



## I'M GOING DIGITAL!

学习数码, 马上行动!

SAYA AKAN GUNA DIGITAL!

நான் மின்னிலக்கமயமாகிறேன்!



### Seniors Go Digital Starter Kit

#### Tier 1: Communication Skills

1. WhatsApp
2. Gov.SG
3. Wireless@SGx
4. Email
5. Microsoft Teams
6. Zoom

#### Tier 2: Digital Government Services

7. SingPass Mobile App
8. LifeSG App

#### Cybersecurity

9. Staying Safe Online
10. How to Spot a Scam?



# SG Digital

Starter Kit on  
WhatsApp

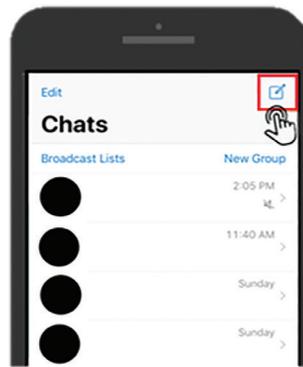


## DID YOU KNOW?

You can use WhatsApp to send text messages and voice messages, make voice and video calls, and share user locations and media with your families and friends!

### STEP 1 Install the WhatsApp app on your mobile phone and add contacts

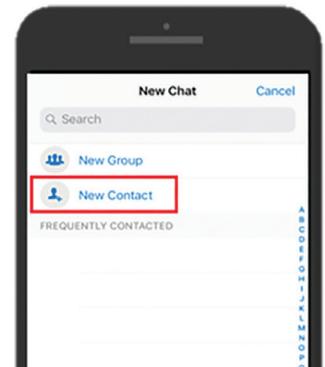
Go to the **Apple App Store**  or **Google Play Store**  to download the WhatsApp app and launch the application.



iOS user



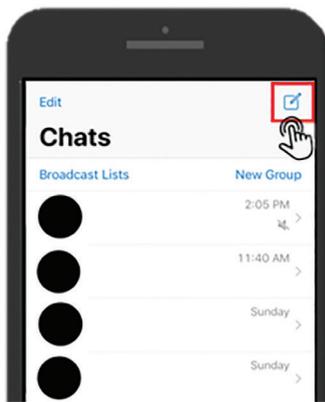
Android user



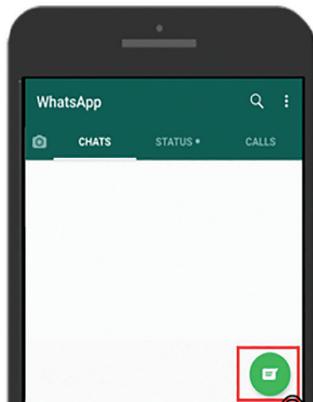
1. Tap on the  or  icon.

2. For both iOS and Android users, tap on '**New Contact**' to add a new contact.

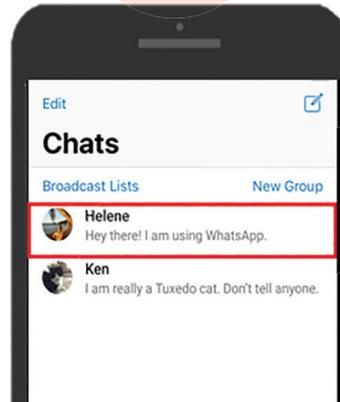
### STEP 2 Send WhatsApp messages via keypad



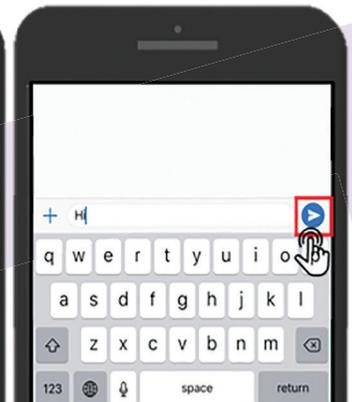
iOS user



Android user



iOS user



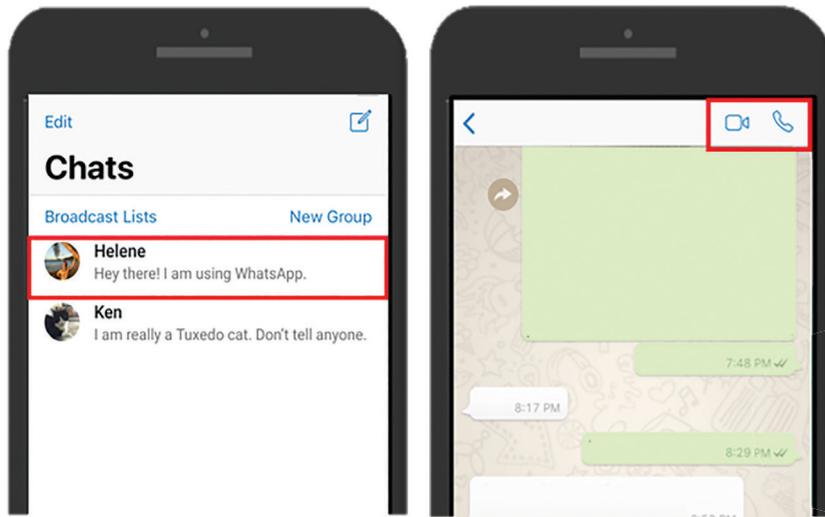
Android user

1. To start a new chat, tap on the chat  or  icon.

2. Select the contact you wish to chat with. Type your message and tap on  to send.

## STEP 3

### Make a WhatsApp voice call and video call



1. Select the contact you wish to chat with.
2. Tap on the  icon to make a phone call.
3. Tap on the  icon to make a video call.

