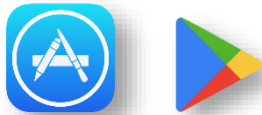# GENERAL FAQ

Why Download MyNTUC App

Q1: Why you should download MyNTUC App?

Ans: Click here to find out more about what MyNTUC App has to offer for you!

How to Download of MyNTUC App

Q1: Where to download MyNTUC Mobile App?

Ans: For iOS users – Click here to download

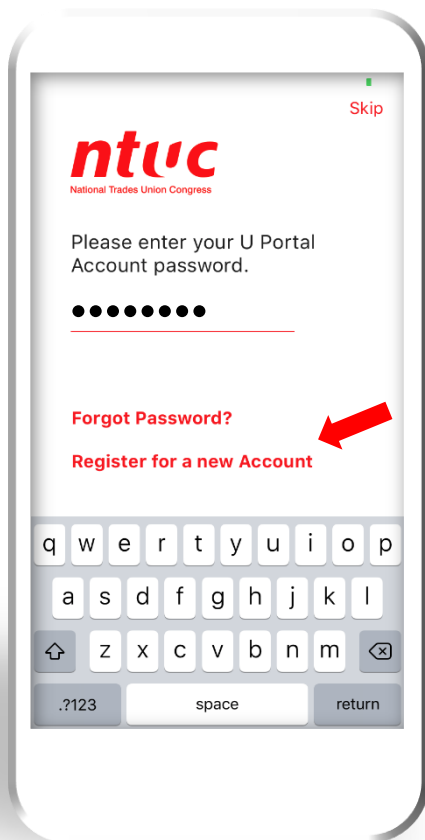   For Android users – Click here to download

Q2: What OS version does MyNTUC app support?

Ans: For Android: Supports OS version 4.2 and above

   For iOS: Supports OS version 9.0 and above

Signup to MyNTUC App

Do note that you must have an existing U Portal account to use the app.

If you do not have a U Portal account, you will need to select Register and create a new account.

Q1: Why do we need to collect your NRIC details?

Ans: It is a unique and personal identification for NTUC to identify a person.

Q2: Why do I have to sign up as a U Network member? What is U Network?

Ans: Visit https://www.ntuc.org.sg/wps/portal/up2/home/unetwork to find out how being part of U Network can benefit you!

Q4: How to sign up as a U Network member?

Glossary of terms:

Membership Community – *General Members*

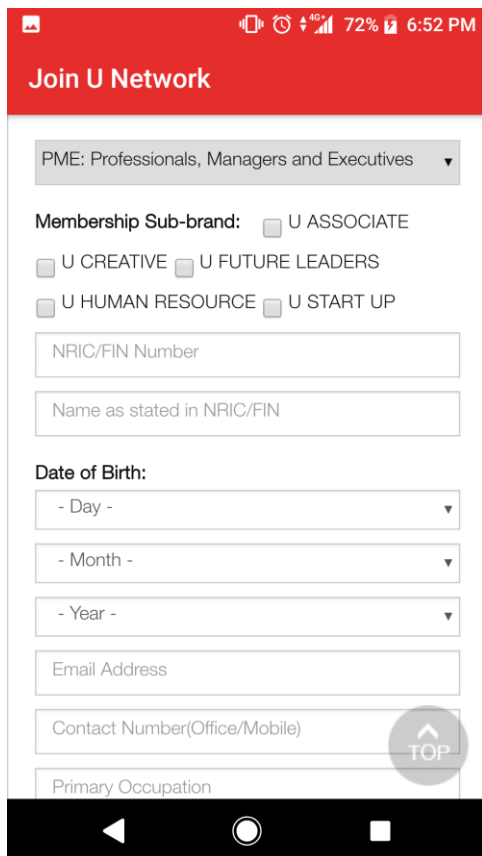**PME –** *Professionals, Managers and Executives*

SME – *Employees from small and medium-enterprises*

FSE – *Freelancers and self-employed*

Ans: **Step 1**: Select which community you belong to from the drop-down selection

Step 2: If you select PME: you will need to select your membership sub-brand, NRIC, Name, Date of Birth, Email address, Contact Number and Primary Occupation.

