

Citizen Services

Scan the QR code below
to learn more about
Transact Online competency:



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Introduction

The Digital Skills for Life (DSL) guide is a collection of booklets that is designed to help you learn essential digital skills for daily living. It offers step-by-step instructions and quick tips that empowers you to navigate the digital landscape confidently and safely.

It is designed for anyone who wants to pick up essential digital skills for daily living.

The DSL skills are grouped into 5 competency areas as shown in the diagram.

Learning Outcomes:

This guidebook focuses on the 'Transact Online' competency, where you will learn:

- The common digital government services, their icons and identify them using their logos.
- The common features (UI) and common steps (UX) of using Singpass app, manage its settings and using it to access other government services.
- Useful cybersecurity tips to stay safe online.

DSL



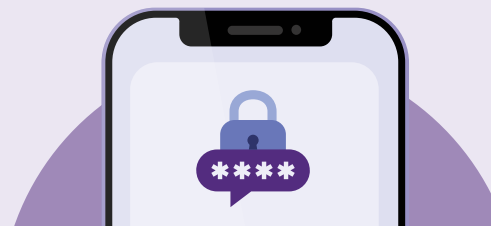
The guidebook is based on common software icons and mobile device settings. Please note that certain features may differ across different mobile devices and models.

Cyber Security Tips

To stay safe while using the app, please keep to the following:



Never scan any Singpass QR code sent to you by someone else over SMS, messaging apps (e.g. WhatsApp or Telegram), or other non-official channels. Only scan the Singpass QR code on the **official website** of the e-service you want to log in to.



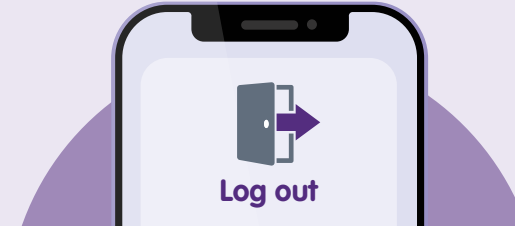
Do not share your Singpass ID, password and 2FA details with others as it can lead to unauthorised access to your accounts and personal information.



After scanning a Singpass QR code, always check that the **URL domain** displayed on your Singpass app's consent page matches what you see on your browser's address bar. Do not proceed if otherwise.



Only **register your own fingerprint, facial data and passcode** on your personal device.



Always **log out** from the government digital service (e.g. CPF, IRAS, HealthHub) when you have completed your transactions.

Understanding Common Digital Government Services Apps

About Singpass App

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The Common Features found across
Digital Government Services Apps

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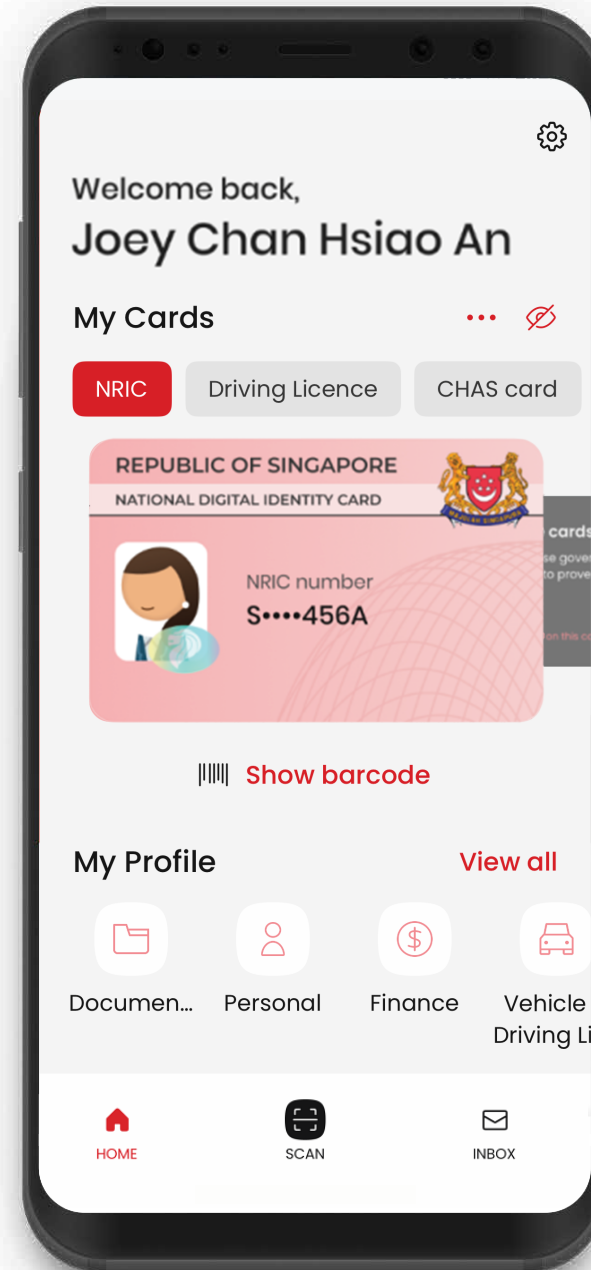
About Singpass App

Singpass is every Singapore resident's trusted digital identity. With the app, you can have easy and secure access to government and private sector services online.

