

# NAC-AEP E-Services Portal

User Guide for New Account Registration



Issued 17 December 2021

## Welcome to the 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. If you are new to NAC-AEP, this Guide shows you how to create an account.

The Portal is used for Programme Providers to manage their existing programmes on the 2019-2022 NAC-AEP Directory.

### Contents

1. Account Types .....	3
2. Setting up your Account: Company Representatives .....	6
3. Setting up your Account: Collective Representatives .....	8
4. Setting up your Account: Individual Users .....	11
5. Managing Multiple Accounts .....	12

For assistance on managing account and submitting change requests, refer to [User Guide for NAC-AEP Providers](#).

### BEFORE YOU START

Determine if you need to create an account.

- You will need to create an account if you plan to:
  - a. Manage NAC-AEP as part of a registered Company/Collective
  - b. Submit applications for NAC-AEP in the 2023 cycle as part of a Company/Collective or as an Individual
- You do not need to create an account if you are already a/an:
  - a. NAC-AEP registered Company/Collective or Individual
  - b. Instructor teaching/conducting NAC-AEP

Not sure if you have an account? Check by logging into the NAC-AEP E-Services portal with your Singpass.

## 1. Account Types

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

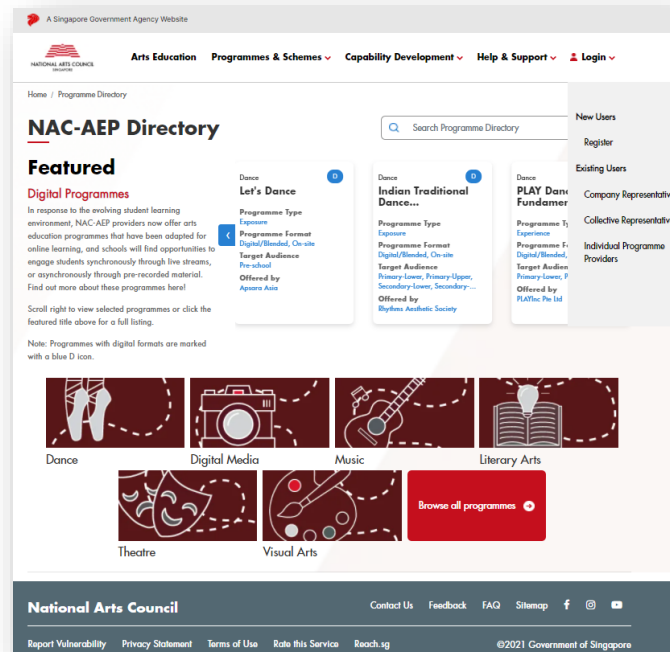
- Registered Company Representative (UEN registered groups)
- Collective Representative (Non-UEN groups)
- Individual

There are 5 scenarios in which you would register for a new NAC-AEP account:

Account Type	Description
Registered Company Representative (Personal Singpass linked to Corppass)	<p>i. You are joining a Registered Company with an existing NAC-AEP Account.</p> <p>ii. You are registering your Company with NAC for the first time.</p>
Collective Representative	<p>i. You have received approval from your Collective's Admin User to create an account linked to the Collective.</p> <p>ii. You are registering your Collective for the first time.</p>
Individual	You are interested in offering NAC-AEP as a freelancer with no organisation set-up

*As existing Programme Providers, your account type would have been determined when you first signed up for an account.*

- a. Click on 'Login' and select 'Register'.

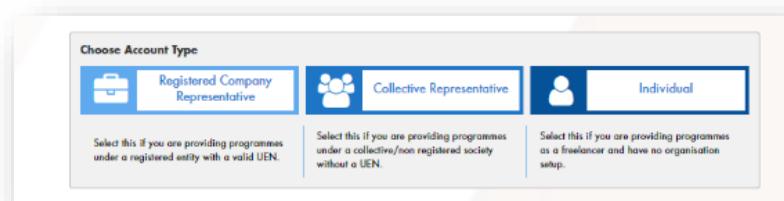


- b. Select the relevant account type that you would like to register for.

