

Update your mobile number in Singpass

A guide for those who wish to update their new mobile
number in their Singpass account



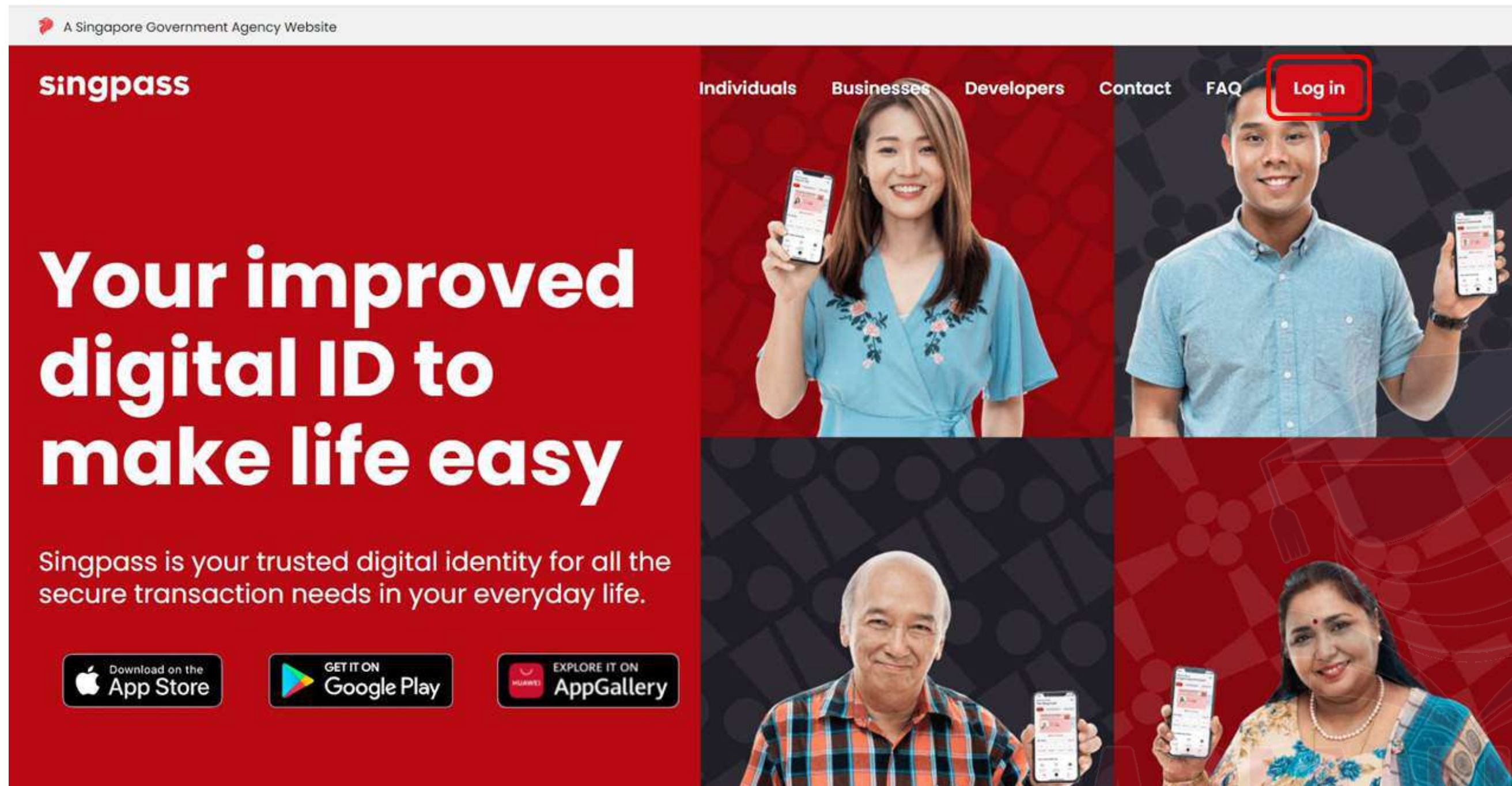
Updating your mobile number in Singpass

(QR Code Login using the Singpass app)



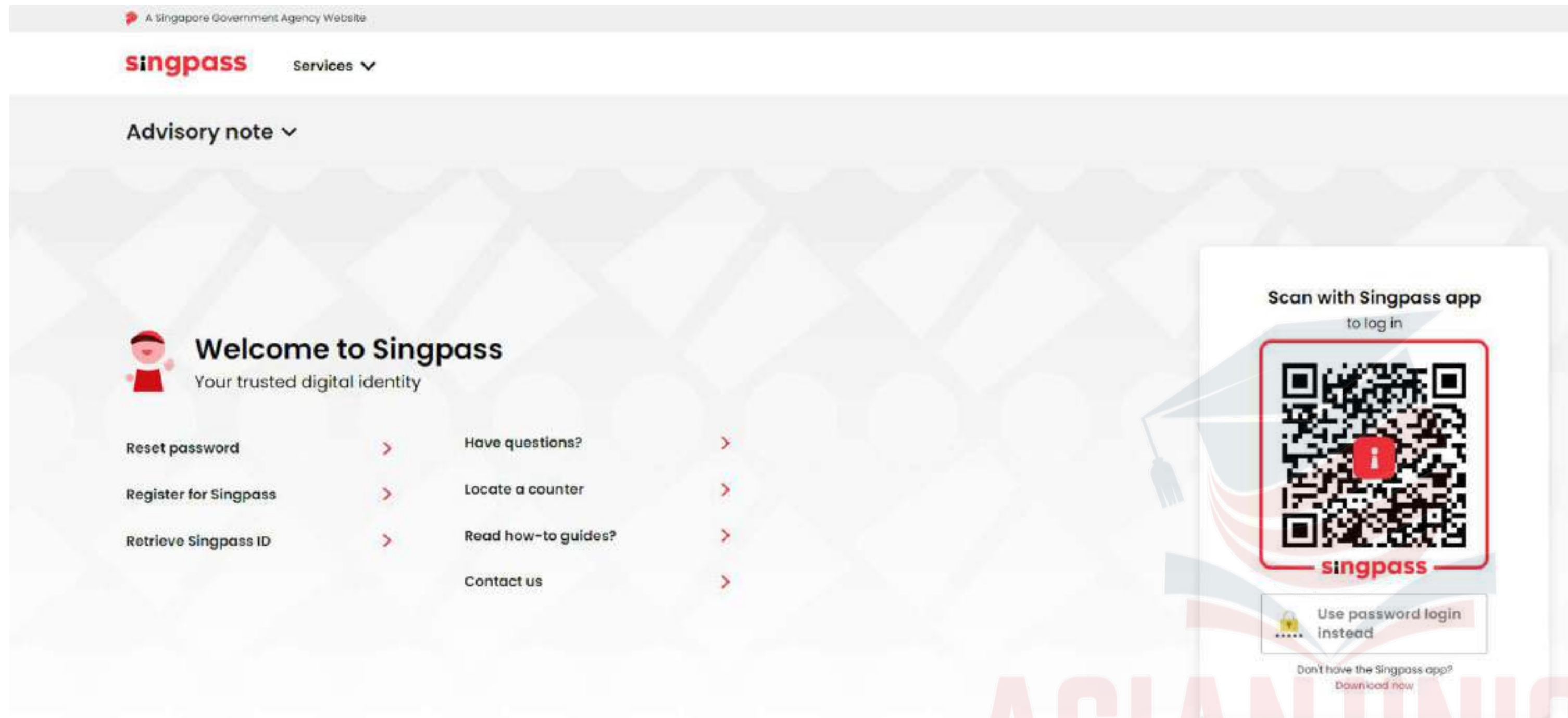
Updating your mobile number in Singpass (QR Code Login)

