

Citizen Services

Transact Online

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.



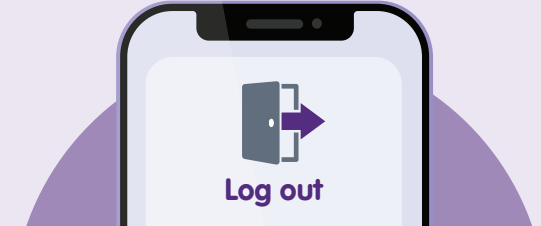
Do not share your Singpass ID, password and 2FA details with others as it can lead to unauthorised access to your accounts and personal information.



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

Page 5

The Common Features found across
Digital Government Services Apps

Page 6

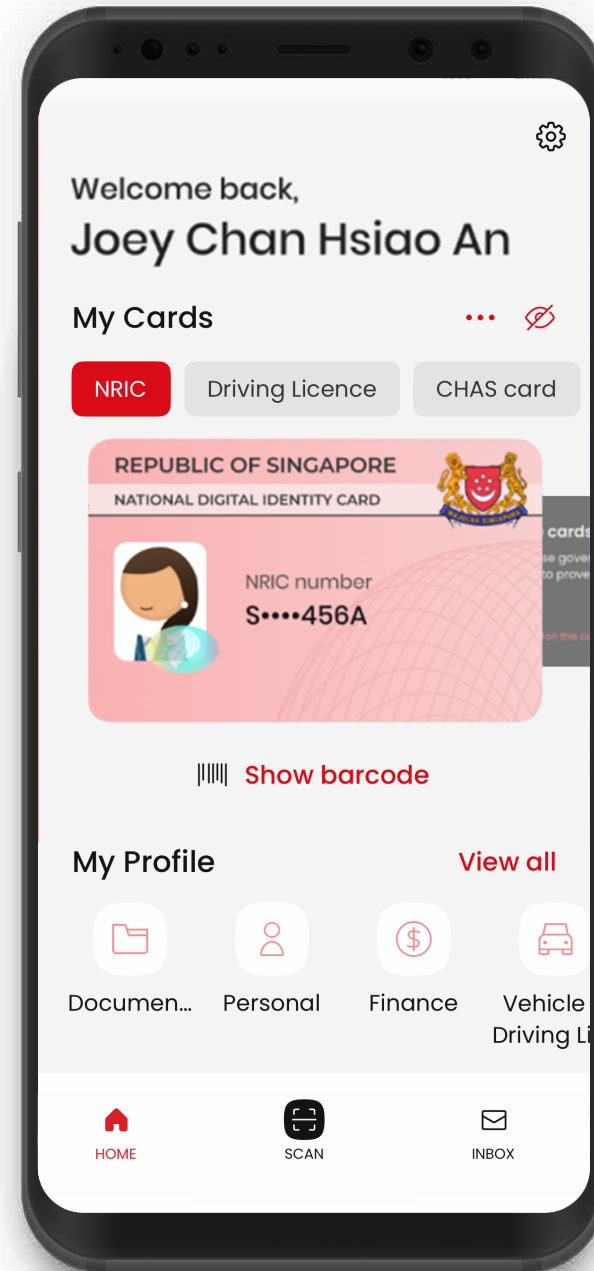
About Singpass App

Singpass serves as the trusted digital identity for every Singapore resident, providing easy and secure access to a wide range of government and private sector services online through the app.

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.

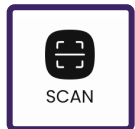




Common Features Across Digital Government Services Apps



Home Icon
Access the app's main homepage.



Scan Icon
Scan official Singpass QR code to access digital government services.



Inbox Icon
Access important information sent by the government.



Settings Icon
Customize the app's settings according to your preferences, such as notification settings.



More Icon
Enable access to other services available within the app.



View or Hide Information Icon
Enable the option to conceal sensitive information within the app, making it visible only when desired.

