

# TRUST

## User Guide

### FOR TOURIST GUIDES

[Edit User Profile](#)

# Contents

<b>Introduction</b>	<b>3</b>
<b>Important Information</b>	<b>5</b>
PC Requirements	6
Logging into the Travel Agents and Tourist Guides Licensing System (TRUST)	6
Notifications on Licensing Matters Via Email	6
<b>Edit User Profile</b>	<b>7</b>
<b>1. Navigating to Application Form</b>	<b>8</b>
<b>2. Submission of Application</b>	<b>9</b>
2.1 Edit User Profile	9
2.2 Change of Name	13
2.3 Collection of Tourist Guide Licence	16

# 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](mailto:stb_ta@stb.gov.sg)
- For Tourist Guides: [stb\\_tourist\\_guide@stb.gov.sg](mailto:stb_tourist_guide@stb.gov.sg)

# Important Information

## Important Information

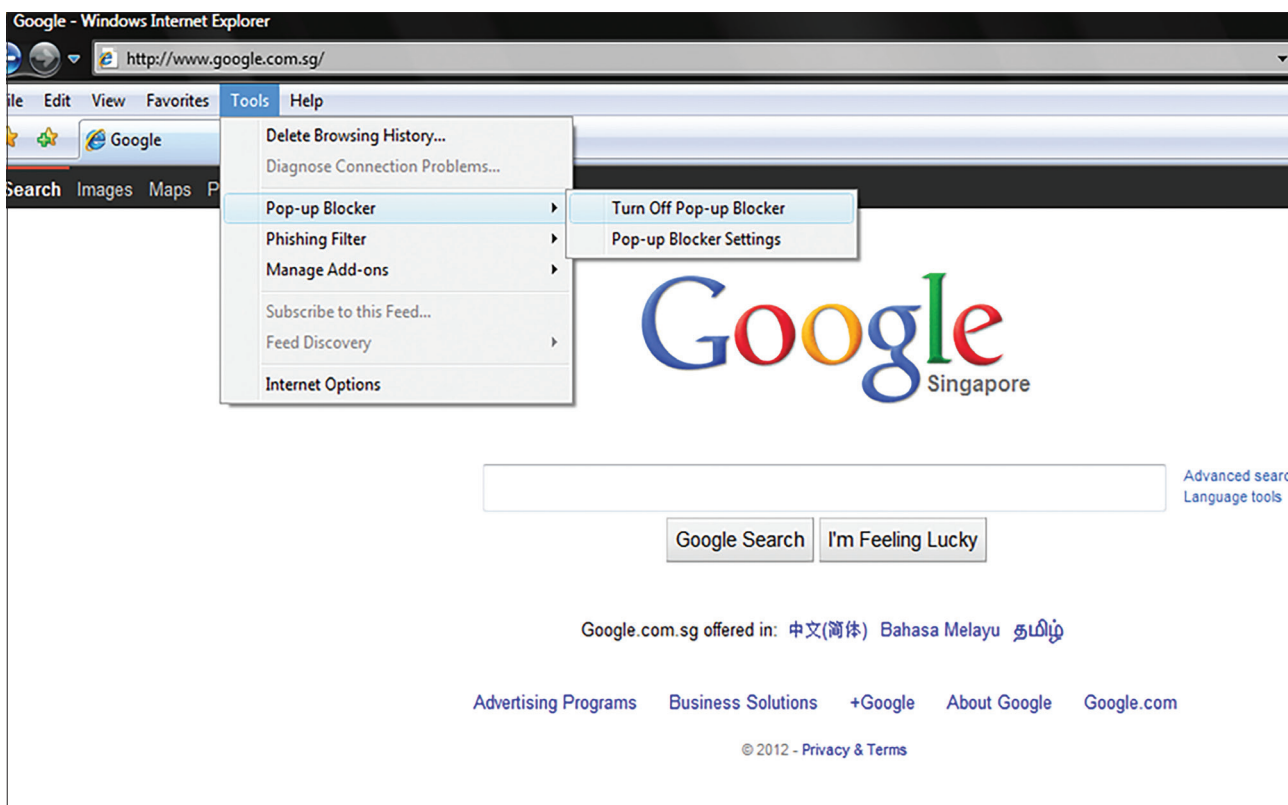
### PC Requirements

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

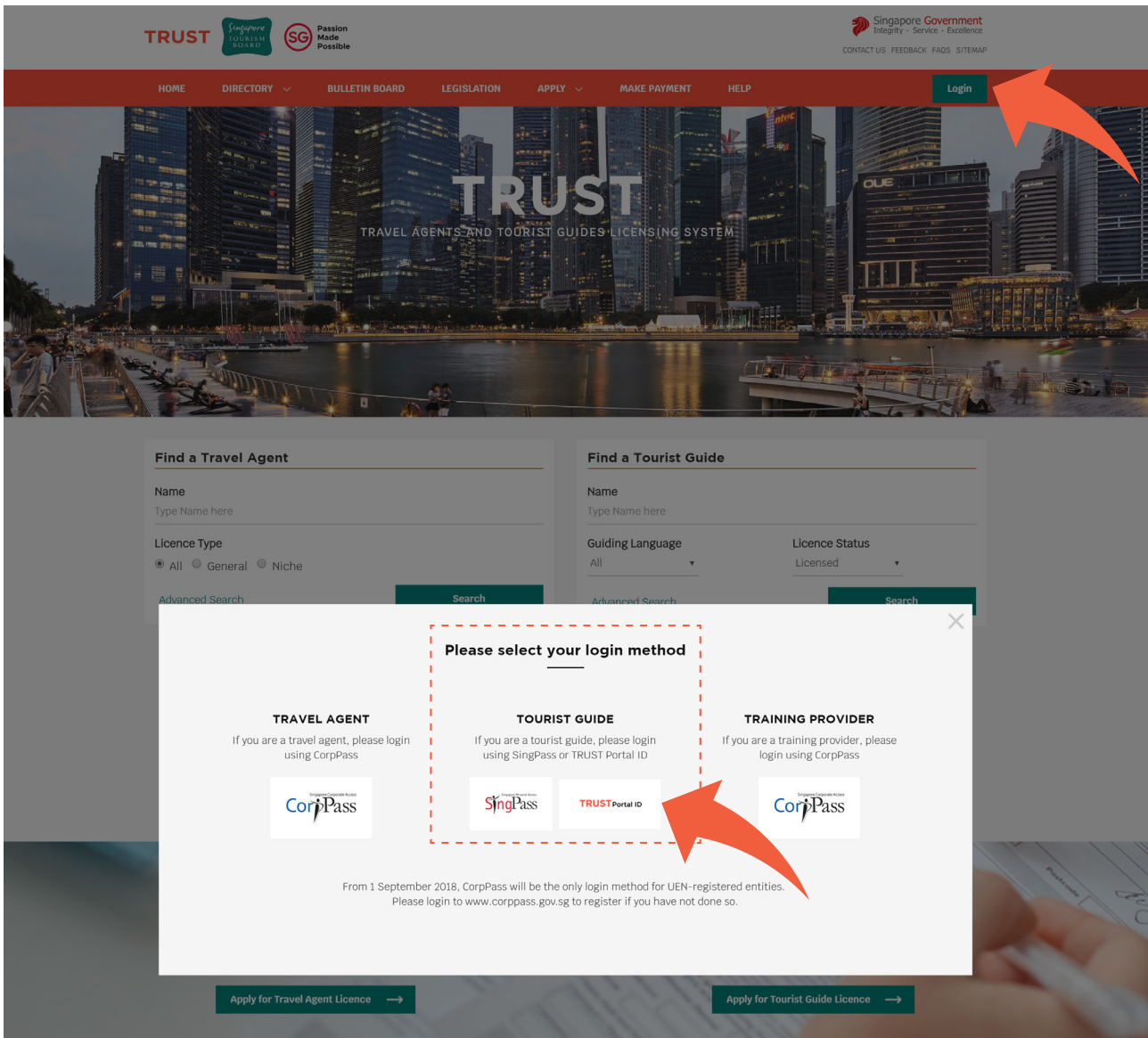
Singapore Tourism Board (STB) will be sending out notifications regarding licensing matters via email. Hence, it is important to ensure that the licensee's email address and contact details are updated on TRUST.

# Edit User Profile

## 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](mailto:stb_tourist_guide@stb.gov.sg) to request for a **Portal ID**.

**Figure 1**





## 2. Submission of Application

### 2.1 Edit User Profile

- Click on **"Edit user profile"** hyperlink on the left column of the dashboard, as shown in Figure 2 below.