### Cyber security tips (Credit: Cyber Security Agency of Singapore)

- Block unknown users that send you unsolicited chats.
- Do not open or download any unverified links and attachments from unknown sources.
- Do not disclose personal or financial information over WhatsApp.



## HELPING YOU MAKE CONNECTIONS THAT MATTER



### Because life is more colourful when you're connected

Seniors Go Digital is a programme that is specially designed to help you begin your digital journey, with online resources and fun learning sessions that will let you pick up new skills.

Find Out More

 [go.gov.sg/SeniorsGoDigital](https://go.gov.sg/SeniorsGoDigital)  6377 3800  [info@sdo.gov.sg](mailto:info@sdo.gov.sg)



# SG Digital

Starter Kit on  
Gov.sg



gov  
.sg

## DID YOU KNOW?

You can subscribe to the Gov.sg WhatsApp service on your mobile phone to receive updates on COVID-19 situation in Singapore, “Factually” clarifications on fake news and other important government announcements.

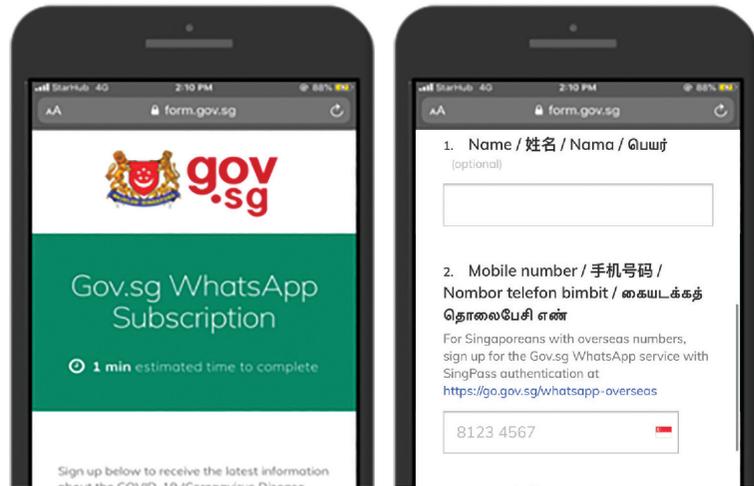
### STEP 1

#### Sign up for Gov.sg WhatsApp at go.gov.sg/whatsapp

Open any internet browser (e.g. Safari, Chrome) on your mobile phone and enter the web address:

**go.gov.sg/whatsapp**

Fill in your name, mobile number, age range and indicate your language preferences. (You may indicate multiple languages)



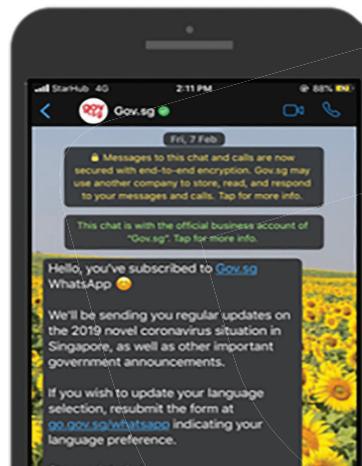
1. Scroll to the bottom and tap on **'Submit'** to complete your subscription.

### STEP 2

#### Stay updated with Gov.sg WhatsApp

Do ensure you already have the WhatsApp app in your mobile phone.

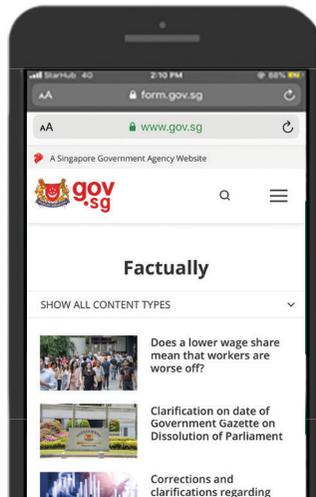
You will receive a push notification upon successful subscription.



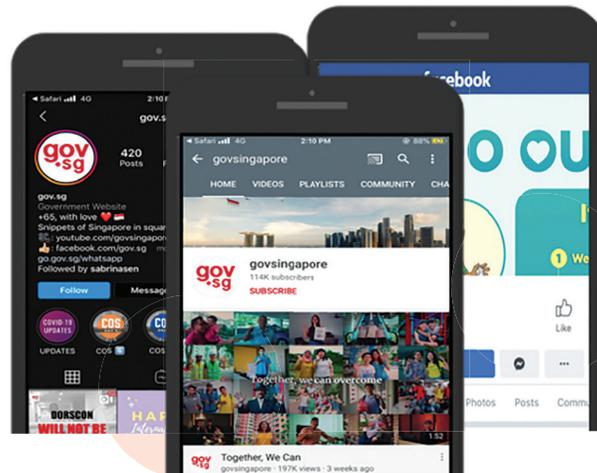
*The illustrations above are taken from iPhone interface.*

## OPTIONAL

Stay updated on the Gov.sg website, Facebook, YouTube, Instagram



Gov.sg Factually: Read about the latest clarifications on fake news regarding Government policies.



Gov.sg YouTube: Catch up on the latest Gov.sg series, explainers on Government policies, and more.



### Cyber security tips *(Credit: Cyber Security Agency of Singapore)*

- Avoid broadcasting unverified 'news' to your family and friends.
- Do not open or download any unverified links from unknown sources.



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# SG Digital

Starter Kit on  
Wireless@SGx



## DID YOU KNOW?

You can surf the internet for FREE island wide using Wireless@SGx, Singapore's largest free Wi-Fi network that offers seamless and secure wireless connectivity and unlimited data usage.

