

# NAC-AEP E-Services Portal

User Guide for Account Registration and Maintenance



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## 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:

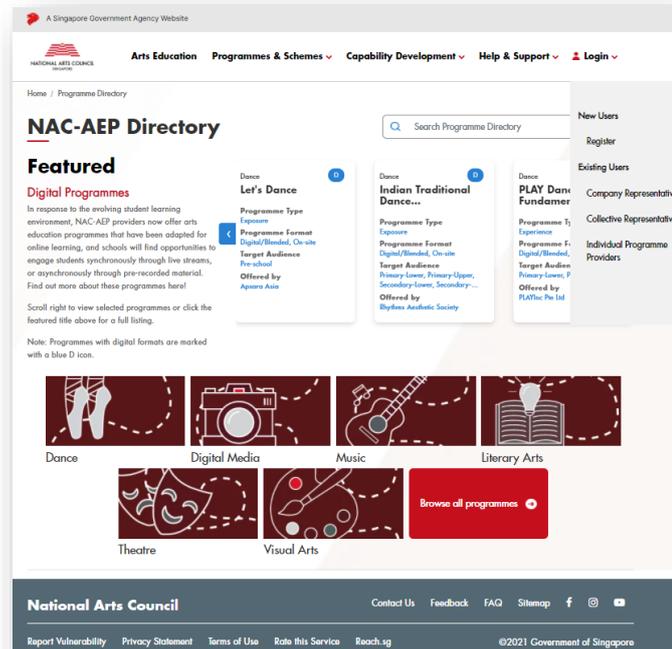
- Registered Company Representative (UEN registered groups)
- Collective Representative (Non-UEN groups)
- Individual

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'.

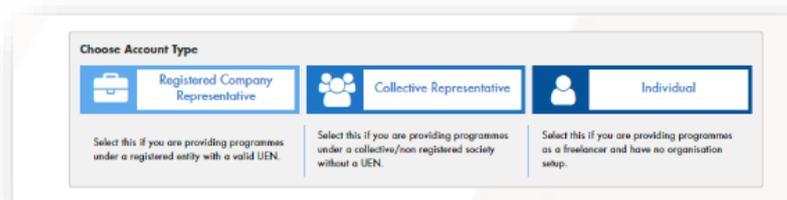


- b. Select the relevant account type that you would like to register for.

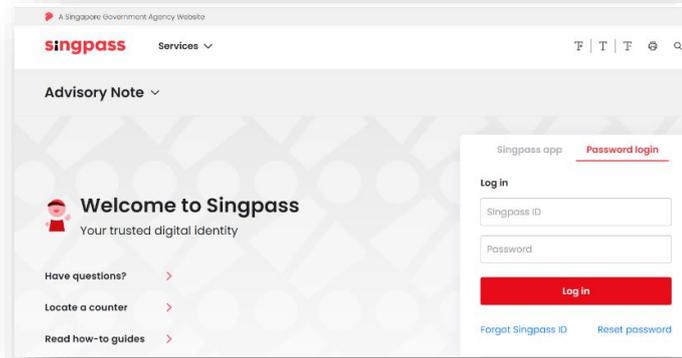
In addition to Account types, take note of the following User Types applicable to Collectives and Companies:

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.



**\*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.

A screenshot of a table listing services from the National Arts Council (NAC). The table has columns for 'Agency', 'E-Services', and 'Description'. The first row is highlighted with an orange oval. The table content is as follows:

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.

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### 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.

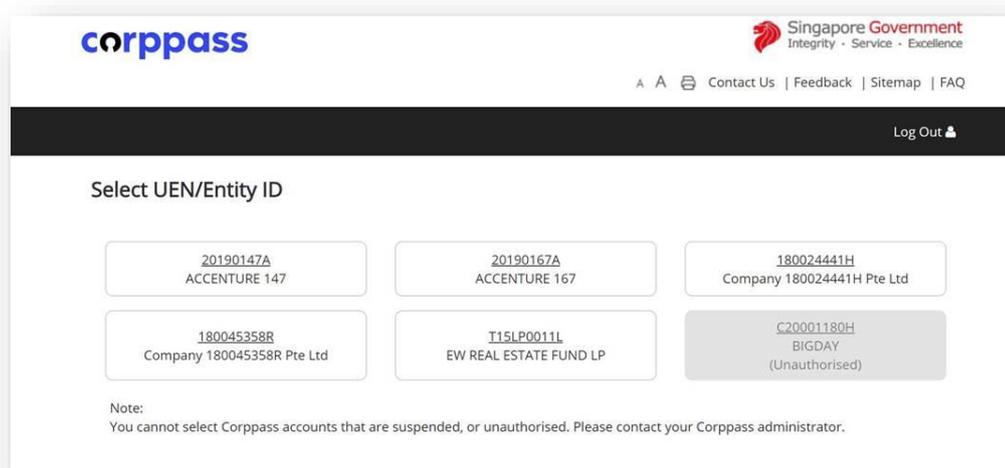
[Submit](#)

- d. Click 'Submit'.

