# iLTMS

## for
## LEARNERS

# User Guide

Version 1.2 (Updated: 17 November 2021)

**iLTMS User Guide for Learners**

## Contents

**Logging Into the LMS Portal**

Step 1: Using Google Chrome or Microsoft Edge browser on your laptop or mobile device, go to https://iltms.ssi.gov.sg/lms.

Step 2: On the Main Landing Page, fill in the "Sign In" section with the User ID and Password that has been assigned to you.

Step 3: Click on "Login" to sign in to the LMS Portal.
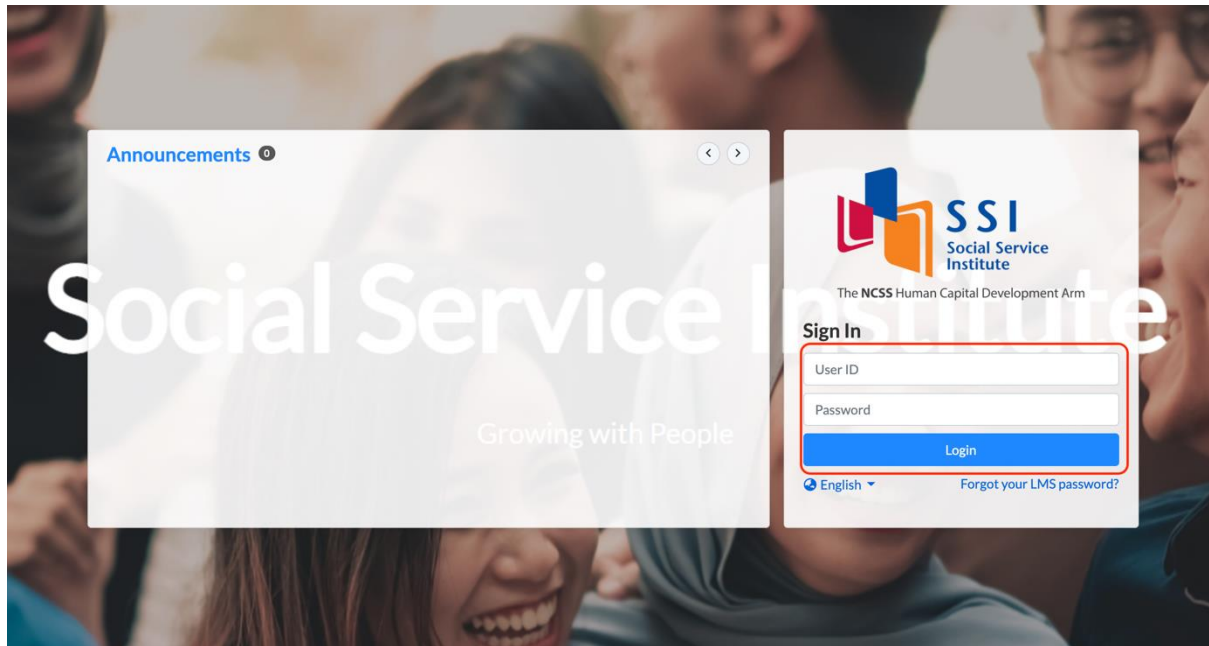


*Picture Reference: Main Landing Page*

*Forgot Your Password?*

If you have forgotten your password, you can reset the password from the Main Landing Page.

Step 1: Click on "**Forgot your LMS Password?**" on the Main Landing Page (see above picture) to reset your password.

Step 2: Key in your "**User ID**", complete the security check and click "**Send Email**". If you have forgotten your UserID, check your course confirmation email, or alternatively, contact SSI at socialserviceinstitute@ncss.gov.sg.

Step 3: An email would be sent to your registered email address shortly with instructions on resetting your password.

*Note: If no password is received, please check your spam or junk mail folders.*

**Navigating the LMS Portal**

This section shares with you some key features and guide you on how to navigate around the LMS Portal.

*Dashboard*

Upon logging in, you will see the "**Dashboard**" page. The three key panels in this page are:

- **Top Panel (in green)** – From this panel, you will be able to amend your personal information, change the display language *(English or Simplified Chinese)* and view any announcements shared with you. You will also be able to hide and view the Navigation Panel.

- **Navigation Panel (in blue)** – From this panel, you will be able to navigate to the various pages within the LMS Portal.

- **Main Panel (in red)** – From this panel, you will be able to view the courses you are enrolled as a Learner and have a quick view of announcements shared with you.

Please refer below sections for detailed information on each panel.
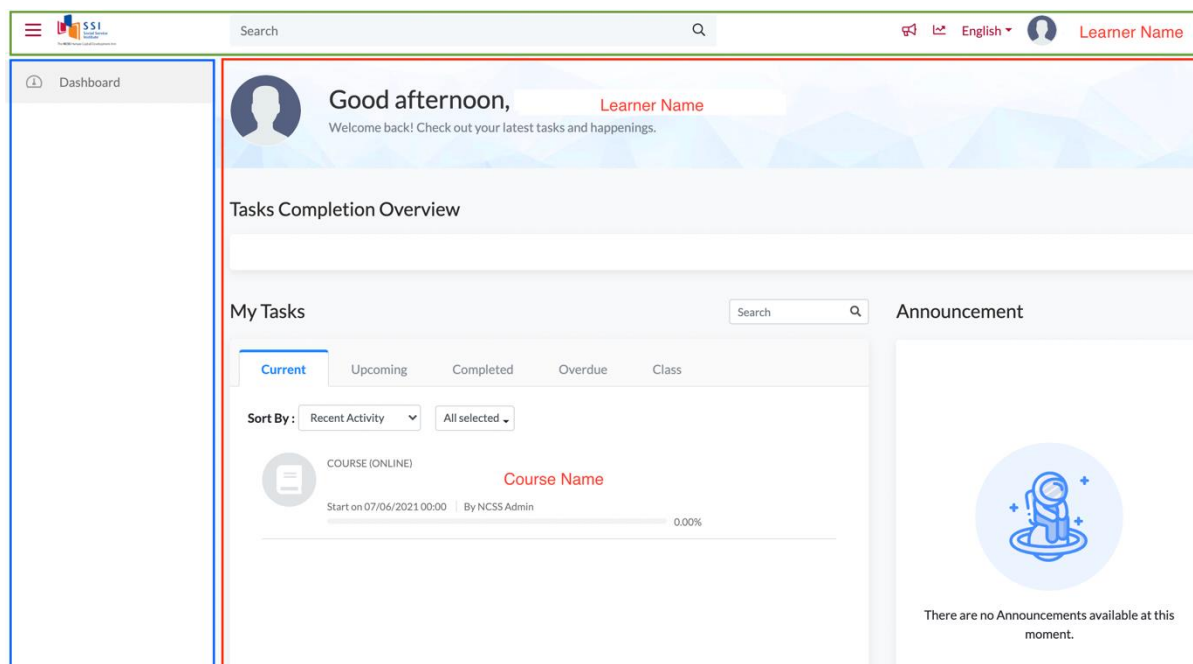


*Picture Reference: Dashboard*

***Top Panel***
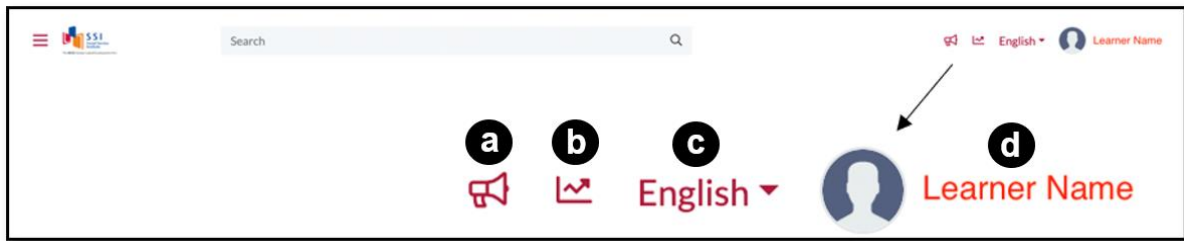


*Picture Reference: Top Panel*

On the top right corner of the "**Top Panel**", there are four icons, namely:

    a.  **Private Announcements**: View any Private Announcements

    b.  **Learning Progress Reports**: View your Learning Progress Reports

    c.  **Display Language**: Change your preferred display language

    d.  **User Account**: Change your account related information

*Private Announcement*

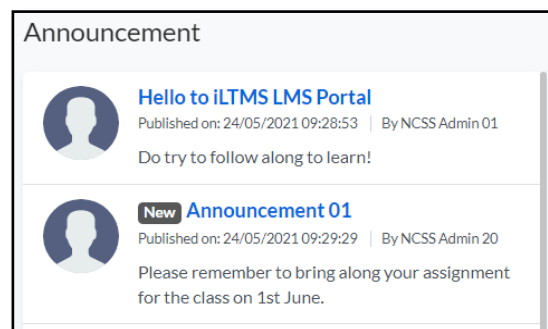This icon allows you to view any announcements that are directly published to you.

Step 1: To view the private announcements, click on the "**Announcement**" icon on the top panel (icon a above). You will see a list of announcements from SSI to you.

Step 2: Click on the announcement to view it.
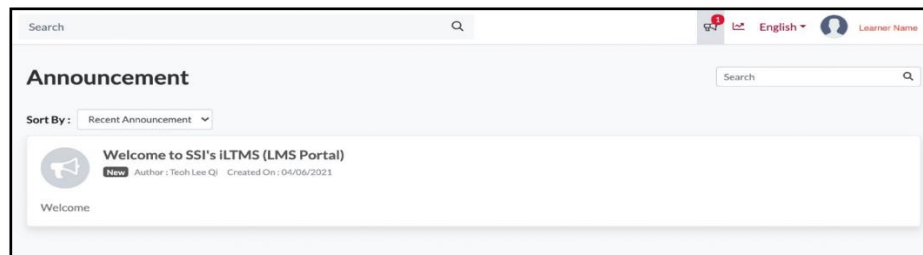


*Picture Reference: Announcement*

Step 3: Alternatively, you may also view the announcements located on the right side of the Main Panel.



*Picture Reference: Announcement on Main Panel*

*Learning Progress Report*

This icon allows you to see an overview of your learning in the various courses you are enrolled in. You can also use this section to check your completion status for the learning contents in each course.

Step 1: To view your Learning Progress Report, click on the "**Learning Progress Report**" icon on the top panel (icon b above).



*Picture Reference: Learning Progress Report*

Step 2: You can use any of the following filters to generate your desired report:

a. **Permission Start Date**: This allows you to filter based on when you first gained access to the course contents.

b. **Permission End Date**: This allows you to filter based on when you last gained access to the course contents.

c. **Activity Type**: This allows you to filter based on the different learning contents you have gone through, namely by:

    i.    Select All (All of the activity type)

    ii.    Course

    iii.    Quiz

    iv.    Evaluation

    v.    Forum

    vi.    Assignment

**d. Status**: This allows you to filter based on your completion status of the learning contents in the entire LMS Portal, namely by:

     i.    All (All type of status)

    ii.    Complete

   iii.    Incomplete

   iv.    Not Attempted

**e. Keywords**: This allows you to search by keywords, eg. Course Name.

Step 3: Once you have filtered based on your preferences, click on "**Generate Report**".

Step 4: You can then choose to view the report online or export it into excel by clicking "**Export to Excel**". An excel file will be downloaded.

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_User Account_

This icon allows you to change your account related information and log out of the LMS Portal.

Step 1: To change your account related information, click the "**User Account**" icon on the top panel (icon d above).

Note: This icon will be your name. The screenshot is masked for privacy reasons.
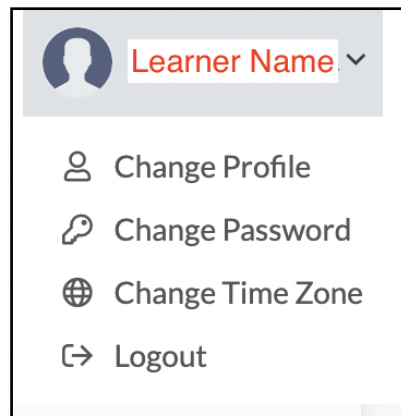
_Picture Reference: User Account_

Step 2: A drop down list will appear with four different options:

- **Change Profile**: This allows you to update your registered email address, change password, update on any interests, and add a profile picture.

- **Change Password**: This allows you to change your password in the LMS Portal.

- **Change Time Zone**: This allows you to change your time zone.

- **Log Out**: This logs you out of the LMS Portal.

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## *Main Panel*

The **Main Panel** would display the list of courses you are enrolled in (current, past, and upcoming). You can also view **Announcements** here.

Step 1: To access a course, click on the course listed under "**My Tasks**".
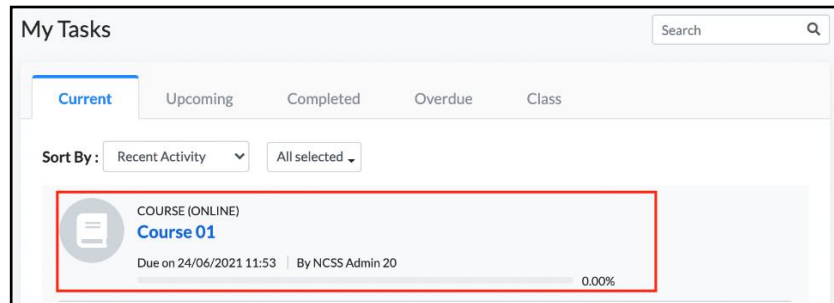


*Picture Reference: Main Panel*

Step 2: You will be redirected to the **Main Course Page** where you should see the various learning contents uploaded for the course. If the page does not open, ensure that you have allowed pop-ups on your browser.

## *Main Course Page*

The Main Course Page has four sections:

- **Top Bar (in red)** – This displays the course name and allows you to navigate (*arrow buttons*) and close (*x button*) the Main Course Page.

- **Main Section (in green)** – This displays the course overview, and the course learning contents when they are opened.

- **Navigation Menu (in blue)** – This displays all the course learning contents uploaded for the course and allows you to navigate the various learning contents.

- **Course Progress Indicator (in orange)** – This displays your overall progress in this course.
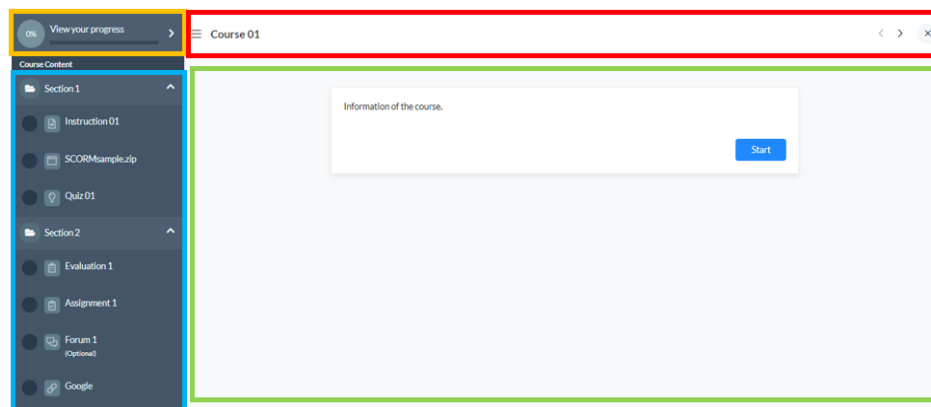
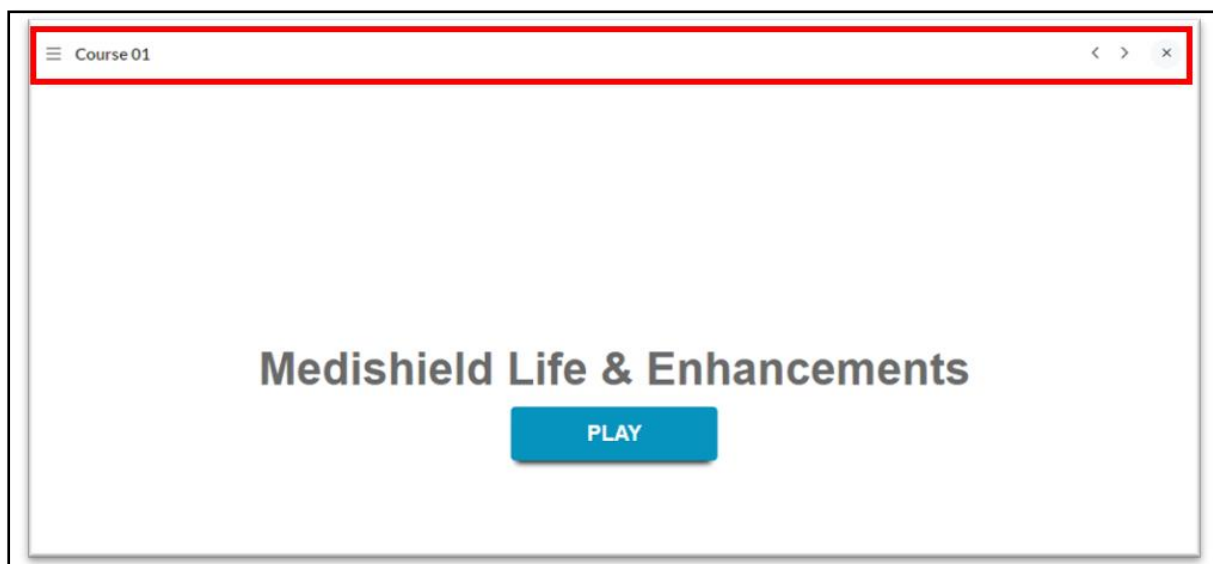

*Picture Reference: Course Main Page*

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## Main Section

When you are first redirected to the Course Main Page (see above picture), the course overview and learning outcomes for the course will be displayed.

