

LEGAL AID BUREAU

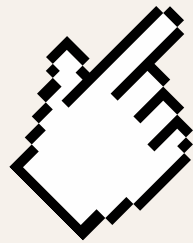
APPLICANT PORTAL

GUIDE!



SAVE TIME. GO ONLINE!

- APPLY FOR LEGAL HELP
- SEND US INFORMATION
- GET UPDATES ON YOUR CASE AND MORE!



LOGIN AT
[HTTP://GO.GOV.SG/MLAWLABESVC](http://go.gov.sg/mlawlabesvc)



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LEGAL AID BUREAU APPLICANT PORTAL GUIDE

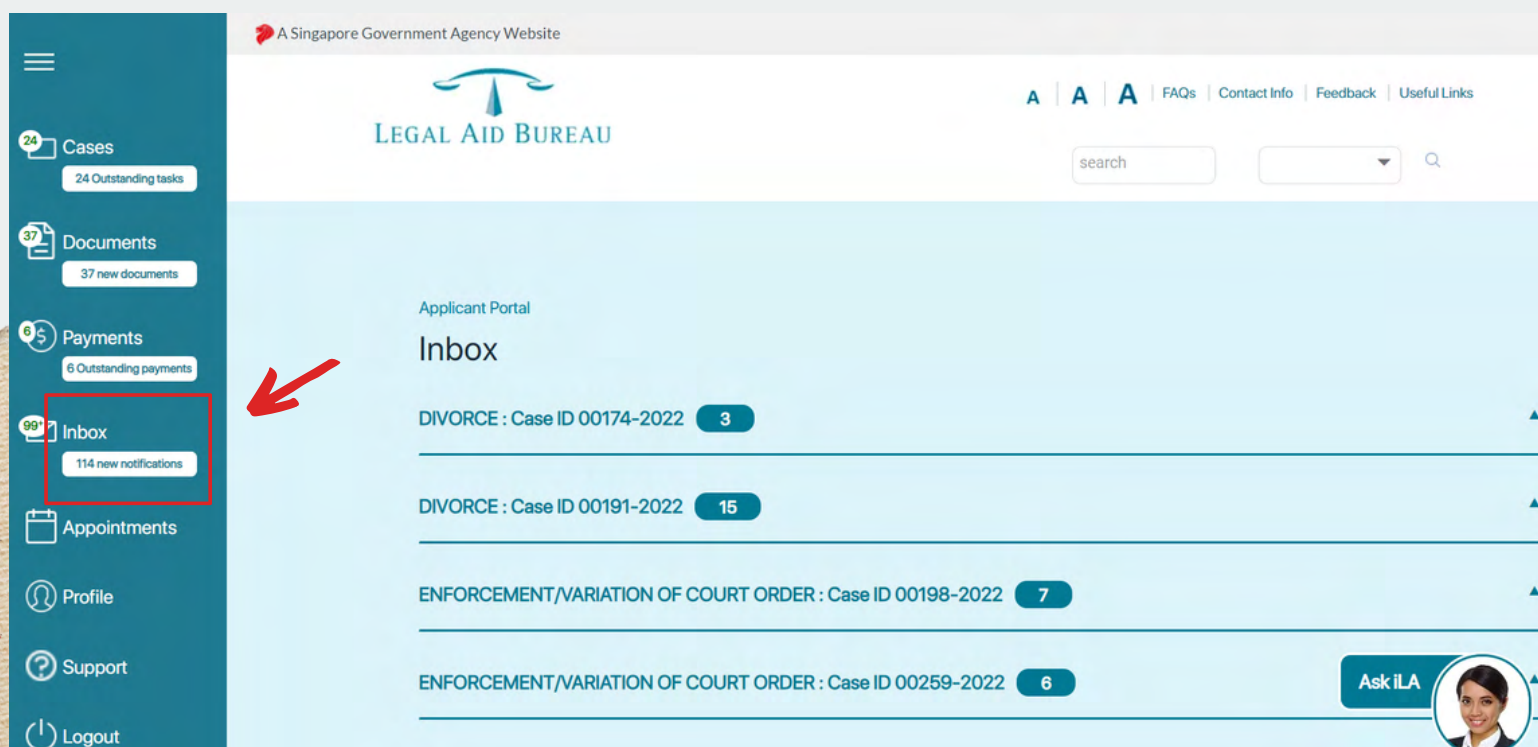
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GUIDE TO

KEY INTERFACES

Inbox - Viewing case-related notifications

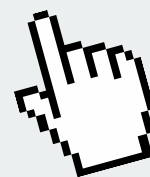
1. Upon clicking "Inbox", you can see the various cases which you have registered with the Legal Aid Bureau ("LAB").



The screenshot displays the Applicant Portal of the Legal Aid Bureau. The page features a dark teal sidebar on the left with navigation options: Cases (24 Outstanding tasks), Documents (37 new documents), Payments (6 Outstanding payments), **Inbox (114 new notifications)**, Appointments, Profile, Support, and Logout. A red arrow points to the 'Inbox' menu item. The main content area shows the 'Inbox' section with a list of cases:

- DIVORCE : Case ID 00174-2022 (3 notifications)
- DIVORCE : Case ID 00191-2022 (15 notifications)
- ENFORCEMENT/VARIATION OF COURT ORDER : Case ID 00198-2022 (7 notifications)
- ENFORCEMENT/VARIATION OF COURT ORDER : Case ID 00259-2022 (6 notifications)

The top of the page includes the Singapore Government Agency Website logo, the Legal Aid Bureau logo, and navigation links for FAQs, Contact Info, Feedback, and Useful Links. A search bar is also present.



2. When you click the case number or the arrow (as circled in red below), you can view all online notifications that LAB has sent to you for the relevant case (as seen below).

Applicant Portal

Inbox

DIVORCE: Case ID 00174-2022 3

DIVORCE: Case ID 00191-2022 15

ENFORCEMENT/VARIATION OF COURT ORDER: Case ID 00198-2022 7

ENFORCEMENT/VARIATION OF COURT ORDER: Case ID 00259-2022 6

Inbox	Received On
(Case Ref: 00191-2022) Granted Documents in the Applicant Portal	16 Dec 2022
Case Ref: 00191-2022 Dear Sir We refer to your case (00191-2022). The Legal A...	16 Dec 2022
(Case Ref: 00191-2022) Granted Documents in the Applicant Portal	25 Nov 2022
Case Ref: 00191-2022 Dear Sir We refer to your case (00191-2022). The Legal A...	25 Nov 2022
(Case Ref: 00191-2022) Granted Documents in the Applicant Portal	04 Nov 2022

1 of 4 pages (16 items)

Ask ILA

3. Click on the relevant notification to view its contents.

[To view the Court documents/documents that have been granted to you, please click on the "Documents" tab instead.]

- Cases
24 Outstanding tasks
- Documents**
37 new documents
- Payments
6 Outstanding payments
- Inbox
NaN new notification
- Appointments
- Profile
- Support
- Logout

Inbox	Received On
(Case Ref: 00191-2022) Granted Documents in the Applicant Portal	16 Dec 2022
● Case Ref: 00191-2022 Dear Sir We refer to your case (00191-2022). The Legal A...	16 Dec 2022
● (Case Ref: 00191-2022) Granted Documents in the Applicant Portal	25 Nov 2022
Case Ref: 00191-2022 Dear Sir We refer to your case (00191-2022). The Legal A...	25 Nov 2022
● (Case Ref: 00191-2022) Granted Documents in the Applicant Portal	04 Nov 2022

1 of 4 pages (16 items)

Case ID
00191-2022

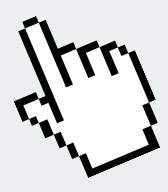
Latest Messages
(Case Ref: 00191-2022) Granted Documents in the...

Received On
16 Dec 2022

Dear Sir,

We refer to your case (00191-2022).The Legal Aid Bureau has sent a letter to you for your attention. Please visit the AP Portal and click on your Inbox to access the letter.

