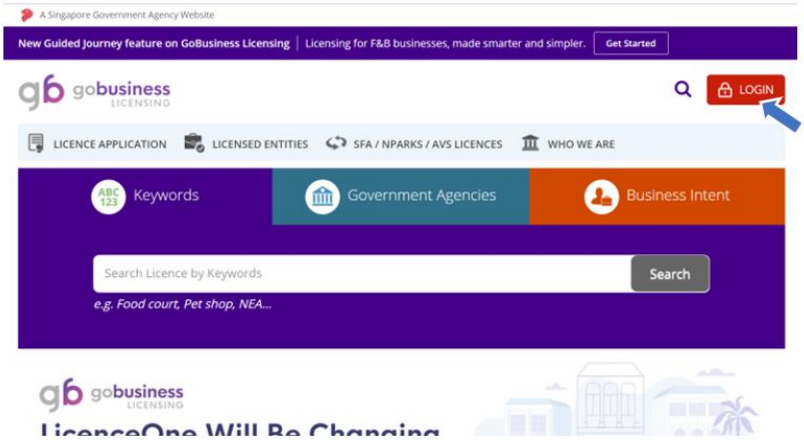
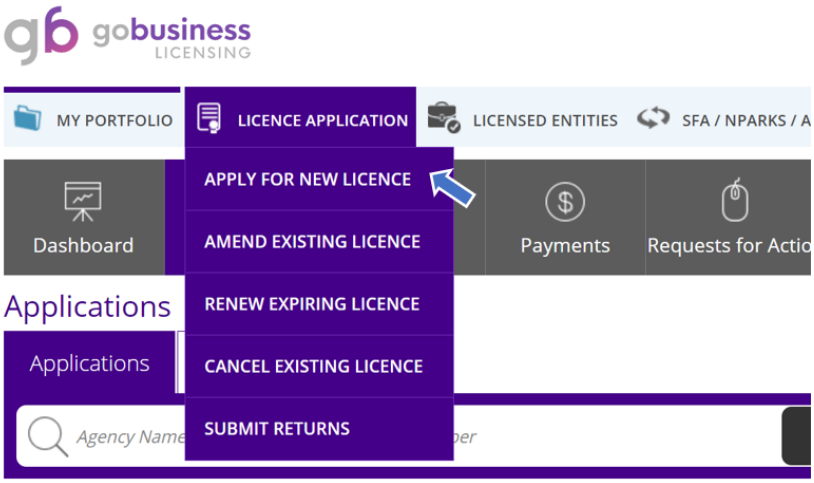
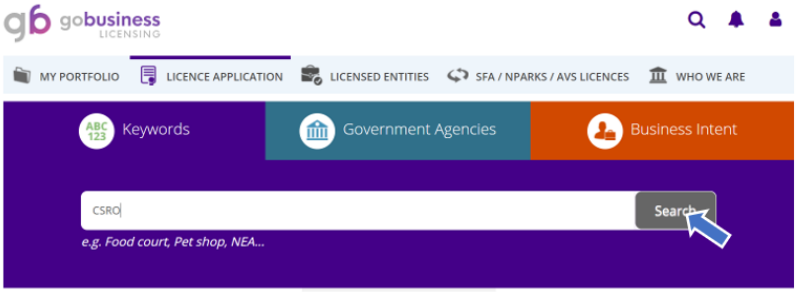
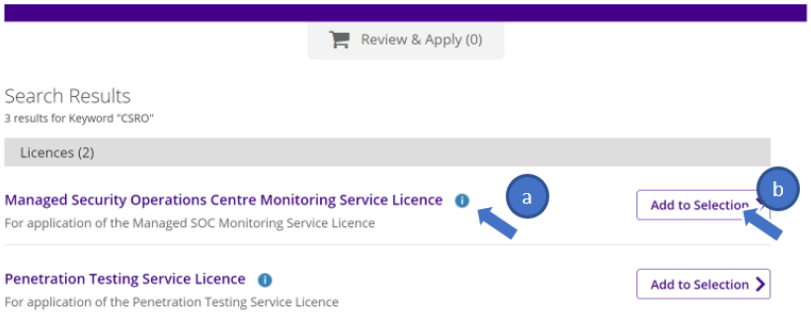
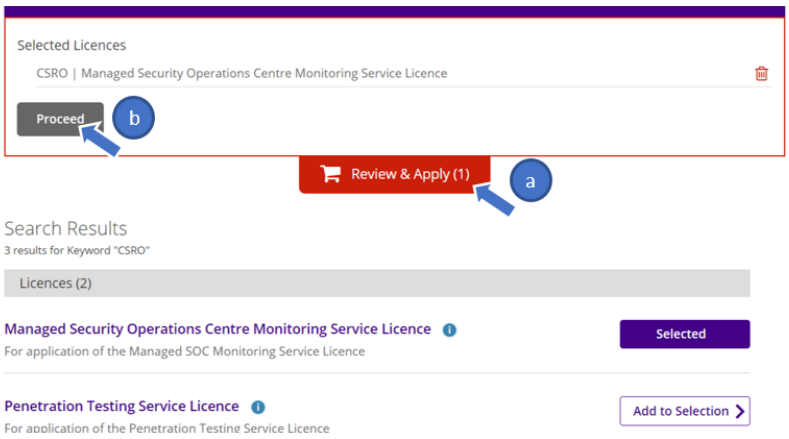
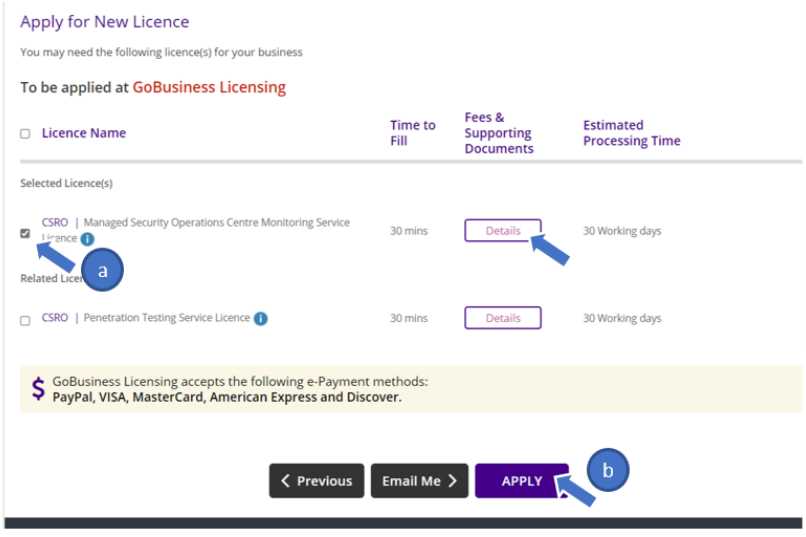
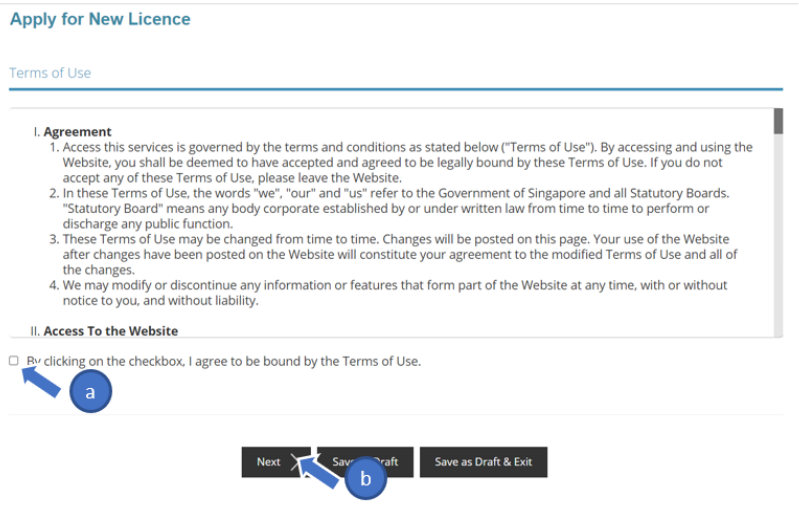
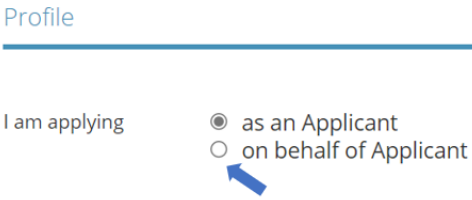
CYBERSECURITY SERVICES REGULATION OFFICE

Step-by-Step Guide to **New Licence Application**

S/N	Step	Screenshot
1	Login to *GoBusiness Licensing* using either CorpPass or SingPass.	
2	Under the "Licence Application" tab, click on "APPLY FOR NEW LICENCE".	
3	In the search box, key in "CSRO" and click on "Search".	

4	The search results will reflect the available licences under CSRO. a. Click on the ⓘ icon beside each licence for more information on the selected licence; and b. Click on "Add to Selection" for the intended licence.	
5	Once licence is selected, a. click on "Review & Apply" to show the list of selected licence; and b. click on "Proceed" to apply.	
6	a. Check that the correct licence is selected; and b. Click on "APPLY" to proceed with the application. The fees and supporting documents required for the licence application can be found under "Details"	

7	Read through the "Terms of Use" a. click on the checkbox; and b. click on "Next" to proceed.	
8	Select accordingly if you are a. the applicant; or b. applying on behalf of the applicant.	
	Basic information (of the a. applicant or b. filer) will be auto populated from the CorpPass or SingPass account used to login. Key in the rest of the information where appropriate.	

