



TITLE	2FA User Guide for A*GA Applicant (Applicant Portal)
PROJECT	Scholarships Management System – Applicant Portal
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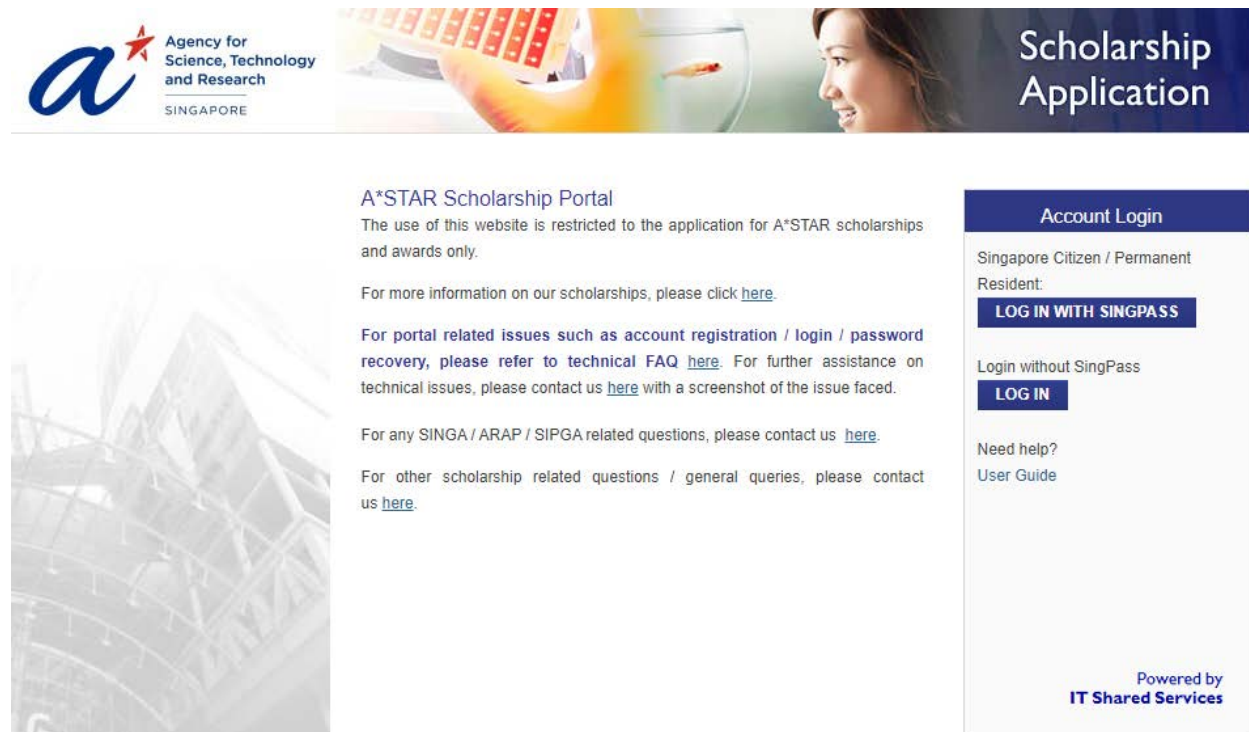
User Guide for Applicants (Non Singapore Citizenship and Non Singapore Permanent Resident)

1 LAUNCH THE WEBSITE AND LOGIN

- To launch the website type in the URL:

<https://sms-applicant-app.a-star.edu.sg/>

This will load the login page as shown below:



The screenshot shows the A*STAR Scholarship Application Portal. At the top left is the A*STAR logo with the text "Agency for Science, Technology and Research SINGAPORE". To the right is a banner image with the text "Scholarship Application". The main content area is titled "A*STAR Scholarship Portal" and contains the following text:

The use of this website is restricted to the application for A*STAR scholarships and awards only.

For more information on our scholarships, please click [here](#).

For portal related issues such as account registration / login / password recovery, please refer to technical FAQ [here](#). For further assistance on technical issues, please contact us [here](#) with a screenshot of the issue faced.

For any SINGA / ARAP / SIPGA related questions, please contact us [here](#).

For other scholarship related questions / general queries, please contact us [here](#).

On the right side, there is a "Account Login" section with the following options:

