

iLTMS



for

LEARNERS

User Guide

iLTMS User Guide for Learners

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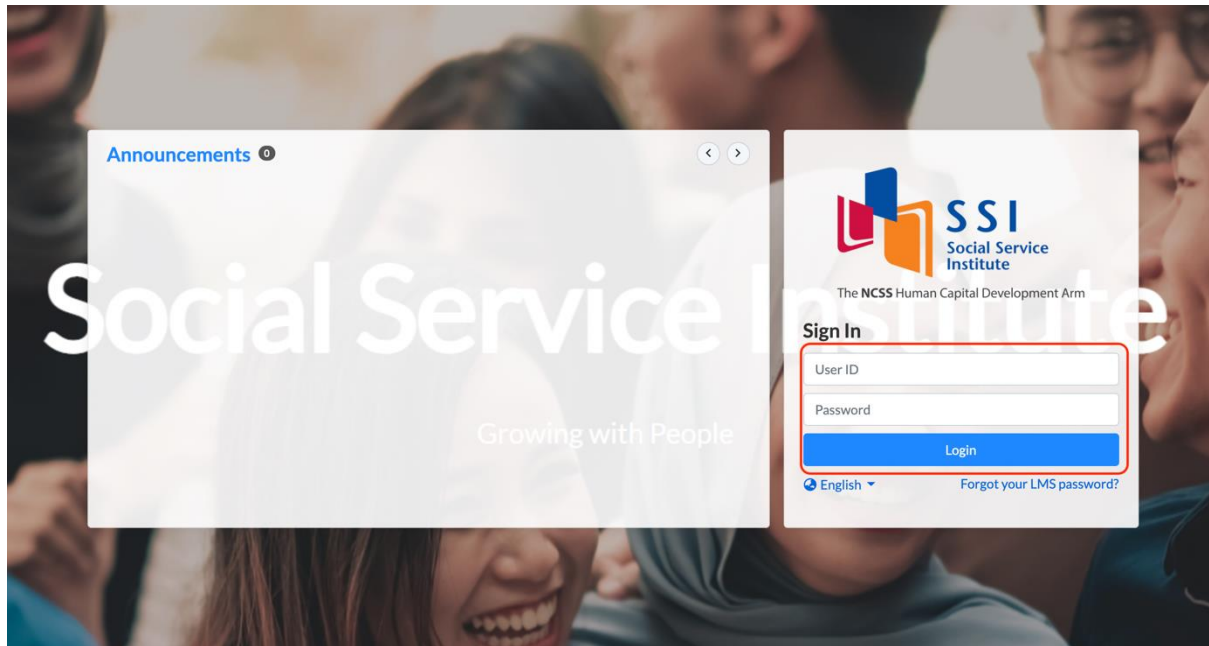
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Logging Into the LMS Portal

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

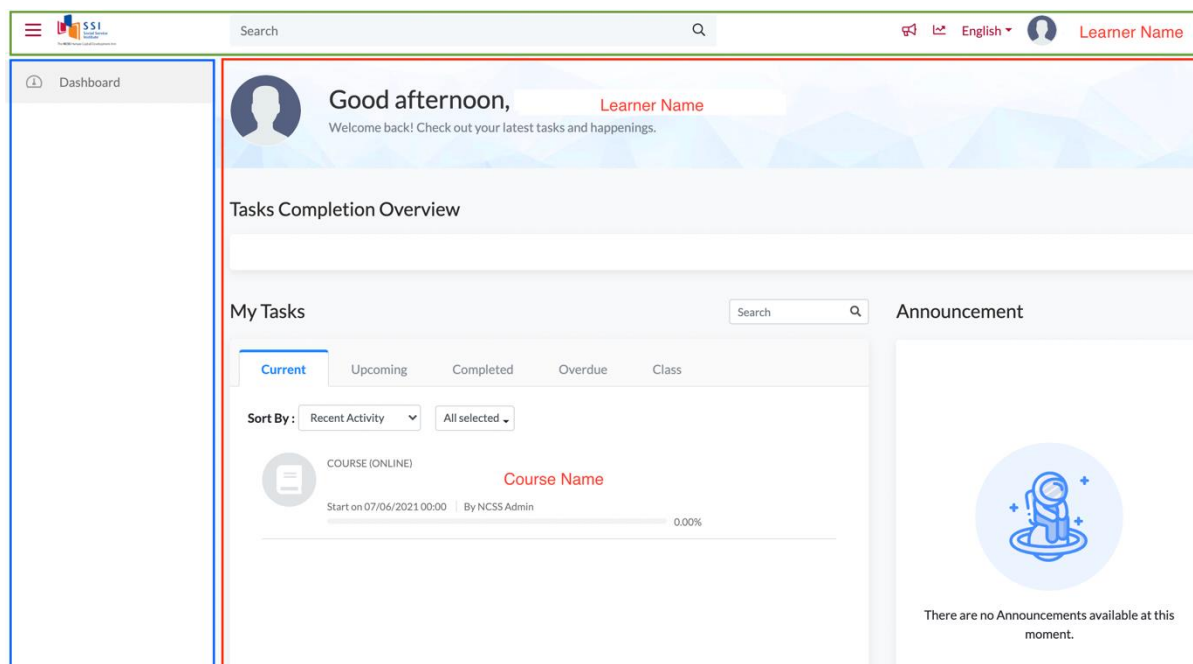
This section shares with you some key features and guide you on how to navigate around the LMS Portal.

Dashboard

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

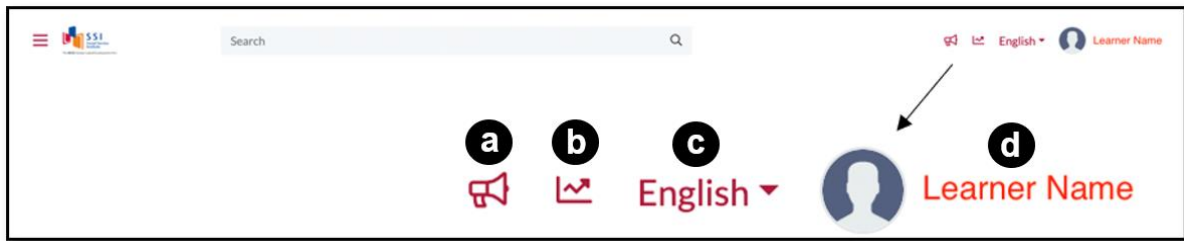
- **Top Panel (in green)** – From this panel, you will be able to amend your personal information, change the display language (*English or Simplified Chinese*) and view any announcements shared with you. You will also be able to hide and view the Navigation Panel.
- **Navigation Panel (in blue)** –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

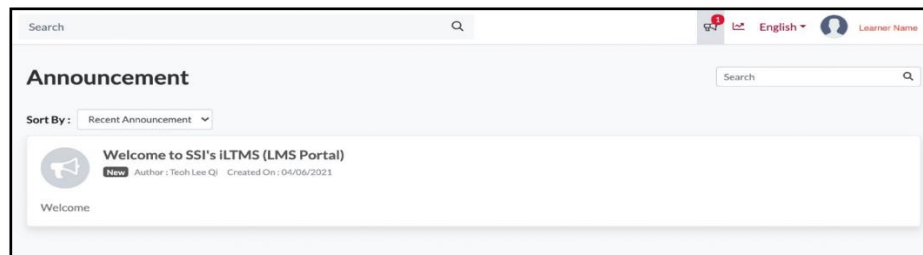
- a. **Private Announcements:** View any Private Announcements
- b. **Learning Progress Reports:** View your Learning Progress Reports
- c. **Display Language:** Change your preferred display language
- d. **User Account:** Change your account related information

Private Announcement

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

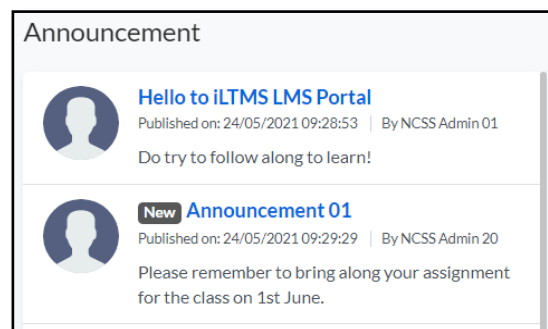
Step 1: To view the private announcements, click on the “**Announcement**” icon on the top panel (icon a above). You will see a list of announcements from SSI to you.

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).

S/N	Activity Name	Activity Type	Completion Date	Status	Course Progress	Resi
1	Course 01	Course	-	Incomplete	-	-
2	Quiz - iLTMS training	Quiz	-	Not Attempted	-	-
3	Quiz 01	Quiz	-	Not Attempted	-	-
4	Evaluation 1	Evaluation	-	Not Attempted	-	-
5	Forum 1	Forum	-	Not Attempted	-	-
6	Assignment 1	Assignment	-	Not Attempted	-	-

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**”.

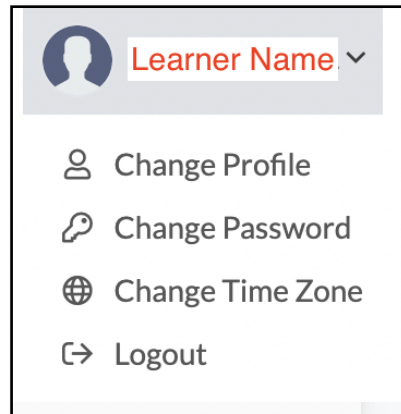
Step 4: You can then choose to view the report online or export it into excel by clicking “**Export to Excel**”. An excel file will be downloaded.

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

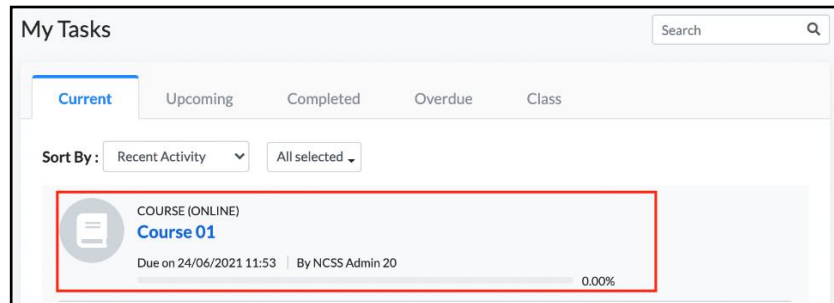
Step 2: A drop down list will appear with four different options:

- **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.

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**”.



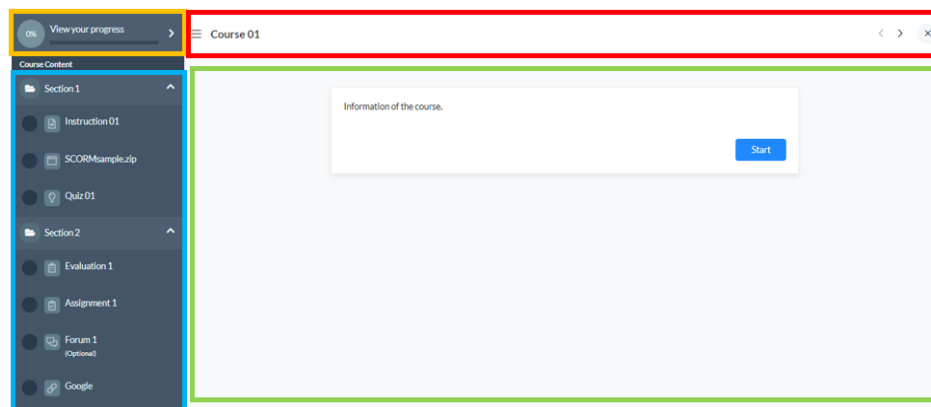
Picture Reference: Main Panel

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.

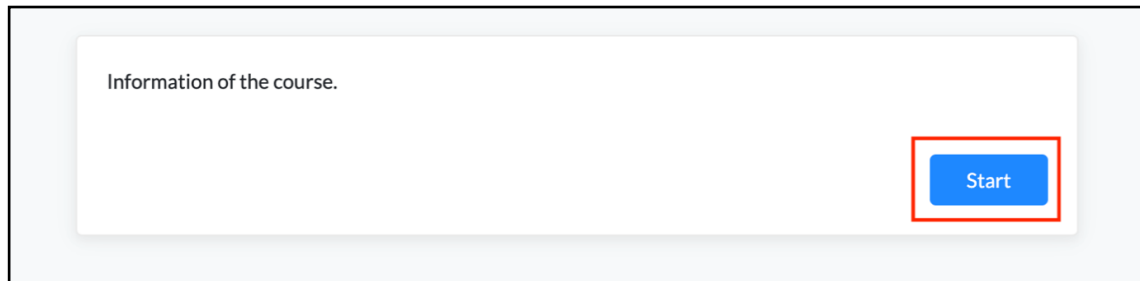


Picture Reference: Course Main Page

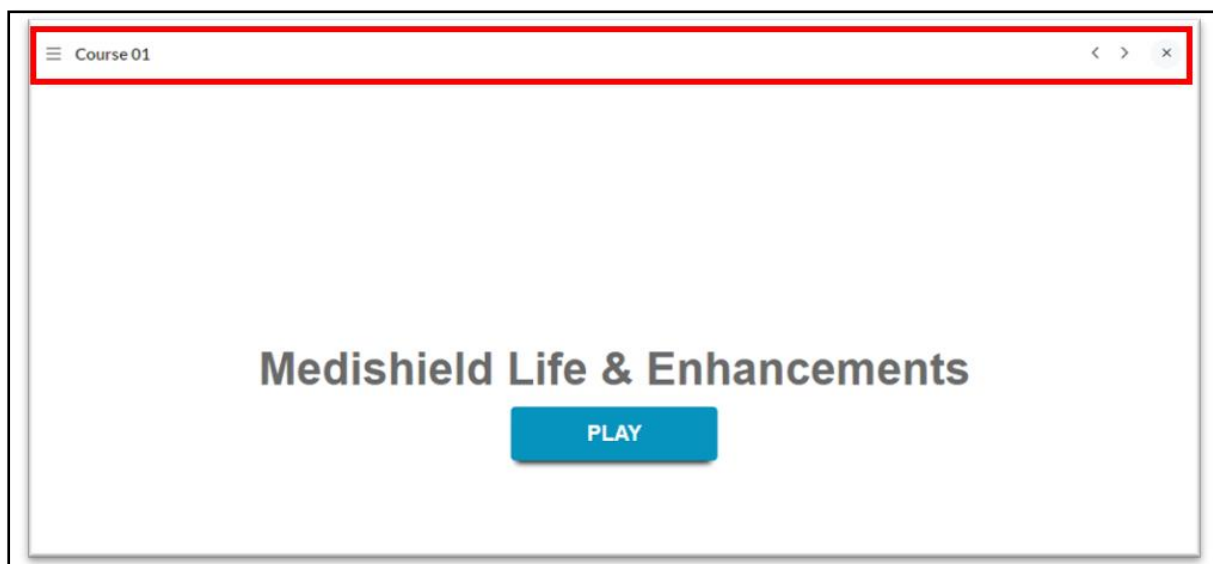
Main Section

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**.

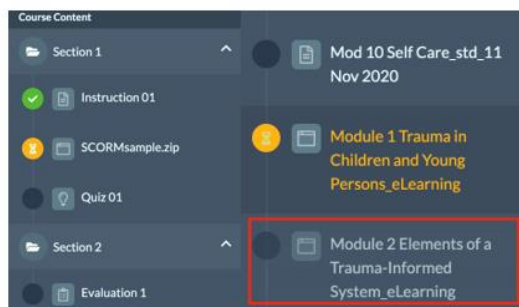


Picture Reference: Icons on Top Bar

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**.



