

**iLTMS**

for  
**LEARNERS**

**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

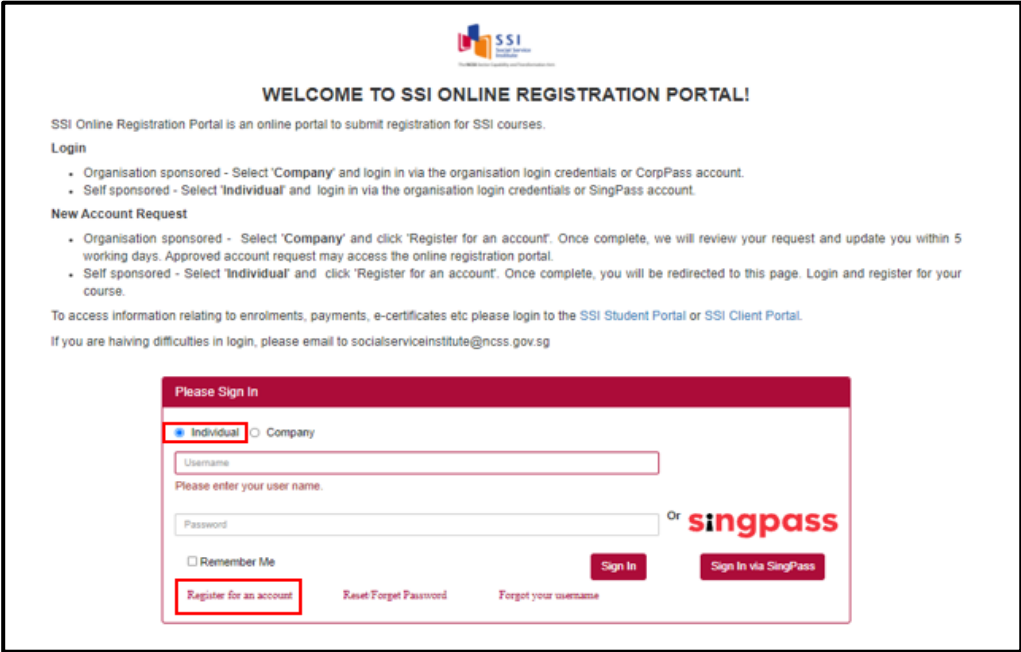
The login details you create here will be the same used to access [SSI Student Portal](#).

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 image shows a screenshot of the SSI Online Registration Portal login page. At the top, there is a logo for SSI (Social Service Institute) and the text "WELCOME TO SSI ONLINE REGISTRATION PORTAL!". Below this, there is a brief description of the portal and a "Login" section with two bullet points: "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." There is also a "New Account Request" section with two bullet points: "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." At the bottom of the page, there is a "Please Sign In" form. The form has two radio buttons: "Individual" (selected) and "Company". Below the radio buttons are two input fields: "Username" and "Password". To the right of the "Password" field is the text "or singpass". Below the input fields are two buttons: "Sign In" and "Sign In via SingPass". At the bottom left of the form is a button labeled "Register for an account". There are also links for "Reset/Forget Password" and "Forgot your username".

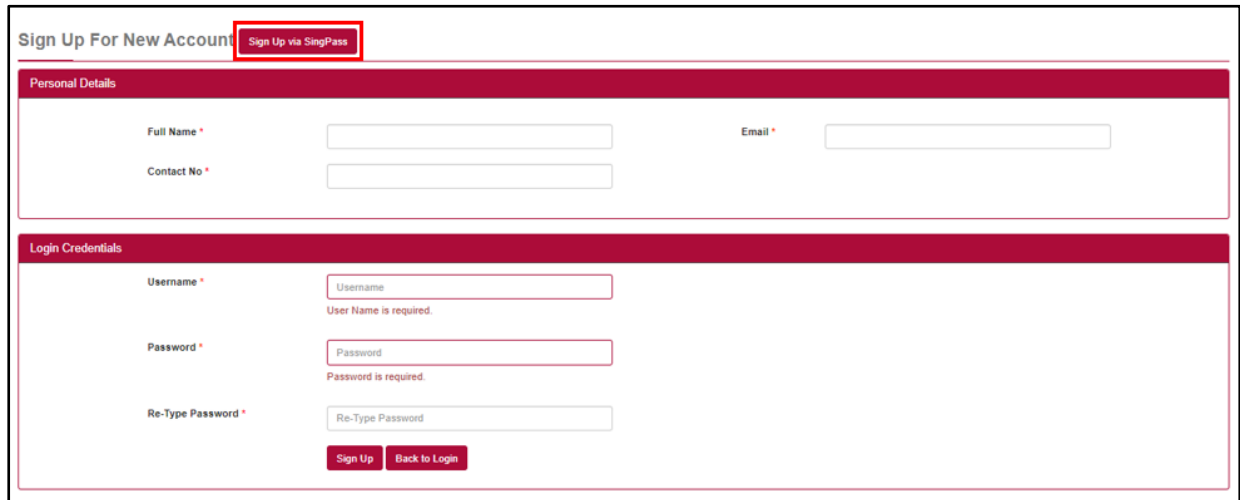
Picture Reference: Log in Page

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

## Via Singpass

Note: Learners are encouraged to create an account via Singpass.

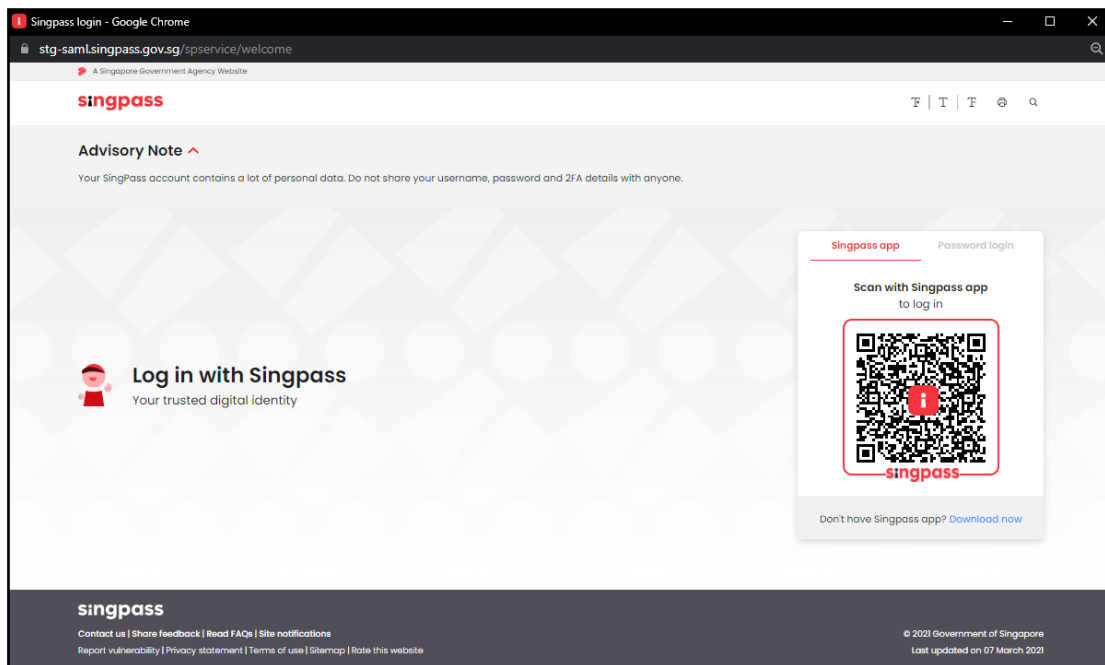
Step 5: Click **“Sign Up via Singpass”** on the Sign Up for New Account page.



*Picture Reference: Sign Up for New Account*

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

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

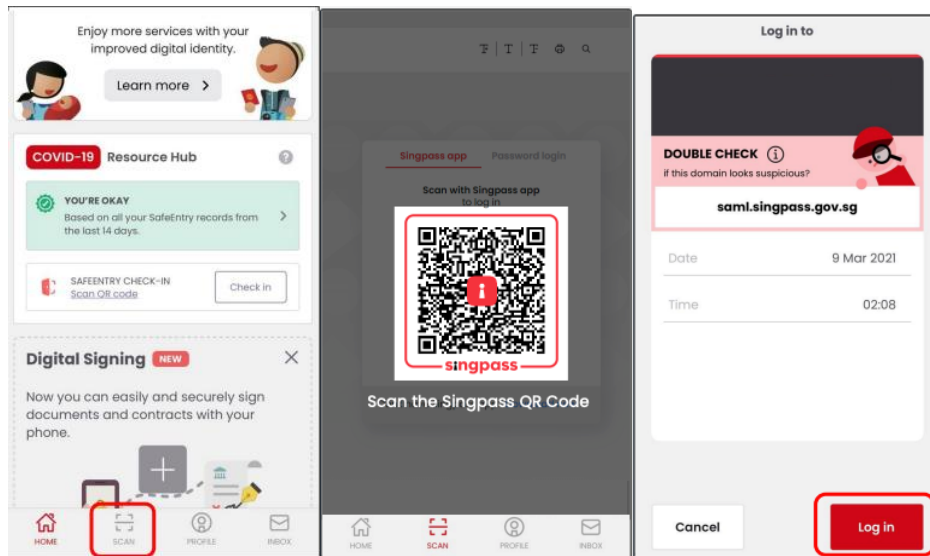


*Picture Reference: Singpass Login Page*

Desktop Login via Singpass app (QR Code)

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

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

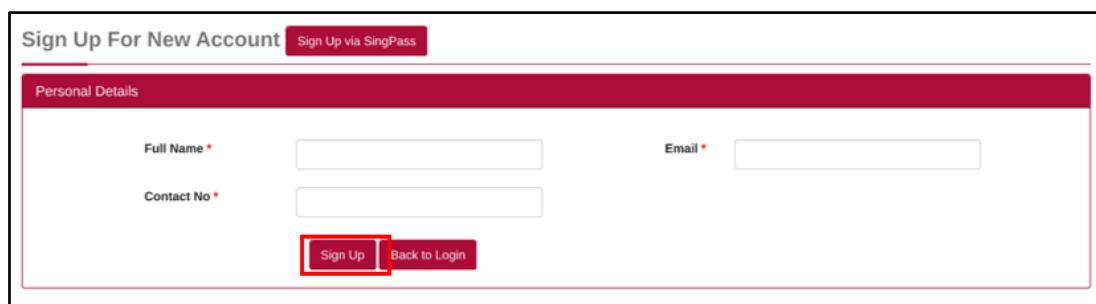


*Picture Reference: Singpass Desktop Login*

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

- **Full Name**
- **Email**
- **Contact Number**

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

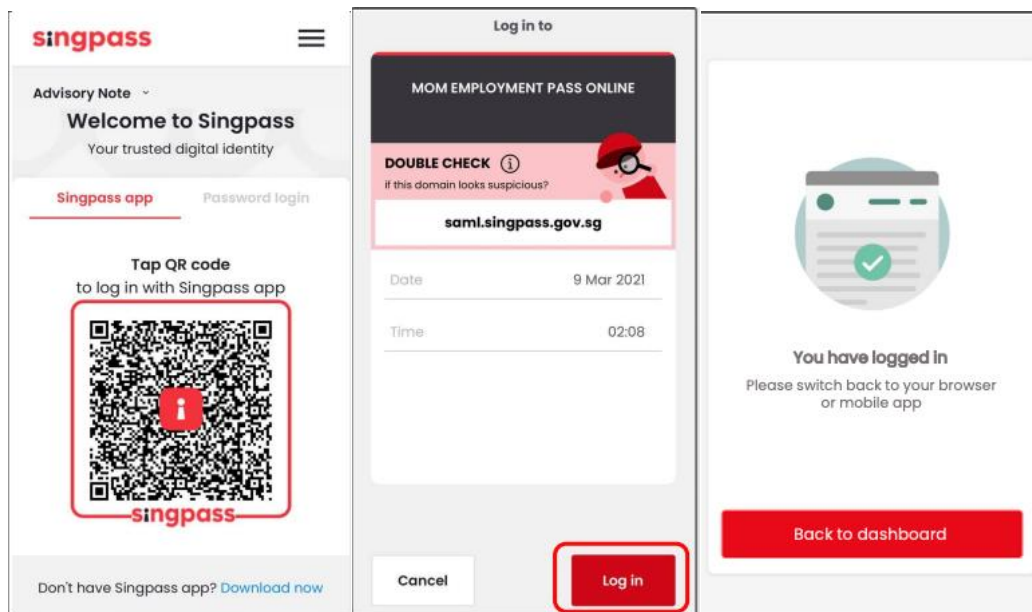


*Picture Reference: Sign Up Page*

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

Mobile Login via Singpass app (QR Code)

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



Picture Reference: Singpass Mobile Login

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

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

- **Full Name**
- **Email**
- **Contact Number**

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

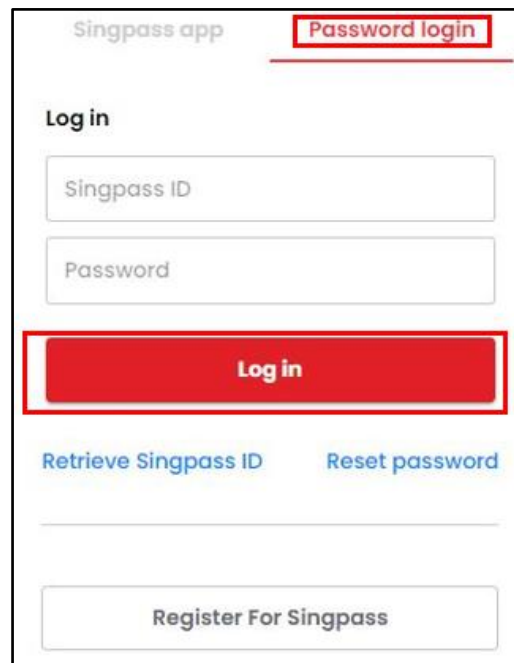
The image shows a screenshot of a web form titled 'Sign Up For New Account'. It has a 'Sign Up via SingPass' button in the top right. Below is a 'Personal Details' section with three input fields: 'Full Name', 'Email', and 'Contact No'. At the bottom of the form, there are two buttons: 'Sign Up' and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

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.



Singpass app **Password login**

**Log in**

Singpass ID

Password

**Log in**

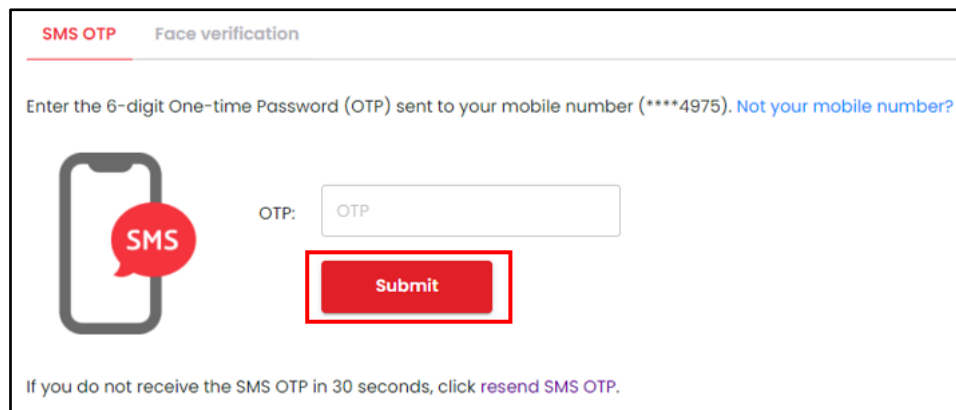
[Retrieve Singpass ID](#) [Reset password](#)

Register For Singpass

*Picture Reference: Singpass Password Login*


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

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



**SMS OTP** Face verification

Enter the 6-digit One-time Password (OTP) sent to your mobile number (\*\*\*\*4975). [Not your mobile number?](#)

 OTP:

**Submit**

If you do not receive the SMS OTP in 30 seconds, click [resend SMS OTP](#).

*Picture Reference: Singpass Desktop Login*

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



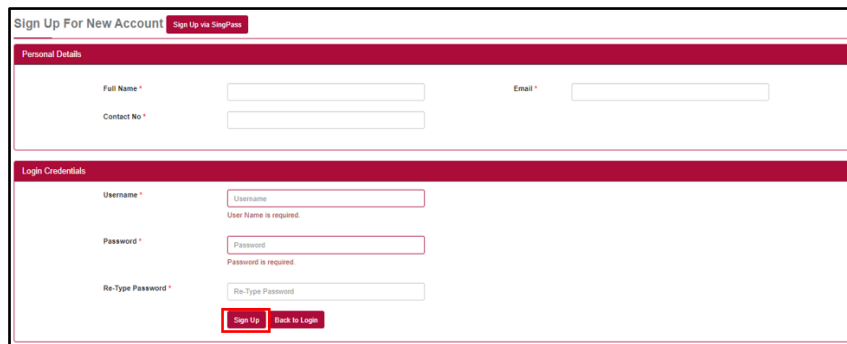
Via Credentials

Step 5: To use credentials, you will need to complete the fields in the “[Sign Up for New Account](#)” page.

