MOSQUE•MADRASAH•WAKAF
SHARED SERVICES

ISLAMIC EDUCATION FUND (IEF) GRANT MANAGEMENT SYSTEM INSTRUCTION MANUAL

# Table of Contents

About This Manual

This instruction manual provides the detailed information pertaining the usage of Islamic Education Fund (IEF) Grant Management System. The primary purpose of this manual is to educate the basic functionality of the new Grant Management System to mosques Registration Officers (RO) and aLIVE Administrators (AA). This manual also serves to guide RO and AA on how to navigate through the system.

Roles & Responsibilities of Registration Officers (RO) and aLIVE Administrators (AA)
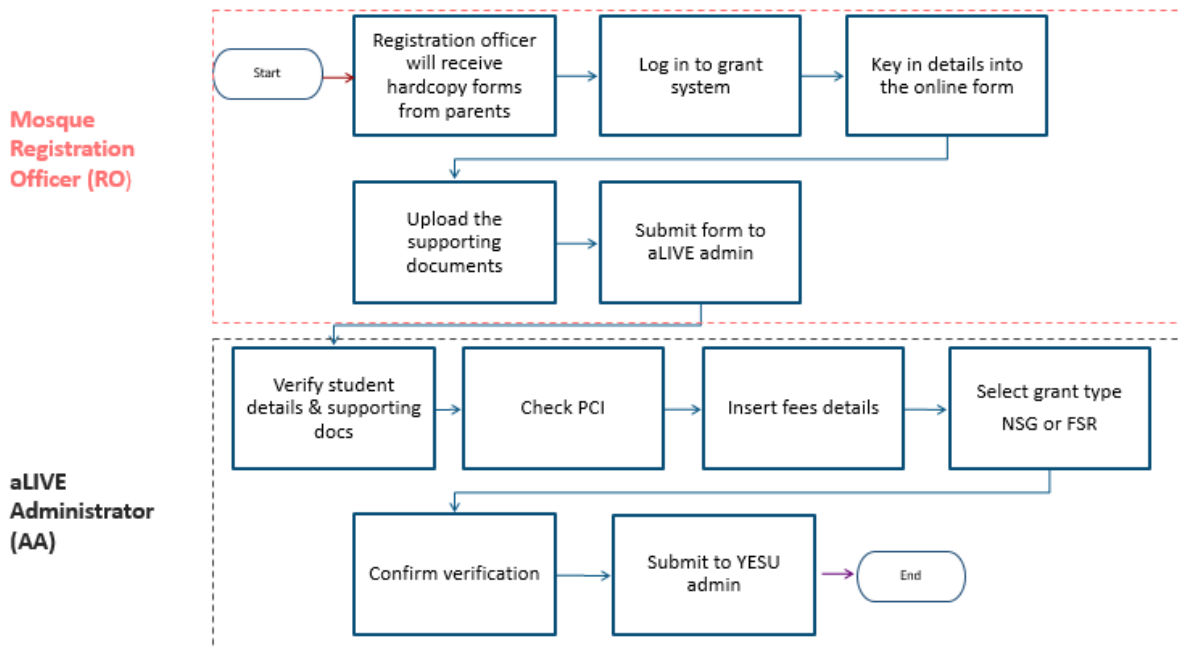
Islamic Education Fund (IEF) – Eligibility Criteria

Per Capita Income (PCI)	Type of Grant	Eligibility	Max Fees Subsidy	
$0-500	**NEEDY STUDENT GRANT (NSG)**	• enrolled aLIVE / Mosque-Madrasah students • Regardless of no. of students per household	School Fees Up to **$300**/student Per year	Misc. fees **90%** of misc. fees (capped at **$100**/student per year)
$501-750	**FAMILY SUPPORT REBATE (FSR)**	• enrolled aLIVE / Mosque-Madrasah students • Must have 2 or more students per household	2 months school fees/student/year **(max $30 per student per month)**	Not Applicable

Note: No further appeals allowed

Timeline of IEF Application Process

Oct	Nov – Jan	Feb	Mar - June	July - Aug
Mosques to submit current year aLIVE student data & fees	System opens for application submission	Mosque submission to YESU by **28 Feb yearly**	YESU Process applications	Mosque receive IEF reimbursement from MUIS

Summary Table for Supporting Documents

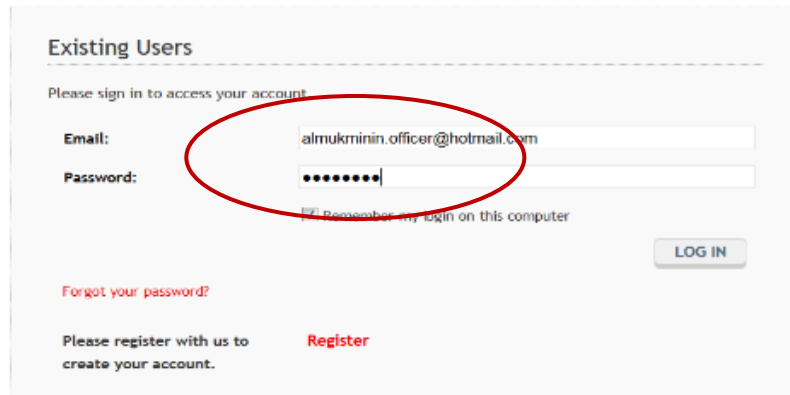| New Application	Re-Application	IEF Applicants with MUIS Financial Assistance (new/re-application)
Scan & upload all the documents (mandatory + supporting)	Scan & upload documents to reflect new changes to family profile IC/BC new household member Updated payslip/CPF	Only scan & upload **latest** FA report

Contact Details

For any enquiries related to policies, please contact :-	For any enquiries related to system, please contact :-
Sarifah Bte Ali Rahman	Nur Farhana Ishak
Youth Education Strategic Unit (YESU)	Nadir Hakim Roslee
Majlis Ugama Islam Singapura	Grants (Unit)
Tel : 6359 1173	Mosque-Madrasah-Wakaf Shared Services
Fax : 6354 4246	**Tel** : 6653 3735/3736
Email : sarifah_ALI_RAHMAN@muis.gov.sg	**Fax** : 6353 3829
	Email : grantsmanagementsupport@sharedservices.sg

