singpass

Singpass app
How-to guide (iOS users)

November 2022

3 Simple Steps to start using Singpass app!

All you need is a smartphone, an Internet connection and a registered Singpass account.

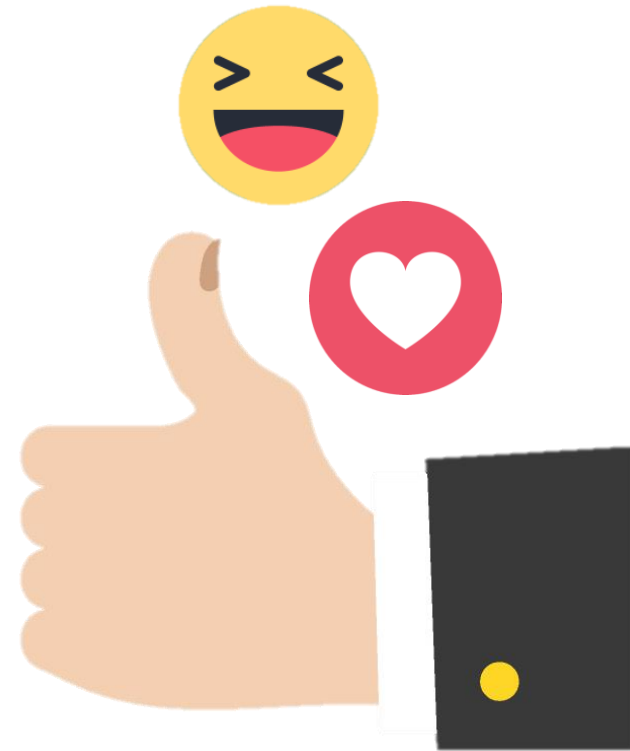**STEP 01**

Download Singpass app from the App Store.

STEP 02

Launch the app and complete a one-time setup.

STEP 03

You're all set! You can now access government and private sector services using your fingerprint (for selected smartphones), face (for selected smartphones) or six-digit passcode.

For more information, visit https://app.singpass.gov.sg.

Find step-by-step instructions on the following:

1 [Download Singpass app](#)

2 [Set up Singpass app](#)
- [I have a local mobile number registered with Singpass](#)
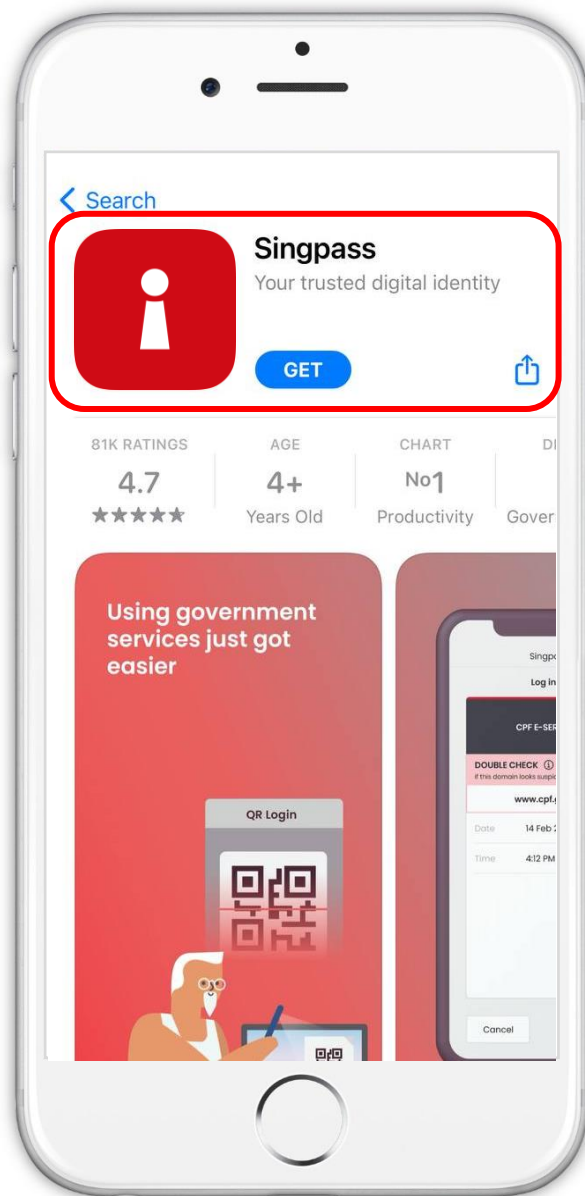- [I do not have a local mobile number registered with Singpass](#)

3 [Singpass app login](#)
- [I am logging in on mobile](#)
- [I am logging in on desktop](#)

Download Singpass app

singpass

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

1 Visit the App Store and download 'Singpass' app.

Check that the developer is **'Government Technology Agency'** before downloading the app.

Setting up Singpass app.
Choose your profile:
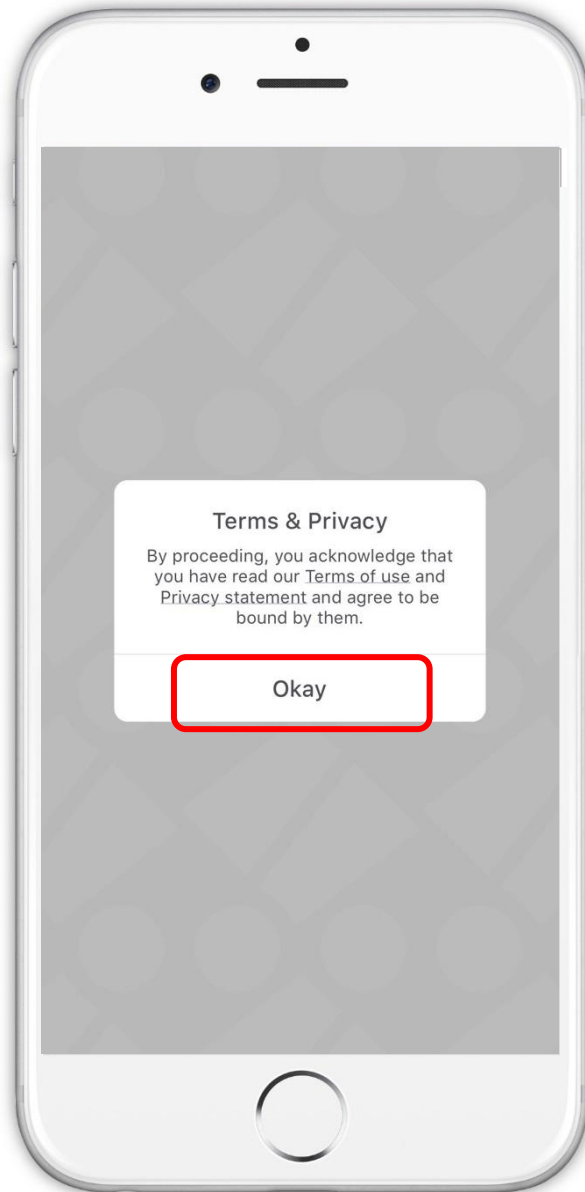
I have a local mobile number registered with Singpass

I do not have a local mobile number registered with Singpass

I have a local mobile number registered with Singpass

Click to find out more!

Set up Singpass app (with local mobile number)

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

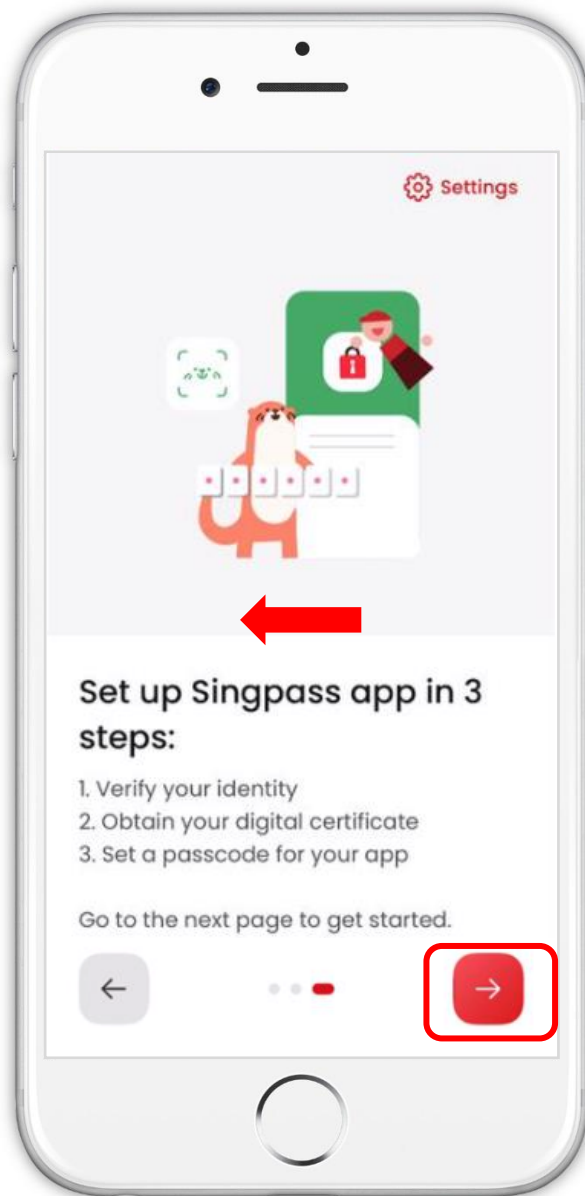**2** Launch the app and read the **Terms & Privacy** statement.

Tap '**Okay**' to proceed to set up your Singpass app.

Terms & Privacy

By proceeding, you acknowledge that you have read our Terms of use and Privacy statement and agree to be bound by them.

Okay

Set up Singpass app (with local mobile number)

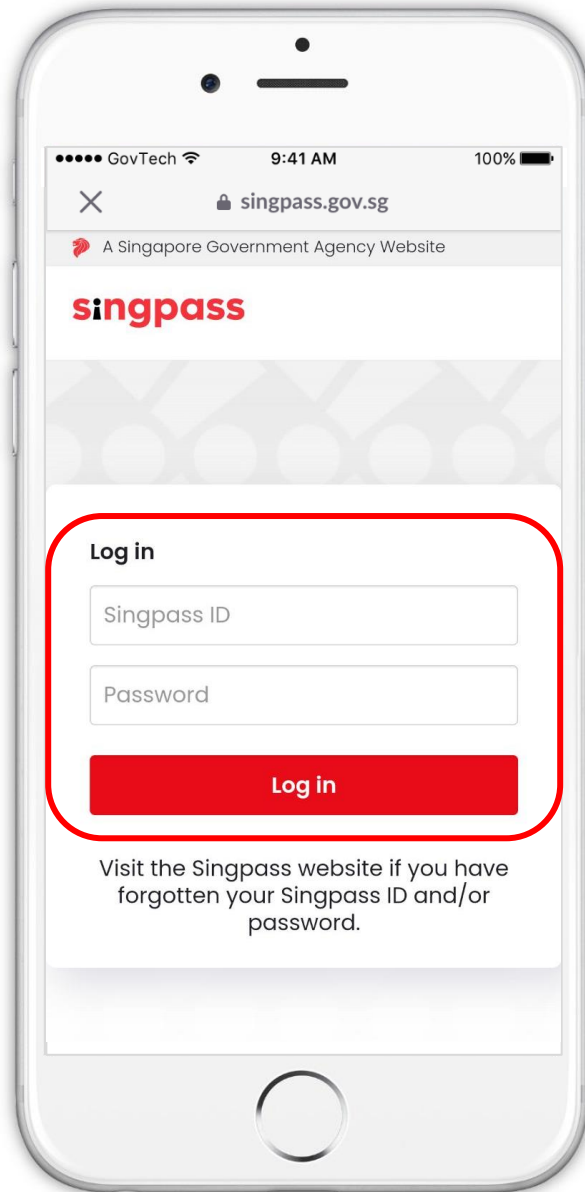|	
1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

2 **Swipe left** or **tap 'Next'** for a quick overview of Singpass app.

Set up Singpass app (with local mobile number)

singpass

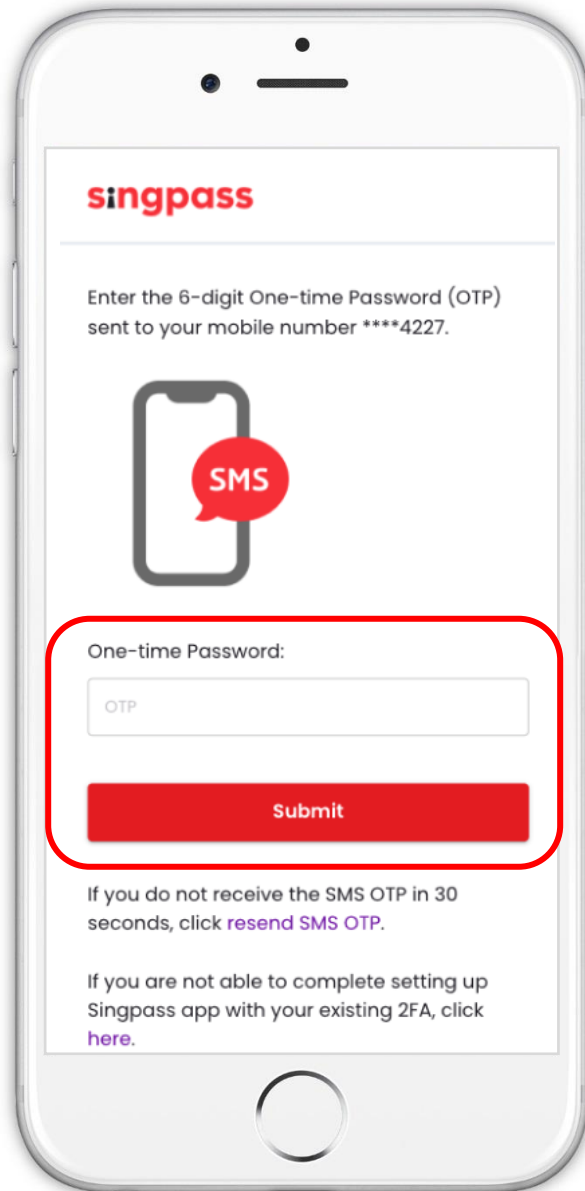|	
1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

2 **Log in** to your Singpass account with your Singpass ID and password.

