

STEP-BY-STEP GUIDE TO ESERVICE CPLS SUBMISSION

Class 1 application for **driver with mobility impairment**

- New
- Renewal
- Change of Vehicle submission
- Reporting a Lost or Damaged Car Park Label

1. Class 1 application for driver with mobility impairment

Step 1: Locate the eService link on our Enabling Guide website <https://www.enablingguide.sg/im-looking-for-disability-support/transport/car-park-label-scheme>

For Drivers with Mobility Impairment (Class 1 Label)

Who can Apply

- Drivers with a valid Singapore Driving License.
- Drivers who are certified by a Singapore registered medical professionals as a person with mobility impairment and need to open the vehicle doors fully to board or alight from the vehicle.
- Each successful applicant will be issued with one non-transferable label.

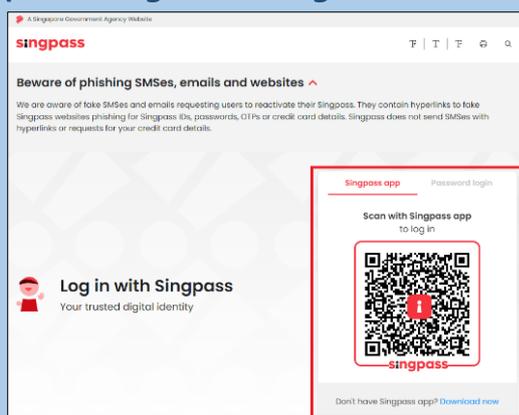
How to Apply

1. **Online via e-Service** (Driver's SingPass required)

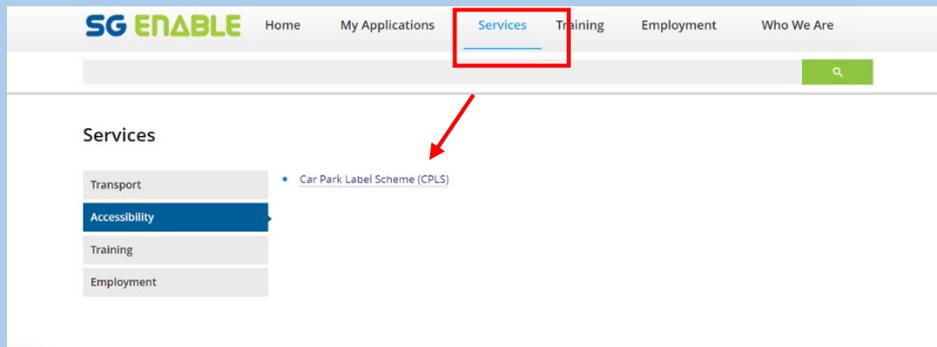
Retrieve Myinfo with singpass

Step 2: Log in using the SingPass of the driver with mobility impairment

(Note: Log in via SingPass Mobile or Password Login)



Step 3: Access the CPLS Scheme webpage



Step 4: Submit application

Car Park Label Scheme (CPLS)

Select the class of label:

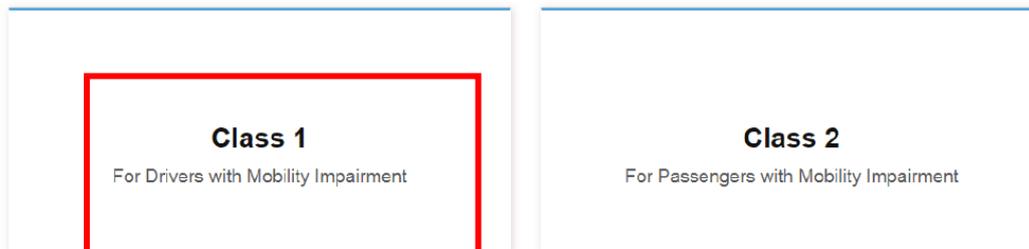
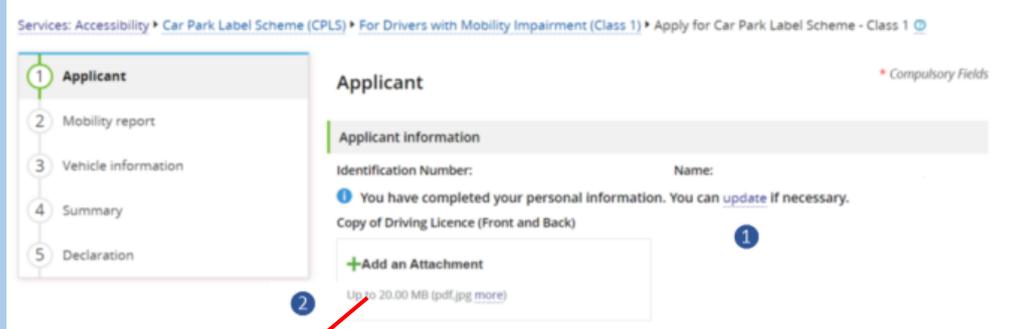


