Means-Test System
NMTS User Account Guide

Version 2.5

Revision History

Release Date	Summary of Changes	Author	Approved By
08 Jul 08	Initial Baseline	NCS	MOH

20 Sep 12	Added In
	    4. NMTS User Account guidelines
	    5. Roles and Responsibilities
	    6. Frequently Ask Questions
	    7. User Account Administration Forms
	    8. Email Templates for NMTS Account Requests
		NCS	MOH

18 Dec 20	Updated Screen Captures with New Password Requirements	NCS	MOH
28 Dec 22	Updated to fulfil the Corppass Requirements	NCS	MOH

18 Jan 23	Updated on
	    7. Application forms links
	Added In
	    2.4 New page for organisations selection
	    8. One more application form
		NCS	MOH

27 Apr 23	Updated on
	    2. Rearrange the session for Organisation Account, Application for NMTS user accounts and Termination
	    3.1 Add links to MT01 Form and Letter of Undertaking.
	    7. Add links to NMTS Authorized Approver Form, MT01 Form and Letter of Undertaking in Q3 and Q4
	    8.1 Add link to NMTS Authorized Approver Form
	    8.3 Remove NRIC, Email, Contact No, Mobile No and add Requestor's Name in User Account Termination Form
		NCS	MOH

20 Jun 23	Updated on
	    2.2, 2.4 Add link to NMTS Authorized Approver Form
	    3.1 Amend the Corppass ID
	    4. Fig 4.2.3 Login using Corppass ID and Password screenshot
	    7. Q7. Amend the Corppass ID
		NCS	MOH

Table of Contents

1   INTRODUCTION

This user account guide is intended solely for users who have or require access to the New Means-Test System (NMTS), which is a web-based system.

This document guides users how to apply for and login into NMTS, as well as usage of user accounts for NMTS eService. It also details the roles and responsibilities for the user account administration process for access to NMTS eService.

1.1   System Requirements

In order to use the NMTS, an Internet-enabled computer with the following specification is required.

Hardware Requirements
The minimum recommended hardware configuration is:
- Pentium Celeron 1.6 GHz processor with 512MB RAM
- At least 200 MB free hard disk space

System Software Requirements
- Microsoft Windows Operating System
- Microsoft Edge

Other Requirements
- Broadband Internet Connection
- Corppass User Account
- NMTS e-Service User Account

1.2   Contact Details

- **IT System Usage**
  - Call 6776 9330 or email to mediclaim@ncs.com.sg.
  - Operation Hours: Mon - Fri, 8.30am to 6pm (excluding public holidays).

- **NMTS User Account**
  - Email to nmtsadm@ncs.com.sg.
  - Operation Hours: Mon - Fri, 8.30am to 6pm (excluding public holidays).

- **Assistance with ILTC means-test approach, Means-Test Declaration Form and Financial Assistance Form**
  - Call 1800 275 2427 or email to mohh.nmtsadmin@mohh.com.sg
  - Operation hours: Mon – Fri, 8:30am to 6:00pm on Mondays to Fridays (excluding public holidays)

1.3   Important Notes

Users are **not allowed to share** their Corppass ID and password with others.

Users and Organisations will be liable for any misuse of the NMTS (including sharing the Corppass ID and password).

The Singapore Government reserves the right to take action against the individuals and institutions in instances of misuse.

2   ELIGIBILITY AND APPLICATION FOR NMTS ORGANISATION ACCOUNT

2.1   Eligibility and Compliance

Organisations who are providing MOH and/or MSF subsidised services and require information on clients' means-test information for purposes of providing subsidies, may apply for access to NMTS Online Portal.

NMTS account holders are governed by the "NMTS Letter of Undertaking".

2.2   Organisation Account Application

Upon MOH's approval for your Organisation to access NMTS, your Organisation would need to appoint a Primary and Secondary Organisation Authorized Approver (OAA). (Please refer to Section 2.3 for more details of each Organisation role). To initiate the appointment of OAAs, you will be required to complete and submit the 'NMTS Authorized Approver Form', to the NMTS administrator at nmtsadm@ncs.com.sg.

NMTS administrator will follow up to seek email approval from your Organisation's CEO, CIO or equivalent on the appointment of your Organisation's Primary and Secondary OAAs. Upon CEO's approval, a confirmation email will be sent to the OAAs to inform them of the successful appointment.

