

## Respond to Action Required (RAR) User Guide

**Step 1:** Visit GoBusiness (GB) Portal ([www.gobusiness.gov.sg](http://www.gobusiness.gov.sg)) and login with your SingPass or Login ID.



Welcome to GoBusiness

**Log in to GoBusiness Dashboard**  
Apply for or manage your licences & accreditations.

Users with no registered Unique Entity Number (UEN)  
[Log in for Individual Users](#)  
[Register for a foreign user account](#)

Users with a registered UEN  
[Log in for Business Users](#)  
For foreign entities: [Register for a Foreign Corppass account](#)

Need Help? [Read our FAQ](#)

**Step 2:** Upon successful login, under “Dashboard”, scroll down to “My Submissions” and click on “Action Required” in the dashboard.

My Submissions

View All

1 Action Required	0 Draft	0 Processing	0 Completed
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Alternatively, you may click on “My Submissions”.

gobusiness SINGAPORE

Dashboard **My Submissions** Licences Help

Search by Government Agency, Licence or Application name/number

Welcome

Quick Links [Early Access](#)  
For Taxi & PHV Drivers, Bus Attendants and Security Officers.

Apply / Renew your Taxi, Private Hire Car & Bus Vocational Licences.  
\* Please use a computer

Submit your medical report for LTA Vocational Licence holders with this guide.  
\* Please use a computer

Looking to apply for a Security Officer's Licence?

Looking for a specific licence?  
Search for it and apply.

+ Find Licence

**Step 3:** Under “Action Required” tab, you should see your application status as “Pending Applicant Action”. Under “Action”, select “Edit”.

## My Submissions

Last updated at 09:43pm  Sync

All Submissions (1) **Action Required (1)** Draft (0) Processing (0) Completed (0)

 **New** To download your payment invoice or licence file for your applications:

1. Click within the “Select Action” menu
2. Select Download Invoice or Download Licence Files if they are available

Taxi Driver's Vocational Licence (TDVL)  
Licence (Renew) • LTA

Pending Applicant Action

Application: FR254226293

Updated:  
15 Jan 2025,  
06:01pm

Select Action 

 Edit

Download Invoice

**Step 4:** Under “Applicant Detail”, please select your salutation.

### Applicant Detail

Salutation

Select



Name

Default User

ID Type

NRIC

ID No.

[REDACTED]

Email

[REDACTED]

Contact Number

+65



[REDACTED]

**Step 5:** Click “Application Details” to proceed.

The screenshot shows a form for entering address details. It includes fields for Address, Postal Code, Block/House No., Street Name, Floor/Level (Optional), Unit (Optional), and Building Name. There are also 'Reset Address' and 'Retrieve Address' buttons. At the bottom, there are 'Save Draft' and 'Application Details' buttons, with the 'Application Details' button highlighted by a red box and a red arrow pointing to it.

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**Step 6:** In response to the remarks from agency, kindly input your reply under “Remarks”. (For example, if you are required to clear your outstanding MediSave and have cleared it, please state so in the “Remarks” section.)

The screenshot shows a 'Remarks' section. It displays 'Remarks from agency' and 'TEST TEST'. Below is a text area with the placeholder 'Your reply here' and a character count of '0/500'. The text area is highlighted by a red box.

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**Step 7: (This step only applies to VL renewal. For VL application, please proceed to step 8)** Under “Medical Conditions”, if you are required to complete a medical check-up to renew your licence, “yes” option will be automatically selected for you. Please indicate the date of your medical assessment accordingly.

(With effect from **2 February 2026**, upload of medical form is not necessary if your doctor has completed and submitted your medical assessment to LTA digitally through the Harmonised Medical Examination Report (HMER). For more information on HMER, please click [here](#).)

## Medical Conditions

Require Medical Declaration

 Yes No

Date of Medical Assessment

DD/MM/YYYY



If you see a “no” option selected, no medical check-up is required. Thereafter, proceed to **step 8**.

## Medical Conditions

Require Medical Declaration

 Yes No

**Step 8:** The option under “Supporting Document Required” will be populated automatically for you. Please proceed to upload the necessary documents for us to proceed with your VL application or renewal.

### VL Application

- You may be required to upload documents such as passport photo, educational certificate or other supporting documents.

### VL Renewal

- You may be required to upload documents such as medical reports, refresher course certificate or other supporting documents.

Kindly refer to **steps 8a to 8d** on how to upload a document.

[Please skip to **Step 9** if you do not have any documents to be uploaded].

**Step 8a:** To upload documents, click on the “cloud” button.

### Other Supporting Documents

Click “Add” after uploading a file. Multiple files must be uploaded individually.

#### Other Supporting Documents

Only 1 file at 5 MB or less.

File name must have no more than 130 characters and no spaces. Only letters (a-z), numbers (0-9), underscores (\_), and hyphens (-) are allowed.

For employment letter and ACRA letter

Drop a file here or click to upload



**Step 8b:** A document link should appear below with a green check message.

#### Other Supporting Documents

Click "Add" after uploading a file. Multiple files must be uploaded individually.

Other Supporting Documents  
Only 1 file at 5 MB or less.  
File name must have no more than 130 characters and no spaces. Only letters (a-z), numbers (0-9), underscores (\_), and hyphens (-) are allowed.  
For employment letter and ACRA letter

[Doc.docx](#) (13.7 KB)  
Uploaded

**Step 8c:** To complete the upload of document, click on "Add" below.

#### Other Supporting Documents

Click "Add" after uploading a file. Multiple files must be uploaded individually.

Other Supporting Documents  
Only 1 file at 5 MB or less.  
File name must have no more than 130 characters and no spaces. Only letters (a-z), numbers (0-9), underscores (\_), and hyphens (-) are allowed.  
For employment letter and ACRA letter

[Doc.docx](#) (13.7 KB)  
Uploaded

[+](#) Add



**Step 8d:** You should see the new document successfully uploaded below.

Other Supporting Documents	Actions
<a href="#">Doc.docx</a>	

**Step 8e:** Repeat **steps 8a to 8d** to upload other supporting documents (where required).

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**Step 9:** Click "Review Form" to proceed to the next page.

[← General Information](#)

[Save Draft](#)

[Review Form →](#)

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**Step 10:** Review your details provided under "Review Form". Once done, click on "Declaration".

## Remarks

Remarks

-

## Acknowledgement

I declare that I have fully met the requirements of the vocational licence for which I am applying. The information given here is true to the best of my knowledge and I have not wilfully suppressed any material fact. I understand that any false declaration may render my application invalid, or if already granted a licence, may result in licence revocation.

I hereby acknowledge the above mentioned

- Yes

[← Back to Edit](#)

[Declaration →](#)

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**Step 11:** Read through the declaration. Check on the declaration box and click on “Submit”.

STEP 4

## Declaration

Please scroll to read and acknowledge the following clauses.

### General Declaration

I declare that all the information given in this application form is true and correct.

I am aware that legal action may be taken against me if I had knowingly provided false information.

I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced in this application.

### Taxi Driver's Vocational Licence (TDVL) (LTA)

I declare that I have fully met the requirements of the vocational licence for which I am applying. The information given here is true to the best of my knowledge and I have not wilfully suppressed any material fact. I understand that any false declaration may render my application invalid, or if already granted a licence, may result in licence revocation.

I hereby declare that all of the above is true.



[← Review Form](#)

[Submit →](#)



**<<End>>**