

FAQ for Login Matters

| | |
|---|----|
| ONLINE STOREFRONT (OSF) PORTAL | 2 |
| A. If you are a Course Participant / Student | 2 |
| First-time Login | 2 |
| Subsequent Login | 5 |
| New Sign-Up | 6 |
| B. If you are a Company Representative registering on behalf of course participant | 8 |
| First-time Login | 8 |
| Subsequent Login | 12 |
| New Sign-Up | 13 |
| STUDENT PORTAL | 15 |
| First-time Login | 15 |
| Subsequent Login | 18 |
| CLIENT PORTAL | 19 |
| First-time Login | 19 |
| Subsequent Login | 23 |
| Update Contact Person | 24 |
| Forgot User Name / Password | 24 |

ONLINE STOREFRONT (OSF) PORTAL

A. If you are a Course Participant / Student

First-time Login

1. Sign In via SingPass <Figure 1>



Figure 1

2. *If your current Profile in OSF has the same NRIC / FIN that you used to login to SingPass*

After successful login to SingPass, System will show that you have linked up to SingPass <Figure 2>, and lead you to the “Course Selection” page <Figure 3>

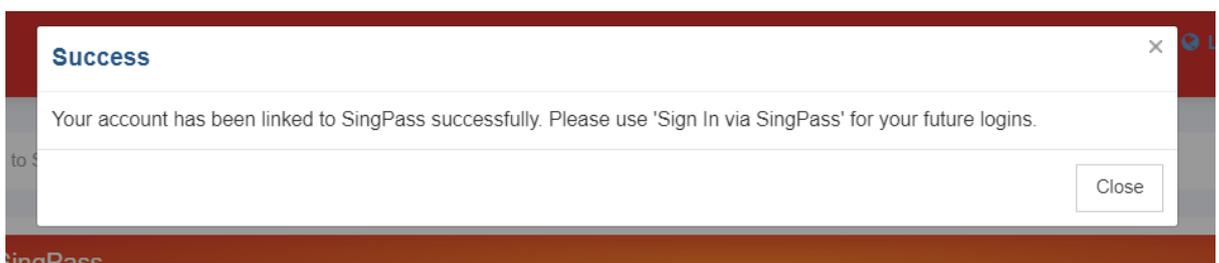


Figure 2

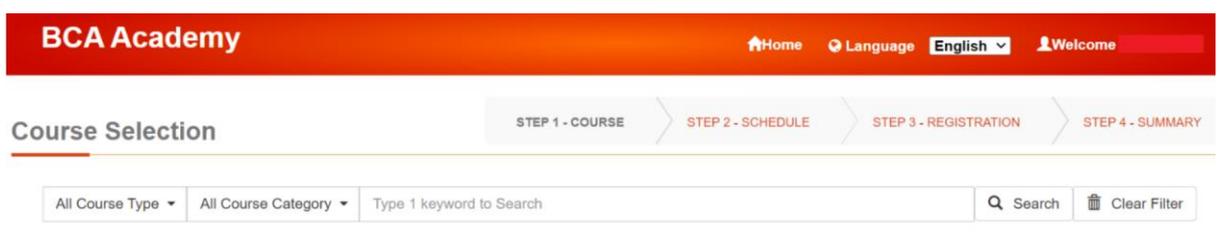


Figure 3

3. *If your current Profile in OSF was not updated to the latest NRIC / FIN that you used to login to SingPass*

3.1 After successful login to SingPass, System will show this message below <Figure 4>.

Information

Sorry, we could not find any account that can match to your SingPass login. Hence we need you to login using your Username and Password to proceed [here](#).

Figure 4

3.2 Click on [here](#) in <Figure 4> to proceed to the “Custom Login” page <Figure 5>, enter the Username and Password that you used to login to OSF before.

Figure 5

3.3 Here are a few scenarios after you click on Sign In button,

- a) You have entered your Username and Password and successfully logged in. System will lead you to the SingPass login page again <Figure 6>

Figure 6

Click on the **Proceed** button.

After successful login to SingPass, System will show that you have linked up to SingPass <Figure 7> and lead you to the “Course Selection” page <Figure 8>



Figure 7

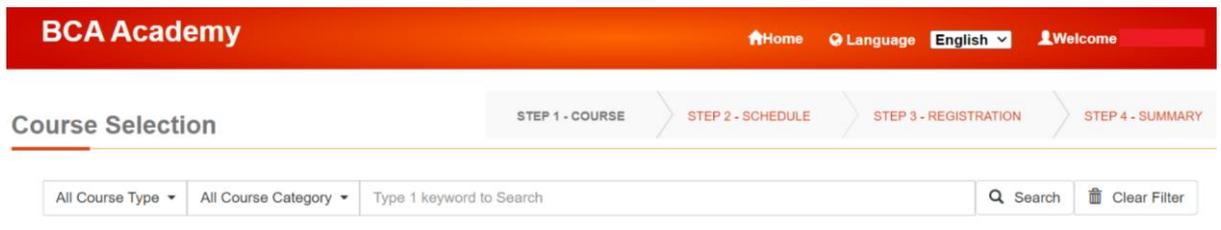


Figure 8

- b) If you have forgotten your Username, Password, refer to the “Forgot Username / Password” section.
- c) If you do not have an OSF account before, please sign up for a new account. Refer to the “New Sign Up” section.
- d) You have entered your Username and Password, but System prompted that your account had been deactivated <Figure 9>. Follow the instruction as per the Alert popup in <Figure 9>

