

BE 2FA READY BY 4 JULY

HAVE YOU SET UP YOUR SINGPASS 2FA?



To better protect your personal data, all government e-services involving sensitive data will require 2-Step Verification (2FA) **from 5 July 2016 onwards**. This means that in addition to your SingPass username and password, you will need to enter a One-Time Password (OTP) sent via SMS or generated through a OneKey token.

Using the same mobile number registered with your SingPass account, you can now set up your 2FA via SMS by completing the following steps:

STEP 1

Send SMS

SMS "Register" to **78008** to receive One-Time Passwords via SMS when performing sensitive government e-transactions.



You will then receive a confirmation SMS, and a PIN mailer will be sent to your registered address within seven working days for activation.

You've registered for SMS 2FA

STEP 2

Activate 2FA

Follow the instructions in the PIN mailer. You can SMS the activation code in the mailer, or log into Assurity's website to activate your 2FA.



2FA Check ✓

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.

! IMPORTANT

Please note that from 5 July 2016, if you have not set up your SingPass 2FA:

- You will not be able to perform sensitive government e-transactions, such as IRAS tax filing and accessing CPF statements.
- You will need to register for 2FA and wait up to seven working days for a PIN mailer to activate your 2FA before you can perform sensitive e-transactions.



1	<p>Q: If I am a NRIC holder, how do I register for 2-Step Verification (2FA)?</p> <p>A: To register for 2FA, all you have to do is to complete these steps:</p> <ol style="list-style-type: none"> 1. Log into your SingPass account Click “Set up 2-step Verification (2FA)” under the Quick Links section. 2. Register for SMS or OneKey token You can choose to receive One-Time Passwords (OTPs) via SMS, or generate through a OneKey token. Upon successful registration, a PIN mailer and token (if you select token) will be sent to your registered address within seven working days for activation. 3. Activate 2FA Follow the instructions in the PIN mailer to activate your 2FA. Alternatively, if you have verified your Singapore-registered mobile number with SingPass, you can SMS “Register” to 78008 (if you are in Singapore) or +65 82411666 (if you are overseas). This is so that you can receive OTPs via SMS when performing sensitive government e-transactions.
2	<p>Q: What is 2-Step Verification (2FA)?</p> <p>A: 2-Step Verification, otherwise known as Two Factor Authentication (2FA), is a security process where a user provides two means of identification to log into an account. The first layer of identification is a user ID and password, while the second layer of authentication is a unique One-Time Password (OTP) obtained via SMS or OneKey token.</p> <p>2-Step Verification will apply to selected government e-Services, which require a higher level of assurance or involve sensitive information. This security enhancement helps to confirm your identity and better protect your SingPass account.</p>
3	<p>Q: How do I register for my SingPass?</p> <p>A: You can register for a SingPass account via one of the following options: For local users:</p> <ol style="list-style-type: none"> 1. Access Register for SingPass function on the SingPass website. Please note that you will receive your pin mailer password via mail (to your registered address) within four working days. If you require assistance in completing the above process, check out the SingPass instructional videos for step-by-step guidance. 2. If you require further assistance, you may visit the nearest SingPass Counter with the necessary documents for verification and request to register a new SingPass account. These documents must be original and valid.

Category	Required Documents
	(Must be original and are still valid)
Singapore Citizens & Permanent Residents (PR)	For Citizen:
	NRIC <u>or</u> Singapore Passport <u>or</u> Singapore Driving Licence
	For National Service personnel:
	National Service IDs (11Bs) from SAF, SPF and SCDF <u>or</u> NRIC <u>or</u> Singapore Passport <u>or</u> Singapore Driving Licence
	For PR:
	NRIC <u>or</u> Passport with Re-entry Permit <u>or</u> Singapore Driving Licence
Employment Pass, Personalised Employment and EntrePass Holder	- Long Term Pass card <u>or</u> ;
	- Valid Pass from MOM <u>and</u> Passport
S-Pass holders	S-Pass card
Eligible Work Permit (WP) holders	<u>WP card</u>
Dependant Pass holders (of EP, PEP, EntrePass and S-Pass)	- Long Term Pass card <u>or</u> ;
	- Valid Pass from MOM <u>and</u> Passport
Long-Term Visit Pass-Plus (LTVP+) holders (Issued by ICA)	Visit Pass (PLUS) Card
4	<p>Q: Do I need to perform 2-Step Verification for all e-government transactions?</p> <p>A: No, 2-Step Verification is implemented for selected e-government transactions which involve sensitive data. To access these e-Services, users will need to enter their SingPass ID, password, and a One-Time Pass (OTP) that will be sent via SMS or generated from their OneKey token.</p> <p>Please note that from 5 July 2016 onwards, all e-government transactions involving sensitive data (e.g. IRAS tax filing, accessing CPF statements) will require SingPass 2FA.</p>
5	<p>Q: Do I need SingPass 2FA to access LTA e-Services in one.motoring?</p> <p>A: Yes, with effect from 5 July 2016, individual asset owners (Singaporeans/PRs/foreigners) will need SingPass 2FA to access LTA e-Services for Asset Owners in one.motoring.</p> <p>These services include:</p> <ul style="list-style-type: none"> • Request for Transaction PIN • Enquire and print vehicle registration details • Furnish driver's particulars • Enquire on fines and notices • Declare off-peak car usage • Renew road tax • Buy e-Day license • Enquire inspection details • Retain vehicle number • Renew COE • Amend vehicle specifications

