



Chartered
Accountant
SINGAPORE

SCAQ Portal User Guide:

**For ATOs (Training Principal,
Secondary Contact) and Mentors**

Updated as of December 2025

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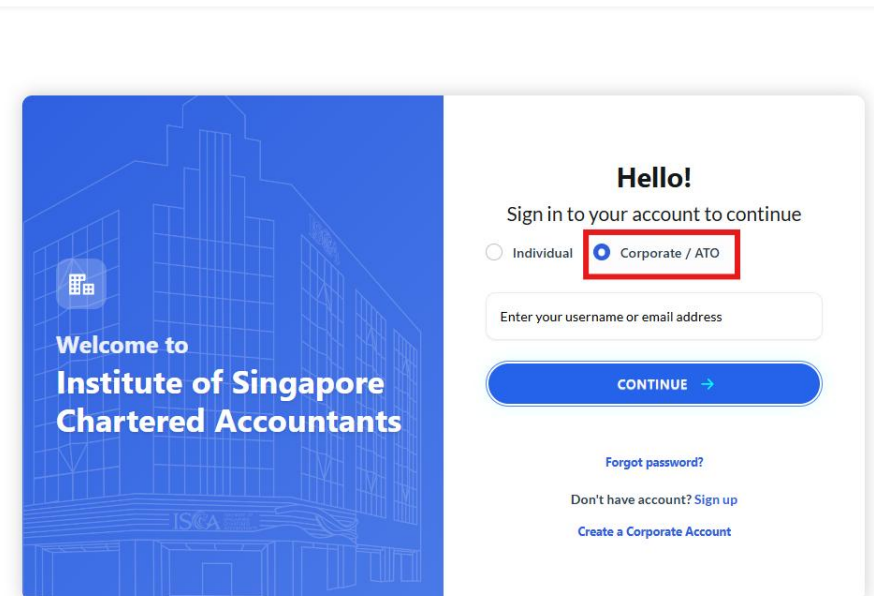
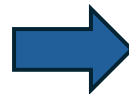
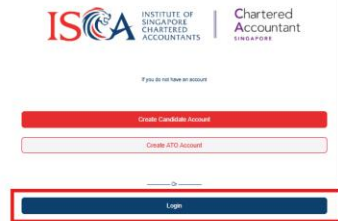
1. Logging in to the SCAQ Portal

Logging in to the SCAQ Portal

1. To get started, go to <https://scaq.isca.org.sg/scaq/s/login/> and click “**Login**”.
2. This will take you to the **ISCA e-Services** page. Select ‘Corporate/ATO’ before keying in your username and password to log in to your ATO/Mentor account. You should have previously received an email prompt to set/reset your password.

Note:

Most usernames have “.scaq” or “.mentor” in addition to your email address (e.g., abc123@example.com.scaq). This is to differentiate your SCAQ portal view from other Member/Corporate e-Services view.



Logging in to the SCAQ Portal (Invalid Username/Password)

1. If the username/password you entered is **invalid**, please click “Forgot your password”. Enter your email address and choose the corresponding username that requires password reset.
[Some users have more than one account (username) tied to one email address]

Hello!
Sign in to your account to continue

Individual Corporate / ATO

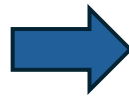
Enter your username or email address

CONTINUE →

Forgot password?

Don't have an account? Sign up

Create a Corporate Account



Forgot Password?
Enter your details to reset your password

Individual Corporate

Enter your username or email address

RESET PASSWORD →

Remember your password? Sign In

Don't have an account? Create one



Select Account
Choose your corporate account

(corporate)

(corporate)

SEND RESET LINK →

BACK TO RESET

Logging in to the SCAQ Portal (Invalid Username/Password)

2. Users will then receive an email to reset password, also stating the corresponding username

ISCA eServices <eservices@isca.org.sg>
To: You
Tue 9/16/2025 5:12 PM

Dear Mr. Tea,

We have received a request to reset the password associated with your account. To proceed with this request, kindly click the button below:

Your username is : [REDACTED]
Reset password

Alternatively, copy and paste the following URL into your browser:

https://eservices.isca.org.sg/_nc_external/identity/ui/login/ForgotPasswordInterstitial?r=00D28000014F7N005FP000003Em9WcJwKMwoPMDbEMjgwMDAwMDE0RjdOEg8wMkcwSzAwMDAwMFB6bGcaDzAwNwZQMMDAwMDAzRW05VxdtbCOITMSEBJ9H1hr7QMIGcL6-_2ecaDGqx2GyyrQ6Lq2jwS15F6rtuAmIHd6i59iFSGy-GpYavYhOOoRG-vMEhtDrLLajSbFbcQZOfpPG-P_NeyX6WcS0A8597A2&display=page&fpot=fa1547c3-6582-4944-9657-703c6400cd1601605676-a83c-4bb9-87c6-24bd493d4af1

Important Notes:

1. This link will expire **24 hours** after issuance.
2. This link is valid for **one-time use only**.
3. To avoid unintended expiration, we recommend whitelisting emails from the domain **@isca.org.sg** within your email server settings.

Should you require further assistance, please contact our Member Services team at membership@isca.org.sg or Tel: +65 6749 8060.

Yours sincerely,
Member Services
Institute of Singapore Chartered Accountants

This is an auto-generated email. Please do not reply.

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Green Tea

Search & Filter Courses/Events >

Green Tea

Upgrade to Corporate Membership

My Account

- My Profile
- Change Password

Professional Qualification (PQ) Portal

Singapore Chartered Accountants Qualification
- New SCAQ Portal

My Course & Events

Change Password

New Password

Confirm Password

Change Password

3. Users need to access the “Reset password” link within 24 hours upon issue. If the link has expired, do click [“Forgot your password?”](#) again to receive another “Reset password” link. If issue persists, do write in to ATO team at ato@isca.org.sg .

3. ATO Training Principal (TP) Guide for SCAQ Portal

Training Principal's Portal

1. On the Training Principal's Portal, you will be able to access the **Dashboard** and **To-Do List**.
2. On the Dashboard, you may view and export the list of Mentors and Candidates under your ATO. Click on "**Export as CSV**" under the "Mentor" section and "ATO Candidates" section accordingly to retrieve the list.

The screenshot displays the Training Principal's Portal Dashboard. At the top, the ISCA logo and 'Chartered Accountant SINGAPORE' are visible. The navigation menu includes 'Dashboard' (highlighted with a red box), 'To Do List', 'Bulk Enrolment', 'Invoice', and 'VT SCAQ ATO or RLO'. A notification banner states: 'Attention: You have one or more pending RPEC entries awaiting your approval! Visit the To-Do List tab to proceed, or click here!'. Below this is the 'Application History' section with a search bar and a table of applications. The 'Mentor' section includes a search bar, a '+ Add Mentor' button, and an 'Export as CSV' button (highlighted with a red box). The 'ATO Candidates' section includes a search bar and an 'Export as CSV' button (highlighted with a red box).

Reference Number	Full Name	Date	Process	Application Status	Actions
1 1357924680			ATO Renewal	Approved	
2 1357924680		09/01/2025	ATO Renewal	Approved	

Full Name	Email Address	Register	Status	
1		26/05/2025	Submitted	
2		22/05/2025	Submitted	

Candidate Full Name	Qualification Stage	Ca...	A
1	SCAQ Professional Programme	Active	
2	SCAQ Professional Programme	Active	
3	SCAQ Professional Programme	Active	

Access Submitted RPEC Entries

1. To access the submitted RPEC entries, click **“To-Do List”** at the top bar.
2. All RPEC entries that are **pending Training Principal’s approval** will be listed under **“Pending To-Do List Entries”**.
3. All RPEC entries that have been **approved** will be listed under **“Processed To-Do List Entries”**.
4. To search for RPEC entries, you may filter them by Candidate’s name or by date of submission.

