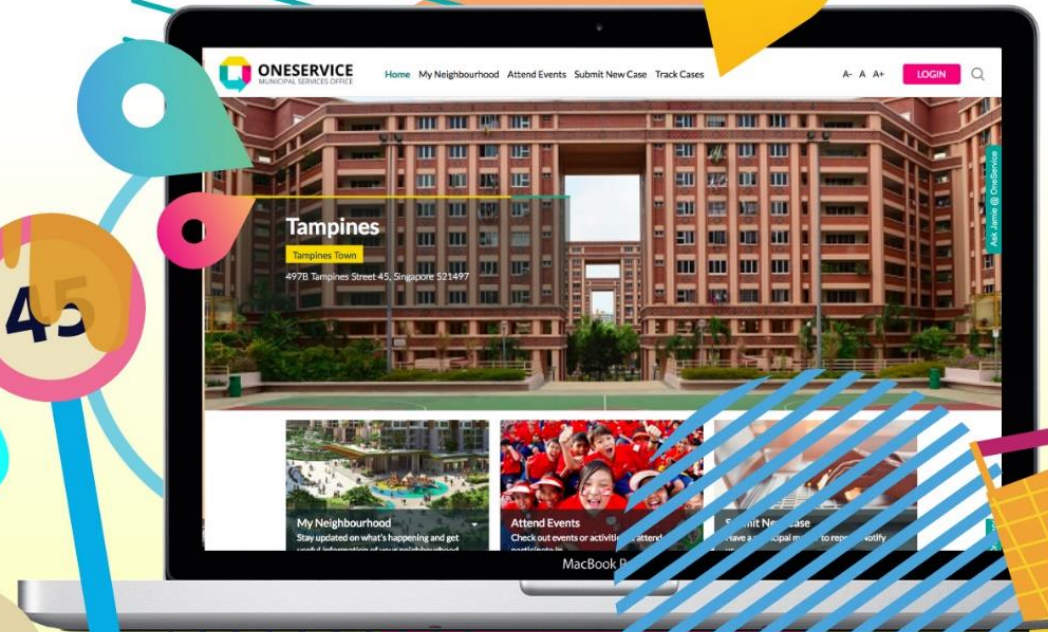
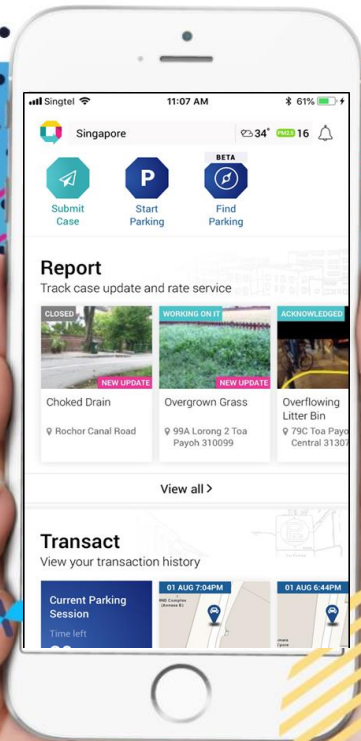


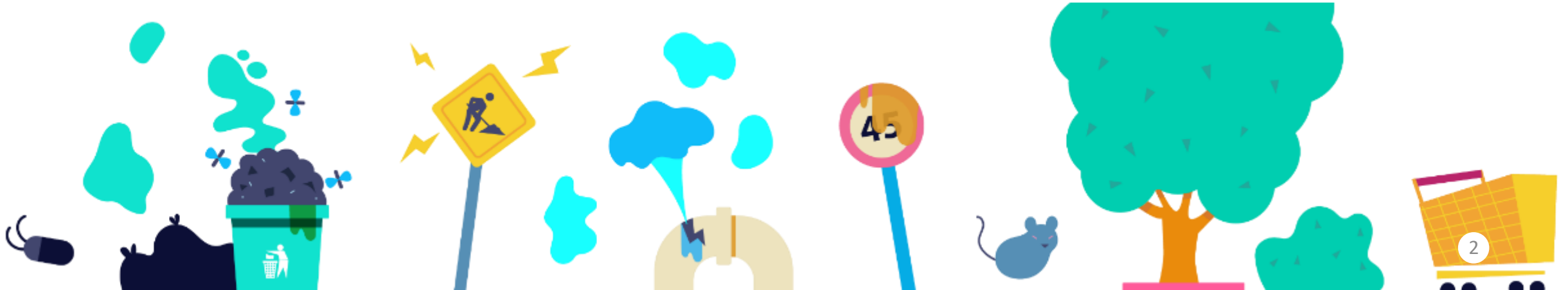


GUIDE TO ONESERVICE



Municipal Services Office

Since the set up of the Municipal Services Office (MSO) in October 2014, agencies and town councils have partnered MSO to improve the overall coordination and delivery of municipal services for residents.



OneService Community

Comprises 11 partner agencies and 16 Town Councils



What are Municipal Services?

Services to upkeep and improve the **communal living environment**.

Cleanliness &
Maintenance of
Estate

Greenery
Maintenance

Animal
Management &
Pest Control

Provide or
Upgrade Facilities
& Infrastructure

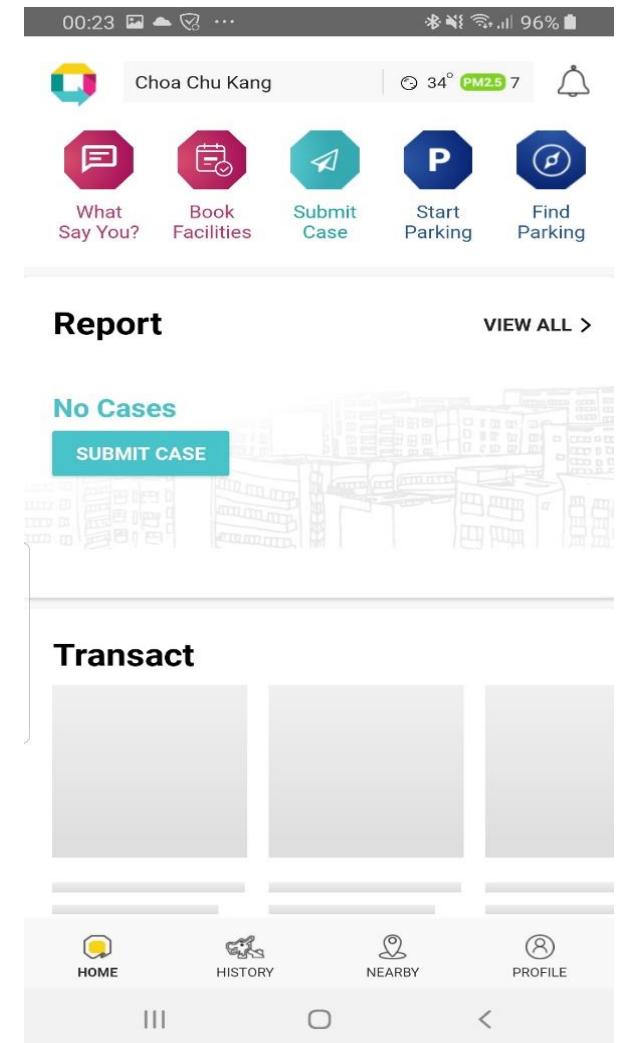


OneService App

The OneService App is a convenient way for the public to give feedback on municipal issues anytime, anywhere, without having to find out which agency and Town Council is responsible for the issue.

Download the OneService App to provide feedback on municipal issues directly and check out our new features!

- “What Say You?”
 - Let us know your thoughts on upcoming community projects in your estates.
- “Book Facilities”
 - Book community spaces here! Town Council facilities will be added soon.
- “Happenings” – Coming Soon!
 - Get the latest news and alerts on what’s going on in your estate.



OneService App



Submission of up to **3 photos**, with photo marking



Geo-tagging function when GPS is switched on



Push notifications to update feedback provider on case status



Quick overview with **tracking** of cases



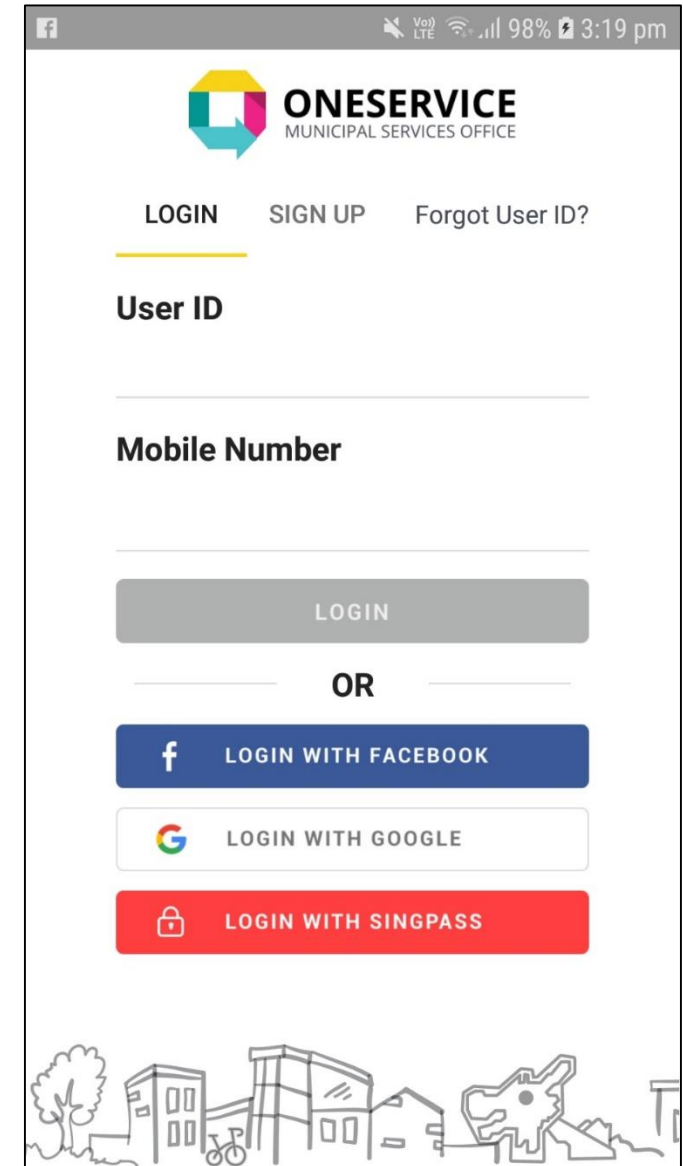
Receive **Dengue alerts** when GPS is switched on



Case Map shows cases that were acknowledged, worked on, and closed in the past 7 days



Post-case poll to determine user satisfaction with case handling



Social media login options using Facebook, Google and SingPass

Step-by-Step Guide:

**How to download, register and
use the OneService App**

Content Page

Click the part you are interested in

[Part 1 :Setting up your
account](#)
(Slides 9-17)

[Part 4: Reporting an issue](#)
(Slides 44-52)

[Part 2: “What Say You?”](#)
(Slides 18-23)

[Part 5: Tracking of cases](#)
(Slides 53-54)

[Part 3: Book Facilities](#)
(Slides 24-43)

[Part 6: Find Parking](#)
(Slides 55-59)



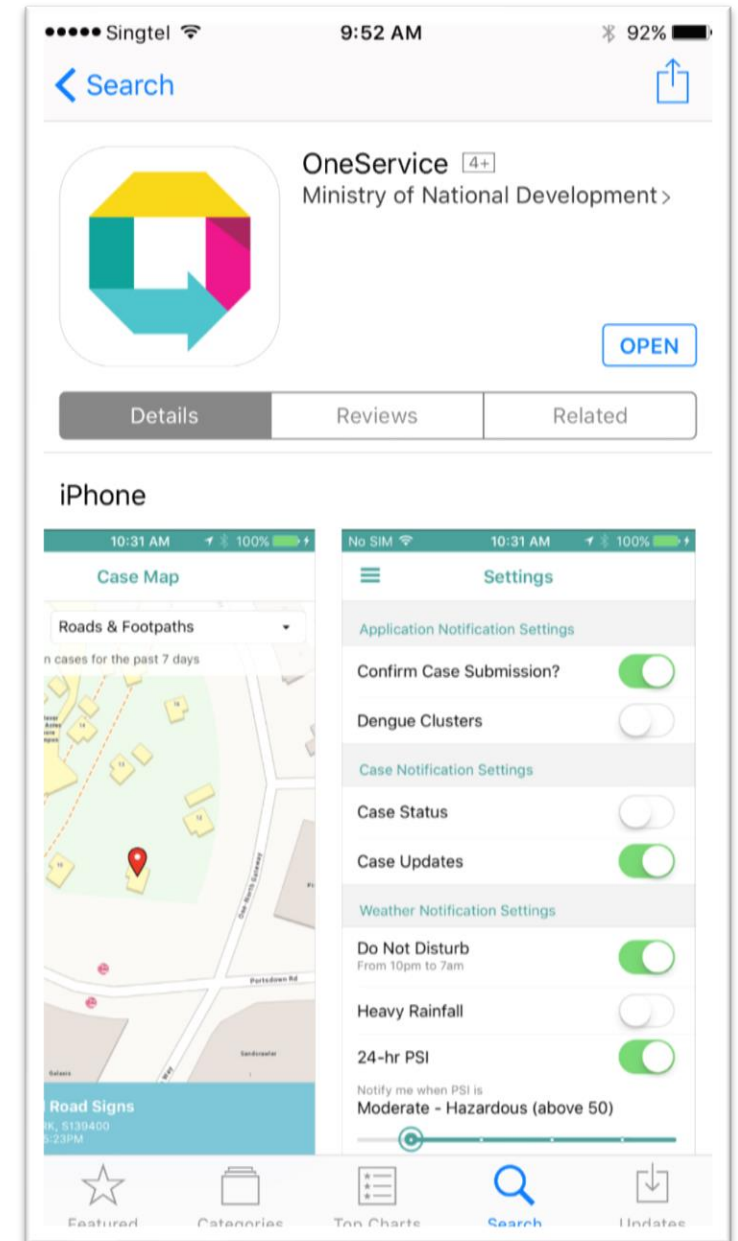
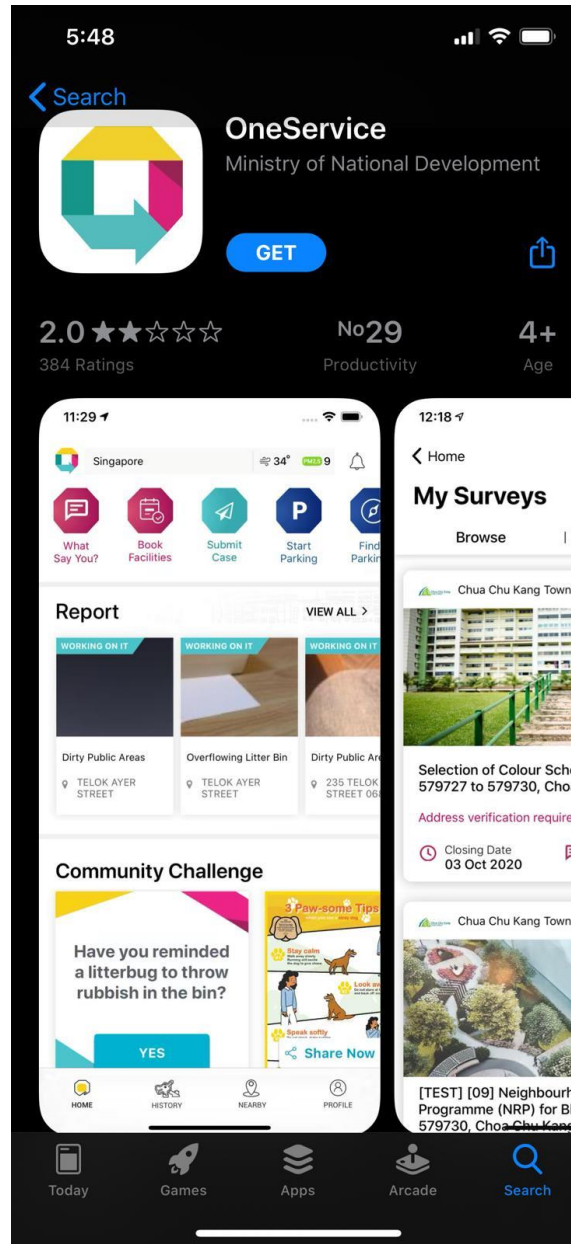
Part 1:

Setting up your account



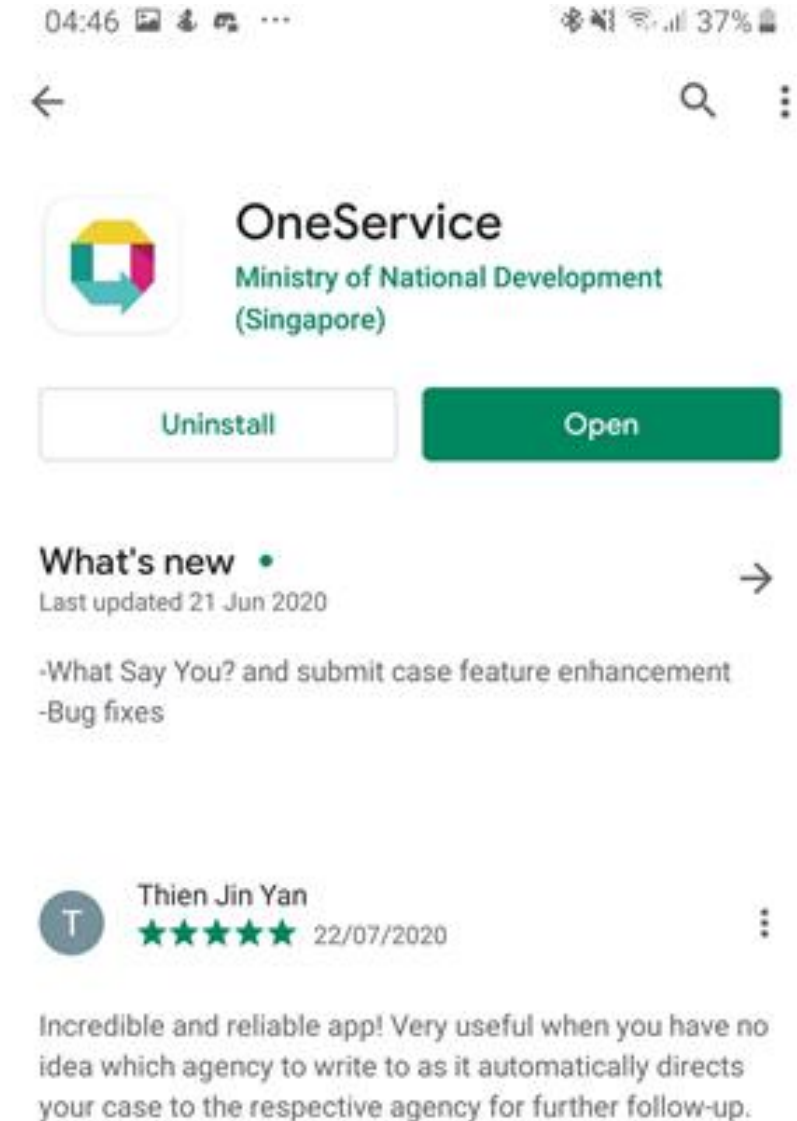
Step 1: For Apple Phones

- Launch the Apple App Store
- Search for “OneService”
- Or scan the QR Code



Step 1: For Android Phones

- Launch the Google Play Store
- Search for “OneService”
- Or scan the QR Code



Step 2 – Sign up

- After downloading, launch the OneService App
- You will be greeted with the login screen
- Tap on the “**Sign Up**” button to create a new OneService account
- You may also log in via **Facebook, Google or SingPass**

ONESERVICE MUNICIPAL SERVICES OFFICE

LOGIN **SIGN UP** Forgot User ID?

Name

User ID

Email address

Confirm email address

Mobile Number

By registering, you agree to the [Terms of Use](#) and [Privacy Policy](#) of OneService

ONESERVICE MUNICIPAL SERVICES OFFICE

LOGIN SIGN UP Forgot User ID?

User ID

Mobile Number

LOGIN

OR

LOGIN WITH FACEBOOK

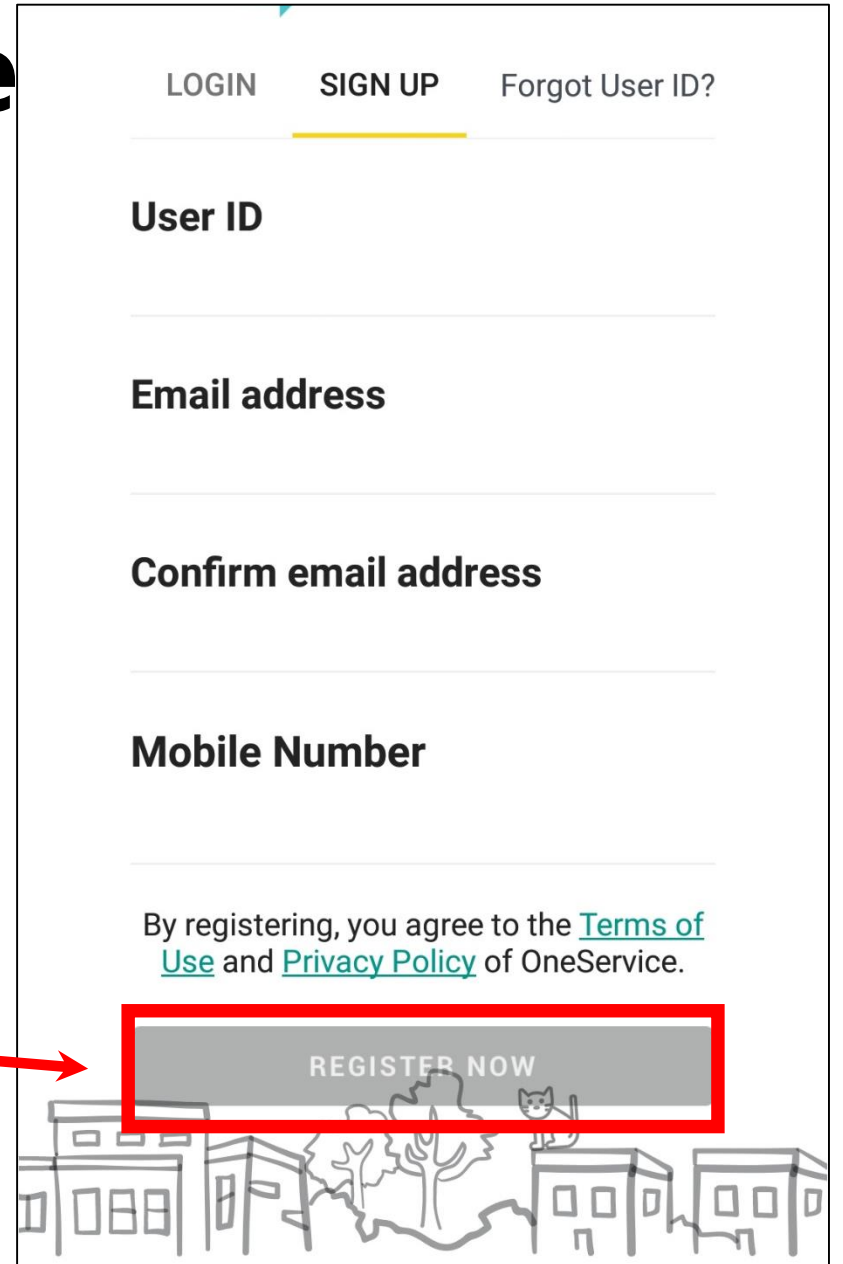
LOGIN WITH GOOGLE

LOGIN WITH SINGPASS



Step 3 – Create user profile

- Ensure the following mandatory fields are filled:
 - Name
 - User ID (min 5 characters)
 - Email Address
 - Mobile Number
- Tap on the “Register Now” link
- User Profile created!



LOGIN SIGN UP Forgot User ID?

User ID

Email address

Confirm email address

Mobile Number

By registering, you agree to the [Terms of Use](#) and [Privacy Policy](#) of OneService.

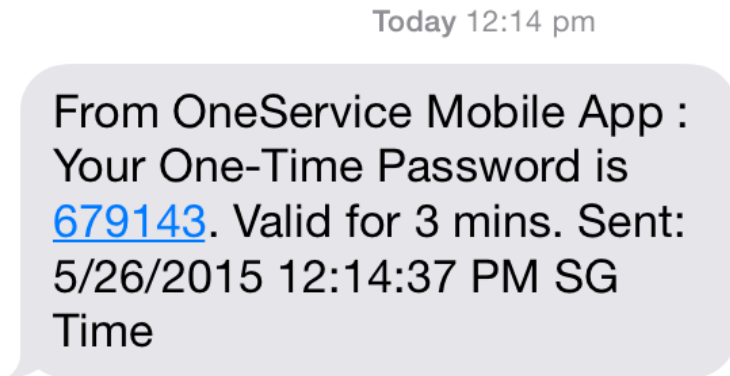
REGISTER NOW

The screenshot shows a registration form with four input fields: 'User ID', 'Email address', 'Confirm email address', and 'Mobile Number'. At the bottom, there is a 'REGISTER NOW' button highlighted with a red box. A red arrow points from the 'REGISTER NOW' link in the text on the left to this button. The form also includes links for 'LOGIN', 'SIGN UP', and 'Forgot User ID?' at the top, and a disclaimer about terms and privacy policy.

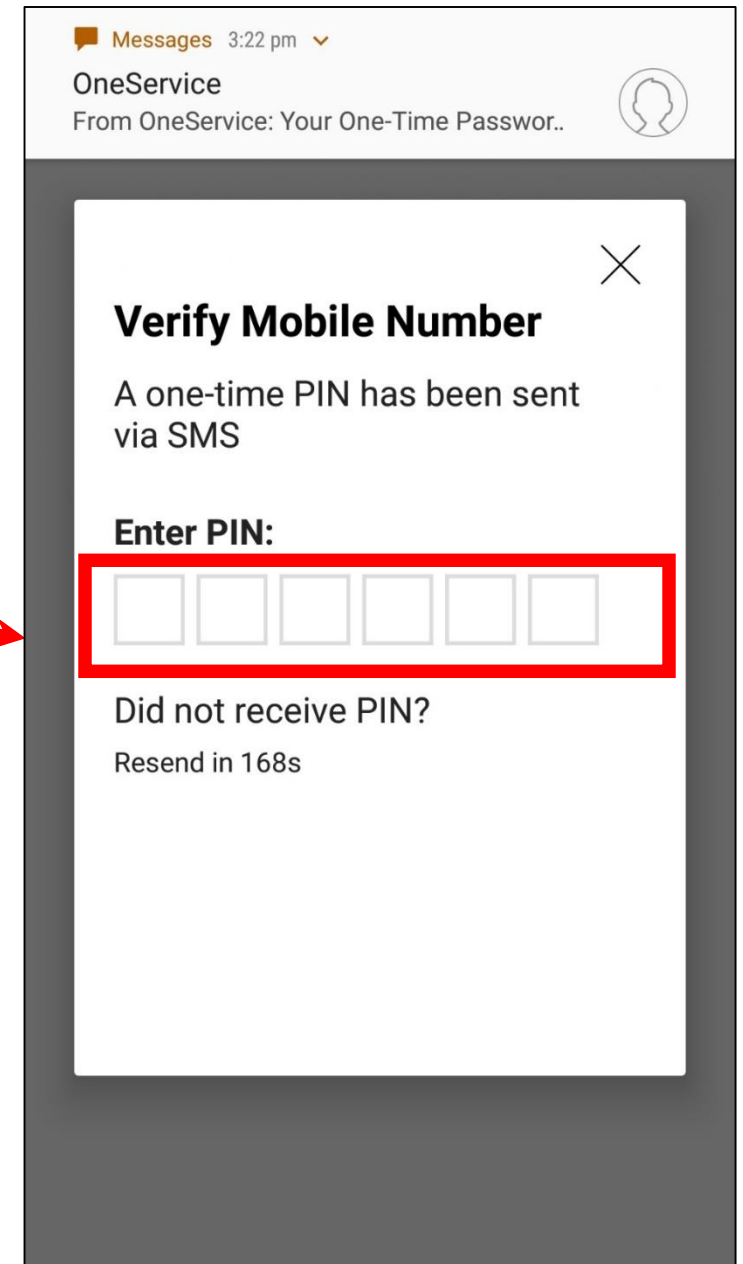


Step 4 – OTP authentication

- You will be prompted with a One-Time PIN through SMS
- Key in the One-Time PIN



E.g. Key in “**679143**” into your mobile app and **tap submit**.
The one time password will expire in **3 minutes**.



Step 5 – Enter postal code

My Postal Code

Let us know where you stay so that we can bring you relevant information and updates.

Please enter your 6-digit postal code

--	--	--	--	--	--

CONFIRM

- You will be prompted to enter your postal code
- Key in your postal code and click to confirm

My Postal Code

Let us know where you stay so that we can bring you relevant information and updates.

