

# MAS SURVEY TEMPORARY ACCOUNT SETUP INSTRUCTIONS



Monetary Authority  
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## MAS Survey Temporary Account Setup Instructions

The purpose of this document is to provide a step-by-step guide to set the password for the MASNET Survey Temporary account (“survey account”).

The 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). **A survey response can only be submitted using the survey account created for that survey.** The survey account will be deactivated automatically after the survey has completed.

**MAS will create a survey account and grant it the relevant roles.** Once the survey account is created, MAS will notify one of your organisation’s Liaison Officers to set the password using Email OTP. **The assigned Liaison Officer is the only person who can set the password for the survey account.**

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

After the password is set by the assigned Liaison Officer, an appointed officer can use that account to submit the survey.

Please follow the steps below to setup the password for the survey 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 account as provided to MAS earlier.
2. The first email contains the username for the survey account (Figure 1).

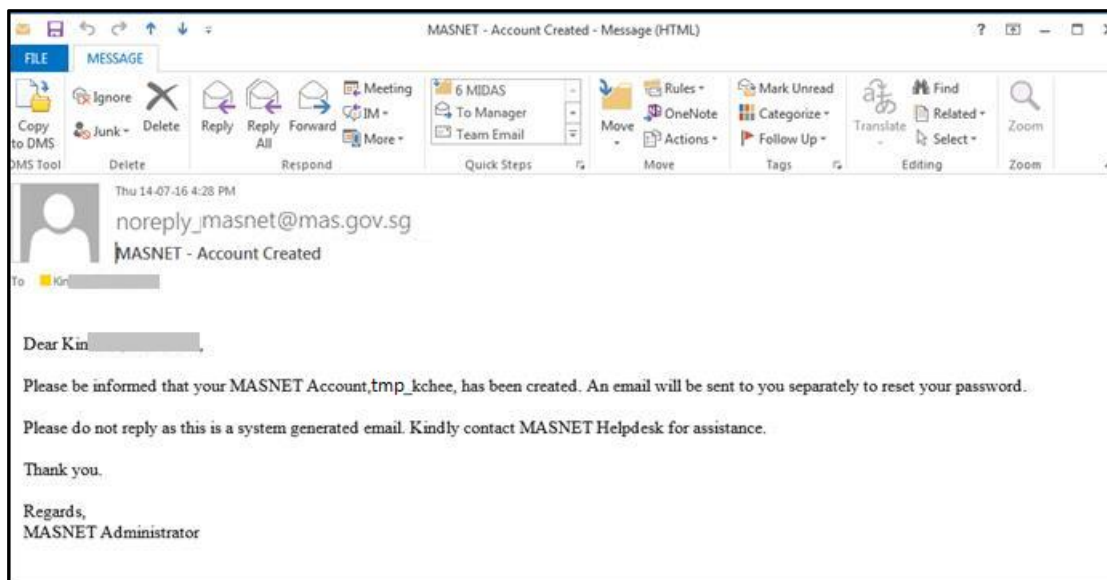


Figure 1: Email notification – Username for MAS survey account

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

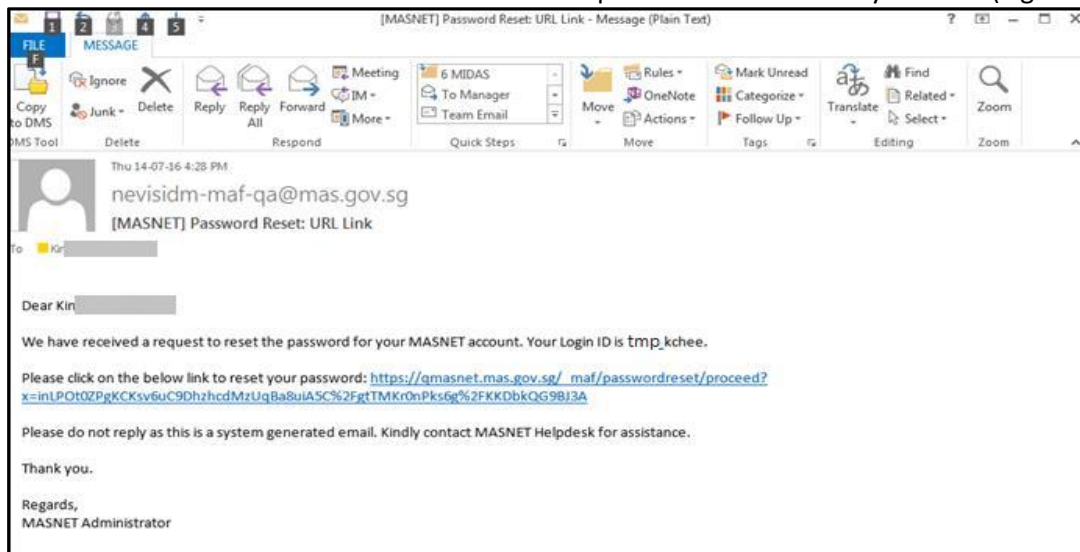


Figure 2: Email notification – Password Reset for survey MASNET account]