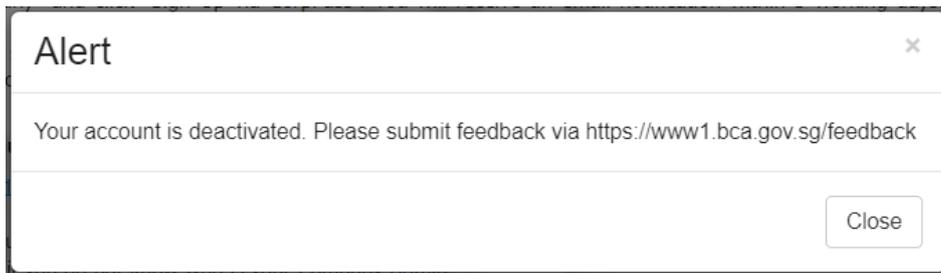


Figure 9

- e) If you have attended courses with BCAA before but never had logged in to the OSF Portal, please seek assistance from BCAA officer by raising a request via <https://www1.bca.gov.sg/feedback/>

Subsequent Login

1. Sign In via SingPass <Figure 10>, system will lead you to the “Course Selection” page <Figure 11>

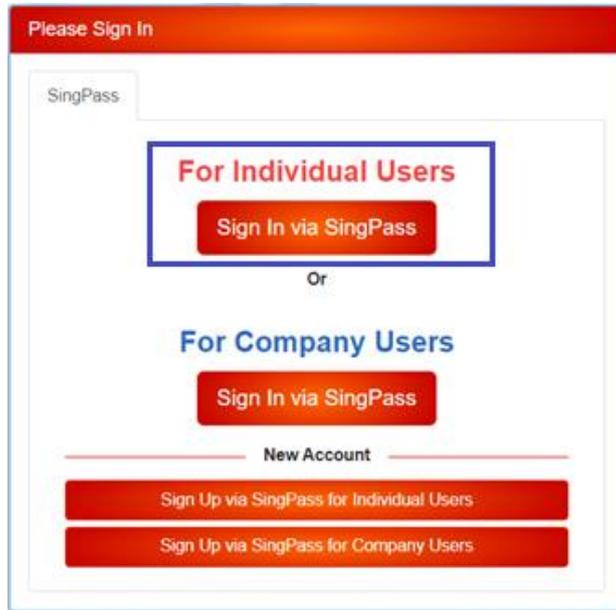


Figure 10

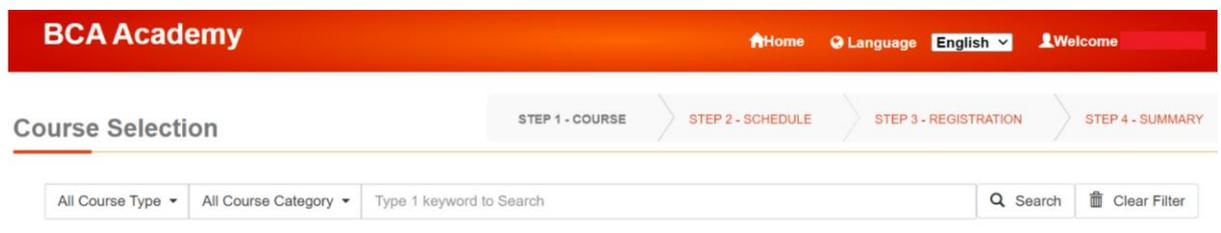


Figure 11

New Sign-Up

1. Under “New Account” section, Sign Up via SingPass for Individual Users <Figure 12>



Figure 12

2. Proceed to the “Sign Up for New Account” page <Figure 13>



Figure 13

3. If you enter an email address which already exist in our system, you will see this prompt. <Figure 14>. Please refer to “First-time Login” section in page 2.

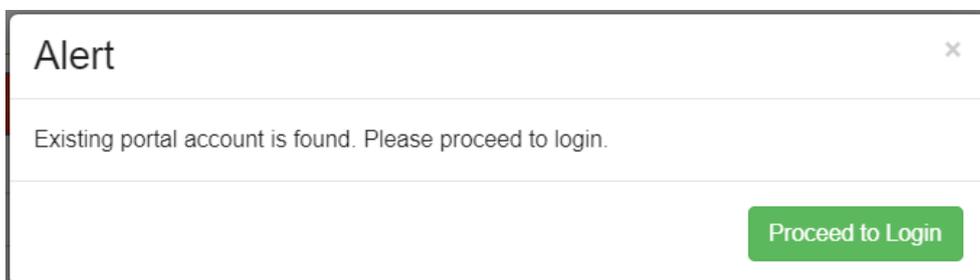


Figure 14

4. If you already have previously successfully logged in to Singpass, system will prompt error <Figure 15>. Please refer to “First-time Login” section in page 2.

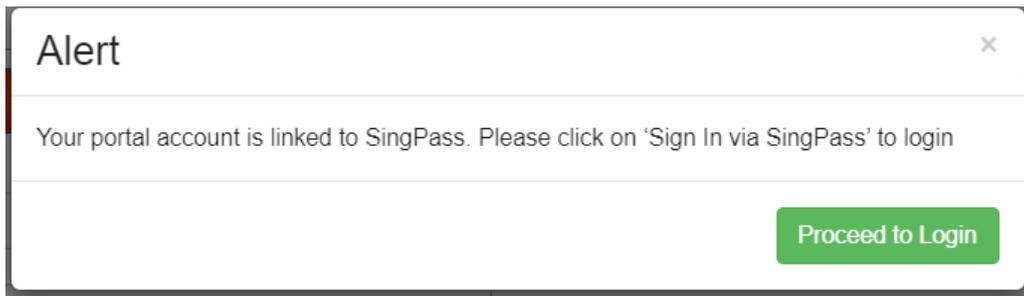


Figure 15

B. If you are Company representative registering on behalf of course participant

First-time Login

1. If your company has an existing profile in OSF, please proceed to sign in under “For Company Users”. <Figure 16>



Figure 16

2. ***If your current Profile in OSF has the same NRIC / FIN that you used to login to SingPass***
After successful login to SingPass, System will show that you have linked up to SingPass <Figure 17>, and lead you to the “Course Selection” page <Figure 18>

