# 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





\*A valid SingPass credential is required



User Guide

Frequently Asked Questions



use-idcard@ntuc.org.sg

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

Back

Next



# Record not found.

Please contact Union Of Security Employees for further assistance.

## Contact details as follows:

- 65 6381 9150 +65 6291 5145 (CSC)

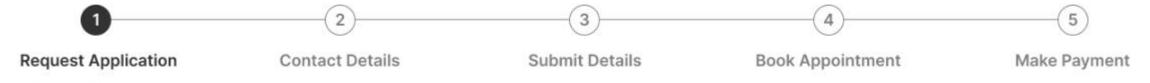
- use-idcard@ntuc.org.sg



#### 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/
- P) Your online renewal status have not been updated in the PLRD system hence no record found. Try again after 48–72 hours





#### **ID Card Portal**

Application

Welcome IDX TEST SHARON CARD - SO

Card Type

Grade



Status

Action/Remarks

**Date Of Transaction** 

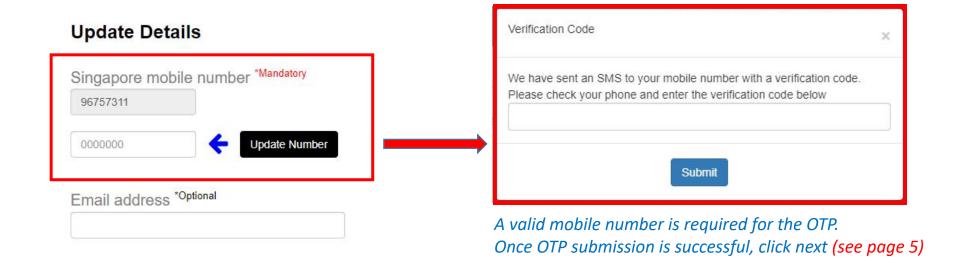


## **Personal Particulars**

UNION OF SECURITY EMPLOYEES

NRIC / FIN : XXXXX444Z

Name : JEMMY TEST CARD JAN 2022







#### Submission

#### Details

NRIC / FIN XXXXXX011A Application Type New - SO **IDX TEST SHARON CARD - SO** Pass ID No P6860011ASO Name

> Grade CSO

Card Expiry Date 19 January 2024

#### Training Records

☐ Recognise Terrorist Threat (RTT)

#### Select training attained

- □ 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.

## Reminder!!

Non-compliance with the photo guidelines, including Selfie, will result in your application being rejected and this will delay the issuance and collection of your ID card.

Complete the declaration then click "Next"



Back

Save Draft

# Photo Guidelines

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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

	та	

NRIC / FIN : XXXXX011A Pass ID No : P6860011A

update so : IDX TEST SHARON CARD Grade : SO

#### **New Grade Attained**

- ☐ Senior Security Officer
- □ Security Supervisor Select the relevant category
- ☐ Senior Security Supervisor
- ☐ Chief Security Officer

#### **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

Lateral training/courses.

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

Update

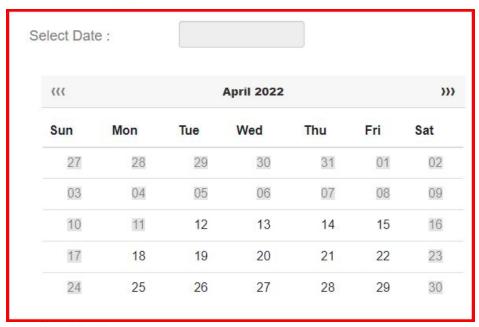
Complete the declaration then click "Update"

Date of submission : 11-03-2022

Back



# **Book Appointment For Collection**



Time	Current Booking	Max Available
09:00-10:00	0	20
0 10:00-11:00	0	20
O 11:00-12:00	0	20
0 12:00-13:00	0	20
O 13:00-14:00	0	20
O 14:00-15:00	0	20
O 15:00-16:00	0	20
0 16:00-17:00	0	20

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

Select a date and time for the ID card collection.

