CES e-Services
Organisation Online Booking Portal User Guide
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## 1. Login

1. **Organisation clients can login to the Online Booking portal from the CES Homepage** through CorpPass.

2. **For CorpPass login, click on “Group Booking”**.
First Time Login – Creation of Profile

*Only CorpPass “Approvers” are able to update company profile information.

Staff assigned as CorpPass “Approver” roles should log in for the first time, as they will be directed to the Creation of Profile screen to update the following:

1. **Your Organisation’s Profile**
2. **Your Contact Information**
3. **Your Organisation’s Contact Personnel information & roles**
   It is mandatory to create an Organisation Contact Personnel contact. They can be the same person as the organisation profile personnel.
4. **Organisation’s Branch information**
   Branch information is required to be created in the beginning. Click on “Add branch” to create the branch information. After the organisation profile has been created, any addition in branches will need to be performed by CES. Please contact them at 6785 5785.

Note: The black masked out areas are where Candidates’ NRIC/FIN should be displayed. They have been masked out for confidentiality purposes.
3 Branch Creation

1. Fill in Branch Details. It is mandatory to create a Branch Contact Personnel. This can be the same person as the organisation profile personnel.

2. Click on “Delete this Contact Personnel’s Information” if you would like to delete the contact personnel for this branch.

3. Click on “Delete this branch” if you would like to delete this branch information.

4. Click on “Add another branch” if you would like to add another branch information of the organisation.

5. Click on “Submit” once the branch details information are completed.

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4 First Time Login – Terms & Conditions

1. “I Agree”
2. Close button

You will need to click on “I Agree” to proceed to the Assessment Dashboard.

Clicking on the Close button will return to Creation of Profile page.

5 Once your profile has been created and updated successfully for the first time, you will be directed to the Organisation Assessment Dashboard.
## 2. Navigating the Portal

### 2.1 Contact Us

1. To contact CES, click on the **Contact Us** link.

2. Click on **Centre for Employability Skills (CES)** to access CES’s contact details.

### 2.2 Feedback

1. Click to access **Feedback** page.

### 2.3 Change Text Size

1. Click on the **magnifying glass** to increase or decrease the size of text on the page.
2.4 Home icon

The **Home** icon on the top navigation brings you back to CES’s Home Page.

3. Assessments

3.1 Overview of Assessment Dashboard

The **Assessment** tab categorises all of your Organisations’ assessments into:

1. **Pending Payment Assessment**

   Clicking on this tab will display all the assessments that have been registered, but have not been paid. Actions that you can perform are:
   - View Details
   - Pay Online (Only applicable for assessment that are indicated as online payment and not yet paid)
   - Request to Withdraw Group Booking

2. **Paid Assessment**

   Clicking on this tab will display all the assessments that have been registered, are ongoing and paid for.

   Actions that you can perform are:
   - View Details
   - Request to Withdraw Group Booking
   - Download Receipt
3 Past Assessment

Clicking on this tab displays all the assessments that have been paid for and are completed/over.

Actions that you can perform are:
- View Details
- Download receipt
3.2 Actions for Assessment Dashboard

1. You can perform the following actions for the Pending Payment, Paid Assessment and Past Assessment dashboard.

1. **Filter** assessment records according to dates, branches and assessment location.

2. **Select** an assessment record by checking the box next to the record.

   **You are also able to select all assessment records by checking the box above.**

3. Under the **Action** dropdown menu, **Select View Details**. You will be directed to View Assessment Details page.
3.3 View Assessment Details

1. This is the default screen for View Assessment Details from Pending Payment, Paid Assessment and Past Assessment.

2. Click on Action of selected candidate.

3. Click on View Detail to view details of each Candidate.

1. Request to Withdraw to submit a request for withdrawal of a single candidate to CES.

3. Upon CES processing of the withdrawal request, the status of the withdrawal will be reflected as “Withdrawn”.

Note: The black masked out areas are where Candidates’ NRIC/FIN should be displayed. They have been masked out for confidentiality purposes.
3.4 Request to Withdraw Individual Booking

1. You can submit a request to withdraw individual candidate booking from the View Assessment Details page.

   1. Select the modalities that you would like to withdraw for the individual.

   2. Fill in the reasons for the request. Do note that this is mandatory.

   3. Click on Submit button

   4. A refund policy page will be displayed. You can either click on “I Agree” to proceed to submit your request to CES or click on “X” button to close the refund policy page and your request will not be submitted.

   5. Upon clicking I Agree, a confirmation page that your request has been sent will be displayed. Click on Back to Assessment to return to Assessment dashboard.

