This User Guide outlines the steps for various processes within SkillsFuture Credit Portal.
Table of Contents

1 LOGIN ............................................................................................................................... 1
2 VIEW MY ACCOUNT SUMMARY .................................................................................... 2
3 SUBMIT A CLAIM ............................................................................................................. 3
   3.1 Submitting a Claim for Courses offered by local Training Providers ...................... 3
   3.2 Submitting a Claim for Overseas Massive Open Online Courses (MOOC) .......... 9
4 MANAGE CLAIMS ............................................................................................................ 14
   4.1 Filter Claims ............................................................................................................. 14
   4.2 View Claim Applications ......................................................................................... 15
   4.3 View Credit Transaction History ............................................................................ 16
   4.4 Cancel Claim ............................................................................................................ 16
1. **LOGIN**

   1. To login to the site, click the “LOGIN” button.

   2. Enter your SingPass ID and Password in the fields provided and click the “Login” button.

      If you encounter any difficulties, please contact the SingPass Helpdesk at +65 6643 0555 or refer to the SingPass website at [https://www.singpass.gov.sg](https://www.singpass.gov.sg).

   3. After successfully logging in, your SkillsFuture Credit Account Summary page is displayed.
2  **VIEW MY ACCOUNT SUMMARY**

You can view your SkillsFuture Credit Account Summary after logging in.

1. You can view a summary of your SkillsFuture Credit account:
   - **Available Credit** – the amount of SkillsFuture Credit that you have available to claim for courses.
   - **Open Claims** – the amount of SkillsFuture Credit that you have applied to claim. This credit is pending approval or payment.

   To learn more about submitting a Claim, go to the [Submit a Claim](#) section.

2. Scroll down to view your Claim Applications.
   This section displays a list of your recent submitted claims.
   - **Date of Application** – the submission date of your claim application.
   - **Claim ID** – the claim reference number. Quote this number if you need to contact SSG regarding this claim.
   - **Course Title** – the name of the course you registered for.
   - **Claim Amount** – the amount of credit you are claiming for.
   - **Pay To** – the recipient of the payment amount
   - **Status** – the current status of the claim.
   - **Action** – refers to the action that can be performed for each claim.

   To view more claims, click on “View all claims applications”.
3 SUBMIT A CLAIM
You can submit claims for courses offered by local Training Providers or overseas Massive Open Online Courses (MOOC), such as Udemy and Coursera.

3.1 Submitting a Claim for Courses offered by local Training Providers

1. On your SkillsFuture Credit Account Summary page, click the “Submit a Claim” button.

2. If this is your first time submitting a claim, you will need to ensure that your Contact, Education and Employment information are provided and up-to-date.

   Click the “Proceed” button to go to the “Profile” section and provide or update this information.
3. Your Profile page is displayed. Contact, Education and Employment information are required before you can proceed to Submit a Claim.

* If this is not your first time submitting a claim, you may want to ensure that your details are updated before submission.

Upon completion of information, click the “Save My Profile” button to return to the SkillsFuture Credit section.

4. The “Submit a Claim” page is displayed.

5. **Step 1: Select your Course**

   Click on “Select a Course” to enter course details.
6. Enter Course Details and click “Search”.

**Course Start Date** – refers to the actual date that course will begin.

**Course Title** – refers to the name of the course.

**Training Provider** – refers to the name of the training organisation.

7. A list of search results is displayed.

Select a course then click “Done” to proceed.

8. You will be able to view details of the course selected.
9. **Step 2: Enter your Payment Details**

Enter your payment details for Claim Application:

**Fees Payable by you (including GST)** – the total course fees that you have to pay, excluding subsidies or grants.

**Amount of Credit to Claim** – the amount of SkillsFuture Credit to be claimed.

For “Pay To”, the claim amount will be disbursed directly to the Training Provider.

**Supporting Documents** – any supporting documents submitted.

10. To upload Supporting Documents, click “Choose File”, which opens your computer file browser which you can use to select a file from your computer. Choose your file and click “Open”.

