



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

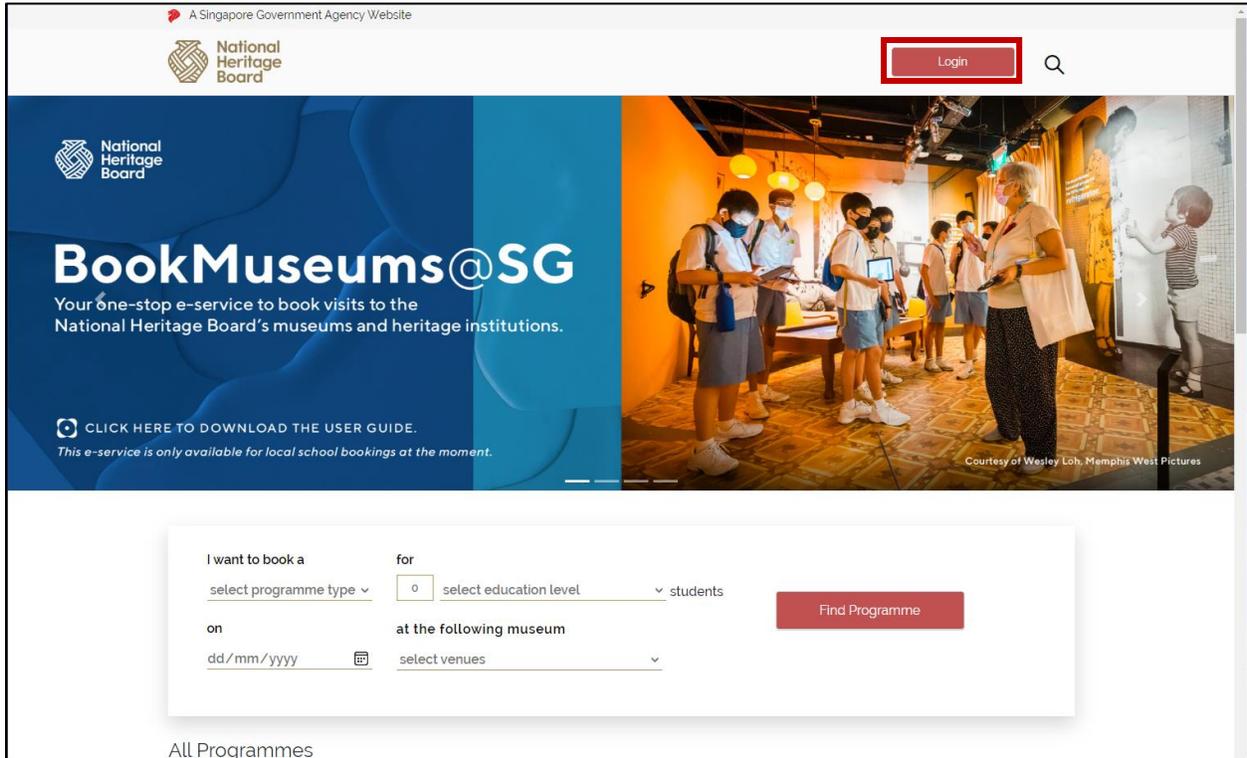
1. Computer or mobile device with internet connection
2. Web browser (Chrome/Edge/Firefox etc.,)
3. Organisation or school email address with email credential
4. SingPass credential with registered mobile no in SingPass for OTP validation

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.



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 'Register' modal window on the National Heritage Board website. The form is titled 'Create your account' and includes the following fields: 'First Name', 'Last Name', 'School Type', 'Schools', 'Organization Email Address', 'Department', 'Mobile Number', and 'Office Contact'. There is a checkbox for 'I agree to Terms and conditions' and a red 'Register' button at the bottom. The background shows the website header with the National Heritage Board logo and a search bar.

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

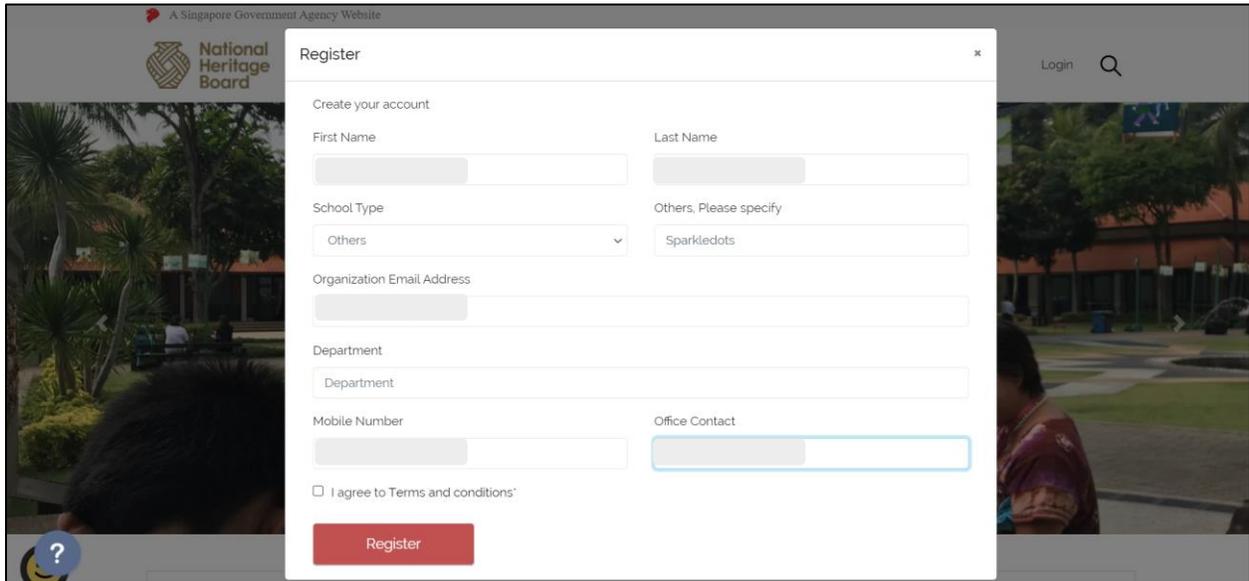
Thank You.

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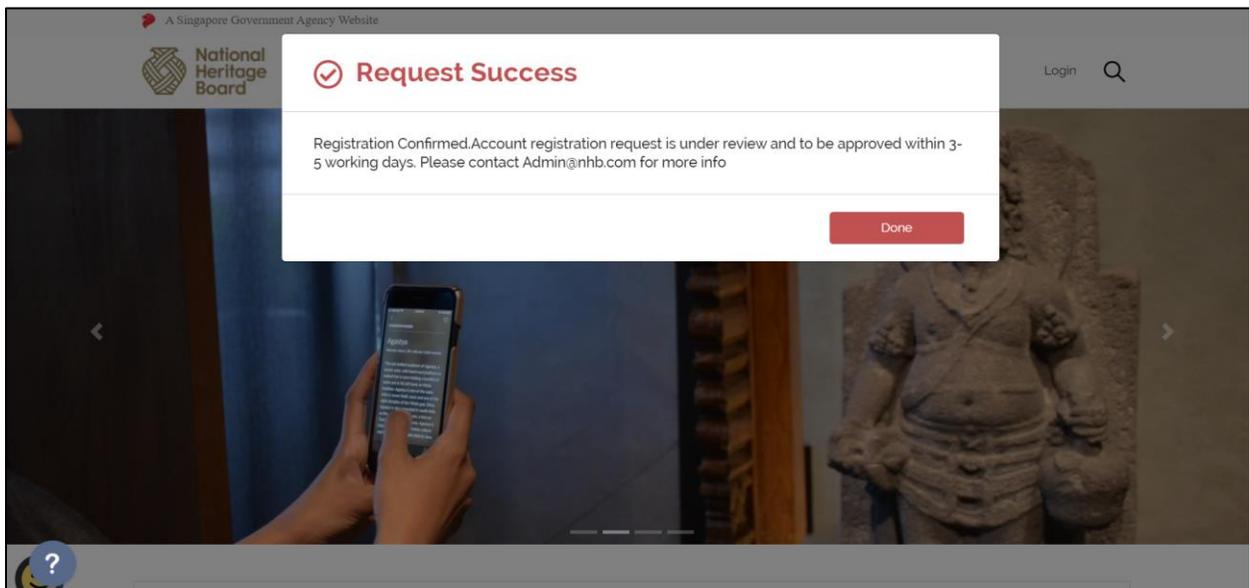
Click the link to verify the email address and once the verification is successful, you can access the BookMuseums@SG to browse, search and book programmes offered by the museums.