   6. Once approved, you will be able to check the status of the request from the View Assessment Details page’s enrolment status. Refer to Section 3.3

Note: The black masked out areas are where Candidates’ NRIC/FIN should be displayed. They have been masked out for confidentiality purposes.
### 3.5 Request to Withdraw Group Booking

1. You can submit a request to withdraw group booking from the actions from **Pending Payment** or **Paid Assessment** tabs. Refer to Section 3.1.

1. Fill in the **reasons for the request**. Do note that this is mandatory.

2. Click on **Submit** button

3. A refund policy page will be displayed. You can either click on **I Agree** to proceed to submit your request to CES or click on “X” button to close the refund policy page and your request will not be submitted.

4. Upon clicking **I Agree**, a confirmation page that your request has been sent will be displayed and the enrolment ID will be listed.

5. Click on **Back to Assessment** to return to Assessment dashboard.

6. Once approved, you will be able to check the status of the request from the **View Assessment Details** page’s enrolment status. Refer to Section 3.3.
3.6 Download Receipts

1. You can also search and filter receipts for past assessment by clicking on Paid Assessment and Past Assessment tab and selecting the assessment record.

   1. Filter assessment records according to dates, branches and assessment location.

   2. Under the Action dropdown menu, select Download Receipt.
3.7 Pay Online

1. You can make payment online for assessments booked for online payment by clicking on **Pending Assessment tab** and selecting the assessment record. You can make payment for individual group booking or select multiple group booking to make payment at one go.

   1. **Filter** assessment records according to dates, branches and assessment location.

   2. To make individual group booking payment, click on **Action dropdown menu** and select **Online Payment** for the booking.

   3. To make multiple Group booking payment, select the checkbox (only applicable for online payment booking) that you would like to make payment for and click on **Pay Selected Assessment Online**.

   4. Select the **type of payment mode** to make payment.

   5. Click on **Pay Online** button.
6. Fill in the **details** of your payment

7. Click on **Submit** to proceed with payment.

8. Click on **Cancel** to go back to previous page.

9. Upon successful payment, click on **Continue** button or “X” to close the pop up page and you will be directed back to assessment dashboard.
3.8 Booking of Assessment

1. You will be able to create a new assessment booking anytime from the Assessment Dashboard.

   Click on Book New Assessment.

2. There are 3 main steps to booking an assessment. Before making the booking, please ensure that you have prepared a list of the candidates, their modalities and particulars. After the booking, if you require to add or change the modalities or dates, you would need to perform a withdrawal request online and rebook the assessments.

   **Step 1**
   **Select Assessment Type and Location:**

   1. Select the organisation branch that you’re booking the assessment for.
2. Select the assessment type.
3. Select the assessment location.
4. Click Next.

3 Step 2
Select the Assessment Date and Time for the booking:

1. Display available assessment schedule by months.

2. **Filter** available assessments according to payment method, date range, or available vacancies (expected pax.)

   *Searching by “**expected pax**” will display assessments matching or greater than the expected pax entered.*

   Click **Filter** to display available and relevant assessments

3. Select an assessment record

4. Click Next

3 Step 3
Add candidates to the booked assessment by:
- Bulk Registration (excel enrolment template)
- Single Registration

Detailed steps as shown in subsequent pages.
### 3.8.1 Bulk Registration

**Bulk Registration**

1. Download the excel enrolment template

2. Take note of the assessment’s date, time and location

3. After completing the enrolment template with candidate’s details, click “Choose a File” to select and upload your template

4. Click “Upload Candidate List” to proceed with your bulk registration

5. A list of registered candidates will load on the page

6. Click on “Submit” to confirm registration

7. Once registration has been successfully processed, you can view the Acknowledgement through the “View Details” page. Refer to Section 3.3 for detailed steps.

*Note: The black masked out areas are where Candidates’ NRIC/FIN should be displayed. They have been masked out for confidentiality purposes.*
3.8.2 Make Changes to Bulk Registration Entries

Make Changes to Bulk Registration

If you’d like to **make any changes** or if there is any **error in the data verification** after the template is uploaded:

1. Click on the **Action** dropdown menu and select one of the following options:
   - **Edit**
     To edit the candidate’s information*
   - **Delete**
     To delete the uploaded/added candidate

*Note: For candidates with an existing profile, only changes to the contact details will be saved.

2. You can also add additional candidates manually after a bulk enrolment template upload by clicking on “Add Candidates Manually”. For detailed steps, please refer to **Section 3.8.3**.

