Singapore Personal Access

SingPass

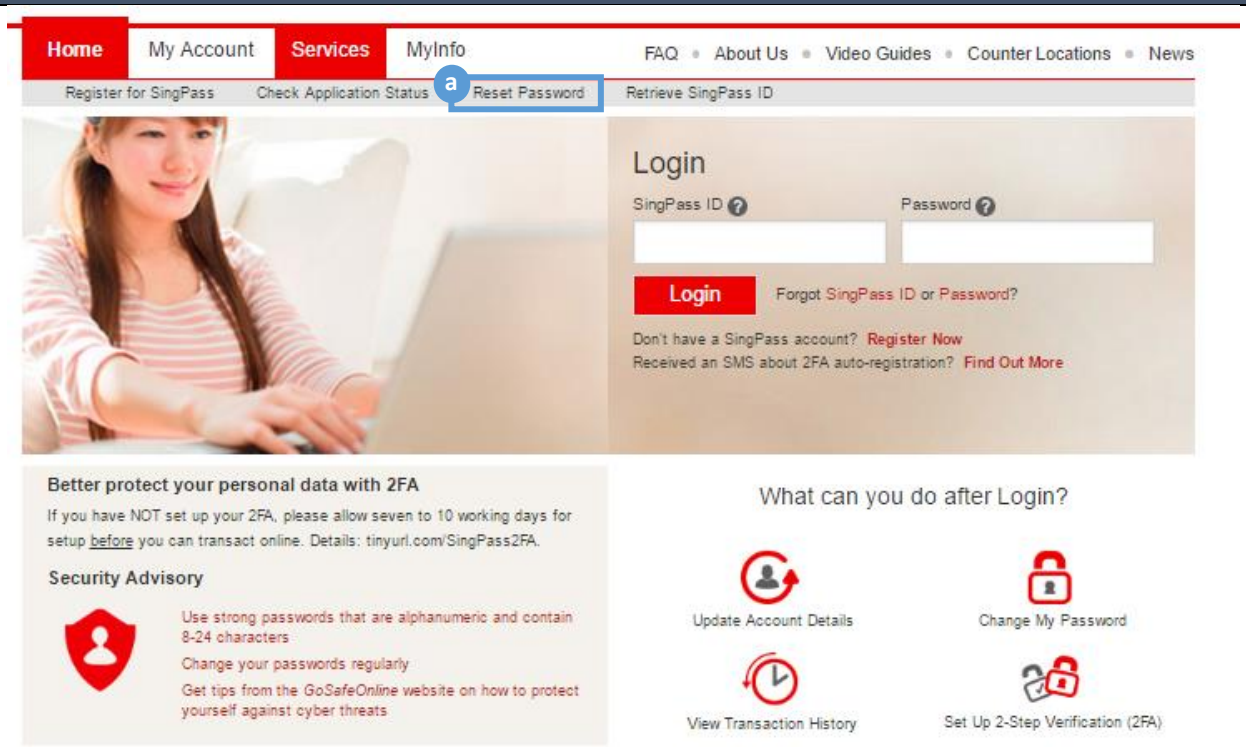
Instructional Guide: Reset Password

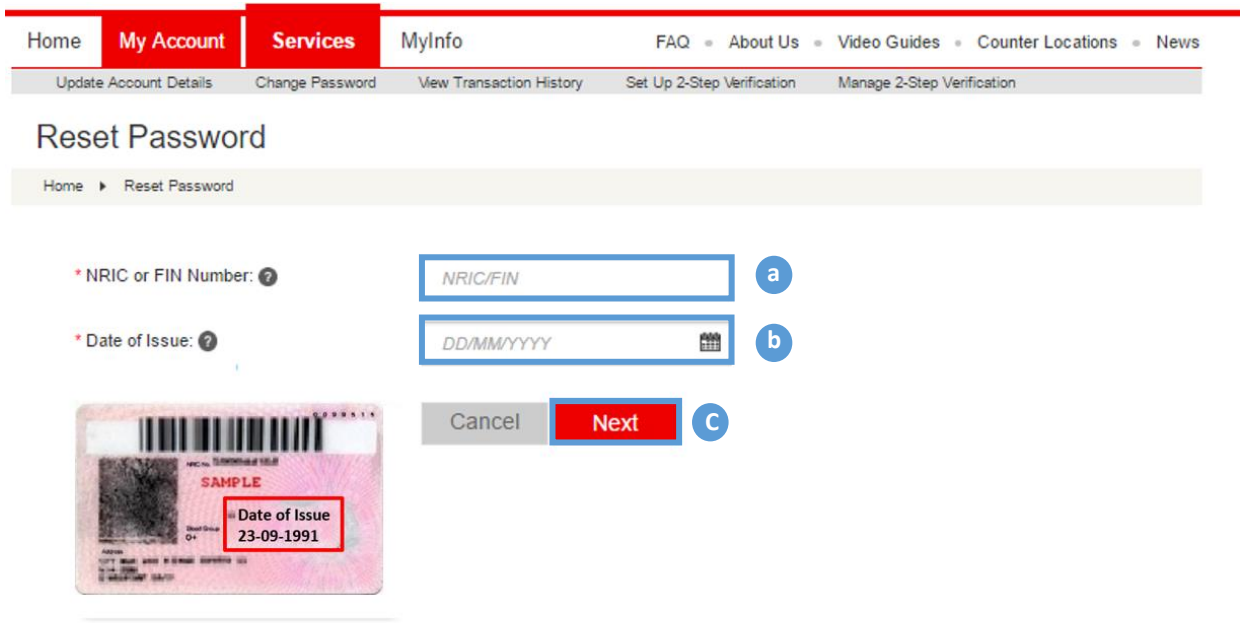
How to reset password

