INFOCOMM MEDIA DEVELOPMENT AUTHORITY

Citizen Services

Transact Online

In support of:

DIGITAL FOR LIFE
PLAY IT FORWARD

Supported by:

SG :DIGITAL OFFICE

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Introduction

The Digital Skills for Life (DSL) Guide is a series of booklets which comprise of:

- step-by-step instructions and
- quick tips

to help you get online confidently and safely.

It is meant for everyone with or without any digital experience but is interested in finding out more about essential digital skills for daily living.

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

Learning outcome of Transact Online competency:

Able to make online transactions with government services using e-payment (where applicable).

DSL

The following guide 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

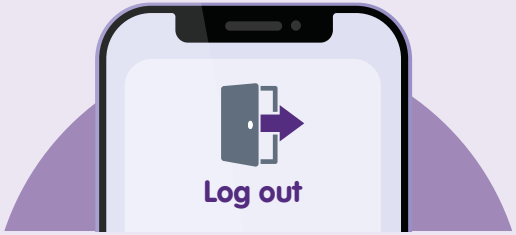
To stay safe while using the app, please keep to the following:

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.

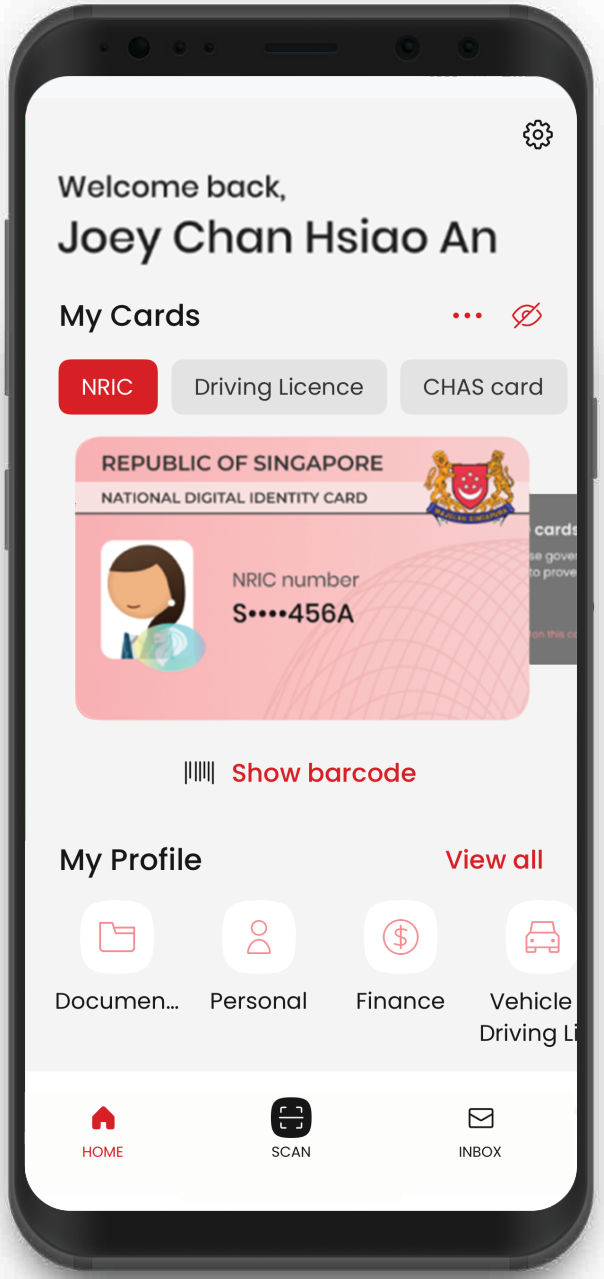
About Singpass App

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.

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

Inbox Icon
To access important information sent by the government.

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

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

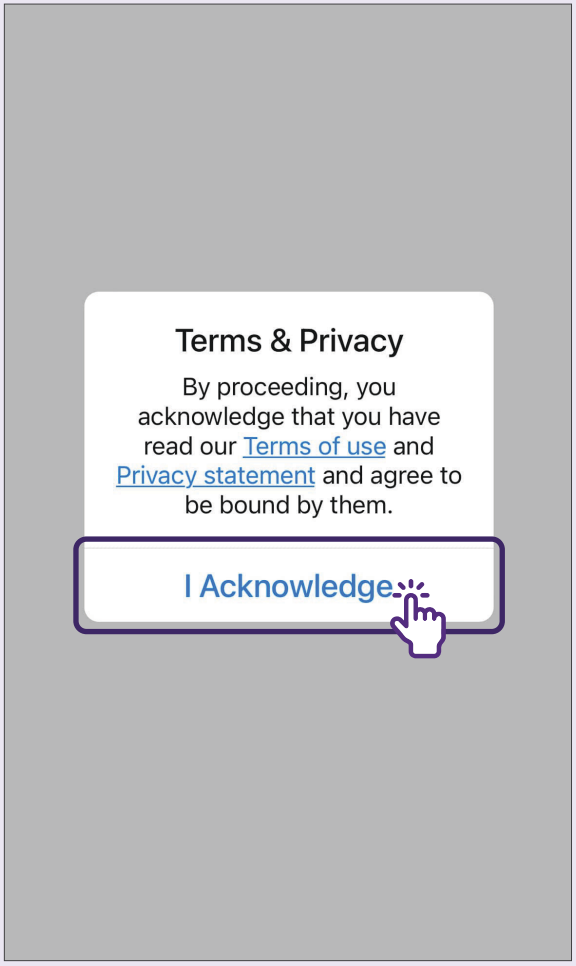
View or Hide Information
To allow you to hide sensitive information from the app and only view them if you want to.

Set Up the Singpass App

1 Launch Singpass

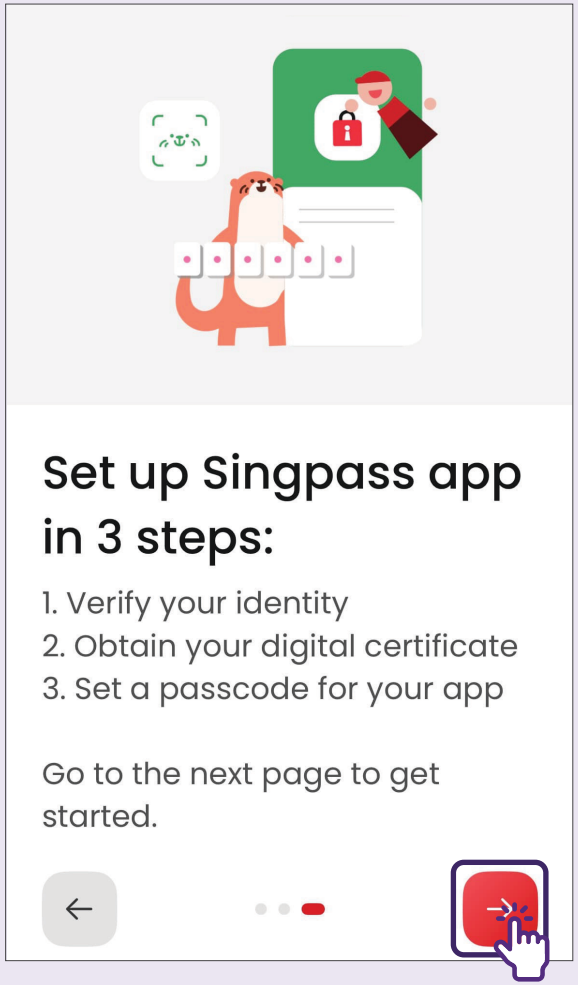
Launch the **"Singpass"** app.

