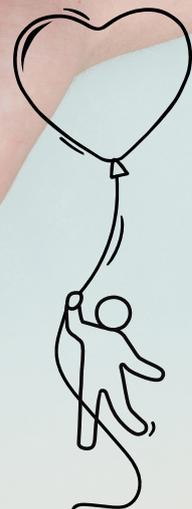
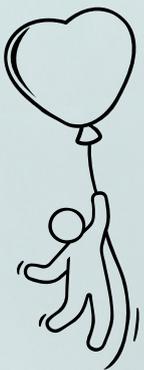




OneCARE System User Guide

7 Simple Steps

to Apply for **U Care Assistance Programmes**



Before you apply, please have the following ready:

1 Linkpass user login ID and password



2 Income documents required from both member and spouse (where applicable):

✓ You have the option to extract from Singpass Myinfo or do a manual upload.

Status of Member	Auto (Singpass Myinfo)	Manual
If you are employed		Payslip (of any month in year 2022)
If you are self-employed	CPF Contribution History (past 15 months) Notice of Assessment from IRAS (for Year of Assessment 2022)	<u>If your Annual Trade Income is less than \$6,000</u> Copy of acknowledgement after submitting IRAS Form 144 (for Work Year 2021) <u>If your Annual Trade Income is \$6,000 and above</u> Copy of Notice of Assessment from IRAS (for Year of Assessment 2022)
If you are unemployed		CPF Contribution History for the past 3 months

✓ Spouse income documents:



Copy of payslip of any month in the year 2022

OR

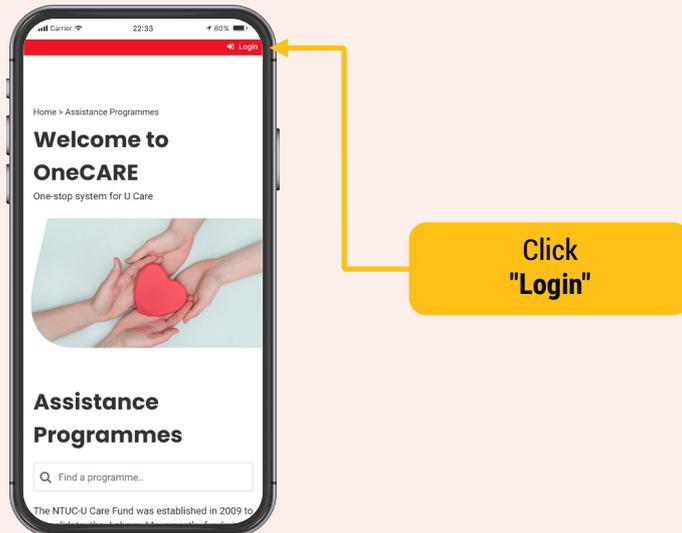


Copy of CPF Contribution History for the past 3 months (if unemployed)

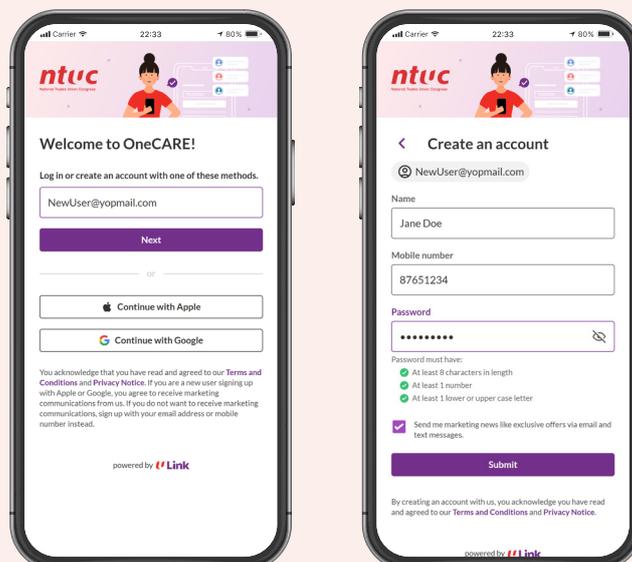
Note: The required supporting documents may vary for different assistance programmes. Do refer to the specific assistance programme for more details.

