SafeEntry QR

For Malls and Supermarkets

SafeEntry QR

Note: For malls that have previously signed up for THDS, they do not need to sign up again and can reuse the same QR code

How to sign up?

1. Go to go.gov.sg/safeentry
2. Log in using CorpPass account. Ensure that CorpPass account has access to NDI API DEVELOPER AND PARTNER PORTAL
3. Once you are logged in, click 'Apply for SafeEntry' on the left menu bar. Follow the instructions on the page to submit a request. Approval should be received within 36 hours of application

How to scan QR code?

1. Mall/Supermarket display QR code at entrances and exit points
2. Customer scan QR code using their own phone's camera
3. Customer select check in/check out (use "Remember me" option to preserve details for next use)
4. Customer Enter Name, NRIC and Mobile no. Where customer's mobile phone is linked with SingPass login, they may select SingPass login when prompted.
5. Safe Entry Pass Completed (customer can save in their camera roll)

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Best Practice

1. QR code should be displayed clearly at mall entrances and exit.

2. QR code will be generated with a white border around it, do not crop it off

3. The QR code should not be printed on reflective surfaces. i.e. Matt finish, board mounted so it does not bend

4. When staff are guiding customers on how to scan QR code, safe distancing should be observed

5. When customers are unable to scan the QR code, malls can set up dedicated tablets/devices to assist with customer's declaration. The dedicated device should only be used by 1 staff instead of passing it around each customer to avoid transmission of Covid-19

6. Where possible, users should scan the QR code using their phone's native camera app

Technical support and feedback

Pls submit technical question and feedback for SafeEntry NRIC and QR to
https://safeentry.zendesk.com/hc/en-us/requests/new

The SafeEntry team will respond to your enquiries within 24hours.