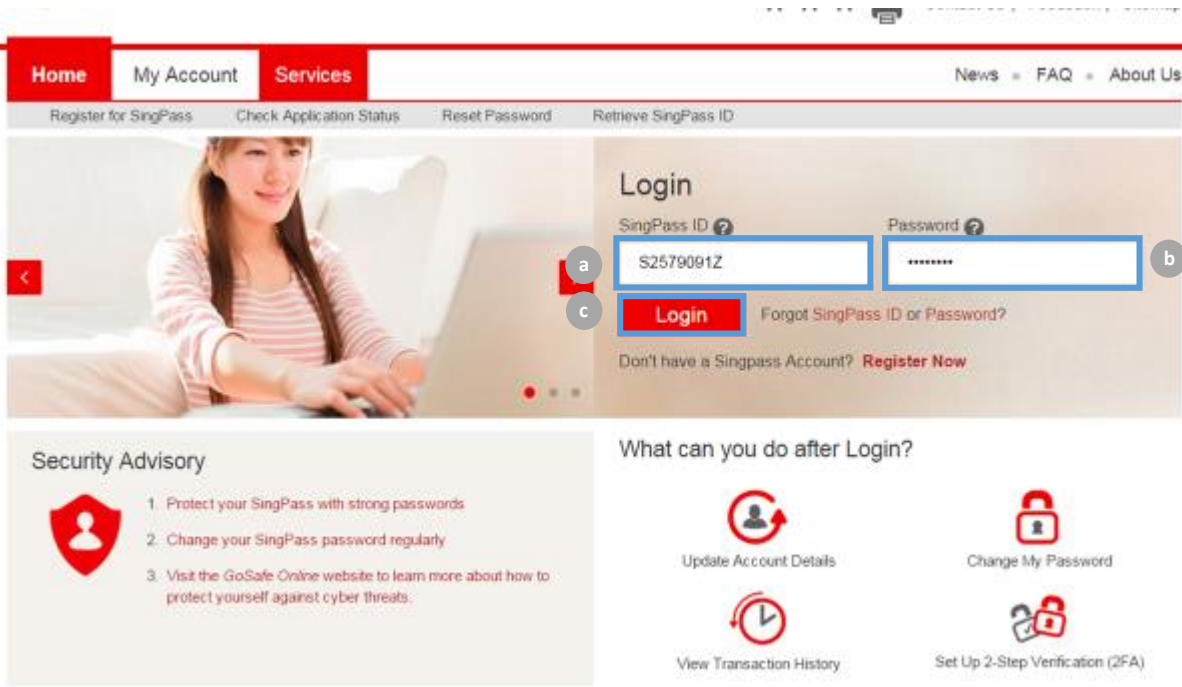




Quick Reference
Guide: Change
Password

How to change SingPass Password

This Quick Reference Guide shows you how to change your SingPass password. It is important to use a strong password and change your password regularly to ensure that your personal data is safe and secure.

Steps List	Links / Screenshots
<p>1. To change your password, log in to the SingPass website. (https://www.singpass.gov.sg/)</p> <p>Enter:</p> <ul style="list-style-type: none">(a) SingPass ID(b) Password(c) Click “Login” to proceed.	 <p>The screenshot shows the SingPass website's login interface. At the top, there is a navigation bar with 'Home', 'My Account', and 'Services' tabs. Below this is a secondary navigation bar with links for 'Register for SingPass', 'Check Application Status', 'Reset Password', and 'Retrieve SingPass ID'. The main content area features a 'Login' section with two input fields: 'SingPass ID' (containing 'S2579091Z') and 'Password' (containing '*****'). A red 'Login' button is positioned below the SingPass ID field. To the right of the password field is a link for 'Forgot SingPass ID or Password?'. Below the login fields is a link for 'Don't have a Singpass Account? Register Now'. The page also includes a 'Security Advisory' section with three points: 1. Protect your SingPass with strong passwords, 2. Change your SingPass password regularly, and 3. Visit the GoSafe Online website to learn more about how to protect yourself against cyber threats. Additionally, there is a section titled 'What can you do after Login?' with four options: 'Update Account Details', 'Change My Password', 'View Transaction History', and 'Set Up 2-Step Verification (2FA)'. Annotations 'a', 'b', and 'c' are placed over the SingPass ID field, the Password field, and the Login button, respectively.</p>

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2. Go to the Quick Links section

(a) Click “Change My Password”.

