

FREQUENTLY ASKED QUESTIONS

# GENERAL TROUBLESHOOTING



1

## Are there any self-help materials on TIH?

To access these resources, click on '**About Us**' > '**Useful Toolkits**'. You will be able to access videos, toolkits and TIH registration guide.

2

## I had created my TIH account, but I am unable to log in. What should I do?

You will need to **verify your account** in order to complete the registration process. Please look out for a verification email from TIH and click the link provided in the email to complete the registration process. Do check your spam folder if you are not able to locate this email.

If you are still unable to log in or could not locate the verification email, kindly reach us at **TIH\_servicedesk@ncs.com.sg** or call **(65) 6684 9814**.

3

## I forgot my password. What should I do?

If you signed up via **CorpPass** or **SingPass**, please follow the instructions on respective websites to reset your password.

For portal ID users, click on '**Forgot Password**' and reset your password through the password reset link sent to your email.

4

## What should I do if I encounter any problem?

Please take a screenshot of your error message and email it to TIH Helpdesk; **tih\_servicedesk.ncs.com.sg** or you can reach out to us at **(65) 6684 9814**.