Step-by-step Guide to Use Singpass App

How to Set up the Singpass App Page 8

The Icons, Functions and Settings in the Singpass App Page 11

How to Access other Government Services from Singpass App Page 19

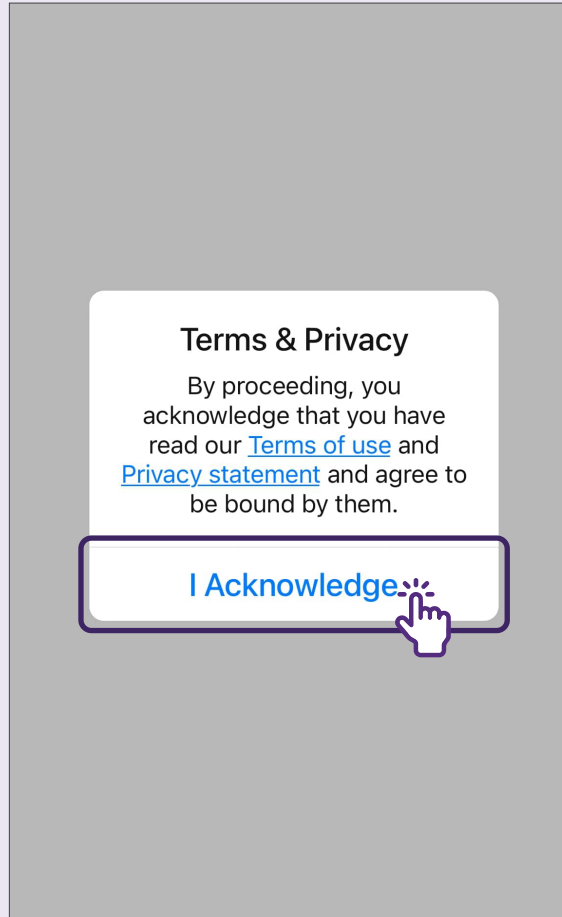
Set up the Singpass App

1 Launch Singpass



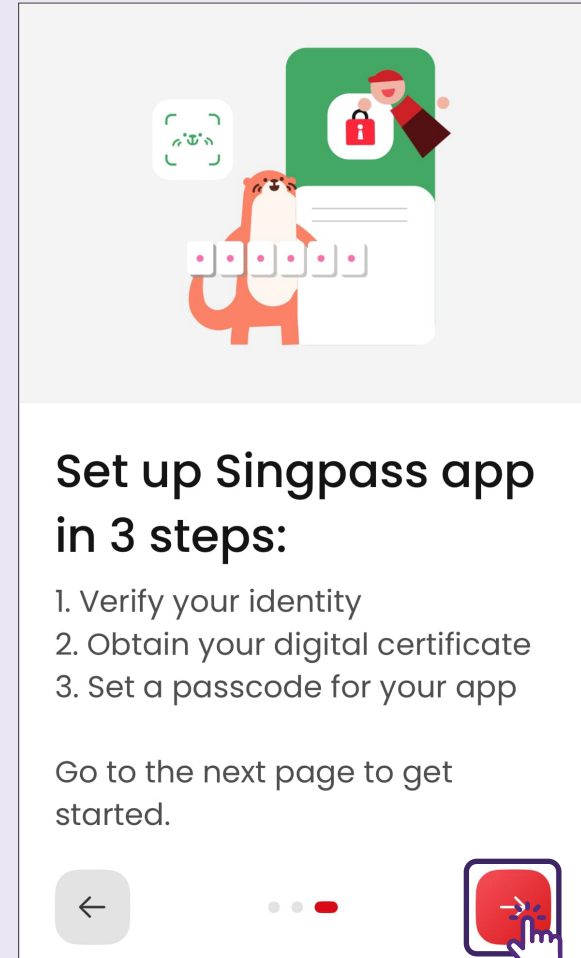
Launch the "Singpass" app.

2 View Terms & Privacy



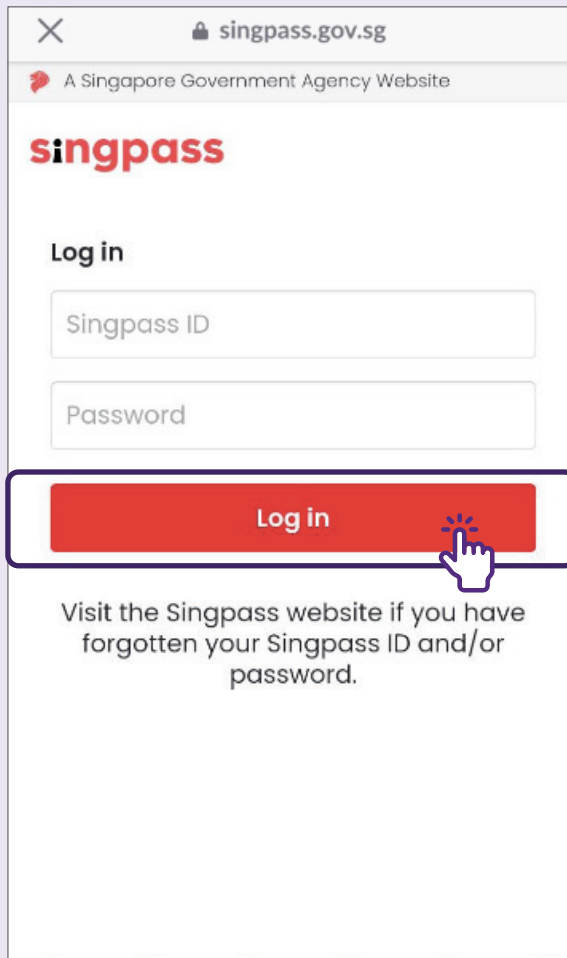
Review the **Terms & Privacy** statement and acknowledge your agreement to proceed.

3 Select Face Verification



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

4 Log in to Singpass



× singpass.gov.sg
A Singapore Government Agency Website

singpass

Log in

Singpass ID

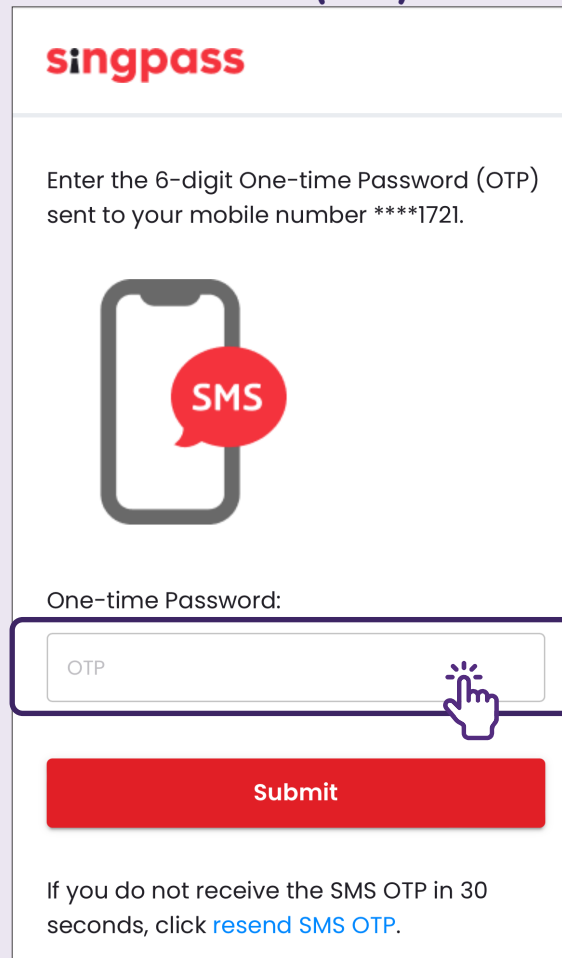
Password

Log in

Visit the Singpass website if you have forgotten your Singpass ID and/or password.

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

5 Enter One-Time Password (OTP)



singpass

Enter the 6-digit One-time Password (OTP) sent to your mobile number ****1721.

