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Singpass Digital IC: When You Still Need the Physical Card

Description

The Singpass Digital IC can be presented at participating government counters and its live barcode or interactive display helps staff verify it is not a screenshot. It does not replace a physical identity card where law or a particular service specifically requires the original.

This guide is written for a singpass user deciding whether the digital ic is sufficient for an in-person task. It resolves a specific job: prove identity safely while recognising situations where a physical identity document is still required. Start with the branch that matches the facts, then keep the supporting record until the transaction, visit, filing or safety task is complete.

Choose the branch before acting

Your situation	Next move
Participating government counter accepts Digital IC	Open the live app and follow the staff verification step
Staff asks for interactivity or a barcode	Use the in-app control; do not show a stored screenshot
Law or service instruction requires the physical original	Bring the physical document
Someone asks you to send a Digital IC screenshot	Stop and verify the purpose through the organisation's official channel

Do not combine branches merely because two labels sound similar. The correct branch depends on the actual person, date, property, product, service or location involved. If one fact is unknown, pause at that row and verify it instead of carrying an assumption into the rest of the task.

Open the live app

A screenshot lacks current interactivity and can expose unmasked data in photos or backups. The current position is set out by [Singpass app official site](#).

Launch Singpass only when needed and let staff view the live card. Add the relevant date, document, amount, location or responsible person to the same record. That makes the choice reproducible and prevents a broad rule from being applied to the wrong facts.

Use the verification control

The official app explains that staff may ask the user to show the barcode or demonstrate interactivity. The supporting detail is available from [Singpass terms of use](#).

Keep control of the phone and follow the counterâ??s official flow. Add the relevant date, document, amount, location or responsible person to the same record. That makes the choice reproducible and prevents a broad rule from being applied to the wrong facts.

Check service acceptance

Digital IC use is broad but not universal, and some transactions remain legally tied to a physical original.

Read the appointment or service instructions before leaving home. Add the relevant date, document, amount, location or responsible person to the same record. That makes the choice reproducible and prevents a broad rule from being applied to the wrong facts.

Protect masked details

Singpass masks sensitive information until the user authenticates and deliberately reveals it.

Unmask only the field needed and remask or close the app after the check. Add the relevant date, document, amount, location or responsible person to the same record. That makes the choice reproducible and prevents a broad rule from being applied to the wrong facts.

Do not transmit screenshots casually

An image can be copied and retained outside the controlled app.

If a business requests an identity image, verify its authority, purpose, retention and secure upload method. Add the relevant date, document, amount, location or responsible person to the same record. That makes the choice reproducible and prevents a broad rule from being applied to the wrong facts.

Know the difference between device biometrics and Singpass Face Verification

Phone Face ID or face unlock can open the app, while Singpass Face Verification is a separate government service.

Do not describe every face prompt as the same identity check. Add the relevant date, document, amount, location or responsible person to the same record. That makes the choice reproducible and prevents a broad rule from being applied to the wrong facts.

Prepare for a lost or flat phone

A digital credential depends on device access and battery.

Carry the physical card when the task is critical or the instructions are ambiguous, and use the official recovery route for a lost device. Add the relevant date, document, amount, location or responsible person to the same record. That makes the choice reproducible and prevents a broad rule from being applied to the wrong facts.

Worked example

At a participating counter, open the Singpass app, authenticate, show the Digital IC and use 'Show barcode' if asked. Do not hand over a screenshot from Photos. For a service that explicitly says 'original NRIC or FIN required', bring the physical card.

The example is a calculation or planning model, not a promise about an individual outcome. Replace every example input with the live figure, document, route condition or case fact. Keep intermediate workings, because rounding too early or skipping one stage can produce an answer that looks plausible but cannot be checked.

Build one usable decision file

Create a short record with four columns: fact, evidence, effect on the decision and next owner. Put the controlling rule beside the particular fact it governs. A page about the right subject is not enough if it does not contain the number, deadline, eligibility test or operational detail used in the decision.

Save a dated copy or acknowledgement when the task is time-sensitive. If another person needs to continue the work, they should be able to see what was checked, what remains uncertain and which official channel can resolve it. This is especially important where contracts, money, employment, safety or personal data are involved.

Final check

1. Read the service's identity instructions
2. Charge and secure the phone
3. Open the live Singpass app
4. Reveal only required details
5. Use interactivity or barcode if asked
6. Do not send casual screenshots
7. Carry the physical original when required or uncertain

Acceptance and legal requirements vary by service. Follow the receiving organisation's current official instructions.

Related LBRD guides

You may also need to [recover Singpass after a lost or changed phone](#). For the next adjacent task, [verify a government message before acting](#).

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