

Singpass app How-to guide(Android users)

March 2021

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 Play Store.

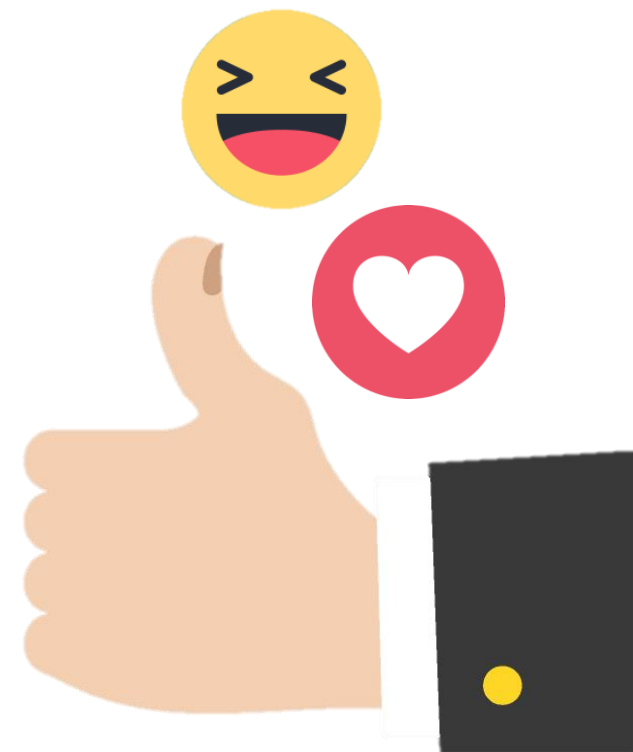


STEP
02

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) or 6-digit
passcode.



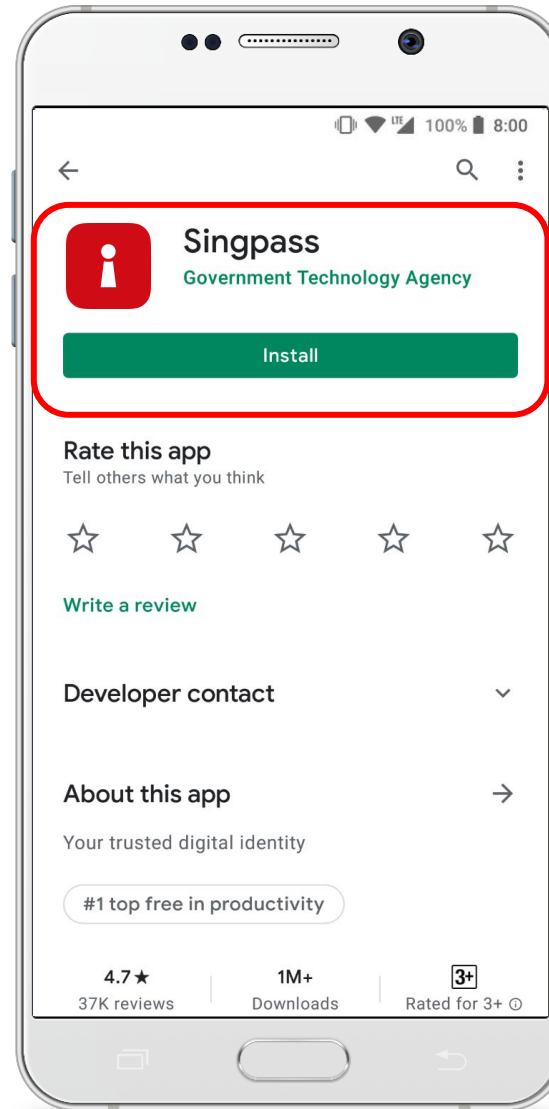
For more information, visit <https://app.singpass.gov.sg>.

Find step-by-step instructions on the following:

- 1 Download Singpass app
- 2 Set up Singpass app
 - If you have set up SMS 2FA
 - If you have not set up SMS 2FA
- 3 Singpass app login
 - I am logging in on mobile
 - I am logging in on desktop

Download Singpass app

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



1

Visit the Play 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 set up
SMS 2FA

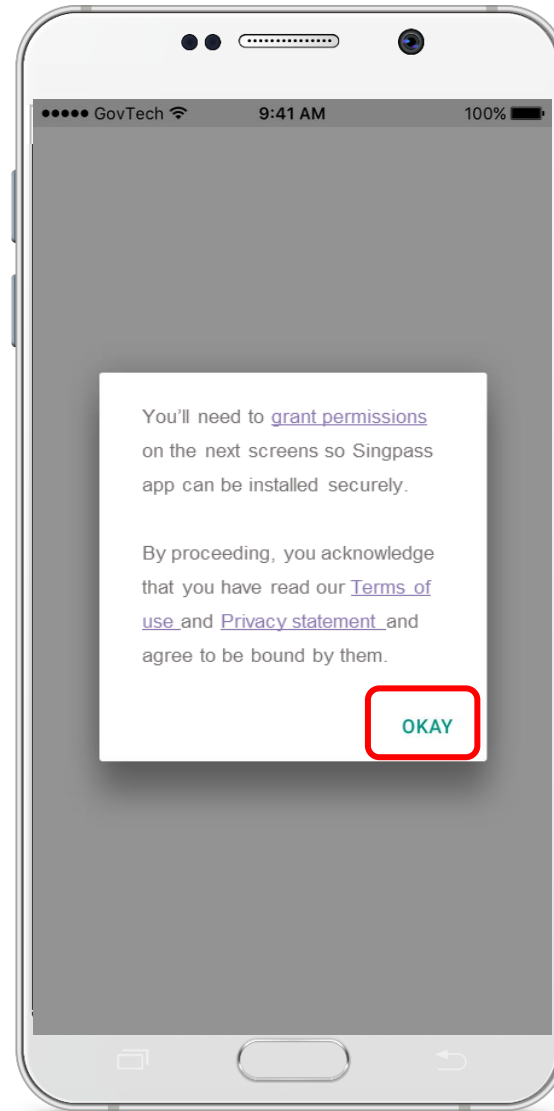
I have not set up
SMS 2FA

You have set up SMS 2FA and
would like to set up Singpass app

[Click to find out more!](#)

Set up Singpass app (2FA users)

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

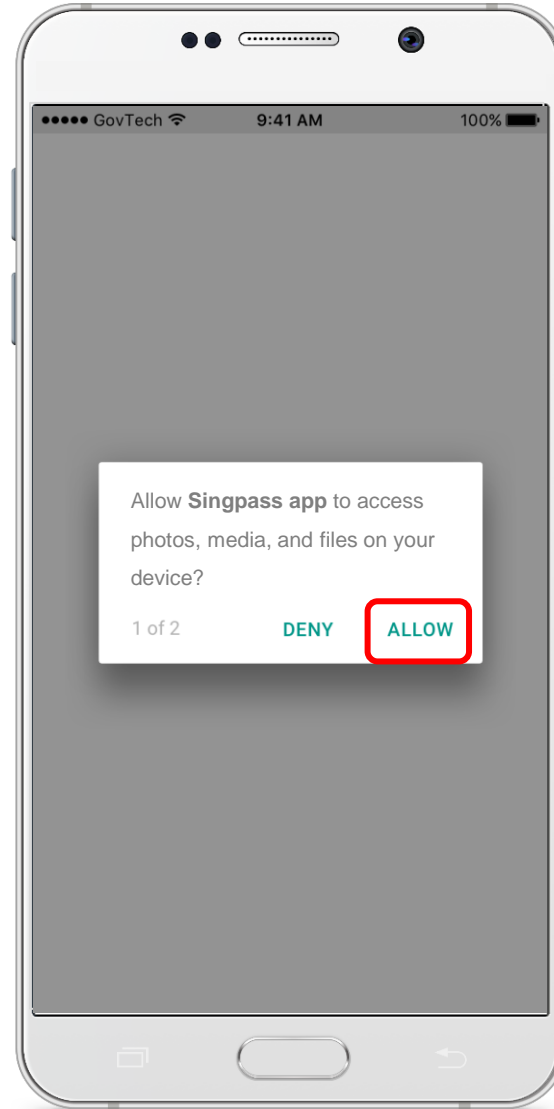


2 Launch the app and read the **Terms of use** and **Privacy statement**.

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

Set up Singpass app (2FA users)

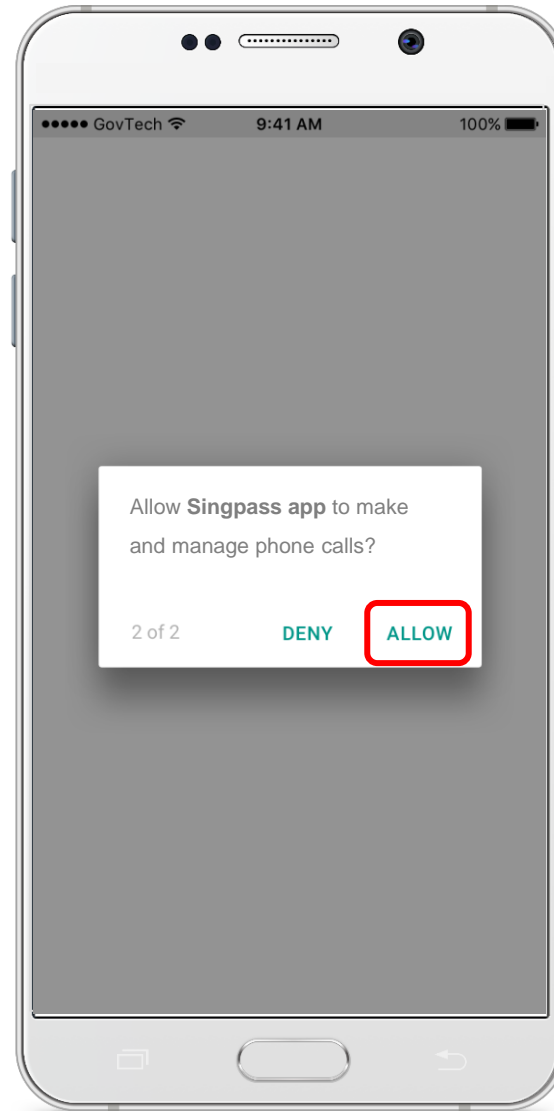
- 1 Download Singpass app
- 2 Set up Singpass app
- 3 Singpass app login



2 Allow Singpass app to access photos, media and files on your device.

Set up Singpass app (2FA users)

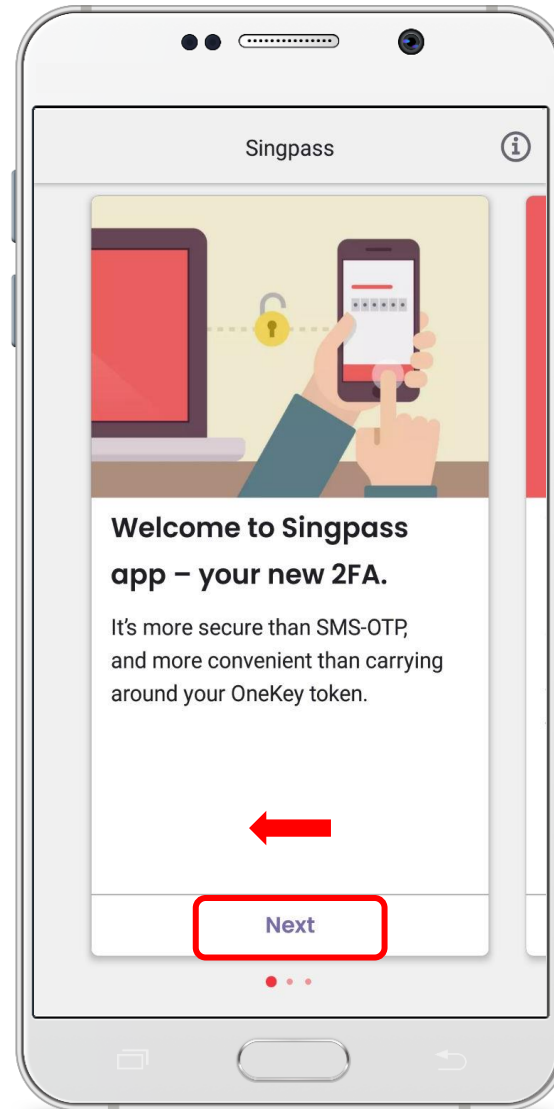
- 1 Download Singpass app
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- 3 Singpass app login



