Professional Conversion Programme
Processing Officer FAQ

S/N	Category
A	Accessing the Application Management System

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A	ACCESSING THE APPLICATION MANAGEMENT SYSTEM
1.	**What is the role of a Processing Officer?** Processing Officers are responsible for managing and processing Professional Conversion Programme applications submitted to them.
2.	**How do I request for access to the Application Management System?** You will be able to request for access to the Application Management System if your organisation is already an existing Professional Conversion Programme partner. If your organisation is not an existing partner but would like to participate in a Professional Conversion Programme, you may approach the contact person(s) listed in the programme's details page. If you have access to the government intranet, you can request for access by submitting your request via email to Workforce Singapore (WSG) - Enterprise Programmes Division with the approval from your respective divisional director. If you do not have access to the government intranet, you will need to approach the appointed Access Manager from your organisation to request for access. Click here to view detailed steps on requesting for access to the Application Management System.
3.	**How do I log in to the platform as a Processing Officer?** For Processing Officers without access to the government intranet, click here to log in with **Singpass**. *Note: From 11 Apr 2021, you will be required to login to government digital services for businesses (G2B) using **Singpass** instead of **Corppass**. Find out more: https://go.gov.sg/corporate-login.* For Processing Officers with access to the government intranet, click here to log in via your workstation/laptop. You will not be required to enter any log in details as your workstation/laptop is enabled with the Single Sign-on feature. Click here to view detailed steps on logging in to the Application Management System.

4.	**How do I remove access for a colleague who has left my organisation?**
	If you have access to the government intranet, you can submit a request to remove your colleague's access via email to Workforce Singapore (WSG) - Enterprise Programmes Division.
	If you do not have access to the government intranet, you will need to approach the appointed Access Manager from your organisation to remove the access.
5.	**Can I hold both the Processing Officer and Access Manager roles concurrently?**
	The Access Manager role is required only for organisations who do not have access to government intranet to access the Application Management System. Please refer to your organisation's SOP on whether your organisation allows for a single officer to hold both accounts, i.e. Access Manager and Processing Officer accounts.
6.	**What is the difference between the Corppass Administrator and the Access Manager role?**
	The **Corppass** Administrator is responsible for creating and managing **Corppass** accounts within their organisation (on the **Corppass** Portal). They are also in charge of assigning the relevant **Corppass** e-Service roles for their staff to access the necessary Government Digital e-Services.
	The Access Manager is responsible for managing the access for people within their organisation who require the "Processing Officer " role within the Application Management System.
7.	**What role should I be assigned in Corppass to access the system?**
	For Processing Officers, you should request for your organisation's **Corppass** Admin to assign you with the **"Processing Officer"** role in **Corppass**.
	For Access Managers, you should request for your organisation's **Corppass** Admin to assign you with the **"Access Manager"** role in **Corppass**.

S/N	Category
A	**Accessing the Application Management System**
B	**Managing Account Access**

S/N	Category
A	**ACCESSING THE APPLICATION MANAGEMENT SYSTEM**
1.	**What is the role of an Access Manager?** Access Managers (for non-Government Agencies) are responsible for managing their organisation's Processing Officers' accounts in the Application Management System. Access managers have the flexibility to create accounts and manage access within their organisation.
2.	**How do I request for access to the Application Management System?** You will be required to be assigned with the Access Manager role in **Corppass**. Click here to view detailed steps on requesting for access to the platform.
3.	**Can the same person from my organisation hold both the Access Manager and Processing Officer roles?** Yes, this arrangement is dependent on your own organisation's IT security and governance policy.
4.	**How many Access Managers can my organisation have?** Your organisation can assign up to 2 Access Managers at any one point of time.
5.	**How do I log in to the platform as an Access Manager?** To log in as an Access Manager, click here to log in with **Singpass**. *Note: From 11 Apr 2021, you will be required to login to government digital services for businesses (G2B) using **Singpass** instead of **Corppass**. Find out more: https://go.gov.sg/corporate-login.* Click here to view detailed steps on logging in to the platform.

6.	**How do organisations that have multiple sub-entities (e.g. NUSS...) holding the same UEN manage their Corppass access?**
	Organisations that have multiple sub-entities with the same UEN will be able to assign the "Access Manager" role in **Corppass** for each sub-entity, who will then be responsible for managing Processing Officer accounts and assigning Processing Officers to specific PCPs within the same organisation.
B	**MANAGING ACCOUNT ACCESS**
1.	**What measures should I take when a colleague holding the Processing Officer role leaves the organisation?**
	You will be required to deactivate his/her Processing Officer account in the system.
	Click here for detailed steps to deactivate user accounts.
2.	**Will I be able to delete a Processing Officer account?**
	No, you will not be able to delete a Processing Officer account. However, you will be able to deactivate the account to remove access.
	Click here for detailed steps to manage user accounts.
3.	**Can a Processing Officer have access rights to more than one programme?**
	Yes, each Processing Officer can have access rights to more than one programme, if he / she is indeed managing the programmes from your organisation.
	You will be able to assign these access rights in the Manage Roles tab.
4.	**What should I key in the "Effective End Date" field if there is no information on when the programme will end?**
	You can choose to key in a date of long duration, e.g. "01/01/2999" depending on your organisation's decision.
	Please note that you are strongly encouraged to review the rights assigned on a periodic basis to ensure that access to the system is up to date and to prevent data leakage.