

ECOS – User Guide to Passwordless Sign-In

Version date: 18 June 2026

(A) Enabling Passwordless Sign-In

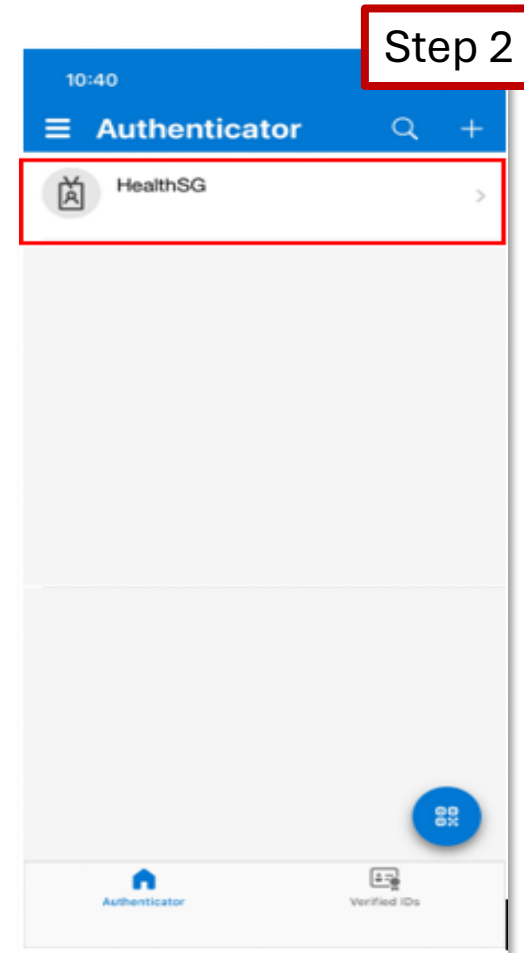
(A) Process to Enable Passwordless Sign-In (1/3)

Step 1 – Launch the Authenticator App

Start by opening the Microsoft Authenticator app on your mobile device with internet and notifications enabled.

Step 2 – Select HealthSG Account

Locate and choose the HealthSG account from configured accounts to begin passwordless setup.



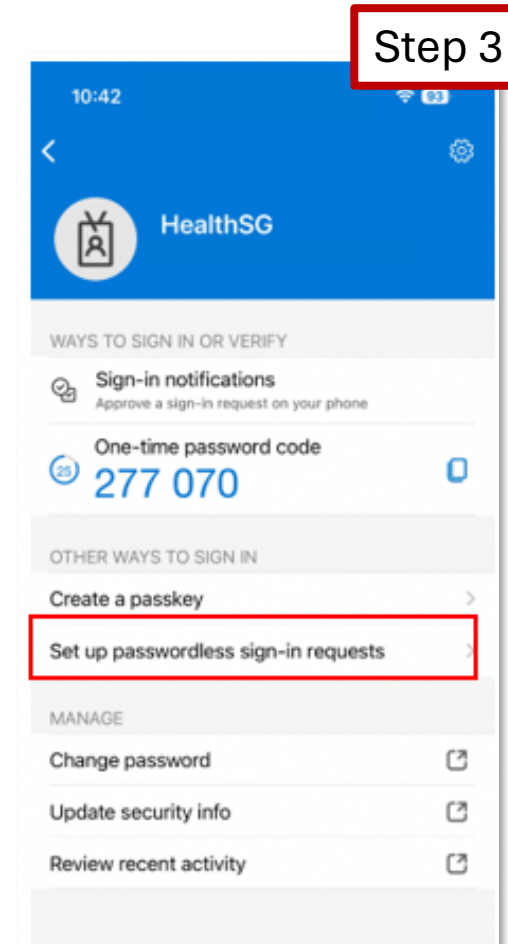
(A) Process to Enable Passwordless Sign-In (2/3)

Step 3 – Set Up Passwordless Sign-In

Select 'Set up passwordless sign-in requests'.

