

Log into Empower Portal

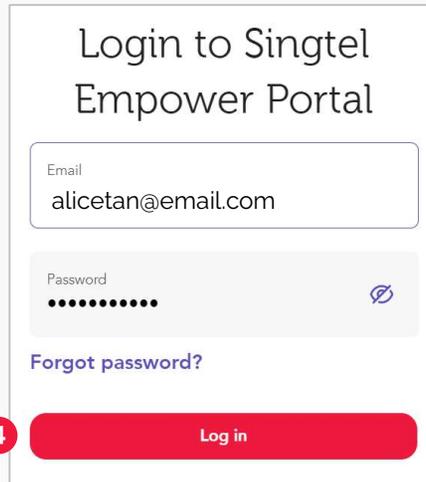
- 1 Go to **empower.singtel.com** on your browser.



The screenshot shows the Singtel Empower Portal landing page. At the top is the Singtel logo. Below it, the text reads "Welcome to Singtel Empower Portal" and "Connect your business, make informed decisions, customise access to your data." There are two buttons: a red "Access Empower now" button and a light purple "Create account" button.

- 2
- Click **Access Empower Now**.

- 3 Enter your **company email** and **password**.

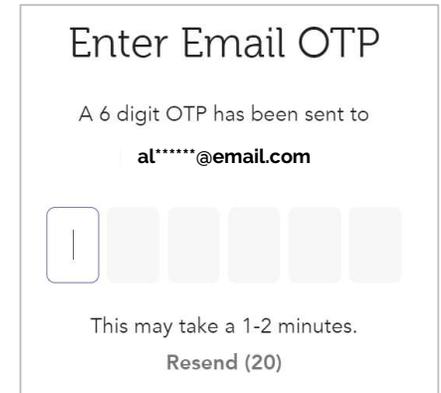


The screenshot shows the login form titled "Login to Singtel Empower Portal". It has two input fields: "Email" with the value "alictan@email.com" and "Password" with masked characters. There is a "Forgot password?" link and a red "Log in" button.

- 4
- Click **Log in**.

- 5 Enter the 6-digit **OTP** that will be sent to your company email.

Check your junk folder if you did not receive the email OTP after 2 minutes.



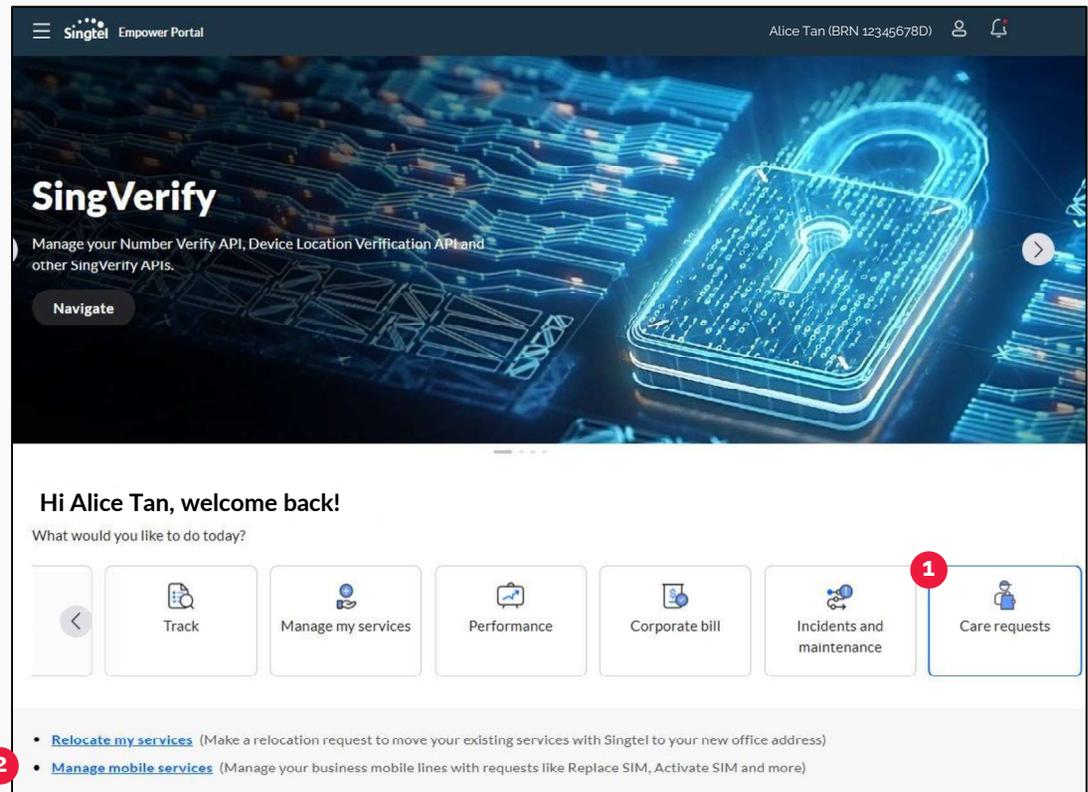
The screenshot shows the "Enter Email OTP" screen. It displays "A 6 digit OTP has been sent to al*****@email.com" and a row of six input boxes for the OTP. Below the boxes, it says "This may take a 1-2 minutes." and "Resend (20)".

