



# **Bookmuseums@SG**

## User Manual for Teachers

V1.4

## Table of Contents

1. Introduction .....	2
1.1. Summary .....	2
1.2. Purpose .....	2
1.3. Audience.....	2
1.4. Prerequisites.....	2
1.5. Acronyms & Definitions .....	2
2. Login and Registration .....	3
2.1. Non-whitelisted domain registration .....	5
3. Manage Profile.....	7
4. Search Programme.....	8
5. Tour Booking .....	11
6. Manage Bookings .....	19
7. Feedback.....	22
8. Logout.....	23

## 1. Introduction

### 1.1. Summary

Bookmuseums@SG is an internet website that allows teachers / school staff to book for various museum's events, exhibitions, and workshop independently. It also enables NHB stakeholders (consisting of NHB staff and specific Museum staff) to manage the events calendar, booking registration and various post-booking activity such as offline payment tracking.

### 1.2. Purpose

The purpose of this document is to provide a user manual to use Bookmuseums@SG features, menus, and controls.

### 1.3. Audience

This document is intended for schoolteachers, school admin staffs or staff in-charge who will book museum tour in Bookmuseums@SG.

### 1.4. Prerequisites

1. Computer or a mobile device with internet connection
2. Web browser (Chrome/Edge/Firefox etc.,)
3. Organisation or school email address with email credentials
4. SingPass credential with a registered mobile number in SingPass for OTP validation

### 1.5. Acronyms & Definitions

Acronyms	Descriptions
Bookmuseums@SG	Museum Tour Booking System
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 internet browser. Upon entering [www.bookmuseums.nhb.gov.sg](http://www.bookmuseums.nhb.gov.sg) address in the web browser, the home page will appear as shown in Figure 1.

Select the login button and it will prompt the user to sign in with their SingPass credentials.

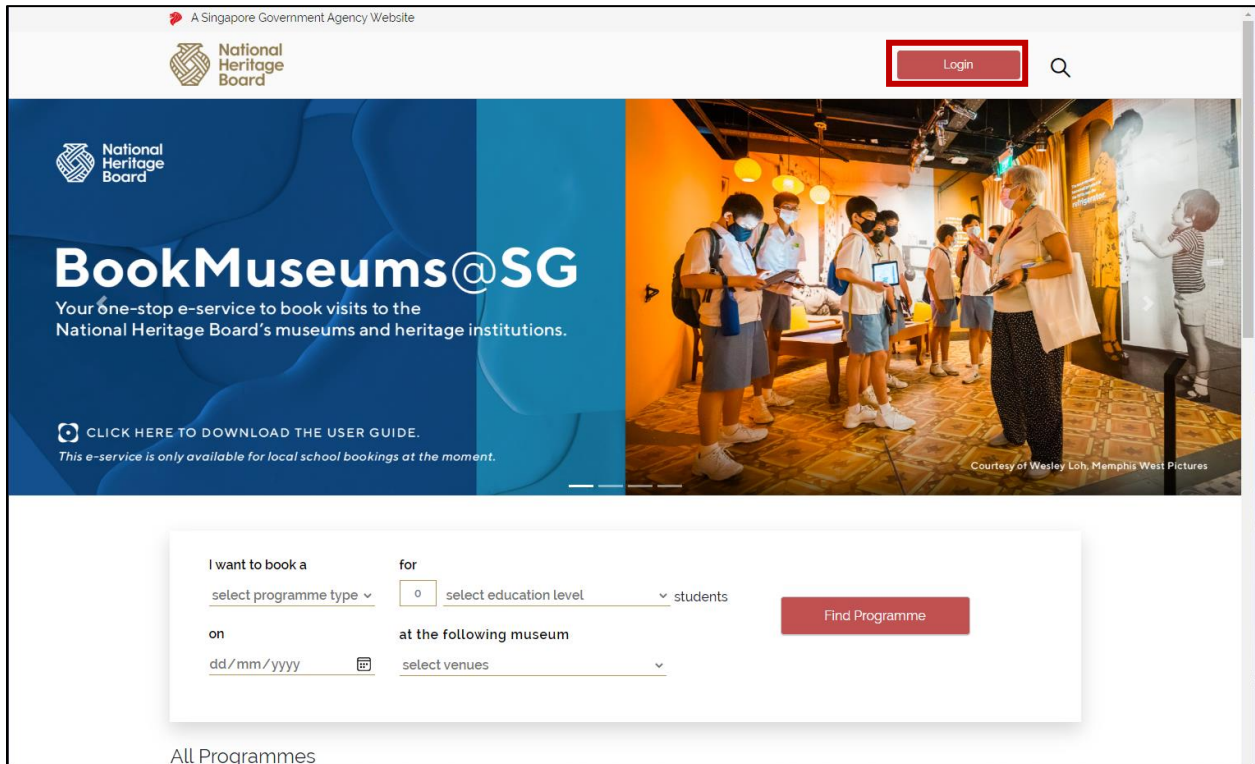


Figure 1: Home Page of BookMuseums@SG

All first-time users will require to do a one-time registration as shown in Figure 2.

The screenshot shows a 'Register' modal window on the National Heritage Board website. The page header includes the logo and 'National Heritage Board' text. The registration form contains the following fields and options:

- Create your account**
- First Name**: Text input field with placeholder 'First Name'.
- Last Name**: Text input field with placeholder 'Last Name'.
- School Type \***: Dropdown menu with 'Please select'.
- Schools \***: Dropdown menu with 'Please select'.
- Organization Email Address \***: Text input field with placeholder 'Organization Email Address'.
- Department**: Text input field with placeholder 'Department'.
- Mobile Number \***: Text input field with placeholder '8 Digit Mobile Number'.
- Office Contact \***: Text input field with placeholder 'Office Contact'.
- I agree to Terms and conditions\*
- Register**: Red button.

Figure 2: Registration Page for New Users

Teachers would have to key in the relevant details as shown before they are able to successfully register for the account. Verification would be sent to the email stated in the registration upon completion as shown in Figure 3.

```
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.

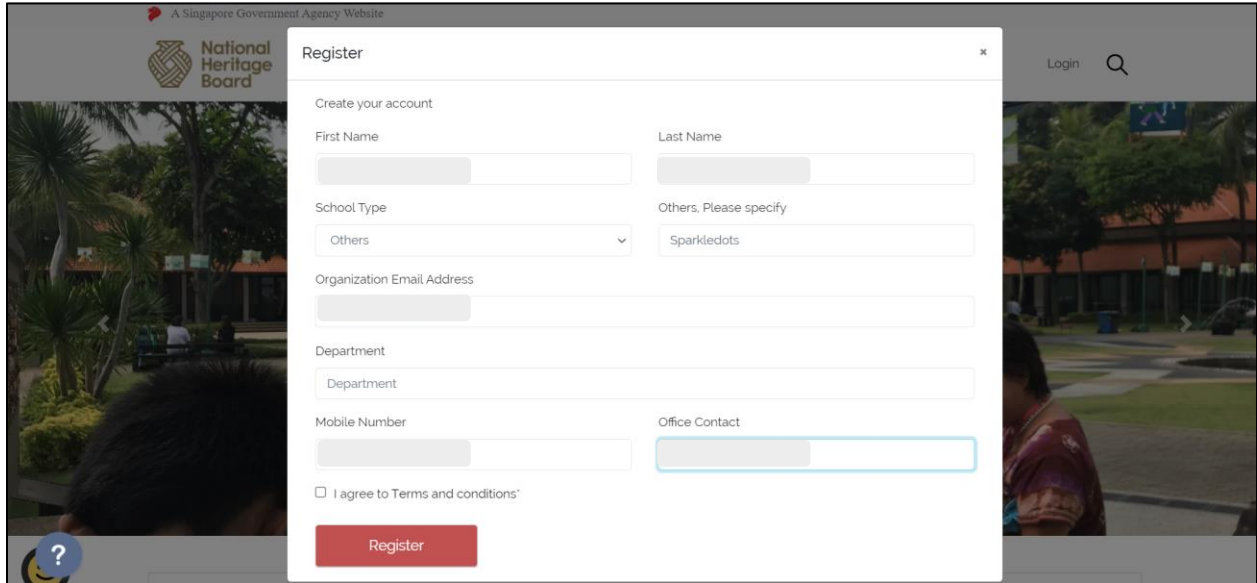
Regards,
Museum Tour Booking System Team
```

Figure 3: Verification Email of Account Creation

The verification email requires the teacher to verify the email. Once it is successfully verified, the teacher would be able to access the home page using their own account. This will allow them to search for the available programmes of all the museums on the website and begin the booking process.

## 2.1. Non-whitelisted domain registration

Teachers who are under non-whitelisted organization (school) domains are also able to register their profile through the same method. However, this registration will be submitted for the administrator to review.



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' (with a dropdown menu set to 'Others'), 'Others, Please specify' (with the text 'Sparkledots' entered), '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.

Upon submission of the request, the following message will be prompted as shown in Figure 4.

