

FAQ for Login Assistance

1. What is my Login ID ?

Please contact our Client Helpdesk at +65 6557 2234 (Mondays to Fridays excluding public holidays, from 8:30am to 5:30pm) or email us at client_help@ifastpensions.com for further assistance.

2. Is the password case sensitive?

The password is case sensitive. Please ensure that the keyboard caps lock is turned off.

3. Is the login ID case sensitive?

The login ID is not case sensitive.

4. I am unable to login even after several attempts. What should I do?

Please clear your browser cache and cookies, close the browser, reopen and try again:

Internet Explorer: Tools > Delete Browsing History > Check on 'Temporary Internet files, Cookies, History*' and InPrivate Filtering Data > Delete

History: this is optional whether you wish to remove the websites that you have visited earlier.*

Mozilla Firefox: Tools > Options > Privacy > Clear your recent history

Google Chrome: Tools > Clear Browsing Data

Safari: Press 'CTRL H' and you will be able to delete the browsing history

For users on Microsoft Internet Explorer 6.0 and above who may have encountered problems accessing our website. We recommend that you download and install the latest version of web browsers and ensure your browser is up to date and TLS 1.0 is supported.

Configuration

1. On the Tools menu, click Internet Options.
2. On the Advanced tab, under Security, make sure that the following check box is "checked": Use TLS 1.0
3. Click Apply, and then click OK.

If problem persists, please contact us for further assistance.