

# How SingPass Mobile works

SingPass Mobile is a key component of Singapore's National Digital Identity framework, which seeks to secure not just e-government transactions but also those in the private sector. New uses include the secure digital signing of confidential business and legal documents.

## Setting up

Download the SingPass Mobile app from the Google Play or Apple App Store.



A one-time set-up on the app requires users to enter their existing SingPass username and password, and then a one-time password delivered via SMS or their OneKey security token.



Users will be prompted to create a permanent six-digit PIN, which they need to remember. The PIN will be required if fingerprint or facial scanning fails.



SingPass Mobile's fingerprint scanning feature works with all devices, but facial scanning works only on Apple iOS devices.

## Logging in on computers

Look for a QR code on the homepage of the e-service.



Use the SingPass Mobile app to scan the QR code.



Verify your identity with fingerprint or facial scanning. Log-in is done.



## Logging in on app-based services

Look for a QR code on the e-service's homepage.



Tap the QR code to launch the SingPass Mobile app automatically.



Verify your identity with fingerprint or facial scanning. Log-in is done. On Android devices, users will be taken back to the e-service automatically. Users of Apple devices need to manually go back to the e-service app.

