Module 2: SingPass Mobile & SafeEntry

Learning Outcome
1. Have knowledge of what is SingPass Mobile and its usage, how to enable 2FA
2. Have knowledge on how to reset password for SingPass Mobile
3. Able to customise and view personal information/profile on SingPass Mobile
4. Able to use SingPass Mobile for Safe Entry
5. Able to scan QR code for Safe Entry
6. Activity: Help seniors set up SPM and demo how to use it for Safe Entry

SingPass is for …

**Verifying your identity
when logging in to government websites**
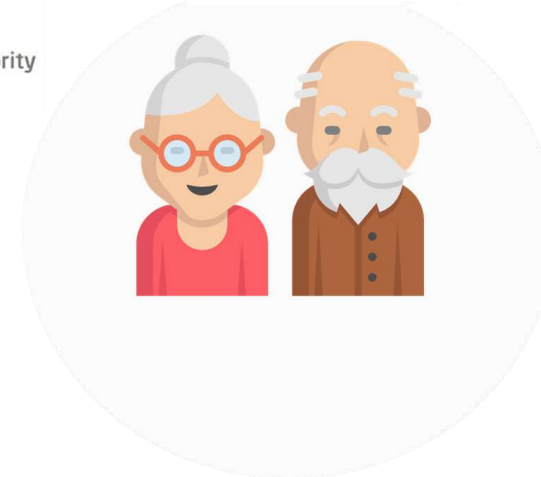

Go to digital
service website

Enter your
SingPass details

Successful
login!

It proves you are who you say you are!

*Transact with over 60 government
agencies online easily and securely*

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Your SingPass Account is made up of ...

SingPass ID — — — — — — — — Typically your NRIC

Password — — — — — — — — Set your own password:
- Alphabet + numbers
- 8 – 24 characters
- Cannot be similar to your SingPass ID

Login ⊙

💡 Not sure if you have a SingPass account?
Go to www.singpass.gov.sg > **Check Status** to find out!

Your SingPass Mobile / SMS 2FA / OneKey Token

2FA is for Added Security

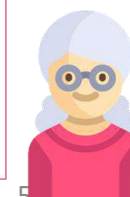**Fingerprint, Face Recognition**

OR

SMS 2FA (6 digits)

OR

Token 2FA (8 digits)

To be discontinued from 1 Apr 2021

2-Factor Authentication (2FA) helps to better protect your personal information!

Go to **www.singpass.gov.sg**
You can access all these in one page!

