

# **Singpass Password Reset**

A guide to resetting your Singpass password

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

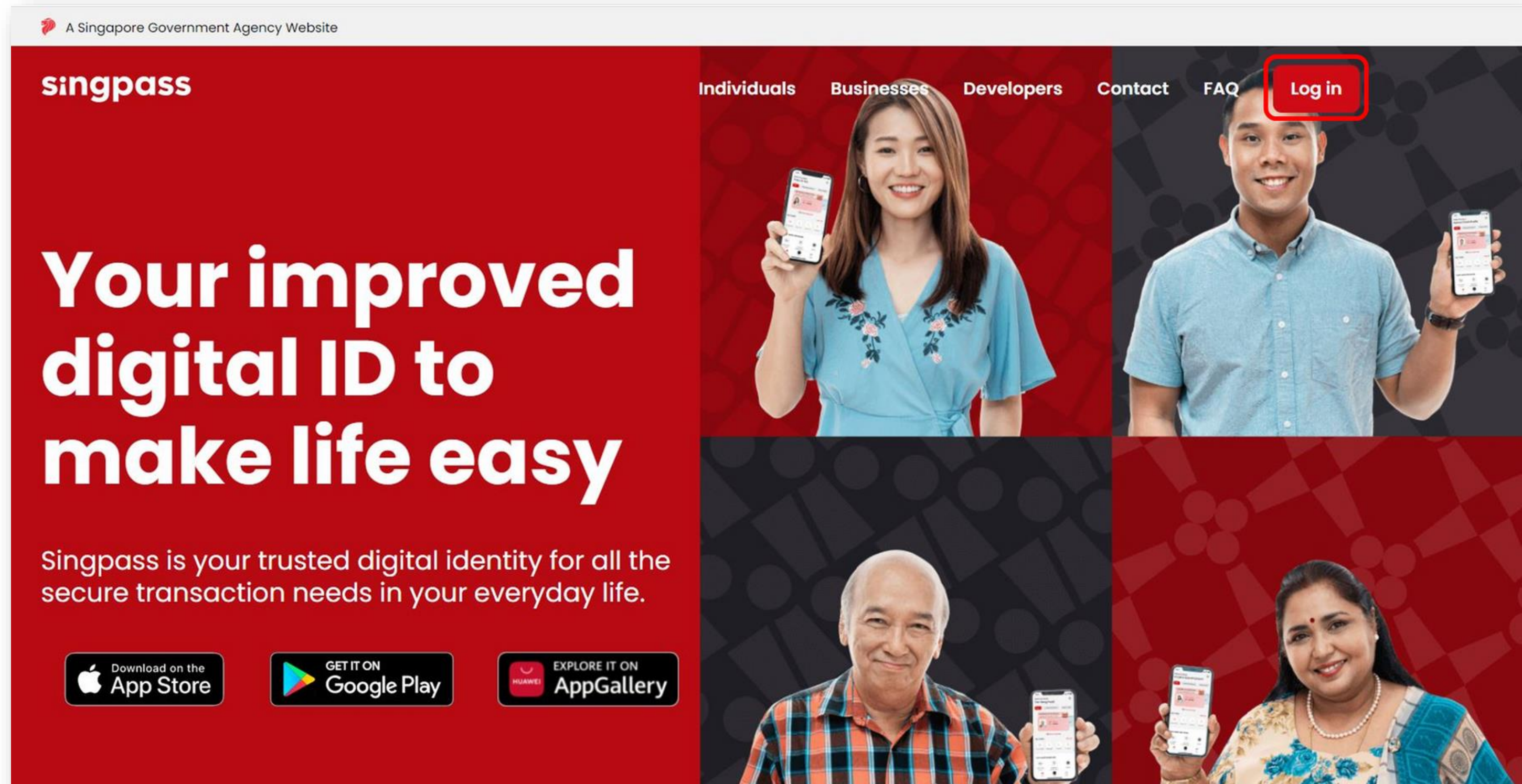
Reset instantly with  
Singpass Face  
Verification

