



SINGAPORE TOURISM BOARD

Guides Online

**STB CANDIDATE
USER MANUAL**

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Preface

Bringing you convenience at your fingertips, candidates can register for the examination, make payment online, view the available schedule for the practical examination and also receive immediate confirmation through email upon successful registration and payment.

When you register for the first time, you will be given a User ID and Password. After passing the theory examination, you would not need to register again for the practical examination. Just login with your User ID and password and book your practical examination schedule! Its simple, users only need to fill in their particulars once and this information would be stored for future use.

STB Candidate User Manual introduces candidates to the online registration and payment for Tourist Guide Examinations via STB Guides Online.

You will be able to log into this module via the internet and register yourself as a candidate. This module allows you to register for Theory and/or Practical Examinations, and reset your password.

What You'll Learn at the End of the Manual

- Use the navigation bar
- Register as candidate
- Log on to the online system
- View/Edit your profile
- Reset your password
- Register for Theory/Practical Examinations
- Make payment for registered examinations

What You Need

Hardware

- Pentium I, II, or faster processor
- 56k bps modem, or Cable/LAN access

Software

- Internet Explorer 4.0 & above or
- Netscape 4.0 & above

Chapter 1 : Register as a Candidate



Before registering to a Theory or Practical examination, you are first required to submit your detailed information with the STB – Guides Online. Please note that this is a one-time registration. If you are already a registered candidate, you do not need to go through this process again.

To do so:

1. Enter the following URL into your favourite browser:
[http:// guides-online.visitsingapore.com](http://guides-online.visitsingapore.com)
2. Click on “CLICK HERE TO LOGIN AS CANDIDATE” hyperlink.

LOGIN AS TOURIST GUIDE

User ID

Password

Login

[Forgot Password](#)

[CLICK HERE TO LOGIN AS CANDIDATE](#)

3. You will be redirected to the following screen:

The screenshot shows the Singapore Tourist Guides website. At the top left is the logo 'guides' with a stylized 'g'. To the right is a search bar. Below the logo is a navigation menu with links: HOME, LEGISLATION, FAQ, BULLETIN, CONTACT US, USEFUL LINKS, SITEMAP, and TERMS OF USE. A 'HIGHLIGHTS' section follows, stating 'No highlights currently available. Click [here](#) to view bulletins'. To the right of this is a large circular image of a city skyline at night. Below the highlights are four featured articles with images and titles: 'How to be a licensed Tourist Guide', 'Online Registration for Tourist Guide Examinations', 'Professional Development Courses', and 'Online Payment for Tourist Guides'. The 'Online Registration for Tourist Guide Examinations' article is expanded, showing a 'Login as Candidate' form with fields for 'Username' and 'Password', a 'Log in' button, and a 'Forgot Password?' link. Below the form is a link to 'Register as a new Candidate'. The article text states: 'We are pleased to announce that from 24 July 2006, candidates are now able to perform **Online Registration and Payment for the Tourist Guide Theory and Practical Examinations** at the Guides Online website. Bringing to you convenience at your fingertips, candidates can register for the examination, make payment online, view the available schedule for the practical examination and also receive immediate confirmation through email upon successful registration and payment. When you register for the first time, you will be given a User ID and Password. After passing the theory examination, you would not need to register again for the practical examination. Just login with your User ID and password and book your practical examination schedule! Its simple, users only need to fill in their particulars once and this information would be stored for future use.'

4. Click on “*Register as a new Candidate*”.
5. In the subsequent screen (as shown below), fill in the required information.

Please note:

- Fields marked with * are compulsory.
- **NRIC/Passport No is a unique field. If the system finds a duplicate NRIC/Passport No, you will not be registered as a candidate. You are encouraged to enter the exact identification number as it appears on your NRIC card.**

Register as a new Candidate

Note: Fields with (*) are compulsory.

Personal Particulars

Salutation *	:	MR	▼
Gender *	:	Male	▼
Given Name *	:	<input type="text"/>	
Family Name *	:	<input type="text"/>	
Nationality *	:	SINGAPORE	▼
Resident Status *	:	-	▼
NRIC/Passport No *	:	<input type="text"/>	
Employment Pass	:	<input type="text"/>	
Date of Birth *	:	<input type="text"/>	
Residential Address *	:	<input type="text"/>	
Apartment	:	<input type="text"/>	
Street	:	<input type="text"/>	
Unit No	:	<input type="text"/>	
Postal Code	:	<input type="text"/>	
Country	:	SINGAPORE	▼
Residential No *	:	<input type="text"/>	
Mobile No *	:	<input type="text"/>	
Email Address *	:	<input type="text"/>	
Confirm Email Address *	:	<input type="text"/>	

Candidate Background

Been a STB Licensed Tour Guide	:	<input type="radio"/> Yes	<input checked="" type="radio"/> No
Suffering from Physical impediment	:	<input type="radio"/> Yes	<input checked="" type="radio"/> No
Been convicted in a court of law	:	<input type="radio"/> Yes	<input checked="" type="radio"/> No
Been made a bankrupt in a court of law	:	<input type="radio"/> Yes	<input checked="" type="radio"/> No
Details	:	<input type="text"/>	

6. When you have entered all the required information, click on “*Submit*” button. If the registration is successful, the following message will appear:

**You have successfully registered as a new STB Tourist Guide candidate.
Your login details will be emailed to you shortly.**

This means that you have been successfully registered as a candidate, and an email notification will be sent to you. This email will contain your user ID and password.

