

NAC-AEP E-Services Portal

User Guide for Account Registration and Maintenance



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Contents

1. Account Types	3
2. Setting up your Account: Company Representatives	7
3. Setting up your Account: Collective Representatives	9
4. Setting up your Account: Individual Users	12
5. Updating your Account: Registered Company / Collective Representatives	13
6. Updating your Account: Individual Users	16
7. Managing Multiple Accounts	18
8. Withdrawing Accounts	19

About the NAC-AEP E-Services Portal

The National Arts Council-Arts Education Programme (NAC-AEP) E-services portal is a platform for arts companies, collectives, individual programme providers and instructors to submit applications, manage their programme and instructors' information for NAC-AEP. This user guide outlines the account creation and maintenance processes for programme providers.

For assistance on managing account and submitting change requests, refer to the [NAC-AEP 2019-2022 User Guide for Change Requests](#).

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:

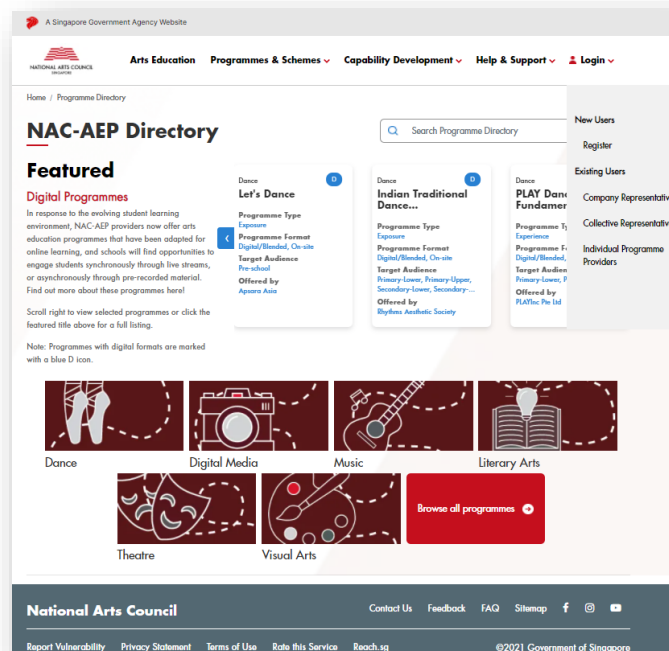
- Registered Company Representative (UEN registered groups)
- Collective Representative (Non-UEN groups)
- Individual

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)	i. You are joining a Registered Company with an existing NAC-AEP Account. ii. You are registering your Company with NAC for the first time.
Collective Representative	i. You have received approval from your Collective's Admin User to create an account linked to the Collective. ii. You are registering your Collective for the first time.
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'.

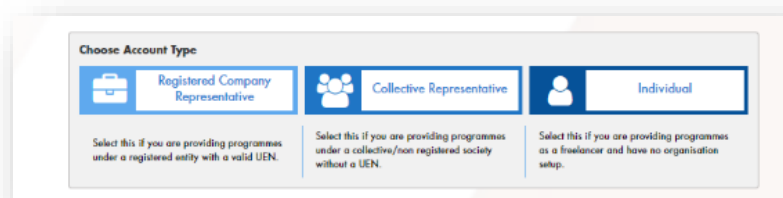


- b. Select the relevant account type that you would like to register for.

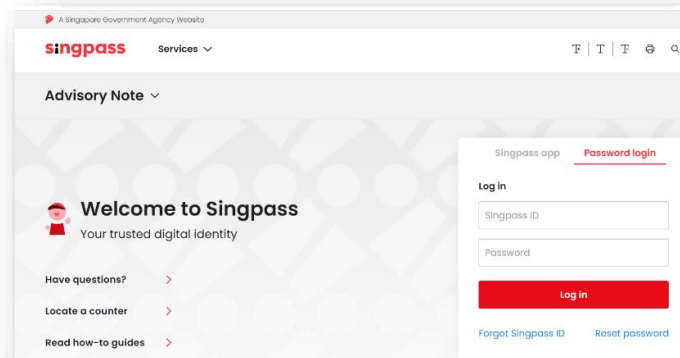
In addition to Account types, take note of the following User Types applicable to Collectives and Companies:

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.

