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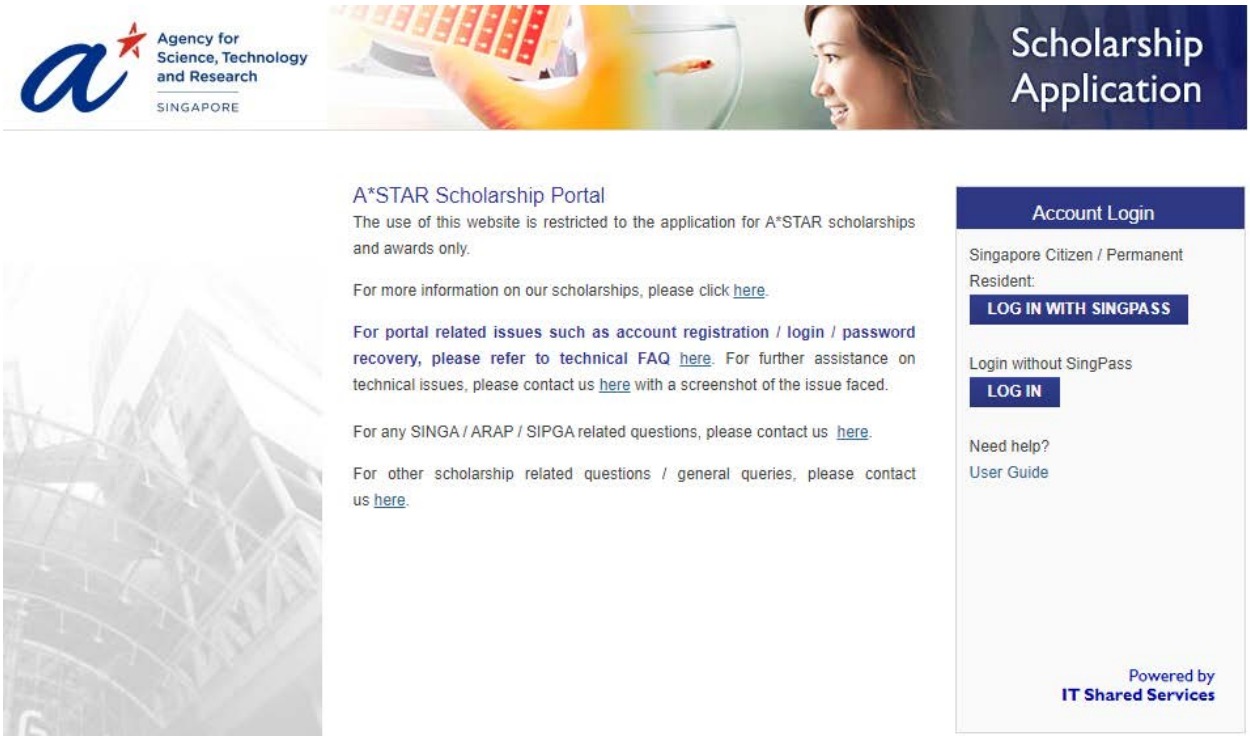
User Guide for Applicants (Non Singapore Citizenship and Non Singapore Permanent Resident)

1 LAUNCH THE WEBSITE AND LOGIN

- To launch the website type in the URL:

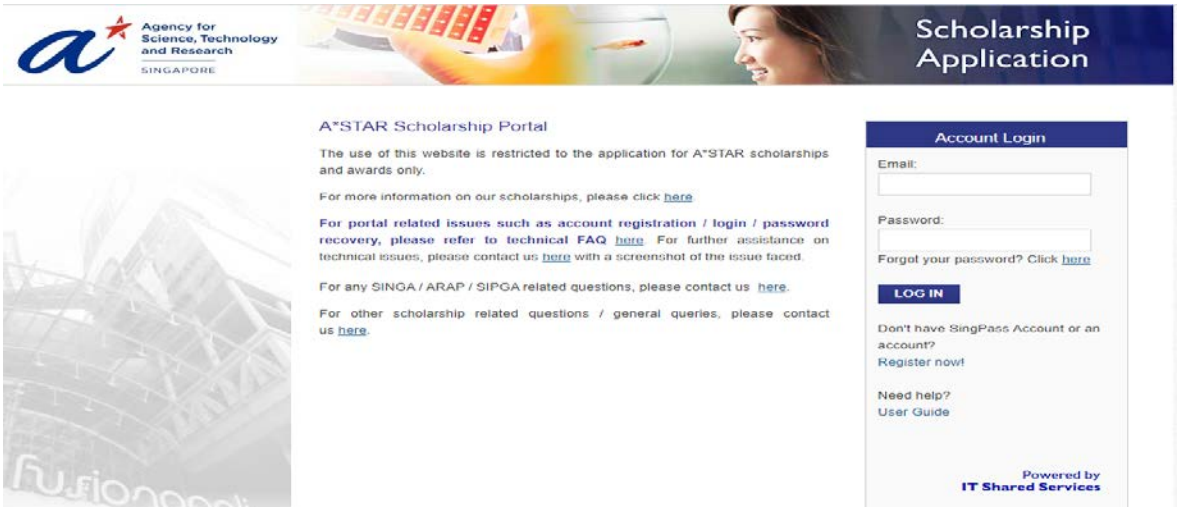
https://sms-applicant-app.a-star.edu.sg/

