SG-HSA eCTD Portal User Manual

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1. Introduction

1.1. Overview

1.1.1. The eCTD Internet Portal is used to transfer eCTD sequences to HSA for review.

- Multiple users from the same company (Applicant) can use the Portal at the same time.
- Each user is permitted a single session at one time.
- Each user can transmit only one package at a time.
- Once submitted, the Sequence Package cannot be cancelled or recalled.
- Users cannot retrieve or download the package (i.e. the Sequence) from the Portal.
- Any user can retrieve Transmission Receipts for transmissions submitted by anyone within their company (i.e., under the same UEN) from the Portal.

1.2. To Transmit a Sequence

1.2.1. What you will need:

- Access to the Internet via a standard web browser
- Corppass account (Applicant)
- An eCTD ID – This can be generated from the Portal
- An eCTD Submission Package to upload Sequence to HSA for review

1.3. Terminology

1.3.1. eCTD Sequence (“Sequence”)

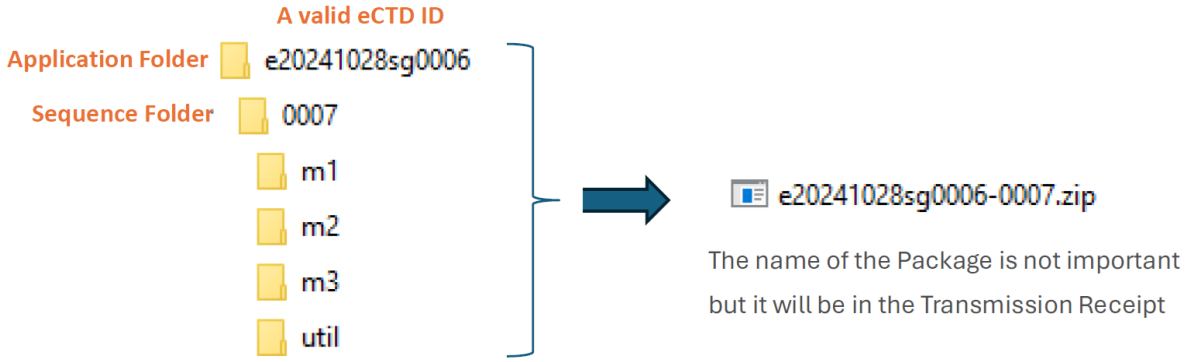
- An eCTD Sequence is one unit of an eCTD Application.
- A Sequence belongs to a Submission which belongs to an Application.
- Sequences are created by the Applicant and subsequently reviewed by HSA as part of the regulatory submission process.

1.3.2. Submission Package (“Package”)

- A Package is what is filed through the Portal by the Applicant.
- The Package is a single eCTD Sequence nested under the Application Folder and stored in a ZIP format.

1.3.3. Submission Package:

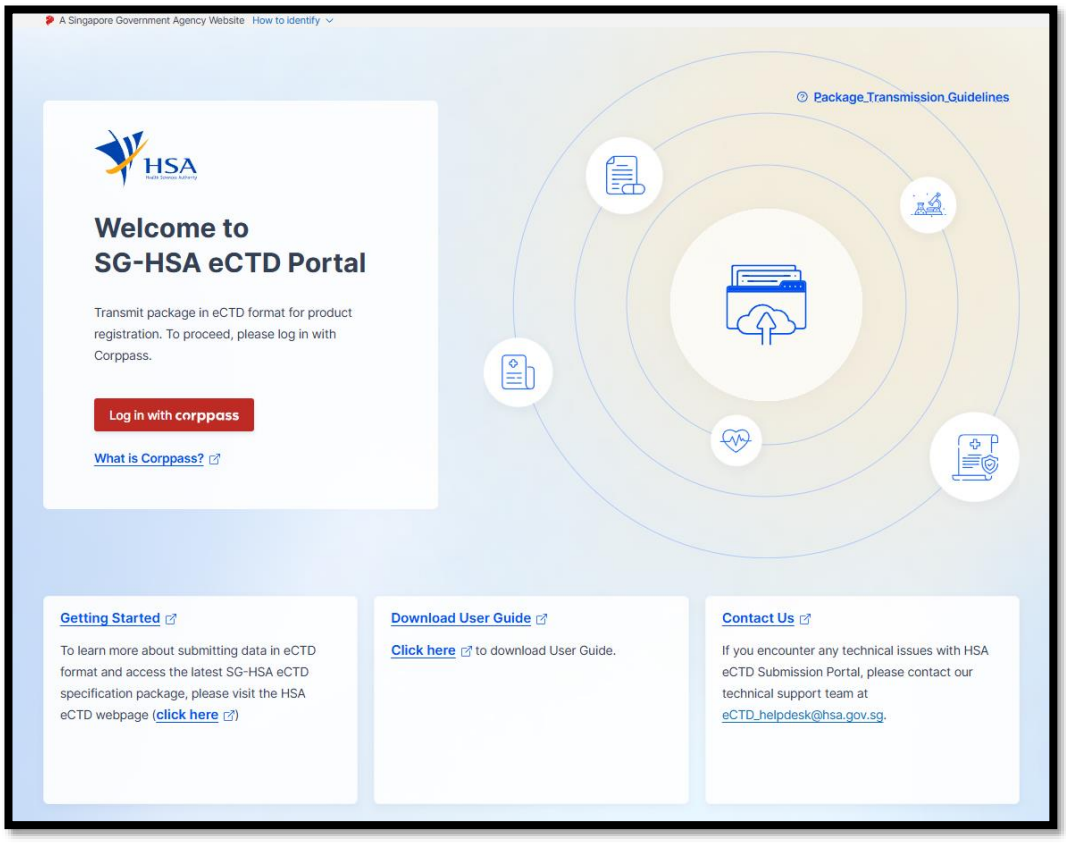
- A **single eCTD Sequence folder** for **a single eCTD Application**, stored in a ZIP file.



2. Step 1 – Login

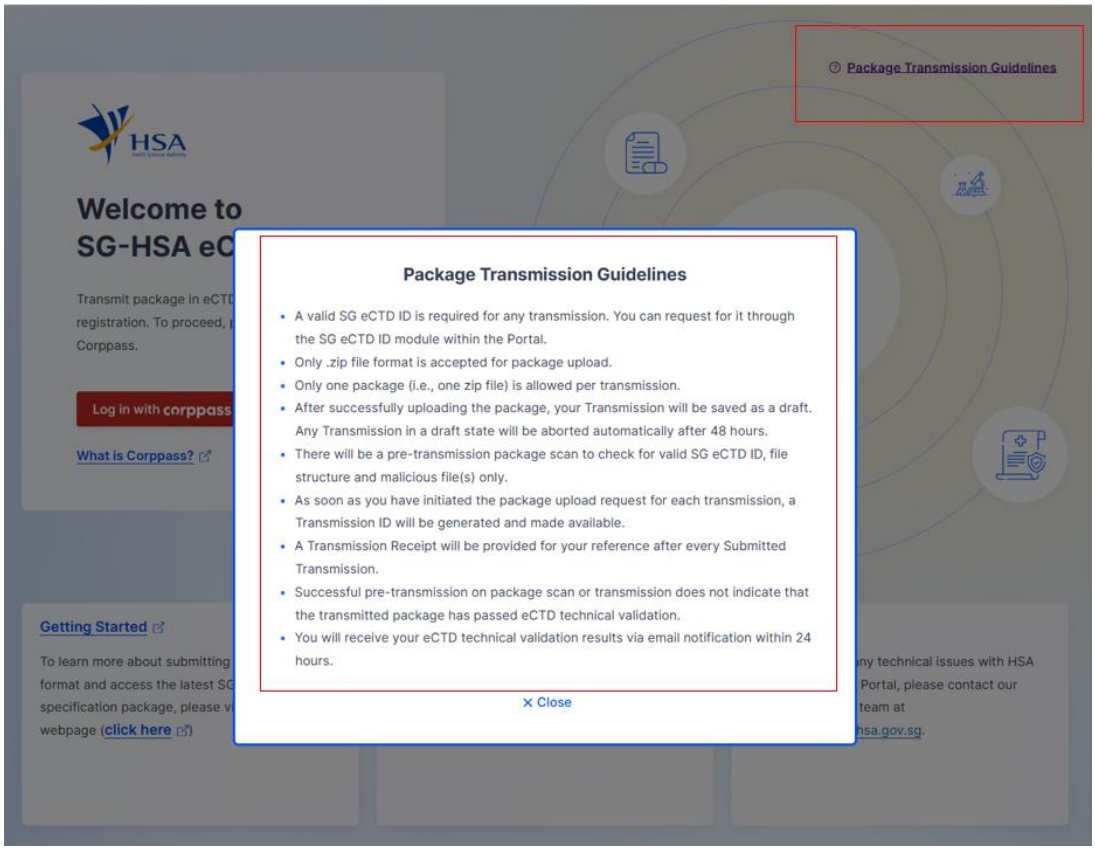
2.1. Login

2.1.1. Portal (https://ectd.hsa.gov.sg/)

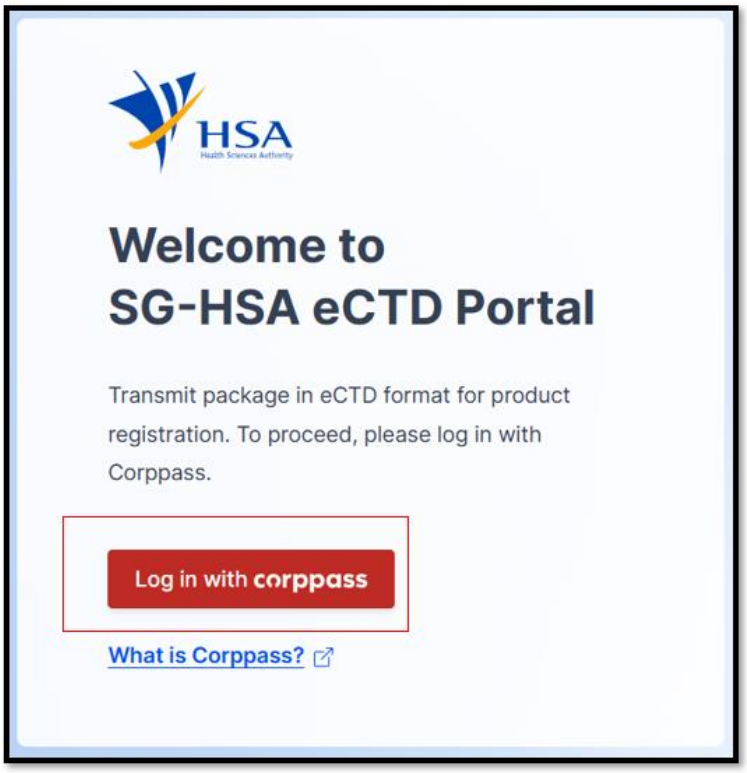


2.1.2. Before Login

Before login, you can find the Package Transmission Guidelines located at the top right corner of the page.

