



# Frequently Asked Questions (FAQs)

## Revocation of Self-Exclusion / Voluntary Visit Limit

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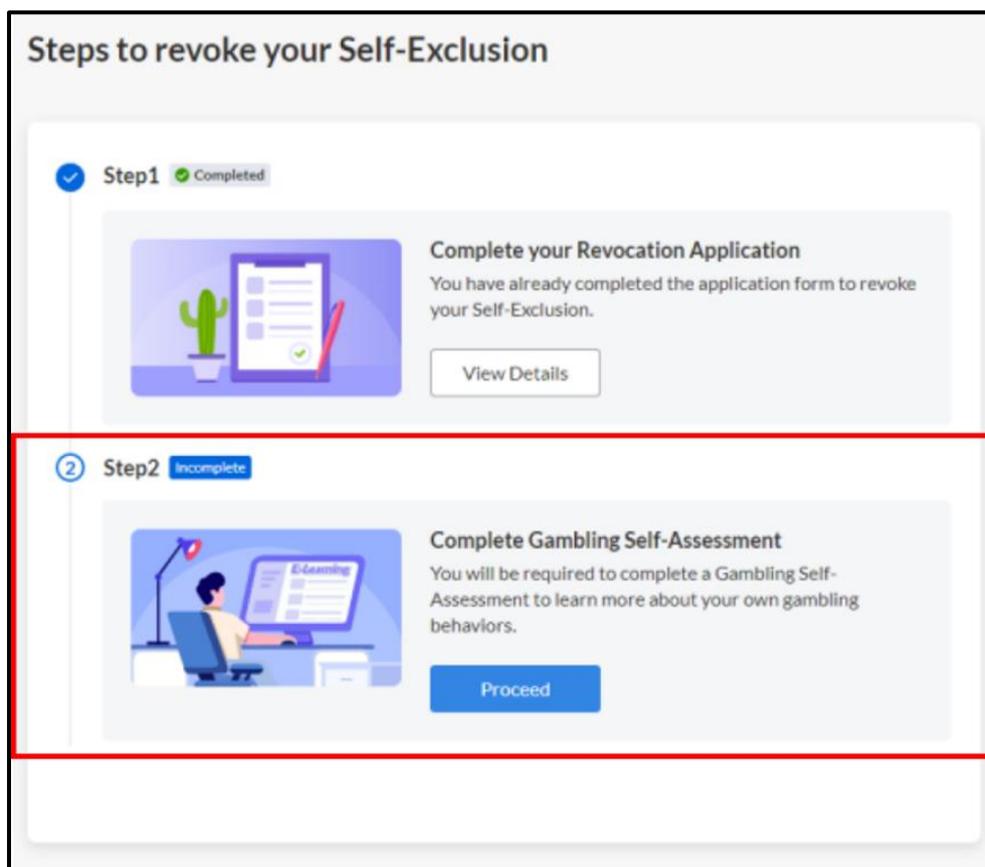
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## FAQs for Revocation of Self Exclusion / Voluntary Visit Limit (For Singapore Citizens / Permanent Residents)

### Revocation Application

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

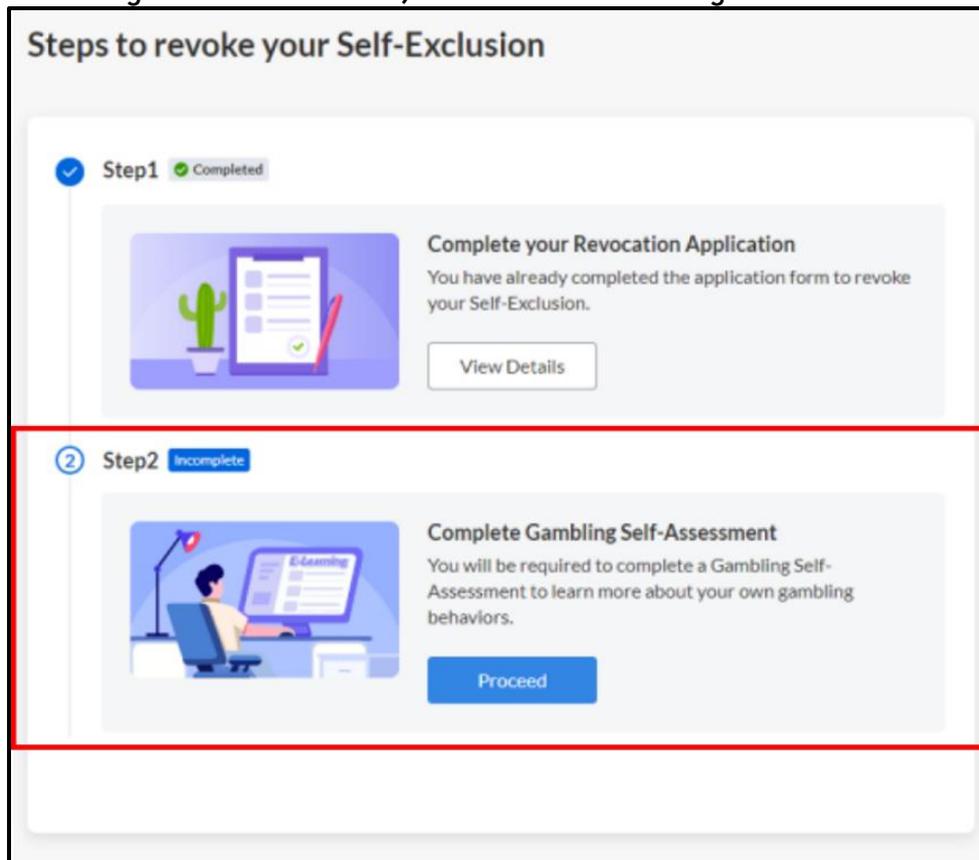
A: You will need to proceed to Step 2 (Complete Gambling Self-Assessment) as shown in the image below. Please click Proceed to continue with the revocation process.



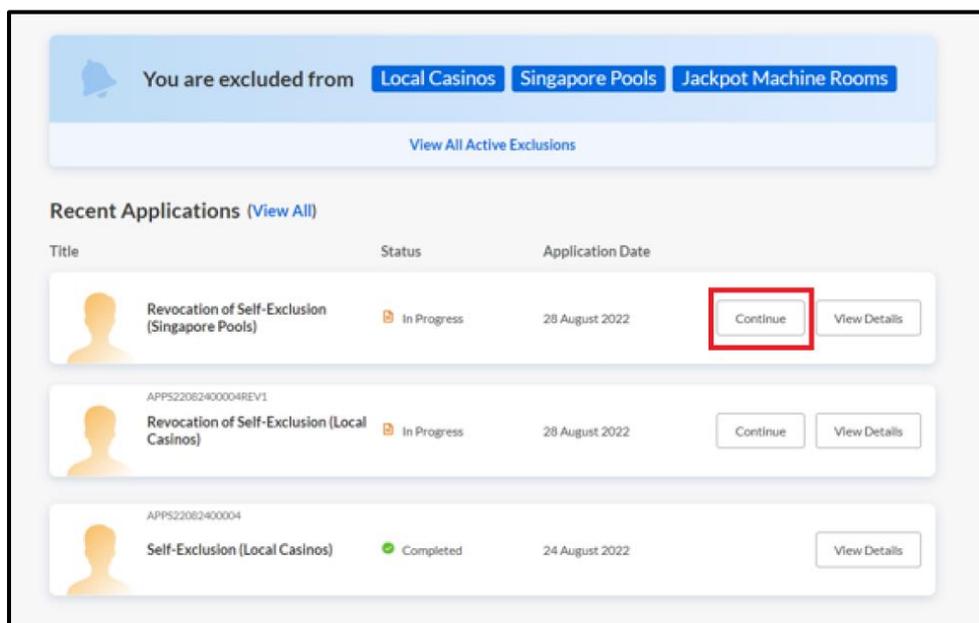
After completing the questionnaire in this segment, you will be prompted to complete either (i) the online psycho-education courseware which includes Section 1 – Video and Section 2 – Quiz or be referred to attend 2 counselling sessions at NCPG's appointed agency, Resilienz Clinic.

