

LEGAL AID BUREAU

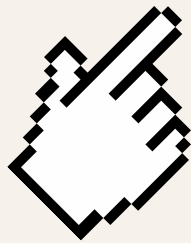
APPLICANT PORTAL

GUIDE!



SAVE TIME. GO ONLINE!

- APPLY FOR LEGAL HELP
- SEND US INFORMATION
- GET UPDATES ON YOUR CASE AND MORE!



LOGIN AT
[HTTP://GO.GOV.SG/MLAWLABESVC](http://go.gov.sg/mlawlabesvc)



CONTENT

PAGE NO.

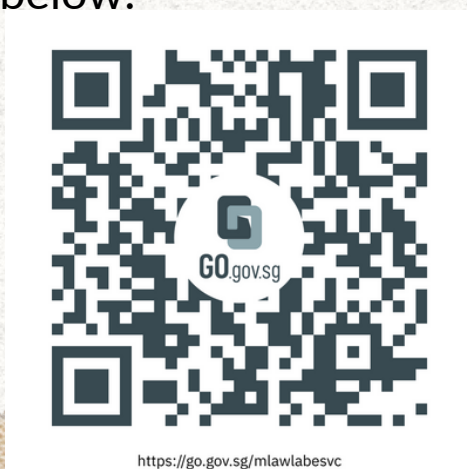
LEGAL AID BUREAU APPLICANT PORTAL GUIDE

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GUIDE TO

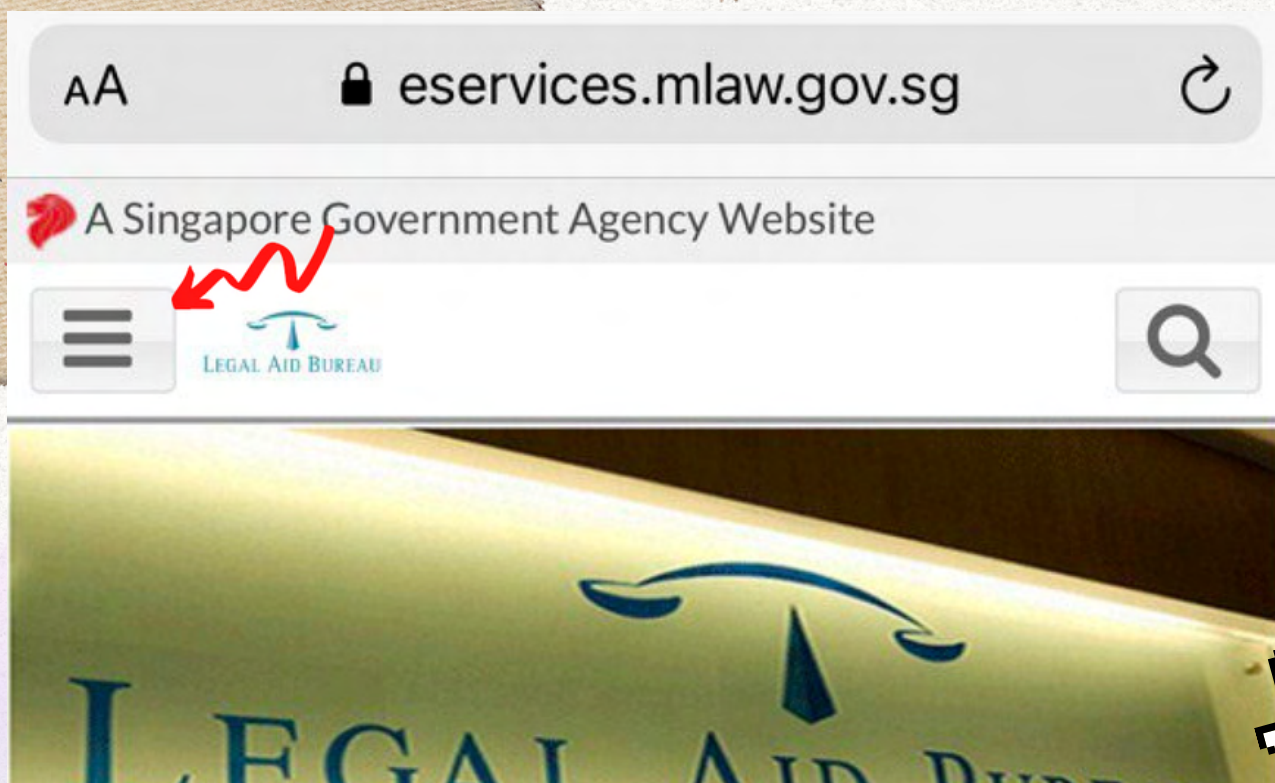
REGISTERING AN APPLICATION ONLINE

1. Access our Applicant Portal at <http://go.gov.sg/mlawlabesvc> or by scanning the QR code below:



If you are on Mobile, tap on the 3 lines as shown in the screenshot below.

If you are on Desktop, skip to the next step.



2. Click on "For Applicants (Applicant Portal)", then click "here" to login to Applicant Portal.

A Singapore Government Agency Website

LEGAL AID BUREAU

Legal Aid Bureau E-Services

Get Started

- Register Singpass Account
- Register as an LAB Volunteer
- Register as an Intern
- For Applicants (Applicant Portal)**
- For Assigned Solicitor

Applicant e-Services Portal


Click [here](#) to register a new case or login to your existing case.

LEGAL AID BUREAU'S
APPLICANT PORTAL

3. You will need a Singpass account to login. You can either login via the Singpass app or using your Singpass ID and password.

Singpass app Password login

Scan with Singpass app
to log in



Register for Singpass

Download Singpass app

Singpass app Password login

Log in

Singpass ID

Password

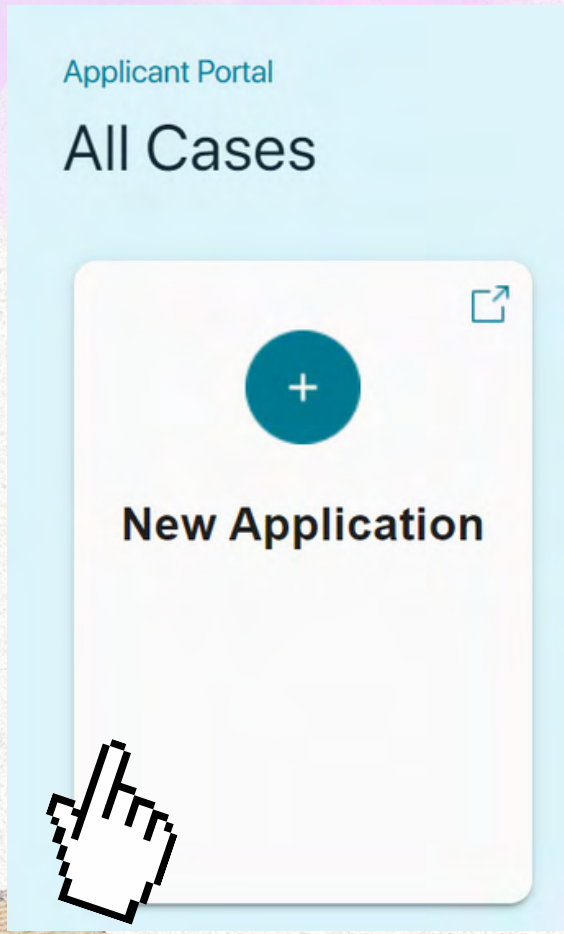
Log in

Retrieve Singpass ID Reset password

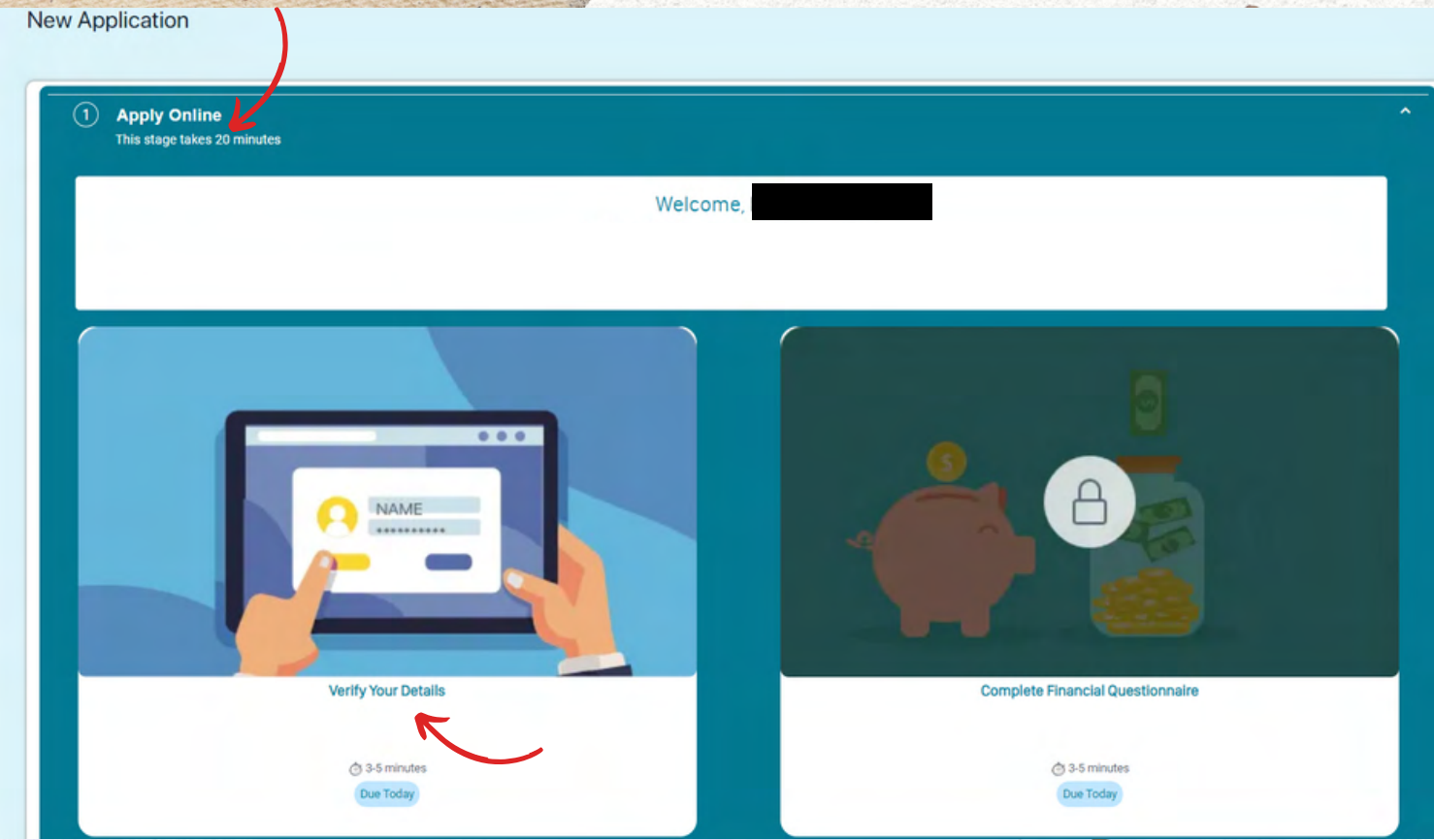
Register For Singpass



4. Create a New Application.



5. Select "Apply Online" and start by verifying your details.



6. You will be prompted to consent to retrieving your information from Singpass.

> Last Divorce Date
> Country of Marriage
> IRAS Assessable Income (Latest Year)
> Children Birth Records – Birth Cert Number
> Children Birth Records – Name
> Children Birth Records – Sex
> Children Birth Records – Race
> Children Birth Records – Secondary Race
> Children Birth Records – Date of Birth
> Children Birth Records – Dialect
> Children Birth Records – Life Status
> Occupation
> Residential Status
> Passport Number
> Ownership of Private Property Status
> CPF Contribution History (up to 15 months)

Clicking the "I Agree" button permits this digital service to retrieve your data based on the [Terms of Use](#).

