

Singpass Password Reset

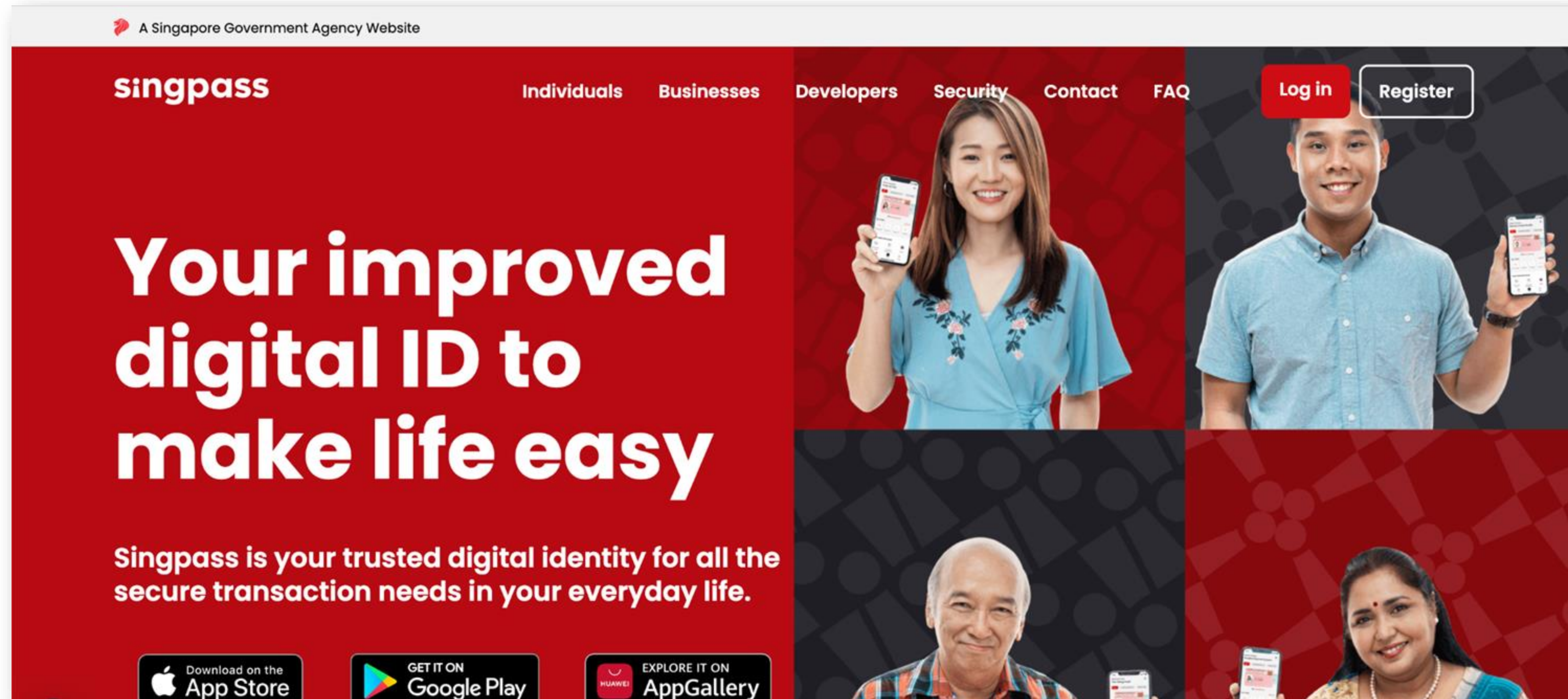
A guide to resetting your Singpass password

Resetting your Singpass password with Face Verification

Password Reset (Face Verification)