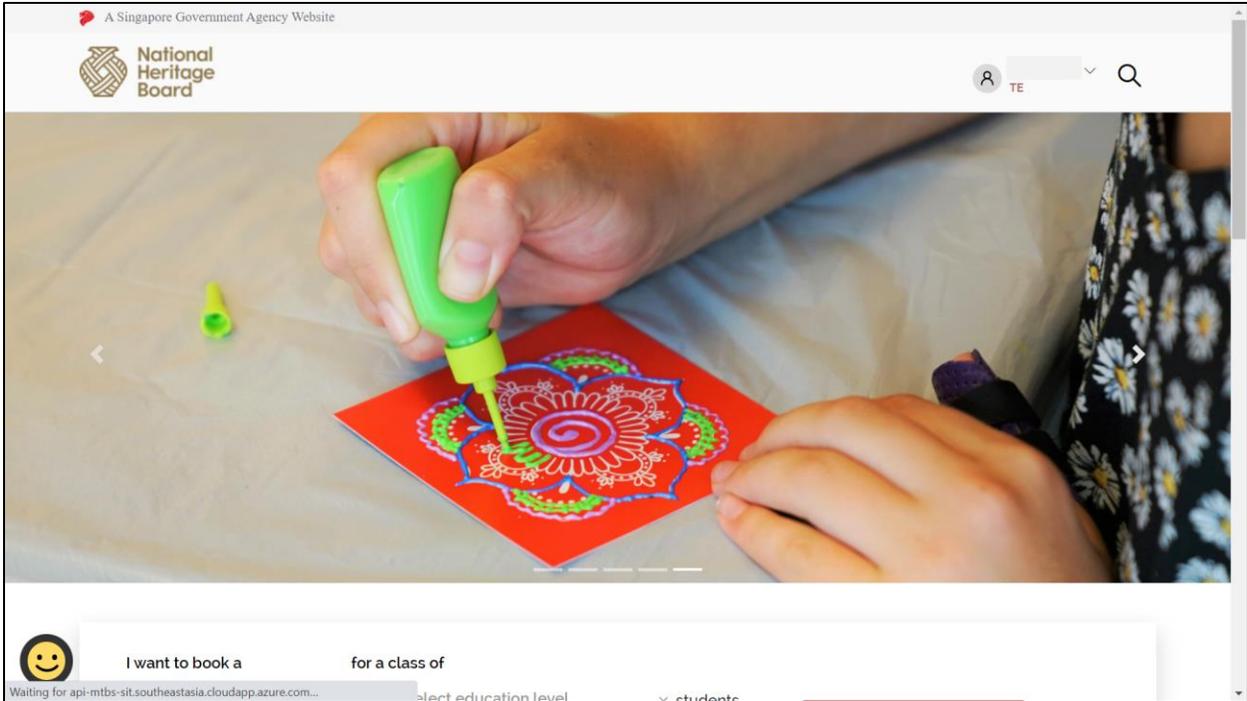
2.1. Non-organisation domain registration

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.



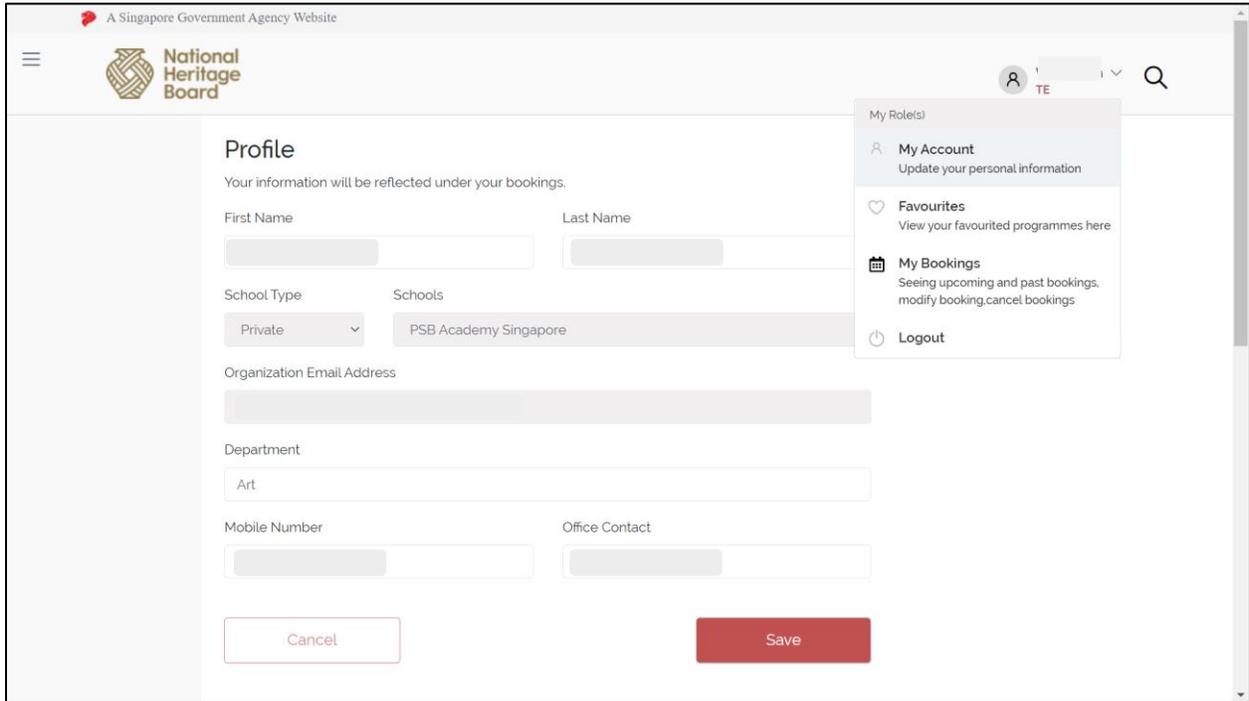
A screenshot of the National Heritage Board website's registration form. The form is titled "Register" and is set against a background image of a museum interior. The form fields include: "First Name" and "Last Name" (text inputs), "School Type" (a dropdown menu with "Others" selected) and "Others, Please specify" (a text input with "Sparkledots" entered), "Organization Email Address" (text input), "Department" (text input), "Mobile Number" (text input), and "Office Contact" (text input). There is a checkbox for "I agree to Terms and conditions:" and a red "Register" button at the bottom.





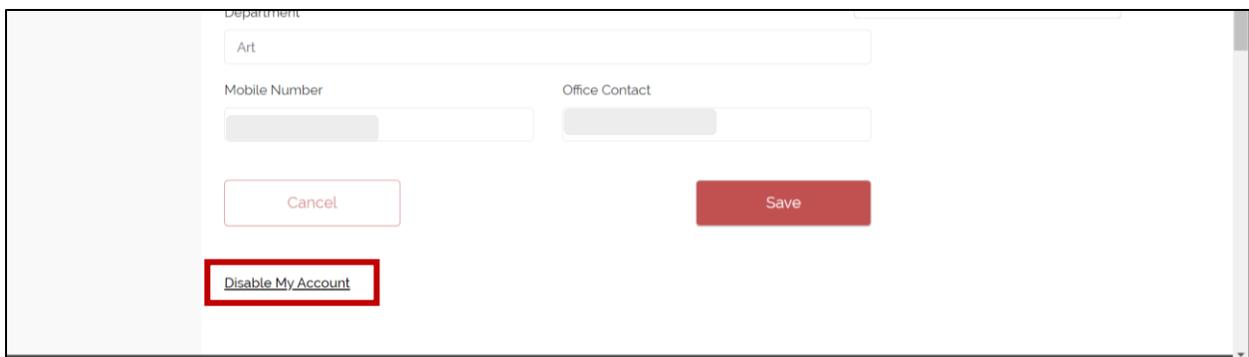
3. Manage Profile

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.



