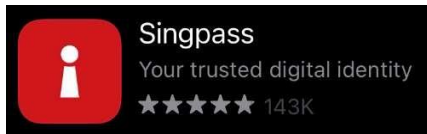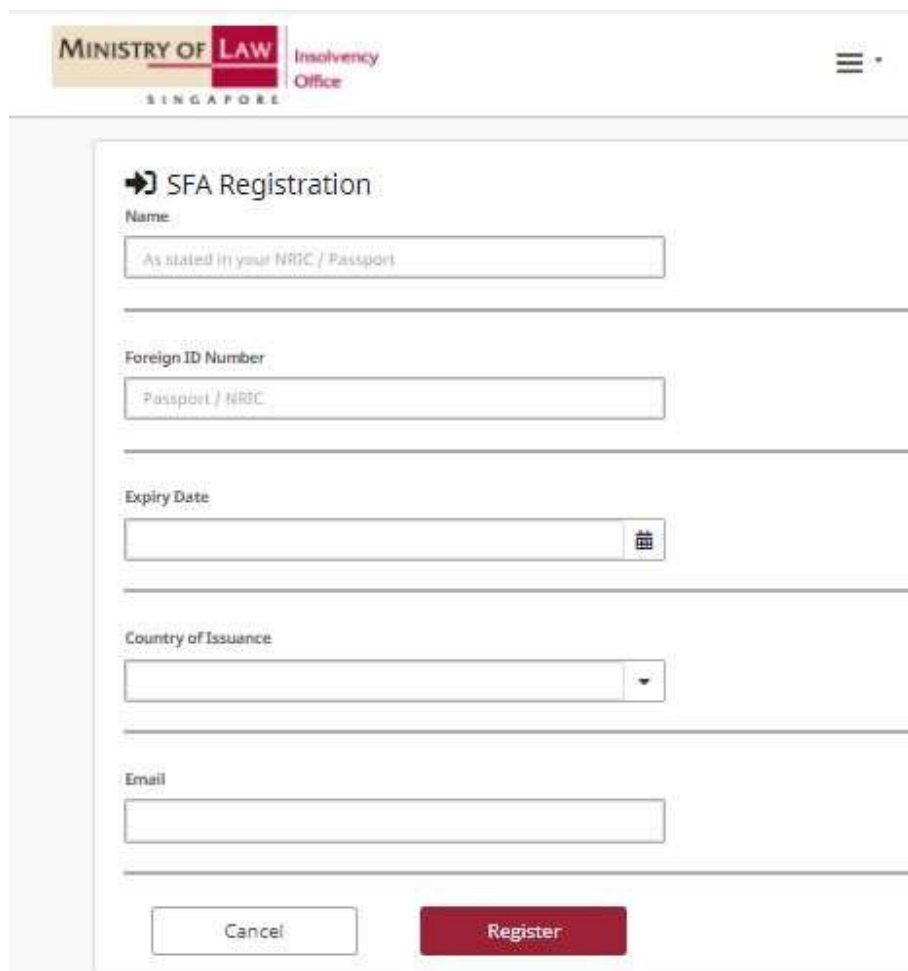## Steps to Register for a SINGPASS Foreign-user Account ("SFA")

Note : If you are a foreigner and you do not have a SINGPASS, you may apply for a SFA to transact with the Insolvency Office. You will also need to download the "Singpass" mobile application ("app") onto your smart phone.

Step 1 : Visit https://eservices.mlaw.gov.sg/ipto/forms/drs/_drs-sfa-register.form and submit your registration for a SFA. Take note that you will need the "Foreign ID Number" again for Step 6.

Step 2 : Check your email inbox (including the junk mail folder) for your SFA SINGPASS User ID. You must submit the SFA SINGPASS User ID to the Insolvency Office for update before you can access the Insolvent Person's Portal. You do not need to do so if you are using the SFA SINGPASS User ID to access the Creditor's Portal.

Step 3 : Visit the SINGPASS portal at https://www.singpass.gov.sg and click on "Log in" to proceed.