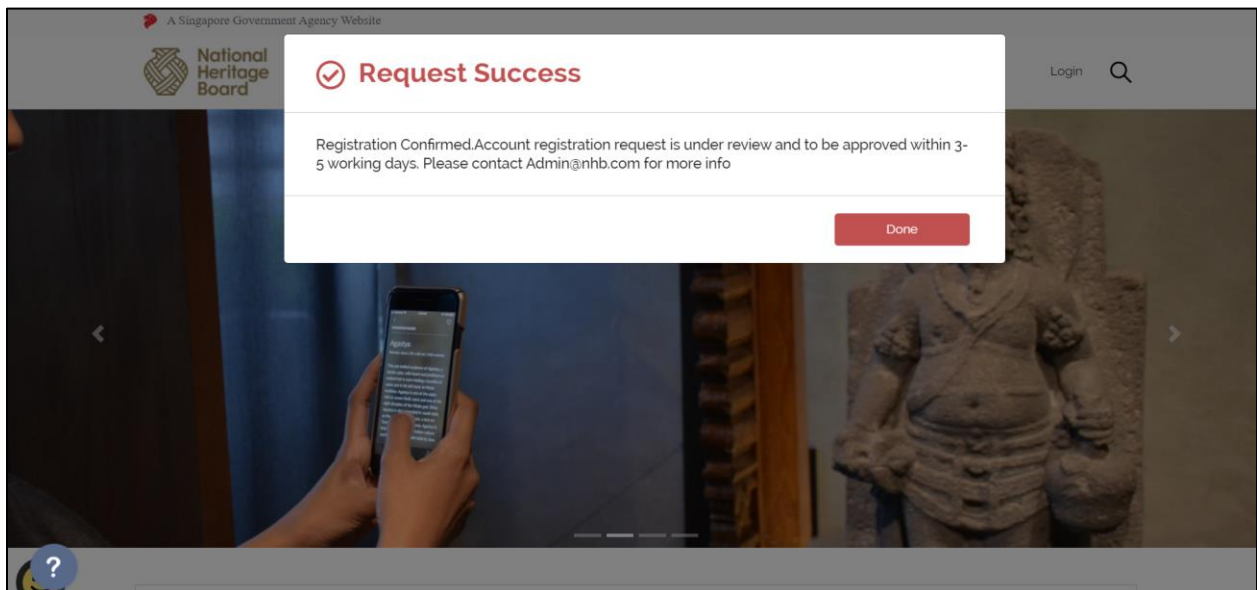
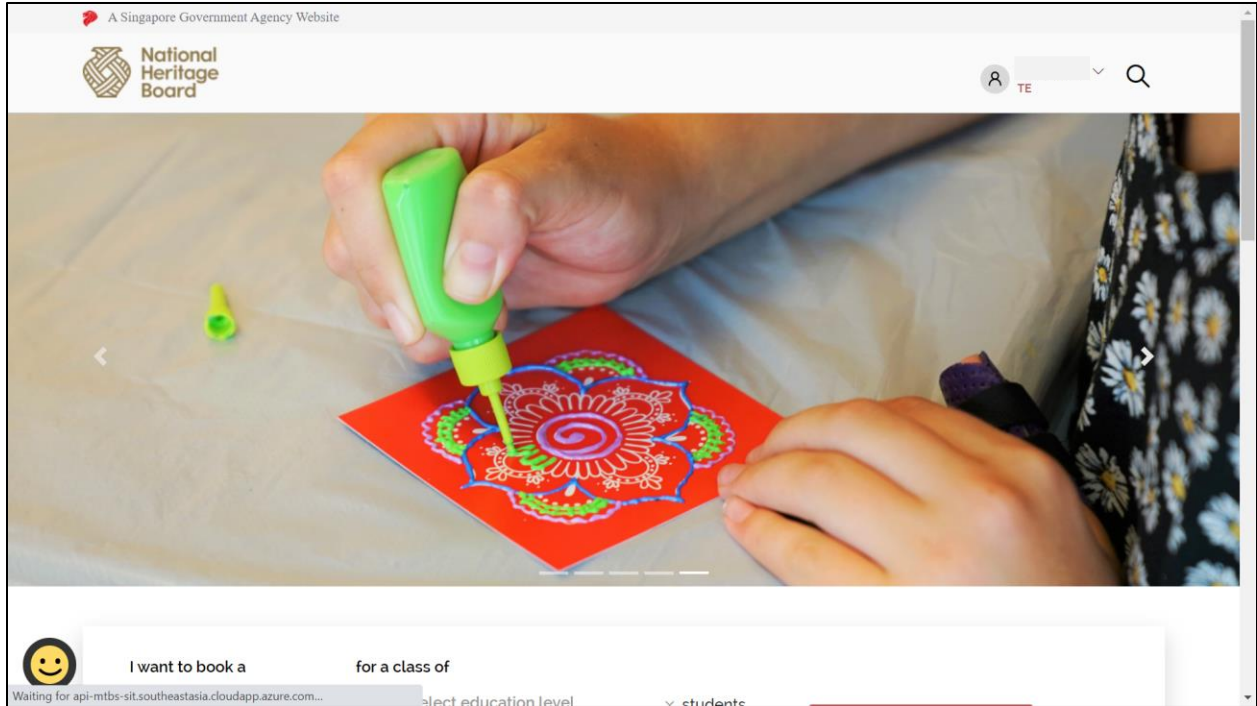
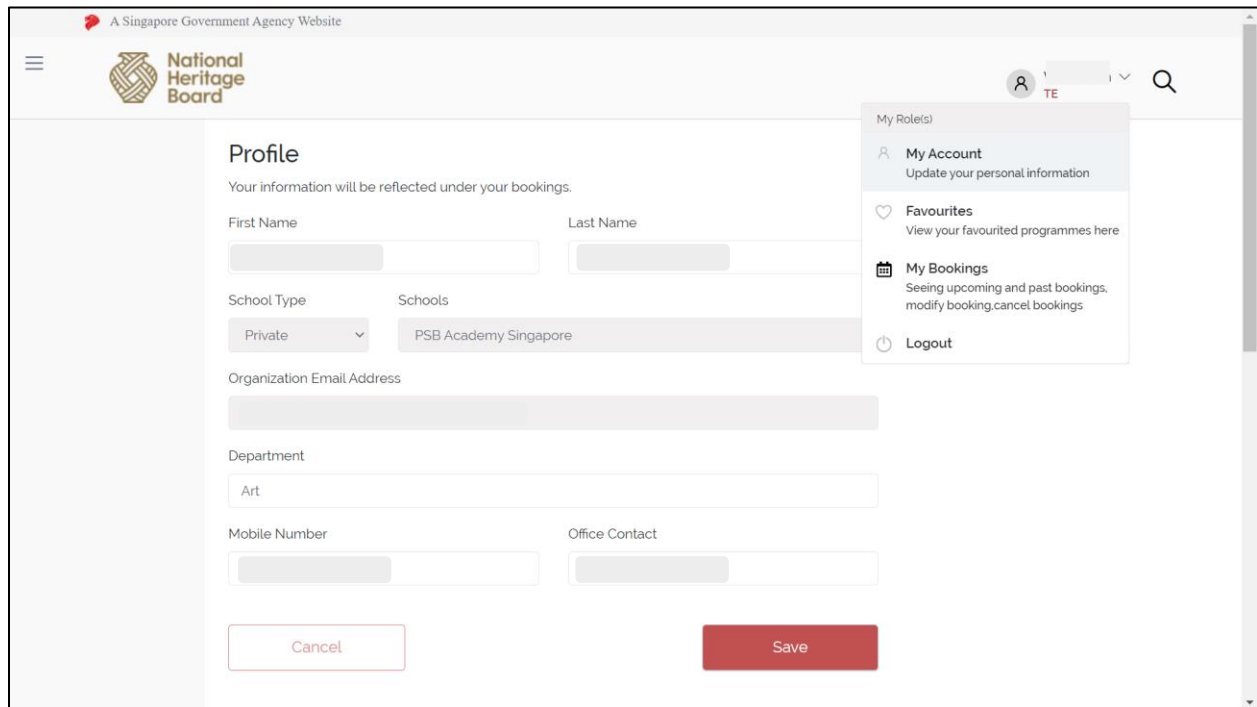


Figure 4: Request Access for non-whitelisted domains



### 3. Manage Profile

Under the option “My Account” in the menu allows for the teacher to update their profile details. Teachers can update the department and mobile number as shown in Figure 5. The details that were used prior to the registration such as first name, last name and the organization’s email address can’t be changed. Any changes that are required to be made for those options, can kindly approach the museum.



The screenshot displays the 'My Account Profile' page on the National Heritage Board website. The page is titled 'Profile' and includes a sub-header: 'Your information will be reflected under your bookings.' The form contains the following fields and options:

- First Name** and **Last Name**: Text input fields.
- School Type**: A dropdown menu currently set to 'Private'.
- Schools**: A text input field containing 'PSB Academy Singapore'.
- Organization Email Address**: A text input field.
- Department**: A text input field containing 'Art'.
- Mobile Number** and **Office Contact**: Text input fields.

At the bottom of the form are two buttons: 'Cancel' and 'Save'. On the right side, there is a sidebar menu titled 'My Role(s)' with the following items:

- My Account**: Update your personal information (highlighted).
- Favourites**: View your favourited programmes here.
- My Bookings**: Seeing upcoming and past bookings, modify booking, cancel bookings.
- Logout**.

Figure 5: My Account Profile

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

**Caution:** “Disable My account” option is available in “My Account” page as shown in Figure 6. This option can be used by teachers to delete their profile and related information. This option will also delete the teacher’s credential from the system. New registration is required if they wish to login to the system again.



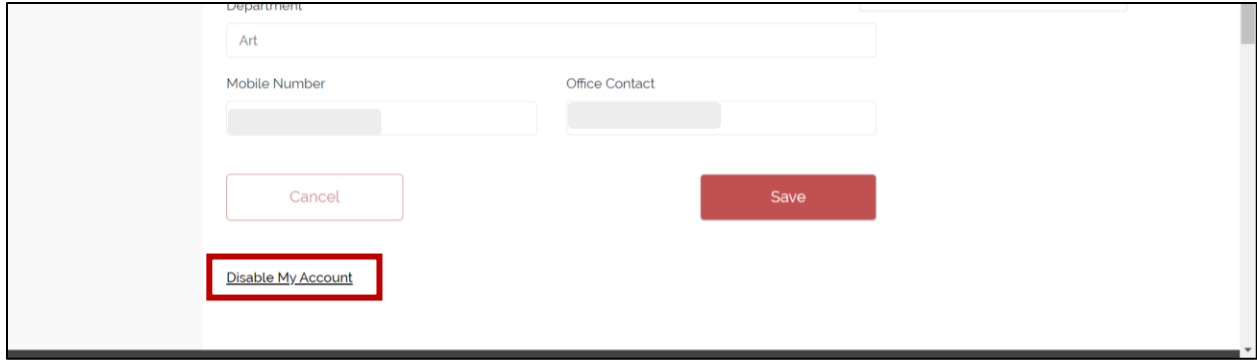


Figure 6: “Disable My Account” option

#### 4. Search Programme

All available programmes offered by the museum can be searched with the help of filters that are made available on the home page as shown in Figure 7 below. The filter allows for the teacher to search based on the “Programme Type”, “Education Level” and by “Museum”.