2 Allow Singpass app to make and manage phone calls.

Set up Singpass app (2FA users)

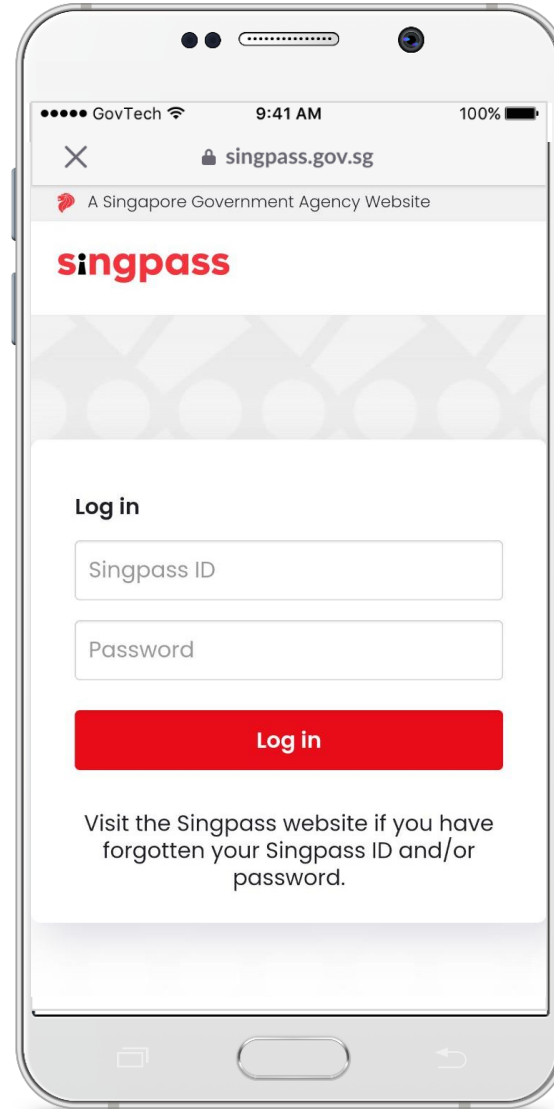
- 1 Download Singpass app
- 2 Set up Singpass app
- 3 Singpass app login



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

Set up Singpass app (2FA users)

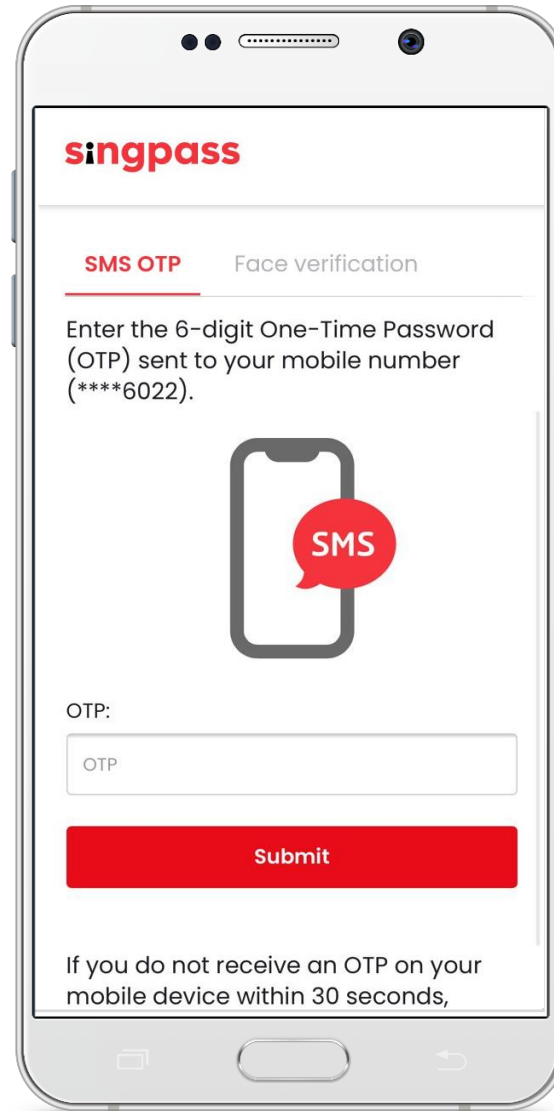
- 1 Download Singpass app
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2 Log in to your Singpass account with your Singpass ID and password.

Set up Singpass app (2FA users)

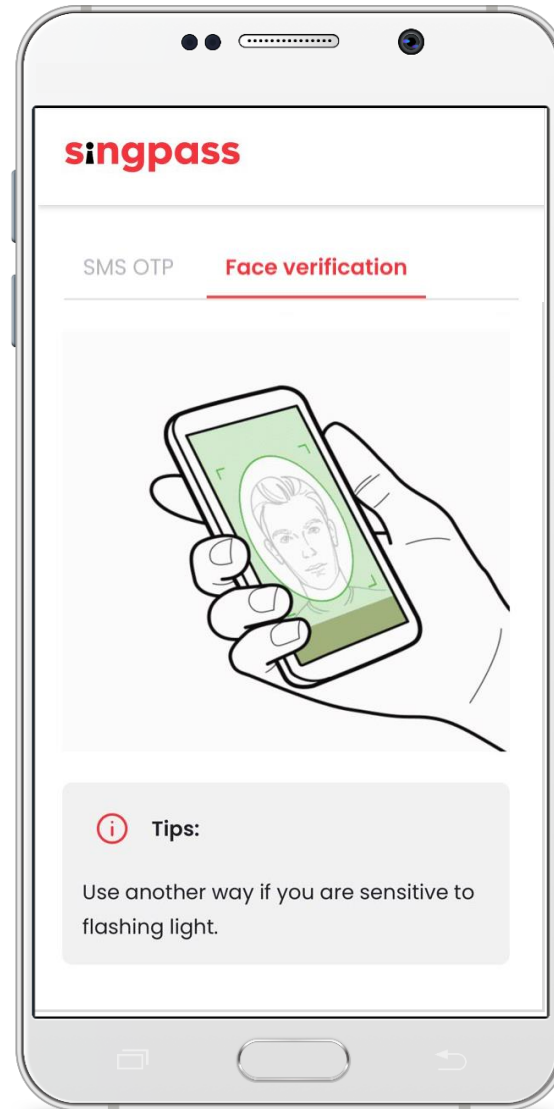
- 1 Download Singpass app
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2 Enter the One-Time Password (OTP) sent via SMS.

Set up Singpass app (2FA users)

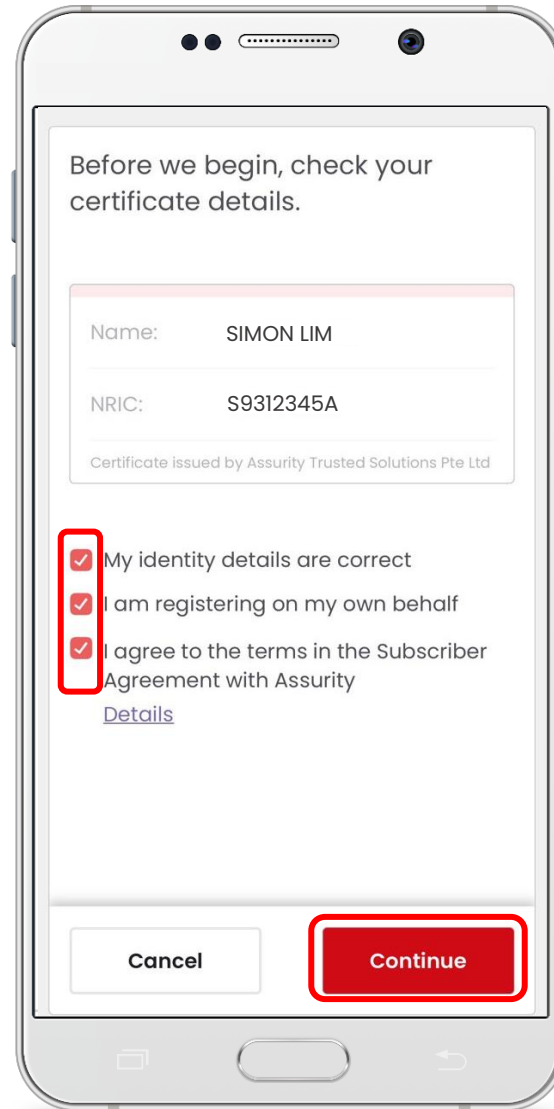
- 1 Download Singpass app
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2 Alternatively, you may choose to use **Face Verification**.

Set up Singpass app (2FA users)

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- 2 Set up Singpass app
- 3 Singpass app login



Before we begin, check your certificate details.

Name: SIMON LIM

NRIC: S9312345A

Certificate issued by Assurity Trusted Solutions Pte Ltd

☒ My identity details are correct

☒ I am registering on my own behalf

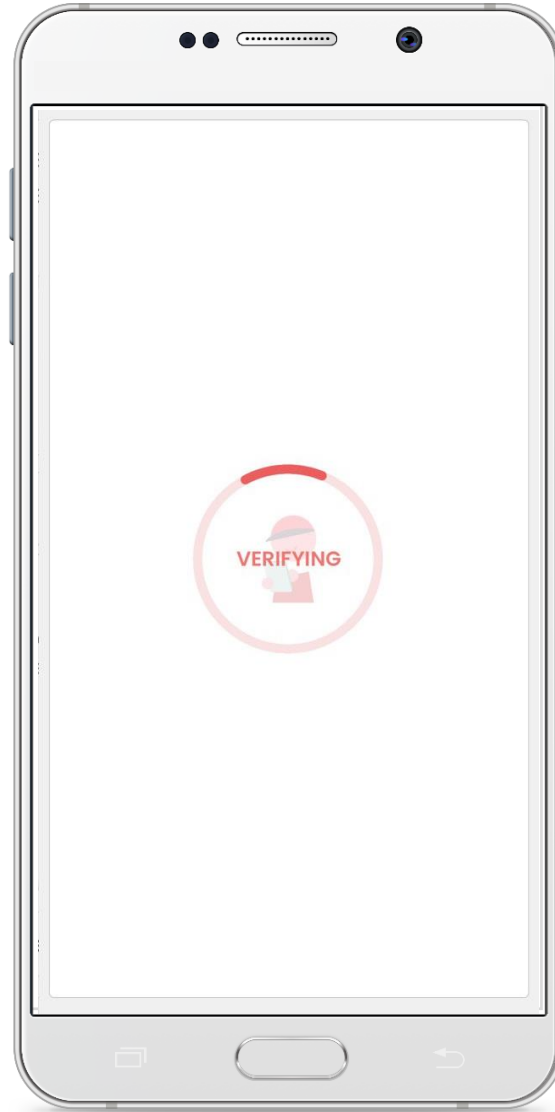
☒ I agree to the terms in the Subscriber Agreement with Assurity [Details](#)

Cancel Continue

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

Set up Singpass app (2FA users)

