FACT SHEET

SINGPASS

Singapore Personal Access (or SingPass) was launched on 1st March 2003 and is the common online password for users to access government e-services at www.ecitizen.gov.sg and various government websites.

SingPass serves as a single-factor authentication method, so that users only need to remember one password when transacting with the Government.

Currently, about 64 government agencies use SingPass as a form of authentication for citizens and residents to access more than 350 e-services that require secure user identification.

Overview of enhancements made to the system since its launch:
- Prompts to change passwords to stronger ones every two years.
- After any failed login attempt, users will be asked to key in a randomly-generated security code.
- Any changes made to the account holder's key personal information will trigger a notification letter to be sent to the user to verify this change.
- Resetting of passwords

With greater the convenience offered by SingPass, the total volume of SingPass authentication transactions have increased from 4.5 million in 2003 to 57 million in 2013, representing more than a ten-fold increase in usage over the past ten years.

The SingPass system today has more than 3.3 million registered users. The following groups of users are eligible to apply for SingPass:
- Singapore Citizens and Permanent Residents
- Employment Pass and Personalised Employment Pass holders
- EntrePass holders
- S-Pass holders
- Dependant Pass holders (of EP, PEP, EntrePass and S-Pass holders)
- Selected Work Permit holders
- Long Term Visit Pass Plus (LTVP+) Holders

Examples of government e-services using SingPass can be found in Annex A.

SingPass Features

SingPass Login via Mobile Phones
The public users are now able to login and access government's mobile applications on-the-go with the SingPass mobile plugin. This plugin supports mobile applications developed in IOS and Android. Examples of mobile services using this feature include CPF's *CPF Tools* and MINDEF's *MyNSmobile*.

Faster Reset of Passwords
This feature allows users who have forgotten their SingPass to reset it online almost immediately. Currently, users who have forgotten their passwords have to go to a SingPass counter to have it reset, or submit their request online and wait for a new system-generated password to arrive by post within four working days of request made. To enjoy this feature, users are required to register their mobile numbers at www.singpass.gov.sg.

Added Security for Password Reset

When the user resets his password online, he is required to answer questions about himself. After the questions have been answered correctly, he will receive a code on his preregistered mobile phone and another code will be displayed online. The user will then use these codes to reset his password online. To enjoy immediate online password reset, the user can sign up for the service and pre-register his mobile number through the SingPass website at www.singpass.gov.sg.

Deactivation of inactive accounts

Resetting of passwords of inactive accounts is a common protective measure, similar to industry practice. Accounts that have been inactive for three years will have their passwords reset to protect the account holders' key personal information. This and does not mean that the accounts have been misused or compromised.

Two-Factor Authentication

The Government will be implementing Two Factor Authentication (2FA) for e-government transactions, particularly for those involving sensitive data. This could be a one-time "second factor" password delivered through a token (hardware or software) or via Short Messaging Service (SMS).

Customer Hotline and E-Mail

The public can visit the SingPass website, call the SingPass hotline **6887 7377** or email **singpass-helpdesk@crimsonlogic.com** if they have queries or require assistance in using SingPass. The hotline, SingPass website and system administration is managed by CrimsonLogic Pte Ltd, who was appointed through an open tender in April 2006.

For media clarification, please contact:

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Annex A: Examples of government e-services using SingPass authentication

<u>Accountant's General Department</u>
- Vendors @ Gov

<u>Accounting and Corporate Regulatory Authority</u>
- Local or Foreign Company Names Application
- Conversion of Companies to Limited Liability Partnerships
- Changes in Particulars of Businesses
- Purchase of Business Profile

<u>Central Provident Fund Board</u>
- My Statement
- Track retirement planning at Retirement Ready @ my cpf
- Transfer of CPF Savings from Ordinary Account to Special Account, and topping-up of CPF Minimum Sum
- e-Submission for Employers

<u>Housing and Development Board</u>
- My HDBPage

<u>Infocomm Development Authority</u>
- Infocomm Competency Management System

<u>Inland Revenue Authority of Singapore</u>
- e-Filing for individual income tax
- GST Filing for companies

<u>Intellectual Property Office of Singapore</u>
- e-TradeMarks

<u>Ministry of Defence</u>
- The NS Portal

<u>Ministry of Finance</u>
- GeBIZ

<u>Ministry of Manpower</u>
- Application for Work Permit by employers and businesses
- Access to Foreign Worker Levy Billing

<u>Ministry of Trade & Industry</u>
- Online Business Licensing Service (OBLS)

<u>Urban Redevelopment Authority</u>
- E-services for Licensed Developers
- Application, extension and renewals for Change of Use