



Instructional Guide: Reset Password

How to reset password

This Quick Reference Guide shows you how to reset your password if you have forgotten it. There are three ways to reset your SingPass password:

- 1) Online via SingPass website
- 2) In person at SingPass counters

Steps List	Links / Screenshots
<p>1. Reset Password Online</p> <p>Please visit https://www.singpass.gov.sg/</p> <p>(a) Click “Reset Password” under the Services tab on the homepage.</p> <p>Note: You can only reset your password online if you have set up your 2FA.</p> <p>If you have not set up your 2FA, you can request for a new password to be mailed to you. You will receive the new SingPass password at your registered address within 4 working days (for local addresses) and within 10 working days (for overseas addresses).</p>	<p>The screenshot shows the SingPass website interface. At the top, there is a navigation bar with tabs: Home, My Account, Services, and MyInfo. The 'Services' tab is active, and a sub-menu is displayed with options: Register for SingPass, Check Application Status, Reset Password (highlighted with a blue circle and letter 'a'), and Retrieve SingPass ID. Below the navigation bar, there is a large image of a woman using a laptop. To the right of the image is a 'Login' section with input fields for SingPass ID and Password, a 'Login' button, and links for 'Forgot SingPass ID or Password?', 'Register Now', and 'Find Out More'. Below the login section, there are two columns of content. The left column is titled 'Better protect your personal data with 2FA' and includes a 'Security Advisory' section with a shield icon and text about using strong passwords and changing them regularly. The right column is titled 'What can you do after Login?' and features four icons with corresponding actions: 'Update Account Details', 'Change My Password', 'View Transaction History', and 'Set Up 2-Step Verification (2FA)'.</p>

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2. **Enter** the following details:
- (a) NRIC / FIN number
 - (b) Date of issue (NRIC or FIN card)
 - (c) **Click “Next”** to proceed.

Home My Account **Services** MyInfo FAQ About Us Video Guides Counter Locations News

Update Account Details Change Password View Transaction History Set Up 2-Step Verification Manage 2-Step Verification

Reset Password

Home > Reset Password

* NRIC or FIN Number: ? a

* Date of Issue: ? b

Cancel **Next** c

SAMPLE
Date of Issue
23-09-1991

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3. After providing the correct NRIC/FIN number and Date of Issue, please verify your account details via SMS or Token 2FA.

a) Enter the OTP.

b) Click **“Submit”**.

Please note that this OTP will expire within three minutes of receipt.

The screenshot displays the SingPass 'Reset Password' interface. At the top, there is a navigation bar with links for Home, My Account, Services, MyInfo, FAQ, About Us, Video Guides, Counter Locations, and News. Below this, the page title 'Reset Password' is shown, followed by a breadcrumb trail: Home > Reset Password. A progress indicator shows three steps: 1 Personal Details, 2 One-Time Password (the current step), and 3 Enter New Password. Two tabs are visible: 'SMS OTP' (selected) and 'TOKEN OTP'. The main content area prompts the user to 'Enter the 6-digit One-Time Password (OTP) sent to your mobile number (xxxx2815)'. There is an 'SMS' icon on the left. The input field for the OTP is highlighted with a blue box and labeled 'a'. To its right is a red 'Submit' button labeled 'b'. Below the input field is a pink 'Resend OTP' button. At the bottom, there is a link: 'Alternatively, click [here](#) to request for your new SingPass password to be mailed to you within 4 working days.'

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4. (a) **Enter** your new password
(b) **Re-enter** your new password
(c) **Click “Submit”** button to proceed.

Tips:

- *Your password cannot be the same as your User ID*
- *Your password has to be alpha-numeric and contain 8 – 24 characters (at least 1 letter and 1 number)*
- *Common passwords are not allowed, e.g., “password123”, “pwd12345”.*

The screenshot displays the SingPass 'Reset Password' interface. At the top, there is a navigation menu with links for Home, My Account, Services, MyInfo, FAQ, About Us, Video Guides, Counter Locations, and News. Below the menu, the page title 'Reset Password' is shown, followed by a breadcrumb trail: Home > Reset Password. A progress indicator shows three steps: 1 Personal Details, 2 One-Time Password, and 3 Enter New Password, with the third step being the active one. The main content area contains two input fields: the first is labeled '* New Password:' and the second is labeled '* Confirm New Password:'. Both fields are highlighted with blue boxes and labeled 'a' and 'b' respectively. Below the input fields are two buttons: a grey 'Cancel' button and a red 'Submit' button, which is highlighted with a blue box and labeled 'c'.