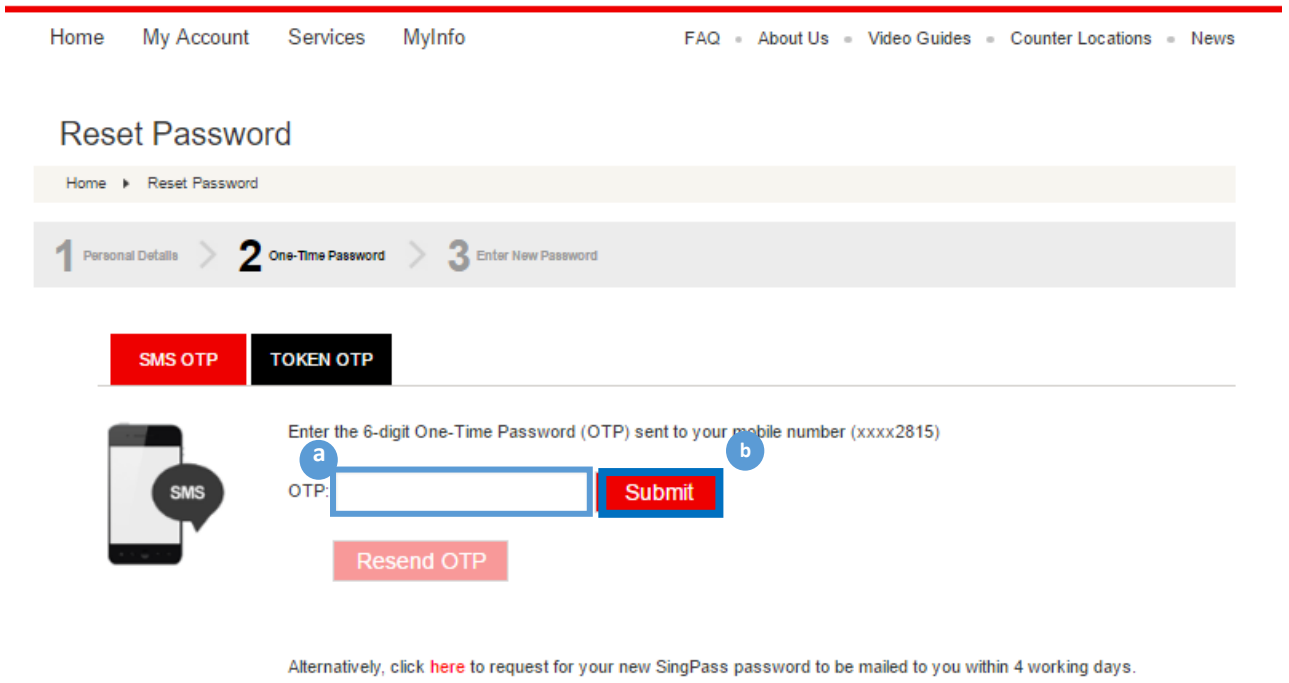
This Quick Reference Guide shows you how to reset your password if you have forgotten it. There are three ways to reset your SingPass password:

