UNDERSTANDING SINGPASS

SINGPASS FEATURES

Log in to services by scanning a QR code

Manage personal data for seamless transactions

Prove identity in person and provide info by scanning a QR code

Receive timely notifications from government agencies

Prove identity with a face scan verified against the Government's biometric database

Digitally sign documents and authorise transactions

Remotely authorise transactions

Coming soon

CONTENTS

CLICK ON THE TEXT TO JUMP TO THE TOPIC!

SINGPASS TWO-FACTOR AUTHENTICATION

SINGPASS TWO-FACTOR AUTHENTICATION (2FA)

Choose the 2FA method that suits you best:
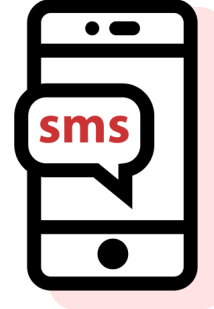
1

Singpass app
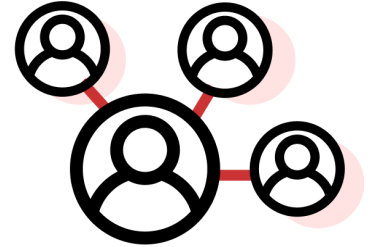
No password required!

2

Face Verification

3

SMS 2FA

4

Multi-User SMS 2FA

Do you have a smartphone?

Download the Singpass app!

If you have a smartphone, you can download and set up the Singpass app from the official app stores.

For iOS users:
go.gov.sg/spm-app-store

For Android users:
go.gov.sg/spm-play-store

For Huawei users:
go.gov.sg/spm-huawei-appgallery

This easy and convenient application helps you to log in to digital services using your fingerprint, face or a 6-digit passcode.

For detailed instructions on how to set up your Singpass app, you may visit www.singpass.gov.sg/home/ui/support or refer to the iOS instructional guide or Android instructional guide.

singpass

I have a computer with a web camera

Face Verification

Log in to a digital service with your Singpass ID and password, followed by scanning your face on a computer with a web camera, or a smartphone with a front-facing camera. No prior registration is required to use Face Verification as a 2FA mode.

Alternatively, you may also use the Singpass Face Verification kiosks located at IRAS Taxpayer and Business Service Centre and Our Tampines Hub's Public Service Centre, with more locations to come.

SingPass Mobile   SMS OTP   Face Verification

Face Verification

1. In the next screen, click "Begin Scan".
2. Keep still as the camera locates your face.
3. The screen will flash a series of coloured lights.

Note: Please use another authentication method if you are sensitive to flashing lights.

Click here to find out more about SingPass Face Verification.

Continue

singpass

Do you have a phone that cannot download apps?


Sign up for SMS 2FA!

With this, you can use the SMS One-Time Password (OTP) sent to your mobile number to log into Singpass.

1. Visit www.singpass.gov.sg
2. Select "Set Up 2FA"
3. Select "Register SMS 2FA"
4. Enter and verify your mobile number

Note: You can choose your preferred mode of verification by selecting "Manage 2FA".

This service is only available for locally-registered numbers.

singpass

I need help when transacting online
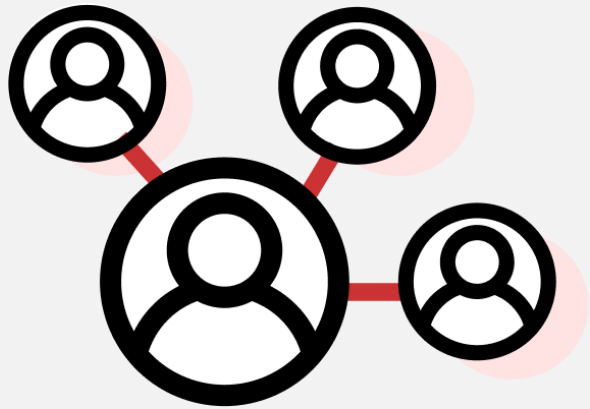
Multi-User SMS 2FA

If a family member or trusted individual is helping you with your digital transactions, you can give your one-time explicit consent to link your Singpass account to his/her mobile number for the purpose of receiving the SMS-OTP.

Both parties are required to be present to activate this option at any of the Singpass counters islandwide (for locations, check go.gov.sg/singpass-counters).

If you have difficulties being physically present, please contact our Singpass Helpdesk at +65 6335 3533 / support@singpass.gov.sg.

singpass

LOG IN TO SERVICES WITH THE SINGPASS APP

LOG IN TO DIGITAL SERVICES

You can log in to services by scanning (or tapping) a QR code with the Singpass app and **verifying your identity using your fingerprint, face or 6-digit passcode**. You can also choose to use the login shortcuts.

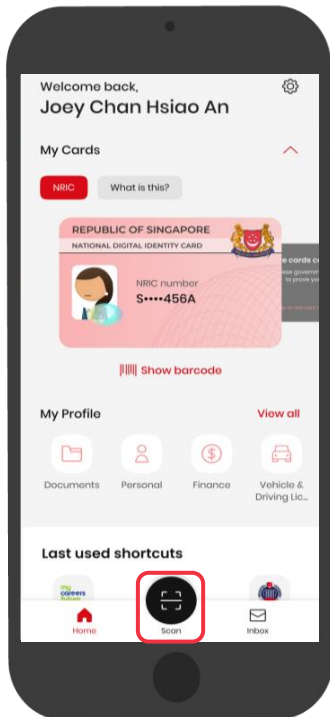You do not have to enter long passwords.

HOW TO USE THIS FEATURE

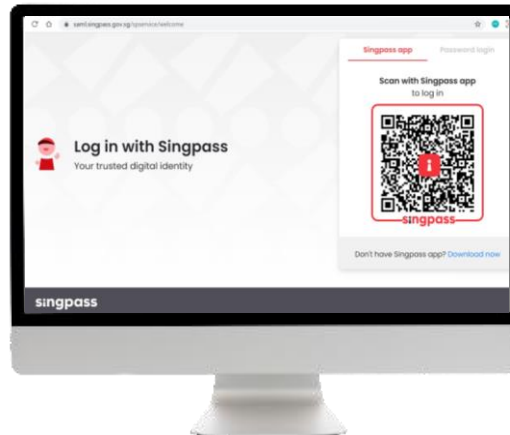Step-by-step guide on logging in to a service **(A) on desktop browser** with the Singpass app
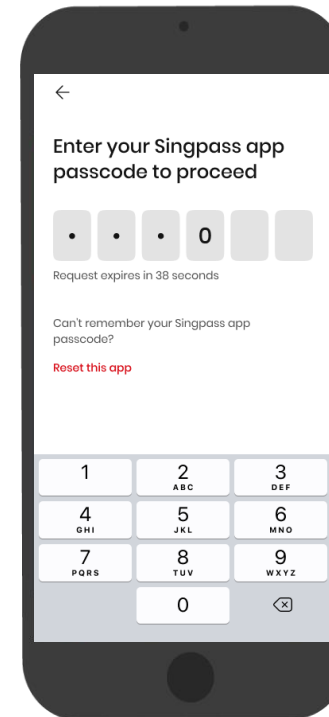
1

Launch
Singpass app
and tap on **"Scan"**

2

Scan QR code
on the Singpass
login page using the
app's QR scanner

3

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

4
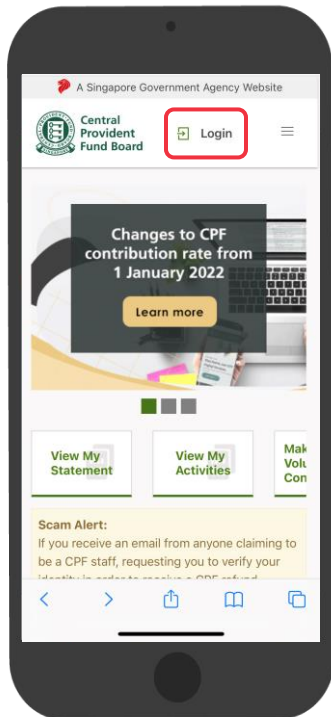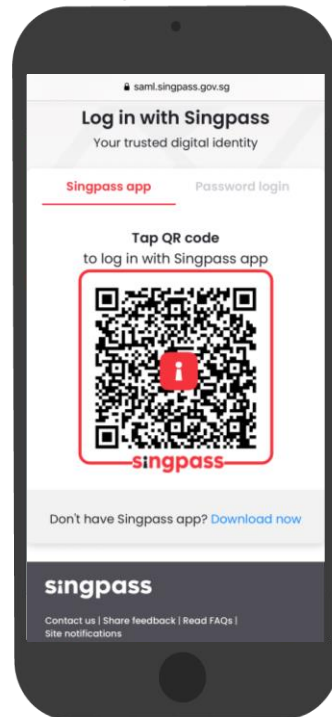
You've logged in
to the digital service on
your desktop browser
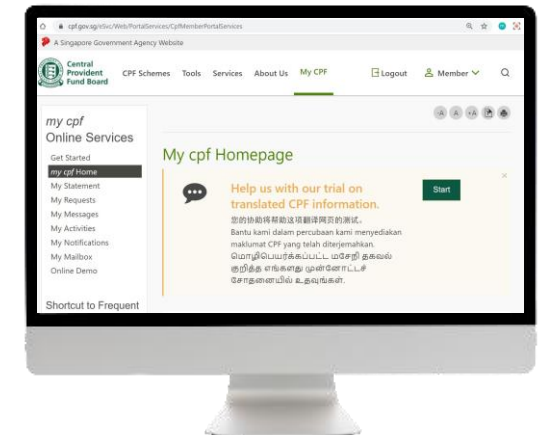
HOW TO USE THIS FEATURE

Step-by-step guide on logging in to a service **(B) on mobile browser** with the Singpass app

1
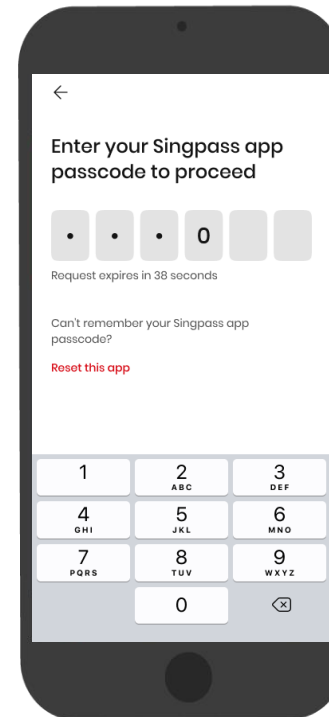
Tap on "Log in" at the digital service

2

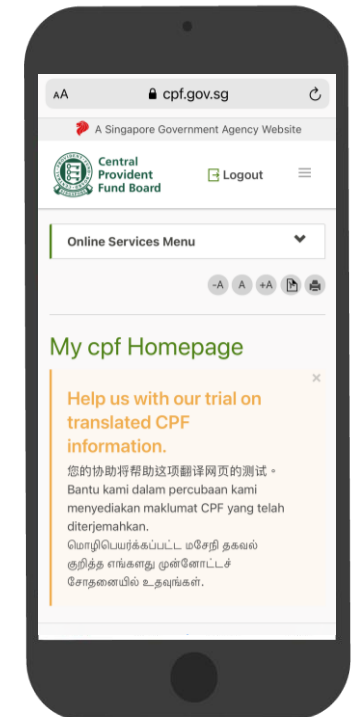**Tap on the Singpass QR code** to launch the Singpass app

3

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

4

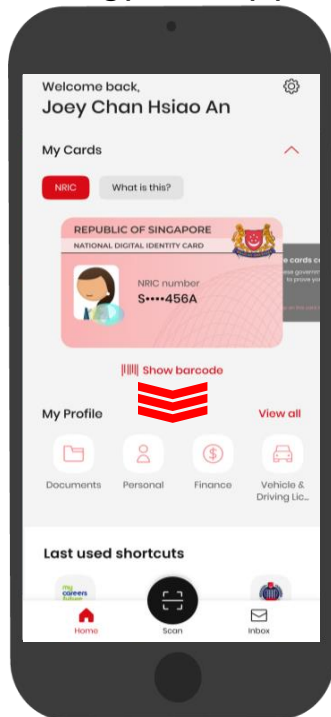**You've logged in** to the digital service on your mobile browser

HOW TO USE THIS FEATURE

Step-by-step guide on logging in to a service with **(C) login shortcuts** on the Singpass app
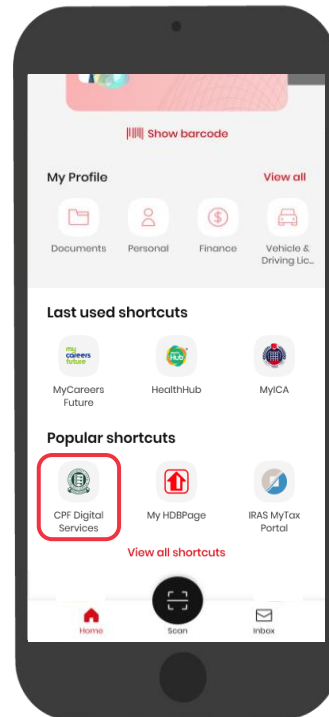
1

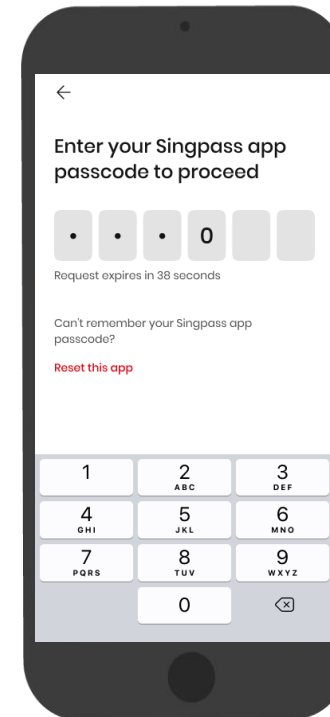**Scroll down to the login shortcuts** after launching the Singpass app

2

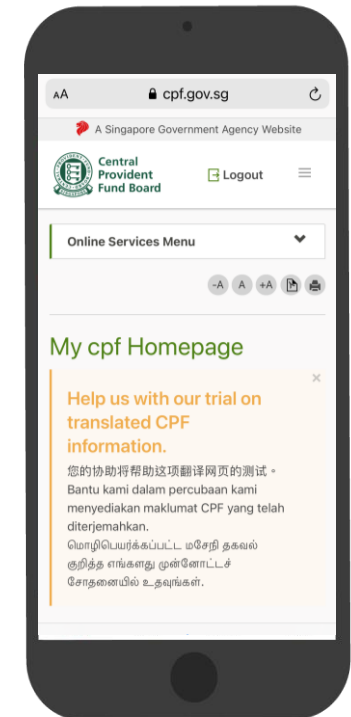**Tap on the digital service** that you want to access

3

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

4

**You've logged in** to the digital service on your mobile browser

PROVE YOUR IDENTITY
WITH THE SINGPASS DIGITAL IC

SINGPASS DIGITAL IC MANDATE (1 NOV 2021)

From 1 November 2021, all Government agencies accept the Singpass Digital Identity Card (Digital IC) as an alternative proof of identity for in-person agency services*.

