

TRUST

User Guide

FOR TOURIST GUIDES

**Apply for
Tourist Guide Licence**

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Introduction

Introduction

Introducing the new one-stop solution

TRUST

TRAVEL AGENTS & TOURIST GUIDES LICENSING SYSTEM (TRUST)

Welcome to a new system, where licensing processes are streamlined and made simpler. With TRUST, you'll have access to new functions and features, including a more user-centric dashboard, and a versatile Return For Action feature. Take a look inside to learn more about the new additions and see how the licensing process will be easier than ever before!

System Details

- URL: <https://trust.stb.gov.sg/>
- Short Name: TRUST
- Full Name: Travel Agents and Tourist Guides Licensing System

Contact Details

- **Address:**

Singapore Tourism Board
Tourism Court
1 Orchard Spring Lane
Singapore 247729
Tel: (65) 6736 6622

- **For any enquiries or feedback about licensing matters, please contact:**

- For Travel Agents: stb_ta@stb.gov.sg
- For Tourist Guides: stb_tourist_guide@stb.gov.sg

Important Information

Important Information

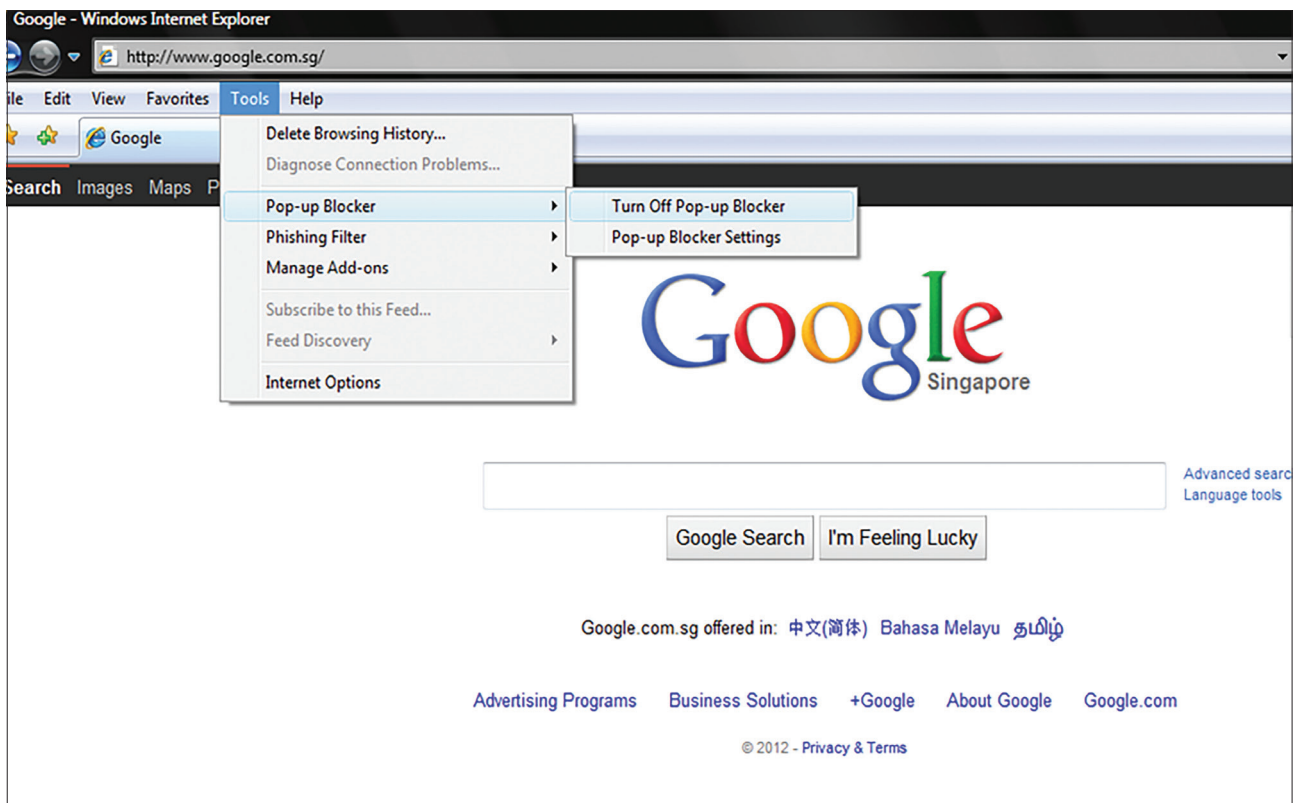
PC Requirements

To access the system, you would need a PC with internet access. To access the website, please use the recommended Internet browser software:

- Internet Explorer & Edge
- Mozilla Firefox
- Chrome

Adopt the recommended settings for internet browser software:

- Turn off any pop-up blocker (Using Internet Explorer as an example)



Logging into the Travel Agents and Tourist Guides Licensing System (TRUST)

All tourist guides may login to TRUST using SingPass (<https://trust.stb.gov.sg>).

Notifications on Licensing Matters Via Email

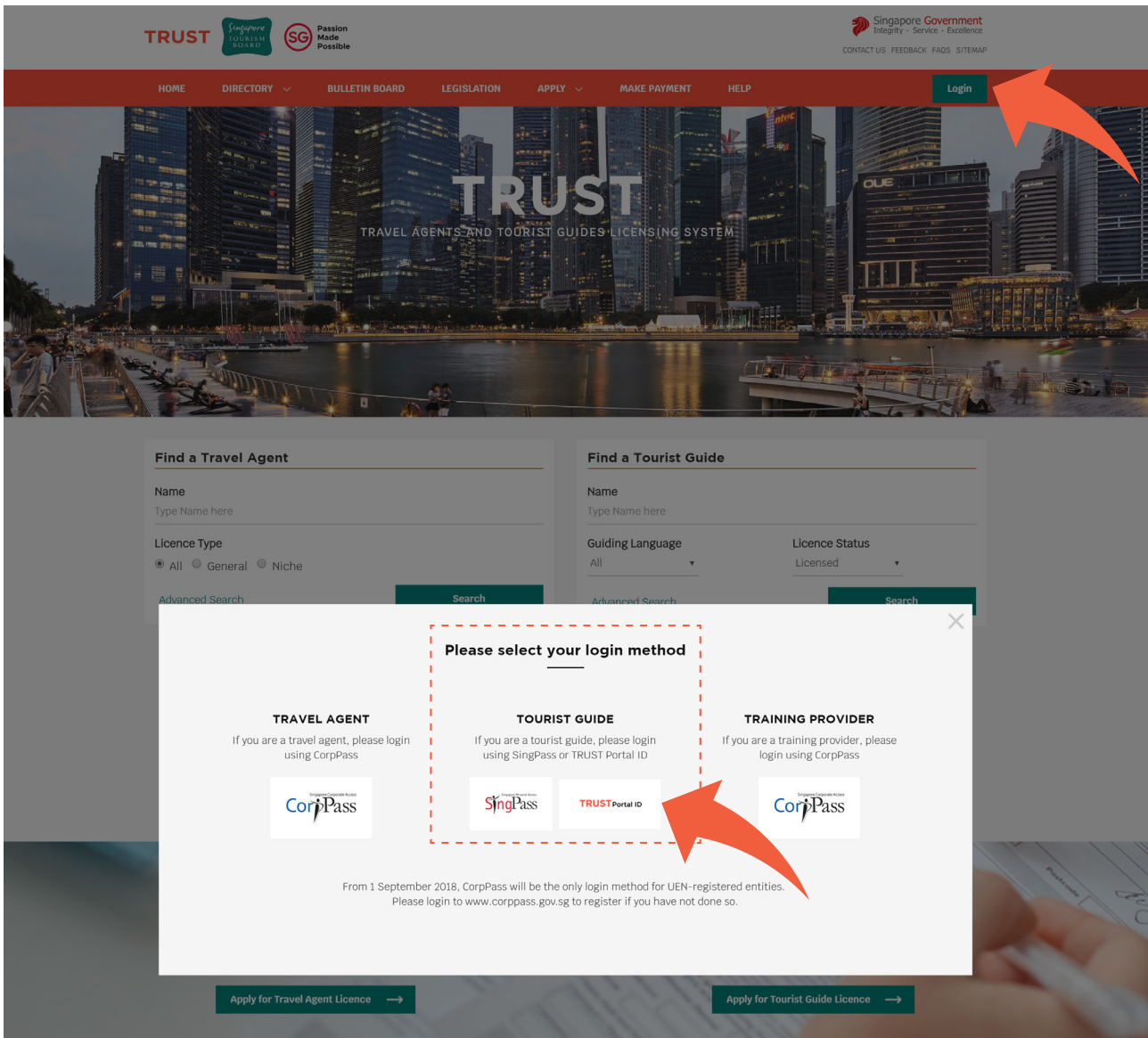
Singapore Tourism Board (STB) will be sending out notifications regarding licensing matters via email. Hence, it is important to ensure that the licensee's email address and contact details are updated on TRUST.