7. Alternatively, if you want to undo the information keyed in, click on “*Reset*” and this will automatically set the default values again.
8. If you would like to cancel the registration, click on “*Cancel*” and you will be redirected to the login page.

Problems during registration

You may experience the following problems during registration time. If you have any technical issues, please call our Helpdesk at 9826 6576. For Helpdesk to help you in troubleshooting, please identify your problem as close as possible to the ones listed below.

Candidate already exists

- Error Message : **Candidate already exists. Unable to register as a new candidate. Please check your details again. If your details are correct, and you are an existing candidate, you may already have been registered as an eTest candidate. Please reset your password to get your login username and password by going to "Forget Password?" Thank you.**
- Reason(s) : The system has identified an existing NRIC/Passport No, and will not create a duplicate set of information.
- Solution(s) :
 1. Please ensure that you have entered your own unique NRIC/Passport No.
 2. If you have entered the correct NRIC/Passport No, this would mean that you are already registered to STB – Guides Online as a candidate. This may be the result of your previous attempt to a theory or practical examination. In that case, you are required to reset your password. Please refer to chapter, ***Forget Password***.

Registration successful, but no email received

- Error Message : **You have successfully registered as a new STB Tourist Guide candidate.
Unable to send email.
Please contact HutCabb helpdesk for technical assistance.**
- Reason(s) : There may be several causes:

Solution(s) :

1. Wrong input for email address.
2. Connection to email server failed or email server may be down.

You will require technical assistance from HutCabb Helpdesk. Please contact at:
Tel: (65) 98266576
Fax:(65) 62237680
Email: STB_HelpDesk@hutcabb.com

Please provide your NRIC/Passport No, name and contact number(s).

Chapter 2 : Logging In



Once registered as a candidate, you are now able to login and register for Theory or Practical Examinations.

To login with your issued user ID and password,

1. Enter the following URL into your favourite browser:
[http:// guides-online.visitsingapore.com](http://guides-online.visitsingapore.com)
2. Click on “CLICK HERE TO LOGIN AS CANDIDATE” hyperlink.

A screenshot of a login page with a purple background. At the top, it says "LOGIN AS TOURIST GUIDE". Below this are two input fields: "User ID" and "Password", each with a dark purple rectangular box. To the right of the "Password" field is a "Login" button. Below the "Login" button is a link that says "Forgot Password". At the bottom of the page, there is a link that says "CLICK HERE TO LOGIN AS CANDIDATE".

3. The system will bring you to the following screen.

The screenshot shows the Singapore Tourist Guides website. At the top left is the logo "guides" with a stylized "g". To the right is a search bar. Below the logo is a navigation menu with links: HOME, LEGISLATION, FAQ, BULLETIN, CONTACT US, USEFUL LINKS, SITEMAP, and TERMS OF USE. A "HIGHLIGHTS" section follows, stating "No highlights currently available. Click [here](#) to view bulletins". To the right is a large circular image of a city skyline at night. Below this are four featured articles with images and titles: "How to be a licensed Tourist Guide", "Online Registration for Tourist Guide Examinations", "Professional Development Courses", and "Online Payment for Tourist Guides". The bottom section is titled "Login as Candidate" and contains a form with fields for "Username" and "Password", a "Log in" button, a "Forgot Password?" link, and a "Register as a new Candidate" link. To the right of the form is a section titled "Online Registration for Tourist Guide Examinations" with text announcing that from 24 July 2006, candidates can perform online registration and payment for the Tourist Guide Theory and Practical Examinations. It also mentions that candidates can register for the examination, make payment online, view the available schedule for the practical examination, and receive immediate confirmation through email upon successful registration and payment. A note at the bottom states: "When you register for the first time, you will be given a User ID and Password. After passing the theory examination, you would not need to register again for the practical examination. Just login with your User ID and password and book your practical examination schedule! Its simple, users only need to fill in their particulars once and this information would be stored for future use."

Enter issued username
and password here.

4. Key in your username and password under the Login section.
5. Click on "Login".
6. If you have keyed in the wrong user ID or password, an error message will be displayed.
7. If you have entered the correct user ID and password, the following screen will be displayed.

