SINGAPORE LAND AUTHORITY

STARS eLODGMENT SYSTEM
SECURITY GUIDELINES FOR LAW FIRMS

This write up has been prepared to advise you as duly authorised personnel on how to mitigate your risks from accidental or intentional damage or loss of your information in STARS eLodgment :-

- How to determine access for STARS eLodgment
- How to manage access to STARS eLodgment
- How to mitigate unauthorised access/ damage/ loss to your information

How to determine access for STARS eLodgment

To use the STARS eLodgment system, lawyers, conveyancing staff etc will each need an account.

Every law firm needs to ensure that staff are given accounts on a need-to-use basis as they will have access to your instruments created using the system and instruments granted by other law firms for lodgment. Lodgment fees would also be deducted from your IBG account when they use their accounts (except law firm administrator account) to lodge.

If your staff is performing the role of a law firm administrator as well as another role, a separate account needs to be issued for the conduct of his normal activities.

It is important to ensure that your staff will not disclose/ misuse any information that they have access to in STARS eLodgment.

Each staff must be assigned at least 1 of the following roles but they can have more than 1 role:-

- Conveyancing Staff
- Instrument Access Controller
- Lawyer
- Authorised Personnel
- Finance Officer

The roles assigned will determine the functions that your staff can use. Please see Annex A for the functions that each role can access as well as that of the law firm administrator. The law firm administrator will create the accounts for the conveyancing staff, instrument access controller, lawyer and finance officer. The account for the authorised personnel and administrators will be created by SLA. Every law firm can appoint up to 4 administrators.

How to manage access to STARS eLodgment

Each staff must be issued with a unique account, which comes with a user id and password. This will uniquely identify the individual who have made access to or is accessing the system. Hence, each staff must use his unique account only and must not disclose or share his user id and password with someone else.

It is strongly advisable to maintain proper documentation of issuance of accounts and roles to each staff / officer.

The accounts and roles of your staff must be reviewed periodically to ensure that only required accounts/roles are created and retained. You can do so by printing a report of all your staff who has access to STARS eLodgment.

It is advisable to suspend a user account under the following conditions :-

- When an individual is on extended leave or inactive use of over 90 days
- Immediately upon termination of an individual
- Suspended/ inactive account must be deleted after 6 months period

When your staff resigns, is re-assigned or is terminated, his access must be terminated by his last day of service. Termination of access, prior to the last day of service should also be considered in situations where he no longer requires access.

How to mitigate unauthorised access/ damage/ loss to your information

Computers should be secured from unauthorised access e.g. equipped with firewall to prevent hacking, up to date virus detection software to prevent virus-infected documents, etc.

Your staff would need to verify that the files to be uploaded are virus-free.

You should only grant other law firms to view or sign your prepared instruments on a need-to-have basis.

Functions available to Conveyancing Staff

A eLodgment (Instrument)

- Create Instrument
- Amend Instrument
- Delete Instrument
- Copy Instrument
- View Instrument
- Upload Instrument
- Upload Supporting Document

B eLodgment (Lodgment Set)

- Create Lodgment Form
- Amend Lodgment Form
- Submit Lodgment Form
- Delete Lodgment Form
- Request to Withdraw Lodgment

C eLodgment (Enquiry)

- Lodgment Status
- Pre-Lodgment Notice
- Post- Lodgment Notice

D elodgment (Instrument Access)

- View Instrument Access

E Fee Accounting and Management (Refund)

- View Refund Case

F Enquiry and Reports (Financial)

- Reprint Lodgment Receipt
- Outstanding Bill Summary Report

G Account Maintenance (Lodger Account Member)

- Change Password

Functions available to Lawyer

A eLodgment (Instrument)

- Create Instrument
- Amend Instrument
- Delete Instrument
- Copy Instrument
- View Instrument
- Upload Instrument
- Upload Supporting Document
- Sign/Unsign Instrument

B eLodgment (Lodgment Set)

- Create Lodgment Form
- Amend Lodgment Form
- Submit Lodgment Form
- Delete Lodgment Form
- Request to Withdraw Lodgment

C eLodgment (Enquiry)

- Lodgment Status
- Pre-Lodgment Notice
- Post- Lodgment Notice

D eLodgment (Instrument Access)

- Grant Instrument Access
- Delete Instrument Access
- View Instrument Access

E Fee Accounting and Management (Refund)

- View Refund Case

F Fee Accounting and Management (Fee Collection)

- View Outstanding Bill

G Enquiry and Reports (Financial)

- Statement of Account
- Reprint Lodgment Receipt
- Outstanding Bill Summary Report

Functions available to Lawyer

H Account Maintenance (Lodger Account)

- View Lodger Account

I Account Maintenance (Lodger Account Member)

- Change Password

Functions available to Law Firm/Organisation Authorised Personnel

A Account Maintenance (Law Firm/Organisation)

- Request Termination
- View

B Account Maintenance (Lodger Account)

- Request Termination
- View

C Account Maintenance (Law Firm/Organisation Administrator)

- Terminate
- View

D Fee Accounting and Management (Fee Collection)

- View Outstanding Bill

E Enquiry and Reports (Financial)

- Statement of Account
- Outstanding Bill Summary Report

F Account Maintenance (Lodger Account Member)

- Change Password
- View

G Enquiry and Reports (Account Maintenance)

- Lodger Account Member

Functions available to Law Firm/Organisation Finance Officer

A Fee Accounting and Management (Refund)

- View Refund Case

B Fee Accounting and Management (Fee Collection)

- View Outstanding Bill

C Account Maintenance (Lodger Account Member)

- Change Password

D Account Maintenance (Lodger Account)

- View

F Enquiry and Reports (Financial)

- Statement of Account
- Reprint Lodgment Receipt
- Outstanding Bill Summary Report

Functions available to Instrument Access Controller

A eLodgment (Instrument Access)

- Grant Instrument Access
- Delete Instrument Access
- View Instrument Access

Functions available to Law Firm/Organisation Administrator

A Account Maintenance (Law Firm/Organisation)

- Amend

B Account Maintenance (Lodger Account)

- View

C Account Maintenance (Law Firm/Organisation Administrator)

- Amend
- View
- Change Password

D Account Maintenance (Lodger Account Member)

- Create
- Amend
- Terminate
- Reset Password
- View

F Enquiry and Reports (Account Maintenance)

- Lodger Account Member