

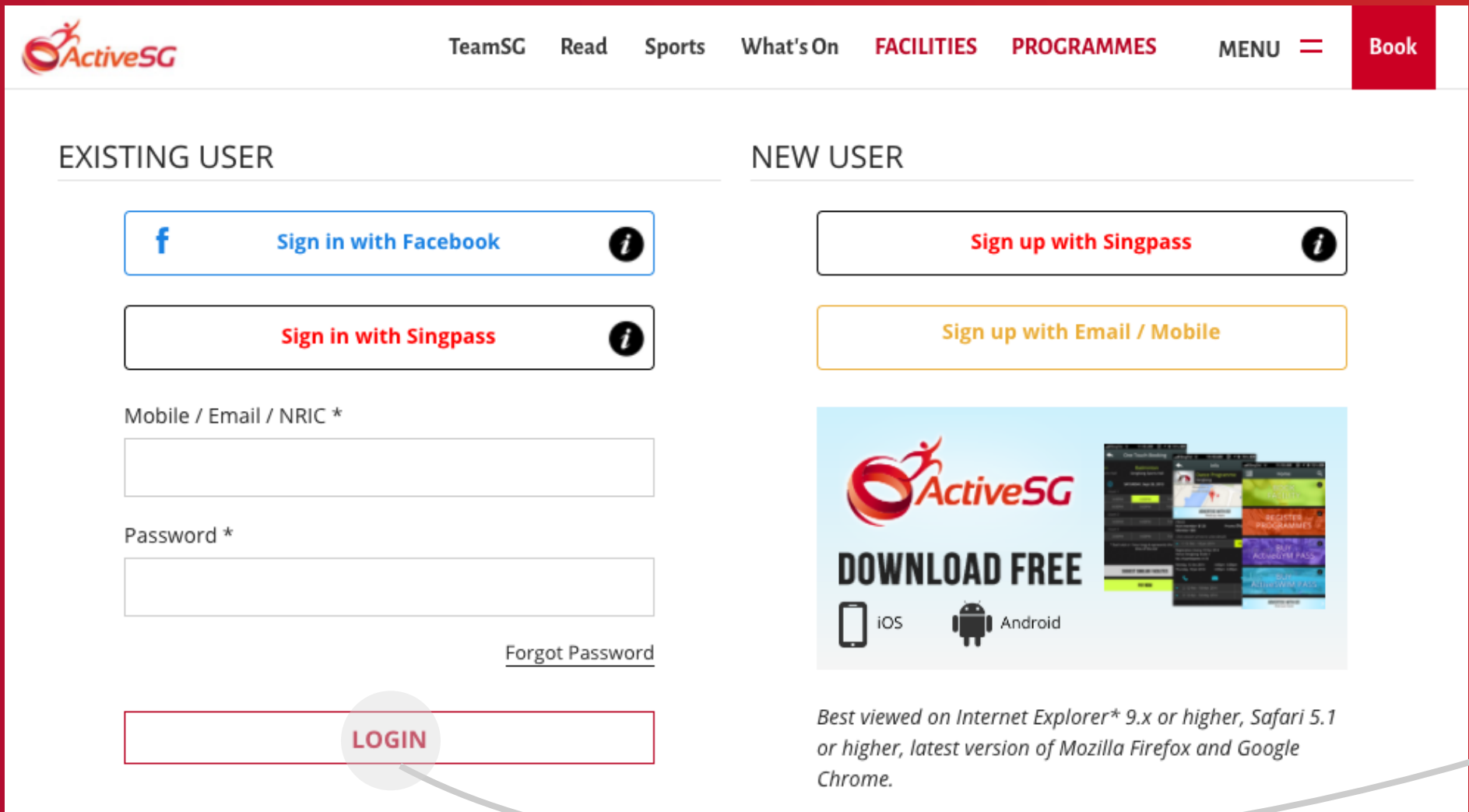
USER GUIDE: DOWNLOAD SWMSAFER E-CERTIFICATE

01 Login to ActiveSG

Go to <https://members.myactivesg.com/auth>

Login using your child's ActiveSG account.

