

NAC-AEP E-Services Portal

NAC-AEP 2019-2022 User Guide for Change Requests



Issued 8 December 2021
Updated 17 March 2022

Welcome to the new NAC-AEP E-Services Portal!

As we work towards the full launch of the upgraded NAC-AEP E-Services Portal, we have made some improvements to the user interface and introduced new features. As NAC-AEP Providers with programmes on the 2019-2022 Cycle, this guide will walk you through the changes and provide steps to maintain your current programmes.

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1. Login

There are 3 Programme Provider account types for the NAC-AEP E-Services portal which you could be registered under:

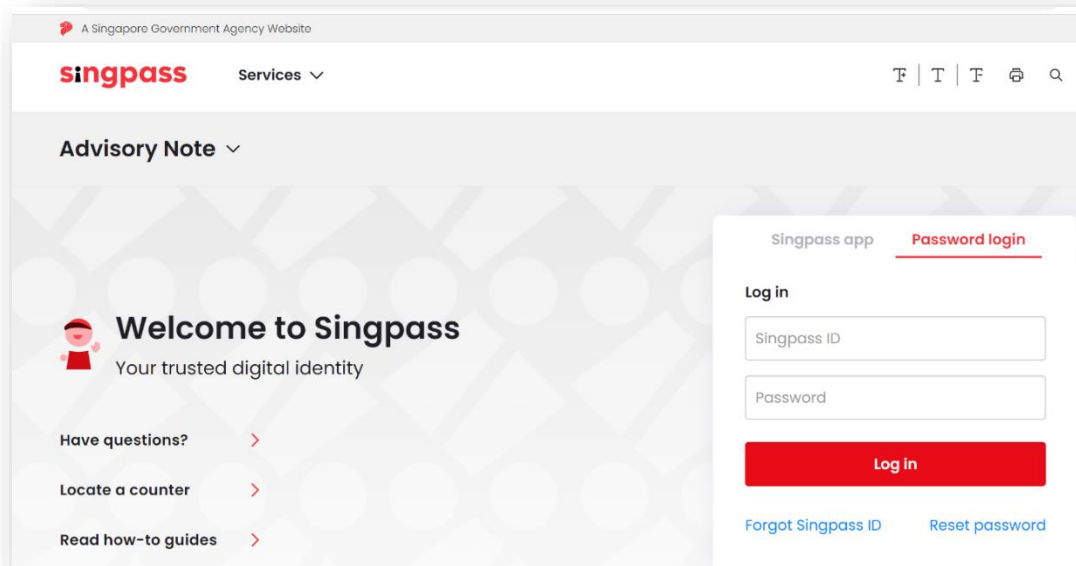
- Registered Company Representative (UEN registered groups)
- Collective Representative (Non-UEN groups)
- Individual

The next steps differ according to your Account and User Type. As existing Programme Providers, your account type would have been determined when you first signed up for an account.

- a. Click on your account type under the 'Login' drop down.

The screenshot displays the NAC-AEP Directory website. At the top, there is a navigation bar with the NAC logo and menu items: Arts Education, Programmes & Schemes, Capability Development, Help & Support, and a highlighted 'Login' dropdown menu. Below the navigation bar, the page title is 'NAC-AEP Directory' and there is a search bar. The main content area features a 'Featured' section with three program cards: 'Let's Dance', 'Indian Traditional Dance...', and 'PLAY Dance Fundamer'. Each card lists details like Programme Type, Programme Format, Target Audience, and Offered by. To the right of the featured section is a sidebar with a 'New Users' section containing a 'Register' button and an 'Existing Users' section with links for 'Company Representatives', 'Collective Representatives', and 'Individual Programme Providers'. An orange arrow points to the 'Register' button. At the bottom of the page, there is a footer with the National Arts Council logo, contact information, and social media links.

b. You will be directed to login via Singpass. Key in your credentials and OTP.



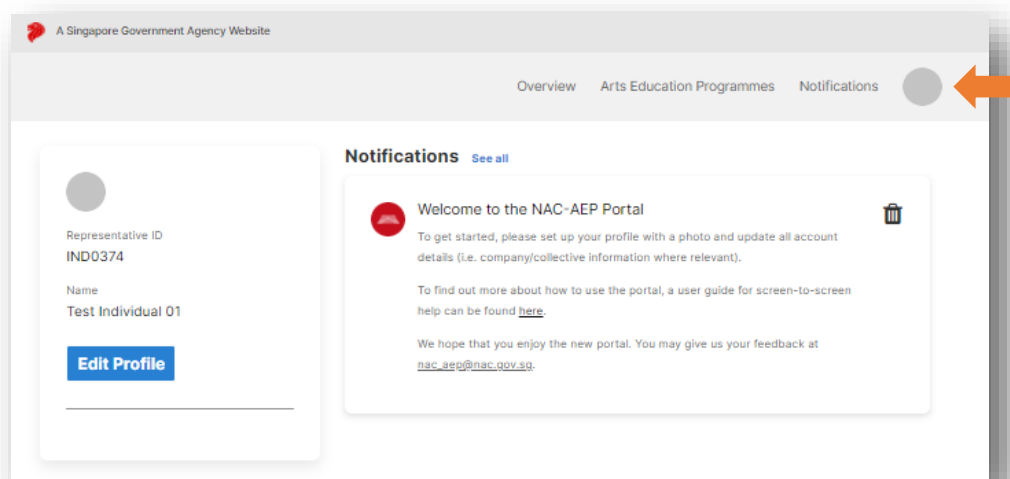
NOTE If you are logging in as a representative from a Company, ensure that your Singpass account has been assigned the necessary administrative rights by your CorpPass Admin via CorpPass portal.

TIP For existing users, if you are unable to login, or do not see user/representative accounts, please **do not create a new account**. Instead, kindly log into the CorpPass Administrator site and ensure that you have been given access specifically to the correct NAC agency, i.e; 'NAC – 'E-Services & CRM System', in the CorpPass portal.

