SCAQ Portal User Guide:

ATO Application and Renewal Application for existing ATOs

Updated as of September 2025

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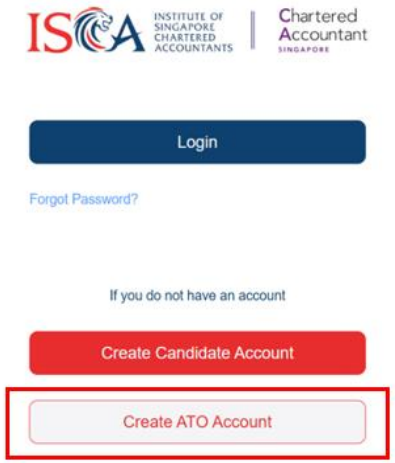
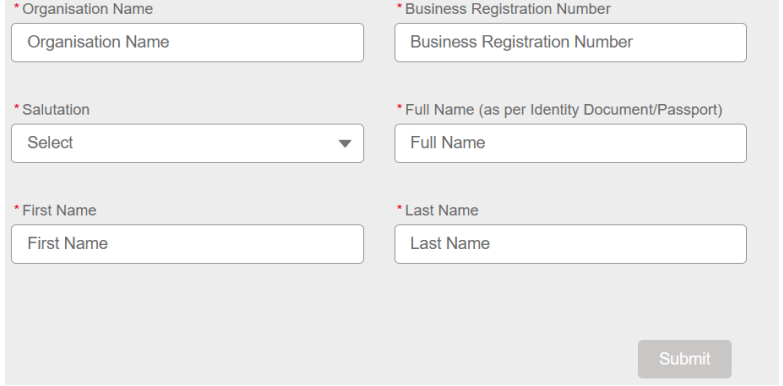
1. Create ATO Account

Create ATO Account

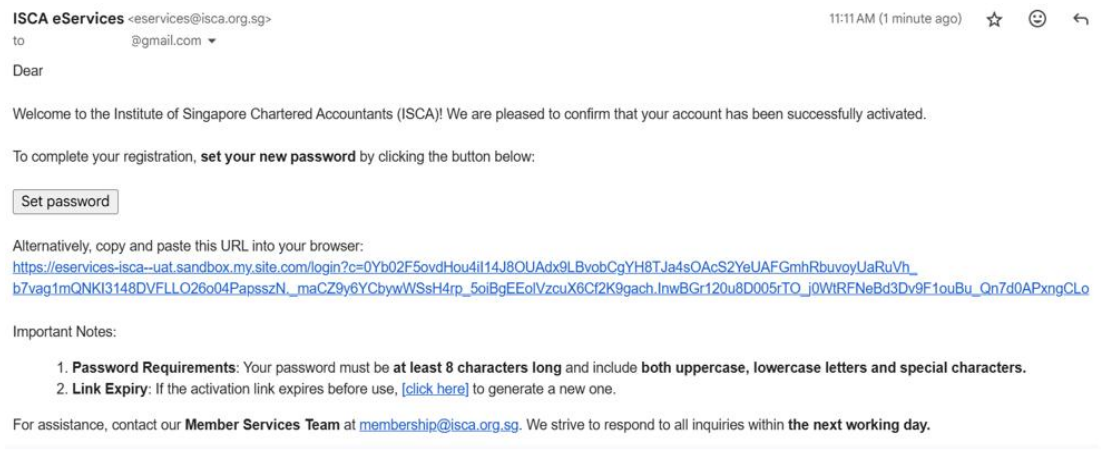
1. Representative personnel to create ATO Account. ***Note: If the representative personnel creating the ATO Account is also the Training Principal or Secondary Contact, please use a secondary email address to create the ATO Account.***
2. To create a new ATO Account, go to https://scaq.isca.org.sg/scaq/s/login/
3. Click "**Create ATO Account**". Fill in the particulars in the form as instructed. Check that all details are correct, then click "**Submit**".





Set Password

1. Once you have completed the form and submitted it, an email will be sent to you immediately for you to set a password.
2. Follow the link in the email to set the password.



