

User Guide for TGonline Account

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TGonline
Ministry of Education
SINGAPORE

Published July 2021

► 1. Tuition Grant Application

1. Tuition Grant Application

The **MOE Tuition Grant (TG) Application Guide** provides step-by-step instructions to enable you to activate your TOnline account and/ or apply for the TG. You will take about 10-15 minutes to complete the application process.

Before you activate your TOnline account and/ or apply for TG, please get ready the following information.

Personal details

NRIC/ FIN	<input type="text"/>	Date of Birth	<input type="text"/>
Matriculation/ Student Card number	<input type="text"/>		
Personal email address	<input type="text"/>		
Contact no. (Mobile)	<input type="text"/>		

Details of surety 1 (Two sureties are required)

Full name	<input type="text"/>		
NRIC/ FIN (if applicable)	<input type="text"/>	Date of Birth	<input type="text"/>
Passport/ Foreign ID number	<input type="text"/>		
Contact number	<input type="text"/>		
Postal address <i>(The address should be provided in English)</i>	<input type="text"/>		
	<input type="text"/>		
Email address	<input type="text"/>		

Details of surety 2

Full name	<input type="text"/>		
NRIC/ FIN (if applicable)	<input type="text"/>	Date of Birth	<input type="text"/>
Passport/ Foreign ID number	<input type="text"/>		
Contact number	<input type="text"/>		
Postal address <i>(The address should be provided in English)</i>	<input type="text"/>		
	<input type="text"/>		
Email address	<input type="text"/>		

1. Tuition Grant Application

If you are a

New TG Applicant

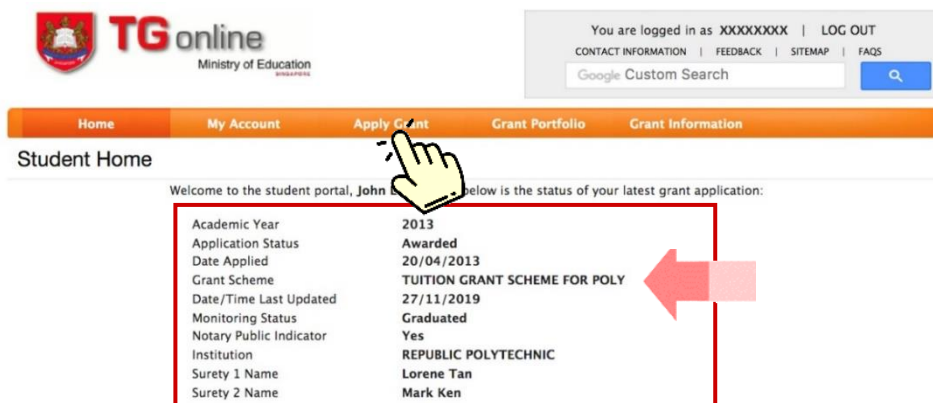
If you are applying TG for the **first time**, you need to activate your TOnline account. Please proceed to [Step 1.1](#).

If you are a

Polytechnic Upgrader

If you have **previously received TG for your diploma studies** and are entering into our autonomous university,

- you **do not** need to activate your TOnline account as you would have an existing account.
- if you are **unable to login** to your TOnline account, please refer to [Section 3](#).
- if you are **unable to view your Poly Tuition Grant Scheme** (see screenshot below), please contact MOE at <https://go.gov.sg/tg-enquiry>.



The screenshot shows the TOnline portal interface. At the top, there is a header with the TOnline logo and Ministry of Education. A user is logged in as 'XXXXXXXXX' with a 'LOG OUT' button. Navigation links include 'CONTACT INFORMATION', 'FEEDBACK', 'SITEMAP', and 'FAQS'. A search bar is also present. The main navigation bar has links for 'Home', 'My Account', 'Apply Grant', 'Grant Portfolio', and 'Grant Information'. The 'Apply Grant' link is highlighted by a hand cursor. Below the navigation bar, the 'Student Home' section displays a welcome message and a table showing the status of the latest grant application.