Guides Online

[Change Password](#) | [Logout](#)
 Welcome DUMMY, TEST.
 You are logged in as Candidate.

HOME
MY PROFILE

HIGHLIGHTS

No highlights currently available. Click [here](#) to view bulletins



User Manual

- ◆ [Candidate User Manual](#)

View/Register for Test Schedules

Tuesday, 30 January, 2007, 1:54 PM

Theory Test Status : ❌ FAIL

Practical Test Status : None attempted

CONTACTS

For technical assistance, please contact HutCabb helpdesk

Tel: (65) 98266576
 Fax: (65) 62237680
 Email: STB_HelpDesk@hutcabb.com

For all tourist guide related questions, please contact STB:

Theory Tests

IMPORTANT : Before you proceed to register for your test, please read the [E-payment Guide](#) for instructions on how to register for the test and make online payment.

An email notification on your confirmed e-Test schedule will be sent to you upon successful online payment. For any queries on e-Test registration and payment, please contact HutCabb helpdesk at 98266576 or email at STB_HelpDesk@hutcabb.com.

Singapore Tourism Board
 Tourism Court
 1 Orchard Spring Lane
 Singapore 247729
 Tel: (65) 6736 6622
 Fax: (65) 6736 9423
 Email: STB_Tourist_Guide@stb.gov.sg

Please complete the bill payment transaction within 15 minutes.

Date	Time	Venue	Capacity (Avail/Tot)	Closing Date	Actions
29/01/2007	09:00 HRS	TESTING PURPOSES: New Horizons Computer Learning Centers of Singapore, 298 Tiong Bahru Plaza, Level 18 Central Plaza, Singapore 168730, Room 9	22/23	22/01/2007	Registration Closed
22/01/2007	09:00 HRS	New Horizons Computer Learning Centers of Singapore, 298 Tiong Bahru Plaza, Level 18 Central Plaza, Singapore 168730, Room 9	23/23	15/01/2007	Registration Closed
11/12/2006	09:30 HRS	New Horizons Computer Learning Centers of Singapore, 298 Tiong Bahru Plaza, Level 18 Central Plaza, Singapore 168730, Room 9	23/23	04/12/2006	Registration Closed
23/10/2006	14:00 HRS	New Horizons Computer Learning Centers of Singapore, 298 Tiong Bahru Plaza, Level 18 Central Plaza, Singapore 168730, Room 9 & 10	45/46	16/10/2006	❌
23/10/2006	09:30 HRS	New Horizons Computer Learning Centers of Singapore, 298 Tiong Bahru Plaza, Level 18 Central Plaza, Singapore 168730, Room 9 & 10	45/46	16/10/2006	Registration Closed
20/10/2006	14:00 HRS	New Horizons Computer Learning Centers of Singapore, 298 Tiong Bahru Plaza, Level 18 Central Plaza, Singapore 168730, Room 9	21/23	13/10/2006	Registration Closed
20/10/2006	09:30 HRS	New Horizons Computer Learning Centers of Singapore, 298 Tiong Bahru Plaza, Level 18 Central Plaza, Singapore 168730, Room 9	21/23	13/10/2006	Registration Closed

➕ Register for this test
🔒 There are no available spaces left for this test
❌ You have already registered for this test
🔒 You have already registered for another test and cannot register for anymore tests

For more detailed information on the screen above, please refer to chapter, [Register for Examinations](#).

Chapter 3 : Forget Password

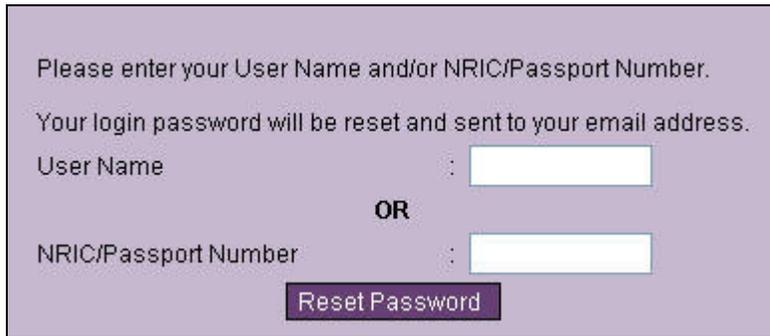


If you have forgotten your password and are unable to login to register for Theory/Practical examinations, please follow the instructions below:

1. Enter the following URL into your favourite browser:
http:// guides-online.visitsingapore.com
2. Click on “CLICK HERE TO LOGIN AS CANDIDATE” hyperlink.

3. The system will bring you to the following screen.

4. Click on “*Forgot Password*”. The following screen will appear:



Please enter your User Name and/or NRIC/Passport Number.

Your login password will be reset and sent to your email address.