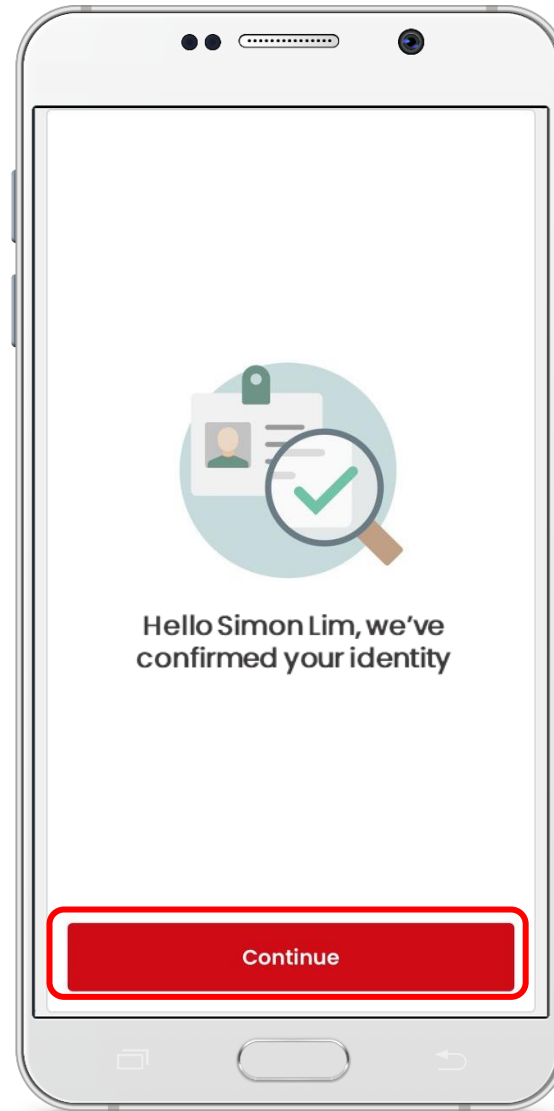
- 1 Download Singpass app
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2 Please wait while the app verifies your identity.

Set up Singpass app (2FA users)

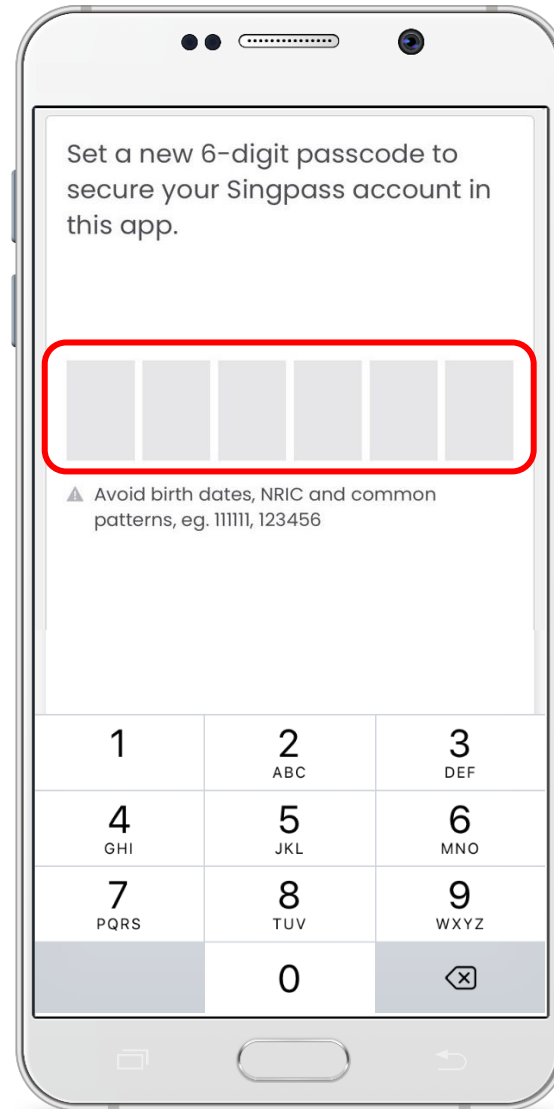
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2 Once your identity has been confirmed, select '**Continue**'.

Set up Singpass app (2FA users)

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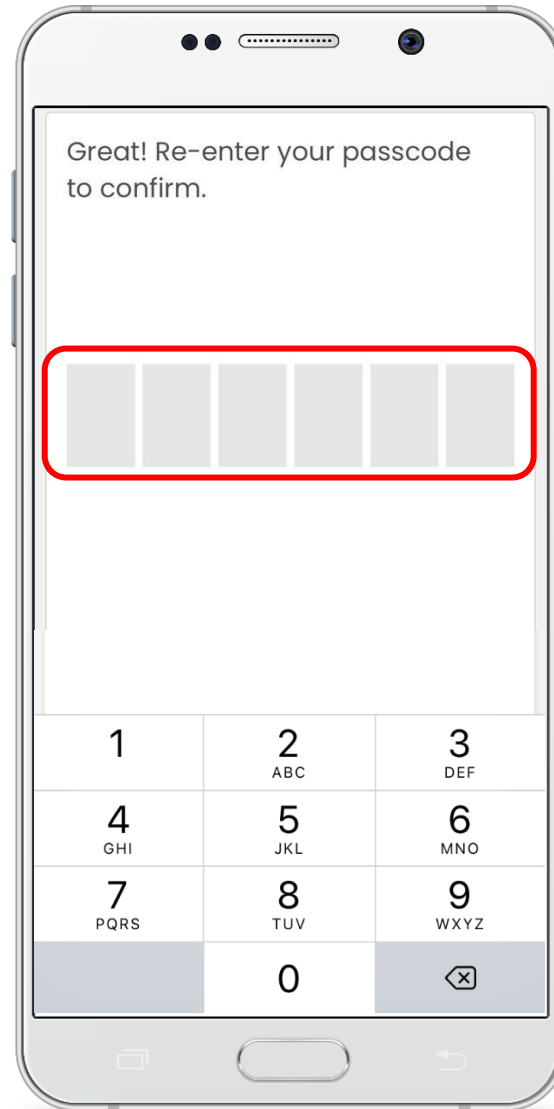


2 Set a 6-digit passcode for you to verify your identity when using Singpass app.

i When using Singpass app, you can choose to log in using your fingerprint (for selected smartphones) or this 6-digit passcode. Do remember it!

Set up Singpass app (2FA users)

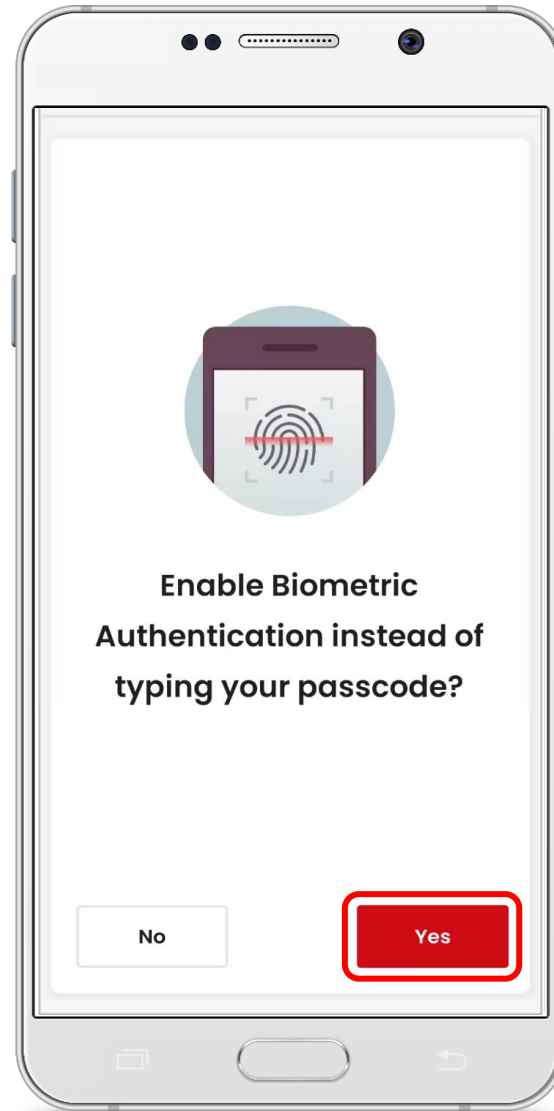
- 1 Download Singpass app
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2 Re-enter your passcode to confirm.

Set up Singpass app (2FA users)

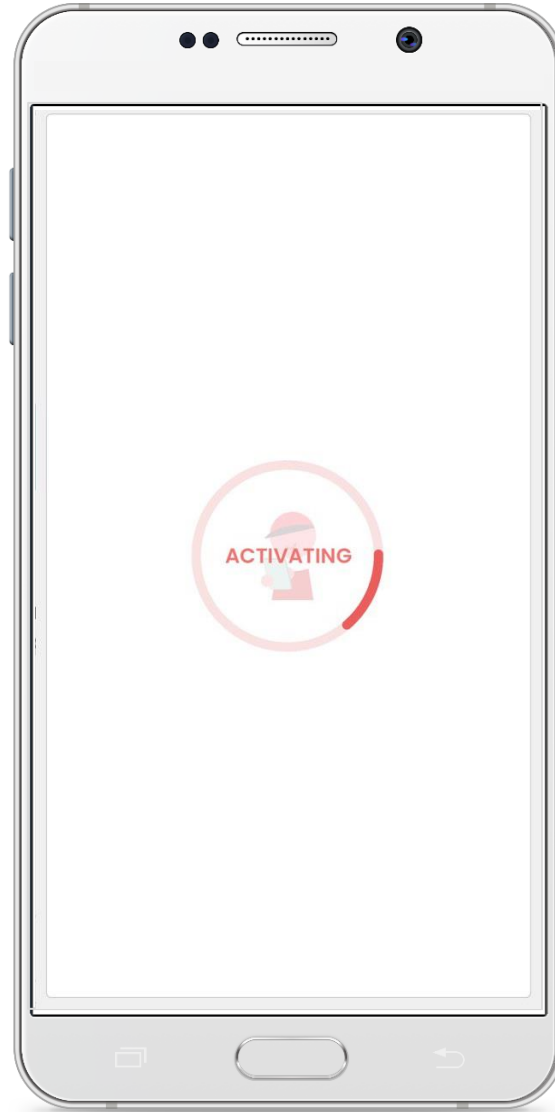
- 1 Download Singpass app
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2 You may choose to enable **Biometric Authentication** to log in using your fingerprint.

Set up Singpass app (2FA users)

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- 3 Singpass app login

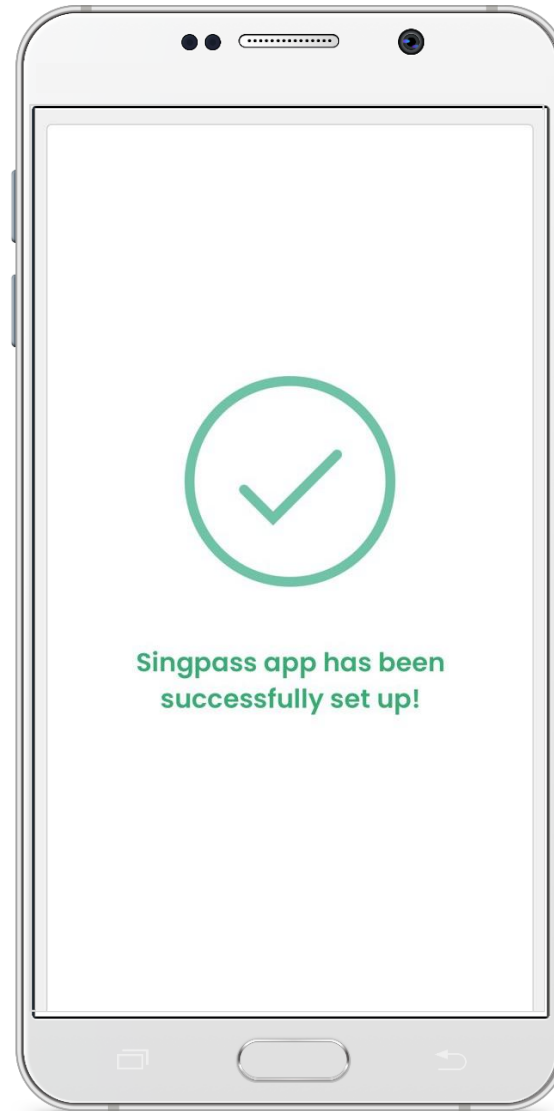


2 Please wait while your app is being activated.

i This may take a while. Do not close the app until activation is complete.