Find out more at  
[go.gov.sg/ConnectWSGx](http://go.gov.sg/ConnectWSGx)

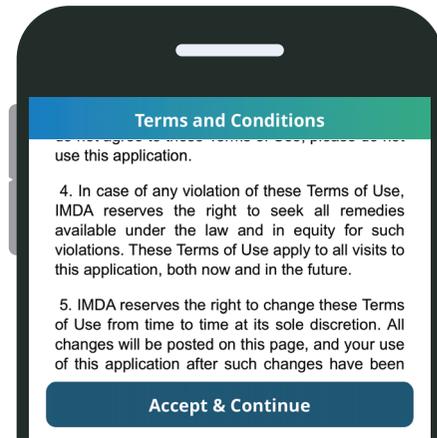
### STEP 1

#### Install the Wireless@SGx app on your mobile phone

Go to the **Apple App Store**  or **Google Play Store**  to download the Wireless@SGx App and launch the application.



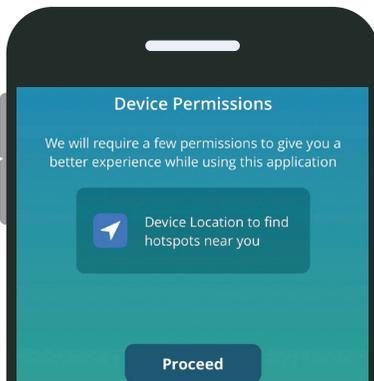
1. Click '**Let's Go**' to start the configuration on your mobile phone.



2. Read the Terms and Conditions and click '**Accept & Continue**'.

### STEP 2A

#### Set up Wireless@SGx connection on mobile phones with SIM cards



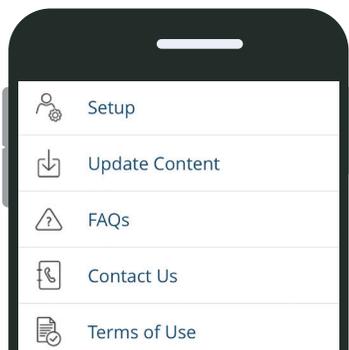
*iOS users will be redirected to install a Wi-Fi profile in their devices. Follow the prompts to complete the configuration*



1. Allow the app to access your location.

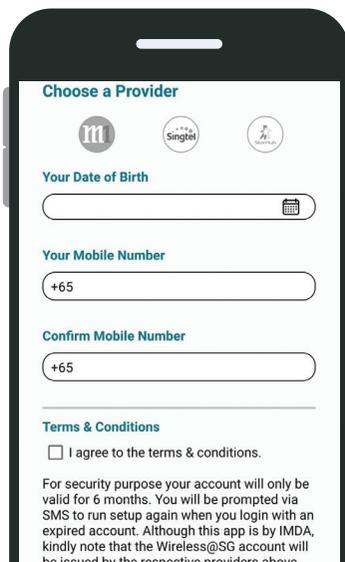
*The illustrations above are taken from iPhone interface.*

## STEP 2B Set up Wireless@SGx connection on mobile phones without SIM cards



1. In the app, select “More” and “Setup”.

Choose any service provider and enter your date of birth and local mobile number.



2. Complete the registration by entering the One-Time-Pin (OTP) that you received via SMS.

### Cyber security tips *(Credit: Cyber Security Agency of Singapore)*

- Log out of your Wi-Fi connection or accounts after use.
- Clear browser's cache and internet history after each session.
- Beware of “free” Wi-Fi hotspots masquerading as a legitimate source. Once you have set up Wireless@SGx, you should not manually connect to any Wireless@SG network, and instead let the device connect automatically to the legitimate Wireless@SGx network.



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# SG Digital

## Starter Kit on Zoom



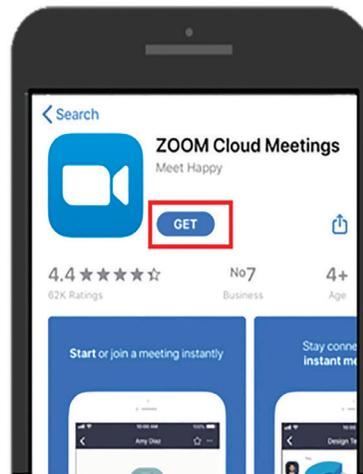
### DID YOU KNOW?

You can use Zoom to organise or join a virtual meeting or webinar from the comfort of your home!

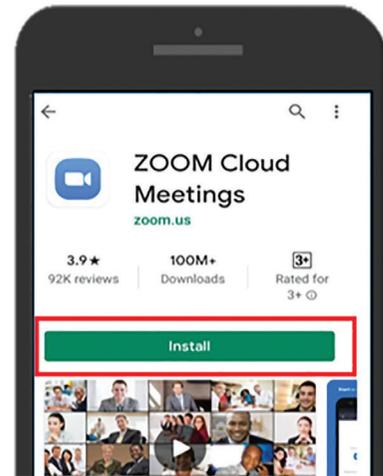
### STEP 1A

#### Install the Zoom app on your mobile phone

Go to the **Apple App Store**  or **Google Play Store**  to download the Zoom app and launch the application.



1. For iOS users, tap on 'Get' to download the app.

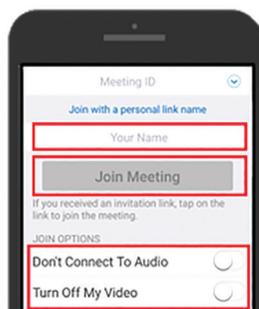


2. For Android users, tap on 'Install' to download the app.

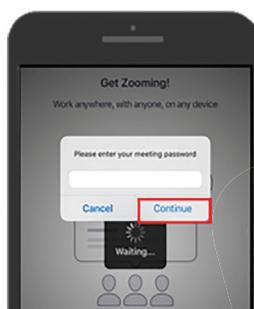
### STEP 1B

#### Join a Zoom virtual meeting or webinar with a mobile phone

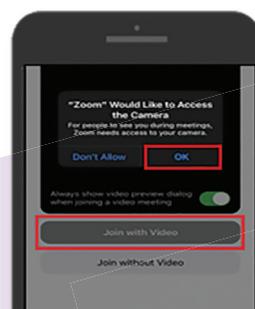
Click on the Zoom link sent to you via email or through an instant message.