To begin learning, click on "**Start**" and the first learning content will be opened.
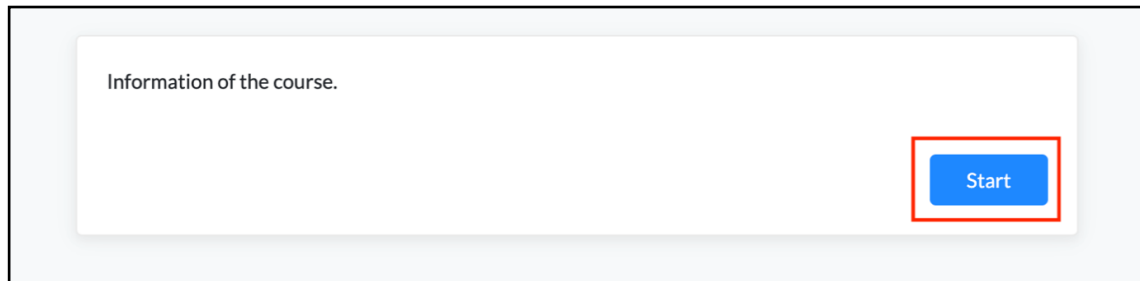


*Picture Reference: Main Section*



*Picture Reference: Viewing Learning Contents*

Use **the Navigation Arrows** (< and >) on the **Top Bar** to go to the next or previous learning content. Use the X button exit the **Main Course Page** and return to the **Dashboard**.



*Picture Reference: Icons on Top Bar*

*Navigation Menu*

You may choose to freely view the various learning contents uploaded for the course by clicking on the content via the **Navigation Menu**.

In some courses, the learning contents may be divided into different sections. In others, there may be a pre-set condition an earlier content must be completed before the next learning content is unlocked. Such conditional content would be **greyed out and cannot be clicked on**.
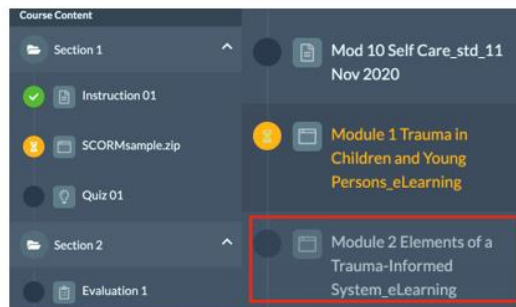


*Picture Reference: Navigation Menu*

Under the **Navigation Menu**, there are also several icons used:

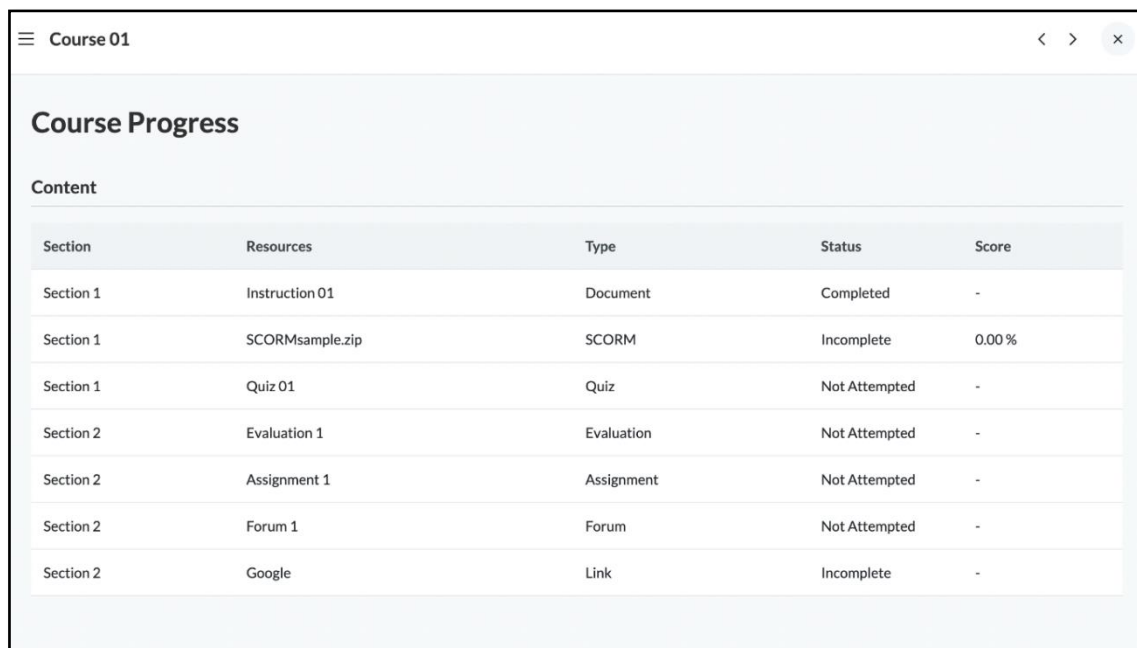| | |
|---|---|
| The various sections in the course are separated with the folder icon | 📁 Section 1 ⌃ |
| The course learning materials are classified as follows: | 📄 Documents |
| | ▢ E-Learning Activity |
| | 🎥 ▶ Video |
| | 💡 Quiz |
| | 💬 Forum Activity |
| | 📋 Assignment |
| | 🔗 External Link |
| The completion status of each learning content will be stated as follows: | Not Attempted |
| | ⏳ Incomplete |
| | ✅ Completed |

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## *Course Progress Indicator*

To view your overall course progress, you can look at the percentage or the green indicator bar.
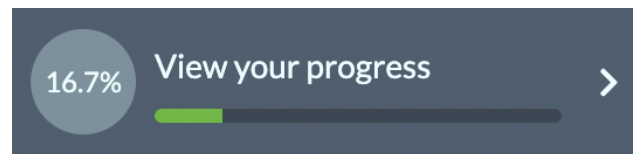


*Picture Reference: Course Progress Indicator*

To view a detailed summary, click on "**View your progress**" and a summary page will be displayed on the Main Section.



| Section | Resources | Type | Status | Score |
|---|---|---|---|---|
| Section 1 | Instruction 01 | Document | Completed | - |
| Section 1 | SCORMsample.zip | SCORM | Incomplete | 0.00 % |
| Section 1 | Quiz 01 | Quiz | Not Attempted | - |
| Section 2 | Evaluation 1 | Evaluation | Not Attempted | - |
| Section 2 | Assignment 1 | Assignment | Not Attempted | - |
| Section 2 | Forum 1 | Forum | Not Attempted | - |
| Section 2 | Google | Link | Incomplete | - |

*Picture Reference: Course Progress Summary*

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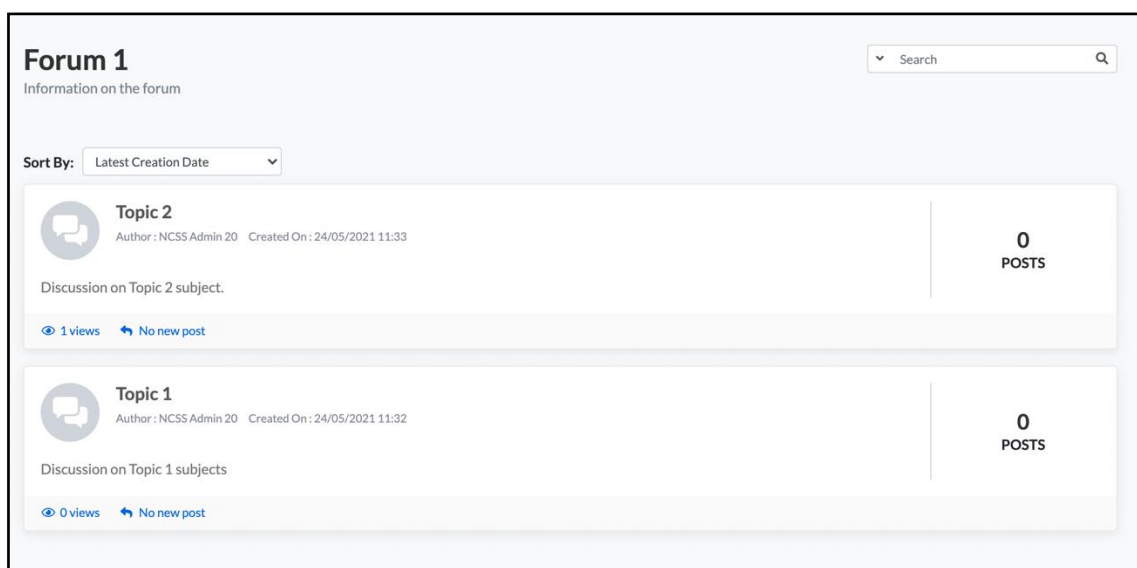
## **Contributing to Forum Discussion**

In some courses, you may be required to contribute to forum discussions.

Step 1: From the "**Navigation Menu**" in the **"Course Main Page"**, click on the Forum Activity.
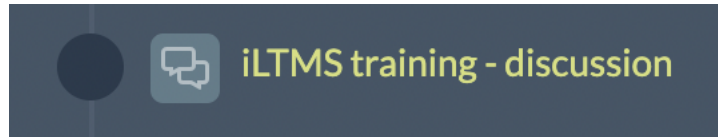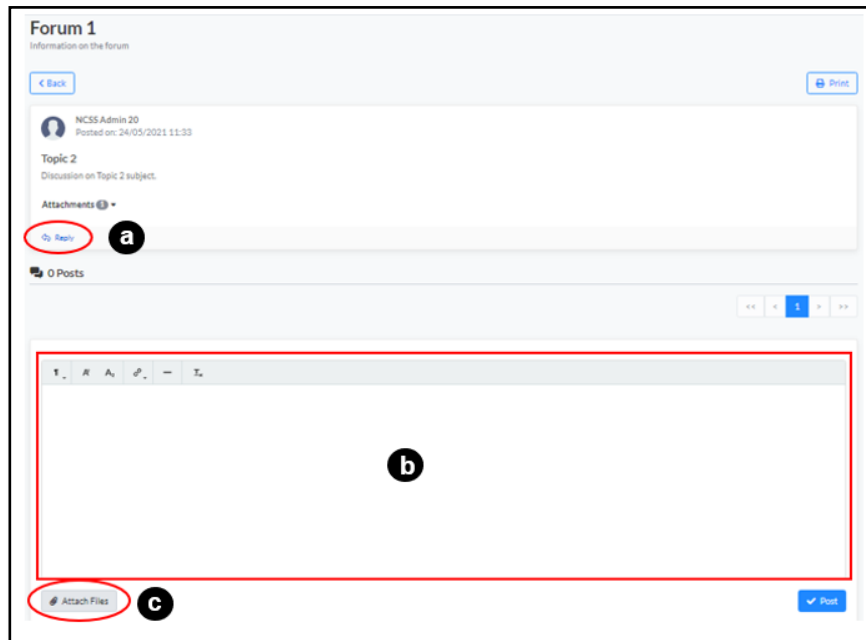


*Picture Reference: Forum Activity*

Step 2: Click on the Forum Topic to open.



*Picture Reference: List of Forum Topics*

Step 3: A new page would open. Under this page, there are 3 sections you need to take note of:



*Picture Reference: Posting on a Forum*

a.  **Reply** – This allows you to leave your respond on specific forum posts that has been posted by other users. Click on **"Reply"** to respond.

b.  **Text Box** – This allows you to type in your respond for the forum.

c.  **Attach Files** – Besides a text respond, you can also attach a file, click on **"Attach File"** to upload.

Step 4: Click on "**Post**" to post your response.
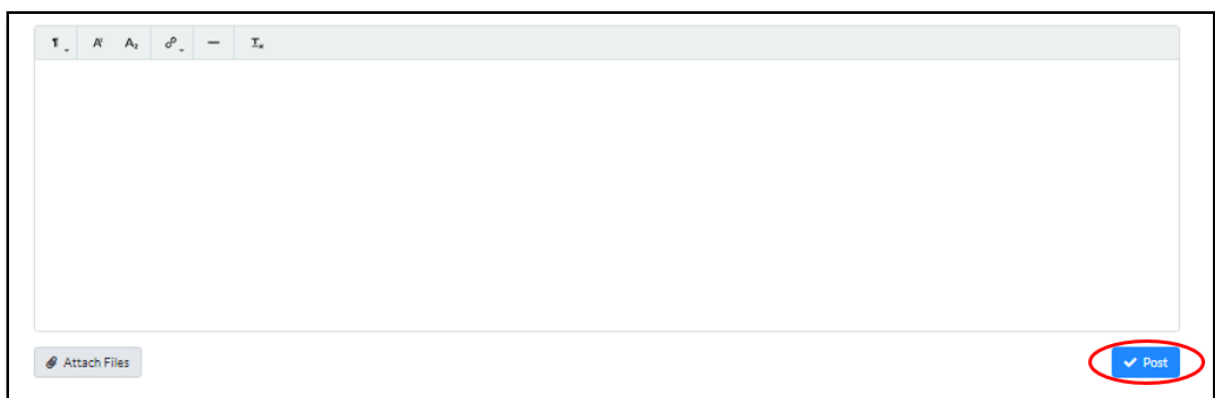


*Picture Reference: Posting on a Forum*

## Submitting Assignments

In some courses, you may be required to contribute to upload your completed Assignments.

Step 1: From the "**Navigation Menu**" in the "**Course Main Page**", click on the **Assignment**.
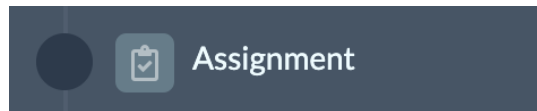


*Picture Reference: Assignment*

Step 2: A new page would open up. In this page you would see three sections:

- Assignment Overview **(in red)** – The assignment details will be displayed here. You can also download any assignment related attachments if applicable.

- Your Submission: Your Answers/Responses **(in green)** – If activated, this section allows you to submit your assignment by typing out in text. Please refer to the assignment details for instructions on how to submit your assignment *(Step 3 below).*

- Your Submission: Your Attachments **(in blue)** – This allows you to upload your assignment. Please refer to the assignment details for instructions on how to submit your assignment *(Step 4 to 8 below).*

Step 3: If you are instructed to type out your answers in the textbox, proceed to type out in the textbox provided and click "**Submit**" when you are done. The assignment will be submitted to your trainer for review. *(Picture as shown below)*

Step 4: To upload an attachment, click on "**Add Attachment**". A new page will open up for you to add your attachments.
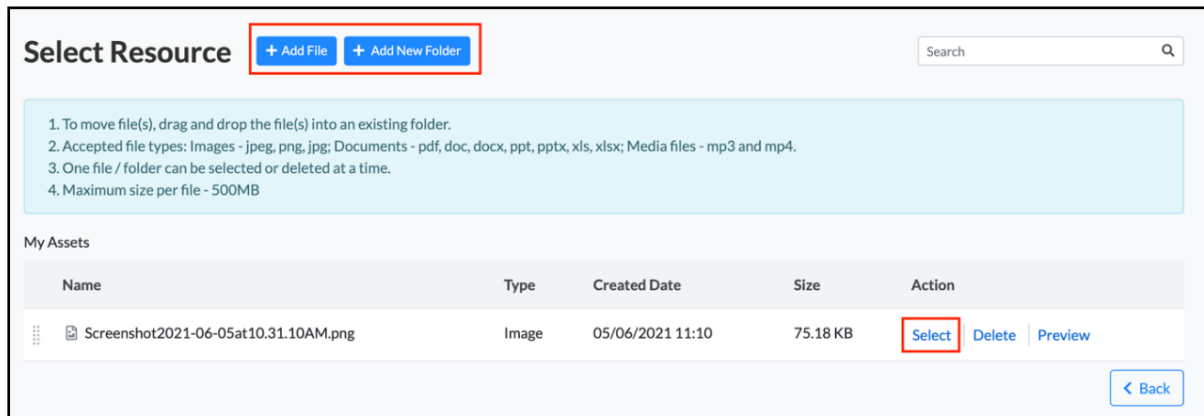


*Picture Reference: Assignment Main Page*

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Step 5: Click on "**Add File**" or "**Add New Folder**" depending on how you wish to organise your uploads.

Step 6: Select the file to upload from your computer to upload.

Step 7: If it is successfully uploaded, your file will appear under "**My Assets**". Click "**Select**" to insert the file to your assignment.



Picture Reference: Select Resource

Step 8: The uploaded file will appear under "**Your Attachments**". When you are done uploading all the files necessary, click "**Submit**". The assignment will be submitted to your trainer for review.
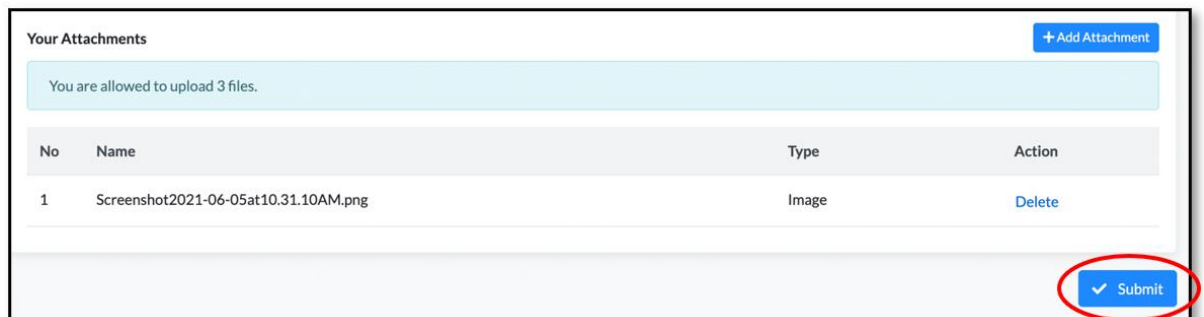


*Picture Reference: Uploaded Assignment*

## Account Creation for Self-Sponsored Learners

This section is meant to guide self-sponsored learners to register and navigate the SSI Online Registration Portal, which can be used to search and register for courses.

