

# SINGAPORE POOLS ACCOUNT ACCOUNT REACTIVATION GUIDE

## PLAY RESPONSIBLY

Stay Legal. | National Problem Gambling  
Bet With Care. | Helpline: 1800-6-668-668



# ACCOUNT REACTIVATION GUIDE

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If you notice that you or somebody you know may be gambling excessively, call the National Problem Gambling Helpline today at 1800-6-668-668.

Contact Us | Safer Play | Our Services | FAQ | Corporate | LOGIN | SIGN UP

Sports Lottery Horse Racing Account

### ACCOUNT INFORMATION

Applicants must be aged 21 and above. All fields are mandatory, unless otherwise indicated. It may take 3 to 5 mins to complete the registration form. Upon verification, allow up to 2 days for processing.

Identification Type:  NRIC / FIN entered already exists. Please log in above.

Product Selection:  Sports  Lottery  Horse Racing

Name:

## Step 1: Determine if your account needs reactivation.

When signing up for an account, you are prompted that there is an existing account with your NRIC.

## Step 2: Proceed to the login page and login to your account.

If you have forgotten your username and password, select 'Forgot Login' to reset them.

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Product Selection:  Sports  Lottery  Horse Racing

Name:

Nationality:

Date of Birth:

Forgot Login?

Foreign Passport

Retrieve Username  Reset Password  Reset PIN

NRIC Number or FIN:

Mobile Number:

CANCEL SUBMIT

1

5:42

Registration

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ACCOUNT INFORMATION

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Identification Type:

NRIC / FIN entered already exists. Please log in above.

Product Selection:  Sports  Lottery  Horse Racing

Name:

Nationality:

Next

Account Information Residential Address Login Information

2

5:52

LOGIN SIGN UP

Are you in control of your betting?

Find out more

CANCEL Login

Account Login

Username:

Password:

Don't have an account yet? Sign up here.