Please enter your 6-digit postal code

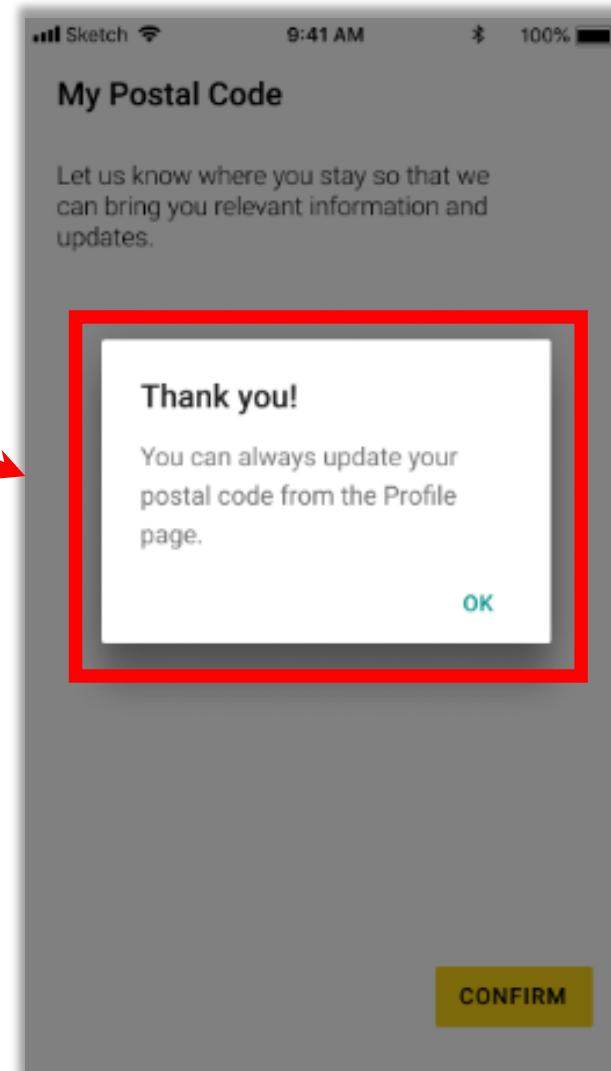
8	2	1	7	8	4
---	---	---	---	---	---

CONFIRM



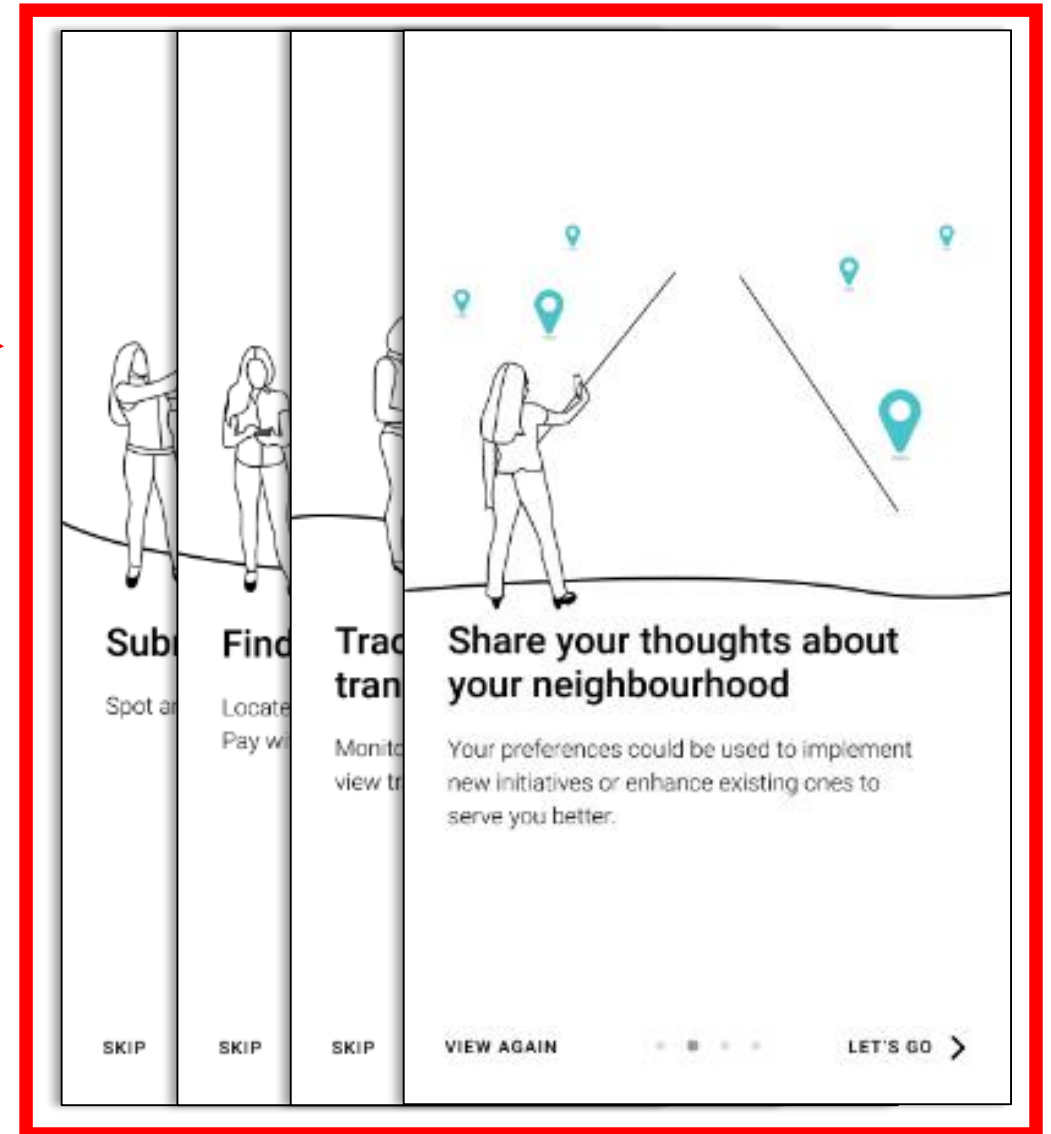
Step 5 – Enter postal code

- Your postal code will be saved in your profile page



Step 6 – Onboarding

- When you complete your registration, a brief description of available features will appear.



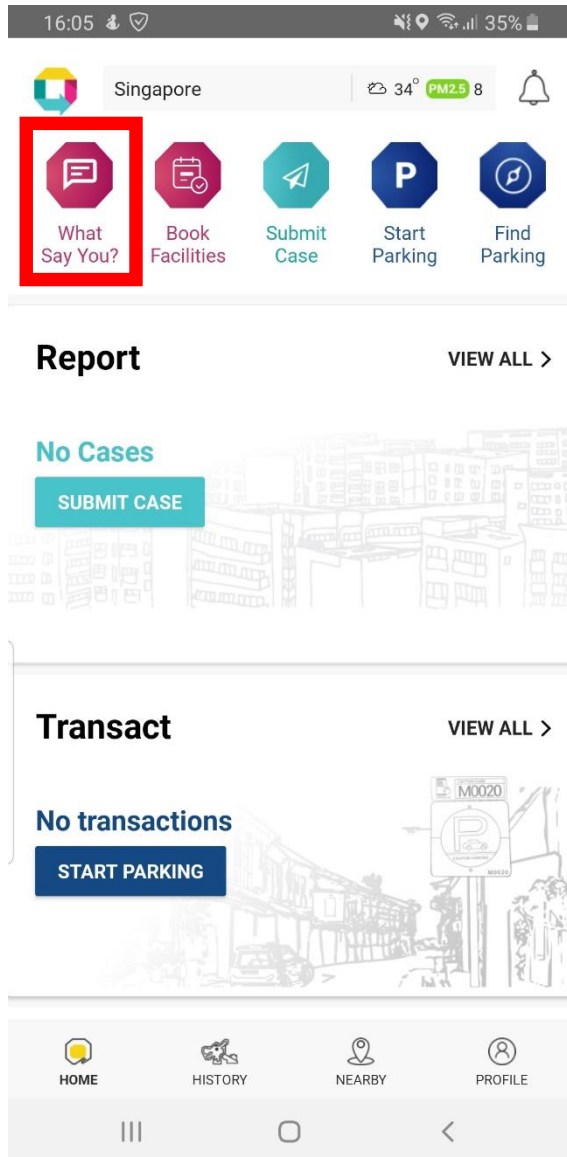


Part 2:

'What Say You?'



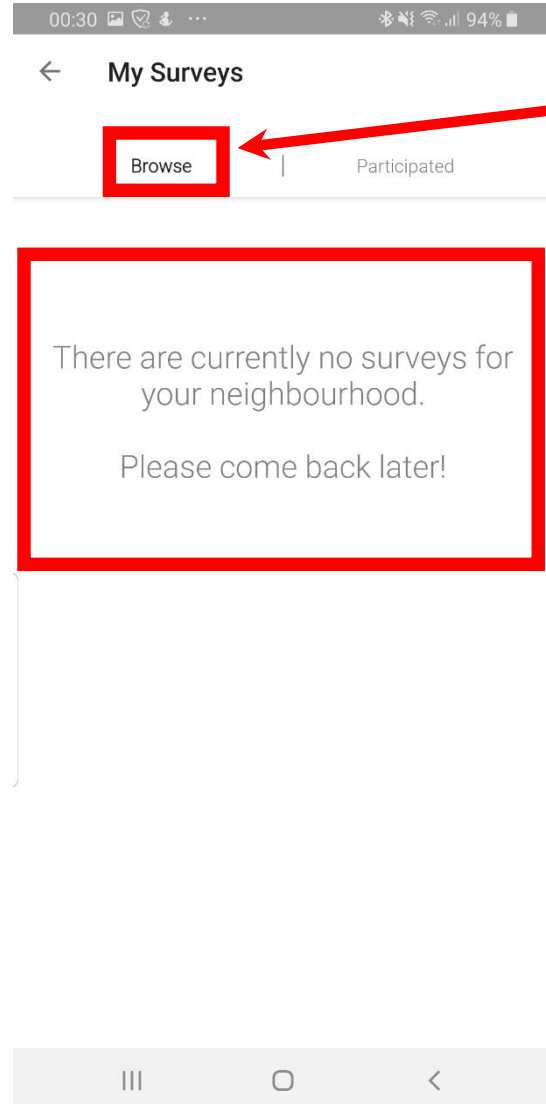
Step 1: Select 'What Say You?' module



- Select the first icon for the 'What Say You?' module
- The 'What Say You?' module will show the surveys available in your neighbourhood as well as the ones that you have already participated in



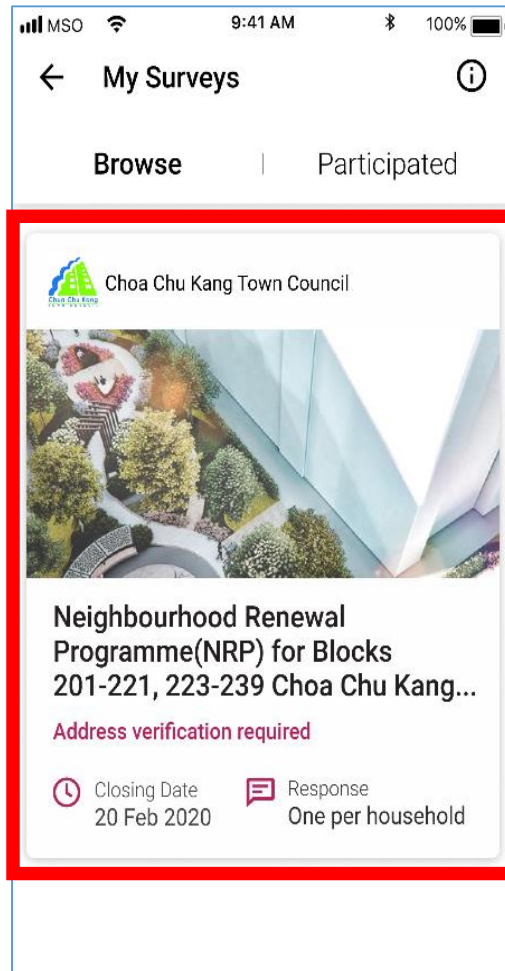
Step 2: Select the Browse tab



- Select the Browse tab to view all available surveys for your neighbourhood
- This message will be shown if there are no surveys available in your neighbourhood



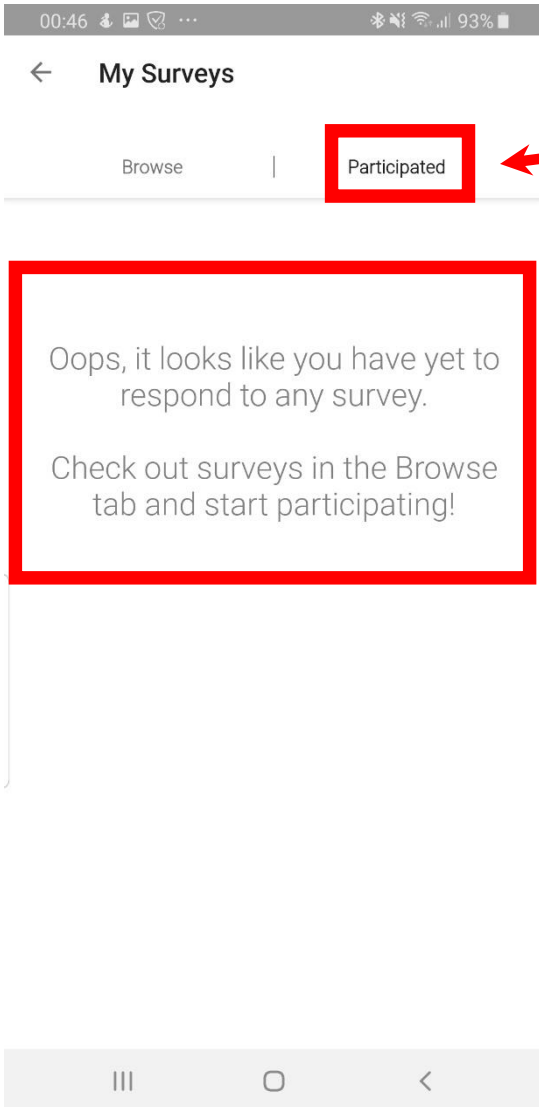
Step 2: Select the Browse tab



- Details of available surveys will be shown here



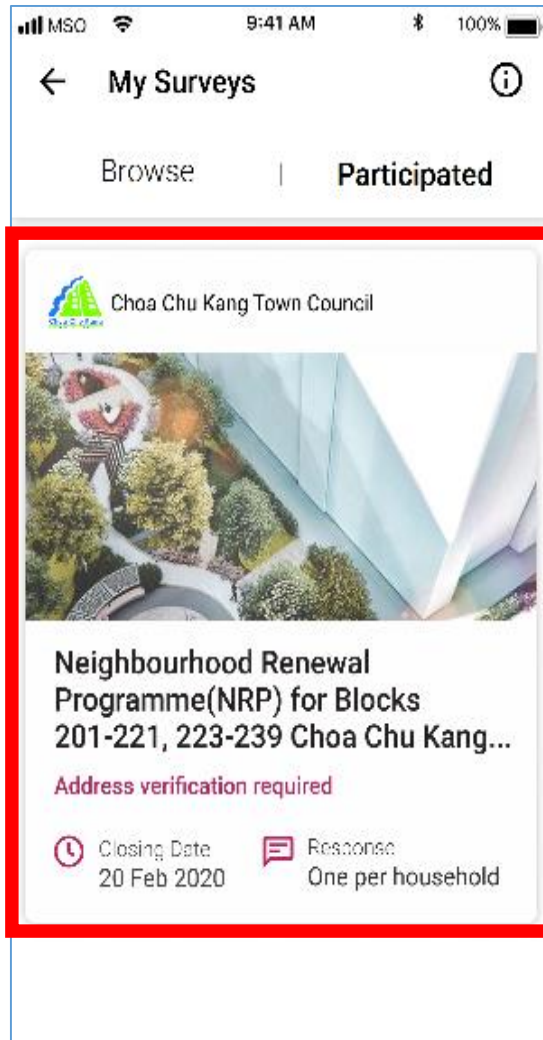
Step 3: Choose the Participated tab



- Select the Participated tab to view the survey(s) that you are currently participating in
- This message will be shown if there are no surveys available in your neighbourhood



Step 3: Choose the Participated option



- Details of the survey that you have taken part in will be shown here



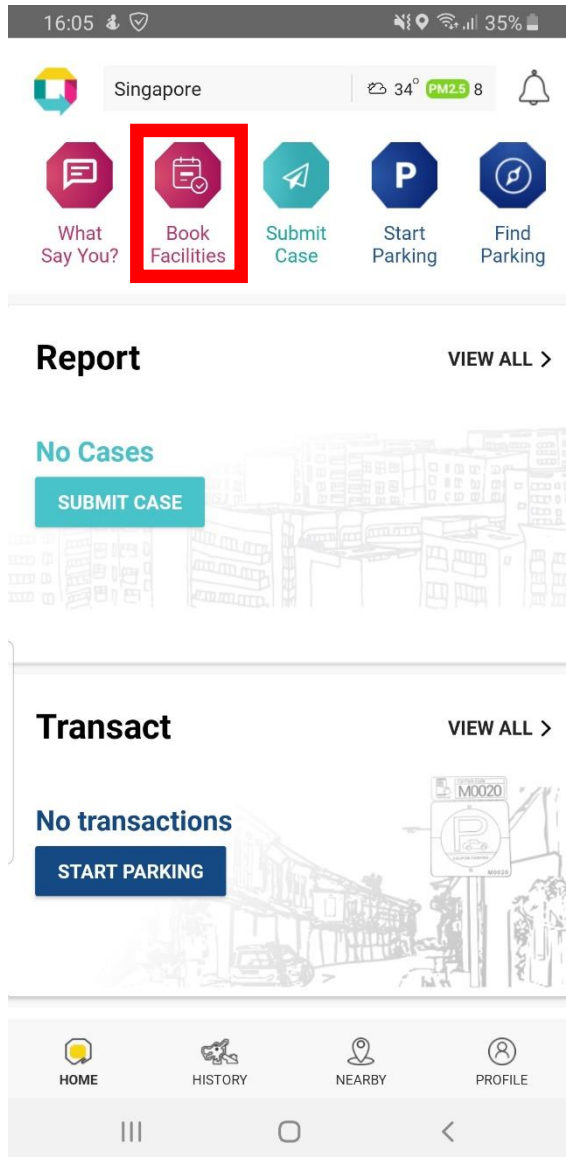


Part 3:

Book Facilities



Step 1: Select 'Book Facilities' module



- Select the second icon for the 'Book Facilities' module



Step 2: Fill in the type of facility

00:29 95%

× Book Facilities

What facility are you looking for?

