

# Council for Estate Agencies (CEA) Continuing Professional Development System User Guide – Course Provider

W.e.f. 1 Oct 2019

(Version 4.0)

# **Document Change History**

Version	Date	Description
1.0	23 Mar 2017	Initial Release
2.0	18 Aug 2017	Removed Submission of Attendance for Core CPD Activities by KEO/Authorised User and Salesperson
3.0	07 August 2018	Change figure 7 Change section 3.1.2 Search Course (CPD Topic to Course Category) Change figure 17 Change section 3.2.2 Search Session (Date & Time to Start Date Time and End Date Time) Change figure 25 Change figure 37 Change section 3.4.3 Session ID Search (To search session ID) Change figure 43
4.0	07 July 2019	Changes for the new CPD framework, wef 1 Oct 2019

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## 1 Introduction

## 1.1 My CPD Portal

"My CPD Portal" is a common platform to:

- Allow course providers to introduce new courses and seek approval from CEA to conduct them;
- Keep course providers updated on their application status via the system or via email notifications depending on their roles. Each role has its own specific notification.
- Allow course providers to update and add course dates/sessions and trainers for approved courses;
- Allow course providers to correspond with CEA Administrators through an inbox;
- Allow Salespersons/KEOs to store and track CPD attendance records;
- Allow Salespersons/KEOs to track CPD requirement fulfilment status; and
- Allow KEOs to approve non-core CPD courses taken by their salespersons.
- Allow the syncing of CPD requirement fulfilment data with EAS system for renewal process

## 1.2 Course Provider

The Course Providers can use this system to:

- Add new courses;
- Manage courses;
- Submit attendance records for Professional Competencies Courses and course feedback records for completed courses; and
- Communicate with CEA administrators through an inbox correspondence system.

## 2 Login

## 2.1 Login functionality

You can login to the CPD System via <u>www.cea.gov.sg/cpd</u>. Click on the login tab on the right side of the top bar as shown below:



Figure 1: CPD Microsite – Login tab

Login option landing page will be displayed to choose to login with SingPass or CorpPass.



Figure 2: SingPass and CorpPass Login Option Landing Page

Choose CorpPass to login, and key in your UEN/Entity ID, CorpPass ID and Password as shown below:

CorpPass		A A Contact Us   Feedback   Sitemap   FAQ
	LY login method for corporate transaction: In more than 140 government digital services. Register f	
	Log in with CorpPa	ass
	UEN/ENTITY ID	Ø
	CORPASS ID	Ø
	Password	Ø
	Remember Entity ID Forgot Entity / CorpPass ID or Password	Ø
	Cancel Login +	L.
	Don't have a CorpPass Account? Get Started	
Privacy Statement   Terms of Use   Rat	a this Matteria	Last upstened on 07 July 2019 © 2010 Generatives of Englishere

Figure 3: CorpPass Login Page

Once logged in, you will see the dashboard below if you have multiple roles in the CPD System e.g. as KEO/ Authorised User or Course Provider. Otherwise please refer to **Figure 4** for the dashboard that you will see. For multi-role users, please select the **"Course Provider"** tab if you wish to log in as a **Course Provider**. You will be directed to the dashboard shown in **Figure 5**.

			1.00314-0
PLEASE SELECT THE ROL	E YOU WISH TO LOG IN AS:		
Course Provider	KEO / Authorised User		
wacy Statement   Terms of Use   R	de our e-services	© Copyright 2019 Counc	si for Estate Aze

Figure 4: Multi Role dashboard

	COURSE PROVIDE								HANGE ROLE
	SHBOAR			3	]				
11-21-21	Submission	Pressent reserve	atoma a	1055	1000		Learning	Contraction of	10.000
ction	Date	Espiry Date	Course Id	Title	Topic	Course Level	Learning Mode	Credit Hours	Second
-	12 Jun 2019	25 Jun			cı	11	Course	2	Pending
「国	34 Aug 2017	2021			C1	U	Course	3	Approved
- E	24 Aug 2017	25 Jun 2021			¢1	1.1	Course	3	Approved
	24 Aug 2017	23 May 2021			C2	£1	Course	3	Approved
s 🗉	24 Aug 2017	25 Jun 2021			C2	L1	Course	3	Approved
								Vie	w More →
sent At	tendance Subr	alecian		6					
ction	1024	idated Date	Course	e Title	Course Provider	Credit	Hours	Status	
4	12	2 Juni 2019				2		Completed	t.
								Vie	w More 🕈

Figure 5: Course Provider Dashboard

### **Course Provider Profile Update (Refer to Figure 6)**

For changes to the organization and contact person details, please email to the Council for Estate Agencies (CEA) directly. To update the file on "Record Keeping Procedure", file formats that can be uploaded are .pdf, .doc, .docx, .xls, .xlsx, and .pptx with the maximum size of 5 MB. By pressing Save, the changes will be saved in the system.

## **PROFILE DETAILS**

Fields indicated with an asterisk\*are compulsory

Organization	:	
Organization Type	:	literative sectors and sectors
Organization Address*	:	Children Press Well 41 DPUBLIC - Bull 12 (c)
Postal Code *	:	[P(8))
Country*	:	The graphic is a second
NRIC of Contact Person	:	
Name of Contact Person	:	
Designation	:	Fig. Research Without
Email *	:	
Contact Number *	:	(Margar, Jonan)
Fax Number	;	
Details on Record Keeping Procedure * Please refer here for record keeping criteria	:	Upload pdf,doc,docx,xls,xlsx,ppt,pptx with max file size 5 MB

### Figure 6: Course Provider Profile Update

### 1. Logout (Refer to Figure 5)

Click this link to log out from the system.

#### 2. Change Role (Refer to Figure 5)

If you want to switch roles, click this tab and you will be redirected back to the multi roles dashboard.

#### 3. Course Providers (Refer to Figure 5)

Click this tab to check the relevant listing that are provided for Course Provider.

#### 4. Recent Course Submission (Refer to Figure 5)

Display of recent course submission in a list. By clicking View More, you will be redirected to the course management page for Course Provider.

### 5. Recent Attendance Submission (Refer to Figure 5)

Display of recent attendance submission in a list. By clicking View More, you will be redirected to attendance management - Course Provider page.

## 3 Course Management

This chapter shows you how to manage the courses in the system. To access the Course Provider Management page, click **Course Providers >> Course Management.** 

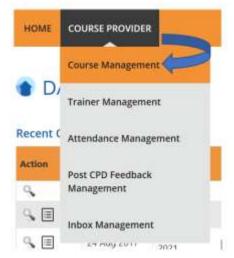


Figure 7: Course Providers tab drop-down menu: Course Management

You will be redirected to the Course Management page as shown in Figure 8.

