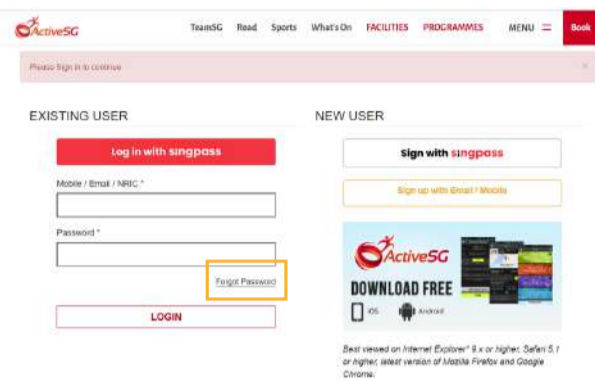


## FAQS

# SPORTSYNC ACCESS WITH ACTIVESEG ACCOUNT

I am unable to create an ActiveSEG account to access Sportsync. It says, 'invalid ID'.



This indicates that you may have an existing ActiveSEG account.

Click on 'Forgot Password', [here](#) on the ActiveSEG member sign in page.

Once you have reset your password, return to [Sportsync](#) and sign in with your ActiveSEG account.

For ease of subsequent access to Sportsync, we strongly advise that you activate your Singpass for Sportsync sign in.

If you are still encountering issues with your ActiveSEG account, please send your queries to [helpme@iappsasia.com](mailto:helpme@iappsasia.com)



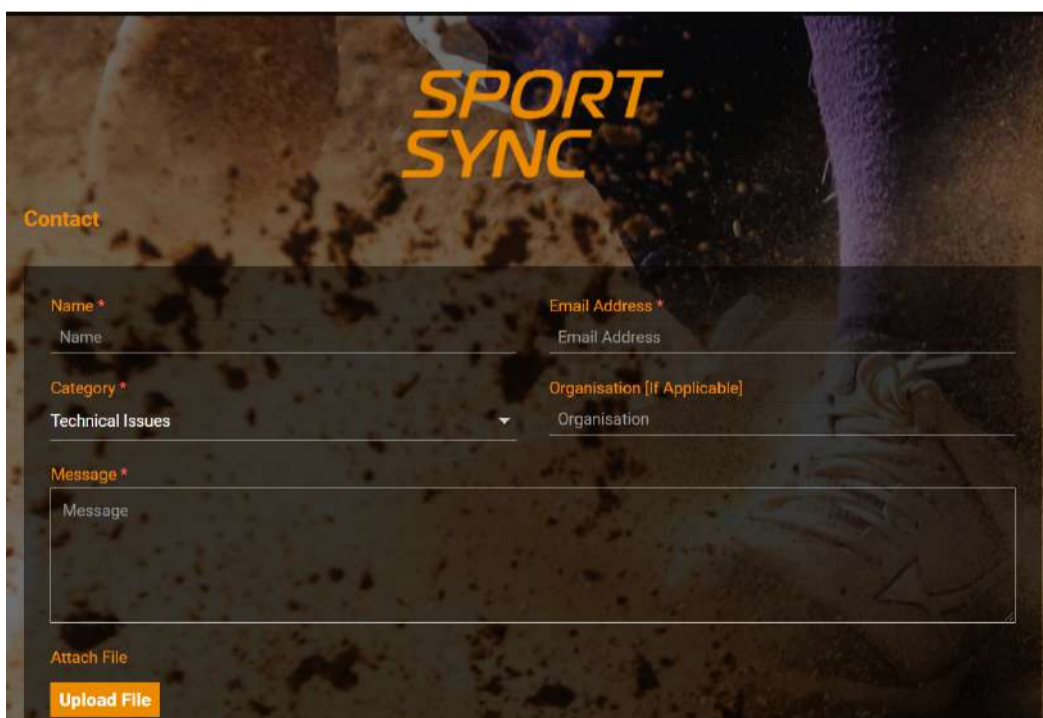
I still am unable to sign in even after I have tried all the possible ways.

Send your query or issue [here](#).

Select 'Technical Issues' from the drop down menu.