Pre-requisites to learning the app

Learner must:

- Have a mobile device (either iOS or Android) connected to either cellular network or Wi-Fi with a working camera function.
- Know how to connect to cellular network or Wi-Fi.
- Know how to install an app on the mobile device.
- Have registered for a Singpass account and activated 2FA. If you have not, you can scan the QR code to follow the steps to register for a Singpass account and set up 2FA.



Common Features Across Digital Government Services Apps



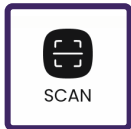
Home Icon

To access the app's main homepage.



In-app Settings Icon

To edit app's settings to your own preference (e.g. notification settings).



Scan Icon

To scan official Singpass QR code to access digital government services.



More Options

To allow you to access other options available on the app.



Inbox Icon

To access important information sent by the government.



View or Hide Information

To allow you to hide sensitive information from the app and only view them if you want to.

Step-by-step Guide to Use Singpass App

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The Icons, Functions and Settings in the Singpass App	Page 11
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Accessing other Government Services from Singpass App	Page 17
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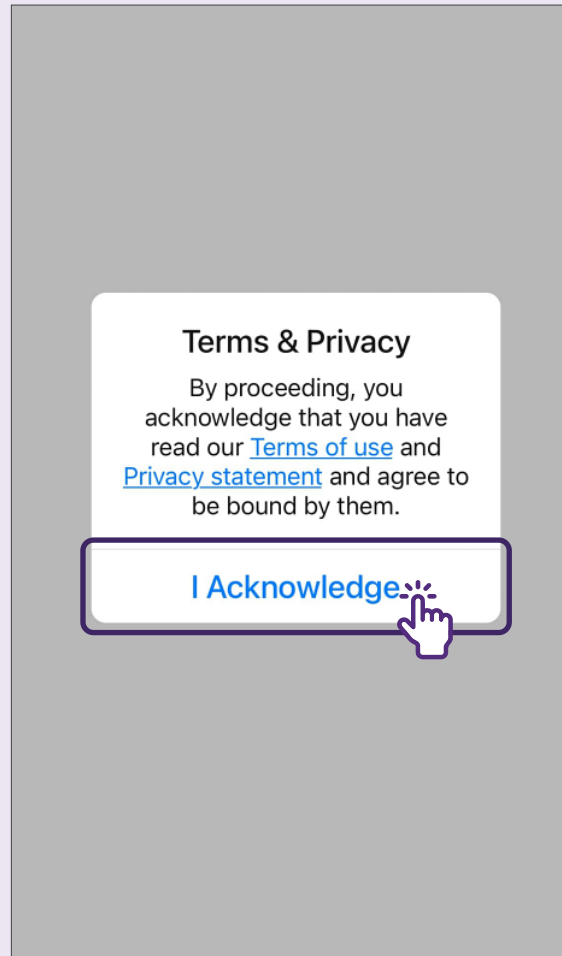
Set Up the Singpass App

1 Launch Singpass



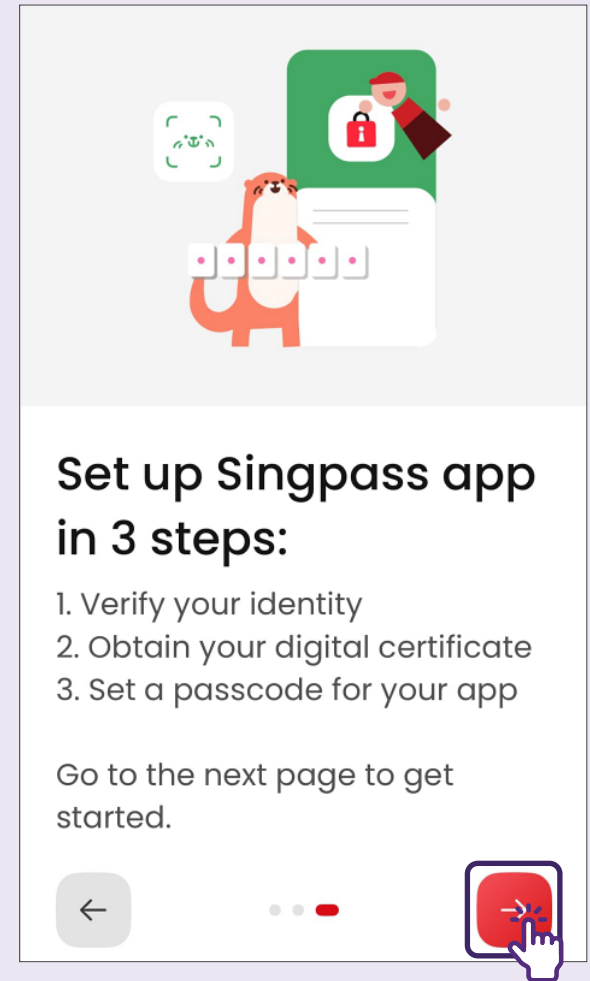
Launch the
"Singpass" app.

2 Terms & Privacy



Read the **Terms & Privacy** statement and acknowledge to proceed.

3 Select Face Verification



Swipe left or **tap "Next"** for a quick overview of Singpass app.

4 Log in to Singpass

Log in to your Singpass account with your Singpass ID and password.

5 Enter One-Time Password (OTP)

resend SMS OTP.'"/>

Enter the **One-Time Password** (OTP) sent via SMS.

