

# MULTI-FACTOR AUTHENTICATION FOR OVERSEAS BASED USERS ON IGMS

## Table of Contents

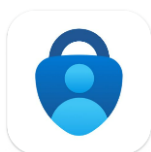
Introduction of Multi-Factor Authentication for Overseas Based Users on IGMS .....	2
Steps to register 2FA for the overseas users that are already registered on IGMS .....	3
For Forget Password in IGMS .....	8
For Reset Password in IGMS.....	12
Register your IGMS account on the Microsoft Authenticator app. ....	16
Register your IGMS account on the Google Authenticator app. ....	19
Troubleshooting.....	21

## Introduction of Multi-Factor Authentication for Overseas Based Users on IGMS

- Modules adopting the use of multifactor authentication:
  1. Overseas based users' login
    - a. Existing users
    - b. New users' registration
  2. Forget password
  3. Reset password
- Offered options (**Free to install**) for setting up the multifactor authentication are,
  1. Google Authenticator



2. Microsoft Authenticator



- Please refer to the following sections for the setting up of the authenticator application on your mobile device.

### **Note:**

Both Authenticator Application offers backup and recovery of your account(s) to cater for the change or loss of your mobile device:

1. Google Authenticator:

[Google Help – Get verification codes with Google Authenticator](#)

2. Microsoft Authenticator:

[Back up and recover account credentials in your Microsoft Authenticator App](#)

To re-setup your multi-factor authentication (no back up was performed or failure to restore the account), please log a ticket to [helpdesk@researchgrant.gov.sg](mailto:helpdesk@researchgrant.gov.sg) for further assistance.

## Steps to register 2FA for the overseas users that are already registered on IGMS

1. On **Overseas based users** login screen, enter your username and password and click on “Enter” button.

The screenshot shows the IGMS (Integrated Grant Management System) login page for overseas users without Singpass. The page header includes the IGMS logo and the Singapore Government logo with the tagline 'Integrity • Service • Excellence'. Navigation links for Feedback, Contact Us, and Sitemap are visible. A search bar is located in the top right corner. The main content area features a login form with the title 'For overseas users without Singpass'. The form includes fields for 'Please enter user name.' and 'Please enter password.', followed by a reCAPTCHA verification section with the text 'I'm not a robot'. Below the verification section, there is an 'Enter' button. At the bottom of the form, there are links for '2FA user guide', 'Reset password', 'Register', and 'Forgot your password?'. A blue banner at the bottom of the page states: 'From 16 December 2023, the system will mandate the use of 2-Factor Authentication (2FA). Please refer to the 2FA user guide to setup your 2-Factor Authentication (2FA).'


Figure 1

2. You will be redirected to setup authentication page.


### Setup authenticator

**1. Download and install the Authenticator app on your mobile device**

- Google Authenticator (OR)
- Microsoft Authenticator



**2. Open the app and scan the QR code below to pair your mobile device**



- OR -

**Type in manual setup code:**  
NZRXG4DTORXX LJNQXGG

**3. Verify your device using the generated code from your installed Authenticator app**

Enter Code:

Verify code to login >

[< Back](#)

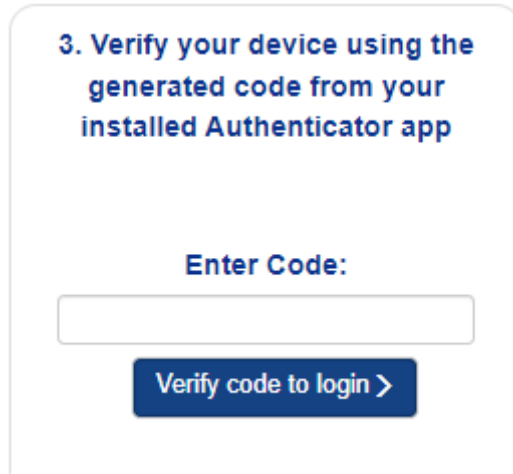
[Click here for assistance](#)