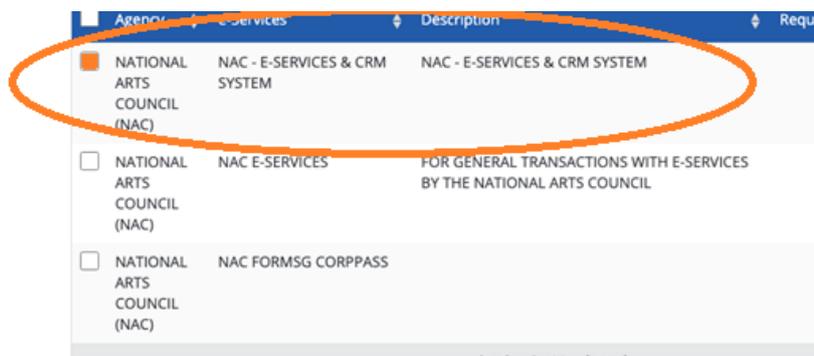
- e. Once complete, your account will be auto-approved and you will re-directed to your Provider Dashboard.

**\*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.



**\*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.



### 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\*

COL0123456

Personal Contact Number\*

+65

[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](#)

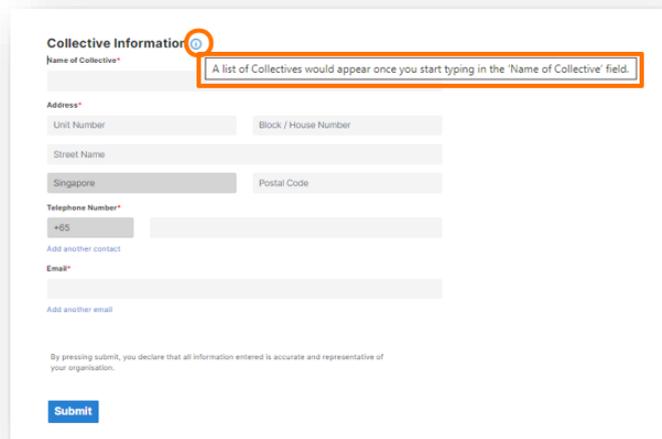
Email\*

[Add another email](#)

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

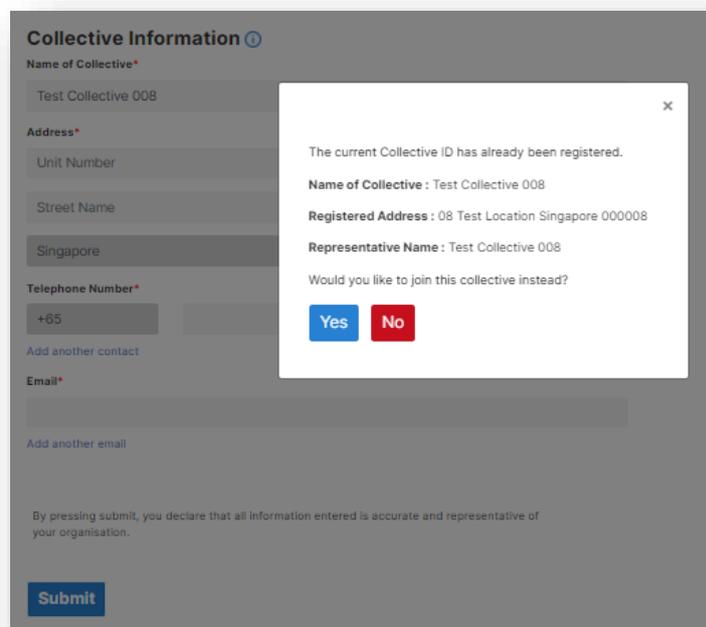
[Submit](#)

- 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.