2 Terms & Privacy



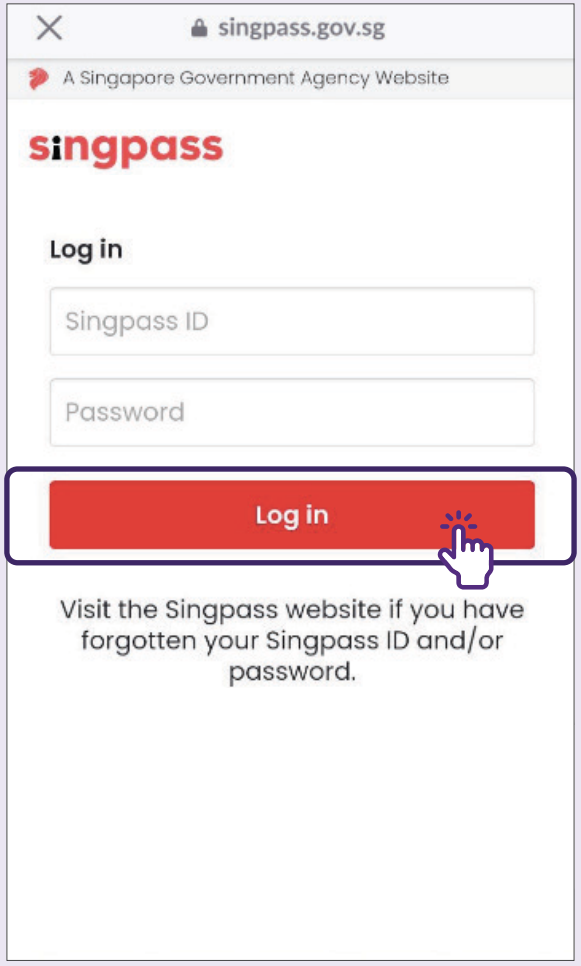
Read the **Terms & Privacy** statement and acknowledge to proceed.

3 Select Face Verification



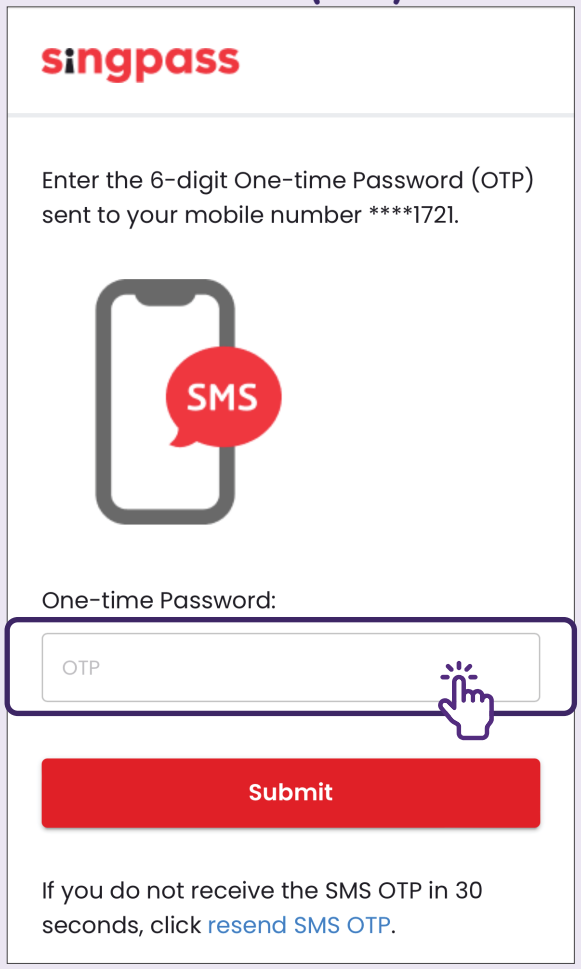
Swipe left or **tap "Next"** for a quick overview of Singpass app.

4 Log in to Singpass



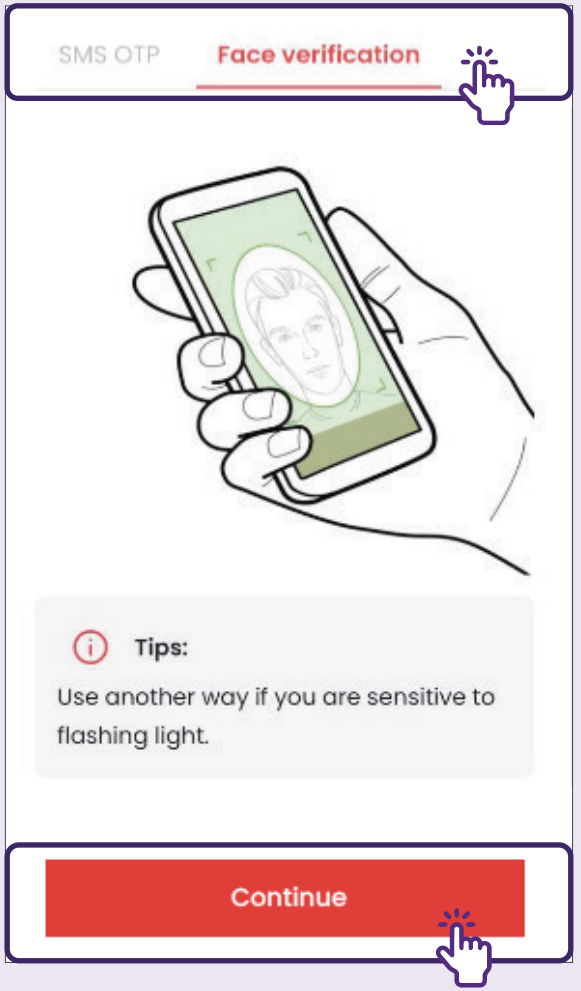
Log in to your Singpass account with your Singpass ID and password.

