**TGS: EY and Singapore Govt**

* **Teams**
  1. Course
  2. Grants
  3. Account Access
  4. Common Services
* **Agencies**
  1. SSG (SkillsFuture Singapore)
  2. IBF
* **Teams Emails**

a. Course  
  - anjali.verma@eysg.com  
  - rahul.tan@eysg.com  
b. Grants  
  - melissa.chong@eysg.com  
  - daniel.lim@eysg.com  
c. Account Access  
  - preeti.nair@eysg.com  
  - joshua.ng@eysg.com  
d. Common Services  
  - kavita.rao@eysg.com  
  - sean.goh@eysg.com

* **Agencies Emails**

a. SSG *(SkillsFuture Singapore)*  
  - eileen.tan@ssg.gov.sg  
  - arjun.mehra@ssg.gov.sg  
b. IBF  
  - nicole.teo@ibf.org.sg  
  - [vincent.lee@ibf.org.sg](mailto:vincent.lee@ibf.org.sg)

* **Email Content**
* **Course Team**

**From:** anjali.verma@eysg.com  
**Subject:** Request for Certificate Re-Issuance

**Body:**  
Dear Team,  
I recently completed the *Data Literacy Foundations* course and noticed my name was misspelled on the certificate. Could you please re-issue the certificate with the correct spelling: Anjali Verma?  
Thanks,  
Anjali

* **From:** rahul.tan@eysg.com  
  **Subject:** Query on Course Application Status  
  **Body:**  
  Hi,  
  I applied for the *Cybersecurity Essentials* course via the portal last week. May I know the status of my application and whether any further documents are required?  
  Regards,  
  Rahul
* **Grants Team**

**From:** melissa.chong@eysg.com  
**Subject:** Enrolment Validation Issue  
**Body:**  
Dear Grants Team,  
We’ve noticed a mismatch in the enrolment data pushed to the SSG API for the April intake. Kindly review the submission and advise on next steps to ensure compliance.  
Thanks,  
Melissa

* **From:** daniel.lim@eysg.com  
  **Subject:** Clarification on Grant Disbursement API  
  **Body:**  
  Hello,  
  Could you clarify the expected response schema for the /disbursementStatus endpoint in the new TGS Grant API v2.1? We’re facing parsing issues during the integration testing.  
  Warm regards,  
  Daniel
* **Account Access Team**

**From:** preeti.nair@eysg.com  
**Subject:** Urgent: Reactivation of User Account  
**Body:**  
Hi Team,  
Please assist with the reactivation of user ID: *EYS12345* for the Training Partners portal. The account was deactivated due to inactivity but is now required for audit reporting.  
Best,  
Preeti

**From:** joshua.ng@eysg.com  
**Subject:** Deactivation Request – Former Employee  
**Body:**  
Dear Support,  
Kindly proceed with deactivating the account of *michael.yap@eysg.com* who left the organization on 28 March 2025. Please confirm once the deactivation is complete.  
Thank you,  
Joshua

* **Common Services Team**

**From:** kavita.rao@eysg.com  
**Subject:** Infra Issue – Slow Performance Noted  
**Body:**  
Hello,  
We are observing significant latency in the grant portal during peak hours. Could the infra team investigate and advise if scaling upgrades are in progress?  
Regards,  
Kavita

**From:** sean.goh@eysg.com  
**Subject:** Scheduled Upgrade Window Confirmation  
**Body:**  
Hi Team,  
Can you confirm if the scheduled upgrade for the shared SFTP server is still planned for April 3rd between 1AM–4AM? We need to notify impacted users.  
Thanks,  
Sean

* **Keywords:**

1. Course:
   1. Bulk Edit
   2. Certificates
   3. Application Fee
   4. Courses
   5. Course Not Found
   6. Qualifications
2. Grants
   1. Course Run
   2. Grants Calculator
   3. API
   4. Enrolment
   5. Attendance
   6. Assessment
3. Common Services
   1. IP Address
   2. Access to TPG
   3. Tables
   4. Infrastructure
   5. Bugs
   6. Patches- Service Request
4. Account Access
   1. Permissions
   2. Account reactivation
   3. Account Deactivation
   4. TGS Access

* **Jira Filters**

1. Subject : Same as ticket description
2. Agency Name
3. Team Name
4. Priority: Usually low
5. Issue Type: Data/Application/Service Request/ User Enquiry
6. Reported By: Name of the person in mail