



## **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 online service that aims to deliver a more user-friendly, convenient and efficient ID card issuance experience for our security officers.
  - This one-stop portal offers a simplified application and payment process, allowing you to apply for your PRD ID card anytime, anywhere 24/7 at your convenience.
2. When can I apply for my ID card online?
  - Please ensure that you have completed the 4 basic training modules, Refresher Quiz and the online licence application for New or Renewal at GoBusiness licencing at <https://licence1.business.gov.sg/feportal/web/frontier/home>
  - After receiving the approval letter for successful application from PRD, you may proceed to apply for your ID card on this web portal using your SingPass mobile App.
3. Is it compulsory to have SingPass mobile App to log in to this website?
  - Yes, SingPass mobile App is required to access this website.
4. I am trying to log in with my SingPass but it is not working
  - If you encounter any SingPass issues, such as being unable to log in, forgetting your SingPass password, or not receiving the SMS OTP, please refer to the SingPass for assistance.  
Please call the SingPass helpdesk Helpdesk: +65 6335 3533 or  
Email: [support@singpass.gov.sg](mailto:support@singpass.gov.sg)
  - What if I do not have access to the internet **or** do not know how to use the online system?  
Can I still apply for the issuance of the ID card in person at the USE Customer Service Centre?
  - Yes, you may still do so. Alternatively, you can seek assistance from your employer or HR administrator to submit the online application on your behalf.
5. Can I get my card immediately after I have submitting the online application?
  - Please note a minimum of **7 calendar days** is required from the date of your online application submission and payment before the ID card can be collected.
6. What forms of payment can I use with this online service?
  - The forms of payment accepted are **PayNow and Debit/Credit Card only.**
7. If I don't have PayNow or Debit/Credit Card, can I pay by cash?
  - This is currently the only accepted mode of payment. You are encouraged to set up a PayNow account via your iBanking platform to complete the transaction.



8. Once I have made the payment online, can I cancel it?
- Once your payment is processed online, the transaction cannot be cancelled or refunded.
9. 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-idcard@ntuc.org.sg](mailto:use-idcard@ntuc.org.sg)
  - Collection will only be available on your selected appointment date and time, **and not earlier.**
10. What happens if I missed my collection date/appointment?
- If you missed your collection date, you may reschedule online for the next available slot, subject to availability.
11. 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 PRD Security ID card (if you have one)
12. 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
13. 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.
14. Can I take a selfie with my mobile phone for the ID card?
- We recommend having your photo taken professionally at a photo studio. The printed photograph must be on a matte, non-reflective white background and should not have any borders.
  - The photograph must be taken within the last 3 months
  - Although selfies are not automatically rejected, any issues with the photograph may cause delays in processing 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.***
15. I have lost my ID card, how do I apply for a replacement?
- In the event of a lost or damaged ID card, you are required to submit a new application online via this website.



16. 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 old format displaying the PWM rank and logos, you must apply online for a new card with the QR code format to activate the update. The processing and issuance of this service are subject to a \$25.00 fee.
- If your ID card is already in the new QR code format, simply log in at [www.iduse.org.sg](http://www.iduse.org.sg) using your SingPass Mobile app to update your credentials. The updates will be completed within 3 working days. There is no need to apply for a new card, and this service is free of charge.

Old ID Card <b><u>without</u></b> QR code	New ID Card <b><u>with</u></b> QR code
	