



User Guide for Self-service Portal (my.ntuchealth.sg)

October 2021

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1. Create your account

- Go to <https://my.ntuhealth.sg>
- Create an NTUC Health account **using either of the following:**
 - Mobile number
 - Email address
 - Google account
 - Apple account
- Please note that **we would still need your email to send your service agreement, payment and programme-related information to you.**

Welcome to NTUC Health!

Log in or create an account with one of these methods.

Next

or

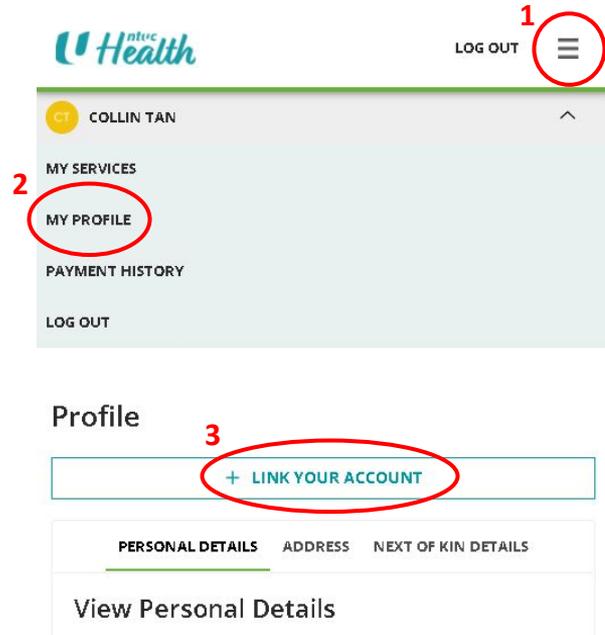
 Continue with Apple

 Continue with Google

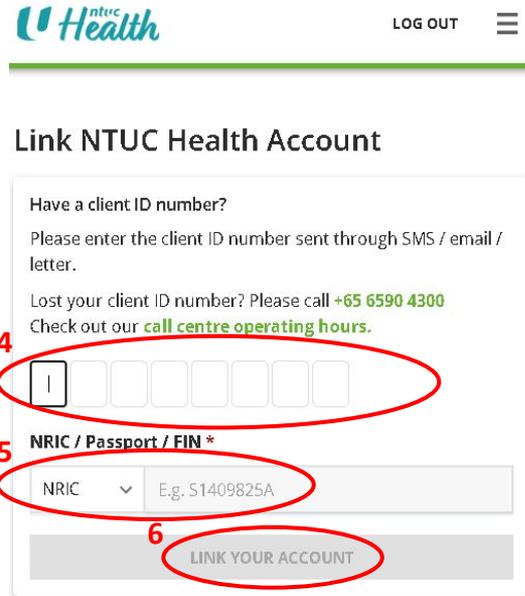
You acknowledge that you have read and agreed to our [Terms and Conditions](#) and [Privacy Policy](#).

2. Link your account with information on your current packages (for existing customers)

- After logging in, select “MY PROFILE” in the top right menu drop-down button, and click “LINK YOUR ACCOUNT”.



- Key in your ‘Client ID Number’ (indicated in the letter given by your trainer)
- Key in your NRIC/Passport/FIN and click “LINK YOUR ACCOUNT”.



3. Register for new services or programmes

Watch the video below for a step-by-step guide on the registration and payment process

Please book your pre-class assessment (free) and sessions for your activity of choice:

Validity Period: 22 Sep 2021 - 15 Dec 2021

Booked session(s): 0/12
Attended session(s): 0/12

BOOK SESSIONS

Kickboxing - 12 Sessions

This package is valid for 1 run consisting of 12 kickboxing sessions. The sessions are conducted twice a week.
NTUC Health Active Ageing Hub (Kampung Admiralty)
Blk 676 Woodlands Drive 71, #06 - 01, Kampung Admiralty, Singapore 730676

Please book your pre-class assessment (free) and preferred Kickboxing run

Validity Period: 22 Sep 2021 - 3 Nov 2021

Booked session(s): 0/12
Attended session(s): 0/12

BOOK SESSIONS

Note: All names, NRIC, and contact details used are for demonstration purposes only and are not real

3. Register for new services or programmes (Important notes)

Do note the following:

- You can only register for one package per programme in one transaction.
- We currently only accept payments via PayNow. Please call 6214 3023 to register for our programmes over-the-counter.
- **When payment has been made**, you can view your payment details under PAYMENT HISTORY (Click on your name on the top right hand corner to view the menu). You can also click on the Invoice ID to view your tax invoice or download it.