Step 4 – Complete Setup and Confirmation

Confirm setup by clicking “Continue”. You will be prompted to login with your Face ID/ password.
Proceed.

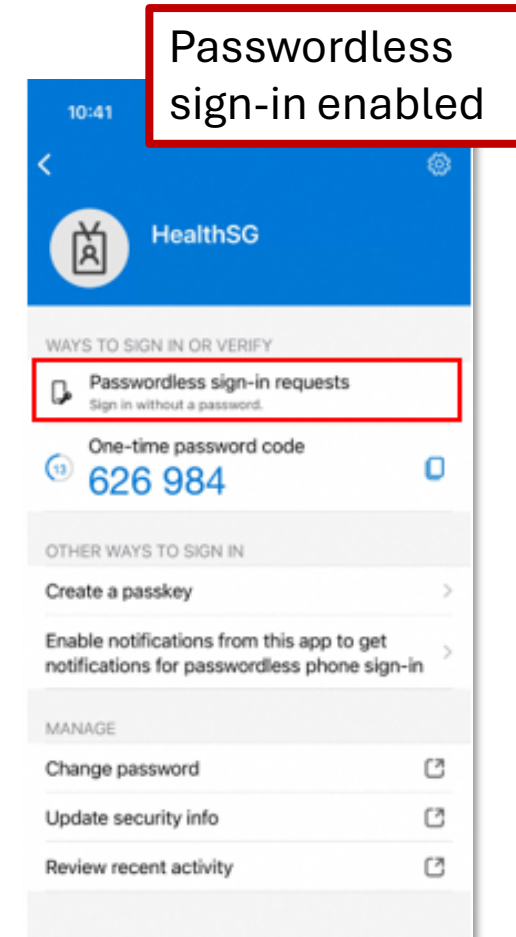


(A) Process to Enable Passwordless Sign-In (3/3)

Once completed, click on your HealthSG account and you will see “Passwordless sign-in request” at the top of the screen.

The option “Set up passwordless sign-in requests” should not be available.

You may proceed to login to ECOS.



Note: If the authentication is still requesting password, please wait a short while for the change to take effect.

What to Expect After Enabling Passwordless Sign-In

Passwordless Sign-In Notification

You will see a persistent passwordless sign-in request notification in the authentication app, indicating active status.

Authentication Process

Sign-in approval happens via push notification with number matching, enhancing security.

Initial Activation Considerations

Some systems may still request passwords temporarily due to delays; users should retry login after a short wait.

User Best Practices

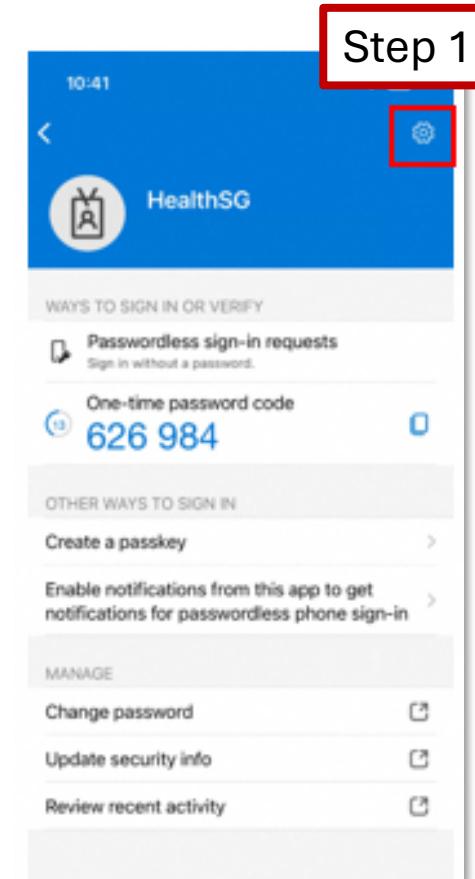
Users should keep devices secure, enable screen locks, and update the Microsoft authentication app regularly.

