SKILLSfuture Credit

USER GUIDE ON SKILLSFUTURE CREDIT (INDIVIDUALS)

This User Guide outlines the steps for various processes within SkillsFuture Credit Portal
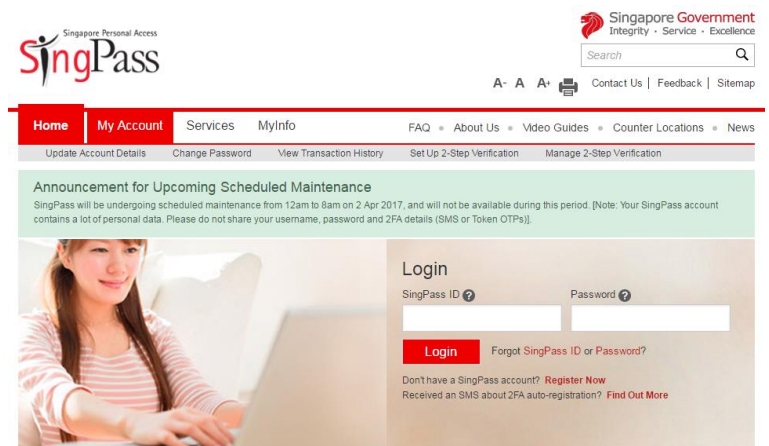
Table of Contents

1 LOGIN

1. To login to the site, click the "LOGIN" button.

2. Enter your SingPass ID and Password in the fields provided and click the "Login" button.

   If you encounter any difficulties, please contact the SingPass Helpdesk at +65 6643 0555 or refer to the SingPass website at https://www.singpass.gov.sg.

3. After successfully logging in, your SkillsFuture Credit Account Summary page is displayed.
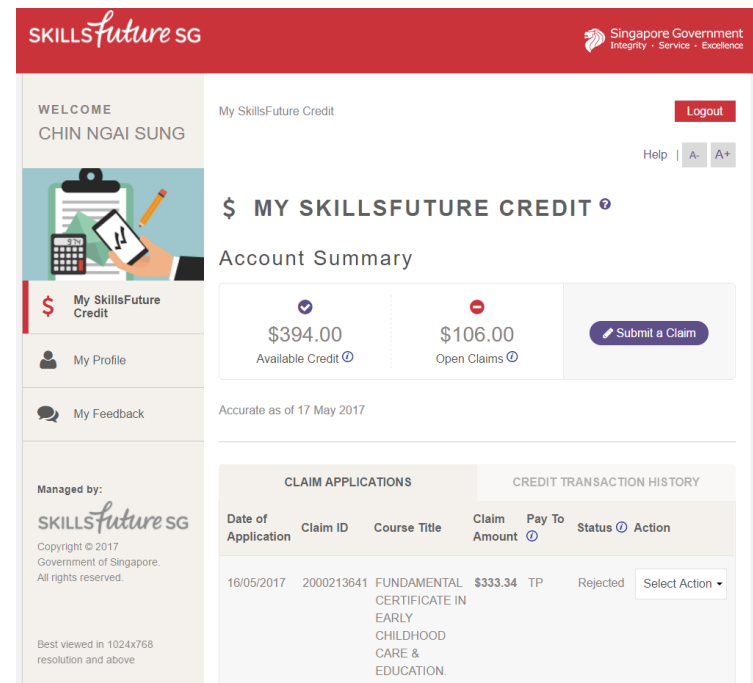
2   VIEW MY ACCOUNT SUMMARY

You can view your SkillsFuture Credit Account Summary after logging in.

1. You can view a summary of your SkillsFuture Credit account:

   A. **Available Credit** – the amount of SkillsFuture Credit that you have available to claim for courses.

   B. **Open Claims** – the amount of SkillsFuture Credit that you have applied to claim. This credit is pending approval or payment.

   > To learn more about submitting a Claim, go to the [Submit a Claim](#) section.

2. Scroll down to view your Claim Applications.

   This section displays a list of your recent submitted claims.

   Date of Application – the submission date of your claim application.

   Claim ID – the claim reference number. Quote this number if you need to contact SSG regarding this claim.

   Course Title – the name of the course you registered for.