Step 1

Log in to the new OneCARE (One-stop system for U Care) at ucare.ntuc.org.sg/assistance and click the login button at the upper right corner.



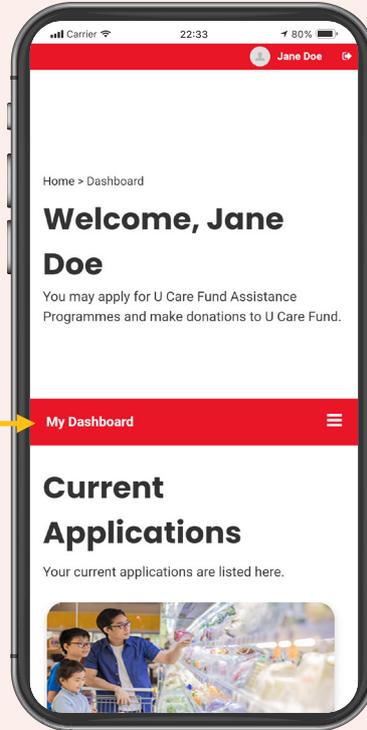
If you have not registered with Linkpass, you will be directed to the registration page. Please ensure you have both your email address and mobile number to register for an NTUC Linkpass account.



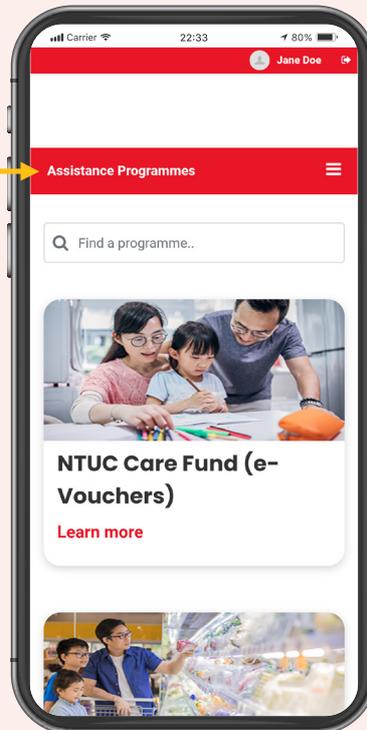
Step 2

Once you have successfully logged in to OneCARE, you will be able to view and access U Care Assistance Programmes.

Click on "My Dashboard" and select the U Care Assistance Programme from the drop down list



