BookMuseums@SG

User manual for teachers

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1. Introduction

1.1. Summary

BookMuseums@SG is a website that allows teachers/school staff to book and manage their bookings for museums' programmes, workshops and tours.

1.2. Purpose

The purpose of this document is to provide user a manual to use BookMuseums@SG features.

1.3. Audience

This document is intended for teachers, school admin staff or staff in-charge who will book museum tours in BookMuseums@SG.

1.4. Prerequisites

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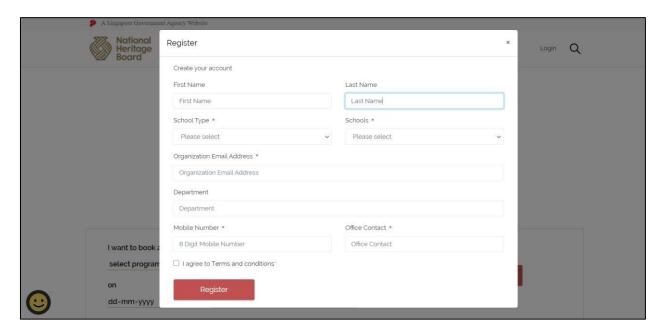
1.5. Acronyms & Definitions

Acronyms	Descriptions
BookMuseums@SG	An e-service to book visits to National Heritage Board's museums and heritage institutions
NHB	National Heritage Board
OTP	One-Time Password
NRIC	National Registration Identity Card

2. Login and Registration

BookMuseums@SG is a website which can be accessed through any standard browser. The home page (shown below) will appear once the URL (**www.bookmuseums.nhb.gov.sg**) is keyed in the web browser. To log in, click the login button and log in with your SingPass credentials.
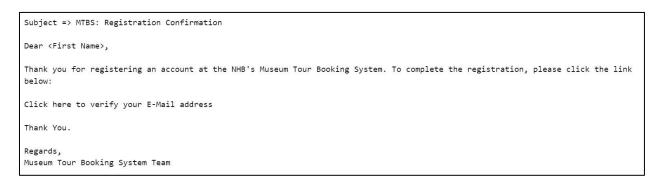
Once you have successfully logged in via SingPass, a one-time registration is required in BookMuseums@SG for first time users. The following screen will appear for the first-time user login.

Your first name and last name will be auto populated in the above registration screen. You will need to enter the following details such as school email address, school type, school name, department, and contact number to complete the registration.
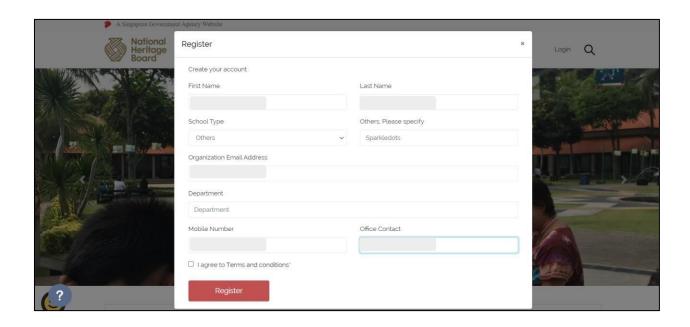
A verification email will be sent to given organisation or school email address.

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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
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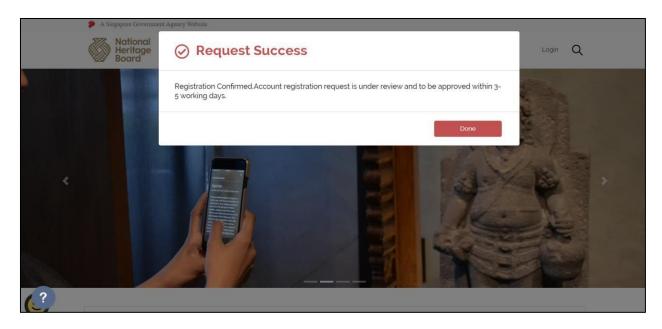
Click the link to verify the email address and once the verification is successful, you can access the BookMuseums@SG to browse, search and book programmes offered by the museums.
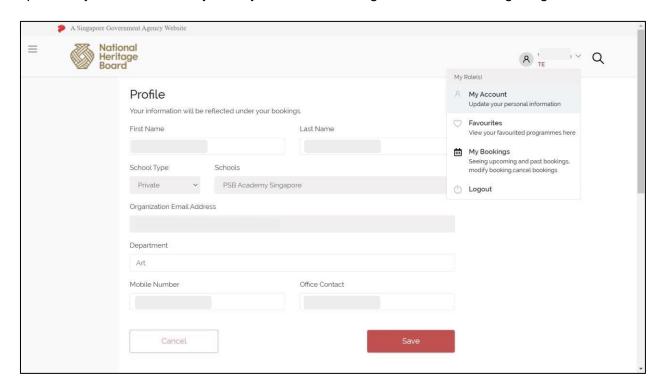
2.1.   Non-organisation domain registration

