




Information on SafeEntry Gateway

How to deploy the SafeEntry Gateway (SEGW)

There are two types of SEGWs that you can deploy. You may choose to deploy either the SEGW Box or SEGW App. You are eligible to apply for one free SEGW Box. Please go to safeentry.gov.sg/login and log in with your SE Business account. If you wish to apply for more SEGW Boxes as you have multiple public facing entrance or have heavy footfall at your entrance, you may put in an appeal after you have put in the initial application (link is provided at point of application). If you face other issues, you may refer to the FAQs on how to apply, or contact the helpdesk if you face issues during application (link to helpdesk is embedded in application portal). Please apply for the SEGW box early as it takes up to 2 weeks from application to delivery. If you do not wish to apply for the Box and instead wish to deploy the App version of the SEGW, you may upgrade and then turn on the feature in the SE (Business) App. Please refer to the table below for specifications.

	SEGW Box	SEGW on SE (Business) App Version >1.1.0
Equipment requirements	<ul style="list-style-type: none"> • Requires constant power source • Or can work with power bank but need to recharge power bank • Comes with one-year cellular data 	<ul style="list-style-type: none"> • Additional feature on the existing SafeEntry (Business) App • Mobile phone or tablet has to have cellular data or be connected to WiFi
Time taken to deploy	<ul style="list-style-type: none"> • Takes up to 2 weeks from application to process and deliver • After receiving SEGW Box, set-up takes about 5 min 	<ul style="list-style-type: none"> • Download or upgrade the SafeEntry (Business) app, turn on SEGW feature for immediate use
Provision of device	<ul style="list-style-type: none"> • Government to fund one device (including cellular) per manned public-facing entrance • Subject to a cap per venue; you may appeal for more pieces if you have many entrances (subject to approval) 	<ul style="list-style-type: none"> • Businesses to use own compatible mobile phone/tablet and cellular data/WiFi

Check-in confirmation	<ul style="list-style-type: none"> • A green light and “beep” to indicate successful check-in; • If check-in is unsuccessful, the device will not flash green or beep 	<ul style="list-style-type: none"> • App will have pop-out screen if check-in is successful
Response time for check-in	1-2s	1-2s
User Guide on how to deploy SEGW	<div>  Device Application Gui... </div> <div>  Device Setup Guide.pdf </div>	<div>  App Setup Guide.pdf </div>

Important things to note

For more information on the SEGW, including FAQs and how to appeal for more SEGW Box, User Guides and new posters on SEGW, please visit go.gov.sg/gateway-overview.