

FREQUENTLY ASKED QUESTIONS

REGISTER FOR AN ACCOUNT

Q1: Must I register for an account?

Registration for an account is encouraged, if you want to keep track of your transactions in the website. It also facilitates our process of recognizing your payment with your registration and/or intended purpose.

You do not need to set up an account for the following:

- Any donation
- Fee payment for Events & Programmes

However, do put in your full particulars upon checkout so that we are able to verify your enrolment with your payment.

Q2: How do I register for an account?

At the top of the website, you will see

MY ACCOUNT

Click on 'My Account' and follow the steps listed.

Q3: What if I forgot my password?

Click on 'My Account' and click on 'Forgot Password'.

You will then receive an email with your new password.

FOR PARENTS WITH CHILDREN ENROLLED IN ALIVE MADRASAH PROGRAMME

Your account has been pre-setup.

Your email address is the email address given during enrolment. Your initial password is your full NRIC number.

You are advised to update your password upon the first log-in.

Please inform administrator_alive@yusofishak.mosque.sg if your account is not activated or unable to connect.

Once you have logged in, you should be able to see your child's fees and details. You can also make your payment directly.

DONATIONS & PAYMENTS

DONATIONS

Q1. I want to donate to the mosque. Can I do it online?

Yes you can. Head to 'Donate & Contribute', select the 'Donation Type' and choose the option that fits your intention (Infaq, Wakaf, Ramadan, Tahlil, General and/or Others).

We have round up the contribution amounts from \$10 to \$200. If you want to donate more, you can add multiply it, followed by 'Add to Cart'.

Q2. I want to make monetary contribution for Tahlil for your Malam Zikir & Fikir. How do I do it?

At 'Donate & Contribute', select the 'Donation Type' and choose the option: Tahlil. Select the contribution amount and 'Add to Cart'. Then go to 'Checkout'.

Upon 'Proceed to Checkout', you will be directed to the page. Insert the names of the deceased before you proceed with payment. The mosque will receive the notification as soon as your transaction is complete.

For Tahlil (optional)

Insert deceased name/s here

Event & Programme Participant Details (if applicable) (optional)

Name of participant:
NRIC/ BC no (First 4 digits only):
Contact no:
Email address: (if different from log-in):

*Thank you for your support. You may view our refund policy here: <https://masjidyusofishak.sg/tc/>

Please note that for our signature Thursday night programme of Malam Zikir & Fikir, all entries must be received by Thursday, 5pm. Late entries will be brought forward to the following week, insyAllah.

PAYMENTS

Q1. How do I make payment?

After you have confirmed all the transactions, go to 'Checkout'. Upon checkout, you will be asked to fill in the required details via SmoovPay.

All transactions will be received directly by the mosque. It is also important that details of the participant (for events and programmes) are included in the remarks.

You will also receive an email regarding your transaction, with a receipt from SmoovPay.

If you have any enquiries about your registration and/or payment, you may email us at contact@yusofishak.mosque.sg

Q2. What is SmoovPay?

SmoovPay is a secured method of payment. It is equipped with 3-D authentication whereby your bank will process your transaction only after your One-Time Password (OTP) acknowledgement. 3D Secured is verified by Visa and MasterCard® SecureCode™. SmoovPay is also PCI-DSS Compliance meaning they protect customer's data and do not store any sensitive data.

To know more about SmoovPay, please click [here](#)

EVENTS & PROGRAMMES

Q1. How do I view the events and programmes happening at the mosque?

You can click on to "View Events & Programmes".

You can view all the current programmes that the mosque is organizing. You can also send the event/programme to your iCalendar, Google calendar, Outlook and Outlook online to set personal reminders for yourself.

For programmes that require registration and payment, you will see the 'Ticket Details' in the page.

Q2. I have registered for a (paid) event/programme/class but am unable to attend. Can I ask for a refund?

The intention to withdraw must be done via email at contact@yusofishak.mosque.sg at least 7 working days before the start of class, otherwise request for refund of the fees will not be entertained.

aLIVE MADRASAH PROGRAMME

Q1. Can I enrol my child in the aLIVE madrasah online?