Teachers who do not have a school/organisation email address and are using a non-organisation email domain (e.g. Gmail, Hotmail, and etc) can also register to create an account. However, these accounts will take 3 to 5 working days to be reviewed by the system administrator. Once the accounts are verified and approved, you will receive an email to confirm your account creation.
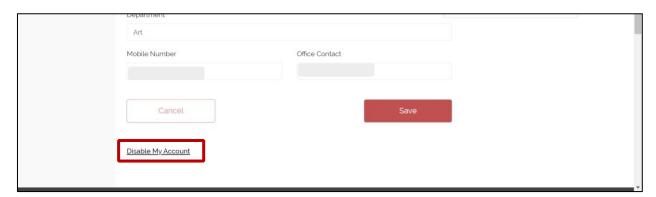
3. Manage Profile

To update your profile details, click the profile on the top right corner and select "My Account" option to update details such as department and mobile number as shown in the screen below. Details such as first name, last name and school name email address are fixed. If you need to update any of these details, you may contact NHB_Digital_Services@nhb.gov.sg.
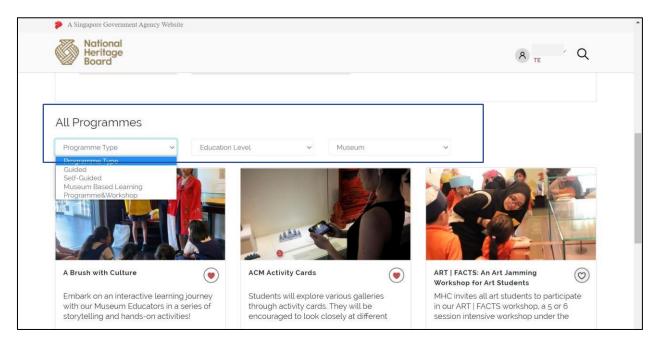

Once the profile details are updated, click "Save" button to save the change.

Note: If you need to delete the account, "Disable My account" option is available in "My Account" page. This option can be used to delete the user profile and its related information from the system. A new registration is required if you wish to log into the system again.
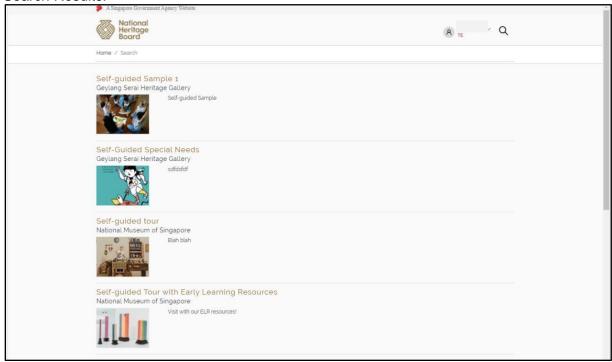
4. Search Programme

You can browse and search for programmes offered by the museums using the filters available in the home page as shown below. You can narrow down your search by filtering the tour type, museum, and education level.
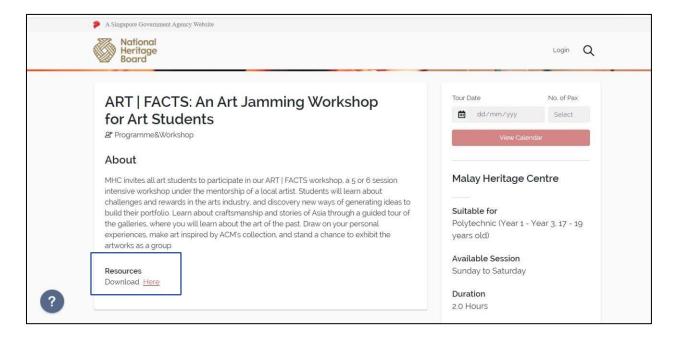