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

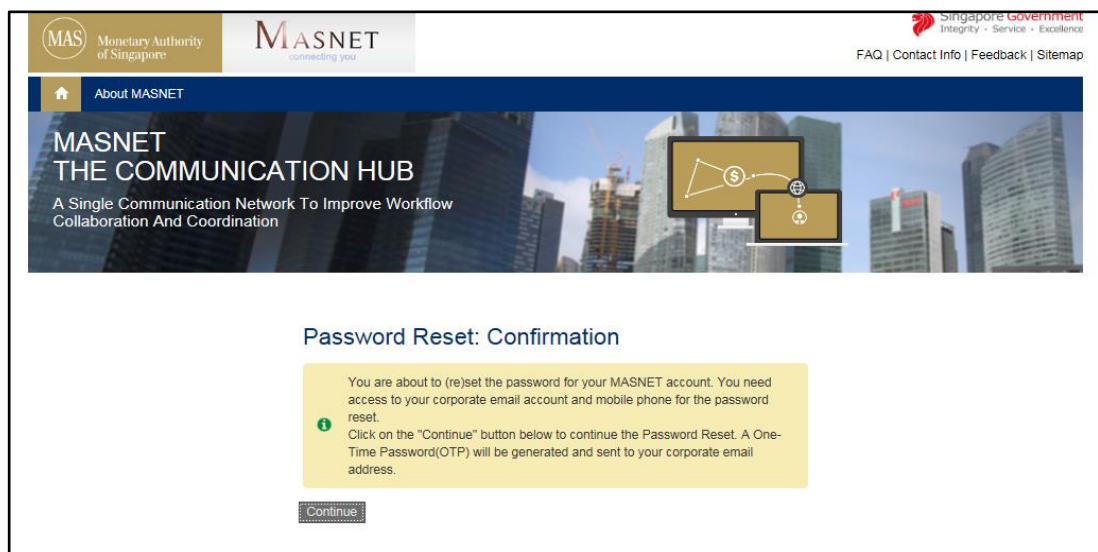


Figure 3: MASNET Website – Password Reset page

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

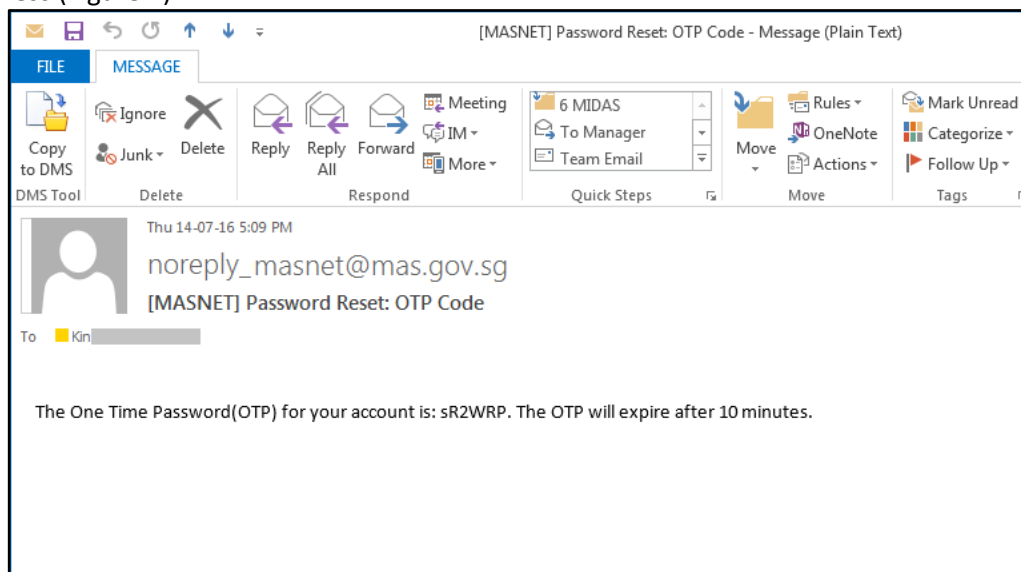


Figure 4: Email notification – Password Reset Email OTP Code

6. Type the OTP Code provided in the email and click the Submit button (Figure 5).

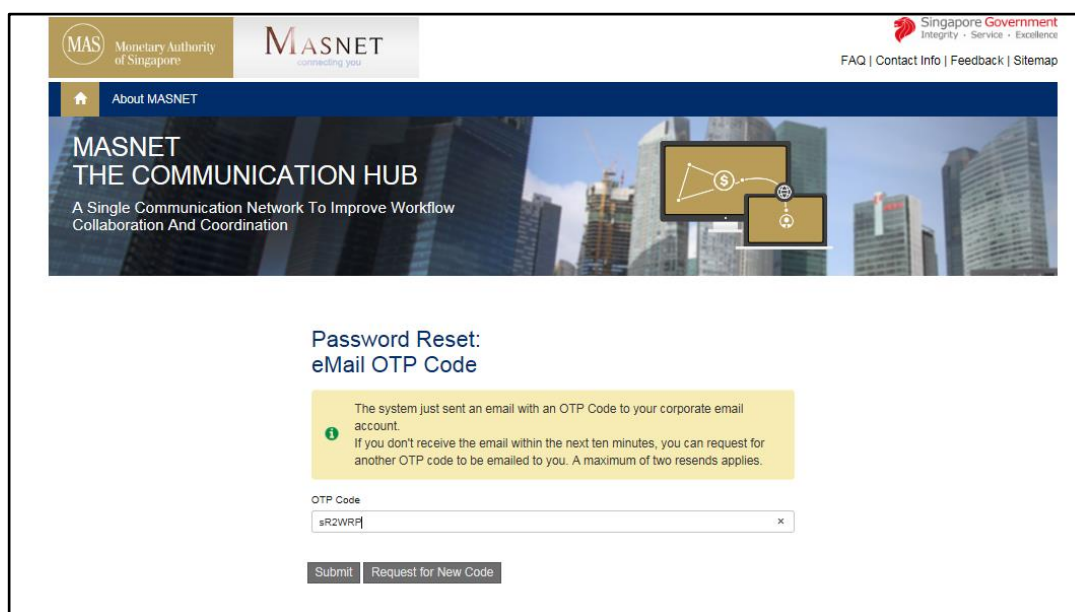


