

User Guide: Change Password for eSOMS Admin / User Accounts

Login via [eSOMSPass](#)

Step 1: Select 'eSOMSPass Login' method

The screenshot shows the CAAS eSOMS website interface. At the top left is the CAAS logo with the tagline "Enabling opportunities through aviation". At the top right is the Singapore Government logo with the tagline "Integrity · Service · Excellence". Below the government logo are links for "CONTACT US", "SITEMAP", and "CAAS CORPORATE SITE". A search bar contains the text "Within CAAS eSOMS" and "Enter keyword here". A navigation bar includes "Home", "About eSOMS", and "Help". A maintenance notice states "Weekly Maintenance hours (Singapore time): Wed & Fri 6:00pm - 9:00pm".

Under the heading "New to eSOMS? I want to...", there are three options:

- Apply for Approval/Permit**: Ready to apply for an approval/permit? Submit your application here.
- Submit Enquiry**: Not sure what approval/permit to apply for? Submit your enquiry here.

Under the heading "Quick Links", there are two options:

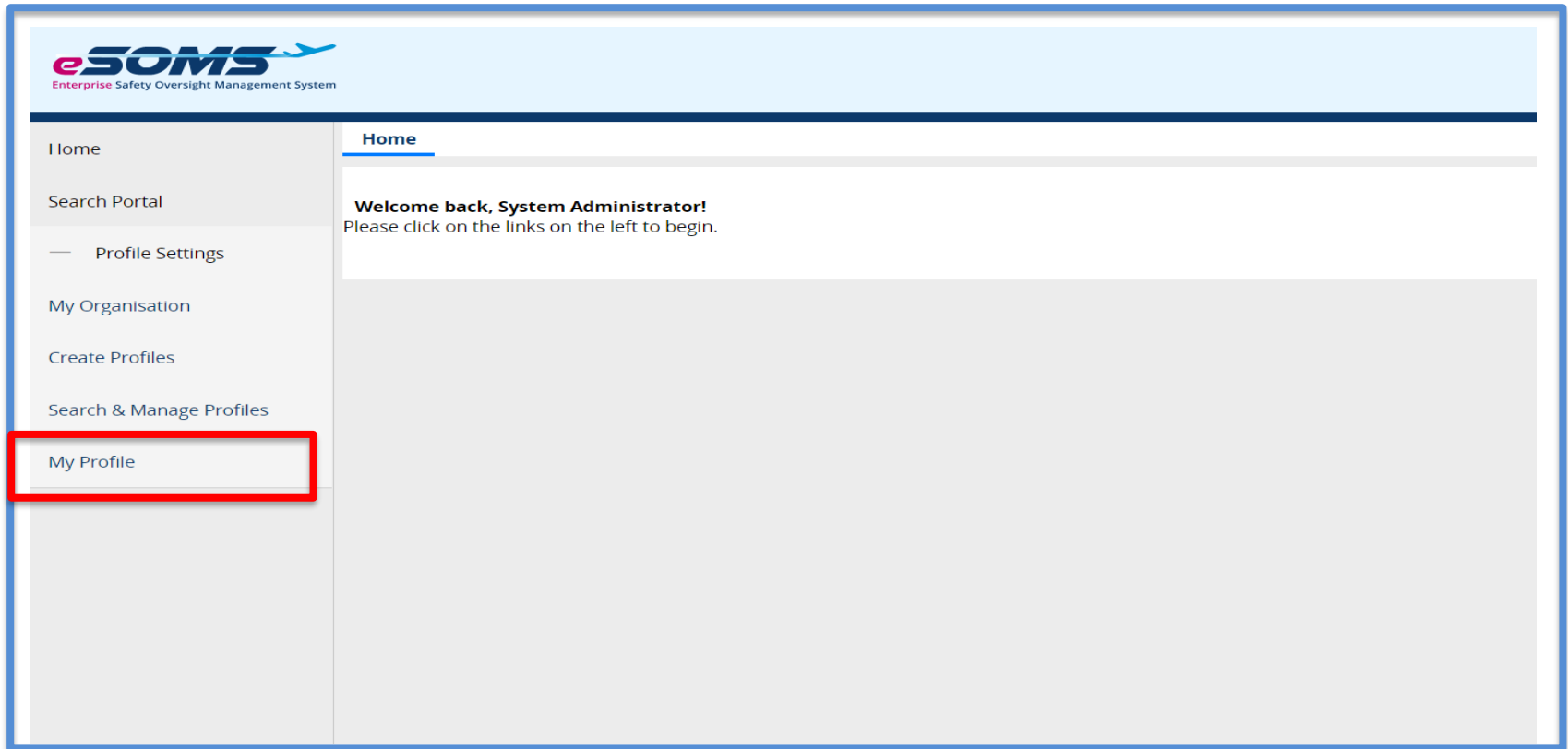
- Make Payment**: Have an outstanding invoice or payment advice? Click here to make payment.
- View Approval/Permit Holders**: Click here to view approval/permit holders.