This will load the login page as shown below:



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

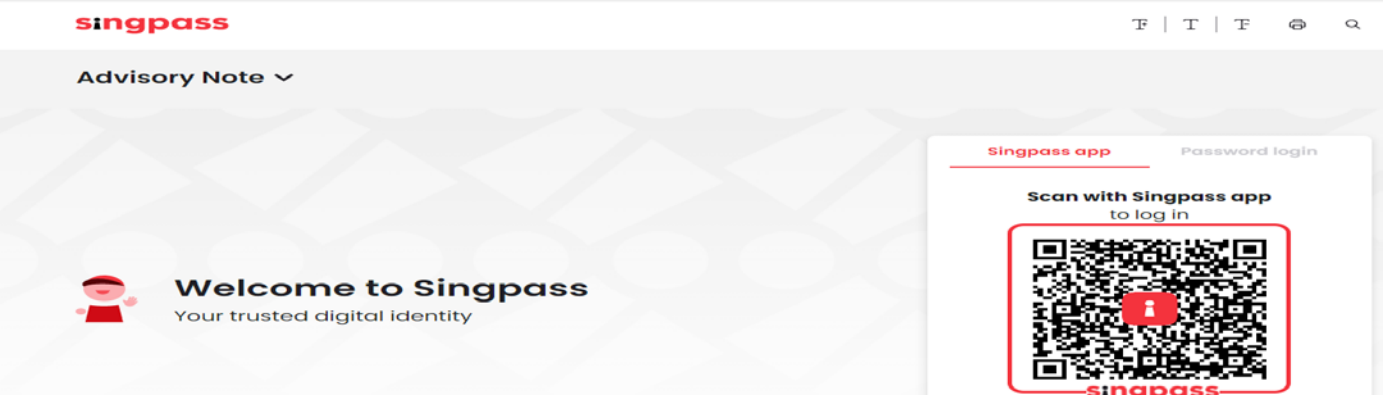
- To login to the portal click on LOG IN button, you will be redirect to login page as shown below



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

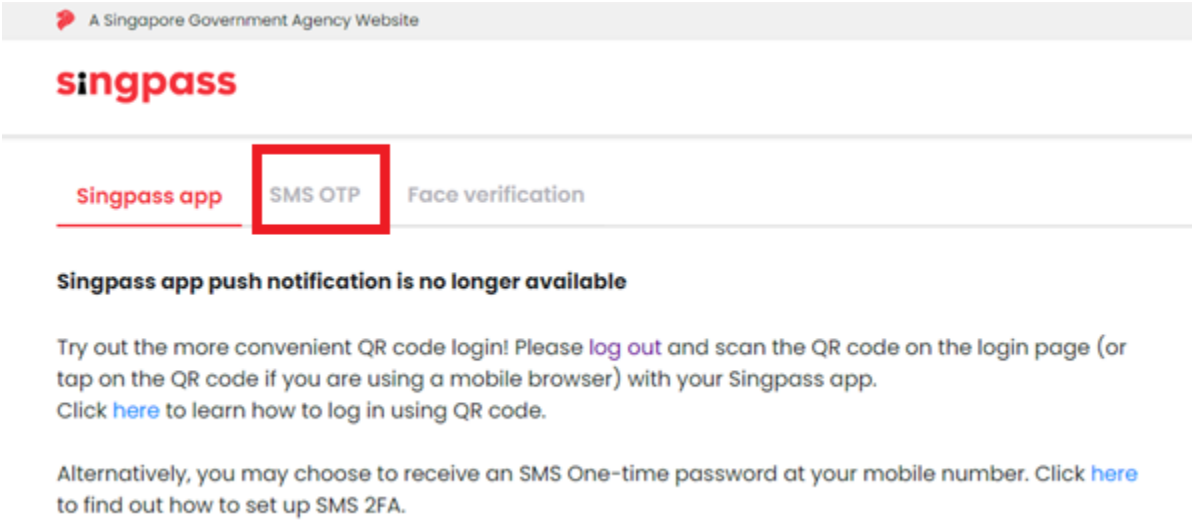
- Please login using SingPass, click on LOG IN WITH SINGPASS button, you will be redirect to login page as shown below

