

SportSync NREP New Application User Guide

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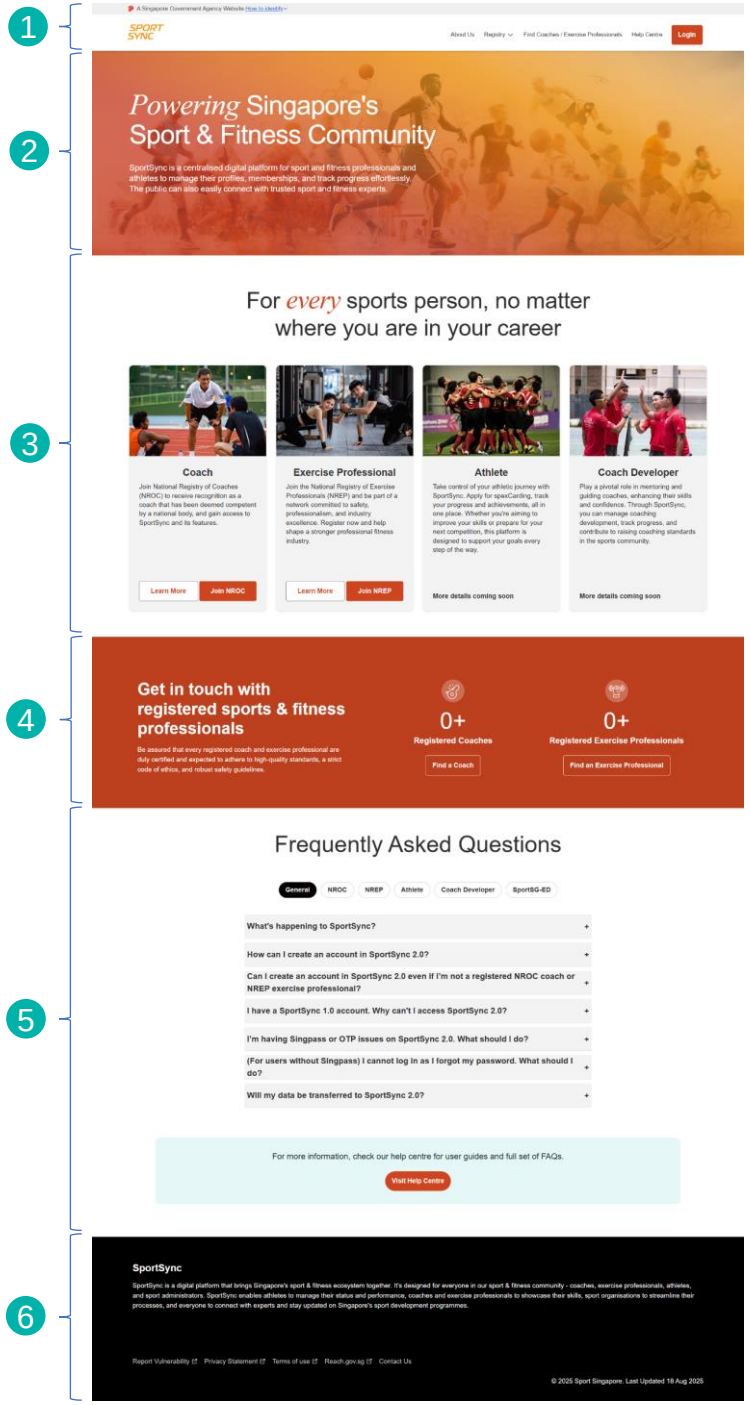
General orientation

Desktop view

Every page of the site will contain the following components:

- Global navigation bar
- Various content folds
- Bottom banner

Please refer to the elaborations on the right for the functions of each component



1 Global Navigation Bar

The global navigation bar serves as a consistent guide across all pages of a website, helping users easily access key sections of the website. It reflects the site's structure to clarify content hierarchy, and encourages deeper engagement by simplifying navigation.

2 Content folds

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Content folds on a webpage are visually distinct sections that organize related information, guiding users smoothly through the site's narrative. Each fold focuses on a specific theme—like a hero section, features, testimonials, or FAQs—and is often separated by design elements such as background changes or spacing. This structure helps users digest content easily, keeps the layout clean, and enhances the overall user experience by presenting information in a logical, engaging flow.

6 Bottom banner

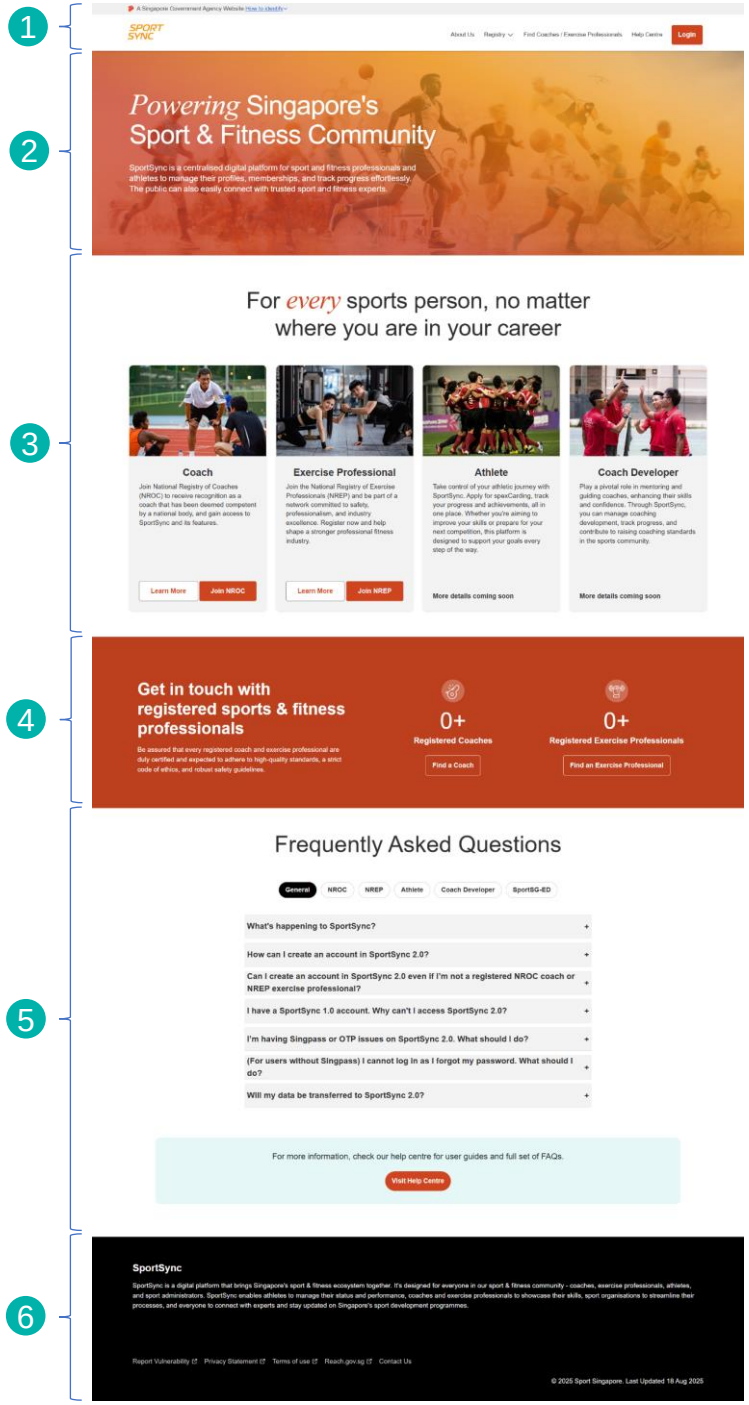
The bottom banner of a webpage is the final section users see as they scroll down. It typically includes contact details, site links, legal information like privacy policies, quick navigation options, and copyright notices. Designed to be clean and functional, it wraps up the page while offering useful links and actions without distracting from the main content.