Additionally, you can also click the search icon (magnifying glass symbol) at the top right corner to do free-text search in the application. This free-text option will list related programmes and tour information in the home page as highlighted below.

Search Results:

You can select the programme thumbnail to view more information on the programme. Other information such as target audience, programme cost, duration, and etc, will be displayed on this page. You can also download available resources by clicking the download link as shown in the screen below.
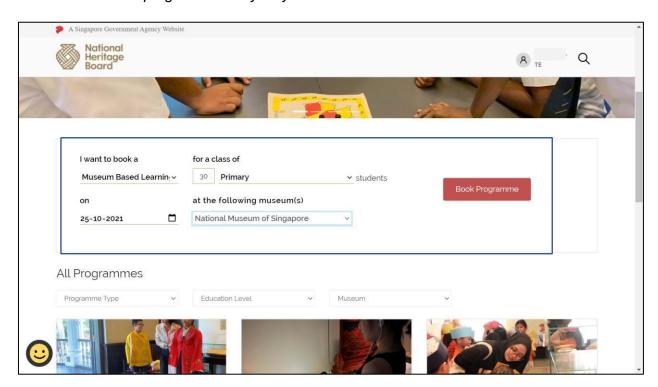
5. Tour Booking

To book a programme, fill up the required details such as tour type, PAX count, education level, tour date and museum name and click the "Book Programme".

Note: For guided tours, programmes and workshops, you will need to book at least 6 weeks* in advance. The bookings will be tentative and you will need to wait for an email from the museum for the programme confirmation.
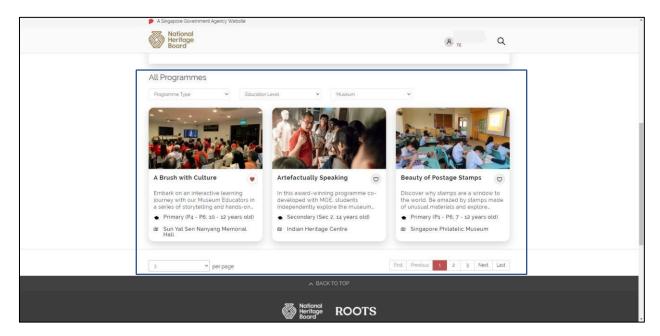
For self-guided tours, you will need to book at least 5 days* in advance and you will receive an immediate confirmation for your bookings. No further actions will be required from you.

For Museum-based Learning programmes, you will need to book at least 6 weeks* in advance. You will receive an immediate confirmation for your bookings. No further actions will be required from you.
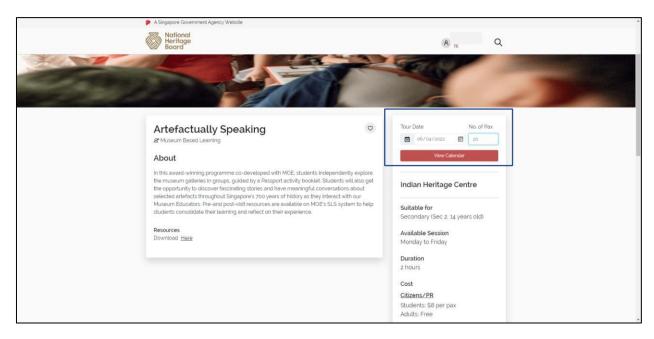
Lead time to book programmes may vary across museums