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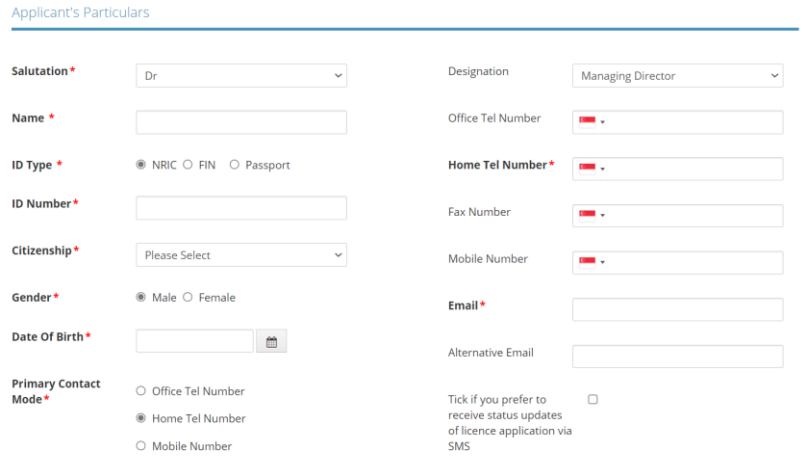
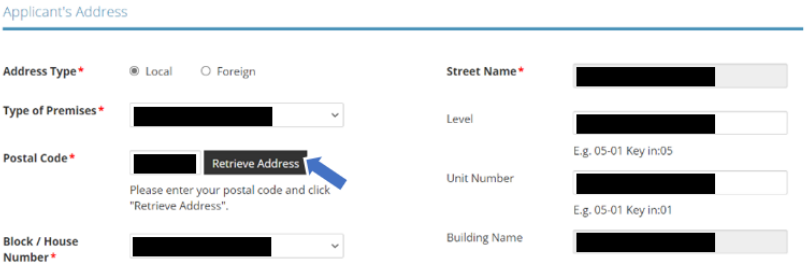
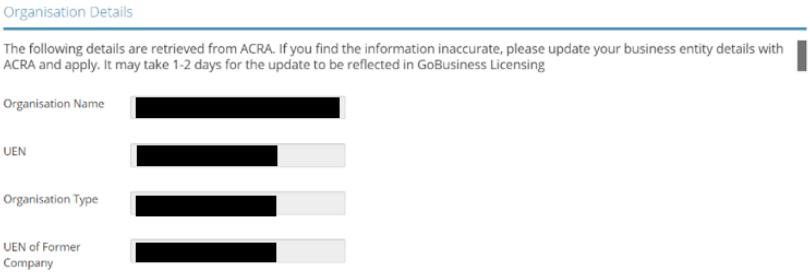