singpass

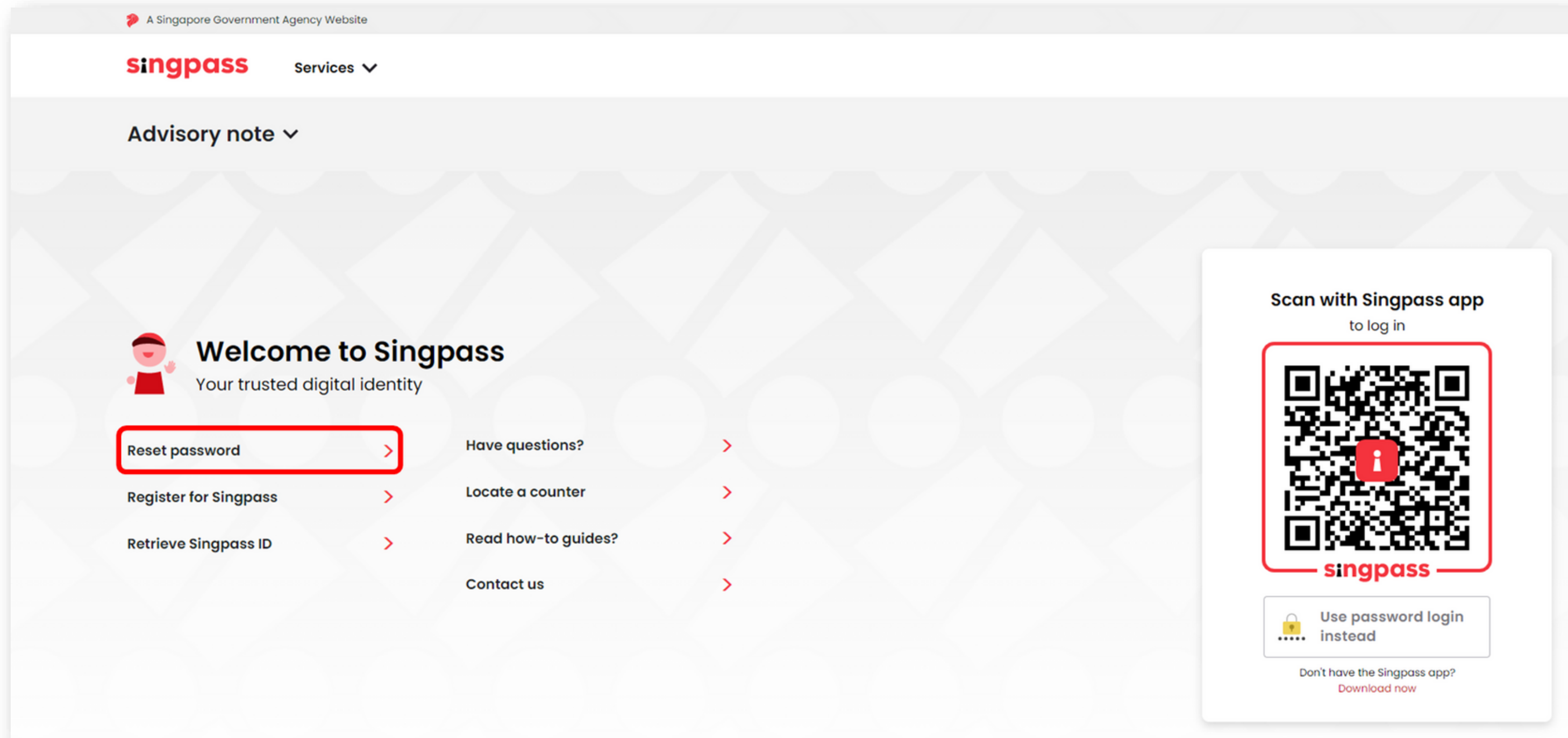
- 1 Go to **www.singpass.gov.sg**. Click '**Log in**'.



Password Reset (Face Verification)

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2 Click '**Reset password**' under Welcome to Singpass.



Password Reset (Face Verification)

3 Enter the required details and check the box **'I'm not a robot'**. Click **'Next'**.

Note: Click on ⓘ for more information on the required field.

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Services ▾

🔍

Log in

Home / Reset password

Reset password

NRIC or FIN number* ⓘ :

NRIC / FIN

Date of issue / Date of application*:

DD / MM / YYYY

📅

Security check*:

