



# 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:

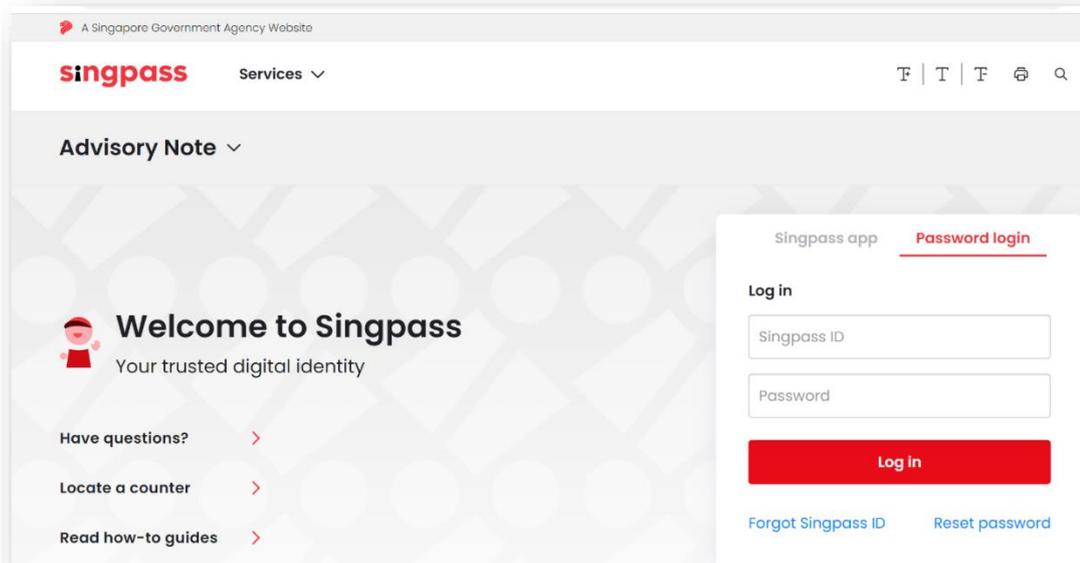
- Registered Company Representative (UEN registered groups)
- Collective Representative (Non-UEN groups)
- Individual

*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 interface. 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 'NAC-AEP Directory' is visible, along with a search bar and a 'Home / Programme Directory' breadcrumb. The main content area features a 'Featured' section with 'Digital Programmes' highlighted. Three featured programme cards are shown: 'Let's Dance', 'Indian Traditional Dance...', and 'PLAY Dance Fundamer'. Each card lists details such as Programme Type, Exposure, Programme Format, Target Audience, and the provider. A blue 'D' icon indicates digital formats. Below the featured section, there are icons for various art forms: Dance, Digital Media, Music, Literary Arts, Theatre, and Visual Arts. A red button labeled 'Browse all programmes' is positioned to the right of the Visual Arts icon. The footer contains the National Arts Council logo, contact information, and social media links, along with a copyright notice for 2021.

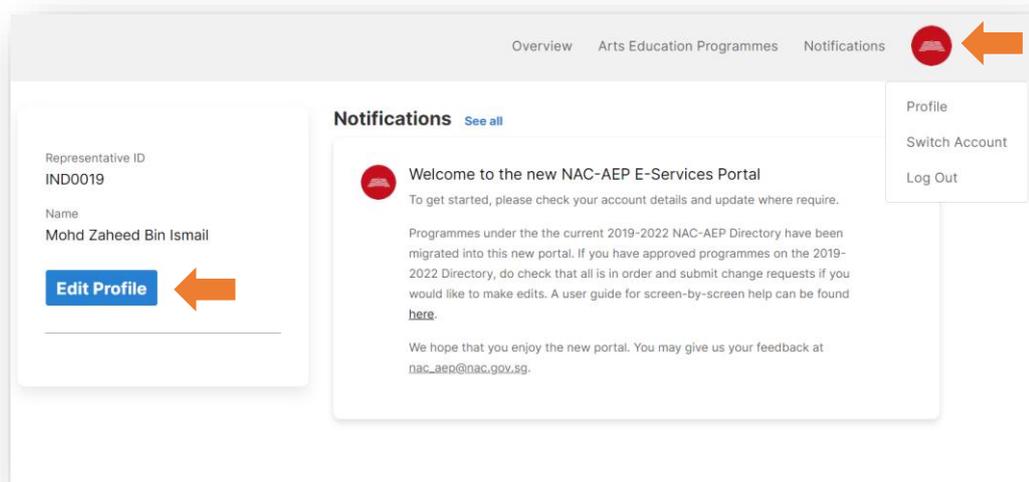
- b. You will be directed to login via Singpass. Key in your credentials and OTP.



**\*NOTE\*** If you are logging in as a representative from a Company, ensure that your Singpass has been linked to your Company's Corppass account.

## 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. Your name and NRIC will be auto populated by Singpass and is non-editable for security reasons.