**Figure 2**

The screenshot displays a user dashboard for Tan Eng Huat Stanley. The user's profile is shown as 'LICENSED'. Key details include Licence No. 0293, licensed since 01-Sep-2014, and this cycle's expiry date of 31-Aug-2020. The user is a General Tourist Guide. The dashboard features a sidebar with navigation options: Dashboard, Edit User Profile (highlighted with a red arrow), Replace Lost Licence, Cancel Licence, Register for MLPT, Access Archive Records, and Help. The main content area shows the last successful login on 20 Aug 2019 at 16:41 PM (+08:00). A notification states the licence is valid until 31-Aug-2020. Three summary cards are present: 'PENDING ACTION' (0), 'PDC HOURS FULFILLED FOR THIS CYCLE' (0/21), and 'TOTAL HOURS OF ASSIGNMENTS SUBMITTED'. Below these, a list of renewal requirements is shown: Mandatory Refresher Course (MRC), Professional Development Courses (PDC), and Assignments (all pending), and CPF Medisave Liabilities, Recent Photograph, and Medical Report (all completed). A 'Next' button is located at the bottom right.

Logout

Last Successful Login: **20 Aug 2019 16:41 PM (+08:00)**.

Your licence is valid until 31-Aug-2020

**0** PENDING ACTION >

**0/21** PDC HOURS FULFILLED FOR THIS CYCLE >

TOTAL HOURS OF ASSIGNMENTS SUBMITTED >

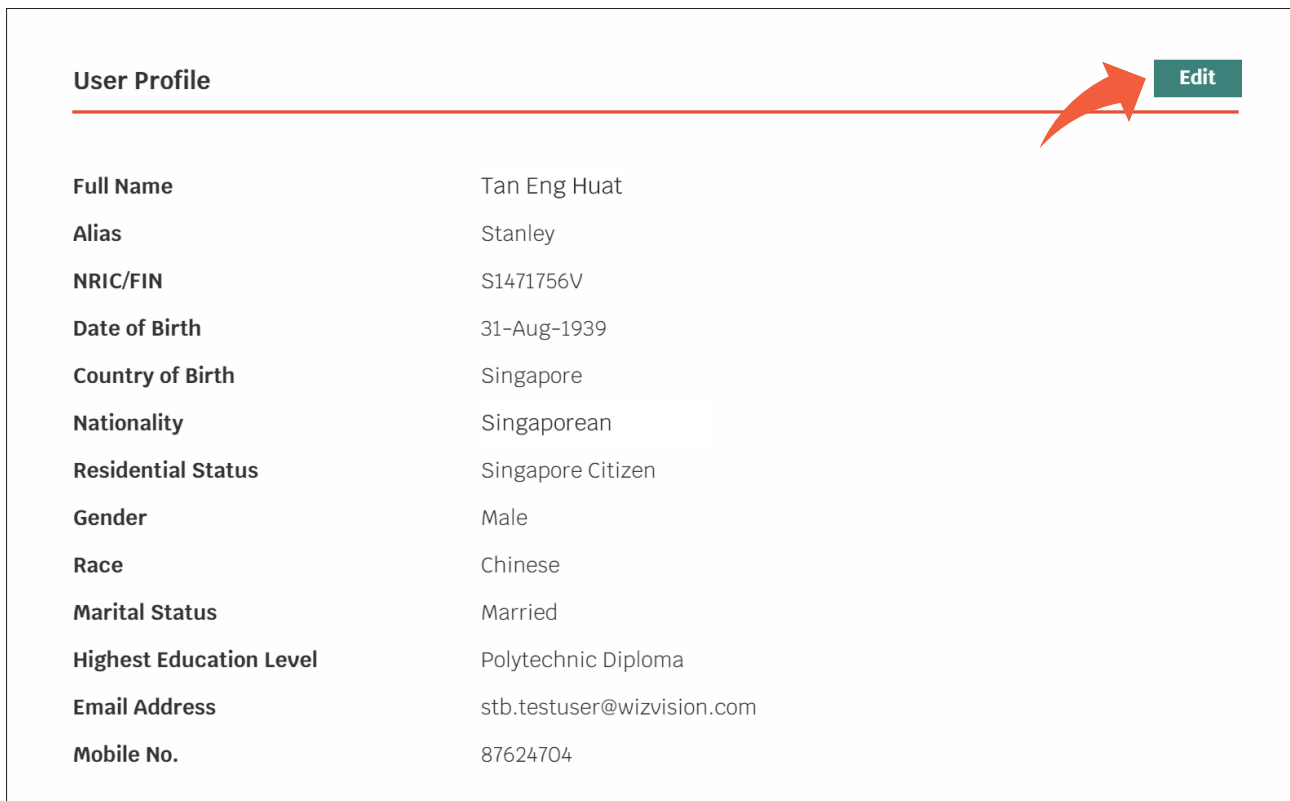
Complete the requirements below to qualify for renewal. Renewal conditions (except for Assignments) will be accessible 6 months before licence expiry date.