Figure 2

3. Download and install any of these two authenticators apps on your mobile devices.

App name	Android	iOS
Microsoft authenticator	<a href="https://play.google.com/store/apps/details?id=com.azure.authenticator&amp;pcampaignid=web_share">https://play.google.com/store/apps/details?id=com.azure.authenticator&amp;pcampaignid=web_share</a>	<a href="https://apps.apple.com/us/app/microsoft-authenticator/id983156458">https://apps.apple.com/us/app/microsoft-authenticator/id983156458</a>
Google authenticator	<a href="https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&amp;pcampaignid=web_share">https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&amp;pcampaignid=web_share</a>	<a href="https://apps.apple.com/us/app/google-authenticator/id388497605">https://apps.apple.com/us/app/google-authenticator/id388497605</a>

- [Click here](#) for the steps to register using Microsoft Authenticator app.
- [Click here](#) for the steps to register using the Google Authenticator app.
- When the authenticator app setup is successful, you will see the verification code is generated for the registered account on the authenticator app.
- Enter the 6-digit verification code generated by the authenticator app on the registration page.



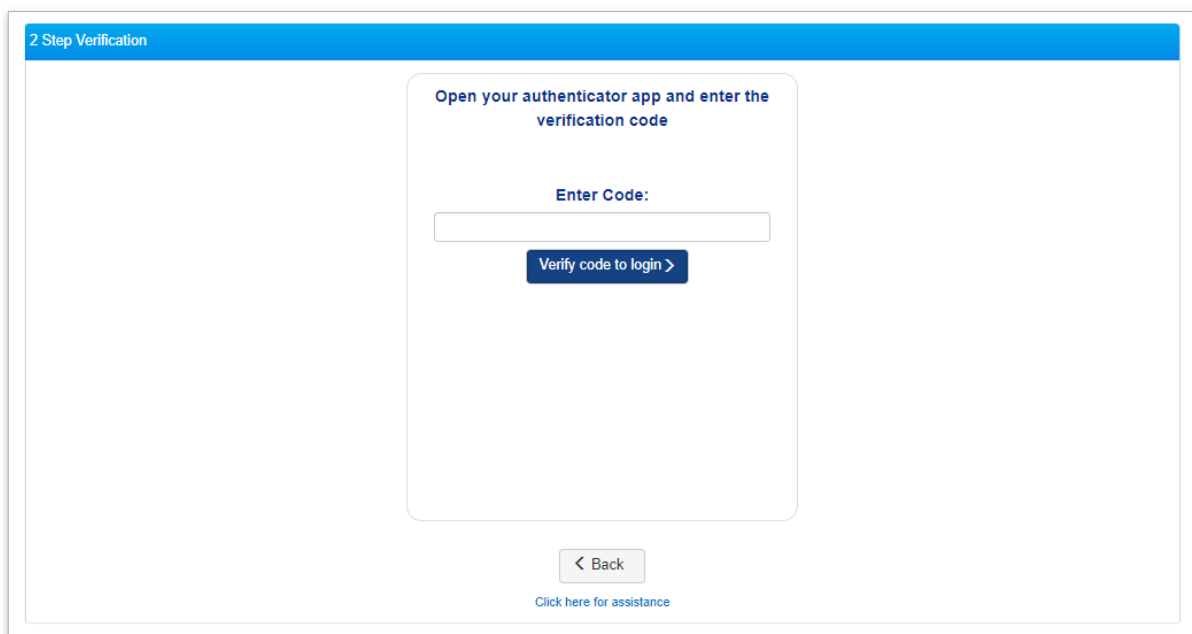
3. Verify your device using the generated code from your installed Authenticator app

Enter Code:

Verify code to login >

Figure 3

8. Click on “Verify code to login”. You will be redirected to the IGMS Dashboard.
9. Upon setting up the 2-Step Authentication, subsequent login after entering your credentials, will directly bring you to the below screen.