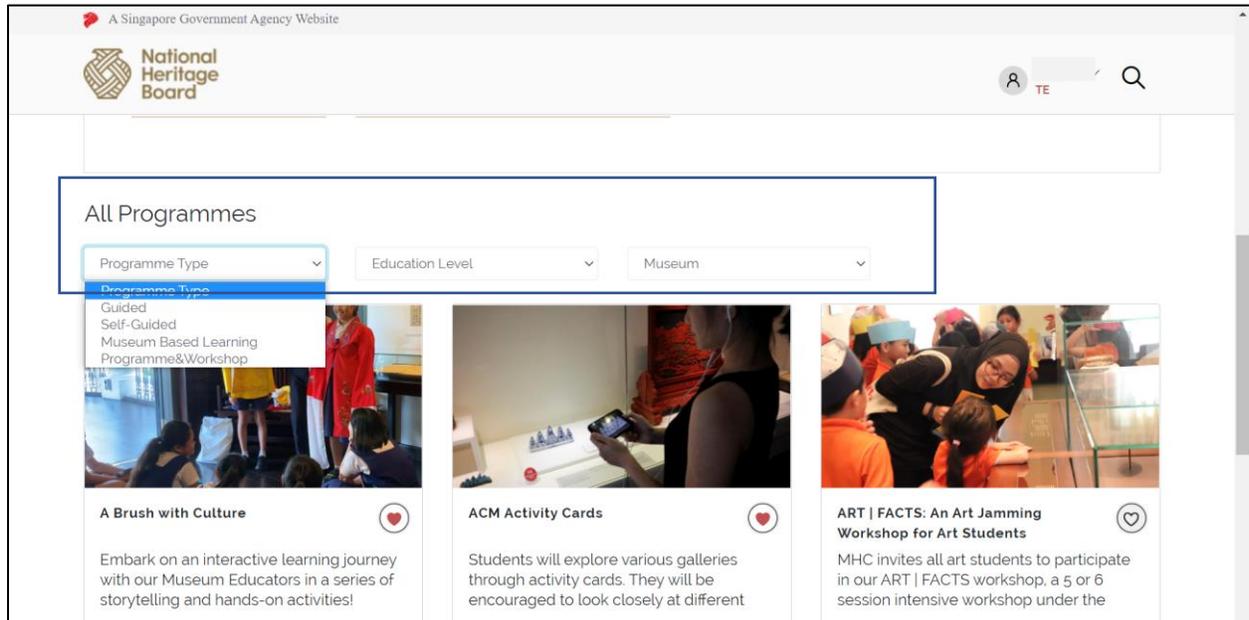
Once the profile details are updated, click “Save” button to save the change.

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.

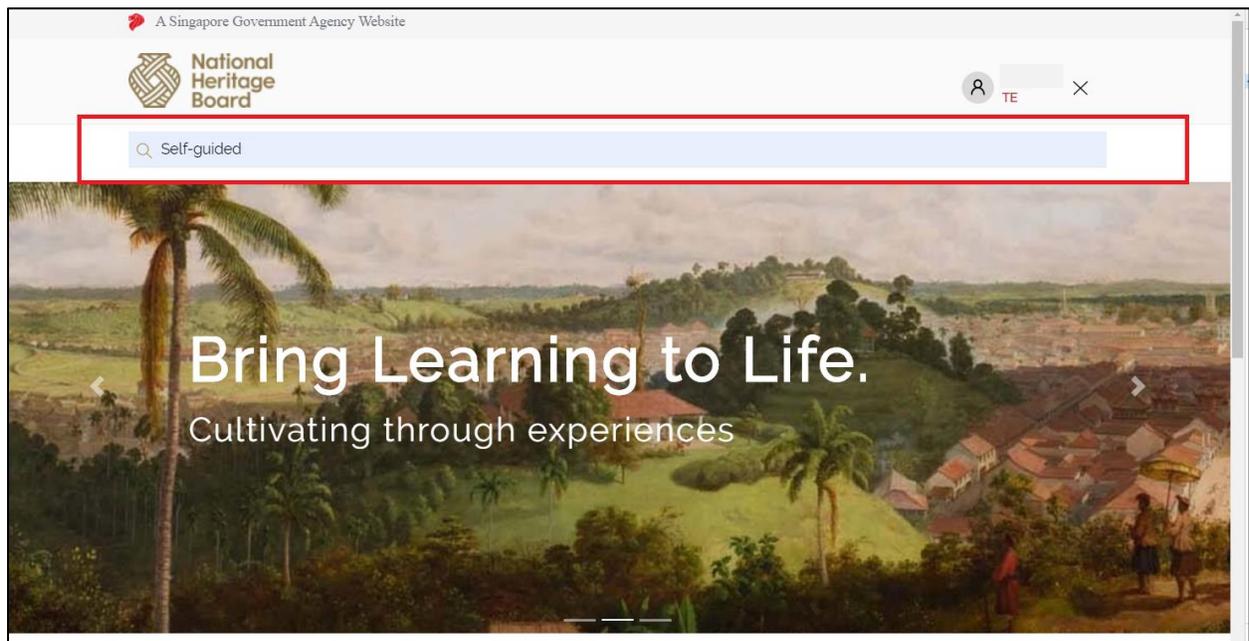


4. Search Programme

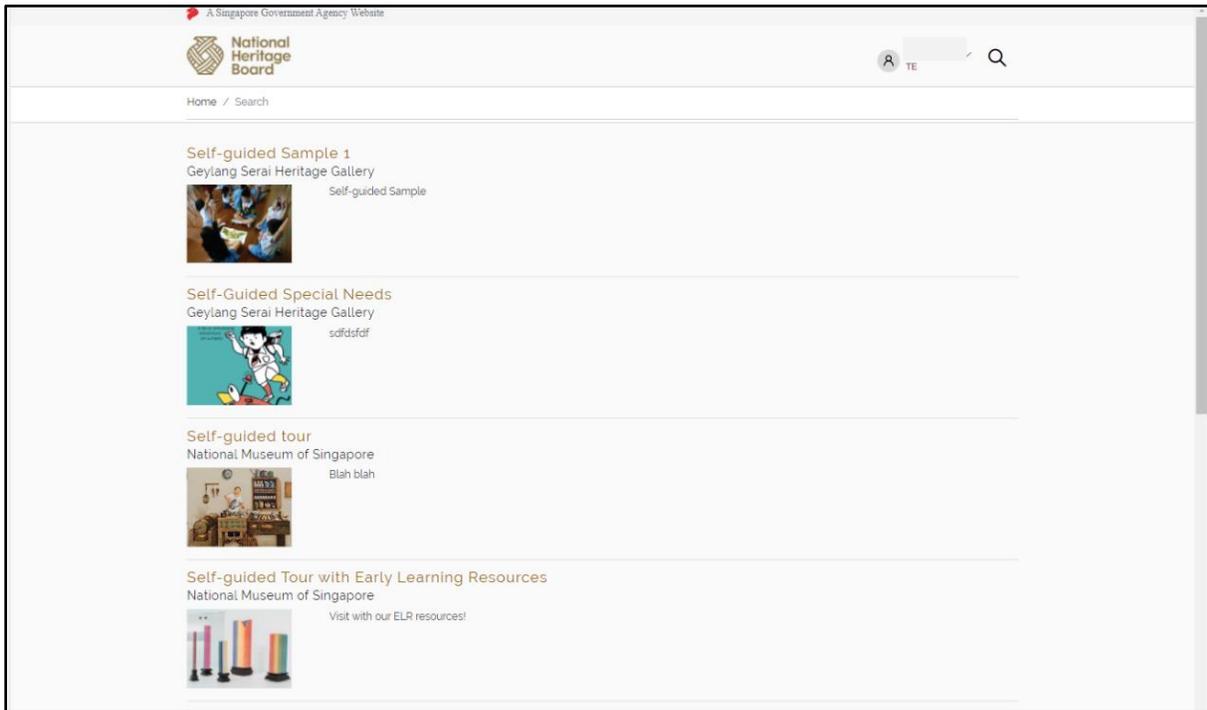
You can browse and search for programmes offered by the museums using the filters available in the home page as shown below. You can narrow down your search by filtering the tour type and/or by museum name and/or by education level.