CPD Dev	elopment.					XANNA A		
						Louis	e Provider.	Profile Upd
HOME COURSE	PROVIDER						0	ANGE ROL
COURS     Add New Court		MENT						
Submission Date	1	-	Professi	onal Competencies	: [All			
Expiry Date	+	1000	CPD Cre	dits	: [All			
Course ID	+		Status		: All			
Course Title	τ.		1					
Search								
Search	Submission Date	Espiry Date	Course ID	Title		Profession al Competen	CPD	Status
Action	Submission Date	Espiry Date	Course 1D	Title		al.	CPD	in the second se
		Expiry Date	Course 10	Title		al Computen cies	CPD Credits	Pending
Action	12 Jul 2019		Course 1D	Title		al Competen des	CPD Credits 2P	Status Pending Pending Pending
Action Q	12 Jul 2019 29 Apr 2019	31 Dec 2020	Course 1D	Title		al Competen cles P3 -	CPD Credits 2P 0P	Pending Pending Pending
Action Q	12 Jul 2019 29 Apr 2019 24 Aug 2017	31 Dec 2020 31 Oec 2020	Course 10	Title		al Competen Des P3 - -	CPD Credits 2P 0P 3P	Pending Pending Pending Pending
Action Q	12 Jul 2019 29 Apr 2019 24 Aug 2017 24 Aug 2017	31 Dec 2020 31 Dec 2020 31 Dec 2020	Course 10	Title		af Competen cles P3 - - -	CPD Credits 2P 0P 3P 3P	Pending Pending Pending Pending Pending
Action Q Q Q Q Q Q	12 Jul 2019 29 Apr 2019 24 Aug 2017 24 Aug 2017 24 Aug 2017 24 Aug 2017	31 Dec 2020 31 Dec 2020 31 Dec 2020 31 Dec 2020 31 Dec 2020	Course ID	Title		At Compoten cies P3 - - - - - -	CPD Credits 2P 0P 3P 3P 3P	Pending Pending Pending Pending Pending Pending
Action Q	12 Jul 2019 29 Apr 2019 24 Aug 2017 24 Aug 2017 24 Aug 2017 24 Aug 2017 24 Aug 2017	31 Dec 2020 31 Dec 2020 31 Dec 2020 31 Dec 2020 31 Dec 2020 31 Dec 2020	Course 1D	Title		Al Compoten cies - - - - - - -	CPD Credits 2P 0P 3P 3P 3P 3P	Pending
Action C. C. C. C. C. C. C. C. C. C. C. C. C.	12 Jul 2019 29 Apr 2019 24 Aug 2017 24 Aug 2017 24 Aug 2017 24 Aug 2017 24 Aug 2017 24 Aug 2017	31 Dec 2020 31 Dec 2020 31 Dec 2020 31 Dec 2020 31 Dec 2020 31 Dec 2020 31 Dec 2020	Course 1D	Title		At Compoten Cless P3 - - - - - - - - - - -	20 20 30 30 30 30 30 30 30 30	Pending Pending Pending Pending Pending Pending Pending

### Figure 8: Course Management

## 3.1 Add new course

### Add New Course

To create a new course, click on the Add Course button then follow these steps below:

1. Course Provider Details

Check that the details provided are updated and correct. If updating is required, please refer to Course Provider Profile Update in Figure 5.

### PROFILE DETAILS

Fields indicated with an asterisk # are compulsory

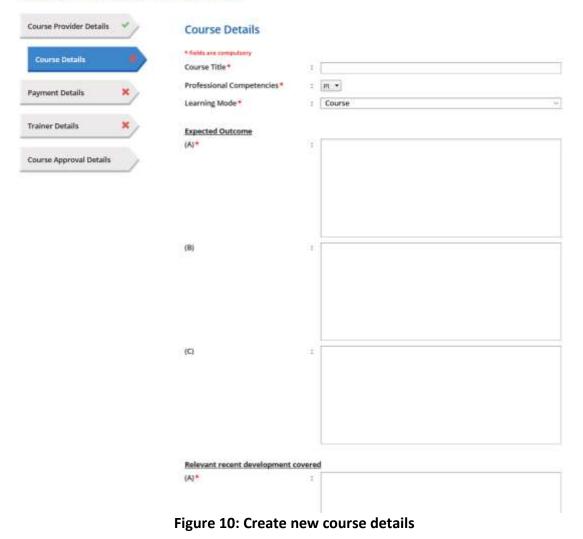
Organization	18	
Organization Type	:	
Organization Address*	1 THE R. M. LEWIS CO., N. LEWIS CO., NY YOR NEW YORK, NY	
Postal Code *	2 (1998)	
Country*	a and a second sec	
NRIC of Contact Person	3	
Name of Contact Person	4	
Designation	<ul> <li>Replacing The</li> </ul>	
Email *	: THE REPORT OF ST	
Contact Number*	: NEC	
Fax Number	a careera a	
Details on Record Keeping Procedure*	1 Upload	
Please refer here for record keeping criteria	polyanc dock durates put parts with mas file size \$ 3/8	

**Figure 9: Course Provider Details** 

#### 2. Course Details

Click on Course Provider Details tab, fill in all the fields and upload the course materials. The file should be in .zip with the maximum size of 30 MB. Once done, click Save at the bottom of the screen. Tab with  $\checkmark$  icon means that all the required information on that page is already completed, while the uncompleted information page is marked with  $\thickapprox$  icon.

### COURSE APPLICATION DETAILS



#### 3. Payment Details

Click on Payment Details tab, the payment mode will only in Internet banking. Fill in all the fields. Attach a copy of the transaction payment details. The allowed file formats are .jpg, .jpeg, .png, .doc, .docx, .xls, .xlsx, .pdf with a maximum file size of 5 MB. Once done, click Save at the bottom of the screen.

Course Provider Details	Payment Details	
Course Details	* Relati are propolatry	Internet Banking
Payment Details	Payment Mode * Bank Name *	2 Internet Banking
Trainer Details X	Account Name with bank record * Name of Provider (acronym) *	
Trainer Details	Bank Account Number	1
Course Approval Details	Payment Date *	·
	Attachment (copy of transaction payment details) *	I Select
	Save	
Submit Cancel		

Figure 11: Course Details - Payment Details

### 4. Trainer Details

To add trainer, click on Trainer Details tab and follow these steps.

• <u>Select trainer</u>

Choose the trainer from the drop-down list of trainers that had already been added.

Course Provider Details 🌱	Trainer Details		
	* fields are computery		
Course Details ×	Trainer	: 1	
Payment Details	Name *	3 Select Trainer	•)
ayment betans	Designation	(A)	
Trainer Details	cv	5i (i)	
1	Qualifications	-	

Figure 12: Add Trainer

• Add more than 1(one) trainer

If you want to add more than 1 trainer for this course, click on the "Add New Trainer" again. The maximum number of trainers allowed is 8 trainers.