Singapore Citizen / Permanent Resident:
LOG IN WITH SINGPASS

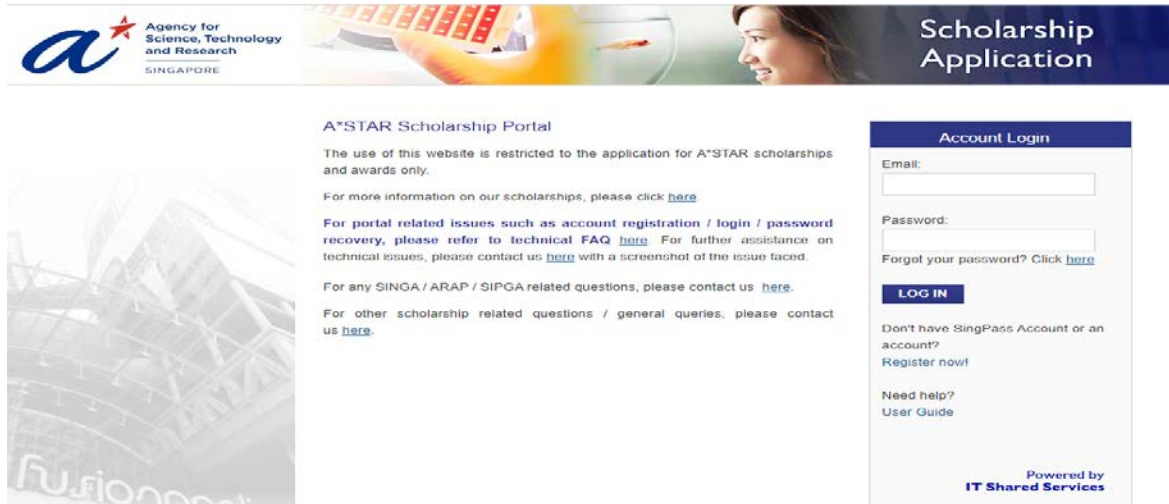
Login without SingPass
LOG IN

Need help?
[User Guide](#)

Powered by
IT Shared Services

For non- Singapore Citizen (non-SC) or non-Singapore Permanent Residence (non-SPR):

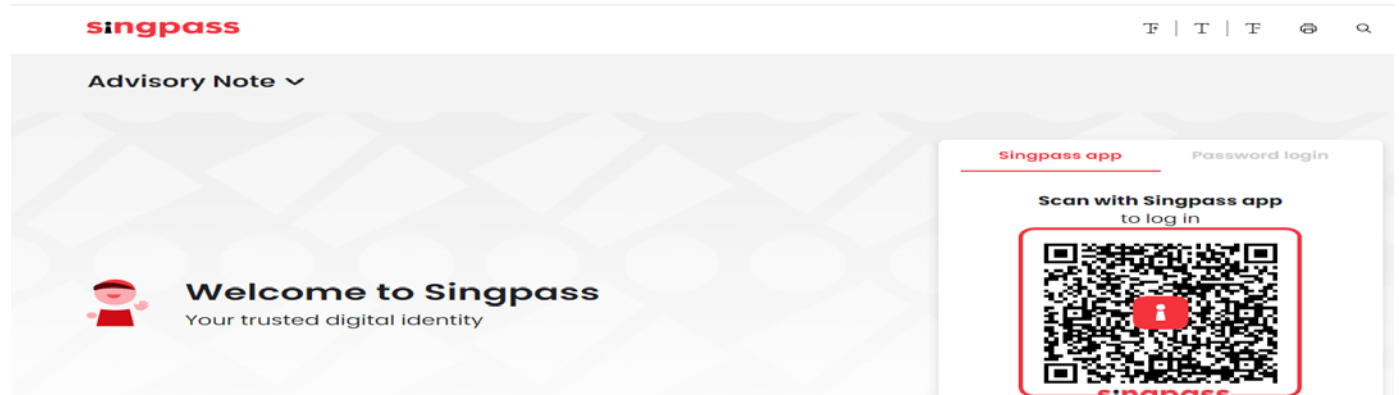
- To login to the portal click on  button, you will be redirect to login page as shown below



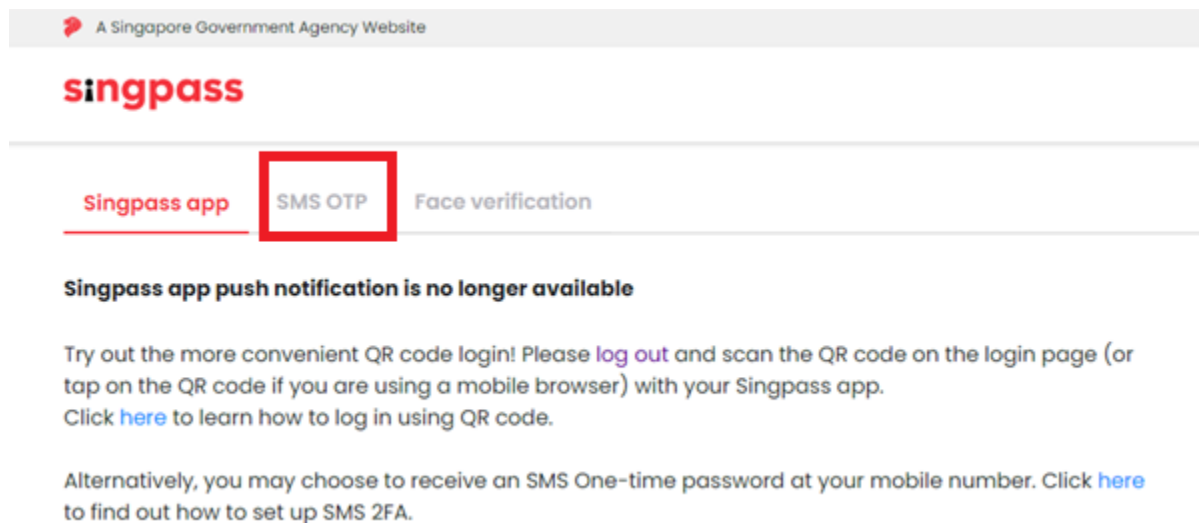
The screenshot shows the A*STAR Scholarship Application portal. At the top left is the A*STAR logo and the text "Agency for Science, Technology and Research SINGAPORE". To the right is a banner with the text "Scholarship Application" and an image of a woman. Below the banner, the page is divided into two main sections. The left section is titled "A*STAR Scholarship Portal" and contains the following text: "The use of this website is restricted to the application for A*STAR scholarships and awards only. For more information on our scholarships, please click [here](#). For portal related issues such as account registration / login / password recovery, please refer to technical FAQ [here](#). For further assistance on technical issues, please contact us [here](#) with a screenshot of the issue faced. For any SINGA / ARAP / SIPGA related questions, please contact us [here](#). For other scholarship related questions / general queries, please contact us [here](#)." The right section is titled "Account Login" and contains a login form with fields for "Email:" and "Password:". Below the form is a "LOG IN" button. At the bottom of the login section, there are links for "Don't have SingPass Account or an account? Register now!" and "Need help? User Guide". At the very bottom right, it says "Powered by IT Shared Services".