6 Tap on Continue

Tap on **“Continue”** to proceed with **Singpass Face Verification**.

7 Confirm Certificate Details

Your authentication and signing certificates will be issued together.

Name

NRIC/FIN (For Authentication Certificate)

Masked NRIC/FIN (For Signing Certificate)

Certificate issued by Assurity Trusted Solutions Pte. Ltd.

- ☒ My identity details are correct
- ☒ I am applying on my own behalf
- ☒ I agree to the terms in the Subscriber Agreement with Assurity Trusted Solutions Pte. Ltd.

What's the Subscriber Agreement?

Cancel

Continue

Confirm your certificate details by selecting the checkboxes. Tap on "Continue".

8 Set up 6-digit Passcode

Set a new 6-digit Singpass app passcode



Avoid birth dates, NRIC/FIN and common patterns, eg. 111111, 123456

1

2

ABC

3

DEF

4

GHI

5

JKL

6

MNO

7

PQRS

8

TUV

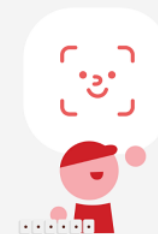
9

WXYZ

0



9 Enable Face ID



Enable Face ID instead of typing your passcode?

Enable Face ID

You may choose to enable Biometric Authentication to log in using your fingerprint or face.

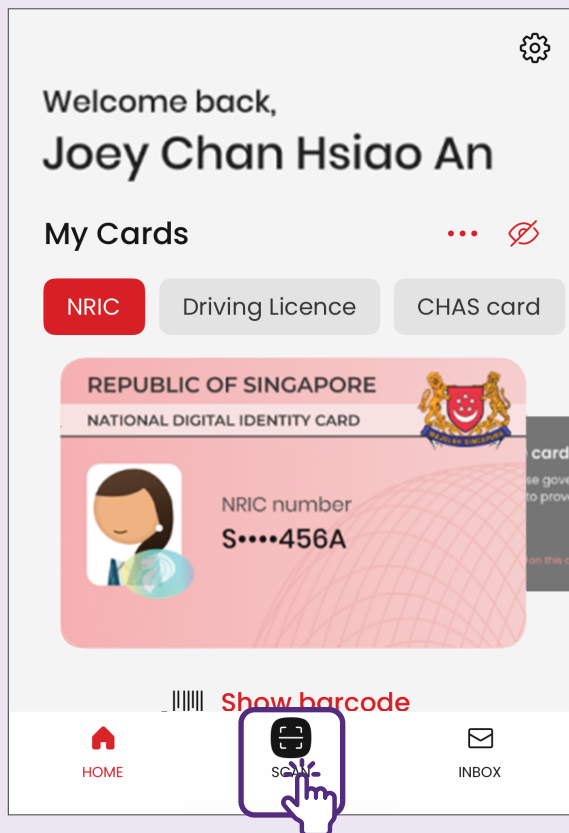
Scan Feature

1 Launch Singpass



Find and tap
"Singpass" on your
mobile device.

2 Tap on Scan



3 Scan Singpass QR code



Scan QR code on the login page
on the desktop browser.

Aim your phone's camera at the QR
code with the Singpass logo in the
center.

