

Your Quick Guide to ONE@ECDA

Helpful Tips to Frequently Asked Questions

#1

“I submitted a New Employment Application but why can't I find the staff record?”

- ✓ If this is a **new staff without an existing ONE@ECDA Account**, centres can view the staff record only after the account has been created. This will take about 3 working days.
- ✓ If this is a **staff with an existing ONE@ECDA Account**, centres can view the staff record only after the staff has acknowledged that he/she is employed by your centre.



Centres can click **Search >> Applications** to check the status of the application. If it is pending the staff's confirmation, you can remind the staff to do so.

For technical support or more information, talk to us at 6735 9213

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#2

“I have deployed my staff to another branch. How do I amend her employment record?”

1

Update Staff's **Out of Service** date by clicking “**Update Employment**”.

2

Remind Staff to login via Singpass to acknowledge the “**Update Employment**” application under Pending Task.

3

Submit **New Employment** application for Staff.

4

Remind Staff to login via Singpass to acknowledge the “**New Employment**” application under Pending Task.



Refer to the Quick Guide on “**Submit Particulars for Staff with existing ONE@ECDA Account**” under Resources

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#3

“How do I update my staff’s last day of service?”

1

Click **Update Employment**, select Staff.

2

Fill in the **Out of Service date**, Submit.

3

Ask Staff to login via Singpass to acknowledge the “**Update Employment**” application under Pending Task. Otherwise, the date will be automatically updated by system after 7 days.



Staff can update their last day of service too. Check your Pending Tasks list to see if there are any Update Employment applications for your acknowledgement.

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#4

**“ Error Message:
*Unable to process
application as
educator is currently
employed by another
centre – what does
this mean?”***

This means that you are unable to submit New Employment for this staff as he/she is still employed by another centre, and has not updated his/her last day of service. Here's what you can do:

- ✔ Ask Staff to login to ONE@ECDA via Singpass to update his/her last day of service via an **“Update Employment”** application.



Always check that a staff has updated last day of service or is not employed by another centre before submitting New Employment

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#5

“Error message: We are unable to process your request as this account has a pending employment application. Please try again later – what does this mean?”

This message will appear when a centre tries to submit a **New/Update Employment** for a **second time** for the same Staff, and the first New/Update Employment application has not been processed. Here’s what you can do:

- ✔ Ask Staff to login via Singpass to acknowledge the **“New/Update Employment”** application under Pending Task.



Centres can click Search >> Applications to check the status of the application and whether it has been submitted before.

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#6

“How do I Upload Documents?”

1

Search >> Educator >> View Educator

2

Click Documents and select **Add Documents** to upload the documents under the respective Early Childhood, Academic and Language sections



- Please scan and save the Early Childhood, Academic and Language qualifications as separate documents
- To prevent system errors, the file size must be less than 2 MB. You can scan in Black & White to keep the file size small.

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#7

“I am unable to submit the Teacher Certification application. Why?”

1

Ensure that you have uploaded the relevant Early Childhood, Academic and Language documents for the Staff.

2

Click the “**Select...**” button to select the documents the respective categories. Please ensure that documents for all 3 categories have been selected before submitting the application.



If there is a pending New Teacher Certification application for the Staff, centre will not be allowed to submit another application

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#8

“How do I Resubmit a rejected application?”

1

Search >> Applications.

2

Click **View** to select the application that you wish to resubmit.

3

After making the necessary changes, click **Resubmit**



Scroll down to the **Application history** to see the reasons for rejection and the changes that need to be made

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#9

“The Name/ID type of my staff is wrong. How do I amend it?”

1

Staff particulars >> **Update Identity Details**

2

Amend Staff's **Name/ID Type**

(Note: The Staff's ID No., Nationality and Residential Status are fields that can also be amended)

3

Upload a copy of **Staff's ID**



When uploading a copy of the Staff's ID, please ensure that both sides of the ID have been submitted.

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#10

“How do I update my Staff’s First Aid Cert Expiry Date/ Chest X-ray Checkup Date?”

1

Search >> Educator

2

Click View to select the Educator and click the Employment Records Tab

3

Click “Update Current Employment”

4

Key in the First Aid Cert Expiry Date/Chest X-ray Checkup Date and click Submit



Click Documents Tab to upload the First Aid Cert under Others.

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#11

“How do I Nominate Educators for CPD courses?”



Click “CPD Course Administration >> Nominate for Course/Event”



Search & Select the course



Indicate your class preference



Search, Select & Add Educators to Confirmed List



Click “Approve”

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Helpful Tips to Frequently Asked Questions

#12

“How do educators
Apply for CPD
courses?”

- 1 Click ‘Search New Course/Event’
- 2 Search & Select the course
- 3 Click on “View & Apply”
- 4 Indicate Class Preference
- 5 Click “Apply”



To view the full suite of courses, click on ‘Search’ button without entering any search criteria

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#13

“How do I Approve
CPD course
application submitted
by my Educators?”



Click “Search >> Applications”



Search for

- Application Type: Course Application
- Status: Pending Centre Review



Click on “Process”



Review the application, then click “Approve”

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Helpful Tips to Frequently Asked Questions

#14

“My Staff has just obtained her PR. How do I update the change in her ID number?”

1

Staff particulars >> **Update Identity Details**

2

Amend Staff's **ID Type, ID Number and Nationality**

3

Upload a copy of **Staff's ID**



Do not submit a New Employment using the new NRIC number.

If you are updating from NRIC (blue) to NRIC (Pink), please upload a coloured scanned copy of the ID.

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Helpful Tips to Frequently Asked Questions

#15

“How do educators
View the CPD
courses which they
have been registered
for?”



Click 'Search Registered Course/Event'



Search & Select the course



Click on “View”



To view the full list of courses you have been registered for, click on 'Search' button without entering any search criteria

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#16

“How do educators
Update their CPD
Portfolio with other PD
activities?”



Click ‘Update CPD Portfolio’



Enter course information to be updated

Mandatory information includes type of PD Activity, Course Title, CPD Hours, Completion Date, Course Provider.



Click on “Submit”

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#17

“How do I check the status of the Applications I’ve submitted?”

1

Search >> Applications

2

Key in the **Educator ID No.**, click “Search”

3

Check the **Status** column to view the Application status



If the status is “ Pending Educator Review”, you can remind the staff to login via Singpass to acknowledge the application under Pending Task.

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#18

“How do I generate my Centre Staff Report?”

1

Click Reports >> Generate New Report

2

Select Report Type : **Centre Staff Information**

3

Click “Generate”



Report can only be opened with Microsoft Excel.

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#19

Why am I not receiving notifications via email from ONE@ECDA?



Click **My Profile >> Personal Particulars**



Verify/ enter your personal email address and Click **“Resend Verification Email”**



A notification will be sent to the specified email. Click on the link to verify your email address.



It is important to verify your email address to receive important notifications from ONE@ECDA. Your email address should be a personal one, and not a shared account.

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#20

“How do I update the Occupational Title of my staff?”

1

Search >> Educator

2

Click **View** to select the Educator and click the Employment Records Tab

3

Click “Update Current Employment”

4

Select the Occupational title from the dropdown list



You can refer to the **Guide on selecting Occupational Title for your staff found under Resources**

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