SMS

One-time Password:

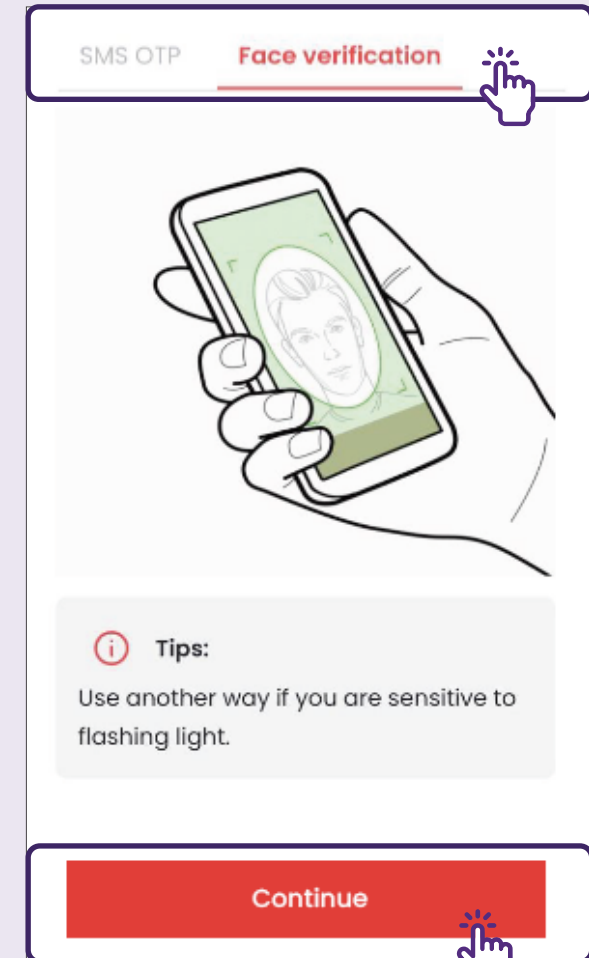
OTP

Submit

If you do not receive the SMS OTP in 30 seconds, click [resend SMS OTP](#).

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

6 Tap on Continue



SMS OTP **Face verification**

Tips: Use another way if you are sensitive to flashing light.

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

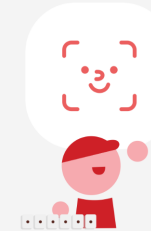
Set a new 6-digit Singpass app passcode



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.

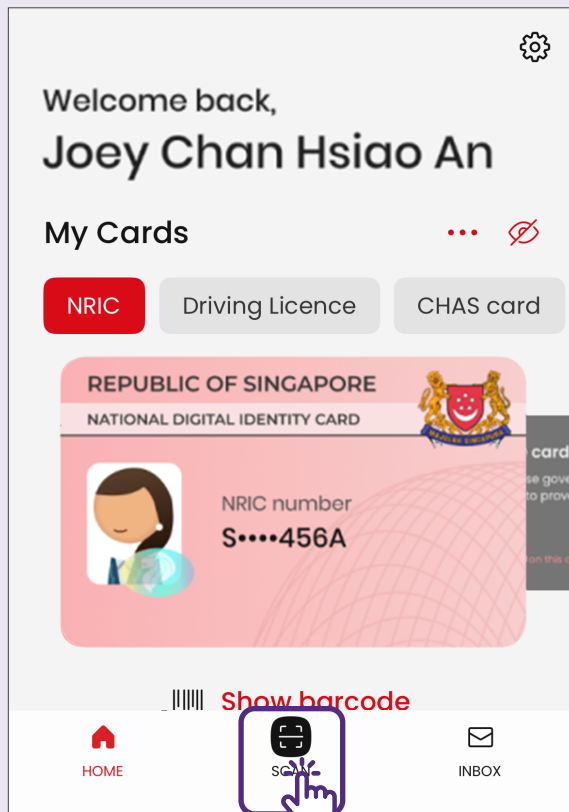
Scan Feature

1 Launch Singpass

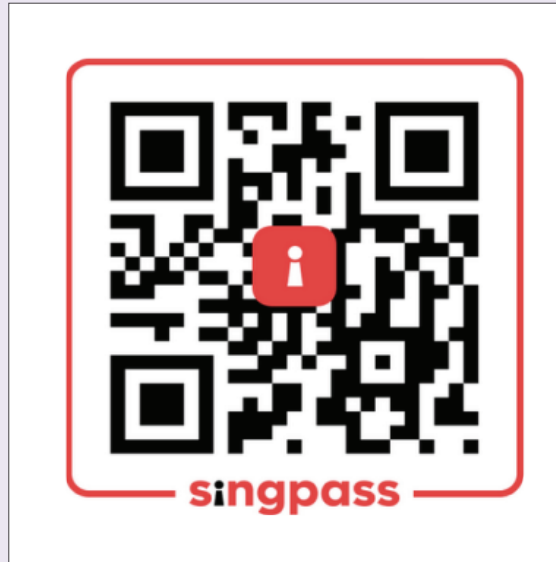


Find and tap "Singpass" on your mobile device.

2 Tap on Scan



3 Scan Singpass QR code



Scan the QR code displayed on the login page of your desktop browser using your phone.

Point your phone's camera towards the QR code with the Singpass logo positioned at the center.

