

# Frequently Asked Questions (FAQs)

Revocation of Self-Exclusion / Voluntary Visit Limit

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#### FAQs for Revocation of Self Exclusion / Voluntary Visit Limit (For Singapore Citizens / Permanent Residents)

## **Revocation Application**

Q: I have submitted the online application. However, I do not know how to proceed further.

A: You will need to proceed to Step 2 (Complete Gambling Self-Assessment) as shown in the image below. Please click Proceed to continue with the revocation process.

Steps to revoke your Self-	Exclusion
Step1 © Completed	
	Complete your Revocation Application You have already completed the application form to revoke your Self-Exclusion. View Details
2 Step2 Incomplete	
	Complete Gambling Self-Assessment You will be required to complete a Gambling Self- Assessment to learn more about your own gambling behaviors.

After completing the questionnaire in this segment, you will be prompted to complete either (i) the online psycho-education courseware which includes Section 1 – Video and Section 2 – Quiz or be referred to attend 2 counselling sessions at NCPG's appointed agency, Resilienz Clinic.

Q: I have completed the revocation application, but my safeguard is not revoked yet/ the status is "In Progress".

A: Please ensure that you have proceeded to the next segment Step 2 (Complete Gambling Self-Assessment) as shown in the image below.

Steps to revoke your Self-	Exclusion
Step1 © Completed	
4	Complete your Revocation Application You have already completed the application form to revoke your Self-Exclusion. View Details
2 Step2 Incomplete	
	Complete Gambling Self-Assessment You will be required to complete a Gambling Self- Assessment to learn more about your own gambling behaviors.

If you are unsure of your progress, you may log in to e-Services from the NCPG website (<u>www.ncpg.org.sg</u>) with your Singpass and select Continue.

		View All Active	Exclusions	
Recent	Applications (View All)			
ïtle		Status	Application Date	
1	Revocation of Self-Exclusion (Singapore Pools)	In Progress	28 August 2022	Continue View Details
1	APPS22082400004REV1 Revocation of Self-Exclusion (Local Casinos)	In Progress	28 August 2022	Continue View Details
	APP522082400004 Self-Exclusion (Local Casinos)	Completed	24 August 2022	View Details

To complete the Gambling Self-Assessment, you will either be prompted to complete an online psychoeducation (consisting of a questionnaire, video, and quiz) or be referred to attend 2 counselling sessions at NCPG's appointed agency, Resilienz Clinic.

Q: I have decided not to revoke my Self-Exclusion /Voluntary Visit Limit. How do I withdraw my application?

A: Log in to the e-Services from NCPG website (www.ncpg.org.sg) with your Singpass. Under Recent Applications, click on View Details and select Withdraw. After submitting the withdrawal, you will receive an SMS acknowledgement if you have provided a valid contact number in the application.

	,	CAR	ЕC				Problem Gambling?
				You	r remai	ining nu	mber of visit(s) to the Casinos is 6 this month
						View All	Last Updated Time: 28/02/2023 11:46 PM Active Exclusions and Visit Limits
	Harrison				_		
Recent	t Tran	sacti	ons (	View A	(II)	State	c. balanta Data
litie						Stati	is Submission Date
	Re	evocatio	on of Vo	luntary	Visit Lir	nit 🖻 In	Progress 15 December 2022 Continue View Details
	Va	riation	of Volu	ntary V	isit Limit	t (6 o c	ampleted 07 December 2023 View Details
2	Vi	sits Per	Month)	)		• •	View December 2022
Mucal	ondo						
viy Cal	enual						Dates have events
				23	Today	>	My appointment 14 March 2023
<		M	arch 20				
< Su	Mo	M. Tu	arch 20 We	Th	Fr	Sa	
< Su 26	Mo 27	M Tu 28	We	Th 2	Fr 3	Sa 4	
< Su 26 5	Mo 27 6	M Tu 28 7	We 1 8	Th 2 9	Fr 3 10	Sa 4 11	
<ul> <li>Su</li> <li>26</li> <li>5</li> <li>12</li> </ul>	Mo 27 6 13	M. Tu 28 7 14	We 1 8 15	Th 2 9 16	Fr 3 10 17	Sa 4 11 18	
<ul> <li>Su</li> <li>26</li> <li>5</li> <li>12</li> <li>19</li> </ul>	Mo 27 6 13 20	M Tu 28 7 14 21	We 1 8 15 22	Th 2 9 16 23	Fr 3 10 17 24	Sa 4 11 18 25	
<ul> <li>Su</li> <li>26</li> <li>5</li> <li>12</li> <li>19</li> <li>26</li> </ul>	Mo 27 6 13 20 27	M. Tu 28 7 14 21 28	We 1 8 15 22 29	Th 2 9 16 23 30	Fr 3 10 17 24 31	Sa 4 11 18 25 1	Click on the calendar to view upcoming events or make an appointment with NCPG's appointed agency.
<ul> <li>Su</li> <li>26</li> <li>5</li> <li>12</li> <li>19</li> <li>26</li> <li>2</li> </ul>	Mo 27 6 13 20 27 3	M. Tu 28 7 14 21 28 4	We 1 8 15 22 29 5	Th 2 9 16 23 30 6	Fr 3 10 17 24 31 7	Sa 4 11 18 25 1 8	Click on the calendar to view upcoming events or make an appointment with NCPG's appointed agency.
<ul> <li>Su</li> <li>26</li> <li>5</li> <li>12</li> <li>19</li> <li>26</li> <li>2</li> </ul>	Mo 27 6 13 20 27 3	M. Tu 28 7 14 21 28 4	We 1 8 15 22 29 5	Th 2 9 16 23 30 6	Fr 3 10 17 24 31 7	Sa 4 11 18 25 1 8	Click on the calendar to view upcoming events or make an appointment with NCPG's appointed agency.

