



iLTMS 2.0

USER GUIDE **for Learners**

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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 do not 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

Registering as a learner

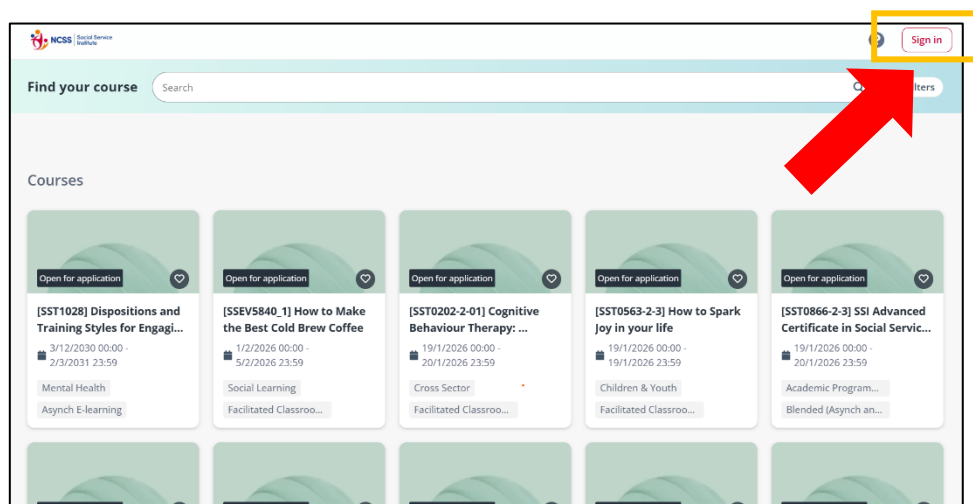
Account registration for Self-Sponsored Learners

This section provides step-by-step guide for self-sponsored learners to register and navigate to 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.

I am a learner with Singpass (via Desktop & Mobile)

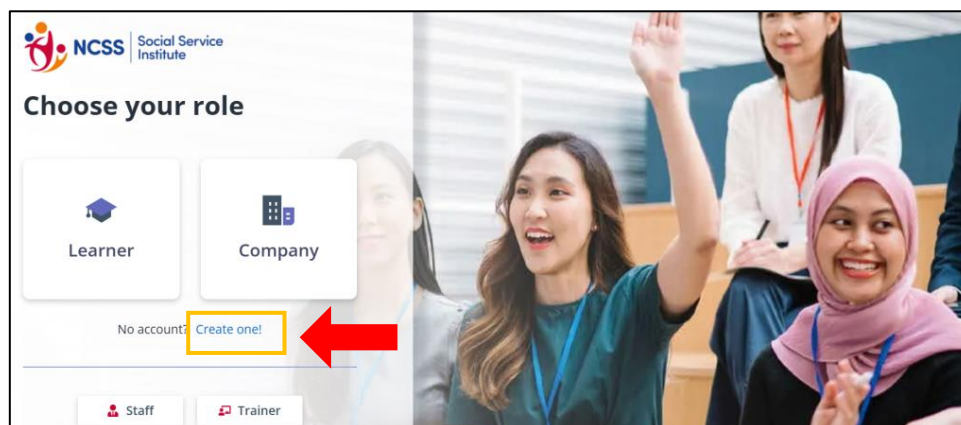
For learners with NRIC/FIN, you will need to create an account using **Singpass** login. Once logged in, complete your profile setup before you can register for courses. Follow the instructions below:

Step 1: Upon clicking the SSI [Training Management System](#) (TMS) link, click **Sign in** button on the top-right hand corner.



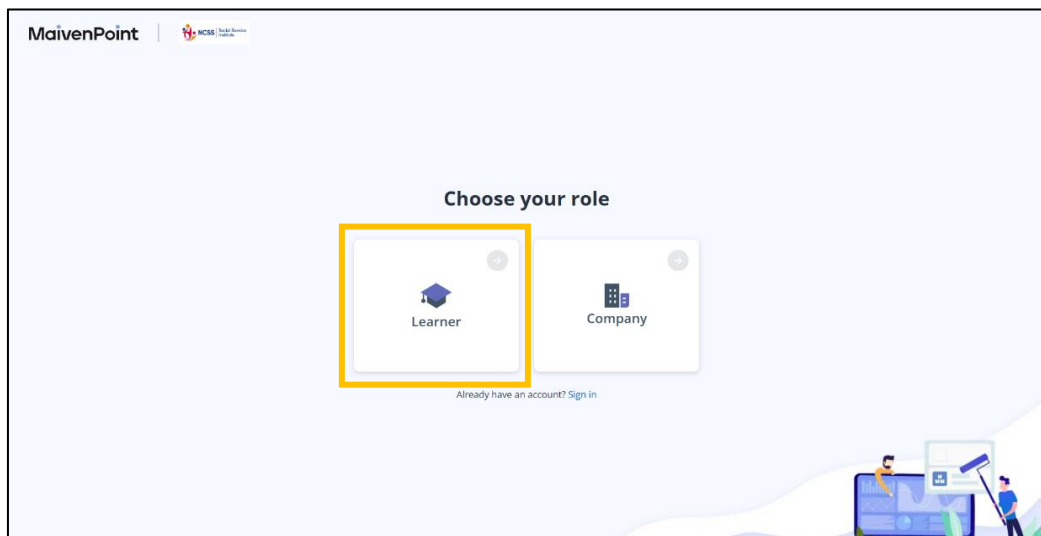
Picture reference: SSI Course Page

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



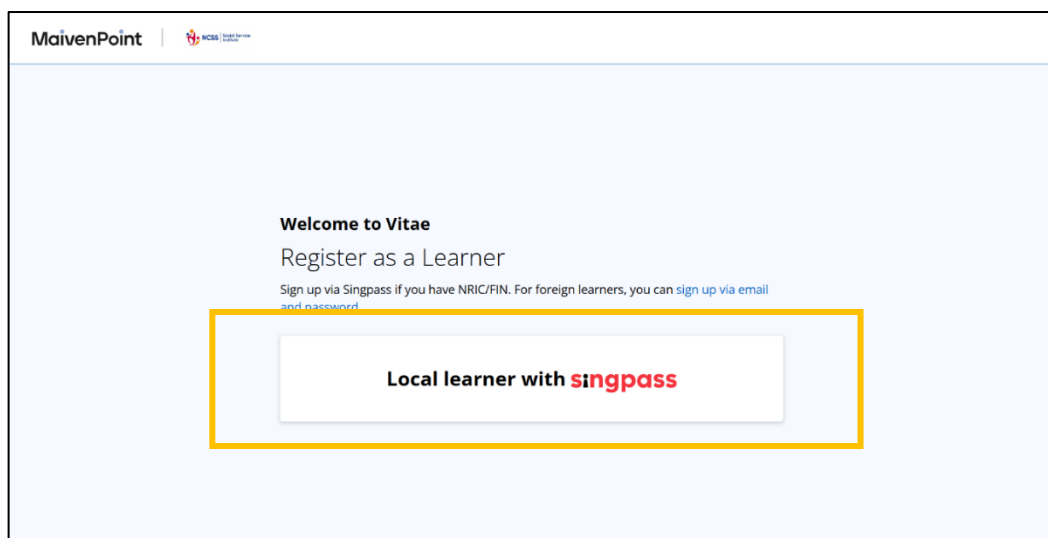
Picture reference: Choose your role Page

Step 3: On the “Choose your role” page, choose **Learner**.



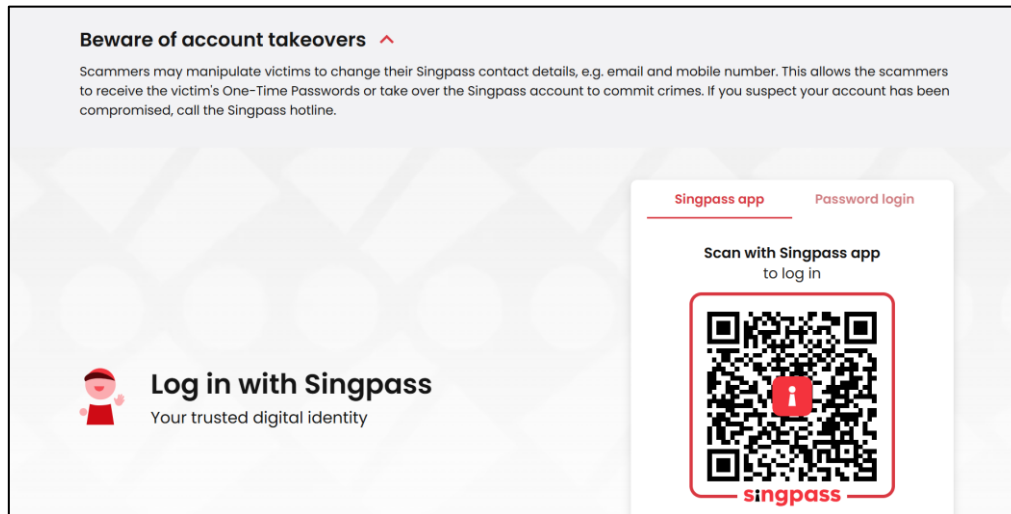
Picture reference: Choose your Role Page

Step 4: Click **Local learner with Singpass** to register an account.



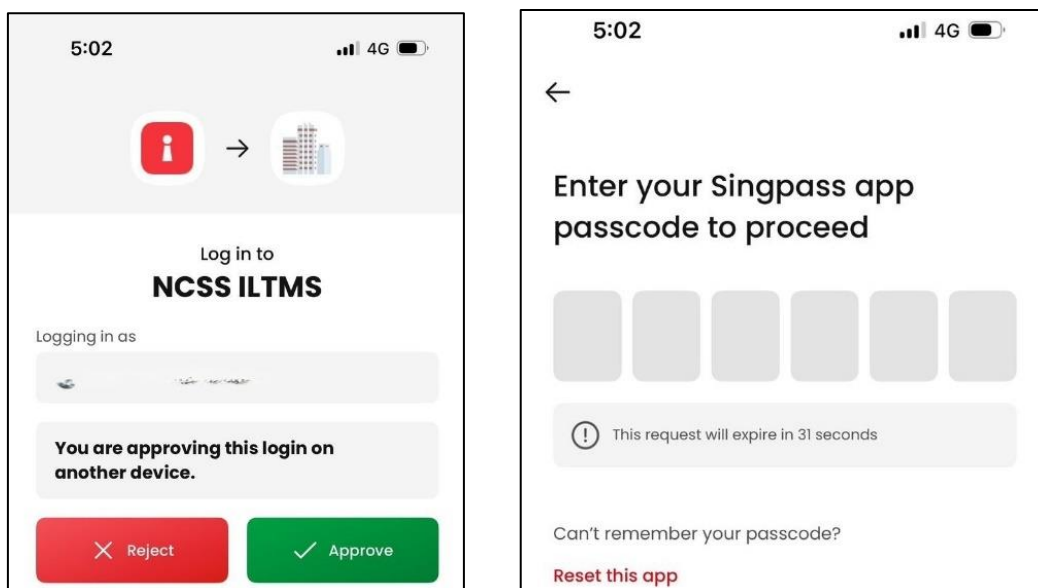
Picture reference: Self-registration Page

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



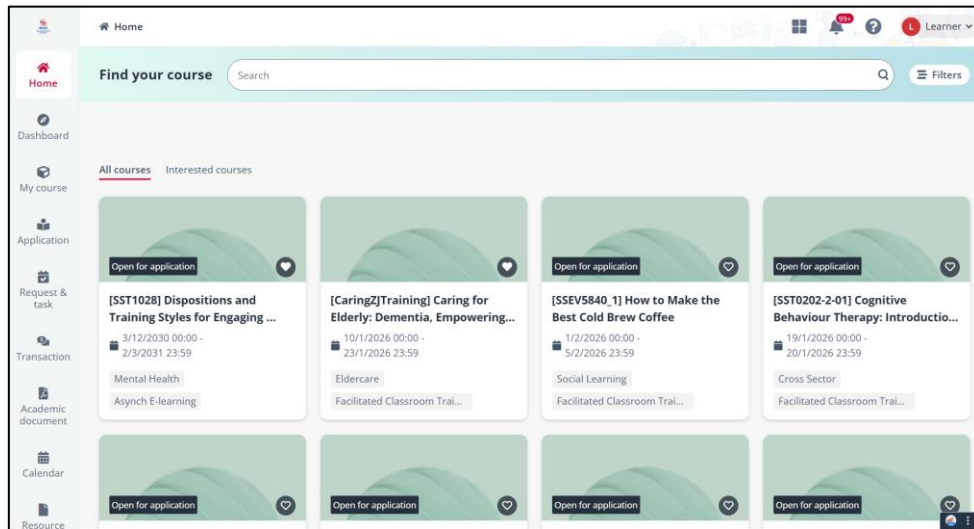
Picture reference: SingPass Approve Page in mobile view

Step 6: Click 'Approve' and key in your 6-PIN SingPass code.



Picture reference: SingPass Login Page

Step 7: After logging in via SingPass, you will be directed to the Training Management System (TMS) Course Page.

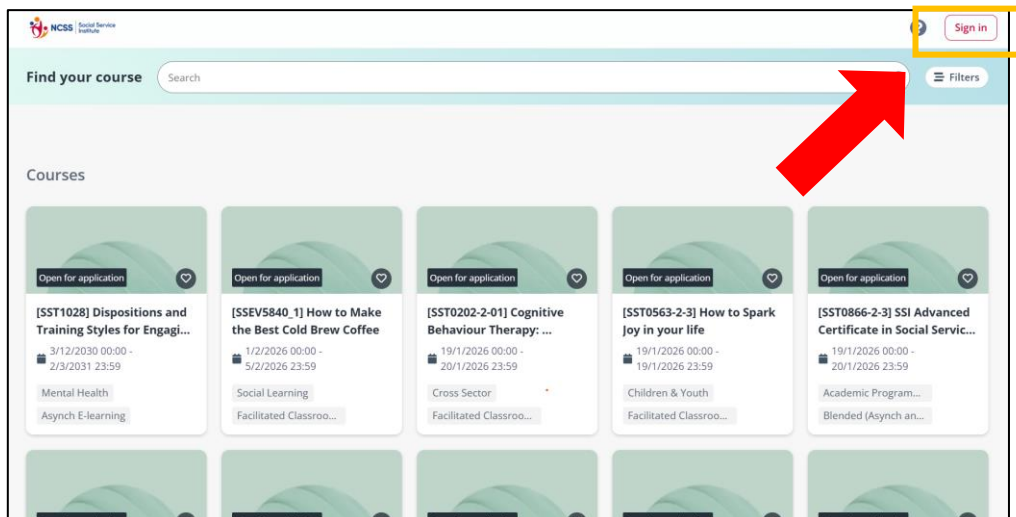


Picture reference: Training Management System (TMS) Course Page

I am a foreign learner without NRIC/FIN (via Desktop & Mobile)

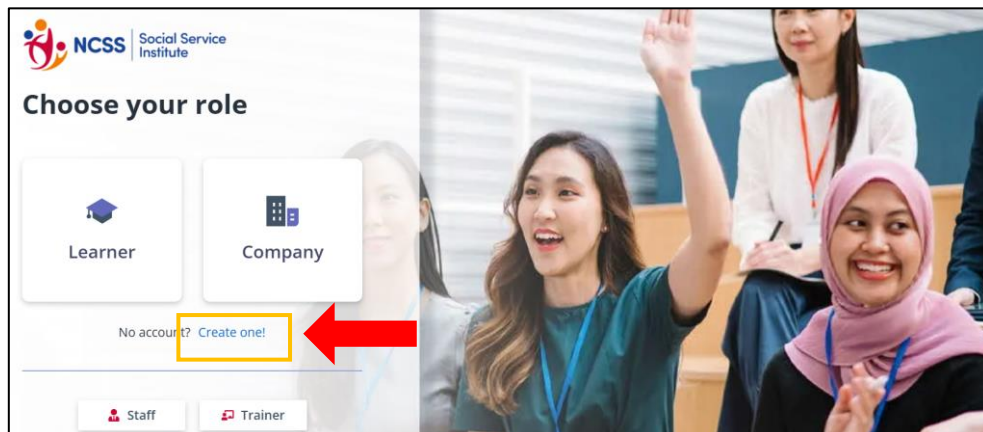
For foreign learners without NRIC/FIN, refer to the following steps:

Step 1: Upon clicking the SSI [Training Management System](#) (TMS) link, click **Sign in** button on the top-right hand corner.



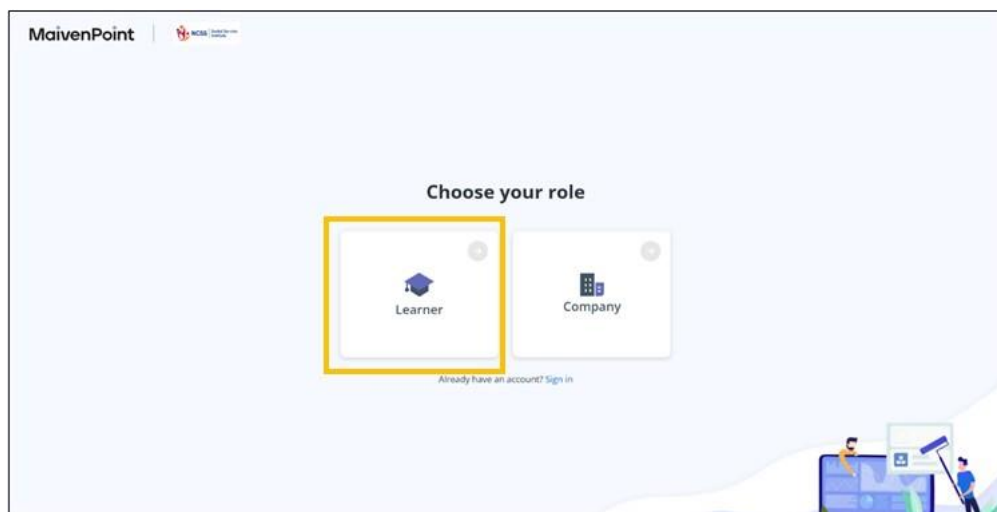
Picture reference: SSI Course Home Page

Step 2: On the sign-in page, choose '**Create one!**'.



Picture reference: Role Page

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



Picture reference: Role Page

Step 4: Click **sign up via email and password** link to register account.



Picture reference: Self-registration Page

Step 5: On the 'Register as a Learner' page, fill in your information and complete all mandatory fields. Click **Get verification code** before submitting. You will receive a verification code through your registered email address.

***Note:** Remember your **User ID** as you will need it to reset your password.

Welcome to Vitae

Register as a Learner

To register as a Learner you need to fill in the following information.

* Denotes a required field

Provide your information

User ID * i

Email address * i

Display name * i

Password * i

Confirm password *

Phone number

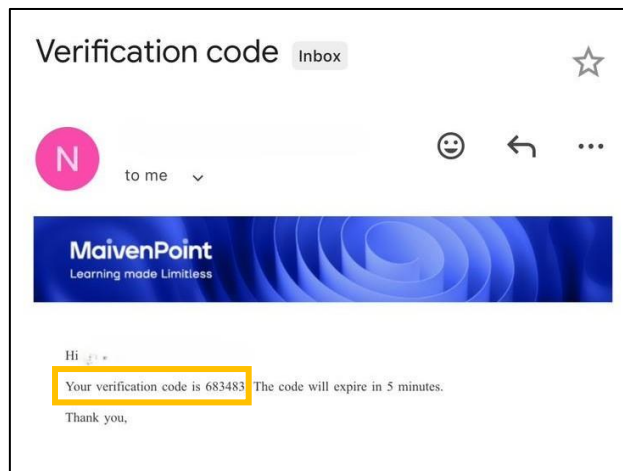
Sex ☐ Male ☐ Female

Security verification *

Picture reference:
Self-registration
Page

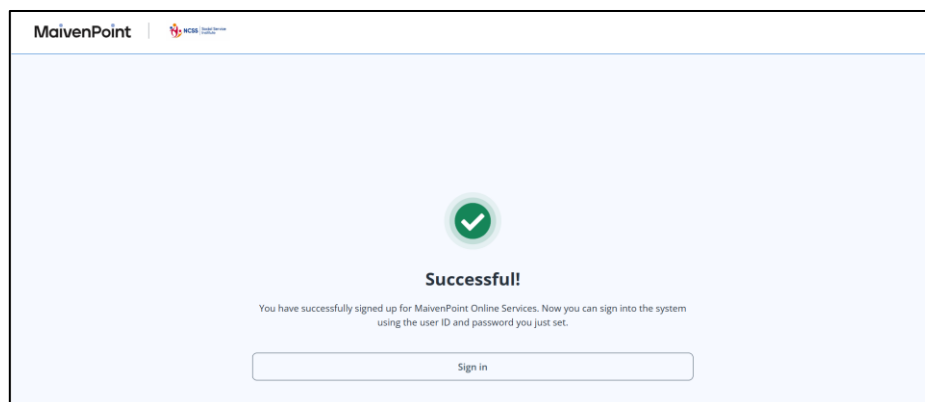
Tip: Click the 'i' icon next to each field for more information about what's needed.

Step 6: An email notification containing your verification code will be sent to you.



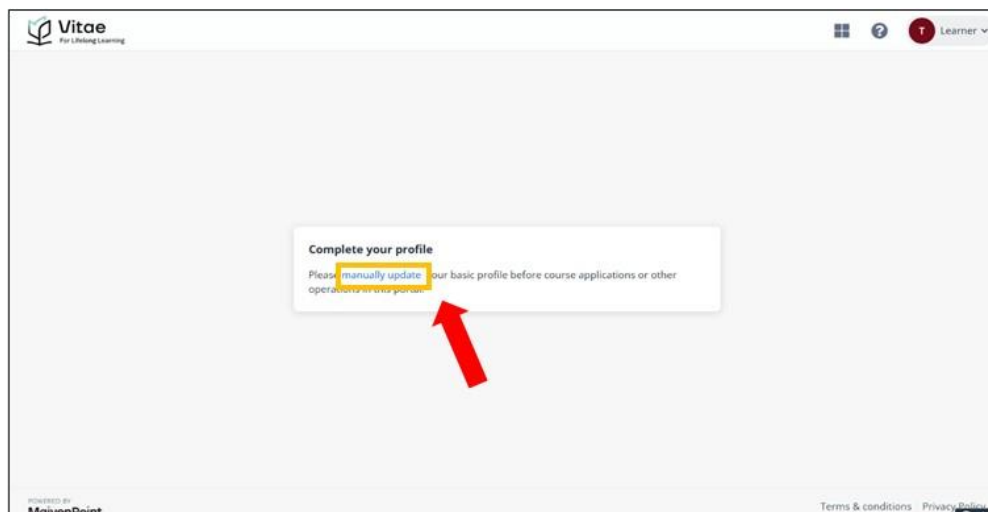
Picture reference: Email Verification Code Page

Step 7: After entering the verification code, you will see a successful sign-up page. Click 'Sign In'.



