



iLTMS 2.0

USER GUIDE **for Company**

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1.0		First Edition	Social Service Institute

Table of Contents

When Things Don't Work: Browser Troubleshooting Steps	5
Supported Browsers	5
How to register as a company	6
Account Creation via Corppass	6
Logging in to SSI Training Management System - Company	10
Via Corppass.....	10
Add and view contact person for company	12
Company Admin vs. Company Contact Person	12
Deactivation of company contact persons	14
Manage company branch.....	15
View and update my company profile	18
Navigating the Training Management System (TMS).....	20
Top Panel – User Tools.....	21
Navigation Panel.....	22
Course	23
Dashboard	24
My Course	24
Training details.....	25
Sponsorship	26
Transaction.....	26
Company sponsored - Registration Methods	27
Method 1: Company applies for Learner	27
Managing Previously Registered Applicants.....	29
Registering Additional Applicants for the Same Course	30
Submit Draft Applications.....	31
Add applicants on their behalf	33
Add Individual Applicant.....	33
Bulk Import Applicants	35
Bulk Submit Applicants	38
Adding more applicants to a course with existing applications	39
Method 2: Generate Sponsorship Link	40

Method 3: Employee as a learner applies for sponsorship	42
Approve sponsorship requests from applicants	43
What if the 'approve' button is unclickable	44
Error encountered when assigning the branch and contact person	46
Payment and invoices as a company admin	48
View invoices	48
Make payment	49

When Things Don't Work: Browser Troubleshooting Steps

Before exploring detailed features, try these quick troubleshooting steps if you're experiencing display issues, slow loading, or missing functionality:



Clear cache

If pages look broken, buttons don't work, you experience display or loading issues or you cannot see recent updates to a website, try clearing cache in your browser.



Refresh browser

Reload the webpage to get the latest version and clear any temporary glitches.



Use different browser

Try opening the same page in Google Chrome, Microsoft Edge or Safari to see if it works better.



Minimize screen size

Some website features are designed to appear only when the screen is a certain size - adjusting your view can make them visible.

Supported Browsers

The following table provides the required browser version. We recommend that you use the most recent versions of the following browsers for the best experience.

Browser	Required version for desktop	Required version for Android mobile/tablet	Required version for iOS mobile/tablet
Google Chrome	The latest 2 major versions	The latest 2 major versions	The latest 2 major versions
Microsoft Edge	The latest 2 major versions	The latest 2 major versions	N/A
Mozilla Firefox	The latest 2 major versions	N/A	N/A
Safari	The latest 2 major versions	N/A	The latest 2 major versions

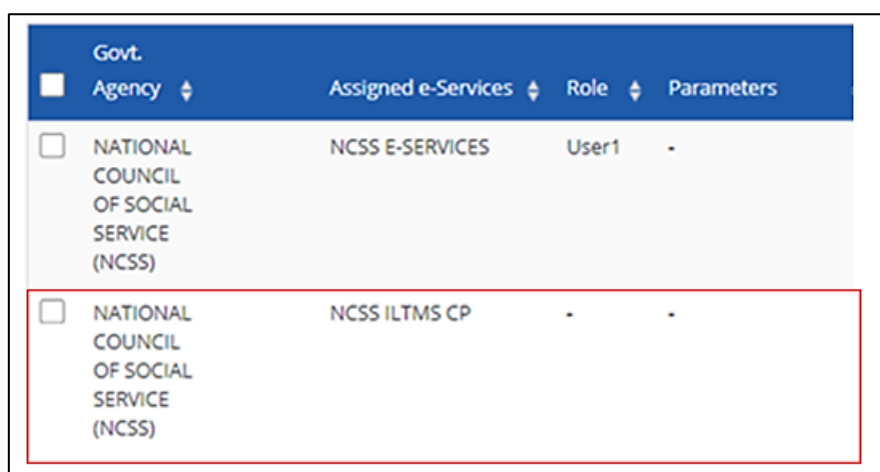
How to register as a company

Account Creation for Company Sponsored

This section provides a step-by-step guide company admin and company contact person to navigate the SSI [Training Management System](#) (TMS). The TMS serves as your central platform for searching available courses, viewing course details and completing your registration for SSI courses.

Account Creation via Corppass

All company contact persons require an active Corppass account. For more information on Corppass, please visit [Corppass website](#). Your company's Corppass administrator will need to link your Corppass account to the e-service "**NCSS ILTMS CP**" in Corppass. You may refer to this [Corppass video guide](#) for more details.

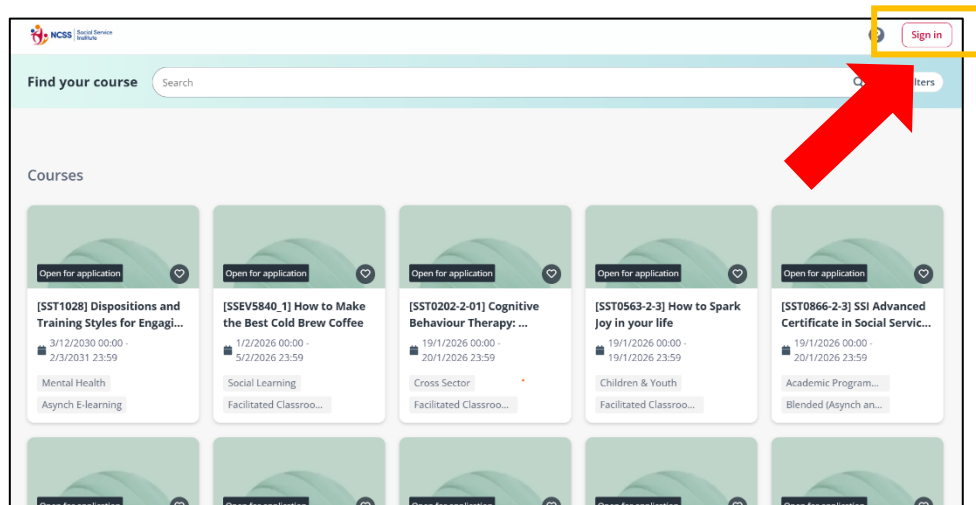


Govt. Agency	Assigned e-Services	Role	Parameters
☐ NATIONAL COUNCIL OF SOCIAL SERVICE (NCSS)	NCSS E-SERVICES	User1	-
☐ NATIONAL COUNCIL OF SOCIAL SERVICE (NCSS)	NCSS ILTMS CP	-	-

Picture reference: 'NCSS ILTMS CP' e-service on Corppass website

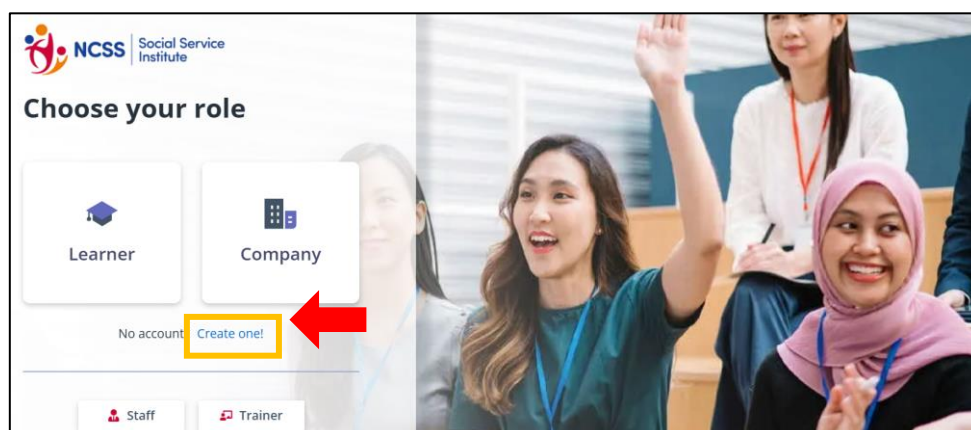
After registering your organisation's Corppass account, you may create an SSI account using Corppass. See the instructions below:

Step 1: Upon clicking the **SSI Training Management System (TMS)** portal, you will see **‘Sign in’ button** on the top-right hand corner. **Click it.**



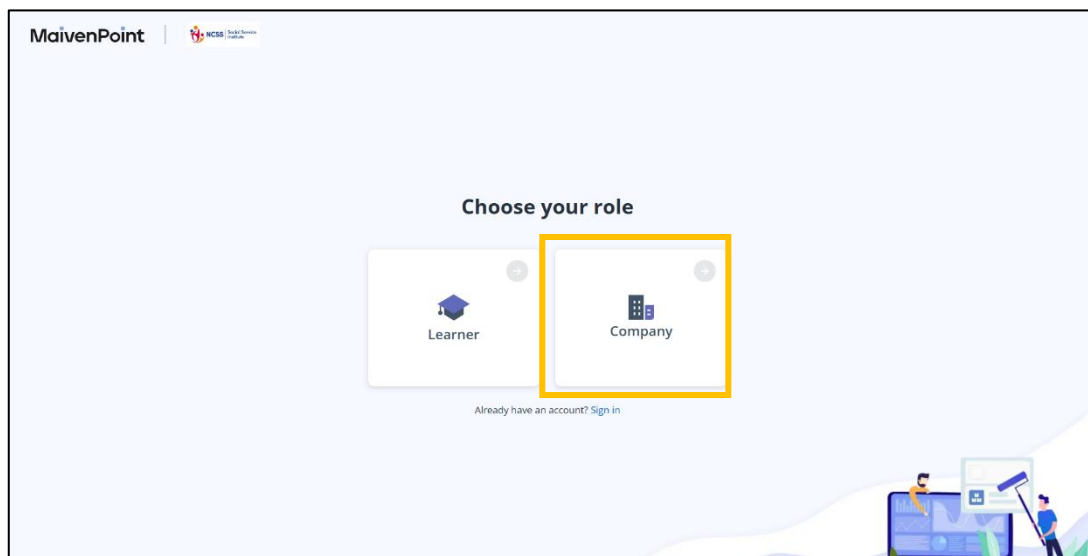
Picture reference: SSI Course Page

Step 2: On the sign-in page, click **‘Create one!’**.



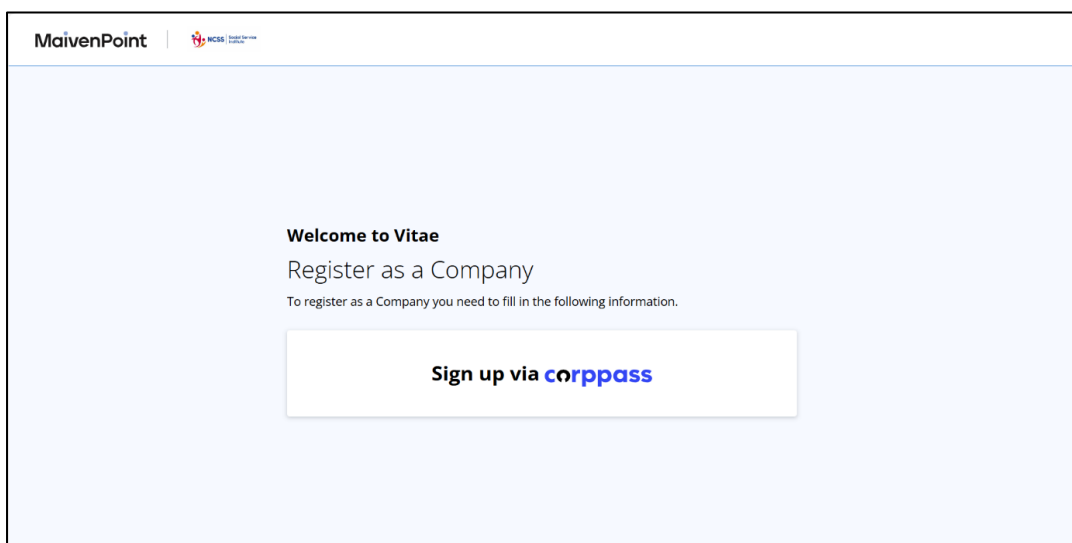
Picture reference: Sign in Page

Step 3: On the role page, choose **Company**.



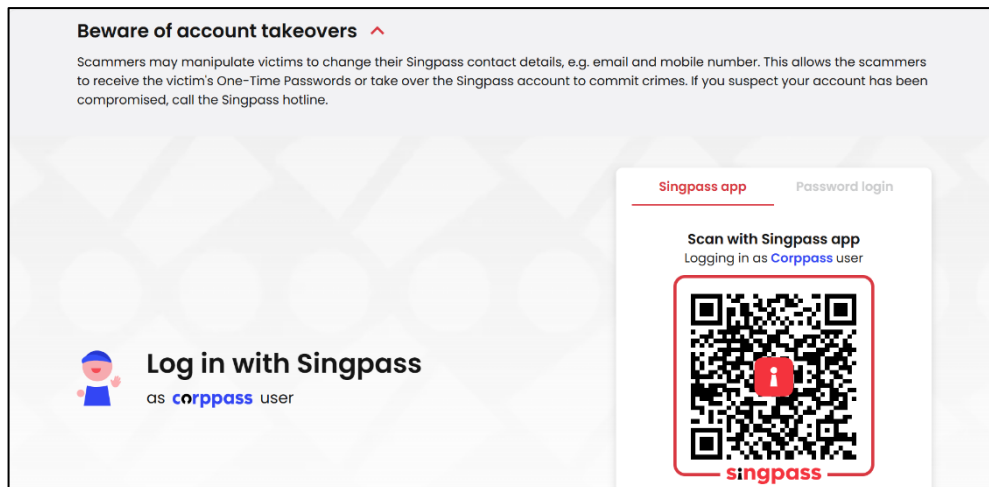
Picture reference: Role Page

Step 4: Click **Sign up via Corppass** to register an account.



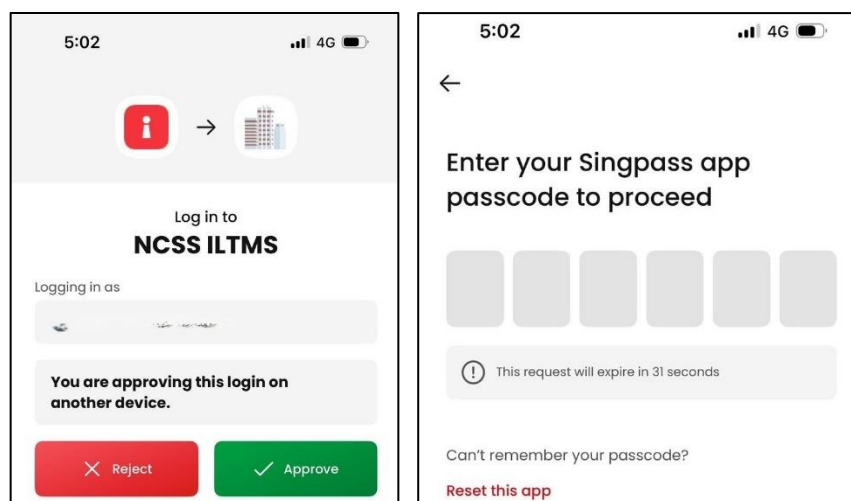
Picture reference: Self-registration Page

Step 5: You will be directed to Singpass Login page. Scan the QR code with your Singpass app or Password login to log in.



Picture reference: Singpass Login Page

Step 6: Click **Approve** and key in your 6-PIN SingPass passcode.



Picture reference: Singpass Approve Page in mobile view

***Note:** After signing up, NCSS/SSI Admin needs to approve your company account first before you can log into the system.

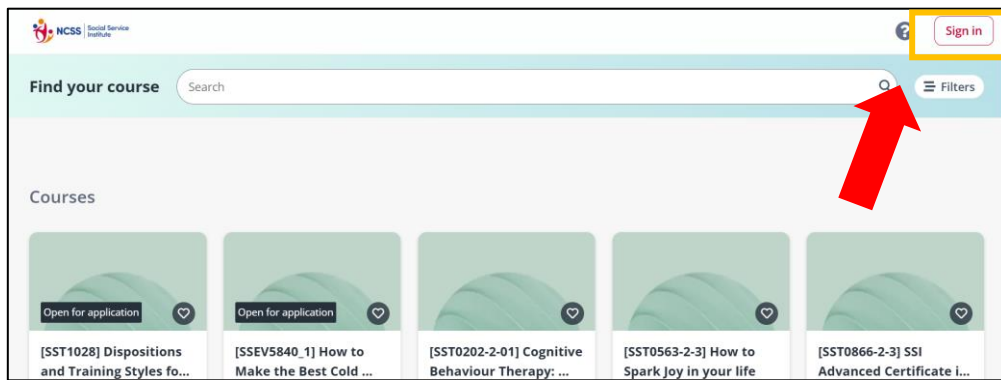
Logging in to SSI Training Management System - Company

Via Corppass

After your company account has been approved by NCSS/SSI Admin, you can access the system **with Corppass account**. Here are the login steps:

Step 1: Using your preferred browser on your laptop or mobile device, navigate to SSI [Training Management System](#).

