Registering for a SingPass account
A guide for those who are new to SingPass

October 2018
Registering for a SingPass account


2. Register for SingPass

3. Set up SingPass account
   - via SingPass Mobile app
   - via SingPass website
Registering for a SingPass account

1. Click ‘Register for SingPass’.

2. Register for SingPass

3. Set up SingPass account
   - via SingPass Mobile app
   - via SingPass website
Registering for a SingPass account

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   - via SingPass Mobile app
   - via SingPass website

2. Check that you are **eligible for SingPass** and your **address** stated on your NRIC/FIN card is correct.

![SingPass registration page](image-url)
Registering for a SingPass account

1. Go to SingPass website
2. Register for SingPass
   - via SingPass Mobile app
   - via SingPass website
3. Set up SingPass account

2. Read and agree to the Terms of Use, before clicking ‘Register Now’.
Registering for a SingPass account

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   - via SingPass Mobile app
   - via SingPass website

2. Provide your personal details and enter the verification code.

The Date of Issue of your NRIC or Pass is found at the back of the card.
Registering for a SingPass account

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   - via SingPass Mobile app
   - via SingPass website

2. Click 'Submit'.
Registering for a SingPass account

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   - via SingPass Mobile app
   - via SingPass website

2. Your SingPass password will be mailed to your registered address.

Note: Your SingPass password may take up to five working days to arrive.
Now that you have registered for SingPass, you can set up your SingPass account

Via the SingPass Mobile App (page 10)

Via the SingPass Website (page 25)
Set up your SingPass account via the SingPass Mobile app
Set up your SingPass account – via SingPass Mobile app

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   a. Download the app
   b. Log in
   c. Create SingPass password
   d. Set up the app

Upon receiving the PIN Mailer, you can set up your SingPass account and SingPass Mobile app.

Visit the App Store and download ‘SingPass Mobile’.

Check that the developer is ‘Government Technology Agency’ before downloading the app.

Related FAQs

• I did not receive (or have misplaced) the SingPass mailer containing my one-time SingPass password. What should I do?
• Can I download SingPass Mobile on multiple devices?
• Will SingPass Mobile replace my existing SingPass 2FA methods?
Set up your SingPass account – via SingPass Mobile app

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   a. Download the app
   b. Log in
   c. Create SingPass password
   d. Set up the app

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

Tap ‘Okay’ to proceed to set up your SingPass Mobile app.

Related FAQs

- What do I need to set up SingPass Mobile?
- I have not set up my 2FA, i.e. I do not have SMS-2FA or a OneKey Token. How can I set up SingPass Mobile on my mobile device?
- After setting up SingPass Mobile, do I still need my OneKey Token or SMS-OTP?
Set up your SingPass account – via SingPass Mobile app

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   a. **Download the app**
   b. Log in
   c. Create SingPass password
   d. Set up the app

3. **Allow** SingPass Mobile to send you notifications.
Set up your SingPass account – via SingPass Mobile app

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   a. **Download the app**
   b. Log in
   c. Create SingPass password
   d. Set up the app

**3 Swipe left or tap ‘Next’** for a quick overview of SingPass Mobile.
Set up your SingPass account – via SingPass Mobile app

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   a. Download the app
   b. Log in
   c. Create SingPass password
   d. Set up the app

**Log in** to your SingPass account with your SingPass ID and the one-time password found in the PIN Mailer that was sent to your registered address.

Related FAQs

- [What is my SingPass ID and how do I retrieve it?](#)
Set up your SingPass account – via SingPass Mobile app

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   a. Download the app
   b. Log in
   c. Create SingPass password
   d. Set up the app

3. Create your SingPass password.

Note: You will need this password when you use SMS 2FA or OneKey Token to log in.

