Setting up SMS 2FA
A guide for SingPass users who need to set up SMS 2FA

February 2018
Choose a profile:

- I have not set up 2FA
- I have a OneKey Token
Setting up 2FA for the first time

Note: If you do not have a SingPass account, please see [this instructional guide](#) to find out how to register for one.
Setting up 2FA for the first time


2. Register for SMS 2FA

3. Activate SMS 2FA
Setting up 2FA for the first time

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

2. Register for SMS 2FA

3. Activate SMS 2FA
Setting up 2FA for the first time

1. Log into SingPass

2. Register for SMS 2FA

3. Activate SMS 2FA

Check that the **postal code** is correct, and provide your contact details, such as mobile number.

Related FAQs

I received an error message saying that the mobile number I provided is already registered and cannot be used for my SingPass account. What should I do?

Note: A PIN mailer will be sent to the postal code shown.
Setting up 2FA for the first time

1. Log into SingPass
2. Register for SMS 2FA
3. Activate SMS 2FA

2. SingPass will notify you when there are changes made to your account details. Select your preferred mode, then click ‘Next’
Setting up 2FA for the first time

1. Log into SingPass
2. Register for SMS 2FA
3. Activate SMS 2FA

2. Enter the **One-Time Password (OTP) sent via SMS** to your mobile number, then click ‘Next’.
Setting up 2FA for the first time

1. Log into SingPass
2. Register for SMS 2FA
3. Activate SMS 2FA

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- Wait for a PIN mailer to arrive at your registered address

Note: The PIN mailer may take up to five working days to arrive.
Setting up 2FA for the first time

1. Log into SingPass
2. Register for SMS 2FA
3. Activate SMS 2FA

Upon receiving your PIN mailer, you can **activate** your SMS 2FA

Related FAQs

I did not receive (or have misplaced) the SingPass mailer containing my one-time SingPass password. What should I do?
Setting up 2FA for the first time

1. Log into SingPass
2. Register for SMS 2FA
3. Activate SMS 2FA

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

Related FAQs
I did not receive (or have misplaced) the SingPass mailer containing my one-time SingPass password. What should I do?
Setting up 2FA for the first time

1. Log into SingPass
2. Register for SMS 2FA
3. Activate SMS 2FA

3. Enter the Activation PIN in the mailer, then click ‘Activate’
Setting up 2FA for the first time

1. Log into SingPass
2. Register for SMS 2FA
3. Activate SMS 2FA

You have successfully set up your SMS 2FA!

Related FAQs
How do I check if I have successfully set up my SingPass 2FA?
Adding SMS 2FA as an alternative mode

Note: Only applicable for users who have set up OneKey Token 2FA but not SMS 2FA
Adding SMS 2FA as an alternative mode


2. Log into SingPass

3. Register for SMS 2FA

4. Activate SMS 2FA
Adding SMS 2FA as an alternative mode

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

2. Register for SMS 2FA

3. Activate SMS 2FA
Adding SMS 2FA as an alternative mode

1. Log into SingPass
2. Register for SMS 2FA
3. Activate SMS 2FA

1. Enter the **One-Time Password (OTP)** from the token, then click ‘Submit’

Related FAQs

**What happens if the OneKey OTP is not accepted?**

- Want to register for SMS 2FA? Click [here](#) to update your mobile number.
- Lost or damaged your OneKey Token? Visit [Assurity counters](#) to replace it.
- Changed your OneKey token? Update it [here](#).
Adding SMS 2FA as an alternative mode

1. Log into SingPass
2. Register for SMS 2FA
3. Activate SMS 2FA

2. Click ‘Set Up 2FA’
Adding SMS 2FA as an alternative mode

1. Log into SingPass
2. Click on the image to register for SMS 2FA
3. Activate SMS 2FA

Need to set up your 2FA urgently? Click here.
Related FAQs

I received an error message saying that the mobile number I provided is already registered and cannot be used for my SingPass account. What should I do?

Adding SMS 2FA as an alternative mode

2. Enter your **mobile number**, then click ‘Next’
Adding SMS 2FA as an alternative mode

1. Log into SingPass
2. Register for SMS 2FA
3. Activate SMS 2FA

Enter the **One-Time Password (OTP) sent via SMS** to verify your mobile number.
Adding SMS 2FA as an alternative mode

1. Log into SingPass
2. Register for SMS 2FA
3. Activate SMS 2FA

You have successfully set up your SMS 2FA!

Related FAQs

How do I check if I have successfully set up my SingPass 2FA?

What are the different 2FA options that I can choose from? Can I have more than one mode of 2FA?
Got more questions?

Visit SingPass FAQs