Cancel I Agree

7. Confirm your details in the relevant sections by clicking on the slider shown in the screenshot below. **The box will turn teal green.** You cannot proceed until you have done so for all sections.

2 Contact Details and Preferences

When we need to reach you, we will rely on the contact information below.

Home Office Mobile

Email

How would you like to be contacted? SMS Email

I am helping the applicant to apply Yes No

The details above are correct

8. Click on the "Submit Now" button.

Your details have now been verified and your application is now open!

Wonderful! You have verified all the information.

Declaration of Understanding

I understand that it is an offence to provide false information.

Submit Now →



9. You will have to come to Legal Aid Bureau ("LAB") physically within 3 working days. If you are not able to, please continue your application at a later date.

You must complete a Financial Questionnaire before coming.



You've verified your details. Your application is now open.

Will you be able to meet with us by April 18?

Yes, I will be able to.

No, I will not.

Yes, I will be able to.

Great! Please come down during our office hours from 8:30am to 5:00pm. The last registration is at 4:30pm. **When you come down, please indicate at the self-help kiosk that you registered via the Applicant Portal, so that your waiting time may be reduced.**

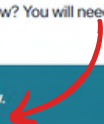
Please complete the financial questionnaire today and meet us within 3 days of completing the questionnaire.

If we do not meet within 3 days of completing the financial questionnaire, your application will be deleted.

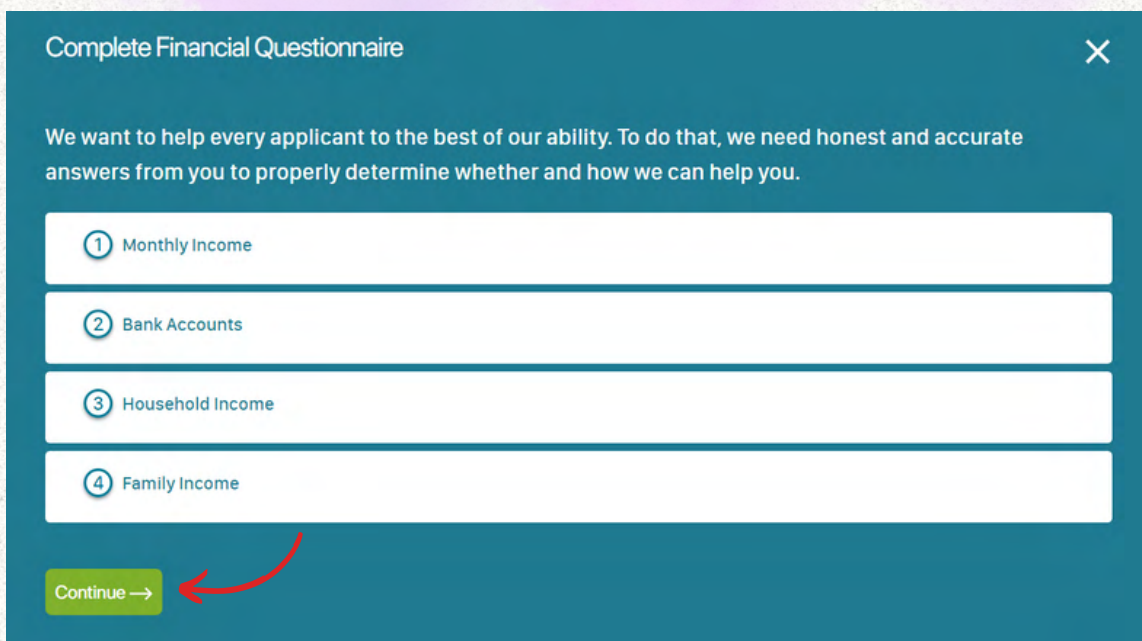
Would you like to do the questionnaire now? You will need ⌚ 8-10 minutes to complete the form.

Yes, I'll do the financial questionnaire now.

No, I'll do the financial questionnaire later.



10. Once you are ready to complete the Financial Questionnaire, you may proceed.



Complete Financial Questionnaire

We want to help every applicant to the best of our ability. To do that, we need honest and accurate answers from you to properly determine whether and how we can help you.

① Monthly Income

② Bank Accounts

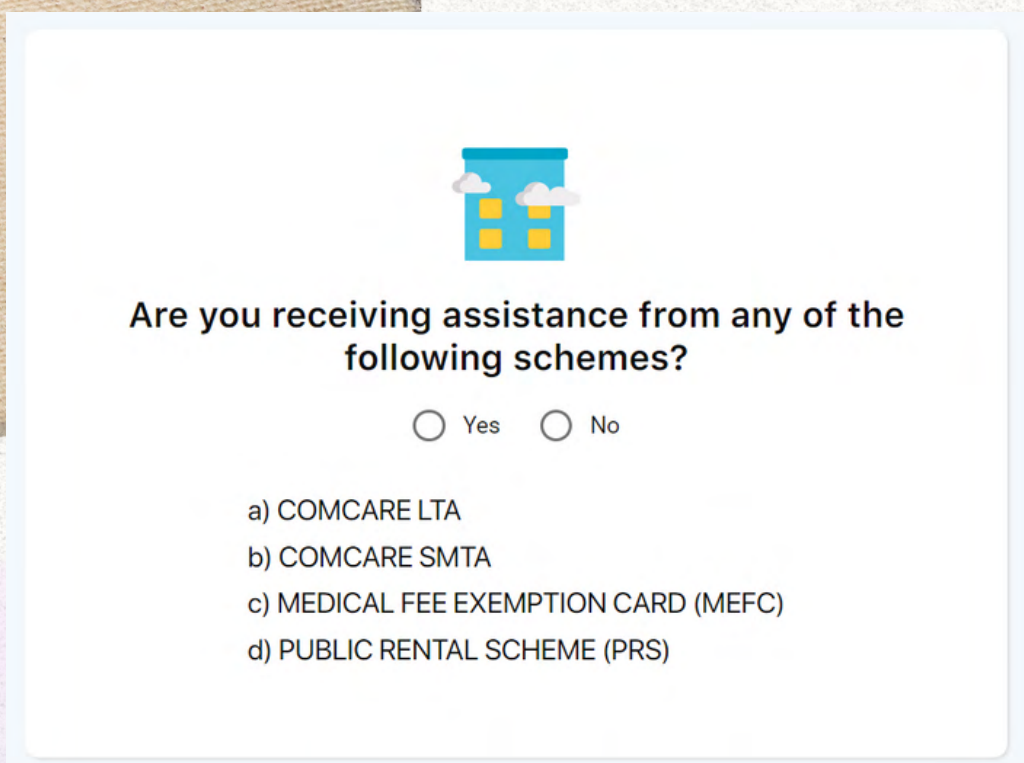
③ Household Income


④ Family Income

Continue →

11. Please answer the questions accurately.

If you are receiving financial assistance from any of the listed schemes, please indicate so. **You will be asked to bring your assistance letter when you attend at LAB.**





Are you receiving assistance from any of the following schemes?

Yes No

a) COMCARE LTA
b) COMCARE SMTA
c) MEDICAL FEE EXEMPTION CARD (MEFC)
d) PUBLIC RENTAL SCHEME (PRS)

12. Click on the "Submit Now" button.

You have completed your Financial Questionnaire.

Please remember to come to LAB within 3 working days during our office hours (8.30am - 5.00pm). Do note that the last queue ticket will be issued at 4.30pm.

Fantastic! You've answered all the questions.

Declaration of Understanding

- I understand honest, accurate answers are required for LAB to determine how they can help me.
- I understand submitting incorrect information may cause delays.

⚠ After you submit, you will not be able to view or change your answers.

Submit Now →

13. Congratulations! You have successfully registered online.

You may end the chat.

Please note that if you do not come to LAB within 3 days of completing the questionnaire, your application will be deleted and you will have to repeat the steps set out in this guide to register your application again.