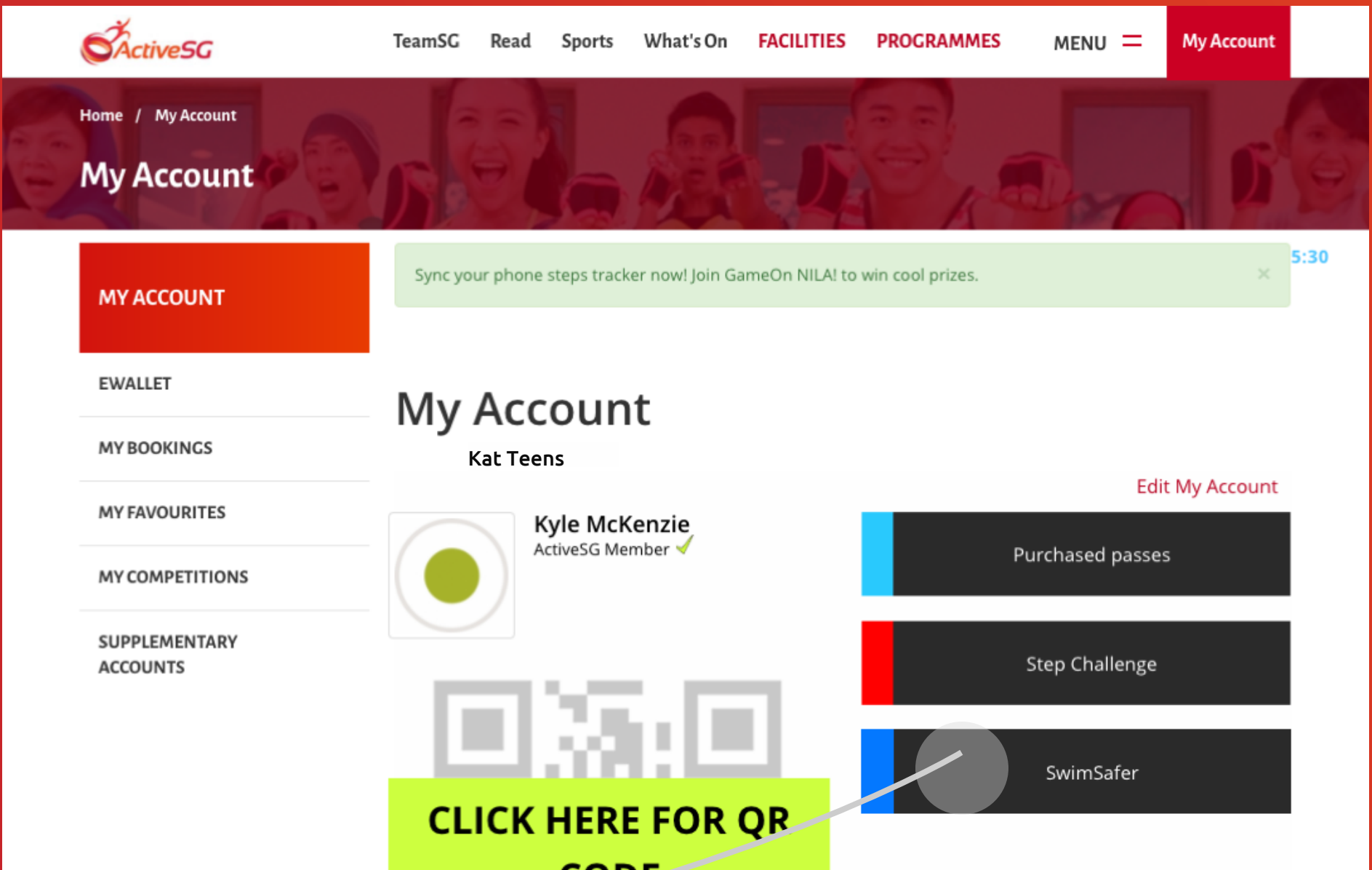
If your child has no account, kindly proceed to sign up.