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

# **Resetting your Singpass password with Face Verification (FV)**

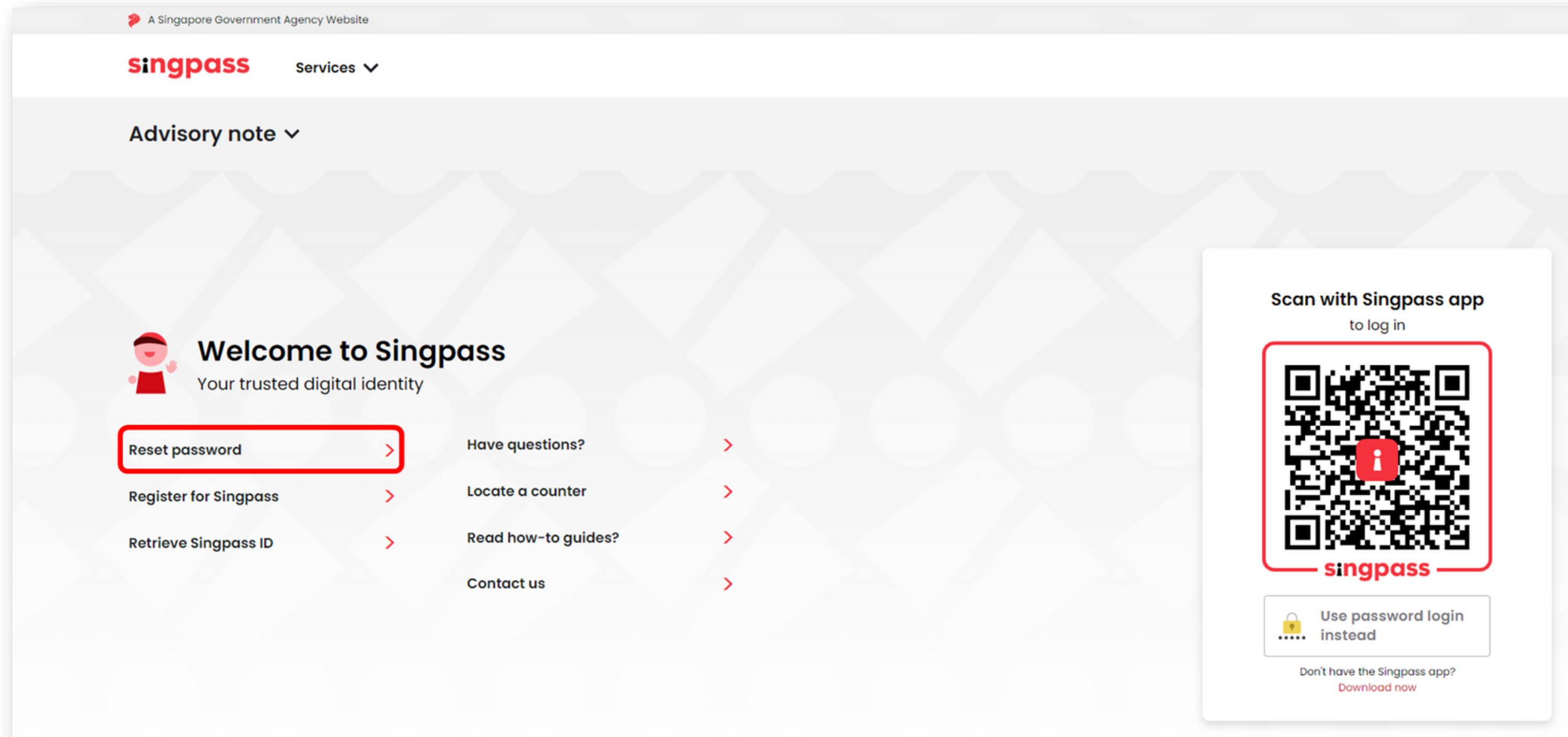
# Password Reset (Face Verification)

- 1 Go to [www.singpass.gov.sg](http://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.

## Reset password

 **Note:**  
To locate the Date of issue / Date of application on your identification document, refer to the sample cards on-screen after you have entered your NRIC or FIN number.

NRIC or FIN number\*  :

Date of issue/  
Date of application\* :  

Security check\* :  I'm not a robot   
reCAPTCHA  
Privacy - Terms

Are you a foreign user without a FIN card? Click [here](#).

# Password Reset (Face Verification)

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

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Home / Reset password

**i** To reset your password instantly, please perform face verification by following the instructions below. Alternatively, you may click [here](#) to reset your password instantly with your SMS 2FA.

**i** **Please note:**  
There will be flashes of coloured lights used to detect the user's physical presence. Do not proceed if you are sensitive to flashing lights.

- 1** In the next screen, click "Begin scan".
- 2** Keep still as the camera locates your face.
- 3** The screen will flash a series of colored lights.



Click [here](#) to find out more about Singpass face verification.

**Continue**

# 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'**.

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Home / Reset password

Here are some guidelines. Find out more [here](#).

- ✓ Clear glasses
- ✓ Keep headgear and hair off face
- ✓ Indoor lighting
- ✓ Keep mouth closed
- ✗ Tinted glasses
- ✗ Cover your face
- ✗ Very bright lighting
- ✗ Smile widely

**Look into the front camera and select "Begin scan".**

By selecting "Begin scan", you are allowing us to match your photo with the Government's biometrics database based on the [Terms of use](#).