If you have deactivated your phone's front-facing camera and prefer not to turn it on for Face Verification, click here.
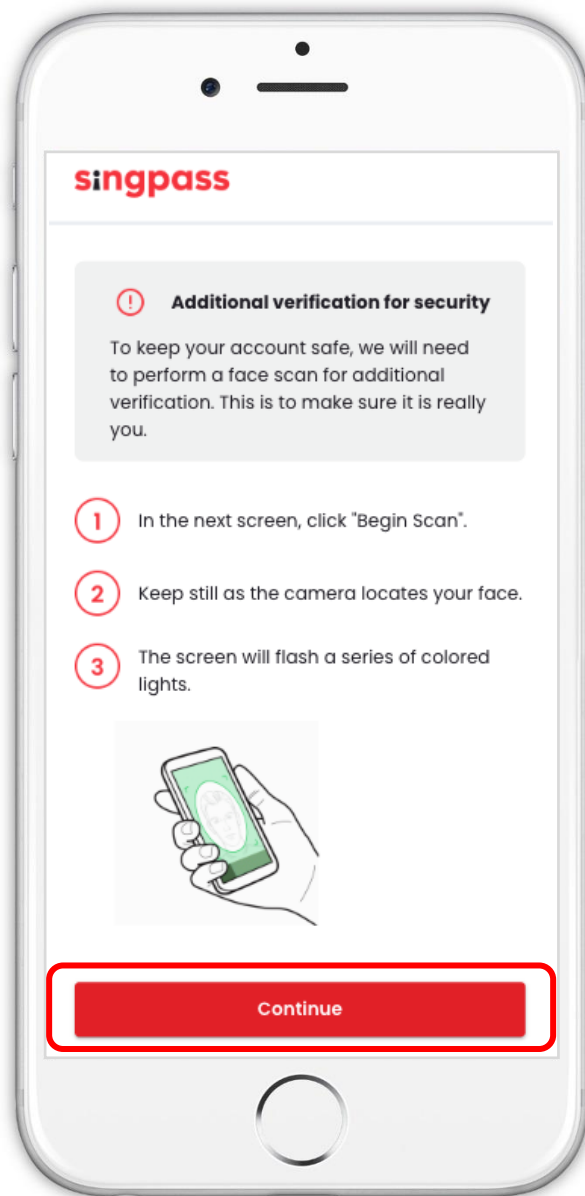
Set up Singpass app (with local mobile number)

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

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Enter the 6-digit One-time Password (OTP) sent to your mobile number ****4227.

One-time Password:

`OTP`

Submit

If you do not receive the SMS OTP in 30 seconds, click resend SMS OTP.

If you are not able to complete setting up Singpass app with your existing 2FA, click here.

2 Enter the **One-Time Password** (OTP) sent via SMS.

Set up Singpass app (with local mobile number)

1 Download Singpass app

2 Set up Singpass app

3 Singpass app login

singpass

⚠ **Additional verification for security**

To keep your account safe, we will need to perform a face scan for additional verification. This is to make sure it is really you.

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 colored lights.

Continue

2 Tap on "**Continue**" to proceed with **Face Verification.** Your face scan will be compared against the government's database to authenticate your identity.

Set up Singpass app (with local mobile number)

singpass

Check your certificates' details

Your authentication and signing certificates will be issued together.

Name
SIMON LIM

NRIC (For Authentication Certificate)
S9312345A

Masked NRIC (For Signing Certificate)
S****345A

Certificate issued by Assurity Trusted Solutions Pte. Ltd.

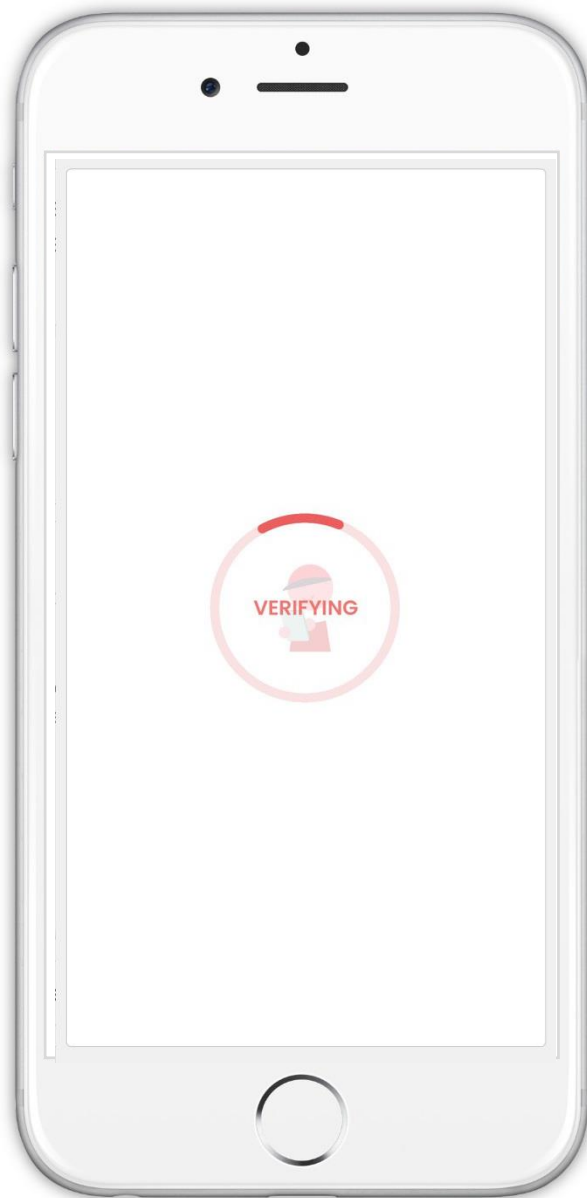☑ My identity details are correct

☑ I am applying on my own behalf

☑ I agree to the terms in the Subscriber Agreement with Assurity Trusted Solutions Pte. Ltd.

Cancel | Continue

2 Confirm your **certificate details** by selecting the checkboxes and tap on '**Continue**' to proceed.

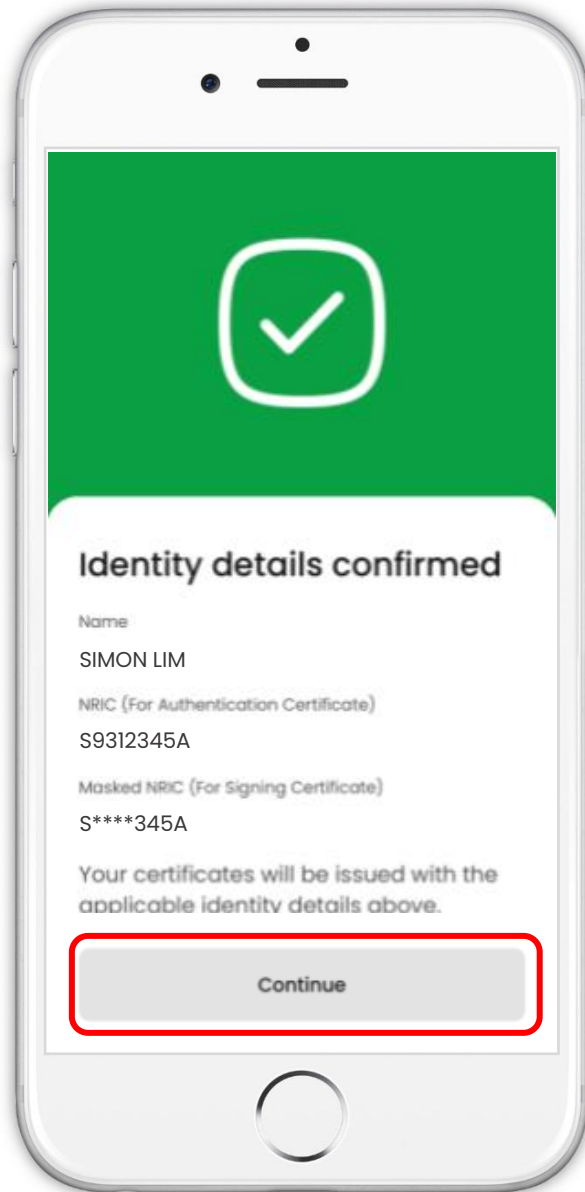# Set up Singpass app (with local mobile number)

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1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

2 Please wait while the app **verifies your identity**.

VERIFYING

Set up Singpass app (with local mobile number)

singpass

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

Identity details confirmed

Name

SIMON LIM

NRIC (For Authentication Certificate)

S9312345A

Masked NRIC (For Signing Certificate)

S****345A

Your certificates will be issued with the applicable identity details above.

Continue

2 Once your identity has been confirmed, select '**Continue**'.
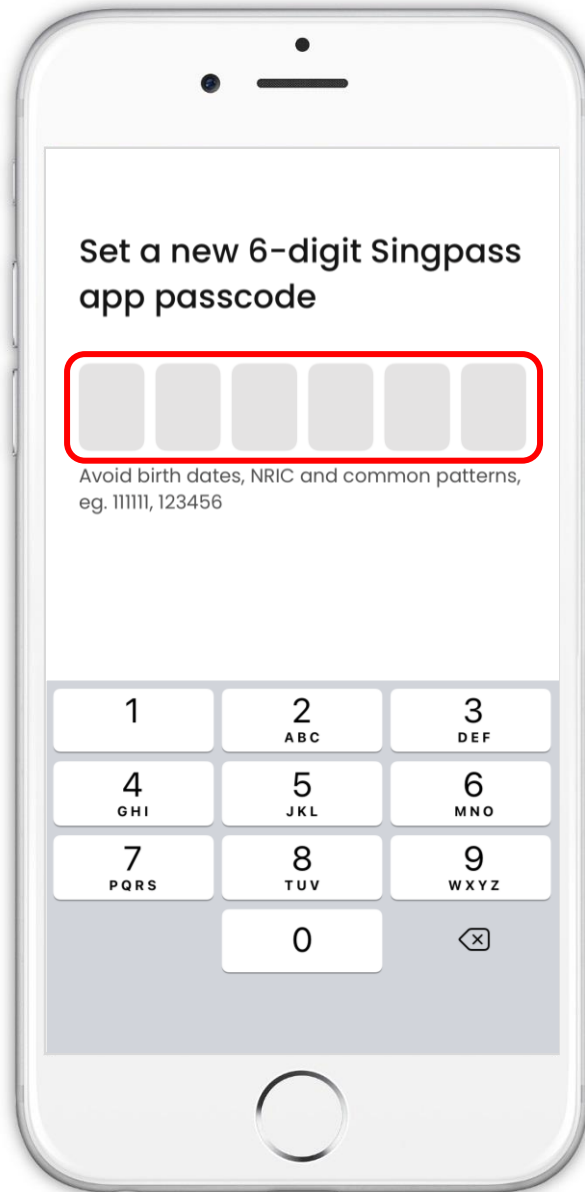
Set up Singpass app (with local mobile number)

1 Download Singpass app

2 Set up Singpass app

3 Singpass app login

Set a new 6-digit Singpass app passcode

Avoid birth dates, NRIC and common patterns, eg. 111111, 123456

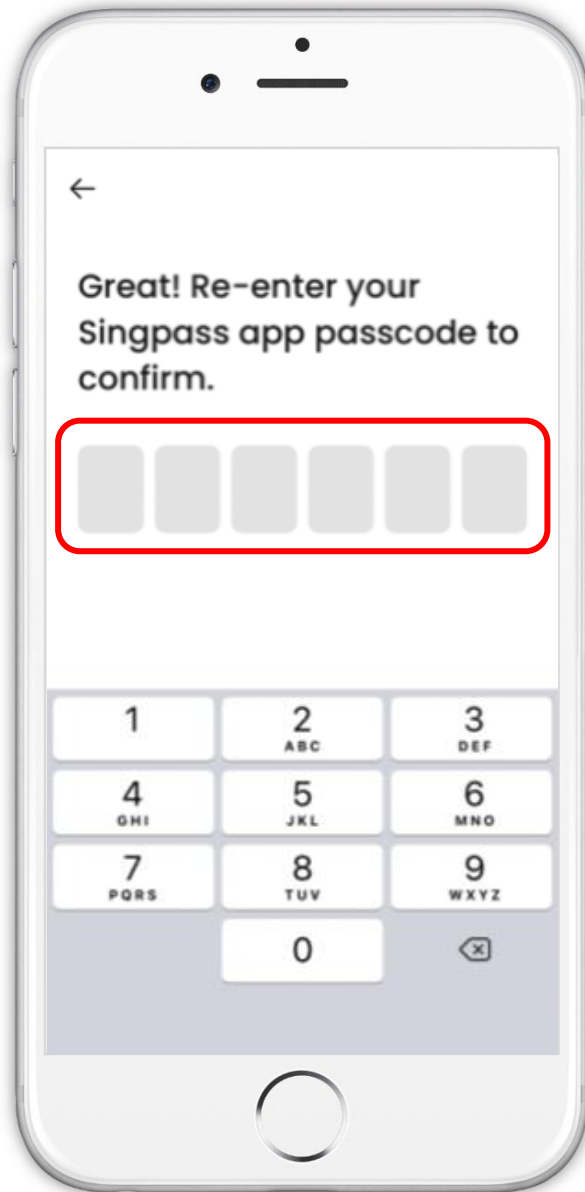| 1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⌫

2 **Set** a six-digit passcode for you to verify your identity when using Singpass app.

ⓘ **When using Singpass app, you can choose to log in using your fingerprint (for selected smartphones), face (for selected smartphones) or this six-digit passcode. Do remember it!**

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Set up Singpass app (with local mobile number)

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1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

Great! Re-enter your Singpass app passcode to confirm.

2 **Re-enter** your passcode to confirm.