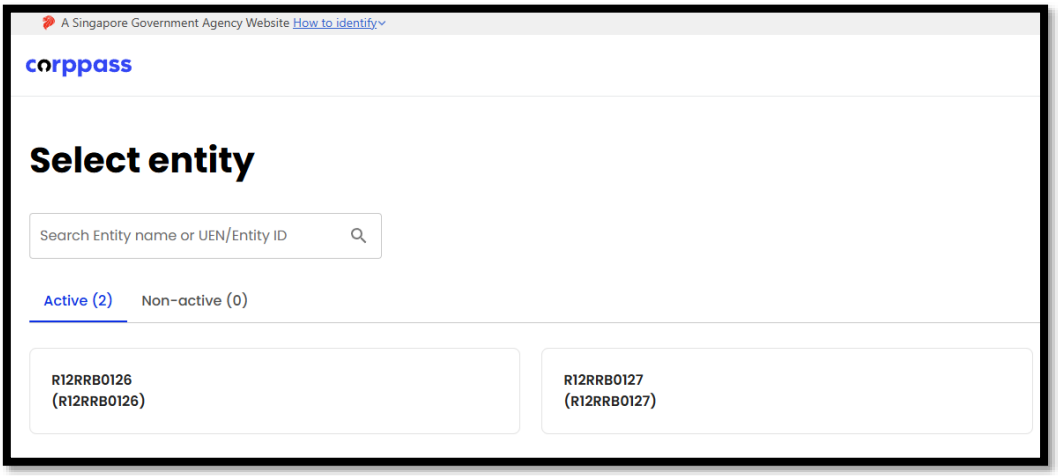


2.1.3. Corppass Login



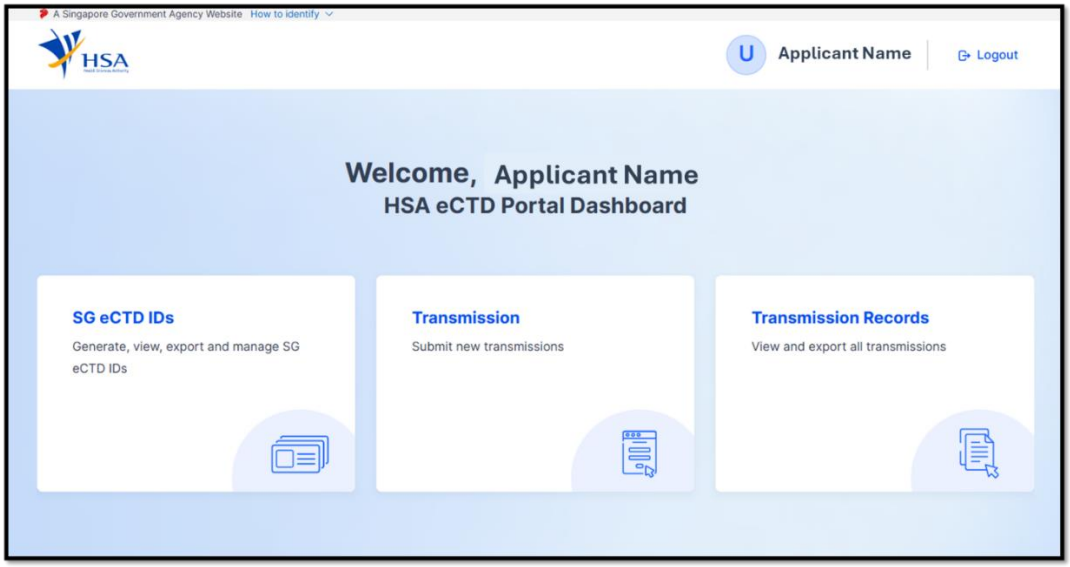
- Corppass is the authorisation system for entities to manage digital service access of employees who need to perform business transactions on behalf of the entity.
- Corppass is a Whole-of-Government (WOG) service and is not managed by HSA.
- Corppass is available for Singapore Registered Entities (both NRIC/FIN users and Foreign ID users) and Foreign Registered Entities.
- Entities that transact with the Government should register for and set up Corppass.

Note: If you have access to multiple companies, you will need to log in to Corppass and select the specific company for which you intend to submit a transmission.



2.1.4. Dashboard

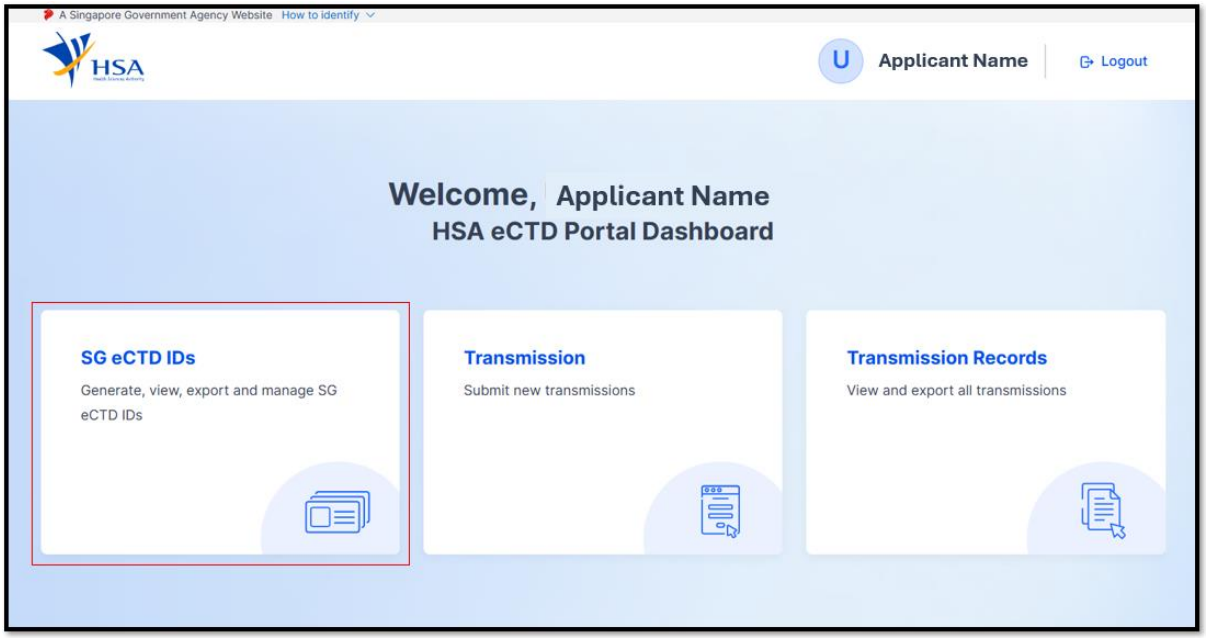
Once you have logged in, you will be redirected to the Portal Dashboard.



3. Step 2 - Generating and Viewing SG eCTD IDs

3.1. Generating and Viewing SG eCTD IDs

3.1.1. SG eCTD ID - Module

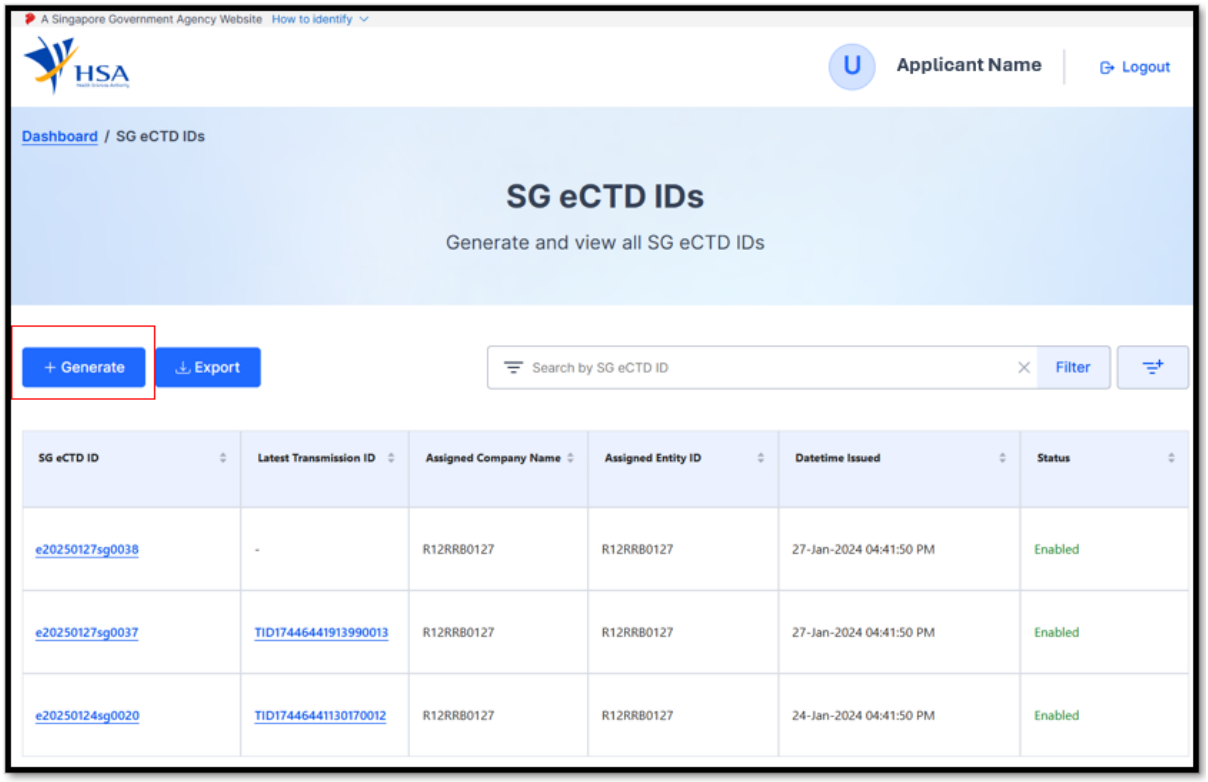


3.1.2. SG eCTD ID - Overview

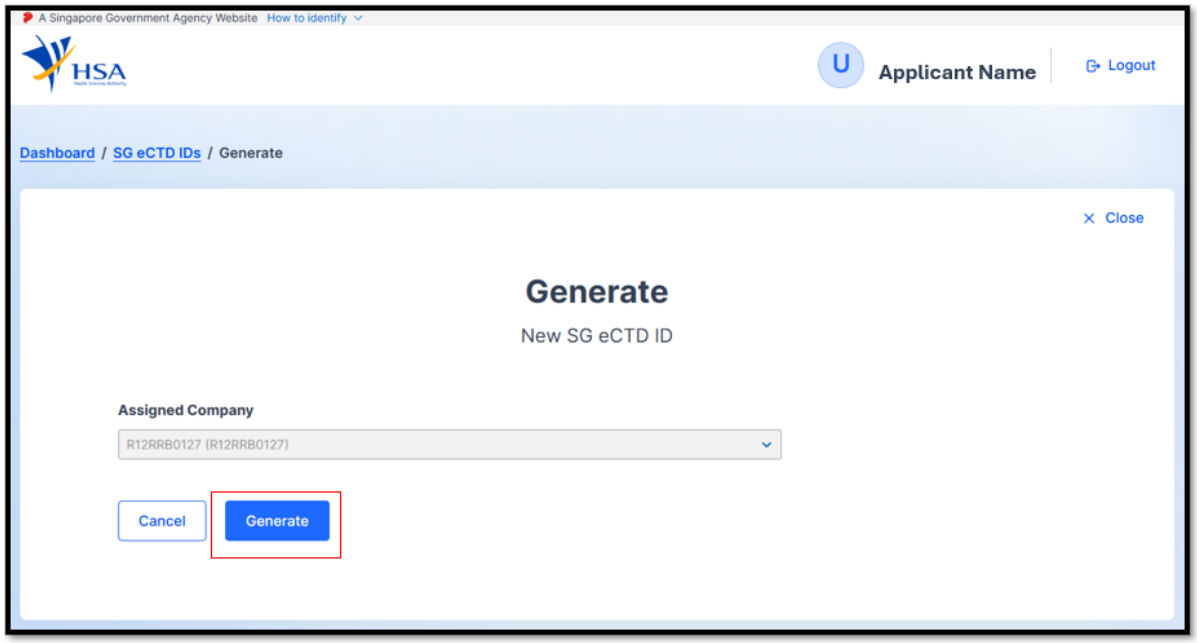
- The applicant is responsible for maintaining a record of the eCTD ID and its associated product(s).
- There can be only one eCTD ID per eCTD Application.
- Once the eCTD ID has been used for an Application, you cannot change the eCTD ID.
- eCTD IDs do not expire, but they can be disabled by HSA.
- eCTD IDs are also transferrable by HSA.
- eCTD IDs that have been transferred will no longer be visible in the entity's eCTD ID listing, but their historical transmission records will remain available.

3.1.3. SG eCTD ID – Generate New eCTD IDs

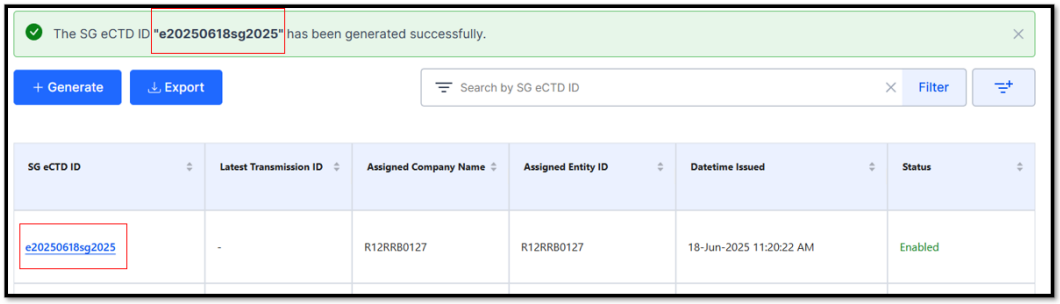
- Click on the **Generate** button to be redirected to the eCTD ID generation page.