ISCA eServices <eservices@isca.org.sg> 11:11 AM (1 minute ago)

to @gmail.com

Dear

Welcome to the Institute of Singapore Chartered Accountants (ISCA)! We are pleased to confirm that your account has been successfully activated.

To complete your registration, **set your new password** by clicking the button below:

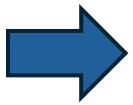
Set password

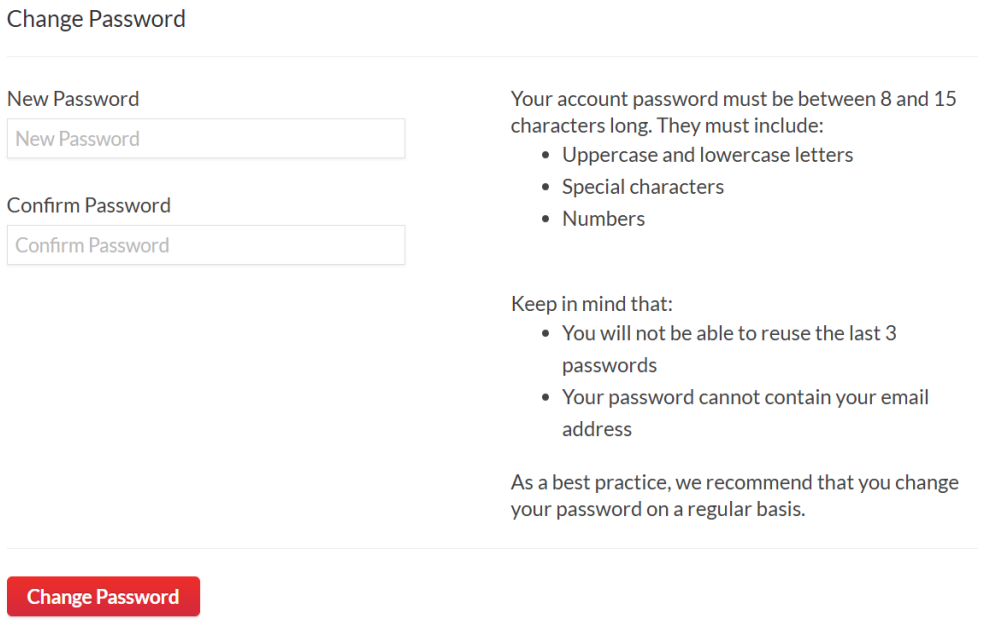
Alternatively, copy and paste this URL into your browser:
https://eservices-isca--uat.sandbox.my.site.com/login?c=0Yb02F5ovdHou4il14J8OUAdx9LBvobCgYH8TJa4sOAcS2YeUAFGmhRbuvoyUaRuVh_b7vag1mQNKI3148DVFLLO26o04PapsszN._maCZ9y6YCbywWSsH4rp_5oiBgEEolVzcuX6Cf2K9gach.InwBGr120u8D005rTO_j0WtRFNeBd3Dv9F1ouBu_Qn7d0APxngCLo

Important Notes:

1. **Password Requirements**: Your password must be **at least 8 characters long** and include **both uppercase, lowercase letters and special characters.**
2. **Link Expiry**: If the activation link expires before use, [click here] to generate a new one.

For assistance, contact our **Member Services Team** at membership@isca.org.sg. We strive to respond to all inquiries within **the next working day.**





Change Password

New Password

New Password

Confirm Password

Confirm Password

Your account password must be between 8 and 15 characters long. They must include:

- Uppercase and lowercase letters
- Special characters
- Numbers

Keep in mind that:

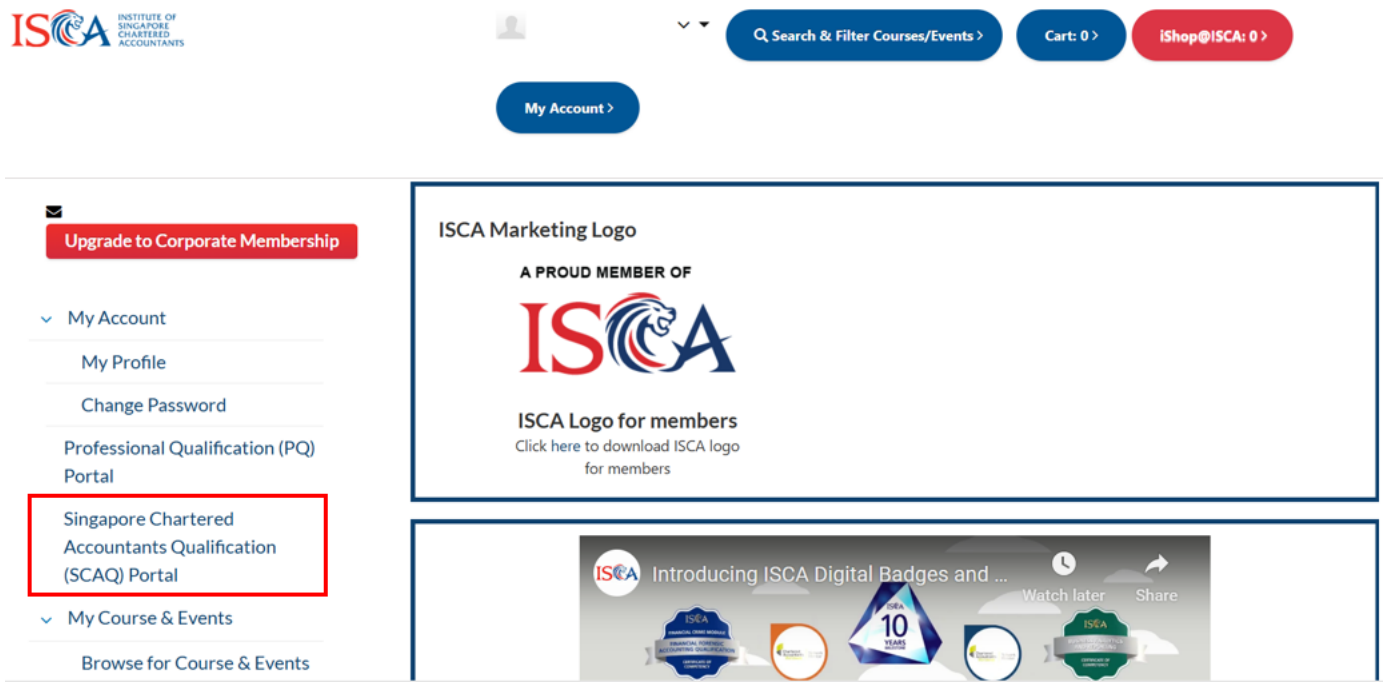
- You will not be able to reuse the last 3 passwords
- Your password cannot contain your email address

As a best practice, we recommend that you change your password on a regular basis.

Change Password

ISCA eServices Page

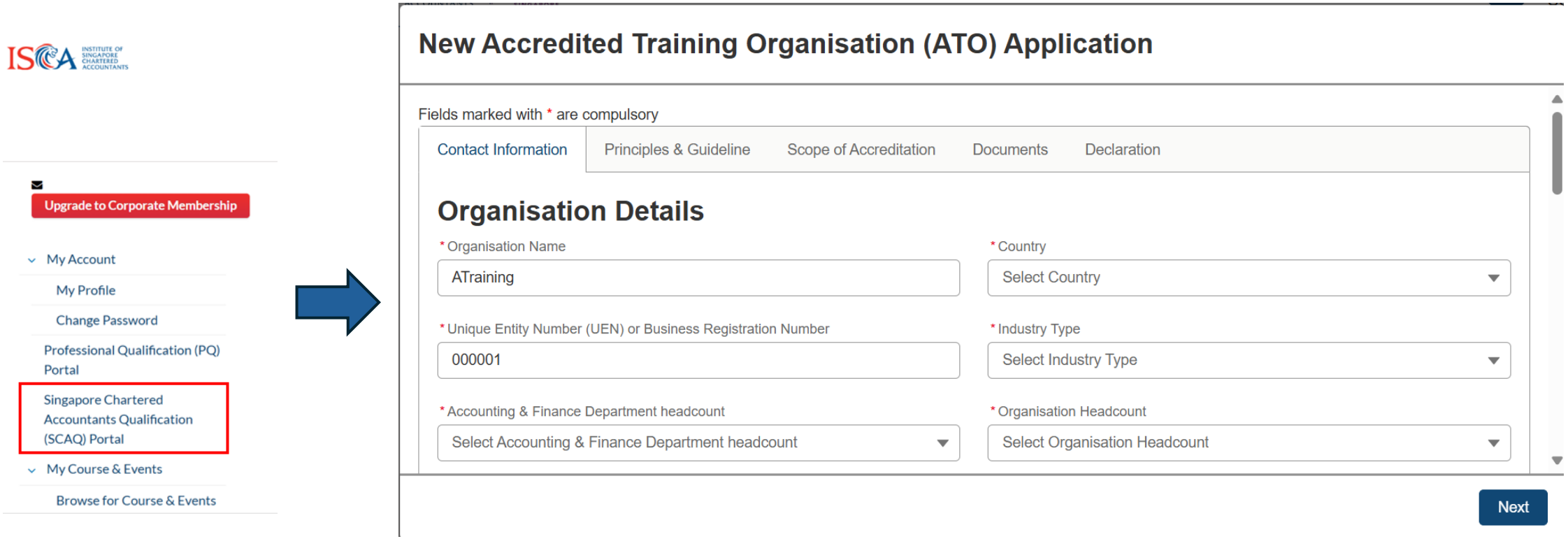
1. After setting the password, you will be directed to the ISCA eServices homepage.
2. Click "**Singapore Chartered Accountants Qualification (SCAQ) Portal**" to start the application process.