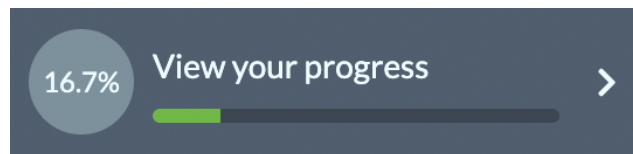
Picture Reference: Navigation Menu

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

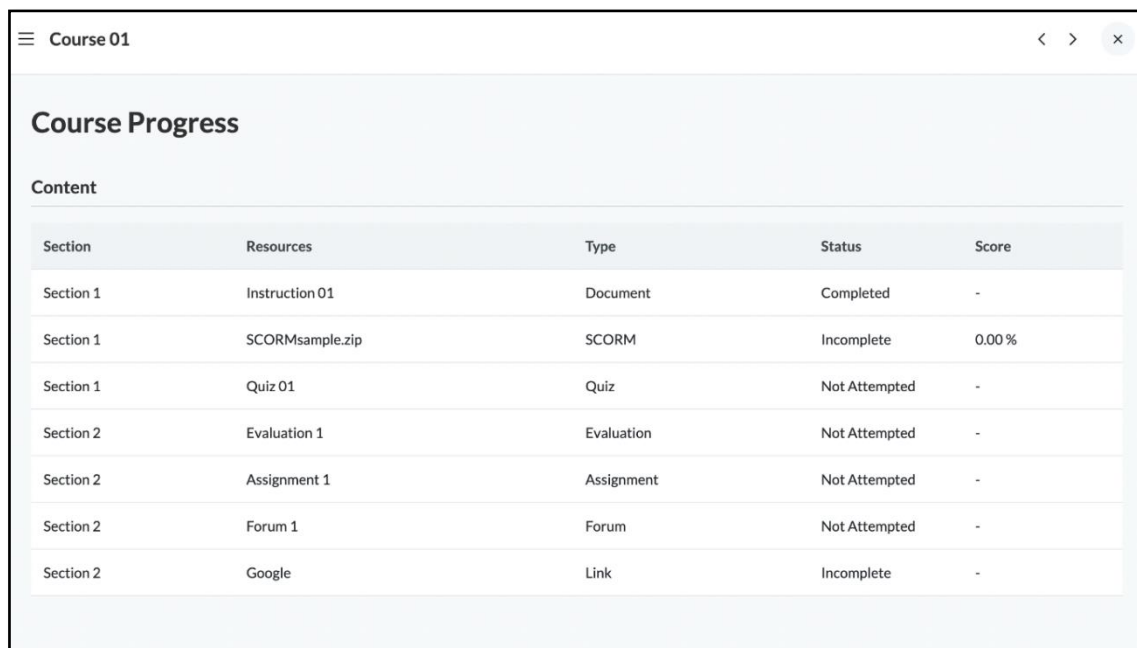
Course Progress Indicator

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.

A screenshot of a web application window titled 'Course 01'. It displays a 'Course Progress' section with a table of content. The table has five columns: Section, Resources, Type, Status, and Score. It lists various course items and their completion status.

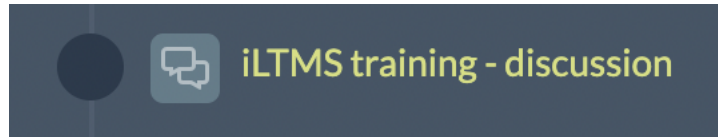
Course Progress				
Content				
Section	Resources	Type	Status	Score
Section 1	Instruction 01	Document	Completed	-
Section 1	SCORMsample.zip	SCORM	Incomplete	0.00 %
Section 1	Quiz 01	Quiz	Not Attempted	-
Section 2	Evaluation 1	Evaluation	Not Attempted	-
Section 2	Assignment 1	Assignment	Not Attempted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

Picture Reference: Course Progress Summary

Contributing to Forum Discussion

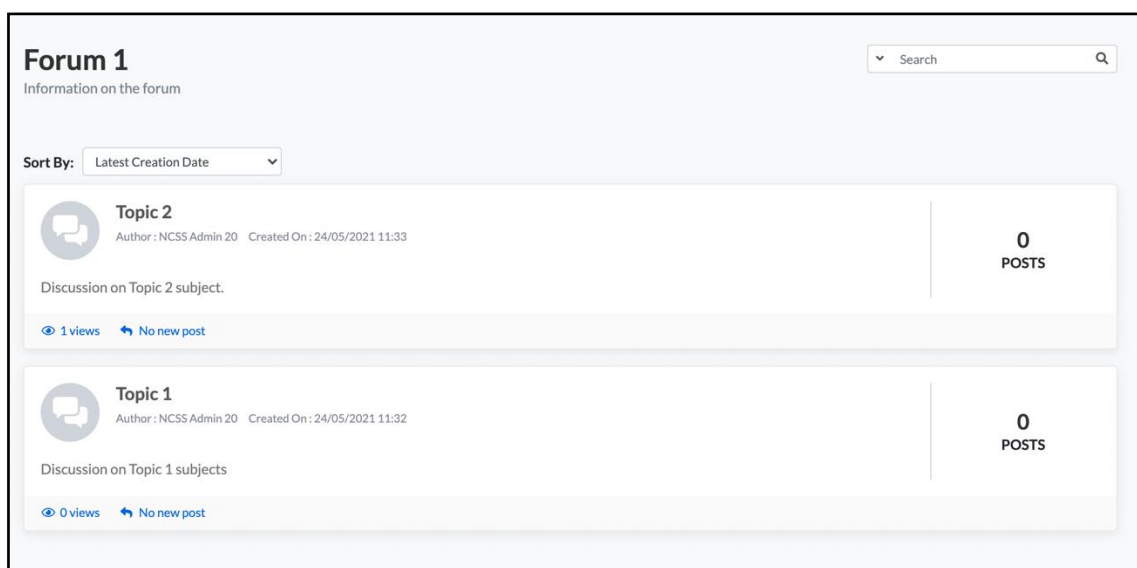
In some courses, you may be required to contribute to forum discussions.

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



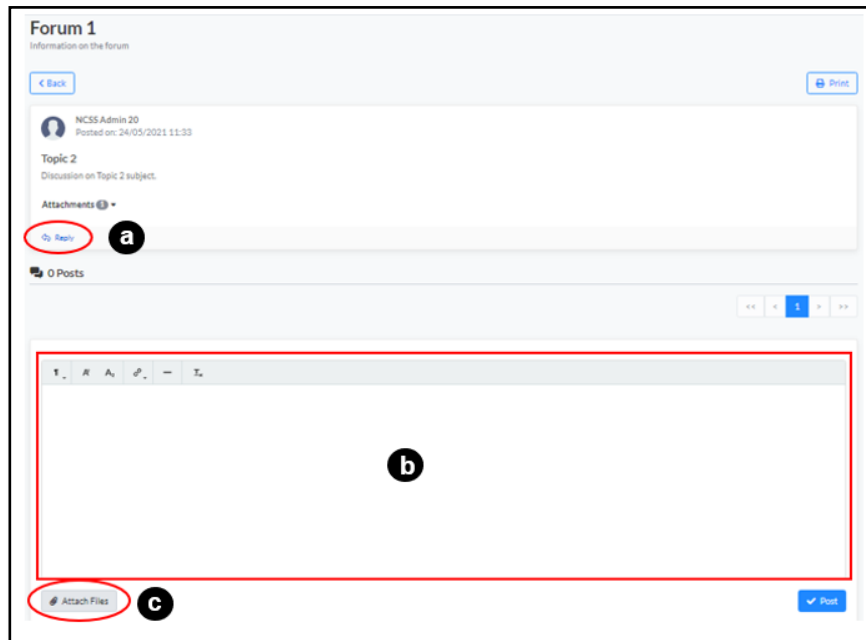
Picture Reference: Forum Activity

Step 2: Click on the Forum Topic to open.



Picture Reference: List of Forum Topics

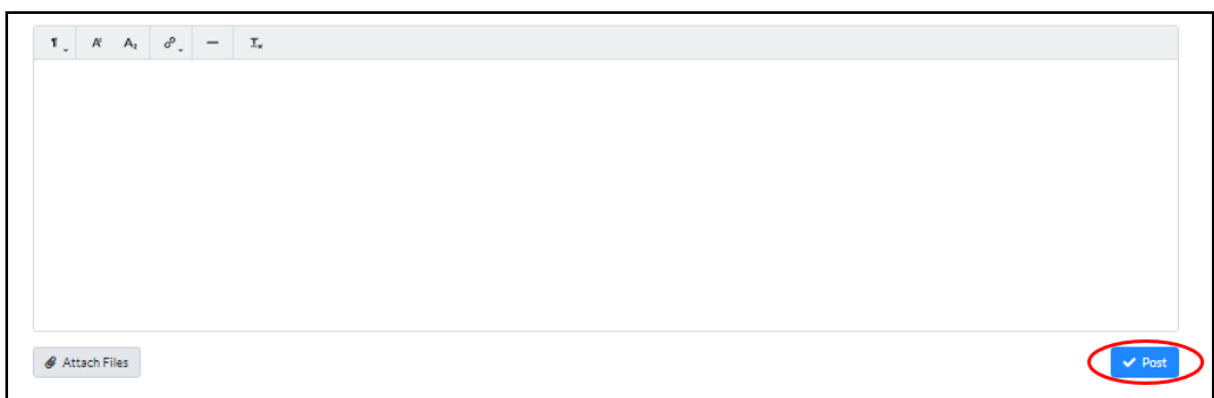
Step 3: A new page would open. Under this page, there are 3 sections you need to take note of:



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.

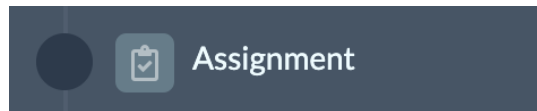


Picture Reference: Posting on a Forum

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.

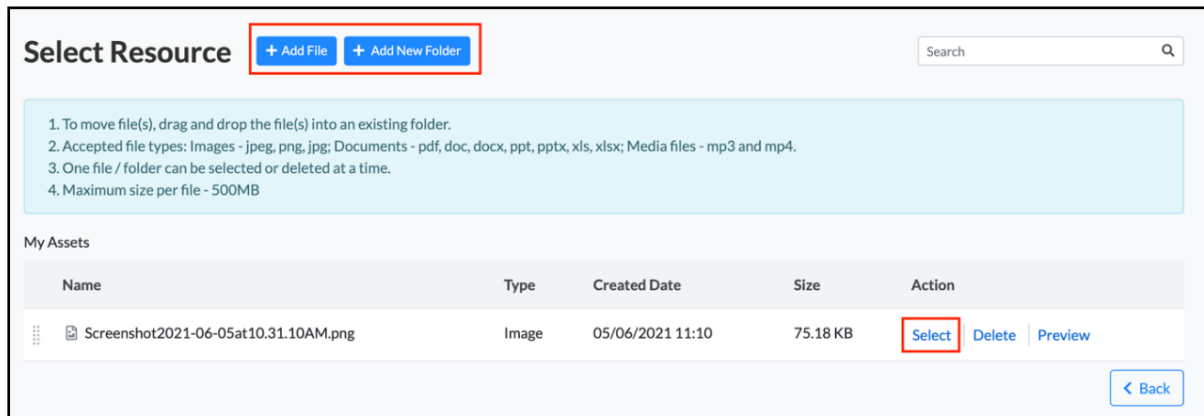
A screenshot of the 'Assignment' page. At the top, there's a header with a clipboard icon, the title 'Assignment', and metadata 'Author: NCSS Admin 01 Created On: 05/06/2021 11:56'. Below this is a red-bordered box for the assignment description. The main content area is divided into two sections: 'Your Submission' and 'Your Attachments'. The 'Your Submission' section has a green border and contains a text input field labeled 'Your Answers/Response' with the placeholder 'Enter your response.' and a blue 'Submit' button with a checkmark icon. The 'Your Attachments' section has a blue border and contains a text input field with the placeholder 'No record(s)'. A blue '+ Add Attachment' button is located in the top right corner of the 'Your Attachments' section.

Picture Reference: Assignment Main Page

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

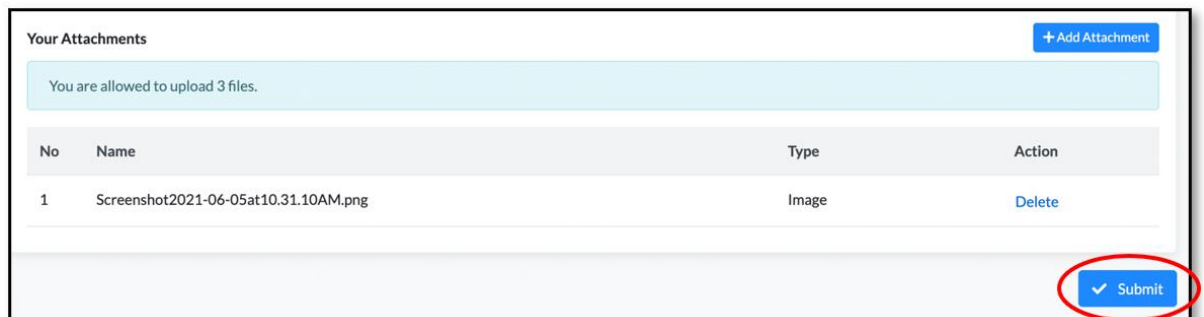
Step 6: Select the file to upload from your computer to upload.

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

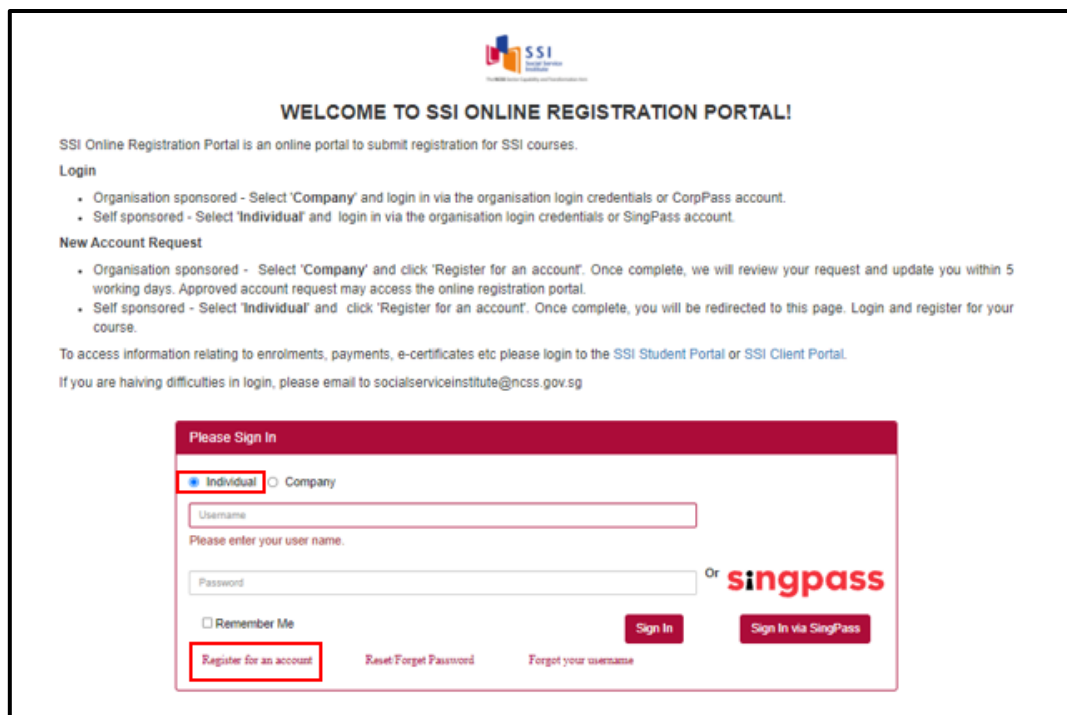
The login details you create here will be the same used to access [SSI Student Portal](#).

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"**.



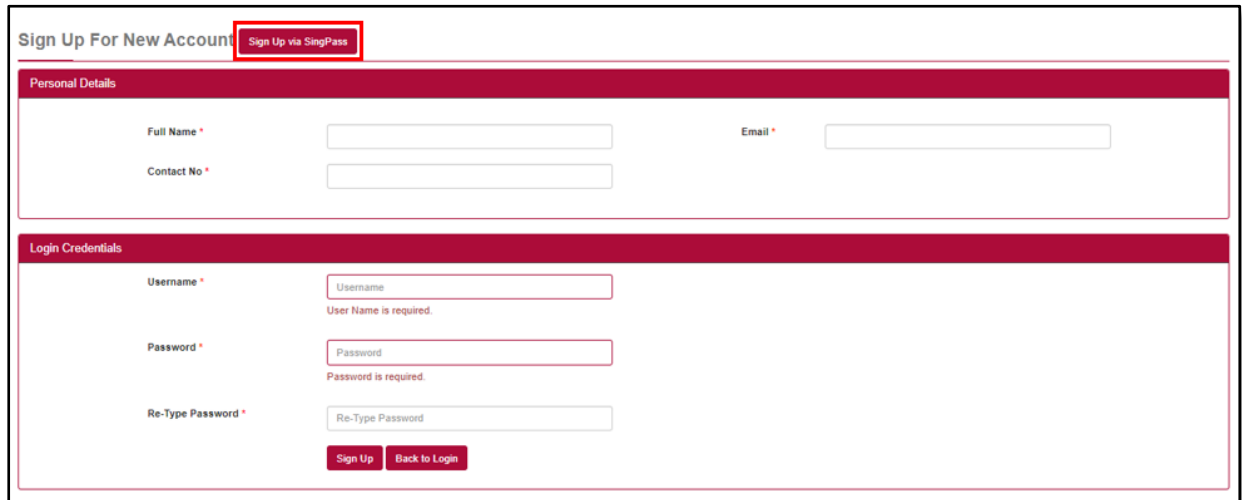
Picture Reference: Log in Page

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.