02 Enter SwimSafer Page

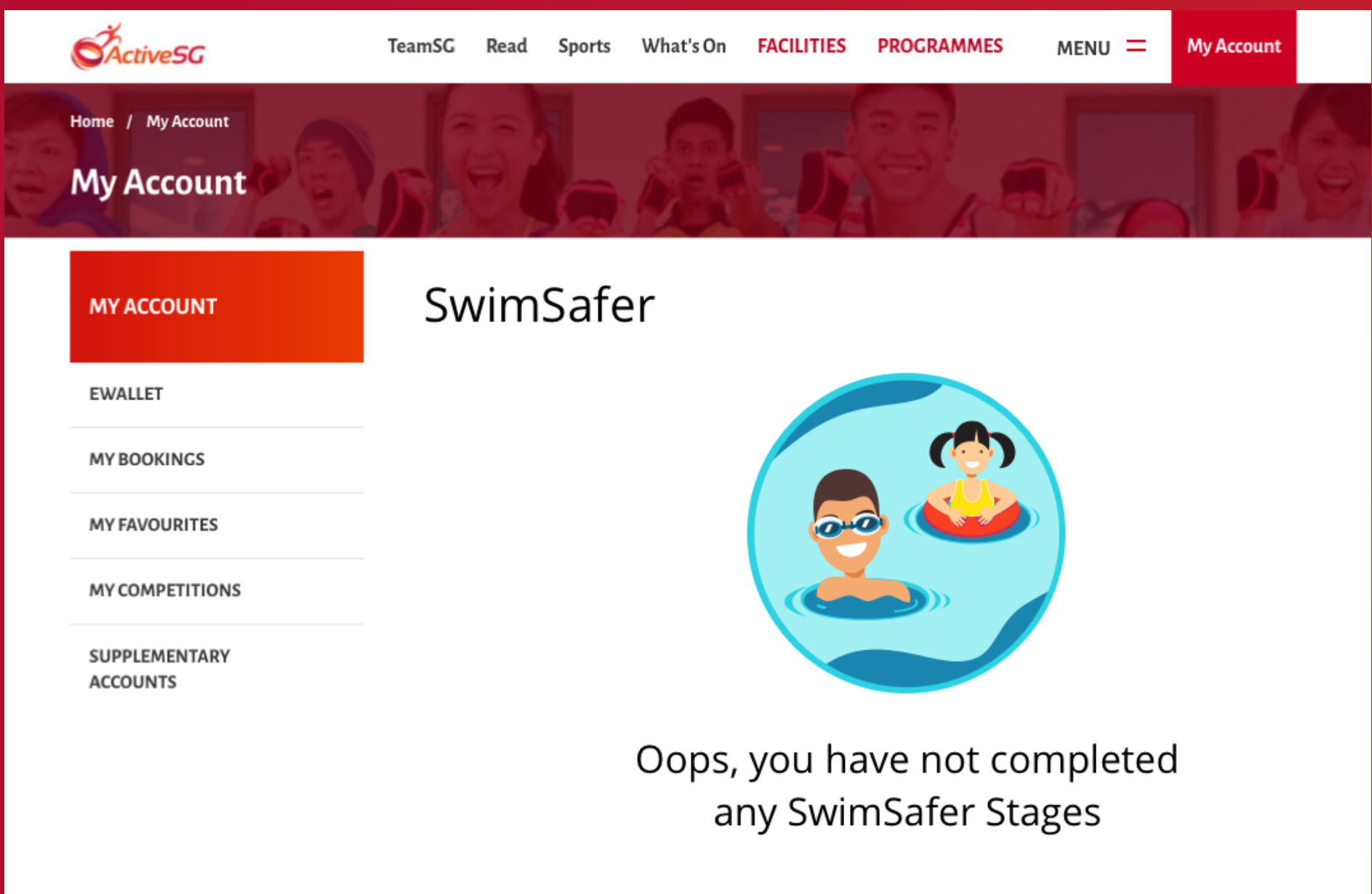
After login / sign-up, you will land on 'My Account' Page.

Click 'SwimSafer'.

