# TRAINING PROVIDER GUIDE TO E-ATTENDANCE TAKING VIA SINGPASS

Version 1 released on 31 August 2023

**Version**

| Version | Release Date | Key Changes |
|---|---|---|
| 1 | 31 August 2023 | Original Copy |
| | | |
| | | |

# Table of Contents

# 1. Introduction

e-Attendance taking via SingPass is an attendance taking mode incorporating the convenience of e-attendance functionalities with individual identification using SingPass. From 1 October 2023, this is the default attendance taking mode for course run sessions conducted under classroom or synchronous e-learning modes of training. It replaces e-attendance taking using static QR codes, which is no longer available, regardless the mode of training.

e-Attendance taking via SingPass can be used for other modes of training besides classroom and synchronous e-learning and you are encouraged to adopt it to extend the benefits to all your training courses.

Attendances taken via other manual methods for classroom and synchronous e-learning sessions will no longer be accepted by SSG. To ensure that grant review and approval are not affected, please be reminded to submit manual attendances taken for these sessions by 27 October 2023, even if your course run has yet to be completed.

You can refer to <u>Section A of the FAQs on e-attendance via SingPass</u> if you have further queries.

## 2. Preparations

### 2.1. Create Course Run and Course Run Session

As with preparations for any upcoming course run, please create the course run and course run sessions in TPGateway before you start the course. Do this at least five days prior to the course start date and ensure that you have updated the particulars of your Course Administrator and Trainers. An attendance taking email, containing two links and the Course Run Code, will be sent to your Course Administrator and Trainers three days before the course start date.

Link 1 provides the url for the generation of the SingPass QR code. This QR code is to be displayed to your trainees for attendance taking.

Link 2 provides the url for the monitoring of successful attendance taking, which your Course Administrator and/or Trainer can view in real time.
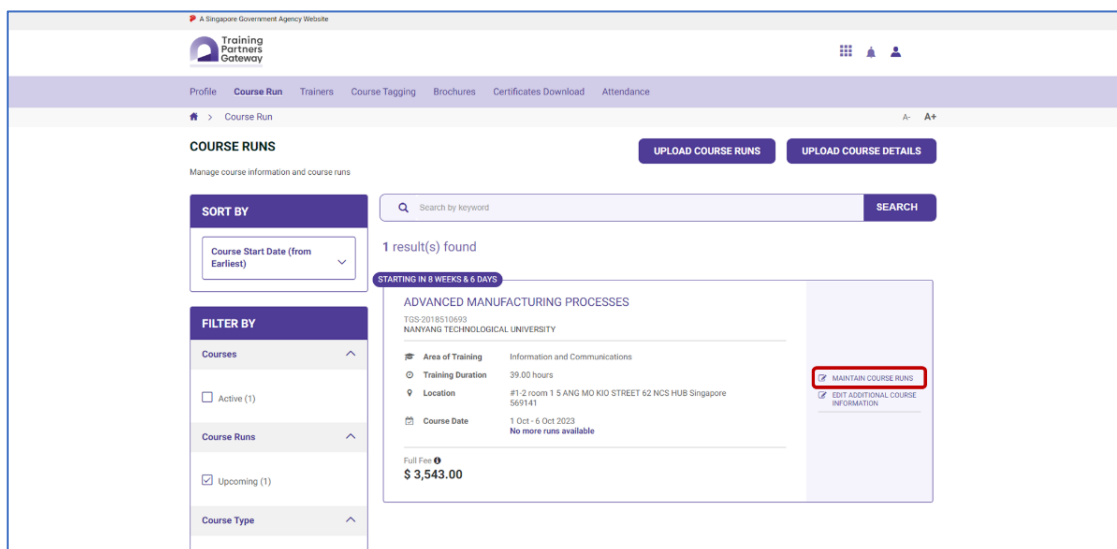


If you did not receive the attendance taking email or if you need to update any Course Administrator or Trainer details, you can also do this in TPGateway. Please follow these steps.