Figure 5: Password Reset Email OTP Code Page

**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).

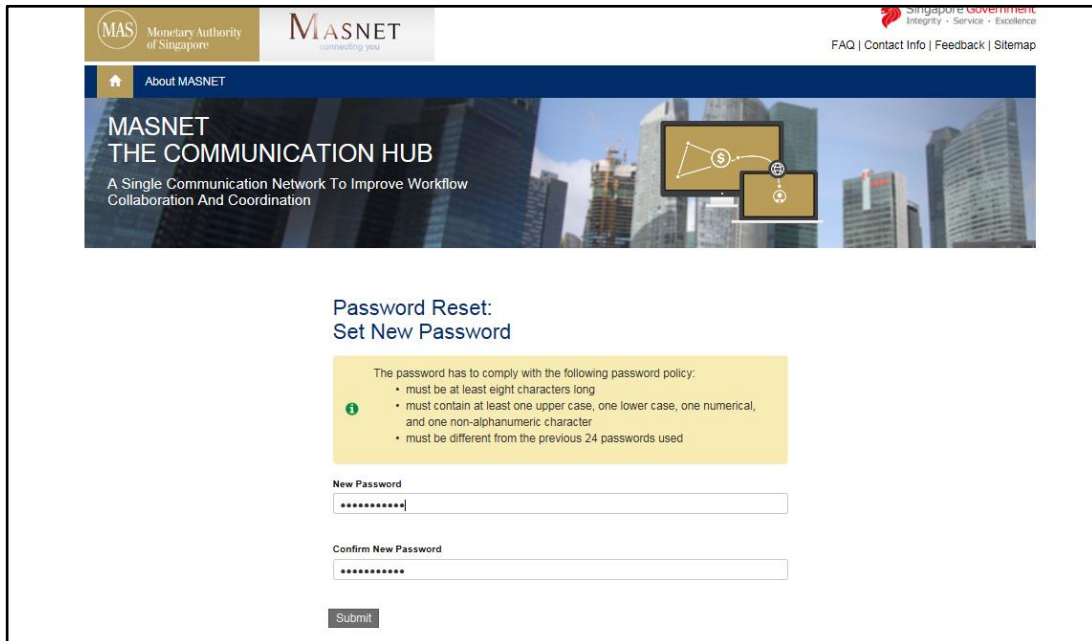


Figure 6: MASNET - Set new Password

**Note:**

MASNET passwords must 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 your chosen password does not comply to the password policy, an error message will appear and you will be prompted to choose a new password.