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



Updating your mobile number in Singpass (QR Code Login) **singpass**

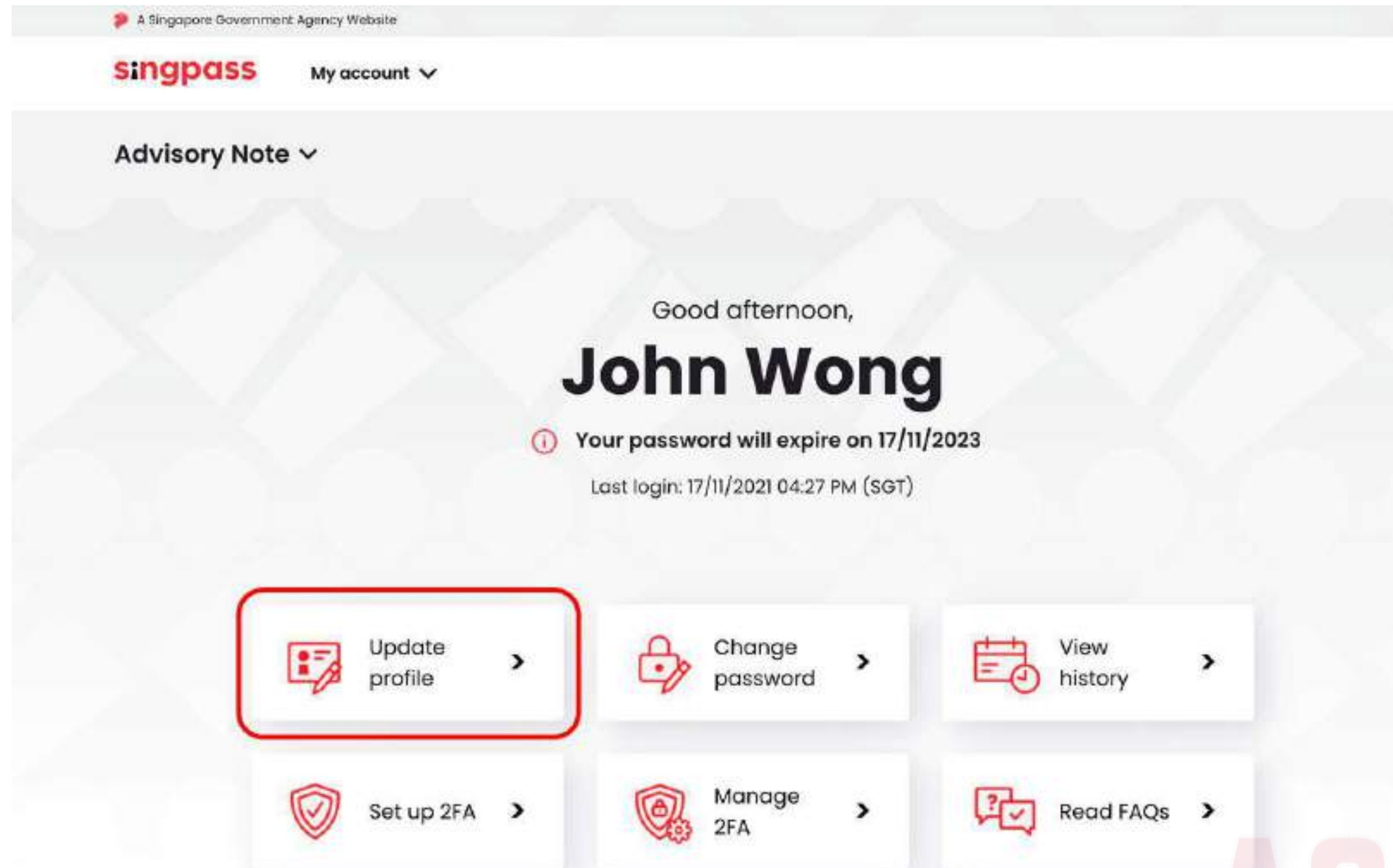
2 Scan the QR code with your Singpass app.



ASIAN UNION

Updating your mobile number in Singpass (QR Code Login) **singpass**


3 Click 'Update profile'.





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Updating your mobile number in Singpass (QR Code Login)

4 Your profile will show the current details of your Singpass account.

 A Singapore Government Agency Website

 My account 

Home / Update profile

Update profile

Your mobile number and email address can only be registered to **ONE** Singpass account.

By providing your mobile number, it will be activated for SMS 2FA instantly upon verification.

Singpass ID:

S1234567Z

[Change Singpass ID \(optional\)](#)

Mobile number[Ⓜ]*

+65

XXXX2400

Email address[Ⓐ]

Preferred mode of contact*

☐ SMS

☐ Email

Go green with paperless notification (SMS/Email)*:

☐ Yes

☒ No

Cancel

Next

*Mandatory for users with a Singapore-registered address

[Ⓐ]Mandatory for users with an overseas-registered address

Updating your mobile number in Singpass (QR Code Login)

5 Enter your **new mobile number** and click 'Next'.

A Singapore Government Agency Website

singpass

My account

Home / Update profile

Update profile

Your mobile number and email address can only be registered to **ONE** Singpass account.

By providing your mobile number, it will be activated for SMS 2FA instantly upon verification.

Singpass ID:

S1234567Z

Change Singpass ID (optional)

Mobile number^{*}:

+65

XXXX4556

Email address^A:

Preferred mode of contact^{*}:

☒ SMS

☐ Email

Go green with paperless notification (SMS/Email)^{*}:

☐ Yes

☒ No

Cancel

Next

^{*}Mandatory for users with a Singapore-registered address

^AMandatory for users with an overseas-registered address



Updating your mobile number in Singpass (QR Code Login) singpass

6 Enter the **One-Time password (OTP)** sent to your new mobile number and click '**Next**'.

A Singapore Government Agency Website

singpass

My account

Home / Update profile

Mobile number verification

Enter the One-Time Password (OTP) sent to your mobile number (****4556).

