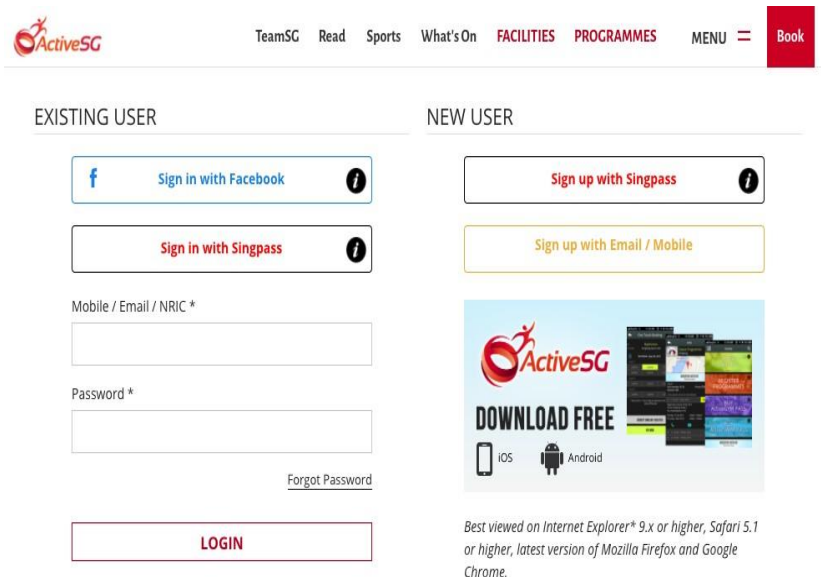


User Guide: Download SwimSafer e-cert

School Of swimology

01 Log in to ActiveSG

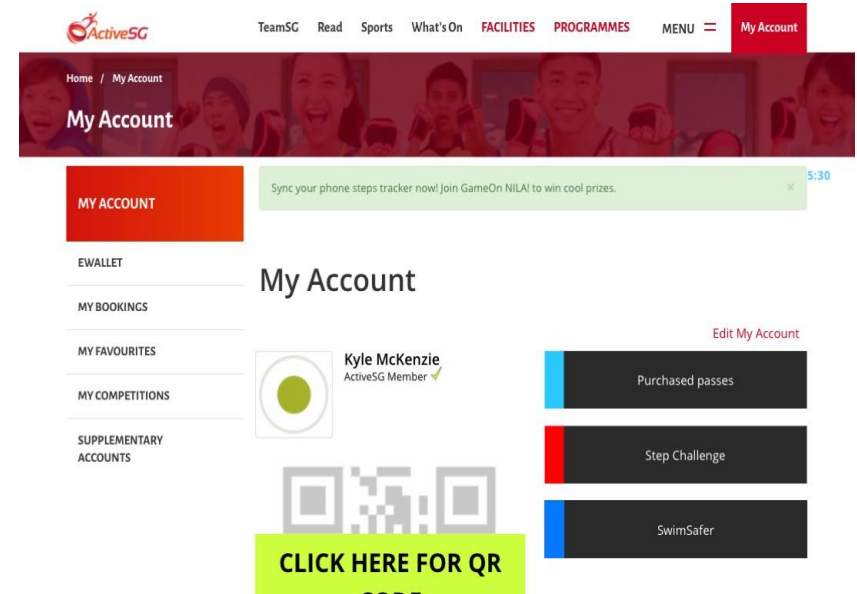
- Go to <https://members.myactivesg.com>.
- Log in using your child's ActiveSG account.
- If your child has no account, kindly proceed to sign up.



The screenshot shows the ActiveSG login interface. At the top, there's a navigation bar with links: TeamSG, Read, Sports, What's On, FACILITIES, PROGRAMMES, MENU, and a red Book button. Below this, the page is split into two columns: EXISTING USER and NEW USER. The EXISTING USER column has two buttons: 'Sign in with Facebook' and 'Sign in with Singpass', both with information icons. Below these are input fields for 'Mobile / Email / NRIC *' and 'Password *', a 'Forgot Password' link, and a red 'LOGIN' button. The NEW USER column has two buttons: 'Sign up with Singpass' and 'Sign up with Email / Mobile', both with information icons. Below these is a large graphic for 'ActiveSG DOWNLOAD FREE' showing app screens for iOS and Android. At the bottom, a note states: 'Best viewed on Internet Explorer* 9.x or higher, Safari 5.1 or higher, latest version of Mozilla Firefox and Google Chrome.'

02 Enter SwimSafer Page

- After login / signup, you will land on 'My Account' Page.
- Click 'SwimSafer'.