Picture reference: Successful Sign-Up Page

Step 8: Once you sign in, **you will be required to complete your profile update** before registering for courses or using other functions in the learner's portal. **Click the Manually update link.**



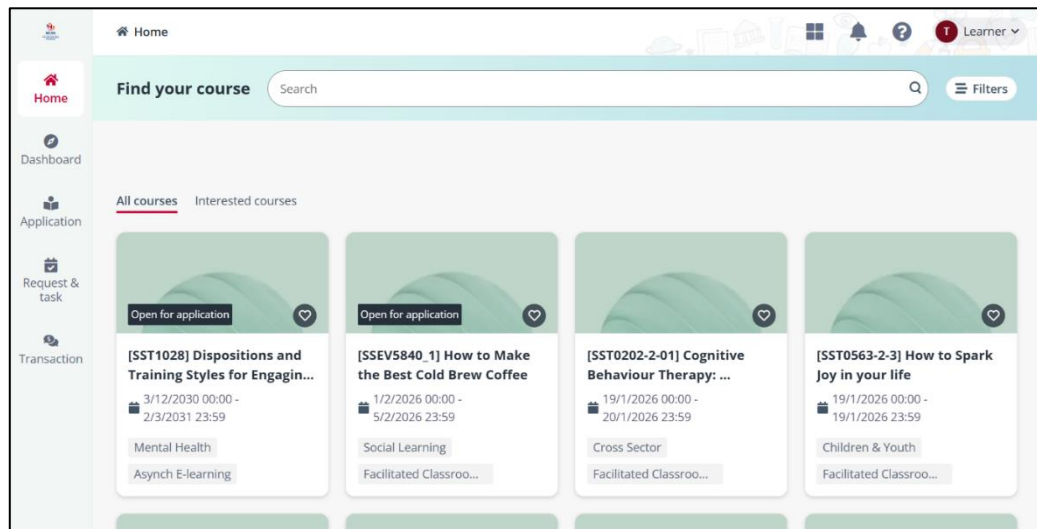
Picture reference: Complete Your Profile Page

Step 9: Fill in the mandatory fields and click submit.

A screenshot of the 'Applicant details' form in the Vitae Learner portal. The form is titled 'Applicant details' and has a yellow border. It contains several sections: 'Personal information' with fields for Name, User ID, Date of birth, Citizenship type, Pass type, Pass expiry date, FIN, Race, Sex, Nationality, Country/Region of birth, Passport No., Salutation, and Designation. Below these is a 'Supporting documents' section with a note to upload government-issued identification documents and a file upload area. A red arrow points to the 'Submit' button at the bottom right of the form. The background shows the same Vitae Learner portal header as the previous image.

Picture reference: Complete Your Profile Page

Step 10: Upon successful login, you will be redirected back to the SSI Training Management System main page.



Picture reference: Home Page

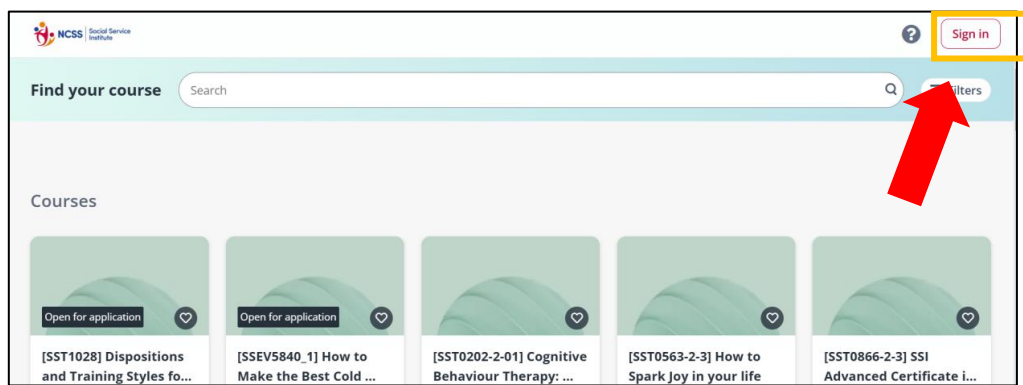
Logging in to SSI Training Management System for Self-Sponsored Learners

Via Singpass

***Note:** You will require a Singpass account and Singpass application installed on your mobile device. For more information on Singpass, please visit: [Singpass - Login](#)

Step 1: Using your preferred browser on your laptop or mobile device, go to [SSI Training Management System](#) (TMS) page. You will be directed to the main course page.

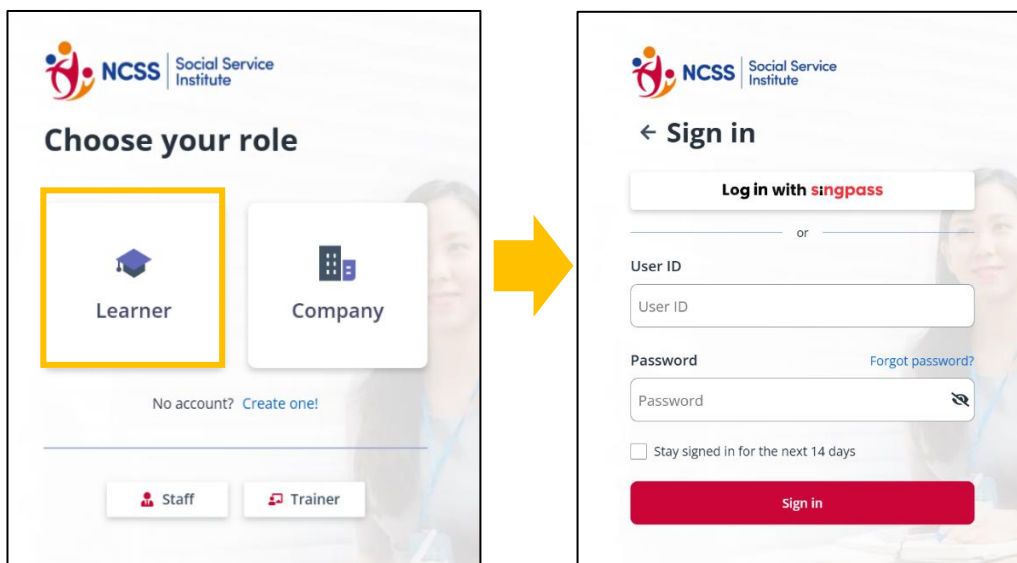
Step 2: Click **Sign In**.



Picture reference: Home Page

Step 3: Click **Learner**.

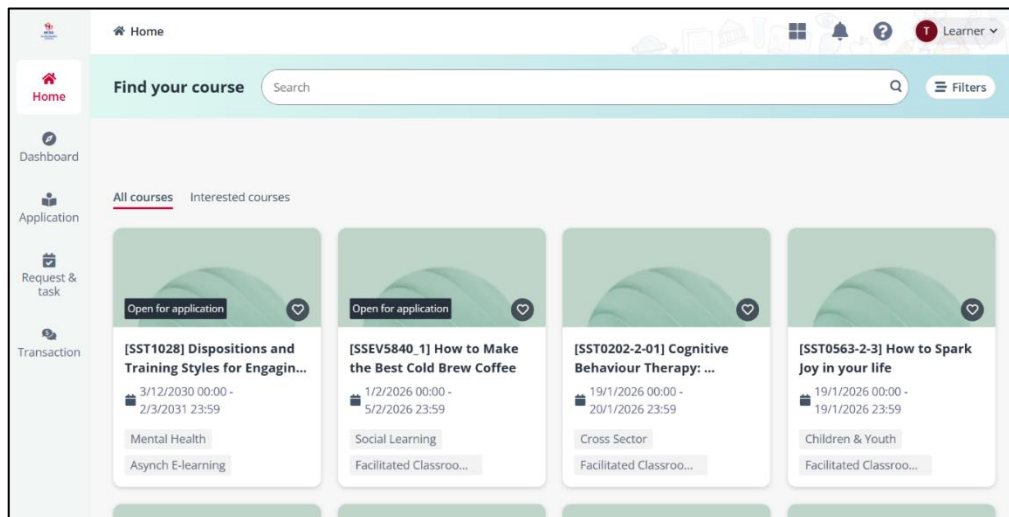
Step 4: Then, click **Log in with Singpass**.



Picture reference: Sign in Page

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

Step 6: Upon successful login, you will be redirected back to the 'Home page' of SSI Training Management System. (see screenshot below)

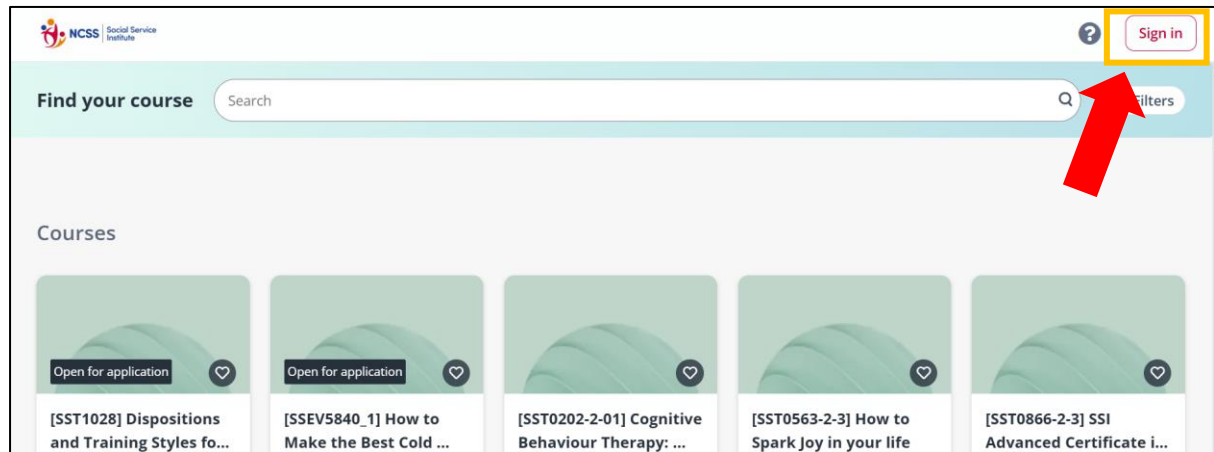


Picture reference: Home Page

Via Credentials (For learners without NRIC and Foreigners without Singpass)

Step 1: Using your preferred browser on your laptop or mobile device, go to SSI [Training Management System](#) (TMS) page. You will be directed to the main course page.

Step 2: Click **Sign In**.

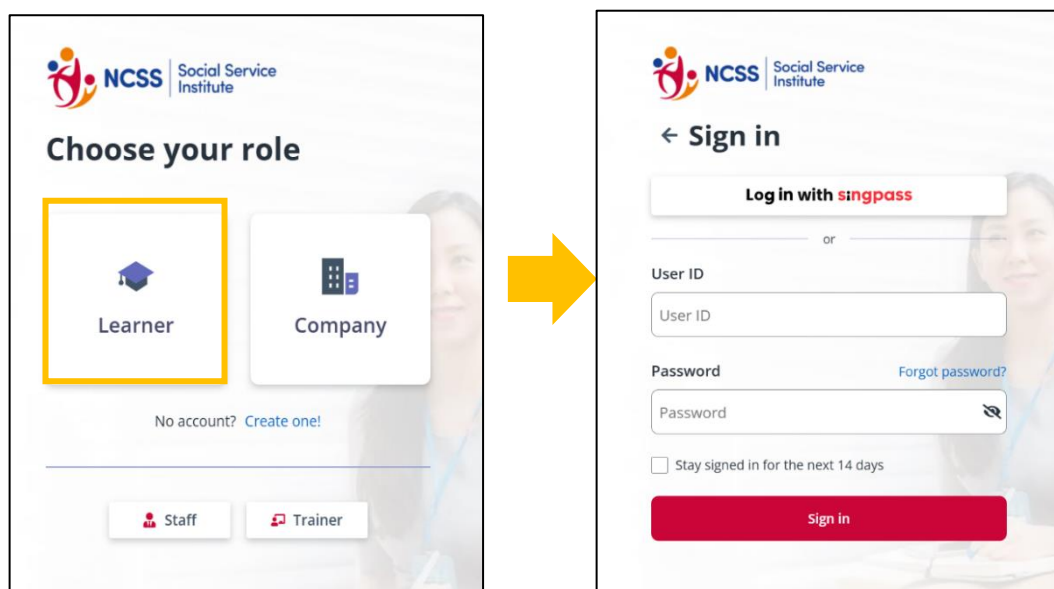


Picture reference: Home Page

Step 3: Click **Learner**.

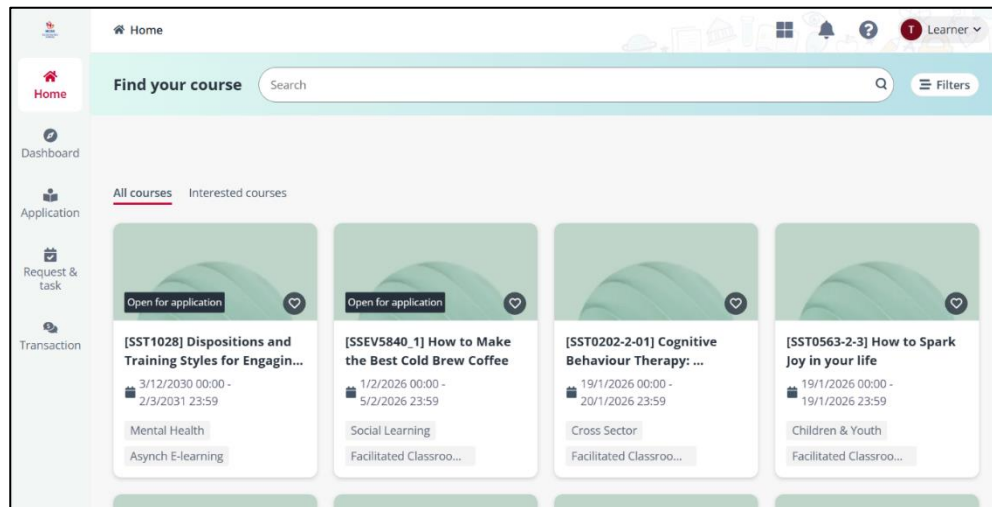
Step 4: Fill in your **User ID** and **Password**.

Step 5: Click **Sign In**.



Picture reference: Sign in Page

Step 6: Upon successful login, you will be redirected back to the 'Home page' of SSI Training Management System. (see screenshot below)

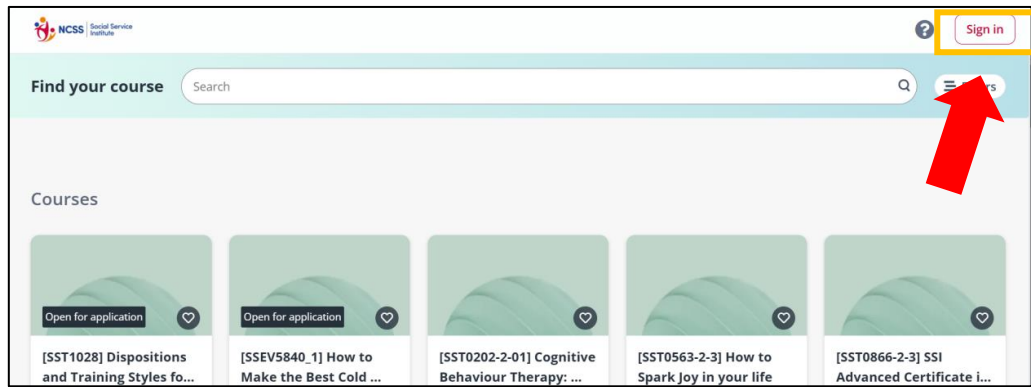


Picture reference: Home Page

Forgot Credentials/Password? (For learners without NRIC and Foreigners without Singpass)

If you have forgotten your Username and Password, you can also reset it from SSI Training Management System (TMS) page.

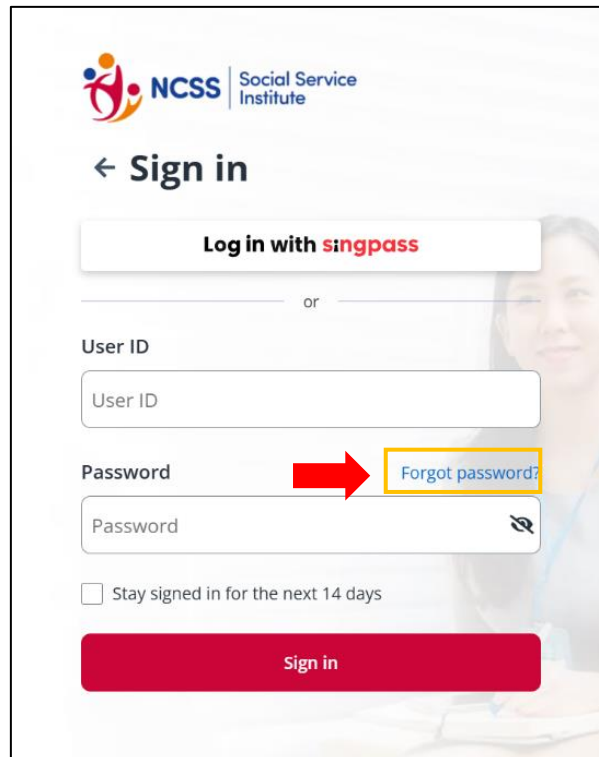
Step 1: Click the **Sign in** button.



Picture reference: Home Page

Step 2: Click **Learner**.

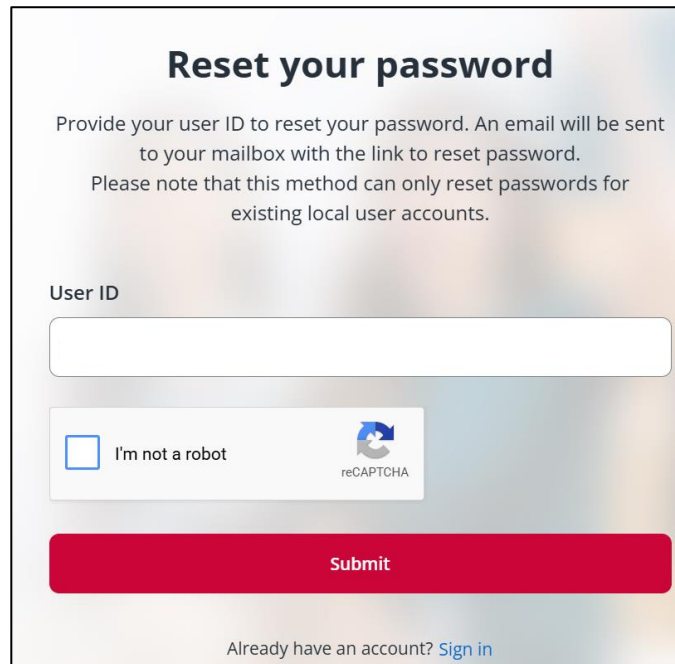
Step 3: Click '**Forgot Password?**' on the Sign in page.



Picture reference: Sign in Page

Step 4: Enter your User ID, complete the CAPTCHA, and click 'Submit'. A success notification will appear asking you to check your email to reset your password.

***Note:** The User ID must match the one you used when you signed up.

The image shows a web form titled "Reset your password". Below the title, there is instructional text: "Provide your user ID to reset your password. An email will be sent to your mailbox with the link to reset password. Please note that this method can only reset passwords for existing local user accounts." Below this text is a label "User ID" followed by a white input field. Underneath the input field is a reCAPTCHA widget with a checkbox labeled "I'm not a robot" and the reCAPTCHA logo. At the bottom of the form is a large red button labeled "Submit". At the very bottom, there is a link: "Already have an account? [Sign in](#)".

Picture reference: Reset Password Page

Step 5: An email will be sent to you with your User ID and instructions on how to reset your password.

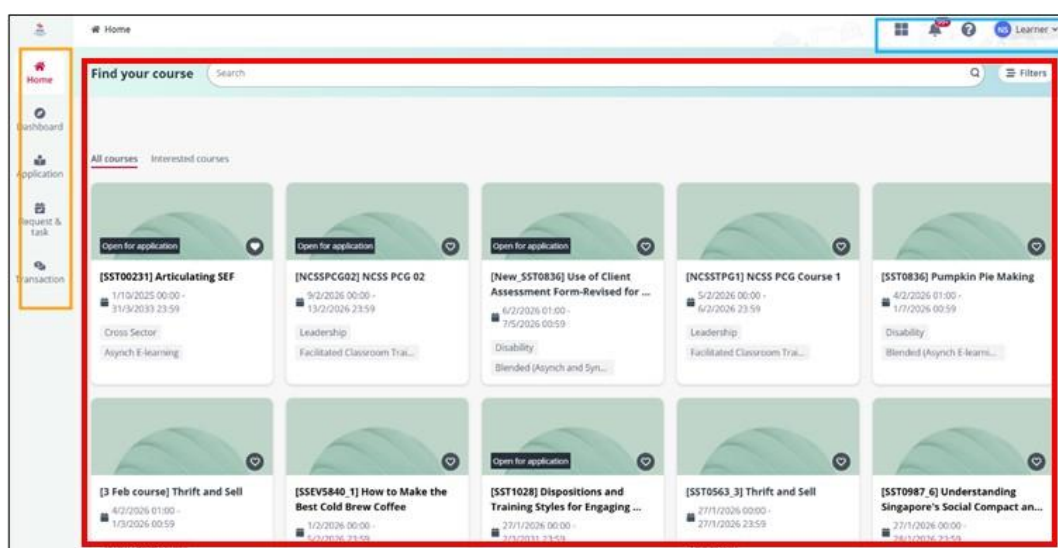
You may also wish to check your Spam or Junk folders for the email. If no email is received, please contact SSI at **socialserviceinstitute@ncss.gov.sg**.

Navigating the SSI Training Management System (TMS)

This section will share with you some key features and help you navigate the [SSI Training Management System](#) from the learner's view.

