

# USE ID Card Web Portal User Guide

- Fields outlined in **red** are mandatory.
- User notes for reference are shown in **blue**.
- For the best experience, we recommended using a desktop, laptop, iPad or tablet



## Welcome to USE ID Card Portal

Please log in for Security ID Card services or to update your details.

Log in with **singpass**

*SingPass Mobile  
App only*

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## Terms & Conditions of Use

*Tick the checkbox then click “Continue” to proceed.*

☐

By checking this box, you acknowledge that you have read and agree to the terms and conditions of use for the Union of Security Employees (USE) website. You also consent to the collection and retention of your data only for as long as necessary to fulfil the purposes of processing and issuing the ID card for which it was collected.

Cancel

Continue

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Welcome

DEMO USER1

# My Applications

## No Records

This is your first application.  
To Proceed - Click on "Apply for New ID Card"

Apply for New ID Card

*You are seeing this screen because this is your first time submitting an online application on this portal. If not, you'll see the screen shown on page 4.*





Welcome

DEMO USER1

## My Applications

### No Records

This is your first application.

To Proceed - Click on "Apply for New ID Card"

#### For NEW Application

Please select Application type either:

1. Security Officer (SO)
2. Aviation Security Officer (AVSO)
3. Private Investigator (PI)

Security Officer(SO)  
Aviation Security Officer(AVSO)  
Private Investigator(PI)





Welcome  
DEMO USER1

My Applications

Application for New ID Card

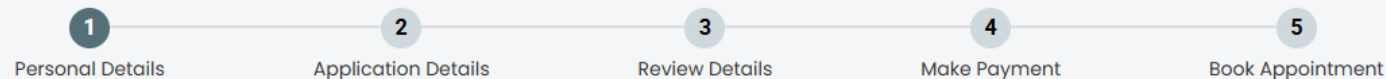
Application Type	License Type	Grade	Expiry Date	Application Status	Actions
Existing	Security Officer (SO) Aviation Security Officer (AVSO)	SS	1 August 2027	Issued	<a href="#">Replacement</a>   <a href="#">Renew</a>   <a href="#">Update</a>

- Please select an Action:
- 1. **Replacement** – For lost or damage card. Please note your expiry date will remain unchanged.
  - 2. **Renew** – for successful license renewal with a new expiry date.
  - 3. **Update** – for updating the PWM rank progression with 5 main training attained. RTT, HCTA,CCTC,X-RAY, CSSPB.





## Application for New ID Card: Security Officer (SO) / Aviation Security Officer (AVSO)



### Personal details

Full name  
DEMO USER1

NRIC/FIN No.  
SXXXX111A

Mobile number

6588575822

Email Address

email777119122024@admin.com

Cancel

Save draft

Application details

*Please enter a valid Singapore mobile number and email address. Then click on "Application details".*



Application for New ID Card:  
Security Officer (SO) / Aviation Security Officer (AVSO)

1

Personal Details

2

Mobile Number Verification

3

4

5

Book Appointment

Full name

DEMO USER1

Mobile number

6588575822

Cancel

Save draft

Application details

Mobile Number Verification

You are required to verify your mobile number before proceeding.  
Enter the 4-digit OTP sent to your mobile number.

Didn't receive the code? [Click to resend](#)

Cancel

Validate

You are required to verify your mobile number using the 4-digit OTP sent to you via SMS. Then proceed to "Validate".





[← Back to Personal details](#)

## Application for New ID Card: Security Officer (SO) / Aviation Security Officer (AVSO)

1 Personal Details
 2 Application Details
 3 Review Details
 4 Make Payment
 5 Book Appointment

### Photo

This photo will be used for your ID Card.

 Please upload a photo that was taken within the last 3 months



Minimum file size: 20 KB  
 Maximum file size: 2 MB  
 Supported file types: JPG / PNG

[Choose photo](#)

#### Dos and Don'ts



[View photo guidelines](#)

*The photo must be taken within the last 3 months. Failure to comply with the photo guidelines including submitting a “selfie” will result in your application being rejected.*

*This will cause delays in the issuance and collection of your ID card.*

*Please refer to the photo guidelines for further details.*

## Training records

### Types of trainings

*Select the applicable training attained and "Review details".*

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

Cancel

Save draft

**Review details**

Back

*Please review all details, and if changes are needed, click the “Edit” button, Click on the “Declaration” Before proceeding to payment.*

[← Back to Applicant details](#)

## Application for New ID Card:

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

Personal Details   Application Details   Review Details   Make Payment   Book Appointment

#### Personal details

[Edit](#)

Full name

DEMO USER1

NRIC/FIN No.

SXXXX111A

Mobile number

6588575822

Email Address

email777119122024@admin.com

#### Photo

Please ensure your photo complies with the guidelines to prevent your application from being rejected.



[Edit](#)

#### Training records

Types of trainings

Conduct Crowd and Traffic Control (CCTC)

[Edit](#)

#### Declaration



I hereby certify that the information and photograph provided are accurate and complete. I acknowledge that if any of the information is found to be false, misleading, or misrepresented, I may be held legally responsible.

