

SingHealth Learning Management System Login FAQ

Commonly Asked Questions for
Blackboard Ultra Login

Version Update

Version	Date	Description
1.0	17 June 2025	Initial Release

Guide Outlines


Click on the titles to navigate to the issue.

1. New SingHealth Staff

2. Login Issues FAQ

- **0 : Identification introduction**
- **1 : I cannot log in to Blackboard (SingHealth email users)**
- **2 : I cannot log in to Blackboard (MOHH / Non-SAP users)**
- **3 : I cannot log in to Blackboard (External users)**
- **4 : My email address has changed and I can no longer log in**
- **5 : SSO / Sign On Error**
- **6 : I encountered an error in HealthSG**
- **7 : I cannot log in using the Blackboard application**
- **8 : I changed my phone and have Authenticator issues. How do I fix my Authenticator for Blackboard?**

New Staff To SingHealth

 [RETURN TO CONTENTS PAGE](#)

1. I am a new staff of SingHealth


Welcome to SingHealth!

Blackboard accounts **may take up to 1 week to be automatically created in the eLearning Portal.**


If you are required to complete a course and you are still unable to log in, **please contact your Course Instructor** and inform them to raise an account creation request to **eLearning Helpdesk**.

elearning.helpdesk@singhealthacademy.edu.sg

This is to ensure that when your account gets created, they will also be able to enroll you into courses you need to attend.

 RETURN TO
CONTENTS PAGE

Common Login Issues FAQ

 [RETURN TO CONTENTS PAGE](#)

2.0 : Identification Introduction

For Blackboard, we use a combination of an **email address and corporate password** to log in.

- For users who have SingHealth email, this is followed up with authentication with HealthSG / Microsoft Authenticator, which is set up in your smartphone.
- For users who **do not** use SingHealth email, the authentication is followed up with the Token System, which is sent to the email you are registered with.

The terms and examples are as follows:

Active Directory ID (ADID):

- The ID used for logging on to corporate devices.
 - E.g. : nksuoe7

Email:

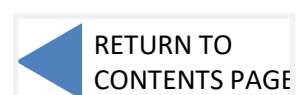
- The email that you use to receive emails in SingHealth.
 - E.g. : yourname.here@singhealth.com.sg

Employee Number:

- SingHealth employee number issued by your HR.
 - E.g. : 90001234

Password:

- The password for logging in to corporate laptops. **Some users may have a different password for Blackboard.**

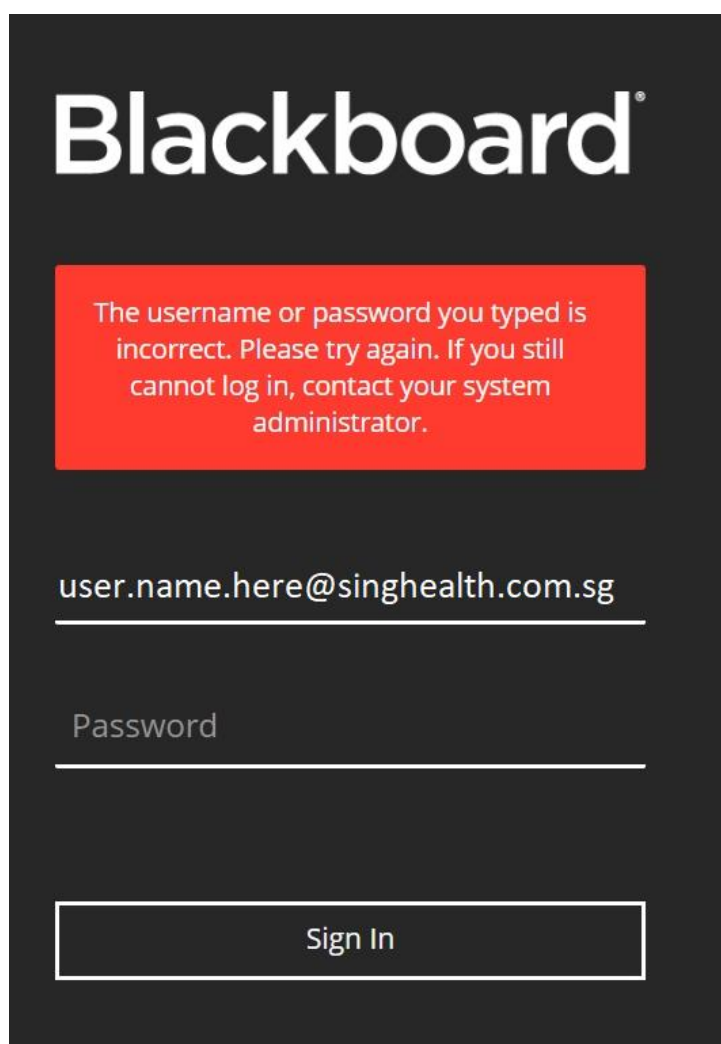


2.1 I cannot log in to Blackboard (SingHealth email users)

For users with the email domains:

sgh | cgh | skh | kkh | sch | nccs | ndcs | nhcs | nni | snec | seri
| shp | singhealth | scbb | alps

Blackboard account's details **are tied to your SingHealth Corporate M365 / Hmail Email and Password**. The password is the same used for logging in to your laptop.




The screenshot shows the Blackboard login interface. At the top, the Blackboard logo is displayed. Below it, a red error box contains the text: "The username or password you typed is incorrect. Please try again. If you still cannot log in, contact your system administrator." Underneath the error box, there are two input fields: the first is labeled "user.name.here@singhealth.com.sg" and the second is labeled "Password". At the bottom of the form, there is a "Sign In" button.

If you receive this error in the red box, you may have:

- Input in your email wrongly
- Recently changed your email address
- Had a change in your Active Directory ID (ADID)
- An account that has not been created

This may be due to your account details not updated in Blackboard. Please email elarning.helpdesk@singhealthacademy.edu.sg to do a further check on your account.

 RETURN TO CONTENTS PAGE

2.2 I cannot log in to Blackboard (MOHH / Non-SAP users)

For users with the email domains:

mohh | gmail | yahoo | etc...

Your email for logging in is your **MOHH / personal email** and the password that you have set, after changing from the default password.

For example:

*User login with the following email: **miranda077@gmail.com**
The default password is given by the Instructor of the course.*

Otherwise, click **Forgot Password** to do a password reset.

- **First Name** : Enter your full name
- **Last Name** : .
(Insert only a Full Stop / Period / Dot, do not input any other letter)
- **Username / Email:** Enter your email address


USERNAME OPTION

*To change your password, type your **First Name, Last Name, and Username** You*

First Name

Last Name

Username

 [RETURN TO CONTENTS PAGE](#)


2.2 I cannot log in to Blackboard (MOHH / Non-SAP)

If you are not sure how your name is registered in the system or have attempted to change your password and the error in the screenshot below appears, please email elearning.helpdesk@singhealthacademy.edu.sg to reset your password to the default.

No user accounts were found that matched the information entered.

Lost Password

To change your password, provide information for one option only: Username or Email Address.

 RETURN TO CONTENTS PAGE

2.3 I cannot log in to Blackboard (External users)

For users with the email / username containing:

ext | sha.sg | etc...

Your email for logging in is the **external username and the default password** sent to you by your Course Instructor.

For example :

*User login with the following email: **extsha55@sha.sg**
The default password is given by the Instructor of the course.*

If you have attempted to log in with these details and failed, please email learning.helpdesk@singhealthacademy.edu.sg to reset your password to the default.

- **First Name** : Enter your full name
- **Last Name** : .
(Insert only a Full Stop / Period / Dot, do not input any other letter)
- **Username / Email:** Enter your external username

EMAIL ADDRESS OPTION


Enter your First Name, Last Name, and Email Address to change the password. You need an active email address associated with your account to receive instructions. Your current password remains active until you change it.

First Name

Last Name

Email

Click **Submit** to proceed.


 RETURN TO CONTENTS PAGE

2.4 My email address has changed and I can no longer log in

Please email elearning.helpdesk@singhealthacademy.edu.sg to update your account details.

In the case of institution email domain change, your account will need to be recreated.

You will not be able to access your previous courses and progress. Please contact your Course Instructors to re-enroll you into the required courses.