Apply for Tourist Guide Licence

1. Navigating to Application Form

- 1.1 Go to TRUST website at <https://trust.stb.gov.sg/>
- 1.2 As shown in Figure 1, click on **"LOGIN"** button on the top right.
- 1.3 Click on the **"SingPass"** login button.
 Tourist guides who are SingPass holders are required to login using SingPass.
 Tourist guides with no SingPass ID (eg. workpass holders) will need to contact STB at stb_tourist_guide@stb.gov.sg to request for a **Portal ID**.

Figure 1



2. Submission of Application

2.1 Applicant's particulars

- Upon successful login, candidate will be navigated to application form.
- If the applicant has registered with MyInfo, clicking the **"Retrieve MyInfo"** button retrieves information from MyInfo and populates the respective fields. Please refer to Figure 2 below.

Figure 2

Logout

Apply for **Tourist Guide Licence**

1

Applicant's particulars

2

Upload documents

3

Declaration and make payment

Has no outstanding MediSave liabilities

Applicant's Particulars

(*) denotes mandatory field

This application form can be filled in via:

- Retrieval from MyInfo (note that certain fields cannot be amended. If you wish to update your MyInfo Profile, please visit www.myinfo.gov.sg.)
To retrieve your details from MyInfo account, click **Retrieve MyInfo**
- Manual input

