



Bookmuseums@SG

User manual for teachers

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1. Introduction

1.1. Summary

Bookmuseums@SG is an internet website that allows teachers/school staff to book for museums' programmes, workshops and tours. It also enables NHB staff to manage the events calendar, booking registration and various post-booking activity such offline payment tracking.

1.2. Purpose

The purpose of this document is to provide user manual to use Bookmuseums@SG features, menus, and controls.

1.3. Audience

This document is intended for school teachers, school admin staff or staff in-charge who will book museum tours in Bookmuseums@SG.

1.4. Prerequisites

1. Computer or mobile device with internet connection
2. Web browser (Chrome/Edge/Firefox etc.,)
3. Organisation or school email address with email credential
4. SingPass credential with registered mobile no in SingPass for OTP validation

1.5. Acronyms & Definitions

Acronyms	Descriptions
Bookmuseums@SG	Museum Tour Booking Portal
NHB	National Heritage Board
OTP	One-Time Password
NRIC	National Registration Identity Card

2. Login and Registration

Bookmuseums@SG is an internet application which can be accessed through any standard browser. The home page (shown below) will appear once the URL (www.bookmuseums.nhb.gov.sg) is keyed in the web browser. To log in, click the login button and log in with your SingPass credentials.

A Singapore Government Agency Website

National Heritage Board

Login

National Heritage Board

BookMuseums@SG

Your one-stop e-service to book visits to the National Heritage Board's museums and heritage institutions.

CLICK HERE TO DOWNLOAD THE USER GUIDE.
This e-service is only available for local school bookings at the moment.

I want to book a for select education level

on at the following museum

All Programmes

Once you have successfully logged in via SingPass, a one-time registration is required in Bookmuseums@SG for first time users. The following screen will appear for the first-time user login.

The screenshot shows a registration form for the National Heritage Board (NHB) Museum Tour Booking System. The form is titled "Register" and is part of a "Create your account" process. It includes the following fields and options:

- First Name**: Text input field.
- Last Name**: Text input field.
- School Type ***: Dropdown menu with "Please select" as the default option.
- Schools ***: Dropdown menu with "Please select" as the default option.
- Organization Email Address ***: Text input field.
- Department**: Text input field.
- Mobile Number ***: Text input field with a placeholder "8 Digit Mobile Number".
- Office Contact ***: Text input field.
- ☐ **I agree to Terms and conditions***
- Register**: Red button.

The background of the form shows the NHB logo and a "Login" link.

Your first name and last name will be auto populated in the above registration screen. You will need to enter the following details such as organisation or school email address, school type, school name, department, and contact number to complete the registration.

A verification email will be sent to given organisation or school email address.

```

Subject => MTBS: Registration Confirmation

Dear <First Name>,

Thank you for registering an account at the NHB's Museum Tour Booking System. To complete the registration, please click the link below:

Click here to verify your E-Mail address

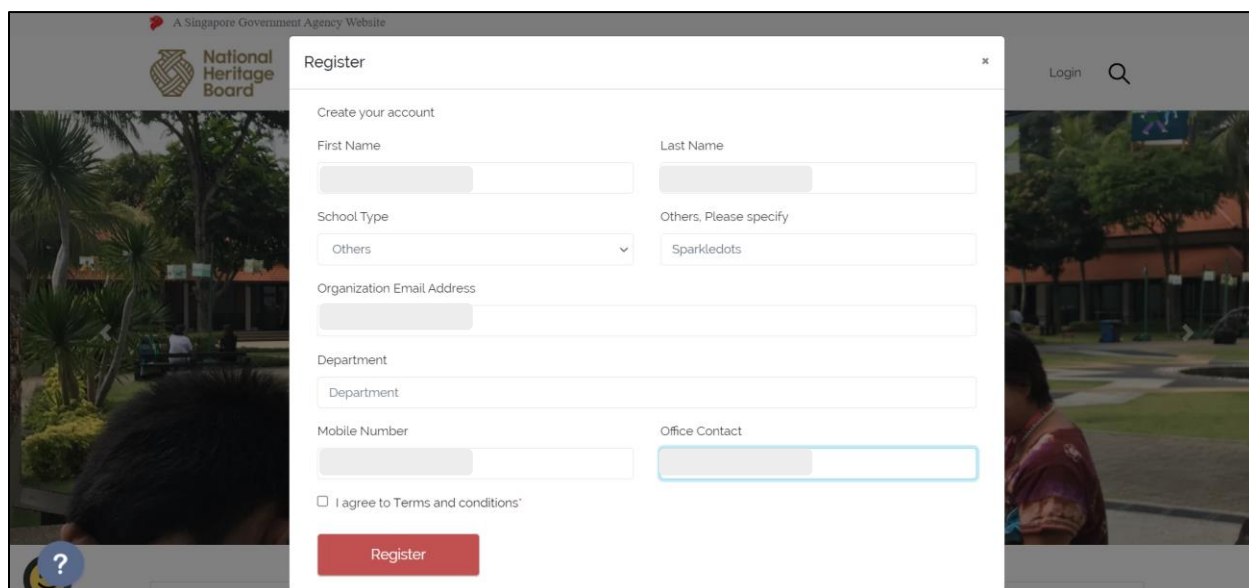
Thank You.

Regards,
Museum Tour Booking System Team
    
```

Click the link to verify the email address and once the verification is successful, you can access the BookMuseums@SG to browse, search and book programmes offered by the museums.

2.1. Non-organisation domain registration

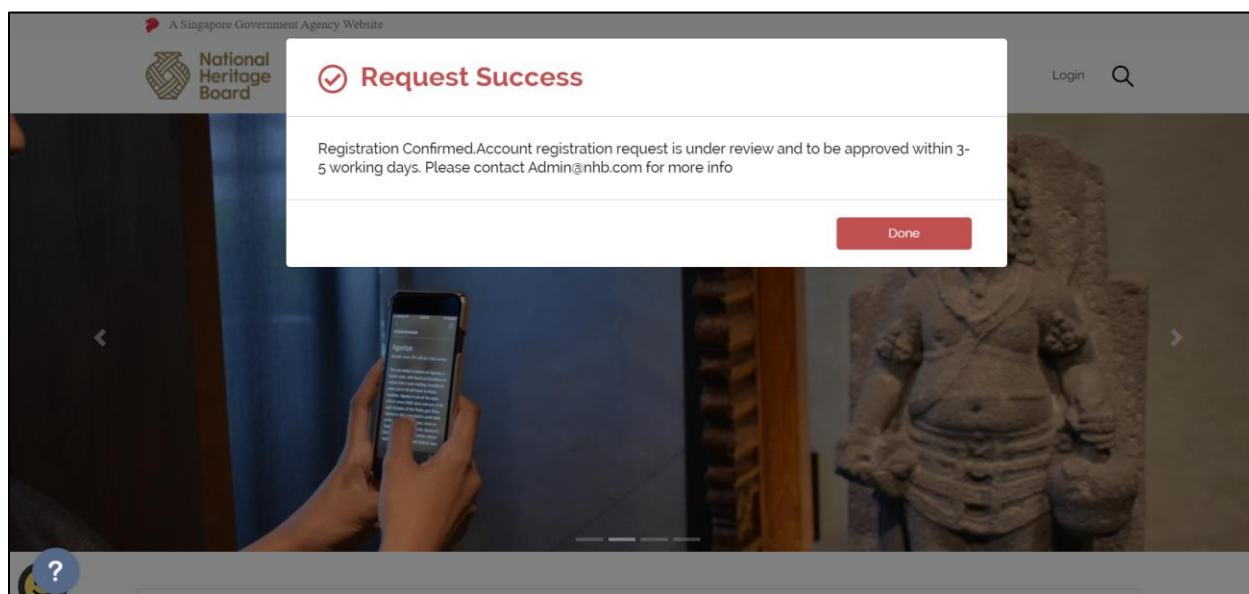
Teachers who are using a non-organisation email domain (e.g. Gmail, Hotmail, and etc) can also register to create an account. However, these accounts will take 3 to 5 working days to be reviewed by the system administrator. Once the accounts are verified and approved, you will receive an email to confirm your account creation.

