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## Introduction

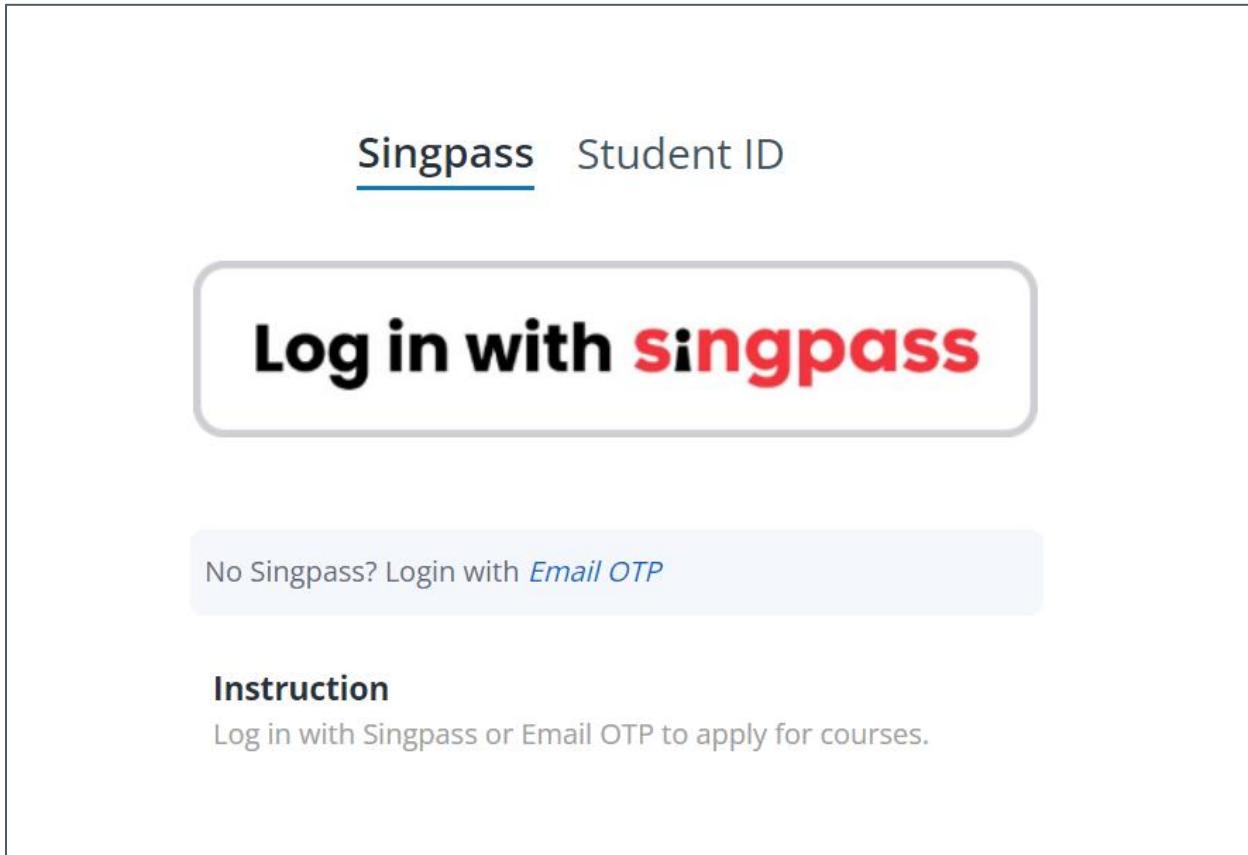
STEP provides all learners of its six Institutions of Higher Learning (IHL) a more convenient and secure way to manage their learning activities in one portal.

## Abbreviations and Definitions

| Abbreviation | Description                          |
|--------------|--------------------------------------|
| CET          | Continuing Education and Training    |
| IHL          | Institutes of Higher Learning        |
| STEP         | Skills Training & Enhancement Portal |
| OTP          | One-Time Password                    |
| 2FA          | Two-Factor Authentication            |

## Sign up for a Student Account

You may choose to sign up for STEP using either one of two authentication methods - Singpass or email OTP - to start exploring the courses.



**Figure 1: STEP login portal**

Refer to instructions in the corresponding section:

- [Authentication via Singpass](#)
- [Authentication via Email OTP](#)

## Authentication via Singpass

To authenticate with Singpass, click **Log in with Singpass**. You will be redirected to Singpass for sign-in. After authenticating your Singpass, you will be successfully logged into the STEP Portal.

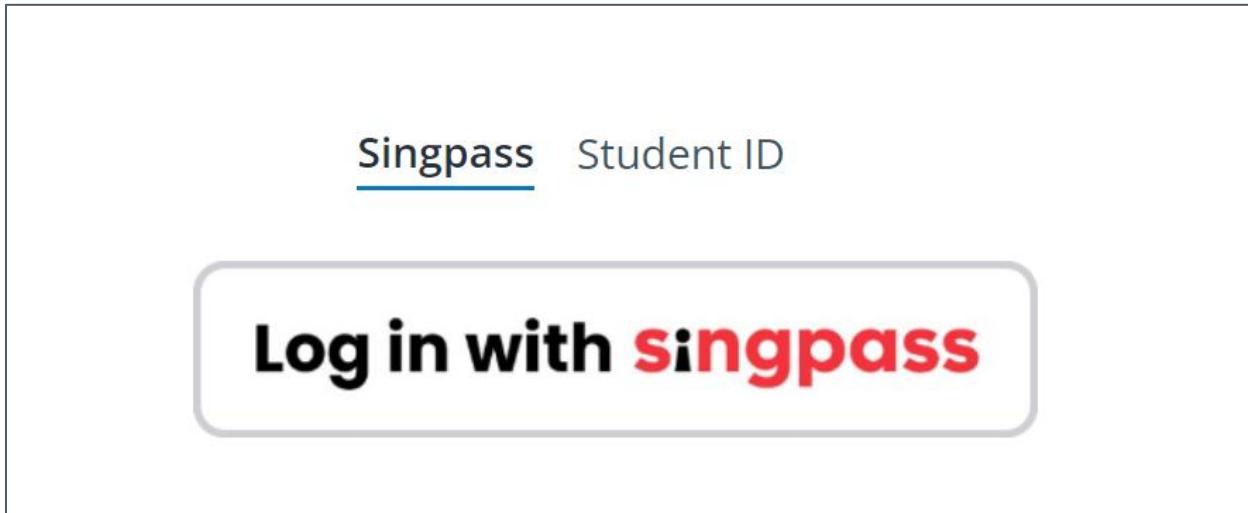


Figure 2 Authentication via Singpass

## Authentication via Email OTP

If you do not have Singpass, you can authenticate using your personal email. Complete the following steps:

1. Click **Email OTP** on the landing page.

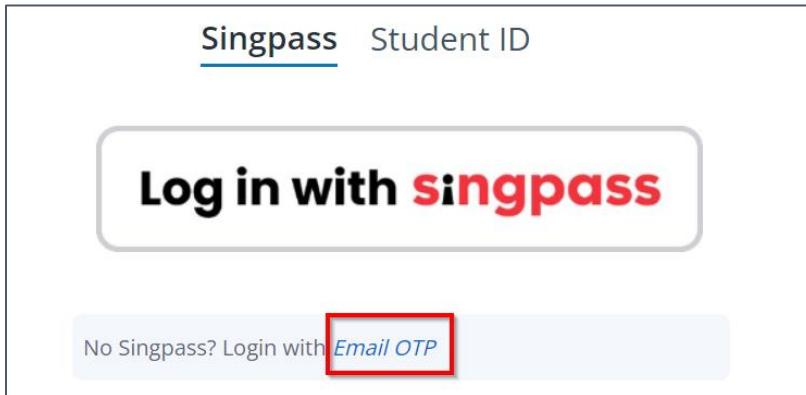


Figure 3: Email OTP selection.