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6. You have successfully reset your password.

You can now proceed to log in with your new SingPass password.

Note: You will receive an SMS or email notification to inform you of this password reset. A notification letter will also be mailed to your registered address to inform you of this change.

(a) **Click** "Ok".

The screenshot displays the SingPass website interface. At the top, there is a navigation bar with the SingPass logo on the left and the Singapore Government logo on the right. Below the navigation bar, there is a horizontal menu with 'Home', 'My Account', and 'Services'. The 'Services' menu is currently selected and expanded, showing options: 'Register for SingPass', 'Check Application Status', 'Reset Password', and 'Retrieve SingPass ID'. The main content area is titled 'Reset Password Confirmation' and contains a message: 'Your password has been updated successfully on 05/05/2015 17:14.' Below this message is a red button labeled 'OK' with a blue 'a' icon next to it, indicating it is the next step in the process. The footer of the page includes 'Privacy Statement | Terms of Use' and '© 2015 Government of Singapore'.

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1. **Reset Password Via Mail**

Please visit <https://www.singpass.gov.sg/>

(a) Click **“Reset Password”** under the Services tab on the homepage.

Home My Account **Services** MyInfo a FAQ About Us Video Guides Counter Locations News

Register for SingPass Check Application Status **Reset Password** Retrieve SingPass ID

Login

SingPass ID Password

Login Forgot SingPass ID or Password?

Don't have a SingPass account? [Register Now](#)
Received an SMS about 2FA auto-registration? [Find Out More](#)

Better protect your personal data with 2FA
If you have NOT set up your 2FA, please allow seven to 10 working days for setup before you can transact online. Details: tinyurl.com/SingPass2FA.

Security Advisory

Use strong passwords that are alphanumeric and contain 8-24 characters
Change your passwords regularly
Get tips from the [GoSafeOnline](#) website on how to protect yourself against cyber threats

What can you do after Login?

- Update Account Details
- Change My Password
- View Transaction History
- Set Up 2-Step Verification (2FA)

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2. Enter the following details:
- (a) NRIC / FIN number
 - (b) Date of issue (NRIC or FIN card)
 - (c) Click **“Next”** to proceed.

Home My Account **Services** MyInfo FAQ About Us Video Guides Counter Locations News

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Home > Reset Password

* NRIC or FIN Number: ? a

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Cancel **Next** c

SAMPLE
Date of Issue
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3. After providing the correct NRIC/FIN number and Date of Issue:
- (a) Please verify your postal code (if you are residing in Singapore)
OR passport number (if you are residing overseas)
 - (b) **Click “Next”** to proceed.

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Home > Reset Password

1 Personal Details > 2 Postal Code

Please enter your postal code that is registered with the Government. Your new SingPass password will be mailed to you within 4 working days.

* Postal Code a

Cancel Next b

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

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[FAQ](#) [About Us](#) [Video Guides](#) [Counter Locations](#) [News](#)

Reset Password

[Home](#) > [Reset Password](#)

1 Personal Details > **2** Passport number

Please enter your passport number. Your new SingPass password will be mailed to your overseas address that is registered with the Singapore Government within 10 working days.

*Passport Number

c

Cancel

Next

d

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10. After verifying your details correctly, you will receive a new SingPass password (only for one-time use) at your registered address within four working days for local addresses. Please note that it will take longer for overseas addresses.

(a) **Click “OK”** to exit confirmation.

After receiving your new password, log in to your SingPass account and change your password.

