



The NCSS Sector Capability and Transformation Arm

# iLTMS



# User Guide

## iLTMS User Guide for Learners

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## **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**”.

The screenshot shows the 'WELCOME TO SSI ONLINE REGISTRATION PORTAL!' page. At the top, there is a logo for SSI (SkillsFuture Singapore) and a subtext 'The SkillsFuture Learning and Development Fund'. Below the logo, the text reads: 'SSI Online Registration Portal is an online portal to submit registration for SSI courses.' Under the heading 'Login', there are two options: 'Organisation sponsored - Select 'Company' and login in via the organisation login credentials or CorpPass account.' and 'Self sponsored - Select 'Individual' and login in via the organisation login credentials or SingPass account.' A red box highlights the 'Individual' radio button. Below this, under 'New Account Request', there are two options: 'Organisation sponsored - Select 'Company' and click 'Register for an account'. Once complete, we will review your request and update you within 5 working days. Approved account request may access the online registration portal.' and 'Self sponsored - Select 'Individual' and click 'Register for an account'. Once complete, you will be redirected to this page. Login and register for your course.' A red box highlights the 'Register for an account' button. At the bottom of the form, there are links for 'Forgot your user name?' and 'Reset/Forget Password?'. To the right of the form, there is a 'SingPass' logo with the text 'Or singpass'.

*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.

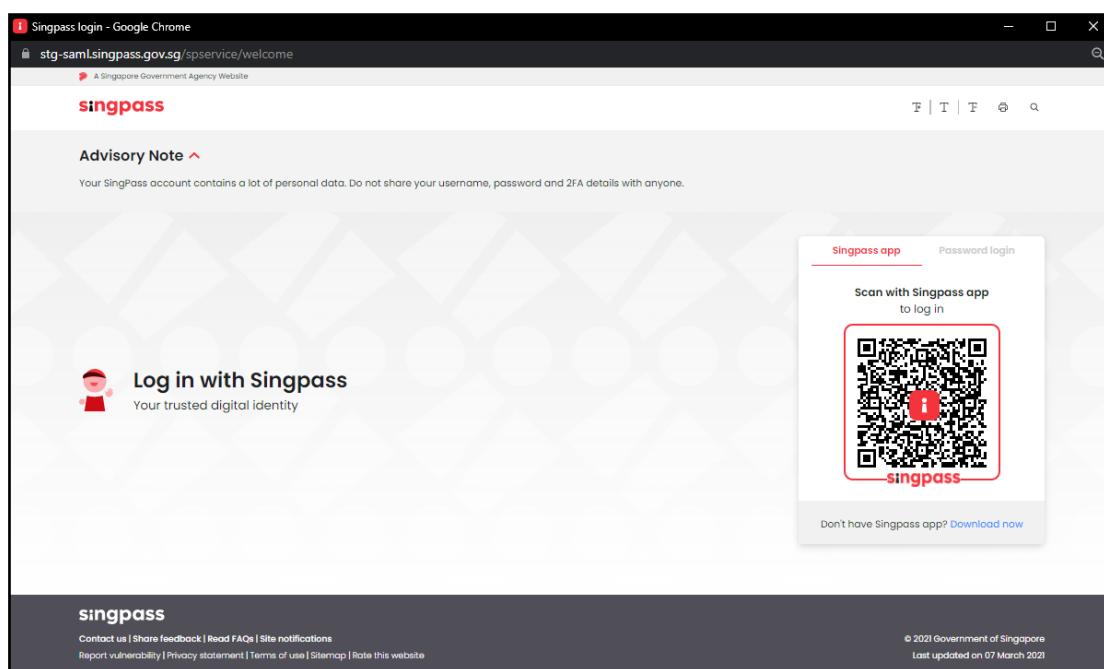
Step 5: Click “**Sign Up via Singpass**” on the Sign Up for New Account page.

The screenshot shows a web form titled "Sign Up For New Account". At the top right, there is a red rectangular box highlighting a blue "Sign Up via SingPass" button. Below this, there are two sections: "Personal Details" and "Login Credentials". The "Personal Details" section contains fields for "Full Name" (with a required asterisk) and "Email" (with a required asterisk). The "Login Credentials" section contains fields for "Username" (with a required asterisk), "Password" (with a required asterisk), and "Re-Type Password". At the bottom of the form are two buttons: "Sign Up" and "Back to Login".

*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.*

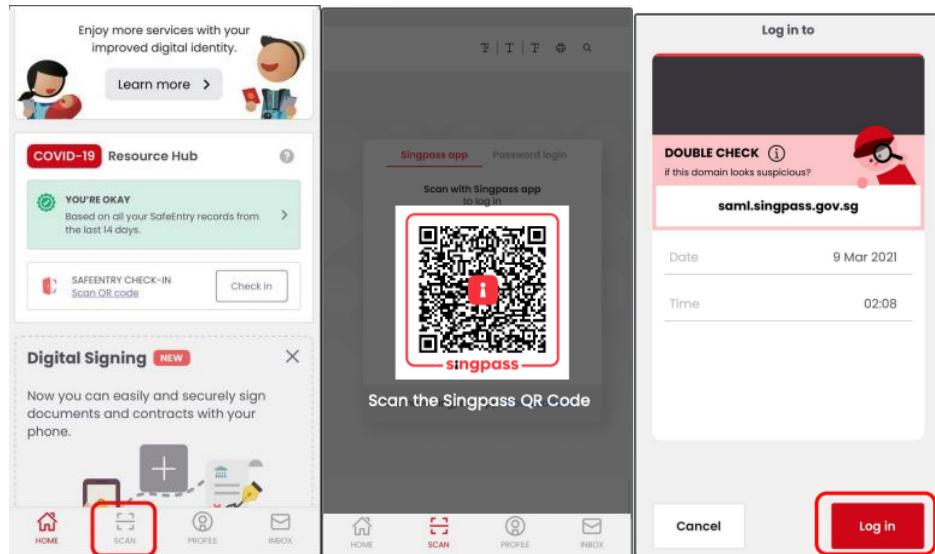


*Picture Reference: Singpass Login Page*

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”

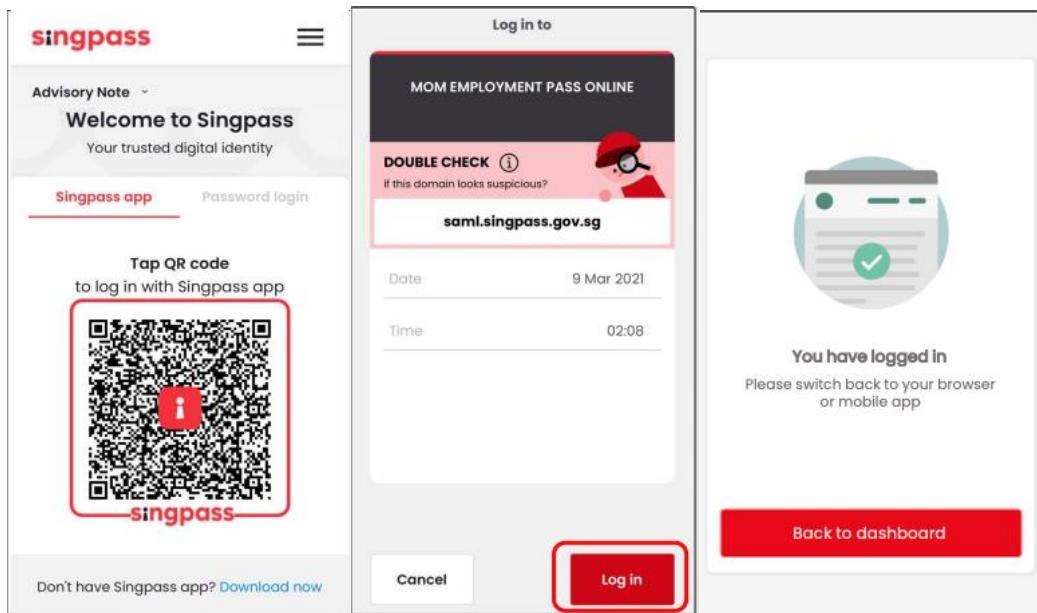
A screenshot of a web-based sign-up form titled "Sign Up For New Account". It features a red header bar with the title and a "Sign Up via SingPass" button. Below this is a red "Personal Details" section containing fields for "Full Name \*", "Email \*", and "Contact No.". At the bottom of this section are two buttons: "Sign Up" and "Back to Login", with the "Sign Up" button highlighted with a red box.

*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**

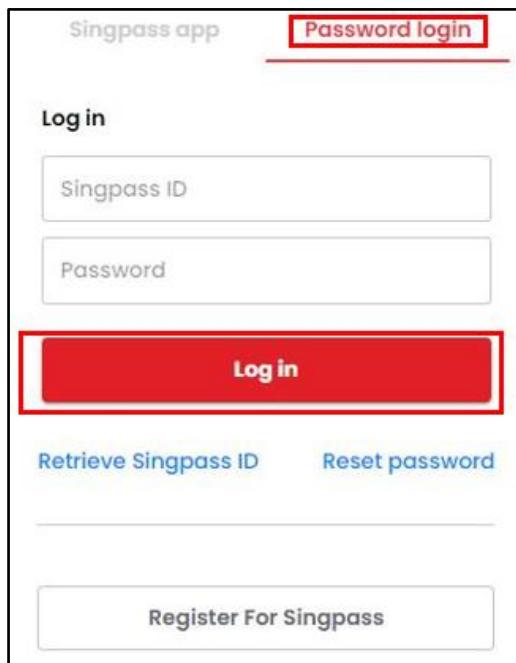
Step 7: After keying the information above, click “**Sign Up**”.

*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

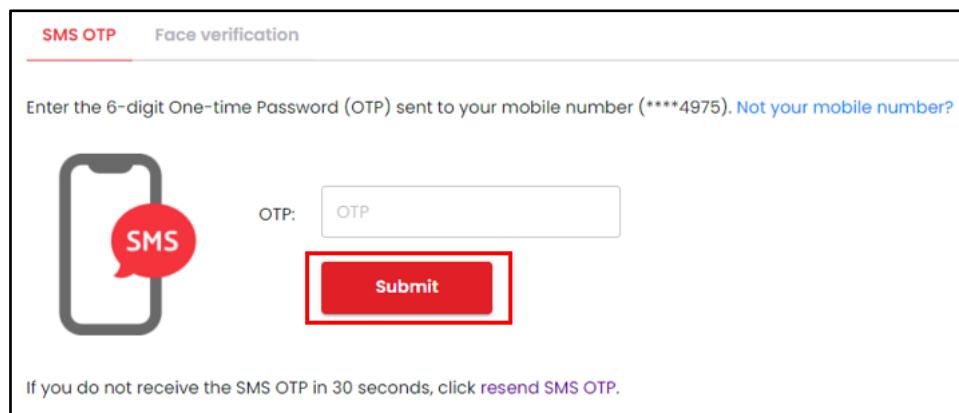
Step 4: Click “**Password Login**” tab on the Singpass Login Page.



*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.

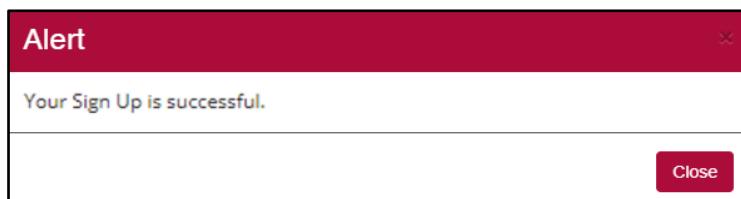
The screenshot shows a sign-up form titled "Sign Up For New Account". It has two main sections: "Personal Details" and "Login Credentials". In the "Personal Details" section, there are fields for "Full Name" (marked with a red asterisk) and "Email" (marked with a red asterisk). In the "Login Credentials" section, there are fields for "Username" (marked with a red asterisk, with an error message "User Name is required."), "Password" (marked with a red asterisk, with an error message "Password is required."), and "Re-Type Password" (marked with a red asterisk). At the bottom of the form are two buttons: "Sign Up" and "Back to Login".

*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**".

Please Sign In

Individual  Company

MAV

.....

Remember Me

Sign In

Sign In via SingPass

Or **singpass**

Register for an account Reset/Forget Password Forgot your username

*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.

The screenshot shows the SSI Online Registration Portal's login interface. At the top, there's a logo for SSI (SkillsFuture Institute) and the text "WELCOME TO SSI ONLINE REGISTRATION PORTAL!". Below this, there are instructions for "Login" and "New Account Request". The "Login" section has two radio button options: "Individual" (which is selected) and "Company". There are input fields for "Username" and "Password", and a "Remember Me" checkbox. To the right of the password field is a "Singpass" logo with a "Sign In" button. At the bottom of the form, there are links for "Register for an account", "Reset/Forget Password", and "Forgot your username".

