FAQ for MOE Schools for National Heritage Board's
Museum-based Learning Programme

Setting up an account and account maintenance

1   **How do I sign up for an account?**

ANS   Visit www.bookmuseums.nhb.gov.sg and log in using your SingPass account. You will be required to fill up your details to complete the registration.

2   **Which email account should I use?**

ANS   MOE teachers should use their MOE ICON email (moe.edu.sg). Teachers should not use schools.gov.sg as there have been cases where the verification emails were not received on the user's end.

3   **I did not receive a verification email. What should I do?**

ANS   Kindly write in to NHB_Digital_Services@nhb.gov.sg to request for a registration reset and state the initial email address used. After the reset is done, you will be notified to use your personal MOE ICON email (moe.edu.sg) to re-register, and a one-time verification link will be sent thereafter to complete your registration.

4   **Why is my account disabled?**

ANS   The system will deactivate any account that is inactive for a period of 90 days, as part of user account review, audit, and housekeeping. The system will send automated alerts and reminders for users to log in to the system closer to the 90 days period. Please log in to ensure the account is not disabled.

5   **My account is disabled. What should I do?**

ANS   Kindly write in to NHB_Digital_Services@nhb.gov.sg to request reactivation of account.

Editing Account information

6   **I will be posted to a different school. How can I edit the school name?**

ANS   Kindly write in to NHB_Digital_Services@nhb.gov.sg to request for an update on the school details.

7   **I need to change my email address. How can I edit the email address?**

ANS   Kindly write in to NHB_Digital_Services@nhb.gov.sg to request for an update on the email address.

8   **Will the bookings be retained if I change school/email address?**

ANS   The existing bookings made using the old email address will still be visible in the system and any email notification related to the existing bookings will be sent to the old email address. We strongly encourage users to add another accompanying adult(s) into the booking to receive the booking notifications.

Booking of Museum-based Learning programmes

9   **Which type of programme should I select for cohort learning journey/ Museum-based Learning Programmes?**

ANS   Please select "**Museum-based Learning Programme**" from the dropdown list.

10   **What information do I need to have on hand to make the booking(s)?**

ANS   You will require the following:
- Date(s) of visit (please have a few choices on hand if the preferred dates are not available)
- Number of students
- Number of accompanying adults (teachers/parent volunteers)
- Name and contact details of accompanying teacher(s) (they will also receive the booking information)

11 **If I have all the required information, how long will the booking process take, and will I receive immediate confirmation?**

ANS For a single booking, the process will take about 10 minutes and you will receive immediate confirmation for booking of Museum-based Learning Programmes.

12 **I have to make multiple bookings for different dates, venue and programme type. Do I have to make separate booking for each session?**

ANS No, you do not have to make separate bookings for different session. You can make multiple bookings for different dates, venues and programme types. After you have selected a programme, you can add more programmes into the cart before checking them out and proceeding to fill up the information details.

13 **The number of students I intend to bring exceeds the available capacity and the system does not allow me to proceed with the booking (e.g. I intend to bring 76 students but the available capacity is lesser). What should I do?**

ANS You will not be able to book the slot due to exceeding capacity. Please choose another date.

14 **I tried to book a Museum-based Learning programme and my planned date of visit is in 3 weeks, but I am unable to do so.**

ANS For Museum-based Learning programme, you will be required to book at least 6 weeks in advance.

15 **There is no available capacity for all my preferred dates for Museum-based Learning Programme. What are the other options?**

ANS Schools might want to arrange for their students to experience the following learning packages on the Student Learning Space (SLS):

Level/Title	Description	Link & QR Code
P6) Asian Civilisations Museum Online Learning Experience: Asian Adventures	This online learning experience can be assigned as a 45-minute asynchronous experience, or synchronously as a class exercise. Through the videos in this lesson, students will discover what life in Southeast Asia was like in the past.	 https://go.gov.sg/ssp645
S2 National Museum Online Learning Experience: Artefactually Speaking	This online learning experience with NMS can be assigned as a 45-minute asynchronous experience. Through the videos on the lives of the Amahs, Chettiars and Eunos Abdullah in this lesson, students will discover how people in the past developed a sense of belonging towards Singapore through the connections that they formed with people, places and experiences.	 https://go.gov.sg/onlinelearningexperience-nms

Schools can also enquire directly with the respective museums/institutions on virtual Museum-based Learning programme, subjected to availability.