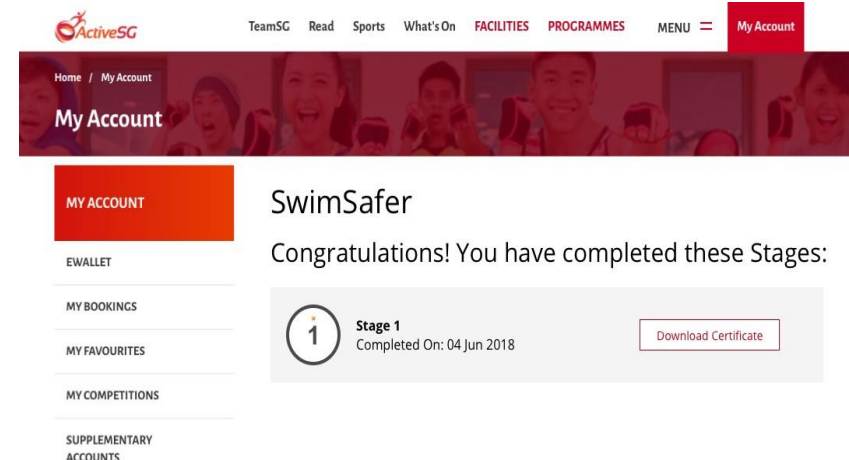
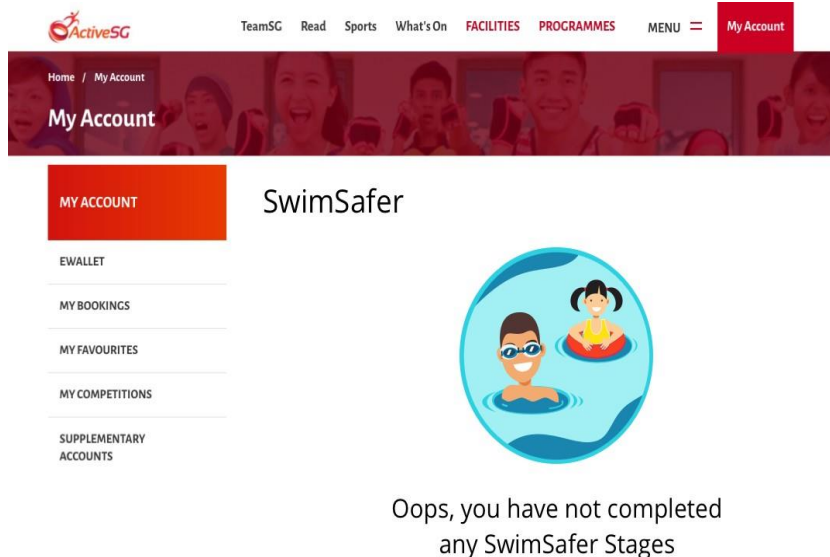


The screenshot shows the 'My Account' page on the ActiveSG website. The top navigation bar is identical to the login page, but the 'MENU' button is replaced by a red 'My Account' button. Below the navigation bar, there's a banner for 'My Account' with a background image of children. A green notification bar at the top right says: 'Sync your phone steps tracker now! Join GameOn NILA! to win cool prizes.' Below this, the 'MY ACCOUNT' section is highlighted in red. To the left, there's a sidebar menu with links: EWALLET, MY BOOKINGS, MY FAVOURITES, MY COMPETITIONS, and SUPPLEMENTARY ACCOUNTS. The main content area shows the user's profile: 'Kyle McKenzie', 'ActiveSG Member', with a green checkmark. Below the profile is a QR code and a green button that says 'CLICK HERE FOR QR CODE'. To the right of the profile, there's a red 'Edit My Account' link and three buttons: 'Purchased passes', 'Step Challenge', and 'SwimSafer'.

User Guide: Download SwimSafer e-cert

03 View SwimSafer Stages

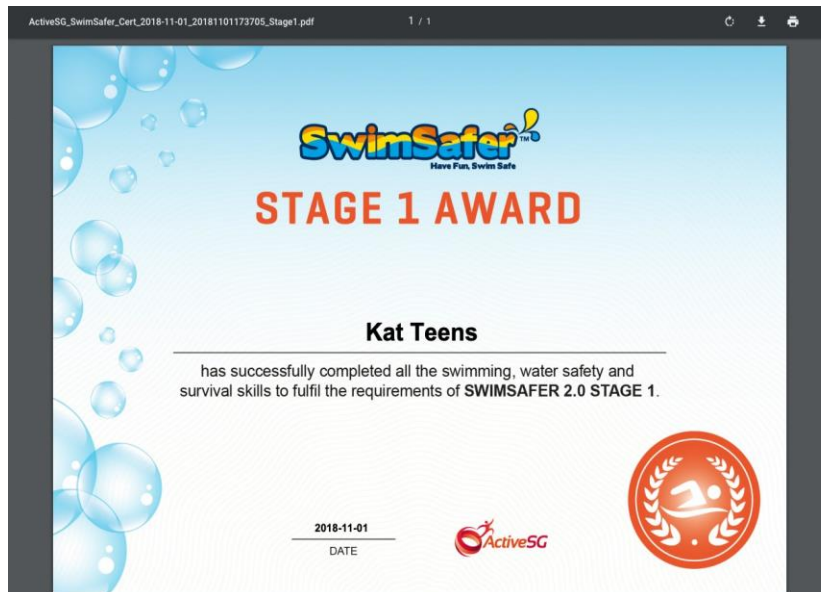
- If your child has yet to complete any stages, the page as shown below will be displayed.
- If your child has completed at least 1 stage, the completed stage(s) will be displayed. Click 'Download Certificate' to preview.