 RETURN TO CONTENTS PAGE

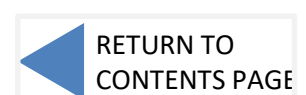
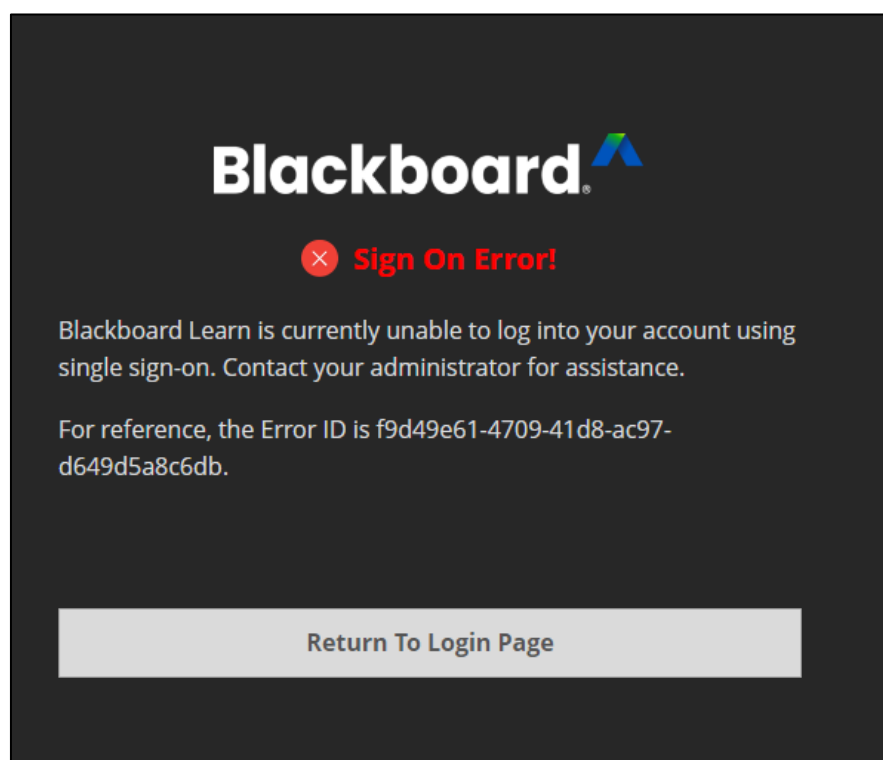
2.5 SSO / Sign On Error

This usually happens as your account has been deactivated in Blackboard.

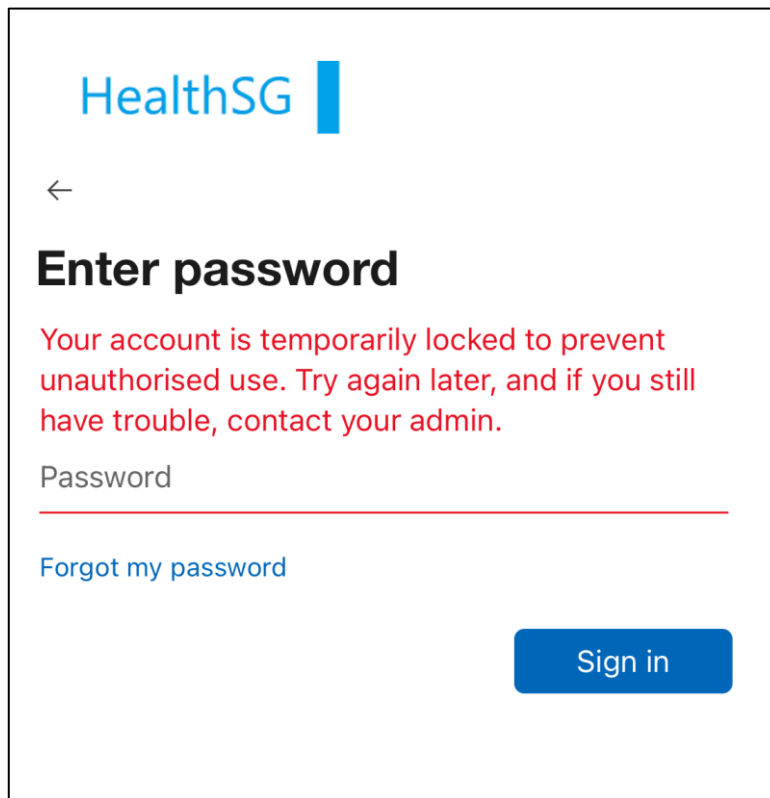
If you are using a SingHealth email, account activation is managed by IT Systems and updated / deactivated automatically. This information is usually updated from Human Resources (HR) / ADID system.

If you are using a non-SingHealth email, your account will be deactivated automatically if there is no activity after 6 months from your last log in to the system.

