

MARINET Frequently Asked Questions

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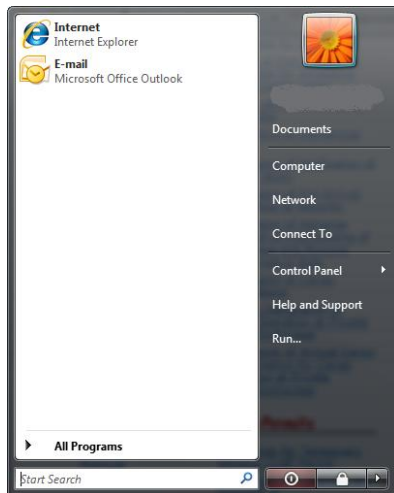
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GENERAL

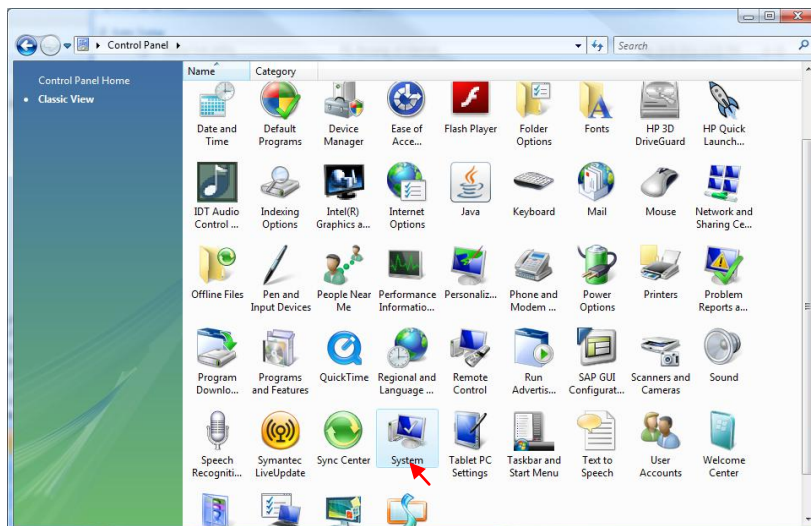
Q. How do I check whether my Windows Operating System (OS) is 32bit or 64bit?

A. To check whether your Windows OS is 32bit or 64bit, please do the following steps:

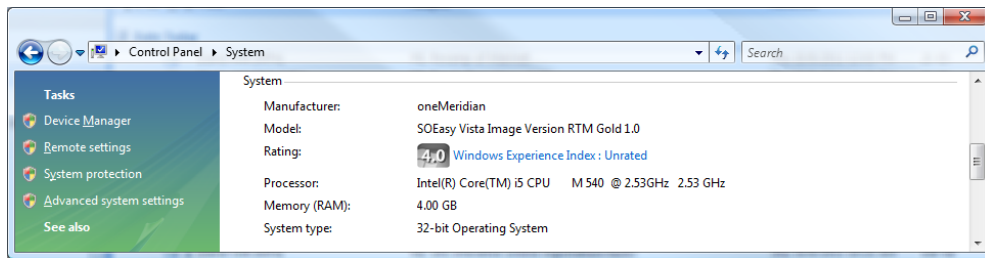
1. Click on the **Start** button, followed by **Control Panel**.



2. Inside the **Control Panel**, double-click on **System**.



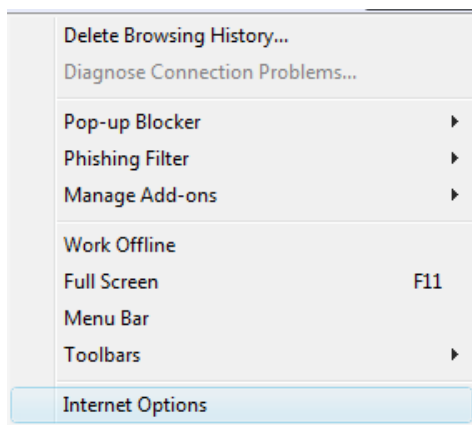
3. Look under **System Type**, it will show whether your OS is 32bit or 64bit.