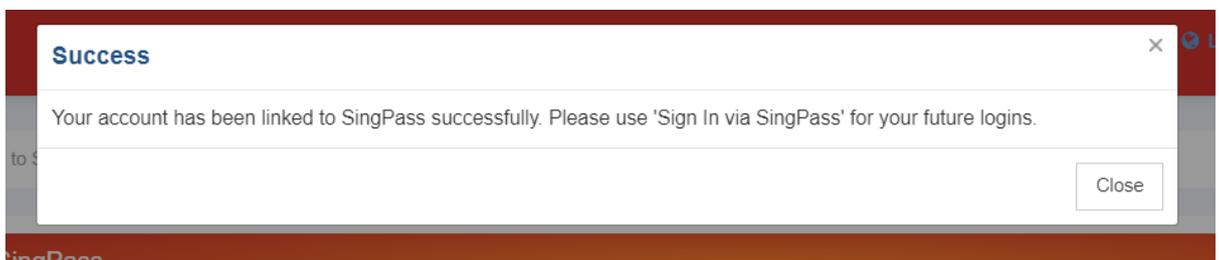


Figure 17

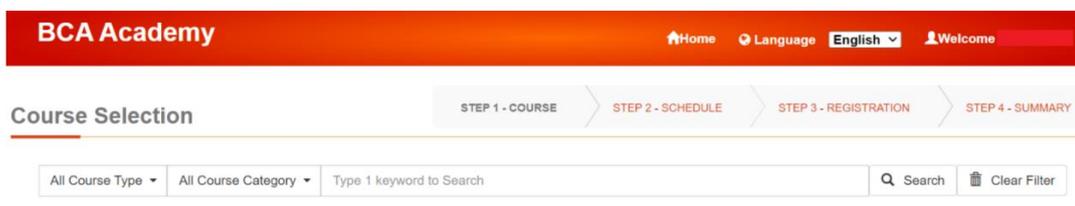


Figure 18

3. ***If your current Profile in OSF was not updated to the latest NRIC / FIN that you used to login to SingPass***

3.1 After successful login to SingPass, System will show this message below <Figure 19>.

Information

Sorry, we could not find any account that can match to your SingPass login. Hence we need you to login using your Username and Password to proceed [here](#).

Figure 19

3.2 Click on [here](#) in <Figure 19> to proceed to the “Custom Login” page <Figure 20>, enter the Username and Password that you used to login to OSF before.

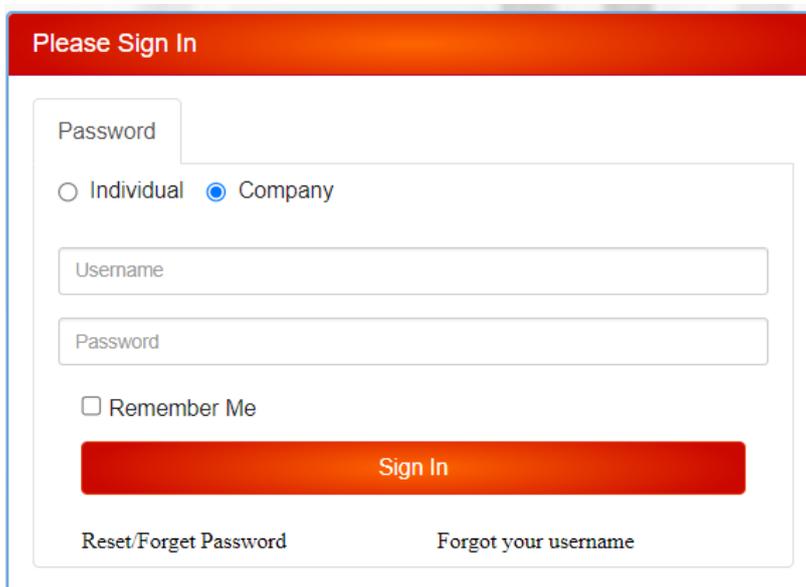


Figure 20

3.3 Here are a few scenarios after you click on Sign In button,

- a) You have entered your Username and Password and successfully logged in. System will lead you to SingPass login page again <Figure 21>

Link my Account to SingPass

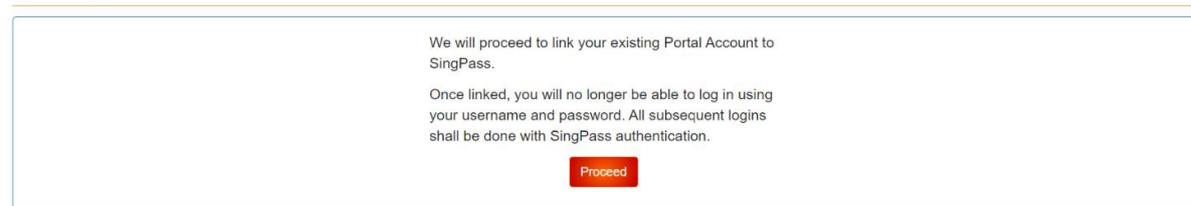


Figure 21

Click “**Proceed**” button in <Figure 21>.

