# SINGAPORE POOLS ACCOUNT ACCOUNT MANAGEMENT GUIDE

\*\*\*\*\*\*\*\*\*\*\*\*

-----









#### **NOTE THE FOLLOWING:**

 Click "Login" button to sign into your account (Web/App)

#### PLAY RESPONSIBLY

Lottery	Account		Logge	d in: 00:21:59	LOG OUT	username123	Balance: \$100.00		
My Account		Home → My Account → Account Update							
Account Over	N.	Account Update							
Account Upda	ate		Louis Information						
Limit Manage	emer	Contact Info	Login Information						
Sen 2. Juio	n	Account No.	012345678						
Self-Assessm	nent								
Transaction H	listory	Product Selection	Sports		Customise the pro- login.	ducts you would like to view and	l place bet after		
Deposits			Horse Racing						
Withdrawals									
TOTO Subsc	ription	Mobile Number	+		One-Time Passwo	rd (OTP) will be sent to this mot	bile number.		
Live Streamin Subscription	ng	Office Number	+ 65						
Race Setting		Home Number	+ 65						
		Email Address		0					
		Postal Code	Retrieve	Address					
		Street Name	17 1918 - Park						
		Building Name (if applicable)	Transfer Test Internet						
		Level & Unit Number (if applicable)		<b>S</b>					
		Monthly Income		~	Please select your	monthly income			
		Occupation		<b>e</b>	Please specify you	r occupation			
		Industry		0	Please specify you	r industry			



#### **NOTE THE FOLLOWING:**

- Select "Account Update" on the left side menus (Web)
- Click on Account and select Account Update. (App)



bgin Information  tacing	Customise the products you would like to view and place bet after login.	<ul> <li>✓ Account Update</li> <li>Account Update</li> <li>Account Information</li> <li>Product Selection</li> <li>Customise the products you would like to view and place</li> <li>✓ Sports </li> <li>✓ Lottery </li> <li>✓ Ho</li> <li>Mobile Number</li> <li>+ 655</li> <li>Home Number</li> </ul>
agin Information	Customise the products you would like to view and place bet after login. One-Time Password (OTP) will be sent to this mobile number.	Change Online Betting Passa Change Tele Betting Pin Change Tele Betting Pin Catomie the products you would like to view and place Office Number Change Tele Statement Change Te
egin Information	Customise the products you would like to view and place bet after login. One-Time Password (OTP) will be sent to this mobile number.	Change Tele Betting Pin  Account Information  Product Selection  Controlles the products you would like to view and place  Sports Sports Controlles Number  + 6596742272  Office Number  + 65  Home Number
Racing	Customise the products you would like to view and place bet after login. One-Time Password (OTP) will be sent to this mobile number.	Account Information Product Selection Customise the products you would like to view and place Sports  Sports  Lottery  Ho Mobile Number  + 6596742272  Office Number  + 65 Home Number
Racing	Customise the products you would like to view and place bet after login. One-Time Password (OTP) will be sent to this mobile number.	Product Selection Customise the products you would like to view and place
Racing	One-Time Password (OTP) will be sent to this mobile number.	+ 6596742272 Office Number + 65 Home Number
••••••••••••••••••••••••••••••••••••••	One-Time Password (OTP) will be sent to this mobile number.	Home Number
0		+ 65
		HOME LOTTERY SPORTS HORSE RAC
0		
•		
Retrieve Address		
0		
~	Please select your monthly income	
<ul> <li>Image: Image: Image:</li></ul>	Please specify your occupation	
	Please specify your industry	
	Retrieve Address	Retrieve Address     Retrieve Address     Please select your monthly income     Please select your ccupation     Please specify your ccupation   Please specify your industry