Type of facility e.g. meeting room

Which location would you prefer to book facilities from?

Tap to choose locations >

When do you need the space?

From: To:

12/06 04:27 12/06 05:27

How many people are you expecting?

Tap to choose capacity v

What amenities do you need?

Air-conditioned Disability Access

Microphone Projector Sound System

Tables and Chairs Whiteboard Wi-fi

- Fill in the textbox with the type of facility you are looking for



Step 3: Choose the location

00:29 95%

× Book Facilities

What facility are you looking for?

Type of facility e.g. meeting room

Which location would you prefer to book facilities from?

Tap to choose locations

When do you need the space?

From: 12/06 04:27 To: 12/06 05:27

How many people are you expecting?

Tap to choose capacity

What amenities do you need?

Air-conditioned Disability Access
Microphone Projector Sound System
Tables and Chairs Whiteboard Wi-fi

- Tap on the textbox
- Choose the closest designation to your desired location
- Tap on Select

00:28 95%

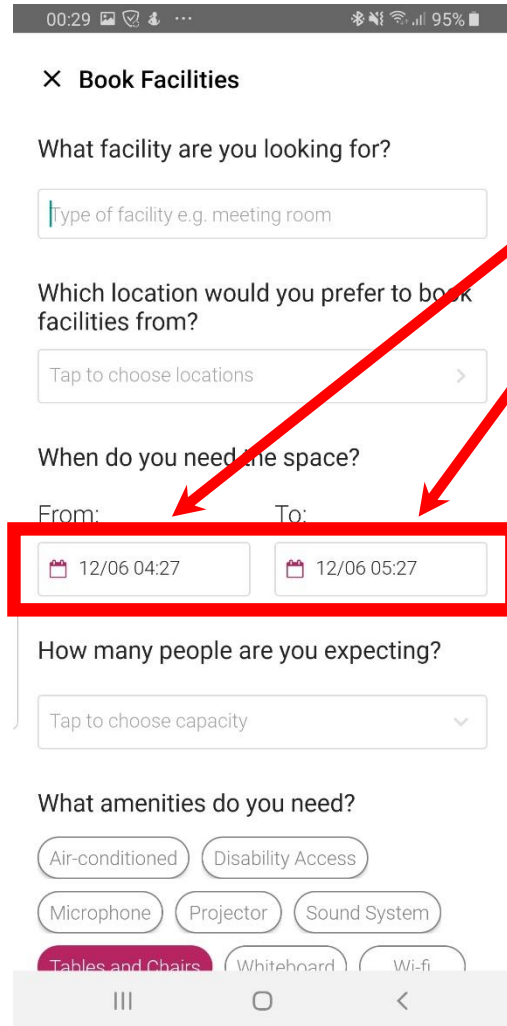
× Choose Location

Code	Description	
D01	Boat Quay / Raffles Place / Marina	<input type="checkbox"/>
D02	Chinatown / Tanjong Pagar	<input checked="" type="checkbox"/>
D03	Alexandra / Commonwealth	<input type="checkbox"/>
D04	Harbourfront / Telok Blangah	<input type="checkbox"/>
D05	Buona Vista / West Coast / Clementi New Town	<input type="checkbox"/>
D06	City Hall / Clarke Quay	<input type="checkbox"/>
D07	Beach Road / Bugis / Rochor	<input type="checkbox"/>
D08	Farrer Park / Serangoon Rd	<input type="checkbox"/>
D09	Orchard / River Valley	<input type="checkbox"/>
D10	Tanglin / Holland / Bukit Timah	<input type="checkbox"/>
D11	Newton / Novena	<input type="checkbox"/>
D12	Balestier / Toa Payoh	<input type="checkbox"/>

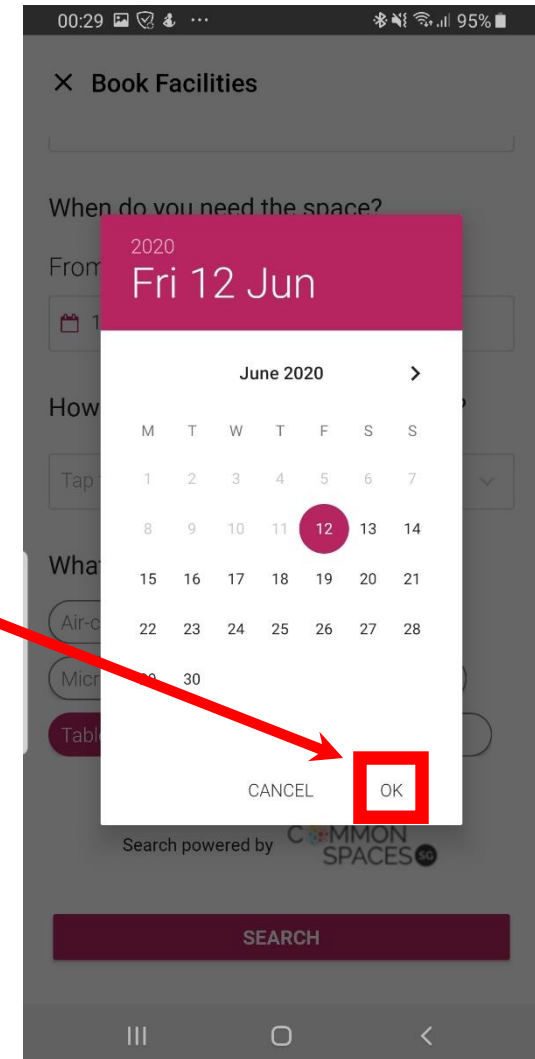
SELECT



Step 4: Select the date/time

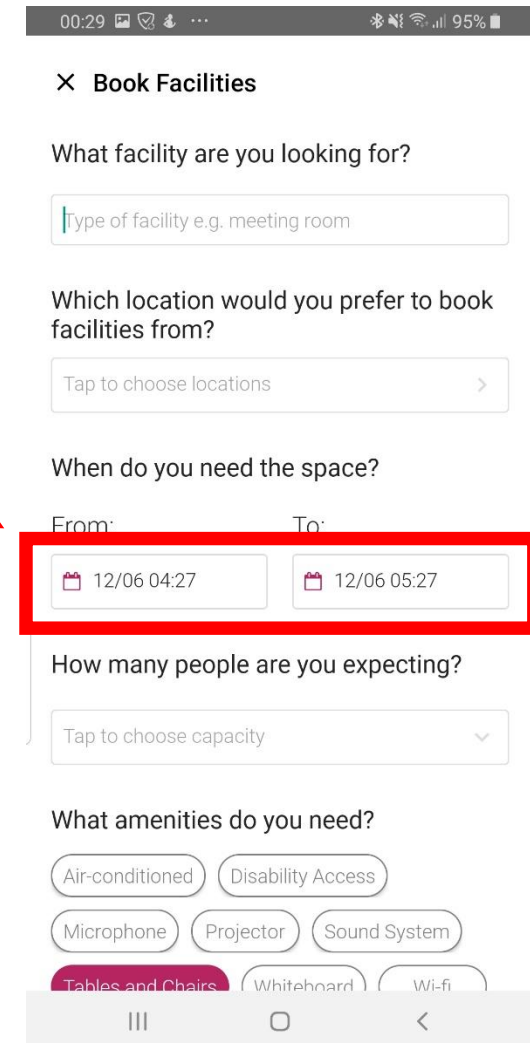
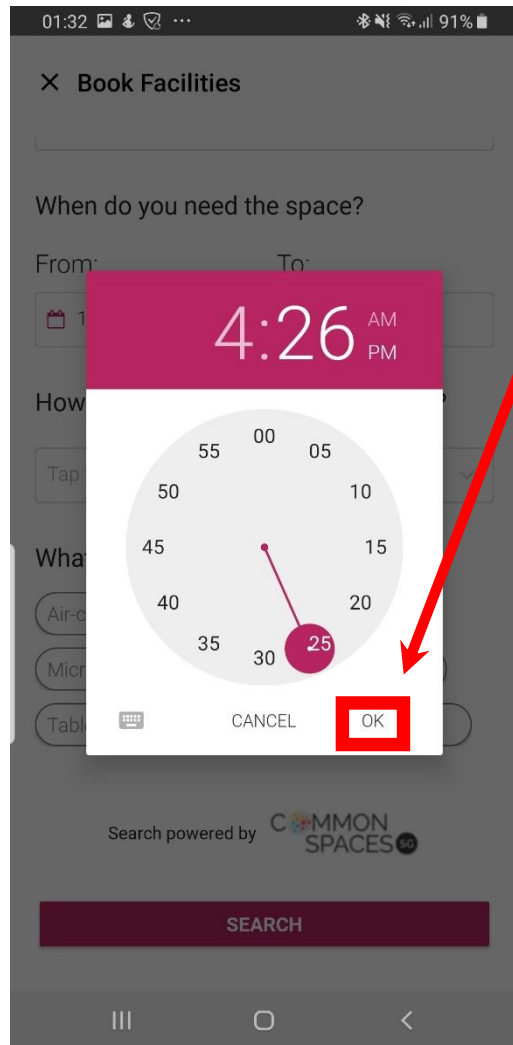


- Tap on the textboxes to select the date and time
- Click OK after you have selected the date
- Tap Select



Step 4: Choose the location

- Select the time and click OK
- Ensure you indicate the correct start to end time before you proceed



Step 5: Indicate the number of participants

00:29 95%

× Book Facilities

What facility are you looking for?

Type of facility e.g. meeting room

Which location would you prefer to book facilities from?

Tap to choose locations

When do you need the space?

From: 12/06 04:27 To: 12/06 05:27

How many people are you expecting?

Tap to choose capacity

What amenities do you need?

Air-conditioned Disability Access Microphone Projector Sound System Tables and Chairs Whiteboard Wi-fi

- Select the textbox to choose the number of participants
- Select the range of participants
- Click Done

00:29 95%

× Book Facilities

Select capacity

1 - 10 pax

11 - 30 pax

31 - 50 pax

51 - 100 pax

101 - 250 pax

251 - 500 pax

501 - 1000 pax

1000+ pax

Cancel Done

SEARCH



Step 6: Select the type of amenities required

00:30 94%

✕ Book Facilities

When do you need the space?

From: 12/06 04:27 To: 12/06 05:27

How many people are you expecting?

1 - 10 pax

What amenities do you need?

Air-conditioned Disability Access

Microphone Projector Sound System

Tables and Chairs Whiteboard Wi-fi

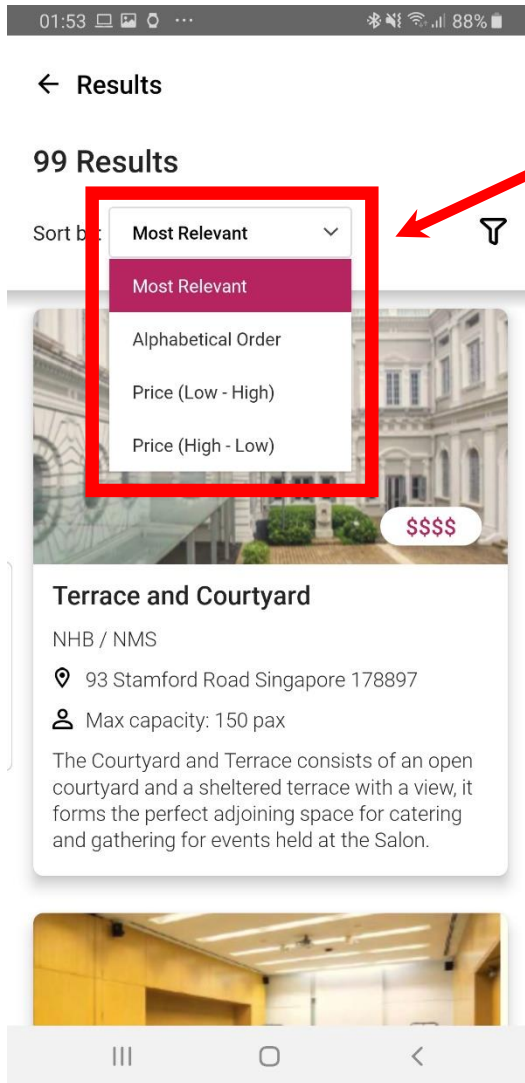
Search powered by COMMON SPACES

SEARCH

- Select the type of amenities you need and ensure the options are highlighted
- Click Search to find suitable available locations



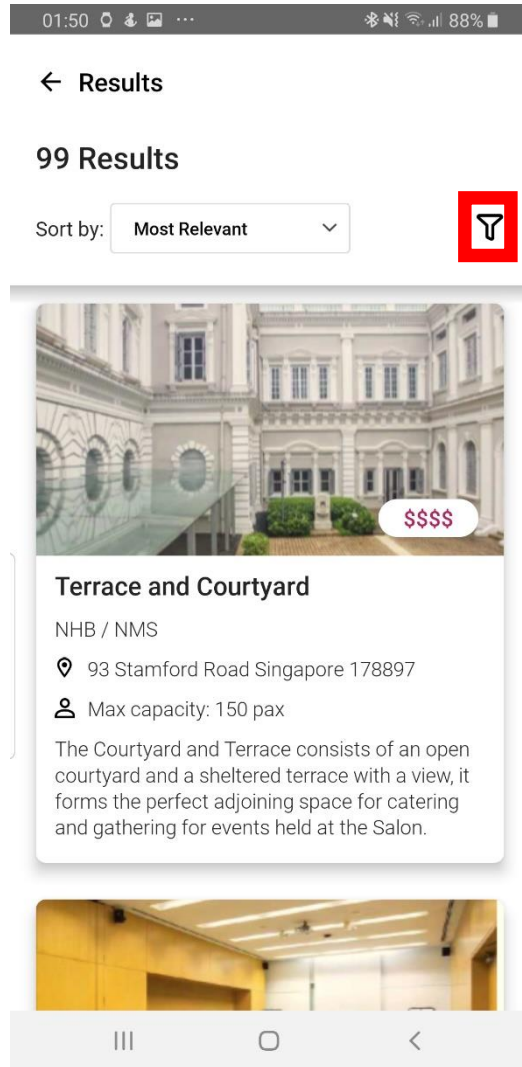
Step 7: Type of facilities available



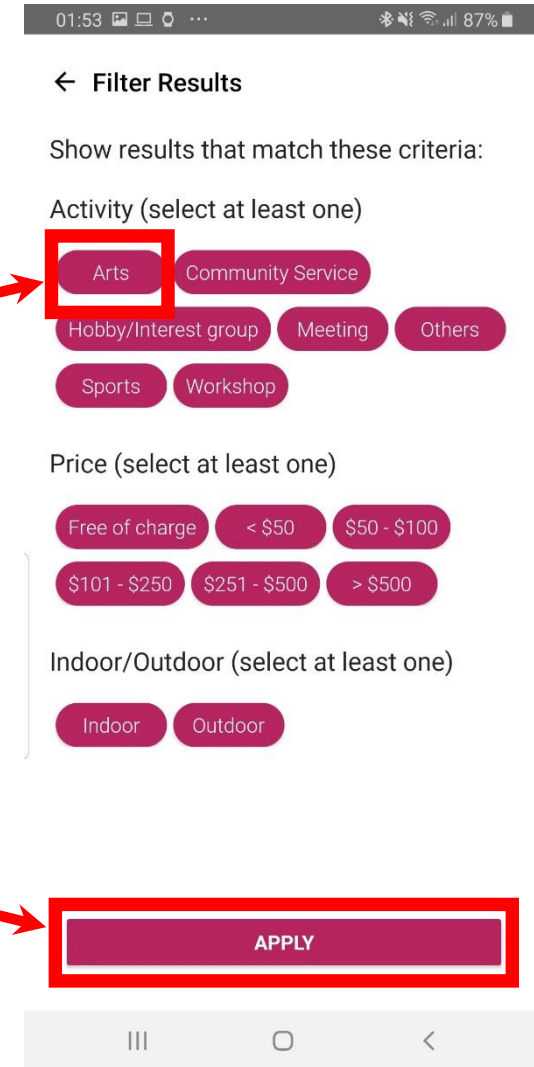
- Sort the results based on “Most Relevant”, “Alphabetical Order”, “Price (low to high)” or “Price (high to low)”



