Singapore TOURISM BOARD

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

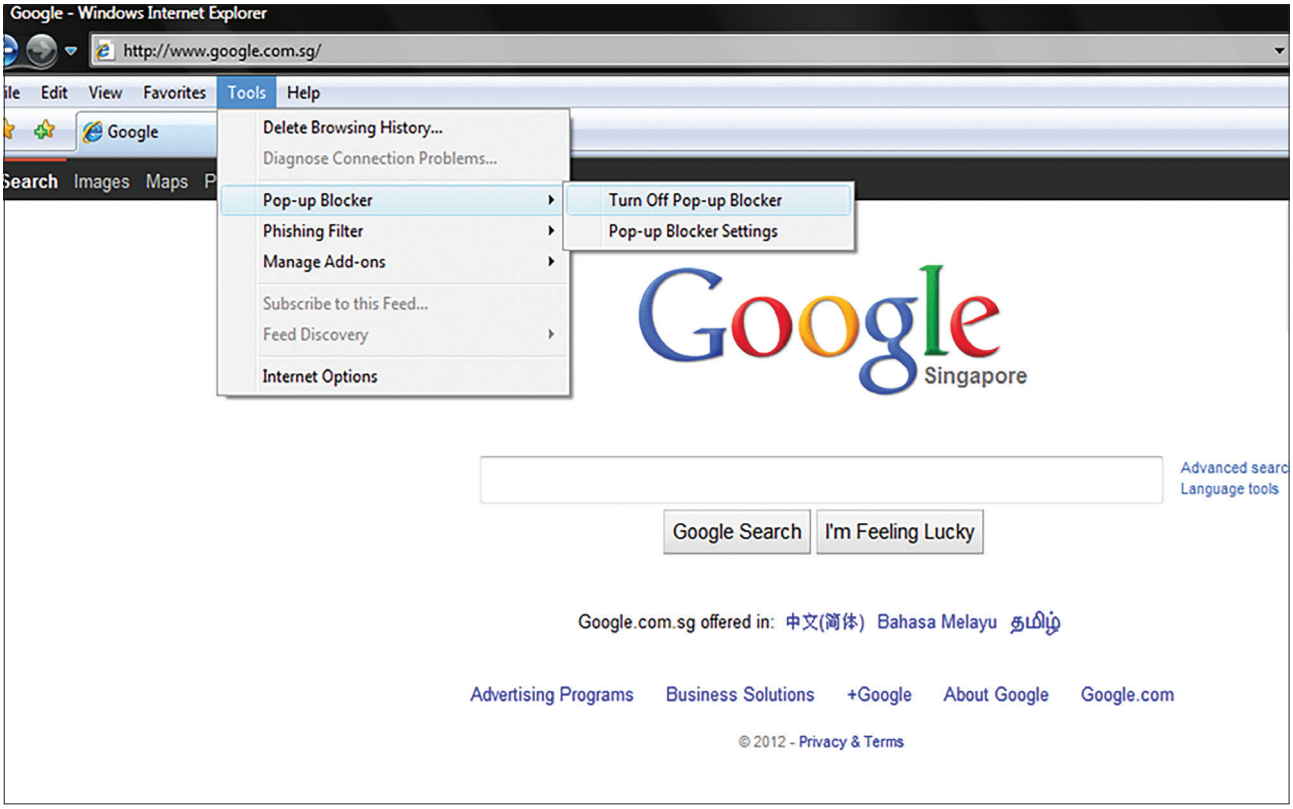
PC Requirements

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

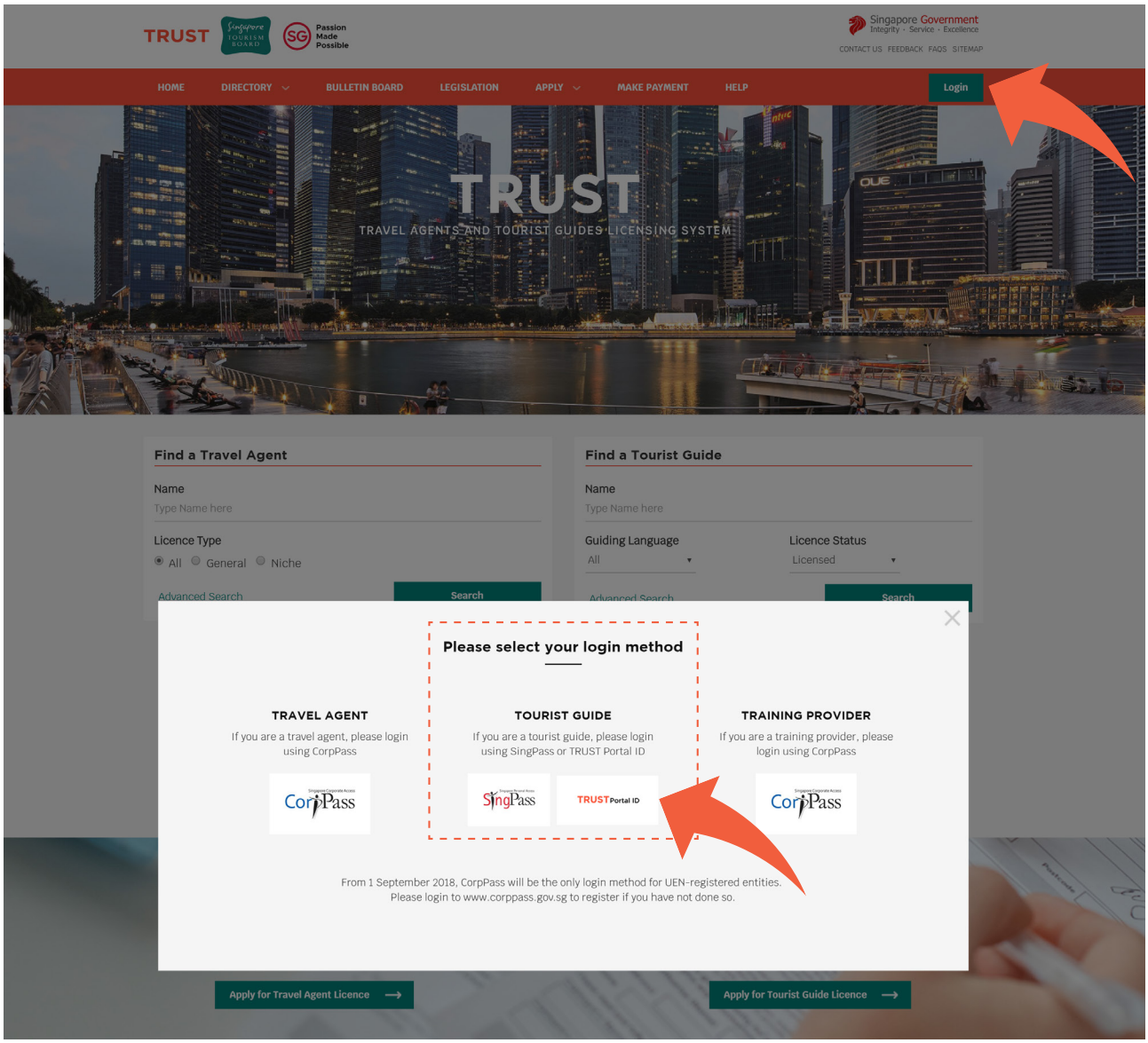
