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Instructional Guide:  
Update Account  
Details

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## How to Update Account Details

This Quick Reference Guide shows you how to update your SingPass account details such as your contact information. It is important to update your account details to receive notifications and access the full functionalities of SingPass.

Steps List	Links / Screenshots
<p>1. <b>Update Account Details</b></p> <p>Please visit <a href="https://www.singpass.gov.sg/">https://www.singpass.gov.sg/</a></p> <p><b>Enter:</b></p> <ul style="list-style-type: none"><li>(a) Your SingPass ID</li><li>(b) Your SingPass Password</li><li>(c) Click <b>“Login”</b> to proceed.</li></ul>	<p><b>Home</b> My Account Services MyInfo      FAQ About Us Video Guides Counter Locations News</p> <p><b>Announcement for Upcoming Scheduled Maintenance</b> SingPass will be undergoing scheduled maintenance from 12am to 8am on 2 Apr 2017, and will not be available during this period. [Note: Your SingPass account contains a lot of personal data. Please do not share your username, password and 2FA details (SMS or Token OTPs)].</p> <p><b>Login</b></p> <p>SingPass ID <input type="text"/> Password <input type="password"/></p> <p><b>Login</b> Forgot SingPass ID or Password?</p> <p>Don't have a SingPass account? <a href="#">Register Now</a> Received an SMS about 2FA auto-registration? <a href="#">Find Out More</a></p> <p><b>Better protect your personal data with 2FA</b> If you have NOT set up your 2FA, please allow seven to 10 working days for setup <u>before</u> you can transact online. Details: <a href="http://tinyurl.com/SingPass2FA">tinyurl.com/SingPass2FA</a>.</p> <p><b>Security Advisory</b></p> <ul style="list-style-type: none"><li>Use strong passwords that are alphanumeric and contain 8-24 characters</li><li>Change your passwords regularly</li><li>Get tips from the <a href="#">GoSafeOnline</a> website on how to protect yourself against cyber threats.</li></ul> <p><b>What can you do after Login?</b></p> <ul style="list-style-type: none"><li>Update Account Details</li><li>Change My Password</li><li>View Transaction History</li><li>Set Up 2-Step Verification (2FA)</li></ul> <p>Last updated on 05 July 2015</p>

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2. (a) Click “Update Account Details” under the Quick Links section

The screenshot displays the SingPass website interface. At the top, the SingPass logo and the Singapore Government logo are visible. A search bar and navigation links like 'Contact Us', 'Feedback', and 'Sitemap' are present. Below the navigation bar, there is a red header with 'Home', 'My Account', 'Services', and 'MyInfo' tabs. A green announcement banner for scheduled maintenance is at the top. The main content area features a 'Welcome' message with a 'Log Out' button. A 'Security Advisory' section provides information on 2FA. The 'Quick Links' section contains four buttons: 'Update Account Details' (highlighted with a blue box and a circled 'a'), 'Change My Password', 'View Transaction History', and 'Set Up 2-Step Verification (2FA)'. The footer includes 'Privacy Statement', 'Terms of Use', 'Rate This Website', and '© 2015 Government of Singapore'.