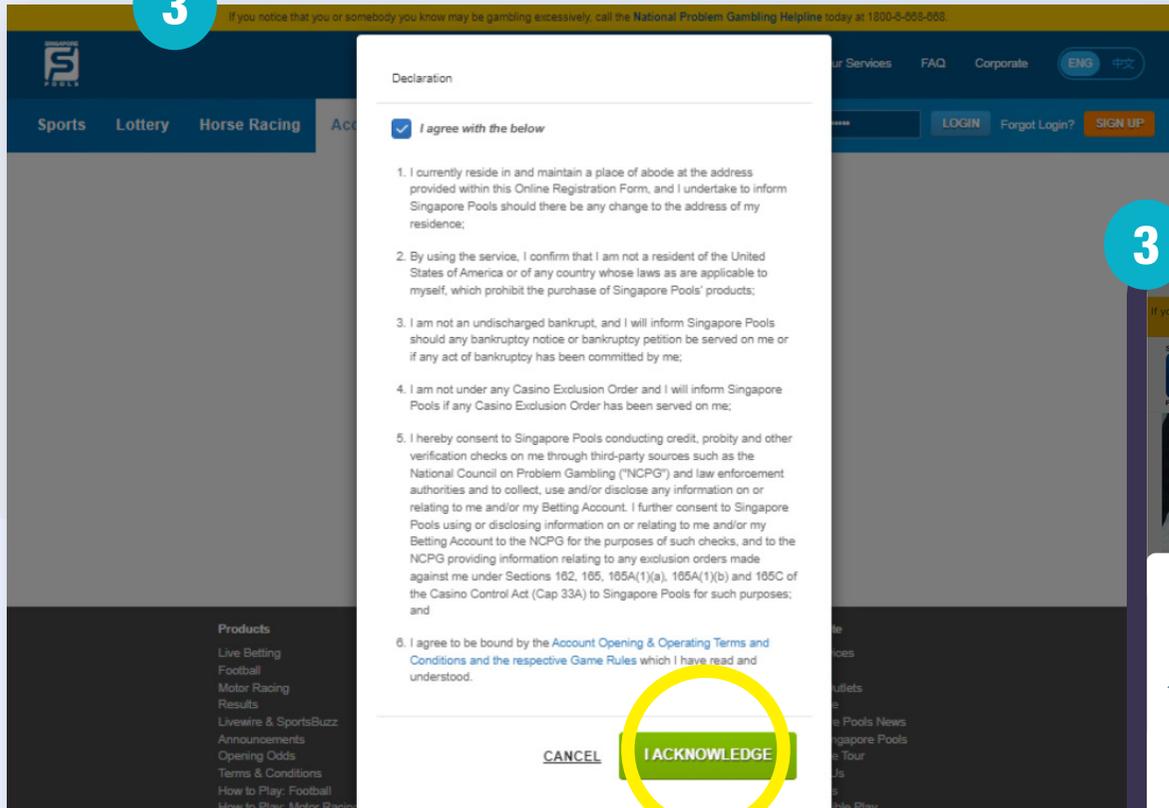
Login

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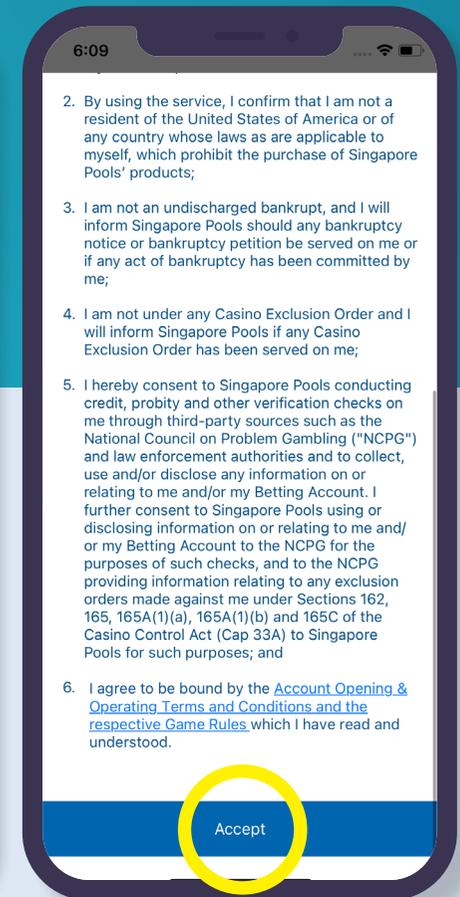
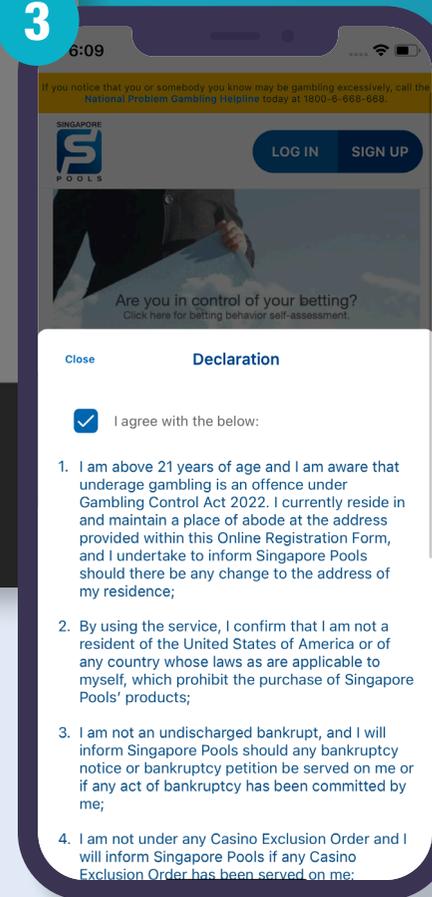
# ACCOUNT REACTIVATION GUIDE

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Step 3: Click 'I Acknowledge'

3



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# ACCOUNT REACTIVATION GUIDE

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Singapore Pools  
Safer Play | Our Services | FAQ | Corporate | ENG 中文

Sports | Lottery | Horse Racing | Account | Logged in: 00:00:20 | LOG OUT | testjack8 | Balance: \$0.00

My Account  
Account Overview  
Account Update  
Limit Management  
Self-Exclusion  
Self-Assessment  
Monthly Statement  
Transaction History  
Deposits  
Withdrawals  
TOTO Subscription  
Live Streaming Subscription  
Race Setting

Home → My Account → Account Reactivation

### Account Reactivation

**Account reactivation required.**  
Update your personal particulars and perform identity verification to reactivate your account.

ACCOUNT NO. 010799989

Select one of the following option to proceed:

**Using Singpass & MyInfo**  
No additional document needed.

**Retrieve MyInfo with Singpass**

**Identity verification via video call**  
You will be required to submit some documents.

**Proceed to upload documents**

Sign up in 2 quick steps:

- 1 Complete application form with MyInfo
- 2 Perform identity verification via Singpass.

Steps to sign up:

- 1 Fill up and submit the application form.
- 2 Upload image of your NRIC/FIN card and proof of residential address (for FIN holders).