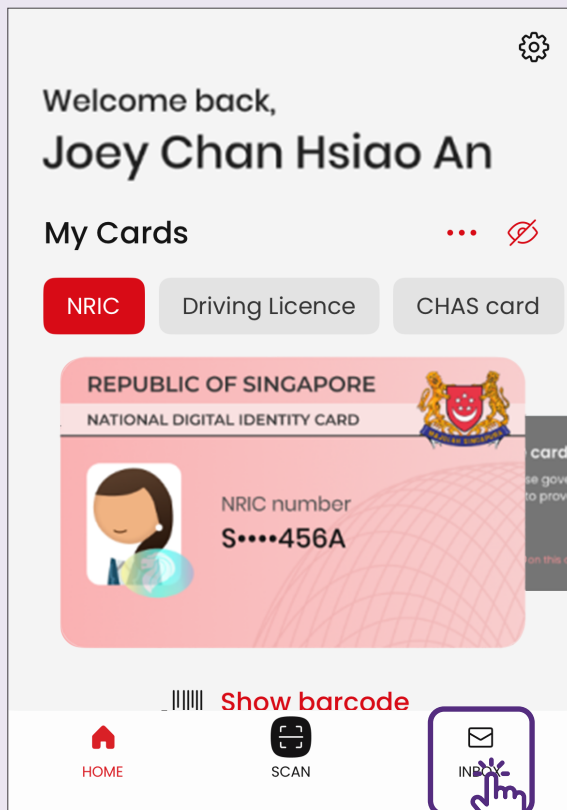
Inbox Feature

1 Launch Singpass

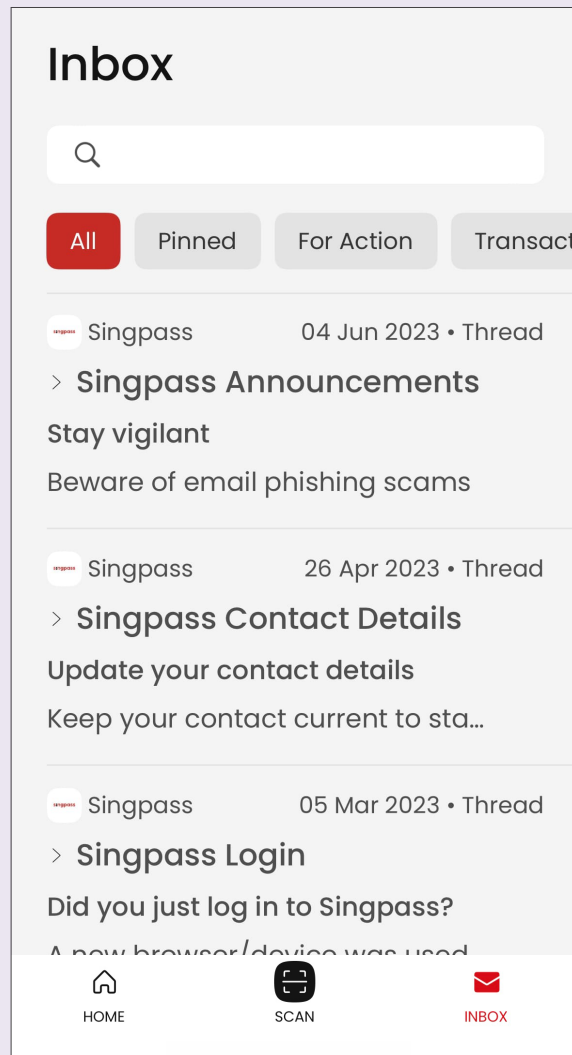


Find and tap **"Singpass"** on your mobile device.

