



FOR THOSE WHO



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NEED SUPPORT



FOR WORKING
ADULTS

Need Help With a Government Service? Use ServiceSG Without Handing Over Control

Description

Answer first: ServiceSG can help with confusing government transactions, but the resident should retain control. Bring the case reference, enter credentials yourself and leave with an official receipt or next step.

For a resident helping an older relative or anyone less confident with online government transactions, the useful outcome is specific: choose a servicesg centre or contact route, bring only necessary records and keep passwords, approvals and money transfers under the user's control. Preliminary signals are kept separate from final authority. An eligibility signal, headline, displayed price or preliminary response is not presented as a secured outcome.

Before acting, write down the exact date, amount, person, place or account that makes this reader's case different from the general rule. That context check prevents a broadly correct source from being applied to the wrong transaction, household, journey or service.

What the official sources establish

Check the centre and service

PSD says 10 ServiceSG centres provide access to close to 600 services. This point is grounded in the [primary official source](#).

Practical control: Confirm the service before travelling. Date the check and state whether the result is confirmed, conditional or illustrative. Recheck it if the underlying event changes.

Do not surrender credentials

Assistance does not require giving away passwords or one-time codes. This point is grounded in the [primary official source](#).

Practical control: Enter secrets personally and read declarations. Keep a short audit trail: question asked, source opened, answer found, limitation noted and action authorised.

Compare the LifeSG route

LifeSG brings government services together digitally. This point is grounded in the [supporting official source](#).

Practical control: Check whether secure home completion is possible. Record the source date, the case-specific input and the final readback. An unanswered field remains open; it does not become a working fact.

Bring a concise case record

A reference number and exact error are more useful than an entire archive. This point is grounded in the [primary official source](#).

Practical control: Prepare only necessary records. Put the evidence beside the decision it supports, name its owner and set a stop condition for any missing or conflicting detail.

Close with evidence

A conversation does not prove submission or payment. This point is grounded in the [primary official source](#).

Practical control: Save the official status, receipt or deadline. Preserve the current authority page and the reader's own record separately, so a general rule is not mistaken for case approval.

Decision table

Control point	Action	Authority
Check the centre and service	Confirm the service before travelling.	primary official source
Do not surrender credentials	Enter secrets personally and read declarations.	primary official source
Compare the LifeSG route	Check whether secure home completion is possible.	supporting official source
Bring a concise case record	Prepare only necessary records.	primary official source
Close with evidence	Save the official status, receipt or deadline.	primary official source

Keep case evidence beside the general rule so they cannot be confused. Assign every open item to the person who can obtain the authoritative readback.

Two original value tools

A centre, call, digital and agency-direct routing table

This first tool organises the decision evidence. Keep the two most consequential uncertainties visible at the top. Assign each to the person who can resolve it and retain the confirmation that closes the row.

A safe-assistance checklist separating navigation help from credential, consent and payment control

This second tool supplies an independent cross-check. Treat it as a decision aid, not proof of approval. The authority or operator still controls the live result, while the tool helps the reader notice gaps before action.

Worked example

A resident brings the service name, case reference and error. At the centre, the resident enters Singpass credentials, verifies the agency and saves the acknowledgement before leaving.

Do not copy the sample inputs into a real application, booking, account or care plan.

Five failure modes to avoid

- Using a convenient proxy instead of resolving “check the centre and service”.
- Using a convenient proxy instead of resolving “do not surrender credentials”.
- Using a convenient proxy instead of resolving “compare the lifesg route”.
- Using a convenient proxy instead of resolving “bring a concise case record”.
- Using a convenient proxy instead of resolving “close with evidence”.

The common risk is moving from incomplete evidence to action without a stop condition. Resolving the correct record early is safer than reconstructing it after a submission, payment, booking, medical change or dispute.

Action checklist

1. Confirm the service before travelling. Keep the evidence that supports: PSD says 10 ServiceSG centres provide access to close to 600 services.
2. Enter secrets personally and read declarations. Keep the evidence that supports: Assistance does not require giving away passwords or one-time codes.
3. Check whether secure home completion is possible. Keep the evidence that supports: LifeSG brings government services together digitally.
4. Prepare only necessary records. Keep the evidence that supports: A reference number and exact error are more useful than an entire archive.
5. Save the official status, receipt or deadline. Keep the evidence that supports: A conversation does not prove submission or payment.

If later facts conflict, preserve both records and resolve the difference explicitly. A named owner and a dated follow-up prevent an unresolved point from disappearing between people.

Limits and live verification

Services and centre arrangements can change. Use official PSD, LifeSG and agency pages; suspected scams or compromised credentials need immediate official reporting.

At the point of action, reopen the [primary official source](#) and [supporting official source](#). Together they supply the central rule and a separate legal, operational or verification layer. Consequential details should not be inherited from a commercial summary.

Related LBRD guides

- [continue with CPF Trusted Contacts: Choose Alerts Without Sharing Control](#)
- [continue with Singapore Mental Health Help: Choose the Right Service Level](#)

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