On the right, under "Welcome to eSOMS Enterprise Safety Oversight Management System", it says "For existing account holders, please login using one of the following methods:"

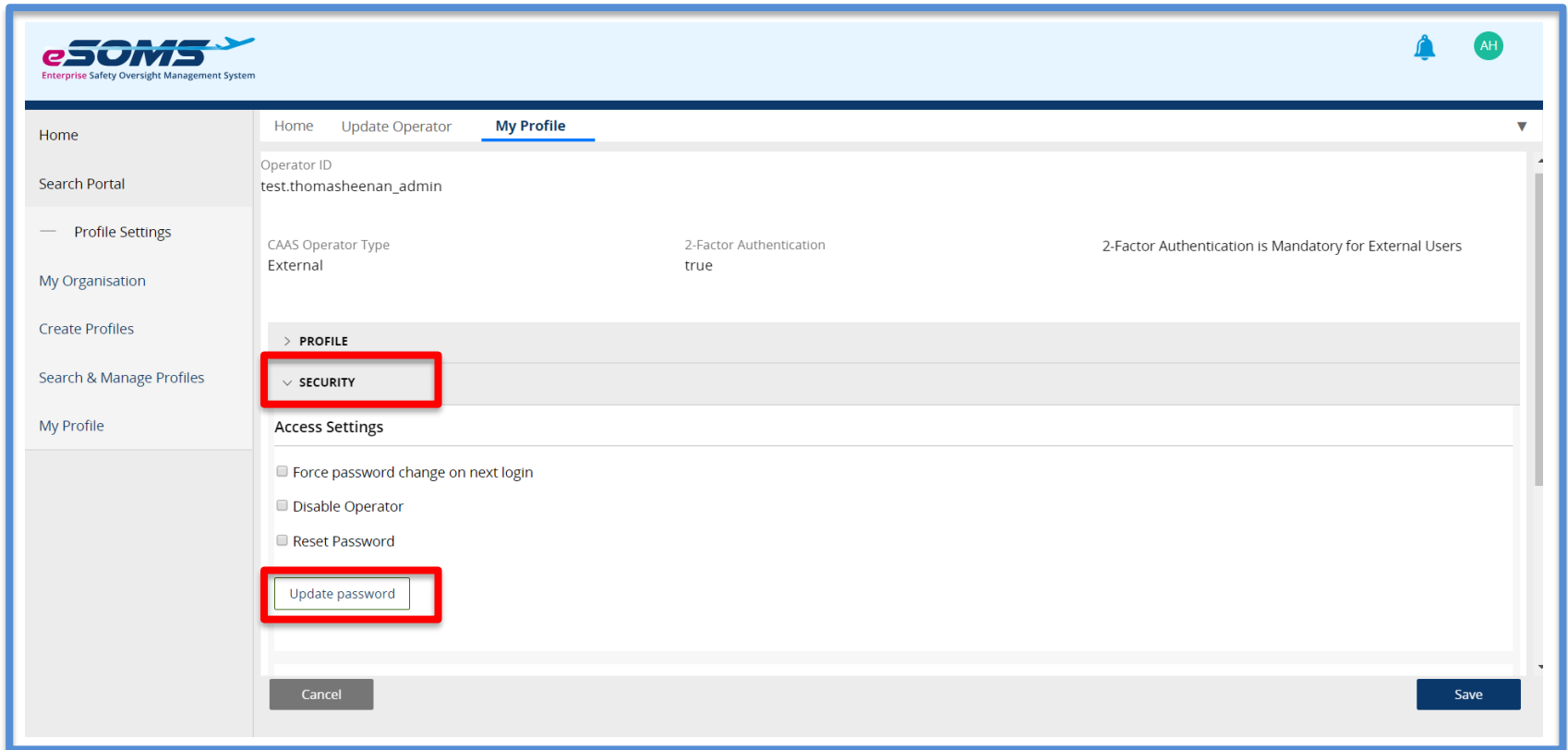
- SingPass Login
- CorpPass Login
- eSOMSPass Login** (highlighted with a red box)