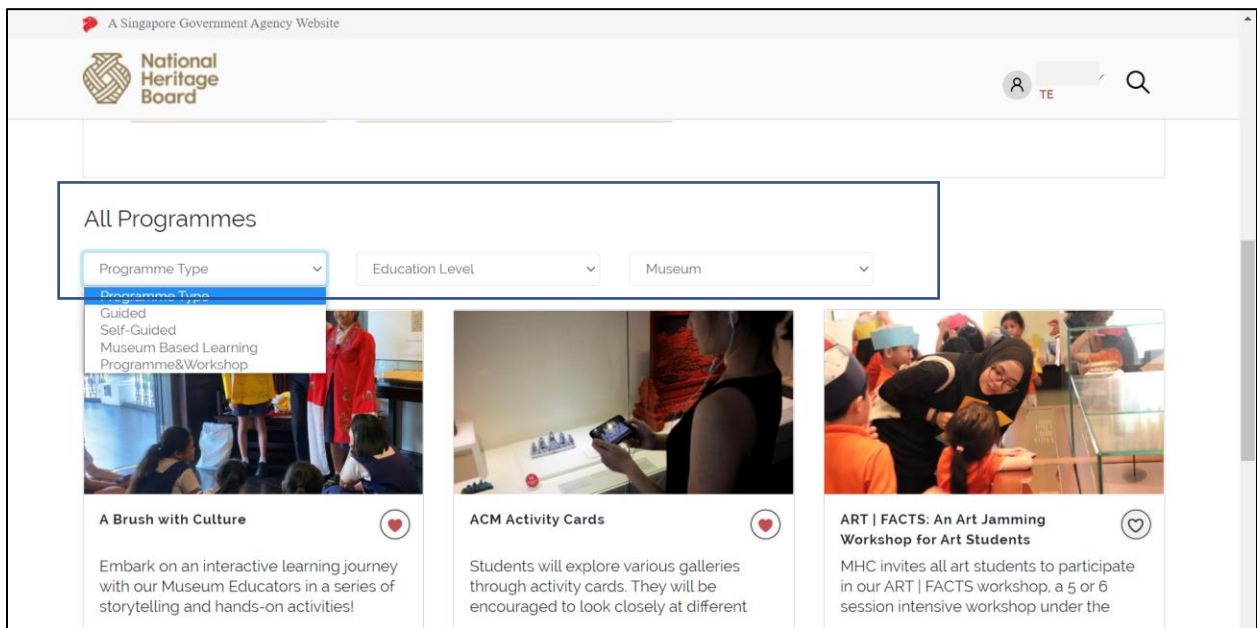


Figure 7: Searching for programmes available on the website

Alternatively, there is also a search bar to allow for the users to key in keywords to look for a specific category they wish to find as shown in Figure 8.

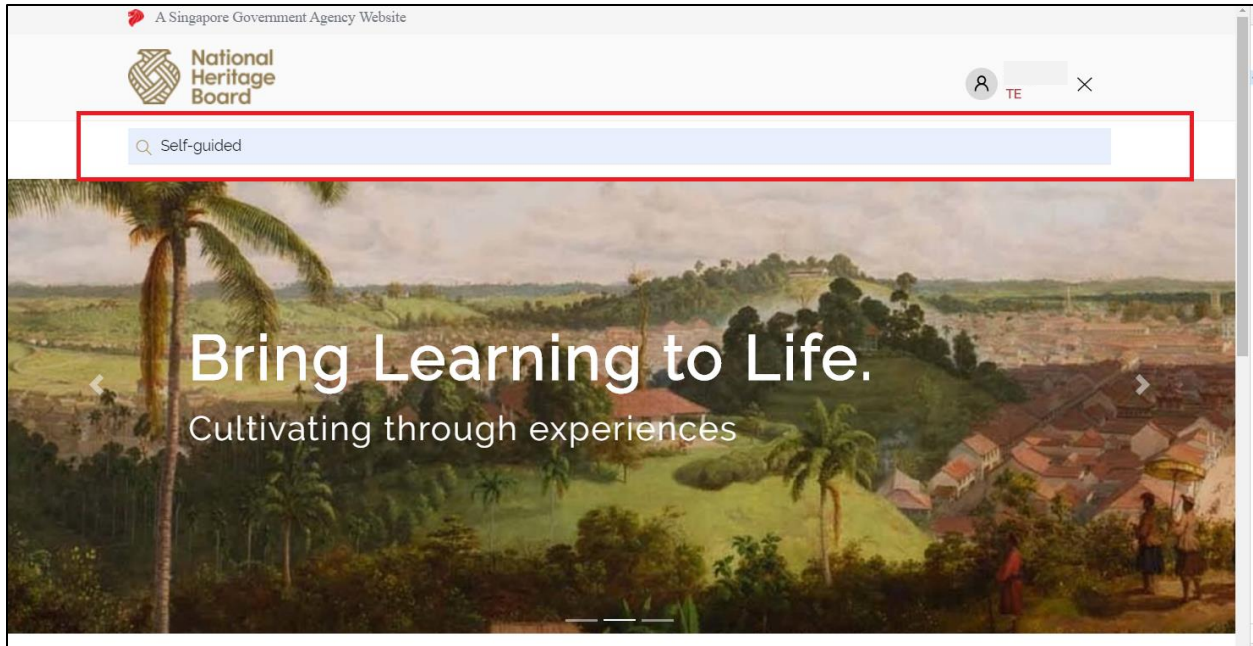


Figure 8: Search bar

The free-text option will list the related programmes and all the events information on the home page as highlighted in the search results as shown in Figure 9 below.