2. Submit New ATO Application

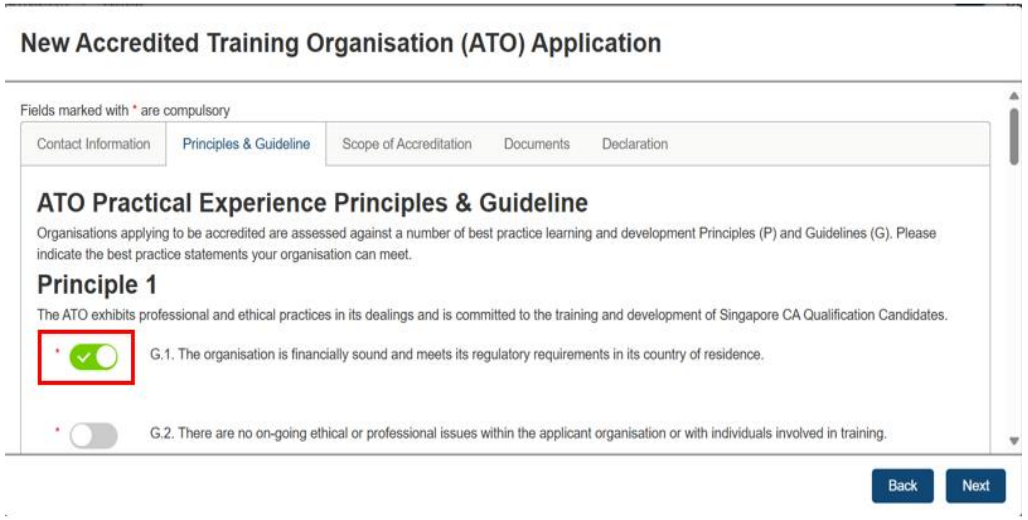
Start the ATO Application Form

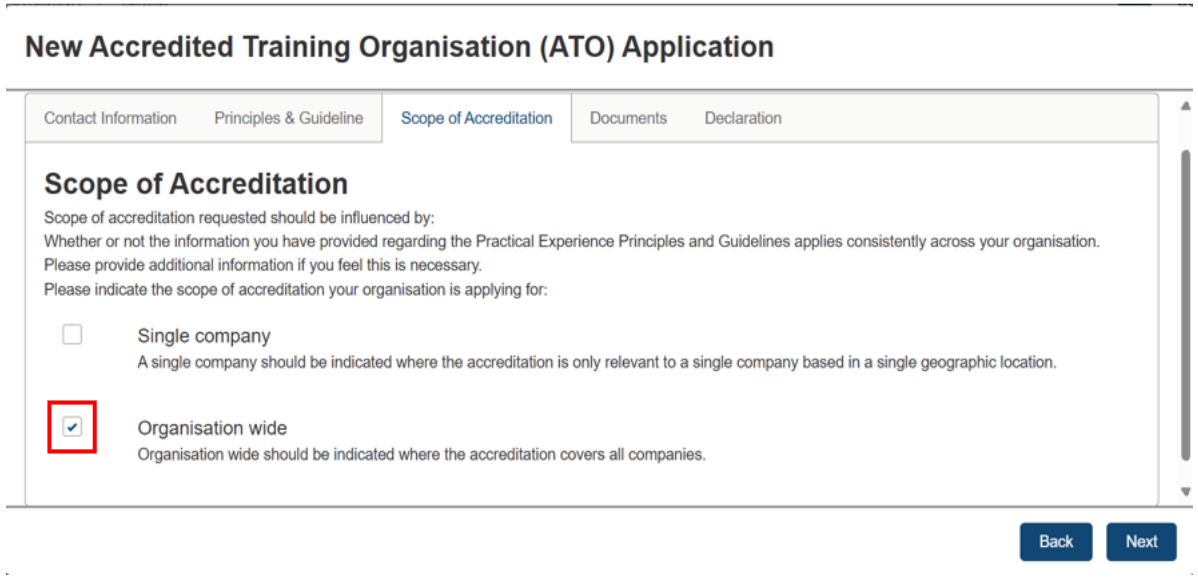
1. After you have created the ATO Account and set the password, click "**Singapore Chartered Accountants Qualification (SCAQ) Portal**".
2. You will see the application form as below. Please fill in all required information of the 'Contact Information' section and click "**Next**".