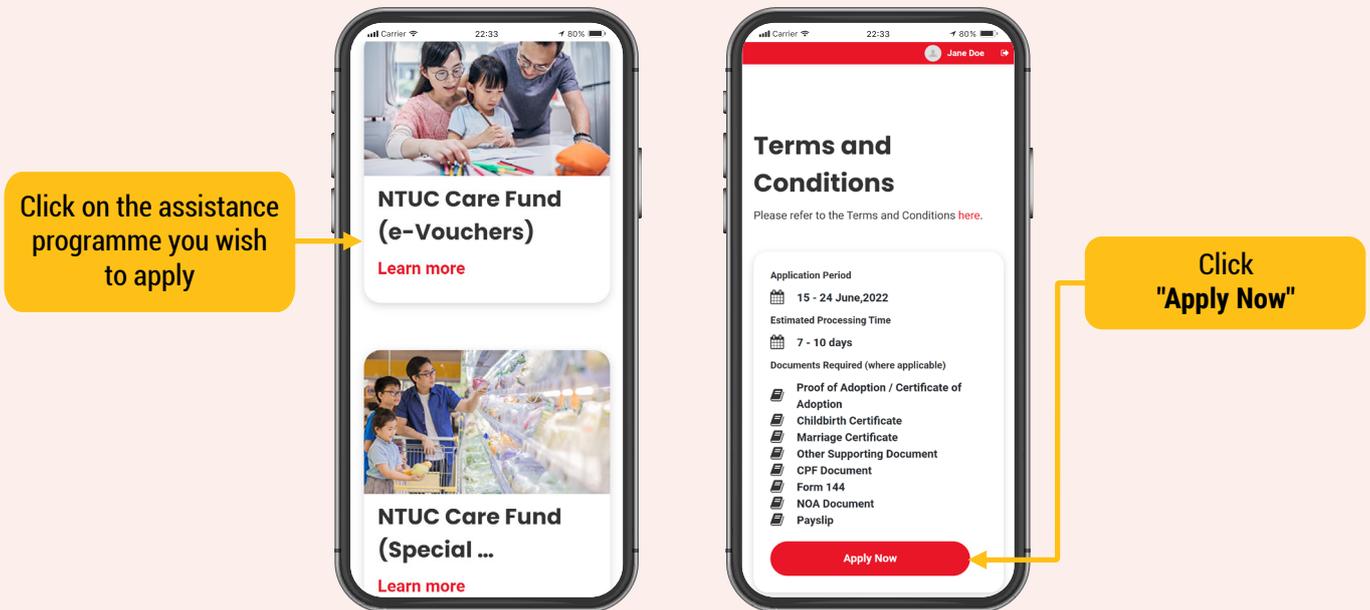
You will be able to view and access U Care Assistance Programmes



**Images are used for illustration purposes only.
They do not reflect actual programme you are applying for.**

Step 3

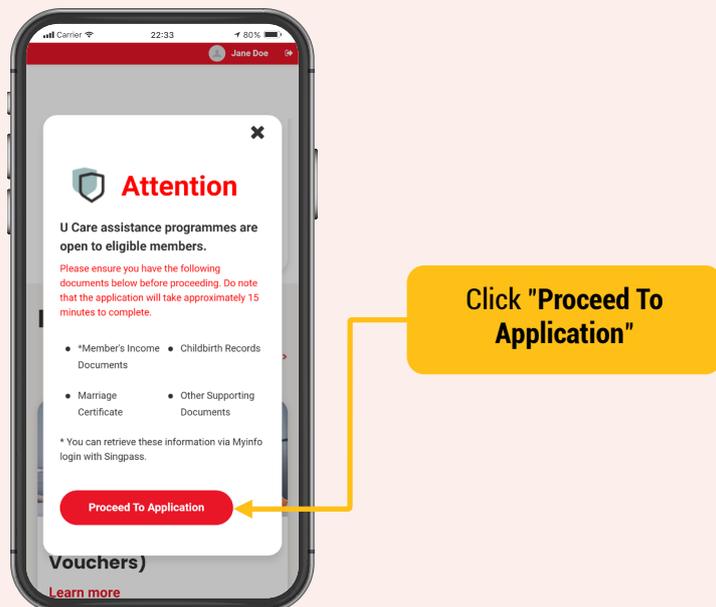
Select the Assistance Programme you wish to apply.



