

# **HPB Learning Management System (HELMS) Frequently Asked Questions (FAQ) for Users**

## About the Guide

This guide will show you how to use the HPB Learning Management System (HELMS). It covers what you need to prepare before starting, how to access and complete your courses, and the key steps to make sure your progress and certificates are saved.

### Quick Guide: Which type of user am I?

<b>If you...</b>	<b>You are a...</b>	<b>How you log in</b>	<b>What you need to know</b>
<b>Signed up for a course yourself through the Health HPB Learning Management System course marketplace</b>	Marketplace Learner	Singpass	Some courses need administrator approval (up to 3 working days). You will get an email once confirmed.
<b>Received an email with login details and course link (you did not register yourself)</b>	Organisation-Enrolled Learner	Singpass using the access link	If you did not get the email, check spam or contact your administrator.
<b>Are attending a classroom training (in person or virtual)</b>	Classroom Learner	Scan the QR code at the session	If you cannot sign in, your account has not been created. Contact your administrator immediately.

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## Before you start: System requirements

Note: This HPB online course does not work well on phones or tablets. Please use a laptop or desktop to complete your training.

Requirement	Minimum / Supported
Operating system	Windows 10 or 11, macOS 12 or newer
Browser	Latest versions of Google Chrome or Microsoft Edge
Internet	At least 5 Mbps stable connection for smoother streaming of the e-learning
Screen resolution	1366 × 768 (minimum); 1920 × 1080 (recommended)  We recommend using full-screen mode.
Audio	Speakers or headphones to hear e-learning narration and video playback

# Section A: Marketplace Learners (Self-Registration)

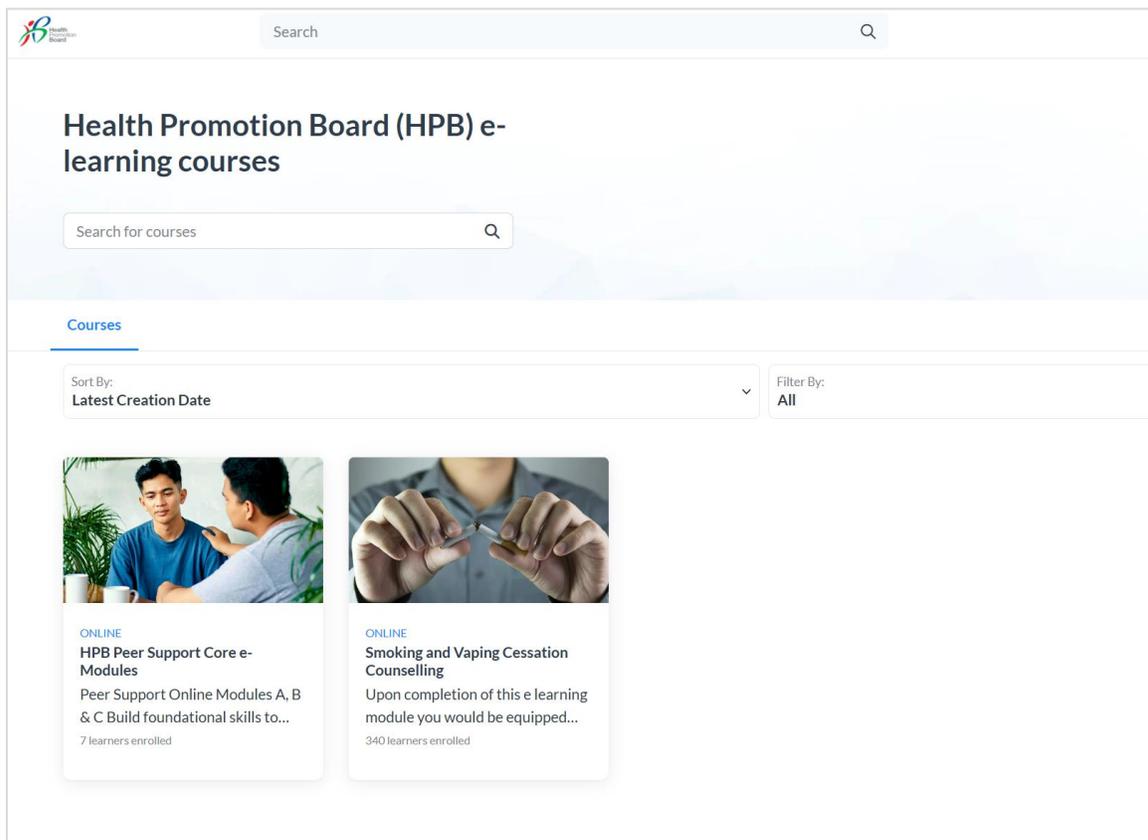
## 1. Getting started

### 1.1 What is HELMS?

HELMS is HPB's platform for e-learning and blended training programmes. Marketplace learners can browse the course catalogue, register, and log in using Singpass.

### 1.2 How do I register for a course?

- i. Go to the [HPB Learning Management System course marketplace](#).



- ii. Browse and select the course you are interested in.

- iii. Register for an account.