   Claim Amount – the amount of credit you are claiming for.

   Pay To – the recipient of the payment amount

   Status – the current status of the claim.

   Action – refers to the action that can be performed for each claim.

   To view more claims, click on "View all claims applications".

$ MY SKILLSFUTURE CREDIT ⍰

Account Summary

✓ $394.00 Available Credit ⍟	⊖ $106.00 Open Claims ⍟	✎ Submit a Claim

CLAIM APPLICATIONS		CREDIT TRANSACTION HISTORY				
Date of Application	Claim ID	Course Title	Claim Amount ⍟	Pay To ⍟	Status ⍟	Action
16/05/2017	2000213641	FUNDAMENTAL CERTIFICATE IN EARLY CHILDHOOD CARE & EDUCATION.	$333.34	TP	Rejected	Select Action ▾
16/05/2017	2000213625	DEMONSTRATE BASIC MOIST HEAT COOKING METHODS	$105.00	TP	Approved	Select Action ▾
16/05/2017	2000213633	TRY DJANGO 1.9 | BUILD A BLOG AND LEARN PYTHON'S #1 LIBRARY	$1.00	Self	Rejected	Select Action ▾

View all claim applications

3 SUBMIT A CLAIM

You can submit claims for courses offered by local Training Providers or overseas Massive Open Online Courses (MOOC), such as Udemy and Coursera.

3.1 Submitting a Claim for Courses offered by local Training Providers

1. On your SkillsFuture Credit Account Summary page, click the "Submit a Claim" button.
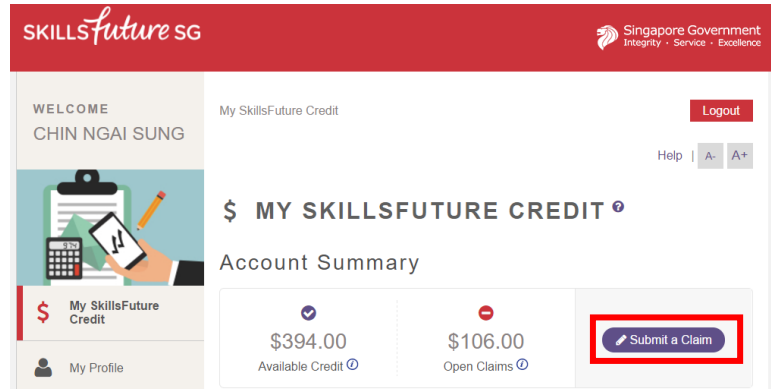
2. If this is your first time submitting a claim, you will need to ensure that your Contact, Education and Employment information are provided and up-to-date.

   Click the "Proceed" button to go to the "Profile" section and provide or update this information.
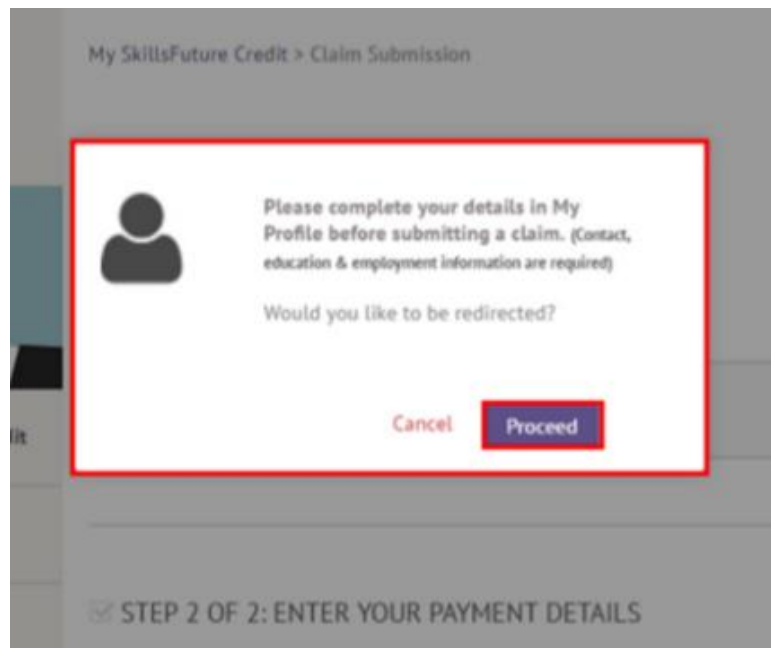
3. Your Profile page is displayed. Contact, Education and Employment information are required before you can proceed to Submit a Claim.