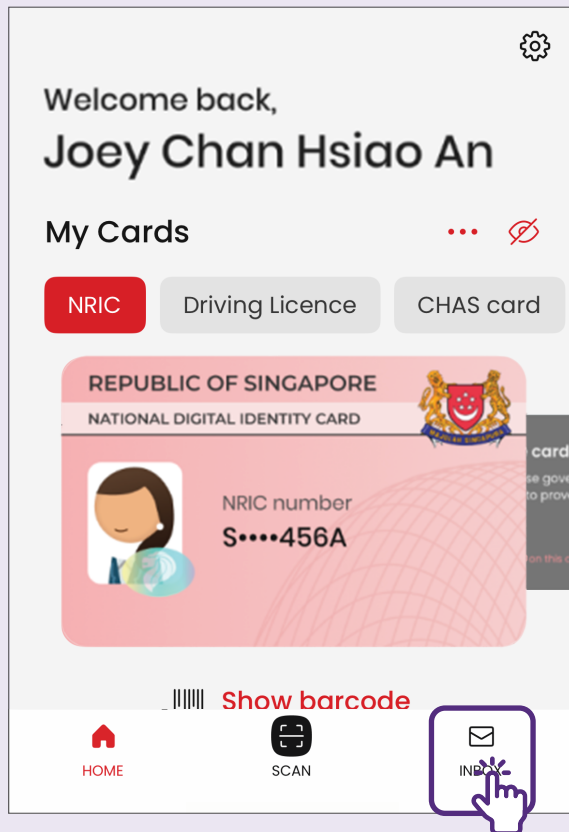
Inbox Feature

1 Launch Singpass

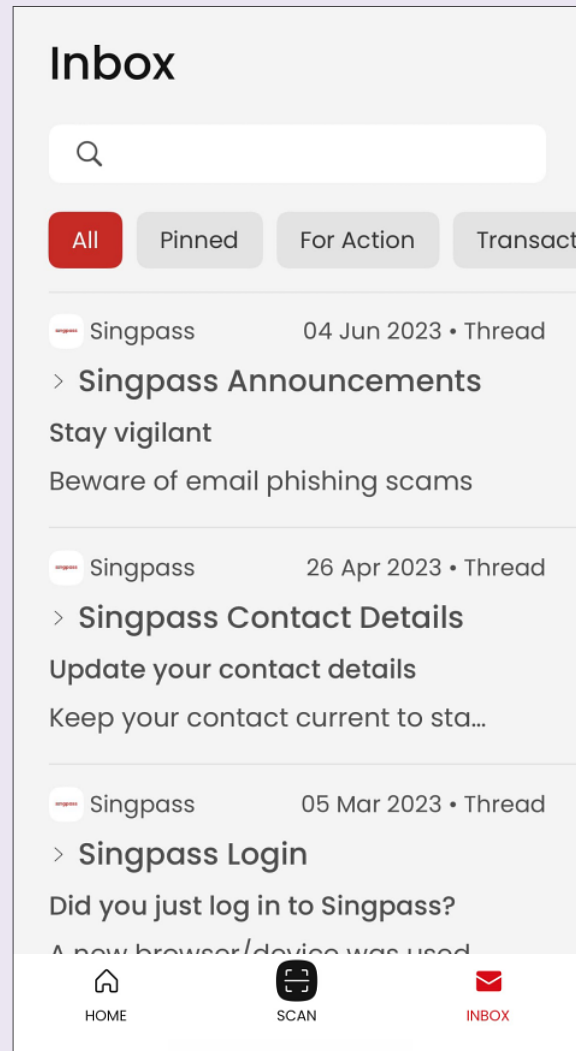


Find and tap
"Singpass" on your
mobile device.

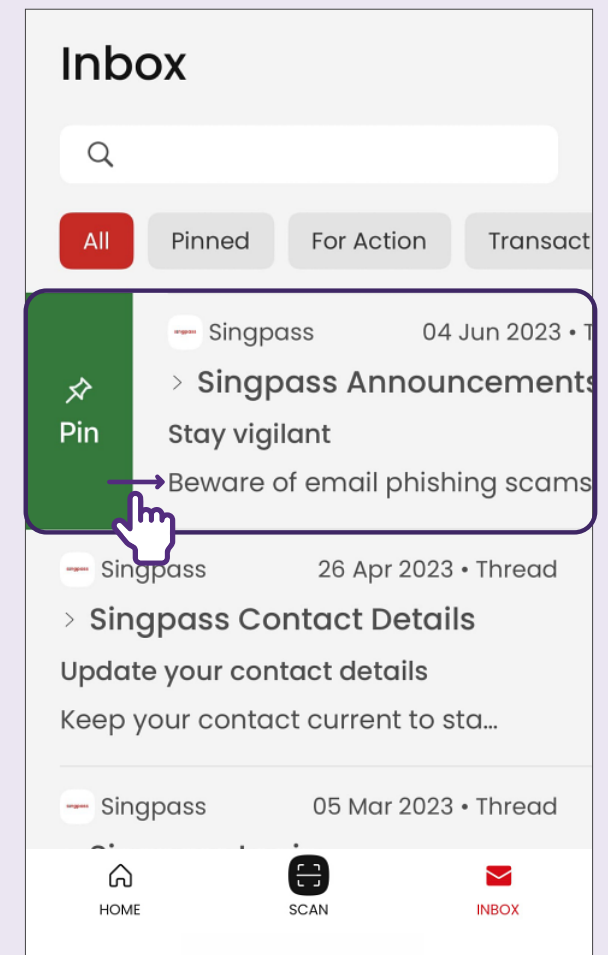
2 Tap on Inbox



3 Inbox Overview



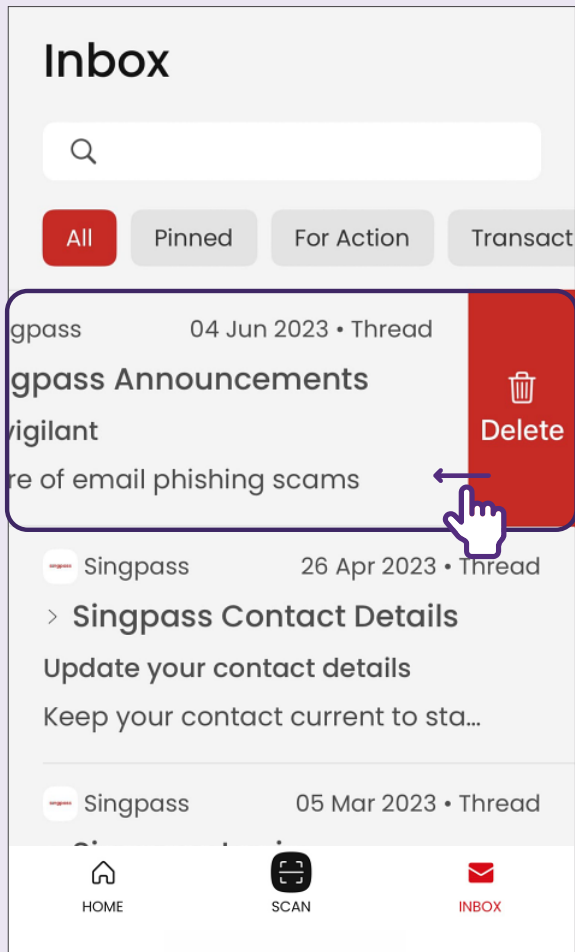
4 Pin the Message



Swipe from left to right
to pin message.

