

**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 16 November 2018 and will end on 11.59 pm on 20 November 2018 (including weekends). You can submit the application online through our MOE website at <https://www.moe.gov.sg/admissions/steps>

3. Alternatively, you may approach your child's current school if you need assistance on the registration, on 19, 20 and 21 November 2018 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 16 November 2018. 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](http://www.tinyurl.com/SingPass2FA) at <http://www.tinyurl.com/SingPass2FA>.

**Making amendment to submitted application**

7. Parents are allowed to amend their submitted application only **ONCE** before the end of the STEPS Registration Period. 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/UIIN 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/UIIN 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 11 December 2018. Parents can view the outcomes by logging on to STEPS-IS using the child's BC/UIIN and acknowledgement number. The posting results will be available on STEPS-IS from 11 to 17 December 2018.

**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

The screenshot shows the MOE website's 'STEPS' registration page. At the top, there is the Singapore Government logo and navigation links for 'EDUCATION', 'ADMISSIONS', 'CAREERS', 'NEWS', and 'ABOUT US'. The breadcrumb trail reads: Home > Admissions > Student Transfer Exercise for Primary Schools (STEPS) > Overview.

The main content area is titled 'OVERVIEW' and contains a yellow box stating: 'The 2016 Student Transfer Exercise for Primary Schools (STEPS) has closed. Registration for the 2017 STEPS will tentatively be conducted in November 2017. This webpage will be updated by 1 November 2017.'

Below this is a section titled 'What is STEPS' which includes an infographic titled 'STEPS Overview Infographics Printable Version (260kb .pdf)'. The infographic shows a 5-step process: 1. Check eligibility of student, 2. Submit application, 3. School to receive application, 4. School to make, 5. Finalize the transfer.

On the right side of the infographic, there is a black box with white text: 'Click on the link "STEPS Registration" to access the STEPS Internet System (STEPS-IS)'. An arrow points from this box to the 'STEPS Registration' link in the sidebar menu.

The sidebar menu on the left is titled 'ADMISSIONS' and lists several options: Primary One Registration, Secondary 1 (S1) Posting Exercise, Joint Admissions Exercise, Direct Admissions, Returning Singaporeans, International Students Admissions, Scholarships, Student Transfer Exercise for Primary Schools (STEPS) (with a dropdown arrow), Overview, Eligibility Criteria, Registration Process, Release of Results, Step-by-step guide, and STEPS Registration.

Below the infographic, there is a paragraph: 'The Student Transfer Exercise for Primary Schools, or STEPS, serves to facilitate the transfer of students who have been relocated to another address, to schools nearer to their new residences.' This is followed by another paragraph: 'The 2016 STEPS registration at schools will be conducted on 21, 22 and 23 November 2016.'

Further down, it states: 'The STEPS internet system (STEPS-IS) serves as a channel to facilitate the registration of children. STEPS-IS registration for parents will start from 10 am on 18 November 2016 to 11.59 pm on 22 November 2016. For more information please refer to the STEPS-IS.'

There is a section titled 'What is the STEPS process' which states: 'The STEPS process is as follows:' followed by a numbered list:
 

1. Each student will be considered for transfer to a school which has vacancies and is nearer to his/her new home address.
2. Where the school can accommodate the number of applicants assigned, the transfer will be effected.
3. If there are no schools with available vacancies within 3km of the students' new address, these students will be posted back to their current school.
4. A student will not be posted to a school that is further from his/her home compared to his/her current school.

At the bottom, there is a yellow box titled 'WHAT YOU NEED TO KNOW' containing the text: 'Under the STEPS process, all students will be considered for available vacancies in a school. Provision will not be given to the parents / guardians to select a particular school for the transfer, as the student will automatically be considered for vacancies in the nearer school in the first instance. The parents / guardians will be required to sign an undertaking to give up their child's place in the current school and to accept the school of transfer identified under the STEPS process.'

