StayHome@SG

User Setup Guide
What you will need

Wristband

Gateway

Mobile Phone
Getting Started

Search and download: "StayHome@SG" from Apple App Store or Google Play Store
Please allow the following permissions

- Allow StayHome@SG to access photos, media, and files on your device:
  - DENY
  - ALLOW

- Allow StayHome@SG to access camera on your device:
  - DENY
  - ALLOW

- Allow StayHome@SG to access your location:
  - DENY
  - ALLOW

- Allow StayHome@SG to send notifications:
  - DENY
  - ALLOW
Registration Procedure

Enter your **mobile phone number** to get one-time password.

Continue to enter **postal code** after Authentication is Successful.
Register your Gateway(s) and Wristband(s) by scanning the QR Code or entering the serial number on the device(s).

If your family members are also serving their Stay Home Notice in the same residence, you may register their wristbands **under your phone**.

Click **Finish** to complete the registration.
Plug in your gateway device to the power socket **nearest to the center** of your house and switch on the power socket.

Please ensure that there is no obstruction around the gateway.
Please **put on** the wristband on your wrist before clipping the clasp. (Once the clasp is clipped, it cannot be opened)

**Do not cut/bend any part of the wristband.**

**Ensure that there is a one finger gap** between the strap and your wrist before clipping the clasp. You may use the adhesive tape provided to secure the loose end of the strap.

Your registration is complete.

**Do not remove wristband until your SHN (Stay Home Notice) period is over.**
You may find the notifications sent to you on the homepage.

Tap to open notification.
Points to Note

1. You must wear your wristband throughout the SHN period, do not damage it. The wristband is water resistant but avoid soaking it in water.

2. Please keep the StayHome@SG app running in the background of your mobile phone. Do not close, exit or uninstall the application.

3. Please check your app regularly for any notifications sent by the authority on information / instructions with regards to your SHN.
4 Download the new version of the StayHome@SG app when available.

5 Upon completing your SHN period, you will be informed by app notification/ICA to cut your wristband and uninstall the app.
FAQs

1.) 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.

2.) Where can I seek technical assistance if I am unable to register the devices or if my devices are not working?
You may contact the StayHome@SG Helpdesk for technical support.

3.) What if I do not own a smartphone that allows me to download the StayHome@SG application?
You may contact the StayHome@SG Helpdesk for assistance.

4.) 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 for assistance.

5.) What will happen if I do not register the devices?
You will be contacted by the authorities to register for your devices.

6.) 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 be able to register it on another mobile phone.
7.) Can I tag my family members who are similarly serving SHN together with me under my mobile phone number? You may register your family members’ wristbands under one mobile phone number if they are serving their SHN together with you in the same declared place of residence. However, if your family members are issued individual wristbands and gateways and they have personal mobile phones, they are required to register the devices with their own mobile phones.

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

9.) Do I need to charge the wristband? There is no need to charge the wristband.

10.) Is there any age limit for wearing the wristband? Children ages 12 and below are exempted from wearing the wristband.

11.) 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.

12.) Does my mobile phone need to be constantly connected to the mobile network? Your mobile 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.

13.) 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.

14.) 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.

15.) How do I remove the wristband when my SHN period is over?
You may cut the wristband after being notified of the completion of your SHN period.

16.) 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 SHN 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.

For more information please visit the ICA website at [www.ica.gov.sg/covid-19/shn](http://www.ica.gov.sg/covid-19/shn) or tap on the FAQ link in the application.

StayHome@SG Helpdesk: +65 6962 2516 (For technical assistance only)

For SHN-related enquires, please contact SHN Helpline: +65 6812 5555