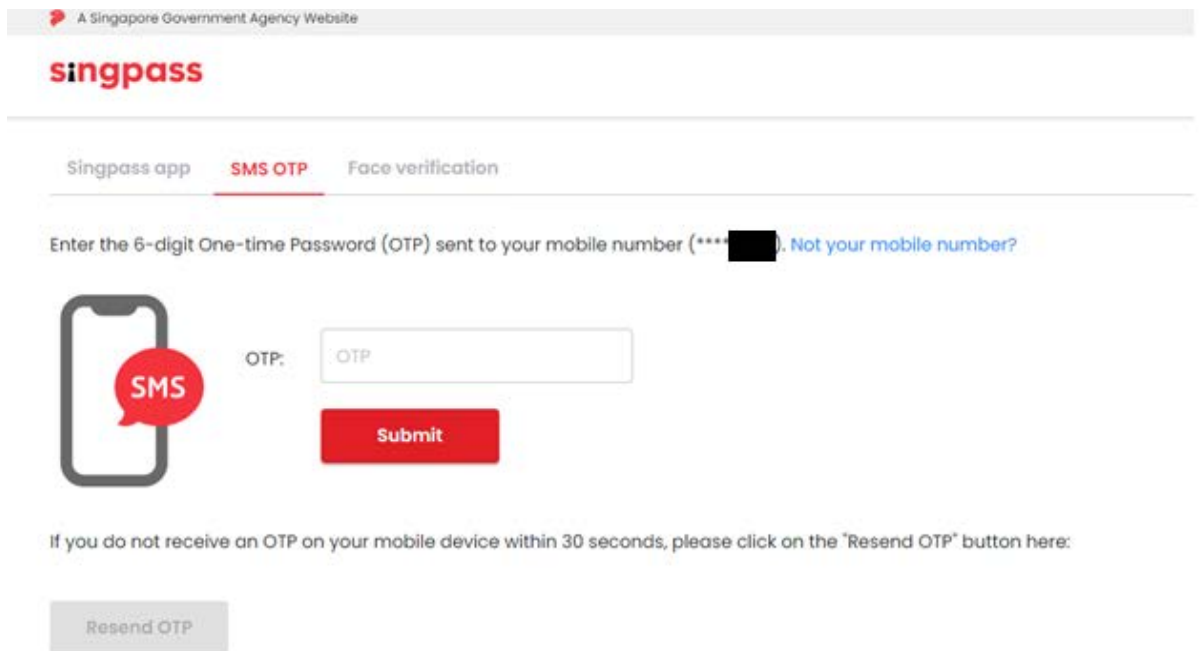
For Singapore Citizen (SC) or Singapore Permanent Residence (SPR):

- Please login using SingPass, click on **LOG IN WITH SINGPASS** button, you will be redirect to login page as shown below
- You will be redirected to the SingPass page as shown below.



- You can log to SingPass using QR code scanning using SingPass App or Password login
- *Note: if you login using **Password Login**, you are required to enter SMS OTP for additional verification. Click on SMS OTP






A Singapore Government Agency Website

singpass

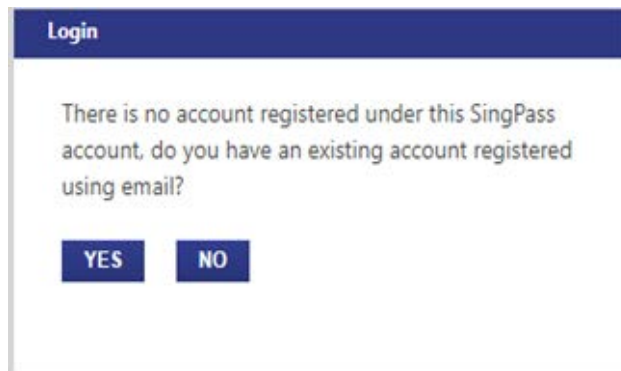
Singpass app **SMS OTP** Face verification