Figure 1: The Car Park Label Scheme (CPLS) page.

1. Select **Class 1**. The **For Drivers with Mobility Impairment (Class 1)** page appears.
2. Select I have read and understood the requirements of this application as stated above.

Click **Continue** to go to the **Applicant** step and register as a client



1. Click the **update** link in the message **You can view or update your profile** to update your information, or click the **view** link in this message to view your information.
2. Click **Add an Attachment** in the **Copy of Driving Licence (Front and Back)** field to upload a copy of your driving licence.

Click **Next** to go to the Mobility report step

Mobility Report

Mobility Report to be completed by a Singapore registered Medical Professional and is valid for this application only.

Does the patient need to open their vehicle door fully in order to embark and disembark from the vehicle?
 Yes No

Type of Mobility Aid Used
 Walking Frame Wheelchair Lower Limb Prosthesis
 Others None

Please indicate the recommended mobility aid.

Usage of Mobility Aid
 Temporary (≤ 6 months) Permanent NA

Medical Condition
 Amputation of Lower Limbs (Above/Below Knee) Cerebral Palsy
 Poliomyelitis Muscular Dystrophy Stroke
 Osteoarthritis Parkinson Dementia
 Others

Prognosis of Medical Condition
 Temporary (≤ 6 months) Permanent Unknown

Mobility Report

 Up to 20.00 MB (pdf,jpg more)

Confirmation of Assessment by Assessing Medical Professional
 Name of Assessing Medical Professional MCR/AHPC No. of Assessing Medical Professional

1. In the **Mobility report** step, complete the form and ensure all required sections are filled in.
 2. Click **Add an Attachment** in the **Mobility Report** field to upload your mobility report
- *Note:** Click **Download template for medical doctor to complete** to download the medical assessment template as necessary.
- Click **Next** to go to the **Vehicle information** step.

Vehicle details

* **Vehicle Number** *** IU Number**
 Example: SHA1234G Example: 1120123456

Vehicle Registration Details

 Up to 20.00 MB (pdf,jpg more)

Please do not use the browser's back or refresh buttons. Otherwise, your current settings cannot be saved.

1. In the **Vehicle information** step, complete the steps below: Enter the vehicle number and the IU number in the **Vehicle Number** and **IU Number** text boxes.
 2. Click **Add an Attachment** in the **Vehicle Registration Details** field to upload the vehicle registration details.
1. Click **Next** to go to the **Summary** step to review the information. Once done, click **Next** to go to the **Declaration** step and complete the declaration form before submitting the application.