3. After making the necessary changes, click on “Submit” to confirm your changes. **Do note that once submitted, you will not be able to change any of the previous assessment details or candidates’ information on the portal. Please contact CES at 6785 5785 if it needs to be changed.**

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Note: The black masked out areas are where Candidates’ NRIC/FIN should be displayed. They have been masked out for confidentiality purposes.
3.8.3 Add Candidate Manually

1. After clicking on “Add Candidate Manually”, a pop-up window will appear.
   1. Fill in all particulars. Only fields indicated with * are mandatory.
   2. Click “Save and Add Another Candidate” if you’d like to add more than one candidate
   3. Click “Save” to confirm and proceed with registration

2. Once registration has been successfully processed, you can view the Acknowledgement through the “View Details” page. Refer to Section 3.3 for detailed steps.

Note: The black masked out areas are where Candidates’ NRIC/FIN should be displayed. They have been masked out for confidentiality purposes.
4. Search and View Candidates

1. On the candidate page, you’re able to search for a specific candidate by entering any of the following into the free text box:
   - Candidate Name
   - Candidate ID
   - Candidate Enrolment Number

2. Alternatively, you can search by assessment dates

3. Click “Search” to display results

4. For each candidate, you’re able to perform the following actions:
   - View Details
   - View Assessment

Note: The black masked out areas are where Candidates’ NRIC/FIN should be displayed. They have been masked out for confidentiality purposes.
5. Search and Download Receipts

1. **On the Receipt page, you’re able to search and download assessment payment receipts. Do note that only the past 1 year’s record will be shown.**

   1. **Filter by date range and/or by branches**
   2. Click “Filter” to display records
   3. **Select** a receipt record by checking the box next to the record.
      
      *You are also able to select all receipt records by checking the box above.*
   4. Click “Download Selected Receipt” in pdf

6. View Announcements

1. **Clicking on the announcement tab will display all current and past announcements made by CES.**
7. View/Update Profile
7.1 View/Edit Contact Information

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<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Click on the <strong>Profile Logo or Name</strong></td>
</tr>
<tr>
<td>2</td>
<td>Click on “<strong>My Contact Information</strong>”</td>
</tr>
</tbody>
</table>
| 3 |   To edit your contact details, click “**Edit**”  
   **Note:** You may only edit your email, contact number and fax number   |
| 4 |   Click “**Save**” to confirm the changes   |

**Note:** The black masked out areas are where Candidates’ NRIC/FIN should be displayed. They have been masked out for confidentiality purposes.
7.2 View/Edit Organisation Details

Note: Only employees assigned the “Approver” role under CorpPass are able to edit organisation details stated in this section.

Only Organisation’s contact details can be edited on the portal. If you would like to edit any other Organisation information (e.g. Organisation name), please contact CES at 6785 5785.

1. Click on the Profile Logo or Name
2. Click on Organisation Details
3. Click on Edit under Organisation Details to update your organisation’s basic information (detailed steps shown in next page)
4. Bank information will not be editable.
5. Click on Edit under Contact Person to edit contact details, as shown in Section 7.1.
6. Click on “Add operation/billing contact person” to create a new contact person (detailed step shown in next page)
page). This additional operation/billing contact person can be deleted at any time. 

Note: The black masked out areas are where Candidates’ NRIC/FIN should be displayed. They have been masked out for confidentiality purposes.

<table>
<thead>
<tr>
<th>2</th>
<th>Organisation Details- Update Basic Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Only the fields marked * are mandatory</td>
<td></td>
</tr>
<tr>
<td>1. Click any field to update details</td>
<td></td>
</tr>
<tr>
<td>2. Click Save to confirm changes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3</th>
<th>Add Operation/Billing Contact Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill in the Contact Person’s details</td>
<td></td>
</tr>
<tr>
<td>2. Click Submit</td>
<td></td>
</tr>
</tbody>
</table>

| 7.3 View/Edit Branch Detail |
|---|---|
| 1 | View Branch Detail |
| Select a branch to view more details |

*If your organisation does not have a branch, no data will be displayed here*
Note: If a new branch needs to be created, please contact CES at 6785 5785. You will only be able to edit branch details on the portal after organisation profile has been created on portal. Do note that only employees assigned the “Approver” under CorpPass are able to edit organisation details stated in the sections below.

2 Edit Branch Details

1. Click **Edit** to make changes to Branch Details

2. Click **Edit** to change details of this Branch Contact Person

3. Click **Add operation/billing contact person** to create a new contact person

3 Branch Details – Update Basic Information

*Only the fields marked * are mandatory*

1. Click any field to edit

2. Click **Save**
<table>
<thead>
<tr>
<th>4</th>
<th><strong>Add Operation/Billing Contact Person</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Fill in the Contact Person’s details</td>
</tr>
<tr>
<td>2.</td>
<td>Click <strong>Submit</strong></td>
</tr>
</tbody>
</table>

### 8. Logout

| 1 | Click **Logout** on the top navigation bar to go back to the CES Homepage |