2.3   Organisation Roles for NMTS

NMTS Organisation Role	Responsibilities
Organisation CEO, CIO or Equivalent (OC)	To approve appointment of and changes in Organisation Authorized Approvers (OAA).
Organisation Authorized Approver (OAA)	OAAs are required to approve all NMTS user account creation, change in user access and/or termination of user accounts. OAAs cannot approve his/her own NMTS account creation. If Primary OAA wish to apply for an account, the Secondary OAA should approve the application and vice versa. Appointed OAAs are to ensure that all Organisation users having access to NMTS at any point in time require the access for purpose of performing their work. For instance, the user accounts are created only for existing staff and access is terminated in a timely manner when the staff no longer requires access, e.g. when staff leaves the Organisation or changes job functions and do not require NMTS access anymore. OAAs are required to review the NMTS Organisation info and user accounts sent out by NMTS administrator every six months to ensure that they are updated.

NMTS Organisation Role	Responsibilities
	Due to the confidentiality and sensitivity of information handling, the NMTS administrator requires an email approval from the OAAs for every NMTS user account creation within its Organisation.
Organisation User (OU)	Organisation users are individuals with user accounts approved and set up to login to NMTS Online Portal.

2.4   Changes to Appointed Organisation Roles or Organisation Information

For changes in the Organisation's OAAs, CEO/CIO or equivalent or information such as Institution Name, a copy of the updated 'NMTS Authorized Approver Form' should be submitted to nmtsadm@ncs.com.sg, with the Organisation's CEO, CIO or equivalent copied in the email.

Upon receiving the email approval from the CEO, CIO or equivalent (or MOH for changes to CEO/CIO or Institution Name), NMTS administrator will send a confirmation email on the appointment to the revised OAAs and/ or CEO/ CIO.

3   APPLICATION FOR NMTS USER ACCOUNT

3.1   Application for User Accounts via NMTS Administrator

To apply for NMTS user accounts, individual users should:

(i)   Approach your Organisation's Corppass administrator to create your Corppass ID.

(ii)   Email the completed [MT01 Form](#) and [Letter of Undertaking](#) to nmtsadm@ncs.com.sg, with a copy to the Primary or Secondary OAAs for their approval.

NMTS administrator will proceed with creation of user accounts upon receiving an email acknowledgement from the Primary or Secondary OAA.

After user account is successfully created, user will receive a system generated email with his/her NMTS User ID and Corppass ID. In addition, NMTS administrator will notify users on the successful creation of NMTS User ID and Corppass ID via email, with a copy to the Organisation's Primary or Secondary OAA.

4   LOGGING INTO AND OUT OF NMTS

4.1   System Security

From Feb 2023, all users are required to login to NMTS via internet login using Corppass ID and password for enhanced security.

4.2   Accessing the NMTS Online Portal

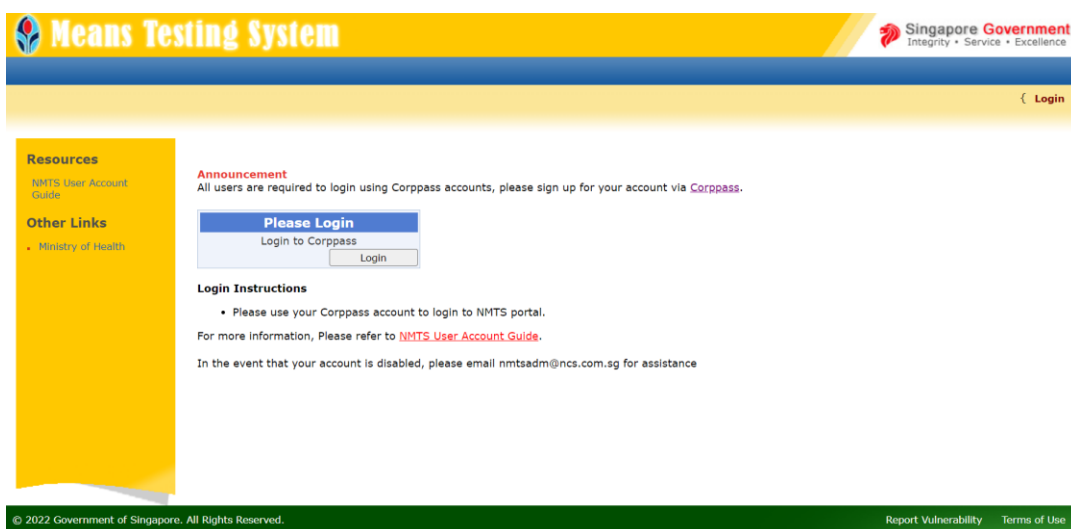The Corppass Login page can be accessed via this link.