User Name :

OR

NRIC/Passport Number :

Reset Password

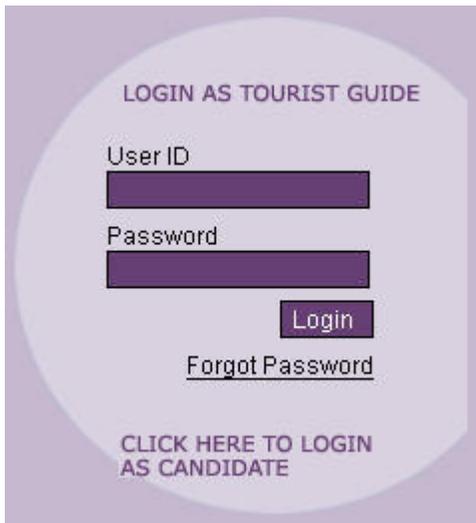
5. Enter either your username or NRIC/Passport Number, or both.
6. Click on “*Reset Password*”.
7. An email notification will be shortly sent to you; provided the email address that you have provided during registration time, is valid. The email will contain your updated password.

Chapter 4 : View/Edit Details



If you would like to view or modify your personal information, you are first required to login:

1. Enter the following URL into your favourite browser:
[http:// guides-online.visitsingapore.com](http://guides-online.visitsingapore.com)
2. Click on “CLICK HERE TO LOGIN AS CANDIDATE” hyperlink.



LOGIN AS TOURIST GUIDE

User ID

Password

Login

[Forgot Password](#)

[CLICK HERE TO LOGIN AS CANDIDATE](#)

3. The system will bring you to the following screen.

guides Search

HOME LEGISLATION FAQ BULLETIN CONTACT US USEFUL LINKS SITEMAP TERMS OF USE

HIGHLIGHTS
No highlights currently available. Click [here](#) to view bulletins

How to be a licensed Tourist Guide **Online Registration for Tourist Guide Examinations** **Professional Development Courses** **Tourist Guides**

Enter username and password

Login as Candidate
Username :
Password :

[Forgot Password?](#)
[Register as a new Candidate](#)

Online Registration for Tourist Guide Examinations
We are pleased to announce that from 24 July 2006, candidates are now able to perform **Online Registration and Payment for the Tourist Guide Theory and Practical Examinations** at the Guides Online website.
Bringing to you convenience at your fingertips, candidates can register for the examination, make payment online, view the available schedule for the practical examination and also receive immediate confirmation through email upon successful registration and payment.
When you register for the first time, you will be given a User ID and Password. After passing the theory examination, you would not need to register again for the practical examination. Just login with your User ID and password and book your practical examination schedule! Its simple, users only need to fill in their particulars once and this information would be stored for future use.

4. Enter your username and password.
5. Click on “Log in”.
6. The system will bring you to the following screen and will display your detailed information:

guides Online [Change Password](#) | [Logout](#)

Welcome DUMMY, TEST.
You are logged in as Candidate.

HOME MY PROFILE

HIGHLIGHTS
No highlights currently available. Click [here](#) to view bulletins

User Manual
• [Candidate User Manual](#)

CONTACTS
For technical assistance, please contact HutCabb helpdesk:
Tel: (65) 98266576
Fax: (65) 62237680
Email: STB_HelpDesk@hutcabb.com
For all tourist guide related questions, please contact STB:

View/Register for Test Schedules
Tuesday, 30 January, 2007, 1:54 PM
Theory Test Status :
Practical Test Status : None attempted

Theory Tests
IMPORTANT : Before you proceed to register for your test, please read the [E-payment Guide](#) for instructions on how to register for the test and make online payment.
An email notification on your confirmed e-Test schedule will be sent to you upon successful online payment. For any queries on e-Test registration and payment, please contact HutCabb helpdesk at 98266576 or email at STB_HelpDesk@hutcabb.com.

- Next, mouse-over Profile submenu, and click on “*View/Edit Profile*”. The following screen will appear:

View/Edit Details
Note: Fields with (*) are compulsory.
Personal Particulars
Username : dum00149
Salutation * : MR ▾
Gender * : Male ▾
Given Name * : TEST
Family Name * : DUMMY
Nationality * : SINGAPORE ▾
Candidate Background
Been a STB Licenced Tour Guide : Yes No
Suffering from Physical impediment : Yes No
Been convicted in a court of law : Yes No
Been made a bankrupt in a court of law : Yes No
Details :

- Make the necessary amendments to your profile.
- If you want to undo all your immediate changes, you may click on “*Reset*” to retrieve your default profile information.
- Otherwise, click on “*Submit*” to confirm your changes.

Chapter 5 : Register for Examinations



After registering as a candidate, you are now allowed to register for Theory/Practical tests.

To view the list of available test schedules:

1. Enter the following URL into your favourite browser:
[http:// guides-online.visitsingapore.com](http://guides-online.visitsingapore.com)
2. Click on “CLICK HERE TO LOGIN AS CANDIDATE” hyperlink.