Course Provider Details	1	<b>Trainer Details</b>		
Course Details	c .	* fields are compulsory		
		Trainer	; 1	
Payment Details	K	Name *	: Select Trainer	٠
	_	Designation		
Trainer Details		CV		
Contraction and Contraction		Qualifications		
Course Approval Details	1	Remove Trainer		

Figure 13: Add more than 1 (one) trainer

<u>Remove Trainer</u>

Click on Remove Trainer to remove trainer record from the course.

### 5. Save

Click Save at the bottom of the pop-up to save the trainer details in the system. At this phase, the course approval status is Draft and can be edited. Please refer to Para 3.1.4 on steps to edit the course.

### 6. Submit

Once you click Submit, the course submission will be sent to CEA for approval and the course info cannot be edited.

Churta Preside Defails 🤟	Trainer Details		
Payment Dotais	Took at anyonation	1111 Y	
Trainer Betalls	Trainer Rains /		
Course Approval Sierach	Desgnation Cit	r Traiser	
	Qualifications	1.000000000	
	Add New Trainer		

### **Figure 14: Trainer Details**

When a new course is submitted, the approval status is indicated as **Pending.** It will be changed to "**Approved**" once the course is approved, or "**Rejected**" if it is rejected by CEA.

Course Provider Detai	ils Y	Course Appr	oval Details	
Course Details	× ,	Course ID	8	
		Submission Date	: N/A	
Payment Details	- 1	Approved Date	: N/A	
		Expiry Date	: N/A	
Trainer Details	* /	CPD Credits	4	
		Status	: Draft	

Figure 15: Course Approval Details for New Course Submission

The course record will be displayed at the course listing table as shown below.

Action	Submission Date	Explicy Date	Course ID	Title	Profession af Competen cles	CPD Credits	Status
9	12 Aul 2015			1	1 13	29	Pending
9	29 Apr 2019	31 Dec 2020				DP:	Pending
9	24 Aug 2017	31 Dec 2020			-	38	Pending
9. · · · ·	24 Aug 2017	31 Dec 2020				38	Pending
с. С	24 Aug 2017	31 Dec 2020			F	38	Pending
9	24 Aug 2017	31 Dec 2020				38	Pending
9 <b>.</b>	24 Aug 2017	31 Dec 2020			÷.	38	Pending
9.E	24 Aug 2017	08.Jul 2021				39	Арритин
s 🗉	07 Aug 2017	08 Jul 2021				34	Approved
s.	07 Aug 2017	31 Dec 2020				39	Pending
Page size: 10	•	• •				42 items	in 5 pages

Figure 16: Course listing

## 3.2 Search course

Course Provider will be able to search for courses using the following filters:

- Submission Date
- Expiry Date
- Course ID
- Course Title
- Professional Competencies
- CPD Credits
- Status

	uing Professional pment				Course Provider Profile Update Logout
HOME COURSEPRO					CHANGE ROLE
COURSE	MANAGEN	IENT			
Add New Course					
		-	Professional Competencies	IIA I	*
Submission Date	:	=	Professional Competencies CPD Credits	ILA I	*
Add New Course Submission Date Expiry Date Course ID		8			
Submission Date	÷ [	10	CPD Credits	: []All	*

### Figure 17: Course Management: Search form

Choose at least one filter in the search form and fill the field. Click on the Search button to get the results.

## 3.3 View course

Course Provider will be able to view their course details by clicking on  $\Im$  icon .

Action	Submission Date	Expiry Date	Course ID	Title	Profession al Competen cies	CPD	Status
S. 1	12.Jul 2019	1		- L	P3	2P	Pending
9	29 Apr 2019	31 Dec 2020			2	0P	Pending
9	24 Aug 2017	31 Dec 2020			8	3P	Pending

Figure 18: Course Management: Listing Table

The course details will appear as shown in Figure 19:

COURSE APPLICATI	ON DETAILS		
Course Provide Deside	Course Providers Detai	its.	
Convertinging (	Organisation.	2	
	Digenitation Address.		
Aspect Setah	Postali-Carles		
- Anna	Courtry		
Tano beats	Name of Contract Person		
	NALL of Contact Person	54 C	
Charter Approval Details M	Designation		
Comments in a strength of the second s	8 mail	9	
	Contact Number		
	fox fourilier		
	Upload Oxtalls on Ascord Kimping Procedure	01	
			Birth R

Figure 19: Course Management: Course details pop-up

1. Course Provider Details

Contains details of the course provider that submits the course.

2. Course Details

Contains details of the course.

3. Payment Details

Contains information about payment details of the course.

4. Trainer Details

Displays trainer information who is conducting the course.

### 5. Course Approval Details

Displays approval details of the course.

6. Back

Click this button to close the pop-up or click on  $\bigcirc$  button at the top right side of the pop-up.

## 3.4 Editing Course

Course Provider Details	Course Details	
Count Details	O Charren Belletin Samuel IN	annahily
Payment Details	· halos are competitively	
Traiver Details X	Course Title *	1 Theory Council
Traiver Details 🕺	Professional Competencies*	1 10.4
Course Approval Details	Learning Made *	Course -
	Expected Dutcome	
	IAT*	1 manual
	(R)	: Stating &
	10	intega (

Figure 20: Edit course draft

1. Edit course application details

Course Provider is able to edit Course, Payment and Trainer details.

### 2. Save

Click Save at the bottom of the pop-up to save the course details.

### 3. Submit

Once you click Submit, the course submission will be sent to CEA to get approval and the course cannot be edited.

### 4. Delete Course

To delete course record, click on it icon as shown in Figure 21. This action is only allowed for course with Draft status.

	opment					Cours	e Provider	Profile Upda
								Logo
HOME COURSEP	ROVIDER						Q	IANGE ROLE
COURSE     Add New Course	E MANAGEI	MENT						
Submission Date	: [		Professi	onal Competencies	: All			Ŷ
Expiry Date	: [	100	CPD Cre	dits	: All			
Course ID			Stetus		: [All	1		¥
Course Title	÷ [							
Search								
Search	Submission Date	Expiry Date	Course ID	Title		Profession M Competen- cies	CPD	Status
	Submission Date 30 Dec 2016	Expiry Date 31 Dec 2020	Course ID	Title		Competen	CPD	Status
Action			Course ID	Tille		al Competen cies	CPD Credits	
Action	30 Dec 2016	31 Dec 2020	1	Title		al Competen cles	CPD Credits 29	Approved
Action	30 Dec 2016	31 Dec 2020	-	Title	4	Al Competen cies	2P credits	Approved
Action	30 Dec 2016 - -	31 Dec 2020 -	- 		6	Al Competen cies	2P Credits	Approved Draft Draft
Action	30 Dec 2016 - -	31 Dec 2020	- 		a	Al Competen cies	2P Credits 2P - -	Approved Draft Draft Draft
Action	30 Dec 2016 - - -	31 Dec 2020			<b>1</b>	Al Competen cies - - - -	2P credits 2 · ·	Approved Draft Draft Draft Draft
Action Action	30 Dec 2016 - - - -	31 Dec 2020			4	A Competencies	2P credits 2 · ·	Approved Draft Draft Draft Draft Draft Draft
Action	30 Dec 2016 - - - -	31 Dec 2020			<b>4</b>	A Competencies	2P Credits 2P · · · ·	Approved Draft Draft Draft Draft Draft Draft

### Figure 21: Draft Course List

Then confirmation pop-up will appear as shown below.