Your account will be activated within two days pending eligibility checks. Upon activation, complete Account Setup to start using your account.

The usage of Singpass to retrieve personal data is a one-off request for the purpose of form filling and identity verification only. Please use a mobile device or computer with camera to complete registration with Singpass. Do not press 'Back' or 'Refresh' throughout the session.

A message will be shown that indicates your account requires reactivation.

**Step 4: Select method for reactivation, i.e. Singpass or manual videocall.**

Click here for registration and verification using:

- Online form and video call
- Singpass

6:10

Account Reactivation

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SINGAPORE POOLS | Balance: \$999,999.00 | Logged in: 00:00:01 | ACCOUNT

**Account reactivation required.**  
Update your personal particulars and perform identity verification to reactivate your account.

Account No. 010802125

Select one of the following option proceed:

**Using Singpass & MyInfo**  
No documents needed

**Use MyInfo**

OR

**Identity verification via video call**  
You will be required to submit some documents.

**Proceed to upload documents**

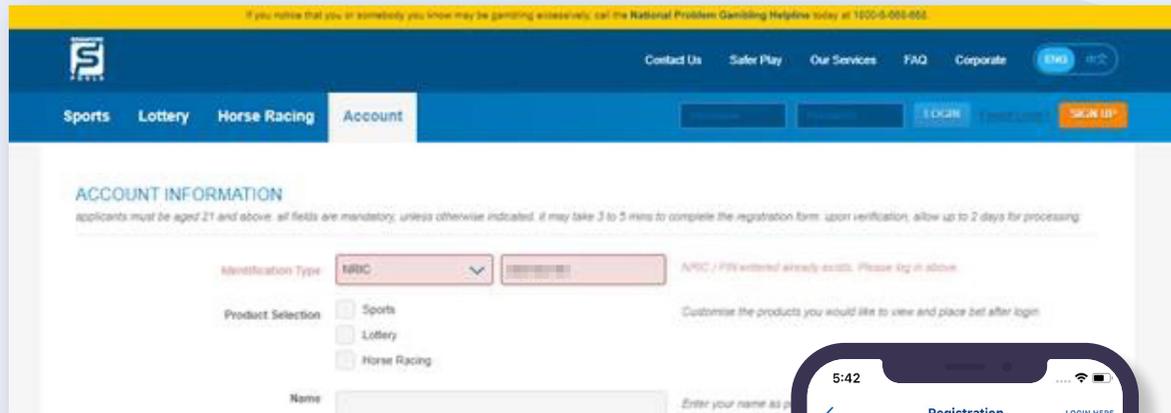
Alternatively, visit a Singapore Pools branch with your ID documents for identity verification.

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# FREQUENTLY ASKED QUESTIONS



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Sports Lottery Horse Racing Account

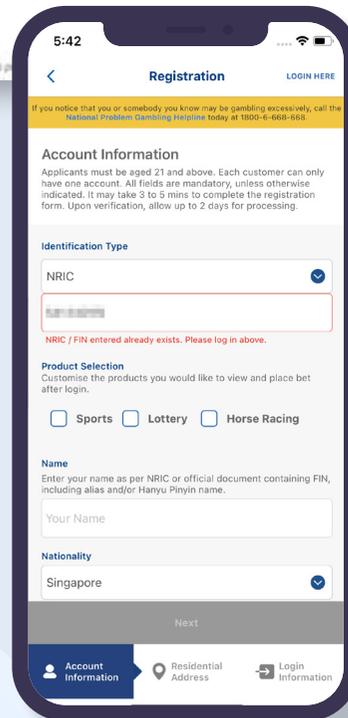
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Product Selection:  Sports  Lottery  Horse Racing

Name:



5:42

Registration LOGIN HERE

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### Account Information

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Identification Type

NRIC

NRIC / FIN entered already exists. Please log in above.

Product Selection

Customise the products you would like to view and place bet after login.

Sports  Lottery  Horse Racing

Name

Enter your name as per NRIC or official document containing FIN, including alias and/or Hanyu Pinyin name.

Your Name

Nationality

Singapore

Next

Account Information Residential Address Login Information

## Question

Why do I need to reactivate my Singapore Pools Account?

## Answer

Reactivation is required for the following reasons:

1. Accounts that did not complete the identity verification process within 90 days from the date of registration
2. Accounts that were previously active but became dormant

For accounts that requires reactivation, a message will be shown to prompt users to complete the reactivation process.

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