MOSQUE REGISTRATION OFFICER (RO)
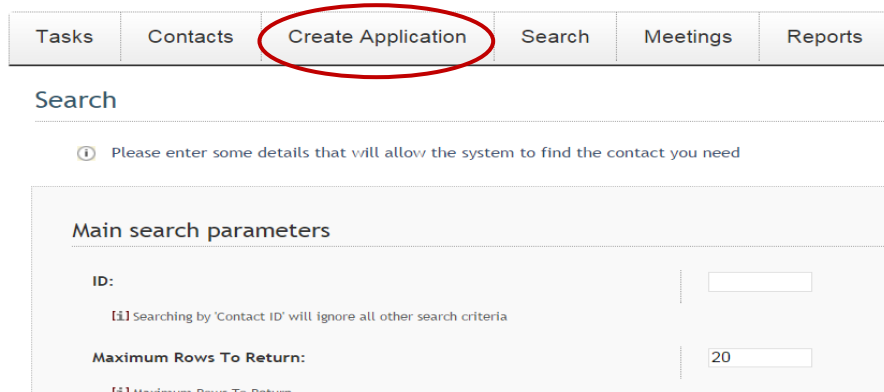
1 Submit an Application

    1.1   Go to URL: http://m2wss.grantmanagementsoftware.com

    1.2   Login with your mosque Registration Officer ID and password.

Existing Users

Please sign in to access your account.

Email:	almukminin.officer@hotmail.com
Password:	●●●●●●●●

Remember my login on this computer

LOG IN

Forgot your password?

Please register with us to create your account.   **Register**

    1.3   Click on **"Create Application"** tab on the menu bar.

Tasks	Contacts	Create Application	Search	Meetings	Reports
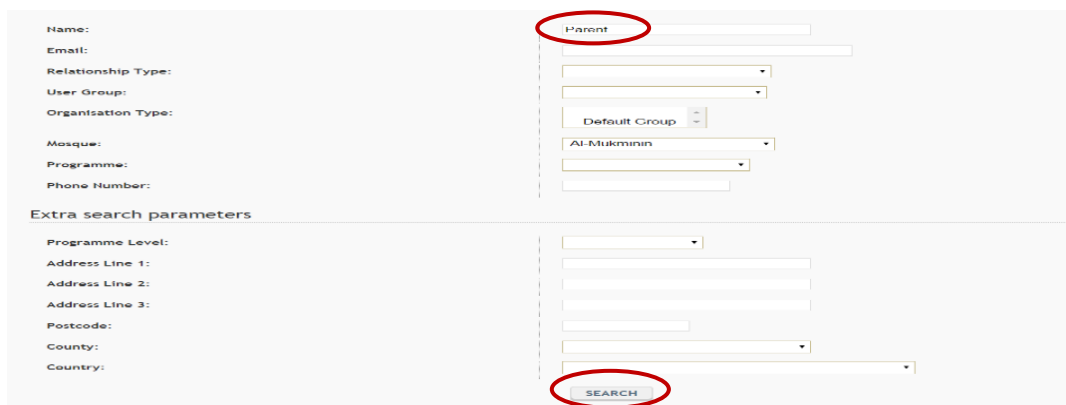
Search

(i) Please enter some details that will allow the system to find the contact you need

Main search parameters

ID:

[i] Searching by 'Contact ID' will ignore all other search criteria

Maximum Rows To Return: 20

[i] Maximum Rows To Return

2 Search for Main Contact (Applicant) Name

    2.1   When you are at on the **"Create Application"** page:

        2.1.1   Search Parent/Guardian by their Name.

        2.1.2   Click **"Search".**

Name:	Parent
Email:	
Relationship Type:	
User Group:	
Organisation Type:	Default Group
Mosque:	Al-Mukminin
Programme:	
Phone Number:	

Extra search parameters

Programme Level:	
Address Line 1:	
Address Line 2:	
Address Line 3:	
Postcode:	
County:	
Country:	

SEARCH

2.1.3   The results of the search will be reflected at the bottom of the page.

2.1.4   If **NAME IS NOT FOUND**, please click on **"Add Person"** at the bottom of the page.

3 Add a New Main Contact (Applicant)

3.1   On the **"Add Person"** page, under the **"Standard Details"** section, key in the main applicant name and mosque name from the drop down menu. These 2 fields are mandatory. You will not be allowed to proceed if you do not fill up these 2 fields.

3.2   Click **"Add"** at the bottom of the page and it will be directed to the Application Form.

4 Section 1A – Application Information

4.1   Click on **"Section 1A - Application Information"** link.

4.2   Check Main Contact's (Applicant's) name. If correct, select from drop down list **"New Application"**.

4.3   Then click on "**Continue to next page**".

5 Section 1B – Additional Student (Beneficiaries) Details

5.1   System will be directed to **"Section 1B – Additional Students (Beneficiaries) Details"** page.

5.2   Click on **"Student Search"** link**.**

5.3   On the **"Student Particulars"** page, key in student's NRIC/BC No. and click **"Search".**

5.4   If the student is in the system, search result will reflect **"Student Found".** (If student is not found, please add the student manually. Refer to "**System FAQ**" on Pg. 28 for further instructions.)

5.5   Once student is found, click **"Select"**.

NRIC Search

NRIC Number:	S990....
[i] Please enter the NRIC number of the Student	
Search Result:	Student Found

SEARCH   SELECT   RETURN

5.6   System will be directed to the **"Student Details 1"**. In the Student Particulars Section, select NRIC type from the drop-down menu.

