singpass

Singpass Password Reset

A guide to resetting your Singpass password

Please select how you would like to reset your Singpass password.

Reset instantly with Singpass Face Verification

Reset instantly with SMS 2FA or request for a one-time password PIN mailer

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Resetting your Singpass password with Face Verification (FV)

Password Reset (Face Verification)

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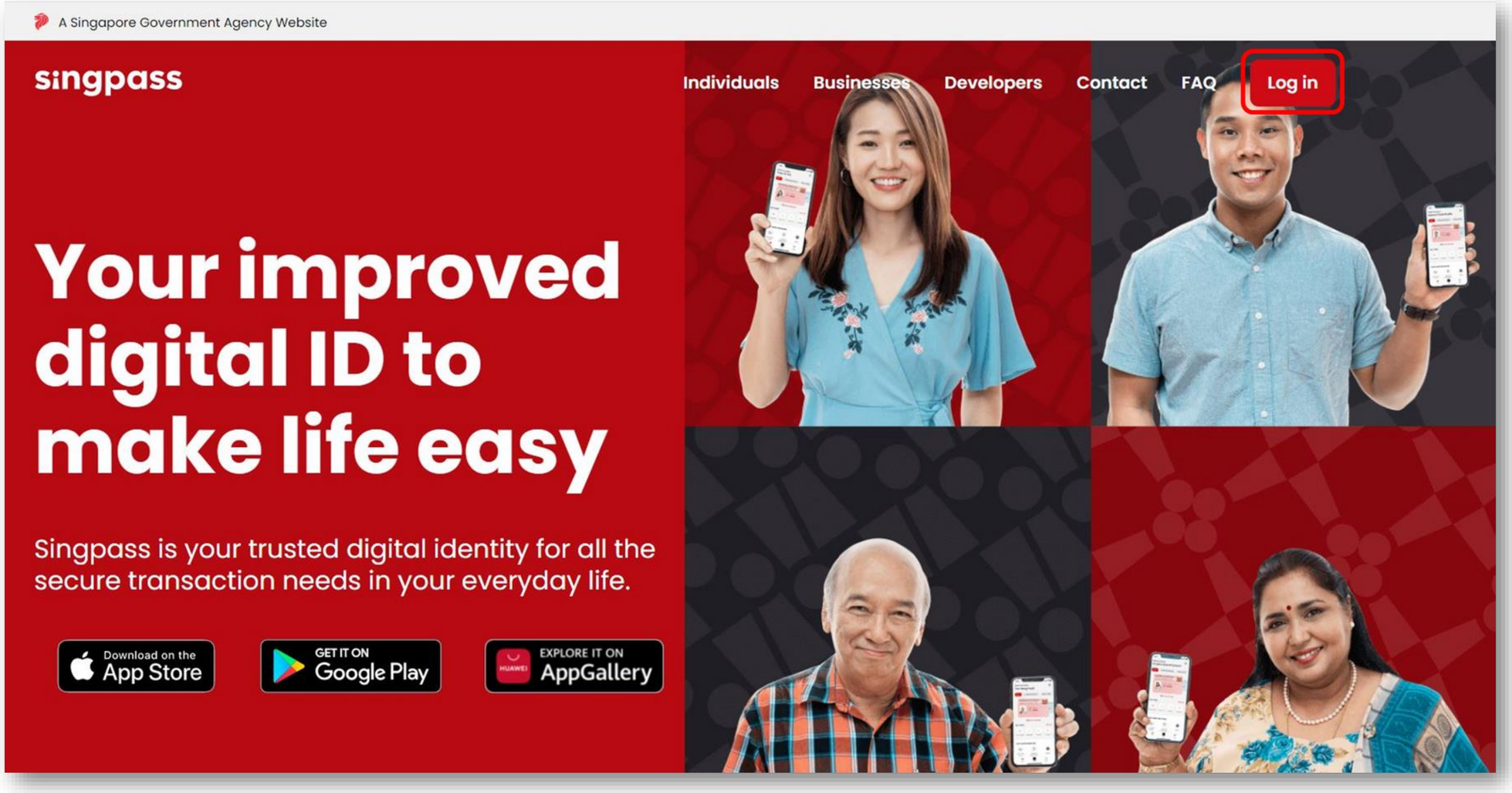
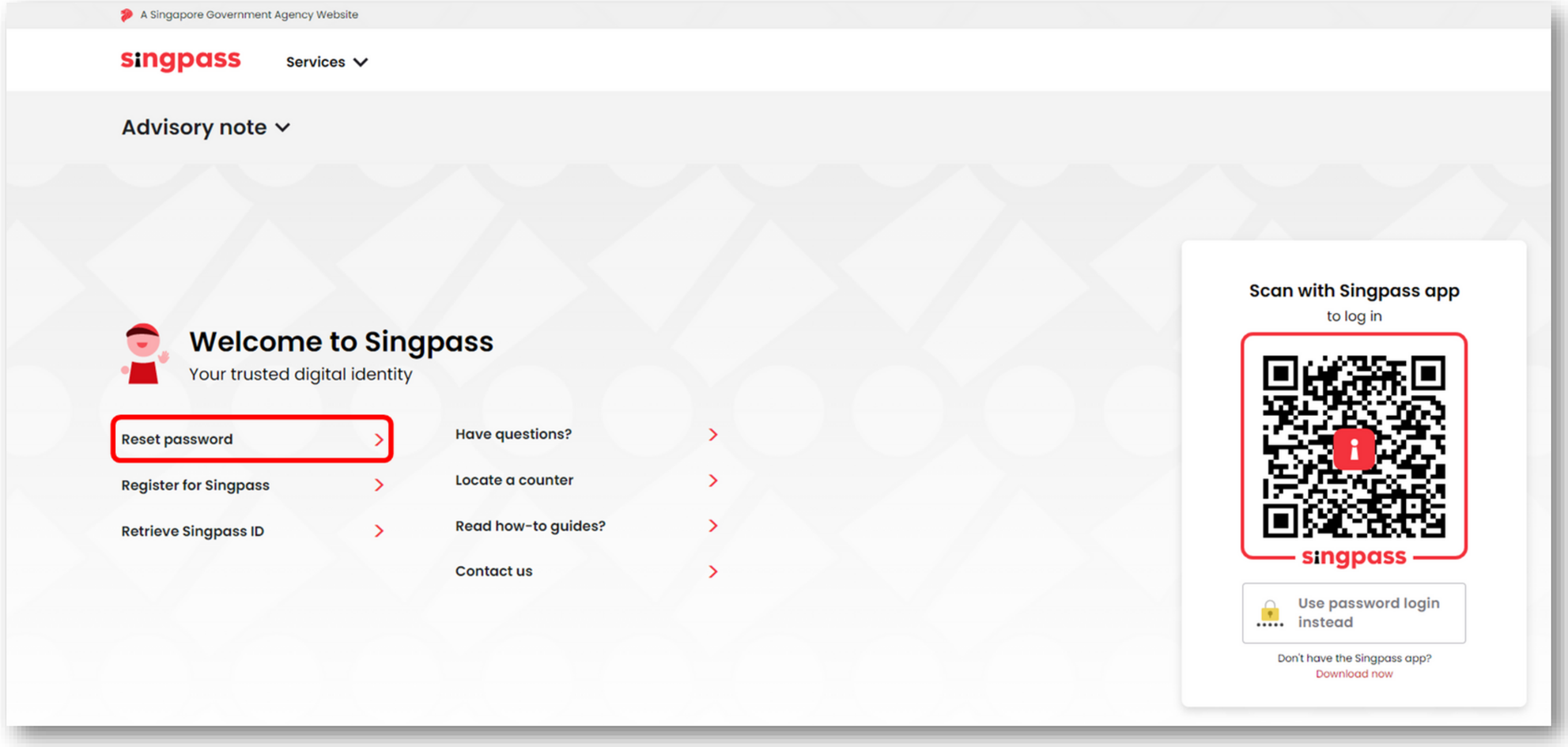
1 Go to **www.singpass.gov.sg**. Click **'Log in'**.



Password Reset (Face Verification)