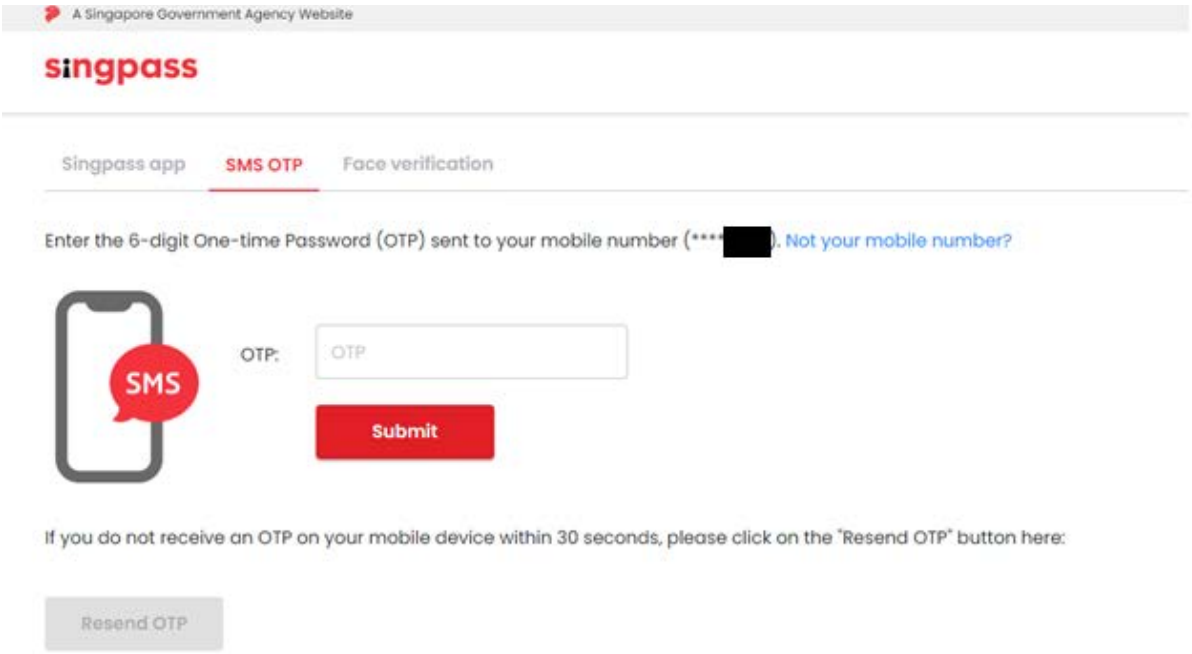
- You will be redirected to the SingPass page as shown below.



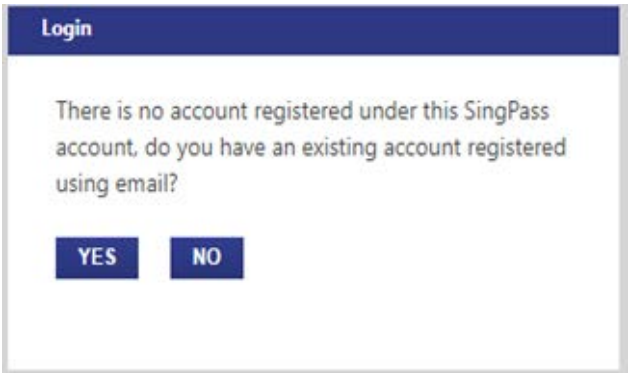
- You can log to SingPass using QR code scanning using SIngPass App or Password login

- *Note: if you login using Password Login, you are required to enter SMS OTP for additional verification. Click on SMS OTP