### *Account Creation*

You will require an account for course registration. If you are a new user, please follow the instructions below for account creation. There are two methods to create an account.

1. Via Singpass (preferred method)

2. Via Credentials
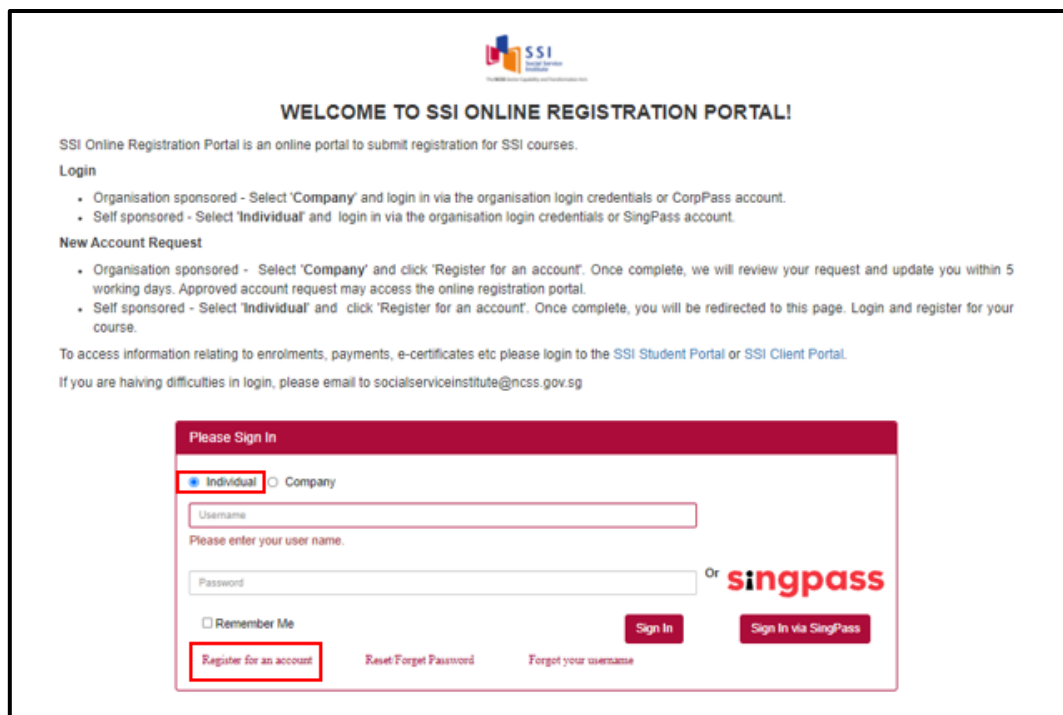
The login details you create here will be the same used to access SSI Student Portal.

Step 1: Using your preferred browser on your laptop or mobile device, go to https://iltms.ssi.gov.sg/registration. You will be directed to the SSI Online Registration Portal's "**Log in**" page.

Note: Recommended Browsers - Google Chrome, Safari or Microsoft Edge

Step 2: On the Log in Page, select "**Individual**".

Step 3: Click "**Register for an account**".
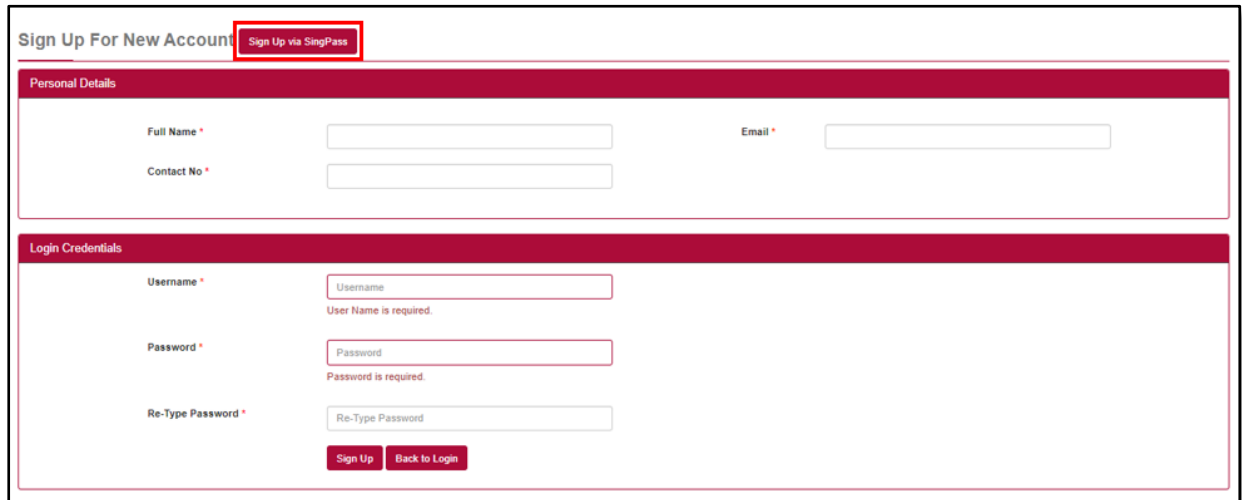


*Picture Reference: Log in Page*

Step 4: You will be redirected to the "**Sign Up for New Account**" page.

*Via Singpass*

Note: Learners are encouraged to create an account via Singpass.
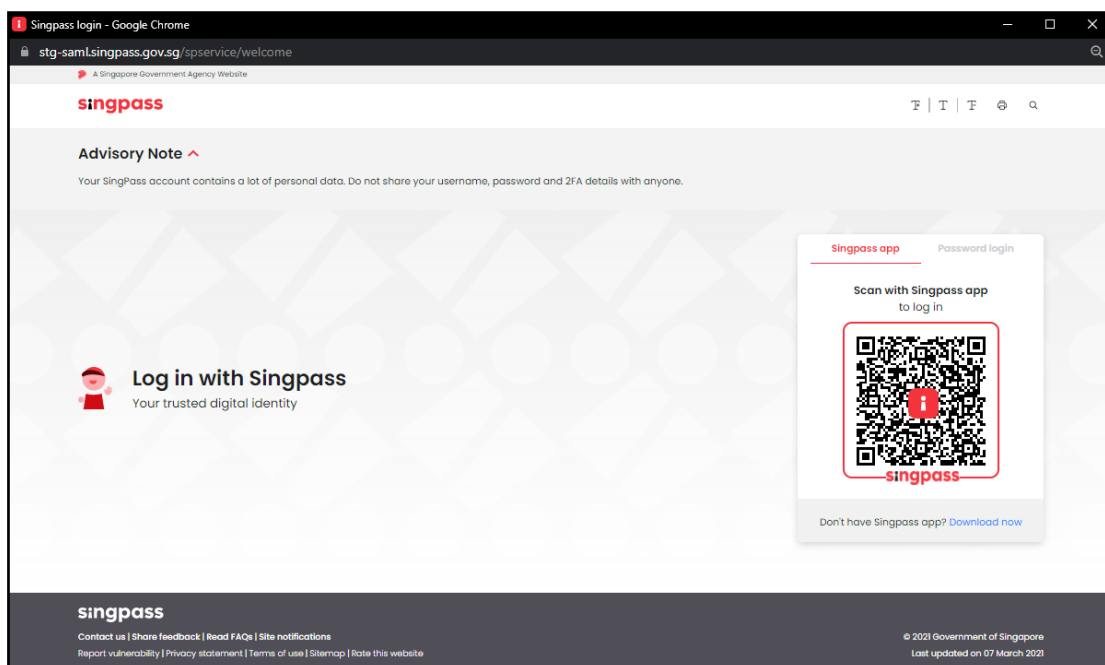
Step 5: Click "**Sign Up via Singpass**" on the Sign Up for New Account page.



*Picture Reference: Sign Up for New Account*

Step 3: You will be redirected to the Singpass Login Page where you can choose to login via the Singpass app or via Password Login.

*Note: iLTMS is accessible on both your desktop computer and mobile devices.*



*Picture Reference: Singpass Login Page*

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*Desktop Login via Singpass app (QR Code)*

Step 4: Launch your Singpass app and click the "**Scan**" button. Use your phone to scan the QR code displayed on the Singpass Login Page.

Step 5: Confirm your login request on the Singpass App by clicking "**Log In**". You will be prompted to verify your identity in Singpass. Please wait while your identity is being verified.
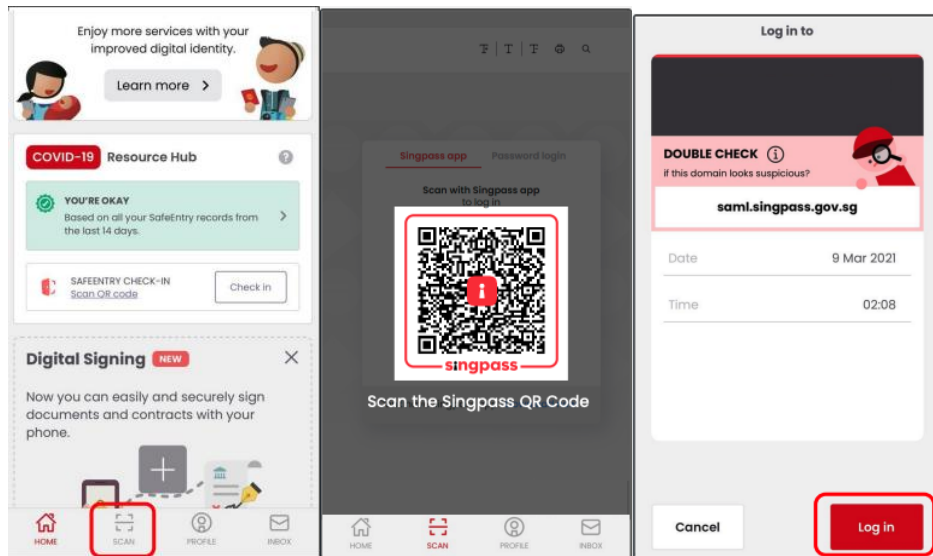


*Picture Reference: Singpass Desktop Login*

Step 6: You will be required to fill in your:

- Full Name

- Email

- Contact Number

Step 7: After keying the information above, click "**Sign Up**"



*Picture Reference: Sign Up Page*

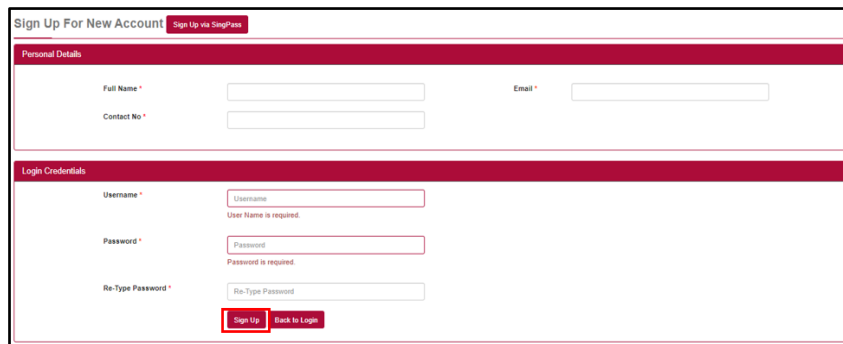Step 8: Upon successful verification, you will be redirected back to SSI Online Registration Portal.

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*Mobile Login via Singpass app (QR Code)*

Step 4: Tap the QR code to launch the Singpass App.
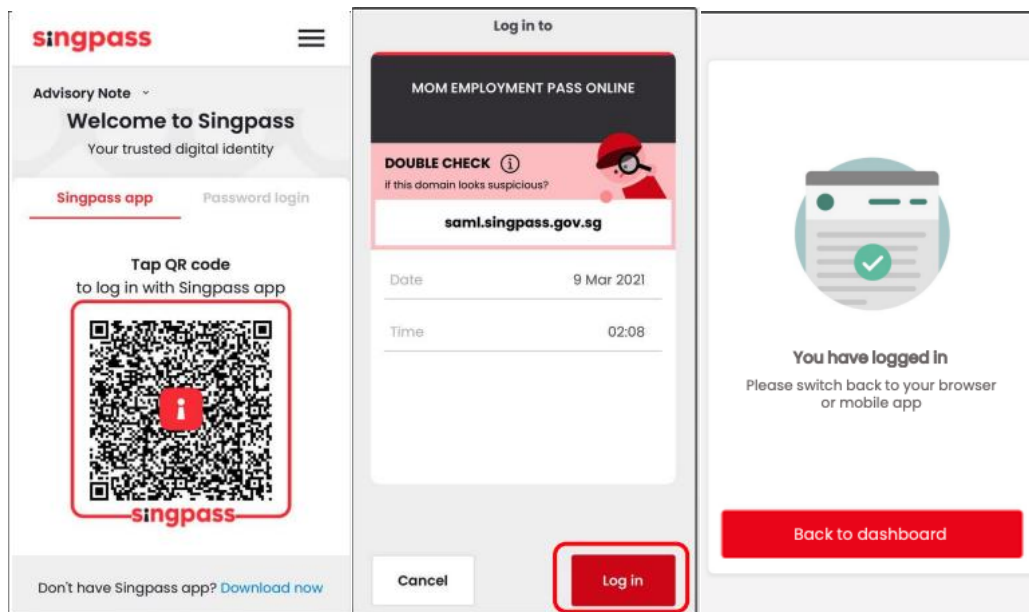


*Picture Reference: Singpass Mobile Login*

Step 5: Confirm your login request on the Singpass App by clicking "**Log In**". You will be prompted to verify your identity in Singpass. Please wait while your identity is being verified.

Step 6: You will be required to fill in your:

- Full Name

- Email

- Contact Number

Step 7: After keying the information above, click "**Sign Up**".



*Picture Reference: Sign Up Page*

Step 8: Upon successful verification, you will be redirected back to SSI Online Registration Portal

*Desktop / Mobile Login via Password*
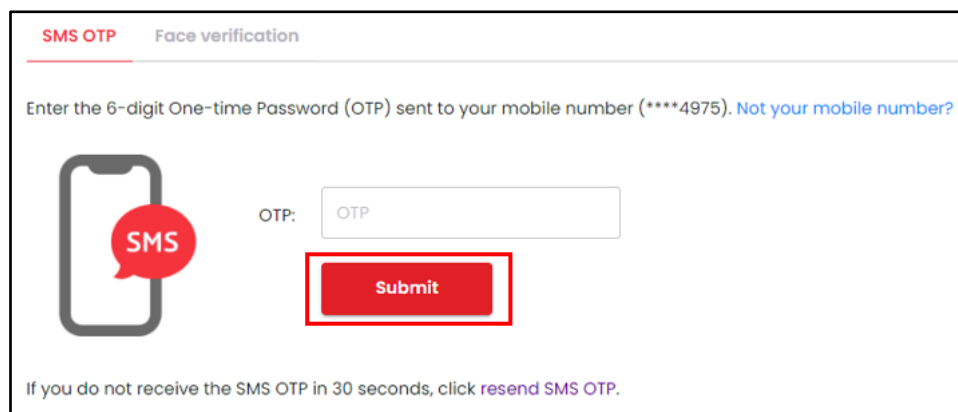
Step 4: Click **"Password Login"** tab on the Singpass Login Page.



*Picture Reference: Singpass Password Login*

Step 5: Fill in your Singpass ID and password and click "**Log In**".

Step 6: Fill in the OTP number which will be sent to your Singpass registered mobile number and click 'Submit'.



*Picture Reference: Singpass Desktop Login*

Step 7: Upon successful verification, you will be redirected back to SSI Online Registration Portal.

## Via Credentials

Step 5: To use credentials, you will need to complete the fields in the "**Sign Up for New Account**" page.

Step 6: Fill up the respective fields under "**Personal Details**" and "**Login Credentials**" section.

- Full Name

- Email

- Contact Number

- Username

- Password

- Re-Type Password

Step 7: Click "**Sign Up**" once all fields are filled.



*Picture Reference: Sign Up for New Account*

Step 8: A pop-up message will appear indicating that your sign up is successful. An email notification will also be sent to your registered email address.

Note: You are encouraged to create a Singpass account. You can still link your credential to your Singpass at a later stage.

To link your credential to your Singpass. click here for the guide
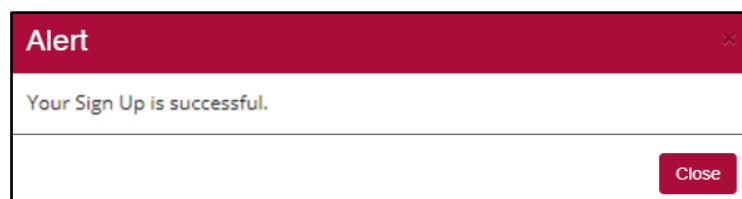


*Picture Reference: Alert Pop Up*

***Logging In to SSI Online Registration Portal for Self-Sponsored Learners***

<u>*Via Singpass*</u>

Note: You will require a Singpass account and the Singpass application installed on your mobile device. For more information on Singpass, please visit: https://www.Singpass.gov.sg/Singpass.