*Picture Reference: Log in Page*

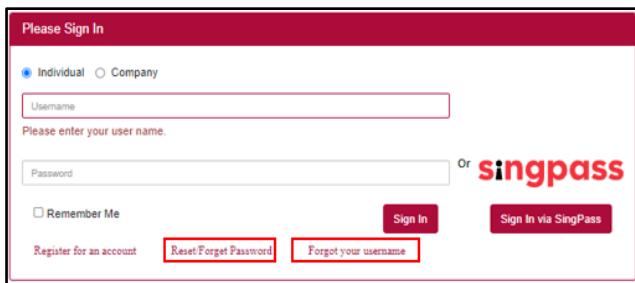
Step 5: Upon successful login, you will be redirected back to the SSI Online Registration Portal.

### ***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.

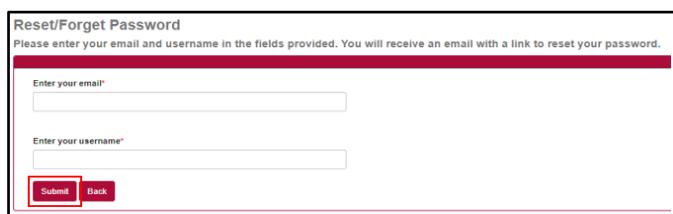


The screenshot shows the 'Please Sign In' page. It has a red header bar. Below it, there are two radio buttons for 'Individual' and 'Company'. A 'Username' input field is present with a placeholder 'Please enter your user name.' Below it is a 'Password' input field. To the right of the password field is the text 'Or singpass' with a logo. There is a 'Remember Me' checkbox, a 'Sign In' button, and a 'Sign In via SingPass' button. At the bottom, there are three buttons: 'Register for an account', 'Reset/Forget Password' (which is highlighted with a red border), and 'Forgot your username'.

*Picture Reference: Log in Page*

#### To Reset Password:

Step 2: Fill in your “**Email**” and “**Username**”, then click “**Submit**”.

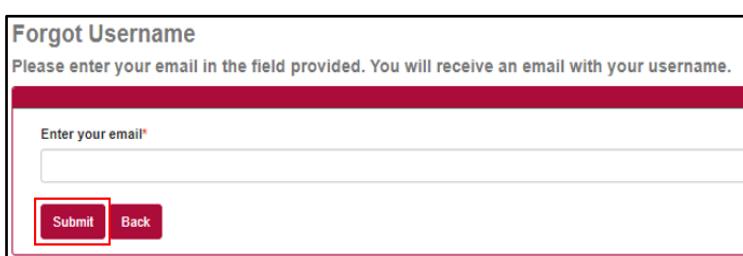


The screenshot shows the 'Reset/Forget Password' page. It has a red header bar with the text 'Reset/Forget Password' and a note: 'Please enter your email and username in the fields provided. You will receive an email with a link to reset your password.' Below the header are two input fields: 'Enter your email\*' and 'Enter your username\*'. At the bottom are two buttons: 'Submit' (highlighted with a red border) and 'Back'.

*Picture Reference: Forgot Password Page*

#### To Reset Username:

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



The screenshot shows the 'Forgot Username' page. It has a red header bar with the text 'Forgot Username' and a note: 'Please enter your email in the field provided. You will receive an email with your username.' Below the header is an input field 'Enter your email\*'. At the bottom are two buttons: 'Submit' (highlighted with a red border) and 'Back'.

*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.

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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](mailto: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.*

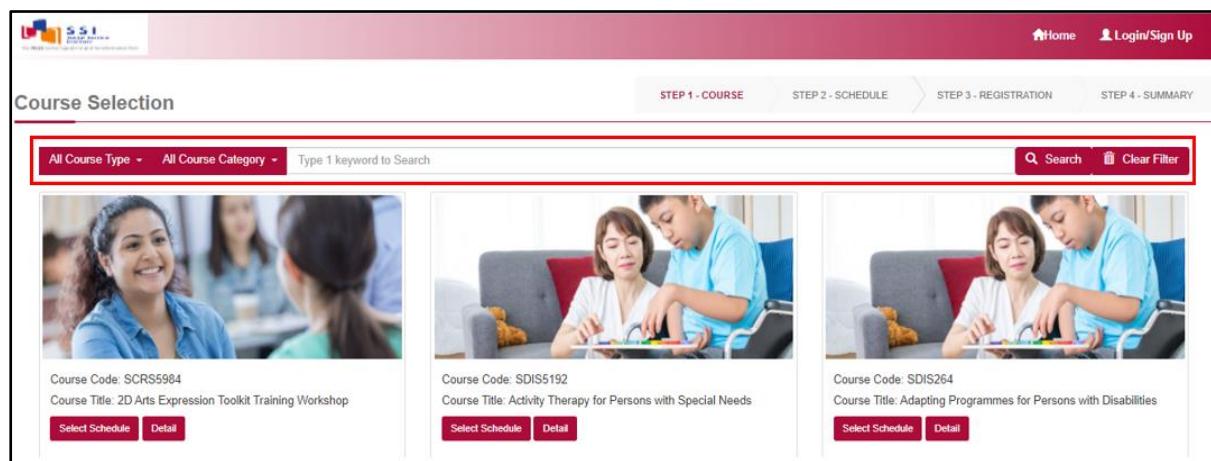
Step 1: Using your preferred browser on your laptop or mobile device, go to <https://iltms.ssi.gov.sg/registration#/Course>. You will be directed to the “**Course Selection Page**”.

*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**”.

The screenshot shows a web page titled "Available Schedules". At the top, there is a date range "01-Dec-21 -> 31-Dec-21" with a red box around the "View Sessions" button. Below the date range, it says "Location : Social Service Institute" and "Available Pax: 9987". There is a checkbox for "I want to be notified when there are new course dates available". Under "Terms and Conditions for Course Application", there are two points: "The information that you will be providing will be used as a basis of consideration for your application" and "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". A "Agree" checkbox is present. At the bottom, there are "Back To Course Search" and "Add to Cart" buttons.

*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.

The screenshot shows a modal window titled "Schedule session". It contains a table with columns: #, Date, Start Time, and End Time. The data is as follows:

#	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

Page 1 of 1 entries

<< 1 >>

Close

*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.

The screenshot shows a web page with two buttons at the bottom: "Back To Course Search" and "I want to register for this Course". The second button is highlighted with a red box.

*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

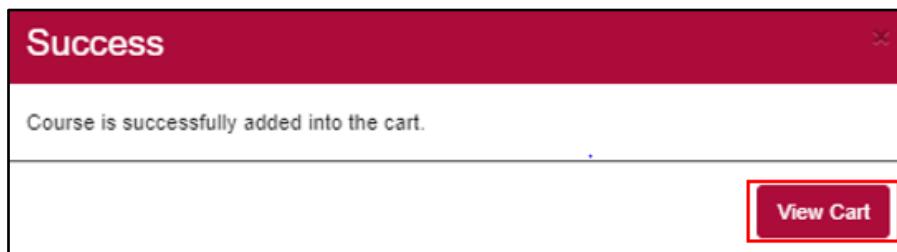
Agree

[Back To Course Search](#)

*Picture Reference: Schedule Selection Page*

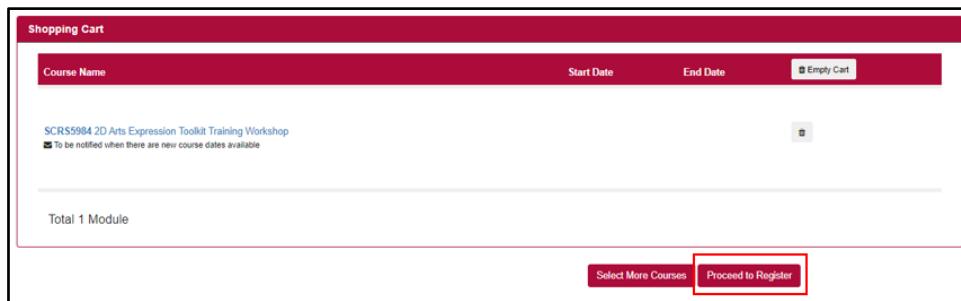
Step 6: A pop-up message will appear, indicating the course selection is successful.

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**”.



*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 shows the "Individual Registration" page. At the top, there are four tabs: STEP 1 - COURSE, STEP 2 - SCHEDULE, STEP 3 - REGISTRATION (which is highlighted in red), and STEP 4 - SUMMARY. Below the tabs, there is a "Course Details" section with fields for "Code / Title" (2D Arts Expression Toolkit Training Workshop) and "Course Run Date" (01-May-2021). There are "Change Course" and "Change Course Run Date" buttons. Below this, there is a row of tabs: Personal Particulars, Academic Qualifications, Current Employment Details, Emergency Contact Person, and Information Requested. The "Personal Particulars" tab is highlighted with a red border. At the bottom left of this row 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' page with a navigation bar at the top: STEP 1 - COURSE, STEP 2 - SCHEDULE, STEP 3 - REGISTRATION, and STEP 4 - SUMMARY. Below the navigation is a 'Course Details' section with fields for 'Code / Title' (2D Arts Expression Toolkit Training Workshop) and 'Course Run Date' (01-May-2021). There are 'Change Course' and 'Change Course Run Date' buttons. Below this are tabs for 'Personal Particulars', 'Academic Qualifications', 'Current Employment Details', 'Emergency Contact Person', and 'Information Requested'. At the bottom left is a red-bordered button labeled 'Retrieve MyInfo'.

*Picture Reference: Individual Registration*

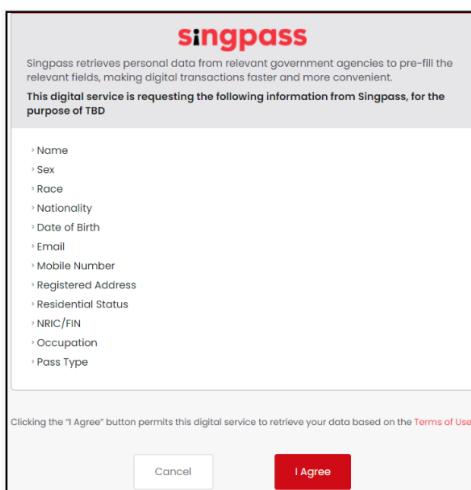
Step 2: A pop-up message will appear when you click “**Retrieve MyInfo**”.

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*

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.



*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.

## Version 1.2 (Updated: 28 Mar 2022)

Registration Summary

Mulyn Lynn

ID No: S12345678J  
Email: nummulyn.muladi\_from\_tp@ncss.gov.sg

CLP : Conflict, Leadership and People Management  
01-Dec-2021 -> 31-Dec-2021

Fee/B/F GST	100.00
Gross	(0.00)
GST	7.00
Subsidy	(57.00)
Fee A/F GST	50.00
Non-Tuition Fee Item	
Fee B/F GST	10.00
GST	0.70
Fee A/F GST	10.70
Nett Amount	\$ 60.70

Total Amount Payable: \$60.70

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.