Complete Financial Questionnaire



Your answers have been submitted 👍. We look forward to meeting with you. **When you come down, please remember to indicate at the self-help kiosk that you registered via the Applicant Portal, so that your waiting time may be reduced.**

Meet with us within the next 3 days. 📍⚠
 If we do not meet by 18 April 2023, your application will be deleted.
 You will have to re-apply and answer these questions afresh.
[Click here to end the chat](#)

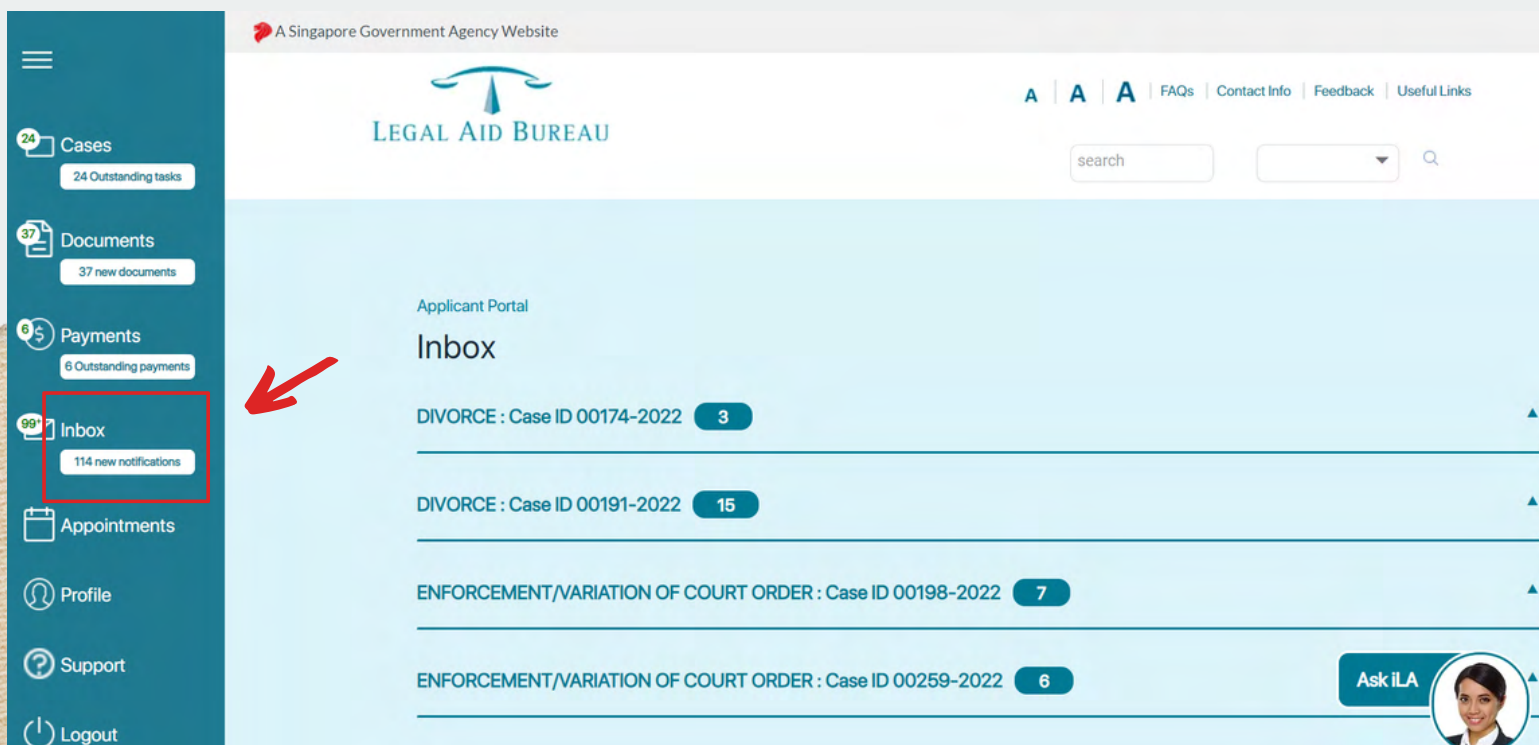


GUIDE TO

KEY INTERFACES

Inbox - Viewing case-related notifications

1. Upon clicking “Inbox”, you can see the various cases which you have registered with LAB.



A Singapore Government Agency Website

LEGAL AID BUREAU

Applicant Portal


Inbox

DIVORCE : Case ID 00174-2022 3

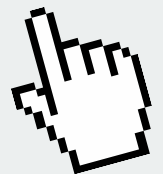
DIVORCE : Case ID 00191-2022 15

ENFORCEMENT/VARIATION OF COURT ORDER : Case ID 00198-2022 7

ENFORCEMENT/VARIATION OF COURT ORDER : Case ID 00259-2022 6

Ask iLA 

Navigation menu items: Cases (24 Outstanding tasks), Documents (37 new documents), Payments (6 Outstanding payments), **Inbox (114 new notifications)**, Appointments, Profile, Support, Logout



2. When you click the case number or the arrow (as circled in red below), you can view all online notifications that LAB has sent to you for the relevant case (as seen below).

Applicant Portal

Inbox

DIVORCE: Case ID 00174-2022 3

DIVORCE: Case ID 00191-2022 15

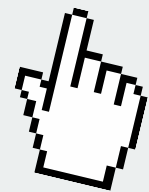
ENFORCEMENT/VARIATION OF COURT ORDER: Case ID 00198-2022 7

ENFORCEMENT/VARIATION OF COURT ORDER: Case ID 00259-2022 6

Index	Received On
• (Case Ref: 00191-2022) Granted Documents in the Applicant Portal	16 Dec 2022
• Case Ref: 00191-2022 Dear Sir We refer to your case (00191-2022). The Legal A...	16 Dec 2022
• (Case Ref: 00191-2022) Granted Documents in the Applicant Portal	25 Nov 2022
• Case Ref: 00191-2022 Dear Sir We refer to your case (00191-2022). The Legal A...	25 Nov 2022
• (Case Ref: 00191-2022) Granted Documents in the Applicant Portal	04 Nov 2022

1 of 4 pages (16 items)

Ask ILA



3. Click on the relevant notification to view its contents.

[To view the Court documents/documents that have been granted to you, please click on the "Documents" tab instead.]

The screenshot shows a user interface with a dark teal sidebar on the left containing navigation options: Cases (24 Outstanding tasks), Documents (37 new documents), Payments (6 Outstanding payments), Inbox (NaN new notification), Appointments, Profile, Support, and Logout. A red arrow points to the 'Documents' tab. The main content area displays a list of notifications with columns for 'Inbox' and 'Received On'. A black arrow points to a notification entry: '(Case Ref: 00191-2022) Granted Documents in the Applicant Portal' received on '16 Dec 2022'. Below this, a preview of the notification content is shown, including a 'Dear Sir,' salutation and a message from the Legal Aid Bureau. A 'Ask ILA' button and a user profile picture are visible in the bottom right corner of the preview.

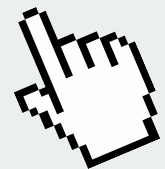
Inbox	Received On
(Case Ref: 00191-2022) Granted Documents in the Applicant Portal	16 Dec 2022
● Case Ref: 00191-2022 Dear Sir We refer to your case (00191-2022). The Legal A...	16 Dec 2022
● (Case Ref: 00191-2022) Granted Documents in the Applicant Portal	25 Nov 2022
Case Ref: 00191-2022 Dear Sir We refer to your case (00191-2022). The Legal A...	25 Nov 2022
● (Case Ref: 00191-2022) Granted Documents in the Applicant Portal	04 Nov 2022

Case ID	Latest Messages	Received On
00191-2022	(Case Ref: 00191-2022) Granted Documents in the...	16 Dec 2022

Dear Sir,

We refer to your case (00191-2022).The Legal Aid Bureau has sent a letter to you for your attention. Please visit the AP Portal and click on your Inbox to access the letter.

Ask ILA



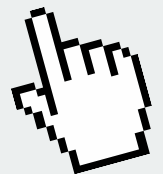
GUIDE TO

KEY INTERFACES

Appointments

1. Upon clicking “Appointments”, you can see the various cases which you have registered with LAB.

The screenshot displays the Applicant Portal interface for the Legal Aid Bureau. The header includes the bureau's logo and navigation links for accessibility (A), FAQs, Contact Info, Feedback, and Useful Links. A search bar is present in the top right. The main content area is titled "Applicant Portal" and "All Appointments". Below this, a specific case is listed: "Syariah divorce : Case ID 00289-2022" with a notification badge showing "1". On the left sidebar, the "Appointments" menu item is highlighted with a red box and a red arrow, indicating it is the selected section. Other sidebar items include "Cases" (48 Outstanding tasks), "Documents" (71 new documents), "Payments" (13 Outstanding payments), and "Inbox" (286 new notifications).



2. When you click the case number or the arrow (as circled in red below), an appointment calendar will appear (as seen below).

If you have an appointment for your case, the appointment will be shaded according to the legend below, which reflects “**Appointments with LAB**”, “**Court appointments to attend**” and “**Court appointments which you do not need to attend**”.

Appointments Portal

All Appointments

Syariah divorce : Case ID 00289-2022 1

February 2023							March 2023						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4				1	2	3	4
5	6	7	8	9	10	11	5	6	7	8	9	10	11
12	13	14	15	16	17	18	12	13	14	15	16	17	18
19	20	21	22	23	24	25	19	20	21	22	23	24	25
26	27	28					26	27	28	29	30	31	

● Appointments with LAB ● Court appointments to attend ● Court appointments which you do not need to attend

3. Click on the relevant date (as shaded in a circle) to see the details of the appointment.

48 Cases
48 Outstanding tasks

71 Documents
71 new documents

13 Payments
13 Outstanding payments

99+ Inbox
286 new notifications

Appointments
1 new appointment

Profile

Support

12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

● Appointments with LAB ● Court appointments to attend ● Court appointments which you do not need to attend

