edX & Ngee Ann Poly Subscription FAQ

Q1. What is this subscription about?

You can apply for a 12-month subscription to provide access to over 2,300 online learning resources from the edX & Ngee Ann Polytechnic portal.

Q2. When does the subscription start?

The subscription starts once your edX & Ngee Ann Polytechnic account is created. You will receive an email notification upon completion.

Q3. What email address should I use?

Use the same email address that is registered in STEP. This ensures your account setup matches your application details and avoids delays**.**

Q4. How do I apply for the subscription?

1. Sign in to STEP
2. Submit an application for *edX & Ngee Ann Polytechnic: Online Learning from MIT, Harvard, IBM, Microsoft, Google, & more*
3. Select your payment module: SkillsFuture Credit, Credit/Debit Card or PayNow

Q5. How much is the subscription fee?

The subscription fee is S$216.91 <inclusive of GST>.

Q6. Can I use multiple payment modes for the subscription fee?

Yes. You can combine payment modes during your application. Example: SFC + Credit Card

Q7. How do I check how much credits I have in my SFC account?

● Go to https://www.myskillsfuture.gov.sg/content/portal/en/e-services/e-services.html#
● Click on "Check and Claim SkillsFuture Credit" and log in via SingPass
● Click on "Available SkillsFuture Credit" to view your balance
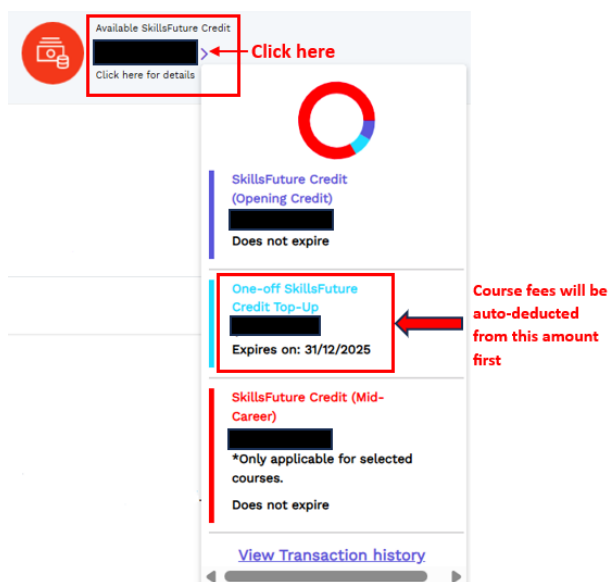
Q8: When will I receive setup instructions after payment?

You will receive an email with set-up instructions during the first week after the course start date.

Q9. How do I log in to the edX & Ngee Ann Poly portal?

You will receive a welcome email from edX with your account activation link and login instructions within 16 days after your registration and once we have verified that your payment is successful. Do use the same email address registered in STEP.

Q10. What do I do if I forget my login details?

Visit enterprise.edx.org and click "Forgot password".

Q11. Will I be notified before my subscription expires?

You can check your subscription expiry date in the learner portal.

Q12. How do I renew my subscription after 12 months?

Your edX subscription is valid for 12 months from the date of activation. To renew:

- Look out for a renewal reminder via email approximately one month before your subscription expires.
- Follow the renewal instructions provided in the email.
- Make payment through the designated platform or confirm renewal.

Q13. What will happen to my ongoing or completed courses if my subscription expires?

The completed courses and certificates will be visible post the end of the subscription.

Information is accurate as of October 2025.

The ongoing courses will convert into an audit track. You will be able to continue with the course, but you will not be able to get the certificate without an active subscription.

Q14. If my learner's license is valid until 30 September 2026, when is my last day of access to the edX & Ngee Ann Polytechnic portal?
Your access to the portal will be removed on 30 September 2026, 11.59 pm (based on Eastern Standard Time (EST).

Q15. Why is my subscription license deactivated?
Subscription licenses may be deactivated for one of two reasons:

- The license has been revoked by the Learning Administrator
- The license has expired without a renewal

A deactivated license means that:

- You will not be able to continue enrolling in additional courses at no cost
- Any courses that were in progress will be moved to the "audit track." In the audit track, the license holder is prevented from passing further assessments and earning a certificate.

A deactivated license does NOT:

- Delete the former license holder's account
- Invalidate or delete previous accomplishments. All earned certificates remain available for download and are associated with your learner account.
- Prevent you from taking future courses on edx.org, as an individual pursuing your personal learning journey
- Prohibit the administrator from re-assigning a license to you at a later date.

Q16. Can I terminate my subscription?
Yes, but no refund is provided after the course start date.

Q17. Who can I contact if I encounter issues with the edX & Ngee Ann Polytechnic portal?
You can contact enterpise-support@edx.org. We will respond within three (3) working days, based on Eastern Standard Time (EST).

Q18. Who can I contact if I encounter an issue with the STEP portal?
You can contact enquirycet@np.edu.sg. We will respond within three (3) working days, based on Singapore Time (SGT).

Q19. How do I log in to the edX & Ngee Ann Polytechnic portal?
The weblink for the portal is enterprise.edx.org

Q20. How can companies express interest in collaborating or supporting the edX-Ngee Ann Polytechnic partnership?
Companies keen to explore collaboration or opportunities are welcome to reach out. Please email us at EnquiryCET@np.edu.sg , and our team will get back to you shortly.