

NUSS MOBILE APP

01 **Must I sign up in order to use the app?**

Yes, the app is designed for use by NUSS members only. For authentication purpose, you must first sign up **using the same email address that is registered with NUSS before you can use the app.**

02 **I signed in using my email and was prompted "Username or password entered incorrectly".**

The email address that you have used may be different from the one you have registered with NUSS. Please email to nussapp@nuss.org.sg to check.

03 **I did not receive an OTP when I tried to sign up. What went wrong?**

Check your spam/junk folder, or any other folders like Promotions/Social/Updates in your email inbox. If it is not there, please email nussapp@nuss.org.sg.

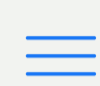
04 **Can I use Members Login Portal user ID and password to log in to the mobile app?**

No, they are two different systems. We are working on a single login and will update members at a later date.

05 **Upon successful sign in, I clicked on the landing page but there was no response...why?**

The landing page is a static one. However, you can select one of the following:

Menu selection on the top left corner of the app



Icons at the bottom of the app



Home



Key Events




Chatbot




Membership


06 **How do I use Chatbot?**

At the bottom of the app, click on the Chatbot icon  and use keywords, for e.g. key in "reservation".

07 **How do I update my email address, contact or billing address?**

Click on the Membership icon . Select "Membership Profile" to update your details which will be verified by NUSS. For assistance, kindly refer to the video tutorial link www.nuss.org.sg/nussapptutorial.

08 **How do I view my Statement of Accounts (SOA)?**

At the bottom of the app, click on the Membership icon . Select "Statement of Accounts" to view the monthly SOA. For assistance, kindly refer to the video tutorial link www.nuss.org.sg/nussapptutorial.

09 **How do I use the QR code in the Statement of Accounts?**

1. At the bottom of the QR code screen, click "Save QR code" and save it to your phone.
 2. Launch your mobile phone banking payment app, e.g. Paylah, OCBC Pay Anyone.
 3. Within the app, click "Scan QR code", go to "Album" to select the QR code taken earlier to reflect payment to NUSS.
 4. Please key in the amount and your Membership No. (in the reference field) to complete the payment.
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10 **With the virtual card, will I still need my physical membership card?**

No, you will not need to carry your physical card when the virtual card is launched in May 2021.

11 **Why can't I see my photo on the virtual card?**

Your photo will be uploaded in the next phase (May 2021).


12 **How can I change/update my photo in the virtual card?**

The ability to make any change and update will be made available in June 2021. Members will be informed at a later date.


13 **When I go to Membership Profile, why isn't my personal information displayed? What should I do next?**

If you do not see any personal information displayed under Membership Profile, please close and relaunch the app again.


14 **How do I change my password?**

At the top left corner of the app, click on the Menu icon . For assistance, kindly refer to the video tutorial link www.nuss.org.sg/nussapptutorial.


15 **Can a Spouse or Junior Member sign up for the app?**

Yes, they can by clicking on the Membership icon . For assistance, kindly tune in to the video tutorial link www.nuss.org.sg/nussapptutorial.


16 **Can a Spouse or Junior Member view their Statement of Accounts?**

Yes. Please click on the Membership icon  at the bottom of the app and select "Statement of Accounts". For assistance, kindly tune in to the video tutorial link www.nuss.org.sg/nussapptutorial.


17 **Can a Spouse or Junior Member update their profile?**

Yes, they can by clicking on the Membership icon . For assistance, kindly tune in to the video tutorial link www.nuss.org.sg/nussapptutorial.

18 **How can I make facility bookings?**

At the bottom of the app, click on the Chatbot icon  and key in "facilities". It will direct you to the NUSS web portal to access Facilities login.

19 **Can I make table reservations to dine at the Restaurants?**

At the bottom of the app, click on the Chatbot icon  and key in the word "reservations". It will direct you to the NUSS web portal.

20 **Are there additional features planned for the mobile app?**

Yes, enhancements to the mobile app will be implemented in phases. They include additional features such as F&B reservation and Facility Booking.

21 **Why is the app not working on my phone?**

If there are any issues, try deleting your history, cache or cookies. If the app is still not responding, try deleting the app from your device and reinstalling it from the App store/Google Play store.

22 **Who should I contact for further assistance?**

Please email to nussapp@nuss.org.sg.