Fig 4.2.1 Corppass Login page

The Login QR code or fields will be loaded upon clicking on the "Login" button. You can login via the Singpass app or your Corppass ID and Password.
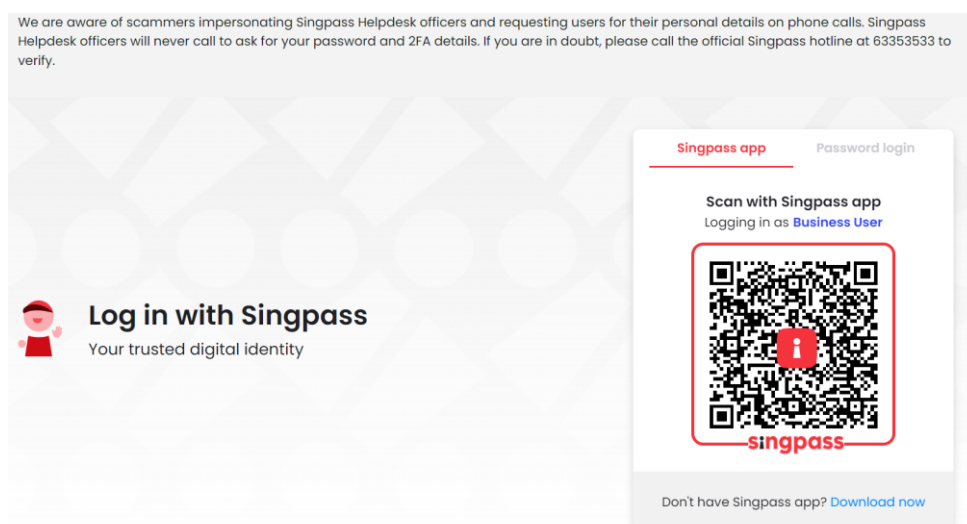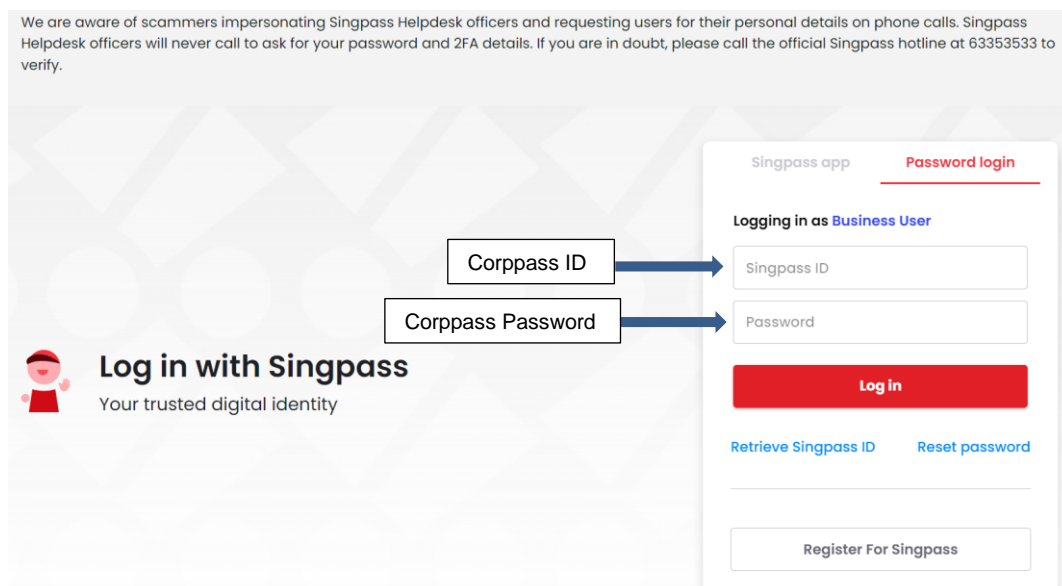