User Guide: Download SwimSafer e-cert

04 Preview & Download Certificate

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



User Guide: Sign up an account via ActiveSG website using email / mobile

School Of
swimology

01 Visit ActiveSG Website

- Go to <https://members.myactivesg.com>.
- Click 'Sign up with Email / Mobile' under new user.

The screenshot shows the ActiveSG website header with navigation links: TeamSG, Read, Sports, What's On, FACILITIES, PROGRAMMES, MENU, and a Book button. Below the header, there are two tabs: EXISTING USER and NEW USER. The EXISTING USER tab has two buttons: 'Sign in with Facebook' and 'Sign in with Singpass'. The NEW USER tab has two buttons: 'Sign up with Singpass' and 'Sign up with Email / Mobile'. Below the EXISTING USER buttons, there are input fields for 'Mobile / Email / NRIC *' and 'Password *', and a 'Forgot Password' link. Below the NEW USER buttons, there is a promotional banner for 'ActiveSG DOWNLOAD FREE' for iOS and Android, and 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.'

ActiveSG

TeamSG Read Sports What's On FACILITIES PROGRAMMES MENU Book

EXISTING USER

NEW USER

Sign in with Facebook

Sign in with Singpass

Sign up with Singpass

Sign up with Email / Mobile

Mobile / Email / NRIC *

Password *

Forgot Password

LOGIN

ActiveSG
DOWNLOAD FREE
iOS Android

Best viewed on Internet Explorer* 9.x or higher, Safari 5.1 or higher, latest version of Mozilla Firefox and Google Chrome.

User Guide: Sign up an account via ActiveSG website using email / mobile

02 Create Account

- Fill up the form & click 'SIGN UP'.
- 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'.

ActiveSG TeamSG Read Sports What's On FACILITIES PROGRAMMES MENU Book

CREATE ACCOUNT

Reduce your hassle by connecting to MyInfo (You will be required to login to Singpass).
For more information, please visit [MyInfo](#).

Profile Photo (Optional)
(Max file size: 1MB, File types: jpg/png)
[Choose file](#) / No file chosen

Full Name *

Select an ID Type *

ID Number

Gender *

Birth Date *

dd / MM / YYYY

Citizenship Status *

Race *

Employment Status *

Postal Code *

Mobile No. (A one-time password will be sent via SMS to you.) *

Email *

Password (Min. 8 alphanumeric characters) *

Confirm Password

Retrieve MyInfo

DECLARATION

☐ I have read and agree to Sport Singapore's (Singapore Sports Council) [Terms & Conditions](#).

Optional

☐ I wish to receive updates on the latest news, promotions and events from ActiveSG via (you may select more than one):

☐ SMS

☐ Phone Call

You can withdraw your consent any time by editing your Profile settings.

SIGN UP

[Back to Sign in](#)

Full Name *

ly

Select an ID Type *

Singapore NRIC / Birth Cert. No. t0156844f

Gender *

Female

Birth Date *

3 / March / 2007

Citizenship Status *

Race *

Employment Status *

Postal Code *

Email *

Password (Min. 8 alphanumeric characters) *

Password

Confirm Password

PARENT/LEGAL GUARDIAN CONSENT

For individuals below the age of 12 years, please obtain your parent / guardian's consent below.

Full Name *

NRIC / FIN *

Mobile *

Email (Optional)

DECLARATION

☐ I consent to my child/ward to be a member of ActiveSG and agree to the [Terms & Conditions](#).

Optional

☐ I, the above named parent/guardian, consent to my child/ward receiving updates on the latest news, promotions and events from ActiveSG via (you may

User Guide: Sign up an account via ActiveSG website using email / mobile

School Of swimology

03 Enter OTP

- Enter the OTP and click 'SUBMIT'.

ActiveSG TeamSG Read Sports What's On FACILITIES PROGRAMMES MENU Book

VALIDATE YOUR ACCOUNT

* A one time password (OTP) has been sent to mobile number 83661032. The OTP will expire in 5 minutes.