Please email elarning.helpdesk@singhealthacademy.edu.sg for assistance.



2.6 I encountered an error in HealthSG




The screenshot shows the HealthSG login interface. At the top left is the HealthSG logo. Below it is a back arrow icon. The main heading is "Enter password". A red error message states: "Your account is temporarily locked to prevent unauthorised use. Try again later, and if you still have trouble, contact your admin." Below the message is a password input field with the label "Password" and a red underline. A link "Forgot my password" is positioned below the input field. A blue "Sign in" button is located at the bottom right of the form area.

Users with SingHealth email may encounter this error.

Please contact IT Helpdesk to help unlock your account.

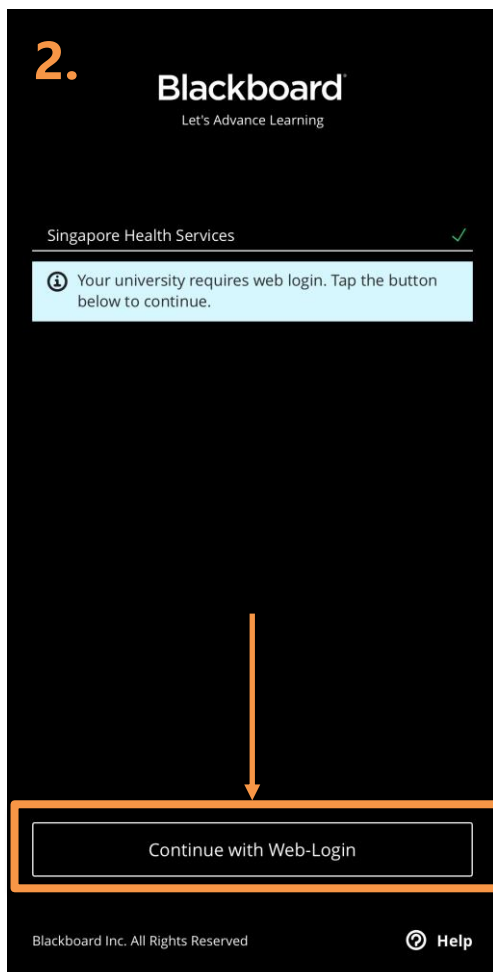
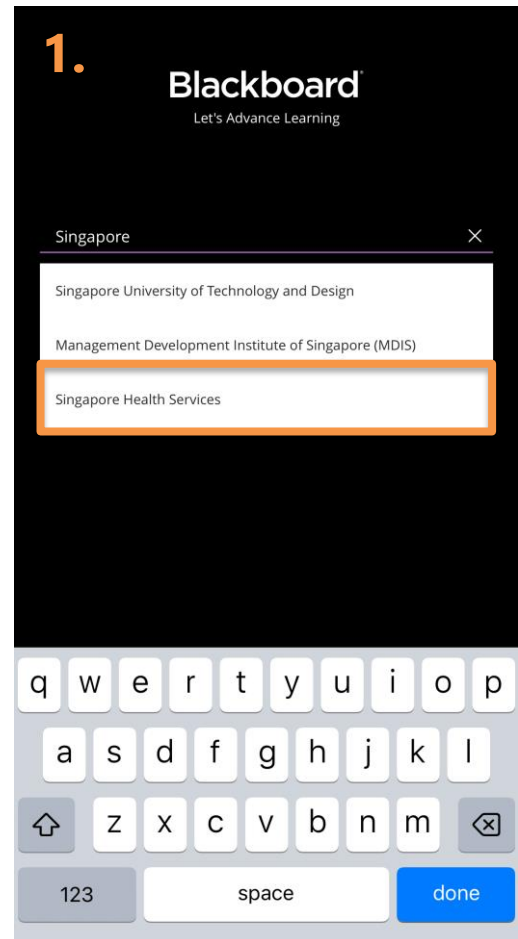
eLearning Helpdesk is unable to assist with issues regarding Microsoft Authenticator / HealthSG issues.