Back **Begin scan**



## Password Reset (Face Verification)

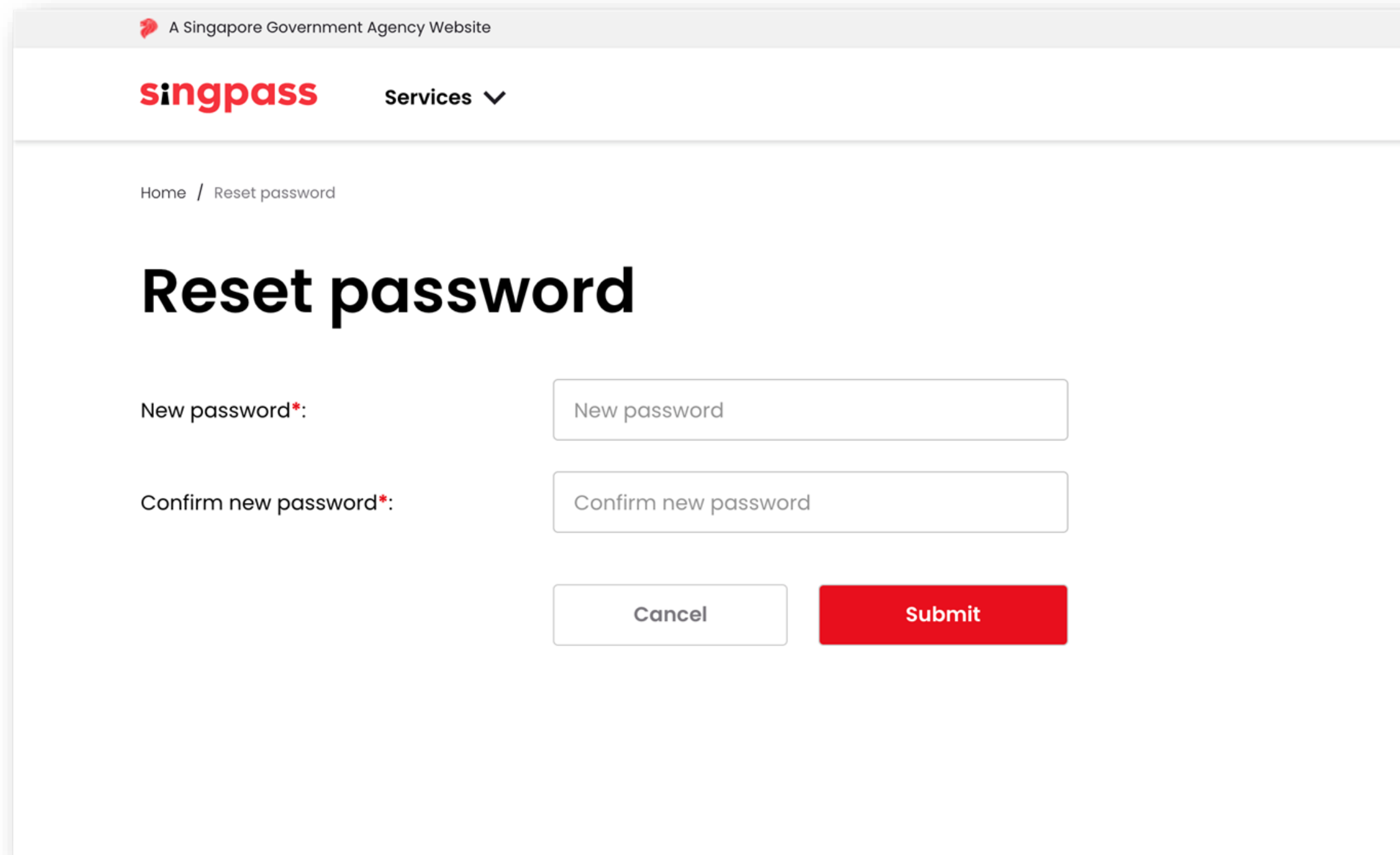
- 6 You will see the following notification after successful verification.

Successfully verified your identity



# Password Reset (Face Verification)

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



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Home / Reset password

## Reset password

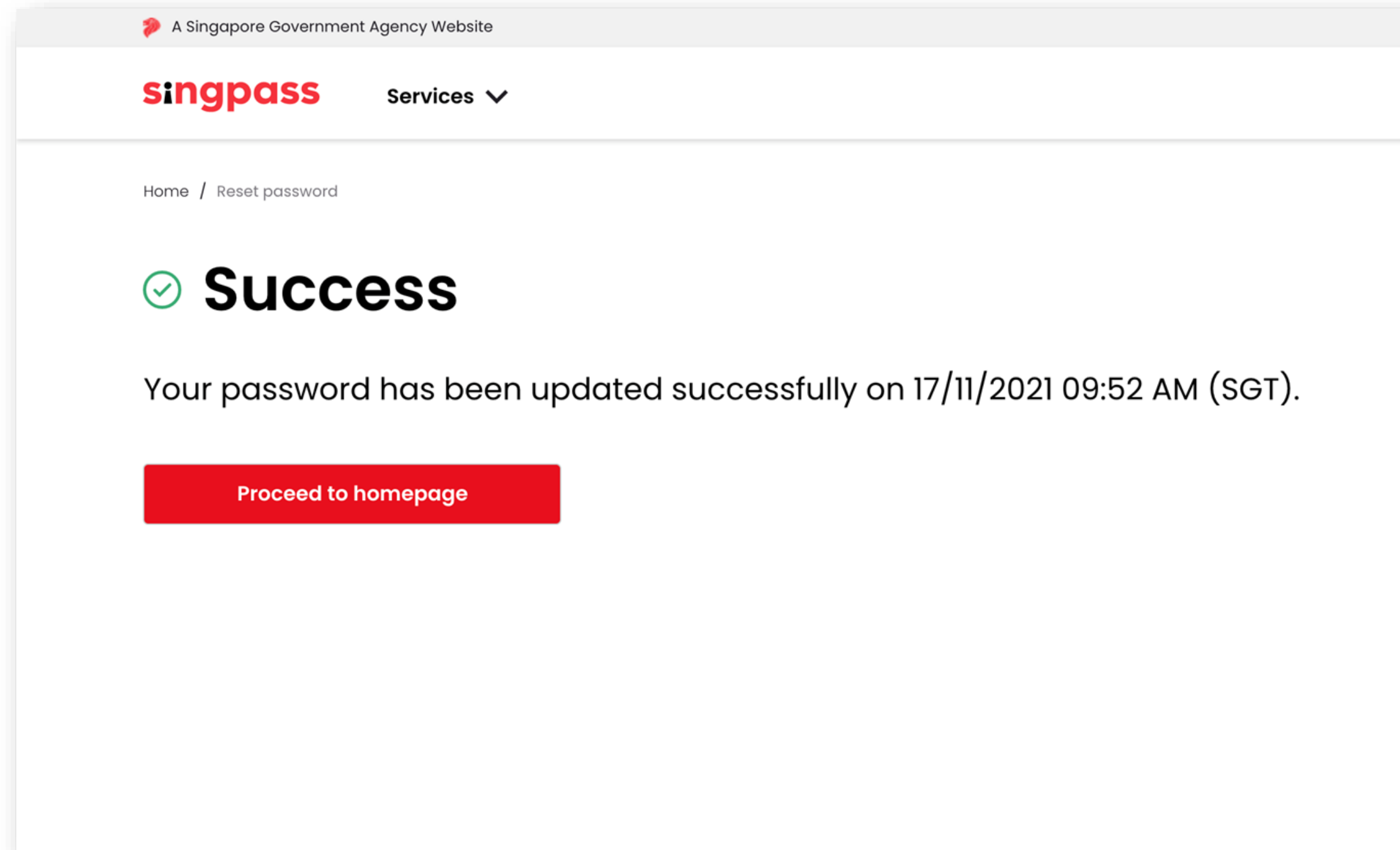
New password\*:

Confirm new password\*:

Cancel 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

# **Resetting your Singpass password with SMS 2FA**

# Password Reset (SMS 2FA)

**singpass**

- 1 Go to [www.singpass.gov.sg](http://www.singpass.gov.sg). Click 'Log in'.