Set up Singpass app (2FA users)

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



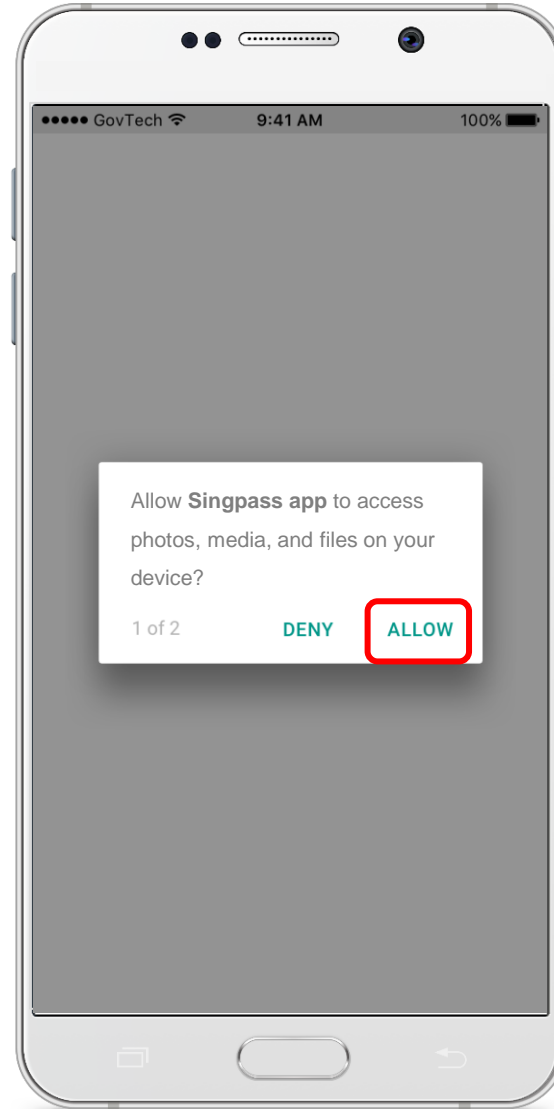
2 Congratulations! Your Singpass app is now ready for use!

You have not set up SMS 2FA and
would like to set up Singpass app

[Click to find out more!](#)

Set up Singpass app (Non-2FA users)

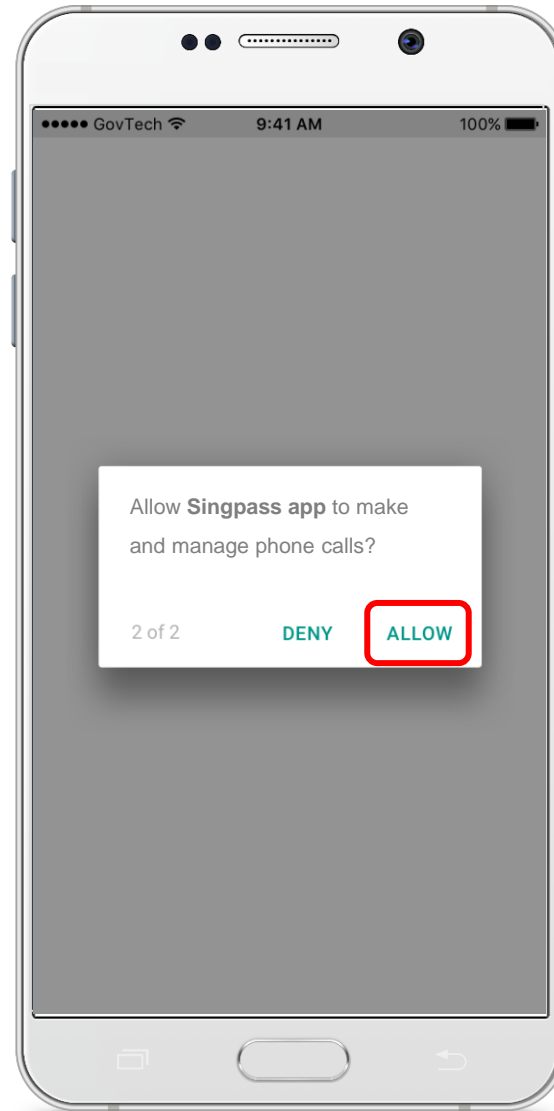
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2 Allow Singpass app to access photos, media and files on your device.

Set up Singpass app (Non-2FA users)

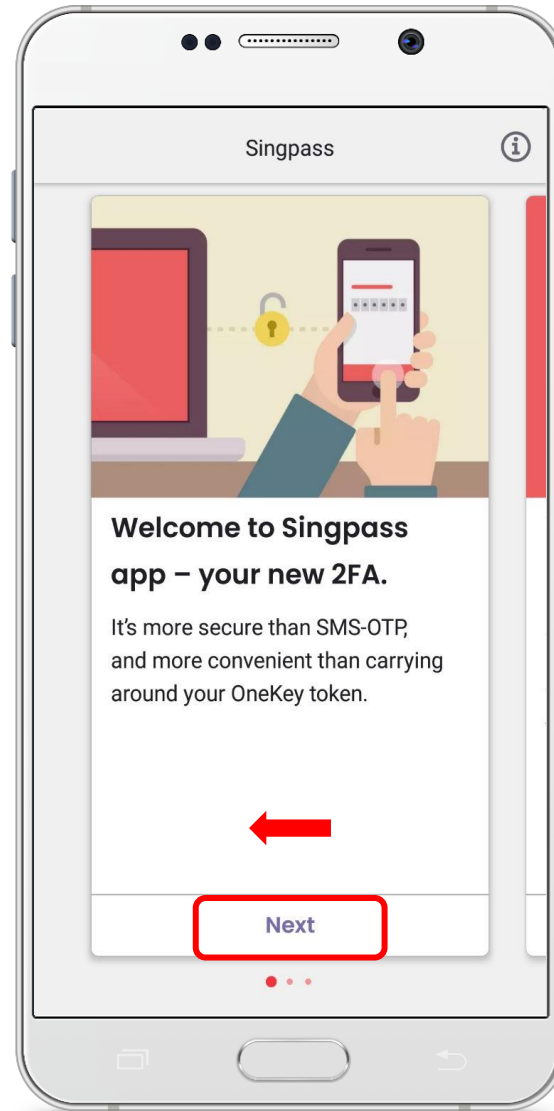
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2 Allow Singpass app to make and manage phone calls.

Set up Singpass app (Non-2FA users)

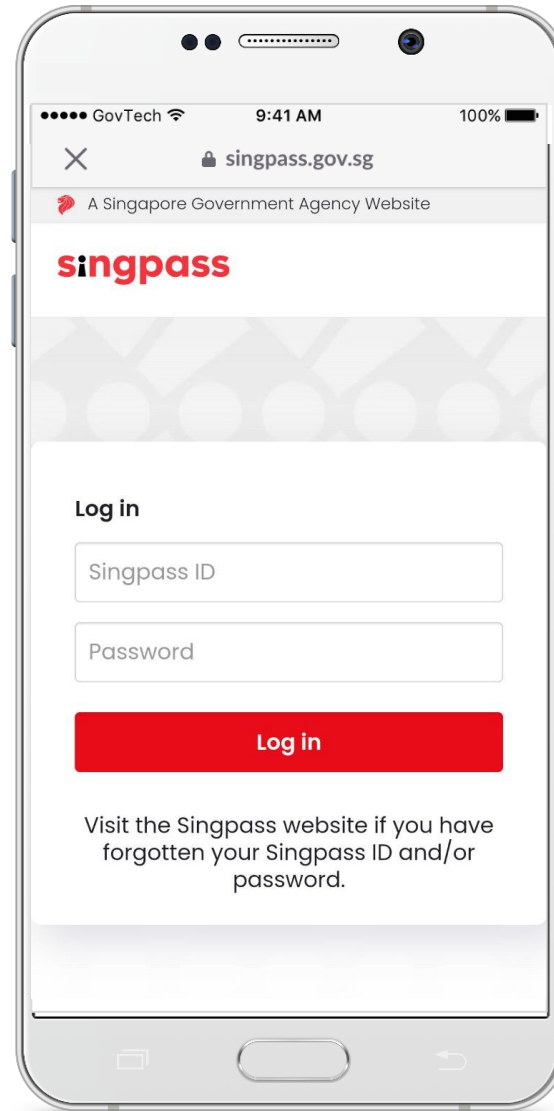
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2 Swipe left or tap 'Next' for a quick overview of Singpass app.

Set up Singpass app (Non-2FA users)

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- 3 Singpass app login



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

Set up Singpass app (Non-2FA users)

1

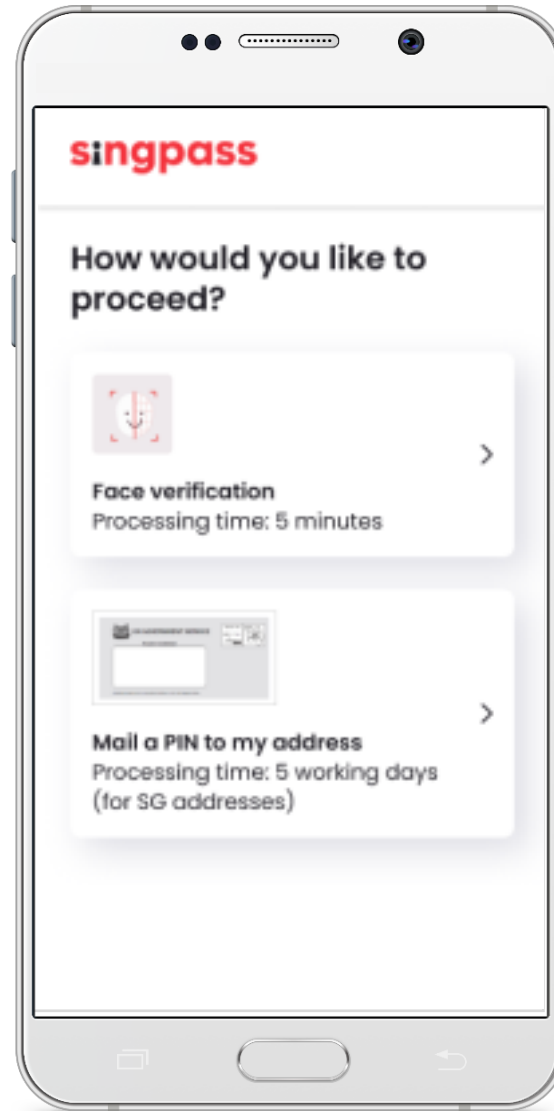
Download Singpass app

2

Set up Singpass app

3

Singpass app login



2

To proceed, choose your preferred method: **Face Verification** or **PIN mailer**.