The first page you see upon login is the **homepage** with the following sections:

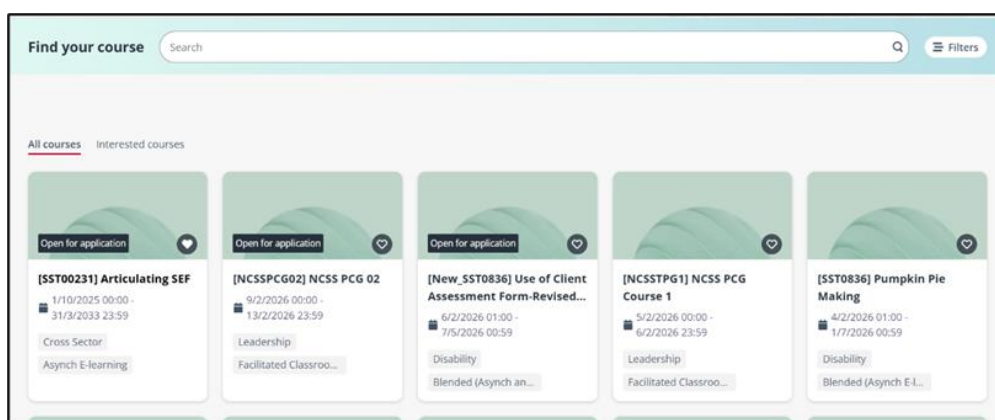
- **Main Section** (in red)
- **Navigation Panel** (in orange) - Displays the different tool icons you can use to navigate the SSI Training Management system.
- **Top Panel** (in blue) - User Tools



Picture reference: Home Page

Main Section

Displays the course catalogue with all available courses, courses you have indicated interest for (through the heart icon ) , and a search function to find specific courses.



Picture reference: Home Page

Navigation Panel

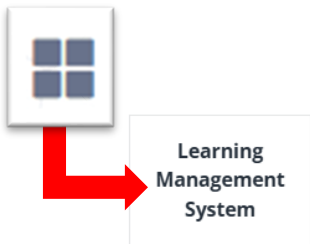
There are the various sections that you can navigate to. These are the corresponding icons and how they can be used:

Section Menu	Features
 Home	• View all courses and search for courses • View Interested courses
 Dashboard	• View learner's tasks • View learner's applications • Announcements
 My course	• View & access all enrolled courses and its related information
 Application	• View and track all applications submissions and drafts
 Request & task	• View and track request made • View tasks which are pending action from learner relating to applications
 Transaction	• View and track invoices pending payments • Download receipts for payments made through the site
 Academic document	• View and download issued e-Certificates • View and download E-transcripts/ Statement of result for completed courses
 Calendar	• View related course sessions, assignment dates, assessment and exam dates.

Section Menu	Features
	• Quick link to view and download resources for learners

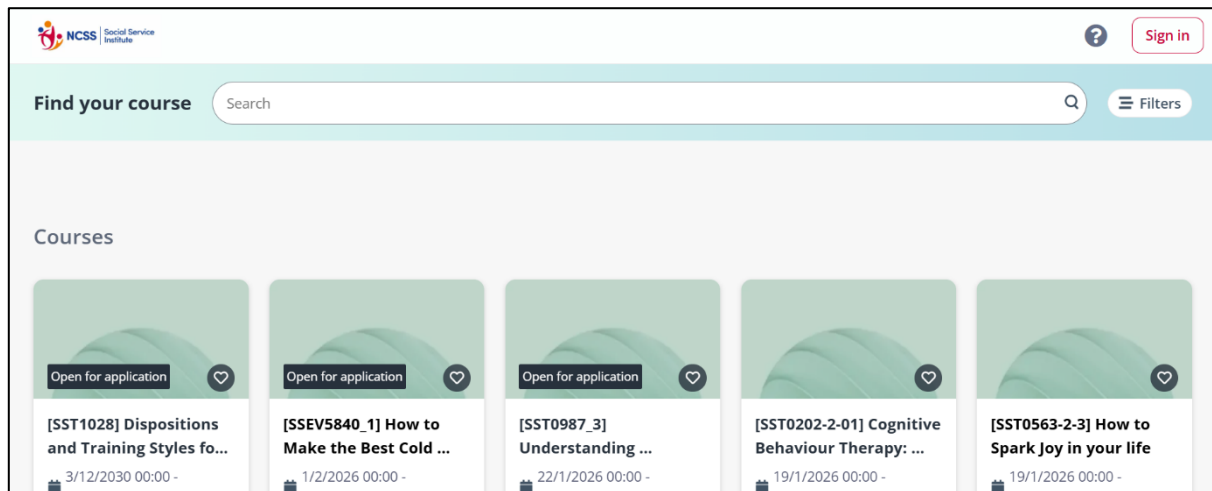
Top Panel – User Tools

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

Icons	Features
	<u>Quick link</u> This icon provides quick access to switch between different system portals, including the Training Management System (TMS) and Learning Management System (LMS).
	<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.

Course Homepage

Browse and search for courses and view course titles, dates, and application period. You may also use the filter function to search for courses.



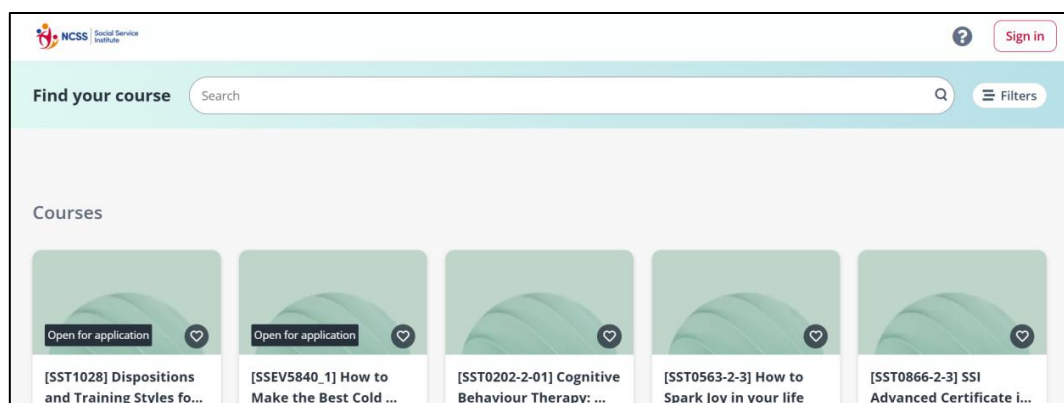
Picture reference: Course Homepage

View Course Details

***Note:** You can view courses and course schedule without logging in, but **you will need to sign in if you wish to proceed with registration and inquire funding.**

To see detailed course information, including description, financial information, and upcoming schedules:

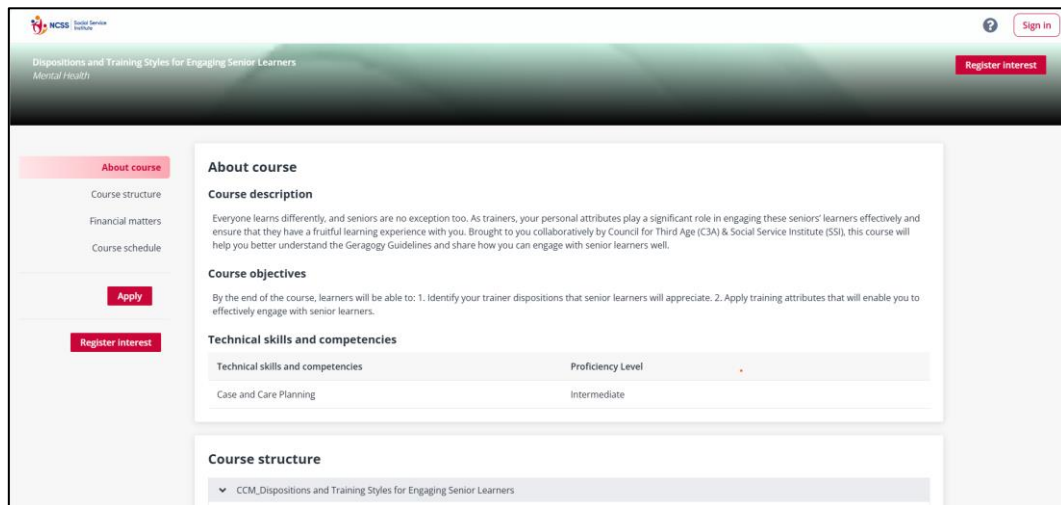
Step 1: Go to the **Course Homepage**.



Picture reference: Home Page

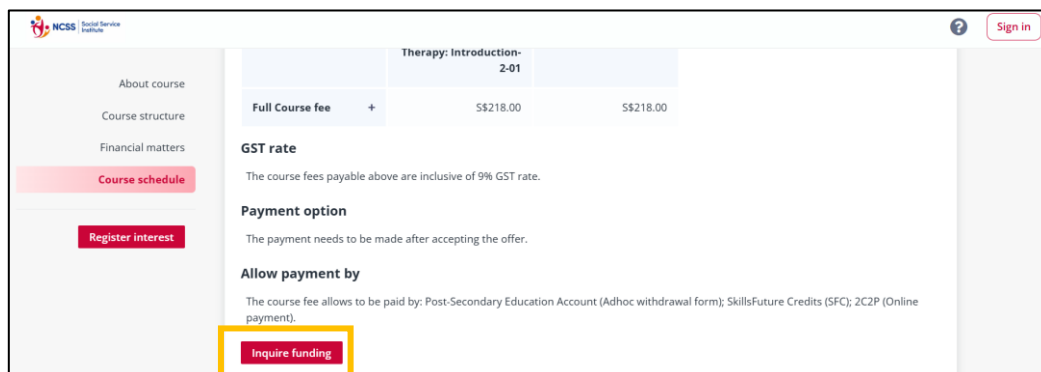
Step 2: Click on the **Course** title that you are looking for.

Step 3: You will be directed to the **Course Details** page.



Picture reference: Course detail page

Step 4: Select **Inquire Funding** to see more information about course funding - this is only applicable for SSG courses.



Picture reference: Course detail page

Applying for courses

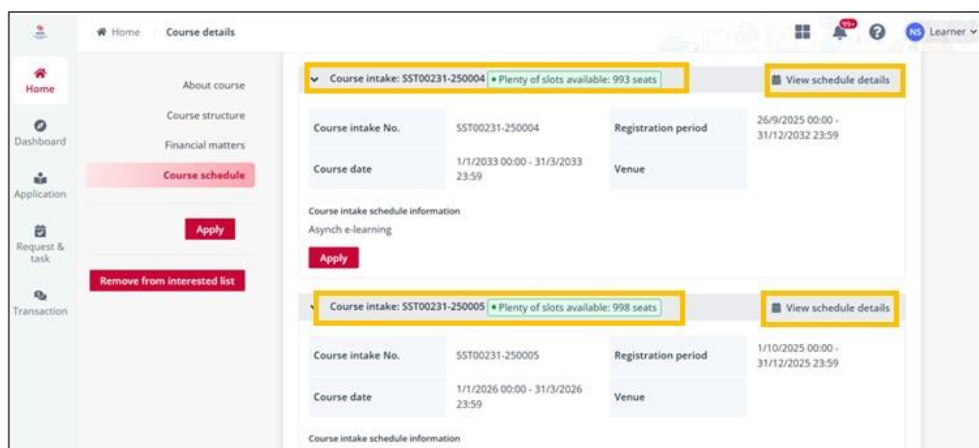
To apply for courses as a self-sponsored learner

***Note:** You can view courses and course schedule without logging in, but **you will need to sign in if you wish to proceed with registration.**

Step 1: Search for your course of interest on the Course Homepage. Click the **course card**.

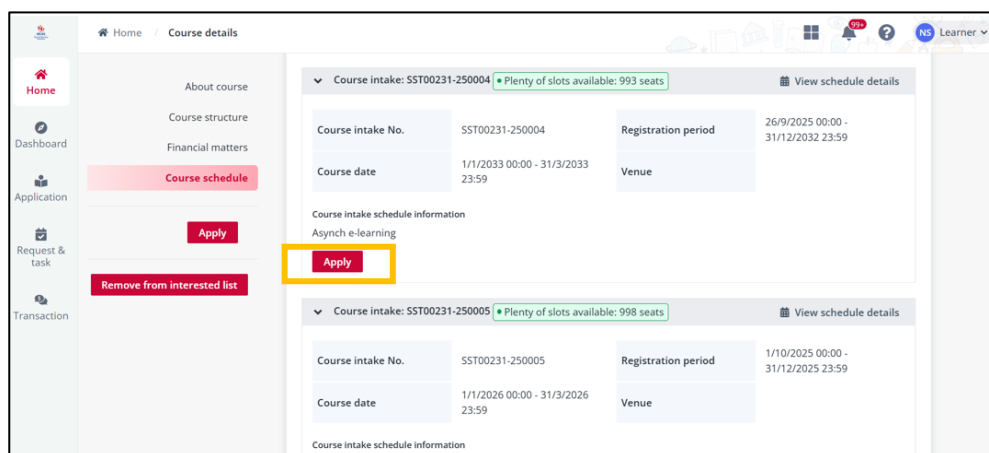
Step 2: On the 'Course Details' page, scroll down to find **the course schedule and different intake periods** you may wish to apply for.

You can also click **View schedule details** for the different intakes and more information.



Picture reference: Course detail page (for Generic courses)

Step 3: Click **Apply** button for the chosen course and intake. You will be directed to Application form page.



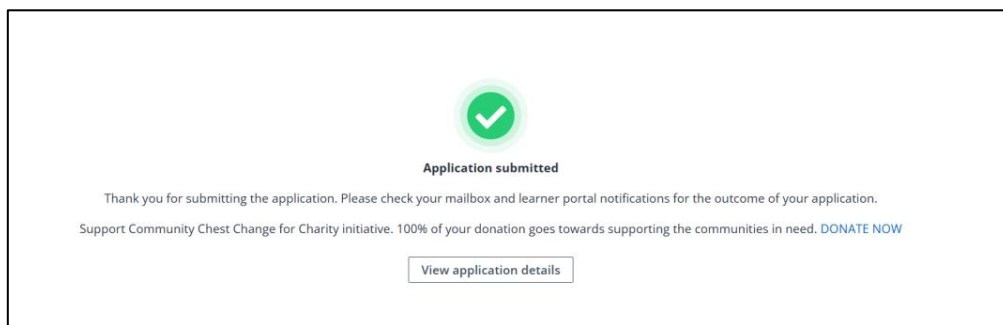
Picture reference: Course detail page (for Generic courses)

Step 4: On the 'Application form' page, **fill in the necessary fields** needed – Application details.

Picture reference: Application form page (for Generic courses)

Step 5: Click **Save and Next**. You will be directed to the next step – Preview application form.

Step 6: Check and review before clicking **Submit**. You should see the following page showing “Application submitted”. **Please note that this indicates only a successful submission of your application and does not guarantee a confirmed seat yet.**



Picture reference: Successful submission of application

For courses that require payment

For courses that require payment, the steps 1 - 3 will be the same from above.

Step 4: After that, you will be directed to the 'Preview Application form' page.

The screenshot shows the 'Preview application form' page. On the left is a sidebar with navigation links: Home, Dashboard, My course, Application (highlighted), Request & task, and Transaction. The 'Application' section contains a list of steps: 1. Applicant details, 2. Other information, 3. Preview application form (highlighted with a yellow box), 4. Module selection, and 5. Payment summary. The main content area is titled 'Step 3. Preview application form' and includes a sub-section 'Step 1. Applicant details'. This section contains two tables of applicant information.

Step 1. Applicant details	
Name	Learner 10
Date of birth	*****
Citizenship type	Foreigner
Pass type	SPass (S Pass)
Race	
Nationality	ANTIGUAN
Passport No.	

Step 1. Applicant details	
User ID	Learner 10
Age	26
FIN	F****373W
Pass expiry date	11/7/2026 01:00
Sex	
Country/Region of birth	

Picture reference: 'Preview application form' page

Step 5: Click **Confirm and pay**.

Step 6: A pop-up will appear prompting you to pay via PayNow or pay later. **Select Pay now.**

The screenshot shows the 'Confirm and pay' pop-up dialog box overlaid on the 'Preview application form' page. The dialog box contains the following text:

Confirm and pay

You have completed the application form. Once submitted, information of all steps cannot be edited anymore.

Select your payment option *

☒ Pay now

☐ Pay later with other pending applications in Application > Pending submission

Buttons: Close, Confirm

Picture reference: 'Confirm and pay' pop up

Step 7: You will be directed to the next step '*Module selection*' page. Here, you can view module information and payment summary details. **Click 'Confirm'.**

The screenshot shows the 'Module selection' page. The sidebar on the left has a list of steps: 1. Applicant details, 2. Other information, 3. Preview application form, 4. Module selection (highlighted), and 5. Payment summary. The main content area is titled 'Step 4. Module selection' and shows the course certificate 'NCSS-AC-CANS'. Below this, there is a table of modules. The first table has columns: Module name, Module code, Credit units, Module type, and Semester/Term. It lists 'Understanding Singapore's So...' with module code 'SST0987' and type 'Core'. Below this is a section for 'Supplementary fees' with columns: Supplementary fees, Supplementary fee type, Rate type, and Rate. It states 'No items to show in this view.' At the bottom right, there are buttons for 'Cancel', 'Save', and 'Confirm' (highlighted).

Module name	Module code	Credit units	Module type	Semester/Term
Understanding Singapore's So...	SST0987		Core	

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

Picture reference: '*Module selection*' page

Step 8: A pop up will be displayed. **Click 'Confirm'.**

The screenshot shows the same 'Module selection' page as before, but with a 'Confirm' pop-up dialog in the center. The dialog has a title 'Confirm' and a message: 'You are about to complete the module selection. Please view and check your payment summary. You cannot edit your selection after you submit it. Are you sure you want to proceed?'. At the bottom of the dialog are buttons for 'Cancel' and 'Confirm' (highlighted).

Picture reference: '*Module selection*' page

Step 9: You will be directed to **Payment summary** page below.

Step 2. Payment summary	
Billing reference No.	BillInd202510008 7
Payment due date	
Course Fee	S\$600.00
Course Fee - GST (9%)	S\$54.00
Total amount payable	S\$654.00
Outstanding amount	S\$654.00

Picture reference: 'Payment summary' page

Step 10: Click the preferred payment mode and complete the payment. You should see the following page showing "Payment submitted".

Payment submitted

Thank you for submitting the payment. You can click "View application" to view your application status.
Please note that you will receive your official invoice from "cumulus_admin@psd.gov.sg" within one to two working days.
Support Community Chest Change for Charity initiative. 100% of your donation goes towards supporting the communities in need. [DONATE NOW](#)

[View applications](#)

Picture reference: Successful submission of application

To apply for courses as a company-sponsored learner

***Note:** You can view courses and course schedule without logging in, but **you will need to sign in if you wish to proceed with registration.**

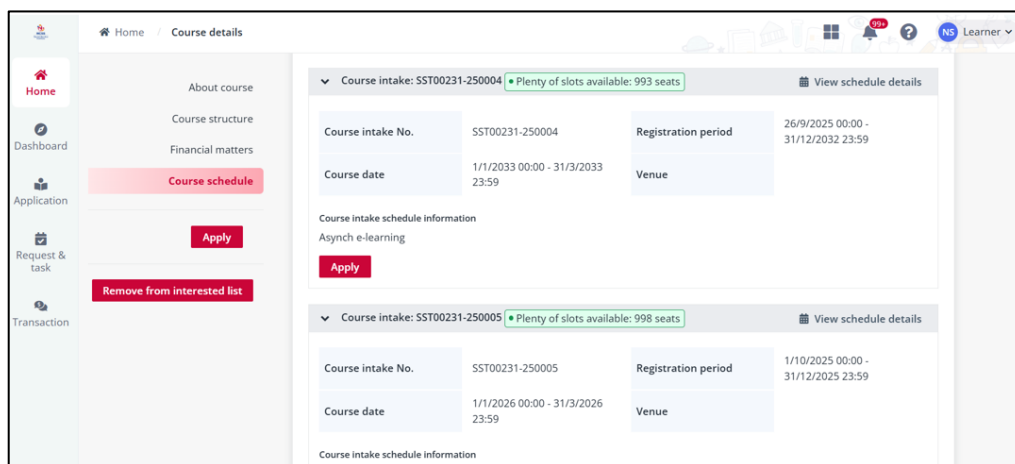
Via Course page

Step 1: Search for your course of interest on the Course Homepage. Click the **course card**.

Step 2: On the **Course Details page**, scroll down to find **the course schedule and different intake periods** you may wish to apply for.

You can also click **View schedule details** for the different intakes and more information.

Step 3: Click **Apply** button for the chosen course and intake. You will be directed to Application form page.



Picture reference: Course details page

Step 4: On the **Application form** page, **fill in the necessary fields** needed for step 1 – Application details.

***Note:** For **Company-sponsored learner**, choose **Company** under ‘Sponsorship type’. Please ensure to select the sponsoring organisation from the ‘Company’ dropdown menu.

The screenshot shows the 'Step 1. Applicant details' page. On the left, a sidebar contains a list of steps: 1. Applicant details (highlighted with a red circle), 2. Other information, 3. Preview application form, and 4. Module selection. The main content area is titled 'Step 1. Applicant details' and contains a 'Sponsorship information' section. This section has a 'Sponsorship type' field with two radio buttons: 'Self' and 'Company' (selected). Below this is a 'Company' dropdown menu with 'Company' selected. A message states: 'The system retrieves your personal information from your profile.' Below this is a table of personal information:

Name	Learner2	User ID	M5004559L
Date of birth	*****	Age	26
Citizenship type	Singapore citizen	NRIC/FIN	S****692C
Race		Sex	

Picture reference: Application details page

Step 5: Click **Save and Next**.

The screenshot shows the 'Step 2. Other information' page. The sidebar on the left shows the same list of steps, with '2. Other information' now highlighted with a red circle. The main content area is titled 'Step 2. Other information' and contains an 'Information' section. This section has four fields: 'NRIC/FIN' (text input), 'Mobile Number' (text input), 'Highest Qualification' (dropdown menu), and 'Residential Address' (dropdown menu). Below these are two more fields: 'Block/Building No.' (text input) and 'Block/Building No.' (text input).

Picture reference: 'Other information' page

Step 6: For the next step, fill in the required information and click **Save and Next**. You will be directed to the next step – Preview application form.

Step 3. Preview application form
View and check all relevant information of your application. You can go to the corresponding section to edit the information.

Step 1. Applicant details

Name	Learner 10	User ID	Learner 10
Date of birth	*****	Age	26
Citizenship type	Foreigner	FIN	F****373W
Pass type	SPass (S Pass)	Pass expiry date	11/7/2026 01:00
Race		Sex	
Nationality	ANTIGUAN	Country/Region of birth	
Passport No.			