Mobile
Announcements and Tips
Menu to access other functions (e.g. Help & Contact Info)
Login Button
AskJamie
Quick Links
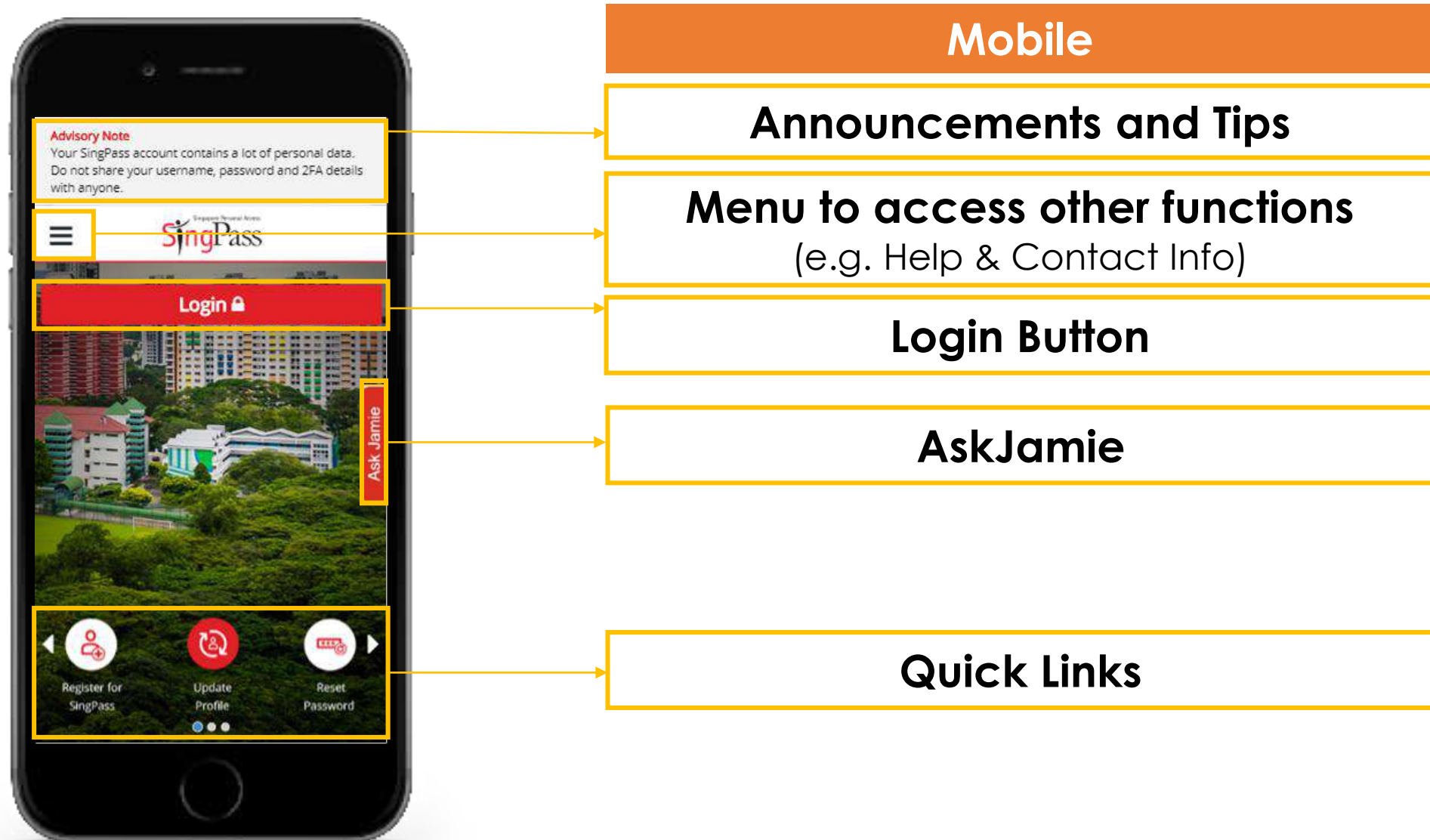
We will go through these scenarios today

1	Register Mobile Number for SingPass
2	Forgot Password
3	Change Password
4	Change Mobile Number
5	Update Email Address for SingPass
6	Set up SingPass Mobile

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Register Mobile Number for SingPass

1 It is the **first time** Uncle Chan is using his SingPass account, and he has yet to **register his mobile number**.

1
Log in with **One-Time Password** on PIN mailer

2
Enter **mobile number** and **email**

3
Complete **SMS & Email OTP verification**

Forgot Password

2 Two weeks later, Uncle Chan wants to use the SkillsFuture website but he **forgot his Password**.

1
Click on '**Forgot Password**'

2
Enter **NRIC** and **Date of Issue**

3
Set your new **Password**!

Make sure it is alphanumeric and not similar to your IC!

Change Password

3 Uncle Chan decides to **change his Password** to prevent any unauthorised use of his account.

1
Click '**Change Password**'

2
Enter **NRIC** and **Date of Issue**

3
Set your new **password**!

Make sure it is alphanumeric and not similar to your IC!

Change Mobile Number

4 Uncle Chan **lost his mobile phone.** He needs to log in to his CPF account to check his balance.

1

2
Click '**Not your mobile number**?'

3
Enter new **mobile number**!

Update Email Address for SingPass Account

SingPass Mobile App

5 Uncle Chan created a **new email address**. He updates SingPass with his new email.

6 Uncle Chan wants to access digital services **safely** and **conveniently**. He can set up the **SingPass Mobile app** on his mobile phone.