Alternatively, you can also select the programme thumbnail from the home page to view the programme details and make your booking.
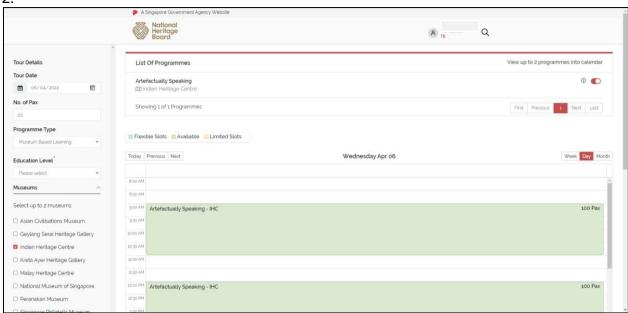

Once the programme is selected, enter the tour date and PAX count in the programme details screen as shown below.
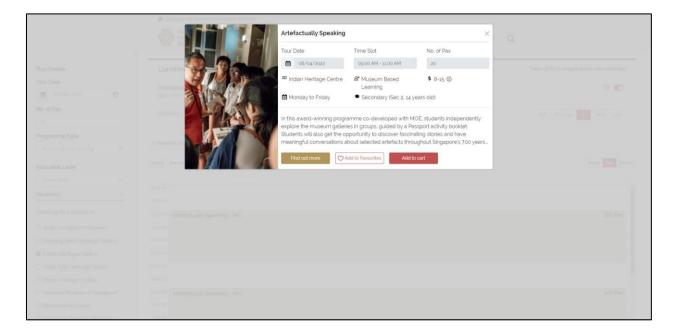

The application will load the programme availability, date, time, and available slot in the next page. Refer the below steps to complete the tour booking.

1. The available slots for the selected programme will be displayed in Calendar view. You can also compare the programme offerings up to 2 museums (left panel).
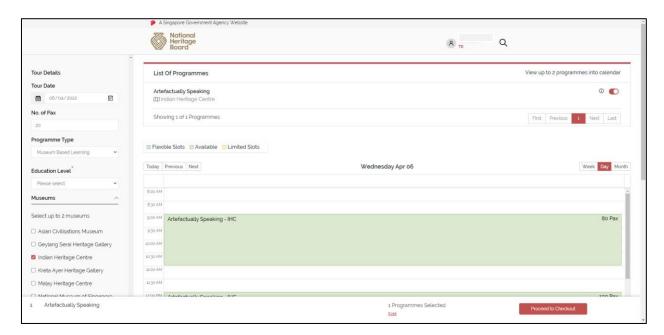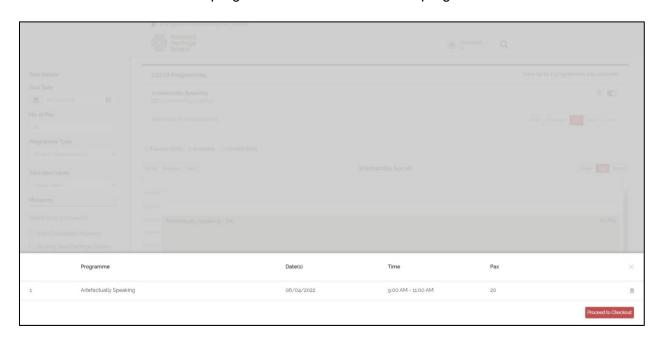2.

3. Select the slot you wish to book and a programme summary pop-up will be displayed. Click on "Add to cart" button.
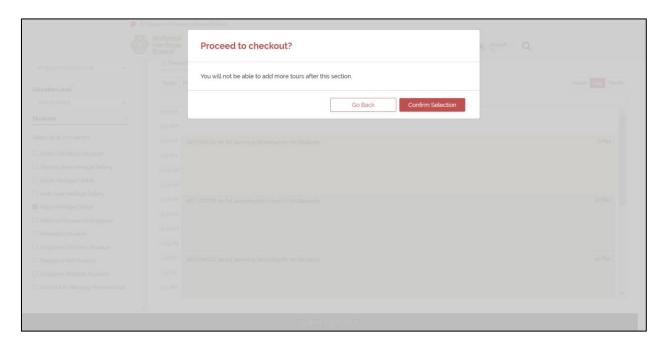
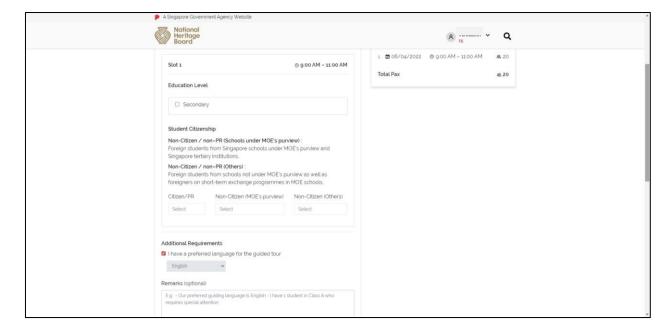4. The selected programme slot will be displayed at the bottom of the page.