After successful login to SingPass, System will show that you have linked up to SingPass <Figure 22> and lead you to Course Selection page <Figure 23>

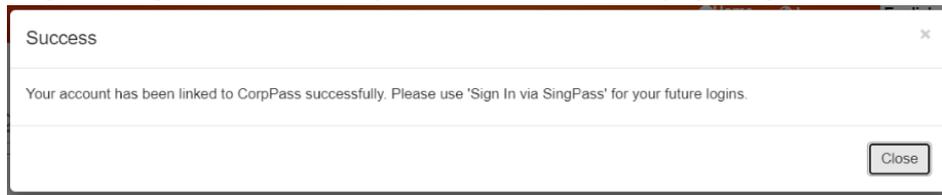


Figure 22

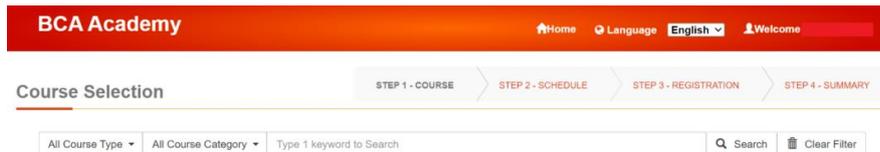


Figure 23

- b) If you have forgotten your Username, Password, refer to the “Forgot Username / Password” section.
- c) You have entered your Username and Password, but System prompted that your account had been deactivated <Figure 24>

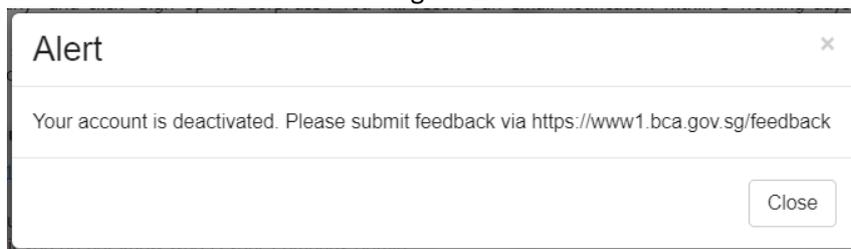
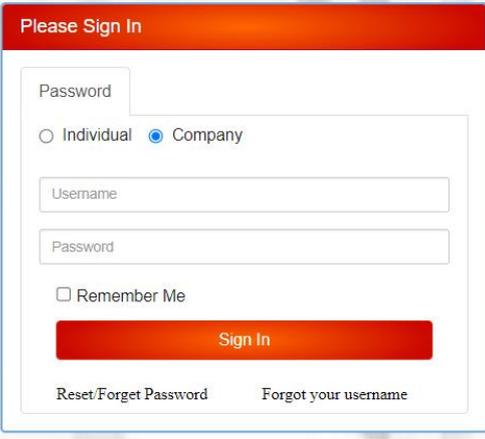


Figure 24

- d) If you do not have an OSF account before, please follow the instruction below. <Figure 25>

“If you do not have a login account, please inform your Company Admin to create an account for you under your company’s OSF account. Please submit your request at <https://www1.bca.gov.sg/feedback/> if you do not know who is your Company Admin.”

If you do not have a login account, please inform your Company Admin to create an OSF account under your client account. Please submit your request at <https://www1.bca.gov.sg/feedback/> if you do not know who is your Company Admin.



The image shows a login form titled "Please Sign In" with a red header. The form contains the following elements:

- A "Password" label above a text input field.
- Radio buttons for "Individual" and "Company", with "Company" selected.
- A "Username" text input field.
- A "Password" text input field.
- A checkbox for "Remember Me".
- A red "Sign In" button.
- Links for "Reset/Forget Password" and "Forgot your username" at the bottom.

Figure 25

Subsequent Login

1. Login via SingPass <Figure 26>, system will lead you to the “Course Selection” page <Figure 27>

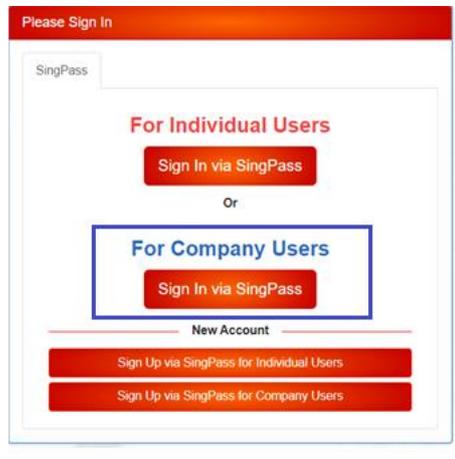


Figure 26

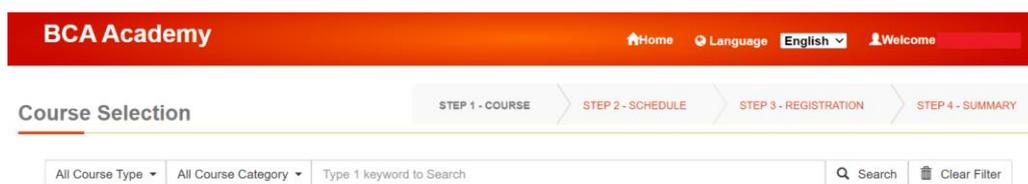


Figure 27

New Sign-Up

1. Login to SingPass <Figure 28>



Figure 28

2. Proceed to the “Sign Up for New Account” page <Figure 29>. Enter the mandatory fields.

Sign Up For New Account

Company Details

UEN Type* Business Registration Number* Company Name*

If you do not have a Business Registration Number, key in something which we will refer to you in shorter form.