Principles & Guideline and Scope of Accreditation

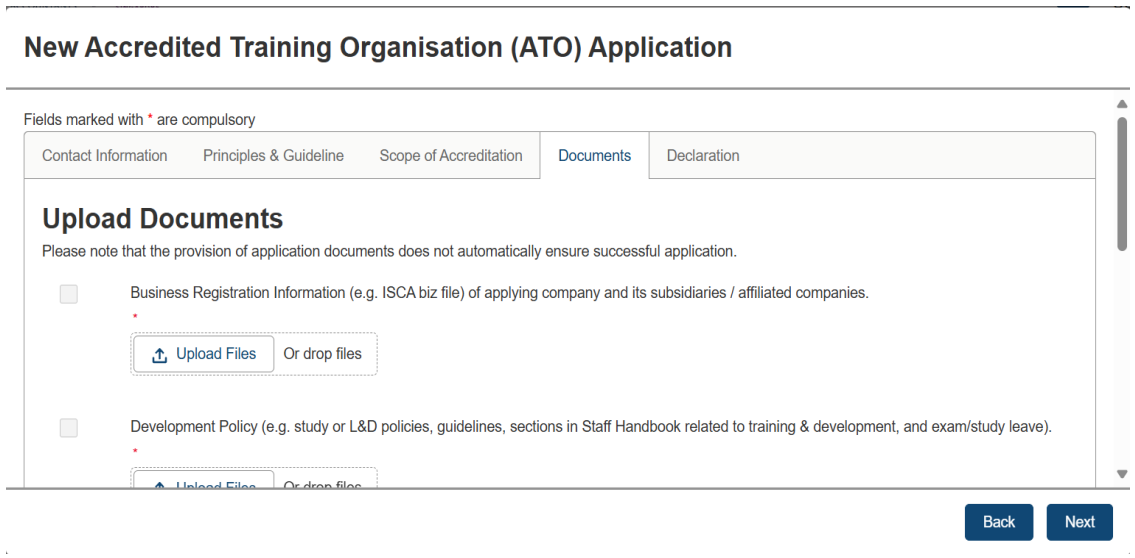
1. On the ‘Principles & Guideline’ section, please ensure that your organisation fulfils all 4 Principles by meeting all the required best practice statements, and check them accordingly. Click “**Next**” to proceed to the next section.
2. Select the Scope of Accreditation your organisation is applying for and click “**Next**”.