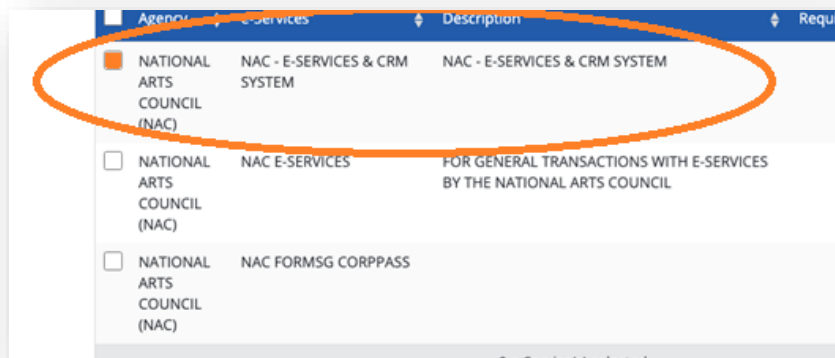


- d. You will be directed to login via Singpass. Key in your Singpass credentials and OTP for verification.



The image shows the Singpass login page. At the top, there is a header with the Singpass logo and a 'Services' dropdown menu. Below the header, there is an 'Advisory Note' section. The main content area features a 'Welcome to Singpass' message with the tagline 'Your trusted digital identity'. To the right of the welcome message, there is a 'Log in' section with two tabs: 'Singpass app' and 'Password login'. The 'Password login' tab is active, showing input fields for 'Singpass ID' and 'Password', a red 'Log in' button, and links for 'Forgot Singpass ID' and 'Reset password'.

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.



The image shows a table with three columns: 'Agency', 'E-Services', and 'Description'. The first row is highlighted with an orange oval. The table contains the following data:

Agency	E-Services	Description
NATIONAL ARTS COUNCIL (NAC)	NAC - E-SERVICES & CRM SYSTEM	NAC - E-SERVICES & CRM SYSTEM
NATIONAL ARTS COUNCIL (NAC)	NAC E-SERVICES	FOR GENERAL TRANSACTIONS WITH E-SERVICES BY THE NATIONAL ARTS COUNCIL
NATIONAL ARTS COUNCIL (NAC)	NAC FORMSG CORPPASS	

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

A Singapore Government Agency Website

Welcome

1. You are currently registering as an Individual Program Provider.
2. A Programme Provider account is used to submit and manage applications/ programmes under the NAC-AEP.
3. User account registration will take approximately 5 minutes.
4. Please read and acknowledge the Confidentiality agreement below to proceed with the registration process.

For additional details, read more on [eligibility](#) and [assessment criteria](#)


Confidentiality and Privacy of Personal Information

You will be required to provide some personal data in the registration process. When you register for a user account, you agree and understand that:

- NAC may use the information you have provided to contact you as an administrator with regards to information and announcements related to NAC-AEP.
- NAC may use the information you have provided to contact you with information on other arts education related and training related matters and any other purposes deemed fit and lawful.
- Your contact details, photos and logos will be posted on the directory as public information for vendors.
- Proprietary information, including but not limited to assets, lesson plans provided to us will only be used for assessment and will not be shared publicly.
- NAC staff with access to the information you provide are required to observe our confidentiality obligations as per outlined in the Government Of Singapore Privacy Statement.

☐ I have read the Confidentiality and Privacy of Personal Information clause above and accept the above-mentioned.

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 account.
- 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 menu)

Name*: [Text Field]

Alias: [Text Field]

NRIC*: S0000001A

Personal Contact Number*: +65 [Text Field]

[Add another contact](#)

Personal Email*: [Text Field]

[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

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.