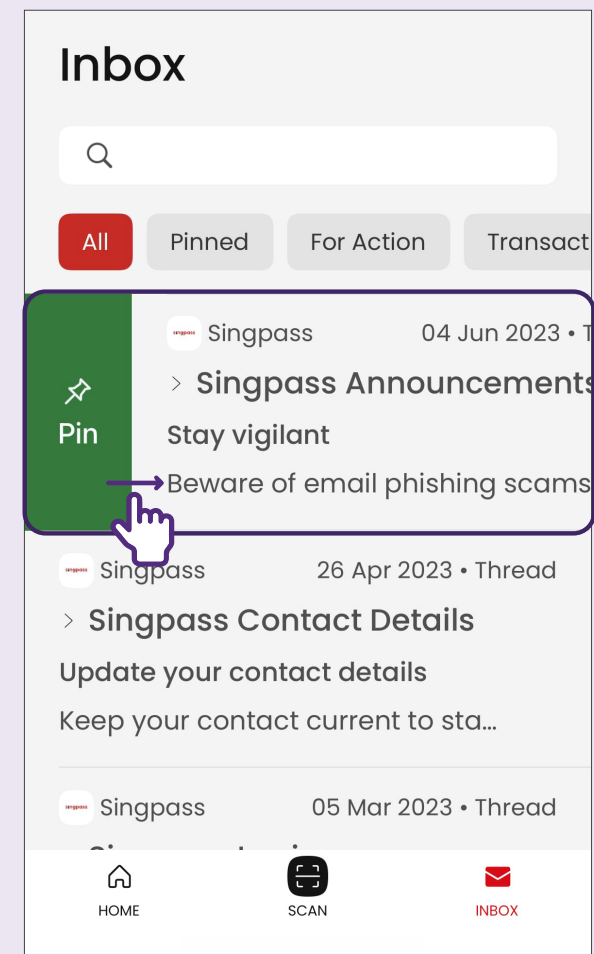
2 Tap on Inbox



3 View Inbox Overview



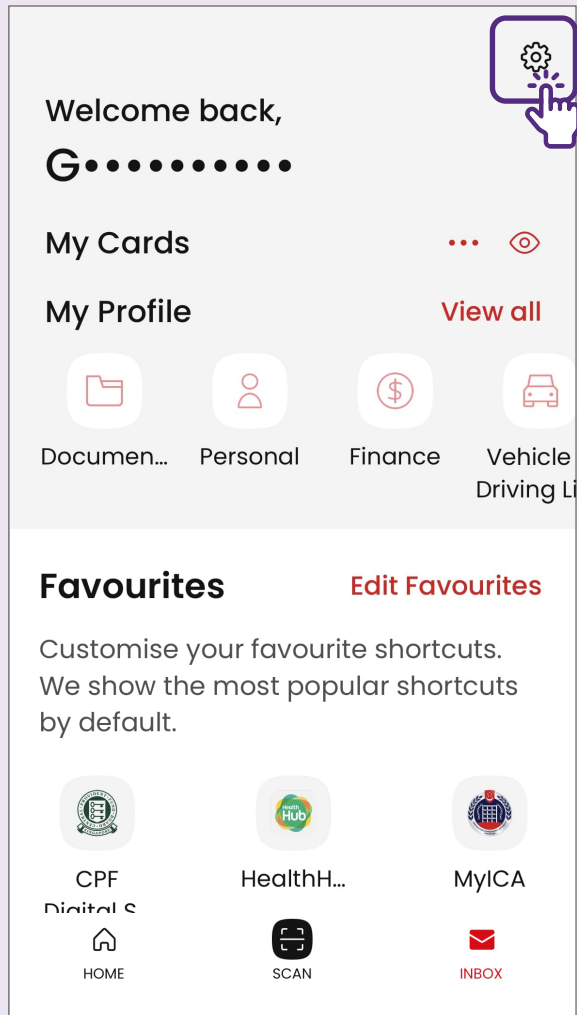
4 Pin a Message



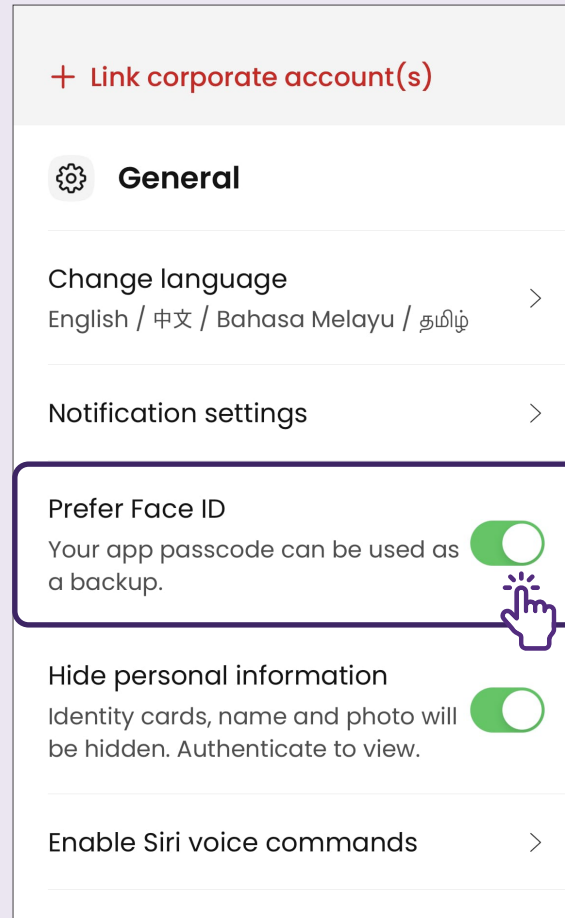
Swipe right to pin a message.

Settings - Turn on Face ID and Hide Your Personal Information

1 Tap on Settings

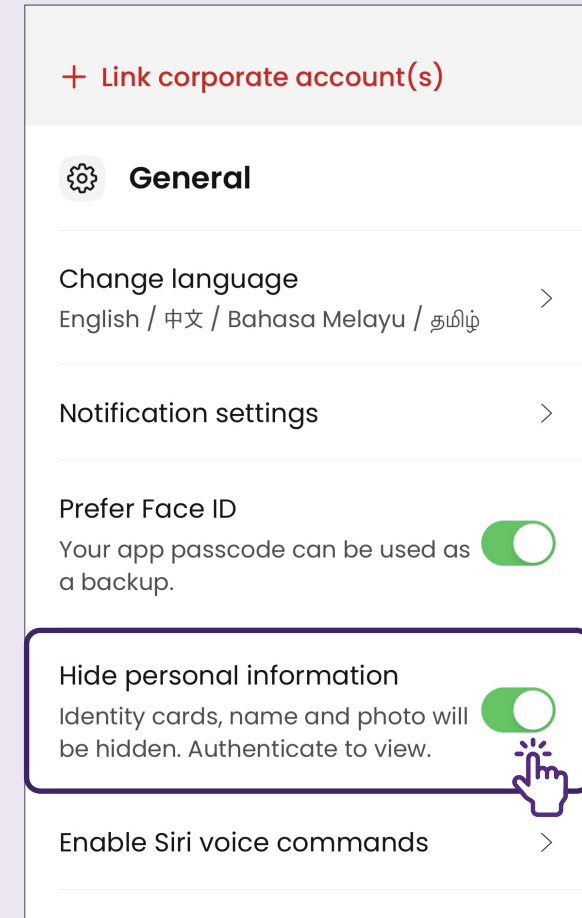


2 Turn on Face ID



Toggle the switch to green to enable Face ID for Singpass access.