2 Step Verification

Open your authenticator app and enter the verification code

Enter Code:

Verify code to login >

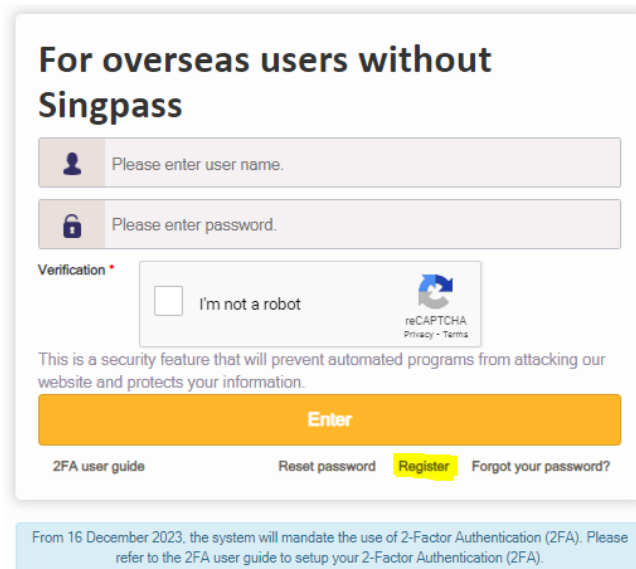
< Back

[Click here for assistance](#)

Figure 4

## For new user registration on IGMS

1. On the **Overseas based users** login screen, click on “Register” link.



**For overseas users without Singpass**

Please enter user name.

Please enter password.

Verification \*

☐ I'm not a robot

reCAPTCHA  
Privacy - Terms

This is a security feature that will prevent automated programs from attacking our website and protects your information.

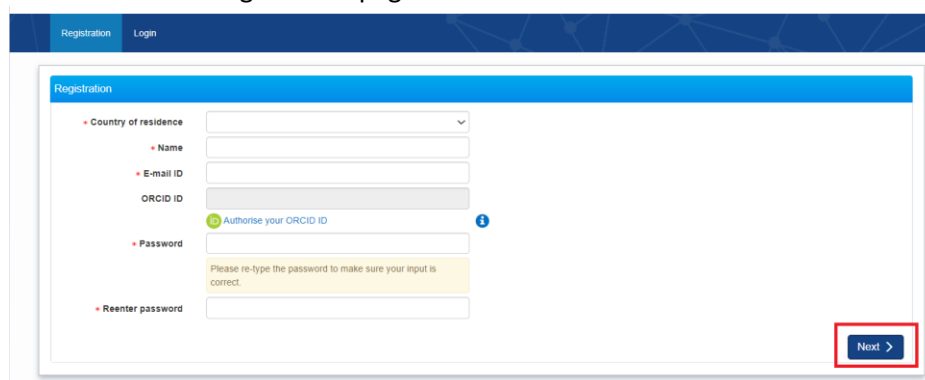
**Enter**

[2FA user guide](#) [Reset password](#) [Register](#) [Forgot your password?](#)

From 16 December 2023, the system will mandate the use of 2-Factor Authentication (2FA). Please refer to the 2FA user guide to setup your 2-Factor Authentication (2FA).

Figure 5

- You will be redirected to registration page. Enter details and click on **next** button.



Registration Login

Registration

Country of residence

Name

E-mail ID

ORCID ID

Authorise your ORCID ID

Password

Please re-type the password to make sure your input is correct.

Reenter password

**Next >**

Figure 6


- You will be redirected to multifactor authentication page. New users **must** complete this setup to register on IGMS.