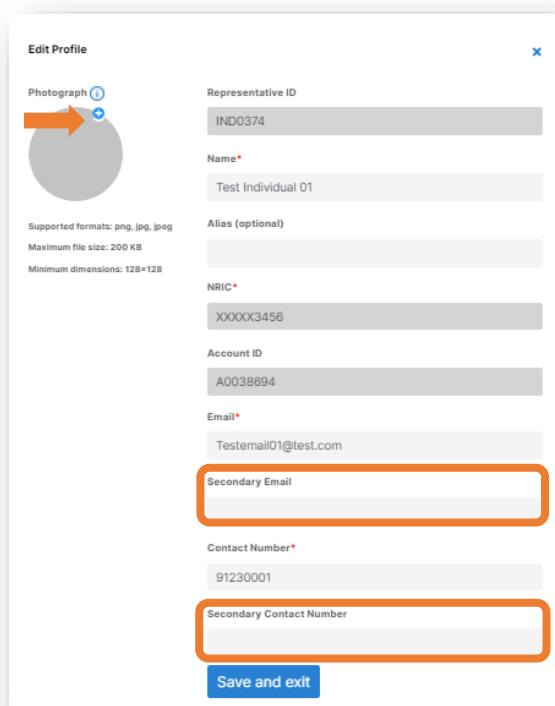
Agency	e-services	Description	Require
<input checked="" type="checkbox"/> NATIONAL ARTS COUNCIL (NAC)	NAC - E-SERVICES & CRM SYSTEM	NAC - E-SERVICES & CRM SYSTEM	
<input type="checkbox"/> NATIONAL ARTS COUNCIL (NAC)	NAC E-SERVICES	FOR GENERAL TRANSACTIONS WITH E-SERVICES BY THE NATIONAL ARTS COUNCIL	
<input type="checkbox"/> NATIONAL ARTS COUNCIL (NAC)	NAC FORMSG CORPPASS		

2. Updating Your Account

- a. Click on 'Edit Profile' on the left panel of the Dashboard to access all your account information. You can also access your account by clicking on the circle on the top bar.



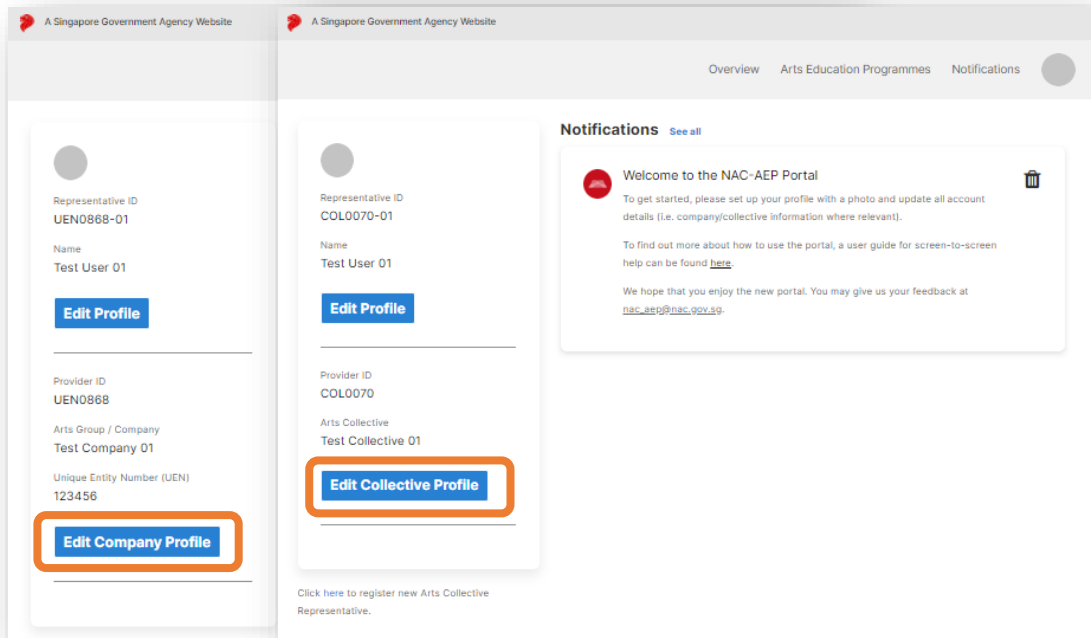
- b. Update your Profile and include a Profile picture by selecting the '+' button. Your name and NRIC is auto populated by Singpass and is non-editable for security reasons.
- c. If you are an Individual Provider, you have an option to display your alias (over your registered name) in NAC-AEP Directory if you fill in the "Alias" field.

A screenshot of the "Edit Profile" form. The form is titled "Edit Profile" and has a close button (X) in the top right corner. On the left side, there is a "Photograph" section with a grey circle and a blue '+' button, which is highlighted with an orange arrow. Below the photograph section, it lists supported formats (png, jpg, jpeg), maximum file size (200 KB), and minimum dimensions (128*128). The main form area contains several input fields: "Representative ID" (IND0374), "Name*" (Test Individual 01), "Alias (optional)", "NRIC*" (XXXXX3456), "Account ID" (A0038694), "Email*" (Testemail01@test.com), "Secondary Email" (highlighted with an orange box), "Contact Number*" (91230001), and "Secondary Contact Number" (highlighted with an orange box). At the bottom of the form is a blue button labeled "Save and exit".

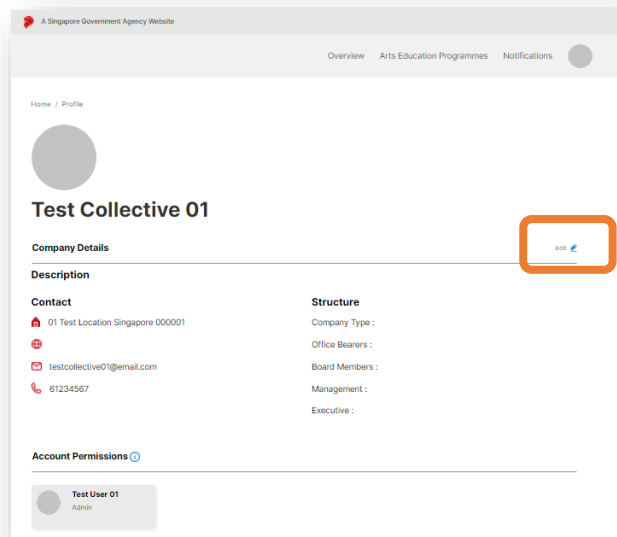
TIP Refresh the page if you do not see your profile photo or logo uploaded.