- Your Assigned Company will be auto populated. Click on the **Generate** button to confirm.



- After the eCTD ID is successfully generated, you will be redirected to the eCTD ID listing page with a notification confirming the new ID.

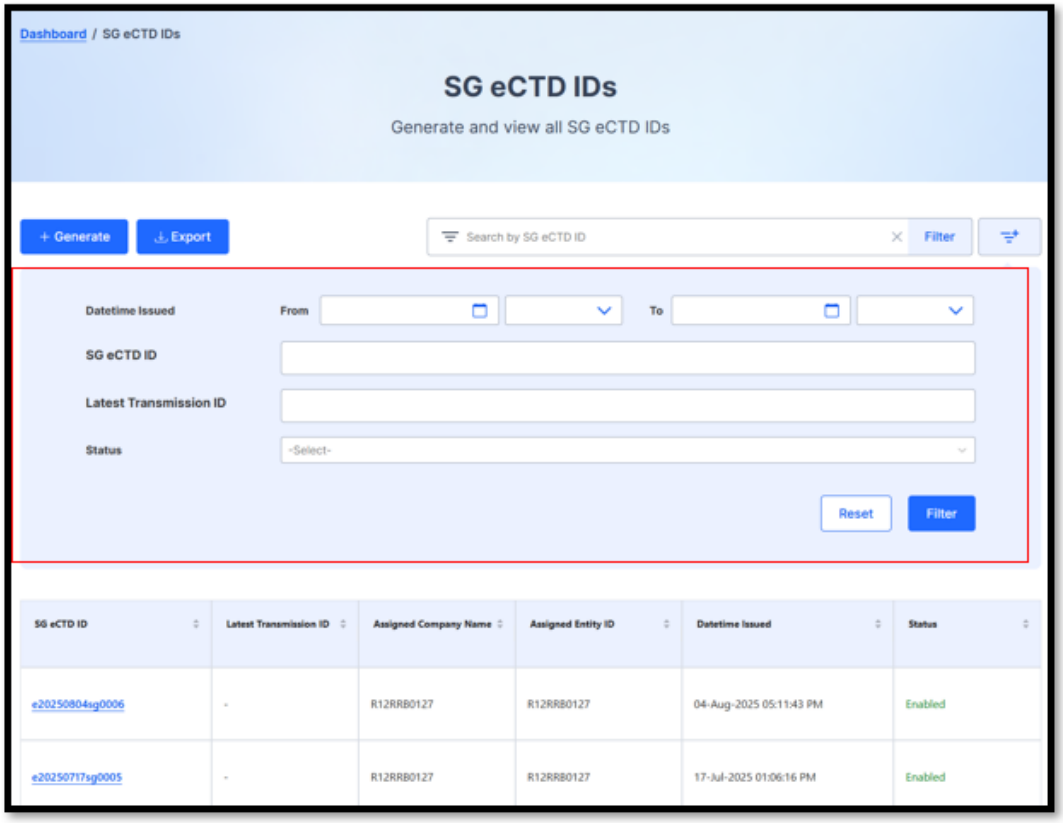


3.1.4. SG eCTD ID – eCTD IDs Listing

- The eCTD IDs Listing displays the company's full list of available eCTD IDs.

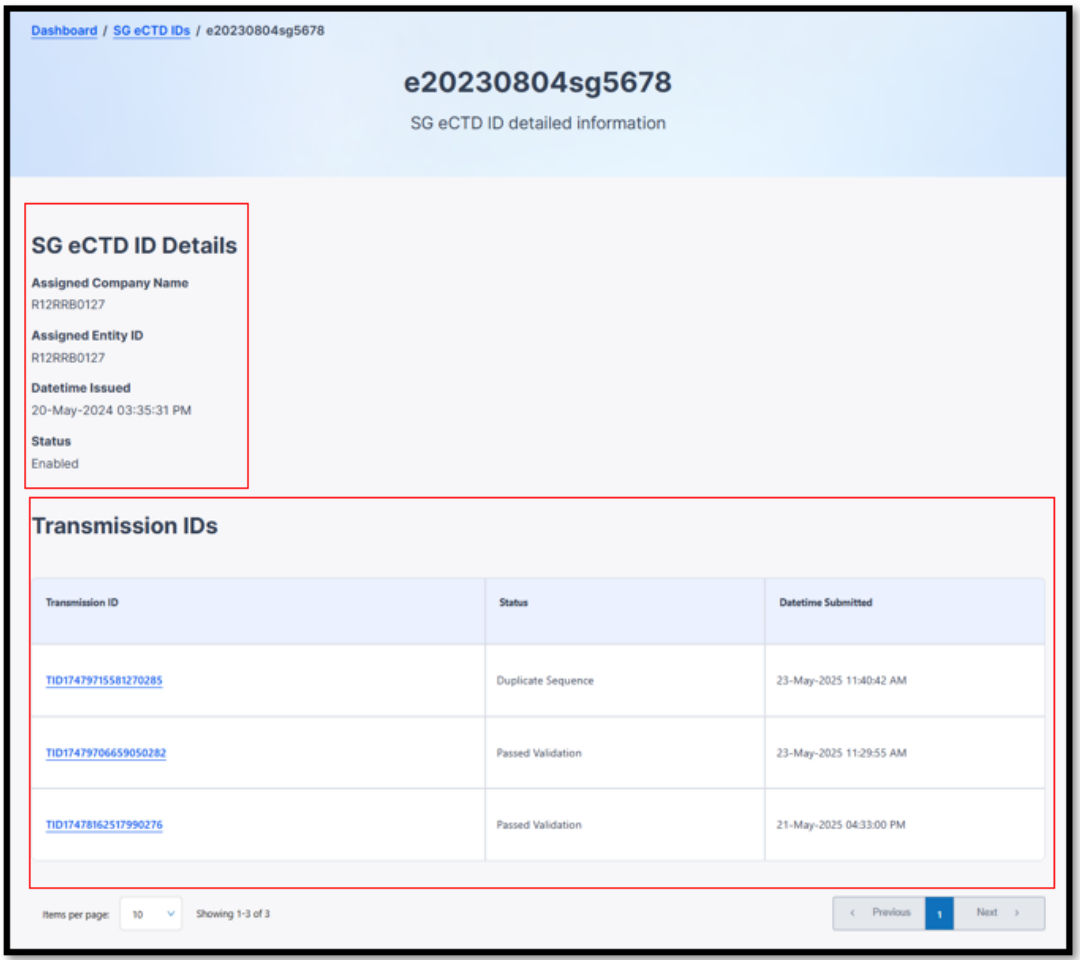
- To filter the listing, you can either use the **simple search**, or the **advanced filter** for more specific criteria. Click on the advanced filter **icon** to reveal the advanced filter.
  Note: The simple search function is limited to **SG eCTD IDs** and supports partial matches.

- The advanced filter supports searching across one or more fields and allows for partial word searches. To reset the search results, click on the “Reset” and then “Filter” button.



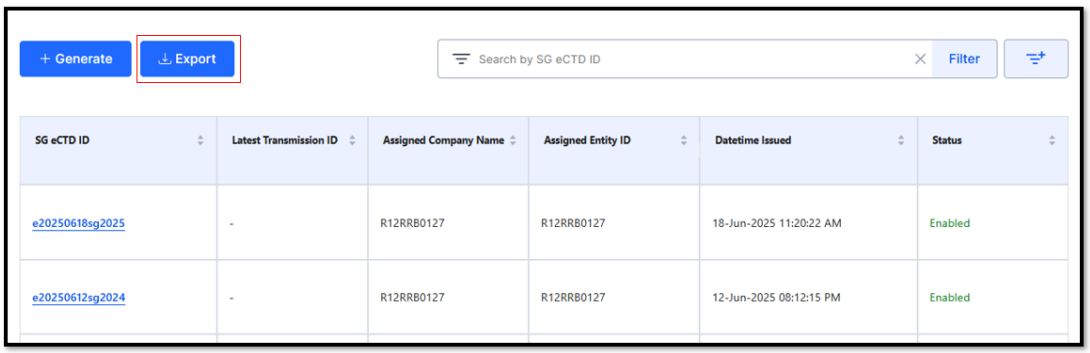
3.1.5. SG eCTD ID – eCTD ID Detail Page

- **Details:** The eCTD ID Detail Page displays details about the eCTD ID.
- **Transmission IDs:** The Transmission IDs Listing displays a list of Transmissions associated with the eCTD ID.

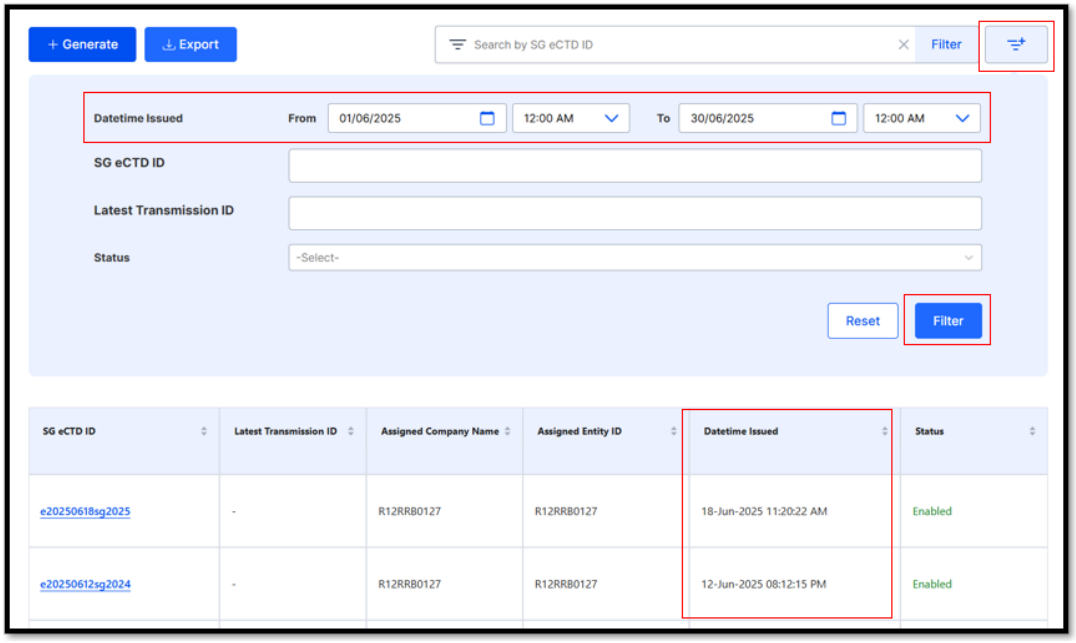


3.1.6. SG eCTD ID – Export eCTD IDs

- Click on the **Export** button to export all eCTD IDs that have been created for the day.



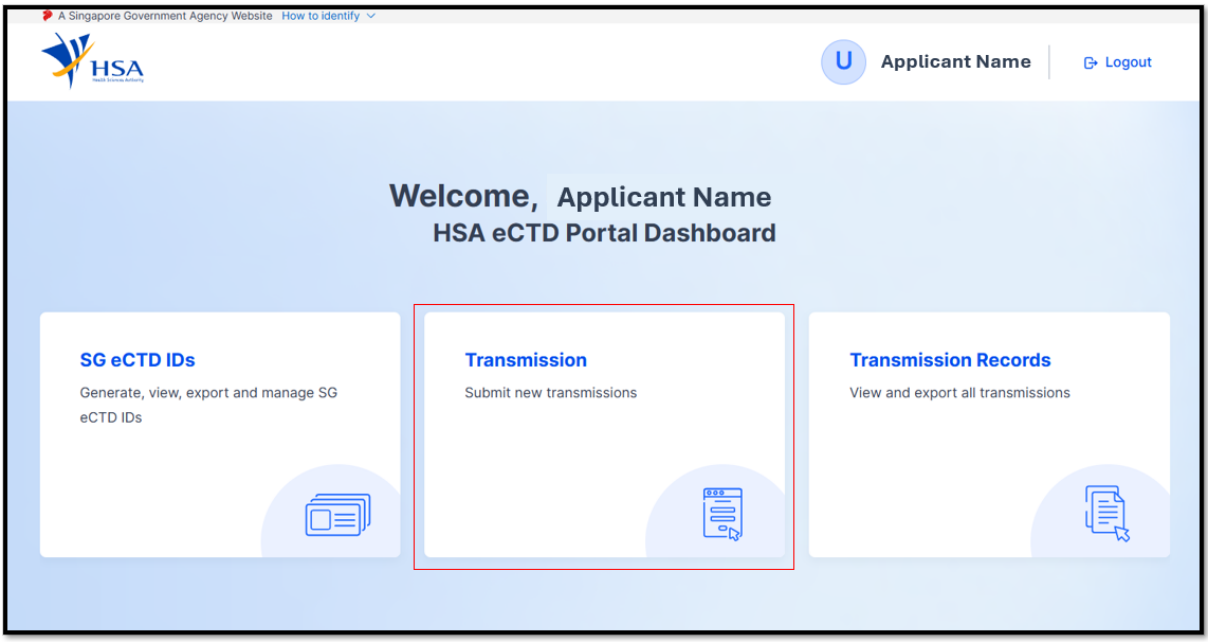
- To export eCTD IDs by their issue date, first specify your desired date range using the **advanced filter**, then click the **Filter** button. After filtering, click the **Export** button to download your results.