 RETURN TO CONTENTS PAGE


2.7 I cannot log in using the Blackboard application

Here are the steps to log in to the Blackboard application:

1. After opening the app, type in "Singapore Health Services". Click the text when the dropdown appears.

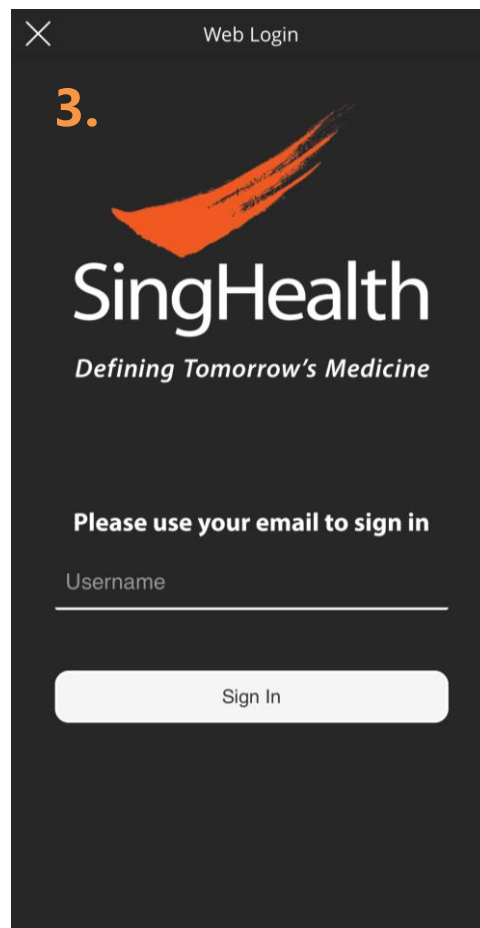


2. You will be prompted to login. Click "Continue with Web-Login".

 RETURN TO CONTENTS PAGE

2.7 I cannot log in using the Blackboard application

3. Log in with **your email address**. You will be prompted to authenticate with your HealthSG, or with token sent to your email.



4. HealthSG

nurul.af@oh.nus@singhealthacademy.edu.sg

Approve sign in request

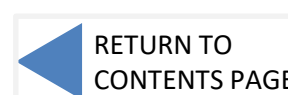
6. Open your Authenticator app, and enter the number shown to sign in.

20

No numbers in your app? Make sure to upgrade to the latest version.

4. After authentication, return to the Blackboard app and log in to Blackboard.

For other users, you will receive a token for authentication in your email.



2.8 I changed my phone and have Authenticator issues. How do I fix my Authenticator for Blackboard?

You will require your corporate laptop for the process of re-instating your Authenticator and be within your Institution, /or be connected to SingHealth Intranet / Kentaurus VPN.

This guide has been adapted from IT Helpdesk. If you are still encountering issues, **please contact IT helpdesk** for assistance.

You may follow the image guide in the following pages.

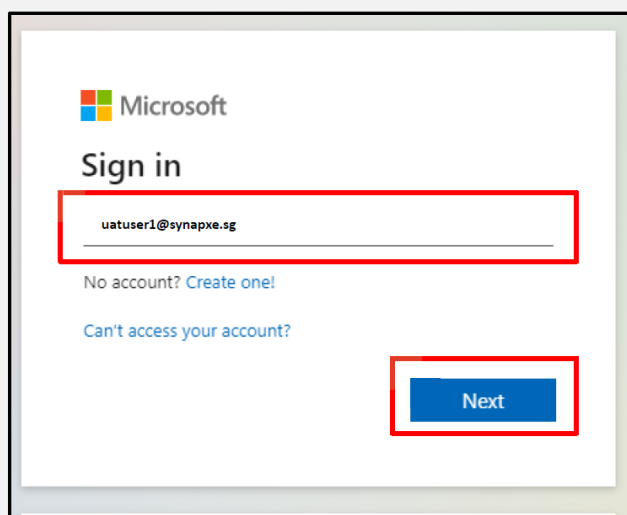
1.

From your corporate machine, access <https://mysignins.microsoft.com>.