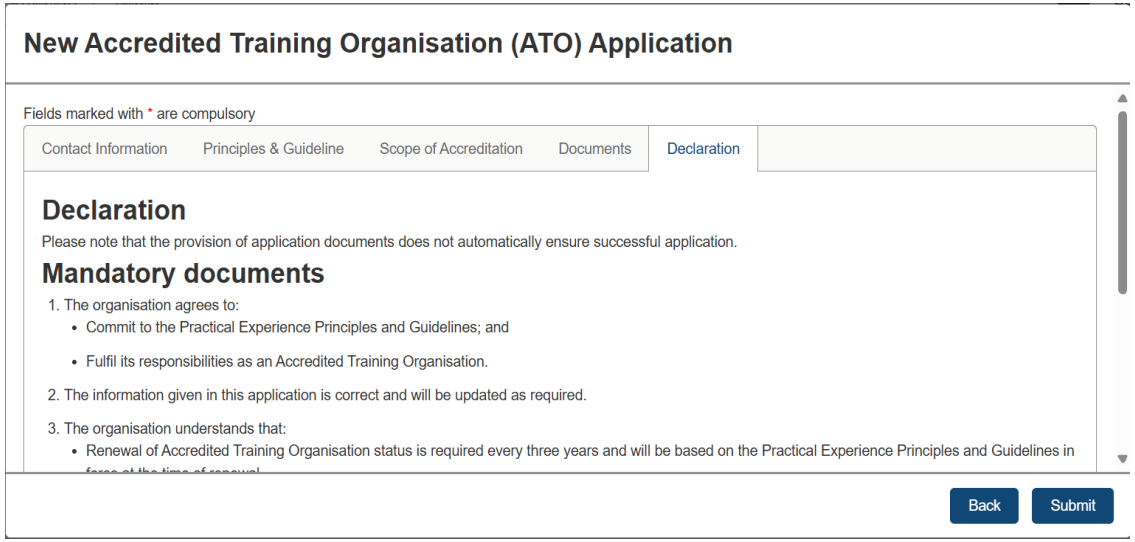




Upload Documents and Declaration

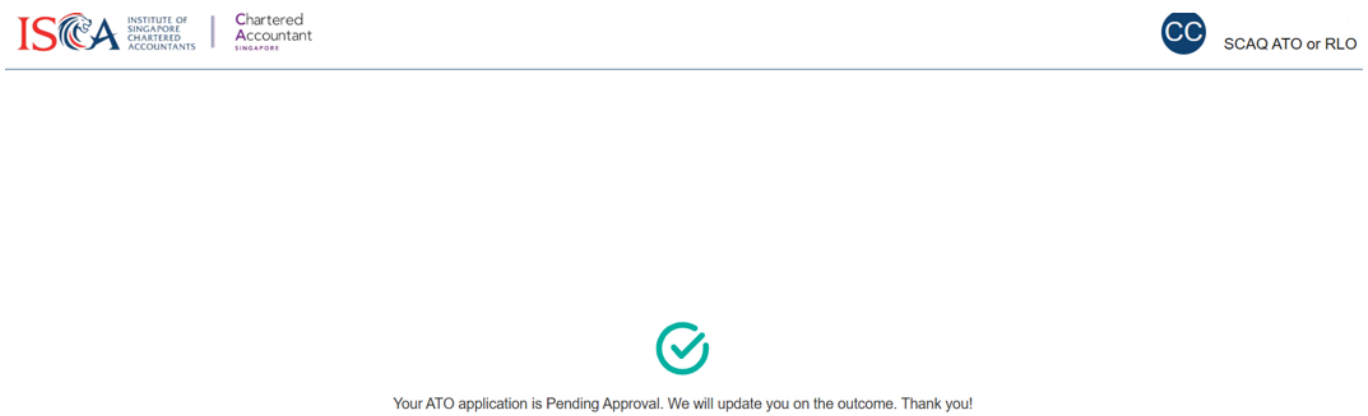
1. On the ‘Documents’ section, please ensure that you have uploaded all the necessary documents to support your application. Click “**Next**” to proceed to the final section.
2. Ensure that you agree to all the statements in the ‘Declaration’ section and click “**Submit**” to submit the application.





Application Submitted

1. Once submitted, ISCA will review and verify your application based on the information and documents you submitted. ISCA may reach out to request for additional information or documents, or for further discussions.



The End