

General Enquiries

1. Where can I access the new MRC learning portal?

The new MRC learning portal can be accessed at URL: <https://mrc.com.sg/>.

2. I cannot log in to the MRC learning portal.

Your login username is your four-digit TG licence number (note: please add a "0" in front of three-digit TG licence number).

If you have forgotten your password, please click on '*Forgotten your username or password?*' at the Login Page to reset your password.

If the log in information is correct but are still unable to log in, please contact the technical helpdesk for assistance by emailing support.stb@znxhelpdesk.com.

The Helpdesk is operational on weekdays (non-public holidays) from 9.00 am to 6.00 pm. Requests sent during the weekend or on public holidays will be attended to on the next working day.

In the case that you did not receive a response from the Helpdesk, please check your junk mailbox.

3. Where can I access help materials for using the new MRC learning portal?

Please refer to the detailed user guides attached together with the FAQs.

For technical assistance, please contact the technical helpdesk by emailing support.stb@znxhelpdesk.com.

4. My personal information on the MRC dashboard is wrong.

If your personal details are wrong, please make the necessary updates on TRUST and the changes will be reflected on the MRC dashboard.

5. Can I still enrol for the classroom/ virtual-based MRC?

No, the new MRC learning portal will fully replace the previous classroom/ virtual-based MRC.

Policy related questions

1. Why is there a need for the MRC learning portal?

The digital MRC learning portal offers the following key benefits:

- (i) For TGs who are renewing their licence, they can access the MRC modules and attempt the MRC assessment at their convenience. TGs no longer need to sacrifice their work assignments to attend the MRC session.
- (ii) TGs can access the MRC learning portal and the training materials on-the-go, as the portal can be accessed using mobile devices as well as desktop computers.
- (iii) The learning portal serves as an information repository, accessible even when the TG is not renewing his/ her licence.

2. I have feedback on your system. Where can I send to?

Please send your feedback to: STB_Tourist_Guides@stb.gov.sg

Briefing Session

1. Will there be briefing sessions for TGs on the new system?

An online briefing session has been conducted on 24 June 2022 to guide TGs on how to use and navigate the MRC learning portal, with priority given to TGs whose licences will be expiring in the next six months.

2. Will the briefing materials be shared with us?

The briefing session will be based on the details covered in the user guides. Please refer to the detailed user guides attached together with the FAQs.

For other technical assistance, please contact the technical helpdesk by emailing support.stb@znxhelpdesk.com.