SMS

OTP*

OTP

If you do not receive the SMS OTP in 1 minute, click [Resend SMS OTP](#).


Cancel



Next

The image shows the logo of the Asian Union. It features a stylized graduation cap (mortarboard) in light blue and grey, with red and white curved lines below it. Below the graphic, the words "ASIAN UNION" are written in a large, bold, light pink sans-serif font.


Updating your mobile number in Singpass (QR Code Login)

7 Your new mobile number is now updated in your Singpass account and activated for SMS 2FA.

 A Singapore Government Agency Website

 My account 

Home / Update profile

 **Success**

You have updated your account details on 18/11/2021 04:34 PM (SGT).

Singpass ID:

S1234567Z

Mobile number:

XXXX4556

Email address:


Not provided

Preferred mode of contact:

SMS

Go green with paperless notification (SMS/Email):

No

 You have activated your mobile number for SMS 2FA.

You will receive One-Time Passwords via SMS when you perform transactions involving sensitive data.

Proceed to homepage



Updating your mobile number in Singpass

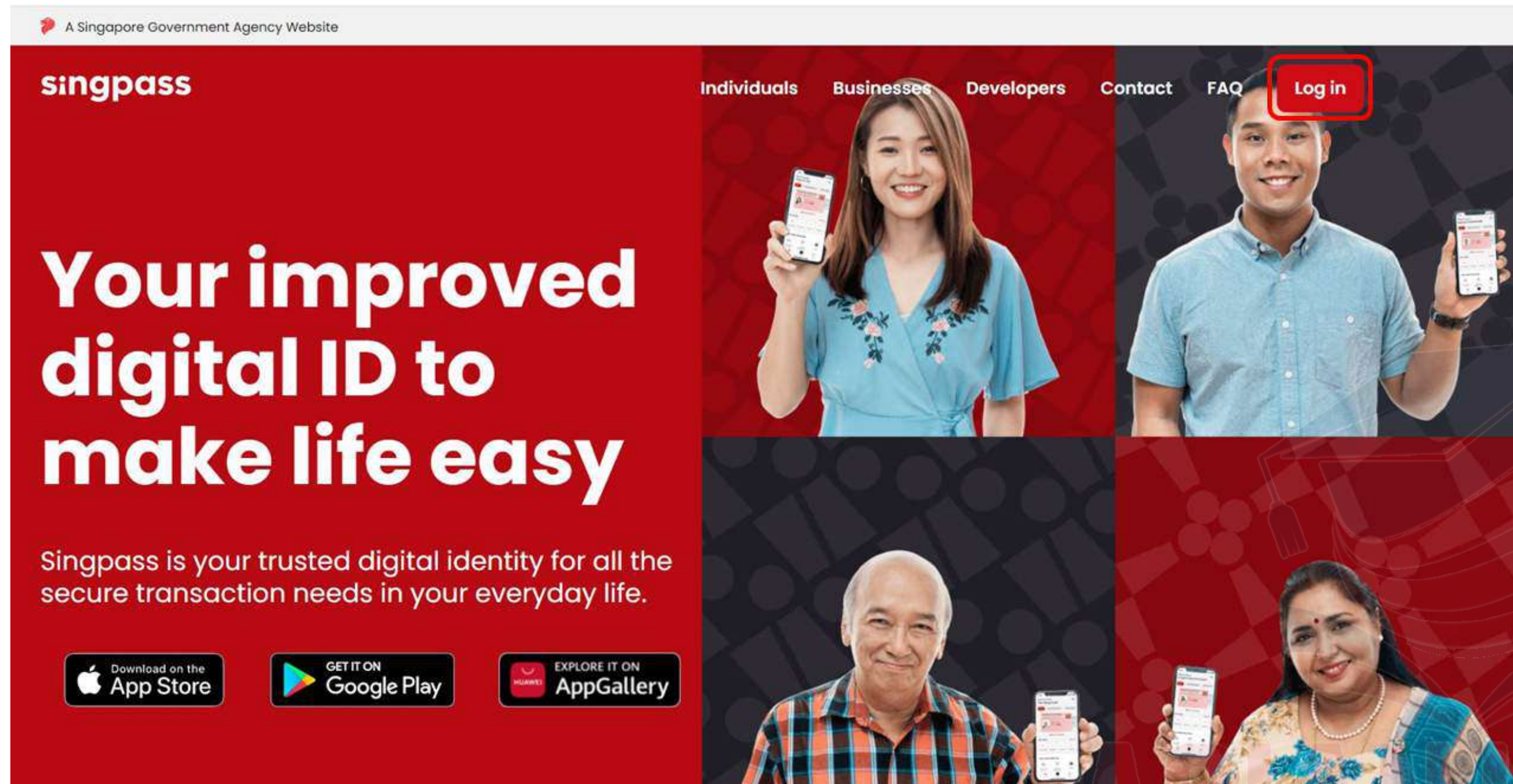
(Password Login and Authentication by Face Verification)



Updating your mobile number in Singpass (Password Login and Authentication by Face Verification)