- iv. For some courses, your registration needs administrator approval. This may take up to 3 working days.
- v. You will receive an email confirmation once your registration is successful.

If you have not received your registration confirmation email within three working days, please check your spam or junk folders. If you still cannot find the email, please contact your Organisation Administrator who shared the course details with you and can assist you in getting access.

### 1.3 How long is my account valid for?

All learner accounts are valid for 60 days (2 months). You will receive up to three reminder emails to complete your e-learning, with the last reminder 7 days before the account expires.

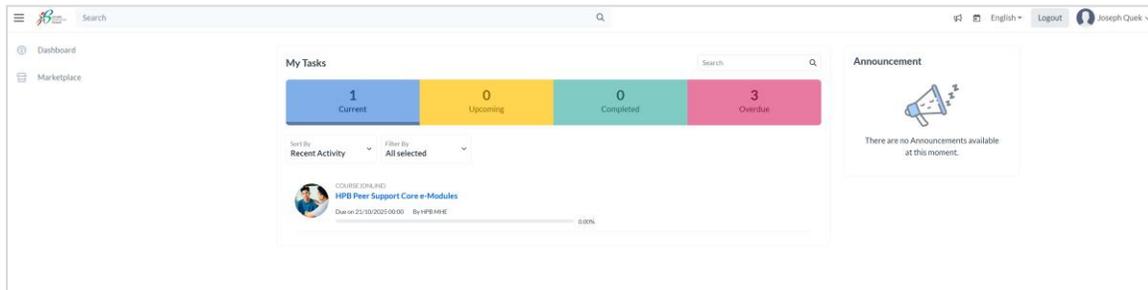
Do complete your e-learning and download all certificates to your computer before your account expires. **After expiry, you will no longer be able to log in or retrieve certificates.**

## 2. Learning and certificates

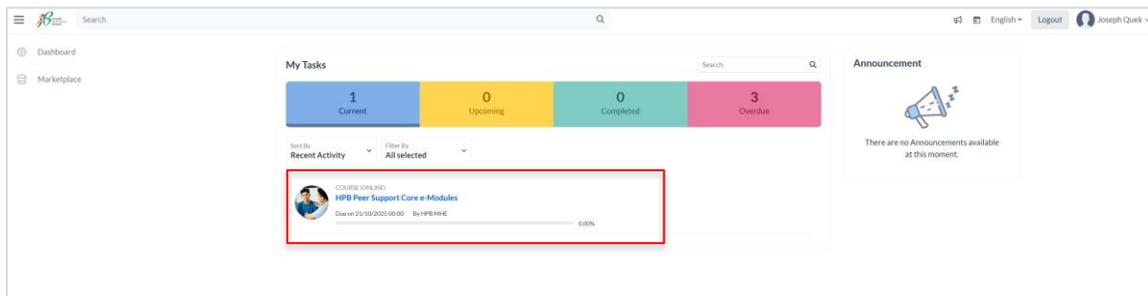
### 2.1 How do I assess my courses?

Access your course from your dashboard, track your completion progress, and download your certificate after finishing the course and passing any assessments.

**Homepage of the HELMS platform once you have logged in:**

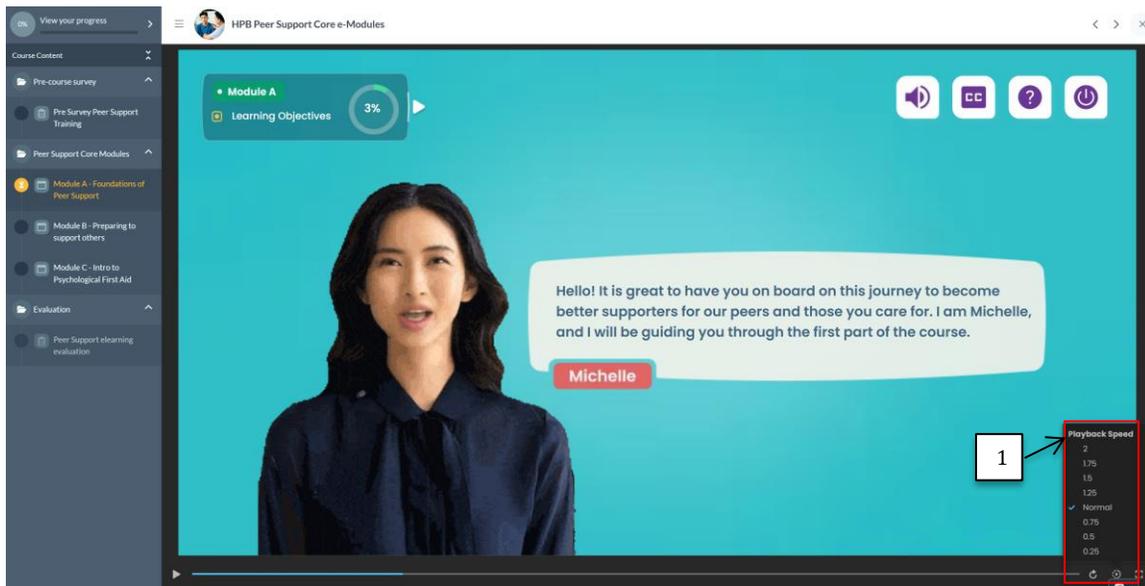


After logging in, go to your Dashboard. Under “My Tasks,” select the course you are enrolled in. You will be able to view and track your learning progress from here.