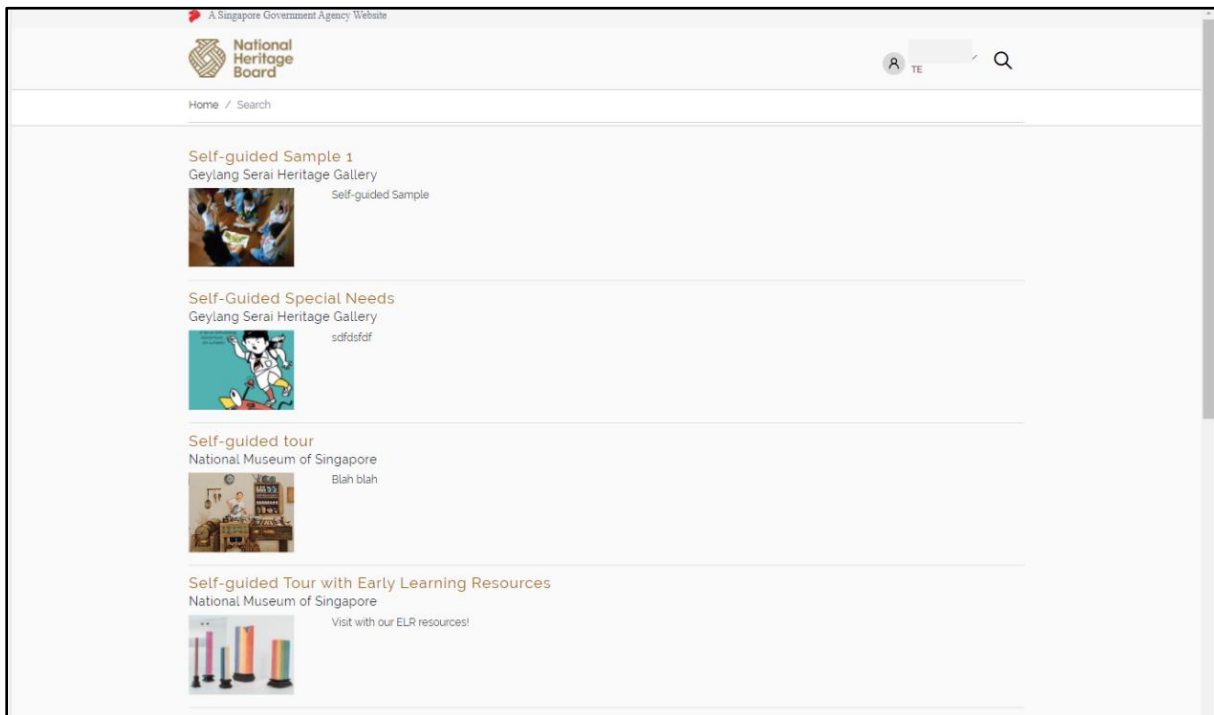


Figure 9: Search Results Example

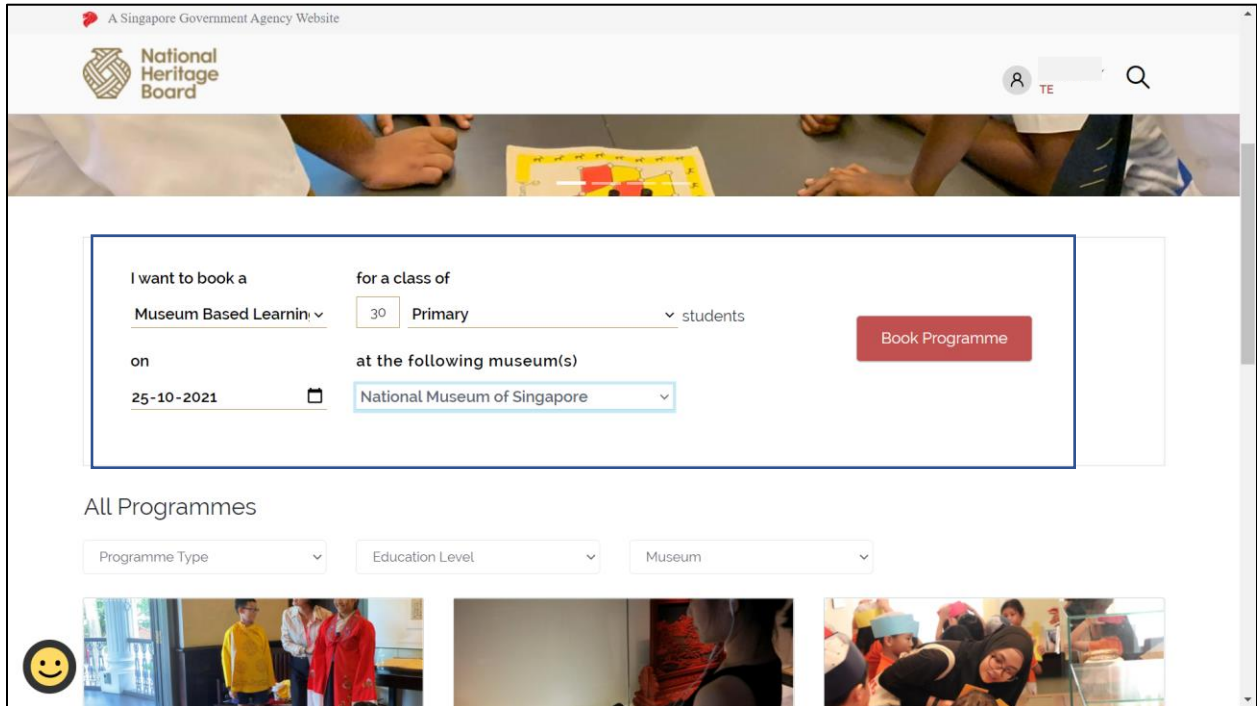
After choosing the desired programme, the teacher will be greeted with the programme card to view more details regarding the programme. The Programme's resources can be downloaded for a more detailed breakdown as shown in Figure 10.

The screenshot displays the National Heritage Board website interface. At the top, it identifies itself as 'A Singapore Government Agency Website' and features the National Heritage Board logo. A navigation bar includes a 'Login' link and a search icon. The main content area is divided into two columns. The left column features a title 'ART | FACTS: An Art Jamming Workshop for Art Students' and a sub-header 'Programme & Workshop'. Below this is an 'About' section with a paragraph describing the workshop's focus on art, craftsmanship, and heritage. A 'Resources' box contains a 'Download Here' link. A circular help icon with a question mark is located at the bottom left of this section. The right column contains a booking form with fields for 'Tour Date' (dd/mm/yyyy) and 'No. of Pax' (Select), followed by a 'View Calendar' button. Below the form, the 'Malay Heritage Centre' is listed, along with details on suitability (Polytechnic Year 1-3, 17-19 years old), available sessions (Sunday to Saturday), and duration (2.0 Hours).

Figure 10: Details of Programme and resources available

## 5. Tour Booking

Bookings can also be initiated from the home page using the “Book Programme” button. The teacher will have to select the following details such as the tour type, Pax/Student count, education level, tour date and the museum name as shown in Figure 11.



The screenshot shows the National Heritage Board website interface for booking a programme. At the top, it says "A Singapore Government Agency Website" and features the National Heritage Board logo. A search bar and a user profile icon labeled "TE" are visible in the top right. Below the header is a banner image of children looking at a map. The main booking form is highlighted with a blue border and contains the following fields:

- "I want to book a" dropdown menu with "Museum Based Learning" selected.
- "for a class of" section with a text input "30", a dropdown menu "Primary", and "students" text.
- "on" section with a date input "25-10-2021" and a calendar icon.
- "at the following museum(s)" dropdown menu with "National Museum of Singapore" selected.
- A red "Book Programme" button.

Below the form is a section titled "All Programmes" with three filter dropdown menus: "Programme Type", "Education Level", and "Museum". At the bottom, there is a row of three images: a smiley face icon, a group of people in traditional attire, and a group of people in a museum setting.

Figure 11: Tour Booking on Home page

Alternatively, teachers can select the programme cards available in the home page to view the details and book the tour as shown in Figure 12.

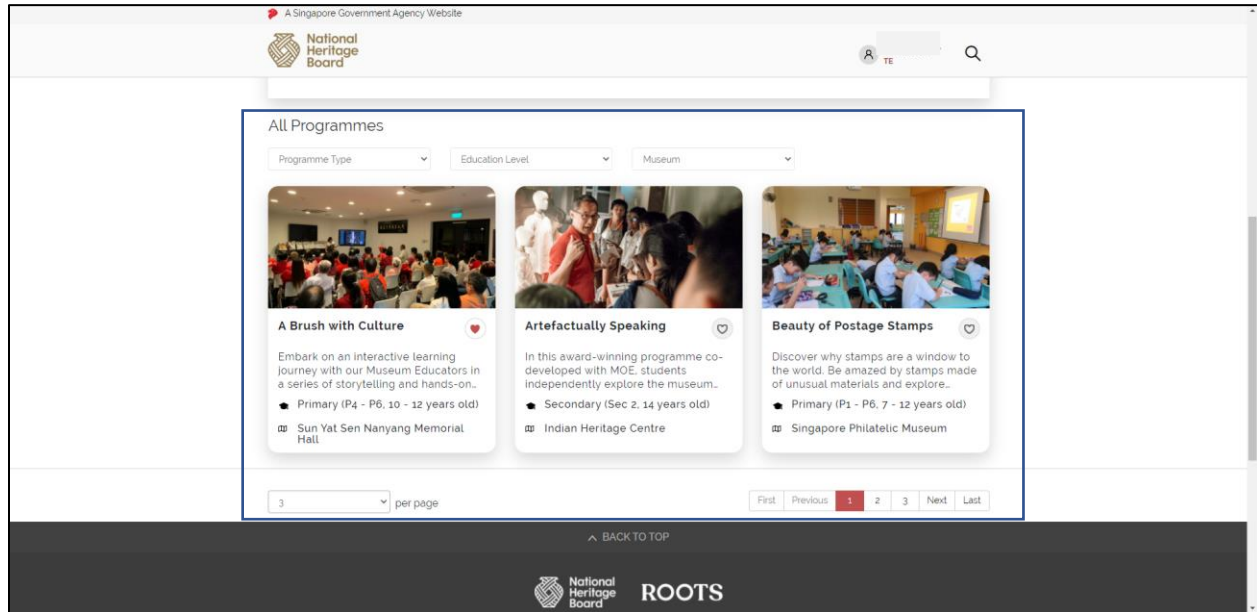


Figure 12: Home Page Programme Cards

Upon selection, the teacher can enter the tour date and the head count that can be shown in Figure 13.

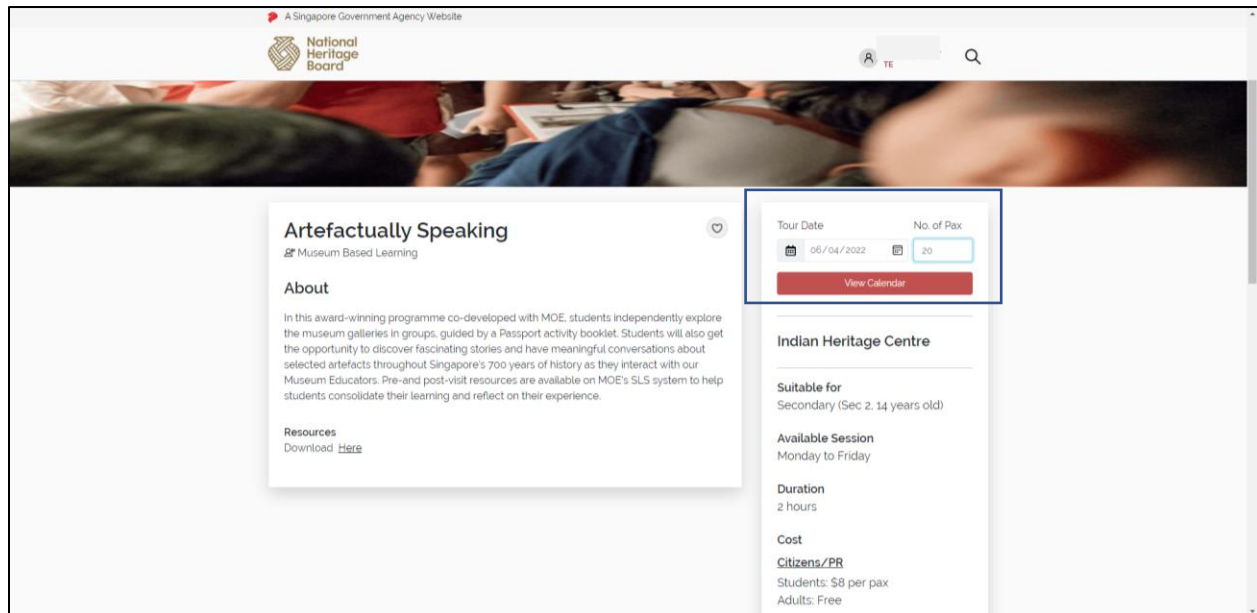
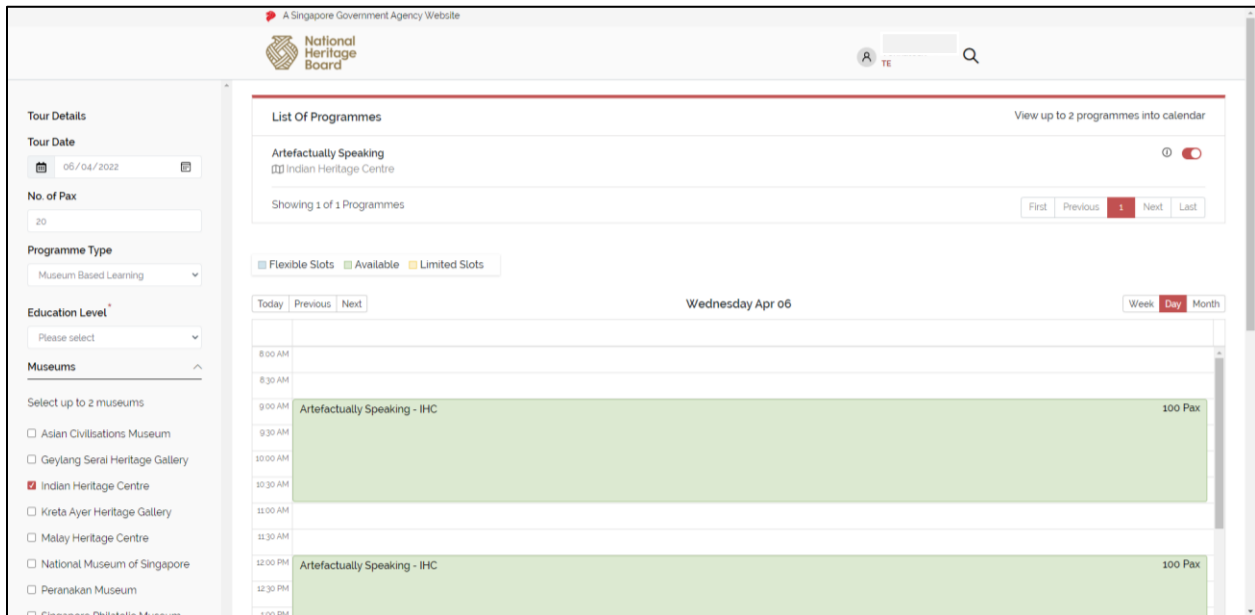