nt Update NO. 013415610	NOTE THE FOLLOWING:	
Betting Password	Under Contact Information, you can	
etting Pin	update your - Product Selection	
	Mobile Number	
like to view and place bet after login.	Office Number	
tery 🖌 Horse Racing	Home Number	
	Email Address	
	Cingapore Desidential Address	
	Siliyapore Residential Address	
	Preferred Language For Phone Betti	ng
× • •	Preferred Mode Of Communication	
ORTS HORSE RACI MORE		
	< Account Update	
	RESIDENTIAL ADDRESS (AS PER OFFICIAL DOCUMENT)	
	Postal Code	
	578415 Retrieve Address	
	Street Name	
	33 Jalan Chempedak	
	I applicable	
	Sembawang Hills Estate	
	Unit number If applicable	
	Unit - No.	
	MONTHLY INCOME & OCCUPATION	
	HOME LOTTERY SPORTS HORSE RACL. MORE	

Monthly Income	Select 🗸	Please select your monthly income				
Occupation	Select 🗸	Please enter your occupation				
Industry	Select 🗸	Please enter your industry				
Preferred Language for Phone Access	English     Chinese					
Email Newsletters	TOTO Results (after each draw)     40 Results (after each draw)	Please select what information you would like to receive via email				
	Singapore Sweep Results (after each draw)					
	Sports (weekly)					
	Singapore Pools News (once every two months)					
Other Events and/or Activities	<ul> <li>I would like to receive information on other events and/or activities. If any, via:</li> </ul>	Please select if and how you would like to receive information on other events and/or activities.				
	Email	SMS				
	Phone	Post				
	I do not wish to receive any of the above information.	You may be contacted via any of the contact information as provided by you for operational and/or account-related matters.				
Sports Bet Slip Preferences	Always accept odds changes.					
Subscribe Horse Racing Channel	Please complete and email the Horse Racing Channels subscription form to customerservice@sgpoolz.com.sg. Contact our Customer Service at 6786 6688 for assistance.					
		CANCEL				



0

LOTTERY

0

HOME

Ð

MORE

6

SPORTS HORSE RACI ...

#### **NOTE THE FOLLOWING:**

 Click VERIFY if no changes are required or click CONFIRM to complete update. (Web/App)

### PLAY RESPONSIBLY





#### **NOTE THE FOLLOWING:**

 Click "Login" button to sign into your account (Web/App)

#### PLAY RESPONSIBLY

Sports Lottery	Horse Racing Account		Logged in: 00:03:25 LOG 0	DUT emilywmj	Balance: \$21.00		$\overline{}$
My Account Account Overview	Home → My Account → Limit Manager	nent				<	My Account
Limit Management	Depo: \$ Change Monthly Deposit I	sited 0% 0.00 0%	s	Current Limit \$500.00			Vandrawals
Sen. Ont Monthly Statement Transaction History		Bets 2%		Current Limit \$400.00		@ <b>E</b> 9	Limit Management
Deposits Withdrawals TOTO Subscription	Change Monthly Betting I	arily Consider choosing "Yes" to help you I imit of \$500 will be reverted to the cu	\$ 500 better manage your betting expenses. irrent limit of \$400 at the end of your c.	The new betting hosen validity			Manage TOTO Subscriptions
Live Streaming Subscription Race Setting	Vali	Yes No				¢	Live Streaming Subscription
	Enter Passo	word				20	Self Exclusion
	Note: You may use this Affordability C: only take effect after 24 hours. A	alculator for guidance in setting appropriate Bett ny reduction will take immediate effect.	ting and Deposit Limits. Any increase t	o your Monthly Betting and Deposit Limits	s will	<b>₩</b>	Account Update Self Assessment
				CANCEL CONF	IRM		Log Out
_							

#### **NOTE THE FOLLOWING:**

1

>

>

>

>

>

>

>

>

>

- Select "Limit Management" on the left side menus (Web)
- Click on Account and select Limit Management. (App)