Visit the U Network Information page to find out more about the membership sub-brands.

Step 3: If you select SME, additionally you will need to specify your Employment Type and Secondary Occupation

Step 4: For the Primary Occupation, once you enter in part of your occupation, the rest of it will be auto-filled and you will need to select one of the options.

Login to MyNTUC App

Q1: How do I Login to MyNTUC App?

Ans: After successfully downloading the app, check the email inbox that you registered with for your randomly generated login password. Launch the app and proceed to enter your NRIC and password to login.

Password Reset for MyNTUC App

Q1: I am unable to login to MyNTUC App, how do I do a password reset?

Ans: You can select the "Forgot Password?" option under the "Please enter your U Portal Account password" screen. A system generated password will be generated to your registered email account.

Q2: I have selected the password reset option, but did not receive an email with the reset password, what do I do?

Ans:

Step 1: Double check if you are referring to the email address which was used to register for the U Portal account

Step 2: Check if you are in an area with poor signal strength or low internet connectivity. If yes, move to an area with better reception and ensure that the password reset option has been triggered.

You should see the following pop-up messages (in sequence) once you have successfully selected the password reset option.
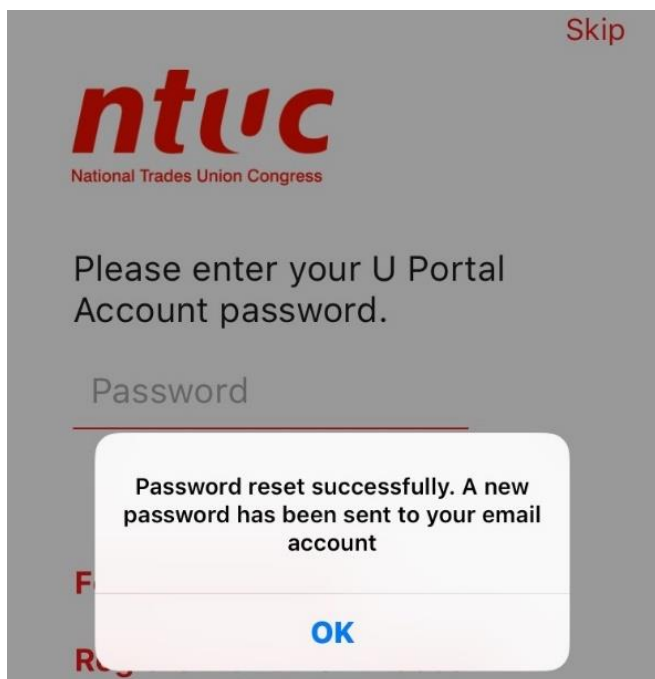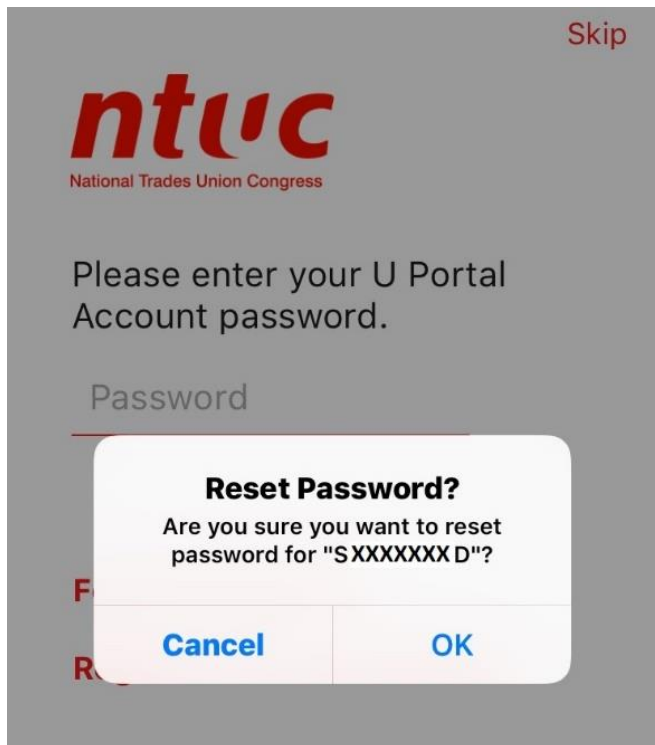
You should then receive an email similar to the one below, containing your user id (Your NRIC) and your new password (randomly generated).