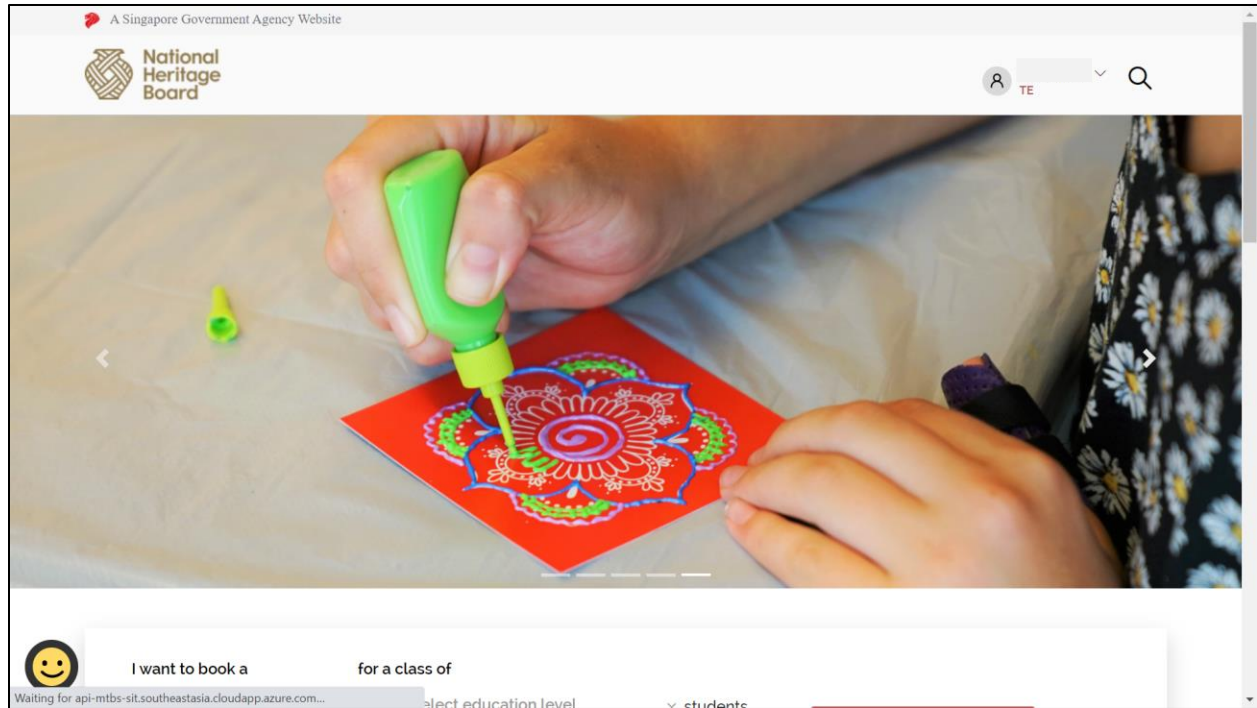


The screenshot displays the 'Register' form on the National Heritage Board website. The form is titled 'Create your account' and includes the following fields:

- First Name
- Last Name
- School Type (with a dropdown menu showing 'Others')
- Others, Please specify (with a text input field containing 'Sparkledots')
- Organization Email Address
- Department (with a text input field containing 'Department')
- Mobile Number
- Office Contact

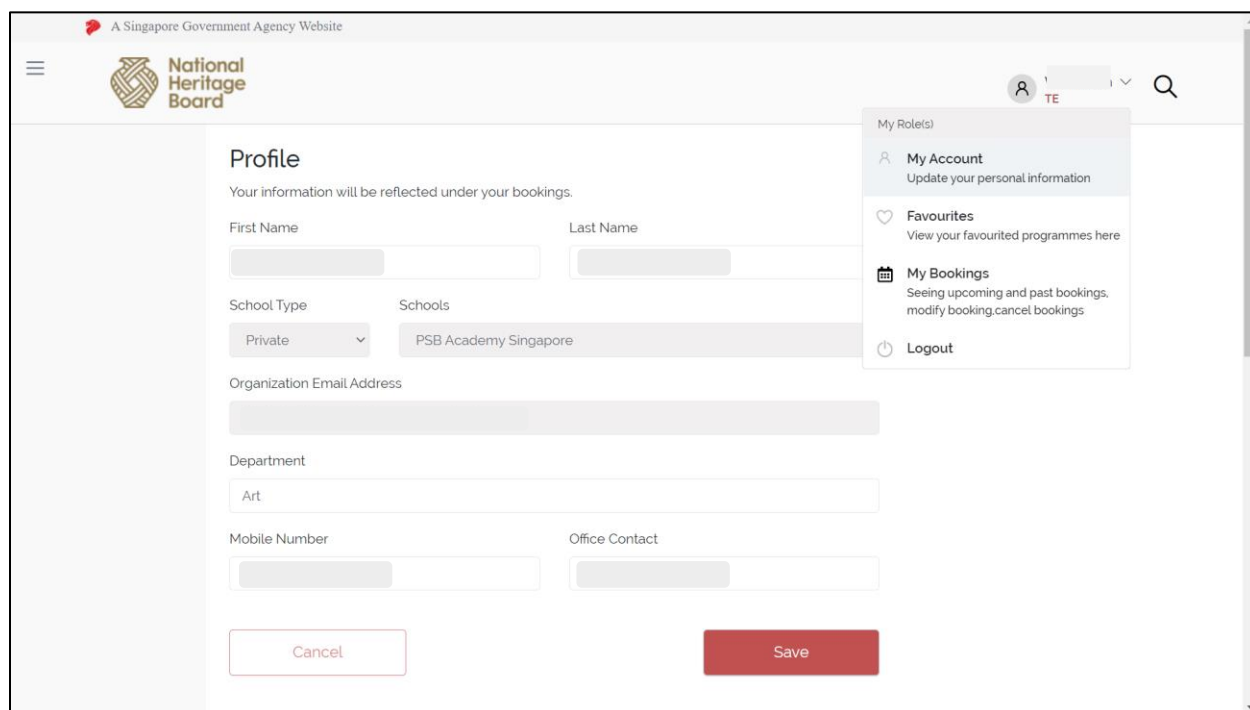
Below the fields, there is a checkbox labeled 'I agree to Terms and conditions' and a red 'Register' button.





3. Manage Profile

To update your profile details, select “My Account” option to update details such as department and mobile number as shown in the screen below. Details such as first name, last name and organisation email address are fixed and if there are any further updates required, you may contact NHB_Digital_Services@nhb.gov.sg.



A Singapore Government Agency Website

National Heritage Board

Profile

Your information will be reflected under your bookings.

First Name: [Text Field] Last Name: [Text Field]

School Type: Private Schools: PSB Academy Singapore

Organization Email Address: [Text Field]

Department: Art

Mobile Number: [Text Field] Office Contact: [Text Field]

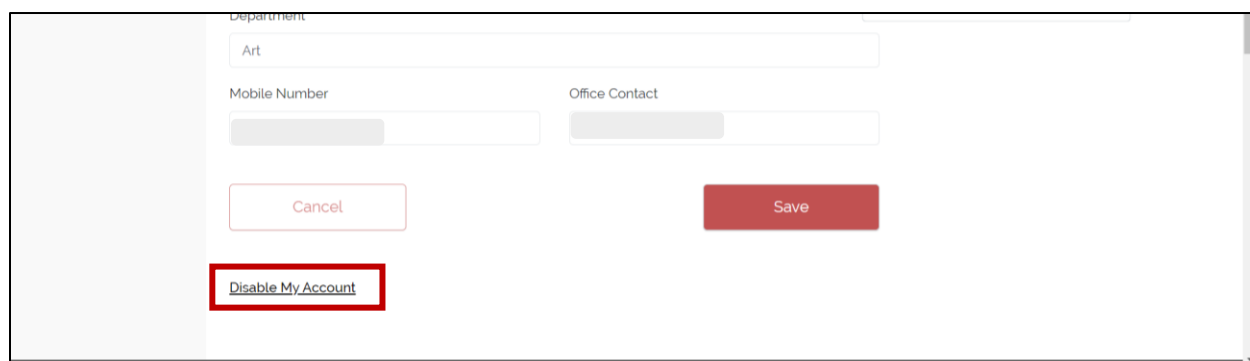
Cancel Save

My Role(s)

- My Account: Update your personal information
- Favourites: View your favourited programmes here
- My Bookings: Seeing upcoming and past bookings, modify booking, cancel bookings
- Logout

Once the profile details are updated, click “Save” button to save the change.