Set up Singpass app (Non-2FA users)

1

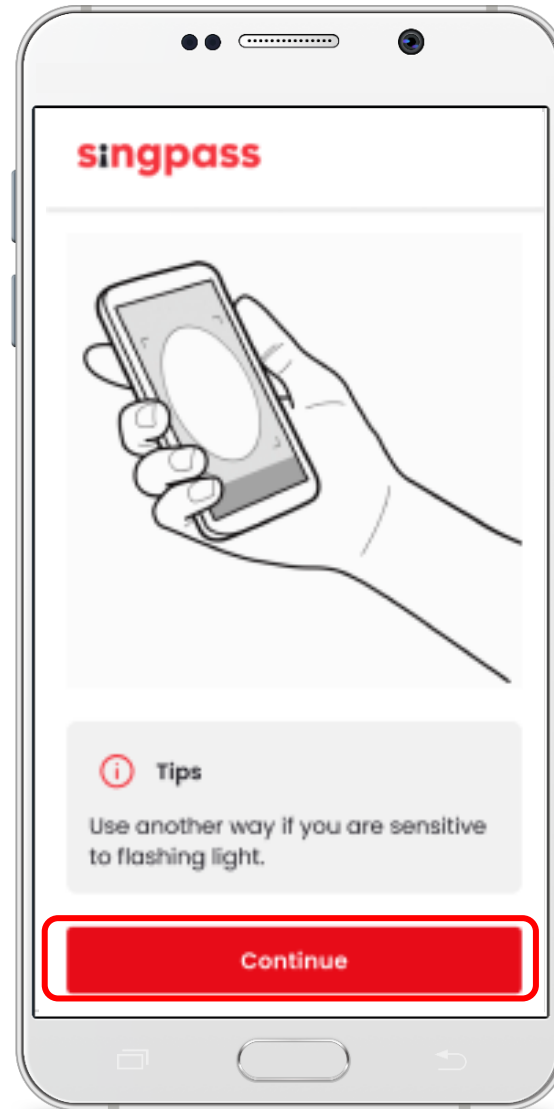
Download Singpass app

2

Set up Singpass app

3

Singpass app login



2

If Face Verification is selected, tap on '**Continue**' and follow the instructions to verify your identity.

Set up Singpass app (Non-2FA users)

1

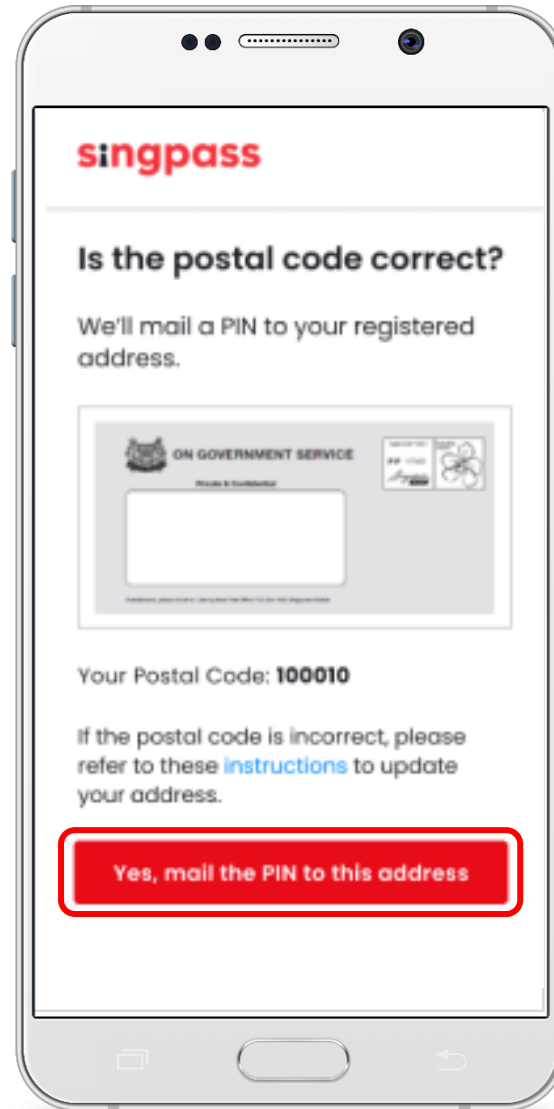
Download Singpass app

2

Set up Singpass app

3

Singpass app login



2

If PIN mailer option is selected, verify your residential address before tapping on 'Yes, mail the PIN to this address'.

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



You will only see a postal code for Singapore addresses.

Set up Singpass app (Non-2FA users)

1

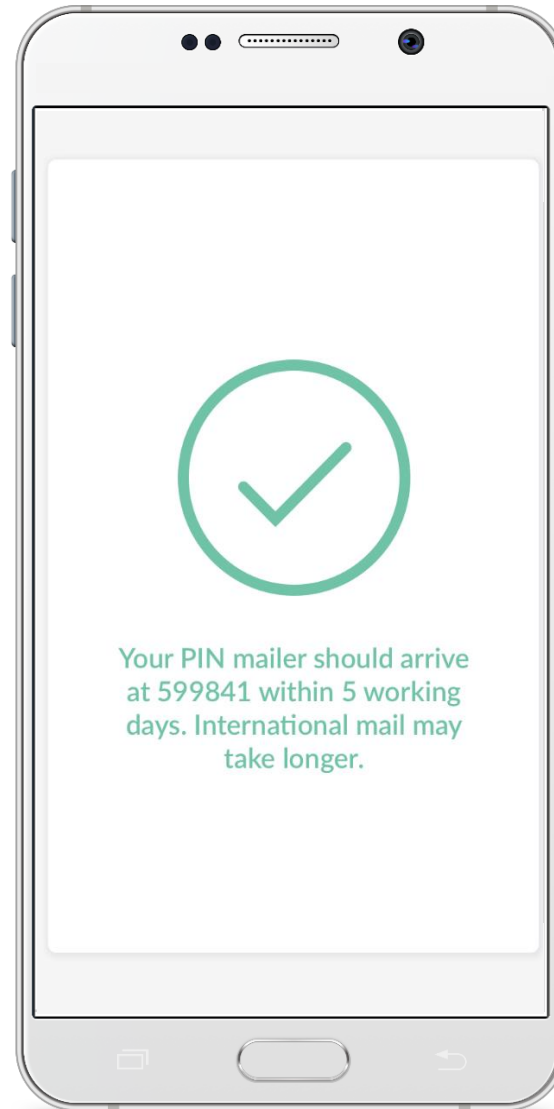
Download Singpass app

2

Set up Singpass app

3

Singpass app login



2

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

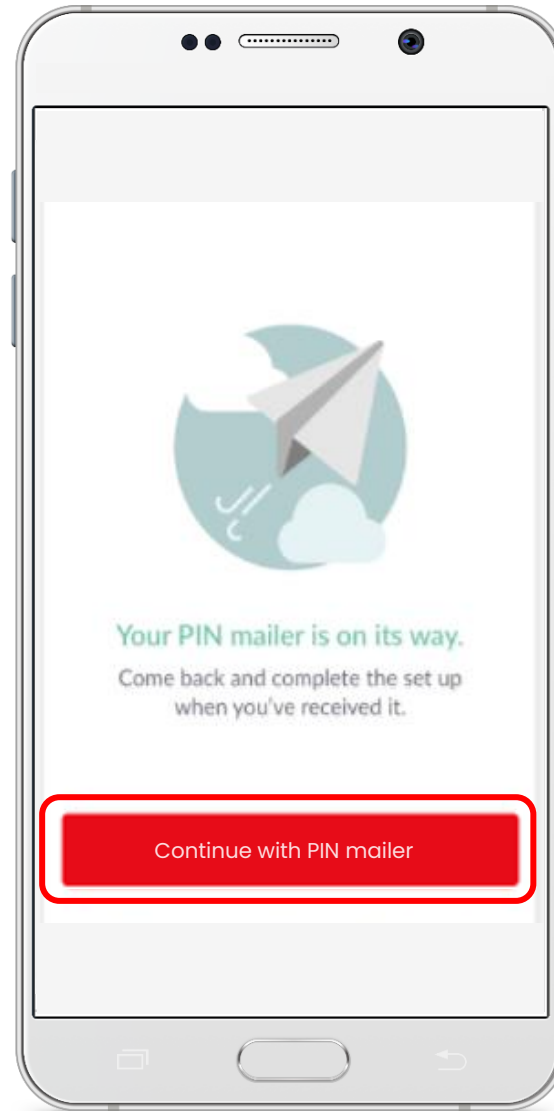
The PIN mailer may take up to five working days to arrive.



International mail may take longer to arrive.

Set up Singpass app (Non-2FA users)

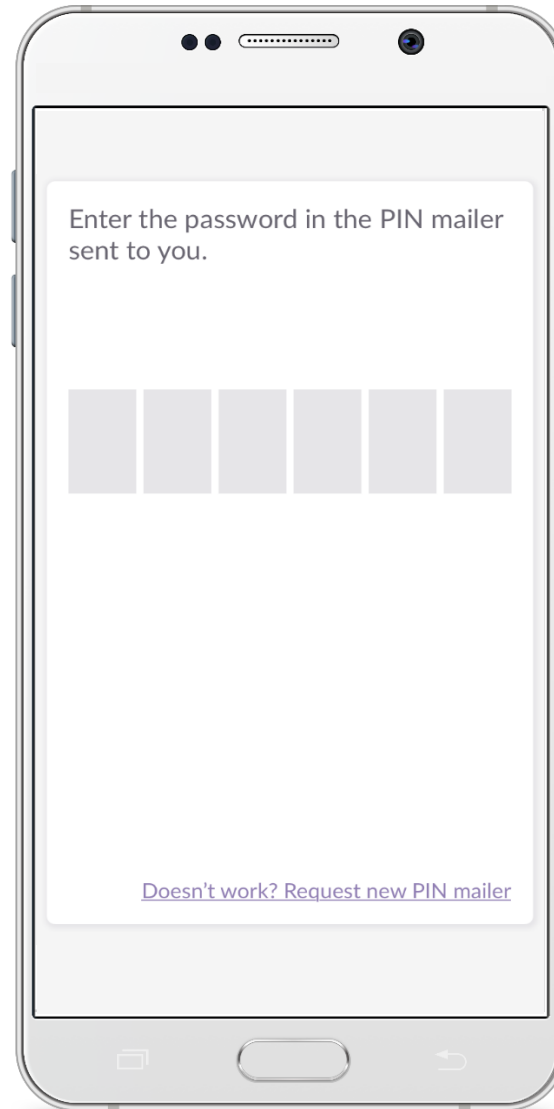
- 1 Download Singpass app
- 2 Set up Singpass app
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- 2 When you have received your PIN mailer, launch the Singpass app and follow the instructions in the mailer.
Tap "Continue with PIN mailer"

Set up Singpass app (Non-2FA users)

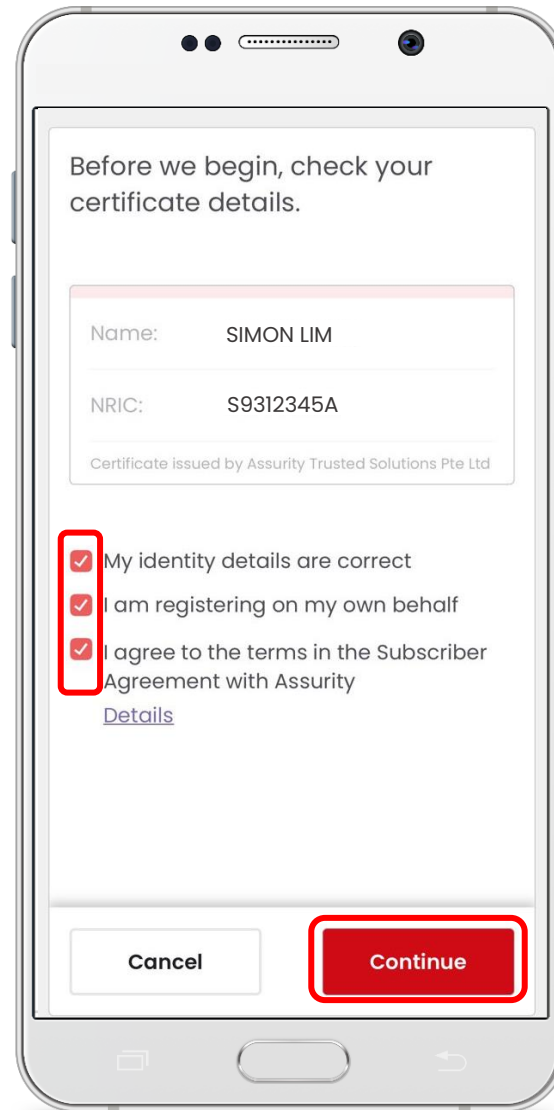
- 1 Download Singpass app
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2 Enter the One-Time Password found within the PIN mailer.