Company Address

Mailing Address

Address Type Standard Unformatted

Postal Code*

Block* Street Name*

Floor* Unit*

Building Country

Contact Details

Figure 29

3. If you enter the same Business Registration Number which already exist in the system, system will prompt error <Figure 30>

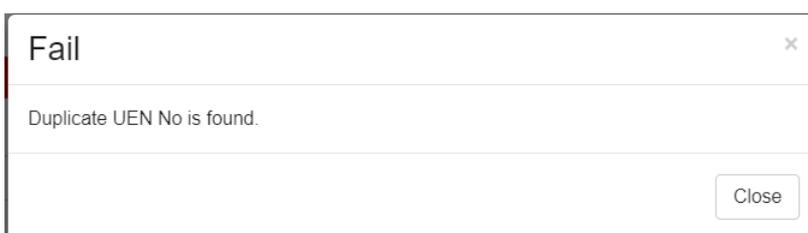


Figure 30

4. If you have successfully submitted the new account request, your account will be approved within 3 working days.

STUDENT PORTAL

First-time Login

1. Login via SingPass <Figure 31>



Figure 31

2. *If your current Profile in OSF has the same NRIC / FIN that you used to login to SingPass*

After successful login to SingPass, System will show that you have linked up to SingPass <Figure 32> and lead you to the “Dashboard” page <Figure 33>

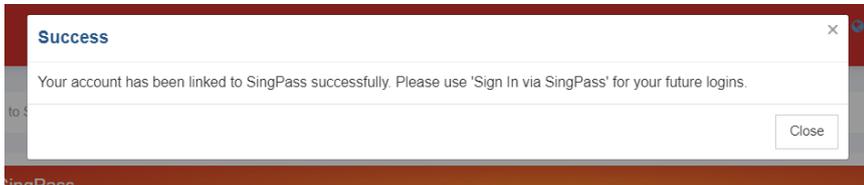


Figure 32



Figure 33

3. *If your current Profile in OSF was not updated to the latest NRIC / FIN that you used to login to SingPass*

3.1 After successful login to SingPass, System will show this message in <Figure 34>.

Information

Sorry, we could not find any account that can match to your SingPass login. Hence we need you to login using your Username and Password to proceed [here](#).

Figure 34

3.2 Click [here](#) to proceed to the “Custom Login” page <Figure 35>, enter the Username and Password that you used to login to OSF before.

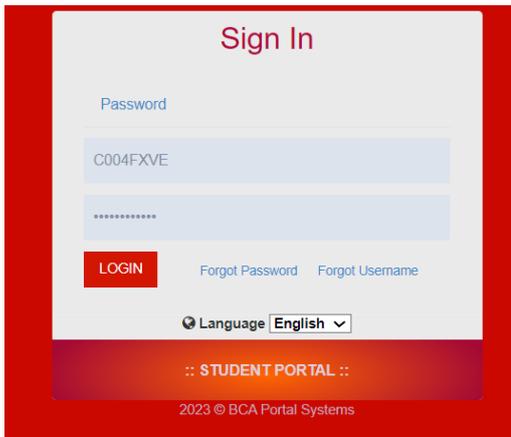


Figure 35

3.3 Here are a few scenarios after you click on Sign In button,

- a) You have entered your Username and Password and successfully logged in. System will lead you to SingPass login page again <Figure 36>

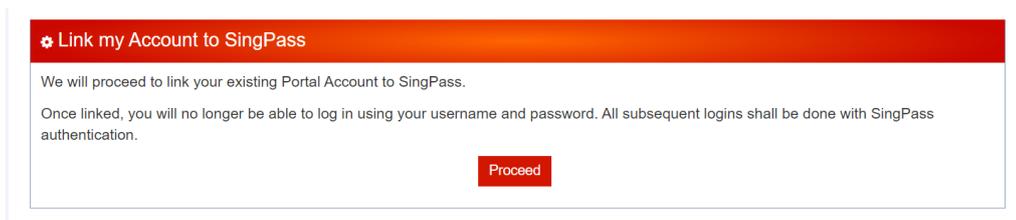


Figure 36

After successful login to SingPass, System will show that you have linked up to SingPass <Figure 37> and lead you to “Dashboard” page <Figure 38>

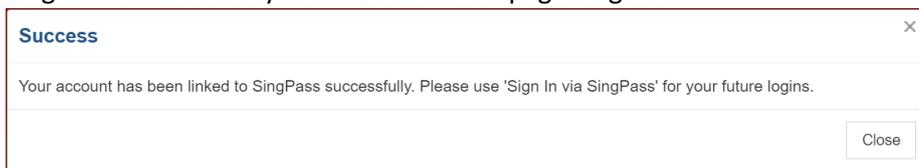


Figure 37



Figure 38

- b) If you have forgotten your Username, Password, refer to the “Forgot Username / Password” section.
- c) You have entered your Username and Password, but System prompted that if your account had been deactivated. <Figure 39>

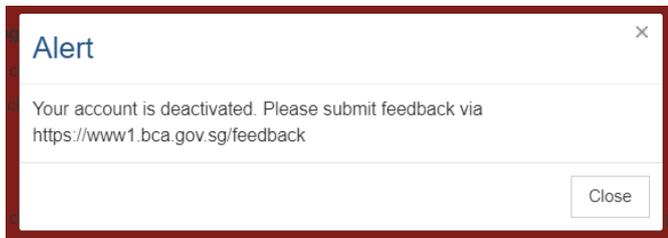


Figure 39

- d) If you have attended courses with BCAA before but never had logged in to the OSF Portal, please seek assistance from BCAA officer by raising a request via <https://www1.bca.gov.sg/feedback/>
- e) If you do not have an OSF account before, please sign up for a new account. Refer to the “New Sign Up” section.