5.7   Key in Date of Birth (DD/MM/YYYY).

5.8   Select aLIVE Programme Level from the drop-down menu. This is a mandatory field.

5.9   If there are more than 1 student, click **"Add Student Details (Min:1)"** and repeat steps 5.6 to 5.8.

2. SECTION IB - Additional Students (Beneficiaries)

SECTION IB - Additional Students (Beneficiaries)

2.1 Student details 1

2.1.1 Student Particulars

Student Search

Name of Student	Nur Aliqah Bt Azmi
NRIC/BC	S96
NRIC Type	Singapore pink IC
Date of Birth	06 ▾ 10 ▾ 1999
Age	
Name of Mosque	Al-Mukminin
aLIVE Programme Level *	Level Tweens3

2.1.2 Question is not relevant - please go to next question

ADD STUDENT DETAILS (MIN: 1)

6.0   Click **"Continue To Next Page"** to proceed if there are no other additional students.

6 Section II – Main Contact (Applicant)

6.1   System will be directed to **"Section II–Main Contact"** page.

6.2   Key in this section as reflected in Section II of the hardcopy form (Parent/Guardian's Particulars).

6.3   Once done, click "**Continue To Next Page"** to proceed.

7 Section III – Family & Financial Details

7.1   System will be directed to **"Section III – Family & Financial Details"** page.

7.2   Key in this section as reflected in Section III of the hardcopy form (ALL Dependents' Particulars in the same household).

7.3   Fill up the fields accordingly and click on the "**Add**" button after every line for additional dependents.

> *** Point to Note**:
> Always ensure that the <u>figure in the box</u> is **no. of lines** + **1**
> For example: Abu Bin Bakar (Line 1) + 1 = 2

4. SECTION III - Family and Financial Details

SECTION III - Family and Financial Details

4.1   SECTION III - Other Dependents' Particulars (in the same household, exclude student(s) & applicant)
Please ensure you select the ADD button for each row you want to Save.

Name	NRIC/BC No.	NRIC Type*	Relation to Beneficiary(s)	Current Employment Status	Income (if any)	
Sumirah		Singapore pink IC ▾	Sister ▾	Student ▾	$ 0.00 *	DELETE
Aminah		Singapore pink IC ▾	Grand Parent ▾	Un-employed ▾	$ 0.00 *	DELETE
		No Value ▾	No Value ▾	No Value ▾	$ *	ADD
	3				$	

*Note: It is **<u>mandatory to fill in $0.00</u>** if the dependent is a student/unemployed.

7.4   Scroll down to proceed to next section **"4.2 Family Members NRIC"**

7.5   Upload the NRIC/BC of every family member listed under dependents in **"Section 4.2"**

7.6   Upload the CPF/payslip of all **<u>adults</u>** listed under dependents in **"Section 4.3"**

4.2 Family Members NRIC - Please attach NRIC/BC of all dependents listed above in section 4.1.

Dependents NRIC/BC
Select file to upload : [Choose File] No file chosen
Max File Upload Size (mb): 5   Allowed File Type(s): ALL

Dependents NRIC/BC (2)
Select file to upload : [Choose File] No file chosen
Max File Upload Size (mb): 5   Allowed File Type(s): ALL

Dependents NRIC/BC (3)
Select file to upload : [Choose File] No file chosen
Max File Upload Size (mb): 5   Allowed File Type(s): ALL

Dependents NRIC/BC (4)
Select file to upload : [Choose File] No file chosen
Max File Upload Size (mb): 5   Allowed File Type(s): ALL

Dependents NRIC/BC (5)
Select file to upload : [Choose File] No file chosen
Max File Upload Size (mb): 5   Allowed File Type(s): ALL

4.3 Latest Payslips/CPF Contribution for All Adults (listed above)

Please attach latest Payslips/CPF Contribution for All Adults (listed above)
SPOUSE CPF NON-WORKING.pdf [VIEW] [REMOVE]
Select replacement file to upload: [Choose File] No file chosen
Max File Upload Size (mb): 5   Allowed File Type(s): ALL

7.7   Scroll down to proceed to next section **"4.4 Financial Assistance Scheme".**

*Note: Supporting documents are **not required** to be uploaded for IEF applications with FA cases .

7.8   Click on "Yes" or "No" option based on what is ticked on Pg.1 of hardcopy form under MUIS Financial Assistance Client.

7.9   If YES, key in the Case No. as per what is reflected on hardcopy FA Report.

7.10   Select FA Referral Mosque from the drop-down menu.

7.11   Attach the FA Report for reference.

7.12   Click **"Continue To Next Page"** to proceed to the next section.

8 Section IV – Supporting Documents

8.1   Scan and upload all mandatory documents in **"Section 5.1 to 5.3"**

      i.   Main Contact (Applicant) NRIC

      ii.   Student NRIC/Birth Certificate

      iii.   Latest 3 months pay slip/CPF contribution history/Letter from Employer of ALL Working ADULTS (including self-employed) in the same household.

8.2   Upload the supporting documents in **"Section 5.5"**

- NRIC/BC of other dependents and other relevant supporting documents.

8.3   Click "**YES**" button once you have uploaded all the necessary documents.

8.4   Click **"Continue To Next Page"** to proceed.

9 Section V – Declaration/Consent

9.1 System will be directed to **"Section V – Declaration/Consent"** page.

9.2 Ensure Main Contact (Applicant) have signed on the hardcopy form before you tick the check box at the **"Acceptance of Terms and Conditions"**.