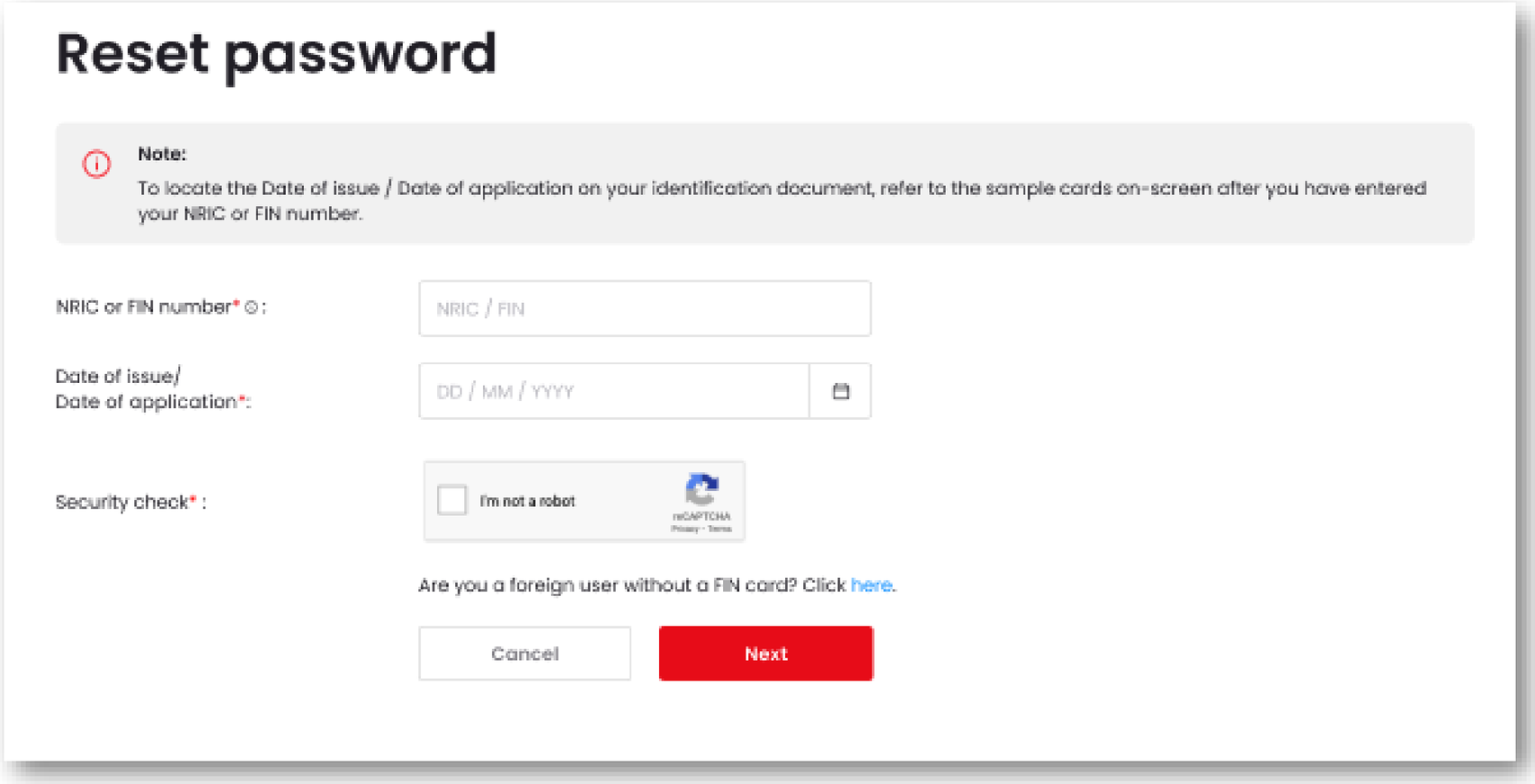
2 Click '**Reset password**' under Welcome to Singpass.



Password Reset (Face Verification)

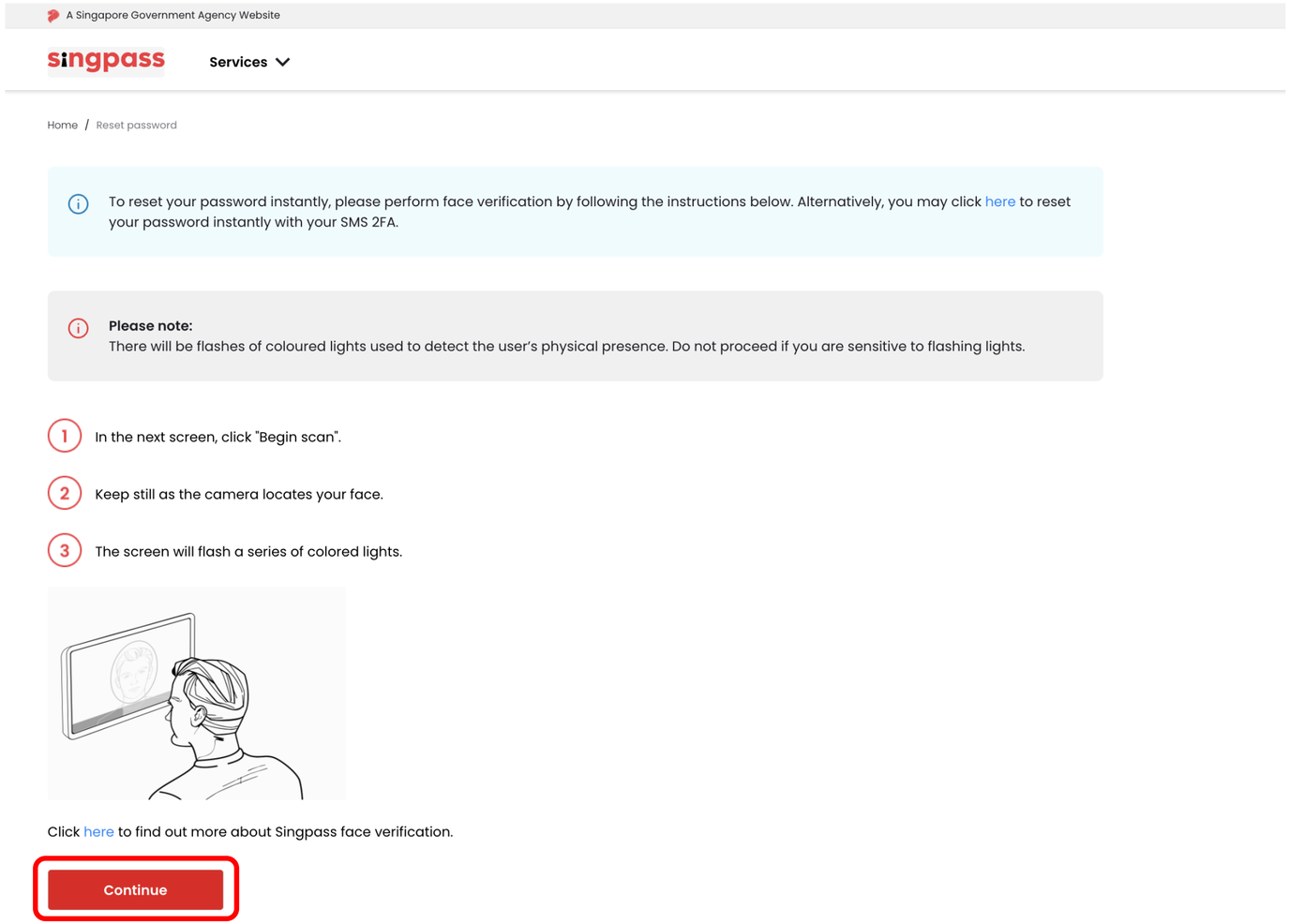
3 Enter the required details and check the boxes **‘I'm not a robot’**. Click **‘Next’**.

Note: Click on ⓘ for more information on the required field.



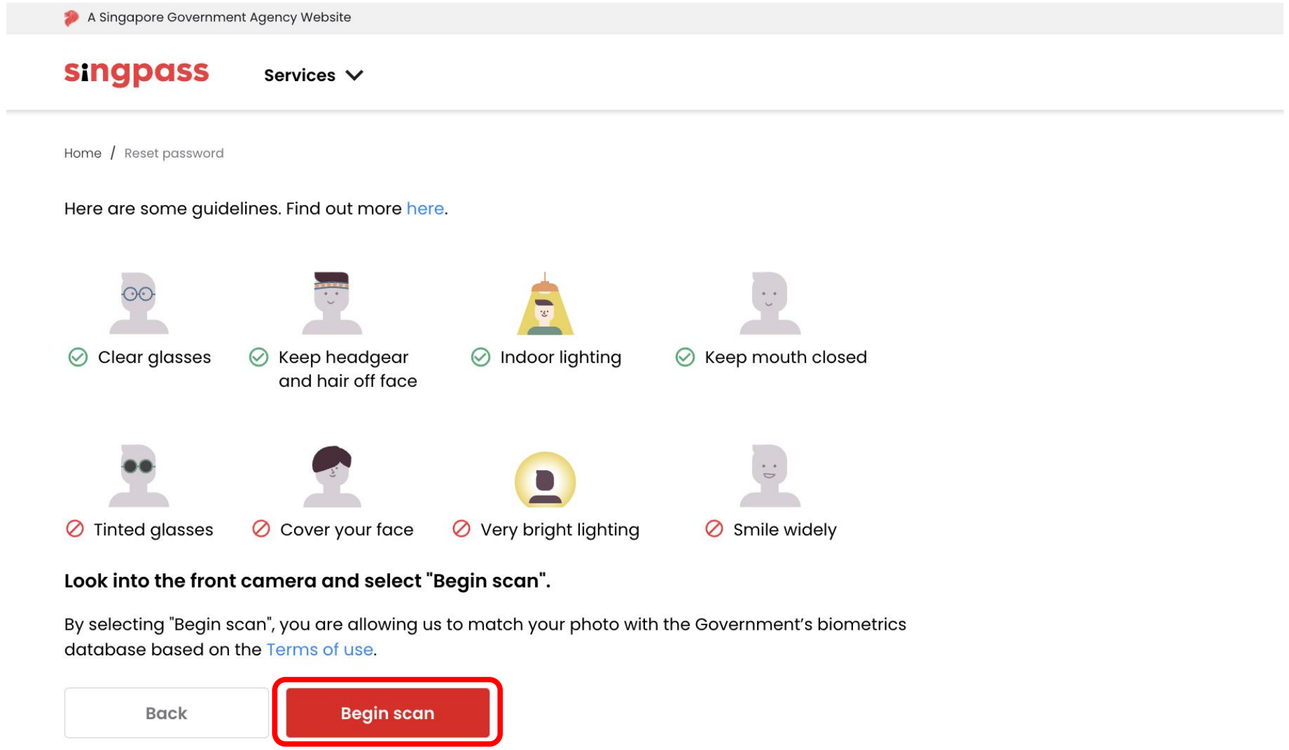
Password Reset (Face Verification)