Note: If you need to delete the account, “Disable My account” option is available in “My Account” page. This option can be used to delete the user profile and its related information from the system. A new registration is required if you wish to log in into system again.



Department: Art

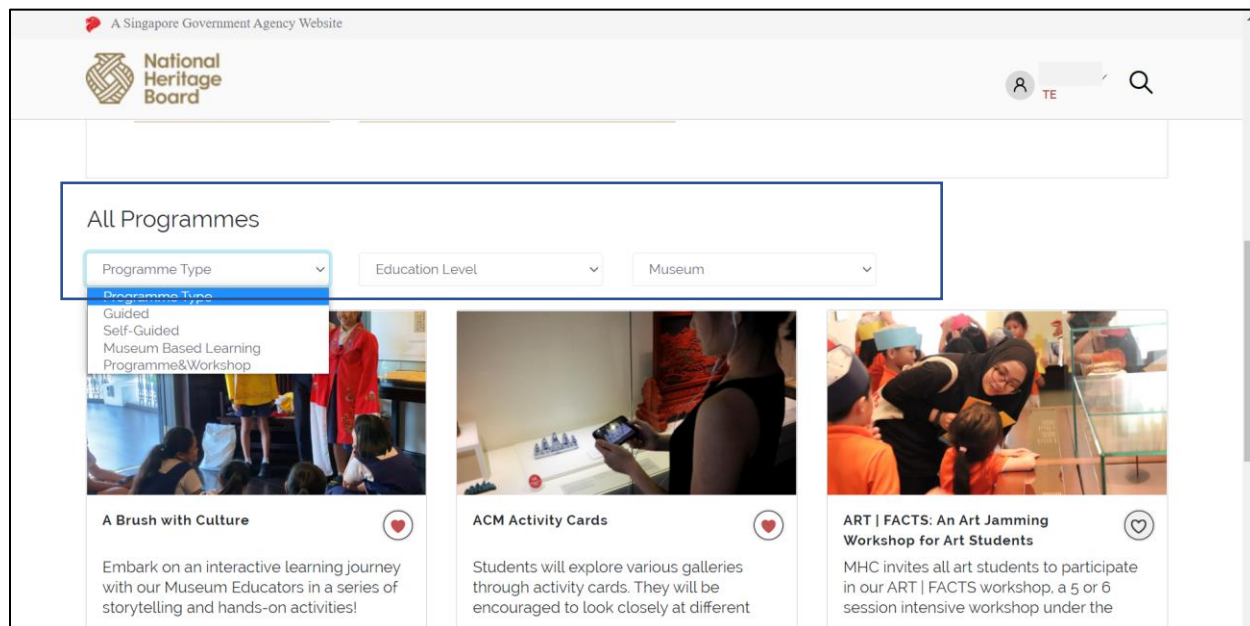
Mobile Number: [Text Field] Office Contact: [Text Field]

Cancel Save

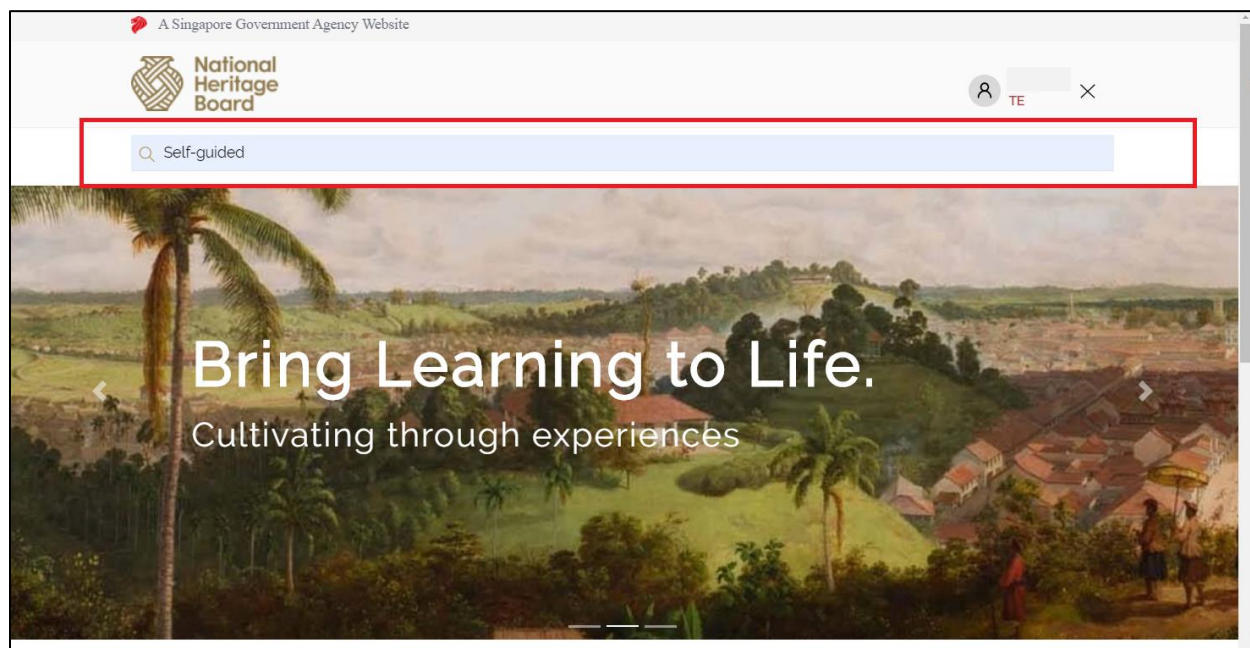
Disable My Account

4. Search Programme

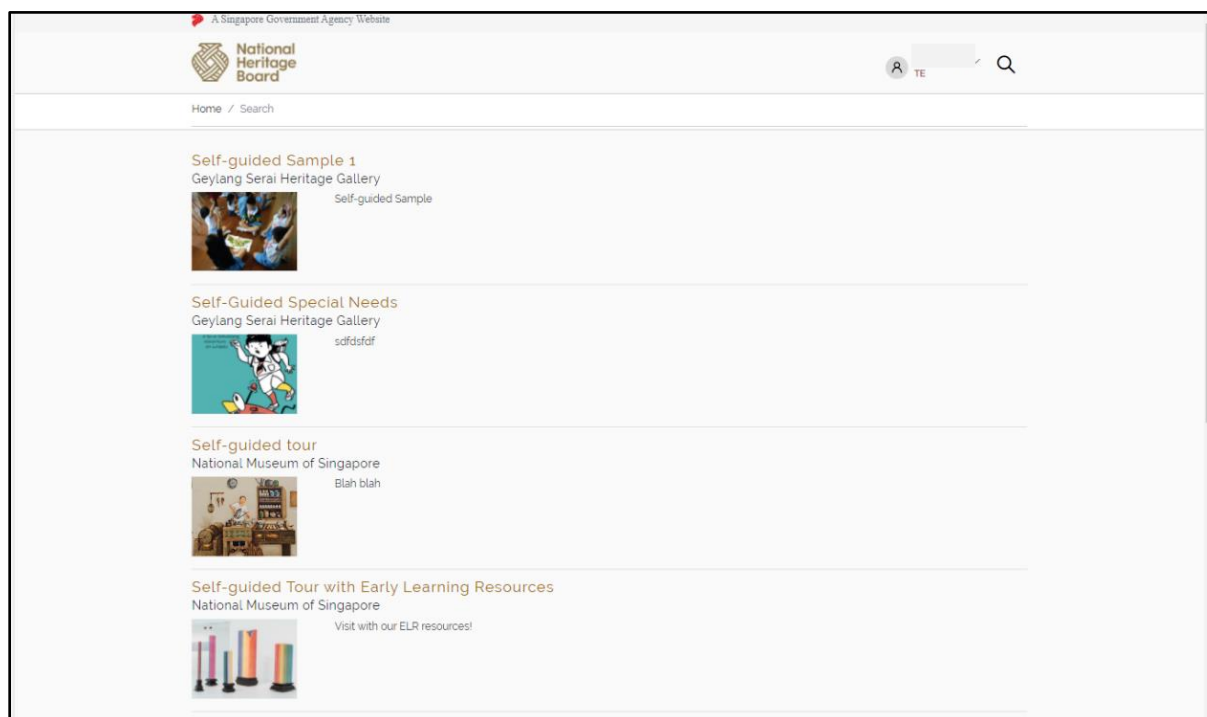
You can browse and search for programmes offered by the museums using the filters available in the home page as shown below. You can narrow down your search by filtering the tour type and/or by museum name and/or by education level.