Court appointment which you must attend

Date: ● 23 February 2023

Time: 09:00 AM

Appointment details: PRE-TRIAL CONFERENCE

Notes: Your attendance is required



GUIDE TO

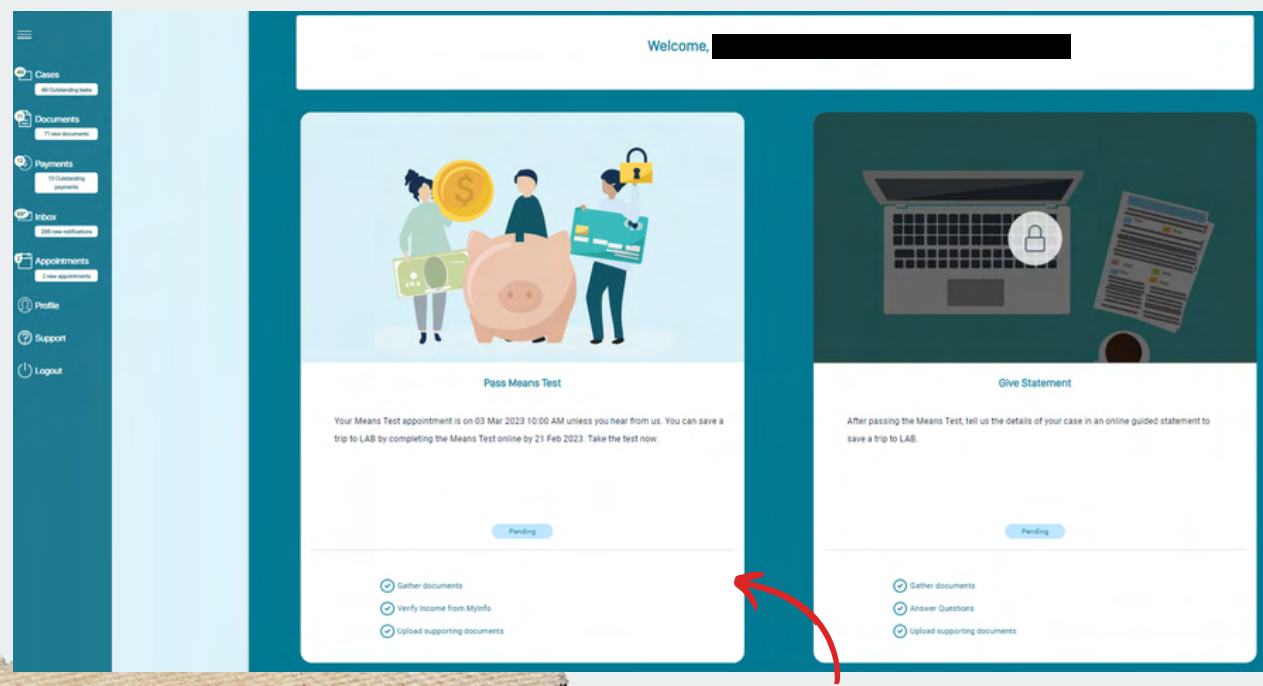
KEY INTERFACES

To do Online Means Test and/or submit your Online Statement

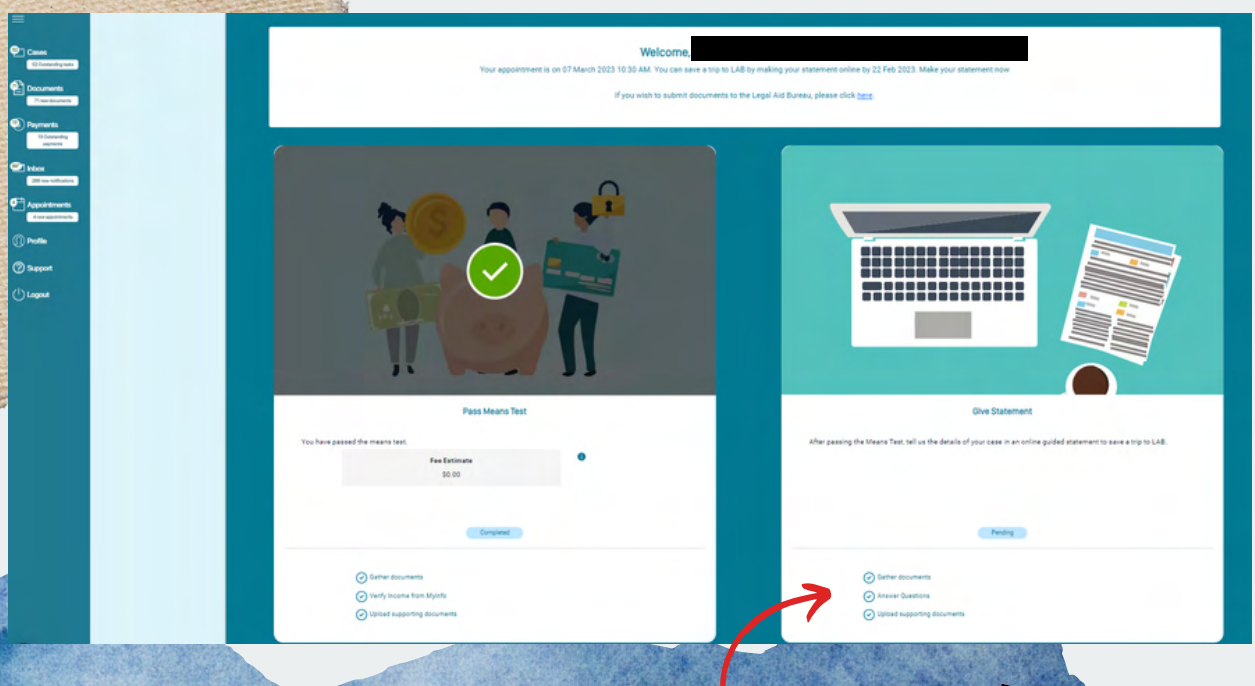
1. To do Online Means Test and/or submit your Online Statement for a particular case, click on “Cases”. Thereafter, select the relevant case. For example, if you wish to do your Online Means Test for your Syariah Court Matter, you should click on the relevant case (as circled in red below).

The screenshot displays the Legal Aid Bureau Applicant Portal. On the left is a dark teal sidebar menu with the following items: Cases (36 Outstanding tasks), Documents (28 new documents), Payments (9 Outstanding payments), Inbox (182 new notifications), Appointments, Profile, Support, and Logout. The main content area is white with the Legal Aid Bureau logo at the top. Below the logo, it says 'Applicant Portal' and 'All Cases'. A grid of case cards is shown. The 'Syariah Court Matters' card is circled in red. It includes a teal icon with a scale of justice, the title 'Syariah Court Matters', the subtitle 'Take Means Test', the case number '00222-2020', and the status 'No Outstanding Payments'. Other visible cards include 'New Application' (Case Not Yet Opened) and 'Divorce' (Take Means Test, 00223-2020, No Outstanding Payments). A search bar is located in the top right corner. A hand cursor icon is visible in the bottom right corner of the page.

2. Depending on the stage of your case, you can click the required tabs accordingly (i.e. Pass Means Test or Give Statement).



Online Means Test interface sample screenshot

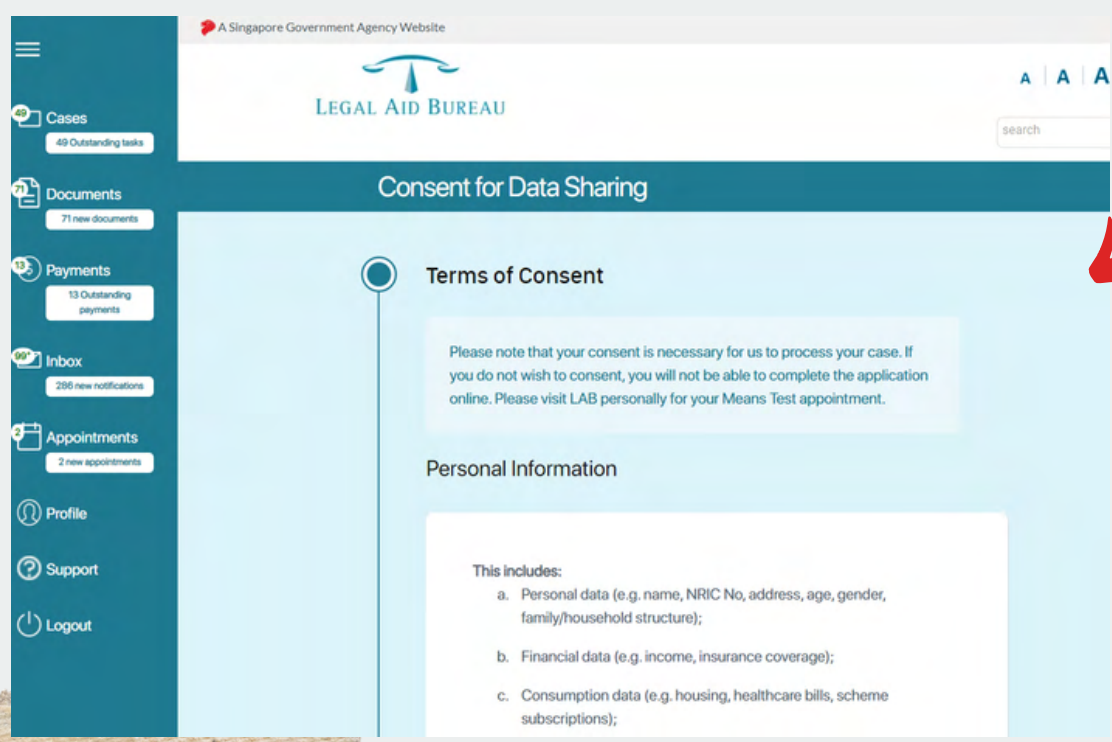


Online Statement interface sample screenshot

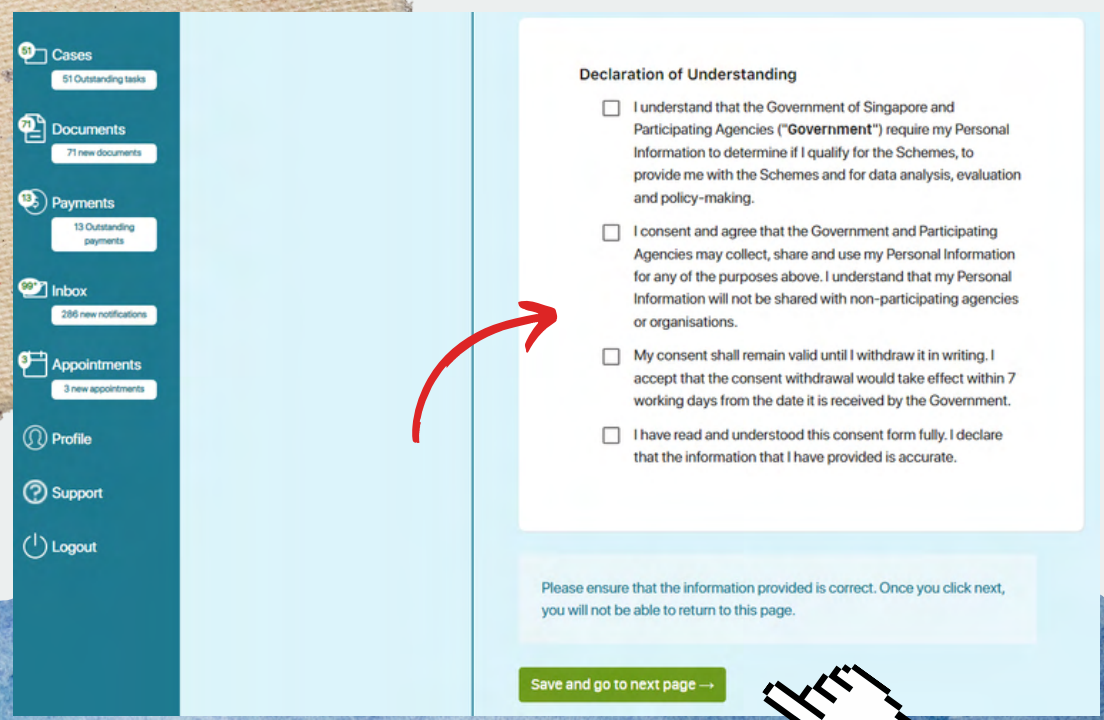


Online Means Test

1. After clicking "Pass Means Test", you will be prompted to give your consent for Data Sharing (as seen below).







Please tick the checkboxes accordingly and click "Save and go to next page".