Ask ILA



GUIDE TO

KEY INTERFACES

Appointments

1. Upon clicking “Appointments”, you can see the various cases which you have registered with LAB.

The screenshot displays the Applicant Portal interface for the Legal Aid Bureau. The top navigation bar includes the logo, search bar, and links for FAQs, Contact Info, Feedback, and Useful Links. The main content area is titled "Applicant Portal" and "All Appointments". A specific case is highlighted: "Syariah divorce : Case ID 00289-2022" with a notification badge of "1". On the left sidebar, the "Appointments" menu item is highlighted with a red box and a red arrow, indicating it is the selected section.

LEGAL AID BUREAU

Applicant Portal

All Appointments

Syariah divorce : Case ID 00289-2022 1

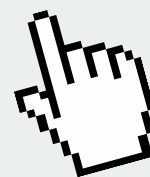
48 Cases
48 Outstanding tasks

71 Documents
71 new documents

13 Payments
13 Outstanding payments

99* Inbox
286 new notifications

Appointments
1 new appointment



2. When you click the case number or the arrow (as circled in red below), an appointment calendar will appear (as seen below).

If you have an appointment for your case, the appointment will be shaded according to the legend below, which reflects “**Appointments with LAB**”, “**Court appointments to attend**” and “**Court appointments which you do not need to attend**”.

Appointments Portal

All Appointments

Syariah divorce : Case ID 00289-2022 1

February 2023							March 2023						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4				1	2	3	4
5	6	7	8	9	10	11	5	6	7	8	9	10	11
12	13	14	15	16	17	18	12	13	14	15	16	17	18
19	20	21	22	23	24	25	19	20	21	22	23	24	25
26	27	28					26	27	28	29	30	31	

● Appointments with LAB ● Court appointments to attend ● Court appointments which you do not need to attend

3. Click on the relevant date (as shaded in a circle) to see the details of the appointment.

12 13 14 15 16 17 18
19 20 21 22 23 24 25
26 27 28

12 13 14 15 16 17 18
19 20 21 22 23 24 25
26 27 28 29 30 31

- Appointments with LAB
- Court appointments to attend
- Court appointments which you do not need to attend

Court appointment which you must attend

Date: ● 23 February 2023

Time: 09:00 AM

Appointment details: PRE-TRIAL CONFERENCE

Notes: Your attendance is required

Cases: 48 Outstanding tasks

Documents: 71 new documents

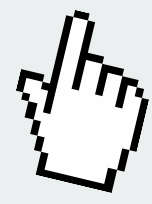
Payments: 13 Outstanding payments

Inbox: 286 new notifications

Appointments: 1 new appointment

Profile

Support



GUIDE TO

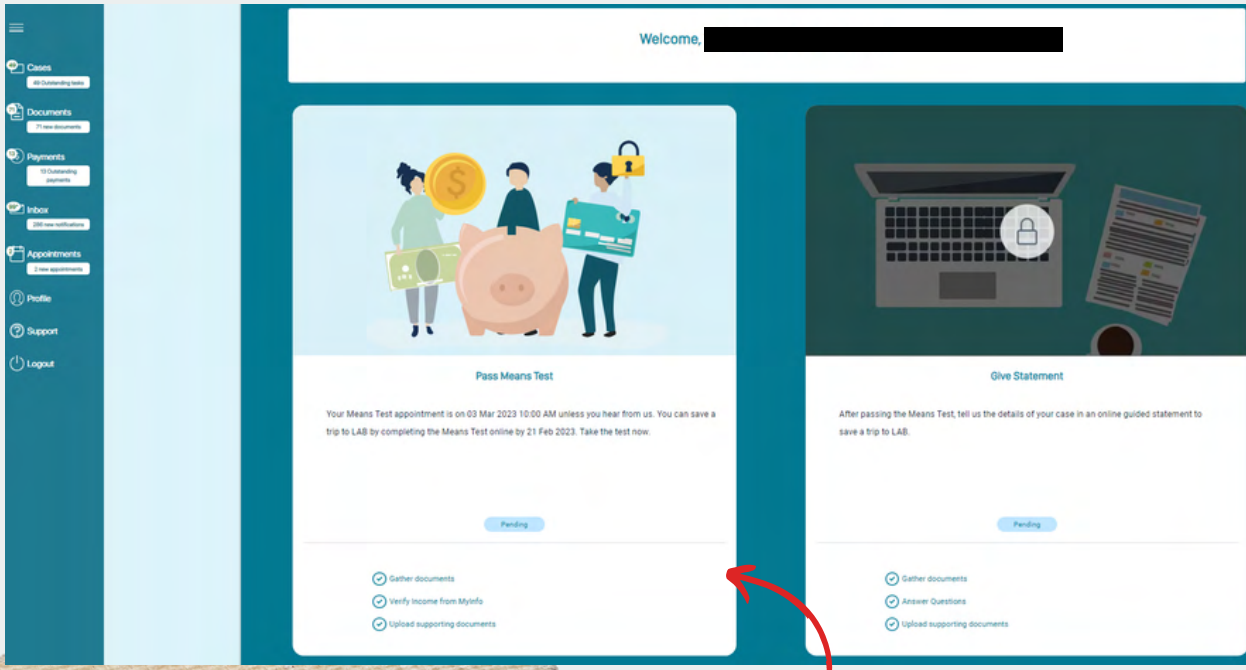
KEY INTERFACES

To do Online Means Test and/or submit your Online Statement

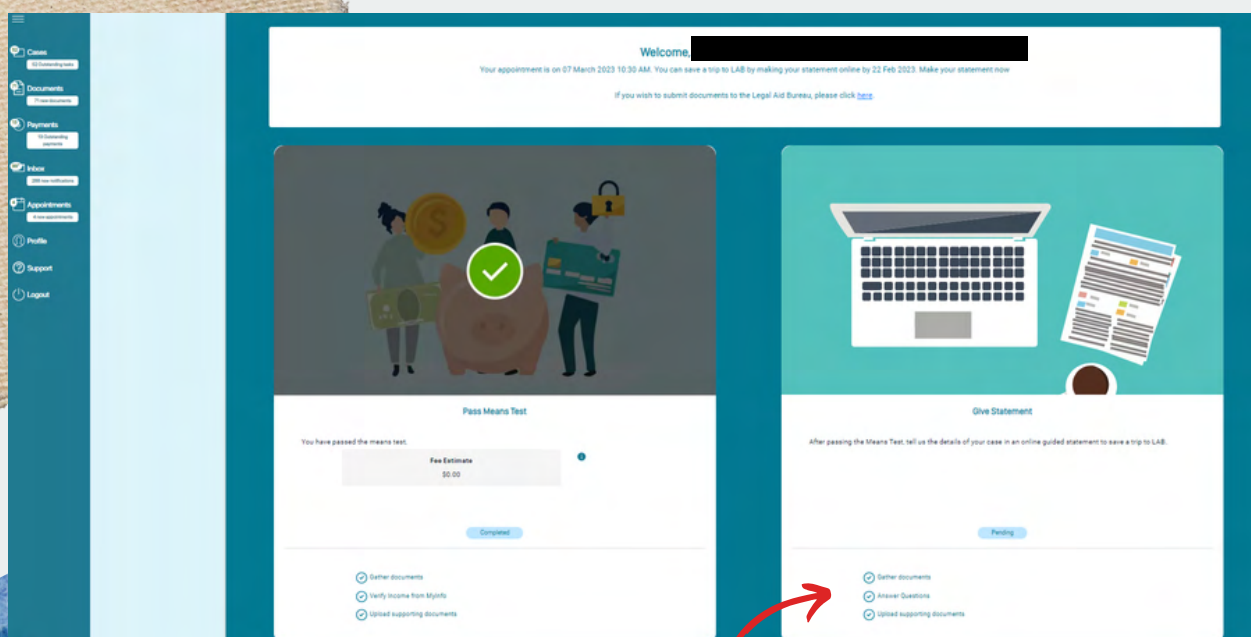
1. To do Online Means Test and/or submit your Online Statement for a particular case, click on “Cases”. Thereafter, select the relevant case. For example, if you wish to do your Online Means Test for your Syariah Court Matter, you should click on the relevant case (as circled in red below).