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





# My Application Details

NRIC / FIN : XXXXX444Z

: JEMMY TEST CARD JAN 2022 Name

> SO Grade

Mobile No : 96757311

Email

New

**Application Type** 

Card Expiry Date: 12 April 2025

: G92345678

Application Type : New - SO

Appointment Date: 17 March 2022 Time Slot : 10:00 - 11:00

Pass ID No

Verify details before proceeding to payment

Amount \$22.50 inclusive GST

#### Select Your Payment Method

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





Type

SO Application

**Credit & Debit Cards Payment** 

Payment by PayNow, Credit Card or Debit card only

Back

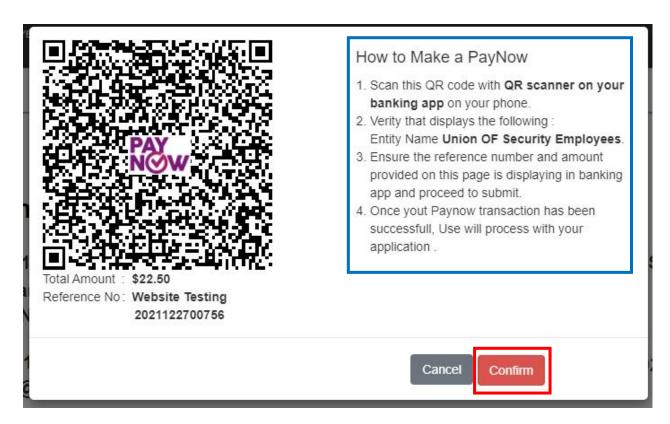


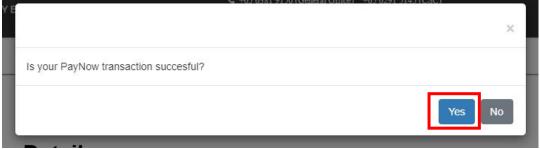
#### Select Your Payment Method

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











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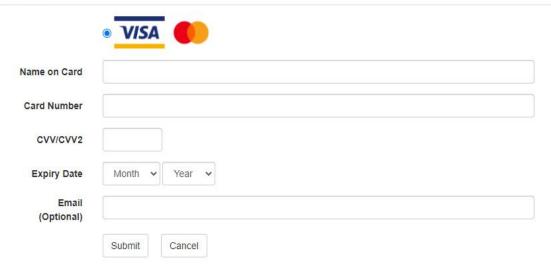
# Credit Card and Debit Card Payment

Display Name Merchant Reference Code Nets Reference Code Amount UNION OF SECURITY EMPLOYEES 20220405043911

SGD 22.50

20220405163921289

# Payment Methods







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).



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

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use-idcard@ntuc.org.sg



#### **ID Card Portal**

Welcome IDX TEST SHARON CARD - SO

My Application Type ☐ New

Replacement

Renewal

My Request

Security Officer (SO) / Aviation Security Officer (AVSO)

Private Investigator (PI)

My Updates

□ New PWM SO Grade/Courses Attended

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

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)



## How to Make a PayNow Transfer



- 1.Scan this QR code with the QR scanner on your banking app on your phone.
- 2. Verity 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.

Pass ID No

Card Type

Card Expiry Date

Grade

\*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

P6860011A

NEW - SO

19/01/2024

CSO

# How to resubmit a photo which was rejected due to noncompliance 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)



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



## **ID Card Portal**

Welcome IDX TEST SHARON CARD - SO

My Application Type

■ New

Replacement

☐ Renewal

My Request

Security Officer (SO) / Aviation Security Officer (AVSO)

Private Investigator (PI)

My Updates

My Applications

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

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



use-idcard@ntuc.org.sg

#### ID Card Portal

Welcome IDX TEST SHARON CARD - SO

My Application Type

☐ New

Replacement

Renewal

My Request

Security Officer (SO) / Aviation Security Officer (AVSO)

Private Investigator (PI)

My Updates

■ New PWM SO Grade/Courses Attended

My Applications

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

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



# 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)