FOR REGISTERED COMPANIES/ COLLECTIVES

- d. Registered Company Representatives and Collective Representatives can edit Company/Collective profiles by clicking on the 'Edit Company/Collective' button.



- e. You can update your Company/Collective particulars including registered address, contact number and email address, and provide details on your organisation.
- f. To edit Company/Collective Details, click the 'Edit' icon.



- g. Update your Company/Collective details accurately – fields such as “Description” and “Website” are useful information that will be displayed on the NAC-AEP Directory if you have approved programmes.

- h. Include a Company/Collective logo by selecting the '+' button.

Edit Collective Details

Company Logo (+)

Supported formats: png, jpg, jpeg
Maximum file size: 200 KB
Minimum dimensions: 128x128

Provider ID: COL0070

Name: Test Collective 01

Description

Contact

Block / House Number*: 01

Unit Number

Street Name*

Test Location

Postal Code*
Singapore 000001

Website

Email*
testcollective01@gmail.com
Add another email

Contact Number*
61234567
Add another contact

Structure

Company Type

Office Bearers

Board Members

Management

Executive

Save and Exit

TIP Refresh the page if you do not see your profile photo or logo uploaded.

- i. Your Company/Collective description and website will be published alongside your programme listing on the Programme Directory (see orange box).

Home / Programme Directory / Programme

Beatbox 101

Programme Details

Programme ID AEPXXXX09	Art Form Music	Programme Type Experience
Duration per Session 2 hours	Language English	Class Size 40
No. of Sessions 8	Instructors per Session 1	Duration Per Session \$500
Programme Format On-site	Target Audience Primary-Lower, Primary-Upper, Secondary-Lower, Secondary- Upper, JC/CI, ITE	Venue School Music Room

Test Company 01

Contact

Test Name
6123 4567
Testemail01@test.com
[Visit provider page](#)

This programme has not been reviewed

[Share A Review](#)

Programme Synopsis

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

3. Managing Users (for Registered Companies and Collectives)

3.1. Representative Roles

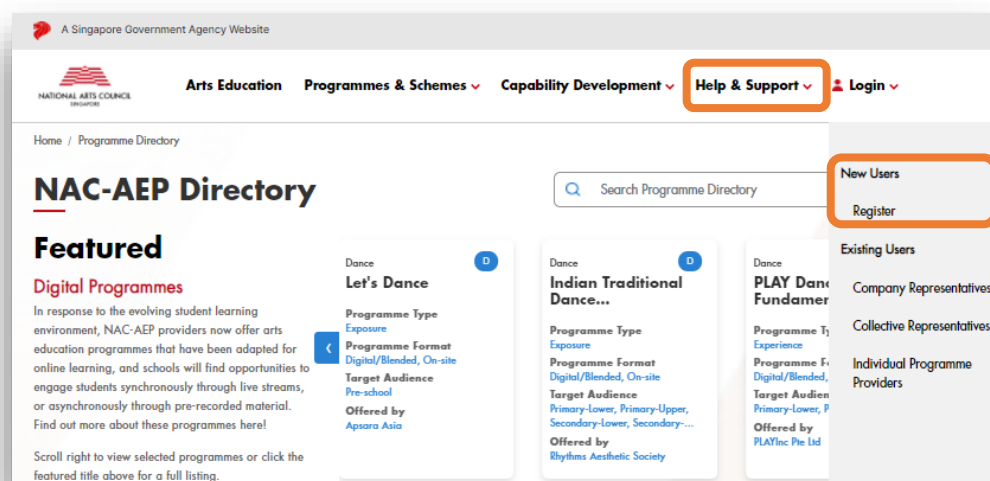
- a. Collectives and Registered Companies can be managed by multiple representatives. You can view these representative accounts under the 'Account Permissions' section. There are two representative roles, Admin and User. Only Admins are allowed to approve requests to join a Company/Collective, and remove Users from a Company/Collective.

User Type	Assignment of Admins	Admin Functions
Company	All accounts are automatically given Admin status.	Remove Users, Change Admins into Users.
Collective	The first account associated with the Collective will be automatically assigned as the Admin.	Approve Requests to join; Remove Users, Change User rights to Admins and vice versa.

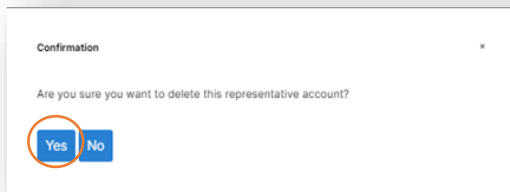
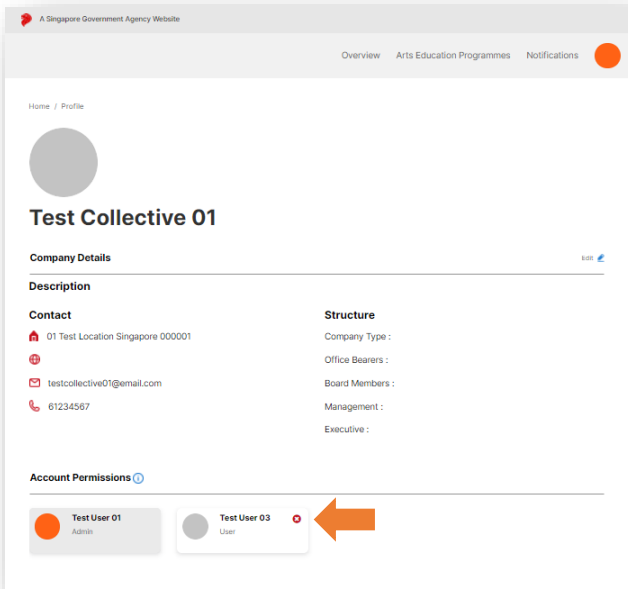
- b. Admins can delete all user accounts except their own while Users cannot delete any accounts.