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.



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



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.

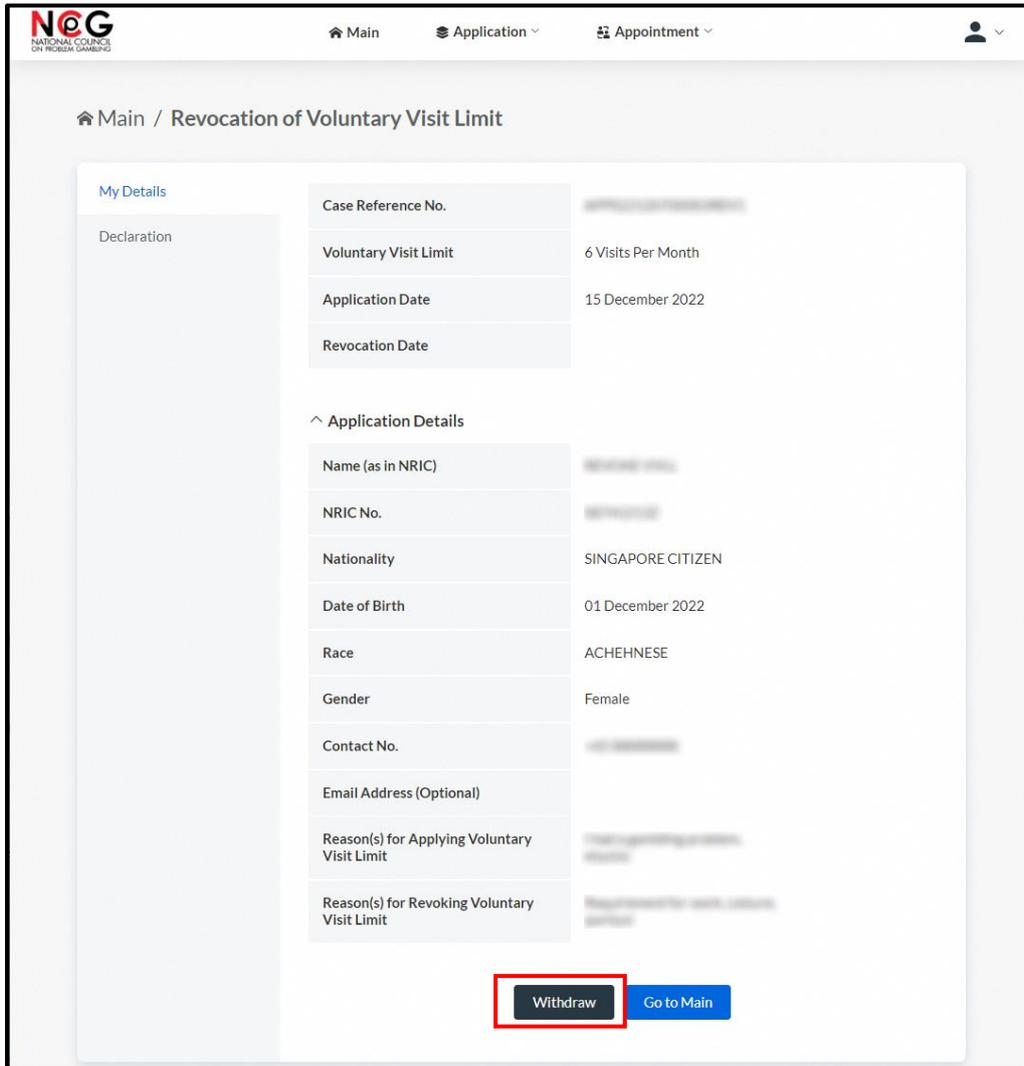
**Q: I have decided not to revoke my Self-Exclusion /Voluntary Visit Limit. How do I withdraw my application?**

**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.**

The screenshot displays the NCPG (National Council on Problem Gambling) website dashboard. At the top, there is a navigation bar with 'Main', 'Application', and 'Appointment' menus. A banner at the top right offers help on problem gambling with the phone number 1800-6-668-668. Below this, a notification states 'Your remaining number of visit(s) to the Casinos is 6 this month' with a 'View All Active Exclusions and Visit Limits' link. The 'Recent Transactions' section is highlighted with a red box and contains a table with the following data:

Title	Status	Submission Date	Actions
Revocation of Voluntary Visit Limit	In Progress	15 December 2022	Continue, View Details
Variation of Voluntary Visit Limit (6 Visits Per Month)	Completed	07 December 2022	View Details

Below the transactions is a 'My calendar' section for March 2023, with the 14th highlighted. To the right of the calendar is a 'My appointment' card for 14 March 2023, featuring an illustration of a computer monitor and a potted plant. At the bottom, the 'I want to' section includes buttons for 'Book a Counselling Session', 'Apply for Self-Exclusion', and 'Apply for Family Exclusion Order'. A red box highlights the 'View Details' button for the 'Revocation of Voluntary Visit Limit' transaction.



## 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.**

We encourage you to remain on your safeguard to protect yourself from the potential harms of problem gambling.

Should you wish to continue with your revocation, you will be required to attend 2 counselling sessions at our appointed agency as part of the process.

Select 'Revoke' to proceed with the referral to our appointed agency.

Select 'Stay on safeguard' to remain on the safeguard.

我们鼓励您继续实施自我保障，防止自己受到问题赌博的伤害。

如果您希望撤销您的自愿禁令/入门次数限制令，您需在我们指定的机构参加 2 次的心理咨询。

Stay On Safeguard (继续保障)

Revoke (撤销)