Enter the 6-digit One-time Password (OTP) sent to your mobile number (****[REDACTED]). [Not your mobile number?](#)

 OTP:

If you do not receive an OTP on your mobile device within 30 seconds, please click on the "Resend OTP" button here:

- Upon successful SingPass Login, you will be redirected back to Applicant Portal and System will display the below popup if system could not find any account tied to your SingPass account



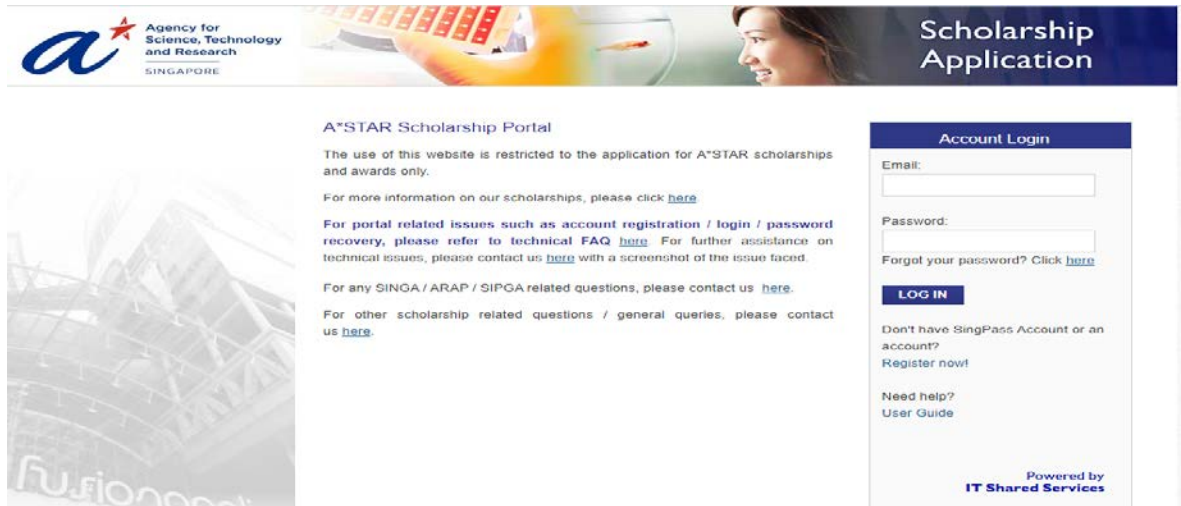
Login

There is no account registered under this SingPass account, do you have an existing account registered using email?

For existing applicant with email login account

- If you have an existing Applicant Portal account, Click on Yes to link your account to your SingPass account (One time setup)
- You will be redirect to email login page as shown below

- Upon successful email login, you will be redirected to home page of Applicant Portal



For new applicant with no existing account

- If you do not have an existing Applicant Portal Account, click on No. System will redirect you to Registration Page

Register New Account * Mandatory Field

Full Name (As in NRIC/Passport) *

First Name * (Given Name)

Middle Name

Last Name * (Surname / Family Name)

Gender * Male Female

Citizenship Type *

Nationality *


Singapore NRIC (Last 4 characters) *
 e.g: '567A' if your NRIC is S1234567A
 (Please note that NRIC and Date of birth will be used for identity verification upon login)

Passport No.

Date of Birth *
 (Please note that the Date of Birth will be used for identity verification upon login.)

Email Address *
 (Any correspondences will be sent to this email address)

Confirm Email *

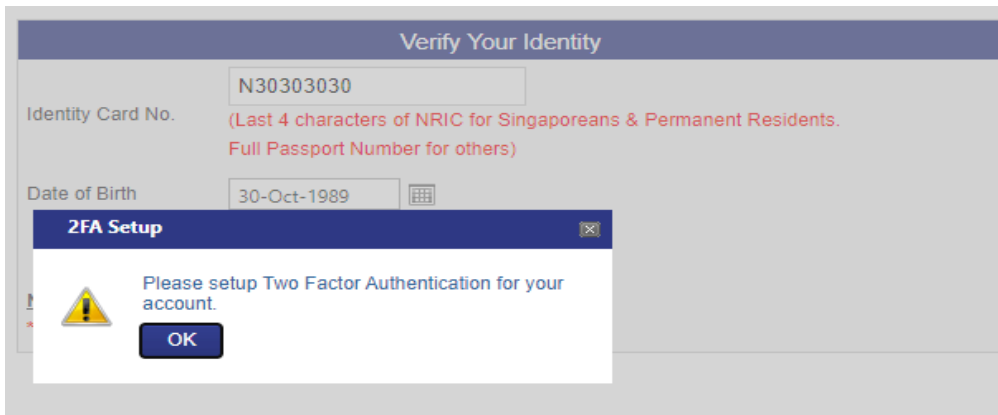
Word Verification
 Enter a valid Captcha Code.

 Generate New Image
 Please enter the code below:

I accept the Terms of Use, Privacy Statement, and Notification Statement

Please ensure that your Name, Gender, Date of Birth and Email address are entered correctly as they cannot be amended after registration is completed.