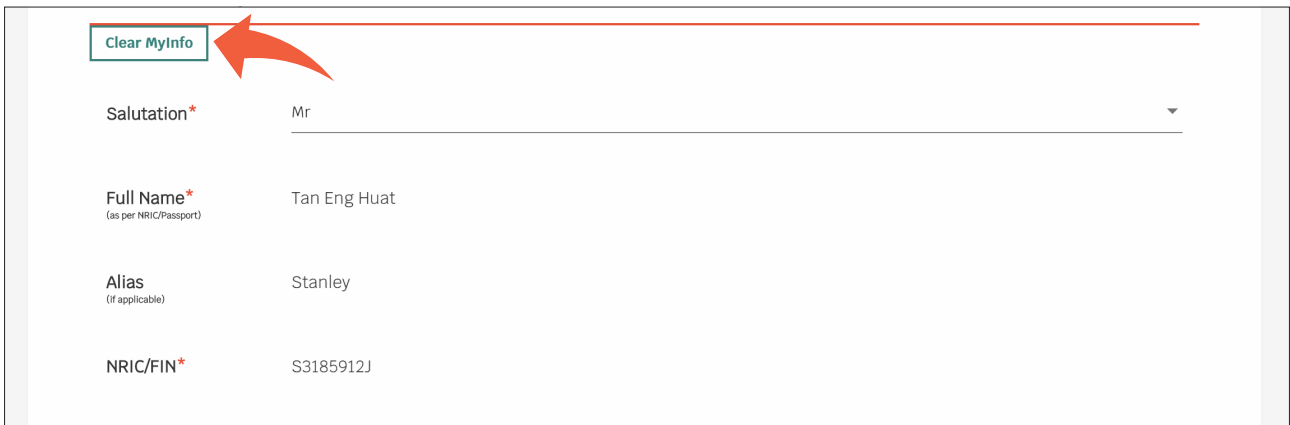
OR

- Manual input

Salutation*	Mr
Full Name* <small>(as per NRIC/Passport)</small>	Tan Eng Huat
Alias <small>(if applicable)</small>	Stanley
NRIC/FIN*	S3185912J
Date of Birth*	17-May-1958
Country of Birth*	Singapore
Nationality*	Singaporean
Residential Status*	Singapore Citizen

- c. As shown in Figure 3, clicking the **"Clear MyInfo"** button after the MyInfo fields have been retrieved will clear the fields that the **Retrieve MyInfo** button has populated.

Figure 3



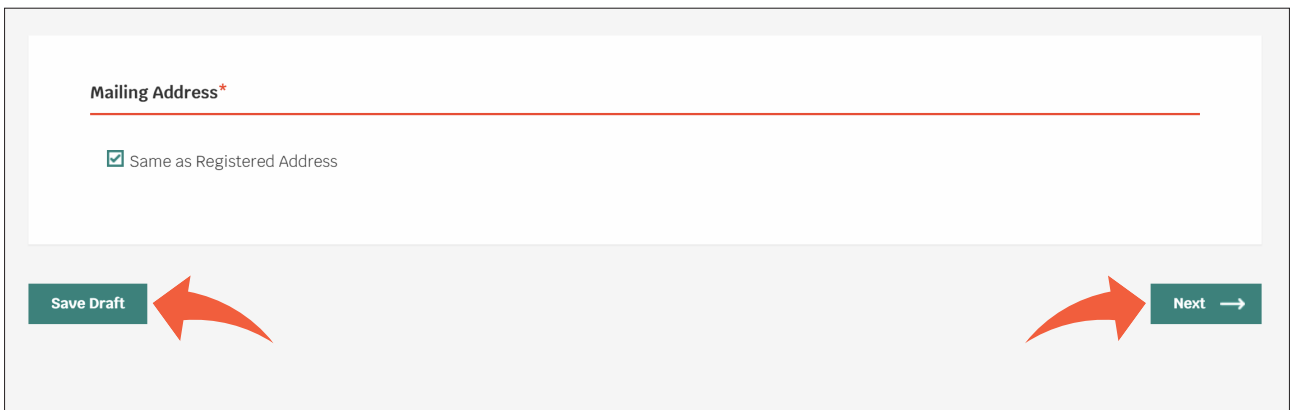
The screenshot shows a form with the following fields and values:

Field	Value
Salutation*	Mr
Full Name* <small>(as per NRIC/Passport)</small>	Tan Eng Huat
Alias <small>(if applicable)</small>	Stanley
NRIC/FIN*	S3185912J

A red arrow points to the **Clear MyInfo** button located at the top left of the form.

- d. Candidate can continue filling up the application at a later time by clicking on **"Save Draft"** button, or click **"Next"** to proceed after all mandatory fields are entered.