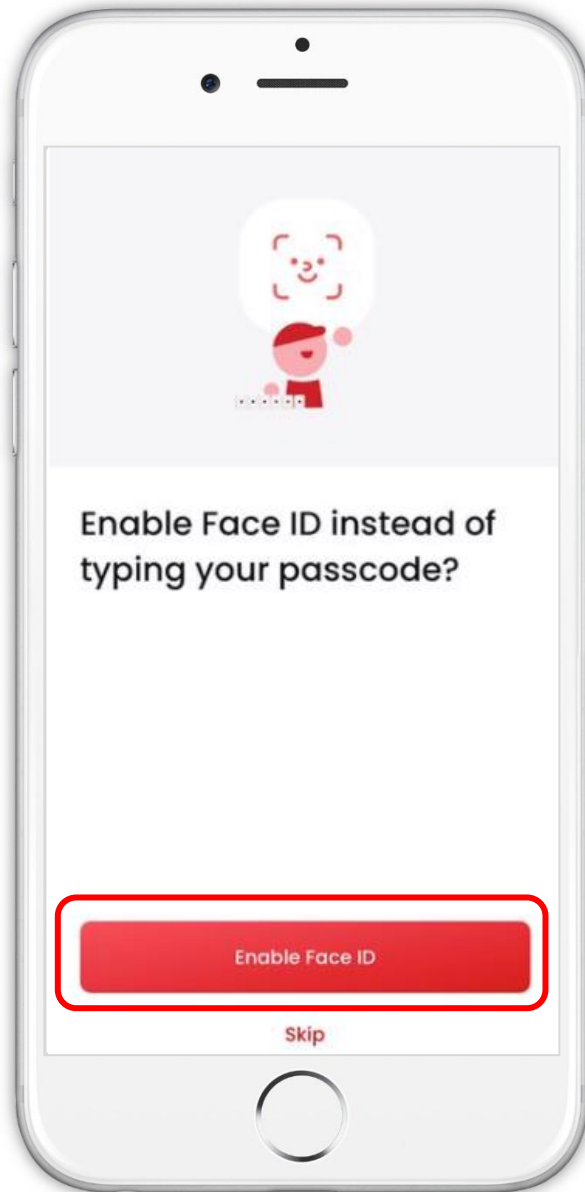# Set up Singpass app (with local mobile number)

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

2 Depending on the available authentication function on your smartphone, you may choose to enable **Biometric Authentication** to log in using your fingerprint.

Enable Touch ID instead of typing your passcode?

Enable Touch ID

Skip

Set up Singpass app (with local mobile number)

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1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

Enable Face ID instead of typing your passcode?

Enable Face ID

Skip

2 Or you may enable **Face ID** to log in.

Set up Singpass app (with local mobile number)

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1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

ACTIVATING...

Don't close the app until Singpass app is activated

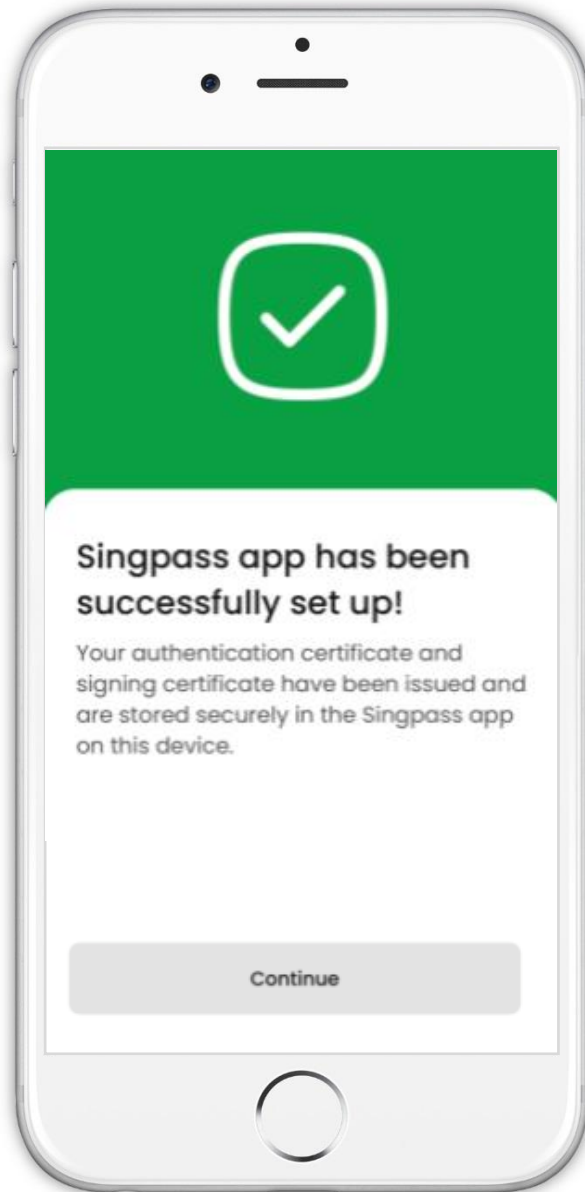This may take up to a minute.

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

(i) **This may take awhile. Do not close the app until activation is complete.**

Set up Singpass app (with local mobile number)

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

2 Congratulations! Your Singpass app is now ready for use!

Singpass app has been successfully set up!

Your authentication certificate and signing certificate have been issued and are stored securely in the Singpass app on this device.

Continue

I do not have a local mobile number registered with Singpass

Click to find out more!

Set up Singpass app (without local mobile number)

singpass

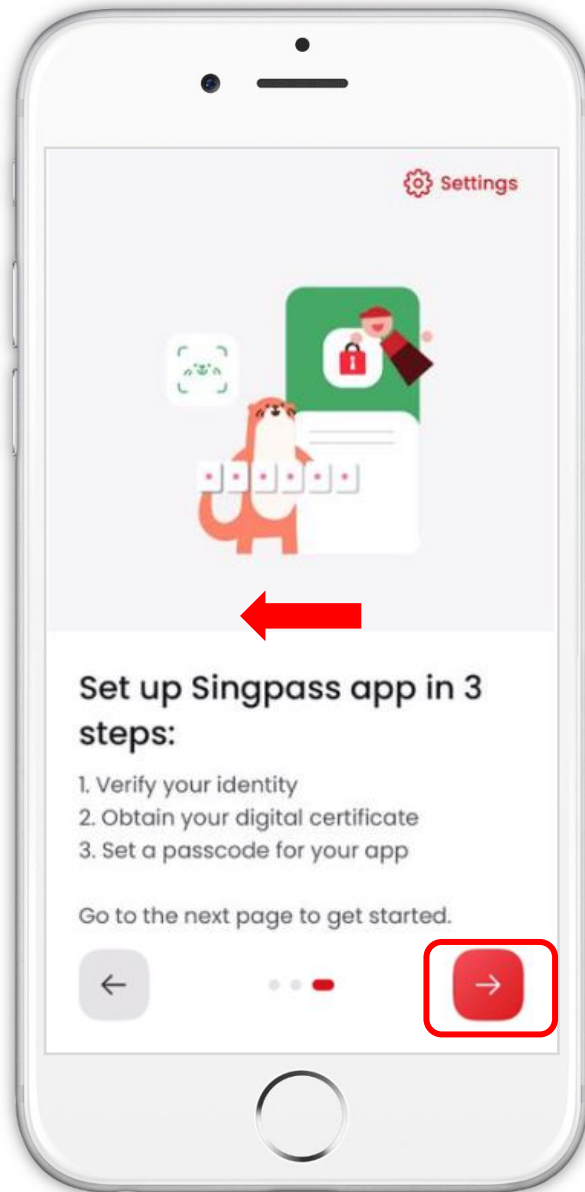|	
1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

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

Tap '**Okay**' to proceed to set up your Singpass app.

Terms & Privacy

By proceeding, you acknowledge that you have read our Terms of use and Privacy statement and agree to be bound by them.

Okay

Set up Singpass app (without local mobile number)

singpass

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

2 **Swipe left** or **tap 'Next'** for a quick overview of Singpass app.

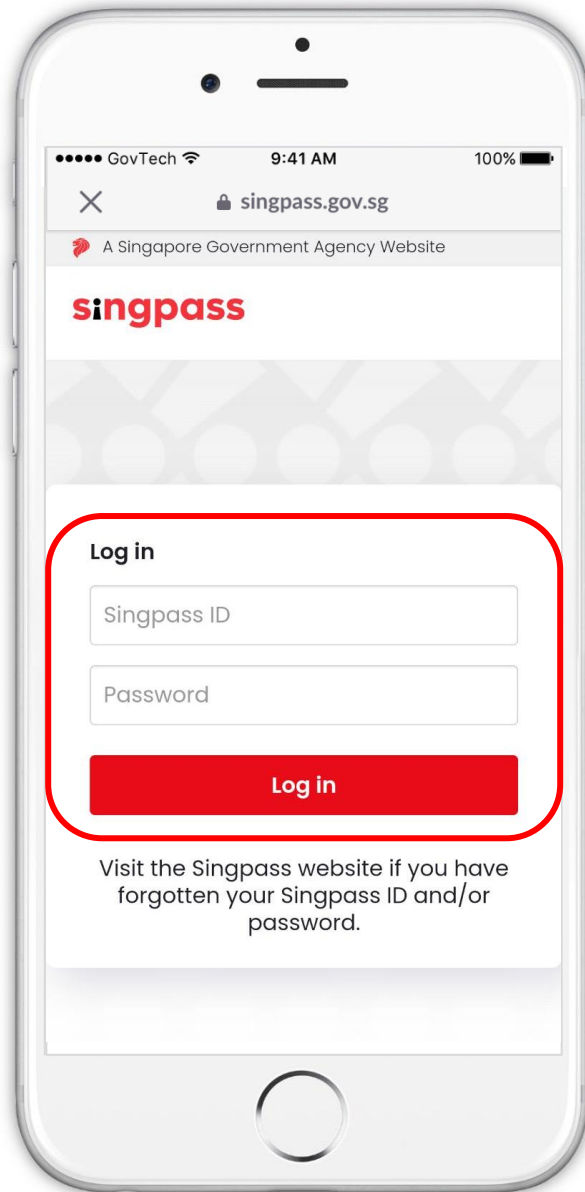# Set up Singpass app (without local mobile number)

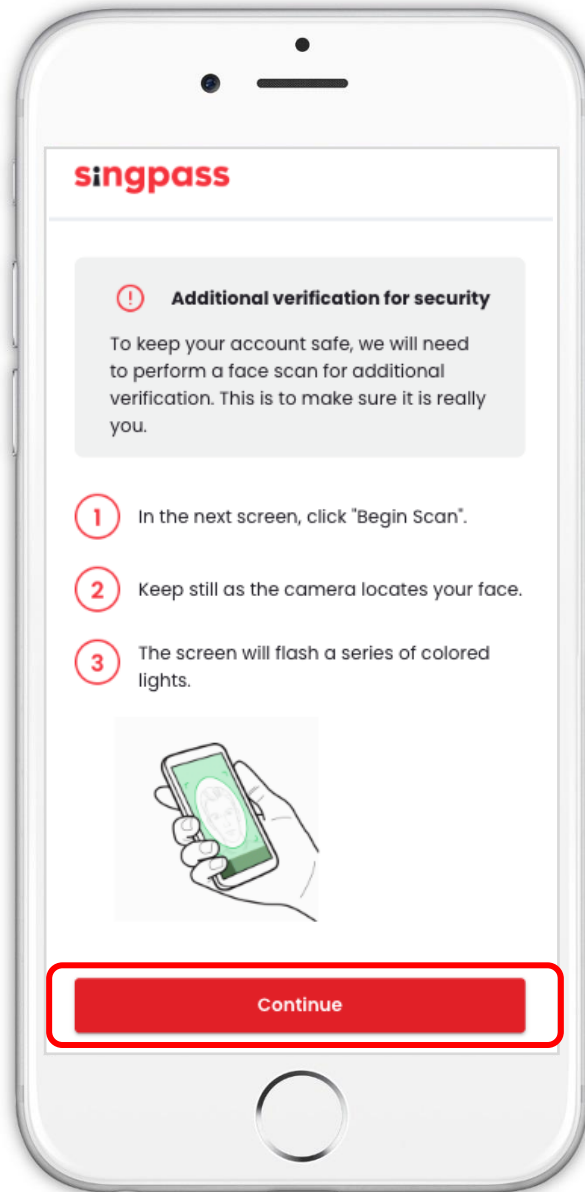|	
1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

2 **Log in** to your Singpass account with your Singpass ID and password.

If you have deactivated your phone's front-facing camera and prefer not to turn it on for Face Verification, <u>click here</u>.

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Set up Singpass app (without local mobile number)

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

singpass

⚠ **Additional verification for security**

To keep your account safe, we will need to perform a face scan for additional verification. This is to make sure it is really you.

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 colored lights.

Continue

2 Tap on "**Continue**" to proceed with **Face Verification.**

Set up Singpass app (without local mobile number)

1 Download Singpass app

2 Set up Singpass app

3 Singpass app login

Check your certificates' details

Your authentication and signing certificates will be issued together.

Name
SIMON LIM

NRIC (For Authentication Certificate)
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Masked NRIC (For Signing Certificate)
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Certificate issued by Assurity Trusted Solutions Pte. Ltd.