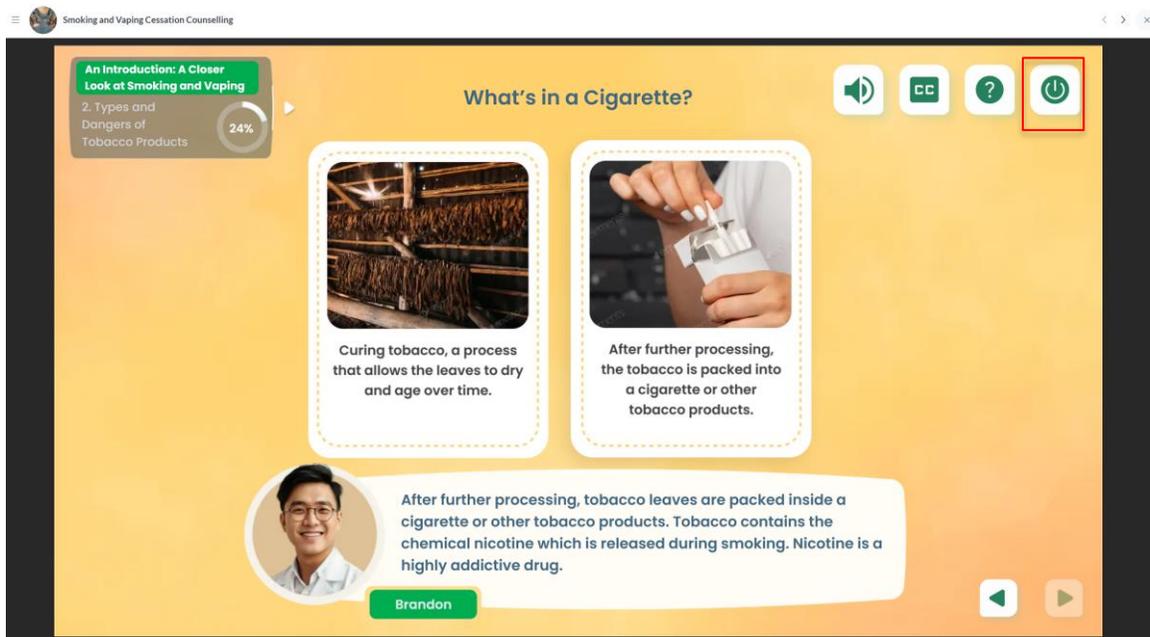
## 2.2 Can I adjust the playback speed of the e-module?

For peer support e-modules, you can adjust the playback speed (1) of the narration while assessing the module. This allows you to slow it down if you need more time to absorb the content, or speed it up if you are revising. The playback controls are located at the bottom right of the screen.



## 2.3 How can I save my learning progress?

Click on the **power icon** at the top right of the screen. This ensures your learning progress is recorded so that you can continue from where you left off when you log in again.

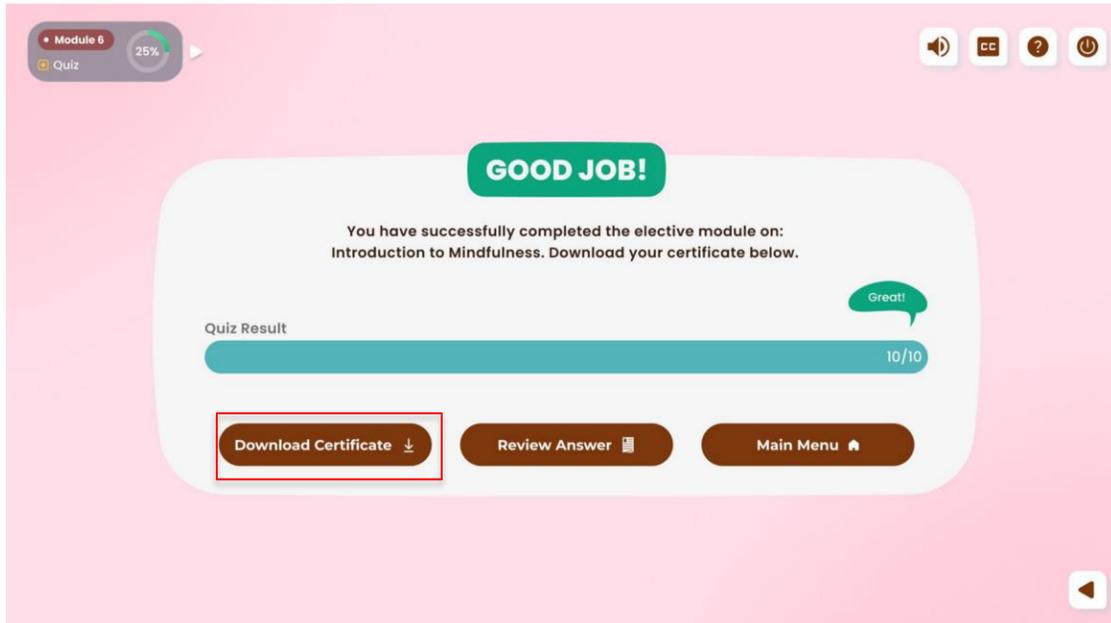


## 2.4 Where can I download my e-certificates after completing the modules?

For some modules, such as Peer Support elective modules and smoking cessation counselling modules, you can download the e-certificate after completing and passing the online quiz.