Notes

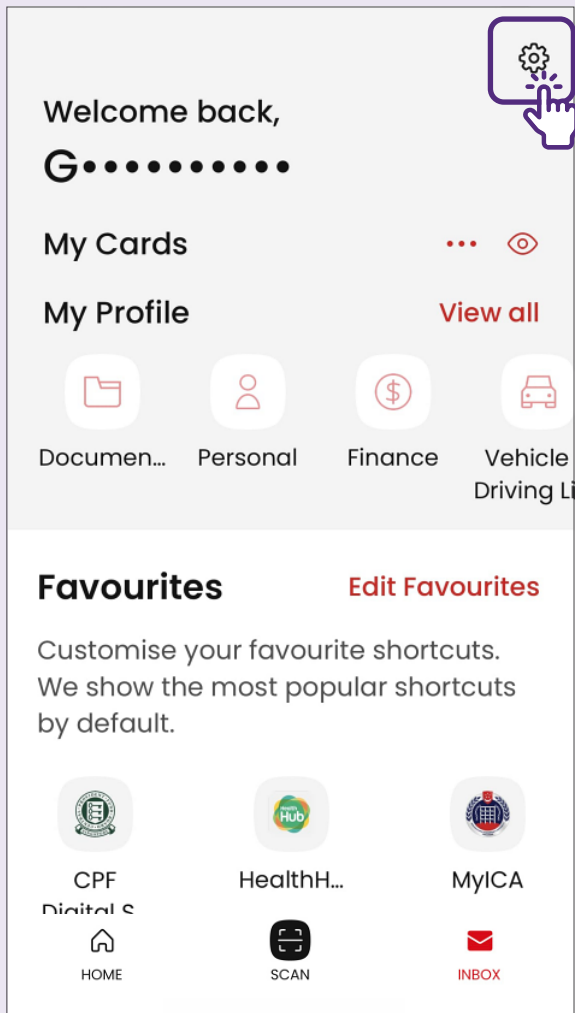
5 Delete the Message



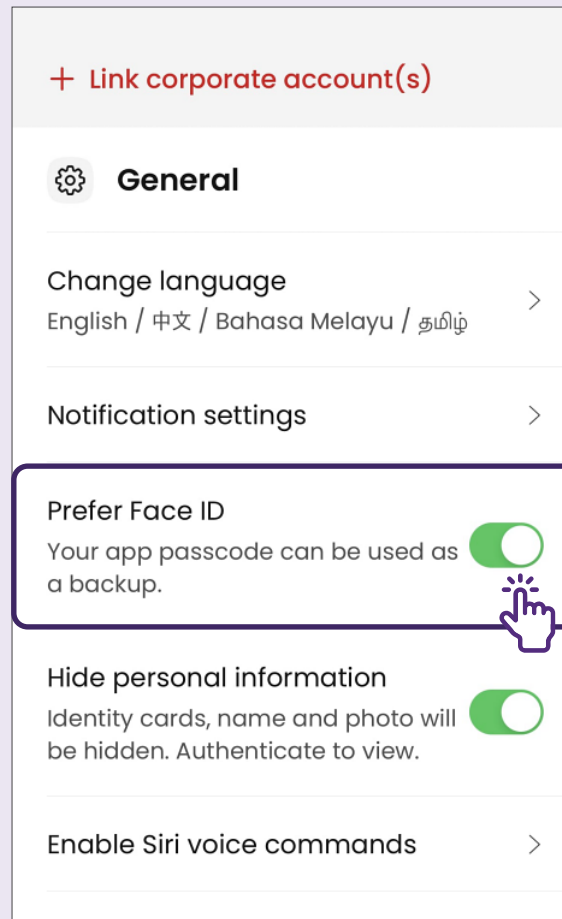
Swipe from right to left to delete message.

Settings - Turn on Face ID and Hide Your Personal Information

1 Tap on Settings

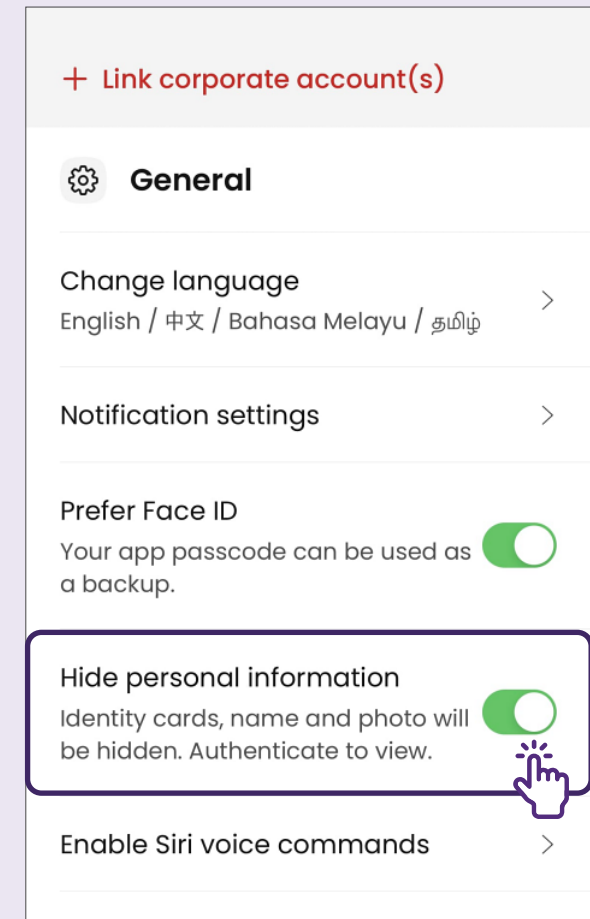


2 Turn on Face ID



Tap on the switch to turn it to green to use Face ID to access your Singpass.