1. Navigating to Application Form

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



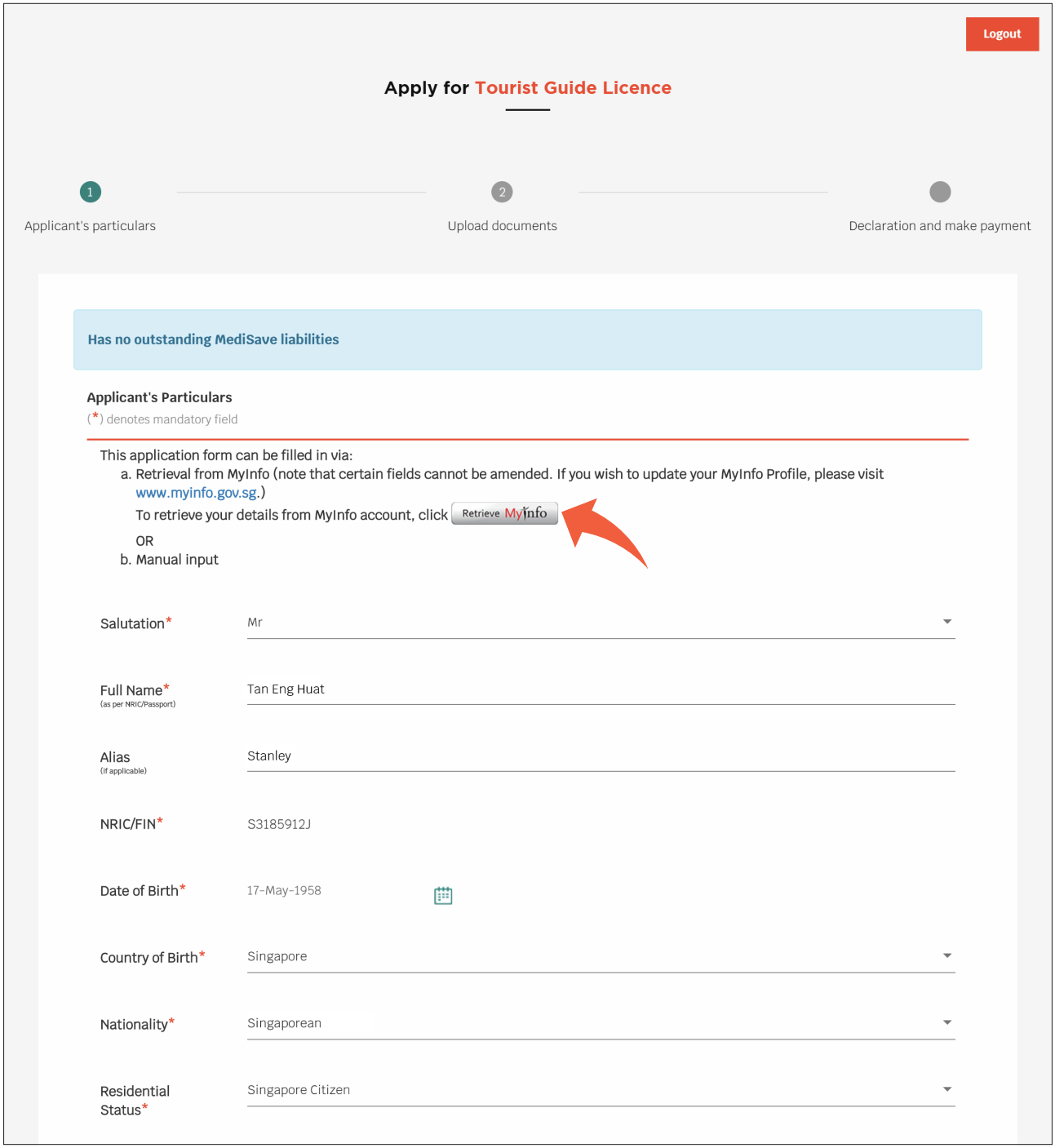
2. Submission of Application

2.1 Applicant's particulars

a. Upon successful login, candidate will be navigated to application form.

b. 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



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

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.

