

**STEP-BY-STEP GUIDE FOR STEPS-IS**

The Student Transfer Exercise for Primary Schools, or STEPS, serves to facilitate the transfer of students who have relocated to another address, to schools nearer to their new residences.

Parents will have an alternative option to register their child/children for STEPS via the internet.

**Registration**

1. STEPS-IS is accessible 24 hours during the STEPS-IS Registration period from 10.00 am on 19 November 2015 to 11.59 pm on 23 November 2015 (including weekends). You can submit the application online through our MOE homepage at: <http://www.moe.gov.sg>
2. Alternatively, you may approach your child's/ward's current school if you need assistance on the registration, on 20, 23 and 24 November 2015 during office hours (i.e. 8.00 am till 5.00 pm).
3. Please note that both parents' SingPass logons are required for the STEPS-IS application. A Step-by Step Guide is elaborated at **Enclosure 1**

**Enhanced Singpass**

4. Parents who do not complete their SingPass one-time account update before 19 November 2015 will be prompted to do so during their child's online registration.
5. The enhanced SingPass has been launched on 5 July 2015. Parents who intend to use the STEPS-IS should complete their enhanced SingPass one-time account update (**before** the commencement of STEPS-IS online registration i.e. 19 November 2015). The account update can be done at [www.singpass.gov.sg](http://www.singpass.gov.sg) and will take you 5 minutes to complete.
6. Parents will need to login to SingPass to perform your one-time account update using the steps stated in the webpage <https://www.singpass.gov.sg/singpass/support/supportmain>. For enquiries, parents may refer to Singpass FAQ or contact SingPass Helpdesk at 6643-0555.
7. If parents do not have a valid Singapore mobile number, they can select the "Do not have a mobile number" button during the One-time Account Update to skip the registration of contact details. However, they will be prompted to complete the one-time account update upon every log in. They will still be able to proceed to register their child using the STEPS-IS.
8. In the event that parents are still unable to register their child using the STEPS-IS, parents should approach the child's current school with the [documents required for registration](#) to register their child.
9. The **2-Factor Authentication (2FA)** is currently not required for the use of STEPS-IS in the 2015 STEPS.

**Making Amendment to Application**

10. Parents are allowed to amend their submitted application only **ONCE**. Hence, they are advised to consider their child's/children's STEPS-IS application carefully before submission.
11. To make any amendment, parents are to logon to STEPS-IS using their child's BC/UIN and both parents' NRICs during the STEPS Registration period. The Acknowledgement Page with the previous submitted information will re-appear again.
12. Click on the <Amend> button to make changes to the previously submitted application. Follow the Steps 5 to 6 to amend and submit your revised application.

**Withdraw from STEPS**

13. Logon to STEPS-IS using your child's BC/UIN and both parents' NRICs during the STEPS registration period. The Acknowledgement Page will appear when you re-logon to withdraw the application;

14. Click on the <**Withdraw**> button to proceed with the application for withdrawal
15. Once a withdrawal is completed, you are not allowed to register again via the STEPS-IS. Re-registration must be completed at your child's current school.

**Release of STEPS Posting Results**

16. The posting results of your application will be released on 11 December 2015. Parents can view the results by logging on to STEPS-IS using your child/ward's BC/UIN and Acknowledgement Number.

**How to Use the STEPS-IS - A Step-By-Step Guide**

**Step 1: MOE Website Logon Page**

- 1.1 Enter the STEPS-IS website through our MOE homepage at: <http://www.moe.gov.sg>
- 1.2 Click on the link <Logon to STEPS System>

