

MAS SURVEY TEMPORARY ACCOUNT SETUP INSTRUCTIONS



Monetary Authority
of Singapore

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MAS Survey Temporary Account Setup Instructions

The purpose of this document is to provide step-by-step guide for recipients in MASNET to set the password for the MASNET Survey temporary accounts.

The MASNET Survey Temporary account (“Survey Account”) is a limited-access account that is used for the sole purpose of submitting MASNET Surveys (such as Asset Management Survey, Annual Survey of Services, Manpower Survey, etc). **The account, granted with the relevant roles will be created by MAS.** Once the account is created by MAS, a notification will be sent to one of the Liaison Officer to set the password using Email OTP. **The Liaison Officer will only need to set the password for the MASNET Survey temporary account.**

For existing MASNET subscribers, one of the Liaison Officers in the organisation will be assigned to the temporary account to initialise the password of the survey account. If organisation has not received any temporary account setup notifications, please email or call MASNET Helpdesk.

Please note that the survey response can only be submitted using the surveys accounts created for the purpose of this survey. After the password is set by the assigned Liaison Officer, an appointed officer can use that account to submit the survey. The survey accounts will be deactivated automatically after the survey.

Please follow the steps below to setup the password for the temporary account.

Setting the password for my survey account

1. Once the survey account is ready, two email notifications will be sent to your corporate email as provided to MAS earlier.
2. The first email contains the username for the survey account (Figure 1).