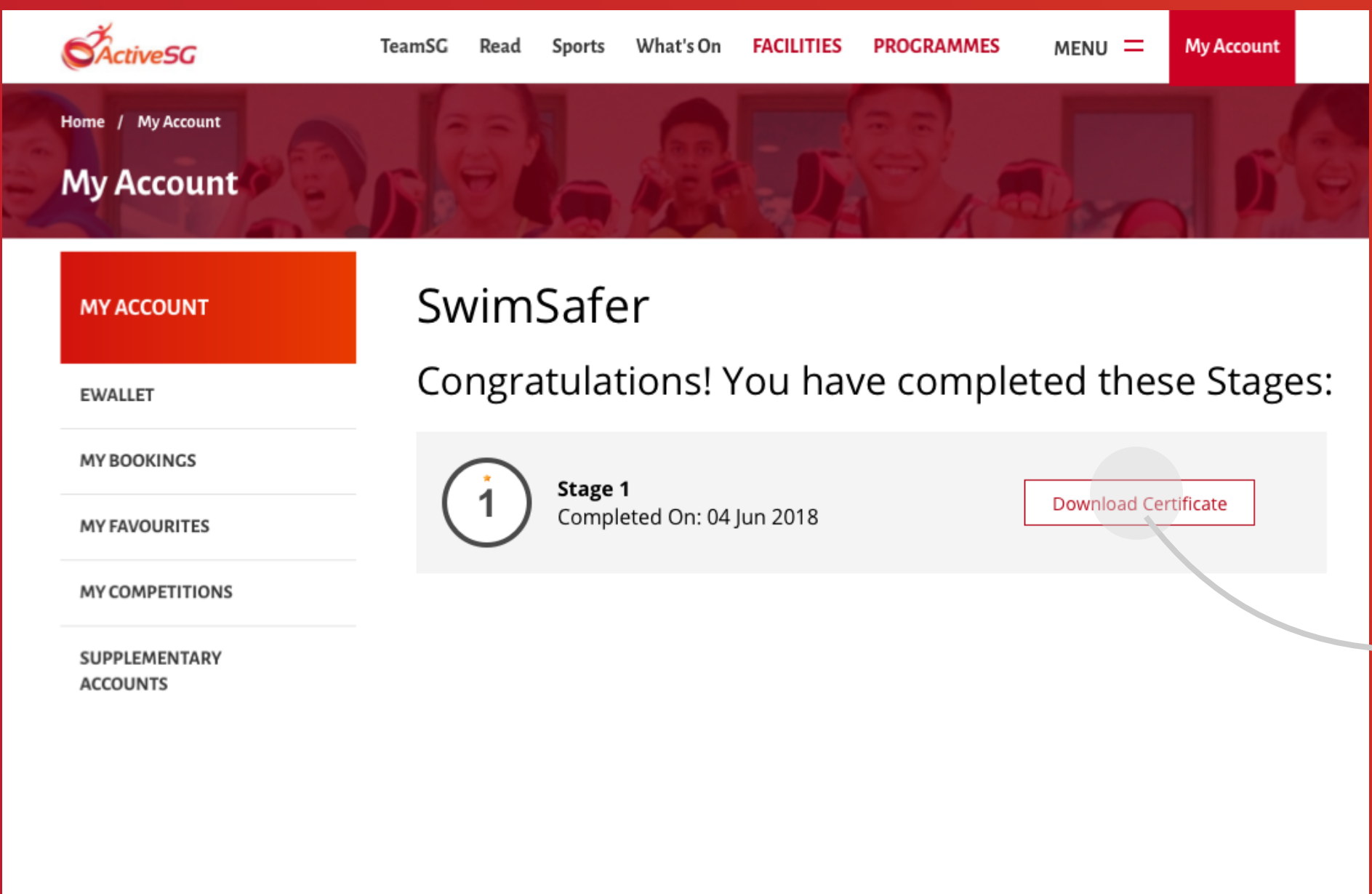


03 View SwimSafer Stages

If your child has yet to complete any stages, the page as shown below will be displayed.

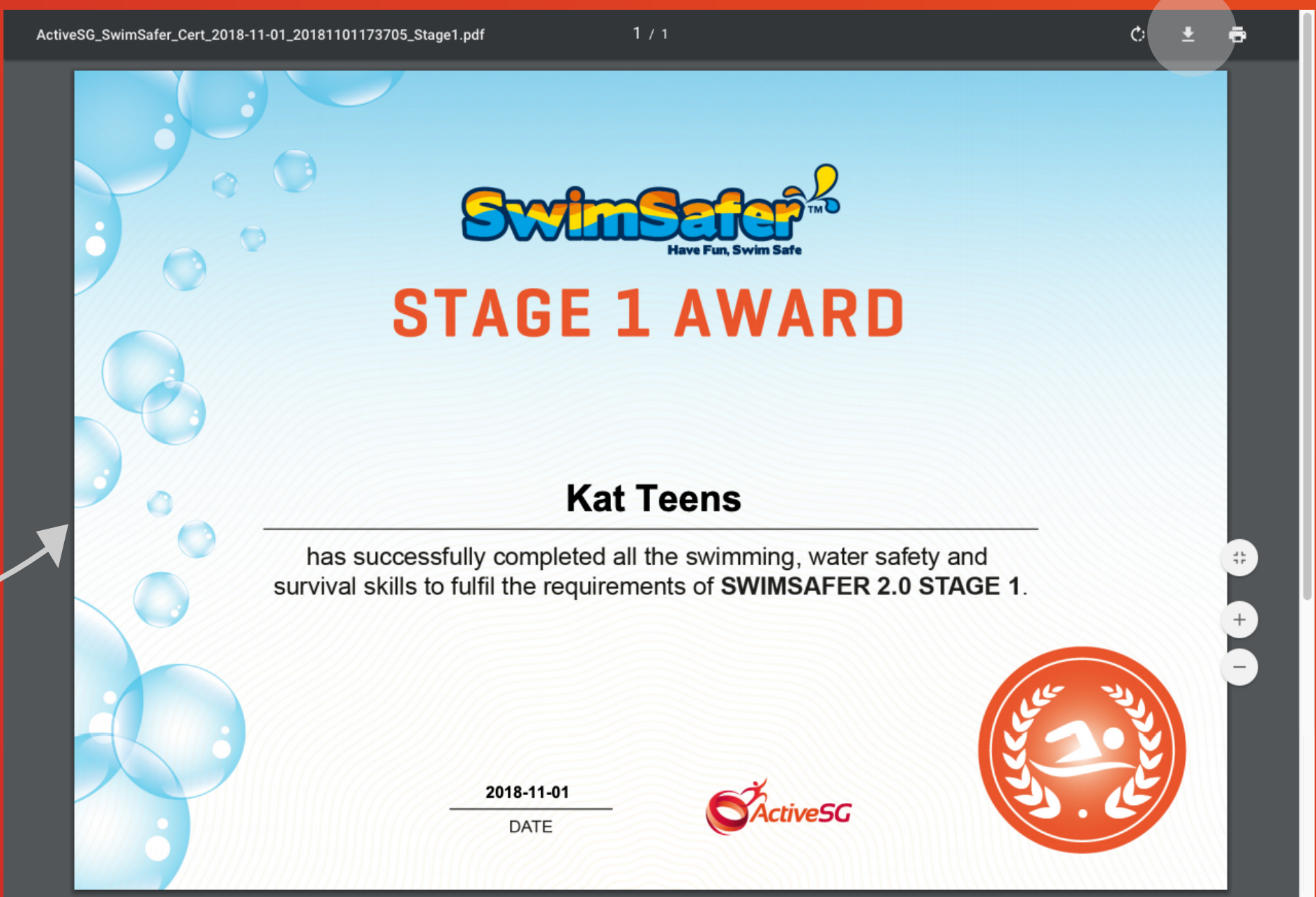


If your child has completed at least 1 stage, the completed stage(s) will be displayed. Click 'Download Certificate' to preview.