Screen Shot 1: MOE Homepage



## Step 2: STEPS-IS Logon Page

2.1 Enter the child's BC/UIN and both parents' NRICs

2.1.1 Read the Terms of Use and tick on the box provided.

2.1.2 Click on the <Submit> button. The Singpass Login Page will appear next.

Screen Shot 2: STEPS-IS Logon Page

The screenshot shows the STEPS-IS Logon Page. At the top, it says "Login" and "Fields marked with \* are compulsory." Below this, it asks the user to "Please enter details below." There are three input fields: "Pupil's BC/UIN\*", "1st Parent's NRIC/FIN\*", and "2nd Parent's NRIC/FIN\*". To the right of these fields, there are examples: "4567G", "e.g. S1234567G", and "e.g. S1234567G". A bracket groups these fields with a callout box that says "Key in your child's BC/UIN and both parents' NRICs". Below the input fields, there is a "Notes:" section with four numbered instructions. A check box is checked, with the text "I have read and agree to be bound by the terms specified in the [Terms of Use](#)." Below the notes, there are three buttons: "Clear All", "Cancel", and "Submit". A callout box points to the "Submit" button with the text "Click on the <Submit> button to continue. The SingPass Login Page (Screen 3a) will appear next." Another callout box points to the "Terms of Use" link with the text "Select the Terms of Use before clicking on Submit."

**Login**  
*Fields marked with \* are compulsory.*

Please enter details below.

Pupil's BC/UIN\*:  4567G

1st Parent's NRIC/FIN\*:  e.g. S1234567G

2nd Parent's NRIC/FIN\*:  e.g. S1234567G

**Notes:**

- 1) To clear all the entries above, click the <Clear All> button.
- 2) To abort login, click the <Cancel> button.
- 3) To proceed with the registration, tick the check-box below and click on the <Submit> button.
- 4) For authorized use only. Unauthorized use is strictly prohibited.

I have read and agree to be bound by the terms specified in the [Terms of Use](#).

Key in your child's BC/UIN and both parents' NRICs

Select the Terms of Use before clicking on Submit.

Click on the <Submit> button to continue. The SingPass Login Page (Screen 3a) will appear next.

### Step 3: First Parent's SingPass Login Page

- 3.1 Both parents' SingPass logins are required for the STEPS-IS application. For more information regarding application and reset of SingPass, please refer to [www.singpass.gov.sg](http://www.singpass.gov.sg) or call 6887-7377;
- 3.2 There is no sequential order of which parent is required to login first.
- 3.3 Click on the <Submit> Button.

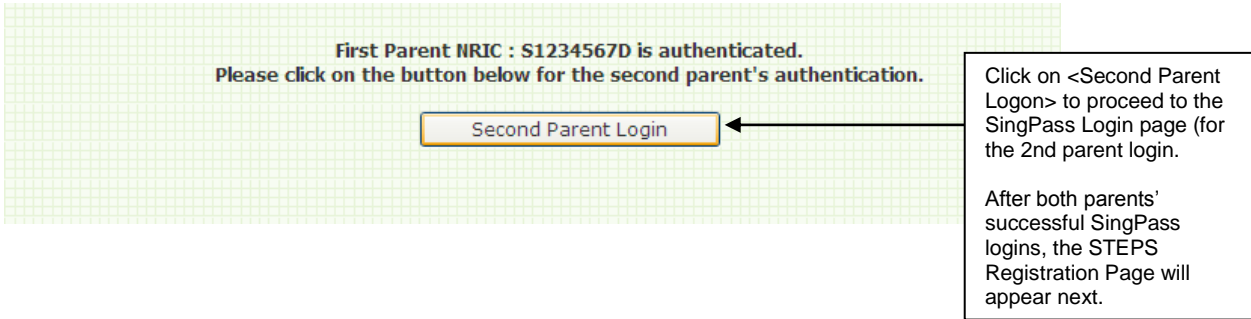
Screen Shot 3: First Parent's SingPass Login Message Page

