



My SKILLSfuture

User Guide on Navigating the Student Portal (Pre-University)



SKILLSfuture SG



An initiative of:
SKILLSfuture

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2 PRE-LOGIN FEATURES

2.1 ABOUT

Get an introduction on **MySkillsFuture for Students** and **Education and Career Plan** via the **About** menu.

2.1.1 MySkillsFuture for Students



Figure 2-1: About MySkillsFuture for Students

Get an introduction of the Student Portal.

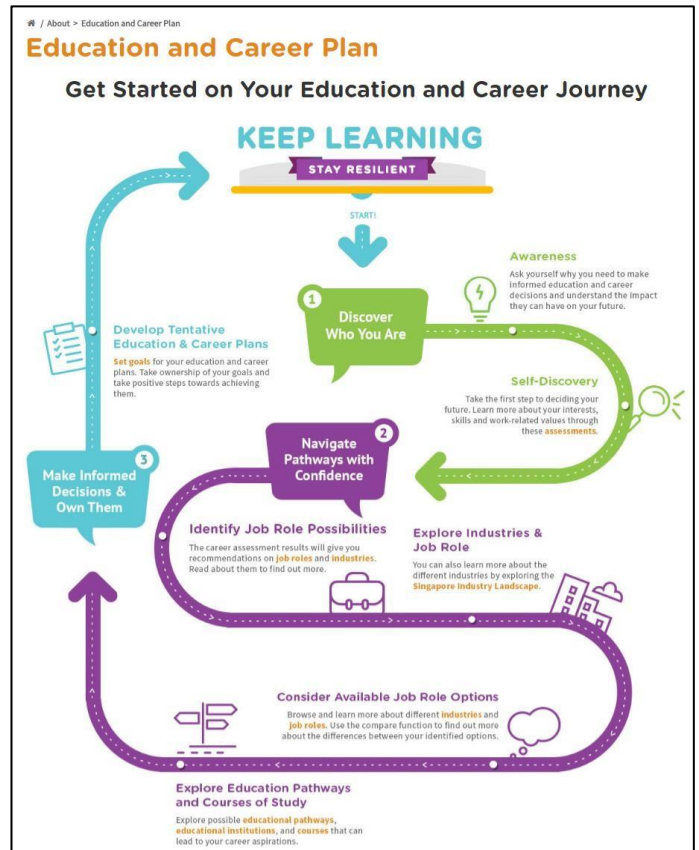
2.1.2 Education and Career Plan

Get an introduction to your education and career journey via the **About** menu.


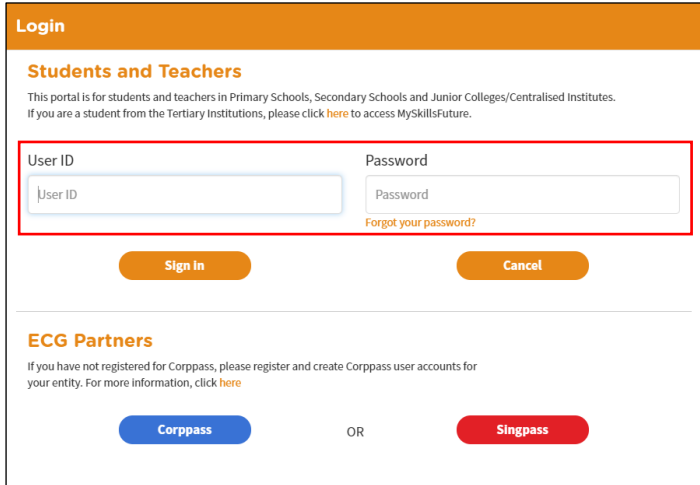
1. Click **About** > **Education and Career Plan**

You will see a visual representation of your education and career journey.

To discover more about yourself, navigate the **Education and Career Pathways**.



2.2 LOGIN

<p>1.</p>	<p>Click the Login icon to access the Login window.</p>	
<p>2.</p>	<p>Enter your User ID and Password in the Login window to access your MySkillsFuture account.</p> <p>For new users:</p> <ol style="list-style-type: none">1. Your NRIC/UIN/FIN will be your User (Login) ID.2. Enter your User ID and temporary password (provided by your school).3. From this point on, you will be directed to a Settings page to key in a new password and complete other details.	

2.3 FORGET PASSWORD

Should you forget your password, you can request for a password reset to be emailed to you.