Fig 4.2.2 Login using QR Code

Fig 4.2.3 Login using Corppass ID and Password

4.3   Selection of Multiple UEN and Organisations

If you have more than one UEN assigned to your Corppass account, you may need to select which UEN/ Organisation you wish to transact for at each login. If there is only one UEN assigned to your Corppass account, you will be redirected to the NMTS Portal Home page directly upon login.
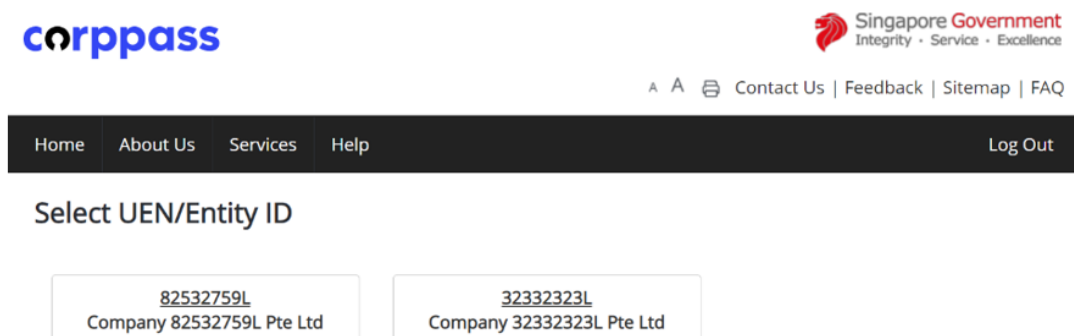

Fig 4.3.1 Selection of Multiple UEN

If the selected UEN has assigned to more than one Organisation, you may also need to select which organisation you wish to transact for at each login. If there is only one Organisation assigned under the UEN, you will be redirected to the NMTS Portal Home page directly after selecting the UEN.
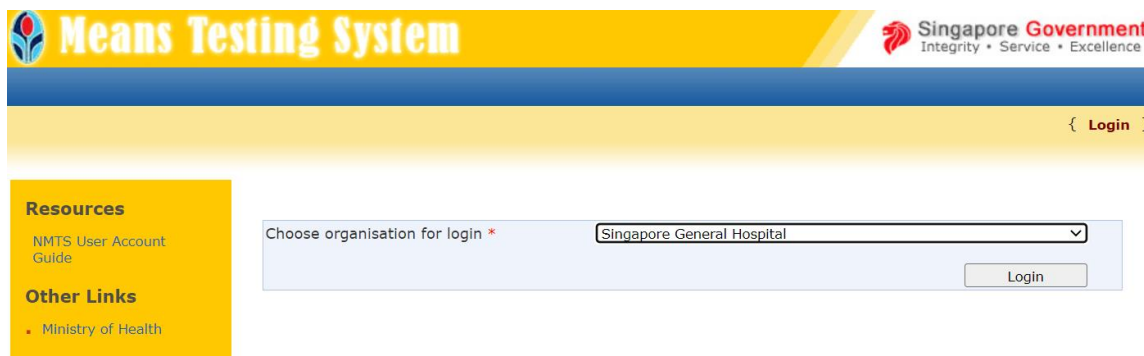
Fig 4.3.2 Selection of Organisation

Upon successful login, you will be able to see the Home page as shown below. For modules which are approved for your account, links will be available at the top of the screen for easy access within NMTS.

Fig 4.3.3 Home page of SMMTS Portal

4.4   Logging Out

After using the system, users MUST logout from the system in order to prevent unauthorized users from accessing NMTS. To logout from the system, click on the "**Logout"** link provided at the top-right corner of the screen as shown below.