The screenshot shows the SingPass login page in a web browser. The browser address bar displays the URL: <https://saml.singpass.gov.sg/spauth/login/eservloginpage?URL=%2FFIM%2Fsp%2FSingpassIDPFed%2F>. The page header includes the SingPass logo, Singapore Government logo, and navigation links like 'Contact Us', 'Feedback', and 'Sitemap'. A 'Scheduled Maintenance' banner is visible at the top. The main content area is divided into three sections: 'Security Advisory', 'Login', and 'Forgot SingPass ID or Password?'. The 'Login' section contains two input fields: 'SingPass ID' and 'Password', and a red 'Login' button. A 'Cancel' button is also present. A 'Forgot SingPass ID or Password?' link is located to the right of the 'Login' button. A 'register Now' link is located below the 'Login' button. Three callout boxes with arrows point to the input fields and the 'Login' button, providing instructions: 'Key in the 1st parent's NRIC/FIN at the SingPass ID.', 'Key in the 1st parent's SingPass No.', and 'Click on the <Login> button to be authenticated.' The footer of the page includes 'Privacy Statement | Terms of Use', 'Last updated on 05 July 2015', and '© 2015 Government of Singapore'. The Windows taskbar at the bottom shows the system tray with the date and time: 11:32 AM, 1/10/2015.

**Step 4: Second Parent's Login Page**

- 4.1 The message below will be displayed after successful authentication of the first parent's SingPass.
- 4.2 Click on the <Second Parent Login>button to proceed to the SingPass login page for the second parent.
- 4.3 After successful authentication of the both parents' SingPasses, the Registration Page will appear.

Screen Shot 4: Logon Message Page



## Step 5: Registration Page

5.1 Parents are advised to complete this page within 15 minutes. If you exceed 15 minutes, you will be automatically logged off from the system.

5.2 Parents are to:

- 5.2.1 Select the child/children applying for STEPS
- 5.2.2 Enter their current address (the address that the family has been relocated to)
- 5.2.3 Enter their local mobile contact number and an alternative contact number.