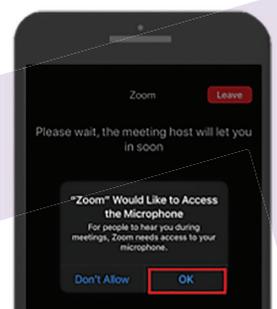
1. Enter your name, connect to audio and turn on your video. Tap 'Join Meeting'.



2. Enter the meeting password and tap 'Continue'.



3. Tap 'Ok' to allow Zoom to access your camera. Select 'Join with video'.

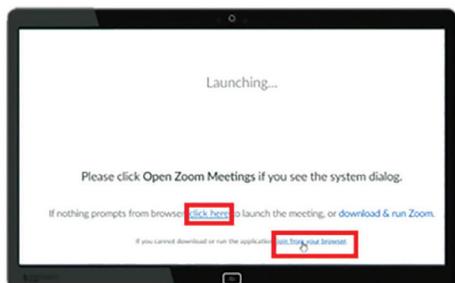


4. Tap 'OK' to allow Zoom to access your microphone.

## STEP 2

### Join a Zoom virtual meeting or webinar with a computer

Click on the Zoom link sent to you via email or through an instant message.



1. Click 'Click here' and select 'Join from your browser'.



2. Enter the meeting password and your name. Click 'Join'.



3. Please wait for the host to grant you access into the webinar.

*You do not need to sign up for a Zoom account to join a Zoom virtual meeting or webinar.  
You will need a Zoom account if you would like to organise a virtual meeting or webinar.*

### Cyber security tips (Credit: Cyber Security Agency of Singapore)



- Do not disclose personal information online.
- Do not share Zoom virtual meeting/webinar links and passwords with someone who is not invited to the session.
- Do not share sensitive files or hold sensitive discussions.
- Do not open or download any unverified links and attachments from unknown sources in the chat function.



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Find Out More



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6377 3800



[info@sdo.gov.sg](mailto:info@sdo.gov.sg)





# SG Digital

Starter Kit on  
Microsoft Teams

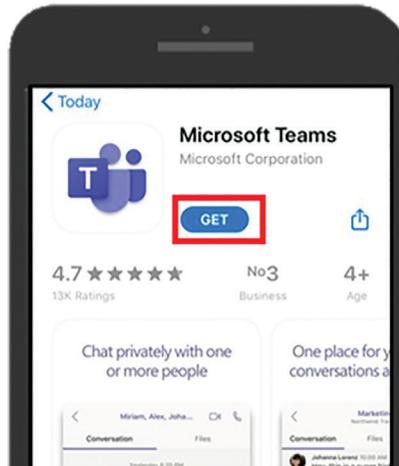


## DID YOU KNOW?

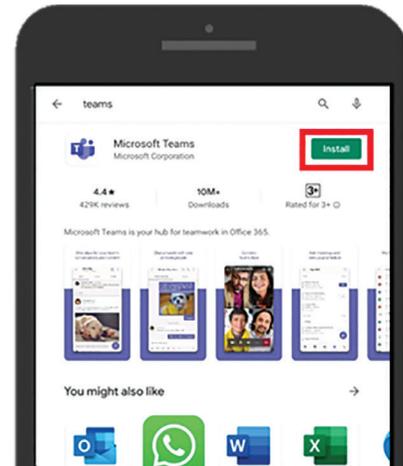
You can use Microsoft Teams to arrange for online virtual meetings and also join Virtual Digital Clinic sessions from the comfort of your home!

### STEP 1A Install the Microsoft Teams app on your mobile phone

Go to the **Apple App Store**  or **Google Play Store**  to download the Microsoft Teams app and launch the application.



1. For iOS users, tap on 'Get' to download the app.

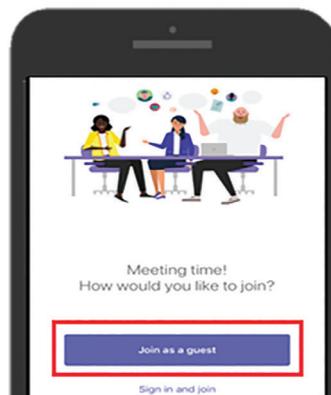


2. For Android users, tap on 'Install' to download the app.

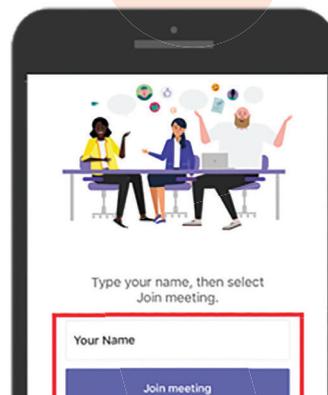
### STEP 1B Join with a mobile phone

Click on the invitation link 'Join Teams Meeting'.

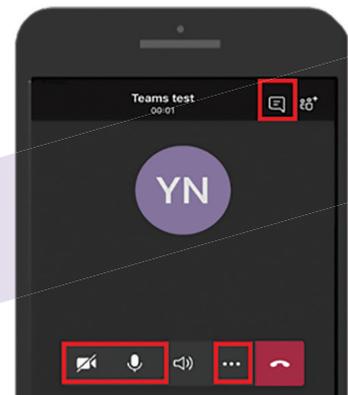
Note: You will receive a confirmation email after you have registered for the Virtual Digital Clinic.



