

# Enhanced SingPass



**SINGAPORE  
CUSTOMS**

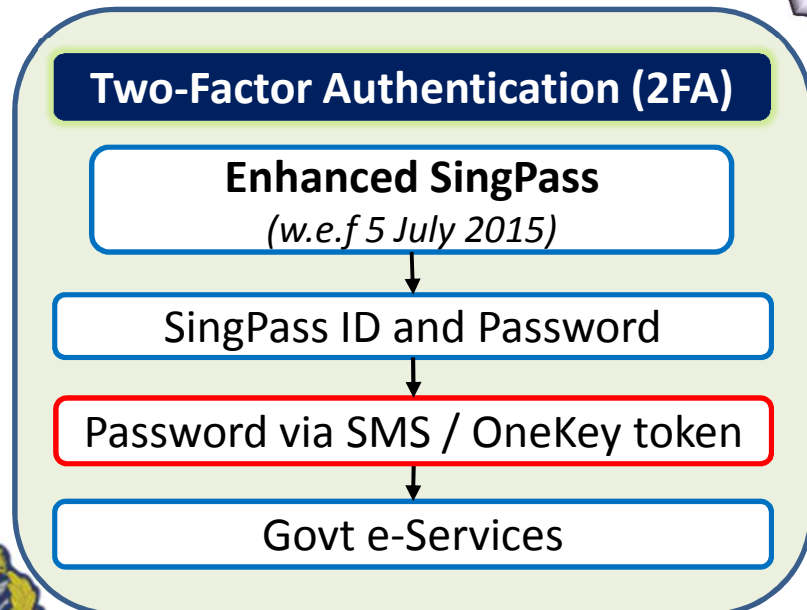
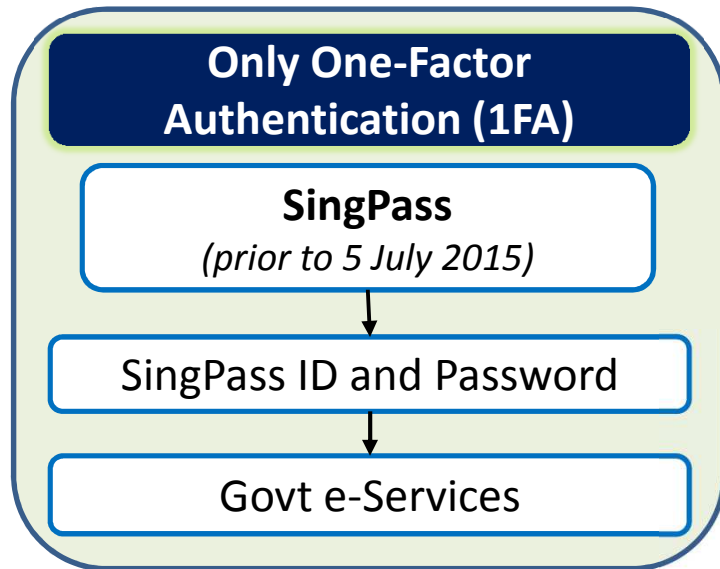
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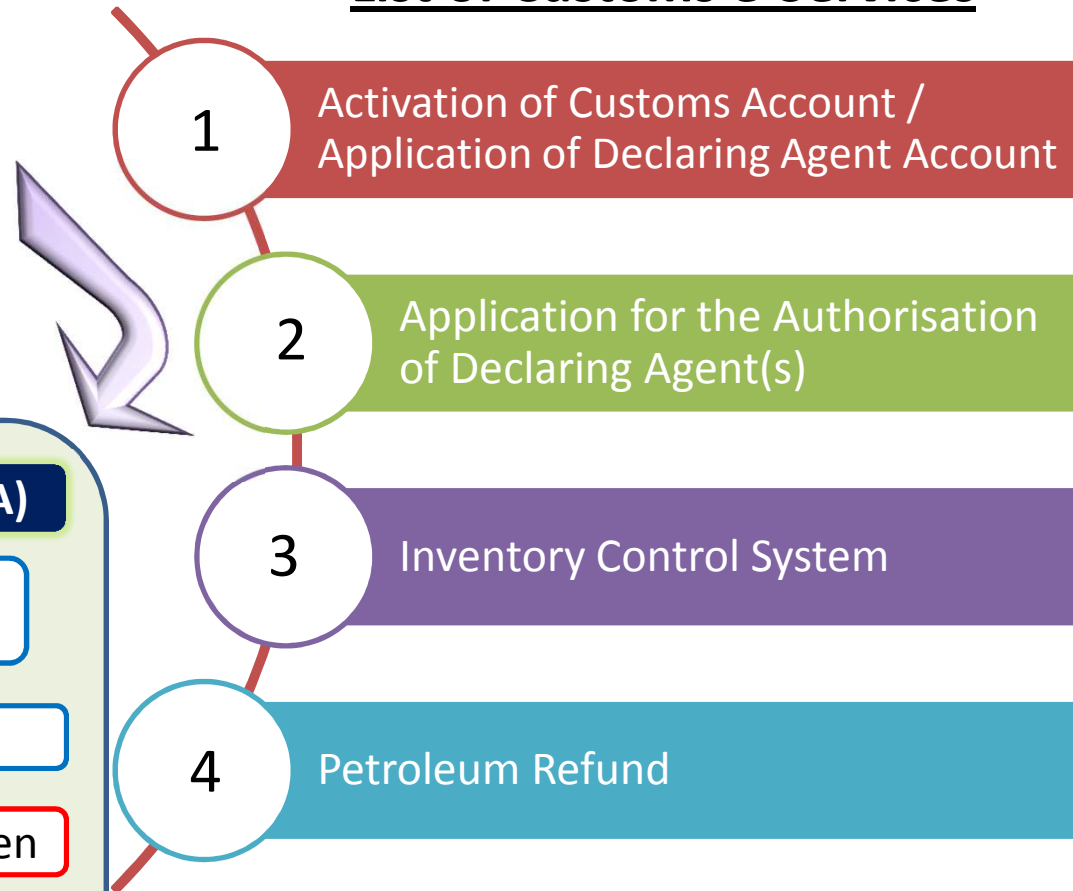
**Traders Dialogue Session**

