

GUIDE TO

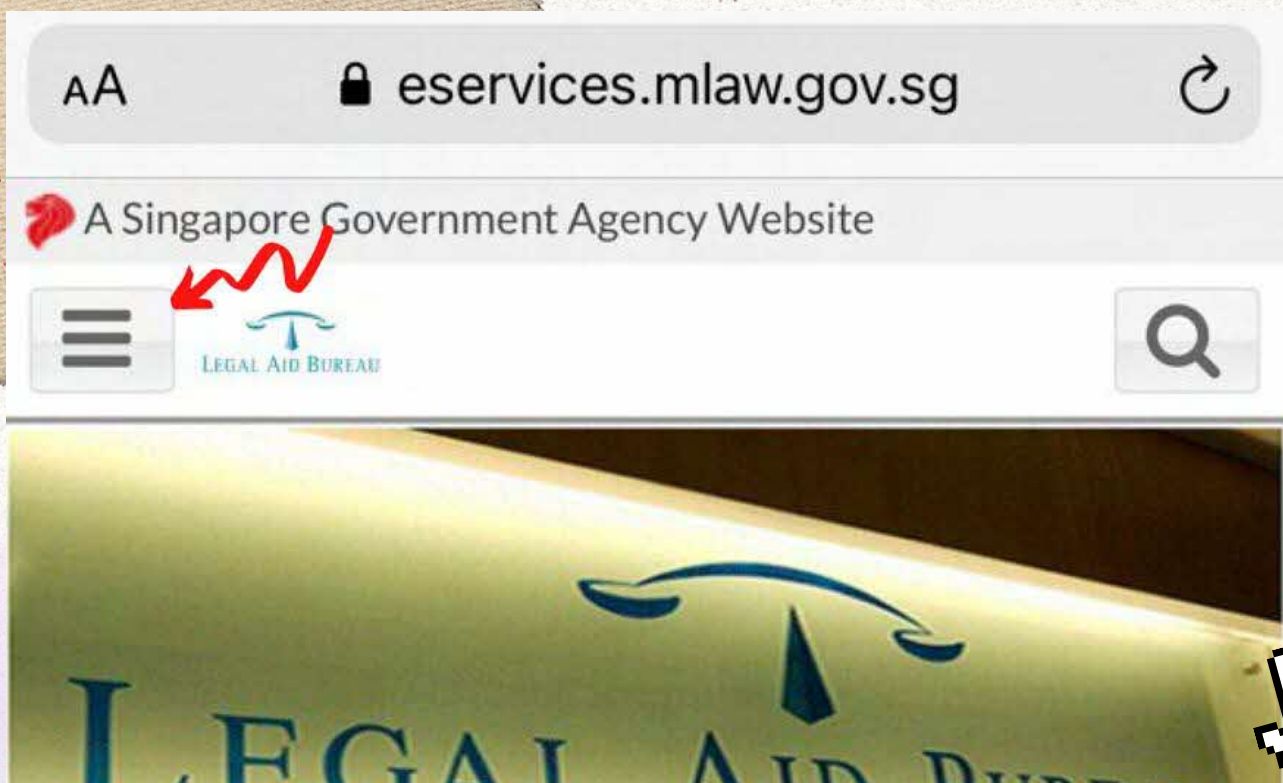
REGISTERING AN APPLICATION ONLINE

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