**Edit Profile** ✕

Representative ID  
IND0019

Name\*  
Mohd Zaheed Bin Ismail

Alias (optional)

NRIC\*  
XXXXX415I

Account ID  
A014925

Email\*  
nac\_aep@nac.gov.sg

Secondary Email

Contact Number\*  
61277777

Secondary Contact Number

[Save and exit](#)

**FOR REGISTERED COMPANIES/ COLLECTIVES**

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

A Singapore Government Agency Website

Overview Arts Education Programmes Notifications

Representative ID  
COL0070-01

Name  
Test User 01

[Edit Profile](#)

Provider ID  
COL0070

Arts Collective  
Test Collective 01

[Edit Collective Profile](#)

Click here to register new Arts Collective Representative.

Representative ID  
UEN0868-01

Name  
Test User 01

[Edit Profile](#)

Provider ID  
UEN0868

Arts Group / Company  
Test Company 01

Unique Entity Number (UEN)  
123456

[Edit Company Profile](#)

Notifications [See all](#)

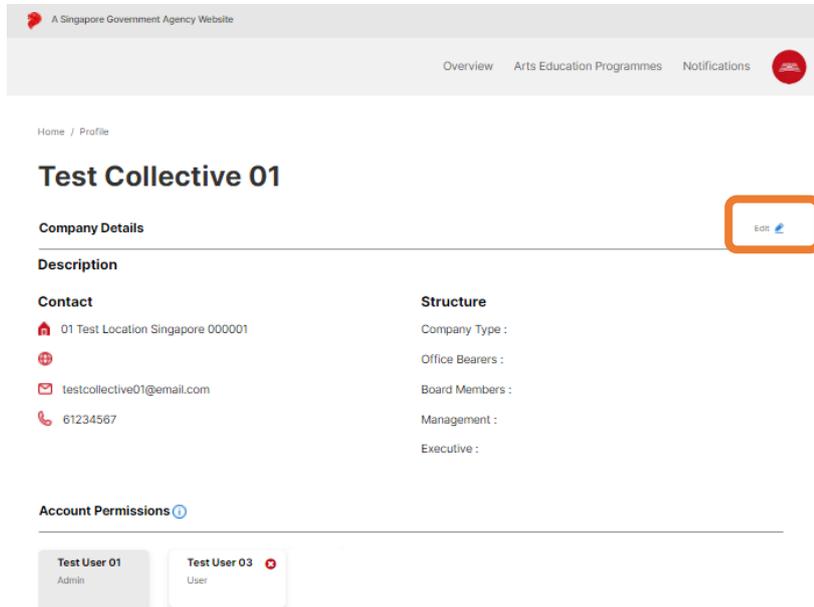
Welcome to the NAC-AEP Portal

To get started, please set up your profile with a photo and update all account details (i.e. company/collective information where relevant).

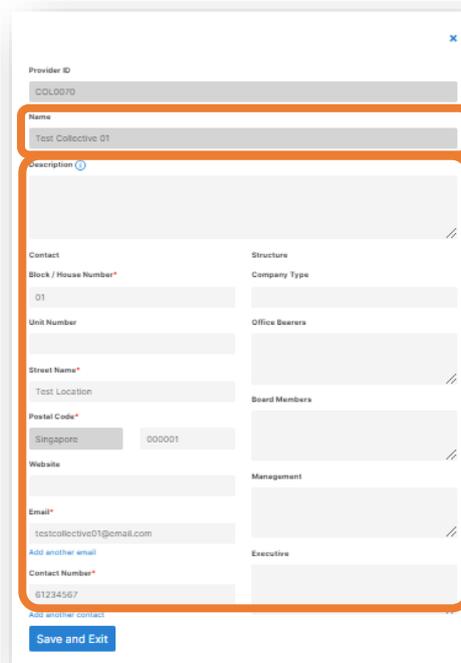
To find out more about how to use the portal, a user guide for screen-to-screen help can be found [here](#).

We hope that you enjoy the new portal. You may give us your feedback at [nac\\_aep@nac.gov.sg](mailto:nac_aep@nac.gov.sg).

- d. You can update your Company/Collective particulars including registered address, contact number and email address, and provide a company description.
- e. To edit Company/Collective Details, click the 'Edit' icon



- f. Update your Company/Collective details accurately.



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

Home / Programme Directory / Programme

## Beatbox 101

### Programme Details

Programme ID AEPXXXXX09	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

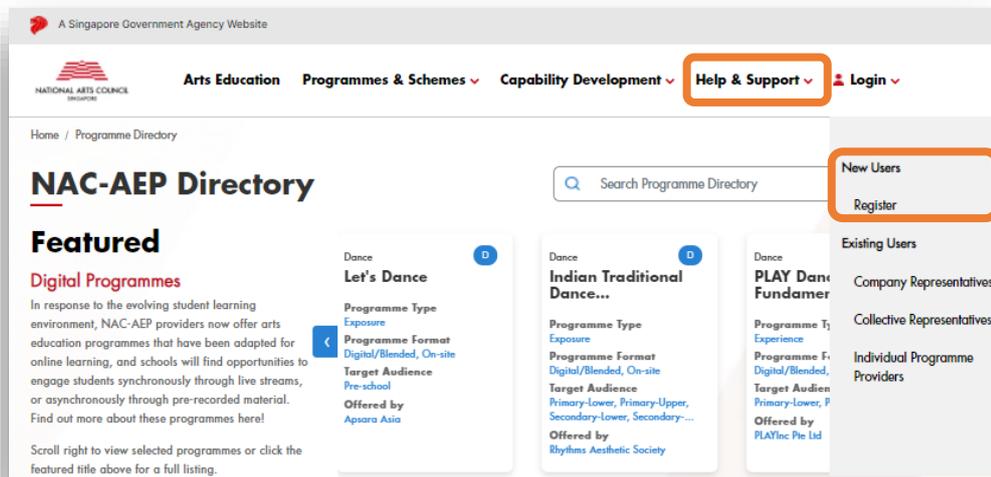
- a. Collectives and Registered Companies can be managed by multiple representatives. You can view these representative accounts under the 'Account Permissions' section. There are two representative roles, Admin and User. Only Admins are allowed to approve requests to join a Company/Collective, and remove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