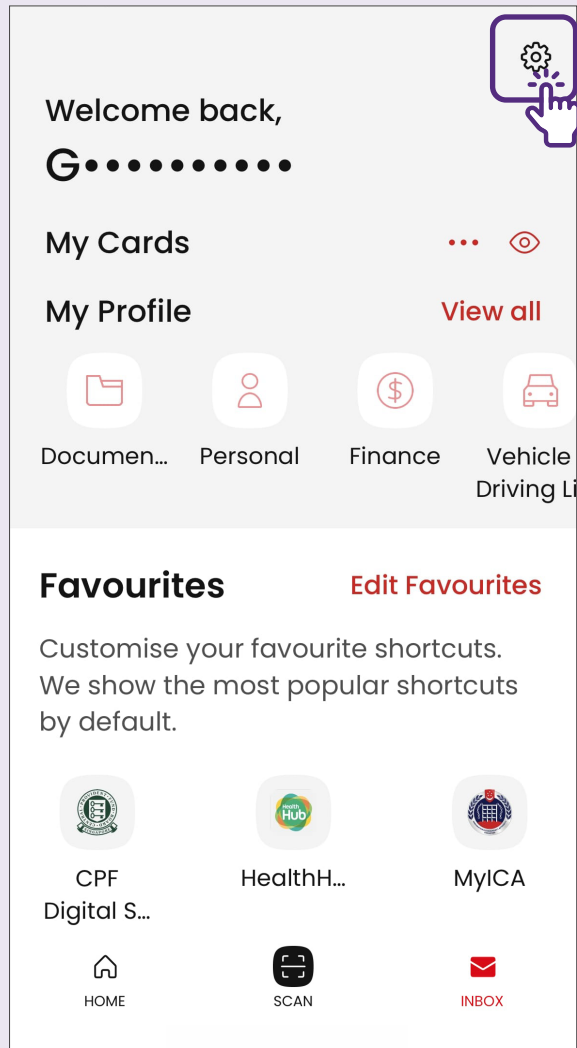
3 Hide Your Personal Information



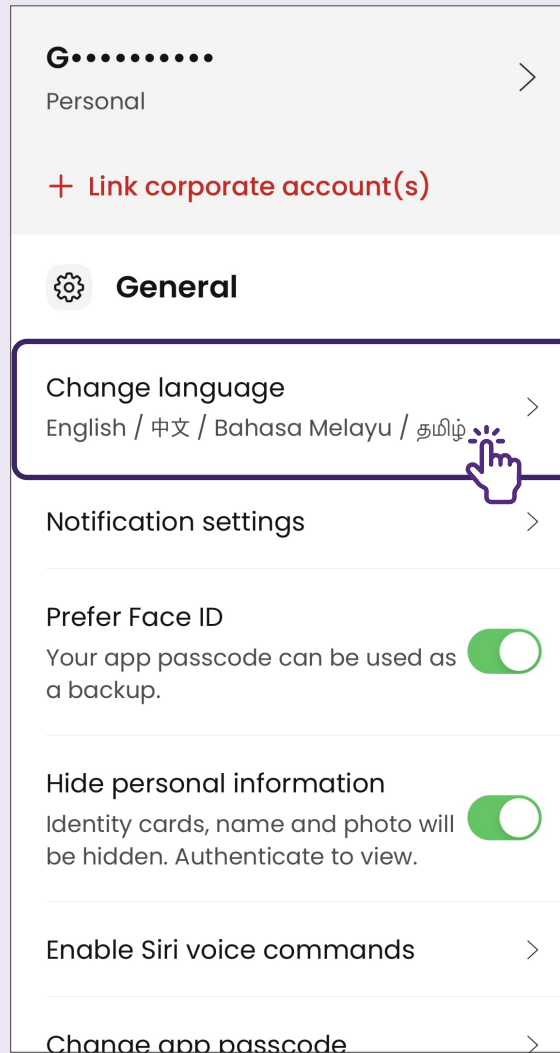
Toggle the switch to green to hide your personal information.