   If this is not your first time submitting a claim, you may want to ensure that your details are updated before submission.

   Upon completion of information, click the "Save My Profile" button to return to the SkillsFuture Credit section.

4. The "Submit a Claim" page is displayed.

5. **Step 1: Select your Course**

   Click on "Select a Course" to enter course details.

6. Enter Course Details and click "Search".

   Course Start Date – refers to the actual date that course will begin.

   Course Title – refers to the name of the course.

   Training Provider – refers to the name of the training organisation.

7. A list of search results is displayed.

   Select a course then click "Done" to proceed.

8. You will be able to view details of the course selected.

9. **Step 2: Enter your Payment Details**

   Enter your payment details for Claim Application:

   Fees Payable by you (including GST) – the total course fees that you have to pay, excluding subsidies or grants.

   Amount of Credit to Claim – the amount of SkillsFuture Credit to be claimed.

   For "**Pay To**", the claim amount will be disbursed directly to the Training Provider.

   Supporting Documents – any supporting documents submitted.

☑ STEP 2 OF 2: ENTER YOUR PAYMENT DETAILS

Available Credit:	$394.00
* Fees Payable by You (incl. GST): ⓘ	S$ [ ]
* Amount of Credit to Claim:	S$ [ ]
* Pay to:	⦿ Training Provider

10. To upload Supporting Documents, click "Choose File", which opens your computer file browser which you can use to select a file from your computer. Choose your file and click "Open".

    PDF, Microsoft Word, Microsoft Excel, and Image files (tif, jpg, png) are accepted. ZIP files are not accepted. The maximum number of attachments is 10. Each file must be below 5MB in size.

UPLOAD SUPPORTING DOCUMENTS* (e.g. official receipts, invoices)

Up to 10 files may be uploaded (maximum 5MB each).

File types supported: pdf, doc, docx, xls, xlsx, tif, jpg, png.

Please select your attachment(s)	Choose File

UPLOAD SUPPORTING DOCUMENTS* (e.g. official receipts, invoices)

Up to 10 files may be uploaded (maximum 5MB each).

File types supported: pdf, doc, docx, xls, xlsx, tif, jpg, png.

| Please select your attachment(s) | Choose File |

When your Supporting Document has been uploaded, the file name will appear below the Upload field. You can delete the file by clicking the "x" icon.

Receipt.jpg
37Kb
Wed May 17 17:49:14

11. **Declaration**

Please read the SkillsFuture Credit Terms and Conditions by clicking the SKILLSFUTURE CREDIT TERMS AND CONDITIONS link.

Accept the SkillsFuture Credit Terms and Conditions by clicking the checkbox.

Then, click "Submit" to submit your claim.

An email/SMS notification will be sent to you 3 days before the Course Start Date.

This is to remind you that a claim has been submitted against this course. If there is a change in course registration, please cancel the claim and submit a new claim (if required).

DECLARATION

☐ I have read and agreed to the SkillsFuture Credit Terms and Conditions.

Cancel   Submit

12. A Disclaimer dialog box is displayed. Please ensure you have read the notice and declaration. Click the "Agree" button to proceed.

Notice to all applicants: It is your responsibility to ensure that all information submitted is true, complete, accurate and not misleading. SSG takes a serious view of any abuse of the SkillsFuture funding schemes and will not hesitate to act against anyone who contravenes our funding rules or terms of use. Your attention is drawn to section 58 of the SkillsFuture Singapore Agency Act 2016 (No. 24 of 2016) (False or misleading information, statement or document, etc). A person who contravenes section 58(1) shall be liable upon conviction to a maximum penalty of a fine not exceeding $10,000 or to imprisonment for a term not exceeding 12 months or to both.

Declaration: I understand that SkillsFuture Credit can only be used for education and training purpose, and I declare that all information submitted in my claim application is true, complete, accurate and not misleading.