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Dashboard **To Do List** Bulk Enrolment Invoice VT SCAQ ATO or RLO

Pending To-Do List

Search... Download Pending CSV < 1/1 >

Candidate Reference Number	Full Name	Task Name	Company Name	Action
		RPEC Review		Review

Processed To-Do List Entries

Filter by Candidate Name... Filter by Date of Submission... Download Processed CSV < / >

Important Information for Training Principal |

At final signoff (at the end of their practical experience), Candidates should have:

- a) Completed a minimum of 3 calendar years (with at least 450 working days accumulating experience);
- b) Satisfied all 9 Generic Competences; and
- c) Satisfied 4 out of 15 Technical Competences, with 1 element from the “Financial Reporting” category.

Candidates are not expected to fulfill all 13 competences till their final signoff (i.e., end of 3 years, 450 days).

To Approve Pending RPEC Entries

1. To review and approve the pending RPEC entries, click “**Review**” on the submission you would like to review.

Pending To-Do List

Q Search... Download Pending CSV < 1/1 >

Candidate Reference Number	Full Name	Task Name	Company Name	Action
		RPEC Review		Review

2. All of the RPEC entries for each candidate will be **consolidated** into a single entry for Training Principal’s final review. Scroll down to view each individual RPEC entry, marked by the RPEC number on top left. Click “**Approve**” or “**Reject**” respectively to approve or reject the Candidate’s RPEC submission.

RPEC Details

RPEC-0000255

Candidate & Mentor Info
Mentor Name:
Days Spent:
RPEC Entry Info
Start Date:
End Date:
RPEC Remarks:
Competencies

FINANCIAL REPORTING - PREPARING FINANCIAL REPORTS
Candidate's Comment:

Candidate's Statement: Prepare primary financial statements in accordance with SFRS or relevant accounting standards and policies and legislation.
Candidate's Comment
Mentor's Comment

Approve Reject

RPEC Details

RPEC-0000254

Candidate & Mentor Info
Mentor Name:
Days Spent: 150
RPEC Entry Info
Start Date: 2022-01-01
End Date: 2022-12-31
RPEC Remarks: !
Competencies

TAXATION - TAX COMPUTATIONS
Candidate's Comment:

Candidate's Statement: Prepare or contribute to the preparation or assessment of tax computations for individuals, companies or other entities with more complex tax affairs.
Candidate's Comment
Mentor's Comment

Approve Reject

To Add New Mentors

1. Only Training Principal and Secondary Contact are allowed to add new Mentor. To add new Mentors, click “**Add Mentor**” on the “Mentor” section of the Dashboard.

The screenshot shows two panels: 'Mentor' and 'ATO Candidates'. In the 'Mentor' panel, the '+ Add Mentor' button is highlighted with a red box. Below it is a table with columns: Full Name, Email Address, Register, Status, and a delete icon. Two rows are visible, both with 'Submitted' status. The 'ATO Candidates' panel has a search bar and an 'Export as CSV' button. Below is a table with columns: Candidate Full Name, Qualification Stage, Ca..., and A. Three rows are visible, all with 'Active' status.

2. You will see the form as below. Please fill in all the required information and click “**Save**”.

Mentor Details

*Salutation	--None--	*First Name	<input type="text"/>
*Last Name	<input type="text"/>	*Email	<input type="text"/>

To Add New Mentors

3. Mentors will then receive an email to set password

Password Reset Request – Action Required

IE ISCA eServices <eservices@isca.org.sg>
To: You Tue 9/16/2025 5:12 PM

Dear Mr. Tea,

We have received a request to reset the password associated with your account. To proceed with this request, kindly click the button below:

Your username is: [REDACTED]

[Reset password](#)

Alternatively, copy and paste the following URL into your browser:

https://eservices.isca.org.sg/_nc_external/identity/ui/login/ForgotPasswordInterstitial?r=00D28000014F7N005FP000003Em9WCjwKMwoPMDbEMjgwMDAwMDE0RjdOEg8wMkcwSzAwMDAwMFB6bGcaDzAwNwZQMMDAwMDAzRW05VxidtbCOITMSEBU9H1hr7QMIGlt6-_2ecaDGqx2GyrrQ6Llq2jwSI5F6rtuAmIhD6i59IFSGy-GpYavYhOOoRG-vMEhtDrLLaj5bf8cQZ0FpPG-P_NeyX6WcS0A8597A2&display=page&fpot=fa1547c3-6582-4944-9657-703c6400cd1601605676-a83c-4bb9-87c6-24bd493d4af1

Important Notes:

1. This link will expire **24 hours** after issuance.
2. This link is valid for **one-time use only**.
3. To avoid unintended expiration, we recommend whitelisting emails from the domain **@isca.org.sg** within your email server settings.