Tips:

- *Your password cannot be the same as your User ID*
- *Your password has to be alpha-numeric and contain 8 – 24 characters (at least 1 letter and 1 number)*
- *Common passwords are not allowed, e.g., “password123”, “pwd12345”.*

[Home](#) [My Account](#) [Services](#) [MyInfo](#)

[FAQ](#) [About Us](#) [Video Guides](#) [Counter Locations](#) [News](#)

Mail My Password

[Home](#) ▶ [Reset Password](#)

Your request has been submitted on 28/03/2017 10:45.

Your new SingPass password will be mailed to your registered address within **10 working days** (depending on overseas postage service).

The new password will be valid for 30 days.



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11. For further assistance, you may visit your nearest SingPass counter with the necessary documents to reset your password.

a) **Click** “Counter Locations”

The screenshot shows the SingPass website interface. At the top left is the SingPass logo with the tagline 'Singapore Personal Access'. To the right is the Singapore Government logo with the tagline 'Integrity · Service · Excellence' and a search bar. Below the logo is a navigation menu with 'Home', 'My Account', 'Services', and 'MyInfo'. A secondary menu includes 'FAQ', 'About Us', 'Video Guide', 'Counter Locations' (highlighted with a blue box and a blue 'a' icon), and 'News'. The main content area features a 'Login' section with input fields for SingPass ID and Password, a 'Login' button, and links for 'Forgot SingPass ID or Password?', 'Register Now', and 'Find Out More'. Below the login section is a 'Security Advisory' box with a red shield icon and text about 2FA. To the right is a 'What can you do after Login?' section with four icons: 'Update Account Details', 'Change My Password', 'View Transaction History', and 'Set Up 2-Step Verification (2FA)'.

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13. There will be a list of all the SingPass counters that you may visit in-person during operating hours to request for an on-the-spot password reset. You will also be shown a list of documents to bring along.

If you need any clarification or have queries about your SingPass account, check out the Frequently Asked Questions or contact us at +65 6643 0555 or support@singpass.gov.sg.

Our customer service officers will be happy to assist you.

If you require further assistance, you may visit the nearest SingPass counter with the necessary documents for verification.

The screenshot shows the SingPass website interface. At the top, there is a navigation menu with 'Home', 'My Account', and 'Services' (highlighted in red). Below the menu, there are links for 'Register for SingPass', 'Check Application Status', 'Reset Password', and 'Retrieve SingPass ID'. The main heading is 'Counter Locations'. Below this, there is a section titled 'Please come in person to apply or reset your SingPass on the spot with the following documents:' followed by a table.

Category	Required Documents (Must be original and are still valid)
Singapore Citizens & Permanent Residents (PR)	For Citizen: NRIC <u>or</u> Singapore Driving Licence For National Service personnel: National Service IDs (11Bs) from SAF, SPF and SCDF <u>or</u> NRIC or Singapore Passport <u>or</u> Singapore Driving Licence Singapore Passport For PR: NRIC <u>or</u> Passport with Re-entry Permit <u>or</u> Singapore Driving Licence.
NRIC or Passport with Re-entry Permit, Employment Pass, Personalised Employment and EntrePass Holder	- Long Term Pass card or; - Valid Pass from MOM <u>and</u> Passport.
S-Pass holders	S-Pass card.
Eligible Work Permit (WP) holders	WP card
Dependant Pass holders (of EP, PEP, EntrePass and S-Pass)	- Long Term Pass card or; - Valid Pass from MOM <u>and</u> Passport
Long-Term Visit Pass-Plus (LTVP+) holders (Issued by ICA)	Visit Pass (PLUS) Card

Important Notes:

1. Only original documents listed in the above table will be accepted at the SingPass counter for verification (Documents such as driving license, ez-link card, senior citizen card, etc. are not acceptable).
2. For Permanent Residents using their passports for verification, they must either bring their passports containing the Re-entry Permit (REP) endorsement or their passports together with a copy of their REP print-out. Please note that with effect from 2 Jan 2009, ICA has ceased to issue REP endorsements in passports.
3. Please note that work pass holders who are eligible to apply for SingPass can only do so on the following Monday after their work pass has