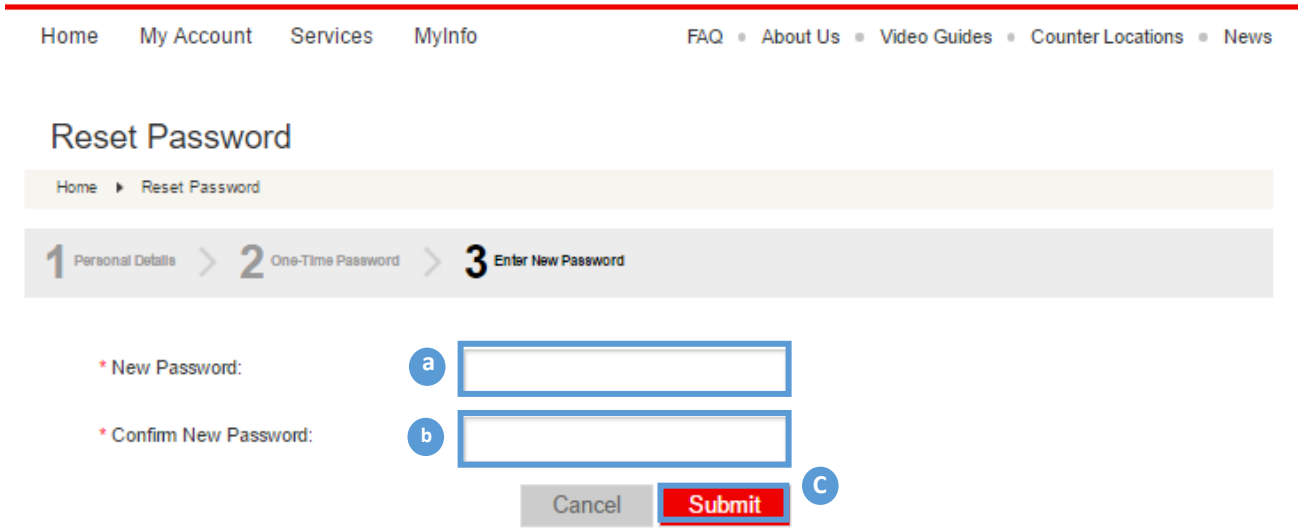
1) Online via SingPass website
2) In person at SingPass counters

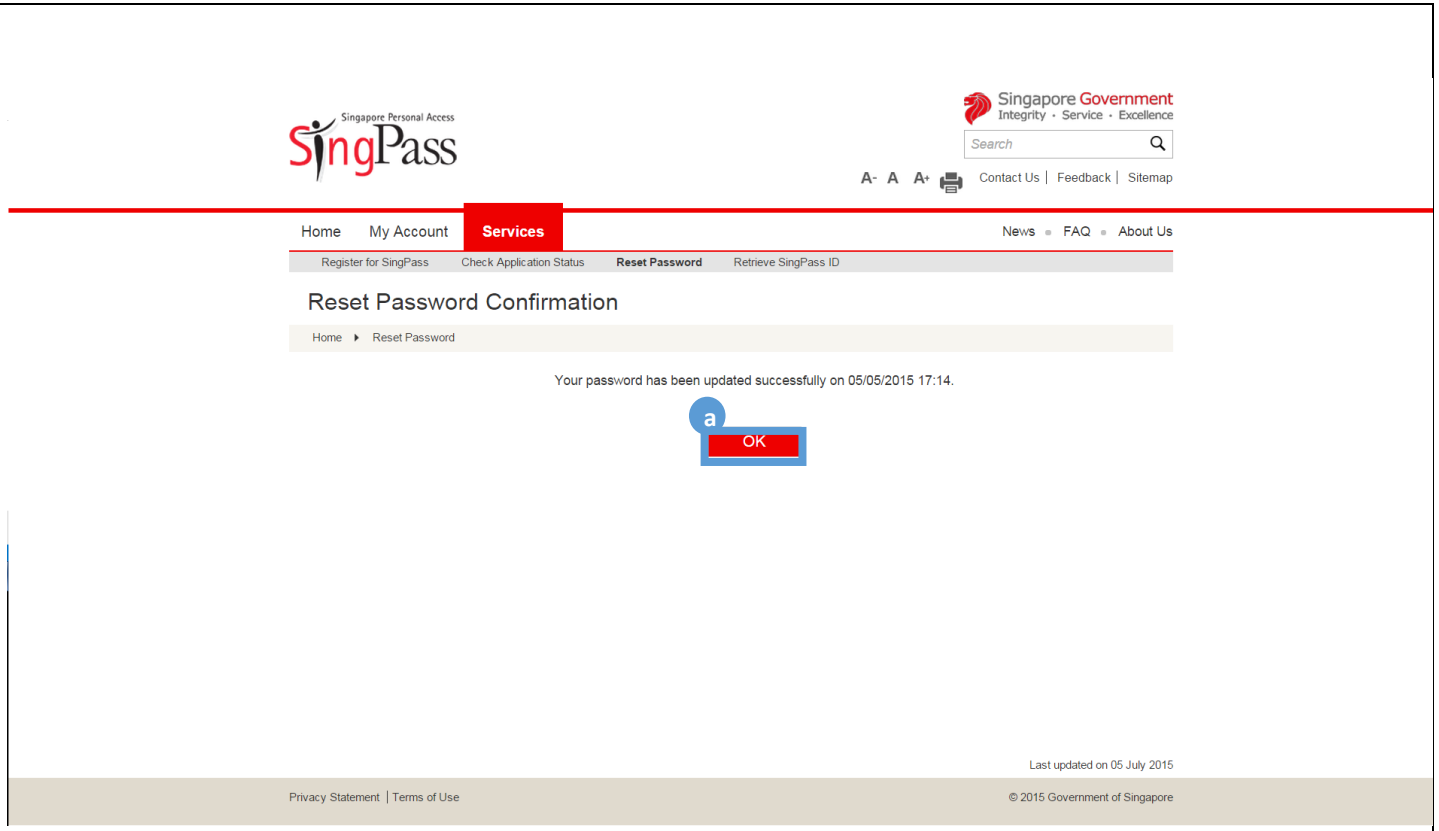
Steps List	*Links / Screenshots*
1.	**Reset Password Online** Please visit https://www.singpass.gov.sg/ **(a) Click "Reset Password"** under the Services tab on the homepage. Note: You can only reset your password **online** if you have set up your 2FA. If you have not set up your 2FA, you can request 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).