OTP Code

Please enter OTP

SUBMIT

RESEND OTP

iAPPS

Sport SINGAPORE

SUBSCRIBE

Subscribe to 'The Play Times' and get the latest news and updates delivered to your mailbox

CONTACT

Sports Singapore
3 Stadium Drive,
Singapore 397630

Tel: 6343 7111
Fax: 6440 9505

Contact FAQ © 2017 Singapore Sports Council | Best viewed in IE 9 and above, latest 2 versions of Mozilla Firefox, Safari and Google Chrome.

04 Sign up - Success

- You have created an account for your child.

ActiveSG TeamSG Read Sports What's On FACILITIES PROGRAMMES MENU My Account

Home / My Account

My Account

MY ACCOUNT

EWALLET

MY BOOKINGS

MY FAVOURITES

MY COMPETITIONS

SUPPLEMENTARY ACCOUNTS

Kyle McKenzie
ActiveSG Member

CLICK HERE FOR QR CODE

Edit My Account

Purchased passes

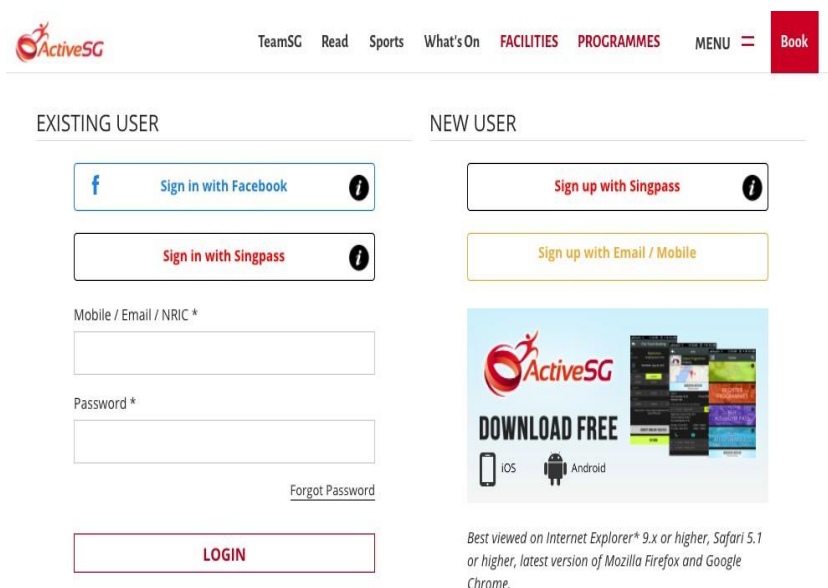
Step Challenge

SwimSafer

User Guide: Sign up an account via ActiveSG website using Singpass

01 Visit ActiveSG Website

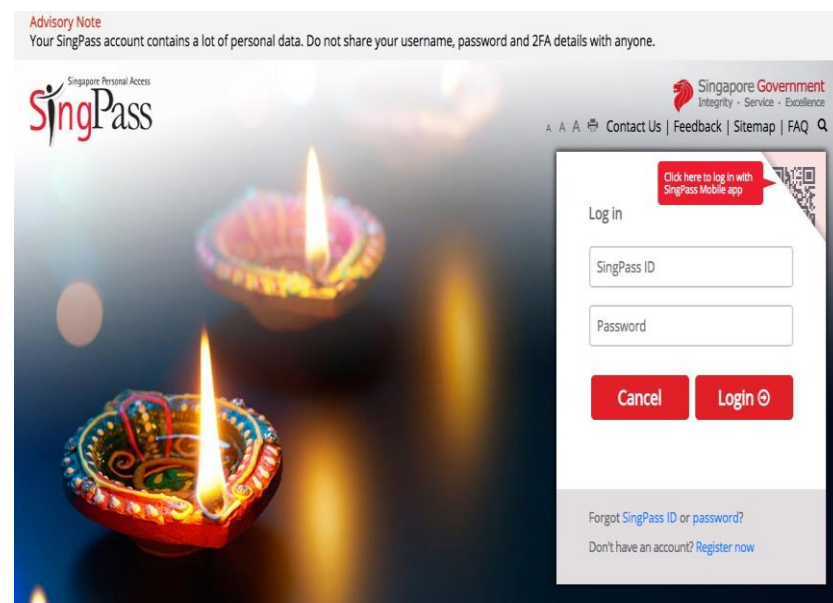
- Go to <https://members.myactivesg.com/auth>
- Click 'Sign up with Email / Mobile' under new user.