- 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

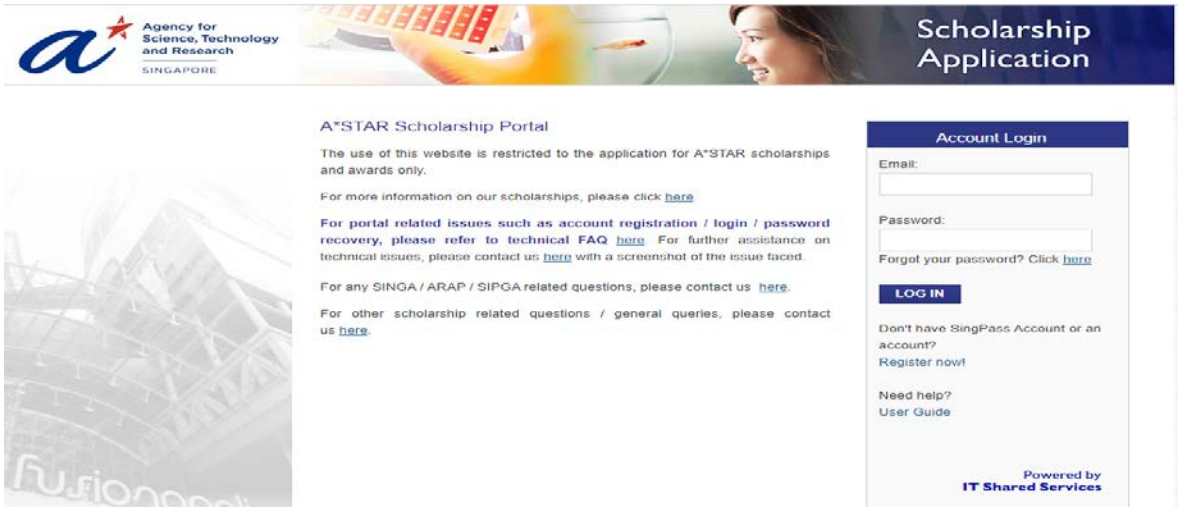


For existing applicant with email login account

- If you have an existing Applicant Portal account, Click on Yes to link your account to your SingPass account (One time setup)

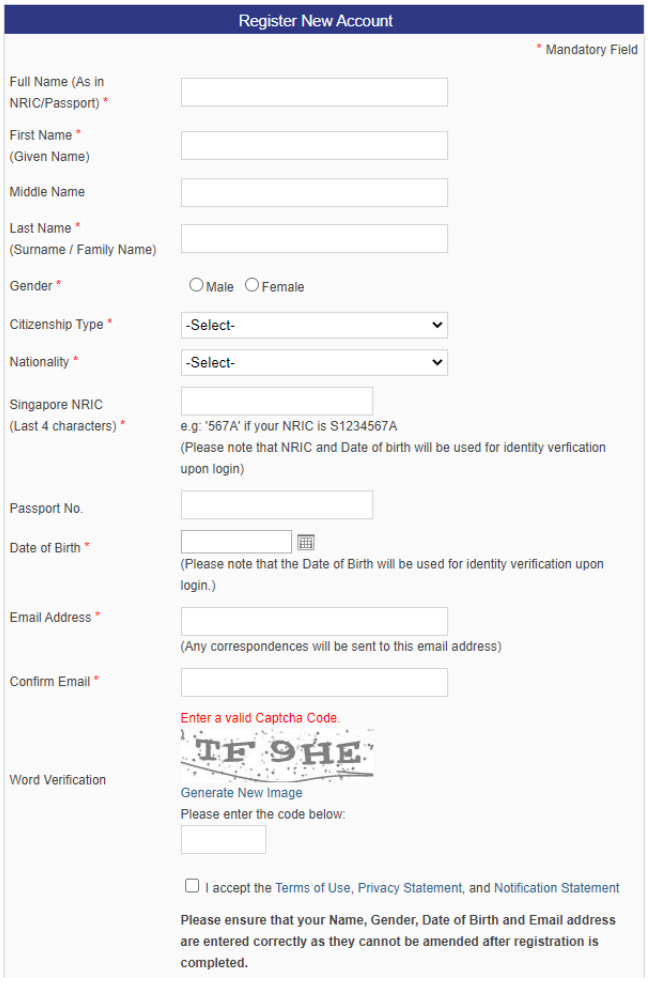
- You will be redirect to email login page as shown below

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



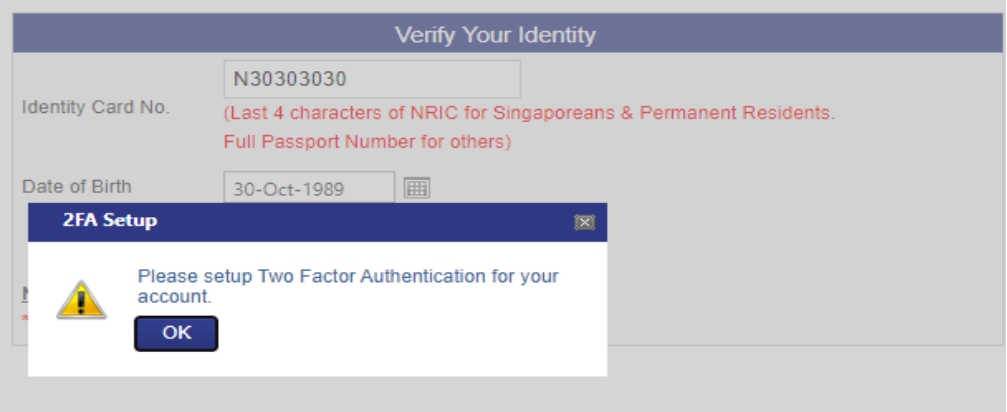
For new applicant with no existing account