1
Log in with
SingPass details
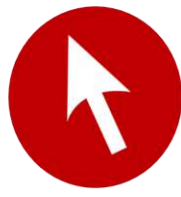
2
Click '**Update Profile**'

3
Enter new
email address

1
Download SingPass Mobile from the app stores. Ensure the app developer is Government Technology Agency.

2
Complete a one-time setup. You will need to enter a One-Time Password (OTP) sent via SMS or through your OneKey token.

3
You're all set! You can now access services, view your personal data and verify your identity on-the-go!

What can Mr Chan do with SingPass Mobile?

What can Mr Chan do with SingPass Mobile?

Uncle Chan wants to **check his CPF details** on his home computer. He needs to use SingPass Mobile to **Scan** the QR code on the login page.

1
Launch
SingPass Mobile and tap on '**Scan**'

2
Scan QR code on the login page on the desktop browser

3
Verify identity with fingerprint*, face* or 6-digit passcode

4
Successful login on desktop!

* Available only on selected smartphone models

Uncle Chan wants to **check his medical appointments** on his mobile phone. He needs to launch SingPass Mobile app, and tap on HealthHub **Login Shortcut**.

1
Launch
SingPass Mobile

2
Tap HealthHub
Login Shortcut

3
Verify identity with fingerprint*, face* or 6-digit passcode

4
Successful login on mobile phone!

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* Available only on selected smartphone models

More Features in SingPass Mobile

Tap on **PROFILE** to view more of your personal information (sample view below). You can customise the information to be displayed.

National Digital Identity
Republic of Singapore

Merly Merlion

S1234567A

Passport No.
M1234567A

Passport Expiry Date
15 Sep 2022

Contact

Mobile No.
91234567

Email Address
merlion@gov.sg

Registered Address
1 Fullerton Road Singapore

Income & CPF   👁 Hide

CPF Ordinary Account
$1,000.00

CPF Special Account
$1,000.00

Medisave Account
$1,000.00

Retirement Account
$1,000.00

Notice of Assessment
2019

Yearly Assessable Income
$10,000.00

CPF Contribution History

January 2018

$100.00   Singapore Tourism Board
Paid on 15 Feb 2018

December 2017

$100.00   Singapore Tourism Board
Paid on 13 Jan 2018

November 2017

$100.00   Singapore Tourism Board
Paid on 12 Dec 2017

Show all

Employment

Singapore Tourism Board
Hospitality

Pass Type
Personalised
Employment Pass

Pass Expiry Date
01 Mar 2022

Family

Marriage Certificate No.
M1234567890

Date of Marriage
31 Dec 2010

Birth Records of Children

Merly Junior Chan
T1234567A

Date of Birth
28 Feb 2009

Time of Birth
NA

Driving Licences

What can Mr Chan do with SingPass Mobile?

Uncle Chan wants to **check his passport expiry date.** He needs to launch SingPass Mobile app and tap on the **Profile** tab.

1

2

3

4

Launch
SingPass Mobile

Tap '**Profile**'

Verify identity
with fingerprint*,
face* or 6-digit
passcode

View passport
expiry date

* Available only on selected smartphone models

What can Mr Chan do with SingPass Mobile?

Uncle Chan heads to the supermarket to buy some groceries. He can **check in faster*** using SingPass Mobile app to **Scan** the SafeEntry QR code displayed at the entrance.

1
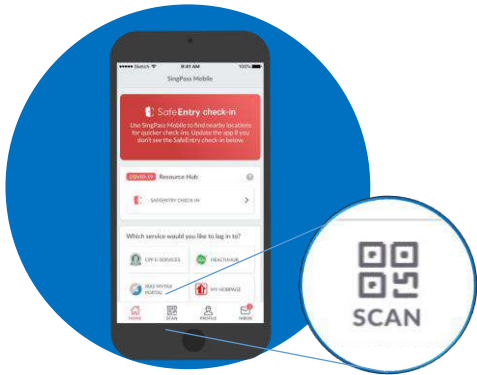
Launch **SingPass Mobile** and tap on **'Scan'**