Academic Year	2013
Application Status	Awarded
Date Applied	20/04/2013
Grant Scheme	TUITION GRANT SCHEME FOR POLY
Date/Time Last Updated	27/11/2019
Monitoring Status	Graduated
Notary Public Indicator	Yes
Institution	REPUBLIC POLYTECHNIC
Surety 1 Name	Lorene Tan
Surety 2 Name	Mark Ken

If you are **able** to view your Poly Tuition Grant Scheme, click **Apply Grant** and proceed to [Step 1.8](#).

1. Tuition Grant Application

1.1

- Proceed to <https://tgonline.moe.gov.sg>
- Click "**Student Login**".



Scan here



[CONTACT INFORMATION](#) | [FEEDBACK](#) | [SITEMAP](#) | [FAQS](#)

Google Custom Search



[Home](#)

[Student Login](#)

[Grant Information](#)



The Tuition Grant Scheme was introduced by the Government to help students with the costs of tertiary education in Singapore. The Tuition Grant Scheme is currently open to students enrolled for the full-time diploma or undergraduate courses in the Institutes of Higher Learning (subject to guidelines under existing policy). Singapore Citizens will be automatically awarded a Tuition Grant without the need for application. There is no bond obligation required of Singapore Citizens. For all non-Singaporean students (including Singapore Permanent Residents), in exchange for the grant received under the Tuition Grant Scheme, they are required to apply for Tuition Grant (subject to MOE's approval) and sign a Tuition Grant Agreement in which they will be contractually obliged to work in a Singapore entity for three (3) years upon graduation.

1.2

Click "**New student? Click here**".

[Home](#)

[Student Login](#)

[Grant Information](#)

User ID (NRIC/FIN)

Password

Login

Clear

*Please read the [Terms and Conditions](#) before you proceed with the e-Service.

[New student? Click here](#)

[Lost password](#)



1. Tuition Grant Application

1.3

- Enter your **FIN/ NRIC, Matriculation/ Student Card number** and **Date of Birth**.
- Click "**Submit**".



[Home](#) [Student Login](#) [Grant Information](#)

Verify your identity

NRIC/ FIN (e.g. F1234567A)

Matriculation No

Date of Birth (dd/mm/yyyy)



1.4

- Provide a **valid personal email address** (school email address should **not** be used) and a **new password** for your account.
- Click "**Activate**".

[Home](#) [Student Login](#) [Grant Information](#)

Provide E-mail Address

Email



New Password

Confirm New Password

Password Strength

-

Please provide your e-mail address to activate your account.
An activation e-mail will be sent to you



1. Tuition Grant Application

1.5

An **activation email** will be sent **to your personal email account**. Please check your email account and click on the "**activation link**".

Please activate your TGonline account

Inbox x

MOE_TGonline_@moe.gov.sg

to me ▾

Hi John Lee,

This email was sent to your email address registered with us. You must activate your account before you can login.

Please click the following link to directly access the Account Activation page:

<http://tgonline.moe.gov.sg/tgis/secure/activateUser.action?userid=xxxxx@activationCode=xxxxxxxxxx8>

If you are unable to click on the above link, please copy the above url to your web browser's address bar.



Once activated, you will be automatically logged in.

1. Tuition Grant Application

1.6

Click on "**Student Login**" link and you will be logged in automatically.



1.7

- You have **successfully** activated your TGonline account.
- Please proceed to click "**Apply Grant**".



1. Tuition Grant Application

1.8

- **Verify your details** and **update** “**Contact information**” and “**Addresses**”.

Apply Grant Application - Student Particulars

Apply Grant

This e-Service may take you 15–20 minutes to complete.

Student Particulars	Surety 1	Surety 2
Student Particulars		
Grant Scheme	TUITION GRANT SCHEME FOR UNDERGRADUATE DEGREE	
Academic Year	2019	
Institution	NATIONAL UNIVERSITY OF SINGAPORE (NUS)	
Current Course	Bachelor of Laws	
NRIC/ FIN (e.g. F1234567A)	XXXXXXXX	
Citizenship	CHINESE	
Name	John Lee	
Matriculation Number	1000395	
Birth Date (dd/mm/yyyy)	01/01/1990	
Sex	Male	
Contact Information		
Passport No *	<input type="text"/>	
Telephone Number *	<input type="text"/>	
Personal Email *	<input type="text"/>	
Addresses		
Home Country Address 1 *	<input type="text"/>	

Verify details
If any of the details are incorrect, please inform your school.