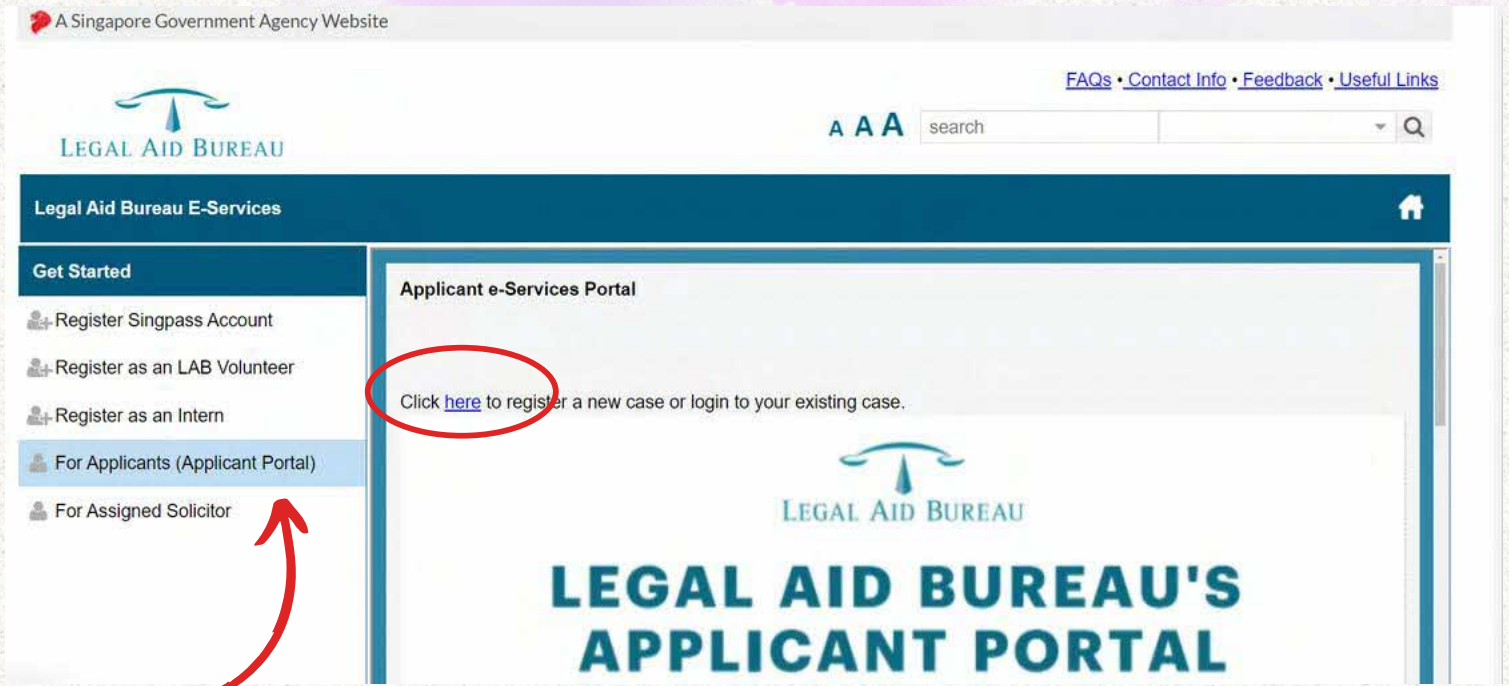


If you are on Mobile, tap on the 3 lines as shown in the screenshot below.