The screenshot shows the ActiveSG website's authentication page. At the top, there is a navigation bar with the ActiveSG logo, links for TeamSG, Read, Sports, What's On, FACILITIES, PROGRAMMES, MENU, and a Book button. Below the navigation bar, there are two main sections: EXISTING USER and NEW USER. The EXISTING USER section has a 'Sign in with Facebook' button and a 'Sign in with Singpass' button. Below these are input fields for 'Mobile / Email / NRIC *' and 'Password *', a 'Forgot Password' link, and a 'LOGIN' button. The NEW USER section has a 'Sign up with Singpass' button and a 'Sign up with Email / Mobile' button. Below these is a banner for the ActiveSG app with the text 'DOWNLOAD FREE' and icons for 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.



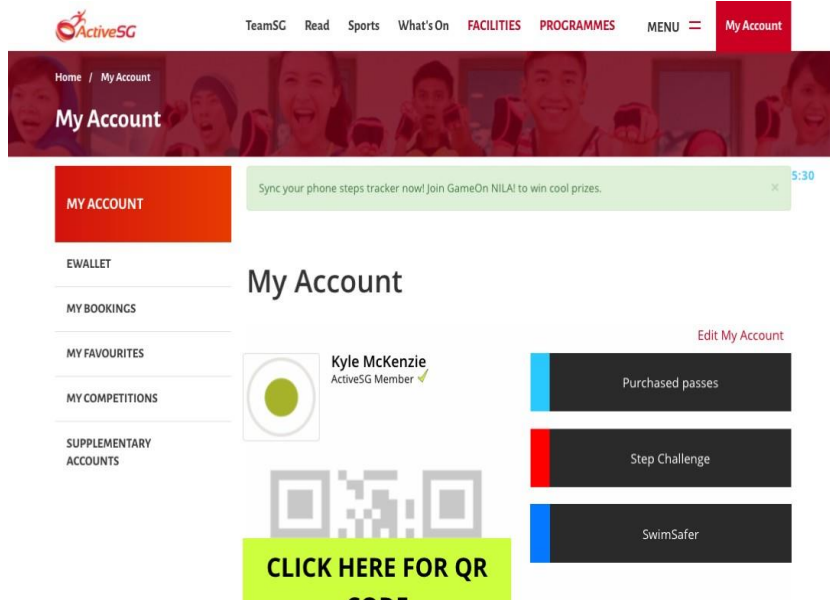
The screenshot shows the SingPass login interface. At the top, there is an 'Advisory Note' stating: 'Your SingPass account contains a lot of personal data. Do not share your username, password and 2FA details with anyone.' Below this is the SingPass logo and the Singapore Government logo. The background features a blurred image of lit diya lamps. On the right side, there is a 'Log in' section with input fields for 'SingPass ID' and 'Password', and buttons for 'Cancel' and 'Login'. Below the login fields, there is a link for 'Forgot SingPass ID or password?' and a link for 'Don't have an account? Register now'. A QR code is visible in the top right corner of the login section.

User Guide: Sign up an account via ActiveSG website using Singpass

School Of
swimology

03 Sign up - Success

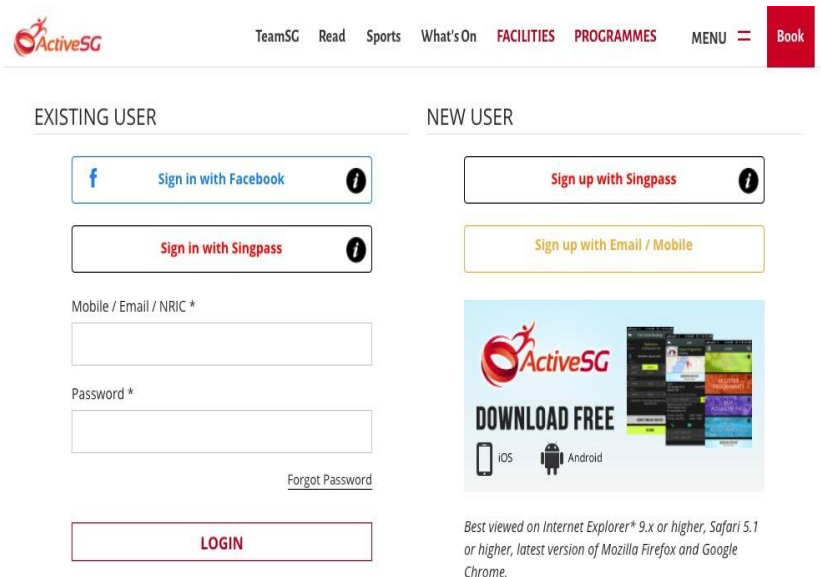
- You have created an account for your child.