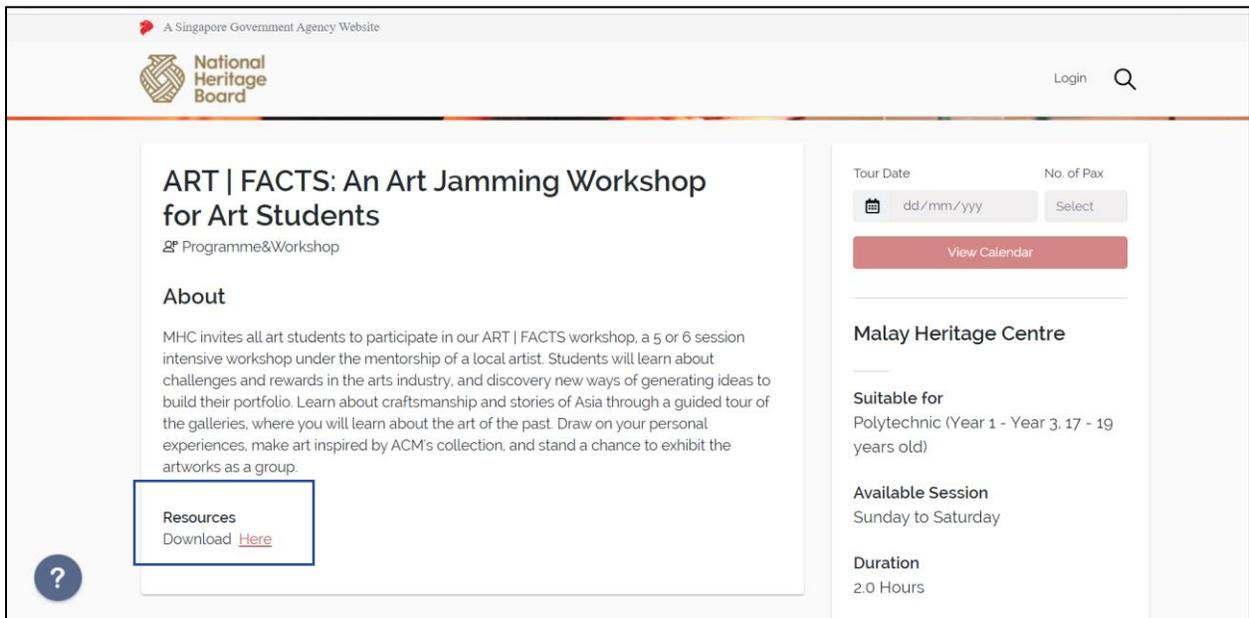
Additionally, you can also click the search icon (magnifying glass symbol) at the top right corner to do free-text search in the application. This free-text option will list related programmes and tour information in the home page as highlighted below.



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.

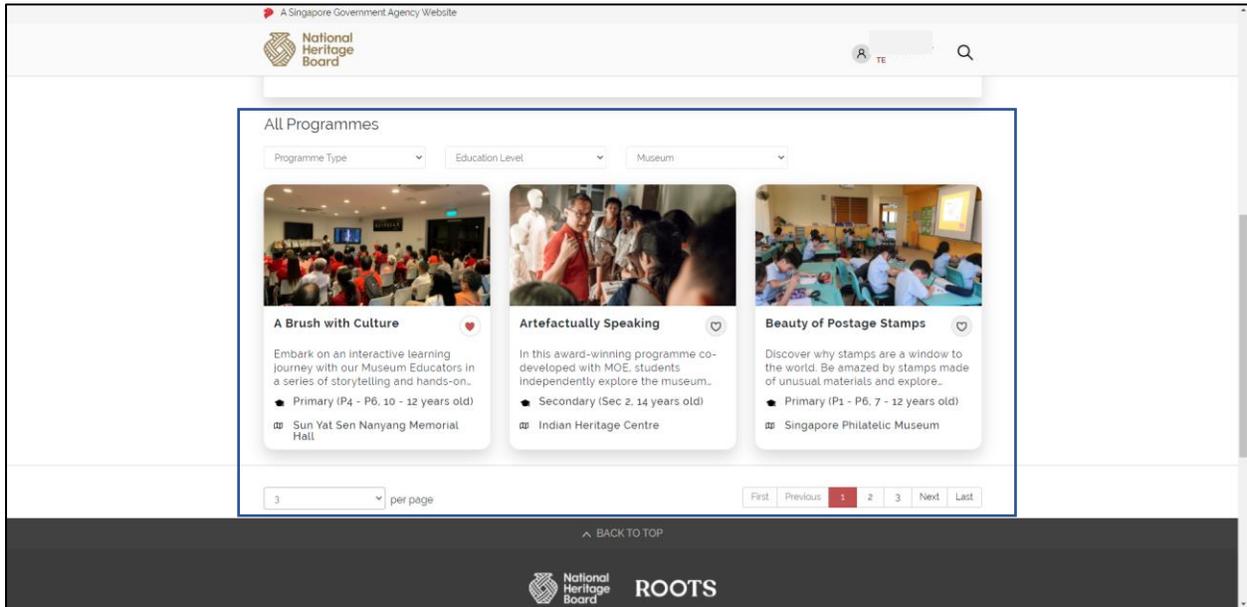
For self-guided tours, you will need to book at least 2 days* in advance and you will receive an immediate confirmation for your bookings.

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.

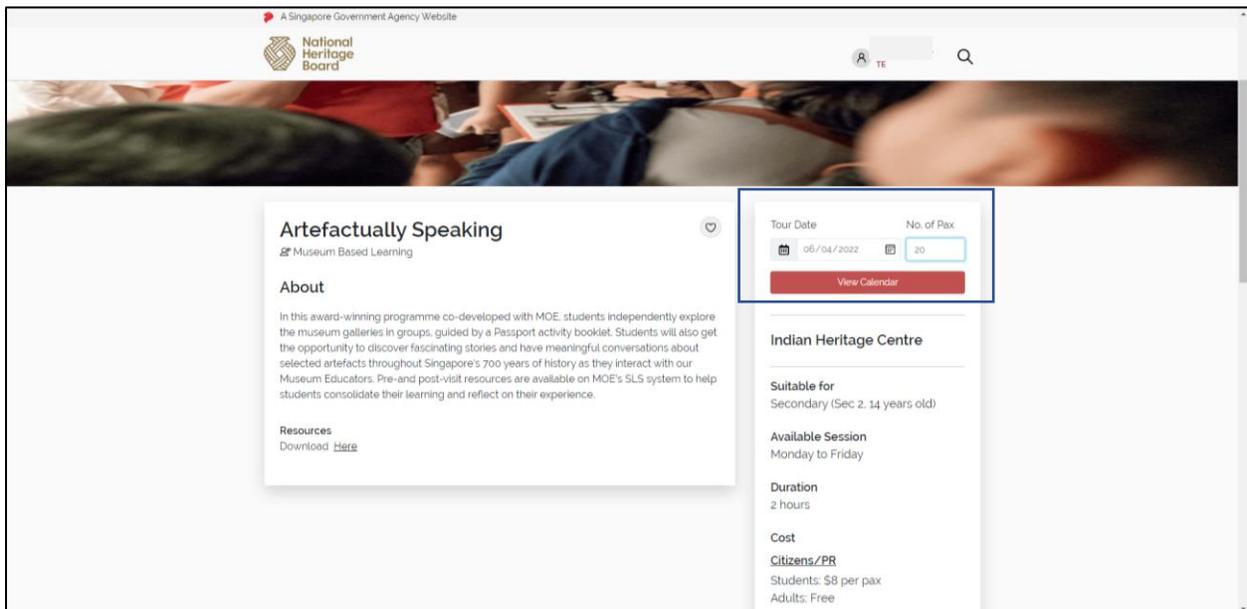
**lead time may vary across museums*

The screenshot displays the National Heritage Board website interface. At the top, it says "A Singapore Government Agency Website" and features the National Heritage Board logo. A navigation bar includes a user profile icon labeled "TE" and a search icon. Below the navigation is a banner image showing people looking at a map. The main content area contains a booking form with the following fields: "I want to book a" (dropdown menu set to "Museum Based Learning"), "for a class of" (input field with "30", dropdown menu set to "Primary", and "students" text), "on" (input field with "25-10-2021" and a calendar icon), and "at the following museum(s)" (dropdown menu set to "National Museum of Singapore"). A red "Book Programme" button is positioned to the right of the form. Below the form, there is a section titled "All Programmes" with three filter dropdown menus: "Programme Type", "Education Level", and "Museum". At the bottom, there are three thumbnail images: a smiley face icon, a group of people in a museum, and a person wearing a blue hat.