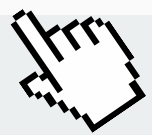
Online Means Test

2. For your convenience in doing your Online Means Test, you may wish to prepare the following documents/information beforehand:

- a Updated Personal and Joint Bank Books and Bank statements 
- b Fixed Deposits Receipts and Investment Products such as unit trusts 
- c Tenancy/ Rental Agreement/ Receipts/ Written notes as a landlord for the rental fees payable to you for the last 12 months 
- d Latest Central Depository Account Statement (for any types of financial products bought by with cash) 
- e Details relating to your household members and family members who you are supporting (e.g. NRIC no., Email address or Mobile no.). We will contact your household members and/or family members who are above 18 years old to obtain their consent to retrieve their income information.

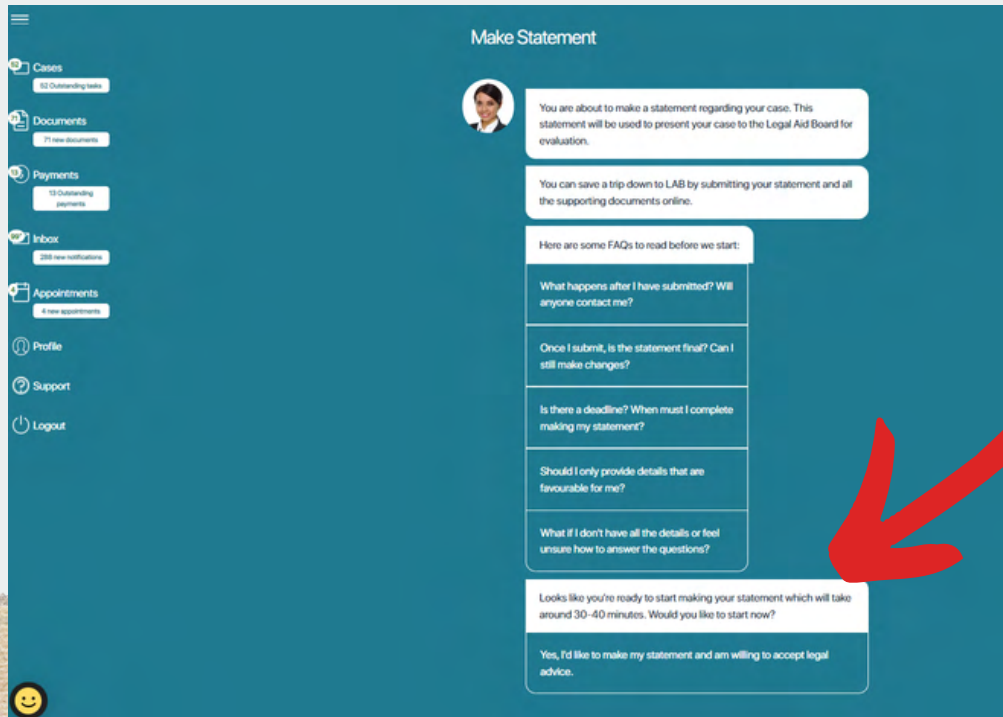


To note: Online Means Test is currently not compulsory. Please complete your Online Means Test **within 3 working days** from the date of registration.



Online Statement

1. After clicking "Give Statement", a chatbot will appear (as seen below). Please click on "Yes, I'd like to make my statement and am willing to accept legal advice" in order to proceed to submit your Online Statement.



IMPORTANT!

Please note that you should still ensure that you are available on your scheduled appointment date as our Legal Executive may call you if more information is required.



IMPORTANT

With effect from 9 January 2023, online statement taking will be compulsory for all LAB applicants for the following subject matters:

- Divorce - Plaintiff
- Enforcement/Variation of Court Order - **Party enforcing or initiating the variation of divorce court orders only**
- Letters of Administration/Probate - Plaintiff (specifically for applications for Letters of Administration and Grant of Probate, not for other estate matters)
- Syariah Court - matters with court hearing date more than 3 weeks away and the hearing type is Pre-Trial Conference ("PTC") or mediation (regardless of whether Plaintiff or Defendant)*

As an Applicant, you may be exempted, regardless of age, if you:

- Are not tech savvy;
- Cannot read English; or
- Cannot write/type in English.

You will need to submit your online statement **within 4 working days** from the date you pass your means test. You will receive an SMS or Email (depending on choice of correspondence) informing you that you can proceed to make and submit your statement online (see sample screenshot below). If you have been exempted from doing the means test, you will also be informed in the same manner.

Important: You should fill in as much details as possible and answer each question carefully because you can only submit your online statement once.

*Please note that for Syariah Court matters, LAB generally assists after a PTC date is given, unless in exceptional circumstances.

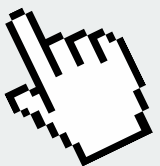
Dear Mdm,

You have passed the Means Test on 16 Feb 2023. You can save a trip to LAB by giving your statement online by 22 Feb 2023 11:59 PM. Thank you.

[This is a computer-generated email. No signature is required.]

Please do not reply to this email. This mailbox is not monitored and you will not receive a response.

Privileged or confidential information may be contained in this email. If you are not the intended addressee, you must not copy or distribute the mail or take any action in reliance thereon. Communication of any information in this mail to any unauthorised person may be an offence under the [Official Secrets Act \(Cap 213\)](#). If you have received this mail in error, please delete it and notify the sender immediately. Thank you.



GUIDE TO

UPDATING PROFILE

1. Log in to Applicant Portal via Singpass. Click on the Hamburger icon to expand Menu.

The screenshot displays the Legal Aid Bureau Applicant Portal interface. At the top, it identifies itself as 'A Singapore Government Agency Website' and features the 'LEGAL AID BUREAU' logo. A search bar is visible on the right. The main content area is titled 'Applicant Portal' and 'All Cases'. On the left, a dark teal sidebar menu is expanded, with the hamburger icon (three horizontal lines) circled in red and a red arrow pointing to it. The menu items include: Cases (36 Outstanding tasks), Documents (28 new documents), Payments (9 Outstanding payments), Inbox (182 new notifications), Appointments, Profile, Support, and Logout. The main content area shows three case cards: 'New Application' (Case Not Yet Opened), 'Syariah Court Matters' (Take Means Test 00222-2020), and 'Divorce' (Take Means Test 00223-2020). Each card indicates 'No Outstanding Payments'. A mouse cursor is visible at the bottom right of the screen.

2. Click on "Profile" under Menu tab.

A Singapore Government Agency Website

LEGAL AID BUREAU

Applicant Portal

All Cases

36 Cases
36 Outstanding tasks

28 Documents
28 new documents

9 Payments
9 Outstanding payments

99 Inbox
182 new notifications

Appointments

Profile

Support

Logout

New Application
Case Not Yet Opened
No Outstanding Payments

Syariah Court Matters
Take Means Test
00222-2020
No Outstanding Payments

Divorce
Take Means Test
00223-2020
No Outstanding Payments

The screenshot displays the 'Applicant Portal' interface. On the left, a dark teal sidebar menu contains several options: 'Cases' (36 Outstanding tasks), 'Documents' (28 new documents), 'Payments' (9 Outstanding payments), 'Inbox' (182 new notifications), 'Appointments', 'Profile' (highlighted with a red circle and a hand cursor), 'Support', and 'Logout'. The main content area is light blue and titled 'Applicant Portal' and 'All Cases'. It features three white cards: 'New Application' (Case Not Yet Opened, No Outstanding Payments), 'Syariah Court Matters' (Take Means Test 00222-2020, No Outstanding Payments), and 'Divorce' (Take Means Test 00223-2020, No Outstanding Payments). Each card has a plus icon and a share icon in the top right corner.

3. You will be prompted to allow the pulling of information from Singpass. If you click “I agree”, information will be autopopulated from Singpass. If you wish to manually fill in the information, you should click “Cancel”.


singpass

Singpass retrieves personal data from relevant government agencies to pre-fill the relevant fields, making digital transactions faster and more convenient.

This digital service is requesting the following information from Singpass, for the purpose of Applicant Details

- > Name
- > Sex
- > Race
- > Dialect
- > Nationality/Citizenship
- > Date of Birth
- > Email
- > Mobile Number
- > Registered Address
- > HDB Type
- > Marital Status
- > Last Marriage Date
- > Marriage Certificate Number
- > Last Divorce Date
- > Country of Marriage
- > IRAS Assessable Income (Latest Year)
- > Children Birth Records - Birth Cert Number
- > Children Birth Records - Name
- > Children Birth Records - Sex
- > Children Birth Records - Race
- > Children Birth Records - Secondary Race
- > Children Birth Records - Date of Birth
- > Children Birth Records - Dialect
- > Children Birth Records - Life Status
- > Occupation
- > Residential Status
- > Passport Number
- > Ownership of Private Property Status
- > CPF Contribution History (up to 15 months)

Clicking the “I Agree” button permits this digital service to retrieve your data based on the Terms of Use (<https://www.singpass.gov.sg/home/ui/terms-of-use>).



4. Please scroll down to "Contact Details and Preferences" to update your particulars. You should click on radio button to indicate that "The details above are correct" for every section or else you will not be able to proceed. The radio button will change from grey to teal green once you do so.

2 Contact Details and Preferences

When we need to reach you, we will rely on the contact information below.

Home	Office	Mobile 96491939
Email tan_jun_ya@lab.gov.sg		
How would you like to be contacted?	<input checked="" type="checkbox"/> SMS	<input checked="" type="checkbox"/> Email
I am helping the applicant to apply	<input type="radio"/> Yes	<input checked="" type="radio"/> No

The details above are correct



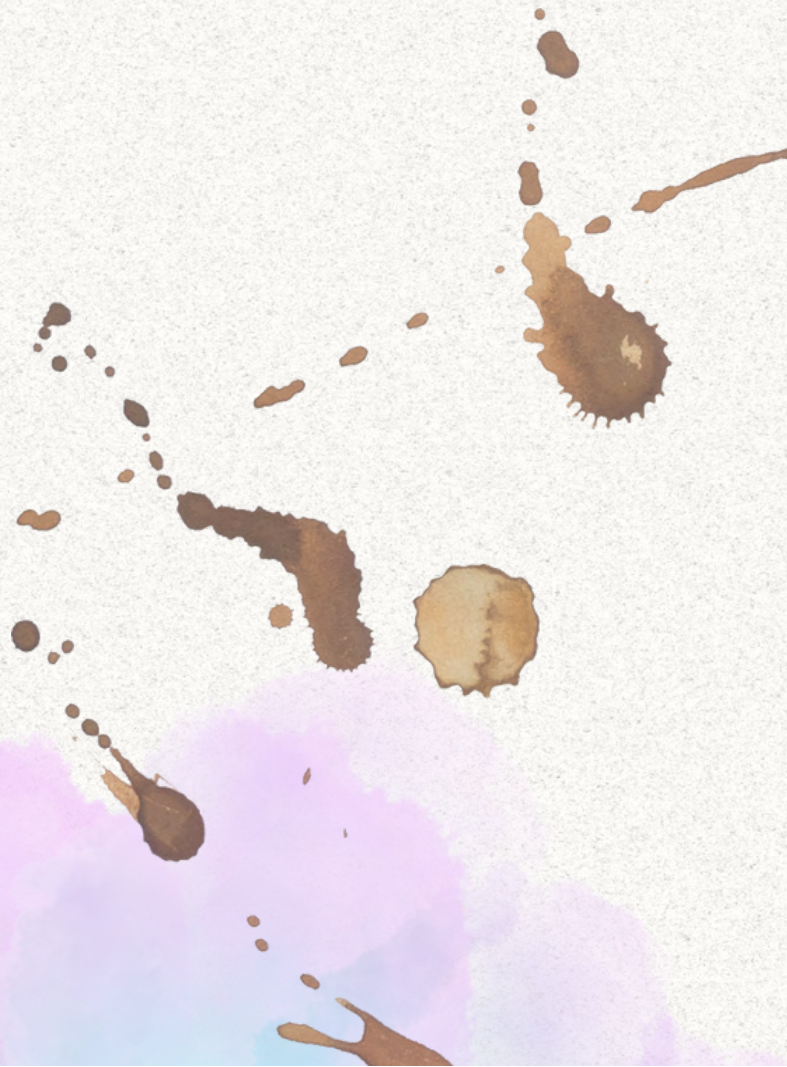
5. After you complete the required fields on the page, tick the checkbox (as seen below) and click on “Submit Now”. Profile update is completed.