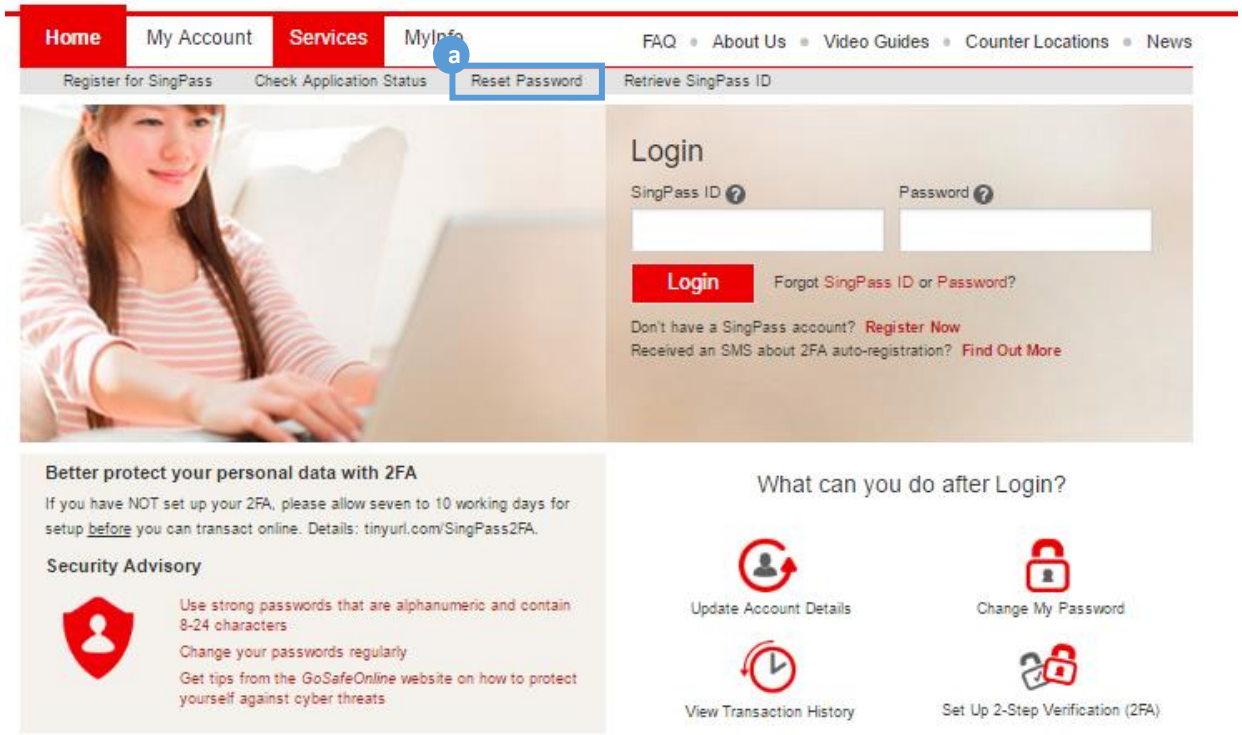
2.	**Enter** the following details: (a) NRIC / FIN number (b) Date of issue (NRIC or FIN card) (c) **Click "Next"** to proceed.	