2

Scan the SafeEntry QR code at the entrance

3
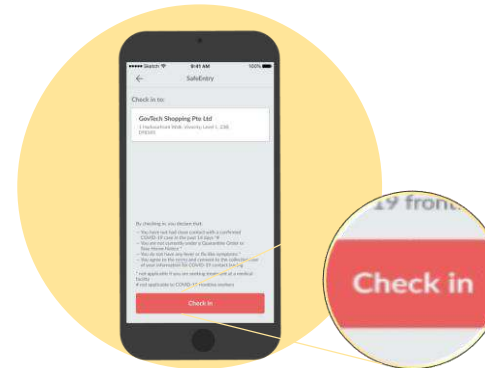
Confirm the location to check into

4

Show **SafeEntry Pass** to enter!

* As part of Covid-19 measures, SafeEntry check-ins are mandatory to help in faster contact tracing.

Content provided by the Government Technology Agency of Singapore

What can Mr Chan do with SingPass Mobile?

Uncle Chan is a first-time patient at the polyclinic. He can **register faster*** using SingPass Mobile app to <u>**Scan**</u> the QR code displayed at the counter.

1	2	3	4

Launch **SingPass Mobile** and tap on **'Scan'**

Scan the QR code at the counter

Verify identity with fingerprint, face or 6-digit passcode

Successful registration!

*Registration via SingPass Mobile is currently available only at Punggol Polyclinic for first-time patients. The service will be extended to other health facilities in time.

Content provided by the Government Technology Agency of Singapore

Why Mr Chan loves SingPass Mobile?

Convenient   All he needs is his mobile phone.

Easy   Just tap the phone screen, no need to type URLs or long passwords.

Secure   Safe and secure even if he loses his phone, due to:
- SingPass Mobile's verification by fingerprint, face or 6-digit passcode
- Easy to delink / deactivate SingPass Mobile in the lost phone via singpass.gov.sg, or by setting up the app on a new device.

More About SingPass Mobile

Login Shortcuts e.g. myCPF, My HDBPage and HealthHub

Watch this [video](#)

Authentication using fingerprint, face recognition or 6-digit passcode

More info at www.SingPassMobile.sg

Watch this [video](#)

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Keeping your SingPass safe

Ways to keep your SingPass safe

Check the URL bar

Look out for the 'Secure' lock logo

Check the URL www.singpass.gov.sg

SingPass Login ×

https://www.singpass.gov.sg/spauth/login/lo

Protect your account

1. Don't create and use Passwords that are too simple or easy to guess

2. Don't save your Password on public computers

3. Don't click on attachments / links you don't recognise

What is Account Phishing?

Singapore

Phishing scheme targeting POSB customers: DBS

Sample of the malicious email:

----Original Message----
From: customerservice@posbbank.com.sg → **This is not a DBS/POSB email address**
Date:
To:
Subject : Security Update

POSB

Dear Customer,

Kindly be informed that Singapore Banks has been under attack by hackers, and this has cost some customers to lose their money to this https://vinutallin.gq/secure/update the Monetary Authority of Singapore to enact a new law mandating all customer erification/posb/index.html ils to keep their money safe with banks.
lick or tap to follow link.

Kindly click on www.posb.com.sg/secure/update to update your account with us and to keep your money safe, Failure to follow this instructions might ation of your account, Please note that we will not be responsible for any **Link to phishing website** ccount if you fail to update.

Sorry For any inconvenience this may have caused you.

Thank you for using POSB Bank

Screenshot from the DBS phishing alert, showing a sample of the malicious email.

Do NOT reveal your login details to others. It can lead to unauthorised access to your SingPass account.

MAS Cautions Consumers about Scams Asking for Information on Bank Accounts

Singapore, 6 May 2018... The Monetary Authority of Singapore (MAS) advises consumers to exercise utmost caution when dealing with emails requesting for sensitive information associated with their bank accounts.

