User FAQ

Provision of Online Feedback System as a Service for Civil Service College

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Revision History

Version No	Author	Date	Reason for Change
1	Kelvin	06/07/2022	Initial version
2	Kelvin	28/12/2022	Amend support email address in FAQ page 4 and 7
3	Yew Liang	25/5/2023	Added verification link as item 7
4	Kelvin	22/6/2023	Update Help URL

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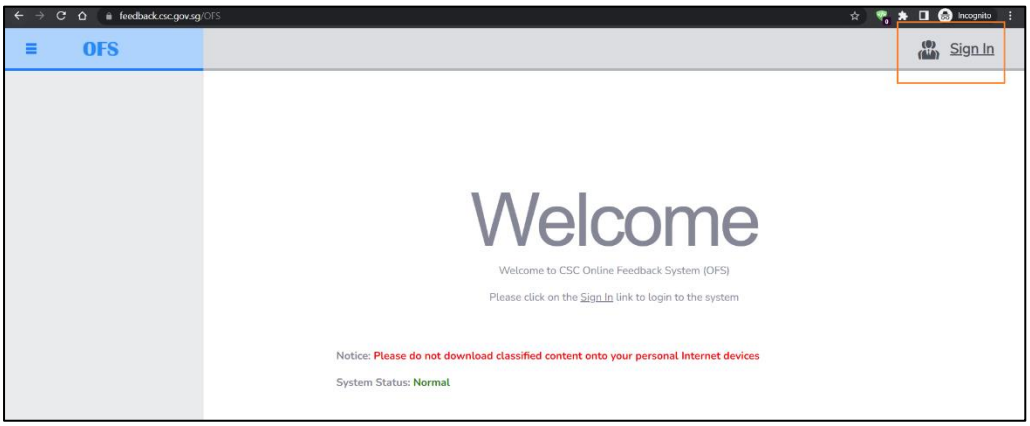
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1. Who are the target audience of this FAQ document?

The target audience of this FAQ document are CSC Users.

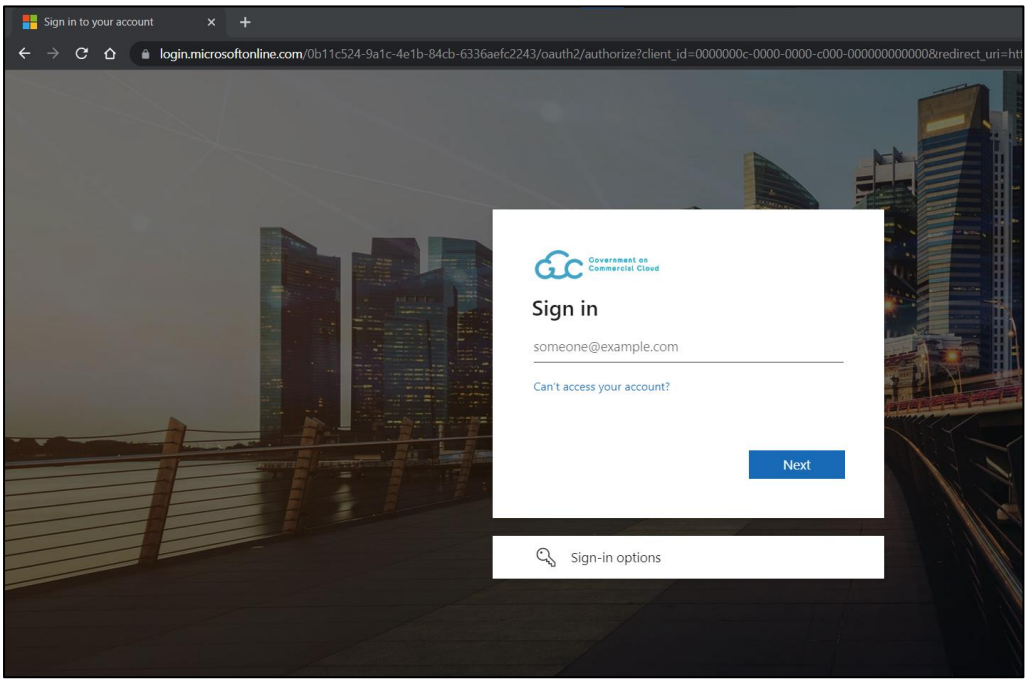
2. How do I login to OFS?