This minimises the need to hand over physical identification cards.

* Other than scenarios where physical identification cards are specifically required by law. See the list of exceptions: https://go.gov.sg/digitalic-exceptions
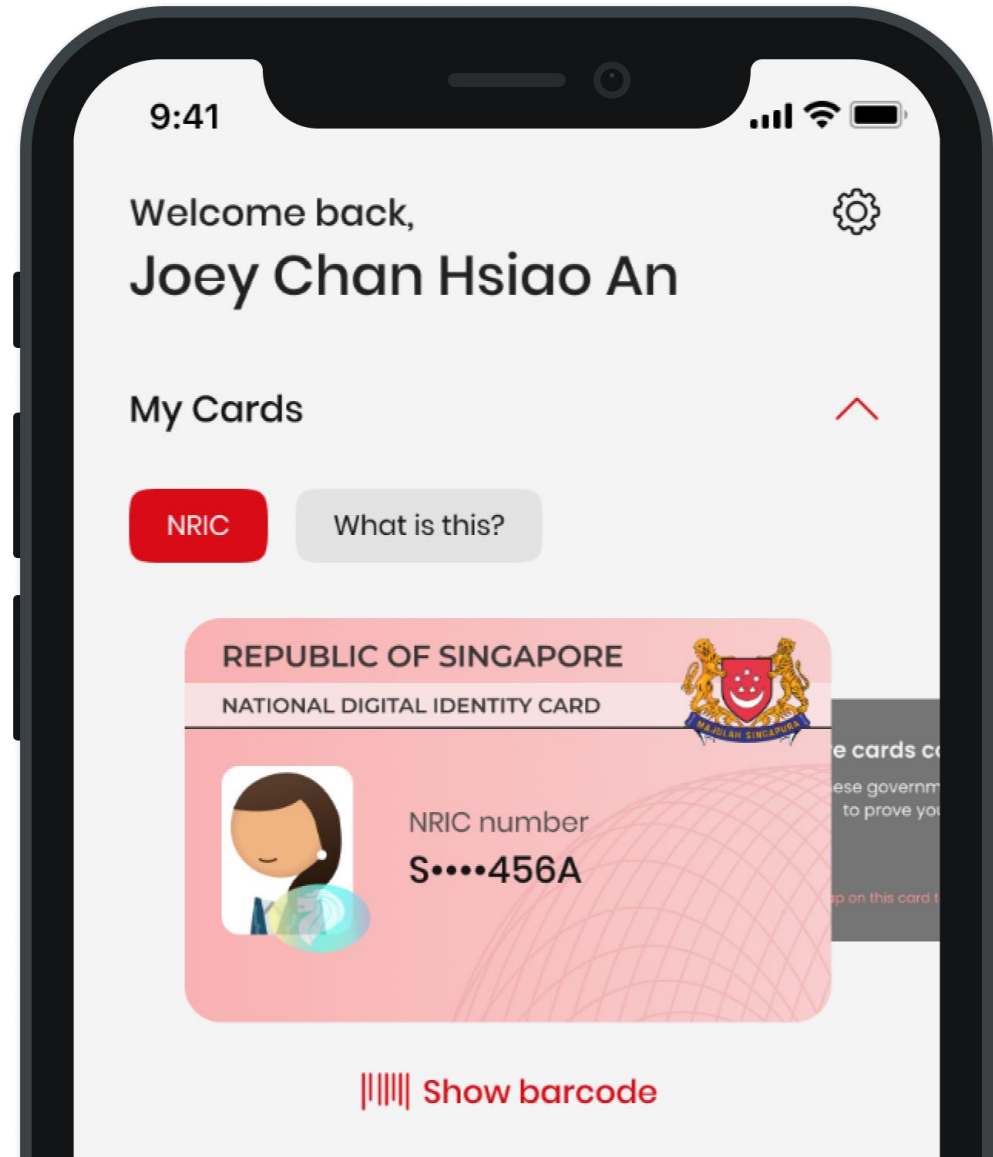
REFRESHED USER INTERFACE

Digital IC
is featured
prominently
on the app's
homepage

1

2 **Manually hide**
the Digital IC by tapping
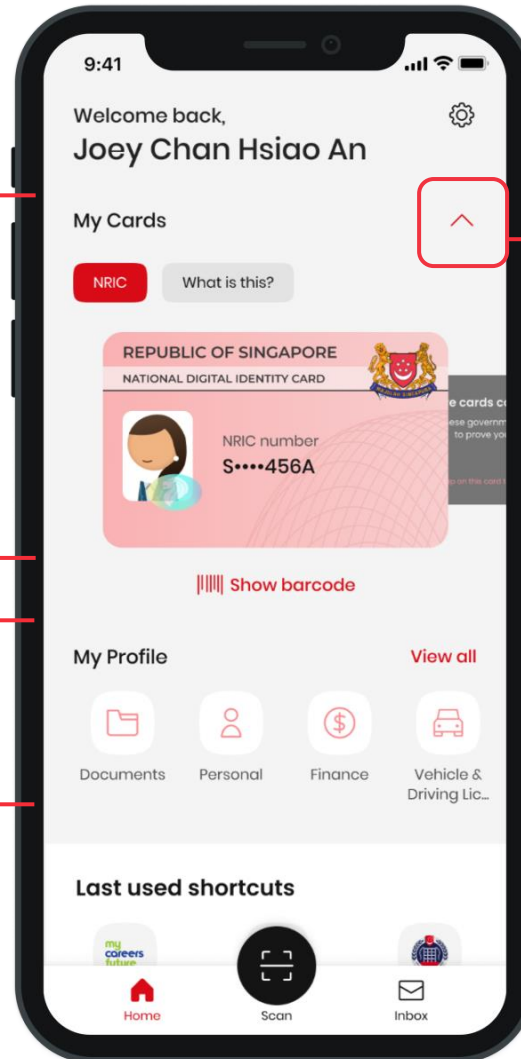on the "up" arrow

3 **More identification cards**
will be progressively added

Swipe left / right or tap on
the tabs above to switch
between cards

Customisable profile
where users can find their
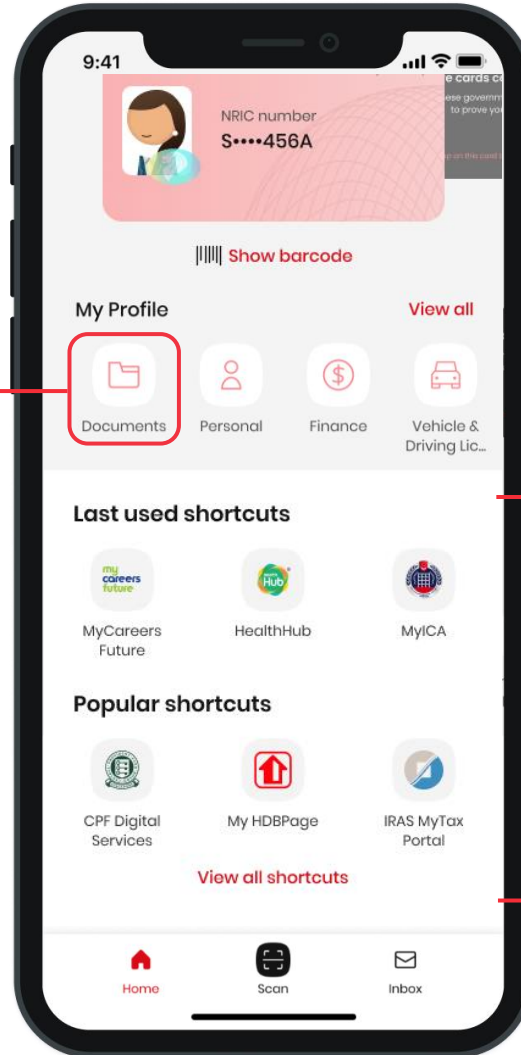important information
(e.g. CPF balance, HDB details)

4

REFRESHED USER INTERFACE

Document Wallet (5)
to view documents
issued by participating
Government agencies

For a start, users can
view their Vaccination
HealthCert required for
travel after obtaining it
from the [Notαrise portal](#)

(6) **Login shortcuts**
to popular government
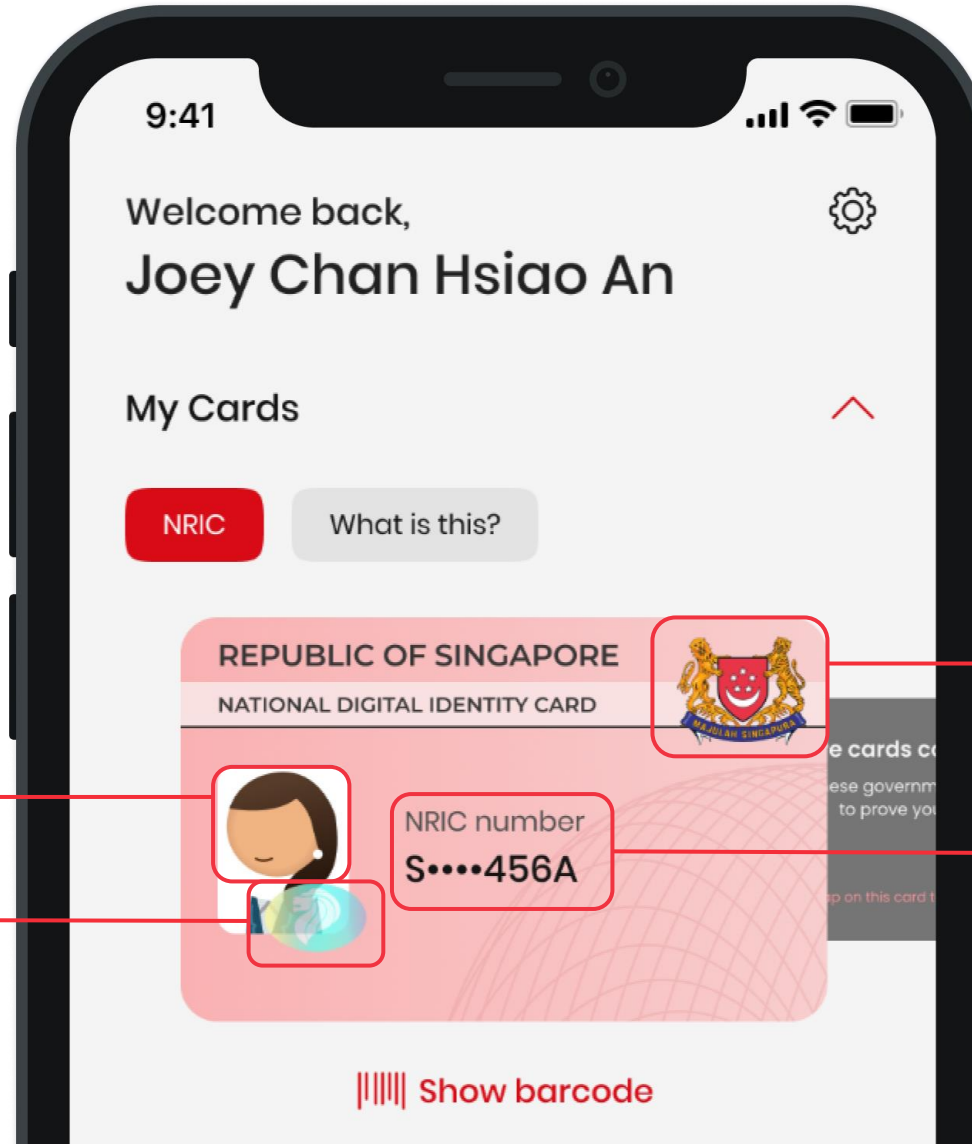digital services

Last used shortcuts
are displayed for
easy access!

SECURITY FEATURES OF THE DIGITAL IC

Skeumorphic NRIC
that looks similar to our physical identification cards and easily recognisable

Latest photograph
provided to the Singapore Government (e.g. through passport renewal or NRIC re-registration)

The State Crest
for an identification document officially accepted by the Singapore Government

Animated lion crest with holographic effect
to deter image tampering and screenshot spoofing. The lion crest is absent (on iOS devices only) or appears static if a person attempts to capture a video recording of the Digital IC

Masked NRIC number / FIN by default; most use cases require only the last four characters

9:41

Welcome back,
Joey Chan Hsiao An

My Cards

NRIC   What is this?