**NEG**  
NATIONAL COUNCIL  
ON RESPONSIBLE GAMING

Home Main Revocation of Voluntary Visit Limit Contact Us A- A+ User

### Steps to revoke your Voluntary Visit Limit

**Step 1** Completed

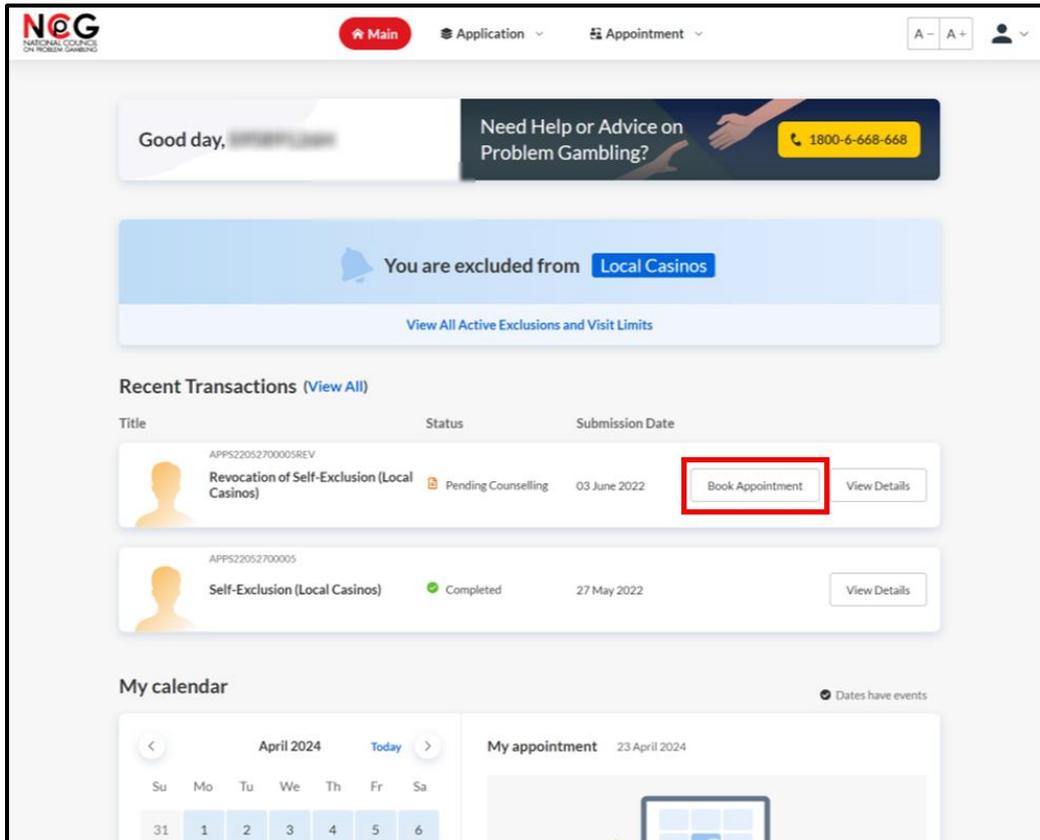
**Complete your Revocation Application**  
You have already completed the application form to revoke your Voluntary Visit Limit.  
[View Details](#)

**Step 2** Completed

**Complete Gambling Self-Assessment**  
You have already completed your Gambling Self-Assessment.

**Step 3** Incomplete

**Book Counselling Appointment**  
You are required to attend 2 counselling sessions at our appointed agency. Please click the below button to book your 1st appointment.  
[Book Now](#)



## Video (Knowing yourself, knowing gambling)

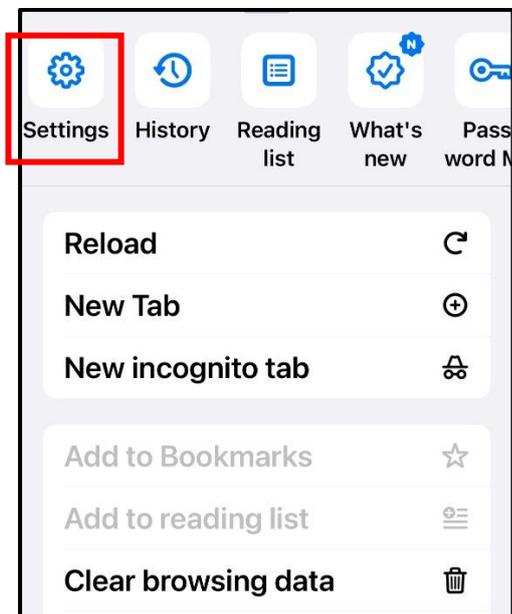
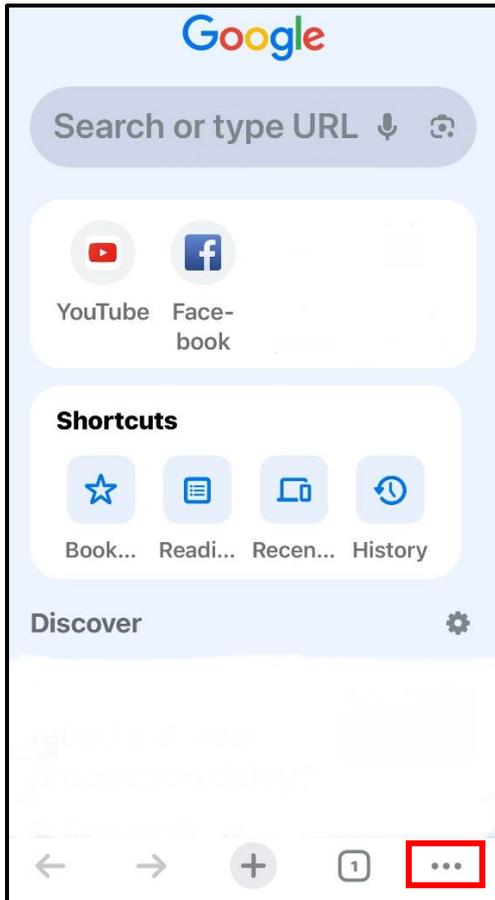
Q: I have completed the questionnaire under Gambling Self-Assessment and was prompted to complete the online psycho-education courseware (Section 1 – Video and Section 2 – Quiz). However, when I clicked “Yes” to proceed to the courseware, a blank page appeared instead. I was not directed to the video.

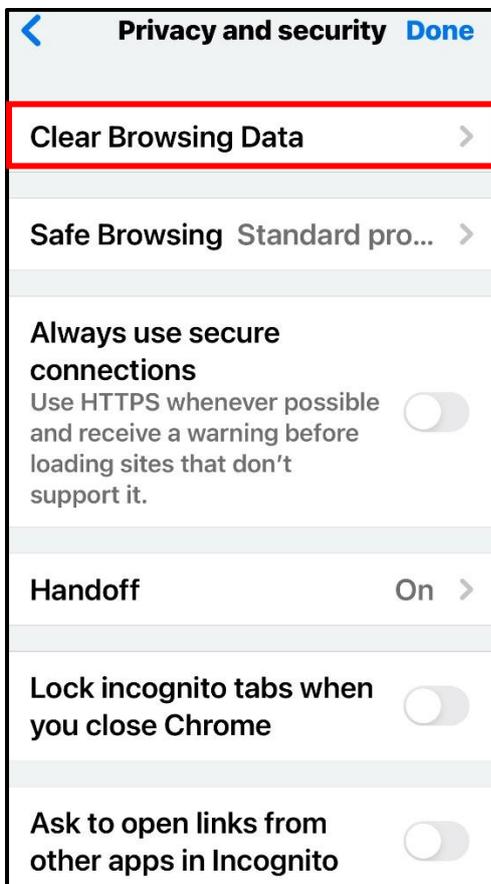
A: The online revocation process works better on a laptop or personal computer.