To Access OFS you will need to go to https://feedback.csc.gov.sg/ and click on the Sign In at the top right corner.



It will be redirected to your WOG SAML login page where it might or might not ask for your WOG email and/or Credential to load and start using OFS.

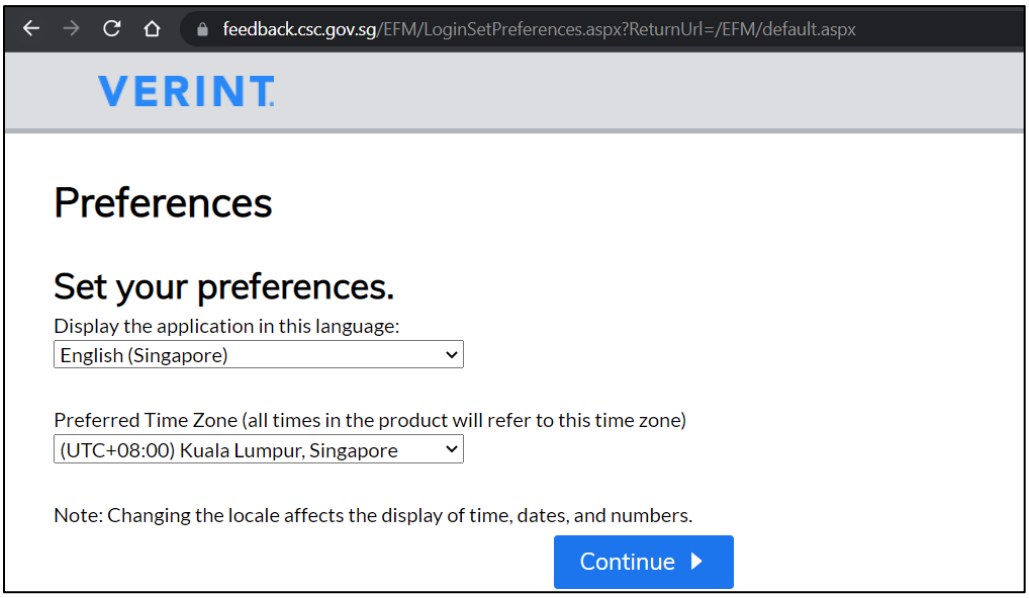
Any login issue on WOG SAML, do email CSC support (CSCOLLEGE_ASK_ICT) CSCOLLEGE_ICT@cscollege.gov.sg with error screenshot to ask for assistance.



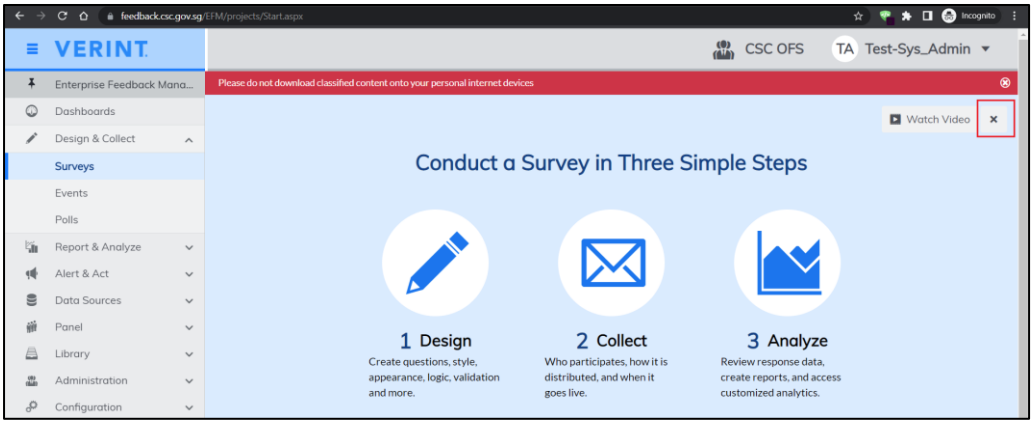
3. What will you see after you successfully login to OFS for the first time?

First time login will show a screen to select language and time zone.

Ensure Language is “English (Singapore)” and any time zone that is “+8”.



After the Language and time zone selection, you might be presented with the following page. To click on the X button and start using OFS.