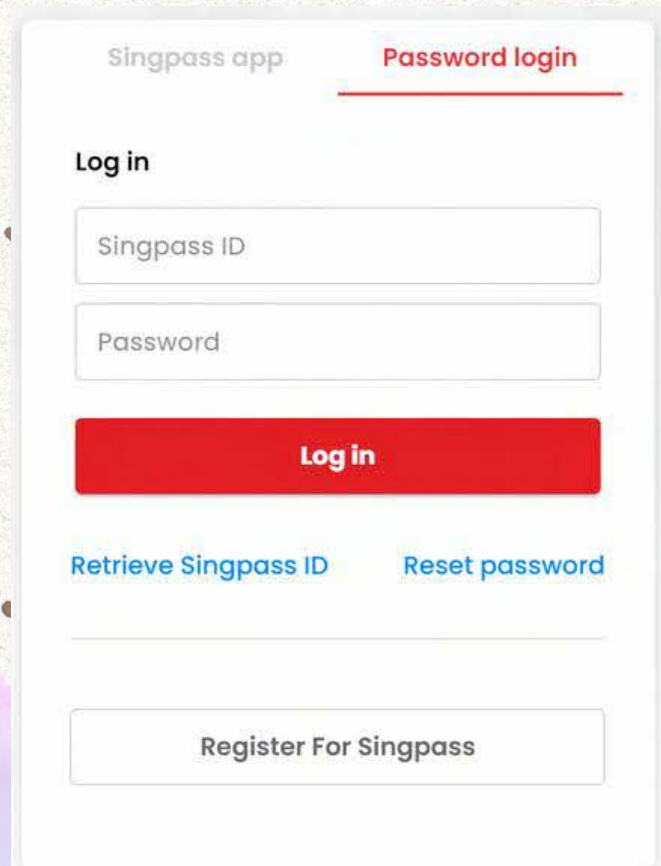
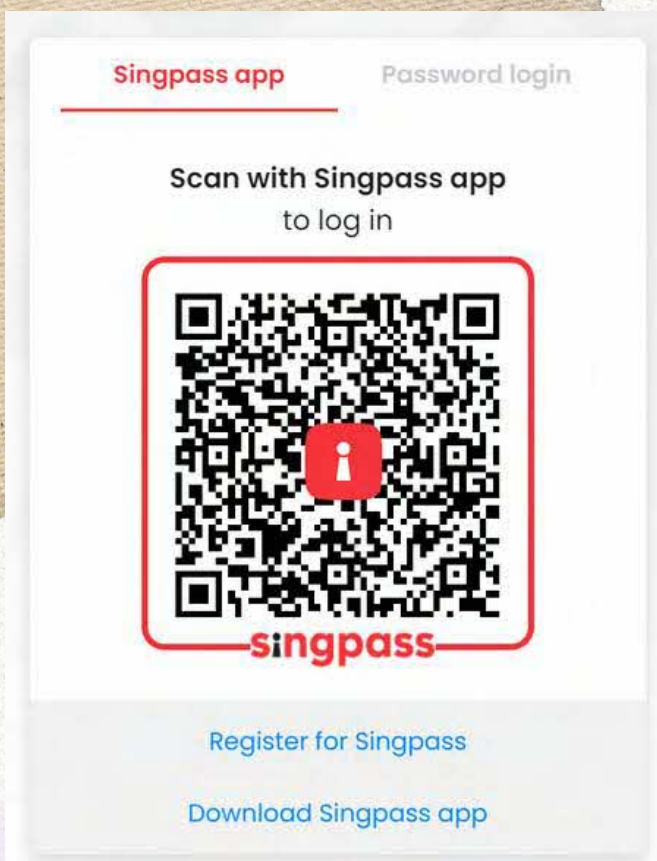
If you are on Desktop, skip to the next step.



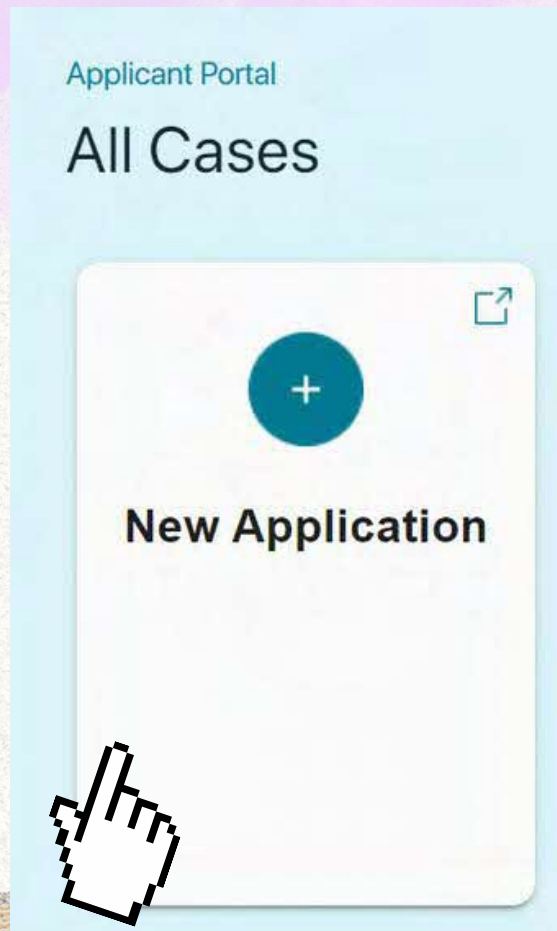
2. Click on "For Applicants (Applicant Portal)", then click "here" to login to Applicant Portal.



