



Ministry of Education

Get it Right for a Smooth

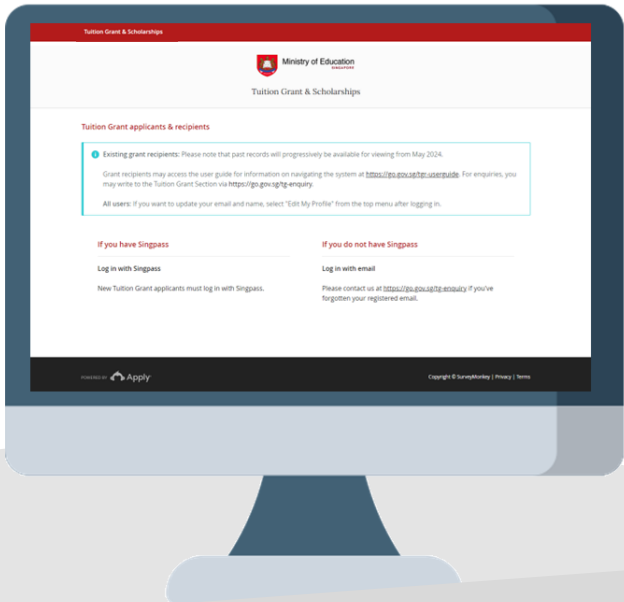
TG Application

(via the TG&S portal)

1. Pre-Application

2. During Application

3. During Signing



01

Get **Singpass** Ready!

If you do not already have a Singpass account, register for one as soon as you have your Student's Pass.

[Singpass Registration User Guide for Students](#)



02

Gather **Sureties' Information & Photo Identity Documents (ID)** in advance!

✓ Information required from your sureties

- Full name (as per ID)
- NRIC/FIN/ UIN (If applicable)
- Date of Birth
- Passport or Foreign ID number
- Citizenship
- Contact number
- Postal address
- Provide a different email address for each surety

[Criteria of sureties](#)

✓ Softcopy of your own and sureties' photo identity documents (ID)

Keep a softcopy of your own and sureties' photo ID with **proof of home country address and/ or Singapore residential address.**

Example:

If the photo ID (i.e., Passport or foreign identity document) lacks the home country address, please also request one of these documents:

1. A recent utility bill (e.g., electricity, water, gas, telephone) from the past three months displaying the address, or,
2. A recent bank statement from the last three months displaying the address.

Residential address



Things to Note:



All TG applicants **must** login to the [TG&S portal](#) with their **Singpass** to submit their application.

You may refer to the [TG&S user guide](#) for step-by-step instructions on the application and signing process.



[Singpass FAQs](#) and [helpdesk](#)



Start your TG application **early**, as soon as the application window opens, to avoid any unexpected issues.



Before submitting the application, **check** and **ensure accuracy** of the provided information (i.e., you and your sureties' **personal details and email addresses**).

If any of the email addresses is incorrect, the signer would not be able to receive the signing email which may lead to processing delays.



Do not delete your application.

If you notice any inaccuracies in your personal information, please contact MOE via the [TG enquiry form](#) so that we can rectify the error.

2. During Application

Why are my account names duplicated?
Can I make changes to the name?



TANG JAY JOHN TANG JAY JOHN

ID: TG-SP-DIP-0000000xx22 | Stage: Award | Status: (No status)



Yes. You may make changes to your name in the profile page.

Tuition Grant & Scholarships Pages ▾ Programs My Applications TENG TAY JOHN ▾

[Back to application](#) [SUBMIT YOUR APPLICATION](#)

Tuition Grant for: XXXXXXXX.XXXXXXXX
TG-SP-DIP-00000000XX
ID: XXXXXXXX.XXXXXXXX Status: Update & resubmit Last edited: 1 Aug 2024 04:56 PM (+08)

[Download](#)

MY PROFILE NOTIFICATION PREFERENCES

Profile Photo

XZ

Choose file... Browse

Personal Info

First name

Last name

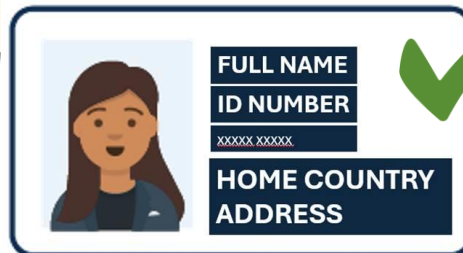
Email

What is Photo ID?



Not just a photograph!

Photo ID refers to Identity Document with a photograph, e.g., **Passport, Foreign Identity Card or NRIC.**



What should I do if the particulars, e.g., home country address indicated in the identity document is not in English? Can I still submit them?