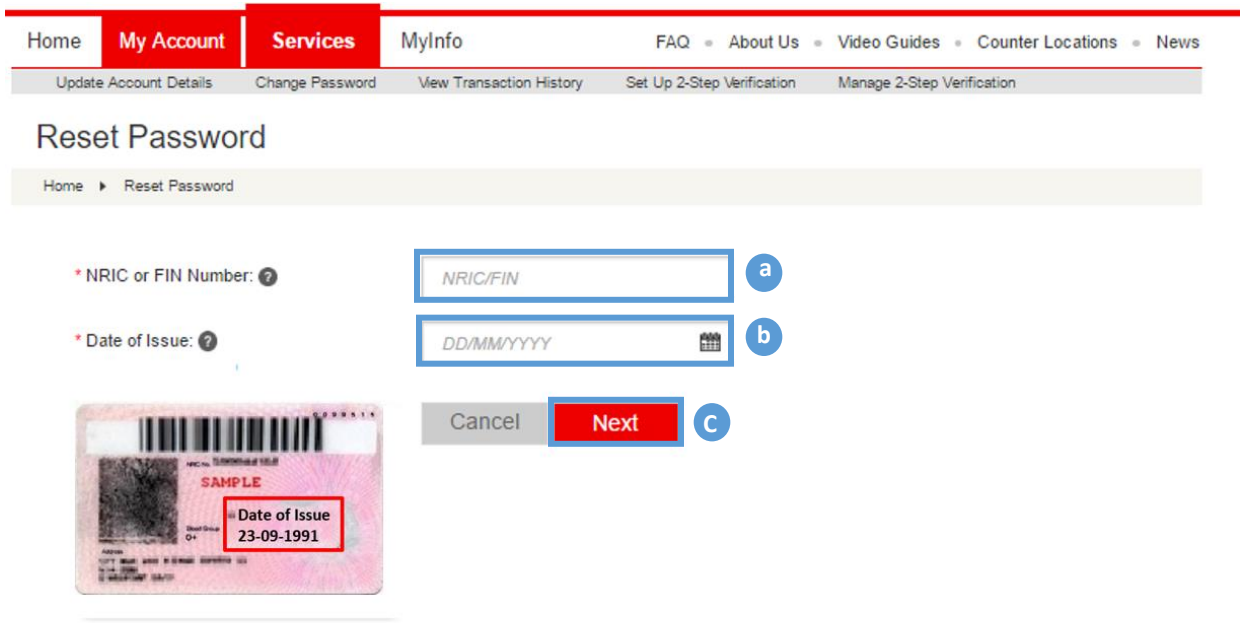
3.	After providing the correct NRIC/FIN number and Date of Issue, please verify your account details via SMS or Token 2FA. a) Enter the OTP. b) Click "**Submit**". Please note that this OTP will expire within three minutes of receipt.	