Agree   Disagree

13. The confirmation page is displayed, with the following details:

- **Claim ID –** the claim reference number. Quote this number if you need to contact SSG regarding this claim.
- **Claim Amount –** the amount of credit that you are claiming in this application.
- **Date Submitted –** the date of claim submission.

Most claims will be approved within a day.

If a claim is rejected, an email/ SMS notification will be sent to you.

14. On the SkillsFuture Credit Account Summary page, you will now be able to see that your "Available Credit" and "Open Claims" have been updated. The course that you have submitted a claim for also appears in the Claim Applications list.

✏ **SUBMIT A CLAIM** ❓

✔ **Your application has been submitted.**
The following are details of your application:

👤 **Claim ID**: 2000213627

💳 **Claim Amount**: $10.00

📅 **Date Submitted**: 17/05/2017 at 6:05 PM

You may track the status of your applications in <u>My Claim Applications.</u>

$ **MY SKILLSFUTURE CREDIT** ❓

Account Summary

✔ $384.00 Available Credit ⓘ	⊖ $116.00 Open Claims ⓘ	✏ Submit a Claim
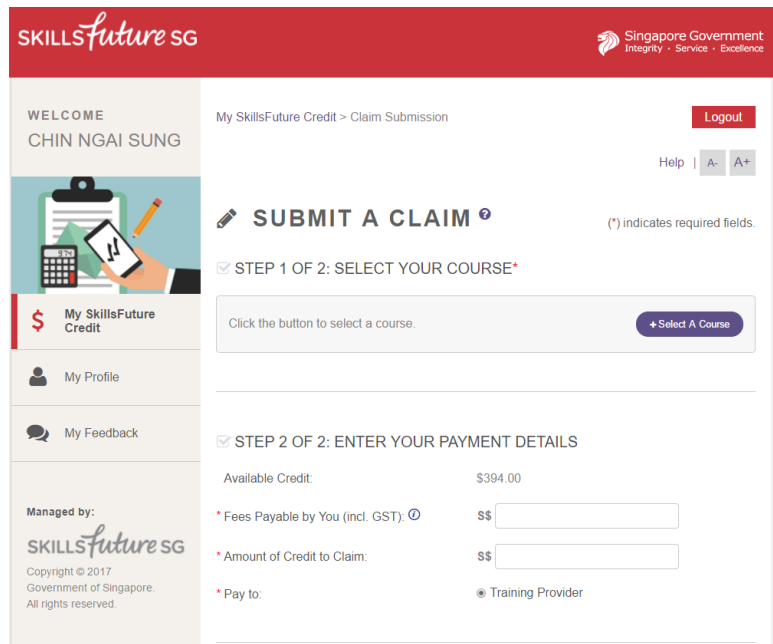
Accurate as of 17 May 2017

CLAIM APPLICATIONS				CREDIT TRANSACTION HISTORY		
Date of Application	Claim ID	Course Title	Claim Amount	Pay To	Status ⓘ	Action
17/05/2017	2000213627	FUNDAMENTAL CERTIFICATE IN EARLY CHILDHOOD CARE & EDUCATION.	$10.00	TP	Approved	Select Action ▾

3.2   Submitting a Claim for Overseas Massive Open Online Courses (MOOC)

1. The "Submit a Claim" page is displayed.

2. **Step 1: Select your Course**

    Click on "Select a Course" to enter course details.

3. Enter Course Details and click "Search" .

    Course Start Date – refers to the actual date that course will begin.

    Course Title – refers to the name of the course.

    Training Provider – refers to the name of the training organisation.