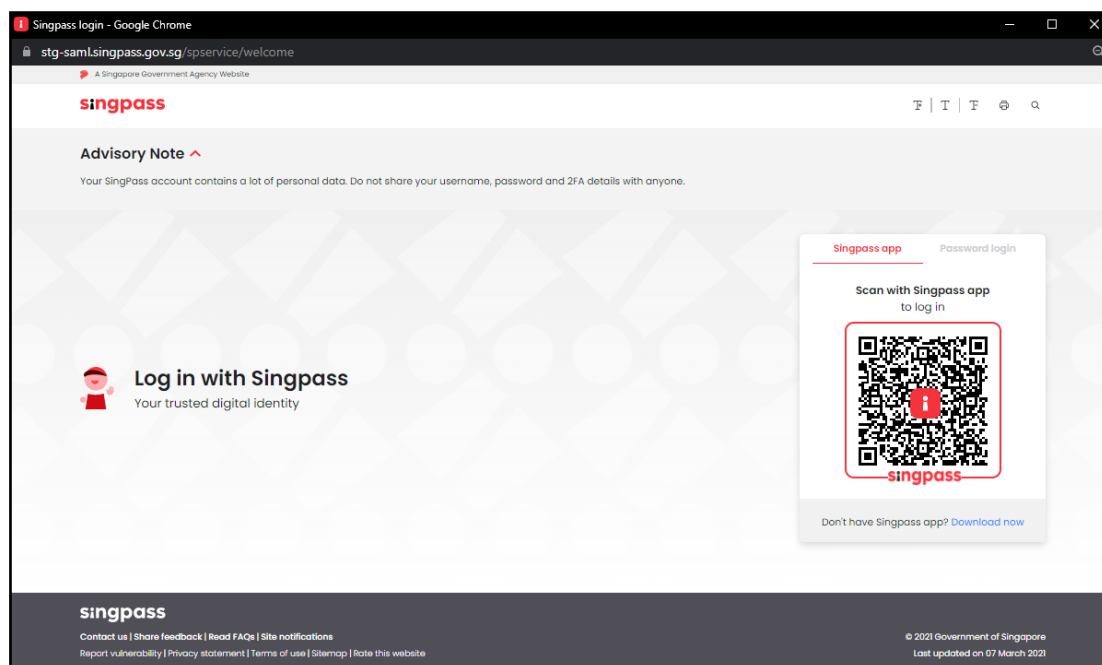
Step 5: Click **“Sign Up via Singpass”** on the Sign Up for New Account page.



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.

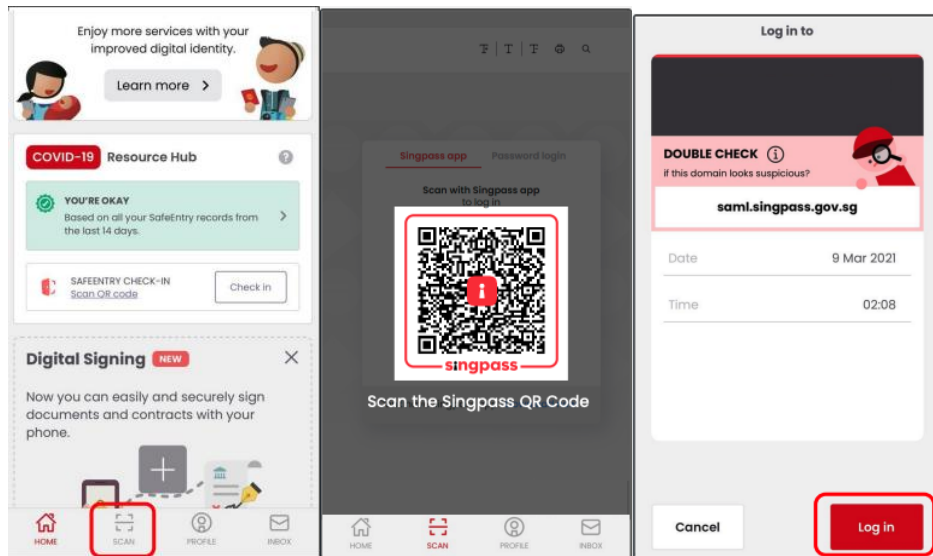


Picture Reference: Singpass Login Page

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**”

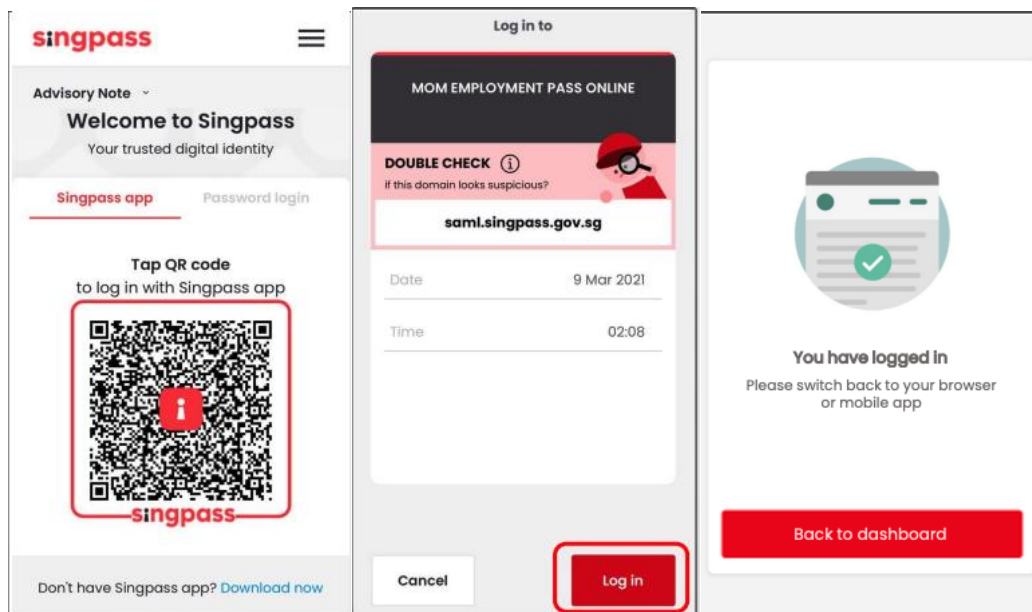
The image is a screenshot of the 'Sign Up For New Account' page in the Singpass app. It features a red header bar with the text 'Sign Up For New Account' and a button labeled 'Sign Up via SingPass'. Below this is a section titled 'Personal Details' which contains three input fields: 'Full Name', 'Email', and 'Contact No'. At the bottom of the form, there are two buttons: 'Sign Up' and 'Back to Login'. The 'Sign Up' button is highlighted with a red rectangular border.

Picture Reference: Sign Up Page

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

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**”.

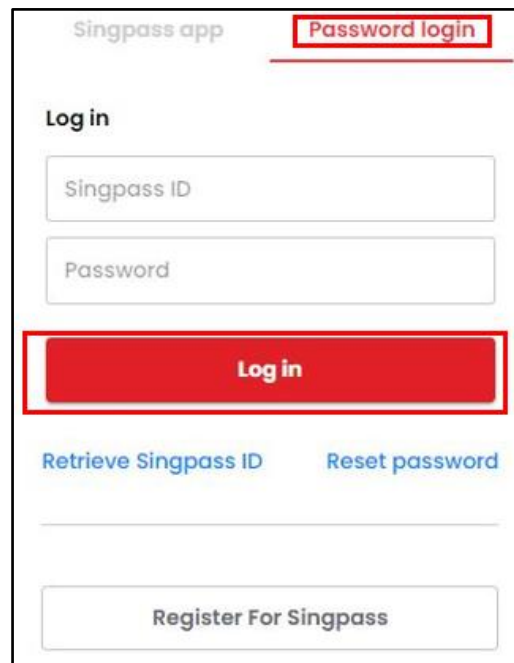
The image shows a screenshot of a web form titled 'Sign Up For New Account'. It has a red header bar with the title and a button labeled 'Sign Up via SingPass'. Below the header is a section titled 'Personal Details' with three input fields: 'Full Name', 'Email', and 'Contact No'. At the bottom of the form are two buttons: 'Sign Up' and 'Back to Login'.

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

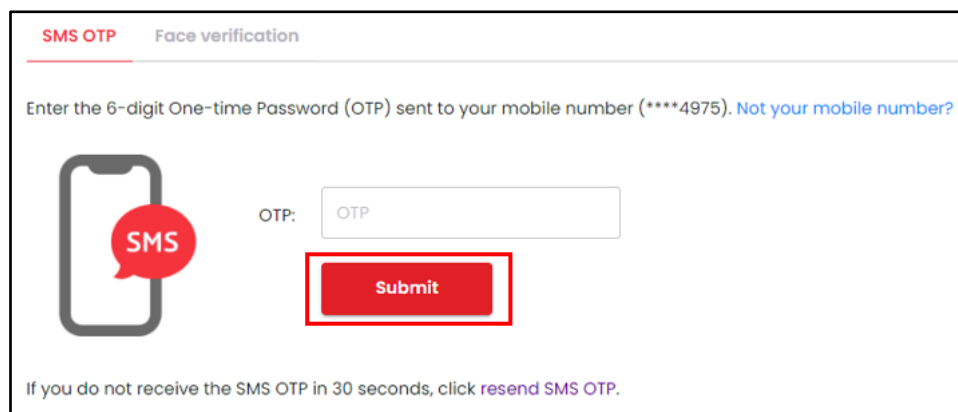
Step 4: Click **“Password Login”** tab on the Singpass Login Page.

The image shows the Singpass Password Login page. At the top, there are two tabs: 'Singpass app' and 'Password login'. The 'Password login' tab is selected and highlighted with a red box. Below the tabs, the text 'Log in' is displayed. There are two input fields: 'Singpass ID' and 'Password'. Below these fields is a large red button labeled 'Log in', which is also highlighted with a red box. Underneath the button are two links: 'Retrieve Singpass ID' and 'Reset password'. At the bottom of the form is a button labeled 'Register For Singpass'.

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'.

The image shows the Singpass SMS OTP verification page. At the top, there are two tabs: 'SMS OTP' and 'Face verification'. The 'SMS OTP' tab is selected and highlighted with a red box. Below the tabs, the text 'Enter the 6-digit One-time Password (OTP) sent to your mobile number (****4975). Not your mobile number?' is displayed. There is an icon of a smartphone with a red speech bubble labeled 'SMS'. To the right of the icon is an input field labeled 'OTP:'. Below the input field is a red button labeled 'Submit', which is highlighted with a red box. At the bottom of the form, there is a link that says 'If you do not receive the SMS OTP in 30 seconds, click resend SMS OTP.'

Picture Reference: Singpass Desktop Login

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

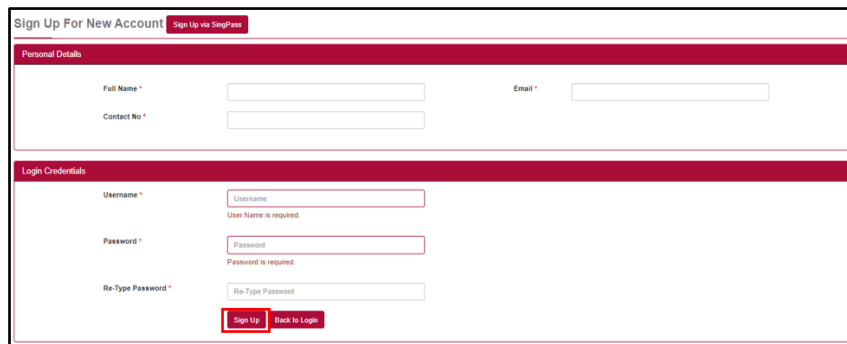
Via Credentials

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.

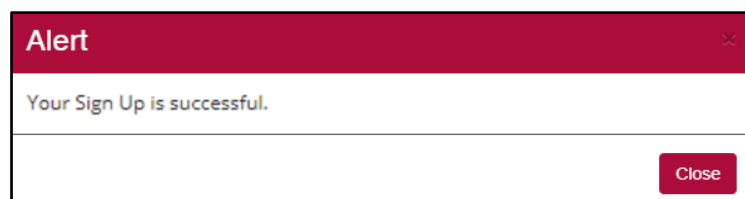


Picture Reference: Sign Up for New Account

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

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:

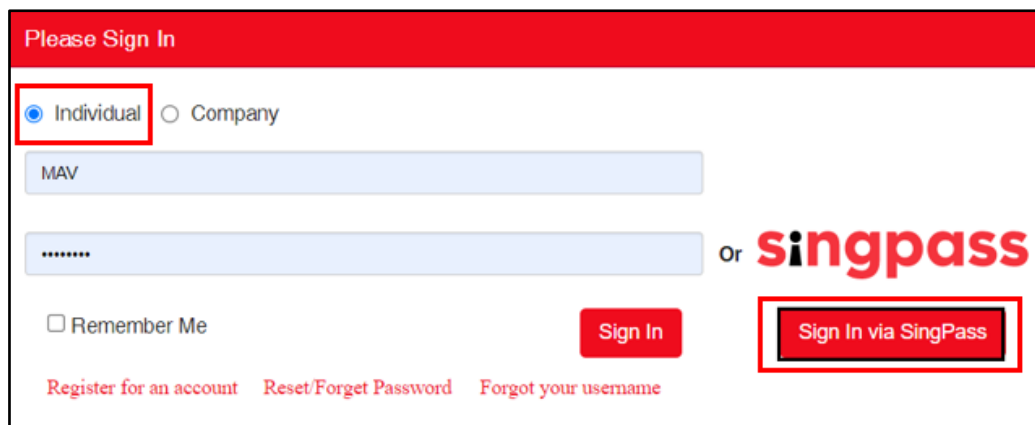
<https://www.Singpass.gov.sg/Singpass>.

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

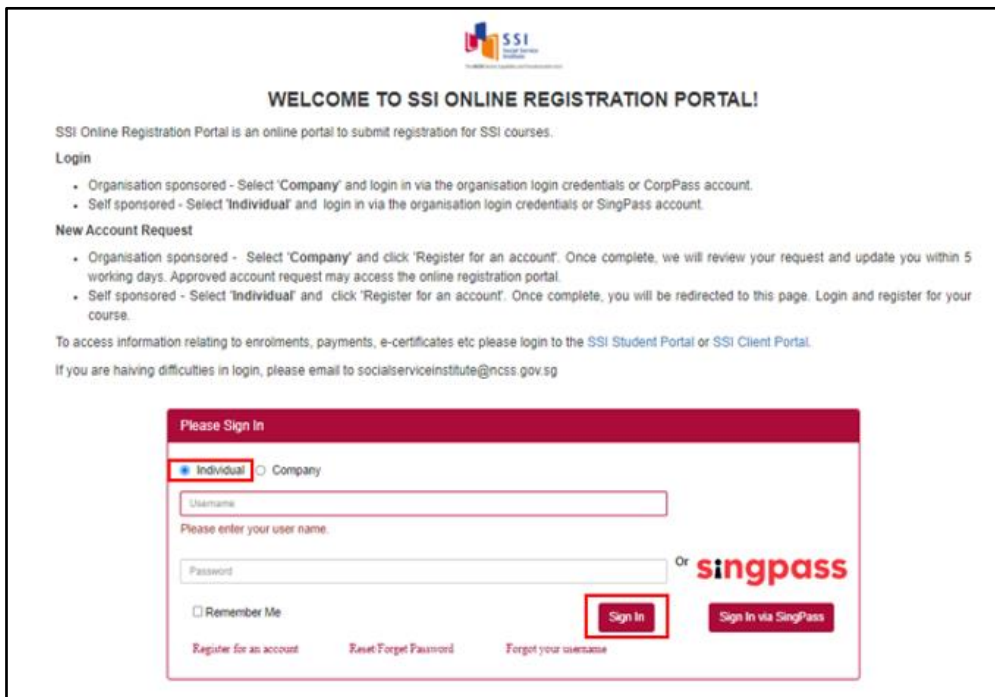
Step 1: Using your preferred browser on your laptop or mobile device, go to <https://iltms.ssi.gov.sg/registration>. You will be directed to the SSI Online Registration Portal's "Log in" page.