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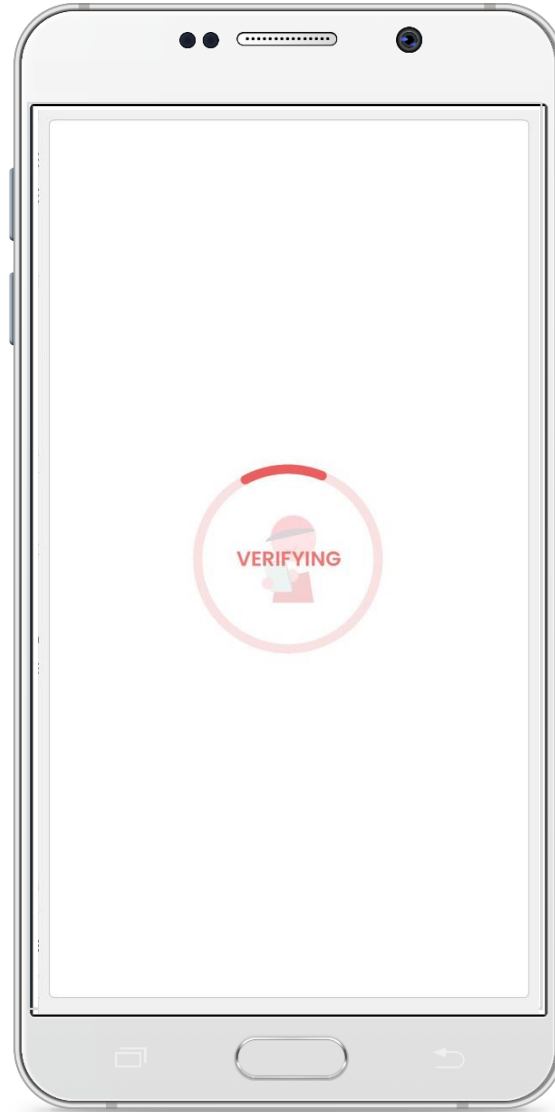
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Cancel Continue

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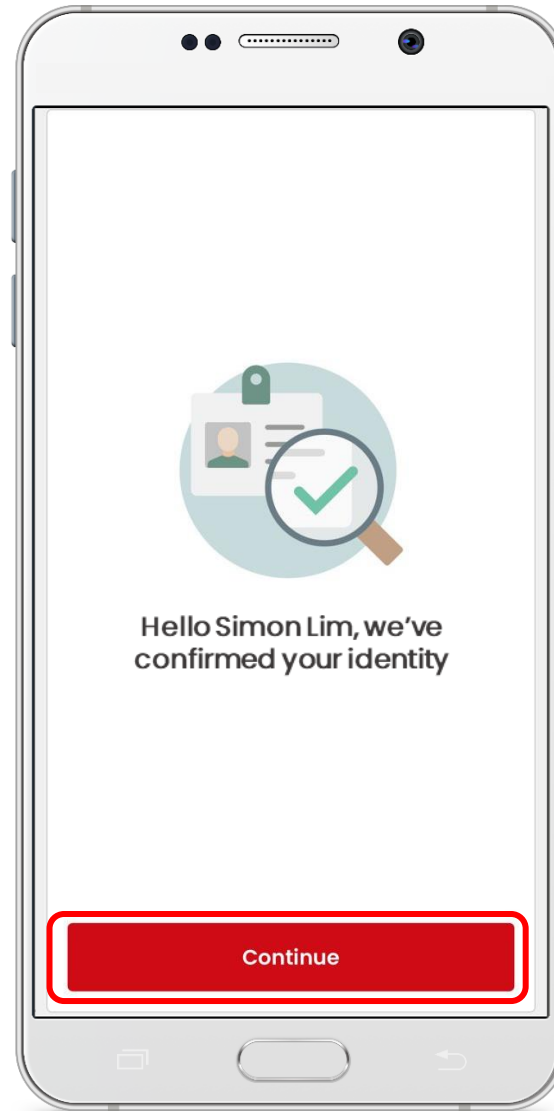
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2 Please wait while the app verifies your identity.

Set up Singpass app (Non-2FA users)

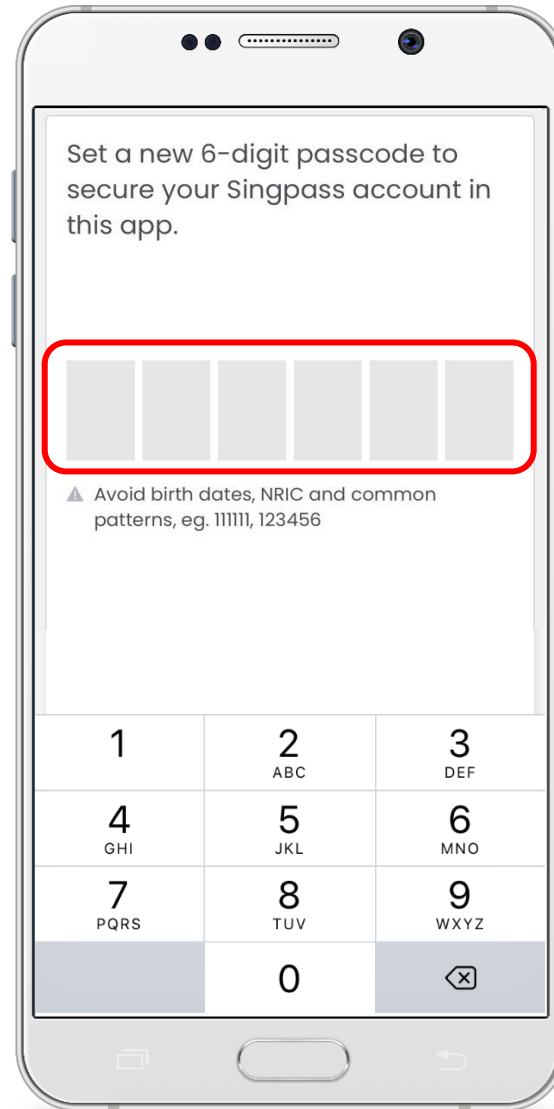
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2 Once your identity has been confirmed, select 'Continue'.

Set up Singpass app (Non-2FA users)

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- 3 Singpass app login



2 Set a 6-digit passcode for you to verify your identity when using Singpass app.

i When using Singpass app, you can choose to log in using your fingerprint (for selected smartphones) or this 6-digit passcode. Do remember it!

Set up Singpass app (Non-2FA users)

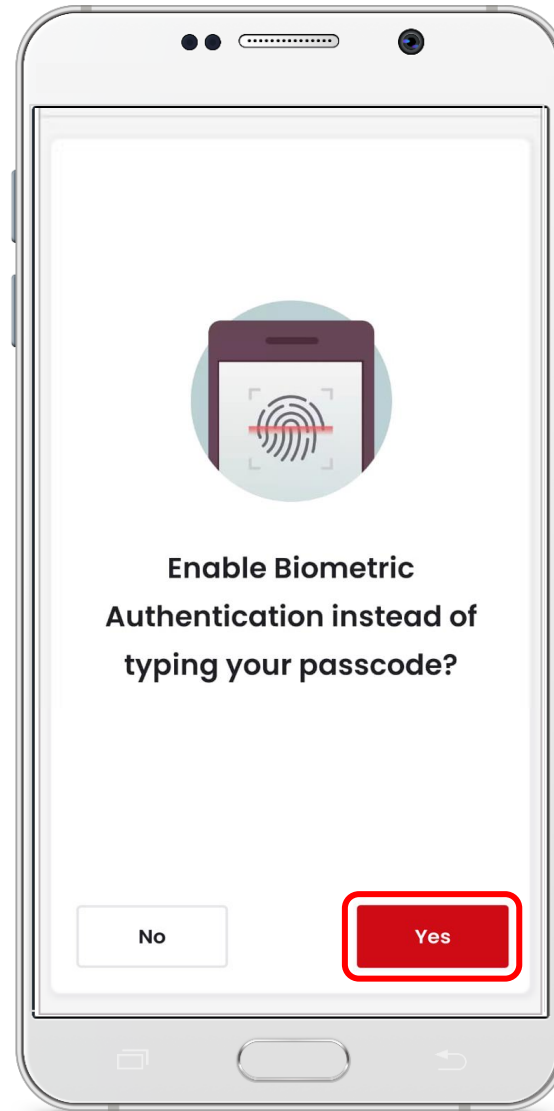
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- 3 Singpass app login



2 Re-enter your passcode to confirm.

Set up Singpass app (Non-2FA users)

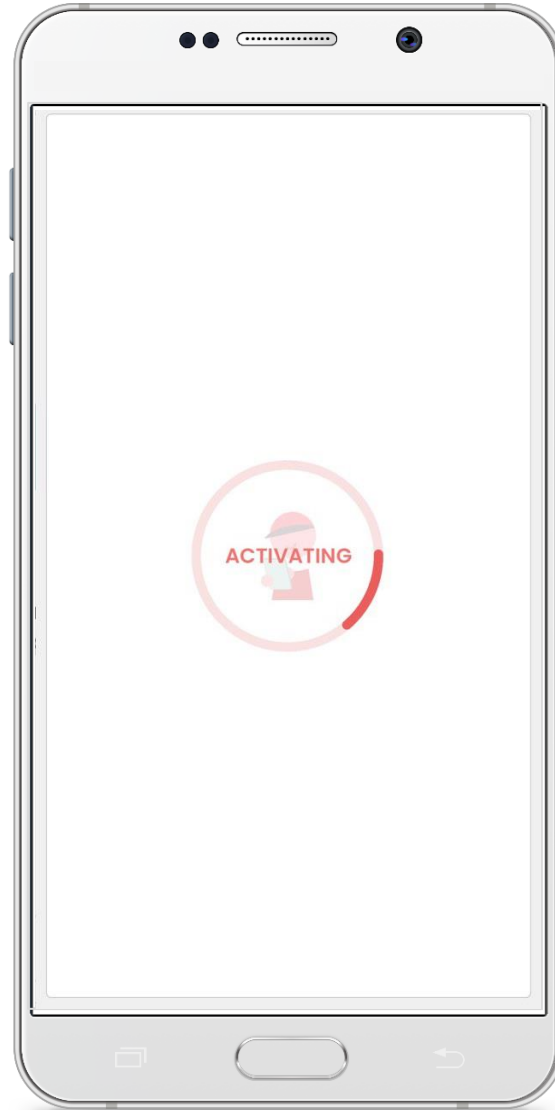
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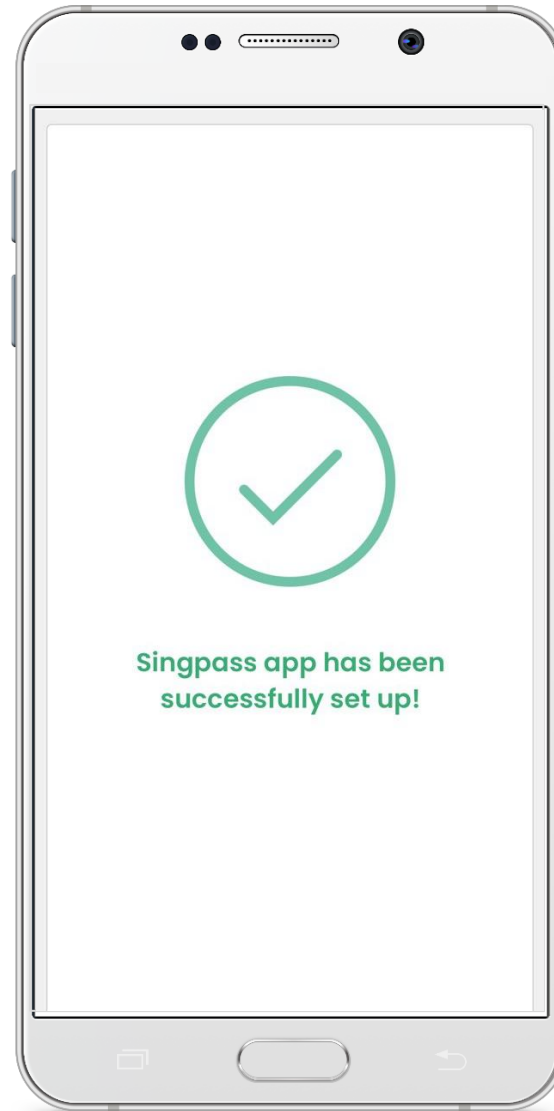


