

**PORTAL**  
**FREQUENTLY ASKED QUESTIONS**

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**Table of Contents**

<b>A. Portal FAQs</b> .....	<b>3</b>
Questions on Feedback .....	3
Questions on Individual Account .....	4
Questions on Organisation Account.....	5
<b>B. Funding Management System (FMS) FAQs</b> .....	<b>7</b>
Questions on Access.....	7

**PORTAL**  
**FREQUENTLY ASKED QUESTIONS**

**A. Portal FAQs**

**Questions on Feedback**

<b>No.</b>	<b>Question</b>	<b>Answer</b>
1	<b>How do I know if my feedback falls under SSG or WSG?</b>	For queries relating to skills and training, please contact SSG. For queries relating to employment and industry engagement, please contact WSG.  SSG hotline: +65 6785 5785 WSG hotline: +65 6883 5885
2	<b>How do I view attachments from SSG / WSG?</b>	Attachments can be viewed in the accompanying email notification sent to the email address provided.
3	<b>What do I do if the website hangs halfway through submitting my response? How do I reset? How do I know if my feedback has been submitted?</b>	If you have attached a large file to your feedback, please wait for a few minutes for the website to process your feedback. You may refresh the page to reset your session if the website has hung. Should you be unsure that your feedback has been submitted, look out for an email notification which will be sent to you if your feedback was successfully submitted.
4	<b>Who can I call if I encounter any issues while submitting a feedback?</b>	If you are unable to submit your feedback via the SSG / WSG portal, you may alternatively call our hotline to submit your feedback via telephone.  SSG hotline: +65 6785 5785 WSG hotline: +65 6883 5885

**PORTAL**  
**FREQUENTLY ASKED QUESTIONS**

**Questions on Individual Account**

No.	Question	Answer
1	<b>Can I forward the messages to my personal email account?</b>	No, the system does not support an email forwarding functionality. Instead, you will receive an email notification containing a response to your query to the email account provided.
2	<b>How do I unsubscribe from SSG / WSG's mailing list?</b>	You may call our hotline to submit your request to unsubscribe if you wish to unsubscribe from SSG / WSG's mailing list.  SSG hotline: +65 6785 5785 WSG hotline: +65 6883 5885
3	<b>Why do I need to submit my employment and education particulars in My Profile? What is it used for?</b>	Submitting your employment and education particulars allows SSG / WSG to better understand and serve you. Additionally, you will receive tailored marketing materials that better suit your profile.
4	<b>Can I update my name and address details via My Profile?</b>	If you are a Singaporean aged 25 and above, your name and address will be updated from existing government sources.  You may proceed to ICA Building, Level 3 Citizen Services Centre or any of the Neighbourhood Police Posts/ Centres to update your personal details such as name and address details. Please bring along the required supporting documents. Your name and address details in My Profile will then be updated accordingly.

**PORTAL**  
**FREQUENTLY ASKED QUESTIONS**

**Questions on Organisation Account**

No.	Question	Answer
1	<b>What should I do if I do not have a CorpPass account?</b>	<p>If your organisation does not have a CorpPass account, please apply for an account with CorpPass by following the steps below:</p> <ul style="list-style-type: none"> <li>• Your organisation’s CorpPass Administrator is to visit the CorpPass website to register for an Admin account and request for Registered Officer Authorisation.</li> <li>• The following information is required for registration: <ul style="list-style-type: none"> <li>- SingPass Credentials</li> <li>- Organisation’s UEN</li> <li>- Registered Officer’s email address and last 5 digit of RO’s NRIC for online approval request</li> </ul> </li> <li>• The Registered Officer of the organisation needs to approve the Admin Account via the CorpPass website online or a Letter of Authorisation (LOA).</li> <li>• Once approved, the CorpPass Administrators can create CorpPass user accounts for assigned users to transact with SSG-WSG e-Services on behalf of the organisation.</li> <li>• The CorpPass Administrators can assign their users the appropriate “FMS FEEDBACKPREP/ FMS FEEDBACKAPP” role in CorpPass in order to obtain access to the Feedback Portal and FMS.</li> </ul>
2	<b>How do I create a contact person profile after CorpPass authentication?</b>	<p>Please contact our hotline to create an organisation contact person profile. This will allow you to access the SSG / WSG portal.</p> <p>SSG hotline: +65 6785 5785 WSG hotline: +65 6883 5885</p>