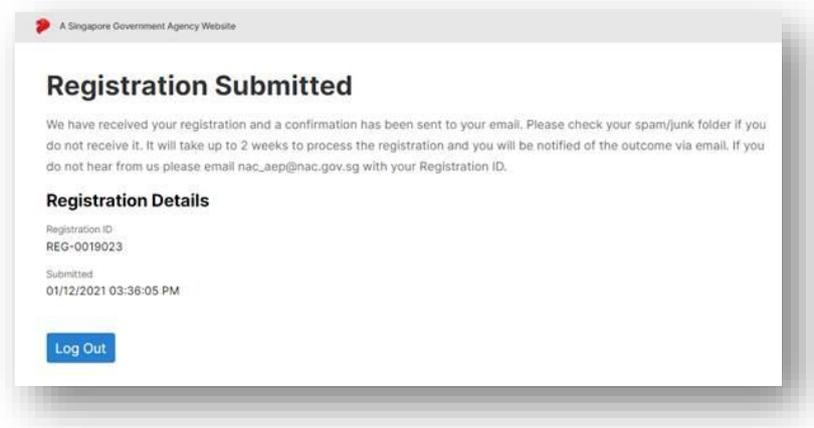
**\*NOTE\*** Contact the NAC Education Unit at [nac\\_aep@nac.gov.sg](mailto:nac_aep@nac.gov.sg) if you have checked that your Collective has been registered but cannot find it listed.

- 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'.

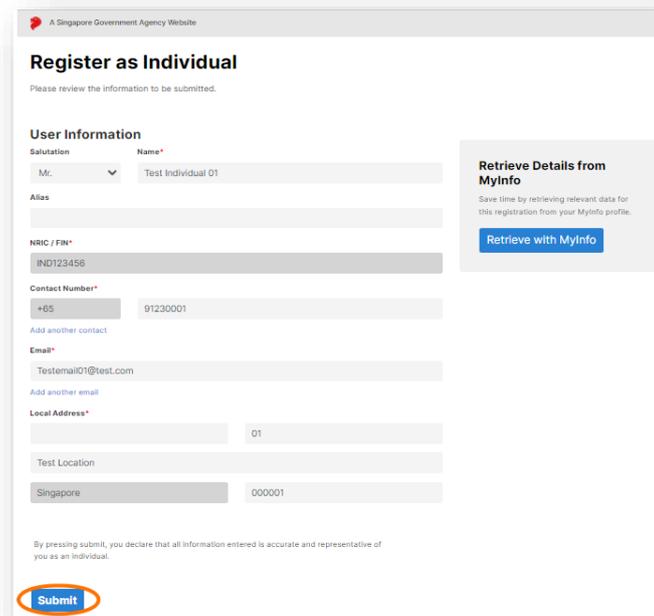
- f. Once complete, you will see an Acknowledgement. Click on 'Log Out' to return to the Registration page.



**\*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'.



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### Register as Individual

Please review the information to be submitted.

**User Information**

Salutation: Mr. Name: Test Individual 01

Alias: [Empty field]

NRIC / FIN: IND123456

Contact Number: +65 91230001

Add another contact

Email: Test@email01@test.com

Add another email

Local Address: [Empty field] 01

Test Location

Singapore 000001

Retrieve Details from MyInfo

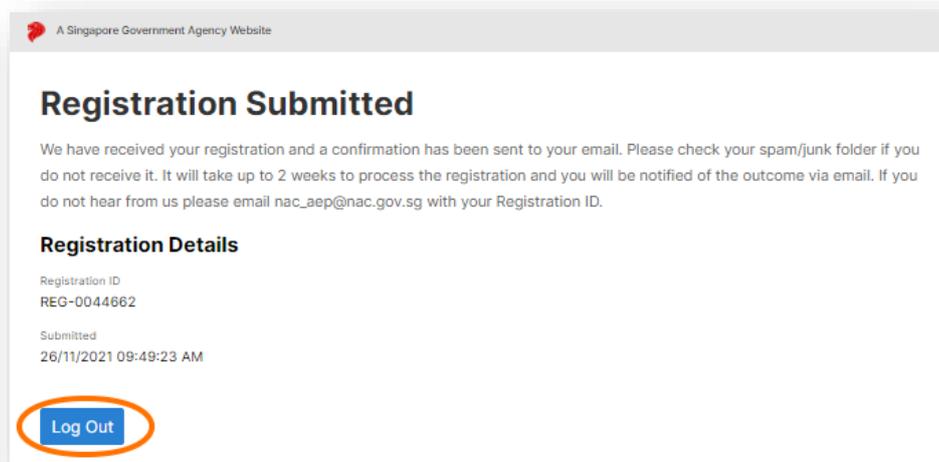
Save time by retrieving relevant data for this registration from your MyInfo profile.