Step 4 : Select "Reset password" to proceed.

Step 5 : At the "Reset password" page, click on the word "here" as shown in the diagram below to request for a new password for your SFA SINGPASS User ID.

Reset password

ⓘ **Note:**
To locate the Date of issue / Date of application on your identification document, refer to the your NRIC or FIN number.

NRIC or FIN number* ⓘ :   [NRIC / FIN]

Date of issue / Date of application*:   [DD / MM / YYYY] 📅

Security check*:

☐ I'm not a robot   reCAPTCHA
                      Privacy - Terms

Are you a foreign user without a FIN card? Click here.

[Cancel]   [**Next**]

Step 6 : Enter the same "Foreign ID Number" that you have used at Step 1 above. Complete the other mandatory fields and click "Next" to continue.

Request for new password (Foreign user)

Enter your foreign ID details below.

Foreign ID* ⓘ :   [ID]

Country of issuance* ⓘ :   [Country ▾]

Email* ⓘ :   [Email]
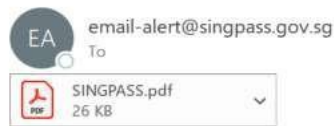
Security check* :

☐ I'm not a robot   reCAPTCHA
                      Privacy - Terms

[Cancel]   [**Next**]

Step 7 : Check your email inbox (including the junk mail folder) for the new OneTime Password ("OTP"). <u>Please note that the OTP is valid for 15 minutes</u>.

Request for Singpass Account (Foreign User) one-time password

EA email-alert@singpass.gov.sg
To

SINGPASS.pdf
26 KB

Dear

We received your online request for a new Singpass password on 22/06/2022 at 05:39 PM GMT+8.

Your new OTP is in the attachment. For your security, the PDF file is encrypted with your Foreign ID you used for Singpass account registration.

Please contact our helpdesk if you did not make this request on the above-mentioned date/time.

Please remember to keep your Singpass password confidential at all times.

Yours Sincerely,
Singpass Team
Government Technology Agency (GovTech)
Email: support@singpass.gov.sg
Helpdesk: +65 6335 3533

Please do not reply to this email.

singpass GOVTECH SINGAPORE

Dear Sir/Madam,

SINGPASS ONE-TIME PASSWORD

Your Singpass one-time password (OTP) is: **32774108**

This OTP is **valid for 15mins** from 30/06/2022 at 09:54 AM GMT+8.

Step 8 : Launch the SINGPASS mobile app on your smart phone. Enter your SFA SINGPASS User ID (obtained at Step 2) and the password (obtained at Step 7).

Log in

Singpass ID

Password

Log in

Visit the Singpass website if you have forgotten your Singpass ID and/or password.

Step 9 : Create a new password.

Create password

Enter your new password below

New password*:

[New password]

Confirm new password*:

[Confirm new password]

[Next]

singpass

✓ Success

You have updated your password on 30/06/2022 09:52 AM

[Proceed]

Step 10 : After you have successfully updated your new password. Please follow all the step on screen to set up your identity in the SINGPASS mobile app.

How would you like to proceed?

ePIN

Send an ePin to my registered email
Processing time: 15 minutes

Enter the 8-digit Singpass One-Time Password (OTP) that was sent to your Singpass registered email.

[EPIN]

Doesn't work? Request a new OTP

[Submit]

Name

Account No. (For Authentication Certificate)

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.

✓

Identity details confirmed
Name

Account No. (For Authentication Certificate)
:
Your certificate will be issued with the applicable identity details above.

Step 11 : After you have set up your identity in the SINGPASS mobile app, you can now access the Insolvent Person's Portal* or the Creditor's Portal at https://eservices.mlaw.gov.sg/ipto/forms/io/io-home.form with your SFA SINGPASS User ID (obtained at Step 2) and new password (obtained at Step 9) or by scanning the QR code on screen with the SINGPASS mobile app.

*Please remember to submit your SFA SINGPASS User ID to the Insolvency Office for update.