singpass

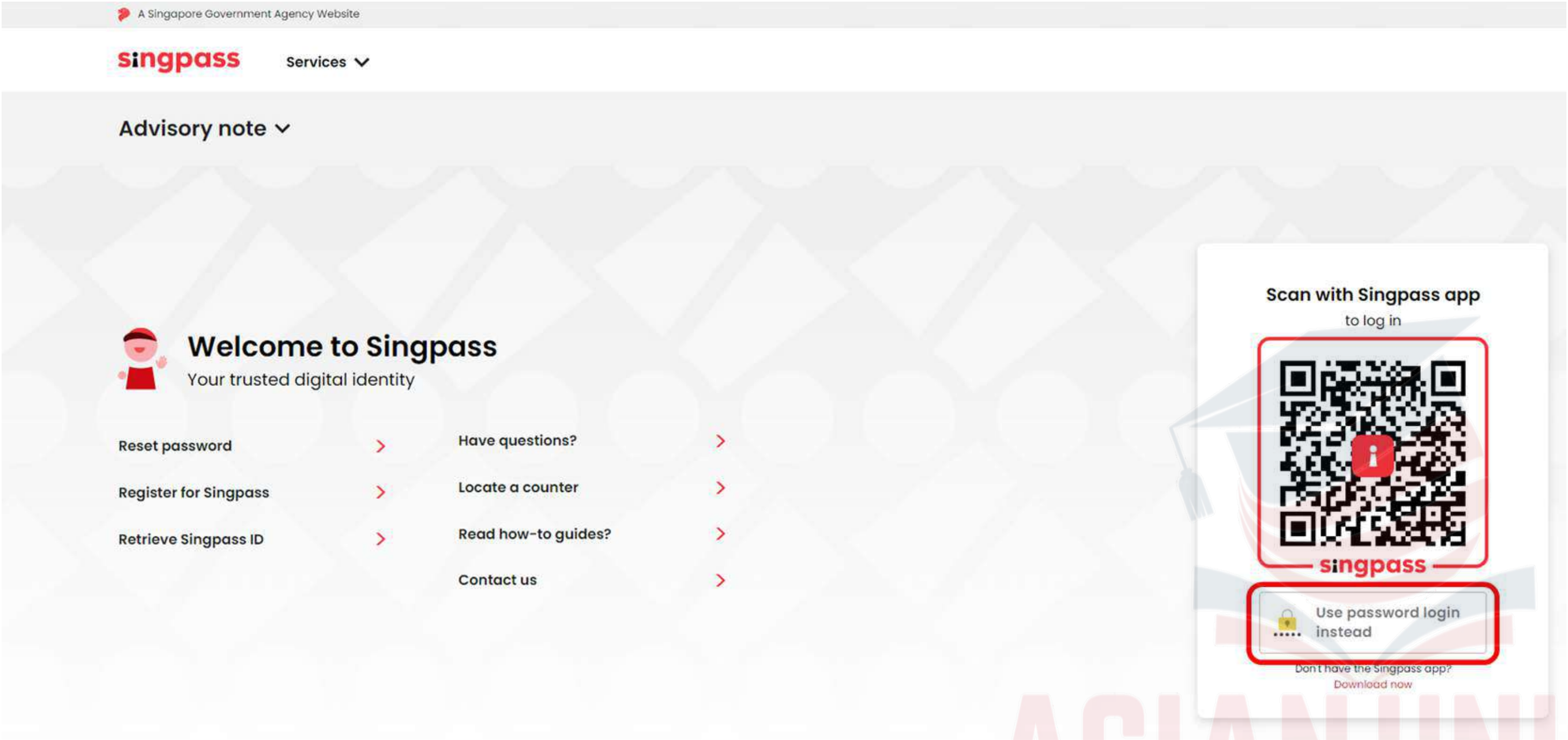
1 Go to www.singpass.gov.sg. Click 'Log in'.



Updating your mobile number in Singpass (Password Login and Authentication by Face Verification)



2 Click 'Use password login instead'.

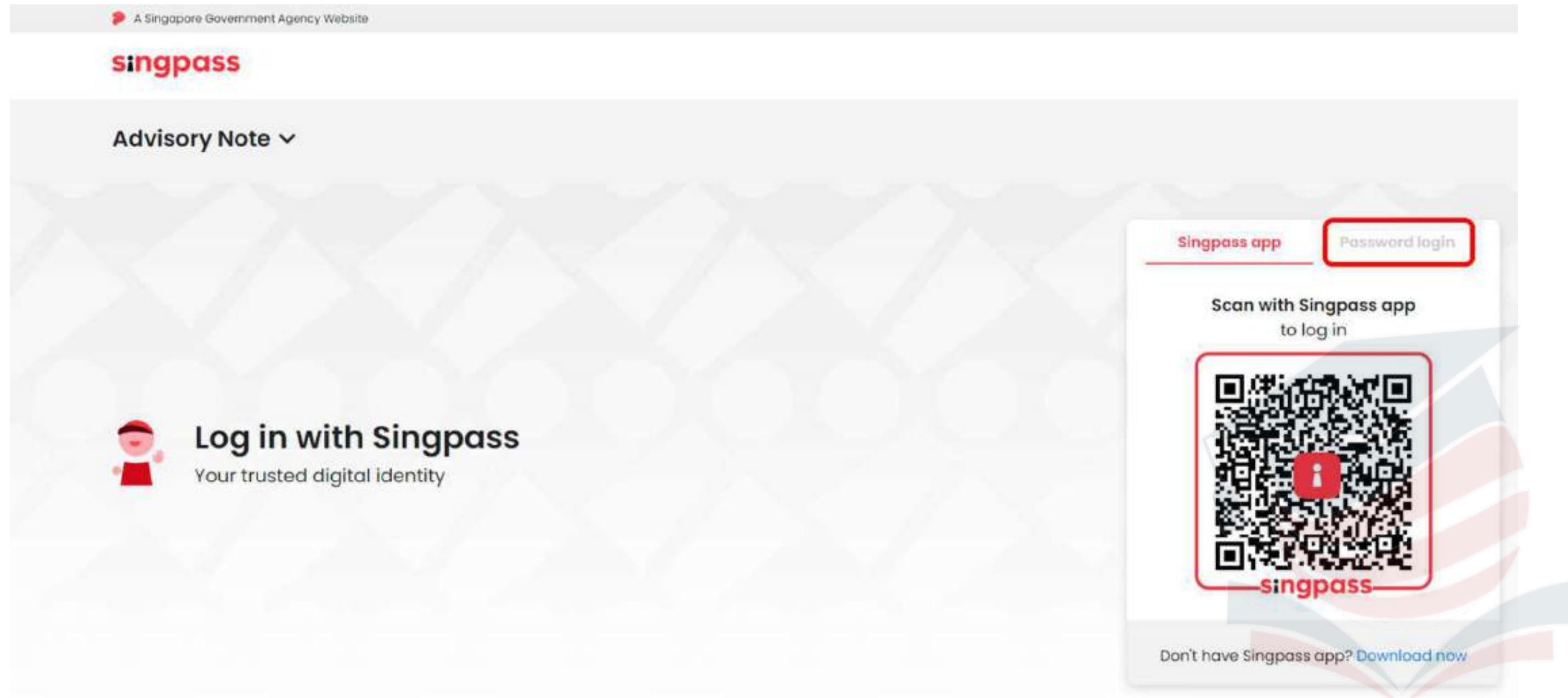


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Updating your mobile number in Singpass (Password Login and Authentication by Face Verification)

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3 Click on '**Password login**'.



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Updating your mobile number in Singpass (Password Login and Authentication by Face Verification)


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4 Enter your **Singpass ID** and **password** and click '**Log in**'.

A Singapore Government Agency Website

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Advisory Note ▾

**Log in with Singpass**
Your trusted digital identity

Singpass app

Password login

Log in

Log in

[Retrieve Singpass ID](#) [Reset password](#)

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Updating your mobile number in Singpass (Password Login and Authentication by Face Verification)



5 Click on 'Not your mobile number?'

A Singapore Government Agency Website

SMS OTP

Face verification

Enter the 6-digit One-time Password (OTP) sent to your mobile number (****2400) [Not your mobile number?](#)

SMS

OTP:

Submit

If you do not receive the SMS OTP in 30 seconds, click [resend SMS OTP](#).