3.2. Managing Representatives

- a. If you have a new representative for your Company/Collective, they would need to **register for a new account**. For steps on new accounts registration, refer to the New User Registration guide under 'Help & Support'.



b. To remove Users, click on the red cross 'x' symbol and click yes to confirm.



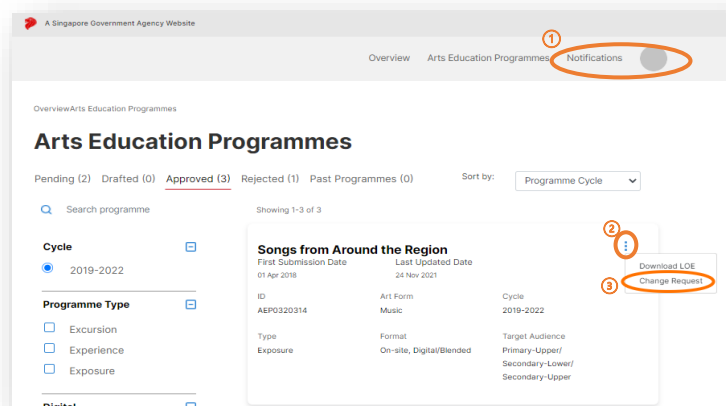
4. Managing Change Requests (CR)

4.1. Changing Programme Details

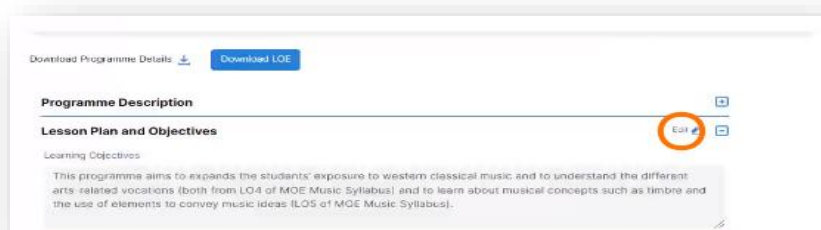
- a. Click on the 'Arts Education Programmes' tab on the top bar of the programme Dashboard.
- b. Click on the 'Approved Programmes' tab to see all the Programmes that have been approved for the 2019-2022 Cycle.

NOTE Contact the NAC Education Unit at nac_aep@nac.gov.sg if you do not find your approved programmes listed.

- c. Click the three blue dots on the top right hand corner of the Programme card that you wish to make a Change Request for.



- d. Each of the following sections will have an 'Edit' button where you can amend details for:
 - Programme Description
 - Lesson Plan and Objectives
 - Cost and Technical Requirements
 - Contact
 - Adding/Removing Instructors (covered in detail on pg. 9)



TIP You can only submit 1 Change Request for each programme at any point of time so consolidate all changes that you would like to make. You can also withdraw the Change Request or re-submit if you spot errors before the request is approved.

- e. If you are not ready to submit the changes, select 'Save and continue later' and your changes will be saved. The draft will appear under the 'Drafted' tab and be marked as 'Pending Submission' on the Programme card.

Programme Description

Lesson Plan and Objectives

Cost and Technical Requirements

Contact

Instructors

Overview / Arts Education Programmes

Arts Education Programmes

Pending (0) **Drafted (1)** Approved (3) Rejected (0) Past Programmes (0) Sort by: Programme Cycle