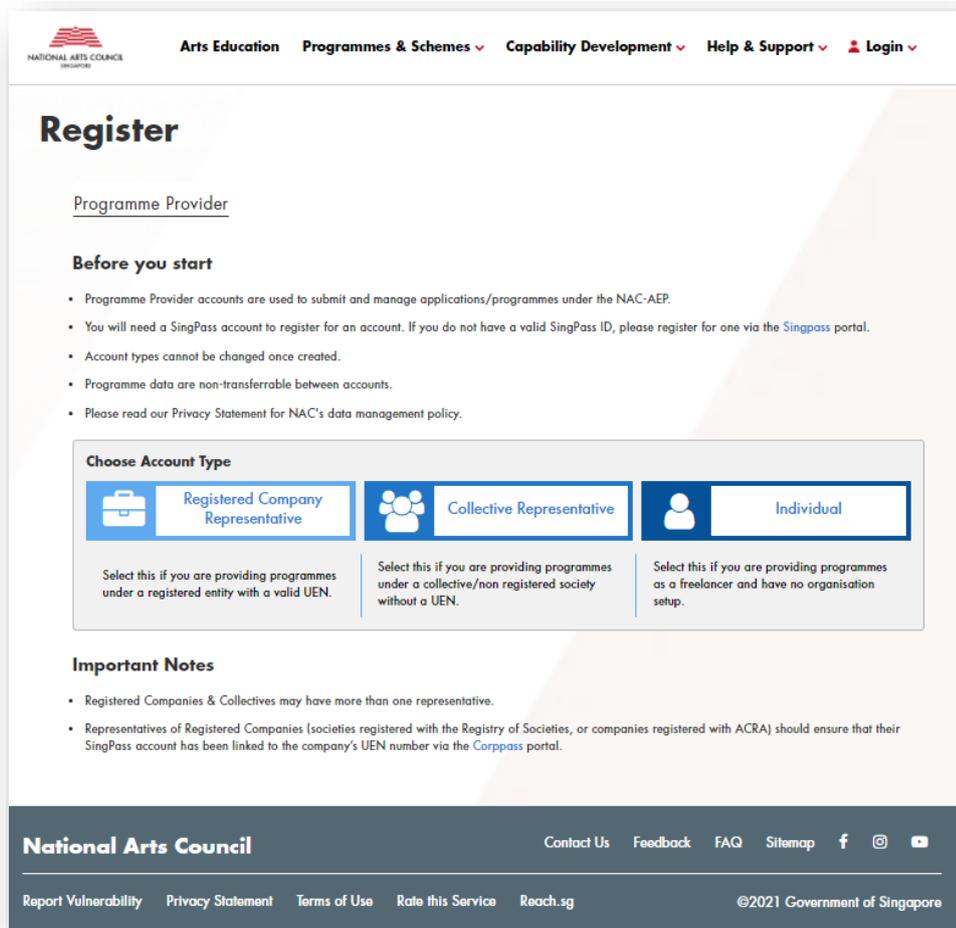
- b. Admins can remove all user accounts except their own while Users cannot remove any accounts.

