

## Frequently Asked Questions

### What is Construction InfoNet?

Construction InfoNet is an on-line information service, which offers subscribers fast and easy access to construction information and statistics. This service is for subscribers only. You may go to <https://eservices.bca.gov.sg/Infonet/> for more details.

### How can I access the Construction InfoNet?

You will need a user ID and a password to access the Construction InfoNet. To obtain the user ID and password, please subscribe through this URL: <https://eservices.bca.gov.sg/Infonet/>. Complete the online form and make your online payment via credit card or eNets.

### How much are the subscription fees?

There are 3 rates available (please see the table below):

<b>New Subscribers Only</b> (Half Year Trial Period)	Yearly Subscription	3-Year Subscription
S\$148.00	S\$295.00	S\$795.00

### Are the published rates inclusive of 9% GST?

Yes.

### What are the payment modes available?

You can pay by credit card and eNets. BCA does not accept cash or cheque payments.

### Are personal accounts allowed?

Yes.

### How will I receive the login account?

You will receive the login user ID and password through email after making payment. Please provide a valid email address in the subscription form.

### **Can I change my user ID and password?**

You are not allowed to change your User ID but you can change your password. To change your password, please log in to your account and click “change password” at the top header. The password must fulfil at least 2 out of these 3 criteria:

- upper case characters,
- numbers
- and/or special characters
- at least 12 characters long.

### **My account has expired 3 years ago. Can I subscribe for the half-year period?**

No. The half-year trial subscription rate is a special rate for new subscribers only, who have not subscribed to the Construction InfoNet before.

### **Can I share my account with someone else in the same company?**

Yes. To help companies save costs, subscribers are allowed to share their user ID and password with other staff within the same company.

### **Can my colleagues log into Construction InfoNet at the same time as me?**

No, concurrent logins are not allowed.

### **Is this publication available in hardcopy?**

No. All information in the Construction InfoNet is released on-line.

### **Is there any trial period that I can try out this publication before I decide to subscribe?**

No, there is no trial period but you may refer to the samples in the Construction InfoNet content page: <https://eservices.bca.gov.sg/Infonet/> to have an overview of how the data is presented.