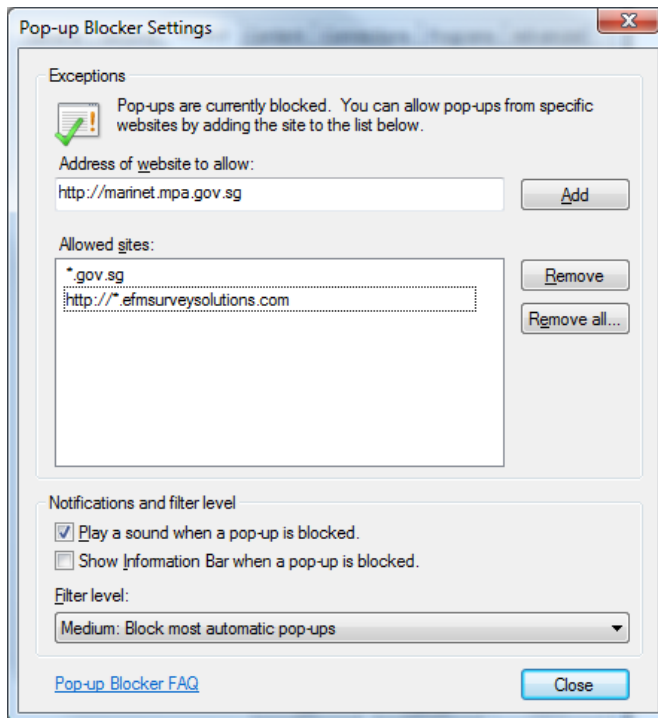
Q. How do I disable pop-up blocker in Internet Explorer in order to print the port clearance certificate?

A. To disable pop-up blocker in Internet Explorer, please follow the steps below:

1. In the Internet Explorer menu, go to **Tools -> Internet Options**.



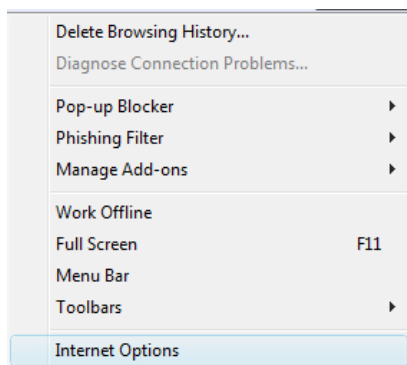
2. In the **Internet Options**, click on the **Privacy** tab. Under the Pop-up Blocker option, click on the **Settings** button.
3. Within the Pop-up Blocker Settings option, under **Address of website to allow:**, key in **https://marinet.mpa.gov.sg** and click on the **Add** button, followed by the **Close** button. Finally, click on the **OK** button to exit from the **Internet Options**.



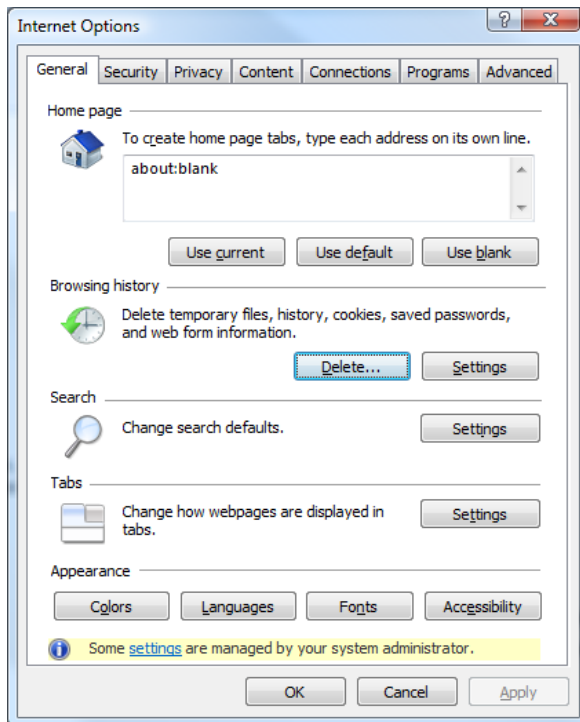
Q. How do I 'Clear the cache' or 'Delete temporary Internet file'?