✅ My identity details are correct
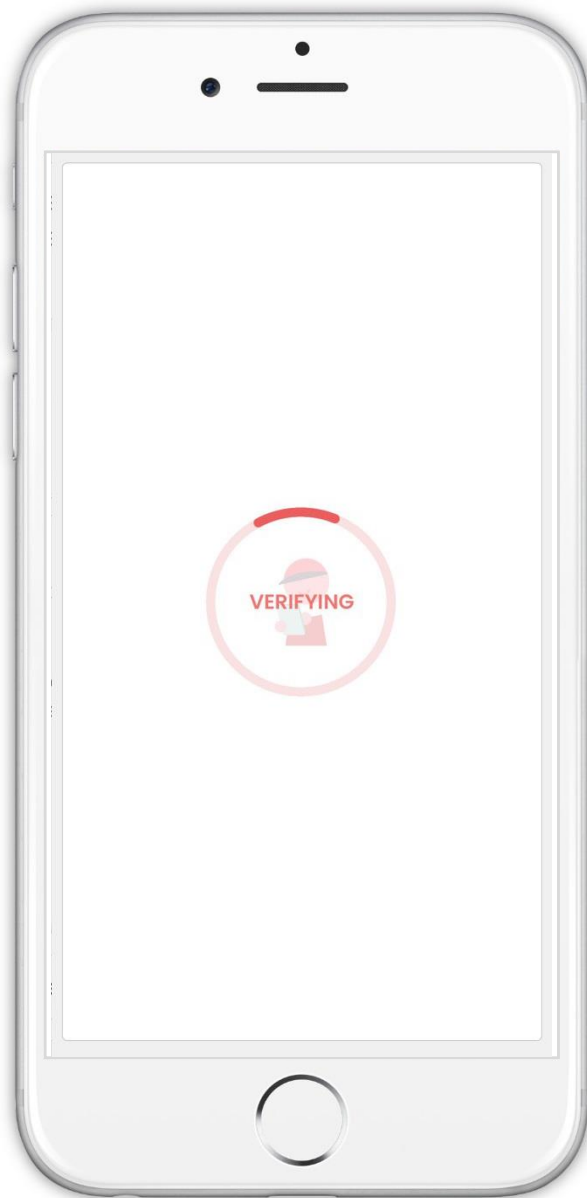
✅ I am applying on my own behalf

✅ I agree to the terms in the Subscriber Agreement with Assurity Trusted Solutions Pte. Ltd.

Cancel   Continue

2 Confirm your **certificate details** by selecting the checkboxes and tap on '**Continue**' to proceed.

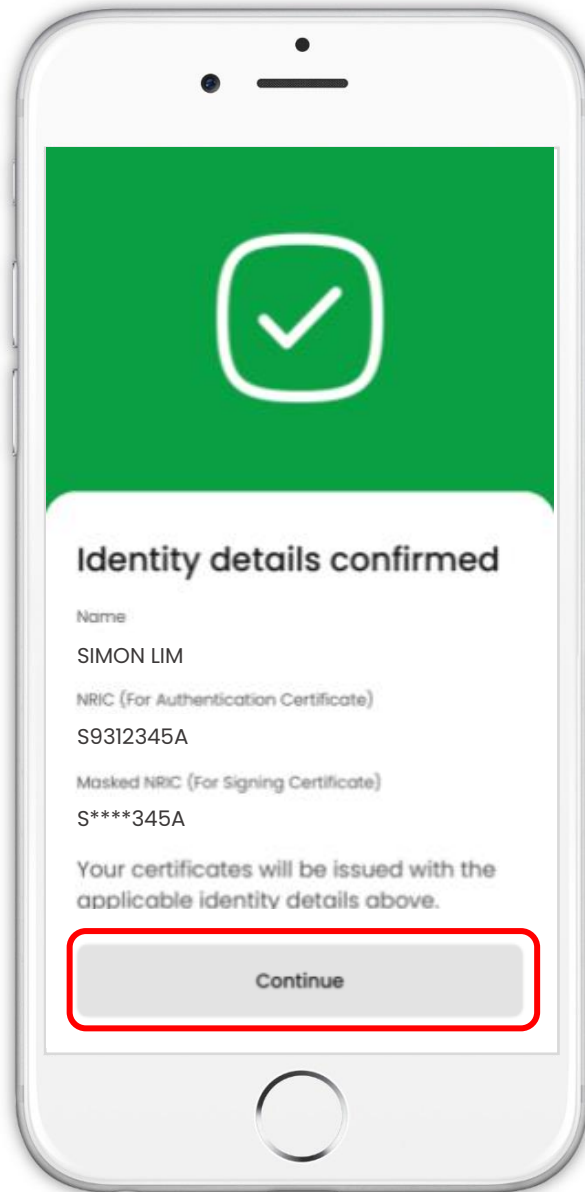# Set up Singpass app (without local mobile number)

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

2 Please wait while the app **verifies your identity**.

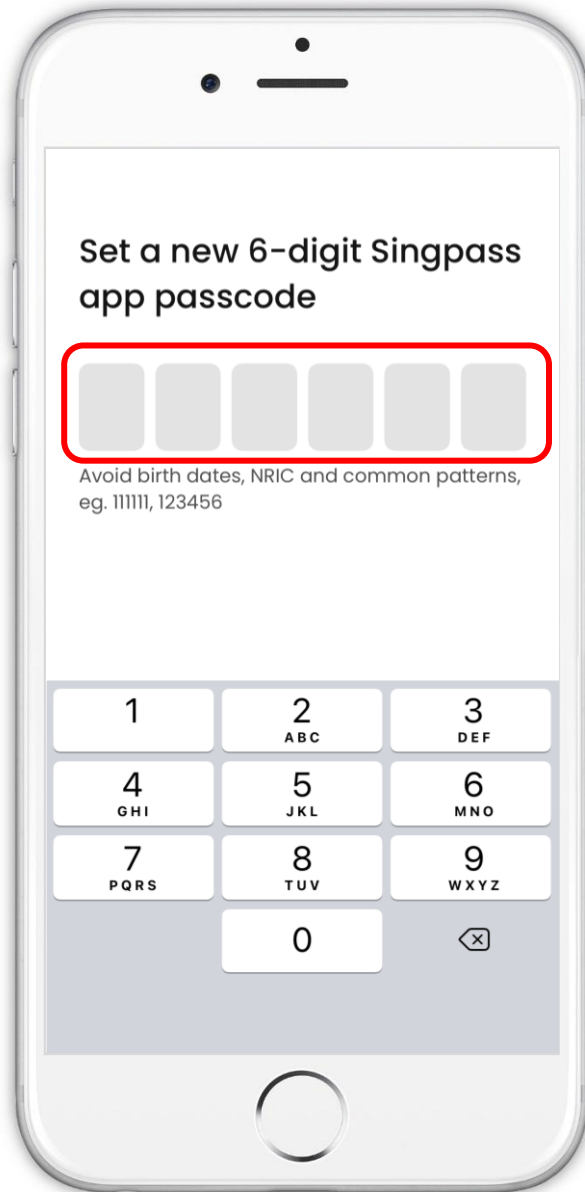# Set up Singpass app (without local mobile number)

1 Download Singpass app

2 Set up Singpass app

3 Singpass app login

2 Once your identity has been confirmed, select '**Continue**'.

Set up Singpass app (without local mobile number)

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

2 **Set** a six-digit passcode for you to verify your identity when using Singpass app.

Set a new 6-digit Singpass app passcode

Avoid birth dates, NRIC and common patterns, eg. 111111, 123456

(i) **When using Singpass app, you can choose to log in using your fingerprint (for selected smartphones), face (for selected smartphones) or this six-digit passcode. Do remember it!**

Set up Singpass app (without local mobile number)

1 Download Singpass app
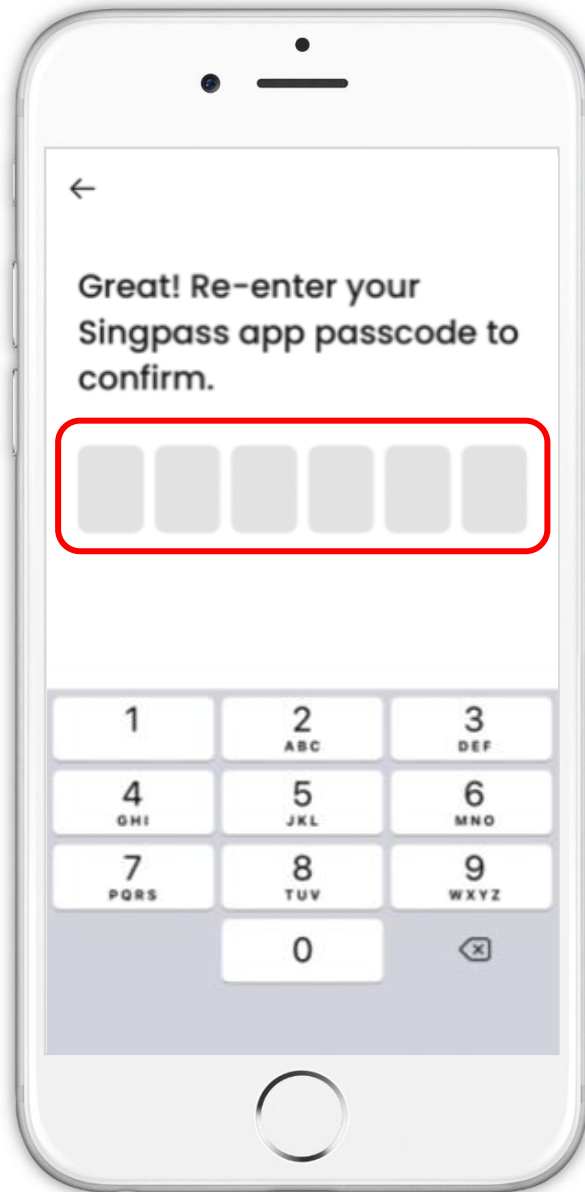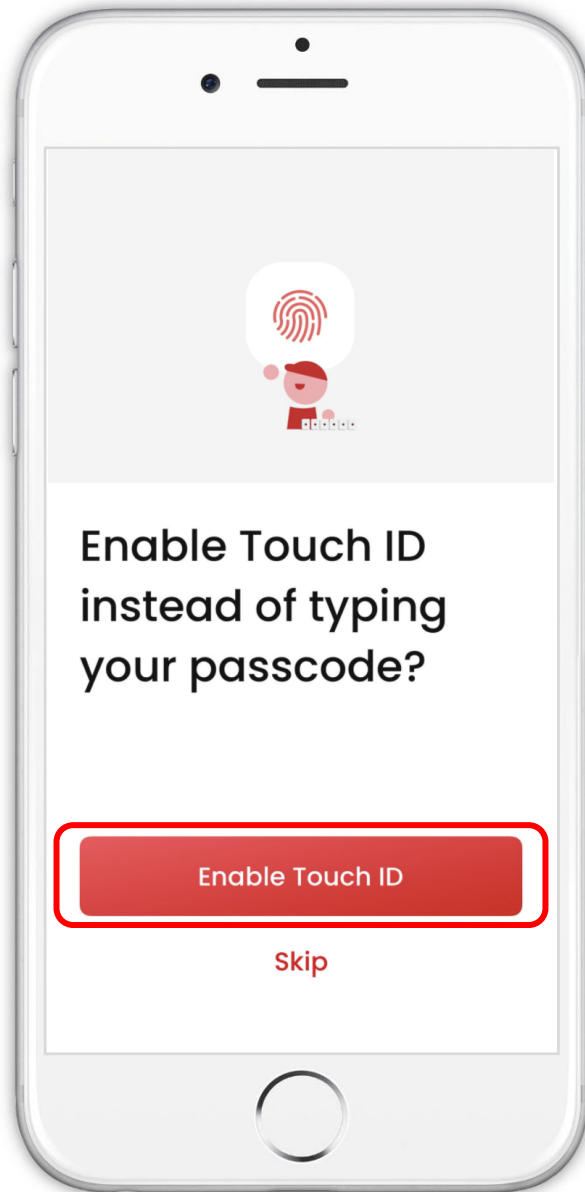
2 Set up Singpass app

3 Singpass app login

Great! Re-enter your Singpass app passcode to confirm.

2 **Re-enter** your passcode to confirm.

Set up Singpass app (without local mobile number)

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Enable Touch ID instead of typing your passcode?

Enable Touch ID

Skip

2 Depending on the available authentication function on your smartphone, you may choose to enable **Biometric Authentication** to log in using your fingerprint.

Set up Singpass app (without local mobile number)

singpass

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

2 Or you may enable **Face ID** to log in.

Enable Face ID instead of typing your passcode?

Enable Face ID

Skip

Set up Singpass app (without local mobile number)

singpass

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

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

ACTIVATING...

Don't close the app until Singpass app is activated

This may take up to a minute.

i **This may take awhile. Do not close the app until activation is complete.**

Set up Singpass app (without local mobile number)

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

2 Congratulations! Your Singpass app is now ready for use!

Singpass app has been successfully set up!

Your authentication certificate and signing certificate have been issued and are stored securely in the Singpass app on this device.
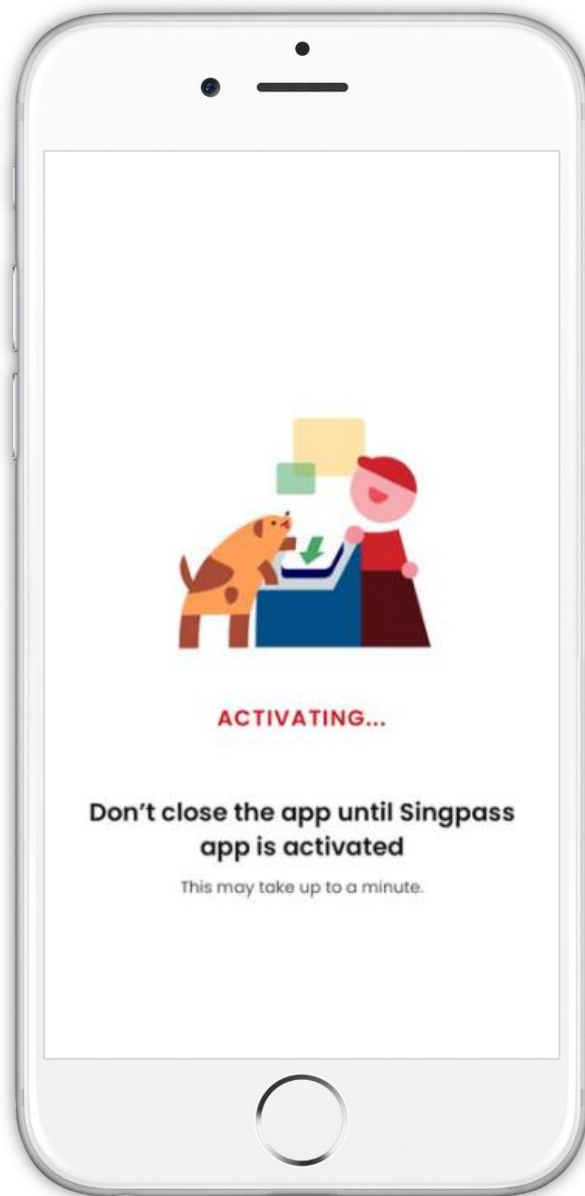
Continue

I have deactivated my phone's front-facing camera and would prefer not to turn it on for Singpass Face Verification

Click to find out more!