☐ I'm not a robot

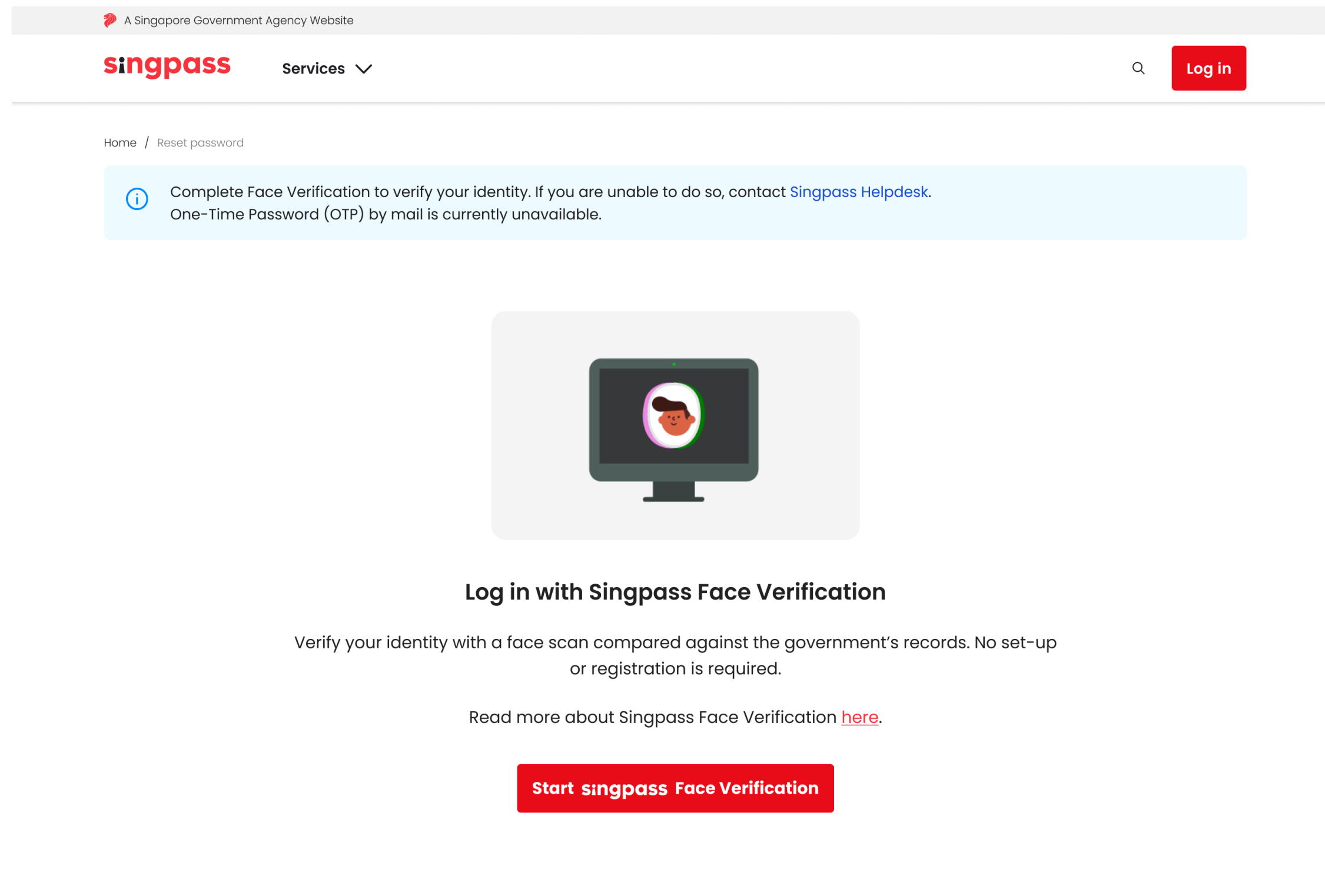

reCAPTCHA
Privacy - Terms

Cancel

Next

Password Reset (Face Verification)

4 Read the instructions on the page and proceed with Face Verification.



Password Reset (Face Verification)

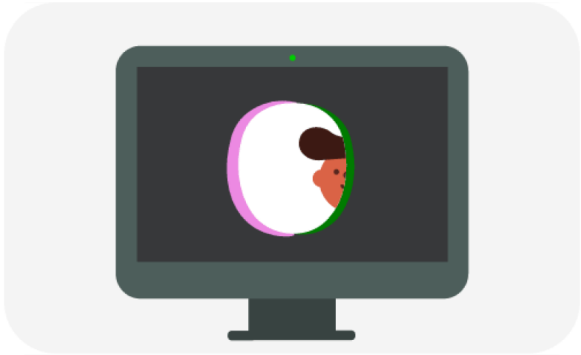
5 Read the guidelines on the page. To allow the use of your device's camera for Face Verification, click '**Allow**' when prompted, and click '**Begin scan**'.

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Home / Reset password

Complete Face Verification to verify your identity. If you are unable to do so, contact [Singpass Helpdesk](#).
One-Time Password (OTP) by mail is currently unavailable.



Before you begin, ensure:

✓ Maximise screen brightness

✓ Well lit area

✓ No mask

✓ Clear glasses

✓ Keep still

When scanning starts, the screen will flash a series of coloured lights.

By clicking on Begin Scan, you allow us to capture your face scan and compare it against the government's records to verify your identity, as set out in the [Singpass Terms of Use](#).

Begin scan

Password Reset (Face Verification)