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

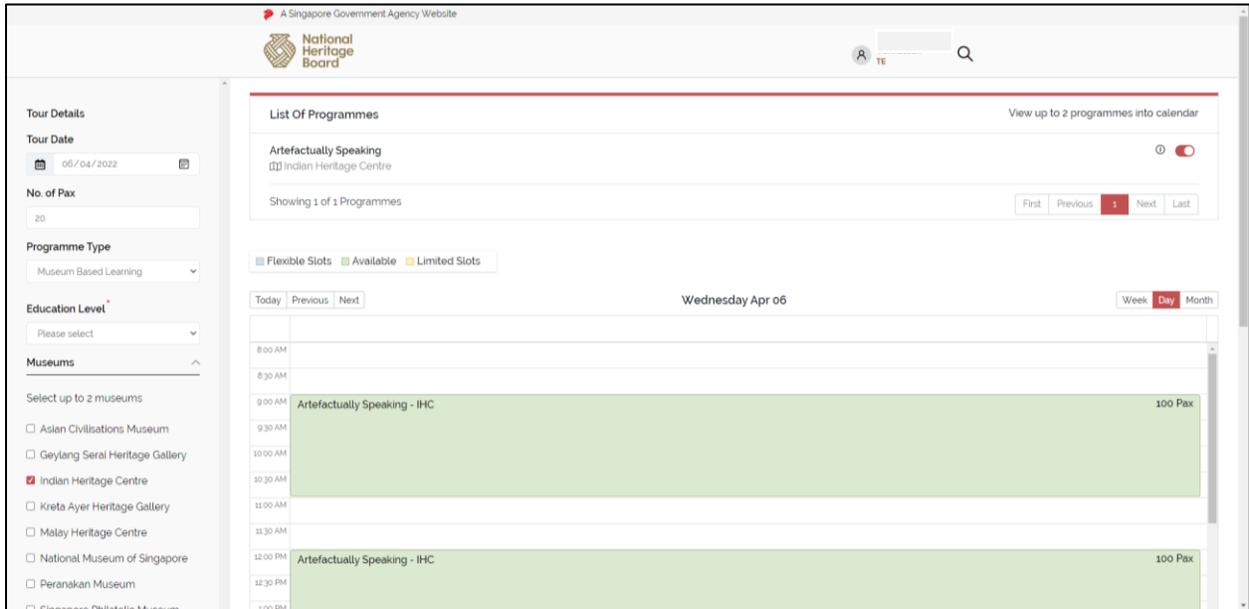


Once the programme is selected, enter the tour date and PAX count in the programme details screen as shown below.

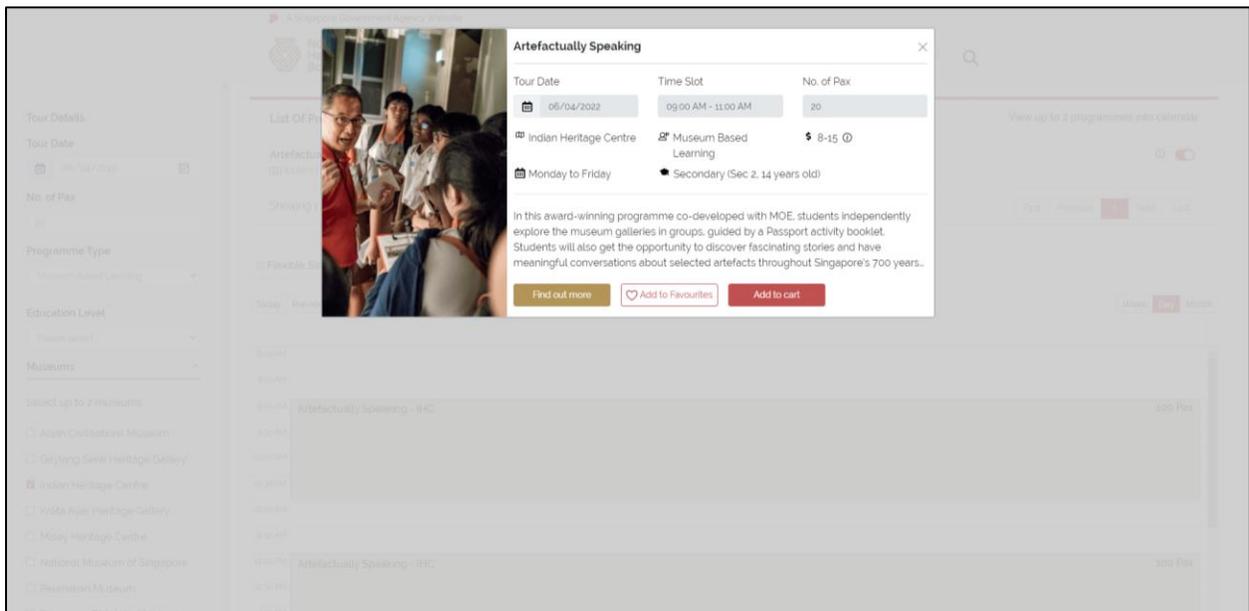


The application will load the programme availability, date, time, and available slot in the next page. Refer the below steps to complete the tour booking.

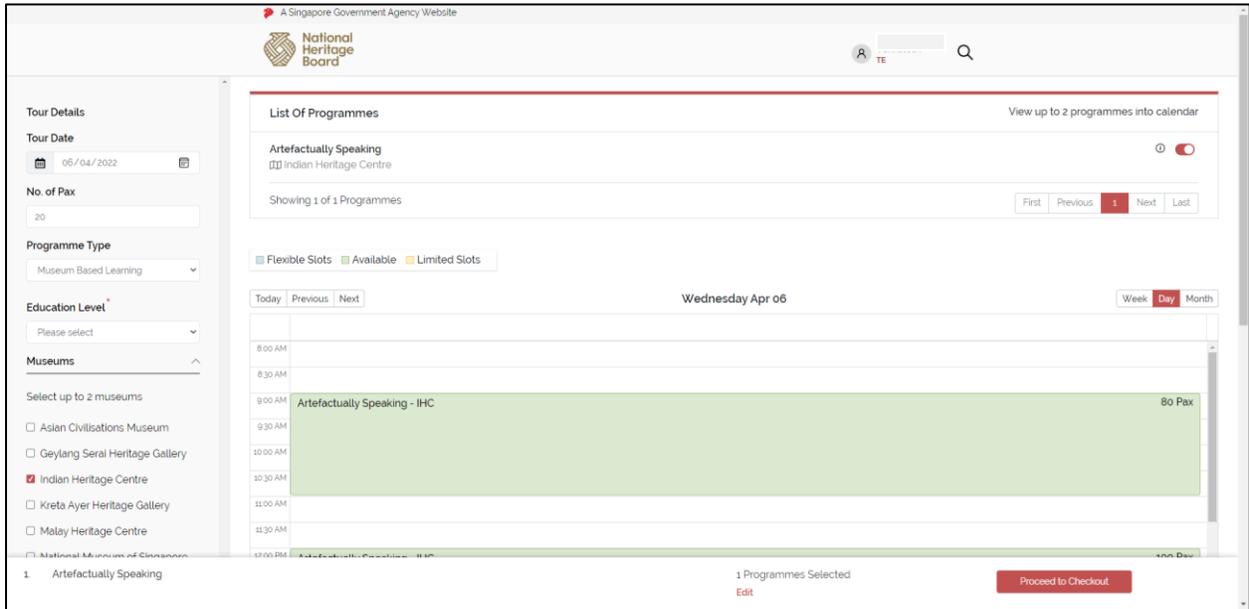
1. The available slots for the selected programme will be displayed in Calendar view. You can also compare the programme offerings up to 2 museums (left panel).



