enoFin™
Frequently Asked Questions

1. **Who can I contact if I need further assistance?**
   Kindly email to enoFin@crowe.sg and we will revert to you within the next business day.

2. **Where can I find the Terms and Conditions that govern this service?**
   You may download the Terms and Conditions on our website.

3. **What should I do if my user account is locked?**
   If your user account is locked, please download and complete the enoFin Maintenance Form and email it to enoFin@crowe.sg.

4. **What should I do if I have forgotten my User ID?**
   Kindly email to enoFin@crowe.sg to request for the retrieval of your credentials.

5. **What should I do if I have forgotten my password?**
   Kindly email to enoFin@crowe.sg to request for a password reset.

6. **What are the services available on enoFin?**

   • Update the financial information of your company on a real-time basis.

   • Prepare sales invoices and generate statement of accounts.

   • Retrieve financial reports and management accounting records.

7. **What are my User ID and password to login to enoFin?**
   Your login credentials are included in the Welcome Email.

8. **I have just received all my login credentials. Can I login to enoFin immediately?**
   Yes. Upon your first login using the password provided earlier, you will be prompted to change your password.

9. **Does enoFin have a built-in automatic logout feature?**
   Your session will be automatically terminated if you are inactive for more than an hour. You will need to login again using your User ID and password, if you wish to continue to access the service.

10. **Do I need to fill up an additional form to register additional user(s) for enoFin?**
    Yes. Please download and complete the enoFin New Client Registration Form and email it to enoFin@crowe.sg.

    No additional registration or fees are required.