

Guide to Using BCA Academy's Online Storefront

Welcome to BCA Academy's Online Storefront (OSF).

You can now browse courses, choose your own course dates, enroll in the course and make payment all through our OSF.

This service is available 24 hours a day. If we have to suspend the service for routine maintenance or updates, the notice will be posted on the Online Storefront at least 3 hours in advance. Continue reading for instructions on how to use the BCAA Online Storefront. Happy browsing.

A. REGISTERING FOR AN ACCOUNT

1. Click on "Register for an account".
2. Fill in your details.
3. Choose a Username/Login ID and Password.
4. Save.
5. You will receive an email with your Login ID upon successful registration
6. Proceed to login with the Login ID and Password you have just created.

B. RETRIEVING USERNAME/LOGIN ID

1. Click on the account type – Company or Individual
2. Click "Forgot your username".
3. 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.

C. RESETTING PASSWORD

1. This can be performed only if you know your Username/Login ID, please go back to B. RETRIEVING USERNAME/LOGIN ID if you have forgotten.
2. Click on the account type – Company of Individual.
2. Click "Reset/Forget Password".
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).

D. ENROLLING FOR A COURSE

1. Login with the Login ID/username and Password you have created.
2. Search the course by typing the course code or keyword from the course title and press the search icon.
3. Select "I want to register for this course".
4. If you are paying for yourself, select "I am paying for myself".
If your company is paying for you, select "Login using company account" and submit the application using your company account.
5. Select the dates that you want to attend
 - a. You can opt to be placed on the waitlist by selecting "I want to proceed to register without selecting a course date. Please notify me when there are new course dates available".
 - b. You can express your interest in the course but not register by selecting "I want to be notified when there are new course dates available".
6. Key in your particulars or the attending participant's particulars
7. Click "Add to Cart" to proceed with your application.
8. You will see a message "Course is successfully added into the cart."
9. Click on the "View Cart".
10. Click "Proceed to Register" to proceed to register.
11. Refer to part (F).

E. RETURNING TO YOUR SAVED DRAFTS

1. Login with the Login ID and Password you have created
2. Click your name at the top right corner for a drop-down list
3. Select "View Drafts".
4. Select the draft application you have saved.
5. Proceed with Part (D).

F. SUBMITTING YOUR APPLICATION

1. From Part (D), you will see a summary of the particulars you have keyed in
2. Select “Save and Proceed” to submit the course application or Click “Save Draft” to save a copy of your application.

The “Save Draft” will be deleted when registrant log out.

Select “Cancel Application” to delete your application.

3. After the “Save and Proceed”, it will come to the Registration Summary page. Registrant will need to click on the check box for the Terms and Conditions before they can proceed to “Submit Registration”.

4. There will be a pop-up box informing you if your application has been submitted. Please allow processing of your application as follows:

- 1 month before course start date: Our officer will update you on enrolment application status, as well as funding and payment details (if the course is available). You can then proceed to make payment.

- 2 weeks before course start date: After receipt of payment, you will receive an email confirmation on course enrolment and other administrative details.

- 3 days before course start date: [For online courses only] You will receive login details for online courses/ access to Learning Management System (LMS).

**Actual processing time may differ depending on the course and your application date. Alternatively, you may login to our e-Portals (<https://www.bcaa.edu.sg/you-are/looking-for-forms/e-portal-status-query>) with your Online StoreFront (OSF) user name and password to check the enrolment status.*

If you have applied for Crawler/Tower/Mobile Crane Operation course, PPVC in Lifting, Builder Certificate in Plumbing & Pipefitting, due to the long waiting list, the estimated waiting time is at least 5 months before the next available run. We seek your understanding and patience for the wait.

G. PAYMENT TO SECURE YOUR SEAT

1. *For certain courses, you may proceed to make payment after submitting the course application.*
2. *If you have selected payment by GIRO, please ignore the payment page. Our enrolment officer will revert to you on the payment details via GIRO as per F4.*
3. *Please note that only Credit / Debit cards can be used to make online payment.
For NETS payments, please proceed to BCA Service Center located at BCA Braddell Campus.*
3. *Please select the mode of payment and proceed to key in your credit/debit card details.*
4. *Once your payment is successful, you will see a “Payment Success” page and be able to retrieve the receipt. Ensure that the “Pop-ups” in your computer’s browser setting is set to allow pop-ups.*
5. *Please keep a copy of the receipt as a record.
Alternatively, you may login to the e-portals to retrieve a copy of the receipt.
For corporate account [click here](#)
For individual account [click here](#)*