## 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'.

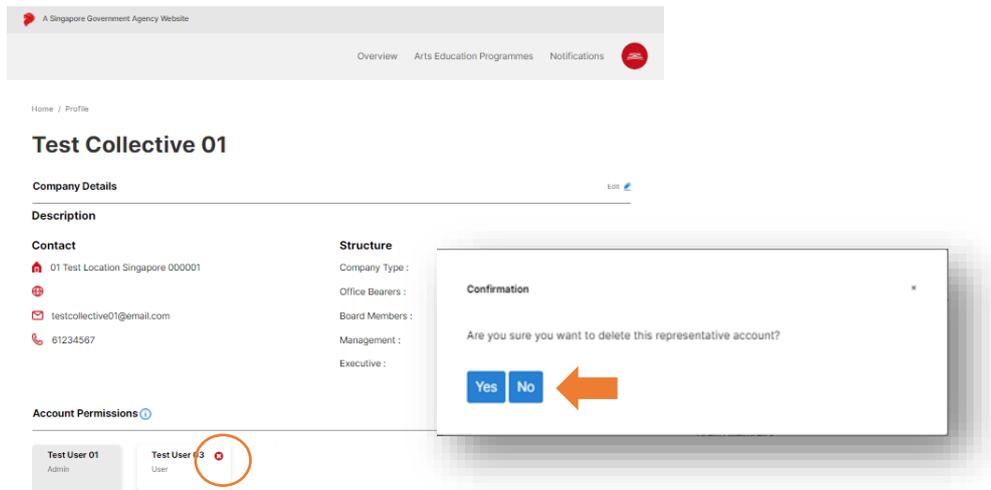


The screenshot shows the NAC-AEP Directory website. The navigation menu includes 'Arts Education', 'Programmes & Schemes', 'Capability Development', 'Help & Support', and 'Login'. The 'Help & Support' menu is open, and the 'New Users Register' option is highlighted with an orange box. The main content area features a search bar and a 'Featured' section with three program cards: 'Let's Dance', 'Indian Traditional Dance...', and 'PLAY Dance Fundamer'. A sidebar on the right lists 'Existing Users' categories: 'Company Representatives', 'Collective Representatives', and 'Individual Programme Providers'.



The screenshot shows the 'Register' page on the NAC-AEP Directory website. The page title is 'Register' and the sub-section is 'Programme Provider'. Under 'Before you start', there are five bullet points: 'Programme Provider accounts are used to submit and manage applications/programmes under the NAC-AEP.', 'You will need a SingPass account to register for an account. If you do not have a valid SingPass ID, please register for one via the Singpass portal.', 'Account types cannot be changed once created.', 'Programme data are non-transferrable between accounts.', and 'Please read our Privacy Statement for NAC's data management policy.' The 'Choose Account Type' section has three options: 'Registered Company Representative' (with a briefcase icon), 'Collective Representative' (with a group of people icon), and 'Individual' (with a person icon). Each option has a corresponding description: 'Select this if you are providing programmes under a registered entity with a valid UEN.', 'Select this if you are providing programmes under a collective/non registered society without a UEN.', and 'Select this if you are providing programmes as a freelancer and have no organisation setup.' The 'Important Notes' section includes two bullet points: 'Registered Companies & Collectives may have more than one representative.' and 'Representatives of Registered Companies (societies registered with the Registry of Societies, or companies registered with ACRA) should ensure that their SingPass account has been linked to the company's UEN number via the Corppass portal.' The footer contains the National Arts Council logo, contact information, and social media links.

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



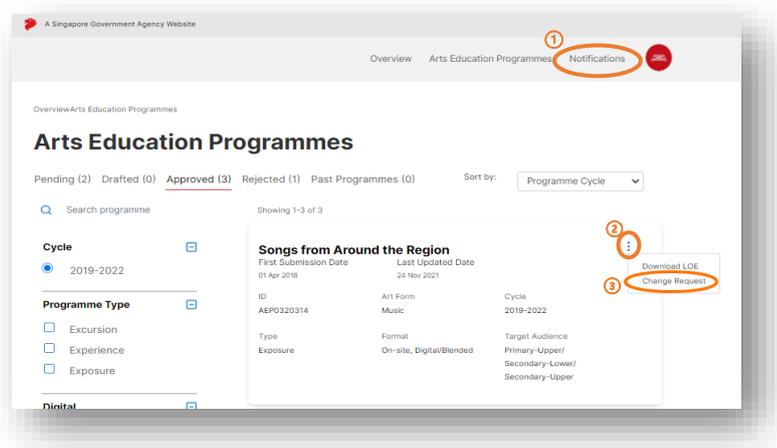
## 4. Managing Change Requests (CR)

### 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](mailto: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.

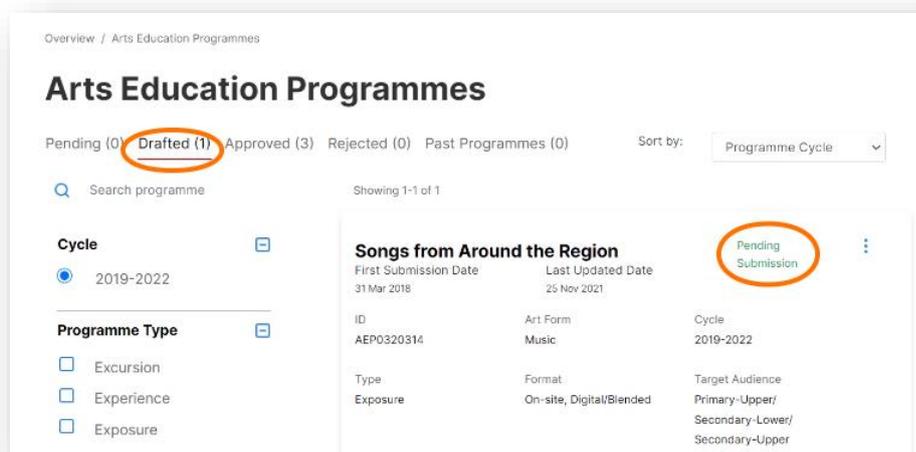
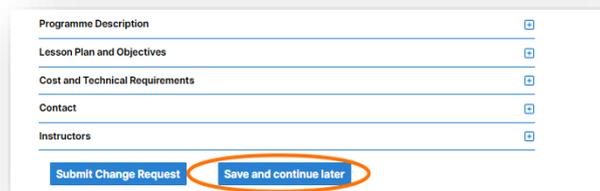