A. To 'Clear the cache' or 'Delete temporary Internet file', please follow the steps below:

1. In the Internet Explorer menu, go to **Tools -> Internet Options.**



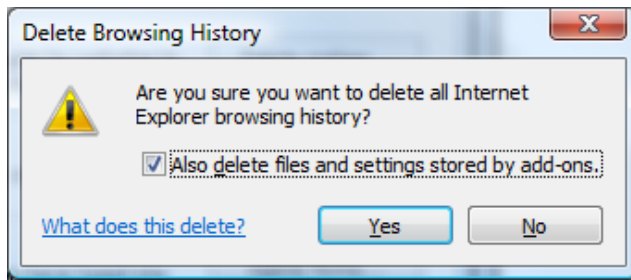
2. Under the Browsing history, click on **Delete.**



3. Inside **Delete Browsing History**, click on **Delete all**.



4. When prompted with a **Delete Browsing History** dialog box, click on the checkbox '**Also delete files and settings stored by add-ons.**' and click on the **Yes** button, followed by **Close** and subsequently **OK** to exit **Internet Options**.



ADMINISTRATION OF MARINET USER LOGON IDS

Q. Who is Information Security Co-ordinator (ISC)?

A. For user Logon IDs administration and control, each company must appoint at least one ISC and no more than two ISCs who must be at least of executive level to act on behalf of the company. ISCs have the privilege to create, activate, delete user Logon IDs and grant access rights. It is the ISCs and company responsibilities to ensure that user Logon IDs who have left the company or who no longer required the access are removed from Marinet promptly.

Q. How to appoint /replace a new ISC?

A. Please complete the **Appointment of ISC for Marinet** form and fax the completed form to Marinet Helpdesk. If the form is not completed by the existing ISC, it has to be completed by the company Director/ General Manager/ or an authorised party of similar status or holding a managerial position.

Q. I am appointed as the company ISC. What must I do?

A. As ISC, you are the main contact person for your company on Marinet matters and you are vested with the important responsibility of administration and control the Marinet Logon IDs and their access rights for your company. You are required to take adequate care in managing the user Logon IDs:

- (a) Assign a separate Logon ID to each staff for proper accountability. There should be no sharing of Logon IDs among staff;
- (b) Maintain a proper and updated record of all staff who have been given access and review it regularly;
- (c) Housekeep and delete those staff Logon ID who have left your company or no longer required access to Marinet immediately; and
- (d) Keep your own Logon ID active by logging into Marinet at least once every 90 days so that you can make use of the Self-Service Administration functions.

Q. Can both ISCs be foreigners?

A. To ensure ISCs are contactable at all times for security administration function, at least one of the ISCs must be a Singaporean or Permanent Resident or a foreigner with a valid work permit (i.e. FIN number).

Q. Can I fax the Marinet Logon ID Acknowledgement slip?

A. Yes, this applies to the application for new ISC logon id. You can fax the acknowledgement slip to MPA at 62727502, attention to MPA Marinet Helpdesk.