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



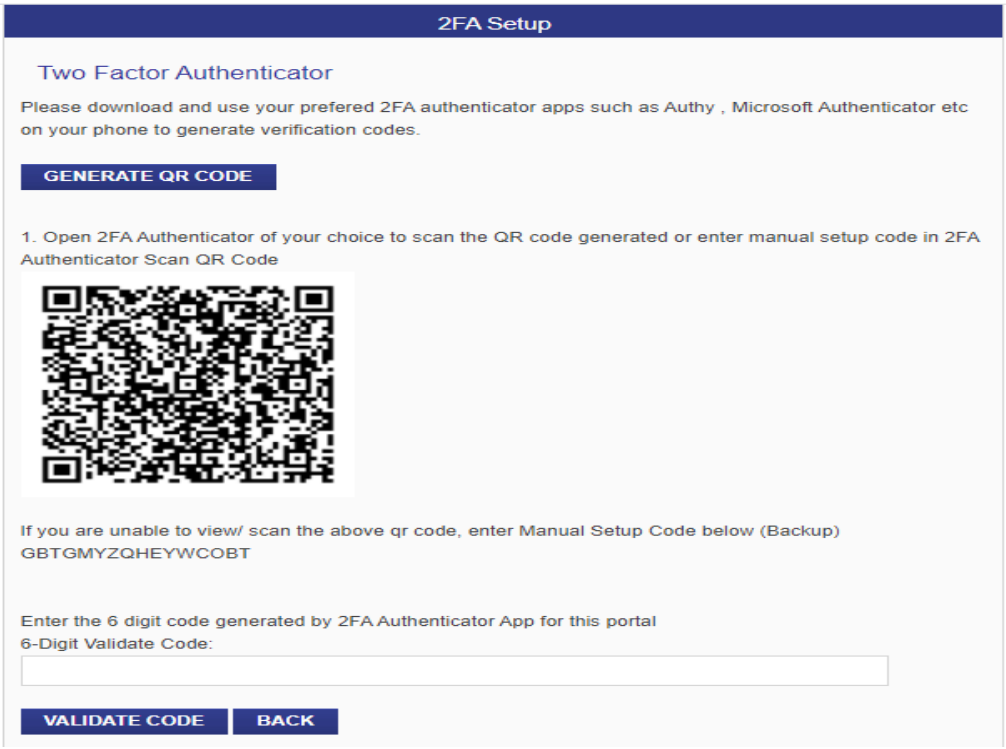
2 2FA INITIAL SETUP (FOR NON- SINGAPORE CITIZEN (NON-SC) OR NON-SINGAPORE PERMANENT RESIDENCE (NON-SPR))

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



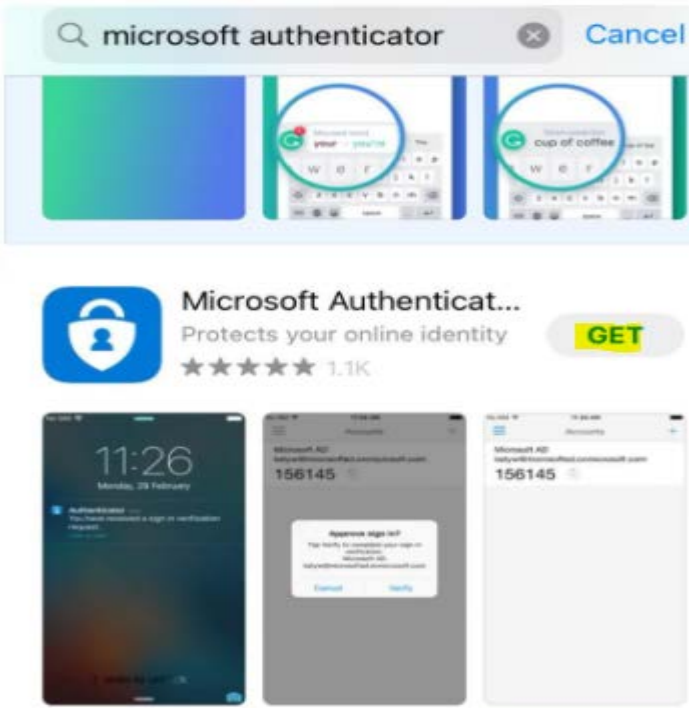
- Click OK, you will be redirected to 2FA Setup page in Applicant Portal.

- Click on Generate QR Code button to load the 2FA setup QR code.