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.

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.

Version 1.2 (Updated: 17 November 2021)

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.

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.

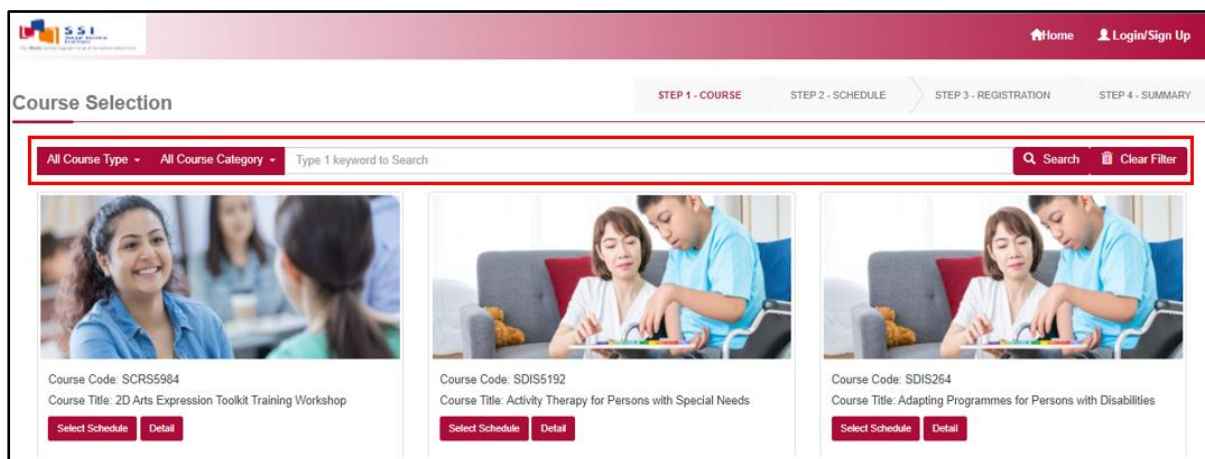
Step 1: Using your preferred browser on your laptop or mobile device, go to <https://iltms.ssi.gov.sg/registration#/Course>. You will be directed to the “**Course Selection Page**”.

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

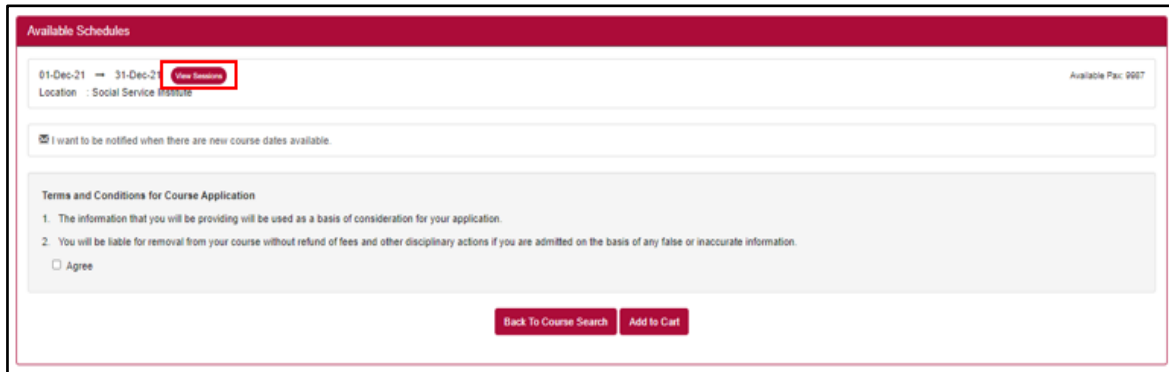
Step 2: A pop-up message will appear displaying the courses details. If you clicked “**Details**”. Click “**Close**” to view another course.

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

Selecting Available Schedules

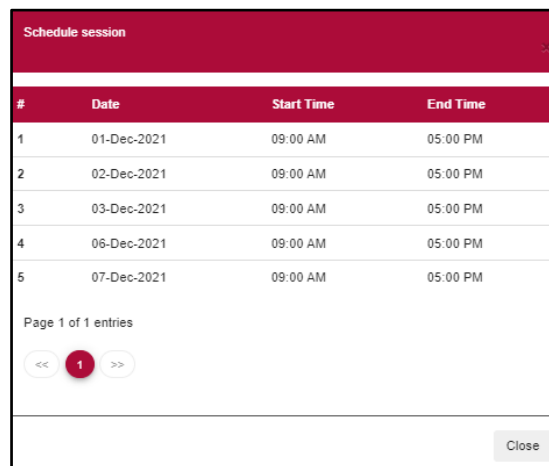
Step 1: You will be redirected a “**Schedule Selection**” Page where the course details are displayed again. Scroll down to view the upcoming course runs available for registration under “Available Schedules”.

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.



#	Date	Start Time	End Time
1	01-Dec-2021	09:00 AM	05:00 PM
2	02-Dec-2021	09:00 AM	05:00 PM
3	03-Dec-2021	09:00 AM	05:00 PM
4	06-Dec-2021	09:00 AM	05:00 PM
5	07-Dec-2021	09:00 AM	05:00 PM

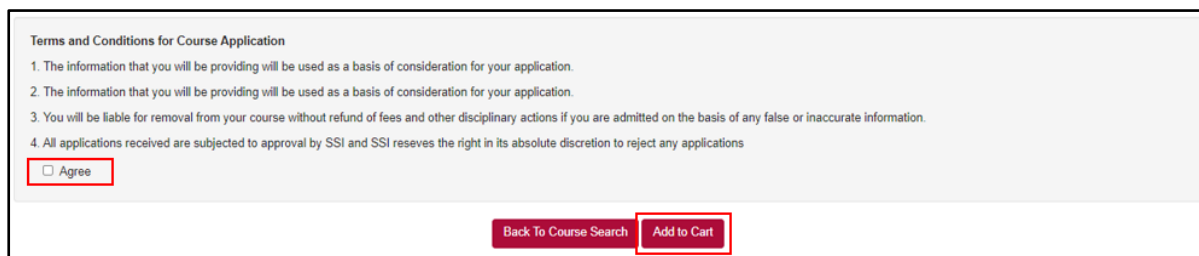
Picture Reference: Schedule Session Pop-up

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 reserves the right in its absolute discretion to reject any applications

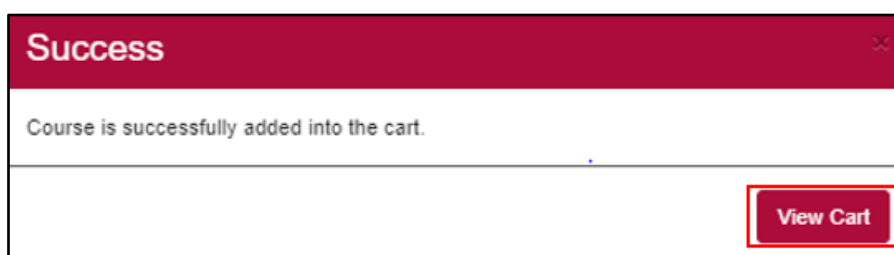
☐ Agree

Back To Course Search Add to Cart

Picture Reference: Schedule Selection Page

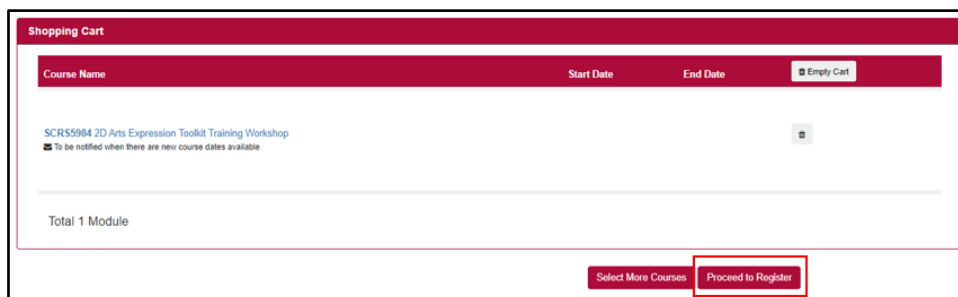
Step 6: A pop-up message will appear, indicating the course selection is successful.

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



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			

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.

Course Registration for Self-Sponsored Learners

Note: Application submitted under this section is strictly for self-sponsored learners only.

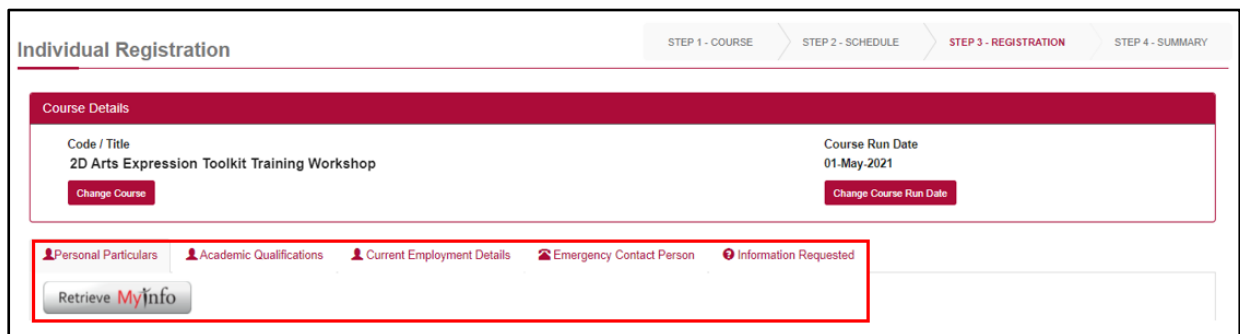
Step 1: After logging in to SSI Online Registration Portal, you will be redirected back to the “**Shopping Cart**”. Click “**Proceed to Register**” to continue.

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.



The screenshot displays the 'Individual Registration' page. At the top, a progress bar shows four steps: STEP 1 - COURSE, STEP 2 - SCHEDULE, STEP 3 - REGISTRATION (highlighted in red), and STEP 4 - SUMMARY. Below this, the 'Course Details' section is visible, containing a table with the following information:

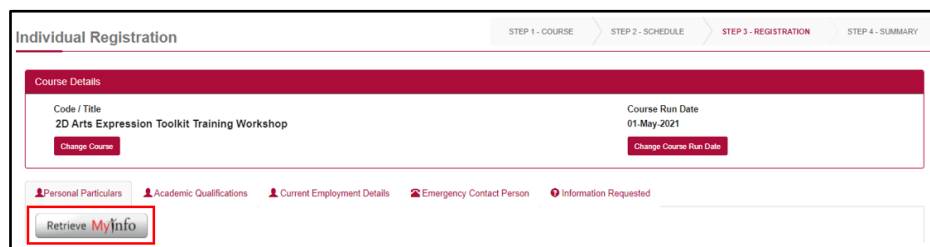
Course Details	
Code / Title	Course Run Date
2D Arts Expression Toolkit Training Workshop	01-May-2021
Change Course	Change Course Run Date

Below the course details, there are five tabs for registration: Personal Particulars, Academic Qualifications, Current Employment Details, Emergency Contact Person, and Information Requested. The 'Information Requested' tab is currently selected and highlighted with a red border. At the bottom left, there is a 'Retrieve MyInfo' button.

Picture Reference: Individual Registration Page

Retrieving from MyInfo

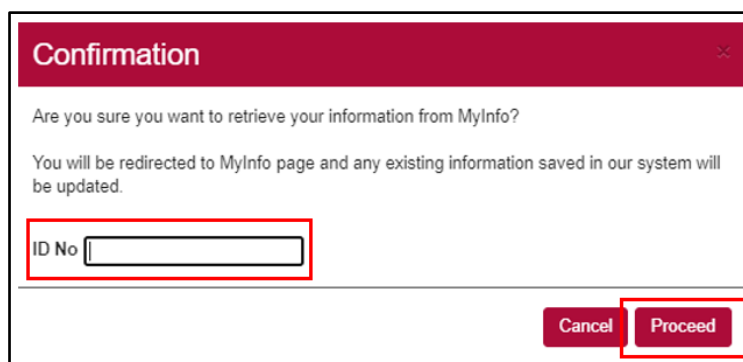
Step 1: You can also use MyInfo to auto-populate your personal particulars **“Retrieve MyInfo”**.

The screenshot shows the 'Individual Registration' form at Step 3: REGISTRATION. The top navigation bar includes 'STEP 1 - COURSE', 'STEP 2 - SCHEDULE', 'STEP 3 - REGISTRATION' (highlighted), and 'STEP 4 - SUMMARY'. The 'Course Details' section shows 'Code / Title: 2D Arts Expression Toolkit Training Workshop' and 'Course Run Date: 01-May-2021'. Below this, a row of tabs includes 'Personal Particulars' (selected), 'Academic Qualifications', 'Current Employment Details', 'Emergency Contact Person', and 'Information Requested'. The 'Personal Particulars' tab contains a 'Retrieve MyInfo' button, which is highlighted with a red rectangular box.

Picture Reference: Individual Registration

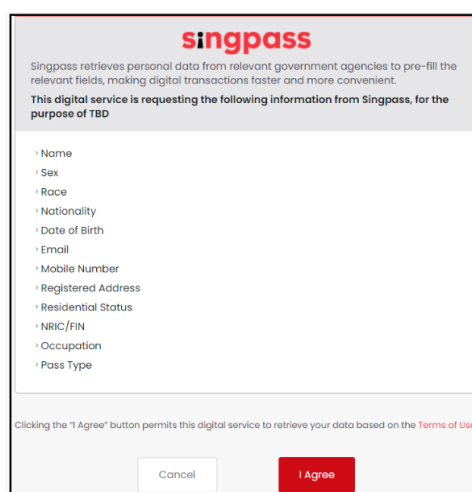
Step 2: A pop-up message will appear when you click **“Retrieve MyInfo”**.

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

The screenshot shows a 'Confirmation' pop-up window. It asks 'Are you sure you want to retrieve your information from MyInfo?' and states 'You will be redirected to MyInfo page and any existing information saved in our system will be updated.' Below the text is an 'ID No' input field, which is highlighted with a red rectangular box. At the bottom right, there are two buttons: 'Cancel' and 'Proceed', with the 'Proceed' button highlighted by a red rectangular box.

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.

The screenshot shows the Singpass confirmation page. It features the Singpass logo and text explaining that Singpass retrieves personal data from government agencies to pre-fill fields. A list of requested information includes Name, Sex, Race, Nationality, Date of Birth, Email, Mobile Number, Registered Address, Residential Status, NRIC/FIN, Occupation, and Pass Type. At the bottom, there is a note about the Terms of Use and two buttons: 'Cancel' and 'I Agree', with the 'I Agree' button highlighted by a red rectangular box.

Picture Reference: MyInfo

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 other 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.



Back

Save Draft Save and Proceed Cancel Application Clear Form

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 512345678J

Email nullmullyn_mulladi_from tp@ncas.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	30.00	
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

☐ Short Courses

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.

The screenshot displays a registration summary form with a red header bar. The header bar contains the text "Total Amount Payable:" on the left and "\$0.00" on the right. Below the header, there are two sections, each with a red-bordered box containing a checkbox and a label. The first section is labeled "PAYMENT" and contains three bullet points: "a. Registration is only confirmed upon receiving full payment of course fees.", "b. All payments must be received at least 3 weeks before the course start date. No further extension of payment due date will be granted for replacement application.", and "c. Learners eligible for SSG/ VCF funding must achieve at least 75% attendance and pass all assessment components (if applicable).". The second section is labeled "DECLARATION" and contains three numbered statements: "1. I declare that I have read the instructions on this application form and that to the best of my knowledge, the information provided by me is true and complete.", "2. I acknowledge that SSI may vary or reverse any decision regarding the admission or enrolment on the basis of incorrect or incomplete information provided by me.", and "3. I understand the above conditions and I am prepared to accept them in full.". At the bottom right of the form, there are three red buttons stacked vertically: "Submit Registration", "Edit Registration", and "Cancel Registration".

