

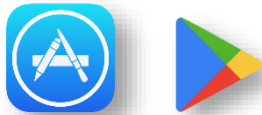
# GENERAL FAQ

## 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](#)

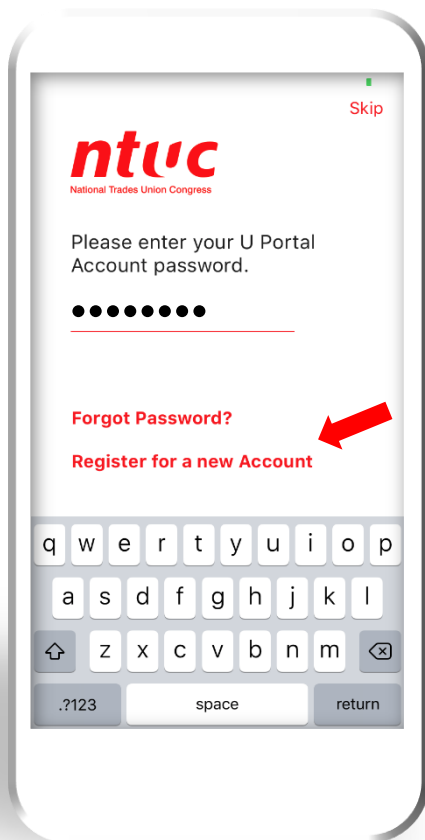
For Android users – [Click here to download](#)

**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*

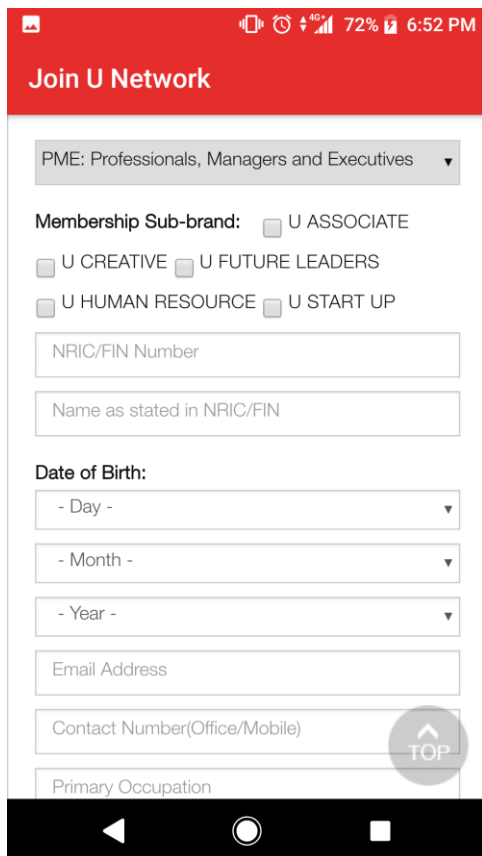
**SME** – *Employees from small and medium-enterprises*

**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.



The screenshot shows a mobile app interface for joining the U Network. At the top, there's a red header with the text "Join U Network". Below this, a dropdown menu is set to "PME: Professionals, Managers and Executives". Underneath, there's a section for "Membership Sub-brand" with five radio button options: "U ASSOCIATE", "U CREATIVE", "U FUTURE LEADERS", "U HUMAN RESOURCE", and "U START UP". Below these are five text input fields: "NRIC/FIN Number", "Name as stated in NRIC/FIN", "Date of Birth" (which is expanded into three dropdowns for Day, Month, and Year), "Email Address", and "Contact Number(Office/Mobile)". At the bottom, there's a "Primary Occupation" field. A circular "TOP" button is visible on the right side of the form. The bottom of the screen shows the standard Android navigation bar.

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

Join U Network

- Year -

Email Address

Contact Number(Office/Mobile)

Primary Occupation

Optional Fields:

Employment Type

Secondary Occupation

☐ I'm not a robot

reCAPTCHA  
Privacy - Terms

☒ I would like to join U Network so that I can enjoy Enhanced Benefits & Privileges. [Click here](#) to refer to the U Network Conditions.

