

OneCARE System Resubmission Guide

Steps to Resubmit on
OneCARE System



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

If your application is incomplete,
you will receive an email notification to update your
information or provide additional supporting documents.



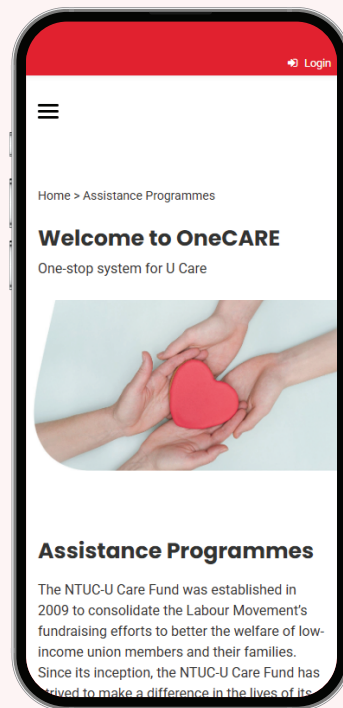
You may also track your application status
under the 'Application History' page.



Incomplete applications will be marked
with 'Pending Document' status

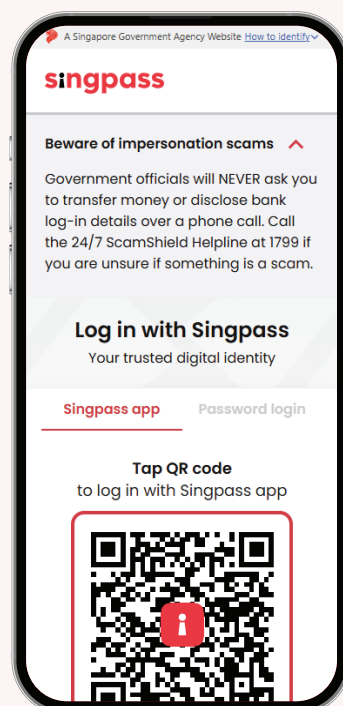
Step 1

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'

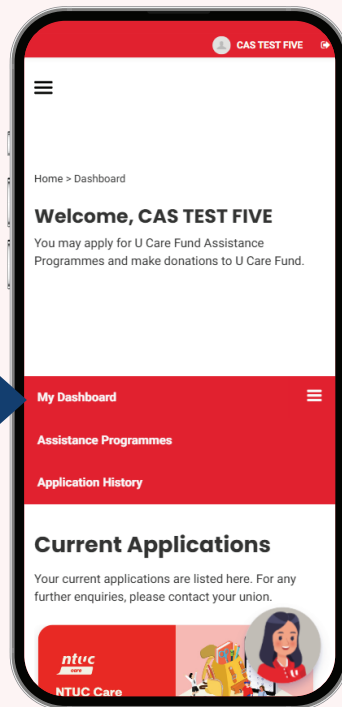
You will be redirected to the SingPass log in page.



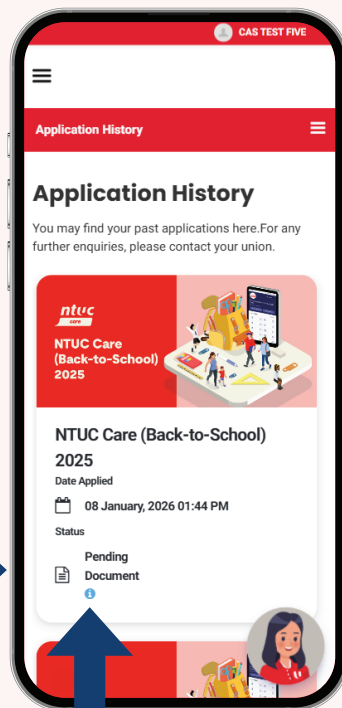
Step 2

After logging in to OneCARE, go to 'Application History' and select your submitted application.