Registration
Login

Setup authenticator

1. Download and install the Authenticator app on your mobile device

- Google Authenticator
- (OR)
- Microsoft Authenticator



2. Open the app and scan the QR code below to pair your mobile device


- OR -

Type in manual setup code:

KJQW2MRQGIZTCMBTGBAGK3LBNFWC4Y3PNU

3. Verify your device using the generated code from your installed Authenticator app

Enter Code:

Verify code to login >

Back

Click here for assistance

Figure 7

- Download and install any of these two authenticator apps on your mobile devices.

App name	Android	iOS
Microsoft authenticator	<a href="https://play.google.com/store/apps/details?id=com.azure.authenticator&amp;pcampaignid=web_share">https://play.google.com/store/apps/details?id=com.azure.authenticator&amp;pcampaignid=web_share</a>	<a href="https://apps.apple.com/us/app/microsoft-authenticator/id983156458">https://apps.apple.com/us/app/microsoft-authenticator/id983156458</a>
Google authenticator	<a href="https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&amp;pcampaignid=web_share">https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&amp;pcampaignid=web_share</a>	<a href="https://apps.apple.com/us/app/google-authenticator/id388497605">https://apps.apple.com/us/app/google-authenticator/id388497605</a>

- Click [here](#) for the steps to register using **Microsoft Authenticator** app.  
(or)
- Click [here](#) for the steps to register using the **Google Authenticator** app.
- When the authenticator app setup is successful, you will see the verification code is generated or the registered account on the authenticator app.
- Enter the 6-digit verification code generated by the authenticator app on the registration page.



3. Verify your device using the generated code from your installed Authenticator app

Enter Code:

Verify code to login >

Figure 8

- Click on **Verify code to login** button to complete the registration process. System displays a confirmation message upon successful registration.

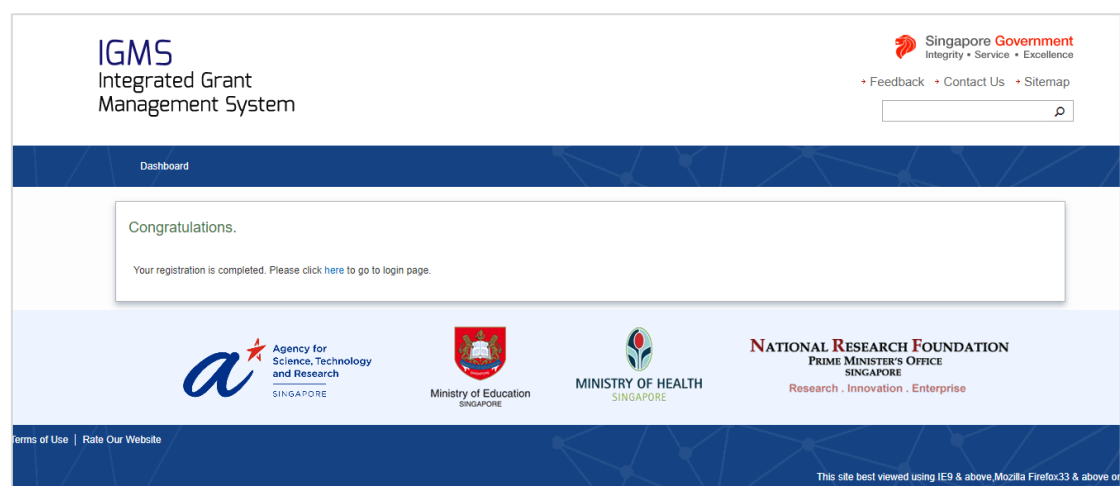
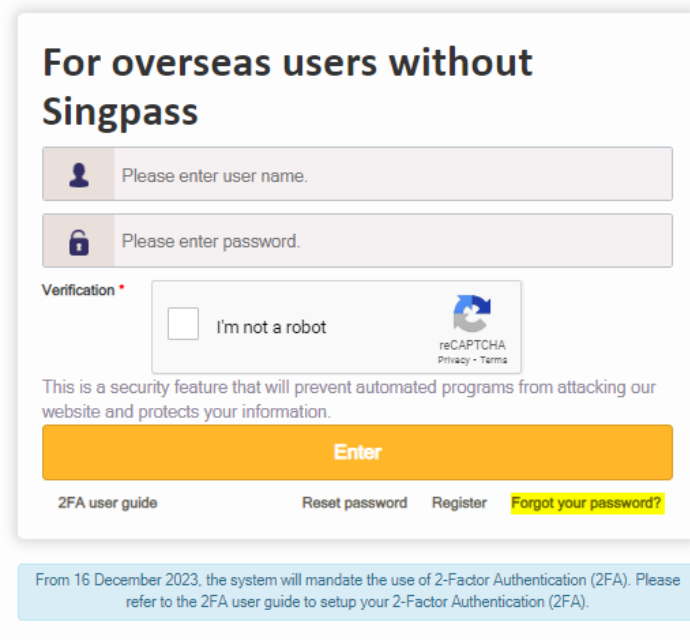