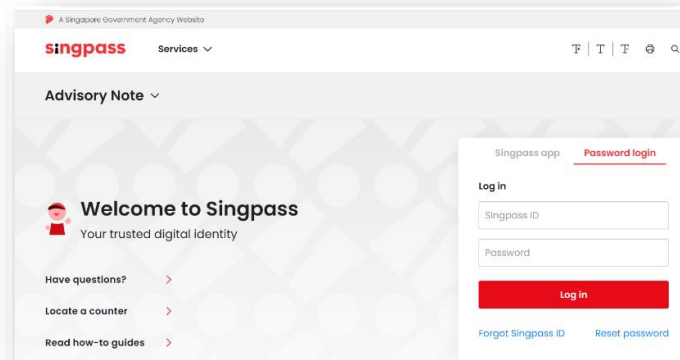
In addition to Account types, take note of the following User Types applicable to Collectives and Companies:

User Type	Assignment of Admins	Admin Functions
Company	All accounts are automatically given Admin status.	Remove Users, Change other 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.

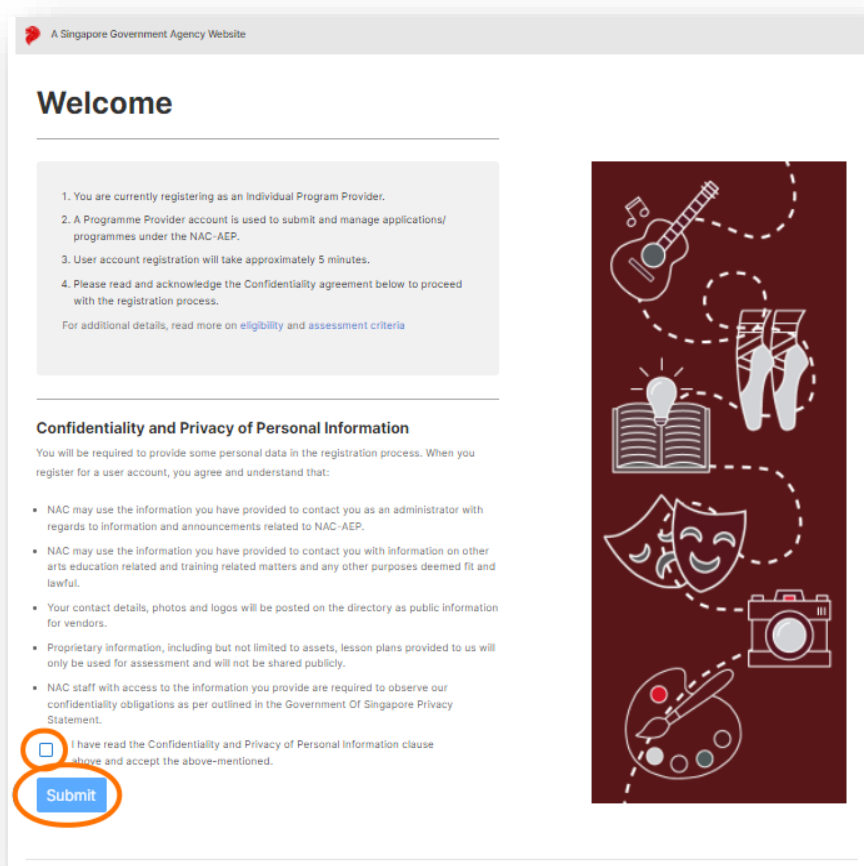
- c. Click on the Account Type that is relevant to you.



- d. You will be directed to login via Singpass. Key in your Singpass credentials and OTP for verification.



- e. Read the Confidentiality Agreement, check the box if you agree and understand the requirements, and click 'Submit'.



*The next steps differ according to your Account and User Type. Please refer to the section relevant to you.*

## 2. Setting up your Account: Company Representatives

- a. To set up as a Company Representative, please ensure that your Singpass is linked to your Company's Corppass.
- b. After reading through the confidentiality Agreement, enter your personal particulars by selecting the 'Retrieve with MyInfo' button or key in the information manually.

A Singapore Government Agency Website

### Register as Registered Company Representative

Please review the information to be submitted.

**User Information**

Salutation: Mr. (dropdown) Name\*: [text input]

Alias: [text input]

NRIC\*: S0000001A

Personal Contact Number\*: +65 [text input]

[Add another contact](#)

Personal Email\*: [text input]

[Add another email](#)

**Retrieve Details from MyInfo**

Save time by retrieving relevant data for this registration from your MyInfo profile.

[Retrieve with MyInfo](#)

- c. Your Company details will be automatically populated from MyInfo Business User profile/ existing records within NAC-AEP.