User Guide: Add a supplementary account

01 Log in to ActiveSG

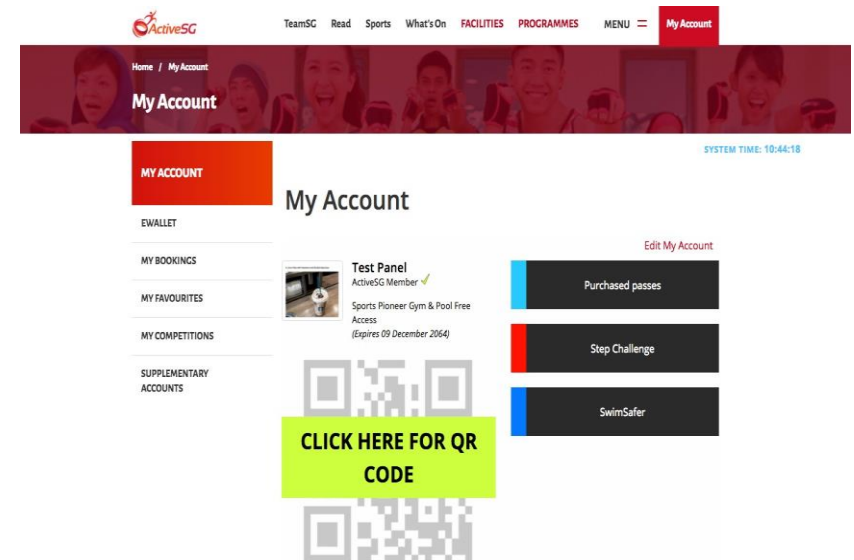
- Go to <https://members.myactivesg.com>.
- Login to your account.



The screenshot shows the ActiveSG login interface. At the top, there is a navigation bar with links for TeamSG, Read, Sports, What's On, FACILITIES, PROGRAMMES, and a MENU button. Below this, the page is divided into two sections: EXISTING USER and NEW USER. The EXISTING USER section has two buttons: 'Sign in with Facebook' and 'Sign in with Singpass'. Below these are input fields for 'Mobile / Email / NRIC *' and 'Password *', followed by a 'Forgot Password' link and a 'LOGIN' button. The NEW USER section has a 'Sign up with Singpass' button and a 'Sign up with Email / Mobile' button. Below these is a promotional banner for 'ActiveSG DOWNLOAD FREE' for 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 Enter Supplementary Account Page

- After login, you will land on 'My Account' Page.
- Click 'SUPPLEMENTARY ACCOUNTS' on the left.



The screenshot shows the 'My Account' page. At the top, there is a navigation bar with links for TeamSG, Read, Sports, What's On, FACILITIES, PROGRAMMES, and a MENU button. Below this, the page is divided into two sections: MY ACCOUNT and My Account. The MY ACCOUNT section has a sidebar with links for MY BOOKINGS, MY FAVOURITES, MY COMPETITIONS, and SUPPLEMENTARY ACCOUNTS. The My Account section has a header with 'My Account' and a 'Test Panel' section. Below this, there is a QR code and a 'CLICK HERE FOR QR CODE' button. To the right, there are three buttons: 'Purchased passes', 'Step Challenge', and 'SwimSafer'. At the bottom right, there is a 'SYSTEM TIME: 10:44:18' display.

User Guide:

Add a supplementary account

03 Add Supplementary Account

- Click 'Add supplementary account'.

The screenshot shows the 'My Account' page of the School of Swimology website. The top navigation bar includes the ActiveSG logo and links for TeamSG, Read, Sports, What's On, FACILITIES, PROGRAMMES, MENU, and My Account. The breadcrumb trail is Home / My Account / Supplementary Accounts. The left sidebar contains links for MY ACCOUNT, EWALLET, MY BOOKINGS, MY FAVOURITES, MY COMPETITIONS, and SUPPLEMENTARY ACCOUNTS. The main content area is titled 'Supplementary accounts' and includes a link to 'Add supplementary account'. Below this, a text box explains that supplementary members are children aged 11 years and below who have been signed up under their parents' MyActiveSG memberships. It also mentions that parents can make facility bookings for their kids or sign them up for fun programmes, and that parents can top up the child's eWallet balance. A 'Test Panel' section shows a profile for 'T8888888F' as an 'ACTIVESG MEMBER' with an 'Active account' status. At the bottom, there is a section for 'asdda' with the ID 'T0777777E' and the status 'REGISTERED USER (NOT IN USED)', with a 'Switch account' link.

ActiveSG

TeamSG Read Sports What's On FACILITIES PROGRAMMES MENU My Account

Home / My Account / Supplementary Accounts

My Account

MY ACCOUNT

EWALLET

MY BOOKINGS

MY FAVOURITES

MY COMPETITIONS

SUPPLEMENTARY ACCOUNTS

SYSTEM TIME: 10:44:47

Supplementary accounts

[Add supplementary account](#)

Supplementary members are children (aged 11 years and below) who have been signed up under their parents' MyActiveSG memberships. Creating supplementary accounts is a convenient way for parents to include the whole family in exciting sports and recreational activities. With this feature, parents can make facility bookings for their kids or sign them up for fun programmes. Parents can also top up the child's eWallet balance to pay for bookings and purchases.