In your query, provide:

- the specific sign in issue that you have encountered
- upload any relevant screenshots or screen recordings, where required



# FAQS


# E-LEARNING

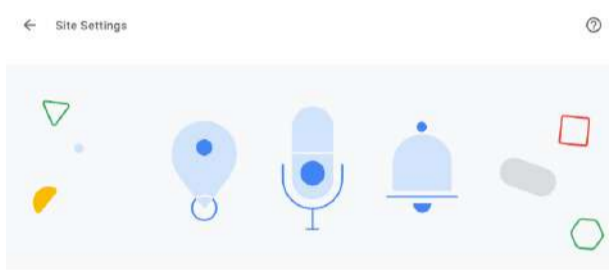


There is no 'launch' icon for me to start the next topic.

Checked that you have completed the previous topic or module.

Some modules and topics must be completed in sequential order.

The  indicates that you have completed the topic / module.



I am unable to see any content when I 'launch' to start the e-learning.

Ensure that you have allowed the 'pop-ups and redirects' in your web browser settings.

Example: Google Chrome



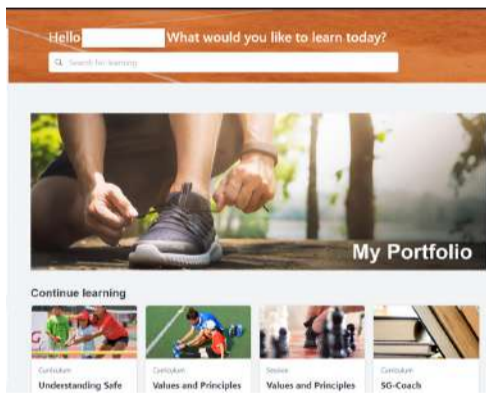
What does the percentage indicate?

It indicates your learning progress within the entire e-learning.

If you have finished all the topics and modules, 100% will be reflected.

Example:

 SG-coach Theory



The e-learning that I'm supposed to complete is not found on my 'Learner' home page.

Use the search engine and enter the keywords of the e-learning.

If you are still unable to find the course, contact your NSA administrator.

I am unable to start my e-learning and I keep receiving an error message every time i reload a page.



Sign out and the sign-in again to SportSG-ED.

Restart your laptop / device you are using

If it persists, send your query or issue to [alight.csod.support@alight.com](mailto:alight.csod.support@alight.com).

In your email, provide:

- your Sportsync ID,
- the specific issue that you have encountered
- any relevant screenshots or screen recordings, where required



## FAQS

# DOWNLOADING CERTIFICATES

I have completed my e-learning but I am unable to view and download the certificate.

I have attended and completed all the course requirements but my certificate is not available for download.



Ensure that you have completed all learning objects in the curriculum, including an online evaluation, where provided. All learning objects are compulsory requirements to be completed before you are able to obtain the certificate.

For courses with face-to-face sessions (i.e. SG-Coach Theory Level 1, VPS), your attendance is marked in the system by your trainers, upon verification and successful completion of assignments. This currently excludes the NSAs' full integration programme.



Ensure that you have allowed the 'pop-ups and redirects' in your web browser settings.

Example: Google Chrome



Check your email for the link to download the certificate.

I have taken the necessary actions listed and I'm still unable to download the certificate and/or receive error messages.



Send your query or issue to [alight.csod.support@alight.com](mailto:alight.csod.support@alight.com).

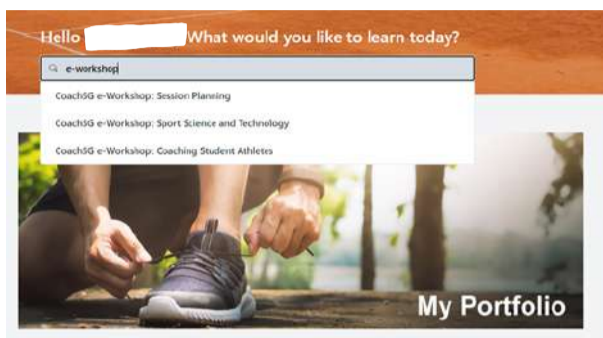
In your email, provide:

- your Sportsync ID,
- the specific issue that you have encountered
- any relevant screenshots or screen recordings, where required

# FAQS

# E-WORKSHOPS ACCESS

I am unable to find any e-workshops to start viewing the videos.



Use the search engine at the top of the home page and type, 'e-workshop'.

Select the series of your interest to start.

Repeat this when you are looking for another e-workshop series to view.

Must I finish the first video on the list before I can progress onto the next?