4 Read the instructions on the page and click **‘Continue’** to proceed with FV.



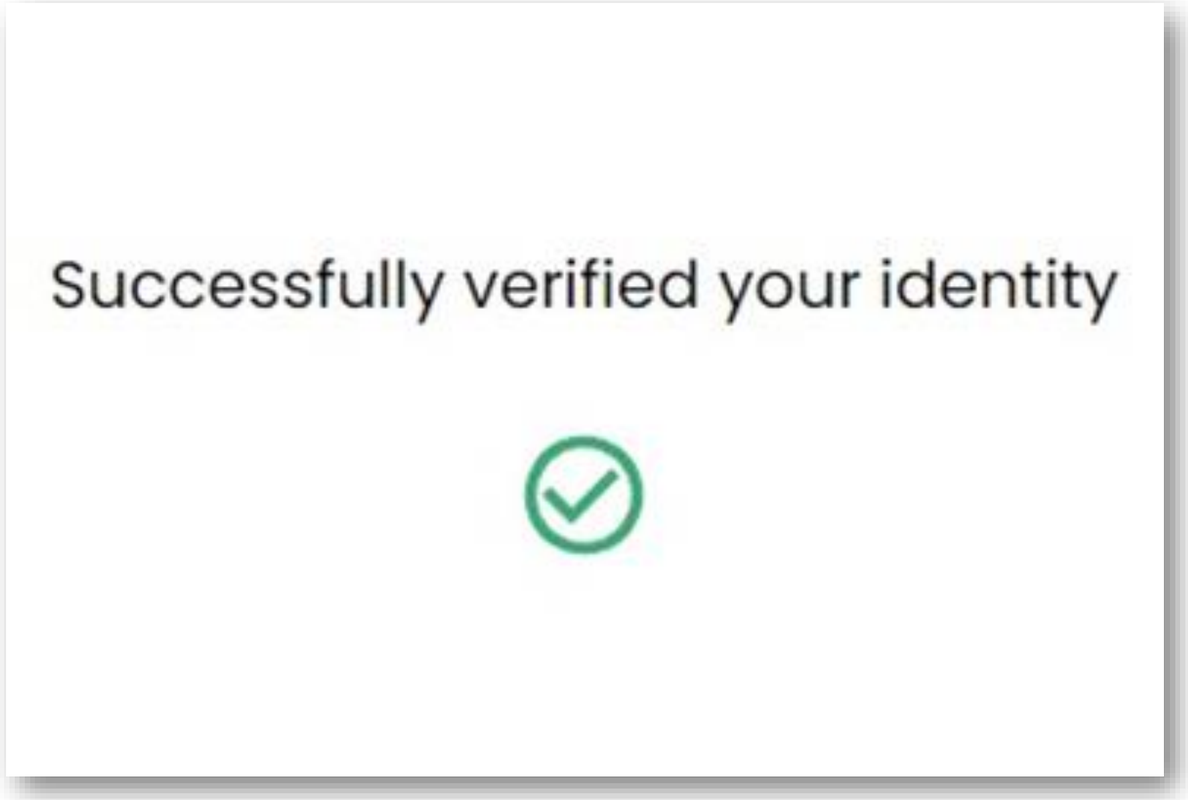
Password Reset (Face Verification)

5 Read the guidelines on the page. To allow the use of your device's camera for FV, click **'Allow'** when prompted, and click **'Begin Scan'**.



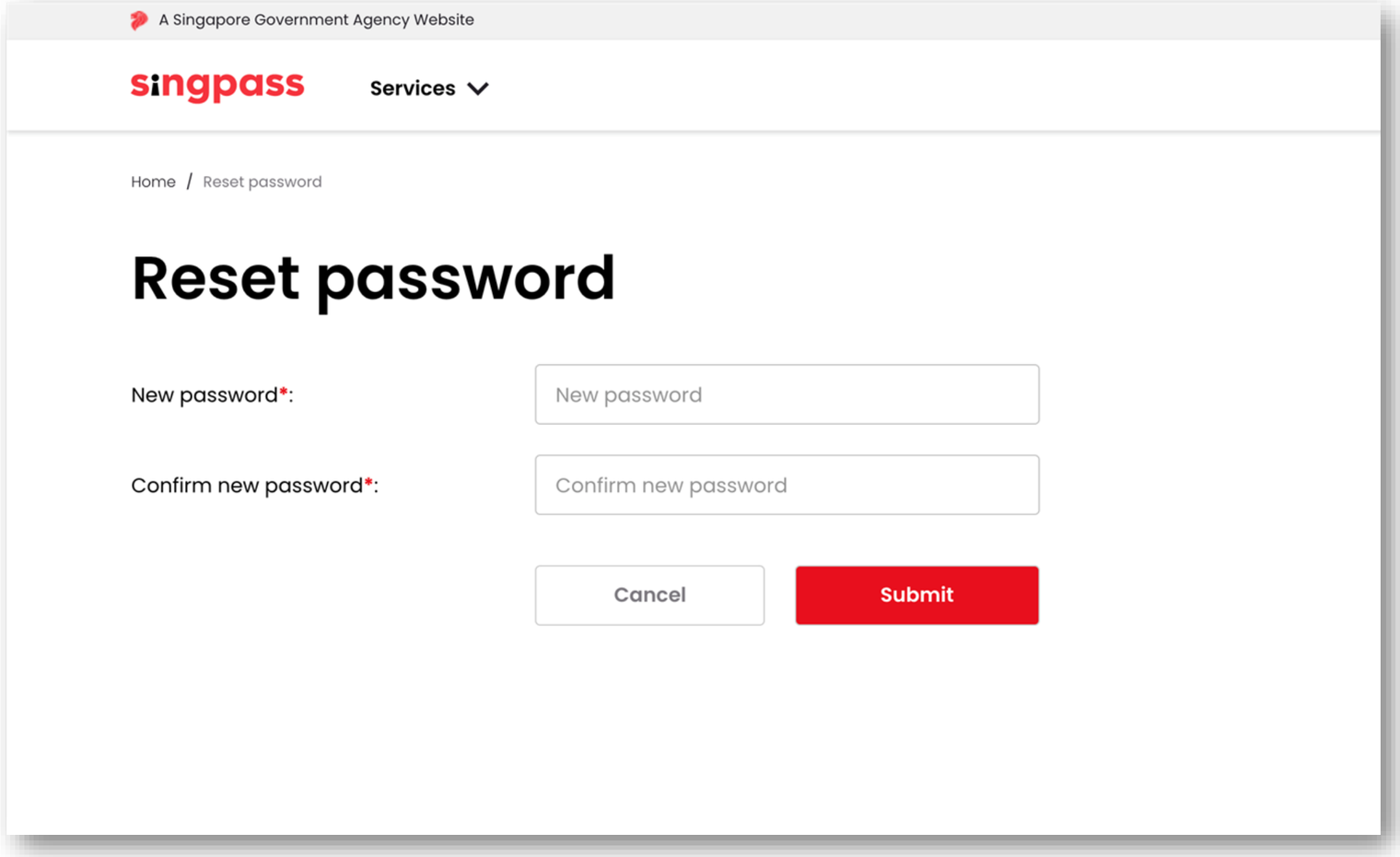
Password Reset (Face Verification)

6 You will see the following notification after successful verification.



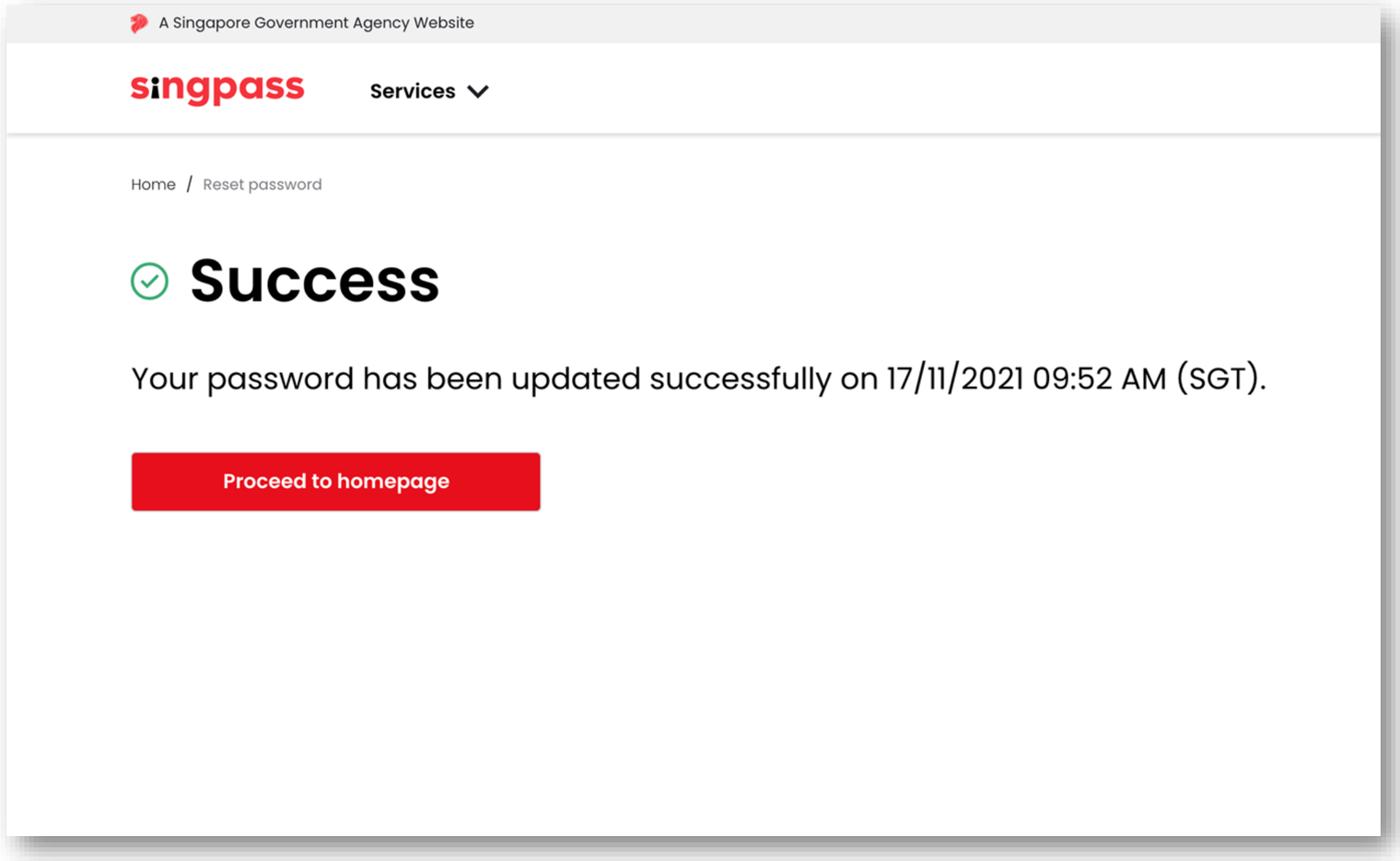
Password Reset (Face Verification)

7 Submit a new password in the **'New password'** and **'Confirm new password'** fields and click **'Submit'**.



Password Reset (Face Verification)

8 You can now log in to your Singpass account with the password you just created.



Have you set up your SMS 2FA?