Enter your email address and click **Next**

e.g. xxx@synapxe.sg, xxx@nuhs.edu.sg, xxx@aic.sg

Enter your ADID password, and click **Sign in**

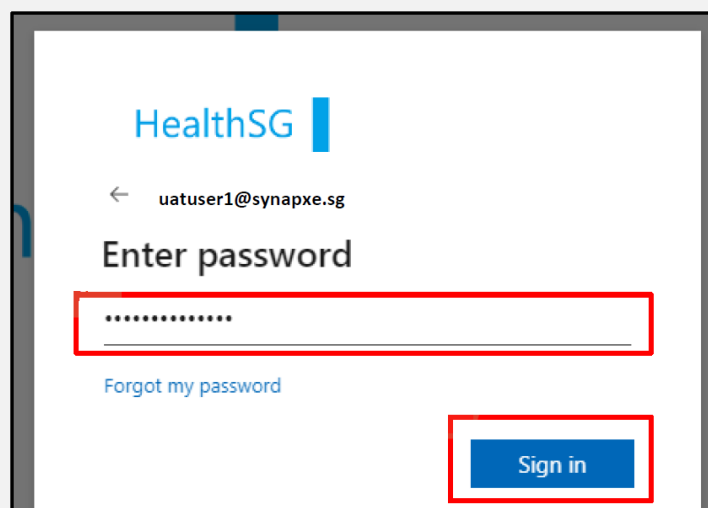


Microsoft
Sign in

No account? [Create one!](#)

[Can't access your account?](#)

[Next](#)



HealthSG

← uatuser1@synapxe.sg

Enter password

[Forgot my password](#)

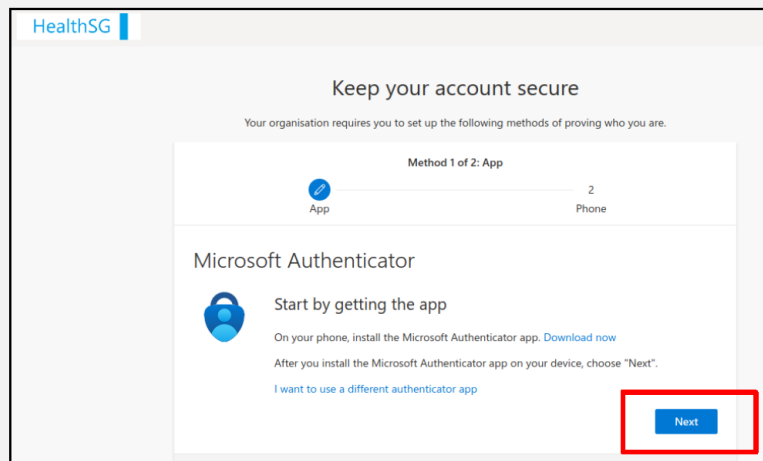
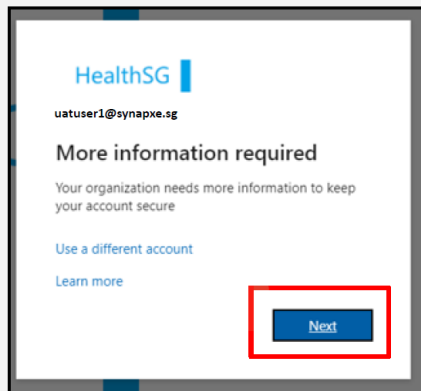
[Sign in](#)

[RETURN TO CONTENTS PAGE](#)