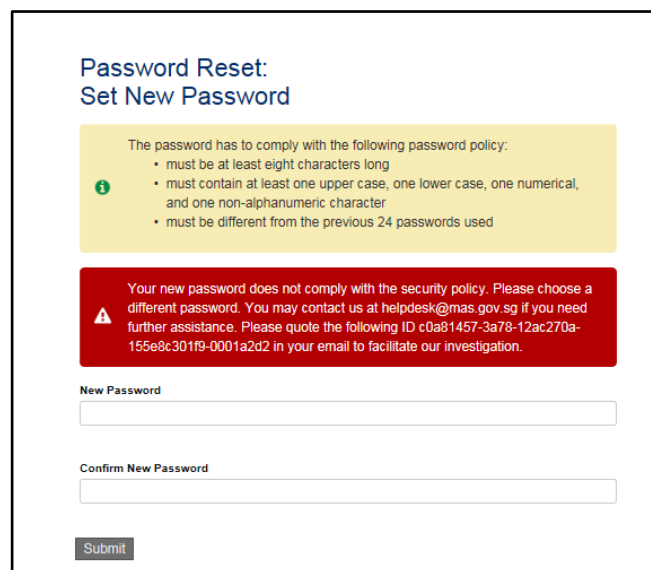


Figure 7: Error message for setting new password

9. Once the password is confirmed, you would have successfully setup the password for the survey temporary account (Figure 8).

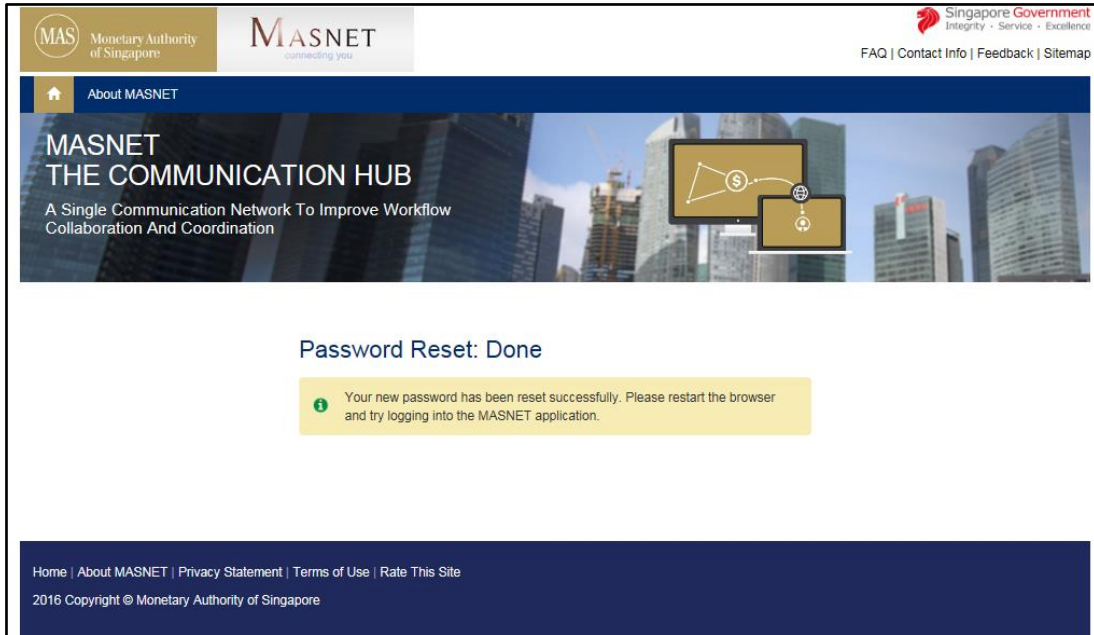


Figure 8: Password reset completed

## 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 survey account's email to another Liaison Officer in the organization, please contact MASNET Helpdesk at 6229 9688 or [helpdesk@mas.gov.sg](mailto:helpdesk@mas.gov.sg)

Mondays to Fridays: 8:30am to 6pm

Saturdays, Sundays and Public Holidays: Closed