Updating your mobile number in Singpass (Password Login and Authentication by Face Verification)



6 Enter your **new mobile number** and click '**Next**'.

A Singapore Government Agency Website

singpass

My account ▼

Home / Update mobile number

Update mobile number

Your mobile number can only be registered to **ONE** Singpass account.

Current mobile number:

****2400

New mobile number* ⓘ:

+65

Cancel

Next



Updating your mobile number in Singpass (Password Login and Authentication by Face Verification)



7 Enter the **One-Time Password (OTP)** sent to your new mobile number and click '**Next**'.


A Singapore Government Agency Website

My account

Home / Update mobile number

Mobile number verification

Enter the One-Time Password (OTP) sent to your mobile number (****4556).



OTP*:

If you do not receive the SMS OTP in 1 minute, click [Resend SMS OTP](#).

Cancel

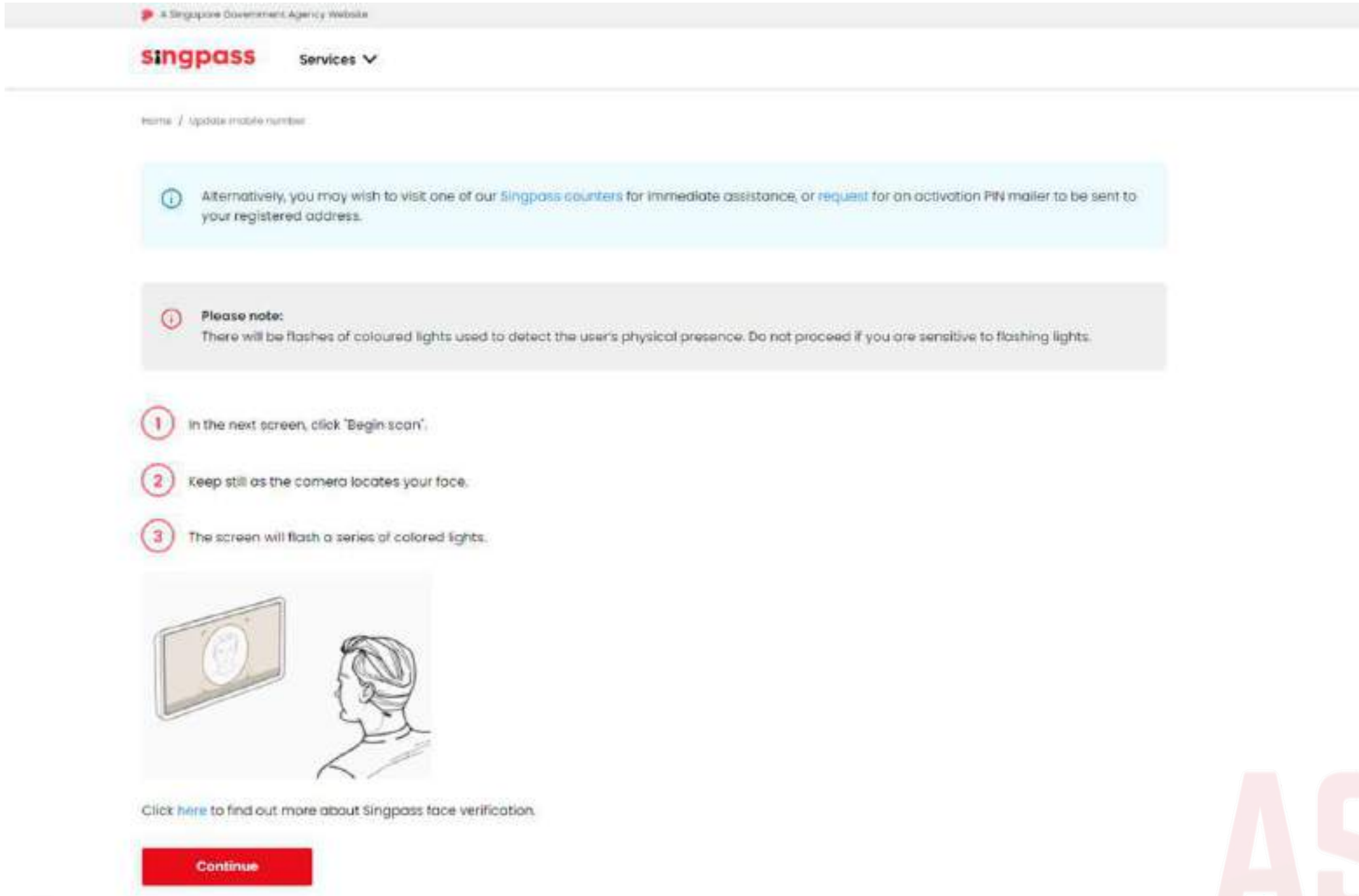
Next



Updating your mobile number in Singpass (Password Login and Authentication by Face Verification)