The screenshot displays the Legal Aid Bureau Applicant Portal. On the left is a dark teal sidebar menu with the following items: Cases (36 Outstanding tasks), Documents (28 new documents), Payments (9 Outstanding payments), Inbox (182 new notifications), Appointments, Profile, Support, and Logout. The main content area is white with a light blue header. At the top, it says 'A Singapore Government Agency Website' and 'LEGAL AID BUREAU'. Below the header, the text 'Applicant Portal' and 'All Cases' is visible. A grid of case cards is shown. The 'Syariah Court Matters' card is circled in red. It includes a teal icon of a hand pointing to a document, the title 'Syariah Court Matters', the subtitle 'Take Means Test', the case number '00222-2020', and the status 'No Outstanding Payments'. Other cards include 'New Application' (Case Not Yet Opened) and 'Divorce' (Take Means Test, 00223-2020, No Outstanding Payments). A search bar is located in the top right corner. A hand cursor icon is positioned at the bottom right of the page.

2. Depending on the stage of your case, you can click the required tabs accordingly (i.e. Pass Means Test or Give Statement).



Online Means Test interface sample screenshot



Online Statement interface sample screenshot



Online Means Test

1. After clicking "Pass Means Test", you will be prompted to give your consent for Data Sharing (as seen below).

A Singapore Government Agency Website

LEGAL AID BUREAU

Consent for Data Sharing

Terms of Consent

Please note that your consent is necessary for us to process your case. If you do not wish to consent, you will not be able to complete the application online. Please visit LAB personally for your Means Test appointment.

Personal Information

This includes:

- Personal data (e.g. name, NRIC No, address, age, gender, family/household structure);
- Financial data (e.g. income, insurance coverage);
- Consumption data (e.g. housing, healthcare bills, scheme subscriptions);

Please tick the checkboxes accordingly and click "Save and go to next page".

51 Cases
51 Outstanding tasks

71 Documents
71 new documents

13 Payments
13 Outstanding payments

907 Inbox
286 new notifications

3 Appointments
3 new appointments

Profile

Support

Logout

Declaration of Understanding

I understand that the Government of Singapore and Participating Agencies ("Government") require my Personal Information to determine if I qualify for the Schemes, to provide me with the Schemes and for data analysis, evaluation and policy-making.

I consent and agree that the Government and Participating Agencies may collect, share and use my Personal Information for any of the purposes above. I understand that my Personal Information will not be shared with non-participating agencies or organisations.

My consent shall remain valid until I withdraw it in writing. I accept that the consent withdrawal would take effect within 7 working days from the date it is received by the Government.





I have read and understood this consent form fully. I declare that the information that I have provided is accurate.


Please ensure that the information provided is correct. Once you click next, you will not be able to return to this page.

Save and go to next page →

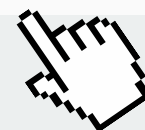
Online Means Test

2. For your convenience in doing your Online Means Test, you may wish to prepare the following documents/information beforehand:

- a Updated Personal and Joint Bank Books and Bank statements 
- b Fixed Deposits Receipts and Investment Products such as unit trusts 
- c Tenancy/ Rental Agreement/ Receipts/ Written notes as a landlord for the rental fees payable to you for the last 12 months 
- d Latest Central Depository Account Statement (for any types of financial products bought by with cash) 
- e Details relating to your household members and family members who you are supporting (e.g. NRIC no., Email address or Mobile no.). We will contact your household members and/or family members who are above 18 years old to obtain their consent to retrieve their income information.

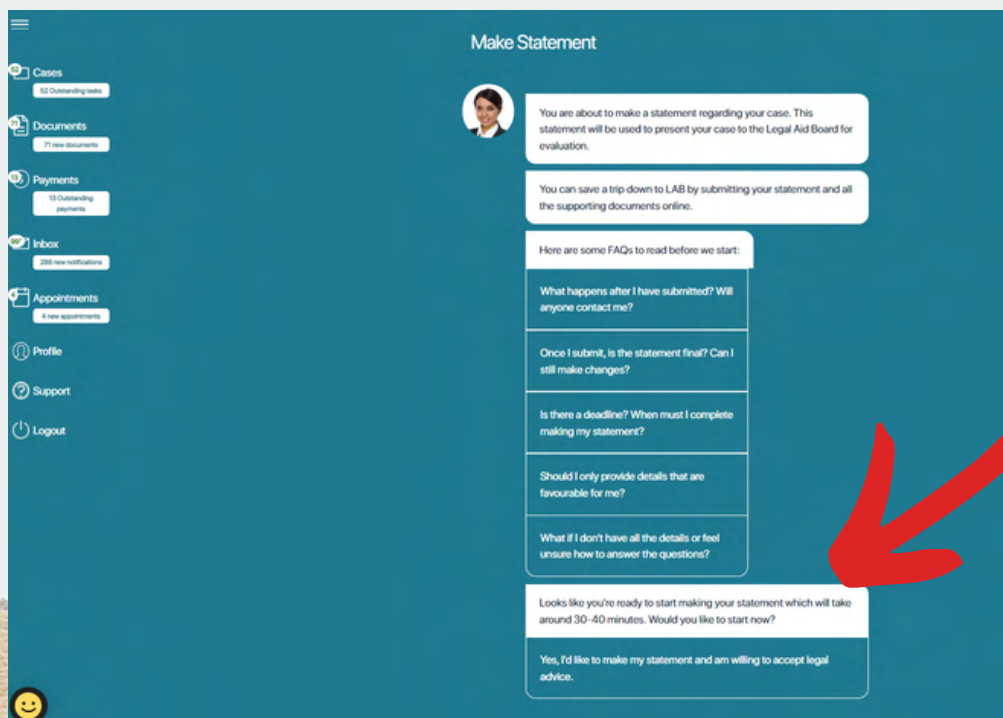


To note: Online Means Test is currently not compulsory. Please complete your Online Means Test **within 3 working days** from the date of registration.



Online Statement

1. After clicking "Give Statement", a chatbot will appear (as seen below). Please click on "Yes, I'd like to make my statement and am willing to accept legal advice" in order to proceed to submit your Online Statement.



IMPORTANT!

Please note that you should still ensure that you are available on your scheduled appointment date as our Legal Executive may call you if more information is required.



IMPORTANT

With effect from 9 January 2023, online statement taking will be compulsory for all LAB applicants for the following subject matters:

- Divorce - Plaintiff
- Enforcement/Variation of Court Order - **Party enforcing or initiating the variation of divorce court orders only**
- Letters of Administration/Probate - Plaintiff (specifically for applications for Letters of Administration and Grant of Probate, not for other estate matters)
- Syariah Court - matters with court hearing date more than 3 weeks away and the hearing type is Pre-Trial Conference ("PTC") or mediation (regardless of whether Plaintiff or Defendant)*

As an Applicant, you may be exempted, regardless of age, if you:

- Are not tech savvy;
- Cannot read English; or
- Cannot write/type in English.

You will need to submit your online statement **within 4 working days** from the date you pass your means test. You will receive an SMS or Email (depending on choice of correspondence) informing you that you can proceed to make and submit your statement online (see sample screenshot below). If you have been exempted from doing the means test, you will also be informed in the same manner.

Important: You should fill in as much details as possible and answer each question carefully because you can only submit your online statement once.

*Please note that for Syariah Court matters, LAB generally assists after a PTC date is given, unless in exceptional circumstances.

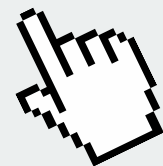
Dear Mdm,

You have passed the Means Test on 16 Feb 2023. You can save a trip to LAB by giving your statement online by 22 Feb 2023 11:59 PM. Thank you.

[This is a computer-generated email. No signature is required.]

Please do not reply to this email. This mailbox is not monitored and you will not receive a response.