Step 1: Login as Course Admin and click on "Course Run" in the header menu.
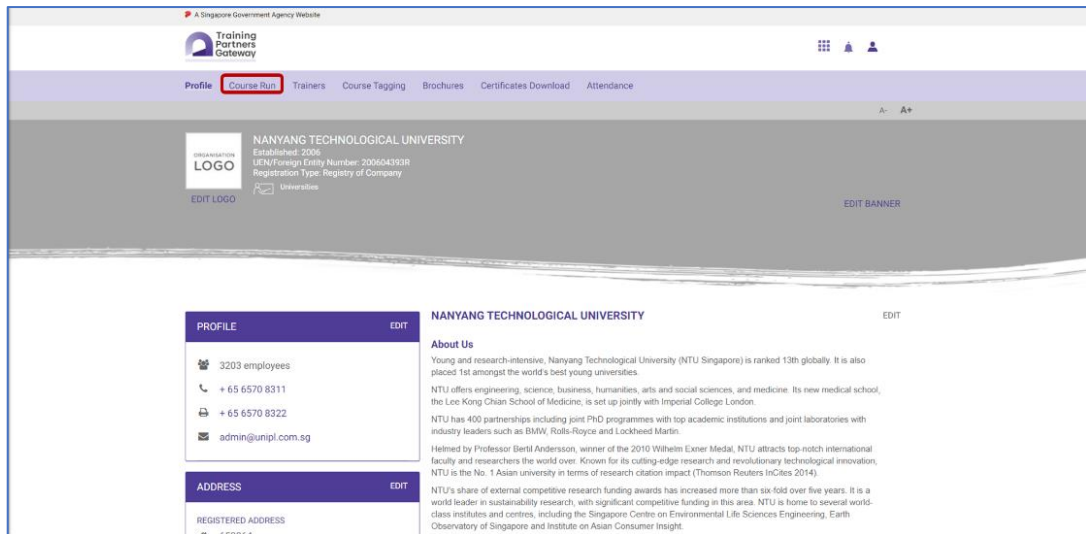


Step 2: Click on "Maintain Course Runs" of the selected course to view the course runs.

Step 3: Click on "Edit" to update the Course Administrator's or Trainers' details or click on "Email Link For Attendance Taking" to re-trigger the email to be sent to Course Administrator and Trainers in the Course Run.

Please note that the "Email Link For Attendance Taking" button will only appear three days before the course run start date.



## 2.2. Inform Trainees to Ready Their SingPass Account and App

To prepare for seamless attendance taking, please ensure that your trainees are prepared to take e-attendance via SingPass. This involves informing them to ready their SingPass account and a mobile device loaded with the SingPass mobile app well ahead of the course run sessions. You can consider offering them an enrolment to a subsequent course run if any trainees need more time to prepare these set-ups.

Some of your trainees may not apply for SSG funding. While the taking of SingPass e-attendance is not mandatory for them, you are encouraged to extend this mode of attendance taking to these trainees. Such attendances will be captured by our system, and you can also track and download these records for your own training administration purposes.

Please share the following step-by-step user guides to trainees to better prepare them for the attendance taking process.

| Step-by-step guide for trainees (physical classes) | PDF For Trainees (Physical Classes)_20230814.pc |
|---|---|
| Step-by-step guide for trainees (virtual classes) | PDF For Trainees (virtual Classes)_20230814.pc |

## 2.3. Set Up a Kiosk for Attendance Taking for Each Course Run Session

For in-person classes (e.g. classroom training), please set up a kiosk (an internet-enabled device e.g. laptop or tablet) to display the SingPass QR code for trainees to scan. There is no constraint to the number of kiosks which you can set up, and you can consider setting up multiple kiosks to cater to larger-sized classes. The same url provided in Link 1 of the attendance taking email (please see section 2.1 of this guide) can be used at these kiosks.

