Additional security verification

1. Can I choose to turn off the additional security verification feature?

The additional security verification feature cannot be turned off as it helps to protect your account and data.

2. Does Singpass collect and use biometric data for Singpass Face Verification?

Yes. Your facial data is collected and used for purposes such as authenticating your identity and improving Singpass Face Verification.

Unless prohibited by law, facial data may be:

- captured by relying parties approved by us to use Singpass Face Verification;
- shared with our service providers in connection with the provision of Singpass Face Verification to you; or
- shared with government agencies to serve you in the most efficient and effective way or for the discharge of public functions.

Facial data is retained to analyse and improve Singpass Face Verification. This data retained is encrypted when stored and protected with tamper-evident logging. We delete data that is no longer required, unless we are legally required to retain such data.

3. How does the additional security verification with Singpass Face Verification work?

When a Singpass login on a new device or Internet browser is detected, Singpass may prompt you to perform a face scan using Singpass Face Verification after you have completed your preferred Two-Factor Authentication (2FA) process, such as QR code scanning with the Singpass app or SMS One-Time Password (OTP).

The facial data collected from the face scan is compared against facial data from the government's database, to authenticate your identity before granting you access to the service. Face Verification works on any computer or mobile device with a front-facing camera and Internet access.

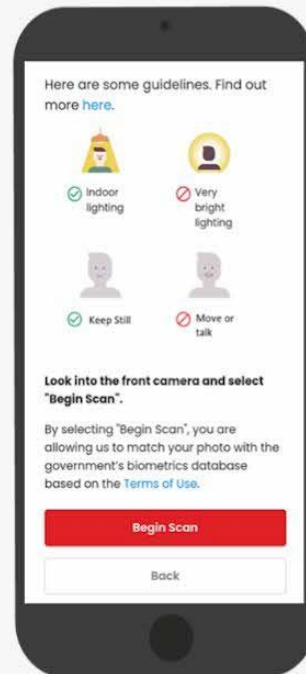The steps for the additional security verification are as set out:

1 **Log in** using the Singpass app or SMS 2FA

A Singapore Government Agency Website

Welcome to Singpass
Your trusted digital identity

Tap QR code
to log in with Singpass app

singpass

Use password login instead

Don't have the Singpass app?
Download now

2 Login on a **new device/Internet browser is detected** and Singpass prompts for an additional security verification
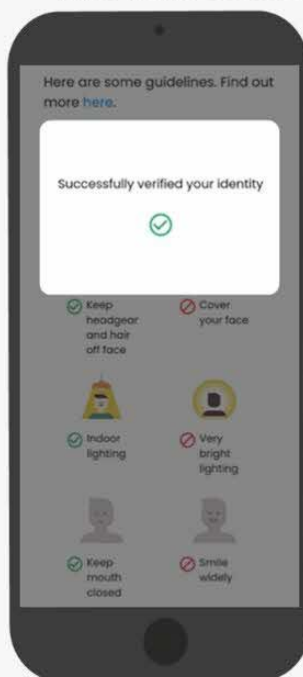
⚠ **Extra verification for security**

We will need to perform an additional verification with a face scan to make sure it is really you and keep your account safe.

You will also be notified of this login attempt via your Singpass app or SMS.

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

3 **Read the guidelines** on how to perform a face scan using Singpass Face Verification

Here are some guidelines. Find out more here.

✓ Indoor lighting ⊘ Very bright lighting

✓ Keep Still ⊘ Move or talk

Look into the front camera and select "Begin Scan".

By selecting "Begin Scan", you are allowing us to match your photo with the government's biometrics database based on the Terms of Use.

Begin Scan

Back

4 **Face scanning** in progress

singpass ⊗

Get ready...

5 **You are logged in** to the service if the face scan is successful

Here are some guidelines. Find out more here.

Successfully verified your identity
✓

✓ Keep headgear and hair off face ⊘ Cover your face

✓ Indoor lighting ⊘ Very bright lighting

✓ Keep mouth closed ⊘ Smile widely

4. I have been logging in to services using Singpass 2FA. Why am I suddenly prompted to perform an additional security verification using Singpass Face Verification for logins?

Singpass is continuously updating its threat detection and login security as part of our efforts to combat evolving scams.

From 5 August 2022, Singpass may require users to perform an additional security verification using Singpass Face Verification for logins to services on a new device or Internet browser, or for certain higher risk transactions. This extra step is an additional means to guard against unauthorised access to your account.

5. What are my alternatives if I do not own a device with a front-facing camera to perform Singpass Face Verification?

If you do not own a device with a front-facing camera, you may contact Singpass Helpdesk at +65 6335 3533 and press "9" for 24-hour scam support to seek assistance.

Alternatively, you may visit any [Singpass counter](#) located island-wide, or an agency's kiosk enabled with Singpass Face Verification (e.g. Our Tampines Hub's Public Service Centre).

6. What should I do if my Singpass Face Verification is unsuccessful?

For a successful Singpass Face Verification, you should ensure that:

- Your face is not covered
- You keep still while scanning is in progress
- Your environment is not too dark
- There is no strong lighting in the background
- Your camera has a minimum resolution of two megapixels

If you are unable to complete the Singpass Face Verification, please contact Singpass Helpdesk at +65 6335 3533 and press "9" for 24-hour scam support to seek assistance.

7. Why am I prompted for the additional security verification with Singpass Face Verification even when I'm using my usual device and Internet browser?

You may still be prompted to perform the additional security verification if you had:

- Deleted your browser cookies, changed your IP address, or updated your browser version before logging in to the service
- Downloaded a new Internet browser on the same device

8. Why is a phased roll-out required?

The phased roll-out will allow the Singpass team to continually improve the additional security verification feature, and make the user experience for Singpass users more seamless.