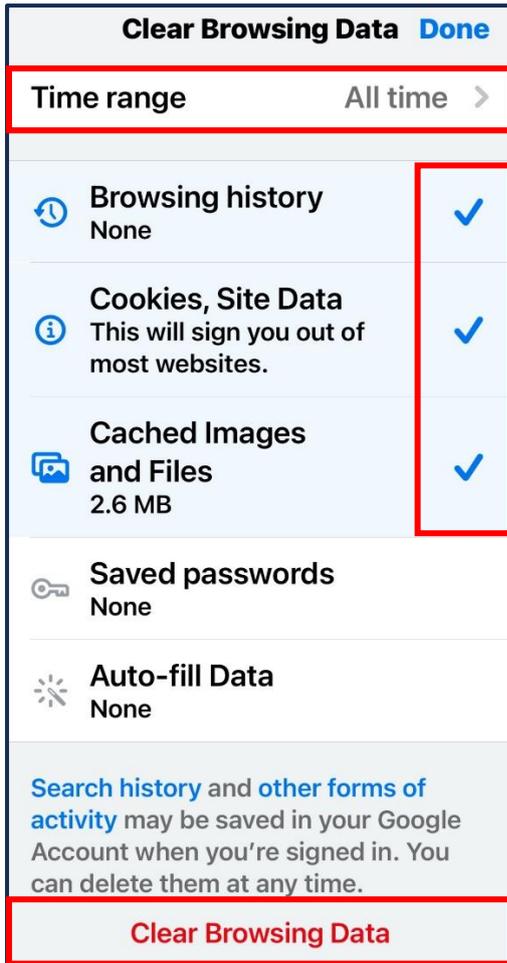
However, if you prefer to proceed with your mobile device for completing the courseware, you can try to improve performance by clearing the cache & cookies based on the following steps:

### 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

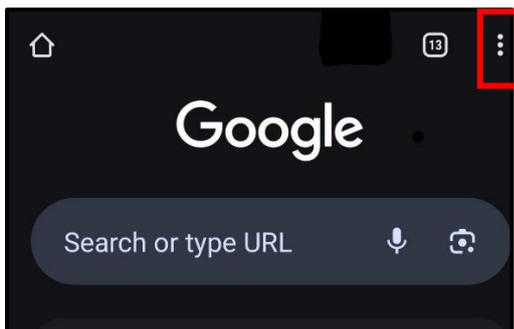


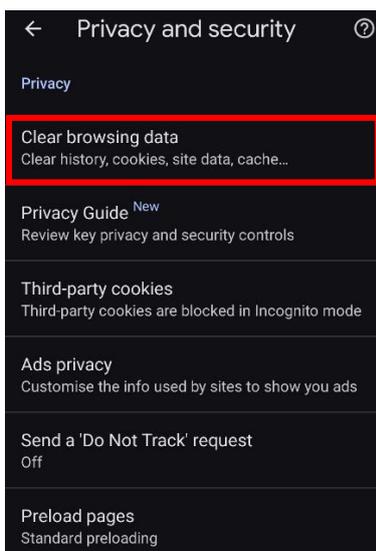
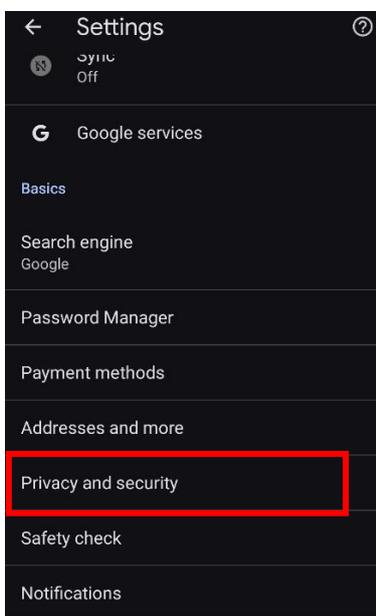
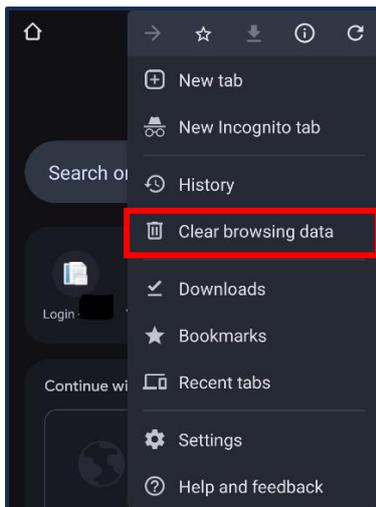