4. A list of search results is displayed.

   When you have identified the Massive Open Online Course (MOOC) you want to claim for, select it then click "Done" to proceed.
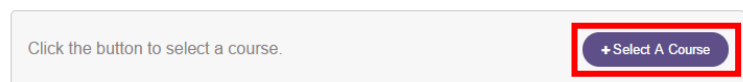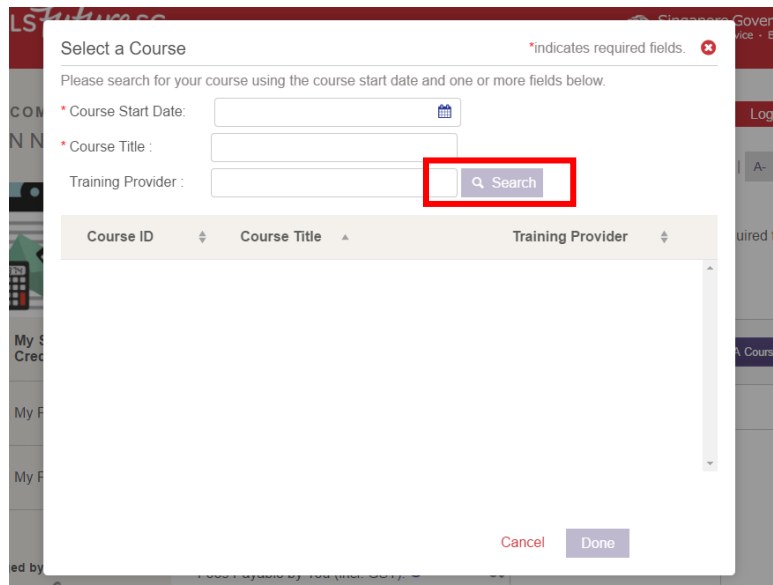
Course ID	Course Title	Training Provider
RP-16	INTRODUCTORY PROGRAMMING USING PYTHON	Republic Polytechnic
✔ CRSA-83	AN INTRODUCTION TO INTERACTIVE PROGRAMMING IN PYTHON (PART 1)	COURSERA
CRSA-12	PYTHON FOR GENOMIC DATA SCIENCE	COURSERA
CRSA-84	AN INTRODUCTION TO INTERACTIVE	COURSERA

Cancel   Done

5. You will be able to view details of the course selected.

Course Selected

Course Start Date: 17/05/2017
Course Title: AN INTRODUCTION TO INTERACTIVE PROGRAMMING IN PYTHON (PART 1)

Training Provider: COURSERA
Course ID: CRSA-83

Please ensure that you have registered for a course before making a claim.

Click the button to reselect your course.

＋Select A Course

6. **Step 2: Enter your Payment Details**

   Enter your payment details for Claim Application:

   Fees Payable by you (including GST) – the total course fees that you have to pay, excluding subsidies or grants.

   Amount of Credit to Claim – the amount of SkillsFuture Credit to be claimed.

   For "**Pay To"**, the claim amount will be disbursed directly to your verified bank account.

   Supporting Documents – any supporting documents submitted.

☑ STEP 2 OF 2: ENTER YOUR PAYMENT DETAILS

Available Credit: $384.00

* Fees Payable by You (incl. GST): ⓘ   S$ [   ]

* Amount of Credit to Claim: S$ [   ]

* Pay to: ◉ My Bank Account

Please provide your bank account details. Bank accounts will be verified with the bank and used for future applications.

🛇 Please provide your bank account details. Bank accounts will be verified with the bank and used for future applications.

* Bank Name: Please select ▾

* Account Number: [   ]

7. If you have not previously provided your bank account details in your Profile, you will be required to do so here. Please note that your bank account will need to be verified before it can be used for the current and future applications.

Please provide your bank account details. Bank accounts will be verified with the bank and used for future applications.

🛇 Please provide your bank account details. Bank accounts will be verified with the bank and used for future applications.

* Bank Name: Please select   ▾

* Account Number:

8. To upload Supporting Documents, click "Choose File", which opens your computer file browser which you can use to select a file from your computer. Choose your file and click "Open".
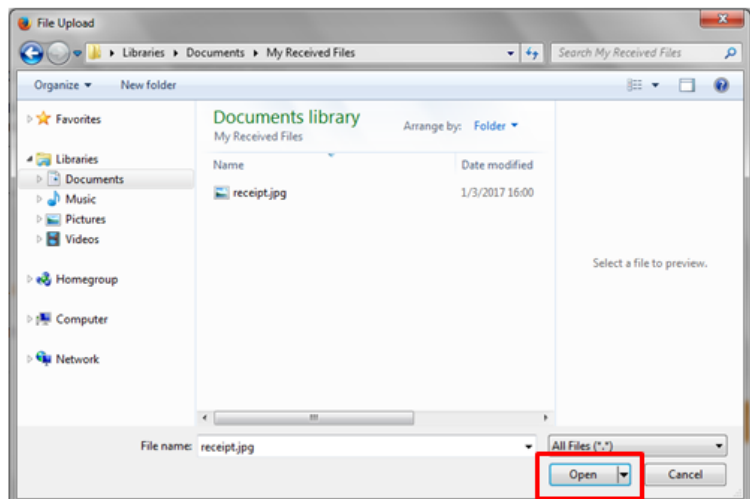
PDF, Microsoft Word, Microsoft Excel, and Image files (tif, jpg, png) are accepted. ZIP files are not accepted. The maximum number of attachments is 10. Each file must be below 5MB in size.