REPUBLIC OF SINGAPORE

NATIONAL DIGITAL IDENTITY CARD

NRIC number
S••••456A

e cards c
ese governm
to prove yo

|||||| Show barcode

19

SECURITY FEATURES OF THE DIGITAL IC

Authentication is required to access Digital IC details and profile information
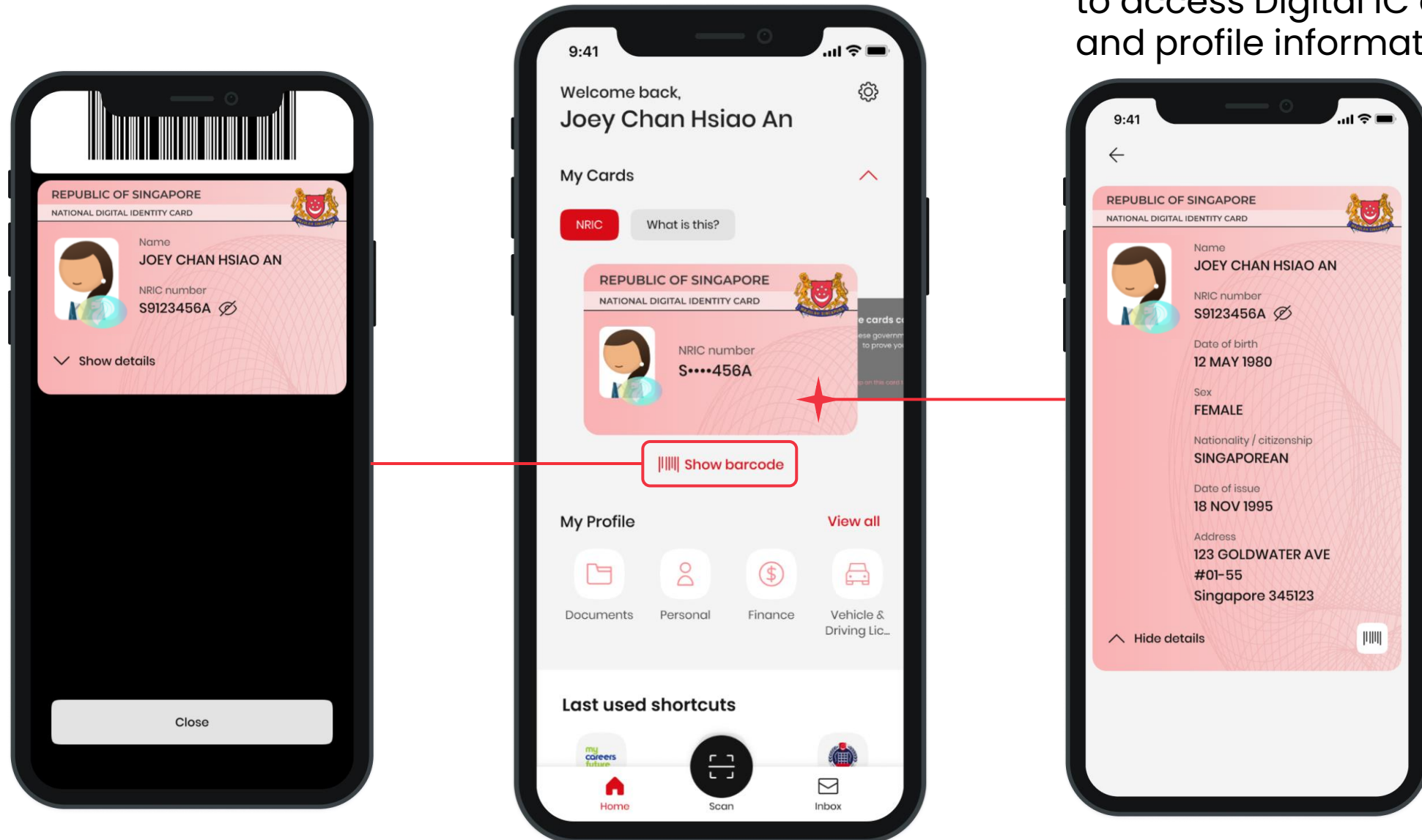
2-MINUTE GRACE PERIOD FOR EASY NAVIGATION

After each authentication, users are given a **2-minute grace period to navigate the app** before they are required to authenticate again.
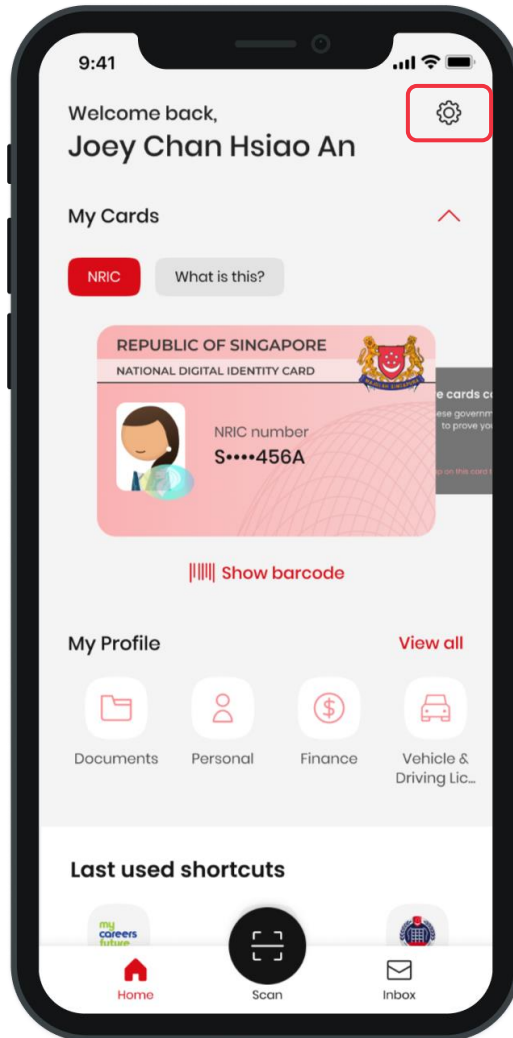
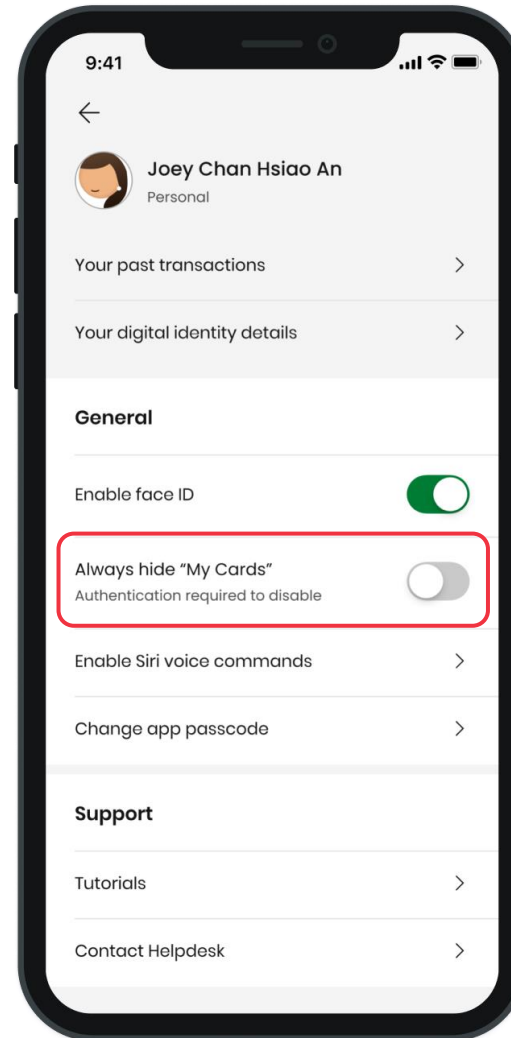This provides more convenience during transactions while still ensuring high level of security.
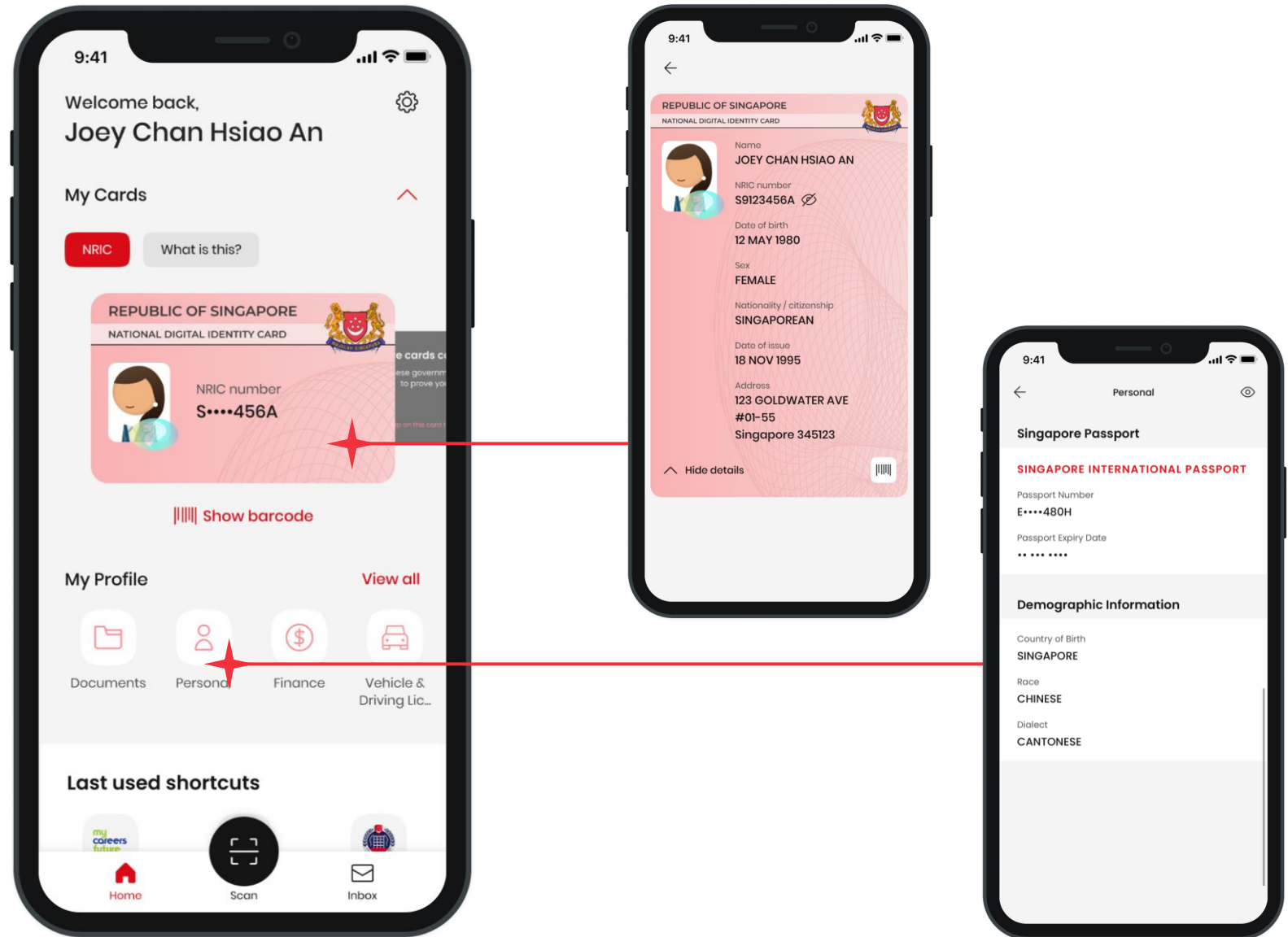
OPTION TO HIDE THE DIGITAL IC BY DEFAULT

Users have the **option to hide their Digital IC** from the app's homepage by default if they prefer

1 Go to the app's **Settings menu**

2 **Toggle on** the "Always hide 'My cards'" option

3 **Digital IC is hidden** when homepage is shown
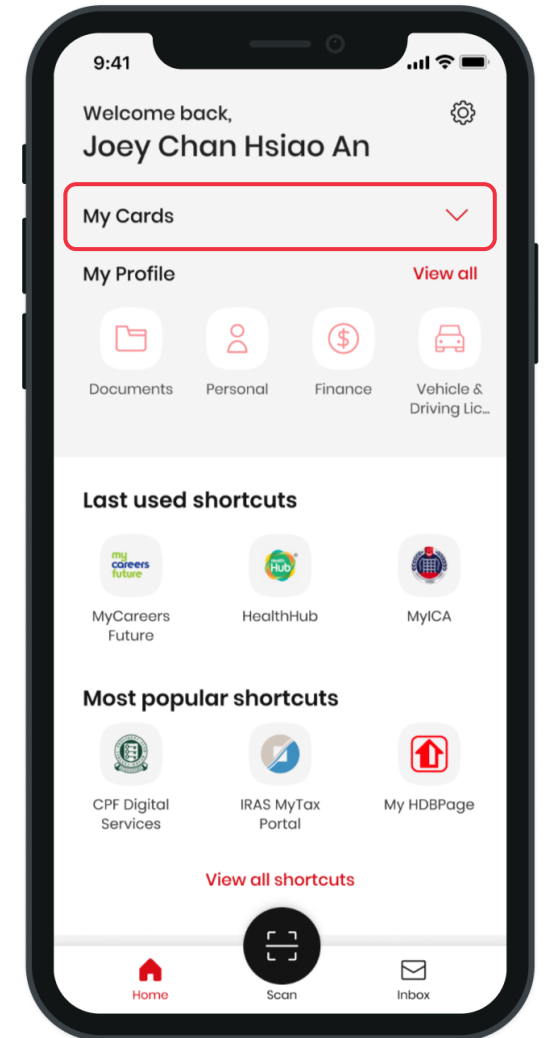
OPTION TO HIDE THE DIGITAL IC BY DEFAULT

In this setting, **authentication is required** to unhide the Digital IC for a transaction

Users can access their Digital IC details within the **2-minute grace period** before they are required to authenticate again