Figure 9

## For Forget Password in IGMS

- On the overseas based users login screen, Click on **“Forget Your Password?”** link.



**For overseas users without Singpass**

Please enter user name.

Please enter password.

Verification \*

☐ I'm not a robot

reCAPTCHA  
Privacy - Terms

This is a security feature that will prevent automated programs from attacking our website and protects your information.

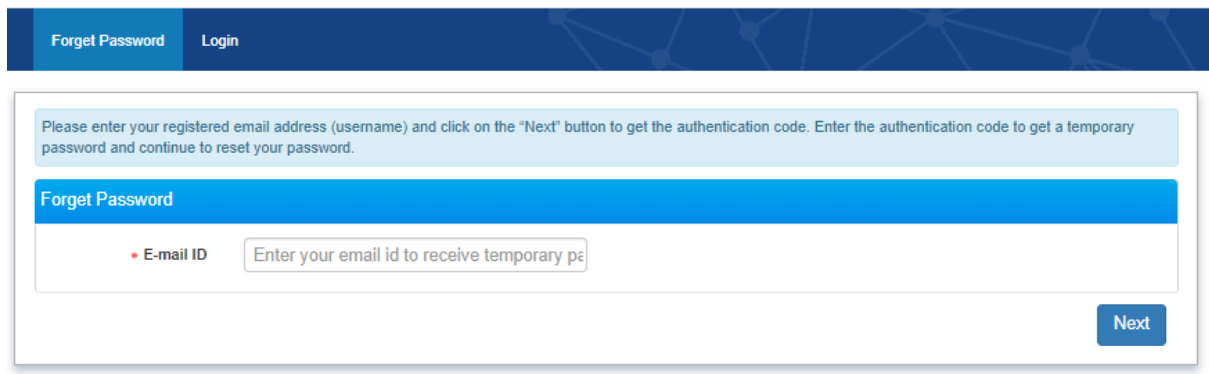
Enter

2FA user guide   Reset password   Register   **Forgot your password?**

From 16 December 2023, the system will mandate the use of 2-Factor Authentication (2FA). Please refer to the 2FA user guide to setup your 2-Factor Authentication (2FA).

Figure 10

- You will be redirected to Forget Password page. Enter details and click on **Next** button.



Forget Password   Login

Please enter your registered email address (username) and click on the "Next" button to get the authentication code. Enter the authentication code to get a temporary password and continue to reset your password.

**Forget Password**

E-mail ID   Enter your email id to receive temporary password

Next


Figure 11

- If your IGMS account is not registered on the authenticator app, you will be routed to **step 4**. Otherwise, you will be redirected to [step 11](#).
- You will be redirected to multifactor authentication page.


