e-Letters

A guide to registering and using e-Letters on mobile platforms

STEP 1 – Select the location

- Visit the website https://www.cletters.gov.sg using your browser

STEP 2 – Register user account

- To register, click “Create New Account”
- Fill in the necessary information to register your account
STEP 3 – Confirm account registration

- The message “Your account has been successfully registered” would be displayed upon successful registration
- Click “Ok”
- Your Login ID is your NRIC/ FIN / Passport Number

STEP 4 – Register new contact

- Click “Contacts” and enter the Inmate’s number in the “Inmate ID” field
- Click “Next” upon verification
- State your relationship with the inmate
- Click “Submit”
- Click “Ok”

STEP 5 – Using of e-Letters

- Please note that you may only send e-Letters to the inmate once he accepts your request and when the contact is registered in your contact list
- You would be able to access the other folders such as “Sent”, “Drafts” and “Trash” by clicking on the top right icon
- Click “Compose” to start writing an e-Letter