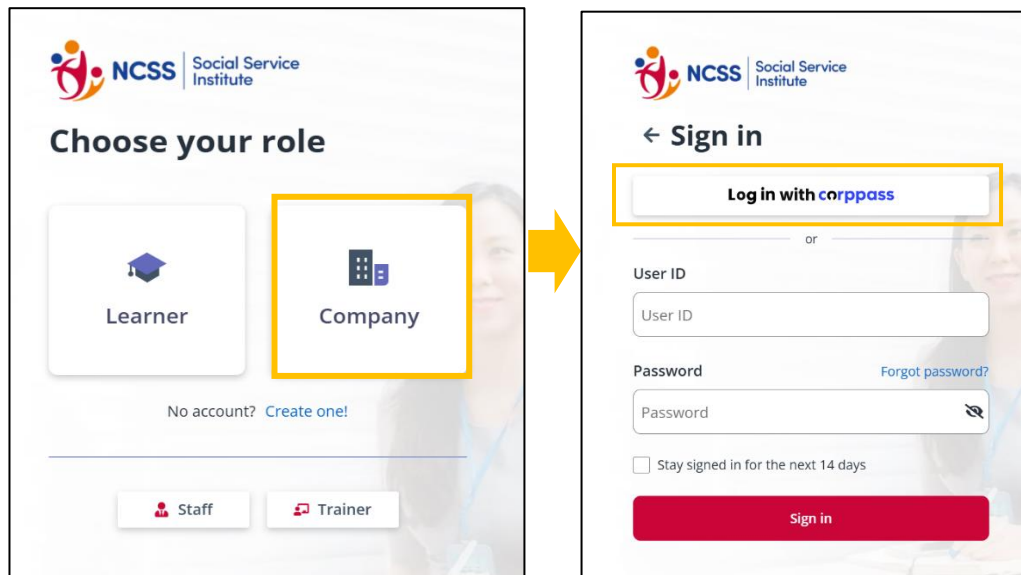
Step 2: Click **Sign In**.



Picture reference: Home Page

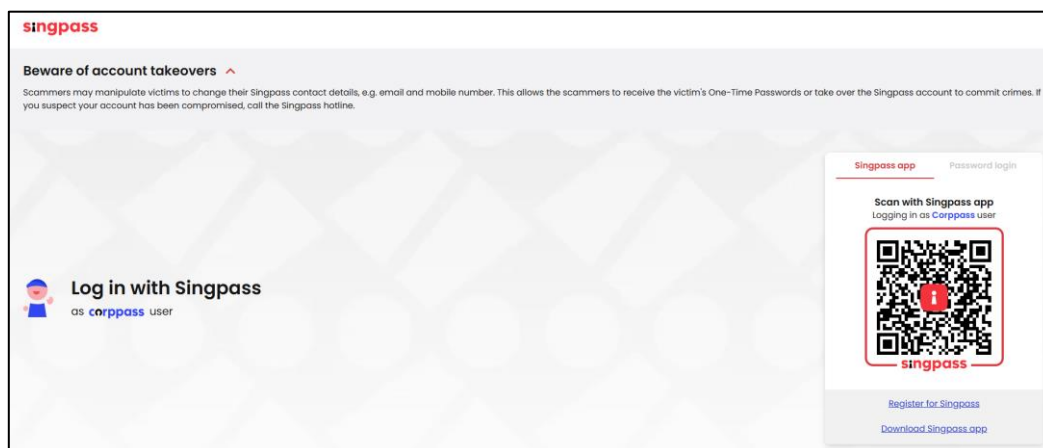
Step 3: Click **Company**.

Step 4: Click **Log in with Corppass**.



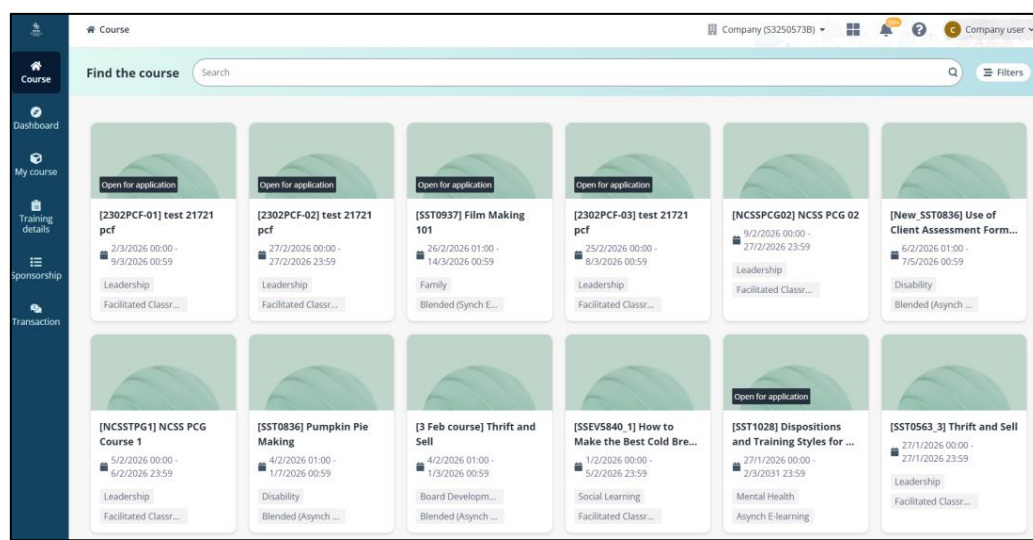
Picture reference: Sign in Page

Step 5: You will be directed to **Singpass Login** page. Scan the QR code/Password to login.



Picture reference: Singpass Page

Step 6: Upon successful login, you will be redirected back to the Course page in SSI Training Management System.



Picture reference: Company User Course Page

Add and view contact person for company

Company Admin vs. Company Contact Person

Differences as follows:

Role	Company Admin	Company Contact Person (without admin role)
Register staff and tag the billing to any other branch under the same organisation	✓	✓
View company profile/staffs' enrolment/invoices	✓	✓
Edit the company profile	✓	✗
Add/edit contact persons	✓	✗
Receive email notifications regarding sponsorship requests and approve sponsorship of staff course application	✓	✗

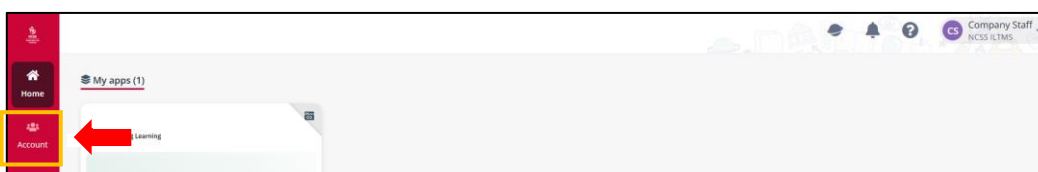
To view or add a contact person, follow these steps:

Step 1: On the Course home page, **click the 'Quick link' and switch to Account management button** in the top-right corner to open a dropdown menu.



Picture reference: Course Home page in TMS (Company Portal)

Step 2: You will be directed to Account management page. Click **Account** on the left navigation panel.



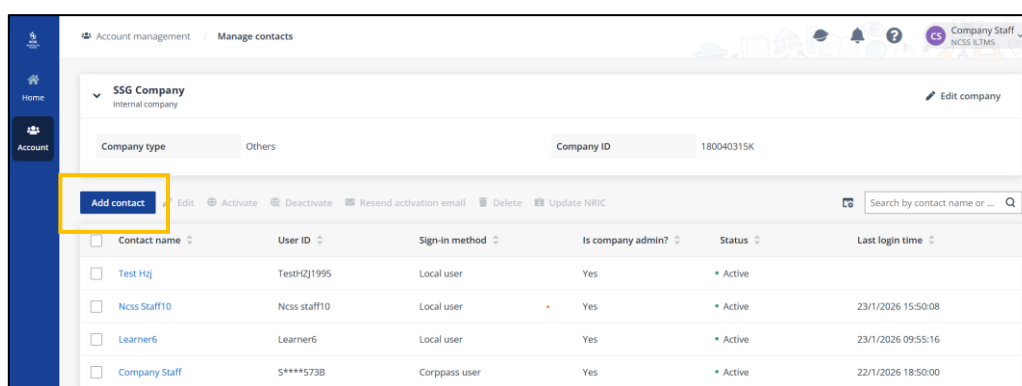
Picture reference: Account management page

Step 3: You will be taken to the account management page. Select your company on the list and click **“View contacts”**.



Picture reference: Account management page

Step 4: On the ‘Manage contacts’ page, company admin may add contact persons for the required company. Click **‘Add contact’**.



Picture reference: Manage contacts page in Account management page

Step 5: A pop-up page will display where you can **enter the required contact details**. After filling in the information, **click 'Save'**. Ensure that:

- Sign-in method – **choose ‘Corppass user’**. Ensure that the full NRIC number or FIN is input correctly as the User ID.
- Is the new contact a company admin? – If **‘Yes’** is selected, the company admin can manage contacts for the company and update the company profile including company branch details. If **‘No’** is selected, the contact person can only register organisation employees for courses.

The screenshot shows the 'Add contact' form in the 'Manage contacts' section of the 'Account management' page. The form is titled 'Add contact' and has a close button (X) in the top right corner. It contains the following fields and options:

- Sign-in method:** Radio buttons for 'Local user' and 'Corppass user' (selected).
- User ID (NRIC/FIN):** A text input field.
- Contact email:** A text input field.
- Contact name:** A text input field.
- Contact number:** A dropdown menu for the country code (set to '+65') and a text input field for the number.
- Sex:** Radio buttons for 'Male' and 'Female'.
- Is company admin?:** Radio buttons for 'Yes' (selected) and 'No'.

At the bottom right of the form are 'Cancel' and 'Save' buttons. In the background, a table of existing contacts is visible:

Contact name	User ID	Sign-in method	Is company admin?
Test H2j	TestH2j1995	Local user	Yes
Ncss Staff10	Ncss staff10	Local user	Yes
Learner6	Learner6	Local user	Yes
Company Staff	S****573B	Corppass user	Yes

Picture reference: Add contact page under manage contacts in Account management page

After clicking 'Save', a notification will appear that the contact was added.

After a contact person has been added, please assign a Branch to this contact person in the Company Portal > My Profile > Branch > Contact person.

Deactivation of company contact persons

To deactivate, **tick the selected contact** and **click 'Deactivate' button**. You will be prompted, **click 'OK'**.

The screenshot shows the 'Manage contacts' page for 'SSG Company'. The page displays a table of contacts with columns: Contact name, User ID, Sign-in method, Is company admin?, Status, and Last login time. The 'Deactivate' button in the top action bar is highlighted with a yellow box. The 'Staff 11' contact is selected with a checkbox, also highlighted with a yellow box.

Contact name	User ID	Sign-in method	Is company admin?	Status	Last login time
Test H2j	TestH2j1995	Local user	Yes	Active	
☒ Staff 11	S****236F	Corppass user	Yes	Active	
☐ Ncss Staff10	Ncss staff10	Local user	Yes	Active	23/11/2026 15:50:08

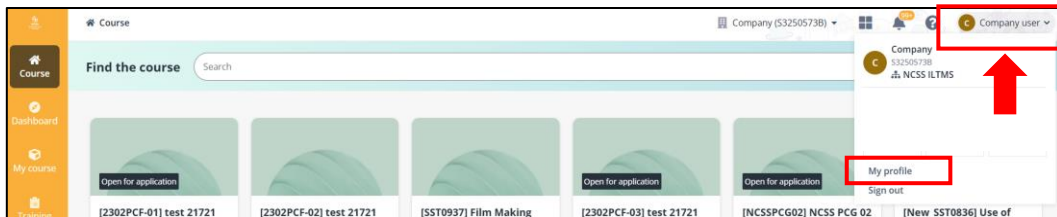
Picture reference: Manage contacts (Company profile) in Account management page

Manage company branch

To create branches and add billing contacts in Company Training Management System (TMS), follow these steps below:

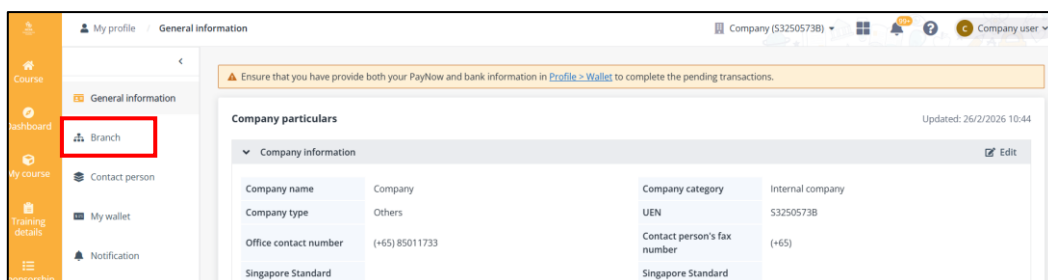
Step 1: On the Course home page, **click the account name** in the top-right corner to open a dropdown menu.

Step 2: Click **My Profile**.



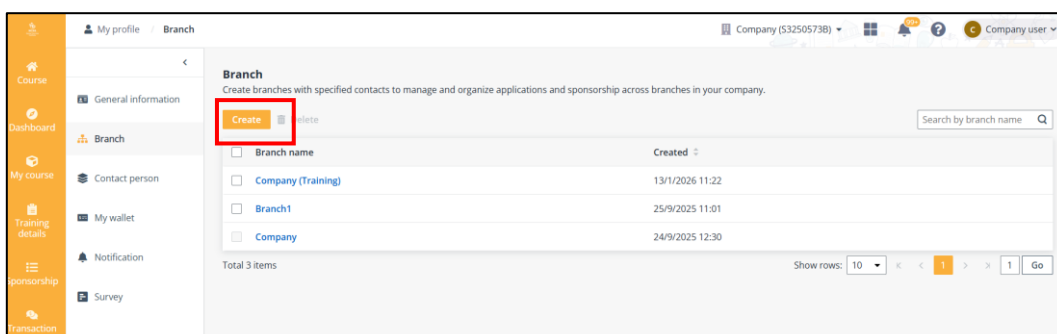
Picture reference: Course Home page in TMS (Company Portal)

Step 3: You will be taken to the company particulars page where all the company information is displayed. Click **Branch**.



Picture reference: Company user profile in TMS (Company

Step 4: You will be directed to the list of all branches and branch details page. To create a new branch, click **Create**. Fill in the required company information.



Picture reference: Branch page under Company Profile

Step 5: Under 'Contacts' section, click **Add contact person** to specify administrators for the branch. An address book will pop-up for you to select and add company users.

***Note:**

- The contact person needs to be a user in the (TMS) and added to Account management.
- Branch contact persons can manage course applications of their branches only. If they are set as billing contact persons, they can also manage transactions of their branches.

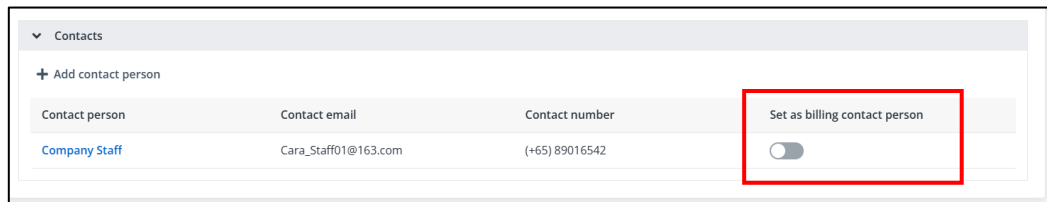
Picture reference: Create Branch page under Company Profile

Picture reference: 'Add contact person' pop up under Company Profile

After adding contact person(s), you may designate them as billing contact persons by **enabling the ‘Set as billing contact person’ button**. Invoices and billing correspondence will be sent to the designated billing contact person.

***Note:**

- Please ensure all branches have at least one billing contact person.



Picture reference: ‘Add contact person’ pop up under Company Profile

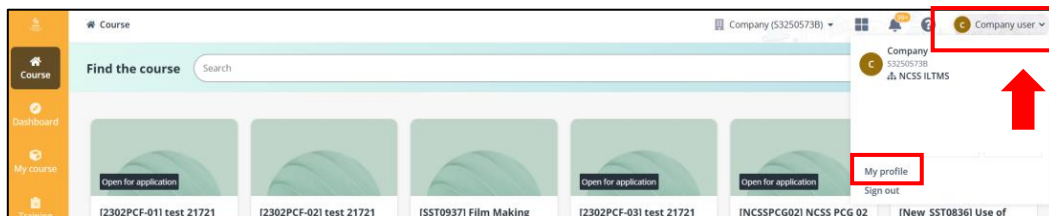
Step 6: Click **Save**. The new branch is created.

