Singpass Foreign User Account (SFA) for Foreign Individuals

1. What is SFA?

    1.1. SFA is a Singpass account that allows foreign users to transact with selected government digital services in Singapore. This includes accessing eservices of the Public Trustee's Office.

2. Who is eligible to apply for SFA?

    2.1. Foreign individuals who do not have a Singapore Government-issued ID will be eligible to apply for a SFA. Examples of such individuals are:

    2.1.1. Singaporeans/Singapore PR who had renounced their Singapore citizenship/ Permanent Residence

    2.1.2. Fin Holders who have cancelled their work pass.

    For more information on Singpass eligibility, please visit: www.singpass.gov.sg.

    2.2. Please refer to the screen captures on 'How do I register for SFA with PTO' below for the application. The new SFA account has to be activated within 30 days from date of issuance. The account will be terminated if no action is taken.

3. How do I register for SFA?

    Before you commence, please have the following information ready:

    3.1. Your National ID Number (e.g. Malaysian IC, Residential Identity Card). If this is not available, you may use a Passport Number (The Passport must have a validity of 6 months or more)

    3.2. A valid email address. Your SFA ID will be sent to this email address. Please ensure that you are able to access the email inbox before proceeding.

    Once you are ready to apply:

    3.3. Access PTO eServices via: https://go.gov.sg/pto. Click on the hamburger button and select 'Register as Foreign Individual' option.

Last Updated 02 Oct 2023

3.4. On the SFA Registration page, complete the SFA Registration form and click on the 'Register' button.

3.5. Once submitted, a note at the bottom of the screen "Record has been added successfully" will appear.

3.6. Once your SFA application is successful, you will receive an email from Singpass with the subject "Registration of Singpass Account (Foreign Users)" with the system generated SFA ID (e.g. Y1234567A)

Follow the steps in the email to complete the set up for Singpass account. Please note that the set up must be completed within the period stated in the email from Singpass.

Registration of Singpass account (Foreign User) Inbox ×

email-alert@singpass.gov.sg
to RainbowCloud0909 ▾

Dear R▮▮▮C▮▮

5 Check for email from Singpass and follow the steps indicated to complete the set up for Singpass account to access PTO eServices.

11:27 AM (25 minutes ago) ☆ ↩ ⋮

You have been issued a Singpass account by MINLAW-ESERVICES-NONSP to access digital services. Your User ID (UID) is:

Y▮▮▮▮C

To access digital services, you will need to set up your Singpass app.
Please follow the instructions below:

1. Download the Singpass app from the App Store, Google Play Store or Huawei AppGallery.
2. Go to Singpass portal
3. Click on Reset password on the left side of the page
4. Click "here" above the "Next" button.
5. Complete the web form to request for a Singpass one-time password (OTP).
6. The OTP is valid for 15 mins.
7. Set up your Singpass app using your UID and OTP sent to your registered email. Please note that the setup must be completed within 90 days.

Yours Sincerely,
Singpass Team
Government Technology Agency (GovTech)
Email: support@singpass.gov.sg
Helpdesk: +65 6335 3533

Please do not reply to this email.

IMPORTANT NOTE: By using Singpass, you agree to be bound by the terms specified in the Singpass terms of use. The Government reserves the right to update the Singpass terms of use at any point in time. The most current version of the Singpass terms of use can be accessed by clicking on the "Terms of use" hypertext link located at the bottom of the Singpass website.

3.7. Once you have completed the steps and your Singpass account has been set up successfully, you may return to PTO's E-Service portal via https://go.gov.sg/pto.

4. Possible Issues Faced

4.1. When submitting the SFA Registration, you may encounter a message indicating that an account already exists. This means that the same Foreign ID and email address was already used for the SFA registration. Please check the registered email address for the Singpass email in para 3.6 and follow the steps to set up the SFA account.

5. Possible Questions

5.1. What if I already have a SFA issued by another organization?
SFA can be issued by different SFA organisations (e.g. IRAS). SFA can only be used to access the digital services of the SFA organisation that had issued the account to you.

5.2. What if I already have a SFA issued by Minlaw's Insolvency Office?
SFA issued by Minlaw's Insolvency Office can be used to access the Public Trustee's Office eServices.