### Registered Company Information

Registered Company Name\*: Test Company 01

Company Address\*

Unit Number: 01

Test Location

Singapore 000001

Company Telephone Number\*

+65 61234567

[Add another contact](#)

Company Email\*

testcompany01@test.com

[Add another email](#)

By pressing submit, you declare that all information entered is accurate and representative of your organisation.

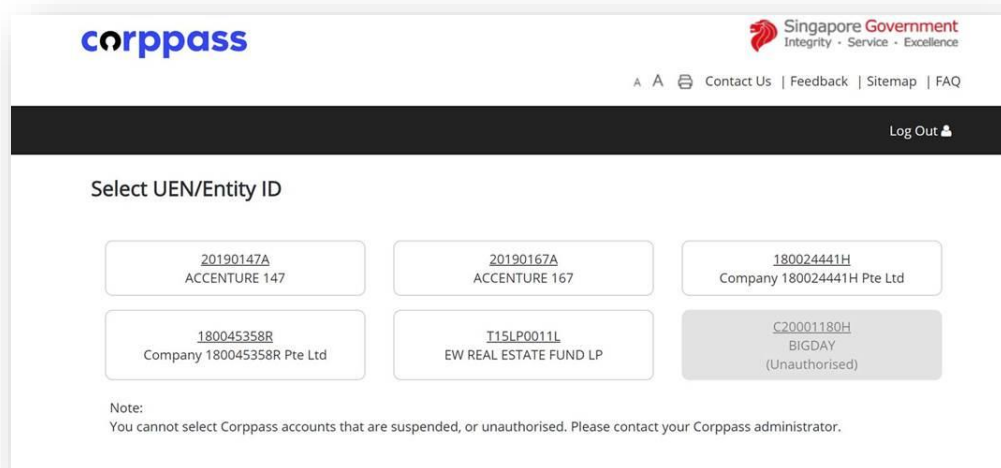
[Submit](#)

- d. Click 'Submit'.

- e. Once complete, your account will be auto-approved and you will re-directed to your Provider Dashboard.

**\*NOTE\*** If you are registering your Company for the first time, you will be automatically assigned as the Admin.

- f. If you have been linked to multiple Companies, select the relevant Account and proceed with registration.



### 3. Setting up your Account: Collective Representatives

- a. Enter your personal particulars by selecting the 'Retrieve with MyInfo' button or key in the information manually.

A Singapore Government Agency Website

## Register as Collective Representative

Please review the information to be submitted.

### User Information

Salutation **Name\***

Select

Alias

NRIC / FIN\*

Personal Contact Number\*

[Add another contact](#)

Personal Email\*

[Add another email](#)

#### Retrieve Details from MyInfo

Save time by retrieving relevant data for this registration from your MyInfo profile.

[Retrieve with MyInfo](#)

- b. Enter the information for your Collective. If you are joining an existing collective, a list of Collectives will appear once you start typing in the 'Name of Collective' field.

### Collective Information

Name of Collective\*

Address\*

Unit Number  Block / House Number

Street Name

Singapore  Postal Code

Telephone Number\*

+65

[Add another contact](#)

Email\*

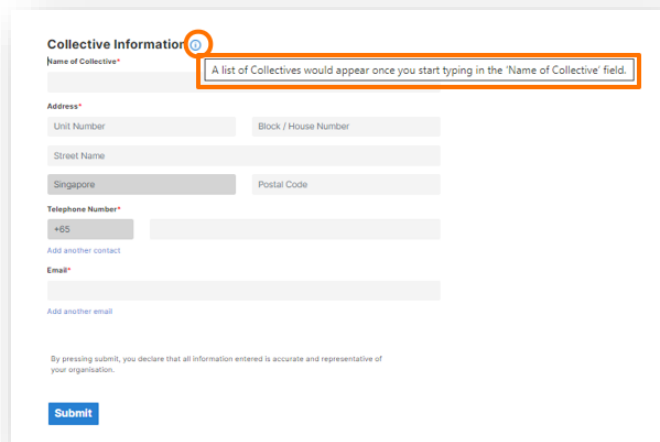
[Add another email](#)

By pressing submit, you declare that all information entered is accurate and representative of your organisation.