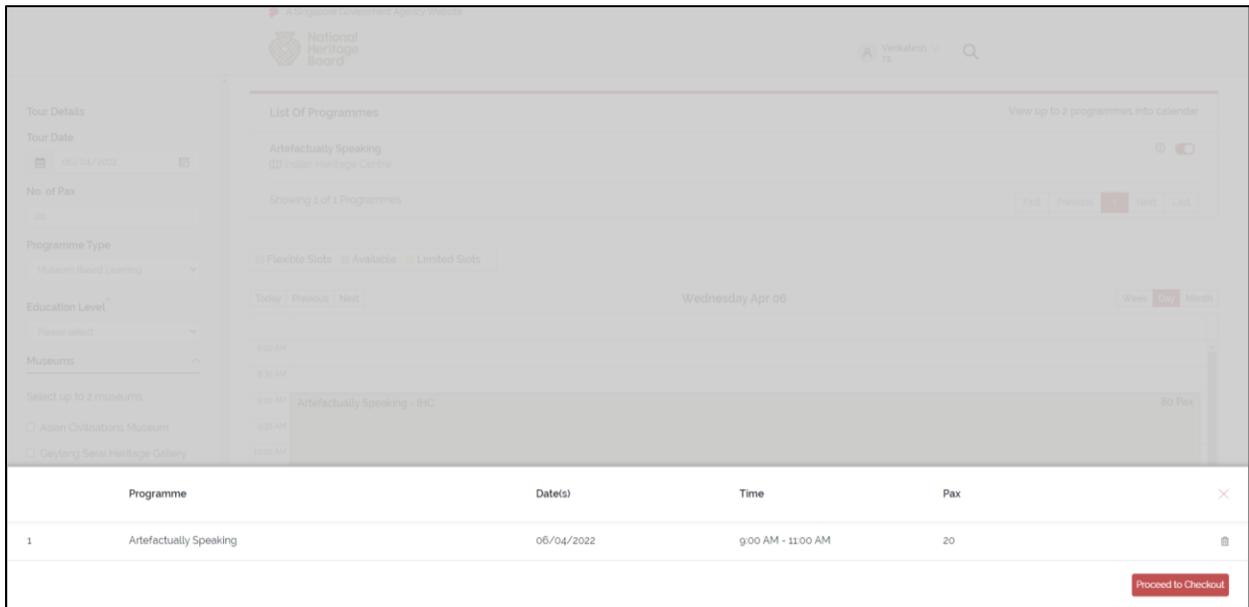
2. Select the slot you wish to book and a programme summary pop-up will be displayed. Click on "Add to cart" button.



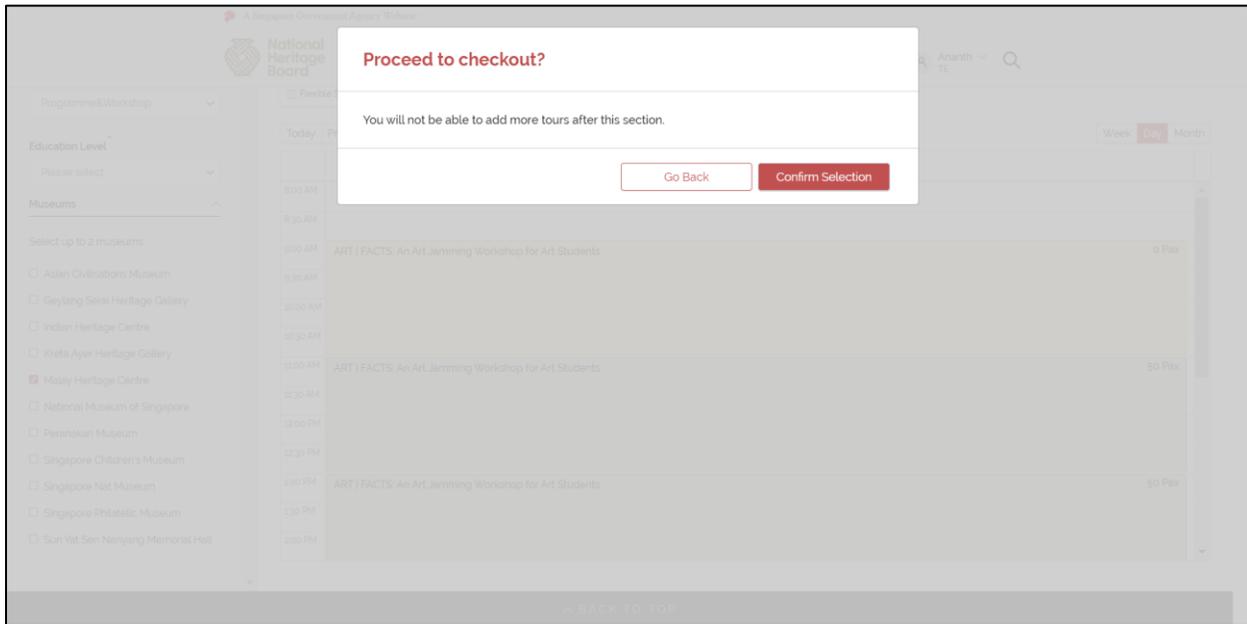
3. The selected programme slot will be displayed at the bottom of the page.



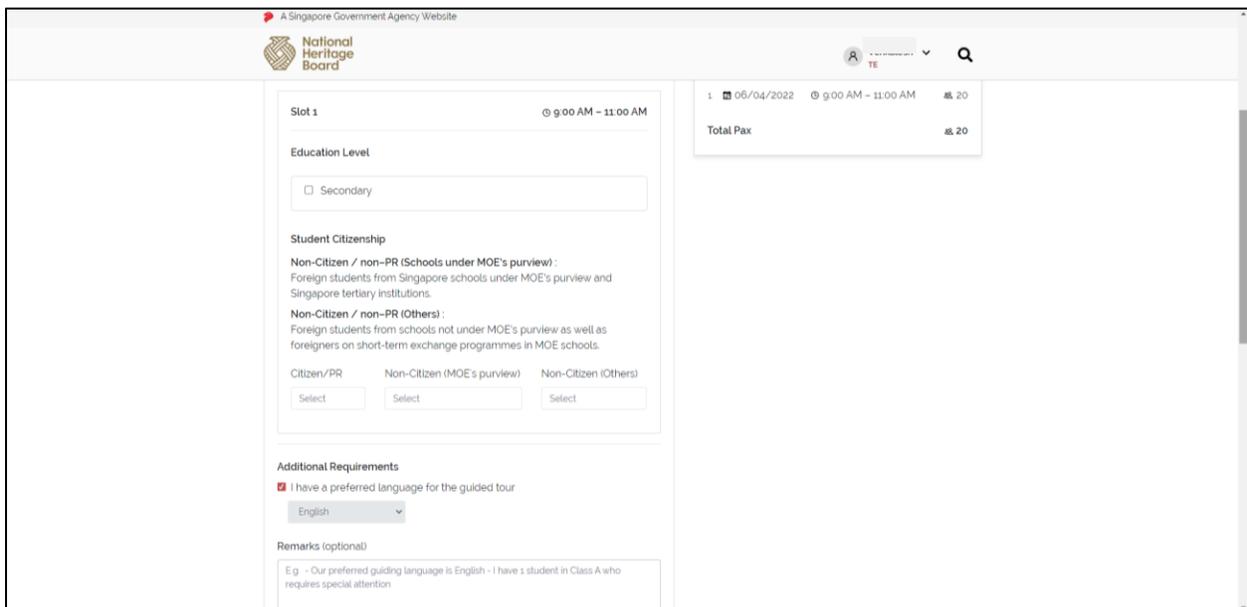
4. You can edit the selected programme and/or as add more programmes into the cart.



5. 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.