Update details

Update details
Please do not provide hostel address.

1. Tuition Grant Application

1.9

- Update the details of your sureties.
- Click “**Next**”.

[Home](#) [My Account](#) [Apply Grant](#) [Grant Portfolio](#) [Grant Information](#)

Apply Grant Application - Surety 1 Particulars

[Apply Grant](#)

[Student Particulars](#) [Surety 1](#) [Surety 2](#)

[Back](#) [Next](#)

Surety 1

Title *

Surety 1 Full Name *

Citizenship *

Permanent Resident *

Passport/Foreign ID number

NRIC/FIN (e.g. F1234567A)

Birth Date (dd/mm/yyyy) *

Race

-- Please Select --

(as shown in Identification Document)

-- Please Select --

☐ No ☐ Yes

-- Please Select --

Contact Information

E-mail *

Contact No (Mobile) *

Contact No (Home)

Addresses

Home Country Address 1 *

Home Country Address 2

Home Country Address 3

Home Postal Code *

Home Country is Singapore ☐

Singapore Address 1

Update details

1. Tuition Grant Application

1.10

- Please confirm that all the information entered is **true and correct**.
- Check the “**Declaration checkbox**” and click on “**Confirm Grant Application**”.

Home	My Account	Apply Grant	Grant Portfolio	Grant Information
------	------------	-------------	-----------------	-------------------

Apply Grant Application - Confirm Particulars

Apply Grant

Student Particulars	
Grant Scheme	TUITION GRANT SCHEME FOR UNDERGRADUATE DEGREE
Academic Year	2019
Institution	NATIONAL UNIVERSITY OF SINGAPORE (NUS)
Current Course	Bachelor of Laws
NRIC/ FIN (e.g. F1234567A)	XXXXXXXX
Citizenship	CHINESE
Name	John Lee
Matriculation Number	1000395
Birth Date (dd/mm/yyyy)	01/01/1990
Sex	Male
Contact Information	
Passport No	XXXXXXXX
Telephone Number	9990XXXX
Personal Email	xxxxxxxx@gmail.com
Addresses	
Home Country Address 1	661 Simei Ave 6
Home Country Address 2	-
Home Country Address 3	Singapore
Home Postal Code	123661
Singapore Address 1	661 Simei Ave 6
Singapore Address 2	-
Singapore Address 3	Singapore
Singapore Postal Code	123661
Surety 1	
Title	Mdm
Surety 1 Full Name	Lorene Tan
Passport/Foreign ID number	556400112
NRIC/ FIN (e.g. F1234567A)	-
Birth Date (dd/mm/yyyy)	12/11/1980
Citizenship	CHINESE
----- Page Break -----	
Surety 2	
Title	Mr
Surety 2 Full Name	Mark Ken
Passport/Foreign ID number	778112212
NRIC/ FIN (e.g. F1234567A)	-
Birth Date (dd/mm/yyyy)	15/10/1975
Citizenship	AUSTRALIAN
Permanent Resident	No
Race	OTHERS
Contact Information	
E-mail	xxxxxxxx@gmail.com
Contact No (Home)	9955XXXX
Contact No (Office)	-
Addresses	



I declare that all the information provided in this online form is true and accurate to the best of my knowledge and I have not deliberately omitted any relevant fact. Should I be granted the Government Subsidy based on the above information which later turns out to be false or inaccurate, I understand that the subsidy will be withdrawn from me and I will render myself liable to appropriate action

[Back to Application](#)

[Confirm Grant Application](#)

my knowledge and I have not deliberately omitted any relevant fact. Should I be granted the Government Subsidy based on the above information which later turns out to be false or inaccurate, I understand that the subsidy will be withdrawn from me and I will render myself liable to appropriate action

[Back to Application](#)

[Confirm Grant Application](#)



1. Tuition Grant Application


1.11

Your TG application has been **successfully** submitted. You may **print/save** a copy of your TG application by clicking the “**Print**” icon.