2 Please wait while your app is being **activated**.

i This may take a while. Do not close the app until activation is complete.

Set up Singpass app (Non-2FA users)

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



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

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

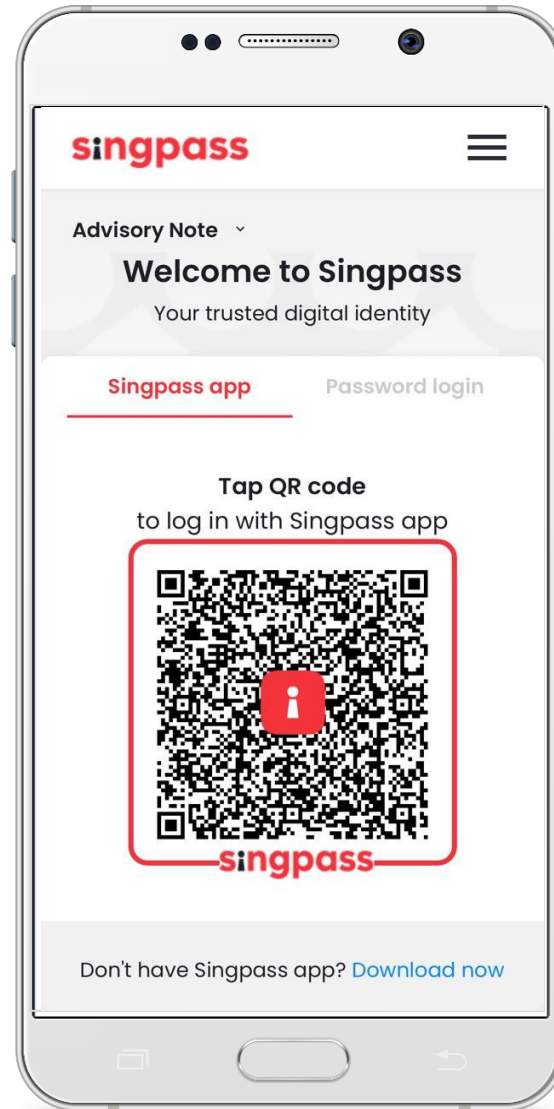
Download Singpass app

2

Set up Singpass app

3

Singpass app login
a. Mobile
b. Desktop



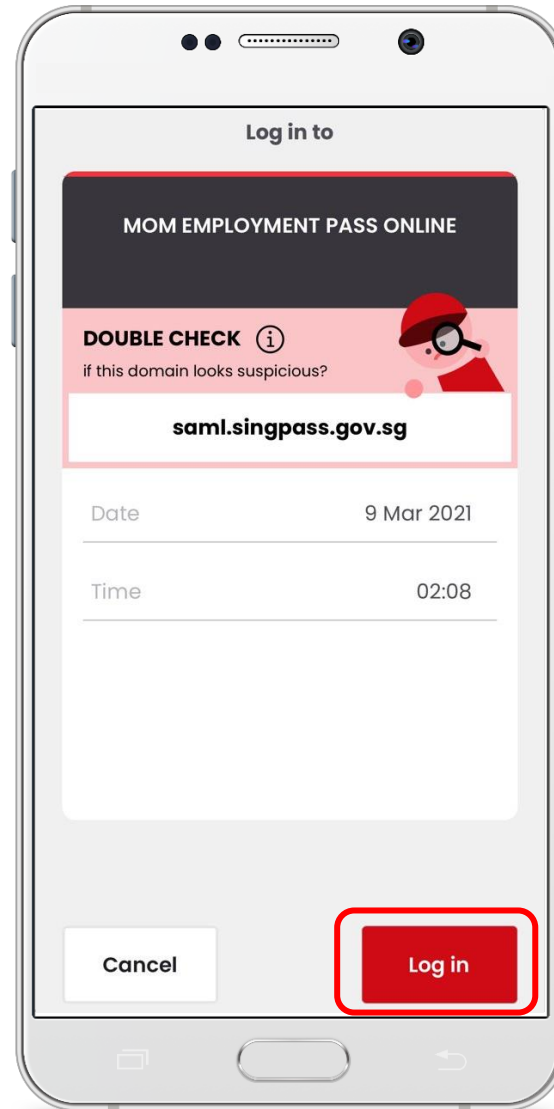
3

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



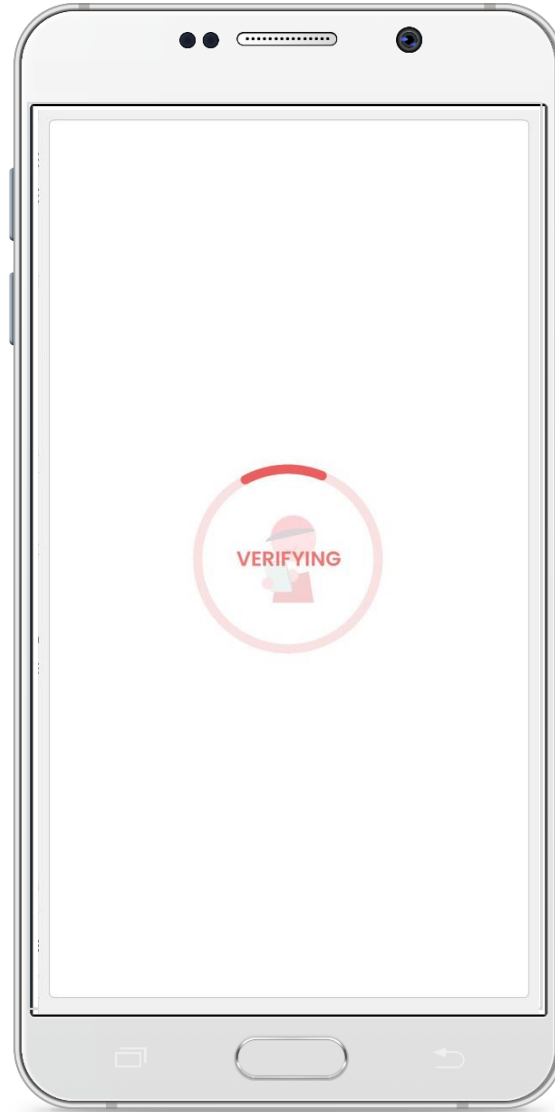
- 3 Confirm your login request on the Singpass app by tapping on the 'Log in' button.

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

1. Fingerprint (for selected smartphones)
2. 6-digit passcode

Singpass app login – On mobile

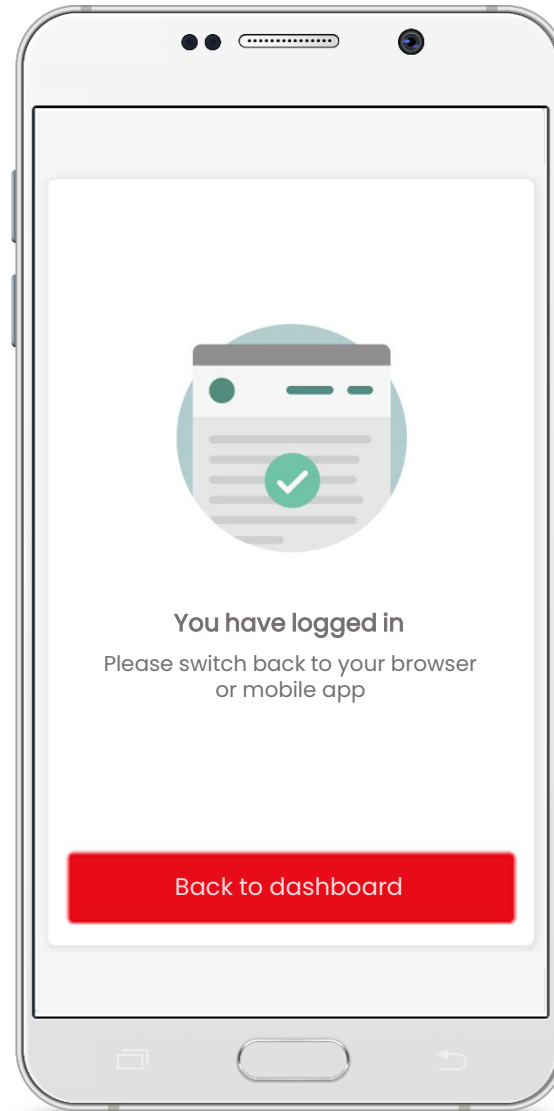
- 1 Download Singpass app
- 2 Set up Singpass app
- 3 Singpass app login
 - a. Mobile
 - b. Desktop



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

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 were trying to access.