- d. Each of the following sections will have an 'Edit' button where you can amend details for:
- Programme Description
  - Lesson Plan and Objectives
  - Cost and Technical Requirements
  - Contact
  - Adding/Removing Instructors (covered in detail on pg. 9)

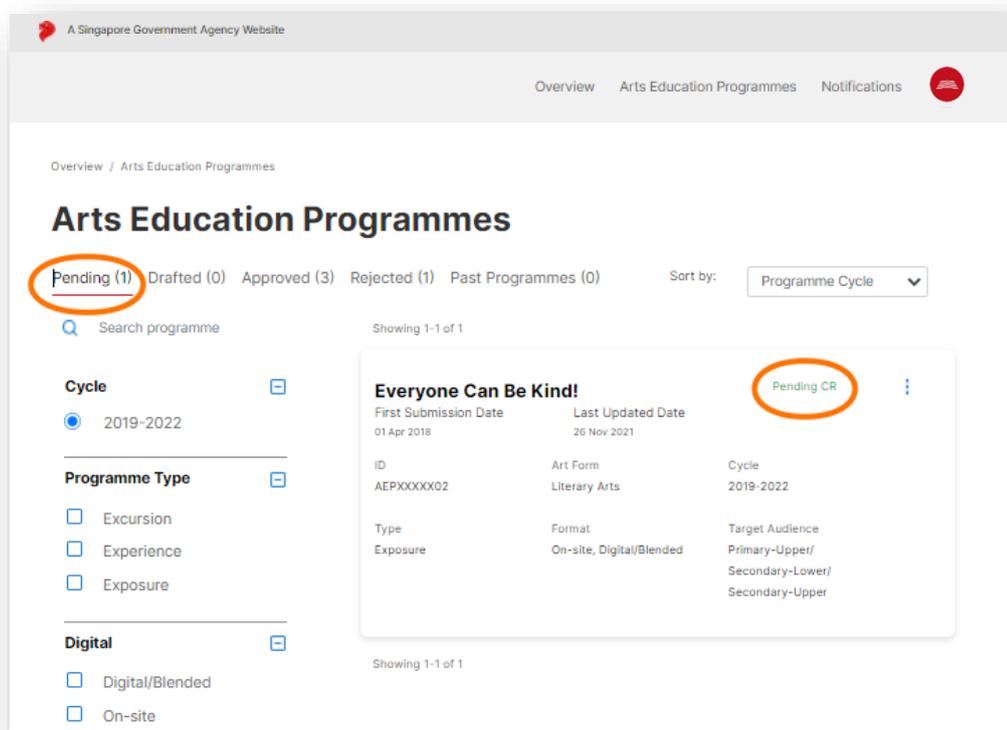
**\*TIP\*** You can only submit 1 Change Request for each programme at any point of time so consolidate all changes that you would like to make. You can also withdraw the Change Request or re-submit if you spot errors before the request is approved.



- 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.

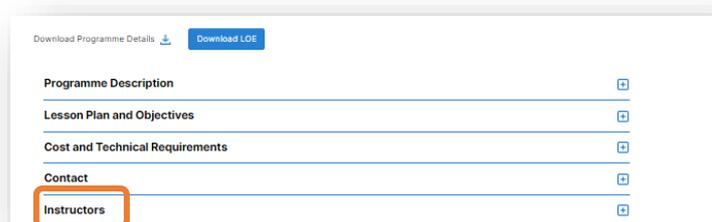


- f. If you are ready to submit the changes for NAC's assessment, click 'Submit Change Request' and a 'Pending CR' label will be on your Programme card.



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

#### 4.2. Adding Instructors

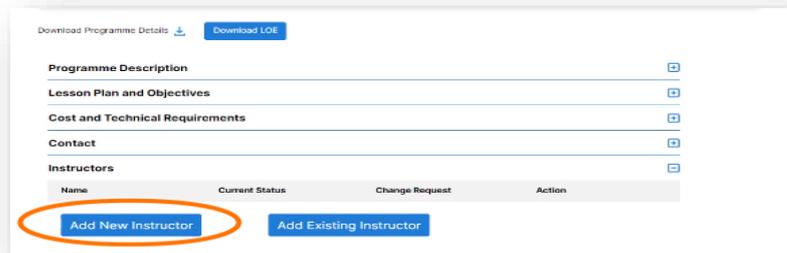


- You can add instructors to a programme by selecting 'Instructors'.
- Click on 'Add New Instructor' for Instructors that you are engaging for the first time. Click on 'Add Existing Instructor' for Instructors already linked to other programmes whose CV(Curriculum Vitae) would already be in your Account.

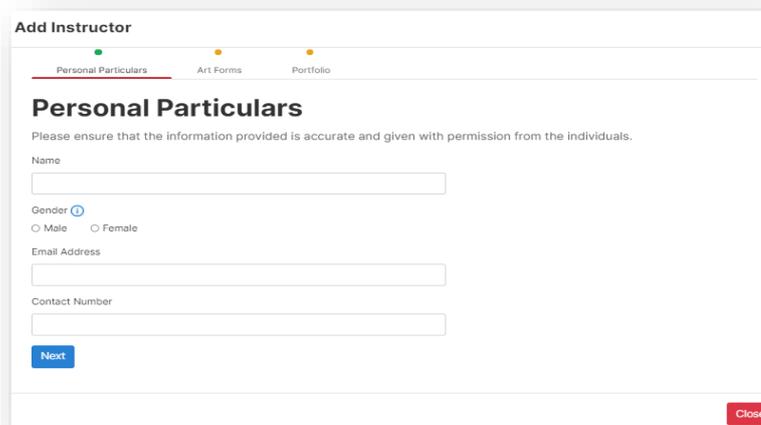
#### 4.2.1. Adding a New Instructor

- 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'.



