

Stan Post-Login User Guide

V3.0

(for Stan post-login users)

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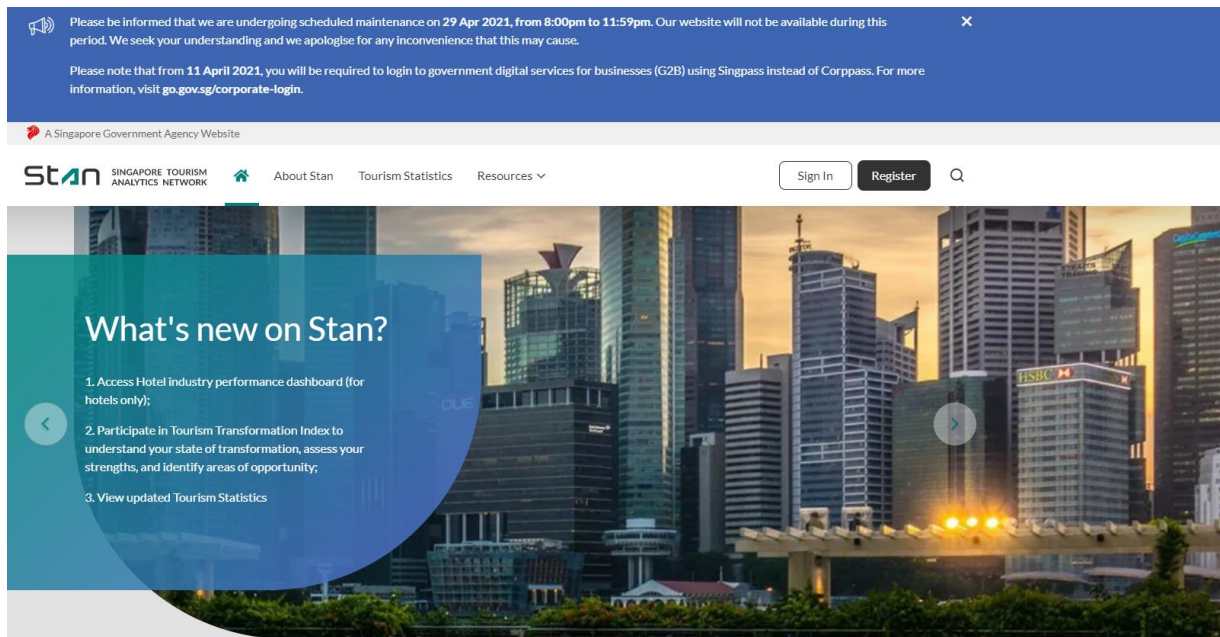
1. Introduction

This guide shows you how to register for a Stan account, access and navigate around Stan post-login.

2. Accessing Stan Public Portal

You may access the Stan Public Portal from your desktop or mobile device via this link:

<https://stan.stb.gov.sg>



3. User Roles & Data Visualisation Access

There are 3 types of **User Roles** with the respective feature access illustrated in the table below. Access rights to dashboards such as Hotel Performance and Tourism Transformation Index (TXI) will be granted to relevant stakeholders. For example, an Industry Admin user from an organisation within the Attractions industry that has been onboarded to the TXI will have access to the TXI features (e.g. view TXI Assessment Listing, Edit TXI Assessment) but not the Hotel Performance features (e.g. View Hotel Listing, Edit Monthly Hotel Performance).

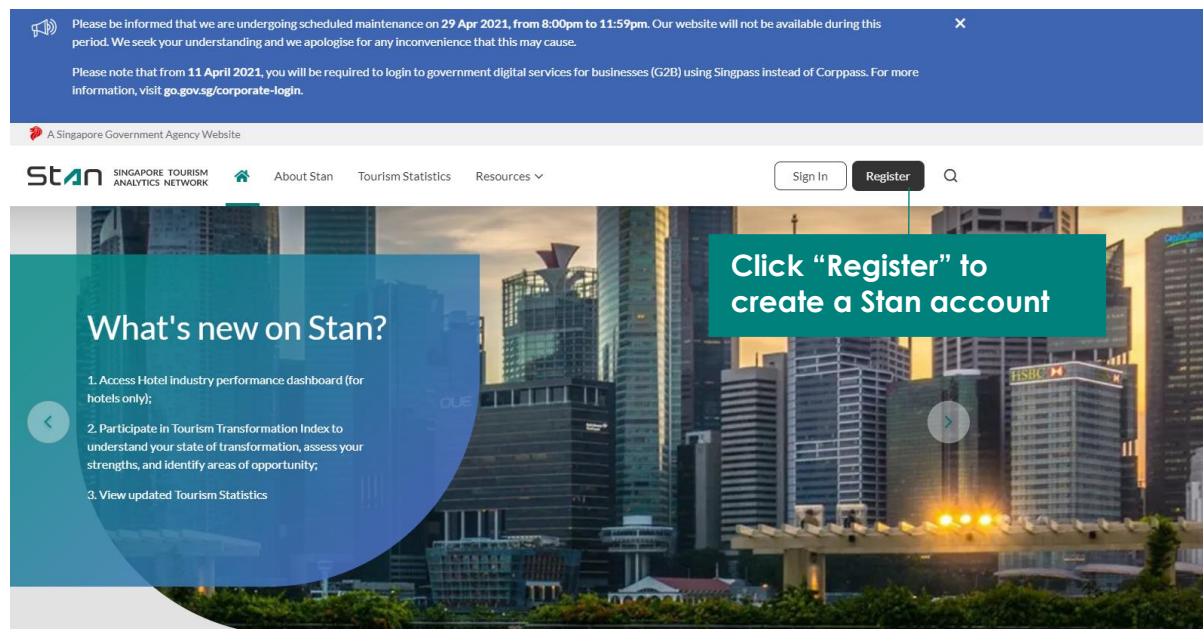
Feature Access	User Roles		
	Industry Admin	Industry Sub-Admin	Industry User
Edit My Interest Indication	✓	✓	✓
View My Dashboard	✓	✓	✓
Edit My Profile	✓	✓	✓
View Hotel Listing	✓	✓	x
View TXI Assessment Listing	✓	✓	x
Edit Monthly Hotel Performance	✓	✓	x
Edit TXI Assessment	✓	✓	x
Preview and Submit TXI Assessment	✓	✓	x
View User Listing	✓	x	x
Edit User Role or Access	✓	x	x
Edit User (e.g. Activate, Deactivate)	✓	x	x
Create User	✓	x	x

There are 3 types of **Data Visualisation Access**. Data Visualisation Access will vary across organisations, depending on fulfilment of the respective criteria.

Data Visualisation Access	Feature Access	Limit per Organisation (if access is applicable)
Private Space Publishing and Unlimited Usage	User has access to Stan Private Space – a secure platform to perform data visualisation and simple modelling on your organisation’s data, and unlimited usage to Data Visualisations	1 user
Unlimited Usage	User has unlimited usage to Data Visualisations	2 users
Limited Usage by Minutes	User has limited usage to Data Visualisations	2 users

4. Registration

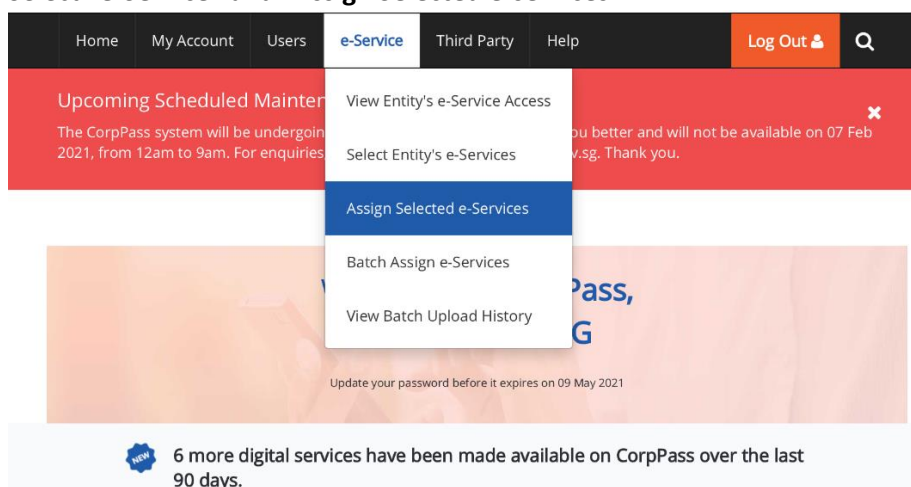
From the homepage, click on **“Register”** to create a Stan account. Stan is a free access platform for selected industries. Users who are ineligible for a Stan account may continue exploring the Tourism Statistics which includes Monthly Visitor Arrivals, Monthly Hotel Statistics, Annual Tourism Receipts, and Annual Cruise Statistics. You may refer to the Stan Public App User Guide.



