



TRUST 2.0

End User Training

Tourist Guides (TG)

23 July 2026



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Training Outline

S/N	Programme
1	Introduction
2	Dashboard
3	Updating Public Profile Details
4	Updating Personal Particulars
5	Licence Renewal
6	Return for Action (RFA)
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Introduction

SECTION 1



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What is TRUST 2.0?

TRUST 2.0 is the enhanced Travel Agents (TAs) and Tourist Guides (TGs) Licensing System. It is a centralised licensing, compliance & enforcement (C&E) and information portal designed for TAs, TGs, and the public.

Why this change?

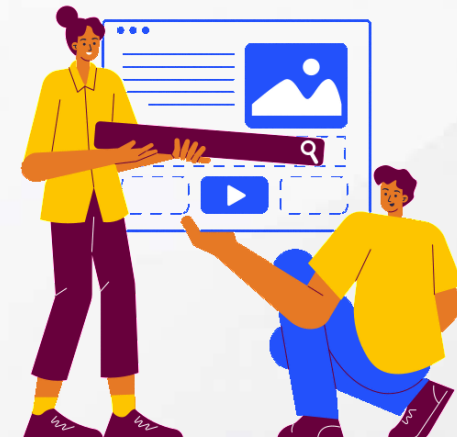
- ✓ User-friendly interface with intuitive dashboard
- ✓ Enhances efficiency and accuracy
- ✓ Streamlined and automated workflows

When did TRUST 2.0 launch?

It launched on 27 April 2026.



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Dashboard

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Dashboard | Overview

After successful login authentication, you will be directed to the TG Portal dashboard. The interface is structured:

1. **Top Section (Navigation & Overview):** Features primary navigation, overall licence summary, and access to the TG 360 page.
2. **Left Section (Tasks & History):** Displays your open tasks, applications requiring action (RFA), transaction receipts, and past logs.
3. **Right Section (Licence & Application):** For managing your e-l licence, tracking renewal training eligibility, and accessing quick links.

Welcome to TRUST

My Tourist Guide Licence

Licence Number	Status	Licence Start Date	Current Licence Valid From	Expiry Date	View Details
0012	Active	15/07/2023	15/07/2023	31/07/2026	

My Open Tasks

Task Name	Application Type	Due Date
Pending Payment for Financial Penalty		27/7/2026
View All		

Applications Requiring Action

Status	Submission ID	Application Type	Submitted Date
Returned for Action	IA-0000014902	Licence Renewal	13/7/2026
View All			

Application History

Status	Submission ID	Application Type	Submitted Date
Approved (Pending Licence Printing)	IA-0000014716	Licence Creation	20/5/2026
Expired	IA-0000014775	Update Personal Particulars	3/6/2026
Rejected	IA-0000014723	Update Personal Particulars	20/5/2026
Rejected	IA-0000014730	Licence Reinstatement	20/5/2026
Rejected	IA-0000014732	Licence Reinstatement	20/5/2026
View All			

Transaction History

Submission ID	Application Type	Payment Date	Receipt
06-2026-03-00540608	TG Financial Penalty	3/6/2026	Download
IA-0000014716	TG New Licence Fee	20/5/2026	Download
View All			

My e-Badge

PARTIAL INFO USER ONE

SINGAPORE TOURIST GUIDE



PARTIAL INFO USER ONE

0012

THE WORLD TRAVEL

31 JUL 2026

Generated Date: | Download

Eligibility for Licence Renewal

Renewal Period:01/02/2026-31/07/2026

Complete 1 Learn and 1 Do OR 21 PDG Hours to renew your licence.

Mandatory Trainings

☒ 1 Learn

☒ 1 Do

Be ready to renew your licence

Check that Medisave Contribution are fulfilled

Renew

Quick Links

[Licence Renewal](#)

[Licence Reinstatement](#)



Updating Public Profile Details

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Updating Public Profile Details | Overview

1. **Dashboard Navigation** – Access the instant profile update feature via the Quick Links section on the dashboard.
2. **Biography & Details** – Input a business website and drafting a custom biography of up to 1,500 characters.
3. **Language Mapping** – Select up to 5 spoken languages and their specific proficiency levels from dropdowns.
4. **Social Linkage** – Add distinct URLs for up to 4 social media platforms to enhance public visibility.
5. **Consent & Live Verification** – Tick the mandatory declaration and disclosure check-boxes to save, then verification in the live directory.

A Singapore Government Agency Website How to identify

TRUST Singapore TOURISM BOARD

Dashboard Directory InfoHub Legislation Help Back to Website

Search...

Public Profile

Details

Profile Details

Name: WONG WAI MUN

Mobile: 97399245

Email: myinfotesting@gmail.com

Business Website

Licensed Language

Biography

Edit

- You can upload your language proficiency-related document in the section below.
- Uploaded documents are for internal review only, not visible to public.
- Up to 4 social media accounts can be displayed on TG directory.

Related Files

Title	Type	Uploaded Date
9489_WONG WAI MUN	JPEG	10 Mar 2026, 02:11 pm
0347_WONG WAI MUN	JPEG	20 Feb 2026, 02:43 pm

Upload Files Or drop files

Language

Language Proficiency

No language data

Social Media

URL

No social media data



Updating Personal Particulars

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Updating Personal Particulars | Overview

You can update your personal particulars at any time, but modifying key fields like your Name, NRIC/FIN, Employer Name, or selecting "I would like to change" will require payment and STB approval.