Cancel

Save draft

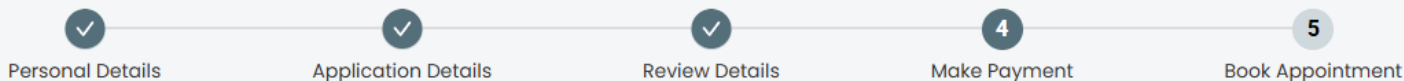
Make payment

Back



[← Back to Review details](#)

## Application for New ID Card: Security Officer (SO) / Aviation Security Officer (AVSO)



### Payment Details

All transactions are secure and encrypted.

**⚠** Please note that there will be no cancellation or refunds upon completion of payment

#### Amount payable (inclusive of GST)

S\$25.00

#### Type of application

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

#### Payment Method

- ☒ PayNow  
☐ Credit Card

Cancel

Save draft

**Proceed to pay**

Back

*Choose the payment method,  
And proceed with the payment.*





Union of Security Employees (USE)

SGD 25.00

*PayNow Page*

### Pay with PayNow

Email

email777119122024@admin.com

#### Payment method

##### **PAYNOW**

PayNow is supported by bank apps and payment apps such as DBS, POSB, OCBC, UOB and GrabPay



You will be shown a QR code to scan using your preferred banking or payment app

**Pay**


Powered by **stripe** | [Terms](#) [Privacy](#)



Union of Security Employees (USE)

SGD 26.40

## Credit/Debit Card Page

Pay with  link

Or

Email

email777119122024@admin.com

### Payment method

#### Card information

1234 1234 1234 1234



MM / YY

CVC



#### Cardholder name

Full name on card

#### Country or region

Singapore

☐

Save my information for faster checkout

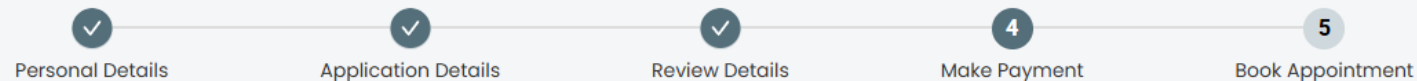
Pay faster on this site and everywhere Link is accepted.

Pay

Powered by  | [Terms](#) [Privacy](#)



## Replacement ID Card: Security Officer (SO) / Aviation Security Officer (AVSO)



### ✓ Payment Successful

Thank you for your payment

#### Payment Summary

Amount paid (inclusive of GST)

S\$25.00

Transaction reference no.

2025080910656

Type of application

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

Cancel

Book appointment

*Once the payment is successful,  
Proceed to book your collection  
date and time.*

## Application for New ID Card: Security Officer (SO) / Aviation Security Officer (AVSO)

Personal Details Application Details Review Details Make Payment Book Appointment

### Appointment details

Please choose a date and time to book your appointment to collect your ID card.

#### Date of appointment

5 August 2025

August 2025

Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

#### Available Time slot

09:30 - 10:30

10:30 - 11:30

11:30 - 12:30

12:30 - 13:30

13:30 - 14:30

14:30 - 15:30

15:30 - 16:30

Select a preferred date and time,  
Then proceed to confirm appointment.

### Collection Details

Monday to Friday 9:30am - 4:30pm (last walk-in at 4:30pm)

Last Tuesday of the month & selected eves of Public Holidays (New Year's Day, Chinese New Year & Christmas Day) 9:30am - 12:30pm (last walk-in at 12:30pm)

Closed on Saturdays, Sundays & Public Holidays

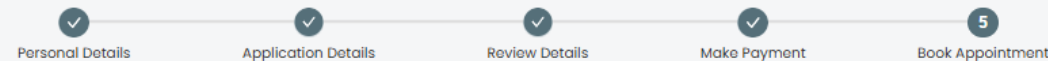
[Cancel](#) [Confirm appointment](#)

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## Application for New ID Card: Security Officer (SO) / Aviation Security Officer (AVSO)



✓ **Appointment successfully booked**

### Appointment details

An SMS reminder will be sent to you 3 days before the collection date.

**Collection Date**

5 Aug 2025

**Collection time slot**

09:30 - 10:30

**Pass ID No.**

24111111A

**ID card date of expiry**

1 August 2027

**Collection centre**

Union of Security Employees (USE)

200 Jalan Sultan

#03-24 Textile Centre

Singapore 199018

[Reschedule Appointment](#)

**Complete**

*After successfully booking your appointment,  
Click “complete”.*

*\*An SMS will be sent 3 days prior to the  
collection date.*



Welcome  
DEMO USER1

My Applications

Application for New ID Card


Application Type	License Type	Grade	Expiry Date	Application Status	Actions
New	Security Officer (SO) Aviation Security Officer (AVSO)	SS	1 August 2027	Processing	<a href="#">View Receipt</a>   <a href="#">Change Appointment</a>
<div><div></div><div>You have made an appointment to collect your new ID Card on 5 August 2025, 09:30 - 10:30</div></div>					