View and update my company profile

To view your company profile information and update:

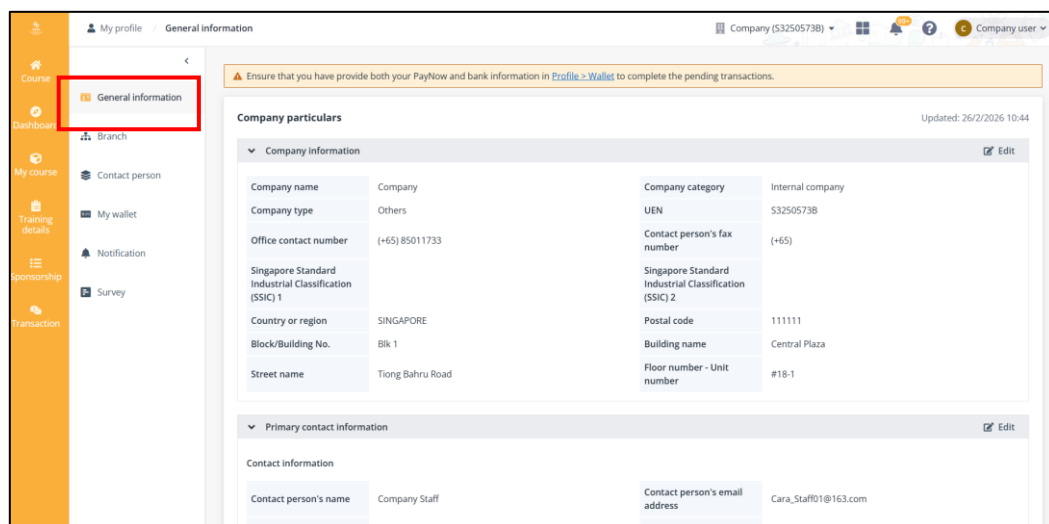
Step 1: On the Course home page, click the 'Company user' dropdown button in the top-right corner to open a dropdown menu.

Step 2: Click **My Profile**.



Picture reference: Course Home page in TMS (Company Portal)

Step 3: You will be taken to the 'General information' page which displays all your company information.



Picture reference: General Information Page

Step 4: Click the 'Edit' icon to update your company details.

The screenshot shows the 'General Information' page for a company profile. The left sidebar contains navigation links: Course, Dashboard, My course, Training details, Sponsorship, and Transaction. The main content area is titled 'General information' and includes a warning banner: 'Ensure that you have provide both your PayNow and bank information in Profile > Wallet to complete the pending transactions.' Below this, the 'Company particulars' section is updated on 26/2/2026 10:44. It contains two expandable sections: 'Company information' and 'Primary contact information'. Both sections have an 'Edit' icon (pencil) in the top right corner, which is highlighted with a red box. The 'Company information' section displays details such as Company name (Company), Company type (Others), Office contact number (+65) 85011733, Singapore Standard Industrial Classification (SSIC) 1, Country or region (SINGAPORE), Block/Building No. (Blk 1), Street name (Tiong Bahru Road), Company category (Internal company), UEN (S32505738), Contact person's fax number (+65), Singapore Standard Industrial Classification (SSIC) 2, Postal code (111111), Building name (Central Plaza), and Floor number - Unit number (#18-1). The 'Primary contact information' section shows Contact information with Contact person's name (Company Staff), Contact person's email address (Cara_Staff01@163.com), and Contact person's mobile number.

Picture reference: General Information Page

Step 5: To edit the Primary Contact information, follow steps 1-4 in the "Update Company Profile" section above, then click **Edit and select the primary contact from the Contact Person's Name drop-down list. Click **Save**.**

The screenshot shows the 'Primary contact information' edit form. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Primary contact information' and has an 'Edit' icon (pencil) in the top right corner, highlighted with a red box. The form contains several fields: 'Contact person's name' (a dropdown menu with 'Company Staff' selected, highlighted with a red box), 'Contact person's email address' (Cara_Staff01@163.com), 'Contact person's mobile number' (SINGAPORE - 89016542), 'Contact person's designation' (Senior Manager), 'Contact person's fax number' (Select), 'Contact person's extra contact number' (Select), 'Mailing address' (Same as the registered address), 'Mailing address' (Singapore - Non-Singapore), 'Country or region' (SINGAPORE), 'Postal code' (168730), 'Block/Building No.' (298), 'Building name' (Central Plaza), 'Street name' (Tiong Bahru Road), and 'Floor number - Unit number' (#20 - 01). There is a 'Set as billing contact person' checkbox. At the bottom right, there are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted with a red box.

Picture reference: General Information Page

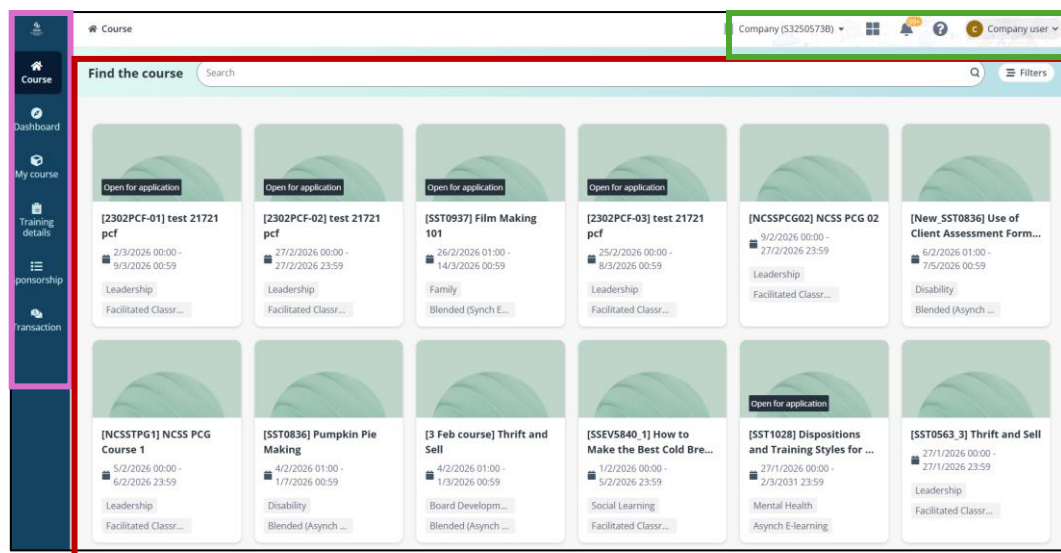
Navigating the Training Management System (TMS)

This section shares with you some key features and guides through navigating the [Training Management System](#) (TMS).

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

- **Top Panel (in green)** – From this panel, you can switch to the other portals, view shared notifications, access the user guide, and update your company profile/personal information.
- **Navigation Panel (in purple)** – From this panel, you will be able to navigate to the dashboard, courses, training details, sponsorship and transactions in the left navigation panel within the Training Management System (TMS).
- **Main Panel (in red)** – From this panel, you will be able to find and view all courses published in SSI.

Please refer below sections for detailed information on each panel.



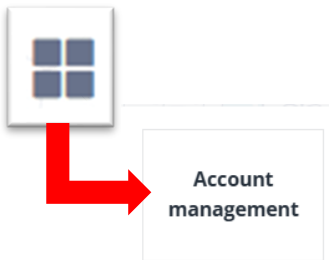
Picture reference: Company Person's Dashboard Page

***Note:** A company admin or contact person may be tagged to multiple companies in TMS. To switch between companies and perform operations for a different company, click the company name on the upper-right corner.

In the drop-down list, you will be able to switch between the companies by clicking the corresponding company name.

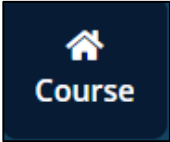
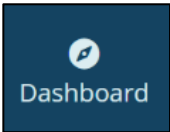
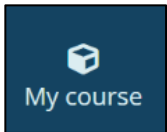
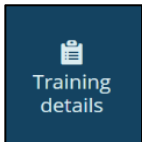
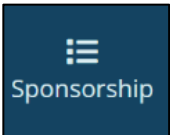
Top Panel – User Tools

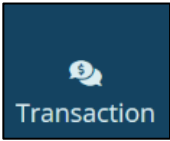
Displays your personal tools for profile settings, notifications () , shortcuts to switch to other portals () , and support () .

Icons	Feature
	<u>Quick link</u> This icon provides quick access to switch between different system portals, including the Training Management System (TMS) and Account Management.
	<u>Notification</u> This icon provides access to view system notifications about pending tasks and updates. To view all notifications, click See all to view them in the Notification page.
	<u>Help</u> This icon provides access to the User Guide in a new browser tab.

Navigation Panel

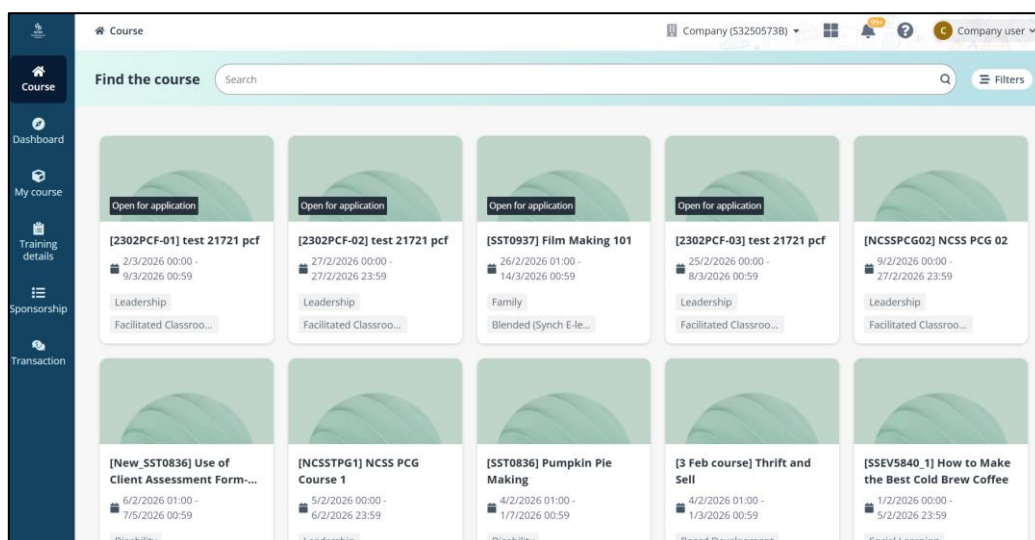
There are the various sections that you can navigate to. These are the corresponding icons and how they can be used:

Section Menu	Features
	• View, search courses • View course details & apply course to sponsor • View announcement banner
	• View pending verification for sponsorship (Public/Corporate) • View outstanding invoices (make payment)
	• View & access all sponsoring courses (Corporate, Public, unassigned) • Manage course sponsorship a) Verify sponsoring applicants (Approve/Reject) b) Cancel sponsorship c) Replace participant d) Registration URL generation e) Employee registration for the sponsored course
	• Employees' training progress (Attendance percentage, assessment grade)
	• Pending verification: Approved / Reject / Assign • Verified applicants: Replace participants / Cancel sponsorship / Fill PO No. • Active enrolments: Replace participants / Cancel sponsorship

	• View all transactions within the system: ○ Pending payment ○ Invoices / Credit notes (Download invoice, credit note) ○ Receipts (Download receipt) ○ Refunds (Download refund advice)
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Course

This page allows you to browse and search for courses, review course information, and access announcements. Company admin or company contact person can also register employees for courses.



Picture reference: Company Portal Course Page

Dashboard

This page allows you to check pending sponsorship verification (Public/Corporate) and view unpaid invoices for payment processing.

The screenshot shows the 'Dashboard' page of a company portal. The top navigation bar includes 'Company (S32505738)' and 'Company user'. The left sidebar lists navigation options: Course, Dashboard, My course, Training details, Sponsorship, and Transaction. The main content area is titled 'Pending verification' and displays two summary cards: '0 requests under corporate courses' and '14 requests under public courses'. Below these is a section for 'Outstanding invoices (61)' with a 'Pay' button. A table lists invoices with columns for Course name, Invoice No., Course start date, Outstanding amount, Payment due date, and Action. The table contains four rows of data, each with a 'Pay' button. On the right, there is an 'Announcements' section with a message: 'There are no announcements to show.'

Course name	Invoice No.	Course start date	Outstanding amount	Payment due date	Action
Go Karting 101	ComiN2025100012	8/10/2025 00:00	\$8763.00	7/10/2025 23:59	Pay
Cognitive Behaviour Therapy: ...	ComiN2025100021	13/10/2025 00:00	\$8654.00	12/10/2025 23:59	Pay
Cognitive Behaviour Therapy: ...	ComiN2025100022	20/10/2025 00:00	\$8654.00	19/10/2025 23:59	Pay
Cognitive Behaviour Therapy: ...	ComiN2025100023	20/10/2025 00:00	\$5130.80	19/10/2025 23:59	Pay

Picture reference: Company Portal Dashboard Page

My Course

This page displays all sponsored courses (Corporate, Public, unassigned) and enable sponsorship management allowing you to verify applicants, cancel sponsorships, substitute participants, generate registration links, and register employees for sponsored training etc.

The screenshot shows the 'My course' page of a company portal. The top navigation bar includes 'Company (S32505738)' and 'Company user'. The left sidebar lists navigation options: Course, Dashboard, My course, Training details, Sponsorship, and Transaction. The main content area is titled 'My course' and displays tabs for 'Corporate courses', 'Public courses', and 'Unassigned courses'. Below the tabs are buttons for 'Submit applicant list' and 'Export course details'. A search bar is present with the text 'Search by course name ...'. A table lists courses with columns for Course name, Branch, Contact person, Billing contact person, Course intake No., Course category, Course type, and Verified applicants. The table contains two rows of data. At the bottom, there is a pagination bar showing 'Total 2 items' and 'Show rows: 10' with navigation buttons.

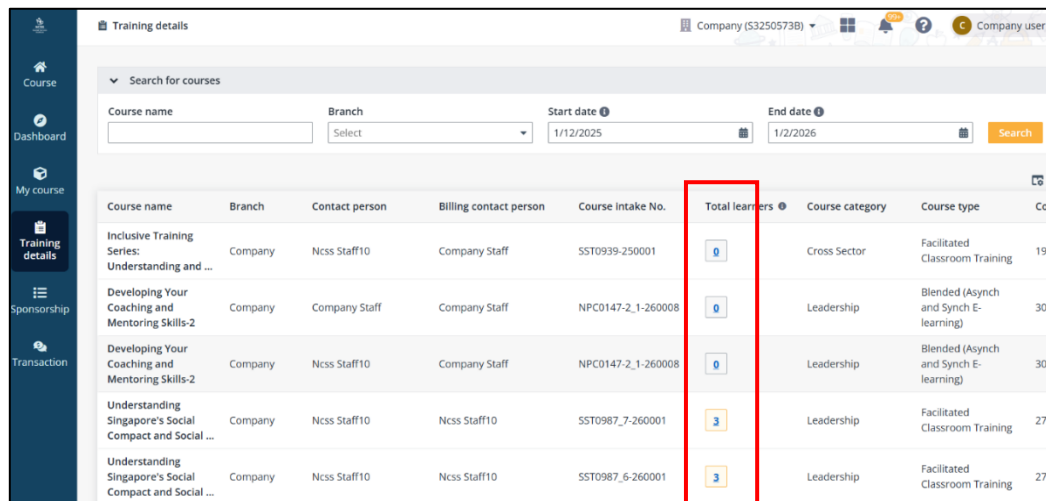
Course name	Branch	Contact person	Billing contact person	Course intake No.	Course category	Course type	Verified applicants
demo puo self-sponsored	Company	Company Staff	Company Staff	selfpuo0114-260002	Children & Youth	Asynch E-learning	0/1
Developing Effective Supervisory Skills	Branch1	Company Staff	Company Staff	NPC0075-250001	Management & Organisation Development	Facilitated Classroom Training	0/1

Picture reference: Company 'My Course' Page

Training details

This page displays employees' training progress by tracking attendance percentages and assessment grades.