Set up Singpass app (camera deactivated)

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

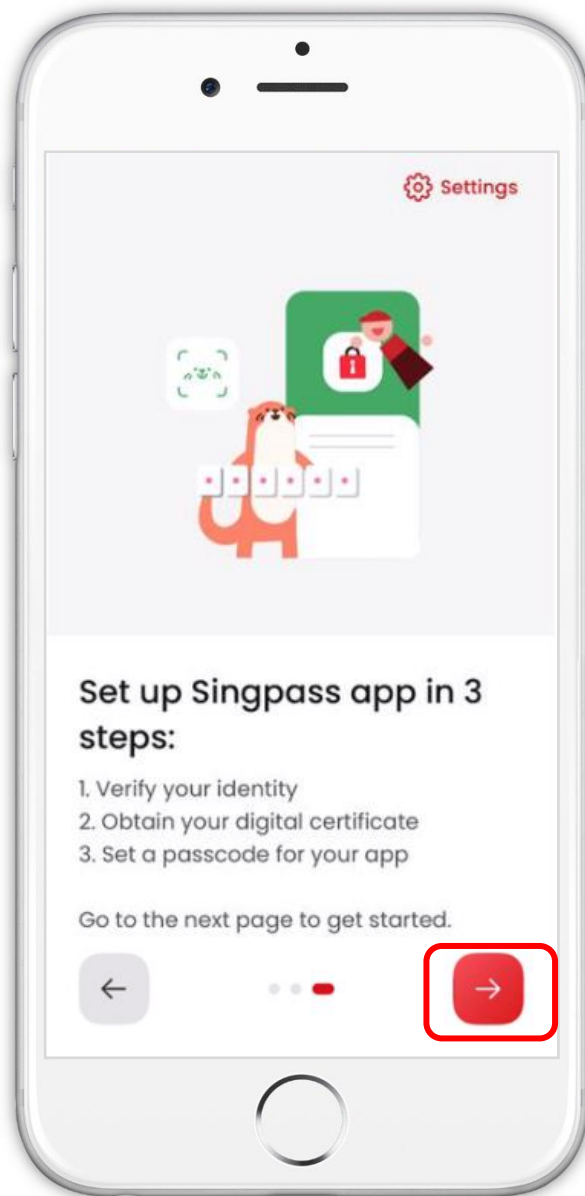**2** Launch the app and read the **Terms & Privacy** statement.

Tap '**Okay**' to proceed to set up your Singpass app.

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Set up Singpass app (camera deactivated)

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1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

2 **Swipe left** or **tap 'Next'** for a quick overview of Singpass app.

Set up Singpass app (camera deactivated)

1 Download Singpass app

2 Set up Singpass app

3 Singpass app login
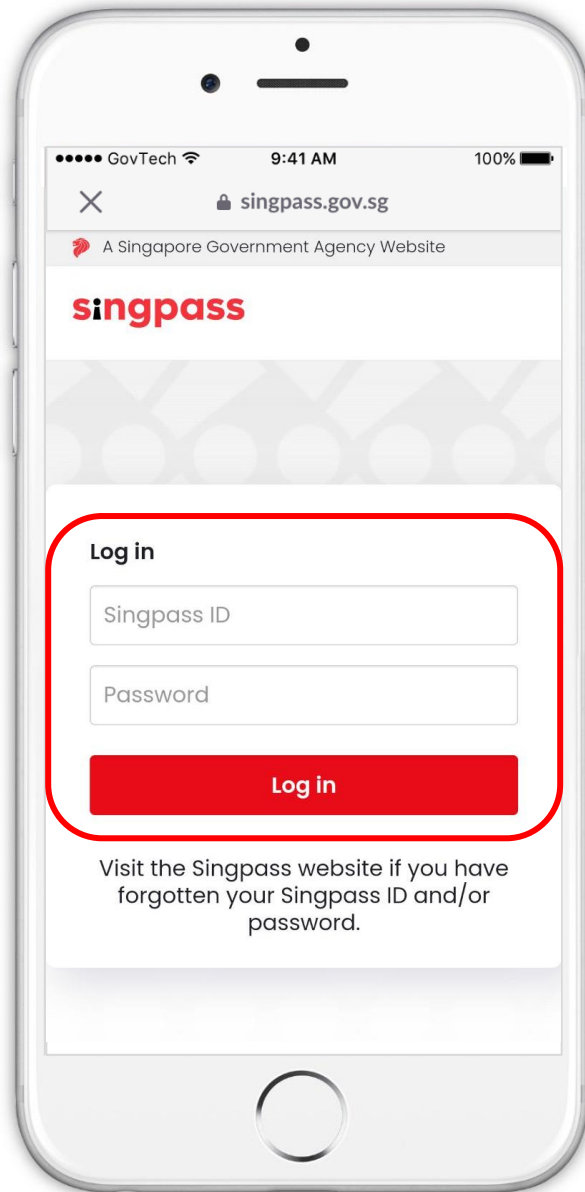
2 **Log in** to your Singpass account with your Singpass ID and password.

Set up Singpass app (camera deactivated)

singpass

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

A Singapore Government Agency Website

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ON GOVERNMENT SERVICE

Private & Confidential

Mail a PIN to my address
Processing time: 3 working days
(for SG addresses)

2 Click on the **box**
to request for a PIN mailer.

Set up Singpass app (camera deactivated)

1 Download Singpass app

2 Set up Singpass app

3 Singpass app login

singpass

Is the postal code correct?

We'll mail a PIN to your registered address.

ON GOVERNMENT SERVICE

Private & Confidential

Your Postal Code: **100010**

If the postal code is incorrect, please refer to these instructions to update your address.

Yes, mail the PIN to this address
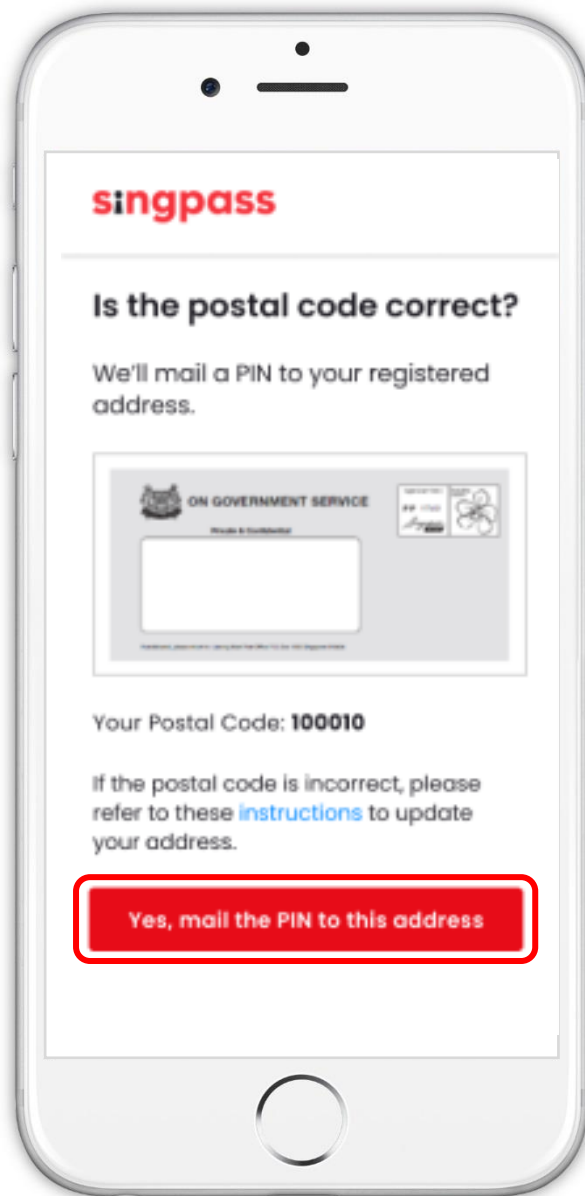
2 Verify your residential address, then tap on '**Yes, mail the PIN to this address**'.

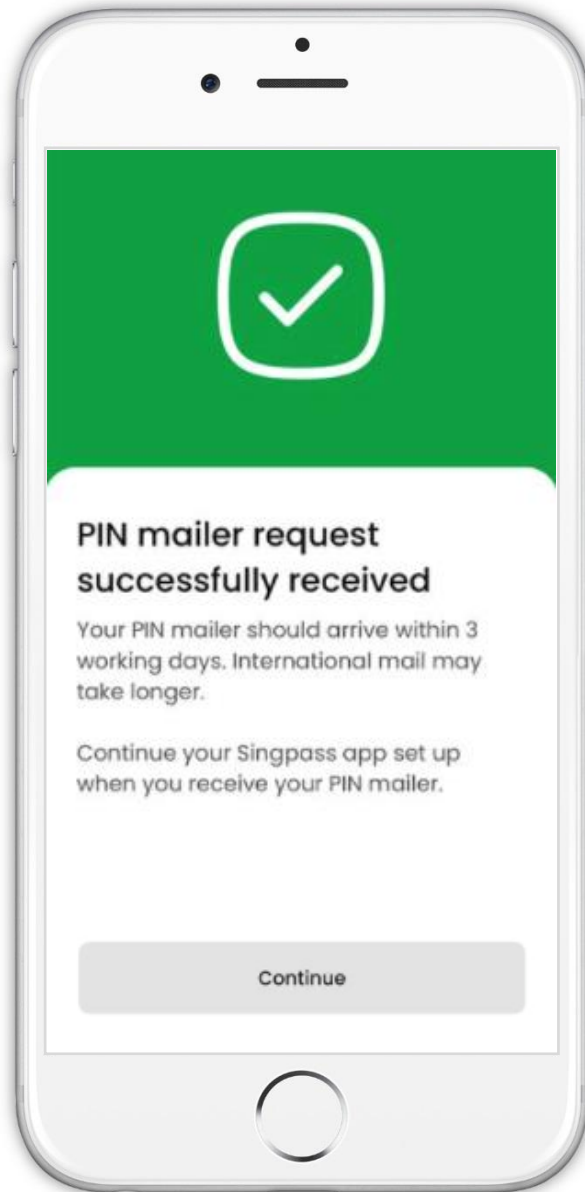A PIN mailer will be sent to this address to activate your app.

i **You will only see a postal code for Singapore addresses.**

Set up Singpass app (camera deactivated)

singpass

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

PIN mailer request successfully received

Your PIN mailer should arrive within 3 working days. International mail may take longer.

Continue your Singpass app set up when you receive your PIN mailer.

Continue

2 Wait for the PIN mailer to reach you at your registered address.

The PIN mailer may take up to five working days to arrive.

ⓘ **International mail may take longer to arrive.**

Set up Singpass app (camera deactivated)

1 Download Singpass app

2 Set up Singpass app

3 Singpass app login

A Singapore Government Agency Website

singpass

ON GOVERNMENT SERVICE

Private & Confidential

Enter the 8-digit PIN in the mailer that was sent to you.

Activation pin*:

PIN

Doesn't work? Request a new PIN

Submit

2 When you have received your PIN mailer, launch the Singpass app and **enter the One-Time Password** found in the PIN mailer.

Set up Singpass app (camera deactivated)

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1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

2 Confirm your **certificate details** by selecting the checkboxes and tap on '**Continue**' to proceed.

Set up Singpass app (camera deactivated)

singpass
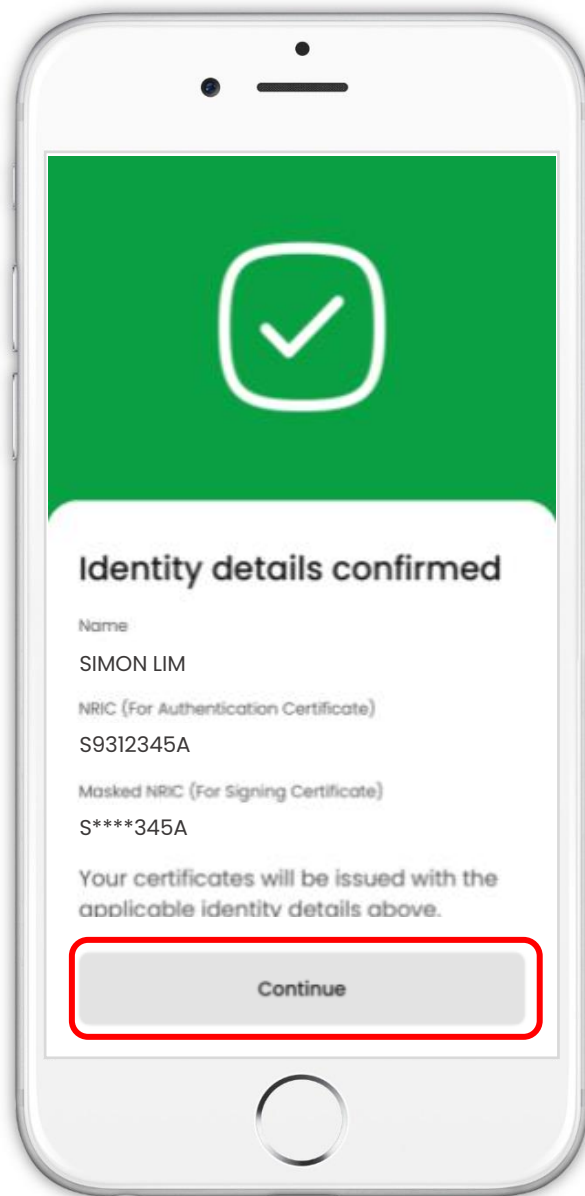
1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

2 Please wait while the app **verifies your identity**.

VERIFYING

Set up Singpass app (camera deactivated)