**Images are used for illustration purposes only.
They do not reflect actual programme you are applying for.**

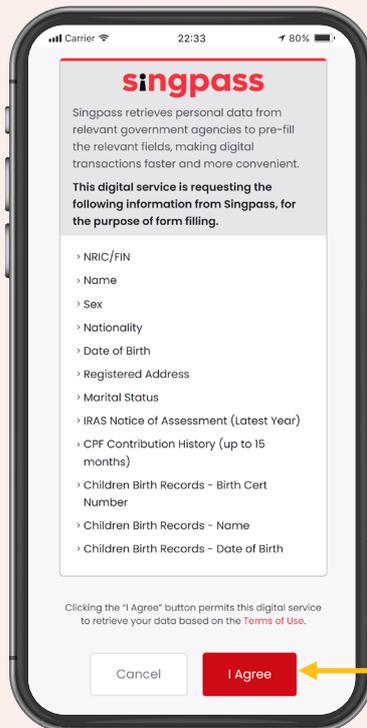
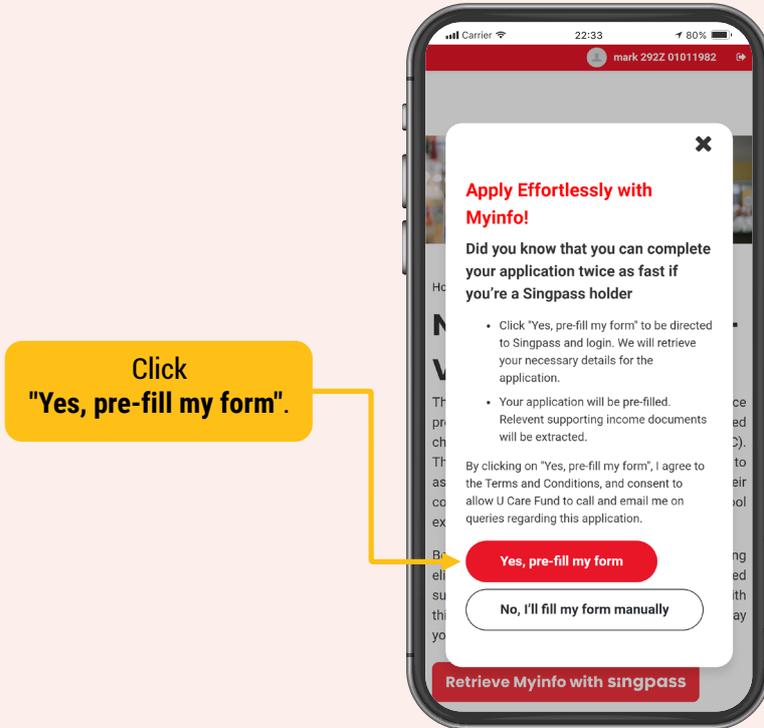
Check that all your documents are ready.

Note: The required documents will differ depending on the programme.



Step 4

Extract your personal information using **Singpass Myinfo** or complete the application manually.



Step 5

Fill in all the mandatory fields (marked with an asterisk*) and submit the required documents where applicable.

Note: The mandatory fields will differ depending on the programme you select.

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

The screenshot shows the 'Personal Details' and 'Occupation Details' sections of the application form. The 'Employment Status' field is marked with an asterisk and has a dropdown menu with 'Employed/Salaried' selected. The 'Employer Name' field contains 'KESTER COMPONENTS PTE LTD'. The 'Occupation' field has a dropdown menu with 'Select Occupation' selected.

Upload the documents according to the requirements as stated

The screenshot shows the 'Income Details' section. The 'Gross Monthly Income' field contains '\$1,300.00'. The 'Supporting Documents' section includes instructions: '** Each file attachment has to be less than 3MB 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.' There is an 'Upload' button for 'Payslip (within 2022)' and a 'BlankPDF.pdf (Manually Uploaded)' entry.

Once you have confirmed that the details are accurate, click "View Summary" to review the form