04 Preview & Download Certificate

Click the 'arrow down' icon at the top right corner to download your child's SwimSafer Certificate.



USER GUIDE: HOW TO SIGN UP AN ACOOUNT VIA ACTIVESG WEB USING EMAIL / MOBILE

01 Visit ActiveSG Website

Go to <https://members.myactivesg.com/auth>

Click 'Sign up with Email / Mobile' under new user.

The screenshot shows the ActiveSG website's sign-up page. Under the 'NEW USER' section, there are three options: 'Sign in with Facebook', 'Sign in with Singpass', and 'Sign up with Email / Mobile'. The 'Sign up with Email / Mobile' option is highlighted with a yellow box and a red circle. Below this, there are input fields for 'Mobile / Email / NRIC *' and 'Password *', a 'Forgot Password' link, and a 'LOGIN' button. A banner for 'DOWNLOAD FREE' mobile apps is also visible.

02 Create Account

Fill up the form & click 'SIGN UP'.

The screenshot shows the 'CREATE ACCOUNT' form. It includes fields for 'Full Name *', 'Select an ID Type *' (with 'ID Number' selected), 'Gender *', 'Birth Date *' (dd, MM, YYYY), 'Citizenship Status *', 'Race *', 'Employment Status *', and 'Postal Code *'. There is also a 'Profile Photo (Optional)' section. On the right, there is a 'Retrieve MyInfo' button and a 'Mobile No.' field. Below these are 'Password (Min. 8 alphanumeric characters) *' and 'Confirm Password' fields. A 'DECLARATION' section includes a checkbox for 'I have read and agree to Sport Singapore's (Singapore Sports Council) Terms & Conditions.' and an 'Optional' section for receiving updates via SMS or Phone Call. A 'SIGN UP' button is at the bottom right.

If your child is below 12 years old, he/she will need your consent.

You will fill up your particulars to give consent, then click 'SIGN UP'.

The screenshot shows the 'PARENT/LEGAL GUARDIAN CONSENT' form. It includes fields for 'Full Name *', 'Email *', 'Select an ID Type *' (with 'Singapore NRIC / Birth Cert. No.' selected), 'Password (Min. 8 alphanumeric characters) *', and 'Confirm Password'. There are also fields for 'Gender *', 'Birth Date *' (3, March, 2007), 'Citizenship Status *', 'Race *', 'Employment Status *', and 'Postal Code *'. A 'DECLARATION' section includes a checkbox for 'I consent to my child/ward to be a member of ActiveSG and agree to the Terms & Conditions.' and an 'Optional' section for receiving updates via SMS or Phone Call. A 'SIGN UP' button is at the bottom right.

03 Enter OTP

Enter the OTP and click 'SUBMIT'.

The screenshot shows the 'VALIDATE YOUR ACCOUNT' page. It includes a message: '* A one time password (OTP) has been sent to mobile number 83661032. The OTP will expire in 5 minutes.' Below this is an 'OTP Code' input field, a 'SUBMIT' button, and a 'RESEND OTP' button. The page also features a banner for 'iAPPS' and a 'Sport SINGAPORE' section with a 'SUBSCRIBE' button and a 'CONTACT' section with a map and contact details.

04 Sign up - Success

You have created an account for your child.

The screenshot shows the 'My Account' page. It includes a 'MY ACCOUNT' section with links to 'EWALLET', 'MY BOOKINGS', 'MY FAVOURITES', 'MY COMPETITIONS', and 'SUPPLEMENTARY ACCOUNTS'. There is a 'My Account' section with a profile picture and name 'Kyle McKenzie ActiveSG Member'. Below this is a 'CLICK HERE FOR QR CODE' button. On the right, there is a 'Edit My Account' button and three buttons: 'Purchased passes', 'Step Challenge', and 'SwimSafer'.

USER GUIDE: HOW TO SIGN UP AN ACOOUNT VIA ACTIVESG WEB USING SINGPASS

01 Visit ActiveSG Website

Go to <https://members.myactivesg.com/auth>

Click ‘ Sign up with SingPass ’ under new user.