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

- **Full Name**
- **Email**
- **Contact Number**
- **Username**
- **Password**
- **Re-Type Password**

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

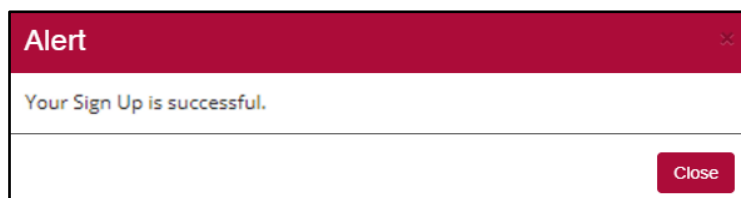


*Picture Reference: Sign Up for New Account*

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

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

To link your credential to your Singpass. click [here](#) for the guide



*Picture Reference: Alert Pop Up*

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

### Via Singpass

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

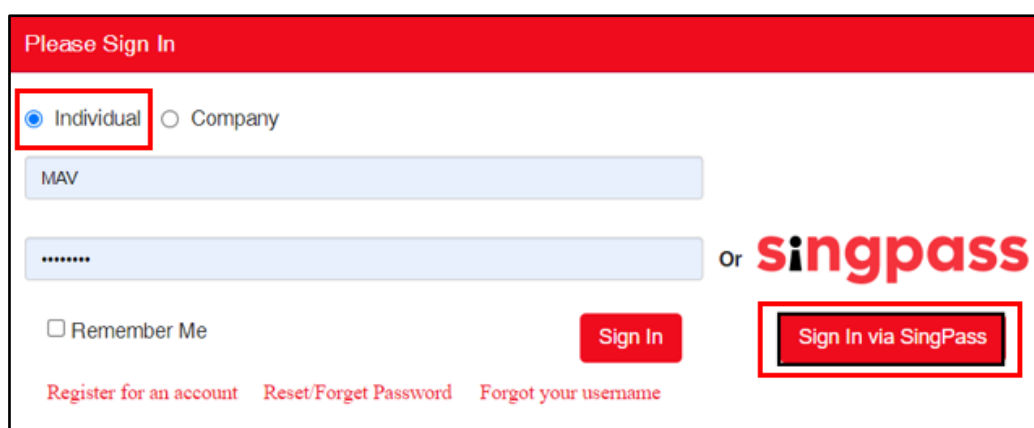
<https://www.Singpass.gov.sg/Singpass>.

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

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

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

Step 3: Click "Sign In via Singpass".



*Picture Reference: Singpass Login*

Step 4: You will be redirected to the "Singpass Login" page. Click [here](#) for Singpass login steps

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

### Via Credentials

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

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

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

Step 4: Click "Sign In".

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

*Picture Reference: Log in Page*

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

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

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

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

Step 1: Click **“Forgot Password?”** or **“Forgot Username?”** on the Log in Page to reset your password or retrieve your username.

*Picture Reference: Log in Page*

#### To Reset Password:

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

*Picture Reference: Forgot Password Page*

#### To Reset Username:

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

*Picture Reference: Forgot Username Page*

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

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

Version 1.2 (Updated: 28 Mar 2022)

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.*

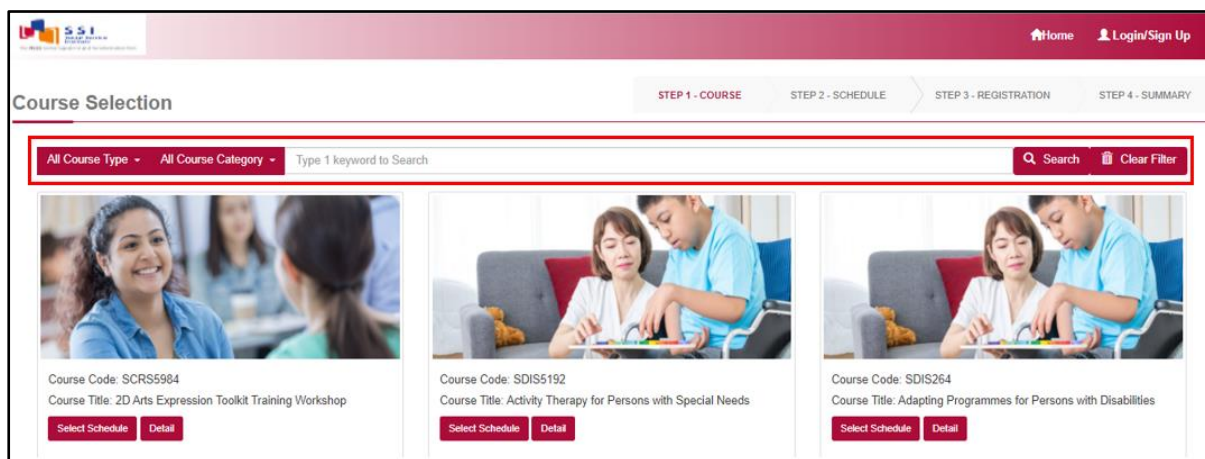
Step 1: Using your preferred browser on your laptop or mobile device, go to <https://iltms.ssi.gov.sg/registration#/Course>. You will be directed to the “**Course Selection Page**”.

*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*

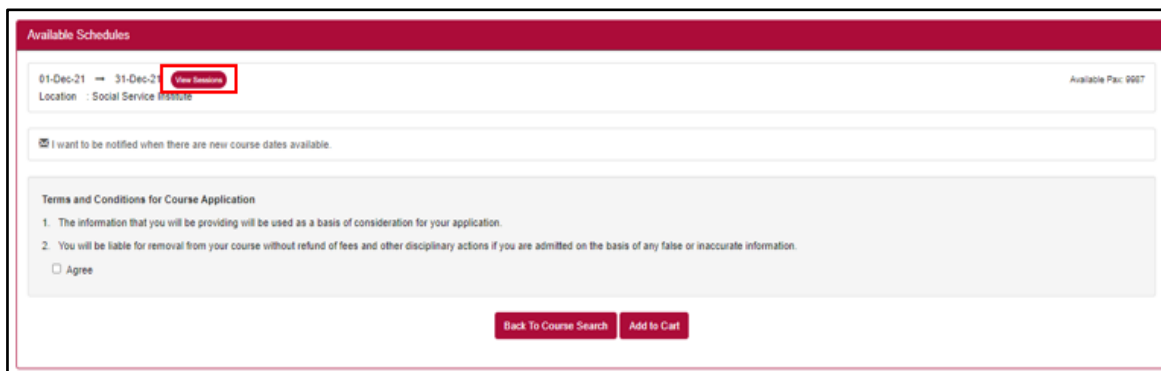
Step 2: A pop-up message will appear displaying the courses details. If you clicked “**Details**”. Click “**Close**” to view another course.

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

### Selecting Available Schedules

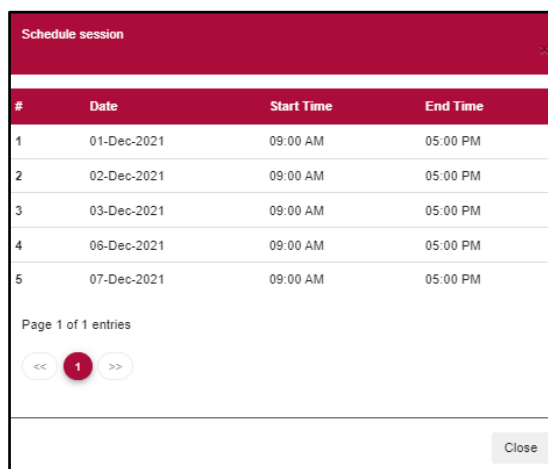
Step 1: You will be redirected a “**Schedule Selection**” Page where the course details are displayed again. Scroll down to view the upcoming course runs available for registration under “**Available Schedules**”.

Step 2: Click “**View Sessions**”.



Picture Reference: Schedule Selection Page

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



Picture Reference: Schedule Session Pop-up

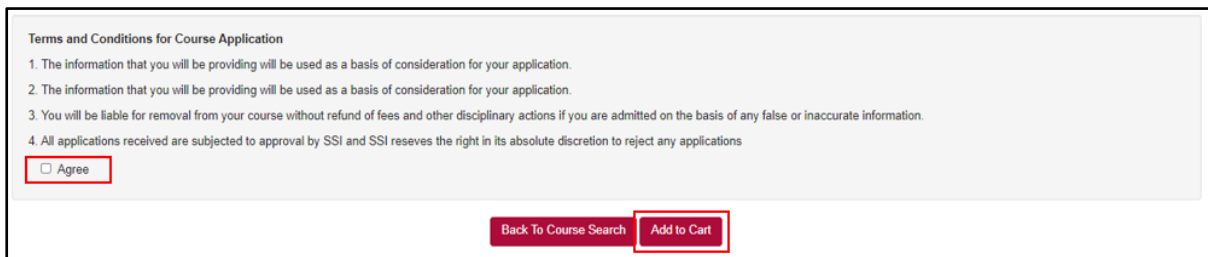
Step 4: To begin registration, select the preferred schedule and click “**I want to register for this course**” at the bottom of the page.



Picture Reference: Schedule Selection Page



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



Terms and Conditions for Course Application

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

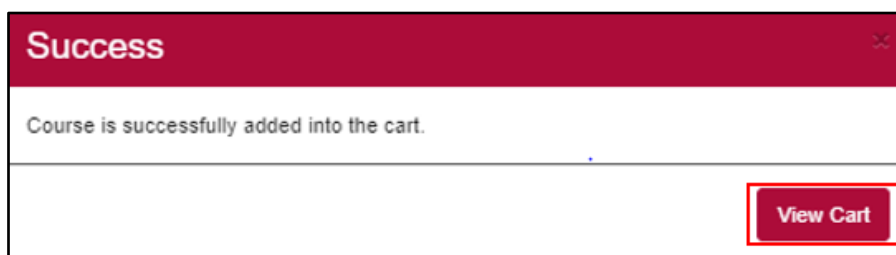
Agree

Back To Course Search Add to Cart

*Picture Reference: Schedule Selection Page*

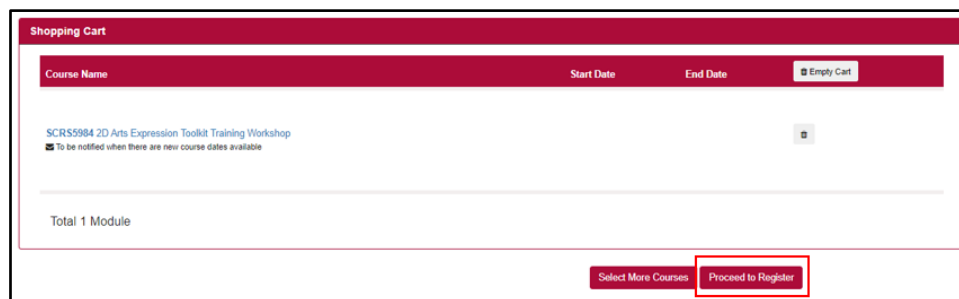
Step 6: A pop-up message will appear, indicating the course selection is successful.

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



*Picture Reference: Success Pop-up message*

Step 8: From **“Shopping Cart”** page, click **“Proceed to Register”**.



Shopping Cart

Course Name	Start Date	End Date	Empty Cart
SCRS5984 2D Arts Expression Toolkit Training Workshop			

Total 1 Module

Select More Courses Proceed to Register

*Picture Reference: Success Pop-up message*

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

*Note: You must have an existing account to log in. Please refer to [“Self-Sponsored Learners”](#) section for more information.*

## Course Registration for Self-Sponsored Learners

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

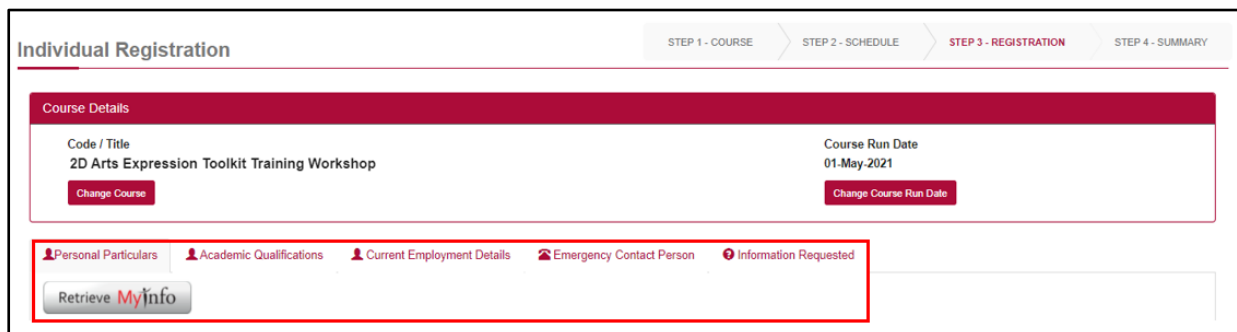
Step 1: After logging in to SSI Online Registration Portal, you will be redirected back to the “**Shopping Cart**”. Click “**Proceed to Register**” to continue.

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

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

- **Personal Particulars**
- **Academic Qualifications**
- **Current Employment Details**
- **Upload Admission Documents**
- **Emergency Contact Person**
- **Information Requested**

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



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

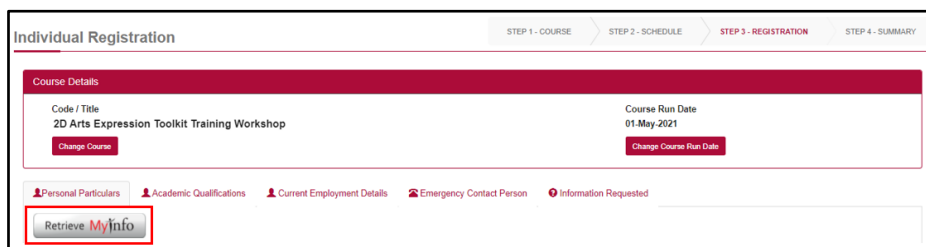
Course Details	
Code / Title 2D Arts Expression Toolkit Training Workshop	Course Run Date 01-May-2021
<a href="#">Change Course</a>	<a href="#">Change Course Run Date</a>

Below the course details, there is a row of navigation tabs: 'Personal Particulars', 'Academic Qualifications', 'Current Employment Details', 'Emergency Contact Person', and 'Information Requested'. The 'Information Requested' tab is currently selected. At the bottom left of the page, there is a 'Retrieve MyInfo' button.

Picture Reference: Individual Registration Page

## Retrieving from MyInfo

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

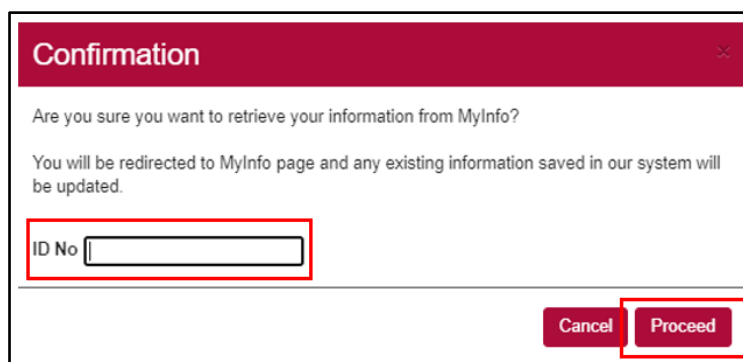


The screenshot shows the 'Individual Registration' page at Step 3 - Registration. The page has a progress bar at the top with four steps: STEP 1 - COURSE, STEP 2 - SCHEDULE, STEP 3 - REGISTRATION (highlighted), and STEP 4 - SUMMARY. Below the progress bar is a 'Course Details' section with a red header. It contains two columns: 'Code / Title' with the value '2D Arts Expression Toolkit Training Workshop' and a 'Change Course' button, and 'Course Run Date' with the value '01-May-2021' and a 'Change Course Run Date' button. Below this is a navigation bar with icons for 'Personal Particulars', 'Academic Qualifications', 'Current Employment Details', 'Emergency Contact Person', and 'Information Requested'. The 'Personal Particulars' icon is highlighted, and a 'Retrieve MyInfo' button is visible below it, enclosed in a red box.

*Picture Reference: Individual Registration*

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

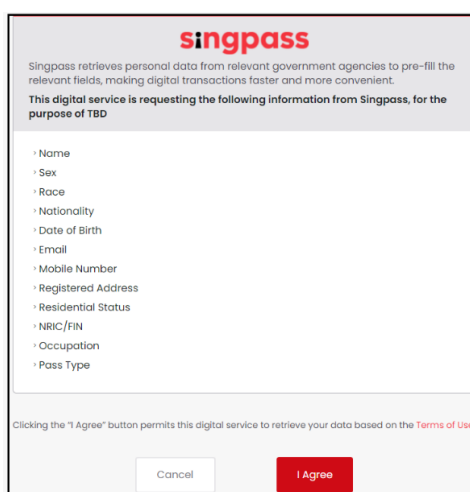
Step 3: Enter your “**ID No (NRIC)**” and click “**Proceed**”.



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

*Picture Reference: Pop-up Message*

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



The screenshot shows the Singpass confirmation page. It features the Singpass logo at the top. Below the logo, it states: 'Singpass retrieves personal data from relevant government agencies to pre-fill the relevant fields, making digital transactions faster and more convenient. This digital service is requesting the following information from Singpass, for the purpose of TBD'. A list of fields is shown with expandable arrows: Name, Sex, Race, Nationality, Date of Birth, Email, Mobile Number, Registered Address, Residential Status, NRIC/FIN, Occupation, and Pass Type. At the bottom, there is a note: 'Clicking the "I Agree" button permits this digital service to retrieve your data based on the Terms of Use.' Below this note are two buttons: 'Cancel' and 'I Agree', with the 'I Agree' button highlighted by a red box.

*Picture Reference: MyInfo*

### Course Registration Continued

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



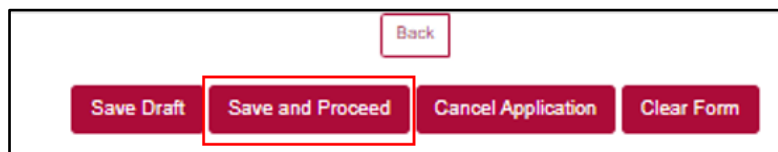
**PERSONAL DATA PROTECTION ACT (PDPA)**

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

Yes  No

*Picture Reference: Individual Registration*

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



Back

Save Draft Save and Proceed Cancel Application Clear Form

*Picture Reference: Individual Registration Page*

*Note: You can also click the following buttons:*

- **Save Draft** – to save and continue to fill in the application later.
- **Cancel Application** – if you would like to cancel your application for the course that you registered for.
- **Clear Form** – to clear all the details that you have filled up with.