1. Select the option 'Join as a guest'.



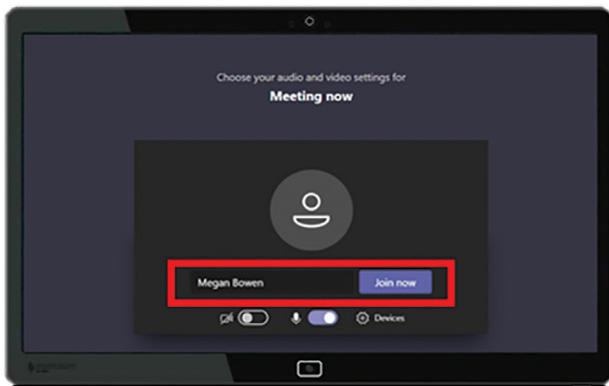
2. Enter your name and tap on 'Join meeting'.



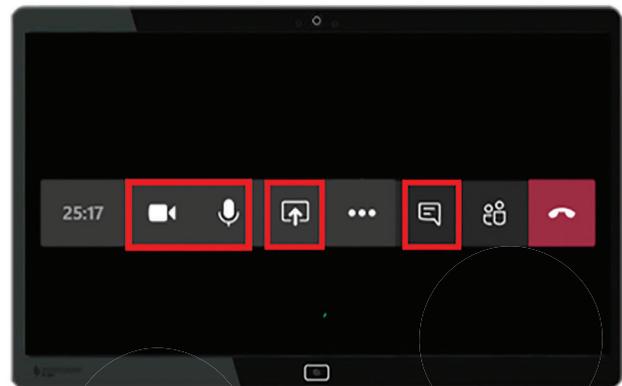
3. Tap 'Start Video' and 'Unmute' icons to start the video call. Tap on '...', select 'Share' to share screen. Tap on  con to chat.

## STEP 2

## Join with a computer



1. Open the Microsoft Teams invitation link you received. Enter your name and click 'Join now' to enter the meeting.



2. Click on the  and  icons to turn on video call and microphone. You can click on the  icon to share your screen and the  icon to start a chat.

### Cyber security tips (Credit: Cyber Security Agency of Singapore)

- Clear browser's cache and internet history after each session.
- Download apps only from official sources.
- Remember to update your software regularly to protect your devices against malware.



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 6377 3800

 [info@sdo.gov.sg](mailto:info@sdo.gov.sg)



# SG Digital

## Starter Kit on Email



### DID YOU KNOW?

You can use Email to send and receive messages across the Internet anywhere, anytime. It is fast and efficient as users can create and send a message within minutes and interact with multiple people at the same time.

### STEP 1

### Install the email app on your mobile phone

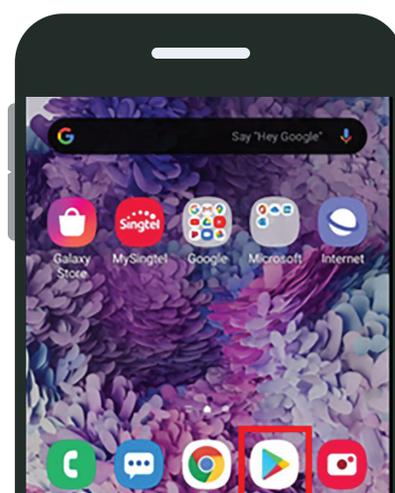
Go to the **Apple App Store**  or **Google Play Store**  and download your preferred mobile apps. Examples:

#### Email

- Gmail 
- Outlook 
- Yahoo 



iOS user



Android user

### STEP 2

### Register for an email address

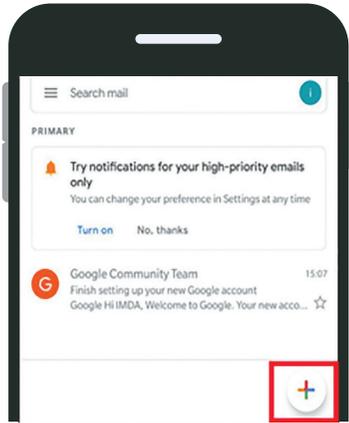


After you have successfully installed the email app, launch the app and follow these steps:

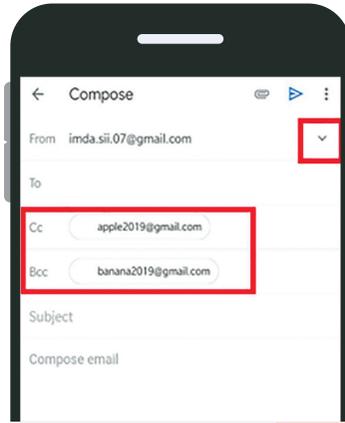
1. Enter your particulars such as name, date of birth, etc.
2. Enter your preferred email address and create a strong password.
3. Enter your mobile number (optional) as an added verification.
4. You will receive a welcome email in your inbox. Open the email and start exploring your account!

## STEP 3

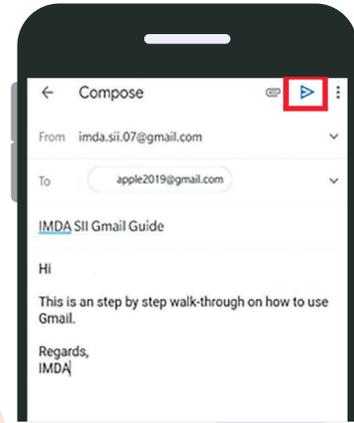
## Compose and send an email



1. Tap on '+' button to compose an email.



2. Fill in the email address of recipient(s) in the 'To' field.  
Tap on the arrow down icon to display the **CC** and **BCC** respectively.