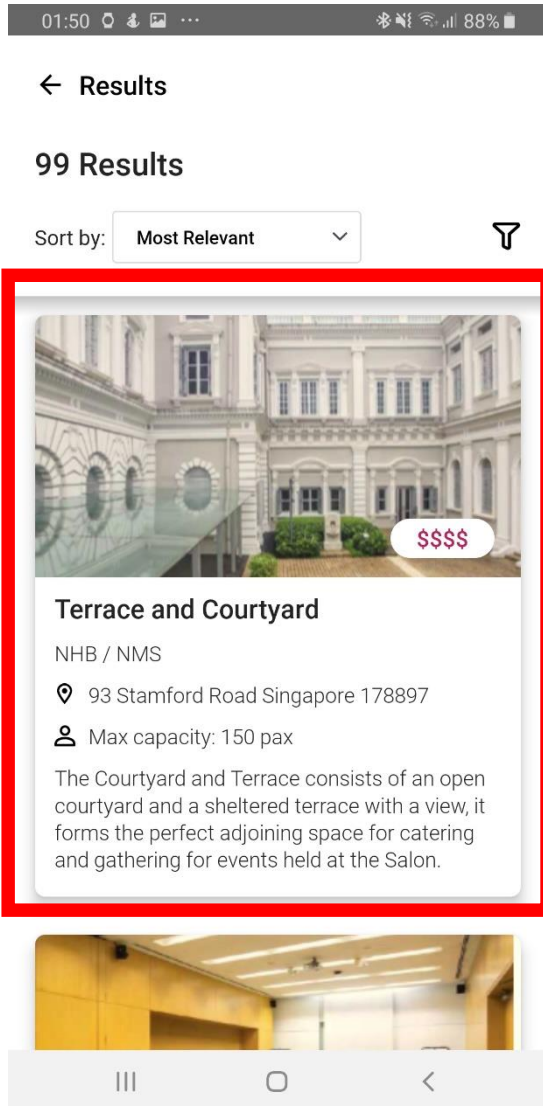
Step 7: Type of facilities available



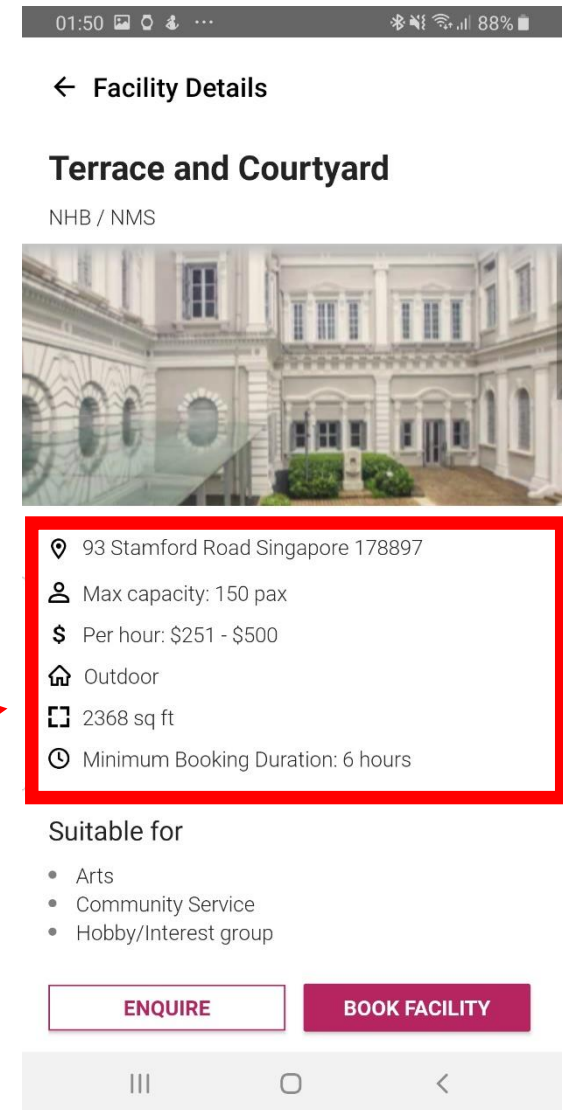
- Click this icon to filter the results
- Select the type of filters to include and ensure they are highlighted
- Click Apply to finalize search results



Step 8a: Description of facility



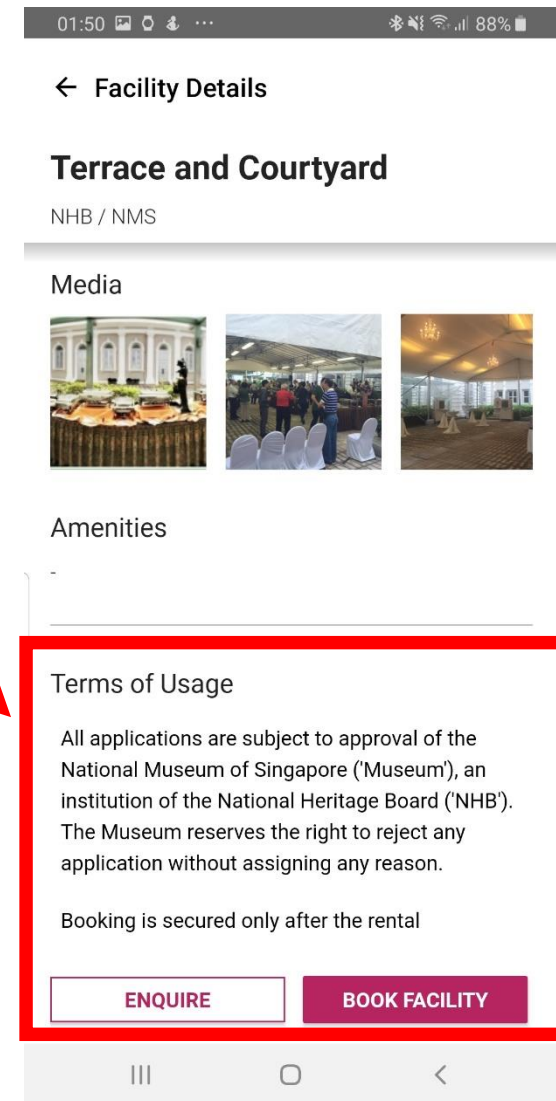
- To select, click the image of the facility
- A description of location, price, maximum capacity, whether it is Indoor/Outdoor and minimum booking duration will be shown



Step 8a: Description of facility



- A picture of the facility and terms of usage will be provided



Step 8b: Description of facility

01:51 [status icons] 88%

← Facility Details

Terrace and Courtyard

NHB / NMS

Cancellation Policy

Applicant may cancel its booking any time prior to the date of Event by notice in writing (including email) to the Museum. Cancellation fees will be charged as set out below and may be deducted from the Security Deposit after the rental agreement is signed.

Notice of cancellation received more than 30 days prior to date of Event Nil

Notice of cancellation received between at least 30 and 14 days prior to the date of the Event	50% of total amount payable for Event
Notice of cancellation received less than 14 days prior to date of Event	100% of total amount payable for Event
	100% of total

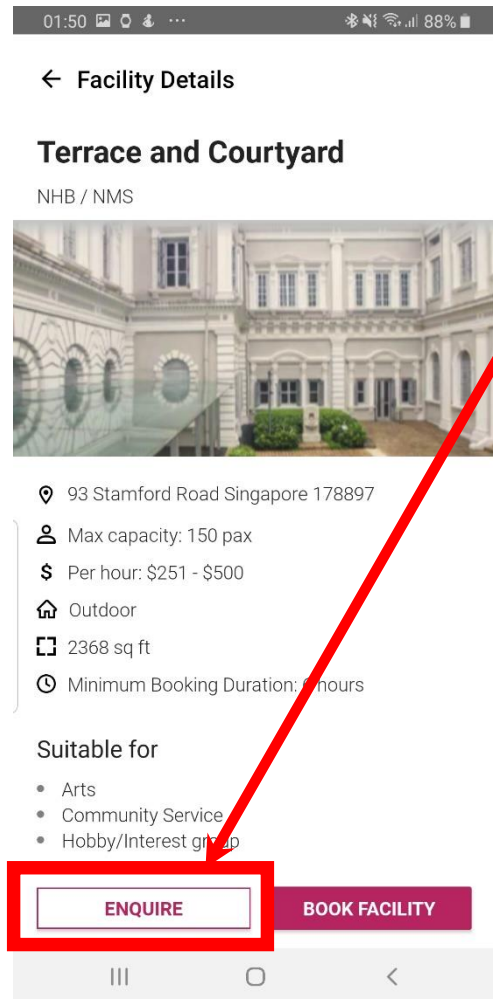
ENQUIRE BOOK FACILITY

||| ○ <

- Cancellation policy details will be provided



Step 8b: Enquiry about the facility



- Click Enquire if you have any questions about the facility
- Fill in your name, email, contact number and the enquiry you have before clicking Submit

02:11 87%

← Make An Enquiry

Terrace and Courtyard

NHB / NMS

MESSAGE DETAILS

Name

Email

Contact Number

Message

Write your questions regarding this space here.

SUBMIT

02:11 87%



Step 9a: Booking of facility

02:19 86%

← Book Facility

Terrace and Courtyard
NHB / NMS

CONTACT DETAILS

Name

Email

Contact Number

UEN(optional)

- Fill in contact details such as your name, email, contact number and UEN (Optional)
- Fill in the Activity Name and Details

02:19 86%

← Book Facility

BOOKING INFORMATION

Activity Name

Activity Details

Activity Type

Activity Timing
Enquire up to 5 time slots.

From: To: +

13/06 02:03 14/06 02:03 -

Required Capacity (max 1000)



Step 9b: Booking of facility

02:19 86%

← Book Facility

BOOKING INFORMATION

Activity Name
e.g. Community Art Event

Activity Details
Enter more details about your activity to help our space manager understand your needs better.

Activity Type
Tap to choose activity

Activity Timing
Enquire up to 5 time slots.

From: To: +

13/06 02:03 14/06 02:03 -

Required Capacity (max 1000)

- Select the activity type from the dropdown box
- Select the activity type (Do take note that only ONE type of activity can be selected)
- Click Done to proceed

02:29 85%

← Book Facility

e.g. Community Art Event

Activity Type

- Arts
- Community Service
- Hobby/Interest group
- Meeting
- Others
- Sports
- Workshop

Cancel Done

Required Capacity (max 1000)

Required Amenity



Step 9c: Booking of facility

- Tap on the textboxes to select the date and time
- Click Submit

02:19 86%

← Book Facility

Activity Timing
Enquire up to 5 time slots.

From: To: +

13/06 02:03 14/06 02:03 -

Required Capacity (max 1000)

Required Amenity

Air-conditioned Disability Access

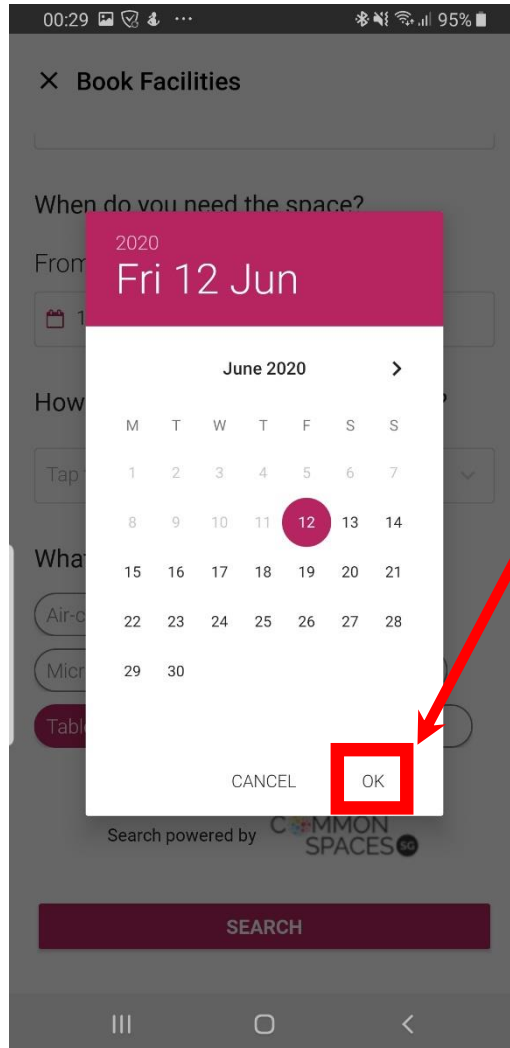
Microphone Projector Sound System

Tables and Chairs Whiteboard Wi-fi

SUBMIT



Step 9d: Booking of facility



- Click OK after you have selected the date
- Tap Select (you can enquire up to five time slots)



Step 9e: Booking of facility

- Tap the textboxes to select the date and time
- Click Submit

02:19 86%

← Book Facility

Activity Timing
Enquire up to 5 time slots.

