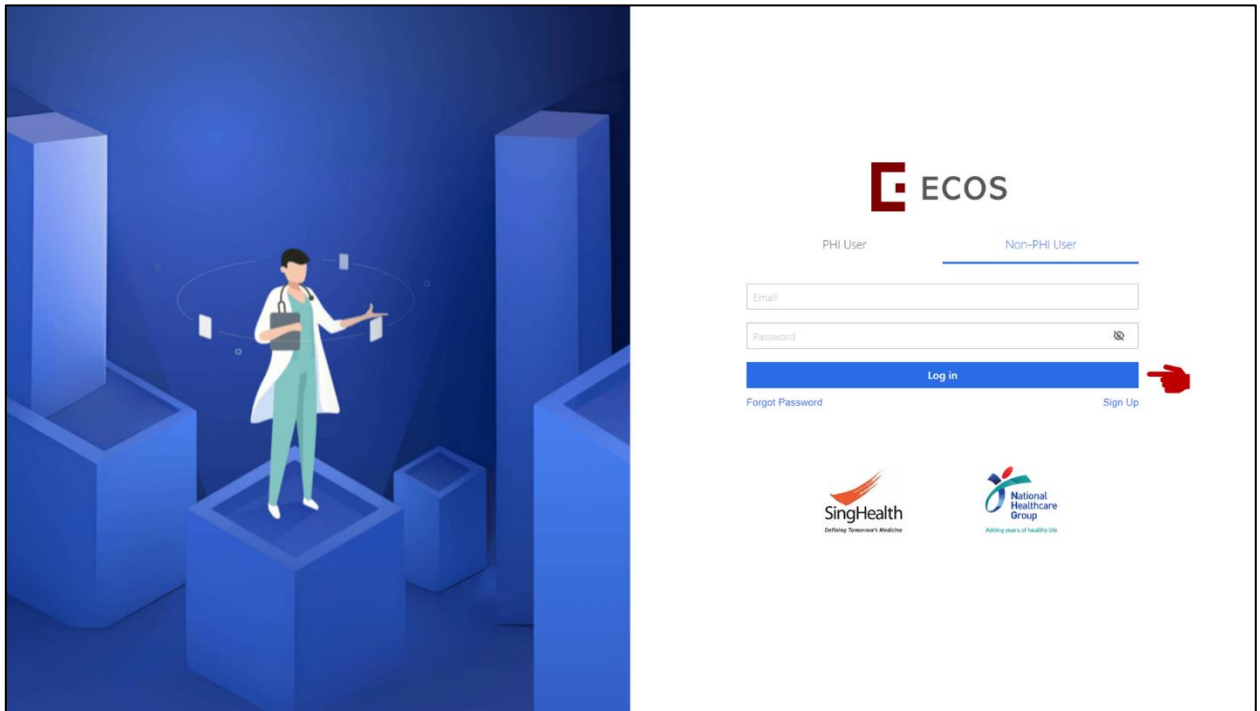
Step 6a: Open the Microsoft Authenticator app on your mobile device.

Step 6b: Select your HealthSG account and key in the One-time password code on your login screen.

Step 6c: Enter the One-time password code displayed in the app.