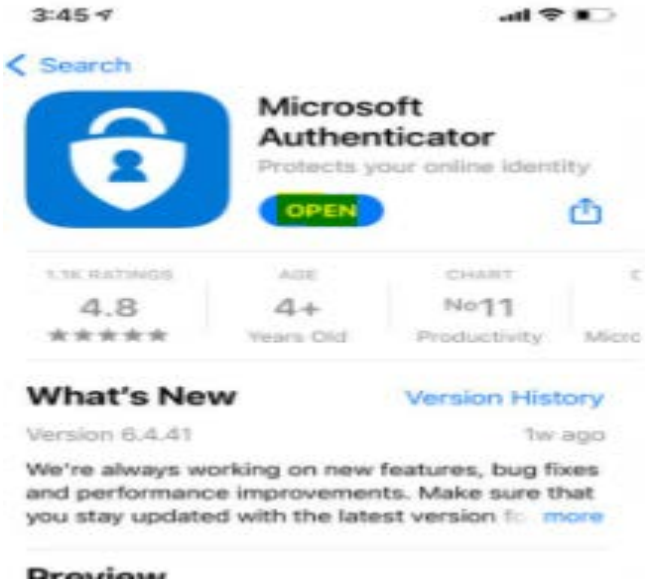


3 DOWNLOAD 2FA AUTHENTICATOR (FOR NON- SINGAPORE CITIZEN (NON-SC) OR NON-SINGAPORE PERMANENT RESIDENCE (NON-SPR))

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



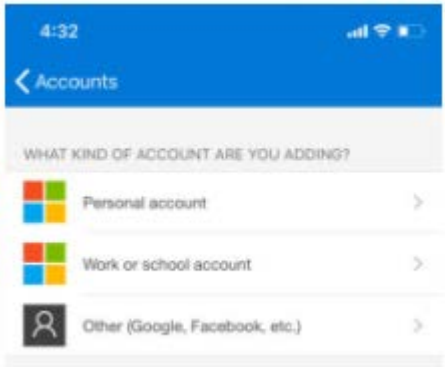
After download, open the authenticator app



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)”.



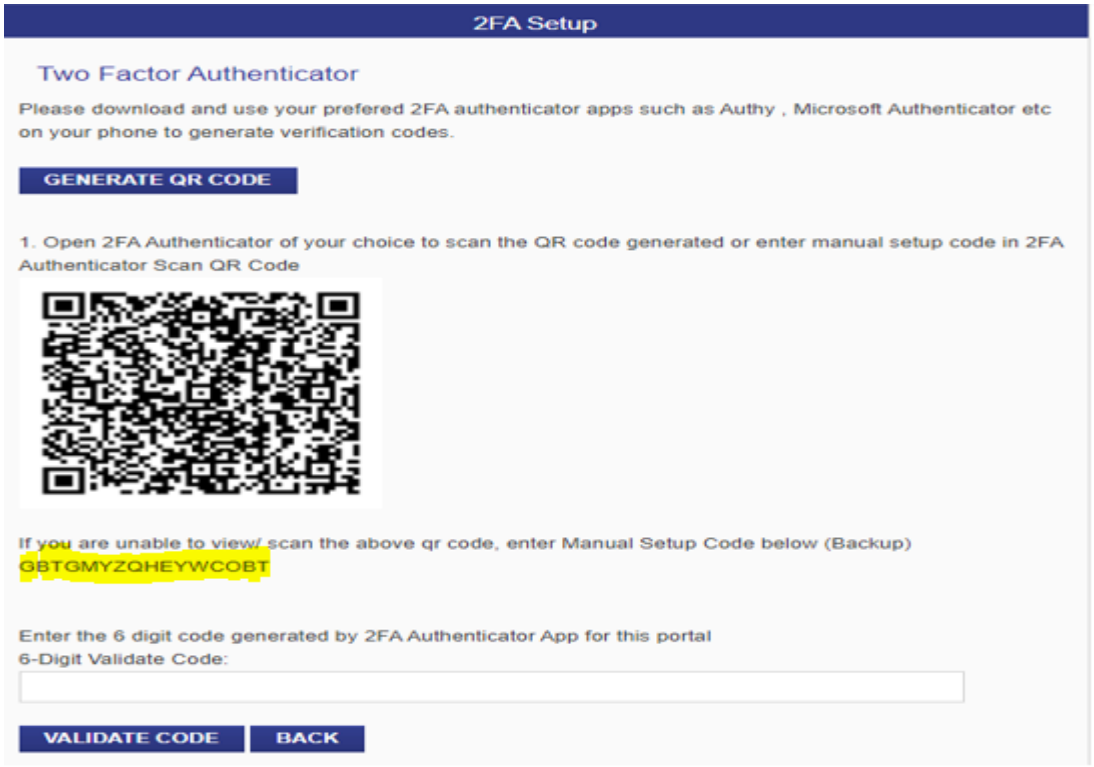
- Scan the QR Code on 2FA setup page on scholarship portal.

- 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.

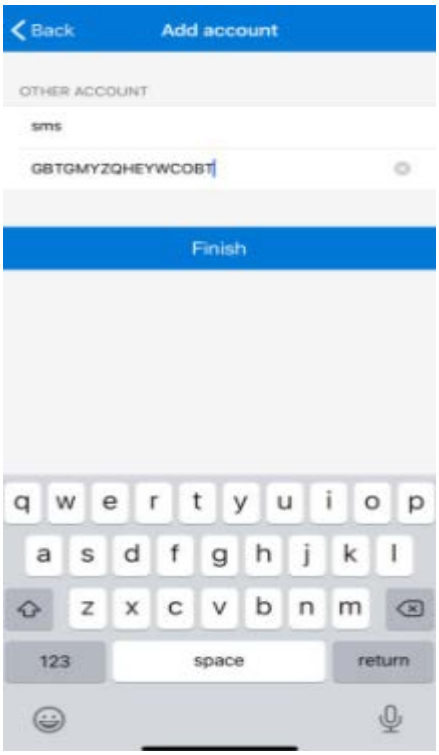
Unable to load QR code, enter manual setup code instead

- 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.