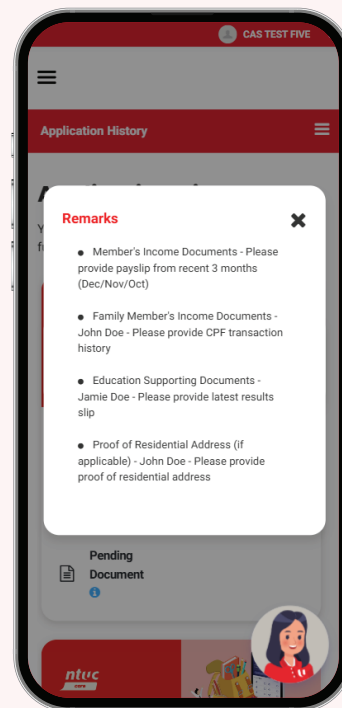
Click on 'My Dashboard' and select 'Application History' from the drop-down list



Find the application that you submitted. It would be in 'Pending Document' status



Click on the  to find out what information is required

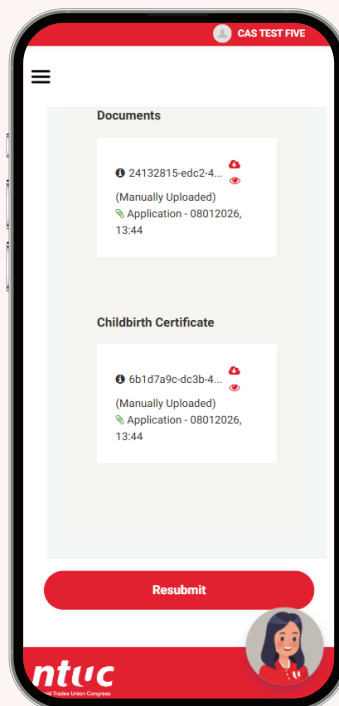
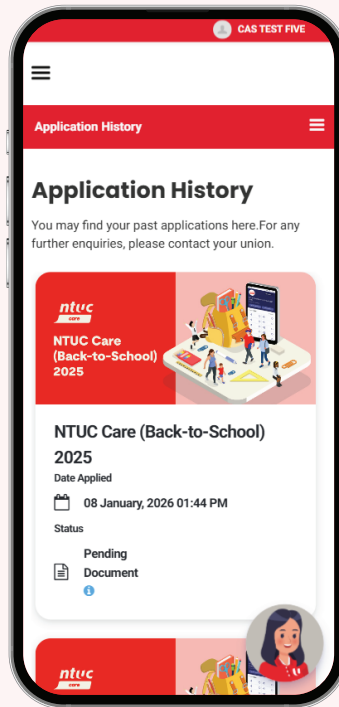


Missing information is listed here, and you can close this window to return to the application

Step 3

After you find out what information is required, you can close the remarks window and click on the application to proceed.

Click on the application to proceed.



Scroll to the bottom and click on '**Resubmit**' to proceed



Note: Changes cannot be made on this page.

Step 4

Update your information/ upload additional supporting documents based on previous remarks.

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., - , / ()).

Update your information based on previous remarks.

CAS TEST FIVE

Personal Details +

Occupation Details -

Applicant's occupation details.

Employment Status *

Employed/Salaried

Employer Name

NATIONAL TRADES UNION CON

Occupation

Select Occupation

Upload additional supporting documents based on previous remarks.

CAS TEST FIVE

Supporting Documents

** Each file attachment has to be less than 5MB and in PDF, XLS, XLSX, JPG, JPEG, DOC or DOCX file format.
** Each file name should not have spaces and should be in alphanumeric only.

Education Supporting Documents

Select File

Testcase4.pdf
(Manually Uploaded)

Childbirth Certificate

Select File

Other Supporting Document

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

You may upload up to 3 supporting documents per field

CAS TEST FIVE

Other Supporting Document

Select File

Testcase1.docx
(Manually Uploaded)

Delete Dependent

Add More Dependent

View Summary

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

CAS TEST FIVE

textcase4.xls
(Manually Uploaded)

Other Supporting Document

Testcase1.docx
(Manually Uploaded)

Submit

Back

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

Step 5

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



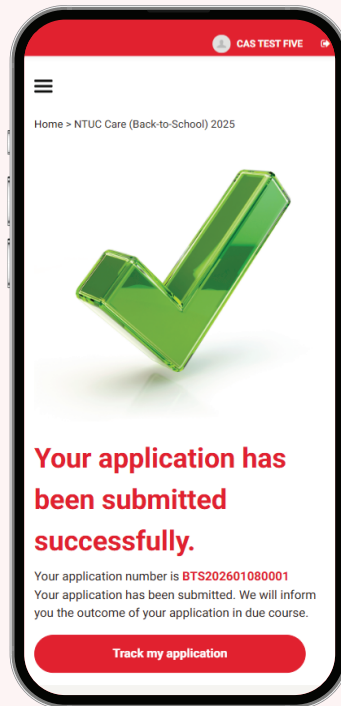
Click 'OK'



Step 6

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