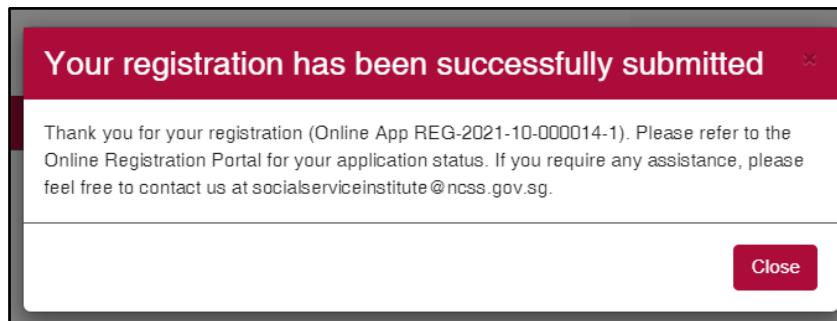
<b>Total Amount Payable:</b>	<b>\$0.00</b>
<input type="checkbox"/> <u>PAYMENT</u>	
<p>a. Registration is only confirmed upon receiving full payment of course fees.</p> <p>b. All payments must be received at least 3 weeks before the course start date. No further extension of payment due date will be granted for replacement application.</p> <p>c. Learners eligible for SSG/ VCF funding must achieve at least 75% attendance and pass all assessment components (if applicable).</p>	
<input type="checkbox"/> <u>DECLARATION</u>	
<p>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.</p> <p>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.</p> <p>3. I understand the above conditions and I am prepared to accept them in full.</p>	
<input type="button" value="Submit Registration"/> <input type="button" value="Edit Registration"/> <input type="button" value="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

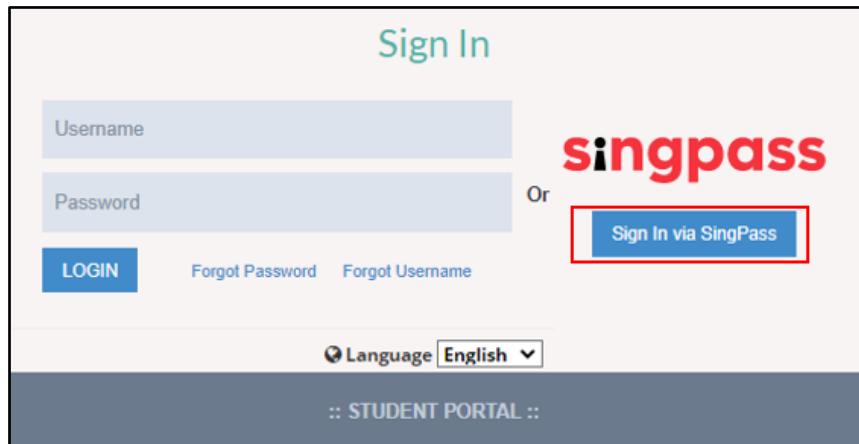
1. **Via Singpass (preferred method)**
2. **Via Credentials**

### 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**”.

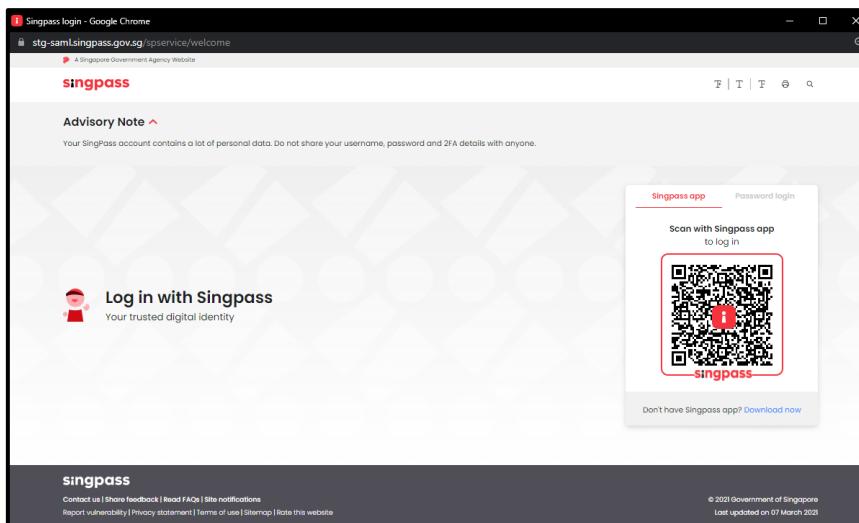


*Picture Reference: Main Landing Page*

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 the SSI Student Portal's sign-in interface. It has a light blue header with 'Sign In' in green. Below it are two input fields: 'Username' and 'Password'. A large blue 'LOGIN' button is positioned below them, with a red box drawn around it to indicate it is the next step to be clicked. To the right of the input fields is the 'singpass' logo in red and white, followed by the word 'Or'. Below the input fields are links for 'Forgot Password' and 'Forgot Username'. To the right of the singpass logo is a blue button labeled 'Sign In via SingPass'. At the bottom of the form, there is a language selection dropdown set to 'English' with a small gear icon. The footer of the page is a dark grey bar with the text ':: STUDENT PORTAL ::'.

*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.

The screenshot shows the 'Sign In' page of the SSI Student Portal. At the top, it says 'Sign In'. Below that are fields for 'Username' and 'Password'. To the right of the password field is the 'singpass' logo. Below the fields is the text 'Or'. To the right of 'Or' is a blue button labeled 'Sign In via SingPass'. At the bottom left is a 'Language' dropdown set to 'English'. At the bottom center is a link ':: STUDENT PORTAL ::'.

*Picture Reference: SSI Student Portal Page*

#### To Reset Password

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

The screenshot shows the 'Forgot Password' page. At the top, it says 'Forgot Password'. Below that is a field for 'Enter your email \*'. To the right is a field for 'Email'. Below that is a field for 'Enter Username \*'. To the right is a field for 'Username'. At the bottom are two buttons: a blue 'Submit' button with a red border and a blue 'Back to Login' button.

*Picture Reference: Forgot Password Page*

#### To Reset Username

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

The screenshot shows the 'Forgot Username' page. At the top, it says 'Forgot Username'. Below that is a field for 'Enter your email \*'. To the right is a field for 'Email'. At the bottom are two buttons: a blue 'Submit' button with a red border and a blue 'Back to Login' button.

*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](mailto: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**

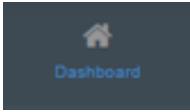
The **Main Section** will display the **announcements** which is published by SSI to you. Click the announcements to view them.



*Picture Reference: Main Section*

### Navigation Menu

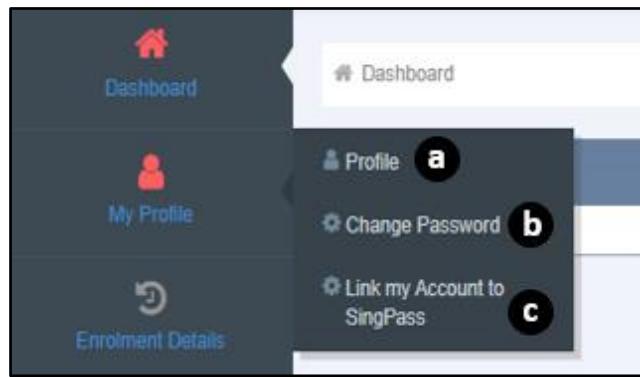
There are various sections menu and sub-menus for you to choose from via the **Navigation Menu**. Under the Navigation Menu, there are several icons used:

	Sections Menu	Sub-menus
The various sections menu is classified as follows:	 Dashboard	<i>There is no sub menu for Dashboard</i>
	 My Profile	<ul style="list-style-type: none"> <li>• <a href="#">Profile</a></li> <li>• <a href="#">Change Password</a></li> <li>• <a href="#">Link my account to Singpass</a></li> </ul>
	 Enrolment Details	<ul style="list-style-type: none"> <li>• <a href="#">Enrolment Summary</a></li> <li>• <a href="#">View Timetable</a></li> <li>• <a href="#">View Certificate</a></li> </ul>
	 Payment	<ul style="list-style-type: none"> <li>• <a href="#">Outstanding Payment</a></li> <li>• <a href="#">Statement of Account</a></li> </ul>
	 View Invoices / Receipts	<ul style="list-style-type: none"> <li>• <a href="#">Invoices</a></li> <li>• <a href="#">Receipts</a></li> </ul>
	 eLearning	To view course materials, click on this icon to access LMS Portal. For more information on how to access LMS portal, click <a href="#">here</a> .
	 Evaluation	<i>There is no sub menu for Evaluation</i>
	 Log Out	<i>There is no sub menu for Log Out</i>

## **My Profile**

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

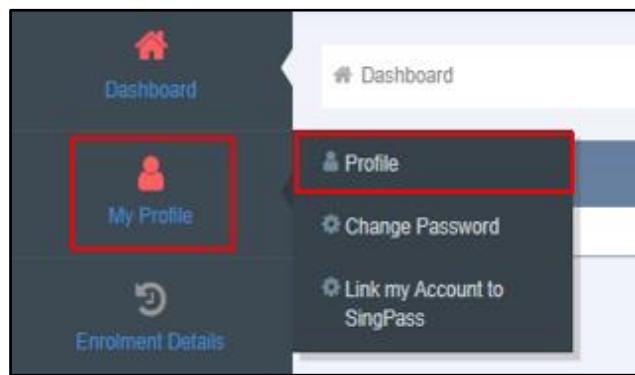
- a. **Profile**: To view and edit your profile details (applicable for contact and mailing address details only).
- b. **Change Password**: To change your login’s password.
- c. **Link my account to SingPass**: To link your Credential account to your SingPass.



*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.*

A screenshot of a profile summary page. At the top, there's a placeholder for a profile picture and fields for 'Full Name:' and 'ID Number:'. Below that is a section titled 'Personal Particulars' containing fields for Date of Birth, Preferred Language, Citizenship, Highest Language Proficiency, Race, Highest Qualification Level, Nationality, Highest Qualification Name, Gender (with radio buttons for Male, Female, Not Applicable), Salary Range, and a question about being a Trainer (Yes/No). At the bottom, there's a section titled 'PERSONAL DATA PROTECTION ACT (PDPA)' with two bullet points: one about data sharing with SSG and NCSS, and another about the use of photographs and videos for marketing and publicity purposes.

*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: 'Contact Details' and 'Mailing Address'. In the 'Contact Details' section, there are fields for 'Tel (Mobile)' and 'Tel (Home)'. In the 'Mailing Address' section, there is a 'Address Type' dropdown with options 'Formatted' and 'Unformatted'. Both the 'Address Type' field and the entire 'Mailing Address' section are highlighted with a red border.

*Picture Reference: Profile*

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

The screenshot is identical to the one above, showing the 'Contact Details' and 'Mailing Address' sections. However, the 'Tel (Mobile)' and 'Tel (Home)' fields in the 'Contact Details' section, and the 'Address Type' dropdown in the 'Mailing Address' section, are all highlighted with a red border.

*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 'Address Type' section with 'Formatted' selected. Below it, the 'Postal Address' section contains fields for 'Blk #', 'Floor-Unit', 'Postal Code', 'Street Name', 'Building', and 'Country'. The 'Address Type' field and the entire 'Postal Address' section are highlighted with a red border.

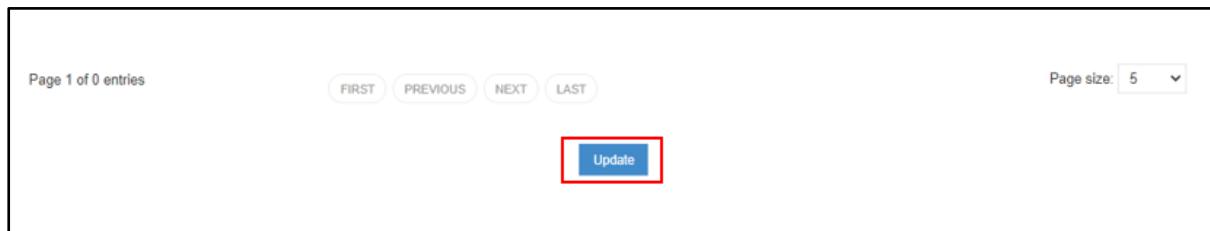
*Picture Reference: Profile*

Unformatted:

The screenshot shows the 'Address' section, which consists of three separate input fields stacked vertically. The entire 'Address' section is highlighted with a red border.

*Picture Reference: Profile*

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

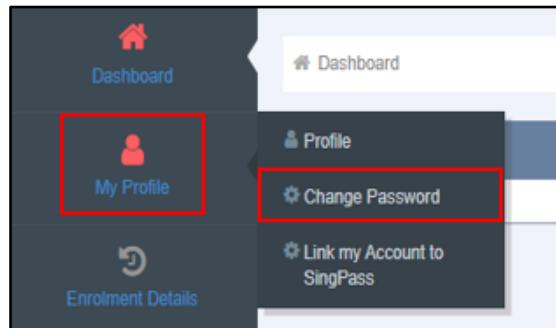


*Picture Reference: Profile*

### **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”.

A screenshot of the 'Change Password' form. It has a header 'Change Password' and a 'Password Requirements' section stating '1. The password length must be at least 6 character(s)'. Below are three input fields: 'Current Password' (highlighted with a red box), 'New Password' (highlighted with a red box), and 'Confirm New Password' (highlighted with a red box). At the bottom are 'Save' and 'Clear' buttons.

*Picture Reference: Change Password*

Step 3: Click “Save” to confirm your new password.

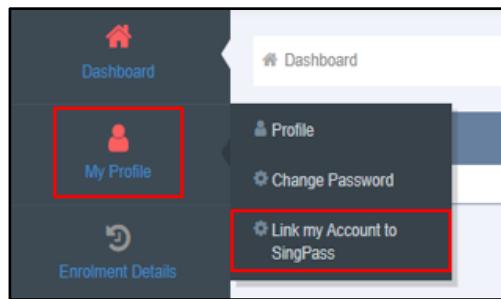
A screenshot of the 'Change Password' form, identical to the previous one but with the 'Save' button highlighted by a red box at the bottom.