Wonderful! You have verified all the information.

Declaration of Understanding

I understand that it is an offence to provide false information.

Submit Now →



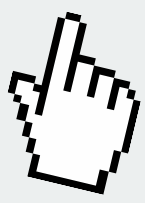
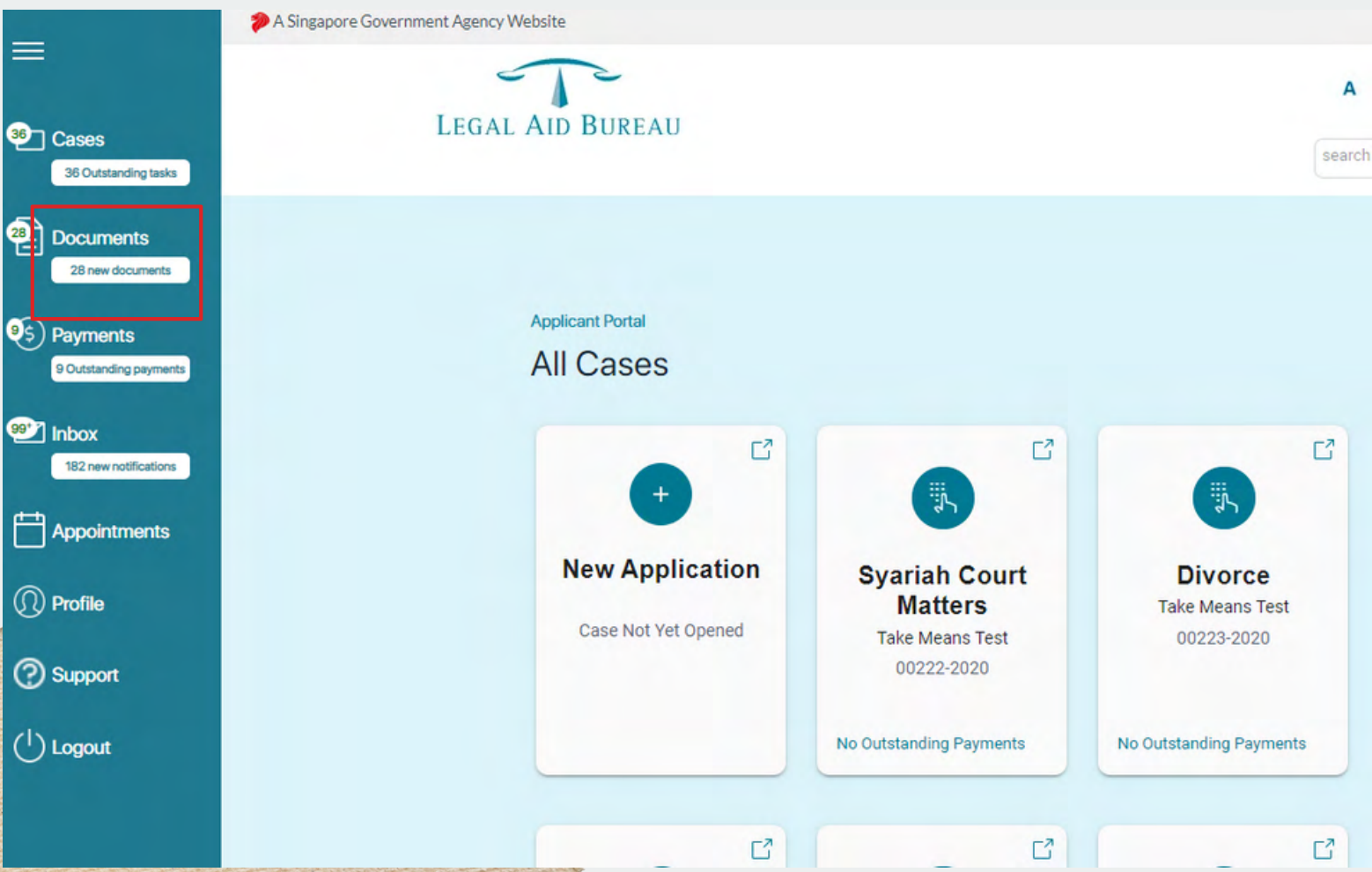
GUIDE TO

UPLOADING DOCUMENTS

1. Log in to Applicant Portal via Singpass. Click on the Hamburger icon to expand Menu.

The screenshot displays the Legal Aid Bureau Applicant Portal. On the left, a dark teal sidebar menu is expanded, with a red circle and arrow pointing to the hamburger icon at the top. The menu items include: Cases (36 Outstanding tasks), Documents (28 new documents), Payments (9 Outstanding payments), Inbox (182 new notifications), Appointments, Profile, Support, and Logout. The main content area features the Legal Aid Bureau logo and the text "Applicant Portal All Cases". Below this, there are three case cards: "New Application" (Case Not Yet Opened), "Syariah Court Matters" (Take Means Test 00222-2020, No Outstanding Payments), and "Divorce" (Take Means Test 00223-2020, No Outstanding Payments). A search bar is visible in the top right corner. A white hand cursor icon is positioned in the bottom right corner of the page.

2. Click on “Documents” under Menu Tab. A list of your cases will be shown.



3. You can click on the relevant case file by clicking on the arrow or the case reference number (as circled in red in the screenshot below).

Applicant Portal

All Documents

ⓘ Don't see all your documents? You may view your documents here 15 minutes after our SMS/Email.

DIVORCE: Case ID 00221-2020

1

▼

4. You may click on “Submit documents to Legal Aid Bureau” (as seen in the screenshot below).

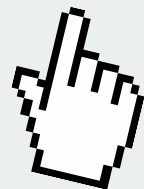
DIVORCE: Case ID 00221-2020

1

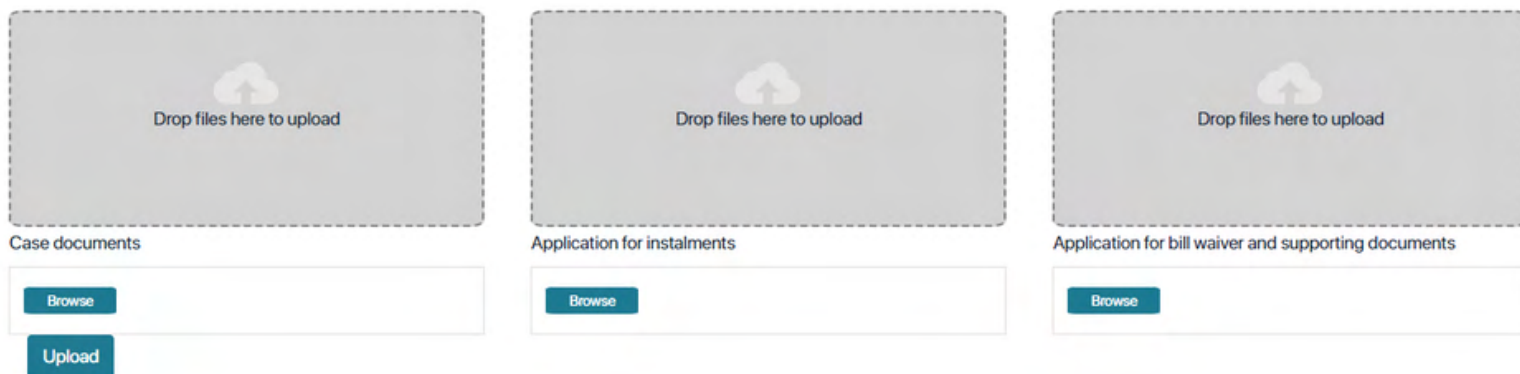
➔ Submit documents to Legal Aid Bureau ⓘ Please see our [guide for the steps to do so](#)

ⓘ You may upload 5 documents with file size of maximum 24 MB at one time. If there are multiple pages in a document, please consolidate all pages of the document in one file before uploading, and rename the file to reflect the nature of the document. Please do not upload each page separately. If you have a hardcopy document and do not have a scanner to scan and consolidate the pages, please download a scanner application on your mobile phone which will allow you to take pictures and consolidate all pages of a document into one file. Not sure how to do this? [See the guide here](#)

If you fail to do so, there will be a delay in reviewing your documents.



5. Boxes prompting you to upload your files will appear.



The image shows three identical upload boxes arranged horizontally. Each box has a dashed border and contains a cloud icon with an upward arrow and the text "Drop files here to upload". Below each box is a "Browse" button. The first box is labeled "Case documents" and has an "Upload" button below the "Browse" button. The second box is labeled "Application for instalments" and has only a "Browse" button. The third box is labeled "Application for bill waiver and supporting documents" and has only a "Browse" button.

6. You may upload documents according to the following categories (the document should be named accordingly for easy identification):

- If you wish to apply for instalments, you may upload instalment application form under “**Application for instalments**”.
- If you wish to apply for waiver, you may upload waiver/reduction application form and relevant supporting documents under “**Application for bill waiver and supporting documents**”.
- For all other documents, you may upload under “**Case documents**”.

If there are multiple pages in a document, please consolidate all pages of the document in one file before uploading, and rename the file to reflect the nature of the document. Please do not upload each page separately.