4 **Tap on "down" arrow** to unhide the Digital IC
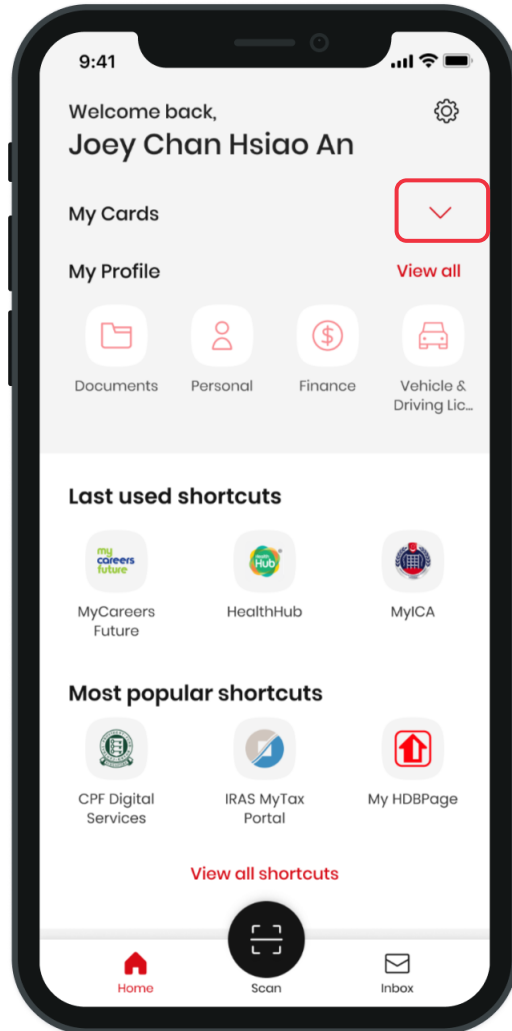
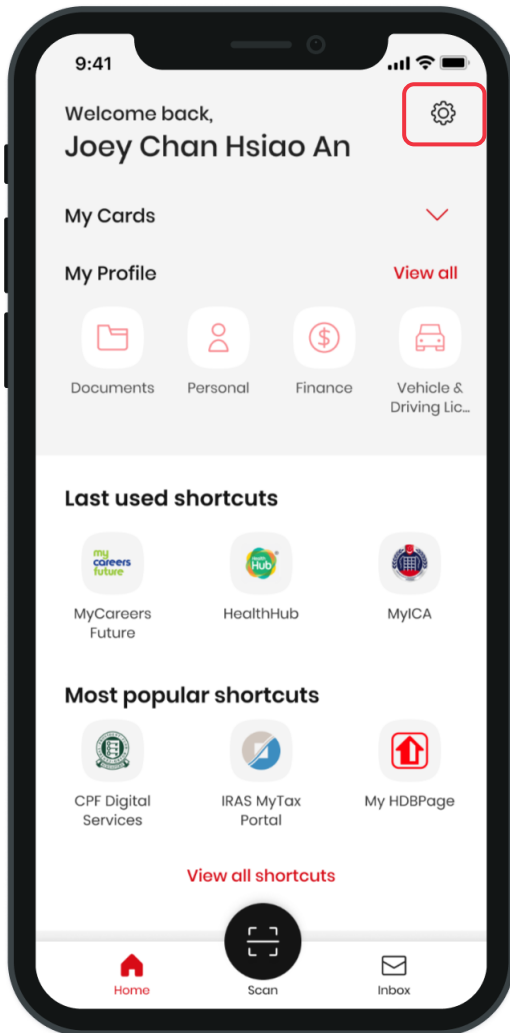**5** **Authenticate** using fingerprint, face or passcode
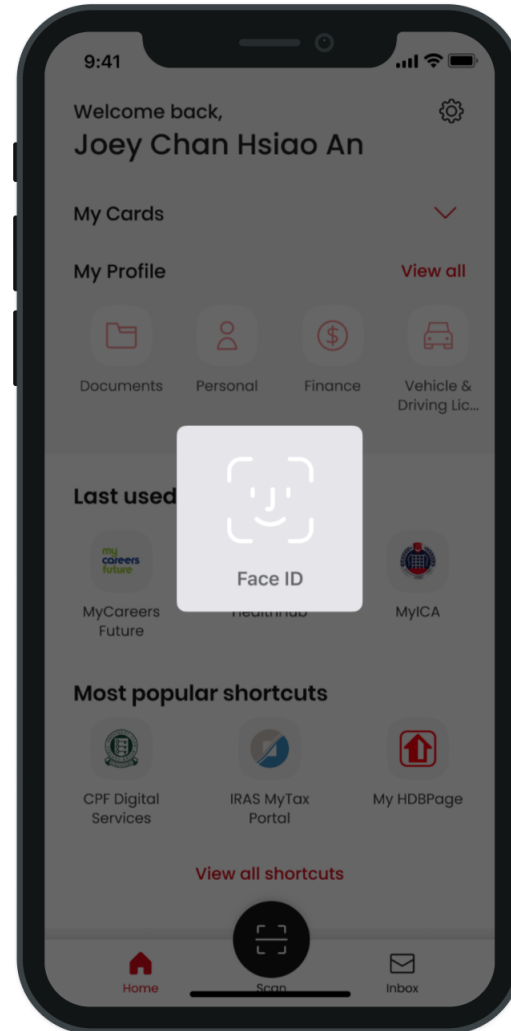
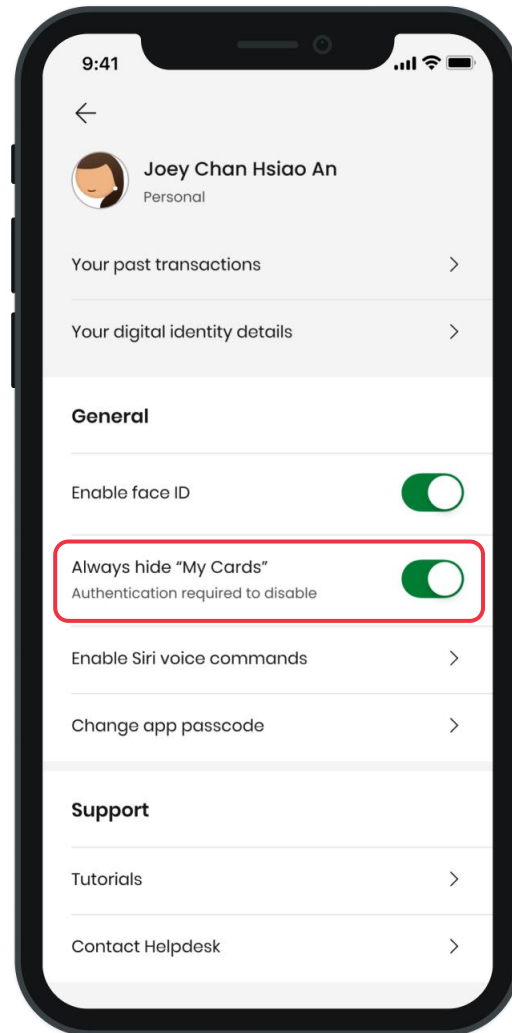**6** **View your Digital IC** and tap on card for details
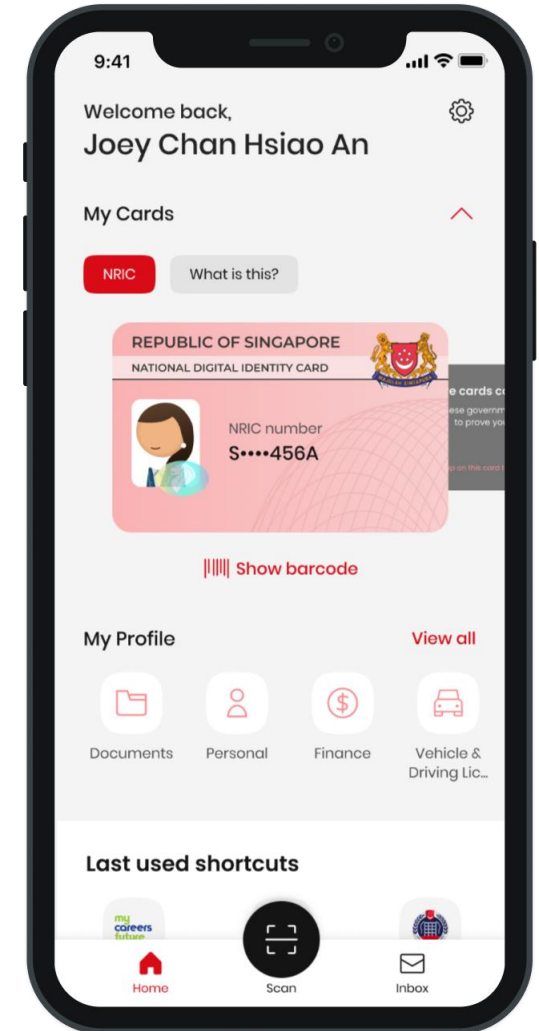
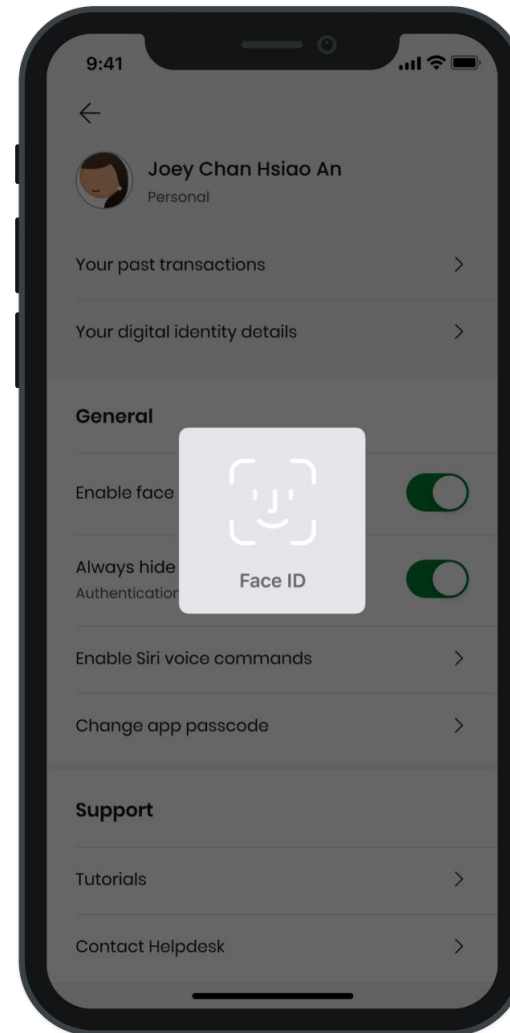# DISABLING THE HIDE-BY-DEFAULT FEATURE
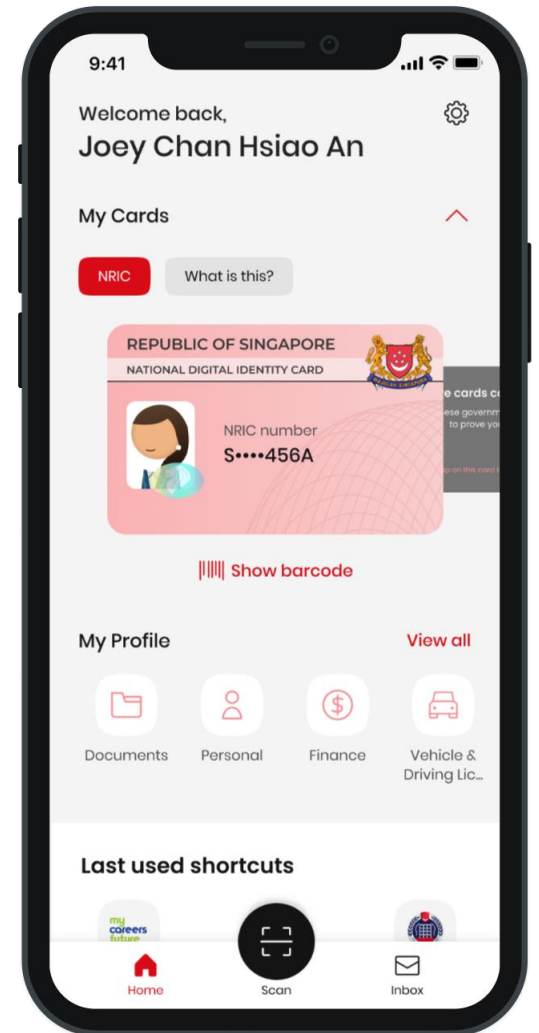
1 Go to the app's **Settings menu**

2 **Toggle off** the "Always hide 'My cards'" option

3 **Authenticate** using fingerprint, face or passcode

4 **Digital IC is displayed** when homepage is shown

SINGPASS
FACE VERIFICATION

SINGPASS FACE VERIFICATION

You can **prove your identity using a face scan** verified against the Government's biometric database, when accessing government digital services.
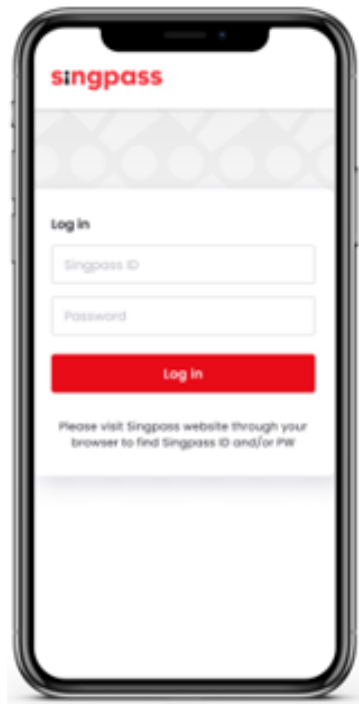
HOW TO USE THIS FEATURE

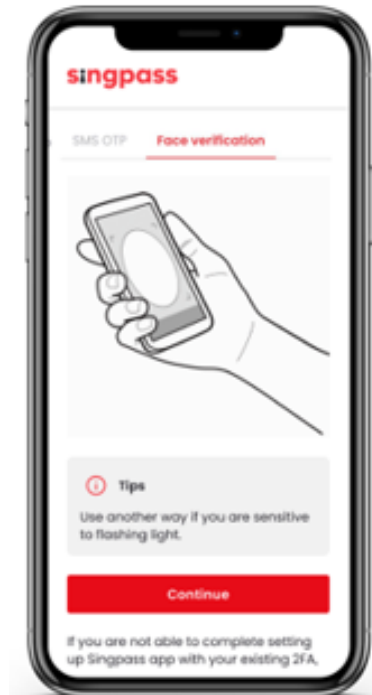Step-by-step guide on accessing services using Singpass Face Verification

1

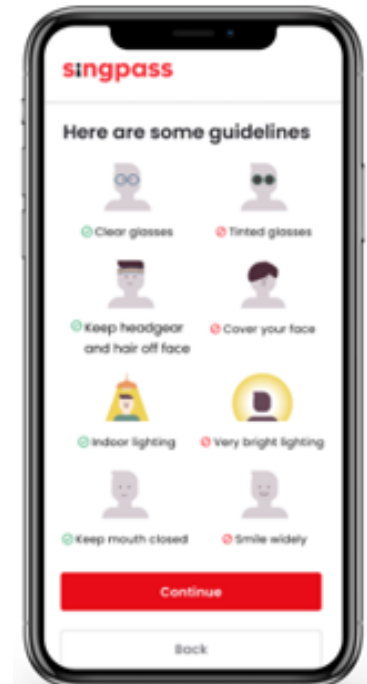Enter your **Singpass ID** and **password**

2

Select "**Face Verification**", read the instructions and tap on "**Continue**"

3

Read the guidelines and tap on "**Begin Scan**"
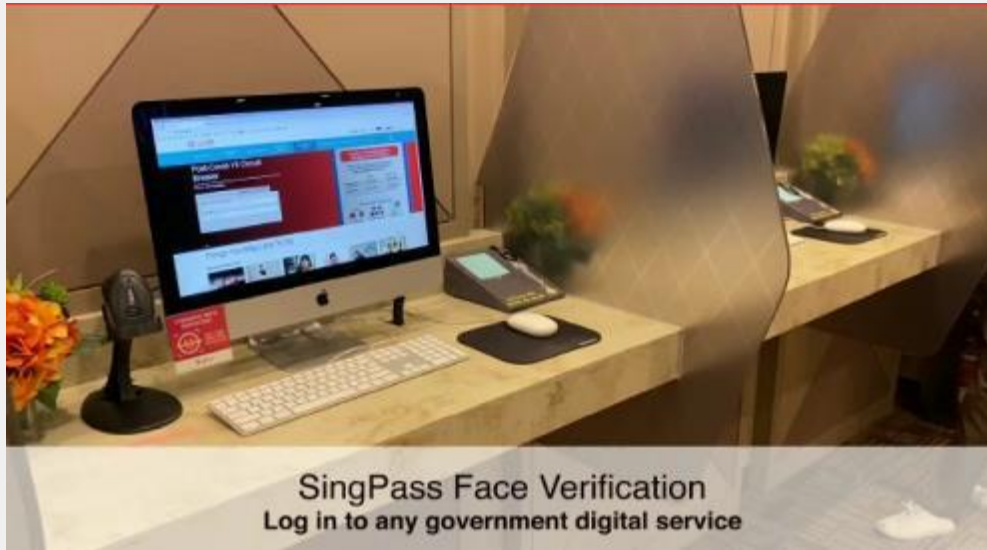

4

Your face is **scanned** and your identity is **successfully verified**!