UPLOAD SUPPORTING DOCUMENTS* (e.g. official receipts, invoices)

Up to 10 files may be uploaded (maximum 5MB each).

File types supported: pdf, doc, docx, xls, xlsx, tif, jpg, png.

Please select your attachment(s) **Choose File**

When your Supporting
Document has been
uploaded, the file name will
appear below the Upload
field. You can delete the file
by clicking the "x" icon.

UPLOAD SUPPORTING DOCUMENTS* (e.g. official receipts, invoices)

Up to 10 files may be uploaded (maximum 5MB each).

File types supported: pdf, doc, docx, xls, xlsx, tif, jpg, png.

| Please select your attachment(s) | Choose File |

Receipt.jpg
37Kb
Wed May 17 18:46:34

9. **Declaration**

Please read the SkillsFuture
Credit Terms and Conditions
by clicking the
SKILLSFUTURE CREDIT
TERMS AND CONDITIONS
link.

Accept the SkillsFuture
Credit Terms and Conditions
by clicking the first checkbox.

Next, acknowledge that you
have verified your bank
account by clicking the
second checkbox.

Then, click "Submit" to
submit your claim.

DECLARATION

☑ I have read and agreed to the SkillsFuture Credit Terms and Conditions.
☑ I have verified and confirmed that my bank account details are accurate.

Cancel   Submit

10. A Disclaimer dialog box is
displayed. Please ensure you
have read the notice and
declaration. Click the "Agree"
button to proceed.

File types supported: pdf, doc, docx, xls, xlsx, tif, jpg, png.

Notice to all applicants: It is your responsibility to ensure that all information submitted is true, complete, accurate and not misleading. SSG takes a serious view of any abuse of the SkillsFuture funding schemes and will not hesitate to act against anyone who contravenes our funding rules or terms of use. Your attention is drawn to section 58 of the SkillsFuture Singapore Agency Act 2016 (No. 24 of 2016) (False or misleading information, statement or document, etc). A person who contravenes section 58(1) shall be liable upon conviction to a maximum penalty of a fine not exceeding $10,000 or to imprisonment for a term not exceeding 12 months or to both.

Declaration: I understand that SkillsFuture Credit can only be used for education and training purpose, and I declare that all information submitted in my claim application is true, complete, accurate and not misleading.

Agree   Disagree

DECLARATION

11. The confirmation page is displayed, with the following details:

- **Claim ID** – the claim reference number. Quote this number if you need to contact SSG regarding this claim.
- **Claim Amount** – the amount of credit that you are claiming in this application.
- **Date Submitted** – the date of claim submission.

Most claims will be approved within a day.

If a claim is rejected, an email/ SMS notification will be sent to you.
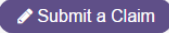
12. On the SkillsFuture Credit Account Summary page, you will now be able to see that your "Available Credit" and "Open Claims" have been updated. The course that you have submitted a claim for also appears in the Claim Applications list.

✏ SUBMIT A CLAIM ❓

✔ **Your application has been submitted.**
The following are details of your application:

👤 **Claim ID**: 2000213652

🗨 **Claim Amount**: $1.00

📅 **Date Submitted**: 17/05/2017 at 6:56 PM

You may track the status of your applications in My Claim Applications.