16 **Why am I logged out after 15 minutes? What will happen to my slots which I had added into my cart?**

ANS To prevent unauthorised use of your account, you will be logged out by the system once it times-out. When a time-out occurs, your pre-selected slots will be temporarily reserved in the backend system for up to 30 minutes, and not appear

for booking.

We will be improving the user experience of the system by implementing a session time-out countdown timer, to remind teachers to complete their booking within the timeframe. In addition, we will enable the slots selected in your cart to be retained should you navigate away from the checkout page during the registration process. Your chosen slots will be reserved for up to 15 minutes.

We would recommend teachers to find out more about our programmes before embarking on the checkout process for a smoother experience using BookMuseums@SG.

17   **Will I receive a confirmation email and the estimated cost for the programme?**

ANS   All teachers will be sent an automated initial acknowledgement invoice upon successful booking of tours to ensure that teachers are aware and acknowledge the costs. You can update the museum staff on the actual number of participants on the actual day and an updated invoice will be sent after the completion of the tour to your registered email for accountability and proper billing.

18   **Is there any further action required on my part after making my booking?**

ANS   Once you have received the automated confirmation email from BookMuseums@SG, your booking is confirmed, and no further action is required. You may proceed to book your buses and plan your visit using the attached resources.

19   **I have booked the Museum-based Learning programme over several dates but did not receive any confirmation email. What should I do?**

ANS   Please log in to BookMuseums@SG and check under "Manage bookings" to see if the bookings made are listed. If the bookings are not listed, kindly write in to NHB_Digital_Services@nhb.gov.sg with the details of your booking enquiry, and

we will do a backend check on the system for you. If your booking is not found, you will be required to make a new booking.

Editing of Bookings

20 **I would like to make edits to my booking due to unforeseen circumstances. How can I do it?**

ANS You may make changes to your booking by clicking on "Edit booking". Details such as arrival time, decrease in PAX Count and school contact details can be amended via the Bookmuseum@SG portal.

However, tour dates/ time slots and increase in PAX count cannot be amended as it would have implications on other confirmed bookings. Kindly check if the new slots you require are available first. If they are available, you can proceed to create new booking(s) and subsequently cancel the slots that are no longer required.

[Important]: Please refer to the respective programme's terms and conditions and cancellation policy first before making any changes.

Arrival at the museum

21 **The number of students who are present for the MBL programme on the actual day is lesser than the number of students that I have indicated in my booking. Will the actual number be amended by the museum?**

ANS Yes, please inform the museum staff of the final attendance and they will record the number based on the actual number of students participating in the programme and schools will be billed on the actual attendance.

22 **Will schools be billed based on number of students indicated in the booking or actual number of students who are present for the MBL programme?**

ANS Schools will be billed based on attendance on the actual day of the visit.

Contact Us

23   **I am experiencing some technical issues. Who can I contact?**

ANS   To any technical issues, please write to NHB_Digital_Services@nhb.gov.sg.

24   **I have further questions about the Museum-based Learning programme. Who can I contact?**

ANS   For questions on Museum-based Learning programme, you may contact the respective museums and institutions at the email addresses below.

- Asian Civilisations Museum: nhb_acm_edu@nhb.gov.sg
- Geylang Serai Heritage Gallery: NHB_HeritageTrails@nhb.gov.sg
- Indian Heritage Centre: nhb_ihc@nhb.gov.sg
- Kreta Ayer Heritage Gallery: NHB_HeritageTrails@nhb.gov.sg
- National Museum of Singapore: NHB_NM_Schools@nhb.gov.sg