5 Enter One-Time Password (OTP)



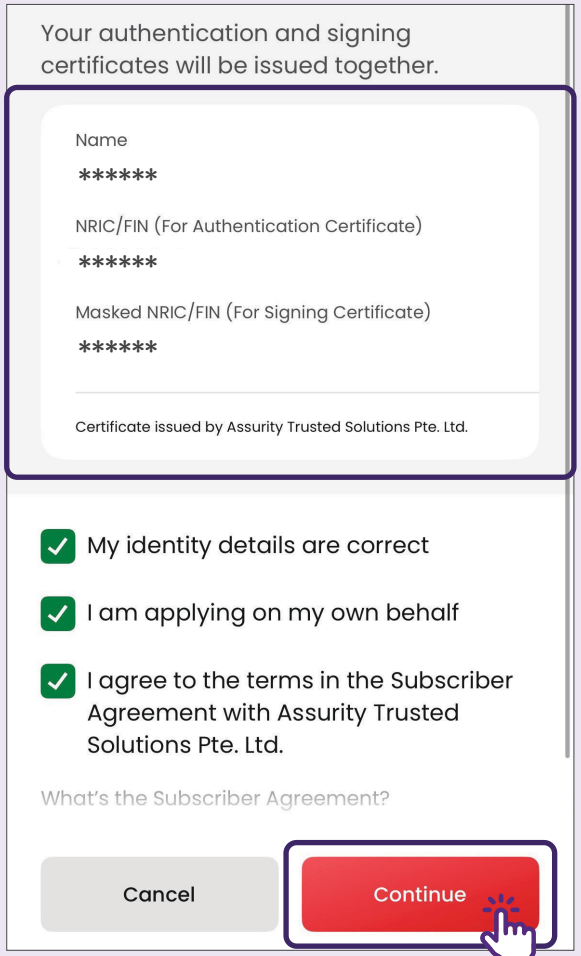
Enter the **One-Time Password** (OTP) sent via SMS.

6 Tap on Continue



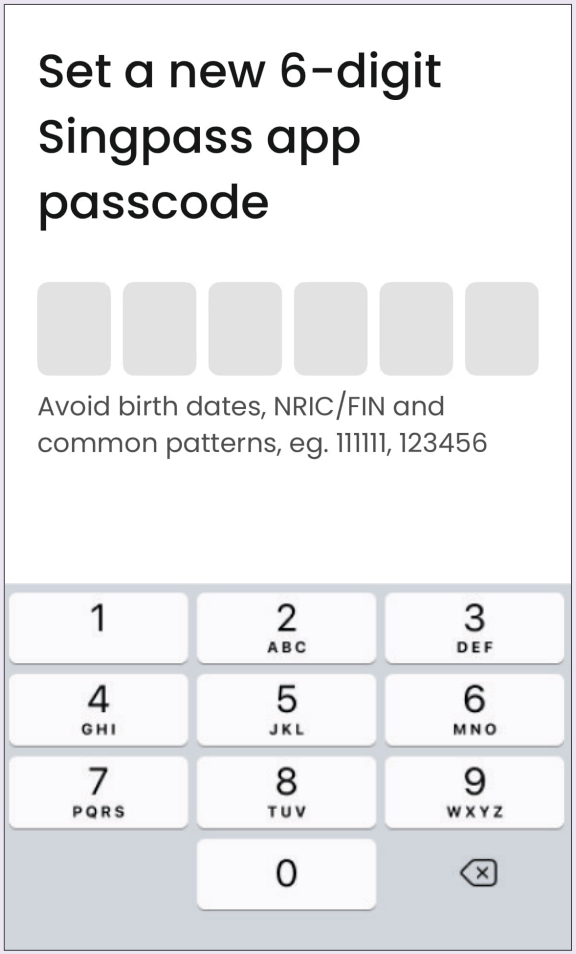
Tap on **"Continue"** to proceed with **Singpass Face Verification**.

7 Log in to Singpass



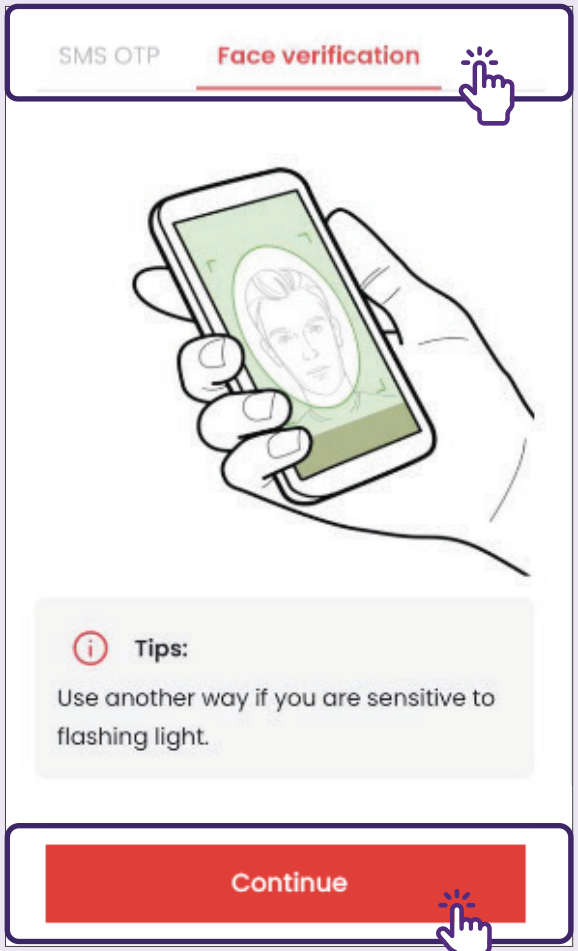
Confirm your certificate details by selecting the checkboxes. Tap on **"Continue"**.

8 Enter One-Time Password (OTP)



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

9 Biometric Authentication



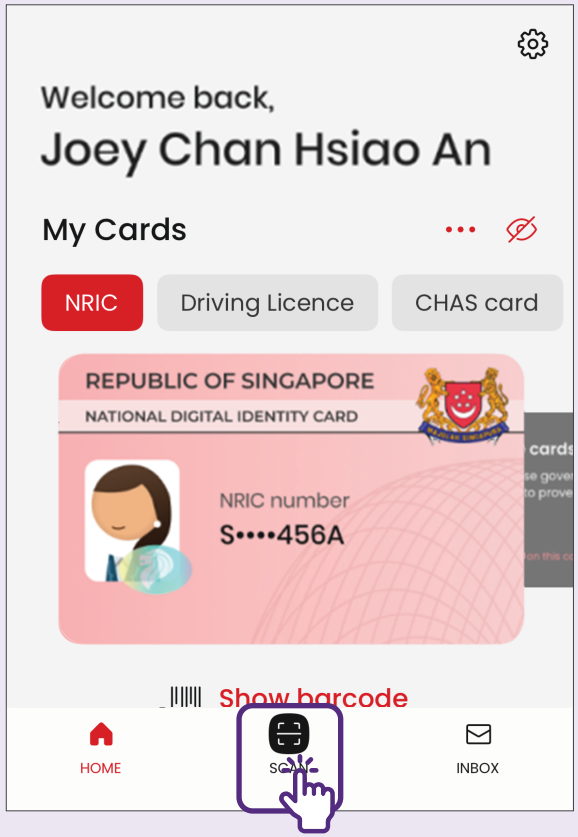
You may choose to enable Biometric Authentication to log in using your fingerprint or face.

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.