2. On the **Email OTP** page, enter your personal email address and click **Send OTP**. A one-time password (OTP) will be sent to your mailbox. Enter the OTP that you receive in your mailbox.

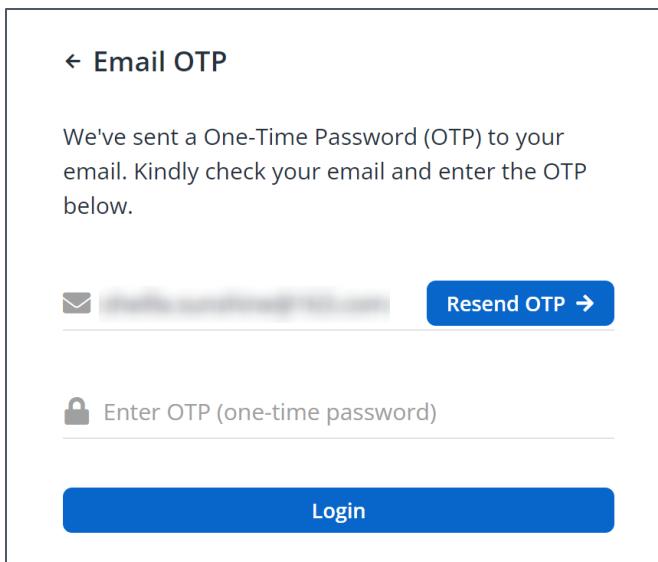


Figure 4: Authentication via Email OTP.

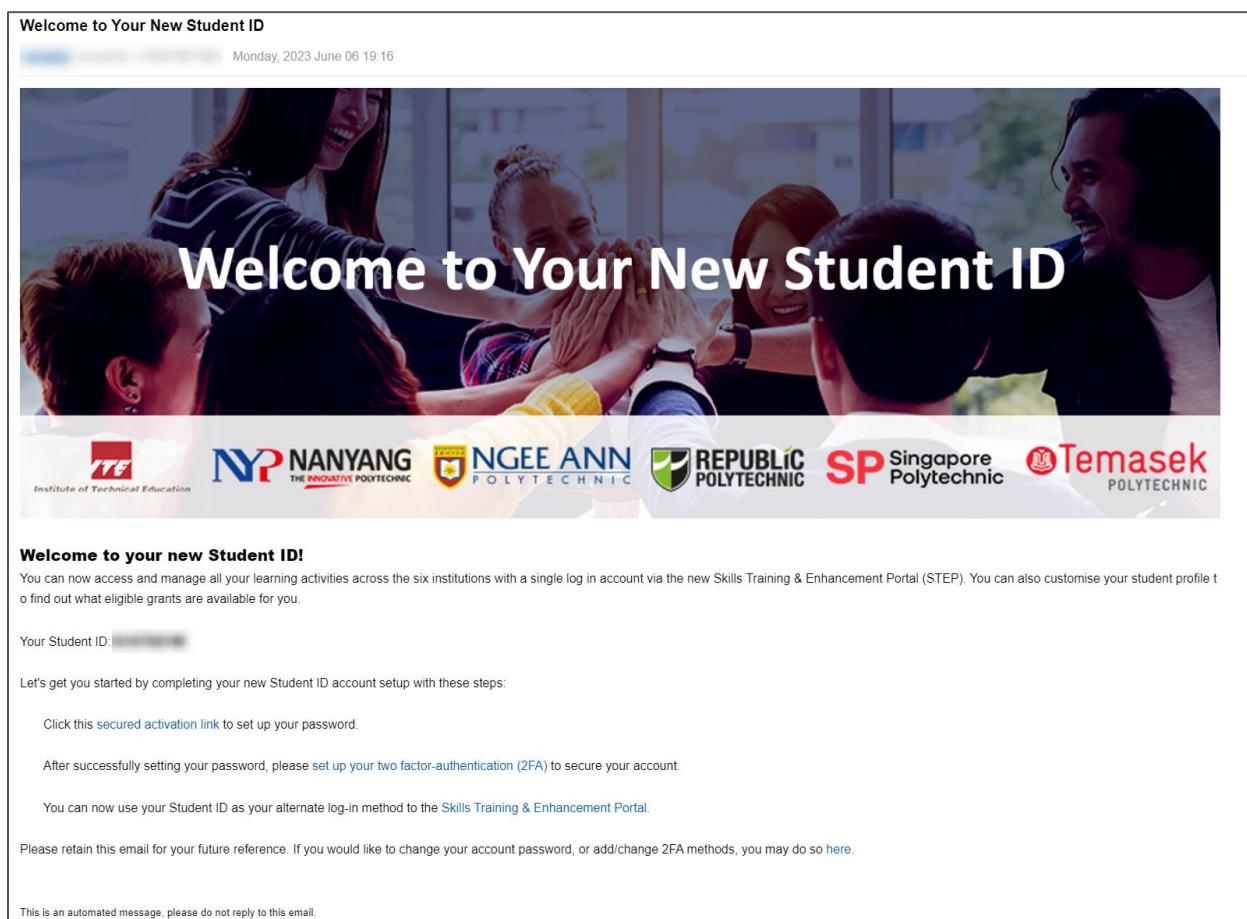
After you've clicked **Send OTP**, the **Send OTP** button will be disabled temporarily with a countdown timer for 60 seconds. After 60 seconds, you can click **Resend OTP** for another OTP to be sent to your mailbox.

3. When you finish, click **Login**.
4. You can start exploring courses in the STEP Portal.

## Welcome Email

Once you've been successfully enrolled to a course in STEP, a student account will be automatically created for you.

You will receive a welcome email from STEP indicating your unique student ID and a set of instructions to help you complete your student account setup.



**Figure 5: The welcome email**

Upon receiving your Student ID, follow the steps listed in the email to activate your Student account.

- 1) Click on the secured activation link to set up your password.
- 2) After setting up your password, click on the 2FA link to secure your student account.

Once you have completed the above, your Student account will be activated.

You may now use this Student ID as your alternate sign in method to STEP. Note that you can now sign in to STEP via Singpass or your Student ID.

## Sign in

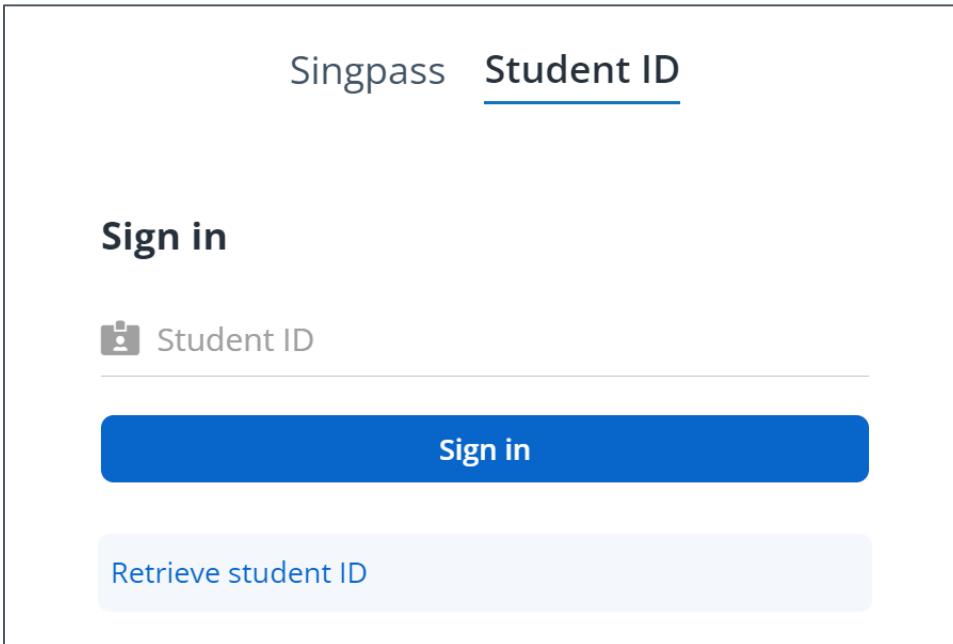
You can sign in to STEP with either your Singpass or your Student ID.