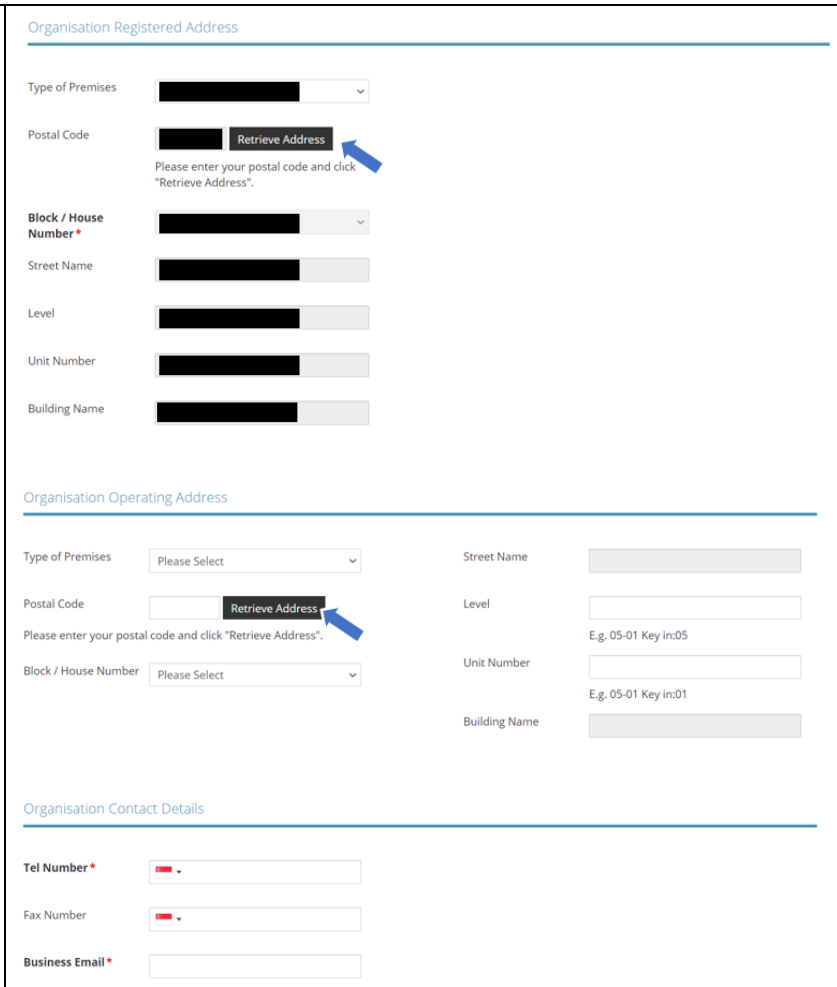
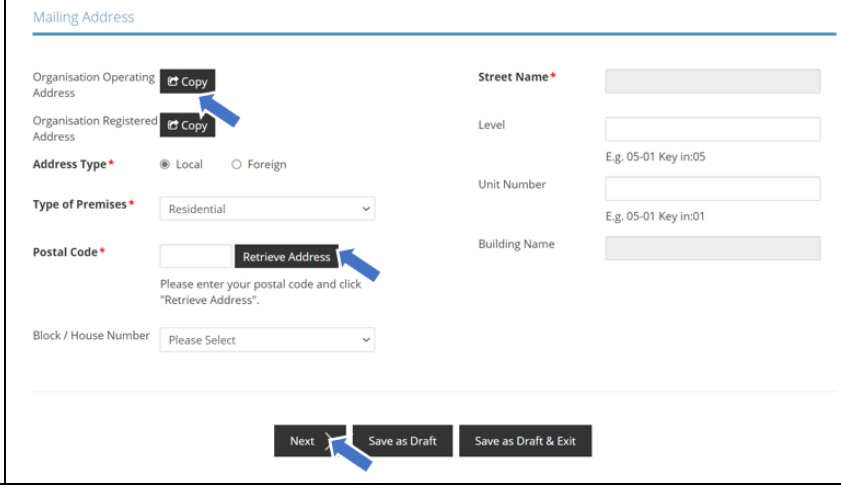
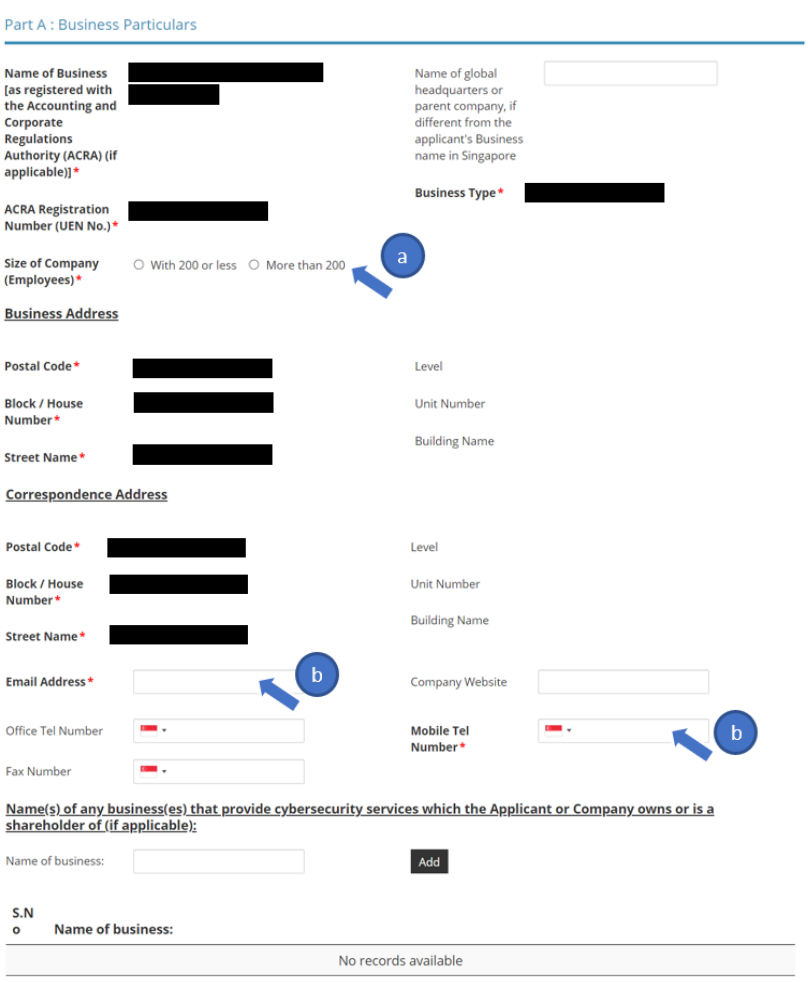
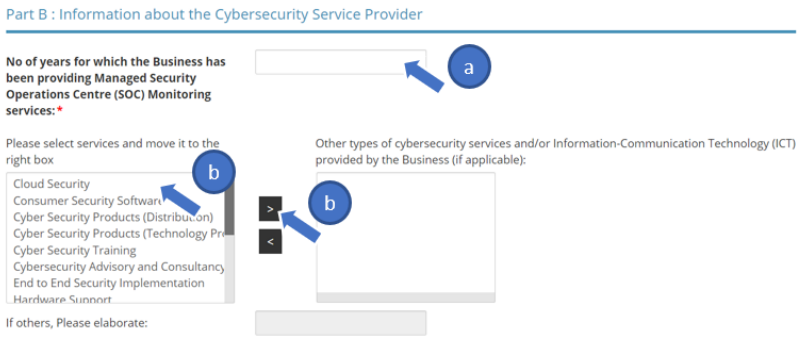
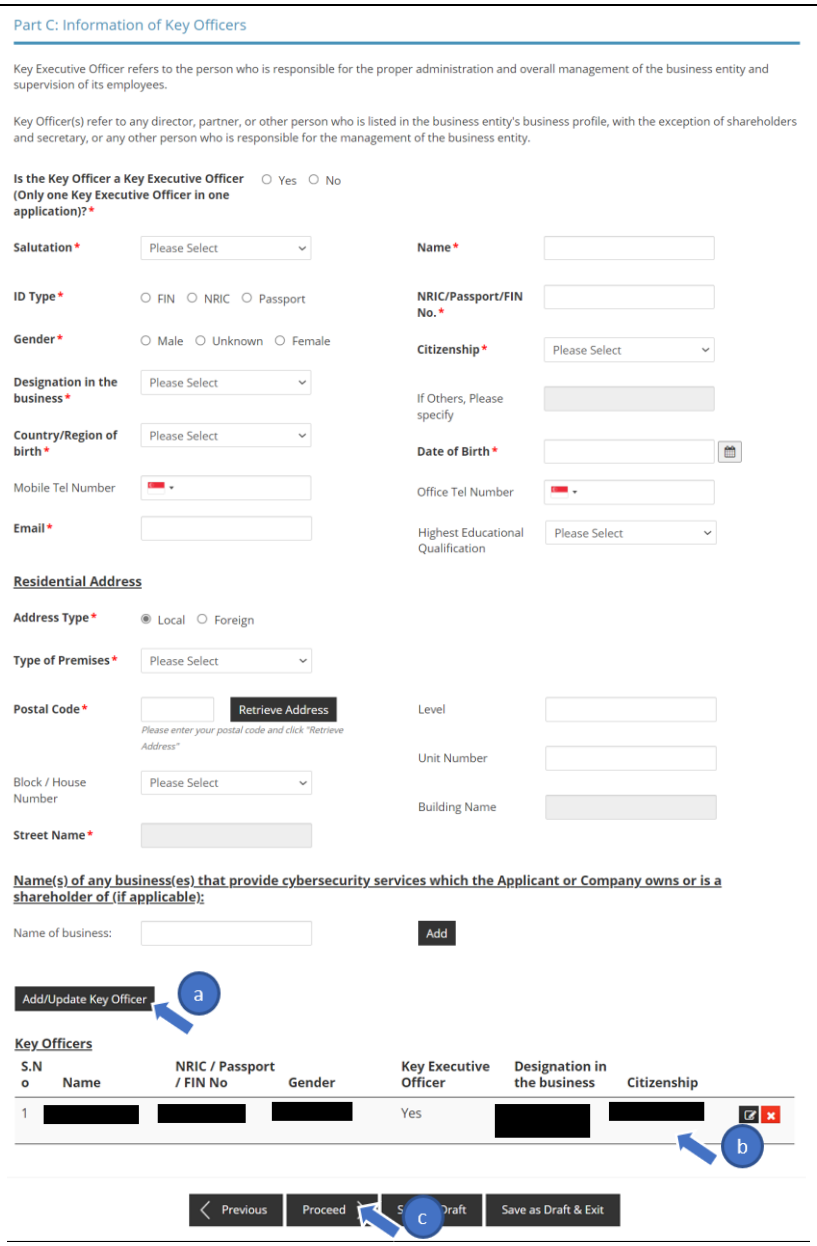
