



Instructional Guide: One-Time Account Update

How to complete One-Time Account Update

The Quick Reference Guide shows what existing SingPass users need to do when logging in to the enhanced SingPass service for the first time. You will need to check or update your contact details. This is so that we can notify you when key SingPass activities take place.

Steps List	Links / Screenshots
<p>1. Log In</p> <p>When you are directed to the SingPass login page:</p> <p>(a) Enter your SingPass ID.</p> <p>(b) Enter your SingPass password.</p> <p>(c) Click the “Login” button to proceed.</p>	

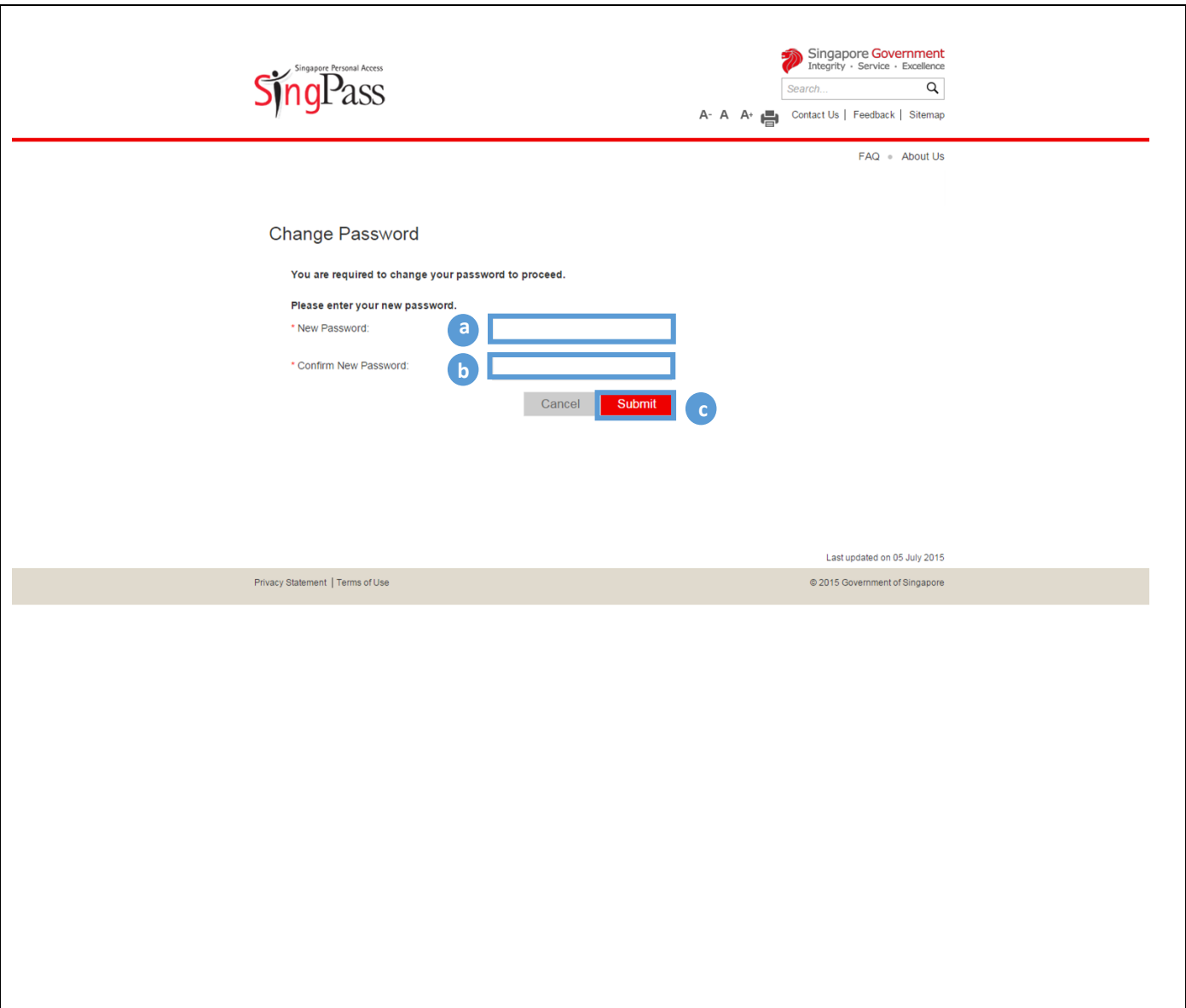
2. **Change Password**

If you have not changed your password within the past 2 years, you will be asked to change your password upon login.

- (a) **Enter** your new password
- (b) **Re-enter** your new password
- (c) **Click** “Submit”.

Tips:

- *Your password cannot be the same as your User ID*
- *Your password has to be alpha-numeric and contain 8 – 24 characters (at least 1 letter and 1 number)*
- *Common passwords are not allowed, e.g., “password123”, “pwd12345”.*



The screenshot shows the SingPass 'Change Password' 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 navigation links for 'A-', 'A', 'A+', 'Contact Us', 'Feedback', and 'Sitemap'. Below the header is a red horizontal line, followed by 'FAQ' and 'About Us' links. The main heading is 'Change Password'. Below it, a message states 'You are required to change your password to proceed.' and 'Please enter your new password.' There are two input fields: the first is labeled 'New Password:' and the second is labeled 'Confirm New Password:'. Both fields are highlighted with blue boxes and labeled 'a' and 'b' respectively. Below the input fields are 'Cancel' and 'Submit' buttons, with the 'Submit' button highlighted in red and labeled 'c'. At the bottom of the page, 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.

