

OneCARE System Application Guide

Steps to Apply for
NTUC Care Assistance Programmes



You can find all NTUC Care assistance programmes at:
care.ntuc.org.sg/assistance

Please note that eligibility requirements and supporting documents differ for each programme.
Check the individual programme pages for details.

Before applying, make sure you have:

- 1** A SingPass account
- 2** The required supporting documents



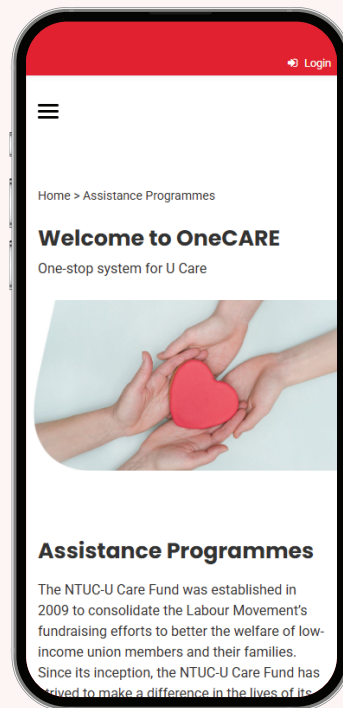
Income documents are needed for you and all family members living in the same household, except those who are still studying.



Additional supporting documents

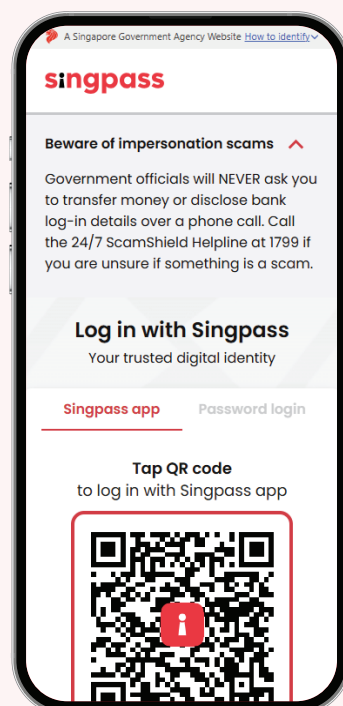
Step 1

Go to care.ntuc.org.sg/assistance, log in to the OneCARE System, and click the Login button at the top right of the page.



← Click 'Login'

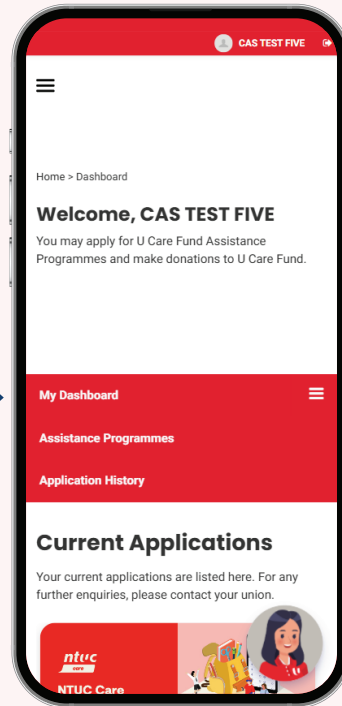
You will be redirected to the SingPass log in page.



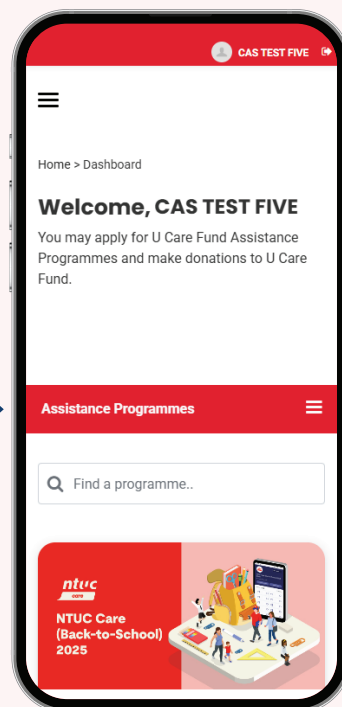
Step 2

After logging in to OneCARE, you can access the NTUC Care Assistance Programmes.