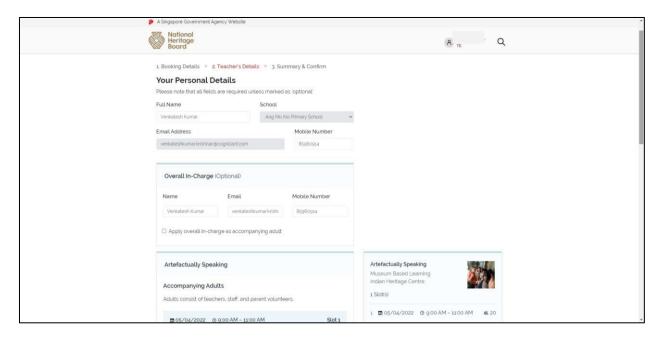5. You can edit the selected programme and/or as add more programmes into the cart.

6. Click "Proceed to Checkout" button to book the programme and a pop-up screen as shown below will appear. Click on "Confirm Selection" button to proceed further. Click "Go Back" to edit and/or add more programmes into the cart.
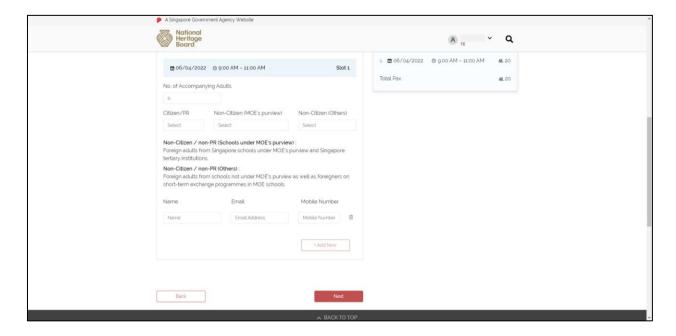

7. Enter the booking details such as arrival time, education level and PAX count and click on the "Next" button to proceed further.
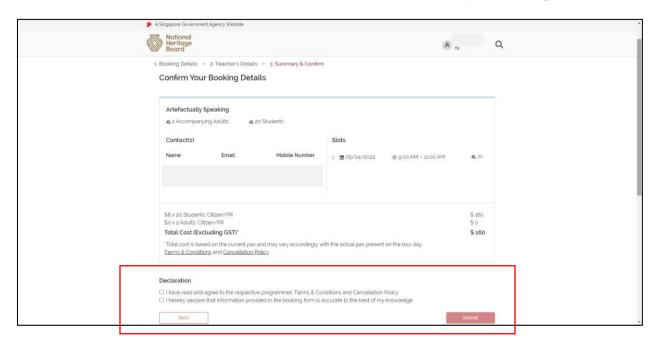
8. In the next screen, enter the point of contact details for each programme slot and click on the "Next" button to proceed further.
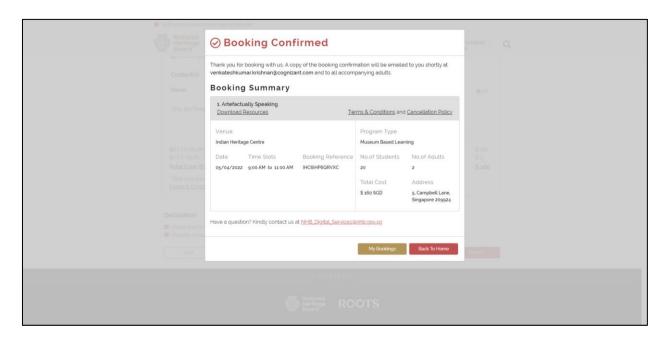
9. In the next screen, review the booking summary and after reviewing, you will be required accept the declaration and click on the "Submit" button to confirm your booking.

