

eLEARN Learning Management System (LMS) Frequently Asked Questions

1. I'm unsure if I have an existing eLEARN (LMS) account.

By default, all NHG Staff with a valid NHG Active Directory login (NHG ADID) account should be able to login to eLEARN (<https://elearn.sg/nhg>).

You can try to login with your existing NHG ADID (i.e. User ID) and password. Please ensure that you select "National Healthcare Group" when you login to eLEARN.

2. I don't know if I have a valid NHG ADID, or I can't remember what my NHG ADID login information is.

Please contact the NHG ITD Helpdesk at 1800 483 4357 or ITDHELP@nhg.com.sg to verify if you have a NHG ADID account.

The NHG ADID is the same as your NHG Hmail login as well as your NHG computer login.

3. [UPDATED] I have a valid NHG ADID but I am unable to log in to eLEARN.

If you are unable to log into eLEARN, your NHG ADID account may be locked or disabled. You will need to contact the NHG ITD Helpdesk at 1800 483 4357 or ITDHELP@nhg.com.sg to verify that your NHG ADID is still valid/active.

If your NHG ADID is valid/active, the password that you had used to login to eLEARN may be incorrect. You will need to reset your password on the eLEARN login page. If you encounter logging in difficulties, kindly contact the eLEARN Technical Support team at lmssupport@wizlearn.com or contact them at +65 6777 9661 (Monday – Friday: 7.30am – 9pm) for further assistance.

Note:

- The User ID for eLEARN login is the same as the NHG ADID User ID for NHG Hmail & NHG computer login. However, the login password on eLEARN can be different from Hmail & the computer login as eLEARN is a separate system. Users are usually prompted to change their eLEARN passwords at initial login.
- Your eLEARN account will be deactivated if you have 5 failed login attempts. If your account is deactivated, please contact eLEARN IT Helpdesk for assistance.

4. My eLEARN User ID and password is correct but I'm still unable to login.

If you are unable to log into eLEARN, your NHG ADID account may be locked or disabled. You will need to contact the NHG ITD Helpdesk at 1800 483 4357 or ITDHELP@nhg.com.sg to verify that your NHG ADID is still valid/active.

For more information, kindly refer to "[eLEARN LMS Navigation Guide for \(HBR\) Online Course](#)" guide.

5. I have tried everything and I am still unable to login.

If you are still unable to login, please send an email containing your Full Name, ADID User ID, Institution & Department, and contact number, together with the issue faced to lmssupport@wizlearn.com. They will respond to you within 3 working days.

6. **Can I help my colleague to retrieve/ reset their eLEARN login information?**

Due to security reasons, personal login information cannot be provided to any third parties. Your colleague will need to contact NHG ITD Helpdesk to confirm if his/her NHG ADID account is still valid and/ or contact eLearn IT Helpdesk if they have issues with their login password.

7. **The eLEARN website is not loading properly.**

To ensure that the eLEARN system is fully functional, please use IE 11 or Google Chrome to access the eLEARN system.