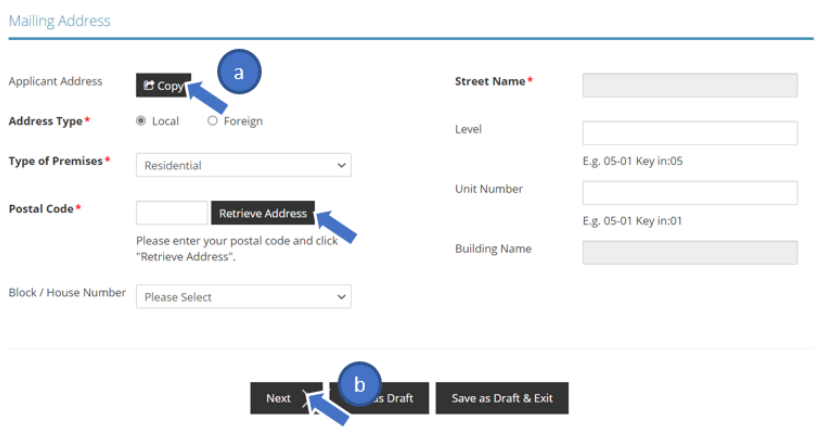
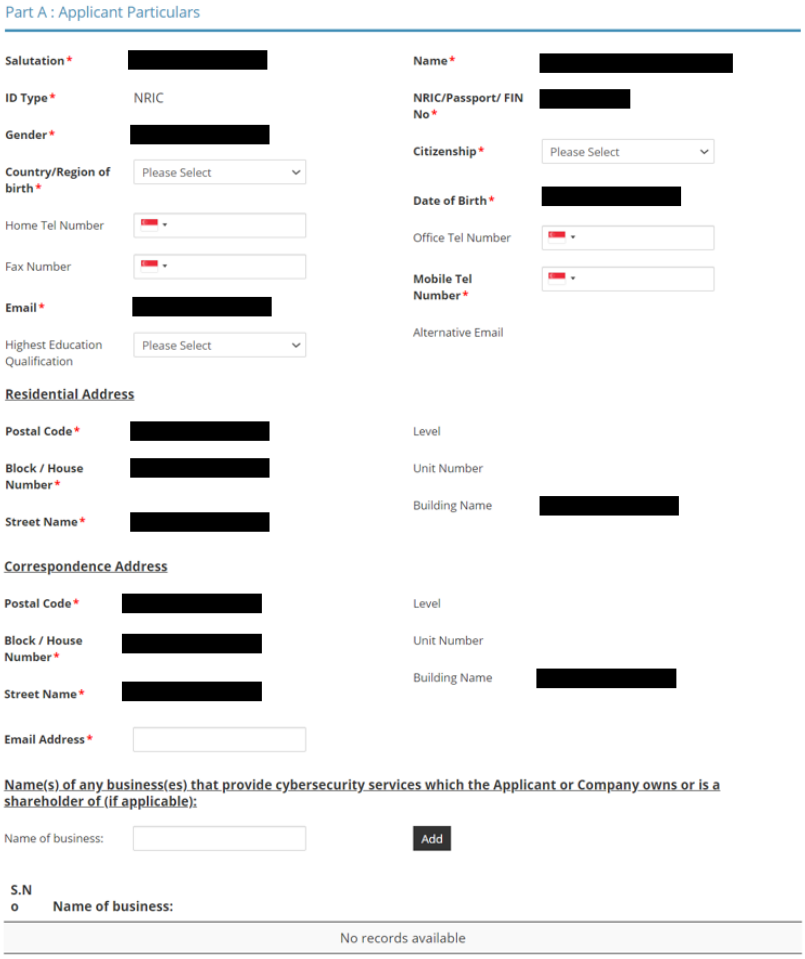
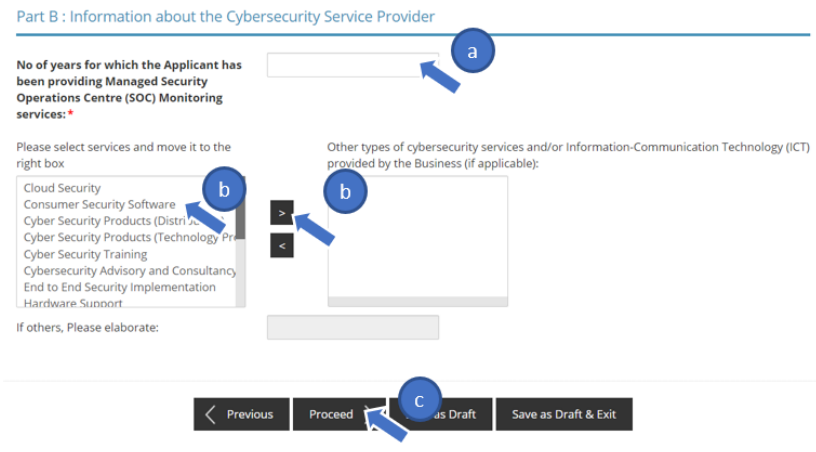
8a	If you are **filing on behalf of an applicant**, key in the applicant particulars.	
