ANNEX

1) One-time grace period for all remaining users

Examples:
By 15 Jan 2017:
Local/Overseas SingPass user who has not set up 2FA
Andrew is a SingPass user who has not set up his 2FA. He tries to log in to CPF digital services using his SingPass account on 30 December 2016. He is given until 29 January 2017 to complete his 2FA setup.

Michael is a SingPass user who has not set up his 2FA. He tries to log in to CPF digital services using his SingPass account on 15 January 2017. He is given until 14 February 2017 to complete his 2FA setup. Meanwhile, he can continue to access CPF and other digital services involving sensitive data.

From 16 Jan 2017 onwards:
Local SingPass user who has not set up 2FA
Melissa tries to log into IRAS digital services using her SingPass account on 16 January 2017. She will need to register for 2FA and wait for up to seven working days to receive a PIN mailer for activation. After activating her 2FA, she will then be able to access IRAS services or perform any government digital transaction involving sensitive data.

Overseas SingPass user who has not set up 2FA
Susan tries to log into CPF digital services using her SingPass account on 1 February 2017. She will need to register for 2FA and wait for up to 10 working days to receive a PIN mailer for activation. After activating her 2FA, she will then be able to access CPF services or perform any government digital transaction involving sensitive data.
2) How do users check if they have set up their 2FA?

To confirm that you have already set up your SingPass 2FA:

Log into your SingPass account at www.singpass.gov.sg

Click “My Account”

Click “Manage 2-Step Verification”

If you have not set up your 2FA, you will see a message prompter that will guide you to set it up.

3) How do users set up their 2FA?

SingPass 2-Step Verification (2FA) helps to better protect your personal information with an additional layer of security!

Register for SingPass 2FA

By SMS

SMS “Register” to 78008

Use the mobile number registered to your SingPass account to receive One-Time password via SMS.

By Web

Log into your SingPass account and click “Set Up 2-Step Verification” under the Quick Links section.

Once registered, a PIN mailer will be sent to you within 7 working days. Follow the instructions in the mailer to activate your 2FA, and you’re done!