Fig 4.4.1 Logging out

After logout successful, the Logout Confirmation Page will be redirected as shown below.
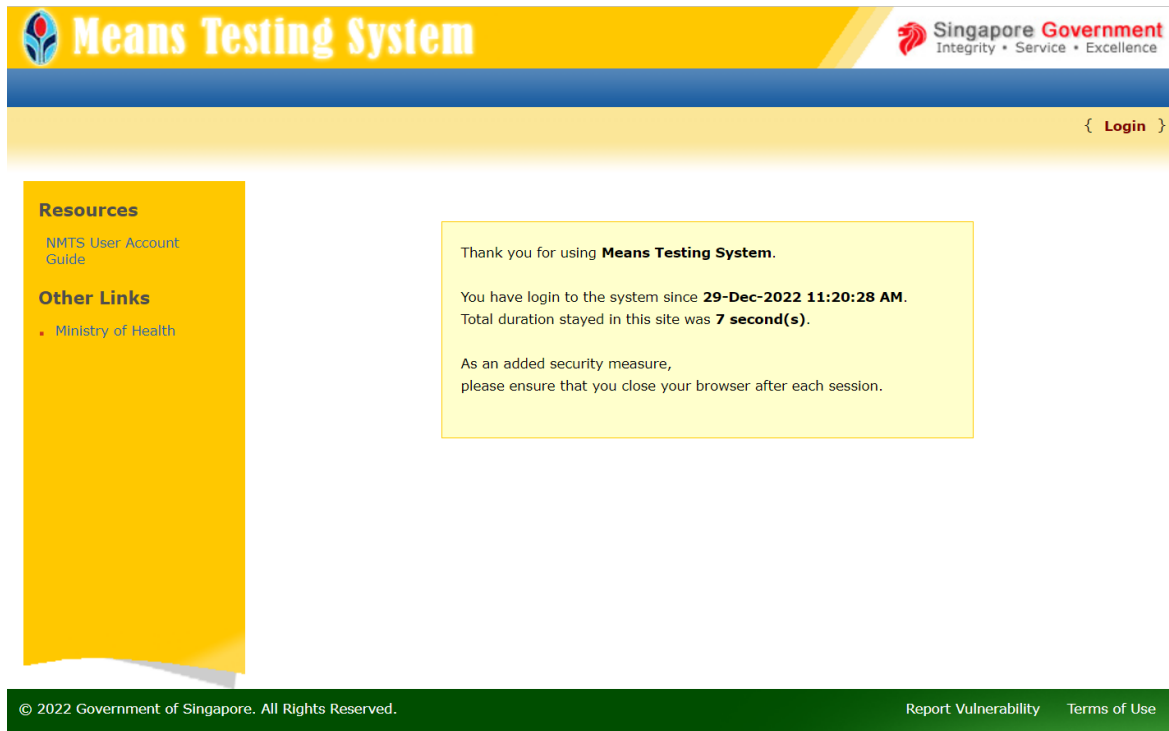

Fig 4.4.2 Logout Successful

5   ORGANISATION AND USER ACCOUNT TERMINATION

5.1   Termination of User Accounts via NMTS Administrator

Organisation users are required to submit a request for termination of NMTS UserID using the MT02 Form, to nmtsadm@ncs.com.sg, with a copy to the Primary or Secondary OAAs for their approval. Users may submit the termination request for their own NMTS account or on behalf of other users within the Organisation (i.e. staff who have left the Organisation) within five (5) working days of the change in personnel/ job scope.

NMTS administrator will proceed with the termination of user accounts upon receiving an email acknowledgement from the Primary or Secondary OAA.

Organisation's Corppass administrator should also remove the user's Corppass ID, where necessary.

5.2   Termination of Organisation Accounts

The Organisation OAAs should inform NMTS administrator if the Organisation's NMTS account is no longer required. NMTS administrator will proceed with the termination of Organisation account upon receiving an email acknowledgement from MOH.

6   TECHNICAL SUPPORT GUIDE

6.1   Disable the Pop-Up Blocker on Internet Explorer

Certain screens within the application will be displayed as pop-up windows. In order to access the full system functionality, you need to enable pop-up windows for the Means Testing System web site. To enable this feature, follow the steps below:

To turn off the pop-up block in Microsoft Internet Explorer, follow the steps below.
1. Select Tools > Pop-up Blocker > Pop-up Blocker Settings