From: To: +

13/06 02:03 14/06 02:03 -

Required Capacity (max 1000)

Required Amenity

Air-conditioned Disability Access

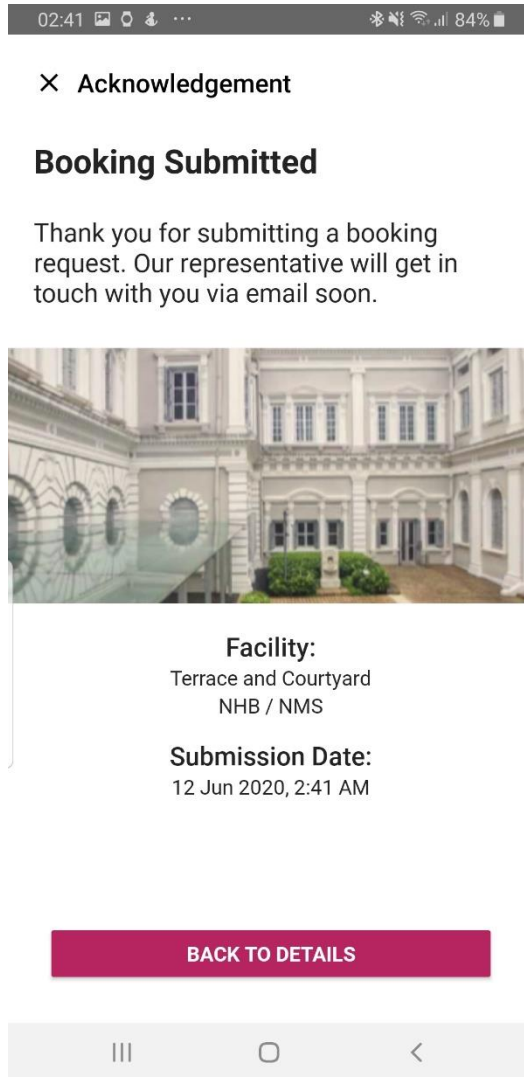
Microphone Projector Sound System

Tables and Chairs Whiteboard Wi-fi

SUBMIT



Step 10: Confirmation details



- An acknowledgement page will appear
- The facility provider will contact you via email to confirm



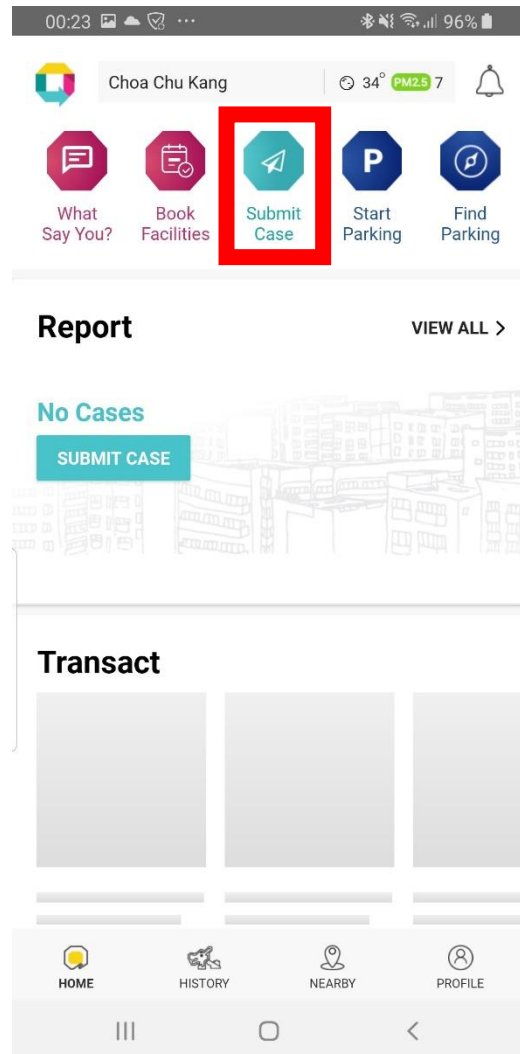


Part 4:

Reporting an issue



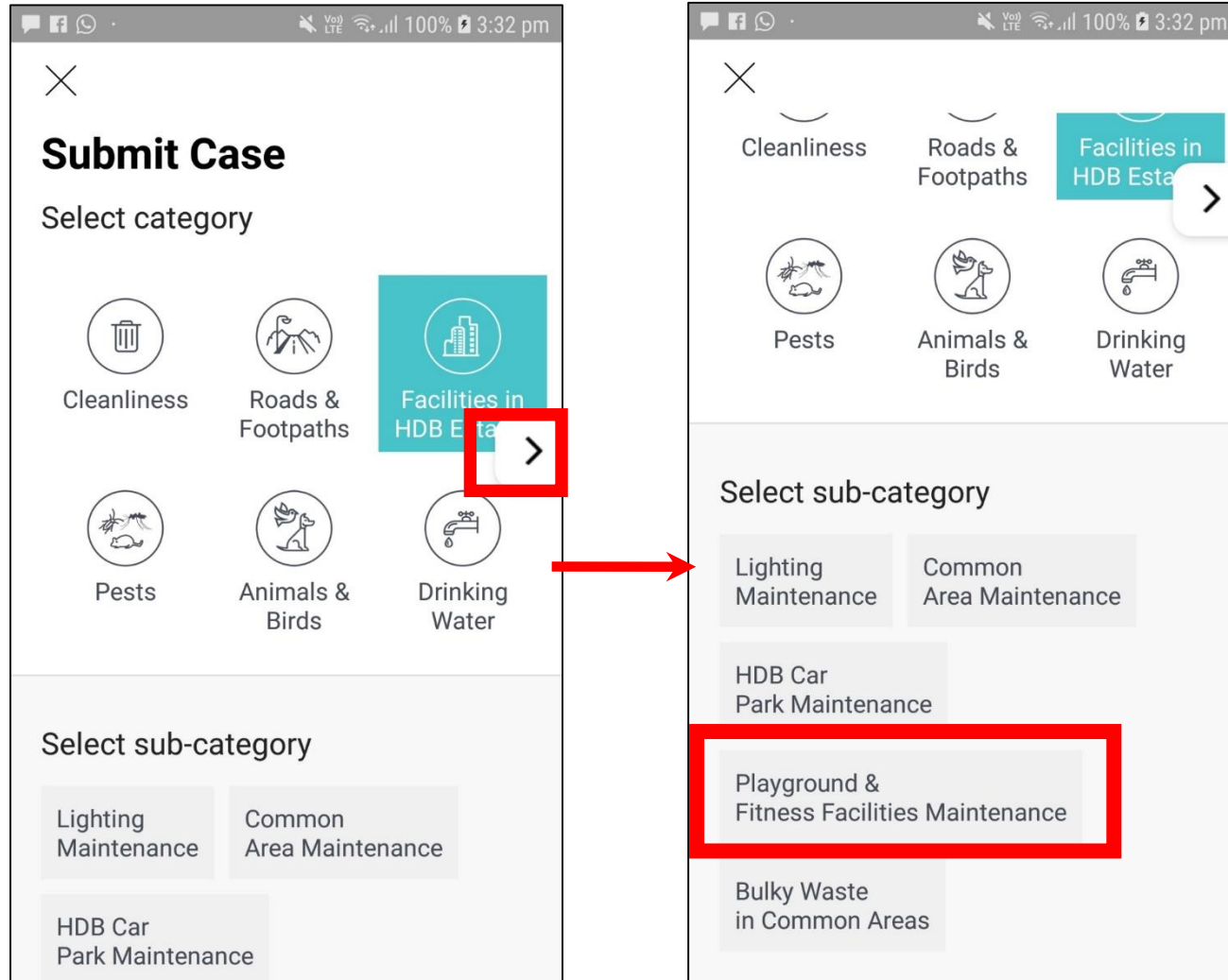
Step 1: Select 'Submit Case' module



- Select the third icon for the 'Submit Case' module



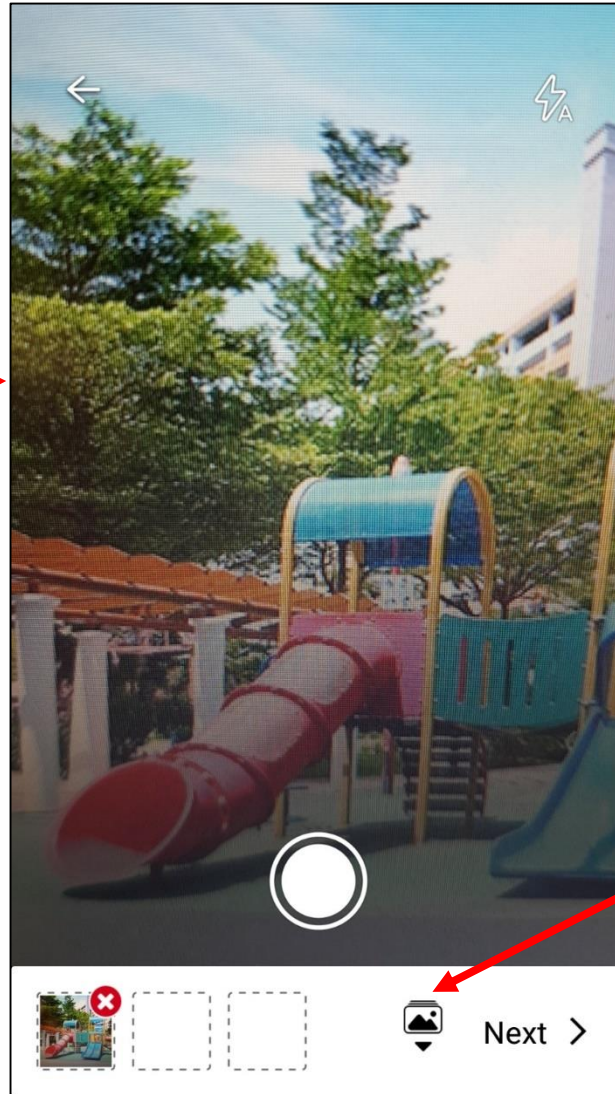
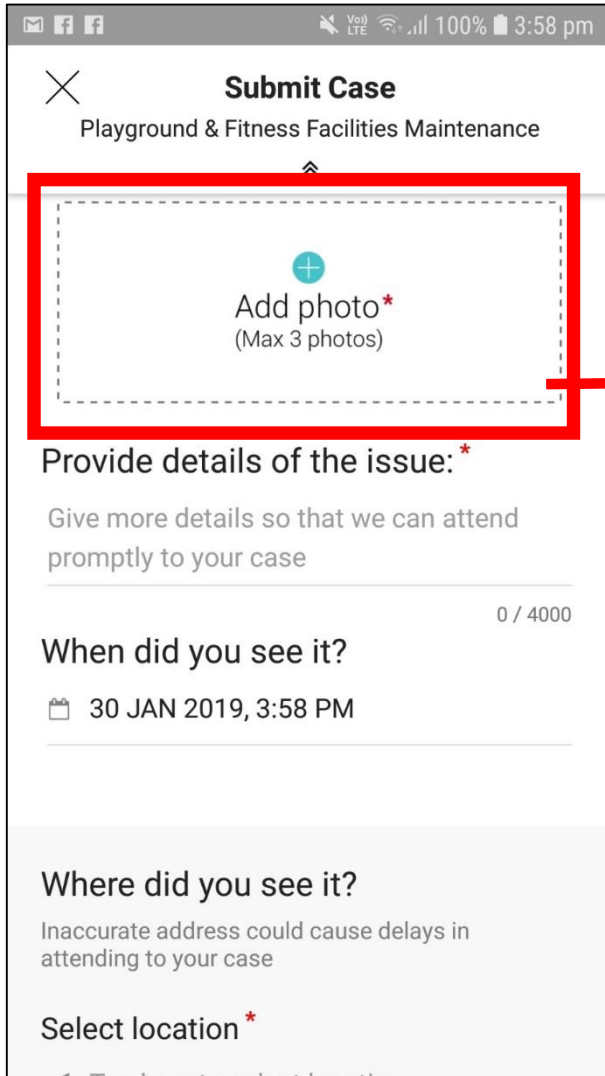
Step 2: Choose a category



- Choose the category that your issue falls under
- Click the arrow to view more categories
- Select an appropriate sub-category
- If the municipal issue is not listed under any of the categories, choose '**Others**'



Step 3A: Submit a case (Add photo)



- You can choose to **take a photo**

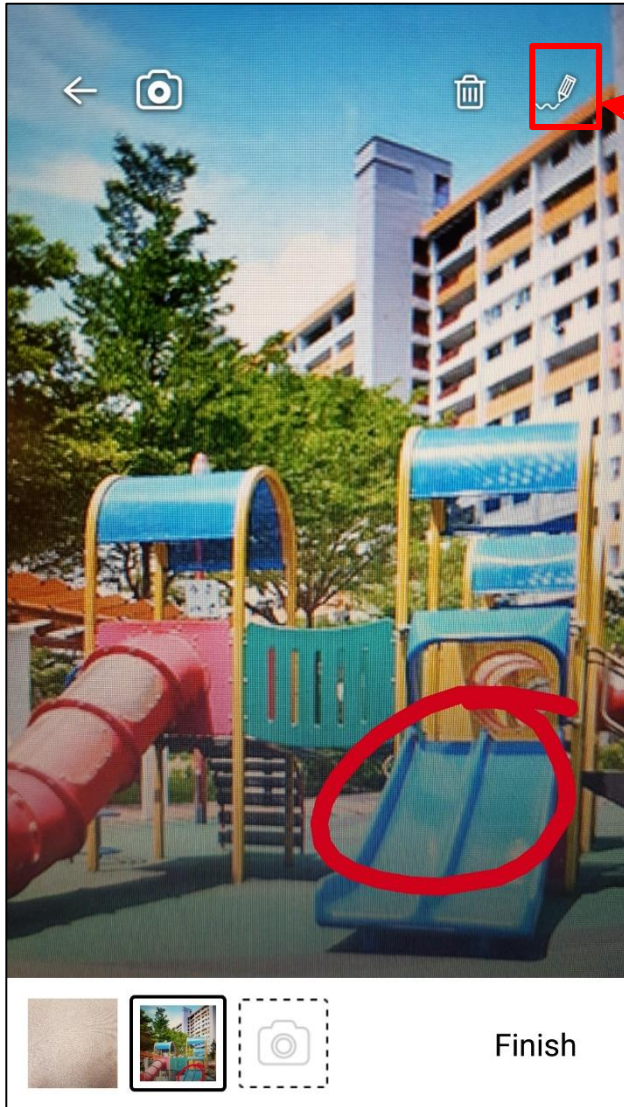
or

- If you have an existing photo, you can tap **“Photo Gallery”**

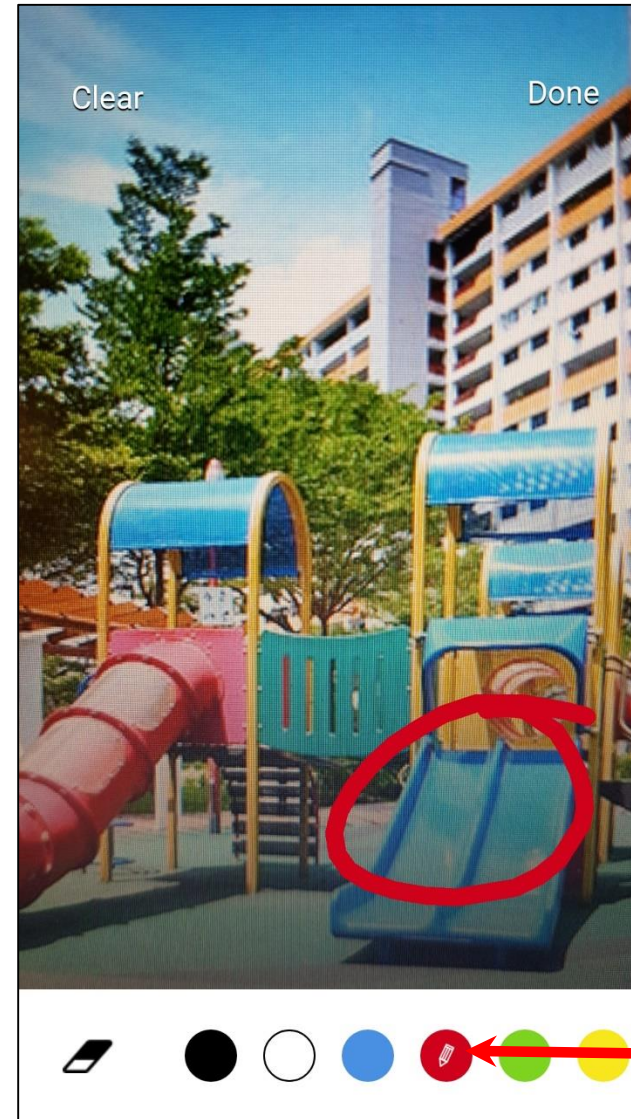
Photos are compulsory as they will help the agency understand the reported issue better.