Should you require further assistance, please contact our Member Services team at membership@isca.org.sg or Tel: +65 6749 8060.

Yours sincerely,
Member Services
Institute of Singapore Chartered Accountants

This is an auto-generated email. Please do not reply.



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Green Tea

[Search & Filter Courses/Events](#)

Green Tea

[Upgrade to Corporate Membership](#)

My Account

My Profile

Change Password

Professional Qualification (PQ) Portal

Singapore Chartered Accountants Qualification
- New SCAQ Portal

My Course & Events

Change Password

New Password

Confirm Password

[Change Password](#)

4. Mentors need to access the “Reset password” link within 24 hours upon issue. If the link has expired, do click [“Forgot your password?”](#) to receive another “Reset password” link.

To Add New Mentors

5. Upon successful setting of password, click on the SCAQ portal



Green Tea

[Redacted]

[Redacted]

[Upgrade to Corporate Membership](#)

My Account

My Profile

Change Password

Professional Qualification (PQ) Portal

Singapore Chartered Accountants Qualification
- New SCAQ Portal

My Course & Events



Mentor Application Form

Kindly save your **Personal Information and Qualifications** details to proceed with your application process.

Personal and Qualification Information

Situation	First Name	Last Name
Mr.	Veeoba	9683
ATO Name	*Full Name As Per ID	
Too House TEST	Veeoba 9683	
*Preferred Name	*Mobile/Contact Number	
*Job Title	*Professional Body	
	Select an Option	
*Date From		
Declaration	* <input type="checkbox"/> I declare that the information provided is correct and this application is subject to ISCA's assessment of my eligibility to be an Approved Mentor.	
	Save	

Documents

Upload Document
[Upload File] Or drag files

[Submit](#)

6. Mentors are required to fill up Mentor Application Form and attach two documents:

- Letter of Good Standing
- Document/certificate of Professional Qualification

2. Mentor Guide for SCAQ Portal

Mentor's Portal

1. On the Mentor's Portal, you will only be able to access the **To-Do List** where you may access submitted RPEC entries.
2. All RPEC entries that are **pending Mentor's approval** will be listed under "Pending To-Do List Entries".
3. All RPEC entries that have been **approved** will be listed under "Processed To-Do List Entries".
4. To search for RPEC entries, you may filter them by Candidate's name or by date of submission.

The screenshot displays the Mentor's Portal interface. At the top, the ISCA logo and 'Chartered Accountant SINGAPORE' are visible on the left, and 'To Do List VM SCAQ Mentor' on the right. The main content is divided into two sections, both highlighted with red boxes:

Pending To-Do List Entries

Search filters: Filter by Candidate Name... Filter by Date of Submission... Download Pending CSV 1/1

RPEC ID	Date of S...	Start Date	End Date	Candidate Refere...	Full Name	Task Name	Approval Status	Action
1	RPEC-0000251	2025-05-27	2023-09-19	2024-09-26		RPEC Review	Submitted for Mentor Review	Review
2	RPEC-0000229	2025-04-29	2024-12-01	2024-12-21		RPEC Review	Submitted for Mentor Review	Review
3	RPEC-0000168	2025-01-16	2025-01-02	2025-01-13		RPEC Review	Submitted for Mentor Review	Review

Processed To-Do List Entries

Search filters: Filter by Candidate Name... Filter by Date of Submission... Download Processed CSV 1/1