*Picture Reference: Change Password*

### ***Linking account to Singpass***

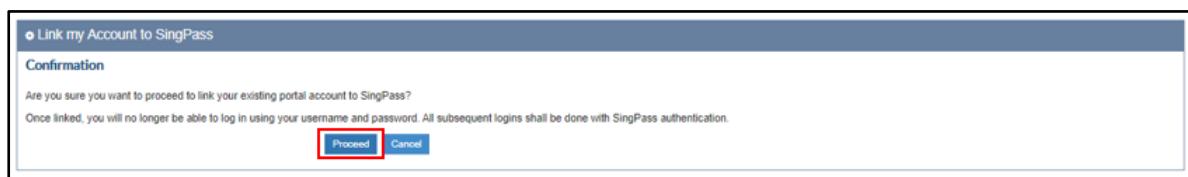
You are strongly encouraged to link your Login Credentials to your SingPass account. Upon successful linking, you will no longer need to login using your username and password.

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



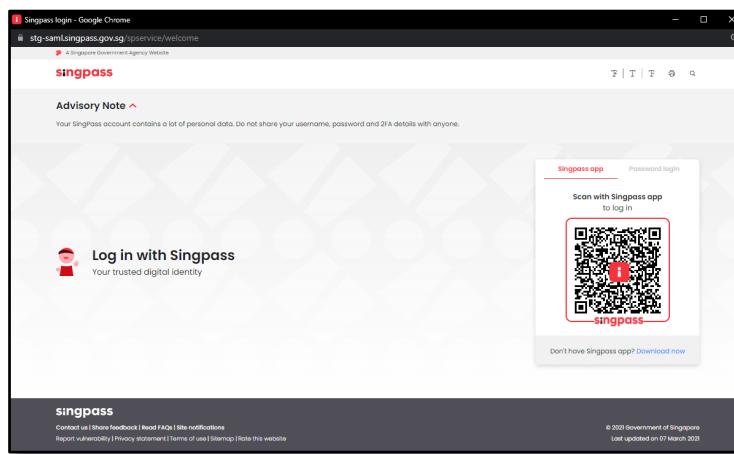
*Picture Reference: Navigation Menu*

**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*

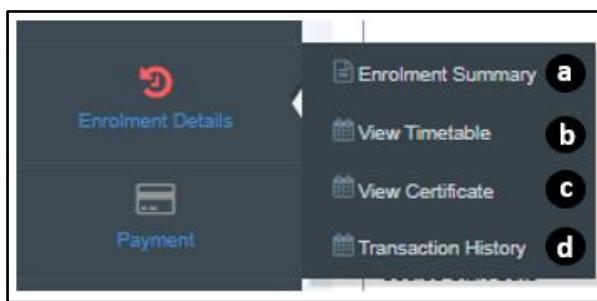
**Step 4:** Click [here](#) for **desktop login** OR click [here](#) for **mobile login**.

**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:

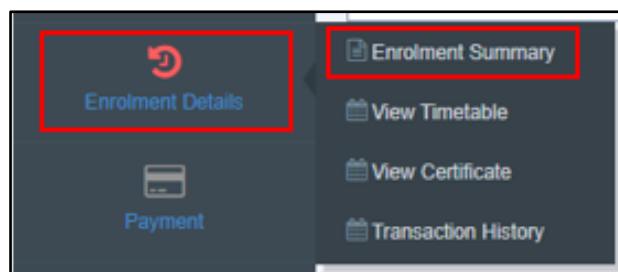
- a. **Enrolment Summary**: To view your enrolment histories
- b. **View Timetable**: To view your timetable
- c. **View Certificate**: To view your certificate
- d. **Transaction History**: To view your transaction history on the enrolment transaction requests you have made



*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 shows the 'Enrolment Summary' page with a red border. It displays two records:

Enrolment Details	Date Range
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 the 'Search Enrolment' page with a red border. It features a search bar labeled 'Enrolment #' and two buttons: 'Search' and 'Advanced Search'. The 'Search' button is highlighted with a red box.

*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 shows the 'Advanced Search' page for enrolment. It has a red border and includes the following fields:

Action	Field	Type
Search		button
Advanced Search		button
Enrolment #		
Enrolment Date		
Course Title		
Course Start Date		
Course End Date		
Search		

The 'Advanced Search' button and the 'Search' button at the bottom are highlighted with red boxes.

*Picture Reference: Search Enrolment*

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

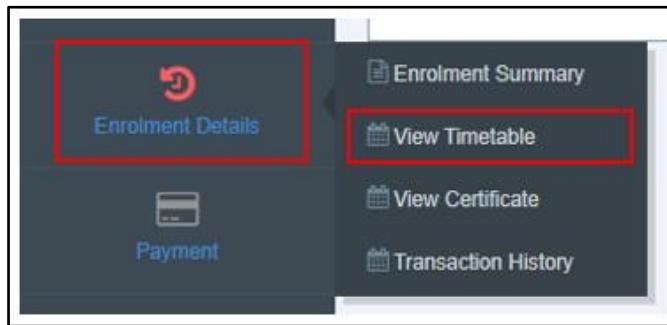
- **View Module (Applicable for programme enrolment only)**



*Picture Reference: Enrolment Summary*

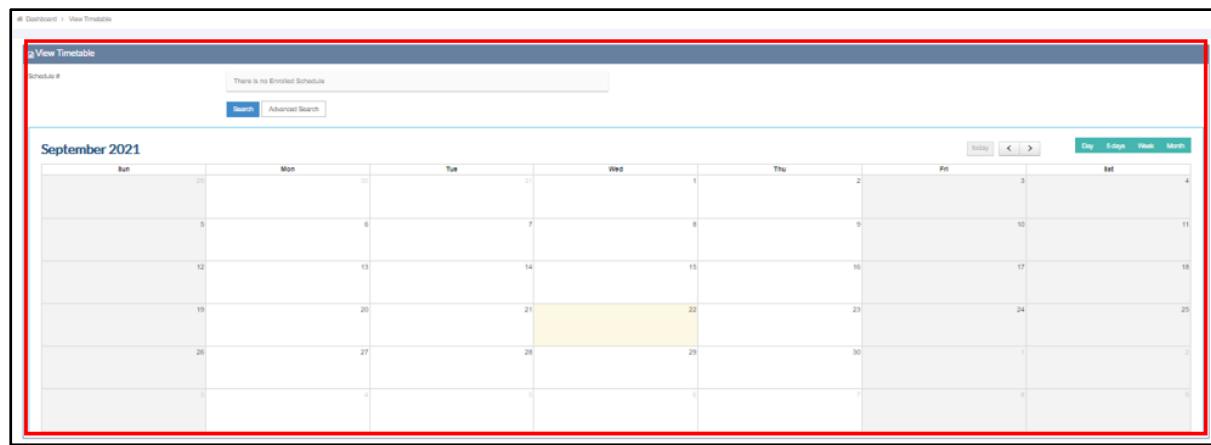
## **View Timetable**

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



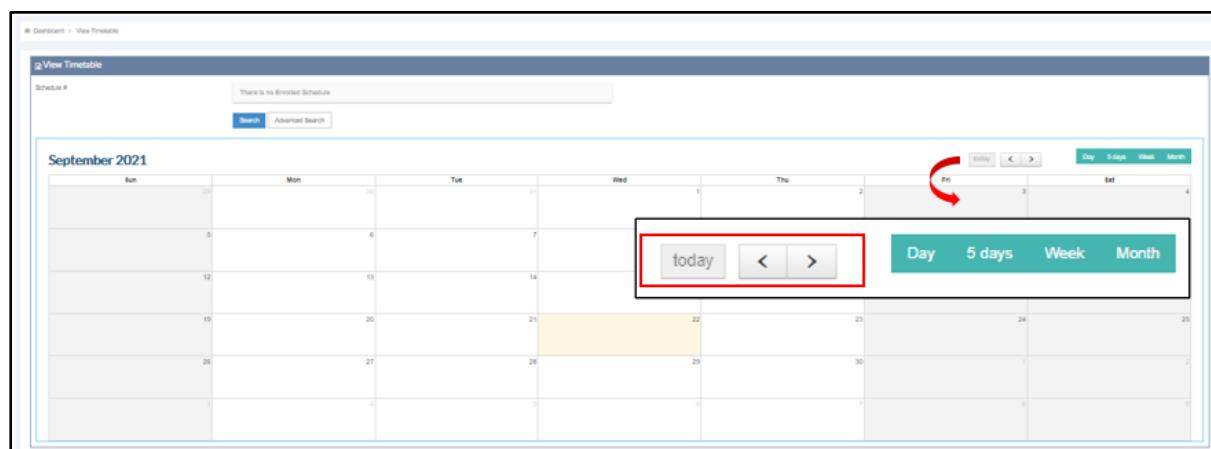
*Picture Reference: Navigation Menu*

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



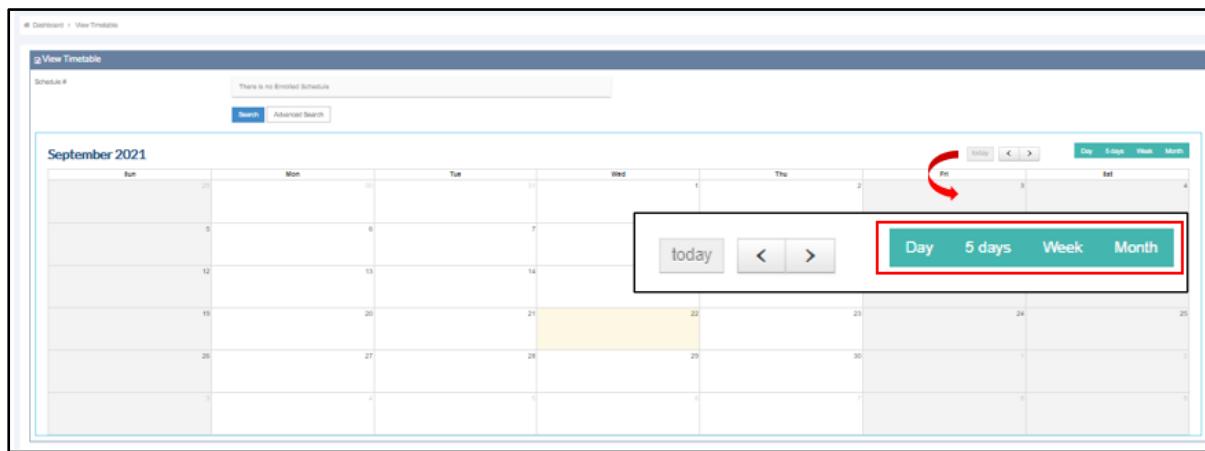
*Picture Reference: View Timetable*

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



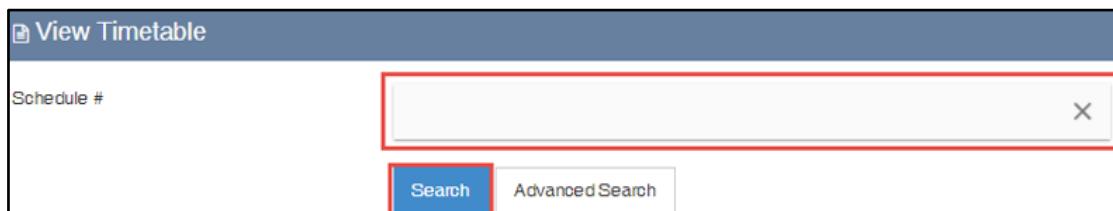
*Picture Reference: View Timetable*

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



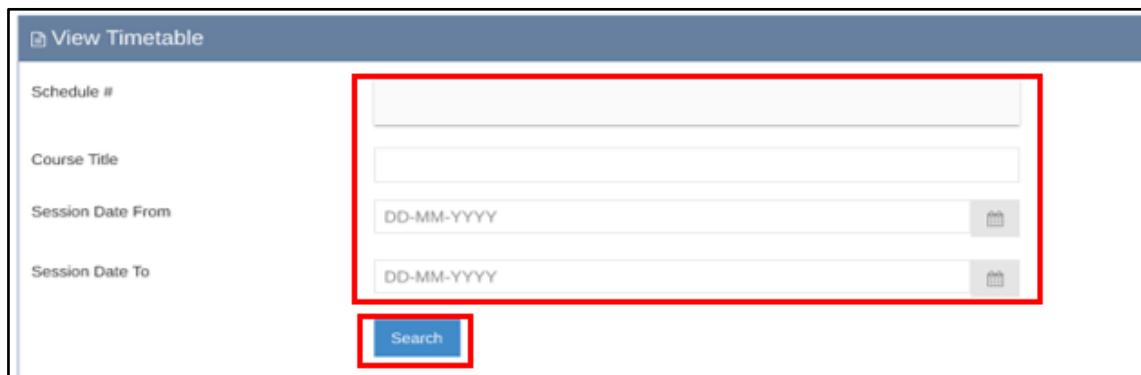
*Picture Reference: View Timetable*

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



*Picture Reference: Search Schedule*

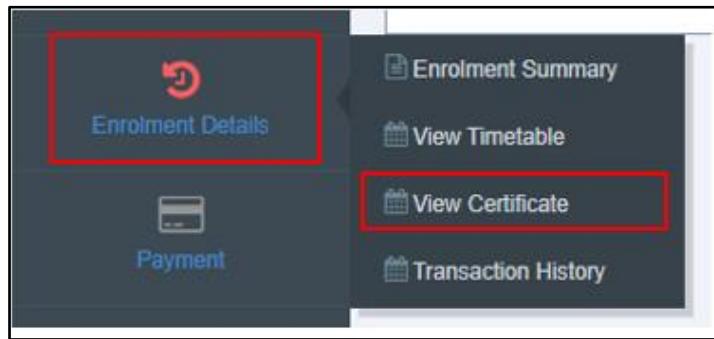
Step 6: For further filtering, click ‘Advanced Search’ and the system will populate additional filtering criteria. Key in the details under the respective field and click ‘Search’.