<p>1.</p>	<p>From the login screen, click on “Forgot your password?” link and follow the instructions.</p>	<p>The screenshot shows the 'Login' page with fields for 'User ID' and 'Password'. A red box highlights the 'Forgot your password?' link located below the password field. There are 'Sign In' and 'Cancel' buttons at the bottom of the login section. Below that is the 'ECG Partners' section with 'Corppass' and 'Singpass' buttons.</p>
<p>2.</p>	<p>Enter your User ID and type in the characters shown in the given image.</p>	<p>The screenshot shows the 'Reset Password' page. It has a 'User ID' field and a CAPTCHA image. A red box highlights the CAPTCHA image which displays the number '61335'. Below the CAPTCHA is an input field for the characters and a 'Confirm' button.</p>
<p>3.</p>	<p>You will be prompted to answer one of your pre-saved security questions.</p>	<p>The screenshot shows the 'Reset Password' page with a security question prompt: 'Please answer the security question: What is your favourite subject?'. Below it is an input field for the answer and a 'Submit' button. A red box highlights the entire security question section.</p>
<p>4.</p>	<p>If the answer is correct, you will be prompted to set a new password.</p>	<p>The screenshot shows the 'Reset Password' page after successful security question verification. It prompts the user to 'Please key in your new password.' with 'New Password' and 'Confirm New Password' fields. A red box highlights these two fields. A 'Submit' button is at the bottom. To the right, there is a list of password criteria: 'Your password must meet the following criteria: contains between 12 to 24 alphanumeric characters, contains at least 1 number and 1 character, cannot reuse last 3 previous passwords, no password can be re-used within a day. E.g. password set for the day is Password@012, Password@013, Password@014. These passwords cannot be reused within the same day. (If you are using special characters, note that only ! @ # \$ % ^ * () are allowed.'</p>

	For the wrong answer, the system will prompt you again to answer another security question.	
	If you answer wrongly for 3 times, the system will lock the User ID from any log-in attempts for 15 minutes.	

2.4 HELP

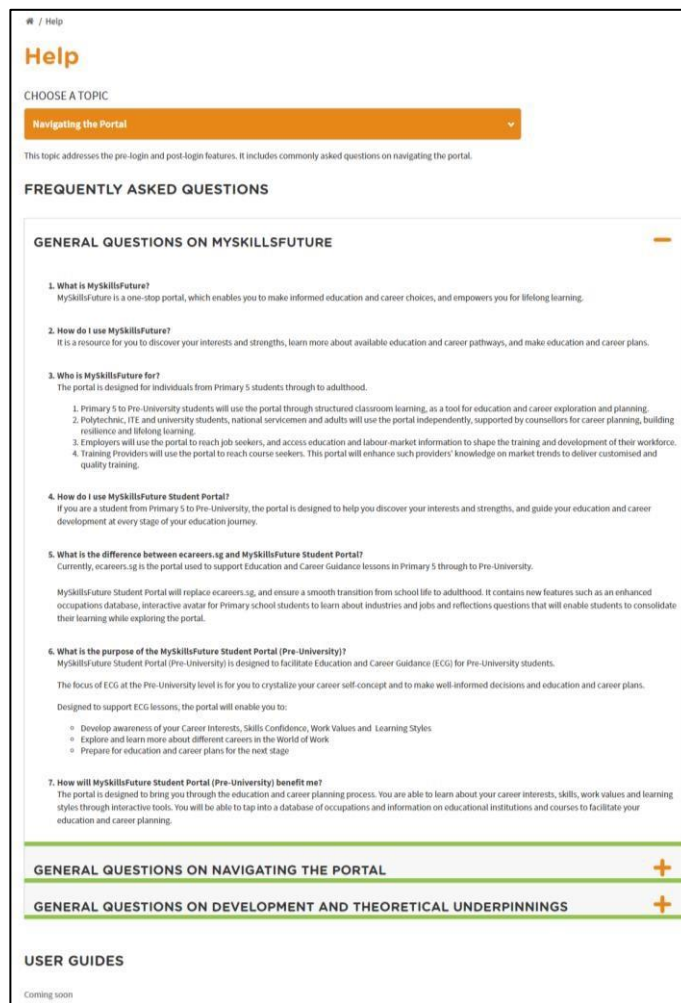


Figure 2-2: Help

You can access the **Help** section by clicking on **Help** as shown in Figure 2-2. The **Help** section will contain Frequently Asked Questions and user guides.

2.5 HELP AVATAR

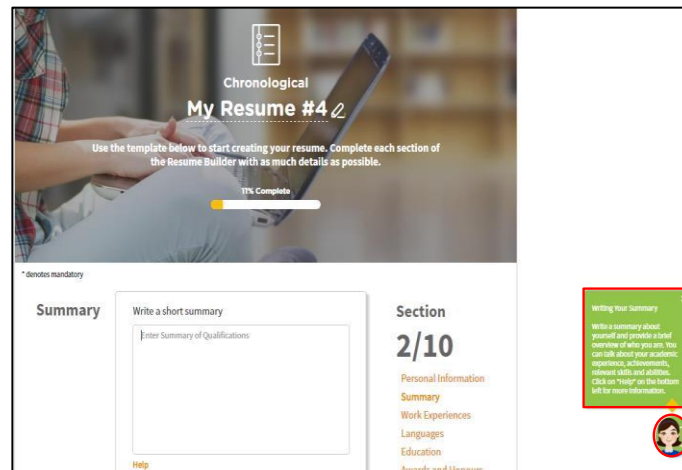


Figure 2-3: Help Avatar

While you are exploring the various features in the site, you will see a Help Avatar on some pages. This avatar (Figure 2-3) will provide you with relevant information about the page or features which you are currently at.