Total Amount Payable: \$0.00

☐ PAYMENT

a. Registration is only confirmed upon receiving full payment of course fees.

b. All payments must be received at least 3 weeks before the course start date. No further extension of payment due date will be granted for replacement application.

c. Learners eligible for SSG/ VCF funding must achieve at least 75% attendance and pass all assessment components (if applicable).

☐ DECLARATION

1. I declare that I have read the instructions on this application form and that to the best of my knowledge, the information provided by me is true and complete.

2. I acknowledge that SSI may vary or reverse any decision regarding the admission or enrolment on the basis of incorrect or incomplete information provided by me.

3. I understand the above conditions and I am prepared to accept them in full.

Submit Registration

Edit Registration

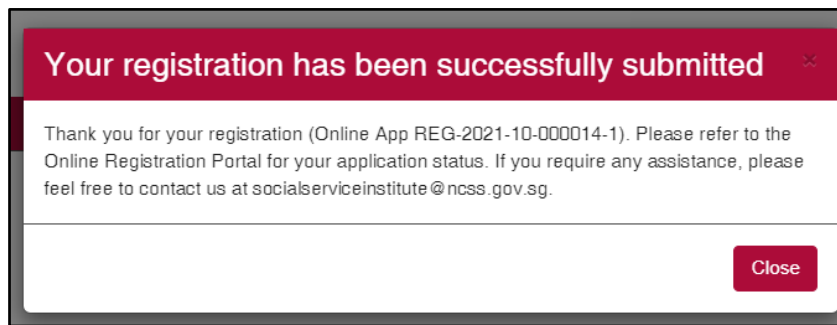
Cancel Registration

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

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

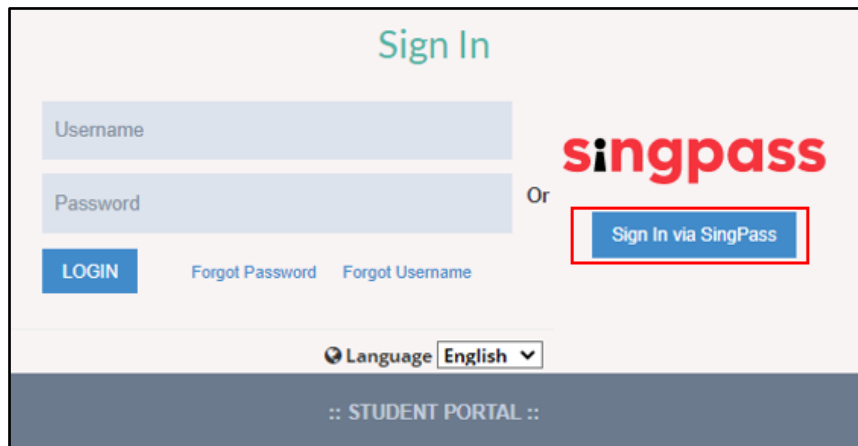
1. Via Singpass (preferred method)
2. Via Credentials

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”**.

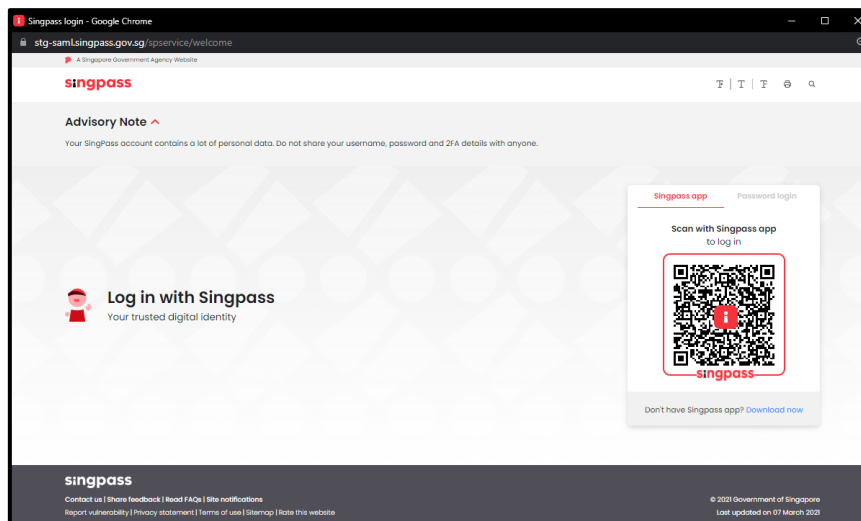


Picture Reference: Main Landing Page

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.

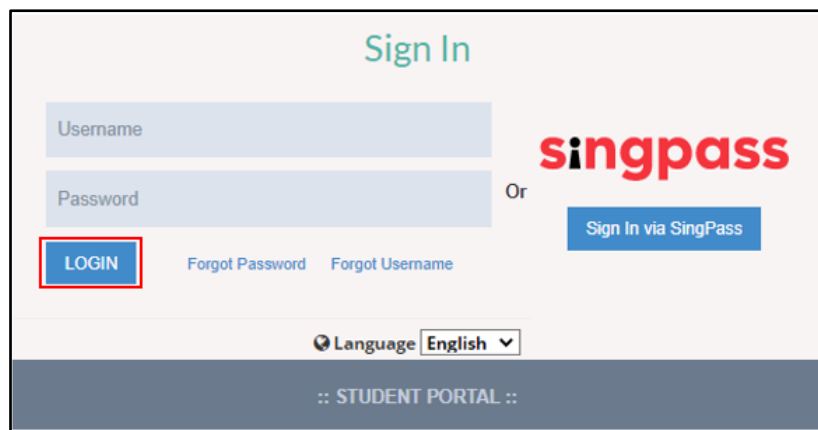
To link your Credential to Singpass, please click [here](#) for the user guide.

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](#)”.

The image shows a web form for signing in to the SSI Student Portal. At the top, it says 'Sign In' in green. Below this are two light blue input fields: 'Username' and 'Password'. To the right of the 'Password' field is the word 'Or' and a blue button that says 'Sign In via SingPass'. Below the 'Username' field is a blue button that says 'LOGIN', which is highlighted with a red rectangular box. To the right of the 'LOGIN' button are two links: 'Forgot Password' and 'Forgot Username'. Below these links is a language selection dropdown menu that currently shows 'English'. At the very bottom of the form, there is a dark grey footer bar with the text ':: STUDENT PORTAL ::' in white.

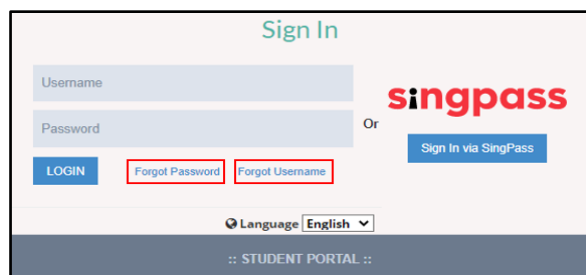
Picture Reference: SSI Student Portal Page

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.

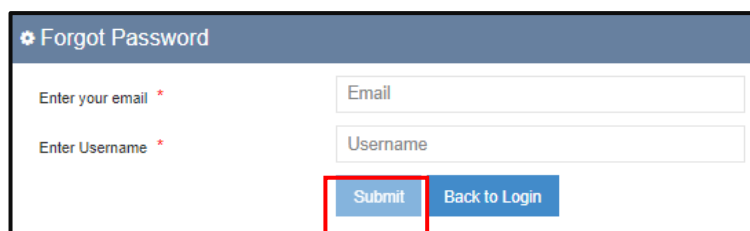
Step 1: Click **"Forgot Password?"** or **"Forgot Username?"** on [SSI Student Portal](#) to reset your password or retrieve your username.



Picture Reference: SSI Student Portal Page

To Reset Password

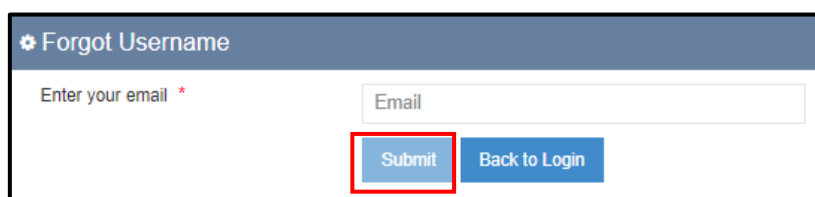
Step 2: Key in your **"Email"** and **"Username"**, then click **"Submit"**.



Picture Reference: Forgot Password Page

To Reset Username

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.

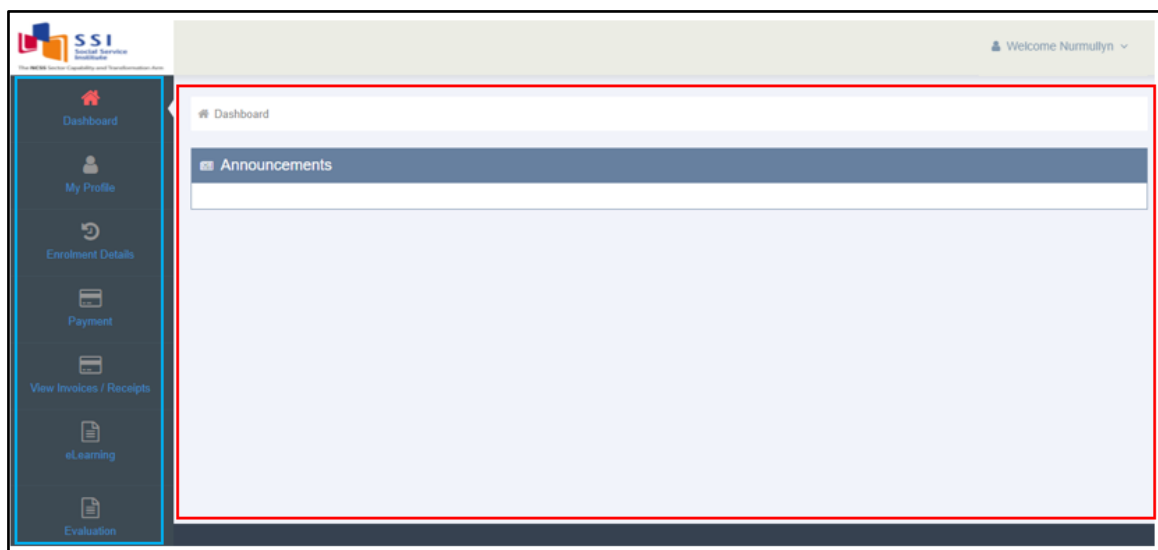
Navigating the SSI Student Portal

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:

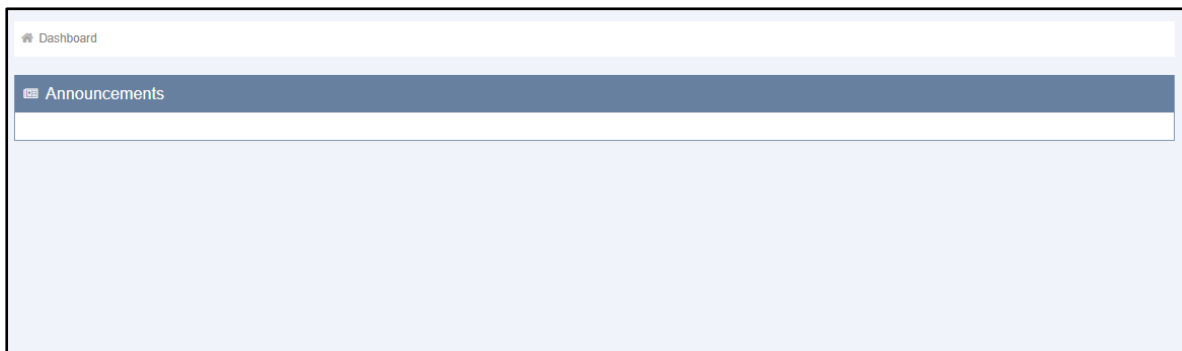
- **[Main Section](#) (in red)** – This displays any announcements which have been published to you.
- **[Navigation Menu](#) (in blue)** – This displays the various pages in SSI Student Portal and allows you to navigate between them.



Picture Reference: Dashboard

Main Section

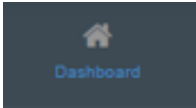



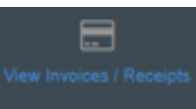



The **Main Section** will display the **announcements** which is published by SSI to you. Click the announcements to view them.



Picture Reference: Main Section

Navigation Menu

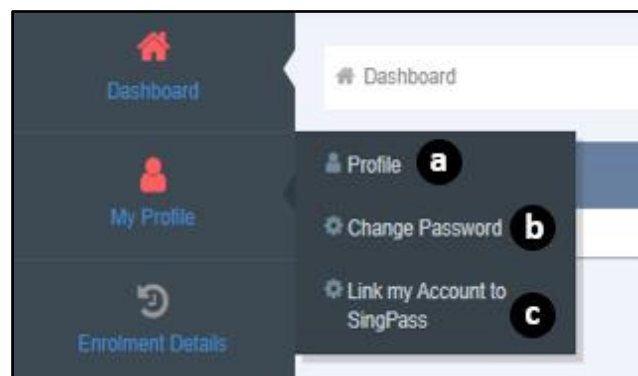
There are various sections menu and sub-menus for you to choose from via the **Navigation Menu**. Under the Navigation Menu, there are several icons used:

	Sections Menu	Sub-menus
The various sections menu is classified as follows:		<i>There is no sub menu for Dashboard</i>
		<ul style="list-style-type: none"> • Profile • Change Password • Link my account to Singpass
		<ul style="list-style-type: none"> • Enrolment Summary • View Timetable • View Certificate
		<ul style="list-style-type: none"> • Outstanding Payment • Statement of Account
		<ul style="list-style-type: none"> • Invoices • Receipts
		<i>There is no sub menu for eLearning</i>
		<i>There is no sub mnu for Evaluation</i>
		<i>There is no sub menu for Log Out</i>

My Profile

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

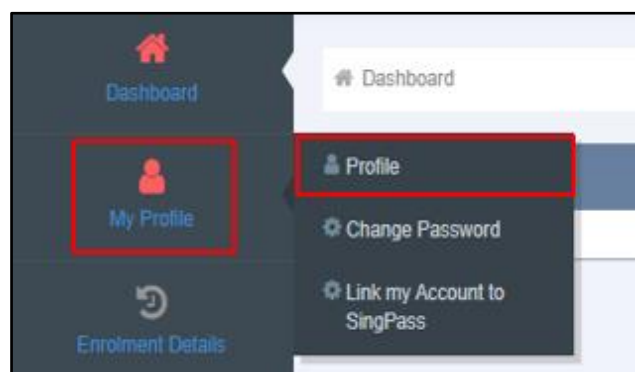
- a. [Profile](#): To view and edit your profile details (applicable for contact and mailing address details only).
- b. [Change Password](#): To change your login’s password.
- c. [Link my account to SingPass](#): To link your Credential account to your SingPass.



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.



Full Name :
ID Number :

Personal Particulars

Date of Birth :	<input type="text"/>	Preferred Language :	<input type="text"/>
Citizenship :	<input type="text"/>	Highest Language Proficiency :	<input type="text"/>
Race :	<input type="text"/>	Highest Qualification Level :	<input type="text"/>
Nationality :	<input type="text"/>	Highest Qualification Name :	<input type="text"/>
Gender :	<input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Not Applicable	Salary Range :	<input type="text"/>
Are you currently a Trainer? : <input type="radio"/> Yes <input type="radio"/> No			

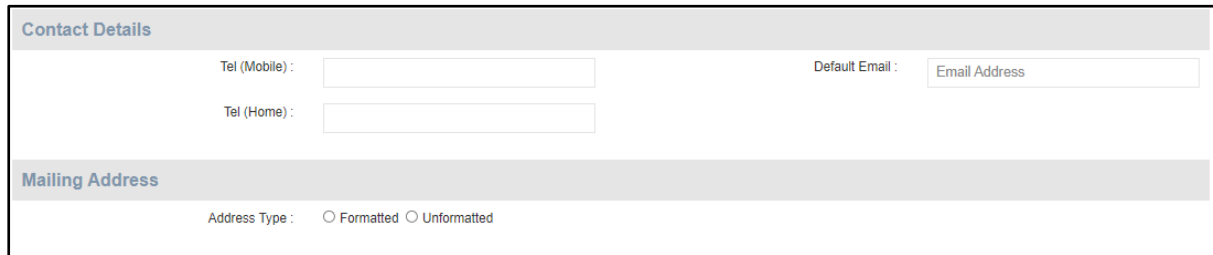
PERSONAL DATA PROTECTION ACT (PDPA)

- 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 other 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.