A screenshot of a login form titled "LOGIN AS TOURIST GUIDE". The form is set against a light purple background with a circular gradient. It contains two input fields: "User ID" and "Password", both with dark purple rectangular boxes. Below the "Password" field is a "Login" button with a dark purple background and white text. Underneath the button is a link labeled "Forgot Password" with a blue underline. At the bottom of the form, there is a text link that says "CLICK HERE TO LOGIN AS CANDIDATE".

3. The system will bring you to the following screen.

guides Search

HOME LEGISLATION FAQ BULLETIN CONTACT US USEFUL LINKS SITEMAP TERMS OF USE

HIGHLIGHTS
No highlights currently available. Click [here](#) to view bulletins

How to be a licensed Tourist Guide **Online Registration for Tourist Guide Examinations** **Professional Development Courses** **Online Payment for Tourist Guides**

Login as Candidate
Username :
Password :

Forgot Password?

[Register as a new Candidate](#)

Online Registration for Tourist Guide Examinations
We are pleased to announce that from 24 July 2006, candidates are now able to perform **Online Registration and Payment for the Tourist Guide Theory and Practical Examinations** at the Guides Online website.
Bringing to you convenience at your fingertips, candidates can register for the examination, make payment online, view the available schedule for the practical examination and also receive immediate confirmation through email upon successful registration and payment.
When you register for the first time, you will be given a User ID and Password. After passing the theory examination, you would not need to register again for the practical examination. Just login with your User ID and password and book your practical examination schedule! Its simple, users only need to fill in their particulars once and this information would be stored for future use.

4. Enter your username and password.
5. Click on “Log in”.
6. The system will bring you to the following screen and will display your detailed information:

guides Online [Change Password](#) | [Logout](#)

Welcome DUMMY, TEST.
You are logged in as Candidate.

HOME MY PROFILE

HIGHLIGHTS
No highlights currently available. Click [here](#) to view bulletins

User Manual
• [Candidate User Manual](#)

CONTACTS
For technical assistance, please contact HutCabb helpdesk:
Tel: (65) 98266576
Fax: (65) 62237680
Email: STB_HelpDesk@hutcabb.com
For all tourist guide related questions, please contact STB:

View/Register for Test Schedules
Tuesday, 30 January, 2007, 1:54 PM
Theory Test Status : FAIL
Practical Test Status : None attempted

Theory Tests
IMPORTANT : Before you proceed to register for your test, please read the [E-payment Guide](#) for instructions on how to register for the test and make online payment.
An email notification on your confirmed e-Test schedule will be sent to you upon successful online payment. For any queries on e-Test registration and payment, please contact HutCabb helpdesk at 98266576 or email at STB_HelpDesk@hutcabb.com.

Singapore Tourism Board
Tourism Court
1 Orchard Spring Lane
Singapore 247729
Tel: (65) 6736 6622
Fax: (65) 6736 9423
Email: STB_Tourist_Guide@stb.gov.sg

Please complete the bill payment transaction within 15 minutes.

Date	Time	Venue	Capacity (Avail/Tot)	Closing Date	Actions
29/01/2007	09:00 HRS	TESTING PURPOSES: New Horizons Computer Learning Centers of Singapore, 298 Tiong Bahru Plaza, Level 18 Central Plaza, Singapore 168730, Room 9	22/23	22/01/2007	Registration Closed
22/01/2007	09:00 HRS	New Horizons Computer Learning Centers of Singapore, 298 Tiong Bahru Plaza, Level 18 Central Plaza, Singapore 168730, Room 9	23/23	15/01/2007	Registration Closed
11/12/2006	09:30 HRS	New Horizons Computer Learning Centers of Singapore, 298 Tiong Bahru Plaza, Level 18 Central Plaza, Singapore 168730, Room 9	23/23	04/12/2006	Registration Closed
23/10/2006	14:00 HRS	New Horizons Computer Learning Centers of Singapore, 298 Tiong Bahru Plaza, Level 18 Central Plaza, Singapore 168730, Room 9 & 10	45/46	16/10/2006	
23/10/2006	09:30 HRS	New Horizons Computer Learning Centers of Singapore, 298 Tiong Bahru Plaza, Level 18 Central Plaza, Singapore 168730, Room 9 & 10	45/46	16/10/2006	Registration Closed
20/10/2006	14:00 HRS	New Horizons Computer Learning Centers of Singapore, 298 Tiong Bahru Plaza, Level 18 Central Plaza, Singapore 168730, Room 9	21/23	13/10/2006	Registration Closed
20/10/2006	09:30 HRS	New Horizons Computer Learning Centers of Singapore, 298 Tiong Bahru Plaza, Level 18 Central Plaza, Singapore 168730, Room 9	21/23	13/10/2006	Registration Closed

Register for this test
 There are no available spaces left for this test
 You have already registered for this test
 You have already registered for another test and cannot register for anymore tests

Note: The system will either display a list of theory or practical tests and not both. This means that if you want to apply for a practical test, you should first have passed your theory test(s).