4. Step 3 - Submitting a Transmission

4.1. Submitting a Transmission

4.1.1. Transmission - Module



4.1.2. Transmission – Overview

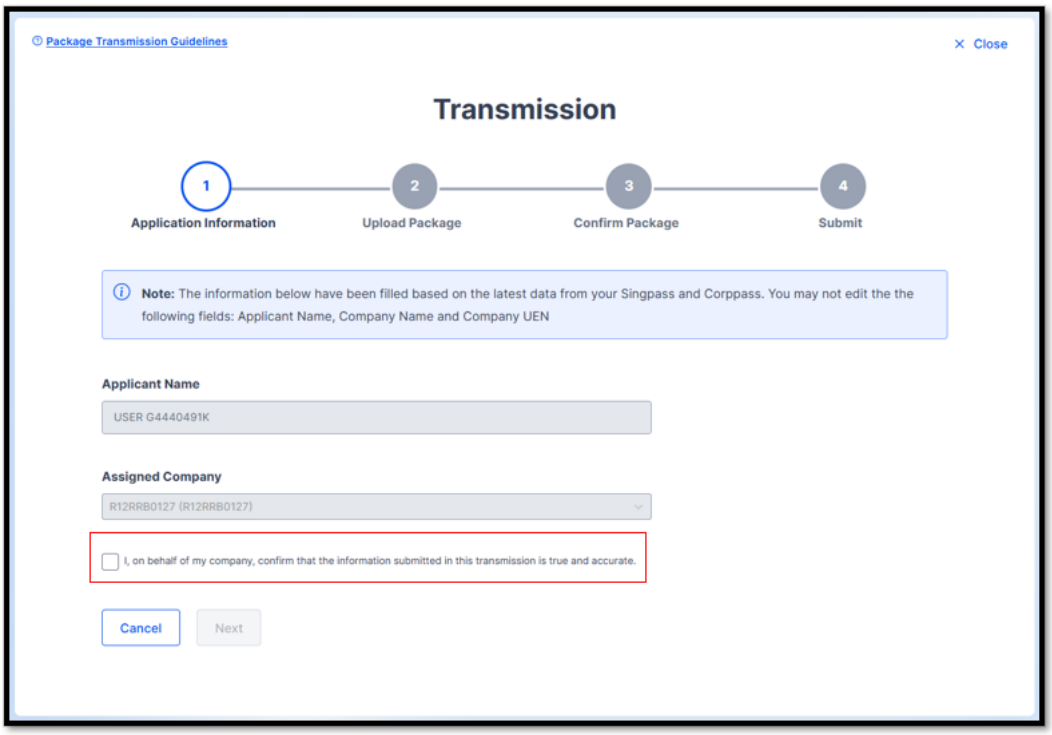
- Once you start a Transmission, you cannot exit unless you abort by closing it.
- Once a Transmission is aborted, it cannot be resumed.
- A Transmission ID will be generated after the package has completed the package scan.
- After successfully uploading the package, your Transmission will automatically be saved as a draft.
- You can replace an uploaded package by removing the existing one and uploading a new package within the same Transmission.
- Draft Transmissions will be automatically aborted if not submitted within 48 hours.
- For aborted Transmissions with a Transmission ID, the details of the uploaded package (e.g., eCTD ID, Sequence Number, File Name, and File Size) are recorded in the Transmission Records, provided they have not been replaced.
- Once submitted, the Transmission cannot be cancelled or aborted.
- You cannot retrieve your Package from the Portal.

4.1.3. Transmission – Additional information

- The validation report is not available via the Portal. Instead, an email detailing the validation outcome will be sent to each contact listed in the Sequence's envelope. This email will originate from the HSA eCTD Systems Team (eCTD_Systems@hsa.gov.sg).
- If the Sequence passes validation, the email will not include a validation report.
- If the Sequence fails validation, the validation report will be attached to the email.

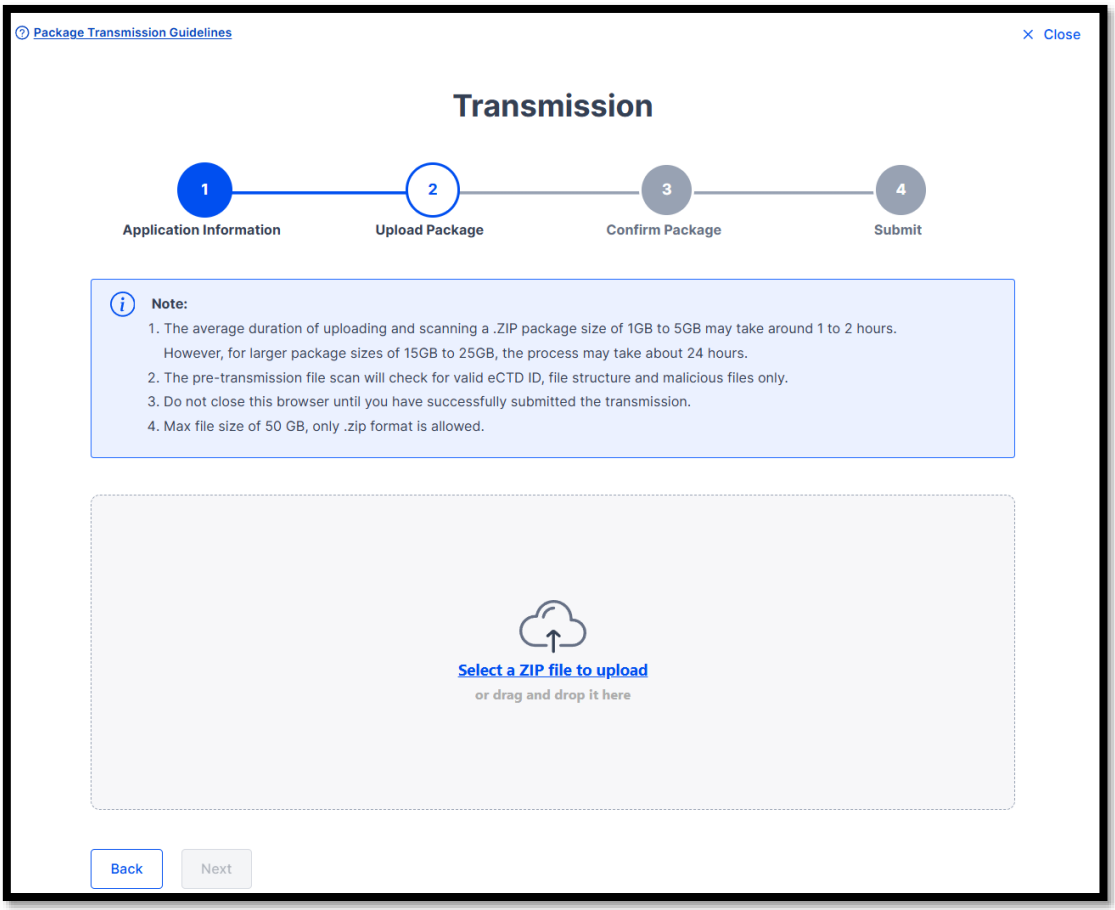
4.1.4. Transmission – Part 1 (Application Information)

- The Applicant Name and Assigned Company will be auto populated based on the information retrieved from your Corppass account.
- You will need to **agree** to the terms before proceeding to Part 2.



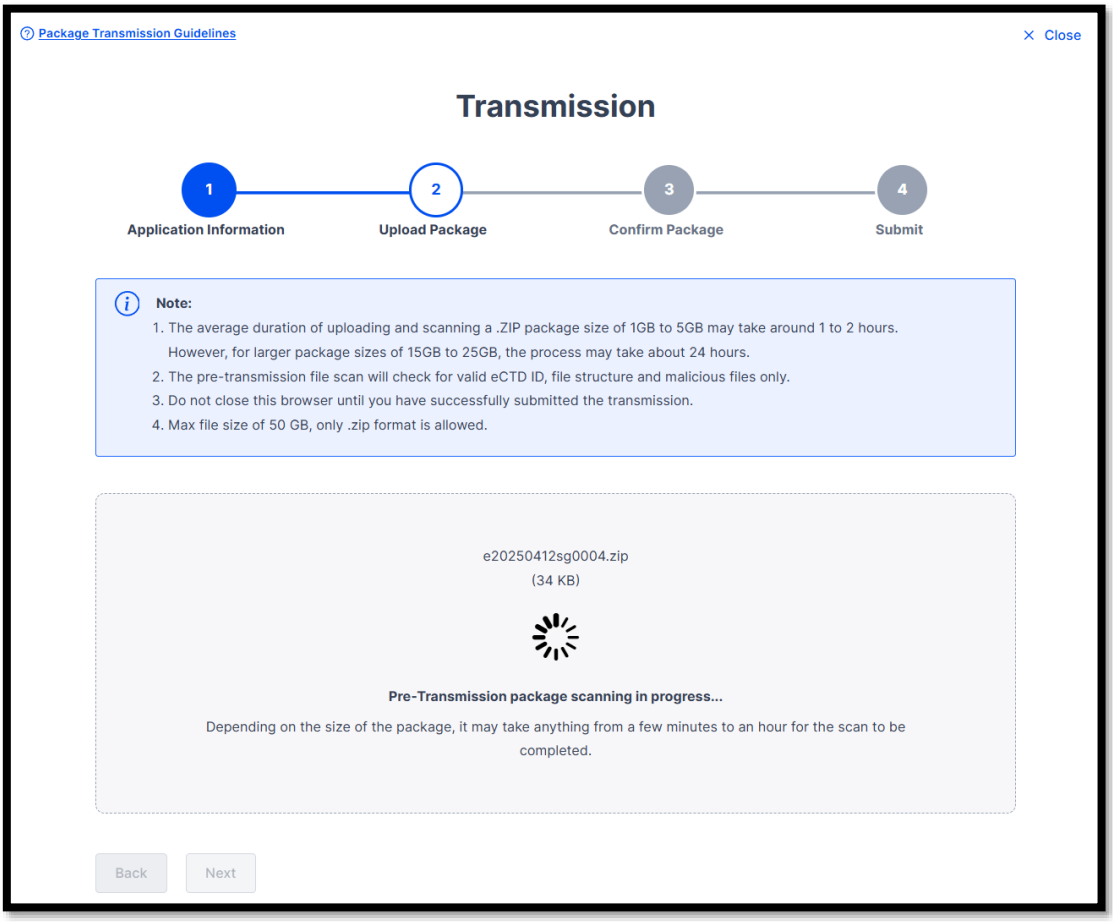
4.1.5. Transmission – Part 2 (Upload Package)

- Click “Select a Zip file to upload” and locate the package you intend to upload.
- Max upload file size is 50GB, 1GB = 1024MB
- **Note:** Completing the package upload and scan does not transfer the package to HSA. You must complete the entire transmission process, which includes confirming (step 3) and submitting (step 4) the transmission.