Step 5: Application successfully submitted

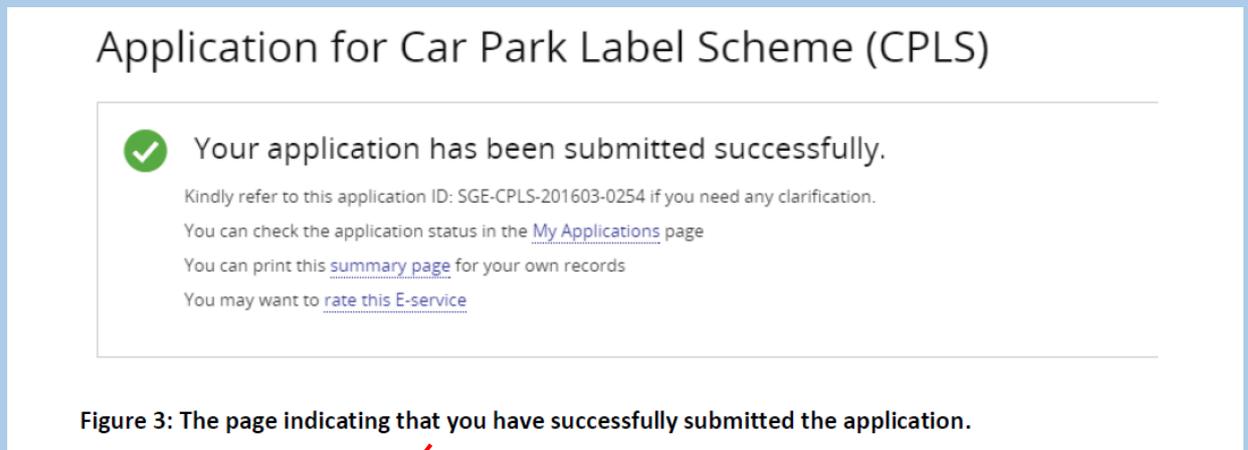


Figure 3: The page indicating that you have successfully submitted the application.

The page indicating that you have successfully submitted the application appears. Click the **My Applications** link to check the application status.

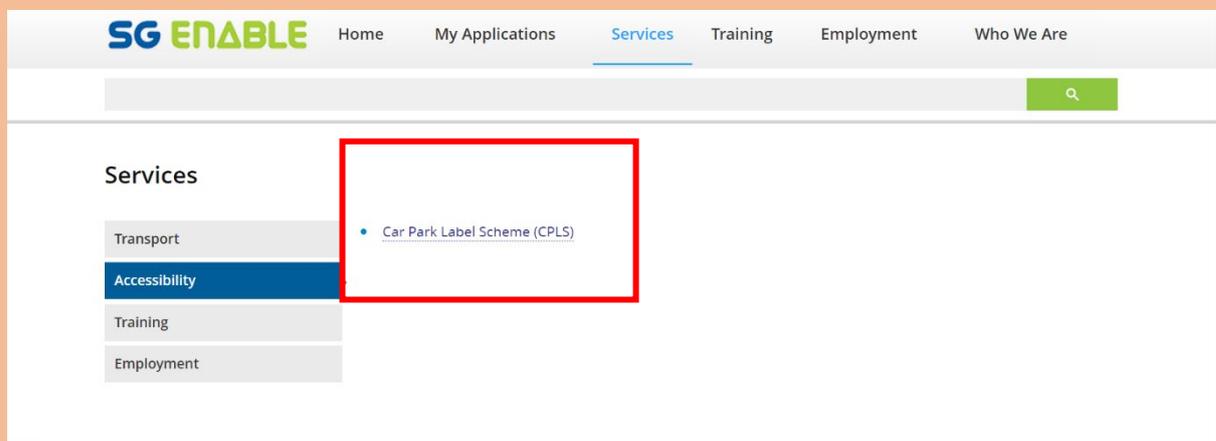
2. Renewal of Class 1 application for driver with mobility impairment

Clients can submit an application to renew the car park label before the label is to expire.