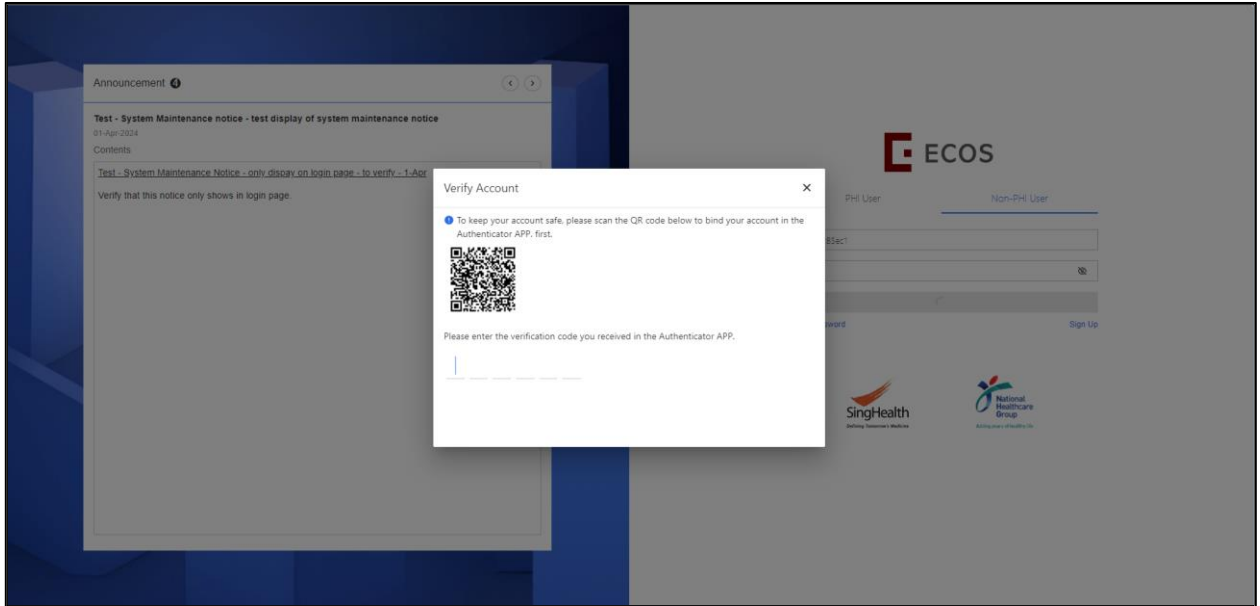
Step 6d: You will be logged into ECOS.

Non-PHI Users



Step 1: Enter your registered email address and password.

(If you previously had an iSHaRe account, proceed to [Section IV. Forgot password](#) to obtain your password.)




Step 2a: (Skip to **Step 3** if this is not your first time logging in to ECOS)

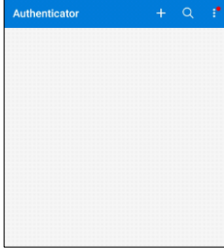
When login for the first time, you will need to bind your account via the Authenticator app.

Account Login – Microsoft Authenticator

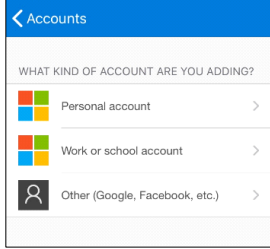
Step 1:
Download Microsoft Authenticator.



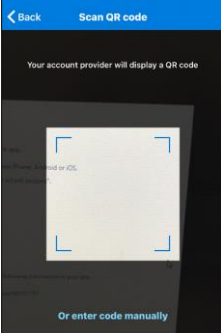
Step 2:
Click '+' to add account.



Step 3:
Select 'Other account (Google, Facebook, etc.)