The screenshot shows the nttc Health user interface. At the top, there is a navigation bar with the nttc Health logo on the left and 'LOG OUT' and a menu icon on the right. Below the navigation bar, the user's name 'COLLEEN TANG' is displayed. A vertical menu on the left side contains the following options: 'MY SERVICES', 'MY PROFILE', 'PAYMENT HISTORY', and 'LOG OUT'. The 'PAYMENT HISTORY' section is expanded, showing a table of invoices. The table has the following columns: 'Invoice ID & Date', 'Client Name & Service', 'Total Service Fees', 'Discounts', 'Total Amount (incl. 7% GST)', and 'Status'. Two invoices are listed:

Invoice ID & Date	Client Name & Service	Total Service Fees	Discounts	Total Amount (incl. 7% GST)	Status
PJDBQIJU7HF14080 29 Sep 2021	Colleen Tang • Flexi-Workout - Full (24 sessions)	\$360.00	\$0.00	\$385.20	COMPLETED
FDCK55AOW8HDNN18 20 Sep 2021	Colleen Tang • Circuit Training - 6 Sessions	\$200.00	\$0.00	\$214.00	COMPLETED

4. Book your appointments

Watch the video below to see how you can book Circuit Training and Gym Tonic classes



Note: All names, NRIC, and contact details used are for demonstration purposes only and are not real

4. Book your appointments

Watch the video below to see how you can book Kickboxing, Functional Strength Training, and X-Fit classes



Note: All names, NRIC, and contact details used are for demonstration purposes only and are not real

4. SMS reminder for upcoming appointments

- SMS reminders will be sent 4 working days before the actual appointment date.



5. View and reschedule your appointments

- The dates in a darker shade of grey are available for selection. Click on the date preferred to view available time slots.

My Services

Reschedule Pre-class Assessment (Free) & Select Run

1 Book Pre-class Assessment (Free) 2 Select Run

1. Book Pre-class Assessment (Free)

The pre-class assessment is a 1-on-1 consultation before your first training session for our staff to assess your overall strength condition. You will receive a programme plan that is tailored to your needs after the assessment. If you are assessed to be unsuitable for this selected programme, we will recommend another programme for you.

Select a date for your pre-class assessment

September 2021							October 2021						
SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA
			1	2	3	4						1	2
5	6	7	8	9	10	11	3	4	5	6	7	8	9
12	13	14	15	16	17	18	10	11	12	13	14	15	16
19	20	21	22	23	24	25	17	18	19	20	21	22	23
26	27	28	29	30			24	25	26	27	28	29	30
							31						

Select a time slot for your pre-class assessment

04:00 PM - 05:00 PM

Your selected pre-class assessment date

6 Oct 2021 (Wed), 04:00 PM - 05:00 PM

Exit Form **NEXT >**



My Services

Review Session Booking(s)

Please review the information below to ensure that all details are correct before submitting.

Circuit Training (Lite)
Circuit Training - PD Team Session #1

Centre Location
Blk 676 Woodlands Drive 71, #06 - 01, Singapore 730676

Original Session Date and Time	Changed Date and Time	EDIT
21 Oct 2021 (Thu), 04:00 PM - 05:30 PM	13 Oct 2021 (Wed), 05:00 PM - 06:00 PM	

Exit Form **< BACK** **SUBMIT**

5a) Reschedule pre-class assessment

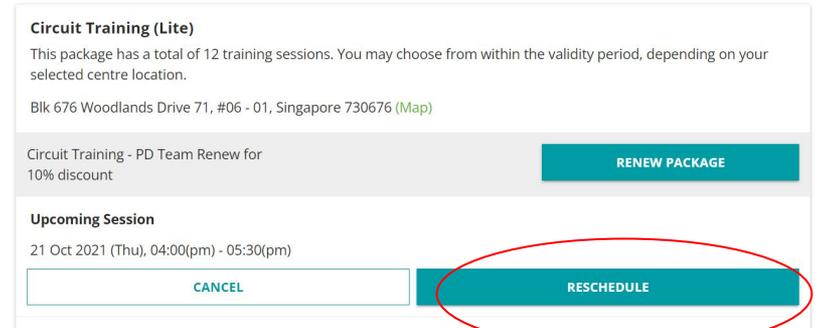
- If you do not see any available slots for the pre-class assessment:

For Circuit Training and Gym Tonic: Please reschedule your first appointment of the programme to a later date in order to view more available slots for the pre-class assessment

For Fitness Classes (e.g. Kickboxing): Please call 6214 3023 for assistance to arrange before the classes start

5b) Reschedule other appointments

- You may reschedule your appointments at least **TWO** (2) working days before the appointment date except for fitness classes, such as Kickboxing, X-FIT and Functional Strength Training.