4.1 Creating the First Stan Account

The organisation’s **first Stan account** will have to be created **using the Singpass account** associated with your organisation’s Corppass account. The user that creates the first Stan account will be assigned the user role of **Industry Admin** for the organisation.

1. Click **“Register with Singpass”**. You will be directed to Singpass website to enter your Singpass details and **“Login”**.
2. Select **“e-Service”** and **“Assign Selected e-services”**.



- Select the user you would like to assign the e-service to and click **“Next”**.

- Search **“Singapore Tourism Analytics Network (Stan)”** and select **“Stan for Tourism Industry”**. Click **“Next”**.

Govt Agency	Entity's selected e-Services	Description	Agency Check Required	Additional Details Required
<input checked="" type="checkbox"/>	SINGAPORE TOURISM BOARD	Stan for Tourism Industry	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

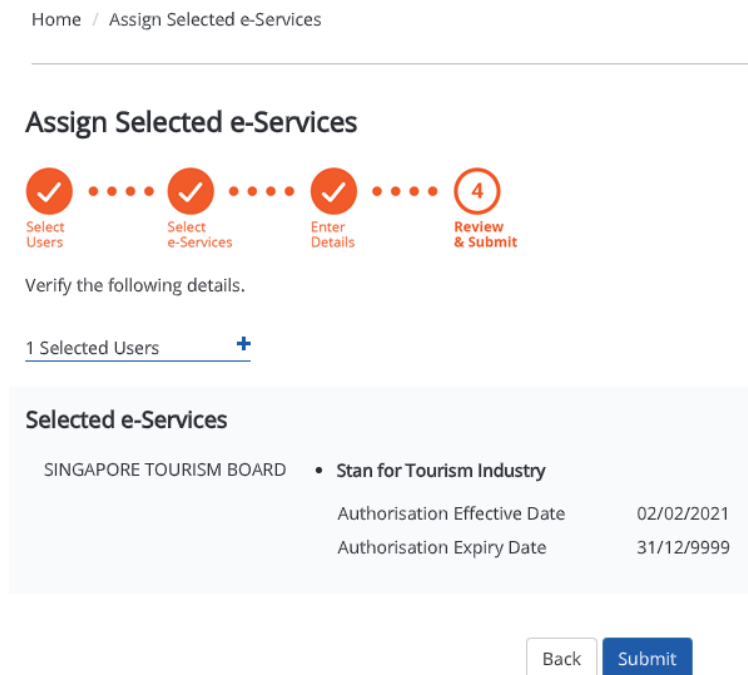
1 e-Service(s) selected.

- Select date in the **“Authorisation effective date”** field and click **“Next”**.

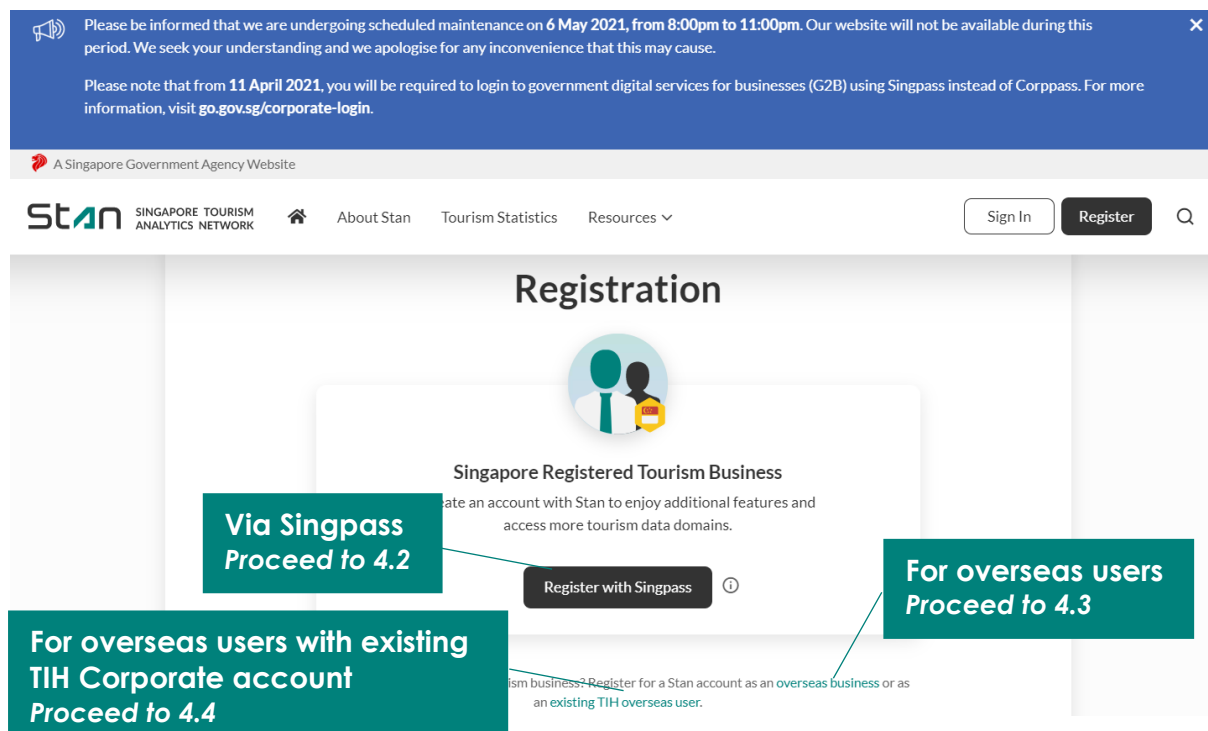
Govt Agency	Entity's selected e-Services	Agency Check Required	Additional Details Required
<input checked="" type="checkbox"/>	SINGAPORE TOURISM BOARD	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

1 e-Service(s) selected.


6. Verify the details and click **“Submit”**.

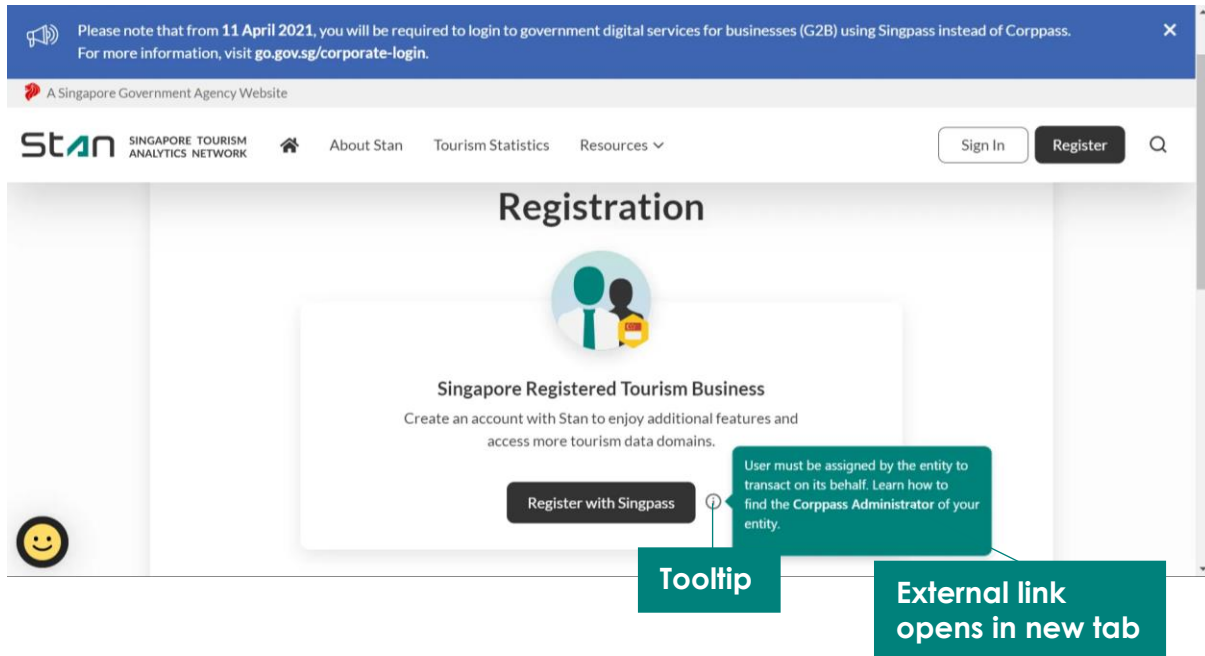


After the first Stan account within the organisation has been created, subsequent users may register for a Stan account in three ways – via Singpass, for overseas users, or for overseas users with an existing Tourism Information & Services Hub (TIH) Corporate account.