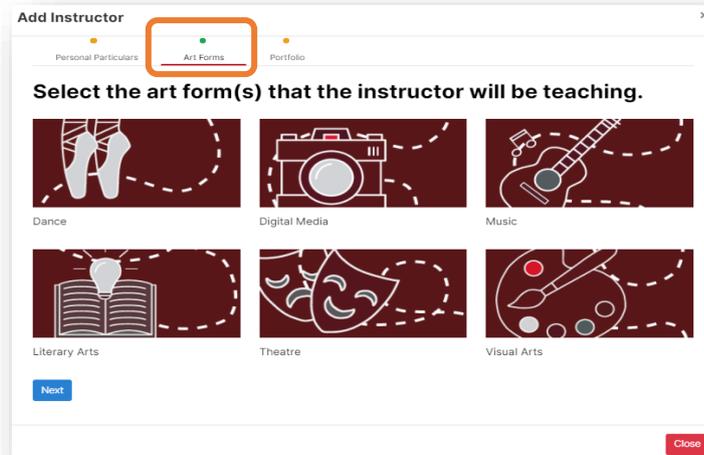
- b. Fill in Instructor's Personal Particulars.



The screenshot shows a form titled 'Add Instructor' with three tabs: 'Personal Particulars', 'Art Forms', and 'Portfolio'. The 'Personal Particulars' tab is active. The form contains the following fields and options:

- Name:
- Gender:  Male  Female
- Email Address:
- Contact Number:
- Next:
- Close:

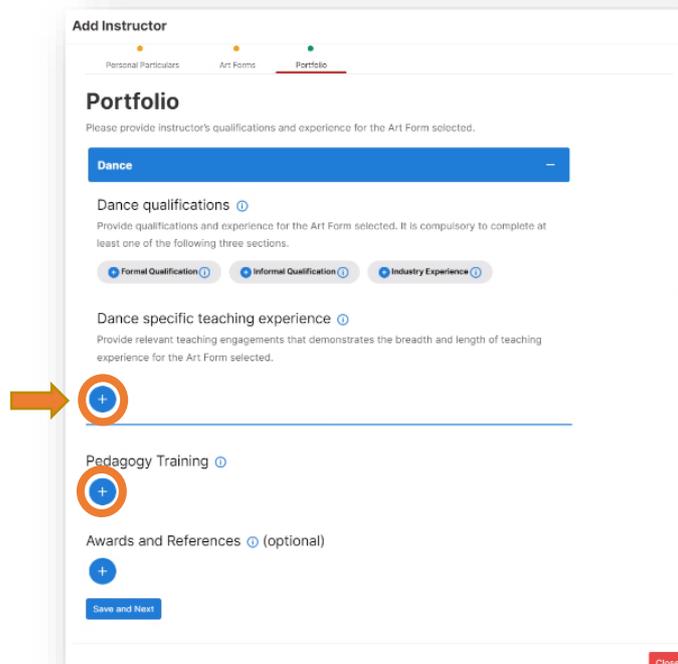
- c. Select the art form(s) that the Instructor will be teaching. You will be required to fill in CV information for each of the art form selected.



- 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](mailto: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.