The figure on the right indicates the current time at login and provides a summary of your previous test attempts. If you have previously attempted a theory/practical test, the status will be shown accordingly (i.e. *None attempted* / *Passed* / *Failed*).

View/Register for Test Schedules

Friday, 22 December, 2006, 5:51 PM

Theory Test Status : **FAIL**

Practical Test Status : None attempted

Registering for Theory Test

The following screen illustrates the list of current and upcoming tests.

Theory Tests					
<p>IMPORTANT : Before you proceed to register for your test, please read the E-payment Guide for instructions on how to register for the test and make online payment.</p> <p>An email notification on your confirmed e-Test schedule will be sent to you upon successful online payment. For any queries on e-Test registration and payment, please contact HutCabb helpdesk at 98266576 or email at STB_HelpDesk@hutcabb.com.</p> <p>Please complete the bill payment transaction within 15 minutes.</p>					
Date	Time	Venue	Capacity (Avail/Tot)	Closing Date	Actions
29/01/2007	09:00 HRS	TESTING PURPOSES: New Horizons Computer Learning Centers of Singapore,298 Tiong Bahru Plaza,Level 18 Central Plaza,Singapore 168730, Room 9	21/23	22/01/2007	
22/01/2007	09:00 HRS	New Horizons Computer Learning Centers of Singapore,298 Tiong Bahru Plaza,Level 18 Central Plaza,Singapore 168730, Room 9	23/23	15/01/2007	
11/12/2006	09:30 HRS	New Horizons Computer Learning Centers of Singapore,298 Tiong Bahru Plaza,Level 18 Central Plaza,Singapore 168730, Room 9	23/23	04/12/2006	Registration Closed

Date	Time	Venue	Capacity (Avail/Tot)	Closing Date	Actions
29/01/2007	09:00 HRS	TESTING PURPOSES: New Horizons Computer Learning Centers of Singapore,298 Tiong Bahru Plaza,Level 18 Central Plaza,Singapore 168730, Room 9	21/23	22/01/2007	

The date, time and venue of the test examination

The column titled, *Capacity (Avail/Tot)*, indicates the available slots for the test. In the figure above, for example, the room in which the theory test will be conducted on 9th January 2007 has a capacity of 23 seats. The value 21 indicates the remaining seats available, which means that 21 more candidates will be able to register for this test. In other words, this shows that there are currently 2 candidates who have registered for the test.

The *Closing Date* column indicates the last day for registration. Please note that if the registration date has passed (i.e. the *Actions* column displays *Registration Closed*), you will not be able to register for the examination, and no further registration will be entertained. In that case, please select another test date.

Notice the column titled, *Actions*, there will always be one image icon under this category for your easy reference. The meaning of each image icon is described as follows:

-  : This image indicates that there are available slots for the particular test date. You can therefore register for this test.
 -  : This image tells you that there are no available spaces left for the test. Hence you are not able to register for it, and will have to choose another test date.
 -  : This image indicates that you have successfully registered for the test.
 -  : This icon shows that you have already registered for a test, and cannot register for another test(s). This enforces the notion that you may only register for one test, and not multiple tests.
7. Choose the test date that is more appropriate to you. Please note that once registered, you are unable to cancel or postpone the registration or to change to another test date.
 8. To register for the test, simply click on  icon.
 9. The system will then prompt you to make bill payment for the specific test.
 10. After successful payment, you will be registered for the test. The icon will change accordingly to  icon.

Registering for Practical Test

Now that you have passed the theory test, the last step in becoming a licensed Tour Guide is to sit for, and pass the last test; which is the practical test.

The following screen illustrates the list of current and upcoming tests.

Practical Tests

IMPORTANT : Before you proceed to register for your test, please read the [E-payment Guide](#) for instructions on how to register for the test and make online payment.

An email notification on your confirmed practical schedule will be sent to you upon successful online payment. For any queries on e-Test registration and payment, please contact HutCabb helpdesk at 98266576 or email at STB_HelpDesk@hutcabb.com.

Please complete the bill payment transaction within 15 minutes.

Start Date	End Date	Capacity (Avail/Tot)	Closing Date	Actions	Assigned Practical Schedule
20/08/2007	17/09/2007	100/100	23/07/2007		Not Assigned
26/03/2007	16/04/2007	70/100	05/03/2007		Not Assigned

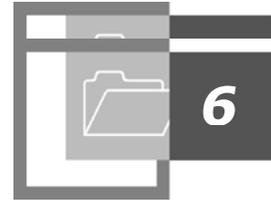
- Register for this test
- There are no available spaces left for this test
- You have already registered for this test
- You have already registered for another test and cannot register for anymore tests

For practical test, an additional column will indicate the roster date that STB will have assigned to you. This information will provide you with the exact date and time for you to attend the practical test. Hence, you are encouraged to access the Guides Online webpage from time-to-time, so as to find out about your practical date (STB will usually start the assigning of roster dates two weeks prior to the test).