9.3 If main contact is either guardian or representative, **Section 6.2** will appear.

9.4 Select reason from drop down menu as shown.

9.5 For others, specify the reason in the text box.

9.6 Click **"Continue To Next Page"** to proceed.

10 Section VI – Per Capita Income (PCI) & Subsidy Details

10.1 System will be directed to **"Section VI – Per Capita Income (PCI) & Subsidy Details"** page.

10.2 Click **"Continue To Next Page"** to proceed.

11 Section VII – Recommendation Details

11.1   System will be directed to **"Section VII – Recommendation Details"** page.

11.2   Click **"Continue To Next Page"** to proceed.

8. SECTION VII: Recommendation Details

SECTION VII: Recommendation Details

This Section is either for Internal use or it is not relevant at this time - please proceed to next section
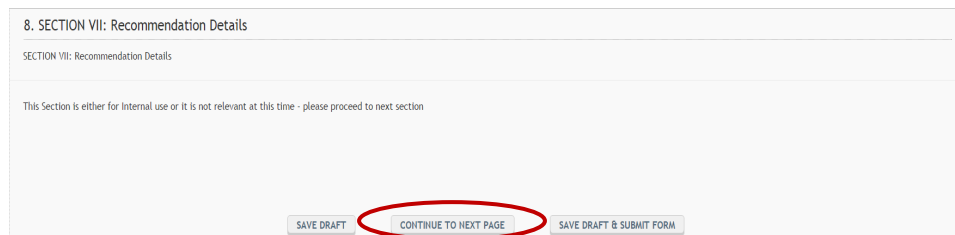
SAVE DRAFT   CONTINUE TO NEXT PAGE   SAVE DRAFT & SUBMIT FORM
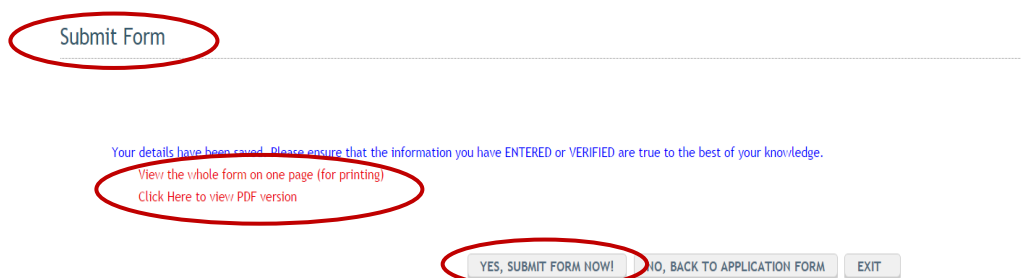
11.2   System will be directed to **"Submit Form"** page.
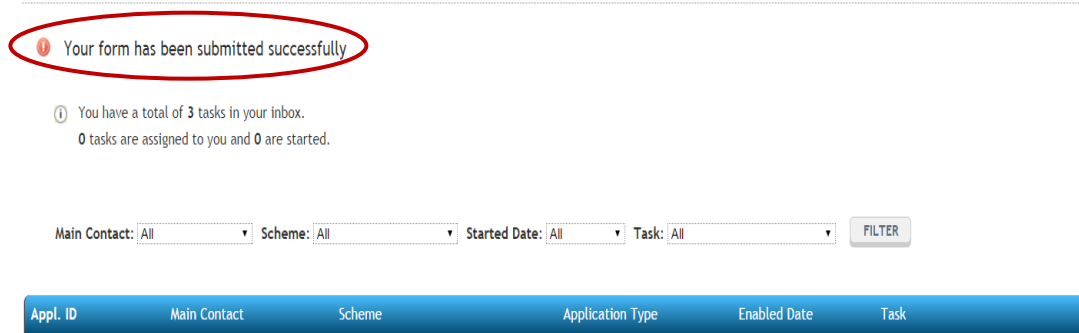
11.3   Click on **"View the whole form on one page (for printing)"** or **"Click Here to view PDF Version"** if you wish to print and check.

11.4   Upon completion, click **"Yes, Submit Form Now!"** to submit the application form.

Submit Form

Your details have been saved. Please ensure that the information you have ENTERED or VERIFIED are true to the best of your knowledge.
View the whole form on one page (for printing)
Click Here to view PDF version

YES, SUBMIT FORM NOW!   NO, BACK TO APPLICATION FORM   EXIT

11.5   Upon successful submission, you will be directed to your main task page.

Tasks

⚠ Your form has been submitted successfully

ⓘ You have a total of **3** tasks in your inbox.
   0 tasks are assigned to you and **0** are started.

Main Contact: All ▾   Scheme: All ▾   Started Date: All ▾   Task: All ▾   FILTER

Appl. ID	Main Contact	Scheme	Application Type	Enabled Date	Task

12 Re-Application

12.1   Go to URL: http://m2wss.grantmanagementsoftware.com

12.2   Login with your mosque Registration Officer ID and password.

12.3   Click on **"Create Application"** tab on the menu bar.

12.4   When you are at on the **"Create Application"** page:

    12.4.1   Search Parent/Guardian by their NRIC or Name.

    12.4.2   Select your mosque from the drop-down list and click "**Search**".

12.5   Scroll to the bottom of the page and check if the Parent's name appears.

> * *If the name does not appear, click on the **blank space** in the mosque drop down selection and search again.*

12.6   The results of the search will be reflected at the bottom of the page.

12.7   If **NAME IS NOT FOUND**, please click on **"Add Person"** at the bottom of the page.

12.8   Refer to 3 Add a New Main Contact (Applicant) at **Page 6** for more details on how to Add Person)

12a Drop-down New Feature (Section 1A – Application Information)

12.9   In Section 1A at Application Type, click on the drop down and select **Re-Application** for existing students who have applied for IEF the previous year.

12.10   Ensure that the main contact's name is correct before clicking on the **"Continue to Next Page".**

12.11   Proceed to fill up the rest of the form and if need to refer to 5 Section 1B – Additional Student (Beneficiaries) Detail at **Page 7**

12b Re-Application (Section IV - Supporting documents)

12.12   Scan and upload only required documents in **"Section 5.1 to 5.4"**

You may ignore the asterisk in this section, if you have selected "Re-Application" at section 1A.

iv.   Main Contact (Applicant) NRIC

(not required to upload for re-application)

v.   Student NRIC/Birth Certificate

(only scan & upload for new student(s) in the family)

vi.   Latest 3 months pay slip/CPF contribution history/Letter from Employer of ALL Working ADULTS (including self-employed) in the same household. (need to scan & upload latest copy only)

12.13   Click "**YES**" button once you have uploaded all the necessary documents.

12.14   Click **"Continue To Next Page"** to proceed.

12.15   Proceed to fill up the rest of the form

aLIVE ADMINISTRATOR (AA)

Verification of Form

1.1 Go to URL: http://m2wss.grantmanagementsoftware.com

1.2 Login with your aLIVE Administrator ID and password.

1.3 Click on **"Verification"** link.

1.4 Right-click on the on each of the links in the "**Documents**" tab and "**open link in new tab**". Verify that all document uploaded by RO is correct before proceeding to next section.