Please note that the location setting needs to be enabled on the devices. If this is not turned on, SingPass QR code will not be generated on the webpage. You may refer to the following to enable location setting for Chrome and Edge.

For Chrome:
Open Chrome > Setting > Privacy & Security > Site Setting

For Edge:
Open Edge > Settings > Cookies and site permission > Site permission/location

For Safari
Click Apple icon on the top left corner > System Setting > Privacy & Security > Location Services > enable location services for Safari

For virtual classes (i.e. synchronous e-learning courses and asynchronous e-learning courses), TPs can send both Link 1 and Course Run Code to trainees via the online course platform. TPs are to inform trainees to get two devices ready. One laptop/table for trainees to access Link 1 to generate SingPass QR code and the other mobile device to scan the SingPass QR code using SingPass app. There is no need to enable location setting on trainee's laptop/tablet for virtual classes.

You can refer to Section B of the FAQs on e-attendance via SingPass if you have further queries.

# 3. Attendance Taking Process

## 3.1. Generate SingPass QR Code (Training Provider)

<u>Step 1</u>: Access Link 1 in the attendance taking email (please see section 2.1 of this guide). This link is valid from 30 minutes before the course run session start time to 30 minutes after the course run session end time.

<u>Step 2</u>: Key in Course Run Code and click "Continue".

SKILLS*future* SG

Enter Course Run Code

RA110744

Continue

Step 3: SingPass QR code is generated and ready for your trainees to scan using their SingPass app. The QR code can only be scanned by one trainee at a time. Please take note that the scan is successful only if the trainee completes the consent step in his SingPass app. Clearing this step then triggers the QR code to auto-regenerate in about two to three seconds for use by the next trainee. If the QR code does not auto-regenerate, please check that the trainee has completed the consent step. You can also refresh the page if you encounter any local network connection issues at the training venue.
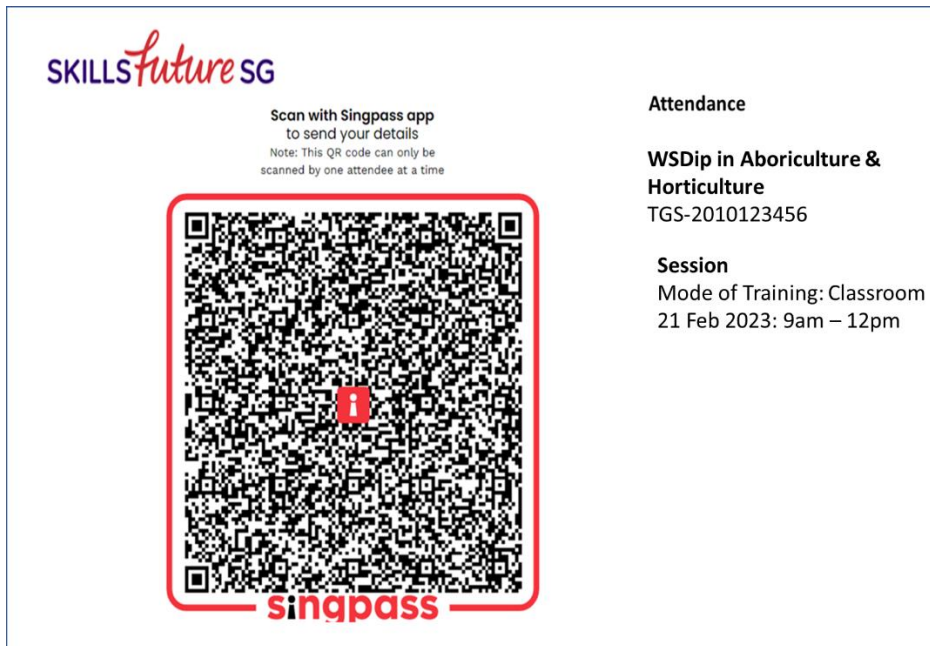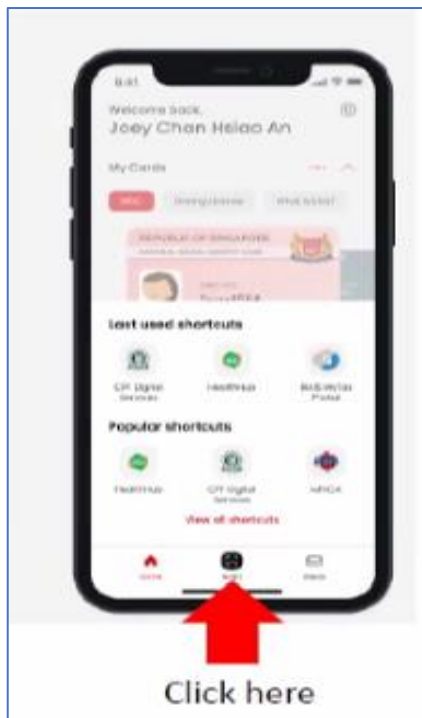


