Step-by-Step Guide for Internet users

1. 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. The STEPS-Internet System (STEPS-IS) serves as a channel to facilitate the registration of children.

Registration

2. STEPS internet registration for parents will start from 10 am on 17 November 2017 and will end on 11.59 pm on 21 November 2017 (including weekends). Parents may access STEPS-IS from any internet-enabled Personal Computer. You can submit the application online through our STEPS website at https://www.moe.gov.sg/admissions/steps

3. Alternatively, you may approach your child’s/ward’s current school if you need assistance on the registration, on 20, 21 and 22 November 2017 during office hours (i.e. 8.00 am till 5.00 pm).

4. Please note that both parents’ SingPasses logons are required for the STEPS-IS application. A Step-by-Step Guide is provided at Enclosure 1.

SingPass 2-Factor Authentication (2FA) set-up

5. Parents who intend to use the STEPS-IS are required to set up their SingPass 2FA. Parents should set up their SingPass 2FA early, well before the commencement of STEPS on 17 November 2017. Parents should note that they would need to wait up to seven working days for a PIN mailer to activate the 2FA before they can perform sensitive e-transactions.

6. For more information on the 2FA setup, please visit SingPass FAQ at http://www.tinyurl.com/SingPass2FA.

Making amendment to application

7. 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.

8. 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.

9. Click on the <Amend> button to make changes to the previously submitted application.

Withdraw from STEPS

10. 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.

11. Click on the <Withdraw> button to proceed with the application for withdrawal.

12. 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

13. The posting results of your application will be released on 12 December 2017. Parents can view the results by logging on to STEPS-IS using your child/ward’s BC/UIN and acknowledgement number. The posting results will be available on STEPS-IS from 12 to 18 December 2017.
How to use the STEPS-IS: A Step-By-Step Guide

Step 1: MOE website logon page

Visit the MOE website at https://www.moe.gov.sg/admissions/steps

Click on the <STEPS registration> link
Step 2: STEPS-IS logon page

Enter the child’s BC/UIN and both parents’ NRICs

Read the terms of use and click on the checkbox provided.

Click on the `<Submit>` button. The Singpass logon page will appear next.

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

Click on the checkbox after you have read and agreed with the Terms of use.

Click on the `<Submit>` button to continue.

The SingPass Login Page (Screen Shot 3) will appear next.
Step 3: First parent’s SingPass logon page

Both parents’ SingPasses logins are required for the STEPS-IS application. For more information regarding application and reset of SingPass, please refer to www.singpass.gov.sg or call +65 6643 0555

There is no sequential order of which parent is required to login first.

After entering the SingPass ID and password, click on the <Submit> button.

Screen Shot 3: First parent’s SingPass logon message page
Step 4: Second parent’s logon page

The message below will be displayed after successful authentication of the first parent’s SingPass.

Click on the <Second Parent Login> button to proceed to the SingPass logon page for the second parent.

After successful authentication of the both parents’ SingPasses, the registration page will appear.

Screen Shot 4: Logon message page
Step 5: Registration page

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

Parents are to:

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

Click on the <Next> button to proceed with the application. The confirmation/declaration page will appear next.
Step 6: Declaration page

Parents are to check and confirm all the details in the declaration page.

To make changes to the application, click on the `<Previous>` button and you will return to the registration page.

If all details are correct, click on the `<Submit>` button to complete this application. The acknowledgement page will appear next.

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### Screen Shot 6: Declaration page

#### PART 1: PUPIL’S PARTICULARS

- **S/N:** 323221
- **PUPIL’S NAME:** LIM YAR LIM
- **Class:** 1B

#### PART 2: PARENTS’ PARTICULARS

- **Father’s Name:** LAM CHIN CHIN
- **Mother’s Name:** LEE MUI MIL

#### PART 3: CURRENT ADDRESS

- **Block/House No.:** 225
- **Floor - Unit No.:** #12-09
- **Street Name:** GANDOTA CLOSE
- **Postal Code:** 429660
- **Local Mobile/Contact Number:** 31234367
- **Local Alternate Contact Number:** 2734321

We declare that we changed our home address between 01 JANUARY 2016 and 31 DECEMBER 2017.

We understand that by submitting this application for transfer of our child(ren)/ward(s), our child(ren)/child’s/ward’s/ward’s 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 true and correct. We understand that information in the application form is a criminal offence punishable under Section 182 of the Penal Code Statutes of Singapore and the punishment for such an offence is imprisonment for up to one year or both imprisonment and fine. We accept that any false information furnished in the application form and being false and given up the transfer effected under STEPS and our child(ren)/ward(s) being posted as directed by the Ministry of Education.

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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.
Step 7: Acknowledgement page

Your application is considered successfully submitted only when the acknowledgement page appears.

Parents are advised to save and/or print and retain a copy of the acknowledgement slip for reference.

Screen Shot 7: Acknowledgement slip page