1.5 After verification, read the **Instructions** box to take note that aLIVE Administrator is required to fill up Sections 2.2, 7 & 8.

1.6 Click on the "**Application Form**" link in the **To Do** box to access the form.

Section 1A – Application Information (Complete)

> 1.1   Click on the **"Section 1A – Application Information (Complete)"**.

> 1.2   Verify the name of Main Contact (Applicant).
>
> 1.3   If correct, click "**Continue To Next Page**" to proceed. If incorrect, notify RO to make the necessary changes. Refer to "**System FAQ**" on Pg. 27 for further instructions.

Section 1B – Additional Students (Beneficiaries)(Repeat)(Complete)

1.4   System will be directed to **"Section 1B: Additional Student (Beneficiaries)"** page.

1.5   Verify the student details at **"2.1.1 Student Particulars"** :-

       1.5.1   Student's Name

       1.5.2   NRIC

       1.5.3   NRIC Type

       1.5.4   Date of Birth

       1.5.5   Name of Mosque

       1.5.6   aLIVE Programme Level

1.6   After verification, scroll down to section **"2.1.2 Fee Details"**.

1.7   Enter number of months applicable.

1.8   The figures should reflect in the **"Total amount of school fees (Before Subsidy)"**

1.9   The maximum subsidy school fees should not be more than $300.

1.10   Enter the other fees details (i.e. registration fees, school uniform, books if applicable).

1.11   Enter **"Amount"** and specify details in the **"Others (please specify)"**.

1.12   The figures should reflect in the "**Total Amount of Misc Fees (Before Subsidy)**".

1.13   The maximum miscellaneous fee to be reflected should not be more than $100 or 90% of the total misc. fees.

1.14   For additional students, click on **"2.2 Student details 2"** and repeat steps **1.12 – 1.18**. Do the same for subsequent student details tabs if applicable.

Section II – Main Contact (Applicant) (Complete)

    1.15   System will be directed to **"Section II – Main Contact"** page.

    1.16   Verify parents/guardian's particular at "**3.1 Parents / Guardian's Particulars**" and "**3.2 Home Address of Parent / Guardian**".

Section III – Family and Financial Details (Complete)

    1.17   System will be directed to **"Section III – Family and Financial Details"** page.

    1.18   Verify all details for "**4.1 – Other Dependents' Particulars**".

    1.19   Verify the supporting documents in **"4.2 – NRIC/BC of all dependents in section 4.1"**

        For re-application, no need to upload NRIC/BC for existing family members.

1.20   Continue to verify for the next section "**4.4 – Financial Assistance Details**".

Section IV – Supporting Documents (Complete)

1.21   System will be directed to **"Section IV – Supporting Documents"** page.

1.22   View and verify each uploaded document for each of these sections :-

- 5.1 – Main Contact (Applicant) NRIC

- 5.2 – Student (Beneficiaries) NRIC/BC

- 5.3 – Main Contact (Applicant) Latest 3 months Payslip/CPF contribution

- 5.5 – Additional Supporting Documents

1.23   Click "**Continue To Next Page**" to proceed once all documents have been verified.

Section V – Declaration/Consent (Complete)

1.24 System will be directed to **"Section V – Declaration/Consent"** page.

1.25 Ensure that the checkbox in Section "**6.1 – Declaration by Main Contact (Applicant)**" is ticked before proceeding.

1.26 If "Guardian/Representative is selected at **"Section II – Main Contact"** – 'Relation to Student' field, verify that **"Section 6.2 - CONSENT DECLARATION (To be filled by Guardian & Representatives only)"** has been filled up.

1.27 Click "**Continue To Next Page**" to proceed.

Section VI – Per Capita Income (PCI) & Subsidy Details (Complete)

1.28 System will be directed to **"Section VI – Per Capita Income (PCI) & Subsidy Details"** page**.**

1.29 Based on the "**Gross per capita income**", select the suitable grant from the drop down menu.

1.30 Do refer to the **Eligibility Criteria in RED** for the respective grants and its income range. Any grants above respective range should be deemed **"Not Eligible."**

1.31 If **"Needy Student Grant (NSG)"** is selected, **Section 7.2 – Needy Student Grant Subsidy Details** will appear with the value of Total Applied Subsidy as shown below.

1.32 If "**Family Support Rebate (FSR)**" is selected, **Section 7.3 – Family Support Rebate Subsidy Details** will appear with the value of Total Applied Subsidy as shown below.

1.33 Select the year of application from the dropdown

1.34 Once done, click "**Continue To Next Page**" to proceed.

Section VII – Recommendation Details (Complete)

1.35 System will be directed to "**Section VII – Recommendation Details**" page.

1.36 For Section "**8.1 – Problem Code**", tick accordingly to the option which corresponds with what is ticked on the hardcopy form. If the reason is not stated in **Problem Code**, you may write in the **"Recommendation Box"** below.

1.37 For the following "**Section 8.2 – Breakdown of details**", fill up the following:

 1.37.1 Student Names

 1.37.2 Total Amount Paid by Parent

 1.37.3 Co-Payment by Parent (**ONLY APPLICABLE** if mosque is paying a portion of the total amount)

 1.37.4 Co-Payment by Mosque (**ONLY APPLICABLE** if mosque is paying a portion of the total amount)

For e.g.
Total Payment → $130
Mosque co-pay → $50
Parents pay remaining $80

1.38 Click on "**ADD**" twice to repeat steps 1.35 for additional students.

1.39 Once verified all sections and act on sections **2.2, 7 & 8,** tick all the checkboxes in "**Section 8.3 – For Mosque Verification**".