Picture reference: 'Preview application form' page

Step 7: Click **Save and Next**.

Step 8: You will be directed to the next step 'Module selection' page. Here, you can view module information and emergency contact details that will be auto populated. Should there need changes, learners may edit. Click **Submit**.

Step 4. Module selection

Course certificate:
CAC_Financial Planning for Low-Income Clients

View the modules that you need to complete for this course. 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
Financial Planning for Low-Inc...	Module_SCR55944		Core	

Supplementary fees

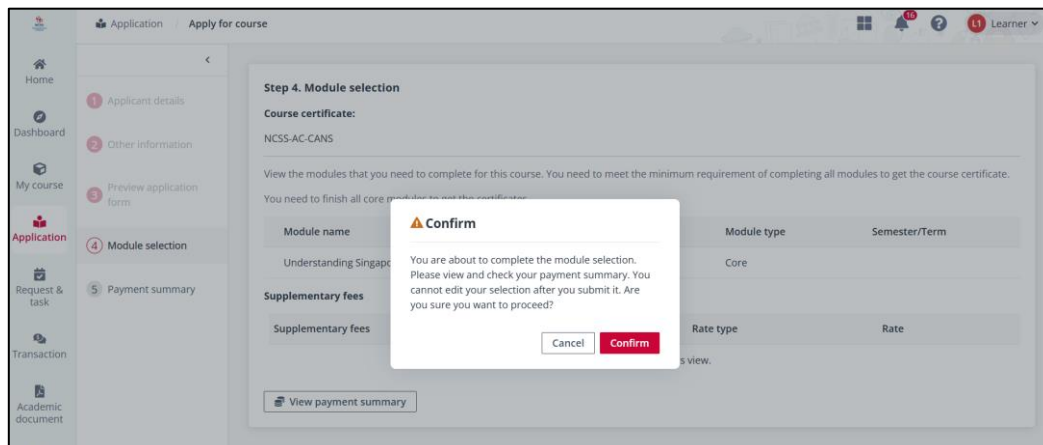
Supplementary fees	Supplementary fee type	Rate type	Rate
No items to show in this view.			

Emergency contact information
Emergency contact information last modified: 29/9/2025 15:05

Please note that the changes in emergency contact information will be updated to all related courses.

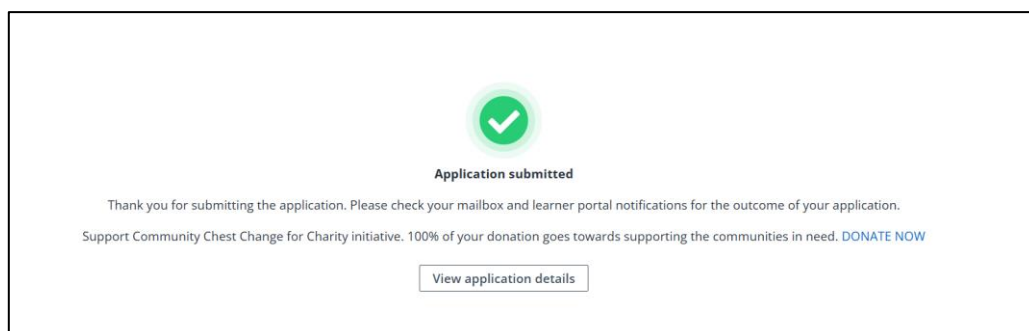
Picture reference: 'Module selection' page

Step 9: A pop up will be displayed. Click ‘Confirm’.



Picture reference: ‘Module selection’ page

Step 10: After clicking **Submit**. You should see the following page showing “Application submitted”. Please note that this indicates only a successful submission of your application and does not guarantee a confirmed seat yet.

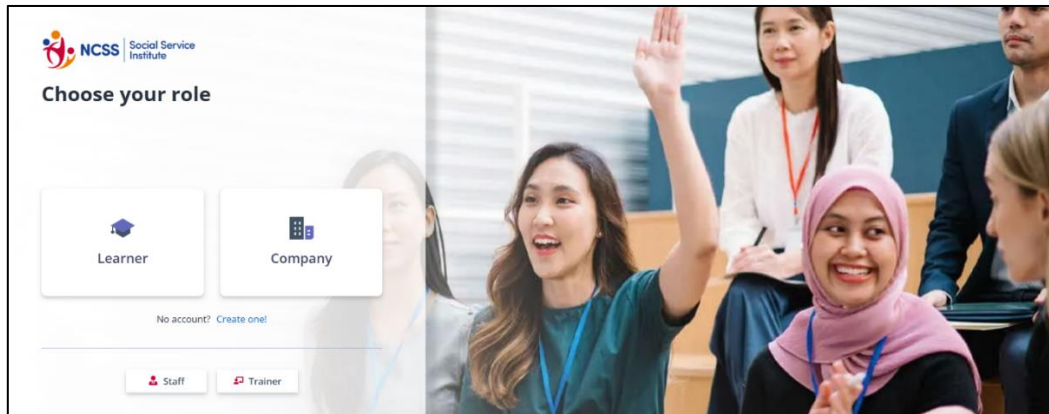


Picture reference: Successful submission of application

Via Sponsorship Link

Learners will receive the generated link from their organisation.

Step 1: Upon clicking the **registration link** (generated by the company for the learner who is expected to register as organisation-sponsored), they will be directed to the log-in page.



Picture reference: Main Log in page

Step 2: Select learner and log in.

Step 3: After logging in, the learner will be directed to the applicant details page to proceed with registration.

Picture reference: Apply for course page

Step 4: Click Save and Next. The page will direct you to the other information page, where **you should input all the necessary fields.**

The screenshot shows the 'Apply for course' page at Step 2: Other information. The left sidebar contains navigation links: Home, Dashboard, My course, Application (highlighted), Request & task, Transaction, Academic document, and Calendar. The main content area is titled 'Step 2. Other information' and includes a sub-section 'Information'. It contains several form fields: 'FIN *' with a text input field containing 'NA' and a character limit of 255; 'Highest Qualification *' with a dropdown menu showing 'Advanced diploma'; 'Sex *' with a dropdown menu showing 'Female'; 'Organisation *' with a text input field containing 'NA' and a character limit of 255; 'Salary Range *' with a dropdown menu showing '\$3500 and above'; and 'Employment Status *' with a dropdown menu. At the bottom right, there are four buttons: 'Cancel', 'Save as draft', 'Back', and 'Save and next.'.

Picture reference: Apply for course page

Step 5: Upon completing it, **click Save and Next.** The page will direct you to the declaration form where **learners need to submit the declaration. Tick the declaration and click 'Save'.**

The screenshot shows the 'Apply for course' page at Step 3: Declaration form. The left sidebar is the same as in Step 2. The main content area is titled 'Step 3. Declaration form' and includes a sub-section 'Declaration form details'. It contains a table with two columns: 'Declaration form' and 'Status'. The first row is 'PCG Application Declaration (Client Registration)'. Below the table, there is a section 'I declare that:' with four numbered points. At the bottom, there is a checkbox labeled 'I hereby acknowledge and accept the responsibilities under this declaration' which is checked. To the right of the checkbox are 'Cancel' and 'Save' buttons.

Picture reference: Apply for course page

Step 6: After clicking Save and Next, **you will be directed to the preview application form** (for learners to double-check the information provided/keyed in).

Application / Apply for course

Step 4. Preview application form

View and check all relevant information of your application. You can go to the corresponding section to edit the information.

Step 1. Applicant details

Name	Learner7	User ID	Learner7
Date of birth	*****	Age	62
Citizenship type	Singapore citizen	NRIC/FIN	S****381D
Race		Sex	
Country/Region of birth	CHINA		

Contact information

Mobile number	+65 89017895	Email address	april.li@x4kcw.onmicrosoft.com
---------------	--------------	---------------	--------------------------------

Residential address

Non-Singapore

Country or region	CHINA	Address line 1	warren
Address line 2	warren		

Cancel Save as draft Back Submit

Picture reference: Apply for course page

Step 7: Proceed to **click 'Submit'**. A successful registration message will pop up.

Application / Application details

Application submitted

Thank you for submitting the application. Please check your mailbox and learner portal notifications for the outcome of your application.

Support Community Chest Change for Charity initiative. 100% of your donation goes towards supporting the communities in need. [DONATE NOW](#)

[View application details](#)

Picture reference: Successful page

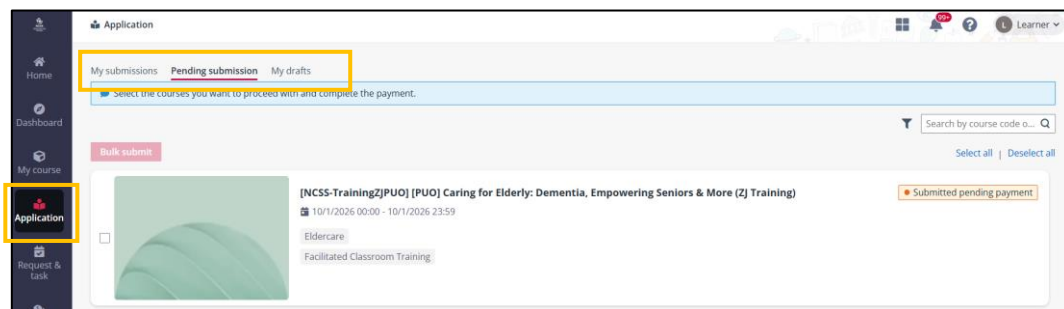
To check my application(s)

Learners can check the status of their applications including submitted applications, applications pending submission, and draft applications.

‘My submissions’ tab: View all your submitted applications.

‘Pending submissions’ tab: Applications that are pending submission. You can delete applications in the Ready for submission status.

‘My drafts’ tab: All applications in the *‘Draft’* status.



Picture reference: Application page

Application status

The following table lists the different application statuses available in the system.

Application status	Description
Admitted	The application is successfully admitted. - For PUO (Pay-upon-offer) courses, you will soon receive a notification to make payment. - For PUA (Pay-upon-application) courses, you will soon receive a notification of the class confirmation.
Cancelled	The application is cancelled by the applicant.
Incomplete submission	Some missing fields in the application form need to be completed.
Offer	The application is successfully admitted. Accept or reject the offer.
Pending module selection	The module selection needs to be completed.
Pending sponsorship approval	The company-sponsored application is pending verification by the sponsoring company.
Ready for submission	The application hasn't been submitted.
Reject offer	The offer is rejected by the applicant.
Submitted	The application is submitted by the applicant.
Submitted pending payment	- For PUA (Pay-upon-application) courses, complete the course payment. - For PUO (Pay-upon-offer) courses that require further evaluation, complete the evaluation fee payment.
Transferred	The application is transferred to another course intake.
Unsuccessful	The application is rejected by the institution.
Waitlist	The application is under the waitlist.

To cancel my applications

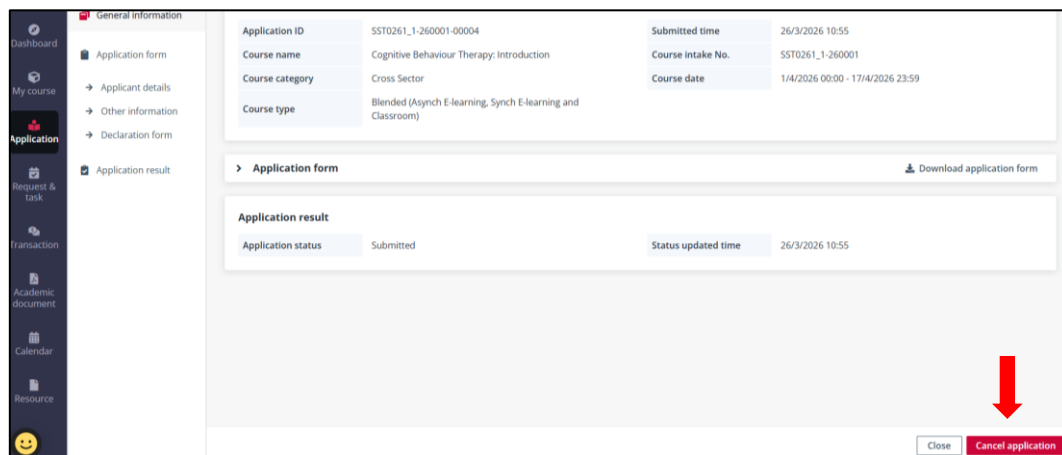
Learners **may cancel their application if the application status is 'Submitted'**.

Step 1: To cancel an application, go to **Application** then search for your application with 'Submitted' status.



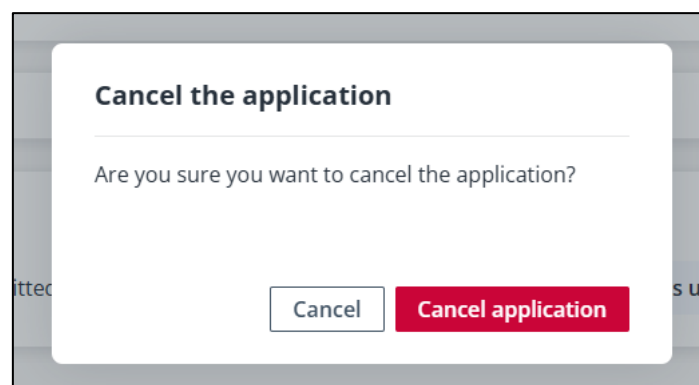
Picture reference: Application page

Step 2: Click the application and select 'Cancel application' below.



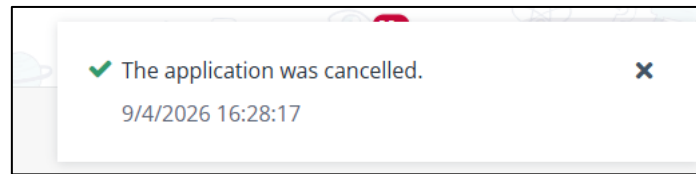
Picture reference: Application details page

Step 3: Then, click 'Cancel application' when prompted.



Version 1.0 (Updated: 24 July 2026)

You will receive a notification that your application is cancelled.



Accepting offer upon submitting the application

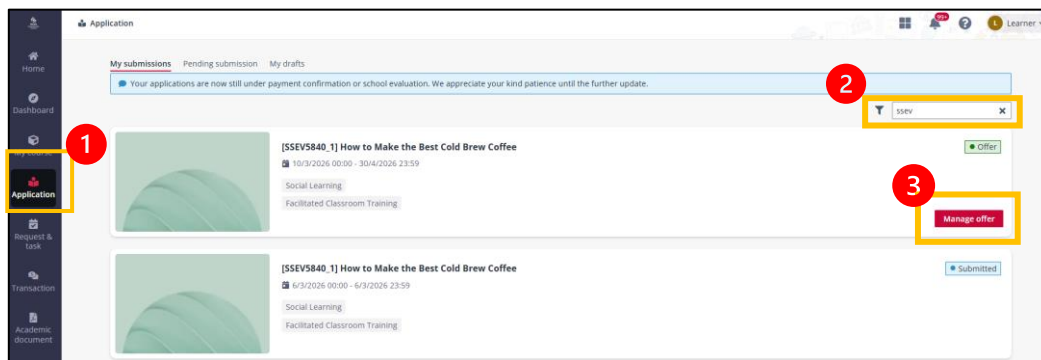
Some courses require you to manage offers yourself. Once you have submitted your application (step 5 above), check your applications to see if you have been offered a place in your chosen courses.

To check and accept offers, follow the steps below:

Step 1: Under your Training Management System (TMS) learner profile, go to **Application**.

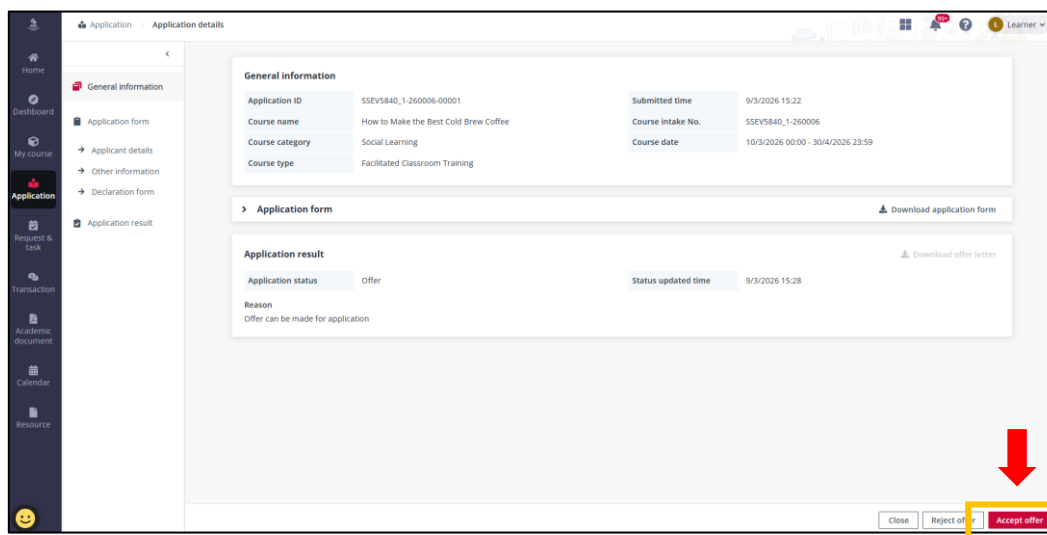
Step 2: **Find your course** or using the search bar. If you have been offered a place in the course, you will see 'Offer' status and 'Manage offer'.

Step 3: Click 'Manage offer' button.



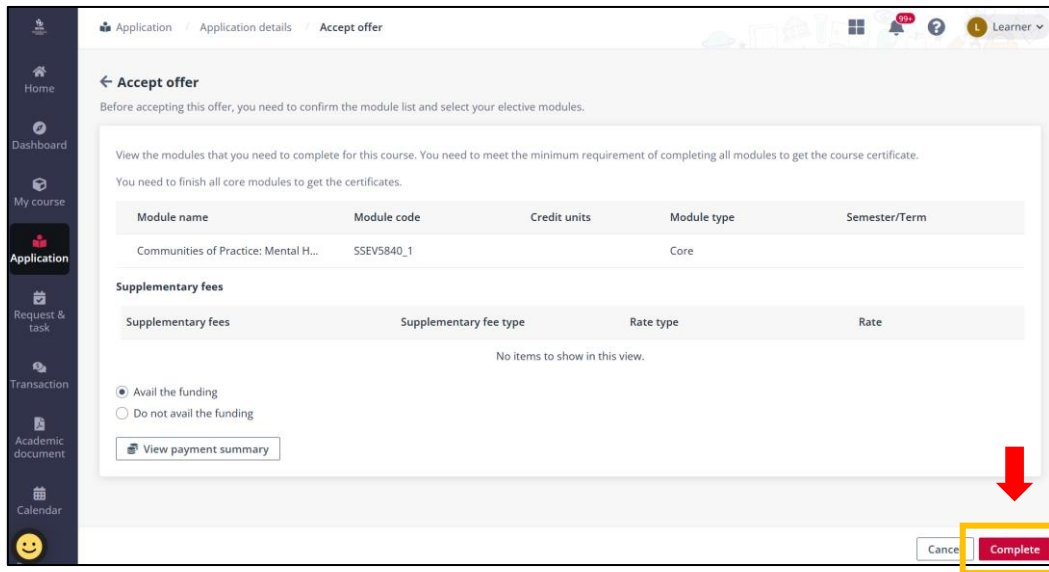
Picture reference: Application page

Step 4: The 'Application details' page will be displayed. Click 'Accept offer'.



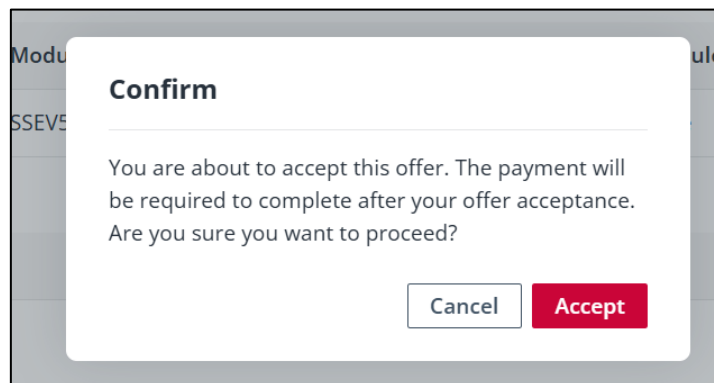
Picture reference: Application details page

Step 5: You will be directed to a page to review and confirm your course/module list.
Click 'Complete' button after confirming.

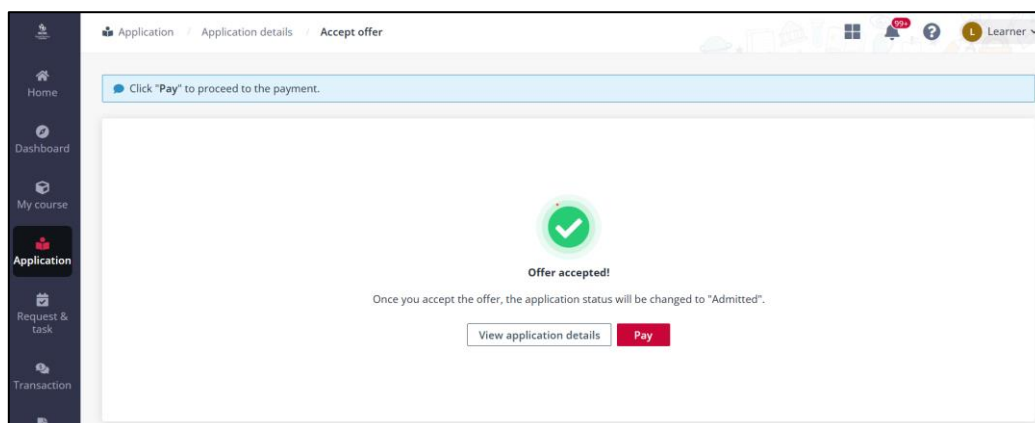


Picture reference: Accept offer page

Step 6: Click 'Accept' when prompted.