Picture Reference: Profile

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.



The screenshot shows two sections of a form. The 'Contact Details' section has three input fields: 'Tel (Mobile):', 'Tel (Home):', and 'Default Email:'. The 'Mailing Address' section has a label 'Address Type:' followed by two radio buttons, 'Formatted' and 'Unformatted'.

Picture Reference: Profile

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



This screenshot is identical to the previous one, but with red rectangular boxes highlighting the 'Tel (Mobile):', 'Tel (Home):', 'Default Email:', and 'Address Type:' fields to indicate they are the focus for editing.

Picture Reference: Profile

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

Formatted (preferred option):



The screenshot shows the 'Formatted' address input section. At the top, 'Address Type:' is followed by a selected 'Formatted' radio button and an unselected 'Unformatted' radio button. Below are six input fields arranged in two columns: 'Blk #:', 'Street Name:', 'Floor-Unit:', 'Building:', 'Postal Code:', and 'Country:' (which is a dropdown menu).

Picture Reference: Profile

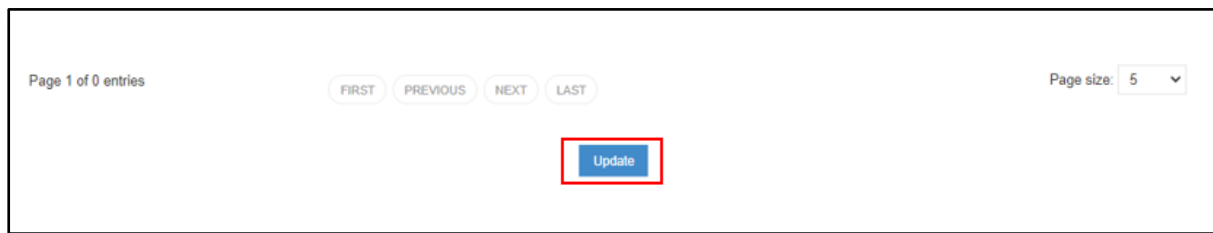
Unformatted:



The screenshot shows the 'Unformatted' address input section. It consists of a single label 'Address:' followed by three stacked input fields for the address line.

Picture Reference: Profile

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



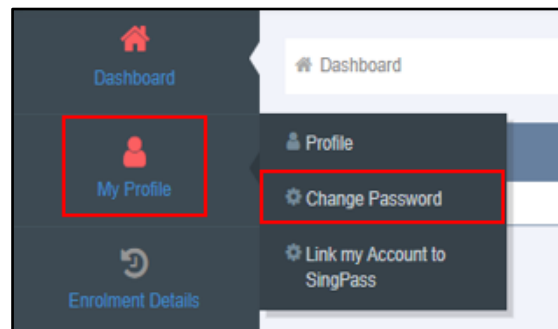
The screenshot shows the bottom of a form with a white background and a thin black border. On the left, it says "Page 1 of 0 entries". In the center, there are four light gray buttons labeled "FIRST", "PREVIOUS", "NEXT", and "LAST". To the right of these is a "Page size:" label followed by a dropdown menu showing the number "5". Below the "PREVIOUS" and "NEXT" buttons, centered, is a blue button with the word "Update" in white text. This "Update" button is highlighted with a red rectangular border.

Picture Reference: Profile

Change Password

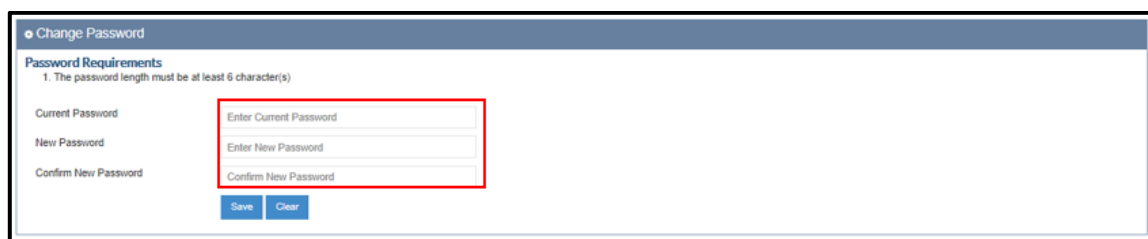
Note: This is applicable only if you are using Credential login.

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



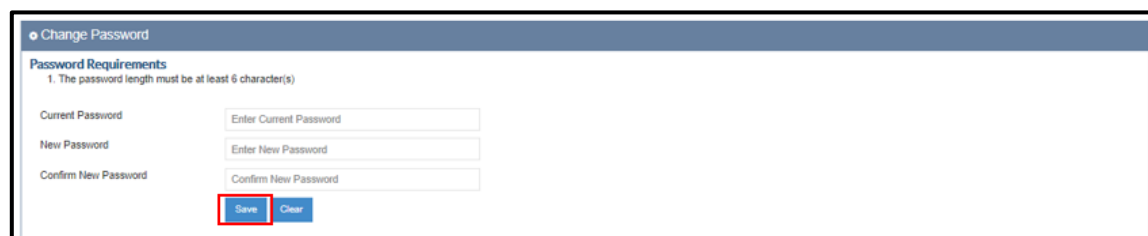
Picture Reference: Navigation Menu

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

A screenshot of the 'Change Password' form. The form has a blue header with the title 'Change Password'. Below the header, there are 'Password Requirements' listed. The form contains three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. Each field has a placeholder text 'Enter Current Password', 'Enter New Password', and 'Confirm New Password' respectively. A red rectangular box highlights these three input fields. At the bottom of the form, there are two buttons: 'Save' and 'Clear'.

Picture Reference: Change Password

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

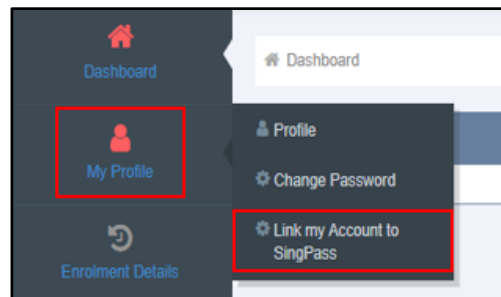
A screenshot of the 'Change Password' form, identical to the previous one. In this version, a red rectangular box highlights the 'Save' button at the bottom left of the form, next to the 'Clear' button.

Picture Reference: Change Password

Linking account to Singpass

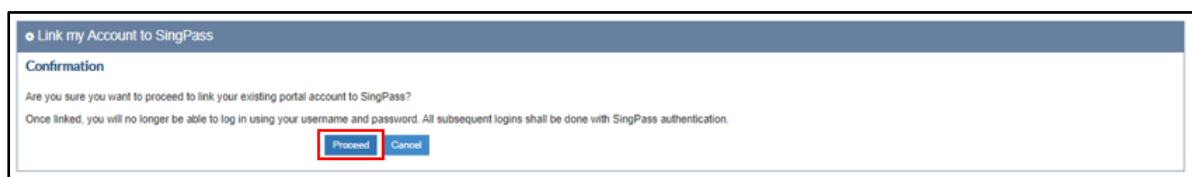
You are strongly encouraged to link your Login Credentials to your SingPass account. Upon successful linking, you will no longer need to login using your username and password.

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



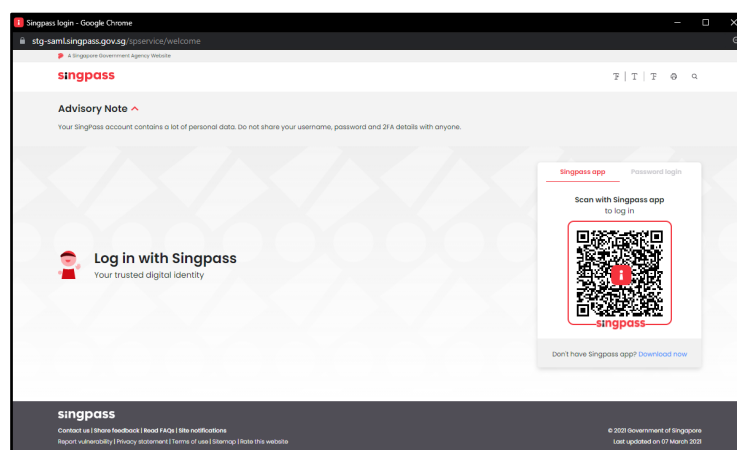
Picture Reference: Navigation Menu

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

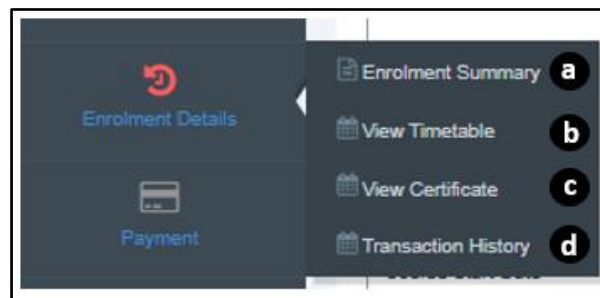
Step 4: Click [here](#) for **desktop login** OR click [here](#) for **mobile login**.

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

Enrolment Details

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

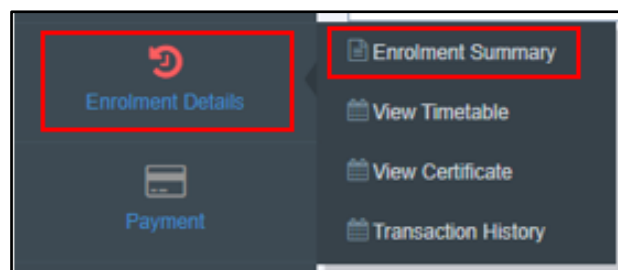
- a. **Enrolment Summary:** To view your enrolment histories
- b. **View Timetable:** To view your timetable
- c. **View Certificate:** To view your certificate
- d. **Transaction History:** To view your transaction history on the enrolment transaction requests you have made



Picture Reference: Navigation Menu

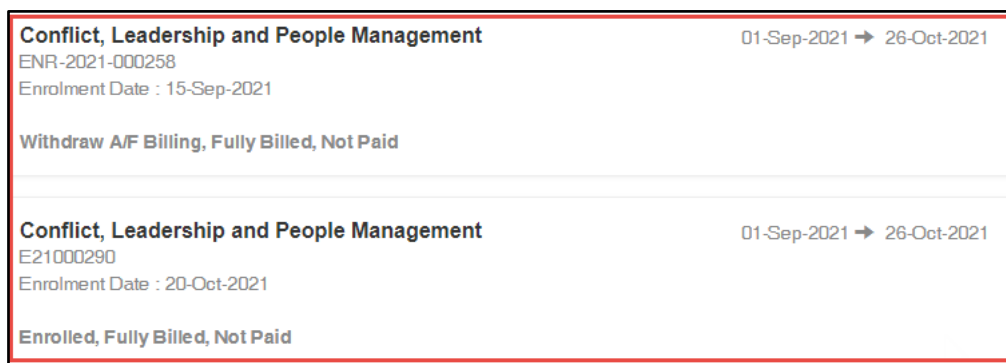
Enrolment Summary

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.

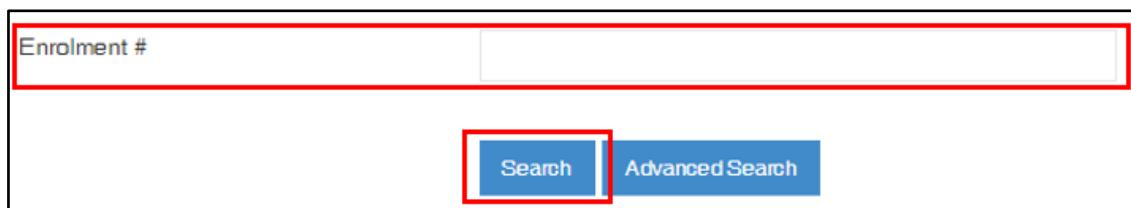


The screenshot displays two enrolment records in a table-like format. Each record includes the course title, enrolment number, enrolment date, and a status. The first record is for 'Conflict, Leadership and People Management' with enrolment number ENR-2021-000258, dated 15-Sep-2021, and status 'Withdraw A/F Billing, Fully Billed, Not Paid'. The second record is for the same course with enrolment number E21000290, dated 20-Oct-2021, and status 'Enrolled, Fully Billed, Not Paid'. Both records show a date range from 01-Sep-2021 to 26-Oct-2021.

Conflict, Leadership and People Management ENR-2021-000258 Enrolment Date : 15-Sep-2021 Withdraw A/F Billing, Fully Billed, Not Paid	01-Sep-2021 → 26-Oct-2021
Conflict, Leadership and People Management E21000290 Enrolment Date : 20-Oct-2021 Enrolled, Fully Billed, Not Paid	01-Sep-2021 → 26-Oct-2021

Picture Reference: Enrolment Summary

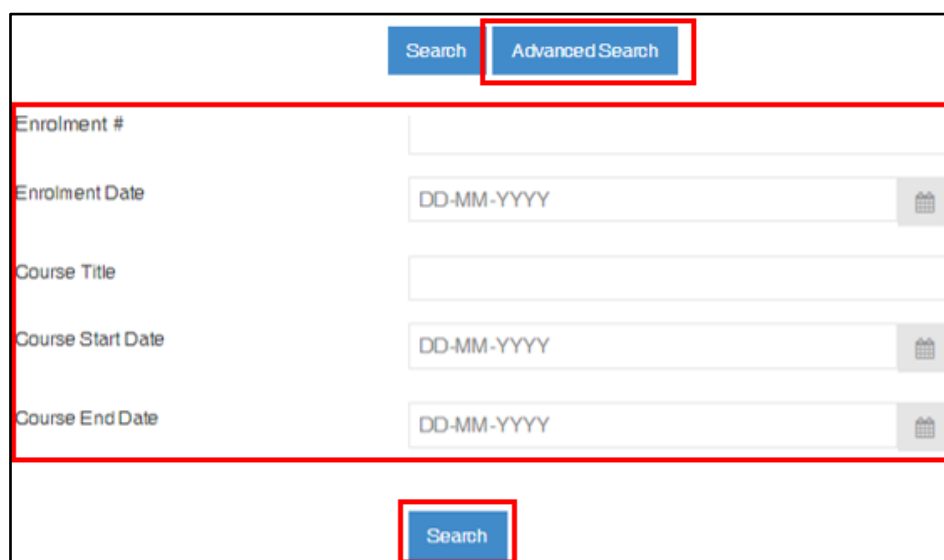
Step 3: You may filter the enrolment by inserting the enrolment number in the **'Enrolment #'** search box and click **'Search'**.



The screenshot shows a search interface with a text input field labeled 'Enrolment #'. Below the input field are two buttons: 'Search' and 'Advanced Search'. The 'Search' button is highlighted with a red border.

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'**.



The screenshot displays the 'Advanced Search' interface. At the top, there are two buttons: 'Search' and 'Advanced Search', with the 'Advanced Search' button highlighted by a red border. Below these buttons is a form with several input fields: 'Enrolment #', 'Enrolment Date' (with a date picker icon), 'Course Title', 'Course Start Date' (with a date picker icon), and 'Course End Date' (with a date picker icon). At the bottom of the form is a 'Search' button, which is also highlighted with a red border.