Test Panel
T8888888F
ACTIVESG MEMBER
Active account

asdda
T0777777E
REGISTERED USER (NOT IN USED)
[Switch account](#)

User Guide: Add a supplementary account

04 Enter Supplementary Account Details

- Complete your personal details & click 'Next'.
- Complete contact details & click 'Submit'.

ActiveSG

TeamSG Read Sports What's On FACILITIES PROGRAMMES MENU My Account

Home / My Account / Add Supplementary Account

My Account

SYSTEM TIME: 11:19:32

Add Supplementary Account

Personal details

Choose file No file chosen

NRIC / Birth Cert. No *

Full Name (As shown in NRIC or Birth Cert.) *

Gender *

Birth Date *

Mobile No. *

Email (Optional)

Password *

Confirm Password *

NEXT

Step 1 of 2

Home / My Account / Add Supplementary Account

My Account

SYSTEM TIME: 11:24:42

Add Supplementary Account

Contact Details

Contact Home No. (Optional)

Postal Code *

Citizenship Status *

Race *

Sports Interest(s)
(Tell us your interests so that we can better plan our offerings to you.)

Choose your Sports Interests

☐ I consent to my child/ward to be a member of ActiveSG and agree to the Terms & Conditions.

Optional

I, the above named parent/guardian, consent to my child/ward receiving updates on the latest news, promotions and events from ActiveSG via (you may select more than one):

☐ SMS

☐ Phone Call

You can withdraw your consent any time by editing your Profile settings.

Back

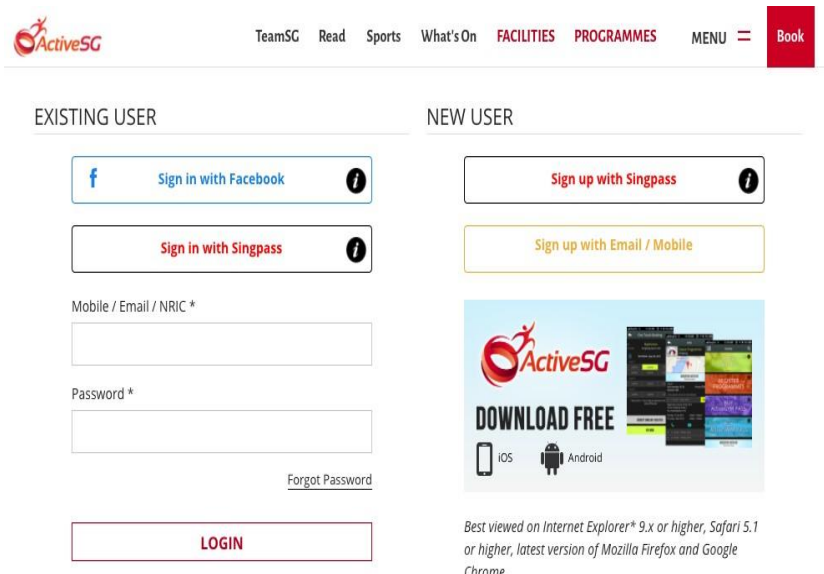
SUBMIT

Step 2 of 2

User Guide: Change to supplementary account in parent's account

01 Log in to ActiveSG

- Go to <https://members.myactivesg.com/auth>
- Login to your account.



The screenshot shows the ActiveSG login page. At the top, there is a navigation bar with the ActiveSG logo, links for TeamSG, Read, Sports, What's On, FACILITIES, PROGRAMMES, and a MENU button. Below the navigation bar, there are two main sections: EXISTING USER and NEW USER. The EXISTING USER section has two buttons: 'Sign in with Facebook' and 'Sign in with Singpass'. Below these buttons are input fields for 'Mobile / Email / NRIC *' and 'Password *', and a 'Forgot Password' link. The NEW USER section has a 'Sign up with Singpass' button and a 'Sign up with Email / Mobile' button. Below these buttons is a banner for 'DOWNLOAD FREE' with icons for iOS and Android. At the bottom, there is a 'LOGIN' button and a note about browser compatibility.