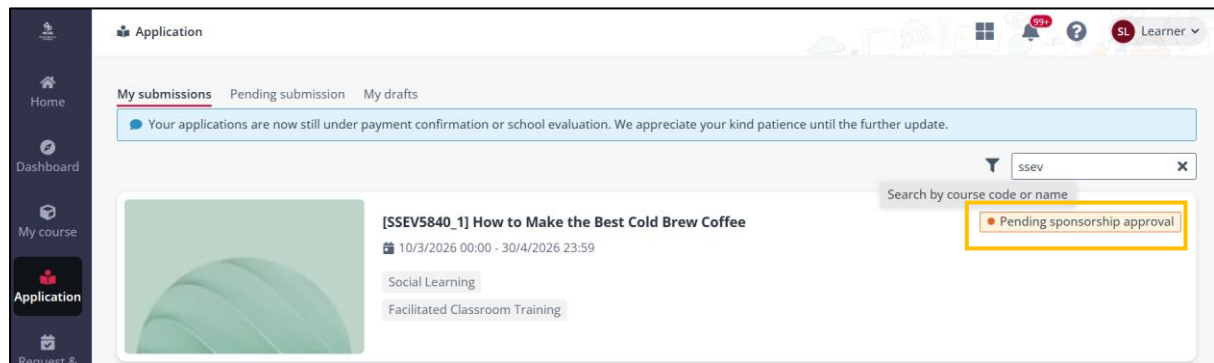
You should see a page displaying 'Offer accepted!' and can then proceed to make the payment.



Picture reference: Accept offer page

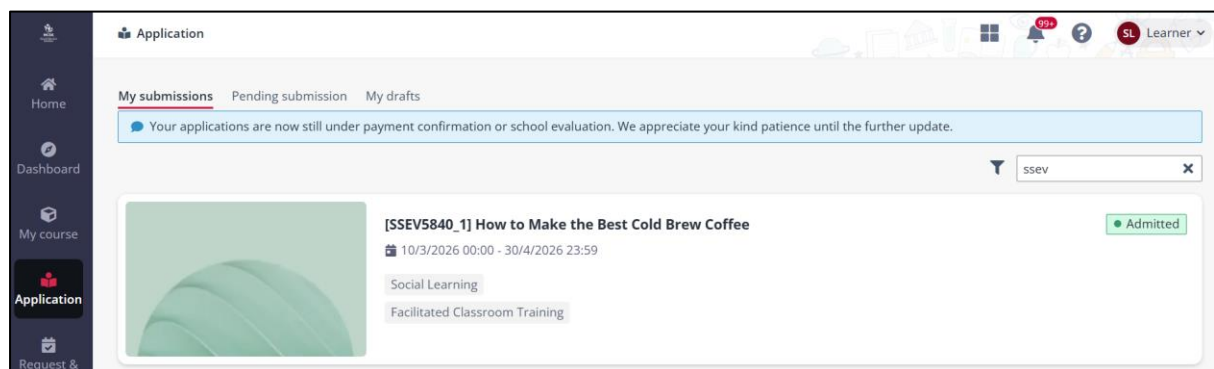
Pending company sponsorship approval

Learners with pending company sponsorship approval can check their status in the Application section on the left navigation panel.



Picture reference: Application Page

The company admin must first approve the sponsorship application. Once approved, the status will change to "Admitted". (see screenshot below)



Picture reference: Application management Page

Scan QR code to mark attendance for a session

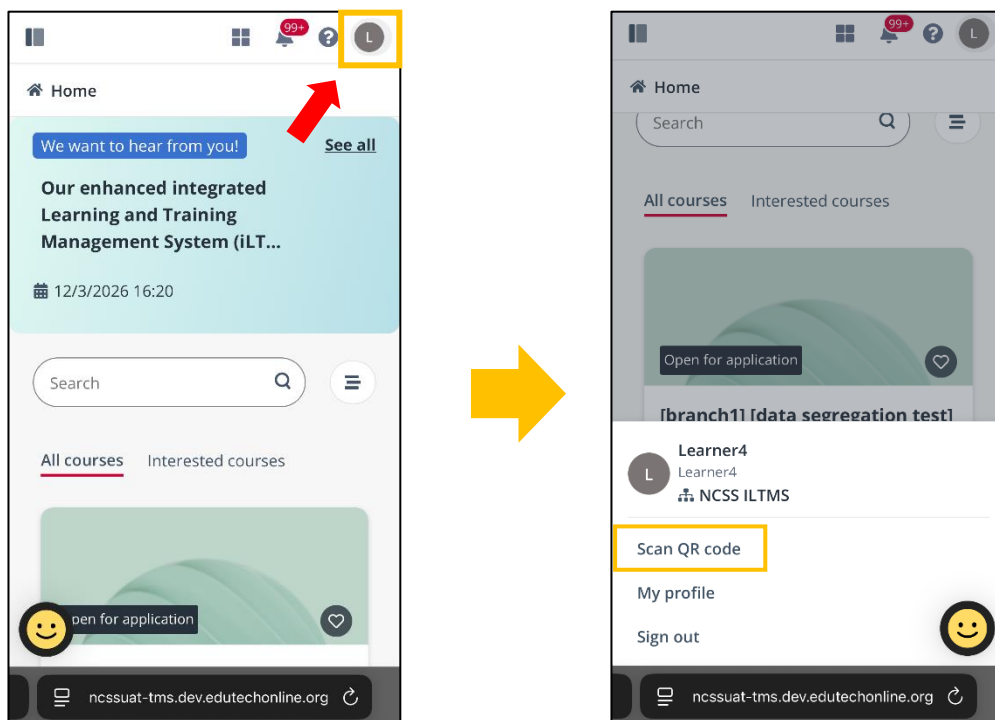
As your session begins, trainers will provide a QR code for attendance marking. For detailed instructions on using the QR code, see the sections below:

Via Training Management System (TMS)

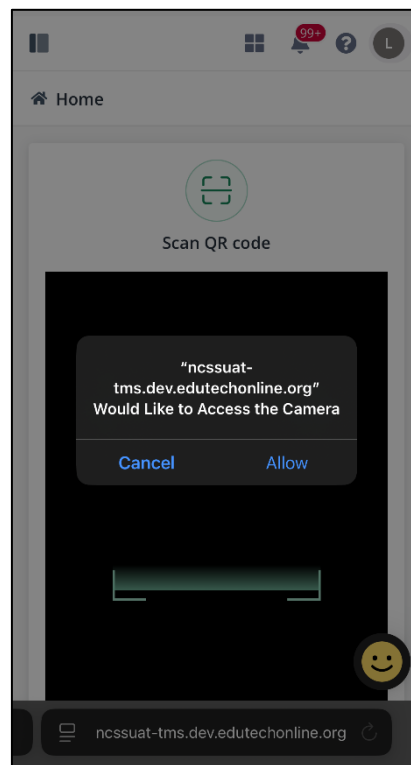
To mark attendance directly with the QR code, learners can use the **Scan QR code functionality of TMS** on your mobile device using the following steps:

Step 1: Using your mobile device, **log in to the Training Management System** (TMS).

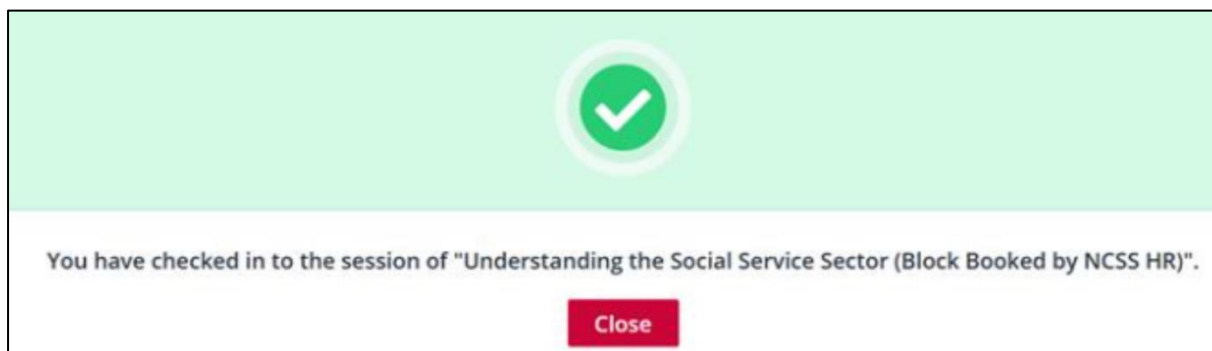
Step 2: On the Course Homepage, **click your profile** in the upper-right corner. Then **select 'Scan QR code'** to open the TMS scanner.



Step 3: A pop-up prompt will appear, **click 'Allow'**.



Step 4: **Proceed to scan the QR code** provided by your trainer to check in. **Click 'Close'** button and your attendance will be marked. (see screenshot below for reference)



Via other scanners

Learners may also use other scanners on mobile devices to scan the QR code. After scanning, you will be redirected to an information page.

On the page, you can mark your attendance with **ONE** of the following methods:

- a) After scanning, click Sign in to log in with your TMS credentials. After successfully signing in, your attendance is marked automatically.

OR

- b) After scanning, click Continue without sign-in. Enter the last 4 characters of your NRIC/FIN and your mobile number, and then click 'Submit' to mark your attendance.

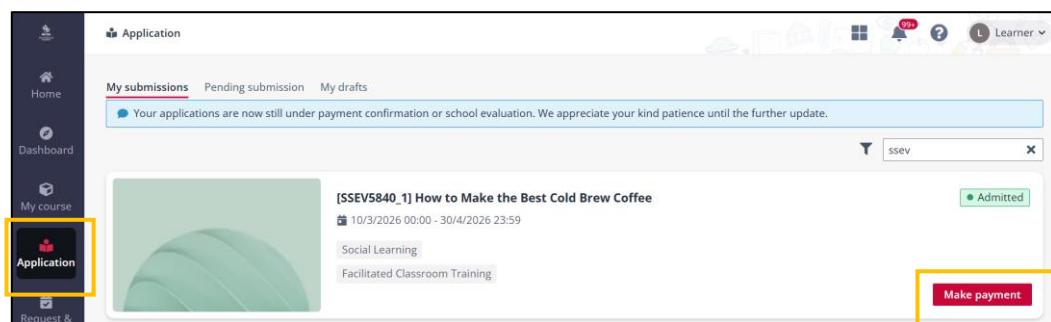
Payments

Learners will be able **to receive payment notifications** through:

- Notification bell icon
- Email notification

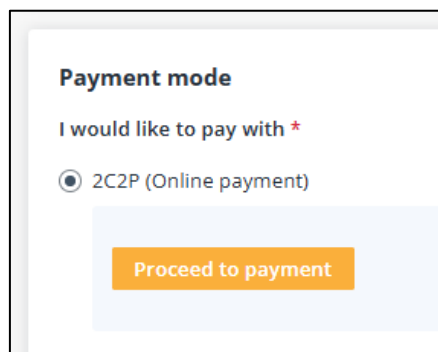
Payment via Application page

Step 1: On the 'Application' page, learners can make payment directly **by searching the course** and **click 'Make payment'** button (see screenshot below):



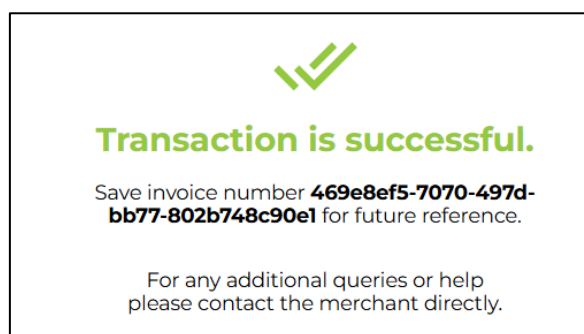
Picture reference: Application management Page

Step 2: The page will open a payment tab. **Select the preferred payment mode** and **select 'Proceed to payment'**. Then, **input your card details and pay**.



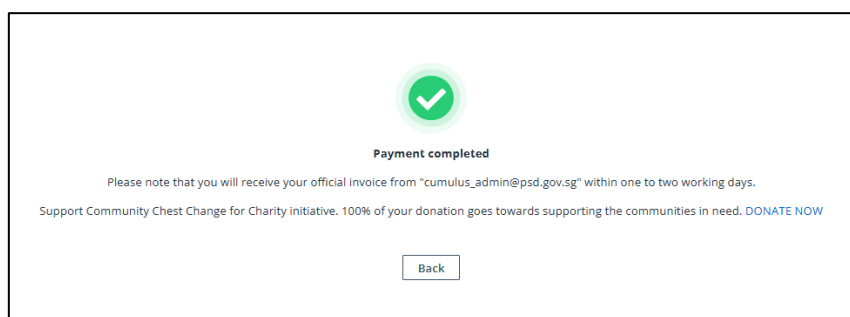
Picture reference: Payment Page

Step 3: Upon successful payment, you will **receive a transaction confirmation**.



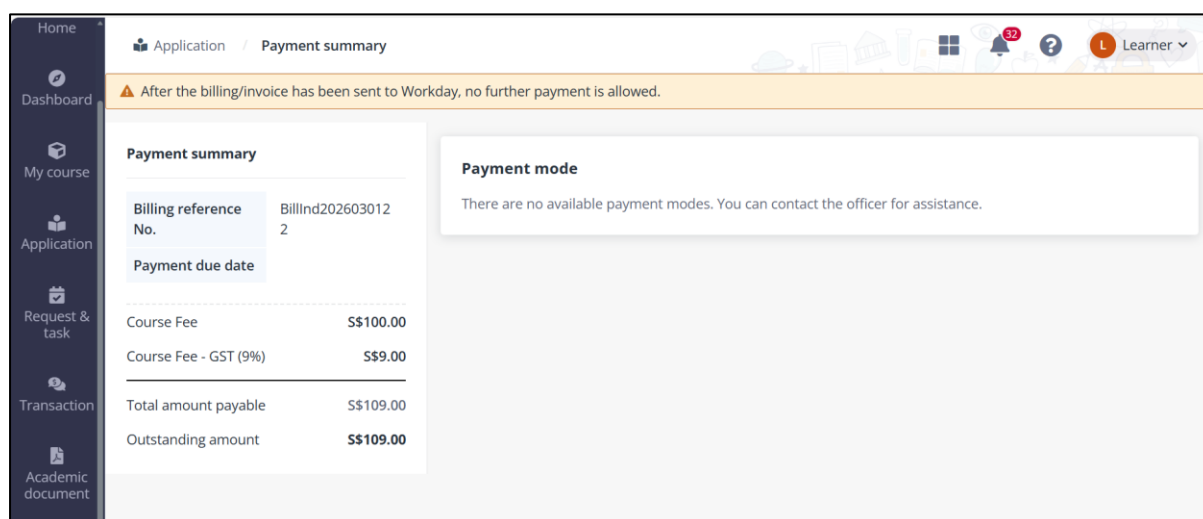
Picture reference: Payment Page

Step 4: Then, **click 'Go back to merchant'** button and the page will redirect you back to TMS where the 'Payment completed' success page is shown.



Picture reference: Payment Page

***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.

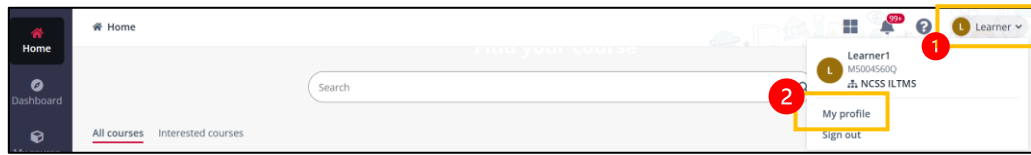


Picture reference: Payment summary Page

View invoices and receipts

To view invoices and receipts, you may go to:

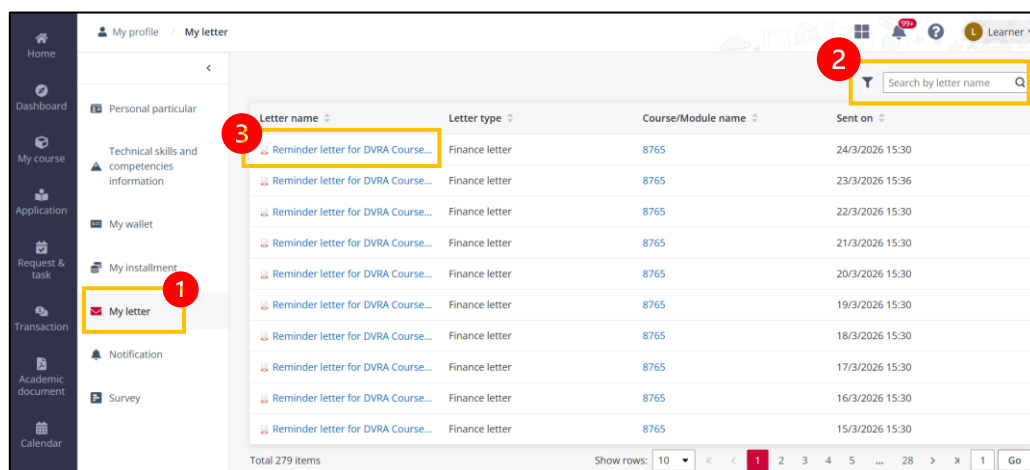
Step 1: Click your profile and click 'My profile' in the dropdown menu.



Picture reference: Course Homepage

Step 2: The page will direct you to 'Personal particular' page. Click 'My letter'.

Step 3: Scroll or use the search box to find invoices and receipts. Click on the letter name, and the invoice or receipt will be downloaded to your device in PDF format.



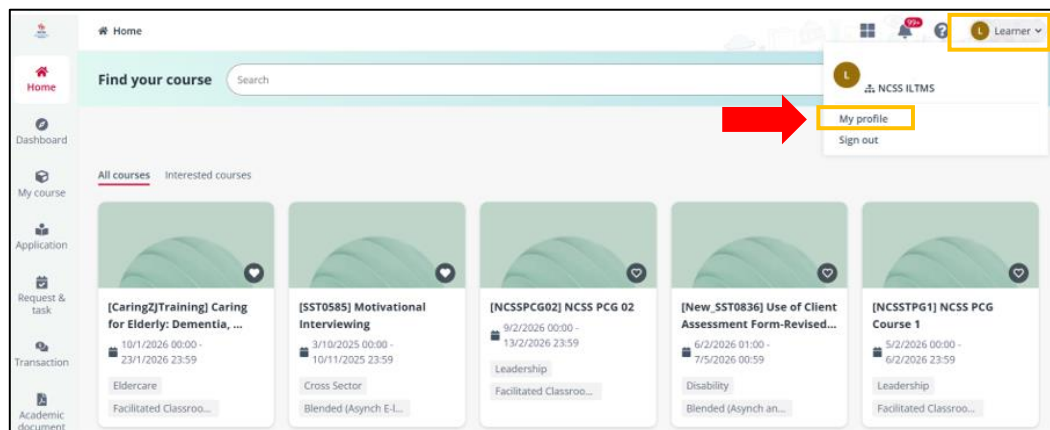
Picture reference: My letter page

To complete surveys

Via Survey under 'My Profile'

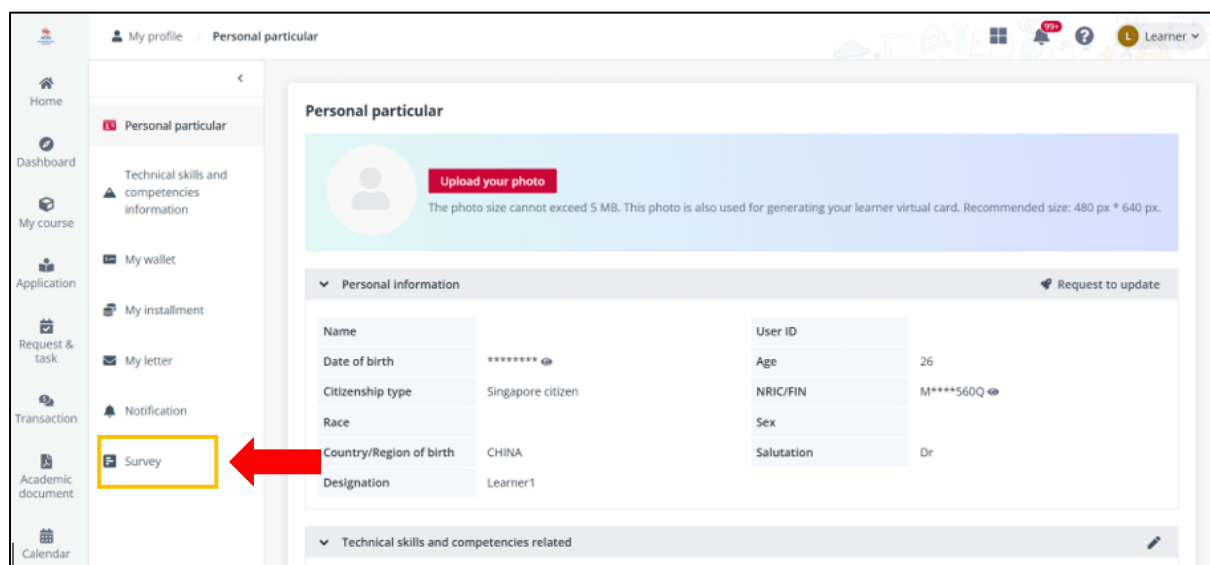
After logging in to the Training Management System, you can go to:

Step 1: Click on your profile at the top-right hand corner, then select **My Profile** from the dropdown menu.



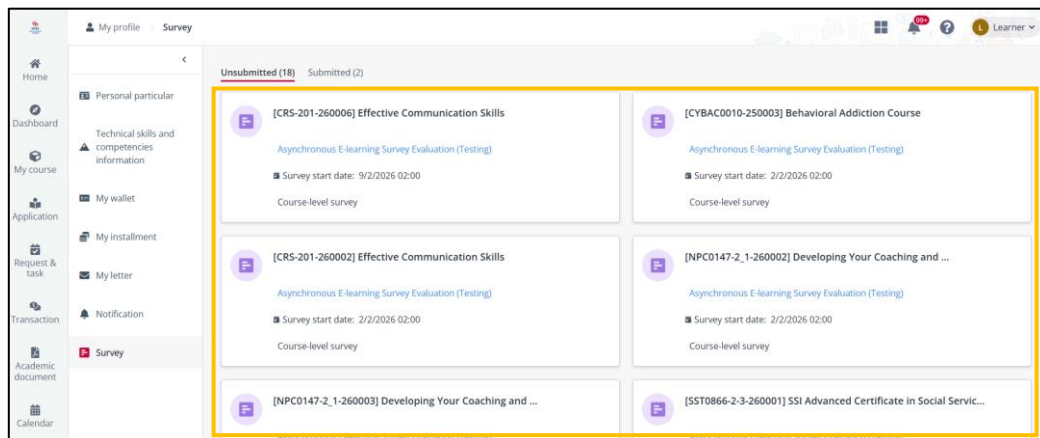
Picture reference: Learner's Home Page

Step 2: On the left navigation panel, click 'Survey'.



