



Login and Access

How to login for the first time

Access the SMART login page at smart.singtel.com.

Step 1: Enter your username and password.

smart
Singtel Multi-purpose Accelerated Resolution Tool

Log in to report a fault or track a ticket.

User name

Password

Login

[Forgot your password?](#)

Step 2: Change your login password.

[System administrator requires you to change your password](#)

Change Password

User name:
nicole.tan1@singtel.com

Current Password:

New password:

Confirm New Password:

Submit

Set up two factor authentication (2FA)

Users can opt for one of two 2FA methods:

- 1) Email OTP - for users who share a common email
- 2) Mobile App OTP - for users who can pair to their mobile device

Note that once you have selected the email OTP method, you can only use email OTP.

For those on the mobile app OTP method, you can receive OTP through email or mobile app.

Email OTP method:

Step 1: Select 'Click here' hyperlink on top banner to request for an email OTP.

No mobile device? [Click here](#) to receive a one time code via email and input it in the '6-digit code' field below.

Please note that once you have chosen this method of authentication via email, you can only receive your MFA code via email for subsequent logins.

Enable multi-factor authentication

[Learn more](#)

1. Download the Authenticator app for your mobile device

- Apple iTunes
- Google Play
- Windows store

2. Open the app and scan the QR code below to pair your mobile device



Or type in: 2KLQ KTB7 BHOI JSZE

3. Enter the code generated below:

6-digit code

Pair device and Login

Step 2: You will receive an email from SVC Mgmt g-svcmgmt@singtel.com with your OTP. The code will be valid for 10 minutes.

Dear user,

Your one time password (OTP) is **940336**. It will be valid for the next 10 minutes. Please enter this code on the portal to complete the authentication.

Thank you.

Ref:MSG000024353585

Step 3: Enter the OTP into the 6-digit code field.

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Or type in: 2KLQ KTB7 BHOI JSZE

2. Open the app and scan the QR code below to pair your mobile device

3. Enter the code generated below:

6-digit code

[Pair device and Login](#)

Step 4: Upon successful pairing, users will be brought to a navigation page on SMOd. To re-access SMART, go to smart.singtel.com.

Mobile App OTP Method:

Step 1: Download the Google Authenticator app on your mobile device via one of the links provided under 'Download the Authenticator app for your mobile device'.

① **No mobile device? [Click here](#) to receive a one time code via email and input it in the '6-digit code' field below.**

Please note that once you have chosen this method of authentication via email, you can only receive your MFA code via email for subsequent logins.

Enable multi-factor authentication

[Learn more](#)

1. Download the Authenticator app for your mobile device

- Apple iTunes
- Google Play
- Windows store



Or type in: 2KLQ KTB7 BHOI JSZE

2. Open the app and scan the QR code below to pair your mobile device

3. Enter the code generated below:

6-digit code

[Pair device and Login](#)

Step 2: Open the Google Authenticator app. Using the app, scan the QR code shown on the 2FA set-up page OR enter the setup key indicated below the QR code into the app.

① **No mobile device? [Click here](#) to receive a one time code via email and input it in the '6-digit code' field below.**

Please note that once you have chosen this method of authentication via email, you can only receive your MFA code via email for subsequent logins.

Enable multi-factor authentication

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- Google Play
- Windows store

2. Open the app and scan the QR code below to pair your mobile device



Or type in: 2KLQ KTB7 BHOI JSZE

3. Enter the code generated below:

6-digit code

Pair device and Login

Step 3: Enter the OTP into the 6-digit code field.

Step 4: Select 'Pair device and Login'.

① **No mobile device? [Click here](#) to receive a one time code via email and input it in the '6-digit code' field below.**

Please note that once you have chosen this method of authentication via email, you can only receive your MFA code via email for subsequent logins.

Enable multi-factor authentication

[Learn more](#)

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- Google Play
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2. Open the app and scan the QR code below to pair your mobile device



Or type in: 2KLQ KTB7 BHOI JSZE

3. Enter the code generated below:

6-digit code

Pair device and Login

Step 5: Upon successful pairing, users will be brought to a navigation page on SMOd. To re-access SMART, go to smart.singtel.com.