**For Peer Support elective modules:** To download the e-certificate, complete the online lesson and achieve the passing mark. You will then be directed to the download page. Click "Download Certificate" and enter your full name to retrieve the certificate.

Please download the certificate before closing the e-module page.



### 3. Support

**For Technical issues** (such as error messages appearing while navigating HELMS and the course page not loading or showing a blank screen), **please contact:**

WizLearn Helpdesk:

**Tel:** 3129 2592;

**Email:** [lmssupport@wizlearn.com](mailto:lmssupport@wizlearn.com);

**Operating hours:** Mon–Fri, 7.00am–7.00pm; Sat, 7.00am–2.00pm (excluding public holidays).

A case ID will be issued for tracking.

**For Course-related queries** (such as clarifying course content, checking attendance requirements, please contact your Organisation Administrator or the Administrator listed below.

- Smoking and vaping cessation counselling courses: [hpb\\_smoking\\_control@hpb.gov.sg](mailto:hpb_smoking_control@hpb.gov.sg)
- Peer Support courses: [hpb\\_mhe@hpb.gov.sg](mailto:hpb_mhe@hpb.gov.sg)

# Section B: Organisation-Enrolled Learners

## 1. Getting started

### 1.1 What is HELMS?

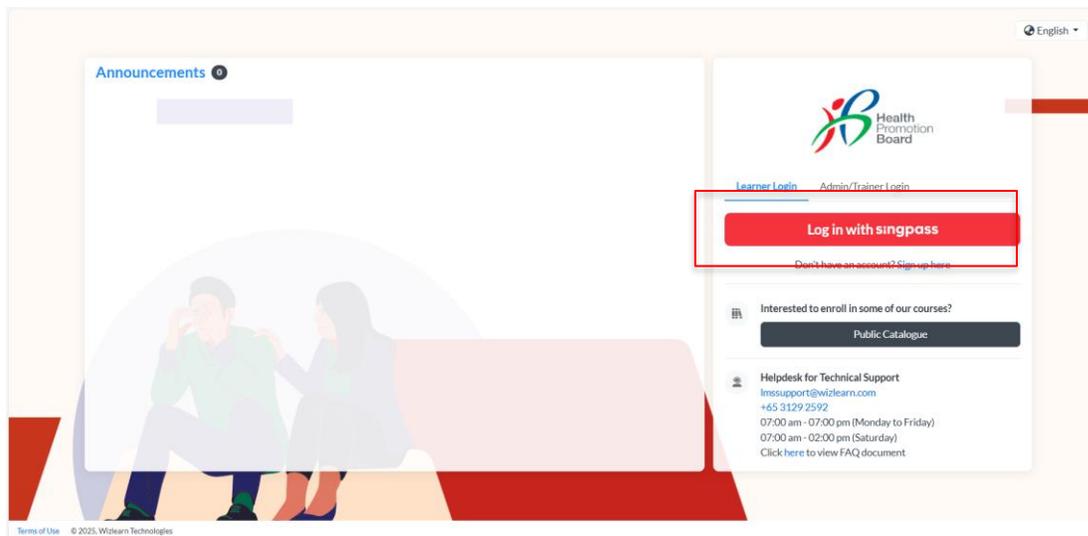
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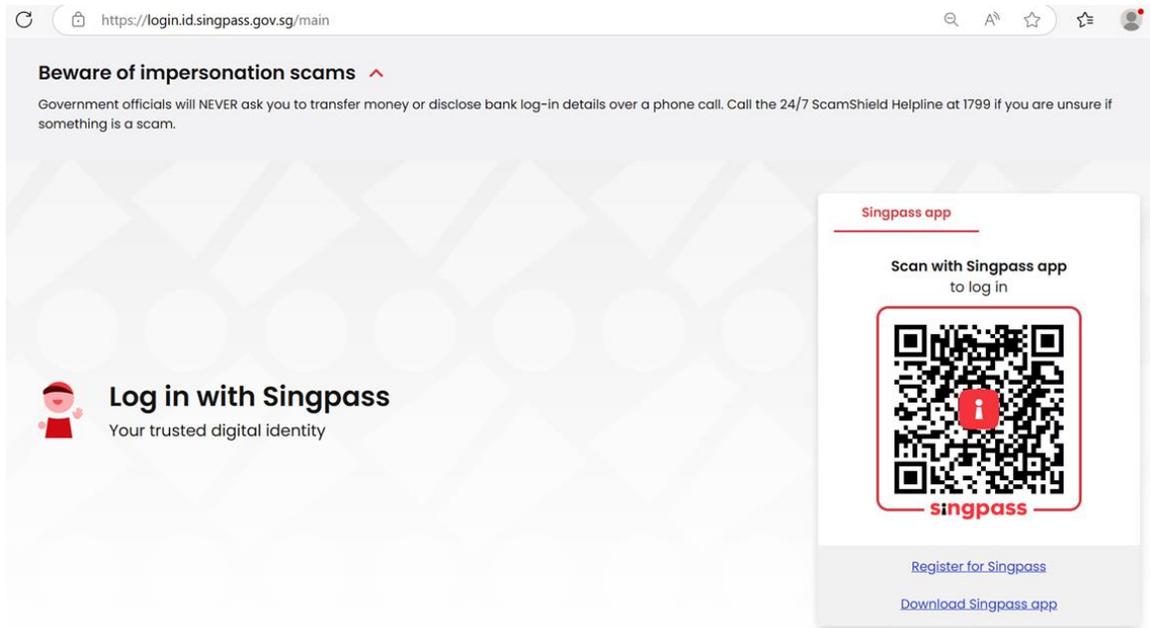
### 1.2 How can I gain access to the e-modules?

