S/N	Category
A	**Questions on Application Submission**
B	**Questions on Application Status / Outcome**

S/N	Category
A	**QUESTIONS ON APPLICATION SUBMISSION**
1.	**For the course fee under Section 1: Course, do I enter the course fee for the entire programme (before government subsidy) or the amount that I have paid / will be paying?** Please enter the course fee for the entire programme (after government subsidy, if applicable) in Singapore dollars (S$) that you have paid / will be paying. A link to a currency converter has been provided if your course fee is in a foreign currency.
2.	**Do I need to enter my course's start and end dates in my application if I do not know the dates?** Yes, you will need to enter your course start and end dates. Please check with your training provider for the start and end dates of your course. In the event that the dates are unavailable, you may fill in tentative course start and end dates based on your plan to start the course.
3.	**What supporting documents am I required to submit with the application form?** Please refer to the relevant SkillsFuture Study Award's detail page to view the full list of documents required. The agency administering the SkillsFuture Study Award may also contact you to ask for additional information or supporting details.
4.	**What are the accepted file formats for supporting documents in the system?** You will be able to upload supporting documents in the following file formats: PDF, DOC, DOCX, JPG/JPEG, PNG
5.	**Is there a total file size limit on supporting documents that can be uploaded in an application?** Yes, the maximum total file size for all uploads is 15MB.
6.	**How can I update my personal information that has been automatically displayed in my application form?** You will be able to update your personal information (e.g. contact number and email address) by clicking the "Use MyInfo" button. This will replace the information that is automatically displayed in your application form with data from your MyInfo profile. Click here for more details on MyInfo. Click here for detailed steps on how to use personal information from your MyInfo profile in the application form.

7.	**Can I save my application form as a draft?** Yes, you will be able to save your application form as a draft by clicking on "Save and Exit" at the bottom of the page.
8.	**Where can I retrieve my saved draft application?** To retrieve saved application drafts, you will need to access the My Applications page. Click here to view detailed steps on retrieving your saved draft application.
9.	**Why am I unable to find my saved draft applications in the My Application page?** Your draft applications are automatically deleted from the system 3 months from the last modified date or when the application window of the particular award is closed.
10.	**Will I be able to submit multiple applications?** Yes, you will be able to submit multiple applications. However, do note that you will only be able to receive one SkillsFuture Study Award in your lifetime.
11.	**Why am I unable to submit an application?** You may not be eligible to apply for an award due to one or both of the following reasons: 1 - You do not meet the eligibility criteria (e.g. Singapore Citizen) 2 - You have previously applied and accepted an award For further assistance, contact SSG's Call Centre at 6785 5785.
12.	**Why are the statuses of my other submitted applications reflected as "Withdrawn" or "Offered but Applicant Rejected" after I have accepted an offer from an award?** Once you have accepted an award, the status of all other pending applications will be updated accordingly. Applications that were "Under Evaluation" will be reflected as "Withdrawn", while applications that were "Offered and Pending Acceptance" will be reflected as "Offered but Applicant Rejected". This is because you are allowed to accept a maximum of one SkillsFuture Study Award in your lifetime.
13.	**Will the organisation that is in charge of the award I am applying for be able to view my draft applications?** No, organisations will not be able to view your saved applications in draft status.
14.	**What can I do if I realise that I have missed out an attachment in my application submission?** Please approach the contact person(s) listed in the sector's SkillsFuture Study Award webpage that you have applied for, to inform them that you would like to submit additional supporting documents.

15.	**Can I submit my application through a hardcopy application form?**
	No, you will only be able to submit your application online.

16.	**I am currently overseas, how can I retrieve my online SingPass One Time Password (OTP) given that I might not receive the SMS?**
	If you are using your Singapore-registered mobile number overseas, you should be able to use the SMS 2FA to receive notifications.
	If you are traveling or living overseas, please register for a OneKey Token instead. Click here to learn more about setting up OneKey token.
	Note: There may be a lag time in receiving One-Time Passwords via SMS.

17.	**Will I be able to apply multiple times to the same award (e.g. duplicate forms with amendments)?**
	No, you will not be able to apply to the same award again if you already have an application to the award that is undergoing evaluation.
	If there is a need for you to update your submitted application, please approach the contact person(s) listed in the sector's SkillsFuture Study Award webpage that you have applied for.

18.	**I have been rejected from an award. Can I reuse the same application to re-apply?**
	No, you will not be able to reuse the previously submitted application for a new application. However, to help you in completing your new application, you will be able to retrieve the details of your past applications by navigating to the Applications page.
	Click here to view detailed steps to retrieve your past submitted applications.

19.	**I am in the midst of changing my citizenship to that of a Singaporean Citizen (e.g. Pending IC collection). Will I be eligible to apply for an award?**
	Yes, you will be eligible to apply for an award once you have been informed on the effective date of your official citizenship. Please note that the update of your citizenship status by Ministry of Home Affairs (MHA) will require some time before it is recognised by the system.

20.	**Can I complete an application with my mobile phone?**
	Yes, you will be able to apply for an award with your mobile phone.

21.	**Can I update my application after submission?**
	You cannot update your application if it is under evaluation. Please approach the contact person(s) listed in the sector's SkillsFuture Study Award webpage that you have applied to for further assistance.

B	QUESTIONS ON APPLICATION STATUS / OUTCOME
1.	**How do I know if my application has been submitted?** Upon submission of your application, you will be directed to an application confirmation page, listing your application details (e.g. Application ID, Date of Application).
2.	**How can I check the status of my application?** You can check the status of your application by navigating to the Applications page. Click here to view detailed steps on how to view your submitted applications.
3.	**How will I know if my application is successful?** The agency administering the SkillsFuture Study Award that you applied for will contact you if your application is successful.