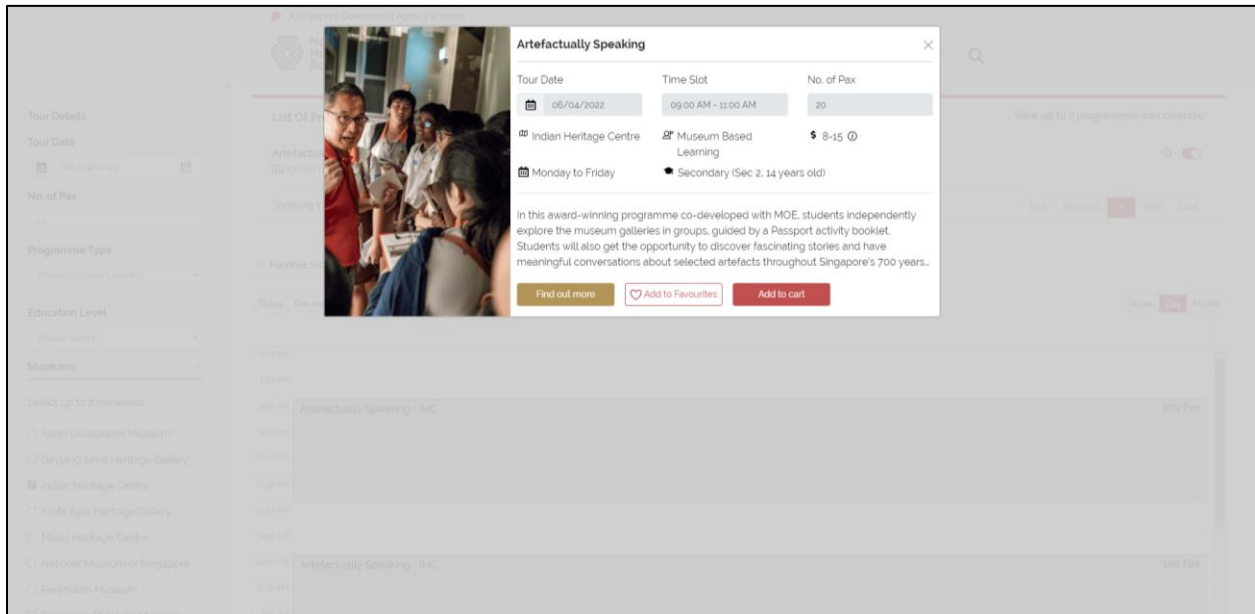
Figure 13: Example of selected programme with booking option on the right

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

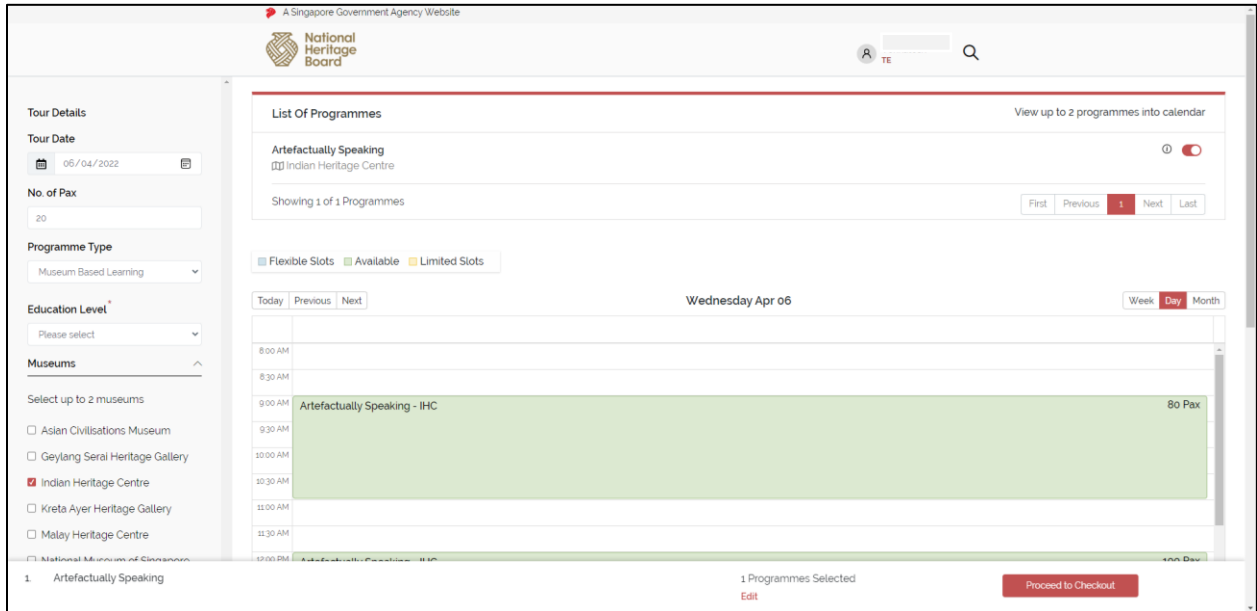
1. The available slots for the selected programme will be displayed in Calendar view.



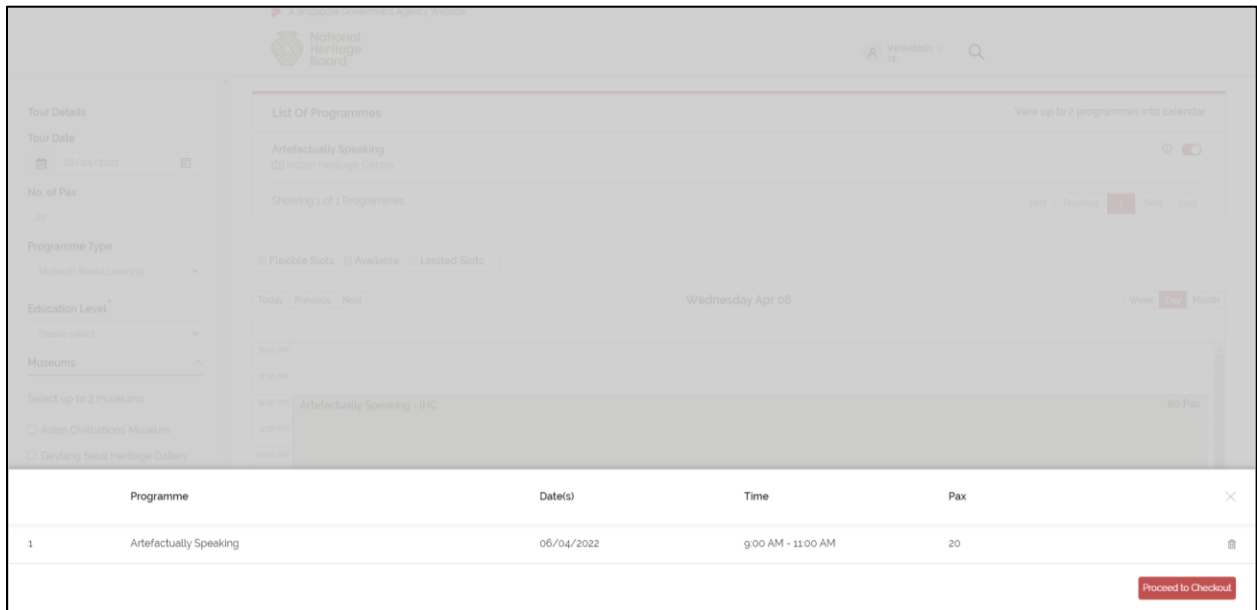
2. Select the slot to book and a program summary pop-up will be displayed. Click on “Add to cart”



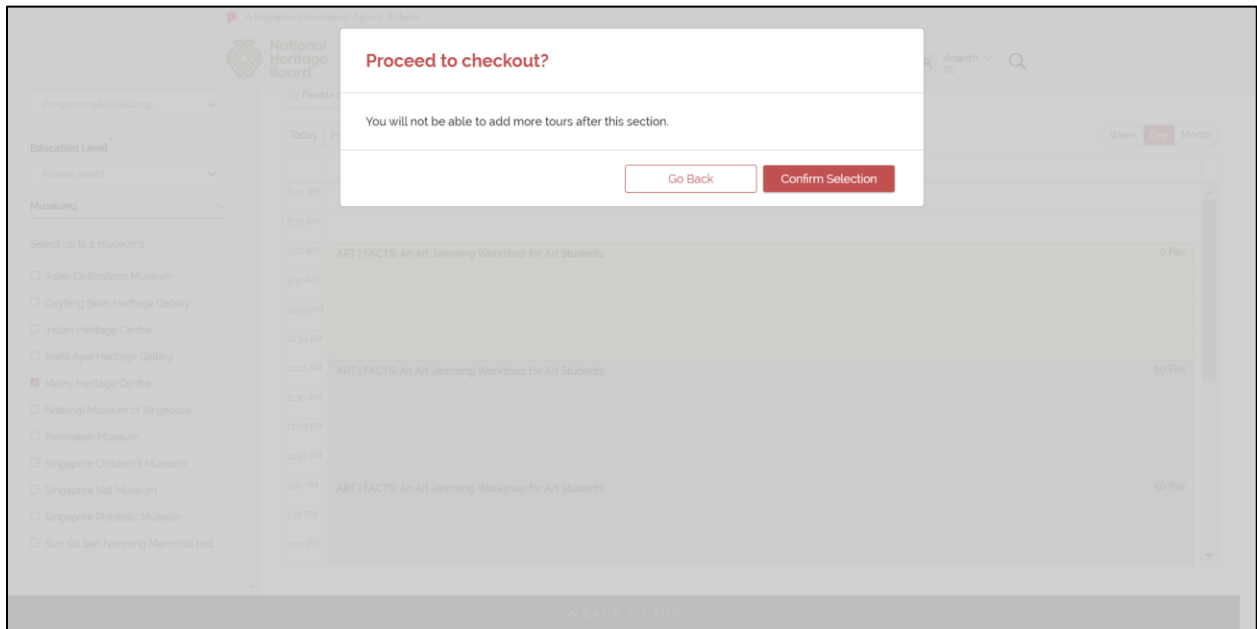
3. Selected program slot will be displayed at the bottom of the page.