4. How do I get help online?

You can access this link to get help online:

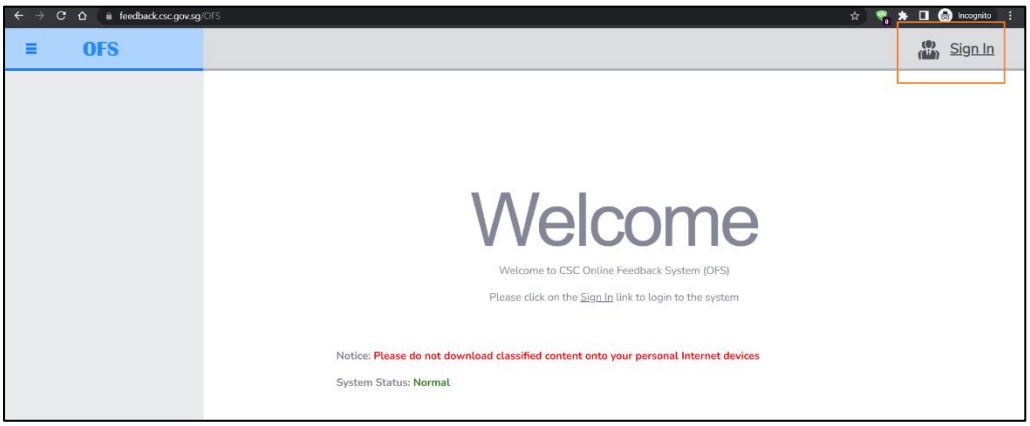
https://efm.vochelp.com/EFM_Online_Help/Getting_Started.htm

You can also download a copy of the user guide for offline reading below:

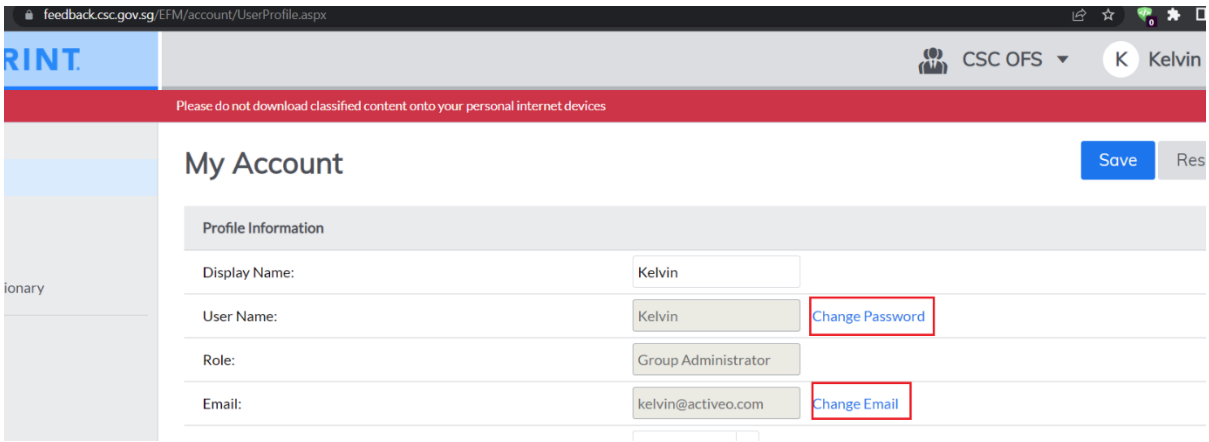
https://feedback.csc.gov.sg/User_Guide.pdf

5. How long will my session timeout if there is no activity?

If there is no activity for 30 minutes, the session will timeout and you will see the login page again. You will need to click on "Sign In" to login to OFS again.



6. Can I change my password and email under My Account page?



Both "Change Password" & "Change Email" are not link to your WOG account and to be ignored.

7. I received an email from MRM to click on a verification link to verify my email address. When I clicked on the link, I saw a message on the screen "Invalid Verification Link"?

You probably have previously clicked on the link to verify your email address. Verification of email address is only required to be done once and there is no need for you to verify your email address with the link again. The verification link is only valid for 1 time use. You may proceed to login to MRM with your email address to receive an OTP for authentication.

8. How do I log a case for OFS support request?

For support related request to log a ticket via the email below:

Email - CSCOLLEGE_ICT@cscollege.gov.sg