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

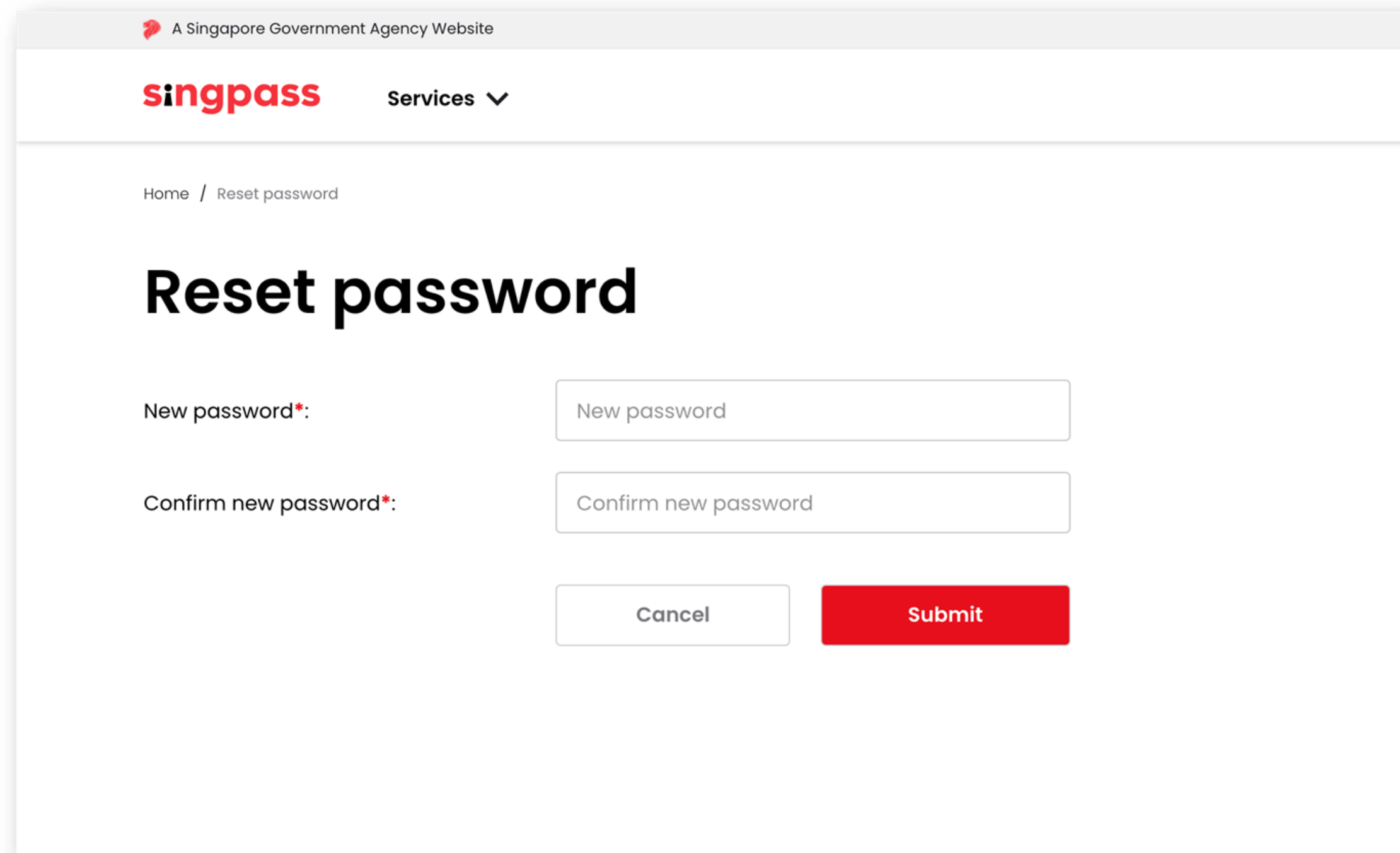
Successfully verified your identity



Password Reset (Face Verification)

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



A screenshot of the Singpass 'Reset password' page. The page header shows 'A Singapore Government Agency Website' and the Singpass logo. Below the header, there is a breadcrumb trail 'Home / Reset password'. The main heading is 'Reset password'. The form contains two input fields: 'New password*' and 'Confirm new password*'. Below the input fields are two buttons: 'Cancel' and 'Submit'.

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singpass Services ▾

Home / Reset password

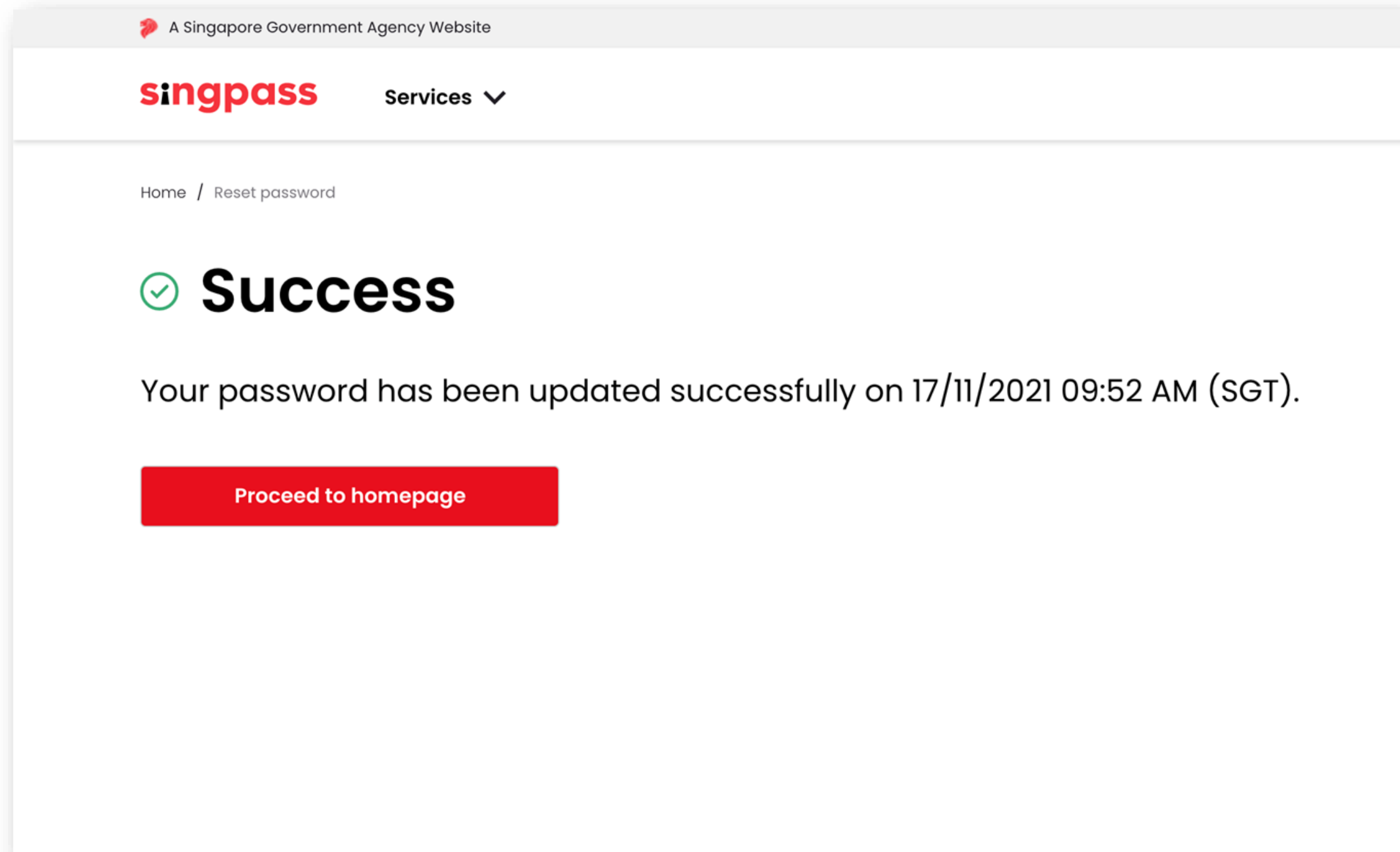
Reset password

New password*:

Confirm new password*:

Password Reset (Face Verification)

8 You can now log in to your Singpass account with the password you just created.



You have completed your Singpass password reset with Face Verification.

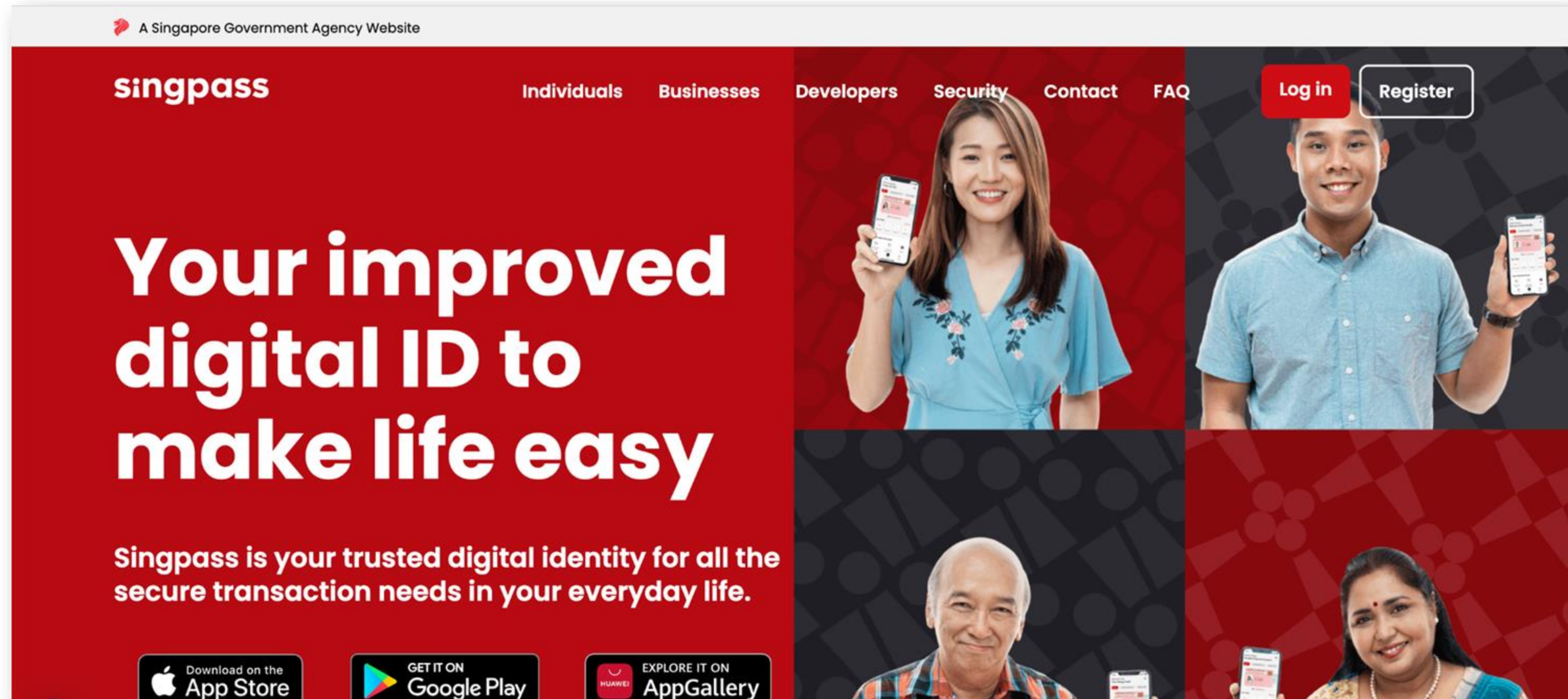
**If you have more questions,
please check out the [Singpass FAQs](#).**

Resetting your Singpass password with SMS 2FA

Password Reset (SMS 2FA)