- [Sign in with Student ID](#)
- [Sign in with Singpass](#)

## Sign in with Student ID

To sign in with your student ID, complete the following steps:

1. Click on **Student ID** tab.



The screenshot shows the 'Singpass Student ID' sign-in page. At the top, there are two tabs: 'Singpass' and 'Student ID', with 'Student ID' being the active tab. Below the tabs is a large 'Sign in' button. Underneath the button is a text input field with a user icon and the placeholder 'Student ID'. Below the input field is another 'Sign in' button. At the bottom of the page, there is a link labeled 'Retrieve student ID'.

**Figure 6: Sign in with Student ID**

2. Enter your student ID and click **Sign in**.
3. Enter your password and click **Sign in**.

You can also click **Use an app instead** and choose to sign in via Microsoft Authenticator. For more instructions, refer to [Set up a Passwordless sign in](#).

**\*Note:** If you've forgotten your student ID, click **Retrieve Student ID** and follow the instructions in the [Retrieve Student ID](#) section to retrieve your student ID.

### Set up a Passwordless sign in:

You may also opt to sign in using the Microsoft Authenticator app on your mobile device, instead of a password.

1. Download and install the Microsoft Authenticator app [here](#).
2. Follow the section Turn on phone sign-in in this Microsoft guide [here](#).
3. Click the **Student ID** tab, enter your student ID, and then click **Sign in**.

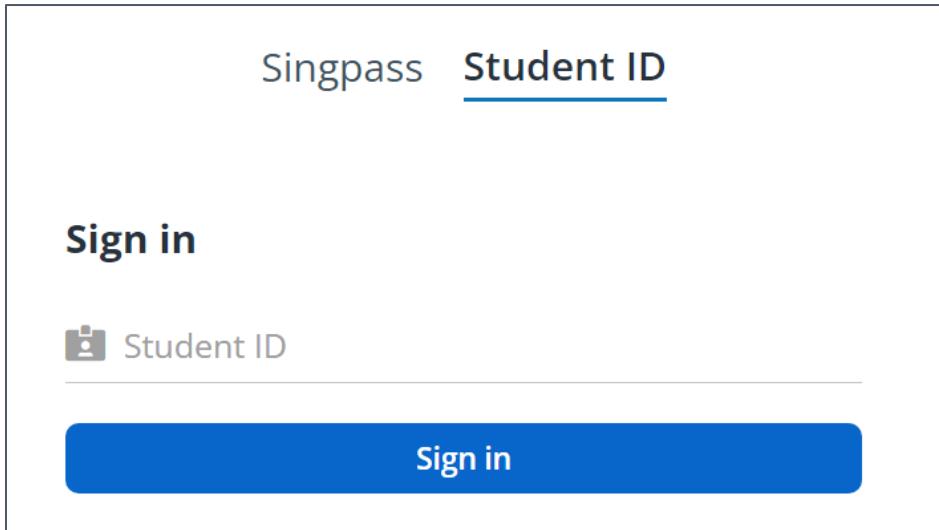


Figure 7 Student sign in page

4. On the **Enter password** page, click **Use an app instead**.

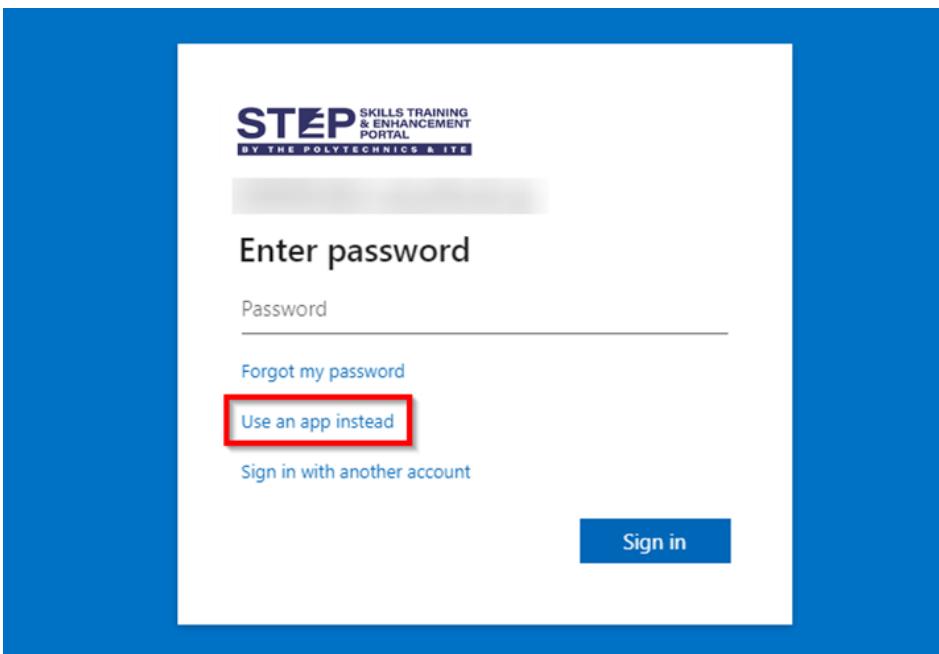
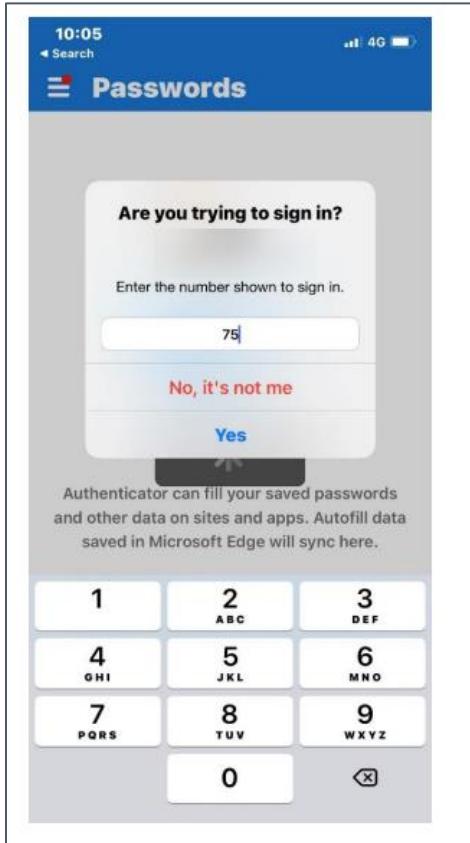


Figure 8: Click Use an app instead.

5. A randomly generated number will be shown on the page. Open your Microsoft Authenticator app and enter this number.
6. Click Yes to authenticate your identity.



**Figure 9: Enter the number in the app**

7. You will be asked to use your biometric, facial or phone pin authentication for verification.
8. You will then be successfully logged into STEP.