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

2 Once your identity has been confirmed, select '**Continue**'.
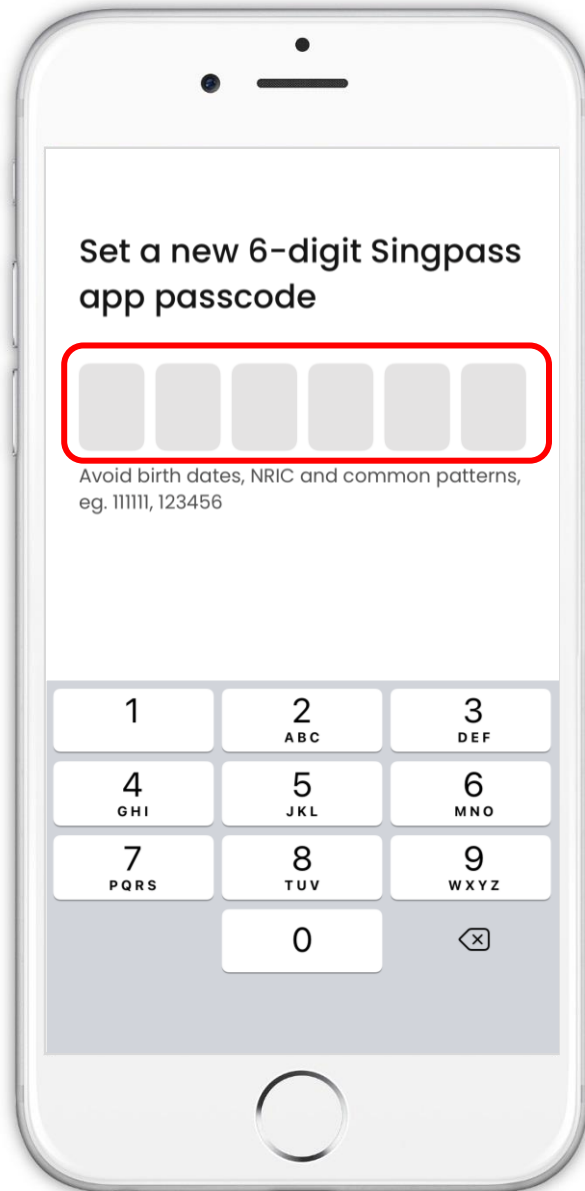
Set up Singpass app (camera deactivated)

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1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

Set a new 6-digit Singpass app passcode

Avoid birth dates, NRIC and common patterns, eg. 111111, 123456

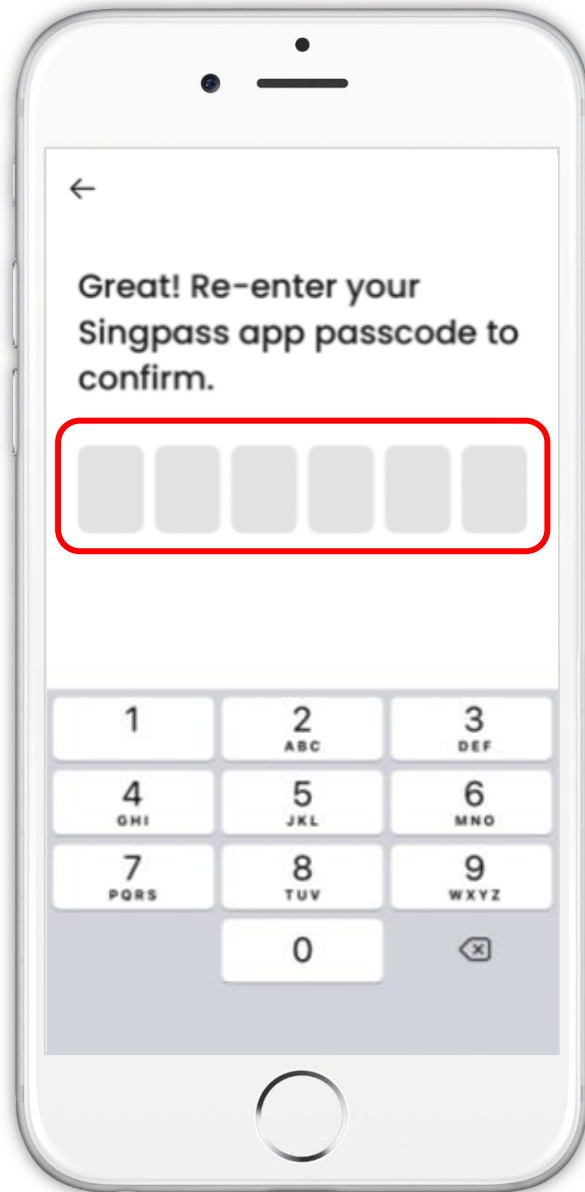| 1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⊗

2 **Set** a six-digit passcode for you to verify your identity when using Singpass app.

ⓘ **When using Singpass app, you can choose to log in using your fingerprint (for selected smartphones), face (for selected smartphones) or this six-digit passcode. Do remember it!**

Set up Singpass app (camera deactivated)
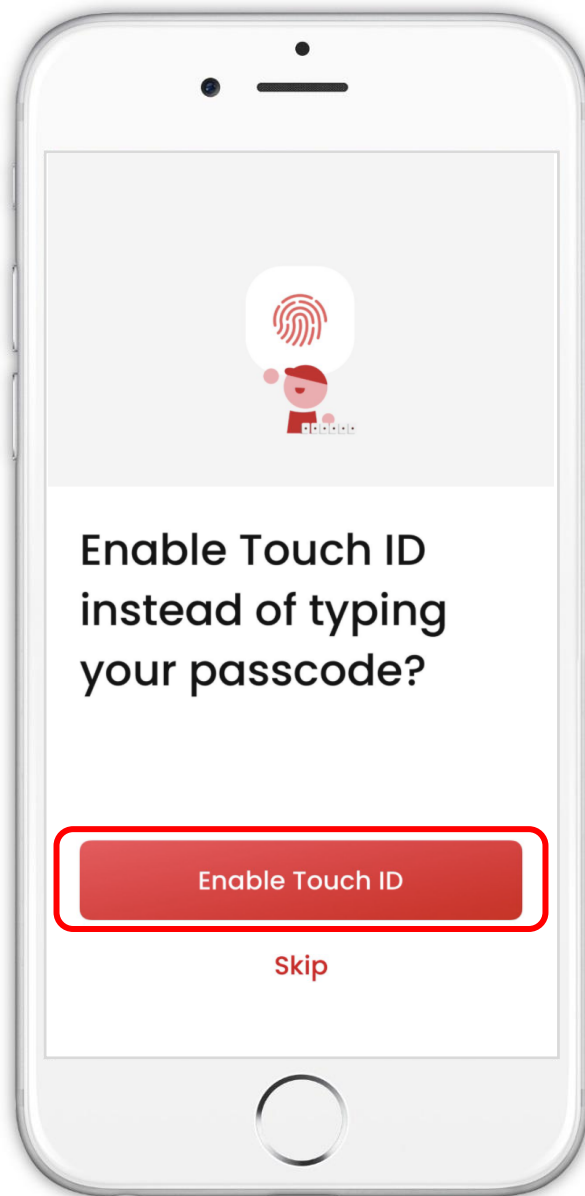
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1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

Great! Re-enter your Singpass app passcode to confirm.

2 **Re-enter** your passcode to confirm.

Set up Singpass app (camera deactivated)

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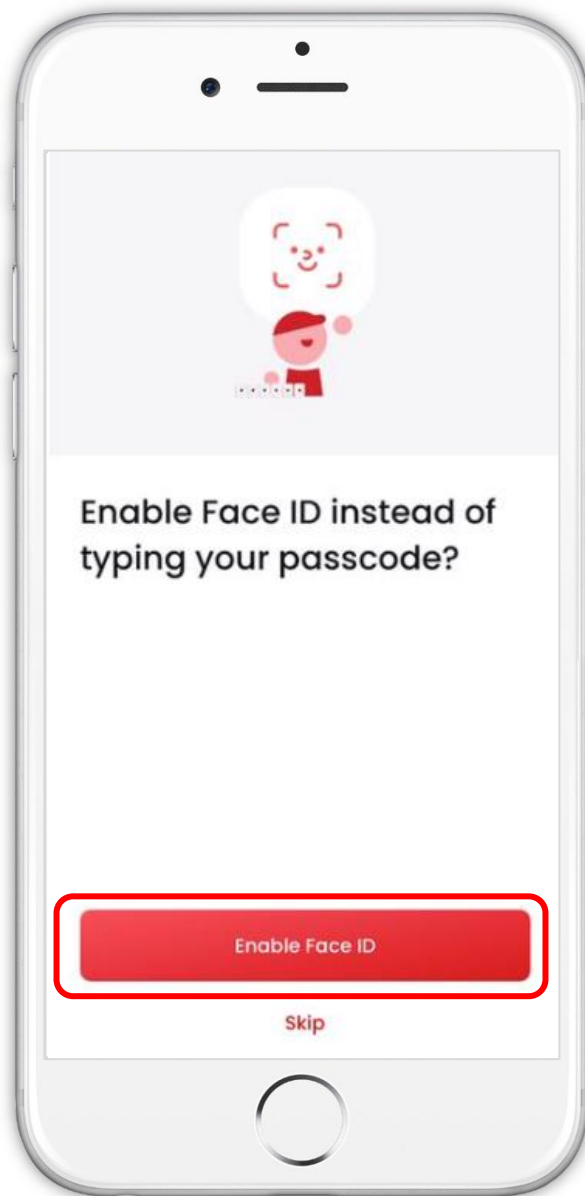|	
1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

2 Depending on the available authentication function on your smartphone, you may choose to enable **Biometric Authentication** to log in using your fingerprint.
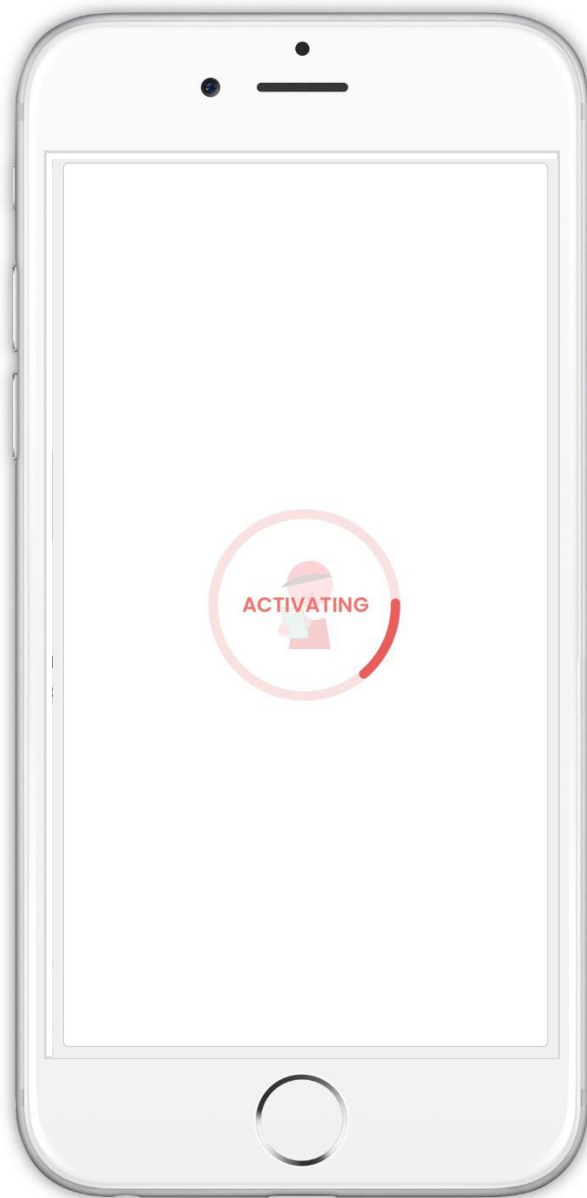
Enable Touch ID instead of typing your passcode?

Enable Touch ID

Skip

Set up Singpass app (camera deactivated)

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

2 Or you may enable **Face ID** to log in.

Enable Face ID instead of typing your passcode?

Enable Face ID

Skip

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Set up Singpass app (camera deactivated)

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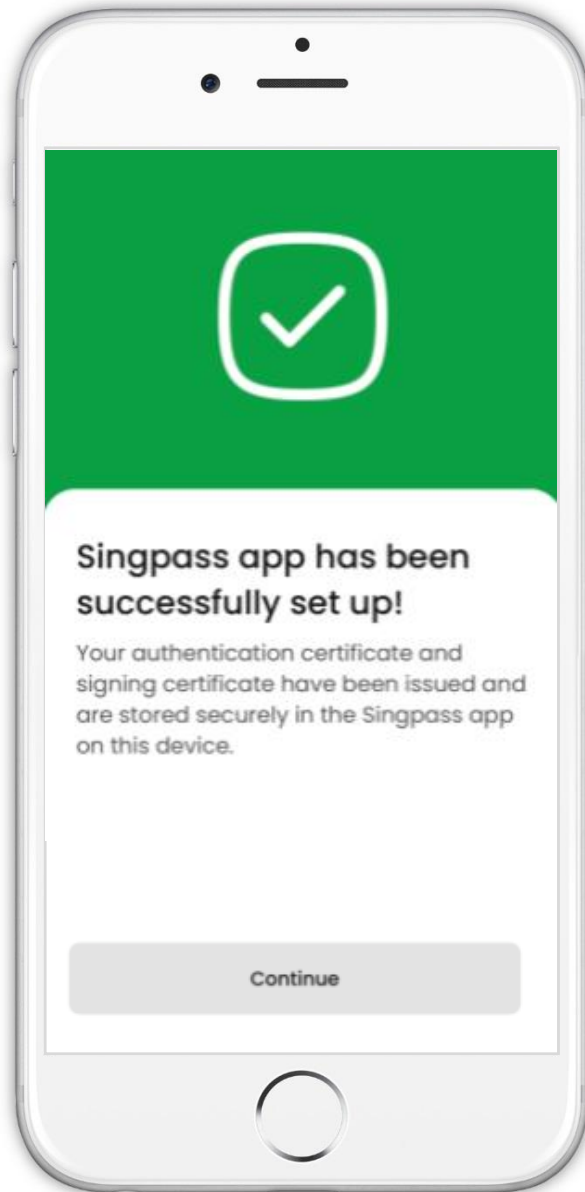|	
1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

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

ACTIVATING

ⓘ **This may take awhile. Do not close the app until activation is complete.**

Set up Singpass app (camera deactivated)

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login

2 Congratulations! Your Singpass app is now ready for use!

Singpass app has been successfully set up!

