



# A guide for overseas users: How to set up accounts for eSOMS

**CAAS**

Civil Aviation Authority of Singapore

# How to create eSOMS user profiles

If you are not the eSOMS Admin, inform your eSOMS Admin to create an eSOMS profile for you.

Proceed from step 1 to 10 if you are the eSOMS Admin.

## Step 1: Find your account name in the email sent by CAAS

Dear Sir/Madam,

We are pleased to inform you that your new account has been created.

Your login name is:

Your password will be sent separately to the same email address.

Please contact the eSOMS Administrator if you are not the intended recipient.

Thank You,  
eSOMS Administrator

\*\*\*\*\*  
This is an automatically generated email.  
Please do not reply to this address.

\*\*\*\*\*

----- End of forwarded message -----

## Step 2: Find your account password in a separate email sent by CAAS

Dear Sir/Madam,

We are pleased to inform you that your new account has been created.

Your password is:

Please login to [eSOMS](#) to access the system.

Thank You,  
eSOMS Administrator

\*\*\*\*\*

This is an automatically generated email.  
Please do not reply to this address.

\*\*\*\*\*

## Step 3: Select eSOMSPass Login

The screenshot displays 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 is present with 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".

The main content area is divided into three sections:

- New to eSOMS? I want to...**
  - 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.
- Quick Links**
  - 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.
- Welcome to eSOMS Enterprise Safety Oversight Management System**

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 4: Enter the current password received via email and change it.

