Guide on SingPass Matters

SingPass 2-Factor Authentication (2FA) FAQ (http://www.singpass.gov.sg)

1. **If I am a NRIC holder, how do I set up 2FA?**

2. **How do I activate my mobile or OneKey token for 2-Step Verification?**

3. **If I have misplaced (or did not receive) my PIN mailer, what should I do?**

You can request a new PIN mailer.

For overseas users, please request a new PIN mailer by sending an email to osu@assurity.sg. A helpdesk officer will assist you accordingly.

For local users, simply send an SMS to 78111 from the same mobile number registered with your SingPass account, in this format:

Resend pin mailer<space>**NRIC**<space>**Postal Code**

E.g. Resend pin mailer S1234567A 098765

After verifying that the details are correct, a confirmation SMS will be sent to you within 2 working days. After which, you will receive the new PIN mailer within 7 working days.

For NRIC and LTVP+ holders, please enter your residential postal code. For other FIN holders, please use your company's postal code.

4. **I have changed my mobile number. How do I update it in SingPass?**

To update your mobile number, you can log into your SingPass account and click "Update Account Details" under the Quick Links section. Please have your phone with you, as a One-Time Password will be sent to your new mobile number for verification.

Note: If your mobile number registered with SingPass is not the same as the one registered with Assurity, an Assurity helpdesk officer will call you within one working day to verify your number. You will then receive a PIN mailer to activate the new number as your SMS 2FA.

5. **I am not tech-savvy and I need help in setting up my SingPass 2FA. What should I do?**

If you need assistance in setting up your 2FA, you can visit one of the following 2FA counters in-person. For NRIC holders, please bring your original NRIC card. For FIN holders, please bring your original FIN card/Passport.

Note: These counters are subject to change – please check regularly for updates.

2FA Counter Locations	Address & Operating Hours (Closed on Public Holidays)
Assurity Customer Care Centre @ PSA Building	PSA Building 460 Alexandra Road, #28-04 Singapore 119963 Opening Hours: · Mon-Fri: 8.30am-6pm · Sat: 8.30am-2pm
Assurity Customer Care Centre @ International Plaza	International Plaza 10 Anson Road, #06-14 Singapore 079903 Opening Hours: · Mon-Fri: 8am-6pm · Sat: 8am-2pm

If you need any assistance on Singpass2FA, please contact them at:

1) 24/7 Helpdesk Tel: +65 6566 3539
2) Email: Helpdesk@assurity.sg