Figure 22: Delete course - Confirmation pop-up

1. **OK** 

Click this button if you want to delete the course record from the system.

2. Cancel

Click this button if you do not want to delete the course, pop-up will be closed.

## 4 Session Management

On this page, Course Provider will be able to manage the session for each course that has been submitted. New sessions created will appear in the CPD Course Directory in the CPD Microsite, therefore sessions should be created before the conduct of the course.

### 4.1 Add new session

To create new session, click Add New Session button, then this pop-up will appear as shown in Figure 23.

* Exactly, and promoving (		
Cosone Title	2.14. - 14.	
Session ID	1.5	
Venue Address *	3	
Venue Postal*	1	
Venue Country*	1	
Verwe koom*	5 G	
Start Date*	:	
And Deta*	· 一 一 冊 四	
Product *		+
Save Cancel		

#### Figure 23: Add New Session

All fields must be filled, and **Session ID will be auto generated by the system**. Once the respective session details are filled, click **Save** to save the session record into the system or **Cancel** to discard the session.

## 4.2 Search session

Course Provider will be able to search the course record by using the following filters:

- Session ID
- Venue Address
- Room
- Trainer
- Start Date Time
- End Date Time

Add New Session		Back to Course Management			
Session ID	:		Trainer	3	
/enue Address	1		Start DateTime		III (2)
noon	30Ē		End DateTime	a [	(四) (四)

### Figure 24: Session Management: Search form

1. Search filters

Choose at least one filter in the search form, then fill in the relevant details in the field.

2. Search

Click on the Search button to get search result.

## 4.3 Update session

Refer to the Figure 25, Course Provider can update session details by clicking on 📝 icon near the session record.

Action	Start Date	End Date	Session ID	Venue Address	Room	Trainer
21	02 Sep 2019 - 08:00 PM	02 Sep 2019 - 10:00 PM		TPY	Room 1	

### Figure 25: Update Session Details Icon

On the Session Detail pop-up, all fields can be updated, except for Session ID. Click Save once you are done.

* fields are compulsory		
Course Title		
Session ID	:	
Venue Address*	: TPY	
Venue Postal*	: 111111	
Venue Country*	: Singapore	
Venue Room *	: Room 1	
Start Date *	: 02/09/2019 20:00	
End Date*	: 02/09/2019 22:00 🗰 🖾	
Trainer*		-

Figure 26: Update Session Details

## 4.4 Delete session

To delete the session record, click on is icon beside the record. This action is only allowed for upcoming course session. Then confirmation pop-up will appear as below.

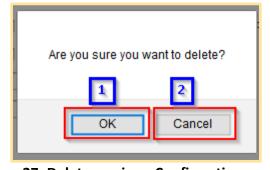


Figure 27: Delete session - Confirmation pop-up

1. **OK** 

Click this button if you want to delete the session record from the system.

2. Cancel

Click this button if do not want to delete the session, then the pop-up will be closed.

## 4.5 Back to Course Management

Click this button to go back to Course Management page.

CPE	Continuing Profess Development	lionat				Wetcome.	e Provider Profile Violati Logis
HOME	COURSE PROVIDER						CHANGE ROLE
FACILI			_	OCESS			
Sension ID Renue Addro Roam Search	1 [			Trainer Start OoleTime End DateTime	: [ : []	= 0 = 0	
Arture	Short Date:	Ind Date:	Section (2)	Only Versus Addre	(Narind Same) we		Export to Recei
2.11	02 Sep 2019 - 08/00	02 Sep 2019 - 10:00	AAST037	784	Room		And the second s
Page size	10. T	194	1.2.001				T forms to T pages
	nt   Terms of Uner   Aute						19 Council for Estate Ag

Figure 28: Back to Course Management

## **5** Trainer Management

This chapter shows you how to manage the records of the trainers in the system. To access the Trainer Management page, click Course Providers >> Trainer Management.

HOME	
1.40	Course Management
• C(	Trainer Management
Add	Attendance Management
Submissio	Post CPD Feedback
Expiry Dat	Management
Course ID	Inbox Management
Course Tit	indox management.

Figure 29: Course Providers tab drop-down menu: Trainer Management

You	will be	redirected	to	Course	Management	nage	as	shown	helow
1 Uu	will be	realicence	ω	Course	Wianagement	page	as	3110 W II	0010 %.

	lopment			Course Provider Profile Upd Log
HOME COURSE F	ROVIDER			CHANGE ROL
TRAINE     Add New Trainer	R MANAGEMEN	T	er you are adding has not bee	n approved by CEA yet
	_			
NRIC:	*			
Trainer Name:	1			
Search				
accenter!				
20101				
Action	NRC	Name	Only finewal fating will b Designation	se seported
Action	HRUC	data datas attal ultima	Designation	Status
Action	[ with the	Secondaria de Calendaria Secondaria	Designation	Status Added
Action	Contractor Services	Sectored and the sector of the	Designation 1	Status Addea Added
Action 2 11 2 11 2 11	Collector Sectors Sectors	Sector According to the sector of the sector	Designation	Status Added Added Added
Action	Collector Sectors Sectors Exception	Sector According ACCO Sector Sector According According Sector According According Sector According	Designation 1	Status Addea Added
Action 2 11 2 11 2 11 2 11 2 11 2 11 2 11 2 11	Collector Sectors Sectors	Sector According to the sector of the sector	Designation	Status Added Added Added Added
Action 2 11 2 11	[140]2111 2410[1408 2400[171] 2400[101] 2400[101]	Sector Accessed and Access Sector Sector Accessed Accesse	Designation Professional Sources and Profession Professio	Status Added Added Added Added Added
Adion 2 11 2 11 2 11 2 11 2 11 2 11 2 11 2 1	Collector Sectored Sectored Sectored Sectored Sectored	Secondaria de la composición d	Designation Control of the Cont Production of the Cont Instance	Status Added Added Added Added Added Added Added
Action 2 11 2 11	[14]111 2427424 242742 2427477777777	Secondaria (Contra Secondaria) Secondaria (Contra Secondaria) Secondaria (Contra Secondaria) Secondaria (Contra Secondaria) Secondaria (Contra Secondaria) Secondaria (Contra Secondaria)	Designation Control of the set Million design of the Design of the set Design of the set of the Design of the set of the set Design of the set of the set of the Design of the set of the set of the set Design of the set of the set of the set Design of the set of the set Design of the set	Status Added Added Added Added Added Added Added Added

Figure 30: Trainer Management

## 5.1 Add new trainer

Click on the Add New Trainer button

Add New Trainer and you will see the following pop-up:

NIIK*	
Trainer Name *	÷ [
Designation*	1
CV *	( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( )
	Phases uptical particle, does including part, pp with maxifie one 5 Mill
Relevant Qualification *	(Setal)
	Press optimal prilide des electrospych, provide esse far ann 5 MB
	AS CPD trainers must half the intervalientable in CFA's CPD Guidelines for CPD Activity Providers. Please provide the relevant qualifications and trainer's certification for CFA's assessment.