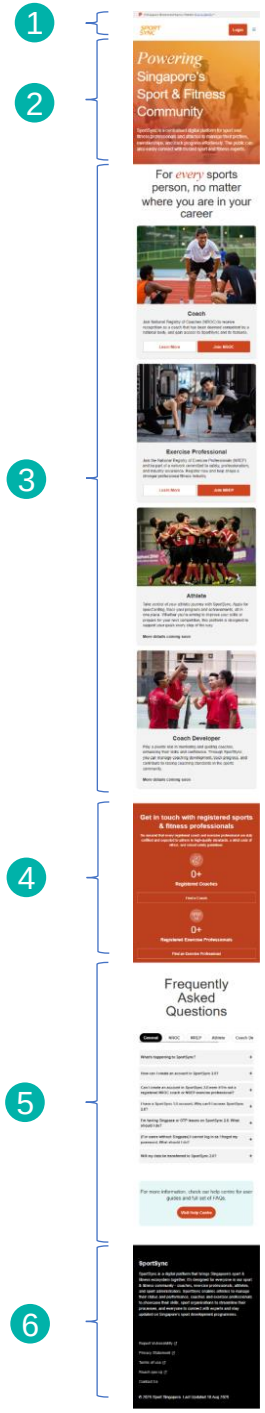
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General orientation

Mobile view

The mobile view contains the same components as the desktop view, however in order to accommodate the narrower real estate of a browser on your mobile device, these same components will be loaded in a more simplified and compact interface to allow for quick, touch-friendly access. Please see how these sections appear in mobile view in contrast to the desktop view on the right.





1 Global Navigation Bar

In the desktop view all website sections are fully visible as individual buttons that users can already click and/or hover over to access. In mobile view, these website section buttons are collapsed into a hamburger menu, which will require users to click into first.

2 Content folds

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In the desktop view, the contents are loaded to fully utilise the width of screen real estate that is available. In mobile view, the content will be now overflow downwards and elongating each fold with no loss of content and/or functionality. A user will simply need to continue to scroll down the mobile webpage as they continue to consume the content and if there are any call to actions the user can still click into those functions identical to that of the desktop view.

6 Bottom banner

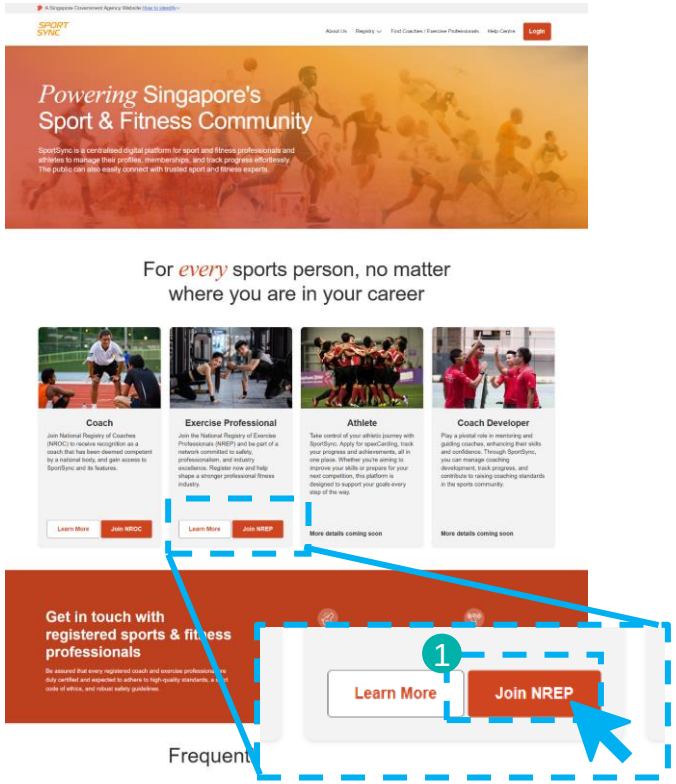
In the bottom banner the only difference is the elongation of the fold due to the text wrapping and overflowing to the next line depending on the mobile screen size and resolution.

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Where to begin

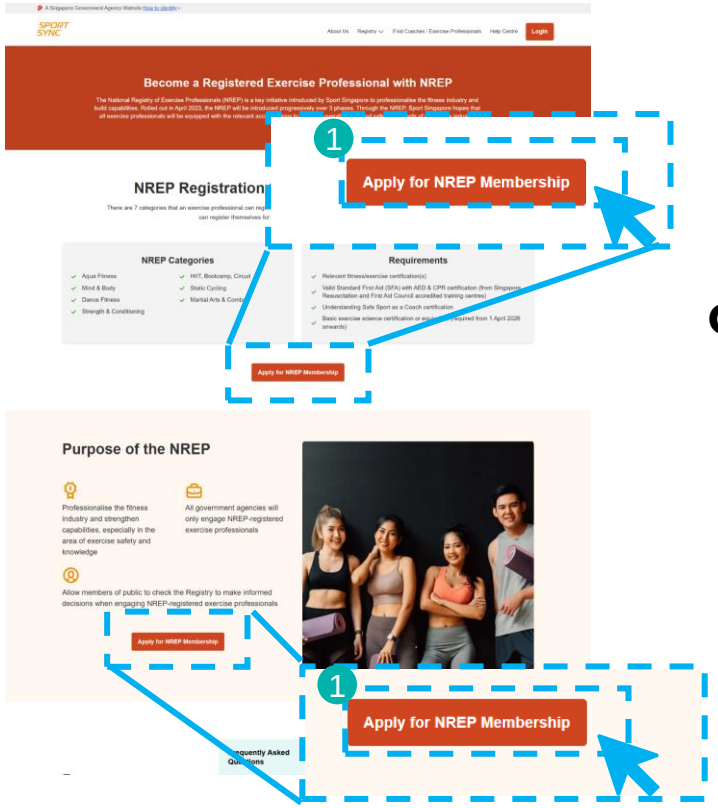
New applications can be initiated from the following locations

The public home page:



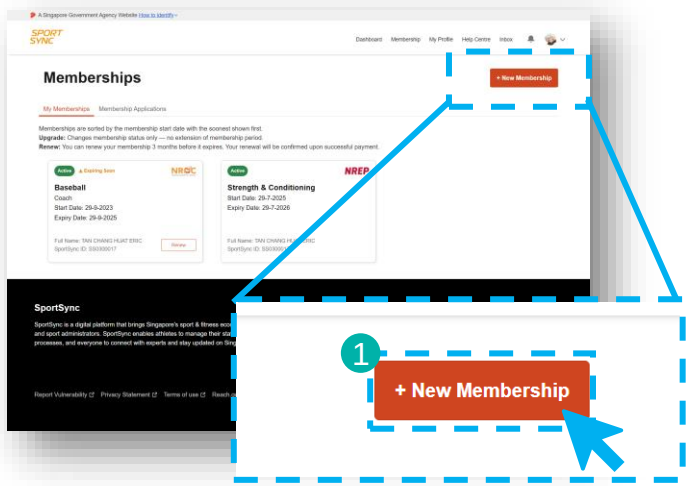
OR

The public NREP information page:



OR

After logging in:



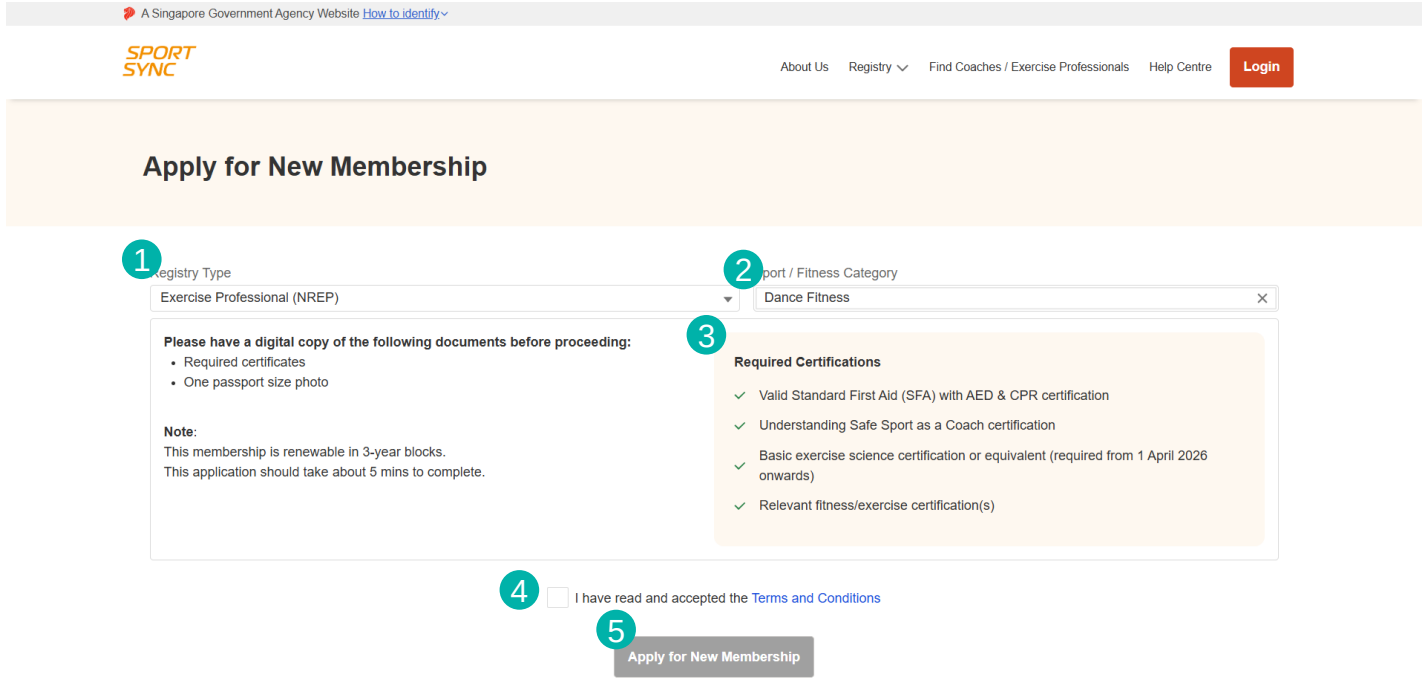
1 Access the pre-application page

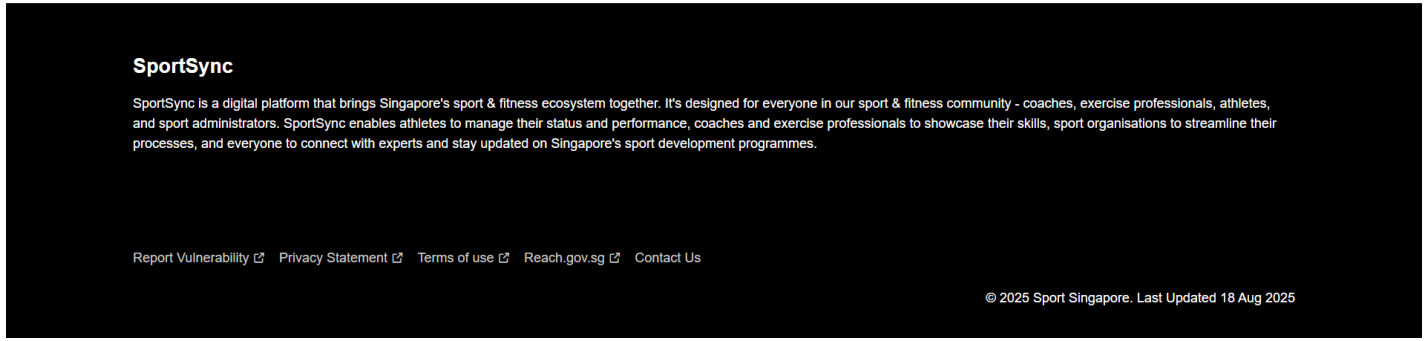
You can initiate the pre-applications page from any one of the four buttons shown here.

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Application flow

Step 1: Pre-application page





1 Select the registry type

As this portal services both NREP and NROC, it is important that you check that you have selected the correct registry for which you are applying for.

2 Select the sport/fitness category

All applicable options will be available in the dropdown. Select the option that you are applying for.

3 Check the requirements

Once you have selected the option in step 3, the specific requirements of the option you have selected will appear for you to check that you have all the necessary information and supporting documents.

4 Accept the T&C

Click on the hyperlink to view the T&C. After which, click on the checkbox to indicate your acceptance.

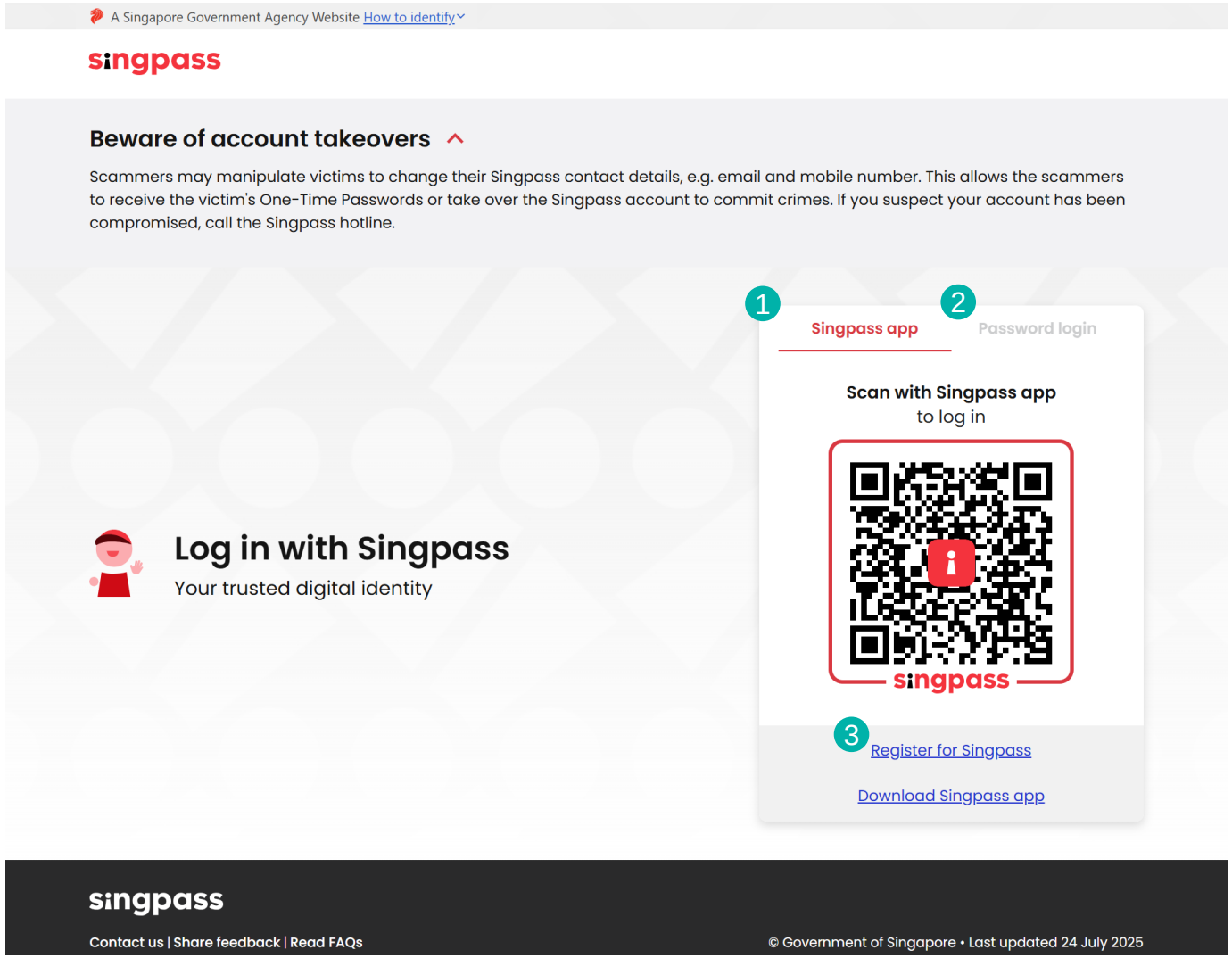
5 Start the application

Click to initiate your new application.

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Application flow

Step 2: Log in to singpass



1 Log in via singpass app

If you have the singpass app, use the app to log in as you would any other Singapore government portal. Through either the scanning of the QR code (desktop) or launching of the app (mobile).

2 Log in via singpass credentials

If you do not have the singpass app, but have already been registered to singpass you may click on the "Password login" tab to log in via your singpass user ID and password.

3 What if you do not have singpass?

If you are a singapore resident you can register for singpass.