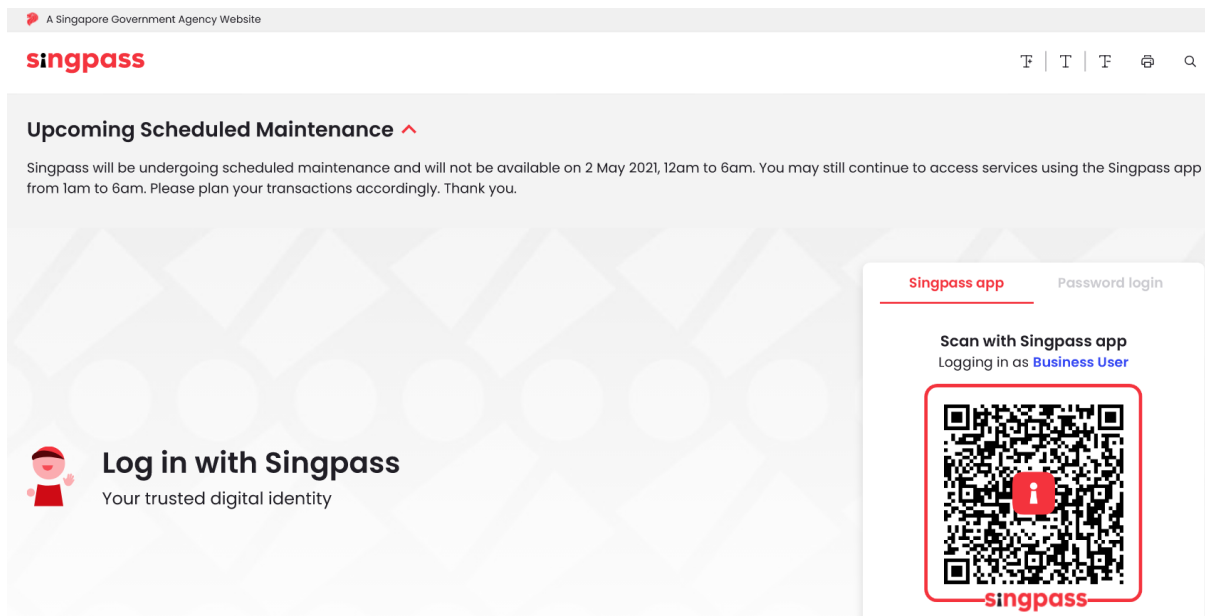


4.2 For Users Registering via Singpass

Users must be assigned by their organisation to transact on its behalf. Expand the **tooltip** by clicking on the  icon. Click on **“CorpPass Administrator”** to learn more; external link opens in new tab. Close the **tooltip** by clicking anywhere else on the screen.



Click **“Register with Singpass”**. You will be directed to Singpass website to enter your Singpass details and **“Login”**.



You will be directed to populate all fields, read and agree to the Terms and Conditions. Click **“Register”** to create your Stan account.

Contact Details

Salutation ▼

First Name Last Name

Designation (optional)

Business Contact Number 🇸🇬 ▼

Business Email

Confirm Business Email

Terms and Conditions

- Yes, I consent to STB processing my personal data for the purposes of account registration.
- Yes, I am at least 16 years of age. I understand I must be at least this age to consent to submit my personal data to use this application/portal.
- I agree to [Terms of Use](#) and [STB Personal Data Protection Policy](#)

Contact Permission (optional)

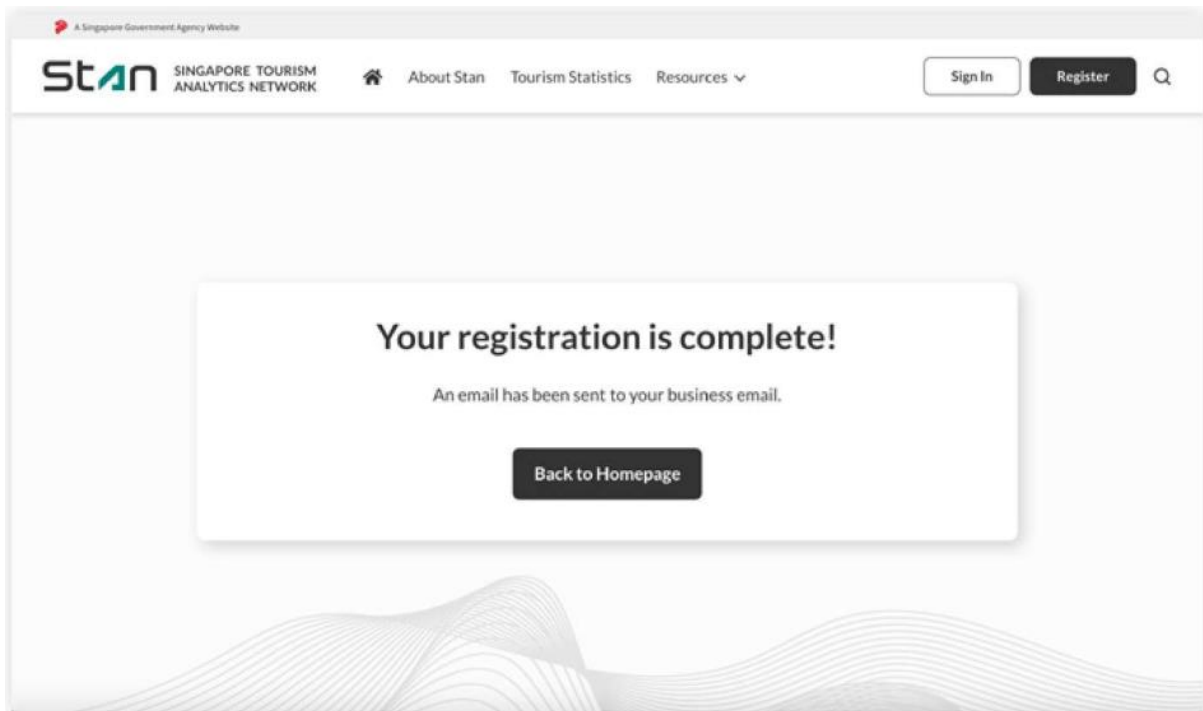
Interested to receive email updates on new Stan features and upcoming STB data initiatives?

- Yes

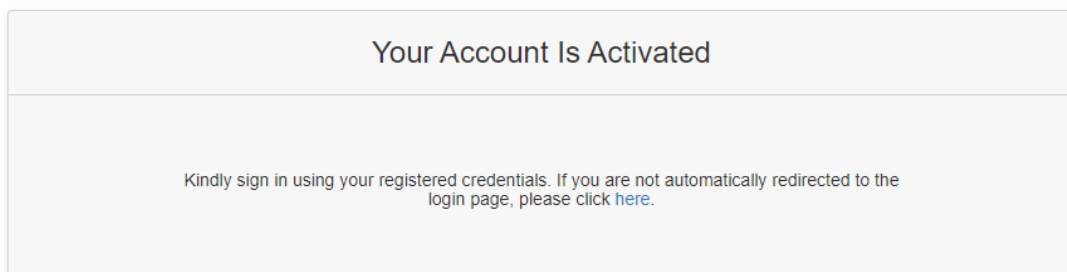
Register

Click to create Stan account

You will see this page upon successful registration.