The screenshot shows the SingPass website interface. At the top left is the SingPass logo with the tagline 'Singapore Personal Access'. At the top right is the Singapore Government logo with the tagline 'Integrity · Service · Excellence', a search bar, and links for 'Contact Us', 'Feedback', and 'Sitemap'. Below the header is a navigation bar with 'Home' (highlighted in red), 'My Account', and 'Services'. On the right of the navigation bar are links for 'News', 'FAQ', and 'About Us'. The main content area features a 'Welcome' message with a user photo and a 'Log Out' button. Below this is a 'Security Advisory' section with three numbered points. To the right is a 'Quick Links' section with four buttons: 'Update Account Details', 'Change My Password' (highlighted with a blue border and a red 'a' in a circle), 'View Transaction History', and 'Set Up 2-Step Verification (2FA)'. The footer contains 'Privacy Statement | Terms of Use' and '© 2015 Government of Singapore'.

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3 **Generate OTP**

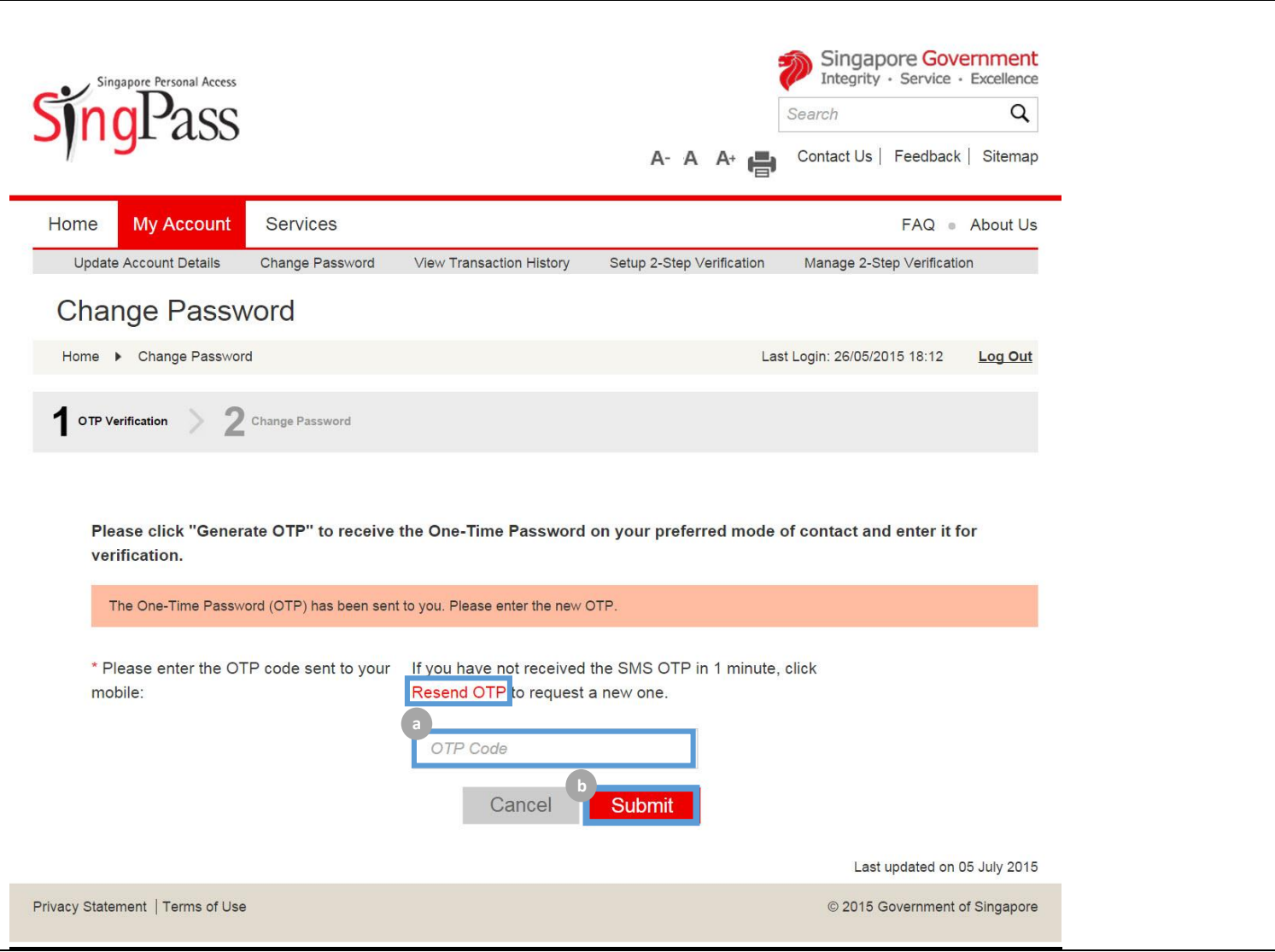
(a) Click **“Generate OTP”** to receive a One-Time Password (OTP) via your preferred mode of contact (either SMS or email).