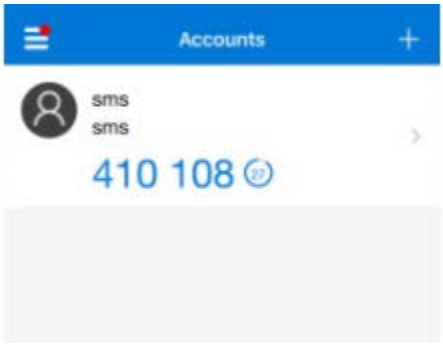
- The manual setup code is shown on the 2FA setup page on your screen in scholarship portal as shown below.



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

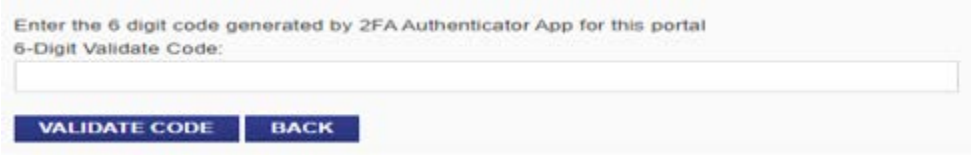


- You will get 6 digit generated code in the authenticator app



QR Code validation

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

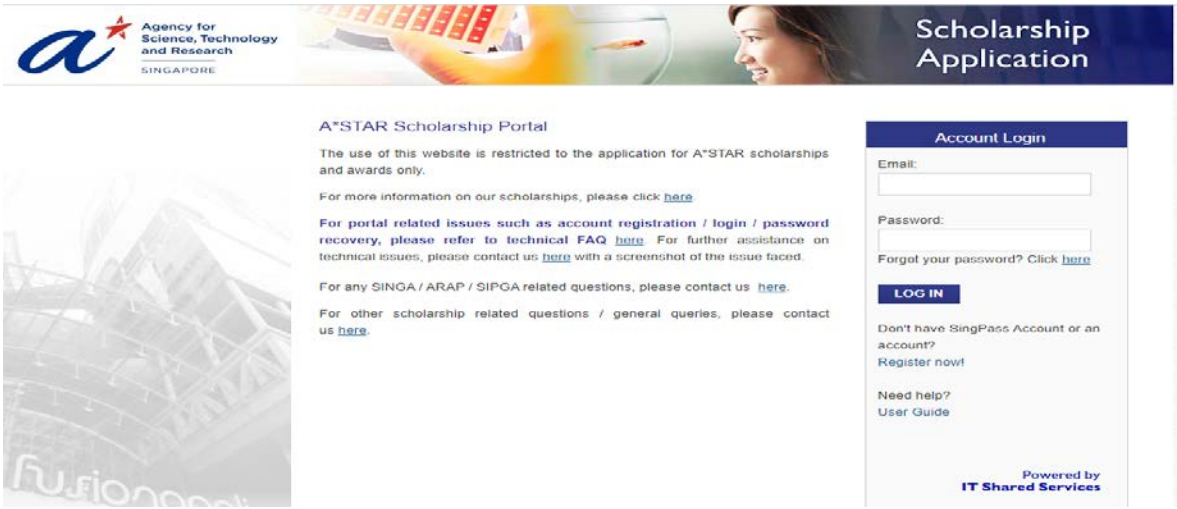


- Click on “Validate Code” button.

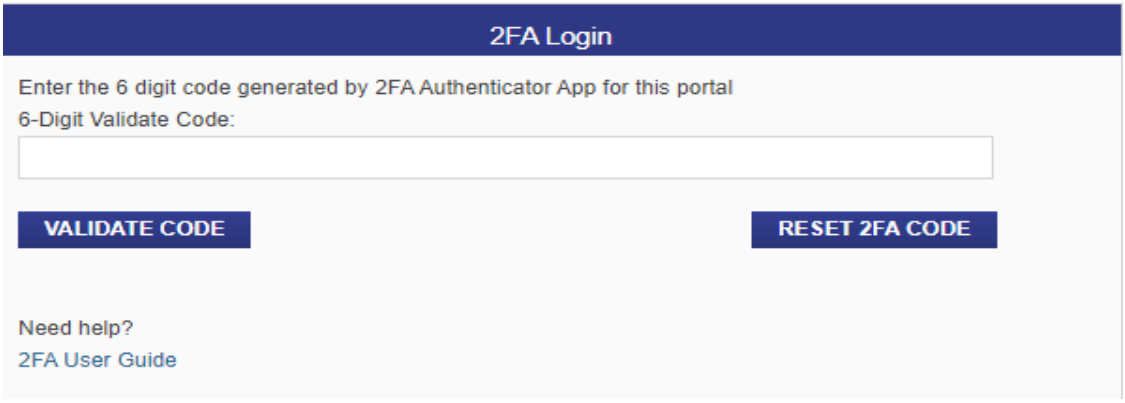
- 2FA setup has been completed for your account.