You will receive an enrolment email with a course link. Click the link and you will be prompted to register for the e-module and create an account.

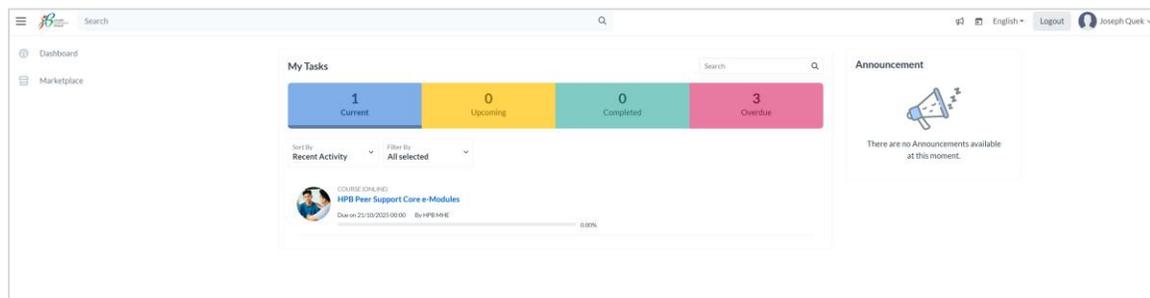
After your course enrolment has been approved:

- i. Open the enrolment email and click the Access Course link.
- ii. Authenticate with SingPass (use the SingPass app to scan the QR code).





iii. Open your Dashboard to view your assigned courses.



### 1.3 What should I do if I did not receive the confirmation email?

If you have not received your registration confirmation email within three working days, please check your spam or junk folders. If you still cannot find the email, please contact your Organisation Administrator. They are the person who shared the course details with you and can assist you in getting access.

### 1.4 How long is my account valid for?

All learner accounts are valid for 60 days (2 months). You will receive up to three reminder emails to complete your e-learning, with the last reminder 7 days before the account expires.

Last Updated: 21 October 2025

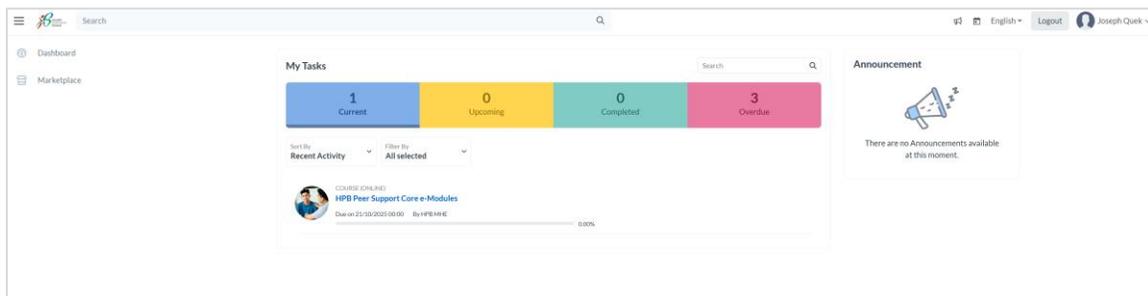
Do complete your e-learning and download all certificates to your computer before your account expires. **After expiry, you will no longer be able to log in or retrieve certificates.**