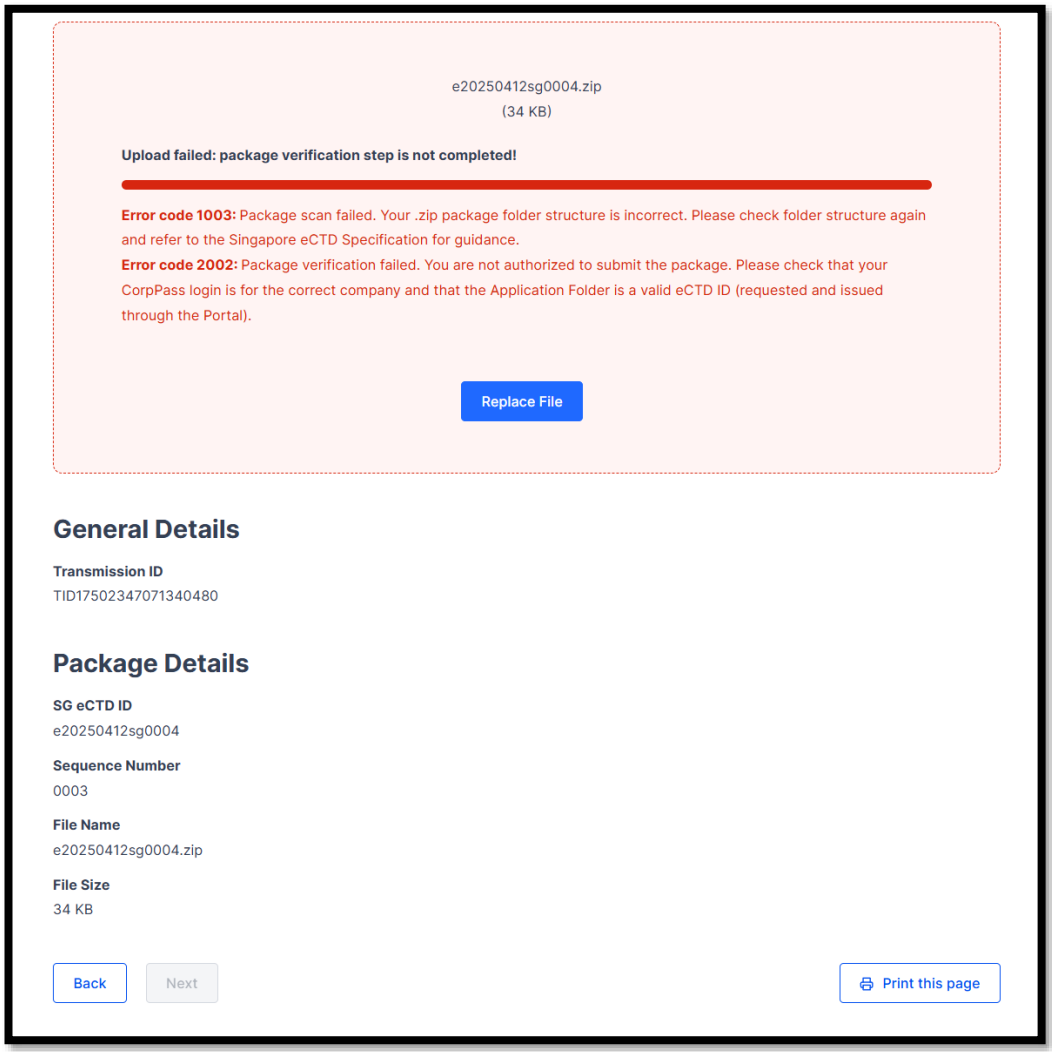
4.1.6. Transmission – Part 2 (Package Scan)

- The Portal will automatically begin to **upload** the package.
- Once upload is complete, the Portal will automatically begin the **package scan**.
- You **cannot stop the package scan** process after the upload has been completed.



4.1.7. Transmission – Part 2 (Upload Failed)

- After the package scan is complete, if you encounter the "**Upload failed: package verification step is not completed!**" message, look at the error code(s) displayed and their descriptions.
- Refer to 4.1.8 Transmission – Part 2 (List of Available Error Codes) for the list of Error Code.
- After you have rectified your package, you may click on the **Replace File** button to reupload the new package and restart the package scan.
- You can replace the Package as many times as needed.



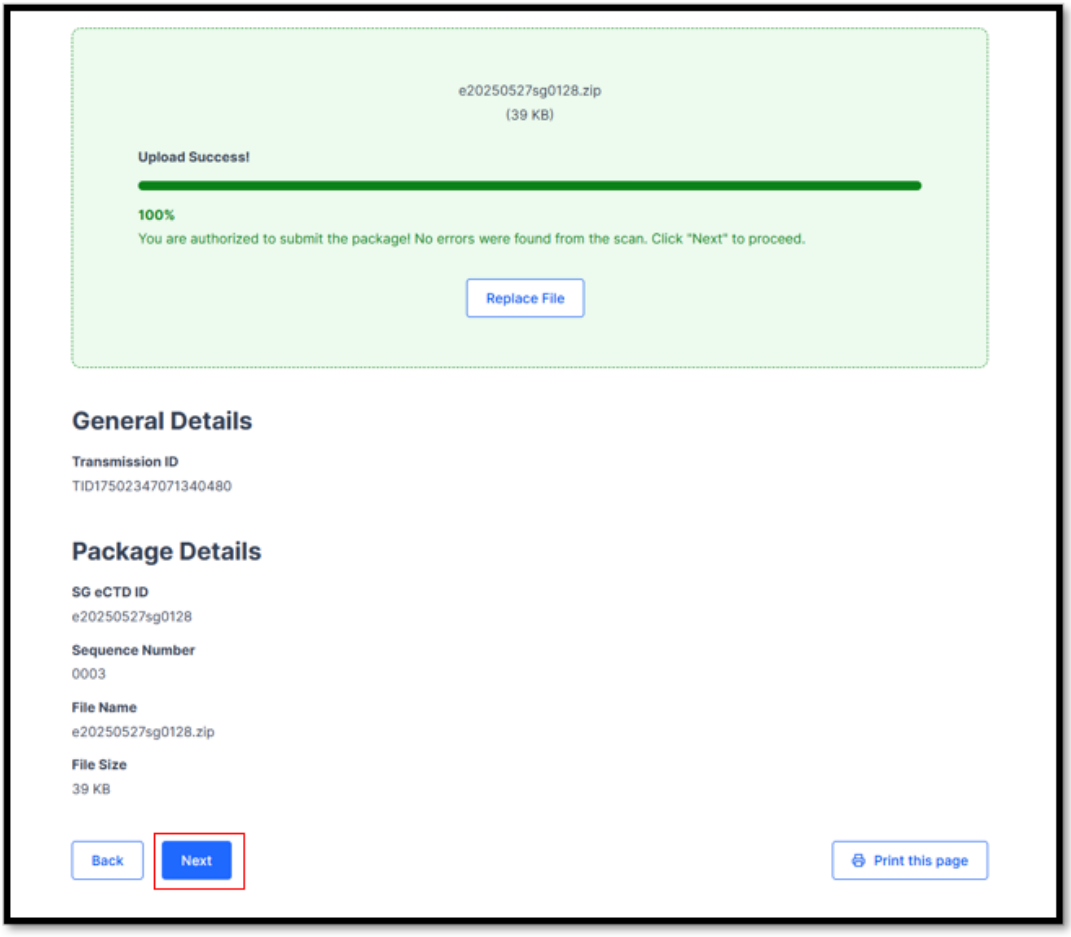
4.1.8. Transmission – Part 2 (List of Available Error Codes)

No.	Error Type	Error Code	Error Description
1.	File-related	1001	Package scan failed. Your .zip package contains hidden file(s). Please remove hidden files from the package.
2.	File-related	1003	Package scan failed. Your .zip package folder structure is incorrect. Please check folder structure again and refer to the Singapore eCTD Specification for guidance.
3.	File-related	1004	Package scan failed. Your .zip package is empty. Please check your .zip package again.
4.	File-related	1007	Package scan failed. Your .zip package has been flagged as potentially having malicious or suspicious content. Please conduct a virus and malicious file scan locally, correct the issue and upload a clean package.
5.	File-related	1008	Package scan failed. Your .zip package contains more than one sequence. Please upload only one sequence per package.
6.	File-related	1009	Package scan failed. Checksum mismatch in .zip package after the pre-transmission malicious scan. You may attempt to resubmit once. Otherwise, kindly contact HSA for assistance and reference the Transmission ID.
7.	File-related	1010	Package scan failed. Your .zip package contains more than one application. Please upload only one application per package.
8.	File-related	1011	Package scan failed. An unknown error has occurred during Malicious Package Scan, please try again later. If the problem persists, please contact HSA for assistance.
9.	File-relate	1012	Package scan failed. Your .zip package appears to be empty, require a password to open, and/or contains password-protected files. Please remove any passwords and ensure the .zip file contains the necessary files before resubmitting.
10.	Permission-related	2001	Package verification failed. The Application Folder does not exist or is not an eCTD ID. Please check the structure and naming of your Application Folder.

11.	Permission-related	2002	Package verification failed. You are not authorized to submit the package. Please check that your Corppass login is for the correct company and that the Application Folder is a valid eCTD ID (requested and issued through the Portal).
12.	Permission-related	2003	Package verification failed. The eCTD ID has been disabled. Please ensure you are using the correct eCTD ID or contact HSA for assistance.

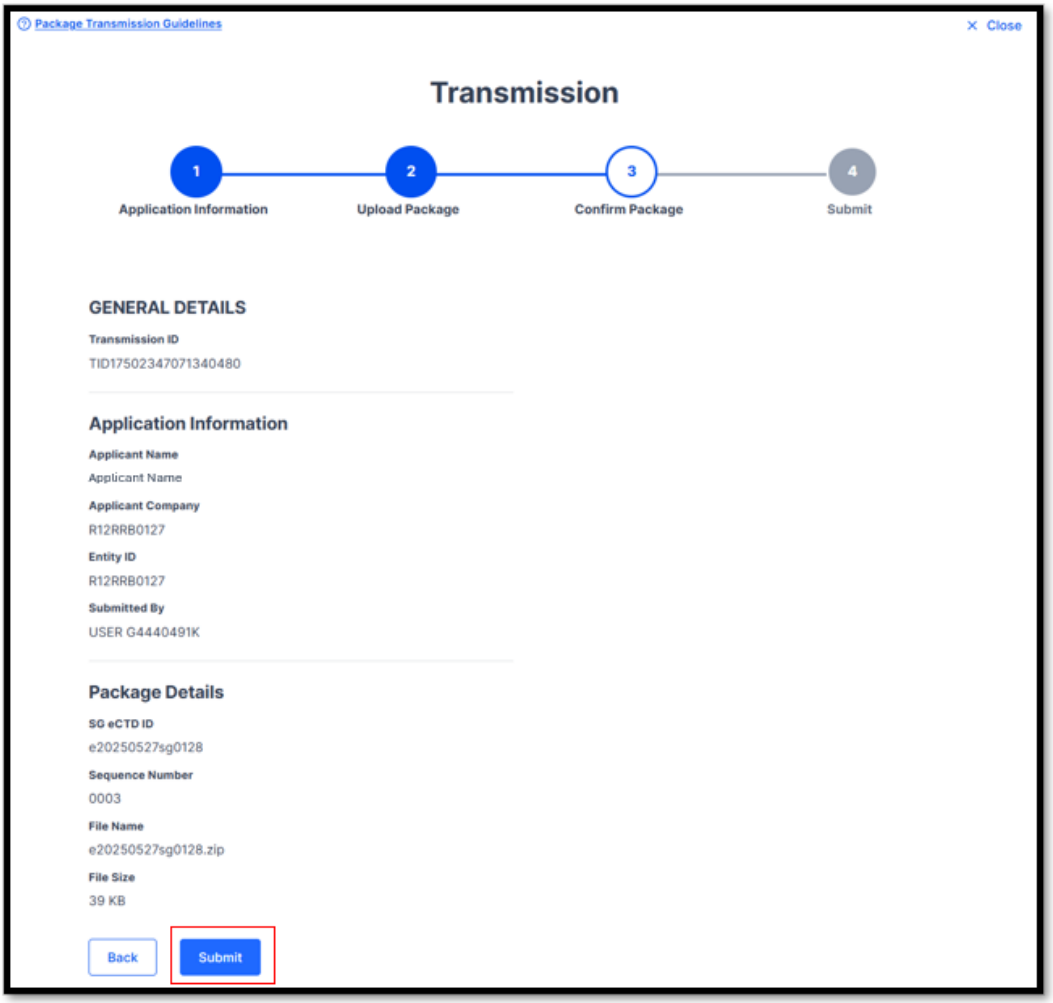
4.1.9. Transmission – Part 2 (Upload Success)

- After the package scan is complete with the "Upload Success!" with no issues found, you may click on the **Next** button to proceed.
- You can replace the Package as many times as needed.