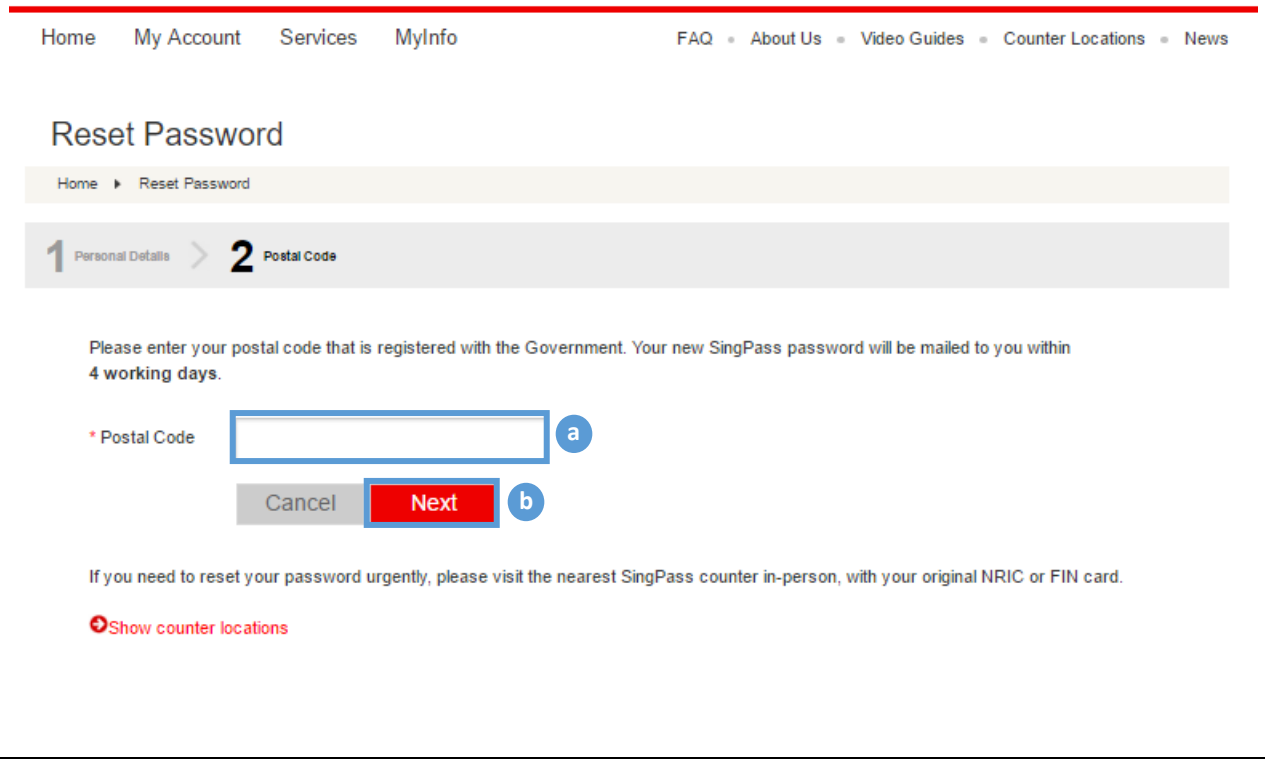
4.	(a) **Enter** your new password (b) **Re-enter** your new password (c) **Click "Submit"** button to proceed. *Tips:* • *Your password cannot be the same as your User ID* • *Your password has to be alpha-numeric and contain 8 – 24 characters (at least 1 letter and 1 number)* • *Common passwords are not allowed, e.g., "password123", "pwd12345".*	

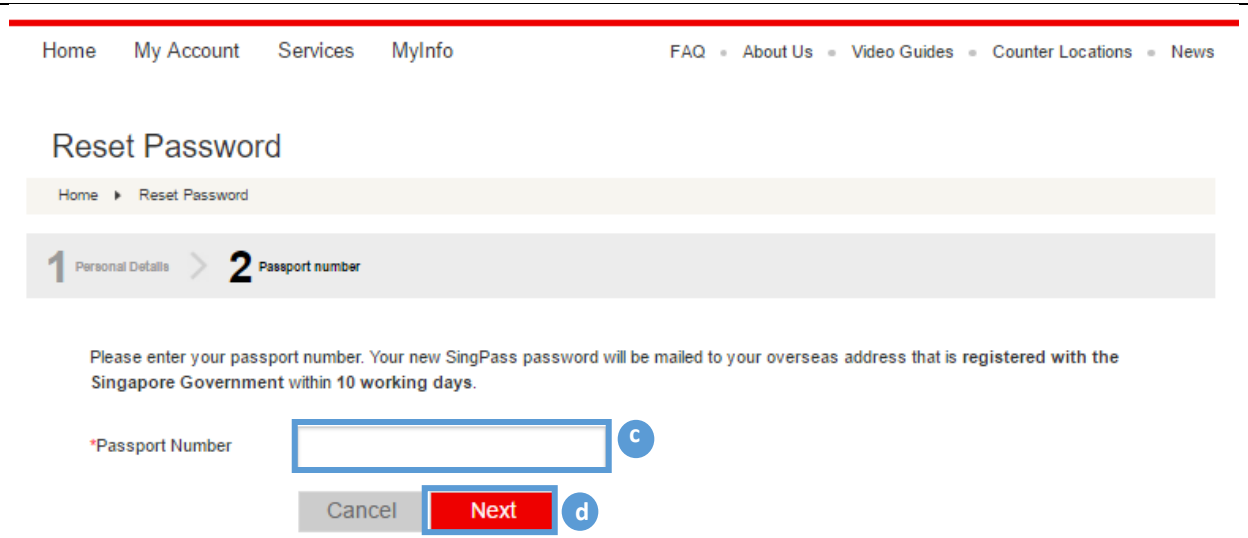
6.	You have successfully reset your password. You can now proceed to log in with your new SingPass password. Note: You will receive an SMS or email notification to inform you of this password reset. A notification letter will also be mailed to your registered address to inform you of this change. (a) **Click** "Ok".	