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

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

**Registration Summary**

Mullyn Lynn  
ID No: S12345678J  
Email: numullyn\_mulledi\_from tp@ncas.gov.sg

CLP - Conflict, Leadership and People Management 01-Dec-2021 -> 31-Dec-2021			
Fee B/F GST	100.00		
Grant	(0.00)		
GST	7.00	7 %	
Subsidy	(57.00)	VDF Funding	
Fee A/F GST	50.00		
Non-Tuition Fee Item			
Fee B/F GST	10.00		
GST	0.70	7 %	
Fee A/F GST	10.70		
<b>Nett Amount</b>	<b>\$ 60.70</b>		

**Total Amount Payable: \$10.70**

**Short Courses**  
a. GST is chargeable on the subsidised fee.  
b. Course fees are subject to review and change.

**DECLARATION**

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

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

[Submit Registration](#)  
[Edit Registration](#)  
[Cancel Registration](#)

Picture Reference: Registration Summary Page

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

- **Payment**
- **Declaration**

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

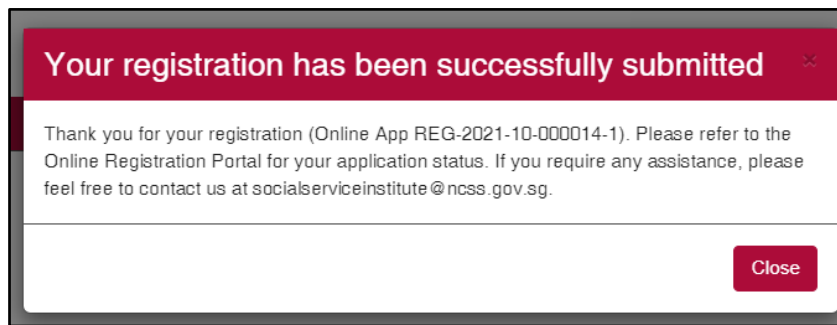
The screenshot displays a registration summary page with a red header bar. The header bar contains the text "Total Amount Payable:" on the left and "\$0.00" on the right. Below the header, there are two main sections, each with a red-bordered box around its title. The first section is titled "PAYMENT"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

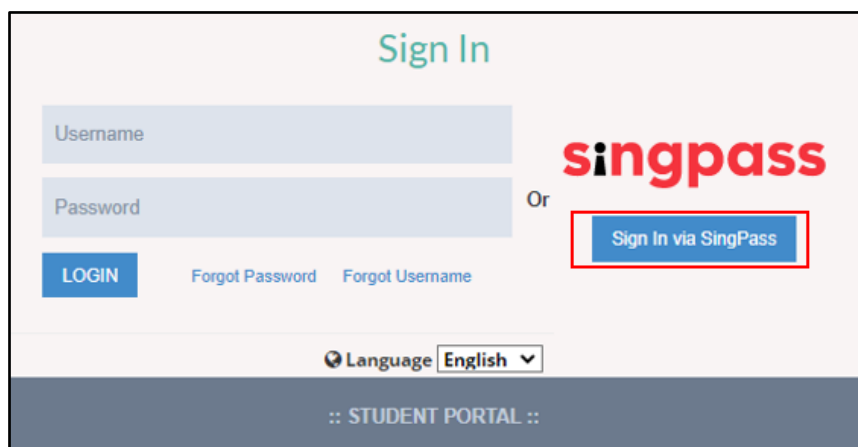


### Via Singpass

*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”**.

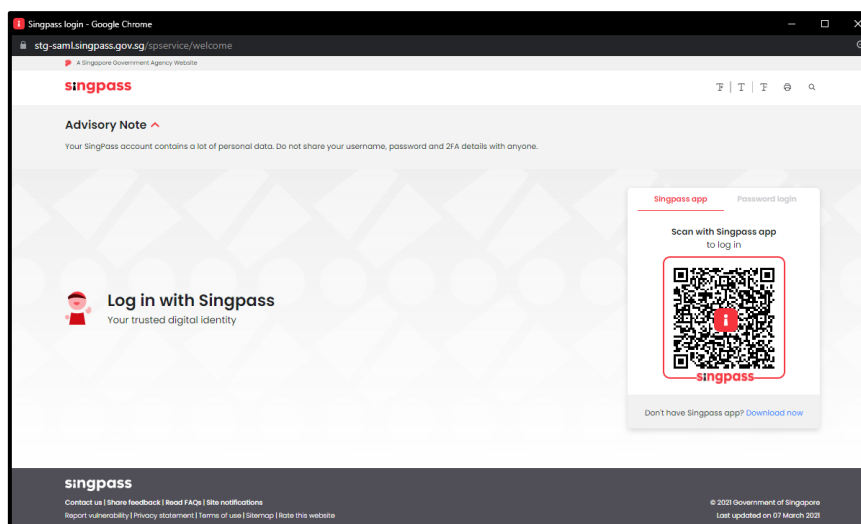


*Picture Reference: Main Landing Page*

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.

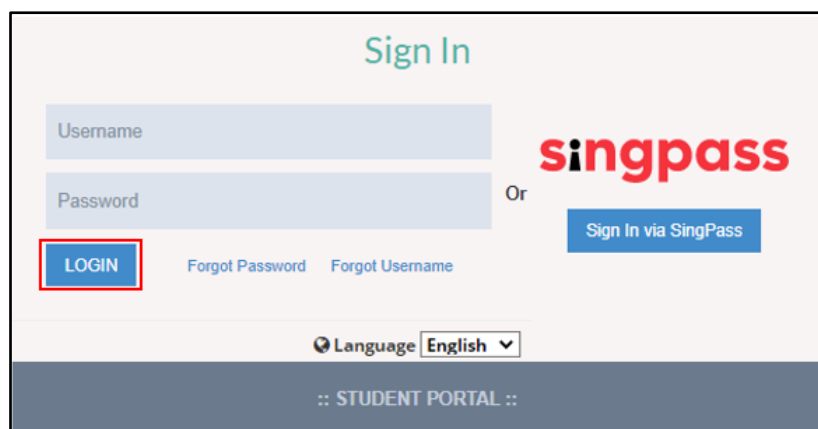
To link your Credential to Singpass, please click [here](#) for the user guide.

*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 screenshot shows the 'Sign In' page of the SSI Student Portal. It includes a 'Username' input field, a 'Password' input field, and a 'LOGIN' button which is highlighted with a red rectangular box. To the right of the password field is the 'singpass' logo and a 'Sign In via SingPass' button. Below the input fields are links for 'Forgot Password' and 'Forgot Username'. At the bottom of the form area, there is a 'Language' dropdown menu currently set to 'English'. The footer of the page reads ':: STUDENT PORTAL ::'.

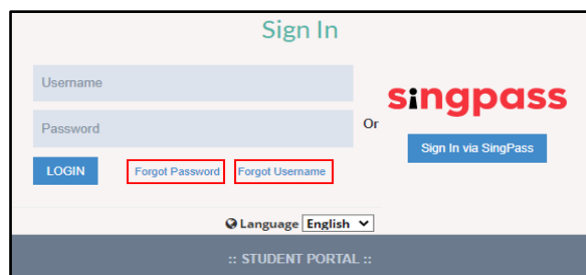
Picture Reference: SSI Student Portal Page

## ***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.*

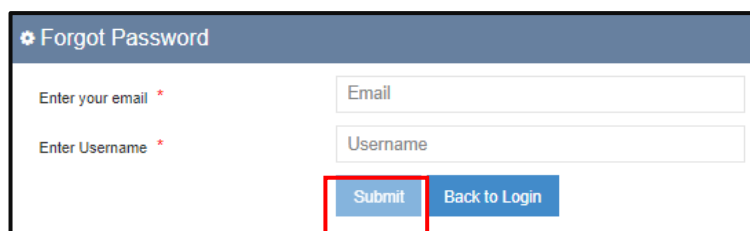
Step 1: Click **"Forgot Password?"** or **"Forgot Username?"** on [SSI Student Portal](#) to reset your password or retrieve your username.



*Picture Reference: SSI Student Portal Page*

### To Reset Password

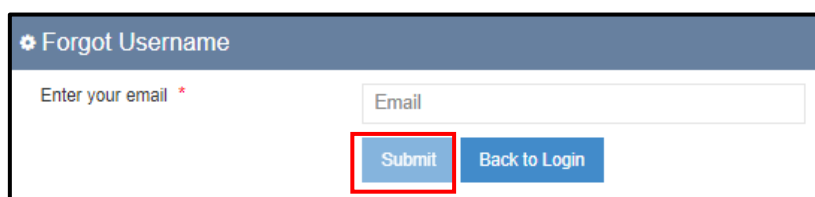
Step 2: Key in your **"Email"** and **"Username"**, then click **"Submit"**.



*Picture Reference: Forgot Password Page*

### To Reset Username

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



*Picture Reference: Forgot Username Page*

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

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

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

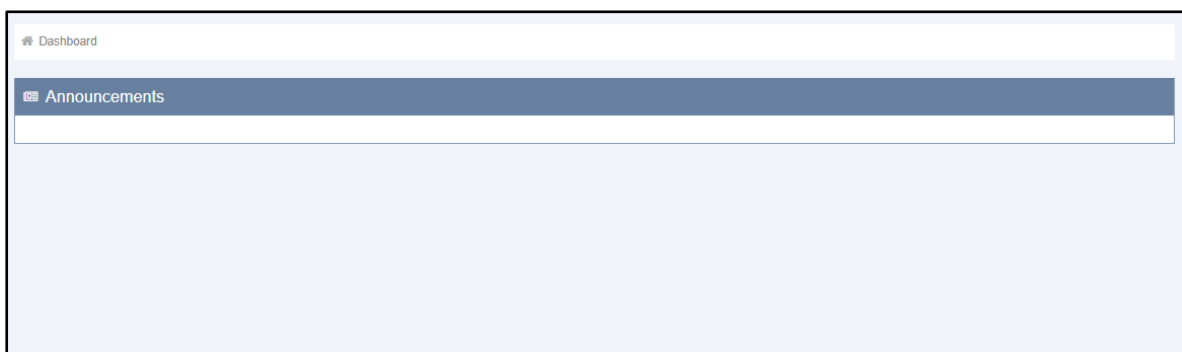
- **Main Section (in red)** – This displays any announcements which have been published to you.
- **Navigation Menu (in blue)** – This displays the various pages in SSI Student Portal and allows you to navigate between them.



*Picture Reference: Dashboard*

### **Main Section**

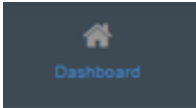



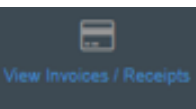



The **Main Section** will display the **announcements** which is published by SSI to you. Click the announcements to view them.



*Picture Reference: Main Section*

Navigation Menu

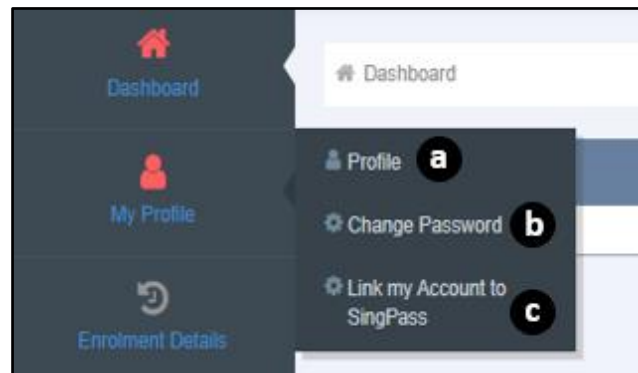
There are various sections menu and sub-menus for you to choose from via the **Navigation Menu**. Under the Navigation Menu, there are several icons used:

	Sections Menu	Sub-menus
The various sections menu is classified as follows:		<i>There is no sub menu for Dashboard</i>
		<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>
		<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>
		<ul style="list-style-type: none"> <li>• <a href="#">Outstanding Payment</a></li> <li>• <a href="#">Statement of Account</a></li> </ul>
		<ul style="list-style-type: none"> <li>• <a href="#">Invoices</a></li> <li>• <a href="#">Receipts</a></li> </ul>
		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> .
		<i>There is no sub menu for Evaluation</i>
		<i>There is no sub menu for Log Out</i>

## **My Profile**

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

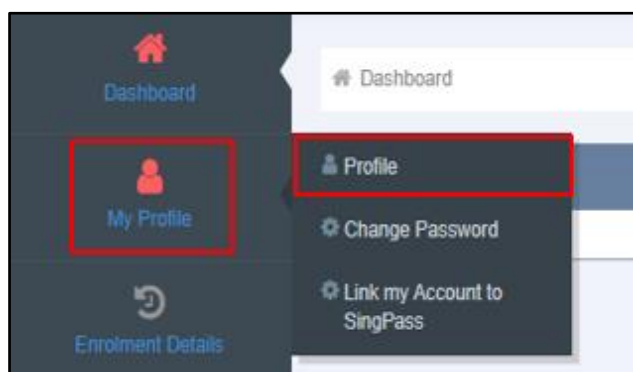
- a. [Profile](#): To view and edit your profile details (applicable for contact and mailing address details only).
- b. [Change Password](#): To change your login’s password.
- c. [Link my account to SingPass](#): To link your Credential account to your SingPass.



*Picture Reference: Navigation Menu*

## Profile

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



Picture Reference: Navigation Menu

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

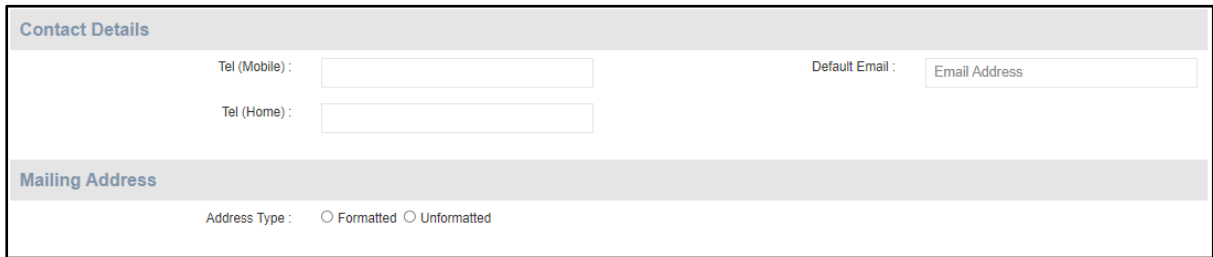
*Note: Changes can only be done for “Contact Details” and “Mailing Address”. For Personal Particulars, you will only be able to edit at the point of registration.*

A screenshot of a user profile page. At the top left is a circular profile picture placeholder. To its right, the text 'Full Name : ID Number :' is displayed. Below this is a section titled 'Personal Particulars' with a light blue header. The form contains several fields: 'Date of Birth' with a calendar icon, 'Preferred Language' with a dropdown arrow, 'Citizenship' with a dropdown arrow, 'Highest Language Proficiency' with a dropdown arrow, 'Race' with a dropdown arrow, 'Highest Qualification Level' with a dropdown arrow, 'Nationality' with a dropdown arrow, 'Highest Qualification Name' with a text input field, 'Gender' with radio buttons for 'Male', 'Female', and 'Not Applicable', and 'Salary Range' with a dropdown arrow. At the bottom of the form is a question 'Are you currently a Trainer?' with radio buttons for 'Yes' and 'No'. Below the form is a section titled 'PERSONAL DATA PROTECTION ACT (PDPA)' with a light blue header. It contains two bullet points: '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.' and 'Photographs and videos taken during the course/ event may also be used for marketing and publicity purposes. Non-identifiable data may be shared for the purpose of research, service improvement or for any other purpose prescribed or permitted under Singapore law.'

Picture Reference: Profile

Edit contact / mailing address details

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



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

*Picture Reference: Profile*

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



This screenshot is identical to the previous one, but with red rectangular boxes highlighting the 'Tel (Mobile):', 'Tel (Home):', 'Default Email: Email Address', and 'Address Type: Formatted' input fields.

*Picture Reference: Profile*

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

Formatted (*preferred option*):



The screenshot shows the 'Formatted' address input fields. At the top, 'Address Type:' has 'Formatted' selected with a blue radio button. Below are several input fields: 'Blk #:', 'Street Name:', 'Floor-Unit:' (with a hyphen between two boxes), 'Building:', 'Postal Code:', and 'Country:' (with a dropdown arrow).

*Picture Reference: Profile*

Unformatted:



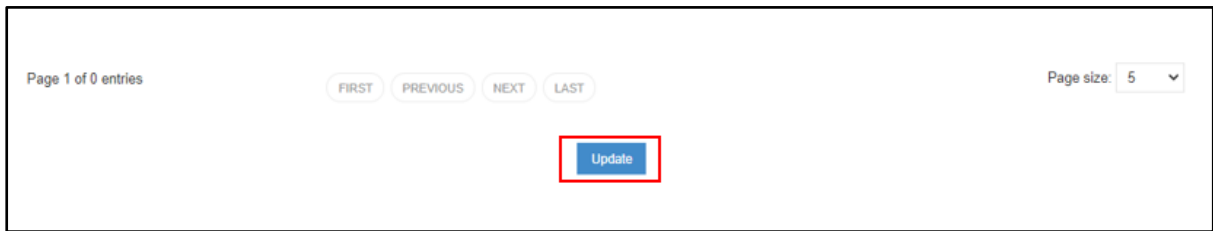
The screenshot shows the 'Unformatted' address input fields, which consist of three stacked, empty text input boxes.

*Picture Reference: Profile*



Version 1.2 (Updated: 28 Mar 2022)

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

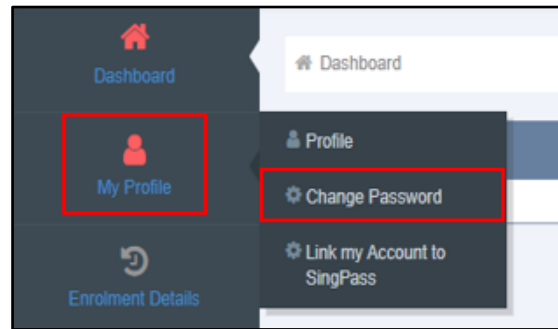


*Picture Reference: Profile*

## Change Password

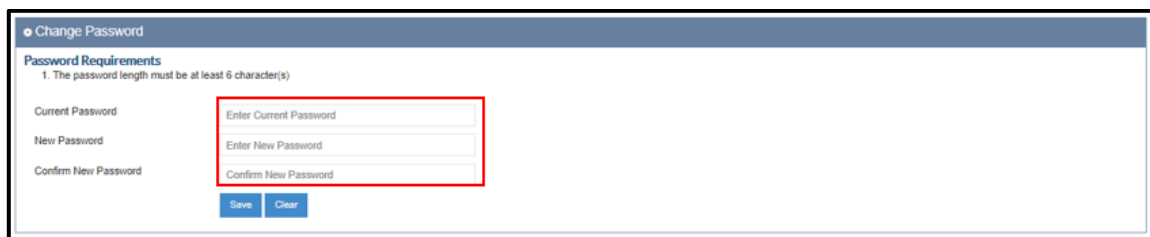
*Note: This is applicable only if you are using Credential login.*

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

*Picture Reference: Change Password*

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

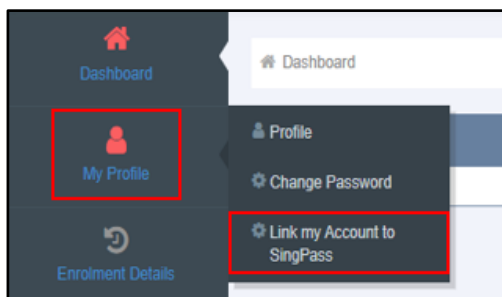
A screenshot of the 'Change Password' form, identical to the previous one. In this version, the 'Save' button at the bottom left of the form is highlighted with a red rectangular box.