Privileged or confidential information may be contained in this email. If you are not the intended addressee, you must not copy or distribute the mail or take any action in reliance thereon. Communication of any information in this mail to any unauthorised person may be an offence under the [Official Secrets Act \(Cap 213\)](#). If you have received this mail in error, please delete it and notify the sender immediately. Thank you.



GUIDE TO

UPDATING PROFILE

1. Log in to Applicant Portal via Singpass. Click on the Hamburger icon to expand Menu.

The screenshot displays the Legal Aid Bureau Applicant Portal interface. At the top, it identifies itself as 'A Singapore Government Agency Website' and features the 'LEGAL AID BUREAU' logo. A search bar is visible on the right. The main content area is titled 'Applicant Portal' and 'All Cases'. On the left, a dark teal sidebar menu is expanded, with the hamburger icon (three horizontal lines) circled in red and a red arrow pointing to it. The menu items include: Cases (36 Outstanding tasks), Documents (28 new documents), Payments (9 Outstanding payments), Inbox (182 new notifications), Appointments, Profile, Support, and Logout. The main content area shows three case cards: 'New Application' (Case Not Yet Opened), 'Syariah Court Matters' (Take Means Test 00222-2020), and 'Divorce' (Take Means Test 00223-2020). Each card indicates 'No Outstanding Payments'. A mouse cursor is visible in the bottom right corner of the screenshot.

2. Click on "Profile" under Menu tab.

A Singapore Government Agency Website

LEGAL AID BUREAU

Applicant Portal

All Cases

36 Cases
36 Outstanding tasks

28 Documents
28 new documents

9 Payments
9 Outstanding payments

99 Inbox
182 new notifications

Appointments

Profile

Support

Logout

New Application
Case Not Yet Opened
No Outstanding Payments

Syariah Court Matters
Take Means Test
00222-2020
No Outstanding Payments

Divorce
Take Means Test
00223-2020
No Outstanding Payments

3. You will be prompted to allow the pulling of information from Singpass. If you click “I agree”, information will be autopopulated from Singpass. If you wish to manually fill in the information, you should click “Cancel”.

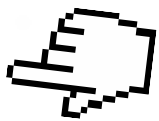
singpass

Singpass retrieves personal data from relevant government agencies to pre-fill the relevant fields, making digital transactions faster and more convenient.

This digital service is requesting the following information from Singpass, for the purpose of Applicant Details

- › Name
- › Sex
- › Race
- › Dialect
- › Nationality/Citizenship
- › Date of Birth
- › Email
- › Mobile Number
- › Registered Address
- › HDB Type
- › Marital Status
- › Last Marriage Date
- › Marriage Certificate Number
- › Last Divorce Date
- › Country of Marriage
- › IRAS Assessable Income (Latest Year)
- › Children Birth Records - Birth Cert Number
- › Children Birth Records - Name
- › Children Birth Records - Sex
- › Children Birth Records - Race
- › Children Birth Records - Secondary Race
- › Children Birth Records - Date of Birth
- › Children Birth Records - Dialect
- › Children Birth Records - Life Status
- › Occupation
- › Residential Status
- › Passport Number
- › Ownership of Private Property Status
- › CPF Contribution History (up to 15 months)

Clicking the “I Agree” button permits this digital service to retrieve your data based on the Terms of Use (<https://www.singpass.gov.sg/home/ui/terms-of-use>).



4. Please scroll down to "Contact Details and Preferences" to update your particulars. You should click on radio button to indicate that "The details above are correct" for every section or else you will not be able to proceed. The radio button will change from grey to teal green once you do so.

2 Contact Details and Preferences

When we need to reach you, we will rely on the contact information below.

Home	Office	Mobile 96491939
Email tan_jun_ya@lab.gov.sg		
How would you like to be contacted?	<input checked="" type="checkbox"/> SMS	<input checked="" type="checkbox"/> Email
I am helping the applicant to apply	<input type="radio"/> Yes	<input checked="" type="radio"/> No

The details above are correct



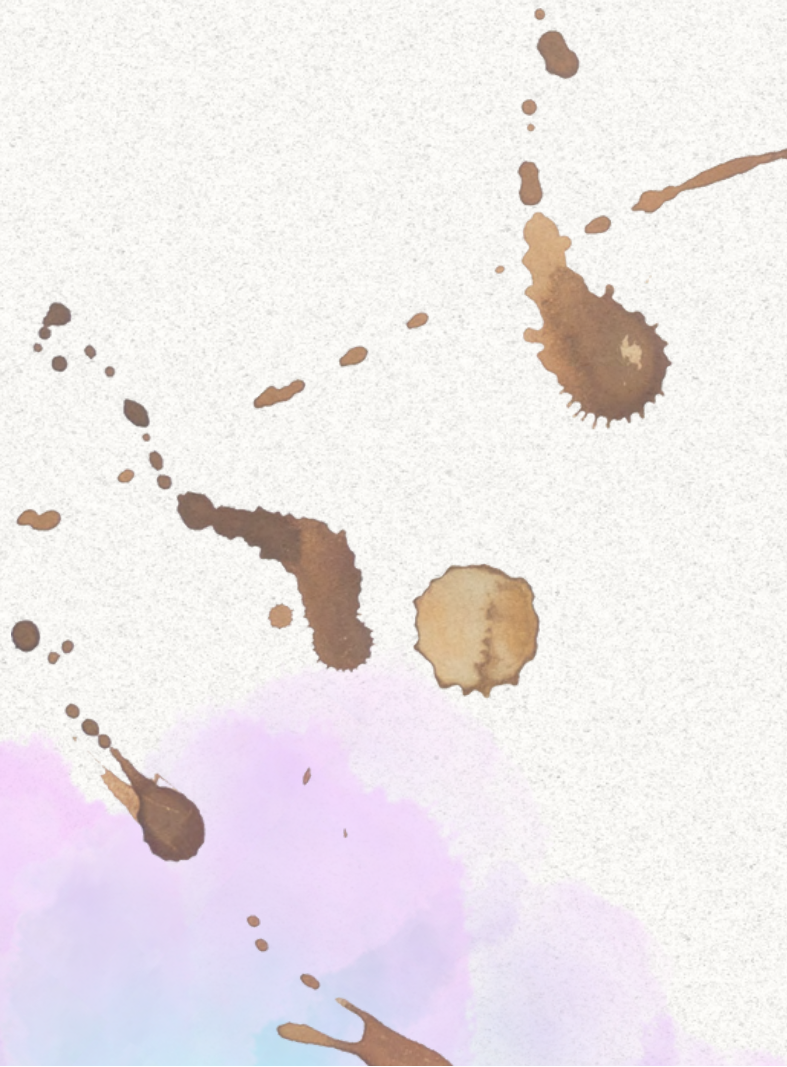
5. After you complete the required fields on the page, tick the checkbox (as seen below) and click on “Submit Now”. Profile update is completed.

Wonderful! You have verified all the information.

Declaration of Understanding

I understand that it is an offence to provide false information.

