

SafeEntry NRIC

For Malls and Supermarkets

SafeEntry NRIC

How to sign up to create a business account?

Note: if your business has several malls or supermarkets, and you wish to let each of them manage their own account, please register each mall with the business name using the format “Business Name (Mall/Supermarket Name)”. We do not allow the same business name to be used for multiple accounts.

1. Visit website safeentry.zendesk.com.
2. Select “Submit a request”.
3. Fill up the form with an official business email, the subject title “Onboard <Official Business Name>”, official business name, contact number, attach a photo of a namecard and other proof of business documents as attachment to prove that the business email is legitimate. After that, click “Submit”.
4. Your request will be reviewed within 36hours, and after your business email is approved, you will be informed via an email reply.

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How to do the one-time business account setup?

1. After receiving onboarding approval email, visit website www.safeentry.gov.sg.
2. Select “Get started” under the ‘Onboard your business’ section
3. Select “Register business account”
4. Key in the business name and email registered and approved
5. Key in the 6-digit OTP sent to the email
6. Select “Add business premise” and fill in
 - a. “Premise name” with the name of your mall or supermarket, your mall/supermarket’s address and postal code
 - c. Do not select enable odd/even NRIC restrictions if you are not restricting visitors by their NRICs. Selecting this will only allow NRICs ending with even digit to enter on even calendar date, and odd digit to enter on odd calendar date
 - d. Your maximum visitor capacity for your premise, check “Share only your crowd level with public” to send your crowdedness status to SpaceOut. This is only applicable if you are implementing scanning out, as scanning in and out will provide you with the instantaneous crowd number inside your premise. The crowdedness status are “Closed now”, “No Crowd” for 0% to 50% capacity filled, “Some Crowd” for >50% to 75% filled, “Crowded” for >75% to <100%, and “Max” for 100%. The actual number of instantaneous crowd number and your maximum visitor capacity will not be sent to SpaceOut
 - f. Fill in your operating hours in 24-hr format. For example, 11pm should be 23:59, not 11:59. Do not enter if your premise is operating 24hours
7. Your premise is created with a unique 6-digit store code tagged to the premise. Please pass this store code to your scanning stations

Note: Regardless of the number of entrances and exits at your premise, you only need to create one premise. They will also share the same store code.

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How to use scan IC at the scanning stations?

Note: we recommend that you use your existing barcode scanners to do the scanning as it is faster. You can either use a laptop plugged with a barcode scanner, or any handheld device that has browser and barcode scanner. Internet connectivity is required. Doing this instead of using mobile handphone's camera can also save battery consumption.

1. Each scanning station to visit website www.safeentry.gov.sg on your mobile handphone device
2. Select "Set up contact tracing for visitors" under "Visitor check-in set up"
3. Key in the full name of staff manning the station and the unique 6-digit store code
4. Select "Scan Entrance" for stations scanning visitors entering your premise, or select "Scan Exit" for stations scanning exiting visitors
5. Select "Allow" or "Enable" when prompted by your browser to give permission to use the camera.
6. Scroll down to confirm that you are at the "Entry" or "Exit" correctly
7. Proceed to scan visitor's ID with NRIC barcodes. Successful scanning will be shown with a green confirmation line with the last 3-digit of the NRIC and alphabet to show that visitor's record is captured
8. At the end of day, select "Back" and then "Select Logout"

Note: Safe distancing measures should be observed at all times when scanning customer's NRIC. Staff should not be in direct contact with NRIC cards.

SafeEntry NRIC FAQs

What happens when the camera/barcode scanner is unable to scan IDs with blurred barcodes?

1. Select “Manual Input”.
2. Key in the visitor’s ID under “Enter NRIC/FIN” and select “Check”
3. For foreigners, key in the visitor’s foreign ID number under “Enter Foreign ID number” and select “Check”.

What happens if I cannot get past any of the steps above?

1. Pls check the FAQ for answers
2. Submit a request if your problem is not addressed by the FAQs, and leave behind your contact number. The helpdesk will get back to you

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 enquire within 24hours.