Trainee – Frequently Asked Questions (FAQ)

For detailed instructions on accessing and using WSDC, please refer to the **Trainee User Guide** in https://wsdip-docs.skillnex.co/. This guide provides step-by-step support to help you navigate the platform smoothly.

Registration & Login

How do I log in to the system?

1. Login to https://wsdip.ite.edu.sg/ and sign in using Singpass.

How do I log out of the system?

To log out safely:

1. Locate your profile icon or name at the top-right corner of the dashboard.
2. Click the dropdown arrow beside your profile name.
3. Select the 'Logout' option.
4. Wait until you are redirected back to the login page. This ensures your session has ended.
5. For security, especially on shared devices, always close the browser after logging out.

How can I view or edit my personal profile information?

Viewing your profile:

1. Locate your profile icon or name at the top-right corner of the dashboard., then select 'Account Information'.
2. Under 'Personal Information' tab, review your personal details such as name, contact number, email, and identification number.

Editing your profile:

1. Go to 'Edit; from the 'Personal Information' tab.
2. User may use 'Retrieve MyInfo with Singpass' to update your information. You may also manually update editable fields such as address, contact number, or email address.
3. Verify that required fields (marked with *) are filled in correctly.
4. Click 'Save' to update your information. The system will confirm your changes with a notification message.

How do I receive notifications directly from WSDC? Are they sent via email?

Yes, WSDC sends all notifications related to your job posting application status, matriculation process, and OJT-related activities directly to **your registered email address**. To ensure you receive these updates promptly, please make sure your email address is accurate and up to date under the **Personal Information** page.

On-The-Job Training (OJT)

How do I manage my training placement and schedule?

Viewing placements:
1. Navigate to 'OJT' from the menu.
2. Under the 'Placement' tab, check the assigned company, supervisor details, placement start and end dates.
3. Download placement letters if available.

Viewing training schedule:
1. Navigate to 'OJT' from the menu.
2. Click on the "Training Schedule" tab
3. Review through your OJT competencies, trainer names and training period.

How do I create, edit, or view a logbook?

Creating a logbook:
1. Navigate to 'OJT' from the menu
2. Click on the "Logbook" tab
3. Click 'Create Logbook'.
4. Select up to two competencies for each logbook entry submission
5. Report your tasks performed, outcomes & achievements, challenges faced.
6. Click "Save Draft" if you wish to continue the logbook entry later
7. When logbook entry is ready for submission, click on "Continue"
8. Double check the inform and click on "Submit" and the logbook entry will be send to your company trainer

Editing a logbook:
1. Open 'OJT' > 'Logbook' and go to 'My Submissions'.
2. Click 'Edit' on the relevant entry.
3. Update details and save changes.

Viewing logbooks:
1. In the 'OJT' > 'Logbook' section, view all submitted and draft entries.
2. Track the status (submitted, approved, or pending review).

How can I manage company projects?

Creating a company project:
1. Navigate to 'OJT' > 'Company Projects' from the menu.
2. Select 'Create Project'.
3. Enter required fields such as project title, description, objectives, and timeline.
4. Save the project for submission.

Viewing company projects:
1. Go to 'OJT' > 'Company Projects'.
2. Browse through the list of projects created by you or assigned by your supervisor.
3. Open each project to review details and progress.

How do I access agreements?

Agreements:
1. Locate your profile icon or name at the top-right corner of the dashboard, then click 'Account Information'
2. Click the 'Agreements' tab.
3. View digital copies of agreements.
4. Download agreements if you need offline copies.

If I am eligible for Sign-on Incentives, how do I see the status?

To be eligible for Sign-on Incentives, certain criteria must be met. If you're unsure about your eligibility, please consult the IBT officer or Liaison lecturers. If you qualify, you may follow the steps below to check the status of your Sign-on Incentives.

1. Click on the "Funding" tab at the sidebar
2. You may view the disbursement tranches details and track the status of each tranche disbursement.
3. **Please note:** Each tranche will only be disbursed after the corresponding milestones have been successfully met.

🛠 Technical Issues

I cannot log in. What should I do?

- Make sure you have enabled Third-Party Cookies and Cross-Site Tracking in Your Browser (https://wsdip-docs.skillnex.co/docs/enable-cookies/third-party-cookies).
- Clear browser cache and cookies.
- If the issue persists, email to support@adnsg.atlassian.net.

The system is very slow or not loading. What can I do?

- Refresh the page.
- Try another browser (Chrome, Edge, Safari).
- Ensure your internet connection is stable.

- If the problem continues, email to support@adnsg.atlassian.net.

I cannot upload my resume or documents.

- Check that the file type (e.g., PDF, DOCX) and size meet system requirements.
- Rename the file without special characters.
- Try uploading again from another browser or device.

I did not receive any email from WSDC.

- Check your spam/junk folder.
- Ensure your registered email is correct.
- Ensure your email server did not block WDSC email domain (wsdip.skillnex.co). Whitelist if required.
- Contact support@adnsg.atlassian.net if you still do not receive it.

What should I do if I encounter an error message?

Take a screenshot of the error, note the time it happened, and report it to support@adnsg.atlassian.net so they can investigate.