Setup authenticator

1. Download and install the Authenticator app on your mobile device

- Google Authenticator (OR)
- Microsoft Authenticator



2. Open the app and scan the QR code below to pair your mobile device



- OR -

Type in manual setup code:  
NZRXG4DTORXX LJNQXGG

3. Verify your device using the generated code from your installed Authenticator app

Enter Code:

Verify code to login >

< Back

[Click here for assistance](#)

Figure 12

5. Download and install any of these two authenticator apps on your mobile devices,

App name	Android	iOS
Microsoft authenticator	<a href="https://play.google.com/store/apps/details?id=com.azure.authenticator&amp;pcampaignid=web_share">https://play.google.com/store/apps/details?id=com.azure.authenticator&amp;pcampaignid=web_share</a>	<a href="https://apps.apple.com/us/app/microsoft-authenticator/id983156458">https://apps.apple.com/us/app/microsoft-authenticator/id983156458</a>
Google authenticator	<a href="https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&amp;pcampaignid=web_share">https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&amp;pcampaignid=web_share</a>	<a href="https://apps.apple.com/us/app/google-authenticator/id388497605">https://apps.apple.com/us/app/google-authenticator/id388497605</a>

6. [Click here](#) for the steps to register using Microsoft Authenticator app.
7. [Click here](#) for the steps to register using the Google Authenticator app.
8. When the authenticator app setup is successful, you will see the verification code is generated for the registered account on the authenticator app.
9. Enter the 6-digit verification code generated by the authenticator app on the registration page.

**3. Verify your device using the generated code from your installed Authenticator app**

**Enter Code:**

**Verify code to login >**

Figure 13

10. Click on the **“Verify code to login”** button. You will receive a temporary password to your email that can be used to reset the password. System displays a confirmation message upon sending the temporary password to the registered email address.

IGMS  
Integrated Grant  
Management System

Singapore Government  
Integrity • Service • Excellence  
• Feedback • Contact Us • Sitemap

Forgot Password Login

Temporary password has been sent to your e-mail account. [Click here](#) to reset password using the temporary password.

Agency for Science, Technology and Research SINGAPORE  
Ministry of Education SINGAPORE  
MINISTRY OF HEALTH SINGAPORE  
NATIONAL RESEARCH FOUNDATION  
PRIME MINISTER'S OFFICE SINGAPORE  
Research . Innovation . Enterprise

Report Vulnerability | Privacy Statement | Terms of Use | Rate Our Website

Copyright © 2023 Government of Singapore  
This site best viewed using IE9 & above, Mozilla Firefox33 & above or Google Chrome 39 & above with 1024 x 768 resolution

Figure 14

11. **This is the continuation for scenario 2 (for users already setup 2FA) in step 3.** Enter the authentication code from the authenticator app on your phone and click **“Verify code to login”** button.

The screenshot shows the '2 Step Verification' page. At the top, there is a dark blue header with 'Forget Password' and 'Login' links. Below this, a blue bar contains the text '2 Step Verification'. The main content area is white and contains a central box with the instruction 'Open your authenticator app and enter the verification code'. Below this instruction is a text input field labeled 'Enter Code:'. Under the input field is a blue button that says 'Verify code to login >'. At the bottom of the central box is a '< Back' button. Below the central box, there is a link that says 'Click here for assistance'.

Figure 15

12. You will see confirmation message that the temporary password is sent to you via email.

The screenshot shows the IGMS login page. At the top left, it says 'IGMS Integrated Grant Management System'. At the top right, there is the Singapore Government logo and the text 'Singapore Government Integrity • Service • Excellence'. Below this are links for 'Feedback', 'Contact Us', and 'Sitemap'. In the center, there is a green box with the message: 'Temporary password has been sent to your e-mail account. Click here to reset password using the temporary password.' At the bottom, there is a dark blue header with 'Forget Password' and 'Login' links.

Figure 16

13. You may click on the “Click here” button or use the “Reset password” option on the overseas user login page to reset the password.

