

ESSS FAQs

1. Who is required to participate in Fast and Easy Test (FET)
Food retail businesses with dine-in seating capacity are required to be tested routinely every 14 days. Food businesses operating only *take-outs* are excluded.
2. Who must be included in the registration process?
Please register on behalf of all staff in your licensed premise, including sublet food shops, cleaners, and part-time staffs. For administrative staff not working in the premise, they are not required to be placed on a Fast and Easy Testing (FET) regime.
3. My business is closed, do I need to participate in FET?
You are not required to participate in FET if your premise is closed.
4. I am a sole proprietor and I am the only person working in the F&B business. How can I get onboard the FET?
If you do not have any other staff, kindly participate in the nearest QTC.

General questions on ART Kits

5. I need more ART kits for new staff joiners. What can I do?
Each delivery will have enough buffer to cater for a slight increase of staff. If you require more ART kits due to exceptional reasons, please contact SFA_FET@sfa.gov.sg.
6. I submitted the FET registration form and have not received my ART kits. When will I receive my ART kits?
[Park & Parcel](#) is the appointed vendor who will contact the POC (reflected in the registration form) on the ART kits collection. The POC will receive emails and SMS notifications of the Art kit once it is ready for collection at the nearest business location indicated in the registration form.
7. How will we get our next month's supply of FET kits?
The vendor will coordinate to deliver next month's supply of FET kits automatically to your business location.

Technical issues with Swab Registration System

8. I have not received my SRS logins and password. What can I do?
You should receive a notification email with the password from srs_noreply@hpb.gov.sg.

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If you did not receive an email notification, please check your junk mailbox or deleted mailbox. You may click “Forget password” at <https://swab.hpb.gov.sg/ext/login.aspx> to resend an auto generated password to your SRS login email.

9. I still have some issues with SRS login, who can I contact?

Please call the FET Hotline at 6876 5830, for email AskSRS@hpb.gov.sg

10. I need more SRS logins, who can I contact?

For all technical enquiries regarding the swab registration system, please email AskSRS@hpb.gov.sg or contact 6876 5830.