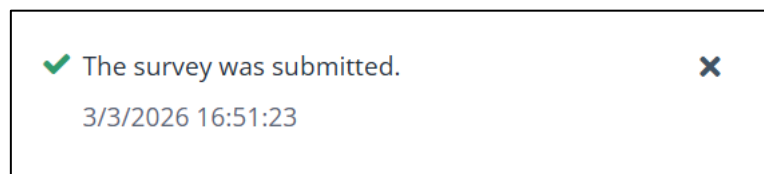
Picture reference: Personal Particular Page

Step 3: Under the 'unsubmitted' tab, **select the survey that you want to complete.**



Picture reference: Survey Page

Step 4: Fill in the details in all required fields and click 'Submit'. Once submitted, you should see a successful submission notification at the top right-hand corner of your page.



View my certificates

To **view and download e-certificates and e-transcripts/Statements of Results** after completing courses, learners can follow these steps:

Step 1: Go to **Academic document** in the left navigation panel.

Step 2: Learners will see all their registered courses along with their **e-certificates and e-transcripts/Statement of Result (SOR)**.

To download these documents, click on the blue hyperlinks under '*Certificate name*' for the respective courses. The documents will be in PDF format.

The screenshot shows the 'Academic document' page with the 'Certificates' tab selected. The left sidebar has the 'Academic document' button highlighted. The main content area displays a table of courses and certificates. A yellow box highlights the 'Certificate name' column, and a yellow callout box says 'Click on the blue hyperlinks to download certs.'

Course/Stack name	Course/Stack code	Certificate name	Certificate level	Issue date
Pumpkin Pie Making	SST0202_2	CAC_Applied Suicide Intervention Skills Training (ASIST)	Course level certificate	16/1/2026 15:27
Dispositions and Training Styles for Engaging Senior Learners	SST1028	CCM_Dispositions and Training Styles for Engaging Senior Learners	Course level certificate	3/12/2025 00:00
Understanding Singapore's Social Compact and Social Policies 2	SST0987-2	CAC_Applied Suicide Intervention Skills Training (ASIST) (Block book)		
Understanding Singapore's Social Compact and Social Policies	SST0987	NCSS-AC-CANS		
Understanding Singapore's Social Compact and Social Policies	SST0987	NCSS-AC-MPV		
How to Spark Joy in your life	SST1038_2	CAC_Adapting Programmes for Persons with Disabilities	Course level certificate	18/10/2025 00:00
Motivational Interviewing	SST0585	CAC_Certified User for Youth Level of Service/Case Management Inventory (YLS/CMI) Synchronous &...	Course level certificate	8/10/2025 17:01
Motivational Interviewing	SST0585	HDSS Certificate 1	Module level certificate	8/10/2025 17:01

Total 8 items

Show rows: 10 < 1 > 1 Go

Picture reference: Academic document page

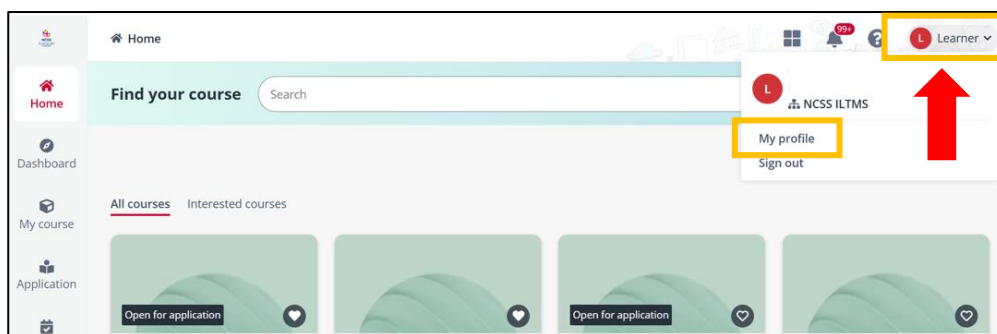
View and/or update my profile

To view under 'Personal particular' page

You can view your profile information and make modifications by submitting an update request. To view your personal information:

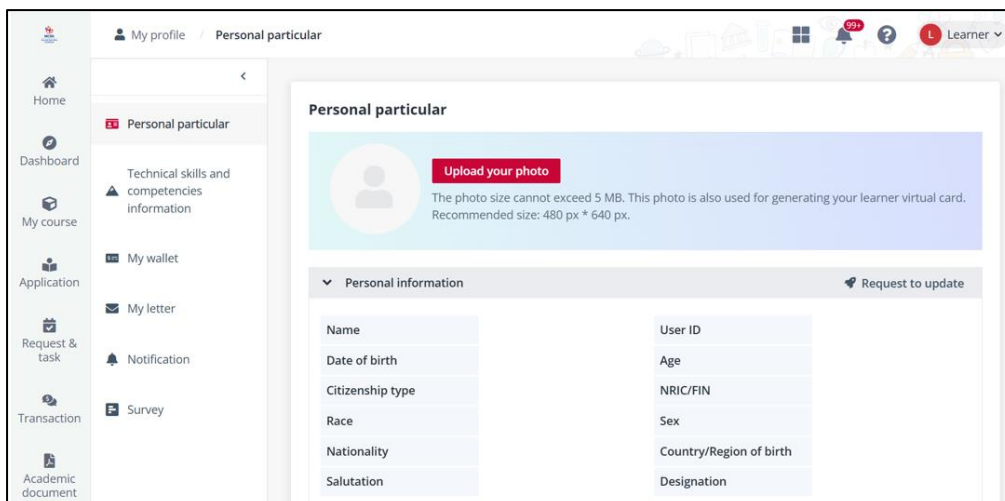
Step 1: On the Home page, **click the 'Learner'** button in the top-right corner to open a dropdown menu.

Step 2: Click **My Profile**.



Picture reference: Home Page

Step 3: You will be taken to the **Personal particular page** where all your personal information is displayed. (see screenshot below)



Picture reference: Personal particular page under 'My profile'

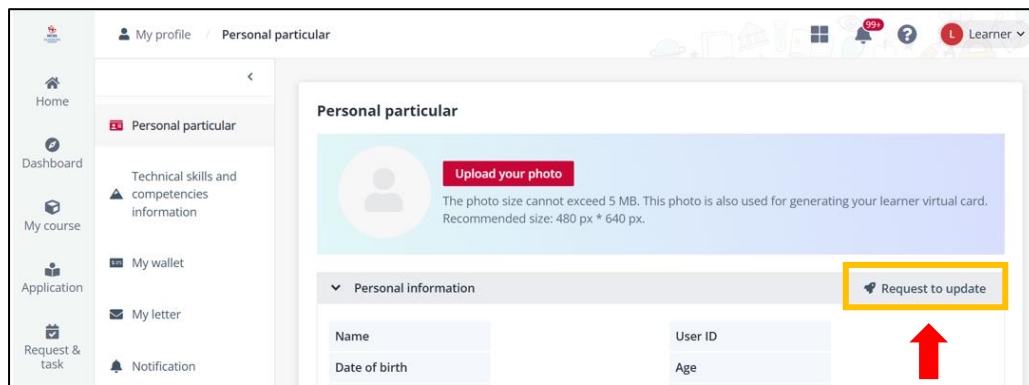
To update my profile

To update your personal information:

Step 1: Click **Request to update** button.

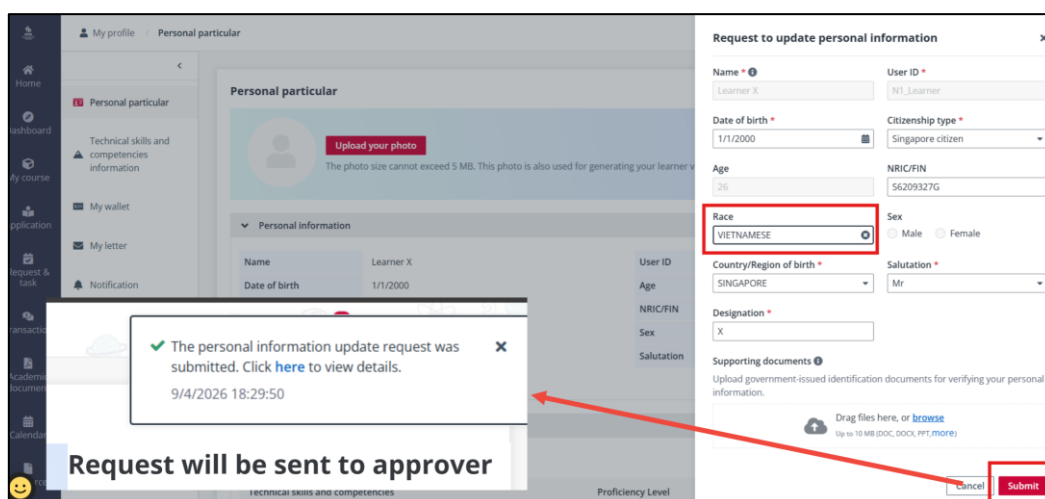
***Note:**

- If you have applications currently being processed for enrolment, please wait for course enrolment confirmation before requesting personal information updates.
- Fields that learner can request to update: DOB, Citizenship type, NRIC/FIN, Race, Country of Birth, Salutation, Designation.
- Fields that learner **cannot request to change**: Name, User ID.



Picture reference: Personal particular page under 'My profile'

Step 2: Fill in or adjust the new details that you wish to update. Then, click **Submit**.



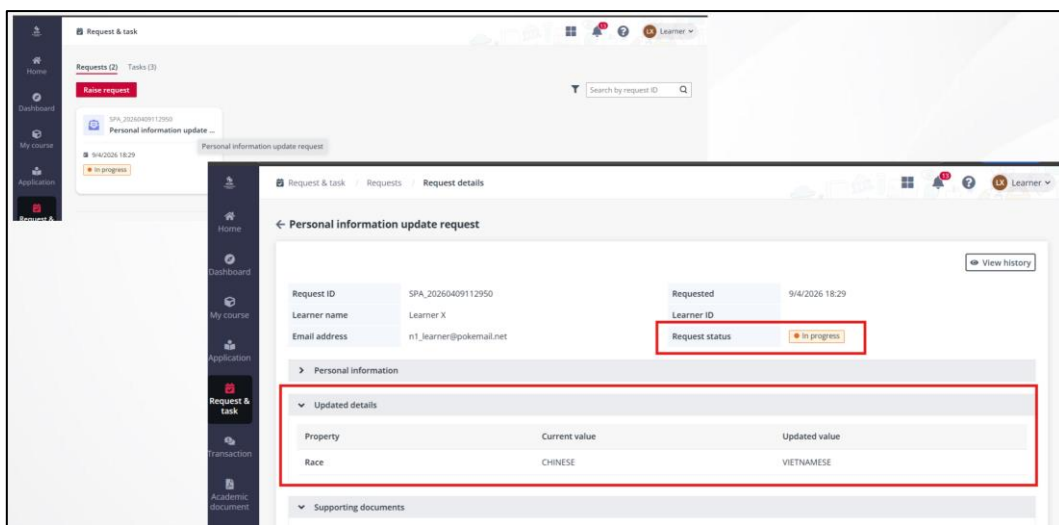
Picture reference: Request to update personal information page

Step 3: Your update request has been submitted and is awaiting approval from the admin side.

***Note:** Wait times for profile approval depend on the current number of requests being processed by our team. We appreciate your patience and understanding.

Step 4: Learner can view the request by:

- Click on **Request & task** in the left navigation panel. Under the **Requests** tab, **you will see your personal information update request**.
- Click on the request to see in details and its status. **If your request has not been approved**, the request status will remain '**In progress**'.



Picture reference: Request and task page

- You will receive status update when your request has been approved**, the request status will change to '**Completed**'.



Picture reference: Request approved page

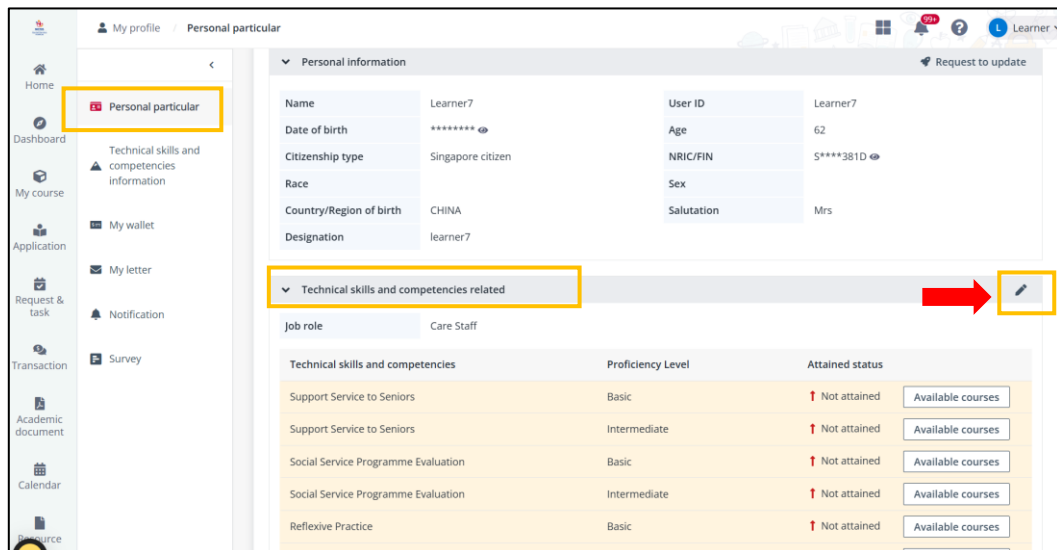
Step 5: Learners can now view the updated changes in their personal information section.

Personal information		Request to update	
Name	Learner X	User ID	N1_Learner
Date of birth	1/1/2000	Age	26
Citizenship type	Singapore citizen	NRIC/FIN	S6209327G
Race	VIETNAMESE	Sex	

Picture reference: Personal particulars page under 'My profile'

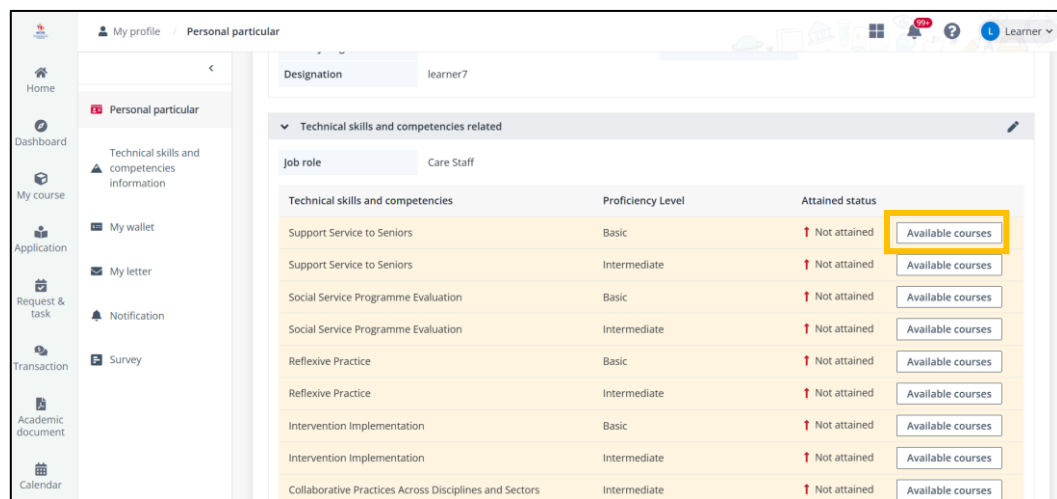
To add Job role

Step 1: Under the 'Technical skills and competencies related' section, **click on the pencil icon** and **select your job role**.



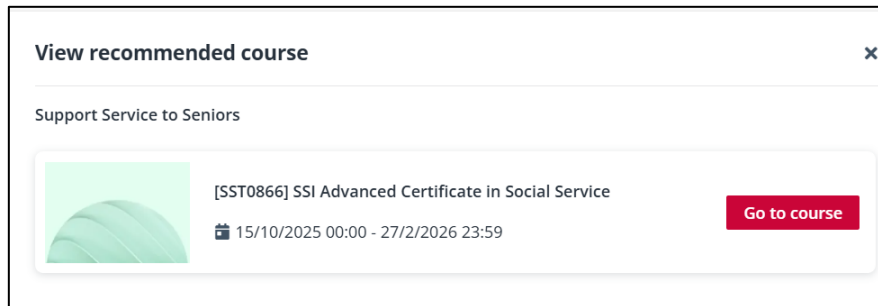
Picture reference: Personal particulars page under 'My profile'

Step 2: Once selected, you will see available courses that relate to the technical skills and competencies of your chosen job role. You can also click the 'Available courses' button to view the related courses.

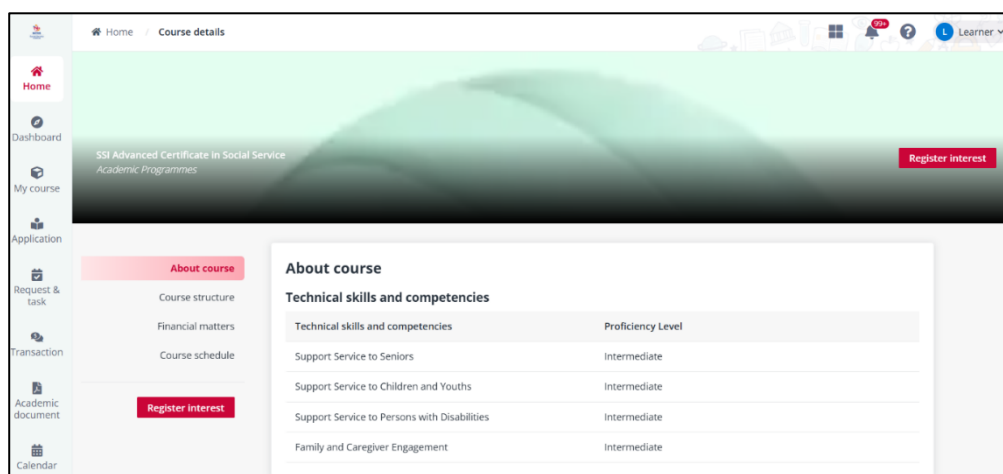


Picture reference: Personal particulars page under 'My profile'

Step 3: A pop-up will show the related course. Upon clicking 'Go to course', you will be taken directly to the Course details page.



Picture reference: Personal particulars page under 'My profile'



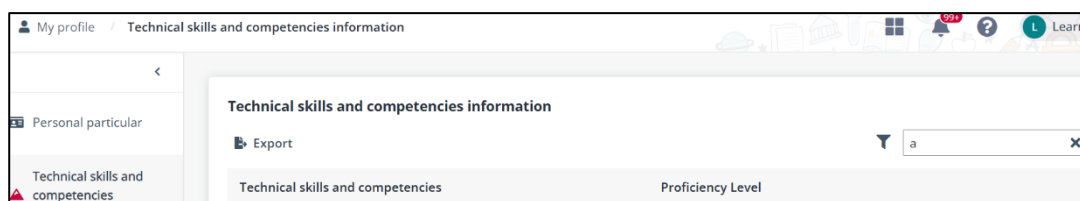
Picture reference: Course details page

Other features

From this page, you can also view other features on the page:

- **Technical skills and competencies information**

Here, you can see your achieved technical skills and competencies (TSCs) through the courses that you attended



Picture reference: TSCs under 'My profile'

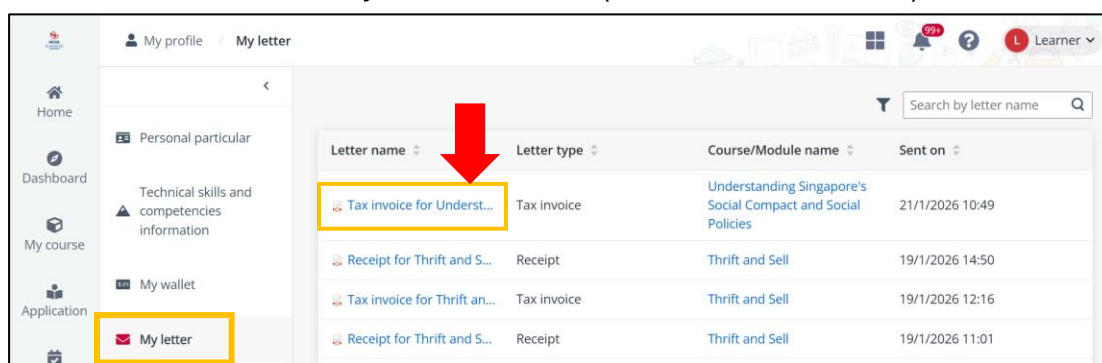
- **My Wallet**

SSI typically does not ask for banking information as our organisation does not process refunds via the portal.

- **My Letter**

Here, you can view and download all system-generated letters including invoices, receipts, certificates and completion letters.

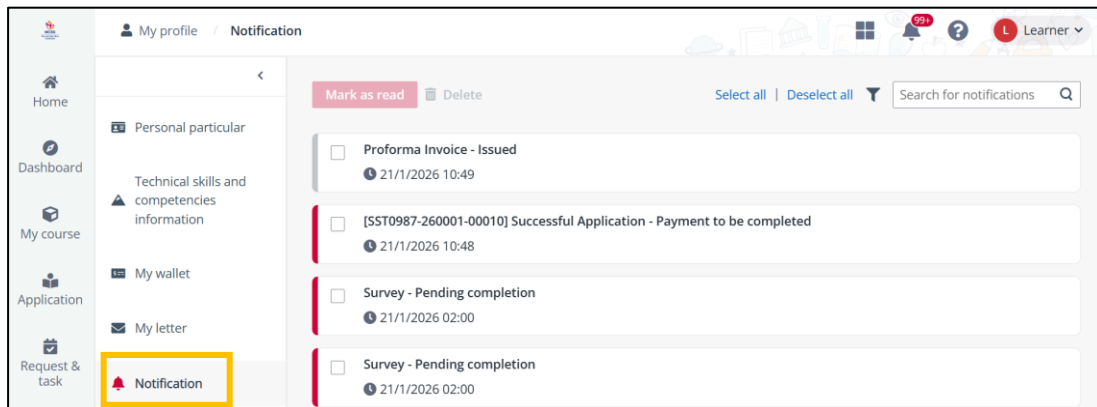
To view and download letters, simply click on the letter name. A PDF file will be downloaded to your local device (see screenshot below)



Picture reference: My Letter page under 'My profile'

- [Notification](#)

To view notification details, click on any notification in the list. Clicking on the notification will open a pop-up box containing the details.