## 2. Learning and certificates

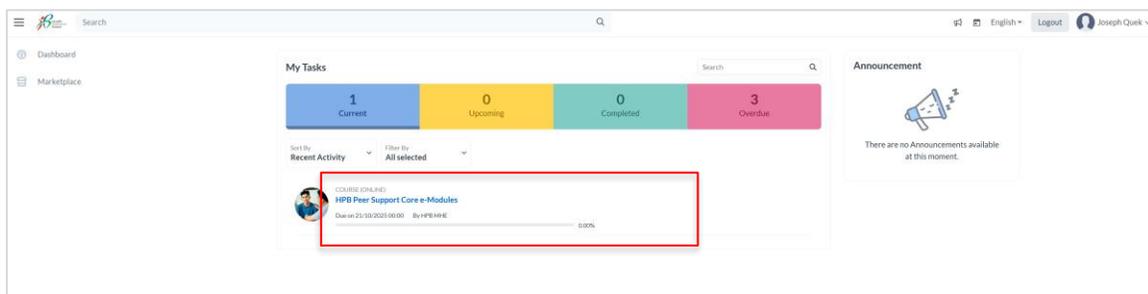
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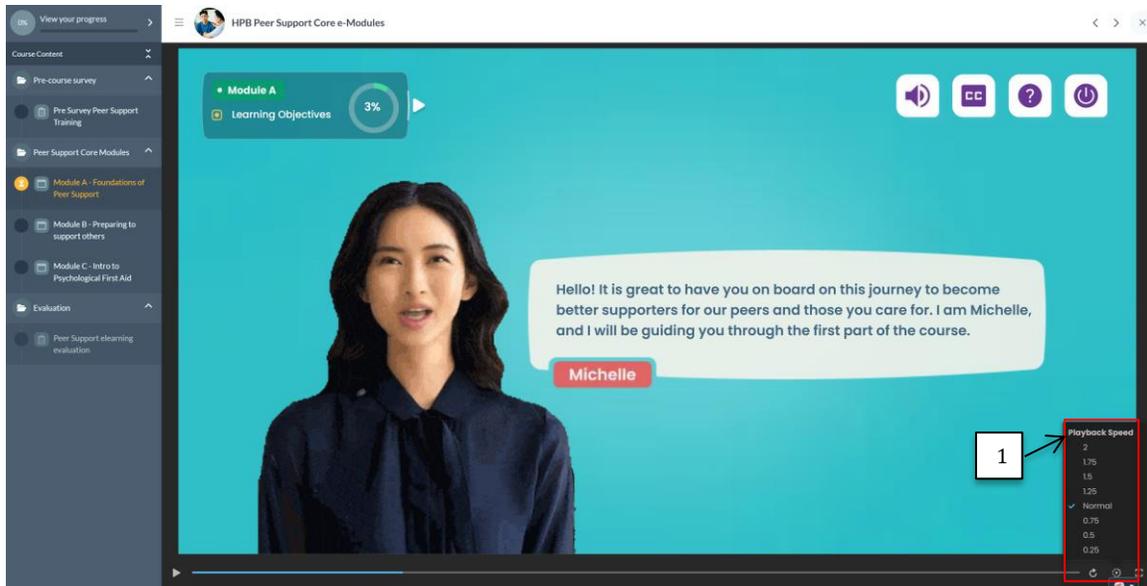


After logging in, go to your Dashboard. Under “My Tasks,” select the course you are enrolled in. You will be able to view and track your learning progress from here.



### 2.2 Can I adjust the playback speed of the e-module?

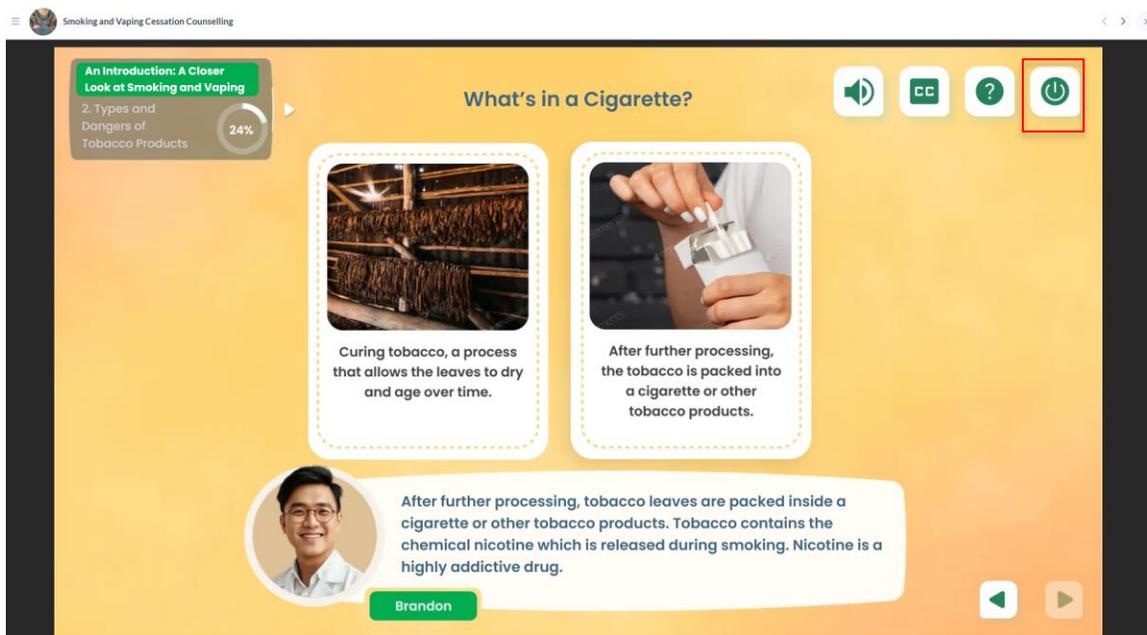
For peer support e-modules, you can adjust the playback speed (1) of the narration while assessing the module. This allows you to slow it down if you need more time to absorb the content, or speed it up if you are revising. The playback controls are located at the bottom right of the screen.