**23 Sep 2015**

# Background



## List of Customs e-Services



# Enhanced SingPass

## What is this About?

- Version upgrade of 'old' SingPass
- Comes with improved user interface, mobile-friendly features and stronger security capabilities to better protect users' personal information

## Launch Date

- 5 July 2015

## 2FA Authentication

- 2<sup>nd</sup> layer of verification to access government e-Services in addition to SingPass ID and Password
- Keep personal identity even more secured
- **Date to be Announced**

## Transition Period

- 2FA available as option for Customs e-Services
- **July 2016:** 2FA mandatory for all Customs e-Services which involve sensitive data



## Enhanced SingPass: Users to Update SingPass Account

### User Actions Required

- Update SingPass account
  - **Provide and verify mobile number and email address**  
Users to select preferred mode of contact so as to receive notifications whenever changes are made to their SingPass profile
  - **Set up security questions and answers**  
Users to set up at least two security questions and answers. This allows users to reset their passwords online



## Enhanced SingPass: Users to Set up 2-step Verification

### User Actions Required

- Set up 2-step verification
  - **Register for SMS or OneKey Token**  
Users to select preferred mode of verification
  - **Activate using pin mailer password**  
Users to activate the 2-step verification function upon receipt of pin mailer password/token
  - **Link with SingPass account**  
Users to link their mobile phone/OneKey token with their SingPass account



# Summary of Changes

Timeline	Prior to 5 July 2015	As of 5 July 2015	
E-Service	Existing SingPass	Enhanced SingPass	
		Update SingPass	2FA
Activation of Customs Account / Application of Declaring Agent Account	✓	✓	TBC
Application for the Authorisation of Declaring Agent(s)	✓	✓	TBC
Inventory Control System	✓	✓	TBC
Petroleum Refund	✓	✓	TBC
All other Customs e-Services	-	-	-



# Useful Resources

For more information on Enhanced SingPass, you may:

- Visit SingPass website at [www.singpass.gov.sg](http://www.singpass.gov.sg)
- Contact SingPass helpdesk at +65 6643 0555 or
- Email your queries to [support@singpass.gov.sg](mailto:support@singpass.gov.sg).



# Thank you

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