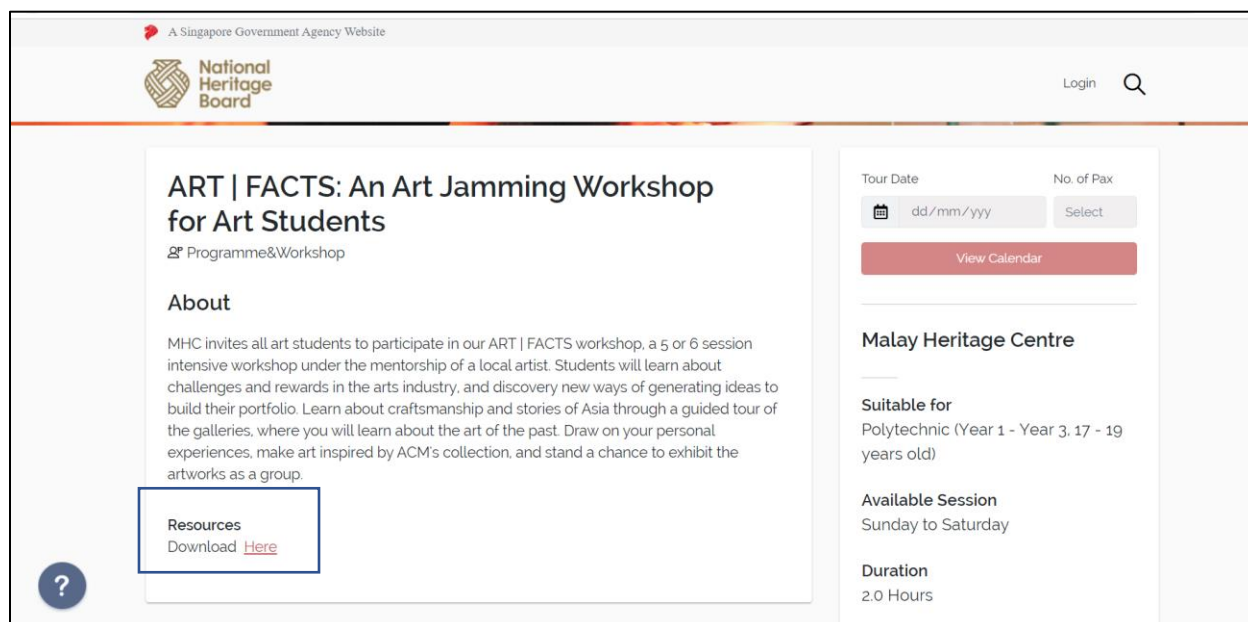
Additionally, you can also click the search icon (magnifying glass symbol) at the top right corner to do free-text search in the application. This free-text option will list related programmes and tour information in the home page as highlighted below.



Search Results:



You can select the programme card to view more information on the programme. Other information such as target audience, programme cost, duration, and etc, will be displayed on this page. You can also download available resources by clicking the download link as shown in the screen below.



5. Tour Booking

Booking of museum programmes can be initiated from the home page using “Book Programme” button. You will be required to fill up the required details such as tour type, PAX count, education level, tour date and museum name.

Note: For guided tours, programmes and workshops, you will need to book at least 4 weeks* in advance and bookings will be tentative.

For self-guided tours, you will need to book at least 2 days* in advance and you will receive an immediate confirmation for your bookings.

For Museum-based Learning programmes, you will need to book at least 4 weeks* in advance and you will receive an immediate confirmation for your bookings.

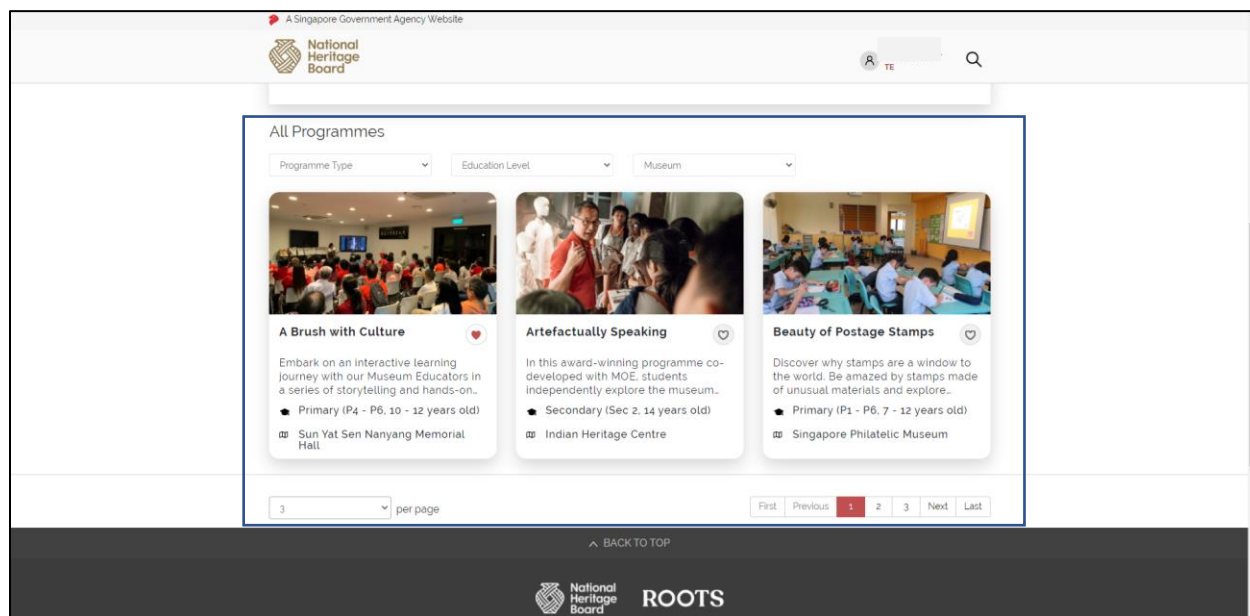
**lead time may vary across museums*

The screenshot displays the National Heritage Board (NHB) website interface for booking museum programmes. At the top, the NHB logo and name are visible, along with a user profile icon and a search icon. Below the header is a banner image showing children's hands interacting with a map. The main content area features a booking form with the following fields and options:

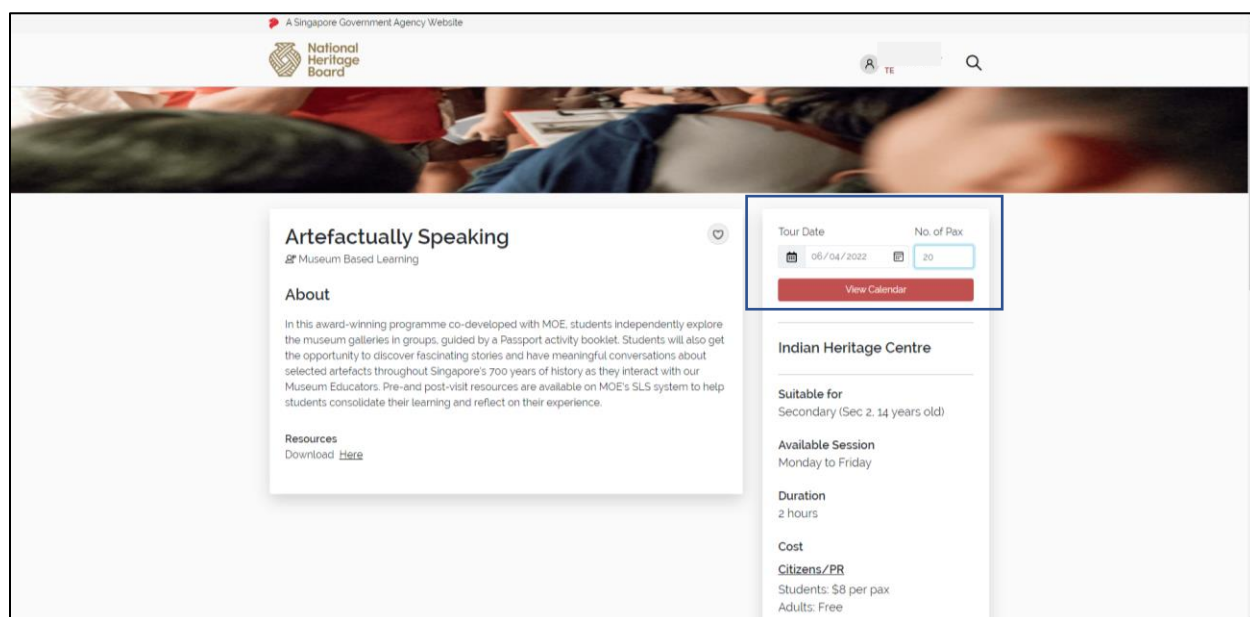
- I want to book a:** A dropdown menu with "Museum Based Learning" selected.
- for a class of:** A dropdown menu with "30" selected, followed by "Primary" and a dropdown arrow, and "students" to the right.
- on:** A date field with "25-10-2021" and a calendar icon.
- at the following museum(s):** A dropdown menu with "National Museum of Singapore" selected.
- Book Programme:** A red button to the right of the form.

Below the form, there is a section titled "All Programmes" with three filter dropdowns: "Programme Type", "Education Level", and "Museum". At the bottom, there is a row of four images: a smiley face icon, a group of children in a museum, a close-up of a museum exhibit, and a group of children in a museum.

Alternatively, you can also select the programme card from the home page to view the programme details and initiate the booking process.

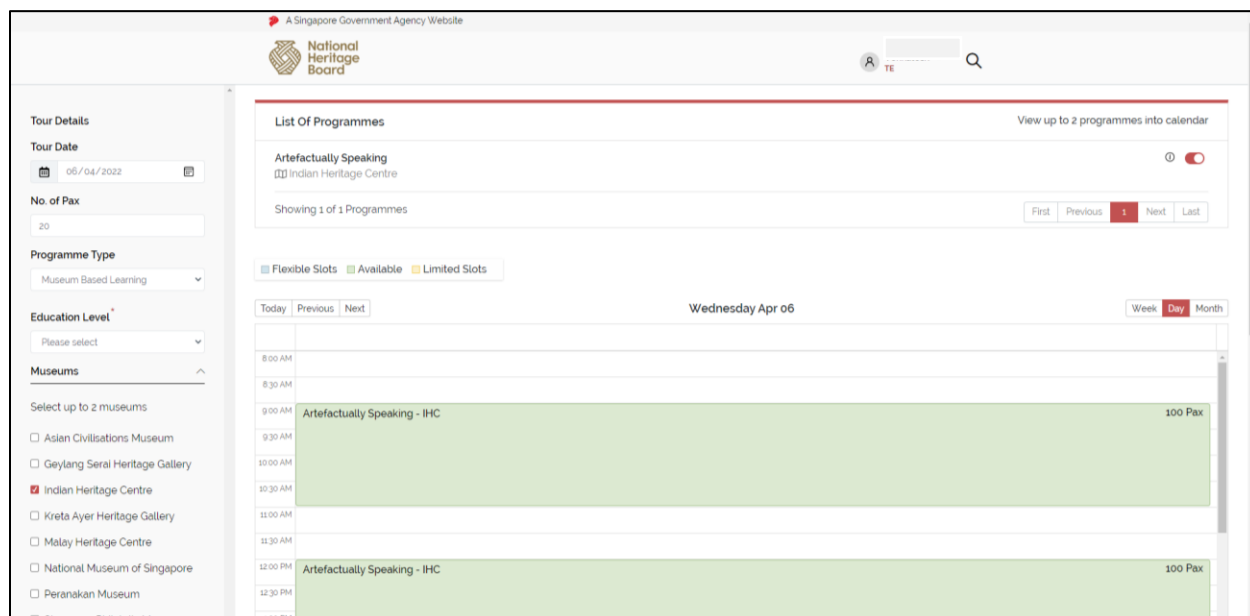


Once the programme is selected, enter the tour date and PAX count in the programme details screen as shown below.

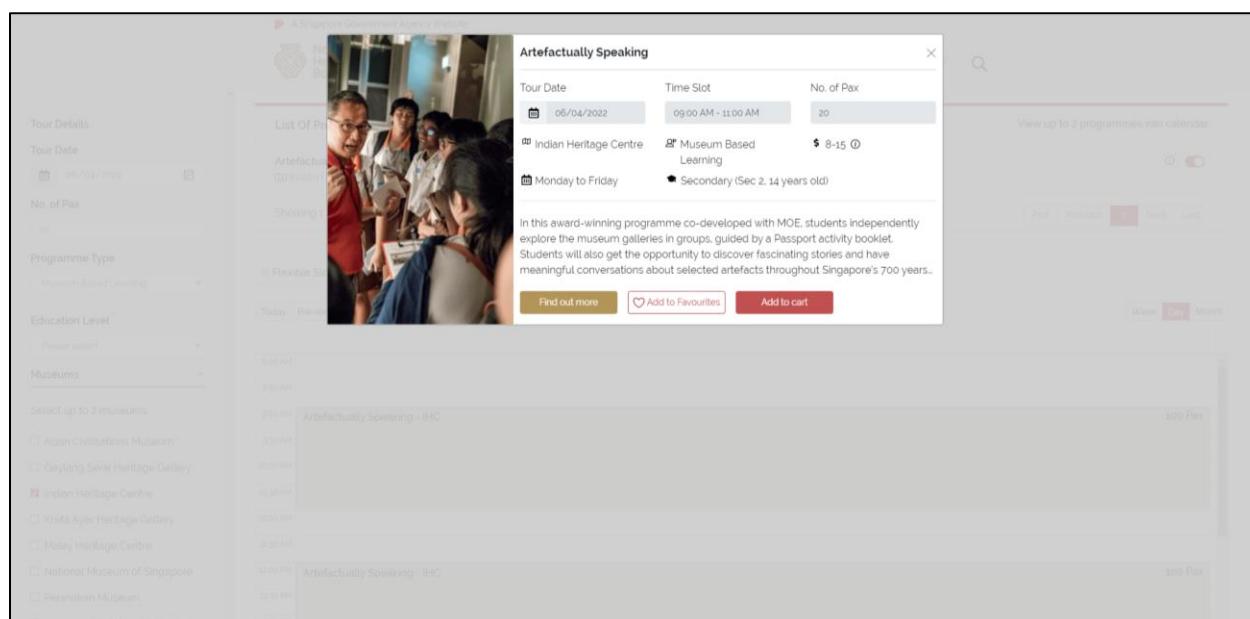


The application will load the programme availability, date, time, and available slot in the next page. Refer the below steps to complete the tour booking.

1. The available slots for the selected programme will be displayed in Calendar view. You can also compare the programme offerings up to 2 museums (left panel).