Tips for a strong password: 8-24 characters, with letters, numbers, symbols
Set up your SingPass account – via SingPass Mobile app

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   a. Download the app
   b. Log in
   c. Create SingPass password
   d. Set up the app

3. You have successfully created your SingPass password.
Set up your SingPass account – via SingPass Mobile app

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   a. Download the app
   b. Log in
   c. Create SingPass password
   d. Set up the app

3. Please wait while the app verifies your identity.
Set up your SingPass account – via SingPass Mobile app

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   a. Download the app
   b. Log in
   c. Create SingPass password
   d. Set up the app

Once your identity has been confirmed, select ‘Continue’.
Set up your SingPass account – via SingPass Mobile app

3 Create your own 6-digit passcode for you to verify your identity when using SingPass Mobile.

1 Go to SingPass website

2 Register for SingPass

3 Set up SingPass account
   a. Download the app
   b. Log in
   c. Create SingPass password
   d. Set up the app

Note: When using SingPass Mobile, you can choose to log in using your fingerprint or this 6-digit passcode. Do remember it!
Set up your SingPass account – via SingPass Mobile app

1. Go to SingPass website

2. Register for SingPass

3. Set up SingPass account
   a. Download the app
   b. Log in
   c. Create SingPass password
   d. Set up the app

3. Re-enter your passcode to confirm.
Set up your SingPass account – via SingPass Mobile app

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   a. Download the app
   b. Log in
   c. Create SingPass password
   d. Set up the app

3. **Enable Touch ID** to log in using your fingerprint.
   If you have an iPhone with Face ID feature, you will be prompted to **enable Face ID** instead.
Set up your SingPass account – via SingPass Mobile app

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   a. Download the app
   b. Log in
   c. Create SingPass password
   d. Set up the app

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

*Note: This may take a while. Do not close the app until activation is complete.*
Congratulations! Your SingPass Mobile app is now ready for use!

Set up your SingPass account – via SingPass Mobile app

1. Go to SingPass website

2. Register for SingPass

3. Set up SingPass account
   a. Download the app
   b. Log in
   c. Create SingPass password
   d. Set up the app

Note: To learn how to use SingPass Mobile, refer to the iOS user guide and Android user guide.
Set up your SingPass account via the SingPass website
Set up your SingPass account – via SingPass website

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   a. Log in
   b. Update details
   c. Create password

Related FAQs

- I did not receive (or have misplaced) the SingPass mailer containing my one-time SingPass password. What should I do?
Set up your SingPass account – via SingPass website

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   a. Log in
   b. Update details
   c. Create password

3. Log in with your **SingPass ID** and **password**

Related FAQs

- **What is my SingPass ID and how do I retrieve it?**
Set up your SingPass account – via SingPass website

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   a. Log in
   b. Update details
   c. Create password

Related FAQs

- Why do I have to perform a one-time account update upon logging in?
Set up your SingPass account – via SingPass website

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   a. Log in
   b. Update details
   c. Create password

3. SingPass will notify you when there are changes made to your account details. Select your **preferred mode**, then click ‘Next’

Related FAQs

- **Why do I have to perform a one-time account update upon logging in?**
Set up your SingPass account – via SingPass website

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   a. Log in
   b. Update details
   c. Create password

Enter the **One-Time Password** sent to your mobile number (and email address) to verify that your contact details are correct.

Related FAQs

- Why am I prompted to enter a verification code?
Set up your SingPass account – via SingPass website

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   a. Log in
   b. Update details
   c. Create password

3. Create your **new SingPass password**, then click ‘Next’

**Tips for a strong password:** 8-24 characters, with letters, numbers, symbols
Set up your SingPass account – via SingPass website

1. Go to SingPass website
2. Register for SingPass
3. Set up SingPass account
   a. Log in
   b. Update details
   c. Create password

You have successfully updated your SingPass account!

Success
You have updated your account details and activated your SMS 2FA on 31/01/2018 04:59 PM.
You will receive one-time passwords via SMS when you perform transactions involving sensitive data.
Have more questions?

Check out the *SingPass FAQs*