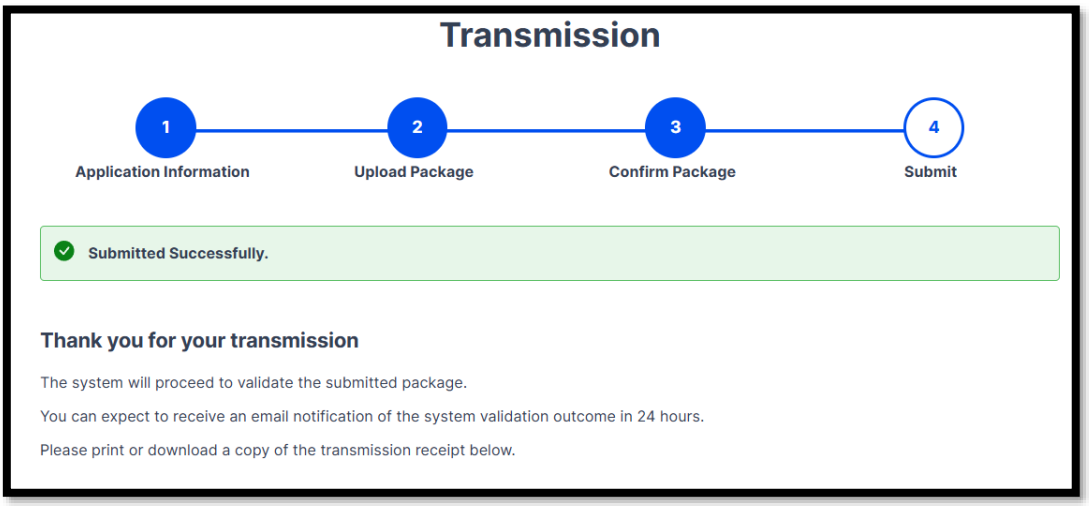
4.1.10. Transmission – Part 3 (Confirmation)

- After confirming the package details, click on the **Submit** button to submit the package.


Package Transmission Guidelines
Close
Transmission
1
Application Information
2
Upload Package
3
Confirm Package
4
Submit
GENERAL DETAILS
Transmission ID
TID17502347071340480
Application Information
Applicant Name
Applicant Name
Applicant Company
R12RRB0127
Entity ID
R12RRB0127
Submitted By
USER G4440491K
Package Details
SG eCTD ID
e20250527sg0128
Sequence Number
0003
File Name
e20250527sg0128.zip
File Size
39 KB
Back
Submit

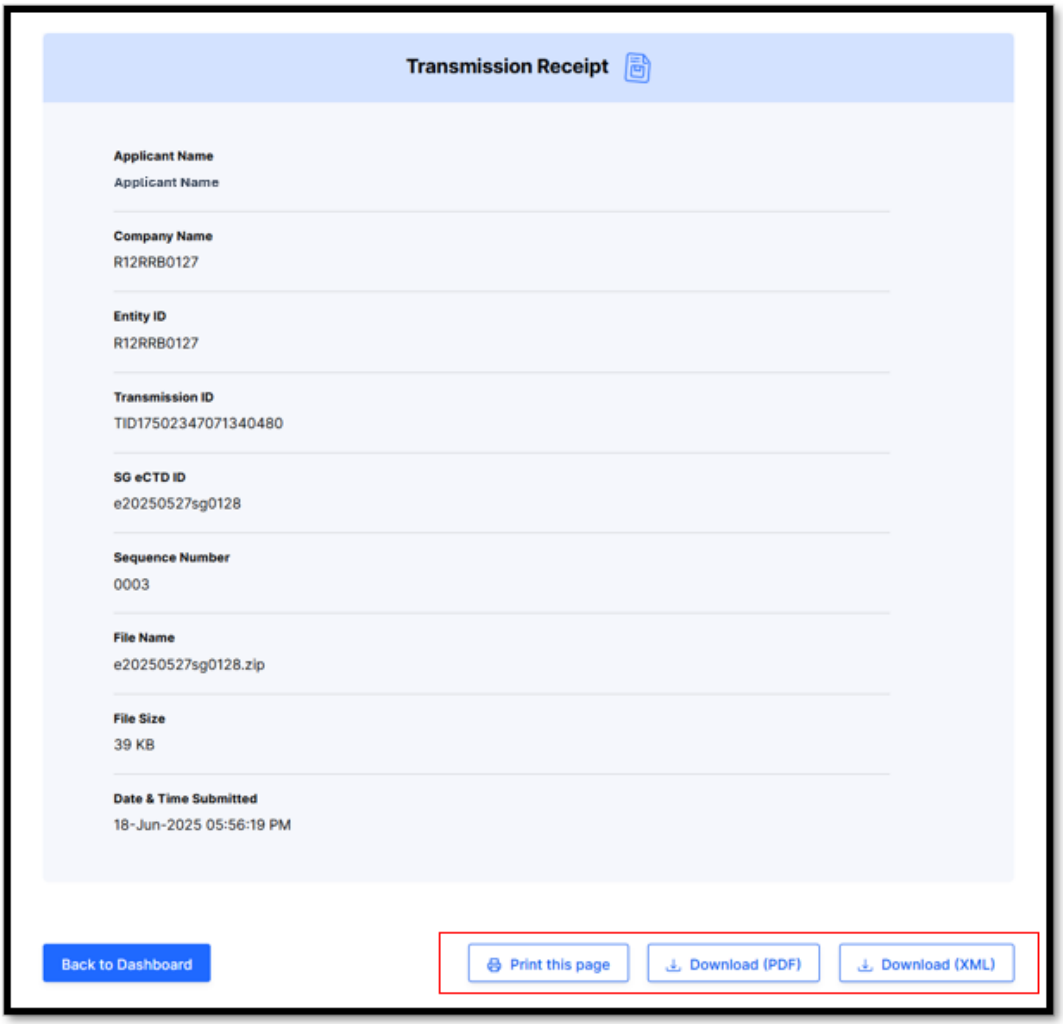
4.1.11. Transmission – Part 4 (Submit)

- After submitting the package, a notification will be displayed indicating that submission is successful. You can expect to receive an email notification of the system validation outcome in 24 hours.



4.1.12. Transmission – Part 4 (Transmission Receipt)

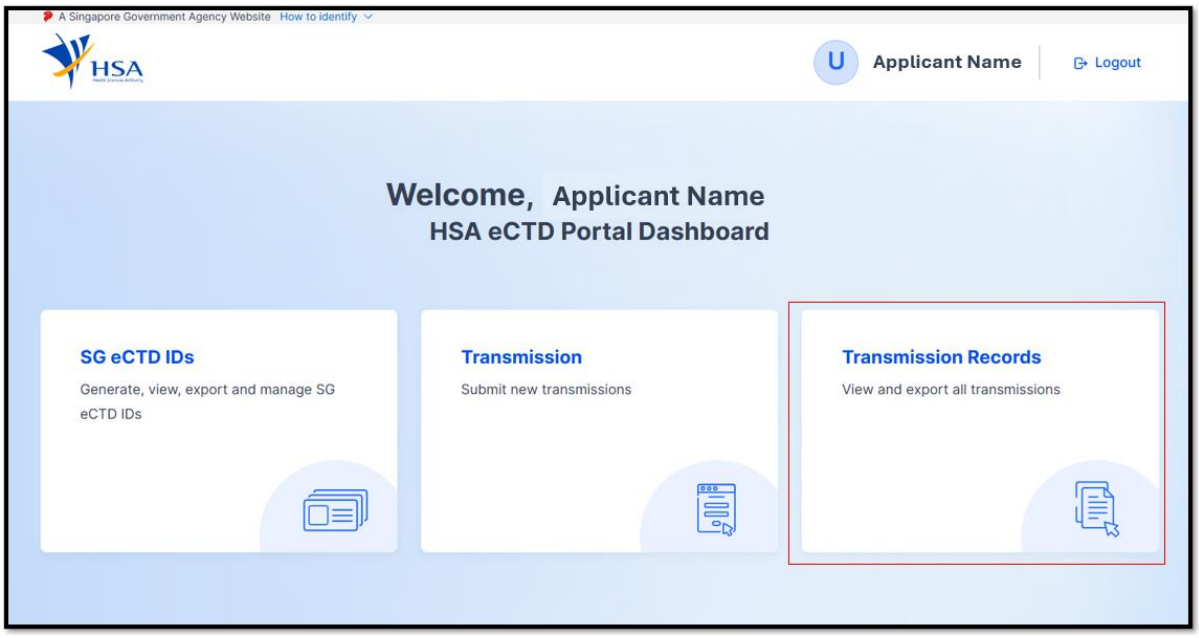
- Please **print** or **download** a copy of the transmission receipt via the Download options below.