2. Select the slot you wish to book and a programme summary pop-up will be displayed. Click on "Add to cart" button.



3. The selected programme slot will be displayed at the bottom of the page.

Tour Details

Tour Date
06/04/2022

No. of Pax
20

Programme Type
Museum Based Learning

Education Level
Please select

Museums
Select up to 2 museums
☐ Asian Civilisations Museum
☐ Geylang Serai Heritage Gallery
☒ Indian Heritage Centre
☐ Kreta Ayer Heritage Gallery
☐ Malay Heritage Centre
☐ National Museum of Singapore

List Of Programmes
View up to 2 programmes into calendar

Artefactually Speaking
Indian Heritage Centre

Showing 1 of 1 Programmes

Flexible Slots Available Limited Slots

Today Previous Next Wednesday Apr 06

Week Day Month

8:00 AM
8:30 AM
9:00 AM
9:30 AM
10:00 AM
10:30 AM
11:00 AM
11:30 AM
12:00 PM

Artefactually Speaking - IHC 80 Pax

1 Programme Selected
Edit

Proceed to Checkout

4. You can edit the selected programme and/or as add more programmes into the cart.

Tour Details

Tour Date
06/04/2022

No. of Pax
20

Programme Type
Museum Based Learning

Education Level
Please select

Museums
Select up to 2 museums
☐ Asian Civilisations Museum
☐ Geylang Serai Heritage Gallery
☒ Indian Heritage Centre
☐ Kreta Ayer Heritage Gallery
☐ Malay Heritage Centre
☐ National Museum of Singapore

List Of Programmes
View up to 2 programmes into calendar

Artefactually Speaking
Indian Heritage Centre

Showing 1 of 1 Programmes

Flexible Slots Available Limited Slots

Today Previous Next Wednesday Apr 06

Week Day Month

8:00 AM
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10:00 AM
10:30 AM
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11:30 AM
12:00 PM

Artefactually Speaking - IHC 80 Pax

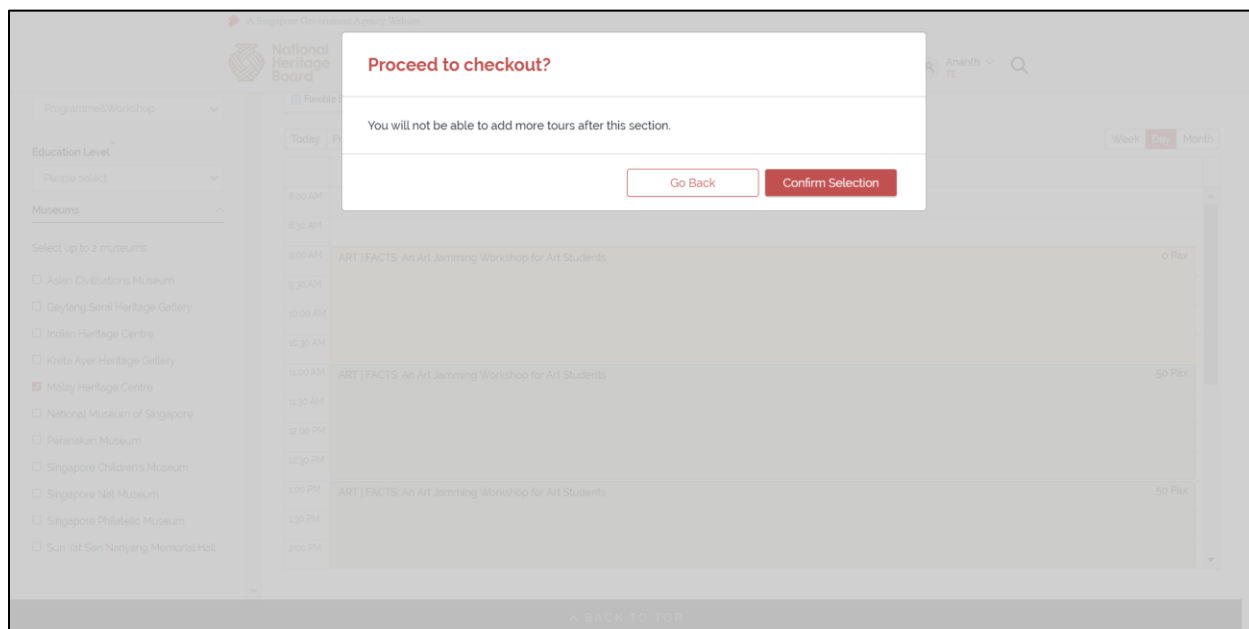
1 Programme Selected
Edit

Proceed to Checkout

Programme	Date(s)	Time	Pax	
1 Artefactually Speaking	06/04/2022	9:00 AM - 11:00 AM	20	

Proceed to Checkout

- Click “Proceed to Checkout” button to book the programme and a pop-up screen as shown below will appear. Click on “Confirm Selection” button to proceed further. Click “Go Back” to edit and/or add more programmes into the cart.



- Enter the booking details such as arrival time, education level, PAX count, citizenship and click on the “Next” button to proceed further.

- In the next screen, enter the tour point of contact details for each programme slot and click on the “Next” button to proceed further.

A Singapore Government Agency Website

National Heritage Board

1. Booking Details > 2. Teacher's Details > 3. Summary & Confirm

Your Personal Details

Please note that all fields are required unless marked as 'optional'.

Full Name: Venkatesh Kumar School: Ang Mo Kio Primary School

Email Address: venkateshkumar.krishnan@cognizant.com Mobile Number: 89960914

Overall In-Charge (Optional)

Name: Venkatesh Kumar Email: venkateshkumar.krish Email Address: venkateshkumar.krish Mobile Number: 89960914

☐ Apply overall in-charge as accompanying adult

Artefactually Speaking

Accompanying Adults

Adults consist of teachers, staff, and parent volunteers.

05/04/2022 9:00 AM – 11:00 AM Slot 1

Artefactually Speaking

Museum Based Learning

Indian Heritage Centre

1 Slot(s)

1 05/04/2022 9:00 AM – 11:00 AM 20

A Singapore Government Agency Website

National Heritage Board

05/04/2022 9:00 AM – 11:00 AM Slot 1

No. of Accompanying Adults: 0

Citizen/PR: Select Non-Citizen (MOE's purview): Select Non-Citizen (Others): Select

Non-Citizen / non-PR (Schools under MOE's purview):
Foreign adults from Singapore schools under MOE's purview and Singapore tertiary institutions.

Non-Citizen / non-PR (Others):
Foreign adults from schools not under MOE's purview as well as foreigners on short-term exchange programmes in MOE schools.

Name: Name Email: Email Address Mobile Number: Mobile Number

+ Add New

Back Next

05/04/2022 9:00 AM – 11:00 AM 20

Total Pax: 20

BACK TO TOP

- In the next screen, review the booking summary and after reviewing, you will be required accept the declaration and click on the "Submit" button to confirm your booking.

A Singapore Government Agency Website

National Heritage Board

1. Booking Details > 2. Teacher's Details > 3. Summary & Confirm

Confirm Your Booking Details

Artefactually Speaking

2 Accompanying Adults 20 Students

Contact(s)

Name	Email	Mobile Number

Slots

1	05/04/2022	9:00 AM - 11:00 AM	20
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\$8 x 20 Students: Citizen/PR \$160

\$0 x 2 Adults: Citizen/PR \$0

Total Cost (Excluding GST)* \$160

*Total cost is based on the current pax and may vary accordingly with the actual pax present on the tour day.

[Terms & Conditions and Cancellation Policy](#)

Declaration

☐ I have read and agree to the respective programmes Terms & Conditions and Cancellation Policy

☐ I hereby declare that information provided in the booking form is accurate to the best of my knowledge

[Back](#) [Submit](#)

9. A pop-up message will appear on the screen to indicate if your booking is confirmed or pending.

Booking Confirmed

Thank you for booking with us. A copy of the booking confirmation will be emailed to you shortly at venkateshkumar.krishnan@cognizant.com and to all accompanying adults.