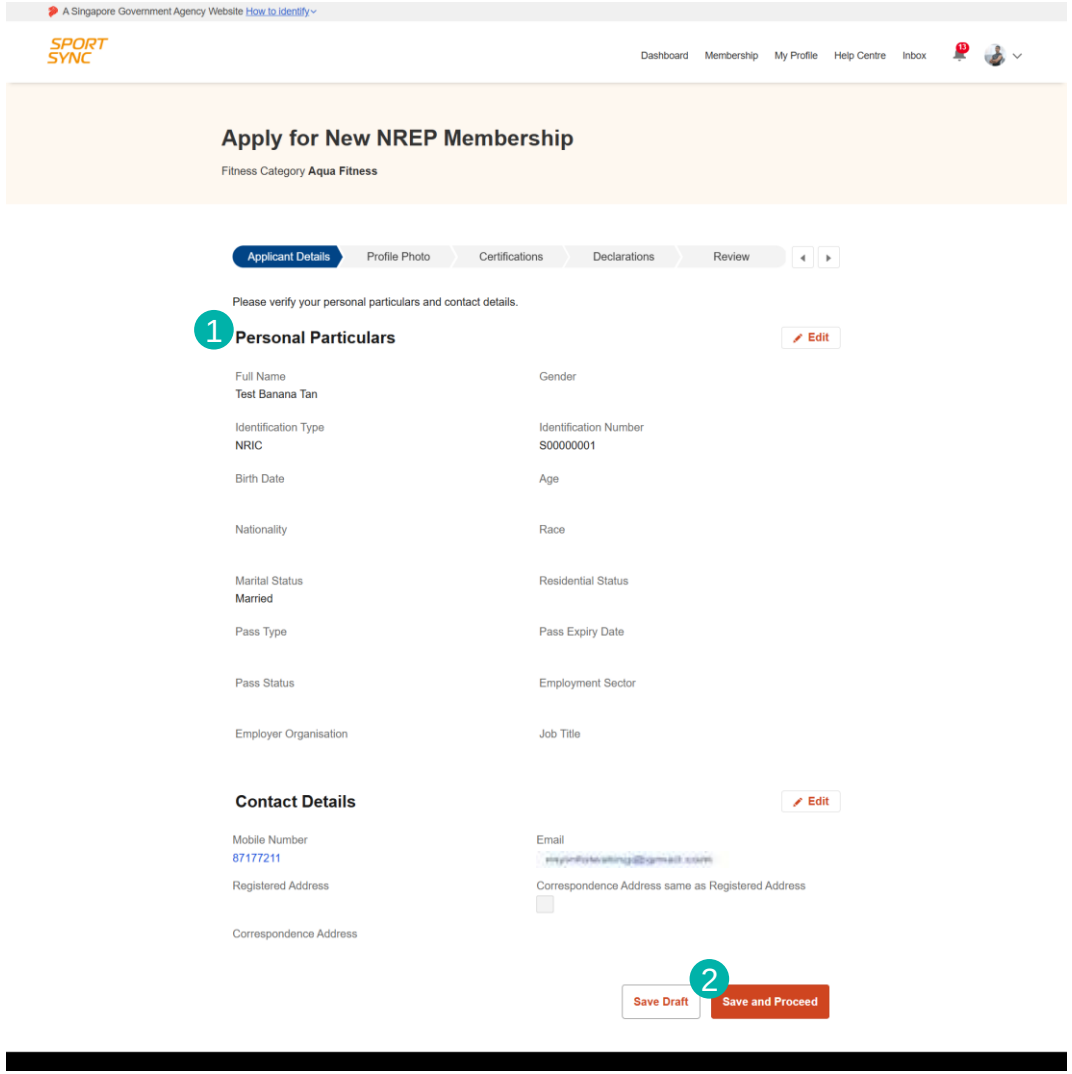
Else, please reach out to the specific National Sports Association of your sport in Singapore to enquire if:

1) If you are eligible to apply as a foreigner without singpass
2) If there is a need for you to be registered altogether.

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Application flow

Step 3: Check and update your details



1 Update your personal particulars

Your personal particulars will be extracted from singpass. Some of these details cannot be edited. However, for contact details such as mobile and email, if you may choose to update if you wish to.

2 Save and proceed

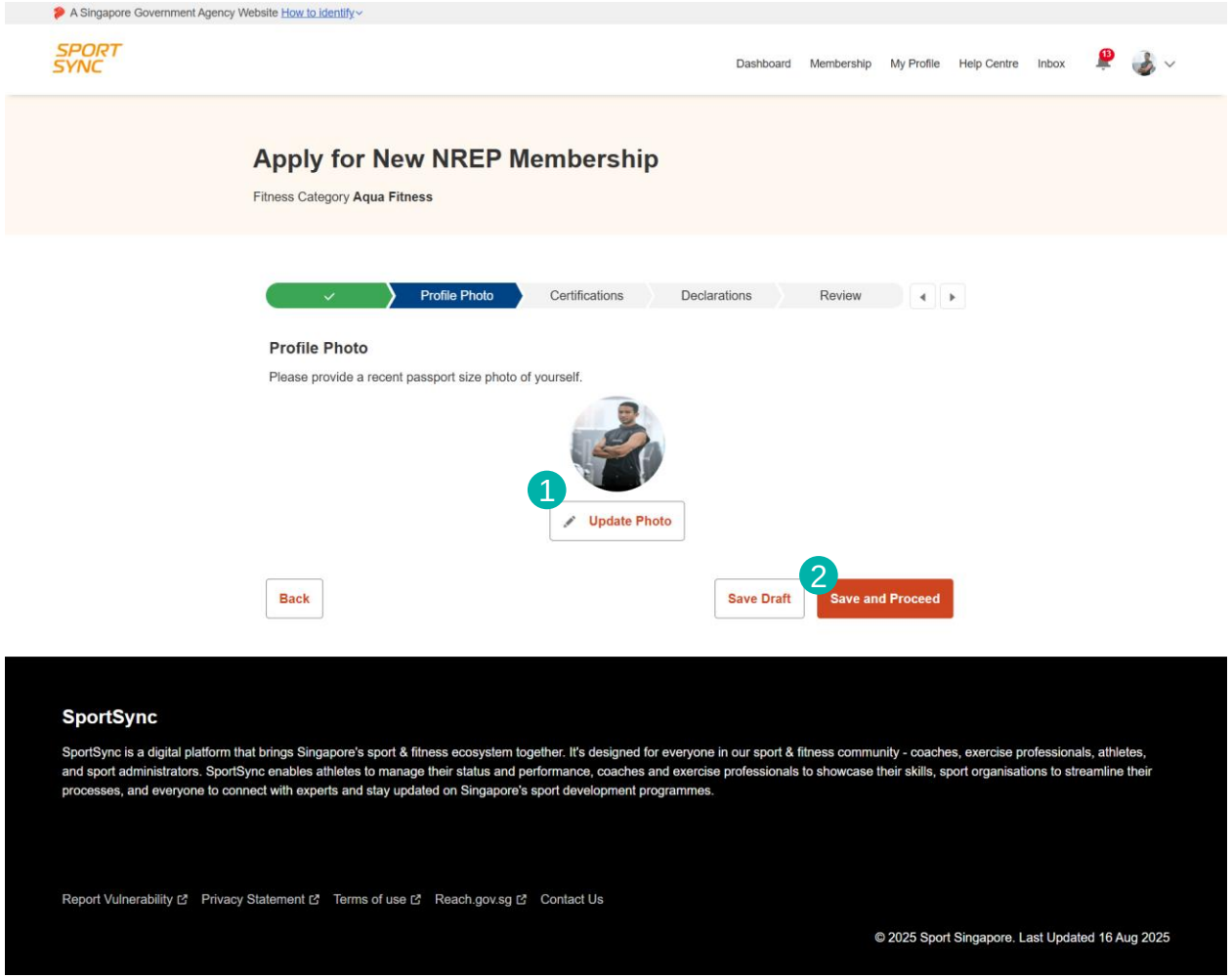
Once you have updated all your relevant details please scroll to the bottom of the page and click “Save and Proceed”. This saves your latest edits as a draft and loads the next page of the application.

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Application flow

Step 4: Upload certificates



1 Upload your profile photo

Your profile photo will be shown on the public registry search page. Please ensure that the photo meets the prevailing requirements of the registry as stated in our T&Cs.