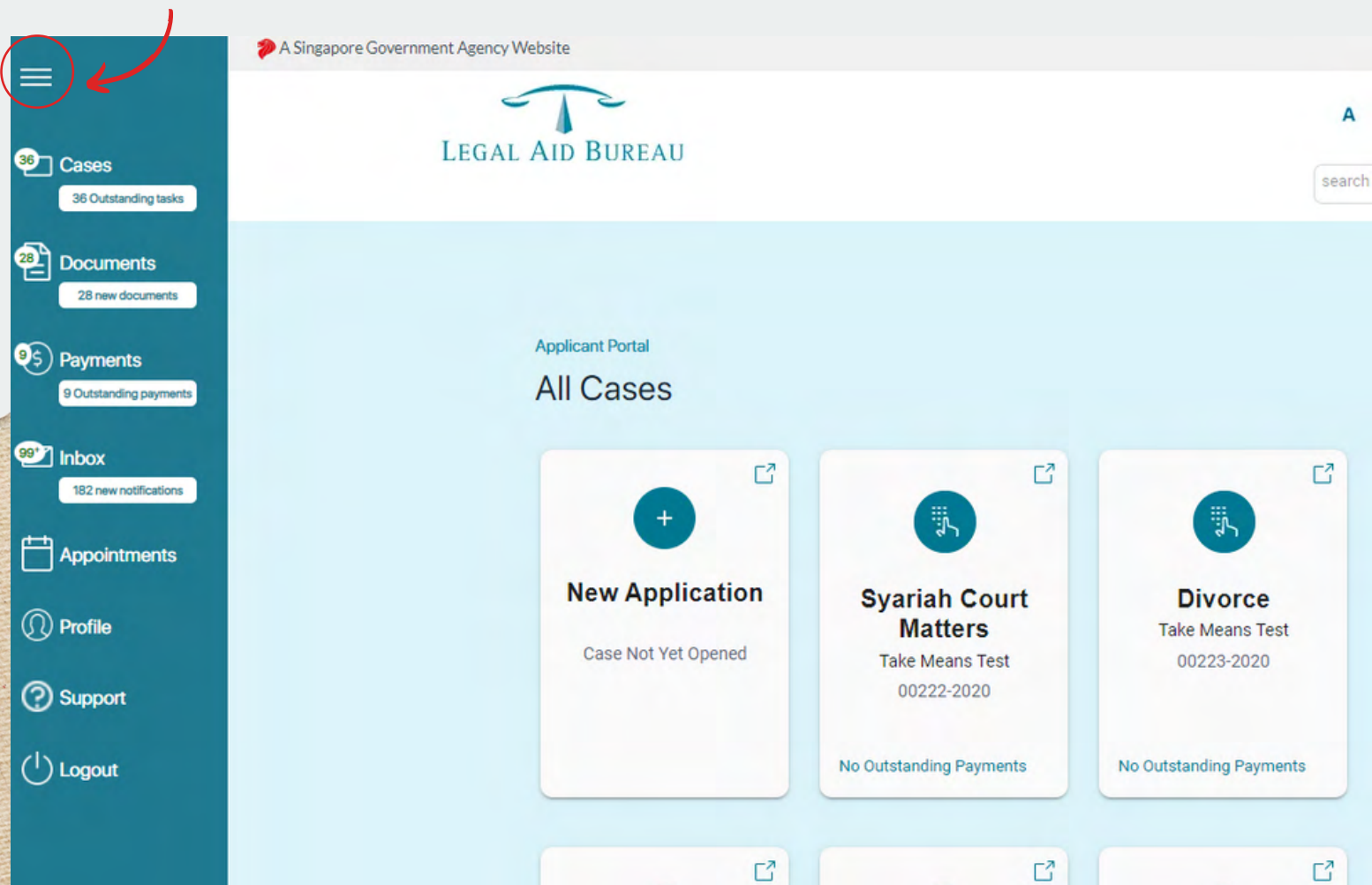
Submit Now →



GUIDE TO

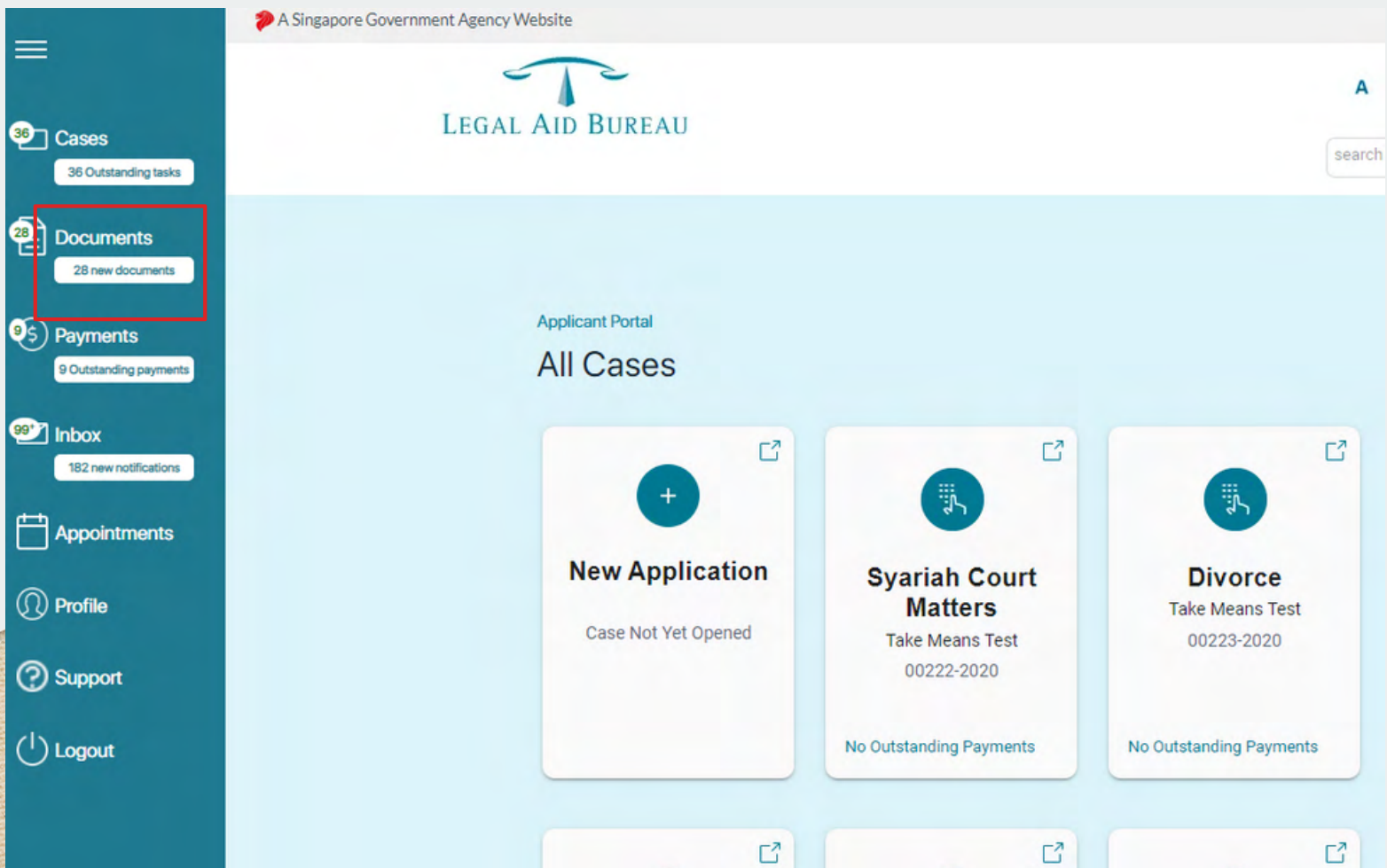
UPLOADING DOCUMENTS

1. Log in to Applicant Portal via Singpass. Click on the Hamburger icon to expand Menu.



The screenshot displays the Legal Aid Bureau Applicant Portal interface. On the left, a dark teal sidebar menu is expanded, with a red circle and arrow pointing to the hamburger icon (three horizontal lines). The menu items include: Cases (36 Outstanding tasks), Documents (28 new documents), Payments (9 Outstanding payments), Inbox (182 new notifications), Appointments, Profile, Support, and Logout. The main content area features the Legal Aid Bureau logo and the text "A Singapore Government Agency Website". Below the logo, the page is titled "Applicant Portal" and "All Cases". Three case cards are visible: "New Application" (Case Not Yet Opened), "Syariah Court Matters" (Take Means Test 00222-2020), and "Divorce" (Take Means Test 00223-2020). Each card indicates "No Outstanding Payments". A search bar is located in the top right corner. A white hand cursor icon is positioned in the bottom right corner of the page.