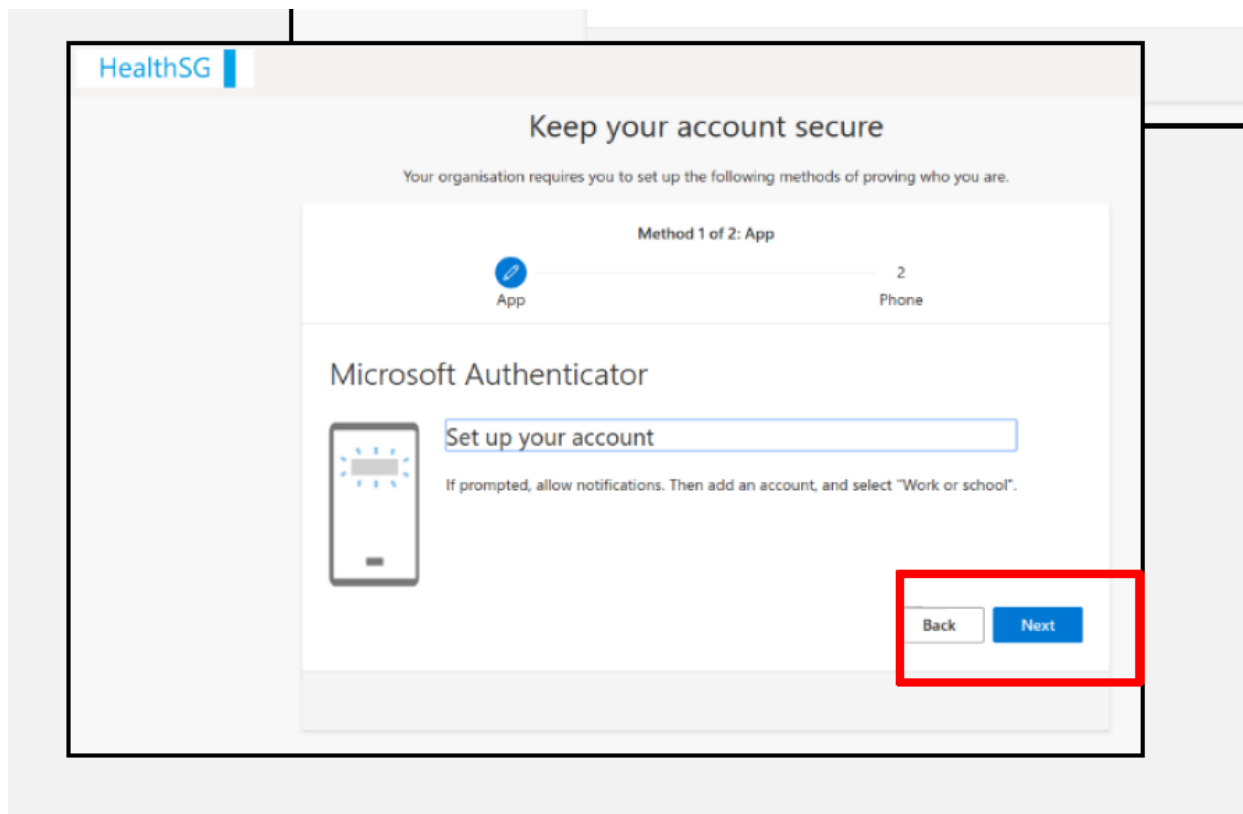
2.8 I changed my phone and have Authenticator issues. How do I fix my Authenticator for Blackboard?

2.

Click **Next** when you see this screen
Click **Next**.
Click **Next**.



3.



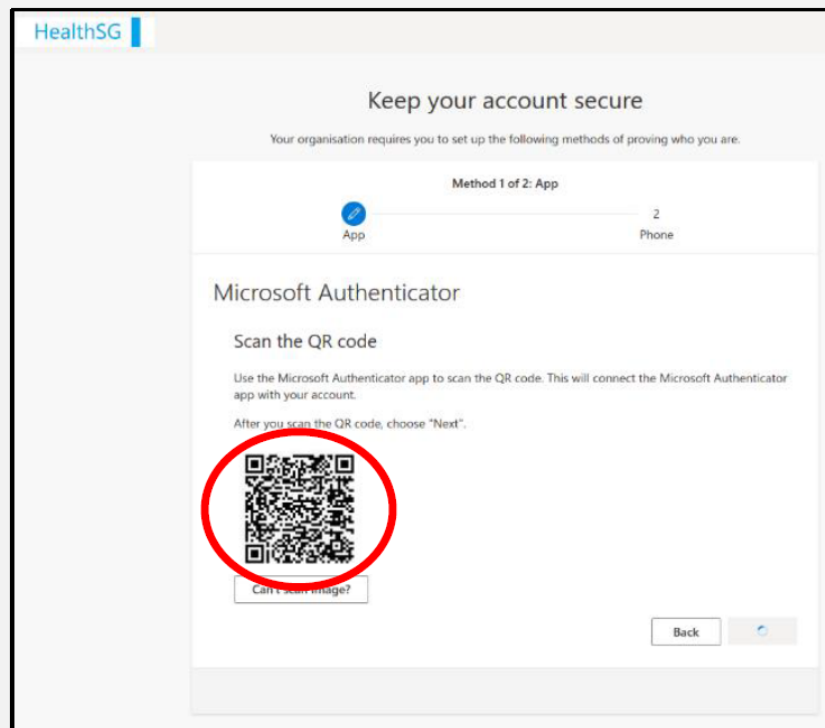
RETURN TO CONTENTS PAGE

2.8 I changed my phone and have Authenticator issues. How do I fix my Authenticator for Blackboard?

4.

You will see the below screen with a QR code

***Please Note There Is A Timeout Session Of Approximately 5 Minutes.**



You now should have a new entry in your authenticator. When you are logging in, your number prompt will appear in your new smartphone.

If you still encounter issues despite following the steps, contact it.helpdesk@singhealth.com.sg regarding Authenticator issues.