1. **Dashboard Navigation** – Access the Update Personal Particulars feature via the Quick Links section on the dashboard.
2. **Retrieve MyInfo with Singpass** – TRUST 2.0 will update personal particulars based on the information from MyInfo.
3. **Application Details** – Review the information retrieved from MyInfo (non-editable) and update the remaining editable fields, such as Salutation, Alias, Highest Education Level, Email, and Mobile.
4. **Preview & Verification** – Verify details on the final preview page.



Licence Renewal

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Licence Renewal | Overview

1. **Dashboard Navigation** – Clicking **Renew** under the *Eligibility for Licence Renewal* section on the portal dashboard.
2. **Instruction Review** – Read the completion guidelines and important notes before clicking **Next**.
3. **Media & Declarations** – Upload a recent photograph for TGs turning 30 or 55, and complete the conviction declaration.
4. **Preview & Consents** – Review details, setting directory disclosure preferences, and ticking the mandatory licence conditions and accuracy check-boxes.
5. **Verification & Fee Settlement** – Verify all information, clicking **Submit and Make Payment**, and processing the fee via Card or PayNow.

The screenshot shows the 'Tourist Guide Licence Renewal' page on the Singapore Tourism Board website. The header includes the TRUST logo, navigation links (Dashboard, Directory, InfoHub, Legislation, Help, Back to Website), and a search bar. The main content area displays the user's licence details: Licence Number 9489, Licence Status Active, Licence Expiry Date 09/09/2026, Submission ID, and Submitted Status Draft. A 'Steps' sidebar on the left lists the process: Instruction (selected), Licence Renewal, Preview, Verification, and Payment. The 'Instruction' section provides a link to the user guide, an estimated completion time of 8 minutes, and a list of required documents for renewal: a recent colour photograph (optional, with format and file size specifications). Below this, 'Important Notes' state that incomplete submissions may result in delays or rejection, documents must be clear and legible, and users should wait for pending renewals before submitting. A 'Next' button is located at the bottom right of the instruction section. The footer contains a 'Site Index' with links to About STB, Media & Publications, Careers at STB, and Partnerships; a list of 'Industries & Experience Development' services; a 'Feedback' section with links to Help and Sitemap; and a list of 'Other STB Websites' including Visit Singapore, the Singapore Exhibition & Convention Bureau (SECB), Singapore Tourism Awards, and the Singapore Tourism Analytics Network. The footer also includes links to Report Vulnerability, Privacy Statement, and Terms of Use, along with copyright information for 2026 and the last update date of 9 March 2026.



Return for Action (RFA)

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Return for Action | Overview

1. **Dashboard Navigation** – Access the RFA application via the *Applications Requiring Action* section using the Submission ID hyperlink.
2. **Review Officer Feedback** – Read the required updates from the STB reviewing officer in the yellow banner.
3. **Amending Information** – Modify the specific data fields or upload supporting documents based on the officer's remarks.
4. **Preview & Verification** – Verify the corrected details on the final preview page.
5. **RFA Submission** – Click **Submit** to route the rectified application back to STB.

The screenshot displays the 'Tourist Guide Licence Renewal' dashboard. At the top, there's a navigation bar with 'TRUST' and 'Singapore TOURISM BOARD' logos, and links for 'Dashboard', 'Directory', 'InfoHub', 'Legislation', 'Help', and 'Back to Website'. A search bar is also present. Below the navigation bar, the page title is 'Tourist Guide Licence Renewal'. A table shows licence details: Licence Number 0342, Licence Status Active, Licence Expiry Date 01/08/2026, Submission ID IA-000029871, and Submitted Status Return for Action. A 'Steps' sidebar on the left lists 'Instruction', 'Licence Renewal', 'Preview', and 'Verification'. The main content area features a yellow banner stating 'Returned from STB: check RFA' with a link to the user guide. Below this, an 'Instruction' section states the estimated completion time is 8 minutes and lists required documents: a recent colour photograph (optional, with format and size specifications) and a valid work pass (for work pass holders, must be current and include both front and back). 'Important Notes' include warnings about incomplete submissions, document clarity, and pending renewals. A 'Next' button is at the bottom right. The footer contains a 'Site Index' with links like 'About STB', 'Media & Publications', 'Careers at STB', and 'Partnerships'; 'Industries & Experience Development' links like 'Licensing & Support', 'Trade Events', and 'Contact Us'; 'Feedback' links like 'Help' and 'Sitemap'; and 'Other STB Websites' like 'Visit Singapore - Tourist Information', 'Singapore Exhibition & Convention Bureau (SECB)', 'Singapore Tourism Awards', and 'Singapore Tourism Analytics Network'. It also includes 'Report Vulnerability', 'Privacy Statement', 'Terms of Use', and copyright information for 2026 Singapore Tourism Board.



LEARN + DO Regulatory Update

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Last Activity of the Day: Feedback

Thank you for participating in the TRUST 2.0 Training Session!

**Please take a minute to fill out
this survey form before you leave.**

www.go.gov.sg/tatgif2026breakoutfeedback



Thank you!

Please contact stb_tourist_guide@stb.gov.sg if you have any further questions.



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