Subsequent Login

1. Login via SingPass <Figure 40>, system will lead you to “Dashboard” page <Figure 41>



Figure 40



Figure 41

CLIENT PORTAL

First-time Login

1. If you have an existing profile in OSF, please proceed to sign in as Company Users. <Figure 42>

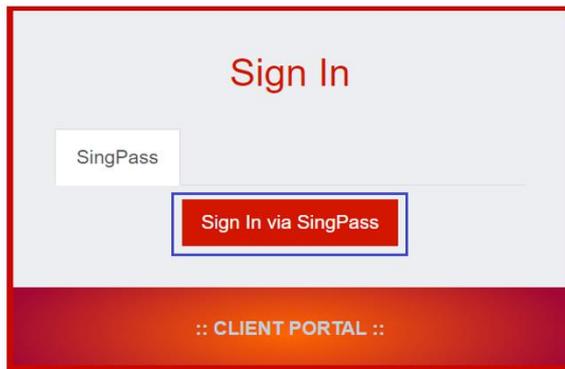


Figure 42

2. *If your current Profile in OSF has the same NRIC / FIN that you used to login to SingPass*

After successful login to SingPass, System will show that you have linked up to SingPass <Figure 43>, and lead you to the “Dashboard” page <Figure 44>

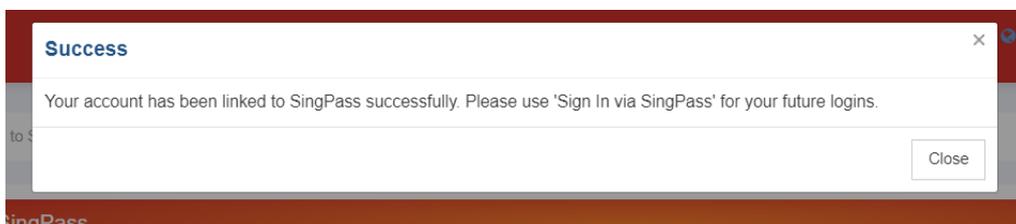


Figure 43

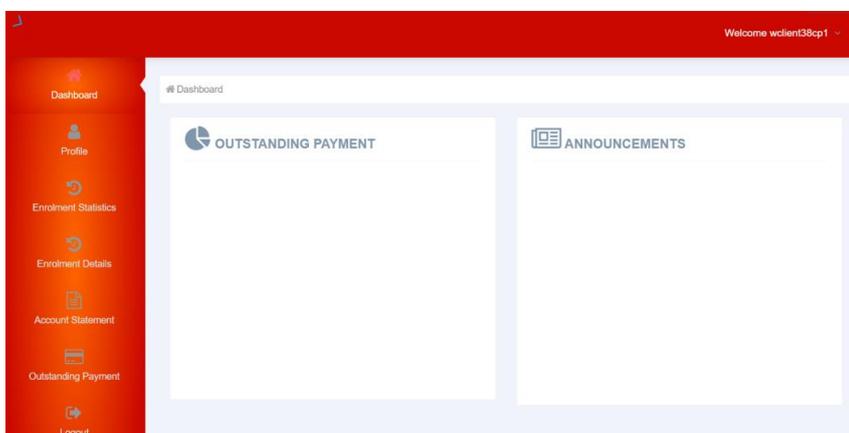


Figure 44

3. If your current Profile in OSF was not updated to the latest NRIC / FIN that you used to login to SingPass

3.1 After successful login to SingPass, System will show this message below <Figure 45>.

Information

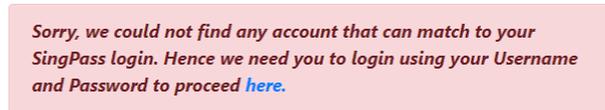


Figure 45

3.2 Click on **here** in <Figure 45> to proceed to the “Custom Login” page <Figure 46>, enter the Username and Password that you used to login to OSF before.

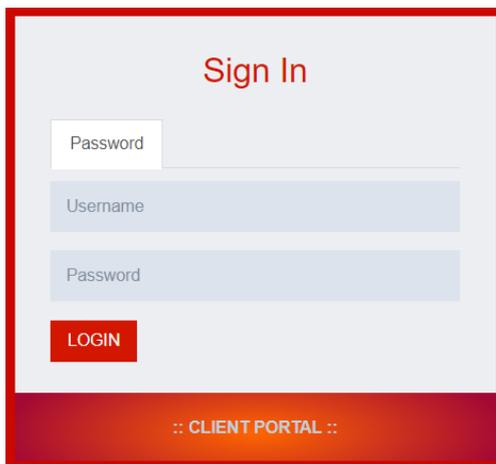


Figure 46

3.3 Here are a few scenarios after you click on Sign In button,

a) You have entered your Username and Password and successfully logged in. System will lead you to SingPass login page again <Figure 47>. Click **Proceed** button.

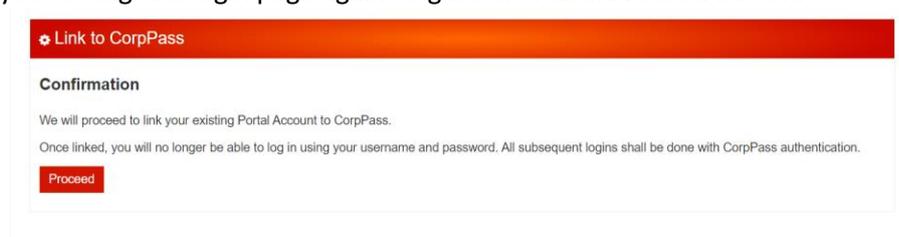


Figure 47

After successful login to SingPass, System will show that you have linked up to SingPass <Figure 48> and lead you to Dashboard page <Figure 49>