## Reset Password

If you've forgotten your password during the sign-in process, complete the following steps to reset the password:

1. On the sign-in page, click **Forgot my password**.

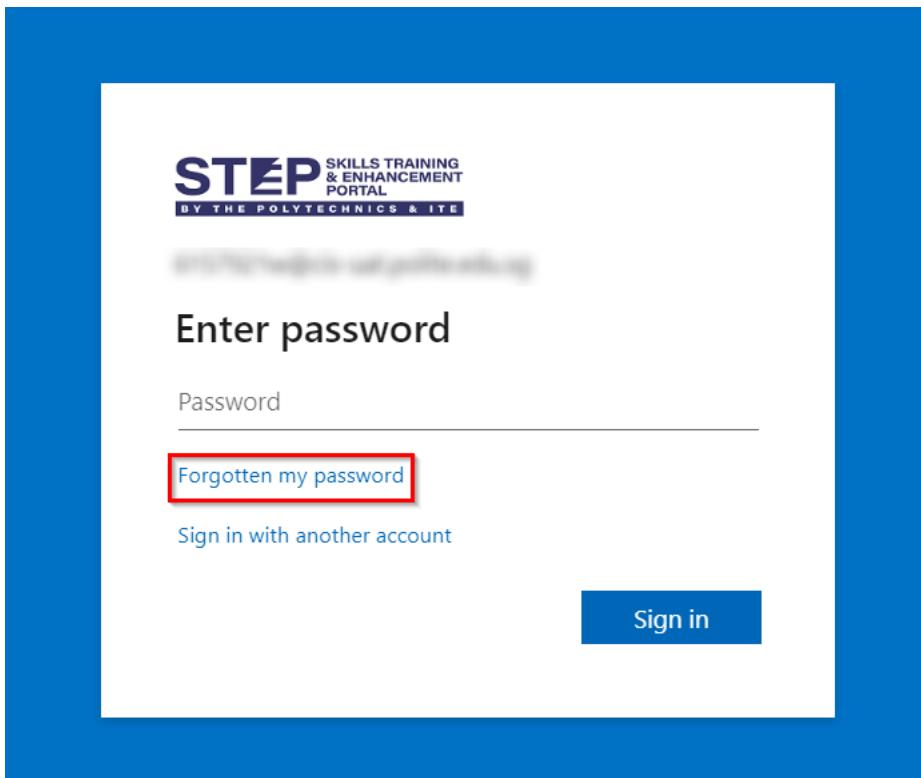
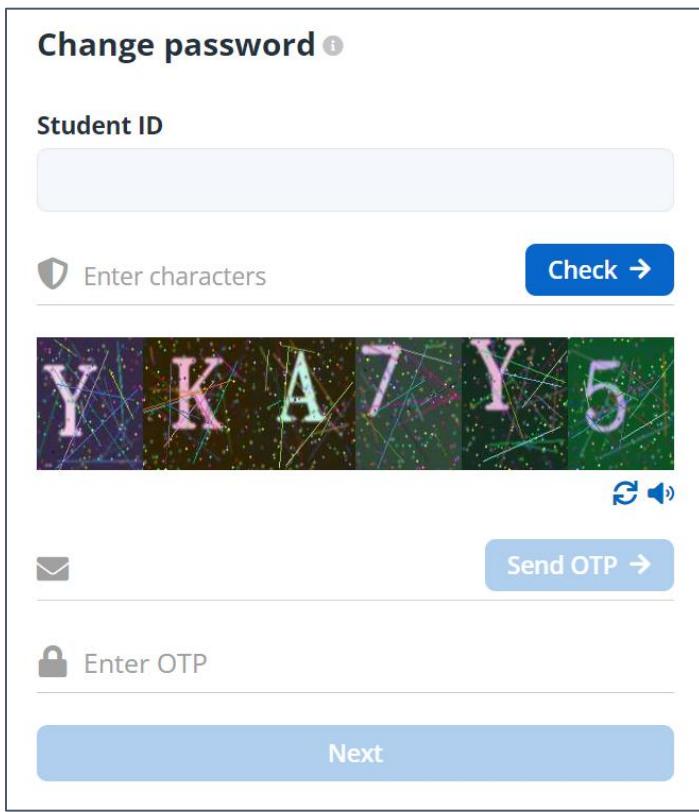


Figure 10: Click **Forgot my password**.

2. On the **Change password** page, enter your student ID.



**Change password**

Student ID

Enter characters **Check →**

Y K A 7 Y 5

Send OTP →

Enter OTP

**Next**

**Figure 11: The Change password page**

3. Enter the characters displayed in the picture for verification and click **Check**. If necessary, you can click the Audio (🔊) icon to listen to the characters.
4. Your email address displayed is masked. Click **Send OTP**. The email address displayed is your registered email address at STEP.
5. A one-time password (OTP) will be sent to your mailbox. Enter the OTP that you receive in your mailbox.
6. Click **Next**.

7. Refer to the instructions on the page to set your new password. Enter the new password and re-enter it to confirm.

## ← Change password

Please set your new password and click Save.

Your password requires a min of 12 characters and 3 out of 4 of the following:

- Lowercase letters (a-z)
- Uppercase letters (A-Z)
- Numeric characters (0-9)
- Special or non-alphanumeric characters  
(e.g., @ # \$ % ^ & \* - ! + = [ ] { } | \ : ' , . ? / ^ ~ ( ) ; < >)

- The password must not contain your account name, or any part of your name.

- You cannot re-use your last 3 passwords.

### Student ID

85370000000000000000000000000000

 Enter a new password

 Re-enter new password

Save

**Figure 12: Set a new password**

8. Click **Save** to save your new password.

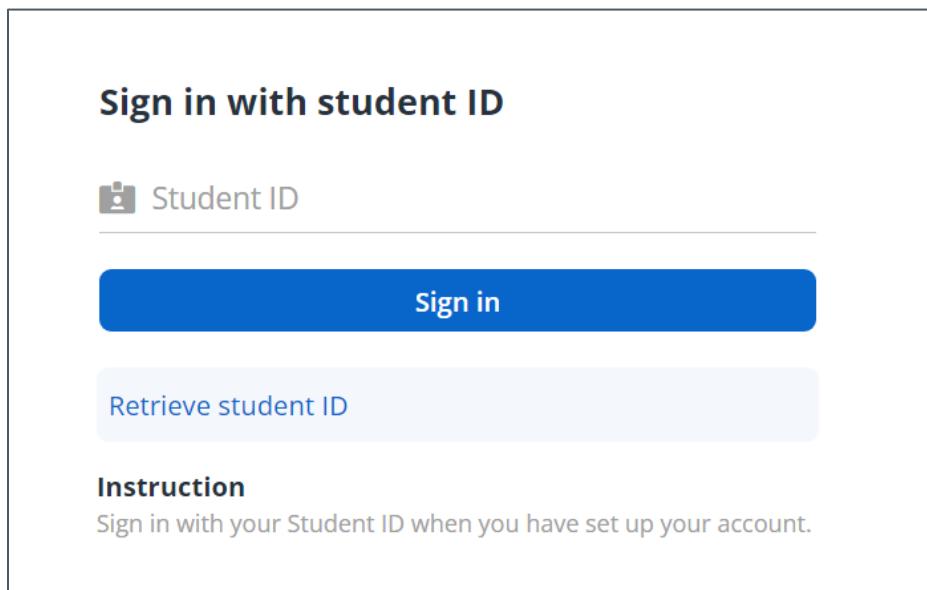
## Sign in with Singpass

To sign in via Singpass, click **Log in with Singpass**. You will be redirected to Singpass for sign-in. After authenticating your Singpass, you will be successfully logged into the STEP Portal.



**Figure 13: Sign in with Singpass**

**\*Note:** If you are signing in from POLITEMall, or other IHL applications, you will be redirected to a secured sign-in page. On this page, you can only sign in with your student ID. There will not be a Singpass sign in option via this access method.



**Figure 14 Student sign in page with no Singpass option**

## Retrieve Student ID

During the sign-in process, if you have forgotten your student ID, you can click **Retrieve student ID**.