No. The submitted identity documents must be in **English**. If your own or surety's foreign ID is not in English, please have it **translated and notarised**.

I have submitted proof of my Singapore residential address. Is it still necessary to provide supporting documentation for my home country address?



Yes. Please submit supporting proof for **both** your Singapore residential address and your home country address.

2. During Application

What are the errors that I may encounter during the application and how do I avoid them?



Subject: Update & resubmit your applications

Error 1:

The email address XXX@gmail.com of YYY cannot be identical to the email address of XYZ. Please provide a unique email address for each signer.

To avoid this, provide a **different** email address for each signer.

Example:

My email address: Tangjohnnooxz@gmail.com ✓

Surety 1's email address: Pamelaooyz@yahoo.com ✓

Surety 2's email address: Leyracheloozz@gmail.com ✓

Error 2:

The email address XXX@gmail.com of YYY has not been verified. Please verify the email address.

Your surety must **not** be a TG recipient with outstanding bond obligations. Please submit a different surety.

If your surety has fulfilled their bond obligations, i.e., obtained Singapore Citizenship or discharged from their bond, they will need to verify their email by logging in to their TG&S account.

What should I do after rectifying the error?



Subject: Update & resubmit your applications

Left Screenshot: Application Overview

- Back to application
- Tuition Grant for NUS Undergraduate Degree --
TG-NUS-UG-0000000022
ID: TG-NUS-UG-0000000022
- Personal particulars (Cannot be modified)
- Student's contact
- First surety
- Second surety
- Declaration
- 5 of 5 tasks complete
- Last edited: 19 Mar 2024 09:32 AM (+08)
- REVIEW
- SUBMIT
- Deadline: 31 Dec 2024 01:00 PM (+08)

Right Screenshot: Application Details

Back to application

Tuition Grant for NUS Undergraduate Degree --
TG-NUS-UG-0000000022
ID: TG-NUS-UG-0000000022 Last edited: 19 Mar 2024 09:32 AM (+08)

SUBMIT YOUR APPLICATION

Your tasks

Application 100.0% complete
Last edited: 19 Mar 2024 09:32 AM (+08)

Personal particulars Completed: 18 Mar 2024

Task instructions

Identity details	
Full name	Karen chng
NRIC/FIN	S0933410F
Gender	Female
Date of birth	01/02/2009
Citizenship	MALAYSIAN
Singapore PR	Yes

Admission details

After updating the respective errors, click **'submit'** again and ensure that your application is 100% completed.

The signing window has started, why have I/ my surety not received any email notification for the signing?



You and your sureties will receive email notifications to sign the agreement online, in sequential order.

TG applicant → Surety 1 → Surety 2

If any of the parties did not receive signing email, you may

- Verify the email addresses you have submitted,
- Check your spam/ junk folders and ensure mailbox is not full or
- Reach out to MOE via the [TG enquiry form](#)

Why does the signing status shows 'Needs to sign' or 'Signing in progress' even though I/ my surety have completed signing the agreement?



Please reach out to MOE via the [TG enquiry form](#) so that we can rectify the error.

To avoid errors, you should:

- clear your browsing history and cache before and after signing.
- avoid going to browsing history to access the page.
- only access the signing page from the new link sent to the email.
- avoid opening multiple windows of the same document.
- click 'SAVE & FINISH,' wait for the '**You've finished signing!**' window to appear before closing the browser.

Do not send multiple enquiries or using different channels (e.g., MOE Customer Contact Centre) on the same matter, as this may cause delays in our response time. If you had previously emailed us regarding the same matter, please reply to the previous email instead of initiating a new enquiry.

To facilitate a timely response to your enquiry made through the [TG enquiry form](#), please click on "I am a TG recipient / applicant" and specify your current IHL in the enquiry form.

Dear Tuition Grant/Service Obligation Applicant/Recipient,

Visit our websites (<https://go.gov.sg/tgwebsite>) and (<https://www.moe.gov.sg/financial-matters/service-obligation-scheme>) or read our FAQs (<https://go.gov.sg/tgfaqs>) to find quick answers to your queries.

If you are still unable to find the information you need, please submit your query by completing the form below.

1. I have visited the TG/SO website and read through the FAQs but am unable to find the required information.

☒ Yes

2. My question is on

☒ Tuition Grant (TG) Scheme

☐ Service Obligation (SO) Scheme

3. I am a TG recipient/ applicant

☐ No ☒ Yes

4. My level of studies

☒ Diploma

☐ Degree

5. I have graduated

☐ No ☒ Yes

6. Polytechnic / Arts Institution

Nanyang Polytechnic (NYP) 