

Frequently Asked Questions

General Enquiries

1. **Do I need to register if I am a speaker?**

A: You are not required to register if you are a speaker for the Congress.

2. **Do I need to register if I am an abstract presenter?**

A: All accepted main authors must register as a Delegate for the Conference after the announcement of the results. Please note that registration fees will be forfeited in the event the abstract presenter withdraws after the abstract has been accepted.

3. **I am facing difficulties registering on the online registration portal.**

A: The online registration portal is best viewed in Chrome and Internet Explorer 11. For public and SingHealth staff, you will be required to create an account before you are able to register.

If you still encounter difficulties, kindly contact the Events Management Portal (EMP) helpdesk at emp.helpdesk@singhealthacademy.edu.sg.

About Funding *(For SingHealth Staff Only)*

4. **The Grant Call has ended - How else can I register?**

A: Kindly check with your respective Fund Administrators on the next available Grant Call date. Alternatively, you may wish to tap on your Personal Training Fund, Department Fund, etc. Please check with your HR or department administrator for more information.

- For SingHealth Residency Faculty and Medical PECT Faculty, please contact your respective ACPs.
- For Nursing and Allied Health PECT Faculty, please contact your institution EDOs.

5. **What other funds can I tap on if I am not eligible for any Grant Calls?**

A: You may wish to tap on your Personal Training Fund, Department Fund, etc. Please check with your HR or department admin for more information.

6. **If I am eligible for more than two Faculty Development Funds, which fund should I tap on?**

A: Below is our recommendation for the prioritisation of Faculty Development Funds you can tap on:

- Residency Faculty Development Funds
- PECT Faculty Development Funds
- ACP/Institutional Funding (Internal Funds)

7. **Am I eligible for funding for Pre-/Post-Conference workshops?**

A: Please refer to Q4 for the various Fund Administrators' contacts.

About Payment

8. **How do I make payment via department funds?**

A: As there are different work processes across the departments, please check with your department admin for more details. You will be required to provide your full billing address thereafter –

Attn to:

Billing Address:

Contact person's number:

Contact person's email address:

Cost Centre (if any):

9. **Are there any discounts for bulk registration (more than 1 pax)?**

A: There are no discounts for bulk registrations.

Cancellation Policy

10. **What is the registration cancellation policy?**

A: For replacement or cancellation requests, please notify the Secretariat in writing, no later than **13 August 2021**.

- For any replacement or cancellations received **after 13 August 2021**, no refund will be given for **all delegates**.
- **No Show fee**
 - SingHealth staff who are registered under the SingHealth Residency Faculty Development Fund and PECT Faculty Development Fund will incur a **no show fee of SGD 350**.
 - SingHealth Residents and students will incur a **no show fee of SGD 50**.

Have a Question? Drop us an email

at shsdn.scientificcongress@singhealth.com.sg and we will respond to you within 5 working days.