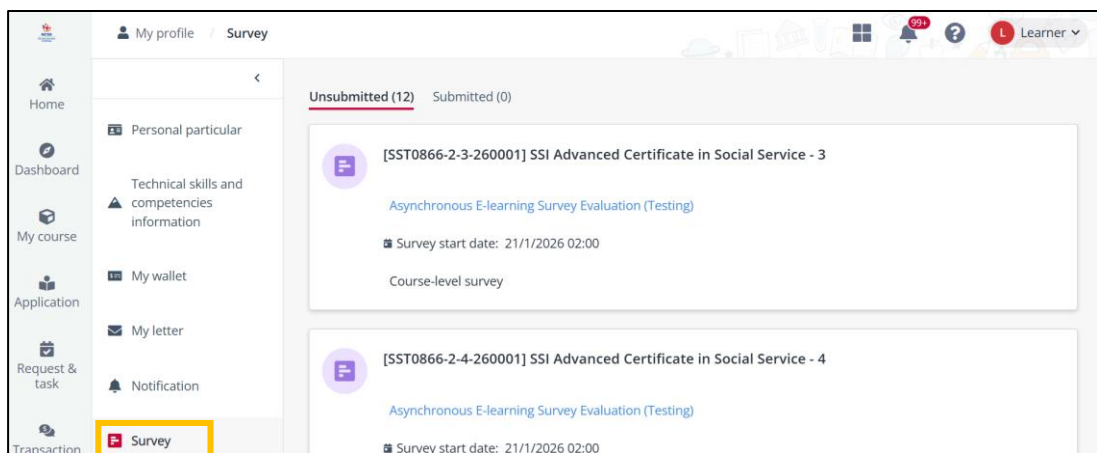


Picture reference: Notification page under 'My profile'

- [Survey](#)

After you are enrolled and attend courses, surveys will be sent to you for evaluation of the courses, modules, and trainers.

To view all the surveys sent to you and complete them, click **Survey** in the left navigation.



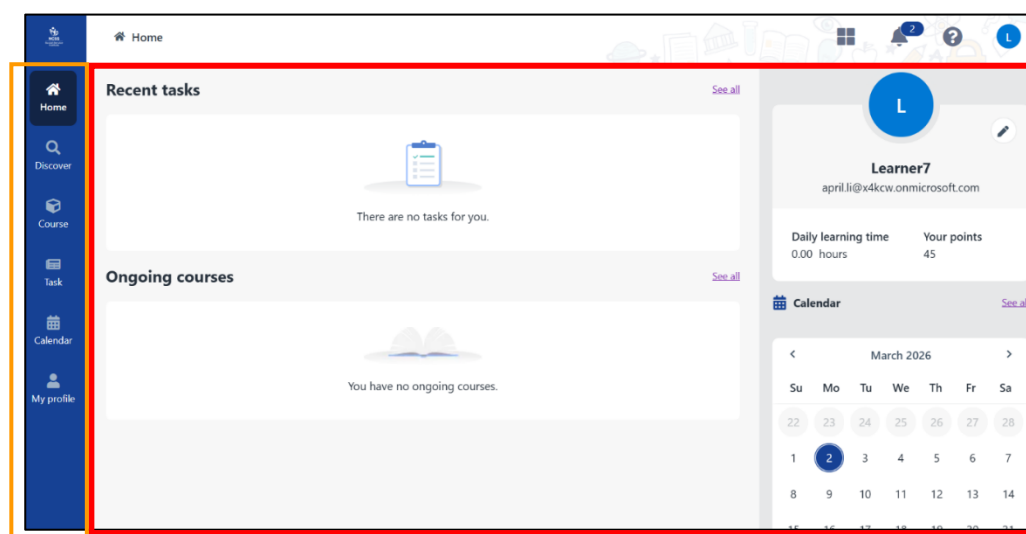
Picture reference: Survey page under 'My profile'

Navigating the SSI Learning Management System (LMS)

Upon toggling to the SSI [Learning Management System](#), learners will be able to access all their learning and course related tasks.

This section will share with you some key features and help you navigate the SSI Learning Management system with the following sections:

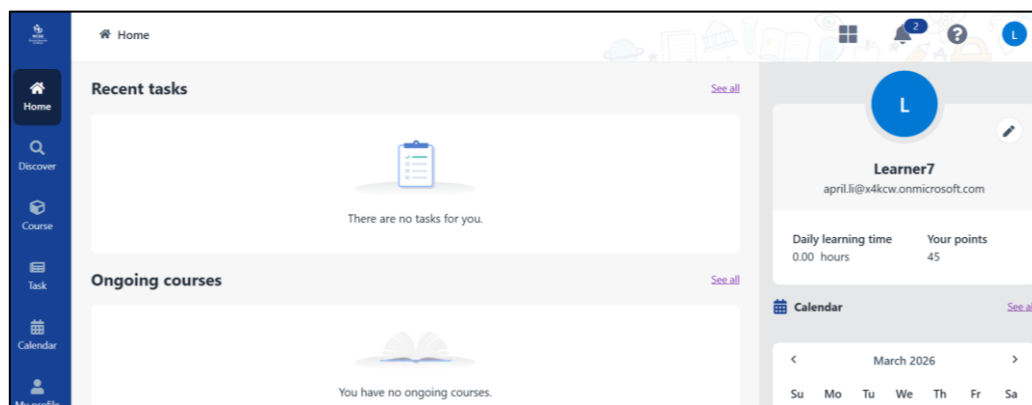
- **Main Section** (in red)
- **Navigation Panel** (in orange) - Displays the different tool icons you can use to navigate the Learning Management system.



Picture reference: Home Page (LMS)

Main Section

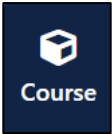
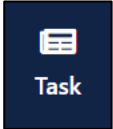
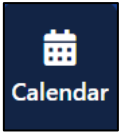
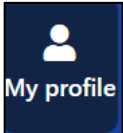
Shows your recent tasks, current registered courses, profile information, and calendar.



Picture reference: Home Page

Navigation Panel

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

Sections Menu	Features
 Home	• View recent tasks and ongoing courses • View calendar
 Course	• General overview of the statuses of all ongoing, completed, and overdue courses
 Task	• View all ongoing, upcoming, and closed tasks specific to registered courses
 Calendar	• View sessions and meetings in calendar
 My profile	• View your personal information, create your e-portfolio, and set your daily learning goals.

To view and complete tasks

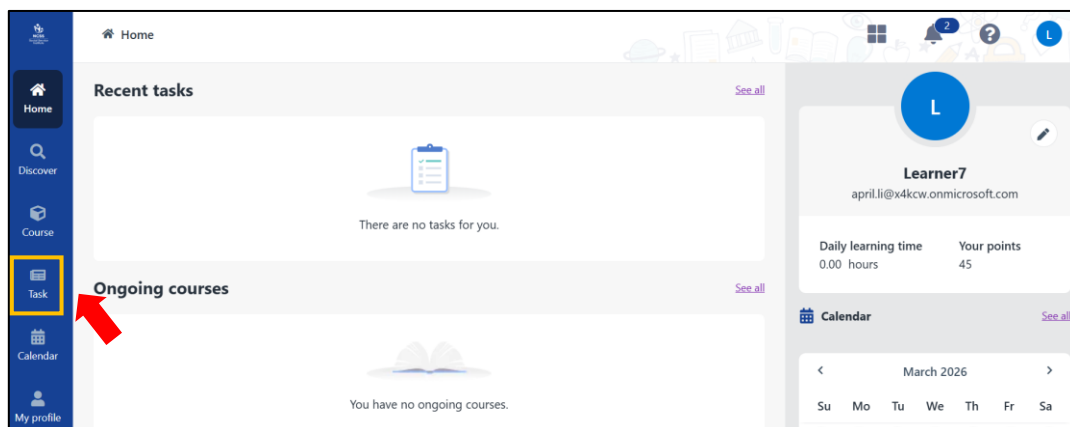
To view course materials, access e-learning and complete tasks, learners may follow the steps below:

Step 1: On the Training Management System (TMS) Course page, navigate to **Quick links** (widget) and **click 'Learning Management System' (LMS)**.



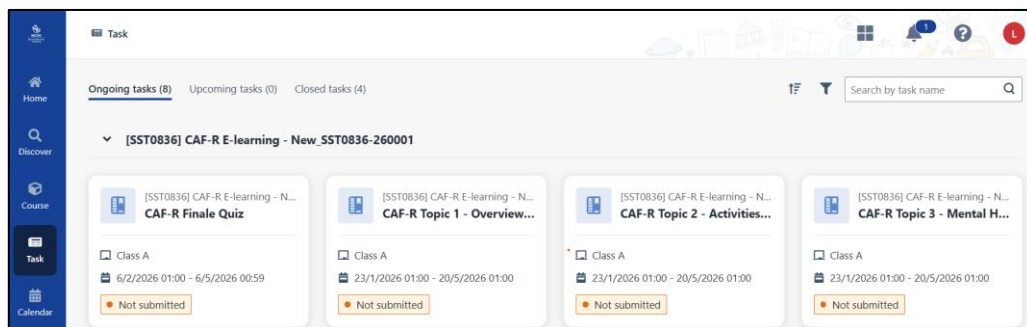
Picture reference: Course Home Page (TMS)

Step 2: Upon clicking, you will be **directed to the Learning Management System (LMS) Home page**. Click **'Task'** on the left navigation panel.



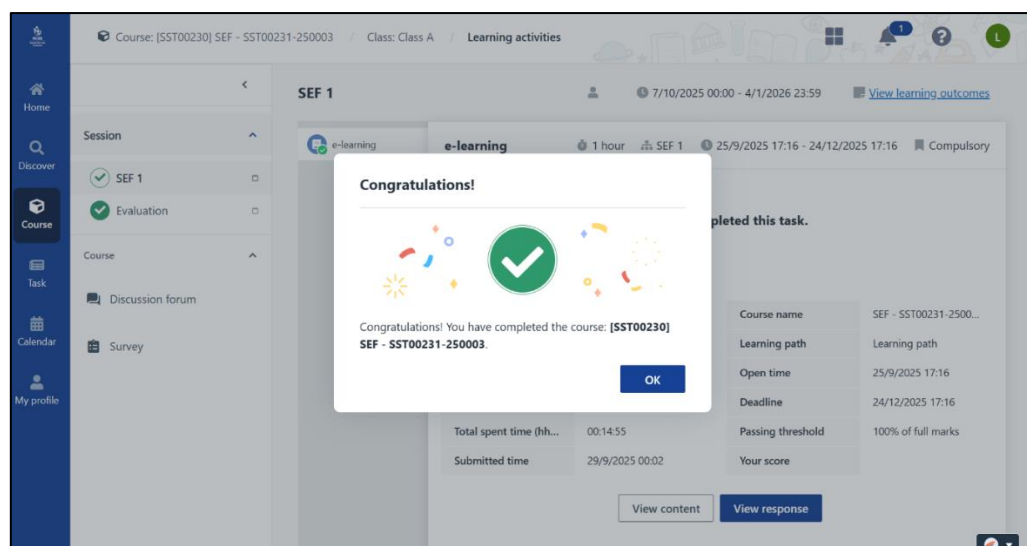
Picture reference: Home Page in (LMS)

Step 3: On the 'Task' page, you can view your ongoing, upcoming, and closed tasks for your courses. **Click on selected task to complete it.**



Picture reference: Task Page in (LMS)

Step 4: Upon completing all the respective tasks in a course, a success pop-up will appear indicating that you have completed the course.



Picture reference: Course Completion in (LMS)

Quiz

For courses with quizzes, you may encounter an **'Access code'** requirement to start the task. **The trainer will provide this code, or learners can consult the respective trainers to obtain it.** (see screenshot below)

The screenshot displays the 'Task overview' page in an LMS. A modal titled 'Enter access code' is centered on the screen, prompting the user to enter an access code to start the quiz. The modal includes a text input field, a 'Cancel' button, and a 'Start this task' button. The background page shows task details such as 'Course code', 'Class', 'Session/Content group', 'Audience type', 'Time limit', 'Full marks', 'Latest attempt score', 'Attempted/Max attempts', 'Submitted time', and 'Access code required'. A checkbox labeled 'I have read the instructions' is checked.

Task	Task overview
do the quiz right	Read the instruction below and start the task
Course code	SEF - SST00231-250003
Class	Learning path
Session/Content group	25/9/2025 17:16
Audience type	24/12/2025 17:16
Time limit	1
Full marks	1
Latest attempt score	Submitted time
Attempted/Max attempts	Access code required
0/1	Yes
☒ I have read the instructions	
<button>Start this task</button>	

Picture reference: Task overview page in (LMS)

File Submissions – with Turnitin Similarity Report

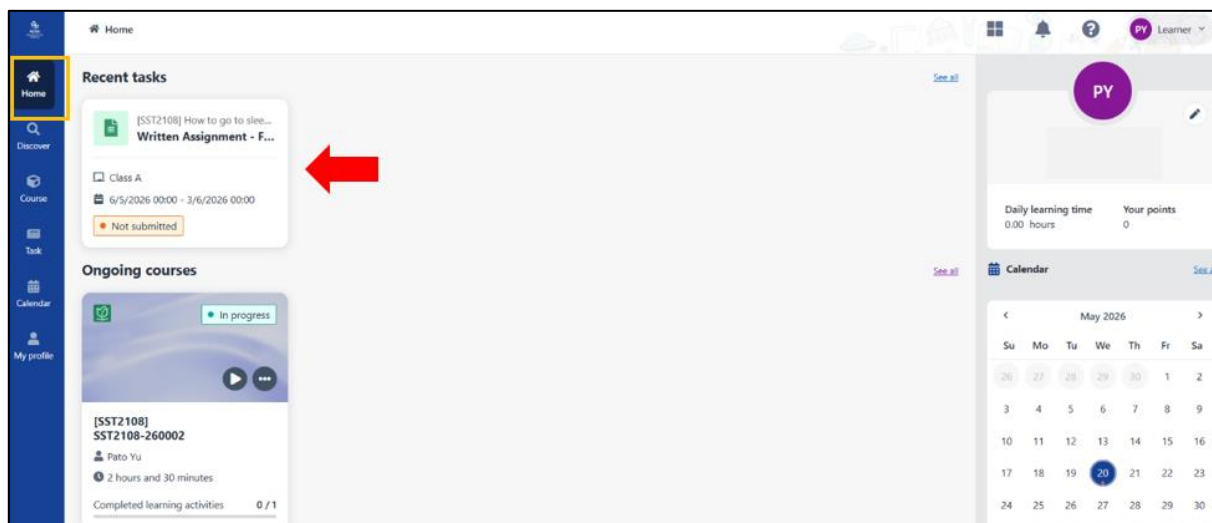
In the LMS, you can submit your file submissions via three methods through the left navigation panel:

Step 1: Learners may click:

a) Via the Home page

Upon logging in or toggling to the LMS, you are directed to the Home page.

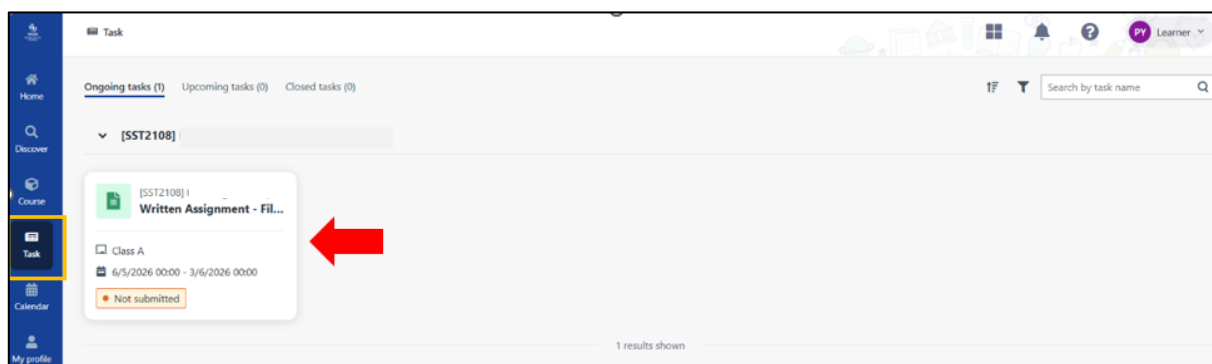
Here, **you can locate your file submission tasks under the 'Recent Tasks' or 'Ongoing Courses' sections.** (refer to screenshot below)



Picture reference: Home page in (LMS)

b) Via the Task page

Click on the Task page to view all your ongoing tasks. **You can browse the list or use the search bar to locate the specific task that requires a file submission.** (refer to screenshot below)



Picture reference: Task page in (LMS)

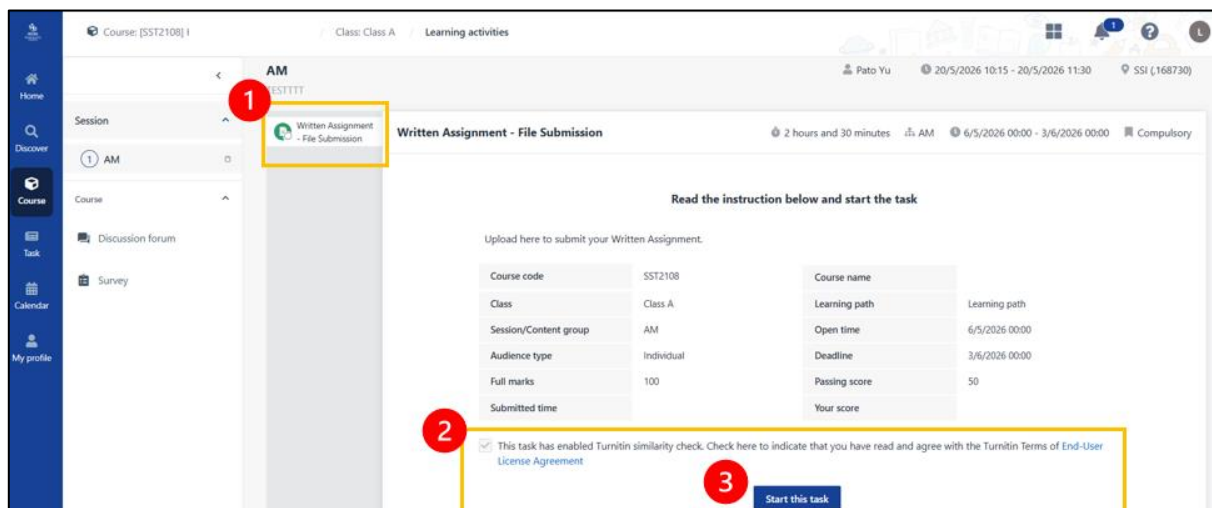
c) Via the Course page

Click on the Course page to view all ongoing courses. **Select the relevant course that requires a file submission by clicking the 'Play' button.** (refer to screenshot below)



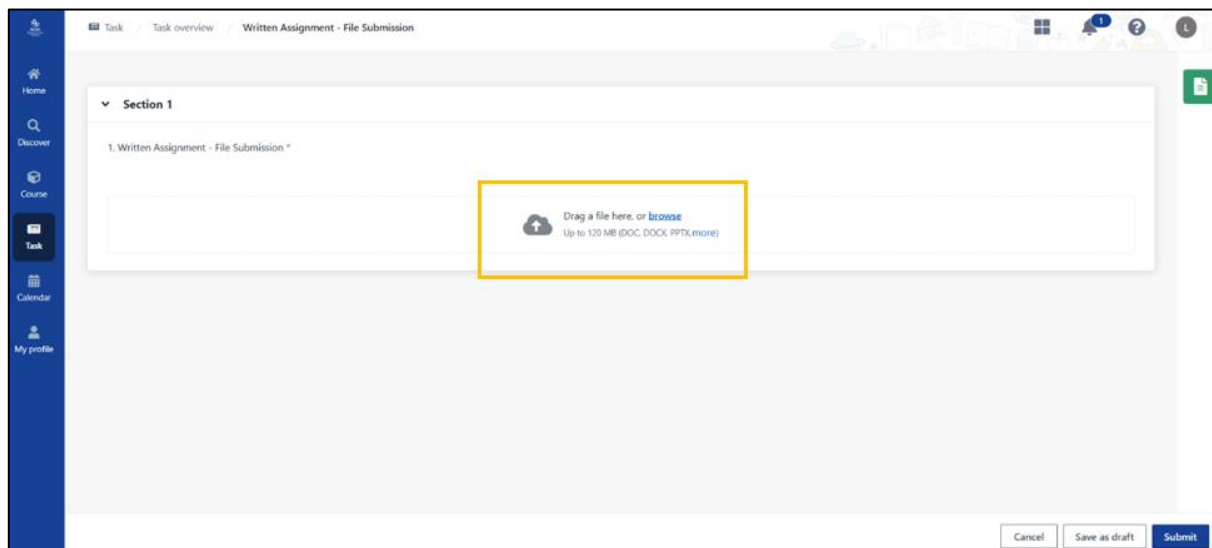
Picture reference: Course page in (LMS)

Step 2: On the '*Learning Activities*' page, **select the session** that includes the file submission. **Tick the 'Enable Turnitin Similarity Check' option**, then **click 'Start This Task'**. (refer to screenshot below)



Picture reference: Learning activities page in (LMS)

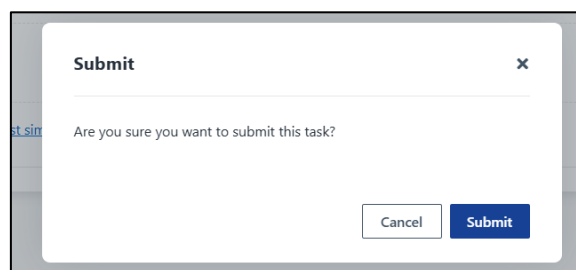
Step 3: Upon clicking 'Start This Task', a new window will open displaying the file submission page where you can upload your documents. (refer to screenshot below)



Picture reference: File Submission page in (LMS)

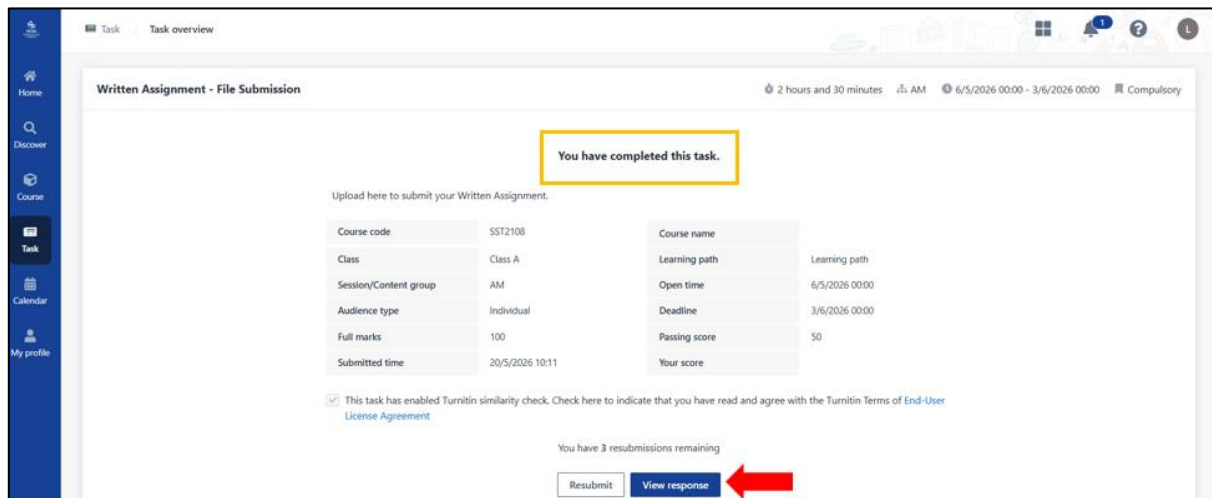
Step 4: After uploading your documents, **click Submit**.