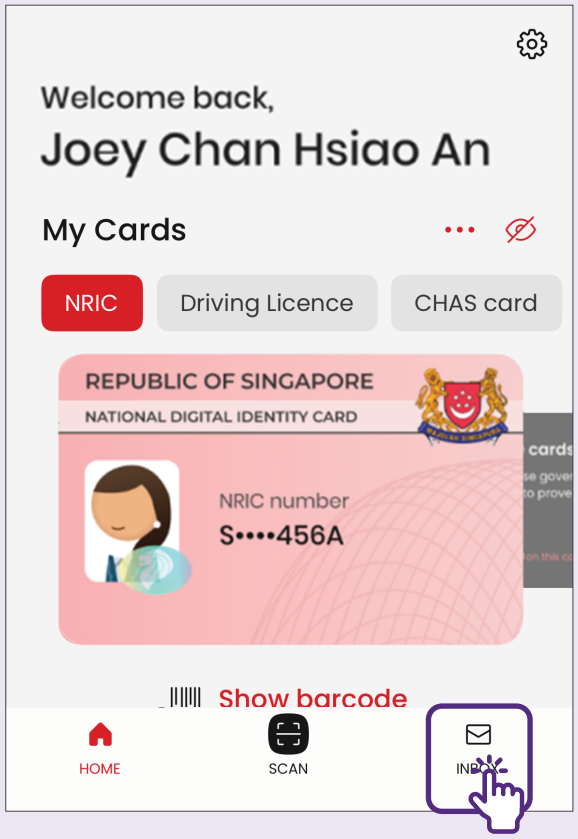
Aim your phone's camera at the QR code with the Singpass logo in the center.

Inbox Feature

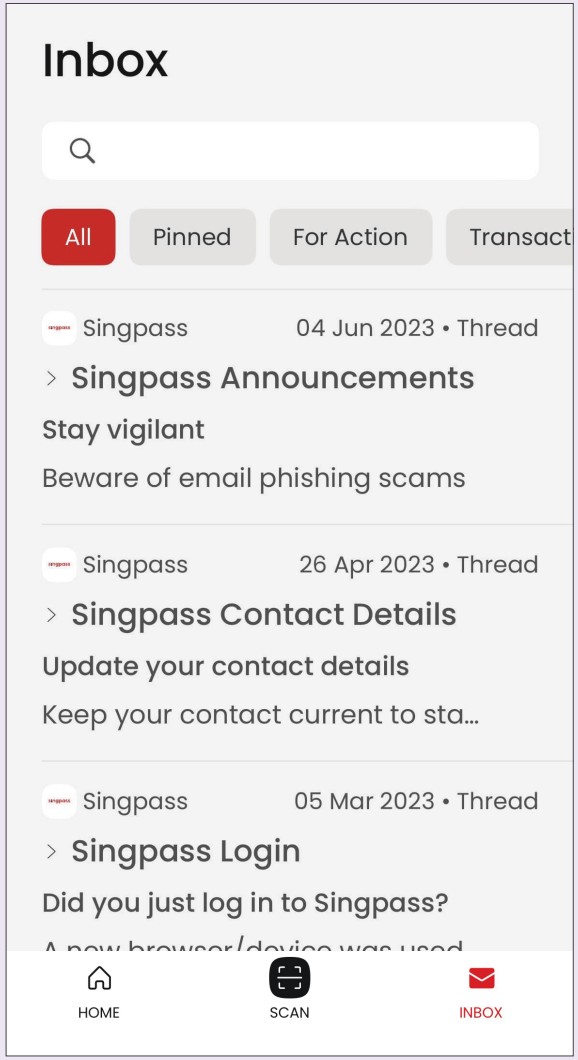
1 Launch Singpass

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

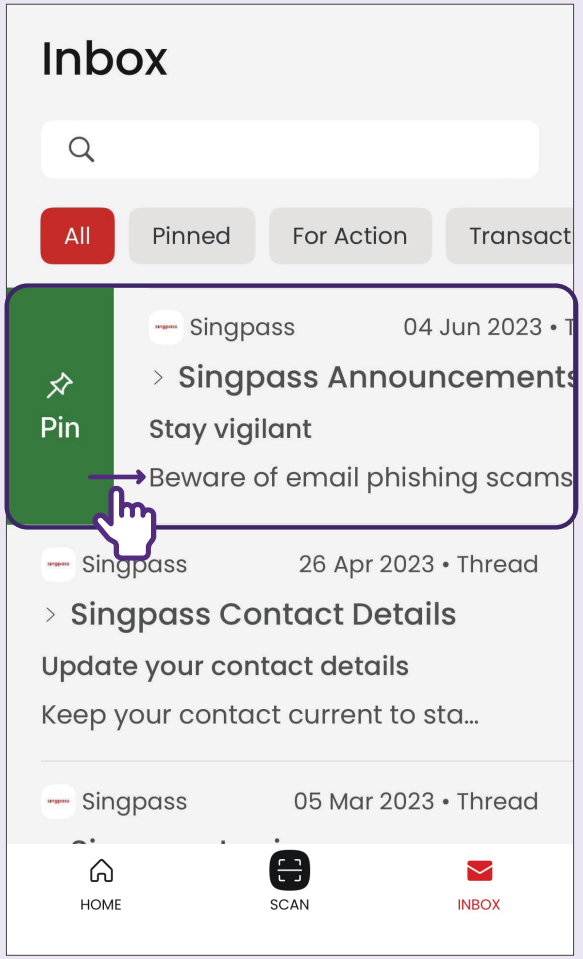
2 Tap on Inbox



3 Inbox Overview

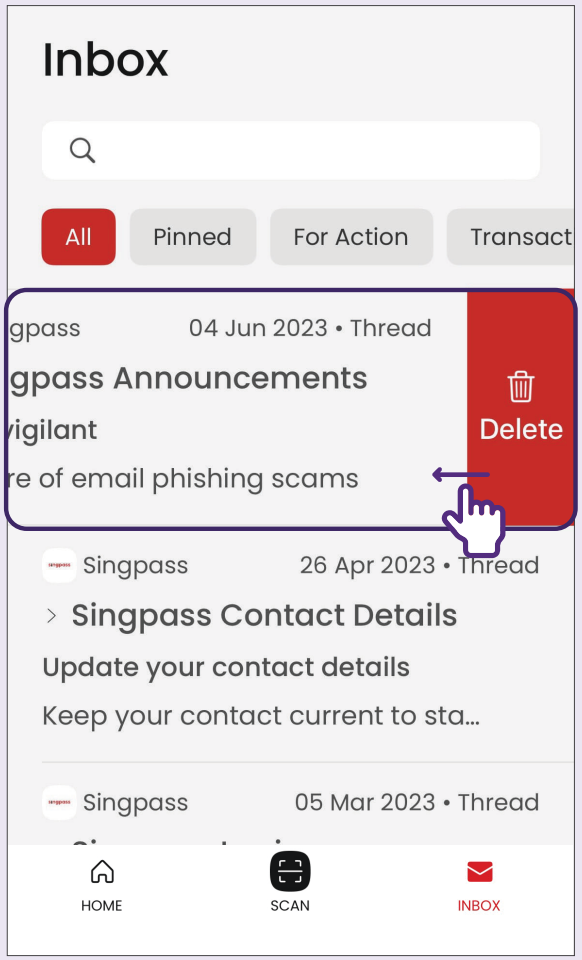


4 Pin the Message



Swipe from left to right to pin message.