*Picture Reference: Change Password*

## Linking account to Singpass

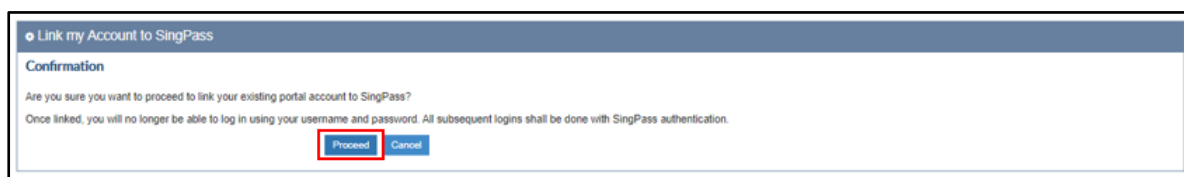
You are strongly encouraged to link your Login Credentials to your SingPass account. Upon successful linking, you will no longer need to login using your username and password.

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



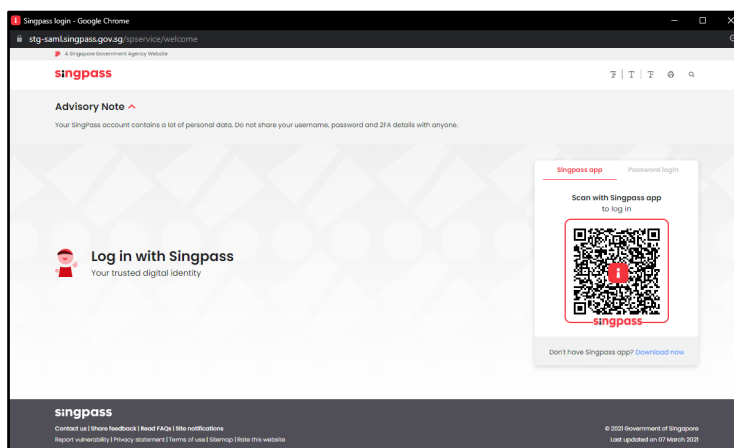
Picture Reference: Navigation Menu

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

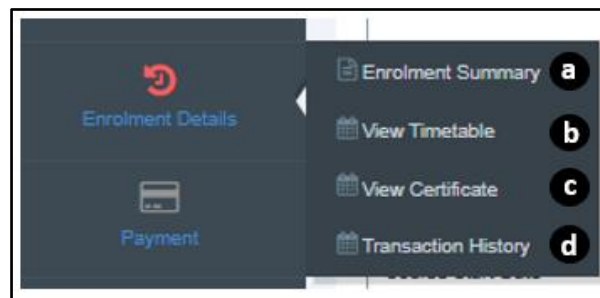
Step 4: Click [here](#) for **desktop login** OR click [here](#) for **mobile login**.

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:

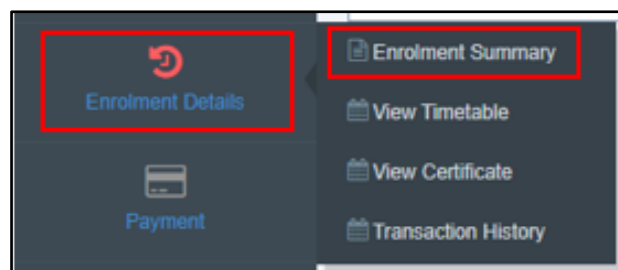
- a. **Enrolment Summary:** To view your enrolment histories
- b. **View Timetable:** To view your timetable
- c. **View Certificate:** To view your certificate
- d. **Transaction History:** To view your transaction history on the enrolment transaction requests you have made



*Picture Reference: Navigation Menu*

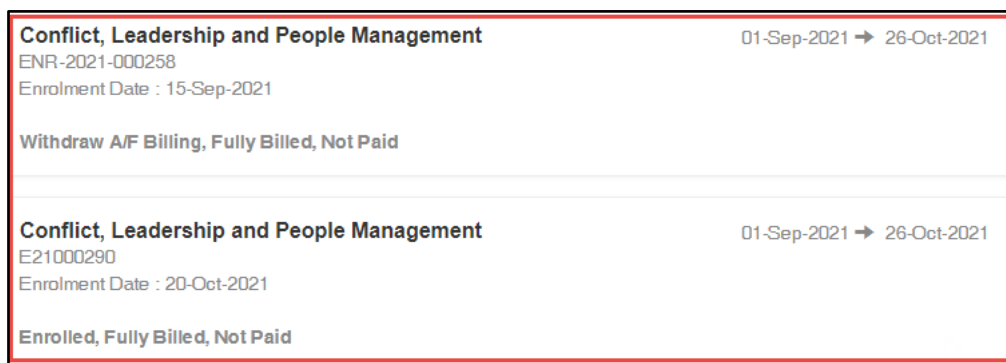
## ***Enrolment Summary***

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



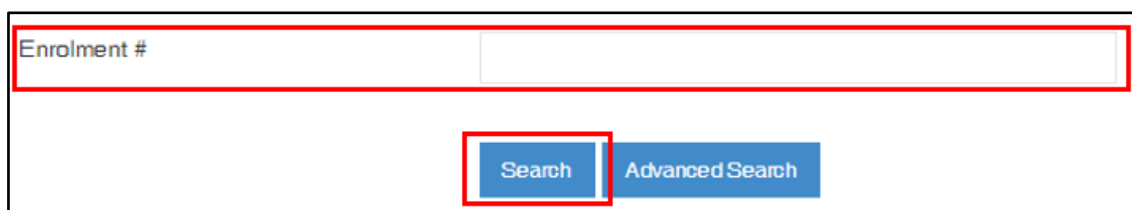
*Picture Reference: Navigation Menu*

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



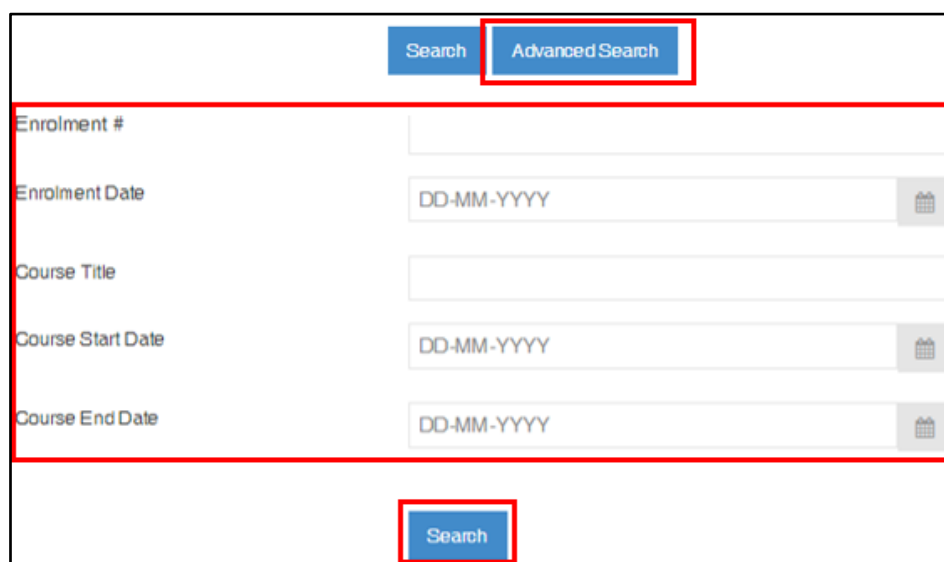
Picture Reference: Enrolment Summary

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



Picture Reference: Search Enrolment

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



Picture Reference: Search Enrolment

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

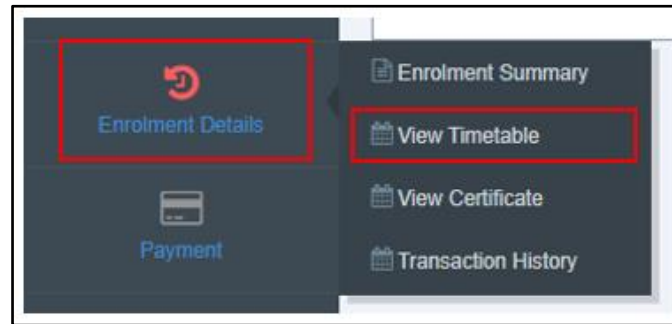
- **View Module (Applicable for programme enrolment only)**

<b>Certificate in Business Fundamentals</b>	01-Oct-2020 → 29-Apr-2022	<a href="#">Action</a>
ENR-21-000195		
Enrolment Date : 12-Apr-2021		<a href="#">View Module</a>
Withdraw A/F Billing, Fully Billed, Not Paid		

*Picture Reference: Enrolment Summary*

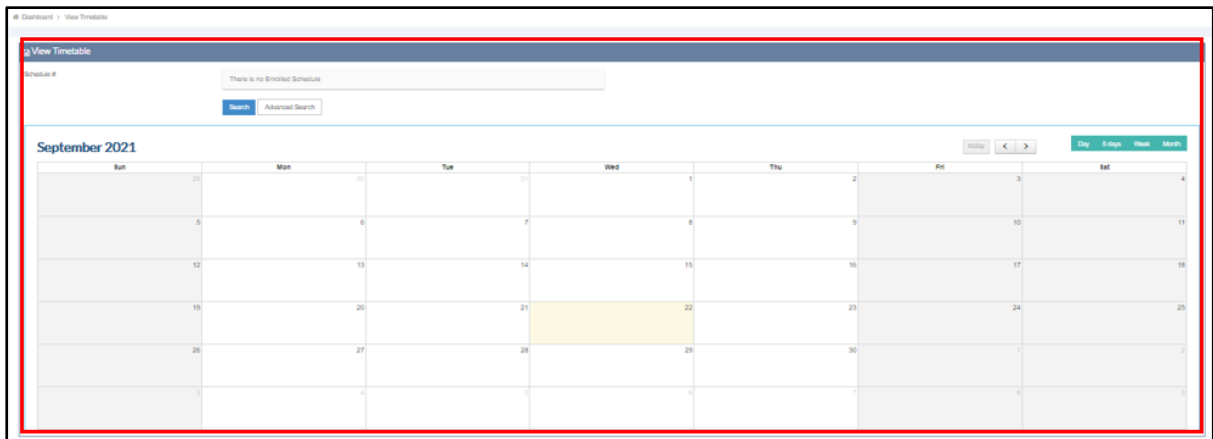
## View Timetable

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



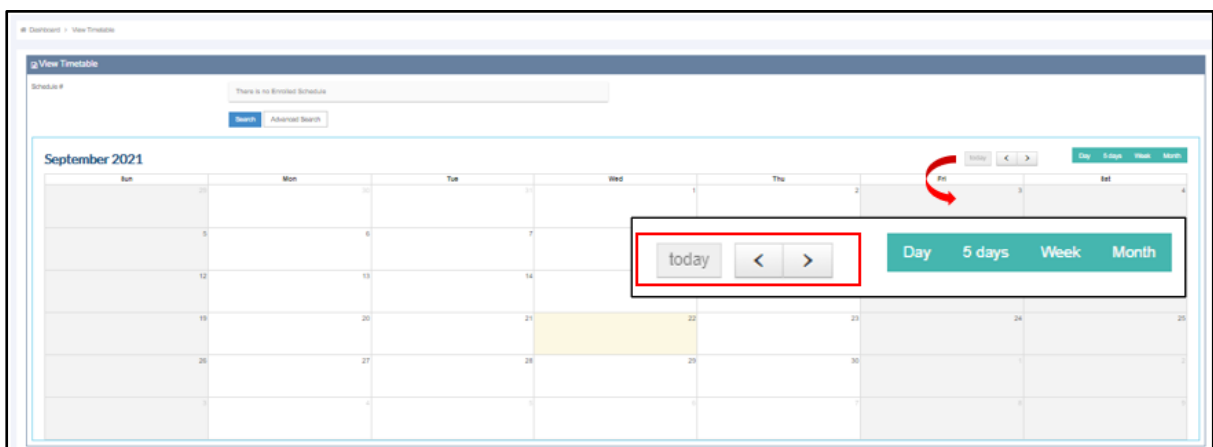
*Picture Reference: Navigation Menu*

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



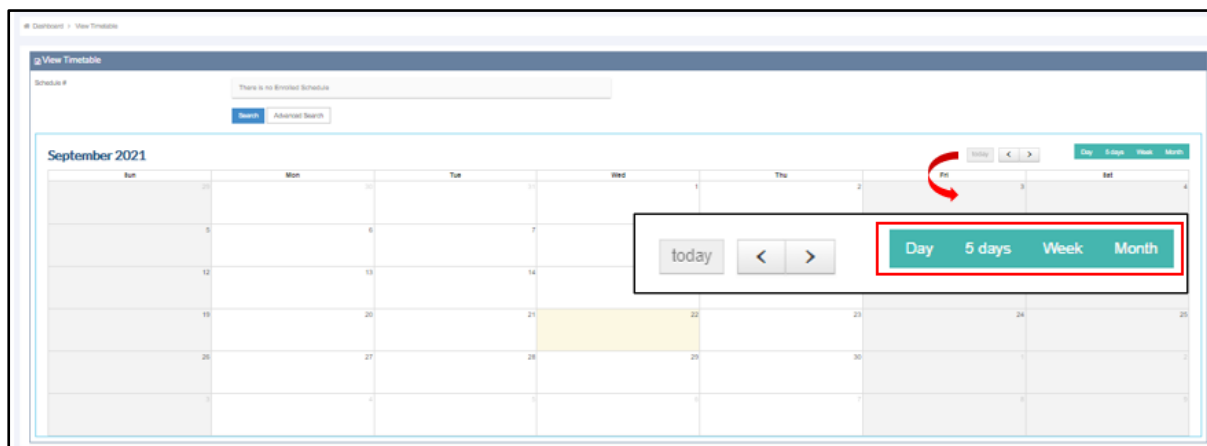
*Picture Reference: View Timetable*

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



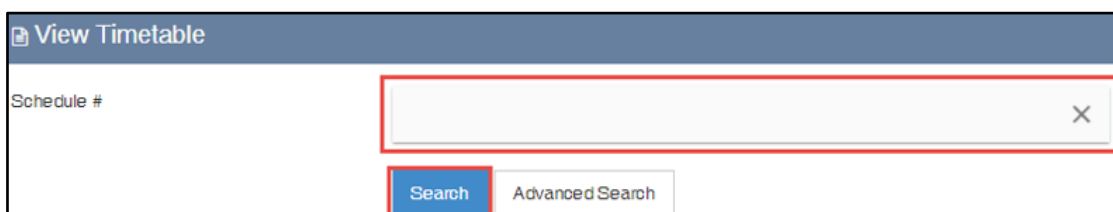
*Picture Reference: View Timetable*

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



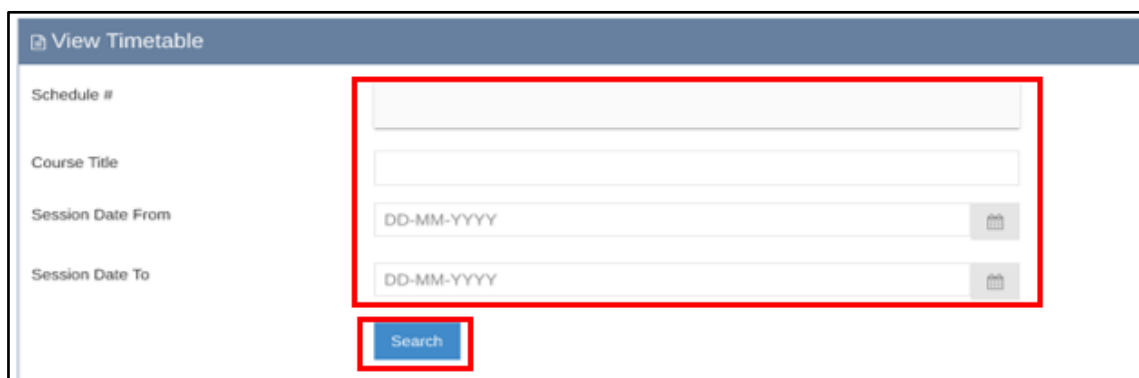
Picture Reference: View Timetable

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



Picture Reference: Search Schedule

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

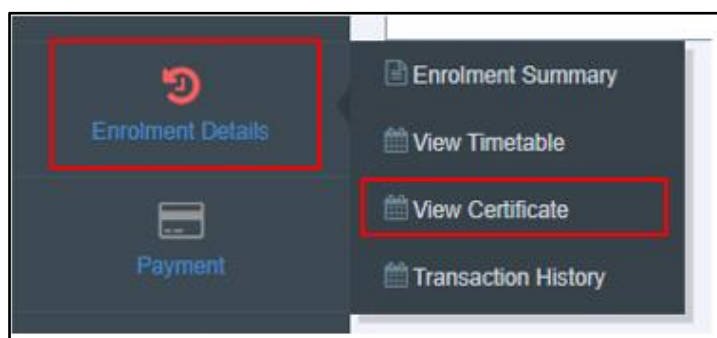


Picture Reference: View Timetable



## View Certificate

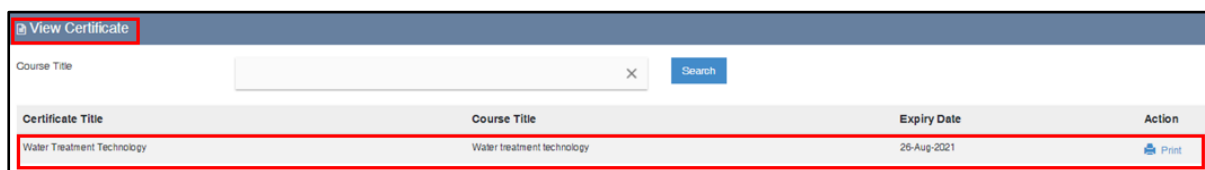
Step 1: To view your certificate, go to **'Enrolment Details'** and click on **'View Certificate'** from the **'Navigation Menu'**.