More information on login methods here.

Step 2: Once logged on to homepage, select 'My Profile' under 'Profile Settings'



Step 3: Scroll down to 'Security' drop-down tab and select 'Update Password'



Step 4: Input New Password and select 'Submit'

The screenshot displays a web application interface with a navigation bar at the top containing 'Home', 'Update Operator', and 'My Profile'. The 'My Profile' tab is active. Below the navigation bar, there is a sidebar with 'PROFILE' and 'SECURITY' sections. The 'SECURITY' section is expanded to show 'Access Settings' with three checkboxes: 'Force password change on next login', 'Disable Operator', and 'Reset Password'. Below these is an 'Update password' button. The 'Access Group' section shows 'Access Group External*' with a dropdown menu set to 'Org Administrator' and a 'Cancel' button. The 'User Portal*' section shows a dropdown menu set to 'External User - Org Admin' and a 'Save' button. A modal dialog titled 'Change Operator ID Password' is centered on the screen. It contains three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. At the bottom of the dialog are two buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a red rectangular border.

Step 5: Upon successful submission, a reminder to 'Save' your changes will appear.

The screenshot displays the eSOMS Enterprise Safety Oversight Management System interface. The top navigation bar includes the eSOMS logo and a user profile icon labeled 'AH'. A left-hand sidebar contains menu items: Home, Search Portal, Profile Settings, My Organisation, Create Profiles, Search & Manage Profiles, and My Profile. The main content area is titled 'Update Operator' and features options for 'Disable Operator' and 'Reset Password', along with an 'Update password' button. Below these is the 'Access Group' section, where 'Access Group External' is selected and 'Org Administrator' is chosen from a dropdown menu. A 'HISTORY' section is also visible. A modal dialog box titled 'Change Operator ID Password Message' is centered on the screen, containing the text 'Please click "save" to proceed to change your password.' A green bar at the bottom of the page also displays this message. At the bottom of the interface, there are 'Cancel' and 'Save' buttons.

Step 6 (Final): Select 'Save' first, and ensure that the system has successfully updated changes as notified in green.

The screenshot displays the eSOMS (Enterprise Safety Oversight Management System) interface. The top header includes the eSOMS logo and a user profile icon labeled 'AH'. The left sidebar contains navigation options: Home, Search Portal, Profile Settings, My Organisation, Create Profiles, Search & Manage Profiles, and My Profile. The main content area is titled 'Update Operator' and shows the following details:

- Operator ID: test.thomasheenan_admin
- CAAS Operator Type: External
- 2-Factor Authentication: true
- 2-Factor Authentication is Mandatory for External Users: true

A green notification bar at the top of the main content area states: "Profile has been updated successfully." Below this, a section titled "PROFILE" contains "Contact Information" fields:

- Profile picture: "Choose File" button, "No file chosen" text, and "Upload Image" button.
- Salutation: Dropdown menu with "Mr" selected.
- First name: Text input field with a red asterisk indicating it is required.
- Last name: Text input field with a red asterisk indicating it is required.

At the bottom of the form, there are "Cancel" and "Save" buttons. The "Save" button is highlighted with a red rectangular border.