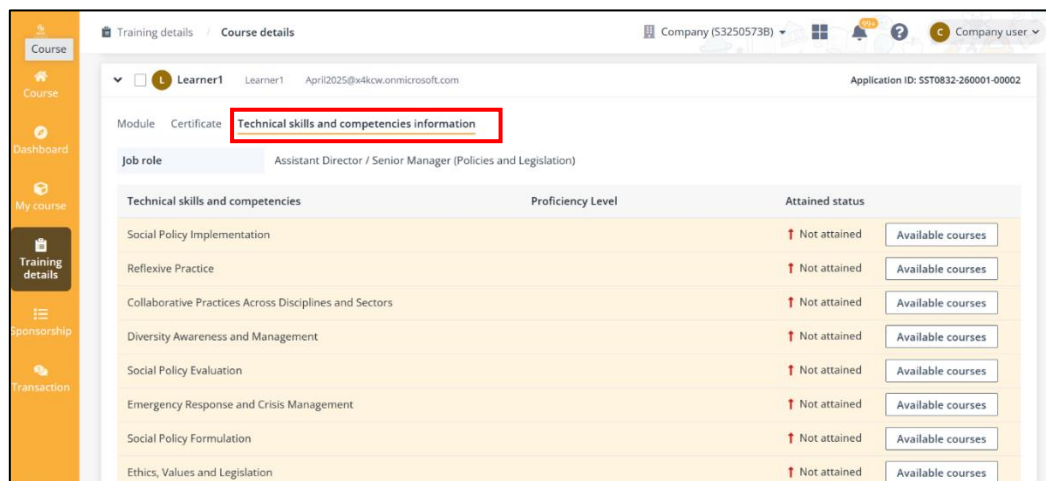
By clicking the number under '*Total learners*', users can access the '*Technical skills and competencies information*' tab to see the technical skills and competencies employees have gained from completed training.



Course name	Branch	Contact person	Billing contact person	Course intake No.	Total learners	Course category	Course type	Course duration
Inclusive Training Series: Understanding and ...	Company	Ncss Staff10	Company Staff	SST0939-250001	0	Cross Sector	Facilitated Classroom Training	19/
Developing Your Coaching and Mentoring Skills-2	Company	Company Staff	Company Staff	NPC0147-2_1-260008	0	Leadership	Blended (Asynch and Synch E-learning)	30/
Developing Your Coaching and Mentoring Skills-2	Company	Ncss Staff10	Company Staff	NPC0147-2_1-260008	0	Leadership	Blended (Asynch and Synch E-learning)	30/
Understanding Singapore's Social Compact and Social ...	Company	Ncss Staff10	Ncss Staff10	SST0987_7-260001	3	Leadership	Facilitated Classroom Training	27/
Understanding Singapore's Social Compact and Social ...	Company	Ncss Staff10	Ncss Staff10	SST0987_6-260001	3	Leadership	Facilitated Classroom Training	27/

Picture reference: Company 'Training details' Page

The course recommendation engine may then recommend suitable training to close any skill gaps.

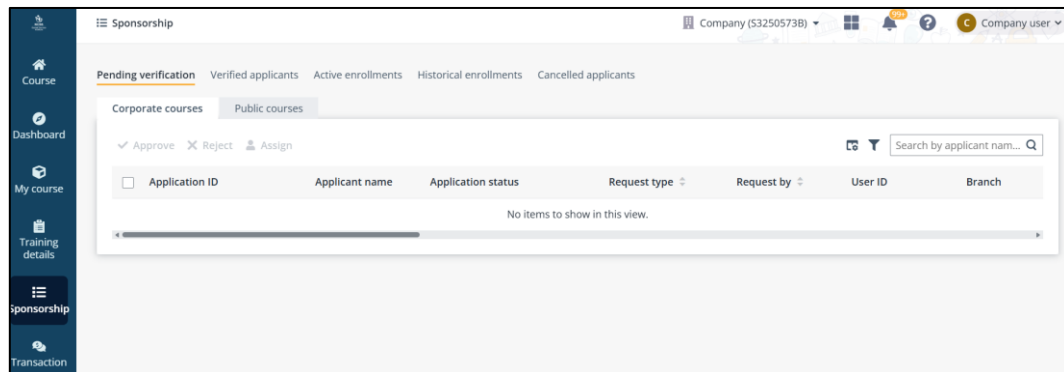


Technical skills and competencies	Proficiency Level	Attained status
Social Policy Implementation		↑ Not attained Available courses
Reflexive Practice		↑ Not attained Available courses
Collaborative Practices Across Disciplines and Sectors		↑ Not attained Available courses
Diversity Awareness and Management		↑ Not attained Available courses
Social Policy Evaluation		↑ Not attained Available courses
Emergency Response and Crisis Management		↑ Not attained Available courses
Social Policy Formulation		↑ Not attained Available courses
Ethics, Values and Legislation		↑ Not attained Available courses

Picture reference: Company 'Training details' Page

Sponsorship

This page allows you to approve, reject, or assign pending verifications; manage verified applicants by replacing participants, cancelling sponsorship, or entering PO numbers; and handle active enrolments through participant replacement or sponsorship cancellation.



Picture reference: Company 'Training details' Page

Transaction

This page displays all system transactions, including pending payments, downloadable invoices and credit notes, downloadable receipts and downloadable refunds advice.

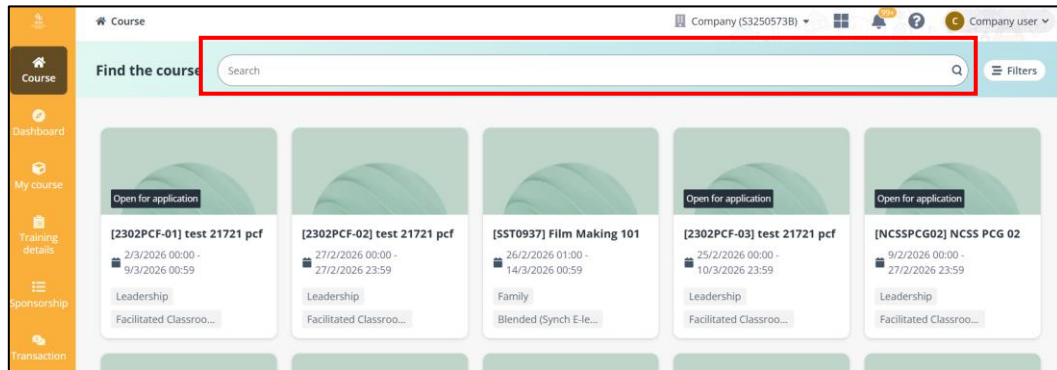
	Billing reference No.	Invoice No.	Workday invoice No.	Workday invoice date	Billing/Charge for	Invoice date	Invoice amount	Company branch
☐	BillCom2026020040	ComIN2026020037			Ad-hoc course fee	23/2/2026 14:40	\$4305.20	Branch1
☐	BillCom2026020038	ComIN2026020035			Course	23/2/2026 14:25	\$5534.10	Branch1
☐	BillCom2026020032	ComIN2026020031			Course	22/2/2026 03:00	\$4109.00	Company
☐	BillCom2026020027	ComIN2026020024			Course	11/2/2026 17:52	\$42180.00	Company
☐	BillCom2026020026	ComIN2026020027			Course	12/2/2026 03:00	\$410,000.00	Company
☐	BillCom2026020024	ComIN2026020021	NCS-CUI-CY2026-000095	4/2/2026 00:00	Repeat module	4/2/2026 11:55	\$42180.00	Company
☐	BillCom2026020023	ComIN2026020022			Course	6/2/2026 03:00	\$41,180.00	Company

Picture reference: Company 'Transaction' Page

Company sponsored - Registration Methods

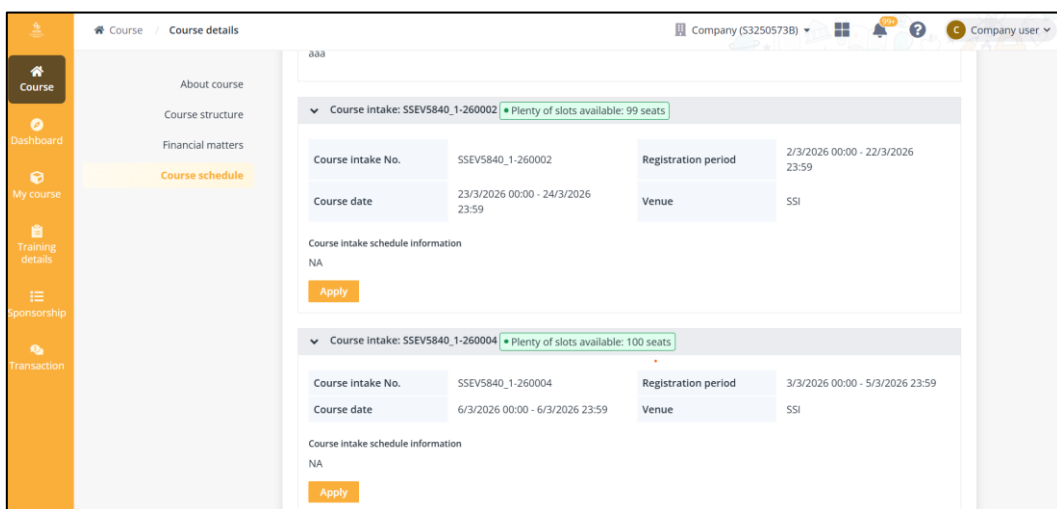
Method 1: Company applies for Learner

Step 1: On the 'Course Home Page', **search for the desired course using the search bar.**



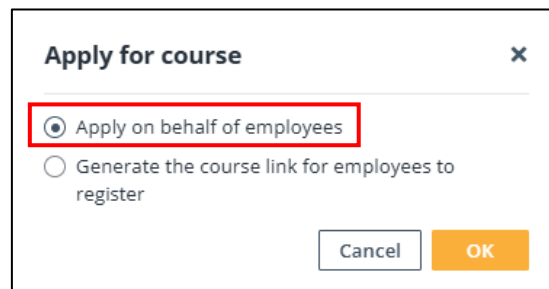
Picture reference: Course Home page (Company Portal)

Step 2: Once you have selected the course, the course details page will appear. Scroll down to **view the available course intakes and click 'Apply'.**



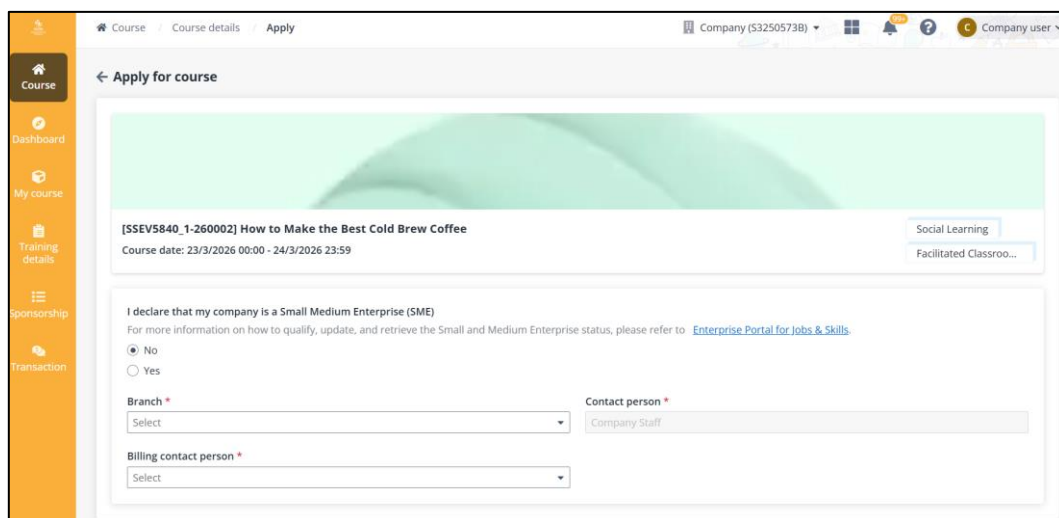
Picture reference: Course details page (Company Portal)

Step 3: A prompt will appear to apply for the course. Select 'Apply on behalf of employees'.



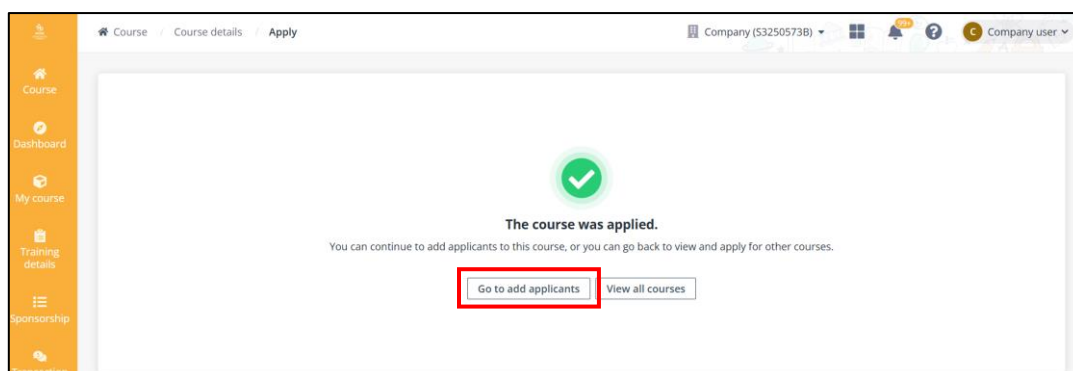
Picture reference: Apply page (Company Portal)

Step 4: You will be directed to a page where you need to declare whether the company is a SME, select the branch, and choose the billing contact person. Then, click 'Complete'.



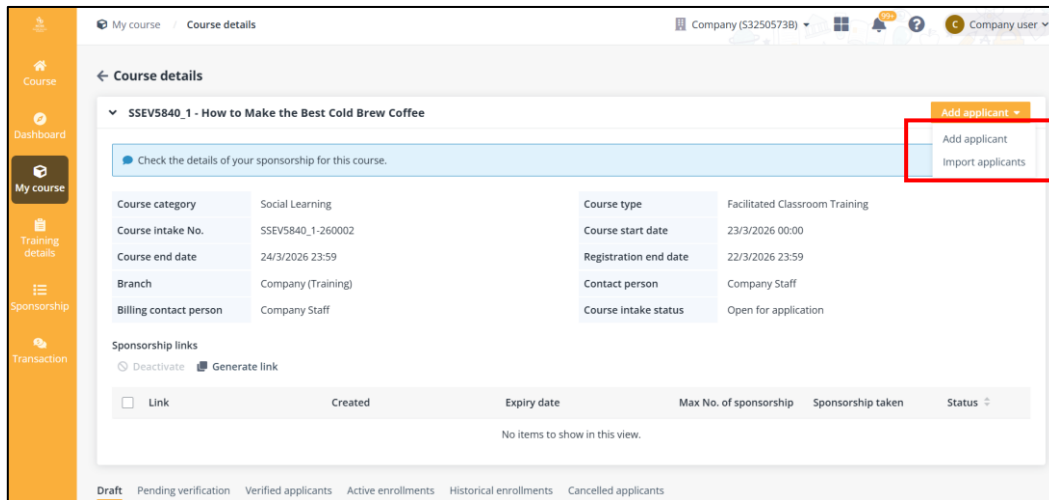
Picture reference: Apply page (Company Portal)

Step 5: A successful page will show you that the course has been applied. Then, click 'Go to add applicants'.



Picture reference: Apply page (Company Portal)

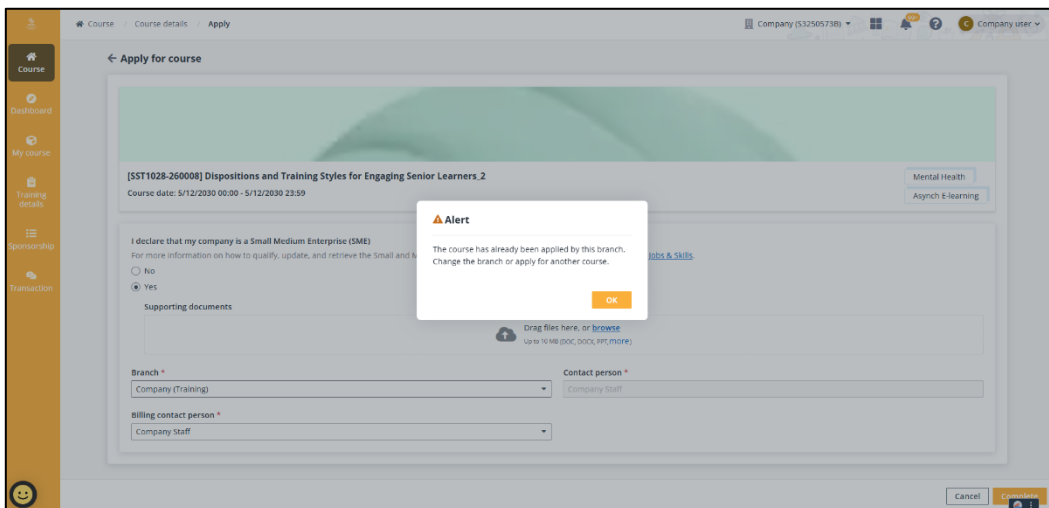
Step 6: You will be directed to the 'Course details' page. Click **'Add applicant'** and you will see options to either add an individual applicant or bulk import applicants.