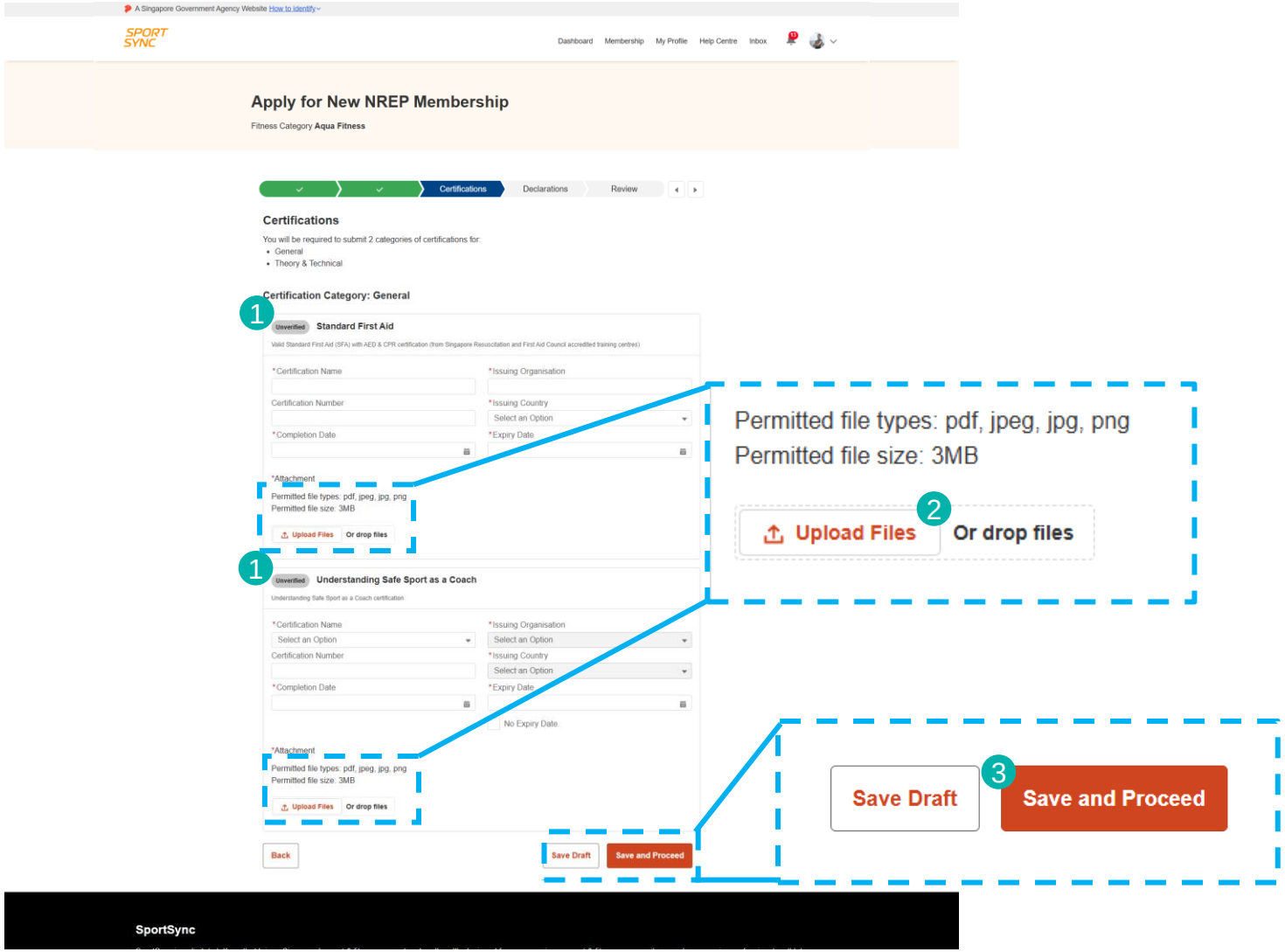
2 Save and proceed

Once you have updated all your relevant details please scroll to the bottom of the page and click “Save and Proceed”. This saves your latest edits as a draft and loads the next page of the application.

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Application flow

Step 5a: Upload general certificates



1 Prepare general certificates

Regardless of what sport and level you are applying for there are general certificates that all applicants must provide upon applicate. If you do not have these certificates, you will not be able to proceed further in the application.

2 Upload certificates

Certificates must be uploaded according the pre-designated upload fields with the details of your certificate populated in the corresponding fields.

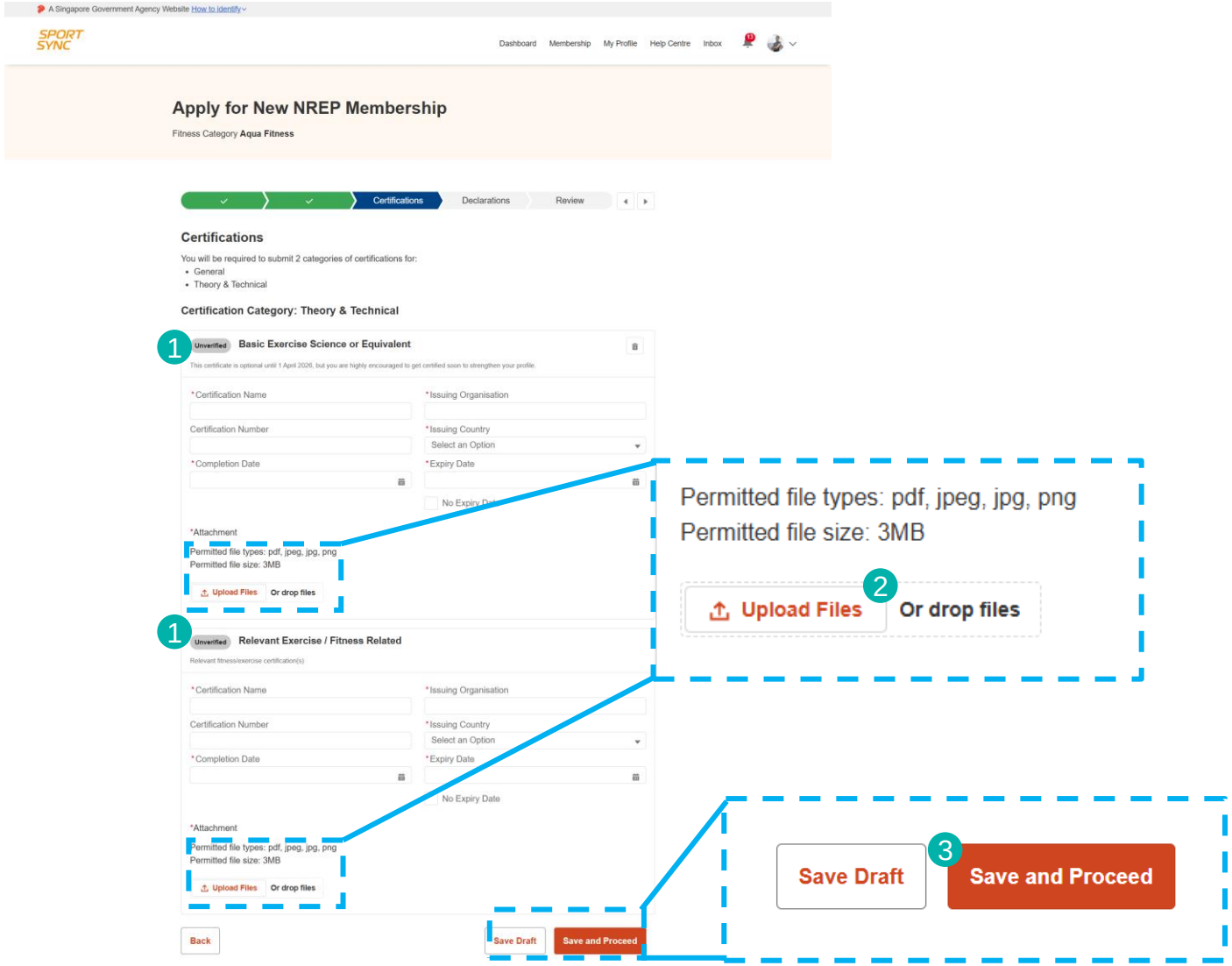
3 Save and proceed

Once you have updated all your relevant details please scroll to the bottom of the page and click “Save and Proceed”. This saves your latest edits as a draft and loads the next page of the application.

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Application flow

Step 5b: Upload theory & technical certificates



1 **Prepare theory & technical certificates**

Theory certificates pertain to exercise theory or equivalent certificates. Technical certificates pertain to the specific type of fitness category which you are applying for. If you do not have these details ready you cannot proceed further.

2 **Upload certificates**

Certificates must be uploaded according the pre-designated upload fields with the details of your certificate populated in the corresponding fields.