You should receive this OTP within one minute of your request. Please note that this OTP will expire within five minutes of receipt.

The screenshot shows the SingPass 'Change Password' interface. At the top, there is a navigation bar with 'Home', 'My Account', and 'Services' tabs. Below this is a sub-menu with options: 'Register for SingPass', 'Check Application Status', 'Reset Password', and 'Retrieve SingPass ID'. The main heading is 'Change Password'. A breadcrumb trail shows 'Home > Change Password'. On the right, it displays 'Last Login: 05/05/2015 17:42' and a 'Log Out' link. A progress indicator shows '1 OTP Verification > 2 Change Password'. The main instruction reads: 'Please click "Generate OTP" to receive the One-Time Password on your preferred mode of contact and enter it for verification.' Below this, there is a text input field labeled 'OTP Code' with a red asterisk indicating a required field. A red box highlights the 'Generate OTP' button, with a circled 'a' next to it. There are also 'Cancel' and 'Submit' buttons at the bottom of the form area. The footer contains 'Privacy Statement | Terms of Use' and '© 2015 Government of Singapore'.

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4. A One-Time Password (OTP) will be sent via SMS or email to your contact details for verification.
- (a) Enter the 6-digit OTP.
- (b) Click “Submit” to proceed.



SingPass Singapore Personal Access

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Change Password

Home > Change Password Last Login: 26/05/2015 18:12 [Log Out](#)

1 OTP Verification > **2** Change Password

Please click "Generate OTP" to receive the One-Time Password on your preferred mode of contact and enter it for verification.

The One-Time Password (OTP) has been sent to you. Please enter the new OTP.

* Please enter the OTP code sent to your mobile: [Resend OTP](#) If you have not received the SMS OTP in 1 minute, click [Resend OTP](#) to request a new one.

a

b

Last updated on 05 July 2015

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5. (a) **Enter** the current password.
(b) **Enter** the new password twice.
(c) **Click “Next”** to proceed.

Note: Please note these guidelines when setting your password:

- Password cannot be the same as User ID
- Password to be between 8 – 24 alphanumeric characters, preferably containing upper case letters and symbols, with at least 1 letter and 1 number.
- Common passwords are disallowed, e.g., “password123”, “pwd12345”.
- Your new password cannot be the same as any of your previous five passwords.

The screenshot displays the SingPass 'Change Password' interface. At the top, there is a navigation bar with 'Home', 'My Account', and 'Services'. Below this, a secondary bar contains 'Update Account Details', 'Change Password', and 'View Transaction History'. The main heading is 'Change Password', with a breadcrumb trail 'Home > Change Password' and a 'Last Login: 05/05/2015 17:42' timestamp. A progress indicator shows '1 OTP Verification' and '2 Change Password'. The form prompts the user to 'Please enter your current and new password.' and includes three input fields: '* Current Password:', '* New Password:', and '* Confirm New Password:'. The 'New Password' field is highlighted with a blue border and a 'b' label. Below the fields are 'Cancel' and 'Next' buttons, with the 'Next' button highlighted in red and labeled 'c'. The footer contains 'Privacy Statement | Terms of Use' and '© 2015 Government of Singapore'.

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6. After your current and new passwords have been verified, your SingPass password change has been successfully. Please remember your new password for future logins.

You will receive a SMS or email notification via your preferred mode of contact to inform you of this password change.

Click “Ok” to exit confirmation.

If you need any clarification or have queries about your SingPass account, check out the Frequently Asked Questions or contact us at +65 6643 0555 or support@singpass.gov.sg

Our customer service officers will be happy to assist you.

If you require further assistance, you may visit the nearest SingPass counter with the necessary documents for verification.

The screenshot displays the SingPass user interface. At the top left is the SingPass logo with the tagline 'Singapore Personal Access'. To the right is the Singapore Government logo with the motto 'Integrity · Service · Excellence' and a search bar. Below the logo is a navigation menu with 'Home', 'My Account' (highlighted in red), and 'Services'. Under 'My Account', there are links for 'Update Account Details', 'Change Password' (highlighted), and 'View Transaction History'. On the right side of the menu, there are links for 'News', 'FAQ', and 'About Us'. Below the navigation menu, the page title is 'Change Password'. A breadcrumb trail shows 'Home > Change Password'. On the right, it says 'Last Login: 05/05/2015 17:42' and a 'Log Out' link. The main content area displays the message: 'Your password has been updated successfully on 05/05/2015 17:44.' with a red 'OK' button. At the bottom, there is a footer with 'Privacy Statement | Terms of Use' on the left and 'Last updated on 05 July 2015' and '© 2015 Government of Singapore' on the right.