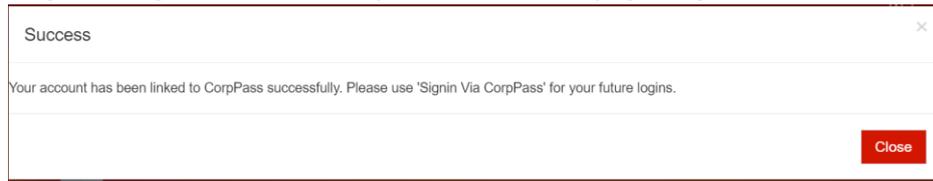


Figure 48

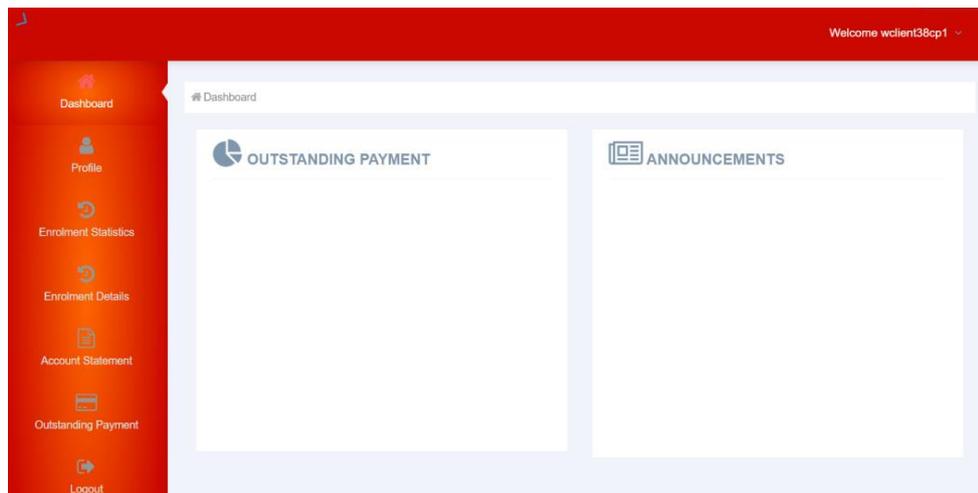


Figure 49

- b) If you have forgotten your Username, Password, refer to the "Forgot User Name / Password" section.
- c) You have entered your Username and Password, but System prompted that your account had been deactivated <Figure 50>

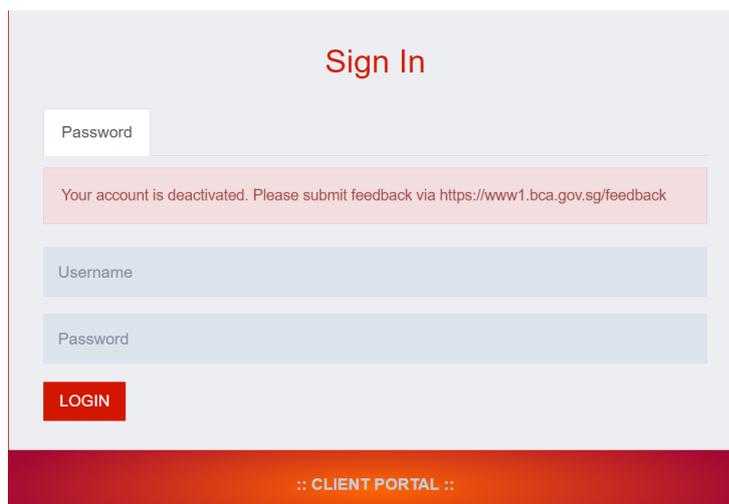


Figure 50

- d) If you do not have an OSF account, please follow the instruction as per the message below as per <Figure 51>

“If you do not have a login account, please inform your Company Admin to create an OSF account under your client account. Please submit your request at <https://www1.bca.gov.sg/feedback/> if you do not know who is your Company Admin.”