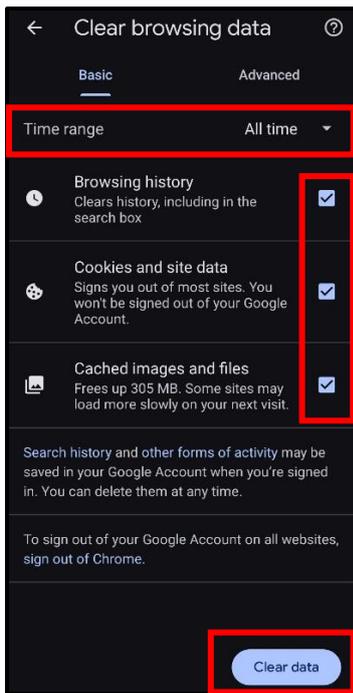


#### For Android user

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

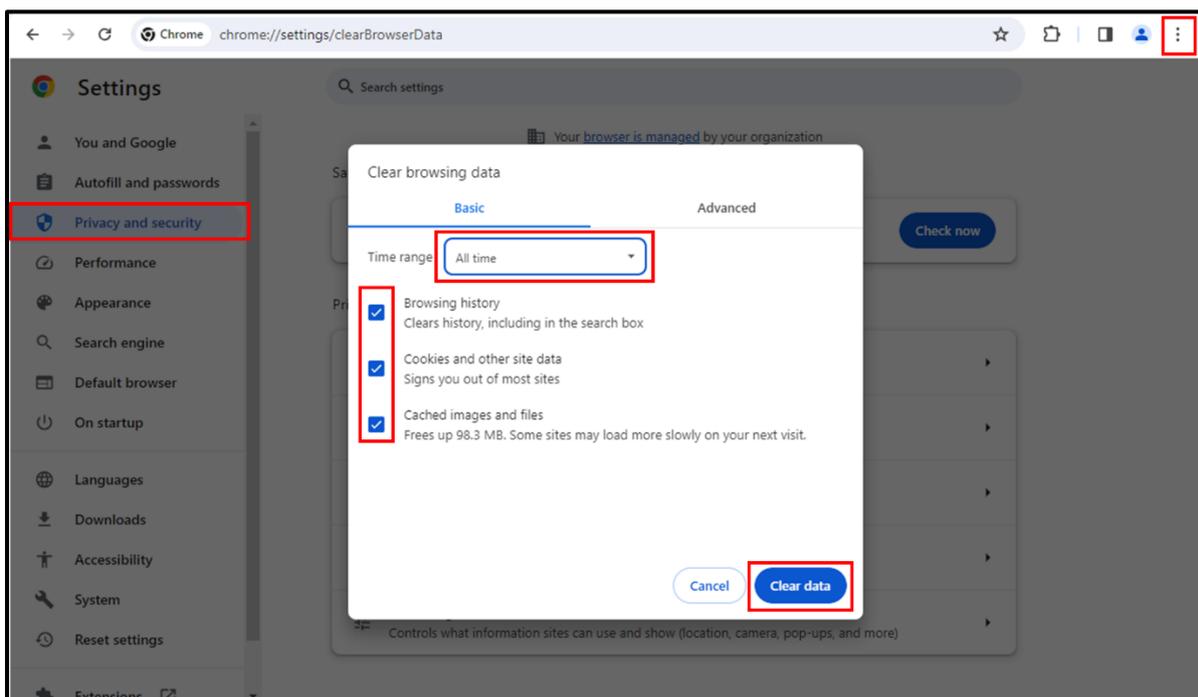






### For Computer user

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

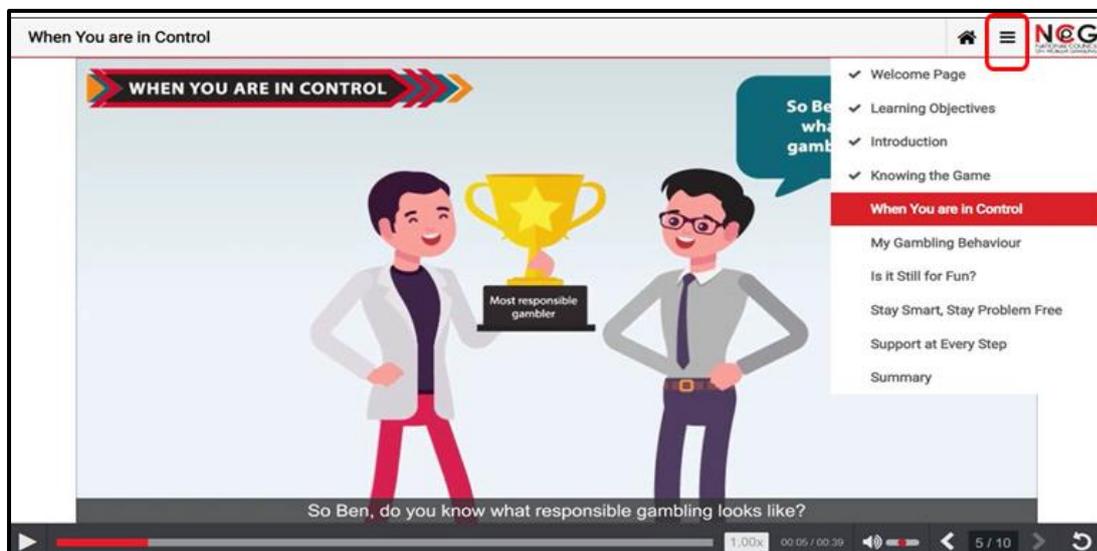


After completing the above steps, log in to Login to e-Services from the NCPG website.

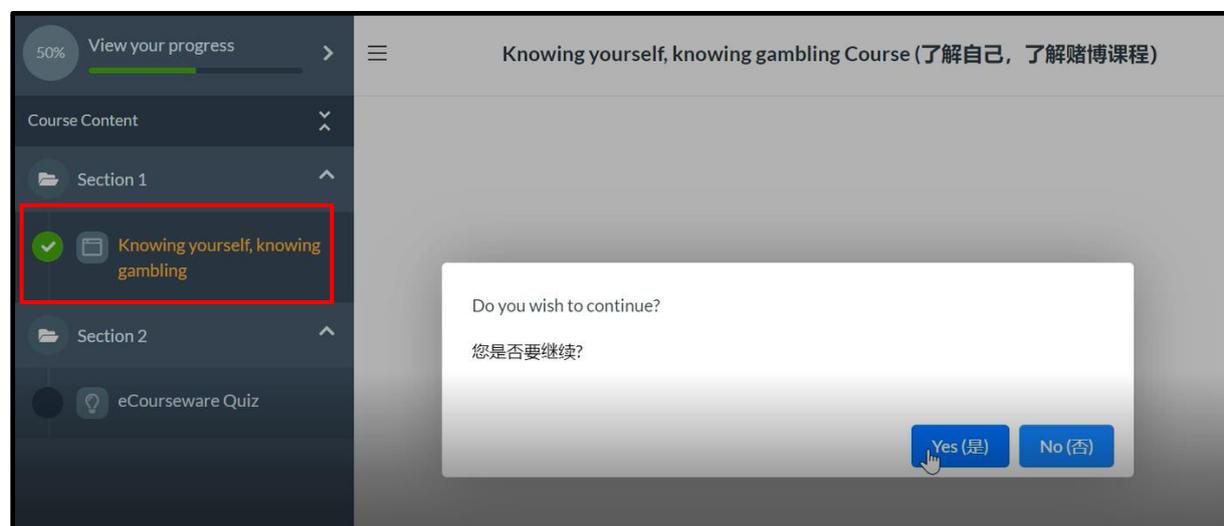
Q: I have watched the video multiple times but why am I directed to watch the video again?

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 ≡ 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.)



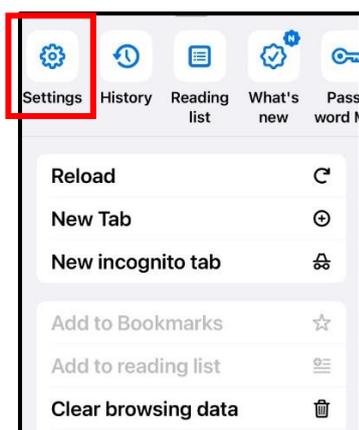
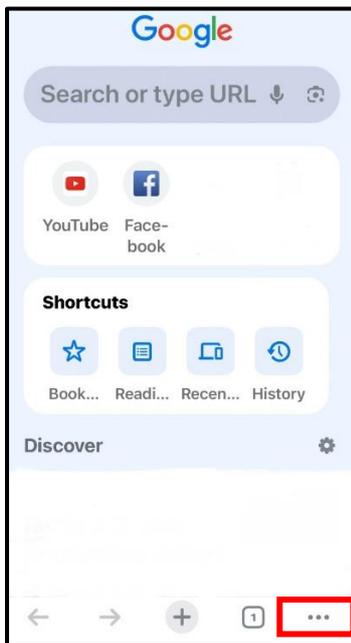
(b) Ensure that the progress status for Knowing yourself, knowing gambling is green, indicating that the video has been fully watched.

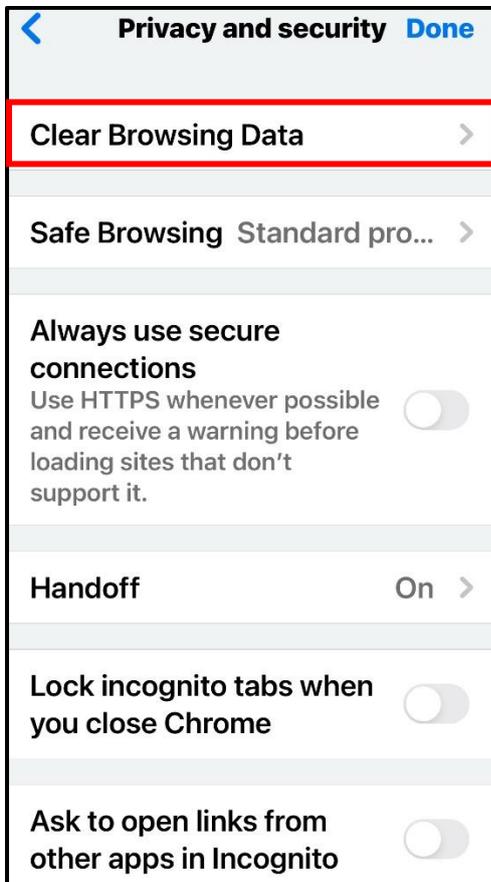
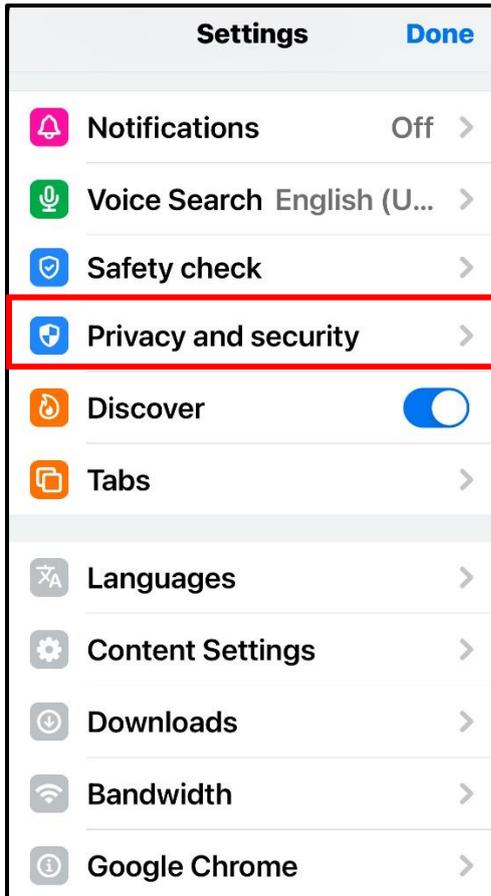