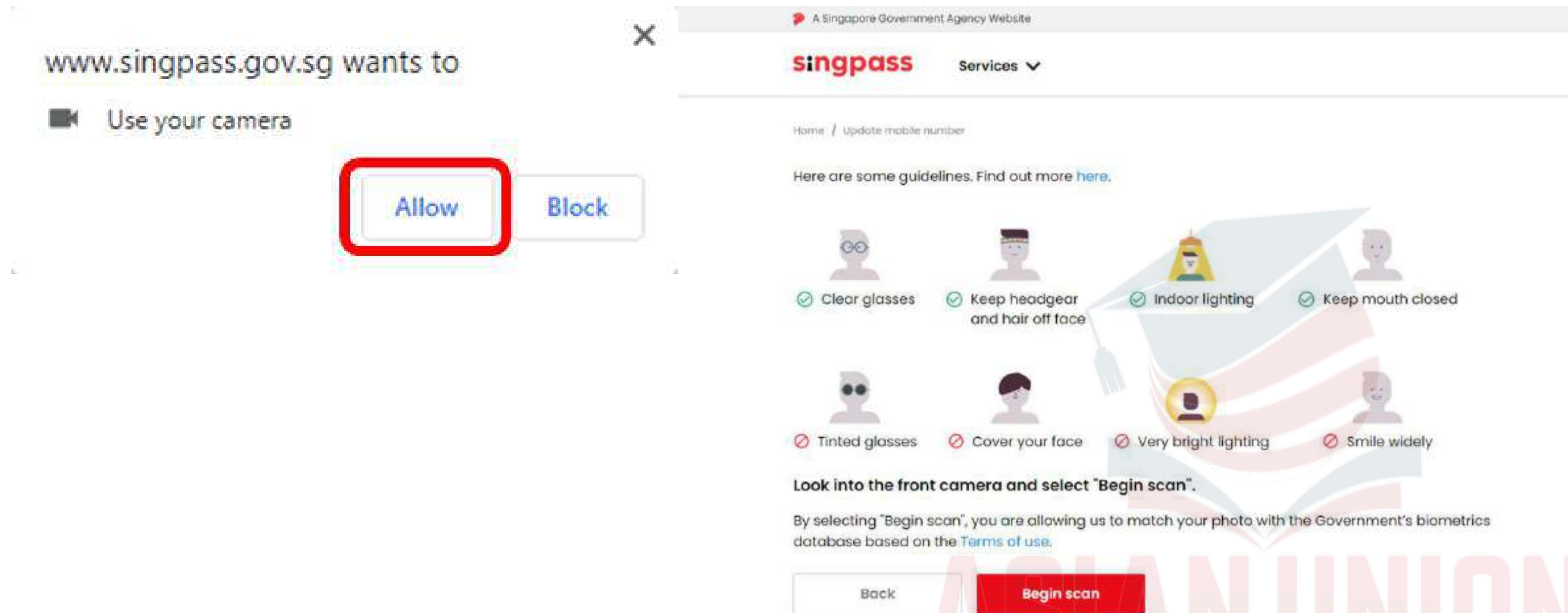


8 Please perform Face Verification (FV) 2FA to update and activate your new mobile number for SMS 2FA. Read the steps on the page and click '**Continue**'.



Updating your mobile number in Singpass (Password Login and Authentication by Face Verification)

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



Updating your mobile number in Singpass (Password Login and Authentication by Face Verification)


10 You will see the following notification after a successful verification.


Successfully verified your identity




Updating your mobile number in Singpass (Password Login and Authentication by Face Verification)


11 Your new mobile number is now updated in your Singpass account and activated for SMS 2FA.

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 **Success**

You have updated your mobile number (****4556) and activated your SMS 2FA on 18/11/2021 05:21 PM (SGT).

 You will receive One-Time Passwords via SMS when you perform transactions involving sensitive data.

[Proceed to homepage](#)



Updating your mobile number in Singpass

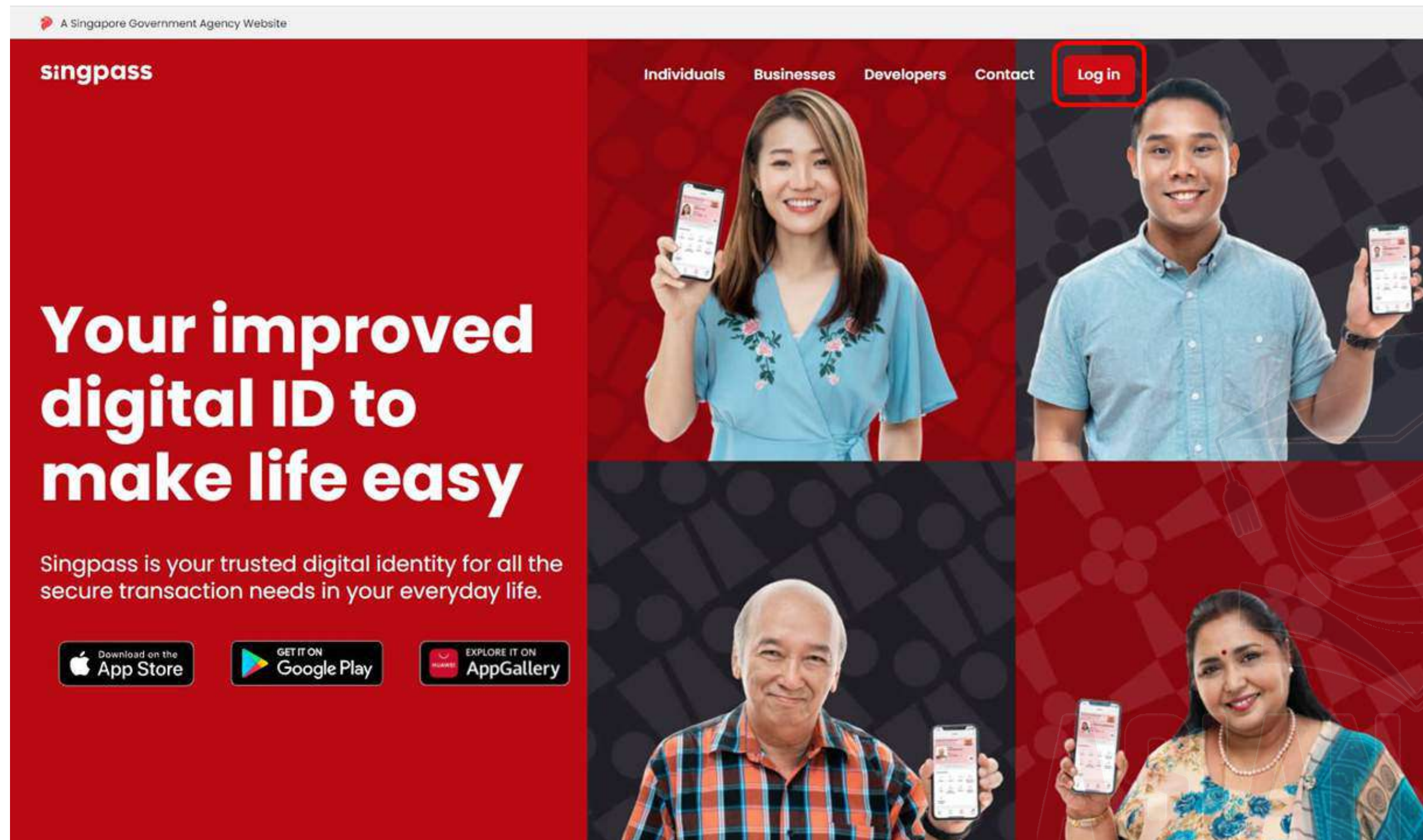
(Password Login and Authentication by PIN Mailer)