5.3 Click on the <Next> Button to proceed with the application. The Confirmation/Declaration Page will appear next.

Screen Shot 5: Registration Page

Step 1 Registration	Step 2 Declaration	Step 3 View/Print Acknowledgement Slip												
<p><b>Notice:</b></p> <p>1) You have <u>15 minutes</u> to complete each step. After which, you will be automatically logged out from the system.</p> <p>2) Do not use your browser's &lt;Back&gt;, &lt;Forward&gt; or &lt;Refresh&gt; buttons. Please use the buttons below to navigate.</p>														
<p><i>Fields marked with * are compulsory.</i></p>														
<p><b>PART 1 - PUPIL'S PARTICULARS</b></p>														
<p><b>Note:</b></p> <p>1) Select at least 1 pupil to complete the application.</p> <p>2) Multiple children application is possible in one application.</p> <p>3) For child that is not on the list, please approach your child's current school for assistance.</p>														
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">S/NO.</th> <th style="width: 15%;">PUPIL'S BC/UIIN</th> <th style="width: 75%;">PUPIL'S NAME</th> </tr> </thead> <tbody> <tr> <td>1. <input type="checkbox"/></td> <td>S5050505I</td> <td>LAM YAM CAM</td> </tr> <tr> <td>2. <input type="checkbox"/></td> <td>S5151515I</td> <td>LAM YOM SOM</td> </tr> <tr> <td>3. <input type="checkbox"/></td> <td>S5252525I</td> <td>LAM LEM YEM</td> </tr> </tbody> </table>			S/NO.	PUPIL'S BC/UIIN	PUPIL'S NAME	1. <input type="checkbox"/>	S5050505I	LAM YAM CAM	2. <input type="checkbox"/>	S5151515I	LAM YOM SOM	3. <input type="checkbox"/>	S5252525I	LAM LEM YEM
S/NO.	PUPIL'S BC/UIIN	PUPIL'S NAME												
1. <input type="checkbox"/>	S5050505I	LAM YAM CAM												
2. <input type="checkbox"/>	S5151515I	LAM YOM SOM												
3. <input type="checkbox"/>	S5252525I	LAM LEM YEM												
		<p>Click on the box to select your child/children who are applying for STEPS.</p>												
<p><b>PART 2 - PARENTS' PARTICULARS</b></p>														
<p>Father's NRIC/UIIN: S1234567D</p> <p>Father's Name: LAM CHIN CHIN</p> <p>Mother's NRIC/UIIN: S2345678E</p> <p>Mother's Name: LEE MUI MUI</p>														
		<p>You and your spouse's particulars will be shown here.</p>												
<p><b>PART 3 - CURRENT ADDRESS</b></p>														
<p>Please enter details as shown in the NRIC.</p>														
<p>Blk/House No.*: <input style="width: 100px;" type="text"/></p> <p>Floor - Unit No.: # <input style="width: 30px;" type="text"/> - <input style="width: 30px;" type="text"/></p> <p>Street Name*: <input style="width: 150px;" type="text"/></p> <p>Postal Code*: <input style="width: 50px;" type="text"/></p> <p>Local Mobile/Contact Number*: <input style="width: 60px;" type="text"/></p> <p>Local Alternate Contact Number: <input style="width: 60px;" type="text"/></p>														
		<p>Enter your current address details as per your NRIC .</p>												
		<p>Enter your mobile contact details.</p>												
<p><b>Notes:</b></p> <p>1) If you click &lt;Logout without Saving&gt; button, the above information will not be saved.</p> <p>2) To proceed with this registration, click the &lt;Next&gt; button.</p>														
<table style="width: 100%;"> <tr> <td style="width: 20%; text-align: center;"> <input type="button" value="Logout Without Saving"/> </td> <td style="width: 20%; text-align: center;"> <input type="button" value="Next"/> </td> <td style="width: 60%;"></td> </tr> </table>			<input type="button" value="Logout Without Saving"/>	<input type="button" value="Next"/>										
<input type="button" value="Logout Without Saving"/>	<input type="button" value="Next"/>													
		<p>Click on the &lt;Next&gt; button to proceed with the application.</p> <p>The Confirmation and Declaration Page will appear next</p>												

## Step 6: Confirmation/Declaration Page

- 6.1 Parents are to check and confirm all the details in the Confirmation/Declaration Page.
- 6.2 To make changes to the application, click on the <Previous> button and you will return to the Registration Page.
- 6.3 If all details are correct, click on the <Submit> button to complete this application. The Acknowledgement Page will appear next.

Screen Shot 6: Confirmation and Declaration Page

Step 1 Registration	Step 2 Declaration	Step 3 View/Print Acknowledgement Slip
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**Notice:**  
1) You have 15 minutes to complete each step. After which, you will be automatically logged out from the system.  
2) Do not use your browser's <Back>, <Forward> or <Refresh> buttons. Please use the buttons below to navigate.

**PART 1 - PUPIL'S PARTICULARS**

S/NO.	PUPIL'S BC/UIIN	PUPIL'S NAME
1.	S5050505I	LAM YAM CAM
2.	S5151515I	LAM YOM SOM

**PART 2 - PARENTS' PARTICULARS**

Father's NRIC/UIIN: S1234567D  
Father's Name: LAM CHIN CHIN

Mother's NRIC/UIIN: S2345678E  
Mother's Name: LEE MUI MUI

**PART 3 - CURRENT ADDRESS**

Blk/House No.: 225  
Floor - Unit No.: #12-09  
Street Name: DAKOTA CLOSE  
Postal Code: 429660

Local Mobile/Contact Number: 91234567  
Local Alternate Contact Number: 67654321

We declare that we changed our home address between 01 JANUARY 2014 and 20 NOVEMBER 2015.