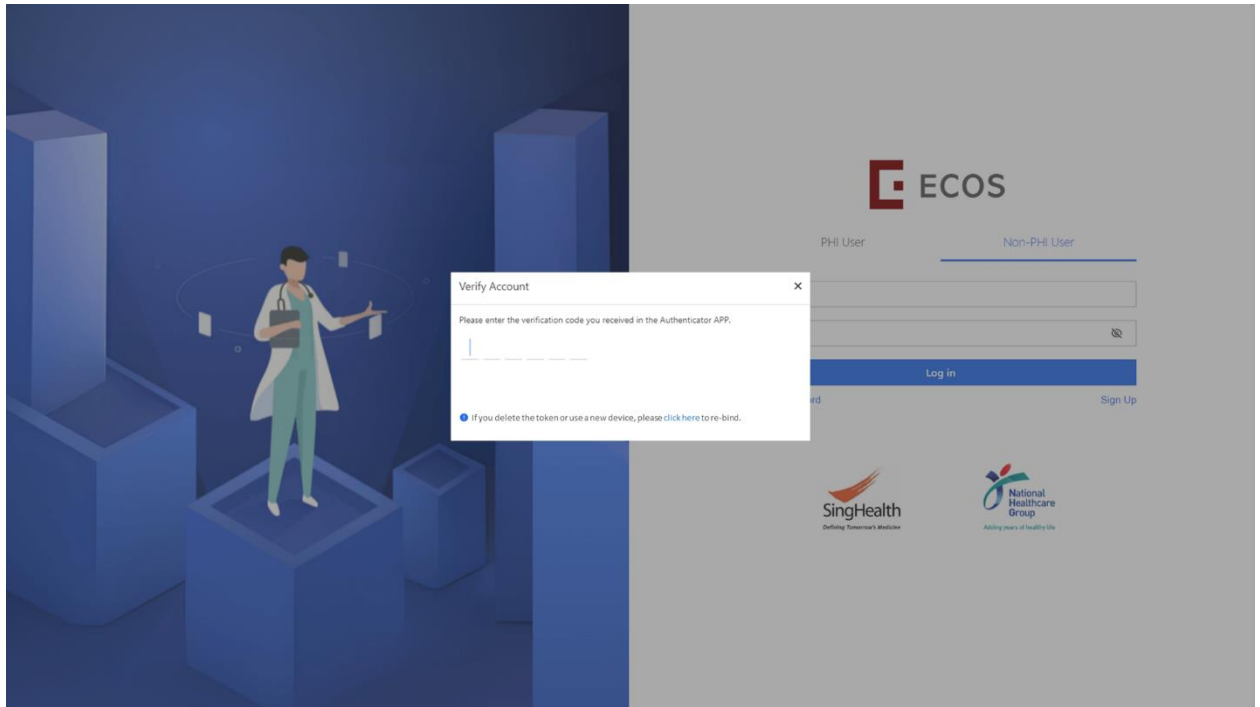


Step 4:
Scan QR code to bind your account



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- Step 2b:**
- (1) Download Microsoft Authenticator from Apple App Store or Google Play.
 - (2) Login to your Microsoft Authenticator.
 - (3) Click '+' to add account.
 - (4) Select 'Other (Google, Facebook, etc.)
 - (5) Scan the QR code from ECOS login page to bind your account.



Step 3: Open your Authenticator app on your mobile device, click on your ECOS account.

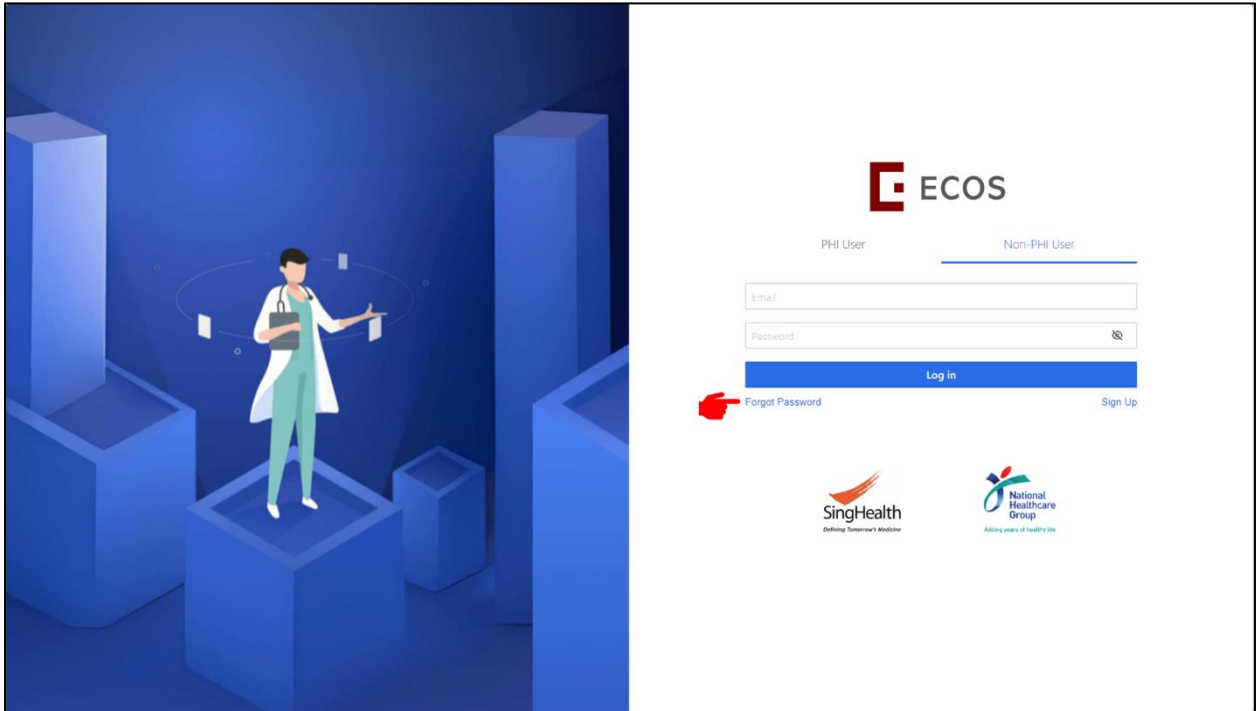
Step 4: Enter the 6 digits verification code in the Authenticator app to login to ECOS.