Figure 31: Create new trainer

All fields must be filled, and the attached document must be in one of the following formats: .pdf, .doc, .docx, .xls, .xlsx,.ppt, .pptx, .zip with maximum file size of 5 MB. Once done, click the Save and the new trainer will be displayed at the trainer list as shown below.

Action	NRIC	Name	Designation	Status
2	( apply the set	Date of the second second	CONTRACT DEPOSIT	Added
2 🗊	(according)	[m]===0(m]==)=0	International Accession of the	Added
2 🗊	(ACASE 107 10)	standowed and reaction	BARDING PROFESSION	Added
2 🗊	1.400-010	NUMBER OF STREET, STRE	NAME OF TAXABLE	Added
📝 🗊	i materiality	THE R. LEWIS CO.	Braches at optimized 22	Added
2 🗊	Sciences (	INCOME AND DESIGNATION OF	george characteristics	Added
1	10000000000	85/5/S	1000	Added
2 🗊	NAMES OF A DESCRIPTION OF A DESCRIPTION OF A DESCRIPTIONO	Concerned Report	Thursday.	Added
1	PARTICIPAL DE LA CONTRACT	Terrarda (	lainer.	Added
2 🗊	1 similari	Time long reprint and lipids	and the second s	Added

Figure 32: Trainer listing

## 5.2 Update trainer

Click on *icon* beside the record to edit the details, then you will see the trainer details pop-up.

TRAINER DETAILS		
* fields are compulsory		
NRIC*		
Trainer Name*	: Martin Martin	
Designation *	: Trainer	
cv*	: Update File	
Relevant Qualification *	: Update File	
Save Remove	Cancel	

Figure 33: Update Trainer Details

On the Trainer Details pop-up, all fields can be updated, except for Trainer Name. Click Save once the fields are updated.

## 5.3 Remove Inactive Trainer

To set a trainer to be inactive (will be hidden from the course management trainer option), click on in icon. At the pop up screen, click the Remove button. The trainer status will be changed to "Removed". To add an inactive trainer back click on icon. At the pop-up screen, click "Add" button to make the trainer to be active again.

TRAINER DETAILS	
* fields are compulsory.	
NRIC*	i anno 1
Trainer Name*	: Carrier
Designation *	1 Trainer
cv*	Update File
Relevant Qualification*	Update File
Add	

### Figure 34: Add Inactive Trainer

## 5.4 Delete Trainer

To remove the trainer record, click on i icon. Deletion can only be done to trainer that has not been assigned yet to any of the sessions. Trainer that have been scheduled to conduct courses cannot be deleted but can only be set to be inactive as stated in Para 3.3.3. above. The confirmation pop-up will appear as shown below.

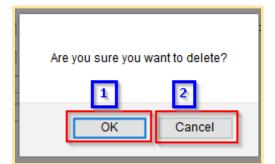


Figure 35: Remove trainer - Confirmation pop-up

1. **OK** 

Click this button if you want to delete the trainer record from the system.

2. Cancel

Click this button if you do not want to delete the trainer, then the pop-up will be closed.

## 5.5 Search Trainer

Course Provider can search trainer record by using the following filters:

- NRIC
- Trainer Name

NRIC:	:	
Trainer Name:	:	
Search		



Fill in at least one of the search filters. Then click on the Search button to get the search result.

## 6 Attendance Management

This chapter shows you how to manage the attendance records in the system. To access the Attendance Management page, click **Course Providers** >> **Attendance Management.** 



Figure 37: Course Providers tab drop-down menu: Attendance Management

You will be redirected to Attendance Management page as shown in Figure 38.

CPD	Continuing Pro Development	ofessional						me, <u>vider Profile Update</u> <u>Logout</u>
HOME	DURSE PROVIDER							CHANGE ROLE
	ENDANC		GEMENT - COU	IRSE PRC				
Participant NF				Course Start Da			11	
Participant Na Course Title	ime :			Course End Date	e :			
course nue	· _			Status	: [All			~
Pending : At	ys and will then cou	as not been count unt towards sales;	s approval by KEO ed towards salesperson's CPD f serson's CPD fulifilment	fulfilment and ca	n be deleted. Stat		d to "Comp	Export to Excel
Action	Participant's NRIC	Participant's Name	Course Title	Course Start Date	Course End Date	Activity Type	CPD Credits	Status
S 🛙	******	-	Statements for from a	01 Sep 2018	01 Sep 2018	Professional	2P	Pending
<u>_</u>	1.000	10.000	State Street	06 May 2018	06 May 2018	Professional	2P	Completed
S 🗊	10000	10.000	States and	30 Apr 2018	30 Apr 2018	Professional	2P	Pending
Page size:	10 💌			1 🕨 🕑			3 i	tems in 1 pages
ivacy Statement	Terms of Use	Rate our e-service	25	Vi	iew 13-18 Attendi			d Attendance

Figure 38: Attendance Management – Course Provider

## 6.1 Submit New Attendance

Course Provider is only required to submit attendance record for Professional Competencies CPD course only. To submit new attendance record, click on **Submit New Attendance** button and you will see the following popup:

ents indicated with an accordance are	and and a second s	
writicipant's NRIE	1.	
ornopant's Name		
EA Registration No	1	
ame of EA	18	
A Liumse No		
citivity Type*	i Professional	
rovidar Name *	2	
inariat Table *	<ul> <li>L - Sensi Course Title -</li> </ul>	- D -
inariai 10		
overaie Shart Blate *	3 E	
iverse first Date		
Carolin D		
PD Credita		
Linest Canot		
and the second		

Figure 39: Submit New Attendance Records

Then follow these steps below.

- 1. First, fill in **Participant's NRIC.** The Participant's Name, CEA Registration No, Name of EA and License No fields will be auto populated.
- 2. Select **Course Title**. The Course ID will be auto populated.
- 3. Select **Course Start Date** from the drop-down menu. The Course End Date, Session ID and Credit Credits fields will be auto populated.
- 4. Click **Submit** once you are done with the attendance details.

The new attendance record will be displayed in the listing table as shown below.

Action	Participant's NRIC	Participant's Name	Course Title	Course Start Date	Course End Date	Activity Type	CPD Credits	Status
<u>م</u> ا	-		States and	06 May 2018	06 May 2018	Professio nal	2P	Pending
Page size:	10 •						i	l itoms in 1 page

Figure 40: Attendance Record List

### 6.2 Batch Upload of Attendance

To update multiple records, you can click Batch Upload of Attendance button, and the following pop-up will appear.