[Submit](#)

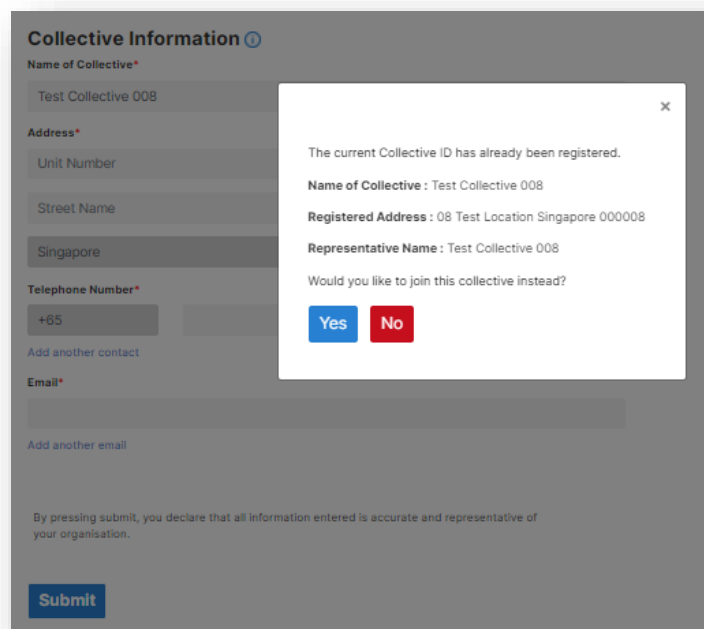


- c. To join an Existing Collective, select the Collective from the dropdown list. Existing details would be automatically populated. If you cannot find your Collective listed, please check with the Admin User for the registered name and Collective ID.



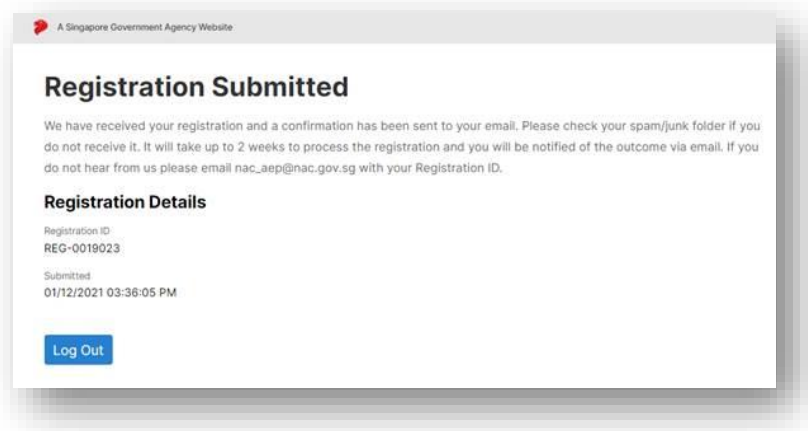
**\*NOTE\*** Contact the NAC Education Unit at [nac\\_aep@nac.gov.sg](mailto:nac_aep@nac.gov.sg) if you have checked that your Collective has been registered but cannot find it listed.

- d. A pop-up confirmation would appear. Select 'Yes' if you are sure that you are joining the correct Collective and click 'Submit'.



- e. If you are registering a new Collective, please manually key in your details accurately before clicking on 'Submit'.

- f. Once complete, you will see an Acknowledgement. Click on 'Log Out' to return to the Registration page.



**\*NOTE\*** If you are registering your Collective for the first time, your registration will be reviewed by NAC and if successful, you will be automatically assigned as the Admin. If you have submitted a request to join an existing Collective, an existing Admin User would have to approve your application.

## 4. Setting up your Account: Individual Users

- a. Fill in your personal details in 'User Information'. Your name and NRIC are auto populated by Singpass and are non-editable for security reasons.
- b. Enter your personal particulars by selecting the 'Retrieve with MyInfo' button or key in the information manually and click 'Submit'.

A Singapore Government Agency Website

### Register as Individual

Please review the information to be submitted.

**User Information**

Salutation: Mr. Name\*: Test Individual 01

Alias:

NRIC / FIN\*: IND123456

Contact Number\*: +65 91230001

Add another contact

Email\*: Test@email01@test.com

Add another email

Local Address\*: 01

Test Location

Singapore 000001

Retrieve Details from MyInfo

Save time by retrieving relevant data for this registration from your MyInfo profile.

Retrieve with MyInfo

By pressing submit, you declare that all information entered is accurate and representative of you as an individual.