#### **PLAY RESPONSIBLY**

My Account	Home → My Account → Limit Management
Account Overview	Limit Management
Account Update	
Limit Management	Deposited \$0.00 0% \$500.00
Self-Exclusion	Change Monthly Deposit Limit Select V \$
Self-Assessment	
Monthly Statement	
Transaction History	Bets Current Limit \$7.00 \$400.00
Deposits	Change Monthly Betting Limit \$500 V \$ 500
Withdrawals	Increase Betting Limit Temporarily Consider choosing "Yes" to help you better manage your betting expenses. The new betting
TOTO Subscription	limit of \$500 will be reverted to the current limit of \$400 at the end of your chosen validity period."
Live Streaming Subscription	Yes No
Race Setting	Valid till Select
	Enter Password
	Note: You may use this Affordability Calculator for guidance in setting appropriate Betting and Deposit Limits. Any increase to your Monthly Betting and Deposit Limits will only take effect after 24 hours. Any reduction will take immediate effect.
	CANCEL CONFIRM

ANCEL	Change Monthly Betting Limit
Change Mo	nthly Betting Limit
\$500	0
500	
Increase B	etting Limit Temporarily
Consider cl betting exp reverted to chosen vali	noosing "Yes" to help you better manage your enses. The new betting limit of \$500 will be the current limit of \$400 at the end of your dity period."
• Yes	◯ No
Valid till	
Select	0

Password

Your password

Note: You may use this Affordability Calculator for guidance in setting appropriate Betting and Deposit Limits. Any increase to your Monthly Betting and Deposit Limits will only take effect after 24 hours. Any reduction will take immediate effect.

 $\odot$ 

#### **NOTE THE FOLLOWING:**

- Increase in limits take effect 24 hours after your submission.
- Reduction of limits takes effect immediately.
- You can update your Monthly Deposit Limit and Monthly Betting Limit.
- You may choose to increase Betting Limit on a temporary basis to better help you manage your betting expenses. (Web/App)

#### PLAY RESPONSIBLY

	If you notice that you or somebody you know may be gamblin	ng excessively, call the National Problem Gambling Helpline today at	1800-6-668-668.	
		Responsible Play Our Serv	rices FAQ Corporat	ie ENG 中文
Sports Lottery	Horse Racing Account	Logged in: 00:03:20 LOG OUT	kellymo	Balance: \$0.00
My Account	Home → My Account → Limit Management			
Account Overview	Limit Management			
Account Update	Your Monthly Deposit and/or Betting Limits have bee	en updated.		×
Limit Management				
Self-Assessment	Your new Monthly Deposit Limit of \$500.00 will be ap	pplicable from Tue, 1 Dec 2020, 6.49pm.		×
Monthly Statement				
Transaction History				
Deposits				
Withdrawals				
TOTO Subscription				
Live Streaming Subscription				
Race Setting				

#### PLAY RESPONSIBLY

	If you notic	e that you or somebody you	u know may be gam	nbling excessively, call the National Prob	lem Gambling Helpli	ne today at 1800-	6-668-668.			
				Safer Play	Our Services	FAQ Co	orporate	16 中文		
Sports	Lottery	Horse Racing	Account	Username	Password	LOGIN	Forgot Login?	SIGN UP	CANCEL	Login
			LOGIN Username Password	Forg	ot Login?				Account Login Username Your username Your password Don't have an	account yet? Sign up here

#### **NOTE THE FOLLOWING:**

Forgot Login?

 $\odot$ 

- Select the "Forgot Login?" link at the top right. (Web)
- Click on Log in. Click the "Forgot Login?" link. (App)

#### **PLAY RESPONSIBLY**

If you notice that you or someboo	dy you know may be gambling excessively, call the National Problem Gambling H	elpline today at 1800-6-668-668.	
	Forgot Login?	FAQ Corporate ENG 中文	
Sports Lottery Horse Rad	NRIC/FIN       Foreign Passport         Rest Password       Reset PIN         Username       Reset Password         NRIC Number or FIN         Mobile Number         +       65         CANCEL       SUBMIT         Don't have an account yet? Sign up here.	LOGIN Forgot Login? SIGN UP	<ul> <li>Forgot Login?</li> <li>NRC / FIN Parsport</li> <li>Password Password Password</li> <li>Pin</li> <li>NRC Number or FIN</li> <li>Your NRIC/FIN/Passport No.</li> <li>Mobile Number</li> <li>+ 65</li> <li>Submit</li> </ul>