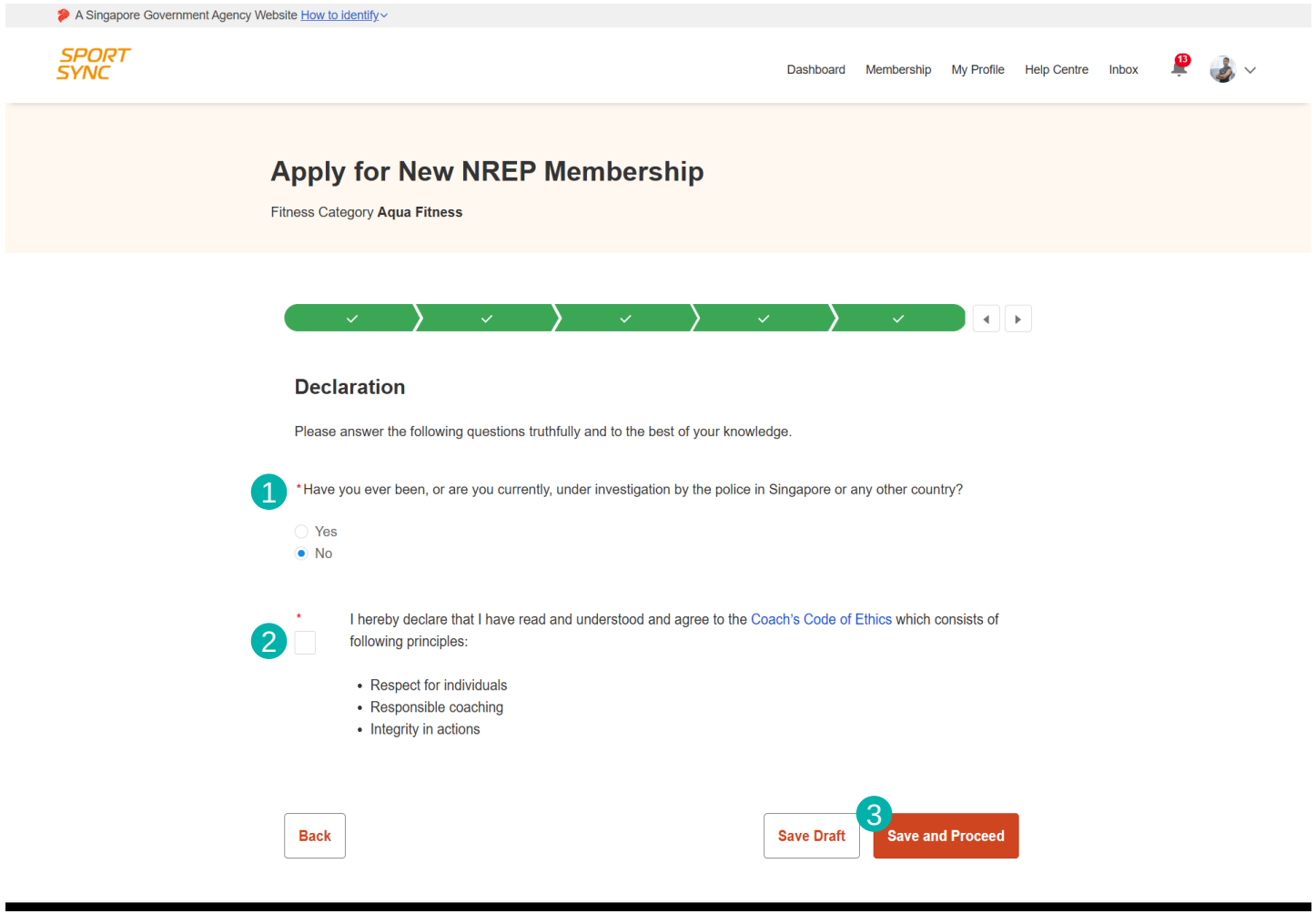
3 **Save and proceed**

Once you have updated all your relevant details please scroll to the bottom of the page and click "Save and Proceed". This saves your latest edits as a draft and loads the next page of the application.

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Application flow

Step 6: Answer and accept declaration questions and clauses



1 Read each statement carefully

Once you have read and fully understood the statements, click the checkbox to indicate that you fully accept and are aware of the implications of each of the declaration clauses.

2 Answer each question truthfully

Read the question carefully and answer each question truthfully, depending on your response you may be prompted to elaborate on the answer you have chosen.

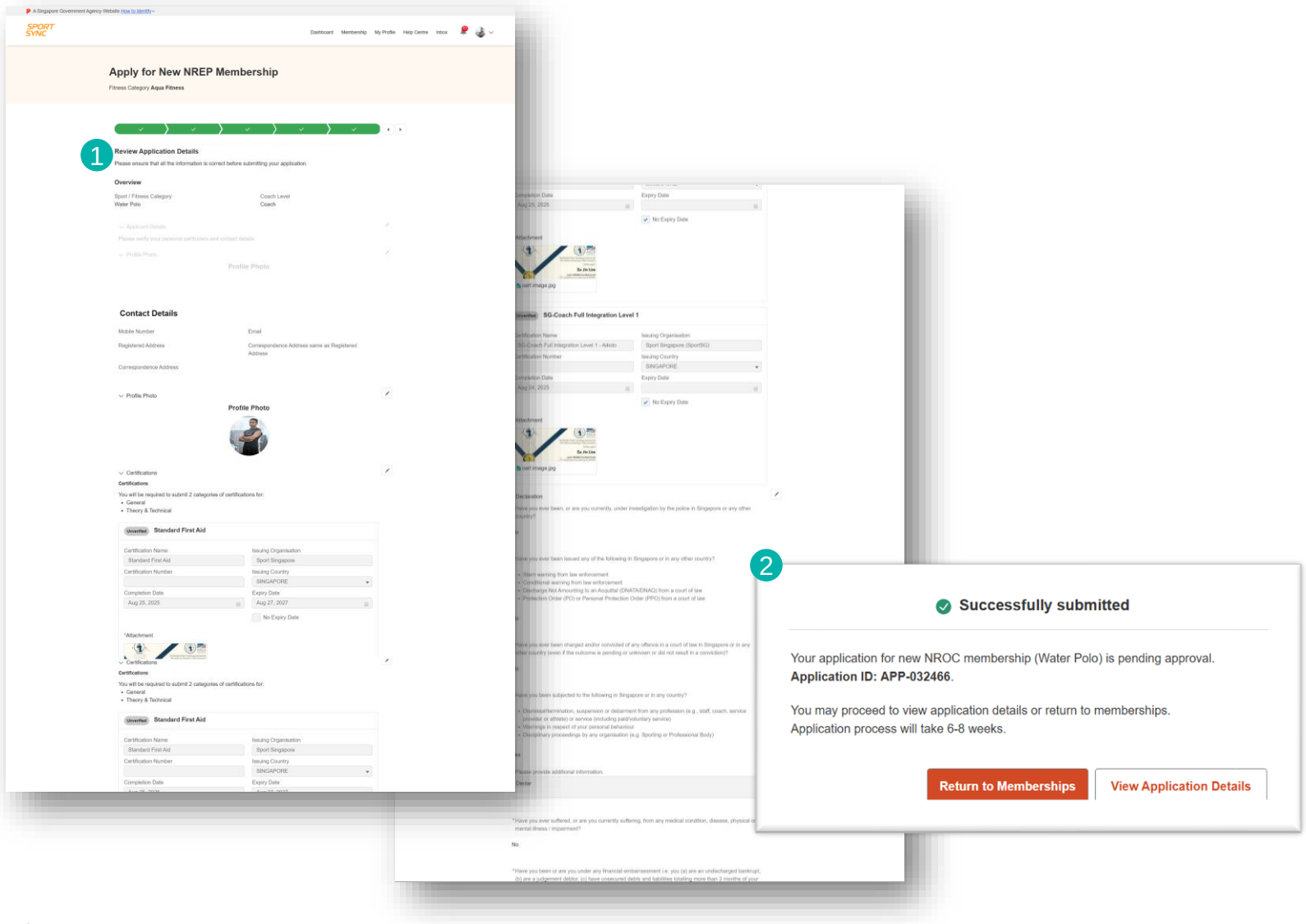
3 Save and proceed

Once you have updated all your relevant details please scroll to the bottom of the page and click "Save and Proceed". This saves your latest edits as a draft and loads the next page of the application.

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Application flow

Step 7: Review and submit



1 Review your application carefully

This is a full summary of all the details and documents you have submitted as part of your application. Read through the summary to review that all information provided is true and accurate to the best of your knowledge.