Q. How do I change my password?

A. Go to Marinet logon panel. At the logon panel, do the following:

- Click **'Change Password'**

The screenshot shows the Marinet login interface. At the top left is the MPA SINGAPORE logo. At the top right is the Singapore Government logo with the tagline 'Integrity • Service • Excellence' and navigation links for Home, Circulars, FAQ, Feedback, and Help. Below the logo is a search bar with a dropdown menu set to 'Within This Website' and a 'Search' button. A green announcement banner contains three items: 1. Marinet is not available from 7.15 am - 7.30 am (except Sunday) for preventive maintenance. 2. The new port clearance user guide for Marinet is available now. Please click [here](#) to download. 3. Online guide to configure the Internet Explorer for Marinet. Please click [here](#) to download. A 'CLOSE' button is on the right. The main content area features a large image of a port with cranes and a ship. Overlaid on this is a login form with three tabs: 'CORPORATE', 'INDIVIDUAL', and 'ONLINE FORMS'. The 'INDIVIDUAL' tab is active. Below the tabs are two input fields for 'Login ID' and 'Password', and a green 'Login' button. To the right of the 'Login' button are three links: 'Forgot your Login ID or Password?', 'Login using Singpass', and 'Change Password'. A red arrow points from the text 'Click 'Change Password'' to the 'Change Password' link, which is also circled in red. At the bottom of the page, there is a footer with a 'Rate this e-service' link, contact information (63751255), a 'feedback form' link, and copyright information for the Maritime and Port Authority of Singapore, including links for 'Privacy Statement' and 'Terms and Conditions'. The page was last updated on 13 July 2014.

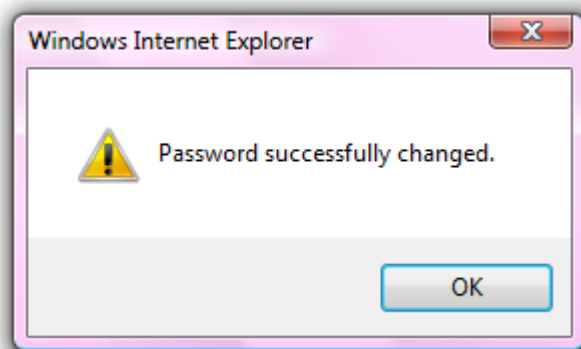
- Key in your Login ID (1st row)
- Key in your existing password (2nd row)
- Key in your new password twice (3rd and 4th row)



Search [] Within This Website [] Search

The screenshot shows the Marinet website's login interface. The background is a photograph of a busy port with several large gantry cranes and a cargo ship. The text 'Welcome to Marinet' is centered at the top. Below it is a white login form with four input fields: 'Login ID', 'Password', 'New Password', and 'Confirm Password'. A green 'Change' button is at the bottom of the form. At the bottom of the page, there is a dark blue footer with the text 'Rate this e-service', 'Last updated on 13 July 2014', and contact information: 'If you encounter any problems with this e-Service, please contact us at 63751255. You may also give us your comments using the feedback form.' Copyright information for the Maritime and Port Authority of Singapore is also present.

- Click on the checkbox '**Change**'.
- A "Password successfully changed" message will be displayed and the new password takes effect



- Q. I have forgotten my password. What should I do?**
- A. Please inform your ISC to reset your password. ISC can reassign new password through the Administration module.
- Q. I am the ISC and I have forgotten my password. What should I do?**
- A. Please fill in the Marinet Logon ID Request Form and fax to MPA Marinet Helpdesk via fax number 62727502.
- Q. There is a change of role and we need to replace the ISC. What should we do?**
- A. ISC is only allowed to update his own email address and mobile number (he cannot update other ISC's particulars). For replacement of ISC where updating of identification number and name are required, you can write in or fax the **Appointment of ISC for Marinet form** to MPA Marinet Helpdesk. The fax number is 62727502.
- Q. I am not able to see the Administration Module.**
- A. The Administration Module is restricted to your company's ISC only. Other users will not be able to see this option.
- Q. How can I suspend or delete a user Logon ID?**
- A. Only your company's ISC can suspend or delete a user Logon ID. ISC can use the Administration module on Marinet for this purpose.
- Q. How can I request for a new Marinet Logon ID?**
- A. Your company's ISC can create a new Marinet Login ID for you. Your ISC can create new Logon ID using the Administration module. Depending on whether email address or mobile number was provided during creation by your ISC, you will receive an email or SMS alert notifying you that the Logon ID was successfully created. You shall obtain the password from your ISC personally.
- Q. How can I access e-Finance services?**
- A. Only Marinet logon ID granted with 'Financial Functions' privilege can access e-Finance services. Your company's ISC will grant you the 'Financial Functions' privilege if you are authorised to access the e-Finance services.
- Q. How many users can access e-Finance services?**
- A. Each company may authorise up to two (2) users to have the 'Financial Functions' privilege to access e-Finance services.
- Q. I have received my Logon ID and password but still cannot access Marinet. Why?**
- A. Your company's ISC probably suspended your Logon ID using the Administration Module on Marinet. You can approach him to unsuspend before you can start using your Logon ID.