Updating your mobile number in Singpass (Password Login and Authentication by PIN Mailer)

singpass

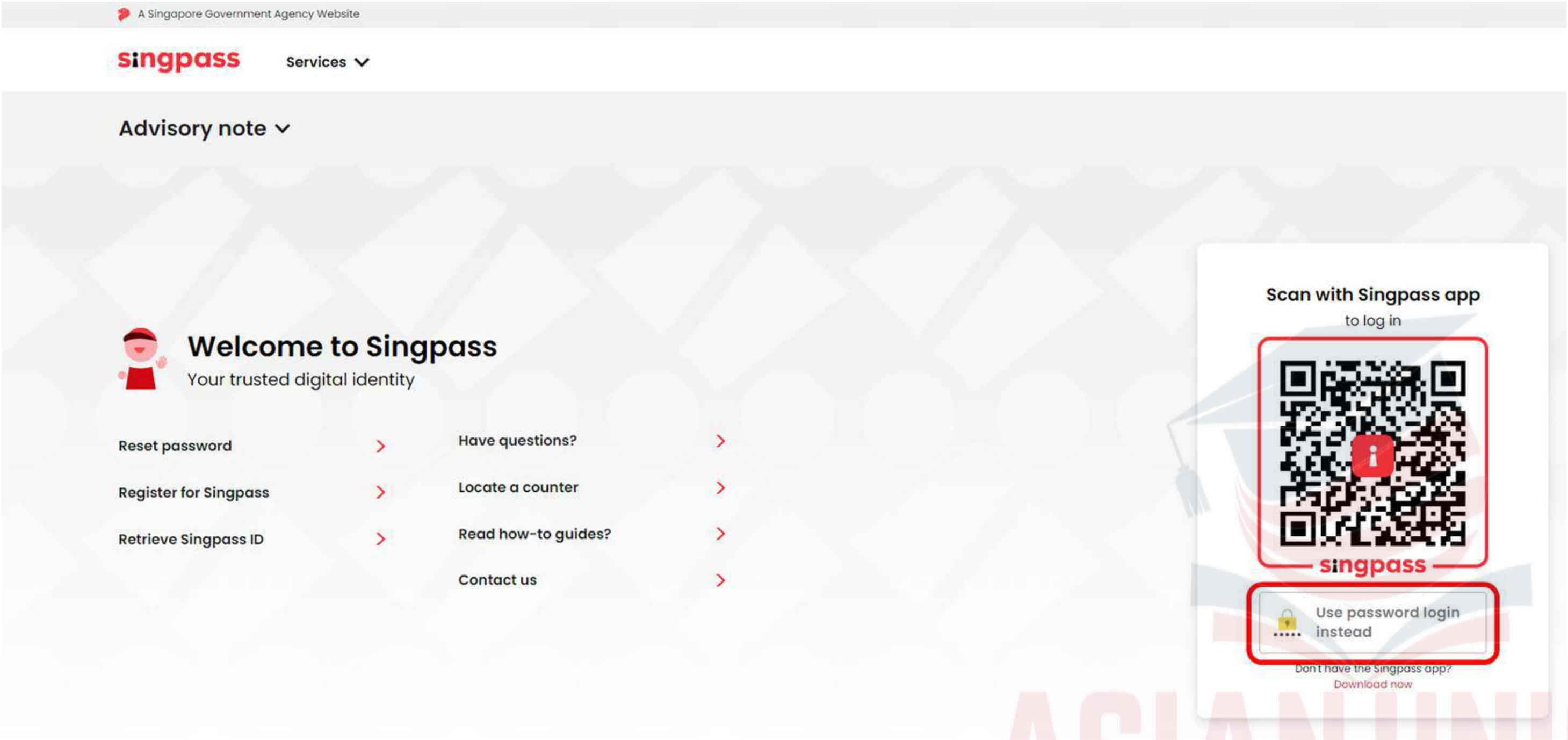
1 Go to www.singpass.gov.sg. Click 'Log in'.



Updating your mobile number in Singpass (Password Login and Authentication by PIN Mailer)



2 Click 'Use password login instead'.

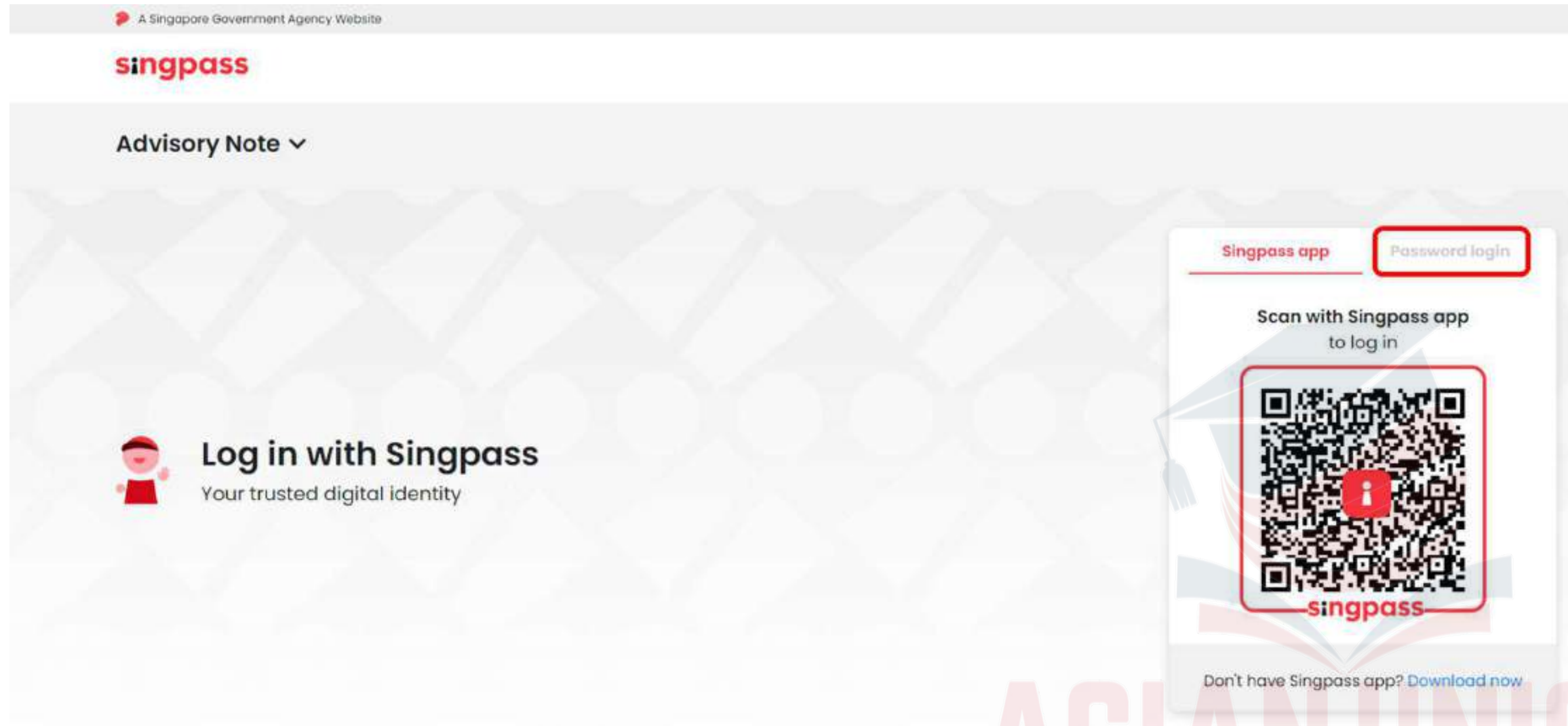


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Updating your mobile number in Singpass (Password Login and Authentication by PIN Mailer)

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3 Click on '**Password login**'.