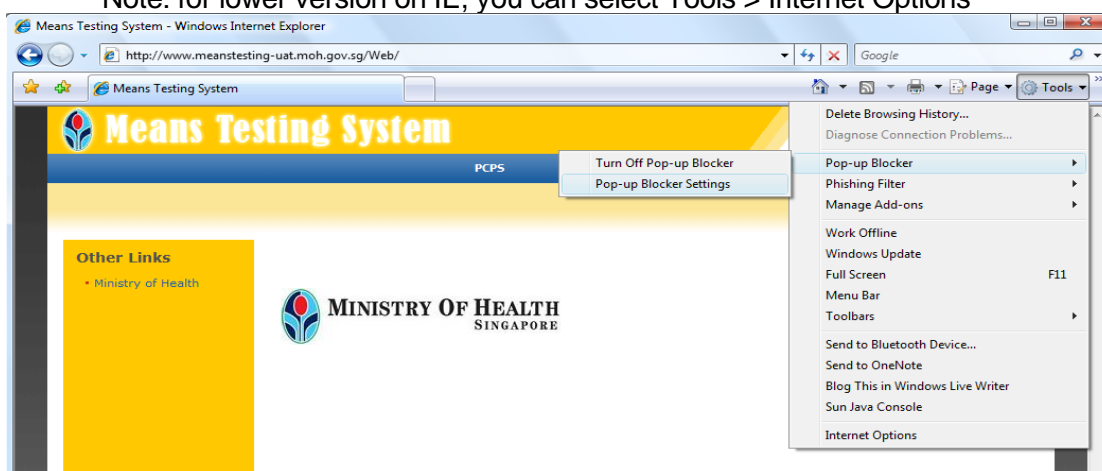Note: for lower version on IE, you can select Tools > Internet Options

Figure 6.1.1 – Configuring Pop-Up Blocker Step 1

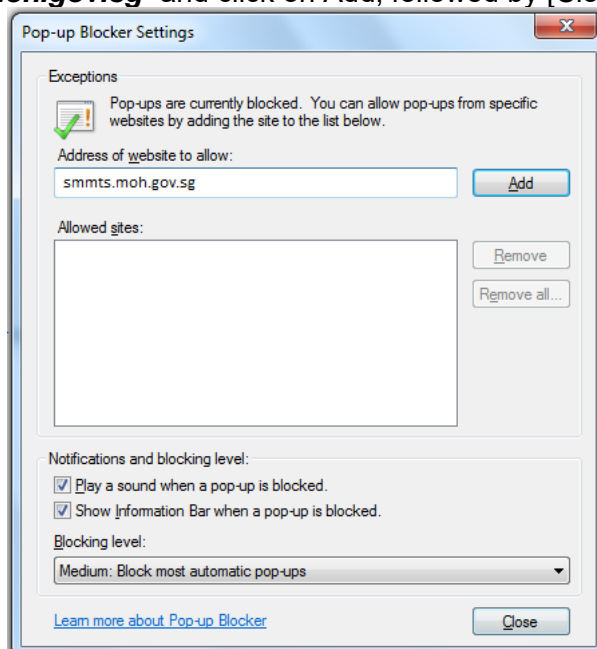2. Enter "*smmts.moh.gov.sg*" and click on Add, followed by [Close] button.

Figure 6.1.2 – Configuring Pop-Up Blocker Step 2

3. Pop-up windows can now be displayed by Microsoft Internet Explorer when required.

7   FREQUENTLY ASKED QUESTIONS

Q1. What is NMTS Online eService?
NMTS Online eService is the Means Testing System Online Website that provides enquiry functions for MOH and MSF-approved Organisations to enquire applicants' Means Testing results for various MOH/ MSF subsidy schemes.

Q2. What is an NMTS Organisation Account?
An NMTS Organisation account allows users of an Organisation access to the NMTS Online eService.

Q3. How do I apply for NMTS Organisation Account?
Organisations are required to complete the excel form 'NMTS Authorized Approver Form' and submit to MOH, copying the institution CEO, CIO or equivalent, for approval. MOH will forward the form to NMTS administrator for processing once approved.

NMTS Administrator will inform Organisation upon successful creation of the NMTS Organisation account. Users will only be able to apply for individual NMTS user accounts after the Organisation account set-up is completed.

Q4. How do users of my Organisation apply for NMTS Accounts?
After the NMTS Organisation Account is set up, users may email the completed MT01 Form and Letter of Undertaking to nmtsadm@ncs.com.sg, with a copy to the Primary and Secondary OAAs for their approval. NMTS administrator will proceed with creation of user accounts upon receiving an email acknowledgement from the Primary or Secondary OAA.