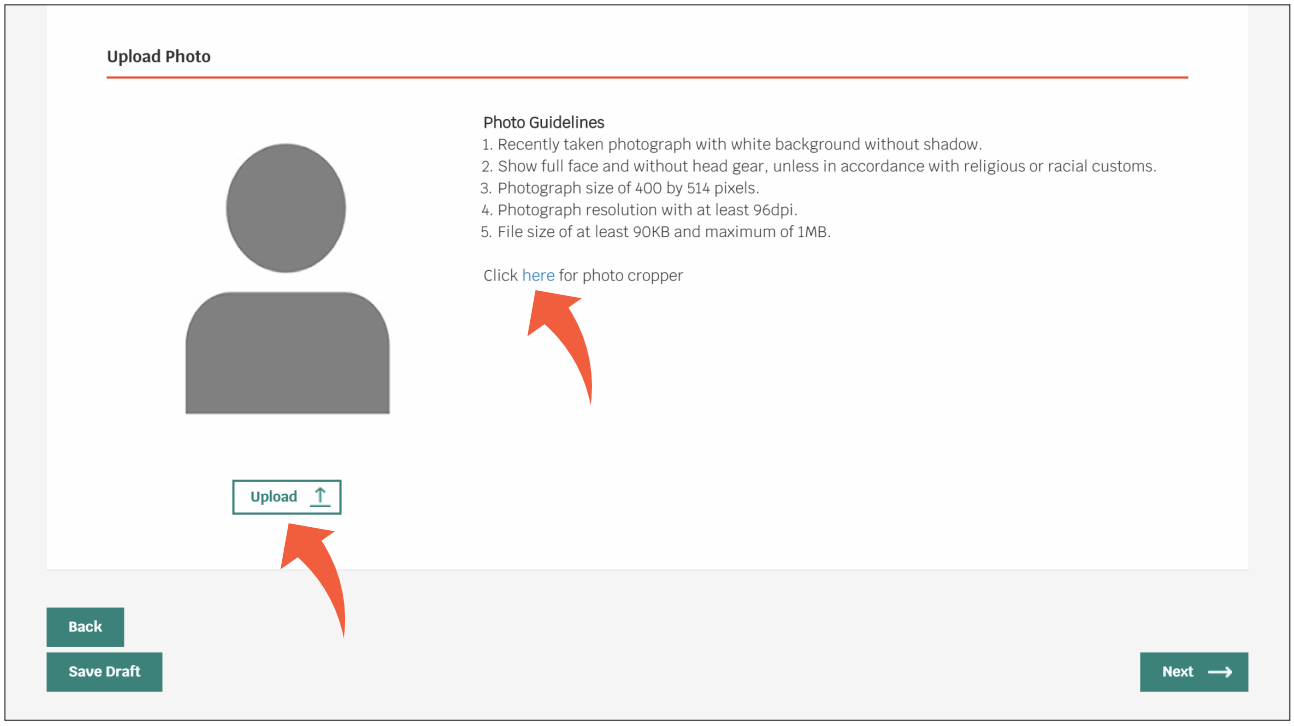
Figure 4

2.2 Upload documents

a. If all requirements on the photo guidelines are met, click on Upload button to upload recent photo as shown in Figure 5 below.