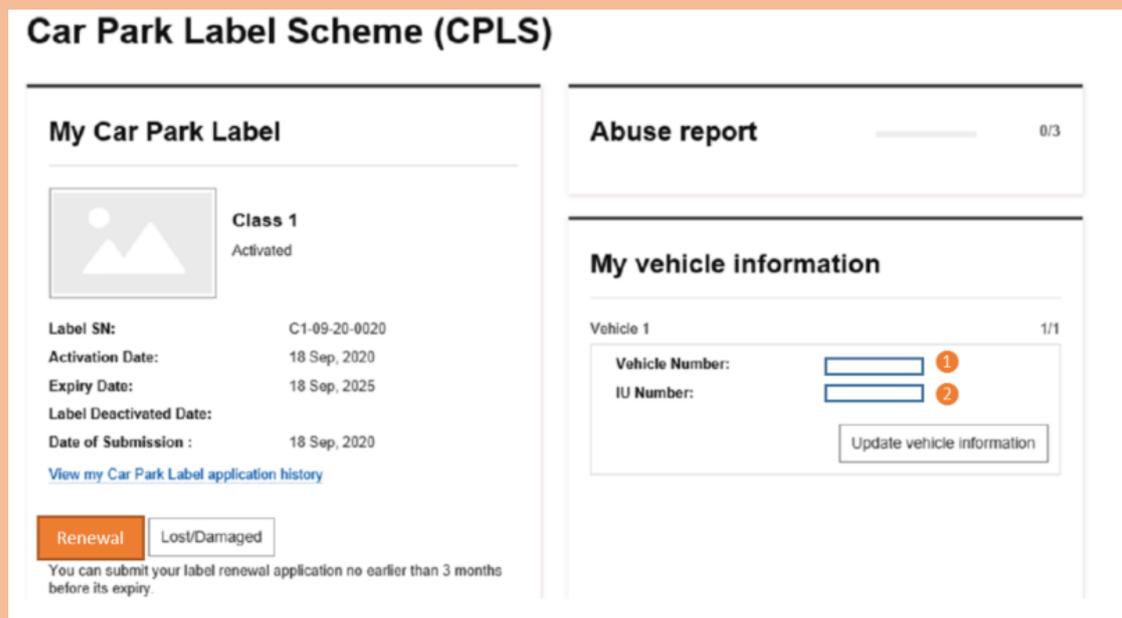
****Note that you cannot renew the car park label on days which are earlier than 3 months before its expiry.**

Refer to the following steps to renew the car park label:

1. Log into the SGE e-Services Portal.
2. Select **Client** as your role.
3. Navigate to **Services > Accessibility and** Click on **Car Park Label Scheme (CPLS)** on the right pane. The **Car Park Label Scheme (CPLS)** page appears.



1. Click **Renew**. The **Applicant** step appears.

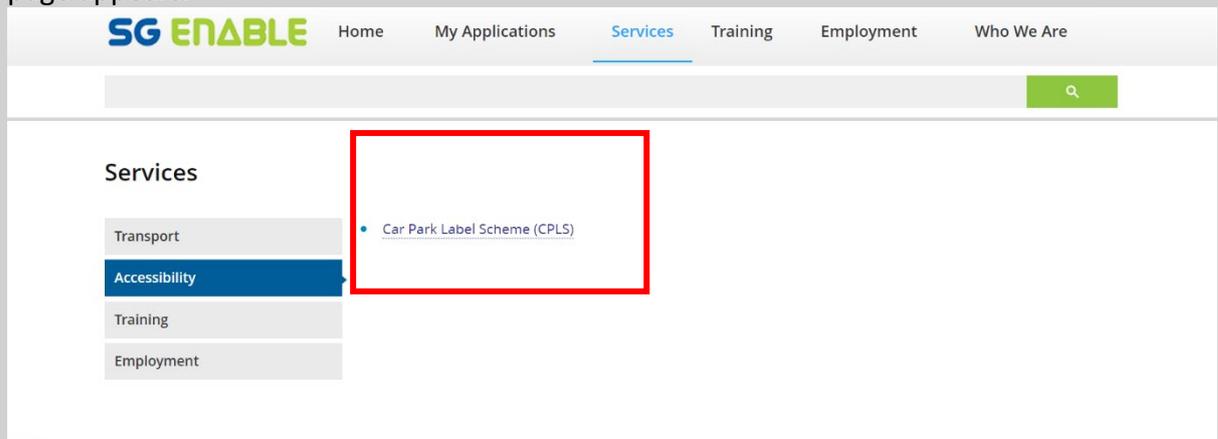


6. Complete the settings. For more information, refer to the above [Class 1 application for driver with mobility impairment] guide.