singpass

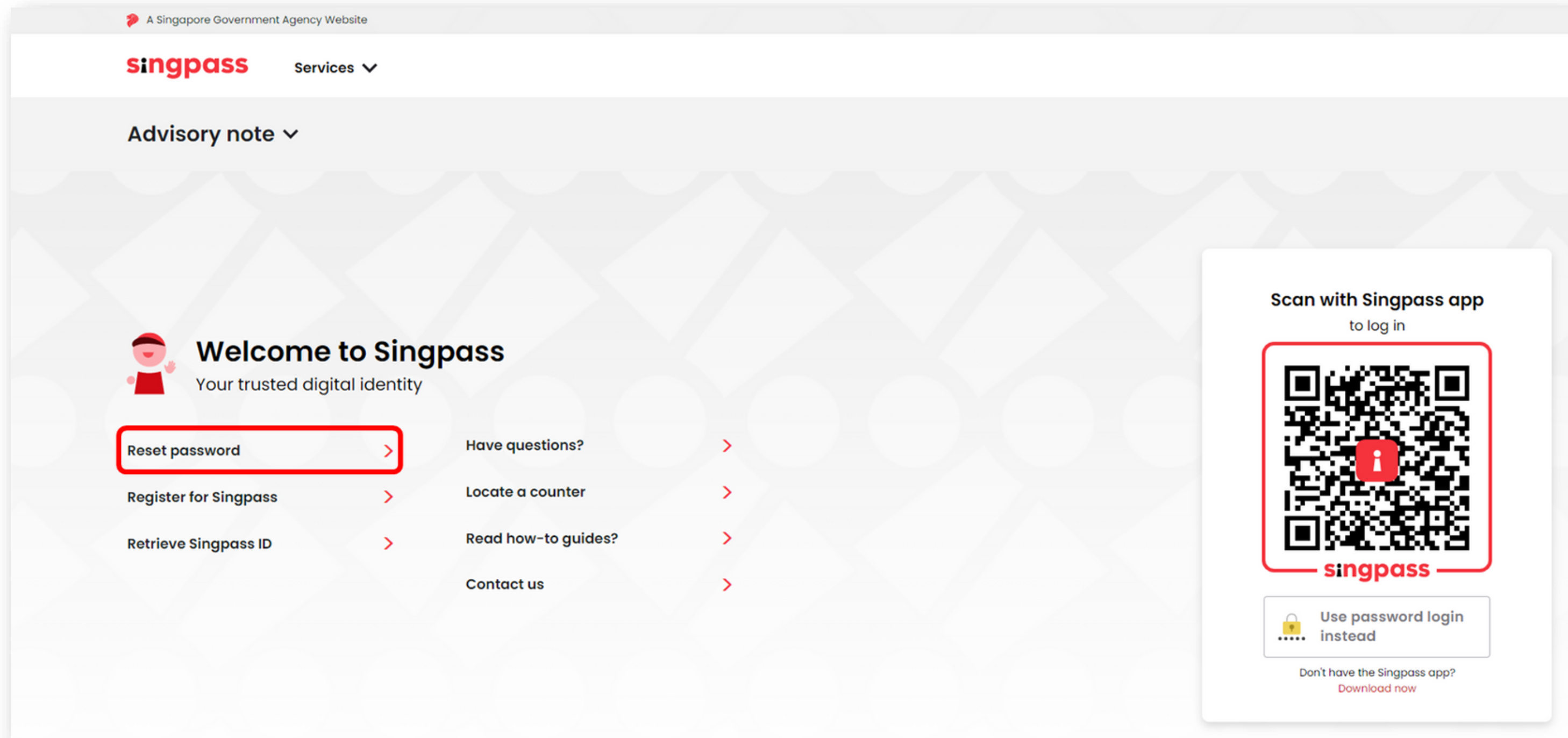
- 1 Go to **www.singpass.gov.sg**. Click '**Log in**'.



Password Reset (SMS 2FA)

singpass

2 Click '**Reset password**' under Welcome to Singpass.



Password Reset (SMS 2FA)

- 3 Enter the required details and check the box **'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* ⓘ :

NRIC / FIN

Date of issue/
Date of application* :

DD / MM / YYYY 

Security check* :