Booking Summary

1. Artefactually Speaking

[Download Resources](#) [Terms & Conditions and Cancellation Policy](#)

Venue			Program Type	
Indian Heritage Centre			Museum Based Learning	
Date	Time Slots	Booking Reference	No. of Students	No. of Adults
05/04/2022	9:00 AM to 11:00 AM	IHC6HP6QRVC	20	2
Total Cost			Address	
\$160 SGD			5, Campbell Lane, Singapore 209924	

Have a question? Kindly contact us at NHB_Digital_Services@nhb.gov.sg

[My Bookings](#) [Back To Home](#)

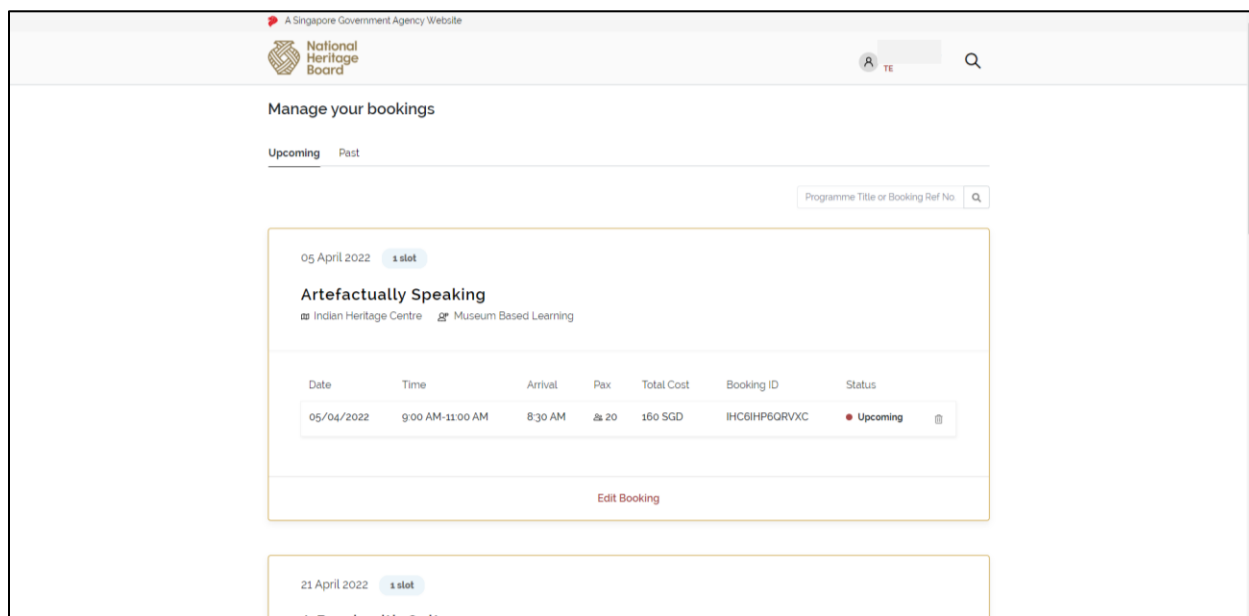
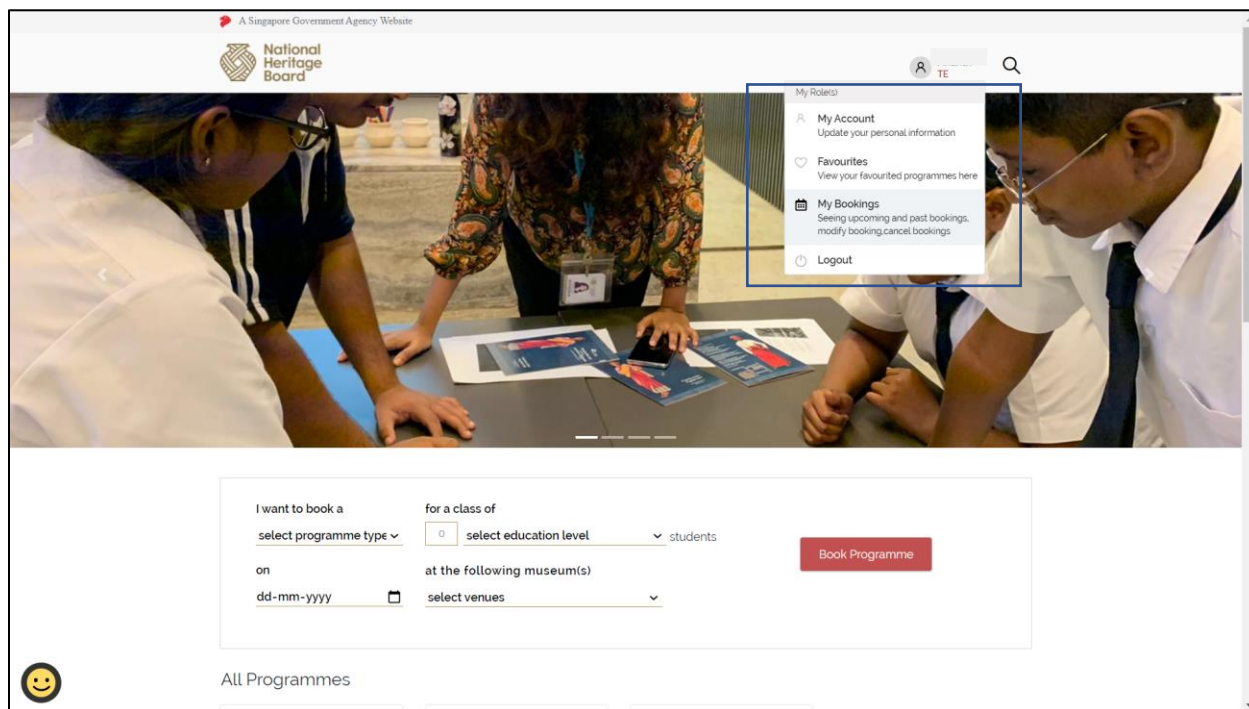
Note: For self-guided tours and Museum-based Learning programmes, you will receive an immediate confirmation for your bookings.

For other programmes/workshops and guided tours, your bookings will be tentative as the museums will require some time to check the availability of docents/programme provider. Thereafter, you will receive an email notification to confirm the bookings if the docents/programme provider is available. Otherwise, you may have to revise your bookings accordingly.

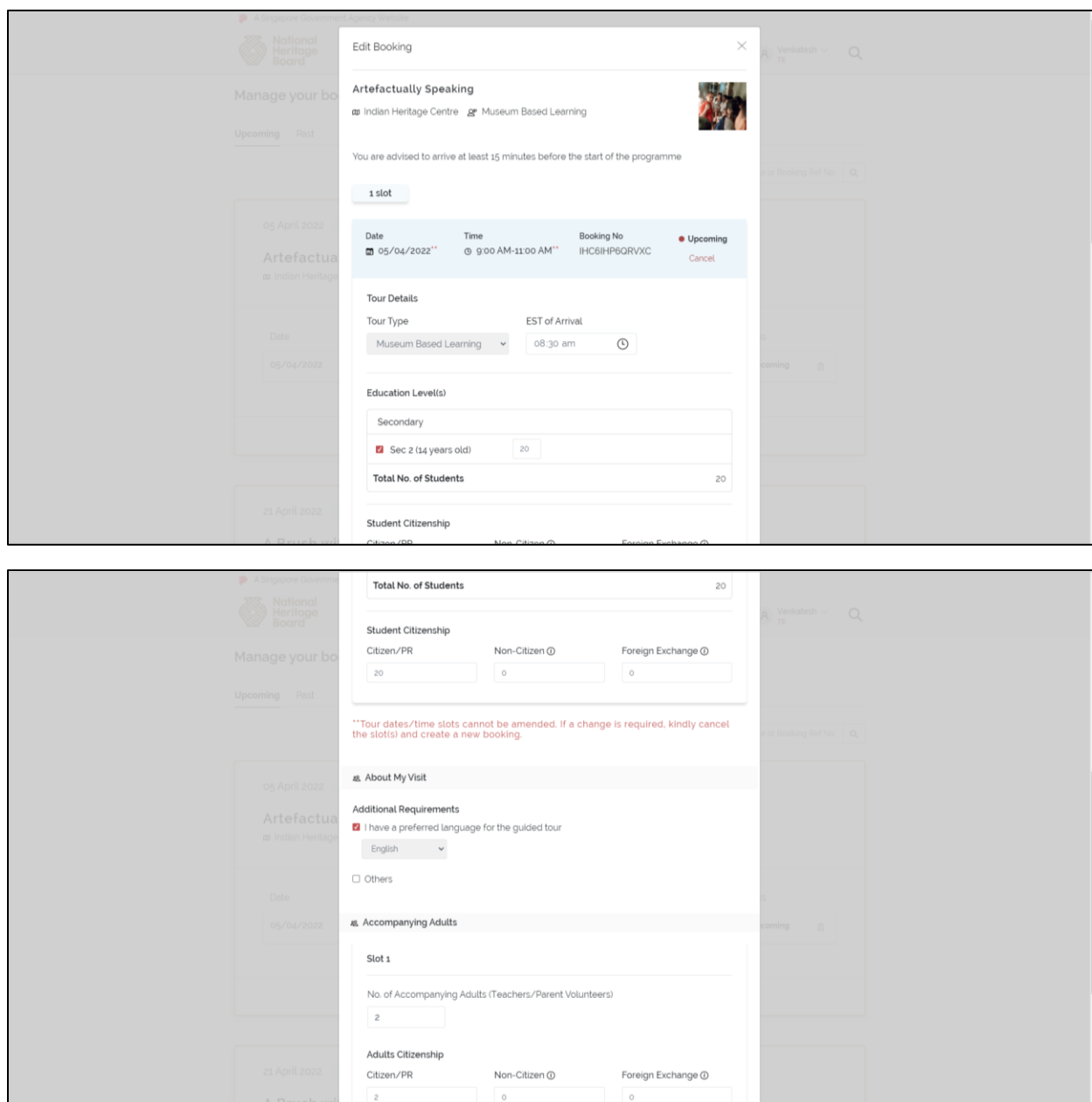
6. Manage Bookings

To manage your bookings, click the profile name at the top-right corner and select “My Bookings” option to view the list of booking history and upcoming tours, and/or to edit the upcoming tours.