10. A pop-up message will appear on the screen to indicate if your booking is confirmed or pending.
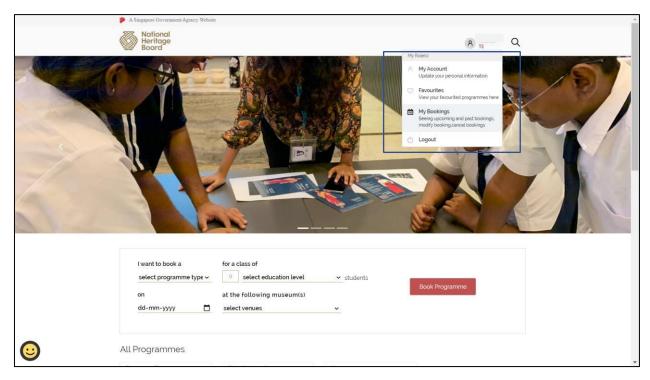

Note: For self-guided tours and Museum-based Learning programmes, you will receive an immediate confirmation for your bookings, unless stated otherwise.
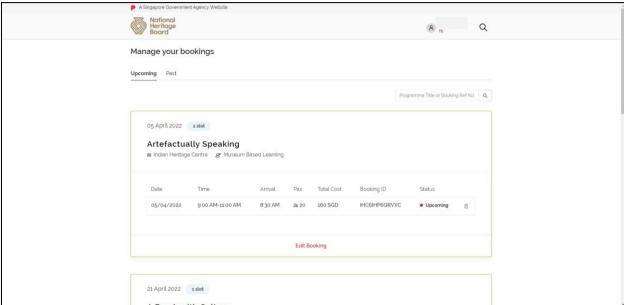
For other programmes/workshops and guided tours, your bookings will be tentative as the museums will require some time to check the availability of docents/programme provider. Thereafter, you will receive an email notification to confirm the bookings if the docents/programme provider is available. Otherwise, you may have to revise your bookings accordingly.
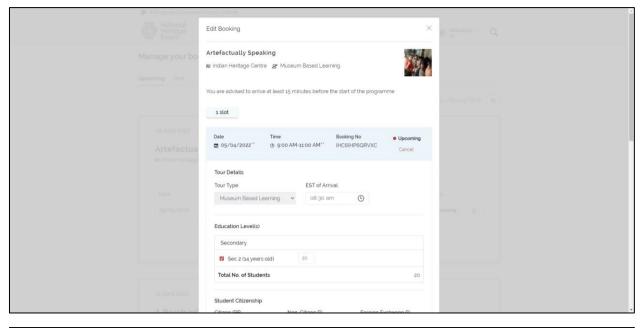
6. Manage Bookings

To manage your bookings, click the profile name at the top-right corner and select "My Bookings" option to view the list of booking history and upcoming tours, and/or to edit the upcoming tours.
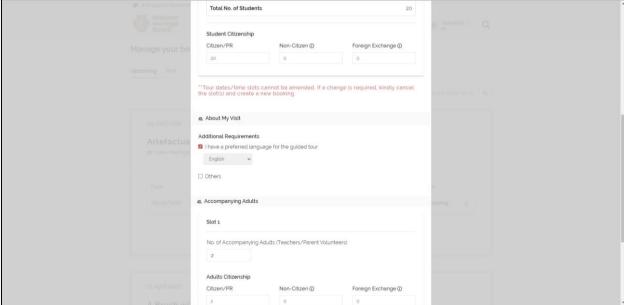
You will be able to update the PAX count and teachers' contact details. You can also include any remarks you wish to highlight to the museums through this option.

Click "Edit Booking" link to edit the tour details such as arrival time, PAX count and school contact details.

Note: You will not be able to increase the PAX count or change the tour dates as there will be implications on the capacity and other existing bookings. You will be required to delete and submit a new booking if necessary.

7. Logout

Click the profile name at the top-right corner and select "Logout" option to log out from the application.