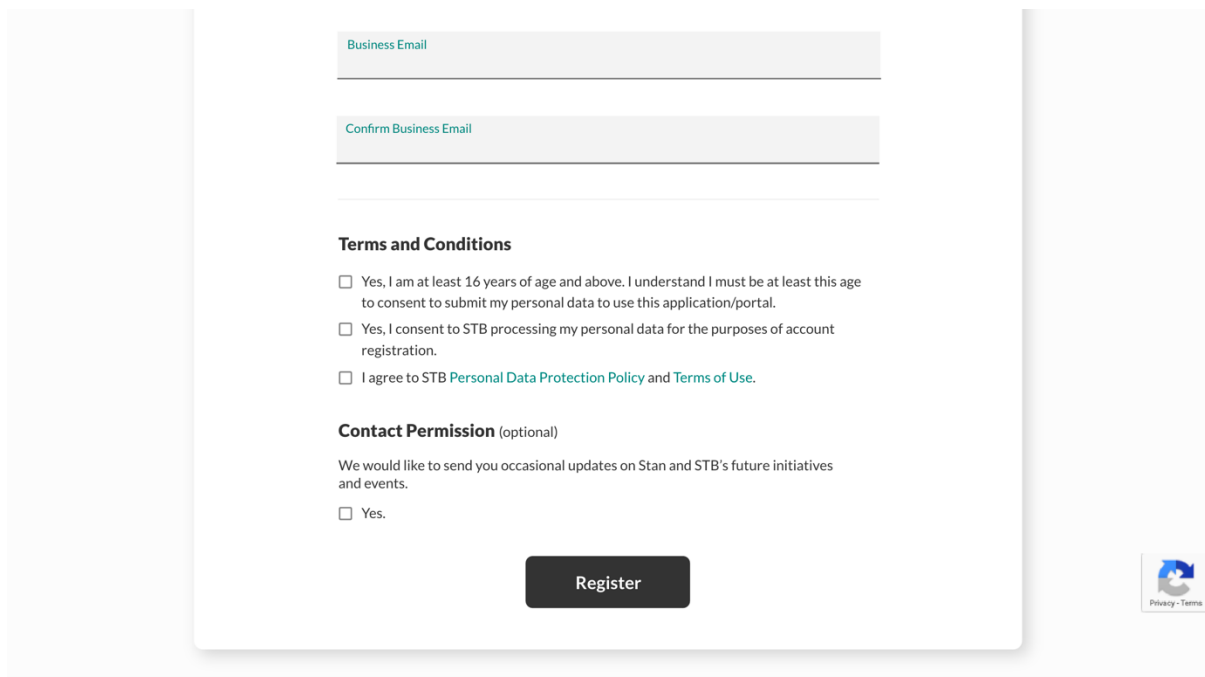


Click on the link provided in the email sent to you, to activate your Stan account before you may login to Stan via Singpass.



4.3 For overseas users

You will be directed to populate all fields, read and agree to the Terms and Conditions. Click **“Register”** to create your Stan account.



The registration form includes two input fields for email verification, a section for Terms and Conditions with three checkboxes, and a section for Contact Permission with one checkbox. A dark 'Register' button is positioned at the bottom center. A 'Privacy - Terms' link is located in the bottom right corner.

Business Email

Confirm Business Email

Terms and Conditions

- Yes, I am at least 16 years of age and above. I understand I must be at least this age to consent to submit my personal data to use this application/portal.
- Yes, I consent to STB processing my personal data for the purposes of account registration.
- I agree to STB [Personal Data Protection Policy](#) and [Terms of Use](#).

Contact Permission (optional)

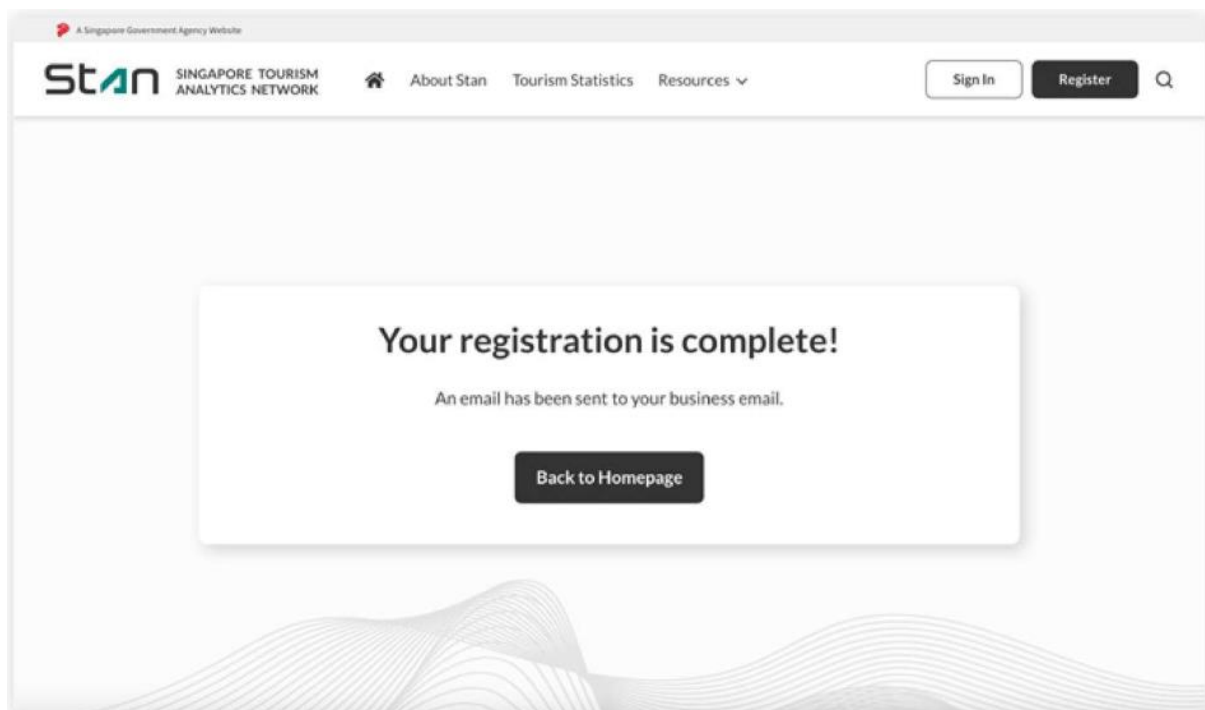
We would like to send you occasional updates on Stan and STB's future initiatives and events.

- Yes.

Register

Privacy - Terms

You will see this page upon successful registration.



Click on the link provided in the email sent to you. You will be redirected to create your password before you may login on the Stan homepage.



Create Password

New Password

- A good password should be a minimum of 12 characters and a mix of upper and lower case letters, numbers and symbols. E.g. Route2^success
- You should not use any of your last 3 passwords.

Confirm Password

Submit

Cancel

4.4 For Overseas Users with Existing TIH Corporate Account

You will be directed to the TIH portal to sign-in to your TIH Corporate account.



TIH Portal Sign In

For Business Users

[▶ Sign in with Singpass](#)

For Public Users / Developers

[▶ Sign in with Singpass](#)

Sign in with *TIH Portal ID*

Email *

Password *

[Forgot Password?](#)

[Sign In](#)

[Don't have an account? Register](#)

Sign in to TIH

Populate all fields, read and agree to the Terms and Conditions. Click **“Register”** to create your Stan account.

Business Email

Confirm Business Email

Terms and Conditions

Yes, I am at least 16 years of age and above. I understand I must be at least this age to consent to submit my personal data to use this application/portal.

Yes, I consent to STB processing my personal data for the purposes of account registration.

I agree to STB [Personal Data Protection Policy](#) and [Terms of Use](#).

Contact Permission (optional)

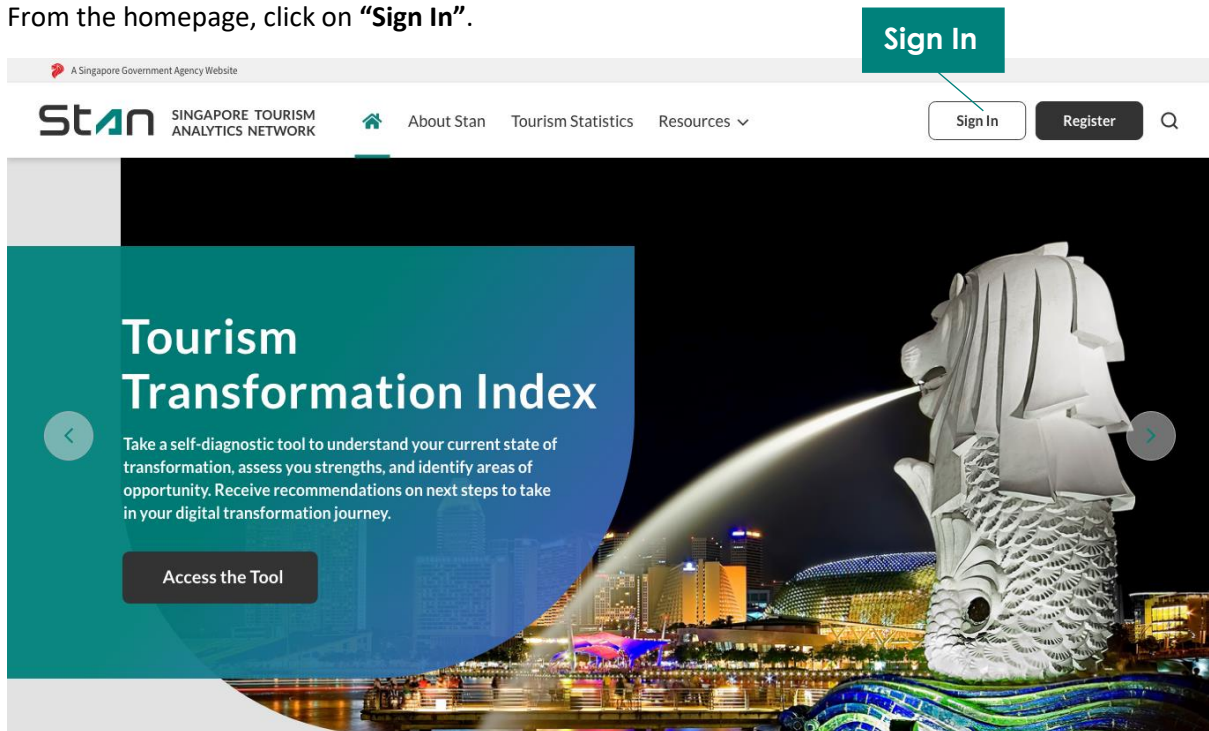
We would like to send you occasional updates on Stan and STB's future initiatives and events.