b. 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

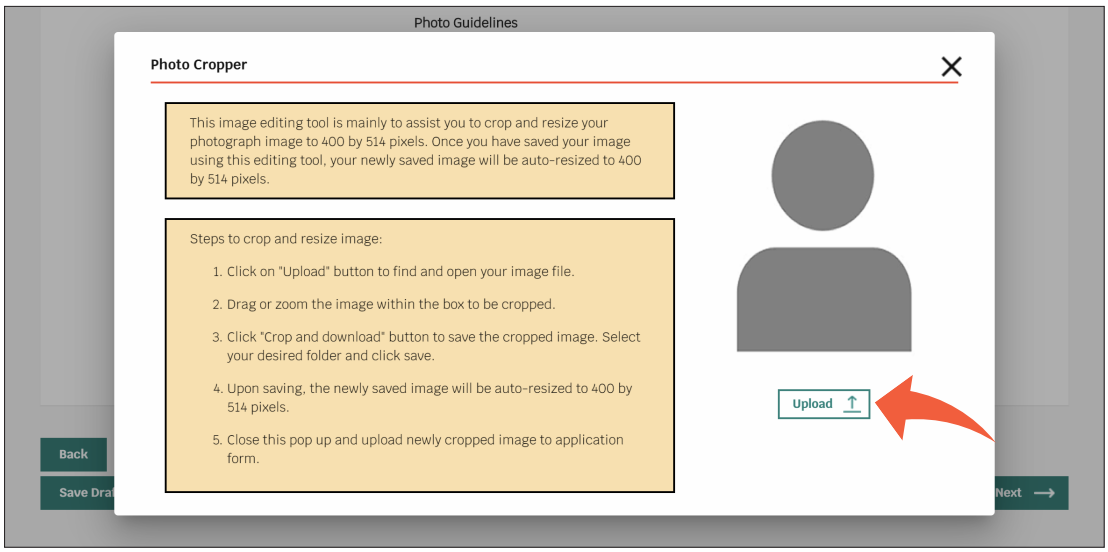


c. The photo cropper can be used to crop and resize the photograph image to meet the size requirement of 400 by 514 pixels as shown in Figure 6 below.

d. Save the resized photograph image on your device.

e. Click on **"Upload"** button as shown in Figure 5 above to upload newly cropped image. Click **"Next"** to proceed.

