Frequently Asked Questions (FAQs)

1. **How to Register for SwimSafer Assessments (Pilot Test for CAMS Jan-Mar 2025)?**

- Registrations through the SwimSafer portal and the SwimSafer 2.0 Assessment Registration Form will cease.
- SwimSafer registration will require Service Providers to fill up a balloting form at [SwimSafer Assessment Registration Ballot Form (Pilot Test for CAMS Jan - Mar 2025)](#)
    - One participant per FormSG submission
    - One participant is only allowed to be registered under an assessment once.
    - Participants cannot be registered for multiple locations on the same date.
    - Service Provider may only submit up to 5 submissions per assessment day.
    - Any submissions not following the mentioned points will be voided.
- After submission, Service Providers will be notified on the outcome of their Ballot. If successful, they can proceed to [Assessment Registration Payment Form (Pilot Test for CAMS Jan - Mar 2025)](#) to make payment
- Assessment Timeslots will be released at least **15 calendar days** prior to the assessment date (excluding rain-off slots).

2. **How is the balloting done?**
- Submissions for each assessment are entered into a single balloting pool and randomized. For example, if an assessment receives 50 submissions but only has 20 slots available, 20 of those 50 submissions will be randomly selected for that assessment.
- The balloting pool is not formed by grouping all participants under a specific Service Provider and conducting a draw from a pool of Service Providers.

3. **When will I know the outcome of my ballot?**
- Service Providers will know if their ballot is Successful, Unsuccessful or Voided within **2 working days** from the submission of their ballots via the email address they had provided in the ballot form

4. **Can I make any changes for my ballot submission**
- No changes can be made after the ballot submission. Any changes will require you to submit a new ballot on a different assessment date.

5. **Why was my ballot submission voided?**
- Submissions are Voided due to the following reasons:
    - Multiple submissions of the same NRIC number within a single assessment
    - Incorrect details during submission (e.g. wrong NRIC No. format)
    - More than 5 submissions made by the same Service Provider

6. When do I have to complete payment by?

- Payment must be made within 72 hours upon receiving the confirmation email.
  - If payment is not made within 72 hours, your submission will be recorded as late/no payment and further action may be taken.

7. What do I do in an event of a bad weather?

- The assessor of the assessment will check with the ActiveSG staff at the swimming complex on the projected duration of closure due to inclement weather.

- Based on the information given, the assessor will make the decision to cancel the assessment if the closure duration exceeds the hour block for the assessment.

- Assessor will have to inform ActiveSG_SwimSafer@sport.gov.sg that they are is a rain-off. By default, the rain-off assessment will be rescheduled to at least one week later.

- Service Providers will be notified of the new Rain-Off assessment details.

- If Service Providers do not wish to reschedule their assessment for their participants to the provided assessment, they will have to re-ballot for another assessment.

8. How do we assign Assessors for the assessments?

- The SwimSafer team will assign assessors for each assessment in advance. On the day of the assessment, service providers and participants simply need to head to the designated assembly point, which will be marked with a SwimSafer signage.

9. Where to take the Theory Test?

- To take the SwimSafer theory test, please head to https://go.gov.sg/sstheory

- For a detailed guide please proceed to our website:

  https://www.activesgcircle.gov.sg/academies-clubs/initiatives/swimsafer , refer to "SwimSafer Theory Test" under "Participants' Corner".

10. How do I retrieve the e-certificate?

- e-Certificate can be retrieved after assessor has upload the result into our system and participant has completed his/her theory test.

- You will then be receiving an email from FileSG containing the Transaction ID that can be used to retrieve the e-certificate. Please kindly follow the steps below to retrieve the e-certificate from the FileSG webpage if you are retrieving the e-certificate on

behalf your child, you will need to select the "**Retrieve without Singpass**" option. You will not be able to retrieve the file if you are logging in or already logged in with your own Singpass.

Non-Singpass Retrieval

1. To retrieve the recepient / your child's e-certificate from the FileSG website, visit https://www.file.gov.sg/retrieve

2. Enter the **Transaction ID** and select submit.
   - Transaction ID can be found in the issuance notification email (subject: **Your SwimSafer Certificate is ready**) sender : **SportSG (via FileSG) no-reply@file.gov.sg**

3. You will be presented with two options: Select (2) "**Retrieve without Singpass**"
   - If you do not see "Retrieve without Singpass" option, it is likely that your document was issued without a valid mobile number. Please submit the following FormSG https://go.gov.sg/ssreport to update with a valid mobile number.
   - Option (1) "**Log in with Singpass**" is only for recepients / children above 15 years old with a Singpass account. Logging in using the parents Singpass account will not be linked to recepient / child account.

4. After selecting 'Retrieve without Singpass', you will be required to verify the recipient's identity with the following information:
   - **Certificate Holder's NRIC/FIN**
     - o The Certificate Holder is the person that is shown in the issuance email under Recipient Name.
   - **Certificate Holder's DOB**
     - o If there is an error verifying, it is likely an incorrect date of birth was registered for your child's SwimSafer assessment. Please submit the following FormSG https://go.gov.sg/ssreport with your child's correct date of birth for us to refresh and send a new email as well as transaction ID to retrieve your child's e-certificate.

5. If the information is accurate, you will be prompted to select how you would like to receive a 6-digit one-time password (OTP) verification either through the registered email or mobile number SMS entered on the theory quiz. Enter the OTP received to proceed to retrieve your document or download the recepient / your child's e-certificate.