- *Your application is being processed.*
- *You may view and download the receipt (see pages 17 & 18)*
- *If needed, you can reschedule your appointment date to a later date but not earlier.*



[← Back to Home page](#)

Payment receipt

 Download receipt

Transaction details

Transaction reference no.	2025080910656
Transaction date	09 August 2025
Amount paid (inclusive of GST)	S\$25.00
Type of application	Replace - Security Officer (SO) Aviation Security Officer (AVSO)
Grade	SS
Pass ID No.	24111111A
ID card date of expiry	28 July 2026
Full name	DEMO USER1
NRIC / FIN No.	SXXXX111A

Appointment details

Collection date	18 Aug 2025
Collection time slot	09:30 - 10:30
Collection centre	Union of Security Employees (USE) 200 Jalan Sultan #03-24 Textile Centre Singapore 199018





## Union of Security Employees

## Transaction Receipt

NRIC/FIN	SXXXX333C		
Pass ID Number	24333333C		
Full Name	DEMO USER3		
Card Type	Security Officer (SO) Aviation Security Officer (AVSO)		
PWM Grade	SS		
Card Expiry Date	30 May 2027		
Mobile Number	6591091552		
Transaction Reference Number	pi_3Ru5hN02saSMlia20 AWrYAVj	Collection Date	18 Aug 2025
Amount Paid (Inclusive of GST)	S\$25.00	Time Slot	10:30 - 11:30
		Collection Address	200, Jalan Sultan #03-24, Textile Centre Singapore 199018

This is an official receipt issued by Union of Security Employees for the issuance of the PLRD ID card.  
Please note the base transaction fee of \$0.36 paid via PAYNOW (inclusive of 9% GST) is absorbed by USE.

# Additional Screens for Reference

**DEMO USER1**

### Application for New ID Card

Application Type	License Type	<b>ID Card is not due for renewal.</b>	
Existing	Security Officer (SO) Aviation Security Officer (AVSO)	The renewal notice will be sent by to you by Police Licensing and Regulatory Department (PLRD) 3 months prior to your licence expiry date.	
		<a href="#">View</a>   <a href="#">Renew</a>   <a href="#">Update</a>	

**ID Card is not due for renewal.**

The renewal notice will be sent by to you by Police Licensing and Regulatory Department (PLRD) 3 months prior to your licence expiry date.

Okay

*You cannot proceed with the application as your expiry date is more than 3 months away.*



Welcome

DEMO USER1

## My Applications

### Your security licence may have expired or pending approval.

For successful application, it may take 48 -72 hours for your approved data from the Police Licensing and Regulatory Department (PLRD) to be updated on USE's ID card portal. Please try again later.

Okay

*You cannot proceed with application due to the following reasons:*

- 1. Your renewal application was successful, but the record is still pending from PRD. Please try again later.*
- 2. Your renewal application at PRD is still pending.*
- 3. For expired license, you must complete the mandatory "Refresher Quiz" and submit your renewal application at "Licence1.business.gov.sg" before proceeding with the issuance of the ID card.*





Welcome  
DEMO USER2

My Applications

Application for New ID Card

Application Type	License Type	Grade	Expiry Date	Application Status	Actions
Existing	Security Officer (SO) Aviation Security Officer (AVSO)	SSO	01 August 2025	Issued	Replacement   Renew   Update
Existing	Private investigator (PI)				Replacement   Renew   Update

Information

Please note that the ID Card expiry date will remain the same.

OK

*This is for replacement of lost or damaged card.  
\*Please note that the expiry date will remain unchanged if you proceed.*





Welcome

DEMO USER1

My Applications

Application for New ID Card

Application Type

License Type

Existing

Security Officer (SO)  
Aviation Security Officer (AVSO)

ID Card Application Advisory

If you already have a Security Officer (SO) ID card and Private Investigator (PI) ID card, you are not eligible to apply for other ID cards.

Okay

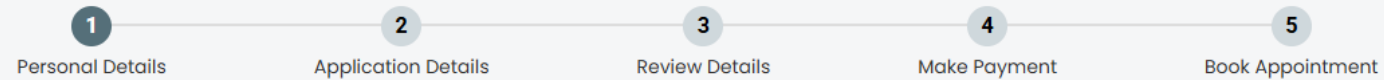
ent | Renew | Update

*If you are an Aviation Security Officer (AVSO) you must complete the 4 mandatory modules before applying for a Security Officer's ID Card.*





## Renew ID Card: Private investigator (PI)



### Personal details

Full name  
DEMO USER2

Mobile number  
6591091552

### Don't lose your progress!

Would you like to save your changes before leaving this page? Your draft will be accessible for the next 14 days.

Save draft

Leave without saving

Cancel

Save draft

Application details

*This option allows you to save your application as a draft.*



Welcome  
DEMO USER1

My Applications

Application for New ID Card

Application Type	License Type	Grade	Expiry Date	Application Status	Actions
New	Security Officer (SO) Aviation Security Officer (AVSO)	SS	1 July 2027	Draft	<a href="#">Continue</a>

To complete with the application saved as draft, click on “Continue”.