2 Submit the application

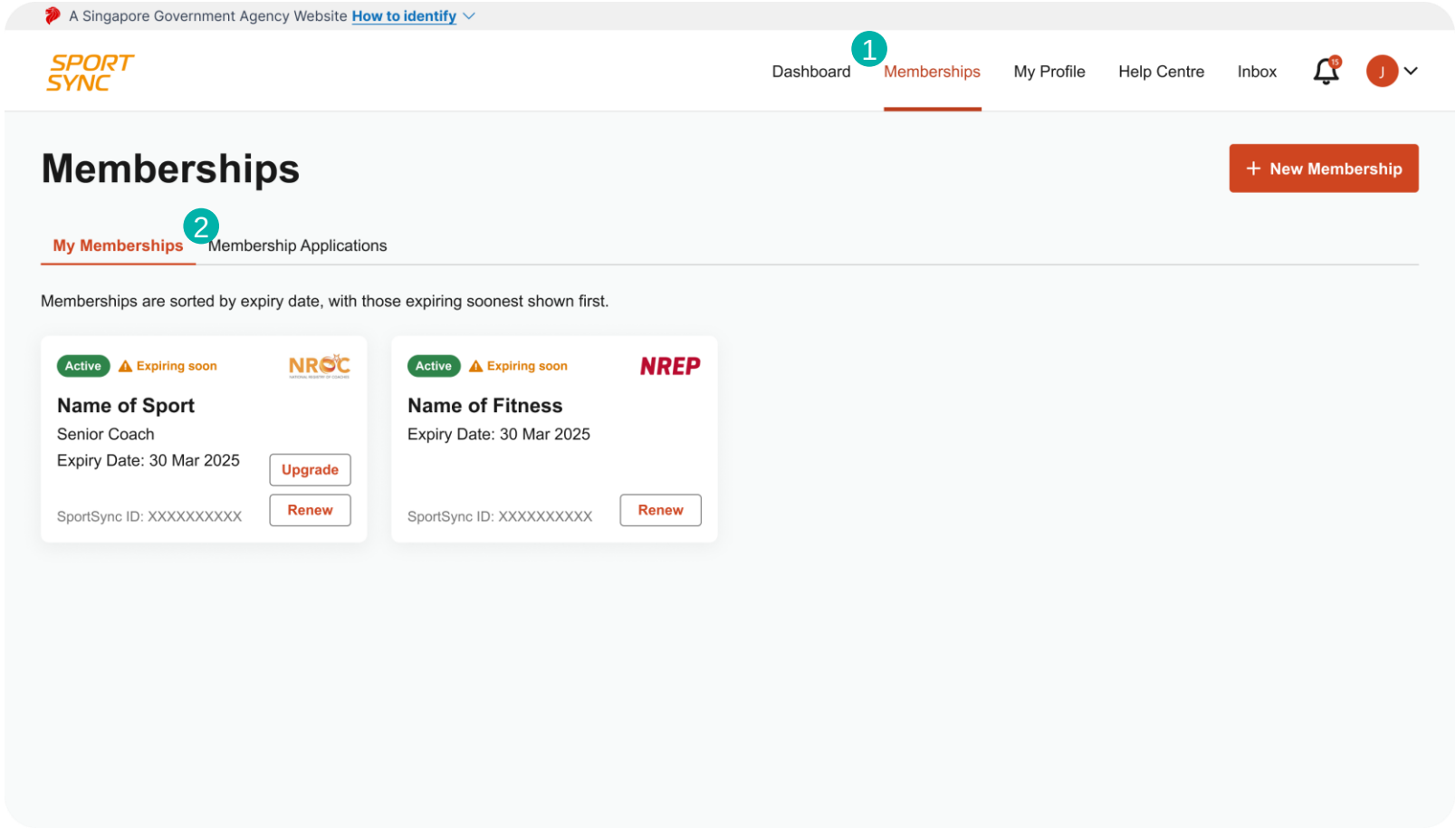
Click the button to submit, upon successful submission you will be prompted with a pop-up modal.

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Track your applications

Access a historical record of all applications submitted



1 Click on memberships

Go to the global navigation bar and click on "Memberships" to view all registry memberships and historical applications

2 Click on Membership Applications

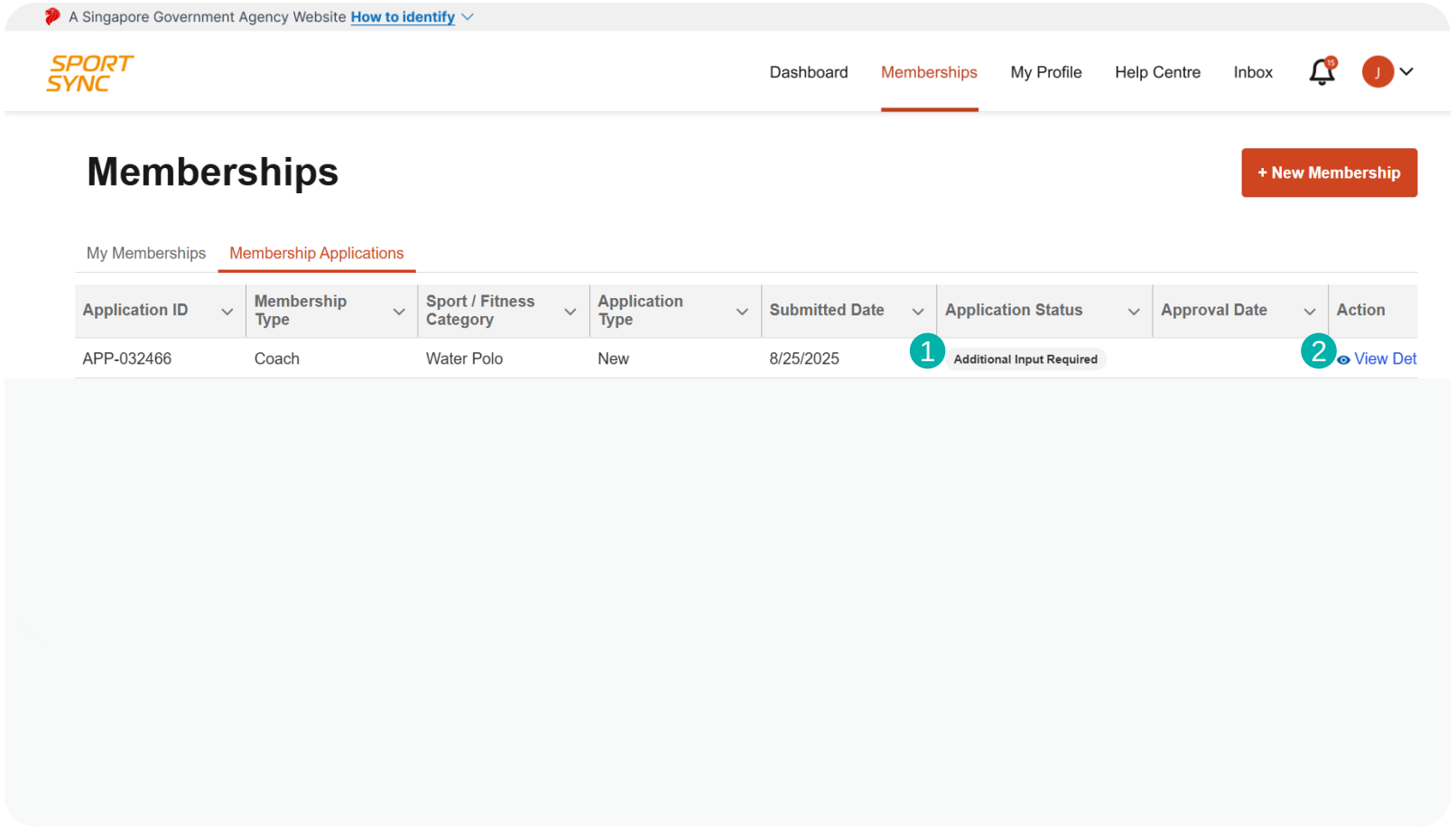
Click the button to access a list view of all the historical records of all applications submitted and their corresponding statuses.

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Track your applications

View statuses of applications and access details



1 View the status

Statuses indicate the stage in which your application is currently in. Some statuses indicate that the administrators are still processing your application, while others indicate that you may need to respond to a query.