1.40 For "**Section 8.4 – Remarks**", administrators are to select an option from the drop down menu:

 1.40.1 Select "**Verified**" if you have verified and done proper checks.

 1.40.2 Select "**Rejected**" if the applicant is not eligible for any of the grants.

 1.40.3 Select "**Request more information**" if there are missing/incomplete information required from your RO and state the missing/incomplete in the box below. The form will automatically be sent back to your RO to act upon the missing details once you submit the form.

1.41 Once done, click "**Continue To Next Page**" to proceed.

Submit Form

1.42   System will be directed to **"Submit Form"** page

1.43   To submit the application form, click on the "**Yes, Submit Form Now!**" button.

Submit Form

Your details have been saved. Please ensure that the information you have ENTERED or VERIFIED are true to the best of your knowledge.
View the whole form on one page (for printing)
Click Here to view PDF version

[YES, SUBMIT FORM NOW!] [NO, BACK TO APPLICATION FORM] [EXIT]

1.44   Upon successful submission, you will be redirected to your main task page.

Tasks

ⓘ Your form has been submitted successfully

ⓘ You have a total of **3** tasks in your inbox.
   0 tasks are assigned to you and **0** are started.

Main Contact: [All ▾] Scheme: [All ▾] Started Date: [All ▾] Task: [All ▾] [FILTER]

Appl. ID	Main Contact	Scheme	Application Type	Enabled Date	Task

SYSTEM FREQUENTLY ASKED QUESTIONS (FAQ)

Q1. How to add students who are not found in the system?

Solution:

1. Click on "**Contacts**" tab and then click on "**Add Person**".

2. System will be directed to "**Add Person**" page.

3. Key in these mandatory details:-

   a. Name of Student

   b. Mosque (select from drop down menu)

   c. NRIC/BC of Student

4. Once done, click "**Add**" and system will be directed to new student's details page.

5. To go back to your registered application, click on the "**Tasks**" tab.

6. Check your previous application ID.

7. Click on "**Submit Application (internal)**" link.

8. You will be redirected back to the application form. You may continue from where you left off at the Student Search page.

Q2: What if system prompts regarding incomplete sections of application form?

Upon submission if you encounter this page – "**Problem with your input**", please <u>note down</u> the respective sections with missing mandatory fields.

Problem with your input

We had a **problem** with your input:

2.1.1: response(s) missing
4.1: (ID:24) response(s) missing
5.1: response(s) missing
5.2: response(s) missing
5.3: response(s) missing
5.6: response(s) missing
6.1: response(s) missing

Please back up using your browser, correct the above error, and resubmit your entry.

   a. For example, "5.1: response(s) missing" → This refers to Section 5.1 of the application form.

Solution:

1. Click on the **back arrow** on browser.

2. Click on "**NO, BACK TO APPLICATION FORM**" to be redirected back to the application form.

Submit Form

Your details have been saved. Please ensure that the information you have ENTERED or VERIFIED are true to the best of your knowledge.
View the whole form on one page (for printing)
Click Here to view PDF version

[YES, SUBMIT FORM NOW!] [NO, BACK TO APPLICATION FORM] [EXIT]

3. Click on each section which has **"(Incomplete)"** written at the end of section header and amend those sections. *Incomplete* means that there are missing information in **mandatory fields**.

Application Form

Application Form

1. SECTION IA - Application Information (Complete)

2. SECTION IB - Additional Students (Beneficiaries) (Report) (Incomplete)

3. SECTION II - Main Contact (Complete)

4. SECTION III - Family and Financial Details (Incomplete)

5. SECTION IV - Supporting Documents (Incomplete)

6. SECTION V - Declaration/Consent (Incomplete)

7. SECTION VI - PCI(Per Capita Income) & Subsidy Details (Complete)

8. SECTION VII: Recommendation Details (Complete)

4. Once done with all amendments, re-submit form by clicking on "**Yes, Submit Form Now!**"

Submit Form

Your details have been saved. Please ensure that the information you have ENTERED or VERIFIED are true to the best of your knowledge.
View the whole form on one page (for printing)
Click Here to view PDF version

[YES, SUBMIT FORM NOW!] [NO, BACK TO APPLICATION FORM] [EXIT]

Q3: What actions should RO take if AA selects "Request for more information" in *Section VII – Recommendation Details*?

AA's Action

1. In **Section VII – Recommendation Details**, AA will select **"Request for more information"** if document is incomplete. AA will also state a brief description of the incomplete/missing documents to be sent back to RO.

2. Click **"Continue To Next Page"** and submit form in the next page.

Solution:

RO's Action

1. RO will receive incomplete application form in the task list.

2. Click on **"Submit Application (Internal)"** link.

3. Click **Section VII – Recommendation Details.**

4. View comments from AA in **Section 8.5 Remarks.**

5. Make the necessary changes (i.e upload missing documents).

6. Once done making the necessary amendments, re-submit form.

Q4: How to search for application and check for application status?

1. Click on **"Simple Application Search".**

2. Delete the number **"20"** in the **"Maximum Rows To Return".**

3. Click on **"Search".**

4. Scroll down to view the search results.

5. Status would reflect as **"Submitted"** after RO submit application form to AA.

System Status: What does it mean?