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 **LOG IN** button, you will be redirect to login page as shown below

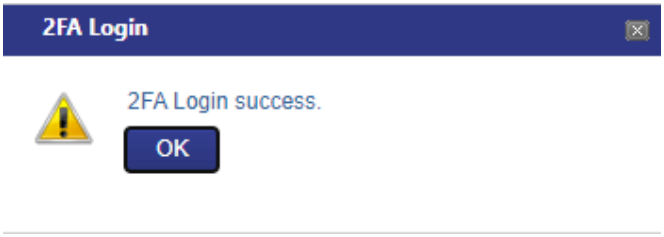


- Enter email ID, password and click on Login button.
- After successful email login, you will be redirected to 2FA login page.



- 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.

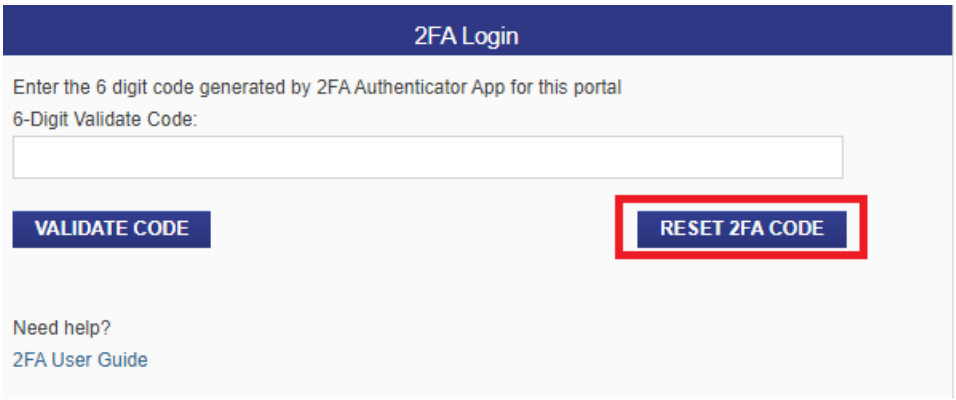


- Upon clicking OK, you will be redirected to Applicant Home Page

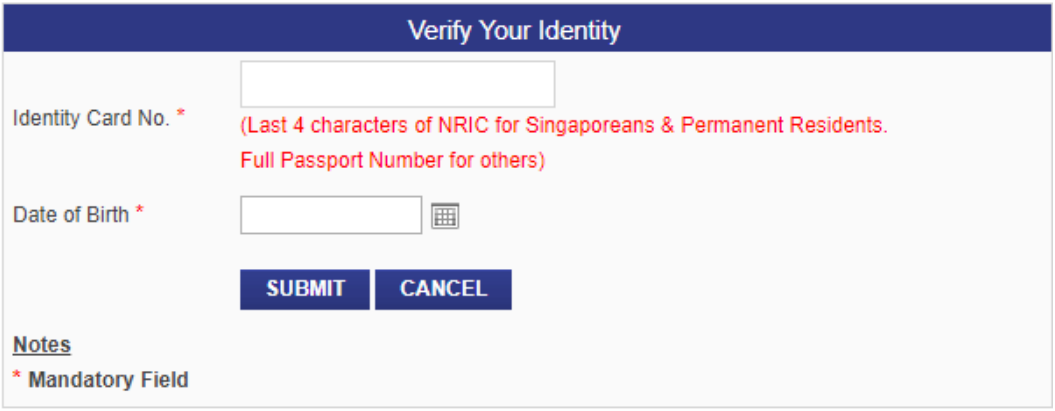
6 RESET 2FA CODE IF THE APPLICANT LOST OLD QR CODE OR WANT TO SETUP ON NEW DEVICE FOR NON- SINGAPORE CITIZEN (NON-SC) OR NON-SINGAPORE PERMANENT RESIDENCE (NON-SPR))

- 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.



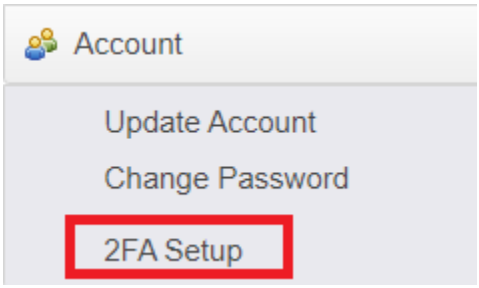
  - You will be redirected to verify page (only if you have yet to verify identity after email login), enter all details and click on submit button.



- 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.