#### **NOTE THE FOLLOWING:**

 Select which login information you have forgotten – username/ password/PIN. (Web/App)

#### PLAY RESPONSIBLY

If you notice that you or someb	body you know may be gambling excessively, call the National Problem Gambling	Helpline today at 1800-6-668-668.	
If you notice that you or something of the source of the s	body you know may be gambling excessively, call the National Problem Gambling         Forgot Login?         NRIC/FIN       Foreign Passport         Retrieve       Image: Reset Password         Username       Reset Password         NRIC Number or FIN	Helpline today at 1800-6-668-668. FAQ Corporate ENG +文 LOGIN Forgot Login? SIGN UP	Forgot Login?          NRIC / FIN       Poreign         Passport       O         Username       Password       O
	Mobile Number + 65 CANCEL SUBMIT		NRIC Number or FIN Your NRIC/FIN/Passport No. Mobile Number + 65 Submit
	Don't have an account yet? Sign up here.		

#### **NOTE THE FOLLOWING:**

- Enter your NRIC number or FIN, and your registered mobile number. (Web/App)
- If you have changed your mobile number, contact Customer Service (6786 6688) to update your new mobile number

#### **PLAY RESPONSIBLY**

					Safer Play	Our Services	FAQ	Corporate (	ENG 中文					
orts	Lottery	Horse Racing	Account		Username	Password	LOGIN	Forgot Logi	n? SIGN UP	U				
			Success							Ш	M	ANAGE		
			Your Username is	username123						Ш		Yo	ur username is username123	
				L	OGIN					Ш			Login	
				Davister							4	Ď	TOTO	SI
	_			Durthave an	account yet: oight	ap nere.				4		CAN	RCEL Reset Pa	ss
Res	et Password				Rese	t PIN				1			Enter One-Time Password +65***	(0 <sup>-</sup> 12
Enter	One-Time Passwo	d (OTP) sent to Mobile No.	+65****1234		Enter O	ne-Time Password (O	P) sent to Mobil	e No. +65***1234					OTP	
One-1	Time Password (OT	P) is sent to your mobile nur	esend OTP nber in our records.		One-Tin	ne Password (OTP) is	sent to your mob	Resend OTI le number in our i	ecords.			Ne	<b>w Password</b> Your new password	
New	Password				New PI	4						Co	nfirm New Password	
Passv	word must be at lea	st 8 characters long, with at a	least 1 alphabet (A-Z)		PIN mus	st be 6 numbers (0-9).							Your confirm password	
sensit	tive.	uois (:@an a ()) can be us	си. <i>Газан</i> ини IS саз <del>с</del> -		Confirm	New PIN							Subr	nit
		CANCE	SUBMIT				CA	NCEL SU	BMIT					

#### **NOTE THE FOLLOWING:**

- A One-Time Password (OTP) will be sent to your registered mobile number. (Web/App)
- After entering the OTP, your username will be displayed or you will be prompted to create a new password/PIN. (Web/App)

	Decet DIN	
CANCEL	Reset PIN	
Enter One-	Fime Password (OTP) sei +65****1234	nt to Mobile No
ONE-TIME PAS	SWORD	
ОТР		Resend OTP
New PIN		
Your new p	bin	0
Confirm New F	IN	
Your confi	rm pin	©
	Submit	
_	_	_

#### PLAY RESPONSIBLY

0

### PLAY RESPONSIBLY

Stay Legal. National Problem Gambling Bet With Care. Helpline: 1800-6-668-668



0

٠

SINGAPOREPOOLS.COM