Figure 4

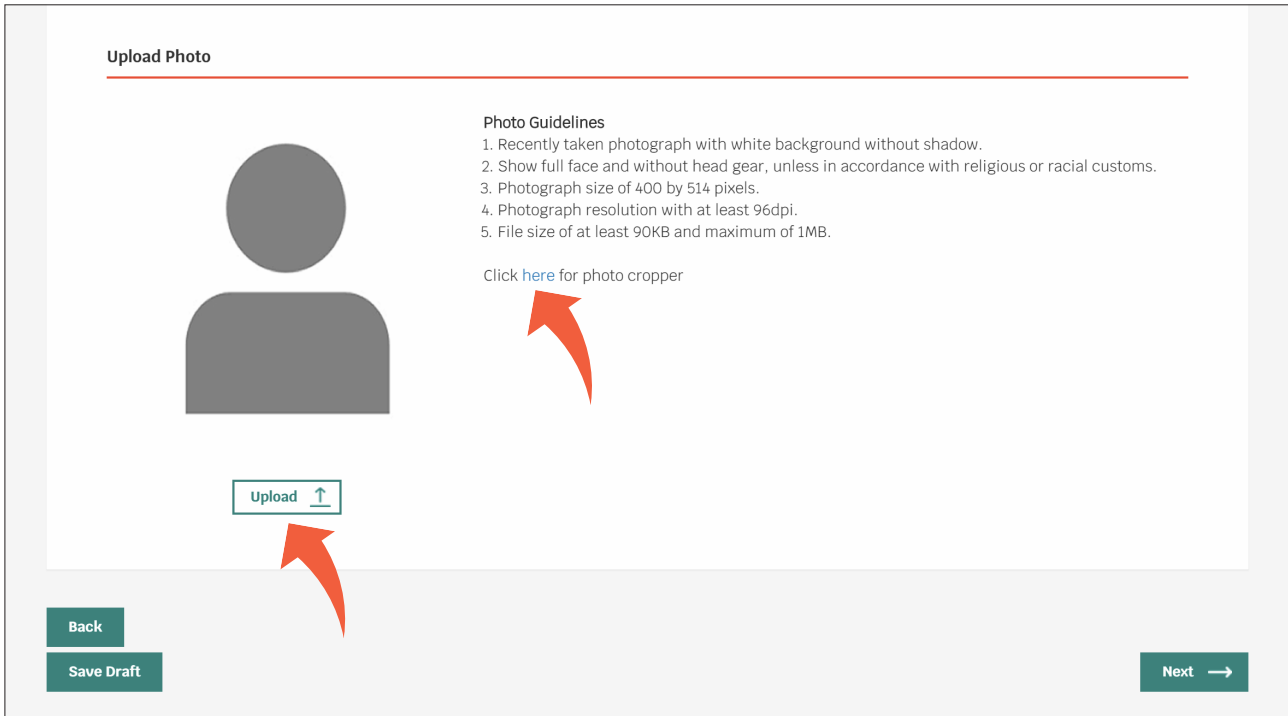


The screenshot shows the **Mailing Address*** section of the form. It includes a checkbox labeled **Same as Registered Address** which is checked. At the bottom of the form, there are two buttons: **Save Draft** and **Next →**. Red arrows point to both buttons.

2.2 Upload documents

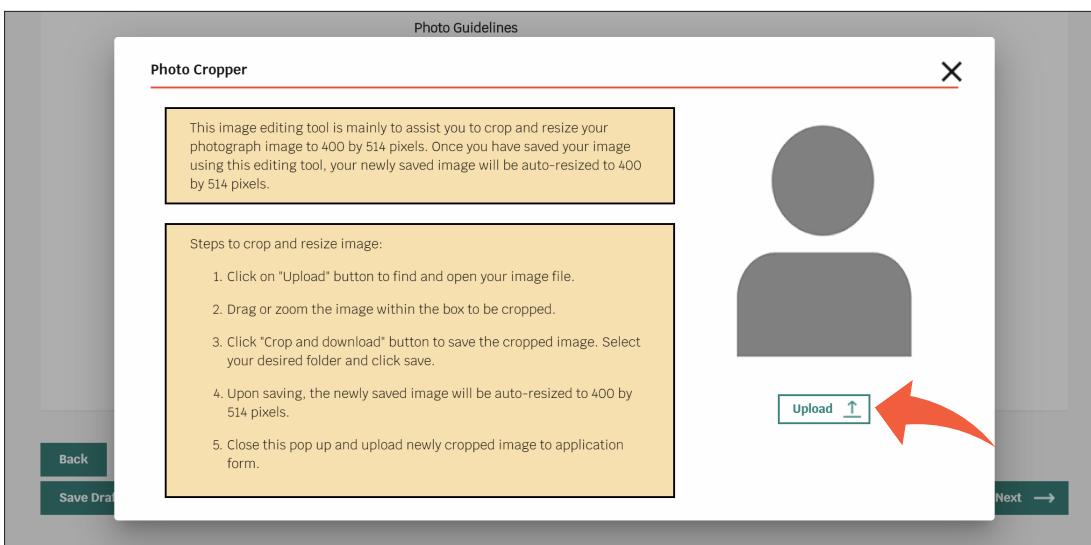
- If all requirements on the photo guidelines are met, click on Upload button to upload recent photo as shown in Figure 5 below.
- If the uploaded photo does not meet the size requirement of 400 by 514 pixels, click on **"here"** hyperlink for photo cropper as shown in Figure 5 below.