AMain / Davage	1	
r Main / Revocat	tion of voluntary visit Limit	
My Details	Case Reference No.	APRIL 1217040.0011
Declaration	Voluntary Visit Limit	6 Visits Per Month
	Application Date	15 December 2022
	Revocation Date	
	^ Application Details	
	Name (as in NRIC)	MOTOR COL
	NRIC No.	Research Control of Co
	Nationality	SINGAPORE CITIZEN
	Date of Birth	01 December 2022
	Race	ACHEHNESE
	Gender	Female
	Contact No.	
	Email Address (Optional)	
	Reason(s) for Applying Voluntary Visit Limit	Transporting comm.
	Reason(s) for Revoking Voluntary Visit Limit	Regiment for each conce.

## **Book Counselling Appointment**

Q: How do I book the counselling appointment to complete my revocation application?

A: Upon completion of the questionnaire and if you are required to attend counselling sessions, select Revoke and you should see the Step 3 (Book Counselling Appointment). Select Book Now to book an appointment with the appointed agency.





Good	Iday, Need Help or Advice on Problem Gambling?
	You are excluded from Local Casinos
	View All Active Exclusions and Visit Limits
Recent	Transactions (View All)
Title	Status Submission Date
1	APPS22052700005REV Revocation of Self-Exclusion (Local Pending Counselling 03 June 2022 Book Appointment View Details View Details
1	APP522052700005 Self-Exclusion (Local Casinos) Completed 27 May 2022 View Details
Mycale	endar 🔮 Dates have events
iviy care	
(Viy Cale	Anril 2024 Today > My appointment 23 April 2024

## Video (Knowing yourself, knowing gambling)

Q: I have completed the questionnaire under Gambling Self-Assessment and was prompted to complete the online psycho-education courseware (Section 1 – Video and Section 2 – Quiz). However, when I clicked "Yes" to proceed to the courseware, a blank page appeared instead. I was not directed to the video.

A: The online revocation process works better on a laptop or personal computer.

However, if you prefer to proceed with your mobile device for completing the courseware, you can try to improve performance by clearing the cache & cookies based on the following steps:

For IOS user

- 1. Open Chrome on your mobile device
- 2. At the bottom right, click the '3 dots'
- 3. Select Settings
- 4. Select Privacy and Security
- 5. Select Clear browsing data
- 6. Select time range All time
- 7. Checked Browsing history, Cookies and other site data and Cached images and files
- 8. Click Clear Browsing Data

Google
Search or type URL 🌵 🙃
YouTube Face- book
Shortcuts
Discover 🎲
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Settings	History	Reading list	What's new	Pas word
Relo	ad			G
New	r Tab			Ð
New	incogn	ito tab		⇔
Add	to Book	kmarks		*
Add	to read	ing list		0=
Clea	r brows	ing data		创