### For Reset Password in IGMS

1. On **Overseas based users** login screen, click on **Reset Password** link.

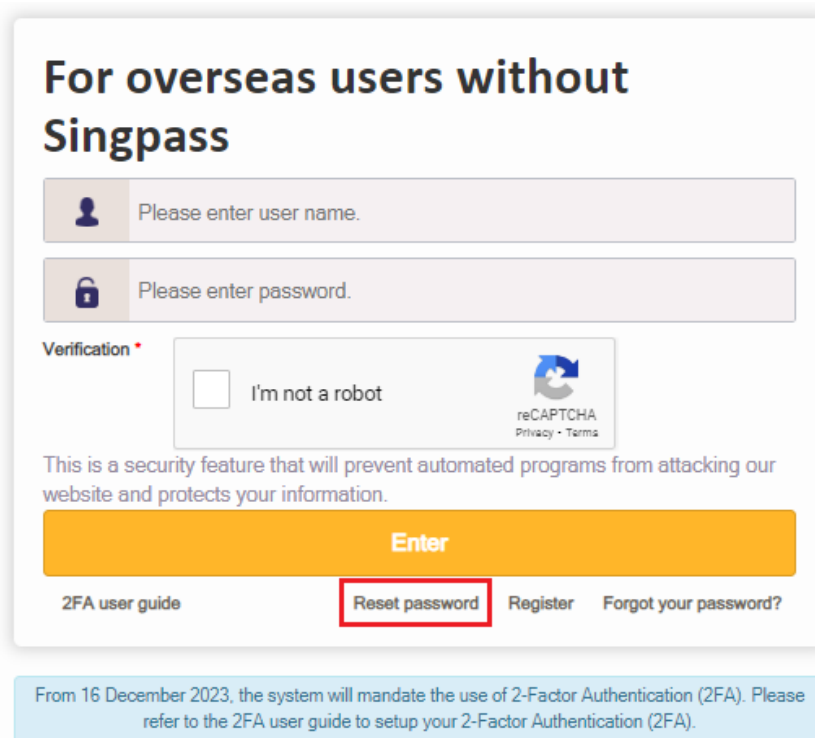


Figure 17

2. You will be redirected to Reset Password page.
3. Enter details and click on **Next** button.

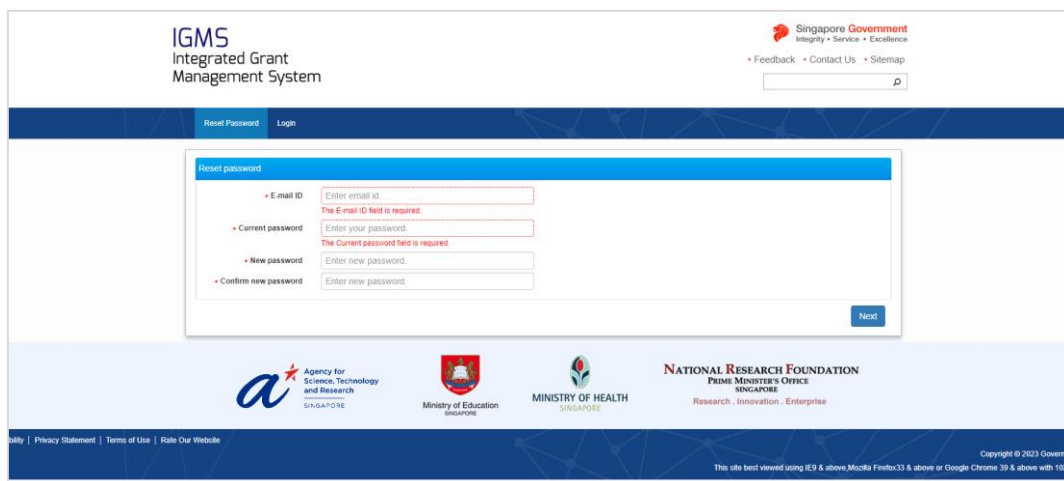



Figure 18

4. If your IGMS account is not registered on the authenticator app, you will be routed to **step 5**. Otherwise, you will be redirected to [step 12](#).
5. You will be redirected to the multifactor authentication page.