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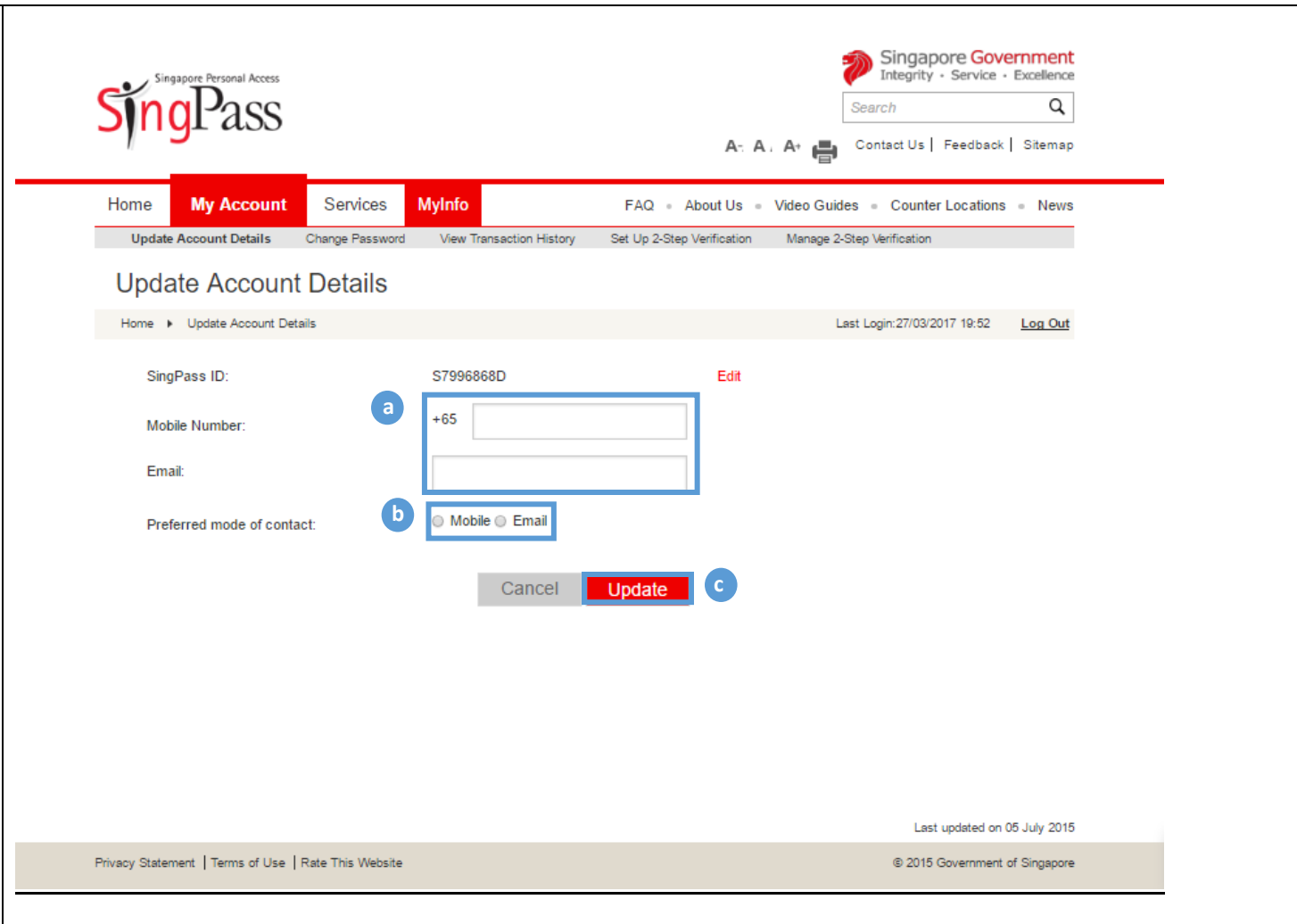
3. If you have previously registered your contact details, all the information will be reflected on this page. You can update the details here, if necessary.

The screenshot displays the SingPass 'Update Account Details' page. 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 for 'Contact Us', 'Feedback', and 'Sitemap' are also present. The main navigation menu includes 'Home', 'My Account', 'Services', and 'MyInfo'. Below this, a secondary menu lists 'Update Account Details', 'Change Password', 'View Transaction History', 'Set Up 2-Step Verification', and 'Manage 2-Step Verification'. The page title is 'Update Account Details'. A breadcrumb trail shows 'Home > Update Account Details'. The user's last login is '27/03/2017 19:52' and there is a 'Log Out' link. The form contains the following fields: 'SingPass ID' with the value 'S7996868D' and an 'Edit' link; 'Mobile Number' with a '+65' prefix and an input field; 'Email' with an input field; and 'Preferred mode of contact' with radio buttons for 'Mobile' and 'Email'. At the bottom of the form are 'Cancel' and 'Update' buttons. The footer includes 'Last updated on 05 July 2015', 'Privacy Statement | Terms of Use | Rate This Website', and '© 2015 Government of Singapore'.

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### 4. To update contact details

- (a) **Enter** your new mobile number and email address.
- (b) **Select** the radio button to indicate your preferred mode of contact.
- (c) **Click** "Update".