<b>C</b> Privacy and security <b>Done</b>
Clear Browsing Data
Safe Browsing Standard pro >
Always use secure connections Use HTTPS whenever possible and receive a warning before loading sites that don't support it.
Handoff On >
Lock incognito tabs when you close Chrome
Ask to open links from other apps in Incognito



For Android user

- 1. Open Chrome on your mobile device
- 2. At the bottom right, click the '3 dots' 🗄
- 3. Select Settings
- 4. Select Privacy and Security
- 5. Select Clear browsing data
- 6. Select time range All time
- 7. Checked Browsing history, Cookies and other site data and Cached images and files
- 8. Click Clear Browsing Data









Preload pages Standard preloading



For Computer user

- 1. Open Chrome on your Computer/mobile device
- 2. At the top right, click the '3 dots'
- 3. Select Settings
- 4. Select Privacy and security
- 5. Select Clear browsing data
- 6. Select time range All time
- 7. Checked Browsing history, Cookies and other site data and Cached images and files
- 8. Click Clear data



After completing the above steps, log in to Login to e-Services from the NCPG website.

Q: I have watched the video multiple times but why am I directed to watch the video again?

A: (a) Ensure that you see a tick beside every video module. Tap on the modules without ticks to complete the modules. Click on Menu  $\equiv$  to view the completion progress of the respective video content. You should see a tick beside the respective video module if you have watched it. Else, please click on the video module (without tick) to complete it.

(Note: The module will also be deemed as incomplete if you had previously clicked on Next button to proceed to next module when the scroll bar had not reached the end etc.)



(b) Ensure that the progress status for Knowing yourself, knowing gambling is green, indicating that the video has been fully watched.

50% View your progress	────────────────────────────────────	诸博课程)
Course Content		
Section 1		
Knowing yourself, knowing gambling	Do you wish to continue?	
Section 2	您是否要继续?	
© eCourseware Quiz	Yes (是) No (	<b></b>

In addition, you can clear the cache & cookies based on the following steps:

For IOS user

- 1. Open Chrome on your mobile device
- 2. At the bottom right, click the '3 dots'
- 3. Select Settings
- 4. Select Privacy and Security
- 5. Select Clear browsing data
- 6. Select time range All time
- 7. Checked Browsing history, Cookies and other site data and Cached images and files
- 8. Click Clear Browsing Data

Google	
Search or type URL 🌷 🤤	
YouTube Face- book	
Shortcuts	
Book Readi Recen History	
Discover	¢
← → + 1	
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Settings	History	Reading list	What's new	Pa wor	d I	
Relo	ad			C'		
New	Tab			Ð		
New	incogn	ito tab		⇔		
Add	to Bool	kmarks		숬		
Add	to read	ing list		<u>©=</u>		
Clea	Clear browsing data					



<b>C</b> Privacy and security <b>Done</b>
Clear Browsing Data
Safe Browsing Standard pro >
Always use secure connections Use HTTPS whenever possible and receive a warning before loading sites that don't support it.
Handoff On >
Lock incognito tabs when you close Chrome
Ask to open links from other apps in Incognito



For Android user

- 1. Open Chrome on your mobile device
- 2. At the bottom right, click the '3 dots' 🗄
- 3. Select Settings
- 4. Select Privacy and Security
- 5. Select Clear browsing data
- 6. Select time range All time
- 7. Checked Browsing history, Cookies and other site data and Cached images and files
- 8. Click Clear Browsing Data









Preload pages Standard preloading



For Computer user

- 1. Open Chrome on your Computer/mobile device
- 2. At the top right, click the '3 dots'
- 3. Select Settings
- 4. Select Privacy and security
- 5. Select Clear browsing data
- 6. Select time range All time
- 7. Checked Browsing history, Cookies and other site data and Cached images and files
- 8. Click Clear data



After completing the above steps, log in to Login to e-Services from the NCPG website.

Q: I did not complete the video previously (exited the video halfway). How do I resume and complete the video?