You have set up your SMS 2FA

You have **not** set up your SMS 2FA

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Resetting your Singpass password with SMS 2FA

Password Reset (SMS 2FA)

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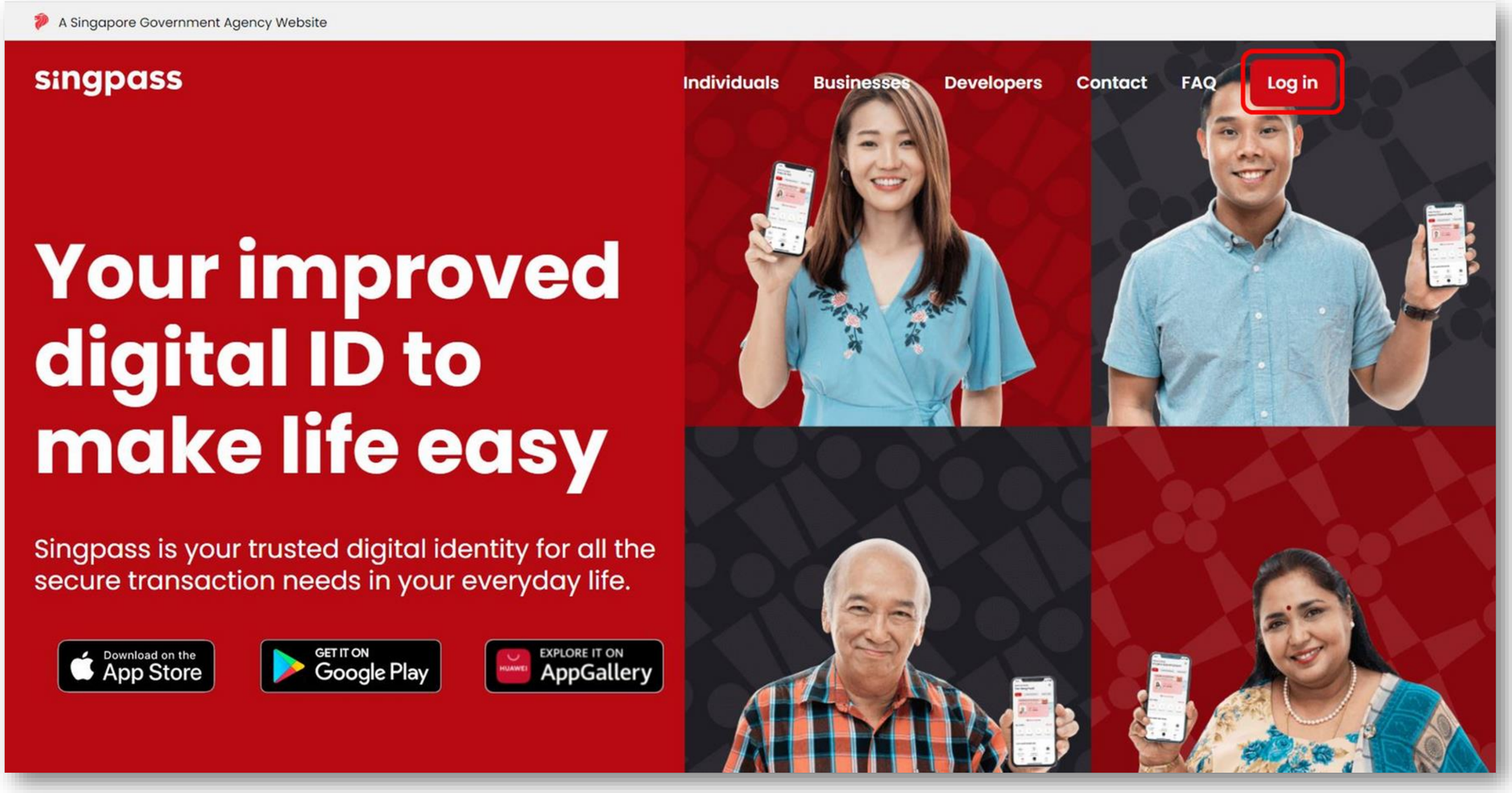
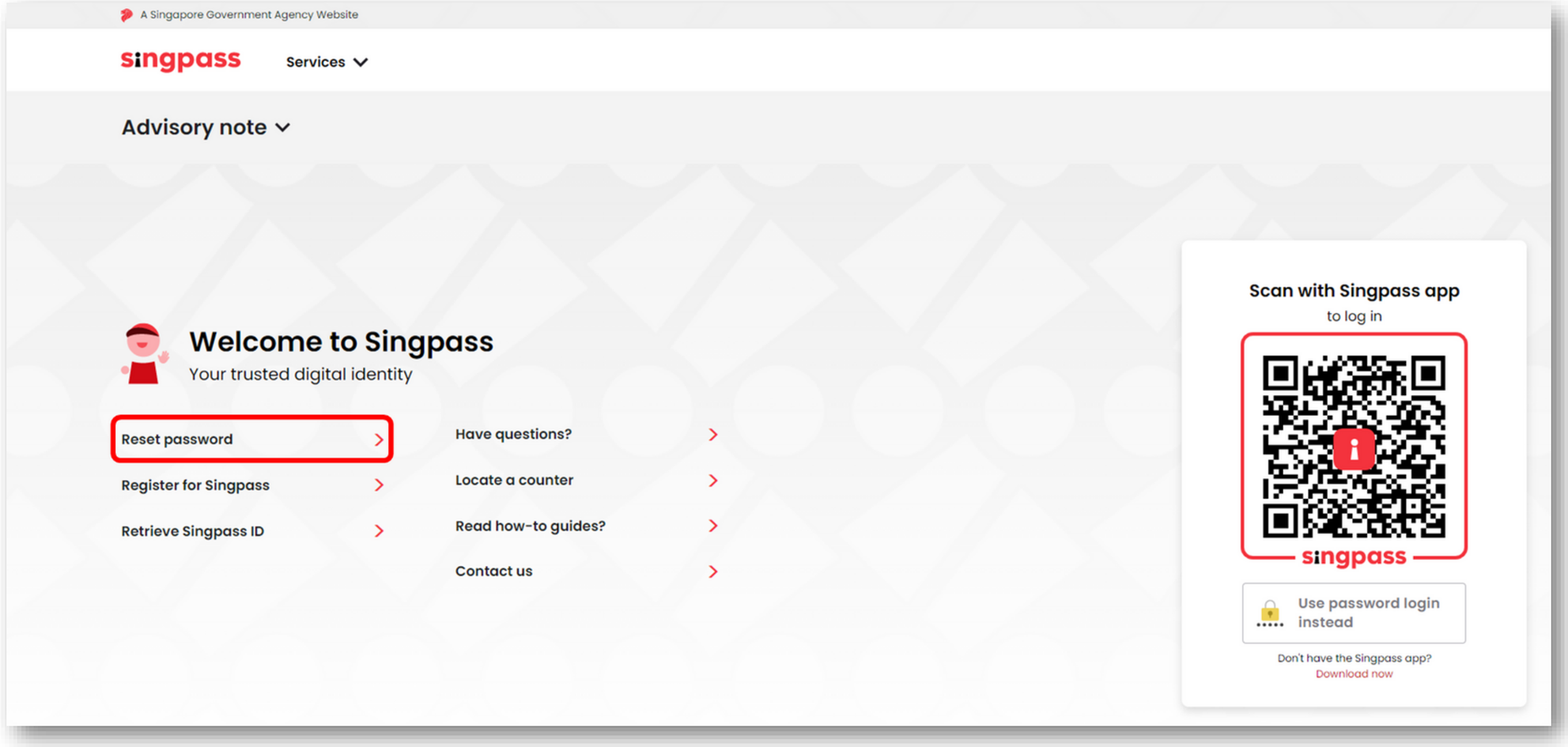
1 Go to **www.singpass.gov.sg**. Click **'Log in'**.