## ATTENDANCE RECORD UPLOAD

lease upload only csv file form	Select	1	
lease upload only csv file form			
	nat		
o get a sample of a CSV f			n row 2 before uploading the

### Figure 41: Batch Upload of Attendance

- 1. Select the attendance file that you wish to upload. Only file format CSV is allowed.
- 2. Click this link to download sample of CSV file if you do not have a CSV file for uploading. Please take note that it is recommended to use the template provided in the sample file, as different template (different column header) may result in uploading error.
- 3. Key in the required information in the CSV file. The date format should be DD/MM/YYYY. Click "Upload" to submit the file.

If all the records are successfully uploaded, success notification will appear and the pop-up will automatically be closed.

Batch Upload o	f Attendance R		
	Selain	Success.	
Prese upload only can file to	inter.	Records Successfully Uploaded	
To get a sample of a CS	v file for upload, click h	ere	
Upload			

### Figure 42: Batch Upload of Attendance Records – Success Notification

If some records fail to be uploaded, an example of the error notification would appear as shown below.



### Figure 43: Batch Upload of Attendance Records – Error Notification Example

Please take note that if a row of record in the CSV file fails to be submitted, the rest of the records below it will not be submitted. Please repeat the above steps from steps 1 to 3 to upload the attendance records after correcting the error in the affected row and removing the submitted rows above it.

For further details on the error notifications and how to rectify it, please refer to session 9.

## 6.3 Session ID Search

Course Provider is also able to search the ID of the course session by clicking on Session ID Search tab. The Session ID Search pop-up will appear as shown below.

lourse Title		( <b>*</b> )
ourse ID	*	
ourse Start Date	1	•
Course End Date	街	
ession ID	£	
Fredit Hours	÷	

To search session ID:

- 1. Select course title from the drop-down menu based on the selected Course Provider. The Course ID will be auto populated.
- 2. Select Course Start Date from the drop-down menu. The Course End date, Session ID and Credit Hours fields will be auto populated.

### 6.4 Search Attendance

Course Provider can search attendance record by using the following filters:

- Participant NRIC
- Participant Name
- Course Title
- Course Start Date
- Course End Date
- CPD Credits
- Status

						Course	Provider Profile Upd: Logo
HOME COURSE	PROVIDER						CHANGE ROL
ATTENI	DANCE	MANAGEMENT - C	OURSE PROV	IDE	R		
Submit New At		Batch Upload of Attendance	Session ID Search				
2001111 (1217 20	citorine e	Sector opposed of Attendence	Second Sector				
Participant NRIC	=		Course Start Date			15	
Participant Name	+		Course End Date	3		175	
	÷ [		CPD Credits	3			
Course Title			Status	4	All		

Figure 45: Search attendance

Fill in at least one of the search filters. Then click on the Search button to get the search result.

### 6.5 View Attendance

On this module, Course Provider is able to view the course details that have been submitted by the Course Provider. Click on <sup>S</sup> icon beside the record. The course details will appear as shown below:

Participant's NRIC	:	
Participant's Name	: Text 1000	
CEA Registration No	: .	
Name of EA	<ul> <li>Accession (Accession) (Accession)</li> </ul>	
EA License No	:	
Activity Type	: Professional Competencies	
Provider Name	: Brance a construction of the second	
Course Title	<ul> <li>Description of the second secon</li></ul>	
Course ID	:	
Course Start Date	: 30 Apr 2018	
Course End Date	: 30 Apr 2018	
Session ID	:	
CPD Credits	: 2	
Status	: Pending	

Figure 46: View attendance records

1. Attendance record details

Contains details of the attendance record that is submitted by the course provider.

### 2. Delete

Deleting this record is allowed only for attendance records with "Pending" status.

### 3. Close

You will be redirected to the attendance monitoring management listing page.

## 6.6 Export Attendance Records

To export attendance record, click **Export to excel** button that is located above the table listing. The attendance file will be downloaded.

HOME COURSE PR	OVIDER						CHANGE ROLE
	ANCE	MANAGEMENT - CO		DE	D		
• ATTEND	ANCE	MANAGEMENT - C	OURSE PROVI	DE	ĸ		
Submit New Atter	ndance	Batch Upload of Attendance	Session ID Search	L			
Participant NRIC			Course Start Date	t	1	(111)	
Participant Name	:		Course End Date	1		986	
Course Title	:		CPD Credits	ŧ)			
			Status	I	All		8]
Search							

Figure 47: Export to Excel

### 6.7 Delete Attendance Records

Only attendance records with "Pending" status can be deleted. To delete, click on  $\overline{\mathbf{m}}$  icon. Then the confirmation pop-up will appear as shown below.

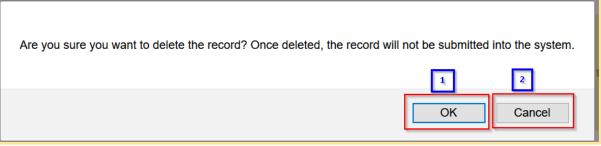


Figure 48: Delete Attendance Record - Confirmation pop-up

1. **OK** 

Click this button if you want to delete the attendance record from the system.

2. Cancel

Click this button if you do not want to delete the attendance record, then the pop-up will be closed.

### 6.8 View 13-18 Attendance

Clicking on "View 13-18 Attendance" allows Course Provider to view the CPD record which were from cycle 13-14, 14-15, 15-16, 16-17, 17-18 based on the old framework of 3 Core, 6 Total requirement.

HOME C	OURSE PROVIDER							CHANGER
ATT	ENDANC	E MANA	GEMENT - COU	JRSE PRC	VIDER			
Submit M	New Attendance	Batch Up	bload of Attendance	Session ID Search	h			
irticipant N	ыс : [_			Course Start Date	e : [		-	
rticipant N	ime : [			Course End Date	r [		-	
ourse Title	£ [			CPD Credits	*			
				Status	I AI			
Search								
					Only filtered list	ng will be exporte	۵ (۵	Export to Exc
Pending Ap Pending : At calendar da		is not been count	s approval by KEO ad towards salesperson's CPD person's CPD fulfilment Course Title					
Pending : At	tendence record hu ys and will then cou Participant's	rs not been count int towards salesp Participant's	ed towards salesperson's CPD serson's CPD fulfilment	fulfilment and can Course Start Date	t be deleted. Sta	tus will be change	id to "Comp	leted" within 3
Pending Ap Pending Ap calendar da calendar da	tendence record hu ys and will then cou Participant's	rs not been count int towards salesp Participant's Name	ed towards salesperson's CPD person's CPD fulfilmens Course Title	fulfilment and car Course Start Date	be deleted. Sta Course End Date	tus will be change Activity Type	d to "Comp CPD Credits	leced" within 3
Pending Ap Pending At calendar da calendar da	Sendance record hu ys and will then cou Participant's NRIC	s not been count nt towards salesp Participant's Name	ed towards salesperson's CPD person's CPD fulfilmens Course Title	fulfilment and can Course Start Date 01 Sep 2018	Course End Date 01 Sep 2018	tus will be change Activity Type Professional	d to "Comp CPD Credits 2P	leced" within 3 Status Panding
Pending Ap Pending : At calendar da attion	Participant's NRIC	Participant's	ed towards salesperson's CPD person's CPD full-limens Course Title	fulfilment and can Course Start Date 01 Sep 2018 06 May 2018	Course End Date 01 Sep 2018 06 May 2018	tus will be change Activity Type Professional Professional	CPD Credits 2P 2P 2P	leced" within 3 Status Panding Completed