9	Key in the applicant's address by entering the "Postal Code" and click on "Retrieve Address". Key in the remaining information where appropriate.	
10a If you are applying as an organisation		
i	Check that the organisation details retrieved from ACRA are accurate. If the information is inaccurate, please update with ACRA before submitting the application.	

ii	Key in the organisation's registered address and organisation's operating address by keying the "Postal Code" and click on "Retrieve Address". Key in the remaining fields where appropriate.	
iii	Click on "Copy" to retrieve the mailing address from either the "Organisation Registered Address" or "Organisation Operating Address" keyed in previously. Alternatively, key in a different address by keying the "Postal Code" and click on "Retrieve Address". Click on "Next" to proceed.	

iv	a. Select the size of the company; b. Enter the correspondence email address and mobile number; and c. Enter all other information where appropriate.	
v	a. Key in the number of years which the Business has been providing the relevant licensable services; and b. Select the other type of services provided by the Business from the list and shift it to the right column. For services not listed, select "others (please elaborate)" and elaborate in the field provided.	

vi	a. Enter the details of Key Executive Officer/Key Officer(s) and click on "Add/Update Key Officer". b. The details of the added officer(s) will be reflected in the table. Repeat step a until all officers are added. c. Click on "Proceed" to continue. Do note that there can only be one Key Executive Officer in the application.	
10b If you are applying as <u>an individual</u>		
i	a. Click on "Copy" to retrieve from the "Applicant Address". Alternatively, you may key in a different address by keying the "Postal Code" and click on "Retrieve Address"; and b. Click on "Next" to proceed.	

ii	Key in the other information where appropriate.	
iii	a. Key in the number of years which the applicant has been providing the relevant licensable services; and b. Select the other type of services provided by the Business from the list and shift it to the right column. For services not listed, select "others (please elaborate)" and elaborate in the field provided. c. Click on "Proceed" to continue.	

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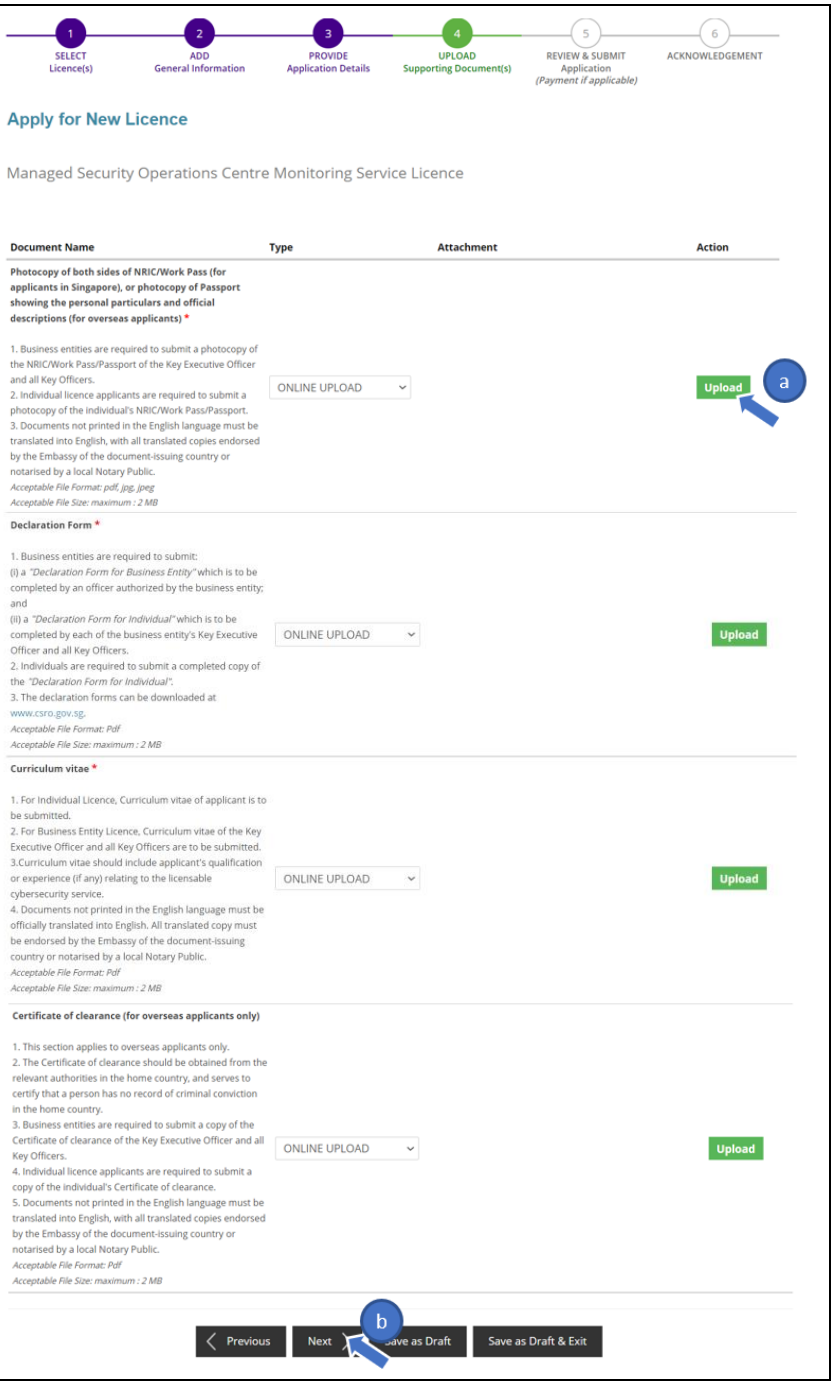
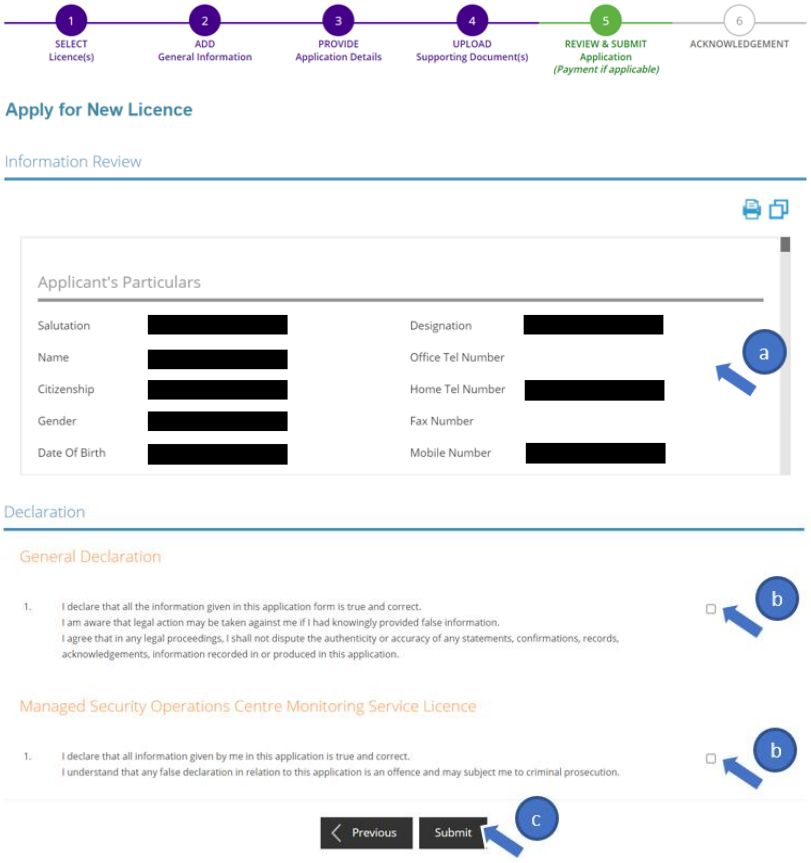
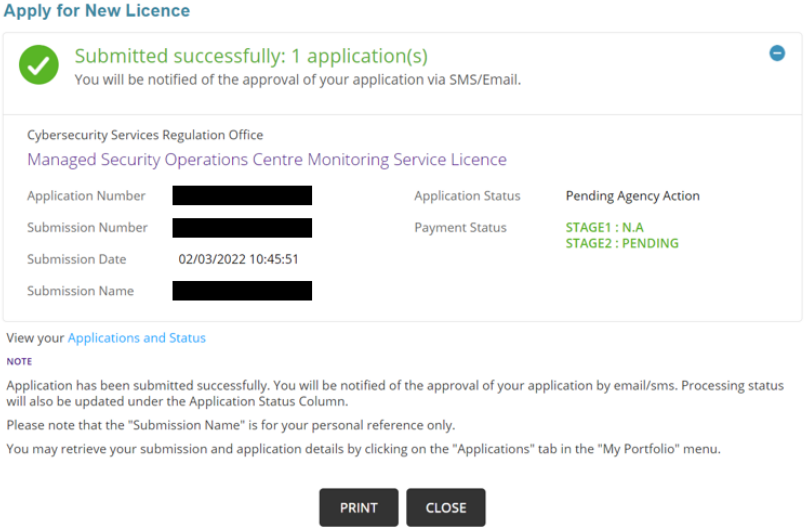
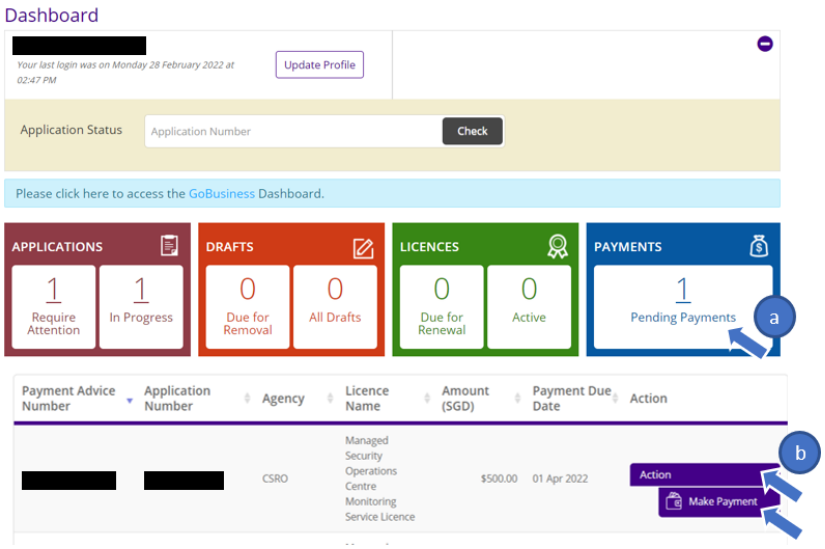
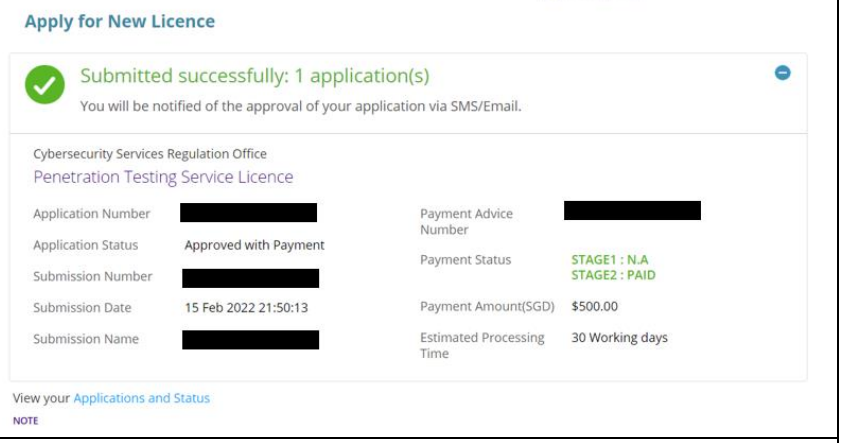
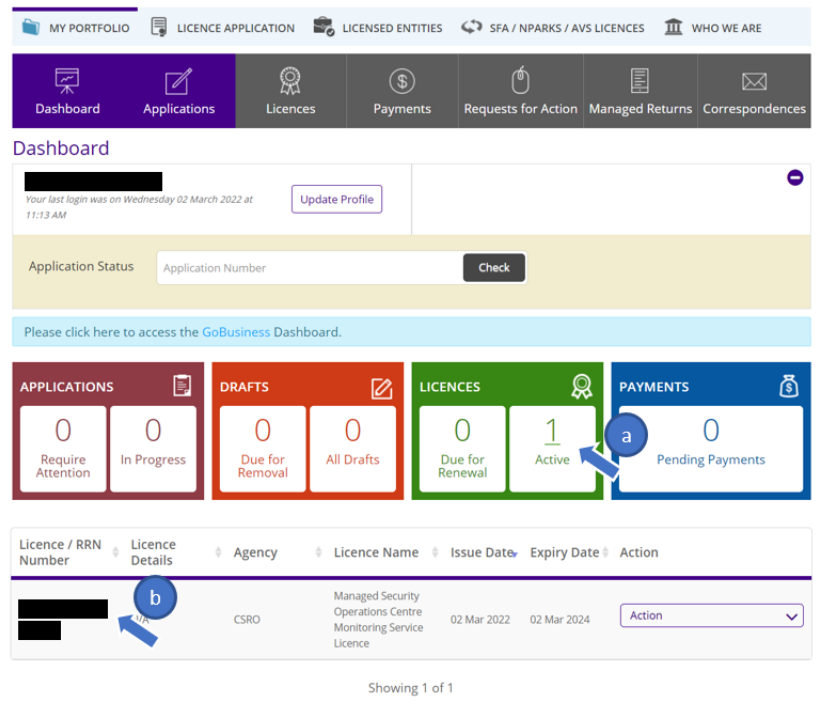