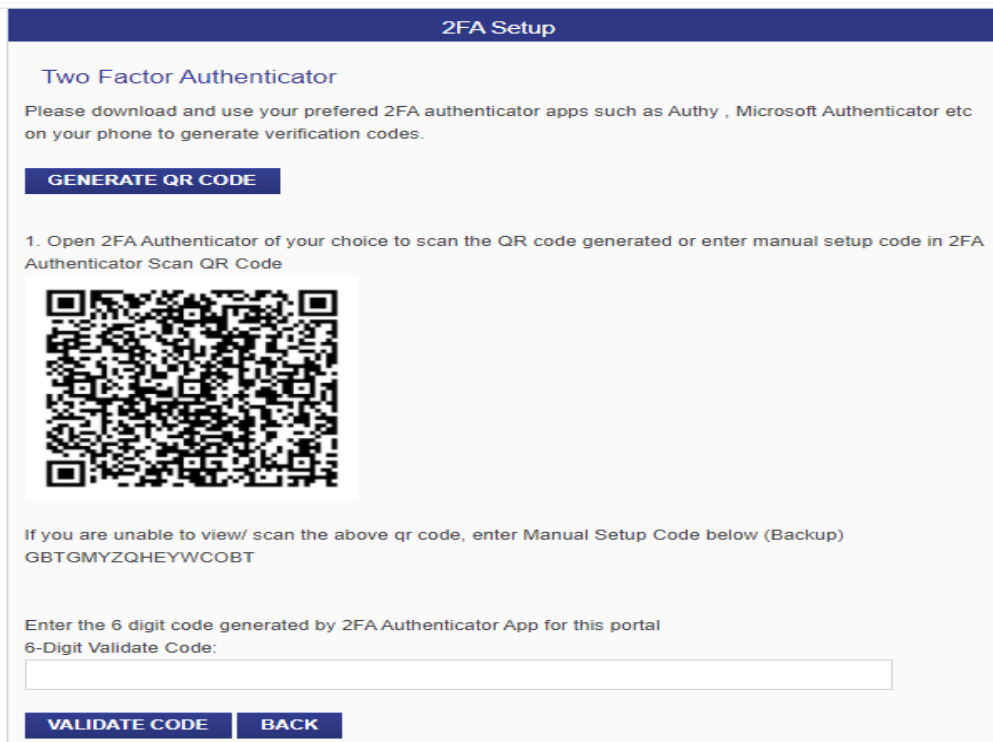
2 2FA INITIAL SETUP (FOR NON- SINGAPORE CITIZEN (NON-SC) OR NON-SINGAPORE PERMANENT RESIDENCE (NON-SPR))

- After login to the portal, system will ask you to setup Two Factor authentication for the account if 2FA is not setup before.



The screenshot shows a web form titled "Verify Your Identity". It has two input fields: "Identity Card No." with the value "N30303030" and "Date of Birth" with the value "30-Oct-1989". Below the "Identity Card No." field, there is a red note: "(Last 4 characters of NRIC for Singaporeans & Permanent Residents. Full Passport Number for others)". A modal dialog box titled "2FA Setup" is overlaid on the form. The dialog contains a warning icon, the text "Please setup Two Factor Authentication for your account.", and an "OK" button.

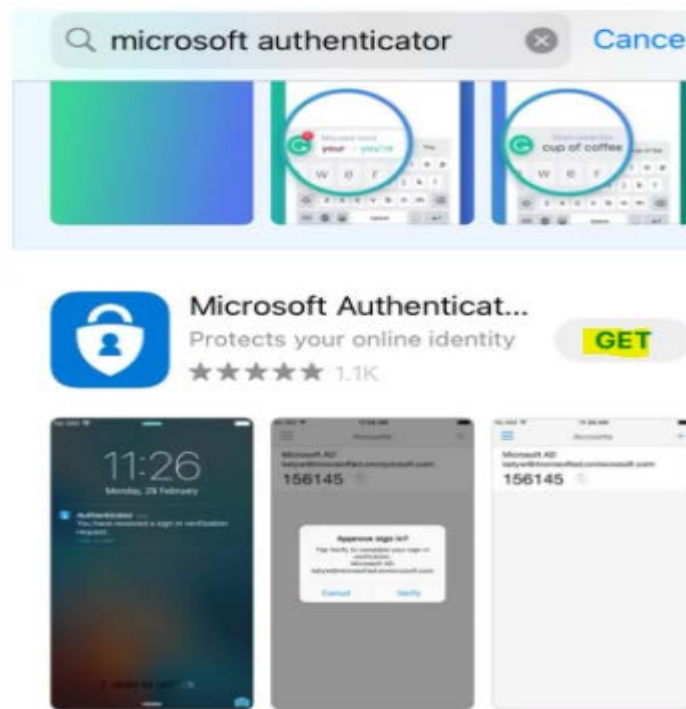
- Click OK, you will be redirected to 2FA Setup page in Applicant Portal.
- Click on Generate QR Code button to load the 2FA setup QR code.