RPEC ID	Date of Submi...	Start Date	End Date	Candidate Ref...	Full Name	Task Name	Approval Status	Action
1	RPEC-0000241	2025-05-21	2021-08-14	2023-09-18		RPEC Review	Approved by Mentor	Preview
2	RPEC-0000228	2025-04-29	2024-12-01	2024-12-13		RPEC Review	Approved by Mentor	Preview
3	RPEC-0000159	2025-01-15	2025-01-13	2025-03-07		RPEC Review	Rejected by Mentor	Preview

Important Information for Mentor

1. It is the Mentor's responsibility to validate the details of the Candidate's RPEC entry, which includes communicating with the Candidates' direct supervisor (if necessary) to understand their progress and performance at work, as well as the proficiency achieved for each competence.
2. At final signoff (at the end of their practical experience), Candidates should have:
 - a) Completed a minimum of 3 calendar years (with at least 450 working days accumulating experience);
 - b) Satisfied all 9 Generic Competences; and
 - c) Satisfied 4 out of 15 Technical Competences, with 1 element from the "Financial Reporting" category.

Candidates are not expected to fulfill all 13 competences till their final signoff (i.e., end of 3 years, 450 days).

To Approve Pending RPEC Entries

1. To review and approve pending RPEC entries, click “**Review**” on the submission you would like to review.

Pending To-Do List Entries

Filter by Candidate Name... Filter by Date of Submission... Download Pending CSV < 1/1 >

RPEC ID	Date of S...	Start Date	End Date	Candidate Refere...	Full Name	Task Name	Approval Status	Action
1	RPEC-0000251	2025-05-27	2023-09-19	2024-09-26		RPEC Review	Submitted for Mentor Review	<input type="button" value="Review"/>
2	RPEC-0000229	2025-04-29	2024-12-01	2024-12-21		RPEC Review	Submitted for Mentor Review	<input type="button" value="Review"/>
3	RPEC-0000168	2025-01-16	2025-01-02	2025-01-13		RPEC Review	Submitted for Mentor Review	<input type="button" value="Review"/>

2. You may view the RPEC entry details such as Days Spent and RPEC Remarks. Scroll down to review the Competencies and Candidate’s Comment, and input Mentor’s Comment (if any). If you deemed that the Candidate has indeed achieved these competencies at work, approve the Candidate’s RPEC entry by clicking “**Approve**”.

RPEC Details

Candidate & Mentor Info

Mentor Name:
Days Spent: 109

RPEC-0000251 Entry Info

Start Date: 2023-09-19
End Date: 2024-09-26
RPEC Remark:

Competencies

GOVERNANCE AND RISK - IDENTIFYING AND MANAGING RISK
Candidate's Comment:

RPEC Details

FINANCIAL REPORTING - ACCOUNTING FOR TRANSACTIONS

Candidate's Comment:

Candidate's Statement: Collate and prepare information and estimates for accounting entries.
Candidate's Comment:
Mentor's Comment

Candidate's Statement: Identify the appropriate requirements of SFRS or relevant accounting standards and policies and apply these to economic transactions and events.
Candidate's Comment:
Mentor's Comment

Rejecting Submitted RPEC Entries

1. Should you determine that the Candidate has not achieved the appropriate proficiency in the submitted competence, do click **“Reject”**. The submission will automatically be reverted to the Candidate. Please discuss with the Candidate on the reasons for rejection and the appropriate amendments accordingly before the Candidate resubmits.
2. A candidate may submit a record which may consist of 2 or more competencies for approval. Should you reject the proficiency of one or more of the competences, the entire submission will be rejected. In this case, the Candidate will only need to amend those competence(s) that were rejected before re-submitting.

The screenshot displays the 'RPEC Details' interface. It is divided into three main sections: 'Candidate & Mentor Info', 'RPEC-0000251 Entry Info', and 'Competencies'. The 'Candidate & Mentor Info' section includes fields for 'Mentor Name' and 'Days Spent: 109'. The 'RPEC-0000251 Entry Info' section includes 'Start Date: 2023-09-19', 'End Date: 2024-09-26', and a 'REPC Remark' field. The 'Competencies' section lists 'GOVERNANCE AND RISK - IDENTIFYING AND MANAGING RISK' with a 'Candidate's Comment' field below it. At the bottom right of the interface, there are two buttons: a green 'Approve' button and a red 'Reject' button, which is highlighted with a red rectangular border.

