

# Lifts and Escalators Application (LEAP) Portal

Questions & Answers  
Jan 2023

Electrical and Mechanical Engineering Group

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## **A) Onboarding procedure for first-time login**

### **A1) What does an owner need to do during the first log in to LEAP? Does the owner need to authorise a managing agent (MA) and a lift maintenance contractor?**

The owner will need to log in to the LEAP system using the Singpass (for individuals) or Corppass (for corporate entity) and carry out a one-time onboarding exercise using your OPTO login credentials. The equipment under the OPTO account will be migrated over to the LEAP account.

Existing information regarding the maintenance contractor will be populated and you can change the maintenance contractor any time or during your renewal period.

If you as an owner wishes to appoint your managing agent to manage the renewal of your equipment, you can appoint your managing agent as the owner's representative.

### **A2) Can a contractor/SPE/managing agent carry out the onboarding procedure?**

This is not possible as the owner will be required to log in with his/her Singpass/Corppass. After which, the OPTO credentials comprising username and password will have to be entered in order for the migration of data to be carried out from OPTO to LEAP.

### **A3) I have forgotten/misplaced my OPTO password. How do I perform the onboarding procedure?**

Please fill up the request through the FormSG found in the LEAP website and you are required to provide your OPTO userID so that your account can be linked successfully to your Singpass/Corppass account.

If you cannot recall your userID, please provide the email address that is registered with your OPTO Owner Account.

### **A4) I currently have more than 1 OPTO account (total about 8). Can I combine all into them major account?**

You can carry out the onboarding processes for the different accounts under the same Singpass/Corppass account by entering the relevant OPTO username(s) and password(s) for the onboarding process. The lift/escalator records will be combined into that Singpass/Corppass account after the migration.

### **A5) Can we have a printed list to verify the migration is populated accordingly?**

You can export all the records in LEAP and you can verify with your records.

**A6) I have just renewed my PTOs recently. What do I need to do when LEAP is launched?**

The owner will need to log in to the LEAP system using the Singpass (for individuals) or Corppass (for corporate entity) and carry out a one-time onboarding exercise using your OPTO login credentials. The equipment under the OPTO account will be migrated over to the LEAP account.

You are encouraged to print and display the updated PTOs by 31 January 2023. However, this is a one-time exercise and all owners should refresh the hardcopy PTOs as soon as possible, as the SPEs will be required to scan the QR code when they carry out the annual examination, inspection and testing of the lift/escalator for the renewal of PTO. While lift and escalator owners will still need to renew the PTOs annually, they no longer need to replace the PTOs for their fixed lifts/escalators, as the new PTO issued will not indicate an expiry date. This will help to reduce manpower resources as owners do not need to change the hardcopy PTOs every year.

## **B) Owner's representative**

### **B1) Who can be the owner's representative?**

In LEAP, the assignment of owner's representative is designed to be flexible. You can nominate any person or corporate entity to be your representative. This includes:

- Next-of-kin of an owner
- Managing agent of a MCST (Management Corporation Strata Title)
- Facilities management firm
- Lift/escalator service contractor

It is entirely optional for the owner to assign an owner's representative. However, it is advisable that if the owner is assigning someone unrelated (e.g. lift service contractor) to be his representative, it is better that they include this arrangement into the contractual agreements between them.

It should be noted that the assignment of a representative will not absolve the owner's duties from the relevant regulatory requirements.

### **B2) What is the mode of login for an owner's representative?**

An owner's representative has to log in via Singpass or Corppass.

### **B3) For the first log in, is it a requirement for the owner of lift/escalator to log in and perform the assignment to the respective owner's representative? Can the Managing Agent do the assignment on behalf of the owner?**

All owners must log into the LEAP and do a one-time onboarding procedure first. This is to ensure that the records are migrated from OPTO to LEAP and this can be repeated if there is more than 1 account for the same owner under OPTO.

After the migration, the owner can then select the specific lift(s)/escalator(s) to be assigned to the owner's representative.

### **B4) Is there any limitation to the number of owner's representatives I can assign?**

There is no limit on how many owner's representatives you can add in the system. However you can only assign 1 owner's representative to 1 equipment only.

## **C) Renewal of PTOs**

### **C1) When can I start to renew my PTO(s) of my lift/escalator?**

You can commence the renewal of the PTO 3 months before the current expiry date. For example, if the PTO of your equipment is expiring on 31 December 2022, you can commence the renewal process on 1 October 2022.