Picture reference: Course details page (Company Portal)

Managing Previously Registered Applicants

If you have previously registered applicants from this branch for the course, an alert will appear: **“The course has already been applied by this branch. Change the branch or apply for another course.”** This means that your company branch had already registered for the course at the time of the first application.



Picture reference: Apply page (Company Portal)

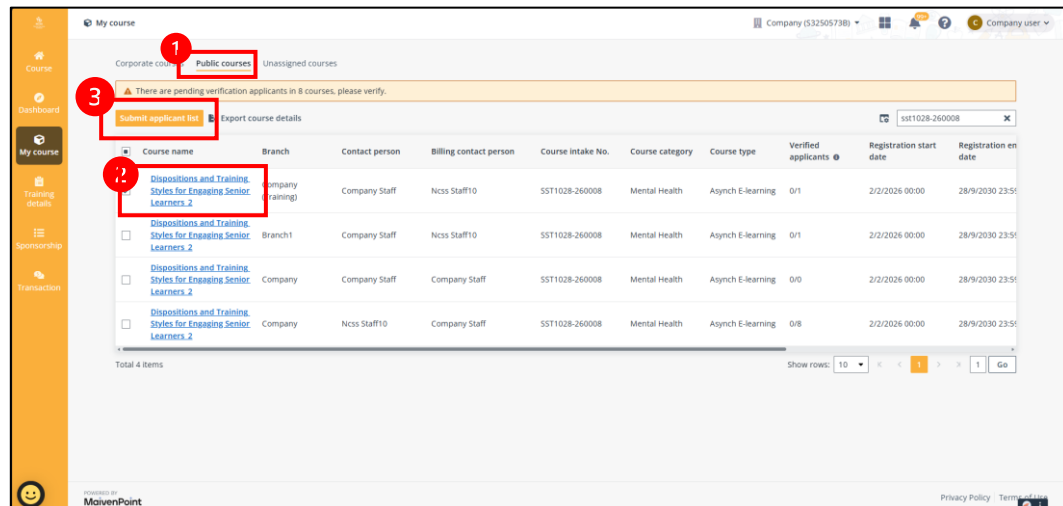
To add a new batch of learners to the same course, please refer to the steps outlined under 'Registering Additional Applicants for the Same Course' below.

Registering Additional Applicants for the Same Course

To register additional applicants and apply for the same course, follow the steps below:

Step 1: Go to **My course** on the left navigation panel and locate the course under **Public courses** tab.

Step 2: Select the course with the assigned **Branch** and click on **Submit applicant list**.



Picture reference: Apply page (Company Portal)

Step 3: Add applicant via **Add applicant** or **Import**.



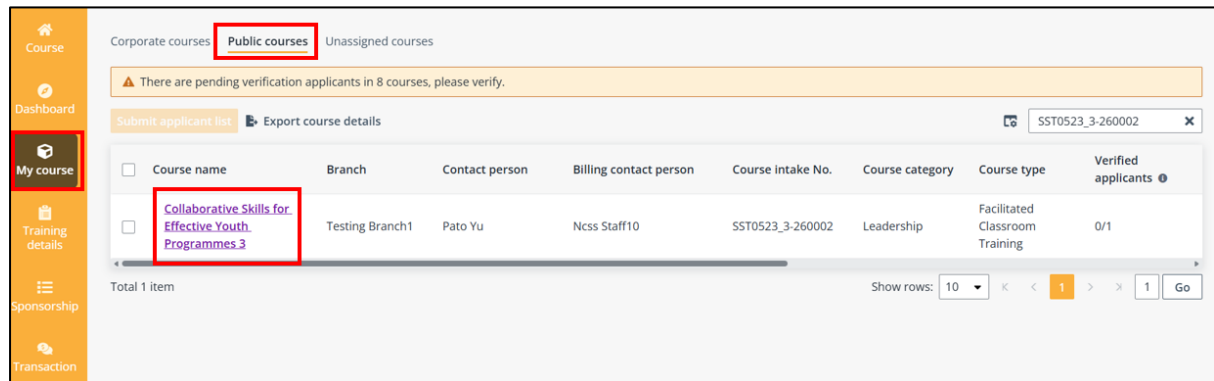
Picture reference: Apply page (Company Portal)

Submit Draft Applications

To submit applications that are currently in draft mode, follow the steps below.

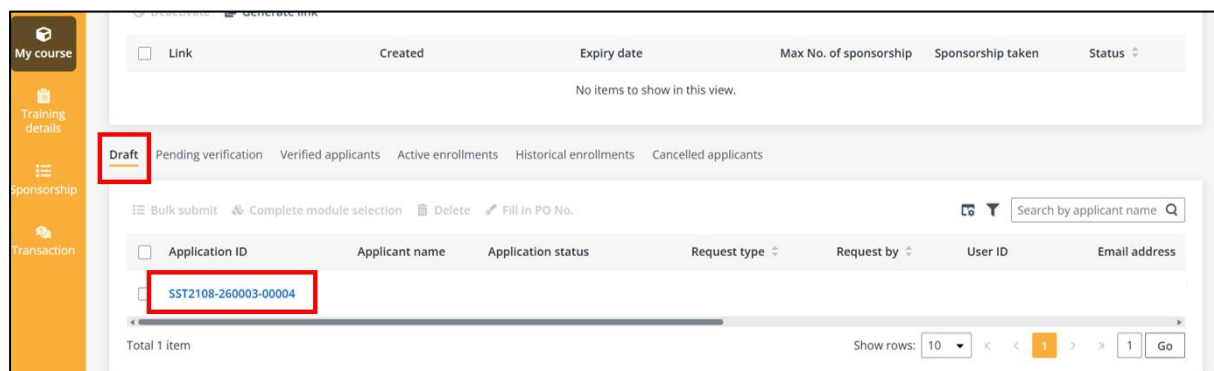
Step 1: Navigate to 'My Course' in the left navigation panel.

Step 2: Select the 'Public Courses' tab and search for the relevant course. Click on the course name to proceed.



Picture reference: My course page (Company Portal)

Step 3: You will be directed to the 'Course Details' page. Scroll down to the 'Draft' tab and click on the application ID.



Picture reference: My course page (Company Portal)

Step 4: Once you have clicked on the application, fill in the remaining details and click 'Save and Next' to proceed through each section. Once completed, click 'Submit'.

Step 4. Module selection

Course certificate:

You need to meet the minimum requirement of completing all modules to get the course certificate. ■ Company-sponsored

You need to finish all core modules to get the certificates.

Module name	Module code	Credit units	Module type	Semester/Term
	SST2109		Core	

Supplementary fees

Supplementary fee type	Rate type	Rate
No items to show in this view.		

[View payment summary](#)

[Cancel](#) [Save](#) [Submit](#)

Picture reference: Add applicant page (Company Portal)

Step 5: Click 'Confirm' when prompted.

Confirm

You have completed the module selection. You cannot edit your selection after you submit it.

[Cancel](#) [Confirm](#)

Picture reference: Add applicant page (Company Portal)

Step 6: A notification will appear that the applicant was added. The learner's application can also be found under the 'Verified Applicants' tab.

✓ The applicant was added.

16/6/2026 17:18:54

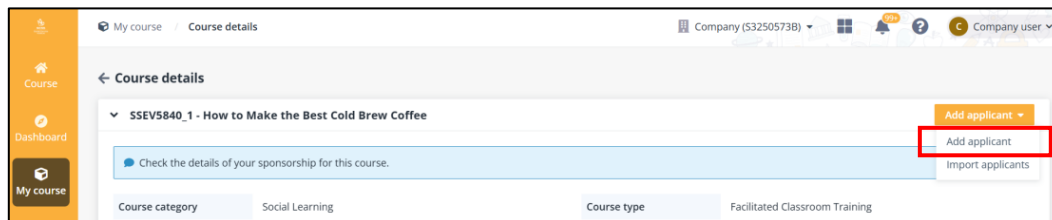
[X](#)

Picture reference: Add applicant page (Company Portal)

Add applicants on their behalf

Add Individual Applicant

Step 1: To add an applicant, **select 'Add applicant'**.



Picture reference: Course details page (Company Portal)

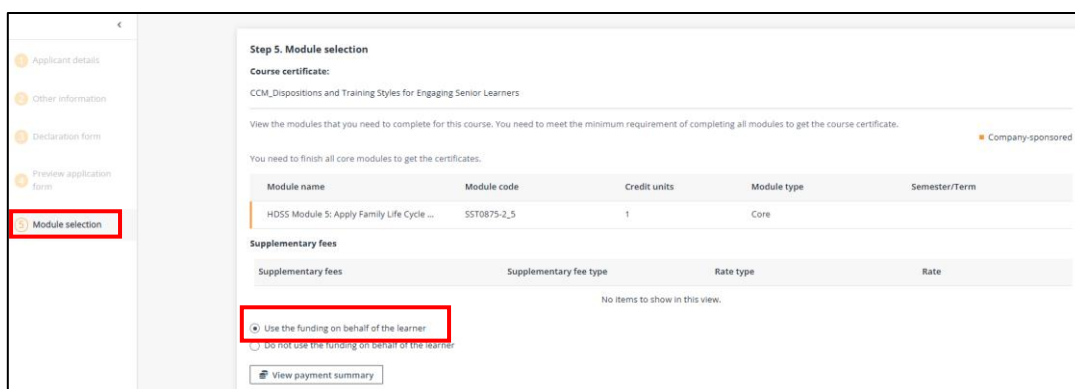
Step 2: On the 'Add applicant form' page, **fill in the necessary fields** for each section. **Ensure that the learner's NRIC number is inputted as the User ID. Click 'Save and next'.**

***Note:** Also ensure that applicants have already created their user accounts and that no duplicate applications exist for the same applicant in the current intake. An error will appear if duplicates are found or if no account has been created.



Picture reference: Add applicant page (Company Portal)

Step 3: On the 'Module selection' section page, **for PCG/CCG/SSG courses - click the 'Use of funding on behalf of learners' option. Then, click 'Submit'.**

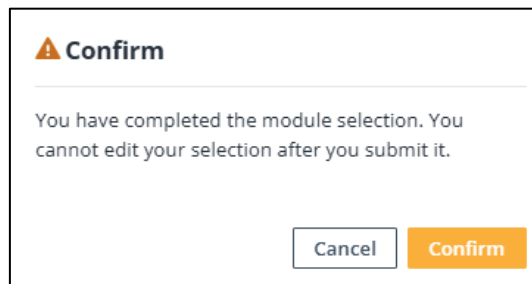


Module name	Module code	Credit units	Module type	Semester/Term
HDSS Module 5: Apply Family Life Cycle ...	SST0875-2,5	1	Core	

Supplementary fees	Supplementary fee type	Rate type	Rate
No items to show in this view.			

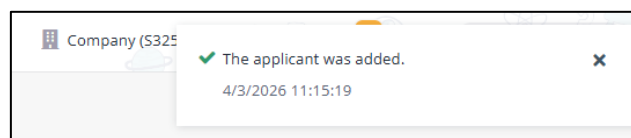
Picture reference: Add applicant page (Company Portal)

Step 4: A prompt will appear – **click ‘Confirm’**.



Picture reference: Apply page (Company Portal)

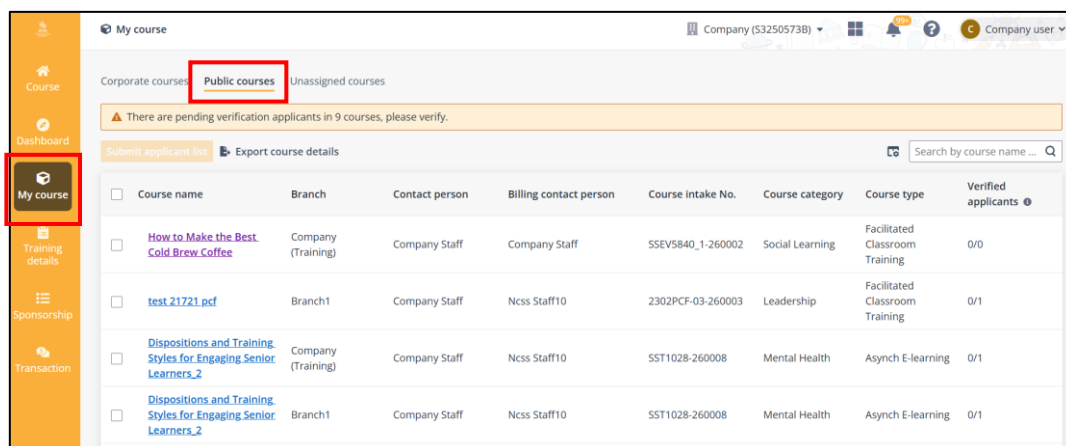
Step 5: Upon clicking confirm, you will receive a notification that the applicant was added on the top right-hand corner.



Picture reference: Apply page (Company Portal)

***Note:** Applicants added to a course must first accept the course offer through their learner account before they can be admitted into the course. Please refer to the **“Accepting offer upon submitting the application”** section in the **Learner's User Guide** for instructions on accepting the offer.

Step 6: To view the status of the added applicant above, **go back to ‘My course’** in the left navigation panel. **Click on ‘Public courses’** tab, then **find the course**.



Picture reference: My course page (Company Portal)

Step 7: Click on the course name to be directed to the course details page. Click on the **'Verified applicants' tab** to view application status as 'Admitted'.

Draft

Pending verification

Verified applicants

Active enrollments

Historical enrollments

Cancelled applicants

Replace participants

Cancel sponsorship

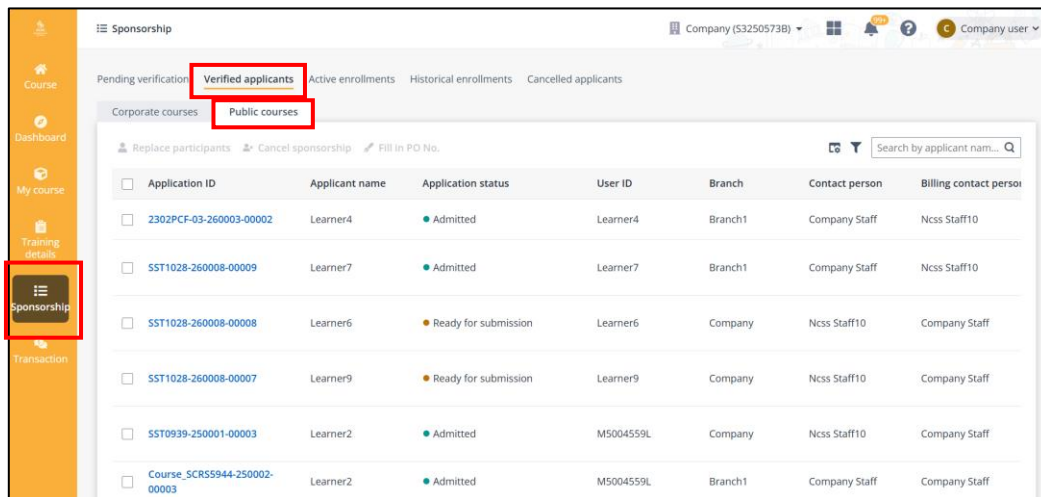
Fill in PO No.

Search by applicant name

☐	Application ID	Applicant name	Application status	User ID	Email address	Contact number	PO No.	Registration time
☐	SST1028-260008-00010	Learner8	Admitted	Learner8	april.li@x4kcw.onmicro soft.com	+65 89017895		4/3/2026 11:15

Picture reference: Course detail page (Company Portal)

Alternatively, you can also click 'Sponsorship' on the left navigation panel. Click 'Verified applicants' tab, then click 'Public courses' in detail.