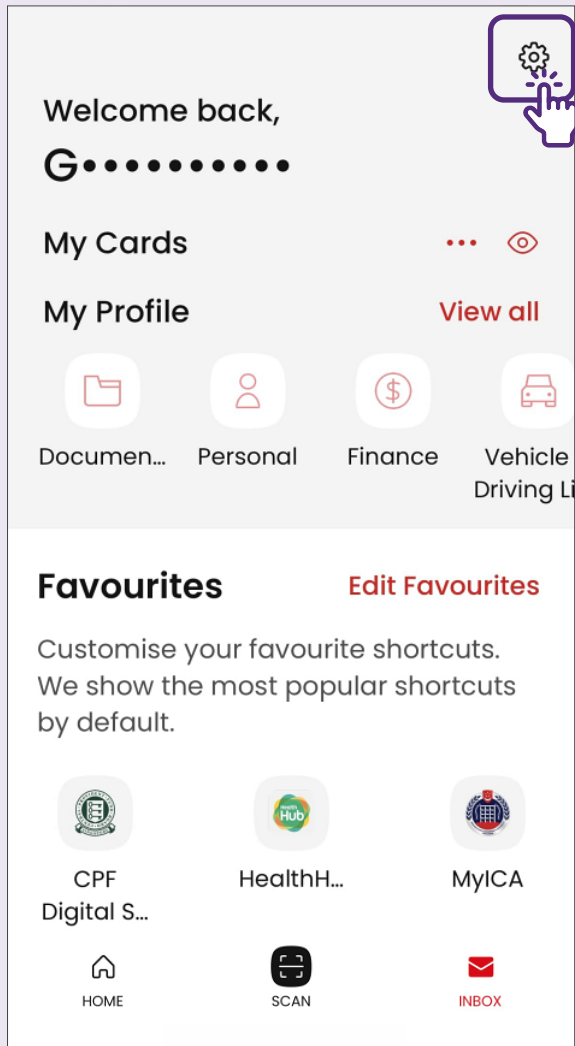
3 Hide Your Personal Information



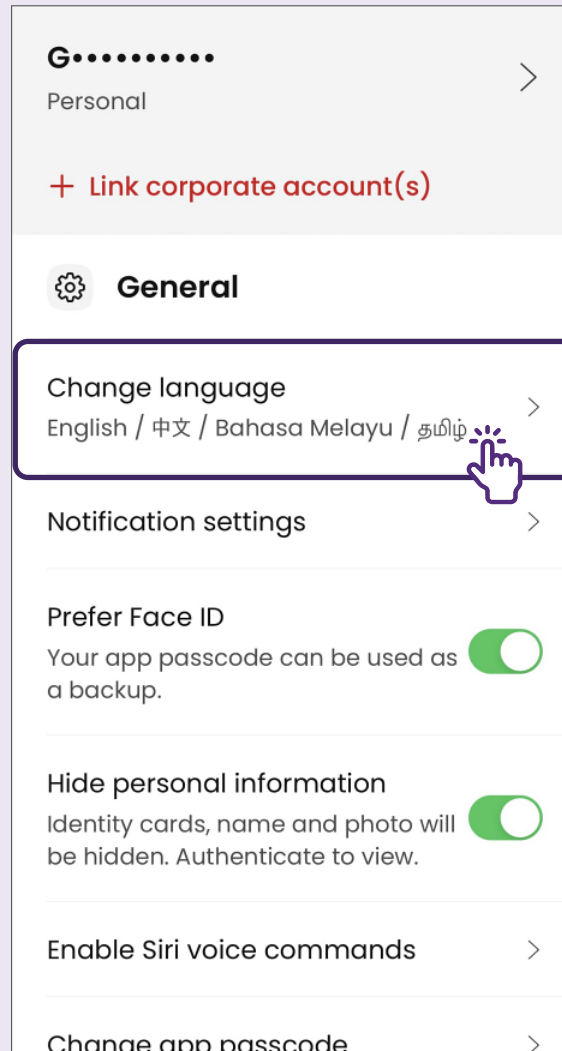
Tap on the switch to turn it to green to hide your personal information.