5 Delete the Message

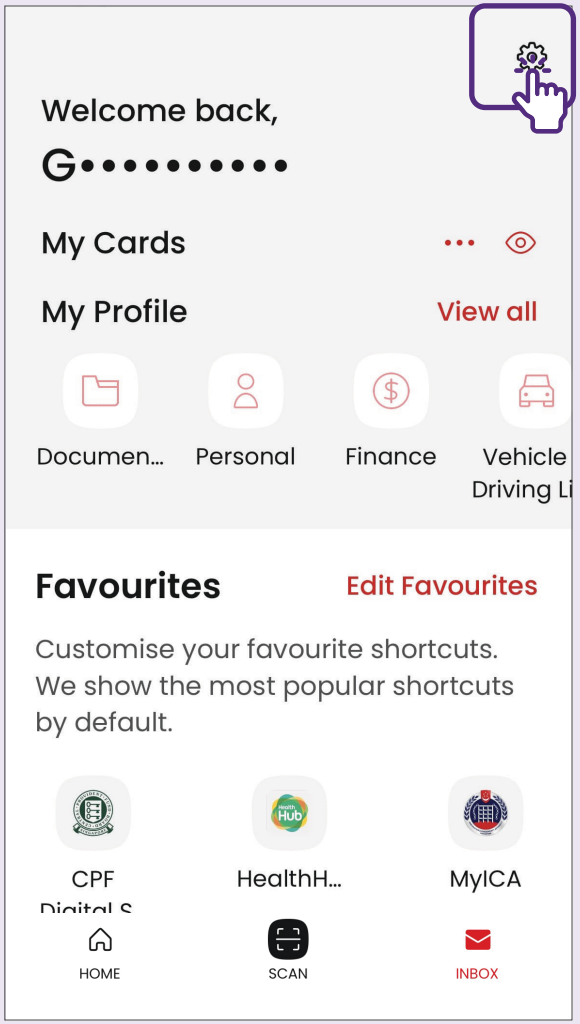


Swipe from right to left to delete message.