Picture Reference: Navigation Menu

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

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



Picture Reference: View Certificate

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



Picture Reference: Search Certificate

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

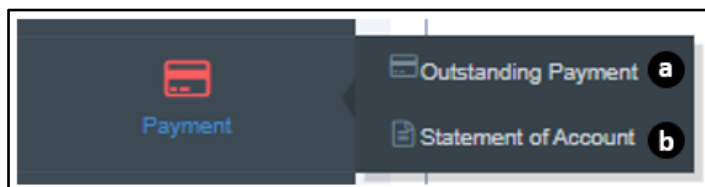


Picture Reference: Print Certificate

## Payment

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

- a. [Outstanding Payment](#): To view all your outstanding payment
- b. [Statement of Account](#): To view all your finance transaction records

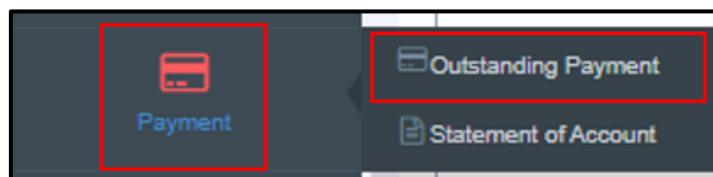


Picture Reference: Navigation Menu

## Outstanding Payments

### To view outstanding payment

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



Picture Reference: Navigation Menu

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

Outstanding Payment	
<input type="checkbox"/> Outstanding Payment Detail	Balance (\$)
<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.

<input type="checkbox"/> 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>	<b>1,174.67</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	

*Picture Reference: Outstanding Payments*

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

<input type="checkbox"/> ENR No : ENR-0049199 - Inv No : INVI-10-11-0000006	Balance (\$)
<input type="checkbox"/> Invoice Date : 11-Oct-2021 - Invoice Type : <b>Tax Invoice (Course)</b> - Billing Schedule # : BIL-21-Oct-000000124 - Invoice Status : <b>Approved</b>	<b>2,568.00</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	

Page 1 of 1 entries

FIRST PREVIOUS 1 NEXT LAST

Page size: 5

**Make Payment**

*Picture Reference: Outstanding Payments*

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

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

Step 5: Click **'Proceed to Payment'**.

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

	Amount (\$SGD)
Tuition Fee Before GST	60.00
Less SG Funding	540.00
Add Tuition Fee GST	4.20
Tuition Fee After GST	64.20
<b>Total:</b>	<b>64.20</b>
Total Existing CN	0.00
Total Existing CN	0.00

Total Amount Payable \$ 64.20

Choose Payment Mode

VISA

Proceed to Payment

*Picture Reference: Welcome to Online Payment*

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

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

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

Wednesday, 17 October 2019

**eNETS**

Consumer **eNETS**

Data Protection Policy  
Terms of Use  
Security Guidelines  
Customer service

**credit/debit card payment**

If you are using a pop-up blocker, please add the following that as your allowed sites. Otherwise, the relevant transaction page from the banks may not be displayed, or your transaction request may not be completed.

1. www.anets.ag

**TRANSACTION INFORMATION**

Merchant Name  
Merchant Reference Code  
NETS Reference Code  
Amount

MCR-181017-0013  
20181017194228011  
90024638.00

**Important notice: Please note down the transaction information in this section just in case you need to raise any query on this transaction.**

**CREDIT/DEBIT CARD INFORMATION**

Name on Card [France]  
Card Number [6111111111111111]  
Please note that the Credit Card Number should be 13 or 16 digits. Please input your card number without space or dash.  
CVV [123] [What is CVV/CVV2/CID]  
CVC2  
Expiry Date [December] [2020] (eg: 2018)

I have read, understood and accepted the following:  
- The return & refund policy for the purchase of relevant products / services.  
- The collection, use, disclosure and sharing of this information, which to the best of my knowledge and belief is true and accurate and is for purposes reasonably required to process my application which are set out in NETS' Data Protection Policy.

**SUBMIT** **CANCEL**

Picture Reference: eNETS Page

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

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

**Welcome to Online Payment**

**Payment Successful!**

Course Name : Aesthetics & Creative Expression  
Receipt No : MRCP-2019-00021 |  
Transaction Date : 22-Mar-2019

Payment Summary

Net Payable(\$)	Amount
10.70	10.70

Transaction Ref Code : 20190322095301902

Please print or save a copy of your receipt for your reference.

Please call 69047327 and quote the Transaction Reference Code in the pop up screen for assistance.

Picture Reference: Welcome to Online Payment

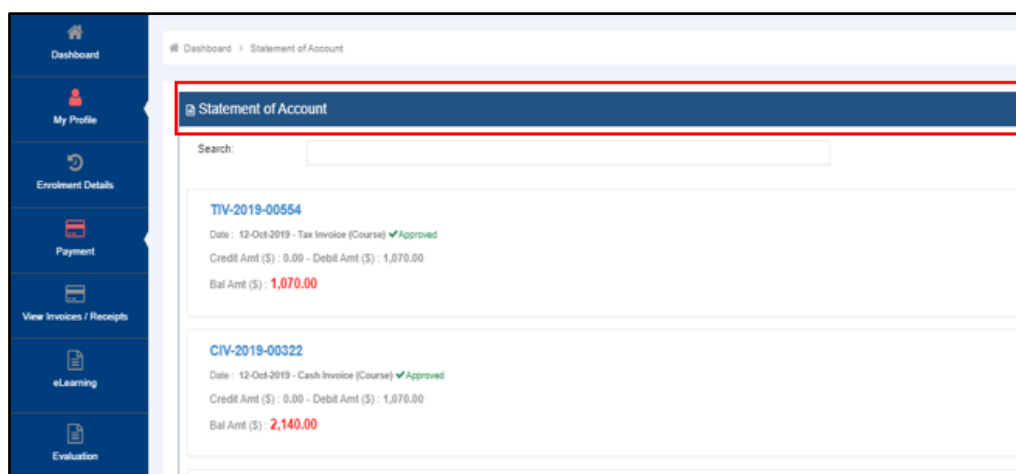
## Statement of Account

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



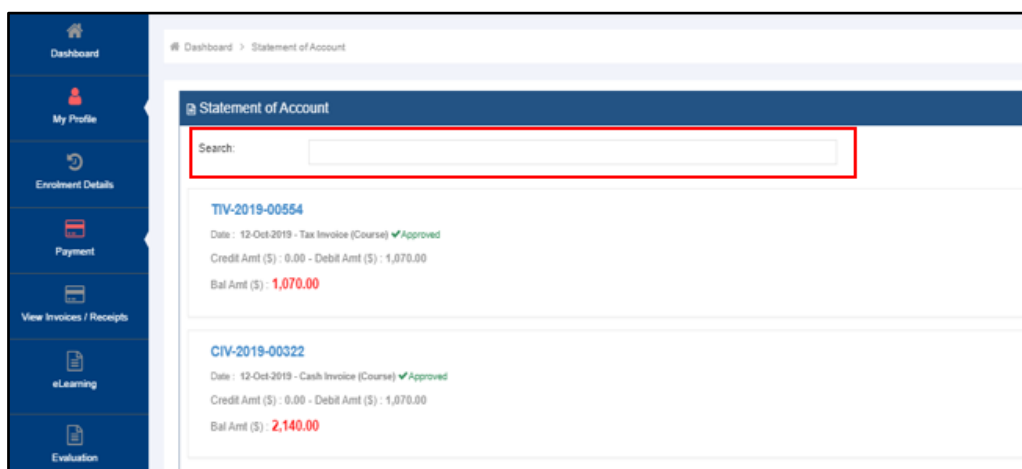
Picture Reference: Navigation Menu

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



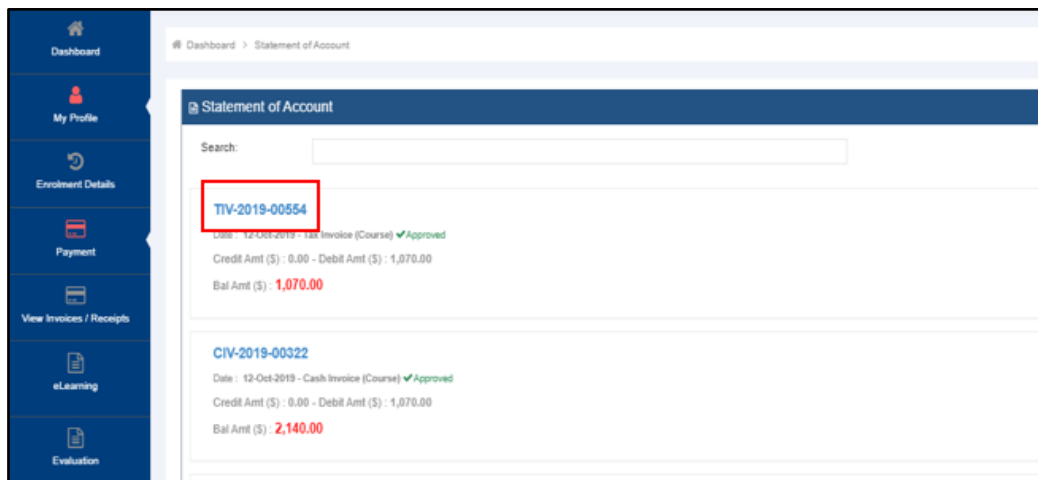
Picture Reference: Statement of Account

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'**.

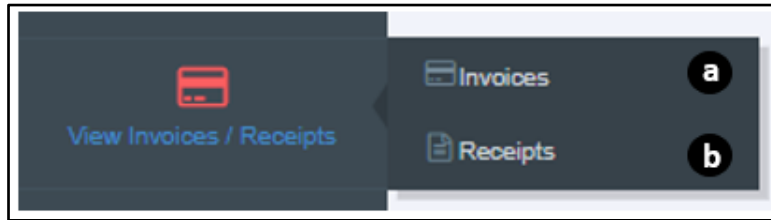


*Picture Reference: Statement of Account*

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

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

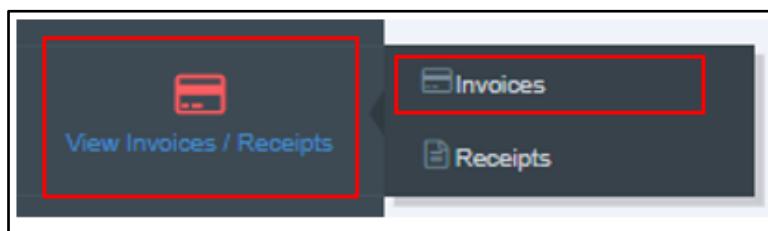
- a. [Invoices / Billing Reference No.](#): To view all your approved invoices.
- b. [Receipts](#): To view all your posted receipts.



*Picture Reference: Navigation Menu*

## Invoices

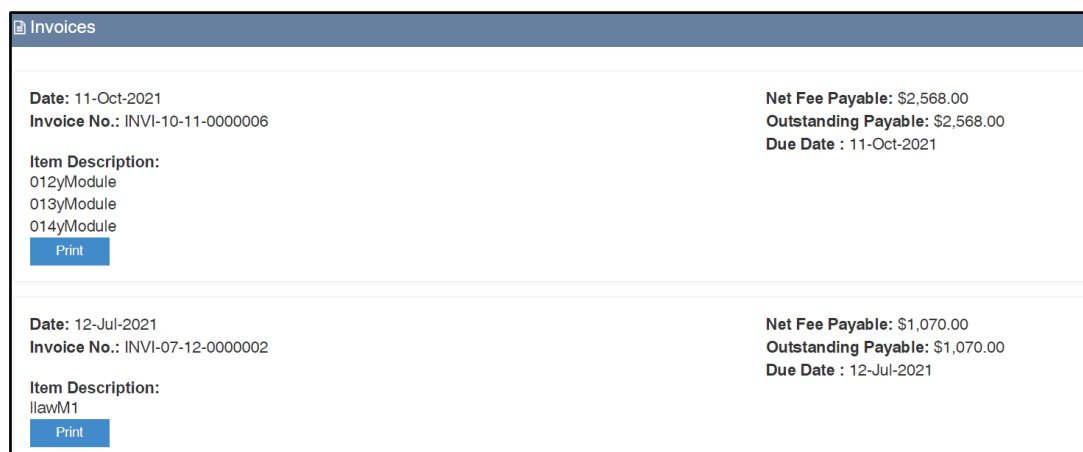
Step 1: To view your approved invoices, go to **'View Invoices / Receipts'** and click **'Invoices'** from the **'Navigation Menu'**.



Picture Reference: Navigation Menu

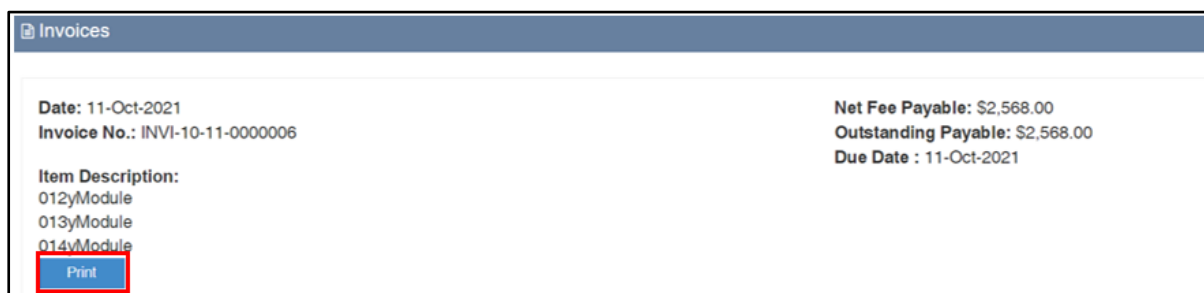
Step 2: You will be redirected to the **'Invoices'** page. The following details will be reflected in the page,

- Invoice details
- Fee details
- Invoice due date details



Picture Reference: Print Invoice

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

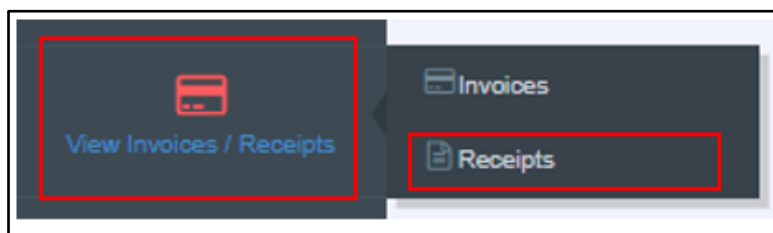


Picture Reference: Print Invoice



## Receipts

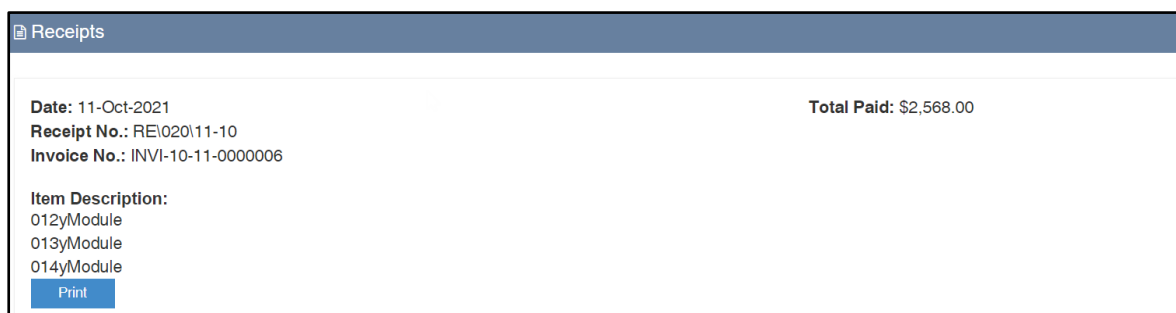
Step 1: To view your posted receipts, go to **'View Invoices / Receipts'** and click **'Receipts'** from the **'Navigation Menu'**.



Picture Reference: Navigation Menu

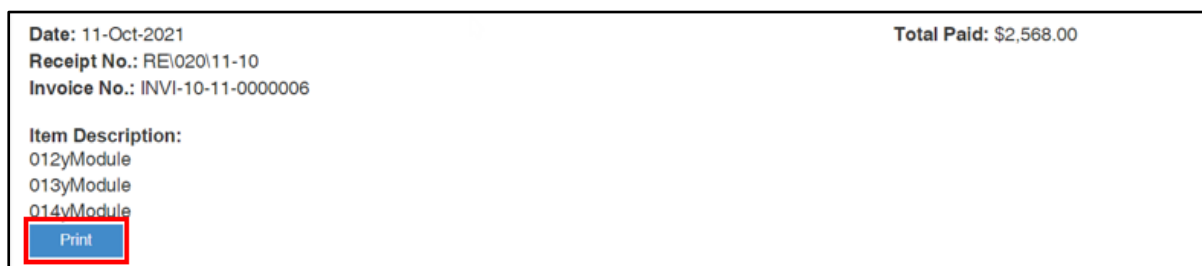
Step 2: You will be redirected to the **'Receipts'** page. The following details will be reflected in the page,

- **Receipt details**
- **Fee details**



Picture Reference: Print Receipt

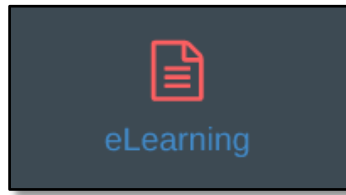
Step 3: To print your receipt of choice, click **'Print'** that is below the title of the chosen receipt.