NTUC UPortal System Password Changed

Today at 4:36 PM

Dear *John Doe* ,

We have received your request to change your password for the NTUC U Portal System. Please find your user id and new password below:

User id: *Username*
Password: *Password*

[Click here to login now](#)

This is a computer generated email. Please do not reply.

Step 3: Relaunch MyNTUC app, key in your user id (Your NRIC/FIN) followed by your new password and you will be logged in successfully.
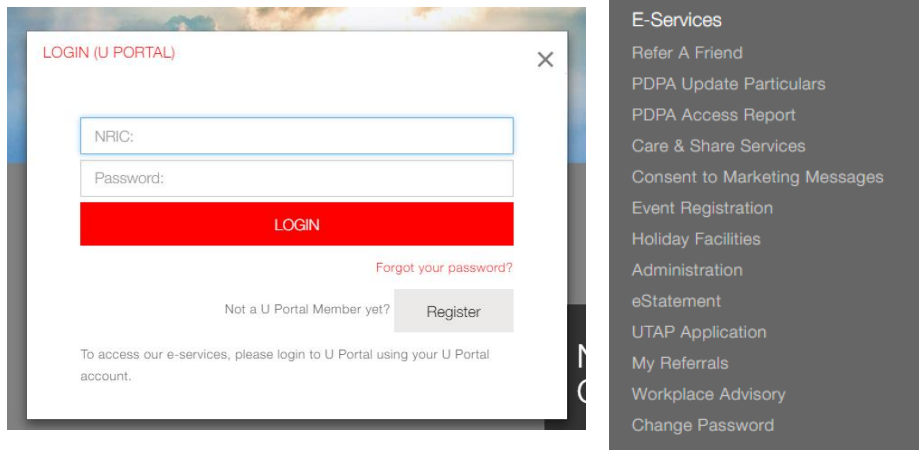
Q3: What do I do if I forgot my email address?

Ans: Check with your respective union for the email address that was used to register for your U Portal account.

Change of Password for MyNTUC App
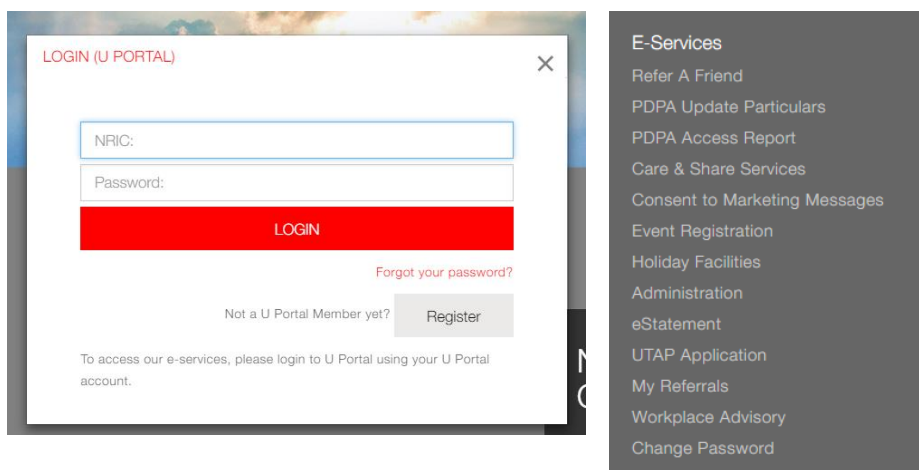
Q1: How do I change my password for MyNTUC App?

Ans: You can go to www.ntuc.org.sg, login to U Portal and select the Change Password tab under E-Services to change your password.

Q2: How do I change my email address if I am able to login to MyNTUC App?

Reply: You can go to www.ntuc.org.sg, login to U Portal and select the PDPA Update Personal Particulars tab under E-Services to change your email address.