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



7. 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	Email	Mobile Number
Venkatesh Kumar	venkateshkumar.krishn	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

06/04/2022 @ 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	Email	Mobile Number
Name	Email Address	Mobile Number

+ Add New

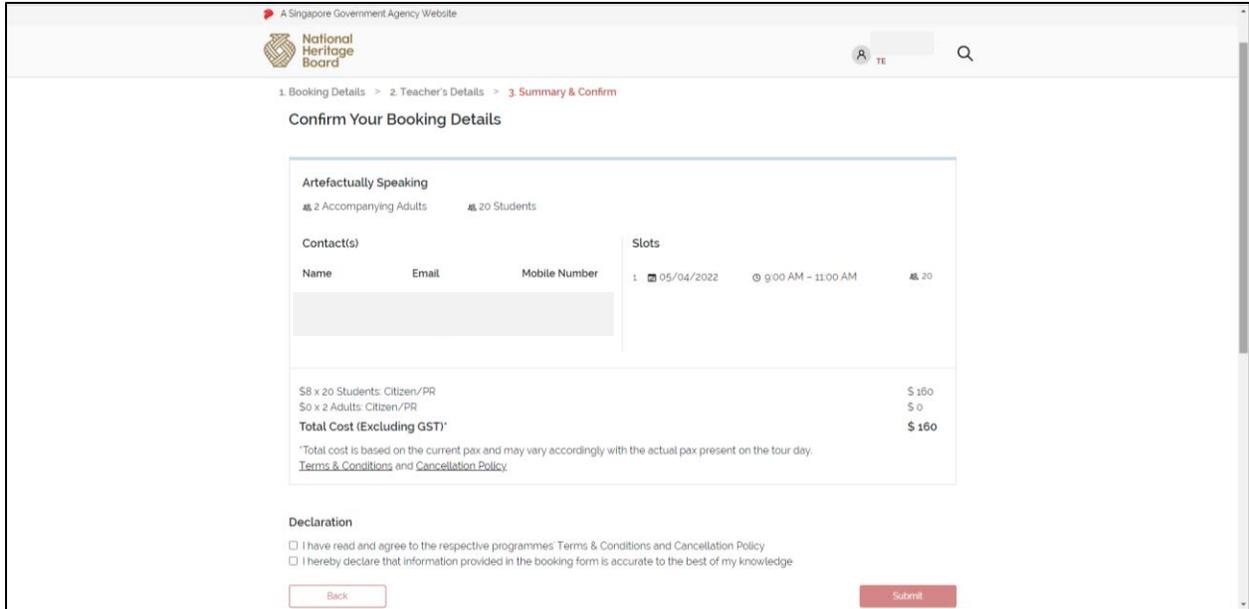
06/04/2022 @ 9:00 AM - 11:00 AM Slot 1

Total Pax: 20

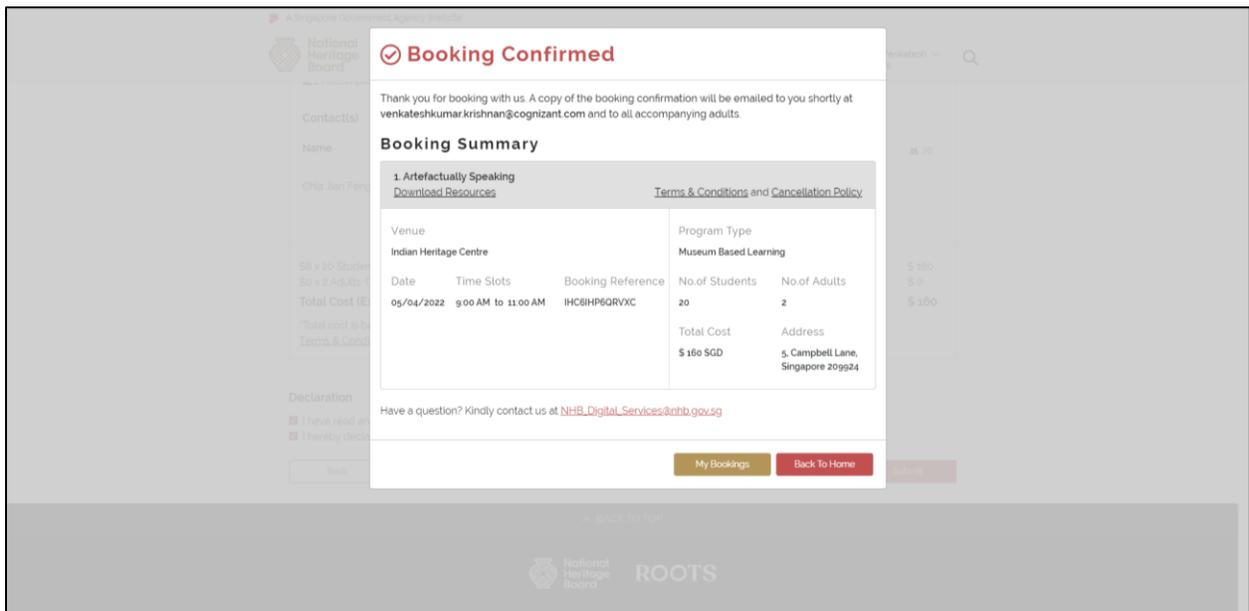
Back Next

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.



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



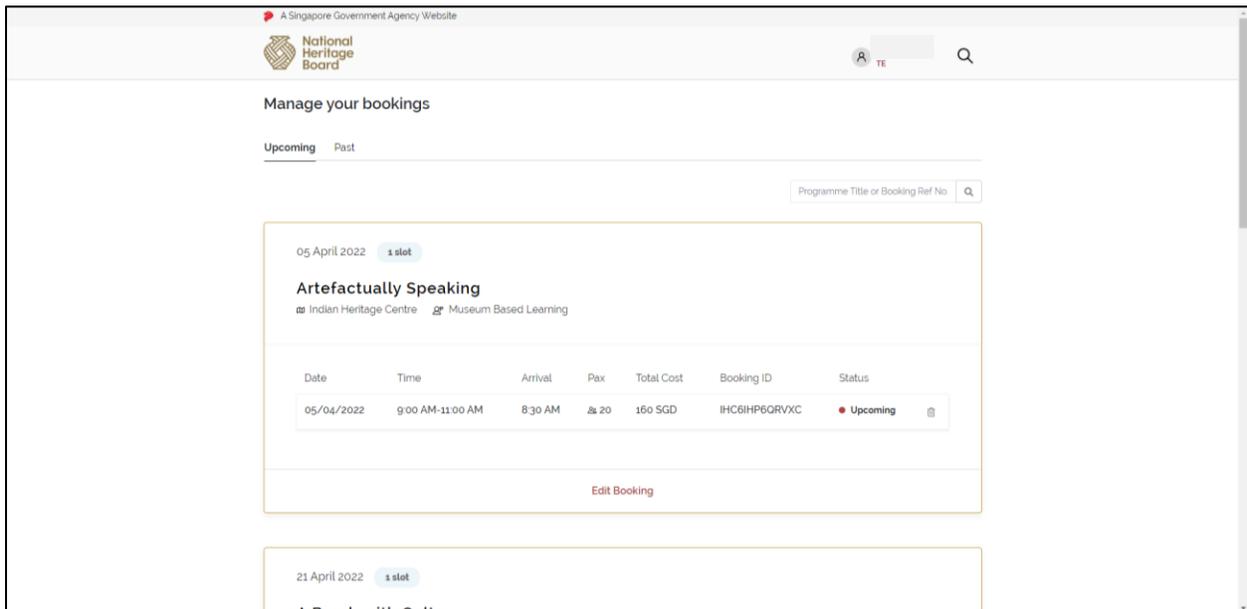
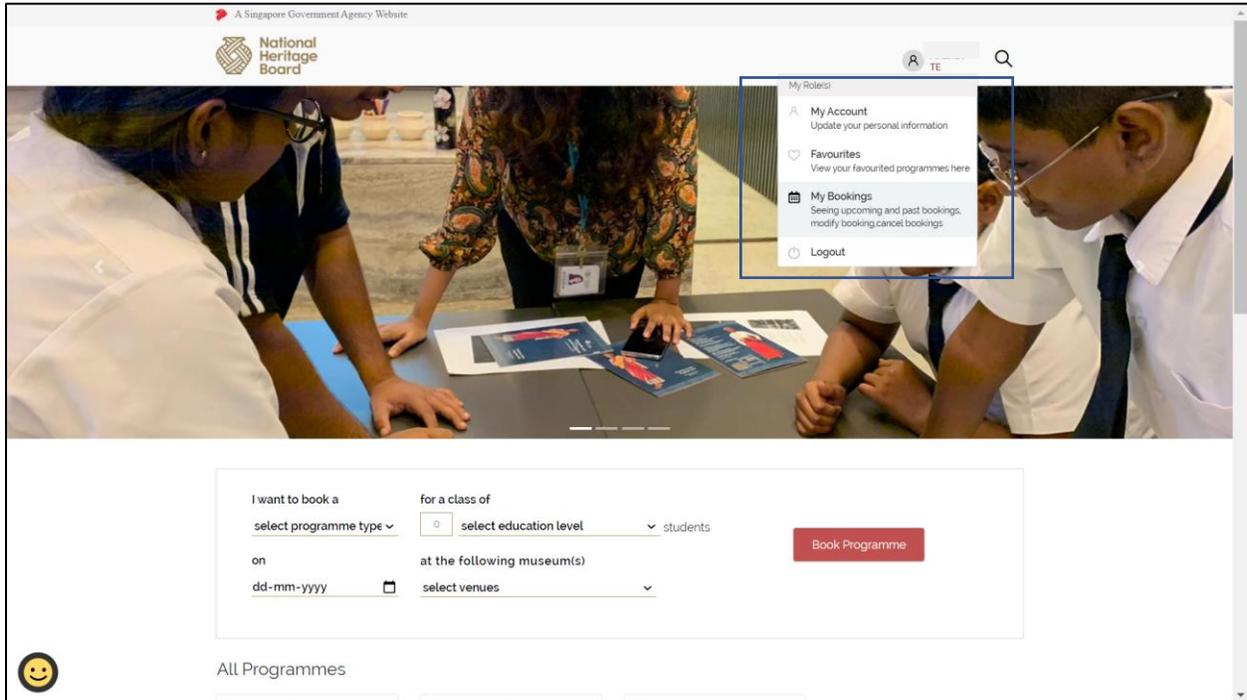
Note: For self-guided tours and Museum-based Learning programmes, you will receive an immediate confirmation for your bookings.