The screenshot shows the ActiveSG website's sign-up page. It has a navigation bar with links like TeamSG, Read, Sports, What's On, FACILITIES, PROGRAMMES, MENU, and a Book button. The main content area is divided into 'EXISTING USER' and 'NEW USER' sections. Under 'NEW USER', there is a 'Sign up with Singpass' button highlighted with a red circle. Below this, there are input fields for 'Mobile / Email / NRIC *' and 'Password *', a 'Forgot Password' link, and a 'LOGIN' button. To the right, there is a 'Sign up with Email / Mobile' button and a 'DOWNLOAD FREE' section for the ActiveSG app on iOS and Android. At the bottom, there is a note about browser compatibility: 'Best viewed on Internet Explorer* 9.x or higher, Safari 5.1 or higher, latest version of Mozilla Firefox and Google Chrome.'

02 Log in to SingPass

Log in to SingPass using your child’s SingPass ID and Password.

The screenshot shows the SingPass login page. It features a background image of lit diya lamps. On the right, there is a 'Log in' form with fields for 'SingPass ID' and 'Password', and buttons for 'Cancel' and 'Login'. A red callout box points to the 'Login' button with the text 'Click here to log in with SingPass Mobile app'. Above the form, there is a 'Singapore Government' logo and a 'SingPass' logo. At the top, there is an 'Advisory Note' stating: 'Your SingPass account contains a lot of personal data. Do not share your username, password and 2FA details with anyone.'

03 Sign up - Success

You have created an account for your child.

The screenshot shows the ActiveSG 'My Account' page. It has a navigation bar with links like TeamSG, Read, Sports, What's On, FACILITIES, PROGRAMMES, MENU, and a 'My Account' button. The main content area is titled 'My Account' and shows a user profile for 'Kyle McKenzie', an 'ActiveSG Member'. There are buttons for 'Purchased passes', 'Step Challenge', and 'SwimSafer'. A QR code is displayed with the text 'CLICK HERE FOR QR CODE'. On the left, there is a sidebar with links for 'MY ACCOUNT', 'EWALLET', 'MY BOOKINGS', 'MY FAVOURITES', 'MY COMPETITIONS', and 'SUPPLEMENTARY ACCOUNTS'. At the top, there is a banner for 'Sync your phone steps tracker now! Join GameOn NILAI to win cool prizes.'

USER GUIDE: HOW TO ADD A SUPPLEMENTARY ACCOUNT

01 Log In to ActiveSG

Go to <https://members.myactivesg.com/auth>

Log In to your account.

02 Enter Supplementary Account Page

After login, you will land on 'My Account' Page.

Click 'SUPPLEMENTARY ACCOUNTS' on the left.

03 Add Supplementary Account

Click 'Add supplementary account'.

04 Enter Supplementary Account Details

Complete step 1 & click 'Next'.

Complete step 1 & click 'Submit'.

05 Supplementary Account Added

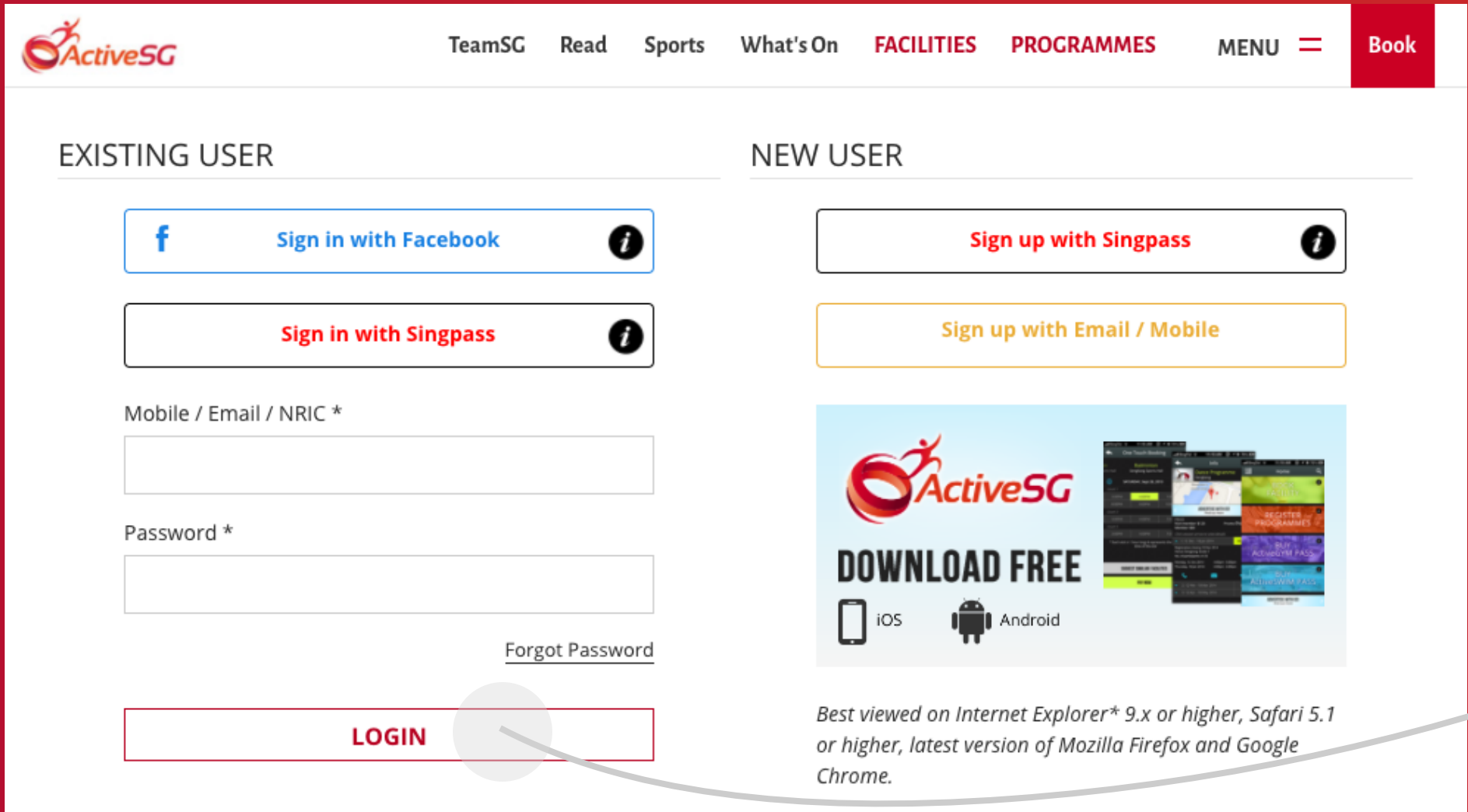
You'll be directed to the supplementary account page with the newly added supplementary account.