PDF, Microsoft Word, Microsoft Excel, and Image files (tif, jpg, png) are accepted. ZIP files are not accepted. The maximum number of attachments is 10. Each file must be below 5MB in size.
When your Supporting Document has been uploaded, the file name will appear below the Upload field. You can delete the file by clicking the “x” icon.

11. Declaration

Please read the SkillsFuture Credit Terms and Conditions by clicking the SKILLSFUTURE CREDIT TERMS AND CONDITIONS link.

Accept the SkillsFuture Credit Terms and Conditions by clicking the checkbox.

Then, click “Submit” to submit your claim.

An email/SMS notification will be sent to you 3 days before the Course Start Date.

This is to remind you that a claim has been submitted against this course. If there is a change in course registration, please cancel the claim and submit a new claim (if required).

12. A Disclaimer dialog box is displayed. Please ensure you have read the notice and declaration. Click the “Agree” button to proceed.
13. The confirmation page is displayed, with the following details:

- **Claim ID** – the claim reference number. Quote this number if you need to contact SSG regarding this claim.
- **Claim Amount** – the amount of credit that you are claiming in this application.
- **Date Submitted** – the date of claim submission.

*Most claims will be approved within a day.*

*If a claim is rejected, an email/SMS notification will be sent to you.*

14. On the SkillsFuture Credit Account Summary page, you will now be able to see that your “Available Credit” and “Open Claims” have been updated. The course that you have submitted a claim for also appears in the Claim Applications list.
3.2 Submitting a Claim for Overseas Massive Open Online Courses (MOOC)

1. The “Submit a Claim” page is displayed.

2. **Step 1: Select your Course**
   Click on “Select a Course” to enter course details.

3. Enter Course Details and click “Search”.
   **Course Start Date** – refers to the actual date that course will begin.
   **Course Title** – refers to the name of the course.
   **Training Provider** – refers to the name of the training organisation.
4. A list of search results is displayed.
   When you have identified the Massive Open Online Course (MOOC) you want to claim for, select it then click “Done” to proceed.

5. You will be able to view details of the course selected.

6. **Step 2: Enter your Payment Details**
   Enter your payment details for Claim Application:

   **Fees Payable by you (including GST)** – the total course fees that you have to pay, excluding subsidies or grants.

   **Amount of Credit to Claim** – the amount of SkillsFuture Credit to be claimed.

   For “Pay To”, the claim amount will be disbursed directly to your verified bank account.

   **Supporting Documents** – any supporting documents submitted.
7. If you have not previously provided your bank account details in your Profile, you will be required to do so here. Please note that your bank account will need to be verified before it can be used for the current and future applications.

8. To upload Supporting Documents, click “Choose File”, which opens your computer file browser which you can use to select a file from your computer. Choose your file and click “Open”. PDF, Microsoft Word, Microsoft Excel, and Image files (.tif, .jpg, .png) are accepted. ZIP files are not accepted. The maximum number of attachments is 10. Each file must be below 5MB in size.
When your Supporting Document has been uploaded, the file name will appear below the Upload field. You can delete the file by clicking the “x” icon.

9. Declaration

Please read the SkillsFuture Credit Terms and Conditions by clicking the SKILLSFUTURE CREDIT TERMS AND CONDITIONS link.

Accept the SkillsFuture Credit Terms and Conditions by clicking the first checkbox.

Next, acknowledge that you have verified your bank account by clicking the second checkbox.

Then, click “Submit” to submit your claim.

10. A Disclaimer dialog box is displayed. Please ensure you have read the notice and declaration. Click the “Agree” button to proceed.
11. The confirmation page is displayed, with the following details:

- **Claim ID** – the claim reference number. Quote this number if you need to contact SSG regarding this claim.
- **Claim Amount** – the amount of credit that you are claiming in this application.
- **Date Submitted** – the date of claim submission.

*Most claims will be approved within a day.*

*If a claim is rejected, an email/ SMS notification will be sent to you.*

12. On the SkillsFuture Credit Account Summary page, you will now be able to see that your “Available Credit” and “Open Claims” have been updated. The course that you have submitted a claim for also appears in the Claim Applications list.
4 MANAGE CLAIMS

You can filter your claims, view claim applications and credit transaction history, or cancel claims.