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.



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## 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**

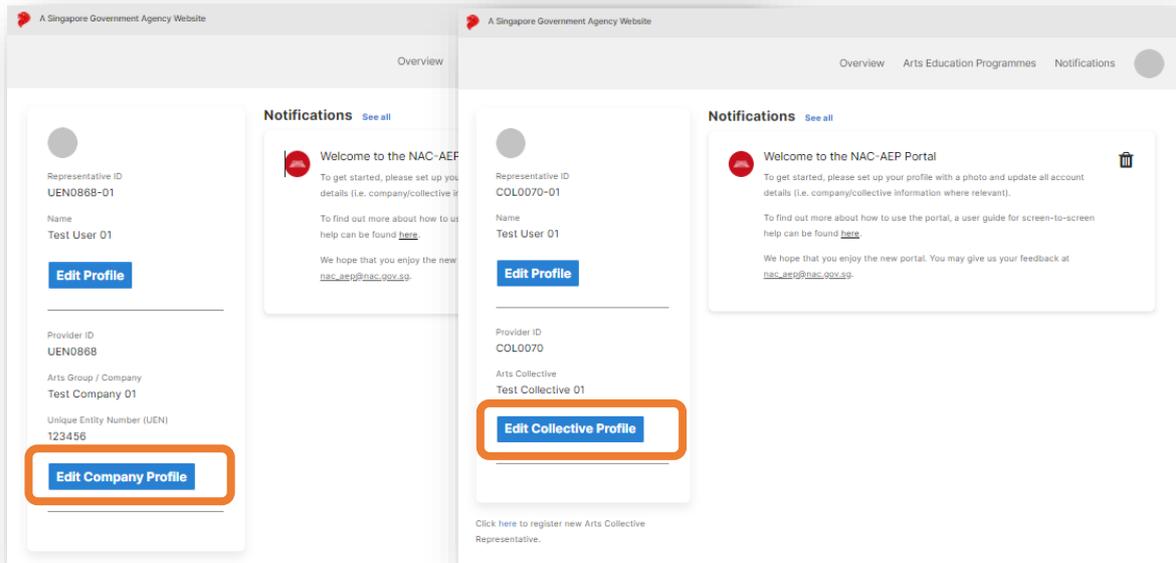
Registration ID  
REG-0044662

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

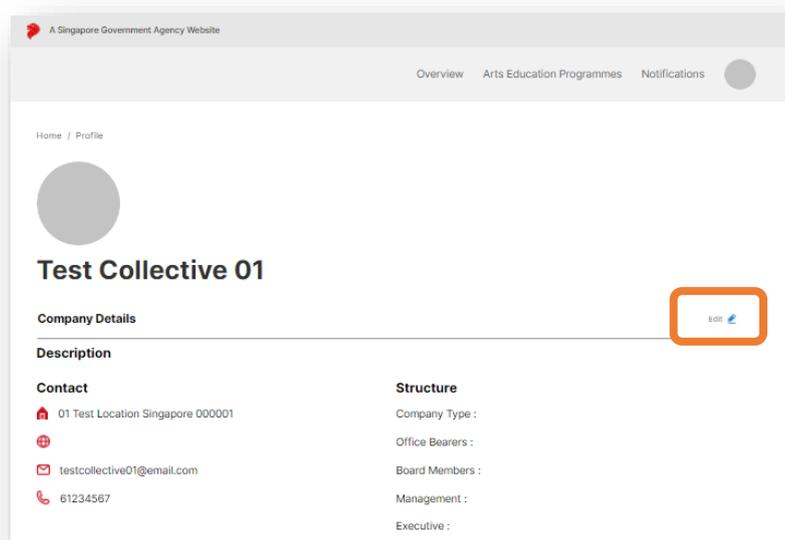
Log Out

## 5. 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.

The screenshot shows the 'Edit Collective Details' form. At the top left, there is a 'Company Logo' section with a plus sign icon and a red arrow pointing to it. Below this, it lists supported formats (png, jpg, jpeg) and file size/size constraints. The main form fields are:

- Provider ID: CCL0070
- Name: Test Collective 01
- Description: (highlighted with a red box)
- 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)
- Structure: Company Type, Office Bearers, Board Members, Management, Executive

A 'Save and Exit' button is located at the bottom of the form.

