

USE ID Card Web Portal User Guide

- Items highlighted within a **red box** are required fields.
- User notes for reference is indicated in **blue**
- For an optimal experience, it is recommended for you to use a desktop, laptop, iPad or tablet



Scan with Singpass app
to log in



singpass

Don't have the Singpass app?

[Download now](#)

**A valid SingPass credential is required*



CUSTOMER SERVICE CENTRE USE ID CARD PORTAL

[User Guide](#)

[Frequently Asked Questions](#)





You must agree to the [terms of use](#) for accessing this web portal.

☐ I have read and agree to the website's terms of use.

Tick the check box then proceed to next

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UNION OF SECURITY EMPLOYEES

+65 6381 9150 +65 6291 5145 (CSC)

use-idcard@ntuc.org.sg



Record not found.

Please contact Union Of Security Employees for further assistance.

Contact details as follows:

- +65 6381 9150 +65 6291 5145 (CSC)

- use-idcard@ntuc.org.sg

OK

If you see this page;

- 1) *Your ID card has expired and you have not done the online renewal at <https://licence1.business.gov.sg/>*
- 2) *Your online renewal status have not been updated in the PLRD system hence no record found. Try again after 48–72 hours*





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ID Card Portal

Welcome IDX TEST SHARON CARD - SO

My Application Type

- ☐ New
- ☐ Replacement
- ☐ Renewal

Select the application type and request for the ID card issuance

Once selected, the webpage will automatically refresh to the personal particulars page. (see page 4)

My Request

- ☐ Security Officer (SO) / Aviation Security Officer (AVSO)
- ☐ Private Investigator (PI)

My Updates

For PWM Grades and courses attained updates, once selected, the webpage will be refreshed. (see page 7)

- ☐ New PWM SO Grade/Courses Attended

My Applications

| Application | Card Type | Grade | Date Of Transaction | Status | Action/Remarks |
|-------------|-----------|-------|---------------------|--------|----------------|
|-------------|-----------|-------|---------------------|--------|----------------|



Personal Particulars

NRIC / FIN : XXXXX444Z

Name : JEMMY TEST CARD JAN 2022

Update Details

Singapore mobile number ^{*Mandatory}

96757311

0000000



Update Number

Email address ^{*Optional}

Verification Code ×

We have sent an SMS to your mobile number with a verification code.
Please check your phone and enter the verification code below

Submit

*A valid mobile number is required for the OTP.
Once OTP submission is successful, click next (see page 5)*

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Submission

Details

NRIC / FIN : XXXXX011A

Name : IDX TEST SHARON CARD - SO

Application Type : **New - SO**

Pass ID No : **P6860011ASO**

Grade : **CSO**

Card Expiry Date : **19 January 2024**

Training Records

Select training attained

- ☐ Recognise Terrorist Threat (RTT)
- ☐ Conduct Security Screening of Person and Bag (CSSPB)
- ☐ Conduct Crowd and Traffic Control (CCTC)
- ☐ Handle Counter Terrorist Activities (HCTA)
- ☐ Conduct Screening using X-ray Machine (X-RAY)
- ☐ Airport Screener Deployment (For AVSO Only)
- ☐ None of the above (SO)

Photo Submission

Refer to the photo guidelines on page 6

Upload Photo



Guidelines for Digital Photo Image Submission ⓘ

- Photo must be taken within last 3 months
- Photo must be taken within even brightness
- Photo must be clear and in sharp focus
- Photo must be taken without spectacles
- Photo background must be white in color
- Photo uploaded must be in JPG or PNG formats
- Photo image's size must not more than 5 MB

☐ I hereby declare that the information and photo submitted is true and correct.
In case any of the above information is found to be false or untrue or misleading or misrepresenting.
I am aware that I may be held liable for it.