6	<p>Q: I do not have SingPass. How can I request for SingPass?</p> <p>A: To request for SingPass, you can</p> <ol style="list-style-type: none"> 1. Register at SingPass website www.singpass.gov.sg and your SingPass will be mailed to your registered local address 2. Proceed to nearest SingPass counter location to receive your SingPass immediately. (Note: find out nearest locations and required documents for SingPass registration.)
7	<p>Q: I have SingPass but I have not setup 2FA. How can I register for 2FA?</p> <p>A: To register for 2FA, you can</p> <ol style="list-style-type: none"> 1. SMS "Register" to 78008 (using the mobile number registered with your SingPass account) to receive One-Time Password (OTP) via SMS. 2. Login to your SingPass account at www.singpass.gov.sg, and click "set Up 2-Step Verification" under the Quick Links section. Upon successful registration, a PIN mailer and token (if you select token) will then be sent your registered address within seven working days. 3. Proceed to Assurity Customer Care Centre <ul style="list-style-type: none"> • International Plaza (10 Anson Road #06-19 Singapore 079903) • PSA Building (460 Alexandra Road #28-04 Singapore 119963)
8	<p>Q: What happens if I do not set up my SingPass 2FA by 4 July 2016?</p> <p>A: If you do not set up your SingPass 2FA by 4 July 2016, you will not be able to access LTA e-Services for Asset Owners in one.motoring from 5 July 2016. However, you can still access http://www.onemotoring.com.sg/publish/onemotoring/en/lta_e_services/e-transactions.html for the following vehicle-related transactions:</p> <ul style="list-style-type: none"> • Renew road tax • Buy e-Day License • Convert vehicle scheme, type and specifications • Renew COE • Submit appeal on vehicle-related offences
9	<p>Q: I am a Malaysian ID/Foreign Passport holder issued with a User ID and Password, can I still login to LTA e-Services for Asset Owners in one.motoring using the User ID and Password?</p> <p>A: With effect from 27 June 2016, foreign asset owners will need SingPass 2FA to access LTA e-Services for Asset Owners in one.motoring.</p>
10	<p>Q: I am a Malaysian ID/Foreign Passport holder with SingPass and 2FA. However, when I access LTA e-Services for Asset Owners in one.motoring using SingPass, I can only see the Enforcement related functions and I am unable to locate my assets. What do I need to do?</p> <p>A: You need to update your FIN information with LTA before you are able to access LTA e-Services for Asset Owners in one.motoring using SingPass 2FA.</p> <p>Please bring along your identification documents to LTA, Customer Service Centre at 10 Sin Ming Drive. Upon successful updating of your FIN information, you will be able log in to LTA e-Services using SingPass 2FA.</p>
11	<p>Q: I am a Malaysian ID/Foreign Passport holder. I am a valid FIN holder but I do not have SingPass. How can I access LTA e-Services?</p>

	A: You will need to register for Singpass. Please refer to Q2 on SingPass registration.
12	<p>Q: I am a Malaysian ID/Foreign Passport holder. I do not have a FIN thus I am ineligible for SingPass. How can I access LTA e-Services?</p> <p>A: If you do not have a FIN or SingPass, you are unable to access LTA e-Services for Asset Owners in one.motoring using SingPass.</p> <ol style="list-style-type: none"> 1. For online Road Tax renewal or Buy an e-Day licence, you may visit http://www.onemotoring.com.sg/publish/onemotoring/en/lt_a_e_services/e-transactions.html 2. Please proceed to LTA, Customer Service Centre at 10 Sin Ming Drive for the following transactions: <ul style="list-style-type: none"> • Enquire and print vehicle registration details • Furnish driver's particulars • Report vehicle related offences • Amend vehicle specifications • Declare off-peak car usage
13	<p>Q: I am unable to access LTA e-Services for Asset Owners in one.motoring as I am ineligible for SingPass. However, I need a copy of vehicle registration details. How can I request for it?</p> <p>A: Please proceed to LTA, Customer Service Centre at 10 Sin Ming Drive to request for a copy of your vehicle registration details.</p>