Click “Transfer of ownership”

This feature allows customers to transfer existing Singtel business mobile lines to another Singtel business account.

- 1 Go to **Care Requests** on the Empower Homepage.
- 2 Click on **Manage Mobile Services** and click on **Transfer of Ownership**.

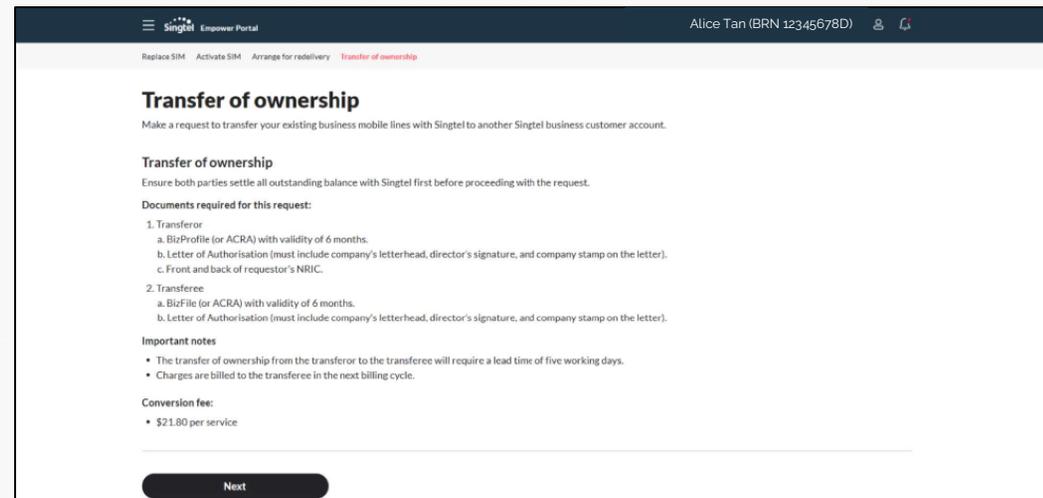
Note to customer: Only users who are Super Admin, Admin, or Corporate Mobile eShop manager are able to access this feature.



The screenshot displays the Singtel Empower Portal interface. At the top, the Singtel logo and 'Empower Portal' are visible on the left, and the user name 'Alice Tan (BRN 12345678D)' with profile and notification icons is on the right. The main header features a 'SingVerify' section with a blue background showing a glowing padlock and circuitry. Below this, a 'Navigate' button is present. The main content area greets the user with 'Hi Alice Tan, welcome back!' and asks 'What would you like to do today?'. A horizontal menu contains several options: 'Track', 'Manage my services', 'Performance', 'Corporate bill', 'Incidents and maintenance', and 'Care requests'. The 'Care requests' option is highlighted with a red circle containing the number '1'. Below the menu, a list of links is shown: 'Relocate my services' (Make a relocation request to move your existing services with Singtel to your new office address) and 'Manage mobile services' (Manage your business mobile lines with requests like Replace SIM, Activate SIM and more). A red circle with the number '2' is positioned to the left of this list.

Transfer of ownership instructions

- 1 Read the instructions to find out important notes and documents required before proceeding with the request
- 2 Click **Next**.



Fill in transferor details

- 1 Transaction type will be pre-filled as "**Company to company (existing)**".
- 2 BRN account will be populated here based on BRN that is tagged to Empower account.
- 3 Input the **mobile number** that the transferor would like to transfer and click **Add**. You may add multiple mobile numbers.

Note: Error message will appear if mobile number is not registered under selected BRN.

- 4 Enter **director/authorized person details**.

All fields are mandatory except 'Alternative mobile number'.

The screenshot shows a form with two main sections. The first section, 'Request details', contains a pre-filled field for 'Transaction type: Company to company (existing)'. The second section, 'Transferor details', contains several input fields: 'Enter company BRN' (pre-filled with 'Singapore Pte Ltd, 1234567'), 'Enter mobile number' (with a sub-instruction 'Enter the mobile number you would like to transfer.' and an 'Add' button), 'Enter director/authorised person details' (with sub-fields for 'First name', 'Last name', 'Email', 'Mobile number', and 'Alternative mobile number (optional)'). Red numbered callouts (1-4) point to these specific elements.