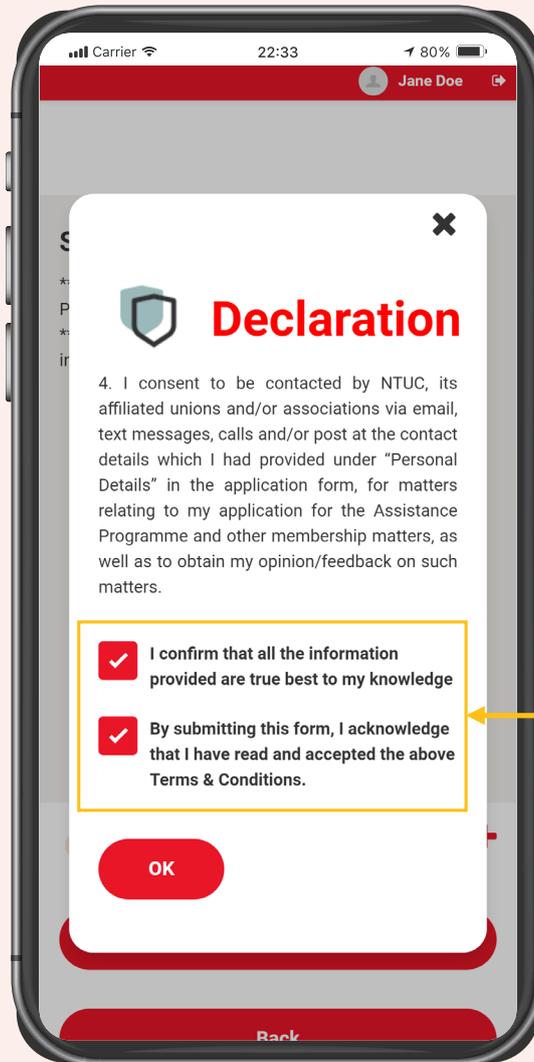
The screenshot shows the 'Supporting Documents' section. It includes the same instructions as the previous screenshot. There is an 'Upload' button for 'Payslip (within 2022)' and a 'BlankPDF.pdf (Manually Uploaded)' entry. Below this is an 'Other Supporting Document' field with an 'Upload' button. At the bottom, there is a 'Family Member Details' section with a '+' icon and a 'View Summary' button.

Click "Submit" once you have confirmed the details are accurate

The screenshot shows the 'Supporting Documents' section, identical to the previous one. The 'Submit' button at the bottom is highlighted in red, indicating the final step of the process.

Step 6

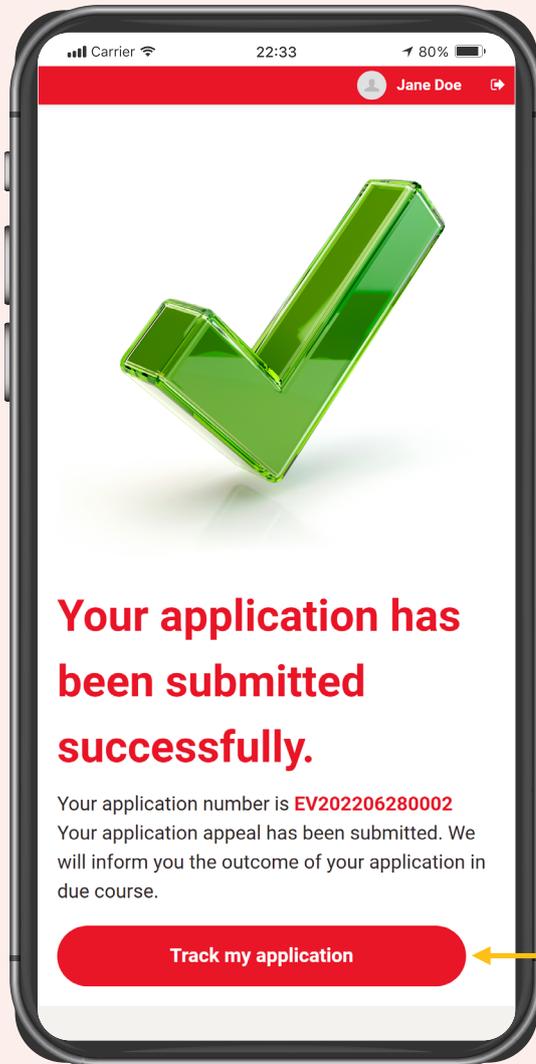
You are required to declare that the information provided is true and accurate at the point of application.



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

Step 7

You may track your submission under the **Application History** page.



If you want to view what you have applied, click the "Track my application" button

You may receive an **email notification** to submit additional documents if your application is incomplete.





For more details on U Care Assistance Programmes,
visit ucare.ntuc.org.sg/assistance