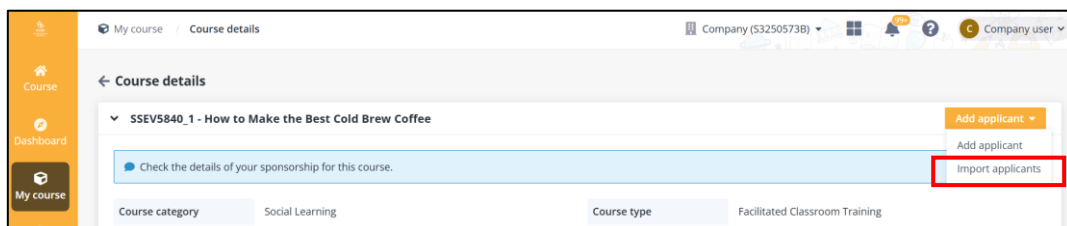


Sponsorship							
Pending verification Verified applicants Active enrollments Historical enrollments Cancelled applicants							
Corporate courses Public courses							
Replace participants Cancel sponsorship Fill in PO No. Search by applicant name Q							
Application ID	Applicant name	Application status	User ID	Branch	Contact person	Billing contact person	
2302PCF-03-260003-00002	Learner4	Admitted	Learner4	Branch1	Company Staff	Ncss Staff10	
SST1028-260008-00009	Learner7	Admitted	Learner7	Branch1	Company Staff	Ncss Staff10	
SST1028-260008-00008	Learner6	Ready for submission	Learner6	Company	Ncss Staff10	Company Staff	
SST1028-260008-00007	Learner9	Ready for submission	Learner9	Company	Ncss Staff10	Company Staff	
SST0939-250001-00003	Learner2	Admitted	M5004559L	Company	Ncss Staff10	Company Staff	
Course_SCR55944-250002-00003	Learner2	Admitted	M5004559L	Branch1	Company Staff	Company Staff	

Picture reference: Sponsorship page (Company Portal)

Bulk Import Applicants

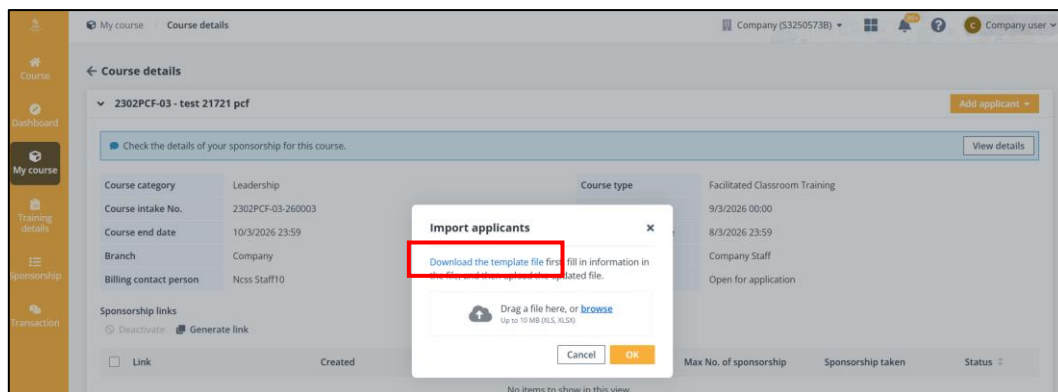
Step 1: To add bulk applicants, select **Import applicants**.



My course Course details		Company (S32505738)	Company user
Course details			
SSEV5840_1 - How to Make the Best Cold Brew Coffee			
Add applicant Add applicant Import applicants			
Check the details of your sponsorship for this course.			
Course category	Social Learning	Course type	Facilitated Classroom Training

Picture reference: Course details page (Company Portal)

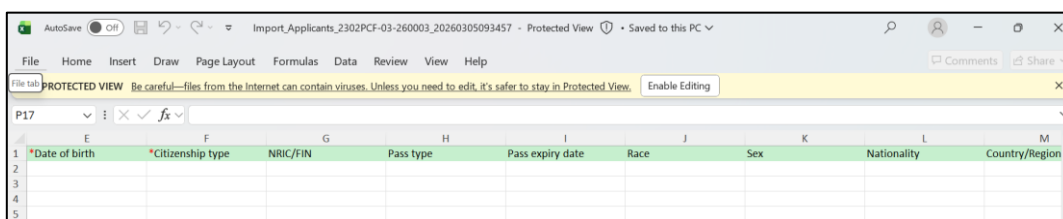
Step 2: A prompt will appear asking you to import applicants. First, **download the template file** using the provided link. The template will be in Excel format.



Picture reference: Import applicants prompt (Company Portal)

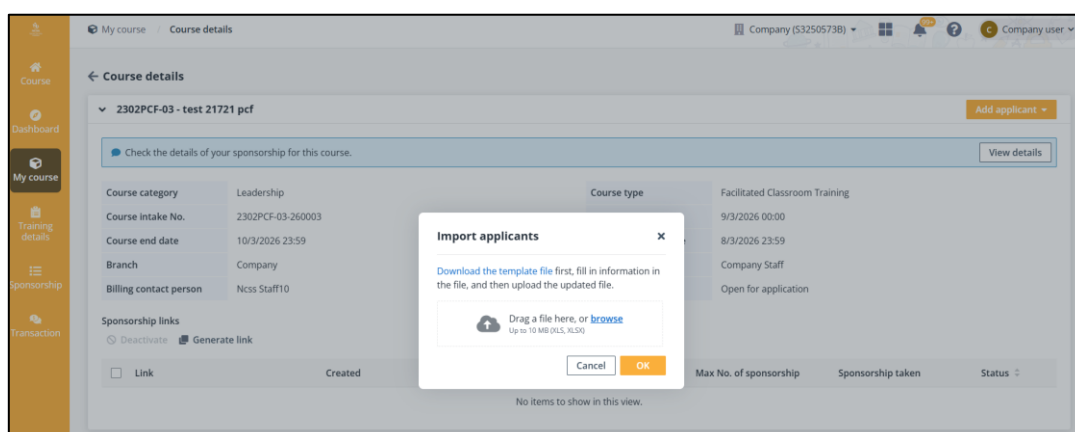
Step 3: Fill in the required applicant information. **Ensure that the learner's NRIC number is inputted as the User ID.** (you may wish to test with one or two applicants first before importing.)

***Note:** Please ensure that applicants have already created their user accounts and no duplicate applications have been made by the same applicant in the current intake. An error will appear if duplicates are found or if no account has been created.



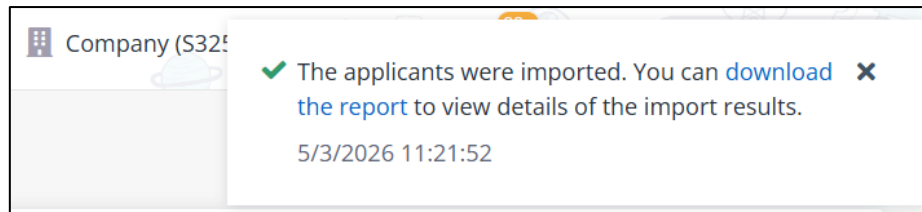
Picture reference: Excel document for bulk applicants (Company Portal)

Step 4: Once you have completed the template, **upload the Excel document** in the same prompt mentioned in steps 1 and 2 above. Then, **click 'OK'**.



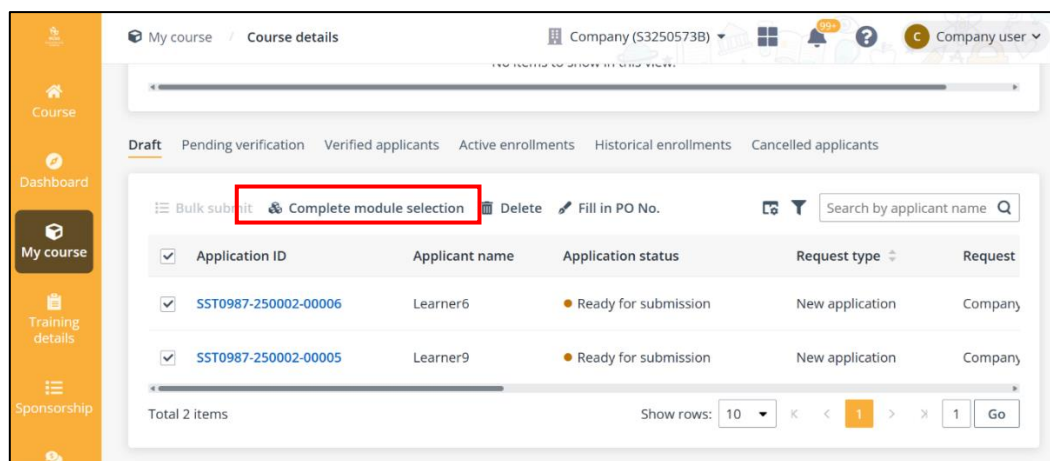
Picture reference: Import applicants prompt (Company Portal)

After clicking 'OK', a notification will appear that the applicants were imported. You may click 'download the report' to view details of the import results.

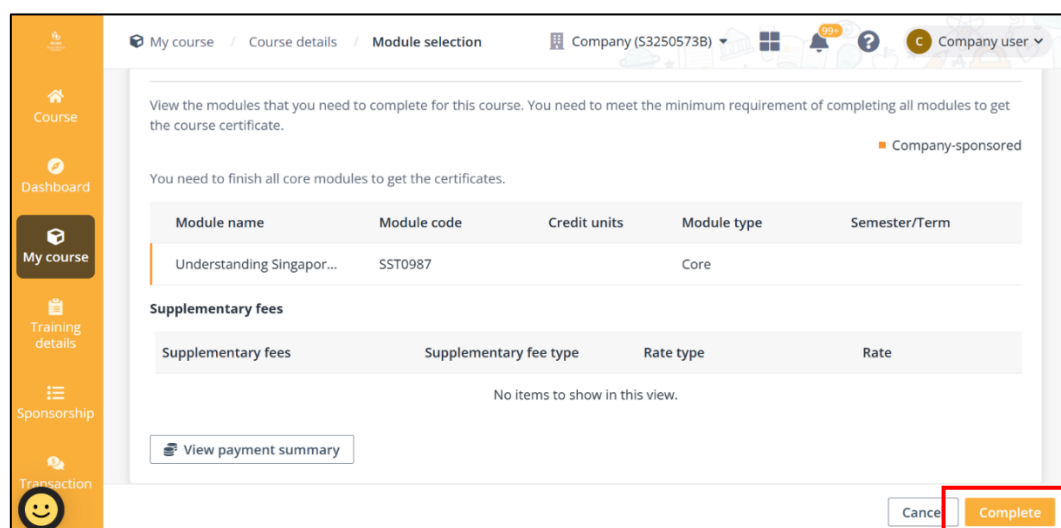


Picture reference: Imported applicants notification (Company Portal)

Step 5: The imported applicants are under Draft submission. Select the applications and click on **Complete module selection** to verify the module/s under the course. Click **Complete**.



Picture reference: Course details page (Company Portal)



Picture reference: Course details page (Company Portal)

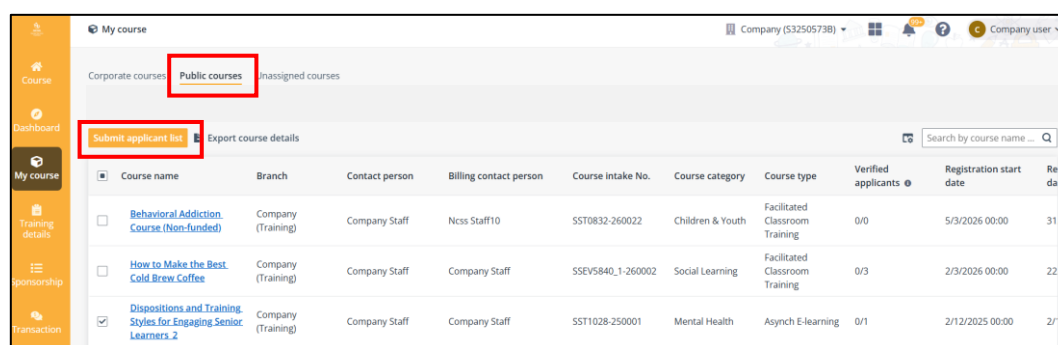
Bulk Submit Applicants

Besides importing bulk applicants using a downloaded template, another option is to bulk submit applicants without using a template. If you have the list of employees to sponsor for the course, you can upload their information in bulk to submit them as course applicants.

To bulk submit applicants, complete the steps below:

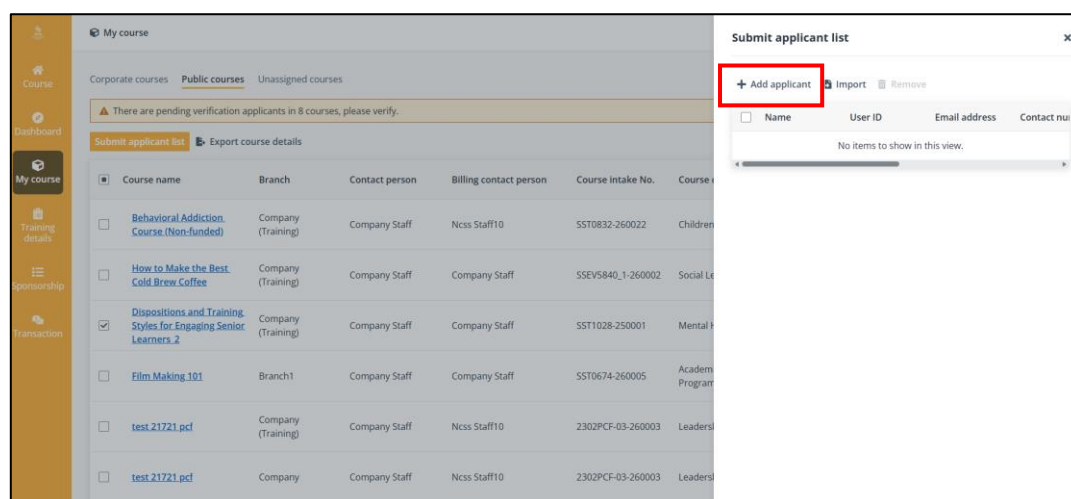
Step 1: Click **My course** on the left navigation pane. In the 'Public courses' tab, select the course to bulk submit applicants to.

Step 2: Tick the selected course and click **Submit applicant list**.



Picture reference: My course page (Company Portal)

Step 3: In the 'Submit applicant list' page below, click **Add applicant** and fill in the applicant's information accordingly. **Ensure that the learner's NRIC number is inputted as the User ID.** Repeat this step to add multiple applicants.



Picture reference: Submit applicant list page (Company Portal)

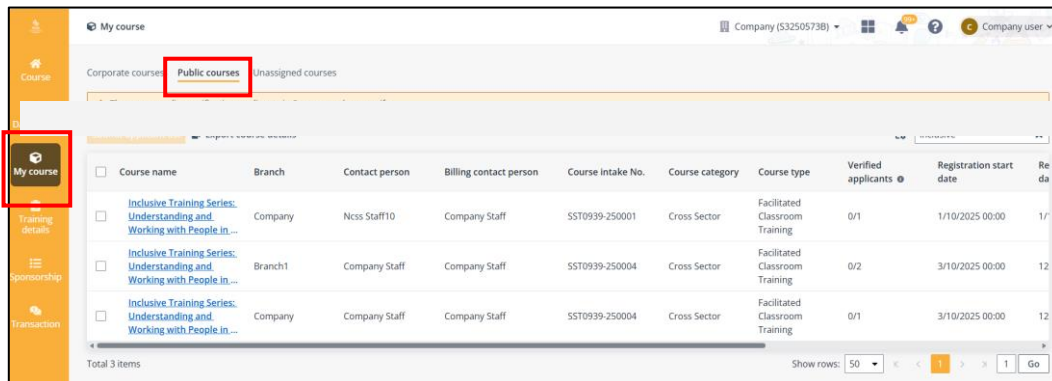
Step 4: After you complete adding applicants, click **Save** to bulk submit the applicants.

***Note:** Once the applicants are submitted, they will receive an email notification with the course application link to complete their applications.

Adding more applicants to a course with existing applications

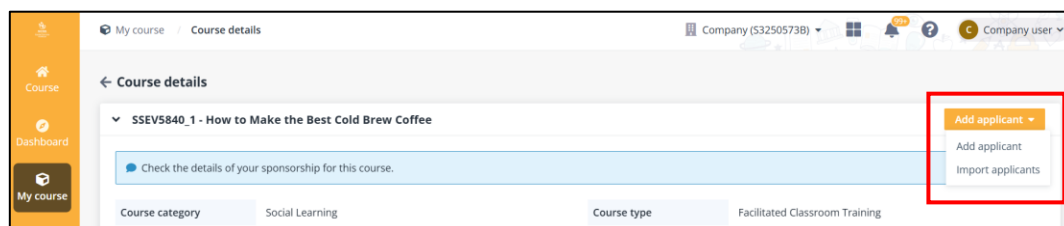
To add more applicants to a course with existing applications, you can go to:

Step 1: Click 'My course' on the left navigation panel. Then, click 'Public courses'.



Picture reference: My course page (Company Portal)

Step 2: Click on the selected course to be directed to the course detail page. Then, you can choose to 'Add applicants' or 'Import applicants'.