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**singpass**

Individuals Businesses Developers Contact FAQ **Log in**

**Your improved digital ID to make life easy**

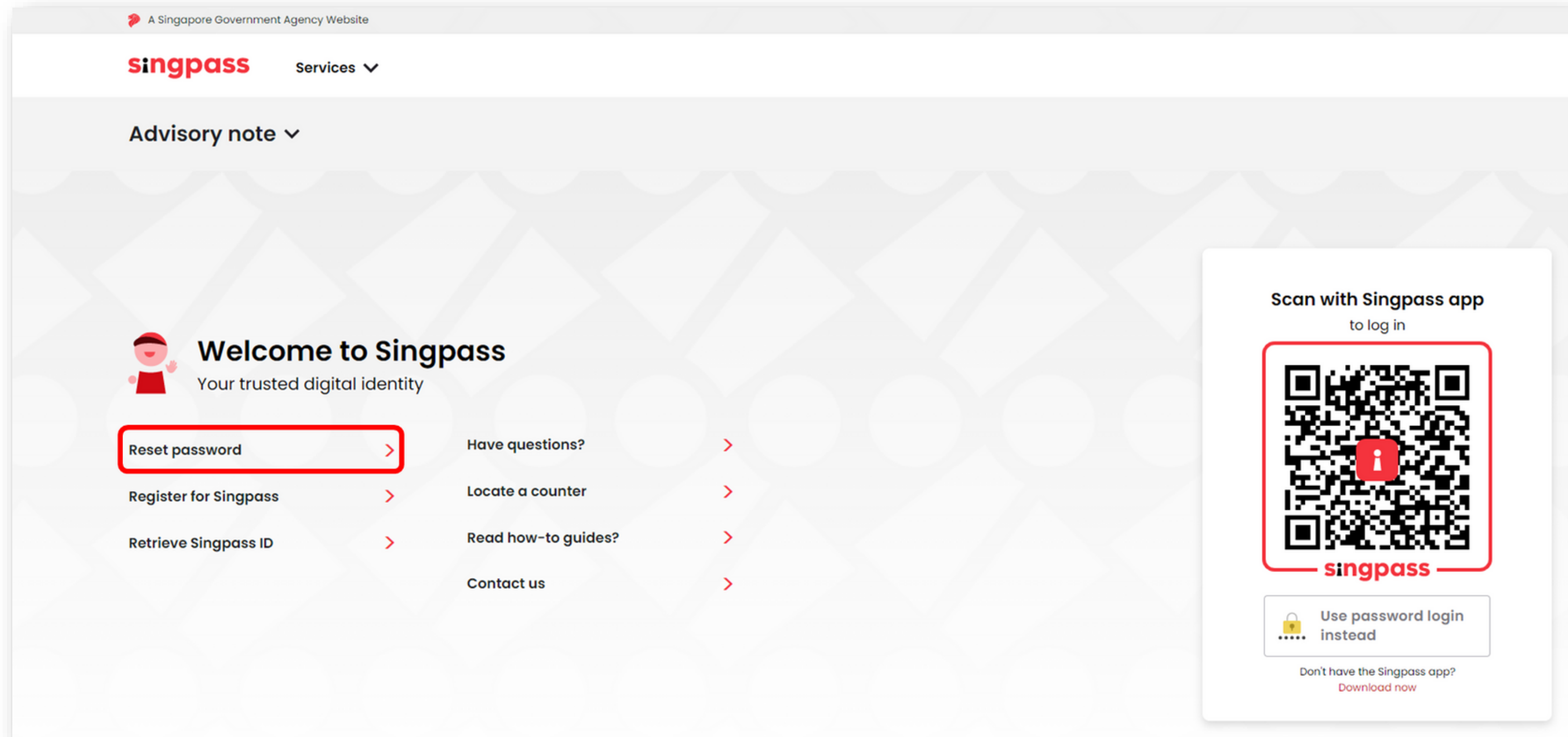
Singpass is your trusted digital identity for all the secure transaction needs in your everyday life.

Download on the App Store GET IT ON Google Play EXPLORE IT ON AppGallery

The screenshot shows the Singpass website homepage. The 'Log in' button in the top right navigation menu is highlighted with a red box. The main content area features a large red banner with the text 'Your improved digital ID to make life easy' and a sub-headline 'Singpass is your trusted digital identity for all the secure transaction needs in your everyday life.' Below the banner are three app store download buttons: 'Download on the App Store', 'GET IT ON Google Play', and 'EXPLORE IT ON AppGallery'. The background of the page is a collage of four images of diverse Singaporeans holding their smartphones, set against a red and dark grey patterned background.

# 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.

## Reset password

 **Note:**  
To locate the Date of issue / Date of application on your identification document, refer to the sample cards on-screen after you have entered your NRIC or FIN number.

NRIC or FIN number\*  :

Date of issue/  
Date of application\* :  

Security check\* :  I'm not a robot   
reCAPTCHA  
Privacy - Terms

Are you a foreign user without a FIN card? Click [here](#).



# Password Reset (SMS 2FA)

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


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Home / Reset password

## Reset password

Enter the 6-digit One-Time Password (OTP) sent to your mobile number (\*\*\*\*6302).