Picture Reference: Search Enrolment

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

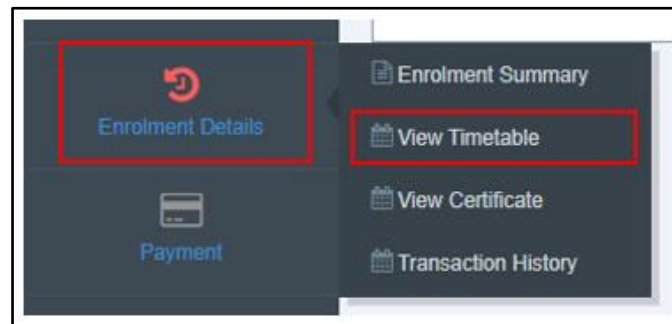
- View Module (Applicable for programme enrolment only)

Certificate in Business Fundamentals	01-Oct-2020 ➔ 29-Apr-2022	Action
ENR-21-000195		
Enrolment Date : 12-Apr-2021		View Module
Withdraw A/F Billing, Fully Billed, Not Paid		

Picture Reference: Enrolment Summary

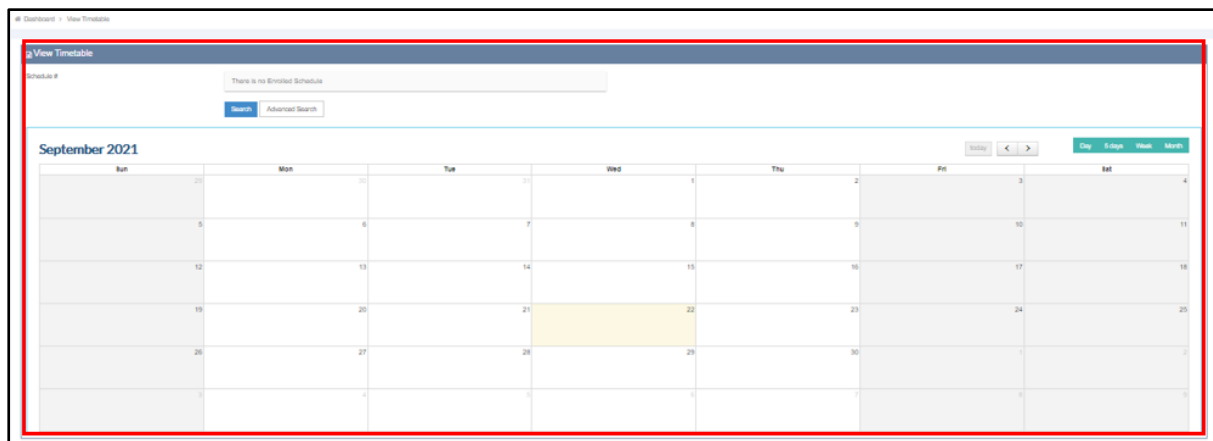
View Timetable

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



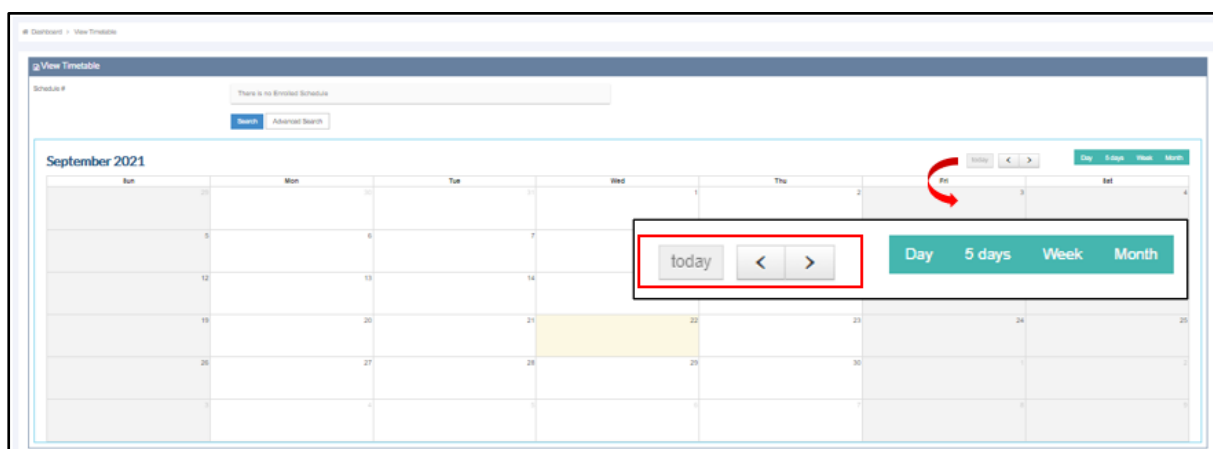
Picture Reference: Navigation Menu

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



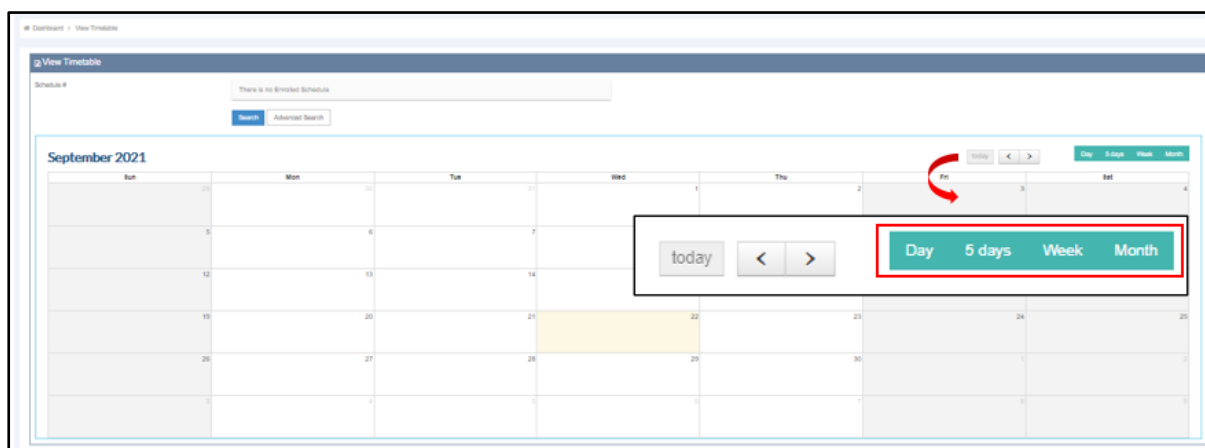
Picture Reference: View Timetable

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



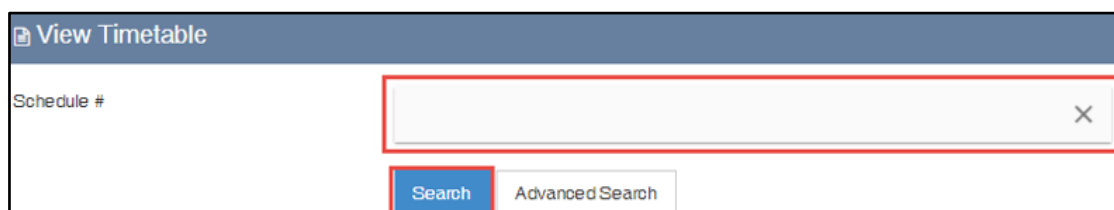
Picture Reference: View Timetable

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



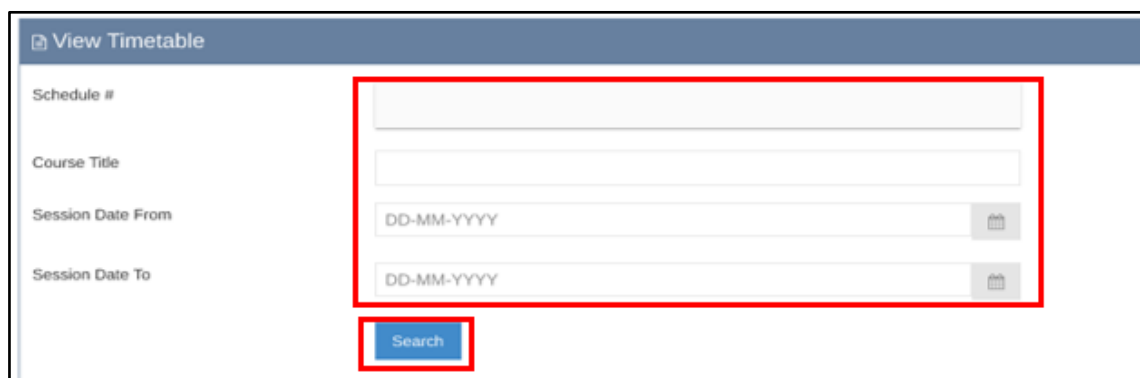
Picture Reference: View Timetable

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



Picture Reference: Search Schedule

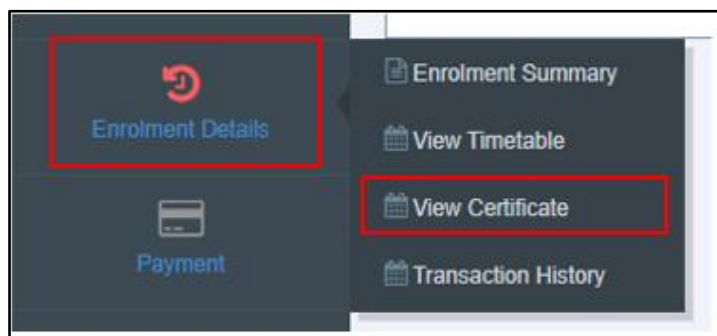
Step 6: For further filtering, click **'Advanced Search'** and the system will populate additional filtering criteria. Key in the details under the respective field and click **'Search'**.



Picture Reference: View Timetable

View Certificate

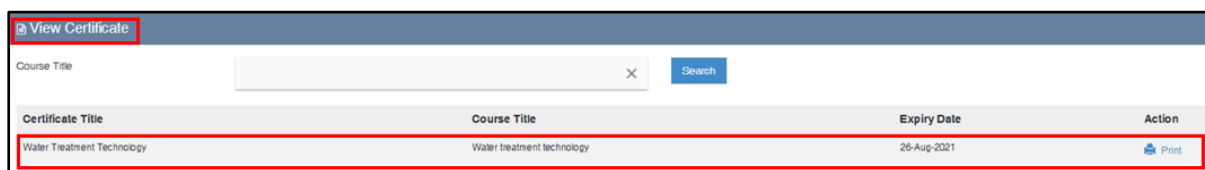
Step 1: To view your certificate, go to **'Enrolment Details'** and click on **'View Certificate'** from the **'Navigation Menu'**.



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

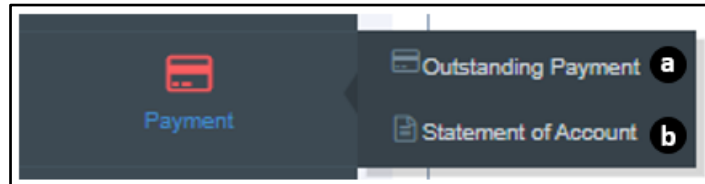


Picture Reference: Print Certificate

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

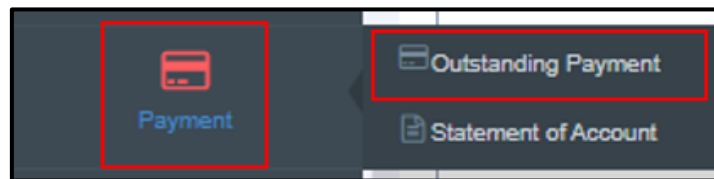


Picture Reference: Navigation Menu

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.

Outstanding Payment	
<input type="checkbox"/> Outstanding Payment Detail	Balance (\$)
ENR No : ENR-0045967	
<input type="checkbox"/> Invoice Date : N.A - Invoice Type : N.A - Billing Schedule # : N.A - Invoice Status : Not Paid 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	1,174.67
ENR No : ENR-0046112	
<input type="checkbox"/> Invoice Date : N.A - Invoice Type : N.A - Billing Schedule # : N.A - Invoice Status : Not Paid 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	1,174.67

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.

<input type="checkbox"/> Outstanding Payment Detail	Balance (\$)
ENR No : ENR-0045967	
<input checked="" type="checkbox"/> 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.

ENR No : ENR-0049199 - Inv No : INVI-10-11-0000006	
<input type="checkbox"/> Invoice Date : 11-Oct-2021 - Invoice Type : Tax Invoice (Course) - Billing Schedule # : BIL-21-Oct-0000000124 - Invoice Status : Approved	2,568.00
Grant Amt (\$) : 0.00 - Net Payable B/F GST (\$) : 2,400.00 - GST (\$) : 168.00 - Subsidy Amt (\$) : 0.00	
Fee Payable A/F GST (\$) : 2,568.00 - Collected Amt (\$) : 0.00 - Credit Amt (\$) : 0.00 - Debit Amt (\$) : 0.00 - SFC Amount (\$) : 0.00	
Page 1 of 1 entries	
FIRST PREVIOUS 1 NEXT LAST	
Page size: 5	
Make 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.

Welcome to Online Payment

Course TitleCurriculum Planning & Implementation

Enrollment Date16-Mar-2019


Enrollment NoENR-2019-00397


Participant Namejijo testing a student

Tuition Fee Before GST	Amount (\$SGD)
	60.00
Less SG funding	540.00
Add Tuition Fee GST	4.20
Tuition Fee After GST	64.20
Total:	64.20
Total Existing CN	0.00
Total Existing SFC	0.00

Total Amount Payable \$ 64.20

Choose Payment Mode





Proceed to 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'**.

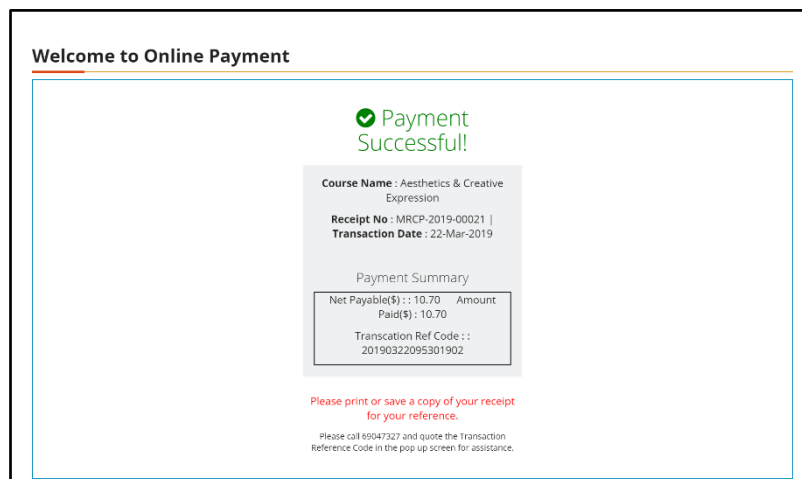
Note: To cancel your payment, click **'Cancel'**'.



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)

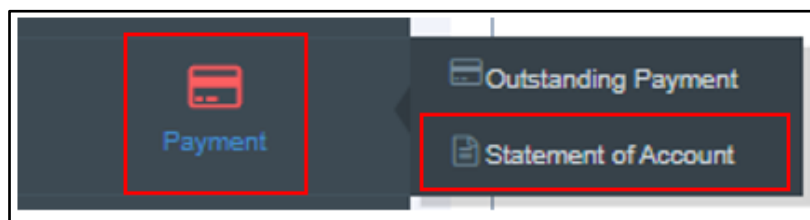
Note: Please keep a copy of the receipt as record for reference.