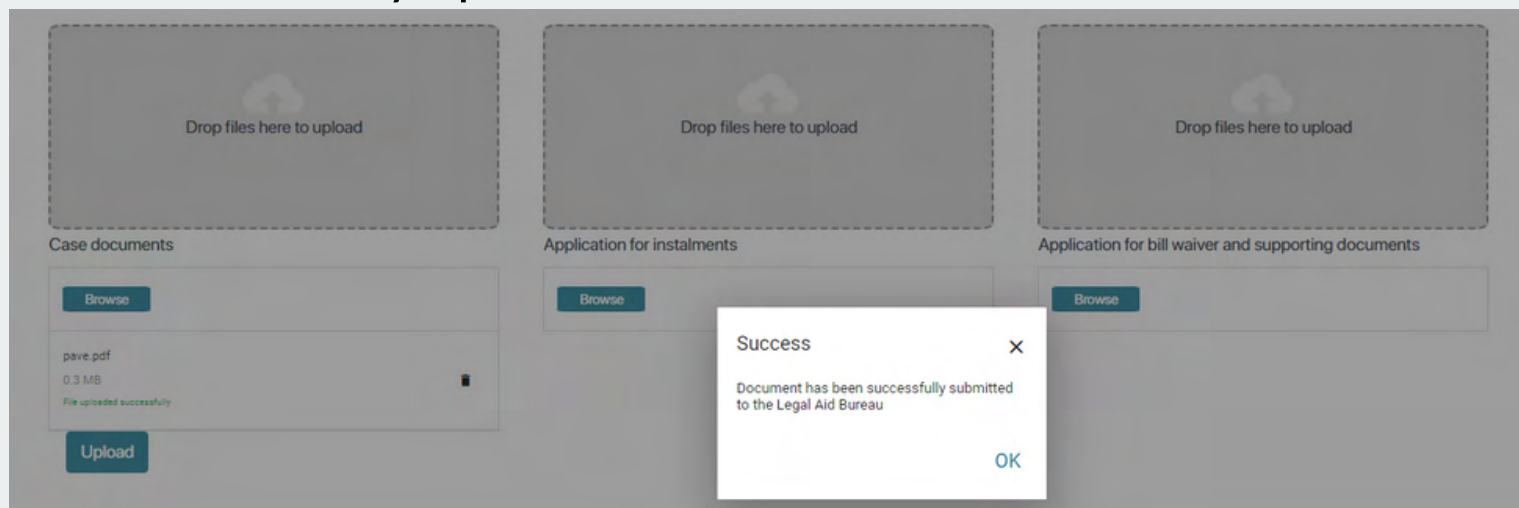
The maximum file size that can be uploaded is **24 MB**.

You may upload by either of the following methods:

- Drag and drop the relevant file into the box; or
- Selecting the document via “Browse”.



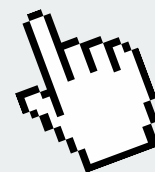
7. Click “Upload”. A pop up will appear to inform you when you have successfully uploaded the document.



8. Documents that are successfully uploaded will appear in the Documents screen “Documents submitted to the Legal Aid Bureau”. If you do not see the relevant document, please try uploading again following the above steps.

The screenshot shows a table titled "Documents submitted to the Legal Aid Bureau". The table has two columns: "Case Documents" and "Date Uploaded". The first row is circled in red and contains the document "pave.pdf" with a date of "16-02-2023". The second row contains the document "Test.pdf" with a date of "06-12-2022".

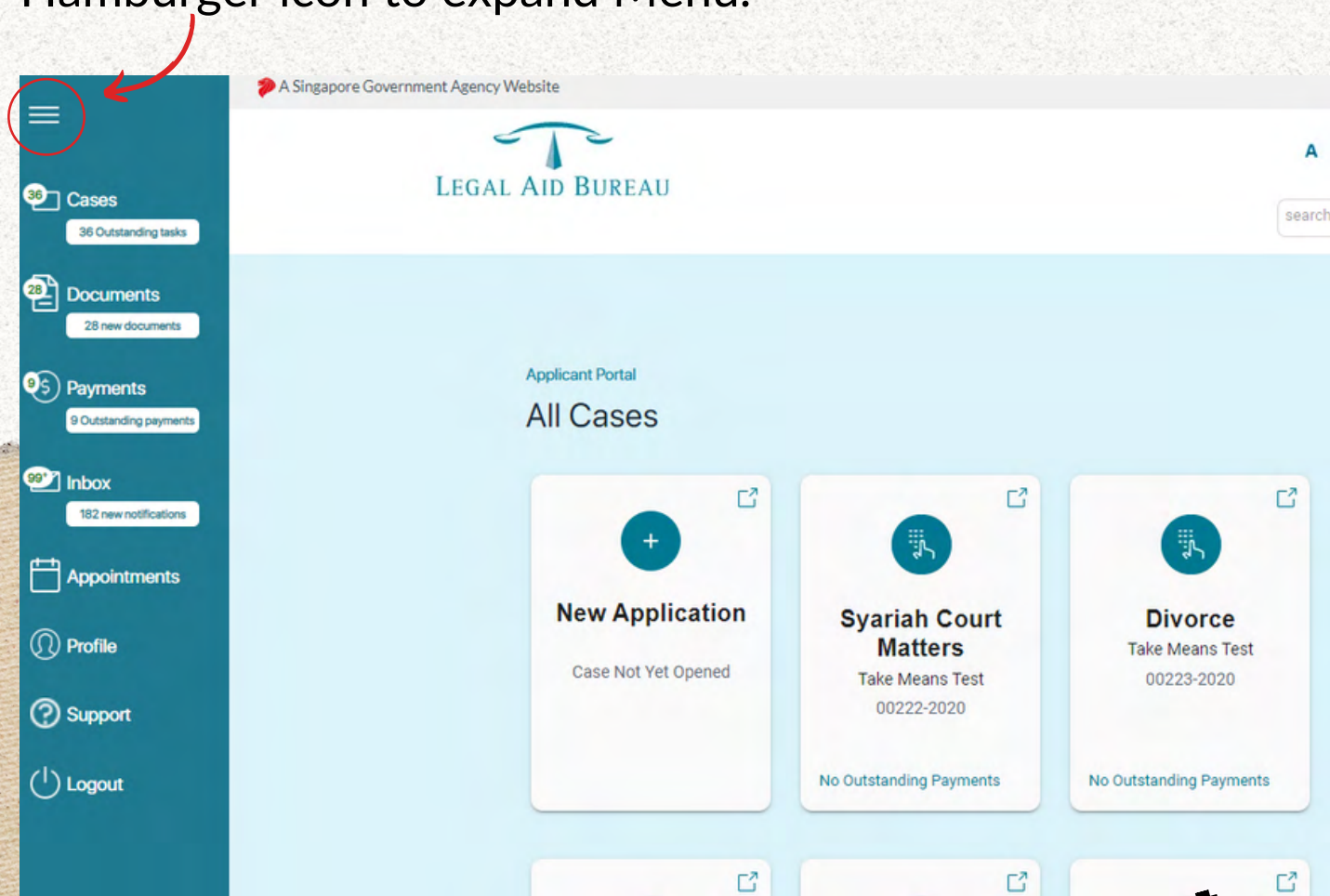
Case Documents	Date Uploaded
pave.pdf	16-02-2023
Test.pdf	06-12-2022



GUIDE TO

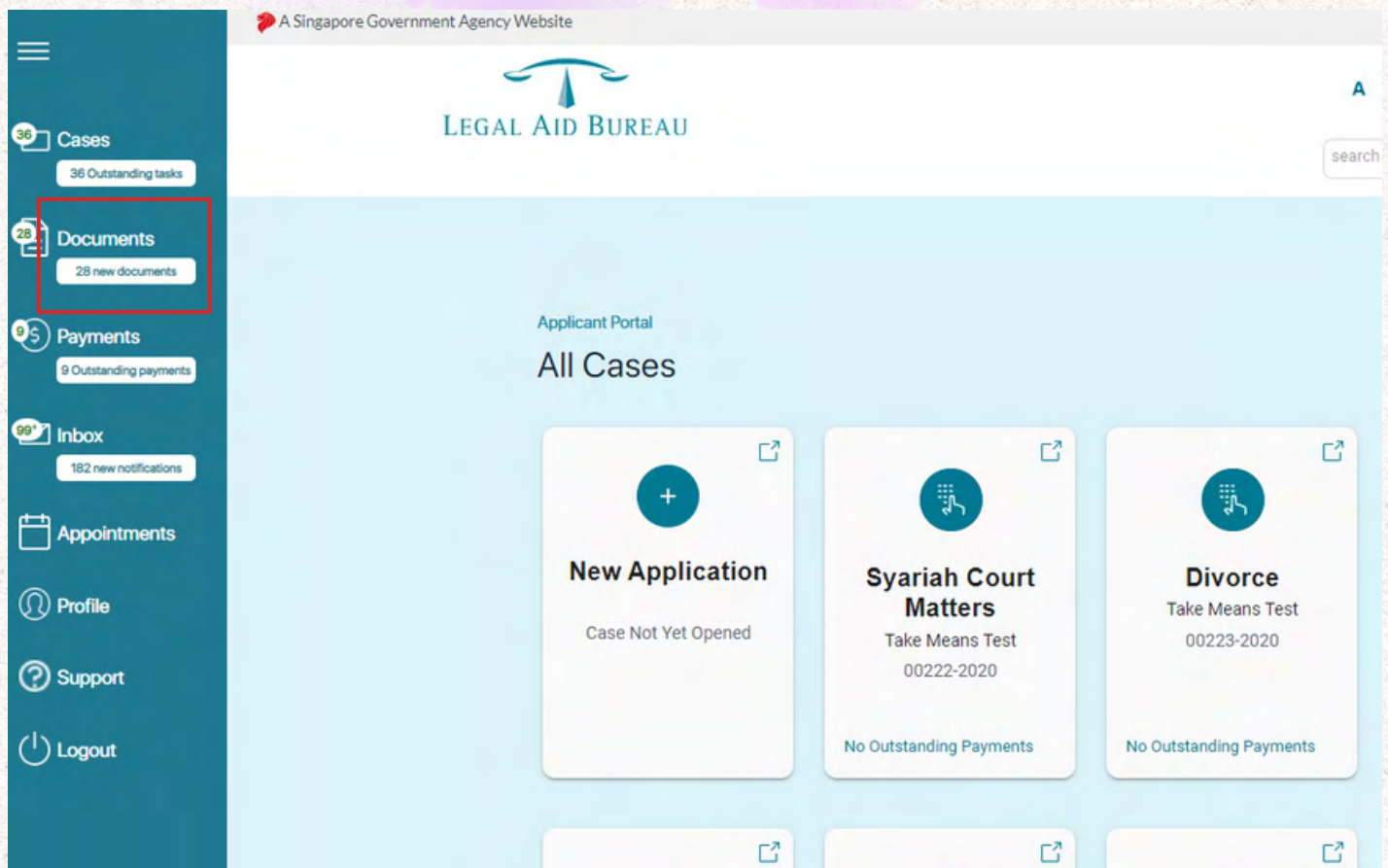
DOWNLOADING DOCUMENTS

1. Log in to Applicant Portal via Singpass. Click on the Hamburger icon to expand Menu.



The screenshot displays the Applicant Portal interface for the Legal Aid Bureau. The header includes the text "A Singapore Government Agency Website" and the "LEGAL AID BUREAU" logo. A search bar is visible on the right. The main content area is titled "Applicant Portal" and "All Cases". A sidebar menu is expanded, showing various options: Cases (36 Outstanding tasks), Documents (28 new documents), Payments (9 Outstanding payments), Inbox (182 new notifications), Appointments, Profile, Support, and Logout. The main content area features three cards: "New Application" (Case Not Yet Opened), "Syariah Court Matters" (Take Means Test 00222-2020), and "Divorce" (Take Means Test 00223-2020). Each card indicates "No Outstanding Payments". A red arrow points to the hamburger menu icon in the top left corner of the sidebar. A hand cursor is visible in the bottom right corner of the screenshot.