*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](mailto:socialserviceinstitute@ncss.gov.sg).*

<b>View Certificate</b>			
Course Title	Course Title	Expiry Date	Action
Water Treatment Technology	Water treatment technology	26-Aug-2021	Print

*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’.

Course Title
<input type="text"/>

*Picture Reference: Search Certificate*

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

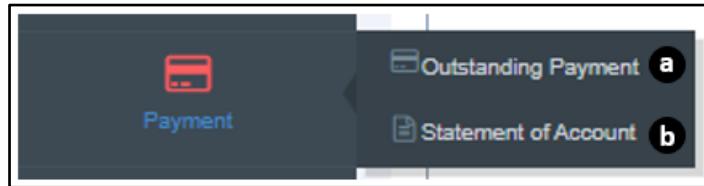
Certificate Title	Course Title	Expiry Date	Action
Water Treatment Technology	Water treatment technology	26-Aug-2021	Print

*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

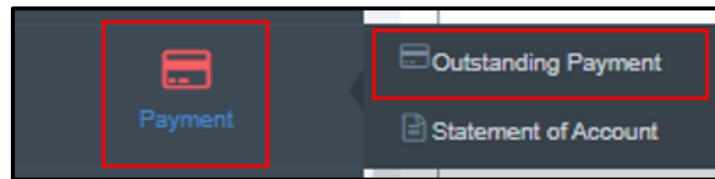


*Picture Reference: Navigation Menu*

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

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

*Picture Reference: Outstanding Payments*

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

<b>ENR No : ENR-0049199 - Inv No : INV1-10-11-0000006</b> <input type="checkbox"/> Invoice Date : 11-Oct-2021 - Invoice Type : <b>Tax Invoice (Course)</b> - Billing Schedule # : <b>BIL-21-Oct-0000000124</b> - Invoice Status : <b>Approved</b> 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	<b>2,568.00</b>
Page 1 of 1 entries      FIRST    PREVIOUS <b>1</b> NEXT    LAST      Page size: 5	
<a href="#">Make Payment</a>	

*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.*

<b>Welcome to Online Payment</b>	
Course Title: Curriculum Planning & Implementation Enrolment Date: 16-Mar-2019 Enrolment No: ENR-2019-00397 Participant Name: jojo testing a student	
Amount (\$SGD) Tuition Fee Before GST: 0.00 Less SG funding: 540.00 Add Tuition Fee GST: 4.20 Tuition Fee After GST: 64.20 Total: <b>64.20</b>	
Total Existing CN: 0.00 Total Existing DN: 0.00	
Total Amount Payable \$ <b>64.20</b>	
Choose Payment Mode <input checked="" type="radio"/> VISA <input type="radio"/>	
<a href="#">Proceed to Payment</a>	

*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’.*

The screenshot shows the eNETS payment interface. At the top right, it says 'Wednesday, 17 October 2018'. The main title is 'credit/debit card payment'. Below it, there's a note about pop-up blockers and a link to www.enets.ag. A 'TRANSACTION INFO' section shows a Merchant Name (MRCP), Merchant Reference Code (2018101719429811), and Amount (SGD 2,439.00). To the right is a banner with the text 'Fast, Secure & Hassle-free transactions' and an image of a smiling child. The 'CREDIT/DEBIT CARD INFORMATION' section contains fields for Name on Card (Tranee), Credit Card Number (4111111111111111), CVV2 (123), and Expiry Date (December 2020). A red box highlights the 'I have read, understood and accepted the following:' checkbox and its terms. At the bottom are 'SUBMIT' and 'CANCEL' buttons.

*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.*

The screenshot shows the 'Welcome to Online Payment' page. It features a green checkmark icon and the text 'Payment Successful!'. Below this, it displays Course Name (Aesthetics & Creative Expression), Receipt No (MRCP-2019-00021), and Transaction Date (22-Mar-2019). A 'Payment Summary' box shows Net Payable(\$): 10.70 and Amount Paid(\$): 10.70. Transaction Ref Code is listed as 20190322095301902. At the bottom, instructions say 'Please print or save a copy of your receipt for your reference.' and 'Please call 65047327 and quote the Transaction Reference Code in the pop up screen for assistance.'

*Picture Reference: Welcome to Online Payment*

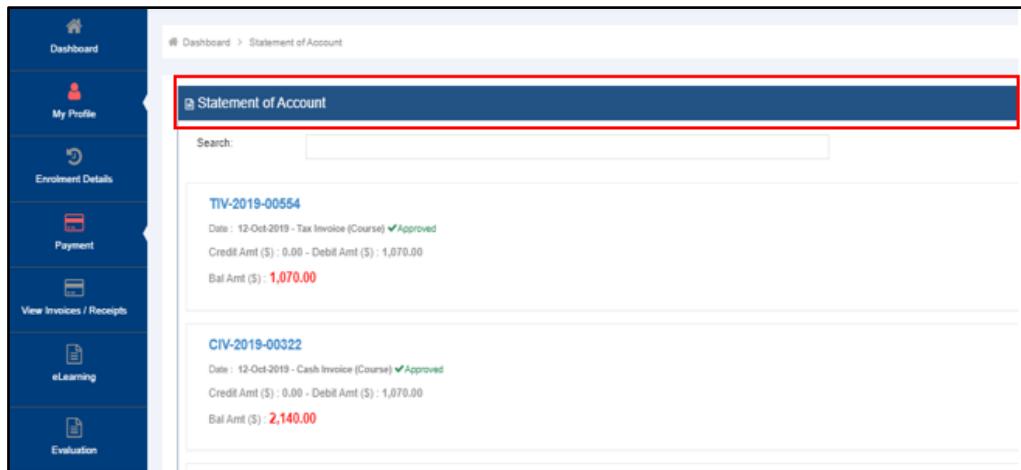
### **Statement of Account**

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



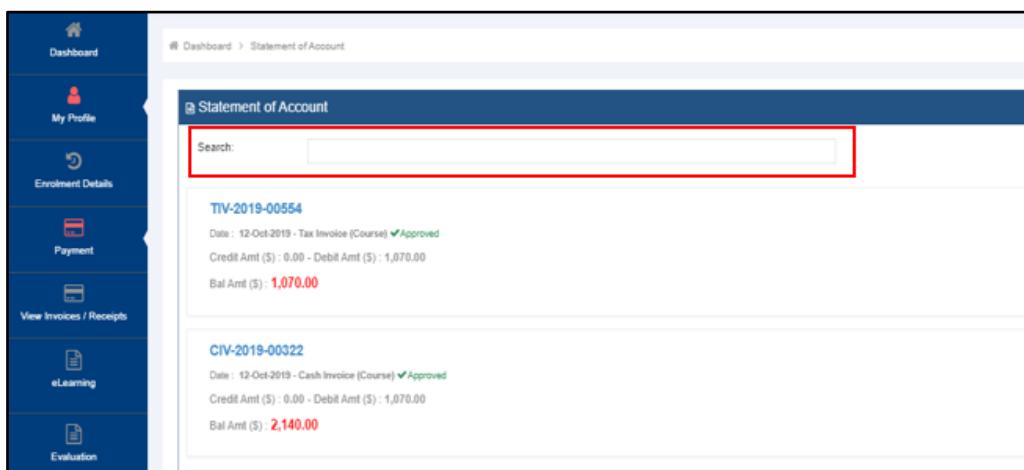
*Picture Reference: Navigation Menu*

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’.

The screenshot shows a user interface for managing statements of account. On the left is a vertical sidebar with icons and labels: Dashboard, My Profile, Enrollment Details (highlighted with a red box), Payment, View Invoices / Receipts, eLearning, and Evaluation. The main area is titled 'Statement of Account'. It includes a search bar and two transaction entries:

**TIV-2019-00554**  
Date : 12-Oct-2019 - Cash Invoice (Course) ✓Approved  
Credit Amt (\$): 0.00 - Debit Amt (\$): 1,070.00  
Bal Amt (\$): **1,070.00**

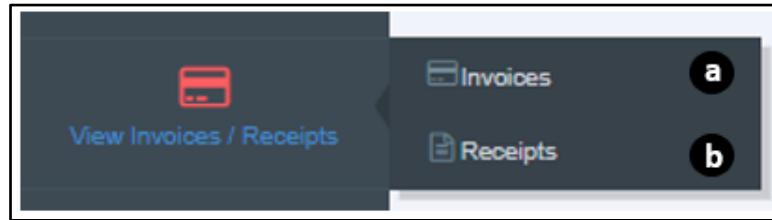
**CIV-2019-00322**  
Date : 12-Oct-2019 - Cash Invoice (Course) ✓Approved  
Credit Amt (\$): 0.00 - Debit Amt (\$): 1,070.00  
Bal Amt (\$): **2,140.00**

*Picture Reference: Statement of Account*

### **Viewing / Printing Invoices / Receipts**

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

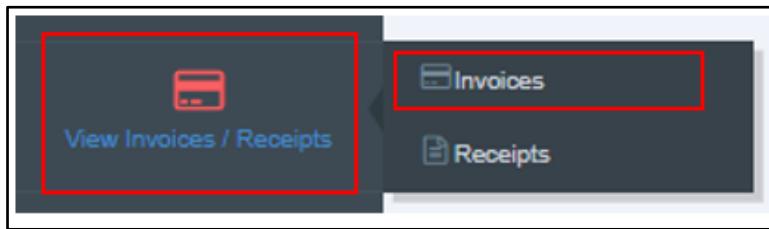
- a. **Invoices / Billing Reference No.**: To view all your approved invoices.
- b. **Receipts**: To view all your posted receipts.



*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**

A screenshot of the 'Invoices' page. It displays two separate invoice entries. Each entry includes the date, invoice number, item descriptions, net fee payable, outstanding payable, and due date. Below each entry is a blue 'Print' button. The first entry is for an invoice dated 11-Oct-2021 with a due date of 11-Oct-2021. The second entry is for an invoice dated 12-Jul-2021 with a due date of 12-Jul-2021.

Picture Reference: Print Invoice

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

A screenshot of the 'Invoices' page, similar to the previous one but with a red rectangular box highlighting the 'Print' button for the first invoice entry. This indicates that the user should click this button to print 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*

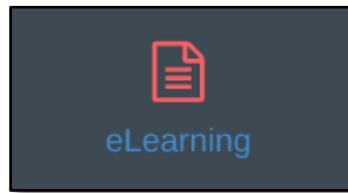
Step 3: To print your receipt of choice, click ‘**Print**’ that is below the title of the chosen receipt.



*Picture Reference: Print Receipt*

## **e-Learning**

Step 1: To access and view course materials, click ‘eLearning’ from the ‘Navigation Menu’.



*Picture Reference: Navigation Menu*

Step 2: You will be redirected to the ‘LMS Portal Dashboard’ page.

Good afternoon, Learner 2 SSI!  
Welcome back! Check out your latest tasks and happenings.