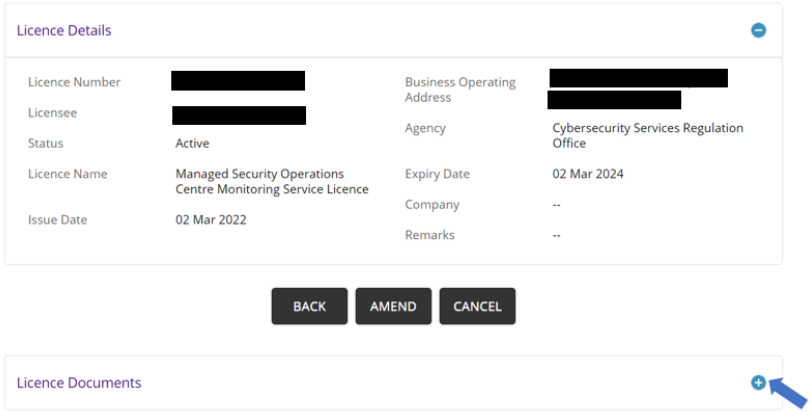
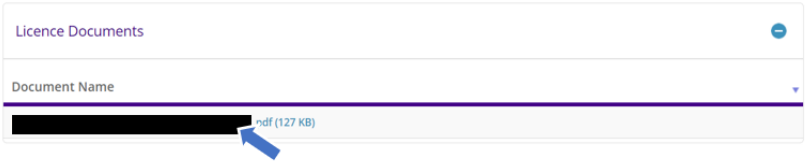
11	a. Click on "Upload" to select the document to be uploaded; and b. Click on "Next" to proceed. It is mandatory to upload the necessary document before you are allowed to proceed to the next page.	

12	a. Review the information of the application; b. Click on the relevant declarations; and c. Click on "Submit".	
13	The application is successfully submitted. You will be notified once the application is approved and pending payment.	

14	Once the application is approved, applicant would be notified via email/SMS. Upon receiving the approval notification, login to *GoBusiness Licensing* using CorpPass or SingPass a. Click on "Payments"; and b. Retrieve the application, click on "Action" and "Make Payment".	
15	Once the payment is successful, the application will be reflected as "Paid". A notification will be sent via email/SMS once the licence is issued.	
16	Upon receiving the licence issuance notification, login to *GoBusiness Licensing* using CorpPass or SingPass a. Click on "Licences"; and b. Click on the relevant "Licence/RRN Number".	

17	The licence details will be reflected. Click on the ⊕ icon beside "Licence Documents".	
18	Click on the name of document to download a copy of the licence. [END]