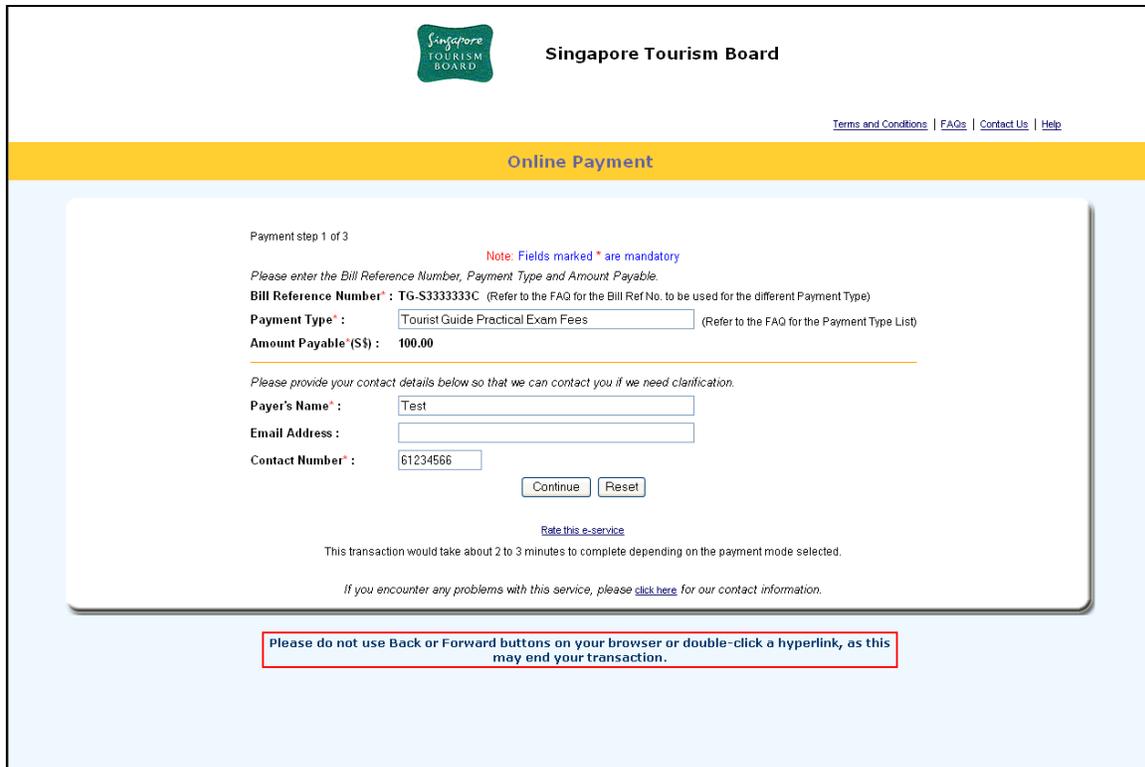
Note: As with all forms of registration, it is advisable to print out your confirmation page when showing up for your theory / practical tests.

For more information on how to pay online for your theory/practical tests, please refer to the chapter on [Online Payment](#).

Chapter 6 : Online Payment



Once you have clicked on the image icon , the bill payment page will then appear. Through this medium, you will be able to make online payment for the selected test date. An example of this page is shown below:



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Online Payment

Payment step 1 of 3

Note: Fields marked * are mandatory

Please enter the Bill Reference Number, Payment Type and Amount Payable.

Bill Reference Number* : TG-S333333C (Refer to the FAQ for the Bill Ref No. to be used for the different Payment Type)

Payment Type* : (Refer to the FAQ for the Payment Type List)

Amount Payable*(S\$): 100.00

Please provide your contact details below so that we can contact you if we need clarification.

Payer's Name* :

Email Address :

Contact Number* :

[Rate this e-service](#)