Figure 49 : View 13-18 Attendance

0.0	Development						Course Pro	ovider Profile Updat Logos
HOME	OURSE PROVIDER							CHANGE ROLE
• ATT	ENDANCE	E MANAG	EMENT - COL	JRSE PRO	VIDER			
Participant N	RHC :			Course Start Date	1		121	
Participant N	ame ±			Course End Date	1		10	
Course Title	1			Credit Hours	1			1
				Status	: All			8
-				0	nly filtered listing	will be expor	ted I	Export to Excel
Pending : A		s not been counted	proval by KEO towards satisperson's CPD son's CPD fulfilment					
Pending Ap Pending : Al	ttendance record ha	s not been counted	towards salesperson's CPD					
Pending Ap Pending ( A calendar da	tendence record he rys and will then cou Participant's	s not been counted nt towards salespers Participant's	towards salesperson's CPD ion's CPD fulfilment	fulfilment and can b	se deleted. Status Course End	will be chong	ged to "Comp	plesed" within 3
Pending Ap Pending ( A calendar da Action	Participant's NRIC	s not been counted nt towards salespeis Participant's Name	towards salesperson's CPD son's CPD fulfiliment Course Title	fulfliment and can b Course Start Date	e deleted. Status Course End Date	will be chong Activity Type	credit Hours	pleand" within 3 Status

Figure 50 : View 13-18 attendance record page

## 6.9 View Archived Attendance

View Archived Attendance allows Course Provider to view the attendance record for more than 3 years based on new framework (with effect from Cycle 19-20). By clicking on the button, SP will be redirected to the page in Figure 51.

CPD	Continuing Pro Development	fessional				Welc		vider Profile Update Logout
номе со	OURSE PROVIDER							CHANGE ROLE
ATT Participant NF Participant Na Course Title Search	RIC :	E MANAG	EMENT - C	Course Start Date Course End Date CPD Credits Status	/IDER : : : :		] ==	~
Pending : At		s not been counted		Or 5 CPD fullfilment and can b	nly filtered listing e deleted. Status			Export to Excel
Action	Participant's NRIC	Participant's Name	Course Title	Course Start Date	Course End Date	Activity Type	CPD Credits	Status
No records to	) display.							
Page size:	10 💌		•	•••			0 i	items in 1 pages
vacy Statement	Terms of Use   F	Rate our e-services				© Copyri Best vie		uncil for Estate Agend

Figure 51 : View archived attendance

# 7 Post CPD Feedback Management

This chapter shows you how to manage feedback record in the system. To access Feedback Management page, click **Course Providers >> Post CPD Feedback Management.** 



Figure 52: Course Providers tab drop-down menu: Feedback Management

You will be redirected to Feedback Management page as shown below.



Continuing Professional Development Welcome.
<u>Course Provider Profile Update</u>

HOME COURSE PROVIDER

CHANGE ROLE

### POST CPD FEEDBACK MANAGEMENT

Submission Date	:	Course ID	
Course Start Date	:	Course Title	
Course End Date	:	Status	All Y

Search

Action	DateSubmission	Course Start Date	Course End Date	Course Title	Course ID	Status
<b>₽</b>	15 Jul 2019	23 Sep 2018	23 Sep 2018	2010/01/02	-10.000	Submitted
•	-	22 Sep 2018	22 Sep 2018	The state		Pending
€	-	15 Sep 2018	15 Sep 2018			Pending
Ð	-	14 Sep 2018	14 Sep 2018	Statistics in	0.000	Pending
•	-	14 Sep 2018	14 Sep 2018	2266.77	10.004	Pending
Ð	-	13 Sep 2018	13 Sep 2018	Supplements.	1.000	Pending
•	-	12 Sep 2018	12 Sep 2018	Contract of the local division of the local	0.000	Pending
•	-	12 Sep 2018	12 Sep 2018	1215-		Pending
•	-	12 Sep 2018	12 Sep 2018	2200-010	10.000	Pending
•	-	11 Sep 2018	11 Sep 2018	COLUMN TWO IS NOT		Pending
Page size: 10 💌	(	123	4 5 6 7 8	9 10 🕨	✤ 105	8 items in 106 pages

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### Figure 53: Feedback Management

### 7.1 Search Feedback

Course Provider is able to search for feedback by using the following filters:

- Submission Date
- Course Date
- Course Title
- Course ID

• Status

Submission Date	÷ [	05	Course ID	= [	
Course Start Date	4	100	Course Title	=	
Course End Date	10		Status	÷ [ 48.	

**Figure 54: Search Feedback** 

Fill at least one of the search filters. Then click on the Search button to get search result.

### 7.2 Upload Feedback

Click on icon beside the session record. The following pop-up will appear.

UPLOAD FEEDE	ACK	•
*field are compulsory		
Upload Records *	1 Tesse upload any patrice skith may fire set and the	
To get a sample of a pdf file for u	plood, clok	
Upload 3		

Figure 55: Upload Feedback

- 1. Select feedback file that you want to upload. You can only upload file in **PDF** format with **maximum file size of 5 MB.**
- 2. Click this link to download sample feedback report.
- 3. Click "**Upload**" to submit the file.

## 7.3 Download Feedback

To download feedback, click 🕹 beside the session record. The file will be downloaded.

# 8 Inbox Management

This module is provided for Course Provider to communicate with CPD System Administrator. Expand **Course Providers** tab, then click on **Inbox Management.** 

HOME		
	Course Management	
• C(	Trainer Management	1
Add	Attendance Management	
Submissio	Post CPD Feedback	
Expiry Dat	Management	Ľ,
Course ID		
Course Tit	Inbox Management	

Figure 56: Course Providers tab drop-down menu: Inbox Management

You will be redirected to Inbox Management page as shown below.

	FROVIDER			CHANGE ROLE
	MANAGEMENT			
New Message				
Key Words	4	From Date	1	100
5ubject	: All	U To Dete		20
Course Name	: All	- Status	: All	
New / Unread	-i CI			
	Subject	Course	Updated Time	Status
Alteria		CENTRE	oposisii time	214100
Action	1000000000		15 h# 2019	Prinding
Action 2 D 2 D	Approved Course Mellers Approved Course Mellers	International Street Street	15 h8 2019 15 h8 2019	Pinding Prinding
28	Approved Course Matters	Marrie Wilson		2
28 20	Approved Course Matters Approved Course Matters	Married Wiles	# 15 A# 2018	Pending

Figure 57: Inbox Management

## 8.1 Compose New Message

To create a new message, click on New Message button.