Picture Reference: Print Receipt

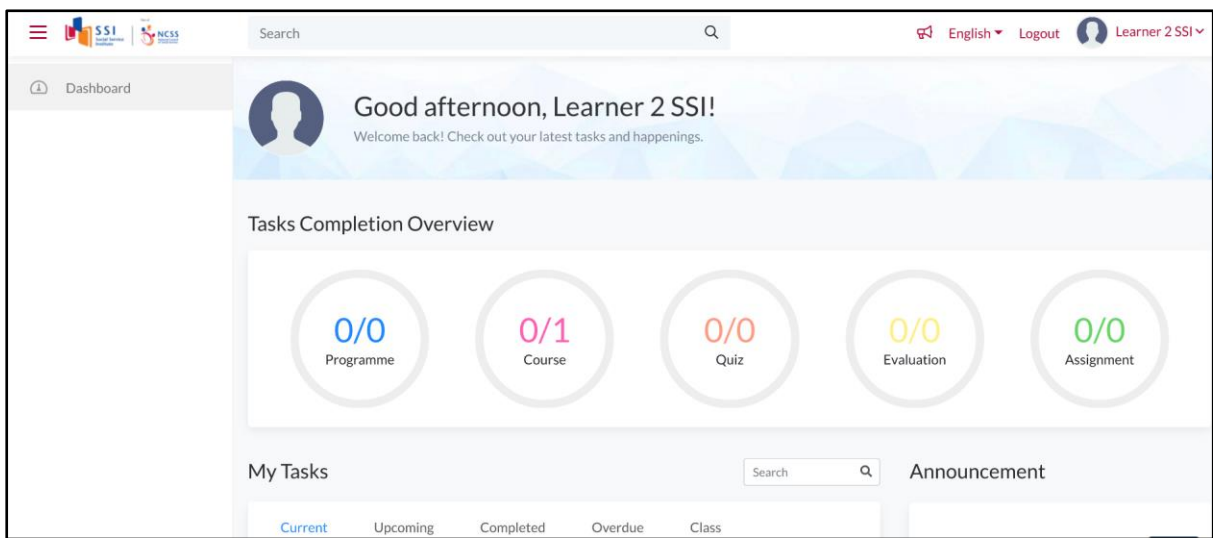
## **e-Learning**

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.



*Picture Reference: Dashboard*

## **Navigating the LMS Portal**

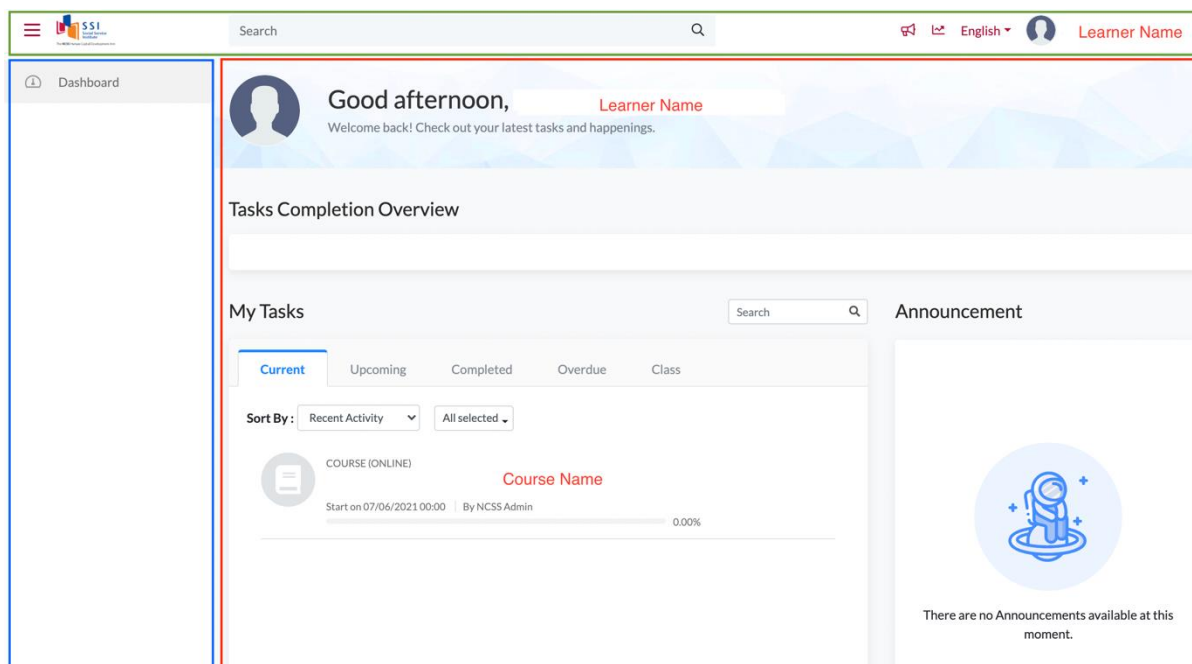
This section shares with you some key features and guide you on how to navigate around the LMS Portal.

### ***Dashboard***

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

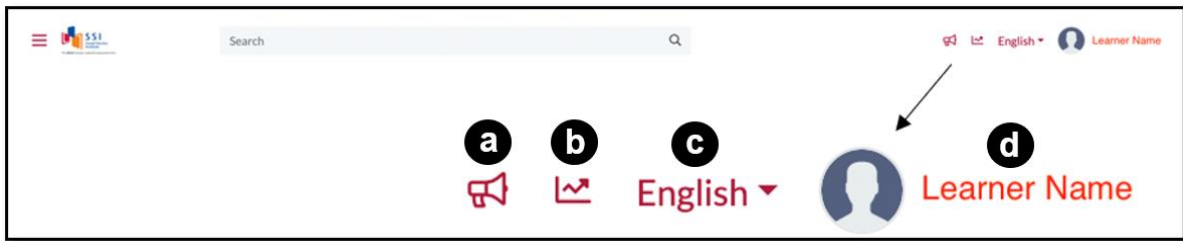
- **Top Panel (in green)** – From this panel, you will be able to amend your personal information, change the display language (*English or Simplified Chinese*) and view any announcements shared with you. You will also be able to hide and view the Navigation Panel.
- **Navigation Panel (in blue)** –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

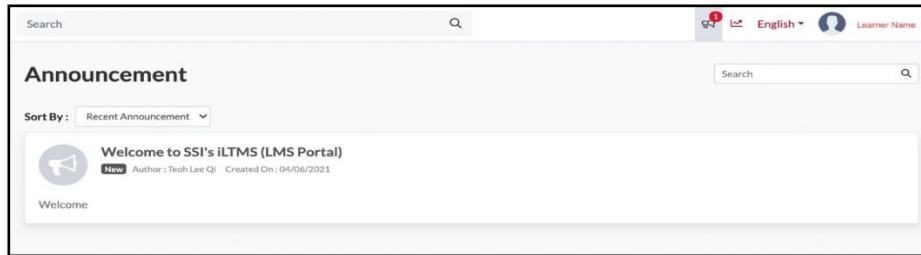
- a. **Private Announcements:** View any Private Announcements
- b. **Learning Progress Reports:** View your Learning Progress Reports
- c. **Display Language:** Change your preferred display language
- d. **User Account:** Change your account related information

### Private Announcement

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

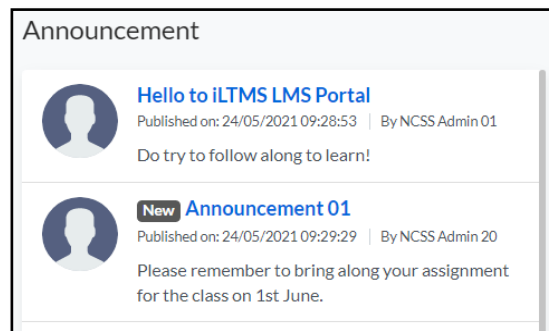
Step 1: To view the private announcements, click on the “**Announcement**” icon on the top panel (icon a above). You will see a list of announcements from SSI to you.

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).

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**”.

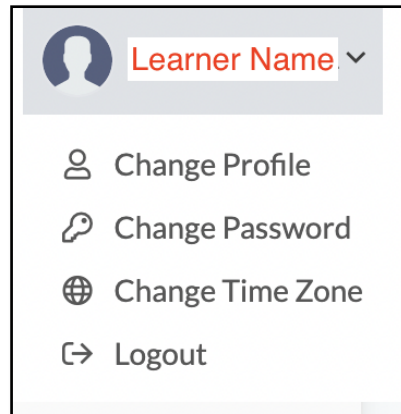
Step 4: You can then choose to view the report online or export it into excel by clicking “**Export to Excel**”. An excel file will be downloaded.

### 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:

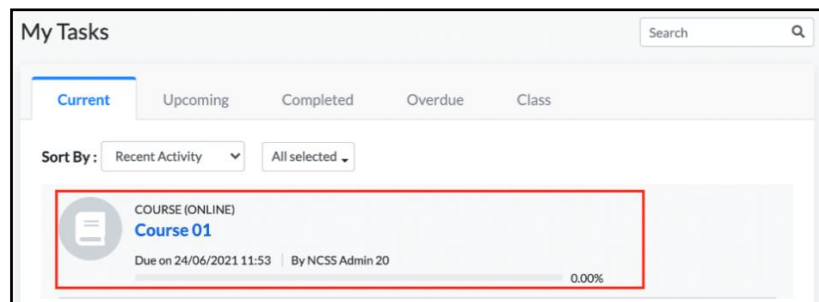
- **Change Profile:** This allows you to update your registered email address, change password, update on any interests, and add a profile picture.
- **Change Password:** This allows you to change your password in the LMS Portal.
- **Change Time Zone:** This allows you to change your time zone.
- **Log 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**”.



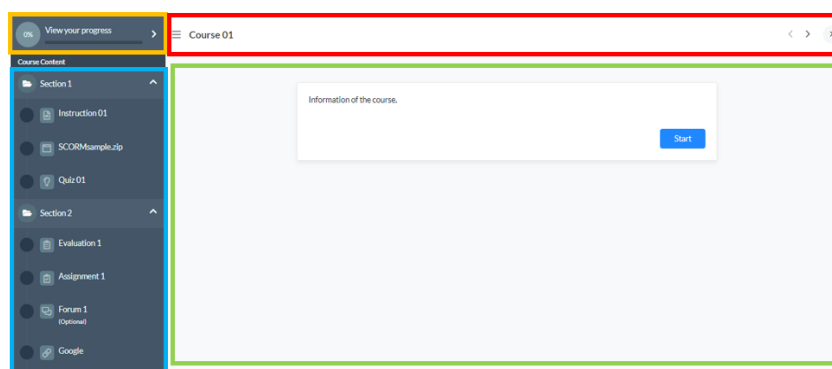
Picture Reference: Main Panel

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.

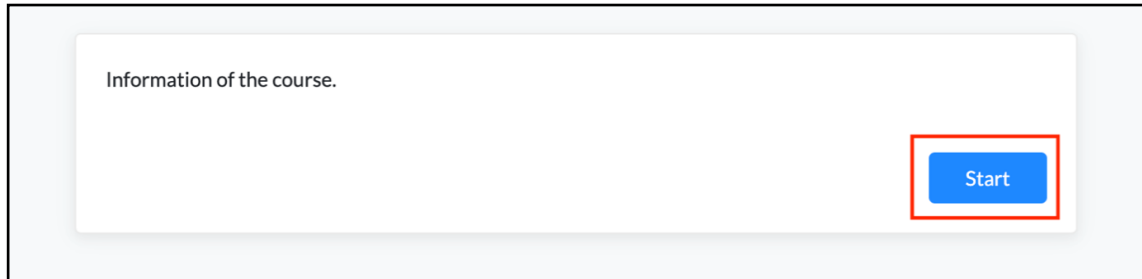


Picture Reference: Course Main Page

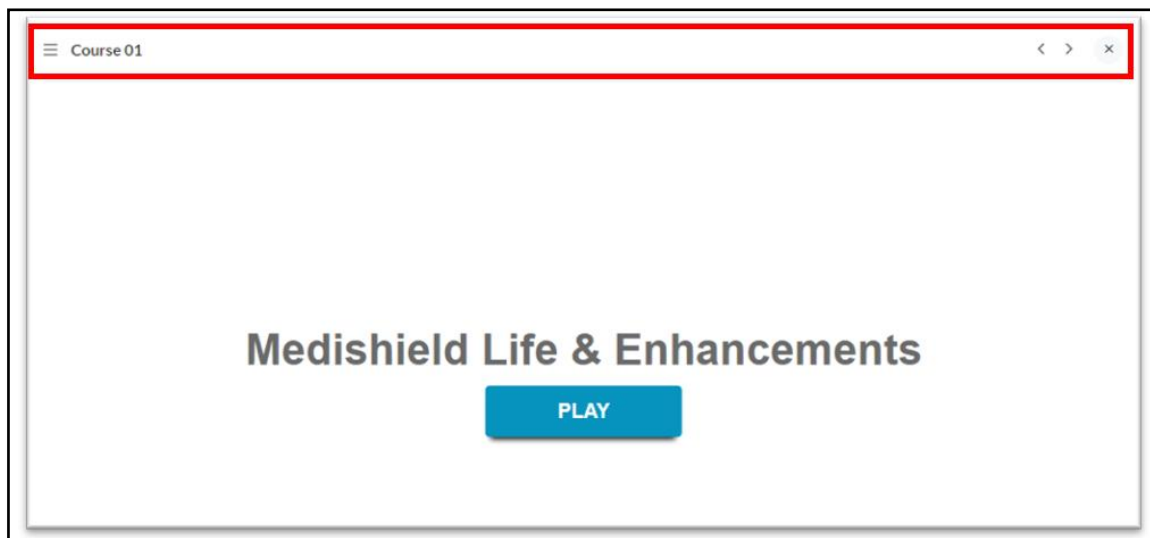
## **Main Section**

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**.

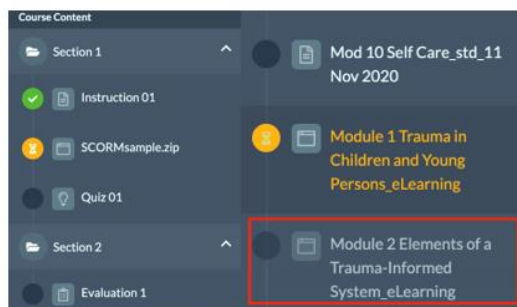


*Picture Reference: Icons on Top Bar*

## 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**.



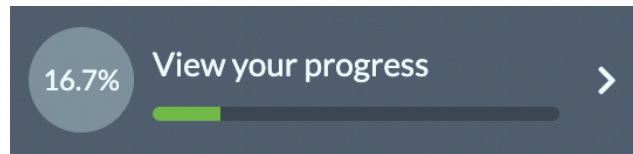
Picture Reference: Navigation Menu

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

The various sections in the course are separated with the folder icon	
The course learning materials are classified as follows:	Documents
	E-Learning Activity
	Video
	Quiz
	Forum Activity
	Assignment
The completion status of each learning content will be stated as follows:	Not Attempted
	Incomplete
	Completed

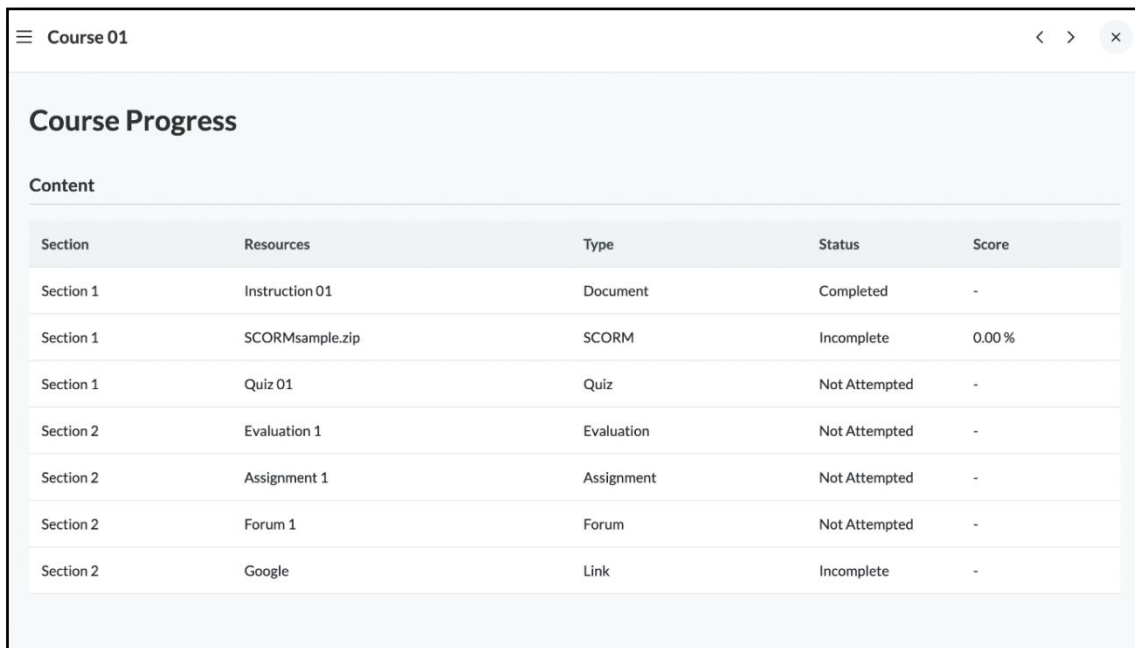
### Course Progress Indicator

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



*Picture Reference: Course Progress Indicator*

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

A screenshot of a web application interface. At the top left, it says 'Course 01'. Below that is the title 'Course Progress'. Underneath is a section titled 'Content' which contains a table with the following data:

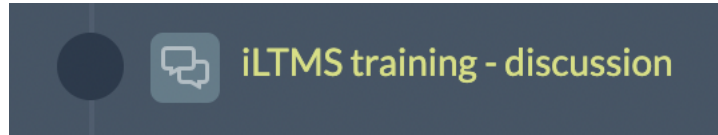
Section	Resources	Type	Status	Score
Section 1	Instruction 01	Document	Completed	-
Section 1	SCORMsample.zip	SCORM	Incomplete	0.00 %
Section 1	Quiz 01	Quiz	Not Attempted	-
Section 2	Evaluation 1	Evaluation	Not Attempted	-
Section 2	Assignment 1	Assignment	Not Attempted	-
Section 2	Forum 1	Forum	Not Attempted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

*Picture Reference: Course Progress Summary*

## **Contributing to Forum Discussion**

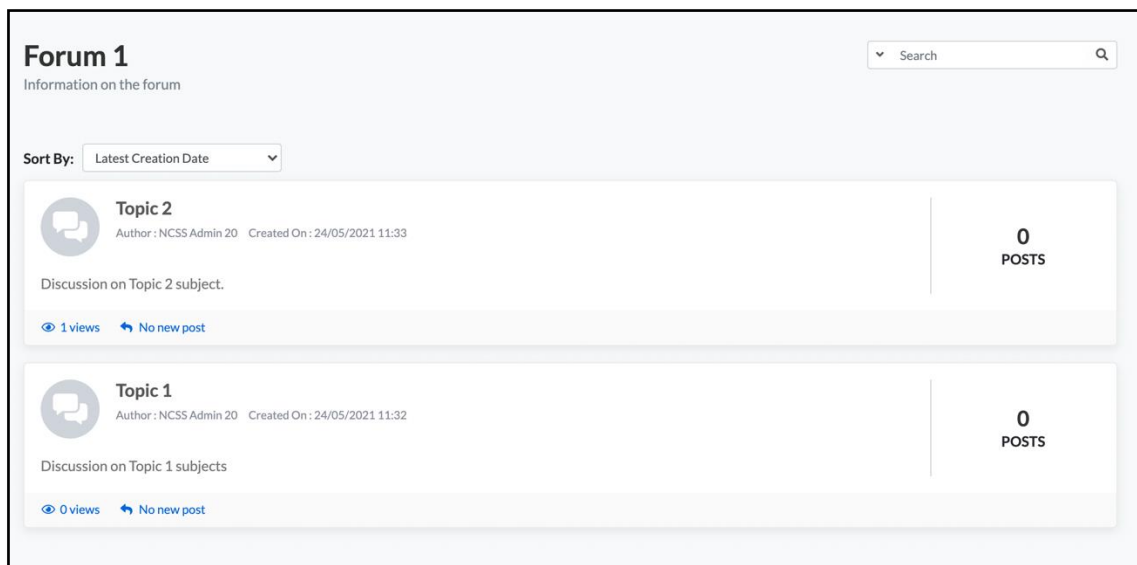
In some courses, you may be required to contribute to forum discussions. The forum discussions will be found within the course materials. To access the course, click [here](#).

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



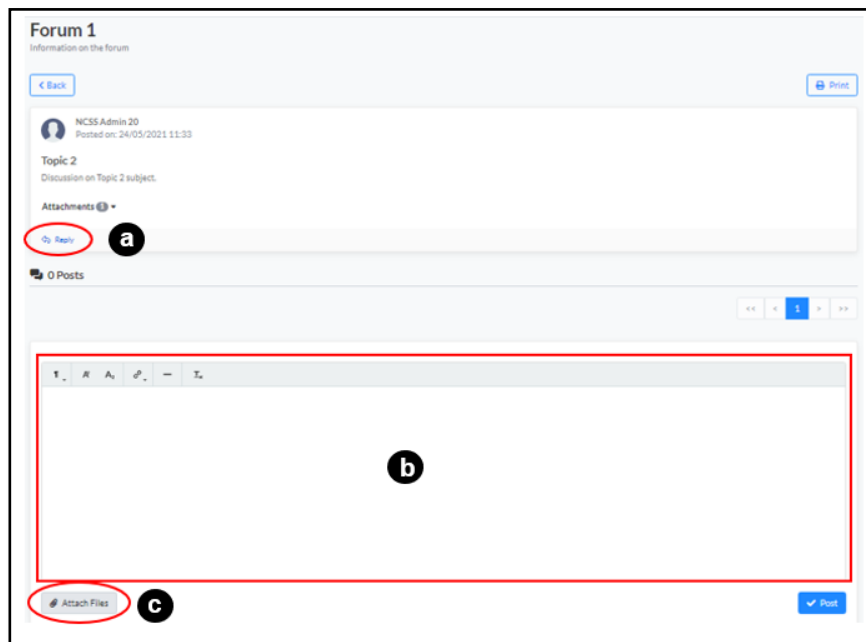
*Picture Reference: Forum Activity*

Step 2: Click on the Forum Topic to open.



*Picture Reference: List of Forum Topics*

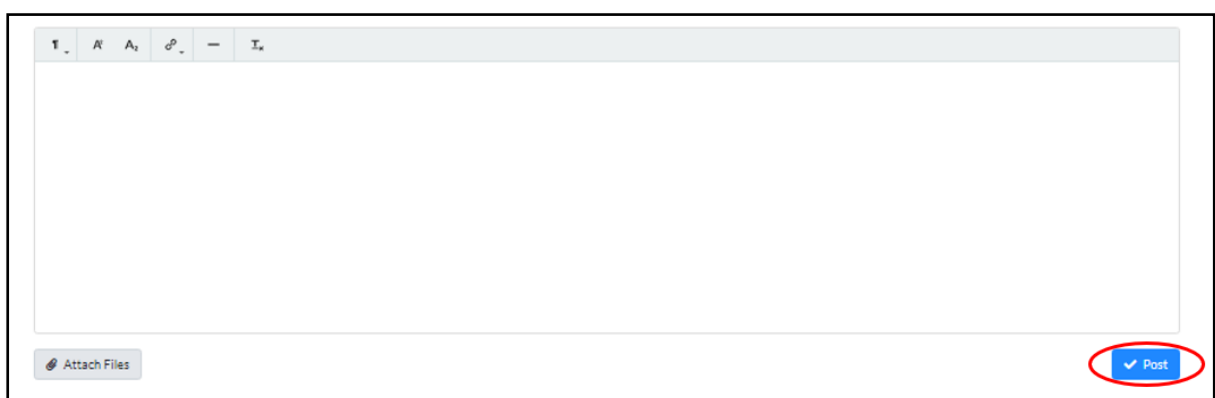
Step 3: A new page would open. Under this page, there are 3 sections you need to take note of:



*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.

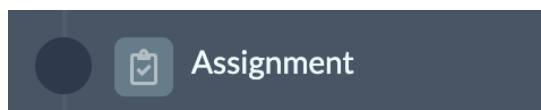


*Picture Reference: Posting on a Forum*

## **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.

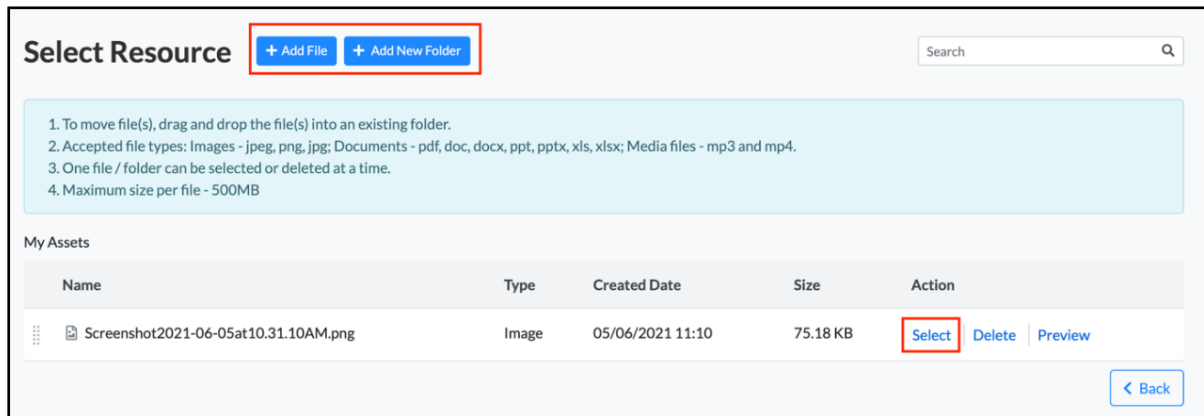
A screenshot of the assignment submission page. At the top, there is a header section with a clipboard icon, the title "Assignment", and metadata: "Author: NCS3 Admin 01 Created On: 05/06/2021 11:56". Below this is a red-bordered box containing the text "This is the assignment description". The main content area is divided into three sections: "Your Submission" (green border) containing a text input field with the placeholder "Enter your response."; "Your Attachments" (blue border) containing a "+ Add Attachment" button and the text "You are allowed to upload 3 files."; and a "No record(s)" message. At the bottom right, there is a blue "Submit" button with a white checkmark icon, which is circled in red.

*Picture Reference: Assignment Main Page*

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

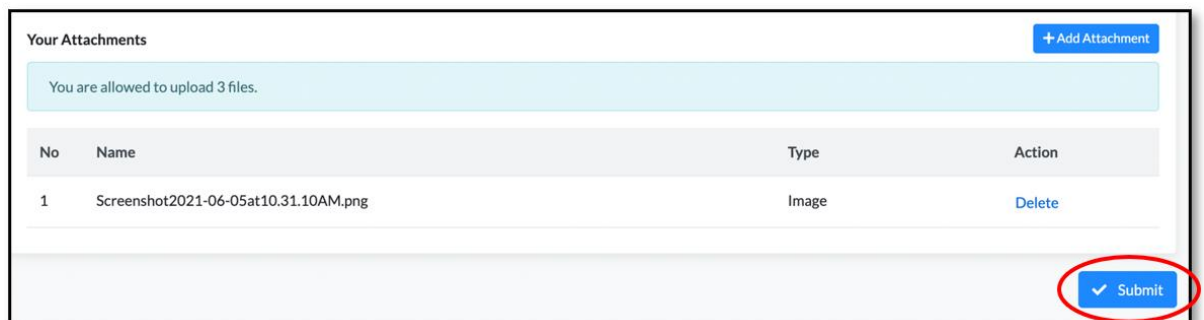
Step 6: Select the file to upload from your computer to upload.

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



Picture Reference: Select Resource

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



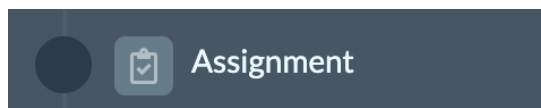
Picture Reference: Uploaded Assignment



## **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](#).

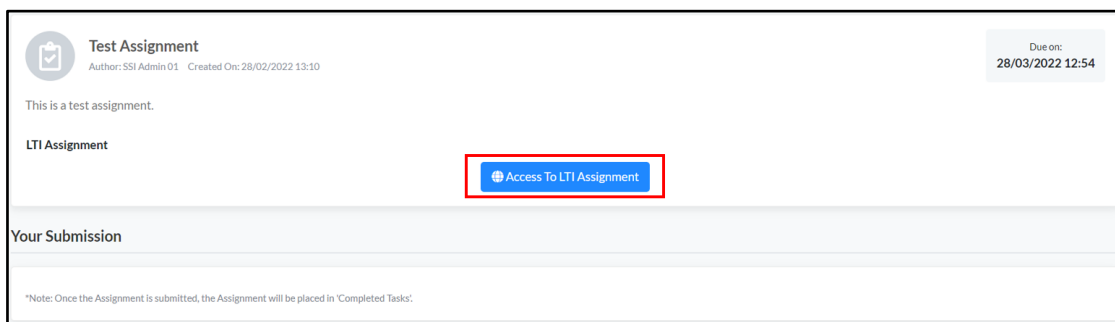
Step 1: Similarly, from the “**Navigation Menu**” in the “**Course Main Page**”, click on the **Assignment**.



*Picture Reference: Assignment*

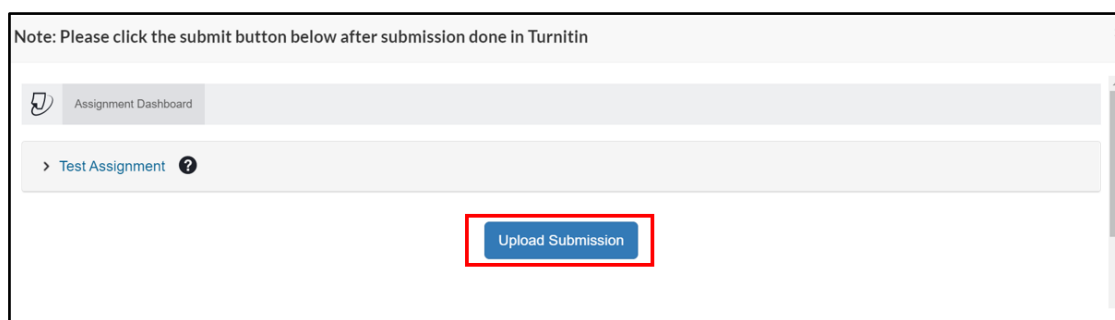
Step 2: A new page on a new tab would open, in this page click “**Access to LTI Assignment**”.

*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*

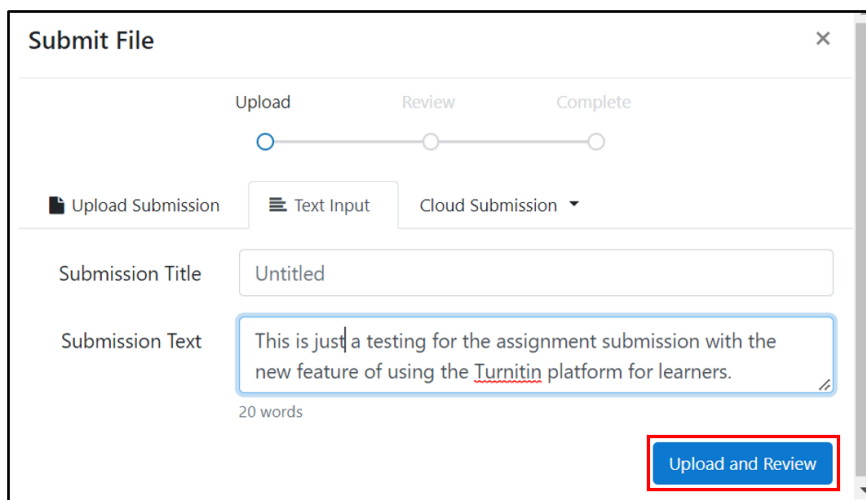
Step 4: Upload your assignment accordingly. There are three different types of submission.

**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*)

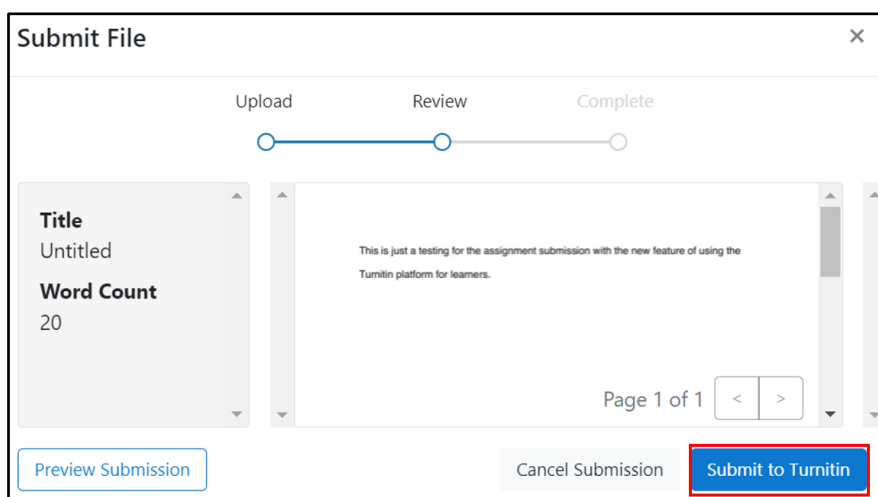
Step 5: Once uploaded, click “**Upload and Review**”.



*Picture Reference: Turnitin Pop-up*

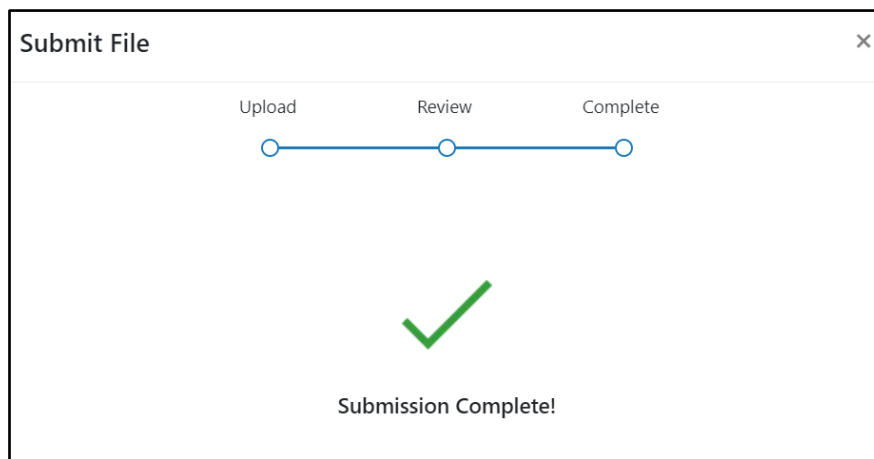
Step 6: Review your submission and click “**Submit to Turnitin**” to confirm your submission.

*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*

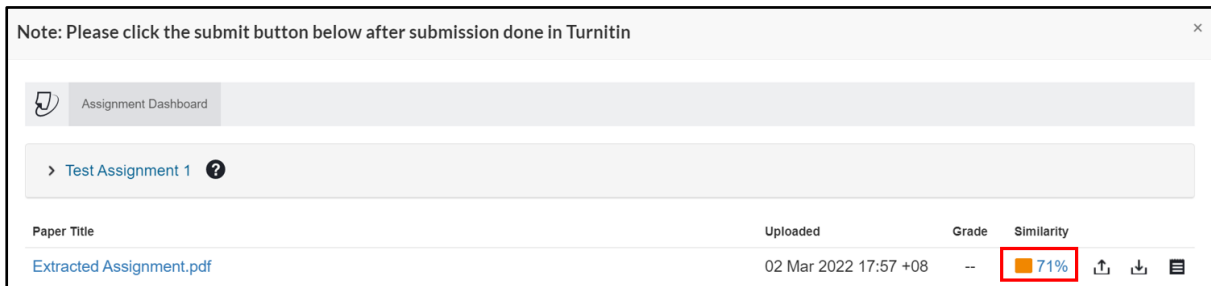
Step 8: Click “**Submit**”.