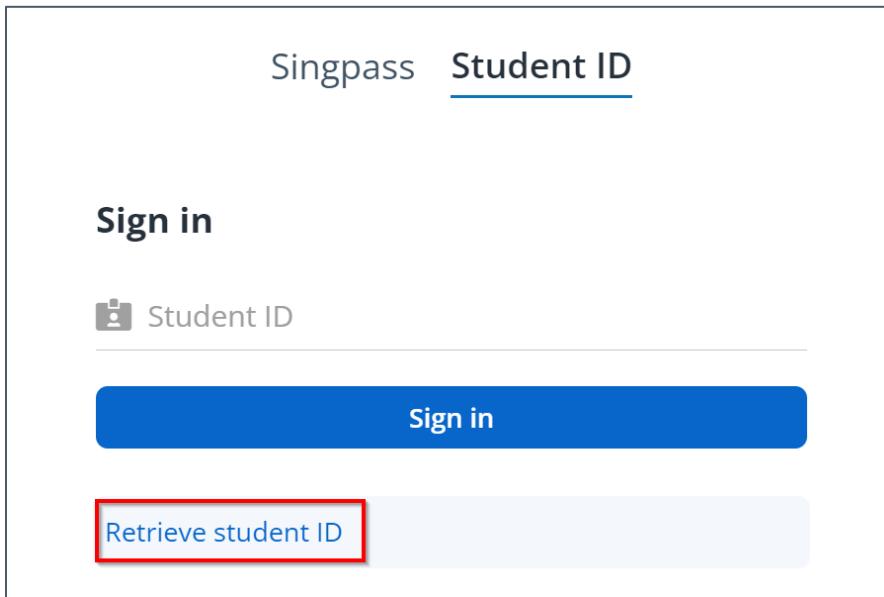


Figure 15: Click Retrieve student ID

You may choose to retrieve your student ID using your Singpass or email OTP. Refer to the section below for more details.

To retrieve your student ID via Singpass, click **Singpass**, and you will be redirected to Singpass to verify your identity.

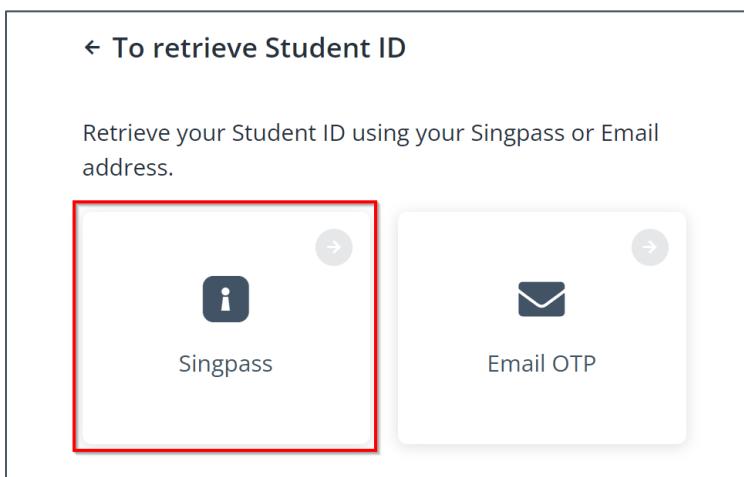


Figure 16: Select Singpass

After verifying your identity via Singpass, your student ID will be displayed on the page. You can click **Copy** to copy your student ID, then click **Back to Sign-in**.



**Retrieve by Singpass**

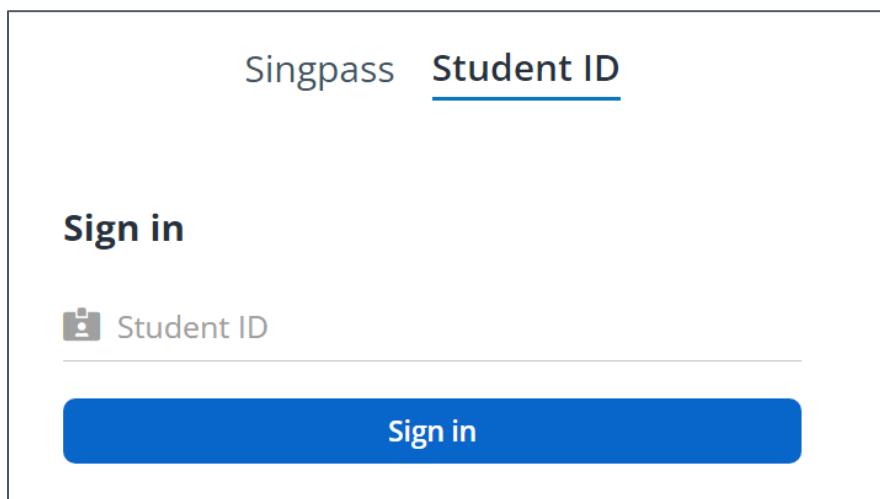
Student ID

**Copy**

**Back to Sign-in**

**Figure 17: Retrieve the student ID**

You will be redirected back to the sign-in page where you can paste the copied student ID to complete the sign-in process.



**Singpass** **Student ID**

**Sign in**

**Student ID**

**Sign in**

**Figure 18 Student sign in page**

To retrieve your student ID via email OTP, complete the following steps:

1. Click **Email OTP**.

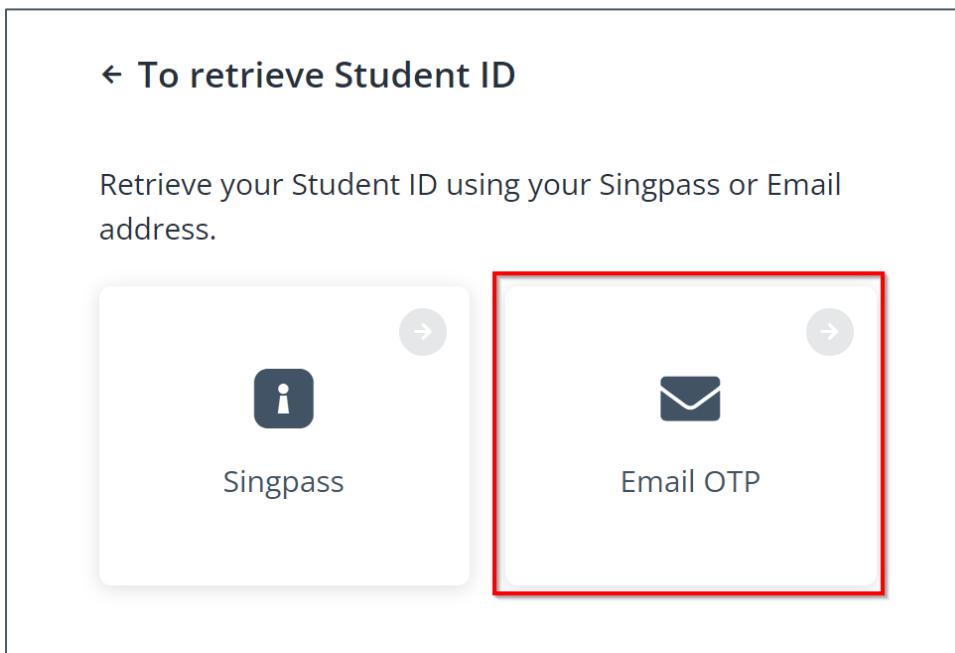


Figure 19: Select Email OTP

2. On the **Email OTP** page, enter your registered email address at STEP and click **Send OTP**. A one-time password (OTP) will be sent to your mailbox. Enter the OTP that you have received in your mailbox.

After verifying your identity via email OTP, your student ID will be displayed on the page. You can click **Copy** and then click **Back to Sign-in**.