Picture reference: Course details page (Company Portal)

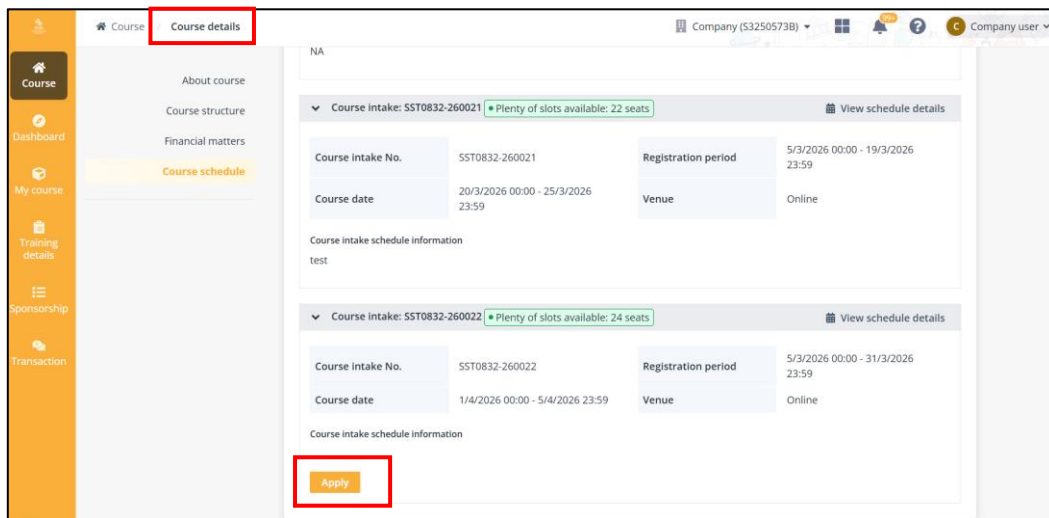
Method 2: Generate Sponsorship Link

To generate the application link for a course, find the target course that is open for application on the Courses page and follow the following steps:

Step 1: Log in to the Training Management System (TMS).

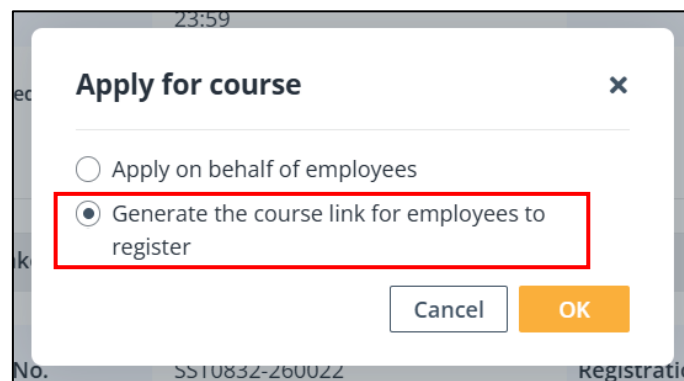
Step 2: On the **Course page**, locate the desired course. Then, **click on the course card** to **access the Course details page**.

Step 3: In the **Course schedule section**, click **Apply**.



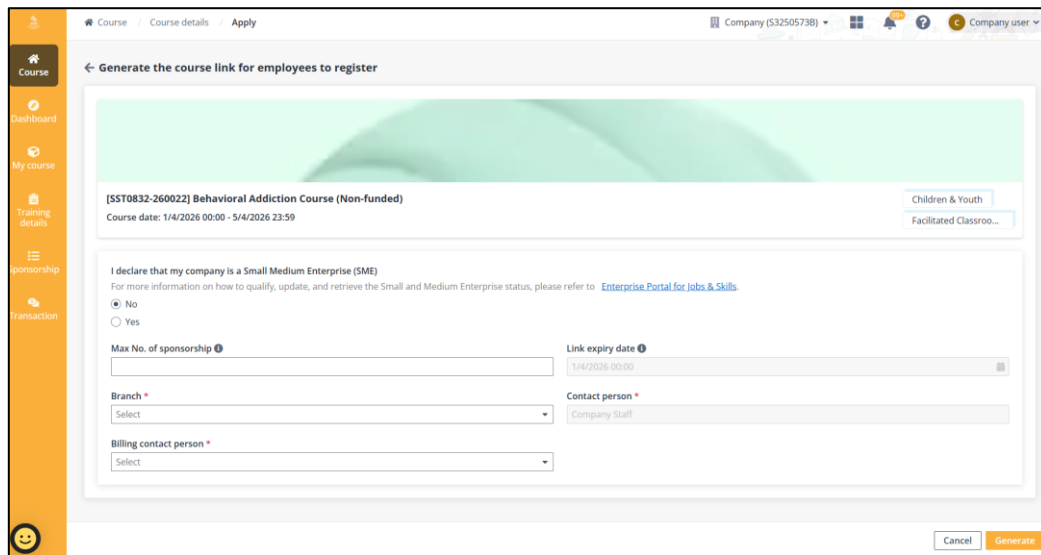
Picture reference: Course details page (Company Portal)

Step 4: A pop-up box will appear. Select '**Generate the course link for employees to register**' and click **OK**.



Picture reference: Apply page (Company Portal)

Step 5: The page guides you to declare whether your company is a Small Medium Enterprise (SME), **specify the maximum number of sponsored employees** for this link, and **select the branch and billing contact person** of the sponsorship link.

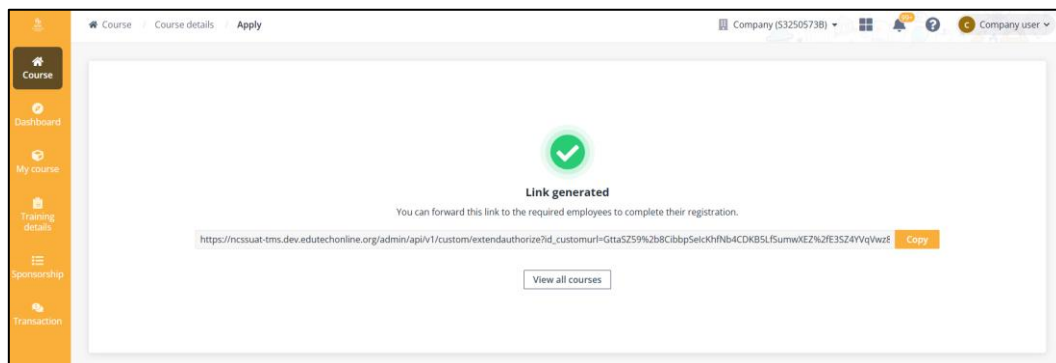
The screenshot shows a web application interface for generating a course link. At the top, there's a navigation bar with 'Course', 'Course details', and 'Apply'. Below this, a sidebar on the left contains icons for 'Course', 'Dashboard', 'My course', 'Training details', 'Sponsorship', and 'Transaction'. The main content area is titled 'Generate the course link for employees to register'. It displays course details for '[SST0832-260022] Behavioral Addiction Course (Non-funded)' with a date range of '1/4/2026 00:00 - 5/4/2026 23:59'. There are tabs for 'Children & Youth' and 'Facilitated Classroom...'. A declaration section asks if the company is a Small Medium Enterprise (SME), with radio buttons for 'No' (selected) and 'Yes'. Below this, there are input fields for 'Max No. of sponsorship' and 'Link expiry date'. Further down, there are dropdown menus for 'Branch' and 'Billing contact person', and a text field for 'Contact person'. At the bottom right, there are 'Cancel' and 'Generate' buttons.

Picture reference: Apply page (Company Portal)

Step 6: After entering the details, click the **Generate** button at the bottom of the page.

Step 7: After confirmation, a link is generated. **Click 'Copy' to copy the link** and **send the course link to the employees** to apply for the course via the link.

***Note:** The link will expire within 5 working days after being generated.

The screenshot shows a success message 'Link generated' with a green checkmark icon. Below the message, it says 'You can forward this link to the required employees to complete their registration.' and displays a long URL: 'https://ncsuat-tms.dev.edutechonline.org/admin/api/v1/custom/extendauthorize?id_customurl=Gta5Z59%2b8CibpSelcKhfNB4CDK8SLfSumwKEZ%2fE3S24YqVwz8'. There is a 'Copy' button next to the link and a 'View all courses' button at the bottom.

Picture reference: Successful page (Company Portal)

Step 8: After employees have applied for the course, the company person must approve the request. Refer to this [section](#) for the steps to complete the sponsorship approval.

Method 3: Employee as a learner applies for sponsorship

On the employee learner's portal, when registering for a course, employees can choose company sponsorship instead of self-sponsored options.

In the '*Applicant details*' page, under 'Sponsorship type', the employee can **choose 'Company'** and **then select their company from the dropdown menu** before completing the application.

The screenshot shows the 'Applicant details' page in the Learner's Portal. The page is titled 'Step 1. Applicant details' and contains a 'Sponsorship information' section. In this section, the 'Sponsorship type' is set to 'Company' (indicated by a selected radio button). Below this, there is a dropdown menu labeled 'Company' with a red box around it, showing 'Select' as the current option. The page also displays personal information retrieved from the profile, including Name, Date of birth, Citizenship type, Race, Country/Region of birth, User ID, Age, NRIC/FIN, and Sex.

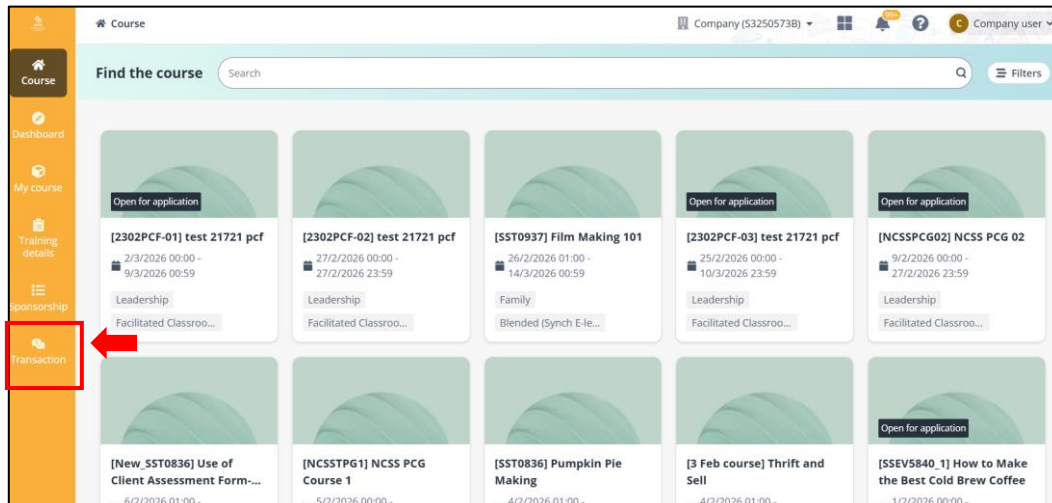
Personal Information		Profile Information	
Name	Company Staff	User ID	S32505738
Date of birth	*****	Age	26
Citizenship type	Singapore citizen	NRIC/FIN	S****5738
Race		Sex	Female
Country/Region of birth	SINGAPORE		

Picture reference: Applicant details page (Learner's Portal)

Approve sponsorship requests from applicants

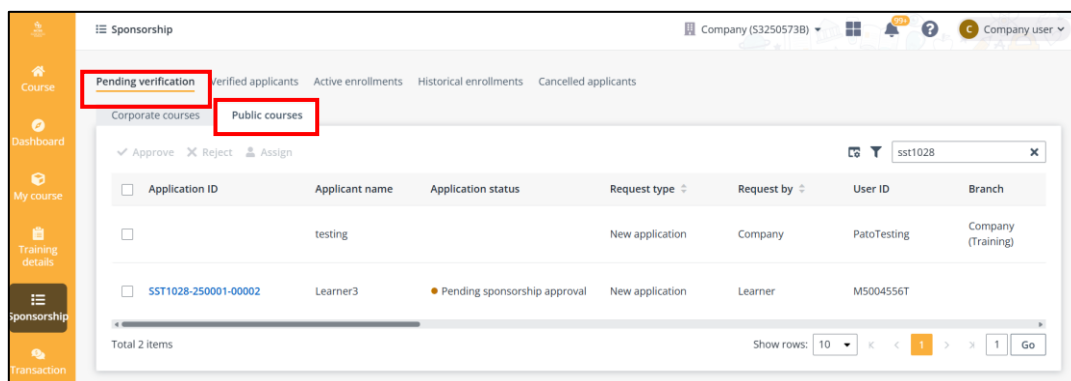
Company-sponsored learners who have submitted applications require company admin approval before enrolment in the course. To approve sponsorship requests, follow the steps below:

Step 1: On the Course home page, **click 'Sponsorship'** in the left-navigation panel.



Picture reference: Course Home page (Company Portal) in TMS

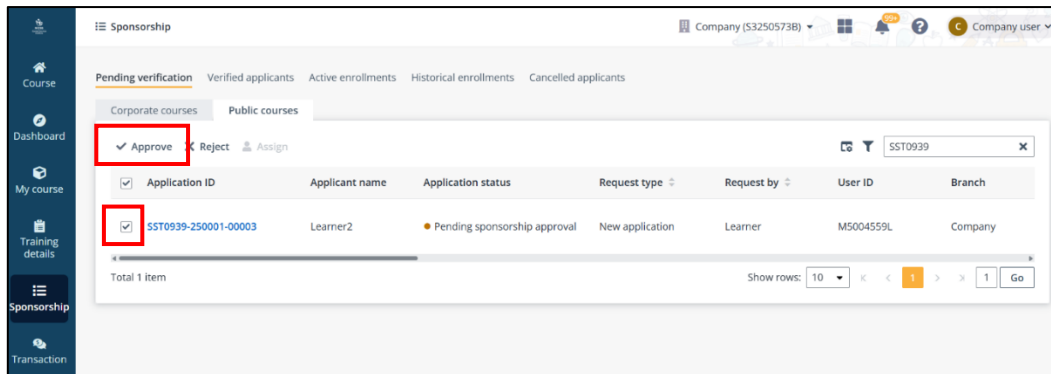
Step 2: The page will show the sponsorship page. **Go to Pending verification tab**, then **choose 'Public courses'**.



Picture reference: Sponsorship page (Company Portal) in TMS

Step 3: Find the application by searching for the course code in the search bar on the right side of the page. Tick the application that requires approval and click 'Approve'. Then click 'Save'.

***Note:** You can also check the application ID status under the 'Application status' section.

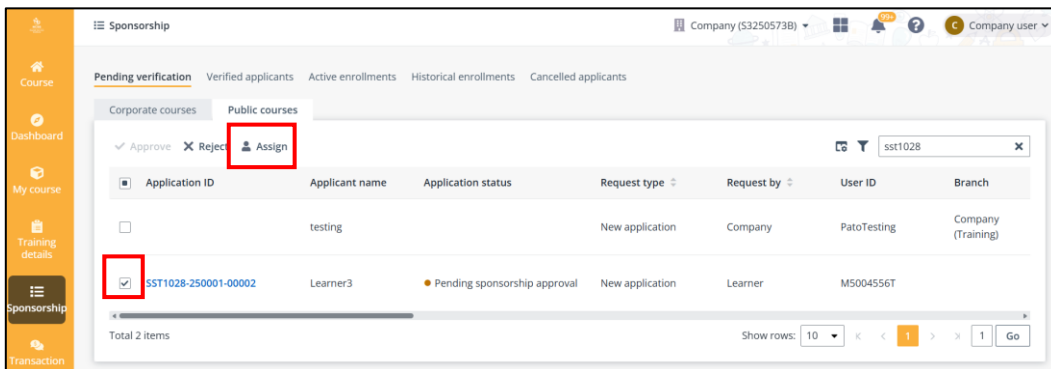


Picture reference: Sponsorship page (Company Portal) in TMS

What if the 'approve' button is unclickable

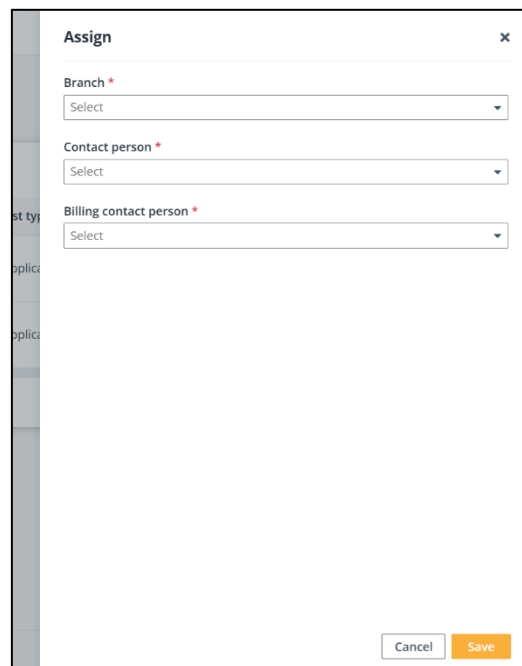
If the 'Approve' button is greyed out and unclickable, **the company admin must first assign a contact person and billing contact person.** To make these assignments, follow the steps below:

Step 1: Tick the selected application and click 'Assign' button.