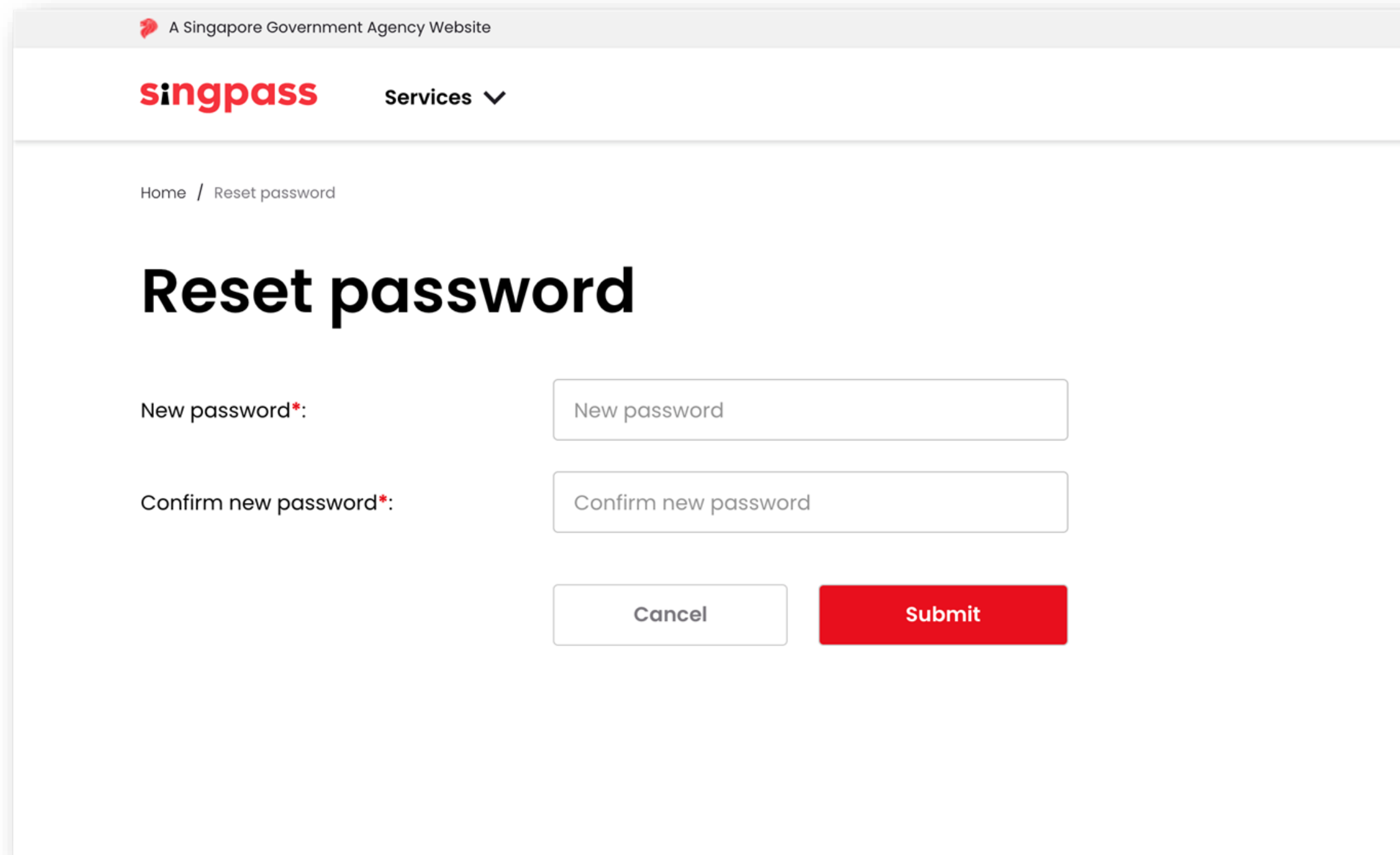
 OTP\*:

If you do not receive an OTP on your mobile device within 30 seconds, please click on the "Resend OTP" button here:

Alternatively, click [here](#) to request for your new one-time Singpass password to be mailed to you within 3 working days.

# Password Reset (SMS 2FA)

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



A screenshot of the Singpass 'Reset password' form. The page header includes the Singpass logo and 'Services' with a dropdown arrow. The breadcrumb trail shows 'Home / Reset password'. The main heading is 'Reset password'. The form contains two input fields: 'New password\*' and 'Confirm new password\*'. Below the fields are two buttons: 'Cancel' and 'Submit'.