Tasks Completion Overview

Type	Completion Status
Programme	0/0
Course	0/1
Quiz	0/0
Evaluation	0/0
Assignment	0/0

My Tasks

Current      Upcoming      Completed      Overdue      Class

Search      Announcement

*Picture Reference: Dashboard*

## **Navigating the LMS Portal**

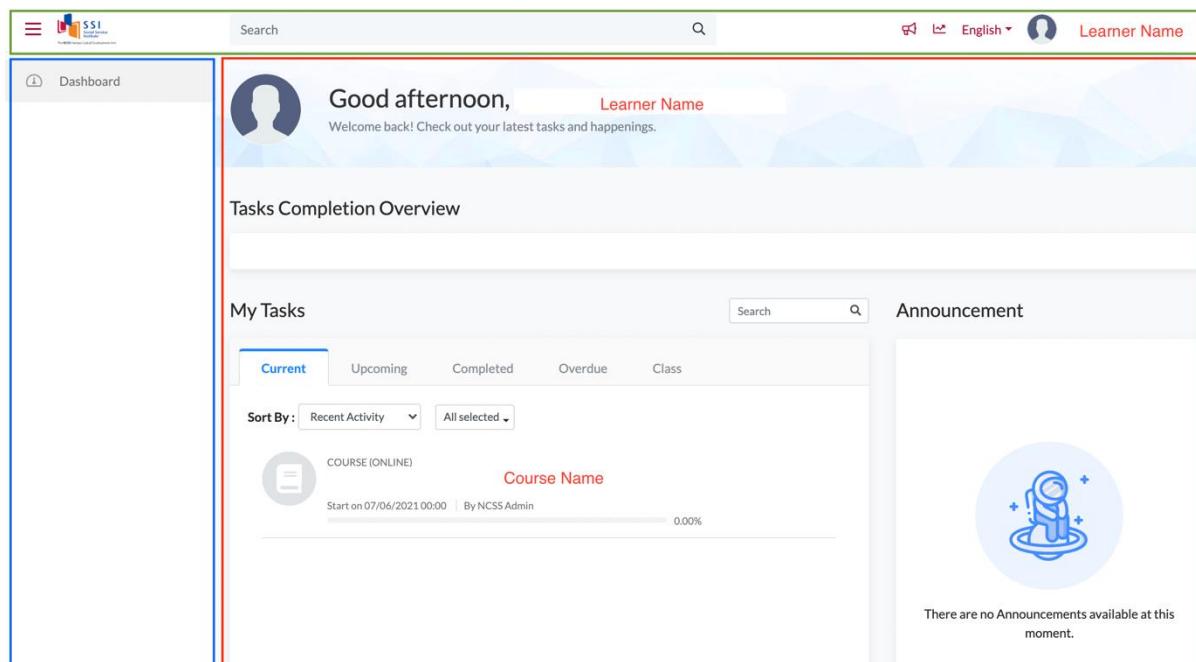
This section shares with you some key features and guide you on how to navigate around the LMS Portal.

### **Dashboard**

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

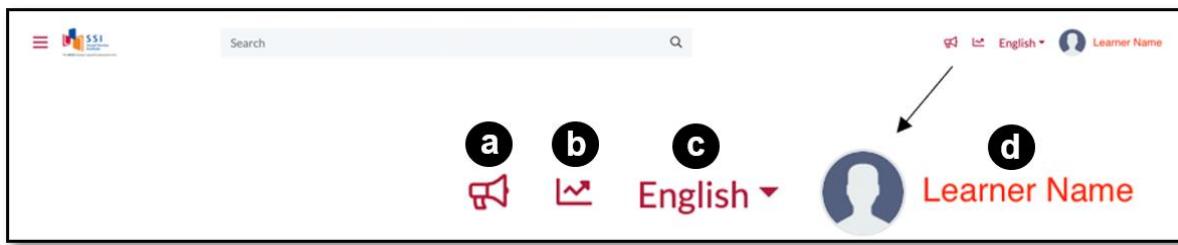
- **Top Panel (in green)** – From this panel, you will be able to amend your personal information, change the display language (*English or Simplified Chinese*) and view any announcements shared with you. You will also be able to hide and view the Navigation Panel.
- **Navigation Panel (in blue)** –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

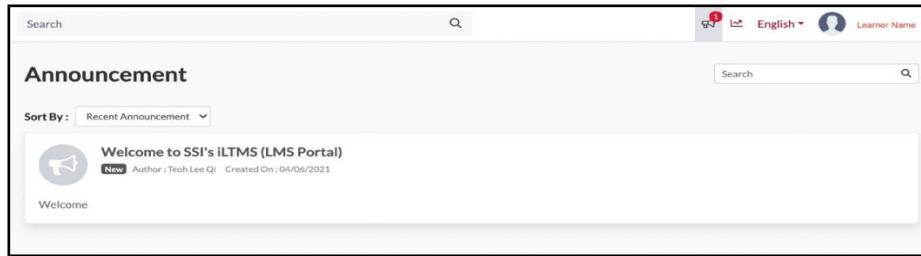
- a. **Private Announcements**: View any Private Announcements
- b. **Learning Progress Reports**: View your Learning Progress Reports
- c. **Display Language**: Change your preferred display language
- d. **User Account**: Change your account related information

### Private Announcement

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

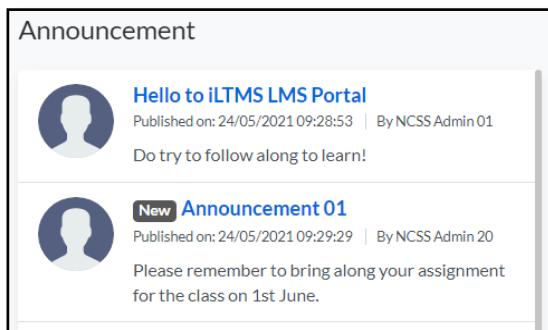
Step 1: To view the private announcements, click on the “**Announcement**” icon on the top panel (icon a above). You will see a list of announcements from SSI to you.

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).

The screenshot shows a web-based application titled "Learning Progress Report". At the top, there are two tabs: "Progress Report" (which is selected) and "Achievement". Below the tabs are five filter options labeled a through e:

- a** Permission Start Date: 05/12/2020
- b** Permission End Date: 05/06/2021
- c** Activity Type: All selected
- d** Status: All
- e** Keywords: Enter keyword (with a search icon)

Below the filters is a "Generate Report" button and an "Export to Excel" link. The main area displays a table of course activities:

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**”.

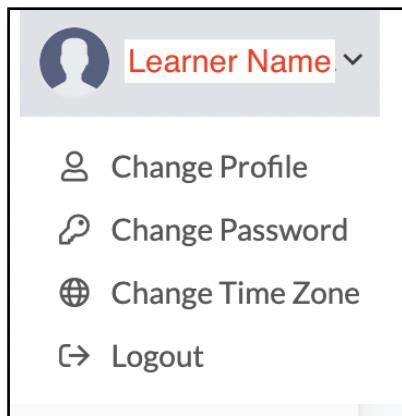
Step 4: You can then choose to view the report online or export it into excel by clicking “**Export to Excel**”. An excel file will be downloaded.

### 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*

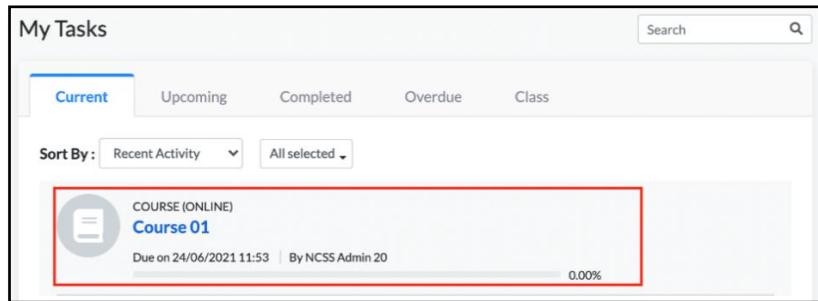
Step 2: A drop down list will appear with four different options:

- **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. This is also where you would access the courses which you have registered for.

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



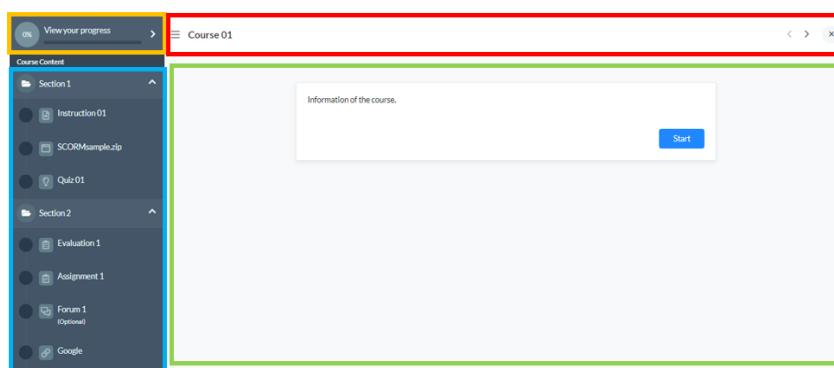
Picture Reference: Main Panel

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.

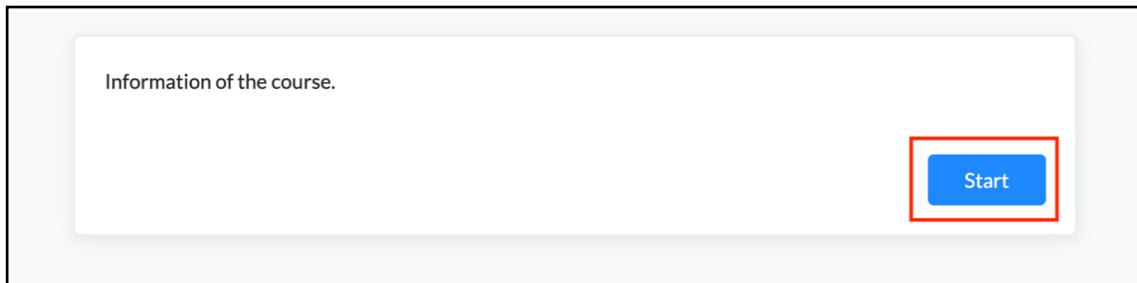


Picture Reference: Course Main Page

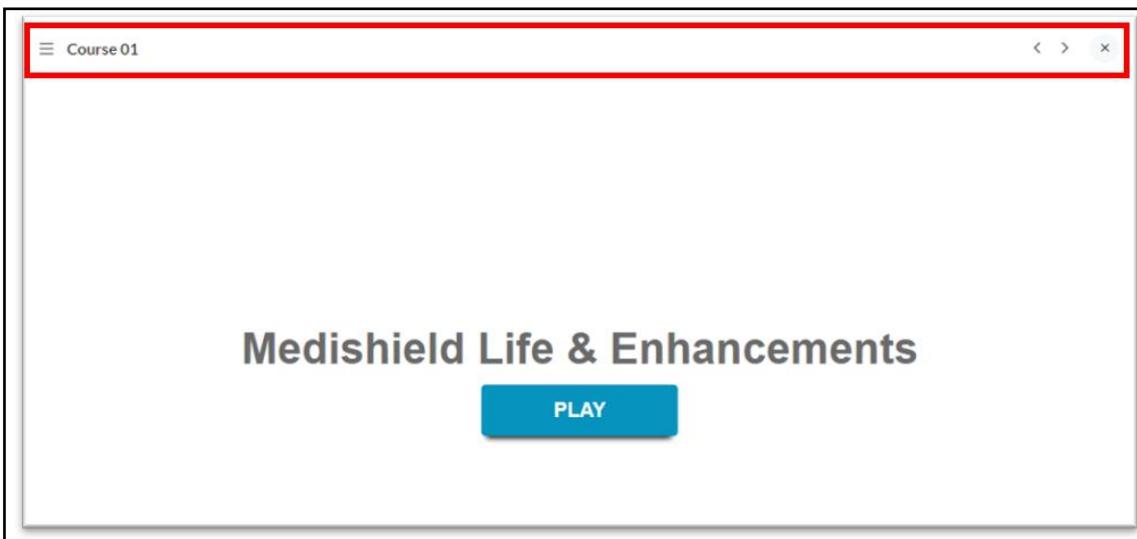
## **Main Section**

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**.

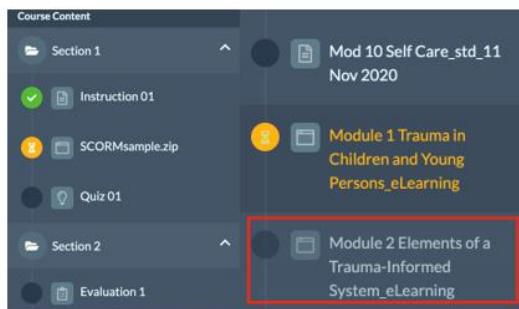


*Picture Reference: Icons on Top Bar*

### **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**.



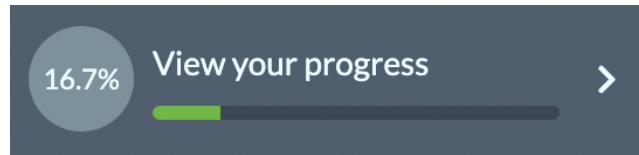
*Picture Reference: Navigation Menu*

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 course progress summary page. At the top, it says "Course 01". Below that is a section titled "Course Progress". Under "Content", there is a table with the following data:

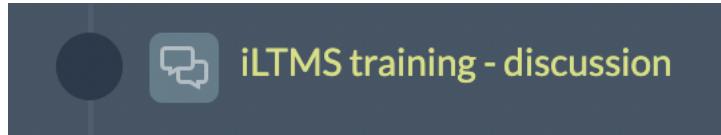
Section	Resources	Type	Status	Score
Section 1	Instruction 01	Document	Completed	-
Section 1	SCORMsample.zip	SCORM	Incomplete	0.00 %
Section 1	Quiz 01	Quiz	Not Attempted	-
Section 2	Evaluation 1	Evaluation	Not Attempted	-
Section 2	Assignment 1	Assignment	Not Attempted	-
Section 2	Forum 1	Forum	Not Attempted	-
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. The forum discussions will be found within the course materials. To access the course, click [here](#).