**PORTAL**  
**FREQUENTLY ASKED QUESTIONS**

No.	Question	Answer
3	<b>If I do not have a CorpPass account, will I still be able to submit an enquiry or feedback?</b>	If you do not have a CorpPass account, you may still submit your feedback as a guest and clearly indicate that you are representing your organisation. However, do take note that you will have to monitor your email address for updates as submitting feedback as a guest does not provide the tracking feature that a registered account has.
4	<b>What should I do if my organisation contact person has changed?</b>	If your organisation contact person has changed, please ensure that the new contact person is authorised in CorpPass. Additionally, the new contact person should call our hotline to create a separate profile.  SSG hotline: +65 6785 5785 WSG hotline: +65 6883 5885
5	<b>What is CorpPass?</b>	CorpPass, which stands for Singapore Corporate Access, is a corporate digital identity for businesses and other entities (such as non-profit organisations and associations) to transact with Government agencies online. CorpPass enables a single corporate digital identity to be created to allow more services and transactions to be provided online conveniently and securely.  For more details on CorpPass, please refer to <a href="http://www.CorpPass.gov.sg">www.CorpPass.gov.sg</a>
6	<b>I cannot see the feedback submitted by my colleagues. Why is this so?</b>	Only selected contact persons authorised by the organisation can view feedback submitted by the organisation. If you are not an authorised contact person for your organisation, you will only be able to view feedback submitted by yourself. You can contact our hotline to find out who these authorised contact persons are.  SSG hotline: +65 6785 5785 WSG hotline: +65 6883 5885

**PORTAL**  
**FREQUENTLY ASKED QUESTIONS**

## B. Funding Management System (FMS) FAQs

### Questions on Access

No.	Question	Answer
1	<b>Why I am unable to access to FMS?</b>	You have to perform the required on-boarding steps for Funding Management System before you can access to FMS.  Please refer to the on-boarding guides for more information.
2	<b>How do I ensure that I am authorised to access the FMS?</b>	You must be an authorised contact person for your organisation.  To access to FMS, please ensure that you are: <ul style="list-style-type: none"> <li>• Assigned the role “<b>FMS FEEDBACKAPP</b>” in CorpPass</li> <li>• Registered as a contact person in SkillsConnect (SCN)</li> </ul>
3	<b>How do I assign FMS_FEEDBACK role to my users as a CorpPass Administrator?</b>	You may refer to the detailed user guides and videos at <a href="http://www.corppass.gov.sg/corppass/common/userguides">www.corppass.gov.sg/corppass/common/userguides</a> ) for more information
4	<b>Where can I seek help if I encounter issue with CorpPass?</b>	For issue related to CorpPass, please email your query to <a href="mailto:support@corppass.gov.sg">support@corppass.gov.sg</a> .
5	<b>How do I find my CorpPass Administrator?</b>	For queries related to CorpPass, please email your query to <a href="mailto:support@corppass.gov.sg">support@corppass.gov.sg</a> .  SSG-WSG does not have access to this information.
6	<b>How do I register as a Preparer/ Approver for my organisation on CorpPass?</b>	Approach your organisation's CorpPass Administrator to request access to the SSG-WSG e-Services and assigned the “ <b>FMS FEEDBACKAPP</b> ” role.  If your organisation does not have a CorpPass account, please apply for an account with CorpPass by following the steps below:

**PORTAL**  
**FREQUENTLY ASKED QUESTIONS**

No.	Question	Answer
		<ul style="list-style-type: none"> <li>• Your organisation’s CorpPass Administrator is to visit the CorpPass website to register for an Admin account and request for Registered Officer Authorisation.</li> <li>• The following information is required for registration:               <ul style="list-style-type: none"> <li>- SingPass Credentials</li> <li>- Organisation’s UEN</li> <li>- Registered Officer’s email address and last 5 digit of RO’s NRIC for online approval request</li> </ul> </li> <li>• The Registered Officer of the organisation needs to approve the Admin Account via the CorpPass website online or a Letter of Authorisation (LOA).</li> <li>• Once approved, the CorpPass Administrators can create CorpPass user accounts for assigned users to transact with SSG-WSG e-Services on behalf of the organisation.</li> <li>• The CorpPass Administrators can assign their users the appropriate “<b>FMS FEEDBACKAPP</b>” role in CorpPass in order to obtain access to FMS.</li> </ul> <p>Please refer to the on-boarding guides for more information.</p>
7	<b>How do I register for an organisation profile?</b>	<p>The registration of organisation profile is done via SkillsConnect (SCN).</p> <p>If you do not have an existing organisation profile, please apply for an organisation profile by following the steps below:</p> <ul style="list-style-type: none"> <li>• Visit the SCN Website at <a href="http://www.skillsconnect.gov.sg">http://www.skillsconnect.gov.sg</a></li> <li>• Login using CorpPass</li> <li>• Select “New Application”</li> <li>• Under the Application Type page, select “Application for Participating Company Profile”</li> </ul>