Screen Shot 1: MOE Website

## 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.

The screenshot shows a web form titled "Login" with the instruction "Fields marked with \* are compulsory." Below this, it says "Please enter details below." There are three input fields: "Pupil's BC/UIN\*", "1st Parent's NRIC/FIN\*", and "2nd Parent's NRIC/FIN\*", each followed by a text box. To the right of these fields are example values: "e.g. S1234567G". A bracket groups these fields, with an arrow pointing to a black callout box that says "Key in your child's BC/UIN and both parents' NRICs." Below the input fields is a "Notes" section with four numbered instructions. A checkbox is checked, with the text "I have read and agree to be bound by the terms specified in the [Terms of Use](#)." Below the notes are three buttons: "Clear All", "Cancel", and "Submit". An arrow points from the "Submit" button to a black callout box that says "Click on the <Submit> button to continue." Another black callout box points to the checkbox, saying "Click on the checkbox after you have read and agreed with the Terms of use." At the bottom center, the caption reads "Screen Shot 2: STEPS-IS logon page".

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.

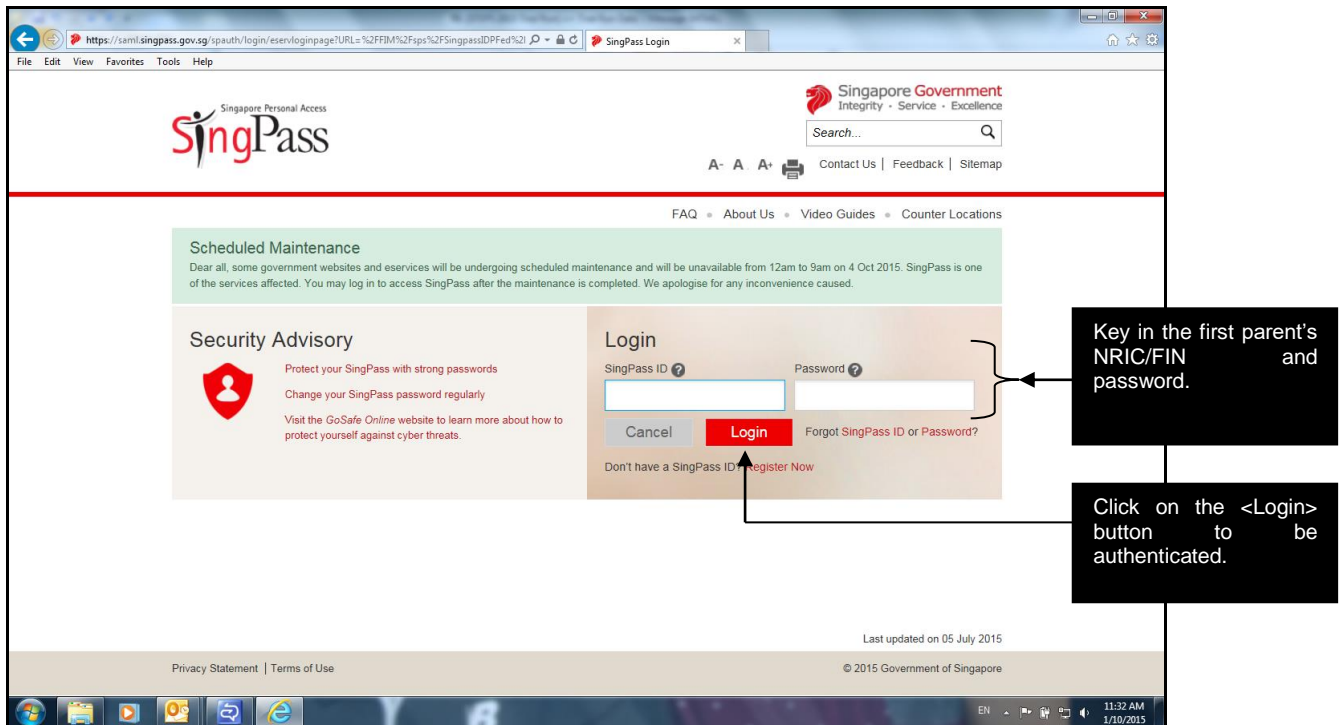
Screen Shot 2: STEPS-IS logon page

### 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](http://www.singpass.gov.sg) or call +6566430555

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.