Q. Upon logging onto Marinet, I am unable to see the main menu. Why?

A. This will happen in the following scenarios:

- i) Upon initial login of a newly created logon id; and
- ii) ISC has updated the email address or mobile number of the logon id.

In either case, the system will prompt you to validate your email address and/or mobile number via One Time Password (OTP). Please follow the instructions to key in the OTP sent to your email address and/or mobile number for proper validation of your email address and/or mobile number.

Please note that user will be prompted to change his password the first time he logs in.

Q. Can an existing Logon Id be replaced with another user?

A. Yes, your company's ISC can do a replacement of user using the Administration module.

Q. When I logon to Marinet, I encountered the message "Password expired". Why is that so?

A. For security reason, Marinet password will expire after a period of time. You need to change your password in order to continue using the system. At the logon panel, do the following:

- Key in you logon ID.
- Key in your existing password (2nd row)
- Key in your new password twice (3rd and 4th row)
- Click on the checkbox '**Click here to change password**'.
- Click '**Logon**'

Q. My Marinet Logon ID is suspended, how to reactivate it?

A. Please ask your ISC to reactivate your suspended Logon ID via the Administration module.

Q. My Marinet Logon ID is deleted, is it possible to reactivate it?

A. No, once the logon id is deleted by ISC, it is impossible to recover it back. Please approach your ISC to create another logon id for you to log in.

Q. What are the Security Guidelines on Login IDs and Passwords?

A. Please abide by the following security guidelines for Marinet logon id and password:

Don'ts:

- Do not use passwords that contain in full or in part of your user ID, your name, your NRIC number.
- Do not re-use the last 3 passwords.
- Do not use the login ID and password of other users.
- Do not write your login ID and password in places where others can see.

- Do not save your password in your local PC e.g. selecting the option “save password”.
- Do keep your ID and password secret and not disclose them to others.
- Do use good and robust passwords as stated in the security guidelines below
- Do not leave your active workstation unattended.

Dos:

- Do sign off when you leave your workstation for a long period of time or are no longer using it.
- Do lock your workstation using a password protected screen saver when leaving for a short duration.
- Do change your passwords regularly (at least once every 90 days).
- Be accountable for all actions performed with your Logon ID.

Security guidelines on good and robust passwords:

A good password should:

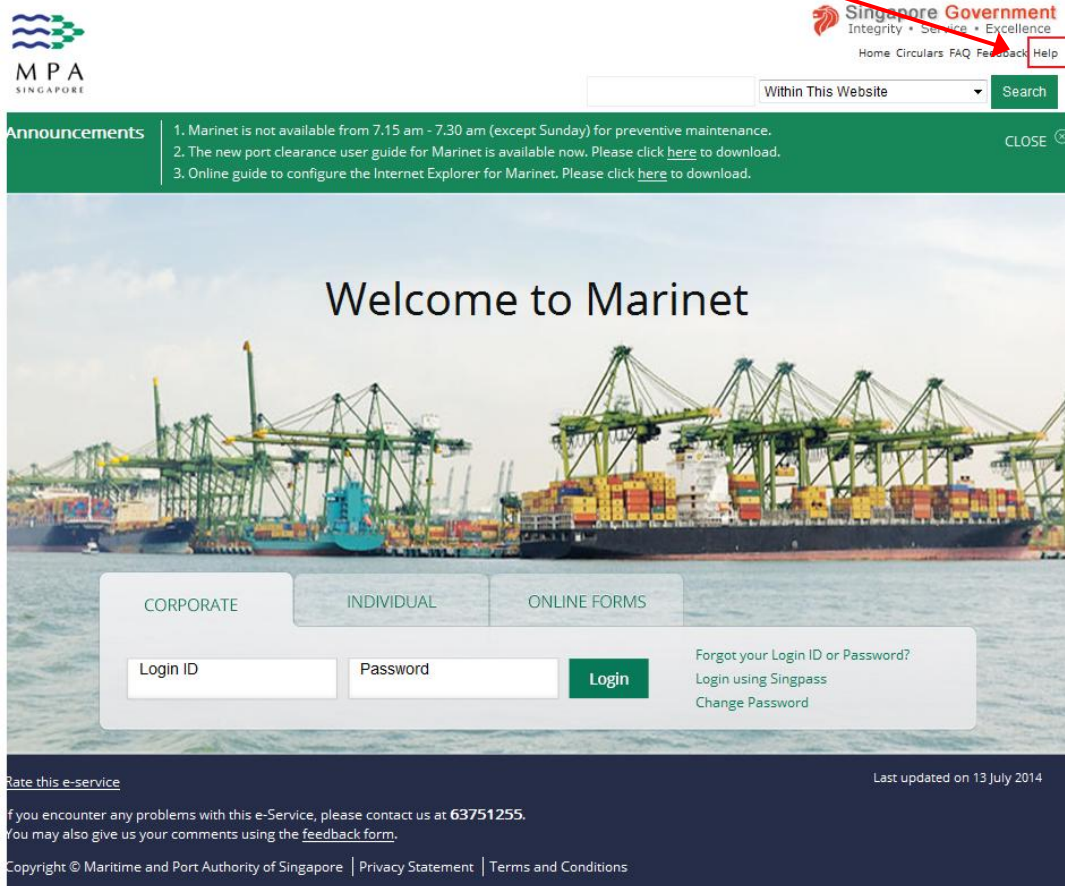
- be at least 8 characters long
- at least contain a mix of characters and digits
- be easy enough to remember so that you don't have to write it down
- be one that you can type quickly, without having to look at the keyboard

A good password should NOT:

- contain in full or in part your user ID, your name or your NRIC number
- be one of your last 3 passwords.
- be made up of all numeric or alpha characters
- be the same as or reverse of your login ID, or contain part of your login ID
- be a concatenation of your login ID and name
- be based on personal information such as your name, name of family members, friends or relatives, birth dates, license plate number, phone number, employee number etc
- use common fun names such as Batman, Snoopy, Garfield
- use Christian names
- use dictionary words
- contain too many similar characters e.g. aaaacccc or abababab
- use consecutive keys on a keyboard e.g. asdfghjk, poiuytre

Q. How do I access MPA Marinet User Guide?

A. Go to Marinet logon panel. Click on “Help” located on the Upper left of the Marinet logon panel.



➤ Click on the link “<http://marinet.mpa.gov.sg/xr/PDF/XR-User-Guide.pdf>”

Marinet e-Services Help

Overview :
This e-Service facilitates the authentication for Marinet e-commerce system.

Operating hours :
24 hours

Eligibility :
Refer to procedures and application forms for Marinet (http://www.mpa.gov.sg/sites/global_navigation/e-services/e_services_page)

Requirements :
The following are required to complete the e-Service:
1. Logon ID
2. Password

Offline procedures :
This e-Service is available electronically only.

User guide :
<http://marinet.mpa.gov.sg/xr/PDF/XR-User-Guide.pdf>

OTHERS

Q. Can I access Marinet from home?

A. Yes, Marinet can be access from any location that has an Internet connection.

Q. Does Marinet have the VSIP transaction?

A. Yes. You can find this transaction under "Enquiry of Vessel Information" module.