### 2.3 How can I save my learning progress?

Saving your progress protects your work and your time. If a page is left idle or your connection drops, the system may stop tracking and your learning may not be captured.

To save your progress, click on the **power icon** at the top right of the screen.

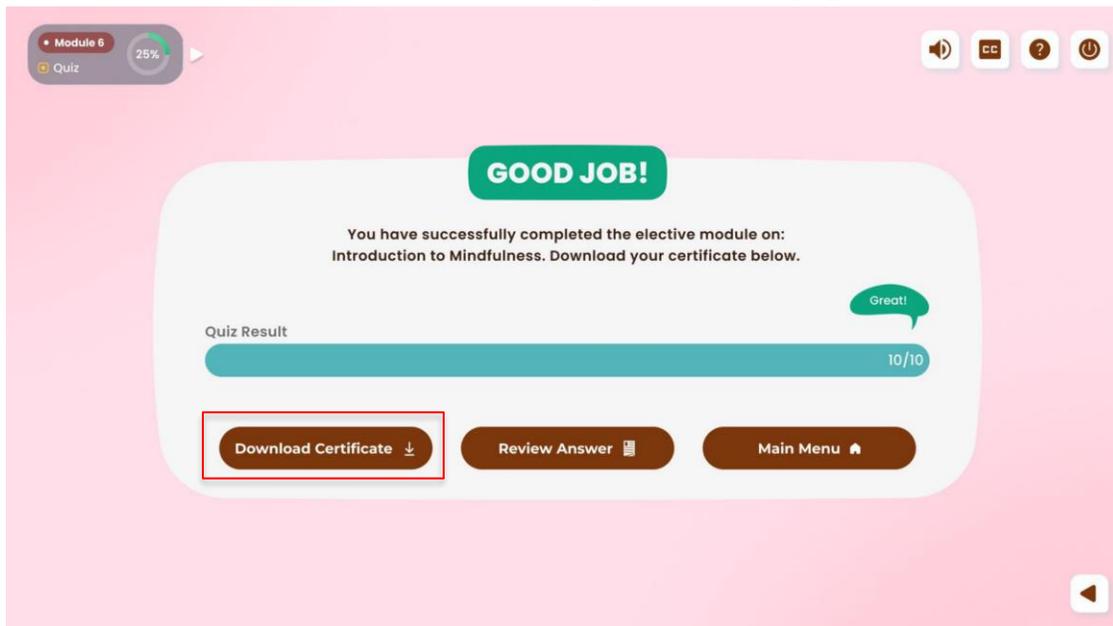


## 2.4 Where can I download my e-certificates after completing the modules?

For some modules, such as Peer Support elective modules and smoking cessation counselling modules, you can download the e-certificate after completing and passing the online quiz.

**For Peer Support elective modules:** To download the e-certificate, complete the online lesson and achieve the passing mark. You will then be directed to the download page. Click "Download Certificate" and enter your full name to retrieve the certificate.

Please download the certificate before closing the e-module page.



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A case ID will be issued for tracking.

Course matters: Please contact your organisation administrator.

Withdrawal requests: Please submit via your organisation administrator.

## Section C: Classroom Learners

### 1. Attendance

At the start of the training, you must mark your attendance so that you are able to access the quiz, ensures progress is tracked correctly, and enables the system to issue your certificate once you meet the requirements. Please see the steps below on how you can mark your attendance.

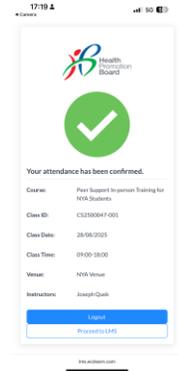
- i. Open your phone camera and point it at the QR code on the screen. Tap the link that appears. Tips: If the link does not open, try a QR scanner app or a different browser.



- ii. Tap “Mark Attendance” and log in to your account using your Singpass. If you cannot log in after scanning the QR code, your account may not be set up. Inform your trainer or the administrator immediately.



- iii. A green mark will be shown once your attendance has been recorded.