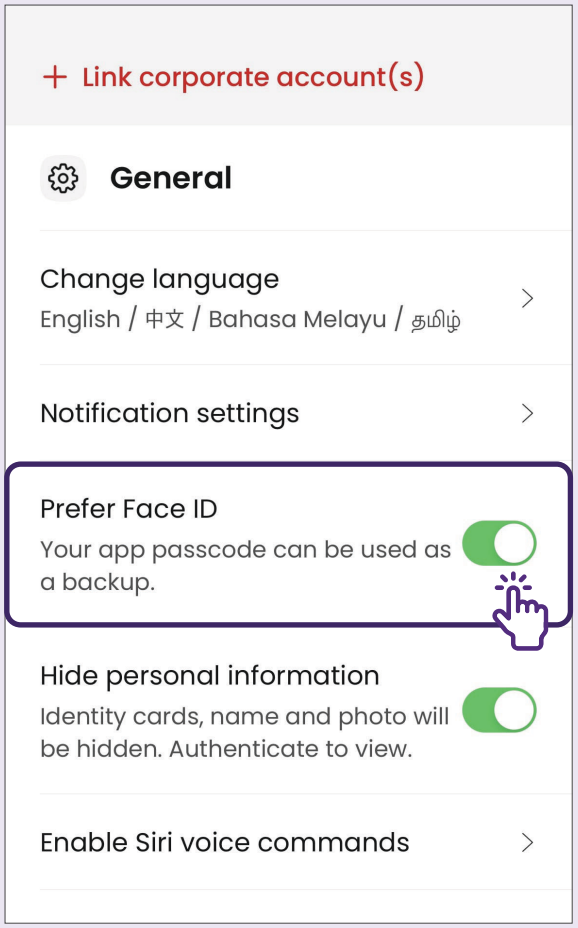
Notes

Settings - Turn on Face ID and Hide Your Personal Information

1 Tap on Settings

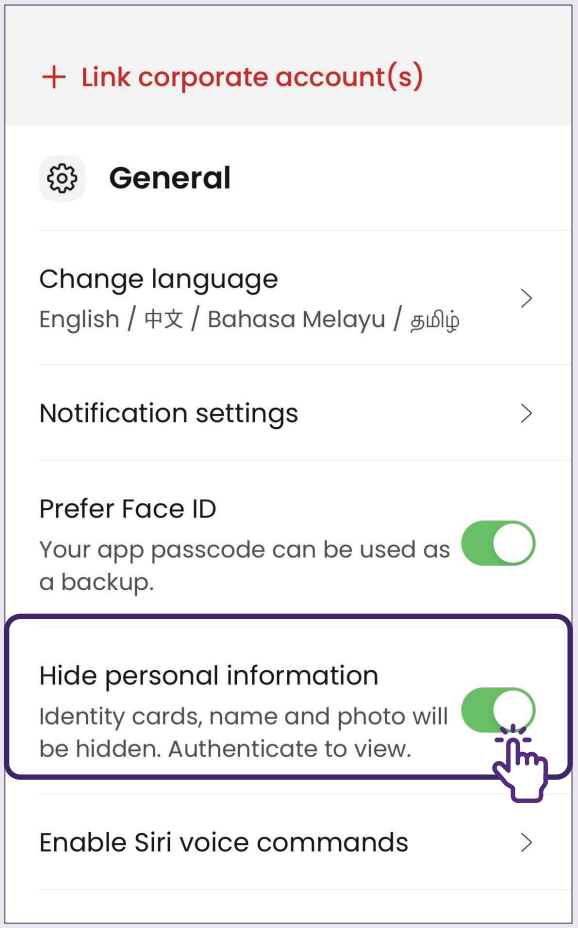


2 Turn on Face ID



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

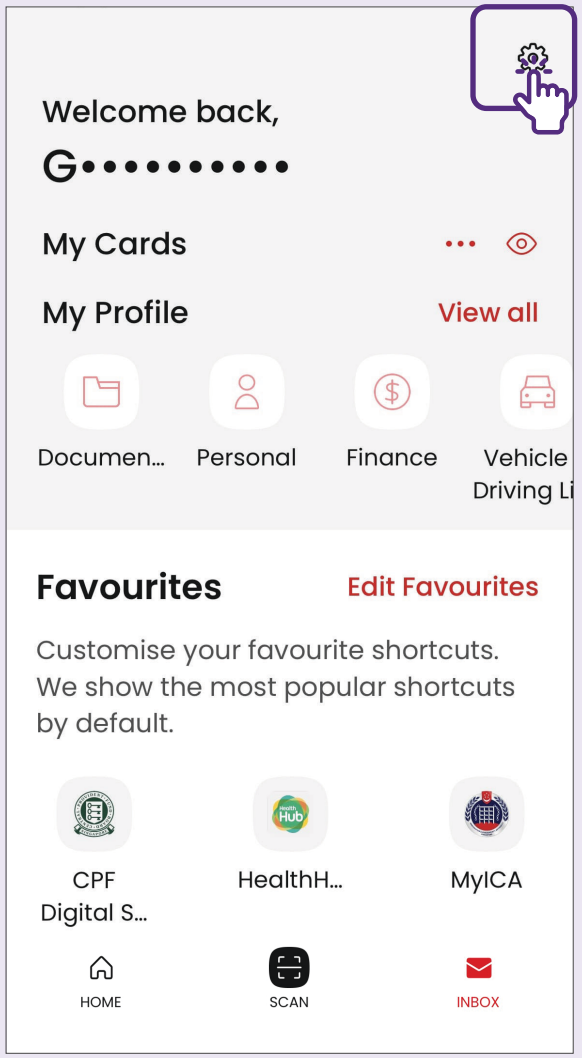
3 Hide Your Personal Information



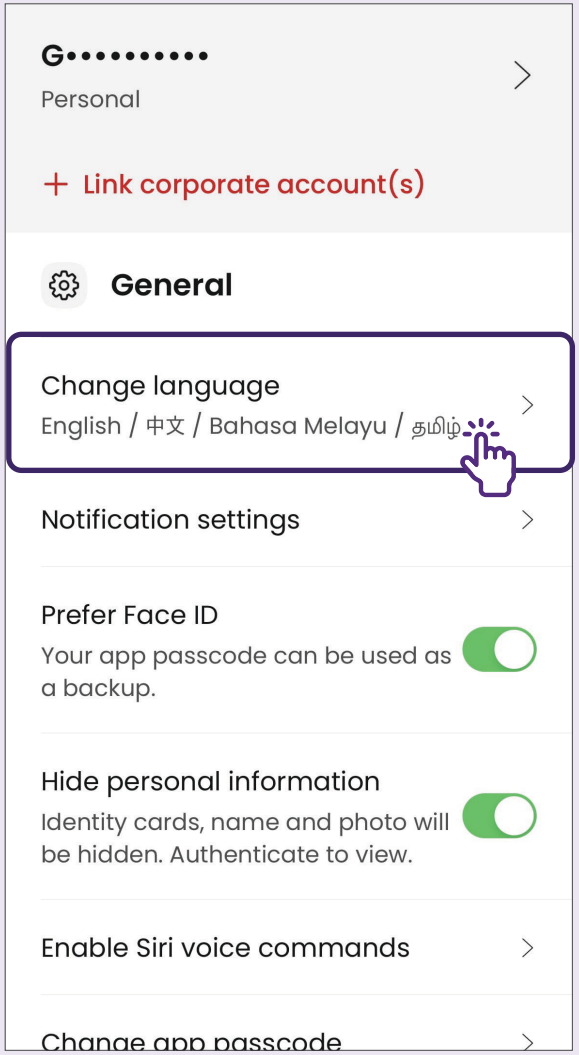
Tap on the switch to turn it to green to hide your personal information.