**eSOMS**  
Enterprise Safety Oversight Management System

Current Password

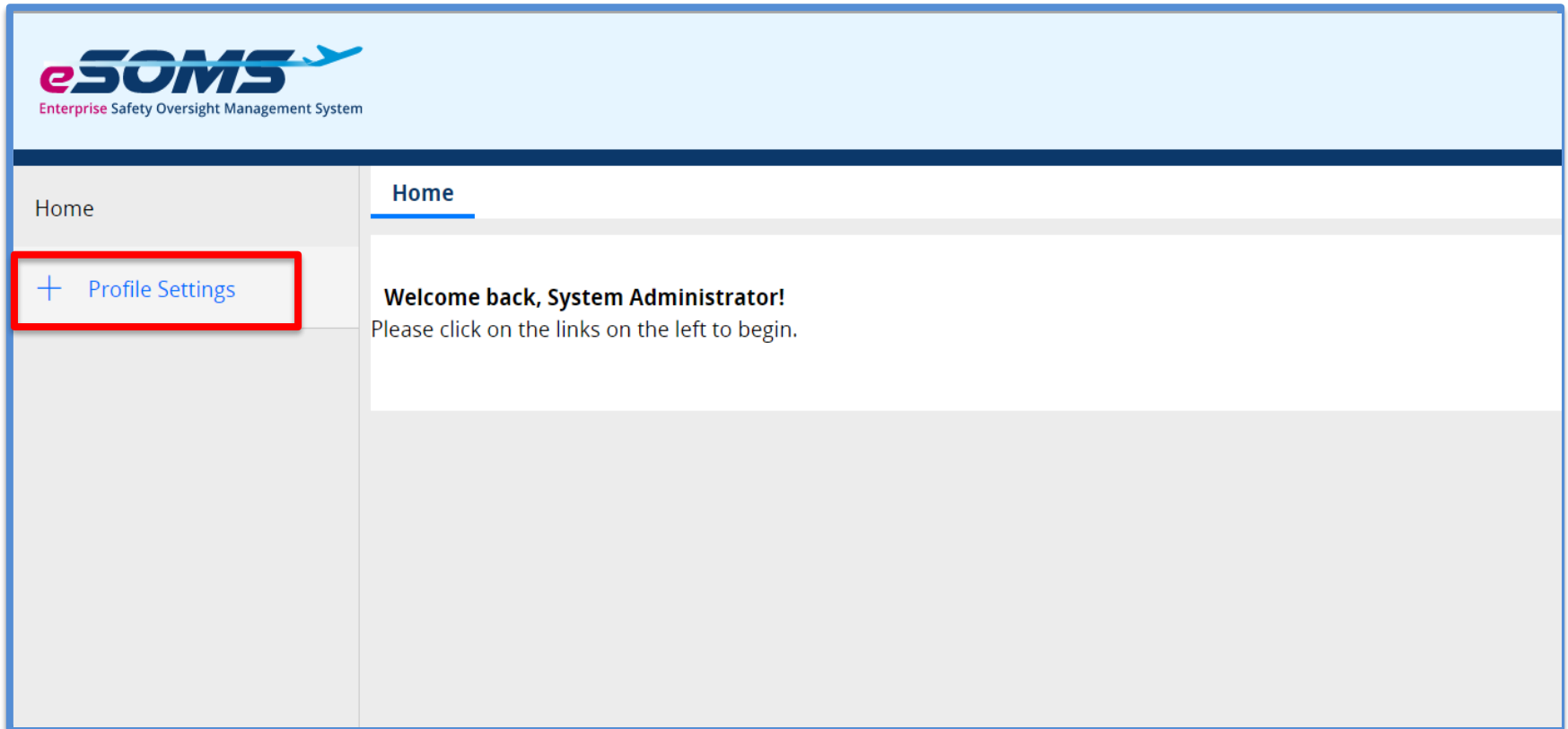
New Password

Confirm Password

Change password

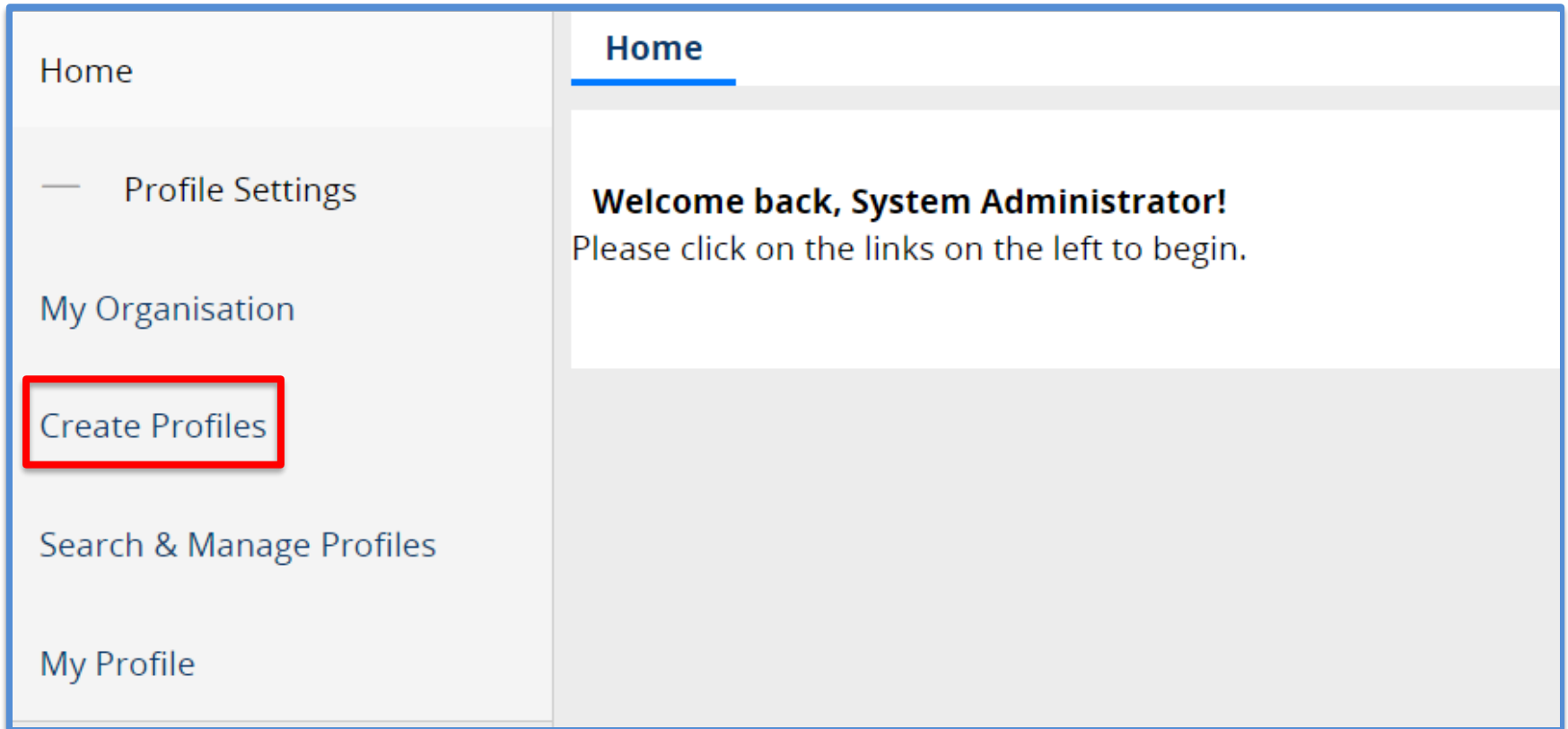
Cancel

## Step 5: Click on Profile Settings





## Step 6: Click on Create Profiles



The screenshot shows a web application interface with a navigation menu on the left and a main content area on the right. The navigation menu includes the following items:

- Home
- Profile Settings
- My Organisation
- Create Profiles** (highlighted with a red box)
- Search & Manage Profiles
- My Profile

The main content area displays the following text:

**Home**

**Welcome back, System Administrator!**  
Please click on the links on the left to begin.

## Step 7: Fill in the particulars of the user

Home **Create Profiles**

### Create Operator


Operator ID  
\_\_\_\_\_

Note: If there is hyphen in email ID, it will be replaced with "." for eSOMS account

CAAS Operator Type External      2-Factor Authentication true      2-Factor Authentication is Mandatory for External Users

**▼ PROFILE**

#### Contact Information

  No file chosen

Salutation

Step 8: Check that the country code and mobile number are entered correctly. Otherwise the user won't be able to receive the OTP via SMS, which is required to login.

The screenshot shows a user profile form with the following fields and elements:

- Salutation: Select... ▾
- First name \* and Last name \* (text input fields)
- Full name \* (text input field)
- Country Code \* (dropdown menu, highlighted with a red box)
- Area Code (text input field, highlighted with a red box)
- Organisation Working For (text input field)
- External Operator Type \* (dropdown menu, currently set to ESOMS Organisation)
- Unique Entity Number (UEN) (text input field)