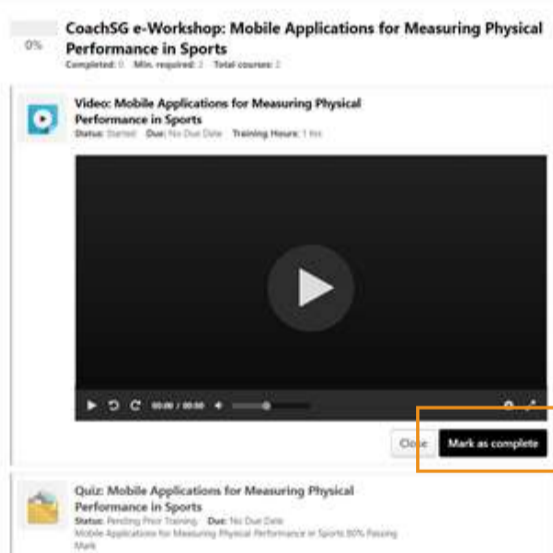
No, you need not do so.

Select the e-workshop of your choice to view and complete.

Must I complete the entire e-workshop series?

No, you need not do so.

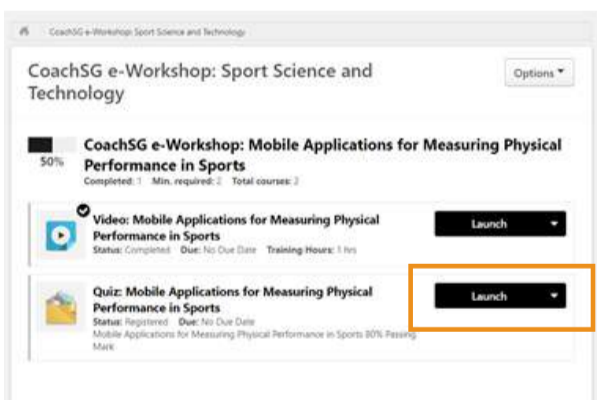
Select the topics that interests you more and then return to the other videos to further enhance your knowledge.



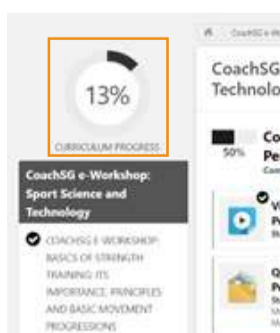
I have finished watching the video, where can I access the e-feedback and quiz?

Click on 'Mark as complete' and you will be able to 'Launch' the quiz.

Refer to screen shots on the left.



What does the percentage indicate?



It indicates your learning progress within the e-workshop series.

If you have finished all the videos and quiz in the series, 100% will be reflected.



## FAQS

# E-WORKSHOP E-QUIZ



Thank you attending the e-workshop and submitting your feedback.

A confirmation email has been sent for details of the CCE hours accrued.

loading?ingpattterneredde

Please click this link to access the quiz

I have completed the feedback but I am unable to find the link to the quiz

Look out for this hyperlink at the top of the page to access the quiz.

### Quiz - 28 Jan 2021: Internal Work for Sporting Excellence

Your response has been recorded.

View score

[Submit another response](#)

How do I view my quiz scores?

### Quiz - 28 Jan 2021: Internal Work for Sporting Excellence

Total points **9/10**

Dear NROC Coach,

Please provide and submit your answers to the below list of questions within 30 minutes from the end of your workshop. You are allowed to have multiple attempts within these 30 minutes. Minimum passing mark per quiz = 80%.

Kindly provide your full name (as per NRIC / FIN) and a valid e-mail address, as we will need to match these information with our record in the event that you pass the quiz and is eligible to receive the financial reimbursement from the Sport Resilience Package (SRP).

Click 'View score' and you will be able to see it thereafter.

### Quiz - 28 Jan 2021: Internal Work for Sporting Excellence

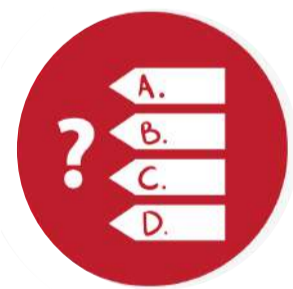
Your response has been recorded.

View score

[Submit another response](#)

I scored less than 8 out of 10 for the quiz, how do I redo it?

Click 'Submit another response' after you have viewed your scores.



Is there a limit to the number of quiz attempts?

You have unlimited attempts until you achieve 8/10.

Your highest score will be recorded.



Must I complete the quiz within a certain time?

You have 30 minutes to complete the quiz, with unlimited attempts.

So just keep trying!