



SINGAPORE
CONVENTION
ON MEDIATION

UNCITRAL
ACADEMY

PART OF



SINGAPORE
CONVENTION
WEEK 2026

VIRTUAL LOGIN USER GUIDE





HOW TO SET UP OR RESET YOUR PASSWORD

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Subject: Set Up or Reset Your Password - UNCITRAL Academy Livestream

Dear Jane Doe,

We received a request to set up or reset your password for accessing the UNCITRAL Academy livestream.

Please click the link below to proceed. Alternatively, you may copy and paste the URL into your browser.
<https://www.singaporeconventionweek.sg/create-password?layout=confirm&token=0cc5892022865fc4b27eb0078bd41c58>

For security purposes, this link can only be used once and will expire one hour from the time it was sent.

If you did not make this request, please ignore this email.
Please do not forward this email, as the link is unique to you.

For further assistance, please refer to the [User Guide] or contact the event helpdesk at scweek2026.registrations@communicare.com.sg

Thank you.

Regards,
Organising Committee
Singapore Convention Week 2026

3

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1 To set up or reset your password

- Visit <https://singaporeconventionweek.sg/create-password> to set up or reset your password and enter the email address that you have registered for the event and click Send.

2 Check your email

- You will receive an email with instructions to set up your password. This may take a few minutes to arrive – please check your Junk/Spam folder if you don't see it.

3 Verify your email address

- Click on the verification link sent to your email address, and you will be redirected to the email verification page.
- Enter the email address that you have registered for the event for verification and click Proceed.

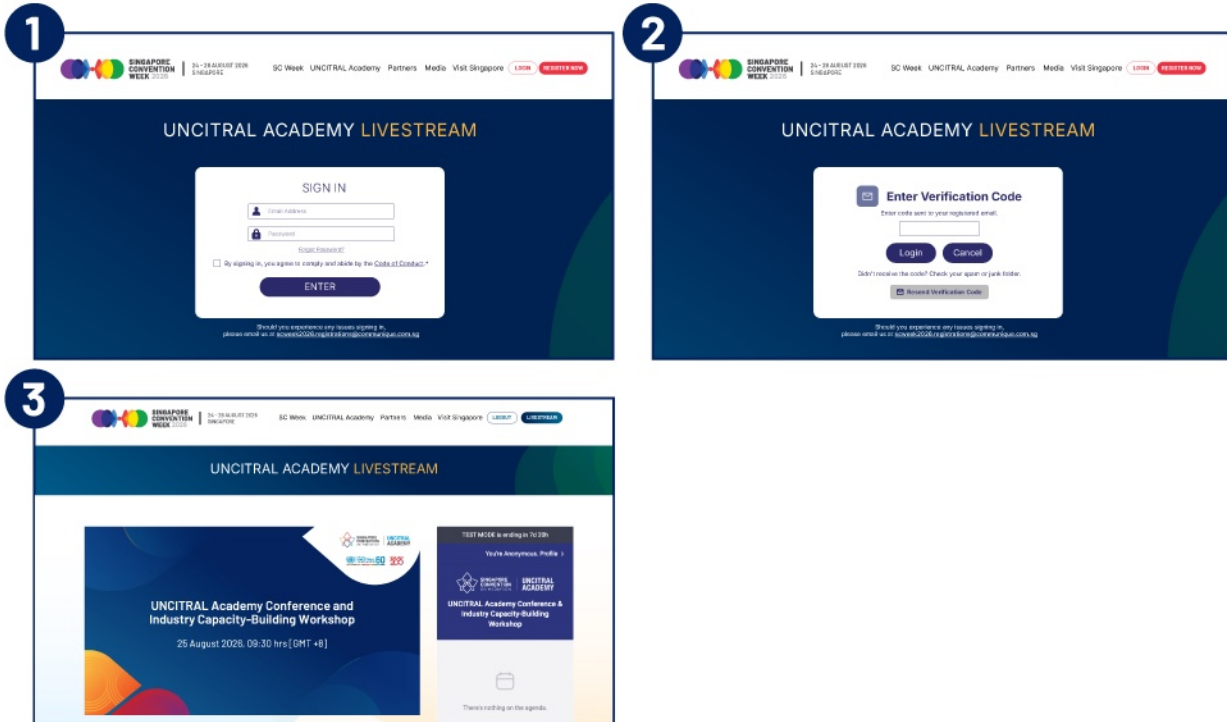
4 Set your new password

- Enter a new password (at least 8 characters), then click Create Password.

- **Note:** Please use the email address you registered with. If you are unsure which email address you registered with, search your inbox for "Singapore Convention Week 2026" to find the relevant email.



HOW TO LOG IN



1 Go to the Login page

- Visit <https://singaporeconventionweek.sg/virtual> to the login page.
- Enter your registered email and password, tick the box to agree to the Code of Conduct, then click Enter.

2 Verification Code

- A one-time verification code will be sent to your registered email. This may take a few minutes to arrive – please check your Junk/Spam folder if you don't see it.

3 Access the live stream

- Once signed in, you will be redirected to the UNCITRAL Academy Live Stream page, where the event broadcast will be available during the scheduled programme times.



FREQUENTLY ASKED QUESTIONS

1 Do I need to allow third-party cookies in my browser for the video player?

Your browser may block third-party cookies by default. This can cause issues with video players that utilise third-party cookies and require that your browser accepts third-party cookies. Please follow the instructions below to enable third-party cookies for all supported browsers:

Chrome (Desktop)

- Navigate to the following settings page: Chrome > Settings > Privacy and security > Third-party cookies
- Select "Allow Third-party cookies"

Chrome (Android)

- Navigate to the following settings page: Chrome > Settings > Site Settings > Third-party cookies
- Select "Allow Third-party cookies"

Safari (Mac)

- Navigate to the following settings page: Safari > Settings > Privacy
- Ensure "Prevent cross-site tracking" is unchecked

Safari (iOS)

- Navigate to the following settings page: Settings > Safari > Privacy & Security
- Ensure "Prevent Cross-Site Tracking" is disabled

Firefox

- Navigate to the following settings page: Firefox > Settings > Privacy and Security > Custom
- Deselect "Cookies" to prevent the site from disabling it

Edge

- Navigate to the following settings page: Microsoft Edge > Settings > Cookies and site permissions > Manage and delete cookies and site data
- Select "Allow sites to save and read cookie data (recommended)"
- Turn off "Block third-party cookies" if it has been enabled

2 What is the minimum internet requirement for best viewing experience?

For best viewing experience, a minimum of 3Mbps internet connection would be recommended.

3 I did not receive my password reset email.

It may take up to 3 minutes for you to receive your "Password change request" via email. You may wish to regenerate another email on the forgot password page or check if it may have been directed to your Junk or Spam box.

Please let us know at scweek2026.registrations@communique.com.sg if you encounter further issues with resetting your password.

HELPDESK

For any enquiries on the Singapore Convention Week 2026 UNCITRAL Academy Livestream, please contact scweek2026.registrations@communique.com.sg