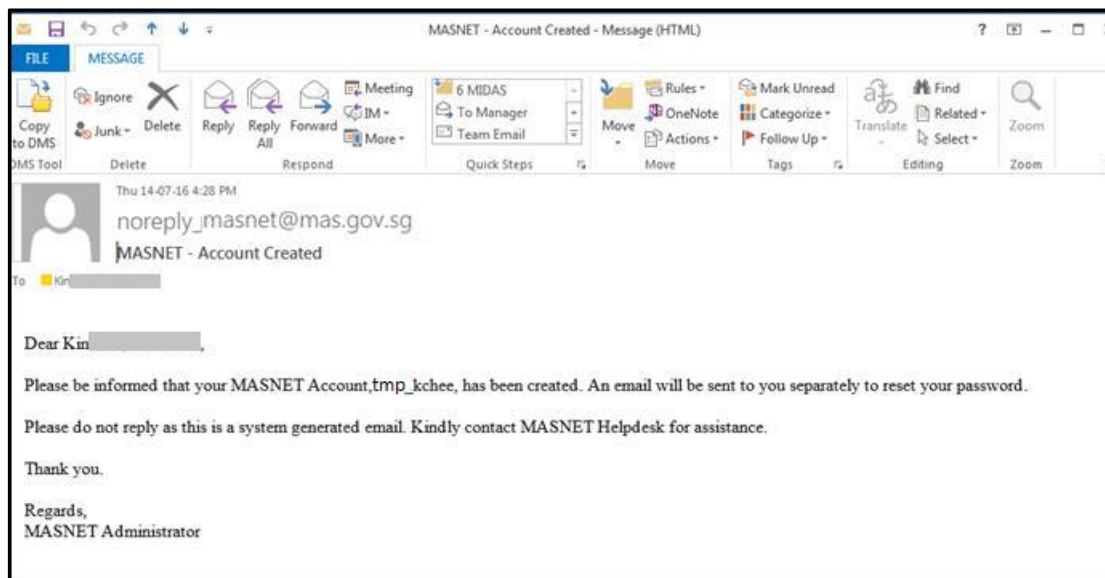


Figure 1: Email notification – Username for temporary MASNET account

3. The second email contains instructions to reset the password for the survey account (Figure 2).

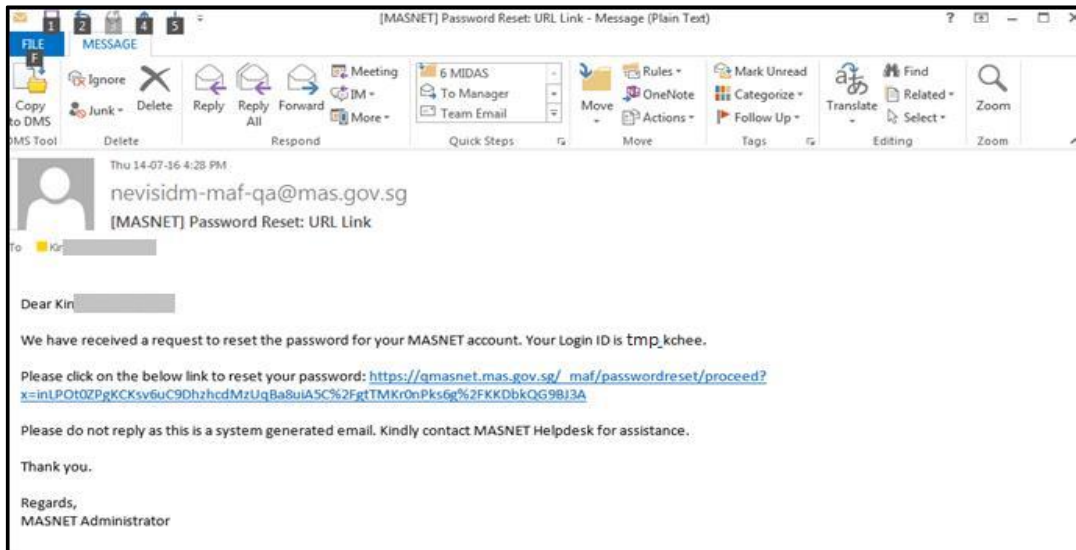


Figure 2: Email notification – Password Reset for temporary MASNET account]

