

## **PRACTICE CIRCULAR 1 OF 2010**

To All Law Firms / Law Organisations

### **(A) Automatic Suspension and Termination of Inactive User Accounts**

In accordance with the Government's IT security protocol, SLA is required to conduct periodic checks on all IT systems and implement the necessary controls to ensure that user access rights are updated.

Effective 1 March 2010, the STARS eLodgment System will automatically:

- a) suspend all user accounts that have been inactive for 90 consecutive days; and
- b) terminate all user accounts that have been inactive for 360 consecutive days.

Account holders and administrators will be informed via email of the suspension or termination of their accounts.

User accounts which have been suspended but not terminated can be reactivated. To reactivate the accounts, please call the STARS eLodgment Helpdesk.

However, user accounts which have been terminated cannot be reactivated. Please instruct your administrator to create new user accounts if you still require the accounts.

For the creation of new administrators and the duly authorised personnel accounts, please apply to STARS eLodgment Helpdesk.

### **(B) Annual User Access Verification**

Administrators are required to review and verify the access rights of all their user accounts.

SLA will notify your administrators of the date of the commencement of the review and verification via email/fax. To avoid suspension of the lodgment accounts, administrators will be required to confirm that:

- a) all user accounts are required and in use; and
- b) the correct roles and access rights have been granted to the respective account holders.

Please contact the STARS eLodgment Helpdesk at Tel: 6778 3606 or email address: [starshelp@ncs.com.sg](mailto:starshelp@ncs.com.sg) if you have any questions.

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VINCENT HOONG  
REGISTRAR OF TITLES