Figure 5



- The photo cropper can be used to crop and resize the photograph image to meet the size requirement of 400 by 514 pixels as shown in Figure 6 below.
- Save the resized photograph image on your device.
- Click on **"Upload"** button as shown in Figure 5 above to upload newly cropped image. Click **"Next"** to proceed.

Figure 6



2.3 Declaration and make payment

- a. Check through the preview page to ensure all information entered is correct, as shown in Figure 7.


Figure 7

1
 Applicant's particulars

2
 Upload documents

3
 Declaration and make payment

User Profile

Salutation	Mr	
Full Name	Tan Eng Huat	
Alias	Stanley	
NRIC/FIN	S3185912J	
Date of Birth	17-May-1958	
Country of Birth	Singapore	
Nationality	Singaporean	
Residential Status	Singapore Citizen	
Highest Education Level	Polytechnic Diploma	
Gender	Male	
Race	Chinese	
Marital Status	Single	
Mobile No.	97324992	
Email Address	kenny.tan@email.com	
Guiding Language	Arabic	
Guiding Category	General Tourist Guide	

- b. Check declarations where applicable as shown in Figure 8 below, then click **"Confirm and make payment"** to proceed to payment page.

Figure 8

Declaration And Make Payment

(*) denotes mandatory field

Declaration for conviction
Have you ever been convicted in the court of law in a country? Yes No

Disclosure of Personal Data
I consent to disclose my personal data which will be made available on the tourist guide search directory. Please check the relevant boxes if you agree to disclose the following:

Mobile number
 Email address

Conditions of Licence
I acknowledge that I have read and understood the [conditions of licence](#).

Declaration
I declare that the information provided in this application and in any supporting documents I provide is true and complete to the best of my knowledge, and I understand that if the information is false, the application may be rejected and legal action may be taken against me.



Amount to be paid: S\$64

- c. Payment method popup will be displayed as shown in Figure 9 below. Click on **"Visa"** or **"Mastercard"** to proceed to the next step.

Figure 9

Choose payment method: ✕

Payable amount: S\$64.00



- d. Enter the credit card details and click on **"Submit"** button, as shown in Figure 10 below. Once your transaction is successful, please click **"OK"** button to complete the transaction.
- e. To cancel the transaction, click on **"Cancel"** button, as shown in Figure 10 below.

Figure 10

wirecard

EASYPAY

Verified by
VISA

Please note that you may be redirected to your bank's page to authorise this transaction.

Please enter payment card details

Credit Card Number: *

Expiry Date: *

--Select-- --Select--

CVV2: *

 [What is CVV2?](#)

Card Holder Name:

Cancel

Submit

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- f. Upon successful transaction, candidate will be navigated back to TRUST website. Click on **"Print"** to print the acknowledgement page.

Figure 11

Thank you for your payment


Payment Details

Transaction No: 900101
Transaction Status: SUCCESSFUL
Payment Date: 20-Aug-2019 15:41:38
Payment Amount: S\$64.00

No.	Reference No.	Payment Description	Amount (S\$)
1.	1908-2015-0368-1850	TG Licence Creation Licence Fee	S\$64.00

REFERENCE NO: TG-2019-00074

THANK YOU FOR YOUR APPLICATION
 Your application is being processed and we target to reply within 5 working days.
 For clarification, please contact stb_tourist_guide@stb.gov.sg.



2.4 Collection of Tourist Guide Licence

- a. Tourist guide will be informed via email entered in TRUST and notification via TRUST system when the licence is ready for collection.