4.1 Filter Claims

1. Click on the “Claim Applications”.

   This section displays a list of your recent submitted claims.

   **Date of Application** – the submission date of your claim application.

   **Claim ID** – the claim reference number. Quote this number if you need to contact SSG regarding this claim.

   **Course Title** – the name of the course you registered for.

   **Claim Amount** – the amount of credit you are claiming for.

   **Pay To** – the recipient of the payment amount

   **Status** – the current status of the claim.

   **Action** – refers to the action that can be performed for each claim.

   To view more claims, click on “View all claim applications”.

2. On the Claim Applications page, you can view your previous claim applications up to the last 7 years. Select your search criteria to filter your claim applications by:

   **Status** – you may refine claims listed using status of claim applications – e.g.: Pending, Approved and Cancelled.

   **Year** – you may refine claims listed based on the year claim applications were submitted.
4.2 View Claim Applications

1. You can click on the ‘Select Action’ drop-down menu to View or Cancel specific claims.

   **View Claim** – allows you to view the details of your claim, such as Course Title, Course Start Date and Claim Amount.

   **Cancel Claim** – allows you to cancel your submitted claim after indicating a reason for cancellation.

   **Upload Supporting Documents** – allows you to upload documents to support the claim.

2. The Claim Details for your selected claim are displayed.

   **Course Title** – the name of the course.

   **Training Provider** – the name of the training organisation.

   **Course Start Date** – the date on which the course begins.

   **Total Course Fee (including GST)** – the total course fee you need to pay the training provider, after deducting any subsidies or grants you have obtained for the course. This includes GST.

   **Amount of Credit to Claim** – the amount of SkillsFuture Credit to be claimed.

   **Pay To** – the recipient of the payment amount.

   **Supporting Documents** – any supporting documents submitted.
4.3 View Credit Transaction History

1. Click on the ‘Credit Transaction History’ tab.

The Credit Transaction History tab allows you to view all credit added and used.

**Date** – refers to the date of transaction.

**Transaction** – refers to the transaction type such as ‘Credit Used’, ‘Credit Refunded’ or ‘Top-Up’ within your account.

**Credit Added** – refers to the amount of credit added to your account.

**Credit Used** – refers to the amount of credit used and deducted from your account.

To view more credit transactions, click on ‘View All Credit Transactions’.

2. **Filter Credit Transactions**

On the Credit Transaction History page, you can view your previous credit transactions up to the last 7 years. Select your search criteria to filter your credit transactions by:

**Transaction Type** – transactions based on 3 types – ‘Credit Used’, ‘Credit Refunded’ or ‘Top-Up’ within your account.

**Year** – the year transaction occurred.

4.4 Cancel Claim

1. Your SkillsFuture Credit Account Summary page is displayed. In the Claim Applications section, identify the claim you wish to cancel and click the corresponding “Cancel Claim” icon.

*In the scenario where a claim needs to be cancelled, please*
ensure that the claim is cancelled via the portal before the Course Start Date.

2. The Claim Cancellation page is displayed.
   Click the “v” icon to expand the drop-down list, and select your reason for cancelling your claim.
   Click the “Submit” button.

3. A Cancellation Confirmation page is displayed. It shows the following information about the cancelled claim application:
   - **Claim ID** – the claim reference number. Quote this number if you need to contact SSG regarding this claim.
   - **Claim Amount** – the amount of credit that you claimed in this application.
   - **Date Cancelled** – the date that you cancelled the claim.

   An email / SMS notification will be sent to you when the claim has been cancelled.
4. At your SkillsFuture Credit Account Summary page, the cancelled claim status is updated in the Claim Applications list. The amounts for Available Credits and Open Claims are also adjusted to reflect the cancellation.

5. Click “View Claim” to go to the Claim Application Detail page.

The claim Status as well as your reason for cancellation is displayed.