**PORTAL**  
**FREQUENTLY ASKED QUESTIONS**

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		<ul style="list-style-type: none"> <li>• Fill in the necessary details</li> </ul> <p>For more information on registering an organisation profile and a contact person, please refer to on-boarding guide.</p>
8	<b>How do I register as contact person for my organisation?</b>	<p>The registration of contact person is done via SkillsConnect (SCN).</p> <p>Please request for your organisation's SCN System Admin or Management Rep to add you as a contact person in SCN.</p> <p>For more information on registering a contact person, please refer to on-boarding guide.</p>
9	<b>How do I register for a bank account for my organisation?</b>	<p>The registration of bank account is done via SkillsConnect (SCN).</p> <p>Please request for your organisation's SCN System Admin or Management Rep to add the bank account in SCN.</p> <p>For more information on registering a bank account, please refer to on-boarding guide.</p>
10	<b>Where can I seek help if I encounter issue with organisation profile, contact person and bank account registration using SkillsConnect (SCN)?</b>	<p>For issue related to SCN, please contact the SSG / WSG Helpdesk at +65 6883 5885 or use the feedback form on the SSG/WSG Corporate Website (<a href="http://www.ssg-wsg.gov.sg">www.ssg-wsg.gov.sg</a>) for help.</p>
11	<b>What can I do if my SkillsConnect (SCN) administrator has left the organisation and no one is able to access to SCN.</b>	<p>For issue related to SCN, please contact the SSG / WSG Helpdesk at +65 6883 5885 or use the feedback form on the SSG/WSG Corporate Website (<a href="http://www.ssg-wsg.gov.sg">www.ssg-wsg.gov.sg</a>) for help.</p> <p>You may request for new SCN administrator to be added for your organisation.</p>

**PORTAL**  
**FREQUENTLY ASKED QUESTIONS**

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12	<b>Why my bank account in SkillsConnect (SCN) is not reflected in FMS?</b>	Please register your organisation's bank account under "Participating Company" profile main office/HQ in SCN and ensure it is verified by SSG.  It take 2 days for the information to be reflected in FMS.
13	<b>What if I do not have a CorpPass account? Can I access the portal without using CorpPass?</b>	You will need your CorpPass credentials to login to the FMS. You will not be able to transact on FMS as it requires authorisation access through CorpPass.  Do note you will still be able to continue using your SingPass or EASY accounts to access SSG-WSG e-Services until the progressive roll-out of CorpPass completes by end of 2017. Entities are strongly encouraged to register for CorpPass before the end of the transition period.
14	<b>Why is there an error message after I enter my CorpPass details?</b>	Only local entitles with a Unique Entity Number (UEN) are eligible to use CorpPass to transact on SSG-WSG e-Services.  Please ensure that you have been granted access to the SSGWSG e-services in CorpPass, and that your CorpPass account is active. You will need to be provided with access to the SSG-WSG e-Services and assigned the " <b>FMS FEEDBACKAPP</b> " role by your entity's CorpPass administrator.
15	<b>Why do I receive an 'Access Denied' error message when I click on the Funding Management tab in the navigation menu?</b>	Please ensure that you are an authorised contact person for your organisation and note that you will only be able to access the FMS if you have signed funding agreements with SSG / WSG.
16	<b>What are the supported browsers?</b>	The minimum requirement for using the portal is IE9, Chrome v43.0, Firefox v39.0, Safari v5.1 version and onwards. Please ensure that you update your browser version so as to ensure the best experience for navigating the FMS.

**PORTAL**  
**FREQUENTLY ASKED QUESTIONS**

<b>No.</b>	<b>Question</b>	<b>Answer</b>
17	<b>Can I access the FMS on my mobile or tablet?</b>	You may view your agreement details, progress report submissions, and claims submissions. However, you will not be able to view your agreement, submit progress reports, and submit claims or refunds via your mobile or tablet.
18	<b>What entities can use the FMS to manage their funding agreements?</b>	CET Centres and Programme Partners that liaise directly with SSG / WSG for outcome-based programmes can use the FMS to manage their funding agreements.
19	<b>How do I view my organisation's branch's agreements on the FMS?</b>	You will need to create a branch profile in SCN and ensure that you are an authorised contact person for your organisation's main HQ or branch.
20	<b>Do I submit all my claims for SSG / WSG in FMS?</b>	FMS only handle the claims for outcome-based programmes. Those non outcome-based programmes claims is still submitted in SkillsConnect (i.e. Absentee payroll). Please refer to your account manager in SSG / WSG for more information.