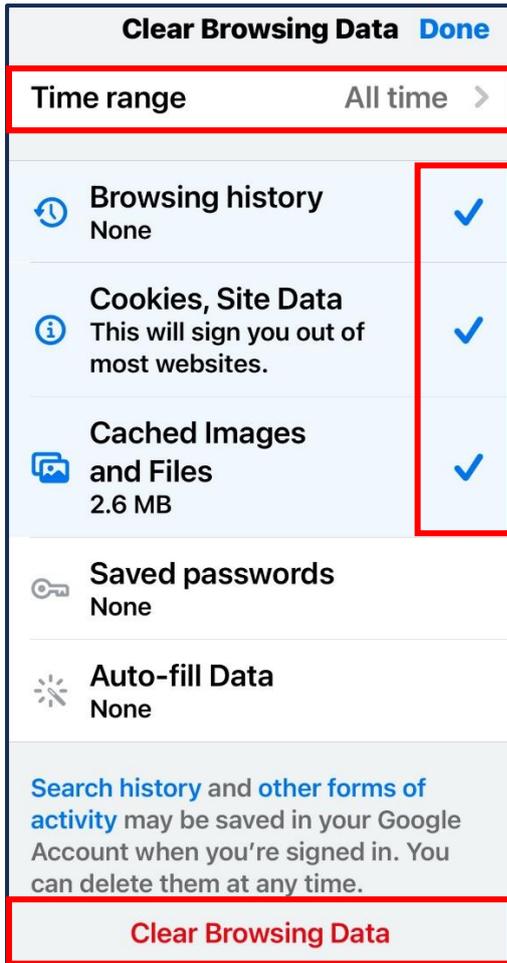
In addition, you can clear the cache & cookies based on the following steps:

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

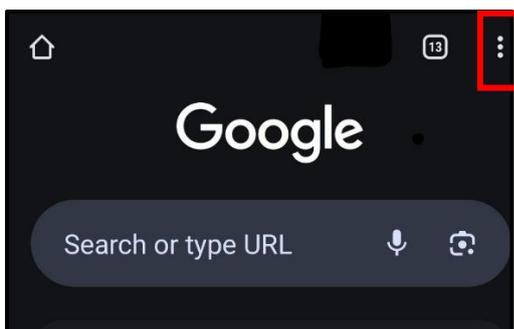


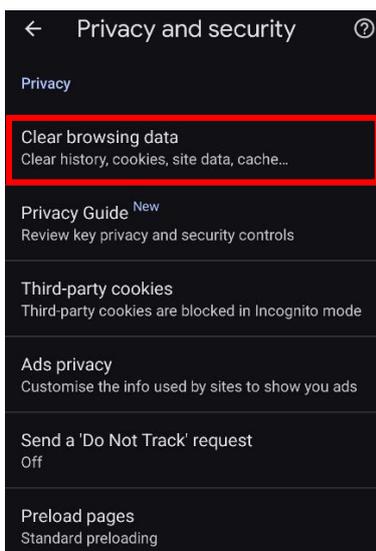
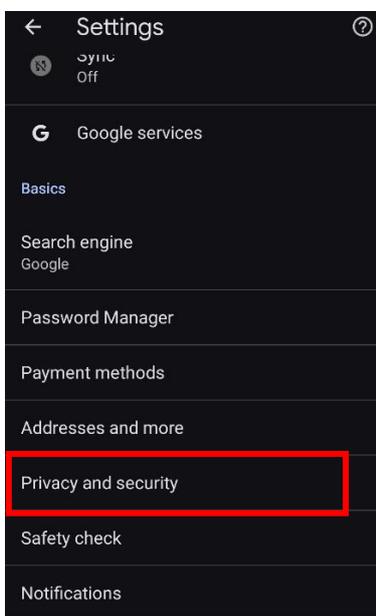
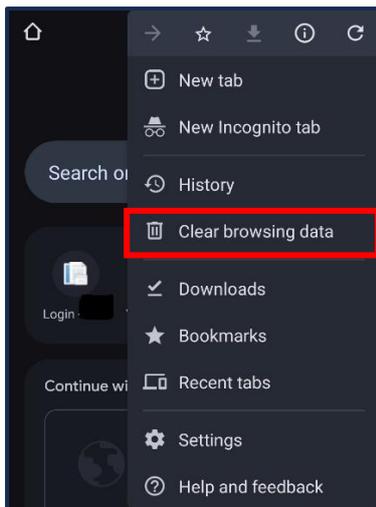