Yes.

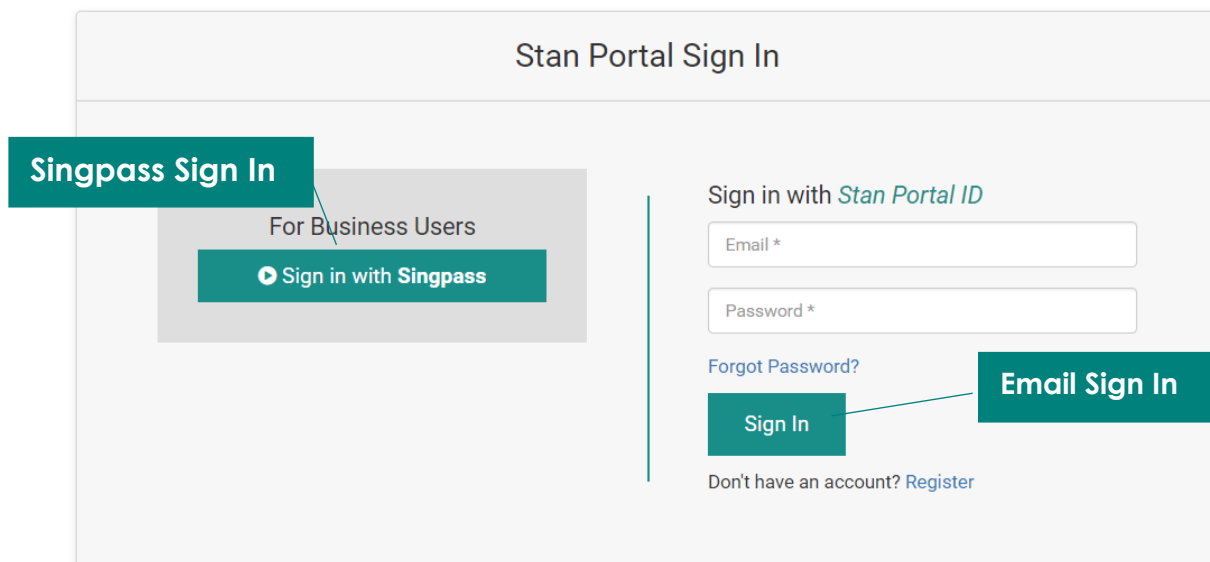
[Register](#)

5. Login

From the homepage, click on “Sign In”.



Select the relevant sign in method – via **Singpass** or **Email**.




Singpass users will be redirected to enter their Singpass details before signing in.

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singpass F | T | F | Q

Upcoming Scheduled Maintenance ^

Singpass will be undergoing scheduled maintenance and will not be available on 2 May 2021, 12am to 6am. You may still continue to access services using the Singpass app from 1am to 6am. Please plan your transactions accordingly. Thank you.




Log in with Singpass

Your trusted digital identity

Singpass app Password login

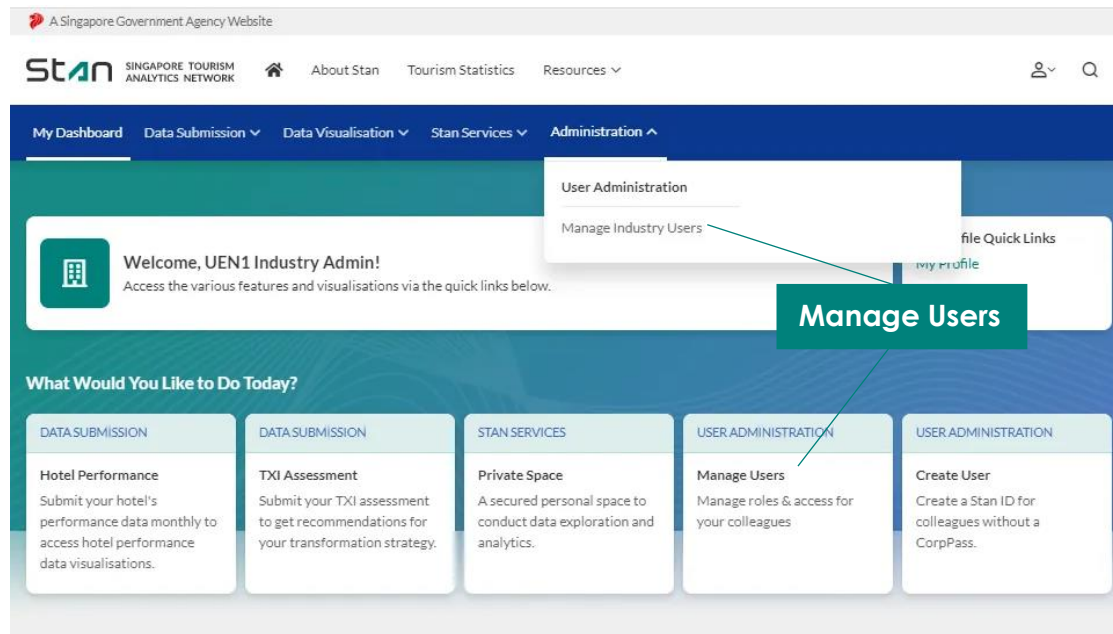
Scan with Singpass app
Logging in as **Business User**



singpass

6. Industry Admin

Industry Admins will be able to create more accounts for colleagues via the creation of StanID accounts, manage user role & grant data visualisation access. You may **Manage Users** under **“Administration”** dropdown in the **menu bar**, or via the **quick links** below. You will be directed to a page displaying all User Listings within your organisation.



6.1 Manage User Role & Grant Data Visualisation Access

Use the **Search Bar** to search for a specific user, via the username or email. **“User Role”** informs you of the functions the user may perform on Stan, and **“Data Visualisation Access”** states the user’s access to Stan Visualisations. You may view the current **User Role** and **Data Visualisation Access** for each user. **“Account Type”** refers to the user’s login method – via Singpass or StanID.

Click on **“Deactivate”** if you would like to close the Stan account for the selected user. Click on **“Edit”** to manage user role and grant data visualisation access for the selected user.

The screenshot displays the 'User Listing' interface. At the top, there is a search bar labeled 'Search Bar' with a 'Search' button. Below it, the 'User Listing' section includes a 'Clear All' and 'Filter' option. The main table has the following columns: User, Designation, Account Type, Registration Date, Last Login, Status, and Action.

User	Designation	Account Type	Registration Date	Last Login	Status	Action
200809593N BP10 uatuser_003_bp10@yopmail.com	Perf_test	CorpPass	04-DEC-2020	04-DEC-2020	Active	✓ Activate ⊗ Deactivate ✎ Edit
200809593N testdata uatuser_002_bp10@yopmail.com	perf_test	CorpPass	04-DEC-2020	07-DEC-2020 01:14 PM	Active	✓ Activate ⊗ Deactivate ✎ Edit
E2EUN1 Industry User e2eu1iu@yopmail.com	--	Stan ID	18-NOV-2020	14-DEC-2020 11:22 AM	Active	✓ Activate ⊗ Deactivate ✎ Edit
Industry User_011	Manager	Stan ID	17-OCT-2020	19-NOV-2020	Inactive	✓ Activate ⊗ Deactivate ✎ Edit

Below the table, the 'ROLE / ACCESS' for each user is listed:

- User 1:** User Role: Industry Sub-Admin, Data Visualisation Access: -
- User 2:** User Role: Industry Sub-Admin, Data Visualisation Access: Unlimited Usage
- User 3:** User Role: Industry User, Data Visualisation Access: Unlimited Usage
- User 4:** User Role: Industry User, Data Visualisation Access: Unlimited Usage

Select the relevant user role and data visualisation access, before you **“Save Changes”**. Click **“Cancel”** to revert to the original selections.

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Stan SINGAPORE TOURISM ANALYTICS NETWORK

Home About Stan Tourism Statistics Resources

Dashboard Data Submission Data Visualisation Stan Service Administration

Home / Administration / Manage Users / Edit User

Edit User

USER
Joshua Yu Jing Ku

EMAIL
joshua.yu@hotel.com.sg

ACCOUNT TYPE
Stan ID

User Role

- Industry Admin
Manage organisation users' roles & access, manage organisation's TXI interest indication, and take on the role of Data Contributor.
- Industry Sub-Admin
Manage your organisation's TXI interest indication, and take on the role of Data Contributor.
- Industry User
Basic access to Stan.