The guide provided by the avatar can be closed simply by clicking on the Help Avatar Icon.

2.6 FEEDBACK

/ Feedback

Feedback

Helpdesk Contact Information

Please email studentportal@MySkillsfuture.sg or call 6684 9020 for enquiries.

Operating hours are from 8am to 7pm (Mondays to Fridays) and from 8am to 1pm (Saturdays). Closed on Sundays and Public Holidays.

You may also send your enquiries through the feedback form.

More information on MySkillsfuture Student Portal can be found in the [Frequently Asked Questions \(FAQs\)](#).

* denotes mandatory

Salutation * Name *

Ms. Name

Contact Number (Mobile/Home)

Mobile/Home (optional)

Email Address *

youremail@mail.com

Section *

-Please select the section -

Comments *

Please type your comments here

3000 of 3000 characters remaining

Please enter the characters shown in the image below *

Enter the characters below

90976

[Get new image](#)

This is a security feature that protects our website and your information against attacks from robots and automated programs.

Submit Cancel

Figure 2-4: Feedback

You can submit your feedback or questions to Helpdesk using the **Feedback** feature (Figure 2-4).

2.7 SEARCH

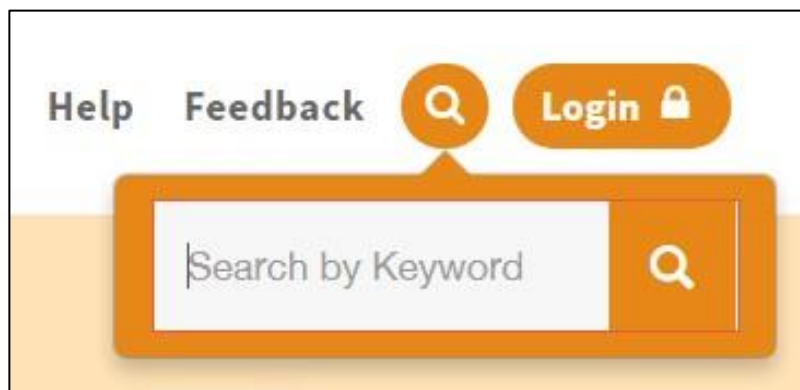



Figure 2-5: Search

Search for **Job Roles**, **Educational Institutions** and **Courses** by clicking on the  icon (Figure 2-5) and entering keyword(s).

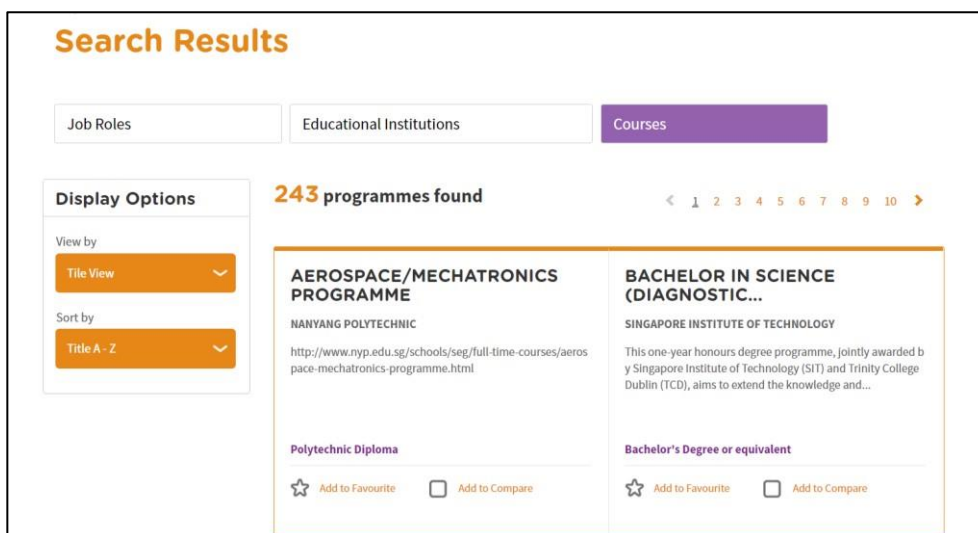


Figure 2-6: Search Results

Click on relevant **Job Roles**, **Educational Institutions**, or **Courses** which you have entered in Figure 2-5.