2. Click on “Documents” under Menu Tab. A list of your cases will be shown.



A Singapore Government Agency Website

LEGAL AID BUREAU

search

Applicant Portal

All Cases

Cases
36 Outstanding tasks

Documents
28 new documents

Payments
9 Outstanding payments

Inbox
182 new notifications

Appointments

Profile

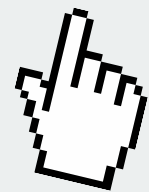
Support

Logout

New Application
Case Not Yet Opened

Syariah Court Matters
Take Means Test
00222-2020
No Outstanding Payments

Divorce
Take Means Test
00223-2020
No Outstanding Payments



3. You can click on the relevant case file by clicking on the arrow or the case reference number (as circled in red in the screenshot below).

Applicant Portal

All Documents

ⓘ Don't see all your documents? You may view your documents here 15 minutes after our SMS/Email.

DIVORCE: Case ID 00221-2020

1

▼

4. You may click on “Submit documents to Legal Aid Bureau” (as seen in the screenshot below).

DIVORCE: Case ID 00221-2020

1

Submit documents to Legal Aid Bureau ⓘ Please see our [guide for the steps to do so](#)

ⓘ You may upload 5 documents with file size of maximum 24 MB at one time. If there are multiple pages in a document, please consolidate all pages of the document in one file before uploading, and rename the file to reflect the nature of the document. Please do not upload each page separately. If you have a hardcopy document and do not have a scanner to scan and consolidate the pages, please download a scanner application on your mobile phone which will allow you to take pictures and consolidate all pages of a document into one file. Not sure how to do this? [See the guide here](#)

If you fail to do so, there will be a delay in reviewing your documents.



5. Boxes prompting you to upload your files will appear.

The image shows three identical upload boxes arranged horizontally. Each box is a light gray rectangle with a dashed border. Inside each box, there is a cloud icon with an upward arrow and the text "Drop files here to upload". Below each box is a white input field containing a teal "Browse" button. Below the input field is another teal "Upload" button.

6. You may upload documents according to the following categories (the document should be named accordingly for easy identification):

- If you wish to apply for instalments, you may upload instalment application form under “**Application for instalments**”.
- If you wish to apply for waiver, you may upload waiver/reduction application form and relevant supporting documents under “**Application for bill waiver and supporting documents**”.
- For all other documents, you may upload under “**Case documents**”.

If there are multiple pages in a document, please consolidate all pages of the document in one file before uploading, and rename the file to reflect the nature of the document. Please do not upload each page separately.

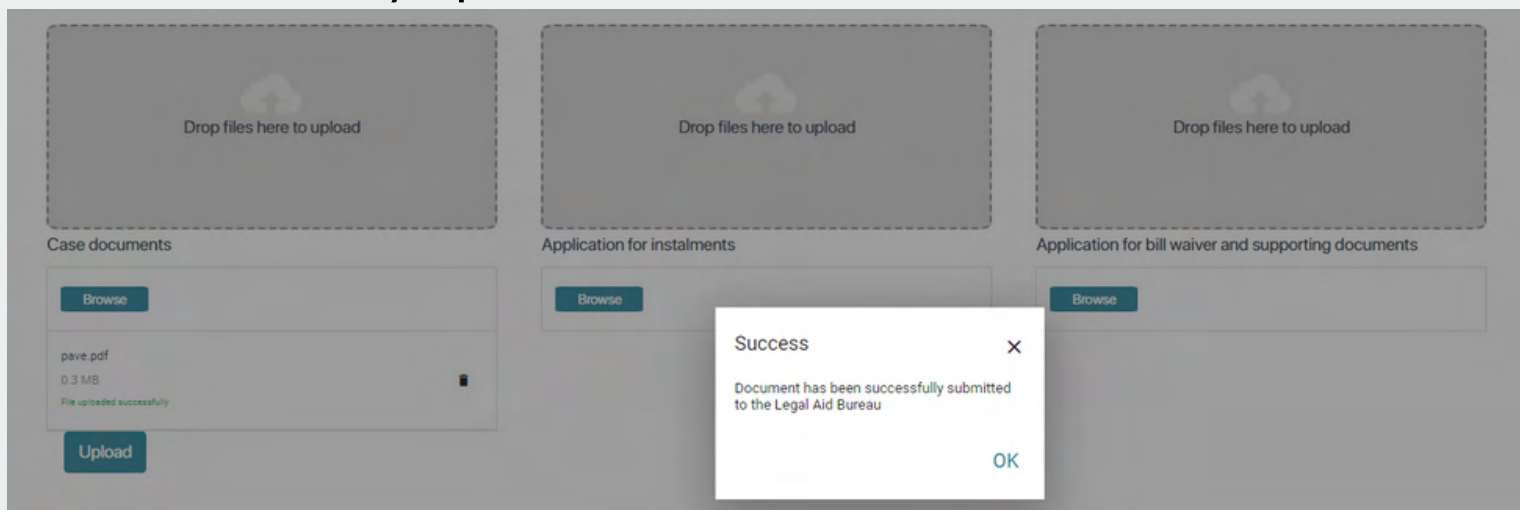
The maximum file size that can be uploaded is **24 MB**.

You may upload by either of the following methods:

- Drag and drop the relevant file into the box; or
- Selecting the document via “Browse”.



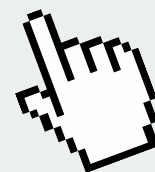
7. Click “Upload”. A pop up will appear to inform you when you have successfully uploaded the document.



8. Documents that are successfully uploaded will appear in the Documents screen “Documents submitted to the Legal Aid Bureau”. If you do not see the relevant document, please try uploading again following the above steps.

Documents submitted to the Legal Aid Bureau

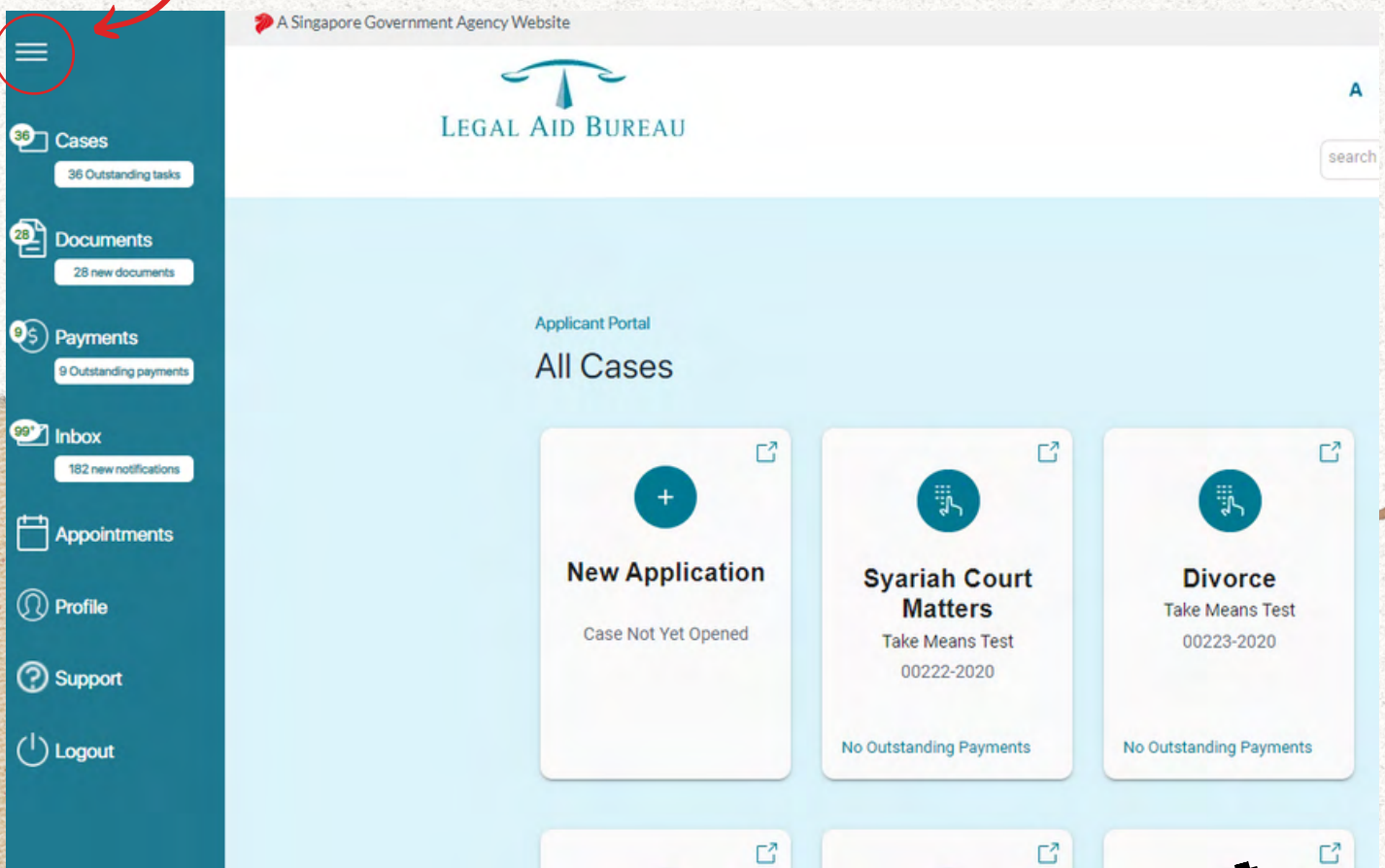
	Case Documents	Date Uploaded
●	pave.pdf	16-02-2023
●	Test.pdf	06-12-2022