Settings - Change Language

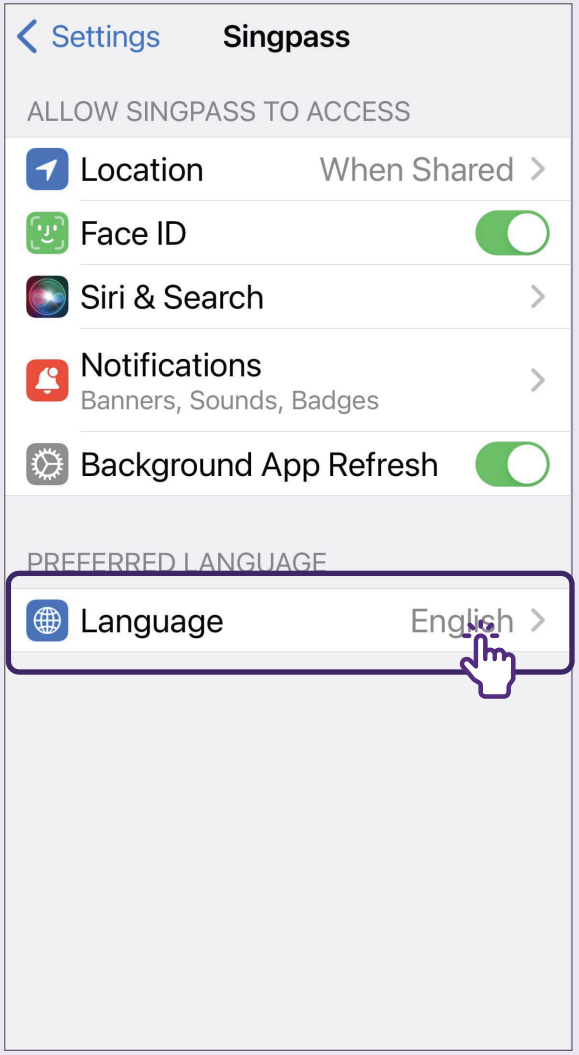
1 Tap on Settings



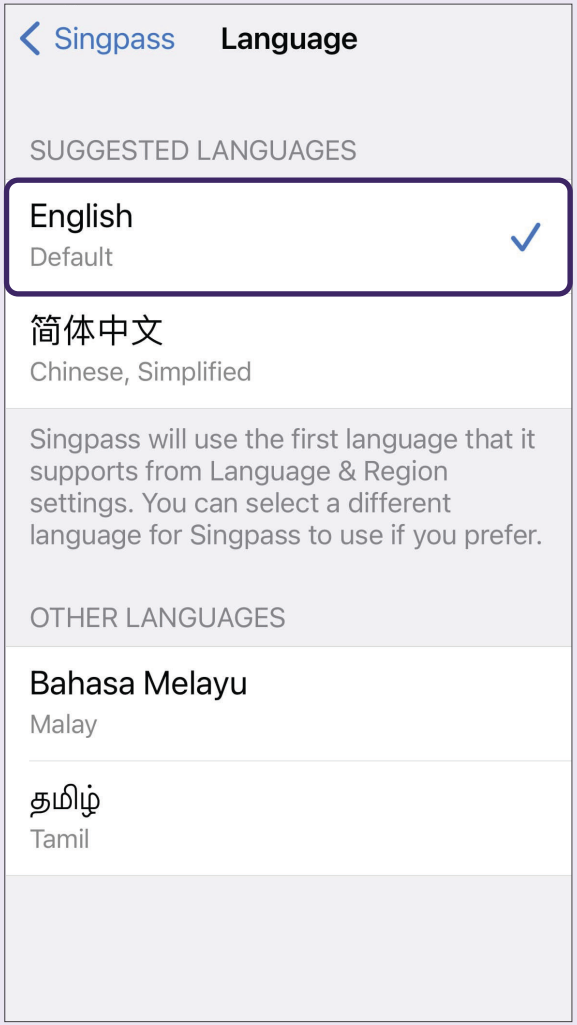
2 Select Change language



3 Select Language



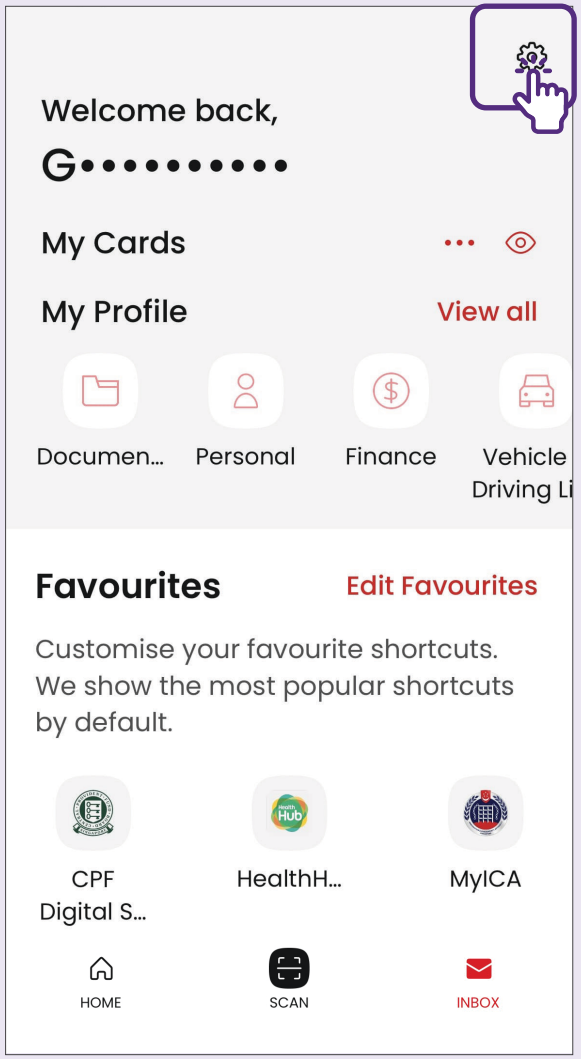
4 Select Preferred Language



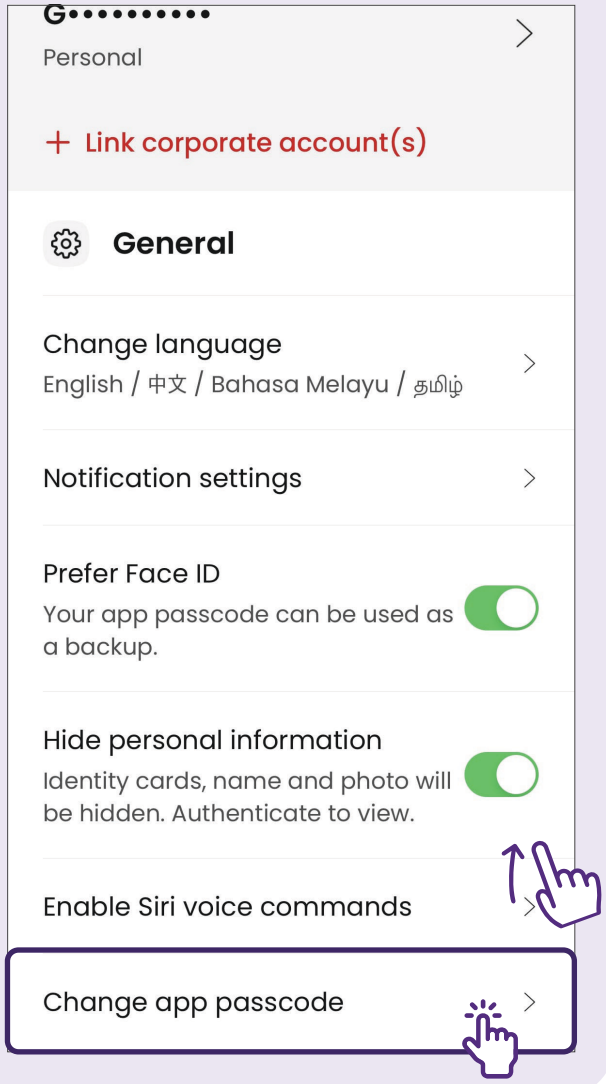
Notes

Settings - Change App Passcode

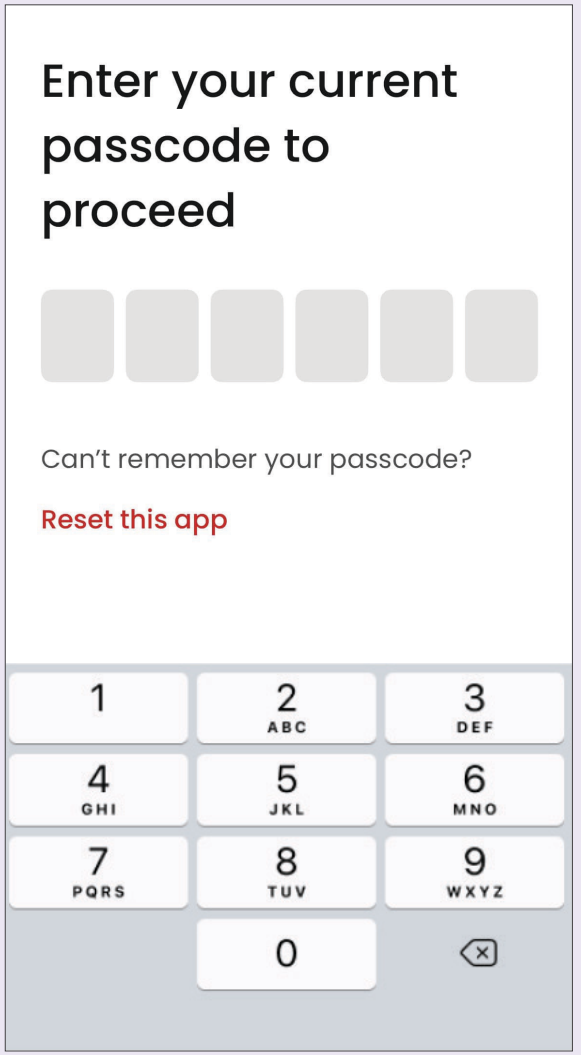
1 Tap on Settings



2 Change App Passcode



3 Enter Old Passcode

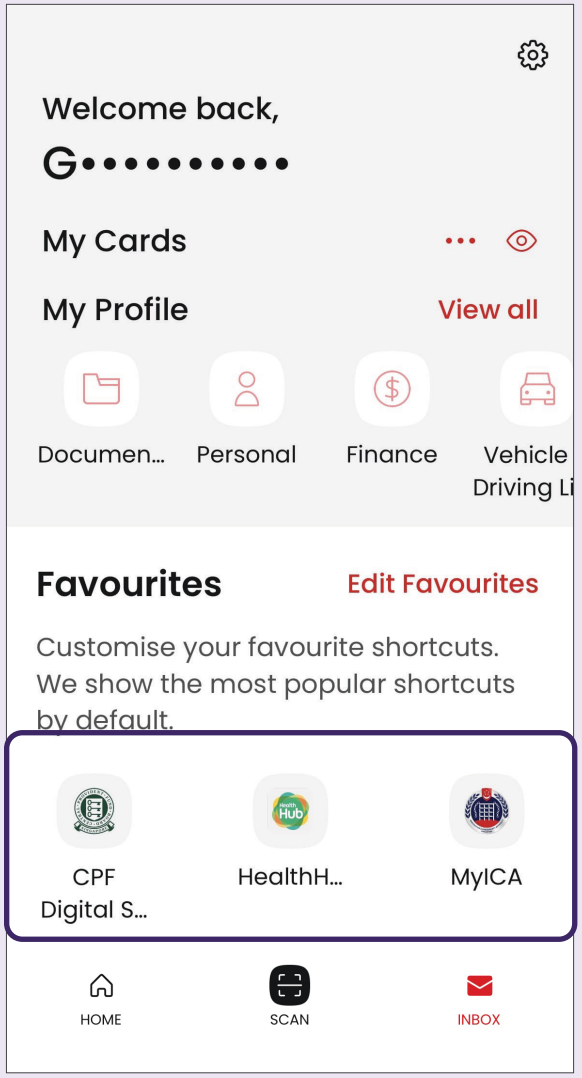


4 Set New Passcode

Notes

Access Other Government Services

1 Tap on Any of the Shortcut