The screenshot shows the SingPass login page in a web browser. The page includes a header with the SingPass logo and Singapore Government branding. A search bar and navigation links are present. A green banner at the top indicates 'Scheduled Maintenance'. Below this, there is a 'Security Advisory' section with a red shield icon. The main content area features a 'Login' form with fields for 'SingPass ID' and 'Password', a 'Login' button, and a 'Forgot SingPass ID or Password?' link. A 'register Now' link is also visible. Two black callout boxes with white text provide instructions: the top one points to the input fields with the text 'Key in the first parent's NRIC/FIN and password.', and the bottom one points to the 'Login' button with the text 'Click on the <Login> button to be authenticated.' The browser's address bar shows the URL 'https://saml.singpass.gov.sg/spauth/login/eservloginpage?URL=%2FFIM%2Fsp%2FSingpassIDPFed%2F'. The Windows taskbar at the bottom shows the time as 11:32 AM on 1/10/2015.

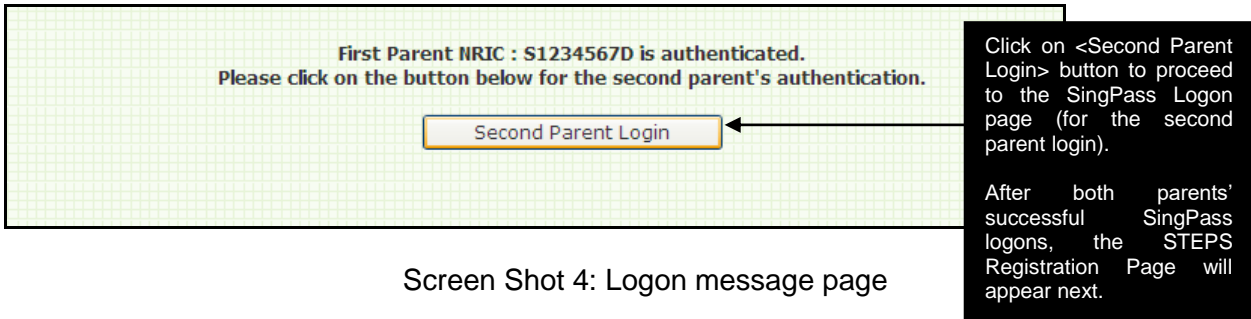
Screen Shot 3: First parent's SingPass logon message page

