



## **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 SingPass password, unable to receive SMS OTP  
Please call the SingPass helpdesk Helpdesk: +65 6335 3533 or  
Email: [support@singpass.gov.sg](mailto: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-id@ntuc.org.sg](mailto:use-id@ntuc.org.sg) for assistance



6. Can I get my card immediately after I have submitting the online application?
  - Please note that minimally **7 working days** 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](mailto: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](mailto: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.

| Current ID Card<br><b><u>without</u></b> QR code   | New ID Card <b><u>with</u></b> QR code  |
|--|---|
|  The image shows a sample of a current ID card. It has a blue header with 'SECURITY OFFICER-SSS' and 'PASS ID : 12345678A'. Below is a photo of a man. To the right of the photo are four small logos: NIA, CS-X, CS-34, and cctc. At the bottom, it says 'SAMPLE MR RICKY', 'Licence Expiry Date : 01/01/2020', 'PRIVATE SECURITY IDENTIFICATION CARD', and 'REPUBLIC OF SINGAPORE'. |  The image shows a sample of a new ID card. It has a dark blue header with 'SECURITY OFFICER IDENTIFICATION CARD'. Below is a photo of a man. At the bottom left, it says 'SAMPLE MR RICKY' and 'Card Expiry 20/12/2022'. At the bottom right is a QR code. |



## Photo Guidelines

|  |   |   |
|--|---|---|
| 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 |   |   |
| Must be appropriately attired minimally with a polo tee-shirt                        |   |   |
| Shoulders, hair and ears must be fully visible                                       |   |   |