Settings - Change Language

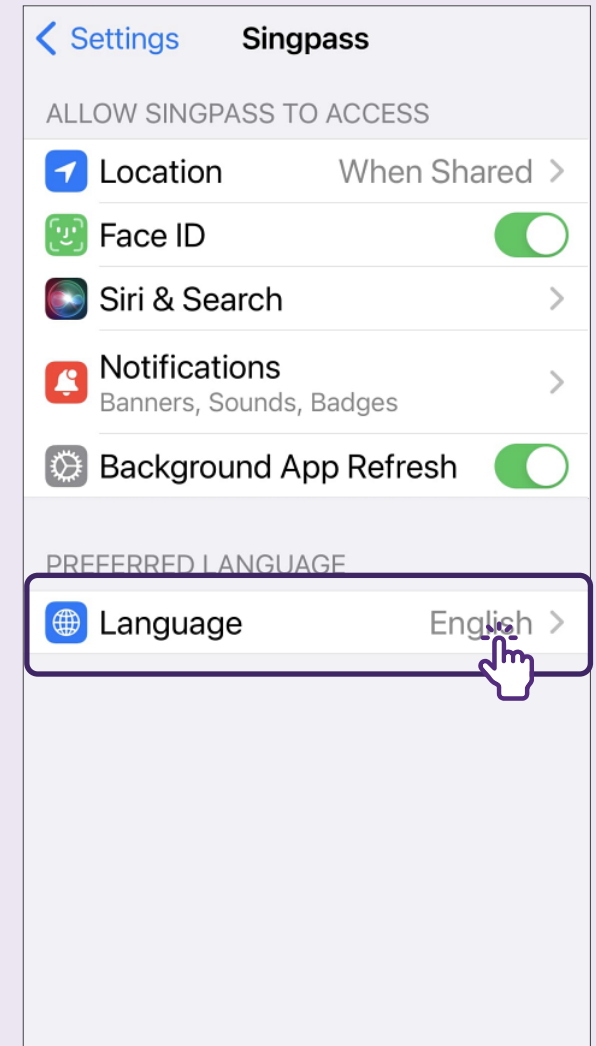
1 Tap on Settings



2 Select Change language



3 Select Language



4

Select Preferred Language

< Singpass Language

SUGGESTED LANGUAGES

English

Default



简体中文

Chinese, Simplified

Singpass will use the first language that it supports from Language & Region settings. You can select a different language for Singpass to use if you prefer.

OTHER LANGUAGES

Bahasa Melayu

Malay

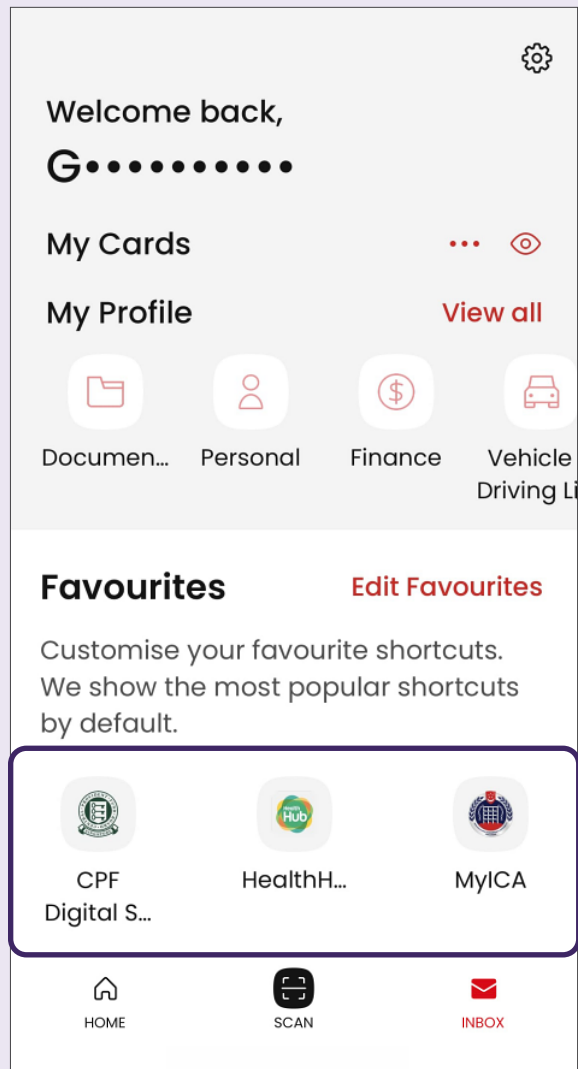
தமிழ்

Tamil

Notes

Access Other Government Services

1 Tap on Any of the Shortcut

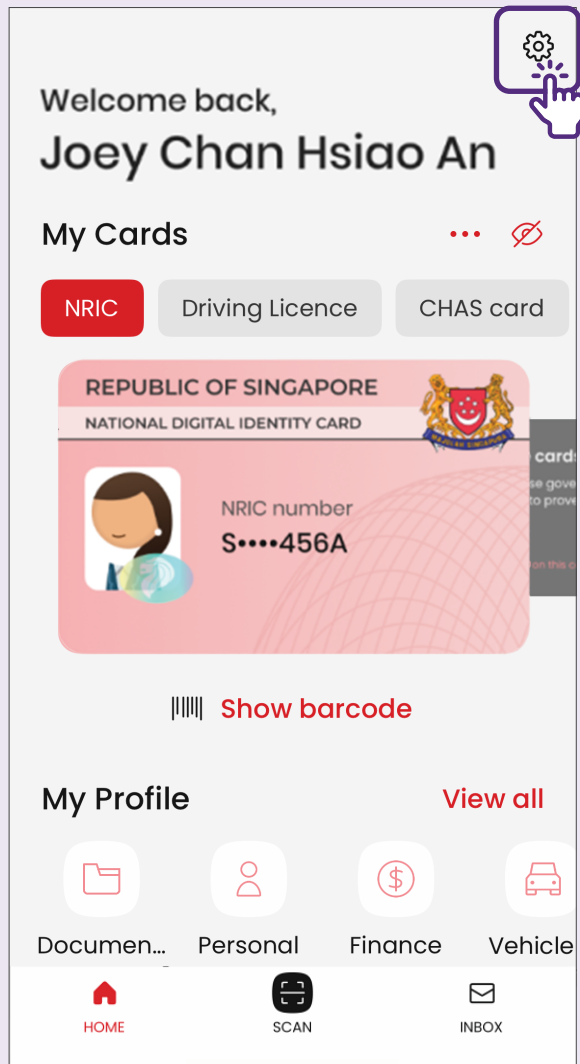


Tap on any of the shortcuts from Singpass to login to other government services.