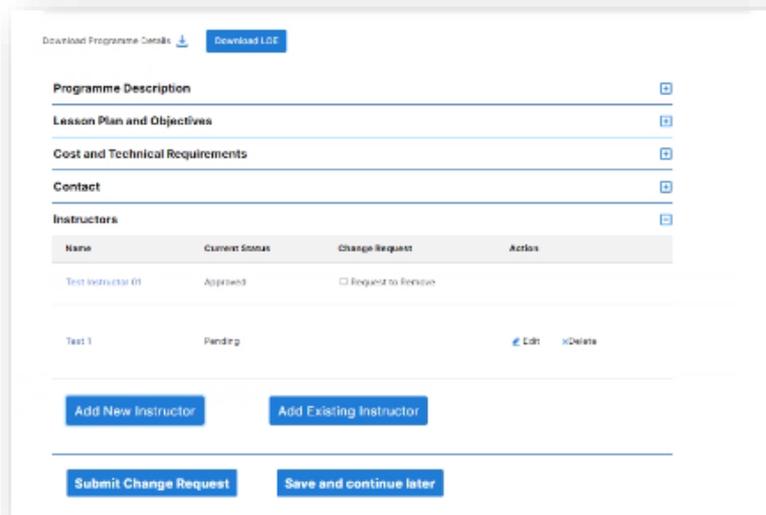
**Pedagogy Training**

**Awards and References (optional)**

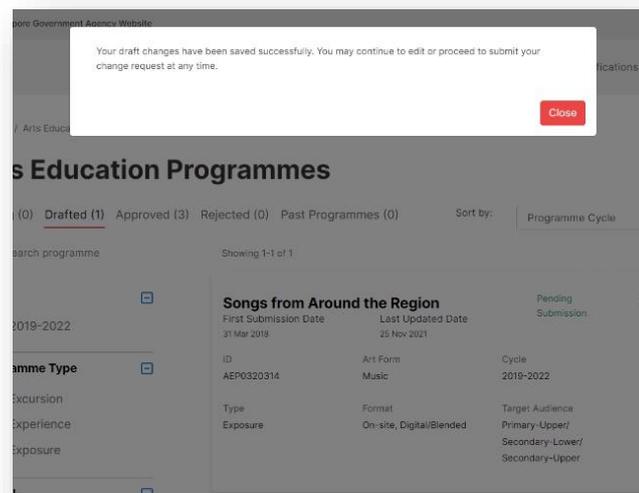
**Save and Next**

Close

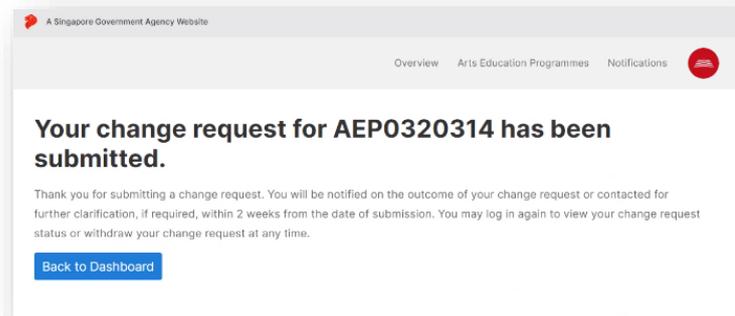
g. You can view the status under the 'Instructors' tab on your Programme card. You can choose to 'Submit Change Request' if all the information is filled in, or 'Save and continue later'.



- 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.



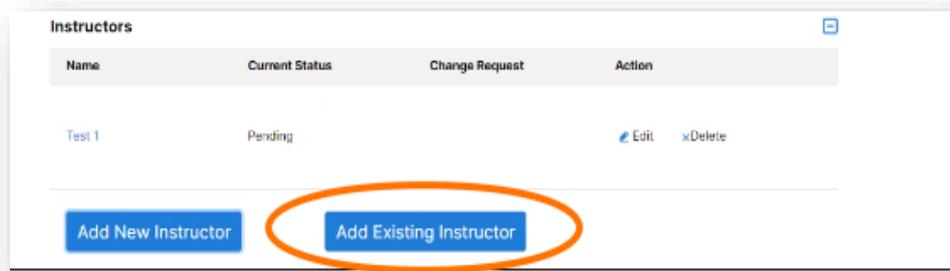
- i. After a successful Change Request submission, you would see a confirmation screen and receive an email confirmation.



**\*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

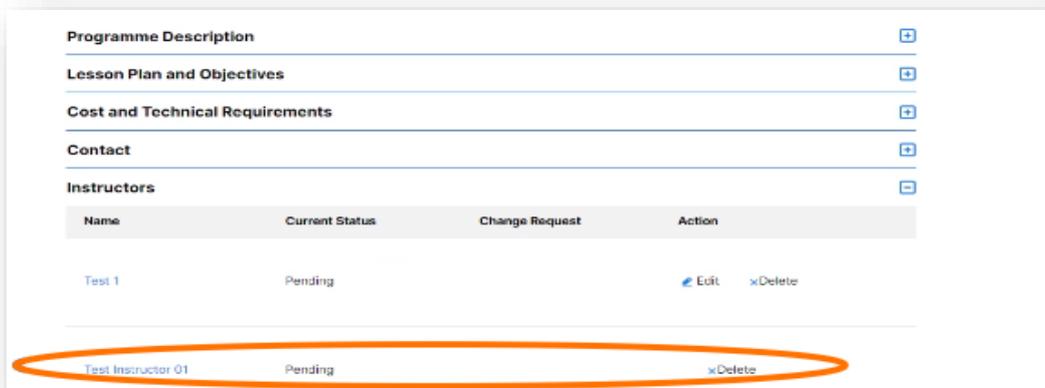
- a. To add an Existing Instructor, click ‘Add Existing Instructor’ button.



- 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 expandable sections: Programme Description, Lesson Plan and Objectives, Cost and Technical Requirements, Contact, and Instructors. The Instructors section is expanded to show a table with the following data:

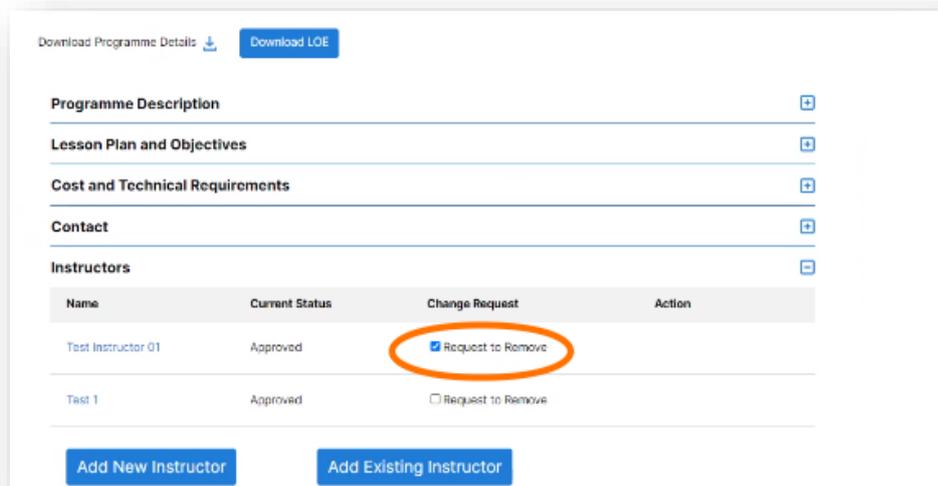
Name	Current Status	Change Request	Action
Test 1	Pending		<a href="#">Edit</a> <a href="#">Delete</a>
Test Instructor 01	Pending		<a href="#">Delete</a>

The 'Delete' icon 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 expandable sections: Programme Description, Lesson Plan and Objectives, Cost and Technical Requirements, Contact, and Instructors. The Instructors section is expanded to show a table with the following data:

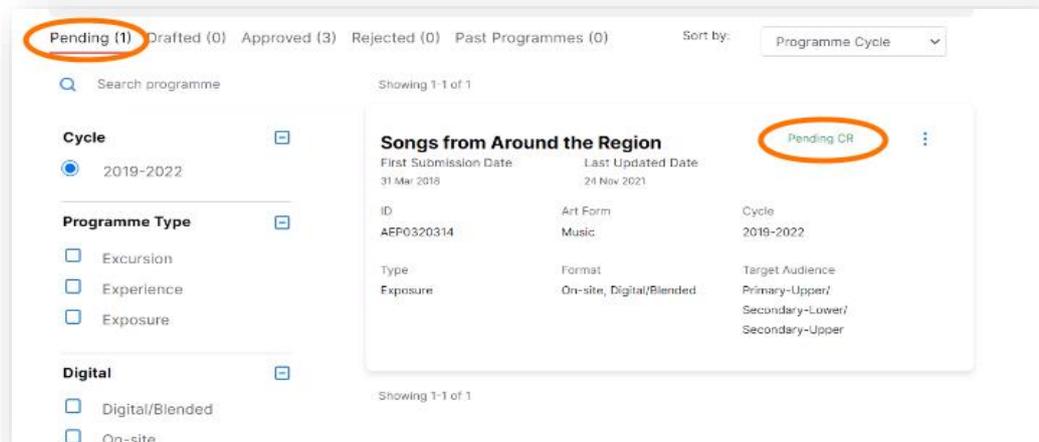
Name	Current Status	Change Request	Action
Test Instructor 01	Approved	<input checked="" type="checkbox"/> Request to Remove	
Test 1	Approved	<input type="checkbox"/> Request to Remove	

The 'Request to Remove' checkbox for 'Test Instructor 01' is checked and circled in orange. Below the table are two buttons: 'Add New Instructor' and 'Add Existing Instructor'.

- 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

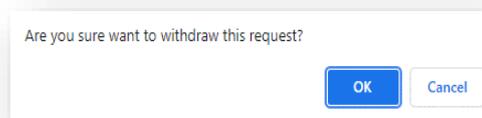
- a. After submitting a Change Request, your programme will appear under the 'Pending' tab.



- 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)

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

The screenshot shows the NAC AEP portal interface. At the top, there are tabs for 'Pending (0)', 'Drafted (0)', 'Approved (3)', 'Rejected (0)', and 'Past Programmes (0)'. The 'Approved (3)' tab is selected and circled in orange. Below the tabs, there is a search bar and a 'Sort by:' dropdown menu set to 'Programme Cycle'. On the left, there are filters for 'Cycle' (2019-2022), 'Programme Type' (Excursion, Experience, Exposure), and 'Digital' (Digital/Blended, On-site). The main content area displays a list of programmes. The first programme, 'Songs from Around the Region', is highlighted. To its right, a 'Download LOE' button is circled in orange. Below it, the programme 'Everyone Can Be Kind!' is partially visible.

- b. Check that the LOE generated is updated and accurate.

The screenshot shows a Letter of Eligibility (LOE) document from the National Arts Council. The document is titled 'NATIONAL ARTS COUNCIL - ARTS EDUCATION PROGRAMME'. It states that the letter confirms the acceptance of a programme under the NAC-AEP 2019-2022. The programme details are as follows:

Programme Title:	Songs from Around the Region
Programme ID:	AEP0320314
Artist/ Arts Group:	Music Harmony Group
Target Audience:	Primary-Upper / Secondary-Lower / Secondary-Upper
Approved Instructor(s) / Performer(s):	Test Instructor 01 / Test 1
Validity of Programme:	1 January 2019 - 31 December 2022

The document also includes 'Terms and Conditions' and a table with the following information:

K2TestUser1, System admin, Education	
Date of Issue:	24 September 2020
Date Updated:	24 November 2021

The document concludes with the text: 'This is a computer-generated letter. No signature is required.' and provides contact information for the NAC AEP.

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, provide screenshots where relevant.