GUIDE TO

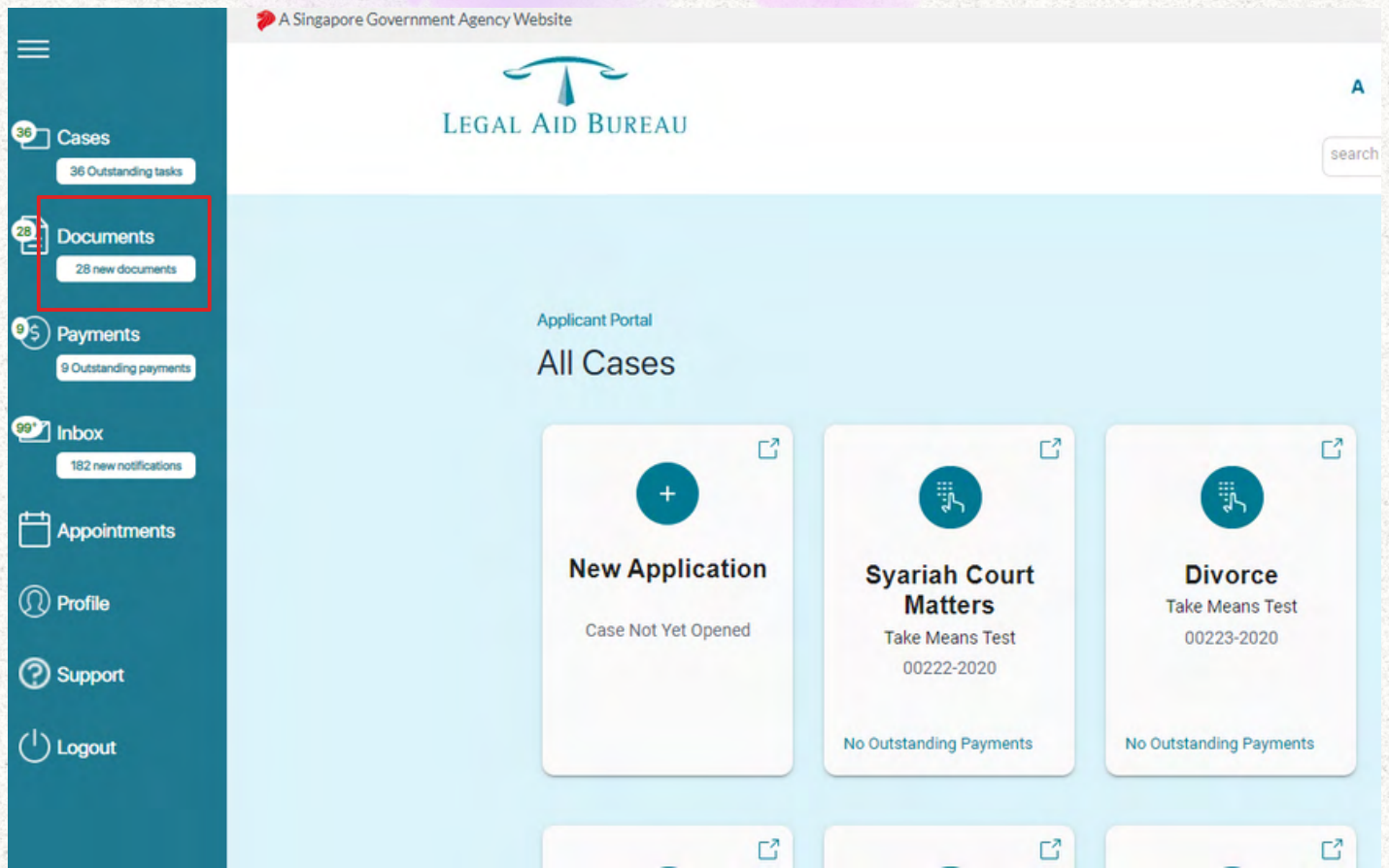
DOWNLOADING DOCUMENTS

1. Log in to Applicant Portal via Singpass. Click on the Hamburger icon to expand Menu.

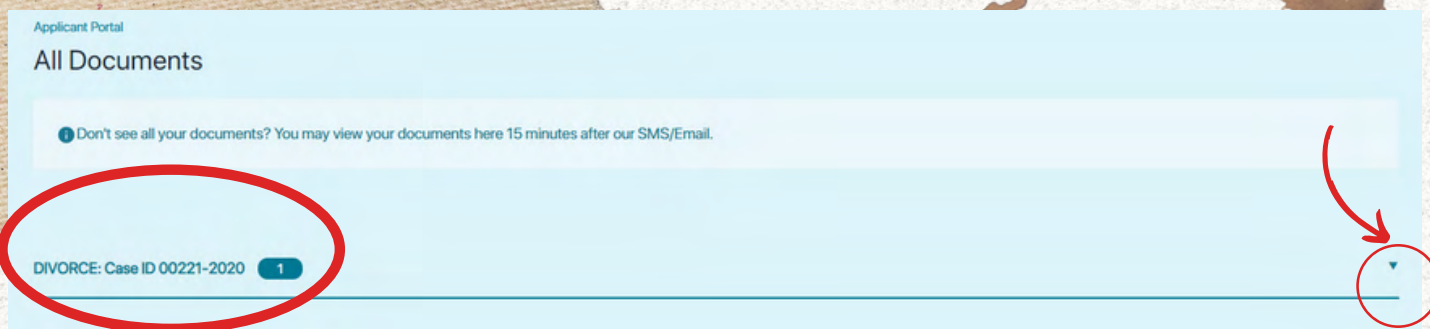


A screenshot of the Legal Aid Bureau Applicant Portal. The page header includes "A Singapore Government Agency Website" and the "LEGAL AID BUREAU" logo. A dark teal sidebar menu is visible on the left, with a red circle around the hamburger icon (three horizontal lines) and a red arrow pointing to it. The sidebar menu items are: Cases (36 Outstanding tasks), Documents (28 new documents), Payments (9 Outstanding payments), Inbox (182 new notifications), Appointments, Profile, Support, and Logout. The main content area is titled "Applicant Portal" and "All Cases". It displays three case cards: "New Application" (Case Not Yet Opened), "Syariah Court Matters" (Take Means Test 00222-2020), and "Divorce" (Take Means Test 00223-2020). Each card has a "No Outstanding Payments" status. A mouse cursor is visible in the bottom right corner of the screenshot.

2. Click on “Documents” under Menu Tab. A list of your cases will be shown.



3. You can click on the relevant case file by clicking on the arrow or the case reference number (as circled in red in the screenshot below).