Each SingPass QR code is valid for five minutes. You can click the "Refresh QR code" button to refresh the code after any period of inactivity.
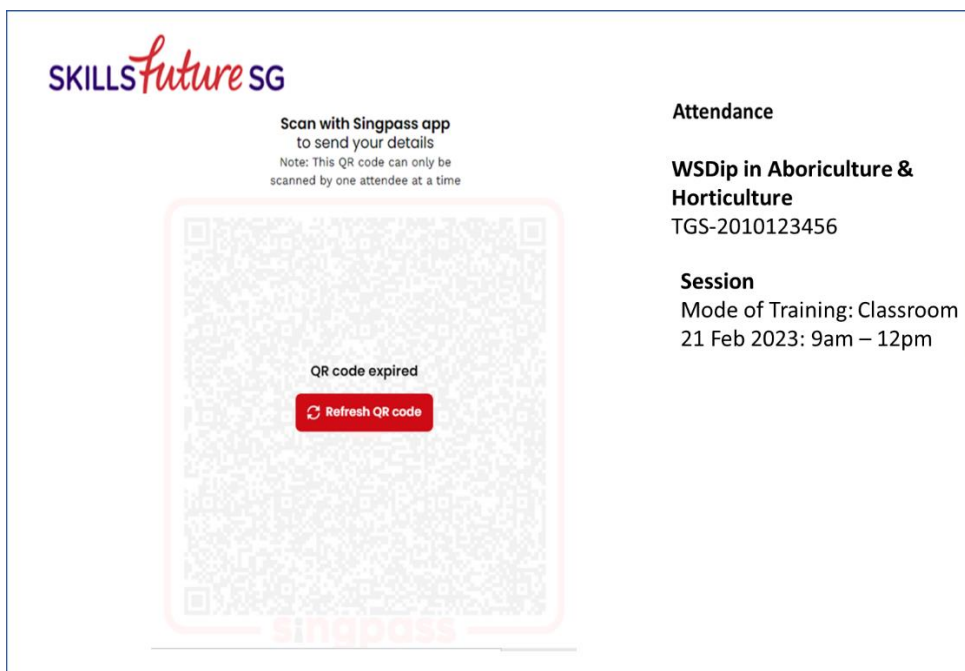
## 3.2. Scan SingPass QR Code (Trainees)

Step 1: Trainees open the SingPass app on their mobile device.

Step 2: Trainees click "scan" button on their SingPass app to scan the SingPass QR.