Search programme

Showing 1-1 of 1

Cycle 2019-2022

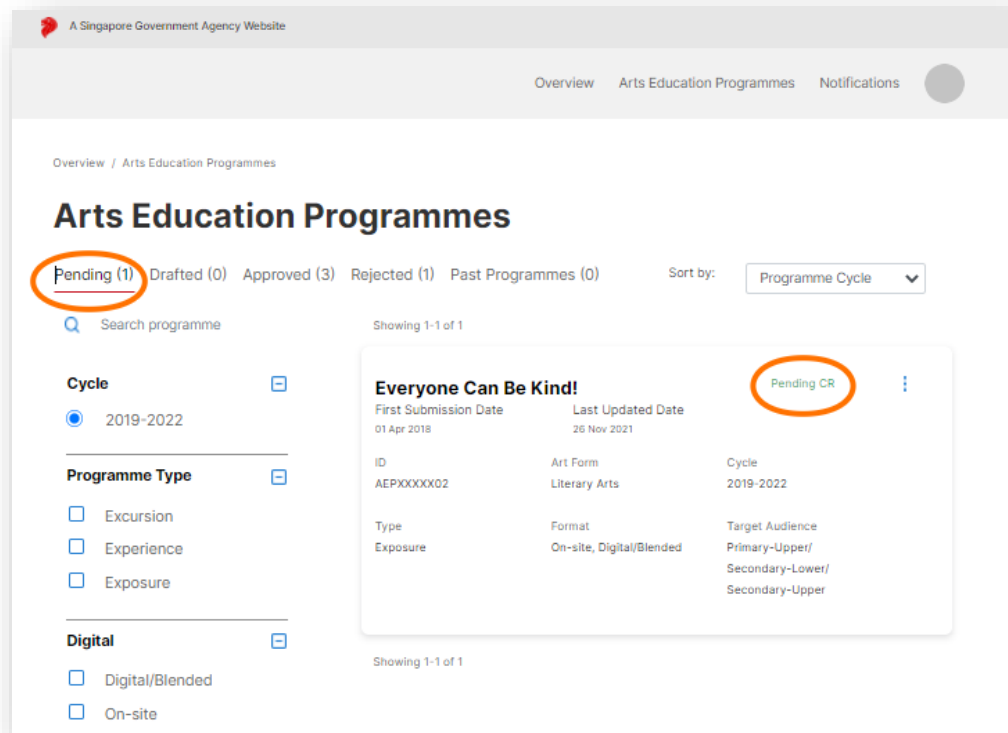
Programme Type

- Excursion
- Experience
- Exposure

Songs from Around the Region Pending Submission

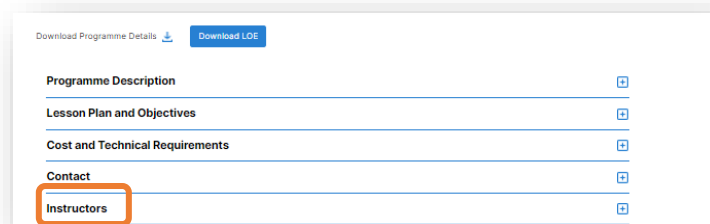
First Submission Date	Last Updated Date	
31 Mar 2018	25 Nov 2021	
ID	Art Form	Cycle
AEP0320314	Music	2019-2022
Type	Format	Target Audience
Exposure	On-site, Digital/Blended	Primary-Upper/ Secondary-Lower/ Secondary-Upper

- f. If you are ready to submit the changes for NAC's assessment, click 'Submit Change Request' and a 'Pending CR' label will be on your Programme card.



TIP If you cannot proceed with the Change Request, check that compulsory fields have been filled.

4.2. Adding Instructors

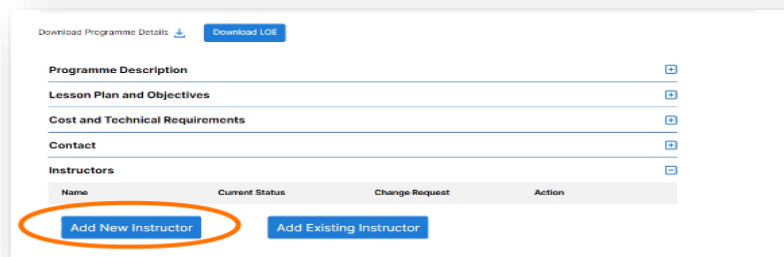


- a. You can add instructors to a programme by selecting 'Instructors'.
- b. Click on 'Add New Instructor' for Instructors that you are engaging for the first time. Click on 'Add Existing Instructor' for Instructors already linked to other programmes whose CV(Curriculum Vitae) would already be in your Account.

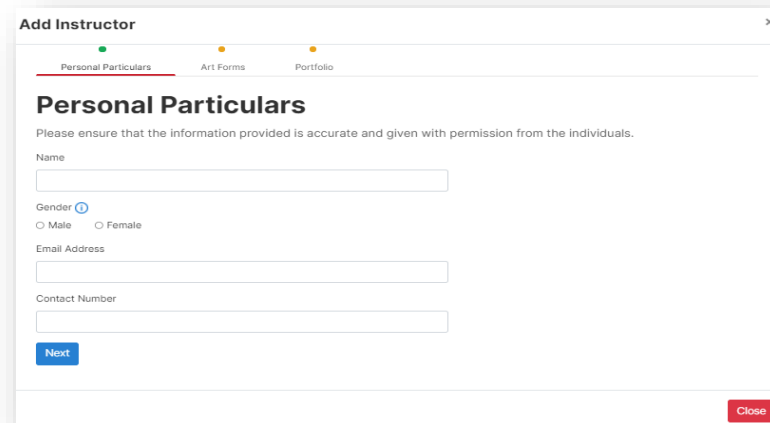
4.2.1. Adding a New Instructor

- a. To add a new Instructor, click 'Add New Instructor', be sure that you have documented consent (e.g. emails) from the individual to share their personal data with NAC.

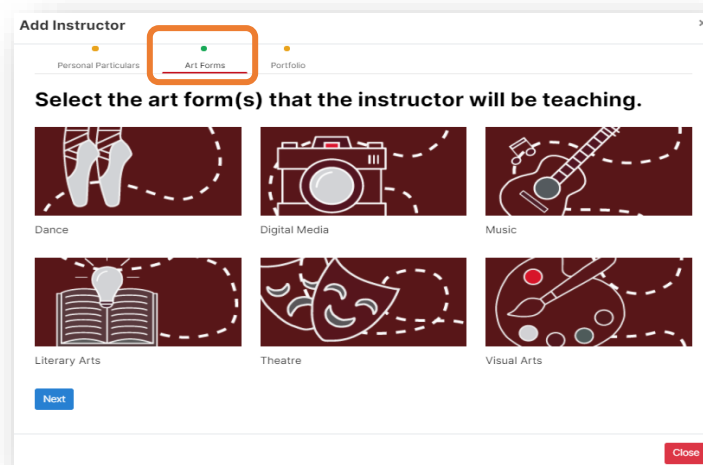
TIP If you are submitting a new Instructor for multiple programmes, add 'New Instructor' for one programme and wait for your application to be approved. Thereafter, you can add the Instructor for multiple programmes easily via 'Add Existing Instructor'.



- b. Fill in Instructor's Personal Particulars.

A screenshot of a web application form titled 'Add Instructor'. The form has three tabs: 'Personal Particulars' (selected), 'Art Forms', and 'Portfolio'. The 'Personal Particulars' section contains the following fields: 'Name' (text input), 'Gender' (radio buttons for Male and Female), 'Email Address' (text input), and 'Contact Number' (text input). There is a 'Next' button at the bottom left and a 'Close' button at the bottom right. A note above the fields states: 'Please ensure that the information provided is accurate and given with permission from the individuals.'