Picture Reference: Welcome to Online Payment

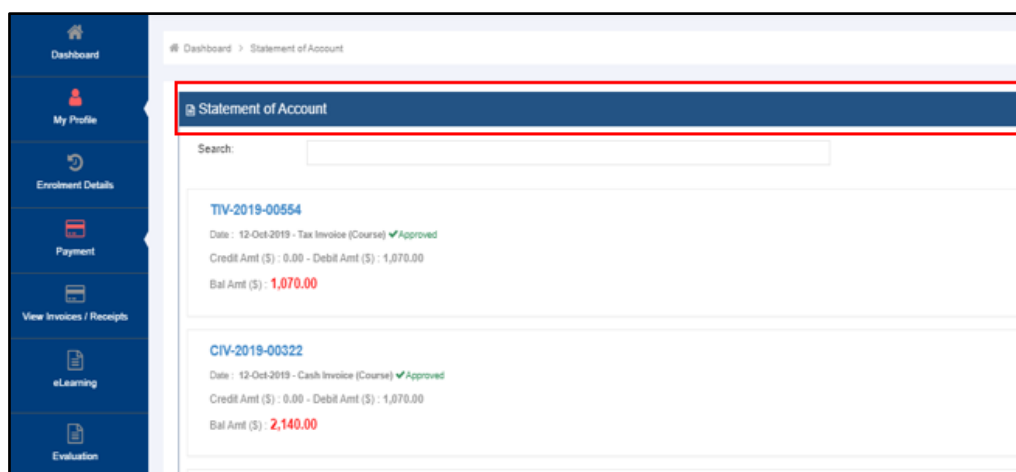
Statement of Account

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



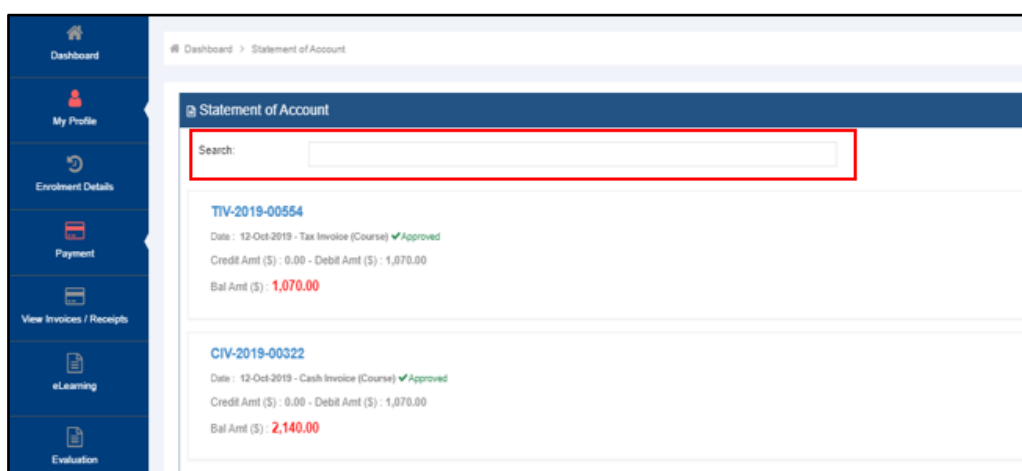
Picture Reference: Navigation Menu

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



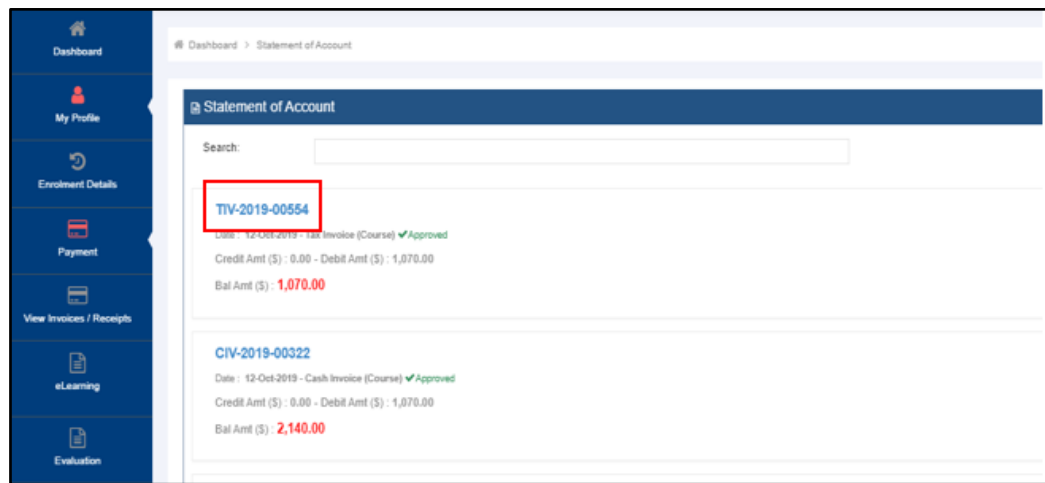
Picture Reference: Statement of Account

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'**.

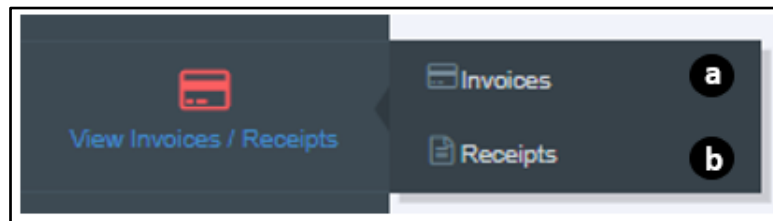


Picture Reference: Statement of Account

Viewing / Printing Invoices / Receipts

Under 'View Invoices / Receipts' there are 2 different sub-menus, namely:

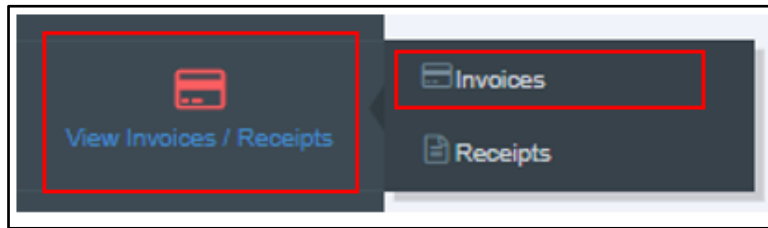
- a. [Invoices / Billing Reference No.](#): To view all your approved invoices.
- b. [Receipts](#): To view all your posted receipts.



Picture Reference: Navigation Menu

Invoices

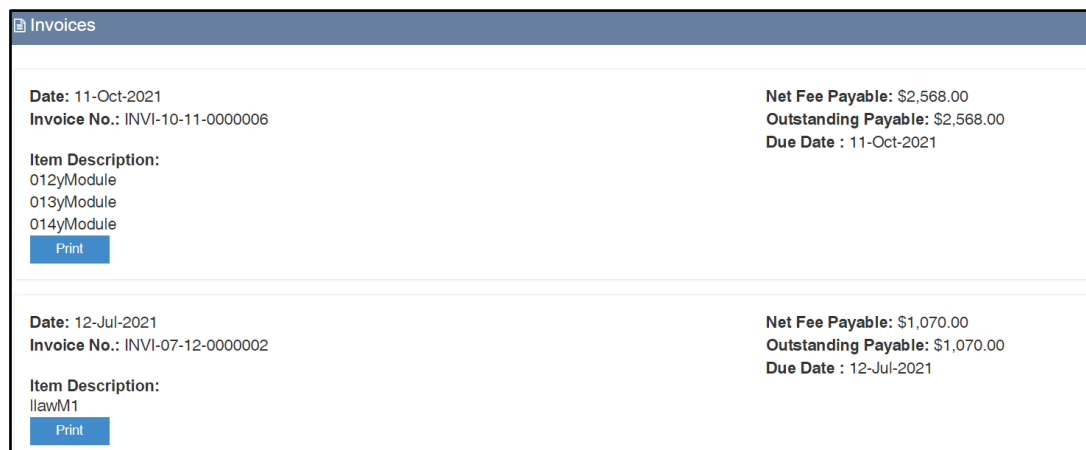
Step 1: To view your approved invoices, go to **'View Invoices / Receipts'** and click **'Invoices'** from the **'Navigation Menu'**.



Picture Reference: Navigation Menu

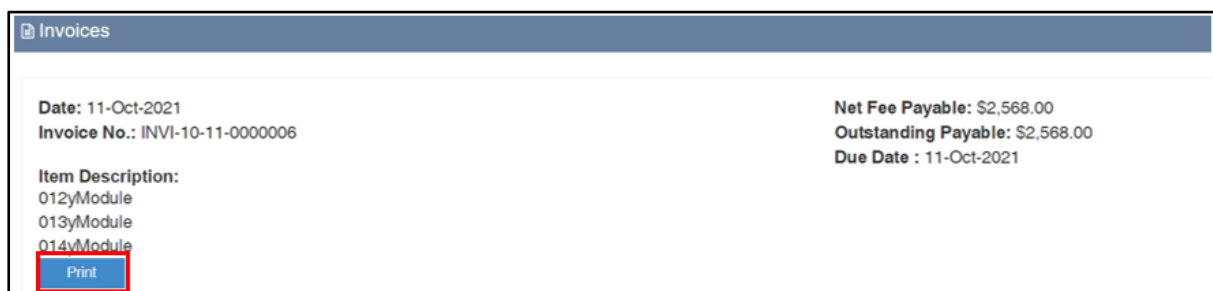
Step 2: You will be redirected to the **'Invoices'** page. The following details will be reflected in the page,

- Invoice details
- Fee details
- Invoice due date details



Picture Reference: Print Invoice

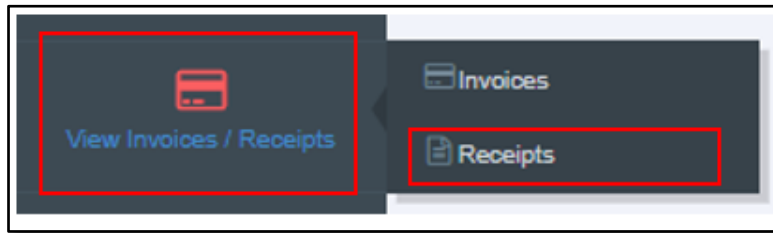
Step 3: To print your invoice of choice, click **'Print'** that is below the title of the chosen invoice.



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

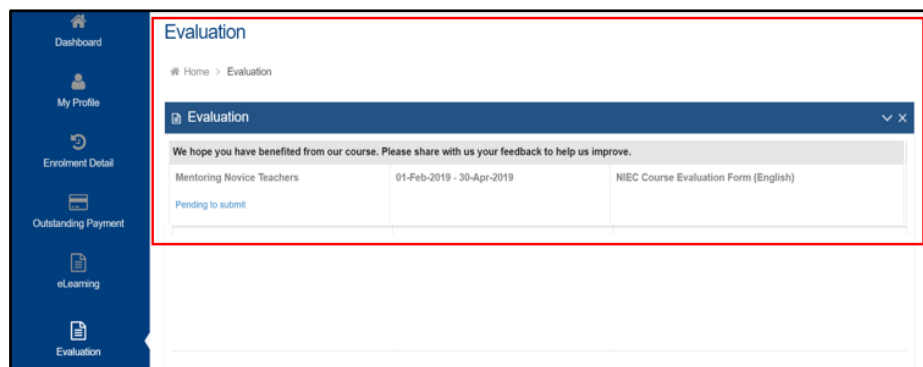
Evaluation

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



Picture Reference: Navigation Menu

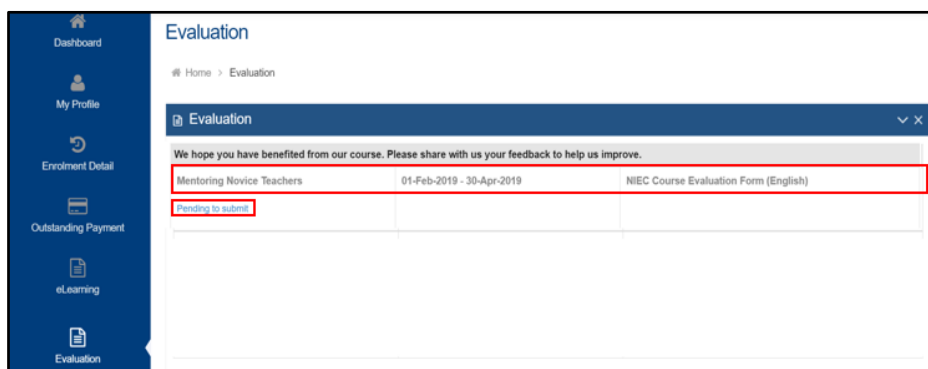
Step 2: You will be redirected to the **'Evaluation'** page.



Picture Reference: Evaluation

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

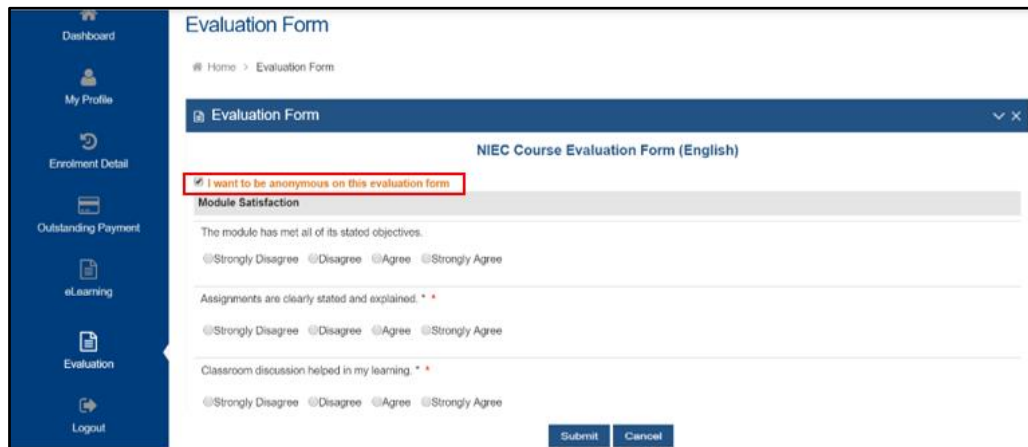
➔ You can submit your evaluation result by clicking **'Pending to submit'**.



Picture Reference: Evaluation

Step 4: Proceed to answer all the questions.

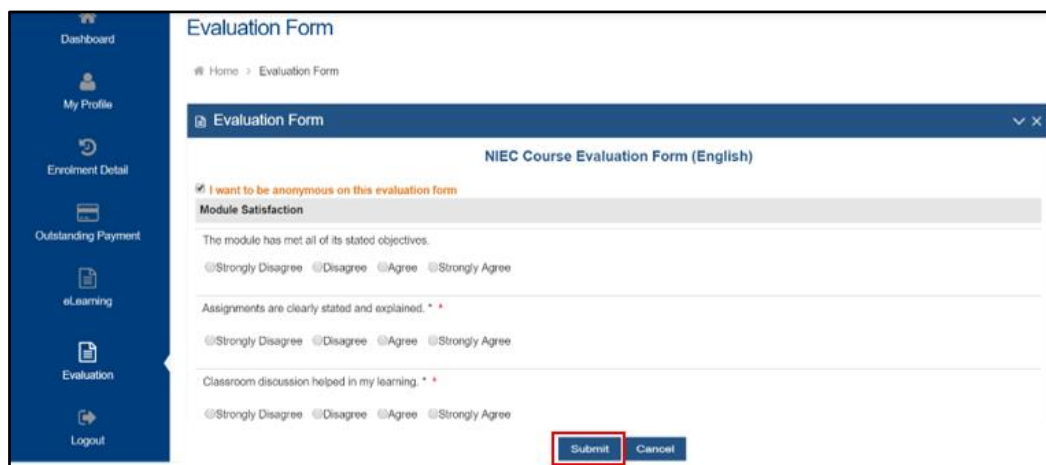
Note: To respond anonymously, click 'I want to be anonymous on this evaluation form'.



The screenshot shows the 'Evaluation Form' interface for the 'NIEC Course Evaluation Form (English)'. On the left is a blue sidebar with navigation links: Dashboard, My Profile, Enrolment Detail, Outstanding Payment, eLearning, Evaluation (highlighted), and Logout. The main content area has a breadcrumb 'Home > Evaluation Form' and a title bar 'Evaluation Form'. Below this, the checkbox 'I want to be anonymous on this evaluation form' is checked and highlighted with a red box. The form contains three sections for evaluation: 'Module Satisfaction' (with the statement 'The module has met all of its stated objectives.'), 'Assignments are clearly stated and explained.' (marked with an asterisk), and 'Classroom discussion helped in my learning.' (marked with an asterisk). Each section has four radio button options: 'Strongly Disagree', 'Disagree', 'Agree', and 'Strongly Agree'. At the bottom right, there are 'Submit' and 'Cancel' buttons.

Picture Reference: Evaluation

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

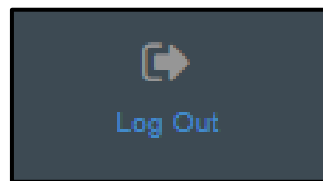


This screenshot is identical to the previous one, showing the 'Evaluation Form' interface. The 'I want to be anonymous on this evaluation form' checkbox is checked. The 'Submit' button at the bottom right is now highlighted with a red box, indicating the next step in the process.

Picture Reference: Evaluation

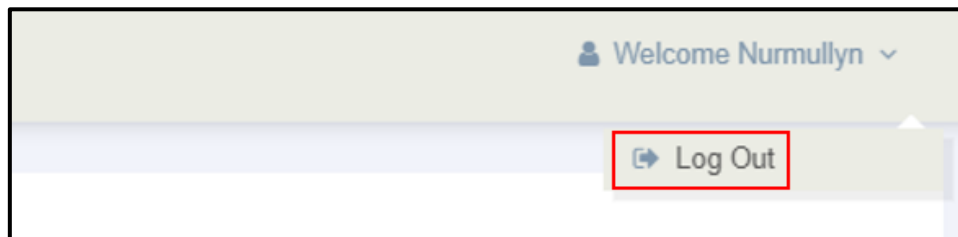
Log Out

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