Step 3A: Submit a case (Photo marking)



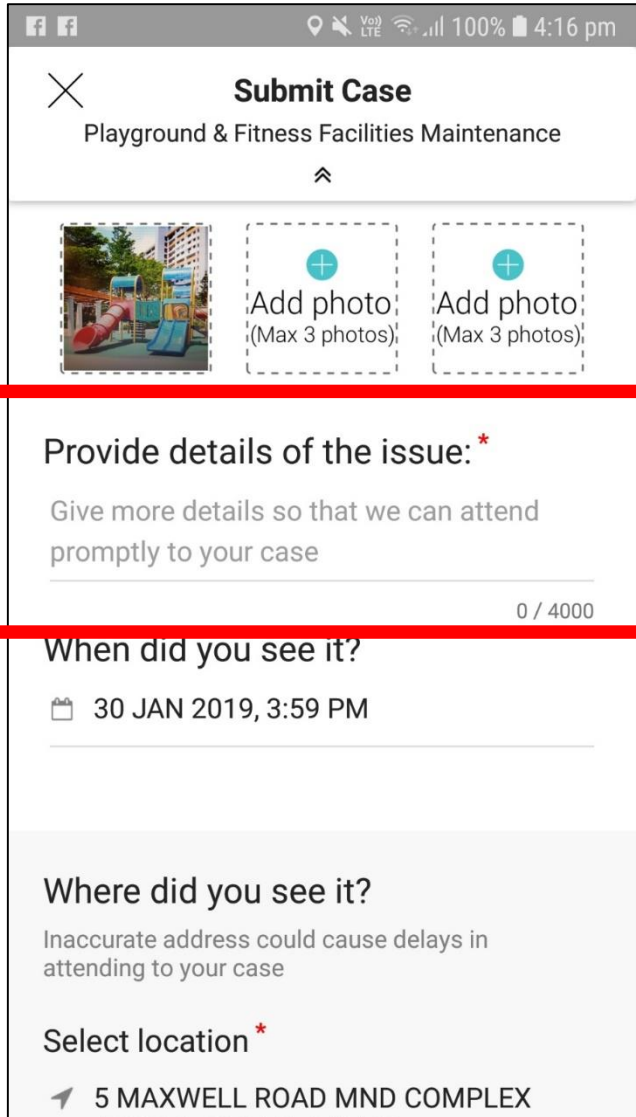
- Click on the drawing tool
- Use freehand to draw



- Choose the colour to draw with



Step 3B: Submit a case (More details)



Submit Case
Playground & Fitness Facilities Maintenance

Add photo (Max 3 photos) Add photo (Max 3 photos)

Provide details of the issue: *
Give more details so that we can attend promptly to your case
0 / 4000

When did you see it?
30 JAN 2019, 3:59 PM

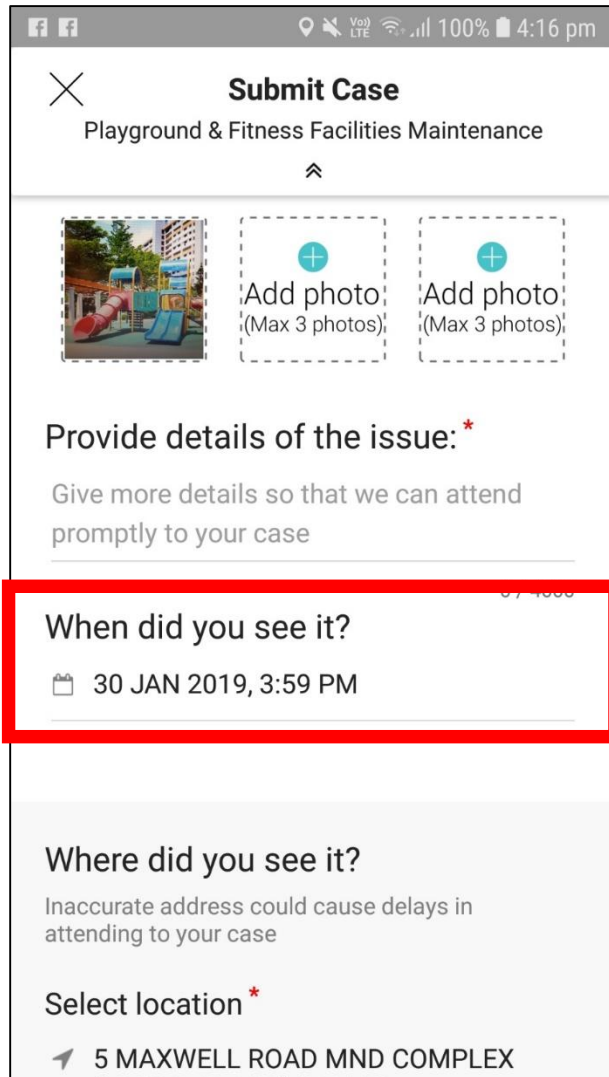
Where did you see it?
Inaccurate address could cause delays in attending to your case

Select location *
5 MAXWELL ROAD MND COMPLEX

- Give more details so that the agency's officer has greater clarity



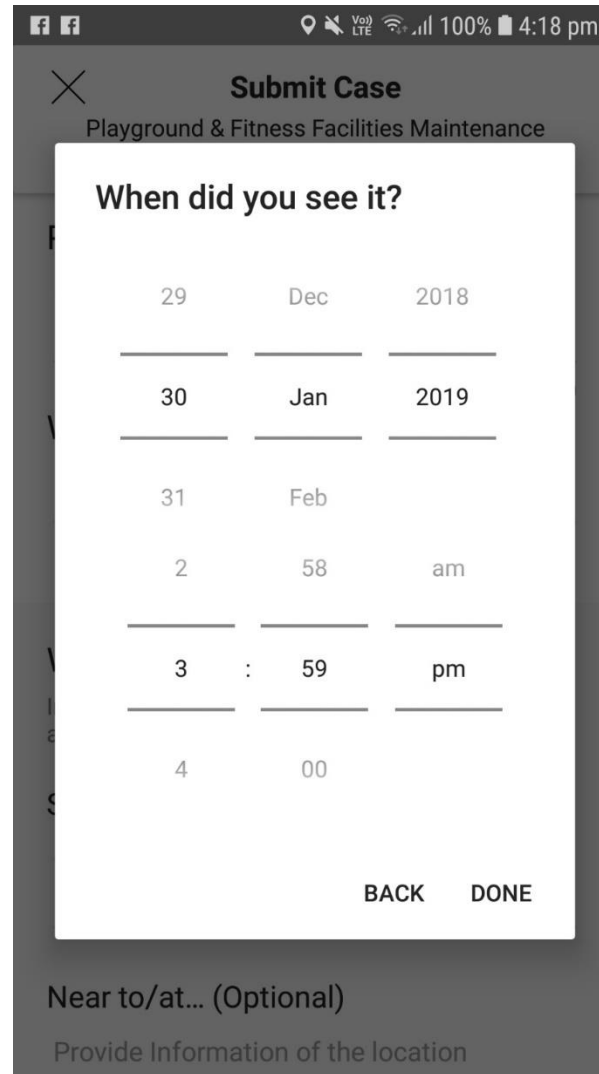
Step 3C: Submit a case (Add date and time)



Submit Case
Playground & Fitness Facilities Maintenance

Provide details of the issue: *

When did you see it?
30 JAN 2019, 3:59 PM



Submit Case
Playground & Fitness Facilities Maintenance

When did you see it?

29 Dec 2018

30 Jan 2019

31 Feb

2 58 am

3 : 59 pm

4 00

BACK DONE

Near to/at... (Optional)
Provide Information of the location

- Current date and time will automatically appear
- Click to edit the date and time that you encountered the issue



Step 3D: Submit a case (Add address)

Submit Case
Playground & Fitness Facilities Maintenance

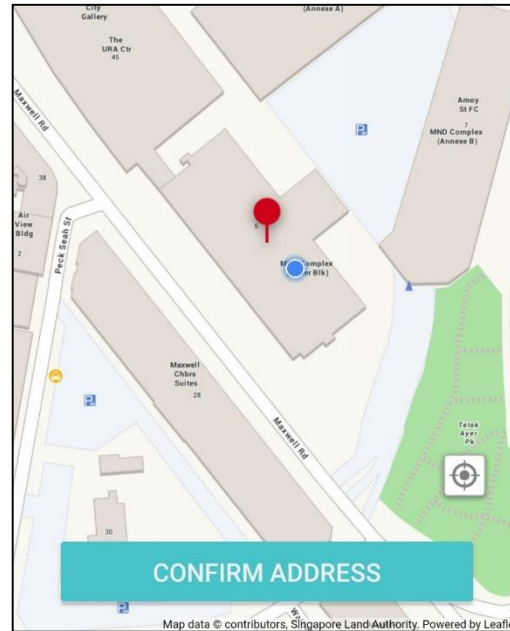
Where did you see it?
Inaccurate address could cause delays in attending to your case

Select location*

5 MAXWELL ROAD MND COMPLEX (TOWER BLOCK) 069110

Near to/at... (Optional)
Provide Information of the location

0 / 160



Option 1: Pin from map

- A drop-pin will be shown on the map based on your current location
- You can move the map around to indicate your location

← anch

THE ANCHORAGE SINGAPORE

351 ANCHORVALE ROAD ANCHORVALE FIELDS SINGAPORE 540351

332 ANCHORVALE LINK ANCHORVALE ISLES SINGAPORE 540332

338 ANCHORVALE CRESCENT ANCHORVALE PARKVIEW SINGAPORE 540338

Option 2: Search via address

- Type the address into the search bar, using block number and street name



Step 3E: Submit a case (Case confirmation)

Where did you see it?
Inaccurate address could cause delays in attending to your case

Select location *

📍 Tap here to select location

Near to/at... (Optional)
Provide Information of the location

Void Deck Car Park Staircase Drain 0 / 160

Bus Stop Construction Sites

SUBMIT CASE

- Click Submit Case to receive a case confirmation



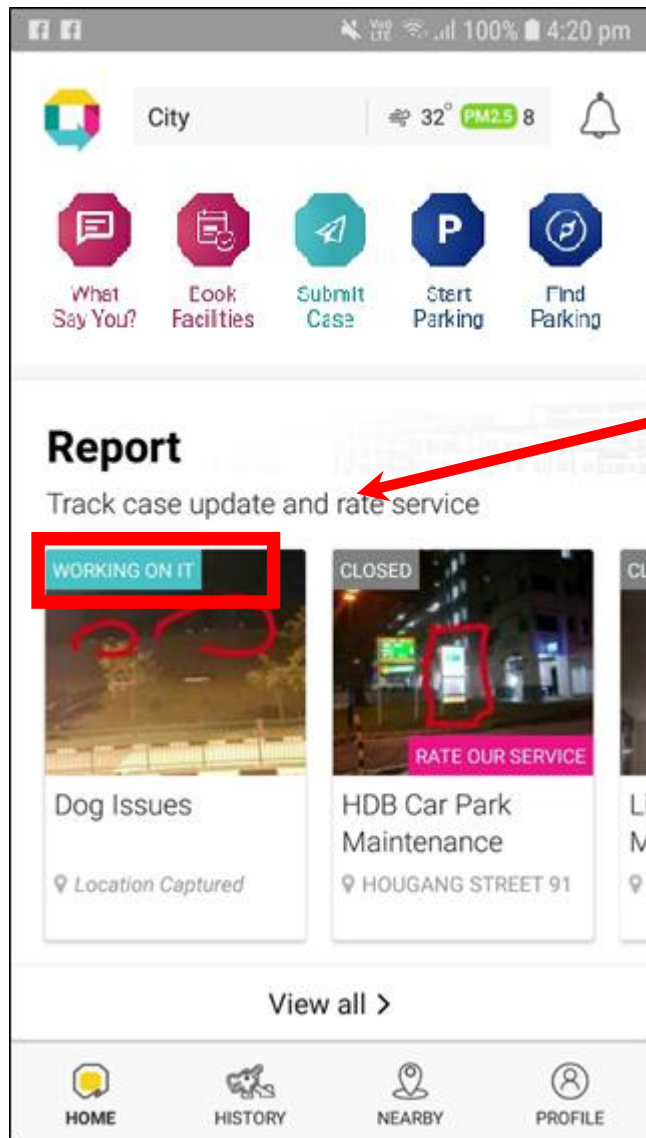


Part 5:

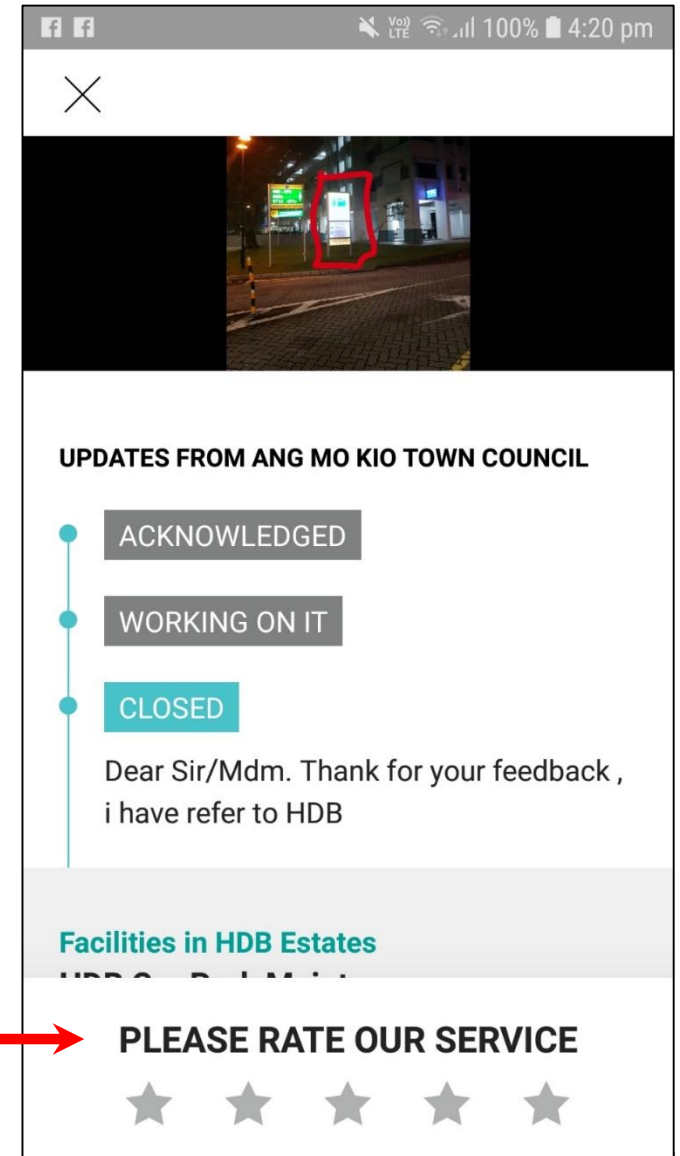
Tracking of cases



Step 1: Case updates and rating of service



- Cases you submitted can be viewed on your homepage
- Case updates are given on the top left hand of the pictures
- Click on each case to view more information
- Rate the service after the case has been closed