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	IHC6IHP6QRVXC	Upcoming

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

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

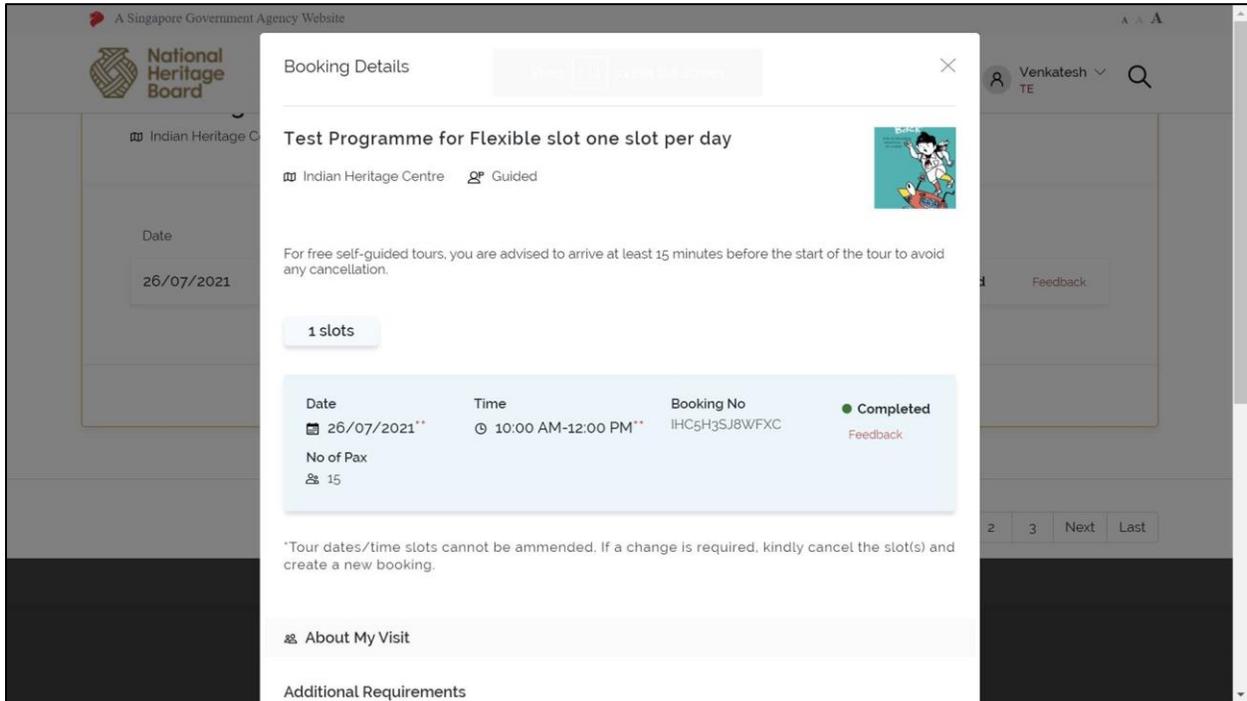
Citizen/PR: 2 Non-Citizen: 0 Foreign Exchange: 0

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

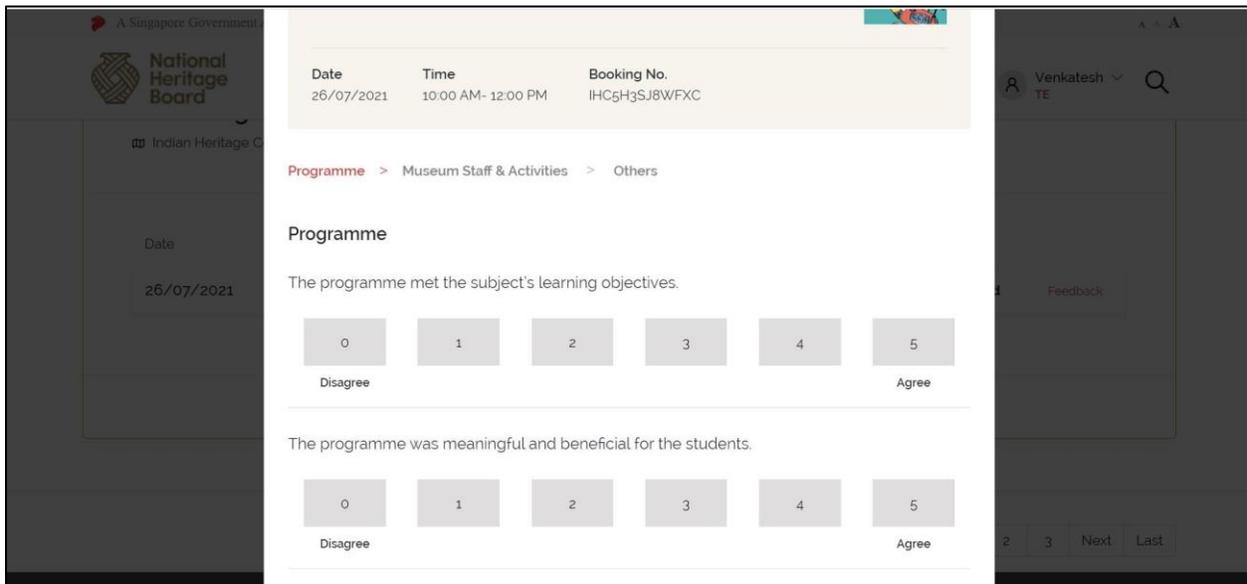
Note: You will not be able to increase the PAX count or change the tour dates as there will be implications on the capacity and other existing bookings. You will be required to delete and submit a new booking if necessary.

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.

The screenshot displays the National Heritage Board website interface. At the top, there is a navigation bar with the logo and the text 'National Heritage Board'. Below this, the main heading is 'Manage your bookings'. A user profile dropdown menu is open, showing options: 'My Account', 'Favourites', 'My Bookings', and 'Logout'. The 'Logout' option is highlighted. The main content area shows a booking for 'Artefactually Speaking' on 09 December 2021. Below the heading, there is a table with columns: Date, Time, Arrival, Pax, Total Cost, Booking ID, and Status. The table contains one row with the following data: Date: 09/12/2021, Time: 10:00 AM-12:30 PM, Arrival: 9:30 AM, Pax: 6, Total Cost: 151 SGD, Booking ID: NMSYYBIAF7LCO, Status: Upcoming. Below the table, there is an 'Edit Booking' button. Another booking for 'Self-guided Visit' on 07 October 2021 is partially visible below.