Step 1: Using your preferred browser on your laptop or mobile device, go to https://iltms.ssi.gov.sg/registration. You will be directed to the SSI Online Registration Portal's "**Log in**" page.
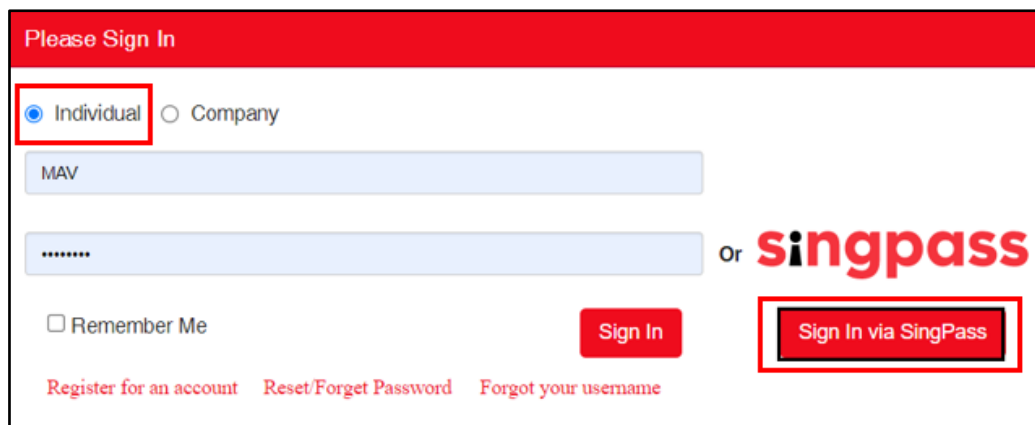
Note: Recommended Browsers - Google Chrome, Safari or Microsoft Edge

Step 2: To login via Singpass, select "**Individual**".

Step 3: Click "Sign In via Singpass".



*Picture Reference: Singpass Login*

Step 4: You will be redirected to the "**Singpass Login**" page. Click here for Singpass login steps

Step 5: Upon successful login, you will be redirected back to the SSI Online Registration Portal.

*Via Credentials*
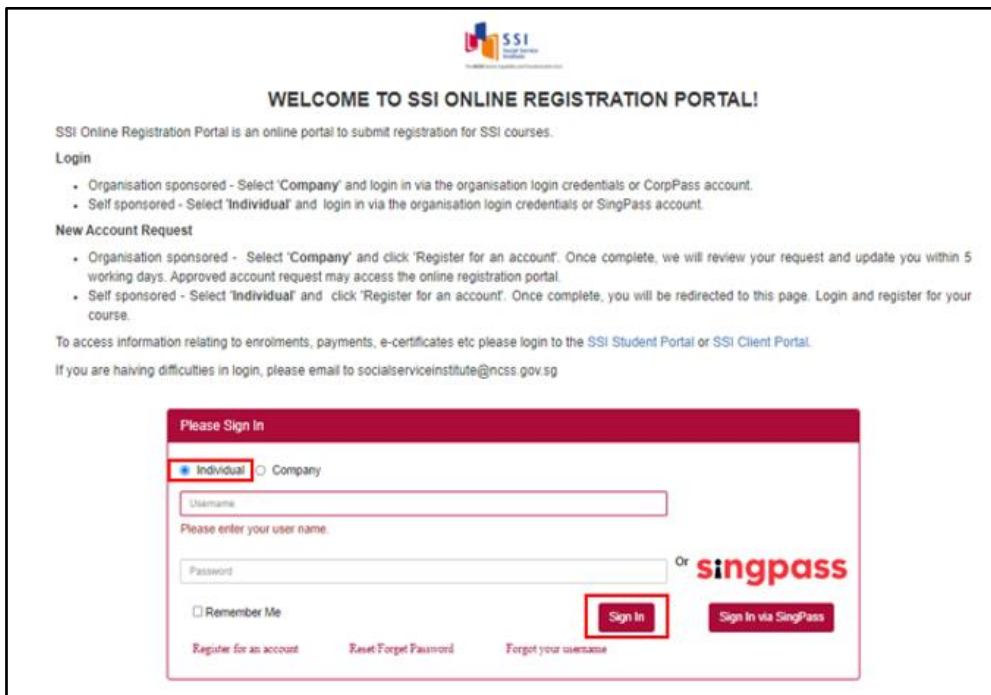
Step 1: Using your preferred browser on your laptop or mobile device, go to
https://iltms.ssi.gov.sg/registration. You will be directed to the SSI Online
Registration Portal's "**Log in**" page.

Step 2: On the log in page, click "**Individual**".

Step 3: Fill in your "**Username**" and "**Password**".

Step 4: Click "**Sign In**".

Note: Click "**Remember Me**" to auto-fill your details for the next log in.



*Picture Reference: Log in Page*
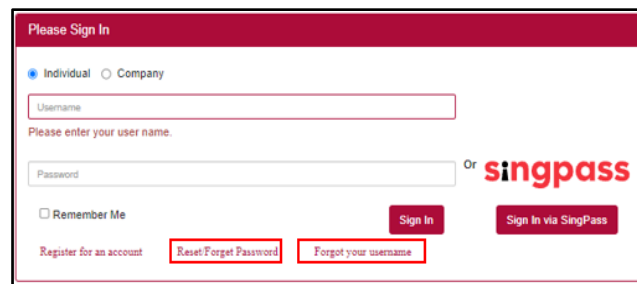
Step 5: Upon successful login, you will be redirected back to the SSI Online
Registration Portal.

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### *Forgot Your Credentials Password / Username?*

If you have forgotten your Username and Password, you can also reset it from [SSI Online Registration](#) page.

Note: This is applicable only if you are using Credential login.
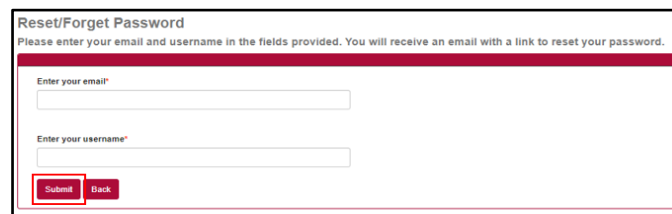
Step 1: Click "**Forgot Password?**" or "**Forgot Username?**" on the Log in Page to reset your password or retrieve your username.



*Picture Reference: Log in Page*

### To Reset Password:
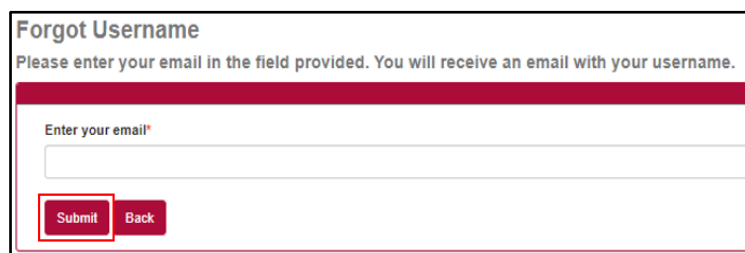
Step 2: Fill in your "**Email**" and "**Username**", then click "**Submit**".



*Picture Reference: Forgot Password Page*

### To Reset Username:

Step 2: Fill in your "**Email**", then click "**Submit**".



*Picture Reference: Forgot Username Page*

Note: Ensure that the email address provided is the same email address you registered with SSI.

Step 3: An email will be sent to you with your username and/or instructions on how to reset your password.

You may also wish to check your Spam or Junk folders for the email. If no email is received within 1 hour, please contact SSI at socialserviceinstitute@ncss.gov.sg.

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## Course Registration

### *Course Selection*

Note: You can view courses and course schedule without logging in but you will need to log in if you wish to proceed with registration.

Step 1: Using your preferred browser on your laptop or mobile device, go to https://iltms.ssi.gov.sg/registration#/Course. You will be directed to the "**Course Selection Page**".

Note: Recommended Browsers - Google Chrome, Safari or Microsoft Edge

Step 2: On the "**Course Selection Page**", you can search for all the courses with the filter options based on the following.

- Course Category

- Course Code

- Course Title

Note: You will need to click "**Search**" in order to search based on the filter. **Do not** press "**Enter**" button.
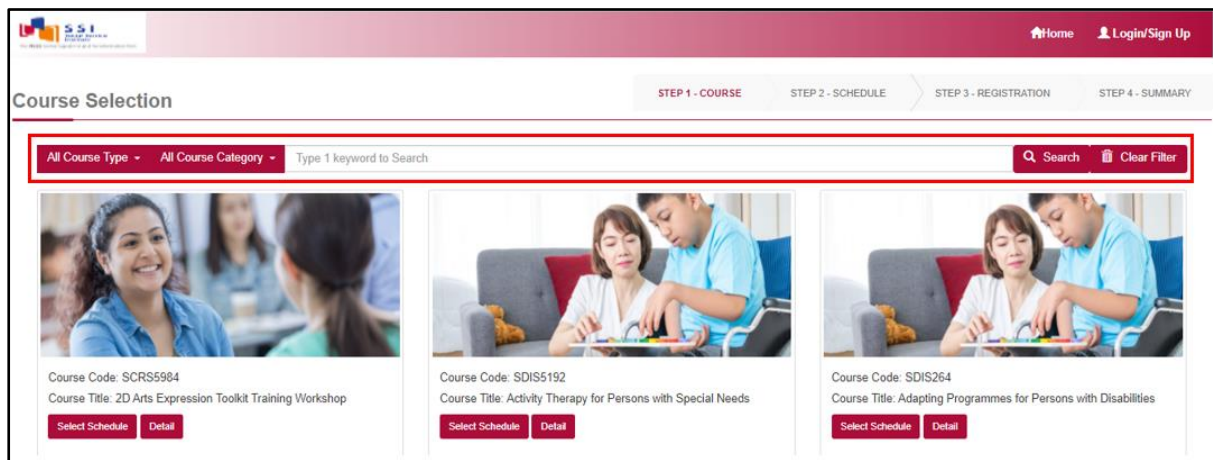


*Picture Reference: Main Landing Page*

### *View Courses Details and Upcoming Schedule*

Step 1: To view the courses details and upcoming schedule, you can either click "**Detail**" or "**Select Schedule**" under the "**Course Title**".





*Picture Reference: View Course Details*
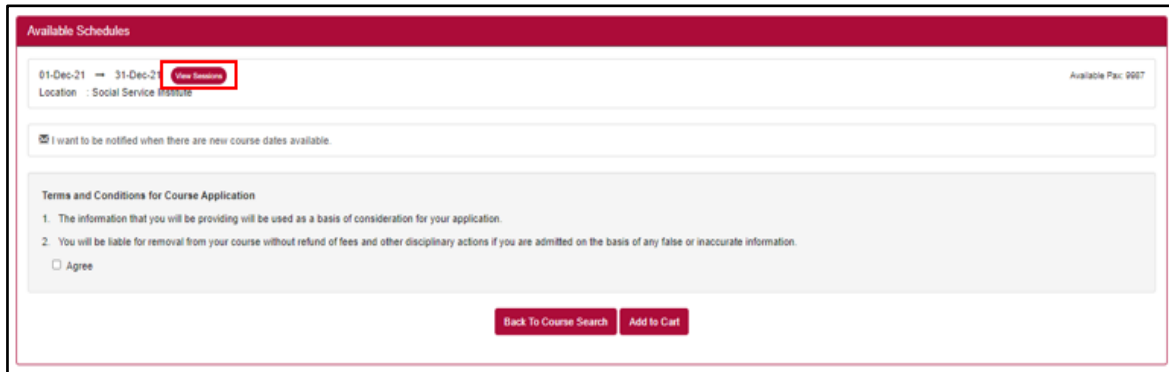
Step 2: A pop-up message will appear displaying the courses details. If you clicked "**Details**". Click "**Close**" to view another course.

Clicking "**Select Schedule**" will allow you to view the available schedules for registration.

*Selecting Available Schedules*
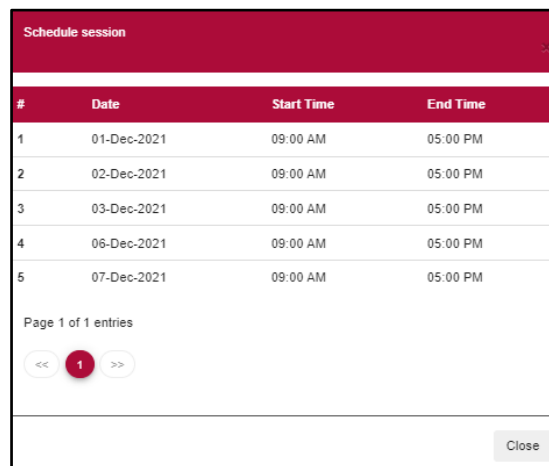
Step 1: You will be redirected a "**Schedule Selection**" Page where the course details are displayed again. Scroll down to view the upcoming course runs available for registration under "Available Schedules".

Step 2: Click "**View Sessions**".



*Picture Reference: Schedule Selection Page*

Step 3: A pop-up message will appear displaying the available course runs for registration. Click "**Close**" to close the course sessions if you do not wish to proceed with registration.
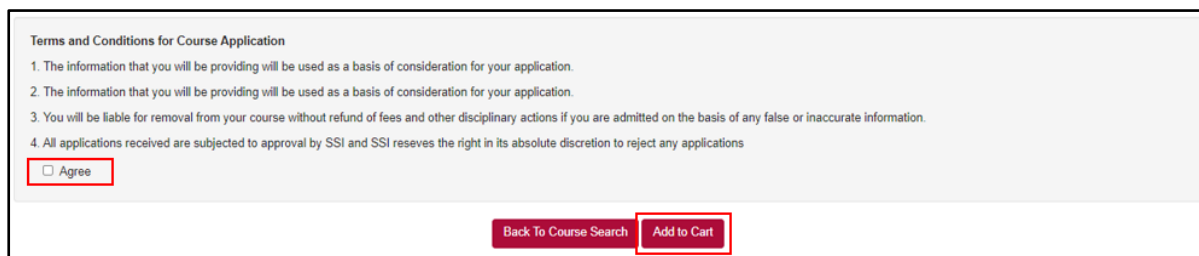


*Picture Reference: Schedule Session Pop-up*

Step 4: To begin registration, select the preferred schedule and click "**I want to register for this course**" at the bottom of the page.



*Picture Reference: Schedule Selection Page*

Step 5: To proceed with the registration, select "**Agree**" and click "**Add to Cart**".



**Terms and Conditions for Course Application**
1. The information that you will be providing will be used as a basis of consideration for your application.
2. The information that you will be providing will be used as a basis of consideration for your application.
3. You will be liable for removal from your course without refund of fees and other disciplinary actions if you are admitted on the basis of any false or inaccurate information.
4. All applications received are subjected to approval by SSI and SSI reseves the right in its absolute discretion to reject any applications

☐ Agree

Back To Course Search    Add to Cart

*Picture Reference: Schedule Selection Page*
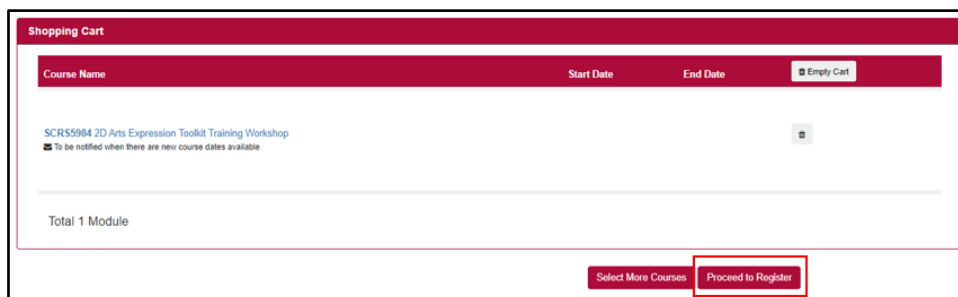
Step 6: A pop-up message will appear, indicating the course selection is successful.

Step 7: Click "**View Cart**" to view and verify your selection.



**Success**                                                              ✕

Course is successfully added into the cart.

**View Cart**
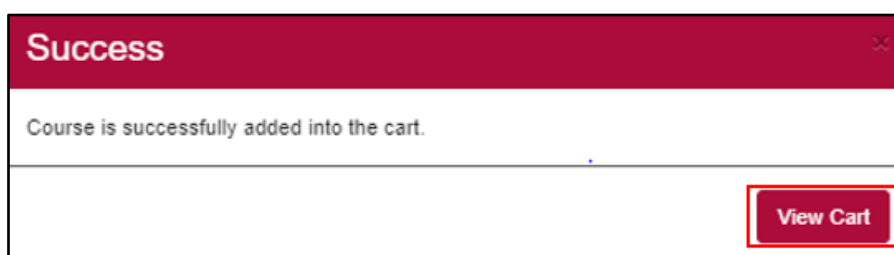
*Picture Reference: Success Pop-up message*

Step 8: From "Shopping Cart" page, click "Proceed to Register".



**Shopping Cart**

| Course Name | | Start Date | End Date | 🗑 Empty Cart |

SCRS5984 2D Arts Expression Toolkit Training Workshop
✉ To be notified when there are new course dates available                🗑

Total 1 Module

Select More Courses    Proceed to Register

*Picture Reference: Success Pop-up message*

Step 9: If you are not already logged into the SSI Registration Portal, you will be directed to the "**Log in**" page to log in before you can proceed with registration.

Note: You must have an existing account to log in. Please refer to "**Self-Sponsored Learners**" section for more information.