Step 5: When prompted, click 'Submit' to proceed.



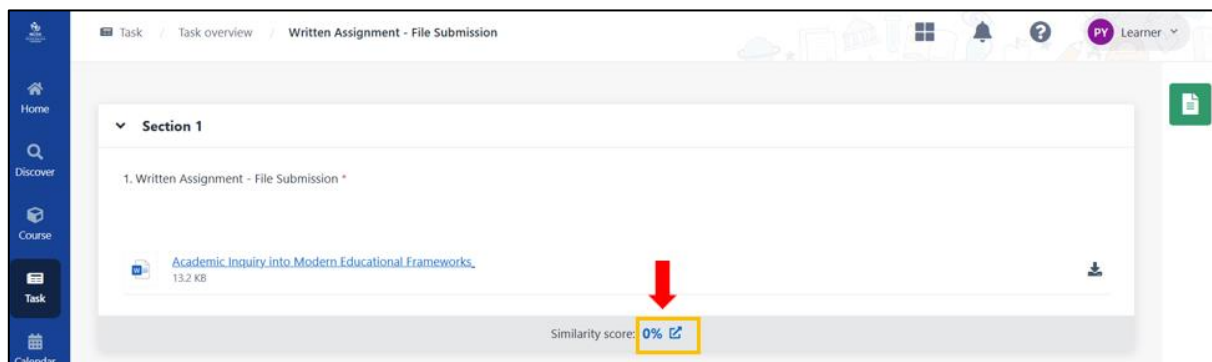
Step 6: The 'Task Overview' page will appear, confirming that the task has been completed.

To view the similarity report, click 'View Response'.



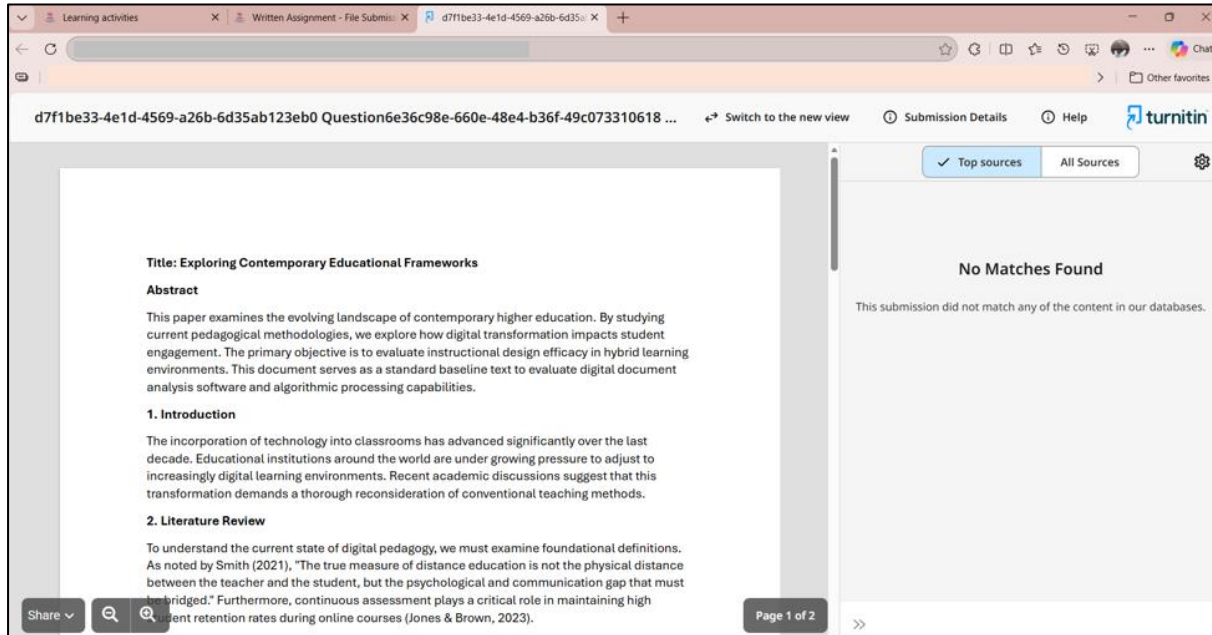
Picture reference: Task overview page in (LMS)

Step 7: Upon clicking 'View Response', your submitted file will be displayed. **Click** on the **similarity score hyperlink** to view your similarity score. (refer to screenshot below)



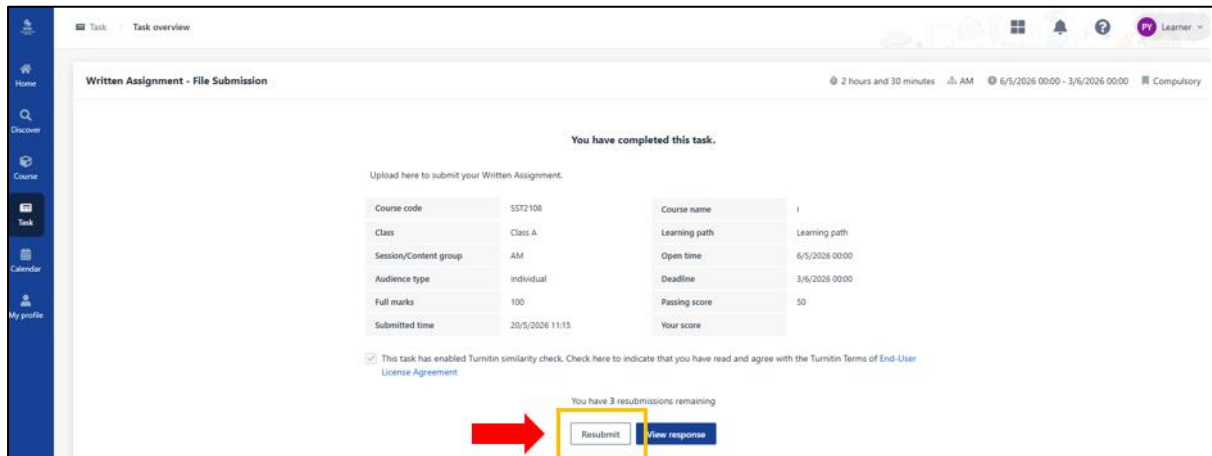
Picture reference: File Submission page in (LMS)

Step 8: You will be redirected to the Turnitin page in a new browser tab, where you can view a detailed breakdown of your submission's similarity. Any sections that match references from other sources will be highlighted accordingly. (refer to screenshot below)



Picture reference: Turnitin page

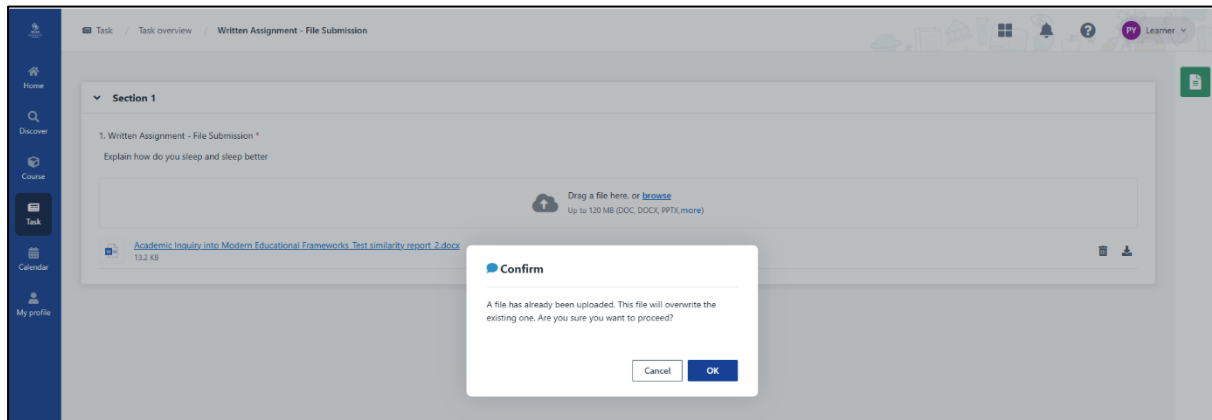
Step 9: If you would like to upload a revised version of the documents, please click 'Resubmit'. (refer to screenshot below)



Picture reference: Task overview page in (LMS)

Step 10: You will be directed to a page where you can re-upload the revised documents.

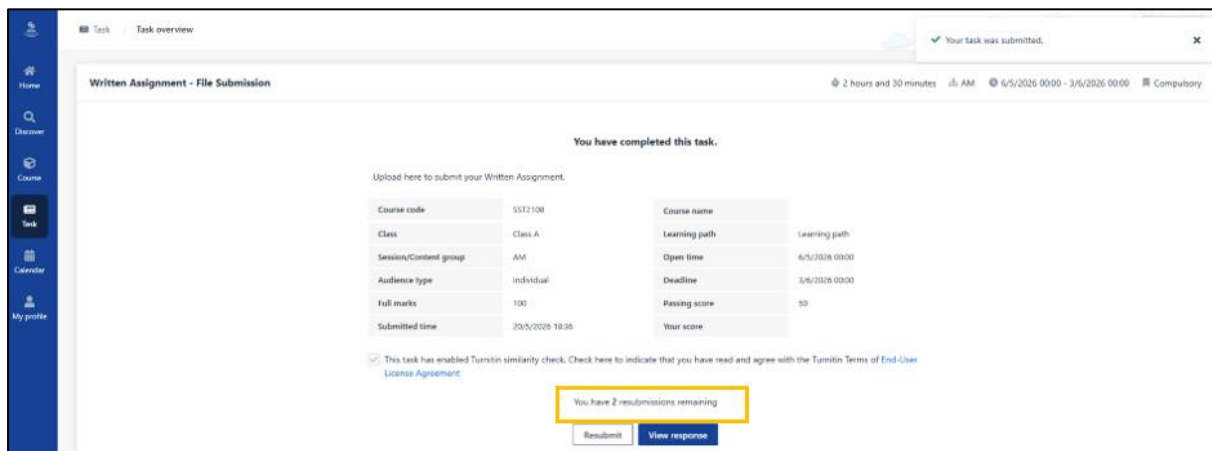
A confirmation message will pop up and inform that the file will overwrite the existing one and if want to proceed. **Click 'OK'**. (refer to screenshot below)



Picture reference: File Submission page in (LMS)

Step 11: Then, **click 'Submit'** to proceed. It will bring you back to the page where it will indicate the number of resubmissions remaining. (refer to screenshot below)

Repeat Step 6-8 again to view the similarity report.



Picture reference: Task overview page in (LMS)

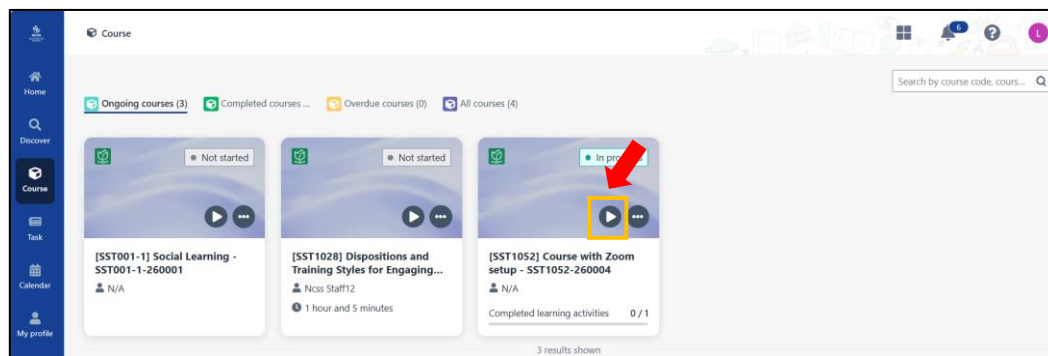
To attend classes via Zoom

To attend training classes via Zoom link, check your calendar to see day/s with Zoom sessions. Follow the steps below:

Via Course page

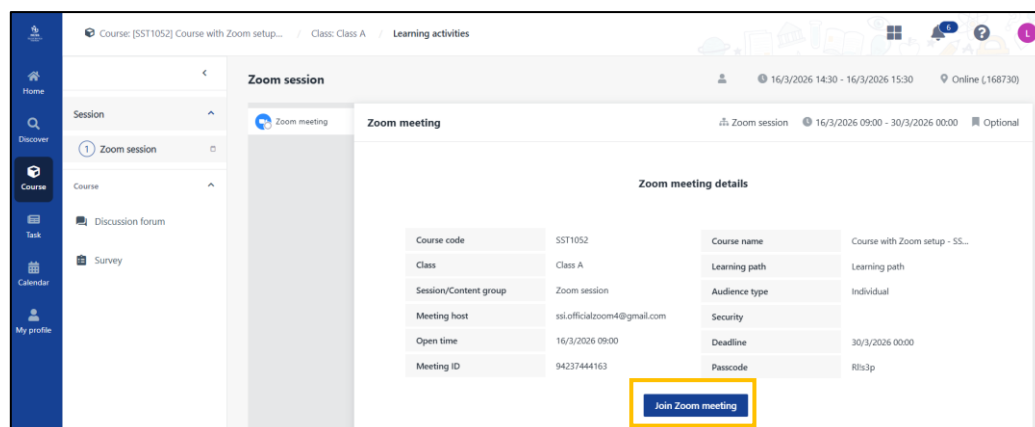
Step 1: On the Learning Management System (LMS) page, **click 'Course'** on the left navigation panel.

Step 2: On the Course page, **locate your course. Click the Play** button.



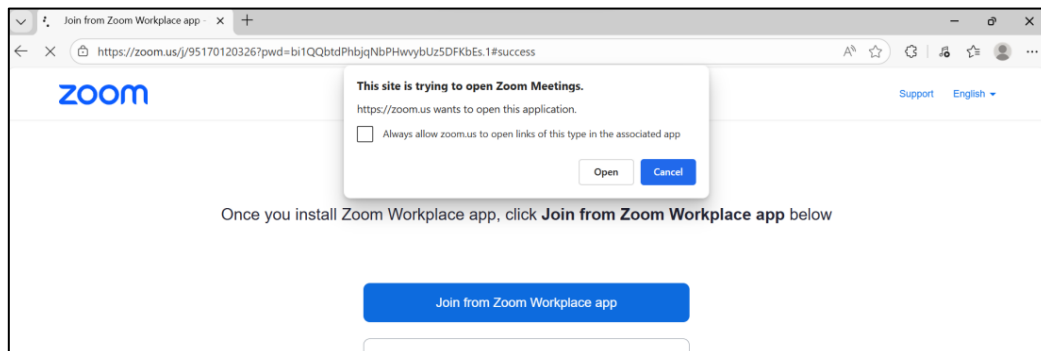
Picture reference: Course page (LMS)

Step 3: Click on the session that has Zoom meeting. On the 'Learning activities' page, learners will see the **Join Zoom meeting** button and **click it**.



Picture reference: Course details page (LMS)

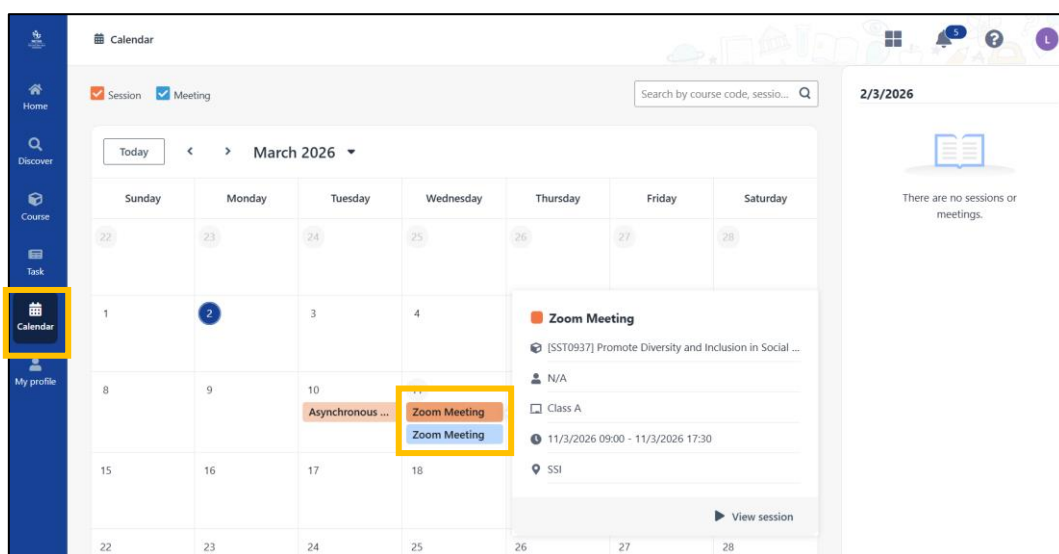
Step 4: Upon clicking it, the page will display the Zoom meeting details. **Click the 'Join Zoom Meeting'** and it will direct you to the Zoom website or app.



Picture reference: Zoom website

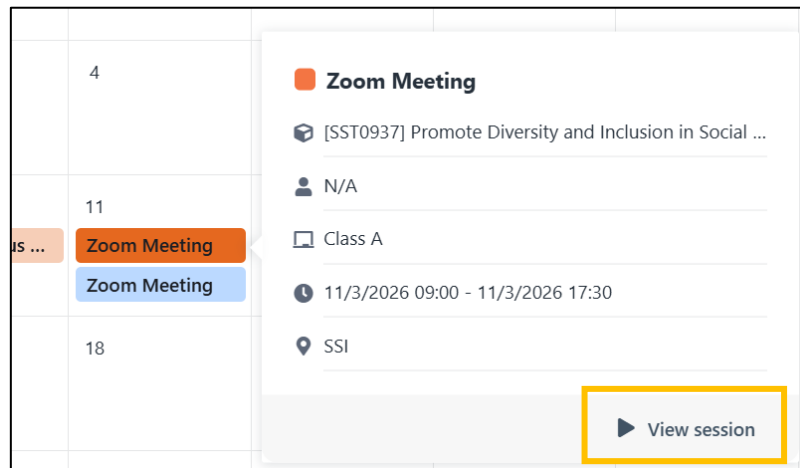
Via Calendar

Step 1: On the calendar page, you can see days marked as 'Zoom Meeting'. Click on them to view more details.



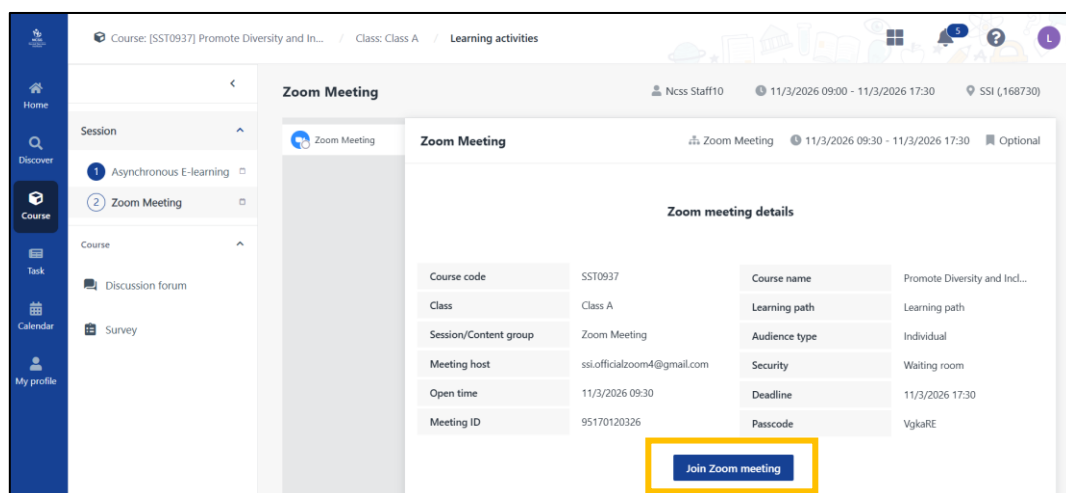
Picture reference: Calendar Page in (LMS)

Step 2: To view the Zoom meeting and access the meeting ID or passcode, click **View session**.

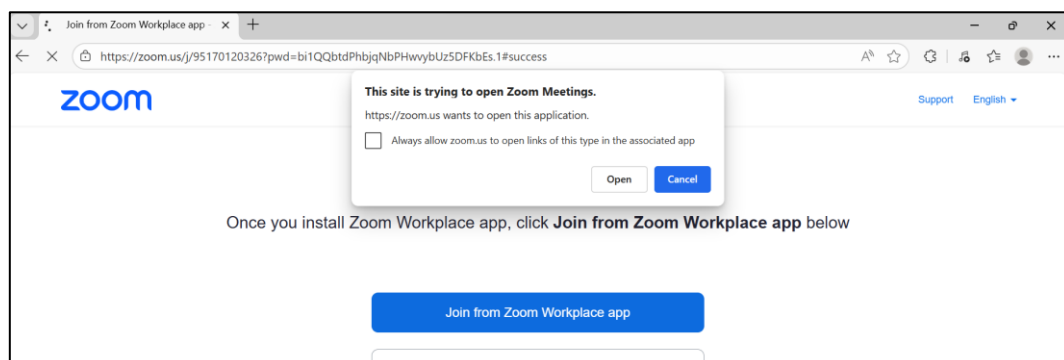


Picture reference: Calendar Page in (LMS)

Step 3: Upon clicking it, the page will display the Zoom meeting details. Click the 'Join Zoom Meeting' and it will direct you to the Zoom website or app.



Picture reference: Zoom Meeting Page in (LMS)



Picture reference: Zoom Website