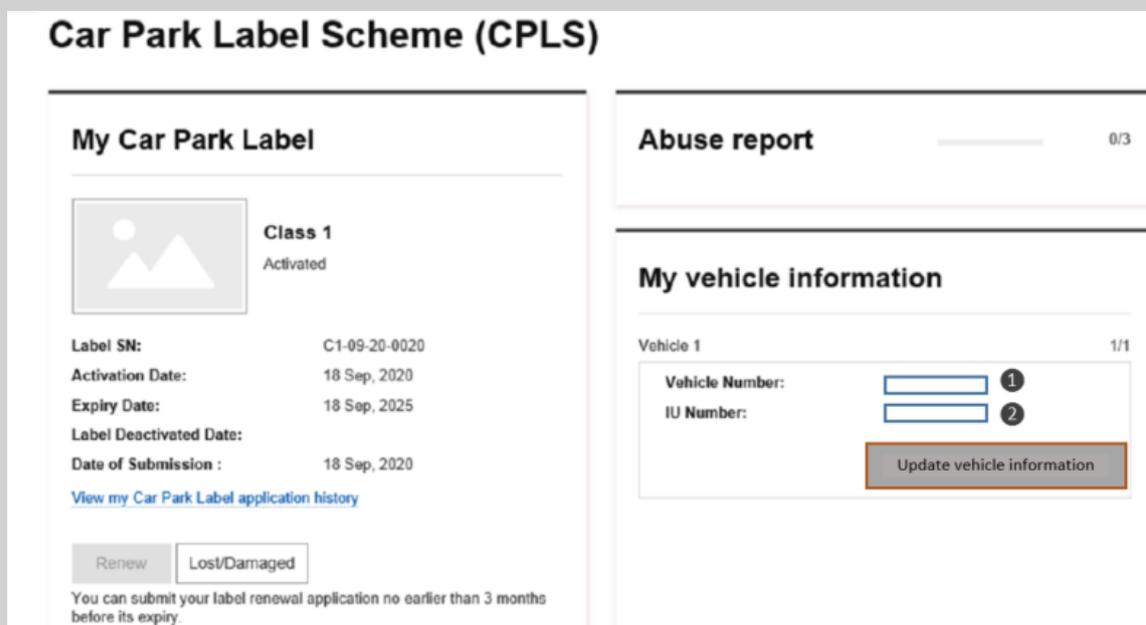
3. Change of vehicle application

As a client, after you've received the car park label, you can submit a Change of Vehicle application. Refer to the following steps to submit a Change of Vehicle application:

1. Log into the SGE e-Services Portal.
2. Select **Client** as your role.
3. Navigate to **Services > Accessibility**.
4. Click **Car Park Label Scheme (CPLS)** on the right pane. The **Car Park Label Scheme (CPLS)** page appears.



5. Click **Update vehicle information** in the **My vehicle information** section. The **Vehicle information** step appears.

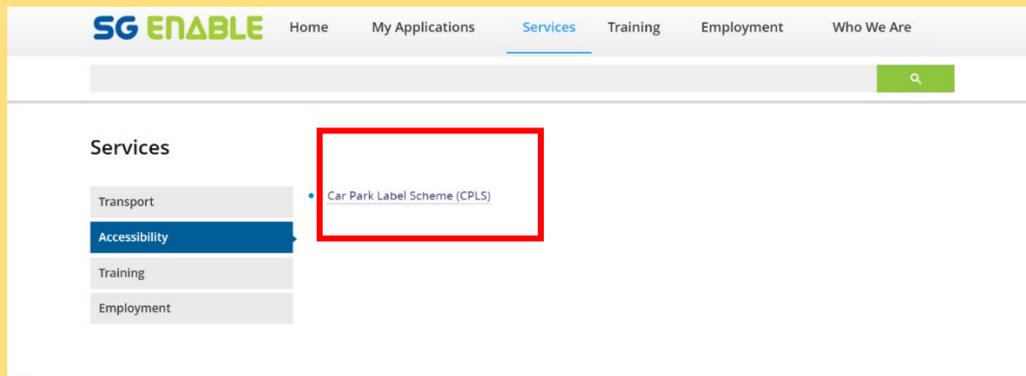


6. Complete the settings. For more information, refer to the above [Class 1 application for driver with mobility impairment] guide.