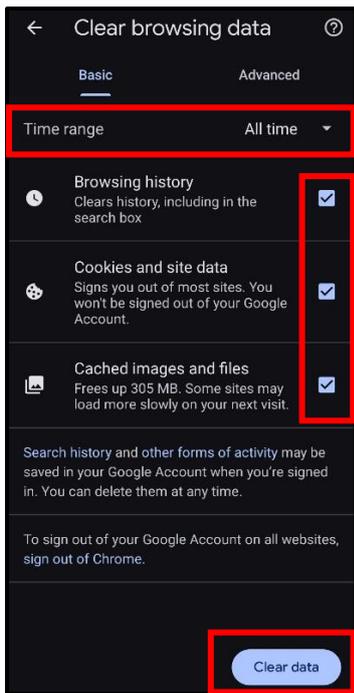


#### For Android user

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

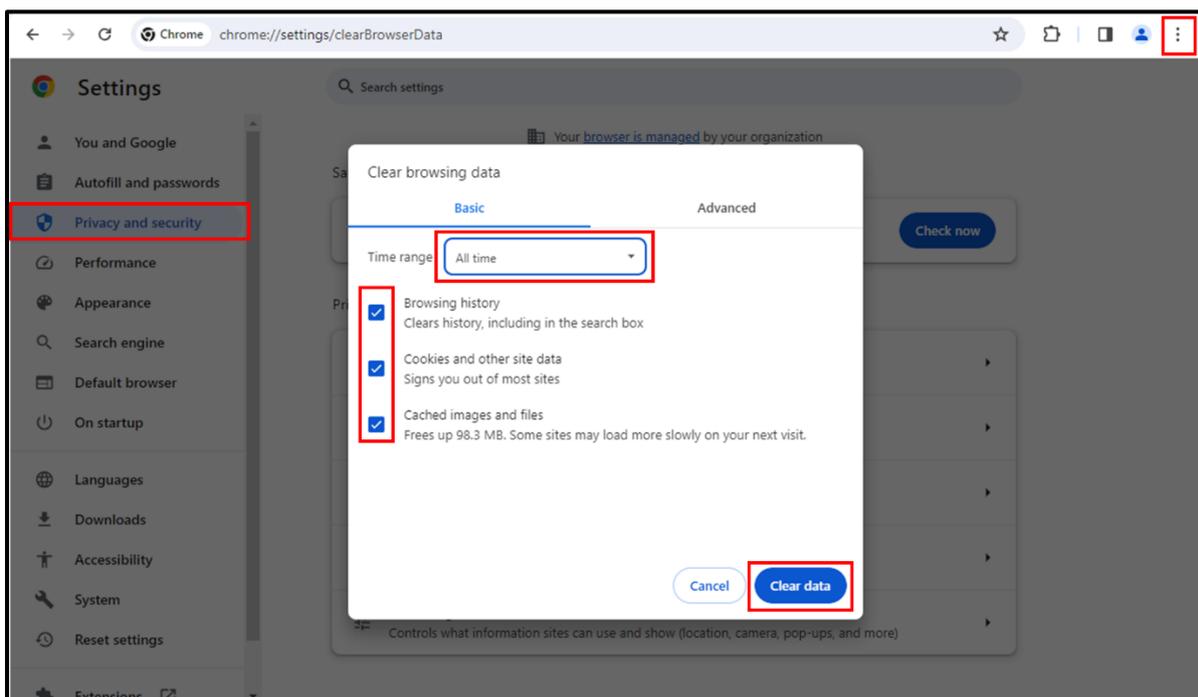






### For Computer user

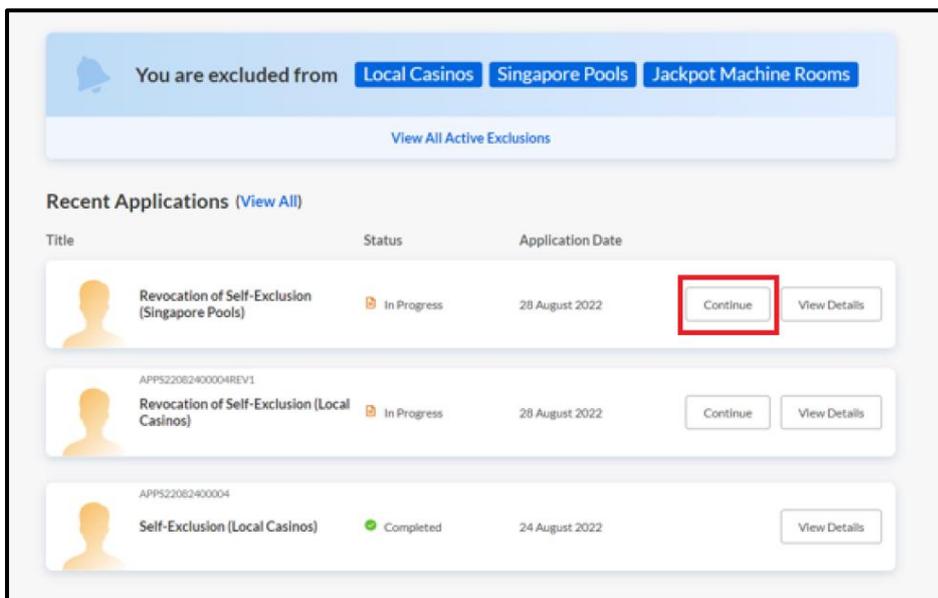
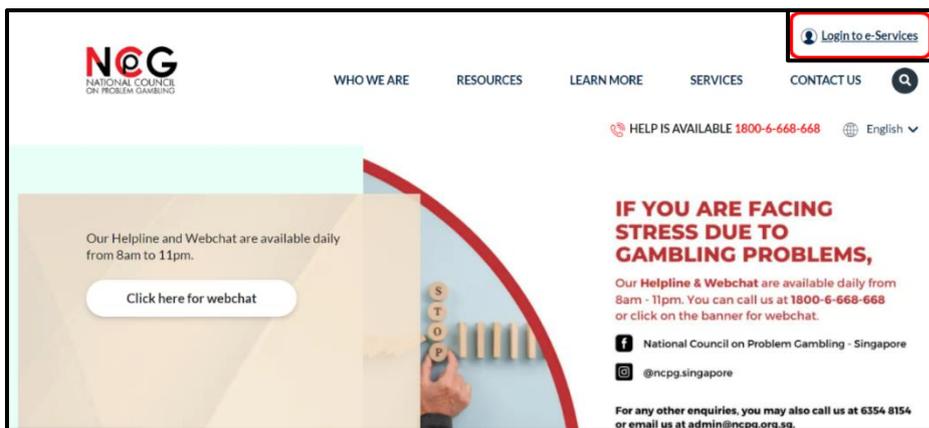
1. Open Chrome on your Computer/mobile device
2. At the top right, click the '3 dots' 
3. Select Settings
4. Select Privacy and security
5. Select Clear browsing data
6. Select time range All time
7. Checked Browsing history, Cookies and other site data and Cached images and files
8. Click Clear data

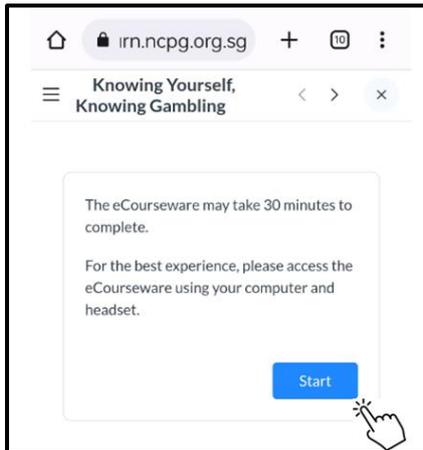


After completing the above steps, log in to Login to e-Services from the NCPG website.

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

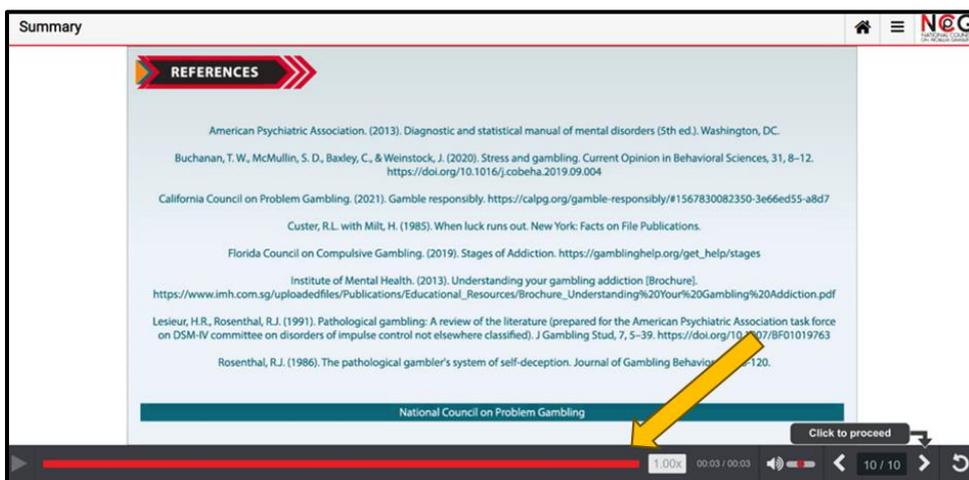
A: Log in to Login to e-Services from NCPG website at [www.ncpg.org.sg](http://www.ncpg.org.sg). Click on View All under Recent Applications. You should be able to see the current revocation application (APPSXXXXXXXXXXREV1) that is In Progress. Click on Continue followed by Start.