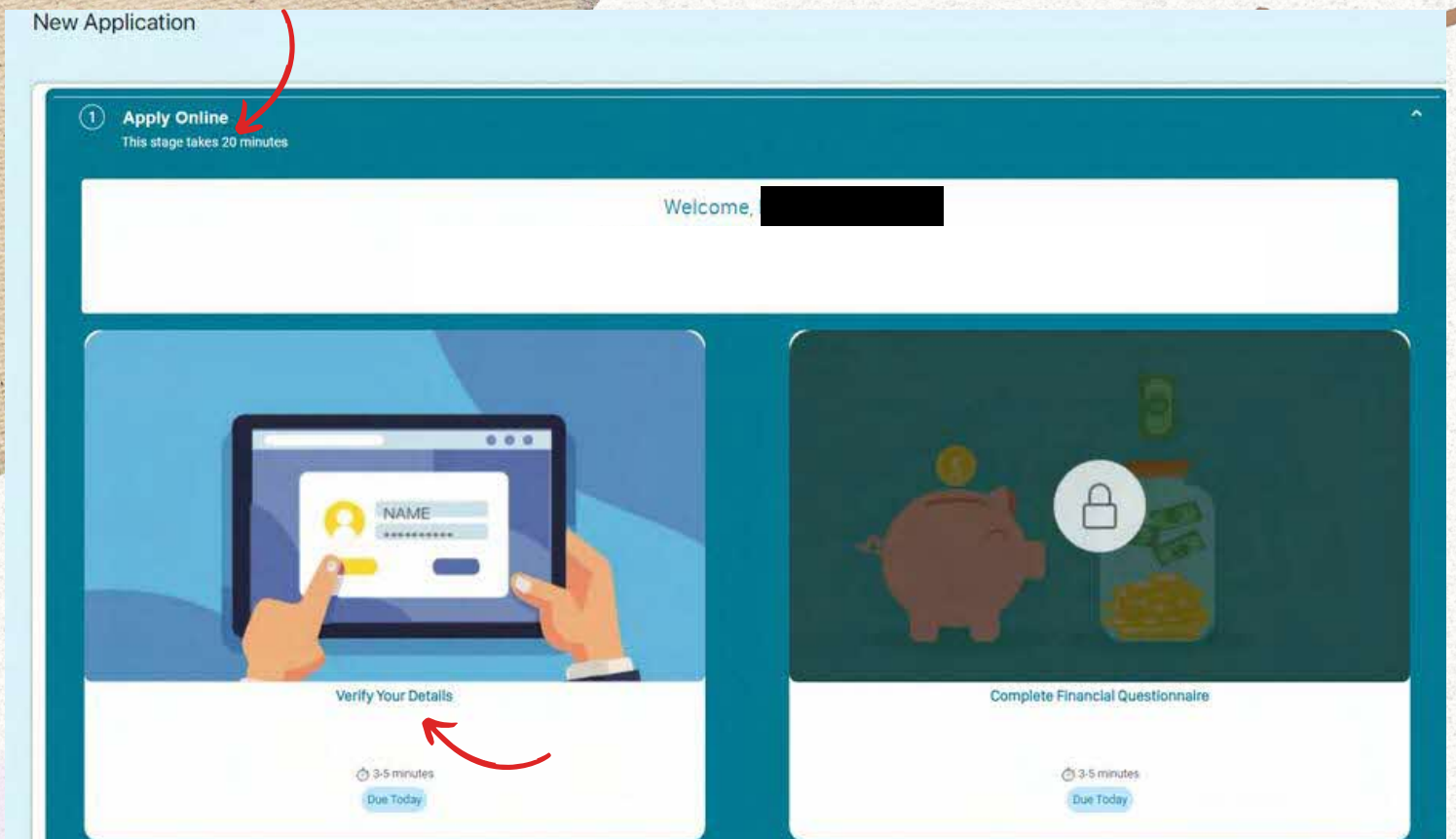
3. You will need a Singpass account to login. You can either login via the Singpass app or using your Singpass ID and password.