3. Type in the message you would like to send and tap on the ► icon to send out the email to the recipient(s).

*Note: Different email mobile apps may have different icons.*



### Cyber security tips (Credit: Cyber Security Agency of Singapore)

- Always check the source of the email. Do not click on any suspicious link(s) or attachments in the email body.
- Do not disclose personal or financial information over the email.



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# SG Digital

## Starter Kit on SingPass Mobile app



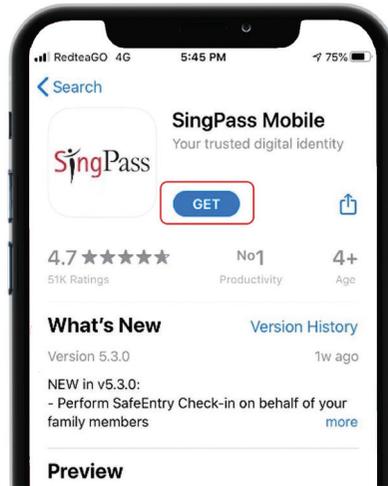
### DID YOU KNOW?

**SingPass Mobile** lets you prove your identity using fingerprint, face or passcode when accessing services, and keep your important information on hand. You can also enjoy faster SafeEntry check-ins individually or as a group using the app!

### STEP 1

### Download the SingPass Mobile app on your smartphone

Go to the **Apple App Store**  or **Google Play Store**  to download the SingPass Mobile app and launch the application. Check that the app developer is **Government Technology Agency**.



1. For iOS users, tap on **GET** to download the app.



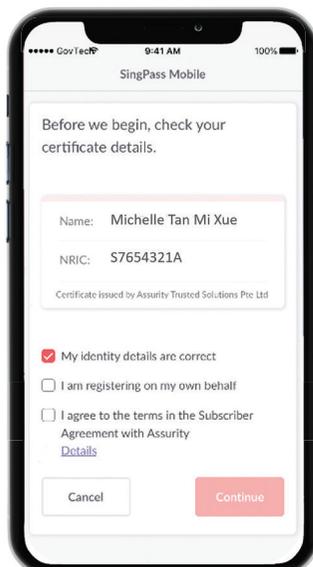
2. For Android users, tap on **Install** to download the app.

### STEP 2

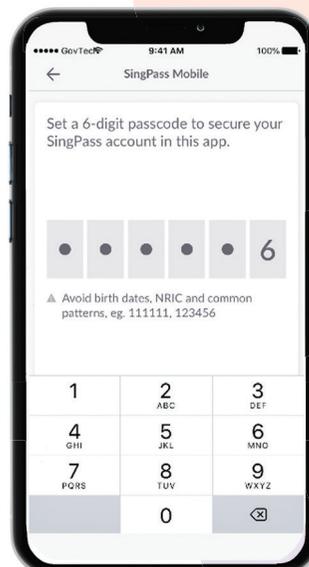
### Complete a one-time setup

**During set-up, you will need:**

1. Internet connection
2. SingPass ID and password
3. If applicable, your existing 2FA (SMS or OneKey token)



1. Check your details on your identity certificate.



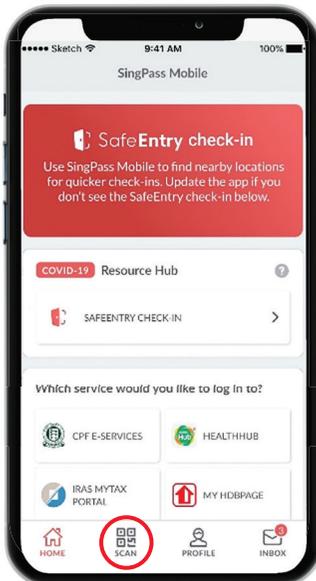
2. Set up passcode and / or enable fingerprint / face authentication.



3. Read the instructions on how to log in to services.

## STEP 3 Use SingPass Mobile to access services or perform SafeEntry check-ins

### 1. Tap on 'Scan'

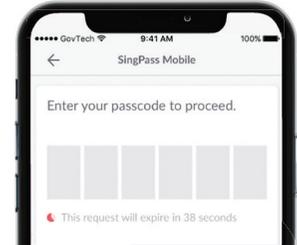


Access government services (e.g. CPF, IRAS, HDB)

### 2. Scan SingPass QR code on the login page.



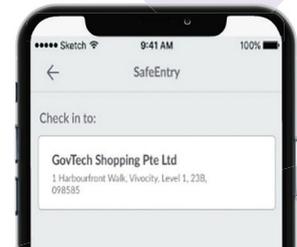
### 3. Verify your identity using fingerprint, face or passcode.



### 2. Scan SafeEntry QR code at the location.



### 3. Confirm your location.



Check in to locations with SafeEntry

## Cyber security tips

- Do not disclose your login details to others as it can lead to unauthorised access to your accounts and personal information.
- Only register your own fingerprint and facial data on your smartphone.
- Always log out of the digital service when you are done with your transactions.

Credit: Content provided by GOVTECH SINGAPORE



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**SG**:DIGITAL

**IM** INFOCOMM MEDIA DEVELOPMENT AUTHORITY



# SG Digital

## Starter Kit on LifeSG App



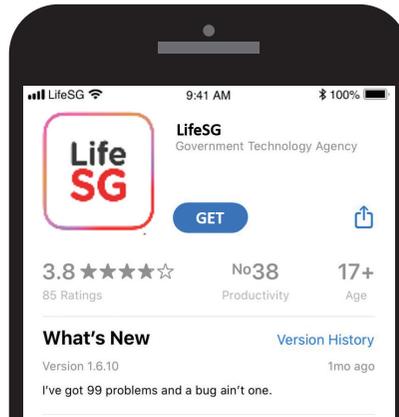
### DID YOU KNOW?