We understand that by submitting this application for transfer of our child(ren)/ward(s), our child(ren)'s/ward's/wards' place in the current school will be given up to another pupil. The Ministry of Education will attempt to post our child(ren)/ward(s) to a primary school near to our home but it does not guarantee that it will be a school of our choice. We undertake to accept whatever posting given to our child(ren)/ward(s).

We declare that all information provided by us in the STEPS application form is correct and true. We understand that giving false information in the application form is a criminal offence punishable under Section 182 of the Penal Code, Chapter 224 of the Statutes of Singapore and the punishment for such an offence is imprisonment for up to one year or a fine of up to \$5,000 or both imprisonment and fine. We accept that any false information furnished in the application form will result in our child(ren)/ward(s) having to give up the transfer effected under STEPS and our child(ren)/ward(s) being posted to any school as directed by the Ministry of Education.

**Note:** It is an offence to furnish false information, and persons who do so are liable for prosecution.

We have read and agreed with the above information.

**Notes:**  
1) If you wish to make changes to the above information, please click <Previous> button.  
2) If you click <Logout Without Saving> button, the above information will not be saved.  
3) If the above information is correct and you wish to submit this application, please ensure the checkbox is ticked. Please click <Submit> button.

Verify all details in this page.

Click on the checkbox after you have read and agreed with the above information.

Once confirmed, click on the <Submit> button to submit your application.  
The Acknowledgement Slip Page will appear next.

Click on the <Previous> button to return to the registration page to make





## Step 7: Acknowledgement Page


7.1 Your application is considered successfully submitted only when the Acknowledgement Page appears.

7.2 Parents are advised to save and/or print and retain a copy of the Acknowledgement Slip for reference.

Screen Shot 7: Acknowledgement Slip Page

  
**Your application has been submitted successfully.**  
You will be notified of your application outcome on 30 Sep 2010. For more information, you may visit website at [www.moe.edu.sg](http://www.moe.edu.sg).

 [Print This Page](#)

**MINISTRY OF EDUCATION**  
*moulding the future of our nation* SINGAPORE  
**2010 Student Transfer Exercise For Primary Schools (STEPS)**

Registration Date/Time: 29/09/2010 17:03:21

**PART 1 - PUPIL'S PARTICULARS**

S/NO.	PUPIL'S BC/UIN	PUPIL'S NAME	ACKNOWLEDGEMENT NO.
1.	S9713404I	LAM YUAN CHANG	S9713404I-1766-00
2.	T0014342H	LAM YOU SHENG	T0014342H-1766-00

Note: Please use the Acknowledgement Number for all future correspondence.

**PART 2 - PARENTS' PARTICULARS**

Father's NRIC/UIN: S1469566D  
Father's Name: LAM CHIAN POH

Mother's NRIC/UIN: S1601281E  
Mother's Name: LEE LUI FOON

**PART 3 - CURRENT ADDRESS**

Blk/House No.: 222  
Floor - Unit No.: #22-22  
Street Name: CHAN CHU CHU  
Postal Code: 530965

Local Mobile/Contact Number: 88888888  
Local Alternate Contact Number: 68888888

Please note the Acknowledgement Number for the submission and use this number for all future correspondence and checking the student's posting result.

We declare that we changed our home address between 01 JANUARY 2014 and 20 NOVEMBER 2015.

We understand that by submitting this application for transfer of our child(ren)/ward(s), our child(ren)'s/ward's/wards' place in the current school will be given up to another pupil. The Ministry of Education will attempt to post our child(ren)/ward(s) to a primary school near to our home but it does not guarantee that it will be a school of our choice. We undertake to accept whatever posting given to our child(ren)/ward(s).

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**Note:** It is an offence to furnish false information, and persons who do so are liable for prosecution.

**Notes:**

- 1) Please click <Print> button to print a copy of the above for your reference.
- 2) Please click <Save> button to save a copy on your computer.
- 3) Please click <Next Registration> to enter the next registration.

**IMPORTANT**  
You may print and retain a copy of the Acknowledgement Slip for reference.