INATIONAL ON PROBLEM	COUNTEL WH	IO WE ARE	RESOURCES	LEARN MORE	SERVICES	CONTACT US
						//0//0 @ =-!!-
				G HELP I	S AVAILABLE 1800-6-	668-668 🌐 English 🗙
Our Help from 8an	pline and Webchat are available daily n to 11pm. lick here for webchat	10 T 10		IF YC STRE CAM Our Helj 8am - 11 or click c I Nati II Nati	DUARE FA ESS DUE 10 BLING PR Viline & Webchat an m. You can call us in the banner for w onal Council on Probl pg singapore ther enquirles, you m is at admin@ncpg.org	CING DOBLEMS, Pavailable daily from at 1800-6-668-668 ebchat. em Cambling - Singapore ay also call us at 6354 8154 159.
•	You are excluded from	Local Casin	nos Singapo	ore Pools Ja	ackpot Machir	ie Rooms
Recent Ar	oplications (View All)					
Title		Status	Applic	ation Date		
1	Revocation of Self-Exclusion (Singapore Pools)	In Progress	28 Aug	ust 2022	Continue	View Details
1	APP522082400004REV1 Revocation of Self-Exclusion (Local Casinos)	In Progress	28 Aug	ust 2022	Continue	View Details
	APPS22082400004 Self-Exclusion (Local Casinos)	Completed	24 Aug	uet 2022		Mau Datalir



Q: Why is the "Summary" module in the dropdown menu not ticked even though I have already completed watching the last slide of the video?

A: You may not have watched the video till the end. Please make sure that the scroll bar (s) have reached the very end.

Summary	ñ	Ξ	N©G
American Psychiatric Association. (2013). Diagnostic and statistical manual of mental disorders (5th ed.). Washington, DC.			
Buchanan, T. W., McMullin, S. D., Baxley, C., & Weinstock, J. (2020). Stress and gambling. Current Opinion in Behavioral Sciences, 31, 8–12. https://doi.org/10.1016/j.cobeha.2019.09.004			
California Council on Problem Gambling. (2021). Gamble responsibly. https://calpg.org/gamble-responsibly/#1567830082350-3e66ed55-a8d7			
Custer, R.L. with Milt, H. (1985). When luck runs out. New York: Facts on File Publications.			
Florida Council on Compulsive Gambling. (2019). Stages of Addiction. https://gamblinghelp.org/get_help/stages			
Institute of Mental Health. (2013). Understanding your gambling addiction (Brochure). https://www.imh.com.sg/uploadedfiles/Publications/Educational_Resources/Brochure_Understanding%20Your%20Gambling%20Addiction.pdf			
Lesieur, H.R., Rosenthal, R.J. (1991). Pathological gambling: A review of the literature (prepared for the American Psychiatric Association task force on DSM-IV committee on disorders of impulse control not elsewhere classified). J Gambling Stud, 7, 5–39. https://doi.org/10.70.7/76701019763			
Rosenthal, R.J. (1986). The pathological gambler's system of self-deception. Journal of Gambling Behavior 120.			
National Council on Problem Gambling Click t	proce	ed	Ŧ
>	10	/ 10	> 5

### eCourseware Quiz

Q: How many questions in total do I need to attempt for the quiz?

A: You are required to attempt all 10 questions.

#### Q: What is the passing grade for the quiz?

A: To pass, you need to get at least 8 out of 10 questions correct.

#### Q: Is there a time limit or attempt limit for the quiz?

A: There is no time and attempt limit for the quiz.

#### Q: What if I did not attain the minimum passing grade?

A: You will not be able to complete the revocation process to revoke your Self-Exclusion / Voluntary Visit Limit. To pass, you need to get at least 8 out of 10 questions correct. If you prefer to complete the process in-person with our partner agency, The Resilienz Clinic, you may contact them at 6397 7300 for an appointment.

#### Q: I have attempted the quiz multiple times. Why can't I revoke?

A: You have not passed the quiz thus your revocation process is incomplete. You need to get at least 8 out of 10 questions correct to pass the quiz. If you prefer to complete the process in-person with our partner agency, The Resilienz Clinic, you may contact them at 6397 7300 for an appointment.

#### Q: How do I know if I have failed/passed the quiz?

A: After completing the quiz, your score will be displayed. If you have not answered at least 8 out of 10 questions correctly, you have not passed. You can retake the quiz by clicking on Retake.

wing yourself, knowing gambling	Course		
eCourseware Quiz			
Thank you for complet	ing the quiz!		
Test started on :	31/01/2023 11:42		
Time taken :	00:06:54		
Your score	2.00/10.00		
Completed by :	vlsuatuser001		
Number of attempts :	1		
			Retako

If you have passed the quiz, you will see a green tick next to your eCourseware Quiz and you will receive a pop-up message prompting you to confirm your decision to revoke.