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Updating your mobile number in Singpass (Password Login and Authentication by PIN Mailer)


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4 Enter your **Singpass ID** and **password** and click '**Log in**'.

A Singapore Government Agency Website

singpass

Advisory Note ▾

 **Log in with Singpass**
Your trusted digital identity

Singpass app Password login

Log in

Singpass ID

Password

Log in

[Retrieve Singpass ID](#) [Reset password](#)

[Register For Singpass](#)

ASIAN UNION

Updating your mobile number in Singpass (Password Login and Authentication by PIN Mailer)



5 Click on 'Not your mobile number?'

SMS OTP

Face verification

Enter the 6-digit One-time Password (OTP) sent to your mobile number (****4556) [Not your mobile number?](#)

OTP:

Submit

If you do not receive the SMS OTP in 30 seconds, click [resend SMS OTP](#).



Updating your mobile number in Singpass (Password Login and Authentication by PIN Mailer)

singpass

6 Enter your **new mobile number** and click '**Next**'.

A Singapore Government Agency Website

singpassServices

Home / Update mobile number

Update mobile number

Your mobile number can only be registered to **ONE** Singpass account.

Current mobile number:****4556

New mobile number* ⓘ:

+65

CancelNext



Updating your mobile number in Singpass (Password Login and Authentication by PIN Mailer)



7 Enter the **One-Time Password (OTP)** sent to your new mobile number and click '**Next**'.

A Singapore Government Agency Website

Services ▾

Home / Update mobile number

Mobile number verification

Enter the One-Time Password (OTP) sent to your mobile number (****2400).

SMS

OTP*:

If you do not receive the SMS OTP in 1 minute, click [Resend SMS OTP](#).

Cancel

Next



Updating your mobile number in Singpass (Password Login and Authentication by PIN Mailer)



8 Click on '**request**' if you do not have a camera on your device, or if you do not wish to use Face Verification.

A Singapore Government Agency Website

singpass

Services

Home / Update mobile number

Alternatively, you may wish to visit one of our [Singpass counters](#) for immediate assistance, or **request** an activation PIN mailer to be sent to your registered address.

Please note:
There will be flashes of coloured lights used to detect the user's physical presence. Do not proceed if you are sensitive to flashing lights.

1

In the next screen, click "Begin scan".

2

Keep still as the camera locates your face.

3

The screen will flash a series of colored lights.

Click [here](#) to find out more about Singpass face verification.

Continue

Updating your mobile number in Singpass (Password Login and Authentication by PIN Mailer)



9 If your **registered address** is a **Singapore address**, check that the **postal code** is correct and click '**Next**'.

A Singapore Government Agency Website

singpass

Services

Home / Update mobile number

Request for PIN mailer

ON GOVERNMENT SERVICE

Please Note:

Before you proceed, please check that the postal code listed below is correct.

A PIN mailer will be sent to your registered address for you to activate your SMS 2FA.
If you need it urgently, click [here](#).

Your postal code:

123456

Cancel

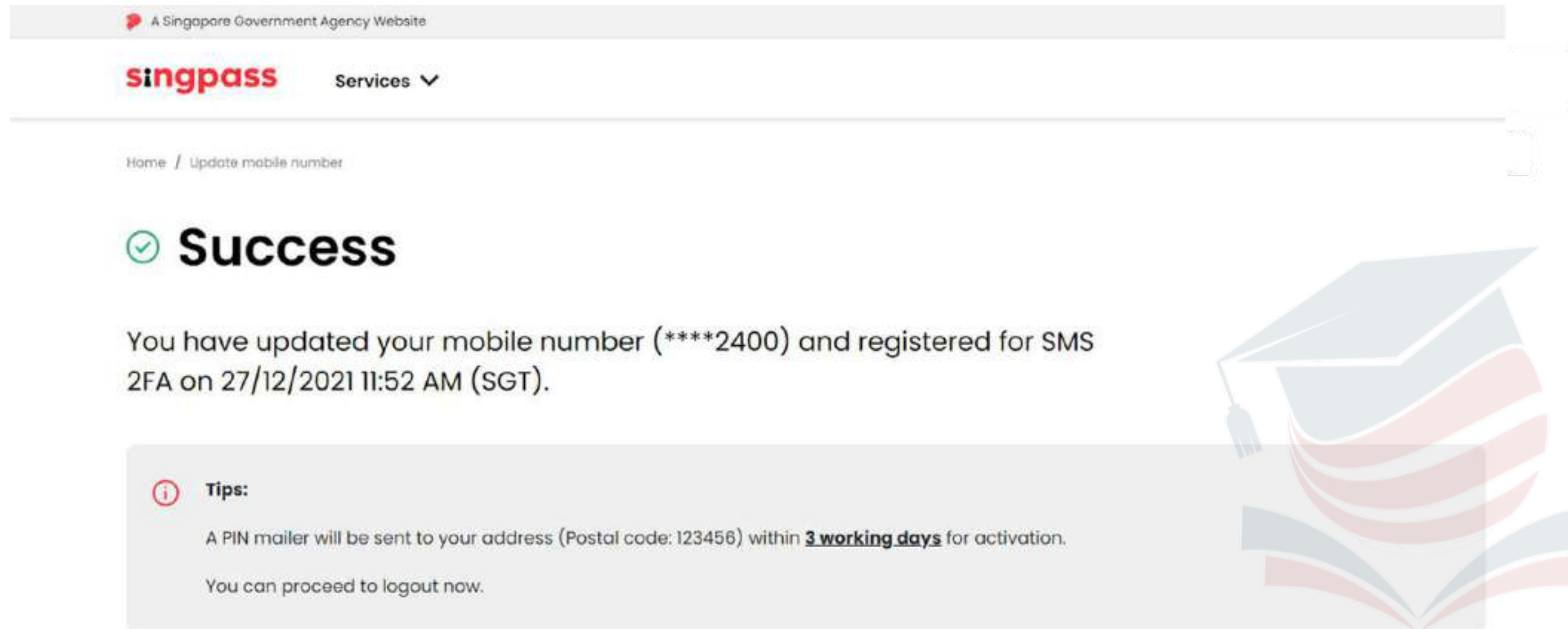
Next



Updating your mobile number in Singpass (Password Login and Authentication by PIN Mailer)

singpass

10 Your new mobile number is updated in your Singpass account and your 2FA PIN mailer will be **mailed to your registered address**. Please follow the steps in the PIN mailer to activate your SMS 2FA when you received it.



i *The PIN mailer may take up to three working days to arrive at local registered addresses. For overseas registered addresses, delivery time will depend on overseas postal services.*