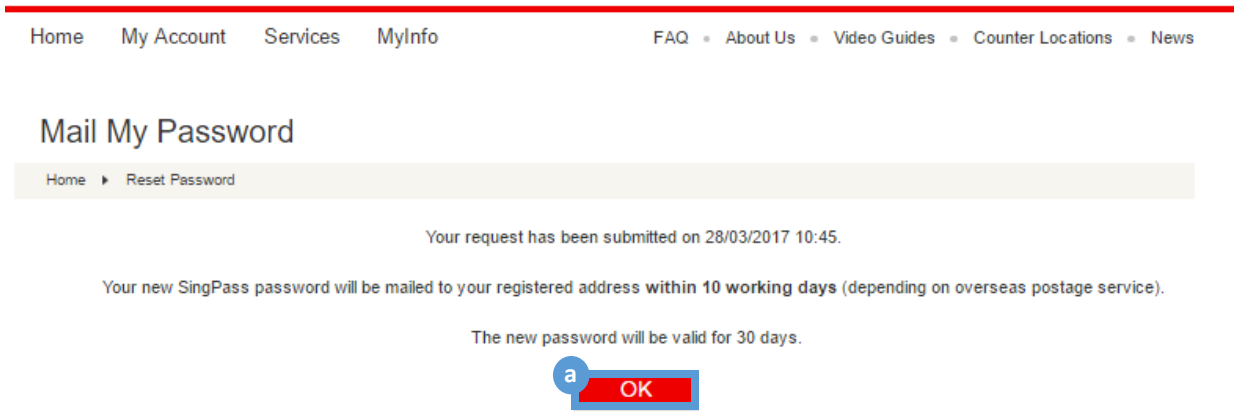
Quick Reference Guide
Reset Password

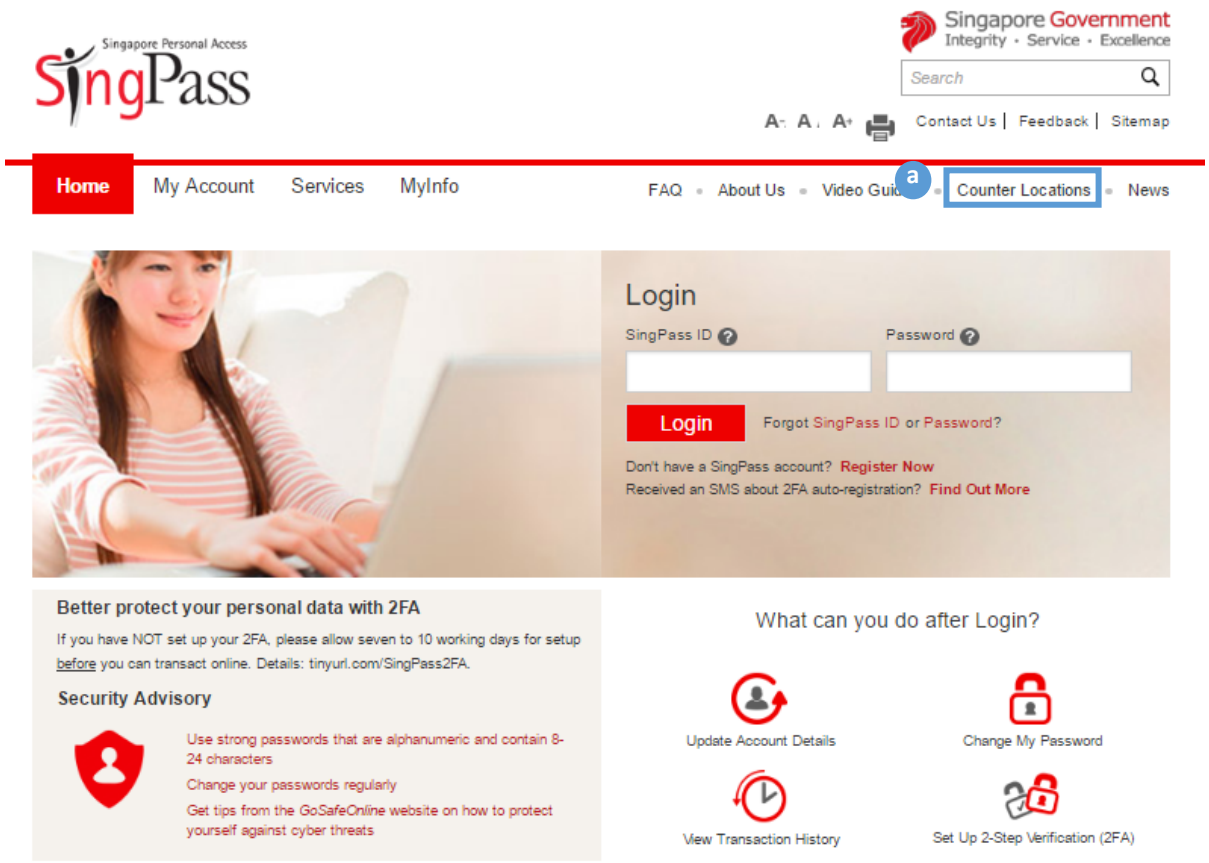
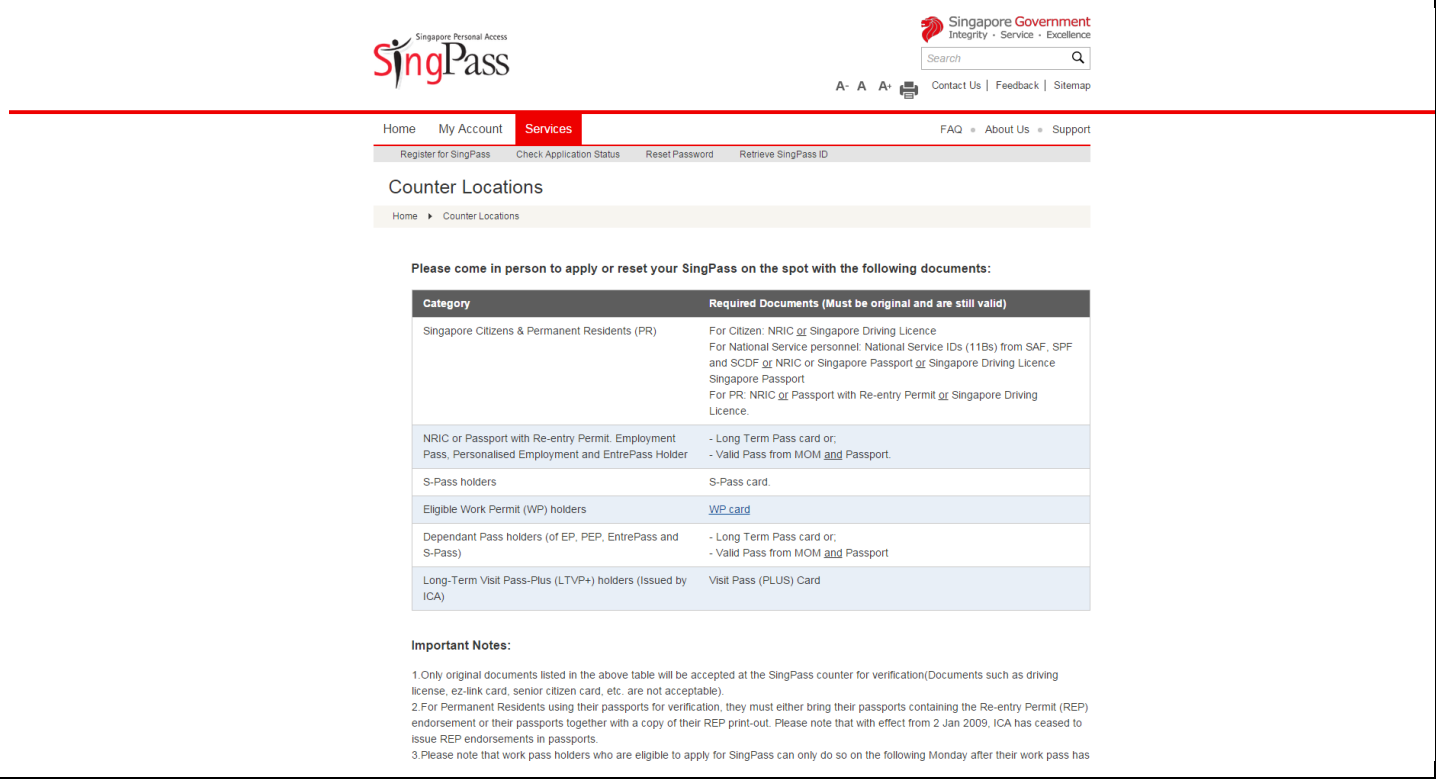
1.	**Reset Password Via Mail** Please visit https://www.singpass.gov.sg/ **(a) Click "Reset Password"** under the Services tab on the homepage.	

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

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.	


Home
My Account
Services
MyInfo
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

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".*	

11.	For further assistance, you may visit your nearest SingPass counter with the necessary documents to reset your password. a) **Click** "Counter Locations"	

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.*