Version 1.2 (Updated: 17 November 2021)

### *Course Registration for Self-Sponsored Learners*

*Note: Application submitted under this section is strictly for self-sponsored learners only.*
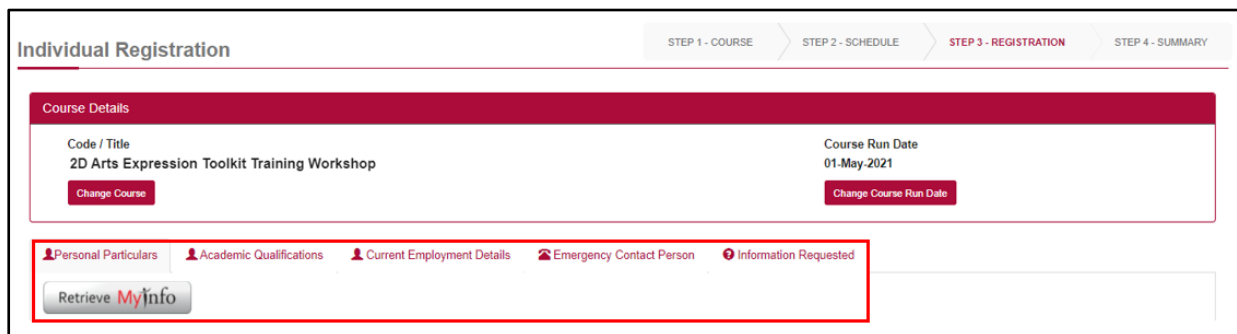
Step 1: After logging in to SSI Online Registration Portal, you will be redirected back to the "**Shopping Cart**". Click "**Proceed to Register**" to continue.

Step 2: You will be redirected to the "**Individual Registration**" page.

Step 3: From the "**Individual Registration**" page, complete the details in the following tabs:

- Personal Particulars

- Academic Qualifications

- Current Employment Details

- Upload Admission Documents

- Emergency Contact Person

- Information Requested

Note: Fields marked with the asterisk (*) symbol are mandatory.



*Picture Reference: Individual Registration Page*

Version 1.2 (Updated: 17 November 2021)

*Retrieving from MyInfo*
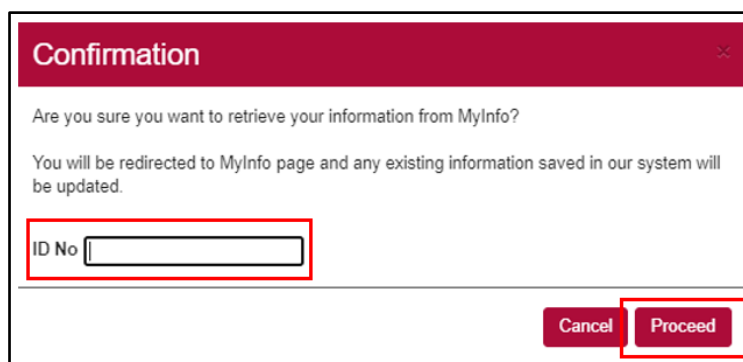
Step 1: You can also use MyInfo to auto-populate your personal particulars "**Retrieve MyInfo**".



*Picture Reference: Individual Registration*
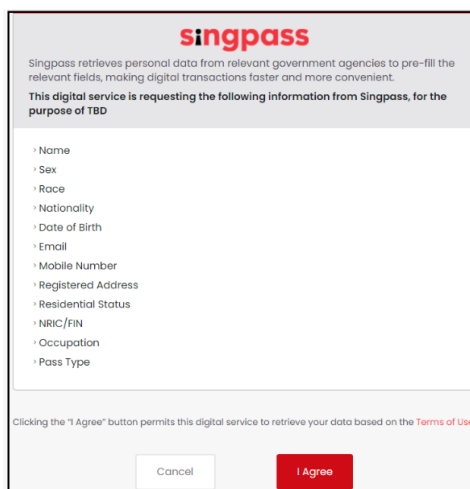
Step 2: A pop-up message will appear when you click "**Retrieve MyInfo**".

Step 3: Enter your "**ID No (NRIC)**" and click "**Proceed**".



*Picture Reference: Pop-up Message*

Step 4: A confirmation page will be displayed. Click "**I Agree**" and you will be redirected back to the registration form with your personal particulars retrieved from MyInfo.



*Picture Reference: MyInfo*

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*Course Registration Continued*

Step 4: Once you have completed all the details, under the "**Personal Particulars**" tab, click "**Yes**" or "**No**" for the "**Personal Data Protection Act (PDPA)**" section at the bottom of the page.



PERSONAL DATA PROTECTION ACT (PDPA)

- SSI may share your personal data with other agencies, including but not limited to the SkillsFuture Singapore Agency (SSG) (as the funding body of this training), or othre authorised individuals as appointed by the National Council of Social Service (NCSS) or SSG for collection of data to measure training satisfaction and training effectiveness as required by the funding agencies.
- Photographs and videos taken during the course/ event may also be used for marketing and publicity purposes. Non-identifiable data may be shared for the purpose of research. service improvement or for any other purpose prescribed or permitted under Singapore law.

◉Yes ○No

*Picture Reference: Individual Registration*

Step 5: Once all the tabs are completed, go to "**Information Requested**". Click "**Save and Proceed**" to continue with the registration.



*Picture Reference: Individual Registration Page*

Note: You can also click the following buttons:

- **Save Draft** – to save and continue to fill in the application later.

- **Cancel Application** – if you would like to cancel your application for the course that you registered for.

- **Clear Form** – to clear all the details that you have filled up with.

You will not be able to submit an application if the registration date has passed or if the maximum class size is reached.

Step 6: You will be redirected to the "**Summary**" page where details for the course to be registered for will be displayed.

| Registration Summary | |
|---|---|

**Mullyn Lynn**

ID No          S12345678J

Email          nurmullyn_muliadi_from.tp@ncss.gov.sg

**CLP : Conflict, Leadership and People Management**

**01-Dec-2021 -> 31-Dec-2021**

| | | |
|---|---|---|
| Fee B/F GST | 100.00 | |
| Grant | (0.00) | |
| GST | 7.00 | 7 % |
| Subsidy | (57.00) | VCF Funding |
| Fee A/F GST | 50.00 | |
| **Non-Tuition Fee Item** | | |
| Fee B/F GST | 10.00 | |
| GST | 0.70 | 7 % |
| Fee A/F GST | 10.70 | |
| **Nett Amount** | **$ 60.70** | |

| Total Amount Payable: | $10.70 |
|---|---|

☐ <u>Short Courses</u>

     a. GST is chargeable on the subsidised fee.

     b. Course fees are subject to review and change.

☐ DECLARATION

     1. I understand that the information provided will be used as a basis of consideration for my application.

     2. I will be liable for removal from my course without refund of fees and other disciplinary actions if I am admitted on the basis of any false or inaccurate information.

Submit Registration

Edit Registration
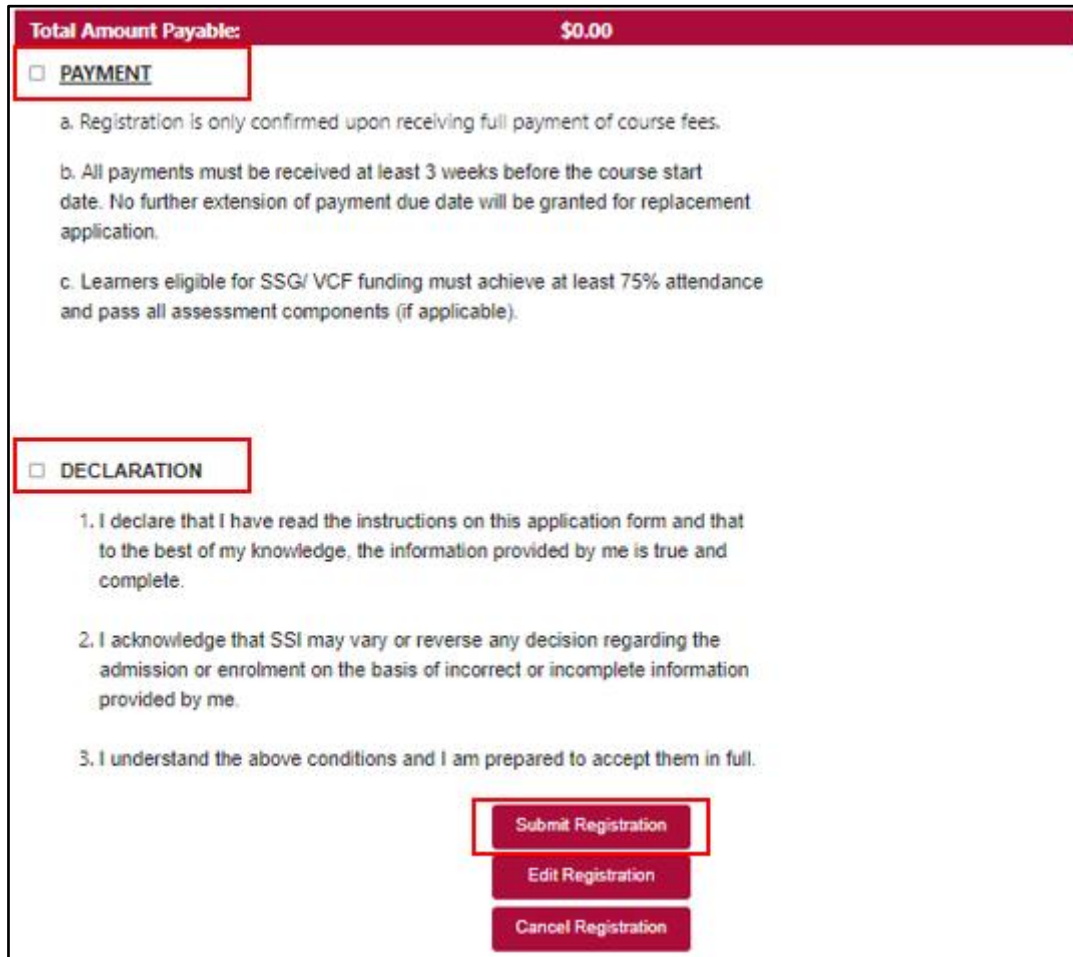
Cancel Registration

*Picture Reference: Registration Summary Page*

Step 7: To confirm your registration, tick the following boxes to verify that you have read and agree with the statements:

- Payment

- Declaration

Step 8: Click "**Submit Registration**" to submit the registration.



*Picture Reference: Registration Summary Page*

Note: You can also click:

- **Edit Registration** – to edit the registration application if there are any errors etc before submitting the registration.

- **Cancel Registration** – to cancel the registration for the course that you are registering for.

Step 9: A pop-up message will appear to indicate that your course registration is successful, click "**Close**".
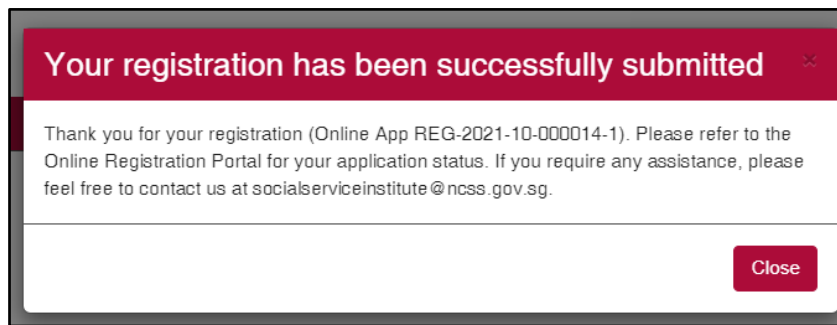


*Picture Reference: Successful Pop-up Message*

Version 1.2 (Updated: 17 November 2021)

**Logging Into SSI Student Portal**

*First Login*

This section provides information on how to login to the SSI Student Portal.

Note: Only SSI learners who are registered for SSI course/ programme will be able to access the SSI Student Portal.

SSI Student Portal allows you perform the following functions:

- Update Contact Details and Mailing Address

- Link the Credential login with SingPass

- View Application Timetable

- View/ Download SSI e-Certificate

- View Outstanding Payment

- Make Online Payment

- Access Online Course Materials

- Submit Evaluation Form

For course registration or account creation, please visit SSI Online Registration Portal. You may click here for the user guide.

The login details will be the same for both SSI Online Registration Portal and SSI Student Portal.

*Logging in to SSI Student Portal*

Step 1: Using your preferred browser on your laptop or mobile device, go to https://iltms.ssi.gov.sg/student. You will be directed to the "**SSI Student Portal Page**".

Note: Recommended Browsers - Google Chrome, Safari or Microsoft Edge

Depending on how your account was created in the SSI Online Registration Portal, there are two methods to login to the Student Portal

1. Via Singpass (preferred method)

2. Via Credentials

*Via Singpass*

Note: You will require a Singpass account and the Singpass application installed on your mobile device. For more information on Singpass, please visit *https://singpass.gov.sg*.

Your Singpass account must also be linked to the SSI Student Portal Account. To link your account, click *here*.

Step 2: To login via Singpass, click "**Sign in via Singpass**".
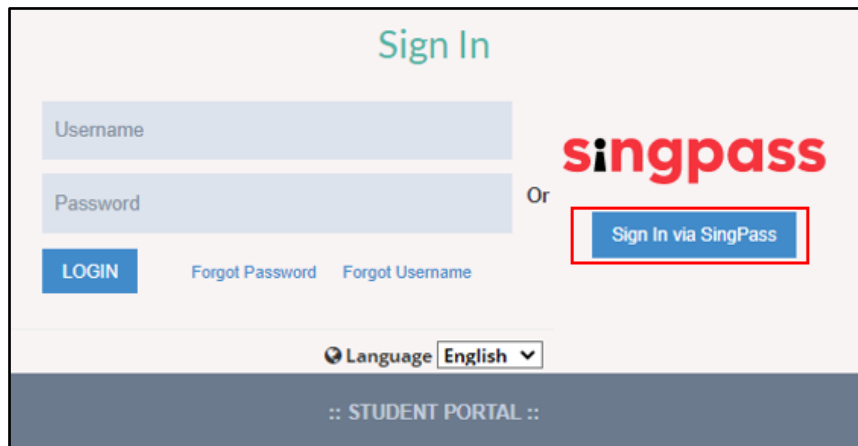


*Picture Reference: Main Landing Page*

Step 3: You will be redirected to the "**Singpass Login Page**".

Click here for the Singpass login steps.

Step 4: Upon successful login, you would be redirected to the "**Dashboard**".
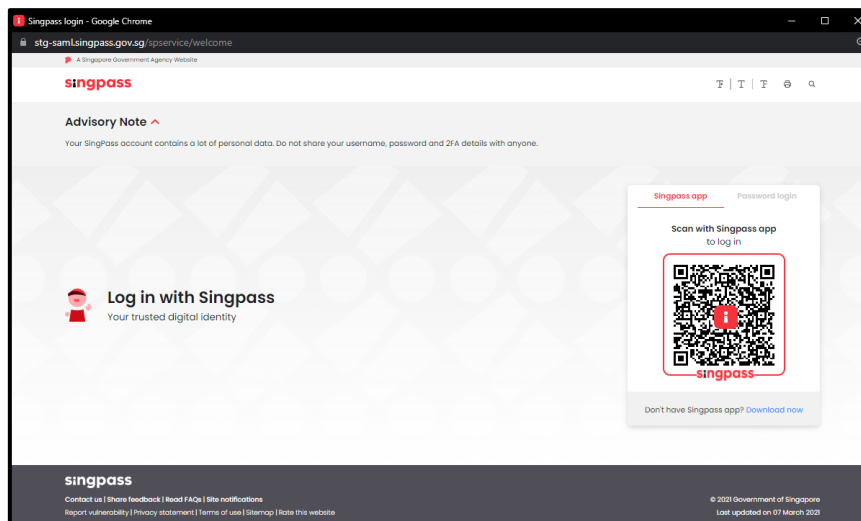


*Picture Reference: Singpass Login Page*

_Via Credentials_

You are encouraged to link your Credentials to your Singpass account so that you can login easily via Singpass moving forward without having to use your Username and Password.
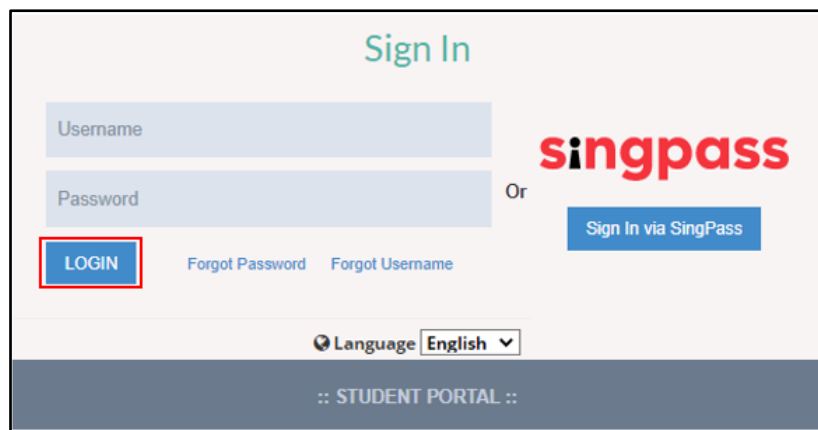
To link your Credential to Singpass, please click here for the user guide.

Note: You will require a Singpass account and the Singpass application installed on your mobile device. For more information on Singpass, please visit _https://singpass.gov.sg_.

Step 2: On the SSI Student Portal Page, fill in your Username and Password.

Step 3: Click "**Login**".

Step 4: Upon successful login, you would be redirected to the "**Dashboard**".



_Picture Reference: SSI Student Portal Page_

***Forgot Your Credential's Username/ Password?***

If you have forgotten your Credential's Username or Password, you can reset it from SSI Student Portal.