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Home / Reset password

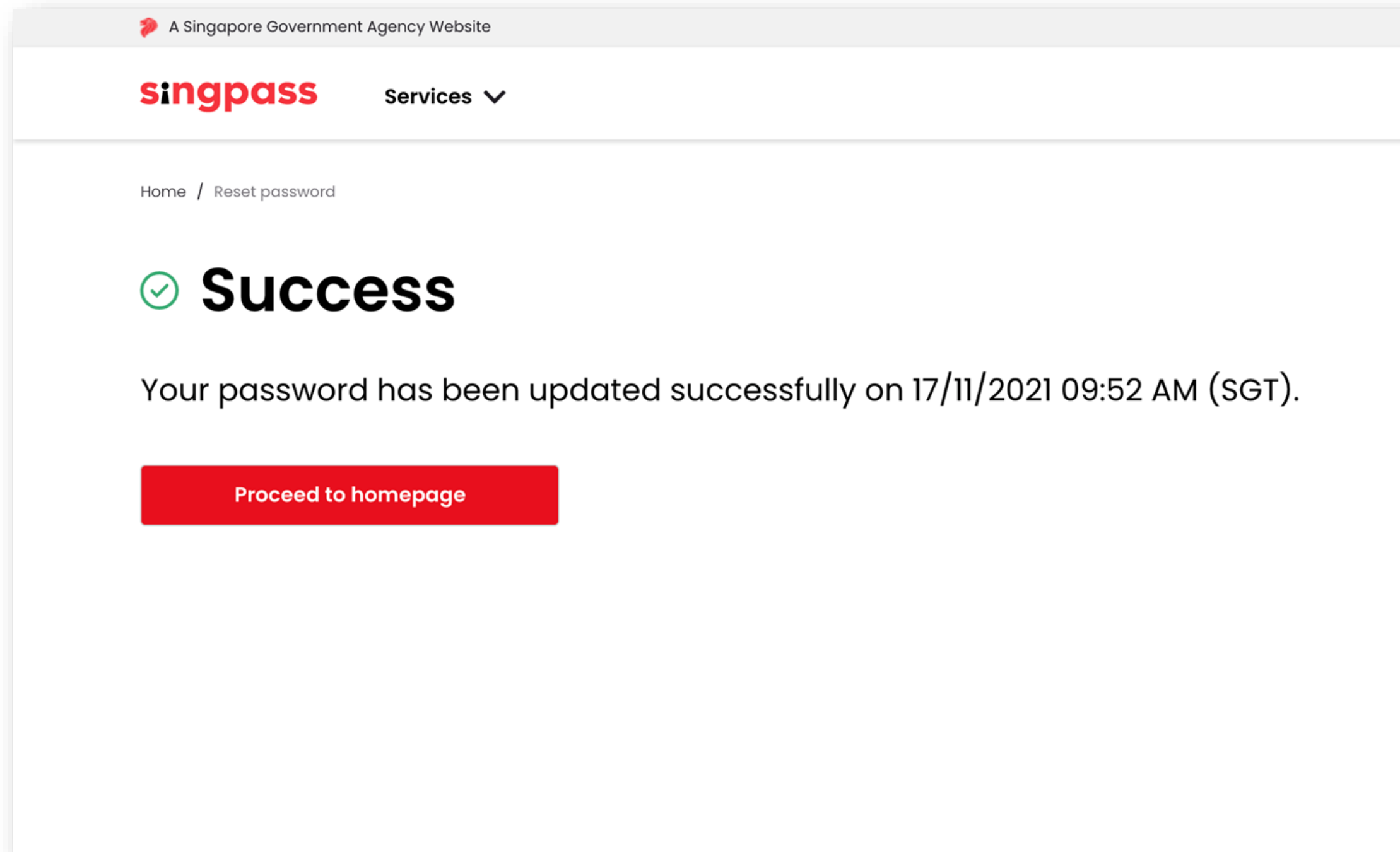
## Reset password

New password\*:

Confirm new password\*:

# 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.](#)**

# **Resetting your Singpass password with one-time password PIN mailer**

# Password Reset (Password PIN Mailer)

**singpass**

- 1 Go to [www.singpass.gov.sg](http://www.singpass.gov.sg). Click 'Log in'.

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**singpass**

Individuals Businesses Developers Contact FAQ **Log in**

**Your improved digital ID to make life easy**

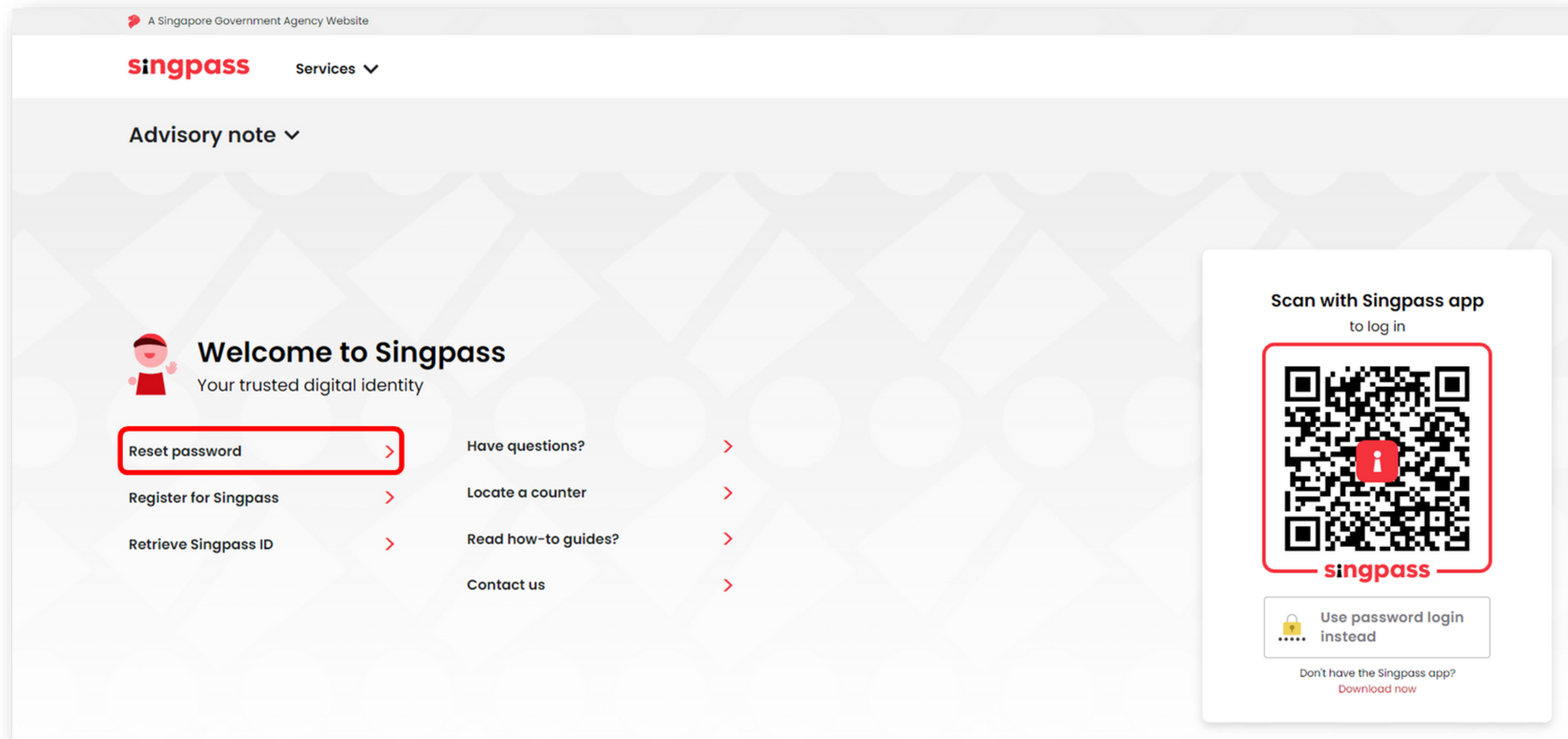
Singpass is your trusted digital identity for all the secure transaction needs in your everyday life.