The screenshot shows the 'Select UEN/Entity ID' page on the Corppass portal. The page header includes the 'corppass' logo and the Singapore Government logo. The main content area displays a grid of six buttons, each representing a different company or entity. The first five buttons are active and show the UEN and company name. The sixth button, for 'C20001180H BIGDAY (Unauthorised)', is greyed out. A note at the bottom states: 'Note: You cannot select Corppass accounts that are suspended, or unauthorised. Please contact your Corppass administrator.'

UEN/Entity ID	Company Name
20190147A	ACCENTURE 147
20190167A	ACCENTURE 167
180024441H	Company 180024441H Pte Ltd
180045358R	Company 180045358R Pte Ltd
T15LP0011L	EW REAL ESTATE FUND LP
C20001180H	BIGDAY (Unauthorised)

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.

The screenshot shows a table of agencies in the Corppass Administrator site. The table has four columns: Agency, E-Services, Description, and Required. The first row, 'NATIONAL ARTS COUNCIL (NAC)' with 'NAC - E-SERVICES & CRM SYSTEM', is highlighted with an orange oval.

Agency	E-Services	Description	Required
<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		

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.

Collective Information

Name of Collective*

A list of Collectives would appear once you start typing in the 'Name of Collective' field.

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

NOTE Contact the NAC Education Unit at 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'.

Collective Information

Name of Collective*

Test Collective 008

Address*

Unit Number

Street Name

Singapore

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

The current Collective ID has already been registered.

Name of Collective : Test Collective 008

Registered Address : 08 Test Location Singapore 000008

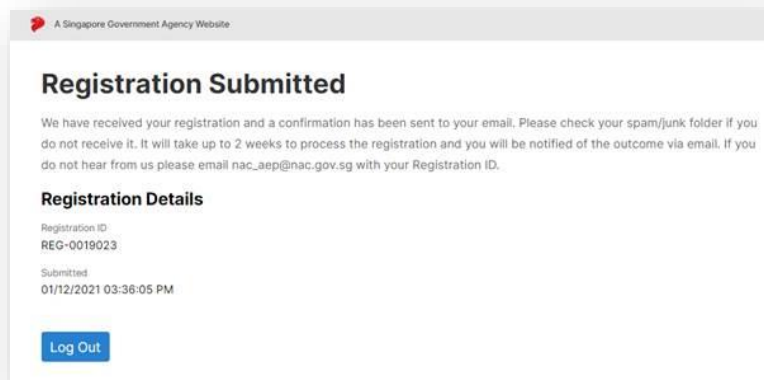
Representative Name : Test Collective 008

Would you like to join this collective instead?

Yes No

- 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: Testemail01@test.com

Add another email

Local Address: 01

Test Location: Singapore 000001

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

Retrieve Details from MyInfo

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

[Retrieve with MyInfo](#)

[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 with your Registration ID.