WHERE YOU CAN USE THIS FEATURE

SingPass Face Verification
Log in to any government digital service

Pilots that have been launched at public locations, such as:

- Kiosks at IRAS Taxpayer and Business Service Centre and Our Tampines Hub's Public Service Centre
- More locations will be added progressively

Users can also make use of this feature to set up the Singpass app.
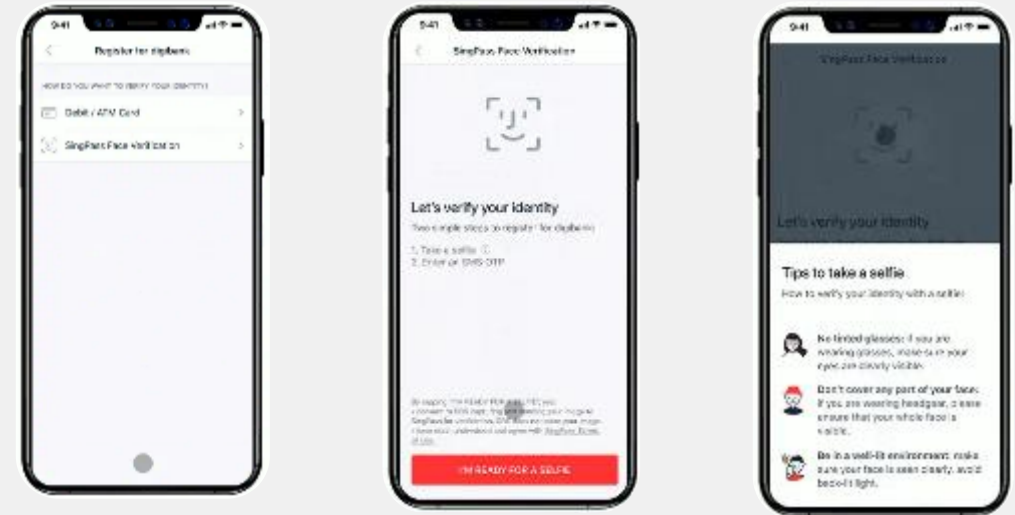
Signing up for DBS digibank

- Instant digibank account activation for existing account or credit card holders
- Users can take a selfie, which will be matched against their NRIC/Passport photo from the Government's biometric database, for identity verification during the registration process

SET UP SINGPASS APP USING FACE VERIFICATION

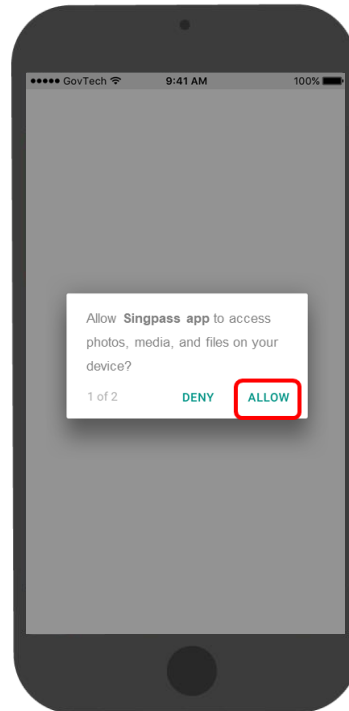Step-by-step guide on setting up the Singpass app using Face Verification

1

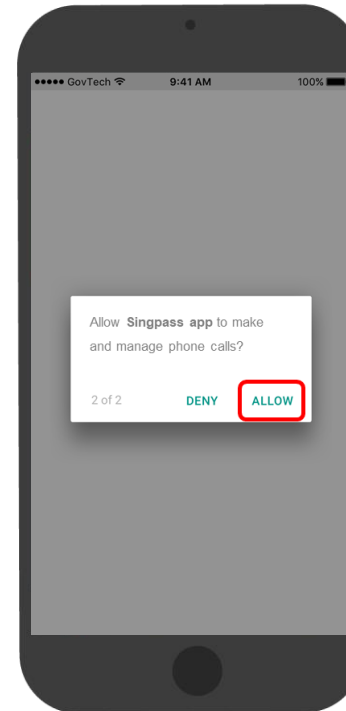Launch the Singpass app and read the **Terms & Privacy statement**
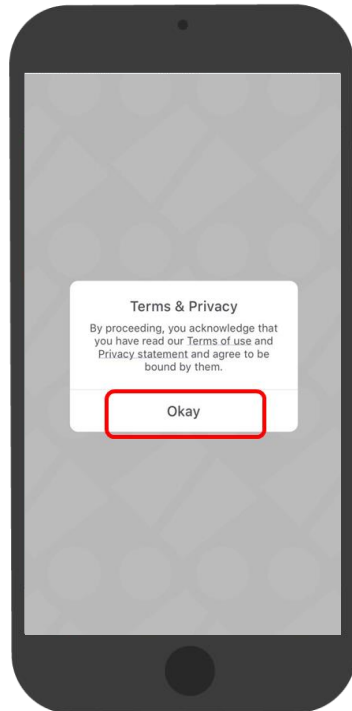
2

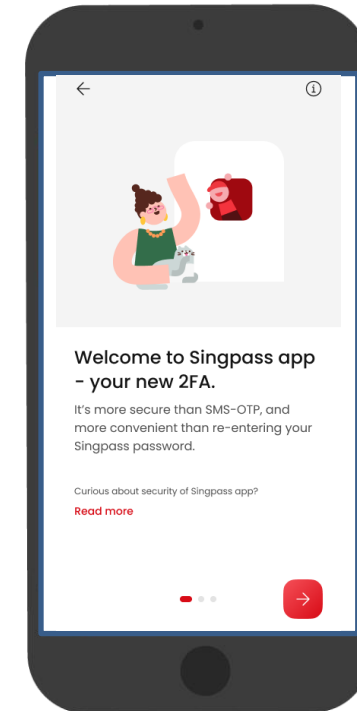**Allow** Singpass app to access photos, media and files (Android only)

3

Allow Singpass app to make and manage phone calls (Android only)

4

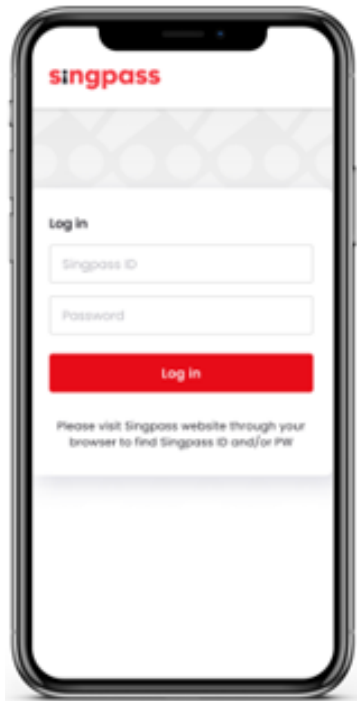**Swipe left** or tap "**Next**" for a quick overview of the Singpass app

SET UP SINGPASS APP USING FACE VERIFICATION

Step-by-step guide on setting up the Singpass app using Face Verification

5

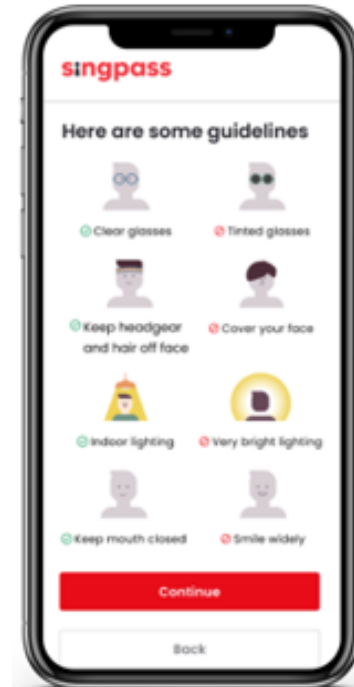Enter your **Singpass ID** and **password**

6

Select "**Face Verification**", read the instructions and tap on "**Continue**"

If you have access to a Singapore-registered mobile number, you may also log in using SMS OTP

7

Read the guidelines and tap on "**Begin Scan**"

8

Your face is being **scanned**. The series of flashing lights prevent image spoofing
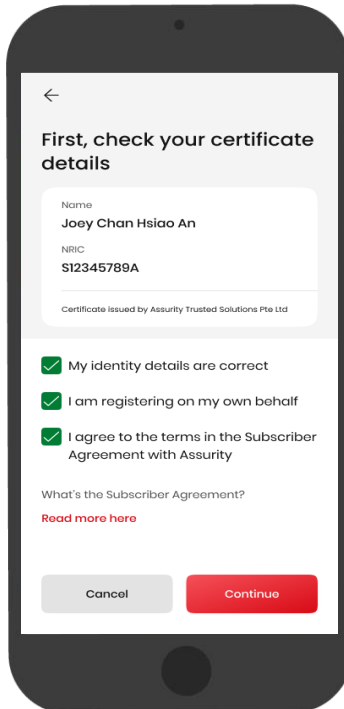
SET UP SINGPASS APP USING FACE VERIFICATION

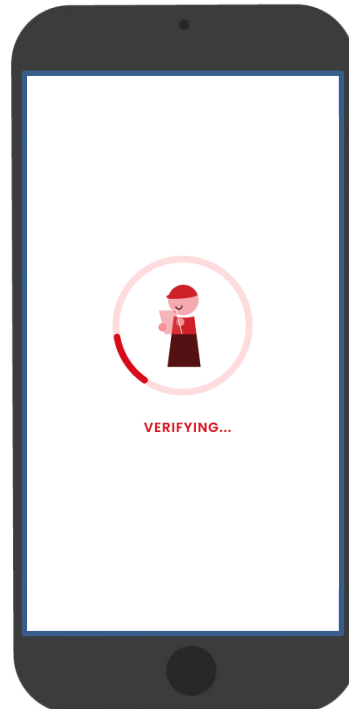Step-by-step guide on setting up the Singpass app using Face Verification

9

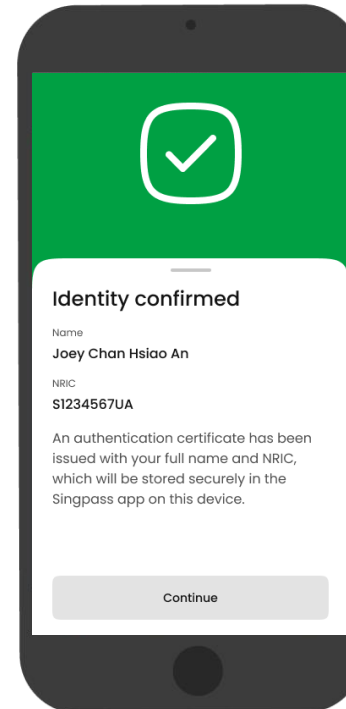Confirm your **certificate details** and select the checkboxes

10

Please wait while the app verifies your identity
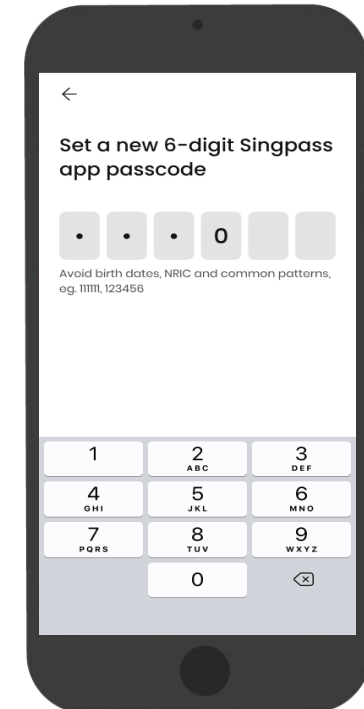
11

Once your identity has been confirmed, select "**Continue**"

12

Set a 6-digit passcode for you to verify your identity when using Singpass app
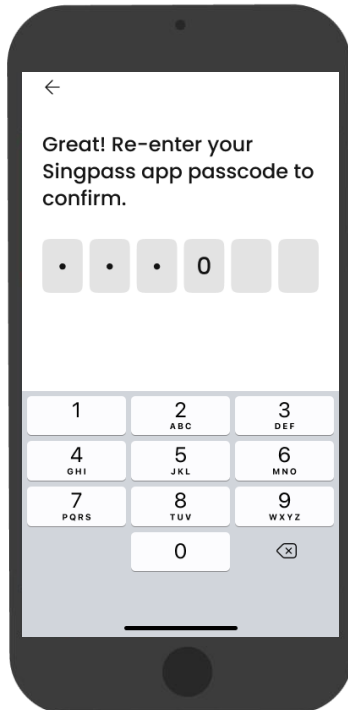
SET UP SINGPASS APP USING FACE VERIFICATION

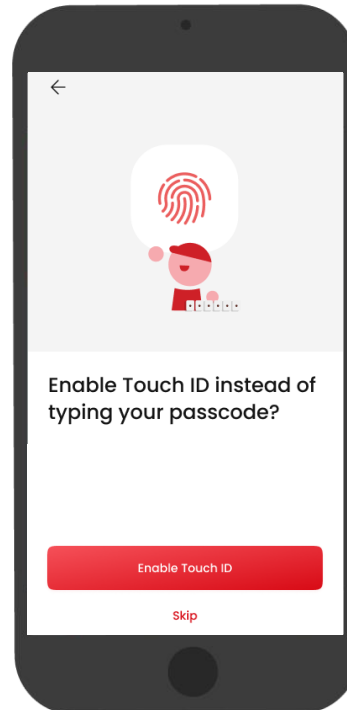Step-by-step guide on setting up the Singpass app using Face Verification