[Home](#) [My Account](#) [Apply Grant](#) [Grant Portfolio](#) [Grant Information](#)

Grant Application Submitted

[Apply Grant](#)

Print 

Your application has been submitted successfully.
You may edit the application details before the online application ends.
Please refer to the "Grant Calendar" for the online application periods and signing schedules.

Student Particulars	
Grant Scheme	TUITION GRANT SCHEME FOR UNDERGRADUATE DEGREE
Academic Year	2019
Institution	NATIONAL UNIVERSITY OF SINGAPORE (NUS)
Current Course	Bachelor of Laws


1.12

Click “**Home**” to confirm your TG application status.

[Home](#) [My Account](#) [Apply Grant](#) [Grant Portfolio](#) [Grant Information](#)

Student Home

Welcome to the student portal, **John Lee**! Shown below is the status of your latest grant application:

Academic Year	2019
Application Status	Submitted 
Date Applied	27/11/2019
Grant Scheme	TUITION GRANT SCHEME FOR UNDERGRADUATE DEGREE
Date/Time Last Updated	27/11/2019
Monitoring Status	Pending
Notary Public Indicator	No
Institution	NATIONAL UNIVERSITY OF SINGAPORE (NUS)
Surety 1 Name	Lorene Tan
Surety 2 Name	Mark Ken




1. Tuition Grant Application

Note:

If there are **changes to your sureties' details** after you have submitted your TG application, click "**Grant Portfolio**" followed by the "**Pencil**" icon. If you are unable to do so, please check with your institution.

Home	My Account	Apply Grant	Grant Portfolio	Grant Information
------	------------	-------------	-----------------	-------------------

Grant Application History

Grant Info	Grant Scheme	AY	Date Applied	Date Awarded	Units Taken / Total Eligible	Application Status	Monitoring Status	Months Bond Served / Total	Action
Requests Submit Requests Change of Surety Request Bond Deferment Request Bond Deferment Extension Request Bond Release Request Bond Buyout Request Employment Updates Submit Employment Updates	TG-UG-AU	2019	16/08/2019	-	- / -	Submitted	Pending	- / -	  

1 record(s)



► 2. Set up of Email OTP (For New users)

2. Set up of Email OTP (New users)

You are required to login to your TGonline account in order to **set up the email OTP**.

2.1

- Download “**FreeOTP Authenticator**” app on your mobile phone.



2.2

- Login to your TGonline account.



[FAQ](#) · [FEEDBACK](#) · [CONTACT US](#) · [SITEMAP](#)

ENHANCED BY Google



[Home](#)

[Student Login](#)

[Grant Information](#)

User ID (NRIC/FIN)

Password

Login

Clear

*Please [read the Terms and Conditions](#) before you proceed with the e-Service.

New student? [Click here](#)

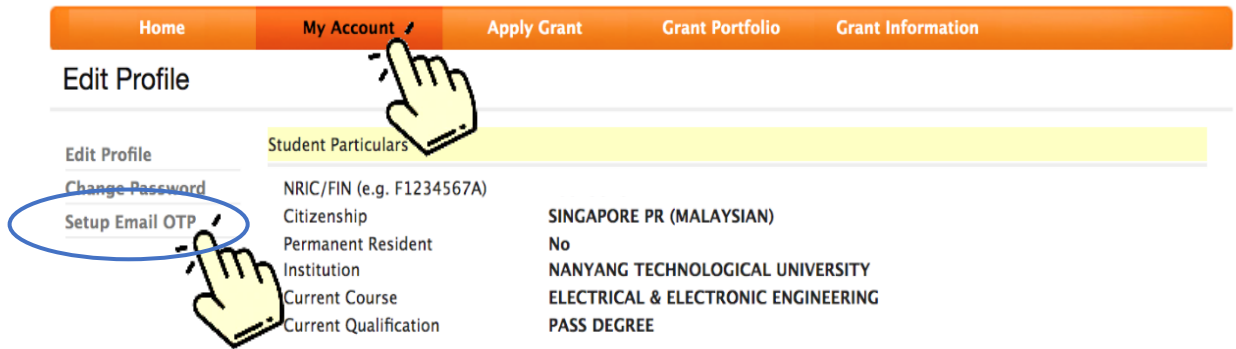
[Lost password](#)

[Reset Email](#)

2. Set up of Email OTP (New users)

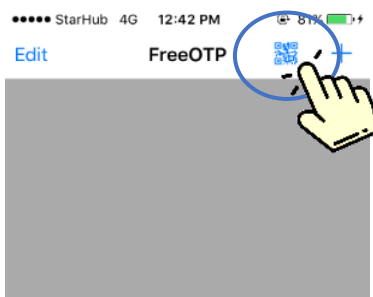
2.3

- Click “**My Account**”.
- Click “**Setup Email OTP**”.