5. Step 4 - Viewing Transmission Records

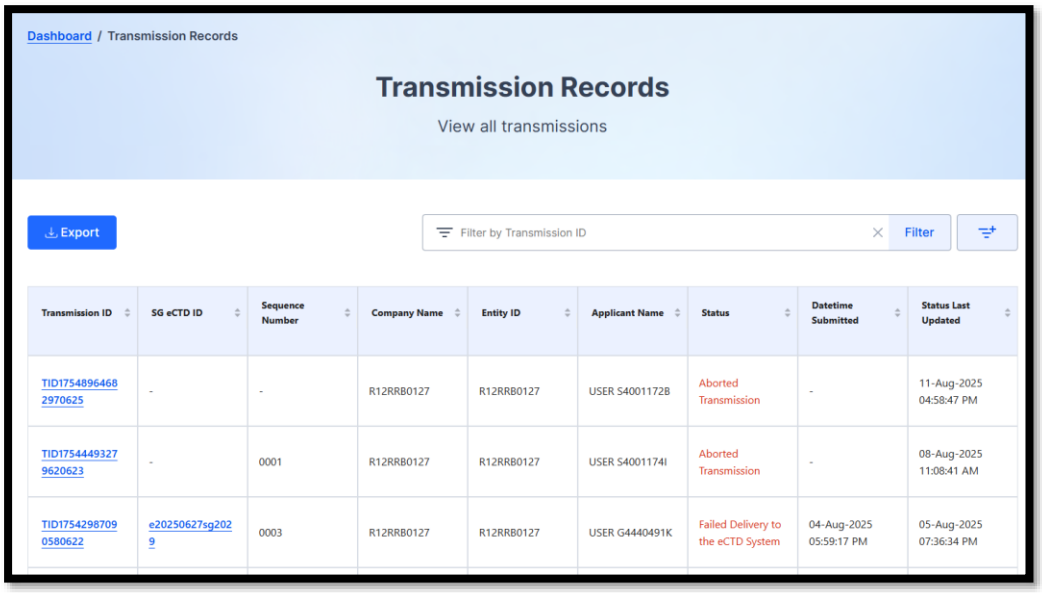
5.1. Viewing Transmission Records

5.1.1. Transmission Records - Module

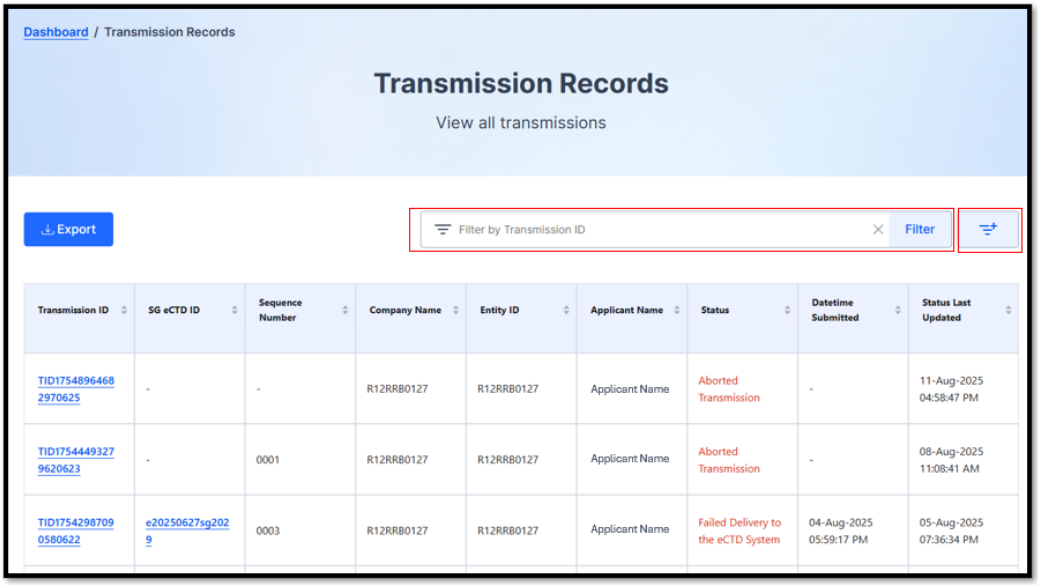


5.1.2. Transmission Records – Listing

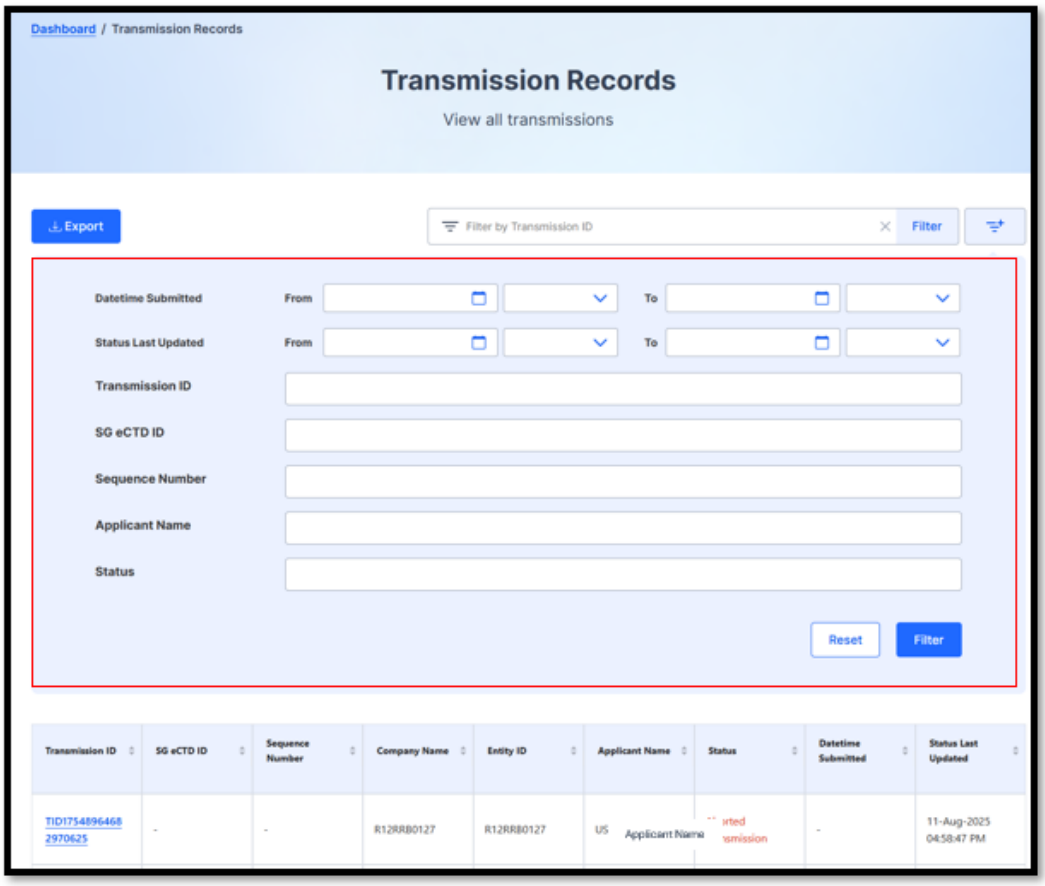
- The Transmission Records Listing displays the company's full list of available Transmission records submitted by their users.



- To filter the listing, you can either use the **simple search**, or the **advanced filter** for a more specific criteria. Click on the advanced filter **icon** to reveal the advanced filter.
Note: The simple search function is limited to **Transmission IDs** and supports partial word searches.

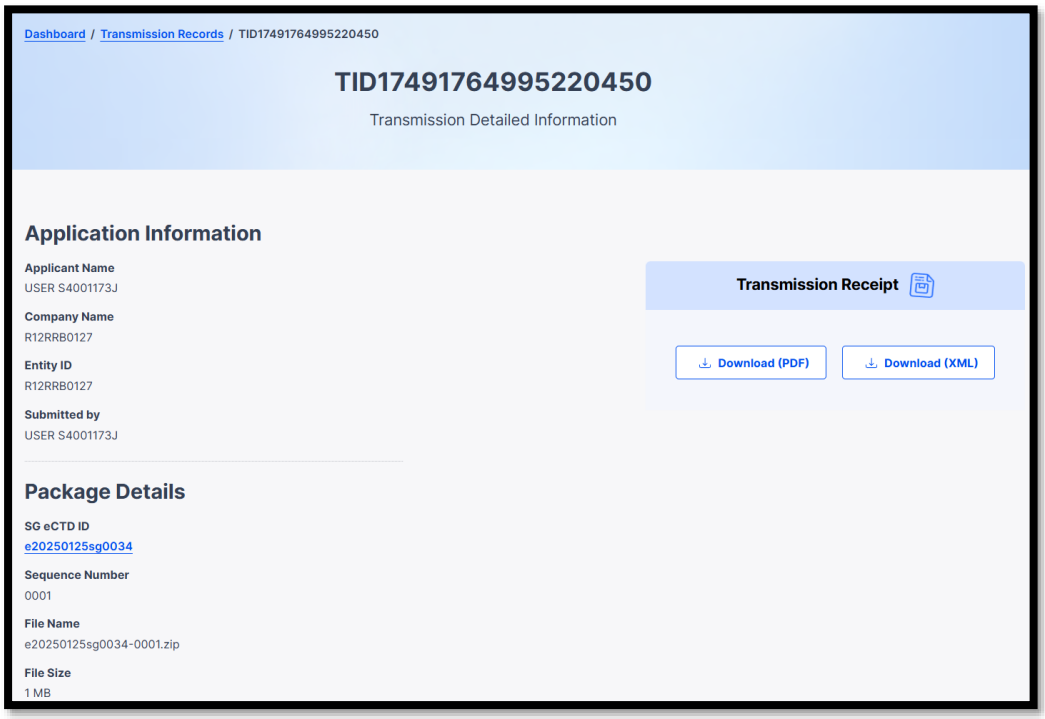


- The advanced filter supports searching across one or more fields and allows for partial word search. To reset the search results, click on the “Reset” and then “Filter” button.

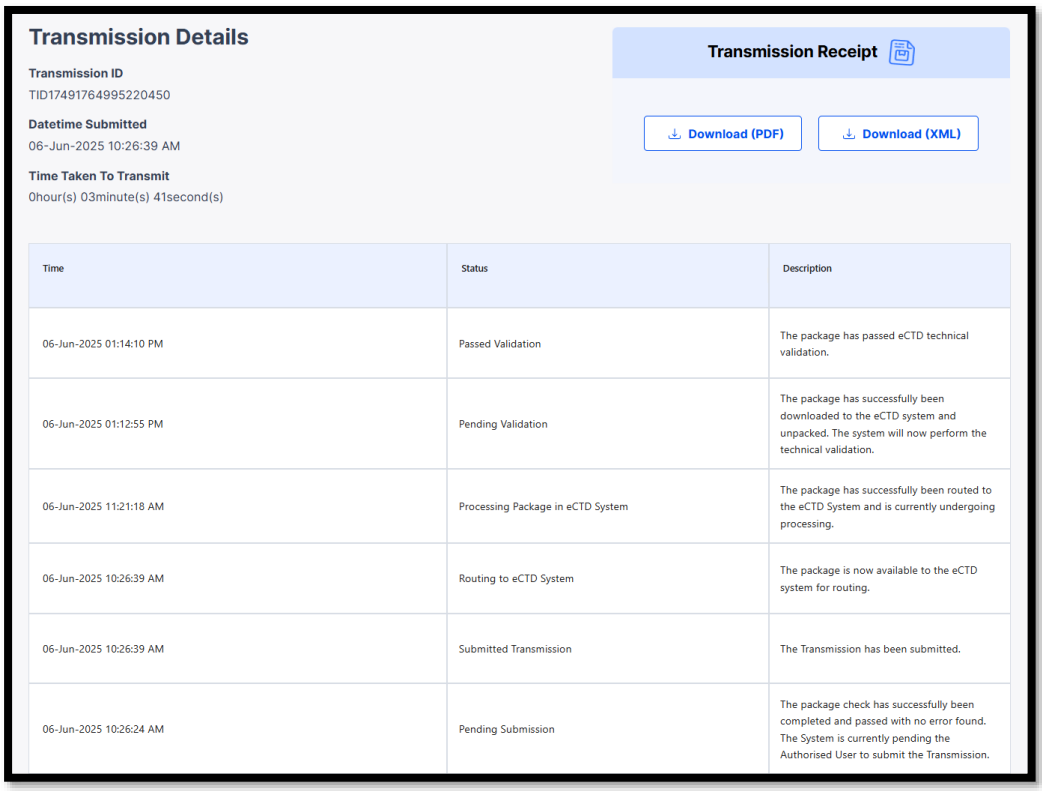


5.1.3. Transmission Records – Detail Page

- **Details:** The Transmission Record Detail Page displays details about the Transmission.
- **Transmission Receipt:** You can also download the Transmission Receipt here if you did not download it right after submission.



- **Transmission Tracker:** The Transmission Tracker monitors and displays your transmission's status, listing the most recent updates first.



Transmission Details

Transmission ID
TID17491764995220450

Datetime Submitted
06-Jun-2025 10:26:39 AM

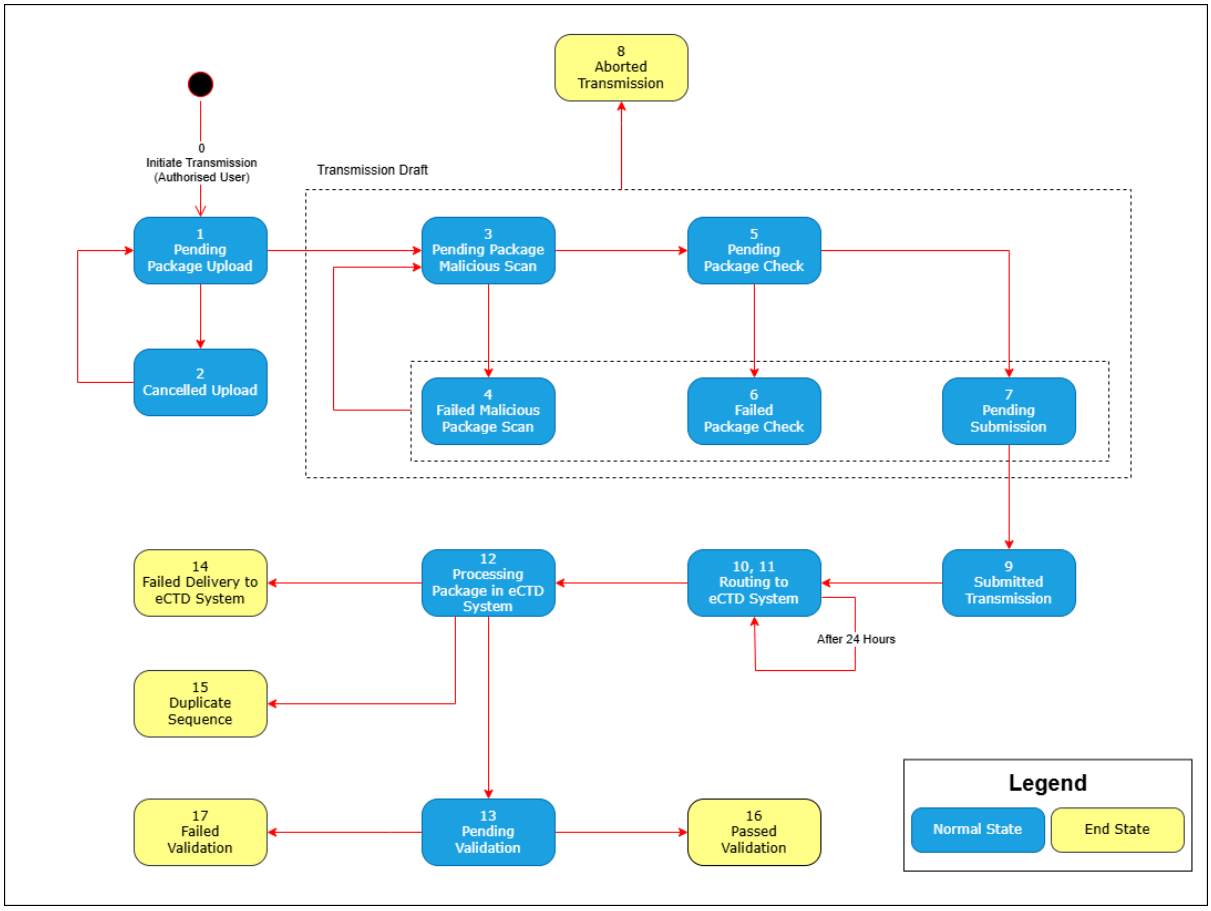
Time Taken To Transmit
0hour(s) 03minute(s) 41second(s)