Quick Reference Guide

One-Time Account Update

3. If you have previously registered your mobile number, please check that the details on the screen are correct.

If you have not registered your mobile number, please enter your contact details.

- (a) **Click** the radio button to select your preferred mode of contact (either mobile or email)
- (b) **Enter** your mobile number and/or your email address.
- (c) **Click “Continue”** to proceed.

We encourage you to register your contact details with SingPass, so that you will be notified via SMS or email whenever key changes are made to your account details. This helps to better protect your SingPass account.

Note: A mobile number can be registered to only one SingPass account.

Singapore Personal Access
SingPass

Singapore Government
Integrity · Service · Excellence

Search...

A- A A+ Contact Us | Feedback | Sitemap

FAQ · About Us · Video Guides · Counter Locations · News

Welcome: Chok Melven [Log Out](#)

Update your SingPass Account

1 Enter Contact Details > 2 One-Time Password

+ Why are we asking for your contact?

Please provide your contact details.

Note: After you have provided your mobile number, a One-Time Password (OTP) will be sent to you via SMS for verification. If you provide your email address, a One-Time Password (OTP) will be sent to you via email.

Please be advised that your mobile number and email address can only be registered to ONE SingPass account

* Preferred mode of contact: Mobile Email

* Mobile Number: +65
[Do not have a mobile number?](#)

Email:

Continue

Last updated on 05 July 2015

Privacy Statement | Terms of Use | Rate This Website

© 2015 Government of Singapore

Quick Reference Guide

One-Time Account Update

4. Verify your mobile number

A One-Time Password (OTP) will be sent to you via SMS.

You should receive the OTP within one minute.

- (a) **Enter** the 6-digit OTP sent to you via SMS.
- (b) **Click “Continue”** to proceed.

Please note that this OTP will expire within three minutes of receipt.

The screenshot shows the SingPass website interface. At the top, there is the SingPass logo and the Singapore Government logo with the tagline 'Integrity · Service · Excellence'. A search bar and navigation links (Contact Us, Feedback, Sitemap) are visible. Below the header, a navigation bar shows the user's name 'Welcome: Chok Melven' and a 'Log Out' link. The main heading is 'Update your SingPass Account'. A progress bar indicates three steps: 1. Enter Contact Details, 2. Mobile One-Time Password (current step), and 3. Email One-Time Password. A red vertical line separates the progress bar from the main content area. On the left, there is a red circular icon with a white mobile phone. The main content area contains the text: 'Please enter the One-Time Password (OTP) sent to your registered mobile number (****7569). * Enter the OTP sent to your Mobile:' followed by a text input field labeled 'SMS OTP' with a blue 'a' in a circle. Below the input field, there is a red link: 'If you do not receive the SMS OTP in 1 minute, click **Resend SMS OTP** to request for a new one.' At the bottom of the input area, there are two buttons: a grey 'Back' button and a red 'Continue' button with a blue 'b' in a circle. The footer contains the text 'Last updated on 05 July 2015' and '© 2015 Government of Singapore'.

Quick Reference Guide One-Time Account Update

5. Verify your email address

A separate One-Time Password (OTP) will be sent to you via your email. You should receive the OTP within one minute of your request.

- (a) **Enter** the 6-digit OTP sent to you via email.
- (b) **Click “Continue”** to proceed.

Please note that this OTP will expire within three minutes of receipt.

If you do not receive the OTP after one minute, please click **“Resend OTP”** to request for a new OTP.

The screenshot displays the SingPass website interface for updating account details. At the top, the SingPass logo and Singapore Government branding are visible. The main heading is 'Update Account Details'. Below this, a breadcrumb trail shows 'Home > Update Account Details' and the user's last login information: 'Last Login: 20/03/2017 17:13' with a 'Log Out' link. The central content area features a red envelope icon and a text prompt: 'Please enter the One-Time Password (OTP) sent to your registered Email (s*****@mailinator.com)'. Below the prompt is a text input field containing the number '512296', which is highlighted with a blue box and labeled 'a'. To the right of the input field is a red 'Submit' button, also highlighted with a blue box and labeled 'b', and a grey 'Cancel' button. A note below the input field states: 'If you do not receive the Email OTP in 1 minute, click Resend Email OTP to request for a new one.' The footer contains the text 'Last updated on 05 July 2015' and '© 2015 Government of Singapore'.

Quick Reference Guide One-Time Account Update

6. **You have completed the One-Time Account Update successfully.**

(a) Click “Ok” and you will be directed to the government website / e-Service page that you were accessing.

Note:

- A notification letter will be mailed to your registered address to inform you of the successful account update within 4 working days for local addresses. It will take more than four working days to be delivered to overseas addresses.
- *If you have queries about your SingPass account, you can contact SingPass Helpdesk at +65 6643 0555 or support@singpass.gov.sg.*

The screenshot displays the SingPass website 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 tagline 'Integrity · Service · Excellence'. Below the government logo is a search bar and navigation links for 'Contact Us', 'Feedback', and 'Sitemap'. A horizontal red line separates the header from the main content area. In the center of the page, a message states: 'Your account has been updated successfully on 05 May 2015 17:38.' Below this message is a red 'OK' button. At the bottom of the page, there is a footer with links for 'Privacy Statement' and 'Terms of Use', and a copyright notice: '© 2015 Government of Singapore'.