Registration Details

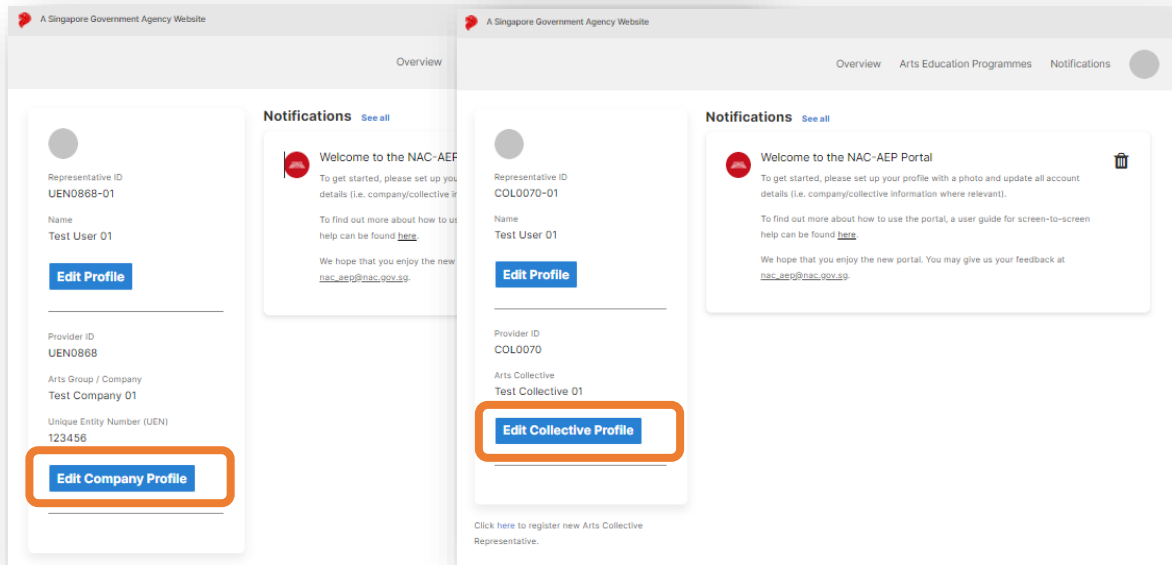
Registration ID
REG-0044662

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

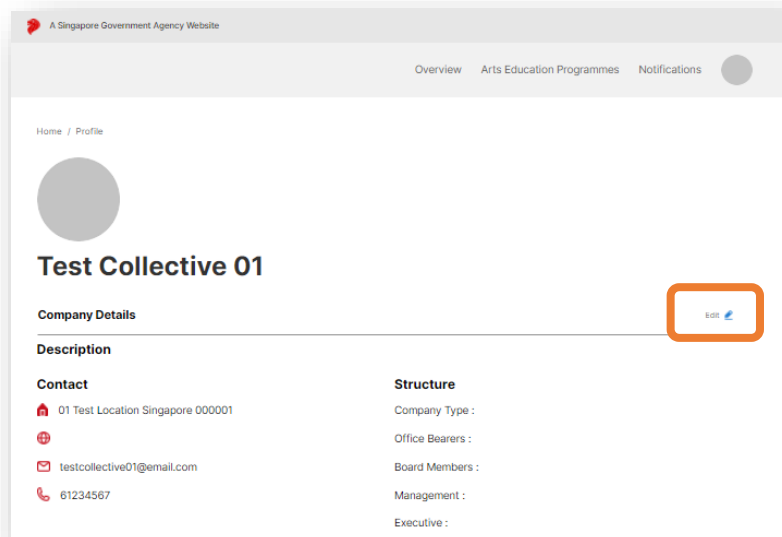
[Log Out](#)

5. Updating your Account: Registered Company / Collective Representatives

- a. Registered Company Representatives and Collective Representatives can edit Company/Collective profiles by clicking on the 'Edit Company/Collective' button.
- b. You can update your Company/Collective particulars including registered address, contact number and email address, and provide details on your organisation.



- c. To edit Company/Collective Details, click the 'Edit' icon



- d. Update your Company/Collective details accurately – this includes fields like “Company Type”, “Management” etc.
- e. Fields such as “Description” and “Website” are useful information that will be displayed on the NAC-AEP Directory if you have approved programmes.
- f. 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: COL00790

Name: Test Collective 01

Description (+)

Contact

Block / House Number*: 01

Unit Number:

Street Name*: Test Location

Postal Code*: Singapore 000001

Website:

Email*: testcollective01@email.com
[Add another email](#)

Contact Number*: 01234567

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.

- g. 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 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

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.