Complete the declaration then click "Next"

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Save Draft

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Photo Guidelines

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



Submission

Details

NRIC / FIN : XXXXX011A

Pass ID No : P6860011A

update_so : IDX TEST SHARON CARD

Grade : SO

New Grade Attained

- ☐ Senior Security Officer
- ☐ Security Supervisor
- ☐ Senior Security Supervisor
- ☐ Chief Security Officer

Select the relevant category

New Training Records

- ☐ Recognise Terrorist Threat (RTT)
- ☐ Conduct Security Screening of Person and Bag (CSSPB)
- ☐ Conduct Crowd and Traffic Control (CCTC)
- ☐ Handle Counter Terrorist Activities (HCTA)
- ☐ Conduct Screening using X-ray Machine (X-RAY)

Skill Sets Acquired

- ☐ Basic Facilities Management
- ☐ Fundamentals of Building Services & Safety
- ☐ Fire Safety Management
- ☐ CERT
- ☐ COSEM

Lateral training/courses.

☐ I hereby declare that the information submitted is true and correct.
In case any of the above information is found to be false or untrue or misleading or misrepresenting,
I am aware that I may be held liable for it.

Complete the declaration then click "Update"

Date of submission : 11-03-2022

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Update



Book Appointment For Collection

Select Date :

| April 2022 | | | | | | |
|------------|-----|-----|-----|-----|-----|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| 27 | 28 | 29 | 30 | 31 | 01 | 02 |
| 03 | 04 | 05 | 06 | 07 | 08 | 09 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |

Operating Hours:

Monday - Friday : 9am - 5pm (last walk-in at 4.50pm)

Last Tuesday of the month and selected eve of Public Holidays

(New Year's Day, Chinese New Year & Christmas Day) : 9am-12.30pm

Closed on Public Holidays, Saturdays and Sundays

 : Half Day / Eve Of Public Holidays - Last Appointment @12.30pm

 : Public Holiday

| Time | Current Booking | Max Available |
|-----------------------------------|-----------------|---------------|
| <input type="radio"/> 09:00-10:00 | 0 | 20 |
| <input type="radio"/> 10:00-11:00 | 0 | 20 |
| <input type="radio"/> 11:00-12:00 | 0 | 20 |
| <input type="radio"/> 12:00-13:00 | 0 | 20 |
| <input type="radio"/> 13:00-14:00 | 0 | 20 |
| <input type="radio"/> 14:00-15:00 | 0 | 20 |
| <input type="radio"/> 15:00-16:00 | 0 | 20 |
| <input type="radio"/> 16:00-17:00 | 0 | 20 |

Select a date and time for ID card collection.

Please note that the collection will be 7 days after a successful receipt of payment

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My Application Details

NRIC / FIN : XXXXX444Z Application Type : New - SO
Name : JEMMY TEST CARD JAN 2022 Pass ID No : G92345678
Grade : SO
Mobile No : 96757311 Card Expiry Date : 12 April 2025
Appointment Date : 17 March 2022
Email : - Time Slot : 10:00 - 11:00

| Application Type | Type | Amount |
|------------------|----------------|-----------------------|
| New | SO Application | \$22.50 inclusive GST |

Verify details before proceeding to payment

Select Your Payment Method

☐ I also understand that upon completion of transaction, no refunds or cancellations shall be allowed.



Payment by PayNow, Credit Card or Debit card only

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Select Your Payment Method

☒ I also understand that upon completion of transaction, no refunds or cancellations shall be allowed.



Mobile Payment With
Banks App (PayNow)



Credit & Debit Cards
Payment



Total Amount : \$22.50

Reference No: Website Testing
2021122700756

How to Make a PayNow

1. Scan this QR code with **QR scanner on your banking app** on your phone.
2. Verify that displays the following :
Entity Name **Union OF Security Employees**.
3. Ensure the reference number and amount provided on this page is displaying in banking app and proceed to submit.
4. Once your Paynow transaction has been successful, Use will process with your application .

Cancel

Confirm

Is your PayNow transaction successful?