Settings - Change Language

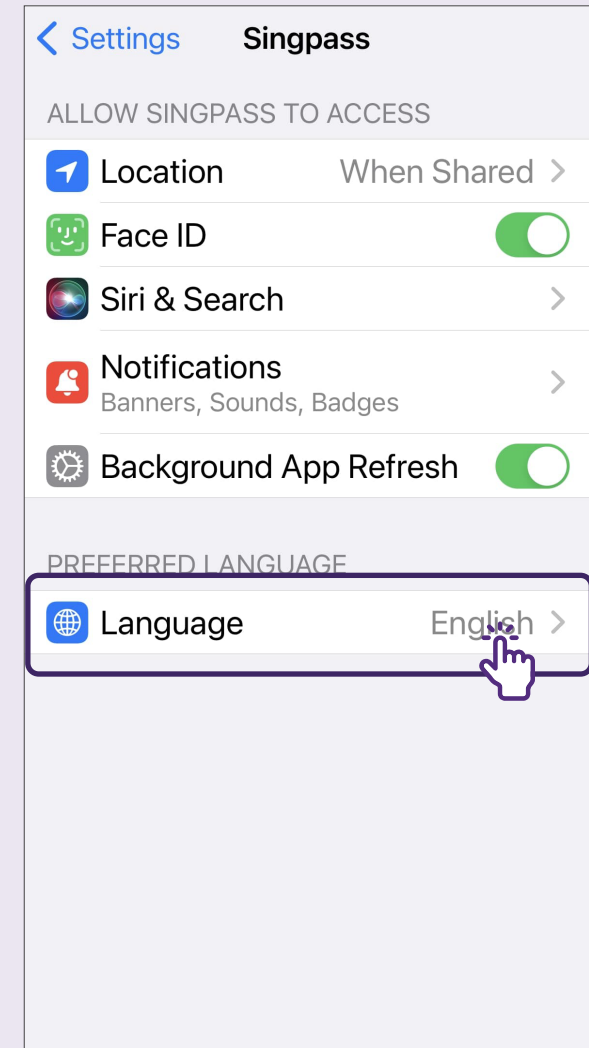
1 Tap on Settings



2 Select Change language

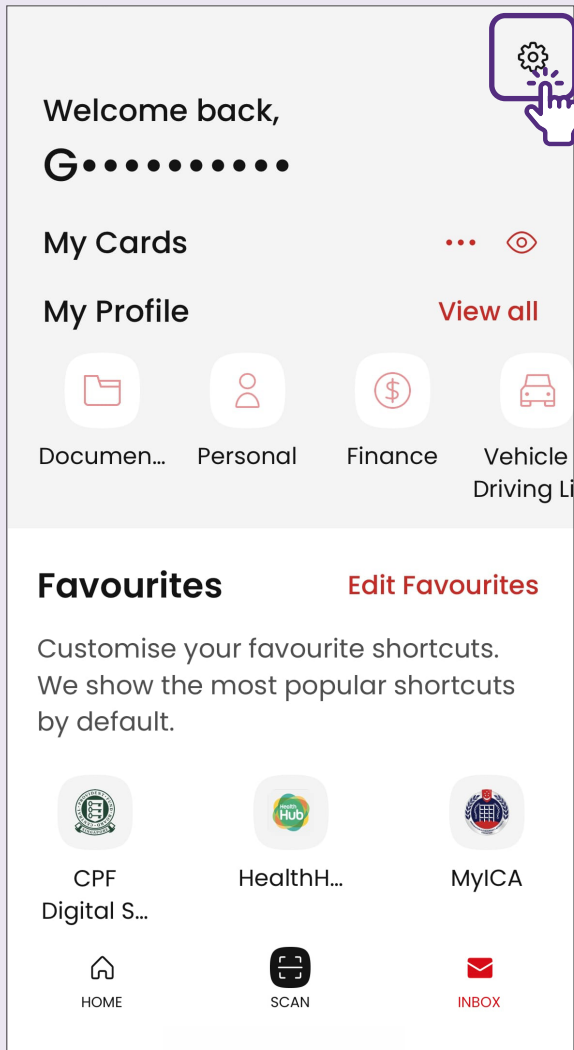


3 Select Language

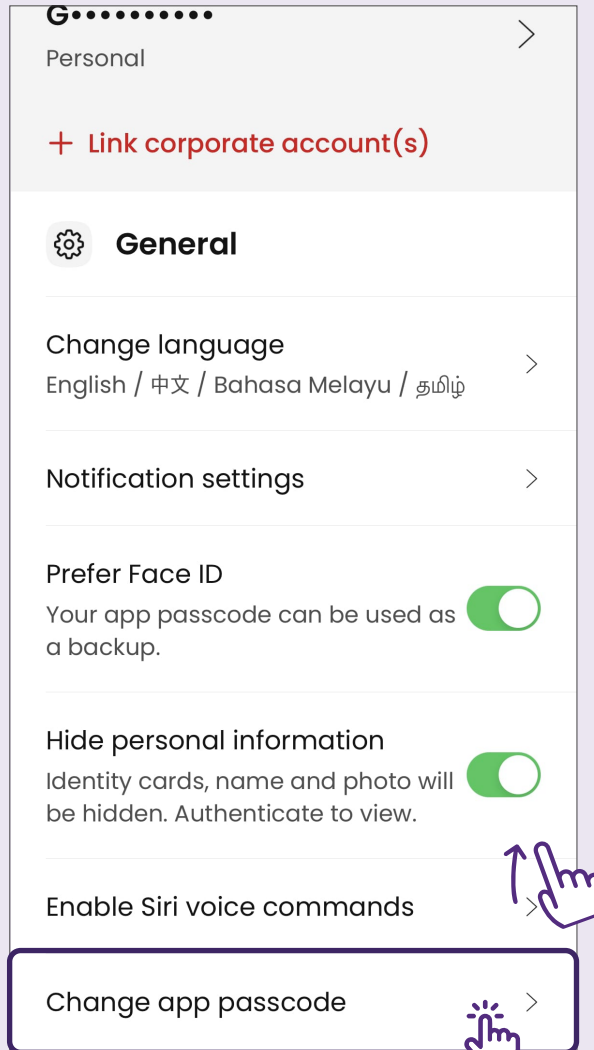


Settings - Change App Passcode

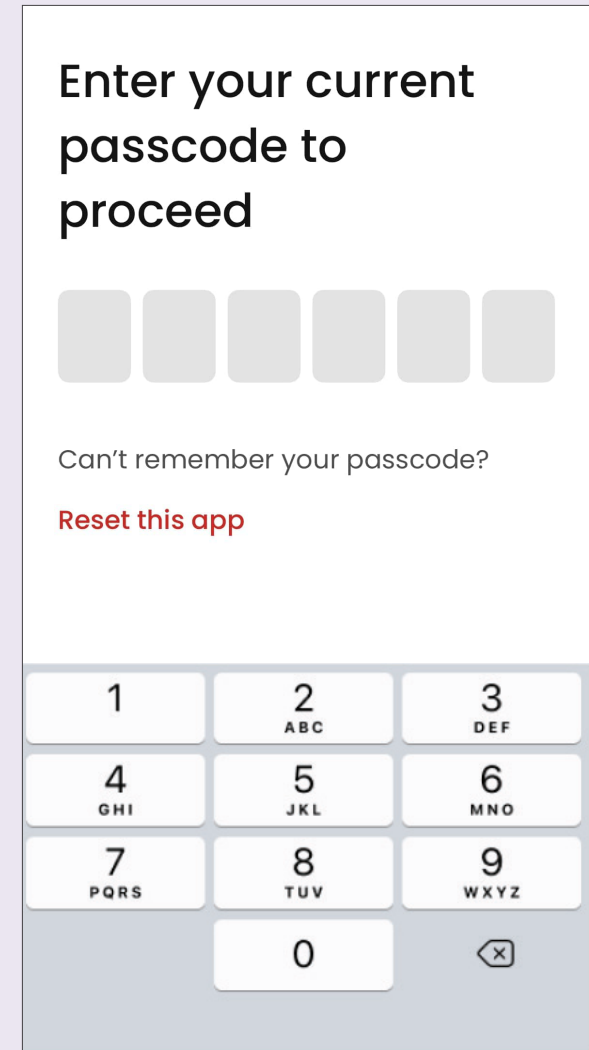
1 Tap on Settings



2 Change App Passcode



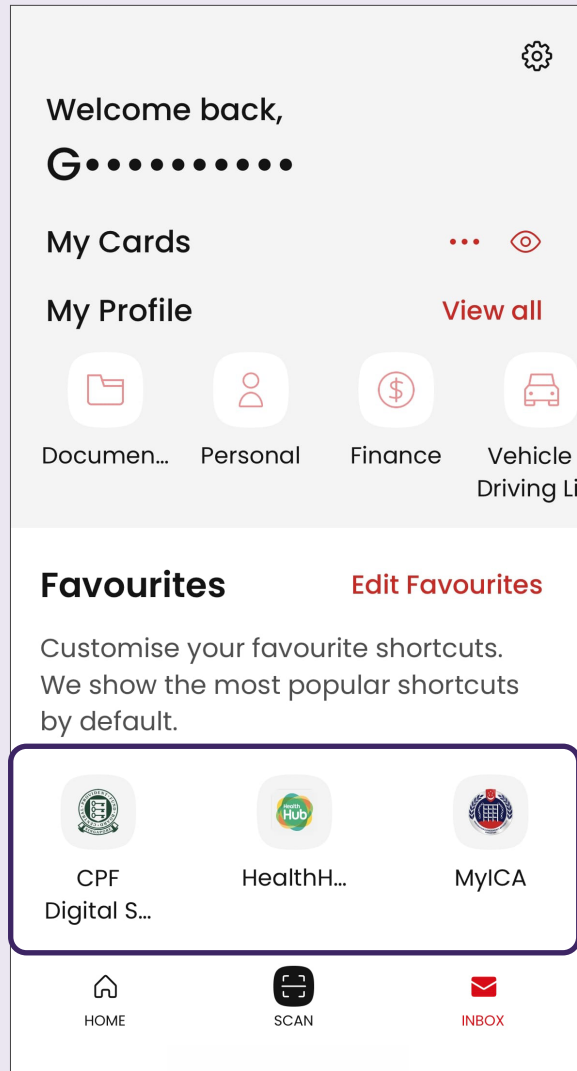
3 Enter Old Passcode





Access Other Government Services

1 Tap on Any of the Shortcuts

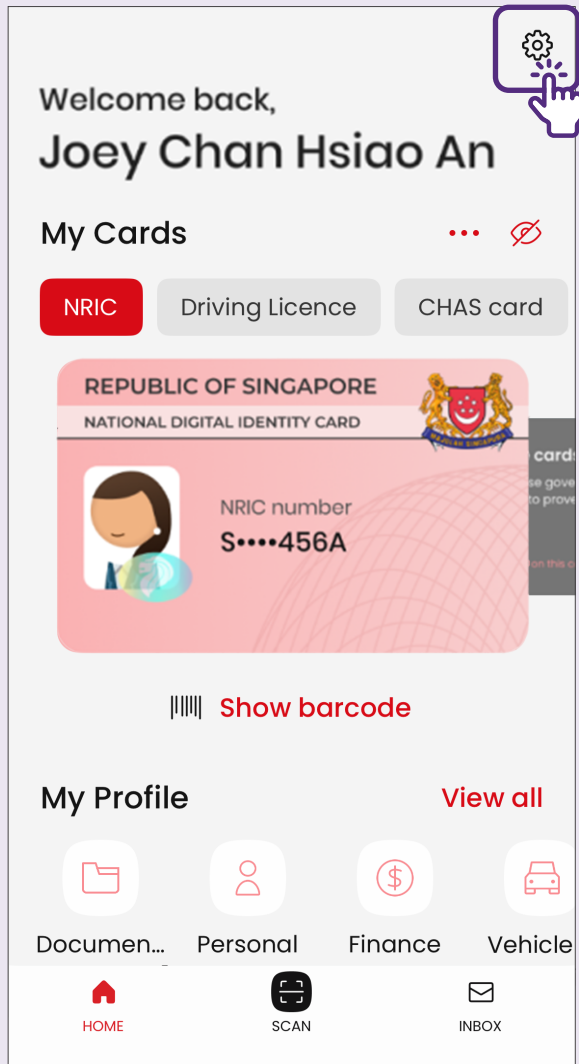