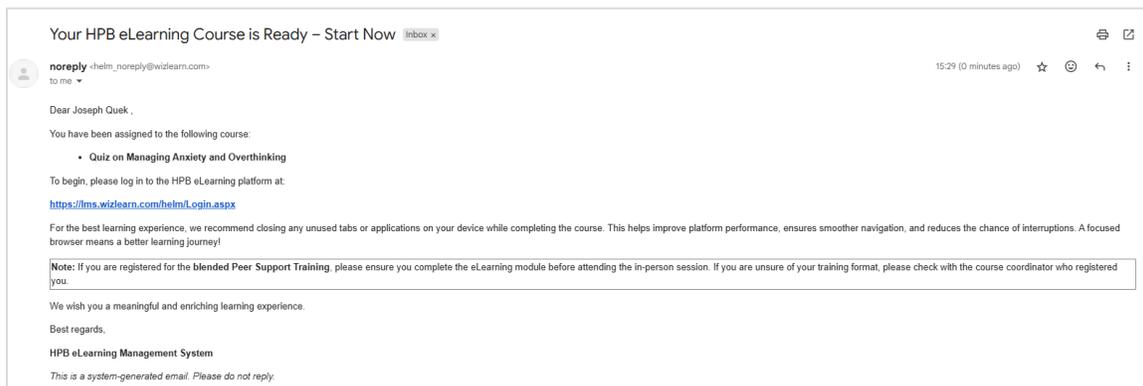


## 2. During training

You must complete the quiz and meet the passing criteria before you can attain your certificate.

### 2.1 Where can I find the quiz?

Before the training, you will receive an email with a link to the quiz. Please note that you should not attempt the quiz before the training session begins.



Click on the link in the email, and it will bring you to the login page. Use Singpass to authenticate and log in.

Once you have logged in, the quiz that has been assigned to you will appear on your homepage. Simply click on the quiz to begin your assessment.

**My Tasks** Search

<b>1</b> Current	<b>0</b> Upcoming	<b>3</b> Completed	<b>7</b> Overdue
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Sort By **Recent Activity** | Filter By **All selected**

 COURSE (ONLINE)  
**Quiz on Managing Anxiety and Overthinking**  
Due on 28/09/2025 15:28 | By HPB MHE  
0.00%

0% View your progress > Quiz on Managing Anxiety and Overthinking

Course Content  
Peer Support Elective Module  
Quiz on Managing Anxiety

Module 1 9%  
Quiz

**End of Module Quiz**

Question 1/10

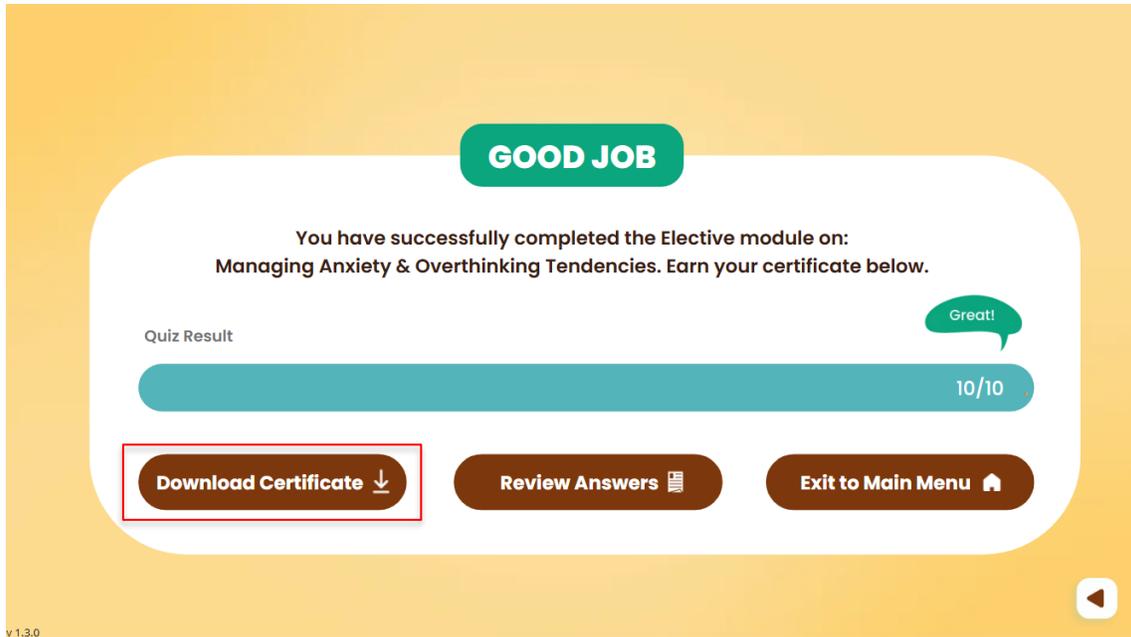
Which of the following is NOT a common type of overthinking?

- A Future tripping
- B Rumination
- C Overanalysing
- D Mindfulness

v1.3.0

### 3. Certificates

Your Certificate of Completion becomes available once attendance and quiz are completed.



#### 4. Support

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A case ID will be issued for tracking.

**For Course-related queries** (such as clarifying course content, checking attendance requirements, or resolving issues like being unable to progress to the next topic in the e-module), please contact your Organisation Administrator or the Administrator listed below.

- Smoking and vaping cessation counselling courses: [hpb\\_smoking\\_control@hpb.gov.sg](mailto:hpb_smoking_control@hpb.gov.sg)
- Peer Support courses: [hpb\\_mhe@hpb.gov.sg](mailto:hpb_mhe@hpb.gov.sg)