2 Click on an Application

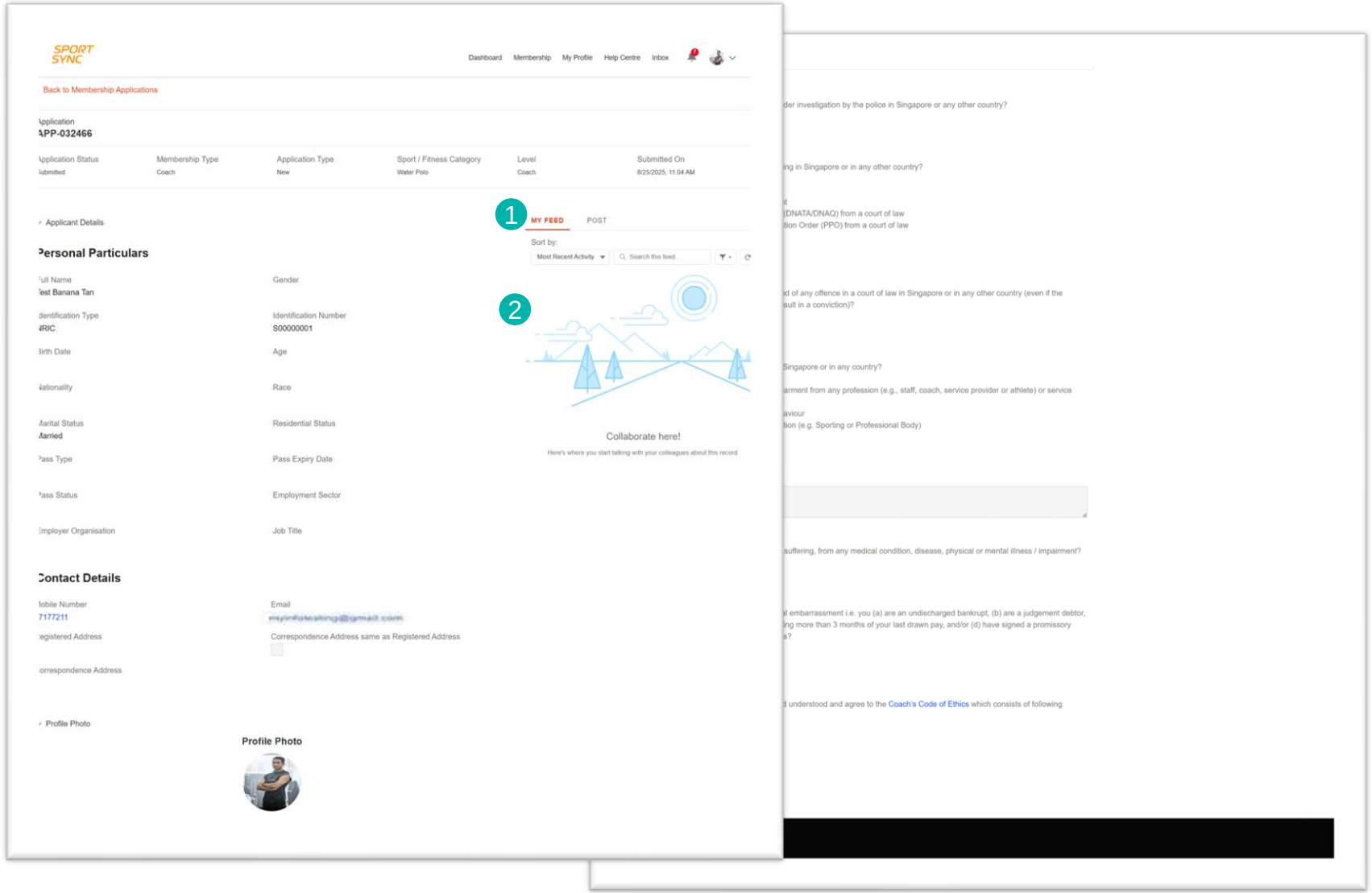
Click on a particular application to access a view of the details of an application and where queries may be raised.

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Track your applications

Respond to queries to the application



1 **Read queries raised**

Administrators may raise queries about parts of your application that may require your clarification.

2 **Click on comment**

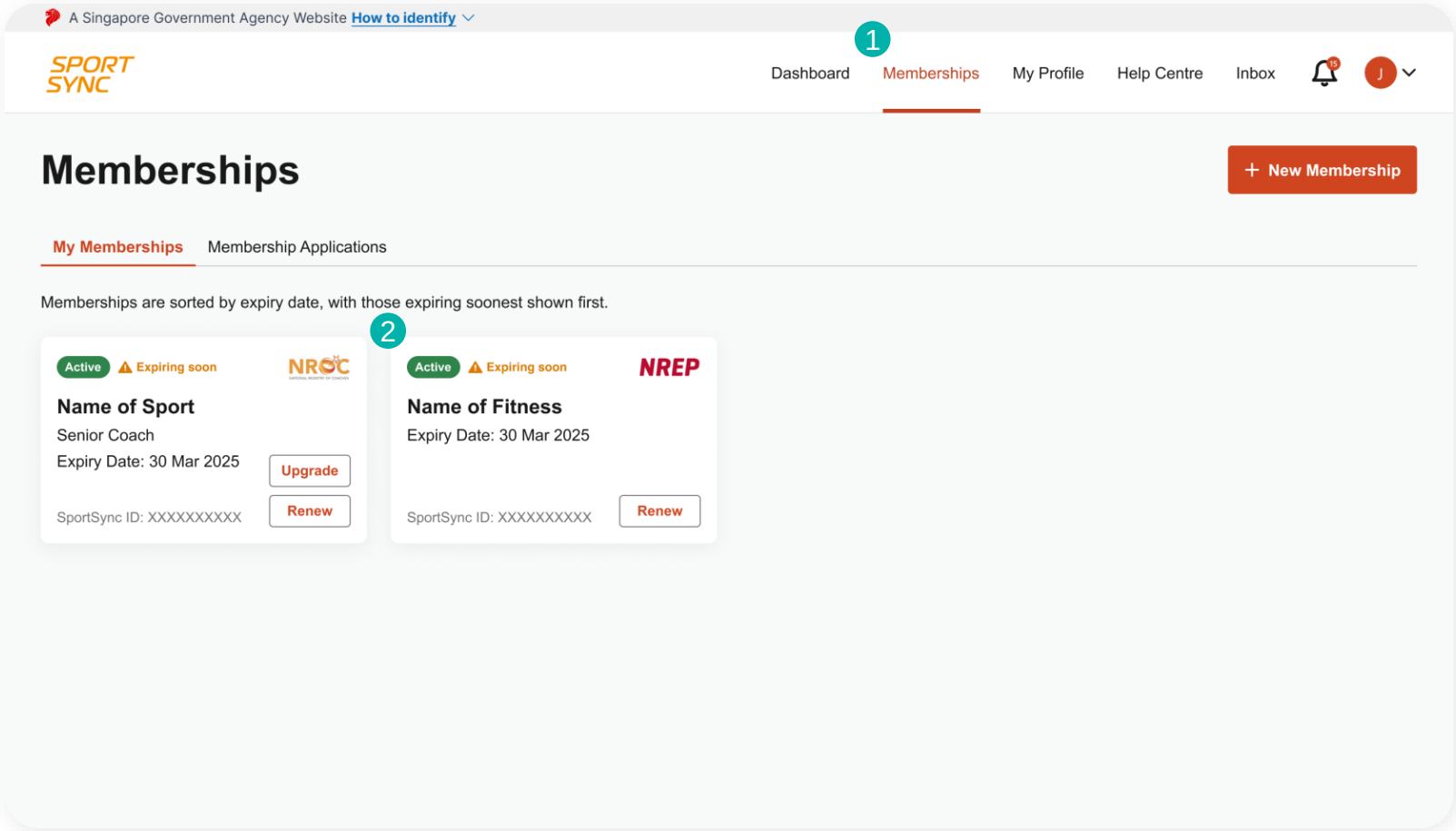
Clicking on the button will allow you to respond to administrators

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View your memberships

Memberships can be viewed in one consolidated page



1 Click on memberships

Go to the global navigation bar and click on "Memberships" to view all registry memberships and historical applications

2 View memberships

Each membership is represented by 1 card, each card will state the registry (NROC/NREP), the sport/fitness category, the level, and the expiry date.

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Versioning Control

This is summary of versions that have been updated

Update date	Summary of Changes	Remarks
22 August 2025	First version published on the refreshed portal that went live 1 September 2025	

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