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



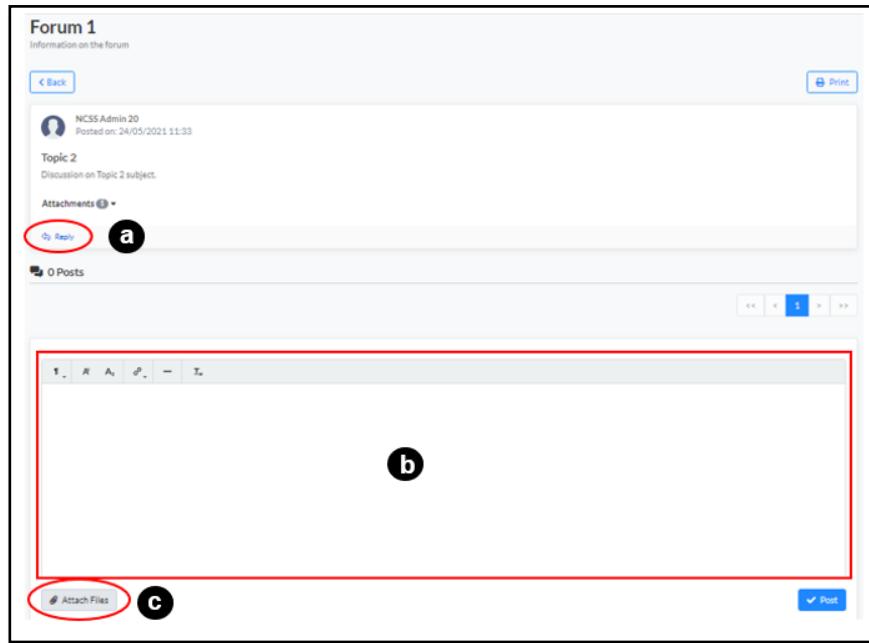
*Picture Reference: Forum Activity*

Step 2: Click on the Forum Topic to open.

A screenshot of a list of forum topics page titled "Forum 1". The page has a light gray background with two forum topics listed. At the top left, there is a search bar with a magnifying glass icon. On the left side, there is a "Sort By:" dropdown menu set to "Latest Creation Date". Each topic is represented by a white card with a gray speech bubble icon on the left. The first topic is "Topic 2" and the second is "Topic 1". Both topics show "0 POSTS" on the right. Below each topic, there is a brief description and a small footer with "1 views" and "No new post" links.

*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.

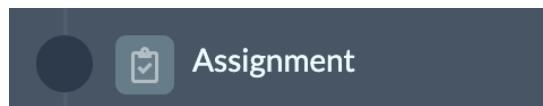


*Picture Reference: Posting on a Forum*

## **Submitting Assignments**

For some courses, you may be required to upload your completed assignments digitally depending on the instructions given to you. Please refer to your learner's guide and check with your trainer for more information regarding the assignment. Assignments will be found within the course materials. To access the course, click [here](#).

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. 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 were 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 for you to add your attachments.

A screenshot of a web-based assignment submission form. The top section is titled 'Assignment' with a sub-section 'Assignment Overview'. It shows the author as 'NCSS Admin 01' and the creation date as '05/06/2021 11:56'. Below this is a text area labeled 'This is the assignment description'. The middle section is titled 'Your Submission' and contains a 'Your Answers/Response' field with a placeholder 'Enter your response.' and a 'Your Attachments' field with a placeholder 'You are allowed to upload 3 files.' At the bottom right is a blue 'Submit' button with a red circle around it.

*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.

The screenshot shows a user interface titled "Select Resource". At the top, there are two buttons: "+ Add File" and "+ Add New Folder". Below these are four instructions:

1. To move file(s), drag and drop the file(s) into an existing folder.
2. Accepted file types: Images - jpeg, png, jpg; Documents - pdf, doc, docx, ppt, pptx, xls, xlsx; Media files - mp3 and mp4.
3. One file / folder can be selected or deleted at a time.
4. Maximum size per file - 500MB

The main area is titled "My Assets" and contains a table with one row:

Name	Type	Created Date	Size	Action
Screenshot2021-06-05at10.31.10AM.png	Image	05/06/2021 11:10	75.18 KB	<a href="#">Select</a>   <a href="#">Delete</a>   <a href="#">Preview</a>

At the bottom right of the table is a "Back" button.

*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.

The screenshot shows a user interface titled "Your Attachments". At the top right is a "+ Add Attachment" button. A message below says "You are allowed to upload 3 files." The main area displays a table of attachments:

No	Name	Type	Action
1	Screenshot2021-06-05at10.31.10AM.png	Image	<a href="#">Delete</a>

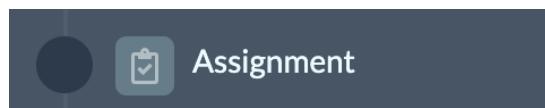
At the bottom right of the table is a blue "Submit" button with a checkmark icon, which is circled in red.

*Picture Reference: Uploaded Assignment*

## **Submitting Assignments to Turnitin**

For some courses, you may be required to submit your assignment to Turnitin for plagiarism checks. Please refer to the instructions in your Learner's Guide or check with your trainer for more information. Assignments will be found within the course materials. To access the course, click [here](#).

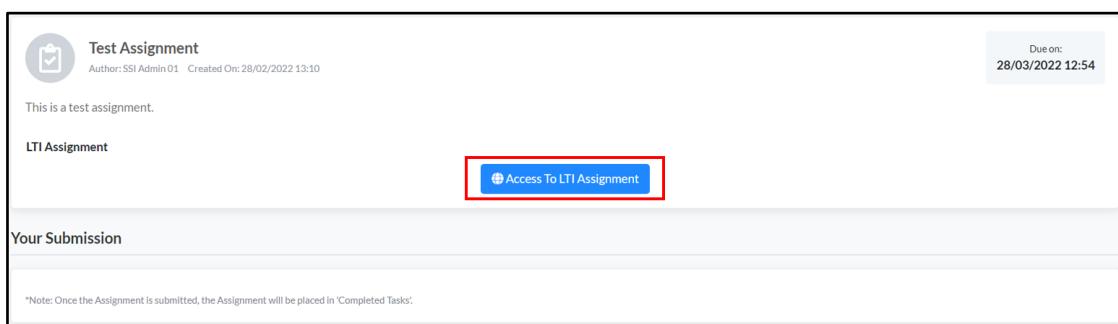
Step 1: Similarly, from the “**Navigation Menu**” in the “**Course Main Page**”, click on the **Assignment**.



*Picture Reference: Assignment*

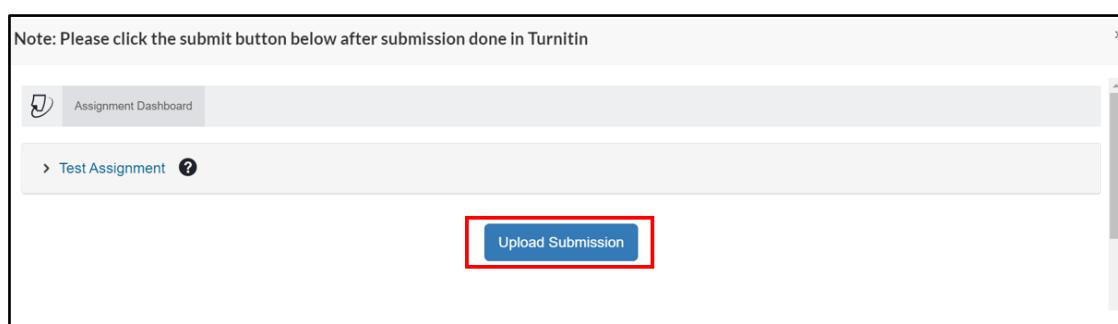
Step 2: A new page on a new tab would open, in this page click “**Access to LTI Assignment**”.

*Note: If the page does not open, ensure that you have allowed pop-ups on your browser.*



*Picture Reference: Assignment Page*

Step 3: A pop-up page will appear. Click “**Upload Submission**” to submit your assignment.



*Picture Reference: Turnitin Pop-up*

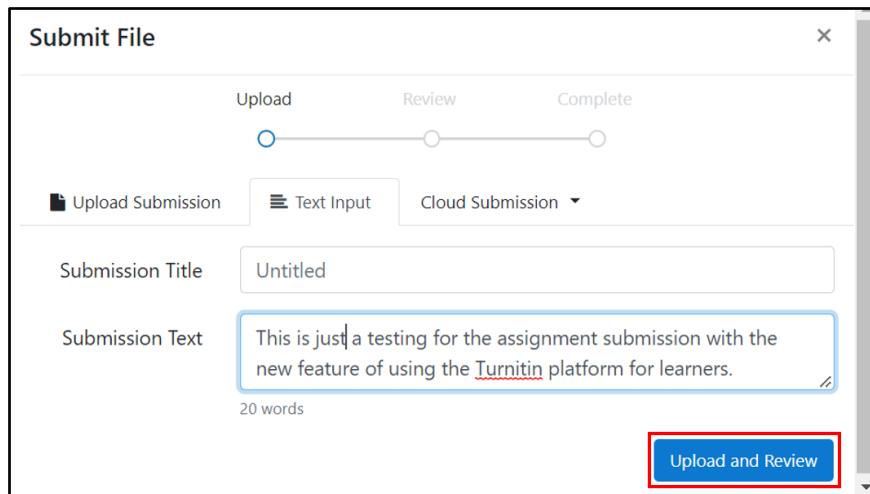
Step 4: Upload your assignment accordingly. There are three different types of submission.

**Upload submission** – To submit a file as submission (recommended)

**Text Input** – To submit text as submission (*Minimum number of words: 20*)

**Cloud Submission** – To submit a file as submission by extracting from the different platforms (*Google Drive, OneDrive or Dropbox*)

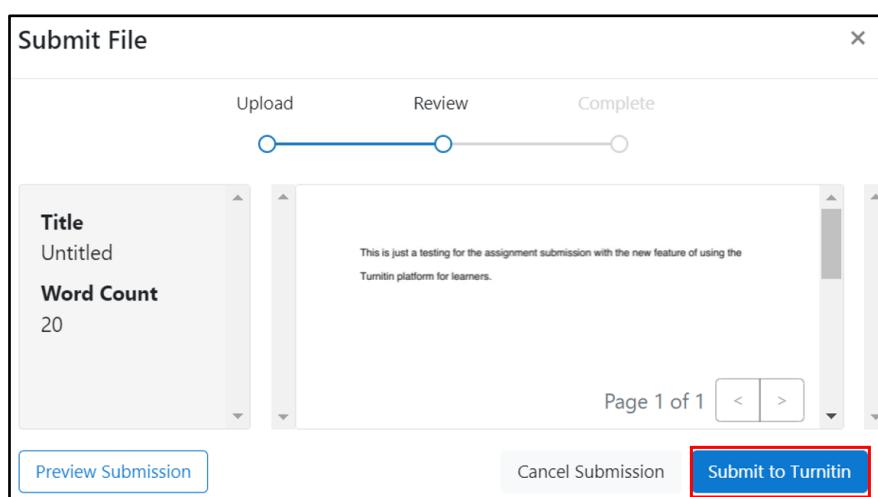
Step 5: Once uploaded, click “**Upload and Review**”.



Picture Reference: Turnitin Pop-up

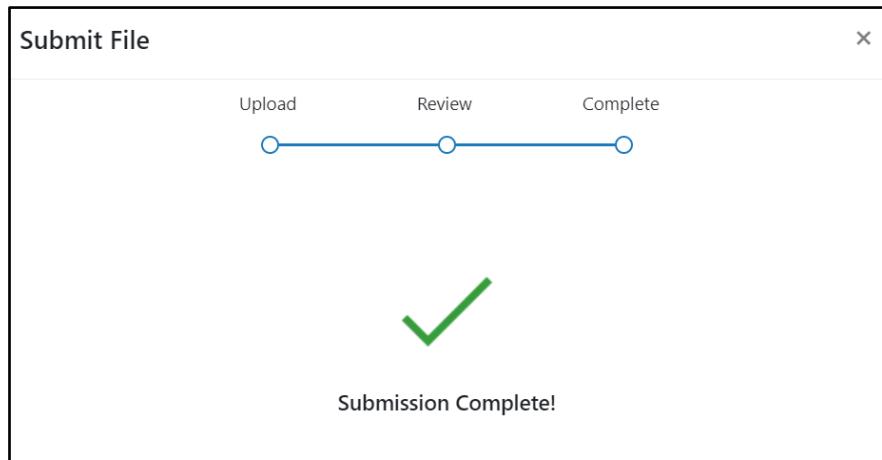
Step 6: Review your submission and click “**Submit to Turnitin**” to confirm your submission.