Test Company 01

Contact

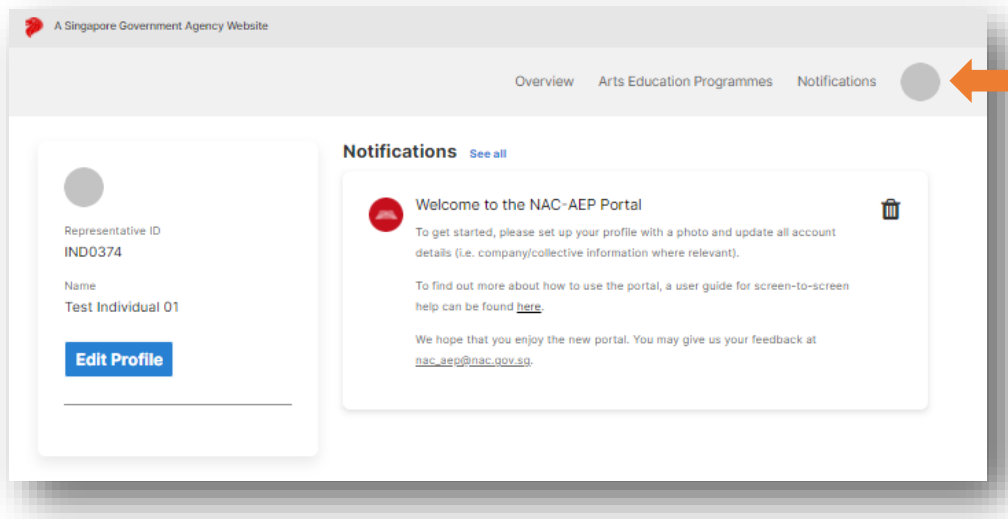
Test Name
6123 4567
Testemail01@test.com
[Visit provider page](#)

This programme has not been reviewed

[Share A Review](#)

6. Updating your Account: Individual Users

- 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.

A screenshot of the 'Edit Profile' form. On the left, there is a 'Photograph' section with a circular placeholder and a blue '+' button, indicated by an orange arrow. Below it, text specifies supported formats (png, jpg, jpeg), maximum file size (200 KB), and minimum dimensions (128x128). The main form contains several input fields: 'Representative ID' (pre-filled with IND0374), 'Name' (pre-filled with Test Individual 01), 'Alias (optional)', 'NRIC' (pre-filled with XXXXX3456), 'Account ID' (pre-filled with A0038694), 'Email' (pre-filled with Testemail01@test.com), 'Secondary Email' (highlighted with an orange box), 'Contact Number' (pre-filled with 91230001), and 'Secondary Contact Number' (highlighted with an orange box). A blue 'Save and Exit' button is at the bottom.

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

- c. Enter your alias in the "Alias" field if you would like to display your alias over your registered name in NAC-AEP Directory.

- d. Your Company/Collective details 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

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.