Q5. Can I apply for NMTS Account through MediClaim Helpdesk?
No. NMTS account application can only be processed via NMTS administrator.

Q6. What is the estimated turnaround time for the NMTS Account processing?
For NMTS Organisation accounts, set-up will be completed within 10 working days. For NMTS user accounts, account will be created within 3 working days from the receipt of duly signed original Letter Of Undertaking.

Q7. How will users be informed after the NMTS Account has been created?
Organisation's user will receive a system generated email on his/her NMTS User ID and Corppass ID.

In addition, NMTS administrator will notify users on the successful creation of NMTS User ID and Corppass ID via email, with a copy to the Organisation's Primary and Secondary OAAs.

Q8. If my NMTS Account is disabled, who can I approach for assistance?
You may submit a request to enable your account to nmtsadm@ncs.com.sg, with a copy to your Organisation's Primary & Secondary OAAs. NMTS Administrator will proceed with Account Enabling upon receiving the email approval from your Organisation's Primary or Secondary OAA.

Q9. How do I terminate my NMTS Account?

Organisation users may submit a request for termination of NMTS UserID and Corppass ID using the MT02 Form, to nmtsadm@ncs.com.sg, with a copy to the Primary and Secondary OAAs for their approval. Users may submit this for their own account or on behalf of other users within the Organisation (i.e. staff who have left the Organisation). NMTS administrator will proceed with the termination of user accounts upon receiving an email acknowledgement from the Primary or Secondary OAA.

Q10. Who should I contact if I encounter problem?

- **IT System Usage**
  - Call 6776 9330 or email to mediclaim@ncs.com.sg.
  - Operation Hours: Mon - Fri, 8.30am to 6pm (excluding public holidays).

- **NMTS User Account**
  - Email to nmtsadm@ncs.com.sg.
  - Operation Hours: Mon - Fri, 8.30am to 6pm (excluding public holidays).

- **Assistance with ILTC means-test approach, Means-Test Declaration Form and Financial Assistance Form**
  - Call 1800 275 2427 or email to mohh.nmtsadmin@mohh.com.sg
  - Operation hours: Mon – Fri, 8:30am to 6:00pm on Mondays to Fridays (excluding public holidays)

Q11. How do I fill up the MT01/MT02 forms?
Please refer to Section 8 in this document (NMTS User Account Guide) for the instructions.

8   INSTRUCTIONS ON COMPLETING NMTS FORMS

8.1   NMTS Authorized Approver Form

Users who are applying for new Organisation accounts on behalf of their Organisation should complete and submit the NMTS Authorized Approver Form.

	Field Description	**Remarks**
1.	Institution Name	▪ The Institution Name should be aligned with the institution's name as indicated in the Letter of Award issued by MOH/ MSF
2.	Primary Approver Name, NRIC, Designation, Email and Contact No	▪ To input details of Organisation's staff who have oversight of users' job scope and can approve creation/ termination of all user accounts within the Organisation.
3.	Secondary Approver Name, NRIC, Designation, Email and Contact No	▪ To input details of an alternative staff who can approve creation/ termination of user accounts in place of the Primary Approver.
4.	CEO, CIO or Equivalent Name, Designation or Email	▪ To input details of CEO, CIO or equivalent personnel from your Organisation, who can approve the appointment of the Organisation's Primary and Secondary Approvers.
5.	Verified CEO/ CIO/ Equivalent, Access Level, Scheme, Institution Code Value	▪ Please leave these fields blank, to be completed by MOH/ MSF officers

8.2   User Account Application Form (MT01)

Users applying for new user accounts should complete and submit the [NMTS Account Application Form (MT01)](#).