Download on the App Store GET IT ON Google Play EXPLORE IT ON AppGallery

The screenshot shows the Singpass website homepage. The 'Log in' button in the top right navigation menu is highlighted with a red box. The main content area features a large red banner with the text 'Your improved digital ID to make life easy' and a sub-headline 'Singpass is your trusted digital identity for all the secure transaction needs in your everyday life.' Below the banner are three app store download buttons: 'Download on the App Store', 'GET IT ON Google Play', and 'EXPLORE IT ON AppGallery'. The background of the page is a collage of four images of diverse Singaporeans holding their smartphones, set against a red and dark grey patterned background.

# 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.

## Reset password

 **Note:**  
To locate the Date of issue / Date of application on your identification document, refer to the sample cards on-screen after you have entered your NRIC or FIN number.

NRIC or FIN number\*  :

Date of issue/  
Date of application\* :  

Security check\* :  I'm not a robot   
reCAPTCHA  
Privacy - Terms

Are you a foreign user without a FIN card? Click [here](#).



# Password Reset (Password PIN Mailer)

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

The screenshot shows the Singpass website interface for password reset. At the top, it says "A Singapore Government Agency Website" and "singpass Services". The breadcrumb trail is "Home / Reset password". The main heading is "Reset password". Below this, a message states: "Please enter your postal code that is registered with the Government. Your new one-time Singpass password will be mailed to you within 3 working days." There is a text input field labeled "Postal code\*" with the placeholder text "Postal code". Below the input field are two buttons: "Cancel" and "Next". At the bottom, there is an information icon and a note: "If you need to reset your password urgently, please visit the nearest Singpass counter in-person, with your original NRIC or FIN card." with a link "Show counter locations".

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singpass Services

Home / Reset password

## Reset password

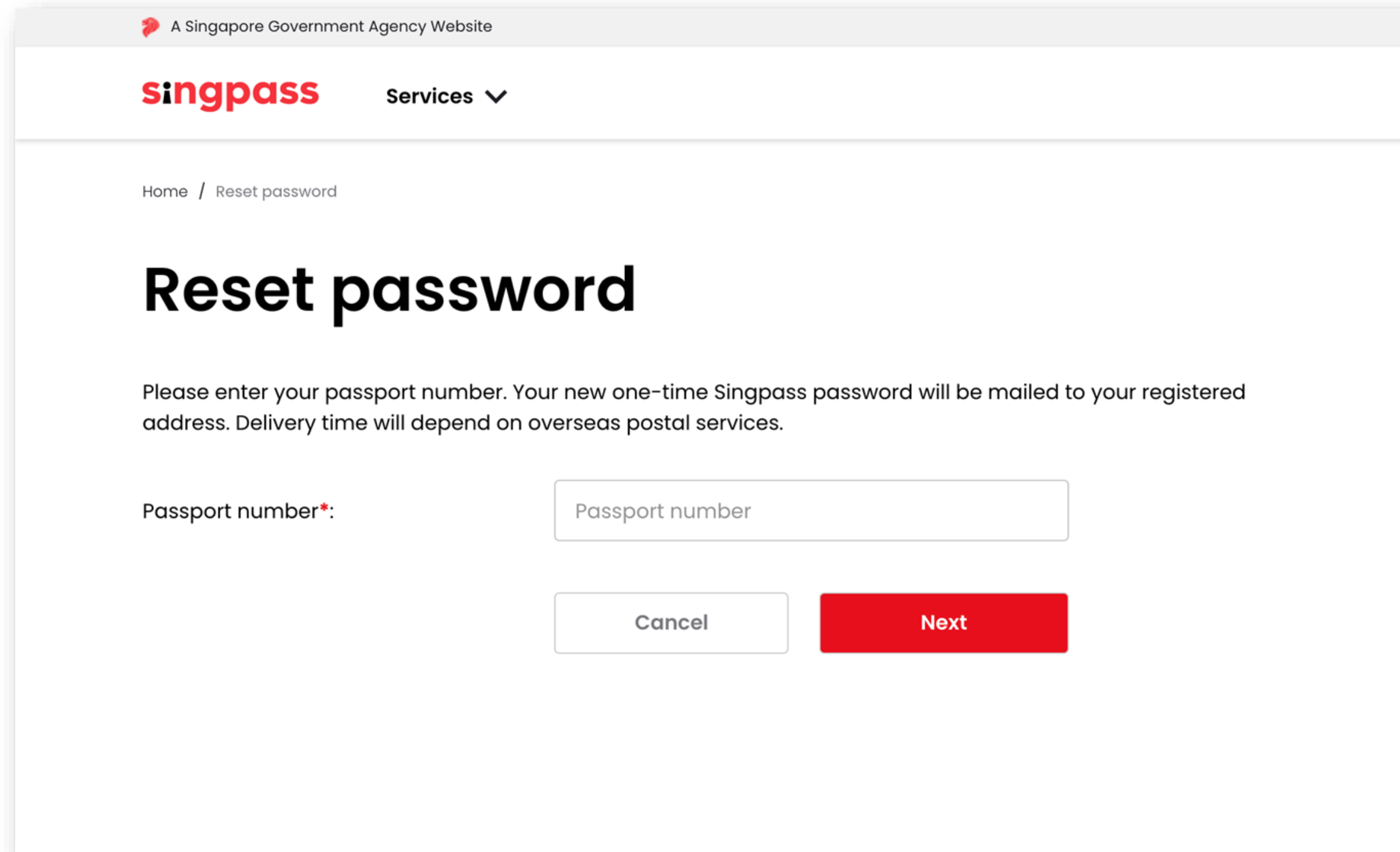
Please enter your postal code that is registered with the Government. Your new one-time Singpass password will be mailed to you within 3 working days.