Tap on any of the Singpass shortcuts to log in to other government services.

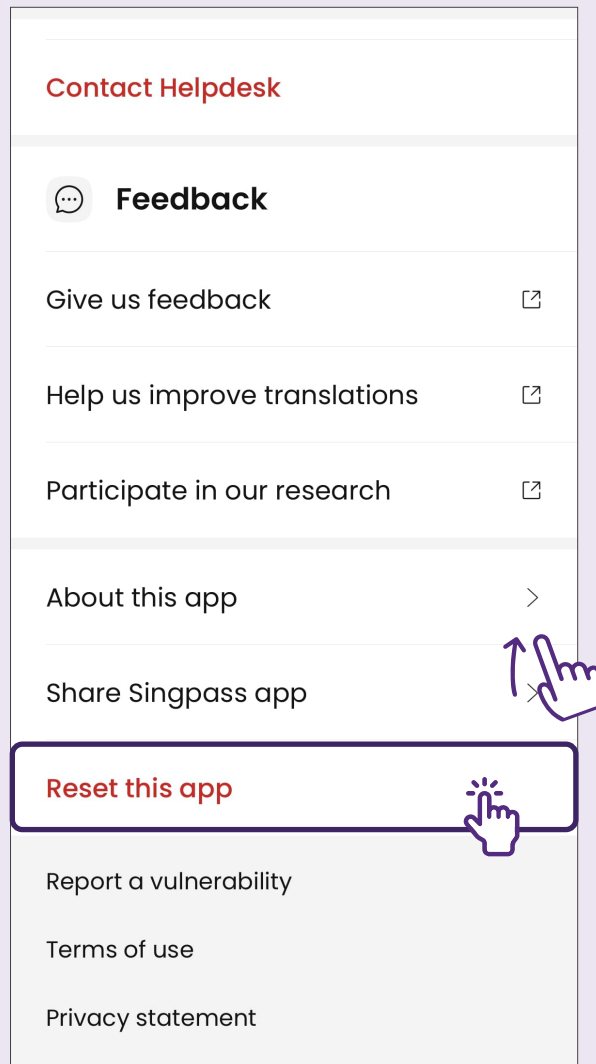
Reset Singpass

Reset the app only if absolutely necessary.

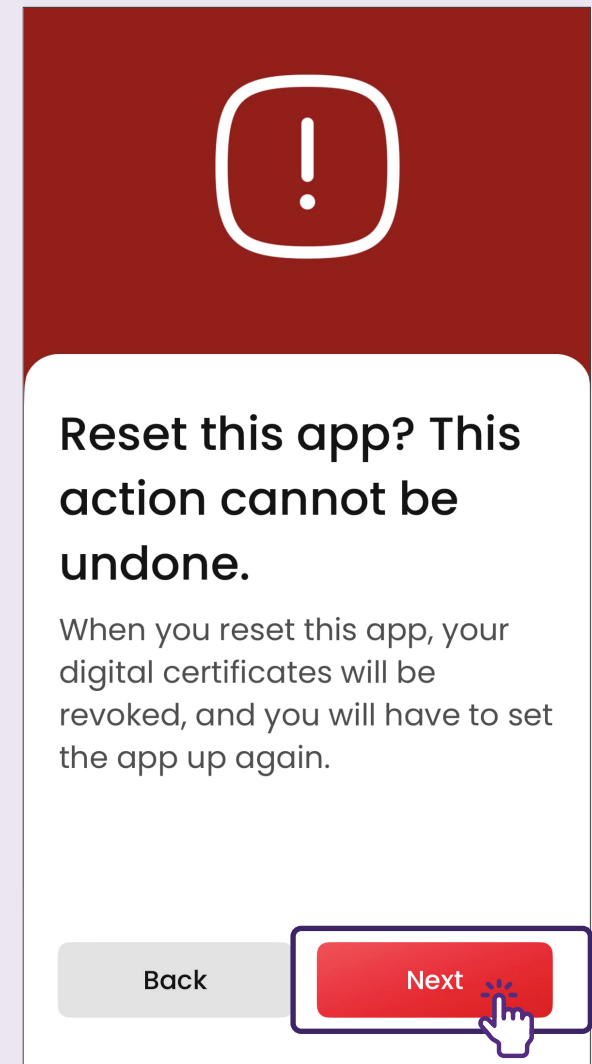
1 Tap on Settings



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

Feedback: go.gov.sg/imda-feedback

Website: digitalforlife.gov.sg



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

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