Subject	Approved Course Matters + 1	
Course Provider	: Apple Pie Ltd	
Course Name	1 - Select - * 2	
Course ID	Process solver the sources	
Message	の・0・11日内 Forefairer + Earl 単プ目由 新業業業業 田田 A・O・14	
		з
	/ Design ( G Mild) ( R, Person	
Attachment	2 Jean	
	presence applied any file with much file app. 10 MB.	

#### Figure 58: Compose New Message

- 1. Select **Subject** option. There are 3 (three) options that are provided: Approved Course Matters, CPD Application Matters and General Queries.
- 2. Select **Course Name** from the drop-down list. The Course ID field will be auto populated based on the selected course.
- 3. You can write your message content and attach a file if needed (the maximum file size is 10 MB).
- 4. Click **Send** to send the message to CPD System Administrator.

### 8.2 Search Message

Course Provider can search message record in the Inbox Management module by using the following filters:

- Key words
- Subject
- Course Name
- New/Unread checklist
- From Date
- To Date
- Status

Key Words	ŧ [		From Date	4	III
Subject	all all		To Date	5	
Course Name	1 All	•	Status	: All	
New / Unread	: 🗉				
Search					

### Figure 59: Search message

Fill in at least one search filter. Then click on the Search button to get search result.

### 8.3 Reply Message

Course Provider can reply to messages sent by CPD System Administrator. To do this, click on icon beside the record. Bold messages mean new or unread messages. Message thread will pop out as shown below.

Subject	1 CPD Application Matters	
Course Name	3. (maintaine and an	
Course ID	I INCOMENT	
Status	2 Pending	
Sender :		
Send Time :	2 7/15/2019 1:23:10 PM	
Message :	1	
Attachment :	3	
	Design Co HTML Co Preview	
Attachment	Theore upload any file with must file specific Me	

### Figure 60: Message thread

#### 1. Subject details

Displays subject details - subject name, course name, course ID and status

#### 2. Sender details

Displays sender details - sender name, sender, sender message and sender attachment

#### 3. Message field

Course Provider is able to reply the messages by writing in the message context box.

#### 4. Attachment

Course Provider is only able to attach 1 (one) file per reply by clicking on the Select button. Maximum size that is allowed to be uploaded is 5 MB.

#### 5. Send

Press the Send button to send the reply.

INBOX MANAGEMENT

#### 6. Cancel

You will be redirected to the previous page and the draft message will be discarded.

Once you reply to the message, your reply details will be displayed in the same thread which is shown in Figure 58.

Subject Course Name	<ol> <li>Approved Course Matters</li> </ol>	
Course ID	1 C	
Status	: Pending	]
Sender :	1	the second strength of
Send Time :	1 19/07/2019 19:22:30 PM	
Mensage (	Distance	
Attachment :	1 - 1 - 1 - 1	
		1
Sericler :	<ol> <li>CPD Sys Administrations</li> </ol>	177
Serid Time :	1 16/07/2019 18:23:16 PM	<b>•</b>
Message	ET I I I I I I I I I I I I I I I I I I I	
Attachment :		

### Figure 61: Message thread conversation

#### Description:

- 1. Details for the Subject, Course Name, Course ID and Status.
- 2. Message details submitted by course provider.
- 3. Content of the reply from CPD System Administration.

## 8.4 Delete Message

Click on the into delete the inbox details. Confirmation pop-up will appear as shown below.

Are y	ou sure you wa	nt to delete this?	
	ОК	Cancel	

Figure 62: Confirmation pop-up

Click "**OK**" on the confirmation pop-up if you wish to proceed to delete the message or "**Cancel**" if you do not wish to delete the message.

# 9 Error Notification Handling in Batch Upload

For the type of errors that may be encountered while using batch upload for attendance submission and how to rectify it, please refer to the table below:

#1	Error Notification No file or Invalid file format	
Possible	(1) No file selected	
Causes	(2) Select file other than CSV file	
How to	(1) Select a CSV file to use	
Rectify	(2) Select only CSV file and download the sample CSV file	

#2	Error Notification Incorrect file format is used, please follow the provided format	
Possible	Using wrong CSV format that is not suppose to be used by CP. i.e KEO	
Causes	attendance submission form Using the CSV format provided in the sample CSV file	
How to		
Rectify		

#3	Error Notification Row 2: No salesperson found or wrong salesperson, records from row 2 onwards are not submitted
Possible Causes	<ul> <li>(1) Incorrect NRIC format used</li> <li>(2) There is no Salesperson with one (or more) of the NRIC listed in the CSV file found in the system / Inputting wrong NRIC of the salesperson</li> </ul>

	<ul> <li>(3) Salesperson's name or registration number or name of estate agent or license no of the estate agent not filled in the CSV file</li> <li>(4) Blank row(s) exist(s) between the row filled with to-be-submitted data in the CSV file</li> </ul>
How to Rectify	<ul> <li>(1) Using correct NRIC format: #000000@ (# = S, T, F, G and @ = checksum letter)</li> <li>(2) Make sure the NRIC of the salesperson is already correct and registered to the CPD portal</li> <li>(3) Make sure the required data related to the salesperson identity and organization completed in the CSV file</li> <li>(4) Delete the blank row in the CSV file</li> </ul>

#4	8 Error Notification Row 2: CEA does not allow repeated submission for the same course within the same CPD cycle, records from row 2 onwards are not subm
Possibl	(1) Submitting record that is already existed in the system
е	(2) There are duplicated records inside the CSV file
Causes	(2) There are duplicated records inside the CSV file
	(1) Delete the record from the CSV file as the system will inform which line/row in
How to	the CSV file that the system cannot processed. If the submitted record is
Rectify	incorrect, please contact CEA for assistance
	(2) Make sure there is no duplicates of records in the CSV file

#5	Error Notification Row 2: Session has not ended, records from row 2 onwards are not submitted	
Possible	Session ID that is not yet started inserted in the session ID column and try to	
Causes	be uploaded	
How to	Use the session ID that already ended	
Rectify		

#6	Row 2: No session found, records from row 2 onwards are not submitted	
Possible Causes	Course ID wrong or blank, Session ID wrong or blank	
How to Rectify	Fill with the correct course ID and/or session ID	

	CPD Continuing Professional Development
#7	
	Page Not Found
	The page you're looking for was moved or never existed, you can contact us about links here

Possibl	(1) Using CSV file without column header (first row) that is provided in the CSV
е	sample file
Causes	(2) Submit CSV file but not with CP format
How to	(1) Use the sample CSV file as there the column header is already provided
Rectify	(2) Using the correct format for CP