Circuit Training (Lite)
This package has a total of 12 training sessions. You may choose from within the validity period, depending on your selected centre location.
Blk 676 Woodlands Drive 71, #06 - 01, Singapore 730676 (Map)

Circuit Training - PD Team Renew for 10% discount **RENEW PACKAGE**

Upcoming Session
21 Oct 2021 (Thu), 04:00(pm) - 05:30(pm)

CANCEL **RESCHEDULE**

5c) View appointments

- Go to **My Services**
- Click on “VIEW ALL SESSIONS”

Circuit Training (Lite)
This package has a total of 12 training sessions. You may choose from within the validity period, depending on your selected centre location.
Blk 676 Woodlands Drive 71, #06 - 01, Singapore 730676 [\(Map\)](#)

Circuit Training - PD Team Renew for 10% discount [RENEW PACKAGE](#)

Please book your pre-class assessment (free) and sessions for your activity of choice

Validity Period: 28 Sep 2021 - 1 Feb 2022
Booked session(s): 7/12
Attended session(s): 7/12

[VIEW ALL SESSIONS](#) [BOOK SESSIONS](#)

My Services

Active Ageing



[LIST VIEW](#)

6. Renew your packages

- You will be able to renew your package after completing at least half of the existing package. To renew, click on “RENEW PACKAGE” under “MY SERVICES” page.

My Services

Renew Package

Which package would you like to renew?

Circuit Training - PD Team

Select your preferred location for Circuit Training - PD Team.

Kampung Admiralty

Available Activities 1. Circuit Training - PD Team

Centre Location Blk 676 Woodlands Drive 71, #06 - 01, Singapore 730676

Select your preferred package type for Circuit Training - PD Team.

Circuit Training (Lite)



My Services

Renew Package

Your Package Details

Items	Quantity	Unit Price	Amount
Pythonic 6 Sessions	1	\$200.00	\$200.00

Promo Code (optional)

Apply promo code if any

Total \$200.00
GST 7.0% \$14.00
Total Payable \$214.00

Exit Form

< BACK

PAY ONLINE



6a) Payment and book appointment

- We currently only accept payments via PayNow. However, more online payment modes will be added in future. If you prefer to use other payment modes, please call 6214 3023 to register our programmes over-the-counter.
- You may return to “MY SERVICE” page for appointment booking. Please ensure that the first appointment of your renewed package is after the last session of your previous service package.

X Fit - PD Team
This package has a total of 12 training sessions. You may choose from within the validity period, depending on your selected centre location.
Blk 676 Woodlands Drive 71, #06 - 01, Singapore 730676 ([Map](#))

Upcoming Session
19 Oct 2021 (Tue), 10:00(am) - 10:45(am)

[CANCEL](#) [RESCHEDULE](#)

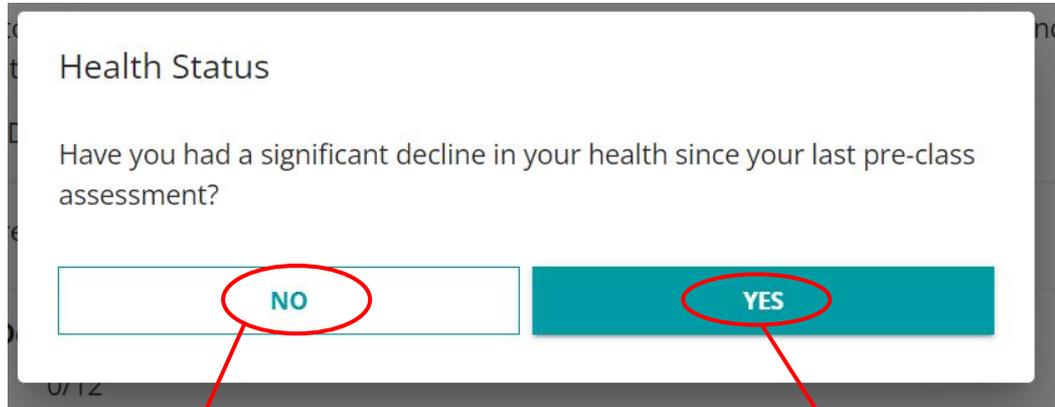
Validity Period: 5 Oct 2021 - 8 Feb 2022
Booked session(s): 1/12
Attended session(s): 0/12

[VIEW ALL SESSIONS](#) [BOOK SESSIONS](#)



6b) Re-assessment

- You will be prompted to check your health status upon booking your first session of the renewed package.



The image shows a digital form titled "Health Status". The question asks, "Have you had a significant decline in your health since your last pre-class assessment?". Below the question are two buttons: a white button with a black border labeled "NO" and a solid teal button labeled "YES". Red circles are drawn around each button, with red arrows pointing from them to the explanatory text below.

If there is no significant decline in health condition, you may proceed with booking your appointments.

If there is a significant decline in your health condition, please book a re-assessment to evaluate the progress and the suitability for the programme.

Thank You!