

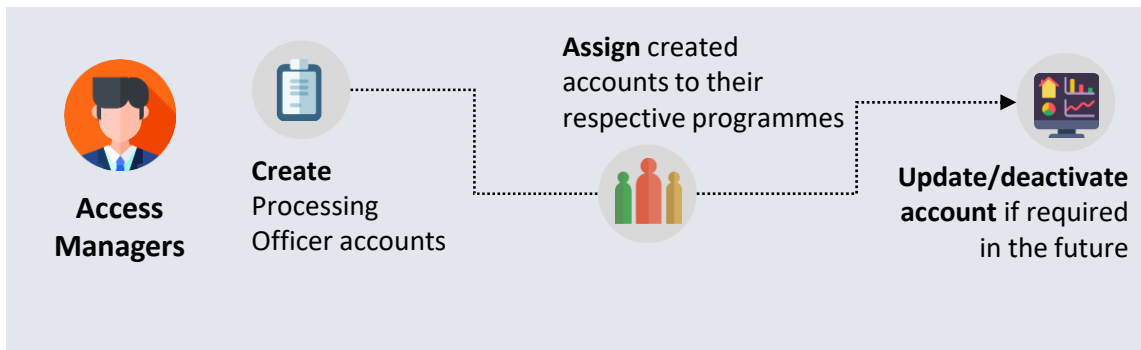
INTRODUCTION

APPLICATION MANAGEMENT SYSTEM (AMS)

What is the Application Management System (AMS)?

AMS is a common workspace designed to manage online applications and connect Citizens (Applicants), Processing Officers (Partners), and Admin Managers (SSG/WSG staff) for SSG/WSG programmes.

What key activities will I be performing?



What are the other roles in the Application Management System?



Applicants

Apply for the various PCPs via the platform

- **Seamless** application process
- Receive **continuous updates** up till application approval



Processing Officers

Manage PCP applications submitted to them on the platform

- **Common workspace** to manage all applications
- **Near real-time overview** of applications



Admin Managers

Oversee Application Management System

- **Near real-time overview** of PCP applications
- Generate standard reports



Careers Connect/ Career Services Officers

Extend career services to applicants

- **Filter and view** applicants based on their employment and application status



ACCESS MANAGER

Click on the icons to access each quick reference guide.



**ACCESSING
AMS**

- Login and access
- Request access



**ACCESS
MANAGEMENT**

- Create/Deactivate account
- Assign/Unassign account



Quick Reference Guide

Accessing AMS

- Login and access
- Request for access

Access
Manager

GO

How do I access the Application Management System (AMS)?

Accessing AMS via CorpPass

1. Click on the link below to login via CorpPass
<https://ams.ssg-wsg.sg/Admin/Home.aspx>

Note:

Ensure that your CorpPass access has been provisioned by your organisation's CorpPass Admin.

Otherwise, refer to the next section to learn how you can request for access.

Requesting for access

To request to be assigned with the Access Manager role in CorpPass, follow the listed steps below:

For existing CorpPass users:

1. Approach the CorpPass Admin from your organisation to assign you with the **“Access Manager”** role in CorpPass

For new CorpPass users:

1. Approach the CorpPass Admin from your organisation to create your CorpPass user account
2. Verify your newly created CorpPass account before your CorpPass Administrator can assign you with the **“Access Manager”** role
3. Upon verification, your CorpPass Admin will then proceed to assign you with the **“Access Manager”** role in CorpPass

Note:

Also, do note that Access Managers can also be assigned with the **“Processing Officer”** role if required. Please refer to your organisation's SOP on whether your organisation allows for a single officer to hold both accounts.

Still need more help?

For CorpPass admins, you can retrieve additional help on assigning CorpPass access at the link below:

<http://www.ssg-wsg.gov.sg/eservice-guides.html>

Quick Reference Guide

Access Management

- Create/Deactivate account
- Assign/Unassign account

Access Manager

GO

How do I create/deactivate a Processing Officer's Account?

Creating New Processing Officer Account

Before creating a new Processing Officer account, you will first need to create a new **“Contact Person”** from your organisation* in the Application Management System.

1. On the left navigation bar, click on **Manage Roles**
2. Click on the **Organisation Contact Details** dropdown
3. To create a new **“Contact Person”**, click on **CREATE CONTACT PERSON**
4. In the pop-up overlay, enter the details, i.e. NRIC, Full Name, Contact No. and Email
5. Click on **Save Details**

Deactivating a Processing Officer's Account

1. On the left navigation bar, click on **Manage Roles**
2. Click on the **Contact Person Details** dropdown
3. In Search bar, enter the NRIC of the Processing Officer
4. In the listings displayed, click on the NRIC of the Processing Officer that you would like to deactivate
5. In the **Is Active** field, untick the checkbox
6. Click on **Save Details**

How do I assign Processing Officers to their relevant programme?

Assigning a Processing Officer to a Programme

You will be able to assign access rights to Processing Officer accounts from your organisation to allow them to manage the relevant programmes under their purview.

1. On the left navigation bar, click on **Manage Roles**
2. Click on the **Programme(s) Assigned to Personnels** dropdown
3. Click on **NEW ASSIGNMENT** to create a new assignment
4. In the pop-up overlay, enter the NRIC of the Processing Officer to be assigned
5. Enter the **Effective Start Date** and **Effective End Date** of the access rights of the Processing Officer(s)
6. Click on **Save Assignment** to complete the process.




No end date for access rights?

To assign a programme to a Processing Officer indefinitely, input the **Effective End Date** to 01/01/2999.

How do I unassign a Processing Officer's account from a programme?

Unassigning a Processing Officer from a Programme

1. On the left navigation bar, click on **Manage Roles**
2. Click on the **Programme(s) Assigned to Personnels** dropdown
3. In Search bar, enter the NRIC of the Processing Officer or the Programme Name
4. Click on the NRIC of the Processing Officer that you would like to unassign
5. To unassign access to a programme, click on  located in the Action column
6. Click on **Save Assignment**