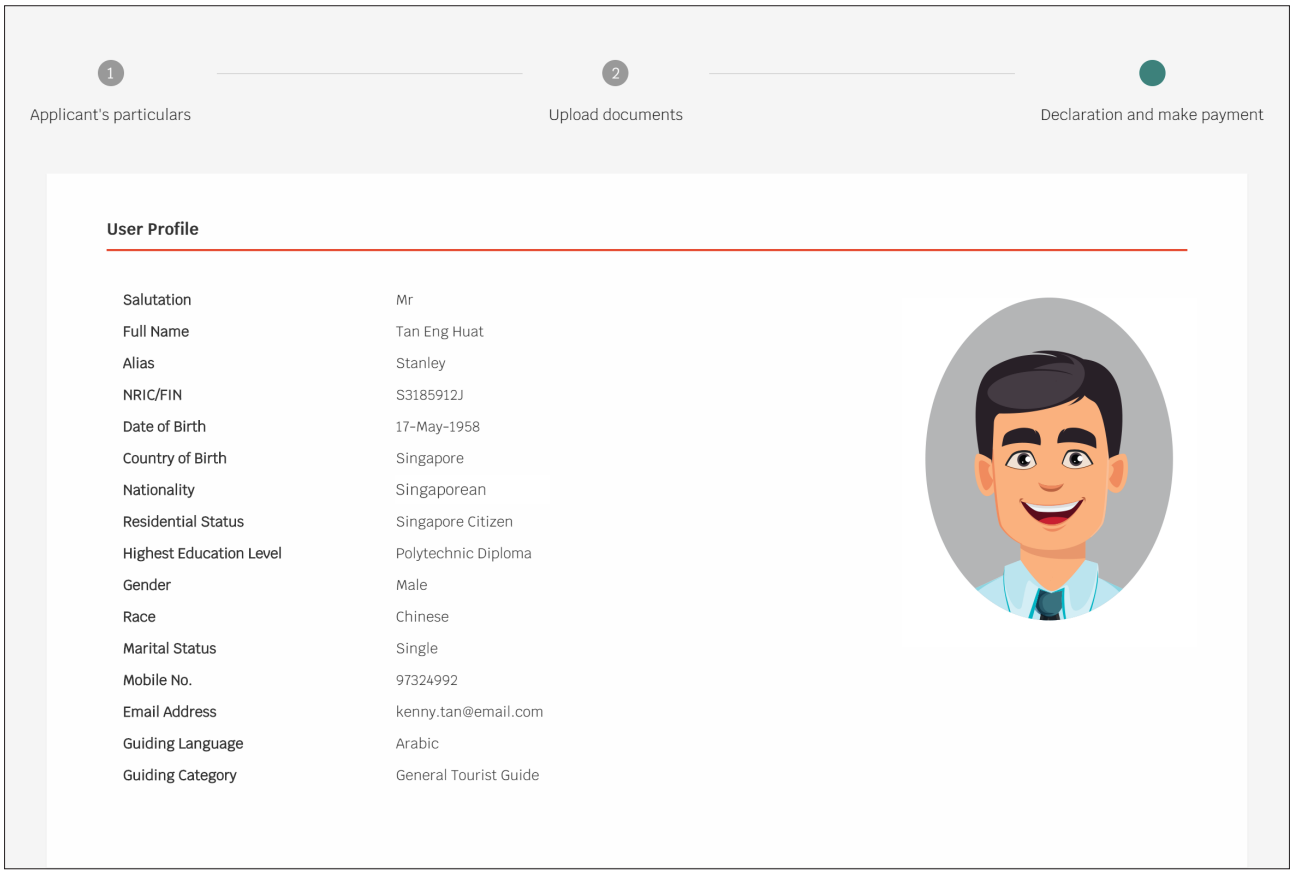
Figure 6



2.3 Declaration and make payment

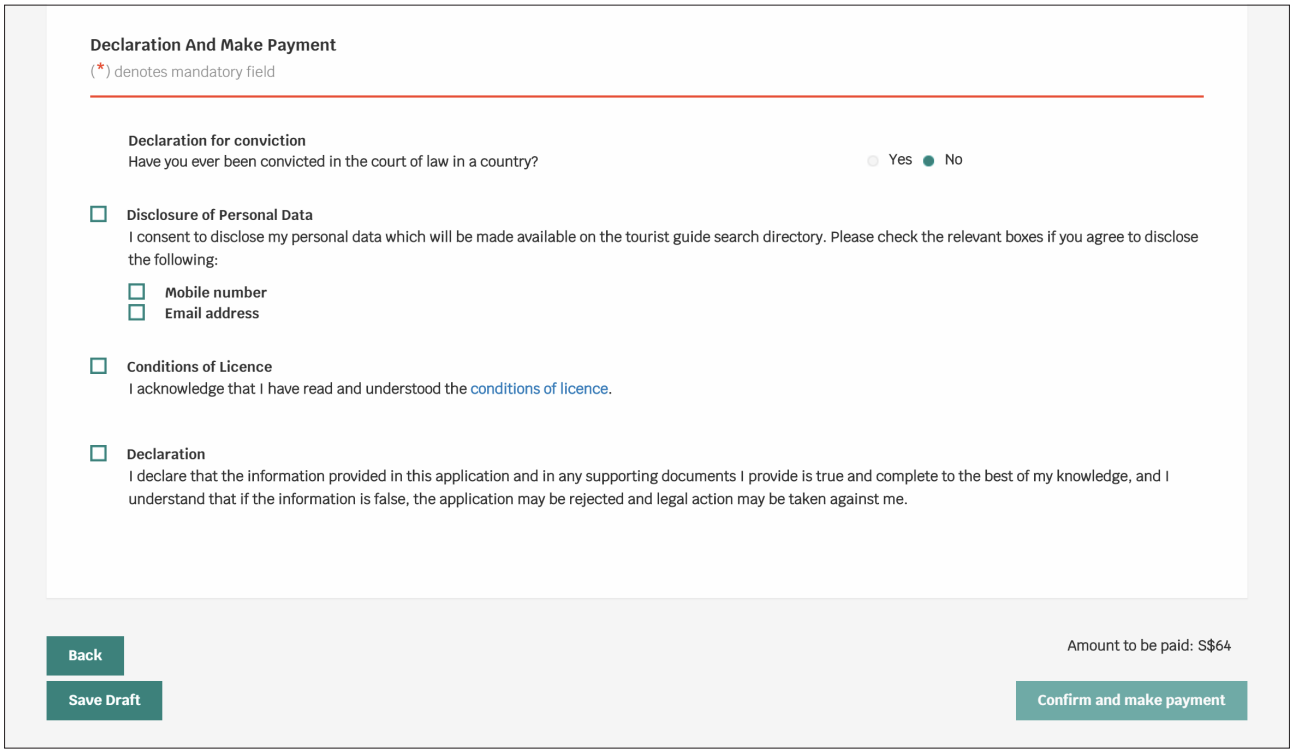
a. Check through the preview page to ensure all information entered is correct, as shown in Figure 7.