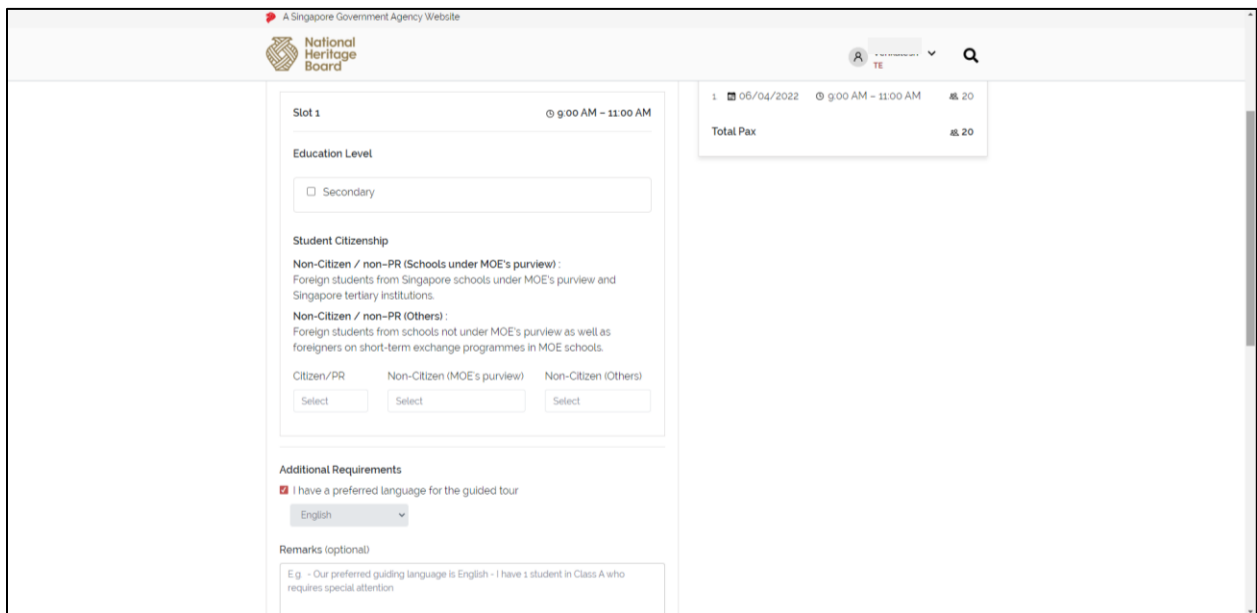
4. Selected program can be edited, and teachers can add more than one programme in a cart



5. Click “Proceed to Checkout” button to book the programme. A pop-up screen will appear once showing if the user wants to check out. If the teacher “Confirm Selection”, a booking will be made else “Go Back” allows for the user to edit or add more programmes into the cart.



6. Enter the booking details such as arrival time, education level and citizen level pax count and click on Next to proceed further.



7. It will bring the teacher to enter the school's point of contact details for each programme slot. The teacher is required to enter a minimum of two contact details.



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: 85960914

**Overall In-Charge (Optional)**

Name	Email	Mobile Number
Venkatesh Kumar	venkateshkumar.krishn	85960914

Apply overall in-charge as accompanying adult

**Artefactually Speaking**  
Museum Based Learning  
Indian Heritage Centre

1 Slot(s)

1 05/04/2022 9:00 AM - 11:00 AM Slot 1

A Singapore Government Agency Website

**National Heritage Board**

1 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](#)

1 06/04/2022 9:00 AM - 11:00 AM Slot 1  
Total Pax: 20

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

[^ BACK TO TOP](#)

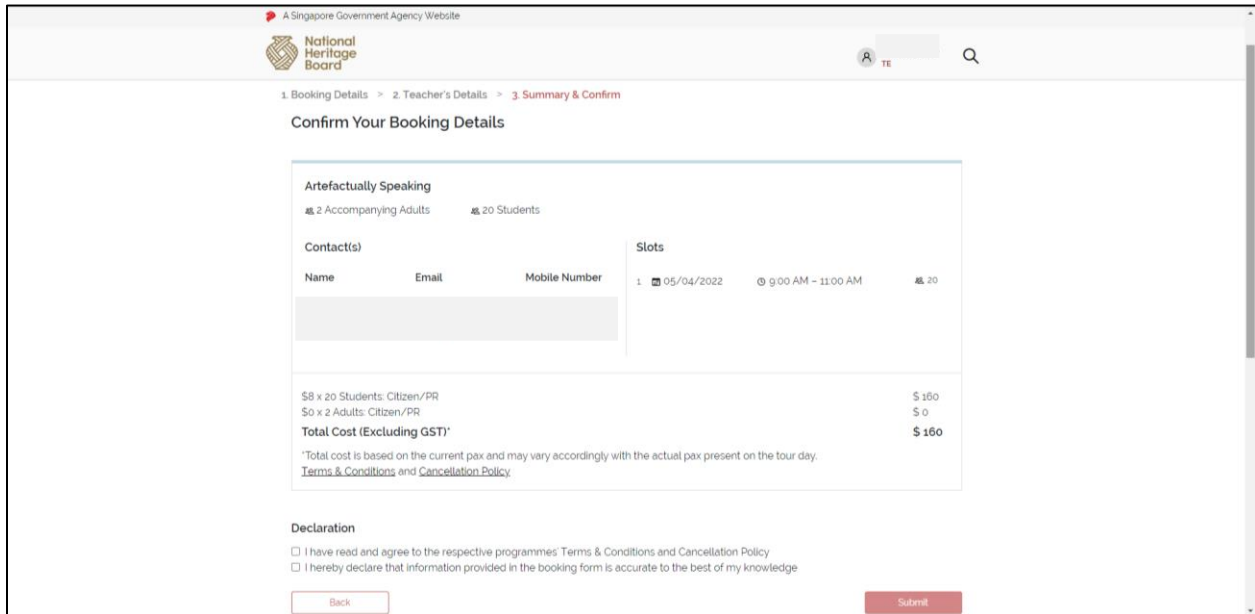
Citizen/PR	Non-Citizen (MOE's purview)	Non-Citizen (Others)
<input type="text" value="2"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
<p><b>Non-Citizen / non-PR (Schools under MOE's purview) :</b> Foreign adults from Singapore schools under MOE's purview and Singapore tertiary institutions.</p> <p><b>Non-Citizen / non-PR (Others) :</b> Foreign adults from schools not under MOE's purview as well as foreigners on short-term exchange programmes in MOE schools.</p>		
Name	Email	Mobile Number
<input type="text" value="Venkatesh Kumar"/>	<input type="text" value="VenkateshKumar.Krishn"/>	<input type="text" value="81234567"/>
<input type="button" value="+ Add New"/>		
<p>Minimum two contact personnel required. Please provide an alternate email address and contact number.</p>		

Name	Email	Mobile Number
<input type="text" value="Venkatesh Kumar"/>	<input type="text" value="VenkateshKumar.Krishn"/>	<input type="text" value="81234567"/>
<input type="text" value="John"/>	<input type="text" value="VenkateshKumar.Krishn"/>	<input type="text" value="91234567"/>
<input type="button" value="+ Add New"/>		
<p>Minimum two contact personnel required. Please provide an alternate email address.</p>		

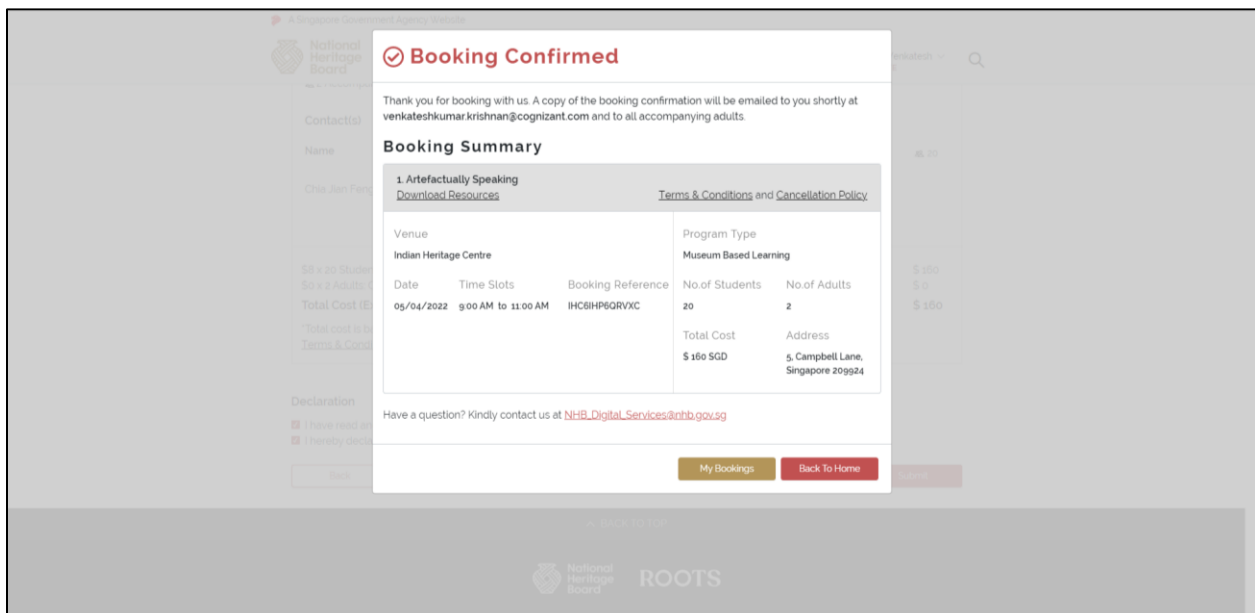
Note: The contact details for the alternative email address/contact number must be different. If not, it will trigger the message as shown above.