Your authentication certificate and signing certificate have been issued and are stored securely in the Singpass app on this device.

Continue

Now that you have successfully set up your Singpass app, learn how to log in to digital services using Singpass app QR Code:

**I am logging in
on mobile**

**I am logging in
on desktop**

You do not need to enter your Singpass ID or password!

If you are logging in on a mobile device,

QR Login allows you to log in by tapping a Singpass QR code on the login page.

Click to find out more!

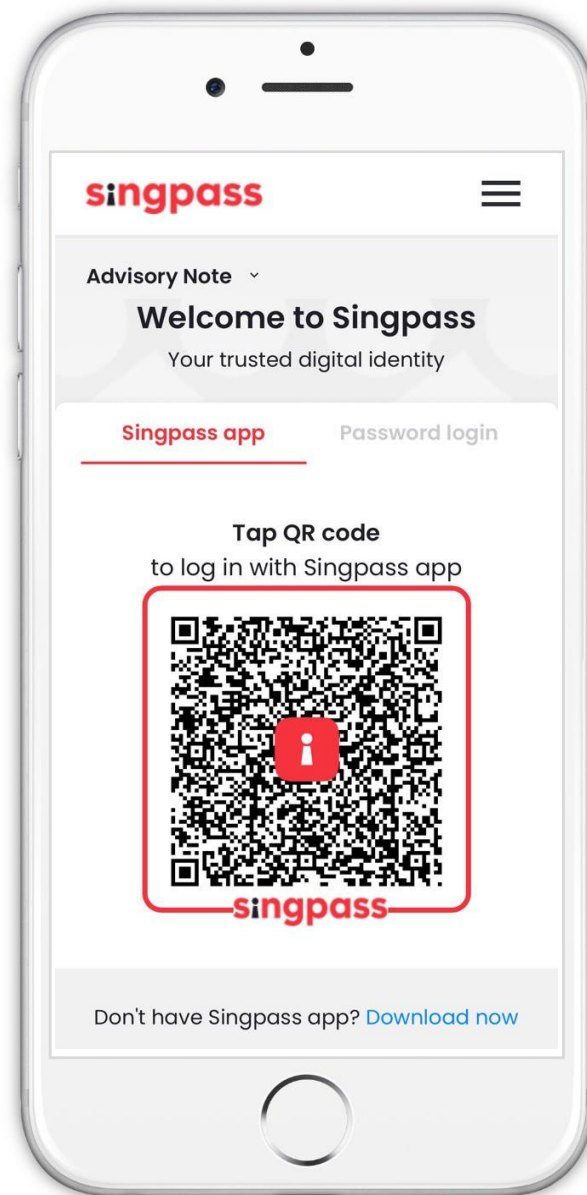# Singpass app login – On mobile

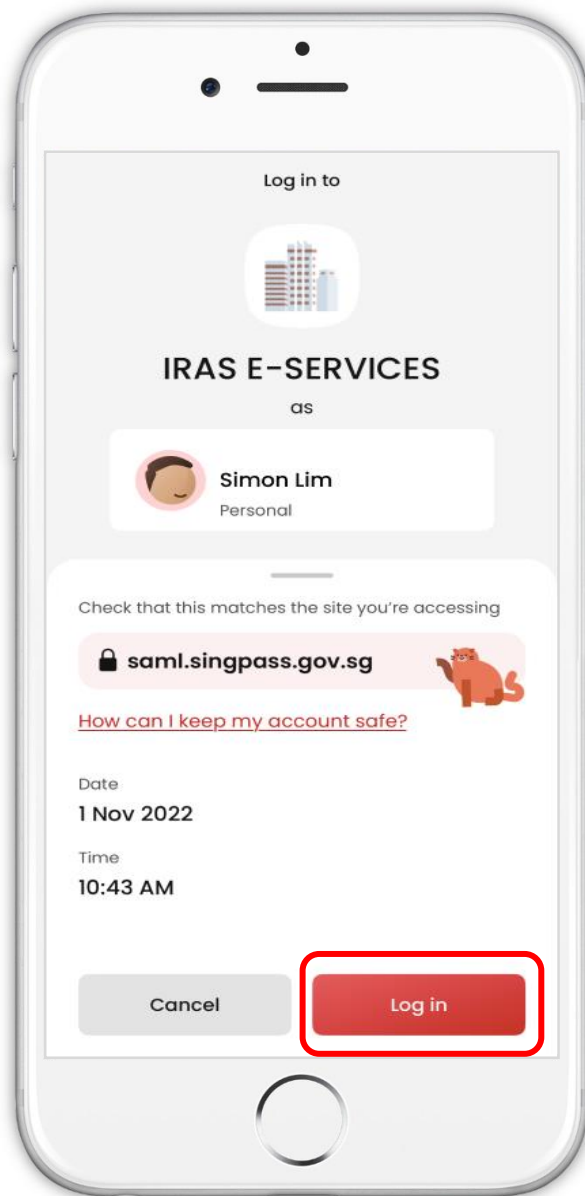| 1	Download Singpass app
2	Set up Singpass app
3	Singpass app login **a. Mobile** b. Desktop

3 You will be redirected to Singpass login page whenever prompted to log in with Singpass when accessing a digital service.

Tap (touch and release) on the QR code to launch the Singpass app.

Singpass app login – On mobile

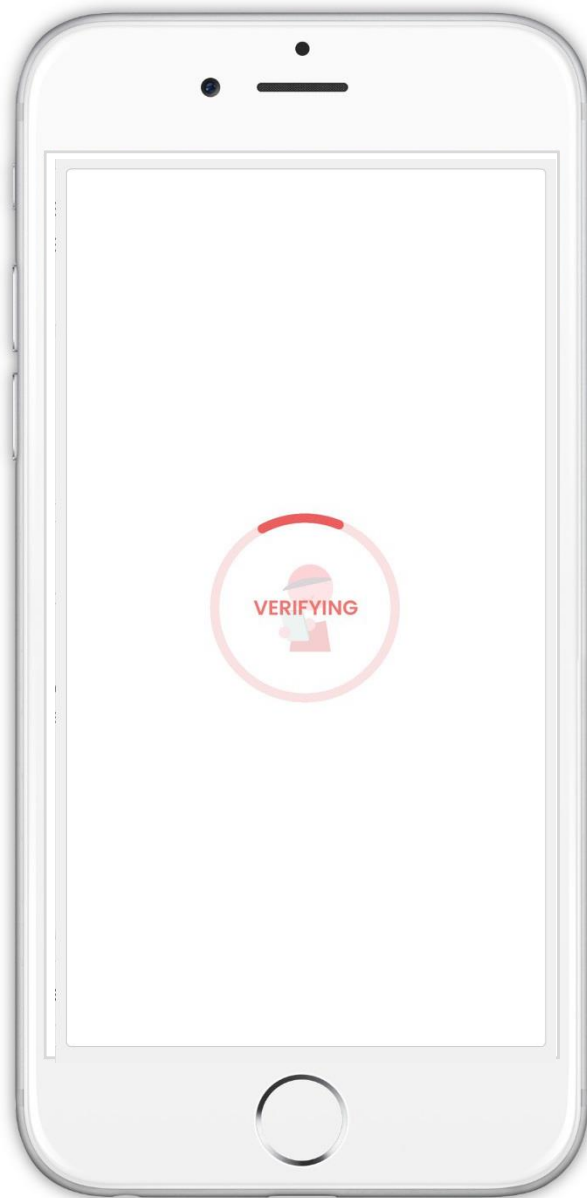| 1	Download Singpass app
2	Set up Singpass app
3	Singpass app login **a. Mobile** b. Desktop

3 Confirm your login request on the Singpass app by tapping on the '**Log in**' button.

You will be prompted to use either of the following to verify your identity:

1. Fingerprint (for selected smartphones)

2. Face (for selected smartphones)

3. Six-digit passcode

Singpass app login – On mobile

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login **a. Mobile** b. Desktop

3 Please wait while the app **verifies your identity**.

VERIFYING

Singpass app login – On mobile

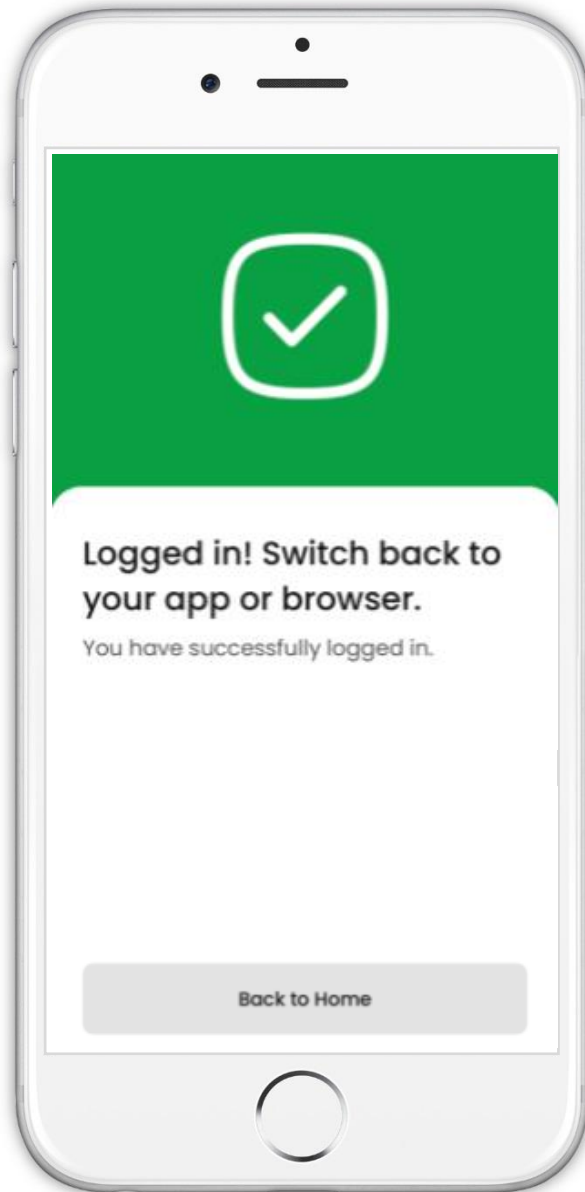| 1	Download Singpass app
2	Set up Singpass app
3	Singpass app login **a. Mobile** b. Desktop

3 Success! You are now logged in!

You will be automatically directed back to the digital service page which you are trying to access.

Logged in! Switch back to your app or browser.

You have successfully logged in.

Back to Home

If you are logging in on a desktop browser,

QR Login allows you to log in by
scanning a Singpass QR code on the login page.

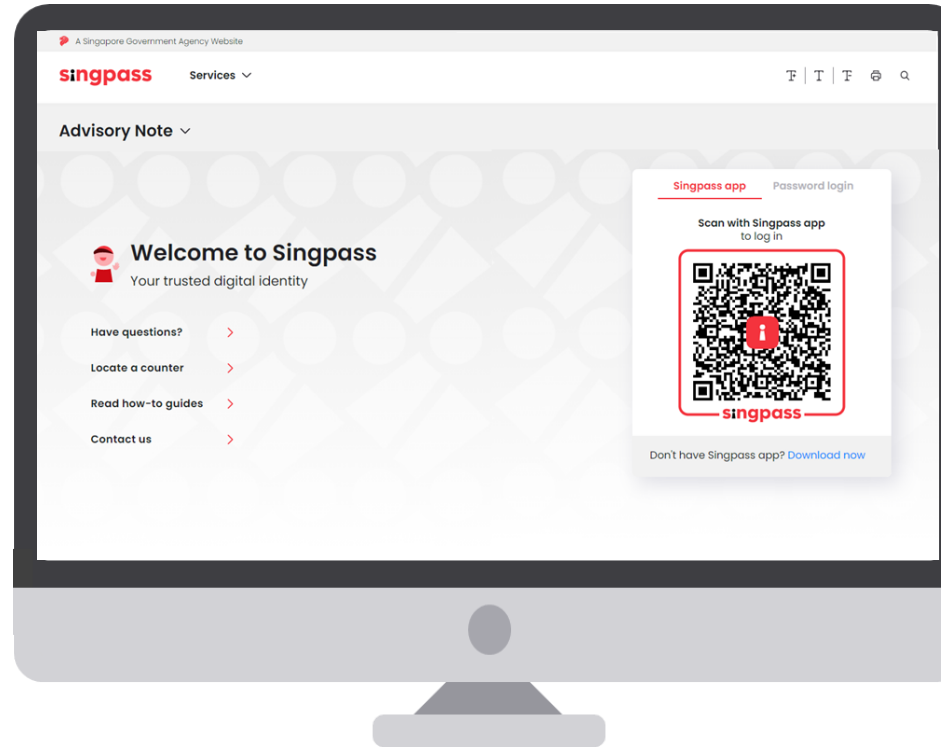**Click to find out more!**

Singpass app login – On desktop

singpass

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login a. Mobile **b. Desktop**