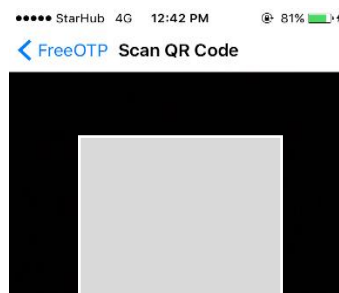


2.4

- Open the “**FreeOTP**” app on your mobile phone.
- Click “**QR code**” icon.



Main Menu of “FreeOTP”



QR capture screen

2. Set up of Email OTP (New users)

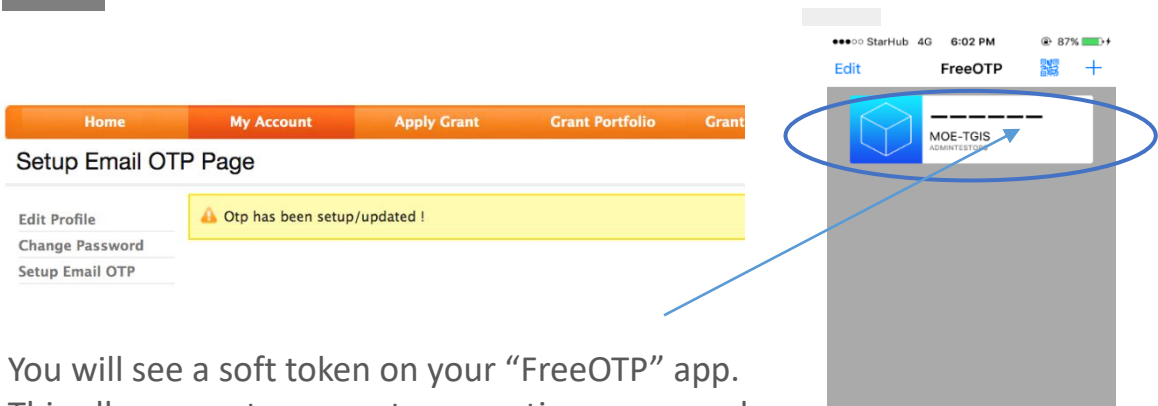
2.5

- **Scan QR code** from your TGonline account using the “FreeOTP” app.
- Click “**Confirm**”.



2.6

The OTP has been **successfully** set up!



You will see a soft token on your “FreeOTP” app. This allows you to generate a one-time password whenever you reset your email. Refer to [Section 5.2](#).



► 3. Unlock of Account or Reset Password

3. Unlock of Account or Reset Password

If you encounter the following message while trying to log in to your TGonline account, you would need to unlock your account or reset your password.

Your account has been **suspended**.
Please click on “**Lost password**” to reset your password and
unlock your account

or

You have input an **invalid User ID or Password**.
Please try again with the correct User ID or Password.

3. Unlock of Account or Reset Password

To **unlock your account** or **reset your password**, please get ready your **User ID (NRIC/FIN)** and **Email Address*** that is registered in TGonline system.

* If you have forgotten your Email Address, refer to **Section 2** for instructions to obtain a Hint of your Registered Email Address.

3.1

- Proceed to <https://tgonline.moe.gov.sg>
- Click “**Lost Password**”.



Scan here

3.2

- Enter your **User ID** (NRIC/ FIN) and **Email Address** (case-sensitive).
- Enter the characters in the image to authenticate the Captcha.
- Click “**Submit**”.

3.3

A **Password Recovery email** will be sent to your **personal email account**.



3.4

- Check your **email account** and
- Click on the **web link** to access Reset Password page.

Hi,
Following mail contains the reset code for User Account registered with us.