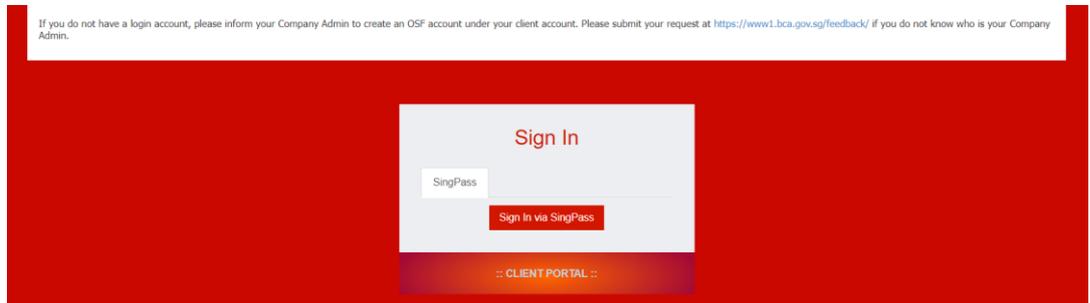


Figure 51

Subsequent Login

1. Login via SingPass <Figure 52>, system will lead you to "Dashboard" page <Figure 53>

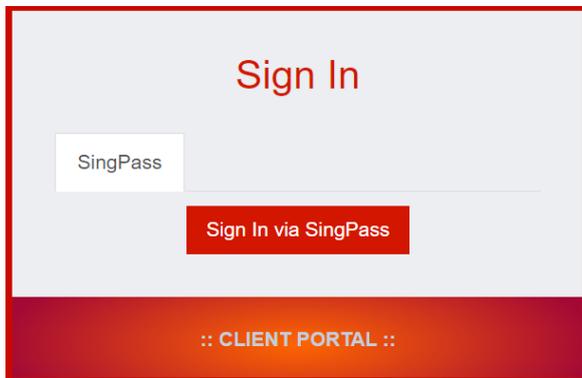


Figure 52

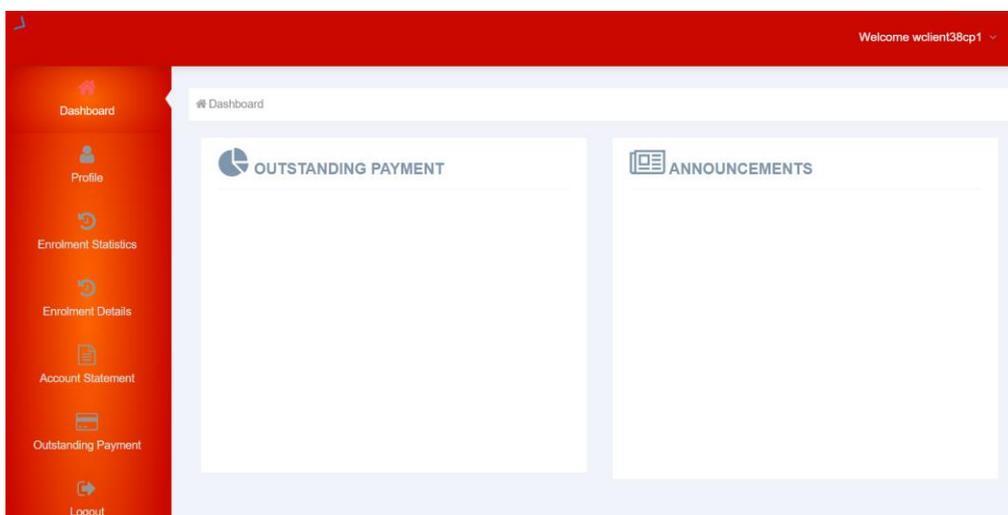


Figure 53

Update Contact Person

To update new contact person for your company, please send us your request through our online feedback form at www1.bca.gov.sg/feedback/ indicating new contact person's name, email address, contact number and identification number such as NRIC or FIN. Please ensure the new contact person has a SingPass business user account.

Forgot User Name / Password

RETRIEVING USERNAME/LOGIN ID

1. Click "Forgot your username". <Figure 54>

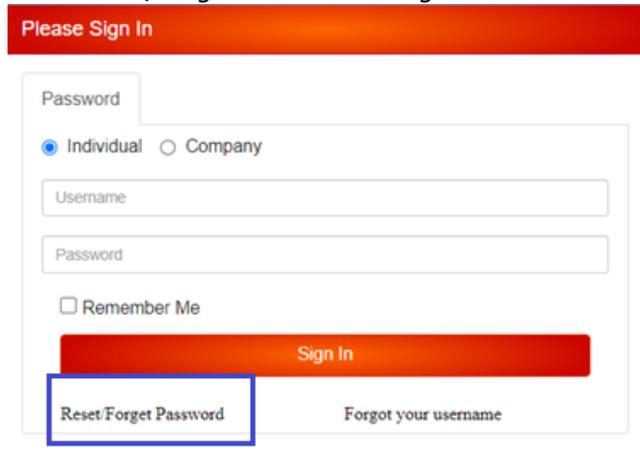
The figure consists of two screenshots of the SingPass login interface. Both screenshots show a red header with the text 'Please Sign In'. Below the header, there are two radio buttons: 'Individual' (selected in the top screenshot) and 'Company' (selected in the bottom screenshot). There are two input fields for 'Username' and 'Password'. A 'Remember Me' checkbox is present below the password field. A red 'Sign In' button is located below the input fields. At the bottom of the form, there are two links: 'Reset/Forget Password' and 'Forgot your username'. In both screenshots, the 'Forgot your username' link is highlighted with a blue rectangular border.

Figure 54

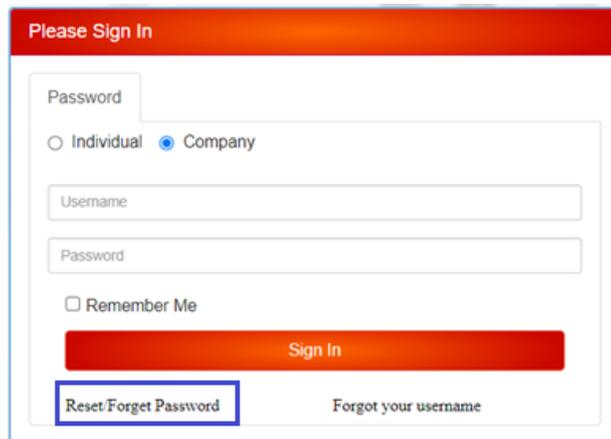
2. For company accounts, please enter the required fields – email address/UEN no./Contact person's name;
4. For individual accounts, enter your email address.
5. You will receive an email with your username/login ID, please also check your junk folder.

RESETTING PASSWORD

1. This can be performed only if you know your Username/Login ID, please go back to RETRIEVING USERNAME/LOGIN ID if you have forgotten.
2. Click “Reset/Forget Password”. <Figure 55>



The screenshot shows a 'Please Sign In' form with a red header. Below the header, there is a 'Password' label and a dropdown menu. Underneath, there are two radio buttons: 'Individual' (selected) and 'Company'. Below these are two input fields for 'Username' and 'Password'. A 'Remember Me' checkbox is present. At the bottom, there is a red 'Sign In' button, a blue-bordered 'Reset/Forget Password' button, and a 'Forgot your username' link.



The screenshot shows the same 'Please Sign In' form, but with the 'Company' radio button selected. The layout and other elements are identical to the previous screenshot.

Figure 55

3. Enter the required fields – Email address, Username/Login ID.
4. You will receive an email with password reset link. You can set your new password with 12 characters (with at least 1 number, 1 capital letter, 1 symbol).