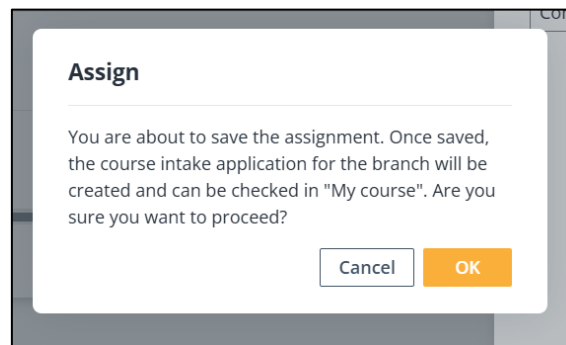
Picture reference: Sponsorship page (Company Portal) in TMS

Step 2: A pop-up page will appear. **Assign the branch, contact person, and billing contact person** from the dropdown lists. After making your selections, **click 'Save'**.



Picture reference: Assign page (Company Portal) in TMS

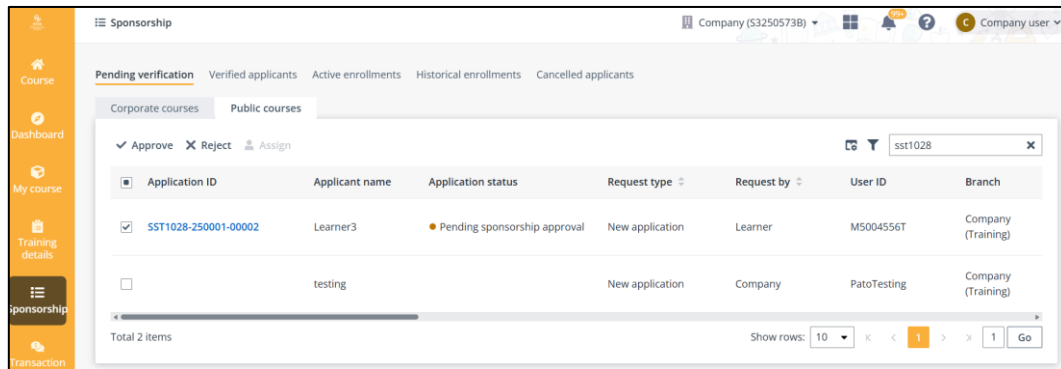
Step 3: A prompt will appear when proceeding. **Click 'OK'**.



Picture reference: Assign page (Company Portal) in TMS

After clicking 'OK', a notification will appear that the application was assigned.

Step 4: Next, find the same application by searching for the course code in the search bar. **Tick the application** and **click the 'Approve' button**. Then, **click 'Save'**.

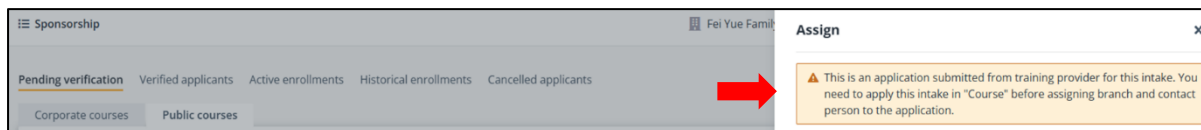


Picture reference: Sponsorship page (Company Portal) in TMS

Error encountered when assigning the branch and contact person

If the following error is encountered, assign the course to a branch, contact person and billing contact person first before proceeding.

Error: “This is an application submitted from training provider for this intake. You need to apply this intake in “Course” before assigning branch and contact person to the application.”

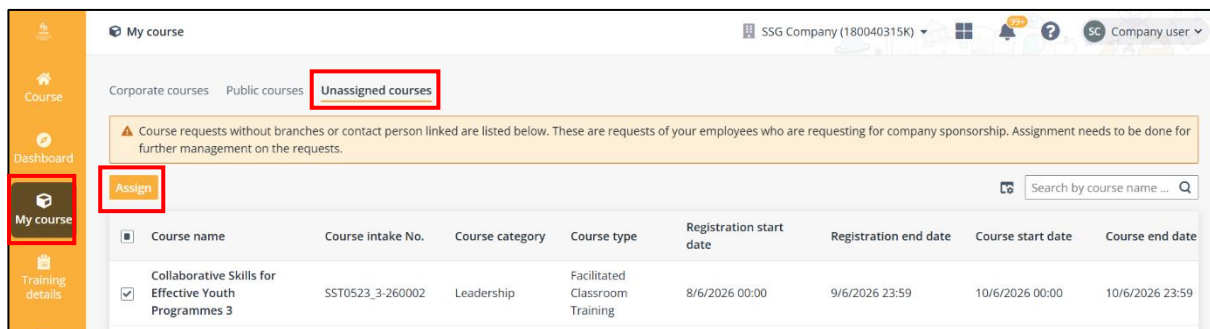


Picture reference: Error message when approving sponsorship requests from applicants

Step 1: Go to **‘My course’** in the left navigation panel. Then, select **‘Unassigned courses’** tab.

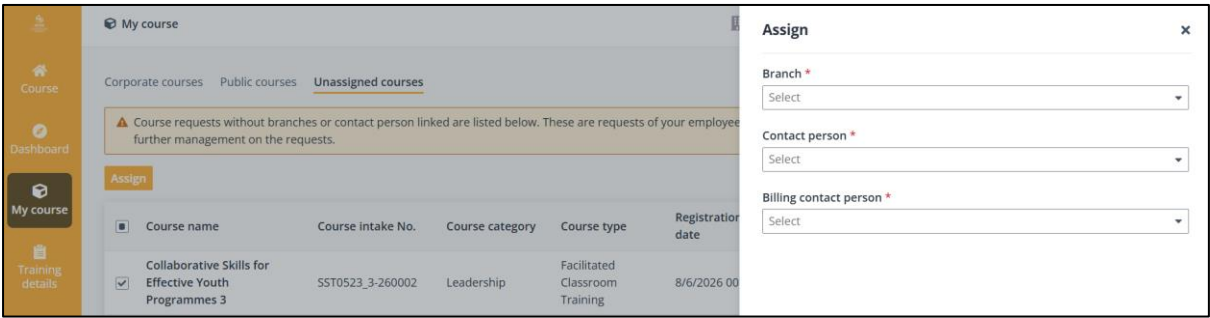
If there are unassigned courses, a list of course requests without branches or contact persons will be displayed, as indicated in the example below. These are requests submitted by your employees seeking company sponsorship.

Step 2: **Select the appropriate course** and click **‘Assign’** button.



Picture reference: Unassigned courses (Company Portal) in TMS

Step 3: A pop-up window will appear. **Select the appropriate branch, contact person, and billing contact person.**



Picture reference: Unassigned courses (Company Portal) in TMS

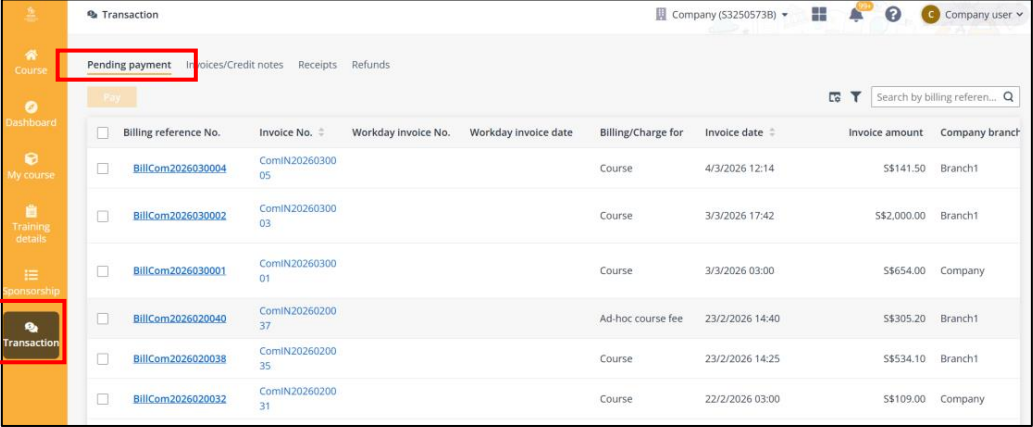
Step 4: Click **‘Save’** when complete.

Payment and invoices as a company admin

View invoices

Step 1: Click on 'Transaction' in the left navigation panel. A list of pending payments will be displayed on the page.

Step 2: Click on 'Invoices/Credit notes' tab. A list of invoices and credit notes will be displayed on the page.



	Billing reference No.	Invoice No.	Workday invoice No.	Workday invoice date	Billing/Charge for	Invoice date	Invoice amount	Company branch
☐	BillCom2026030004	ComIN2026030005			Course	4/3/2026 12:14	\$8141.50	Branch1
☐	BillCom2026030002	ComIN2026030003			Course	3/3/2026 17:42	\$82,000.00	Branch1
☐	BillCom2026030001	ComIN2026030001			Course	3/3/2026 03:00	\$8654.00	Company
☐	BillCom2026020040	ComIN2026020037			Ad-hoc course fee	23/2/2026 14:40	\$8305.20	Branch1
☐	BillCom2026020038	ComIN2026020035			Course	23/2/2026 14:25	\$8534.10	Branch1
☐	BillCom2026020032	ComIN2026020031			Course	22/2/2026 03:00	\$8109.00	Company

Picture reference: Transaction page (Company Portal)

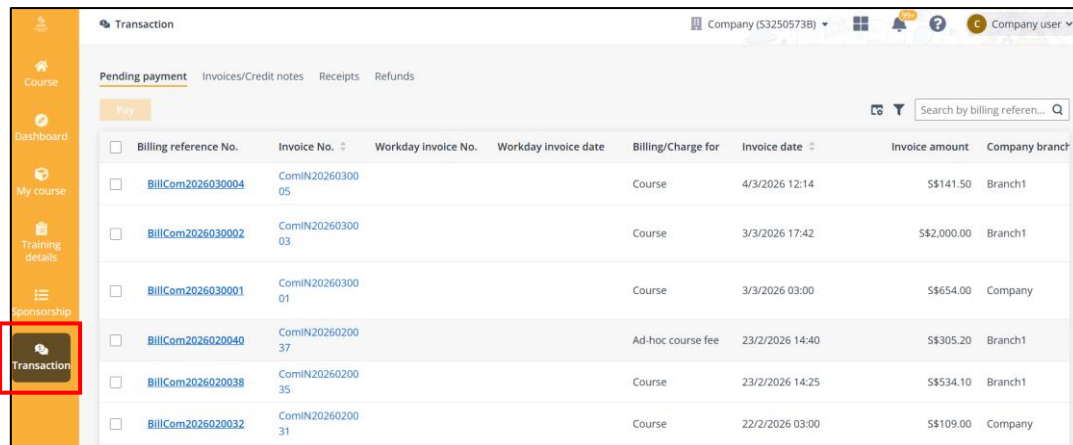
Step 3: Filter the invoices whose **Billing status is issued**. Then, **click the invoice No.** and check the details in the View invoice window.

Step 4: Click **Download** to save the invoice as a PDF file to your local device.

Make payment

The company billing contact person will receive an invoice via email for payment. Online payment can be made on the same day of application.

Step 1: Click on 'Transaction' in the left navigation panel. A list of pending payments will be displayed on the page.

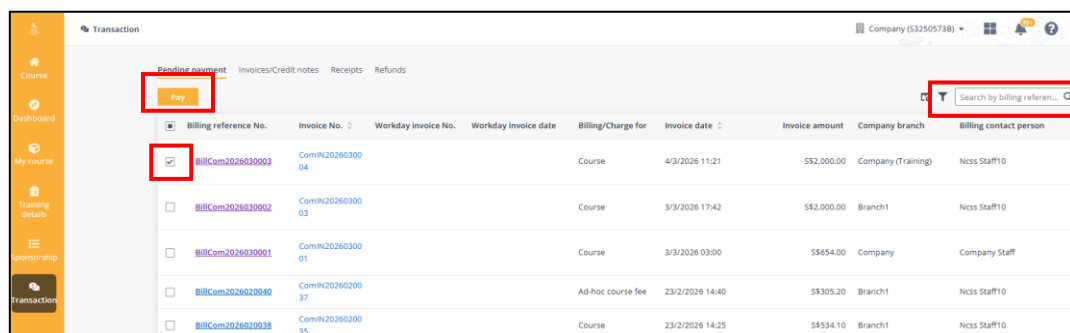


Picture reference: Transaction page (Company Portal)

Step 2: You can search for your billing in the search bar based on:

- Billing reference No.
- Course name

Then, tick the selected billing and **click 'Pay'**.



Picture reference: Transaction page (Company Portal)

Step 3: You will be redirected to the 'Payment summary' page. **Select your preferred payment mode** and **click 'Proceed to payment'**.

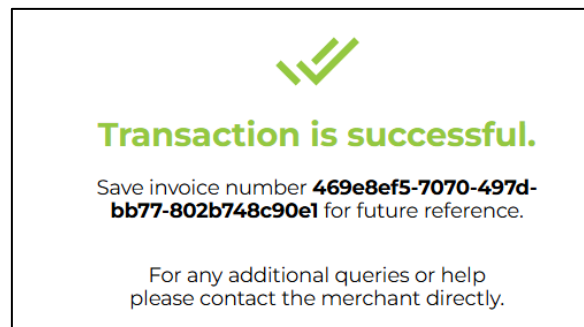
The screenshot shows the 'Payment summary' page in the Company Portal. The page has a sidebar with navigation links: Course, Dashboard, My course, Training details, Sponsorship, and Transaction. The main content area is titled 'Payment summary' and includes a 'General information' section with fields for 'To' (Company), 'Attention to' (Nics Staff10), 'Contact number' (+65), 'Tax invoice No.' (ComN2026030004), 'Payment due date', and 'Credit term' (30 Days). Below this is a 'Course fee breakdown' table with columns for 'Fee description', 'Quantity', 'Unit price', and 'Amount'. The table shows a 'Course Fee' of 1 unit at \$52,000.00. The total amount payable is \$52,000.00, and the outstanding amount is also \$52,000.00. At the bottom, there is a 'Payment mode' section with a radio button selected for '2C2P (Online payment)' and a 'Proceed to payment' button highlighted with a red box.

Fee description	Quantity	Unit price	Amount
Course Fee	1	\$52,000.00	\$52,000.00
Total amount payable			\$52,000.00
Outstanding amount			\$52,000.00

Picture reference: Payment summary page (Company Portal)

Step 4: The page will open a payment tab. **Input your card details and complete the payment.**

Step 5: Upon successful payment, you will **receive a transaction confirmation.**



Picture reference: Payment summary page (Company Portal)

Step 6: Then, **click the 'Go back to merchant' button** and the page will redirect you back to TMS where the 'Payment completed' success page is shown.

The screenshot shows the 'Payment completed' page in the Company Portal. The page has a sidebar with navigation links: Course, Dashboard, My course, Training details, Sponsorship, and Transaction. The main content area is titled 'Payment completed' and includes a green checkmark icon. Below this, it says 'Please note that you will receive your official invoice from "cumulus_admin@psd.gov.sg" within one to two working days.' It also mentions 'Support Community Chest Change for Charity initiative. 100% of your donation goes towards supporting the communities in need. DONATE NOW' and a 'Back' button.

Picture reference: Payment completed page (Company Portal)

***Note:** If the billing/invoice has already been sent to Workday, no further payment is allowed via the portal. The system will send the Workday (SSI's finance system) invoice to the payee's email address with instructions for offline payment (i.e. Internet Banking/PayNow) to be made.

Transaction / Payment summary

Company (S32505738)

Company user

After the billing/invoice has been sent to Workday, no further payment is allowed.

Payment summary

General information

To	Company	Tax invoice No.	ComIN2026030030
Attention to	Company Staff	Payment due date	31/3/2026 23:59
Contact number	(+65) 89016542	Credit term	30 Days

Course fee breakdown

Fee description	Quantity	Unit price	Amount
Course Fee	1	\$150.00	\$150.00
CAT A Baseline	1	\$105.00	\$105.00
Course Fee - GST (9%)	1	\$4.05	\$4.05
CAT A MCES	1	\$30.00	\$30.00
Total amount payable			\$19.05

Clear

Picture reference: Payment summary page (Company Portal)