### **C2) Does the payment need to be made before the Specialist Professional Engineer (Lift & Escalator) (“SPE”) can perform the annual inspection, examination and testing?**

No, there is no need to make payment first if you do not wish to. However the application for the PTO will only be processed if (i) there is a payment received and processed by BCA; and (ii) there is an annual inspection, examination and testing report submitted by the SPE with a digital signature by the certifying SPE.

### **C3) Can SPE amend the date of the annual examination, inspection and testing?**

No, this field is automatically filled in when the QR code of the lift/escalator that is inspected by the certifying SPE is scanned.

### **C4) Can I change my lift service contractors after making payment for the renewal of PTO?**

Yes, the owners can change the lift service contractors anytime in LEAP.

### **C5) Will BCA notify the owner or owner’s representative when PTO is about to expire? Will there be any hardcopy reminder letters sent after LEAP is implemented?**

With LEAP, BCA will send an email reminder 3 months before the PTO expires. This will be sent to both owner and owner’s representative (if there is a representative assigned for the equipment). However, lift owners need not wait for the reminder email and can renew PTO through the LEAP portal as long as it is within the 3-month renewal window period.

As part of our efforts to go green with paperless notifications, BCA will cease to send hardcopy reminder letters from 21 Nov 2022 onwards. Lift/escalator owners will receive notifications through the registered email addresses and they can also opt in to receive notifications via SMS (short message service) for future releases of LEAP. The frequency of the notification can be configured by the user.

### **C6) Does the owner need to print the new PTO certificate after the renewal of the PTO?**

While lift and escalator owners will still need to renew the PTOs annually, they no longer need to replace the PTOs for their fixed lifts/escalators, as the new PTO issued will not indicate an expiry date. This will help to reduce manpower resources as owners do not need to change the hardcopy PTOs every year.

When LEAP is launched on 21 November 2022, all lift/escalator owners are encouraged to print and display the updated PTOs by 31 January 2023. However, this is a one-time exercise and all owners should refresh the hardcopy PTOs as soon as possible, as the SPEs will be required to scan the QR code when they carry out the annual examination, inspection and testing of the lift/escalator for the renewal of PTO.

### **C7) Can the owner replace the PTO certificate(s) progressively?**

Expiry date is not a consideration on the replacement of the hardcopy PTO certificate. All owners are encouraged to generate the PTO certificate from LEAP as soon as possible as the SPE is required to scan the QR code to proceed with the annual examination, inspection and testing. In addition, members of the public may be confused over 2 different sets of PTO designs. Therefore, BCA encourages all owners to refresh the PTO certificate from LEAP and display the hardcopy certificates as soon as possible.

For owners who have a large number of lifts/escalators, they can mass print all the PTO certificates from LEAP.

### **C8) Does the owner need to replace the PTO certificate every year?**

There is no need to replace the PTO certificate every year (provided that the displayed PTO certificate is generated from LEAP) if there are no changes to the owner name, address or lift number. However please replace the PTO certificate if it is found to be torn or damaged.

### **C9) Who can print the PTO?**

Only owner as well as the owner's representative of the lift/escalator can print the PTO. Service contractor and SPE cannot print the PTO.

### **C10) Where do I display the PTO?**

The PTO is to be displayed prominently inside the lift car at all times. For escalator, the PTOs should be displayed near to the top or bottom landing of the escalator.

**C11) Can the owner align the expiry date of PTOs of a number of lifts/escalators to be in the same month? E.g. there are 5 different equipment with 5 different expiry dates of the PTOs.**

The owner is able to change the PTO expiry date to be the same for all the equipment under his/her care provided that the duration of each PTO does not exceed 12 months. The owner is able to bring forward the expiry date for ease of managing the annual renewal process. However it should be noted that no pro-rated refund for the remaining period of the PTO will be available. This process is also not reversible, and the owner cannot revert to the previous expiry date.

**C12) If there is a defect that requires a longer lead time to resolve, can the lift continue to operate past the PTO expiry date?**

No, the SPE(L&E) should ensure that any unsafe condition or non-compliance observed during the testing and examinations should be properly rectified before he certifies in the LEAP Portal.



## D) Login

### D1) Is the login in LEAP same as OPTO?

LEAP will onboard the Singpass/Corppass login mechanism. The use of Singpass/Corppass login will ensure safe and secure logins through the implementation of two-factor authentication (“2FA”). This will be different from the OPTO login using username and password.

### D2) What is the difference between Corppass and Singpass?

Users accessing LEAP and representing their companies should login as a business user, while users accessing in their individual capacity can login as an individual.