Data Visualisation Access

- Limited Access by Minutes
User has limited usage to Data Visualisations.
- No Access

Joshua Yu Jing Ku Cancel Save Changes

6.2 Create Your Industry User's Stan ID

Click on **“Create User”** to create a Stan ID account for your colleagues. This is useful for users who have not been assigned by the organisation Corppass account via Singpass login to self-register, as the Stan ID account type only requires a valid business email account.

Accounts created via this method will be granted **Industry User** role with **no access** to data visualisations by default. Industry Admin(s) may **Edit User** to change the Data Visualisation Access as shown in Section 6.1.

Do note that Stan ID users are limited to the Industry Sub-Admin and User role; upgrading the user to an Industry Admin role will require the user to convert to Corppass account via Singpass login through their profile page, which will be covered in Section 7.1.

Please note that from 11 April 2021, you will be required to login to government digital services for businesses (G2B) using Singpass instead of Corppass. For more information, visit go.gov.sg/corporate-login.

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Stan SINGAPORE TOURISM ANALYTICS NETWORK

About Stan Tourism Statistics Resources

My Dashboard Data Submission Data Visualisation Stan Services Administration

Home / Administration / Manage Users

Manage Users

Create Stan ID Account

As an Industry Admin, you are able to manage user role/access, and create Stan ID accounts for colleagues.

*Stan ID users are limited to the Industry User role. Industry Admin role are for users who have been assigned to transact on behalf of their entity with Corppass account. Convert to Corppass account through the profile page.

Create User

Populate the fields and click **“Create”**. An email will be sent to the business email entered, for your colleague to complete the registration process (e.g. create password, login and populate rest of profile details, and read and agree to Terms and Conditions).

Home / Administration / Manage Users / Create User

Create User

User Details

An email will be sent to the user's business email for them to complete their account details.

ABOUT STAN ID
Stan ID users are limited to the Industry User role. Upgrading the user to an Admin role requires the user to convert to Corppass account through their profile page.

Salutation
Please Select

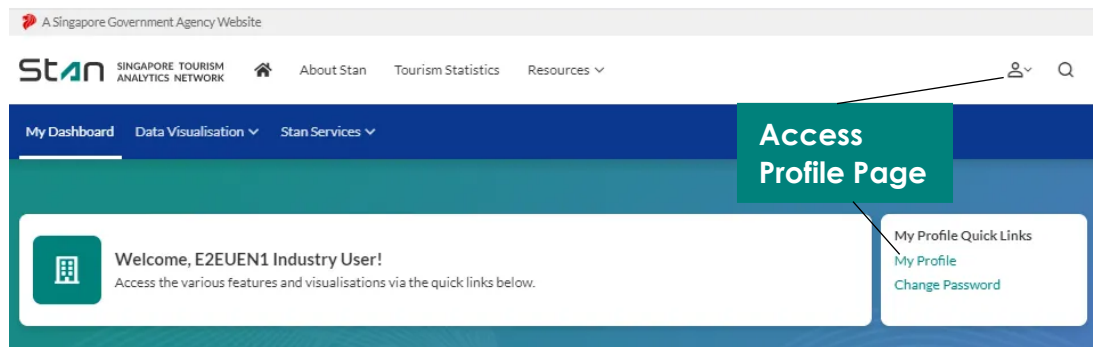
First Name Last Name

Business Email

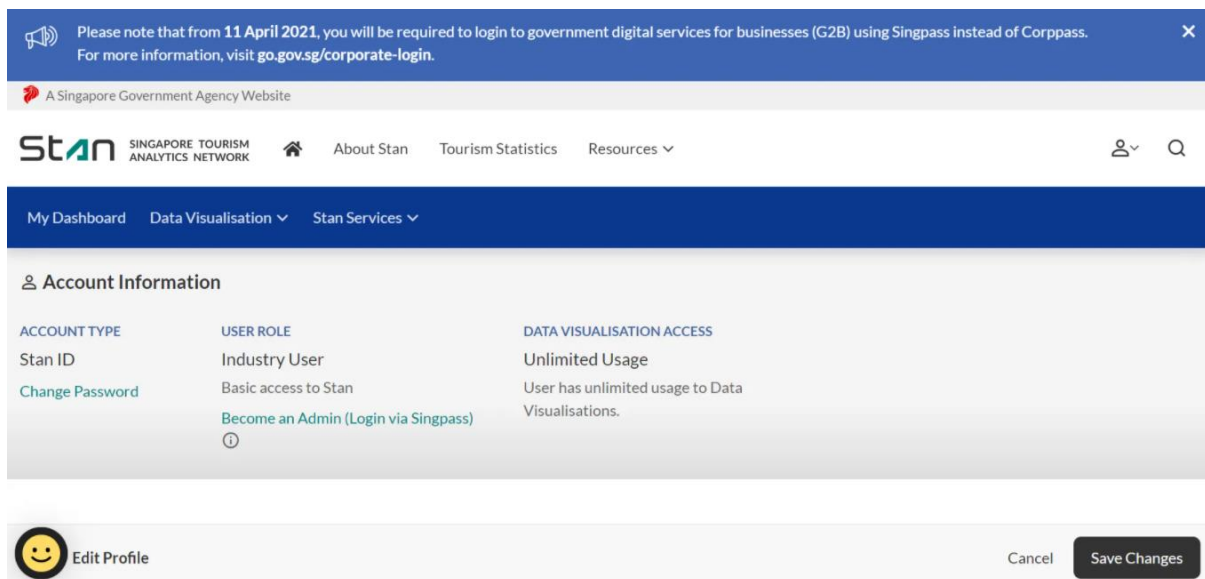
Create User

7. Edit Profile

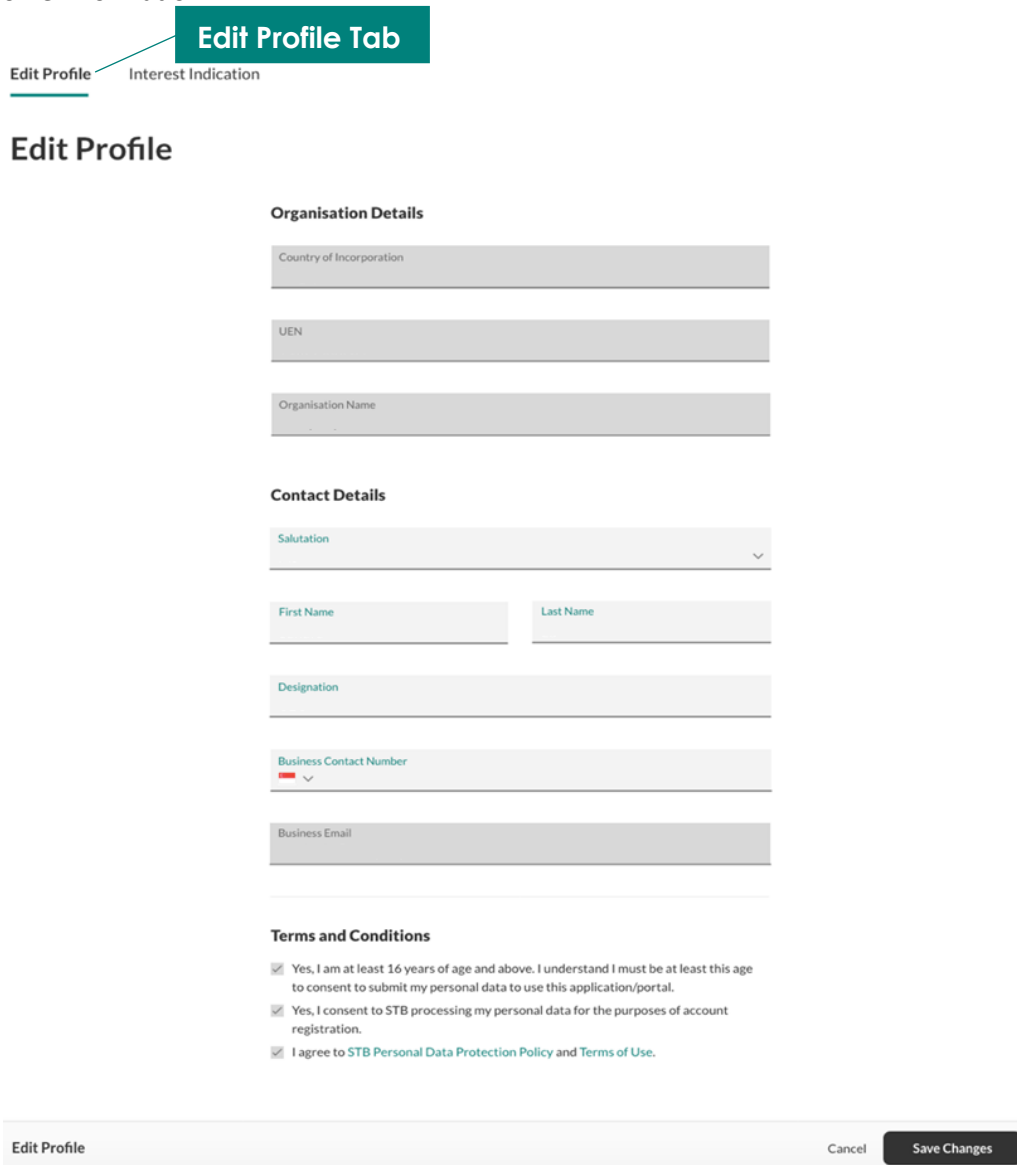
You may access your profile page, where your account information is displayed, via the **“Quick Links”** or by hovering over your **persona icon**.