13

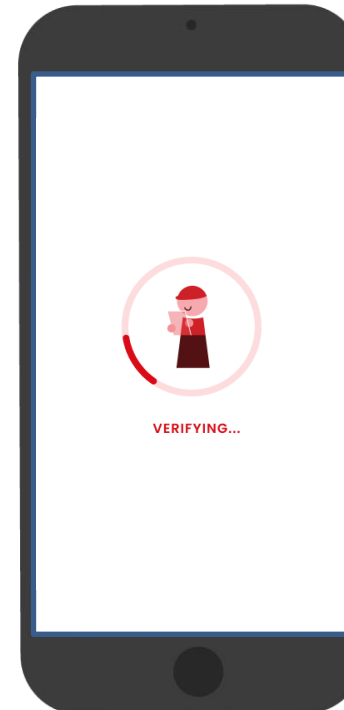**Re-enter** your passcode to confirm

14

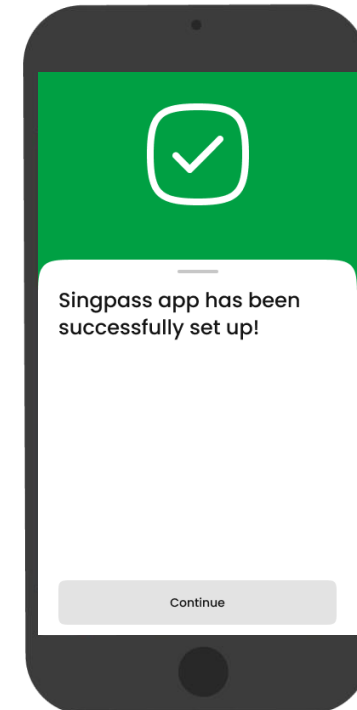You may also choose to enable **Biometric Authentication**

15

Please wait while your app is being **activated**

16

Congratulations! Your Singpass app is now ready for use!

VIEW PERSONAL DETAILS IN THE SINGPASS APP PROFILE

VIEW YOUR PERSONAL DATA ON THE SINGPASS APP

View your important information (e.g. CPF balance, HDB details, passport details) in the profile categories on your Singpass app anytime, anywhere! Transacting on the go is fuss-free.
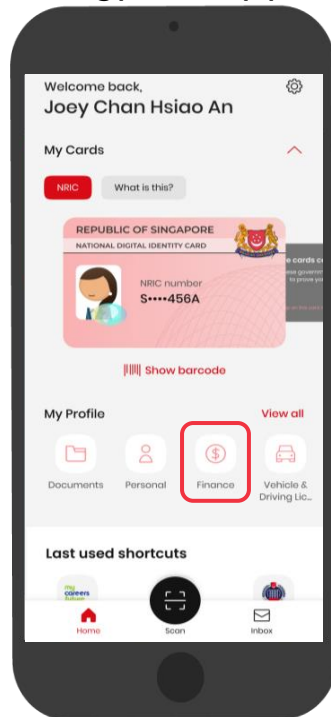
HOW TO USE THIS FEATURE

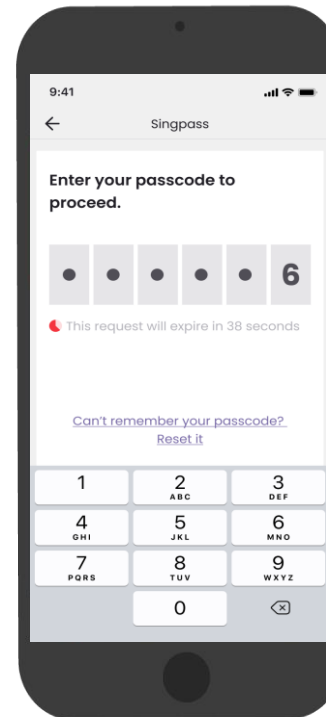Step-by-step guide on viewing your personal data on the Singpass app

1

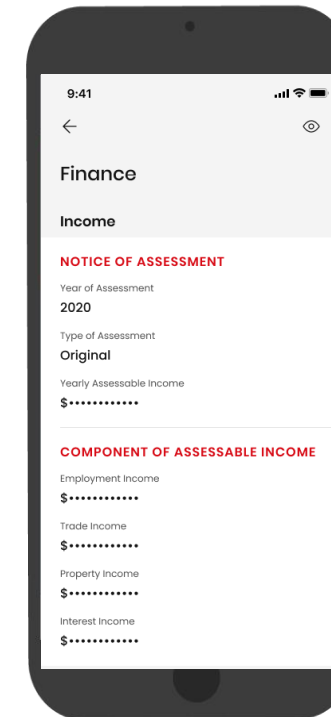**Tap on a profile category** after launching the Singpass app

2

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

3

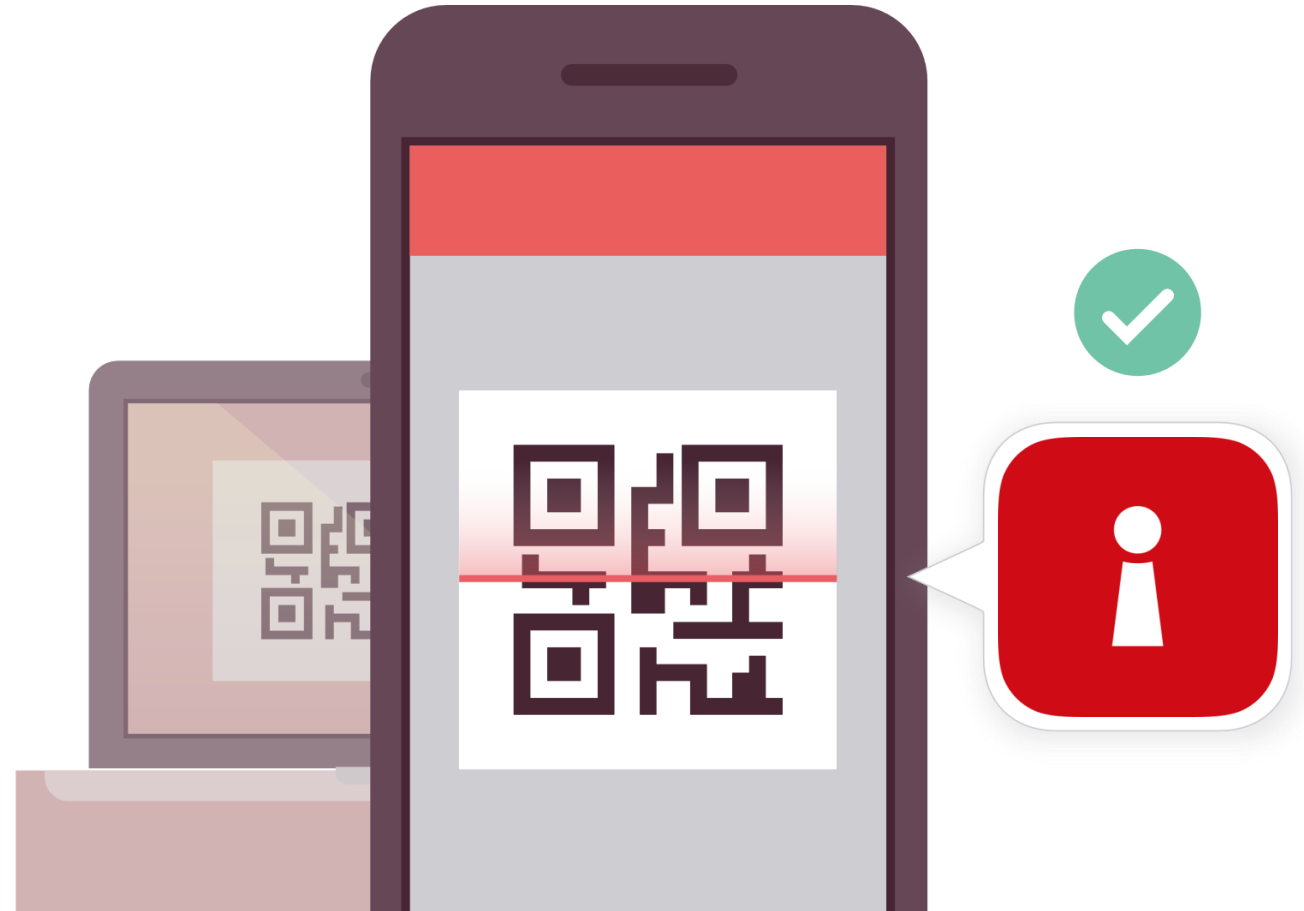**View your information**

PROVIDE DETAILS
WITH THE SINGPASS APP

PROVE YOUR IDENTITY AND PROVIDE PERSONAL INFO

You can **prove your identity and provide your details** (e.g. name, NRIC, mobile number) by scanning a QR code with the Singpass app.

You do not have to present physical identification documents at participating government agencies.
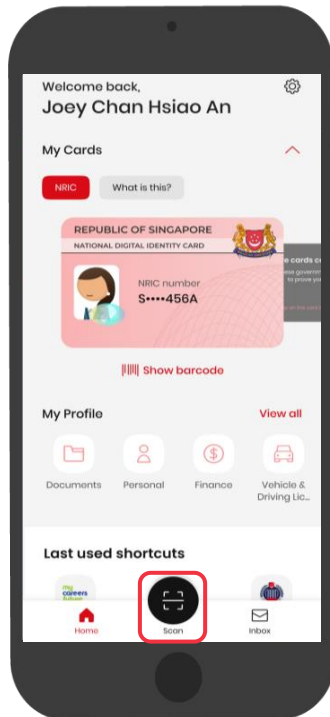
HOW TO USE THIS FEATURE (1/2)

Step-by-step guide on providing personal particulars using the Singpass app
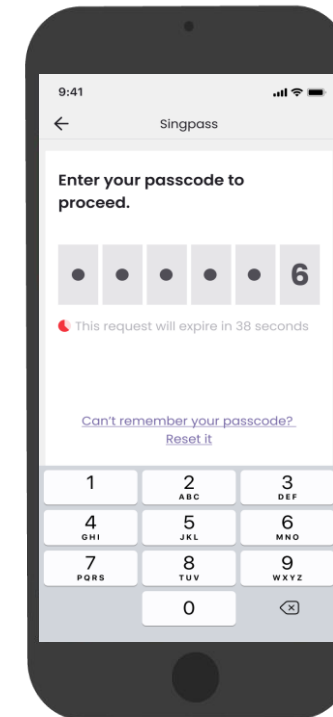
1

Launch
Singpass app
and tap on **"Scan"**

2

Scan QR code
on display using the
app's QR scanner

3

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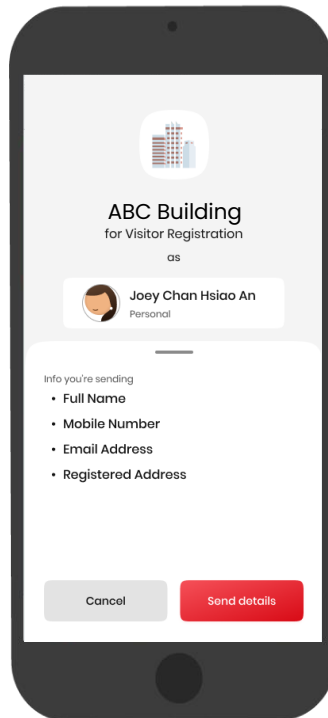with fingerprint, face
or 6-digit passcode

HOW TO USE THIS FEATURE (2/2)

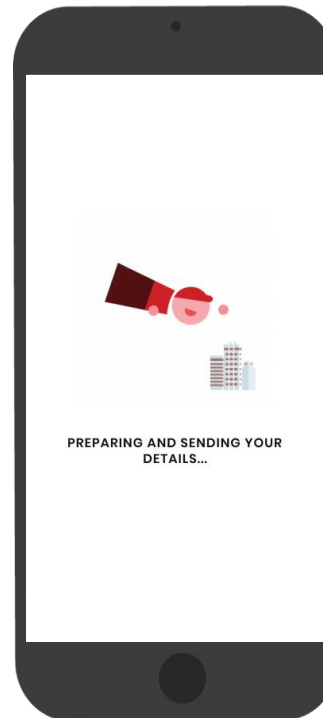Step-by-step guide on providing personal particulars using the Singpass app

4

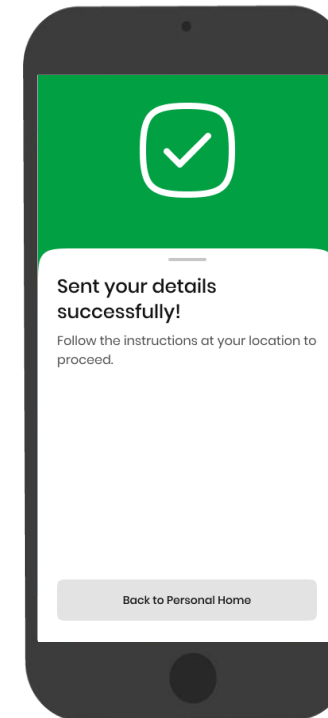**Consent** to providing your information to the organisation