Note: This is applicable only if you are using Credential login.
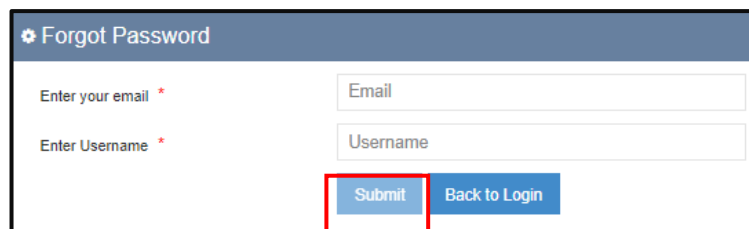
Step 1: Click "**Forgot Password?**" or "**Forgot Username?**" on SSI Student Portal to reset your password or retrieve your username.



*Picture Reference: SSI Student Portal Page*

<u>To Reset Password</u>
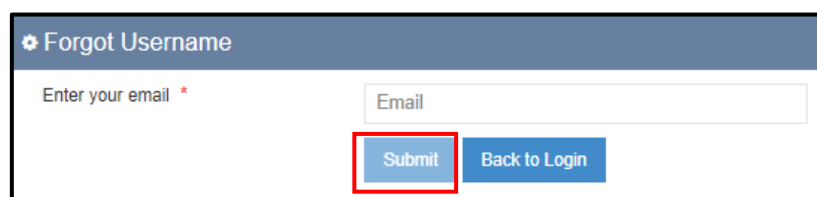
Step 2: Key in your "**Email**" and "**Username**", then click "**Submit**".



*Picture Reference: Forgot Password Page*

<u>To Reset Username</u>

Step 2: Key in your "**Email**", then click "**Submit**".



*Picture Reference: Forgot Username Page*

Note: Ensure that the email address provided is the same email address you registered with SSI.

Step 3: An email will be sent to you with your username and/or instructions on how to reset your password.

You may also wish to check your Spam or Junk folders for the email. If no email is received within 1 hour, please contact SSI at socialserviceinstitute@ncss.gov.sg.

## Navigating the SSI Student Portal

This section will share with you some key features and help you navigate the SSI Student Portal.

### *Dashboard*

The first page you see upon login is the "**Dashboard**" page with two sections:

- **Main Section (in red)** – This displays any announcements which have been published to you.

- **Navigation Menu (in blue)** – This displays the various pages in SSI Student Portal and allows you to navigate between them.
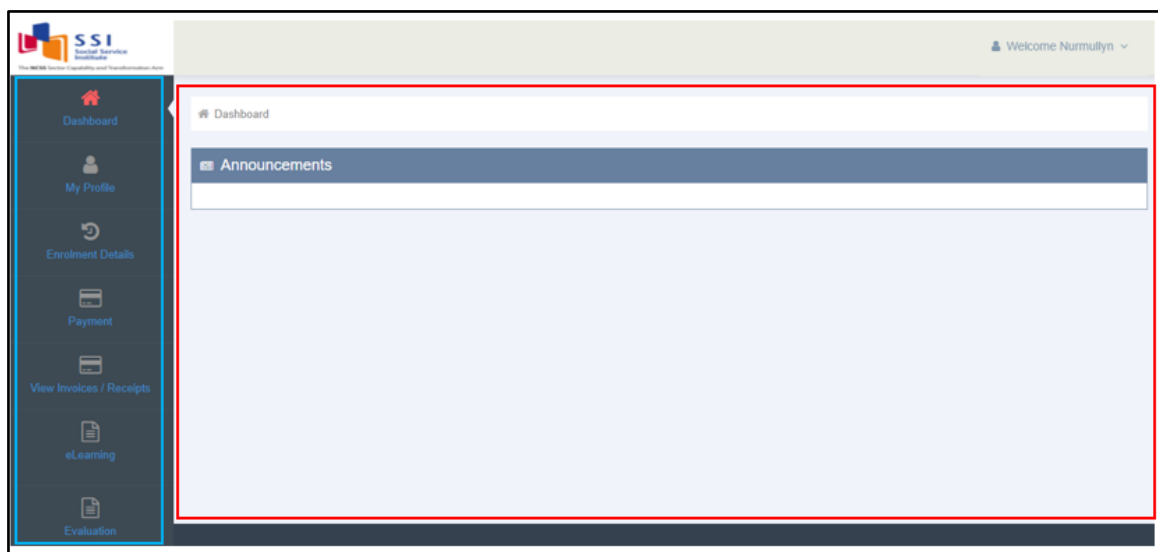


*Picture Reference: Dashboard*

### Main Section
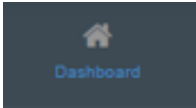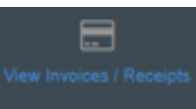
The **Main Section** will display the **announcements** which is published by SSI to you. Click the announcements to view them.
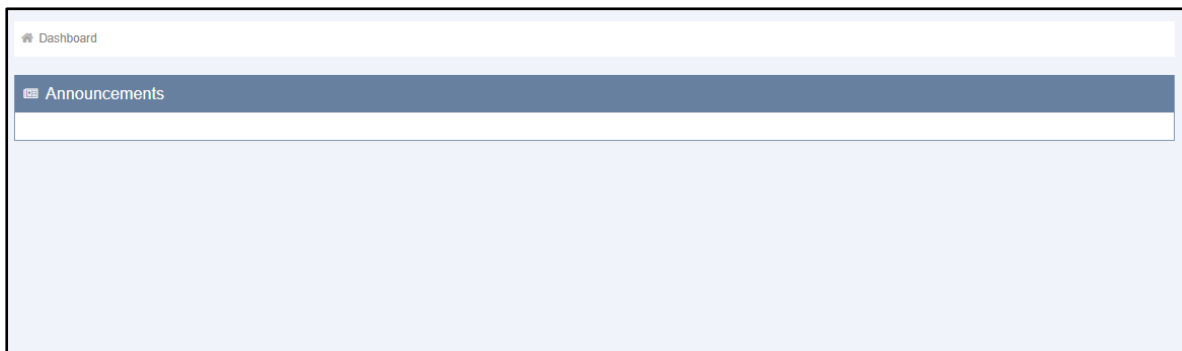


*Picture Reference: Main Section*

*Navigation Menu*

There are various sections menu and sub-menus for you to choose from via the **Navigation Menu**. Under the Navigation Menu, there are several icons used:

| | *Sections Menu* | *Sub-menus* |
|---|---|---|
| *The various sections menu is classified as follows:* | Dashboard | *There is no sub menu for Dashboard* |
| | My Profile | • Profile<br>• Change Password<br>• Link my account to Singpass |
| | Enrolment Details | • Enrolment Summary<br>• View Timetable<br>• View Certificate |
| | Payment | • Outstanding Payment<br>• Statement of Account |
| | View Invoices / Receipts | • Invoices<br>• Receipts |
| | eLearning | *There is no sub menu for eLearning* |
| | Evaluation | *There is no sub mnu for Evaluation* |
| | Log Out | *There is no sub menu for Log Out* |

**My Profile**

Under "**My Profile**" there are 3 different sub-menus, namely:

a. **Profile**: To view and edit your profile details (applicable for contact and mailing address details only).

b. **Change Password**: To change your login's password.

c. **Link my account to SingPass**: To link your Credential account to your SingPass.
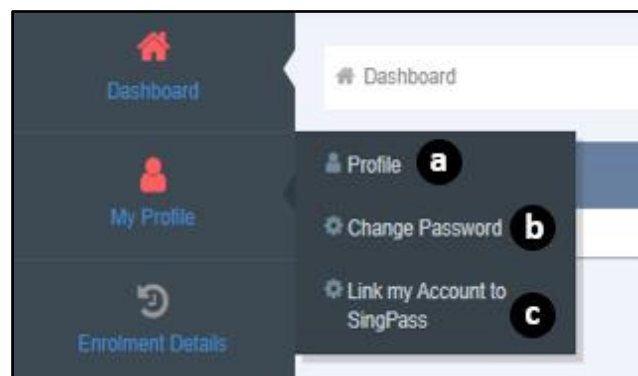


*Picture Reference: Navigation Menu*

## *Profile*

Step 1: To view your detailed particulars, go to "**My Profile**" and click "**Profile**"from the "**Navigation Menu**".
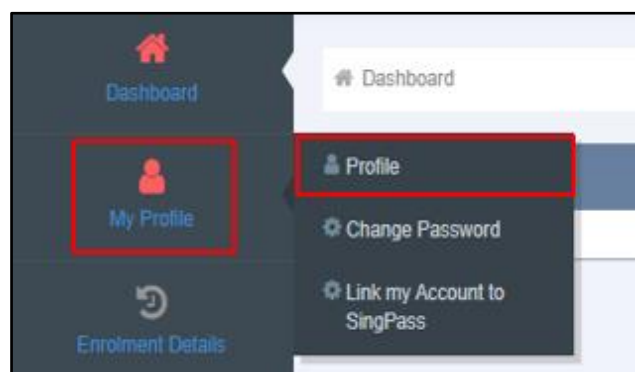


*Picture Reference: Navigation Menu*

Step 2: A summary page of your details will be displayed on the "**Main Section**".

Note: Changes can only be done for "**Contact Details**" and "**Mailing Address**". For Personal Particulars, you will only be able to edit at the point of registration.



*Picture Reference: Profile*

Version 1.2 (Updated: 17 November 2021)

*Edit contact / mailing address details*

Step 1: To edit your contact details or mailing address, from the **'Personal Particulars'**, scroll down to the **'Contact Details'** or **'Mailing Address'** section.

*Picture Reference: Profile*

Step 2: Select the fields that you want to make changes to and edit accordingly.

*Picture Reference: Profile*

Note: You can edit your address in two different types, formatted and unformatted. (Refer to the images below)

Formatted (preferred option):
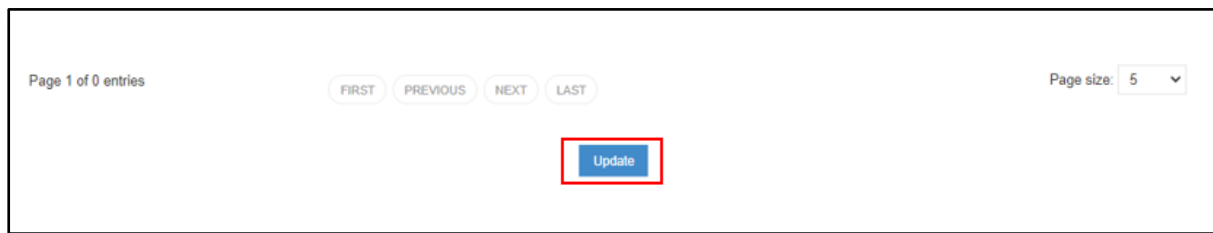
*Picture Reference: Profile*

Unformatted:

*Picture Reference: Profile*

Step 3: Once changes have been made, click "**Update**" at the bottom of your page to save your changes.



*Picture Reference: Profile*

***Change Password***
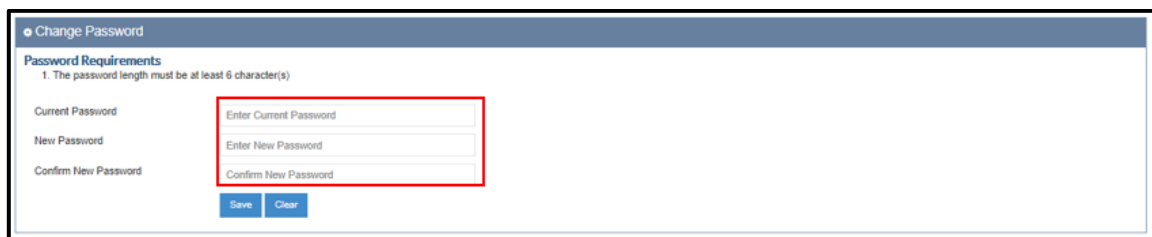
Note: This is applicable only if you are using Credential login.

Step 1: To change your password, go to **'My Profile'** and click '**Change Password**' from the **'Navigation Menu'**.
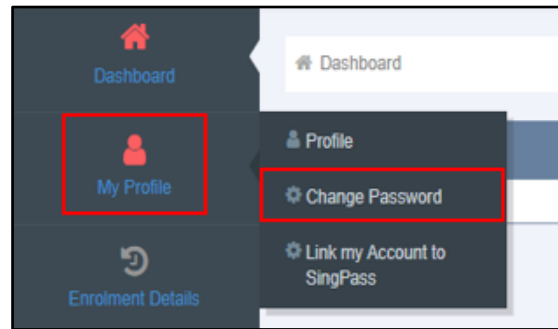


*Picture Reference: Navigation Menu*

Step 2: After landing on the "**Change Password**" page, fill in the "**Current Password**", "**New Password**" and," **Confirm New Password**".



*Picture Reference: Change Password*

Step 3: Click "**Save**" to confirm your new password.



*Picture Reference: Change Password*

### *Linking account to Singpass*

You are strongly encouraged to link your Login Credentials to your SingPass account. Upon successful linking, you will no longer need to login using your username and password.

Step 1: To link your account to your Singpass, go to **'My Profile'** and click **'Link my Account to Singpass'** from the **'Navigation Menu'**.
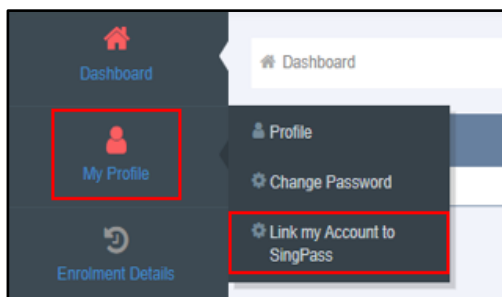


*Picture Reference: Navigation Menu*

Step 2: You will be redirected to the **'Link my Account to Singpass'** page. Click **'Proceed'** to link your account to your Singpass.
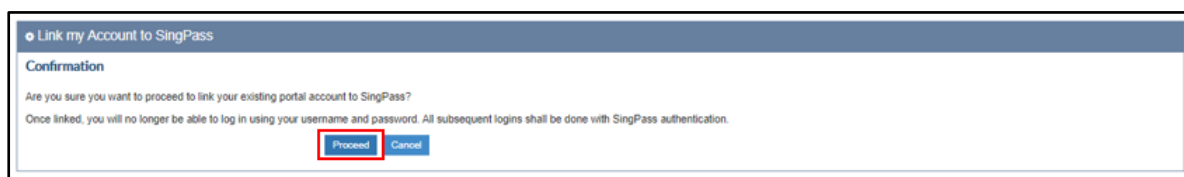


*Picture Reference: Link my Account to Singpass*

Step 3: A pop-up will display the "**Singpass Login**" **Page**.
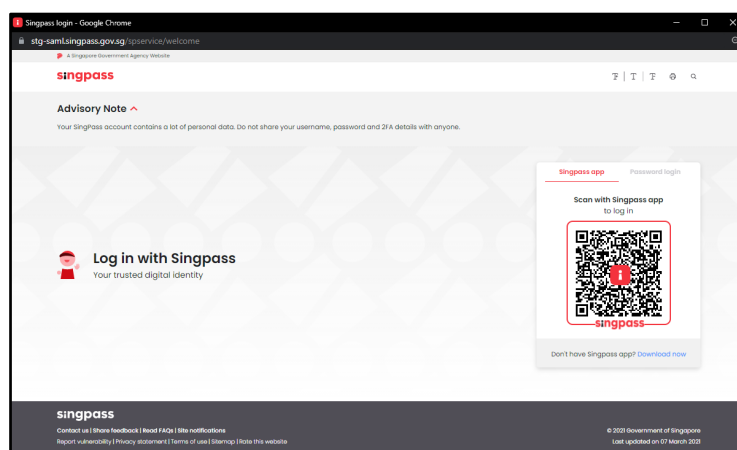


*Picture Reference: Singpass Login Pop-up*

Step 4: Click here for **desktop login** OR click here for **mobile login**.

Step 5: Upon successful verification, you will be redirected back to SSI Student Portal.

**<u>Enrolment Details</u>**

Under '**Enrolment Details**' there are 4 different sub-menus, namely:

a. **Enrolment Summary**: To view your enrolment histories

b. **View Timetable**: To view your timetable

c. **View Certificate**: To view your certificate

d. **Transaction History**: To view your transaction history on the enrolment transaction requests you have made
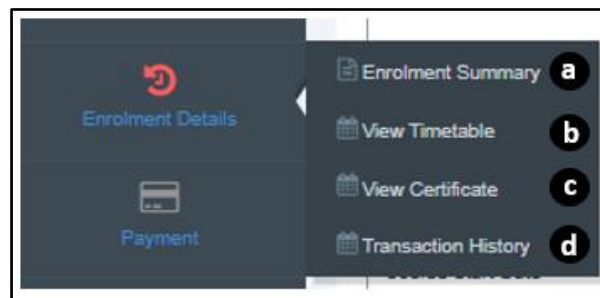


*Picture Reference: Navigation Menu*
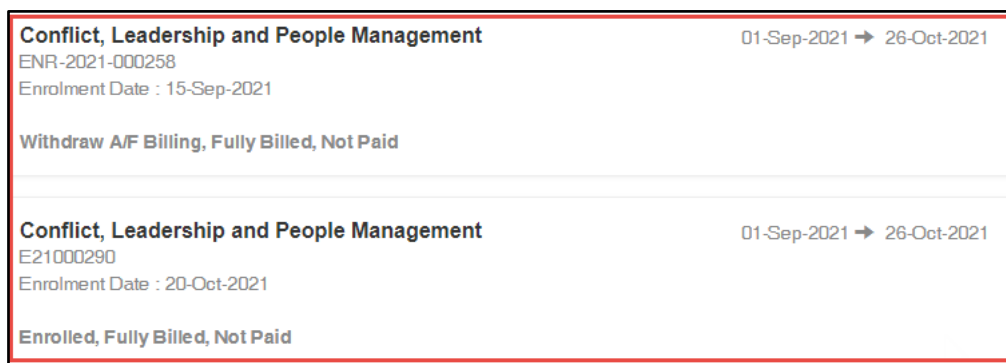
*Enrolment Summary*

Step 1: To view your enrolment summary, go to **'Enrolment Details'** and click **'Enrolment Summary'** from the **'Navigation Menu'**.
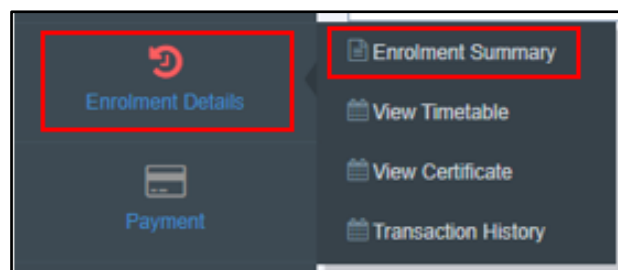


*Picture Reference: Navigation Menu*

Step 2: Once you are directed to the **'Enrolment Summary'** page, records of your enrolments will be listed.