	Field Description	**Remarks**
1.	Name	▪ The user applying for the user account must indicate his/her name as stated in their NRIC or Employment Pass. ▪ The name should match the one entered in the Letter of Undertaking.
2.	NRIC	▪ The NRIC should match the one entered in the Letter of Undertaking.
3.	Email	▪ The email provided should be the official email used by the user for his/her Organisation. ▪ The email will be used by the administrators for account administration purpose such as account creation.
4.	Contact No.	▪ The contact number provided will be used by the administrators for account administration purpose.
5.	Organisation Name	▪ This is the full name of the user's Organisation. ▪ The Organisation name should match the one entered in the Letter of Undertaking.
6.	Mobile Number of OTP	▪ Please enter the mobile number that currently using for the one-time password.
7.	Corppass ID	▪ Please enter the Corppass ID. *If you do not have a Corppass ID, please approach your institution's Corppass Administrator for details on Corppass account creation.*
8.	UEN No	▪ The UEN No should match with the Corppass account, and it should be UEN No of user's Organisation.
9.	Existing NMTS User ID (For NMTS only)	▪ Enter this field if you have existing NMTS User account.
10.	Access Required (For NMTS only)	▪ MT only: Performs Means Testing. ▪ MT & FA: Performs Means Testing and Financial Assistance. ▪ Select only 1 access that is relevant for your role.
11.	Application needed	▪ Please select NMTS only.
12.	New Application User ID	▪ Please leave this field blank.
13	New/ Existing Token User ID	▪ Please leave this field blank.

8.3   User Account Termination Form (MT02)

Users who wish to terminate their own or other users' accounts should complete and submit the NMTS Account Termination Form (MT02).

S/N	Field Description	Remarks
1.	Name	▪ The user applying for the termination of his/her own user account must indicate his/her name as stated in their NRIC or Employment Pass. ▪ For individuals who are submitting the form on behalf of other users (e.g. staff who have left the Organisation), this should be the name of the user whose account is to be terminated.
2.	Organisation Name	▪ This is the full name of the user's Organisation. ▪ The Organisation name should match the one entered in the Letter of Undertaking.
3.	Terminate Application?	▪ Select as Yes to terminate NMTS application account.
4.	NMTS UserID	▪ Enter NMTS user account to be terminated.
5.	Reasons for Termination & Effective Date	▪ Enter reason for termination and effective date.
6	Requestor's Name	▪ To provide Requestor's name if the termination request is made on behalf of another user.
7.	Signature	▪ User or requestor to sign off the request.
8.	Termination Date	▪ Please leave this field blank.

9   OTHER APPLICATION FORMS

9.1   Application Form for Subsidies and Financial Assistance for Intermediate and Long-Term Care Form Application Form

This Application Form shall be used for users who are applying for Subsidies and Financial Assistance for Intermediate and Long Term Care.

10   EMAIL TEMPLATES FOR NMTS ACCOUNT CREATION AND TERMINATION REQUESTS

10.1   Request for NMTS User IDs

From	Institution Requestor
To	NMTSADM@ncs.com.sg
CC	Primary & Secondary Authorized Approver
Subject	Creation of new NMTS User Account

Message Body

Dear NMTS Administrator,

Please assist to create a new NMTS user account under XXX Institution.

Attached is the completed MT01 application form and Letter of Undertaking.

<This section is compulsory and only applicable for users who opt for both MT & FA access in NMTS>
I declare that I require access to the Financial Assistance (FA) module in NMTS to assess applicants' need for financial assistance on top of baseline means-test subsidies, such as Subsidy Deviation or MediFund application, and information obtained will only strictly be used for the above FA assessment.

Dear [Name of the Primary] & [Name of the Secondary Authorized Approver],

This email seeks your approval for creation of my NMTS account.

Please acknowledge this email as approval for my NMTS account creation.

Yours sincerely,
<Institution Requestor>

Note: NMTS Admin will create the account upon receiving all required documents and email approval from the Primary or Secondary Authorized Approver.

10.2   Request for Termination of NMTS Account

From	Institution Requestor/ Primary or Secondary Authorized Approver
To	NMTSADM@ncs.com.sg
CC	Primary & Secondary Authorized Approver
Subject	Request for Termination of NMTS User Account

Message Body

Dear NMTS Administrator,

Request to terminate NMTS UserID: xxxxxxxxxx.

<This section is optional for requests initiated by Primary or Secondary OAA>
Attached is the completed termination form (MT02) is attached.

Dear Primary/Secondary Authorized Approver,

This email seeks your approval to proceed with the termination of the above NMTS UserID(s).

Please acknowledge this email as approval for the termination of accounts.

Yours sincerely,
<Institution Requestor>

Note: NMTS Admin will terminate the NMTS Account upon receiving the email approval from the Primary or Secondary Authorized Approver.