

Frequently Asked Questions (FAQs) for USE ID card Web portal

- 1. What is the purpose of this web portal?
 - USE ID Card Portal is the latest service that aims to deliver a more user-friendly, convenient and efficient licensing experience for our security officers
 - This is a one-stop portal with a simplified application and payment process with the availability/accessibility to apply for your PLRD ID card at any time, anywhere, 24/7 at your own convenience
- 2. When can I apply for my ID card online?
 - Please ensure that you have completed the basic training modules and the online licence application on GoBusiness licencing at https://licence1.business.gov.sg/feportal/web/frontier/home
 - Once you have received a letter from PLRD indicating that your license has been approved, you may proceed to apply for your ID card on this web portal using your SingPass
- 3. Is it compulsory to have SingPass to log in to this website?
 - Yes, SingPass is required to access this website
- 4. I am trying to log in with my SingPass but it is not working
 - If you have any SingPass issues e.g. unable to login, lost SingPass token, forgot SinPass password, unable to receive SMS OTP

Please call the SingPass helpdesk Helpdesk: +65 6335 3533 or

Email: support@singpass.gov.sg

- 5. What if I do not have access to the internet **or** do not know how to use the online system? Can I still submit my application over the counter at USE Customer Service Centre?
 - You may seek the assistance of your employer, the HR admin to do the online application or
 - You may email us at use-idcard@ntuc.org.sg for assistance



- 6. Can I get my card immediately after I have submitting the online application?
 - Please note that minimally <u>7 calendar days</u> are required to collect your card from the time of submission of the online application and receipt of payment.
- 7. What forms of payment can I use with this online service?
 - The forms of payment accepted are PayNow, Credit Card and Debit Card (VISA/Mastercard)

**In view of the upcoming GST increases in 2023 and 2024, USE will absorb them And the ID card price will remain at \$22.50

- 8. If I don't have PayNow, Credit card and Debit card, can I pay by cash?
 - Currently, these are the only accepted modes of payment. You are encouraged to set up a PayNow account using your iBanking account to complete the transaction.
- 9. Once I have made the payment online, can I cancel it?
 - Once your payment is processed online, the transaction cannot be cancelled or refunded
- 10. How will I know when to collect my ID card?
 - SMS notification will be sent 3 days before the selected appointment date to the mobile number that you registered during the online application process. If you did not receive this SMS, email us at use-id@ntuc.org.sg
 - The collection is will be on the selected appointment date and time, **not earlier**
- 11. What happens if I missed my collection date/appointment?
 - If you have missed the collection date/appointment, please email us at use-id@ntuc.org.sg. We will re-schedule your collection date/appointment to the next available date subject to the availability



12. What do I need to bring when I come to collect my ID card?

You will need to bring the following:

- Your Singapore NRIC or Work Permit
- The screenshot of the receipt of the transaction or the SMS notification
- Your existing PLRD Security ID card (if you have one)
- 13. What are the guidelines for the digital photo submission?
 - Photo must be taken within the last 3 months
 - Photo must be taken with even brightness
 - Photo must be clear and in sharp focus
 - Photo must be taken without spectacles
 - Photo background must be in white

Photo guideline 🚺



14. What should I do if I'm not able to attach my photo image online?

Please ensure that your photo fulfils these specifications:

- image file is in JPG, JPEG or PNG format;
- the file size is not more than 5 MB.
- 15. Can I take a selfie with my mobile phone for the ID card?
 - We recommend that your photo to be taken by a professional at a photo studio. The printed photograph must be on a matte non-reflective white background without a border
 - The photograph must be taken within the last 3 months
 - Your photograph must meet the submission requirement. Please refer to the no.13
 - While selfies will not automatically be rejected, if there are issues with the photograph, it may delay your application

^{**} non-compliance with the photo guidelines will result in your application being rejected and this will delay the issuance and collection of your ID card.



- 16. I have lost my ID card, how do I apply for a replacement?
 - For lost or damaged ID card, you are required to apply online at this website.
- 17. I would like to update my ID card with my new PWM grade/rank and training logos, how do I go about it?
 - If your ID card is in the current/old format, whereby the PWM rank and logos are reflected on the ID card, you will need to apply for a new card online with a QR code format for the update to be activated. This is chargeable at \$22.50
 - If your ID card is in the new format with the QR code, you will only need to login and update your credentials. These details will be updated within 3 working days. You do not need to be issued with a new card and this service is free of charge.

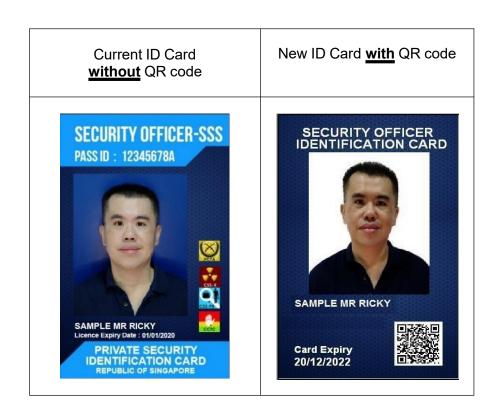




Photo Guidelines

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Photo background must be white in colour	×	
Spectacles must be removed where the eyes are clearly and fully visible	×	
Facial expression should be neutral with mouth closed	×	
Head gear used for religious reasons must be in dark colour against white background	×	
Head gear used for religious reasons must be in dark colour against white background Must be appropriately attired minimally with a polo tee-shirt	×	