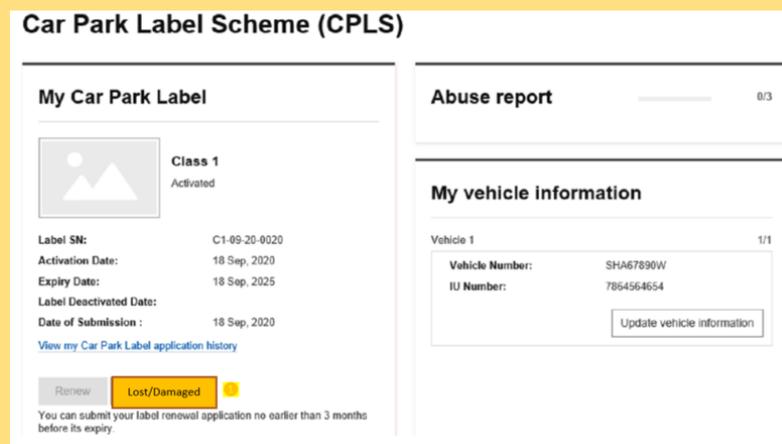
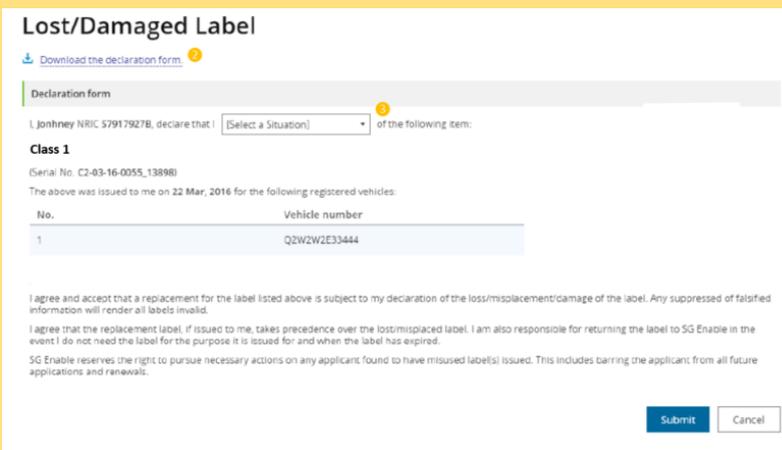
4. Reporting of lost or damaged Label

Clients can report a lost or damaged car park label

1. Log into the SGE e-Services Portal and Select **Client** as your role.
3. Navigate to **Services > Accessibility**.
4. Click **Car Park Label Scheme (CPLS)** on the right pane.



5. Click **Lost/Damaged** in the **My Car Park Label** section.

The screenshot displays the 'Car Park Label Scheme (CPLS)' page. It is divided into two main columns. The left column, titled 'My Car Park Label', shows a 'Class 1' label that is 'Activated'. It lists details such as Label SN: C1-09-20-0020, Activation Date: 18 Sep, 2020, Expiry Date: 18 Sep, 2025, Label Deactivated Date, and Date of Submission: 18 Sep, 2020. At the bottom of this section, there are two buttons: 'Renew' and 'Lost/Damaged' (which is highlighted in yellow). The right column, titled 'Abuse report', shows a progress indicator of 0/3. Below that is the 'My vehicle information' section, which lists 'Vehicle 1' with details: Vehicle Number: SHA67890W and IU Number: 7864564654. There is an 'Update vehicle information' button.The screenshot shows the 'Lost/Damaged Label' declaration form. At the top, there is a link to 'Download the declaration form'. The form is titled 'Declaration form' and contains a dropdown menu for selecting a situation. Below this, it identifies the user as 'Jonhney NRIC: S7917927B' and lists the label details: 'Class 1' (Serial No: C2-03-16-0055_13898) issued on 22 Mar, 2016. A table lists the registered vehicles:

No.	Vehicle number
1	Q2W2W2E33444

The form includes a declaration statement: 'I agree and accept that a replacement for the label listed above is subject to my declaration of the loss/misplacement/damage of the label. Any suppressed or falsified information will render all labels invalid. I agree that the replacement label, if issued to me, takes precedence over the lost/misplaced label. I am also responsible for returning the label to SG Enable in the event I do not need the label for the purpose it is issued for and when the label has expired. SG Enable reserves the right to pursue necessary actions on any applicant found to have misused label(s) issued. This includes barring the applicant from all future applications and renewals.' At the bottom right, there are 'Submit' and 'Cancel' buttons.

6. Select **Misplaced/Request for replacement of damaged label** from the drop-down list.
***Note:** Click **Download the declaration form** to download this form as necessary.
7. Click **Submit**.