**\*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 <b>AEPXXXXX09</b>	Art Form <b>Music</b>	Programme Type <b>Experience</b>
Duration per Session <b>2 hours</b>	Language <b>English</b>	Class Size <b>40</b>
No. of Sessions <b>8</b>	Instructors per Session <b>1</b>	Duration Per Session <b>\$500</b>
Programme Format <b>On-site</b>	Target Audience <b>Primary-Lower, Primary-Upper, Secondary-Lower, Secondary-Upper, JC/CI, ITE</b>	Venue <b>School Music Room</b>

### 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

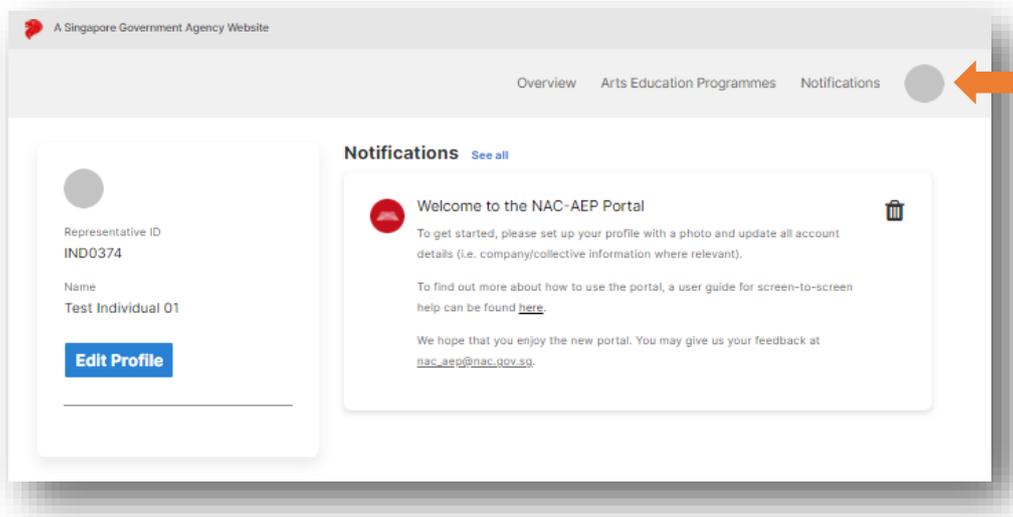
Test Name  
6123 4567  
Testemail01@test.com  
[▶ Visit provider page](#)

This programme has not been reviewed

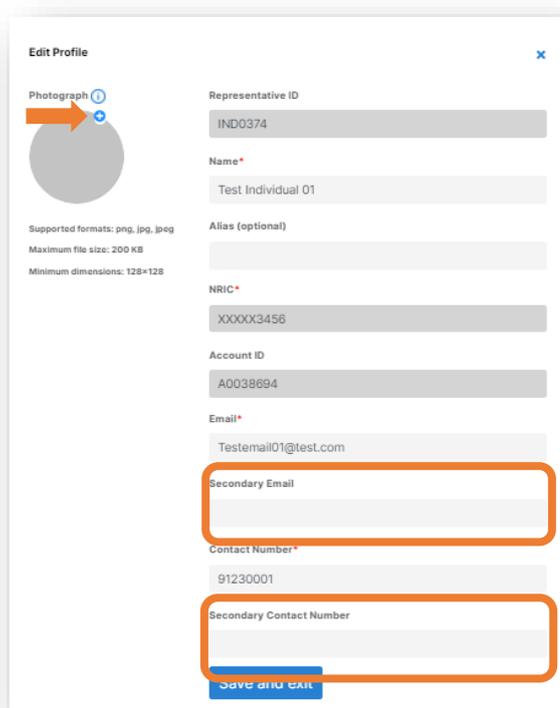
[Share A Review](#)

## 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. 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, highlighted with an orange arrow. Below it, there are instructions: 'Supported formats: png, jpg, jpeg', 'Maximum file size: 200 KB', and 'Minimum dimensions: 128x128'. 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, there is a blue 'Save and Exit' button.