4. The URL will direct you to the Password Reset page on the MASNET Website (Figure 3).

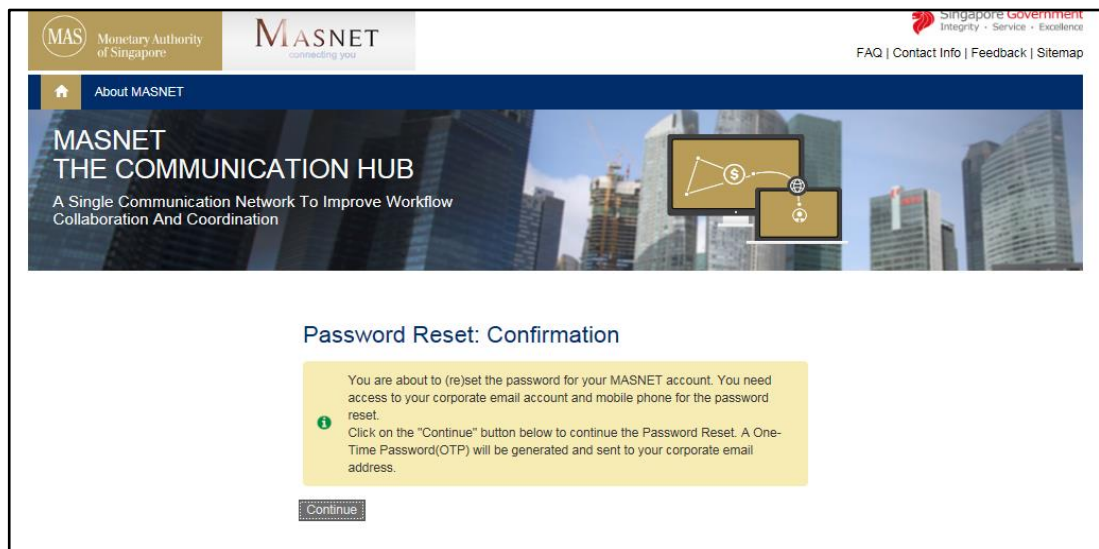


Figure 3: MASNET Website – Password Reset page

5. Click the Continue button to proceed. An email OTP will be sent to your corporate email address (Figure 4).

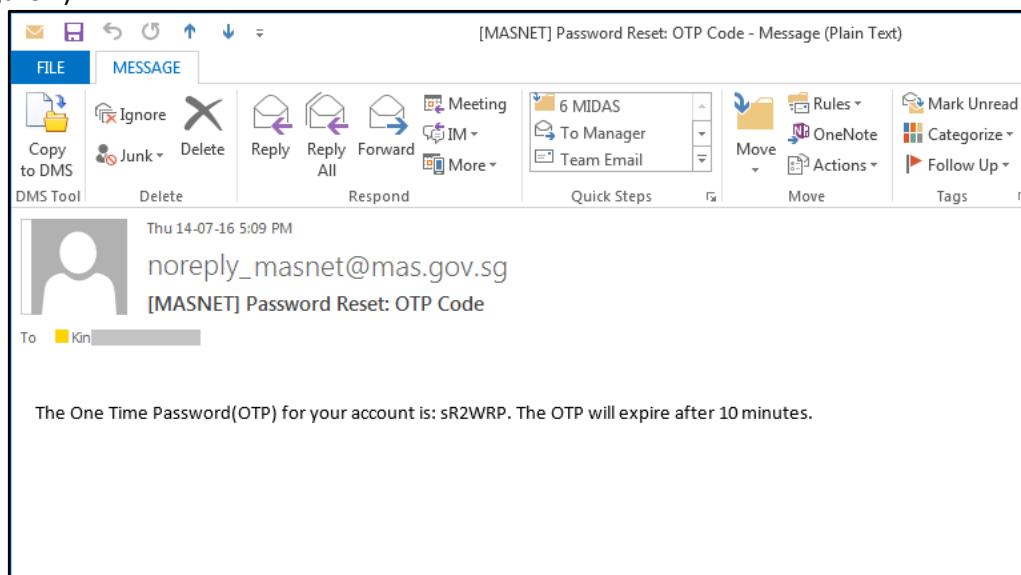


Figure 4: Email notification – Password Reset Email OTP Code

6. Using the OTP stated in the email and click the Submit button (Figure 5).

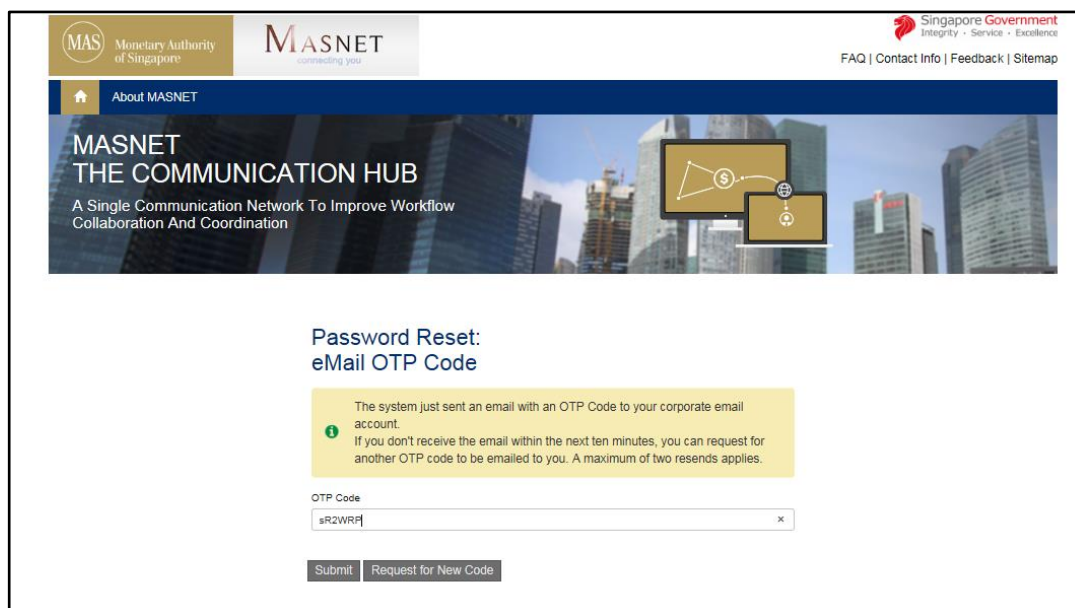


Figure 5: MASNET Email OTP Page

Note:

If the email OTP expires or you accidentally deleted the email, you may click on Request for New Code to generate another email OTP.