With LifeSG, you can find government benefits that are relevant for you, search for activities and events near you and access most-used government services all in one app.

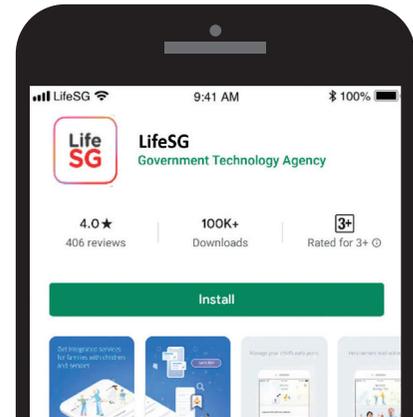
### STEP 1

#### Install the LifeSG App on your mobile phone

Go to the **Apple App Store**  or **Google Play Store**  to download the **LifeSG app** and launch the application.



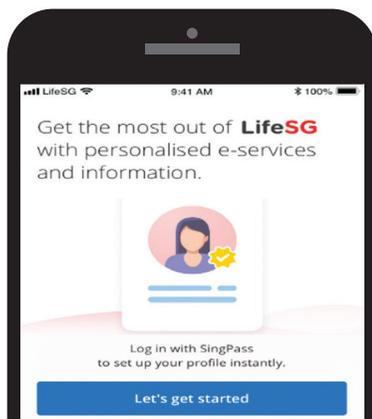
1. For iOS users, tap on **GET** to download the app.



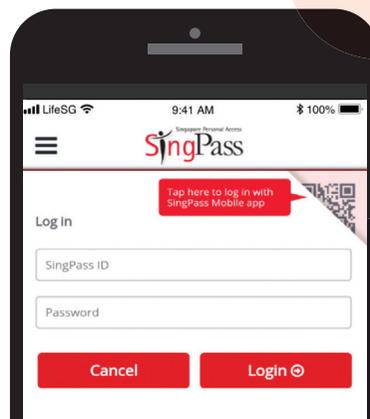
2. For Android users, tap on **Install** to download the app.

### STEP 2

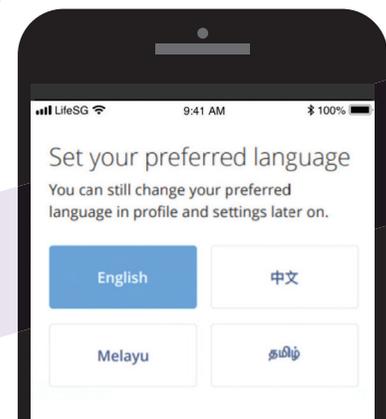
#### Log in LifeSG app with SingPass



1. Launch the LifeSG app and follow the on-screen steps to begin.



2. Log in with your SingPass to view information and services personalized for you!

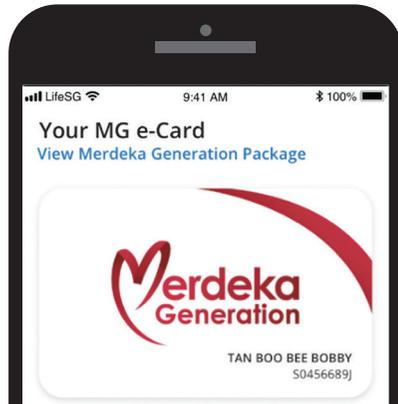


3. Select your preferred language and start using the LifeSG app!

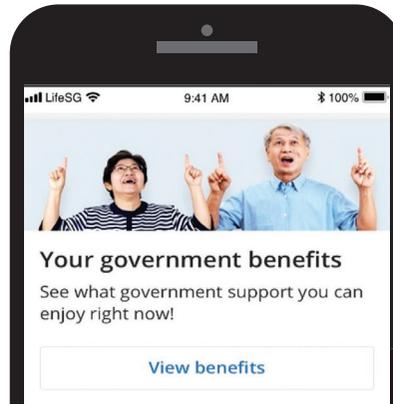
**Note:** Your SingPass ID is your unique identifier that allows the app to verify your ID and keep your information safe.

## STEP 3

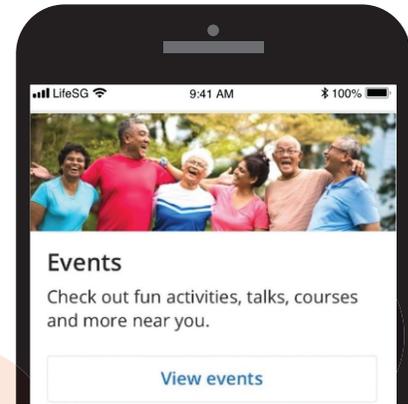
### Access the 3 Key Features in LifeSG App



1. **Access** your MG e-card and view available discounts and benefits available for you.



2. **Get notified** about the latest government schemes and benefits you are eligible for.



3. **View and sign up** for the latest active ageing programmes near you.

## Cyber security tips

- Do not disclose your SingPass login details to others as it can lead to unauthorised access to your accounts and personal information.
- Download apps only from official sources.

Credit: Content provided by GOVTECH SINGAPORE



## HELPING YOU MAKE CONNECTIONS THAT MATTER



### Because life is more colourful when you're connected

Seniors Go Digital is a programme that is specially designed to help you begin your digital journey, with online resources and fun learning sessions that will let you pick up new skills.