*Note: Ensure that you have uploaded the correct document*



Picture Reference: Turnitin Pop-up

Step 7: Upon successful submission, it will indicate “**Submission Complete**”.



*Picture Reference: Turnitin Pop-up*

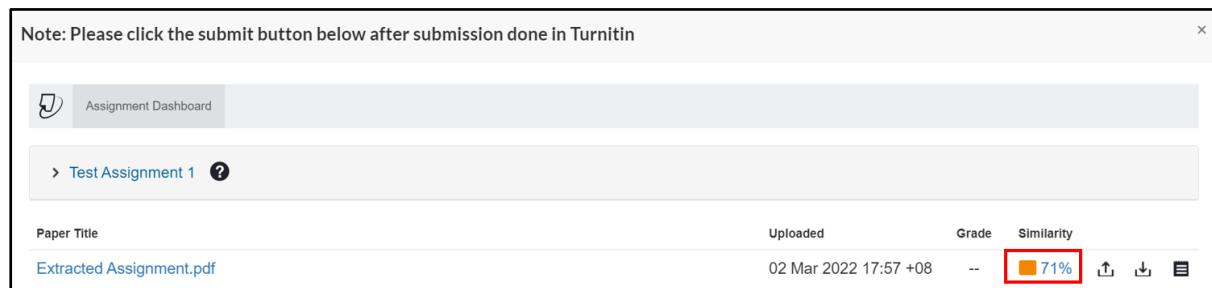
Step 8: Click “**Submit**”.

*Note: Upon submission, you are advised to download the digital receipt as proof that you have submitted your assignment (Click [here](#) for the steps).*

### **View Similarity Report**

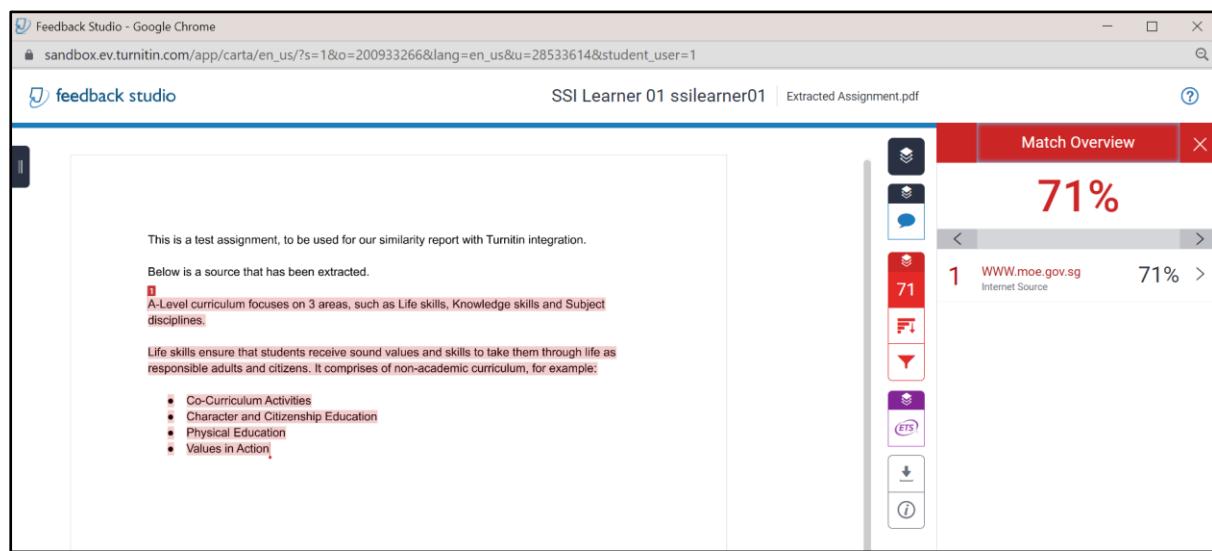
Once you have uploaded your assignment, you may be able to download a similarity report to be reviewed. Please take note of the settings for re-submission, e.g. whether resubmission is allowed till due date or whether only one submission is allowed

Step 1: To view your submitted assignment similarity report, click on the “**Similarity Report**” icon.



*Picture Reference: Turnitin Pop-up*

Step 2: A pop-up will open displaying “**Feedback Studio**” where you will be able to review your assignment.



*Picture Reference: Turnitin Feedback Studio*

There are several icons used in Feedback Studio as follows:

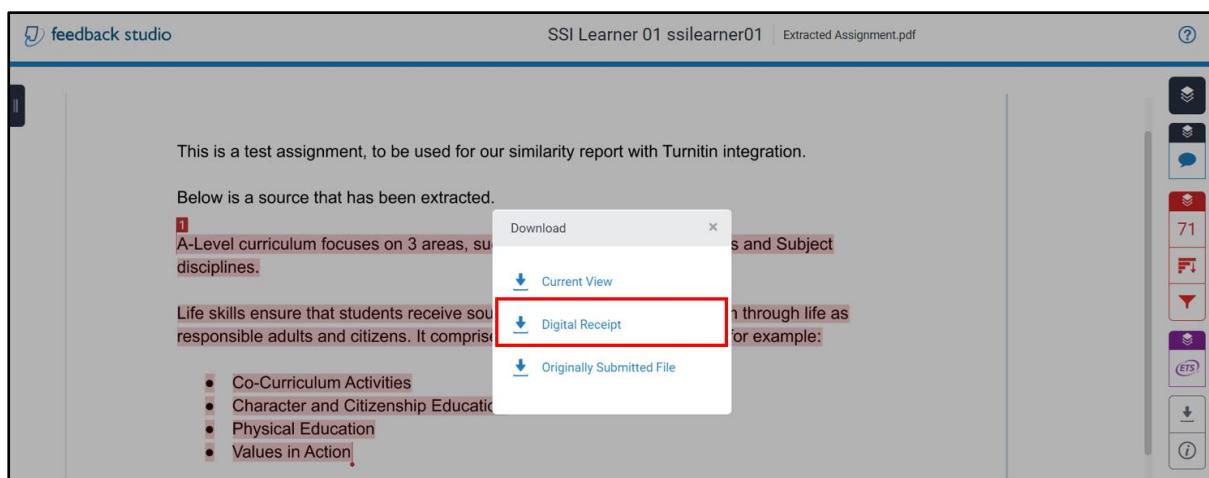
	<b>Instructor Feedback</b> <ul style="list-style-type: none"><li>- You will be able to view the feedbacks that your trainer have provided</li></ul>
	<b>Match Overview</b> <ul style="list-style-type: none"><li>- You will be able to view the similarity score</li></ul>
	<b>All Sources</b> <ul style="list-style-type: none"><li>- You will be able to view the sources that are similar to your assignment</li></ul>
	<b>Filters and Settings</b> <ul style="list-style-type: none"><li>- You will be able to filter and adjust the settings of the report</li></ul>
	<b>Download</b> <ul style="list-style-type: none"><li>- You will be able to download the similarity report</li></ul>
	<b>Submission Information</b> <ul style="list-style-type: none"><li>- You will be able to view the information of your submitted assignment</li></ul>

#### Download digital receipt

Upon submission, you are advised to download the digital receipt as proof that you have submitted your assignment.

Step 1: To download your digital receipt, access your [similarity report](#) and click the “download”  icon.

Step 2: Select “Digital Receipt” and the digital receipt will be downloaded to your computer.



Picture Reference: Turnitin Feedback Studio

### **Resubmit Assignment on Turnitin**

Step 1: To resubmit assignment, click the assignment under the “Completed” tab from “My Tasks”.

*Note: Please check your assignment instructions or the assignment settings on the page to determine whether you are allowed to resubmit assignments.*

The screenshot shows the 'My Tasks' interface. At the top, there are tabs: 'Current', 'Upcoming', 'Completed' (which is highlighted with a red box), 'Overdue', and 'Class'. Below the tabs, there are two dropdown menus: 'Sort By: Recent Activity' and 'All selected'. A large red box highlights a specific assignment entry. The entry includes a circular icon with a clipboard and checkmark, the title 'ASSIGNMENT Test Assignment', the due date 'Due on 28/03/2022 12:54', and the author 'By SSI Admin 01'.

*Picture Reference: Main Panel*

Step 2: Click “Access to LTI Assignment”.

The screenshot shows the 'Assignment Page'. At the top, a green bar says 'Your assignment has been successfully submitted.' Below it, there's information about the assignment: 'Test Assignment', 'Author: SSI Admin 01 Created On: 28/02/2022 13:10', and 'Due on: 28/03/2022 12:54'. It also says 'This is a test assignment.' and 'LTI Assignment'. A red box highlights the 'Access To LTI Assignment' button. Below that is a section titled 'Your Submission' with a note: 'Note: Once the Assignment is submitted, the Assignment will be placed in 'Completed Tasks''. There's also a note at the bottom: 'Note: Please click the submit button below after submission done in Turnitin'

*Picture Reference: Assignment Page*

Step 3: Click the “Resubmit Paper” icon.

The screenshot shows a 'Turnitin Pop-up'. It has a note at the top: 'Note: Please click the submit button below after submission done in Turnitin'. Below that is a 'Assignment Dashboard' section with a link to 'Test Assignment 1'. The main table shows a single file: 'Extracted Assignment.pdf' with details: 'Paper Title', 'Uploaded 02 Mar 2022 17:57 +08', 'Grade --', 'Similarity 71%', and three icons for file operations. A red box highlights the 'Resubmit Paper' icon (the upward arrow icon).

*Picture Reference: Turnitin Pop-up*

## **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.

A screenshot of the 'Evaluation' page. On the left is a dark sidebar with icons for Dashboard, My Profile, Enrolment Detail, Outstanding Payment, eLearning, and Evaluation. The main area has a light background. At the top is a blue header bar with the word 'Evaluation'. Below it is a section titled 'Evaluation' with the text 'We hope you have benefited from our course. Please share with us your feedback to help us improve.' Underneath is a table with three columns: 'Mentoring Novice Teachers', '01-Feb-2019 - 30-Apr-2019', and 'NIEC Course Evaluation Form (English)'. At the bottom of the page is a button labeled 'Pending to submit'. The entire 'Evaluation' section is highlighted with a red box.

*Picture Reference: Evaluation*

Step 3: Click the ‘Course Title’ to attempt it.

➔ You can submit your evaluation result by clicking ‘Pending to submit’.

A screenshot of the 'Evaluation' page, identical to the previous one but with a red box highlighting the 'Pending to submit' button at the bottom.

*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 a web-based evaluation form titled 'NIEC Course Evaluation Form (English)'. On the left, there is a vertical sidebar with icons for Dashboard, My Profile, Enrolment Detail, Outstanding Payment, eLearning, Evaluation, and Logout. The 'Evaluation' icon is highlighted. The main content area has a header 'Evaluation Form' and a sub-header 'NIEC Course Evaluation Form (English)'. A red box highlights the checkbox labeled 'I want to be anonymous on this evaluation form'. Below this, there is a section titled 'Module Satisfaction' with three questions. Each question has four radio button options: 'Strongly Disagree', 'Disagree', 'Agree', and 'Strongly Agree'. The first question is 'The module has met all of its stated objectives.' The second is 'Assignments are clearly stated and explained.' and the third is 'Classroom discussion helped in my learning.' At the bottom right are 'Submit' and 'Cancel' buttons.

Picture Reference: Evaluation

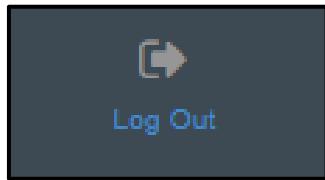
Step 5: Once done, click '**Submit**' to submit your completed evaluation form.

This screenshot is identical to the one above, showing the 'Evaluation Form' page. However, the 'Submit' button at the bottom right is now highlighted with a red box, indicating it is the next step to be clicked.

Picture Reference: Evaluation

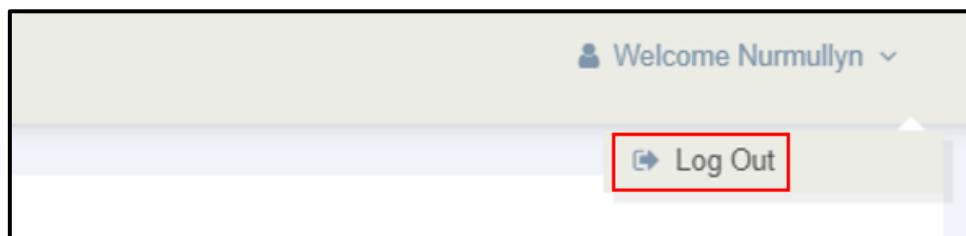
## Log Out

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*