7. Once you have successfully verified your email OTP, you will be prompted to enter your new password for the account.

8. Enter a password that complies with the password policy, then click the Submit button (Figure 6).

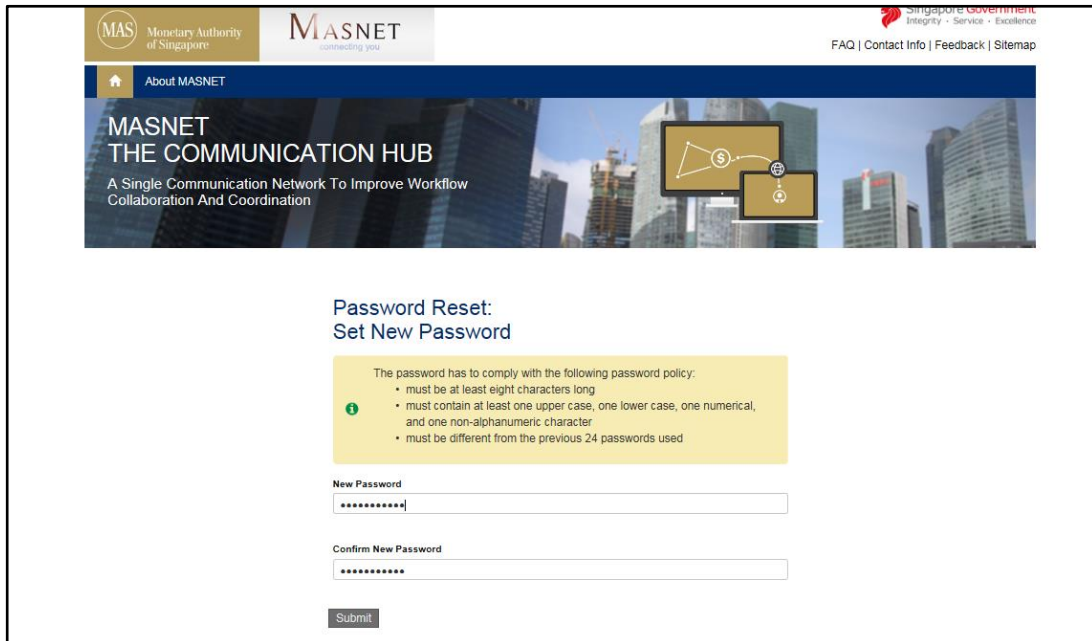


Figure 6: MASNET - Set new Password

Note:

The password for MASNET has to comply with the following policy:

- a) Must be at least eight characters long
- b) Must contain at least one upper-case character, one lower-case character, one numeric and one non-alphanumeric character
- c) Must be different from the past 24 passwords used

If the password you set does not comply to the password policy, an error message will appear and you will be prompted to continue to set your password.

**Password Reset:
Set New Password**

The password has to comply with the following password policy:

- must be at least eight characters long
- must contain at least one upper case, one lower case, one numerical, and one non-alphanumeric character
- must be different from the previous 24 passwords used

Your new password does not comply with the security policy. Please choose a different password. You may contact us at helpdesk@mas.gov.sg if you need further assistance. Please quote the following ID c0a81457-3a78-12ac270a-155e8c301f9-0001a2d2 in your email to facilitate our investigation.

New Password

Confirm New Password

Submit

Figure 7: Error message for setting new password

9. Once the password is confirmed, you will have successfully setup the password for the temporary account (Figure 8). Please close all browsers after this step and go to the submission link.

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About MASNET

MASNET
THE COMMUNICATION HUB

A Single Communication Network To Improve Workflow Collaboration And Coordination

Password Reset: Done

Your new password has been reset successfully. Please restart the browser and try logging into the MASNET application.

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Figure 8: Password reset completed

MAS Survey Temporary Account Setup Changes

The survey account is assigned to one of the Liaison Officer's email for the initialisation of the password. If you wish to change the temporary account's email to another Liaison Officer in the organisation, please get in contact with MASNET Helpdesk at 6229 9688 or helpdesk@mas.gov.sg

Mondays to Fridays: 8:30am to 6pm

Saturdays, Sundays and Public Holidays: Closed