

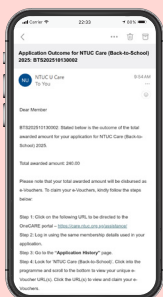
NTUC Care (Back-to-School) 2025

Usage guide for e-Vouchers



Step 1

Look out for NTUC U Care's email



Successful members will receive an email with their application outcome and instructions on how to claim their e-Vouchers.

Click on the URL provided to proceed.

Step 2

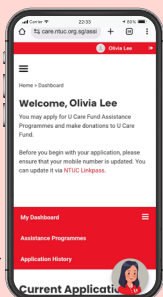
You will be redirected to the OneCARE portal



Log in using the same membership details used in your application.

Step 3

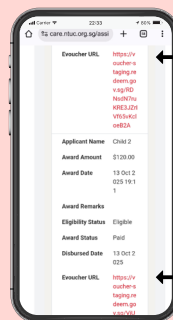
Go to the "Application History" page



Click on the hamburger menu (≡), then select the 'Application History' tab.

Step 4

Obtain e-Voucher URL in your application submitted for NTUC Care (Back-to-School)

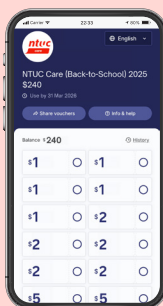


Click into the programme and scroll to the bottom to view your unique e-Voucher URL(s).

Click the URL(s) to view and claim your e-Vouchers.

Step 5

Access and use your e-Vouchers



Your e-Vouchers are ready for immediate use – no OTP is required. Save the e-Voucher URL(s) for easy access at participating merchants.

If you lose your e-Voucher URL(s), you can log in to the OneCARE portal and repeat Steps 1 – 4.

Important Points to Note:

- For each successful application, a separate e-Voucher URL will be generated for each eligible school-going child.
- e-Vouchers must be used in fixed denomination issued by NTUC-U Care Fund.
- Any remaining balance must be paid using other payment methods after the e-Vouchers are applied.
- No refund will be given if the actual purchase amount is lower than the e-Voucher amount used.
- The e-Vouchers are valid until 31 March 2026. Please note that no extensions will be granted after the expiry date.

The NTUC Care (Back-to-School) e-Vouchers can be used at participating merchants once you receive the email notification. More details at www.ntuc.org.sg/ntuccarebacktoschool