FAQs
eBusiness Portal

1. Do I need to personally submit documents to SP Group?

All supporting documents required for your requests/applications are to be uploaded onto the eBusiness portal. You need not visit SP Group personally to submit documents.

2. Can I access the portal without creating a user account?

No, you need a valid user account to access the portal.

3. How many user accounts can I create?

You can only create one user account per email address (For LEWs accounts, there can only be one account per LEW licence number). To create a new account, go to the eBusiness portal login page and click "Create new account".

4. How will I know that my user registration is successful?

You will receive a confirmation email containing a link to reset your password if your registration is successful. If you do not receive the email in your inbox, please check your "spam" or "junk" folder.

5. Is the SP eBusiness Portal free to use?

Yes, it is.

6. Am I able to delete my user account after creation?

No, user accounts cannot be deleted once created.

7. Why is my user account locked?

After your account has been activated, your account will be locked if you entered your password wrongly five times.

8. How I do unlock my account?

You can reactivate your account by going to the eBusiness portal login page and click "Account login issues". Select "My account is locked – unlock my account" option. Follow the on-screen instructions and you will receive an email containing a link to reset your password.

9. What should I do if I forget my username and password?

Go to the eBusiness Portal login page and click "Account login issues". Select "Forget User ID / Password" option. Follow the on-screen instructions and you will receive an email containing a link to reset your password.

10. What are the functionalities of the dashboard?

You can submit new applications and requests, view progress, upload documents, view/edit applications and download forms in PDF (entering equipment data and submitting claims for SP Contractors/Consultants).

11. The eBusiness portal login page looks quite odd on my computer screen.

This website is best experienced on Google Chrome, and Microsoft Edge.