- Mandatory Refresher Course (MRC) ⓘ
- Professional Development Courses (PDC) ⓘ
- Assignments ⓘ
- CPF Medisave Liabilities
- Recent Photograph
- Medical Report (applicable to age 65 & above) ⬇

Next →

b. Click on **"Edit"** button to edit user profile, as shown in Figure 3 below.

**Figure 3**



The screenshot shows a user profile page titled "User Profile". A red arrow points to a green "Edit" button in the top right corner. Below the title is a table of user information.

User Profile	
Full Name	Tan Eng Huat
Alias	Stanley
NRIC/FIN	S1471756V
Date of Birth	31-Aug-1939
Country of Birth	Singapore
Nationality	Singaporean
Residential Status	Singapore Citizen
Gender	Male
Race	Chinese
Marital Status	Married
Highest Education Level	Polytechnic Diploma
Email Address	stb.testuser@wizvision.com
Mobile No.	87624704

- c. Tourist guides can choose to upload their personal particulars manually or via MyInfo. Tourist guides who have registered with MyInfo can click on **"Retrieve MyInfo"** button to populate the respective fields, to reduce the number of fields that require keying in manually. Please refer to Figure 4 below.



**Figure 4**


**Personal Particulars**

(\*) denotes mandatory field

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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](http://www.myinfo.gov.sg).)  
To retrieve your details from MyInfo account, click  
- OR
- Manual input


<b>Salutation*</b>	Mr	▼
<b>Full Name*</b>	Tan Eng Huat	Alias Stanley
<b>NRIC/FIN*</b>	S1471756V	
<b>Date of Birth*</b>	31-Aug-1939	
<b>Country of Birth*</b>	Singapore	▼
<b>Nationality*</b>	Singaporean	▼
<b>Residential Status*</b>	Singapore Citizen	▼

- d. As shown in Figure 5 below, clicking the **"Clear MyInfo"** button will clear the fields that have been populated.

**Figure 5**

**Personal Particulars**  
(\* ) denotes mandatory field

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**Clear MyInfo** 

Salutation*	Mr		
Full Name*	Tan Eng Huat	Alias	Stanley
NRIC/FIN*	S1471756V		

- e. Check declarations where applicable as shown in Figure 6 below, then click **"Confirm"** button.

**Figure 6**

### Declaration for Conviction

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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 or misleading in any material particular, the application may be rejected and legal action may be taken against me.

## 2.2 Change of Name

- Name of tourist guide on TRUST will be the same as name per NRIC/ passport. Tourist guides can choose to add other names (not in NRIC/ passport) under Alias.
- For change of name per NRIC/ passport, tourist guide is required to upload supporting documents on change of name. Upload supporting document(s) by clicking **"Upload"** button.

**Figure 7**

### Documents to Upload\*

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Supporting Document(s) Please upload supporting document(s)

- c. Check declarations where applicable, then click **"Confirm and make payment"**.

**Figure 8**

### Declaration for Conviction

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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 or misleading in any material particular, the application may be rejected and legal action may be taken against me.

Amount to be paid: S\$5



- d. 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:

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Payable amount: S\$5.00

- e. 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.
- f. 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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- g. Upon successful transaction, tourist guide will be navigated back to TRUST website. Click on **"Print"** if you wish to print the acknowledgement page.

**Figure 11**

## Thank you for your payment

**Payment Details**

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**Transaction No:** 900102  
**Transaction Status:** SUCCESSFUL  
**Payment Date:** 20-Aug-2019 16:47:08  
**Payment Amount:** S\$5.00

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No.	Reference No.	Payment Description	Amount (S\$)
1.	1908-2016-2051-8896	TG Particular Update Fee	S\$5.00

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**REFERENCE NO: TG-2019-00922**

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**THANK YOU FOR YOUR APPLICATION**  
Your application is being processed and we target to reply within 5 working days.  
You may check on the status of your application through the [dashboard](#).

Print

### 2.3 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.