### D3) How do I apply to use Corppass?

If your company has a Corppass account, your Corppass administrator will be able to authorize your employees to access LEAP at <https://www.corppass.gov.sg/>. You can find out more at <https://go.gov.sg/cpuserguides> .

### D4) What should I do if my entity does not have a Unique Entity Number (UEN) and therefore no Corppass account?

You can consider either of the following:

1. Apply for a UEN for your business and thereafter a Corppass account; or
2. Login using Singpass individual.

### D5) Will my personal data and personal transactions with other Government agencies be shared with other agencies since I am using Singpass to log in to LEAP?

No, your personal data and personal transactions unrelated to the e-submission on LEAP will not be shared with other agencies. Your Singpass is only used as a secure login and user authentication mechanism to verify the identity of individual users before accessing LEAP.

If any of your personal information is required by a related agency/organisation, you will be prompted with a consent screen and you will need to give your consent to retrieve Myinfo from your Singpass account before any personal data can be shared.

**D6) Will the entity that I am transacting on behalf of have access to all my personal information now that I am using Singpass to log in to LEAP?**

No, your personal information unrelated to the e-submission on LEAP will not be shared with the entity that you are transacting on behalf of. Your Singpass is only used as a secure login and user authentication mechanism to verify the identity of individual users before accessing LEAP.

By logging in to LEAP using your Singpass, the Corppass Administrator and Sub-Administrator of the entity will only be able to identify that it was you who transacted on behalf of the company for that corporate transaction. No further personal information is accessible without your consent.

**D7) I am a UEN-registered individual with an active Corppass account. Can I share my personal Singpass ID, password and 2FA details with my assistant or other administrative staff to log in to LEAP and make e-submissions on my behalf?**

If you would like your assistant or other administrative staff to have access to LEAP to make an e-submission, please contact the UEN entity's Corppass Administrator or Sub-Administrator to formally assign the individual with a Corppass role to transact on behalf of the entity. He/she will then be able to log in to LEAP as a 'Business User' with his/her Singpass and perform e-submissions on LEAP conveniently and securely. You can refer to the Corppass user guides for more info at this link: <https://www.corppass.gov.sg/corppass/common/userguides> .

**D8) Will my personal information in Singpass be compromised if there is cyber-attack or system failure on LEAP? What measures are there to protect our personal data?**

When you login to LEAP using your Singpass account, the authentication is carried out at Singpass. Therefore LEAP does not have access to your Singpass password.

**D9) How do I reset my Singpass/Corppass password?**

You can refer to the website at <https://www.singpass.gov.sg/home/ui/online-reset-password/user-detail> for reset of password for your Singpass account. For login issues for your Corppass account, please seek assistance from your Corppass administrator for your organization.

**D10) What if the assigned owner's representative is not a Singaporean?**

Foreigners are allowed to register for Singpass/Corppass as well. For more information you may check at [www.singpass.gov.sg](http://www.singpass.gov.sg) or [www.corppass.gov.sg](http://www.corppass.gov.sg).

**D11) If there is joint-ownership for a private property, who should be applying for the LEAP access?**

For a private owner, only 1 Singpass login is accepted. There should be a mutual agreement among the 2 parties on who should be the account holder for LEAP access and the other party can be assigned as the owner's representative.

## E) Payment

### E1) What are the types of payments available in LEAP for the renewal of PTOs?

Owners can make payment of renewal applications using:

- GIRO;
- Debit card;
- Credit card;
- Paynow (please always indicate the application ID before making the payment); or
- Bank transfer (please fill up BCA's payment notification via Formsg or using the QR code found in the LEAP payment page).

### E2) What are the types of payments available in LEAP for the recommissioning or new application of PTOs?

Owners can make payment of recommissioning and new PTO applications using:

- Debit card;
- Credit card;
- Paynow (please always indicate the application ID before making the payment);
- Bank transfer (please fill up BCA's payment notification via Formsg or using the QR code found in the LEAP payment page).

The only option that the owner cannot select is GIRO payment. This is because GIRO is set up for a regular deduction of the funds through the payee's bank account. As applications for recommissioning or new PTOs are not fixed in terms of interval, GIRO cannot be used for such cases.

Walk-in payment at BCA Academy will no longer be accepted from 21 November 2022.

### E3) Will GIRO be deducted during the month of the expiry for the PTO (i.e. if the PTO is expiring on 31 December 2023, will GIRO deduction be made in December)?

GIRO will be deducted the following month after the renewal application of the PTO by the owner. In this example, the PTO is expiring on 31 December 2023, GIRO deduction will take place in November 2023 if the renewal application is made in October 2023.