Postal code\*

 If you need to reset your password urgently, please visit the nearest Singpass counter in-person, with your original NRIC or FIN card. [Show counter locations](#)

# Password Reset (Password PIN Mailer)

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



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Home / Reset password

## Reset password

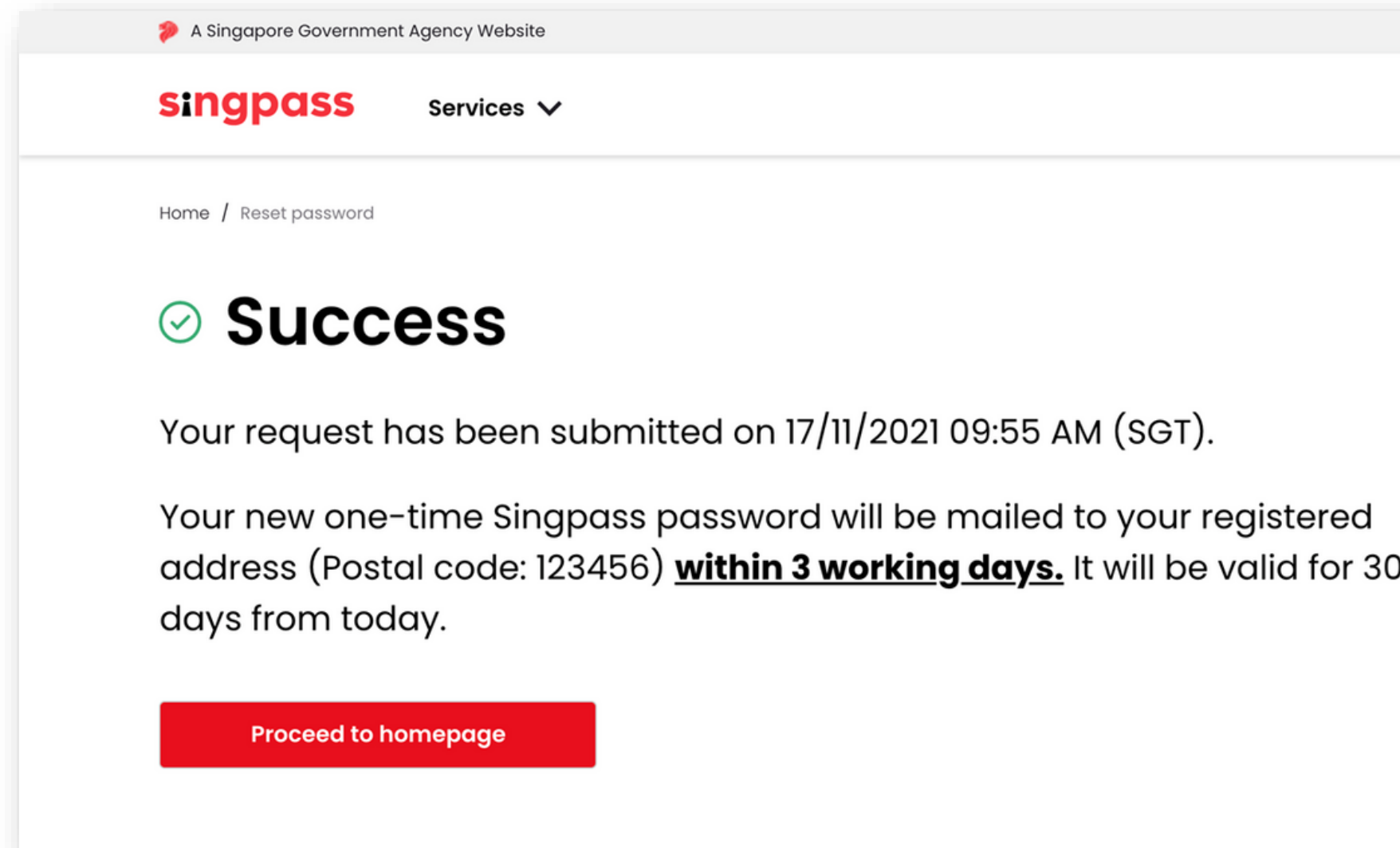
Please enter your passport number. Your new one-time Singpass password will be mailed to your registered address. Delivery time will depend on overseas postal services.

Passport number\*:

Cancel 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](#).**