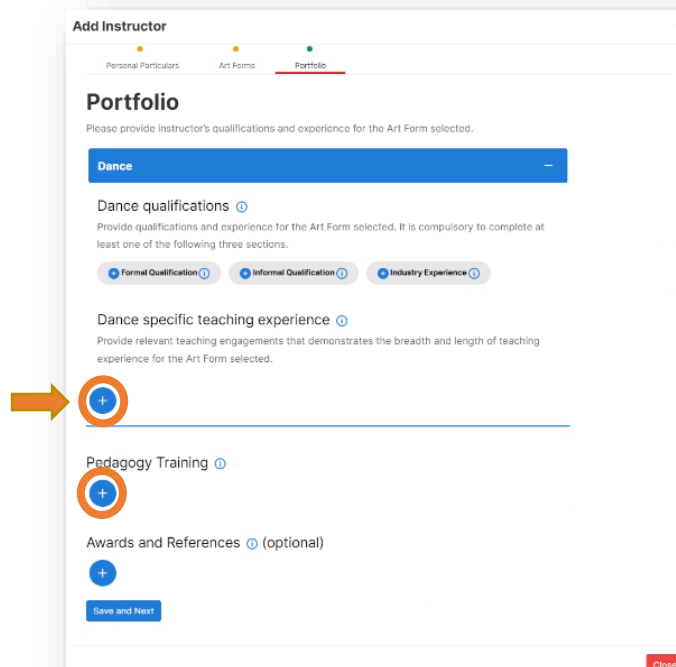
- c. Select the art form(s) that the Instructor will be teaching. You will be required to fill in CV information for each of the art form selected.



- d. Add the appropriate art form and teaching qualifications/experiences the instructor has. There are three expandable sections and at least one must be completed.

NOTE If you are registering an Instructor for the first time, ensure that you submit sufficient information for NAC to make an assessment. Eligibility criteria for conducting NAC-AEP remains unchanged.

- e. Expand each section by clicking on the '+' icon in each section.



NEW NAC has introduced 'sub-genre' filtering to improve the tagging and search experience for schools. Select from pre-selected sub-genre lists. If you cannot find a close alternative sub-genre for your programme, you may contact the NAC Education Unit at nac_aep@nac.gov.sg.

Add Formal Qualification(s)

Select the sub-genres that the instructor is eligible to conduct programmes for.

Ballet Ballroom Broadway Choreography Contemporary

Creative Movement Flamenco Funk Hip-hop/K-pop

Interpretive Jazz Traditional Chinese Traditional Malay

Traditional Indian Tap Urban

Institution

f. After completing the sections, click 'Save and Next'.

Add Instructor

Personal Particulars Art Forms **Portfolio**

Portfolio

Please provide instructor's qualifications and experience for the Art Form selected.

Dance

Dance qualifications

Provide qualifications and experience for the Art Form selected. It is compulsory to complete at least one of the following three sections.

Formal Qualification Informal Qualification Industry Experience

Dance specific teaching experience

Provide relevant teaching engagements that demonstrates the breadth and length of teaching experience for the Art Form selected.

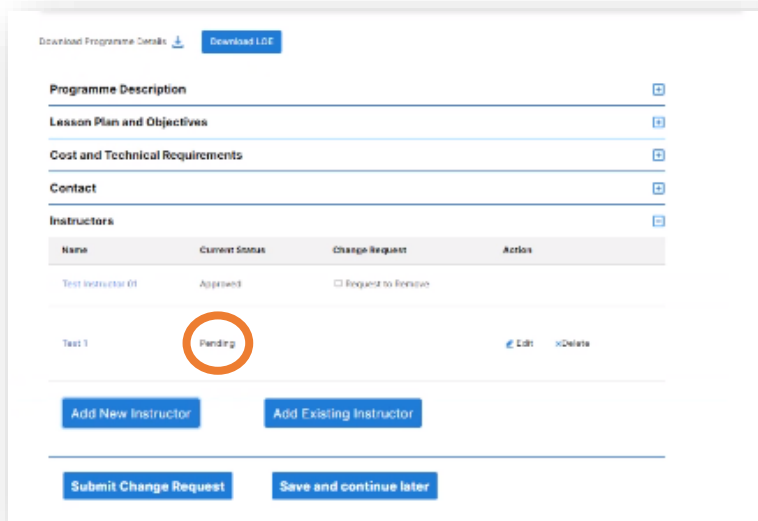
Pedagogy Training

Awards and References (optional)

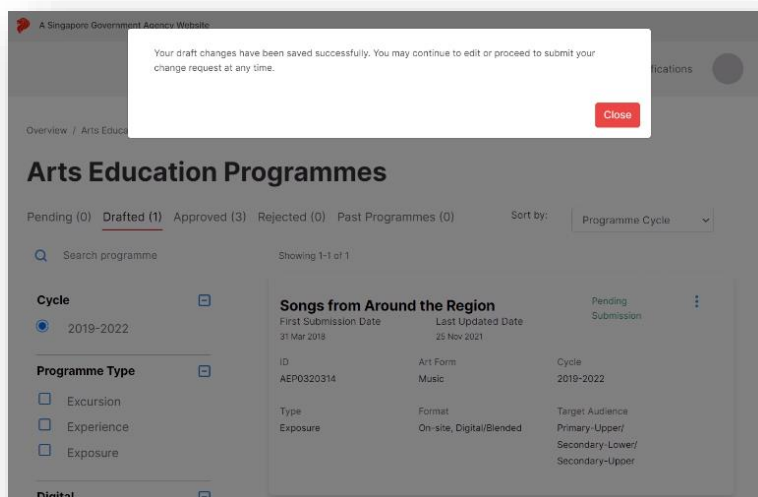
Save and Next

Close

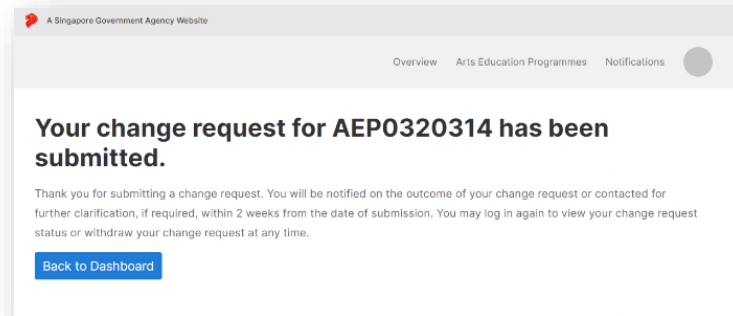
- g. You can view the status under the 'Instructors' tab on your Programme card. You can choose to 'Submit Change Request' if all the information is filled in, or 'Save and continue later'.