Name	Email	Mobile Number
<input type="text" value="Venkatesh Kumar"/>	<input type="text" value="VenkateshKumar.Krishn"/>	<input type="text" value="81234567"/>
<input type="text" value="Jerome"/>	<input type="text" value="jerome.goh@cognizant.com"/>	<input type="text" value="91234567"/>
<input type="button" value="+ Add New"/>		

- A booking summary will pop up which details the programme chosen and the teacher's contact details. Upon reviewing, the teacher must accept the declaration and submit to confirm the booking.



- Booking confirmation or pending message will appear in the screen.



**Note:** For Self-Guided and MBL, Immediate confirmation will be displayed. For other tour types based on the docent / Workshop coordinator availability booking will be confirmed by museum.

## 6. Manage Bookings

Under this option, teachers can manage or edit the upcoming tours that was booked. Edits such as increasing or decreasing the number of people attending, contact details and even raise special requests to the museums.

Teachers would have to click the profile name in the top-right corner and select “My Bookings” option to check on their booking history, any upcoming tours or edit upcoming tours as shown in Figure 14.

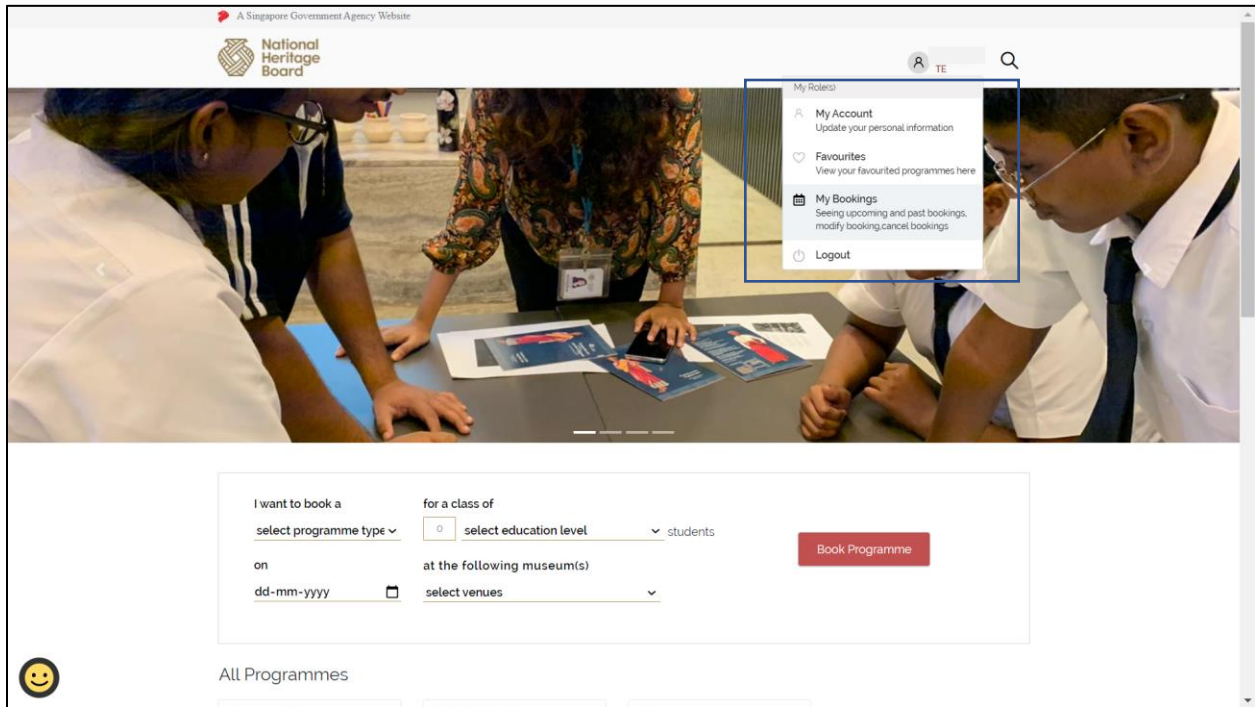
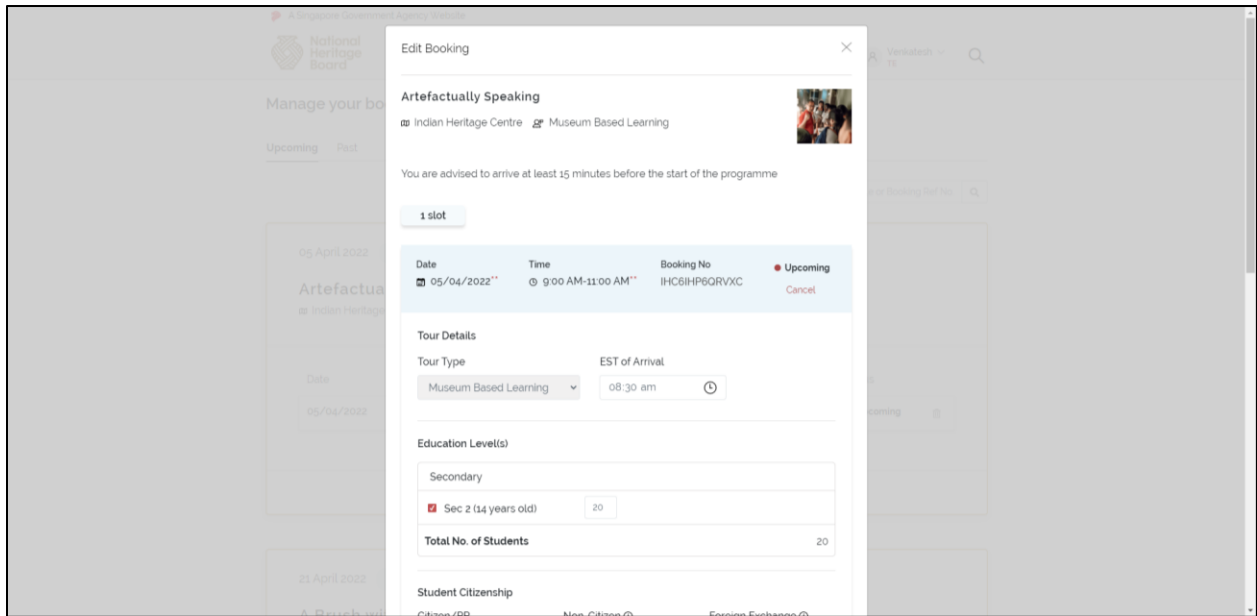
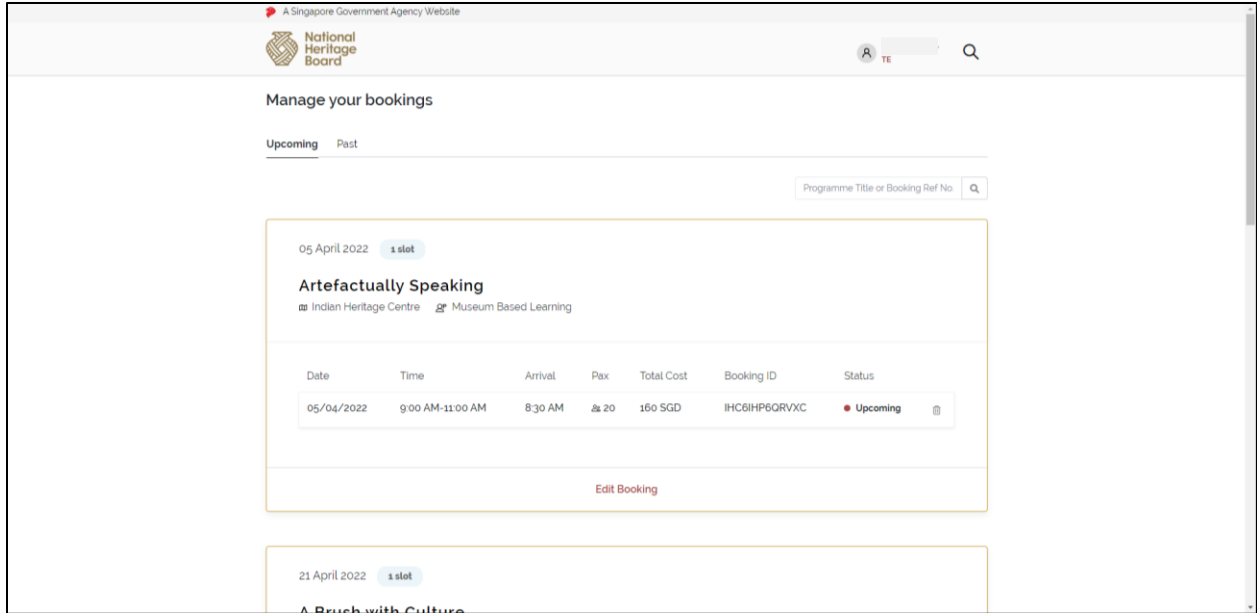


Figure 14: “My Bookings”

Select the booking that wish to be edited under “Edit Booking” to change the tour details such as the arrival time, Pax count and the school point of contact details as shown in Figure 15.



