



# FAQs

## eBusiness Portal

**1. Do I still need to personally submit documents to SP Services/SP PowerGrid?**

For the forms incorporated in NOVA, supporting documents are to be uploaded onto the portal so there is no need to visit SP Services or SP PowerGrid personally for documents submission.

**2. Can I access the portal without creating a user account?**

No, you need to have a valid user account to use the portal.

**3. How many user accounts can I create?**

You can only create one user account per email address [For LEWs accounts, there can only be one account per LEW licence number].

**4. Will I be able to delete my user account after creation?**

No, but your user account will be deactivated if you do not log on for 90 days.

**5. Is the SP eBusiness Portal free to use?**

Yes it is.

**6. How will I know that my user registration is successful?**

You will receive a confirmation email containing your User ID and password if your registration is successful.

**7. What should I do if I forget my username and password?**

You should visit the eBusiness Portal login page and click on forget user ID and password link. Follow the on-screen instructions and you will receive an email containing your user ID and a temporary new password shortly.

**8. Why is my user account locked?**

After your account has been activated, your account will be locked if you do not log in for more than 90 days or if you entered your password wrongly five times.

For locked account, you can reactivate it by visiting the eBusiness Portal login page and click on "account locked" link. Follow the on-screen instructions and you will receive an email containing your user ID and new password.

**9. What are the functionalities of the dashboard?**

Submitting new applications and requests, viewing progress, uploading documents, viewing/editing applications and downloading as PDF [entering equipment data and submitting claims for SP Contractors/Consultants].