Password Reset (SMS 2FA)

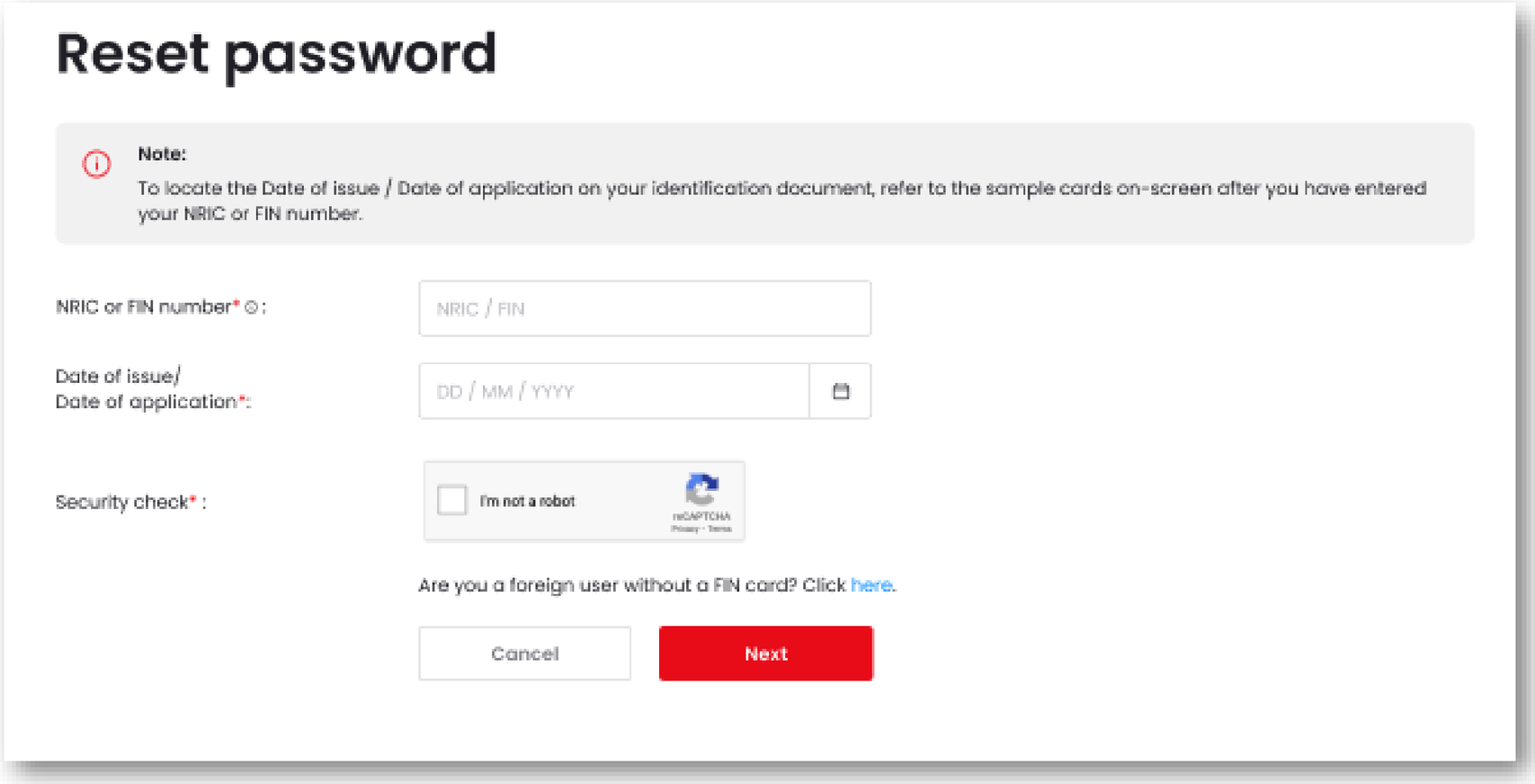
2 Click '**Reset password**' under Welcome to Singpass.



Password Reset (SMS 2FA)

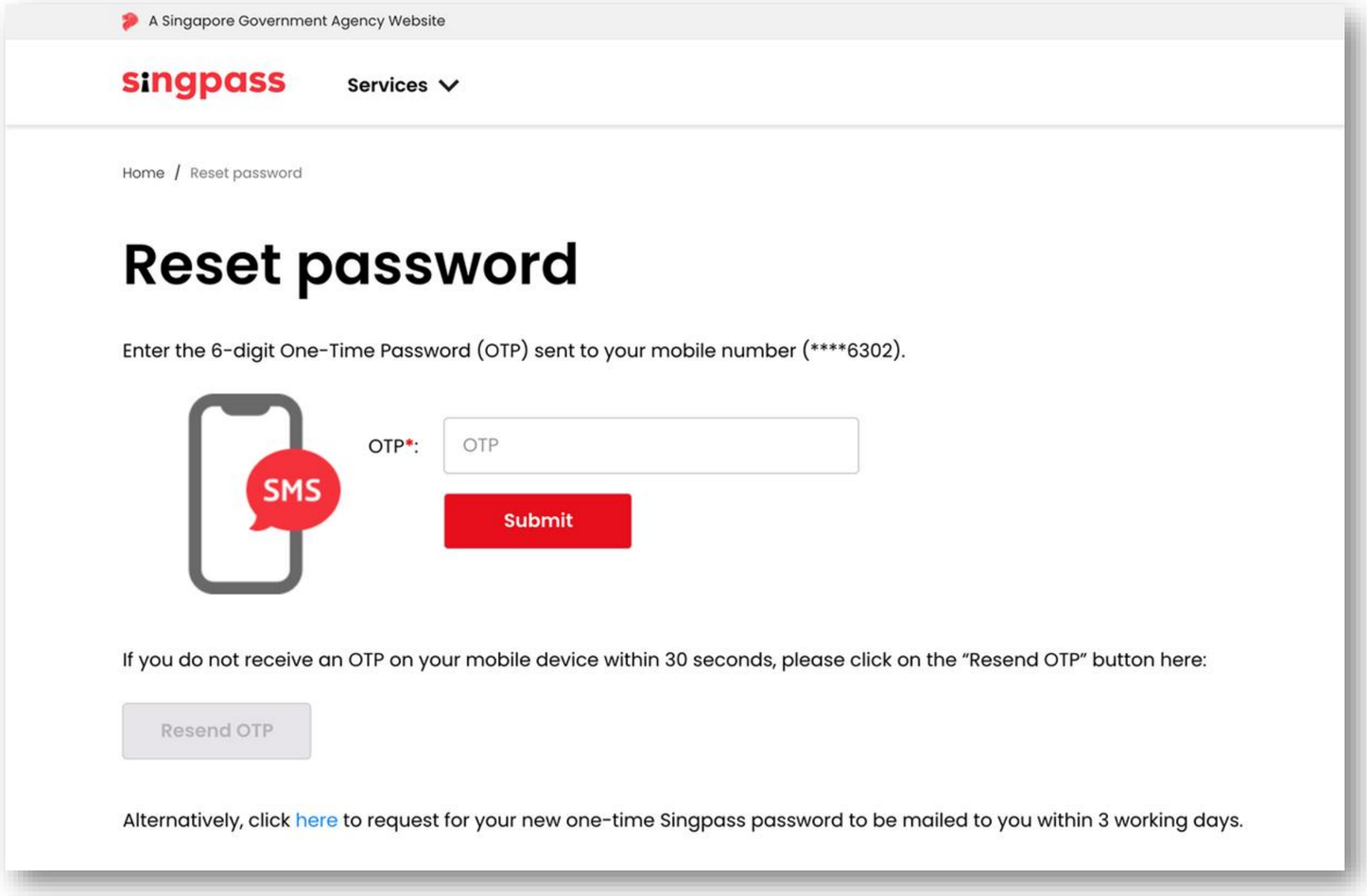
3 Enter the required details and check the boxes **‘I'm not a robot’**. Click **‘Next’**.

Note: Click on ⓘ for more information on the required field.



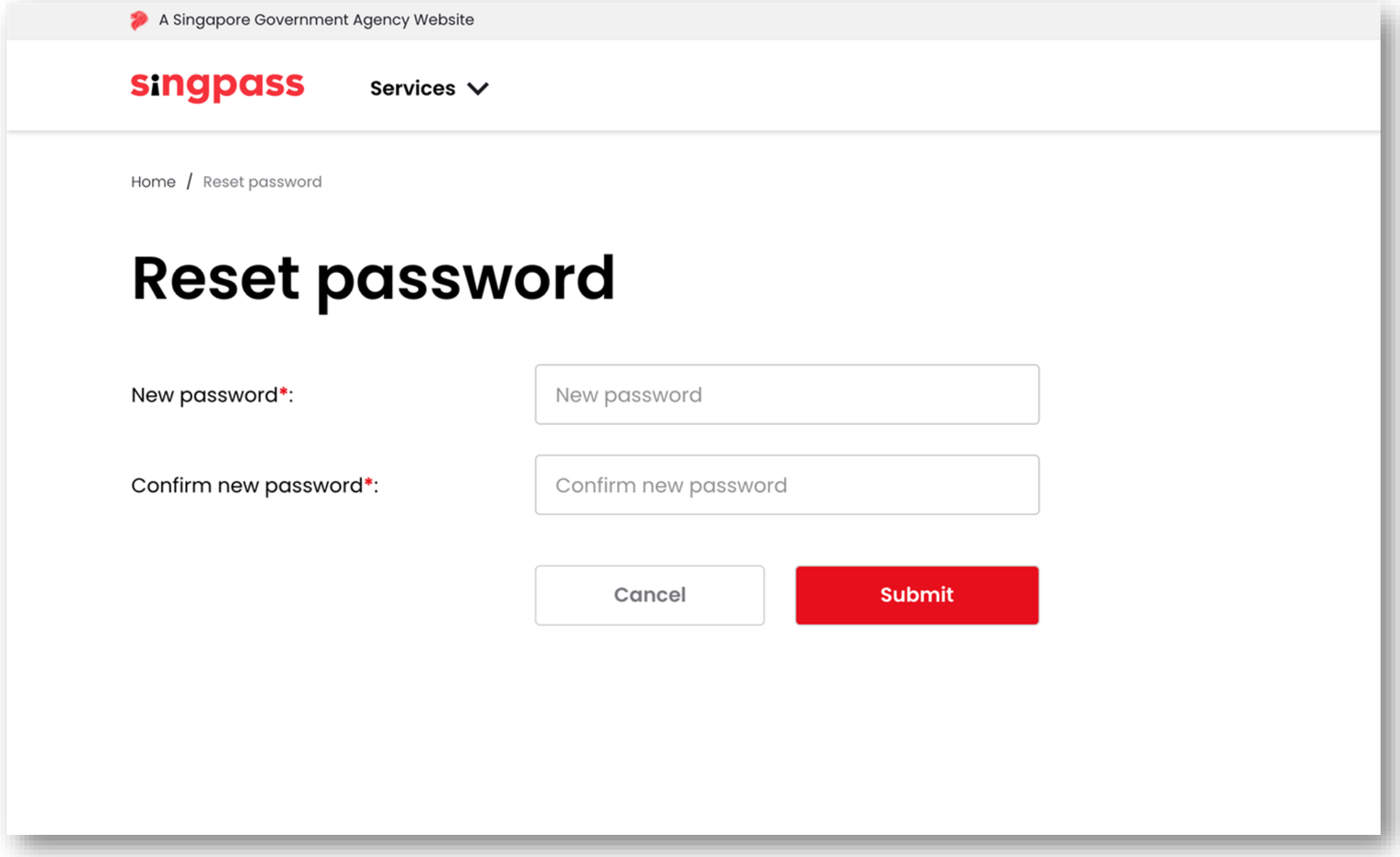
Password Reset (SMS 2FA)