Yes

No

Credit Card and Debit Card Payment

| | |
|-------------------------|-----------------------------|
| Display Name | UNION OF SECURITY EMPLOYEES |
| Merchant Reference Code | 20220405043911 |
| Nets Reference Code | 20220405163921289 |
| Amount | SGD 22.50 |

Payment Methods



Name on Card

Card Number

CVV/CVV2

Expiry Date

Month Year

Email
(Optional)

Submit

Cancel



For added security, an SMS One-time Password (OTP) is required to complete this transaction. Please enter the SMS-OTP which has been sent to your mobile phone (XXXX9368).

Merchant: UNIONOFSECURITYEMP

Amount: SGD 22.50

Date: 29/03/2022

Card Number:

SMS-OTP: SY1C

Proceed

Get Another SMS-OTP

Cancel

If XXXX9368 is not your mobile phone number, please complete the [2FA Registration/Update Form](#) (available on the UOB website) and mail it to us.

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Request Application

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ID Card Portal

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- ☐ Private Investigator (PI)

My Updates

- ☐ New PWM SO Grade/Courses Attended

Click on "view" highlighted in green to download the payment receipt

My Applications

| Application | Card Type | Grade | Date Of Transaction | Status | Action/Remarks |
|-------------|-----------|-------|---------------------|------------|----------------------|
| New | SO | SSO | 11/05/2022 09:57:21 | Processing | View |

ID Card Application Details

Details

NRIC / FIN : XXXXX011A
Name : IDX TEST SHARON CARD - SO
Appointment Date : 19 May 2022
Time Slot : 09:00 - 10:00
Mobile No : 91559368
Email : xzy@gmail.com
Status : Processing
Transaction Ref : 2022051100494
Payment Amount : \$22.50 inclusive of GST (Pending confirmation)

Pass ID No : P6860011A
Card Type : NEW - SO
Grade : CSO
Card Expiry Date : 19/01/2024



How to Make a PayNow Transfer



1. Scan this QR code with the QR scanner on your banking app on your phone.
2. Verify that it displays the following : Entity Name Union Of Security Employees.
3. Ensure the reference number and amount provided on this page is displaying in banking app and proceed to submit.
4. Once your Paynow transaction has been successful, USE will process with your application.

**Save this copy*

*** For payment via PayNow, confirmation will be immediate however, for credit card and debit card payment, it will be pending the bank's receipt of payment confirmation*

How to resubmit a photo which was rejected due to non-compliance to the photo guidelines

- Login to <https://www.iduse.org.sg> with your SingPass
- Proceed to the “request application” page
- At the bottom of the page under “My Application” click on “Resubmit” highlighted in green (*See page 14*)
- Upload the new photo and complete the process
- Your application status will then be shown as “resubmitted” (*See page 15*)
- Please note due to the resubmission of the new photo, the collection appointment booking will be rescheduled to another date and time (approx. 7 days later)



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My Applications

Click on "Resubmit" highlighted in green to upload a new photo

| Application | Card Type | Grade | Date Of Transaction | Status | Action/Remarks |
|-------------|-----------|-------|---------------------|--------------|--------------------------|
| New | SO | CSO | 11/05/2022 14:22:45 | Resubmission | Resubmit |



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My Applications

| Application | Card Type | Grade | Date Of Transaction | Status | Action/Remarks |
|-------------|-----------|-------|---------------------|-------------|----------------------|
| New | SO | CSO | 11/05/2022 14:22:45 | Resubmitted | View |

The status will now indicate "Resubmitted" as shown below.

Details for ID card collection

- SMS will be sent to the registered mobile number 3 days before the selected date and time of the appointment
- The collection is will be on the selected appointment date and time, **not earlier**
- **Documents required for the collection**
 - 1) Singapore NRIC or Work Permit
 - 2) The screenshot of the receipt of the transaction or the SMS notification
 - 3) The existing PLRD Security ID card (if you have one)