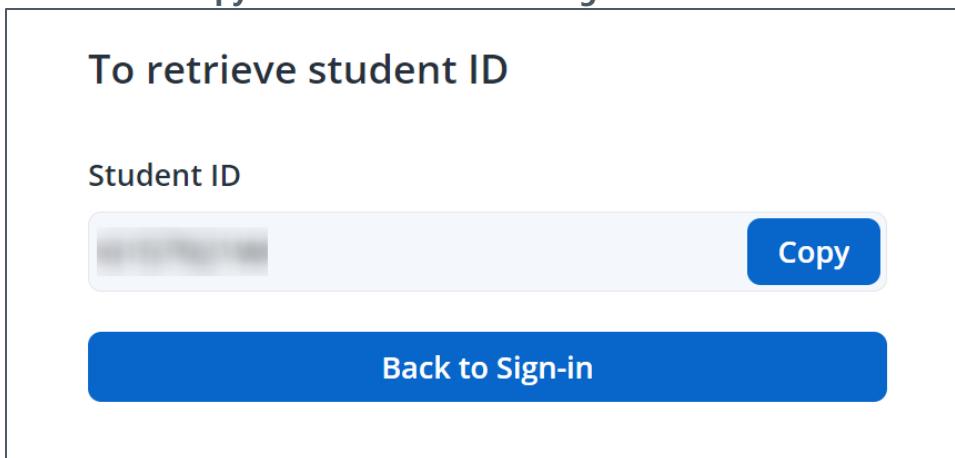
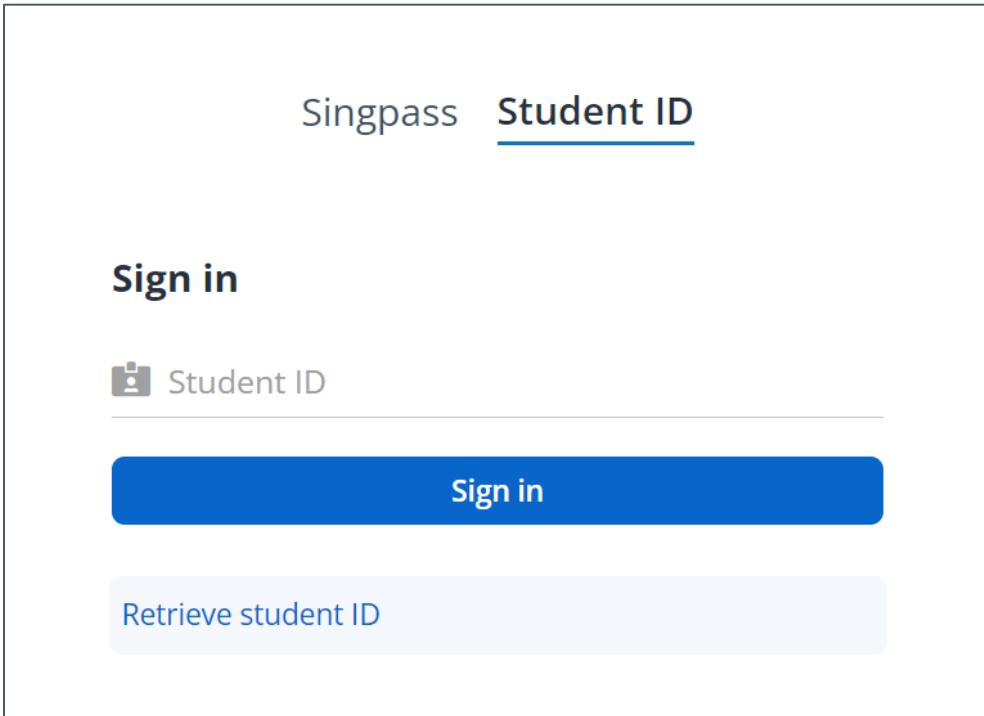


Figure 20: Retrieve the student ID

3. You will be redirected back to the student sign-in page, and you can paste the copied student ID to complete the sign-in process.



The screenshot shows a sign-in page for the Singpass Student ID. At the top, there is a header with the text "Singpass" and "Student ID". Below the header, the text "Sign in" is displayed. A form field is present with the placeholder "Student ID" and a camera icon. A large blue "Sign in" button is centered below the input field. At the bottom of the page, there is a link labeled "Retrieve student ID".

Figure 21 Back to student sign-in page

## Re-enable Student ID

If you have not signed in with your student ID in the last 90 days, your student ID will be disabled. You can re-enable your disabled Student ID using Singpass or email OTP as follows:

When you sign in with your student ID, you will see this message shown on the page. Click **here** in the message.

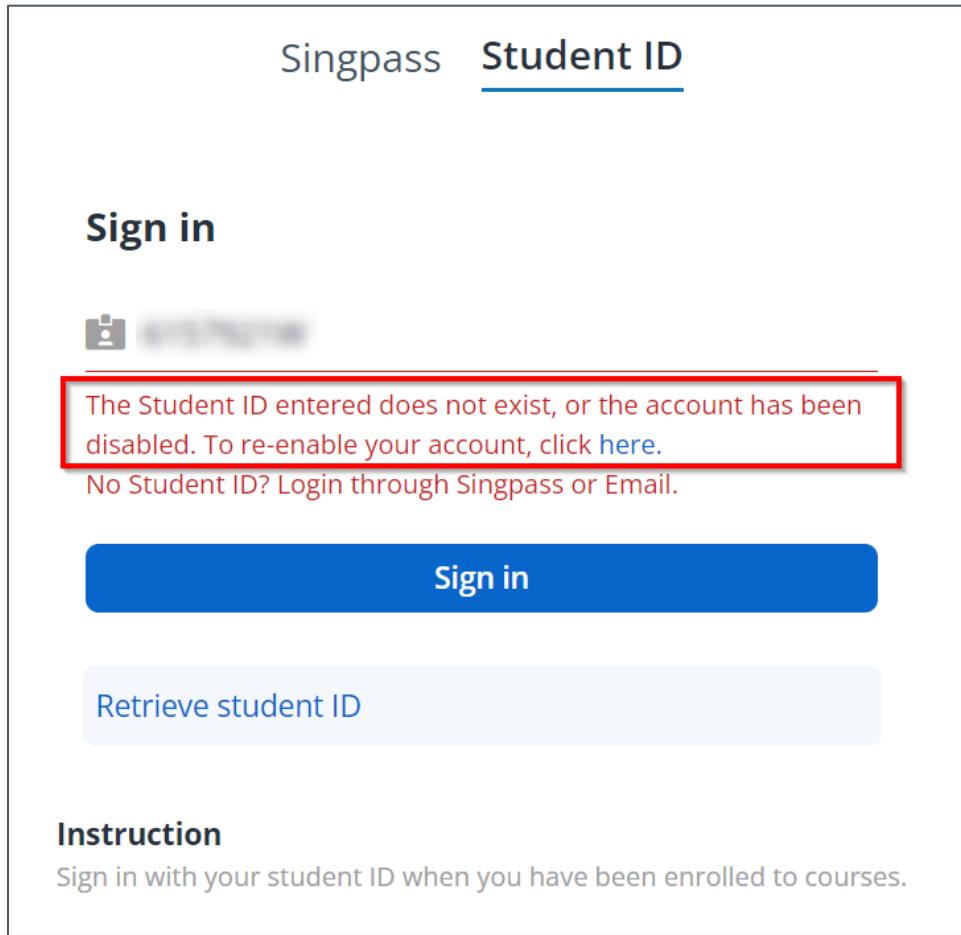
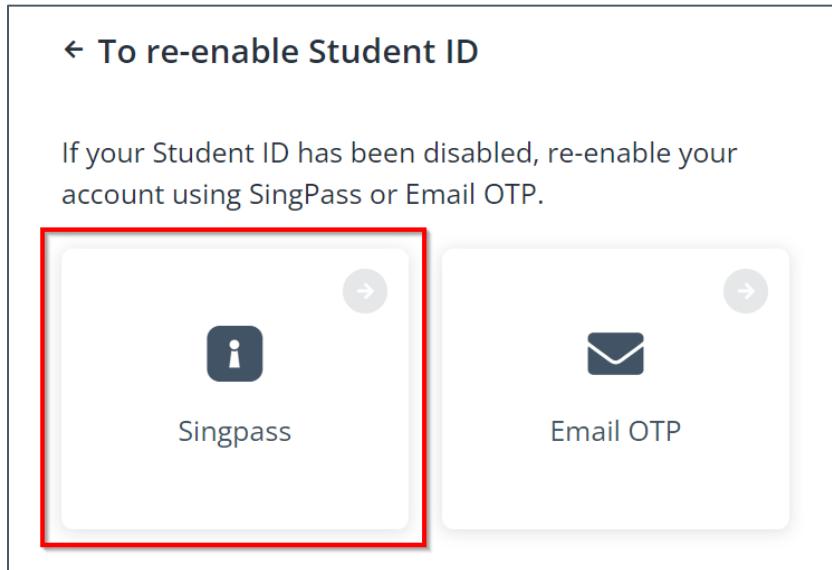


Figure 22: The message for disabled account

Next, choose to re-enable your student ID using your Singpass or email OTP.