2. Click on “Documents” under Menu Tab. A list of your cases will be shown.



A Singapore Government Agency Website

LEGAL AID BUREAU

Applicant Portal

All Cases

36 Cases
36 Outstanding tasks

28 Documents
28 new documents

9 Payments
9 Outstanding payments

99 Inbox
182 new notifications

Appointments

Profile

Support

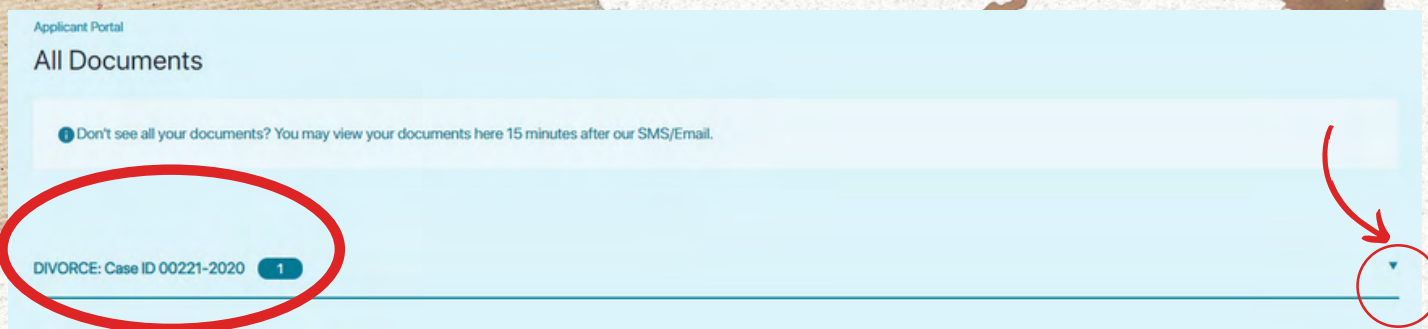
Logout

New Application
Case Not Yet Opened

Syariah Court Matters
Take Means Test
00222-2020
No Outstanding Payments

Divorce
Take Means Test
00223-2020
No Outstanding Payments

3. You can click on the relevant case file by clicking on the arrow or the case reference number (as circled in red in the screenshot below).



Applicant Portal

All Documents

Don't see all your documents? You may view your documents here 15 minutes after our SMS/Email.

DIVORCE: Case ID 00221-2020 1



4. You will be able to see the documents that have been granted to you. Click on the document that you wish to download.

ENFORCEMENT/VARIATION OF COURT ORDER: Case ID 00295-2020 2

Submit documents to Legal Aid Bureau [Please see our guide for the steps to do so](#)

You may upload 5 documents with file size of maximum 24 MB at one time. If there are multiple pages in a document, please consolidate all pages of the document in one file before uploading, and rename the file to reflect the nature of the document. Please do not upload each page separately. If you have a hardcopy document and do not have a scanner to scan and consolidate the pages, please download a scanner application on your mobile phone which will allow you to take pictures and consolidate all pages of a document into one file. Not sure how to do this? [See the guide here](#)

If you fail to do so, there will be a delay in reviewing your documents.

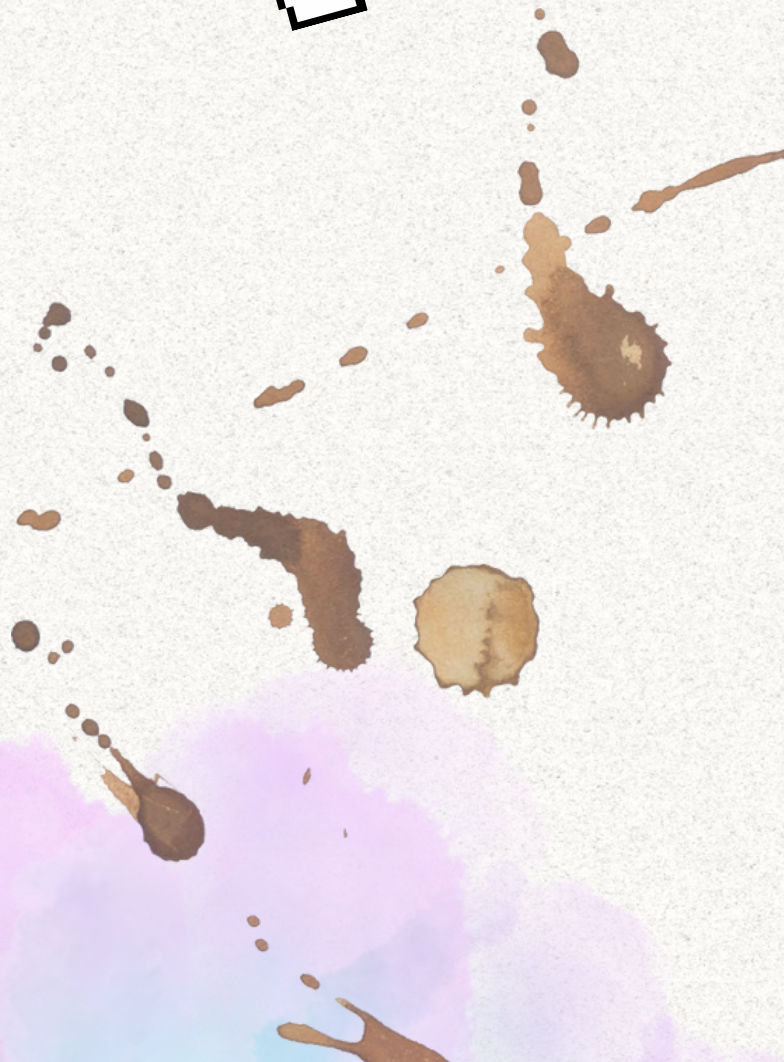
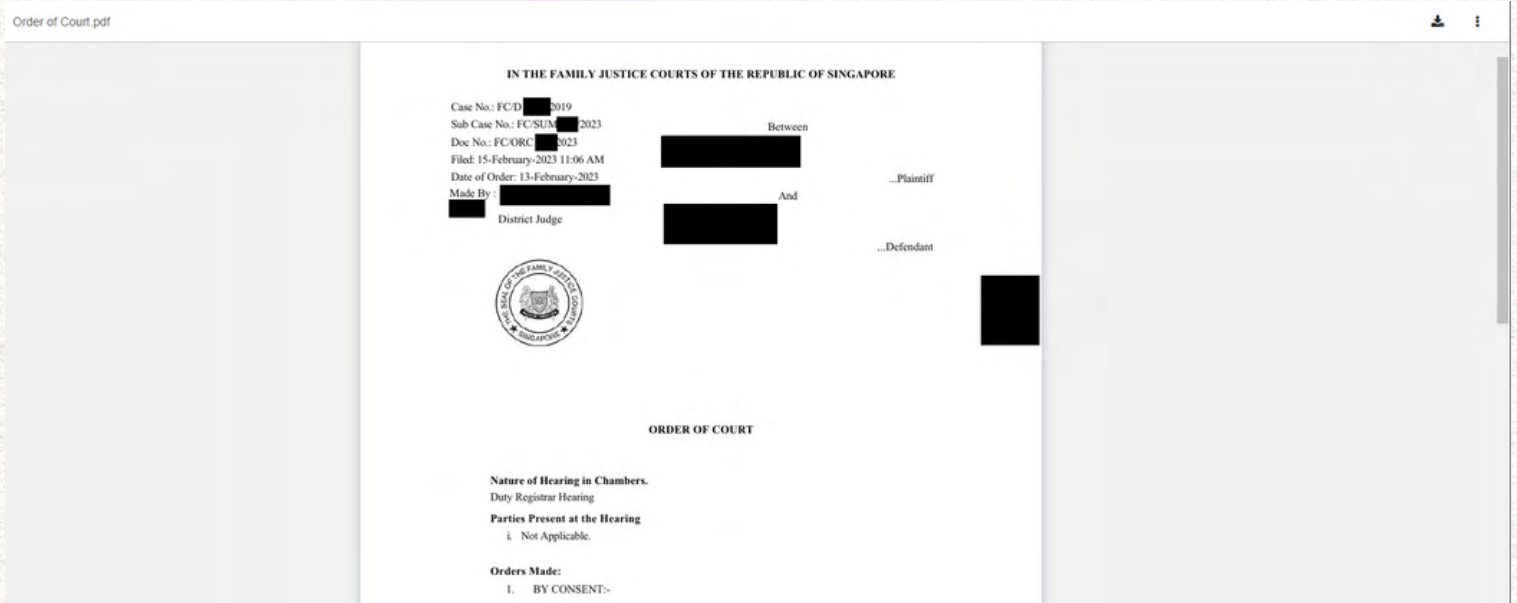
Appointment Documents	Date Uploaded
No records to display	

Request for Information	Date Uploaded
No records to display	

Payment Documents	Date Uploaded
Letter M	03-04-2020
Letter H2	13-03-2020



5. You will now be able to view the document(s). Please remember to save a copy or print them out for your own records.



Report technical issues to us

Please report your technical issues to us as follows:

(1) By calling our hotline at 1800 2255 529 to describe your issue to our friendly customer service agent. We will get back to you within 3 to 14 working days, depending on the urgency of your issue.

OR

(2) By sending us an online enquiry form via <https://go.gov.sg/contactminlaw>.