4 Enter the **One-Time Password (OTP)** sent to your mobile number and click '**Submit**'.



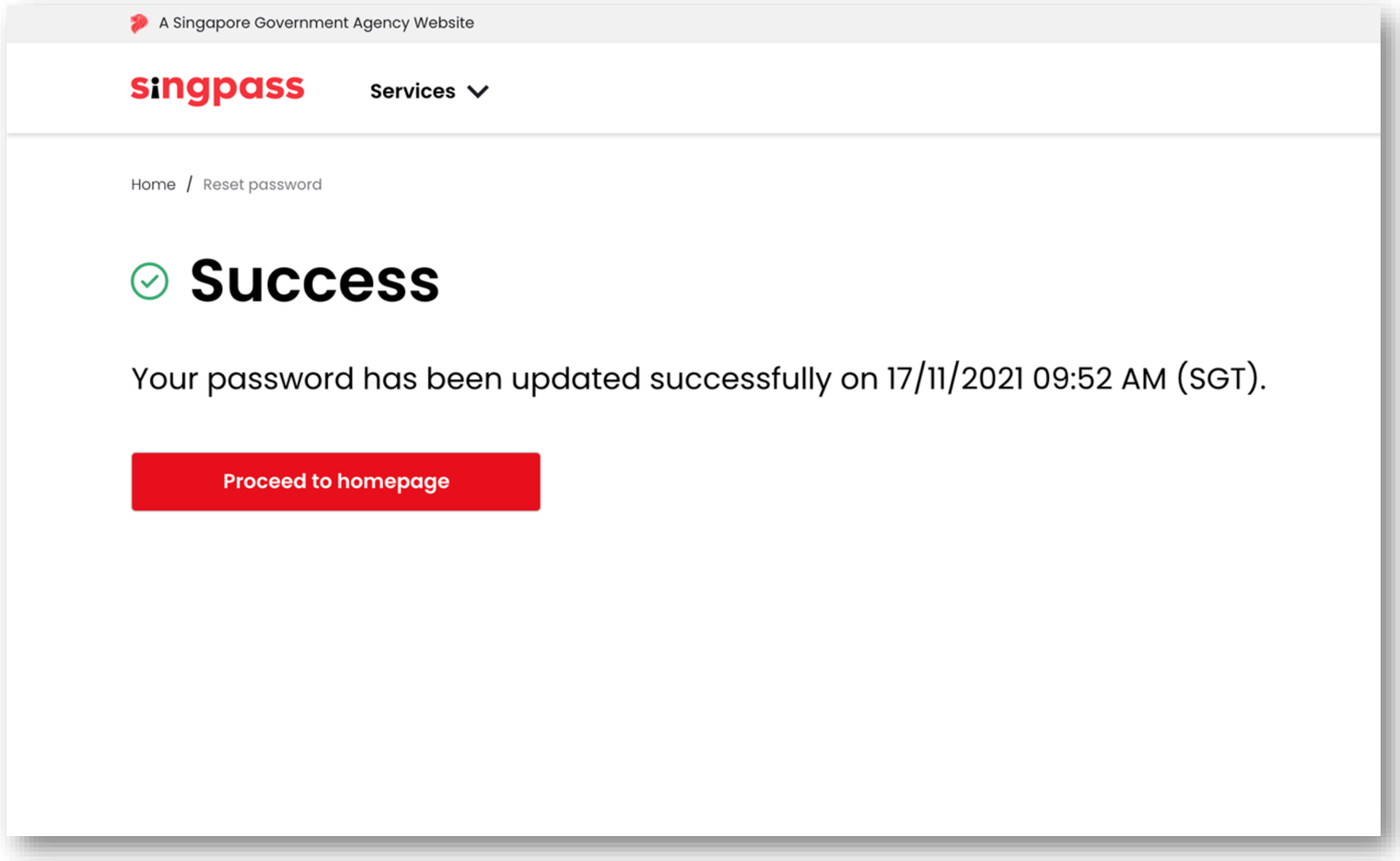
Password Reset (SMS 2FA)

5 Submit a new password in the '**New password**' and '**Confirm new password**' fields and click '**Submit**'.



Password Reset (SMS 2FA)

6 You can now log in to your Singpass account with the password you just created.



You have completed your Singpass password reset with SMS 2FA.

If you have more questions, please check out the Singpass FAQs.

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Resetting your Singpass password with one-time password PIN mailer

Password Reset (Password PIN Mailer)