All owners are reminded to initiate the renewal of the PTOs once the 3-month window period is open. For example, if the PTO is expiring on 31 December 2023, the owner should initiate the renewal of the PTO soon after 1 October 2023 to allow sufficient time for the testing contractor and the SPE (L&E) to conduct the annual examination, inspection and testing of the equipment.

**E4) Why can't I pay using GIRO if I initiate the renewal of my equipment on the month of expiry (i.e. if the PTO is expiring on 31 December, and I start the renewal application on 1 December)?**

GIRO payments will have to be prepared during the start of the month so that the participating bank can make the transactions. If the renewal process is started late (in the month of the expiry for the PTO), there is insufficient time for such a preparation to take place, leading to potential late payments for your applications.. Therefore LEAP does not allow GIRO payments if the renewal application is made in the month of the expiry for the PTO.

You can still use other modes of payments:

- Debit card;
- Credit card;
- Paynow (please always indicate the application ID before making the payment);
- Bank transfer (please fill up BCA's payment notification via Formsg or using the QR code found in the LEAP payment page).

**E5) Can a contractor or SPE make payment on behalf of the owner?**

Only owner or an owner's representative can make payment for the renewal of PTO. In addition, GIRO payment is not allowed if owner's representative is making the payment.

**E6) Can I download a receipt after the payment is accepted?**

You can see all the past receipts in the equipment information page, under the tab "Payment history". Past receipts made in previous years via the LEAP system can also be retrieved.

However, any payment history on OPTO will not be available in LEAP.

**E7) What happens if there is a failed GIRO transaction?**

Failed GIRO transaction will be made known the following month after renewal application is made and the user will be notified of the failed payment via email. In such cases, payment for the PTO fees should be made as soon as possible using other methods:

- Debit card;
- Credit card;
- Paynow (please always indicate the application ID before making the payment);
- Bank transfer (please fill up BCA's payment notification via Formsg or using the QR code found in the LEAP payment page).

**E8) Can I request for an invoice of the PTO application (renewal, recommissioning or new equipment) via LEAP?**

You can write to BCA via [bca\\_pto@bca.gov.sg](mailto:bca_pto@bca.gov.sg) for such requests.

**E9) Can I make a credit card/debit card payment even though I have a GIRO profile set up?**

Yes. You can select any mode of payment provided on LEAP during the application process.

**E10) How do I set up a GIRO account?**

If you wish to opt for GIRO payment for the PTO fees, kindly fill up the GIRO application form that you can download in LEAP, duly sign by respective personnel and mail back to us. Do take note that the approval for the GIRO deduction is not immediate hence, you are required to arrange alternative payment for the renewal of lifts /escalators. Subsequent renewal will be deducted through GIRO upon approval.

**E11) How do I request for refund if I realize I have made a double payment for the same equipment?**

Please write to BCA at [bca\\_pto@bca.gov.sg](mailto:bca_pto@bca.gov.sg) providing information regarding the equipment information (such as address and equipment ID), date of the transaction(s) and screenshots of the payments wherever possible.

**E12) What are the fees charged for a PTO?**

If you have 10 lifts or less to renew, you can make an aggregate payment and each application will be charged at \$20 per lift. If you have more than 10 lifts to renew, you can make an aggregate payment by renewing the lifts in a single application to enjoy a lower tier fee of \$10. The lower tier fee is charged at \$10 per lift for each subsequent lift after the first ten lifts in a single application.

The similar calculation applies for escalators. You would not be allowed to make use of the lower tier fee if you have made earlier PTO fee payment for other PTOs.

**E13) Can I split my payments in the same application of a few lifts/escalators?**

No, you should not split the payments or use different modes of payments for the same application.

## **F) Recommissioning and new PTO applications**

### **F1) Will there be any notification if Paylater modes are selected?**

There will be a notification email sent when payment is received by BCA via epayment modes, or when there are changes to the payment or application statuses.

Paylater modes will include bank transfer or PayNow. Please scan the QR code for PayNow and indicate your application number so that BCA is able to match the payment to your application. More instructions are available inside the LEAP payment page.

### **F2) Will there be any changes in the processing time by BCA?**

The processing time will remain the same for a new or recommissioning PTO application, which is 7 working days. This assumes that the application submission is complete with no errors.

## **G) Specialist Professional Engineers (Lifts and Escalators)**

### **G1) How do I download SignSG to digitally sign the annual inspection report or any other reports?**

You only need Singpass Mobile Application to do the signing by scanning the QR code generated by the LEAP portal. No additional application required for SignSG.