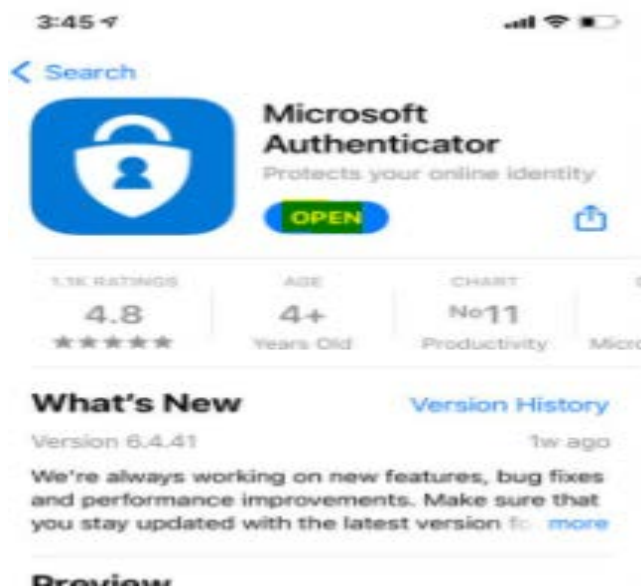
The screenshot shows the "2FA Setup" page. It has a blue header with the text "2FA Setup". Below the header, there is a section titled "Two Factor Authenticator" with the text: "Please download and use your preferred 2FA authenticator apps such as Authy , Microsoft Authenticator etc on your phone to generate verification codes." Below this text is a blue button labeled "GENERATE QR CODE". Below the button, there is a numbered instruction: "1. Open 2FA Authenticator of your choice to scan the QR code generated or enter manual setup code in 2FA Authenticator Scan QR Code". Below the instruction is a large QR code. Below the QR code, there is a text input field for a manual setup code, with the text: "If you are unable to view/ scan the above qr code, enter Manual Setup Code below (Backup) GBTGMYZQHEYWCOBT". Below the input field, there is another text input field for a 6-digit code, with the text: "Enter the 6 digit code generated by 2FA Authenticator App for this portal 6-Digit Validate Code:". Below the input field, there are two blue buttons: "VALIDATE CODE" and "BACK".

3 DOWNLOAD 2FA AUTHENTICATOR (FOR NON- SINGAPORE CITIZEN (NON-SC) OR NON-SINGAPORE PERMANENT RESIDENCE (NON-SPR))

Please download the 2FA Authenticator of your choice (Microsoft Authenticator, Authy etc.) in your mobile from App Store/ Google play Store as shown below.

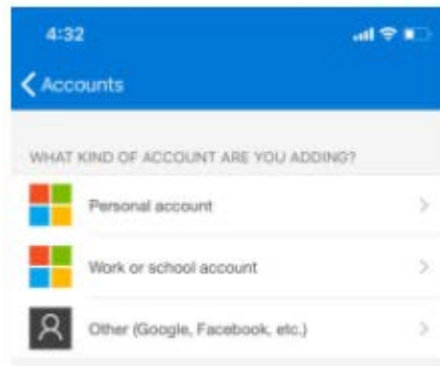


After download, open the authenticator app

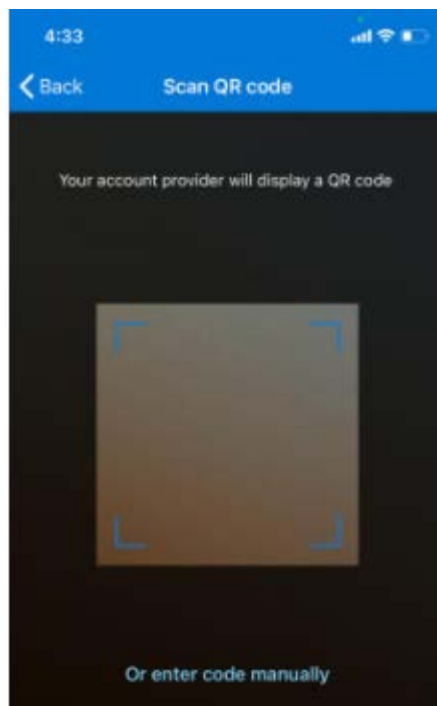


4 SETUP 2FA ACCOUNT (MICROSOFT AUTHENTICATOR) FOR NON-SINGAPORE CITIZEN (NON-SC) OR NON-SINGAPORE PERMANENT RESIDENCE (NON-SPR):

- ***Note: If you do not have mobile phone or unable to download mobile authenticator application, please download desktop version of authenticator application of your choice instead.**
- After opening the 2FA authenticator (Microsoft Authenticator), click on “Add Account” and then choose “Other (Google, Facebook, etc)”.



- Scan the QR Code on 2FA setup page on scholarship portal.



- The app will display 6-digit code which you need to enter in the 6 digit validate code textbox shown in step 2 in the scholarship portal.

Unable to load QR code, enter manual setup code instead

- If you are unable to scan the QR code or if QR code cannot be displayed on the browser, you can enter manual setup code in the mobile by clicking on “Or enter code manually” link.
- The manual setup code is shown on the 2FA setup page on your screen in scholarship portal as shown below.


2FA Setup

Two Factor Authenticator

Please download and use your preferred 2FA authenticator apps such as Authy, Microsoft Authenticator etc on your phone to generate verification codes.