(B) Disabling Passwordless Sign-In

(B) Process to Disable Passwordless Sign-In (1/3)

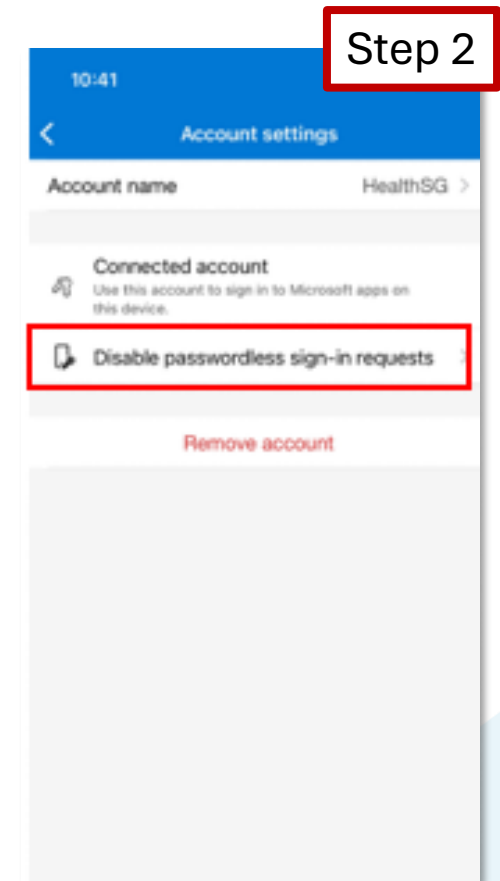
Step 1 – Access Account Settings

Open the Microsoft Authenticator app and navigate to the specific account settings by tapping the gear icon on the top right of screen.



Step 2 – Disable Passwordless Sign-In

Select the option labeled 'Disable passwordless sign-in requests' to initiate the deactivation process.

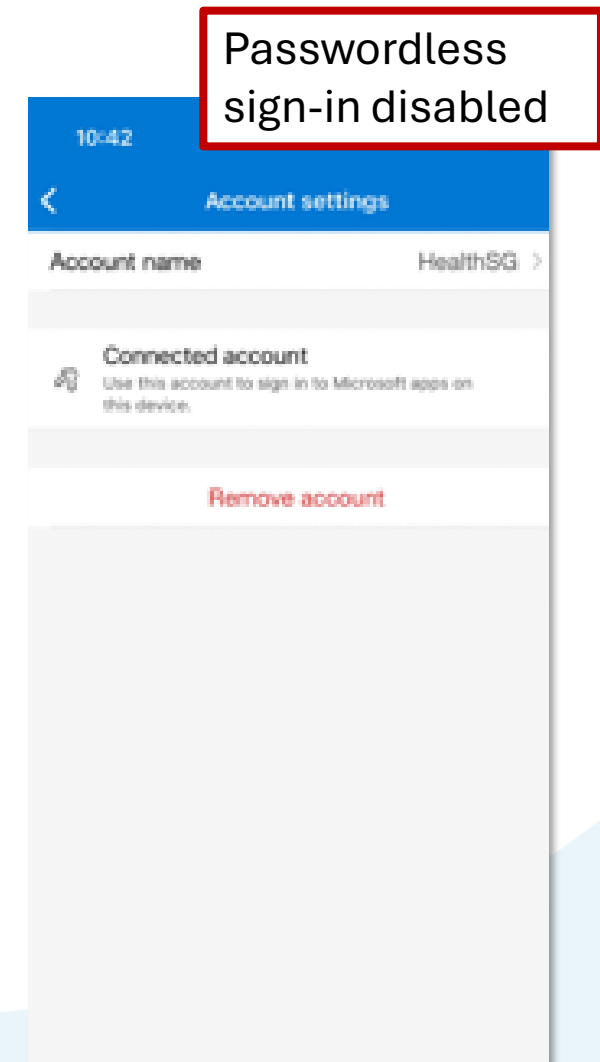
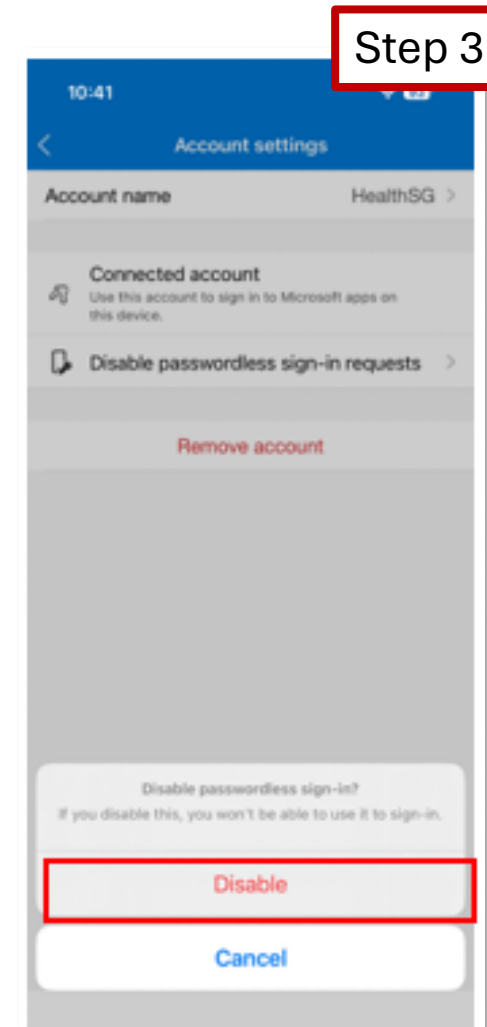