Click on 'My Dashboard' and select 'Assistance Programmes' from the drop-down list



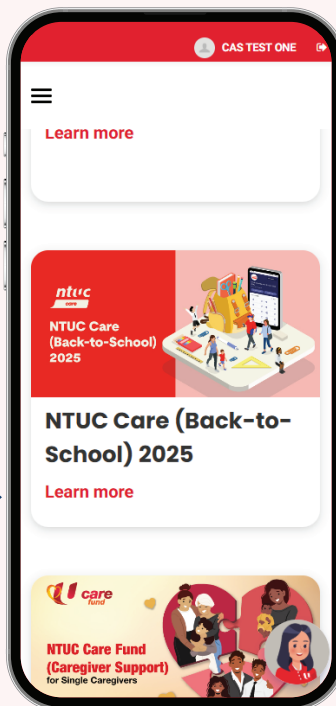
You will be able to view and access the NTUC Care Assistance Programmes



Step 3

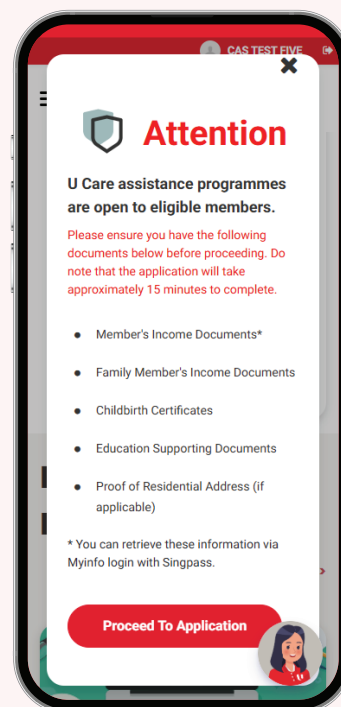
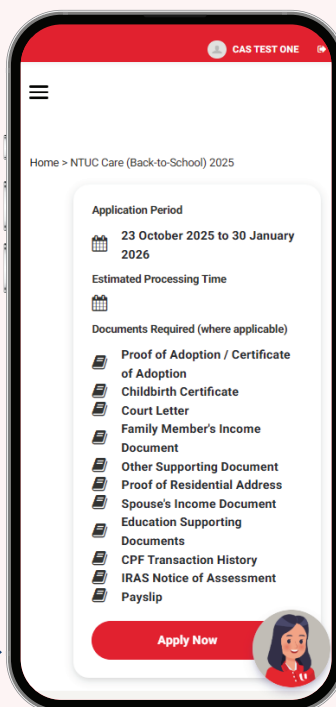
Select the Assistance Programme you want to apply.

Click on the Assistance Programme you wish to apply



Scroll down and ensure your supporting documents are ready.
Note: Required documents may vary by programme.

Scroll to the bottom and click 'Apply Now'



Images are for illustration only and may not reflect the actual programme.

Step 4

Pre-fill your details using SingPass MyInfo, or enter the information manually.

Click here to Pre-fill
your details using
SingPass MyInfo



Click here to
fill in your details
manually



Click '**I Agree**' to extract
personal information from
SingPass MyInfo

Images are for illustration only and may not reflect the actual programme.

Step 5

Fill in all mandatory fields (marked with *) and upload the required supporting documents.

Note:

- Required documents may vary by programme.
- Each file must be under 5 MB and in PDF, XLS, XLSX, JPG, JPEG, DOC, or DOCX format. File names should not contain spaces or symbols (e.g., - . , / ()).

Fill in all the mandatory fields (marked with an asterisk)



Upload the documents according to the requirements



After confirming your information, click 'View Summary' and then 'Submit'.

You may upload up to 3 supporting documents per field



Once you have confirmed that the information is correct, click 'View Summary' to review the form



Click 'Submit' once you have confirmed the information is correct



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Step 6

Declare that your information is true and accurate.

Read the Terms and Conditions



Check the boxes and declare that the information provided is true and accurate



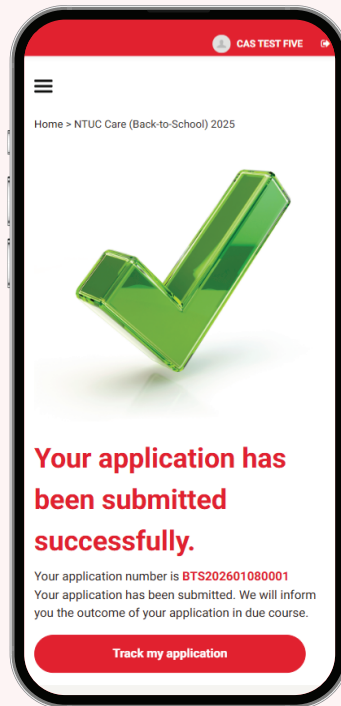
Click 'OK'



Step 7

Application is submitted. Track its status in 'Application History'.

If you wish to view what you have submitted, click the **'Track my application'** button



Your application number is indicated here