Submit

- c. Once completed, you will see a 'Registration Submitted' acknowledgement. Click on 'Log Out' to return to the Registration page.

A Singapore Government Agency Website

## Registration Submitted

We have received your registration and a confirmation has been sent to your email. Please check your spam/junk folder if you do not receive it. It will take up to 2 weeks to process the registration and you will be notified of the outcome via email. If you do not hear from us please email [nac\\_aep@nac.gov.sg](mailto:nac_aep@nac.gov.sg) with your Registration ID.

**Registration Details**

Registration ID  
REG-0044662

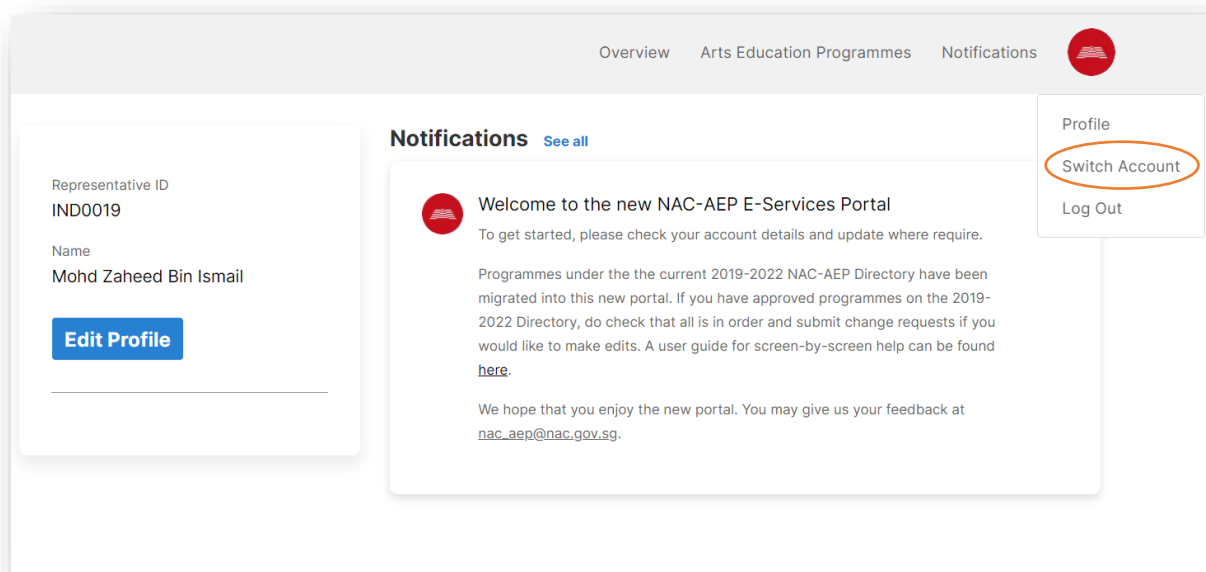
Submitted  
26/11/2021 09:49:23 AM

Log Out

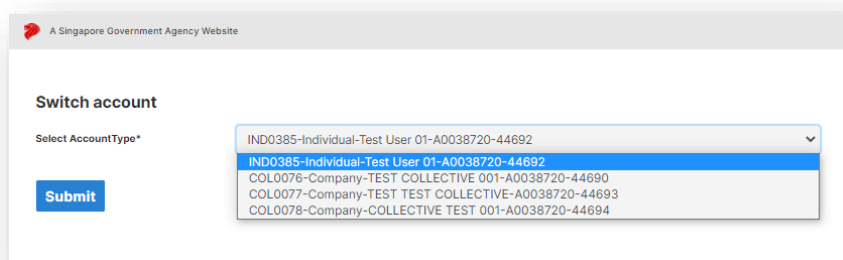
## 5. Managing Multiple Accounts

In some instances, Individuals may be linked to multiple entities. For example, you might be managing NAC-AEP as a sole proprietor whilst being part of a Collective. It is possible to hold multiple accounts under one Singpass ID.

- a. If your Singpass is linked to multiple entities, you can switch your accounts by clicking on 'Switch Account' on the Dashboard.



- b. Select the Account that you would like to switch to.



If you encounter an issue not covered in this Guide, you may contact the NAC Education Unit at [nac\\_aep@nac.gov.sg](mailto:nac_aep@nac.gov.sg). To help us better understand your issue, please provide screenshots where relevant.