- Mobile Number (OTP will be sent to this number) \* (text input field, highlighted with a red box)

**Note:** Do not enter the area code if it is not applicable to the mobile number. Else, the OTP will be sent to the wrong number.

## Step 9: Under external operator type, select eSOMSPass

The screenshot shows a user profile creation form with the following fields:

- Salutation: Select... ▾
- First name \* (text input)
- Last name \* (text input)
- Full name \* (text input)
- Country Code \* (dropdown menu, Select... ▾)
- Area Code (text input)
- Organisation Working For (text input)
- External Operator Type \* (dropdown menu, ESOMS Organisation ▾)
- Unique Entity Number (UEN) (text input)
- Mobile Number (OTP will be sent to this number) \* (text input)

A red-bordered box contains the following text: **Note:** Select eSOMS Organisation or else the user will not be able to log in via eSOMSPass

The 'External Operator Type' dropdown menu is highlighted with a red border and shows 'ESOMS Organisation' selected.

## Step 10: Remember to select Org Regular User under the security tab

Home **Create Profiles**

▼ SECURITY

Access Settings

Force password change on next login

Disable Operator

Access Group

Access Group External\*

Org Regular User ▼

User Portal\*

External User - Org Regular User ▼

Step 11: Once you have finished filling up the details, hit the “Create” button.  
\*Remember to inform the user that the profile has been created and get them to login via eSOMSPass login method. <https://esoms.caas.gov.sg>

Security configuration interface showing:

- SECURITY** (expanded)
- Access Settings**
  - Force password change on next login
  - Disable Operator
- Access Group**
  - Access Group External\*
    - Org Regular User
  - Access Group Internal\*
- User Portal\***
  - External User - Org Regular User

**Create** button highlighted in red.