4. ATO Secondary Contact (SC) Guide for SCAQ Portal

Secondary Contact's Portal

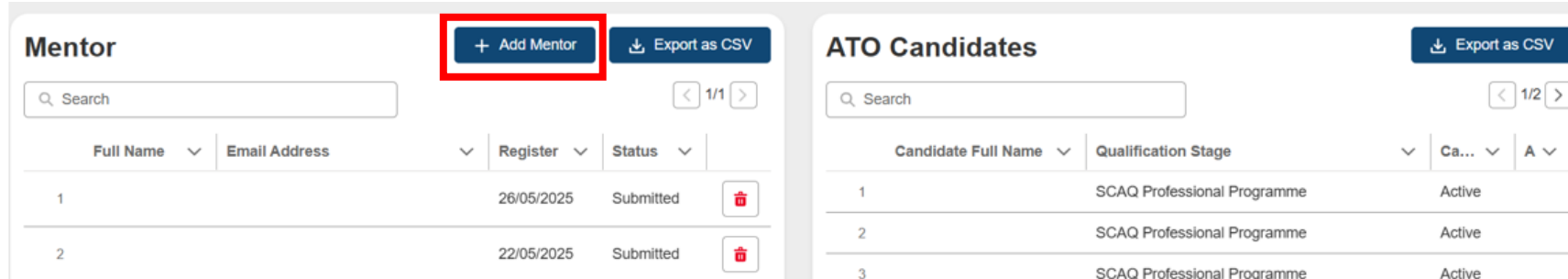
1. On the Secondary Contact's portal, you will only be able to access the **Dashboard**.
2. Similarly, you would have access to the lists of Mentors and Candidates as well. Click on **“Export as CSV”** under the “Mentor” section and “ATO Candidates” section accordingly to retrieve the list.

The screenshot displays the Secondary Contact's Portal dashboard. At the top, there is a navigation bar with the ISCA logo, the text 'Chartered Accountant SINGAPORE', and a user profile icon labeled 'GT Green Tea SCAQ ATO or RLO'. The main content area is divided into three sections:

- Application History:** Features a search bar and a table with columns: Reference Number, Full Name, Date, Process, Application Status, and Actions. It shows two entries for 'ATO Renewal' with statuses 'Draft' and 'Submitted'.
- Mentor:** Includes a search bar, '+ Add Mentor' button, and 'Export as CSV' button. The table has columns: Full Name, Email Address, Register, Status, and Actions. It lists five mentors with various statuses like 'Submitted', 'Pending', and 'Approved'.
- ATO Candidates:** Includes a search bar and 'Export as CSV' button. The table has columns: Candidate Full Name, Qualification Stage, and Candidature Status. It lists five candidates, all with 'Active' statuses, under various qualification stages like 'SCAQ Professional Programme' and 'SCAQ Foundation Programme'.

To Add New Mentors

1. Only Training Principal and Secondary Contact are allowed to add new Mentor. To add new Mentors, click “**Add Mentor**” on the “Mentor” section of the Dashboard.



2. You will see the form as below. Please fill in all the required information and click “**Save**”.

Mentor Details

*Salutation	--None--	*First Name	<input type="text"/>
*Last Name	<input type="text"/>	*Email	<input type="text"/>

3. Mentors will then receive an email to register for a Mentor account, which are then required to fill up a Mentor application form (to attach documents/certificate of Professional Qualification). More information can be found on pages [13](#) and [14](#).

5. Training Agreement

Training Agreement

It is **recommended** for Candidates to have Training Agreement with their ATO. In this way, both the Candidate and ATO have a clear vision of the following:

- Effective working/training period of Candidate during employment in ATO
- Roles/Responsibilities of the Candidate has uptake during employment in ATO
- Competencies achieved/planned to achieve by Candidate during employment in ATO

You can find Sample of Training Agreement through this link:

[appendix-2---sample-training-agreement_16012024\(clean\).pdf](#)

The End