4. You will be able to see the documents that have been granted to you. Click on the document that you wish to download.

ENFORCEMENT/VARIATION OF COURT ORDER: Case ID 00295-2020 2



Submit documents to Legal Aid Bureau [Please see our guide for the steps to do so](#)

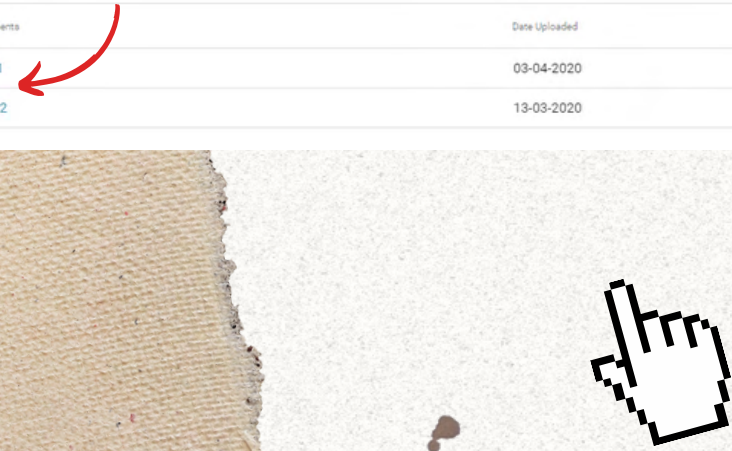
You may upload 5 documents with file size of maximum 24 MB at one time. If there are multiple pages in a document, please consolidate all pages of the document in one file before uploading, and rename the file to reflect the nature of the document. Please do not upload each page separately. If you have a hardcopy document and do not have a scanner to scan and consolidate the pages, please download a scanner application on your mobile phone which will allow you to take pictures and consolidate all pages of a document into one file. Not sure how to do this? [See the guide here](#)

If you fail to do so, there will be a delay in reviewing your documents.

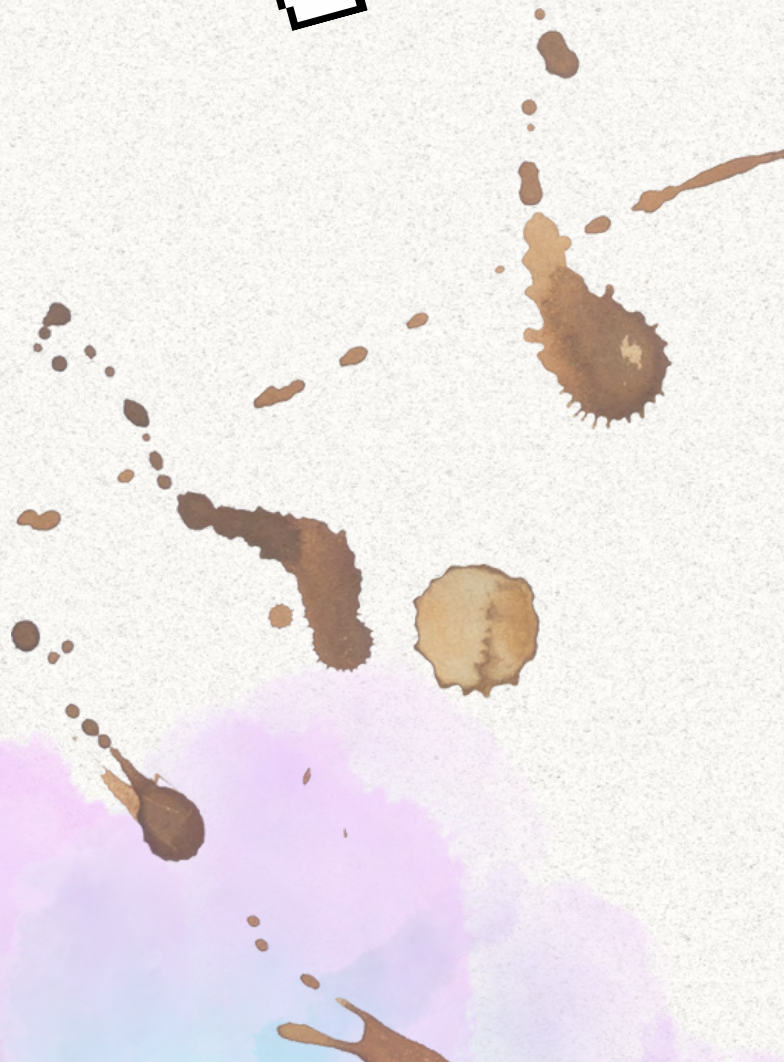
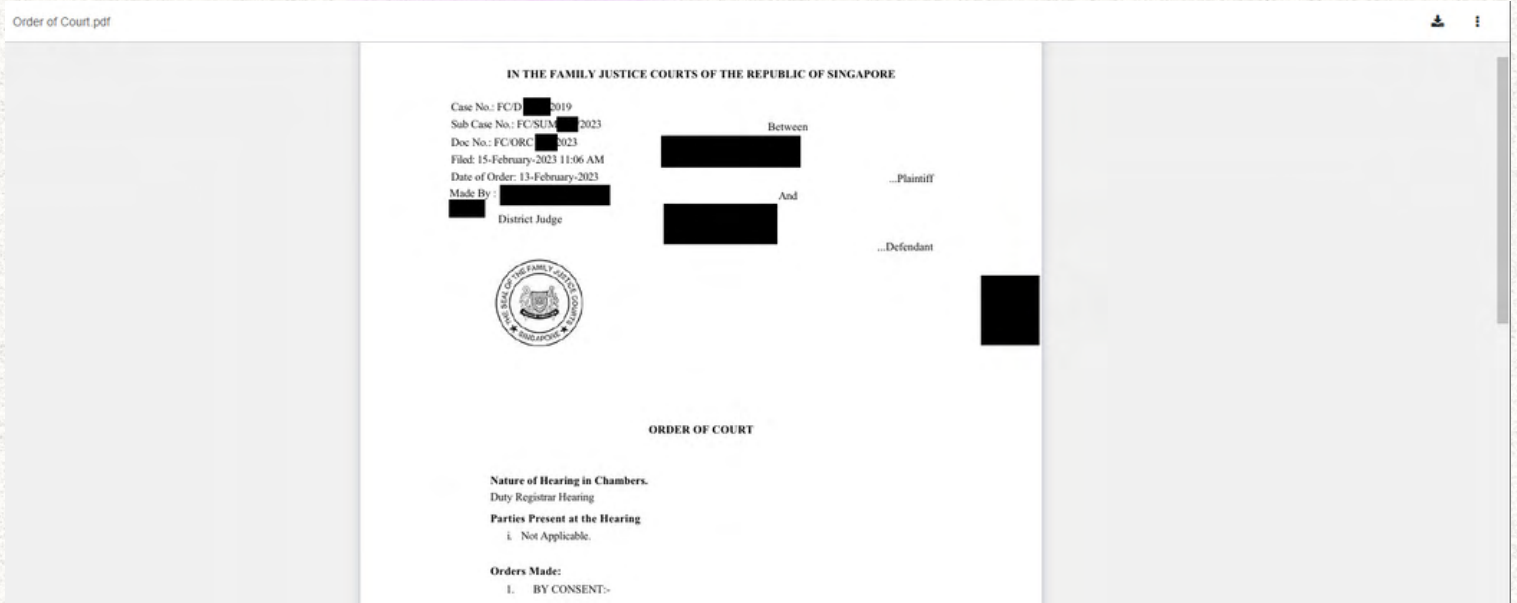
Appointment Documents	Date Uploaded
No records to display	

Request for Information	Date Uploaded
No records to display	

Payment Documents	Date Uploaded
 Letter M	03-04-2020
 Letter H2	13-03-2020



5. You will now be able to view the document(s). Please remember to save a copy or print them out for your own records.



Report technical issues to us

Please report your technical issues to us as follows:

(1) By calling our hotline at 1800 2255 529 to describe your issue to our friendly customer service agent. We will get back to you within 3 to 14 working days, depending on the urgency of your issue.

OR

(2) By sending us an online enquiry form via <https://go.gov.sg/contactminlaw>.