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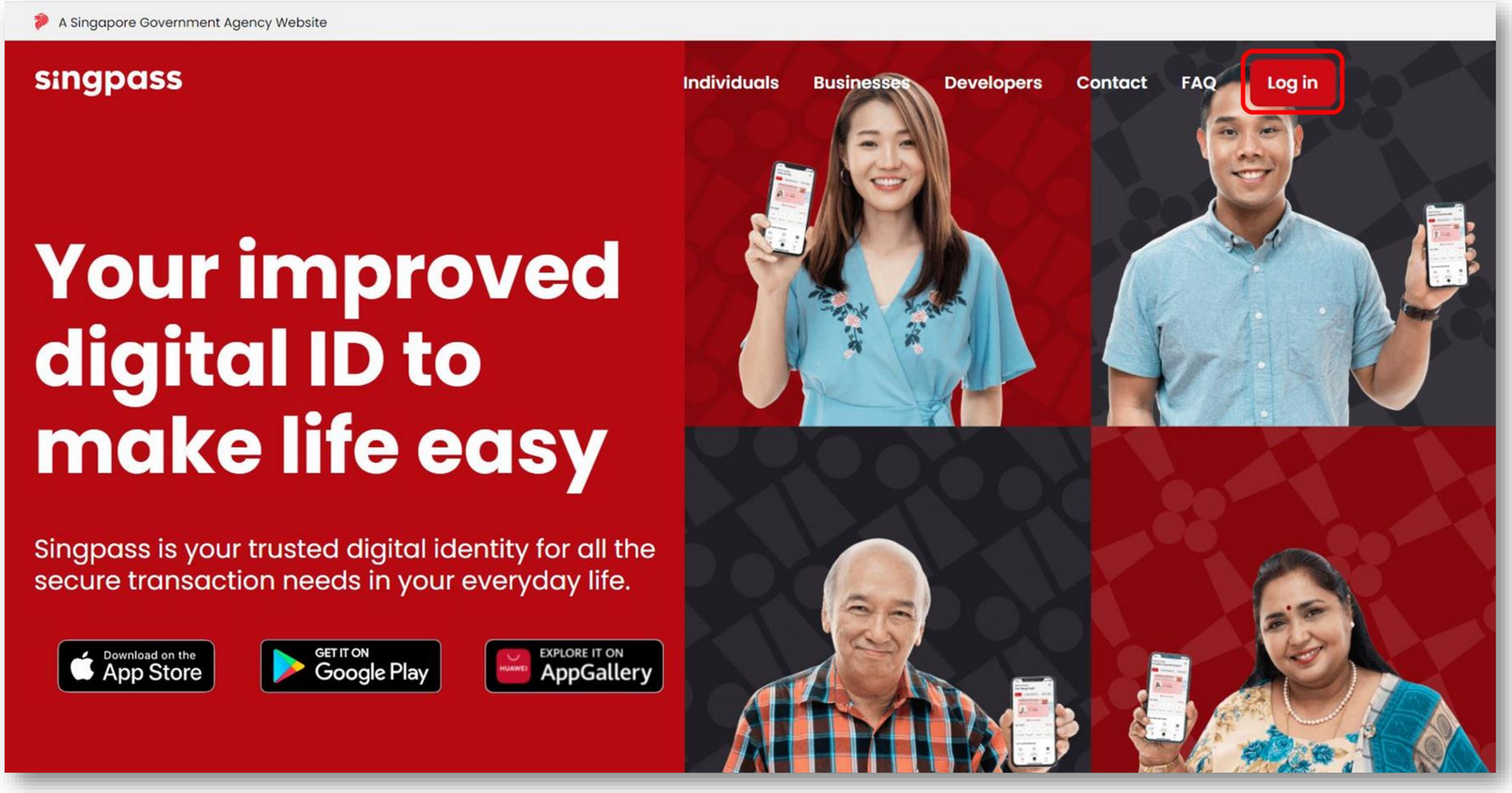
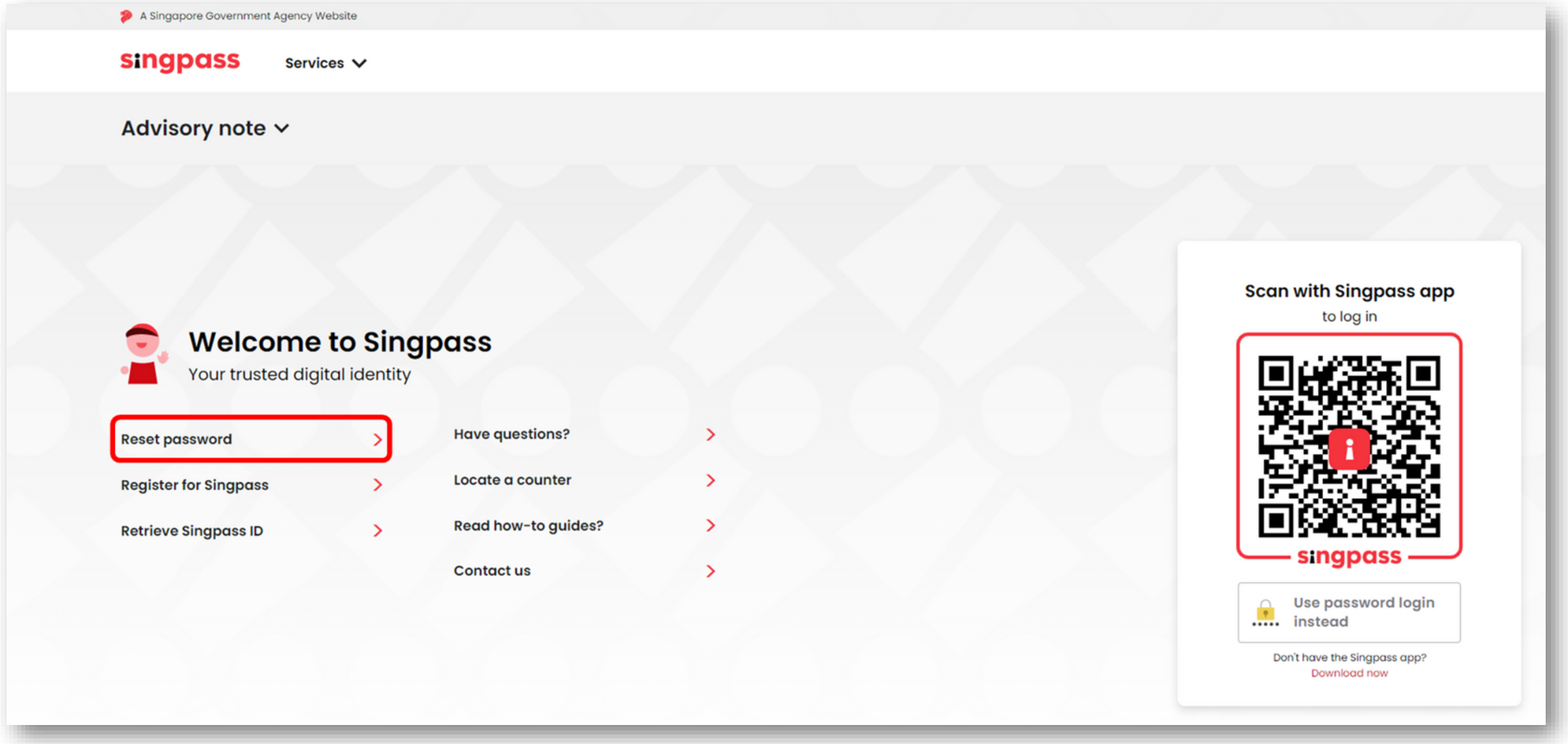
1 Go to **www.singpass.gov.sg**. Click **'Log in'**.



Password Reset (Password PIN Mailer)

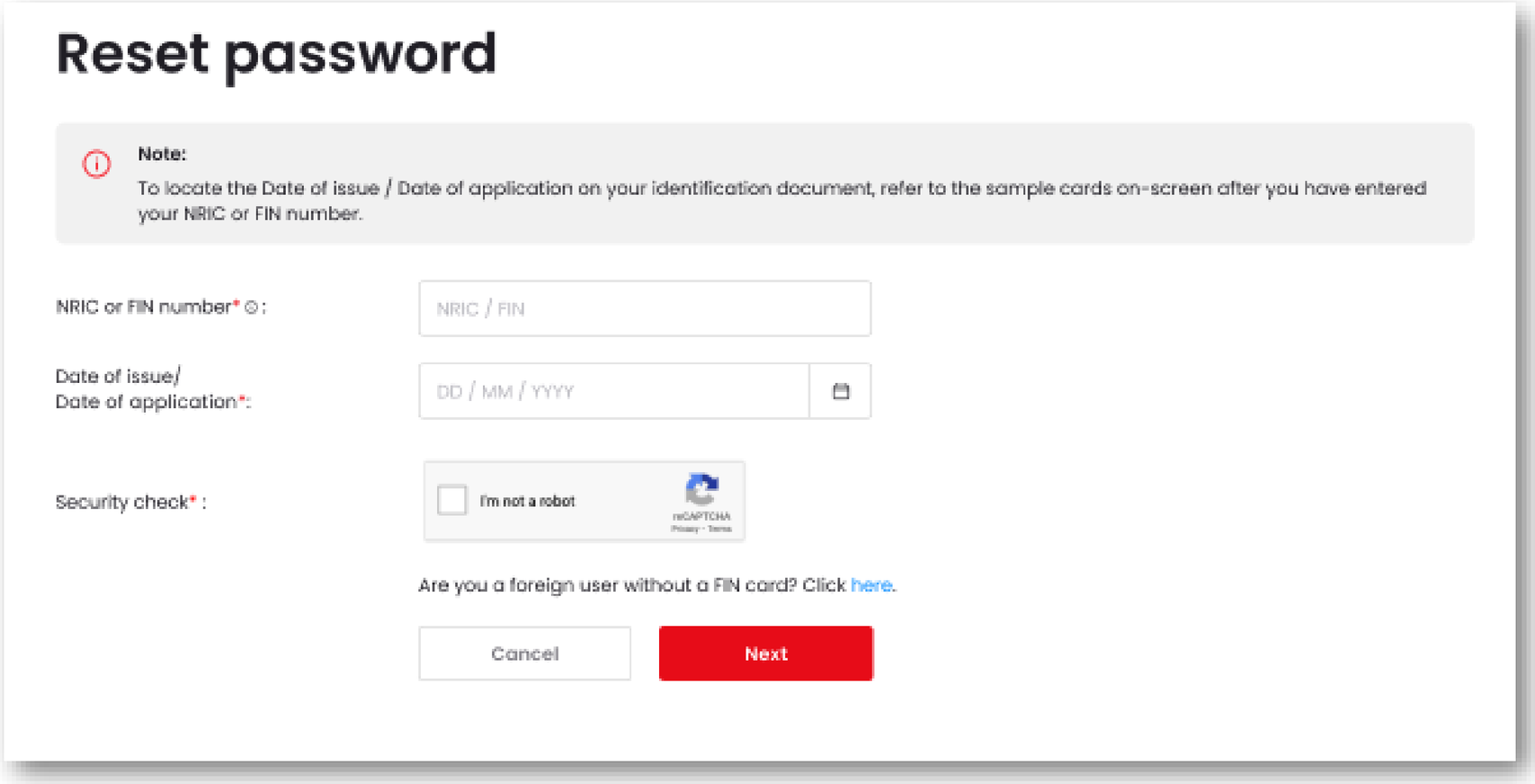
2 Click '**Reset password**' under Welcome to Singpass.



Password Reset (Password PIN Mailer)

3 Enter the required details and check the boxes **‘I'm not a robot’**. Click **‘Next’**.

Note: Click on ⓘ for more information on the required field.



Password Reset (Password PIN Mailer)