5

Verifying identity

6

Identity has been **verified and details have been sent**

WHERE YOU CAN USE THIS FEATURE

SINGHEALTH POLYCLINICS

First-time patients can register by scanning the Singpass QR code at the counter with their Singpass app. They do not have to present their identification documents.
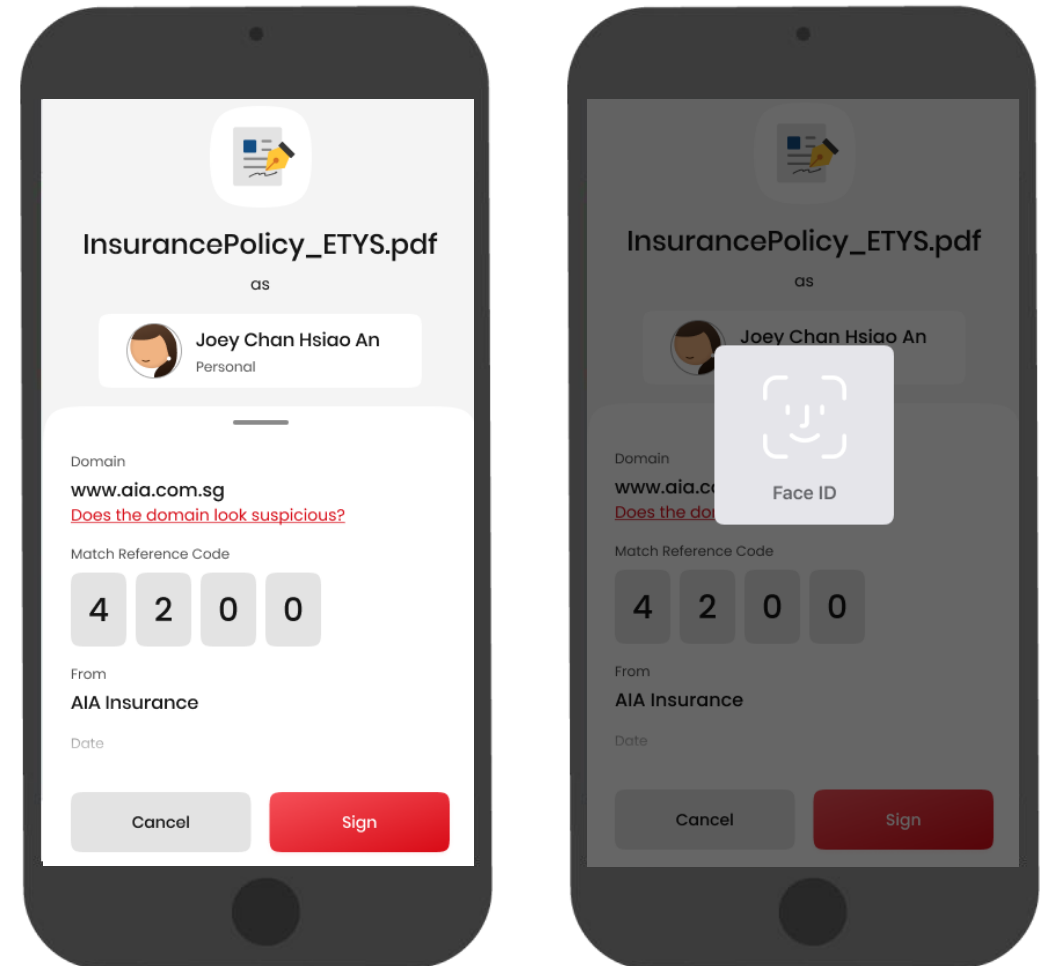
CONTACTLESS DONATIONS

Lion Befrienders has partners GivePls to set up more than 30 contactless donation terminals island-wide. The GivePls platform is securely connected with Singpass to retrieve donor information and allow digital tax-deductible receipts to be issued.

DIGITALLY SIGN DOCUMENTS WITH THE SINGPASS APP

DIGITAL SIGNING WITH SINGPASS APP

Singpass offers residents a trusted and easy way to **digitally sign a document**, such as a contract or other agreements, on their Singpass app. Digitally signed documents are tamper-proof and non-repudiable.


InsurancePolicy_ETYS.pdf
as

Joey Chan Hsiao An
Personal

Domain
www.aia.com.sg
Does the domain look suspicious?

Match Reference Code

4 2 0 0

From
AIA Insurance

Date

Cancel | Sign

InsurancePolicy_ETYS.pdf
as

Joey Chan Hsiao An

Face ID

Domain
www.aia.c
Does the do

Match Reference Code

4 2 0 0

From
AIA Insurance

Date

Cancel | Sign

HOW TO SET UP THIS FEATURE (1/2)

Step-by-step guide on getting a signing certificate on your Singpass app
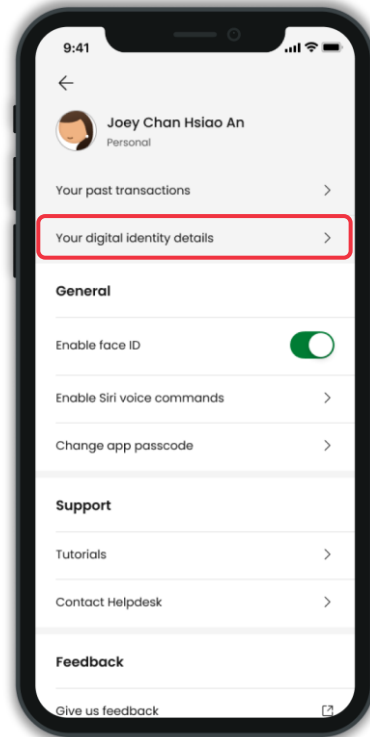
1
Tap on **Settings menu**
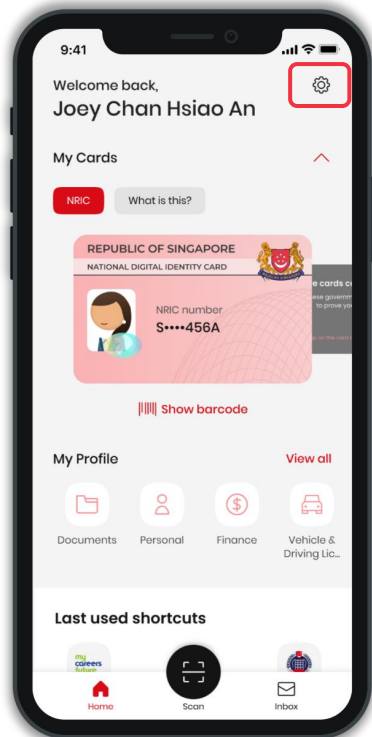
2
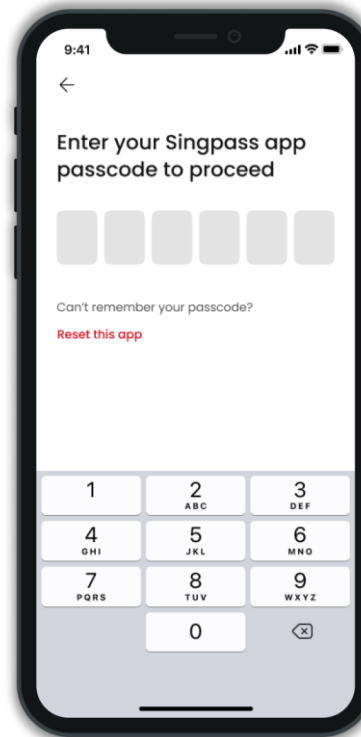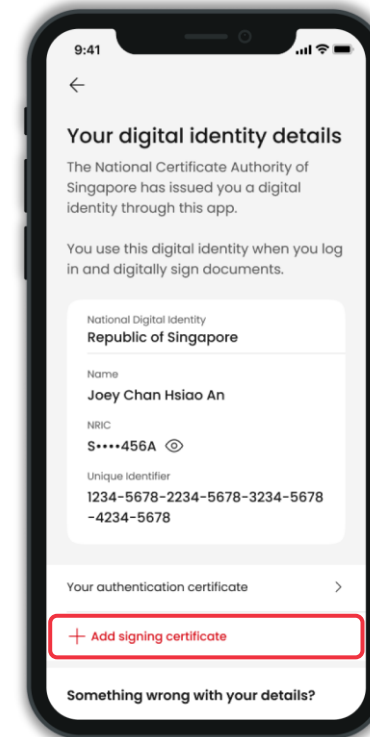Tap on "**Your digital identity details**"

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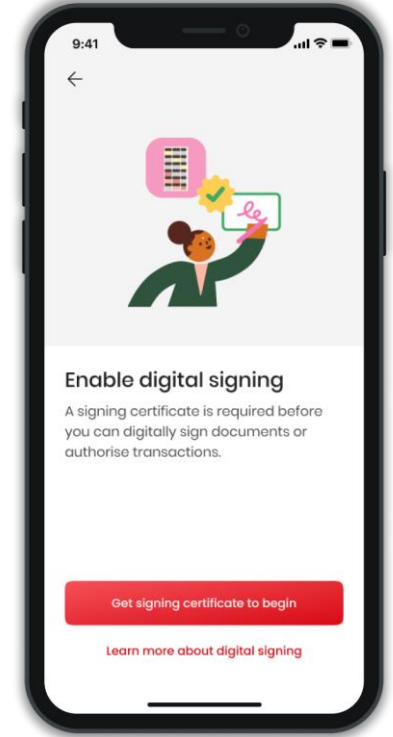**Verify your identity** with fingerprint, face or 6-digit passcode

4
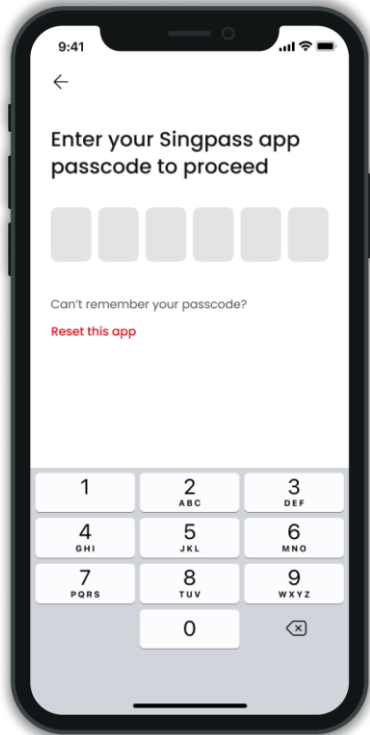Tap on "**Add signing certificate**"

5
Tap on "**Get signing certificate to begin**"
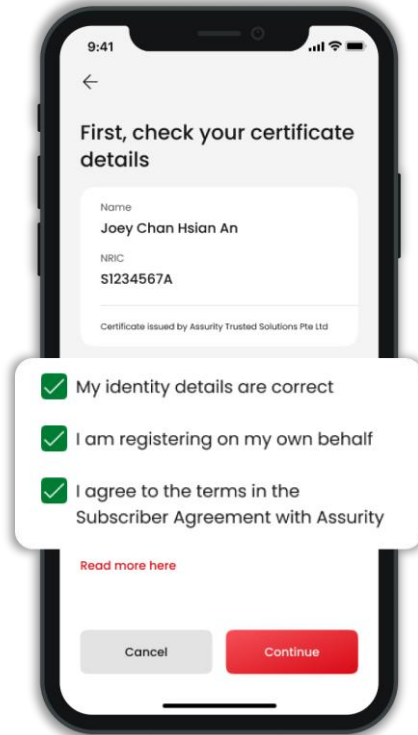
HOW TO SET UP THIS FEATURE (2/2)

6

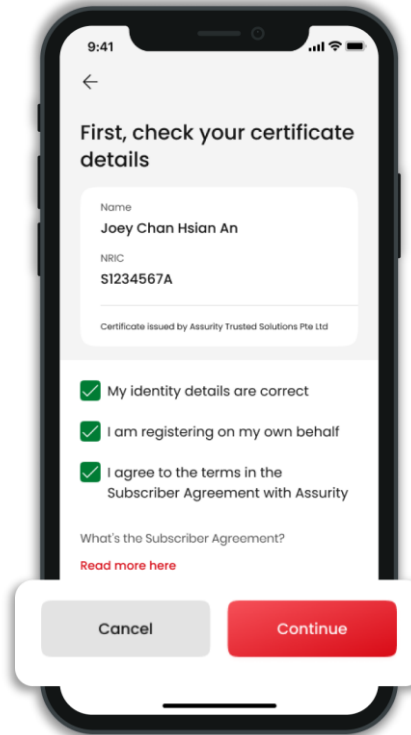**Verify your identity** with fingerprint, face or 6-digit passcode

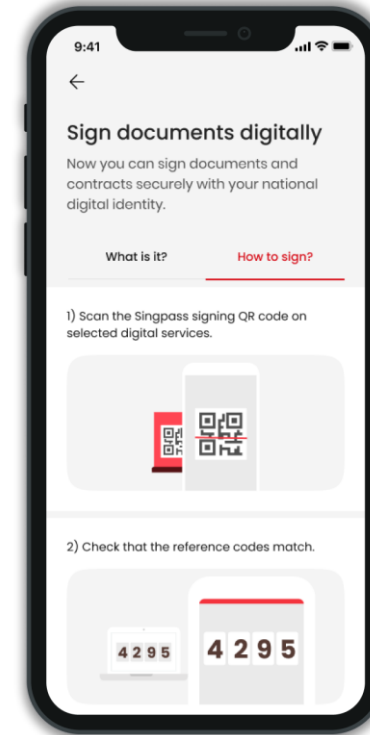**7**

Check your signing certificate details and mark the boxes
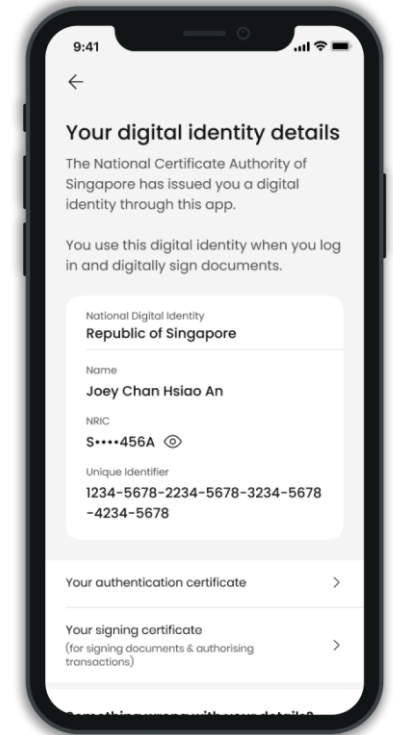
8

Tap on "**Continue**"

9

Read the instructions on how to digitally sign documents

10

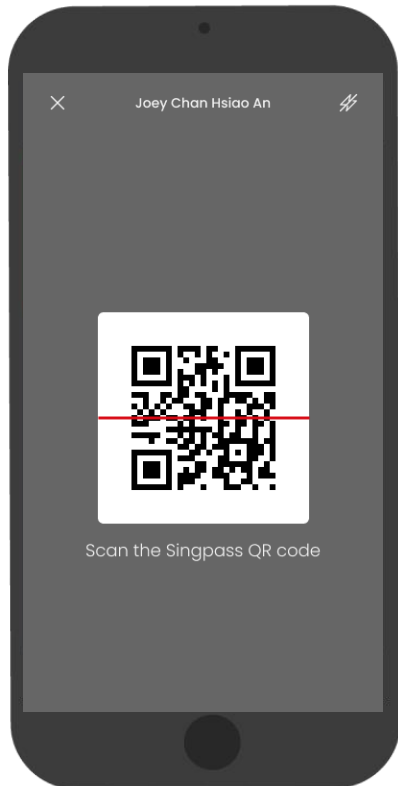**Done!** You can now digitally sign documents with your Singpass app!

