StayHome@SG - Frequently Asked Questions

Q1: Why do I have to put on the wristband?
All returning Singapore Citizens, Singapore Permanent Residents and Long-Term Pass holders who will be serving their Stay-home Notices (SHN) at their residence or self-paid accommodation are required to don the wristband.

With the progressive lifting of travel restrictions, the use of wristband will enable ICA to enforce strict compliance with SHN requirements more effectively, and mitigate the risk of imported COVID-19 cases contributing to local transmission.

Q2: When should I install the application and register for the devices?
You should install the application and register the devices as soon as you reach your declared place of residence to serve your SHN period.

Q3: What will happen if I do not activate the wristband?
You will be contacted by the authorities to register for your devices.

Q4: What if I do not own a smartphone that allows me to download the StayHome@SG application?
You may contact the StayHome@SG Helpdesk at (+65) 6962 2516 for technical assistance.

Q5: I do not have a local mobile phone number, can I still register for the application?
If your mobile phone can receive One-Time Password (OTP) via SMS, you will be able to use the OTP to log in to the application. If your mobile phone is unable to receive the OTP, please contact StayHome@SG Helpdesk at (+65) 6962 2516 for assistance.

Q6: Where can I seek technical assistance if I am unable to activate the devices or if my devices are not working?
You may contact the StayHome@SG Helpdesk at (+65) 6962 2516 for technical assistance.

Q7: I am issued with more than one gateway. Must I register all the devices?
Please register all the devices provided to you by ICA. You may place them at opposite ends of the house for better coverage. Please note that you can register the gateway only once in the mobile phone. Once it is registered, you will not able to register it on another mobile phone.

Q8: Do I need to charge the wristband?
There is no need to charge the wristband.

Q9: Can I tag my family members who are similarly serving SHN together with me under my mobile number?
You may register your family members' wristbands under one mobile number if they are serving their SHN together with you under the same declared place of residence. However, if your family members are issued individual gateways and they have personal mobile phones, they are required to register the devices with their own mobile phones.

Q10: All my family members have our own personal mobile phones. Can we register separately on the application?
If your family members are given their own set of wristband and gateway, they can register with their own mobile phones.

Q11: Is there any age limit for wearing the wristband?
Those aged 12 and below will be exempted from this requirement.

Q12: I am required to provide the postal code during the StayHome@SG registration process. Which postal code should I provide?
You should provide the postal code of the residence that you are serving your SHN.

Q13: Does my mobile phone need to be constantly connected to the Wi-Fi or mobile network?
Your phone needs to be connected to the Wi-Fi or mobile network for the application to work. Please reconnect immediately if you are disconnected from the Wi-Fi or mobile network.

Q14: Am I allowed to change mobile phone number during SHN period?
You may go to the "Homepage" of the application to change your phone number. You are required to inform the relevant authority on your change of phone number.

Q15: What should I do when the app shows me a notification alert?
You may receive notification alerts in your app from time to time. Please follow the instructions given in the notification alerts.

Q16: What should I do with the wristband and gateway device when my SHN period is over?
After the completion of your SHN, you may cut and dispose the wristband in accordance with the proper e-waste disposal methods. As for the SHN gateway device, our officer will contact you for its collection.

Q17: Is it considered a breach if I remove the wristband before fulfilling my SHN and what are the penalties?
It is a breach to remove, tamper or damage your wristband before the completion of your SHN. Those who fail to comply with the Stay-Home Notice requirements can be prosecuted under the Infectious Diseases Act and its Regulations, and face a fine up to $10,000, or up to six months' imprisonment, or both. For foreigners, ICA may also take further administrative actions, such as revoking, or shortening the validity of permits and passes to remain in Singapore.

Q18: Is there data stored in the devices?
There is no data stored in the wristband and gateway devices. The data is stored in a secured government server and is only accessible by authorized government officials.

Q19: Why am I bring prompted to take pictures of my wristband and gateway device?
The Stayhome@SG application may send you notification alerts to take photo of your wristband and gateway device to ascertain your location.

Q20: Can I exit/uninstall the application?
To optimise the functionalities of the application, you should always keep the application running. The authorities may contact you if the application is not running.

Q21: How do I request for a change of faulty wristband/gateway device?
You may contact the StayHome@SG Helpdesk at (+65) 6962 2516 for assistance.

Q22: Do I have to pay for the replacement wristband/gateway device?
You do not need to pay for replacement set if the wristband and/or gateway is faulty. Please note it is an offence to damage/tamper with your devices.

Q23: What if I have entered wrong information during the registration process?
You may contact StayHome@SG Helpdesk at (+65) 6962 2516 to inform of your condition.

Q24: What do I do with the additional wristband/gateway issued to me?
You may contact the StayHome@SG Helpdesk at (+65) 6962 2516 for assistance.

Q25: What happens if I have missed out on registering one of the wristbands?
You may contact the StayHome@SG Helpdesk at (+65) 6962 2516 for assistance.

Q26: My application keeps closing on its own.
Go to the settings menu of your mobile phone, search under "privacy" or "app permissions". Alternatively, please contact the StayHome@SG Helpdesk at (+65) 6962 2516 for assistance.

Q27: Is there any radiation given off by this wristband? Any impact on my health and general well-being? Will it affect my pacemaker if I have one?
Wristband utilizes the Bluetooth technology, which emits less radiation at lower power levels than a mobile phone. A safety distance of 6 inches between Bluetooth devices and the pacemaker is advised.

Q28: How do I amend my declared place of residence?
You should register the postal code of the accommodation that you are serving your SHN. You may contact the SHN Helpline at (+65) 6812 5555 to seek approval to update your accommodation.

Q29: What if I developed allergy reaction to the wristband?
You may contact the SHN Helpline at (+65) 6812 5555 to inform of your condition.