100% View your progress	E Knowing yourself, knowing gambling Course (了解自己,了解證博课程)			
Course Content X	eCourseware Quiz (课件测验)			
🔗 🔲 Knowing yourself, knowing gambling	Thank you for completing the quiz!			
Section 2	Test started on :         24/02/2033 17:26           Time taken :         02:03:16			
📀 👩 eCourseware Quiz	Your score         10.00/10.00           Completed by :         feb20user1			
	Number of attempts:     1       We hope that you have gained more knowledge on responsible gambling behaviours and good practices to prevent problem gambling.       Do you wids to complete your revocation?       我们理想它对负责任编述良好的的法有了算多的了解释的识代。以历的问题就确的 形成。       空產百萬運動成實時回的自愿就订得剩全?       StaryOn Sufeguard (包括於例例)			

## **Status Check**

#### Q: How do I check on my exclusion / visit limit status?

A: To check your exclusion/visit limit status:

- 1. Visit our NCPG website www.ncpg.org.sg
- 2. Click Services on the top navigation bar
- 3. Click Check Exclusion/Visit Limit Status
- 4. Click Please log in with your Singpass to check your Exclusion / Visit Limit status

Nec					Login to e-Services
NATIONAL COUNCIL ON PROBLEM GAMBLING	WHO WE ARE	RESOUR	CES LEARN MORE	SERVICES	CONTACT US
Counselling Services >	National Problem Gamblin Helpline and WebChat	ng	Overview of Exclusions and Visit Limit	d Self-Ex Limits	clusions and Visit >
Family Exclusions and Visit > Limits	Third Party Exclusions and Visit Limits	d 🗲	Exclusions by Law	> Check Status	Exclusion / Visit Limit
trom 8am to 11pm.	An active Always		UAN	BLING PH	OBLEMS,
Click here for webchat	S T		Our He 8am - T or click	Ipline & Webchat a Ipm. You can call u on the banner for	are available daily from as at <b>1800-6-668-668</b> webchat.
	P		1 Na	tional Council on Pro	blem Gambling - Singapore
		h	@ @r	ncpg.singapore	
		3	For any	other enquiries, you	may also call us at 6354 81 👩



## Q: How do I know when my Self-Exclusion / Voluntary Visit Limit will be revoked after I have completed the online revocation process (i.e. questionnaire, video, and quiz)?

A: Upon completion of the revocation process, your Self-Exclusion or Voluntary Visit Limit will be revoked within 3 working days. You may check your exclusion or visit limit status via NCPG website (www.ncpg.org.sg).

Please note that upon completing the online revocation process, you will still see In Progress status for your revocation application if you log back into the portal on the same day. We advise checking the status after 12pm the following day at the earliest.

Q: I have completed the video and quiz but did not see the notification window indicating that the Self-Exclusion / Voluntary Visit Limit will be revoked within 3 working days.

A: Upon logging back into the portal, you should see the message indicating that the Self-Exclusion / Voluntary Visit Limit will be revoked within 3 working days. You should also see 1 completed task under My Tasks.

Your application to revoke will be processed within 3 working days. To check the status of your application, please visit www.ncpg.org.sg. We hope that you will continue to adopt responsible gambling habits when your safeguard is revoked. This includes re-applying for safeguards when necessary. 我们将在 3 个工作日内撤销您的自愿禁门/限制令。您可浏 览 www.ncpg.org.sg 查询您的撤销申请状态。 我们希望在您撤销之后,您能继续采取负责任的赌博习 惯。必要时,重新申请保障。	
Announcement	
My Tasks Search Q 0 0 1 0 Current Upcoming Completed Overdue	Shown as "1" under "Completed" tasks.

Q: I have completed all the required segments i.e. questionaire, video and quiz and received a notification window indicating that the Self-Exclusion / Voluntary Visit Limit will be revoked within 3 working days upon logging back into the portal. Despite marking the task as completed, it has now exceeded 3 days, and my revocation status is still indicated as "In Progress".

A: Please contact NCPG at 6354 8154. An NCPG officer will follow-up with you. At the same time, please email the screenshot of the notification indicating your Self-Exclusion / Voluntary Visit Limit will be revoked within 3 working days to <u>admin@ncpg.org.sg</u> for our team to look into this matter.