The screenshot shows the SingPass 'Update Account Details' page. At the top, there is a navigation bar with 'Home', 'My Account', 'Services', and 'MyInfo'. Below this is a sub-navigation bar with 'Update Account Details', 'Change Password', 'View Transaction History', 'Set Up 2-Step Verification', and 'Manage 2-Step Verification'. The main heading is 'Update Account Details'. Below the heading, there is a breadcrumb trail 'Home > Update Account Details' and a 'Last Login: 27/03/2017 19:52' with a 'Log Out' link. The form contains the following fields and options:

- SingPass ID: S7996868D (with an 'Edit' link)
- Mobile Number: +65 [input field] (with annotation 'a' pointing to the input field)
- Email: [input field]
- Preferred mode of contact:  Mobile  Email (with annotation 'b' pointing to the radio buttons)

At the bottom of the form, there are 'Cancel' and 'Update' buttons (with annotation 'c' pointing to the 'Update' button).

At the bottom of the page, there is a footer with 'Privacy Statement | Terms of Use | Rate This Website' and '© 2015 Government of Singapore'.

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5. If you have updated **your mobile number**, a One-Time Password (OTP) will be sent to you via SMS for verification.

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.

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

The screenshot shows the SingPass website interface for updating account details. At the top, there is a navigation bar with links for Home, My Account, Services, MyInfo, FAQ, About Us, Video Guides, Counter Locations, and News. The main heading is 'Update Account Details'. Below this, there is a breadcrumb trail 'Home > Update Account Details' and a 'Log Out' link. The central content area features a red circular icon with a white mobile phone symbol. To the right of the icon, the text reads: 'Please enter the One-Time Password (OTP) sent to your registered mobile number (\*\*\*\*7569). \* Please enter the OTP code sent to your mobile number'. Below this text is a text input field labeled 'OTP Code' with a blue border and a blue circle containing the letter 'a' next to it. Underneath the input field, there is a red link that says 'Resend SMS OTP' with a blue circle containing the letter 'b' next to it. At the bottom of the input area are two buttons: a grey 'Cancel' button and a red 'Submit' button. The footer of the page includes 'Last updated on 05 July 2015' and '© 2015 Government of Singapore'.

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7. If you have updated your **email address**, a separate One-Time Password (OTP) will be sent to you via email for verification.
- You should receive the OTP within one minute.
- (a) **Enter** the 6-digit OTP sent to yours via SMS.
  - (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 shows the SingPass 'Update Account Details' page. At the top, there is a navigation bar with 'Home', 'My Account', 'Services', and 'MyInfo'. Below this, the page title is 'Update Account Details'. A breadcrumb trail shows 'Home > Update Account Details'. The main 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 this, there is a text input field containing '512296', with a blue circle 'a' highlighting it. A red asterisk indicates a required field. Below the input field, there is a red link: 'If you do not receive the Email OTP in 1 minute, click Resend Email OTP to request for a new one.' At the bottom of the form, there are two buttons: 'Cancel' and 'Submit', with a blue circle 'b' highlighting the 'Submit' button. The footer contains 'Privacy Statement | Terms of Use | Rate This Website' and '© 2015 Government of Singapore'.

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### 6. You have updated your account details successfully.

(a) **Click** the “Back to Account Details” button to exit confirmation page.

**Note:**

- An SMS or email notification will be sent to you to notify you of the successful update.
- If you are registering your contact details with SingPass **for the first time**, a notification letter will also 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](mailto:support@singpass.gov.sg).*

Home **My Account** Services MyInfo FAQ About Us Video Guides Counter Locations News

Update Account Details Change Password View Transaction History Set Up 2-Step Verification Manage 2-Step Verification

### Update Account Details - Confirmation

Home Update Account Details Last Login: 23/03/2017 10:49 Log Out

Your account details have been updated successfully on 23 Mar 2017 at 10:56.

NRIC holders will receive a PIN mailer at their registered local address within seven working days. Please follow the instructions in the PIN mailer to activate your 2FA.  
A helpdesk officer may call you within the next working day to verify your address.  
If you are a FIN holder, please visit Assurity's Customer Care Centre in person with your original FIN card.

These are your updated account details:

SingPass ID:	S5302178F
Mobile Number:	90122509
Email:	spcp_test@mailinator.com
Preferred mode of contact:	Mobile

**a** [Back to Account Details](#)

[Go Back to Top](#)