

SOP for IGMS account when user switches from FIN to NRIC

Scenario 1: User registers with same email address

- PI has obtained his/her new Corppass account tagged to the newly obtained NRIC
- PI registers on IGMS with the **new** Corppass account (i.e. NRIC Corppass account) using the same email address as the previous IGMS account.
- The new login route (i.e. NRIC Corppass account) will be created under the same IGMS Contact ID, and PI will be **able to access their previous transactions**.
- Scenario 1 will ensure a smoother transition for the user from FIN to NRIC accounts

Scenario 2: User registers with different email address

- PI has obtained his/her new Corppass account tagged to the newly obtained NRIC
- PI registers on IGMS with the **new** Corppass account (i.e. NRIC Corppass account) using a **different email address** from the previous IGMS account.
- The new login route (i.e. NRIC Corppass account) will be created under a **different IGMS Contact ID**, as there is no existing account with the new email address.
- This will result in PI not being able to access their previous transactions, which are hosted under a different IGMS Contact ID.
- In this scenario, PI or ORE will need to raise a request to the relevant Agency RGO (via the Helpdesk) to perform an account merger to merge the 2 IGMS Contact IDs into one.
- It would be ideal to not initiate any transactions in the new account before the merger is completed
- After the merger is performed, PI can view and access all his transactions within one login account.