#### 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.

Screen Shot 5: Registration page

Step 1 Registration	Step 2 Declaration	Step 3 View/Print Acknowledgement Slip														
<p><b>Notice:</b></p> <p>1) You have <u>15 minutes</u> to complete each step. After which, you will be automatically logged out from the system.</p> <p>2) Do not use your browser's &lt;Back&gt;, &lt;Forward&gt; or &lt;Refresh&gt; buttons. Please use the buttons below to navigate.</p>																
<p><i>Fields marked with * are compulsory.</i></p>																
<p><b>PART 1 - PUPIL'S PARTICULARS</b></p>																
<p>Note:</p> <p>1) Select at least 1 pupil to complete the application.</p> <p>2) Multiple children application is possible in one application.</p> <p>3) For child that is not on the list, please approach your child's current school for assistance.</p>																
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">S/NO.</th> <th style="width: 20%;">PUPIL'S BC/UIIN</th> <th style="width: 60%;">PUPIL'S NAME</th> <th style="width: 10%;"></th> </tr> </thead> <tbody> <tr> <td>1.</td> <td><input type="checkbox"/> S5050505I</td> <td>LAM YAM CAM</td> <td rowspan="3" style="vertical-align: middle;"> <div style="border: 1px solid black; padding: 2px;">Click on the checkbox to select your child/children who are applying for STEPS.</div> </td> </tr> <tr> <td>2.</td> <td><input type="checkbox"/> S5151515I</td> <td>LAM YOM SOM</td> </tr> <tr> <td>3.</td> <td><input type="checkbox"/> S5252525I</td> <td>LAM LEM YEM</td> </tr> </tbody> </table>			S/NO.	PUPIL'S BC/UIIN	PUPIL'S NAME		1.	<input type="checkbox"/> S5050505I	LAM YAM CAM	<div style="border: 1px solid black; padding: 2px;">Click on the checkbox to select your child/children who are applying for STEPS.</div>	2.	<input type="checkbox"/> S5151515I	LAM YOM SOM	3.	<input type="checkbox"/> S5252525I	LAM LEM YEM
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3.	<input type="checkbox"/> S5252525I	LAM LEM YEM														
<p><b>PART 2 - PARENTS' PARTICULARS</b></p>																
<p>Father's NRIC/UIIN: S1234567D</p> <p>Father's Name: LAM CHIN CHIN</p> <p>Mother's NRIC/UIIN: S2345678E</p> <p>Mother's Name: LEE MUI MUI</p>																
<p><b>PART 3 - CURRENT ADDRESS</b></p>																
<p>Please enter details as shown in the NRIC.</p>																
<p>Blk/ House No.*: <input style="width: 100px;" type="text"/></p> <p>Floor - Unit No.: # <input style="width: 30px;" type="text"/> - <input style="width: 30px;" type="text"/></p> <p>Street Name*: <input style="width: 150px;" type="text"/></p> <p>Postal Code*: <input style="width: 50px;" type="text"/></p>																
<p>Local Mobile/Contact Number*: <input style="width: 100px;" type="text"/> (Your application outcome will be sent via SMS to this mobile number.)</p> <p>Local Alternate Contact Number: <input style="width: 100px;" type="text"/></p>																
<p>Notes:</p> <p>1) If you click &lt;Logout without Saving&gt; button, the above information will not be saved.</p> <p>2) To proceed with this registration, click the &lt;Next&gt; button.</p>																
<p> <input type="button" value="Logout Without Saving"/> <input type="button" value="Next"/> </p>																

Key in your current address details as per your NRIC.

You and your spouse's particulars will be shown here.

Key in your mobile contact details.

Click on the <Next> button to proceed with the application.

The Confirmation and 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.

Step 1 Registration	Step 2 Declaration	Step 3 View/Print Acknowledgement Slip
<b>Notice:</b> 1) You have <u>15 minutes</u> to complete each step. After which, you will be automatically logged out from the system. 2) Do not use your browser's <Back>, <Forward> or <Refresh> buttons. Please use the buttons below to navigate.		
<b>PART 1 - PUPIL'S PARTICULARS</b>		
<b>S/NO.</b>	<b>PUPIL'S BC/UIIN</b>	<b>PUPIL'S NAME</b>
1.	S5050505I	LAM YAM CAM
2.	S5151515I	LAM YOM SOM
<b>PART 2 - PARENTS' PARTICULARS</b>		
<b>Father's NRIC/UIIN:</b>	S1234567D	
<b>Father's Name:</b>	LAM CHIN CHIN	
<b>Mother's NRIC/UIIN:</b>	S2345678E	
<b>Mother's Name:</b>	LEE MUI MUI	
<b>PART 3 - CURRENT ADDRESS</b>		
<b>Blk/ House No.:</b>	225	
<b>Floor - Unit No.:</b>	#12-09	
<b>Street Name:</b>	DAKOTA CLOSE	
<b>Postal Code:</b>	429660	
<b>Local Mobile/Contact Number:</b> 91234567 (Your application outcome will be sent via SMS to this mobile number.)		
<b>Local Alternate Contact Number:</b>		
We declare that we have changed our residential address between 01 JANUARY 2017 and 31 DECEMBER 2018 as shown in our NRIC.		
We understand that by submitting this application for transfer of our child(ren)/ward(s), our child(ren)'s/ward's/wards' 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 correct and true. We understand that giving false information is a criminal offence punishable under Section 182 of the Penal Code, Chapter 224 of the Statutes of Singapore and the punishment for such an offence is imprisonment for a term of up to 5 years or a fine of up to \$5,000 or both imprisonment and fine. We accept that any false information furnished in the application form will result in our child(ren)/ward(s) being posted to any school as directed by the Ministry of Education.		
<b>Note:</b> It is an offence to furnish false information, and persons who do so are liable for prosecution.		
<input type="checkbox"/> We have read and agreed with the above information.		
<b>Notes:</b> 1) If you wish to make changes to the above information, please click <Previous> button. 2) If you click <Logout Without Saving> button, the above information will not be saved. 3) If the above information is correct and you wish to submit this application, please ensure the checkbox is ticked. Please click <Submit> button.		
<input type="button" value="Previous"/> <input type="button" value="Logout Without Saving"/> <input type="button" value="Submit"/>		