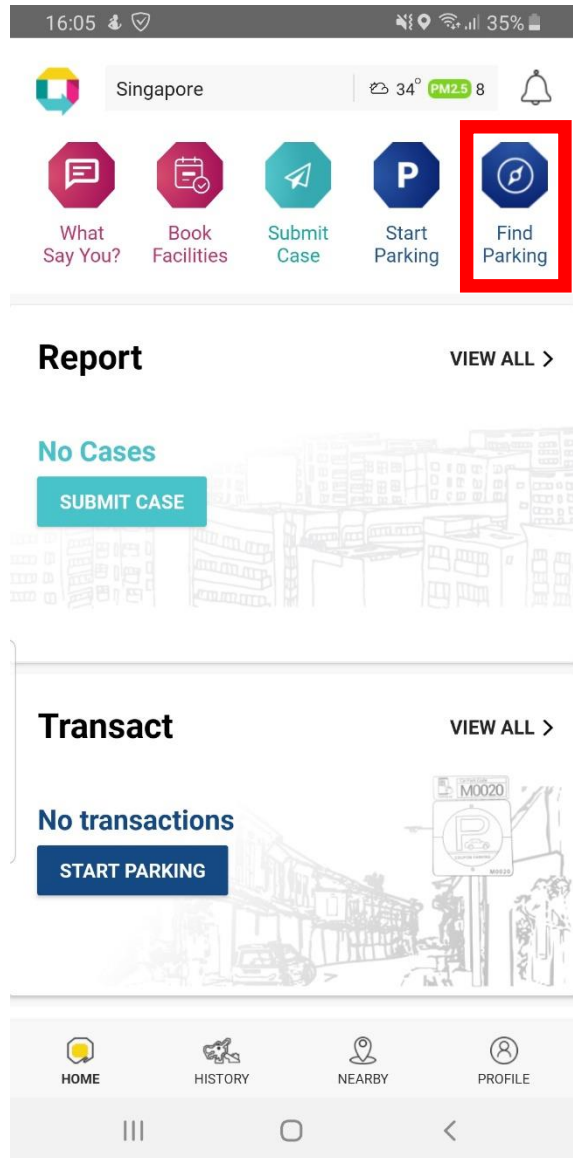


Part 6:

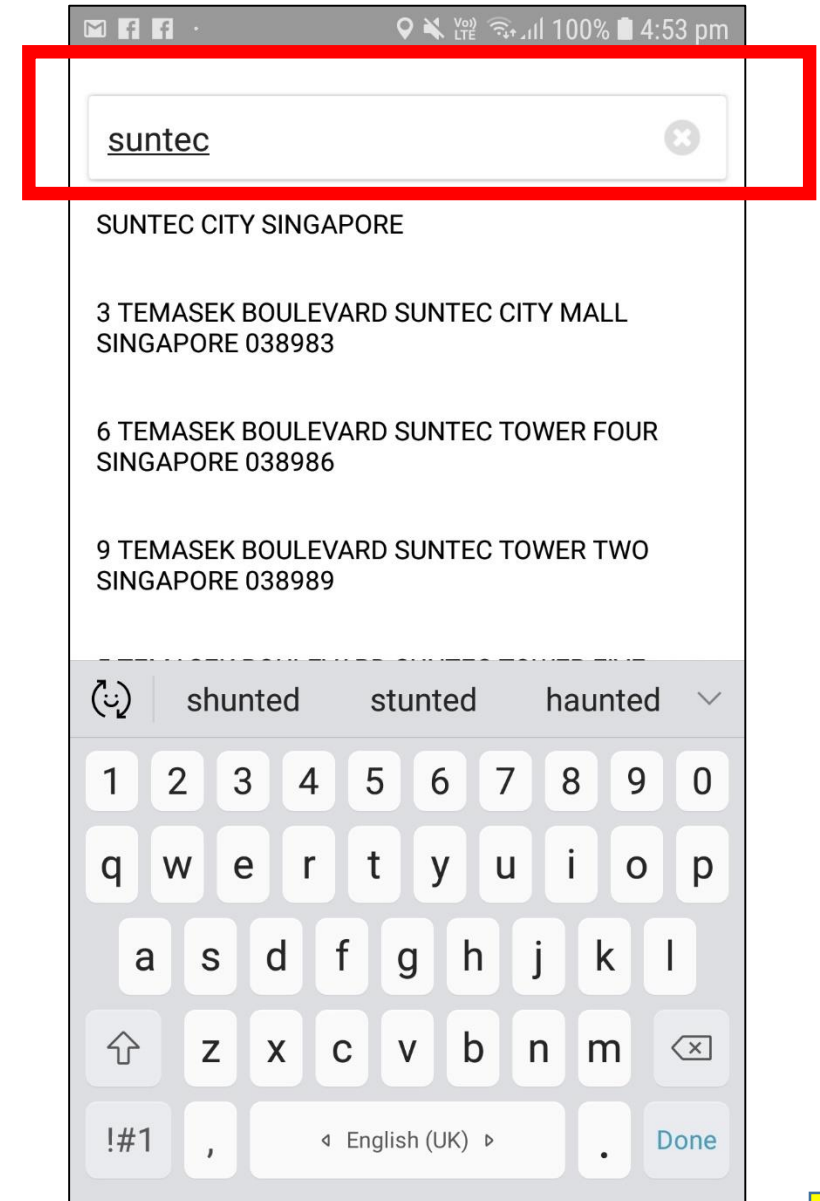
Find Parking



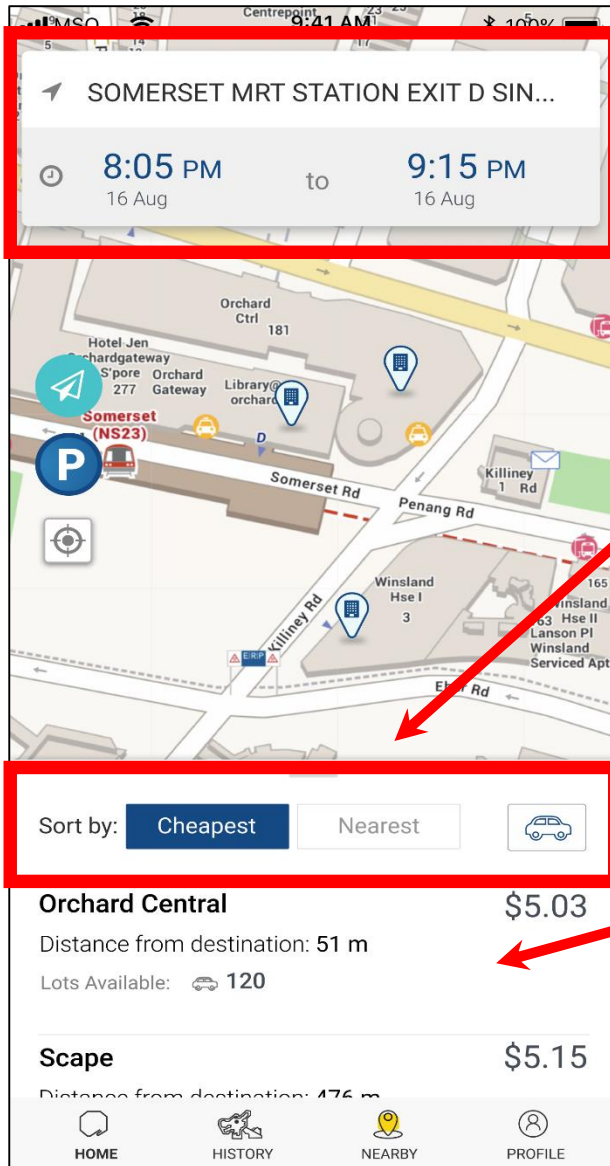
Step 1: Find car park



- Look for car parks by clicking the 'Find Parking' icon
- You will see the car parks around you based on your current location
- You can search for car parks by entering your destination into the search bar



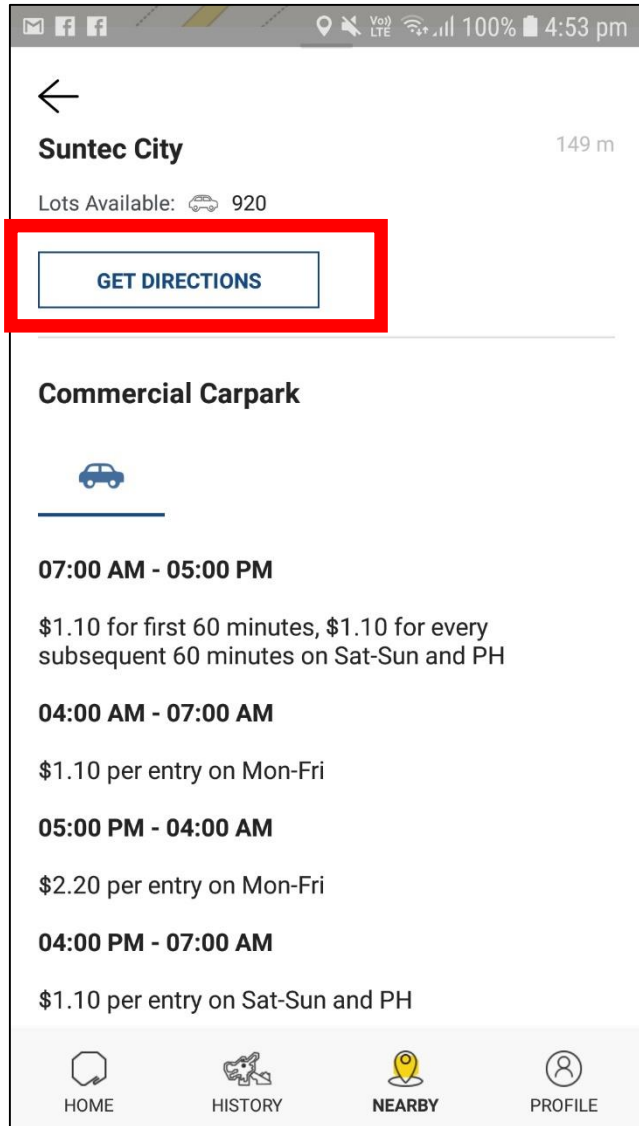
Step 2: View information on car park



- Key in the time and date for the duration you intend to park for, and the parking charges will be calculated
- Sort the car parks via 'Cheapest' in pricing or 'Nearest' to you
- Availability of lots will be shown for HDB/URA EPS car parks and some commercial car parks
- You can see other information such as the parking rates, operating hours, and height limits



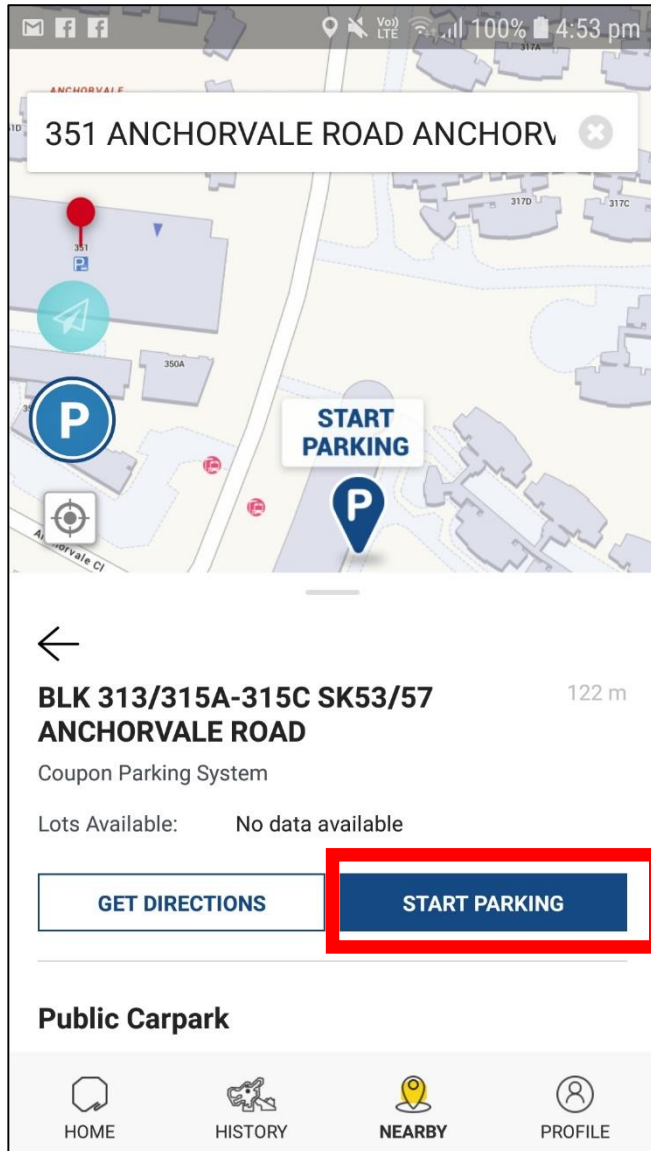
Step 2: View information on car park



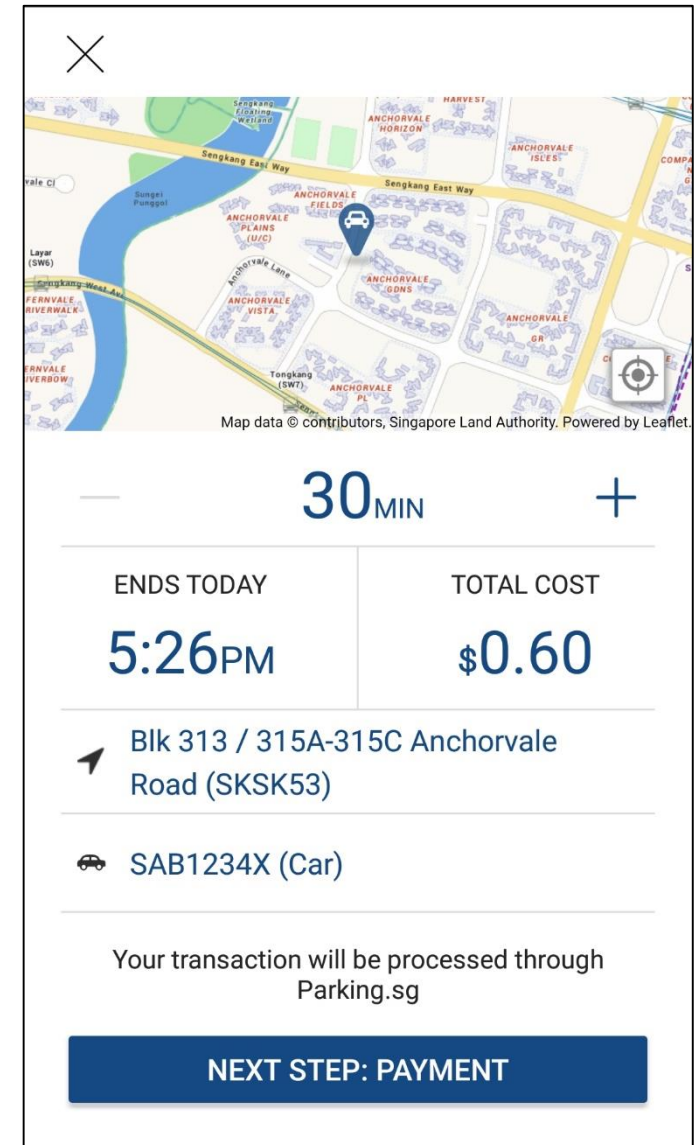
- Select 'Get Directions' for directions to the car park's entrance



Step 3: Pay for parking via coupons



- For car parks that require payment via coupons, you can pay electronically via the 'Start Parking' feature
- Select the car park, enter your vehicle number and credit card details
- Transactions are processed through parking.sg





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