1 Request details
Transaction type: Company to company (existing)

2 Transferor details
Enter company BRN
Singapore Pte Ltd, 1234567

3 Enter mobile number
Enter the mobile number you would like to transfer.
Mobile number [Add](#)

4 Enter director/authorised person details
First name Last name
Email
Mobile number
Alternative mobile number (optional)

Fill in transferee details

- 1 Enter **company BRN** of transferee and click **Retrieve**.

Note: Error message will appear if customer is not an existing BRN with Singtel.

- 2 You may **edit company BRN** of transferee if needed.

- 3a Select a billing account number to transfer the mobile numbers to,

- 3b Or enter a billing address to create a new billing account number.

Enter postal code of new billing address

All fields will be **auto-populated**. Please confirm with customer on all fields.

Note: In the next page, please indicate in the **Order notes to backroom** that new billing account have to be created for transferee.

- 4 Enter **director/authorized person details**.

All fields are mandatory except 'Alternative mobile number'.

Transferee details

Enter company BRN

BRN

Retrieve

1

Enter company BRN

Telecommunications Pte Ltd, 7654321

Edit

Enter billing account number

Select a billing account number to transfer the mobile numbers to, or enter a billing address to create a new billing account number.

Existing billing account number New billing account number

3a

Selected billing account number: (BA) 611111

Edit

Enter director/authorised person details

4

First name Last name

Email

Mobile number

Alternative mobile number (optional)

Enter billing account number

Select a billing account number to transfer the mobile numbers to, or enter a billing address to create a new billing account number.

Existing billing account number New billing account number

Postal code Search

Properties type Apt/Blk Block/house number

Building/street name Unit number

Unit number is not applicable

3b

Select effective date of transfer

- 1 **Select date of transfer** using the drop-down list and click **Confirm**.
- 2 **Charges** will be populated after mobile number is entered.
- 3 Click **Next**

The screenshot shows a form titled "Select effective date of transfer". It contains a "Date" field with a calendar icon, a "Charges" table, and "Back" and "Next" buttons. Red circles with numbers 1, 2, and 3 highlight the date field, the charge amount, and the next button respectively.

Charges	Charge amount
Mobile number - 8111 111	\$21.80

Fill in contact information and upload verification documents

1 Enter **requestor details**.

All fields are mandatory except 'Alternative mobile number'.

1a **Tick** the checkbox if the requestor is the same as the transferor.

This will auto-populate all relevant fields from the previous page.

2 **Upload** LOA and Bizfile here

3 **Upload** copy of NRIC here

1 **Contact information**

Requestor details

1a Requestor's details are the same as the transferor's.

First name Last name

Email

Mobile number

Alternative mobile number (optional)

Identification number (last 4-digits of NRIC/Employment Pass/S-Pass)

Customer documents

2 Upload the following customer documents from the transferor, transferee, and requestor to proceed with the request.

- Letter of Authorisation (LOA)
- BizFile
- NRIC

LOA and BizFile, max 6 files (5MB per file)

2 [Add a file](#)
Supports: jpg, png, gif, pdf

Test BizFile.pdf 

TestLOA.pdf 

NRIC, max 3 files (5MB per file)

3 [Add a file](#)
Supports: jpg, png, gif, pdf

NRIC TestDoc.pdf 

Review submission details

- 1 **Review** submission details in this page
- 2 If transferee indicated to create new billing account number, the billing address inputted previously will appear instead of the billing account number.

1 Confirm submission
Please ensure the information provided is correct.

Request details
Transaction type
Company to company (existing)
Effective date of transfer

Transferor details
Company name & BRN/UEN
Mobile number(s) to transfer

Director/authorised person details
First name Last name
Email
Mobile number Alternative mobile number

Transferee details
Company name & BRN/UEN
Billing account number

Director/authorised person details
First name Last name
Email
Mobile number Alternative mobile number

2 Billing address
22 Apple Street, #02-111
Singapore 522 222

- 1 Review submission details in this page
 - 2 Tick the T&Cs checkbox
 - 3 Click '**Submit**'.
 - 4 If information needs to be edited, click on '**Back**'.
- Upon successful submission of order:
- 5 • An email will be sent to the requestor's email with the service agreements.

1 Contact information

First name Last name

Email

Mobile number Alternative mobile number

Identification number (last 4-digits)

Customer documents

LOA and BizFile
[Test BizFile.pdf](#) [Test LOA.pdf](#)

NRIC
[NRIC Test Doc.pdf](#)

Charges

Total (incl. GST)
\$21.80
 Charges will apply to transferee's next bill.

2 I agree to all [Terms & Conditions](#).

4 **3**

5 

Request submitted

Request ID: 20103040

A copy of the request details has been sent to your email.

Support Options

Support options

- 1 If you need further support, you can:
- Access FAQs
 - View user guides for other features
 - Contact us

At the bottom of your Empower portal!