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

1

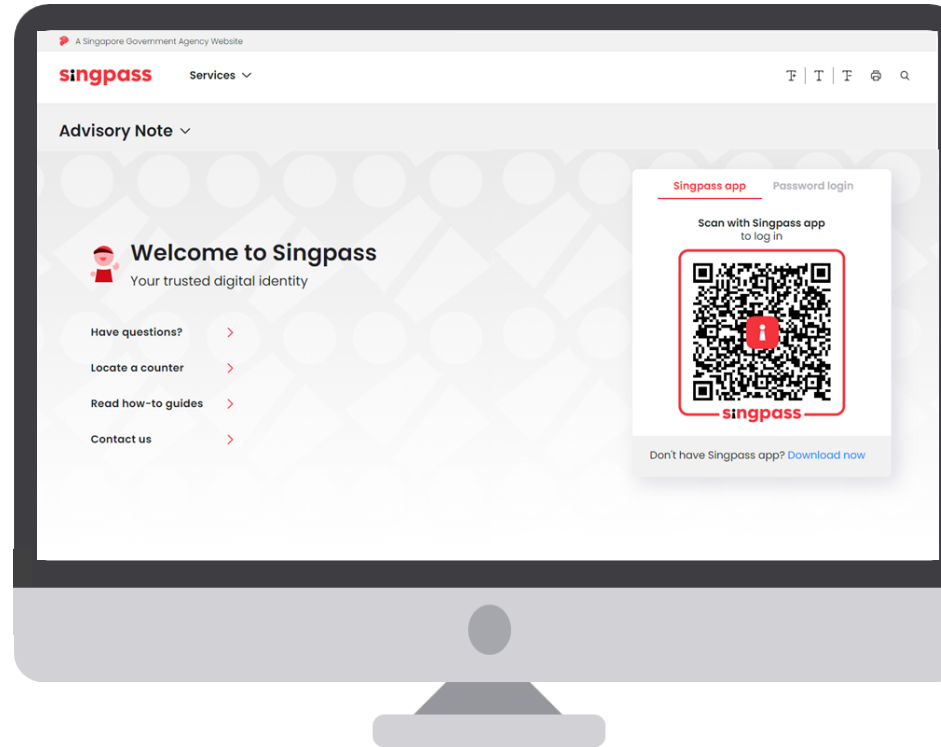
Download Singpass app

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

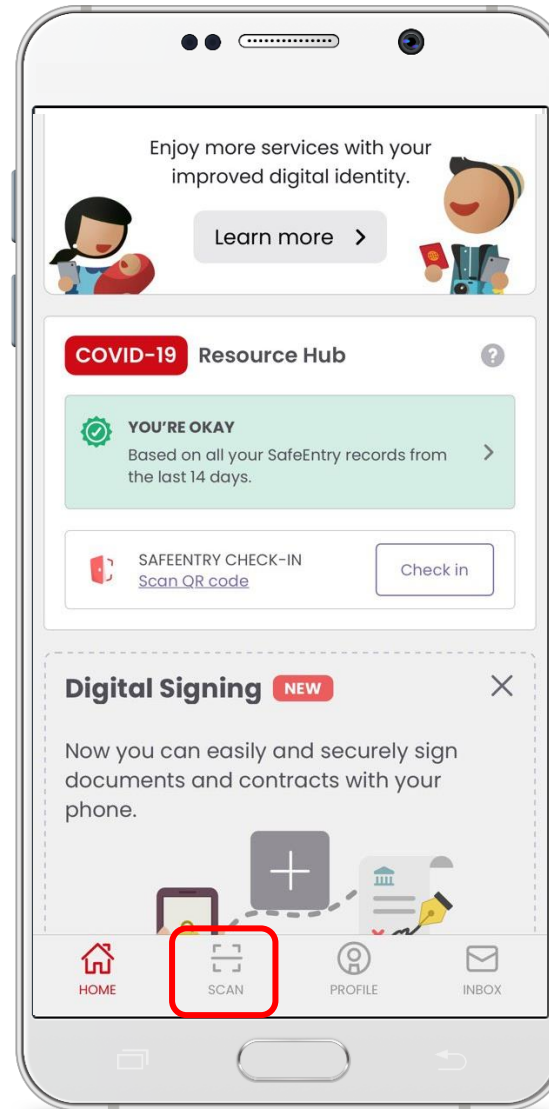
Set up Singpass app

3

Singpass app login

a. Mobile

b. Desktop



3 Launch your Singpass app and tap the 'Scan' button.

Singpass app login – On desktop

1

Download Singpass app

2

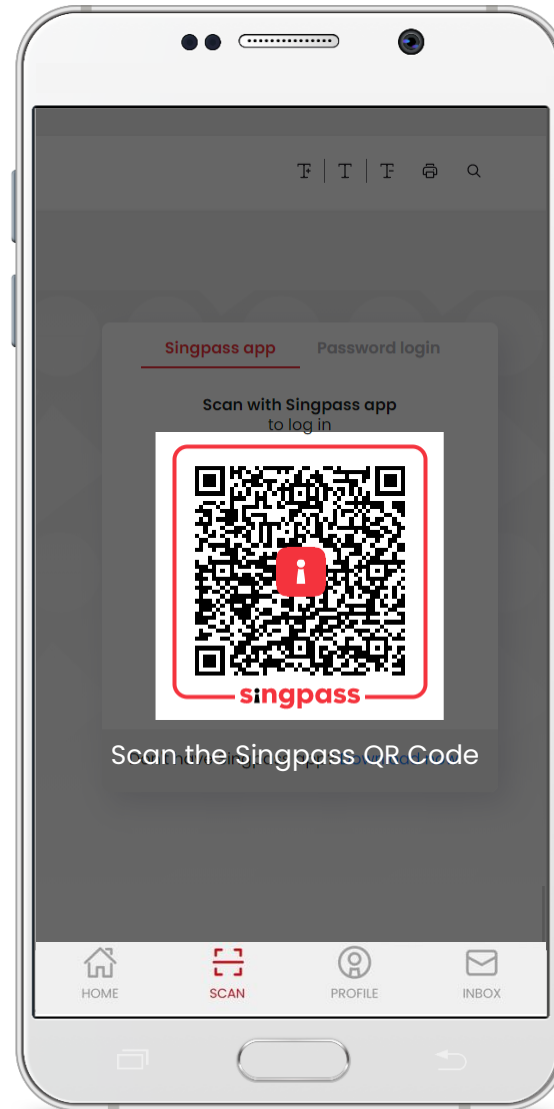
Set up Singpass app

3

Singpass app login

a. Mobile

b. Desktop



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



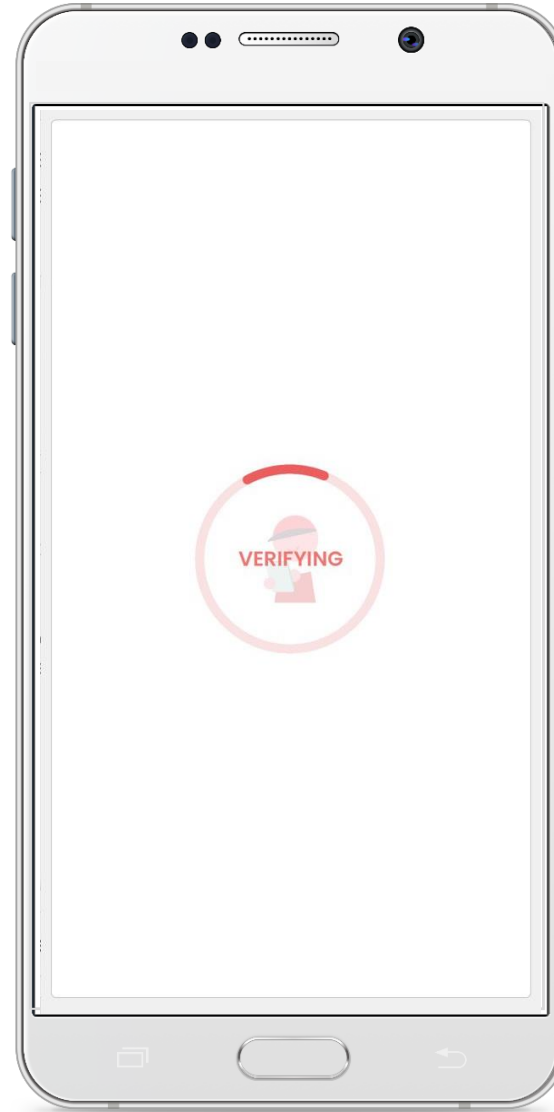
- 3 Confirm your login request on the Singpass app by tapping on the 'Log in' button.

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

1. Fingerprint (for selected smartphones)
2. 6-digit passcode

Singpass app login – On desktop

- 1 Download Singpass app
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- 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

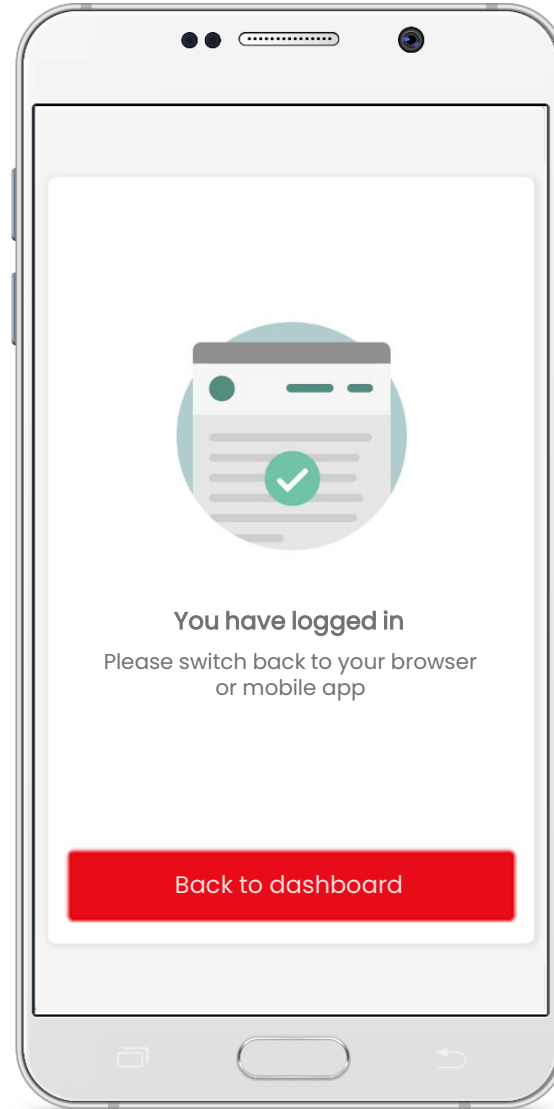
2

Set up Singpass app

3

Singpass app login

- a. Mobile
- b. Desktop



3

Success! You are now logged in!

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

Singpass app login – On desktop

1

Download Singpass app

2

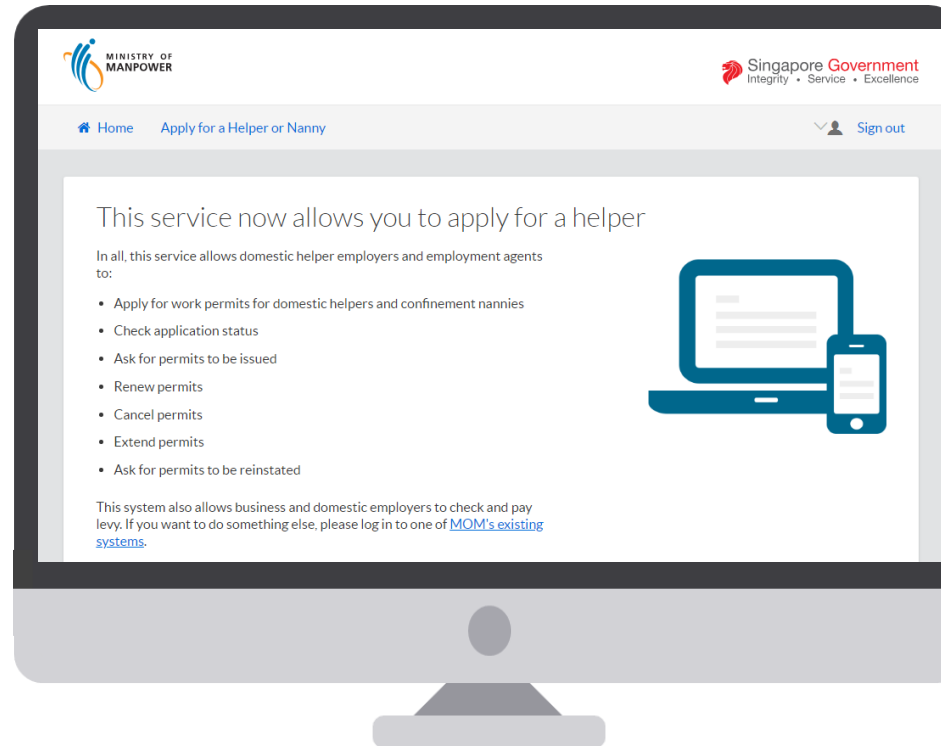
Set up Singpass app

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](#)