**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.

Join U Network

Email Address

Contact Number(Office/Mobile)

Manager

ACCOUNTING **MANAGER** (FINANCE DEPARTMENT)  
ADMINISTRATION **MANAGER**  
ADVERTISING **MANAGER**  
AGED CARE SERVICES **MANAGER**  
AGRICULTURE **MANAGER**

TOP

Manager Managed Managers

1 2 3 4 5 6 7 8 9 0  
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## **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.

Skip



National Trades Union Congress

Please enter your U Portal  
Account password.

Password

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**Forgot Password?**

**Register for a new Account**



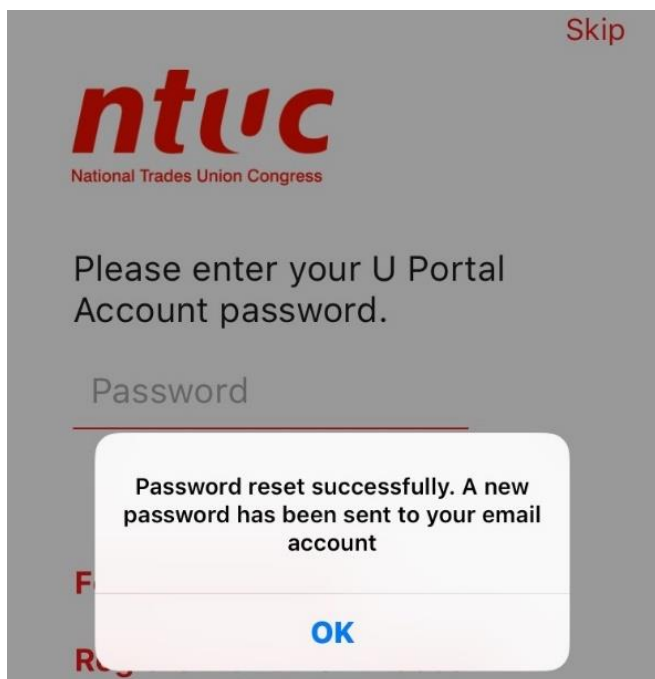
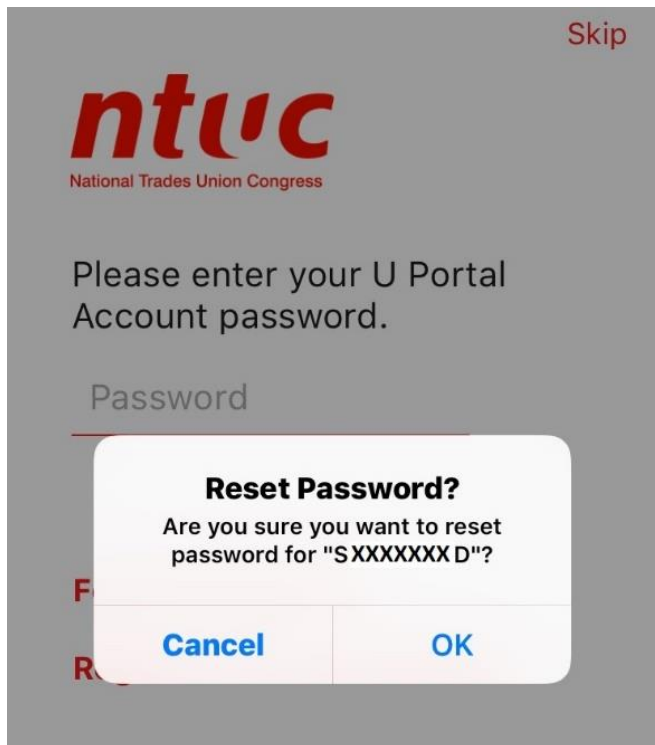
**Q2: I have selected the password reset option, but did not receive an email with the reset password, what do I do?**

**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).

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**NTUC UPortal System Password Changed**

Today at 4:36 PM

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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?**