USER GUIDE: HOW TO CHANGE TO SUPPLEMENTARY ACCOUNT WHEN LOG-IN WITH PARENT’S ACCOUNT

01 Log In to ActiveSG

Go to <https://members.myactivesg.com/auth>

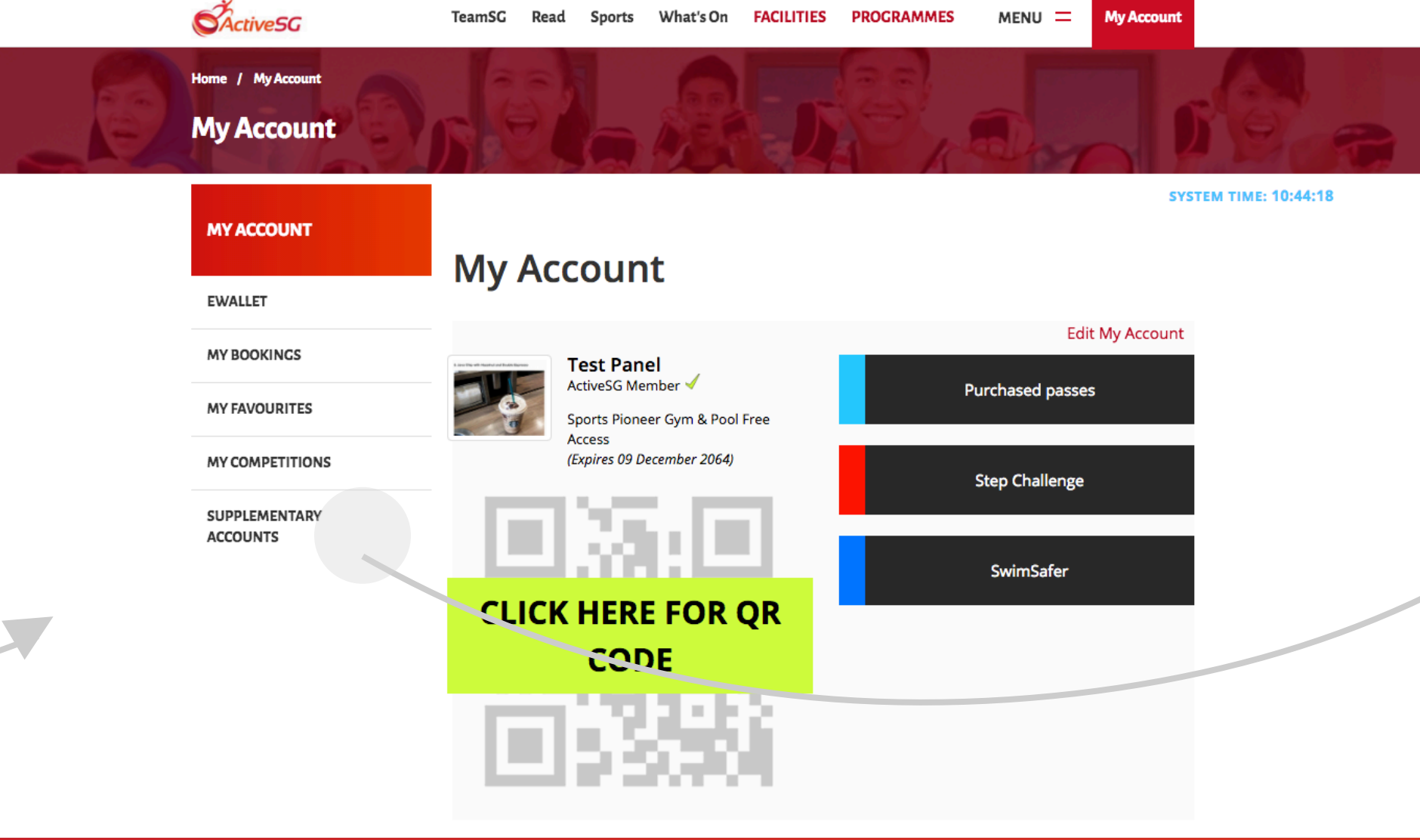
Log In to your account



02 Enter Supplementary Account Page

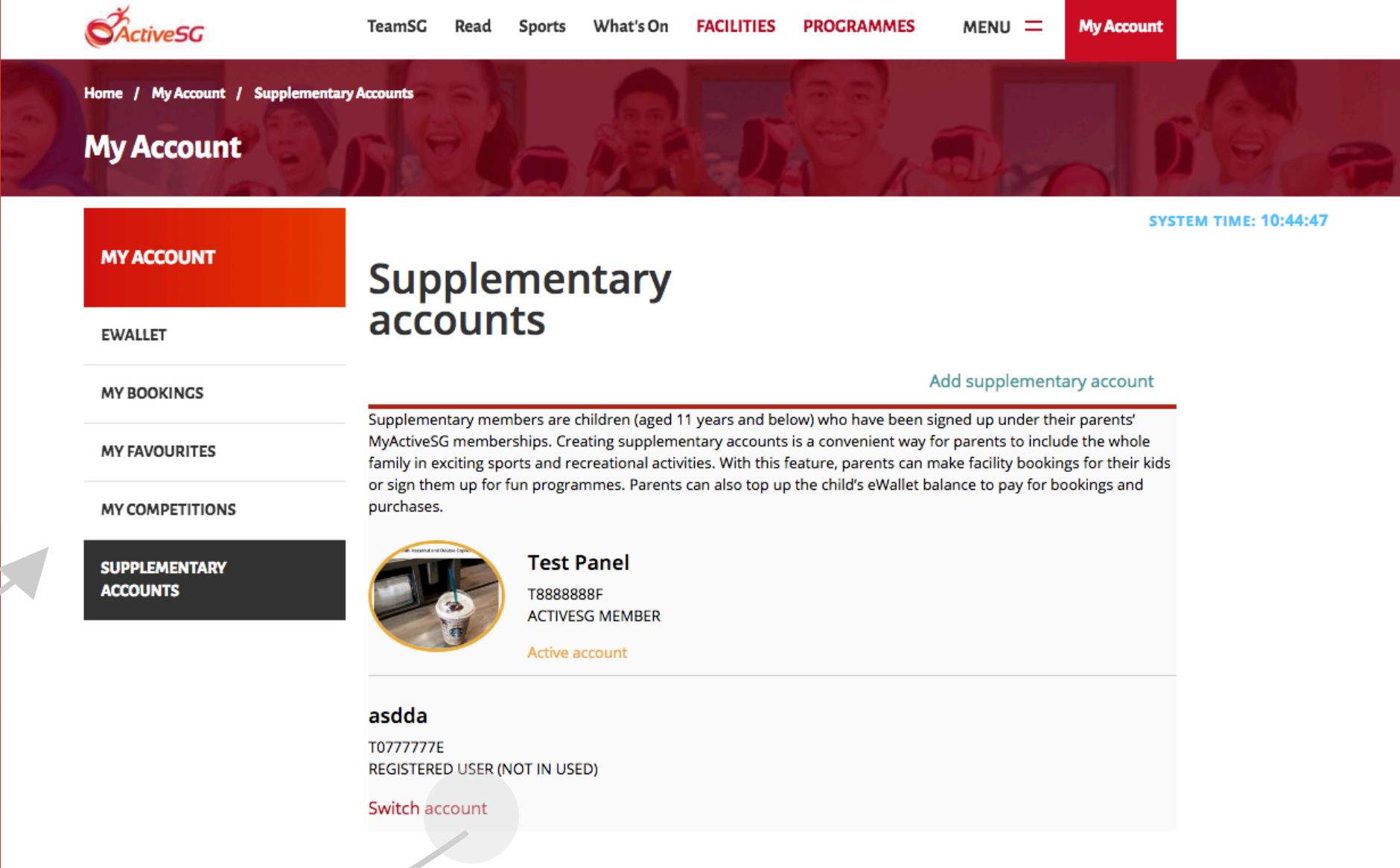
After login, you will land on ‘My Account’ Page.

Click ‘SUPPLEMENTARY ACCOUNTS’ on the left



03 Switch to Supplementary Account

Click ‘Switch account’ of your child’s supplementary account.



04 Switch account - Success

You will see your child’s supplementary account is now active.