*Picture Reference: Enrolment Summary*

Step 3: You may filter the enrolment by inserting the enrolment number in the **'Enrolment #'** search box and click **'Search'**.



*Picture Reference: Search Enrolment*

Step 4: For further filtering, click **'Advanced Search'** and the system will populate the additional filtering criteria. Key in the details under the respective field and click **'Search'**.



*Picture Reference: Search Enrolment*

Step 5: Click **'Action'** to view Programme / Direct Module enrolment transaction that consist of,

- View Module (Applicable for programme enrolment only)



*Picture Reference: Enrolment Summary*

Version 1.2 (Updated: 17 November 2021)

**View Timetable**

Step 1: To view your timetable, go to **'Enrolment Details'** and click **'View Timetable'** from the **'Navigation Menu'**.
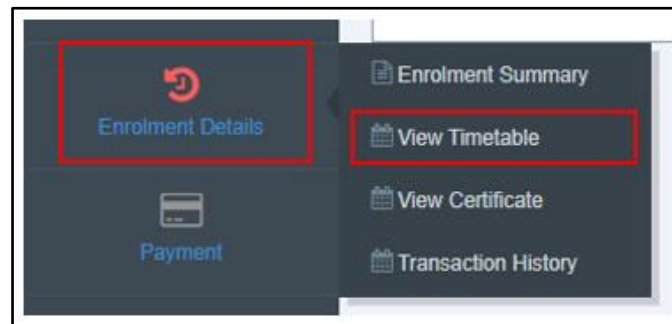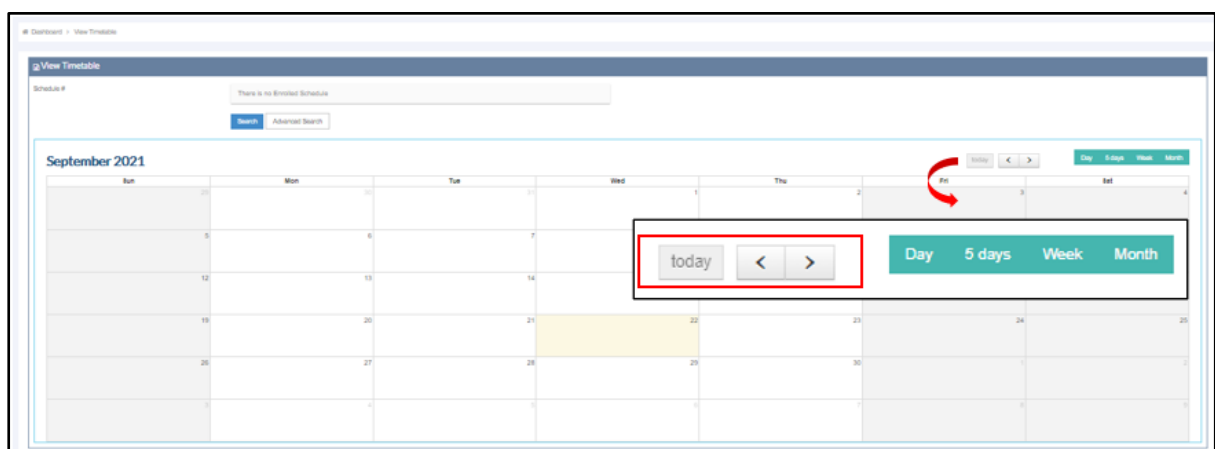


*Picture Reference: Navigation Menu*

Step 2: You will be redirected to the **'View Timetable'** page. It will display the timetable for courses that you have applied.
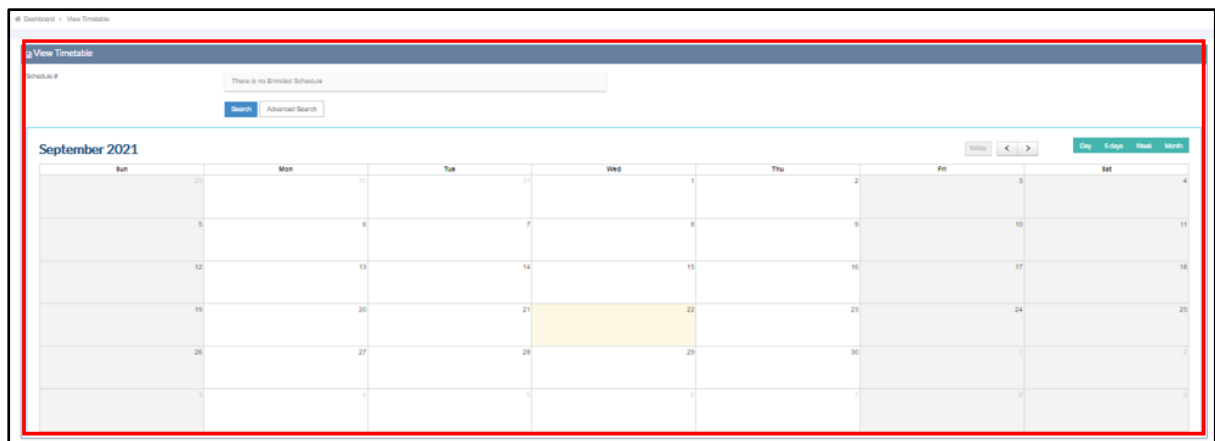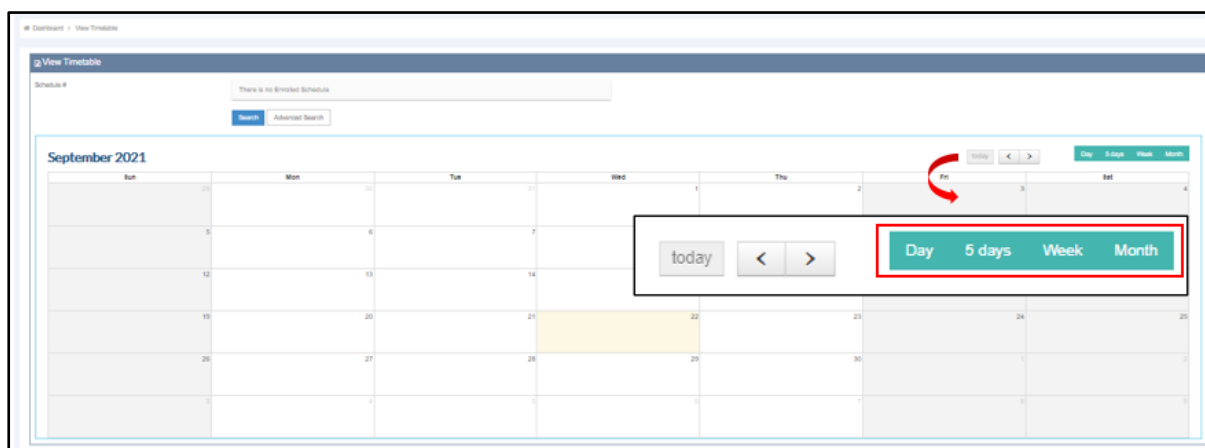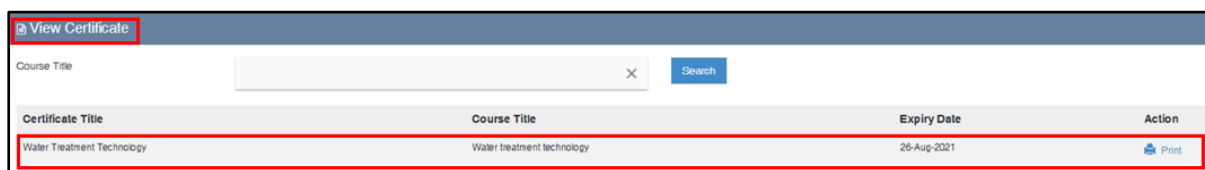


*Picture Reference: View Timetable*

Step 3: To find the specific date, click the **left** and **right** button next to **'Today'**.



*Picture Reference: View Timetable*

Step 4: For a different viewing method, click on **'Day'**, **'5 days'**, **'Week'** or **'Month'**.



*Picture Reference: View Timetable*

Step 5: To filter your schedules, search for the schedule number in the **'Schedule #'** search box and click **'Search'**.
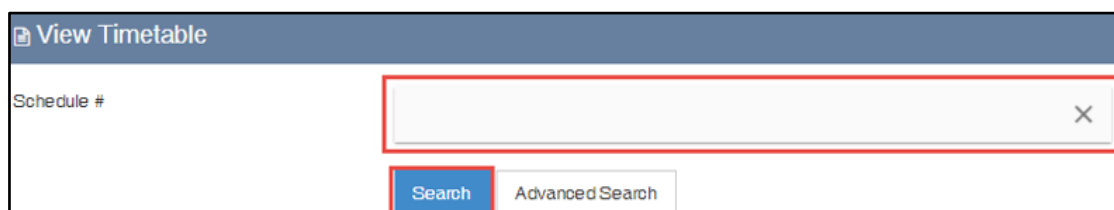


*Picture Reference: Search Schedule*

Step 6: For further filtering, click **'Advanced Search'** and the system will populate additional filtering criteria. Key in the details under the respective field and click **'Search'**.
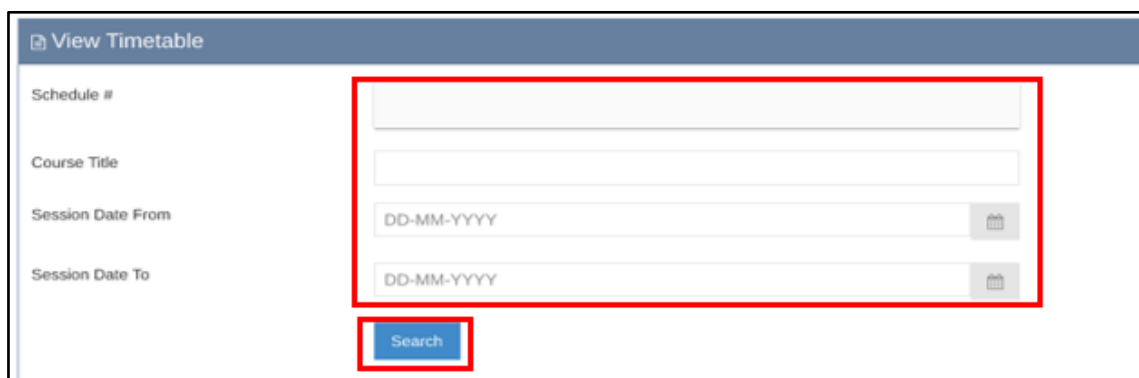


*Picture Reference: View Timetable*

## View Certificate

Step 1: To view your certificate, go to **'Enrolment Details'** and click on **'View Certificate'** from the **'Navigation Menu'**.
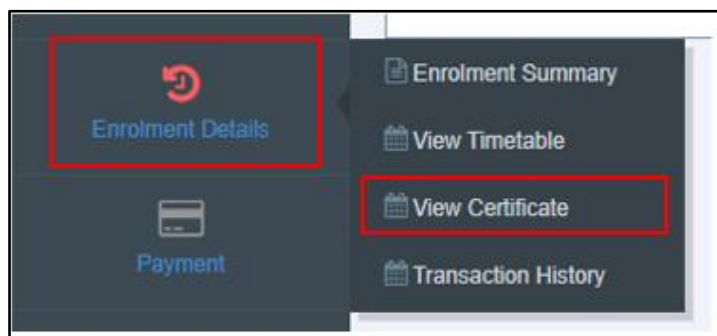


*Picture Reference: Navigation Menu*

Step 2: You will be redirected to the **'View Certificate'** page and the records of your certificates will be displayed.

Note: Only SSI e-certificates that have been awarded to you after November 2021 will be displayed. If you would like to request for SSI e-certificates awarded earlier, please email SSI at socialserviceinstitute@ncss.gov.sg.



*Picture Reference: View Certificate*

Step 3: You can filter via course's title. Fill in details in the **'Course Title'** search box and click 'Search'.



*Picture Reference: Search Certificate*

Step 4: To print a copy of your certificate, click **'Print'** next to the certificate title



*Picture Reference: Print Certificate*

**Payment**

Under '**Payment**' there are 2 different sub-menus, namely:

    **a. Outstanding Payment**: To view all your outstanding payment

    **b. Statement of Account**: To view all your finance transaction records
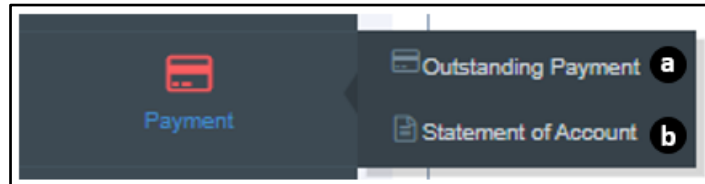


*Picture Reference: Navigation Menu*

*Outstanding Payments*

*To view outstanding payment*

Step 1: To view your outstanding payment, go to '**Payment**' and click on '**Outstanding Payment**' from the '**Navigation Menu**'.
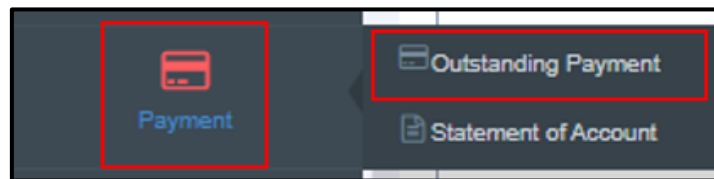


*Picture Reference: Navigation Menu*

Step 2: You will be redirected to the '**Outstanding Payment**' page and the records of your outstanding payments will be displayed.



*Picture Reference: Outstanding Payments*

*To pay your outstanding payment*

Step 1: From **'Step 2'** *(of 'To view your outstanding payment'),* you may select the outstanding payment record that you would like to pay for.



| Outstanding Payment Detail | Balance ($) |
|---|---|
| **ENR No : ENR-0045967** | |
| Invoice Date : N.A - Invoice Type : N.A - Billing Schedule # : N.A - Invoice Status : **Not Paid** | **1,174.67** |
| Grant Amt ($) : 0.00 - Net Payable B/F GST ($) : 1,097.82 - GST ($) : 76.85 - Subsidy Amt ($) : 0.00 | |
| Fee Payable A/F GST ($) : 1,174.67 - Collected Amt ($) :0.00 - Credit Amt ($) : 0.00 - Debit Amt ($) : 0.00 - SFC Amount ($) : 0.00 | |

*Picture Reference: Outstanding Payments*

Step 2: Click **'Make Payment'** to make payment for the selected record of the outstanding payment.



*Picture Reference: Outstanding Payments*

Step 3: You will be redirected to the **'Welcome to Online Payment'** page.

Step 4: Ensure and verify that all the details are correct. Afterwards, select your **'Payment Method'**.

Step 5: Click 'Proceed to Payment'.

Note: Only Visa / Mastercard can be used to make the online payment.



*Picture Reference: Welcome to Online Payment*

Step 5: You will be redirected to the **'eNETS'** page.

Step 6: Fill in the required fields and acknowledge the payment by ticking the **'Terms and Conditions'** box and click **'Submit'**.

Note: To cancel your payment, click **'Cancel'**.



*Picture Reference: eNETS Page*

Step 7: Once your payment is successful, you will be redirected to the **'Payment Successful'** page. *(Receipt will be automatically downloaded)*

Note: Please keep a copy of the receipt as record for reference.