User ID:

Reset Code: v5q27a8zrhq0

Click the following link to directly access Reset Password page.

<http://u-tgonline.moe.gov.sg/tgis/secure/recoverPassword.action>



3. Unlock of Account or Reset Password

3.5

- Enter your **User ID** (NRIC/ FIN) and **Reset code** provided in the **Password Recovery email**.
- Create a “**New Password**”.
(The password must be at least **12 characters** and it must contain at least 1 special character (e.g. #,%,@,!), 1 upper and lower case alphabet.)
- Click “**Reset Password**”.

The screenshot shows a web form for password recovery. The form has fields for User ID, User Reset Code, New Password, Confirm New Password, and Password Strength. A red box highlights the New Password and Confirm New Password fields. A green label 'STRONG' is next to the Password Strength field. A blue circle highlights the 'Reset Password' button, with a hand icon pointing to it. To the right, an example email is shown with the User ID and Reset Code circled in blue. The email text is: 'Hi, Following mail contains the reset code for User Account registered with us. User ID: v5q27a8zrhq0 Reset Code: v5q27a8zrhq0 Click the following link to directly access Reset Password page. http://u-lgonline.moe.gov.sg/tgis/secure/recoverPassword.action'.

3.6

Once you see the screen below, it means that your TGonline account has been **successfully enabled** and/ or your **password has been reset**.

Home	My Account	Apply Grant	Grant Portfolio	Grant Information
Student Home				
Welcome to the student portal,		Name! Shown below is the status of your latest grant application:		
Academic Year	2000			
Application Status	Awarded			
Date Applied	03/06/2016			
Grant Scheme	TUITION GRANT SCHEME FOR UNDERGRADUATE DEGREE			
Date/Time Last Updated	03/06/2016			
Monitoring Status	Graduated			
Notary Public Indicator	No			
Institution	NANYANG TECHNOLOGICAL UNIVERSITY			
Surety 1 Name	-			
Surety 2 Name	-			



► 4. Obtain Hint on Email Address

4. Obtain Hint on Email Address

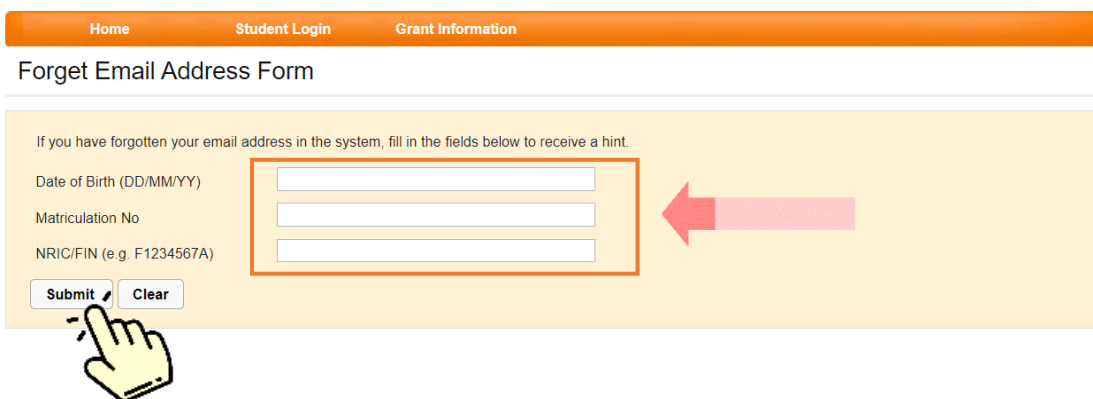
If you have **forgotten your registered email address**, please follow the steps below:

4.1 • Click “Hint Email Address”.



The screenshot shows the TGonline Ministry of Education Singapore website. The top navigation bar includes links for Home, Student Login, and Grant Information. The main heading is "Password Reset Form". The form contains fields for User ID, Email, and CAPTCHA. A red box highlights the "Hint Email Address" link, with a hand cursor pointing to it. Below the CAPTCHA field, there is a text prompt "Please enter the characters in the image below" and a CAPTCHA image showing the text "DKU7 t u". A "Submit" button and a "Clear" button are at the bottom of the form.