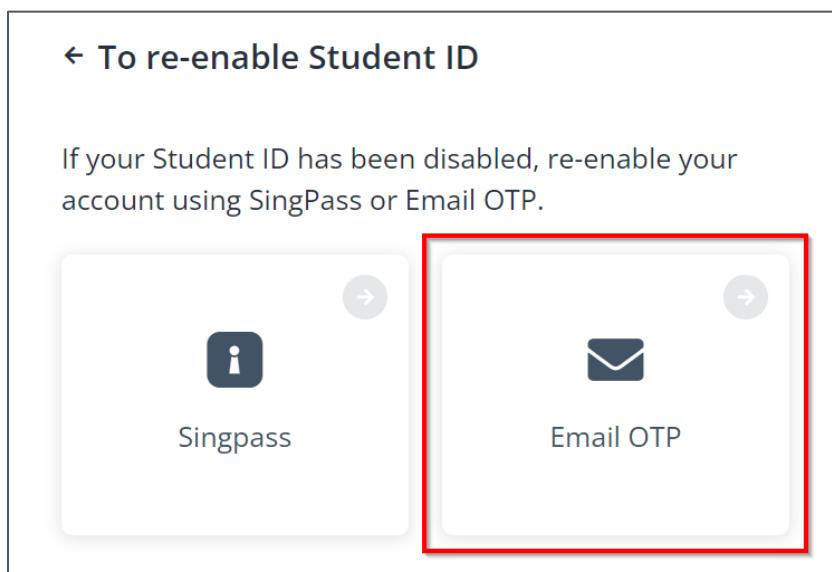
To re-enable your student ID via Singpass, click **Singpass**, and you will be redirected to Singpass to verify your identity.



**Figure 23: Click Singpass.**

After verifying identity via Singpass, your student ID will be activated, and you will be redirected back to the application (e.g., STEP).

Alternatively, to re-enable your student ID via email OTP, click **Email OTP**. After verifying your identity via email OTP, your student ID will be activated, and you will be redirected back to the application (e.g., STEP).



**Figure 24: Click Email OTP.**

## My Security

In My Security, you can view and access the integrated applications that you have access to. You can also change your password or update your preferred two-factor authentication (2FA) methods.

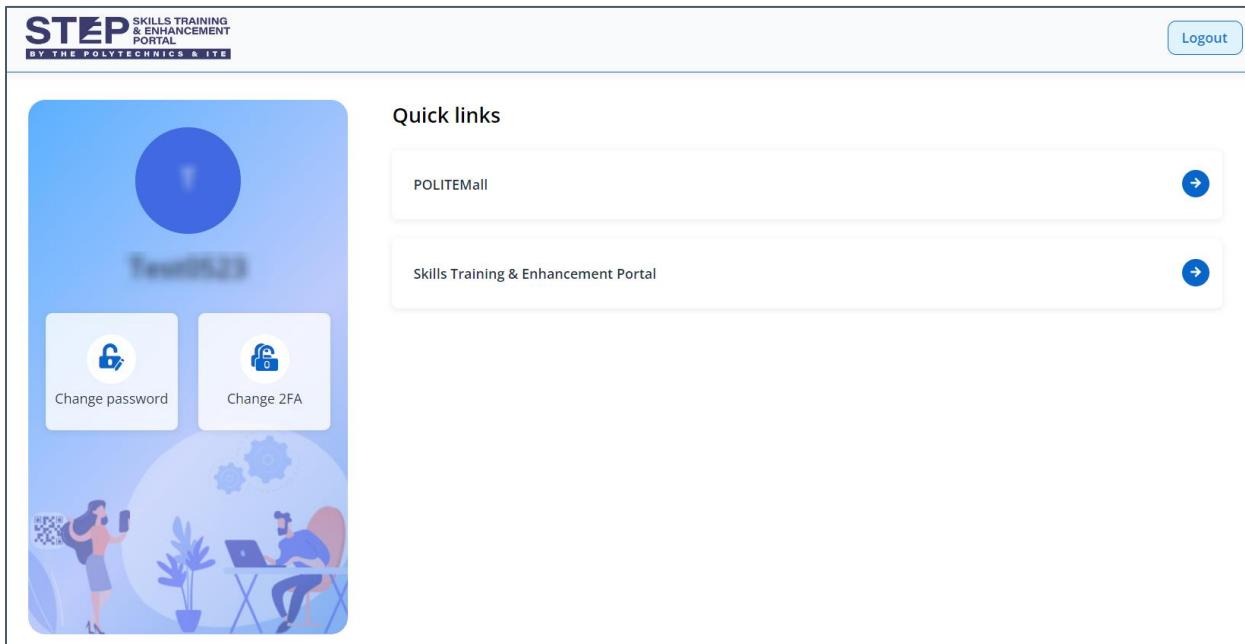
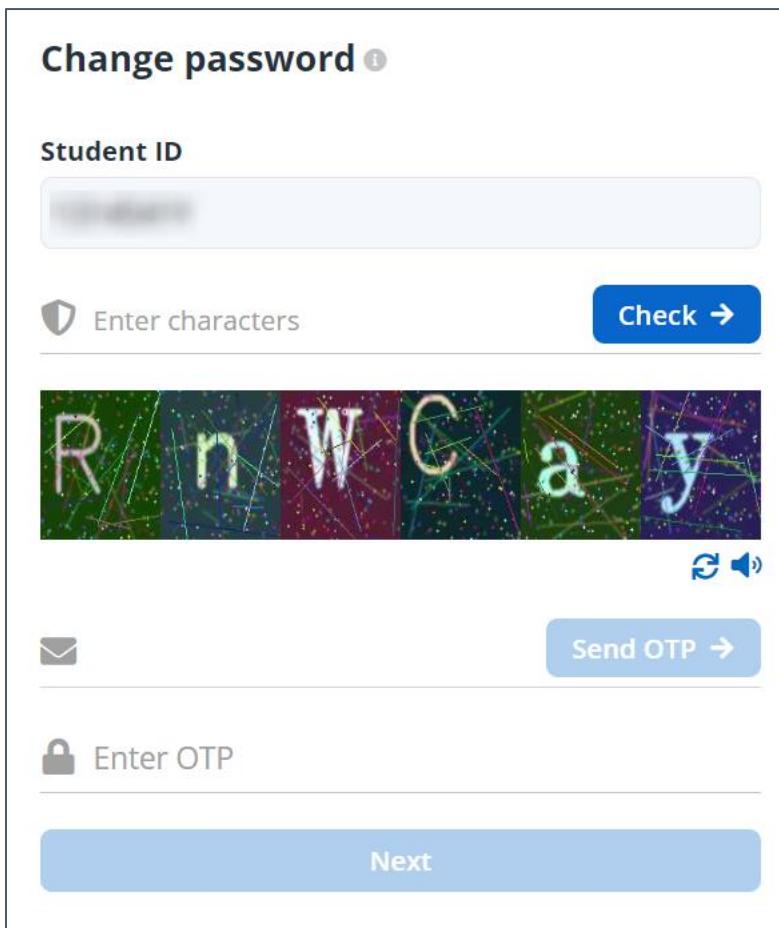


Figure 25: My Security

## Change Password

To change your password, complete the following steps:

1. Click **Change password** on the dashboard.
2. On the **Change password** page, you can view your student ID.



The screenshot shows the 'Change password' page. At the top, it says 'Change password ⓘ'. Below that is a 'Student ID' field containing a blurred student ID. To the right of the field is a 'Check →' button with a shield icon. Below the field is a CAPTCHA image showing the letters R, n, W, C, a, y on a grid background, with a refresh and speaker icon below it. To the left of the CAPTCHA is an envelope icon. To the right is a 'Send OTP →' button. Below the CAPTCHA is an 'Enter OTP' field with a lock icon. At the bottom is a large blue 'Next' button.