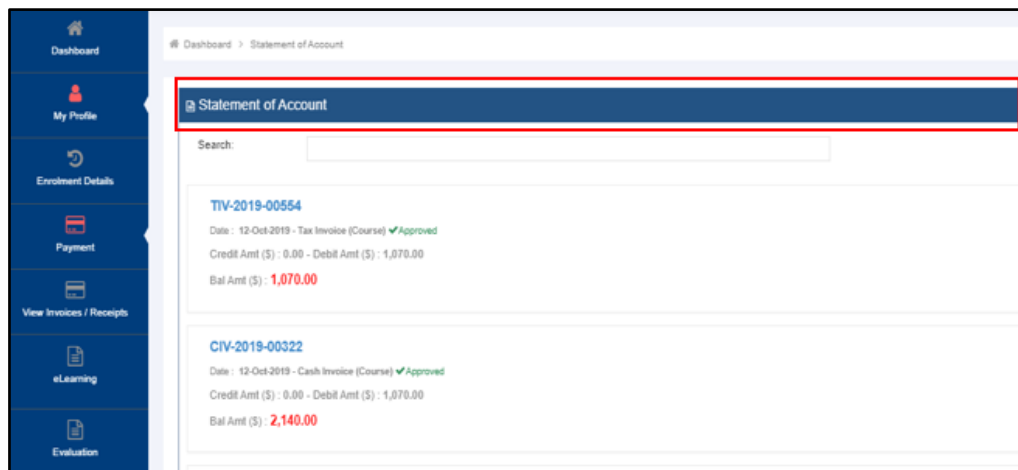*Picture Reference: Welcome to Online Payment*

***Statement of Account***

Step 1: To view your transaction records, go to **'Payment'** and click **'Statement of Account'** from the **'Navigation Menu'**.
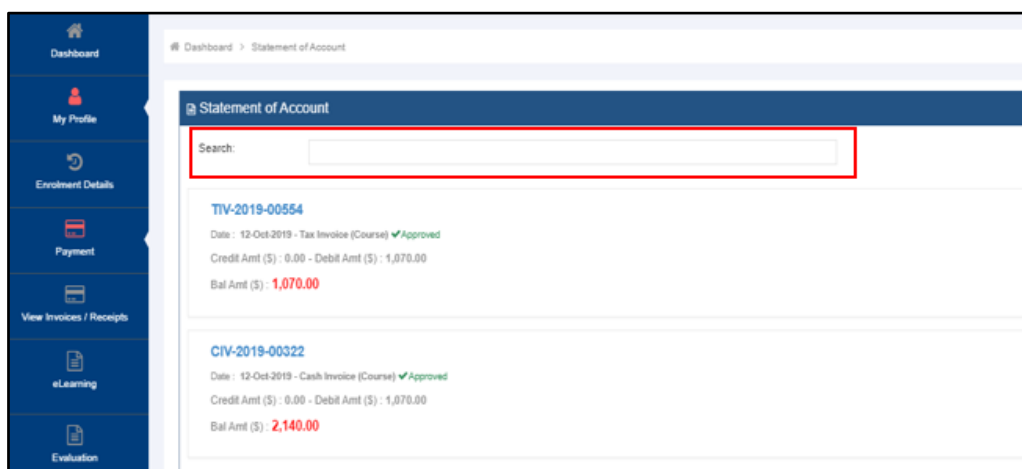


*Picture Reference: Navigation Menu*

Step 2: Once you are directed to the **'Statement of Account'** page, records of your transaction will be listed.



*Picture Reference: Statement of Account*

Step 3: You may filter the transaction by inserting the invoice/receipt number in the **'Search'** box.



*Picture Reference: Statement of Account*

Step 4: To view more details of your transaction, click the **'Hyperlink'** or the **'Title of the transaction'**.



*Picture Reference: Statement of Account*

Version 1.2 (Updated: 17 November 2021)
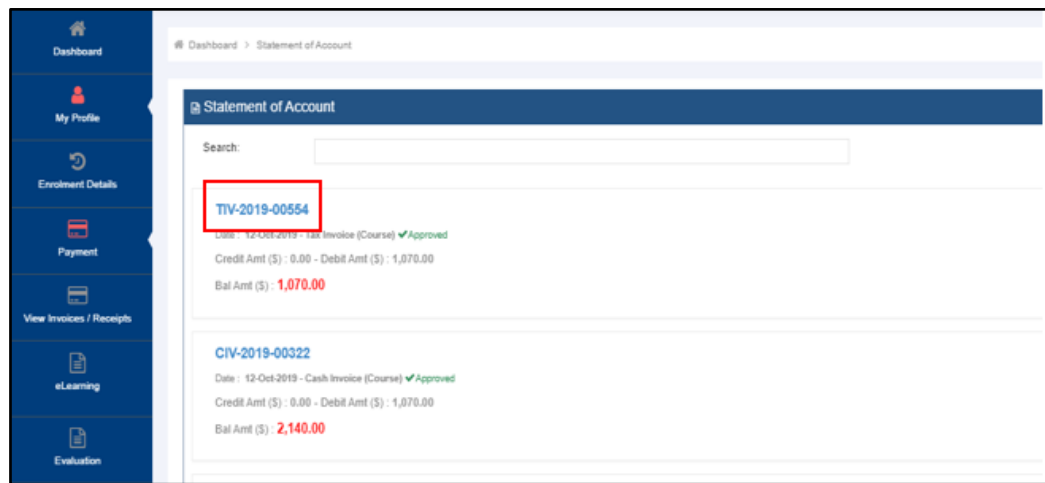
**Viewing / Printing Invoices / Receipts**

Under '**View Invoices / Receipts**' there are 2 different sub-menus, namely:
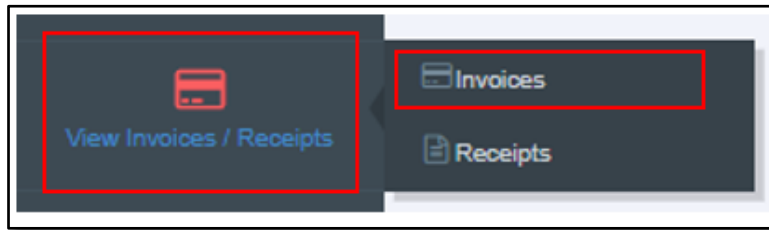
a. **Invoices / Billing Reference No.**: To view all your approved invoices.

b. **Receipts**: To view all your posted receipts.



*Picture Reference: Navigation Menu*

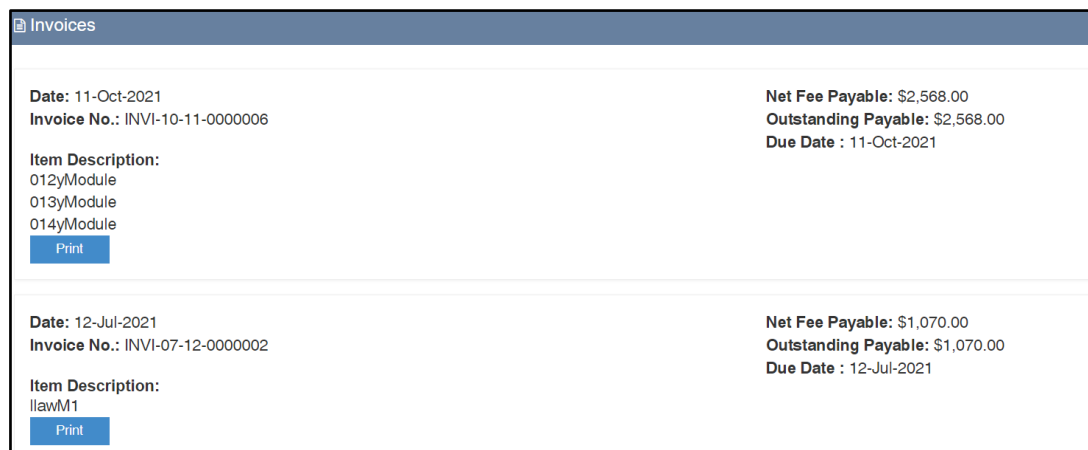Version 1.2 (Updated: 17 November 2021)
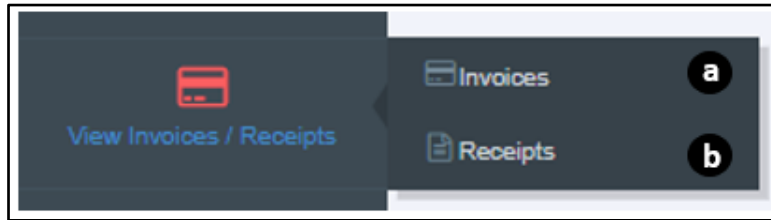
***Invoices***

Step 1: To view your approved invoices, go to **'View Invoices / Receipts'** and click **'Invoices'** from the **'Navigation Menu'**.



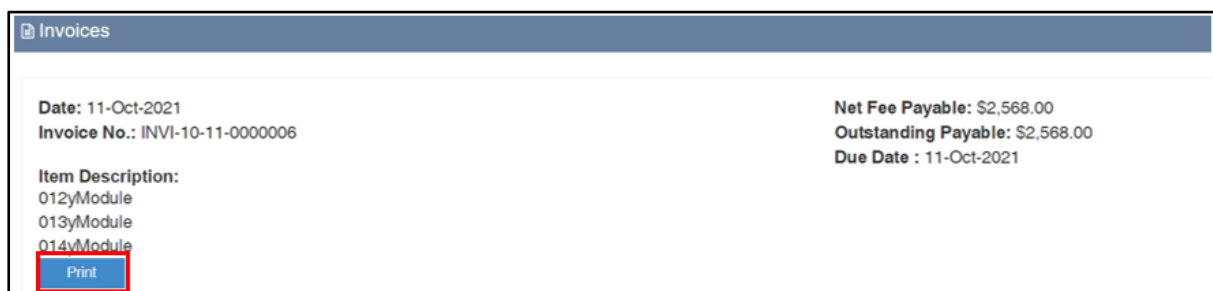*Picture Reference: Navigation Menu*

Step 2: You will be redirected to the **'Invoices'** page. The following details will be reflected in the page,

- Invoice details

- Fee details

- Invoice due date details



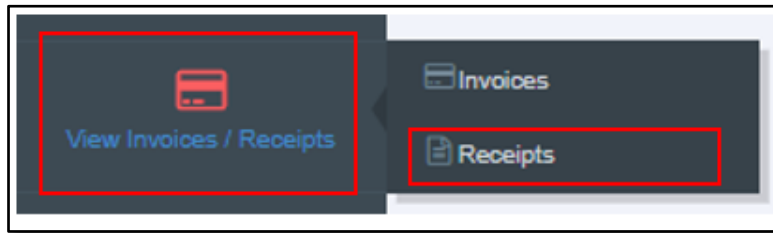*Picture Reference: Print Invoice*

Step 3: To print your invoice of choice, click **'Print'** that is below the title of the chosen invoice.



*Picture Reference: Print Invoice*

### *Receipts*

Step 1: To view your posted receipts, go to **'View Invoices / Receipts'** and click **'Receipts'** from the **'Navigation Menu'**.



*Picture Reference: Navigation Menu*

Step 2: You will be redirected to the **'Receipts'** page. The following details will be reflected in the page,

- Receipt details

- Fee details



*Picture Reference: Print Receipt*

Step 3: To print your receipt of choice, click **'Print'** that is below the title of the chosen receipt.
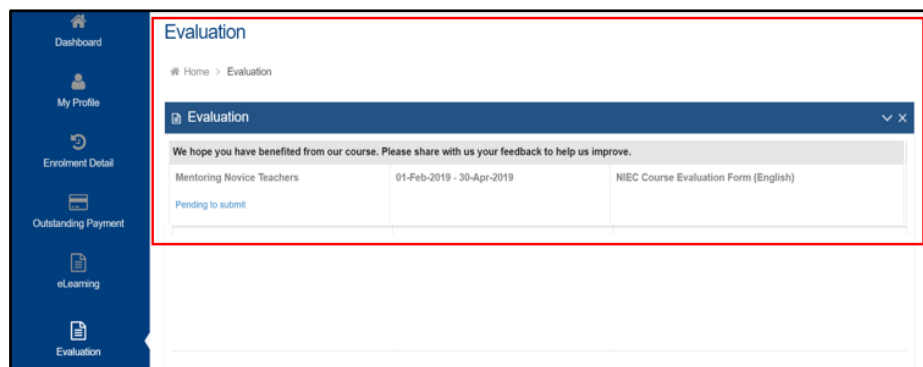


*Picture Reference: Print Receipt*

## Evaluation

Step 1: To view or attempt an evaluation, click **'Evaluation'** from the **'Navigation Menu'**.
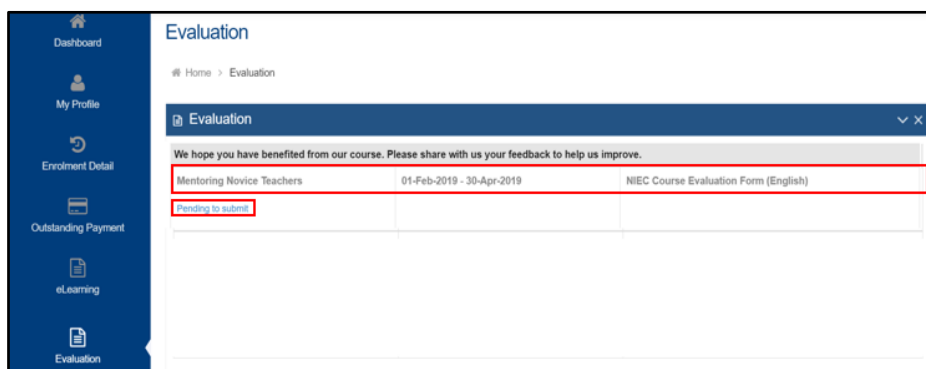


*Picture Reference: Navigation Menu*

Step 2: You will be redirected to the **'Evaluation'** page.



*Picture Reference: Evaluation*
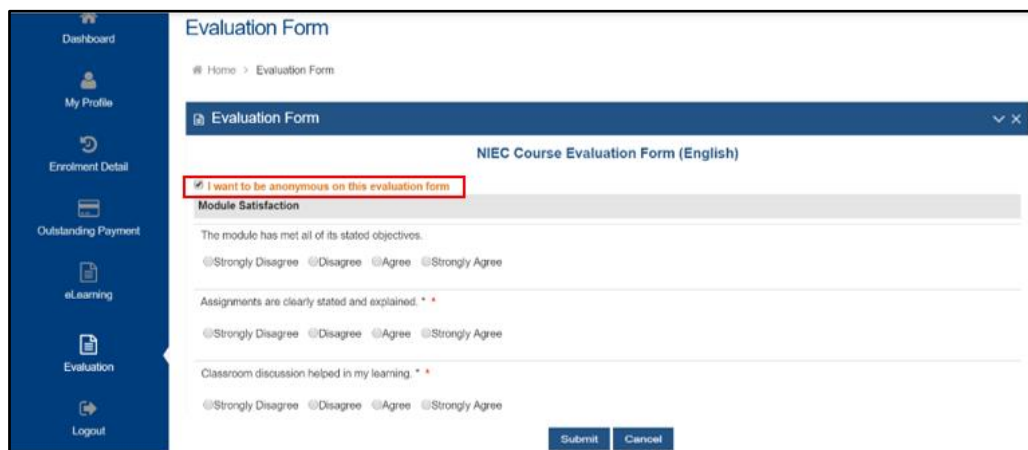
Step 3: Click the **'Course Title'** to attempt it.

➔ You can submit your evaluation result by clicking **'Pending to submit'**.



*Picture Reference: Evaluation*
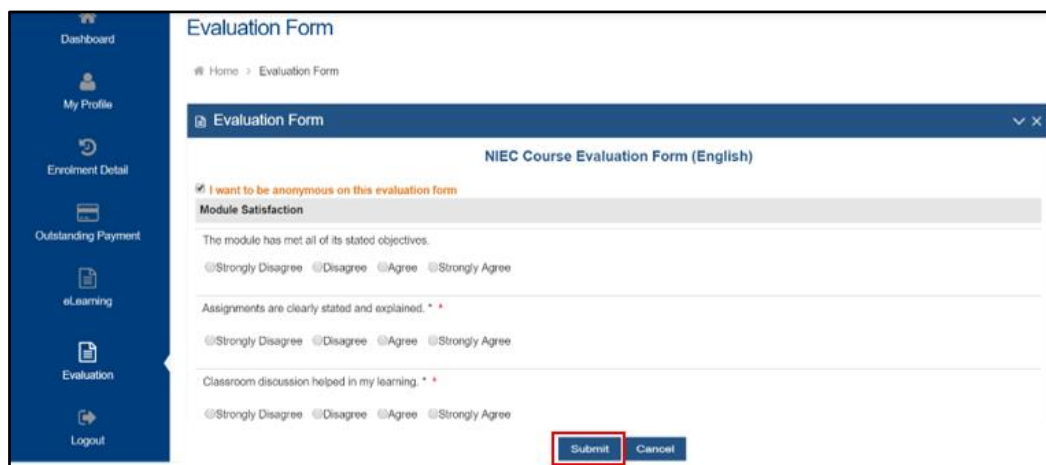
Step 4: Proceed to answer all the questions.

*Note: To respond anonymously, click 'I want to be anonymous on this evaluation form'.*



*Picture Reference: Evaluation*

Step 5: Once done, click **'Submit'** to submit your completed evaluation form.



*Picture Reference: Evaluation*
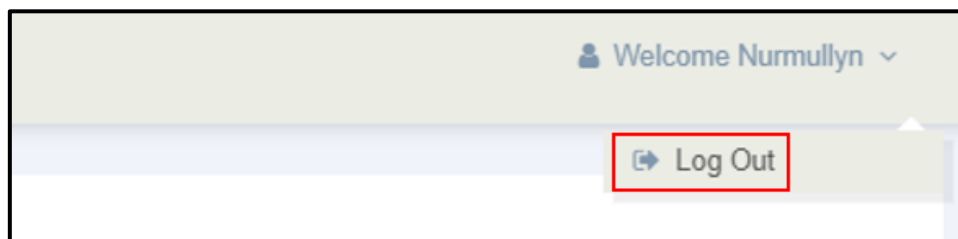
Version 1.2 (Updated: 17 November 2021)

## Log Out

Step 1: To log out, click **'Logout'** from the **'Navigation Menu'**.
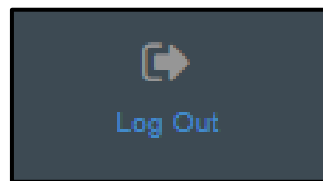


*Picture Reference: Navigation Menu*

Step 2: Alternatively, to log out, click **'Log Out'** from the **'Top Bar'**.



*Picture Reference: Top Bar*

*- End of User Guide -*
*We hope that this user guide has been useful to help you use the iLTMS Online Registration, LMS and TMS Student Portal. We will be continually reviewing the user guide so that it will better guide you. We thank you for your patience and understanding as you journey with us in our implementation of a new system.*

*Cheers, The iLTMS Workgroup*