Test Company 01

Contact

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

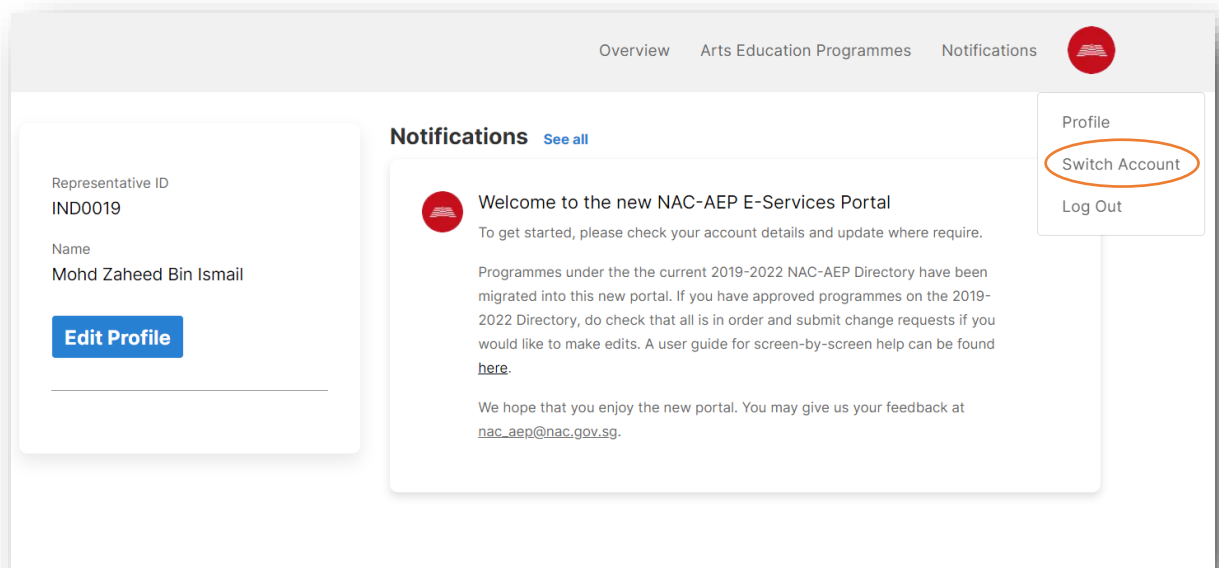
This programme has not been reviewed

[Share A Review](#)

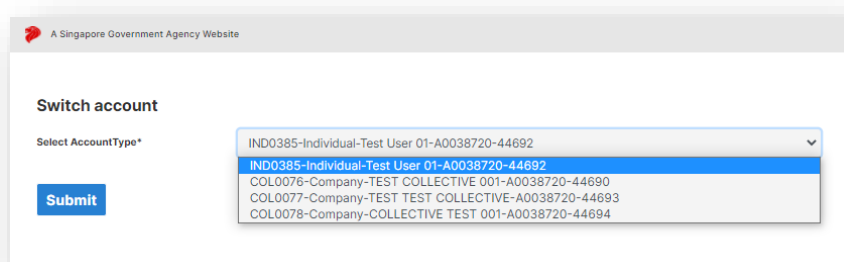
7. Managing Multiple Accounts

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.



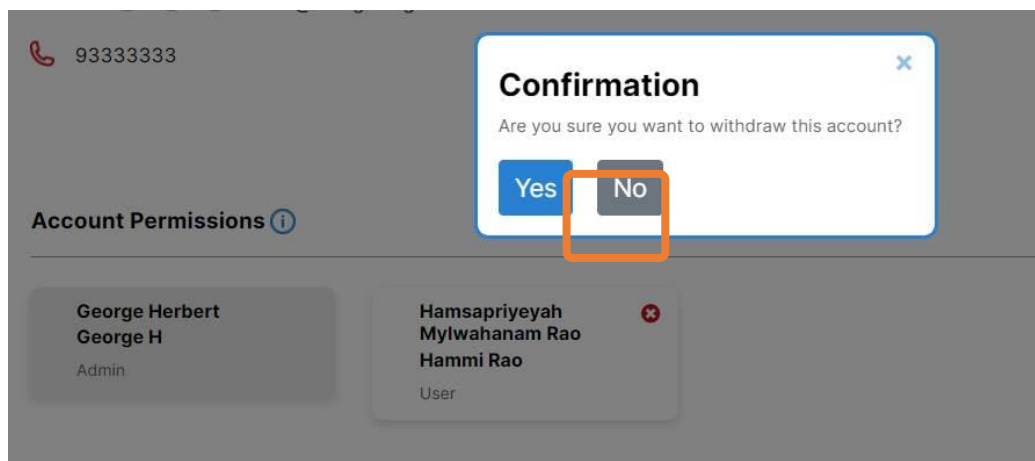
8. Withdrawing Accounts

If you need to withdraw an account from your company/collective profile, please follow these steps.

- a. Head to your profile page, under the Account Permissions section, click on the 'delete' icon located on the top right-hand corner of representative profile tile.



- b. Click 'Yes' on the confirmation box to withdraw that account.



NOTE If you are an Admin and wish to completely deactivate the account, you may contact the NAC Education Unit at nac_aep@nac.gov.sg, and we will deactivate the account for you.

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, please provide screenshots where relevant.