Yes, you can. Please get all your documents (NRIC of both parents & Child's birth certificate) ready in soft copies ie. scanned versions

- Log in / create your account
- Go to www.masjidyusofishak.sg/alive-madrasah/
- Choose the age group of your child (KIDS | TWEENS | TEENS | YOUTH)
- Pick the available session. (If you have more than 1 child of the same age, you can add +)
- Go to cart
- Follow all steps listed
- Once all is completed, proceed to "Payment"

You will receive your payment receipt via your registered email account.

Email administrator_alive@yusofishak.mosque.sg with that online receipt, together with all the required documents. You can expect a confirmation within 3 working days, if all are in order.

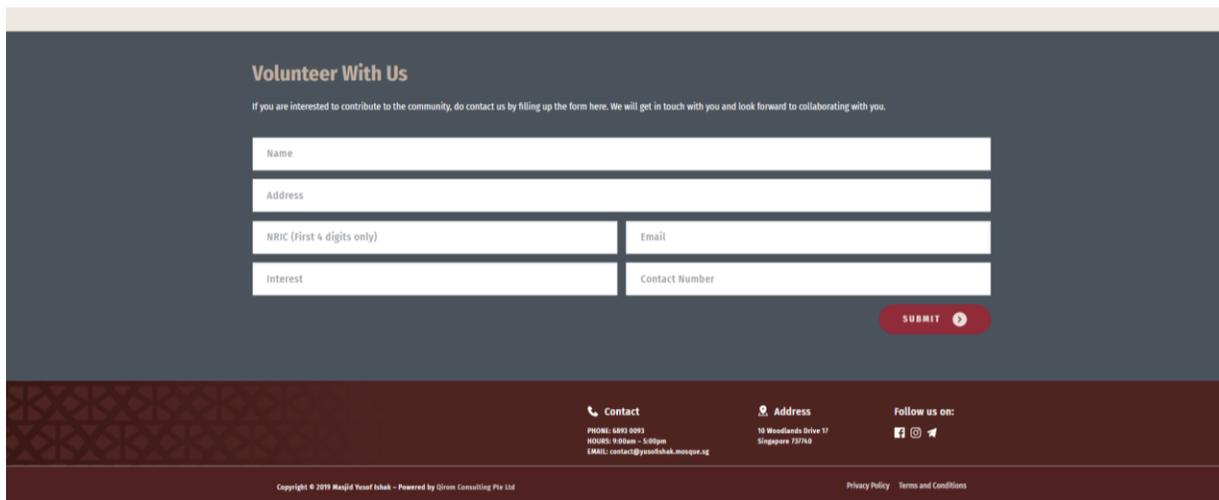
If you require and is eligible for financial assistance (click [here](#) to view eligibility), please do not register online. Make an appointment via email to administrator_alive@yusofishak.mosque.sg .

All registrations with financial assistance applications are strictly by appointment only.

VOLUNTEER AND ENQUIRIES

Q1. I want to volunteer. Who do I contact?

At 'Donate & Contribute', scroll to the bottom of the page. There is a 'Volunteer With Us' form. Fill up the form accordingly and our team will get in touch with you.



The screenshot shows a 'Volunteer With Us' form on a dark blue background. The form has the following fields:

- Name
- Address
- NRIC (First 4 digits only)
- Email
- Interest
- Contact Number

A red 'SUBMIT' button is located at the bottom right of the form. Below the form, there is a footer with contact information:

- Contact**
PHONE: 6893 0093
HOURS: 9:00am - 5:00pm
EMAIL: contact@yusofishak.mosque.sg
- Address**
10 Woodlands Drive 17
Singapore 737740
- Follow us on:**
Facebook, Instagram, Twitter icons

At the bottom of the page, there is a copyright notice: 'Copyright © 2019 Masjid Yusof Ishak - Powered by Qivon Consulting Pte Ltd' and links for 'Privacy Policy' and 'Terms and Conditions'.

Q2. I need to get in touch with someone from the mosque. Who do I contact?

Complete your details at 'Connect & Reach Out'. We will assess your request and direct your enquiry to the right department and/or unit.

You can also call our hotline at 6893 0093 / 6892 0072 during office hours (9am-5pm, Monday-Friday) if you need to speak to someone.

Or you may reach us at contact@yusofishak.mosque.sg for any matters regarding the mosque.