3 You will be redirected to Singpass login page whenever prompted to log in with Singpass when accessing a digital service.
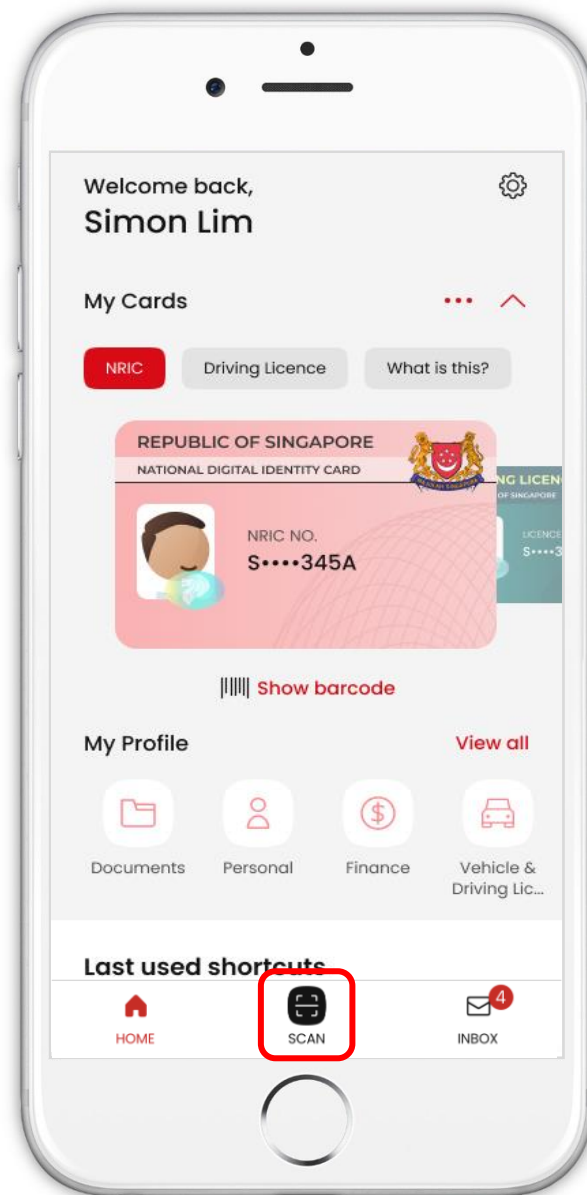
Singpass app login – On desktop

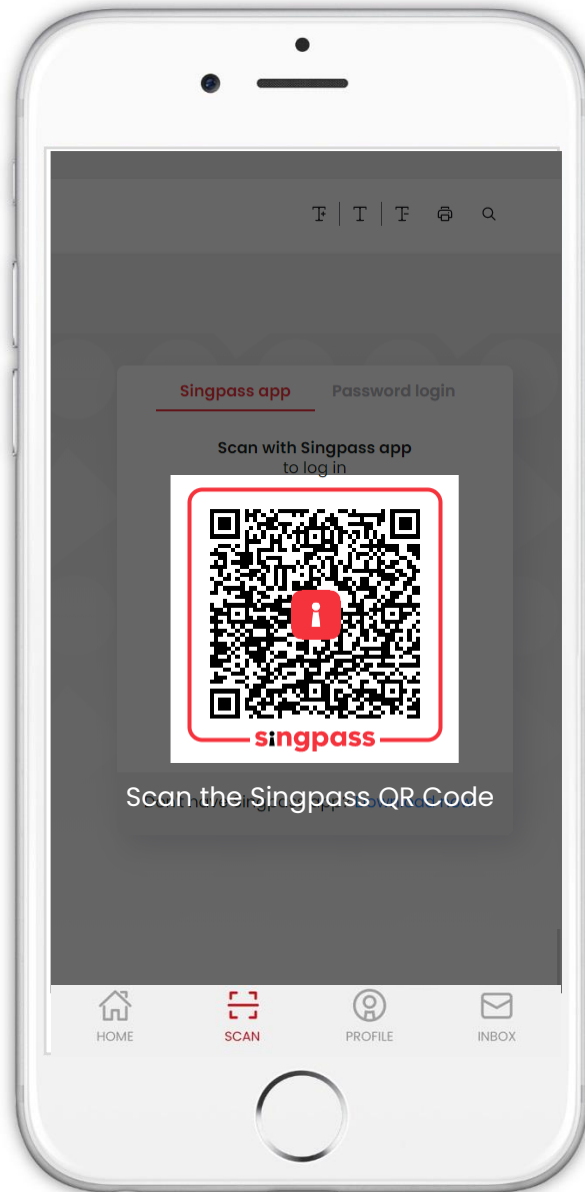| 1	Download Singpass app
2	Set up Singpass app
3	Singpass app login a. Mobile **b. Desktop**

3 Launch your Singpass app and tap the **'Scan'** button.
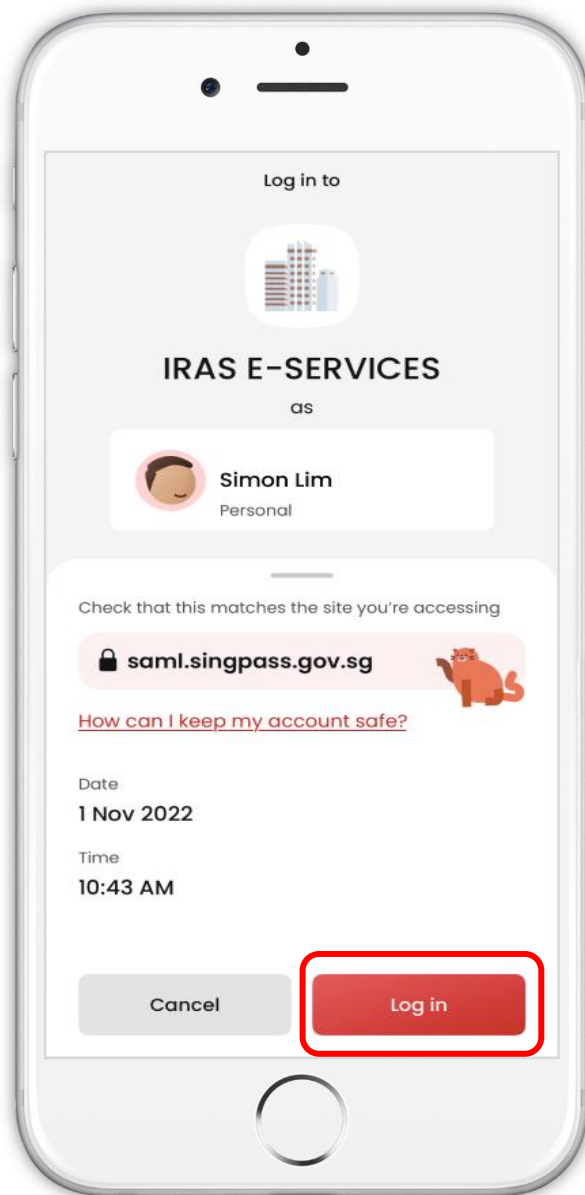
Singpass app login – On desktop

singpass

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login
	a. Mobile
	b. Desktop

Singpass app   Password login

Scan with Singpass app
to log in

Scan the Singpass QR Code

HOME   SCAN   PROFILE   INBOX

3 Use your phone to **scan the QR code** displayed on the Singpass login page.

Singpass app login – On desktop

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login a. Mobile **b. Desktop**

Log in to

IRAS E-SERVICES

as

Simon Lim
Personal

Check that this matches the site you're accessing

🔒 saml.singpass.gov.sg

How can I keep my account safe?

Date
1 Nov 2022

Time
10:43 AM

Cancel   Log in

3 Confirm your login request on the Singpass app by tapping on the '**Log in**' button.

You will be prompted to use either of the following to verify your identity:

1. Fingerprint (for selected smartphones)

2. Face (for selected smartphones)

3. Six-digit passcode
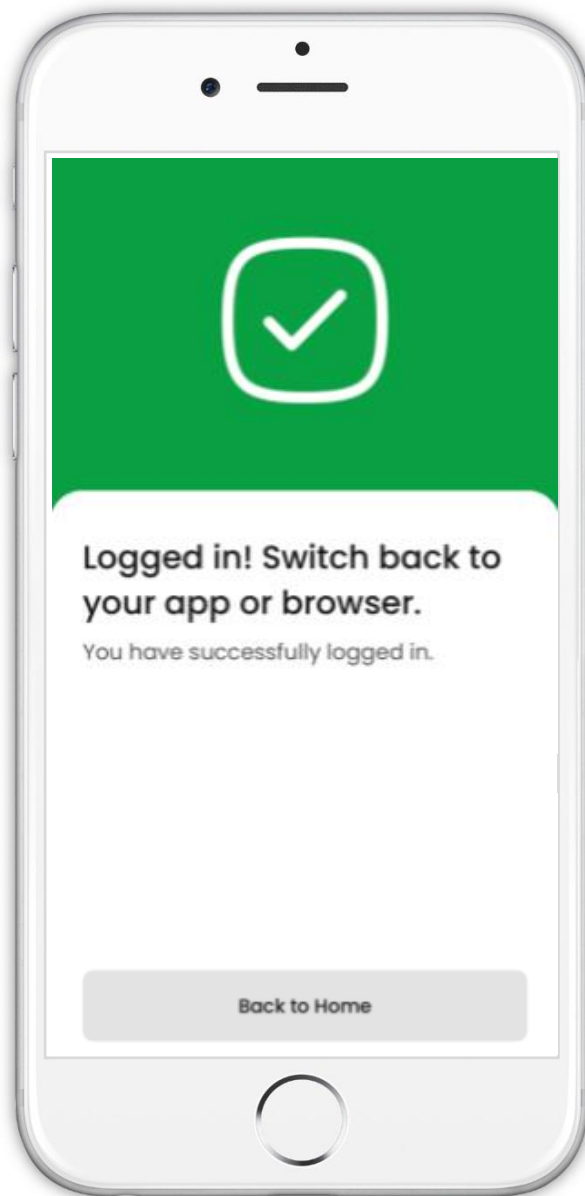
Singpass app login – On desktop

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login a. Mobile **b. Desktop**
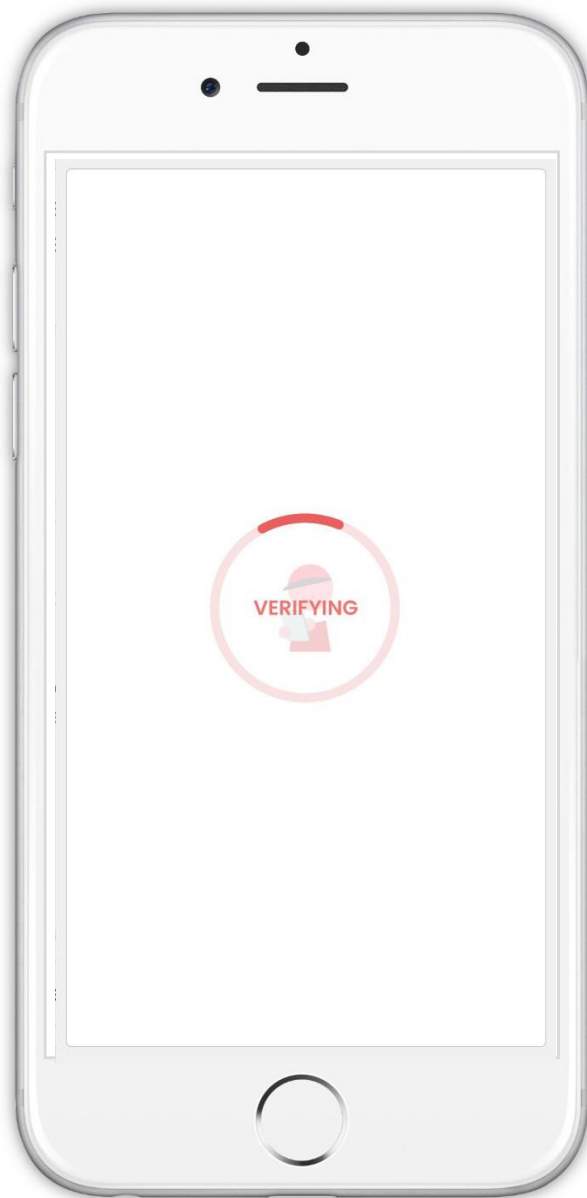
3 Please wait while the app **verifies your identity**.

Singpass app login – On desktop

1	Download Singpass app
2	Set up Singpass app
3	Singpass app login a. Mobile **b. Desktop**

Logged in! Switch back to your app or browser.
You have successfully logged in.

Back to Home

3 Success! You are now logged in!

You will be automatically directed back to the digital service page which you are trying to access.
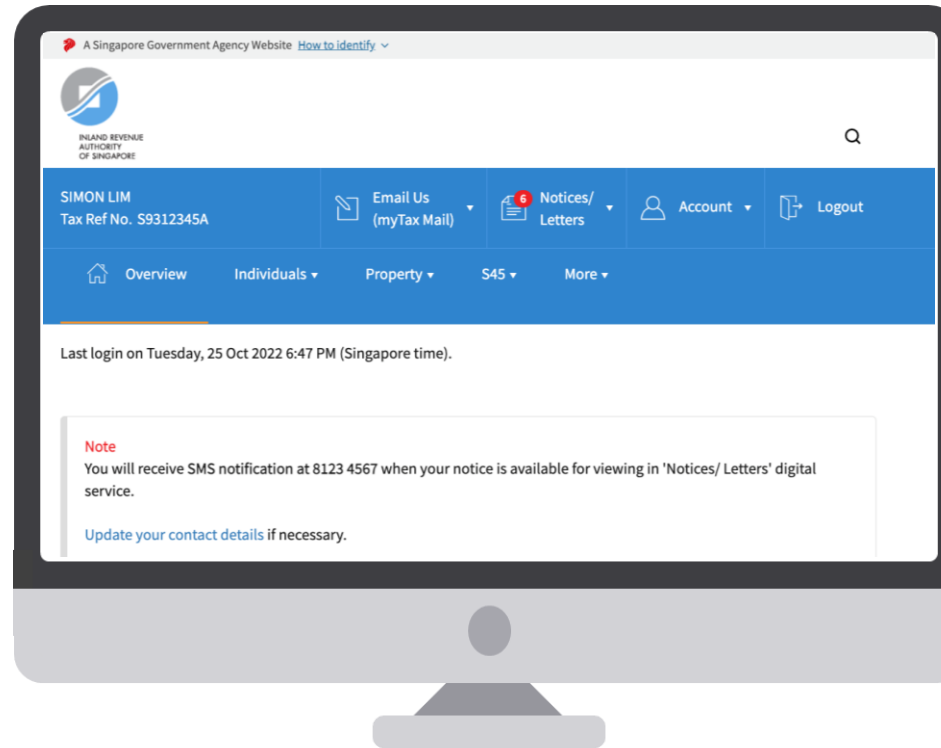
Singpass app login – On desktop

1 Download Singpass app

2 Set up Singpass app

3 Singpass app login
a. Mobile
b. Desktop

3 The digital service page will **load automatically on your desktop**.

Have more questions?

Check out the [Singpass FAQs](#)