**\*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](#)

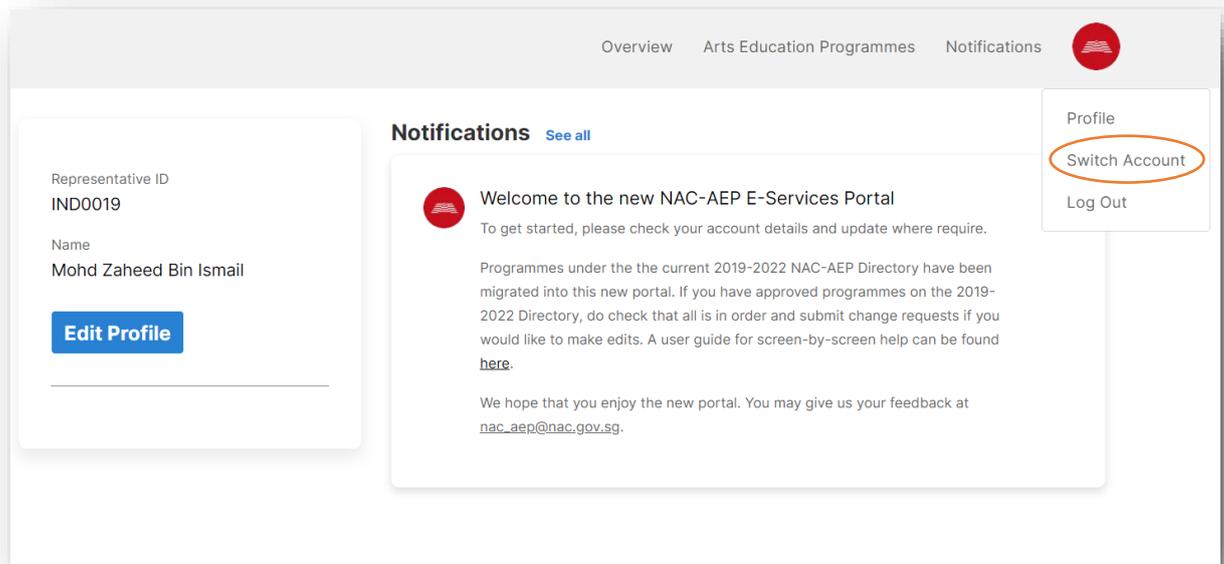
This programme has not been reviewed

[Share A Review](#)

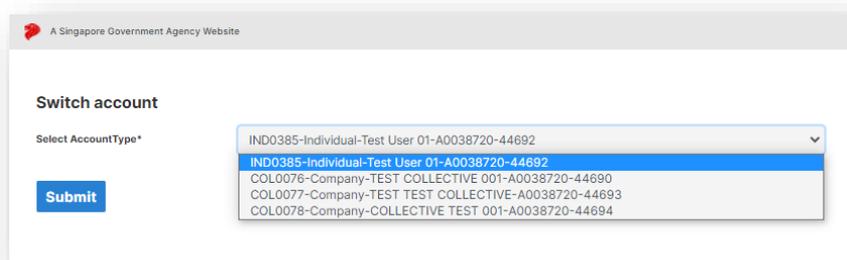
## 7. Managing Multiple Accounts

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.



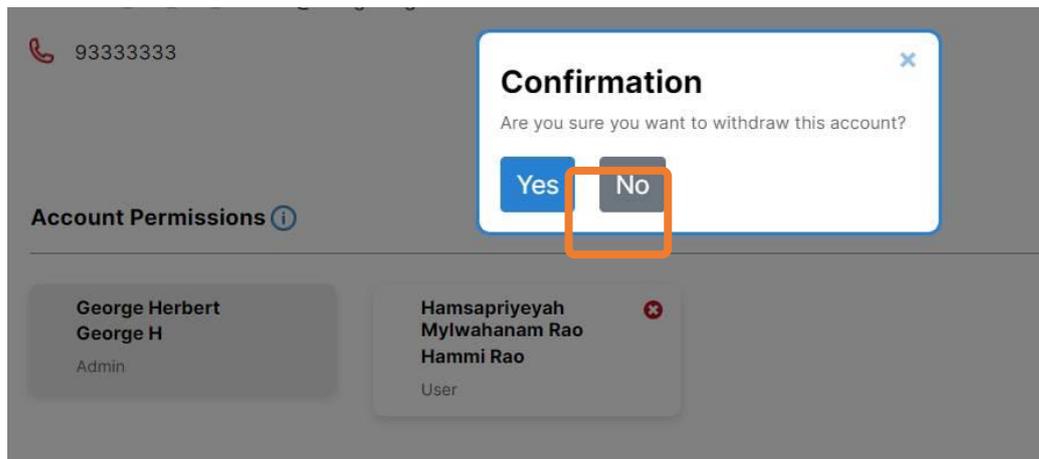
## 8. Withdrawing Accounts

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](mailto: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](mailto:nac_aep@nac.gov.sg). To help us better understand your issue, please provide screenshots where relevant.