$ MY SKILLSFUTURE CREDIT ❓

Account Summary

| ✔ $384.00 Available Credit ⓘ | ⛔ $116.00 Open Claims ⓘ | ✏ Submit a Claim |

Accurate as of 17 May 2017

CLAIM APPLICATIONS				CREDIT TRANSACTION HISTORY		
Date of Application	Claim ID	Course Title	Claim Amount ⓘ	Pay To ⓘ	Status ⓘ	Action
17/05/2017	2000213652	AN INTRODUCTION TO INTERACTIVE PROGRAMMING IN PYTHON (PART 1)	$1.00	Self	Rejected	Select Action ▾

4 MANAGE CLAIMS

You can filter your claims, view claim applications and credit transaction history, or cancel claims.

4.1 Filter Claims

1. Click on the "Claim Applications".

   This section displays a list of your recent submitted claims.

   Date of Application – the submission date of your claim application.

   Claim ID – the claim reference number. Quote this number if you need to contact SSG regarding this claim.

   Course Title – the name of the course you registered for.

   Claim Amount – the amount of credit you are claiming for.

   Pay To – the recipient of the payment amount

   Status – the current status of the claim.

   Action – refers to the action that can be performed for each claim.

   To view more claims, click on "View all claims applications".

2. On the Claim Applications page, you can view your previous claim applications up to the last 7 years. Select your search criteria to filter your claim applications by:

   Status – you may refine claims listed using status of claim applications – e.g.: Pending, Approved and Cancelled.

   Year – you may refine claims listed based on the year claim applications were submitted.

4.2 View Claim Applications

1. You can click on the 'Select Action' drop-down menu to View or Cancel specific claims.

   View Claim – allows you to view the details of your claim, such as Course Title, Course Start Date and Claim Amount.

   Cancel Claim – allows you to cancel your submitted claim after indicating a reason for cancellation.

   Upload Supporting Documents – allows you to upload documents to support the claim.

2. The Claim Details for your selected claim are displayed.

   Course Title – the name of the course.

   Training Provider – the name of the training organisation.

   Course Start Date – the date on which the course begins.

   Total Course Fee (including GST) – the total course fee you need to pay the training provider, after deducting any subsidies or grants you have obtained for the course. This includes GST.

   Amount of Credit to Claim – the amount of SkillsFuture Credit to be claimed.

   Pay To – the recipient of the payment amount.

   Supporting Documents – any supporting documents submitted.

| 17/05/2017 | 2000213627 | FUNDAMENTAL CERTIFICATE IN EARLY CHILDHOOD CARE & EDUCATION. | $10.00 | TP | Approved | Select Action ▾ |

View Claim
Cancel Claim
Upload supporting documents

MY CLAIM APPLICATIONS ❓

Claim ID: 2000213627   Claim Status: Approved   Application Date: 17/05/2017

Claim Details

Pending — Approved — Paid

Course Title:	FUNDAMENTAL CERTIFICATE IN EARLY CHILDHOOD CARE & EDUCATION.
Training Provider Name:	MMI ACADEMY PTE. LTD.
Course Start Date:	23/05/2017
Total Course Fee (incl. GST):	$100.00
Amount of Credit to Claim:	$10.00
Pay to:	Training Provider

Uploaded Supporting Documents:

Receipt.jpg
38KB
Wed May 17 2017 18:04:53
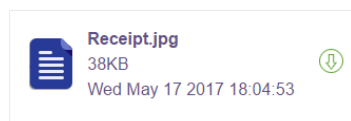
4.3 View Credit Transaction History

1. Click on the 'Credit Transaction History' tab.

   The Credit Transaction History tab allows you to view all credit added and used.

   Date – refers to the date of transaction.

   Transaction – refers to the transaction type such as 'Credit Used', 'Credit Refunded' or 'Top-Up' within your account.

   Credit Added – refers to the amount of credit added to your account.

   Credit Used – refers to the amount of credit used and deducted from your account.

   To view more credit transactions, click on 'View All Credit Transactions'

	CLAIM APPLICATIONS		CREDIT TRANSACTION HISTORY
Date	**Transaction**	**Credit Added (+)**	**Credit Used (-)**
01/01/2016	INITIAL ACCOUNT BALANCE	$500.00	

View all credit transactions

2. **Filter Credit Transactions**

   On the Credit Transaction History page, you can view your previous credit transactions up to the last 7 years. Select your search criteria to filter your credit transactions by:

   Transaction Type – transactions based on 3 types – 'Credit Used', 'Credit Refunded' or 'Top-Up' within your account.
   Year – the year transaction occurred.