IV. FORGOT PASSWORD

PHI Users

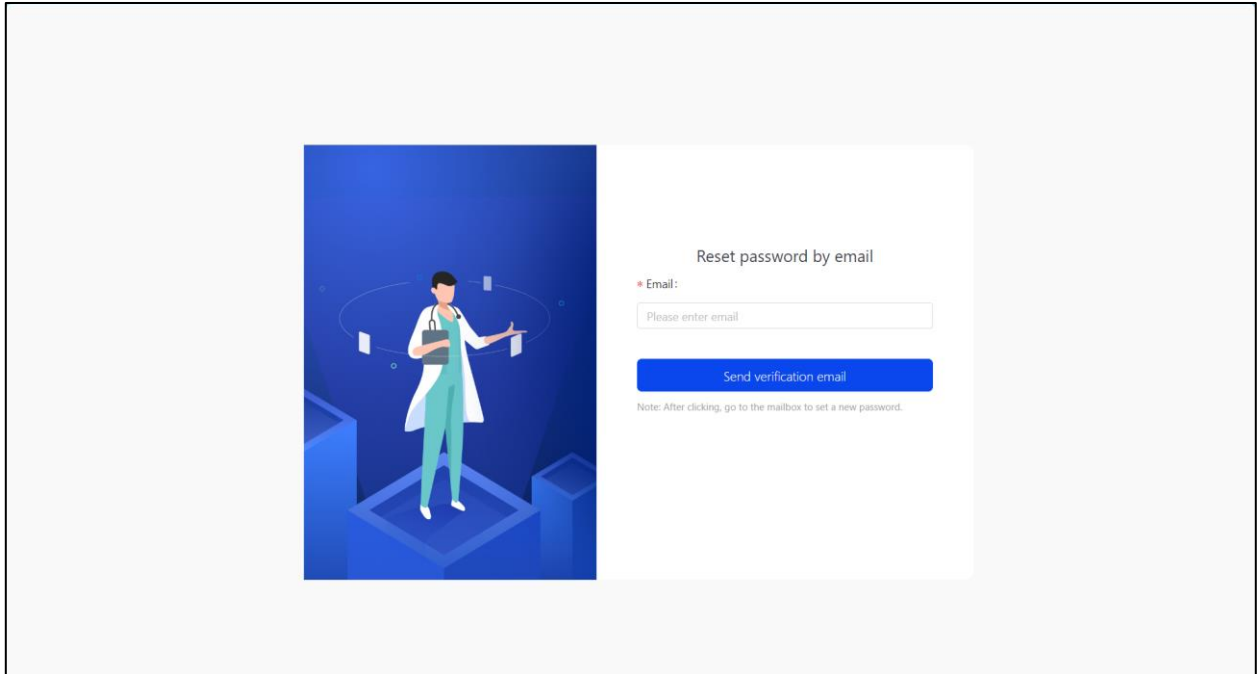
As the ECOS login password would be tied to your corporate email (M365) password, reset your password via M365 or contact your Institution's IT helpdesk.

Non-PHI Users



Step 1: Select 'Non-PHI User' tab.

Step 2: Click 'Forgot Password' in the login page to reset your password.



Step 3: Enter your ECOS email address and send verification email.

Step 4: Follow the steps in verification email to reset your password.

V. ACCOUNT STATUS

Locked Account

Your ECOS account will be locked after 5 consecutive failed logins.

PHI User: To send a request to it.helpdesk@singhealth.com.sg for SingHealth users.
Other PHI users to approach their institution's IT helpdesk.

Non-PHI User: To use the 'Forgot Password' feature.

Disabled Account

Your ECOS account will be disabled after 90 calendar days of user login inactivity.

PHI User: To send a request to it.helpdesk@singhealth.com.sg for SingHealth users.
Other PHI users to approach their institution's IT helpdesk.

Non-PHI User: To send a request in <https://for.sg/ecos-support-request>.