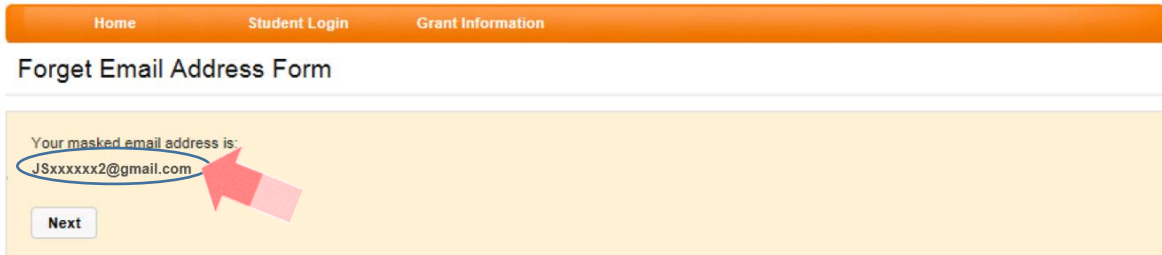
4.2 • Enter your **Date of Birth**, **Matriculation No.** (or Student Card No.) and **NRIC/ FIN**. • Click “Submit”.



The screenshot shows the TGonline Ministry of Education Singapore website. The top navigation bar includes links for Home, Student Login, and Grant Information. The main heading is "Forget Email Address Form". Below the heading, there is a text prompt: "If you have forgotten your email address in the system, fill in the fields below to receive a hint." The form contains fields for Date of Birth (DD/MM/YY), Matriculation No, and NRIC/FIN (e.g. F1234567A). A red box highlights the input fields, with a hand cursor pointing to the "Submit" button. A large red arrow points to the right, indicating the next step.

4.3

Your **registered email address** will be revealed partially (see sample below). Please use this hint to recall your email registered in TOnline system.



The screenshot shows the 'Forget Email Address Form' with a navigation bar containing 'Home', 'Student Login', and 'Grant Information'. The form title is 'Forget Email Address Form'. Below the title, it says 'Your masked email address is:' followed by 'JSxxxxxx2@gmail.com'. A red arrow points to the masked email address. A 'Next' button is located below the masked email address.

4.4

You may now use your **email address** to **reset your password**.



The screenshot shows the 'Password Reset Form' with a navigation bar containing 'Home', 'Student Login', and 'Grant Information'. The form title is 'Password Reset Form'. Below the title, there are input fields for 'User ID', 'Email', and 'Hint Email Address'. A red arrow points to the 'Hint Email Address' field. Below the 'Hint Email Address' field, there is a CAPTCHA image showing the characters 'DKU7 t u' and a 'Refresh' button. At the bottom, there are 'Submit' and 'Clear' buttons. A hand icon is pointing at the 'Submit' button.

► 5. Reset of Email Address

5. Reset of Email Address

You are required to **set up an email OTP** before you can **reset your email address**. If you wish to reset your email address but is unable to set up the email OTP, please contact MOE at <https://go.gov.sg/tg-enquiry>.

5.1

- Proceed to <https://tgonline.moe.gov.sg>
- Click “**Reset Email**”.



Scan here



FAQ · FEEDBACK · CONTACT US · SITEMAP

ENHANCED BY Google



Home

Student Login

Grant Information

User ID (NRIC/FIN)

Password

Login

Clear

*Please read the [Terms and Conditions](#) before you proceed with the e-Service.

New student? Click here

Lost password

Reset Email



5.2

Enter your **User ID** (NRIC/ FIN) and **OTP code** from the “**FreeOTP**” app installed in your mobile device.

Home

Student Login

Grant Information

Reset E-mail Address

User ID

OTP Code

Submit

Clear



Edit FreeOTP

794960

5.3

- Enter your “**New Personal Email Address**” to be registered in TGonline system.
(Do note that the email address is case-sensitive.)
- Click “**Reset Email**”.

Home Student Login Grant Information

Reset E-mail Address

New Email Address

xxxxx@gmail.com

Reset Email Clear

5.4

Your email address has been **successfully** updated.

Home Student Login Grant Information

Reset E-mail Address

⚠ Email is updated !