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.

A screenshot of a consent screen. At the top, there is a list of data categories to be retrieved, each preceded by a right-pointing chevron: 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, and CPF Contribution History (up to 15 months). Below the list, a line of text reads: "Clicking the 'I Agree' button permits this digital service to retrieve your data based on the [Terms of Use](#)." At the bottom, there are two buttons: a white "Cancel" button and a red "I Agree" button. A pixelated hand cursor is positioned over the "I Agree" button.

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.

A screenshot of the "Contact Details and Preferences" section. The title "2 Contact Details and Preferences" is at the top left. Below it, a subtitle reads: "When we need to reach you, we will rely on the contact information below." The main content area is enclosed in a green border and contains several input fields: "Home", "Office", "Mobile" (with a redacted value), and "Email" (with a redacted value). Below these fields, there are two rows of radio button options. The first row is "How would you like to be contacted?" with "SMS" and "Email" both checked. The second row is "I am helping the applicant to apply" with "Yes" unselected and "No" selected. At the bottom left, there is a teal slider control with a blue circle, and a red arrow points to it from the text above. To the right of the slider is the text "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.**

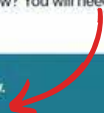
Please complete the financial questionnaire today and meet us within 3 days of completing the questionnaire.

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

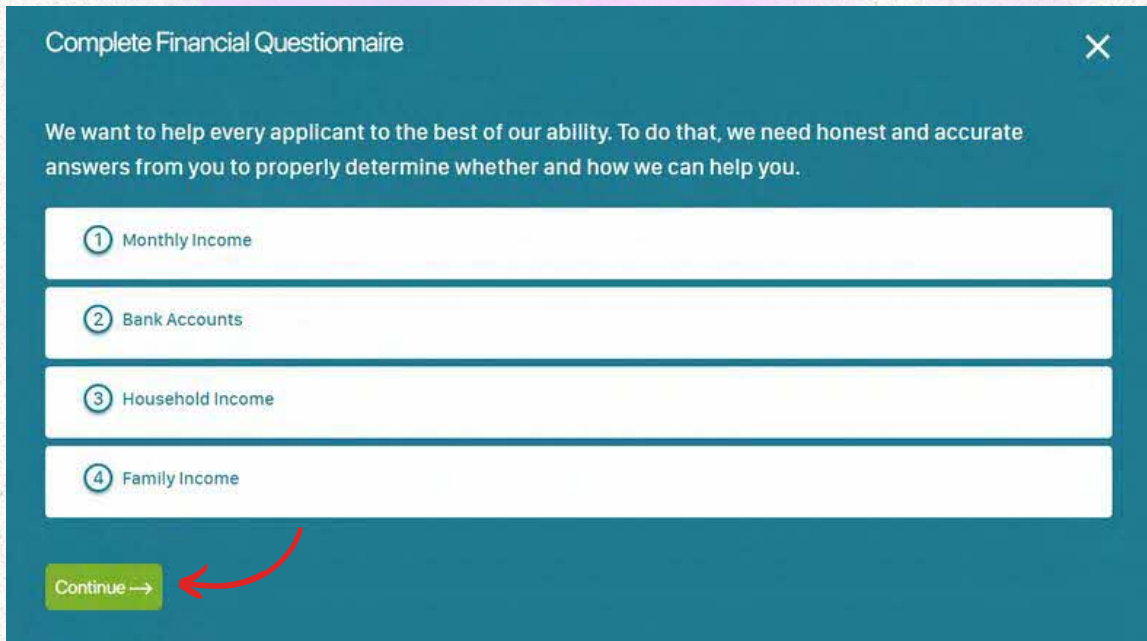
Would you like to do the questionnaire now? You will need ⌚ 8-10 minutes to complete the form.

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](#)