The screenshot shows a web interface for managing bookings. A modal form is open, allowing users to edit booking details. The form includes the following sections:

- Total No. of Students:** A text input field containing the number 20.
- Student Citizenship:** Three input fields for 'Citizen/PR' (20), 'Non-Citizen' (0), and 'Foreign Exchange' (0).
- Additional Requirements:** A section with a checked checkbox for 'I have a preferred language for the guided tour' and a dropdown menu set to 'English'. An unchecked checkbox for 'Others' is also present.
- Accompanying Adults:** A section for 'Slot 1' with an input field for 'No. of Accompanying Adults (Teachers/Parent Volunteers)' set to 2.
- Adults Citizenship:** Three input fields for 'Citizen/PR' (2), 'Non-Citizen' (0), and 'Foreign Exchange' (0).

A red warning message is displayed: "\*\*Tour dates/time slots cannot be amended. If a change is required, kindly cancel the slots and create a new booking." The background shows a list of upcoming tours, including 'Artefactua' and 'Indian Heritage'.

Figure 15: Example of editing a booking

## 7. Feedback

Teachers can share the feedback upon the completion of the tour. It can be done by selecting the completed tour under “My bookings” option on the top-right hand corner of the screen.

Upon selection of the completed tour, it can be shown in Figure 16 below.

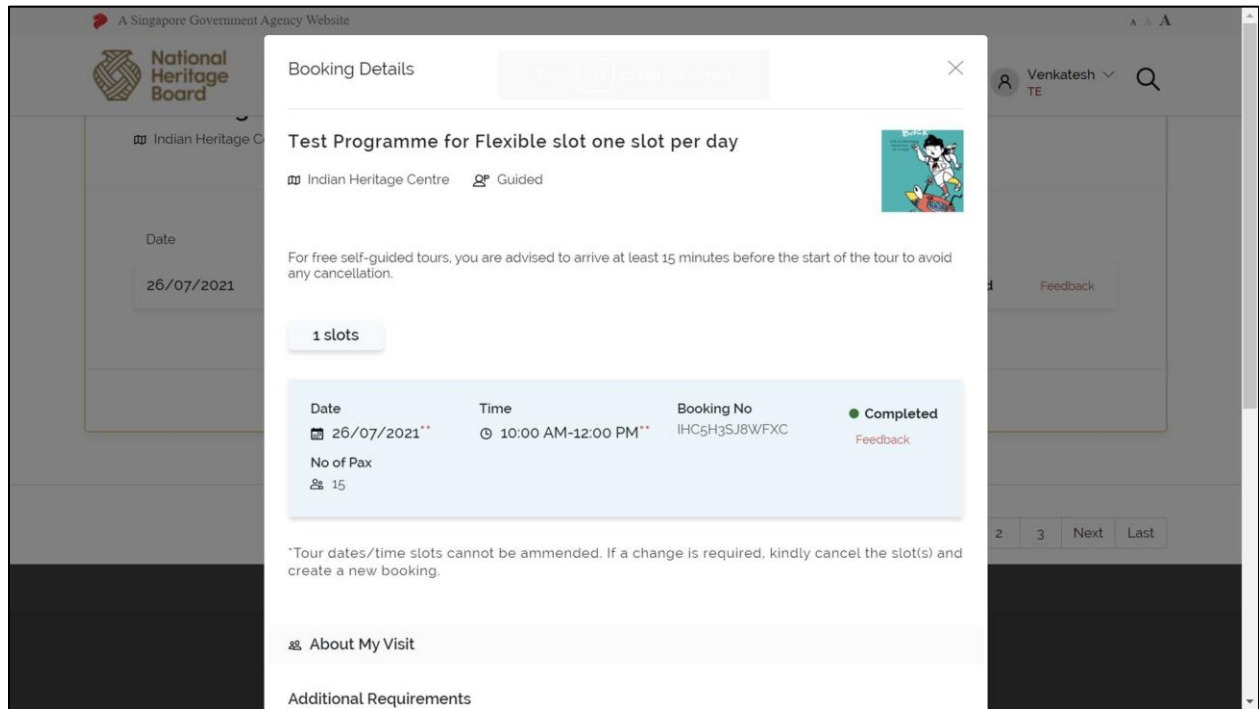


Figure 16: Completed tour

Teachers can scroll down of the booking details to provide the ratings and feedback for the tour that was just completed as shown in Figure 17.

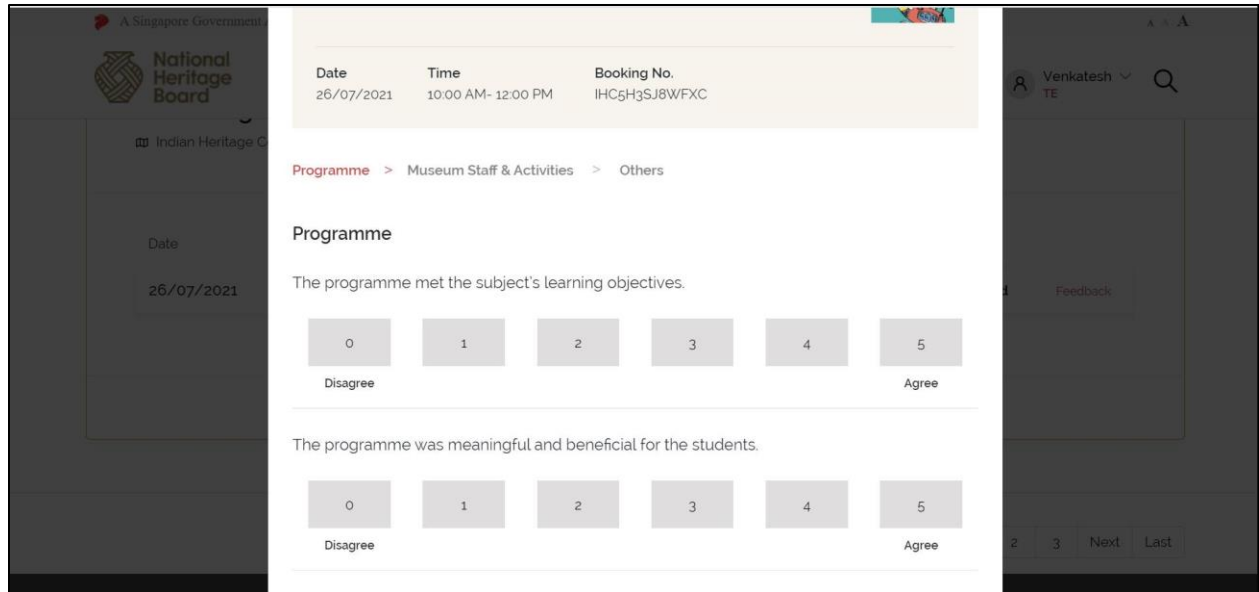


Figure 17: Rating and feedback option for user

## 8. Logout

Click on the profile icon on the top-right hand corner and select the “Logout” option on screen as shown in Figure 18.

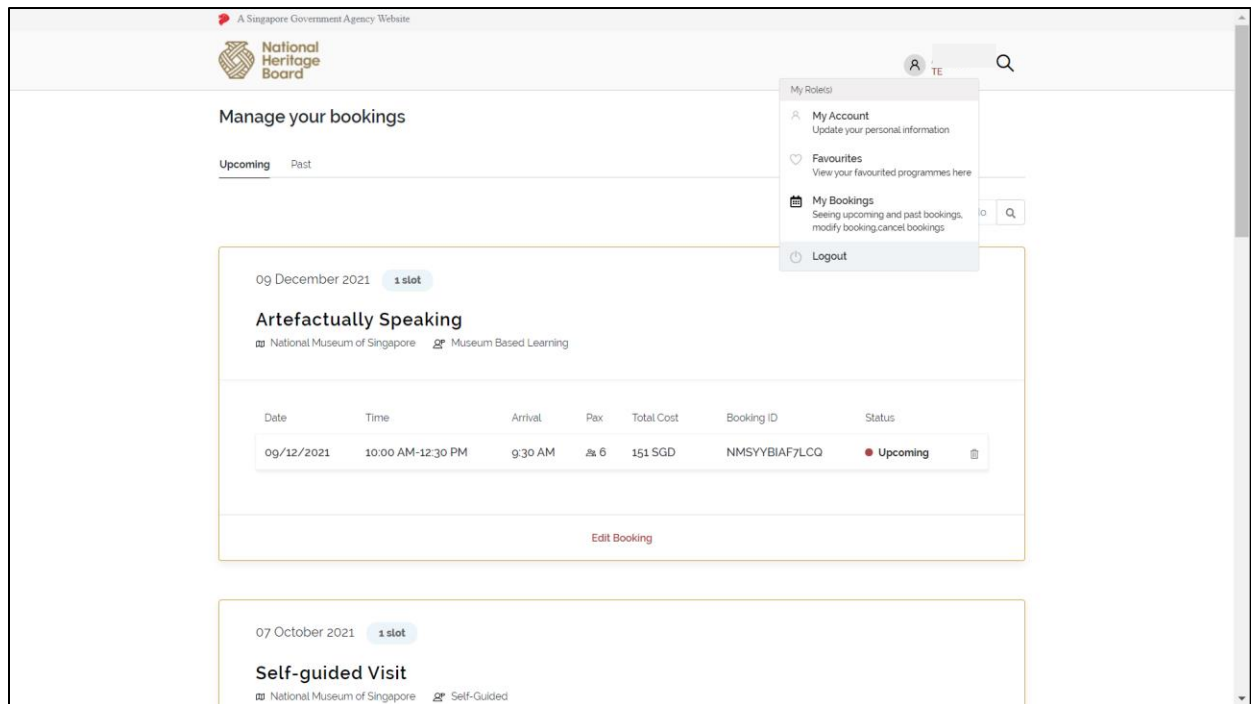


Figure 18: “Logout” option