

Singpass

The trusted digital identity for all Singapore residents



Singapore's National Digital Identity (NDI) is one of the national strategic projects aligned to Singapore's Smart Nation vision of empowering citizens and businesses through technology. It serves as a trusted and secure identity and data platform for digital transactions.

At the heart of the NDI is Singpass – a single-login authentication system with a user base of more than 4.5 million users (over 82.5% of the population) nationwide.

Through Singpass, Singapore residents can conveniently retrieve their personal information, digitally sign documents and remotely authorise transactions on their Singpass app without the need of keying in passwords – this can be in the form of their fingerprint, facial recognition or a 6-digit passcode.

Digitalising everyday transactions saves time for both residents and businesses because the streamlined processes remove the need for hard copy documents and results in quicker approvals for applications.

Read more 

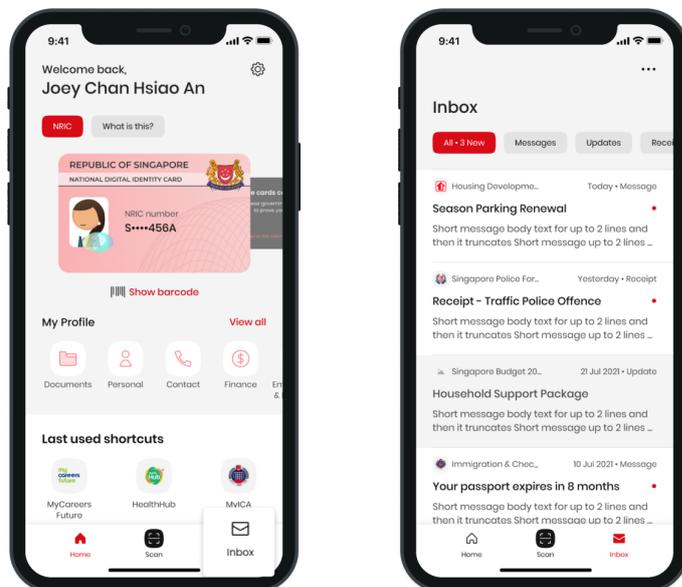
Key Highlights Of Singpass

- **National user base:** Serves approximately 97% of Singapore Citizens and Permanent Residents aged 15 and above.
- **Wide range of digital services:** Provides access to over 2,000 services by more than 700 government agencies and private sector businesses.
- **Robust infrastructure:** Facilitates over 350 million personal and corporate transactions every year.

- **Vibrant ecosystem:** The Singpass suite of services includes application programming interfaces (APIs) products and a data infrastructure, allowing government agencies and businesses entities to enable access or create new value-added services for the large Singpass user base.
- **Continuous enhancements:** Singpass is continually enhanced and updated through regular user testing and public feedback.

Singpass At Your Fingertips

Today, more than 3.5 million users have adopted the Singpass app as their preferred gateway to access digital services and perform key transactions. The app was launched in 2018 and has progressively added new features that make life more convenient for users.



Key Highlights Of The Singpass App

- **Expanding features:** The Singpass app has expanded to include new features – like digital signing, Digital Identity Card and Digital Driving Licence – that benefit Singapore citizens and residents.
- **Ease of use:** One-tap access to commonly used government digital services from Singapore government agencies such as the Central Provident Fund Board (retirement savings), the Housing and Development Board (public housing), the Inland Revenue Authority of Singapore (income tax) and the Ministry of Defence (National Service portal).
- **Security:** To provide additional security for personal data, a variety of Two-Factor

Authentication (2FA) methods are available for users to pick from, such as Singpass' Face Verification, Multi-User SMS 2FA and a SMS One-Time Password (OTP).

- **Inclusivity:** The Singpass app was built to be inclusive and accessible to different user groups including seniors and persons with disabilities. For instance, accessibility features like dark mode and screen-reader support are in place to make app navigation seamless for visually-impaired users. GovTech also collaborates with the Infocomm Media Development Authority's (IMDA) SG Digital Office to educate users who may need more assistance to use Singpass.

The Singpass Ecosystem: Opening Up A World Of Possibilities

The Singpass ecosystem – which includes a family of APIs and a data infrastructure – allow Singapore agencies and private sector businesses to enable access or create new value-added services across a trusted digital ecosystem.

These open APIs can be easily integrated with digital services from the private sector to enhance customer experiences and improve business efficiency. Companies can save time and reduce the cost of customer acquisition, for example.

The Singpass suite of services includes:

login – Authentication-as-a-service

Agencies and businesses can authenticate users of their digital services without implementing and operating their own authentication infrastructure and systems. This authentication service is based on verified data and offers a higher identity assurance.

myinfo – Consent-based data sharing

Myinfo is a “Tell Us Once” service that enables Singapore residents and businesses to access and use their personal / corporate data for seamless online transactions. When a business integrates with Myinfo API, users can control and consent to the sharing of their data to businesses and view a record of past usage.

authorise

– Remote authorisation & transaction signing

Authorise enables businesses to notify and remotely seek authorisations for transactions from their customers who are not physically present.

verify

– Identity verification & transactions in physical settings

When agencies and businesses integrate the Verify API in their services, their users can perform secure identity verification and data transfer without the use of hardcopy identification or supporting documents.

sign – Secure digital signing

Sign allows Singpass users to digitally sign documents with their trusted digital identity. The digital signature produced by Sign with Singpass is a secure electronic signature that provides a high degree of identity assurance of the signers, integrity of the documents, non-repudiation of the transactions and enjoys legal presumptions under the Electronics Transaction Act in Singapore.

identiface

– Face verification-as-a-service

Offered to government agencies and private sector businesses “as-a-service”, Identiface is an identity verification service that involves the use of facial biometrics. The face verification (1-to-1 comparison) using Identiface will require the explicit consent of the individual.

notify – In-app message service

Secure government-to-citizen notification system that enables government agencies to send cost efficient, personalised messages to citizens via the Singpass app. Notify also enables agencies to display rich HTML content in their messages with customisable call-to-action features.

sgfindex

– One-stop platform for financial information

Singapore Financial Data Exchange (SGFinDex) is part of Singapore’s SGDEX data sharing infrastructure. It provides a one-stop solution for Singpass users to access their financial information from institutions. It facilitates convenient, secure, consent-based data sharing.

International Collaboration

As the trusted digital identity for all Singapore residents, the use of Singpass is extensive and growing every day as more businesses increasingly integrate their services with Singpass APIs.

GovTech regularly engages with global partners on the topic of NDI, including technical exchanges as well as collaboration with government authorities and international organisations.

Together, we can explore alternative use cases such as the extension of the Singpass NDI to facilitate cross-border transactions and mutual recognition of identity-linked credentials (visas, driving licences, opening of accounts, and more).

We welcome you to share your proposals and to work with us to expand the use of Singpass.

- Explore the Singapore Government Developer Portal for Singpass and other GovTech-developed solutions at <https://go.gov.sg/singpass-overview>.
- Get in touch with us at tmo@tech.gov.sg.
- Find out more about Singpass [here](#).
- For more information about Singapore's Digital Government Journey, visit [here](#).