### **G2) There is no icon/touchpoint within my mobile Singpass app. Where can I find this SignSG button?**

When you click on the SignSG button in LEAP, you will be led to the SignSG website, whereby a QR code will be generated for you to scan for Singpass login. Once the QR code is scanned, the document is signed with your Singpass login and the SignSG process is completed.

### **G3) Does the SPE need to enter the contractor details when performing the annual examination, inspection and testing?**

The SPE is only required to select and enter the test contractor. Maintenance and installation contractor fields are optional for the SPE to select.

### **G4) When LEAP is implemented and the PTO is expiring soon, how can the SPE scan the new QR code?**

## LEAP FAQ – January 2023

Owners are advised to refresh and display the updated PTO certificates as soon as possible. The owner can print the refreshed PTO certificate anytime after 21 Nov 2022. With the new PTO certification, you are able to scan the QR code in order to carry out the annual examination, inspection and testing of the lift/escalator.

The existing QR code on the PTO will no longer be valid.

### **G5) If an inspection has been carried before the launch of LEAP, how can the SPE amend the inspection date in LEAP after scanning the QR code?**

For inspections that are submitted through the old OPTO system, the SPE is encouraged to make the declaration in OPTO that the lift/escalator is in a good and safe condition before OPTO is decommissioned from 16 Nov 2022 9pm.

### **G6) How does the SPE scan the QR code in locations where camera phones are not allowed or there is poor network reception?**

Other than scanning the QR code on site, the SPE can upload a photo of the PTO with the QR code to proceed with the annual examination, inspection and testing. Therefore the SPE can request for a softcopy of the PTO from the owner in such situations.

### **G7) Can the SPE assign a Lift and Escalator Inspector (LEI) to assist in the annual examination, inspection and testing?**

Yes, the appointed LEI can scan the QR Code and fill up the annual inspection report on behalf of the SPE. However, the certifying SPE is required to review the annual inspection report and digitally sign on the report with SignSG.

Only the assigned SPE and LEI can fill up the annual inspection report. Access will not be granted for other SPE or LEI to review the inspection results of the equipment.

### **G8) If an inspection was carried out but the results were not entered in OPTO, how do I key in the results in LEAP?**

For equipment that have not been certified in OPTO previously during its renewal cycle, to renew PTO now, SPE must fill up the annual inspection report for the lift/escalator in LEAP.

### **G9) If the existing service/testing contractor has a digital inspection checklist available, can the SPE use that inspection checklist to submit as an annual inspection report?**

This is not possible as the SPE will be required to digitally sign the annual inspection report where all the fields need to be filled in. LEAP does not allow other forms of report to be submitted.



## H) Download of briefing slides/materials

**H1) I have missed your webinar briefing sessions arranged in October/November 2022. Can I obtain a copy of the slides and the recorded webinar?**

A recording of the webinar and a pdf copy of the slides have been posted on the OPTO website. The materials as well as FAQs will also be posted on the LEAP website when it is launched.

**H2) I am unable to access the LEAP website? When will it be live?**

The LEAP portal (<https://www2.bca.gov.sg/LEAP>) will go live on 21 November 2022 0900 hrs. We appreciate your patience for the LEAP portal to be launched and you can refer to the existing OPTO website at <https://eservices.bca.gov.sg/Onlinepto/> for the LEAP briefing slides and the recorded webinar sessions.

## I) Others

**I1) Can the name of the owner be changed in LEAP?**

Yes, the name of the owner can be amended.

**I2) If the private landed property is sold, will the LEAP system be updated automatically to the new owner?**

There is no automated update in terms of the ownership. The outgoing owner should transfer the ownership of the lift/escalator to the incoming owner when such a sale of the property is completed or carried out via LEAP. You may refer to section 4 of the User Guide for Owners available on the LEAP webpage.

**I3) Do you have a list of registered lift/escalator service maintenance contractors that one can refer to?**

Registered service contractors for lifts and escalators can be obtained from the BCA Directory at <https://www.bca.gov.sg/BCADirectory/>. Please select "RW02" for registered lift contractors and "RW03" for registered escalator contractors under the category "Regulatory".

**14) Currently, different departments handle lifts at different locations even though the owner is the same. Is it possible to customise the notifications settings for specific equipment based on locations?**

No, this is not possible to have more than more email addresses as LEAP will only accept one email address for notification. However within the organisation you can propose to set up a group email so that notifications from LEAP can be sent to more than 1 recipient.