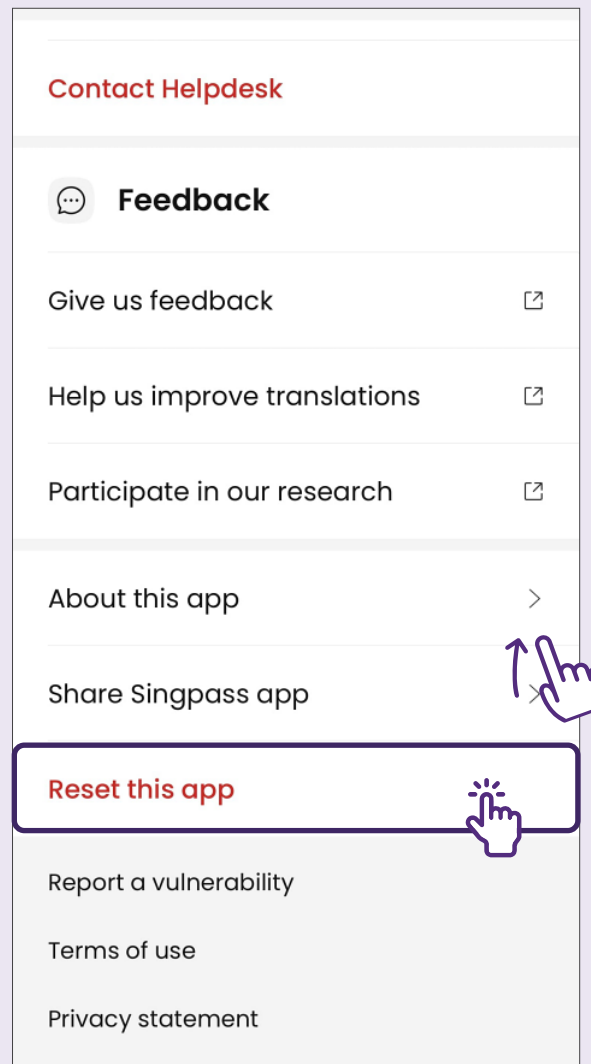
Reset Singpass

Only reset the app if you really need to.

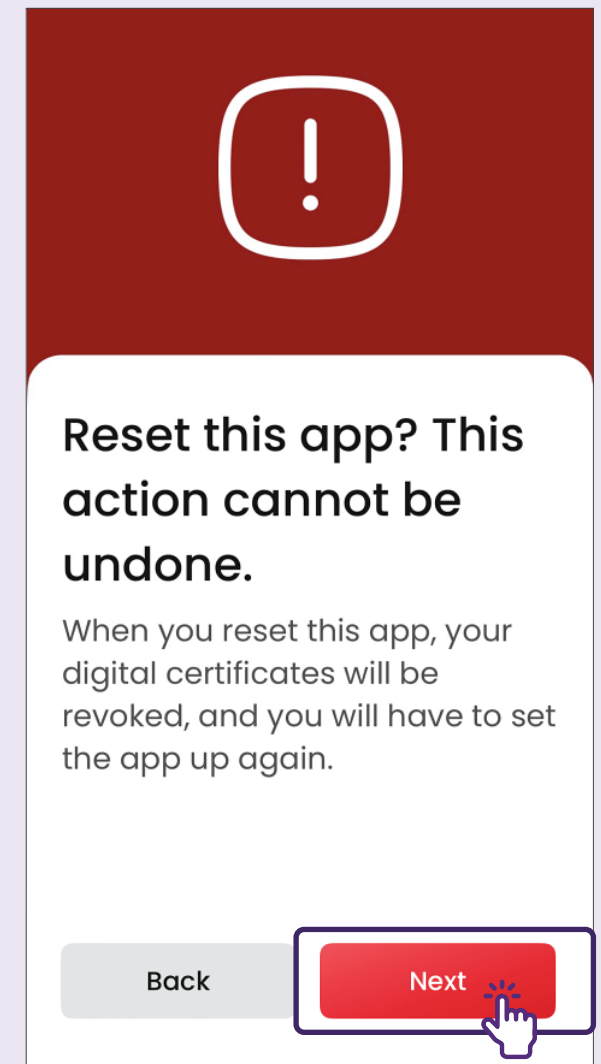
1 Tap on Settings



2 Select Reset this app



3 Reset the App



**For more information and
to find your nearest SG
Digital community hubs:**

IMDA Contact Centre

Hotline: +65 6377 3800

Email: info@imda.gov.sg

Website: digitalforlife.gov.sg



**Scan QR code to
visit the Digital for
Life Portal.**

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