Verify all details in this page.

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.


Screen Shot 6: Declaration page

Click on the <Previous> button to return to the registration page to make amendments, if any.

## 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.



**Your application has been submitted successfully.**  
 You will be notified of your application outcome on 30 Sep 2010. For more information, you may visit website at [www.moe.edu.sg](http://www.moe.edu.sg).

[Print This Page](#)



**MINISTRY OF EDUCATION**  
 moulding the future of our nation SINGAPORE

2010 Student Transfer Exercise For Primary Schools (STEPS)

Registration Date/Time: 29/09/2010 17:03:21

PART 1 - PUPIL'S PARTICULARS			
S/NO.	PUPIL'S BC/UIIN	PUPIL'S NAME	ACKNOWLEDGEMENT NO.
1.	S5050505I	LAM YAM CAM	S5050505I-1234-00
2.	S5151515I	LAM YOM SOM	S5151515I-1234-00

PART 2 - PARENTS' PARTICULARS	
Father's NRIC/UIIN:	S1234567D
Father's Name:	LAM CHIN CHIN
Mother's NRIC/UIIN:	S2345678E
Mother's Name:	LEE MUI MUI

PART 3 - CURRENT ADDRESS	
Blk/ House No.:	225
Floor - Unit No.:	#12-09
Street Name:	DAKOTA CLOSE
Postal Code:	429660

**Local Mobile/Contact Number:** 91234567 (Your application outcome will be sent via SMS to this mobile number.)

**Local Alternate Contact Number:**

We declare that we have changed our residential address between 01 JANUARY 2017 and 31 DECEMBER 2018 as shown in our NRIC.

We understand that by submitting this application for transfer of our child(ren)/ward(s), our child(ren)'s/ward's/wards' 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 correct and true. We understand that giving false information in the application form is a criminal offence punishable under Section 182 of the Penal Code, Chapter 224 of the Statutes of Singapore and the punishment for such an offence is imprisonment for up to one year or a fine of up to \$5,000 or both imprisonment and fine. We accept that any false information furnished in the application form will result in our child(ren)/ward(s) having to give up the transfer effected under STEPS and our child(ren)/ward(s) being posted to any school as directed by the Ministry of Education.

**Note:** It is an offence to furnish false information, and persons who do so are liable for prosecution.

**Notes:**

- 1) Please click <Print> button to print a copy of the above for your reference.
- 2) Please click <Save> button to save a copy on your computer.
- 3) Please click <Next Registration> to enter the next registration.

**Important**  
 You may print and retain a copy of the acknowledgement slip for reference.

Print   ← Save   ← Next Registration

Screen Shot 7: Acknowledgement slip page