(B) Process to Disable Passwordless Sign-In (2/3)

Step 3 – Confirmation Prompt

Confirm the action on the prompt by clicking 'Disable' to prevent accidental changes to sign-in method.

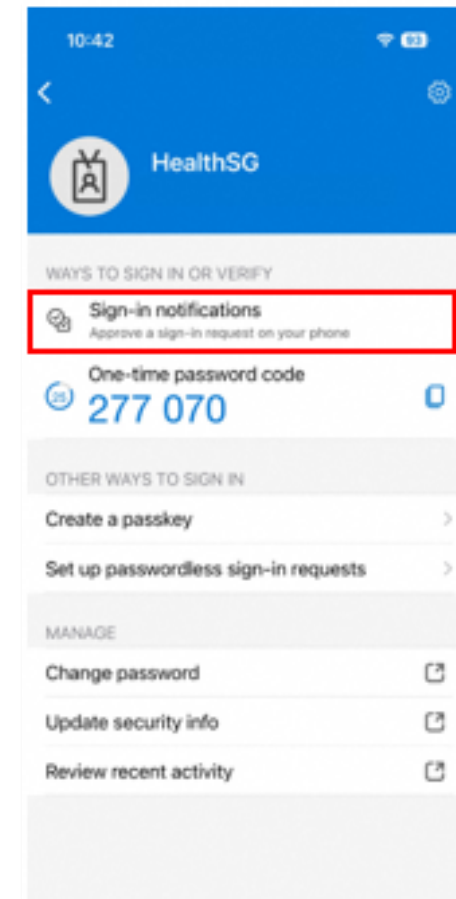
Authentication has been switched back to password sign-in method without deleting the account.



(B) Process to Disable Passwordless Sign-In (3/3)

On the HealthSG account details screen, you will see “Sign-in notifications” at the top of the screen.

The option “Set up passwordless sign-in requests” is available again.



Note: Enabling or disabling passwordless sign-in is reversible, allowing you to balance convenience and security.