☐ I'm not a robot 
reCAPTCHA
Privacy · Terms

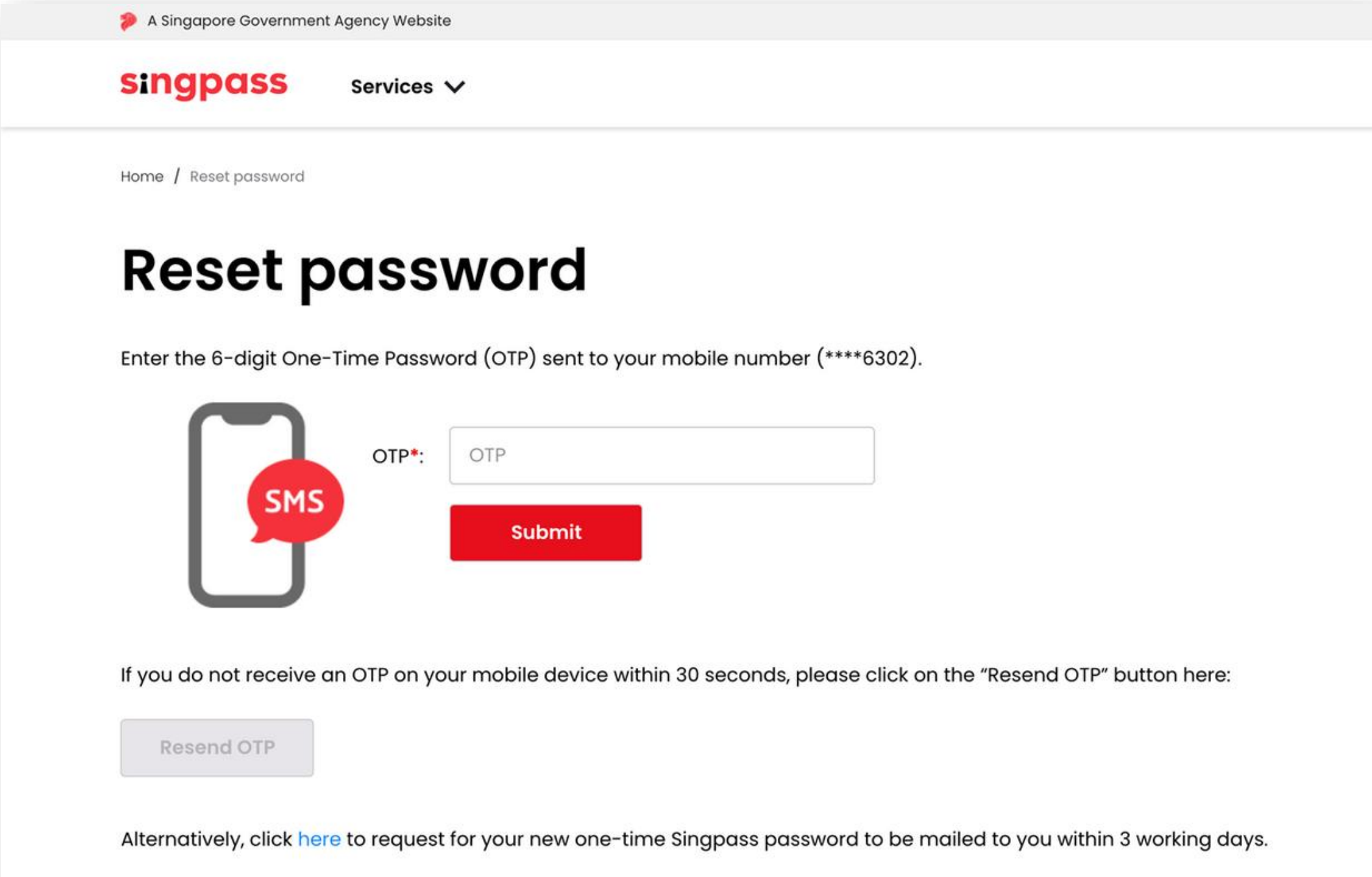
Are you a foreign user without a FIN card? Click [here](#).

Cancel

Next

Password Reset (SMS 2FA)

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



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singpass Services ▾

Home / Reset password

Reset password

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



OTP*:

Submit

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

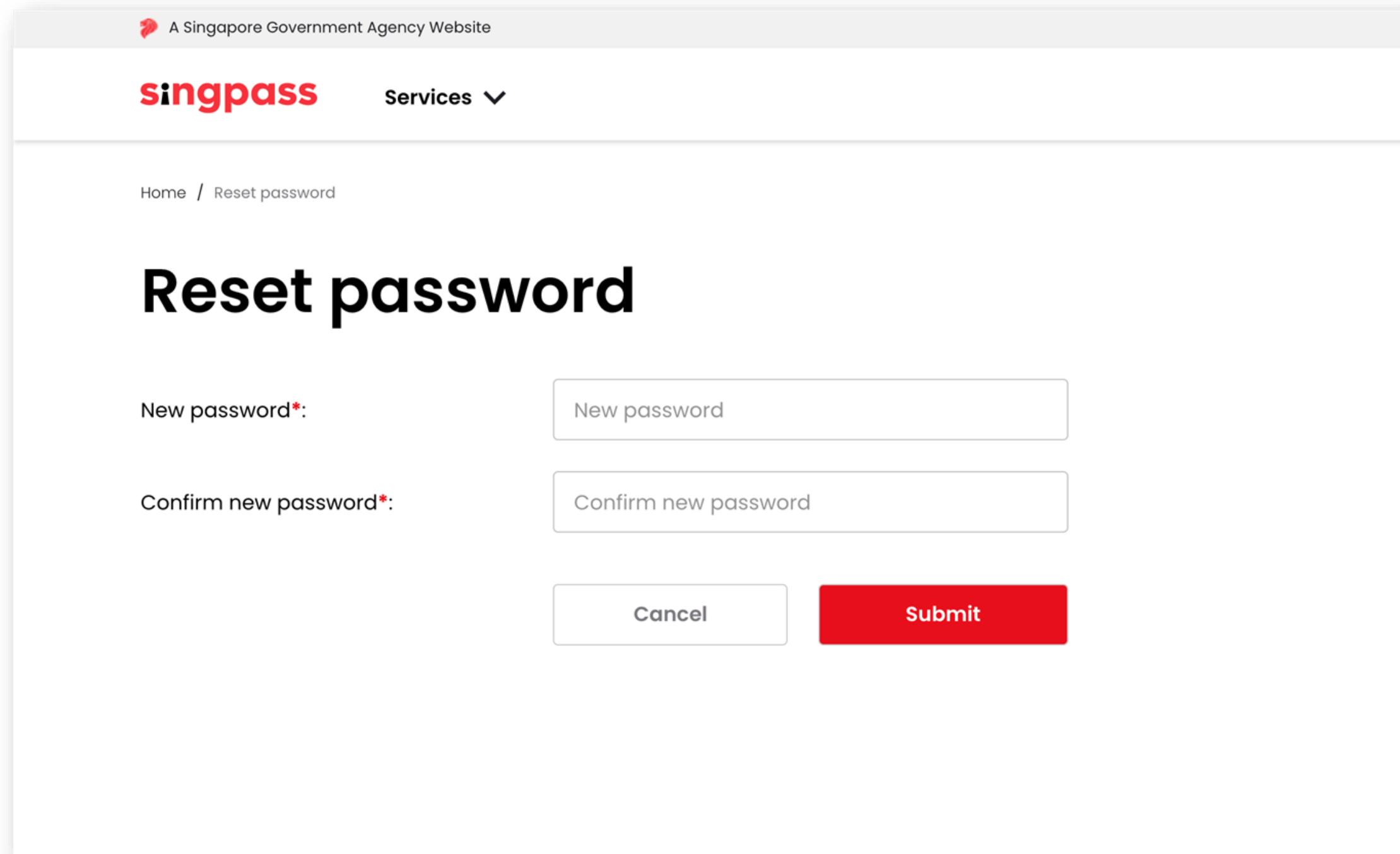
Resend OTP

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)

singpass

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



The screenshot shows the Singpass 'Reset password' page. At the top, there is a header with the Singpass logo and a 'Services' dropdown menu. Below the header, the breadcrumb 'Home / Reset password' is visible. The main heading is 'Reset password'. There are two input fields: 'New password*' and 'Confirm new password*'. Below these fields are two buttons: 'Cancel' and 'Submit'.

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singpass Services ▾

Home / Reset password

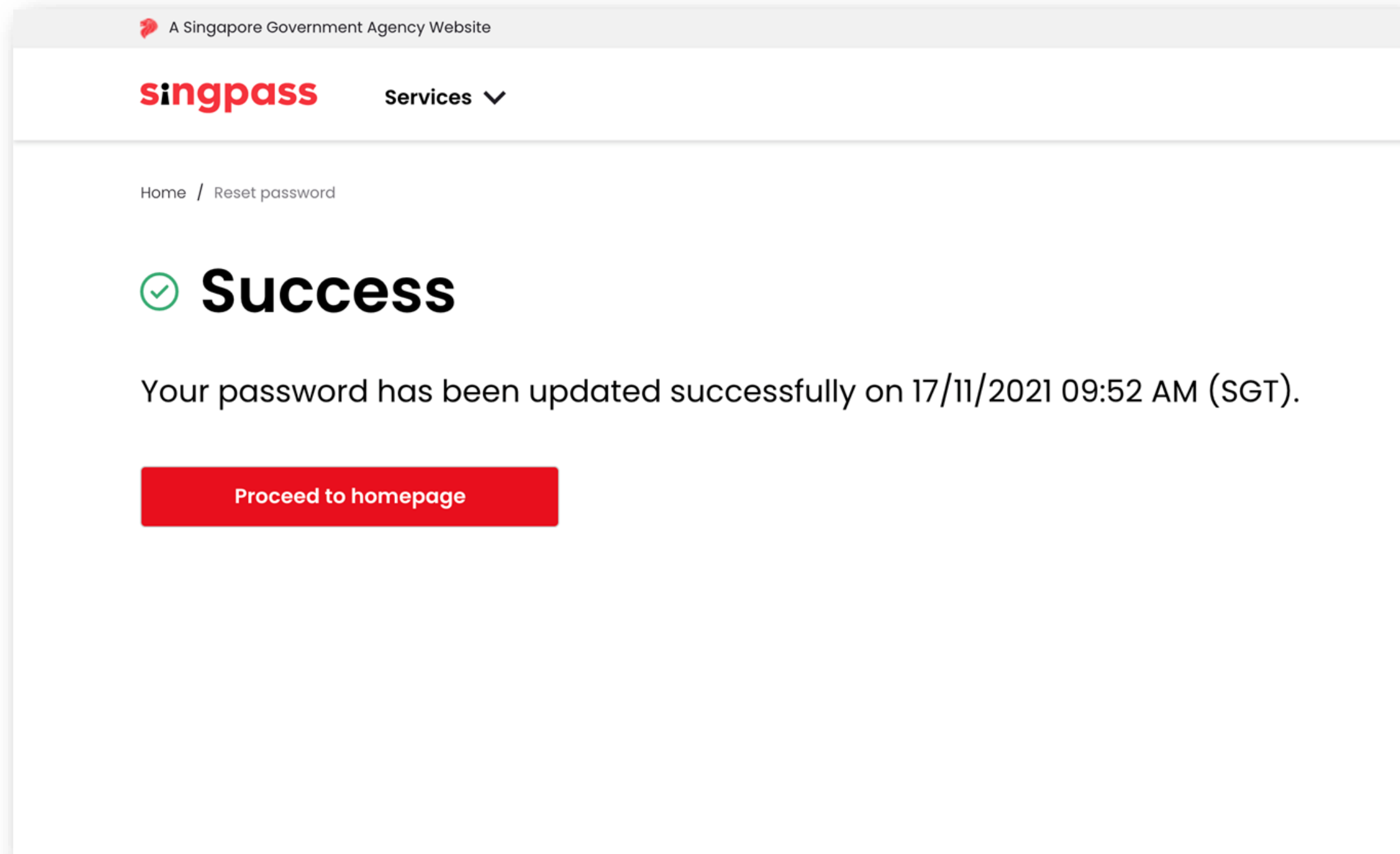
Reset password

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](#).**