“Account Type” refers to your login method – via Singpass or Stan ID, **“User Role”** informs you of the functions you may perform on Stan, and **“Data Visualisation Access”** states your access to Stan Visualisations. You may contact your company Industry Admin regarding your Data Visualisation Access.



You may edit your information under the “**Edit Profile**” tab, and click on “**Save Changes**” to update your profile information.



The screenshot shows the 'Edit Profile' form. A callout box with a green background and white text 'Edit Profile Tab' points to the 'Edit Profile' tab in the top navigation bar. Below the navigation bar, the form is titled 'Edit Profile' and is divided into three sections: 'Organisation Details', 'Contact Details', and 'Terms and Conditions'. The 'Organisation Details' section includes fields for 'Country of Incorporation', 'UEN', and 'Organisation Name'. The 'Contact Details' section includes a 'Salutation' dropdown, 'First Name' and 'Last Name' text boxes, a 'Designation' text box, a 'Business Contact Number' dropdown with a red flag icon, and a 'Business Email' text box. The 'Terms and Conditions' section has three checked checkboxes with their respective text. At the bottom of the form, there is a navigation bar with 'Edit Profile' on the left, 'Cancel' in the middle, and a 'Save Changes' button on the right.

Edit Profile Interest Indication

Edit Profile

Organisation Details

Country of Incorporation

UEN

Organisation Name

Contact Details

Salutation

First Name Last Name

Designation

Business Contact Number

Business Email

Terms and Conditions

- Yes, I am at least 16 years of age and above. I understand I must be at least this age to consent to submit my personal data to use this application/portal.
- Yes, I consent to STB processing my personal data for the purposes of account registration.
- I agree to STB Personal Data Protection Policy and Terms of Use.

Edit Profile Cancel Save Changes

7.1 Switch from StanID to Singpass Account Type

Users with StanID Account Type may switch to Singpass Account Type. This is required for Industry Users that would like to be assigned Industry Admin or Sub-Admin roles.

The Industry User may click on **“Become an Admin (Singpass Login)”** to switch to Singpass Account Type, on their profile page.

The screenshot shows the Stan user profile page. At the top, there is a blue notification banner: "Please note that from 11 April 2021, you will be required to login to government digital services for businesses (G2B) using Singpass instead of Corppass. For more information, visit go.gov.sg/corporate-login." Below this is the Stan logo and navigation menu. The main content area is titled "Account Information" and contains a table with the following data:

ACCOUNT TYPE	USER ROLE	DATA VISUALISATION ACCESS
Stan ID	Industry User	Basic access to Stan Visualisations.
Change Password	Basic access to Stan	Become an Admin (Login via Singpass)

A green callout box labeled "Switch Account Type" points to the "Become an Admin (Login via Singpass)" link. At the bottom of the page, there is an "Edit Profile" button and "Cancel" and "Save Changes" buttons.



You will be prompted to sign in with Singpass.



The screenshot shows the "Stan Portal Sign In" form. On the left, there is a box for "For Business Users" with a "Sign in with Singpass" button. On the right, there is a "Sign in with Stan Portal ID" section with input fields for "Email *" and "Password *", a "Forgot Password?" link, a "Sign In" button, and a "Don't have an account? Register" link.


Enter your Singpass details to sign in.

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Upcoming Scheduled Maintenance ^


Singpass will be undergoing scheduled maintenance and will not be available on 2 May 2021, 12am to 6am. You may still continue to access services using the Singpass app from 1am to 6am. Please plan your transactions accordingly. Thank you.



Log in with Singpass
Your trusted digital identity

Singpass app Password login

Scan with Singpass app
Logging in as **Business User**



singpass

7.2 Submit Tourism Transformation Index Interest Indication Request

Toggle to the “**Interest Indication**” tab, where you may opt-in to receive updates about new Stan features and STB’s data initiatives & indicate your organisation’s interest to participate in the **Tourism Transformation Index (TXI)**. Click on “**Save Changes**” to update your interest indications.

STB will review your organisation’s suitability to complete the TXI Assessment. Upon approval, access to the TXI Assessment will be granted to your organisations Admin and Sub-Admins.

Edit Profile **Interest Indication**

Interest Indication

Stan provides unique tools and programmes to help organisations further understand their business. Submit your organisation's interest here and receive an email follow-up within the next five working days.

Stan Contact Permission

Would you like to be updated about new Stan features and STB's data initiatives?

Yes

Tourism Transformation Index (TXI)

TXI was developed to guide tourism organisations through a holistic approach for transformation. TXI provides a holistic diagnosis of the current state of transformation in the participating organisations, and targeted insights for the organisation to take action on to stay relevant and thrive.

[Learn more](#)

My organisation is interested to participate.

Interest Indication

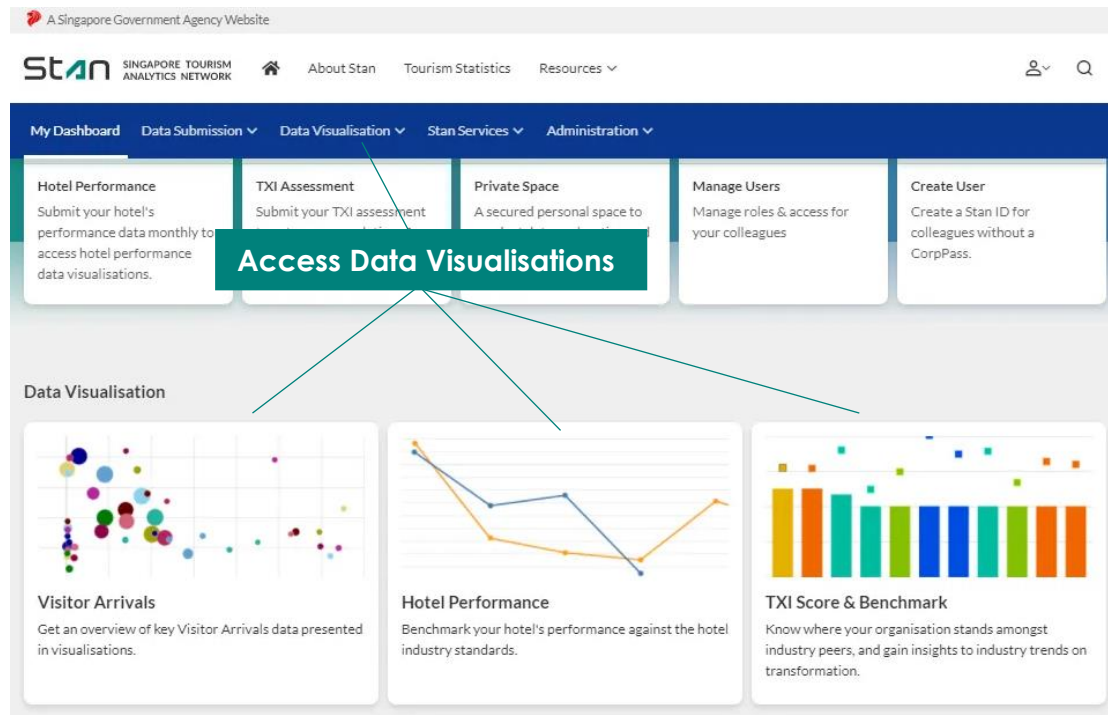
Cancel

Save Changes

8. Accessing Stan Visualisations



There are two ways in which you may access Stan visualisations post-login – by hovering **“Data Visualisations”** on the **menu bar**, or by clicking on the **icons** to directly access respective visualisations.