2   There has been an increasing number of "phishing attempts" over the past week, with emails purportedly from banks asking customers to update their personal particulars, including information on their bank accounts, online banking user names and passwords. Some of the emails claim it is an MAS requirement for bank customers to do so. Customers who receive such emails should not follow the instructions of the senders and should report them promptly to their banks.

Content provided by the Government Technology Agency of Singapore

Do not reveal details of your SingPass!

报名上课获礼券 公众遭骗走技能创前程补助金
© 2016年7月18日 00:25 🗘 2016年7月18日 00:37

Singapore

Scammers impersonating Government officials to obtai... SingPass info: Police

冒充政府官员 骗取Singpass申请"技能创前程"培训补助
© 2017年8月18日 20:05 🗘 2017年8月18日 21:07

SKILLSfuture   About SkillsFuture ▾   SkillsFuture for Yo...

Singapore

Man who 'harvested' 293 SingPass accounts pleads guilty

TODO Online - New scams target SingPass users, FairPrice customers

...ang used random NRIC numbers and managed to guess the ...reds of users who had also used their NRIC numbers as their

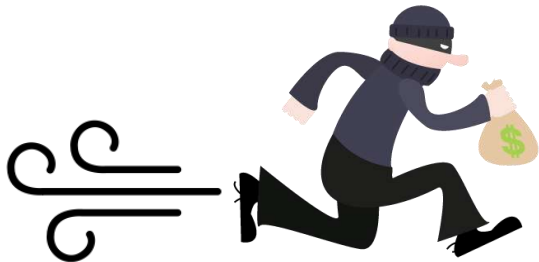WDA warning public of training organisation offering vouchers in return for individuals signing up for its courses.

Content provided by the Government Technology Agency of Singapore

Do not reveal details of your SingPass!

Your SingPass account contains a lot of **personal information**.

If it falls into the wrong hands, your account could be misused to **sponsor VISA for foreigners** to illegally work in Singapore!

Content provided by the Government Technology Agency of Singapore

Ways to keep your SingPass safe

Some tell-tale signs:

Receive SMS-OTP when you did not log in to your SingPass

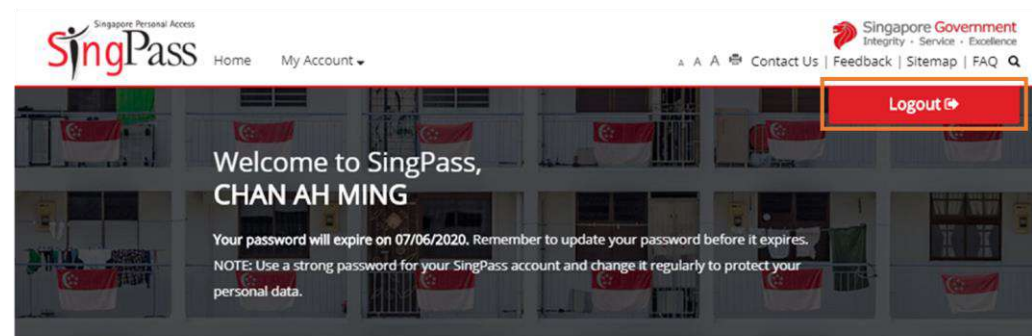⇄ Notified of transactions you did not conduct (e.g. apply for SkillsFuture course)

TIP: You can check Transaction History of your account. Go to www.singpass.gov.sg > View History.

Take action

1 **Reset Password** → 2 **Report to Police** → 3 **Contact SingPass**
support@singpass.gov.sg

Always log out after using SingPass

In the case of prolonged inactivity or accidental closing of browser, you will be automatically logged out of SingPass

Content provided by the Government Technology Agency of Singapore

❯❯ Where to get help?

Frequently Asked Questions (FAQs)

https://www.singpass.gov.sg/singpass/common/faq

Visit any of the 46 SingPass Counters

https://www.singpass.gov.sg/singpass/common/counter

Call / Email

Call 6643 0555 or
email us at support@singpass.gov.sg

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