Transmission Receipt

Download (PDF) | Download (XML)

Time	Status	Description
06-Jun-2025 01:14:10 PM	Passed Validation	The package has passed eCTD technical validation.
06-Jun-2025 01:12:55 PM	Pending Validation	The package has successfully been downloaded to the eCTD system and unpacked. The system will now perform the technical validation.
06-Jun-2025 11:21:18 AM	Processing Package in eCTD System	The package has successfully been routed to the eCTD System and is currently undergoing processing.
06-Jun-2025 10:26:39 AM	Routing to eCTD System	The package is now available to the eCTD system for routing.
06-Jun-2025 10:26:39 AM	Submitted Transmission	The Transmission has been submitted.
06-Jun-2025 10:26:24 AM	Pending Submission	The package check has successfully been completed and passed with no error found. The System is currently pending the Authorised User to submit the Transmission.

5.1.4. Transmission Records – Typical Transmission Flow



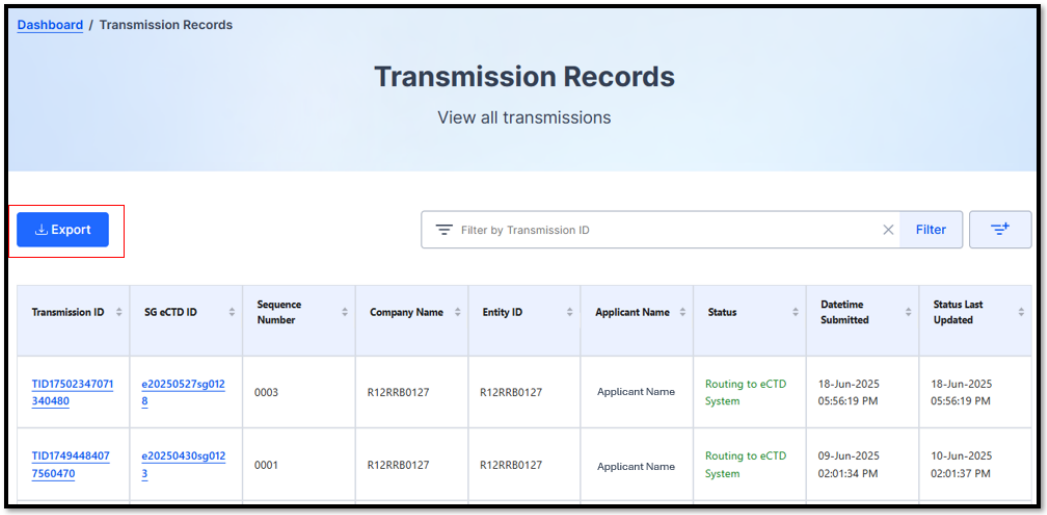
5.1.5. Transmission Records – List of Available Statuses

No.	Status Name	Status Description
1.	Pending Package Upload	The Transmission has been initiated and is pending the Authorised User to upload a package.
2.	Cancelled Upload	The upload has been cancelled.
3.	Pending Package Check	The upload has successfully been completed. The system will now perform the package check.
4.	Failed Package Check	<Error Type>, <Error Code>, <Error Description> (Information: The package check has failed. Refer to Pre-transmission Package Scan Error Types)
5.	Pending Package Malicious Scan	The package check has successfully been completed and passed with no error found. The System will now perform the package malicious scan.
6.	Failed Malicious Package Scan	<Error Type>, <Error Code>, <Error Description> (Information: The malicious package scan has failed. Refer to Pre-transmission Package Scan Error Types)
7.	Pending Submission	The malicious package scan has successfully been completed and passed with no error found. The System is currently pending the Authorised User to submit the Transmission.
8.	Aborted Transmission	The Transmission has been aborted.
9.	Submitted Transmission	The Transmission has been submitted.
10.	Routing to eCTD System	The package is now available to the eCTD system for routing.

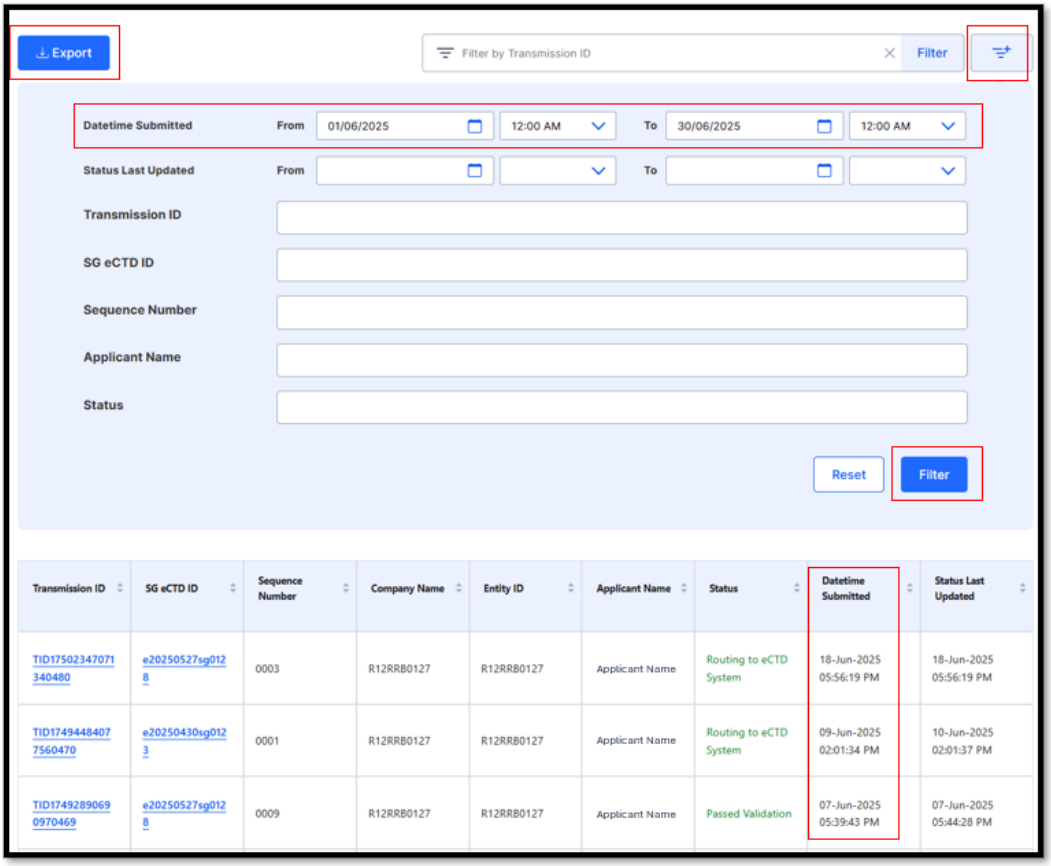
11.	Routing to eCTD System (After 24 Hours)	Package delivery is taking longer than expected. Please contact HSA Support and provide the Transmission ID.
12.	Processing Package in eCTD System	The package has successfully been routed to the eCTD System and is currently undergoing processing.
13.	Pending Validation	The package has successfully been downloaded to the eCTD system and unpacked. The system will now perform the technical validation.
14.	Failed Delivery to the eCTD System	Package delivery has failed. Please contact HSA Support and provide the Transmission ID.
15.	Duplicate Sequence	A Duplicate Sequence is detected. The Package will not be routed for eCTD Validation.
16.	Passed Validation	The package has passed eCTD technical validation.
17.	Failed Validation	The package has failed eCTD technical validation. Please consult the SG-HSA Specification and Validation Criteria, correct Errors, and resubmit your sequence.

5.1.6. Transmission Records – Export

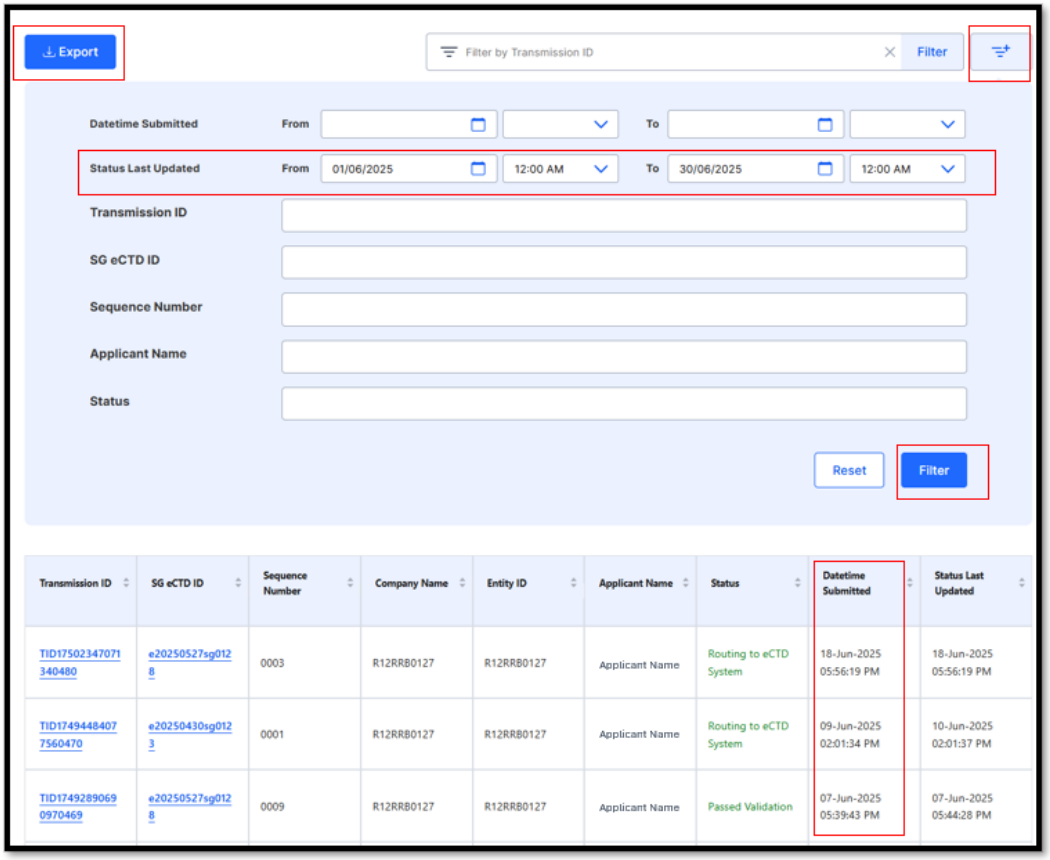
- Click on the **Export** button to export all Transmission Records that have been created for the day.



- To export Transmission Records by their submitted date, first specify your desired **Datetime Submitted** date range using the **Advanced Filter**, then click the **Filter** button.
- After filtering, click the **Export** button to download your results.



- To export Transmission Records by their **last updated status**, first specify your desired **Status Last Updated** date range using the **Advanced Filter**, then click the **Filter** button.
- After filtering, click the **Export** button to download your results.



6. Version History

Revision No.	Revision Date	Summary of Changes
1.0	30 Sep 2025	Initial version