You will be able to update the PAX count, person contact details and special requirements through this option.



Click “Edit Booking” link to edit the tour details such as arrival time, PAX count and school contact details.



Edit Booking

Artefactually Speaking

Indian Heritage Centre Museum Based Learning

You are advised to arrive at least 15 minutes before the start of the programme

1 slot

Date	Time	Booking No.	Upcoming
05/04/2022	9:00 AM-11:00 AM	IHC6IHP6GRVXC	Upcoming

[Cancel](#)

Tour Details

Tour Type: Museum Based Learning EST of Arrival: 08:30 am

Education Level(s)

Secondary

☒ Sec 2 (14 years old) 20

Total No. of Students 20

Student Citizenship

Citizen/PR: 20 Non-Citizen: 0 Foreign Exchange: 0

About My Visit

Additional Requirements

☒ I have a preferred language for the guided tour

English

☐ Others

Accompanying Adults

Slot 1

No. of Accompanying Adults (Teachers/Parent Volunteers): 2

Adults Citizenship

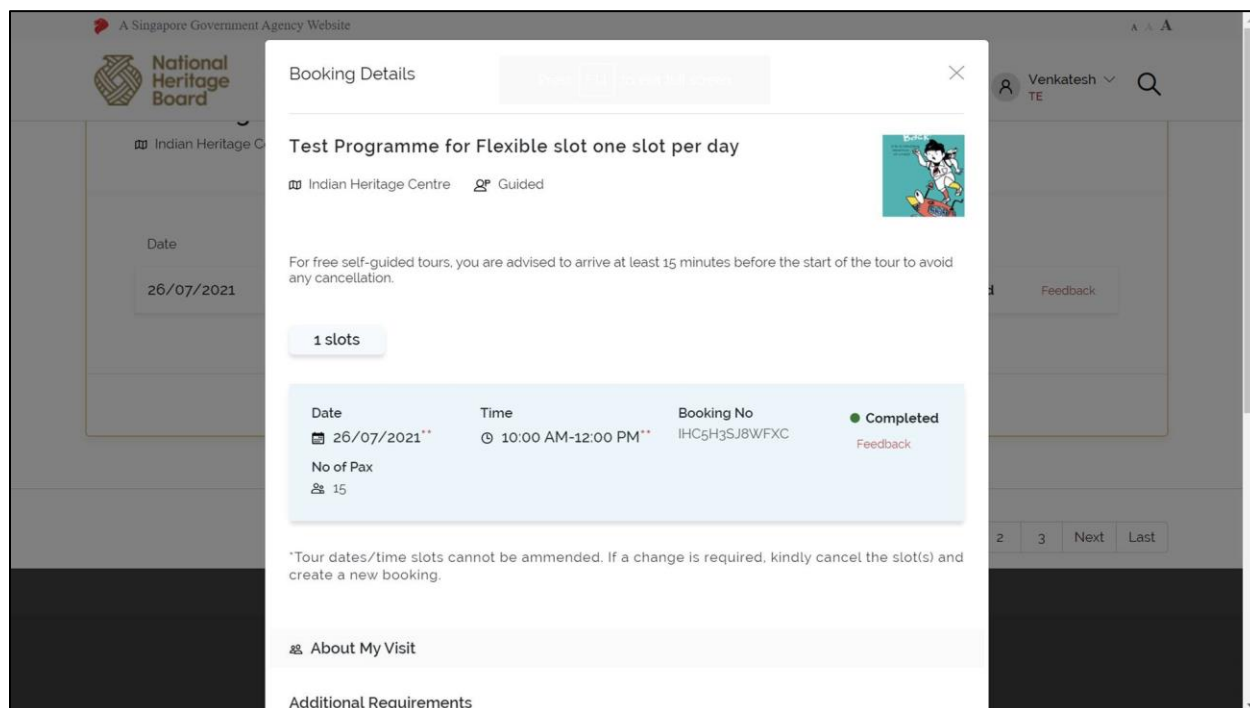
Citizen/PR: 2 Non-Citizen: 0 Foreign Exchange: 0

Note: **Tour dates/time slots cannot be amended. If a change is required, kindly cancel the slot(s) and create a new booking.

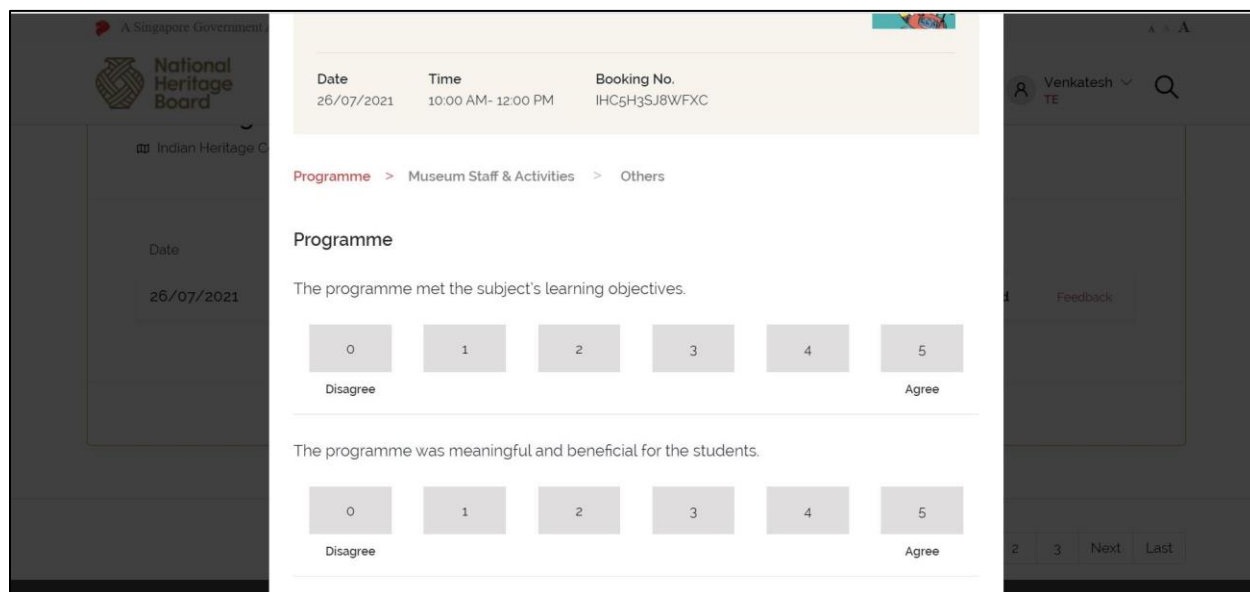
Note: You will not be able to increase the PAX count or change the tour dates as there will be implications on the capacity and other existing bookings. You will be required to delete and submit a new booking if necessary.

7. Feedback

You can share post-museum visit feedback for the completed tour. Select the completed tour from manage booking option.



You can rate the programme and provide feedback as shown in the screen below.



8. Logout

Click the profile name at the top-right corner and select “Logout” option to log out from the application.