Figure 26: The Change password page.

3. Enter the characters displayed in the picture for verification and click **Check**. If necessary, you can click the Audio (🔊) icon to listen to the characters.
4. Your email address is displayed in a masked format. Click **Send OTP**.
5. A one-time password (OTP) will be sent to your mailbox. Enter the OTP that you receive in your mailbox.
6. Click **Next**.
7. Refer to the instructions on the page to set your new password. Enter the new password and re-enter it to confirm.

[\*\*← Change password\*\*](#)

**Please set your new password and click Save.**

Your password requires a min of 12 characters and 3 out of 4 of the following:

- Lowercase letters (a-z)
- Uppercase letters (A-Z)
- Numeric characters (0-9)
- Special or non-alphanumeric characters  
(e.g., @ # \$ % ^ & \* - ! + = [ ] { } | \ : ' , . ? / ` ~ " ( ) ; < >)
- The password must not contain your account name, or any part of your name.
- You cannot re-use your last 3 passwords.

**Student ID**

\*\*\*\*\*@polytechnic.edu.sg

**Enter a new password**

**Re-enter new password**

**Save**

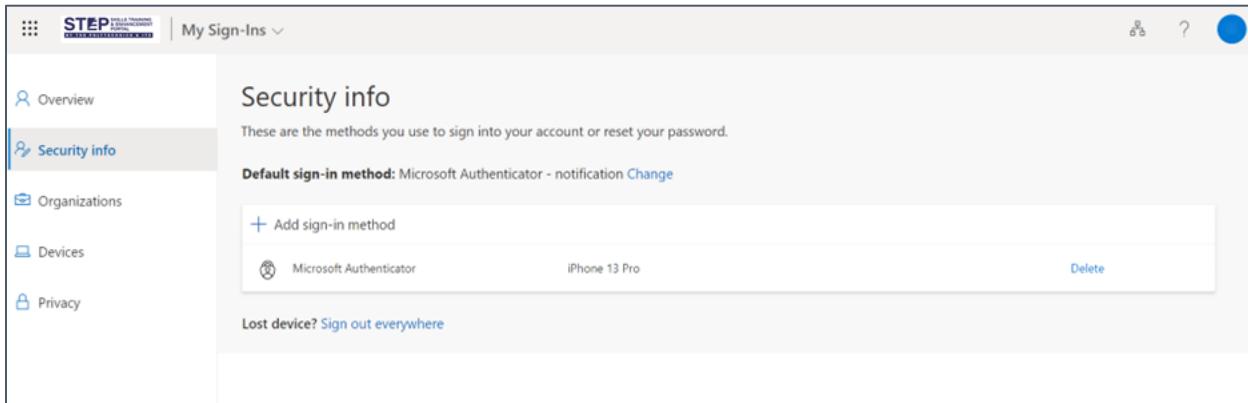
**Figure 27: Set a new password.**

8. Click **Save** to save your new password.

## Change 2FA

To add or change your two-factor authentication methods, click **Change 2FA** on the dashboard and you will be directed to the **Security info** page.

On the **Security info** page, you can change or add an additional 2FA method by following these instructions: [set up Microsoft Authenticator](#) or [set up phone verification](#).



The screenshot shows the Microsoft Security info page. The left sidebar has links for Overview, Security info (which is selected and highlighted in blue), Organizations, Devices, and Privacy. The main content area is titled 'Security info' and contains the text: 'These are the methods you use to sign into your account or reset your password.' Below this, it says 'Default sign-in method: Microsoft Authenticator - notification' with a 'Change' link. A button labeled '+ Add sign-in method' is present. A table lists one method: 'Microsoft Authenticator' (with a person icon) and 'iPhone 13 Pro' (with a phone icon). A 'Delete' link is to the right of the device name. At the bottom, there is a link 'Lost device? Sign out everywhere'.

Figure 28: The Security info page.

## Quick Links

The **Quick links** section shows the list of applications available to you.

Once you are signed in to STEP, you will be able to access certain applications such as POLITEMall directly with our single sign-on service.

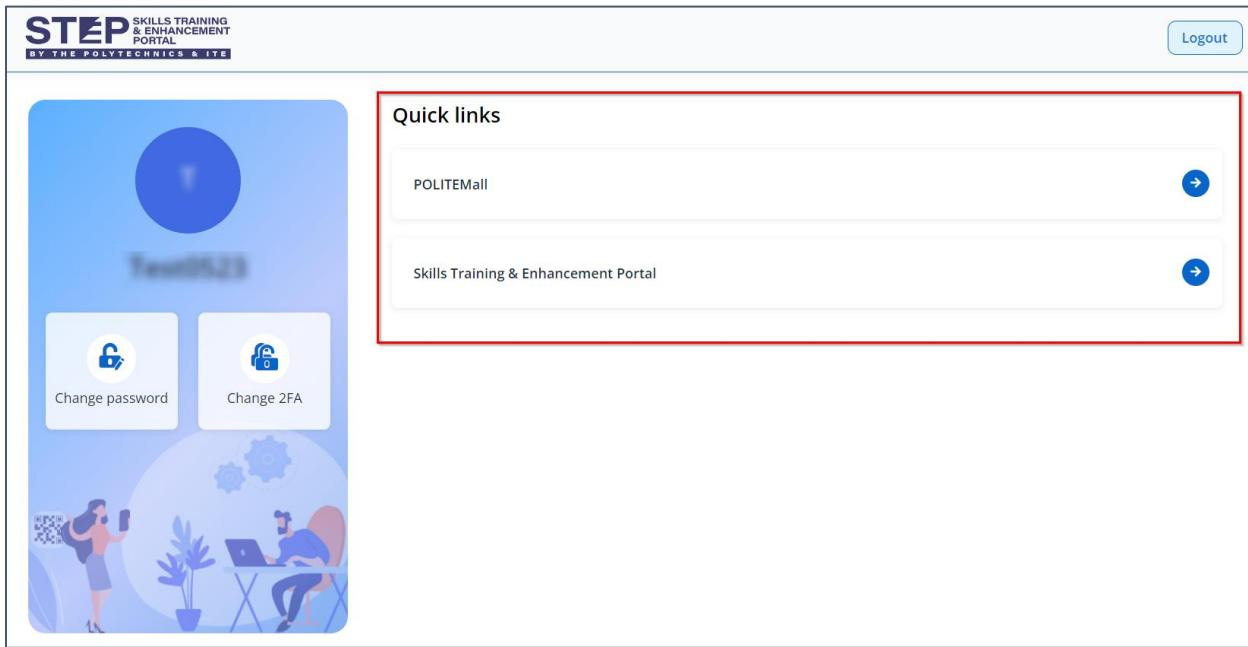


Figure 29: Quick links.

## Supported Browsers and Devices

Use the following browsers and devices to access:

- Supported browsers: Microsoft Edge, Mozilla Firefox, Safari, and Google Chrome
- Supported devices: PC, iOS, and Android devices