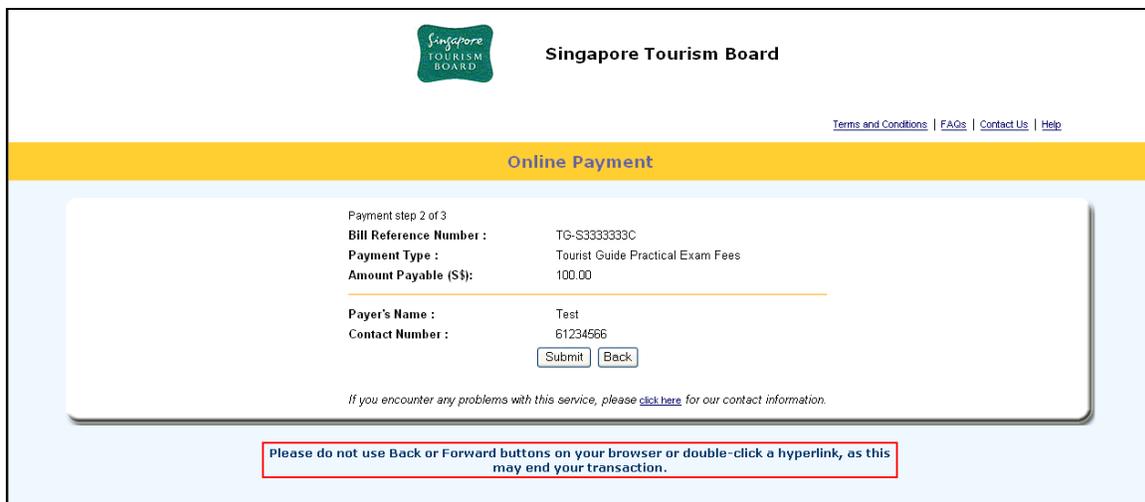
This transaction would take about 2 to 3 minutes to complete depending on the payment mode selected.

If you encounter any problems with this service, please [click here](#) for our contact information.

Please do not use Back or Forward buttons on your browser or double-click a hyperlink, as this may end your transaction.

To proceed with payment:

1. Key in your name under *Payer's Name*.
2. Key in your email address and contact number.
3. Next, click on “*Continue*”. A page similar to the one shown below, will be displayed:



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Online Payment

Payment step 2 of 3

Bill Reference Number : TG-S333333C

Payment Type : Tourist Guide Practical Exam Fees

Amount Payable (S\$): 100.00

Payer's Name : Test

Contact Number : 61234566

If you encounter any problems with this service, please [click here](#) for our contact information.

Please do not use Back or Forward buttons on your browser or double-click a hyperlink, as this may end your transaction.

4. Click on “*Submit*” and you will be directed to the following page:

IF YOU ARE USING A POP-UP BLOCKER, please add "www.psi.gov.sg" to your list of allowed sites in the pop-up blocker settings. Otherwise, the relevant transaction pages may not be displayed, or your transaction request may not be completed. If you are paying using eNETS Credit or eNETS Debit, please click [here!](#)

 You are now on a secure site.

Please proceed to payment by clicking on the logo of your preferred payment mode:

Payment Mode	Description	Total Payable
	A GIRO-based payment mode Please have the following -Valid SingPass -Approved Direct Debit Authorisation(CDA) -Sufficient funds in bank A/C Terms & Conditions More	Amount: S\$ 100.00 Total payable: S\$ 100.00
	VISA/MasterCard payment mode Please have one of the following - VISA Credit Card, - MasterCard Credit Card or - MasterCard Debit Card or - Visa Electron Debit Card More	Amount: S\$ 100.00 Total payable: S\$ 100.00
	Internet Banking payment mode Please have the following - A valid Internet Banking account with Citibank, DBS or UOB. More	Amount: S\$ 100.00 Total payable: S\$ 100.00

IMPORTANT:

- Please make sure that all other opened browsers are closed before proceeding to make payment.
- **DO NOT** close this browser while payment is in process. You may close this browser only after you receive the Official Receipt and an acknowledgement from the e-Service for successful payment.
- **DO NOT** click on the browser buttons (example: Back, Reload/Refresh or Stop) while payment is in progress.
- For more information on each payment method, click on the "More" hyperlink of the respective payment mode.
- **For eNETS Credit**, please add "payment.consumerconnect.com.sg" and "www.enets.com.sg" to your list of allowed sites in the pop-up blocker settings as well.
- **For eNETS Debit**, please include "www.jgateway.com", "dbsd2pay.dbs.com" (for DBS/POSB Account holders), "uniservices1.uobgroup.com" (for UOB Account holders) and "www.citibank.com.sg" (for Citibank Account holders) to your list of allowed sites in the pop-up blocker settings as well.



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The above figure shows the different mode of payments available: FlexiPay, Credit card or Internet Banking.

5. Select and click on the desired payment mode.
6. Follow the rest of the instructions until the end of the bill payment transaction.
7. Once the transaction is successful, you must click on "OK" to return to the guides-online webpage.
8. To confirm that you have been successfully registered to the test, note that the icon  should change to .

Contact Information

Should you have any further enquiries, you may forward them to the following:

For tourist guide-related enquiries:

Singapore Tourism Board
Tourism Court
1 Orchard Spring Lane
Singapore 247729

Tel: (65) 6736 6622

Fax: (65) 6736 9423

Email: STB_Tourist_Guide@stb.gov.sg

For system-related enquiries:

Tel: (65) 9826 6576

Fax: (65) 6223 7680

Email: STB_Helpdesk@hutcabb.com