Step 3: Trainees click "Approve" to consent for their information to be shared via SingPass. Please note that the attendance taking is successful provided that trainees consent on the SingPass app within the allowable time window i.e. from 30 minutes before the course run session start time to 30 minutes after the course run session end time.
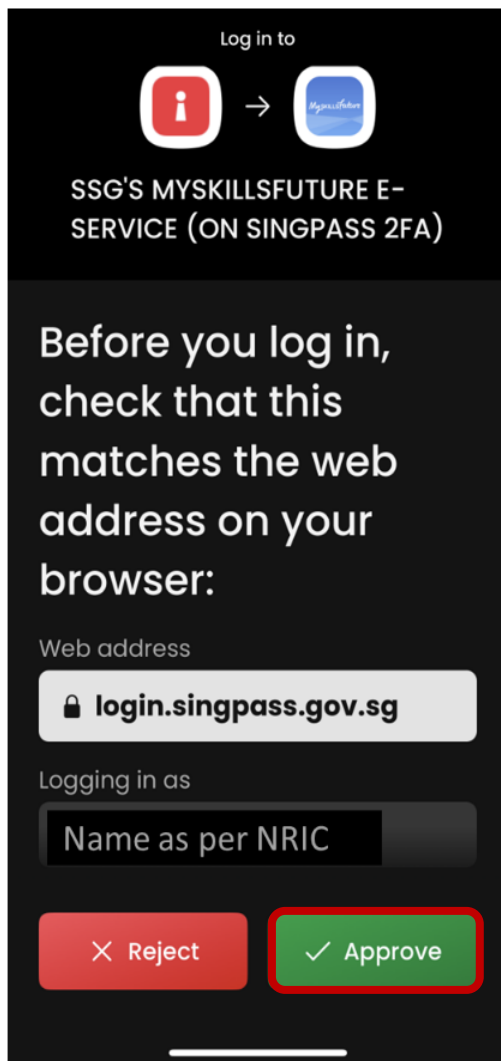


Step 4: The attendance has been taken successfully.
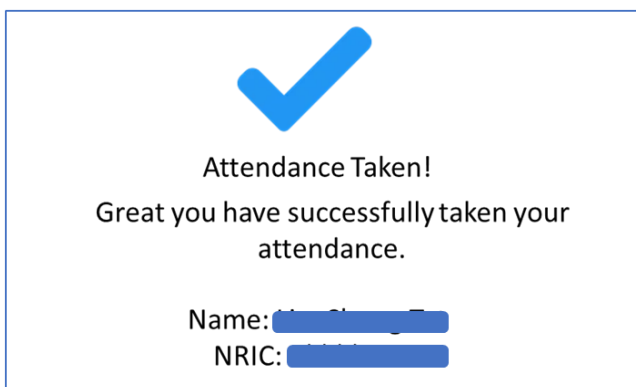


Should we need to schedule maintenance for TPGateway, we will do so during off-peak hours. Please be assured that your trainees' attendance taking is not affected during these intervals.

If the attendance taking via SingPass fails due to technical reasons (e.g. SingPass service disruption or network down at the training venue), you can keep a copy of the error screen and take trainees' attendances manually. Please submit an appeal to SSG and provide valid reason to support your request for manual attendance taking.

### 3.3. Monitor Attendance Taking (Training Provider)

<u>Step 1</u>: Access Link 2 in the attendance taking email (please see section 2.1 of this guide). This link is valid from 30 minutes before the course run session start time to 30 minutes after the course run session end time.

<u>Step 2</u>: Key in Course Run Code

Step 3: Attendance record is shown on the page in real time. The trainee's name appears on the page if the attendance has been successfully taken via SingPass.



You can refer to Section C of the FAQs on e-attendance via SingPass if you have further queries.

# 4. Retrieval of SingPass e-Attendance Records

## 4.1. If You Use a Training Management System (TMS)

Please subscribe to the "Retrieval of Course Attendance" API to receive SingPass e-attendance data.

## 4.2. If You Do Not Use a TMS

You can retrieve the SingPass e-attendance data from the "Attendance" tile in TPGateway by clicking on "VIEW ALL SESSIONS" and then "EXPORT".