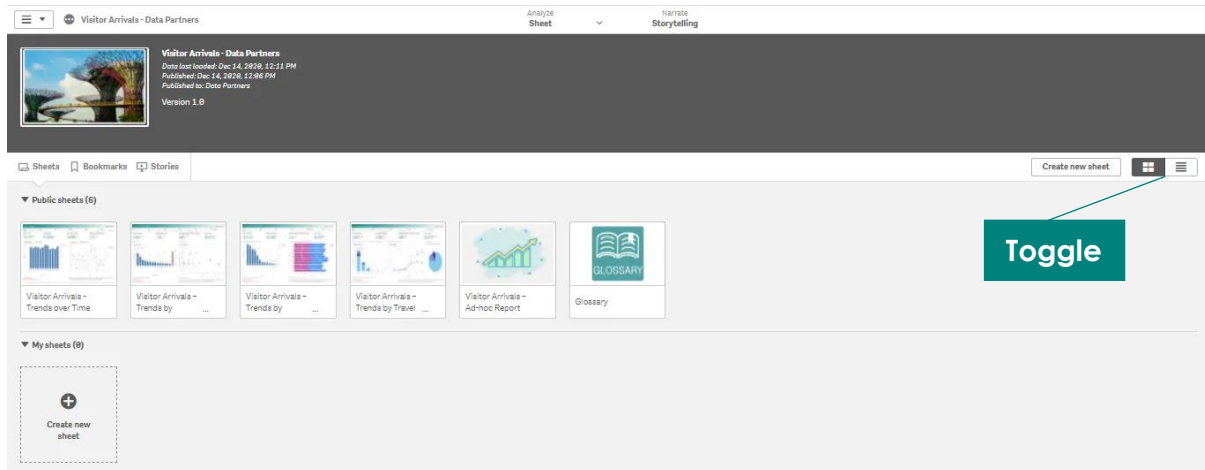
Dashboards that are not relevant to your organisation will not appear in the dropdown or icon selection. For example, an organisation that did not participate in the Tourism Transformation Index (TXI) would not be provided the option to access the **“Tourism Transformation Index (TXI)”** dashboard.



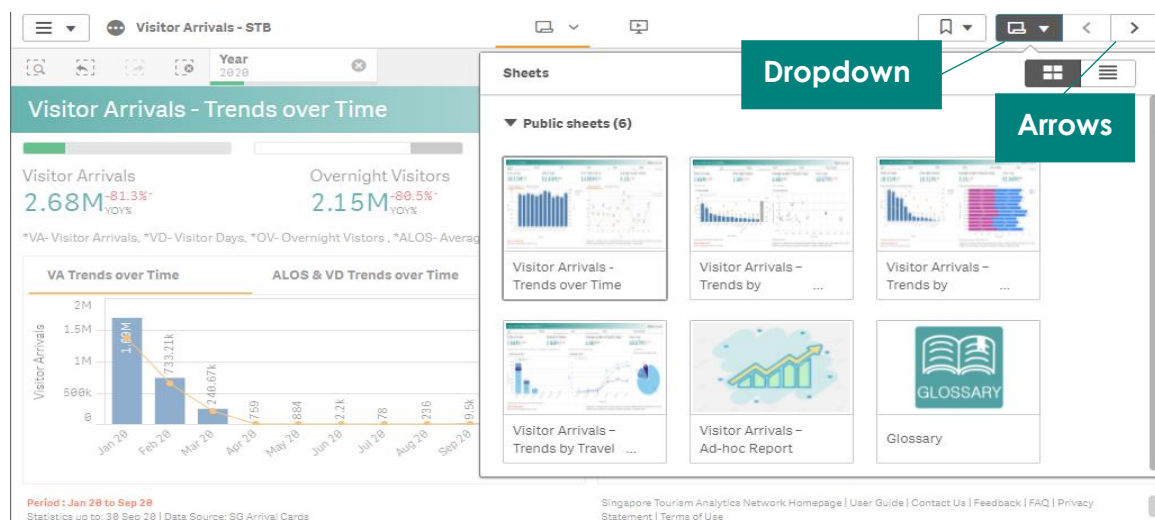
9. Navigating Stan Visualisations

Using **Visitor Arrivals** dashboard as an example; you will be directed to the Visitor Arrivals Dashboard overview.

You may **toggle** between grid view  and list view . The list view is especially useful for sheets with long titles. Click to access the selected sheet.



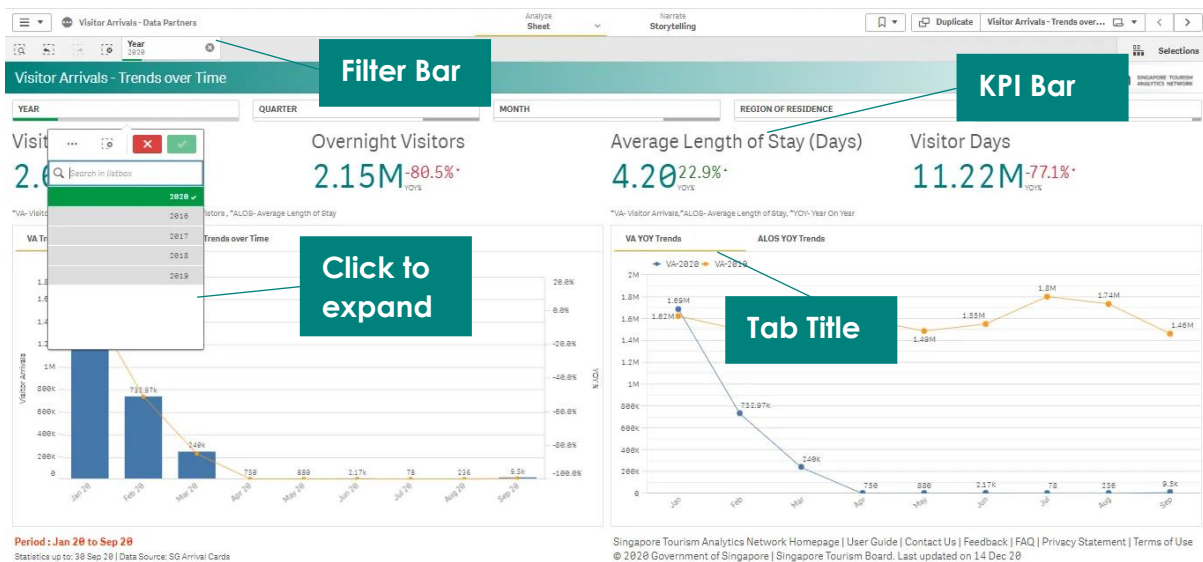
The **Visitor Arrivals – Trends over Time** is the first sheet. Use the navigation bar at the top to move around the various pages available in the visualisation. By clicking on the **dropdown**, you will see an overview of the various pages in the visualisation – select the specific page you would like to navigate to. Alternatively, you may use the **arrows** to navigate back and forth between pages.



You may view key statistics in the **KPI Bar**. The KPIs and visualisations will be updated dynamically as you apply filters.

Filters may be found above the KPI Bar. Click on each filter tab to expand the filter selections. Filters applied will appear on the **filter bar**; cross out that selection to remove the specific filter.

Each chart space may accommodate more than one visualisation. Alternate between the visualisations on each chart space, by clicking on the **tab title**.



Select **app overview** under the **home icon** to return to page overview. To download the sheet, you may select the option to **export** the entire page to PDF under the home icon.

The **hyperlinks** at the bottom right of the page allows quick navigation to Stan Portal. It also allows access to materials such as FAQ, Privacy Statement, and Terms of Use.

The bottom left of the page indicates the **data source** and the statistics up to the specified time period of the visualisation.

Home Icon

Data Source

Hyperlinks

Visitor Arrivals - Data Partners

Overnight Visitors: 2.15M -80.5% YOY

Average Length of Stay (Days): 4.20 22.9% YOY

Visitor Days: 11.22M -77.1% YOY

Period: Jan 20 to Sep 20
Statistics up to: 30 Sep 20 | Data Source: SG Arrival Cards

Singapore Tourism Analytics Network Homepage | User Guide | Contact Us | Feedback | FAQ | Privacy Statement | Terms of Use © 2020 Government of Singapore | Singapore Tourism Board. Last updated on 14 Dec 20

You may also choose to export a specific visualisation. Move your cursor over the visualisation you would like to export, and right click, before selecting the **'Export'** function. You will be presented with the option to export the visualisation as an image or PDF. You are also able to download the data used to build that specific visualisation, by selecting 'Export data'.

Export Options

Visitor Arrivals - Data Partners

Visitor Arrivals: 2.67M -81.3% YOY

Overnight Visitors: 2.15M -80.5% YOY

Average Length of Stay (Days): 4.20 22.9% YOY

Visitor Days: 11.22M -77.1% YOY

Period: Jan 20 to Sep 20
Statistics up to: 30 Sep 20 | Data Source: SG Arrival Cards

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