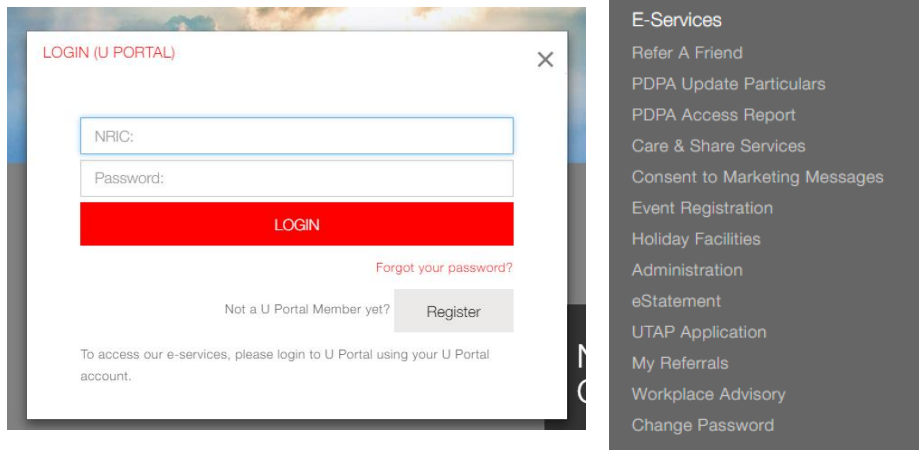
**Ans:** Check with your respective union for the email address that was used to register for your U Portal account.



## **Change of Password for MyNTUC App**

### **Q1: How do I change my password for MyNTUC App?**

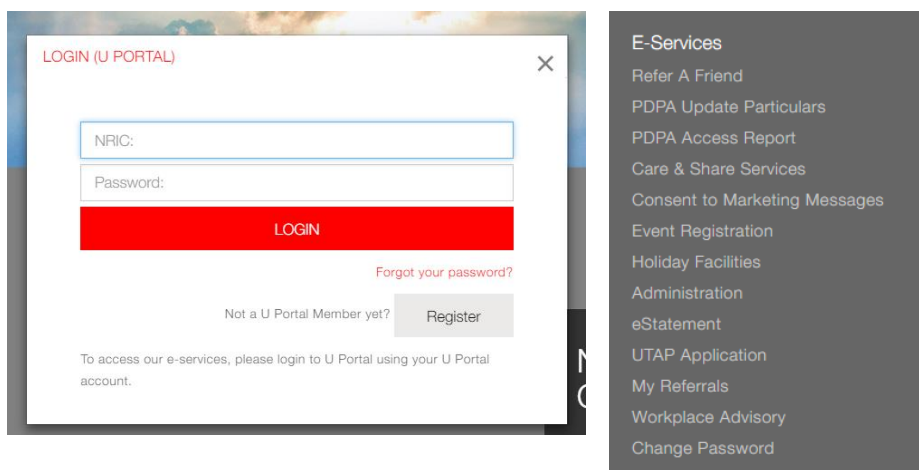
**Ans:** You can go to [www.ntuc.org.sg](http://www.ntuc.org.sg), login to U Portal and select the Change Password tab under E-Services to change your password.



The image shows two side-by-side screenshots from the NTUC website. The left screenshot is the 'LOGIN (U PORTAL)' page, which features input fields for 'NRIC:' and 'Password:', a red 'LOGIN' button, a 'Forgot your password?' link, and a 'Register' button for non-members. The right screenshot shows the 'E-Services' dropdown menu, which lists various services including 'Refer A Friend', 'PDPA Update Particulars', 'PDPA Access Report', 'Care & Share Services', 'Consent to Marketing Messages', 'Event Registration', 'Holiday Facilities', 'Administration', 'eStatement', 'UTAP Application', 'My Referrals', 'Workplace Advisory', and 'Change 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](http://www.ntuc.org.sg), login to U Portal and select the PDPA Update Personal Particulars tab under E-Services to change your email address.



This image is identical to the one above, showing the 'LOGIN (U PORTAL)' page on the left and the 'E-Services' menu on the right. The 'E-Services' menu lists options such as 'Refer A Friend', 'PDPA Update Particulars', 'PDPA Access Report', 'Care & Share Services', 'Consent to Marketing Messages', 'Event Registration', 'Holiday Facilities', 'Administration', 'eStatement', 'UTAP Application', 'My Referrals', 'Workplace Advisory', and 'Change Password'.