Figure 7



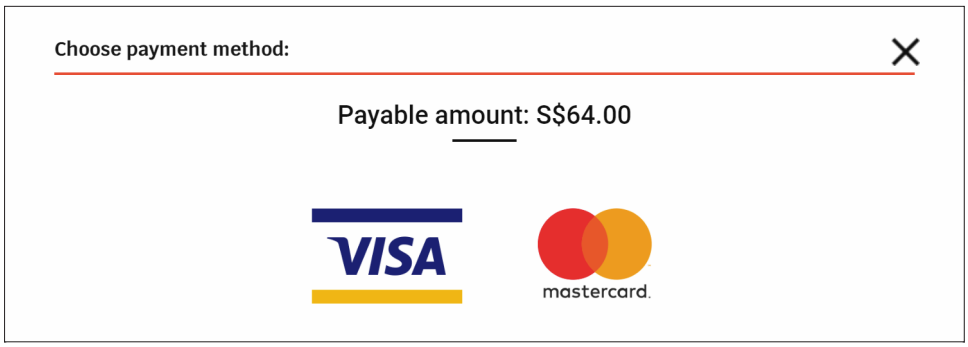
b. Check declarations where applicable as shown in Figure 8 below, then click **"Confirm and make payment"** to proceed to payment page.

Figure 8



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

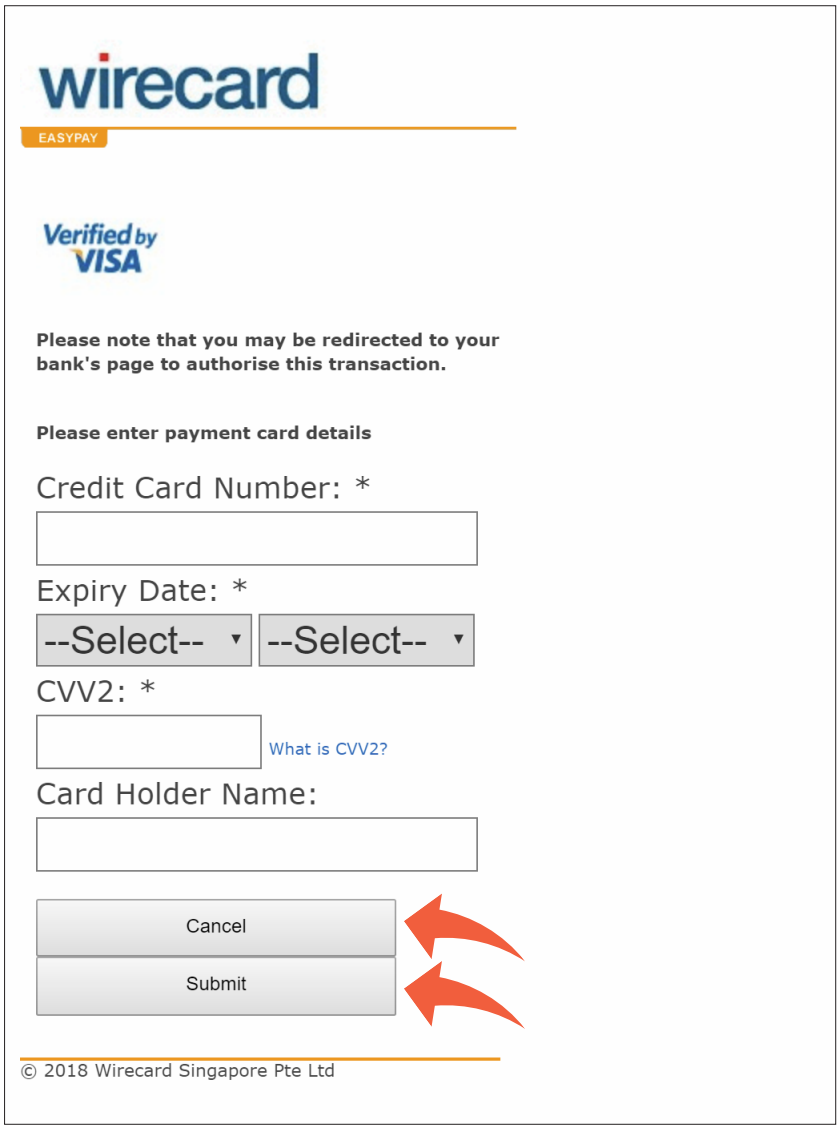
Figure 9



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.