- h. If you select the 'Save and continue later' option, you should see a confirmation pop-up screen. The draft will appear under the 'Drafted' tab and be marked as 'Pending Submission' on the Programme card.



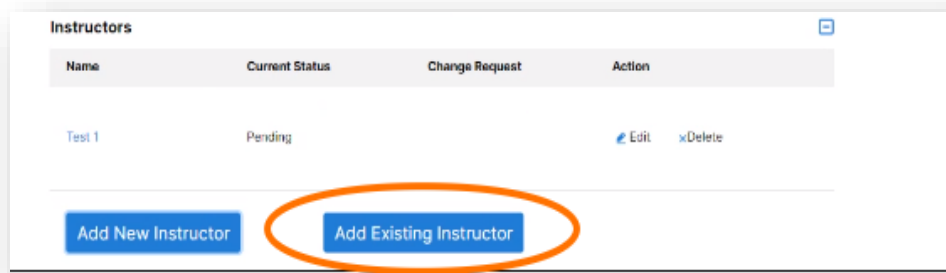
- i. After a successful Change Request submission, you would see a confirmation screen and receive an email confirmation.



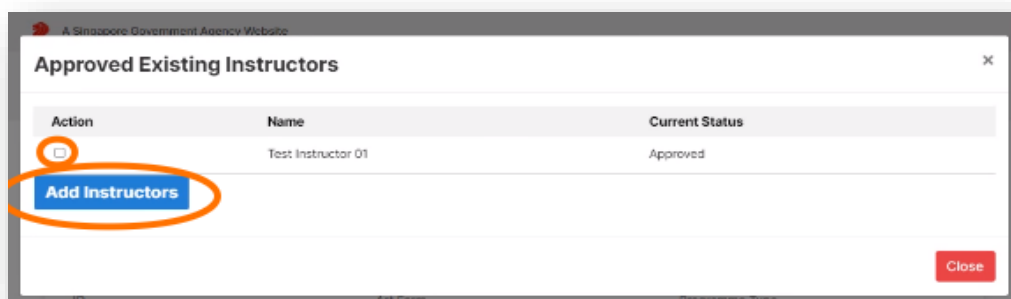
NOTE Once the instructor’s CV is submitted, it will no longer be editable. Do provide a comprehensive CV when you make the Change Request.

4.2.2. Adding an Existing Instructor

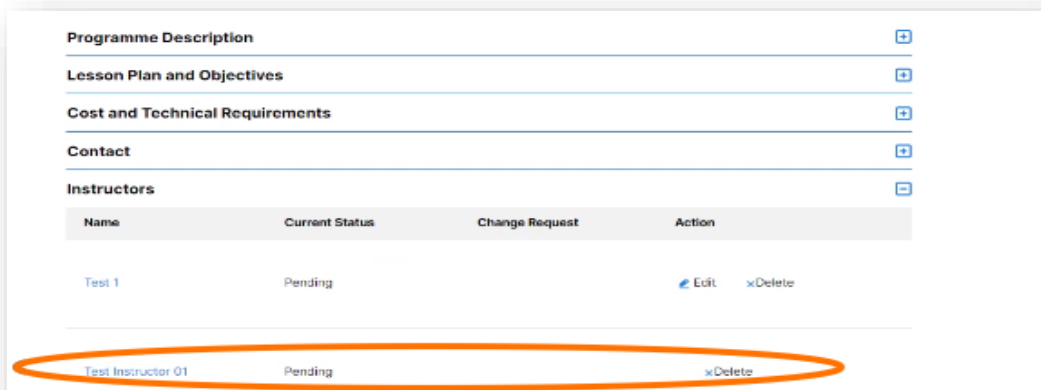
- a. To add an Existing Instructor, click ‘Add Existing Instructor’ button.



- b. Select the Instructor that you would like from the list, by checking the box, then click ‘Add Instructor’.



- c. Once submitted, you will see the Instructor in the 'Instructors' list with a 'Pending' status. In the event of a mistake, you can remove the pending Instructor by clicking on the 'Delete' icon.



The screenshot shows a web interface with several sections: Programme Description, Lesson Plan and Objectives, Cost and Technical Requirements, Contact, and Instructors. The Instructors section contains a table with the following data:

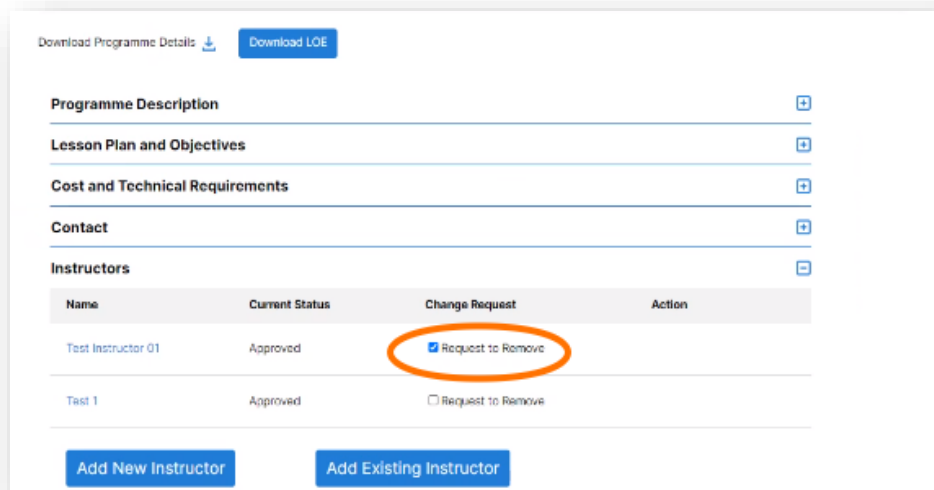
Name	Current Status	Change Request	Action
Test 1	Pending		Edit Delete
Test Instructor 01	Pending		Delete

The 'Delete' link for 'Test Instructor 01' is circled in orange.

- d. Subsequently, you may submit the Change Request, delete the Change Request, or save the Change Request as a draft.

4.3. Removing Instructors

- a. To remove an Approved Instructor, check the 'Request to Remove' box.