Find Out More

[go.gov.sg/SeniorsGoDigital](https://go.gov.sg/SeniorsGoDigital) 6377 3800 [info@sdo.gov.sg](mailto:info@sdo.gov.sg)





# SG Digital

Starter Kit on  
Staying Safe  
Online



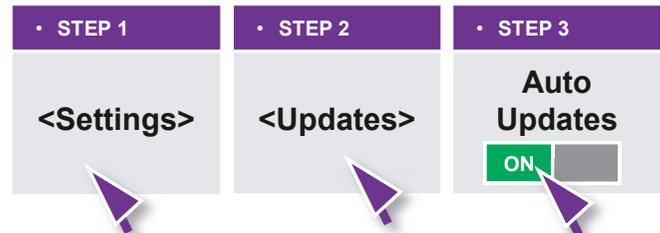
## DID YOU KNOW?

Just as we lock our doors to keep burglars out, we must secure our devices and information to stay safe online. Here is a checklist to help you stay safe online.

### 1. Use an anti-virus software and update it regularly



Anti-virus software can scan and remove harmful viruses, and block unsafe websites. Be wary of fake anti-virus apps and only install apps from official app stores.



Software updates keep your computer and devices safe from security threats. Enable automatic updates if the option is available.

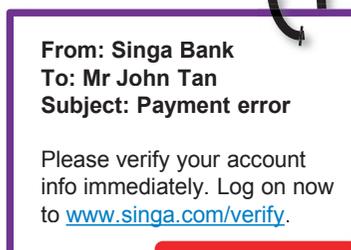
### 2. Do not share personal data online



Be mindful not to overshare personal data online. Think about who you are giving your personal data to and whether it is necessary to do so.

Always understand the purpose for the collection, use and/or disclosure of your personal data. Seek clarification from the organisation if you are not clear why the requested information is needed.

### 3. Spot Signs of Phishing



[www.abc-xyz123.com](http://www.abc-xyz123.com)

Phishing is used by scammers to trick you to give them your personal or financial information such as login details, bank account and credit card numbers.

Beware of fake websites, emails or phone messages claiming to be from the government or service providers. Look out for misleading information. Be careful of urgent and unexpected requests for your confidential information in exchange for attractive rewards. Do not open or download any unverified links or attachments.

4.

## Use strong passwords and enable 2FA

Password S\*\*\*\*089D



Password \*\*\*\*AT8am



Your One-Time Password (OTP) is 894326.

Create long and random passwords by using '5 different words' that you can remember (e.g. IhadKAYAtoastAT8am).

Do not reveal your password and One-Time Password (OTP) to anyone or unknown websites.

When available, enable 2-factor authentication (2FA) as an additional layer of verification.

Visit <https://go.gov.sg/csa-pwchecker> or scan this QR code to check if your password is strong



5.

## Check, before we share



Fight fake news and stop their spread.

- Question the source
- Verify the information
- Check with fact-checking tools e.g. Factcheck.org and [www.gov.sg/Factually](http://www.gov.sg/Factually) (for Singapore-related news)

*Credit: Cyber Security Agency of Singapore, Media Literacy Council and the Personal Data Protection Commission.*



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6377 3800



[info@sdo.gov.sg](mailto:info@sdo.gov.sg)



# HOW TO SPOT A SCAM?

## Signs of Scams

### 01. Immediate Payment

- ▶ Caller threatens to take action if money is not transferred immediately.

### 02. Request for Personal Information

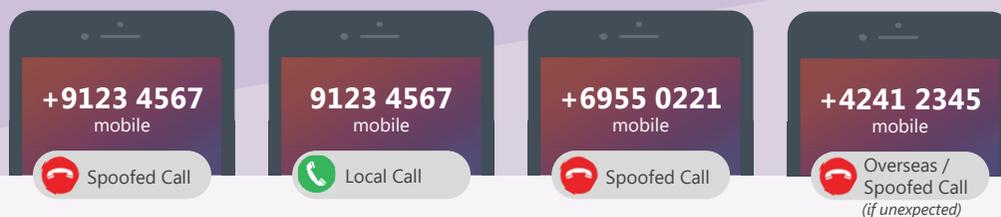
- ▶ Caller identifies himself as a government official or from a legitimate business and asks for your personal information such as bank details and NRIC number for the purpose of investigation in order to absolve yourself from any criminal offence.

### 03. Don't Tell Others

- ▶ You are warned to keep the call a secret.

### 04. "+" Sign Prefix

- ▶ Seeing what seems like a local number with a "+" prefix is likely to be a spoofed call. Only incoming international calls have the "+" sign prefix displayed whilst local calls will not have a "+" prefix.



## Common Scams

### E-Commerce Scam



Scammers typically tout low prices for their merchandise and request you to make payment in advance.

### Social Media Impersonation Scam



Scammers often use compromised / spoofed social media accounts posing as your family members or friends to obtain your personal information.

### Loan Scam



Scammers pretend to be a staff from a licensed moneylender and typically send a SMS text or WhatsApp message offering loan services.

## What should you do:

01. If unsure, call the NCPC Anti-Scam hotline at **1800-722-6688** (9am – 5pm, Mon – Fri) or email [hotline@ncpc.org.sg](mailto:hotline@ncpc.org.sg).
02. Never give personal information and One-Time Passwords (OTPs) over the phone. Always **verify with the organization's main hotline** and not through the contact details given in the suspected call.
03. For unexpected calls showing a "+" prefix, it is an incoming international call. **Exercise greater caution** when answering them.

*Produced in collaboration with Singapore Police Force and Cyber Security Agency of Singapore*

SDO Hotline: 6377 3800