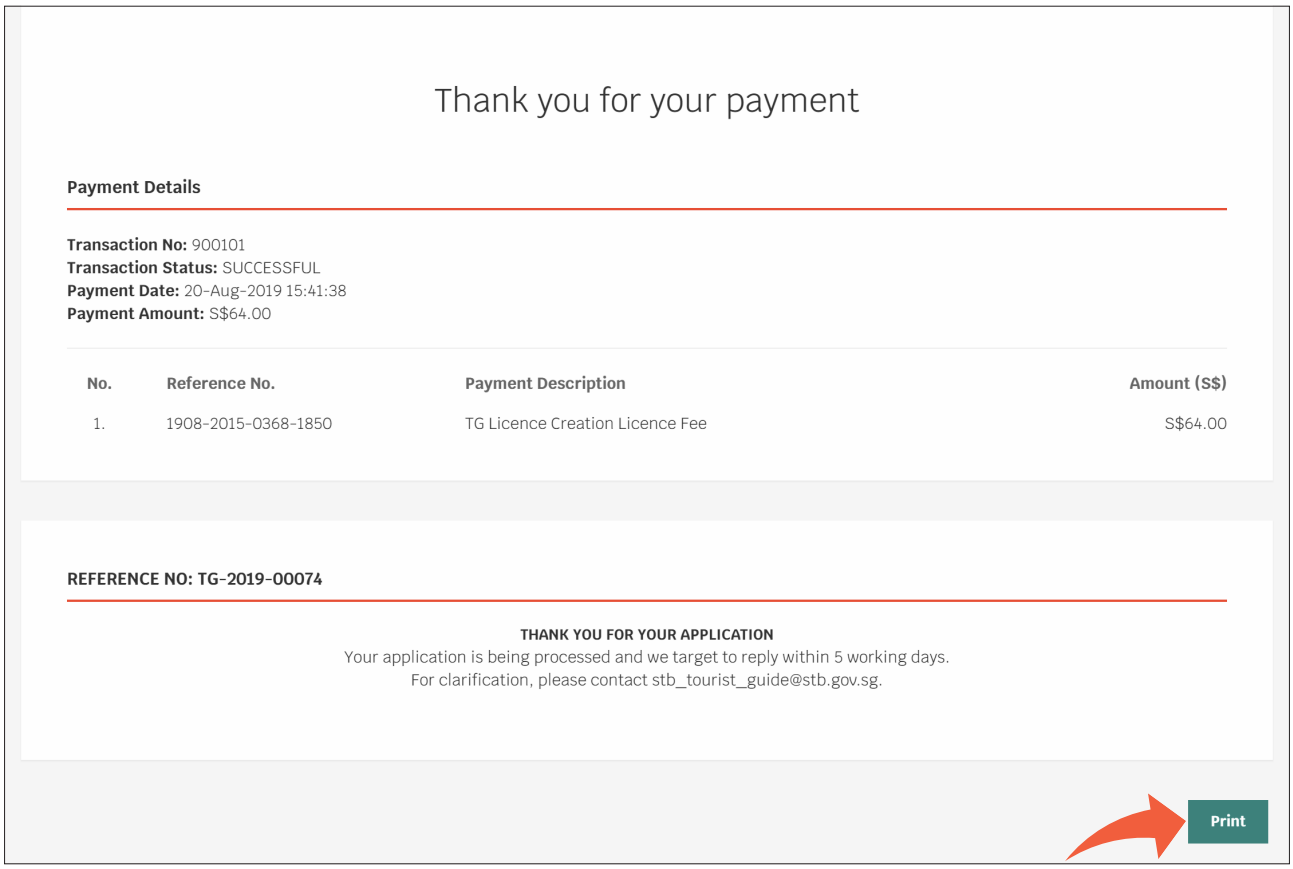
e. To cancel the transaction, click on **"Cancel"** button, as shown in Figure 10 below.

Figure 10



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

Figure 11



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.

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