The screenshot shows a web interface with several sections: Download Programme Details, Download LOE, Programme Description, Lesson Plan and Objectives, Cost and Technical Requirements, Contact, and Instructors. The Instructors section contains a table with the following data:

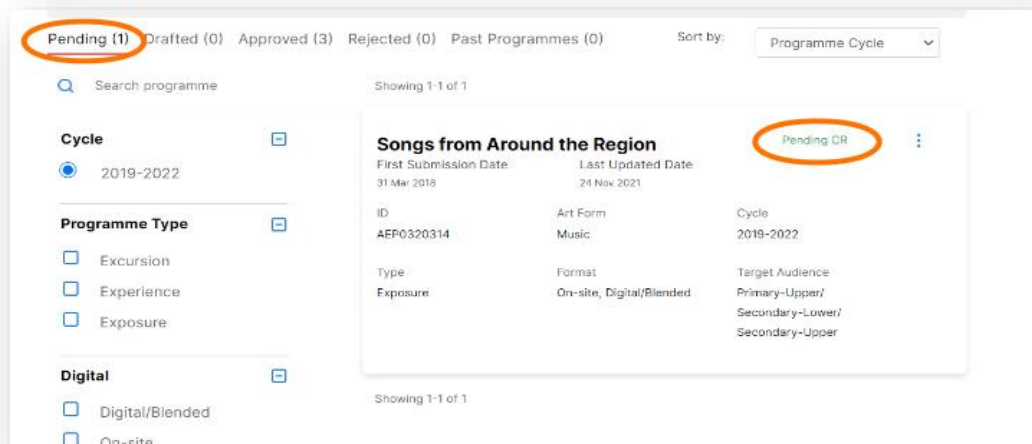
Name	Current Status	Change Request	Action
Test Instructor 01	Approved	<input checked="" type="checkbox"/> Request to Remove	
Test 1	Approved	<input type="checkbox"/> Request to Remove	

The 'Request to Remove' checkbox for 'Test Instructor 01' is circled in orange.

- b. As with the previous tasks, you may submit the Change Request, delete the Change Request, or save the Change Request as a draft.

4.4. Withdrawing Change Requests

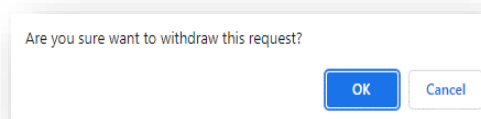
- a. After submitting a Change Request, your programme will appear under the 'Pending' tab.



- b. Click the three blue dots and select 'Withdraw Request'.



- c. Select 'OK' to the withdraw request confirmation.

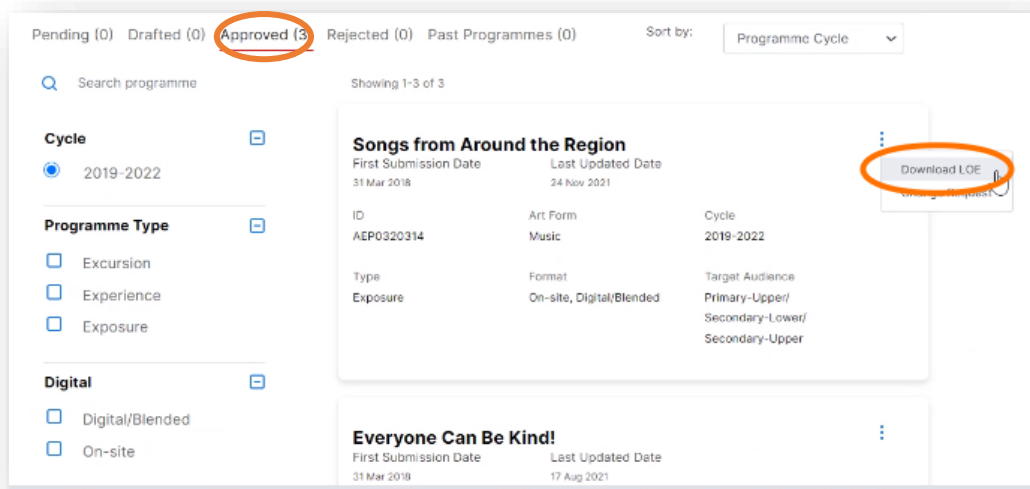


- d. Your programme will no longer appear under the 'Pending' tab.

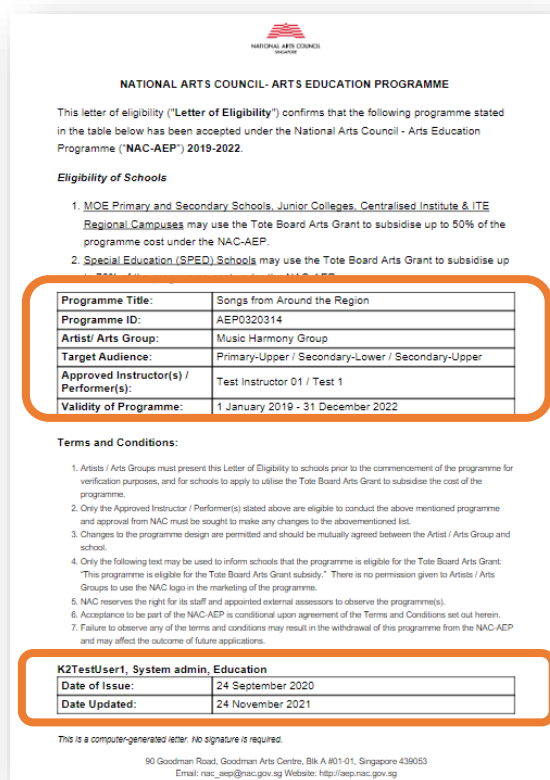


5. Downloading Letter of Eligibility (LOE)

- Click the three blue dots to download a PDF copy of the LOE.



- Check that the LOE generated is updated and accurate.



If you encounter an issue not covered in this Guide, you may contact the NAC Education Unit at nac_aep@nac.gov.sg. To help us better understand your issue, provide screenshots where relevant.