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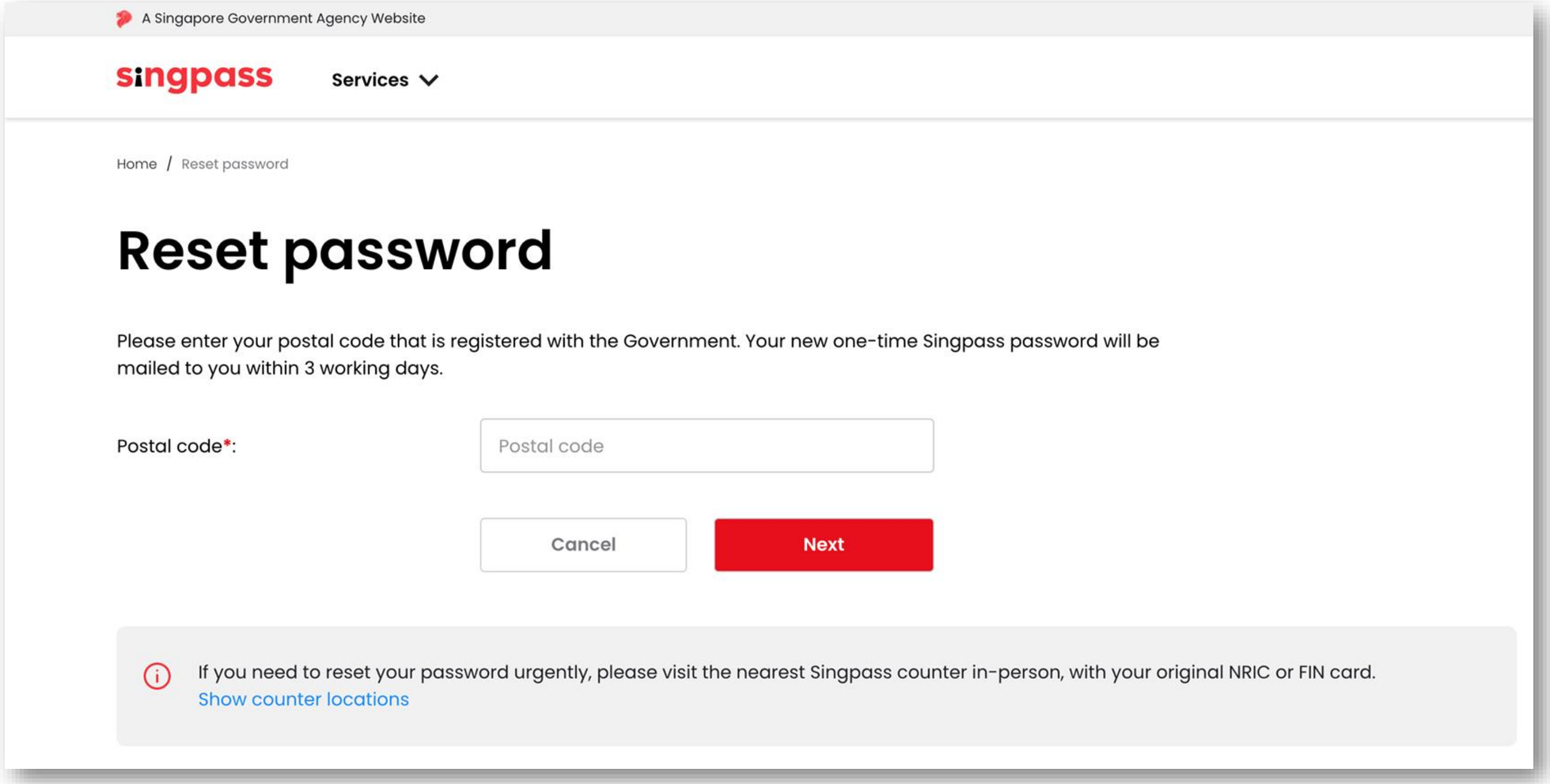
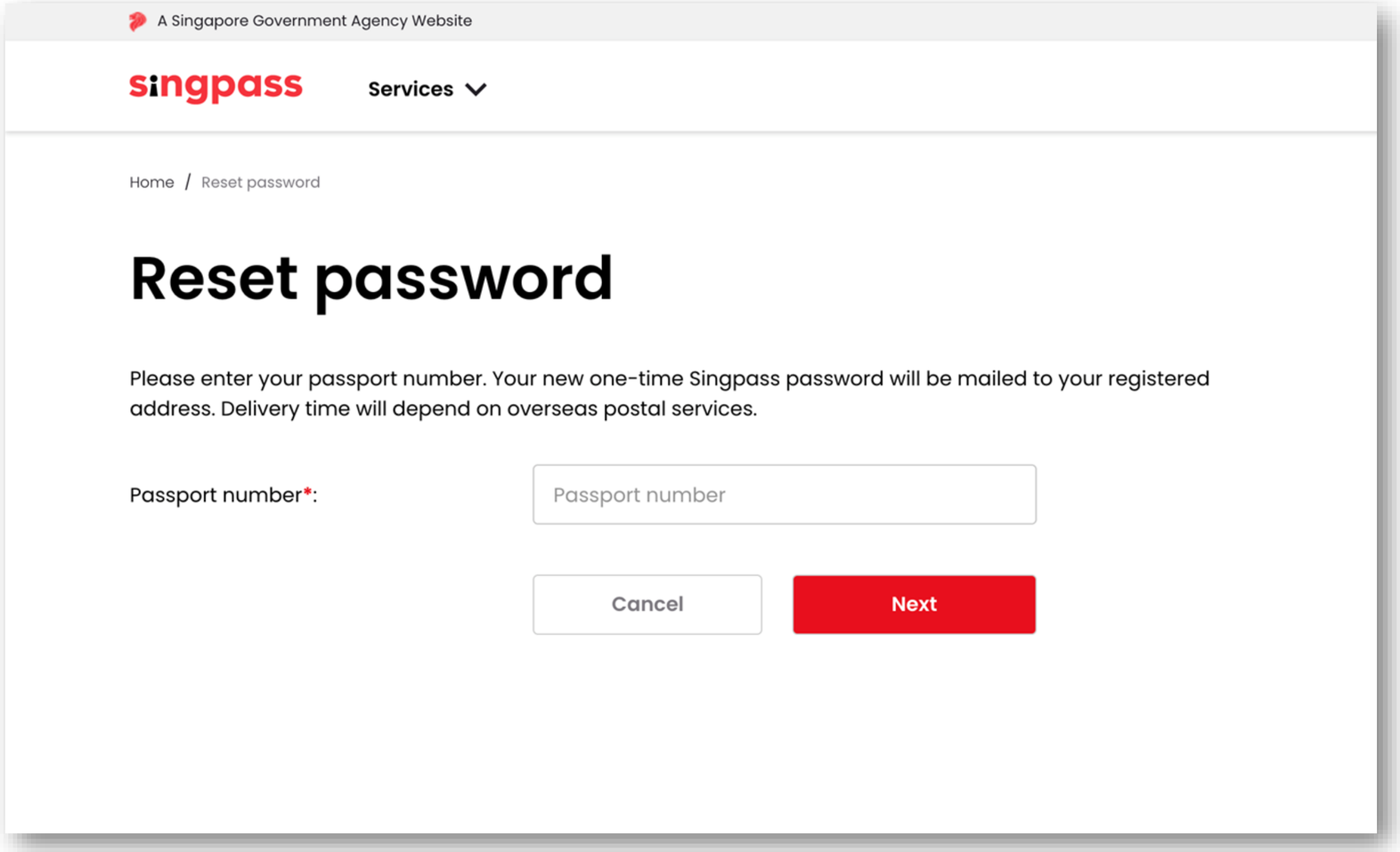
4a If your **registered address** is a **local address**, please enter the **postal code** of your registered address and click **'Next'**.



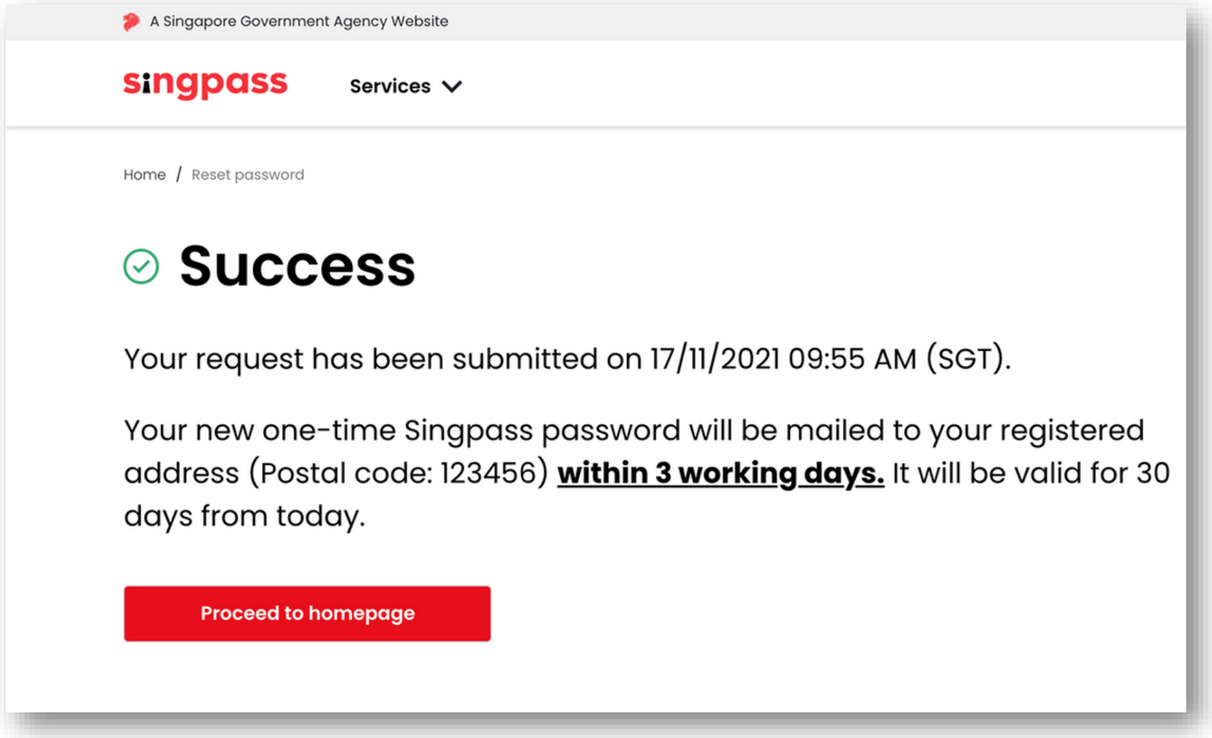
Password Reset (Password PIN Mailer)

4b If your **registered address** is an **overseas address**, please enter your **passport number** and click **'Next'**.



Password Reset (Password PIN Mailer)

5 Your Singpass password will be mailed to **your registered address**.



The password PIN mailer may take up to three working days to arrive at local registered addresses.
For overseas registered addresses, delivery time will depend on overseas postal services.

You have completed your Singpass Password Reset and successfully requested for a new one-time Singpass password.

If you have more questions, please check out the Singpass FAQs.