GENERATE QR CODE

1. Open 2FA Authenticator of your choice to scan the QR code generated or enter manual setup code in 2FA Authenticator Scan QR Code

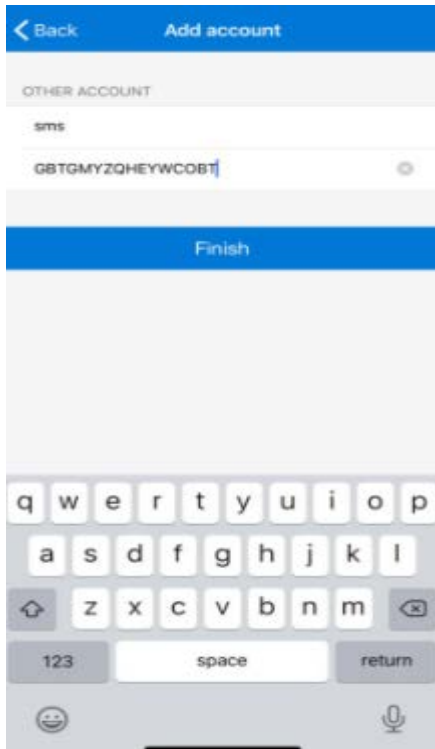


If you are unable to view/ scan the above qr code, enter Manual Setup Code below (Backup)
GBTGMYZQHEYWCOBT

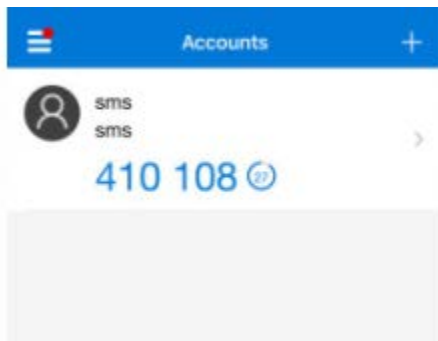
Enter the 6 digit code generated by 2FA Authenticator App for this portal
6-Digit Validate Code:

VALIDATE CODE **BACK**

- Enter the Manual Setup Code manually in their mobile as shown below and Click on Finish button.



- You will get 6 digit generated code in the authenticator app



QR Code validation

- In the scholarship portal, enter this 6 digit code in the 6-Digit Validate Code textbox provided.


Enter the 6 digit code generated by 2FA Authenticator App for this portal

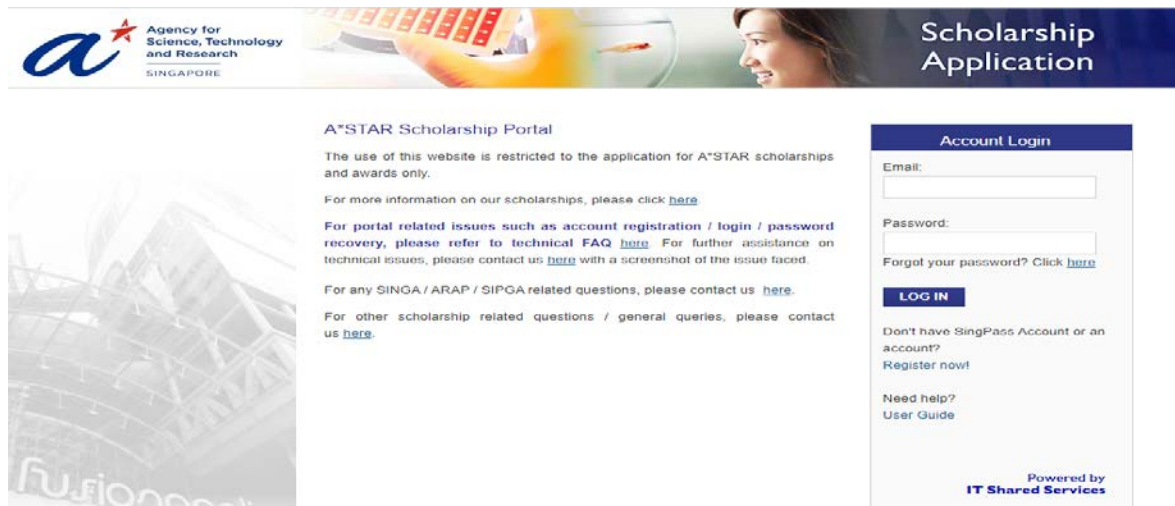
6-Digit Validate Code:

VALIDATE CODE **BACK**

- Click on "Validate Code" button.
- 2FA setup has been completed for your account.

5 SUBSEQUENT 2FA LOGIN FOR INITIAL 2FA SETUP COMPLETED (FOR NON-SINGAPORE CITIZEN (NON-SC) OR NON-SINGAPORE PERMANENT RESIDENCE (NON-SPR))

- User need to use the below URL to login.
<https://sms-applicant-app.a-star.edu.sg/>
- To login to the portal click on  button, you will be redirect to login page as shown below



A*STAR Scholarship Portal

The use of this website is restricted to the application for A*STAR scholarships and awards only.

For more information on our scholarships, please click [here](#)

For portal related issues such as account registration / login / password recovery, please refer to technical FAQ [here](#). For further assistance on technical issues, please contact us [here](#) with a screenshot of the issue faced.