*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

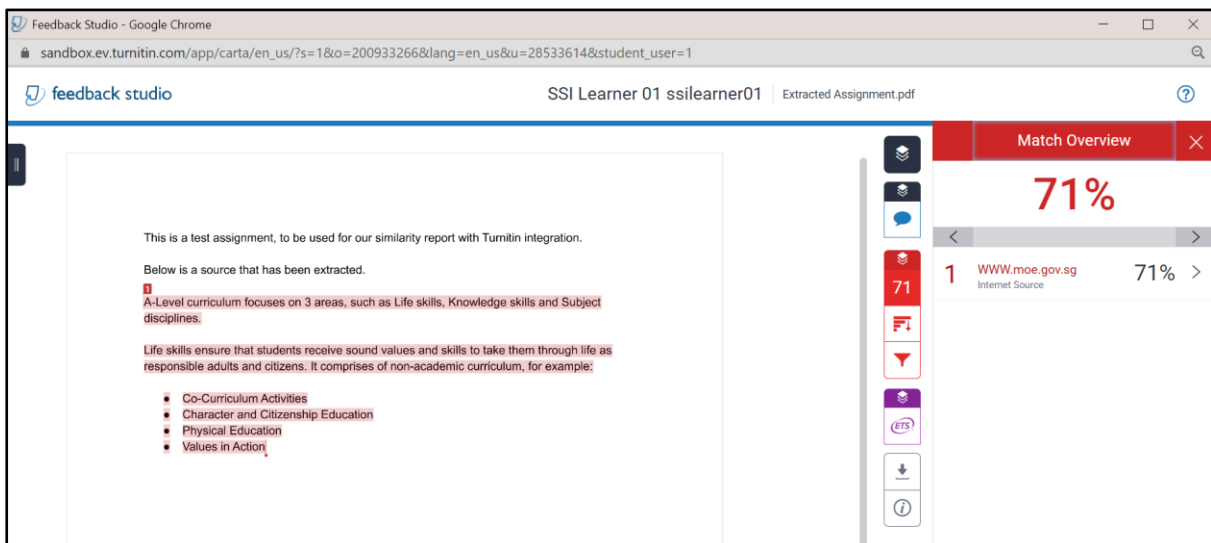
Once you have uploaded your assignment, you may be able to download a similarity report to be reviewed. Please take note of the settings for re-submission, e.g. whether resubmission is allowed till due date or whether only one submission is allowed

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:

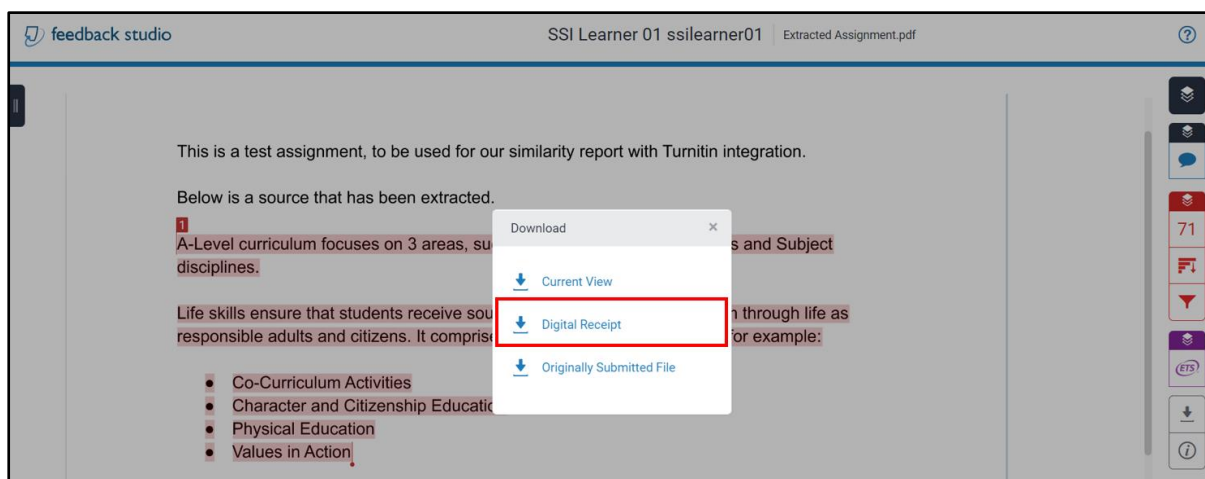
	<b>Instructor Feedback</b> <ul style="list-style-type: none"> <li>- You will be able to view the feedbacks that your trainer have provided</li> </ul>
	<b>Match Overview</b> <ul style="list-style-type: none"> <li>- You will be able to view the similarity score</li> </ul>
	<b>All Sources</b> <ul style="list-style-type: 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.

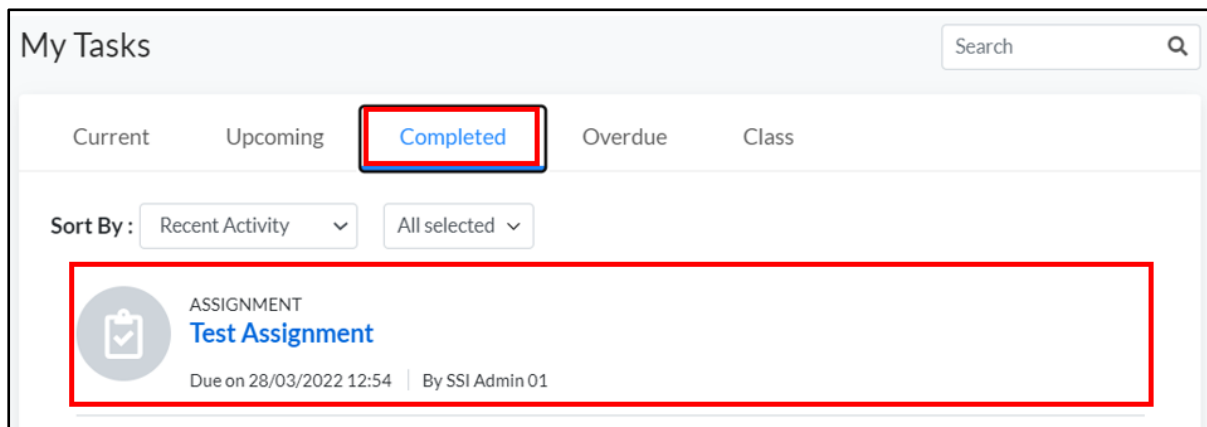


Picture Reference: Turnitin Feedback Studio

## Resubmit Assignment on Turnitin

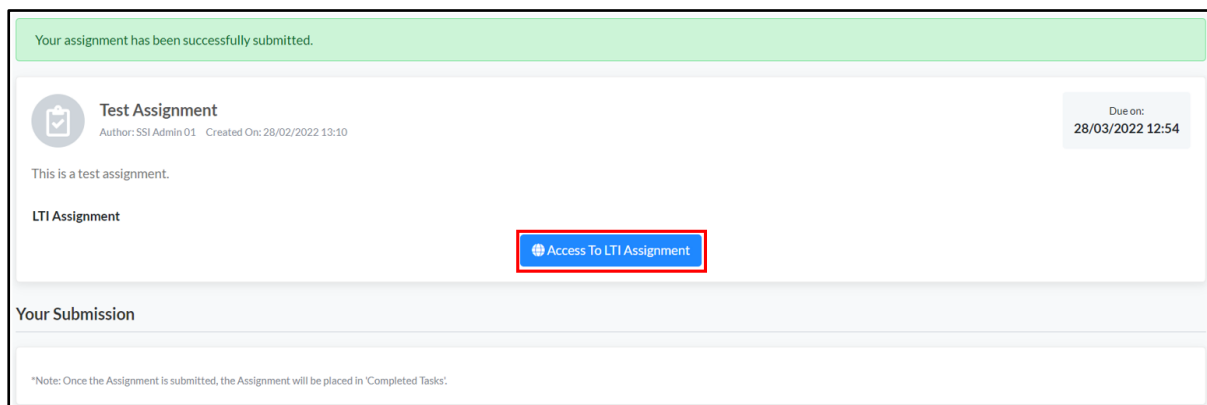
Step 1: To resubmit assignment, click the assignment under the “**Completed**” tab from “**My Tasks**”.

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



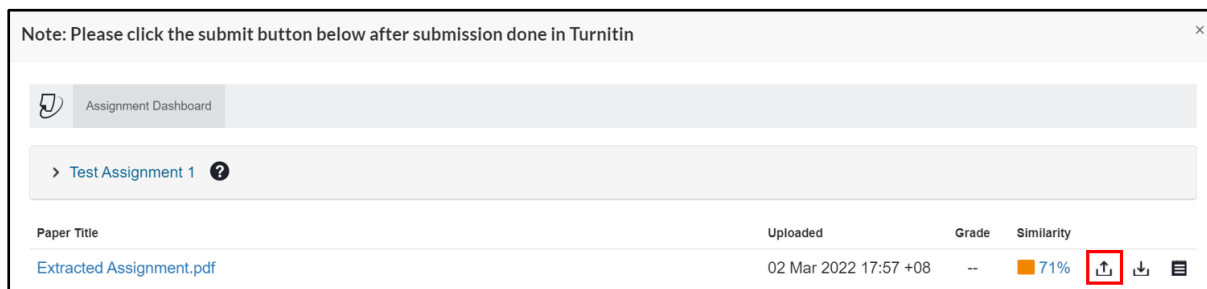
Picture Reference: Main Panel

Step 2: Click “**Access to LTI Assignment**”.



Picture Reference: Assignment Page

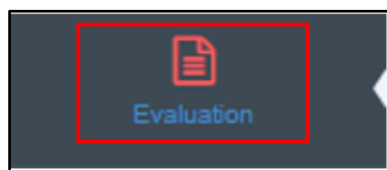
Step 3: Click the “**Resubmit Paper**” icon.



Picture Reference: Turnitin Pop-up

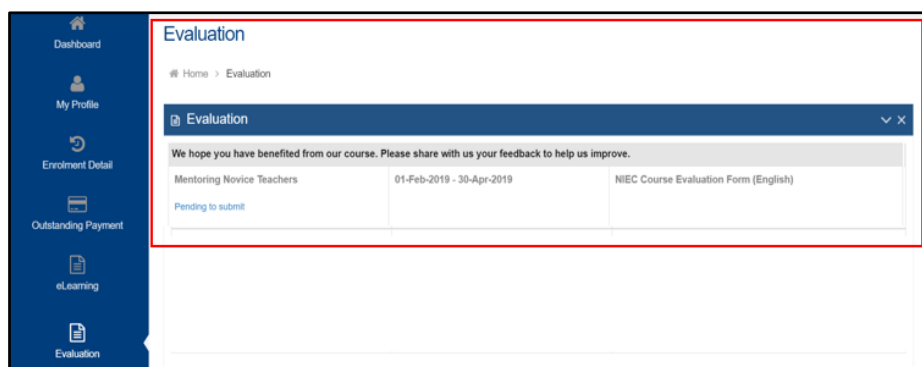
## **Evaluation**

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



*Picture Reference: Navigation Menu*

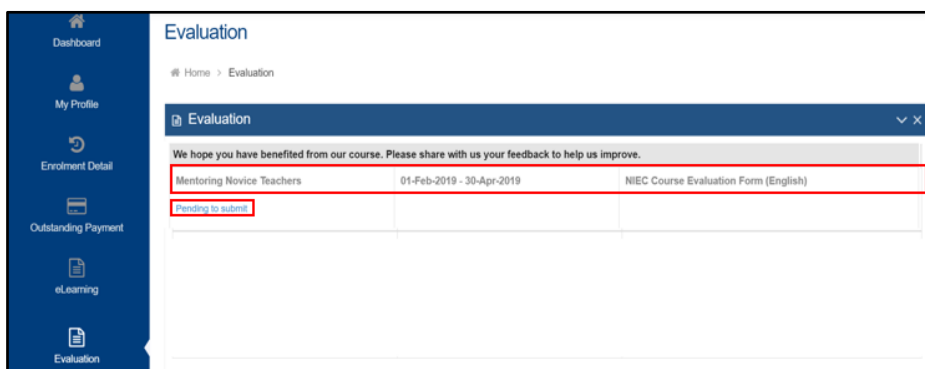
Step 2: You will be redirected to the **'Evaluation'** page.



*Picture Reference: Evaluation*

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

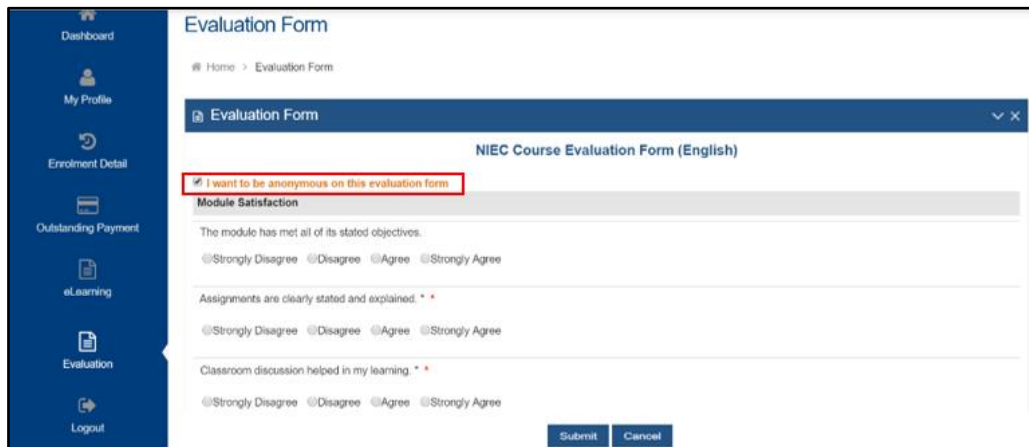
➔ You can submit your evaluation result by clicking **'Pending to submit'**.



*Picture Reference: Evaluation*

Step 4: Proceed to answer all the questions.

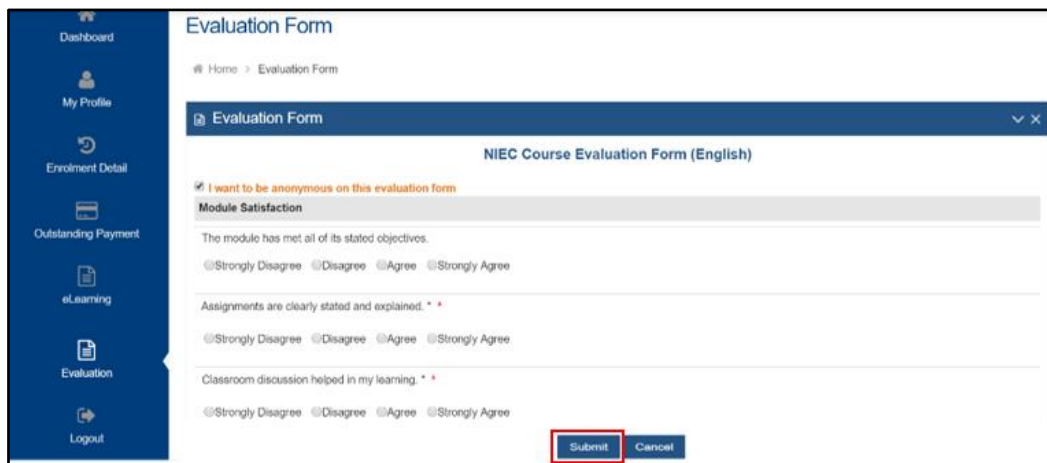
**Note:** To respond anonymously, click **'I want to be anonymous on this evaluation form'**.



The screenshot shows the 'Evaluation Form' interface for the 'NIEC Course Evaluation Form (English)'. On the left is a blue sidebar with navigation options: Dashboard, My Profile, Enrolment Detail, Outstanding Payment, eLearning, Evaluation, and Logout. The main content area has a breadcrumb trail 'Home > Evaluation Form' and a title bar 'Evaluation Form'. Below the title bar, the checkbox 'I want to be anonymous on this evaluation form' is checked and highlighted with a red box. The form contains three sections for 'Module Satisfaction' with radio button options: 'Strongly Disagree', 'Disagree', 'Agree', and 'Strongly Agree'. The first section 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.



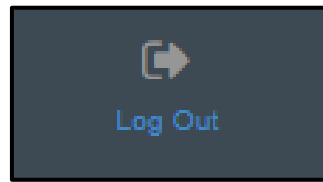
This screenshot is identical to the previous one, showing the 'Evaluation Form' interface. In this view, the 'Submit' button at the bottom right is highlighted with a red box, indicating the final step of the process.

*Picture Reference: Evaluation*



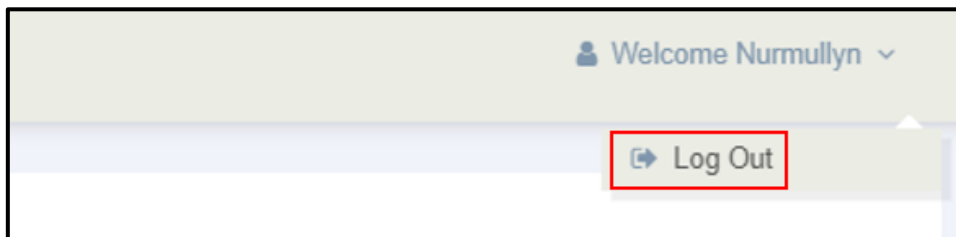
## **Log Out**

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



*Picture Reference: Navigation Menu*

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



*Picture Reference: Top Bar*

### **– End of User Guide –**

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

*Cheers, The iLTMS Workgroup*