HOW TO USE THIS FEATURE

Step-by-step guide on digital signing using the Singpass app
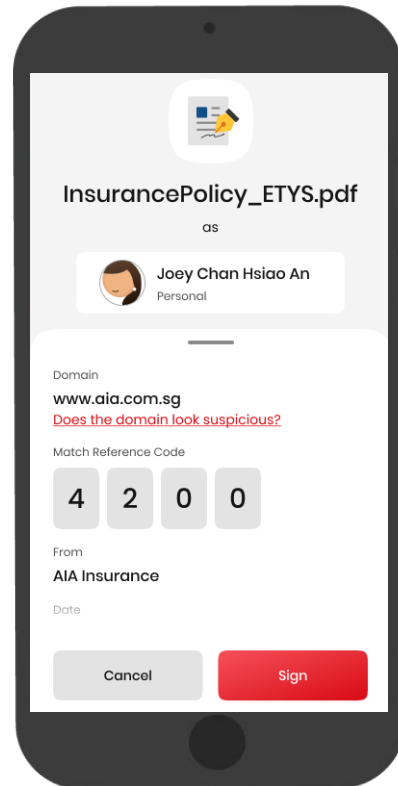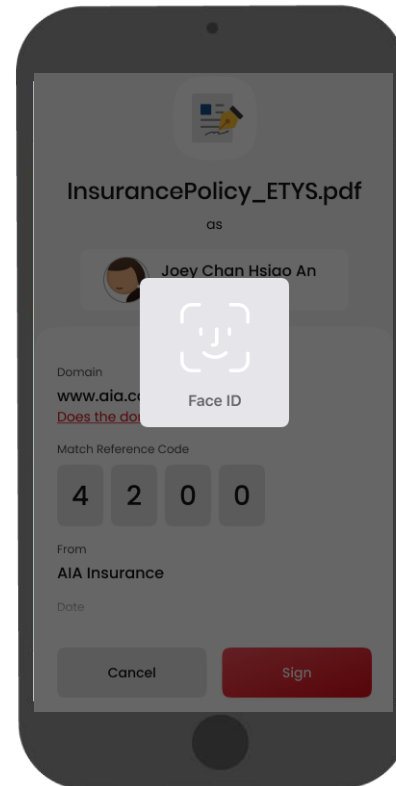
1
Scan the QR code on the document

2
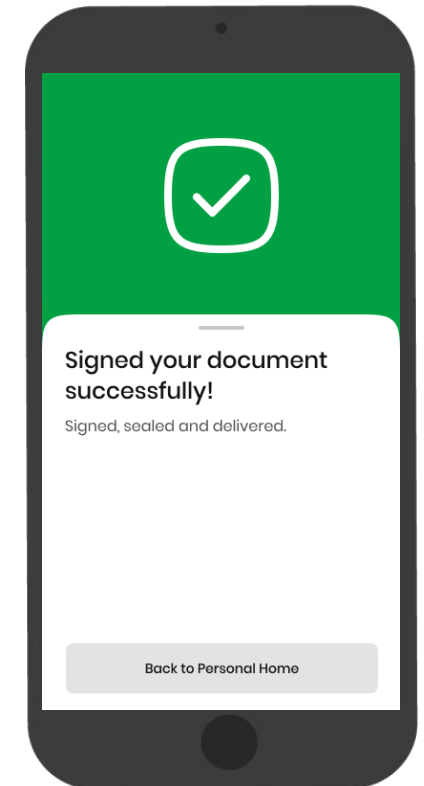**Match the reference code** with that on the document

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

4
You have successfully **signed** the document

WHERE YOU CAN USE THIS FEATURE

**Singapore Land Authority (SLA)
E-Lodgement**

As part of the electronic lodgement digitalisation efforts, lawyers, bankers and land owners will be able to use their Singpass app to digitally sign forms such as Discharge of Mortgage, Caveats and Authorisation Forms, to electronically file them into the SLA E-Lodgement System.

Digital signing with ERA

Property firm ERA Realty Network has begun piloting Singpass digital signing for its business applications. This helps agents save time and minimise physical contact when servicing clients. The move will also benefit property owners who are based overseas.
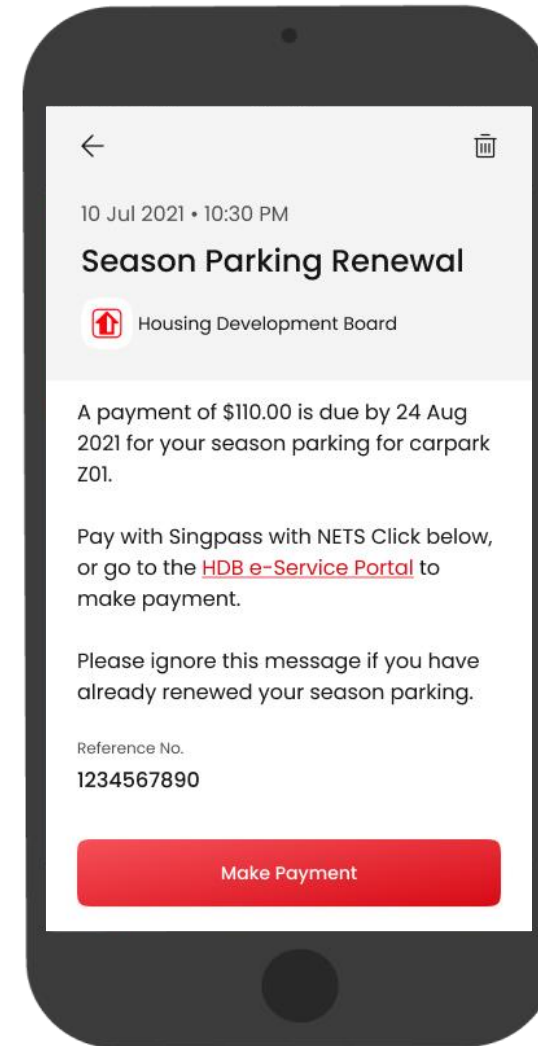
RECEIVE GOV NOTIFICATIONS IN THE SINGPASS APP INBOX

SINGPASS APP INBOX

Residents can also receive **timely notifications from government agencies** in their Singpass app inbox.

Action button is also located at the bottom of each message, to allow residents to conveniently perform the required actions following each notification.
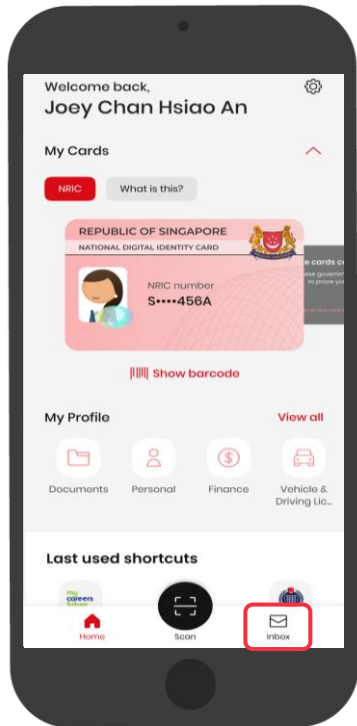
HOW TO USE THIS FEATURE

Step-by-step guide on receiving notifications on your Singpass app
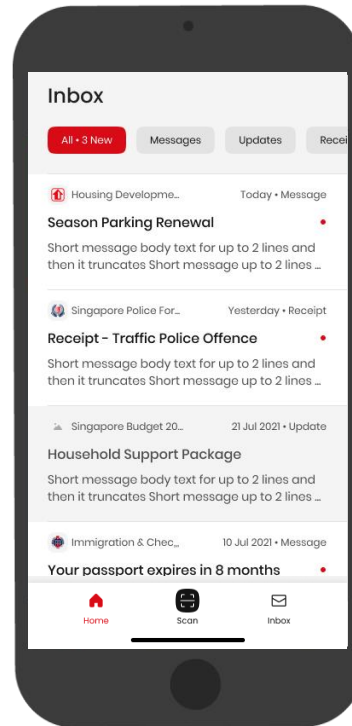
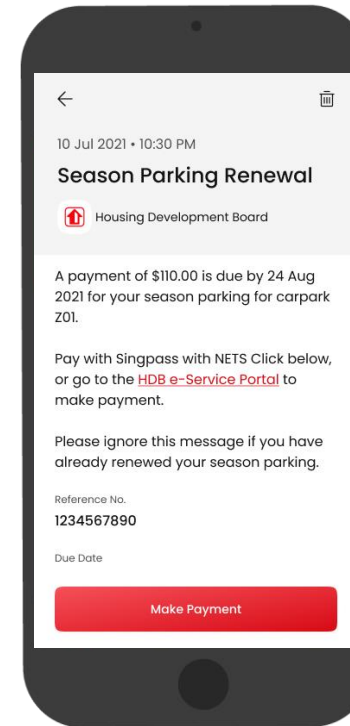## 1

Launch **Singpass app** and tap on **'Inbox'**
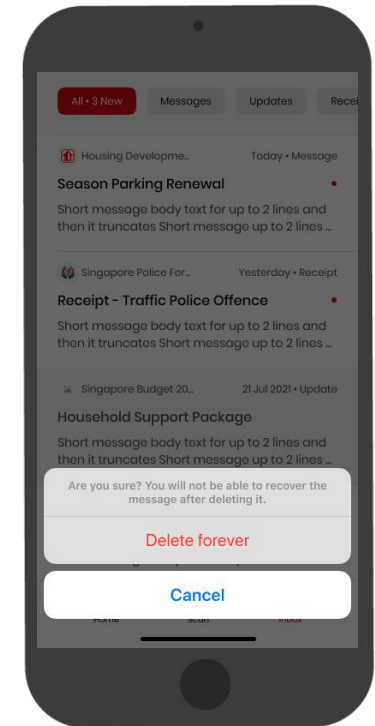
2

Tap on a message to read its content

3

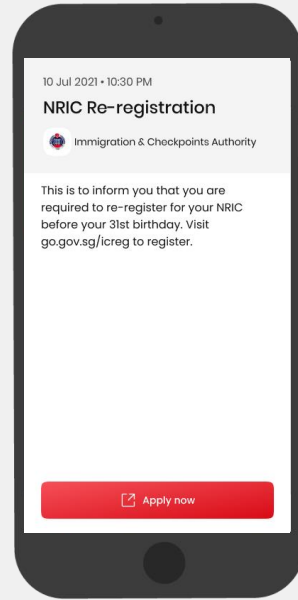**View message** and proceed with the necessary action

4

Choose to delete messages that you no longer need

WHERE YOU CAN USE THIS FEATURE
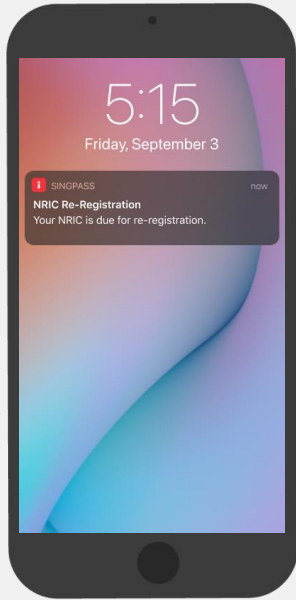
Immigrations & Checkpoints Authority (ICA) pilot
Singpass app users will receive an alert directly in the inbox of the Singpass app when their passport is due for renewal or NRIC is due for re-registration.
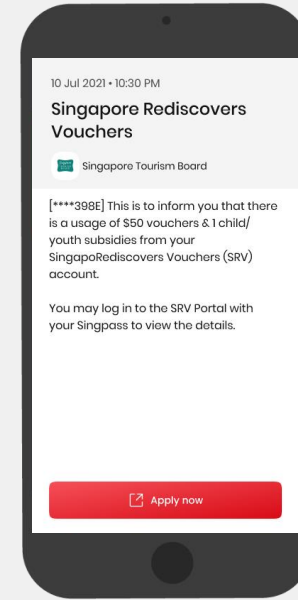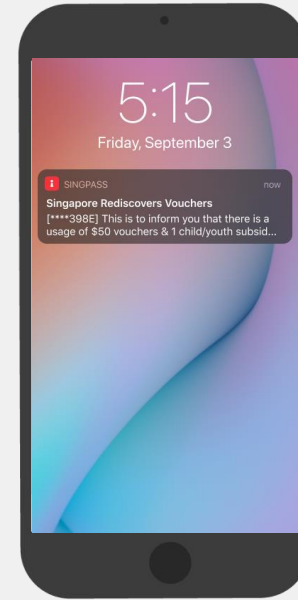
SingapoRediscovers voucher
Starting 1 Dec 2020, Singapore Citizens 18 years and above (who are Singpass app user) will receive push notifications on SingapoRediscovers Voucher deductions when he/she redeems the voucher at an authorised booking platform.

SECURITY AND HELP

💡 TIPS: How to keep your Singpass account safe

- **Do not share login information**: Keep your Singpass ID, password and 2FA details confidential.
- **Do not re-use passwords**: Certain websites that you access may not be secure. Login information may be stolen from these sites and used to hack your Singpass account.
- **Change your passwords regularly**
- **Use strong passwords**: Strong passwords are alphanumeric and contain 8 to 24 characters.
- **Beware of phishing sites**: There may be sites that look like government websites to trick you in disclosing your personal details. To verify if it is not a phishing website, always check that the URL is correct (www.singpass.gov.sg), and there should be a 'lock' icon in the address bar.

If you think that you been scammed or suspect that your account has been hacked,

we strongly advise you to take the following actions:

- **Reset your Singpass password immediately** to prevent unauthorised access to your account.
- **Lodge a police report** at any Neighbourhood Centre/Post, or via the Electronic Police Centre website.
- **Email support@singpass.gov.sg** to highlight your case to the Administrator.

singpass

WHERE CAN USERS GET HELP?

Frequently Asked Questions (FAQs)

go.gov.sg/singpass-qna

Instructional Guides

go.gov.sg/singpass-guides

Call / Email

+65 6335 3533

support@singpass.gov.sg

Visit Singpass Counters

go.gov.sg/singpass-counters

Thank you