MY CREDIT TRANSACTION HISTORY ❓

Filter by Transaction Type:
All Transaction Types

Filter by Year:
2017

Accurate as of 17 May 2017

You do not have credit transactions.

< Back to My Account Summary   ⬆ Back to Top

4.4 Cancel Claim

1. Your SkillsFuture Credit Account Summary page is displayed. In the Claim Applications section, identify the claim you wish to cancel and click the corresponding "Cancel Claim" icon.

   In the scenario where a claim needs to be cancelled, please

17/05/2017   2000213627   FUNDAMENTAL CERTIFICATE IN EARLY CHILDHOOD CARE & EDUCATION. $10.00   TP   Approved   Select Action ▾

View Claim
Cancel Claim
Upload supporting documents

ensure that the claim is cancelled via the portal before the Course Start Date.

2. The Claim Cancellation page is displayed.

   Click the "v" icon to expand the drop-down list, and select your reason for cancelling your claim.

   Click the "Submit" button.

MY CLAIM APPLICATIONS ❓

Claim Cancellation

You have requested to cancel the claim for the following course:

Claim ID	Course Title
2000213627	FUNDAMENTAL CERTIFICATE IN EARLY CHILDHOOD CARE & EDUCATION.

Please let us know why you are cancelling the claim:

Select ▼   **Submit**

Select
I do not wish to use my credit
I wish to resubmit a new claim
The course has been cancelled
The course has been postponed
I was not enrolled for the course

< Back to My Account Summary   ⊙ Back to Top

3. A Cancellation Confirmation page is displayed. It shows the following information about the cancelled claim application:

   - **Claim ID** – the claim reference number. Quote this number if you need to contact SSG regarding this claim.
   - **Claim Amount** – the amount of credit that you claimed in this application.
   - **Date Cancelled** – the date that you cancelled the claim.

   An email / SMS notification will be sent to you when the claim has been cancelled.

MY CLAIM APPLICATIONS ❓

✔ **Your claim has been cancelled.**
   Please find details of your cancellation below:

👤 **Claim ID**: 2000213627

💳 **Claim Amount**: $10.00

📅 **Date Cancelled**: 17/05/2017 at 8:11 PM

View all my applications

4. At your SkillsFuture Credit Account Summary page, the cancelled claim status is updated in the Claim Applications list. The amounts for Available Credits and Open Claims are also adjusted to reflect the cancellation.

$ MY SKILLSFUTURE CREDIT ❔

Account Summary

✔	⊖	
$394.00	**$106.00**	✏ Submit a Claim
Available Credit ⓘ	Open Claims ⓘ	

| 17/05/2017 | 2000213627 | FUNDAMENTAL CERTIFICATE IN EARLY CHILDHOOD CARE & EDUCATION. | $10.00 | TP | Cancelled | Select Action ▾ |

5. Click "View Claim" to go to the Claim Application Detail page.

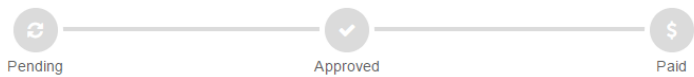| 17/05/2017 | 2000213627 | FUNDAMENTAL CERTIFICATE IN EARLY CHILDHOOD CARE & EDUCATION. | $10.00 | TP | Cancelled | Select Action ▾ |

View Claim
Cancel Claim
Upload supporting documents

⬇

MY CLAIM APPLICATIONS ❔

| Claim ID: 2000213627 | Claim Status: Cancelled | Application Date: 17/05/2017 |

Claim Details

🔄 ——— ✔ ——— $
Pending   Approved   Paid

Cancellation Reason: I do not wish to use my credit

The claim Status as well as your reason for cancellation is displayed.

Course Title:	FUNDAMENTAL CERTIFICATE IN EARLY CHILDHOOD CARE & EDUCATION.
Training Provider Name:	MMI ACADEMY PTE. LTD.
Course Start Date:	23/05/2017
Total Course Fee (incl. GST):	$100.00
Amount of Credit to Claim:	$10.00
Pay to:	Training Provider