

FAQs for New Website (correct as at 14 February 2018)

Q1: Why can't my login information and password be ported over to the new website?

A1: *The old system was out of support and the archives were encrypted in the backend. With a cutover to the new backend provider, the accounts could not be ported over as there was no support from the previous vendor. Therefore, all Principal, Spouse and Family Members would need to reset their password for the first time when visiting the new website.*

Q2: Why can't I view my e-Transactions?

A2: *The team is reconciling the backend system and members will be able to view the transactions from 1 March 2018 onwards.*

Q3: Why can't I view my past monthly statements of accounts?

A3: *We are unable to migrate the data from the previous system into the new system as the information is encrypted. To retrieve past paper Statement of Accounts and for more assistance, you may contact Finance at 6431 8314 (A0001 – K9999) or 6431 8316 (L001 – P9999). Monthly eStatement of Accounts, starting from that for February 2018, is available via Member's Portal by clicking on 'Statements and Transactions'. Members will be able to view past eStatement of Accounts for the past six months.*

Q4: Why is the website not tested properly before launching?

A4: *As per all new system launches, there is bound to be initial technical glitches and enhancements to be made. We thank members for the feedback and ask for your patience as the team continues to finetune the features and stabilise the system soon.*

Q5: How do I reset my password?

A5: *Please leave the username and password fields empty. Click on the "Forgot Password" hyperlink, where you will be led to a page to key in your full Membership ID or registered email address to receive the email. When you receive the email to reset your password, please click on the second URL which would lead you back to a new page on your web browser. You would be asked to key in your new password twice. After that, click on "Update Password". You should see "Your Password Has Been Successfully Reset".*

Q6: What if I forget the registered email address or Membership ID? Who can I call for assistance?

A6: You can contact membership department by email: membership@sicc.org.sg OR call: 64318334/7/9 only if you are unable to access your registered email address with the Club, or are unsure of which email address is registered with the Club.

Q7: Why do I need to key in the full membership ID?

A7: The new system is coded to recognise the different types of membership e.g. Principal membership numbers end with "00", Spouse membership number end with "99" and Children membership numbers ending with "01", "02" etc. We are working towards standardising the username for all members, and would hence require all member logins to be made of one alphabet and seven digits.

Q8: Why is the weather forecast widget not in use?

A8: The team is currently testing and doing bug-fixing on the system which would eventually show up-to-date weather conditions around the Island and Bukit location. There would also be a new status update for the Golf Courses, informing members if the course is available for play or closed for private events/maintenance.

Q9: When I click on the "Home" button on top of the Members' Forum page, why doesn't it direct me to the Website?

A9: You would have to clear your Internet cache, then close the browser and open a new browser window and log in to your account again for this update to refresh. You may refer to the '[Guide to Clear Cache.PDF](#)' document for a detailed guide.