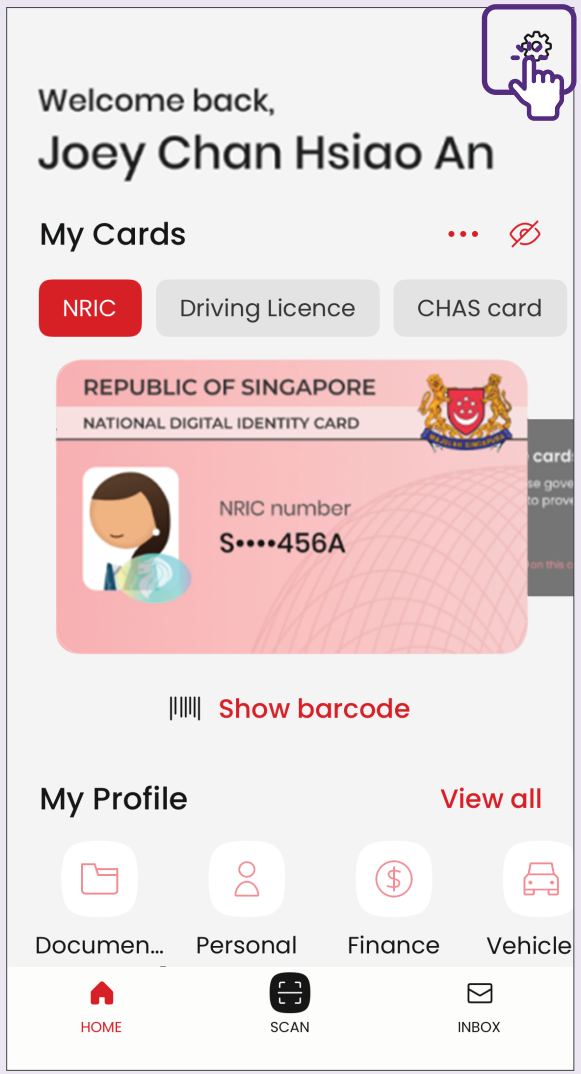


Tap on any of the shortcuts from Singpass to login to other government services.

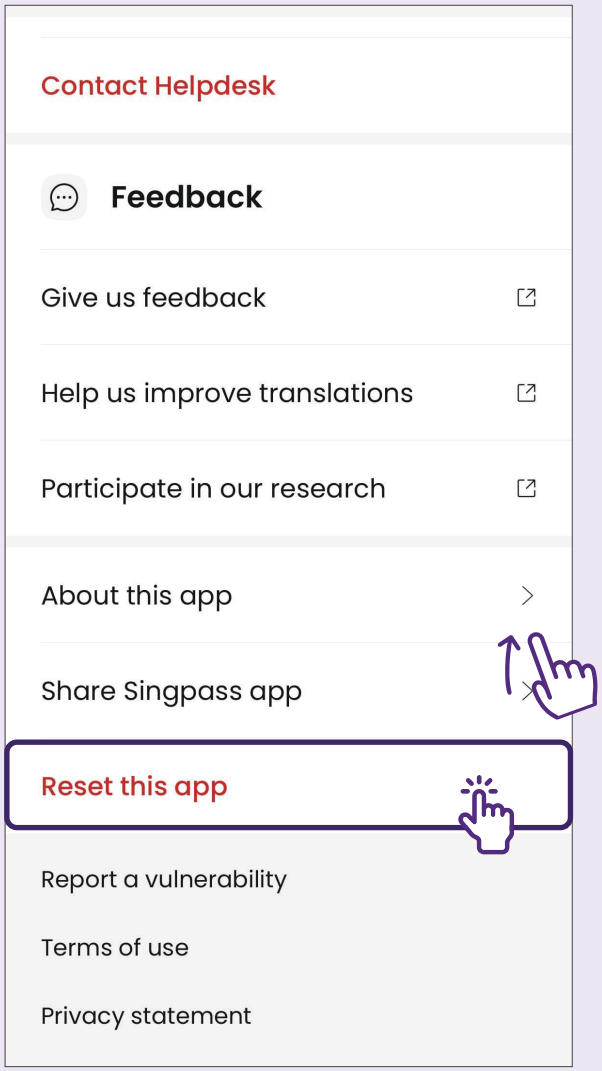
Reset Singpass

Only reset the app if you really need to.

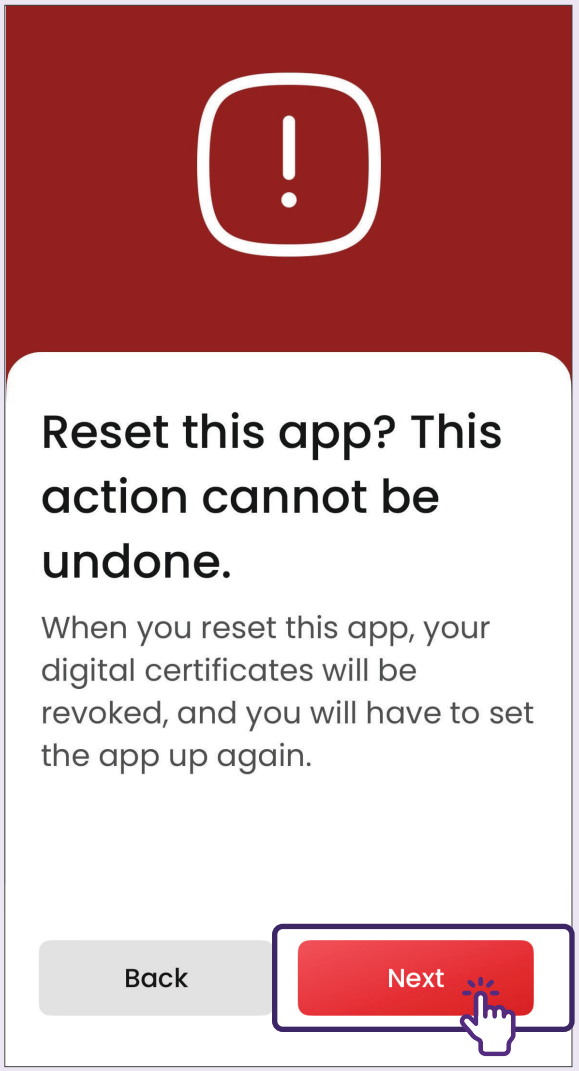
1 Tap on Settings



2 Select Reset this app



3 Reset the App



This resource takes reference from Government Technology Agency (GovTech).

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

IMDA Contact Centre

+65 6377 3800
info@imda.gov.sg

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