1637007	Al-Mukminin	Sharul Musalim Bin Abd Saman		Project Title	Islamic Education Fund	19-10-2017	Draft		View

Draft → Application is in RO's inbox

1154313	Al-Mukminin	Suriati Binte Ibrahim	#07-75 Singapore 642276	Project Title	Islamic Education Fund	20-04-2017	Submitted		View

Submitted → Application has been submitted from RO to AA

1622019	Al-Mukminin	Annie Muliani Binte Md Yunos	#06-781 Singapore 640 416	Needy Student Grant (NSG)	Islamic Education Fund	04-10-2017	Pending Verification		View

Pending Verification → Application has been submitted from AA to YESU Admin

1637021	Al-Mukminin	Abdul Saman Bin Abdullah	#05-529 Singapore (640 943)	Needy Student Grant (NSG)	Islamic Education Fund	19-10-2017	Pending Approval		View

Pending Approval → YESU Admin has approve/reject

1333318	Hjh Rahimabi Kebun Limau	Hernani Widyawati Binte Mohamed Salim		Needy Student Grant (NSG)	Islamic Education Fund	29-04-2017	Approved	Fees	View

Approved → Application has been approved by MUIS (pending for payment)

1245316	Al-Mukminin	Hamidah Binte Mohamad Kassim	#02-410 Sigapore 600 233	Not Eligible	Islamic Education Fund	26-04-2017	Closed		View

Closed → Application has completed the whole process (approved/rejected)

1106144	Al-Mukminin	Nora Bte Abd Hamid	#07-687 Singapore 640 170	Project Title	Islamic Education Fund	13-04-2017	Canceled		View

Cancelled → Applications which were "deleted"

Q5: What actions should AA take if YESU reverts with incomplete documentation/missing supporting documents?

1. AA will receive incomplete documentation form in AA's task list.

2. Click on **"Incomplete Documentation"** link.

3. System will be directed to **"Correspondence log"** page.

4. Click on **"Form Created: YESU Recommendation Form".** This document reflects comments from YESU Admin.

5. Read the comments and prepare the incomplete documentations before proceeding.

6. Once you have prepared the necessary documents, click on **"Add file attachment".**

7. System will be directed to the **"Add file attachment"** page.

8. Select **Comment Type** (as what is requested from YESU Admin) from drop down menu.

9. Browse and attach the missing documents in **"Filename".**

10. Once done attaching the required documents, click **"Proceed".**

11. System will be directed to **"Correspondence log"** page**.**

12. Click on **"Done"** in the **To Do** box.

13. Click the **"Documents Completed"** in the **Next Steps** box.

14. Application form will be sent back to YESU Admin.

Q6: What actions should AA take if YESU reverts and mention that form was incomplete?

1. AA will receive incomplete documentation form in AA's task list.

2. Click on **"Incomplete Documentation"** link.

3. System will be directed to **"Correspondence log"** page

4. Click on **"Form Created: YESU Recommendation Form".** This document reflects comments from YESU Admin.

Add comment	Add file attachment	Create a letter			
Title	Comment Type	Created By	Date
Form Created: YESU Recommendation Form	Forms	YESU	14-02-2017 05:51
Student (Beneficiaries) NRIC/BC (Lighthouse.jpg)	Student NRIC/BC	Kassim RO	09-02-2016 16:03
Main Contact (Applicant) NRIC (Koala.jpg)	NRIC Attachment	Kassim RO	09-02-2016 16:03
Section IV - FINANCIAL ASSISTANCE DETAIL (Jellyfish.jpg)	FA Report	Kassim RO	09-02-2016 16:03
Main Contact (Applicant) Latest 3 months (Hydrangeas.jpg)	Payslip/CPF	Kassim RO	09-02-2016 16:03
Form Created: Application Form	Forms	Kassim RO	09-02-2016 15:59

5. Read the comments before proceeding.

YESU Recommendation Form
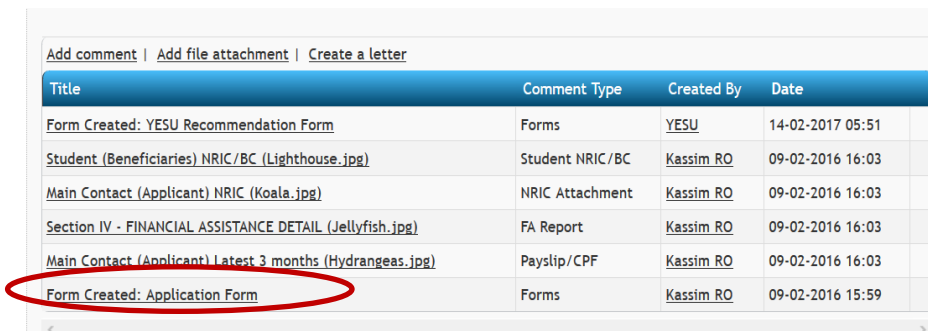
YESU Recommendation Form

1. YESU Remarks

YESU Remarks

1.1	Remarks	
Please mention your remarks		Please complete section 5, you have missed out 1 family member.
Attachment		

6. Click on **"Form created: Application Form"** to access the online form.

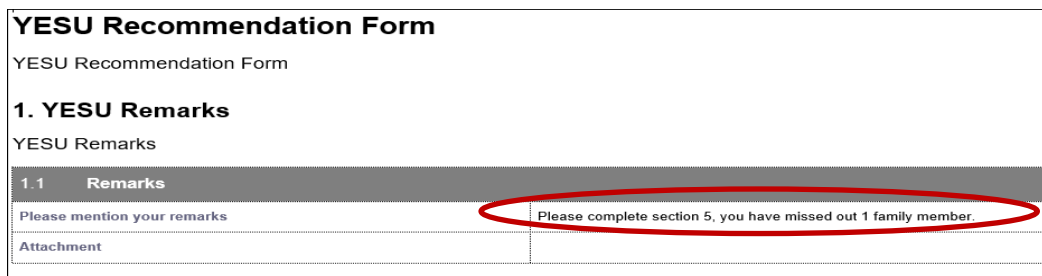| Add comment | Add file attachment | Create a letter | | | |
|---|---|---|---|
| Title | Comment Type | Created By | Date |
| Form Created: YESU Recommendation Form | Forms | YESU | 14-02-2017 05:51 |
| Student (Beneficiaries) NRIC/BC (Lighthouse.jpg) | Student NRIC/BC | Kassim RO | 09-02-2016 16:03 |
| Main Contact (Applicant) NRIC (Koala.jpg) | NRIC Attachment | Kassim RO | 09-02-2016 16:03 |
| Section IV - FINANCIAL ASSISTANCE DETAIL (Jellyfish.jpg) | FA Report | Kassim RO | 09-02-2016 16:03 |
| Main Contact (Applicant) Latest 3 months (Hydrangeas.jpg) | Payslip/CPF | Kassim RO | 09-02-2016 16:03 |
| Form Created: Application Form | Forms | Kassim RO | 09-02-2016 15:59 |