For any SINGA / ARAP / SIPGA related questions, please contact us [here](#).

For other scholarship related questions / general queries, please contact us [here](#).

Account Login

Email:

Password:

Forgot your password? Click [here](#)

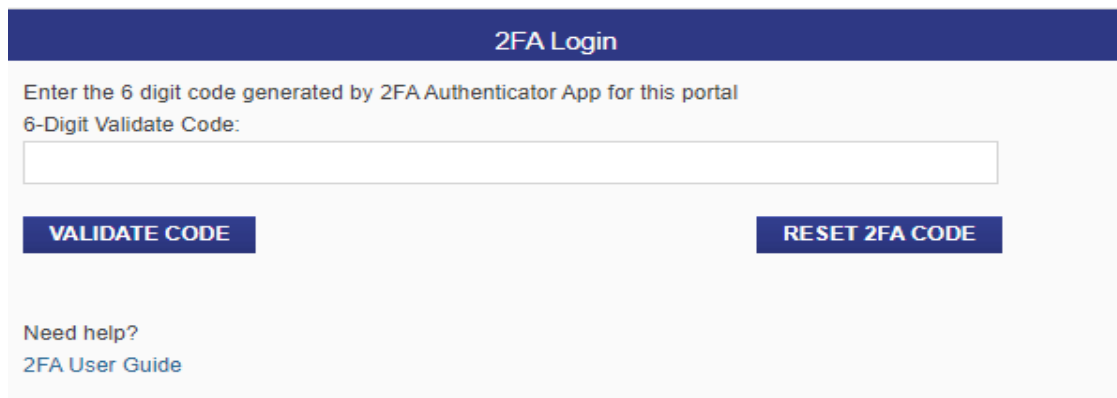
LOG IN

Don't have SingPass Account or an account?
Register now!

Need help?
User Guide

Powered by
IT Shared Services

- Enter email ID, password and click on Login button.
- After successful email login, you will be redirected to 2FA login page.



2FA Login

Enter the 6 digit code generated by 2FA Authenticator App for this portal

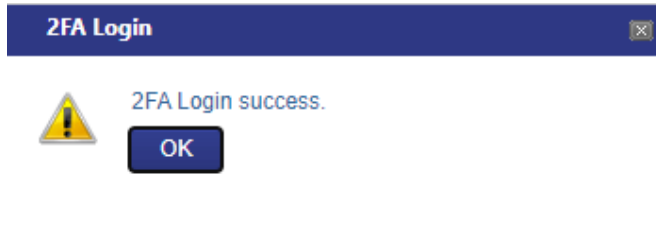
6-Digit Validate Code:

VALIDATE CODE **RESET 2FA CODE**

Need help?
[2FA User Guide](#)

- Open 2FA authenticator app on your mobile to get the generated 6 digit code.
- Enter the 6 digit generated code in the above textbox in the portal.

- Click on “Validate Code” button.
- System will prompt 2FA Login success message if 2FA login is successful.



- Upon clicking OK, you will be redirected to Applicant Home Page

6 RESET 2FA CODE IF THE APPLICANT LOST OLD QR CODE OR WANT TO SETUP ON NEW DEVICE FOR NON- SINGAPORE CITIZEN (NON-SC) OR NON-SINGAPORE PERMANENT RESIDENCE (NON-SPR))

- Upon login to Applicant Portal <https://sms-applicant-app.a-star.edu.sg/> using email login, you will be routed to 2FA Login page.
- If you have lost your 2FA code generator, you can click on the **RESET 2FA CODE** button at the 2FA Login to re-setup the 2FA code.

2FA Login

Enter the 6 digit code generated by 2FA Authenticator App for this portal

6-Digit Validate Code:

VALIDATE CODE **RESET 2FA CODE**

Need help?
[2FA User Guide](#)

- You will be redirected to verify page (only if you have yet to verify identity after email login), enter all details and click on submit button.

Verify Your Identity

Identity Card No. *
(Last 4 characters of NRIC for Singaporeans & Permanent Residents.
Full Passport Number for others)

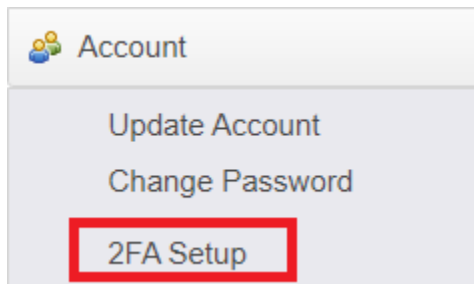
Date of Birth *

SUBMIT **CANCEL**

Notes
* Mandatory Field

- You will be redirected to 2FA setup page upon successful verification
- Refer to step 4 Setup 2FA Account (Microsoft Authenticator) on how to set up QR code

- Alternatively, under successful login to the portal, you can go to Account -> 2FA Setup to rescan or re-setup the 2FA QR code on your mobile



7 ISSUE IN SETTING UP ACCOUNT

- If you have any issue in setting up 2FA authenticator or login using SingPass, please send an email to the below email ID.
- scholartechhelp@hq.a-star.edu.sg with error screenshot.