**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.



## 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?**

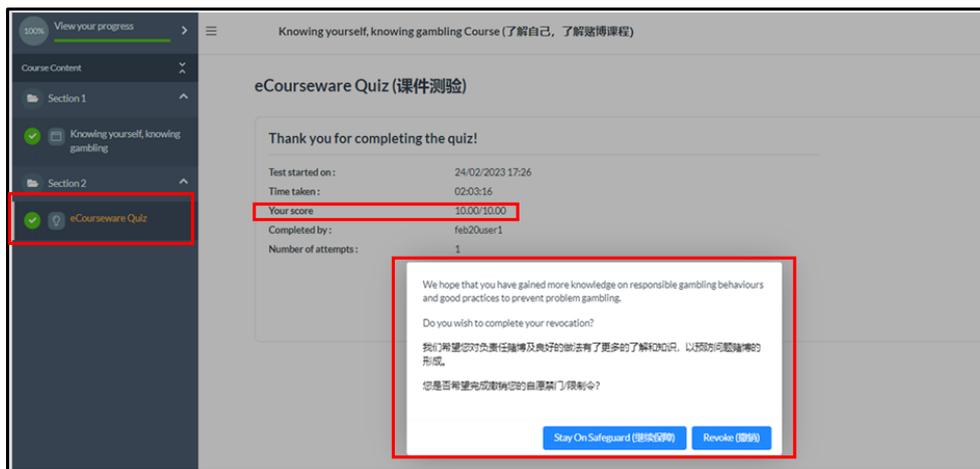
**A: You have not passed the quiz thus your revocation process is incomplete. You need to get at least 8 out of 10 questions correct to pass the quiz. If you prefer to complete the process in-person with our partner agency, The Resilienz Clinic, you may contact them at 6397 7300 for an appointment.**

**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.**



**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.**

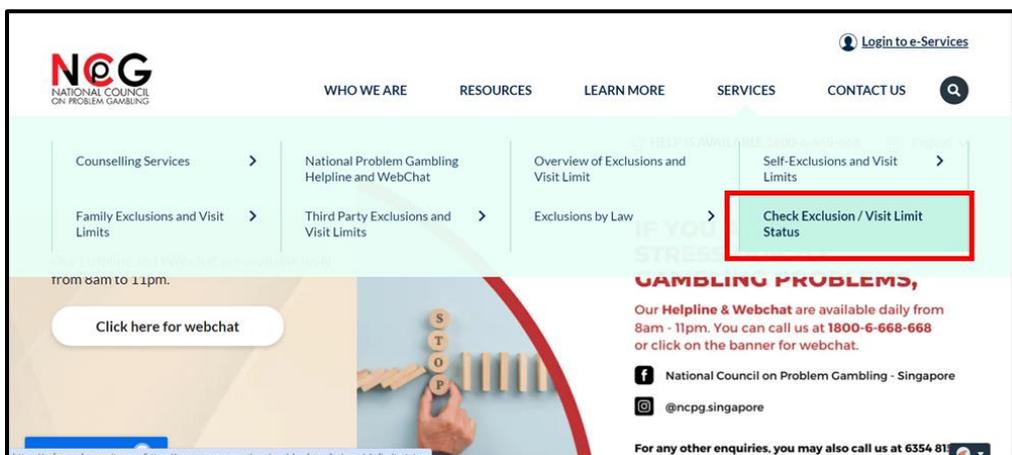


## Status Check

**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](http://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



**NCPG**  
NATIONAL COUNCIL  
ON PROBLEM GAMBLING

WHO WE ARE RESOURCES LEARN MORE **SERVICES** CONTACT US

HELP IS AVAILABLE 1800-6-668-668 English

## Check Exclusion / Visit Limit Status

Home / Services / Check Exclusion / Visit Limit Status

**Services**

- Counselling Services + Please log in with your Singpass to check your Exclusion / Visit Limit status.
- National Problem Gambling Helpline and WebChat
- Overview of Exclusions and Visit Limit
- Self-Exclusions and Visit Limits +
- Family Exclusions and Visit Limits +
- Third Party Exclusions and Visit Limits +
- Exclusions by Law +
- Check Exclusion / Visit Limit Status

**Check Exclusion / Visit Limit Status**

If you require assistance on how to check your status, you may contact NCPG at 6354 8154. You may also wish to visit the ServiceSG Centres at the following locations:

- Bukit Canberra
- Kampong Chai Chee CC
- Keat Hong CC
- Nee Soon Central CC
- Our Tampines Hub
- One Punggol
- The Frontier CC

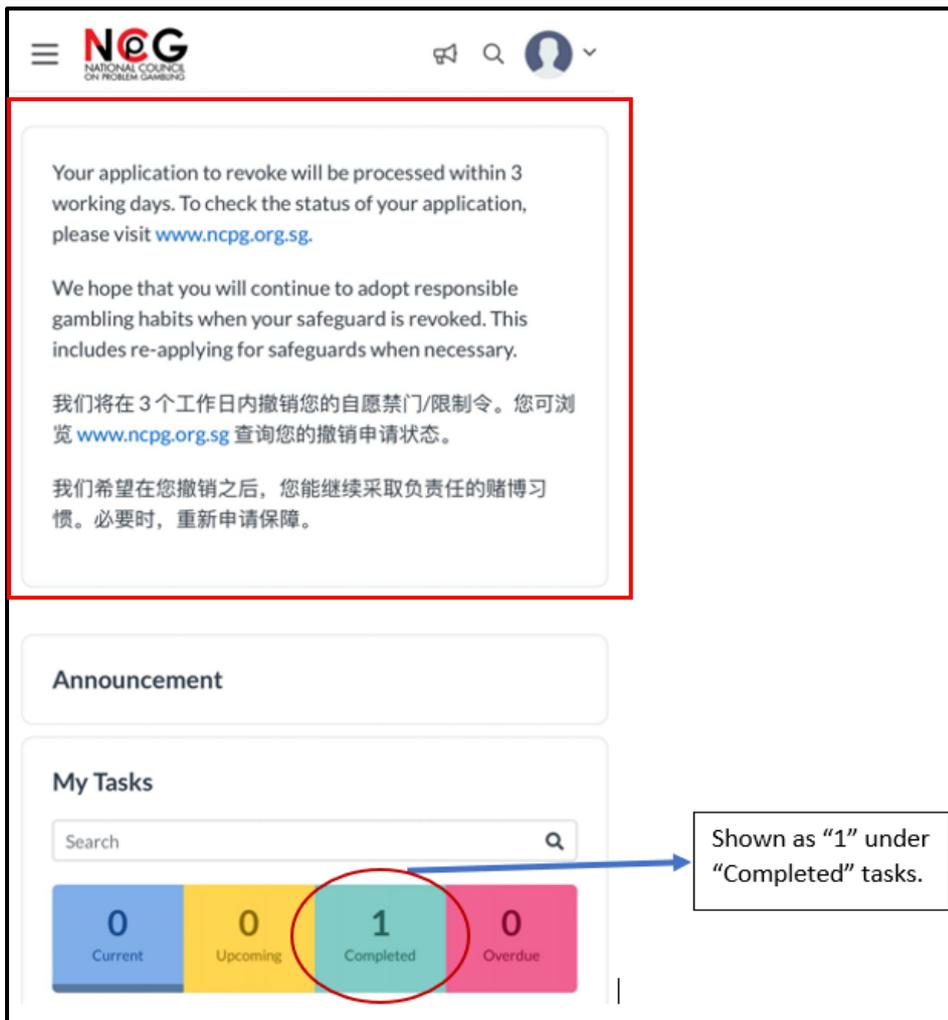
**Q: How do I know when my Self-Exclusion / Voluntary Visit Limit will be revoked after I have completed the online revocation process (i.e. questionnaire, video, and quiz)?**

**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.**



Q: I have completed all the required segments i.e. questionnaire, 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 [admin@ncpg.org.sg](mailto:admin@ncpg.org.sg) for our team to look into this matter.