7. Click on the Section that was missing an information and fill-in accordingly.

Application Form

1. SECTION IA - Application Information (Complete)

2. SECTION IB - Additional Students (Beneficiaries) (Repeat) (Complete)

3. SECTION II - Main Contact (Complete)

4. SECTION III - Family and Financial Details (Complete)

5. SECTION IV - Supporting Documents (Complete)

6. SECTION V - Declaration/Consent (Complete)

7. SECTION VI - Per Capita Income (PCI) & Subsidy Details (Complete)

8. SECTION VII: Recommendation Details (Complete)

Click on any of the underlined headings above to go to that section. You must answ_
submit the form. Please ensure that all data is correct before submission.

View the whole form on one page (for printing)

Click Here to view PDF version

8. Once done, click on **"Continue To Next Page"** at every section till you reach the last page. (*double check again if need to*)

9. To submit the application form, click on the "**Yes, Submit Form Now!**" button.

Submit Form

Your details have been saved. Please ensure that the information you have ENTERED or VERIFIED are true to the best of your knowledge.
View the whole form on one page (for printing)
Click Here to view PDF version

YES, SUBMIT FORM NOW! | NO, BACK TO APPLICATION FORM | EXIT

10. You will be directed to **"Correspondence log"** page.

11. Click on **"Done"** in the **To Do** box.

12. Click the **"Documents Completed"** in the **Next Steps** box.

13. Application form will be sent back to YESU Admin.

Q7: What actions should AA take if YESU reverts and PCI/Headcount does not tally?

1. AA will receive incomplete documentation form in AA's task list.

2. Click on **"Incomplete Documentation"** link.

3. You will be directed to **"Correspondence log"** page

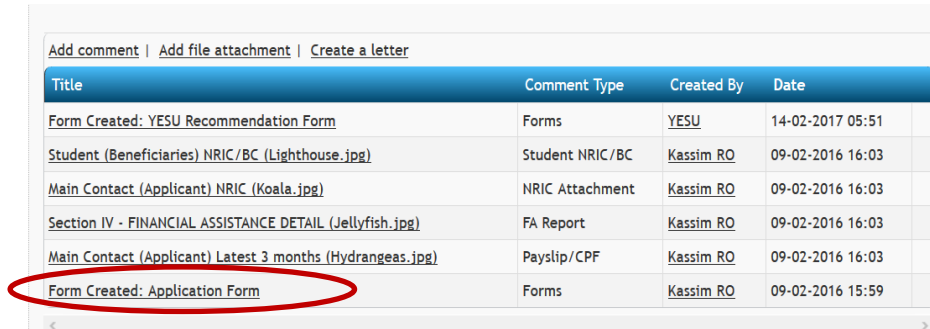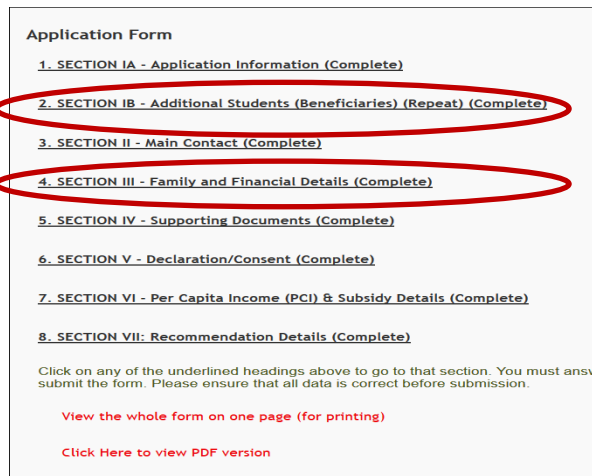4. Click on **"Form created: Application Form"** to access the online form.

Add comment | Add file attachment | Create a letter			
Title	**Comment Type**	**Created By**	**Date**
Form Created: YESU Recommendation Form	Forms	YESU	14-02-2017 05:51
Student (Beneficiaries) NRIC/BC (Lighthouse.jpg)	Student NRIC/BC	Kassim RO	09-02-2016 16:03
Main Contact (Applicant) NRIC (Koala.jpg)	NRIC Attachment	Kassim RO	09-02-2016 16:03
Section IV - FINANCIAL ASSISTANCE DETAIL (Jellyfish.jpg)	FA Report	Kassim RO	09-02-2016 16:03
Main Contact (Applicant) Latest 3 months (Hydrangeas.jpg)	Payslip/CPF	Kassim RO	09-02-2016 16:03
Form Created: Application Form	Forms	Kassim RO	09-02-2016 15:59

5. Go to the sections circled in red below and click on **"Save Draft"** then click on **"Continue to Next Page".**

Application Form

1. SECTION IA - Application Information (Complete)

2. SECTION IB - Additional Students (Beneficiaries) (Repeat) (Complete)

3. SECTION II - Main Contact (Complete)

4. SECTION III - Family and Financial Details (Complete)

5. SECTION IV - Supporting Documents (Complete)

6. SECTION V - Declaration/Consent (Complete)

7. SECTION VI - Per Capita Income (PCI) & Subsidy Details (Complete)

8. SECTION VII: Recommendation Details (Complete)

Click on any of the underlined headings above to go to that section. You must answ
submit the form. Please ensure that all data is correct before submission.

View the whole form on one page (for printing)

Click Here to view PDF version

6. Once at 4.Section III – Family and Financial Details, <u>DO NOT</u> skip any section and click on **"Continue to Next Page"** until you reach the page to submit the form again ***note: the PCI/Headcount might not change until you re-submit the form.**

7. Once submitted, you will be directed to the **"Correspondence log"** page.

8. Click on the form again and check the PCI/Headcount again.