ActiveSG

TeamSG Read Sports What's On FACILITIES PROGRAMMES MENU Book

EXISTING USER

NEW USER

Sign in with Facebook

Sign in with Singpass

Mobile / Email / NRIC *

Password *

Forgot Password

LOGIN

Sign up with Singpass

Sign up with Email / Mobile

DOWNLOAD FREE

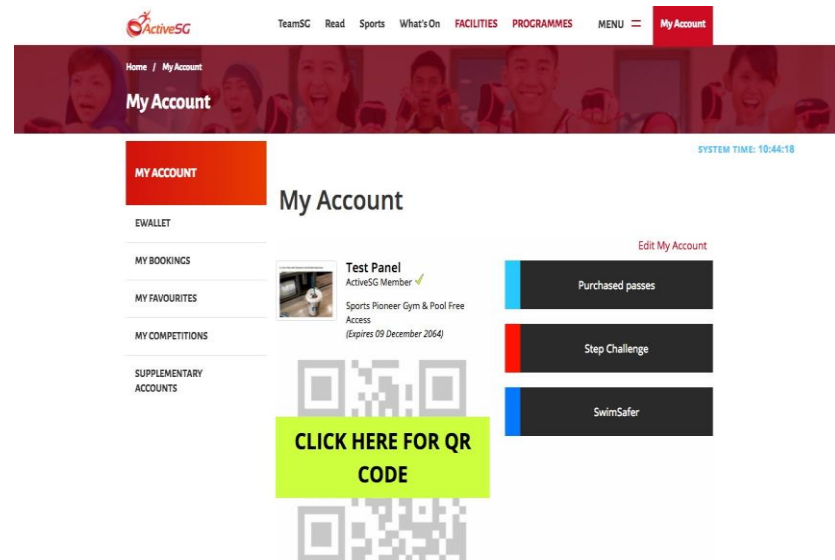
iOS Android

Best viewed on Internet Explorer* 9.x or higher, Safari 5.1 or higher, latest version of Mozilla Firefox and Google Chrome.

School Of swimology

02 Enter Supplementary Account Page

- After login, you will land on 'My Account' Page.
- Click 'SUPPLEMENTARY ACCOUNTS' on the left.



The screenshot shows the 'My Account' page. At the top, there is a navigation bar with the ActiveSG logo, links for TeamSG, Read, Sports, What's On, FACILITIES, PROGRAMMES, and a MENU button. Below the navigation bar, there is a banner with the text 'My Account'. On the left, there is a sidebar with links for MY ACCOUNT, MY BOOKINGS, MY FAVOURITES, MY COMPETITIONS, and SUPPLEMENTARY ACCOUNTS. The main content area shows the user's profile, including a 'Test Panel' section with a 'Sports Pioneer Gym & Pool Free Access' badge. Below the profile, there is a QR code and a button that says 'CLICK HERE FOR QR CODE'. On the right, there is a section for 'Edit My Account' with buttons for 'Purchased passes', 'Step Challenge', and 'SwimSafer'.

ActiveSG

TeamSG Read Sports What's On FACILITIES PROGRAMMES MENU My Account

Home / My Account

My Account

MY ACCOUNT

EWALLET

MY BOOKINGS

MY FAVOURITES

MY COMPETITIONS

SUPPLEMENTARY ACCOUNTS

Test Panel
ActiveSG Member ✓
Sports Pioneer Gym & Pool Free Access
(Expires 09 December 2064)

CLICK HERE FOR QR CODE

Edit My Account

Purchased passes

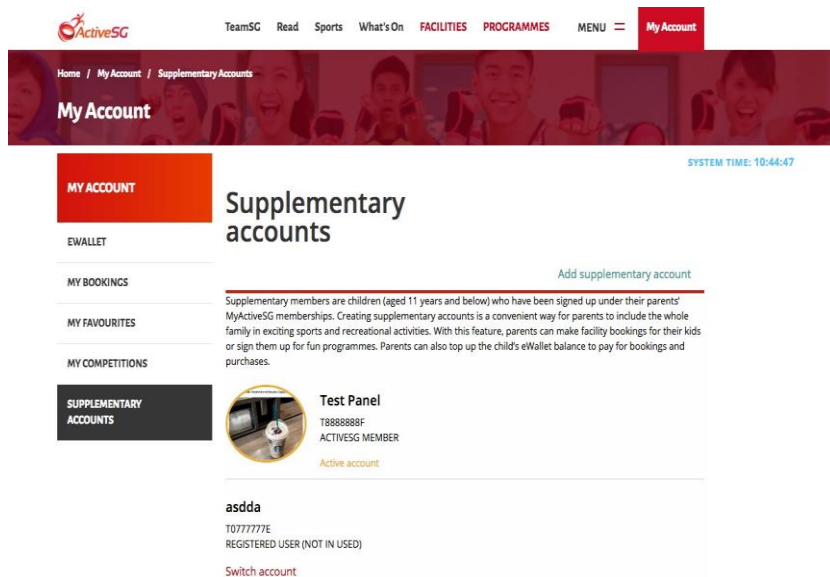
Step Challenge

SwimSafer

User Guide: Change to supplementary account in parent's account

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.

