

EA Alert Dated: 19 May 2016

EA Alert (09/2016): Reminder to Setup SingPass 2FA to Perform Sensitive Government e-Transaction

Dear Sir/Madam,

From 5 July 2016, you will need to have SingPass Two-Factor Authentication (2FA) set up in order to perform all sensitive government e-Transactions. For employment agencies (EAs), services such as **Register Interim FDW address** and **LicenceOne Portal (Beta)** will be affected. In addition, work pass transactions that are performed on the Work Permit Online and Employment Pass Online systems will also require 2FA. As these are processes that many EAs will frequently perform in the course of your core business, do register early for 2FA to avoid disruption to your work. Do note that the activation process can take up to 7 working days.

For more information you can refer to the video guide available at [<https://www.singpass.gov.sg/singpass/support/supportmain>]. You can also direct further queries to **SingPass Helpdesk** at 6643 0555 during their operating hours from 8am-8pm on Mondays to Fridays and 8am-2pm on Saturdays or via email at support@singpass.gov.sg.

Thank you.

Yours sincerely

Brian Wong

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