Setup authenticator

1. Download and install the Authenticator app on your mobile device

- Google Authenticator
- (OR)
- Microsoft Authenticator



2. Open the app and scan the QR code below to pair your mobile device



- OR -

Type in manual setup code:  
NZRKG4DTORXX LJNQXGG

3. Verify your device using the generated code from your installed Authenticator app

Enter Code:

Verify code to login >

< Back

[Click here for assistance](#)

Figure 19

6. Download and install any of these two authenticator apps on your mobile devices,

App name	Android	iOS
Microsoft authenticator	<a href="https://play.google.com/store/apps/details?id=com.azure.authenticator&amp;pcampaignid=web_share">https://play.google.com/store/apps/details?id=com.azure.authenticator&amp;pcampaignid=web_share</a>	<a href="https://apps.apple.com/us/app/microsoft-authenticator/id983156458">https://apps.apple.com/us/app/microsoft-authenticator/id983156458</a>
Google authenticator	<a href="https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&amp;pcampaignid=web_share">https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&amp;pcampaignid=web_share</a>	<a href="https://apps.apple.com/us/app/google-authenticator/id388497605">https://apps.apple.com/us/app/google-authenticator/id388497605</a>

- [Click here](#) for the steps to register using Microsoft Authenticator app.
- [Click here](#) for the steps to register using the Google Authenticator app.
- When the authenticator app setup is successful, you will see the **verification code** is generated for the registered account on the authenticator app.
- Enter the 6-digit verification code generated by the authenticator app on the registration page.

3. Verify your device using the generated code from your installed Authenticator app

Enter Code:

Verify code to login >

Figure 20

11. Click on “**Verify code to login**”. System displays a confirmation message upon successful password reset.

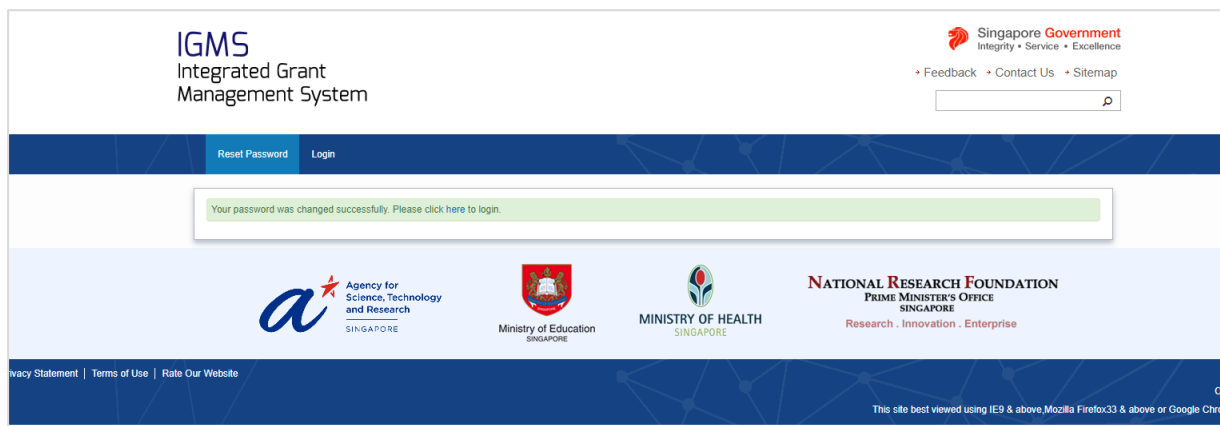


Figure 21

12. **This is the continuation for scenario 2 in step 4 (for users already setup 2FA).** Enter the authentication code from the authenticator app on your phone and click “Verify code to login” button.



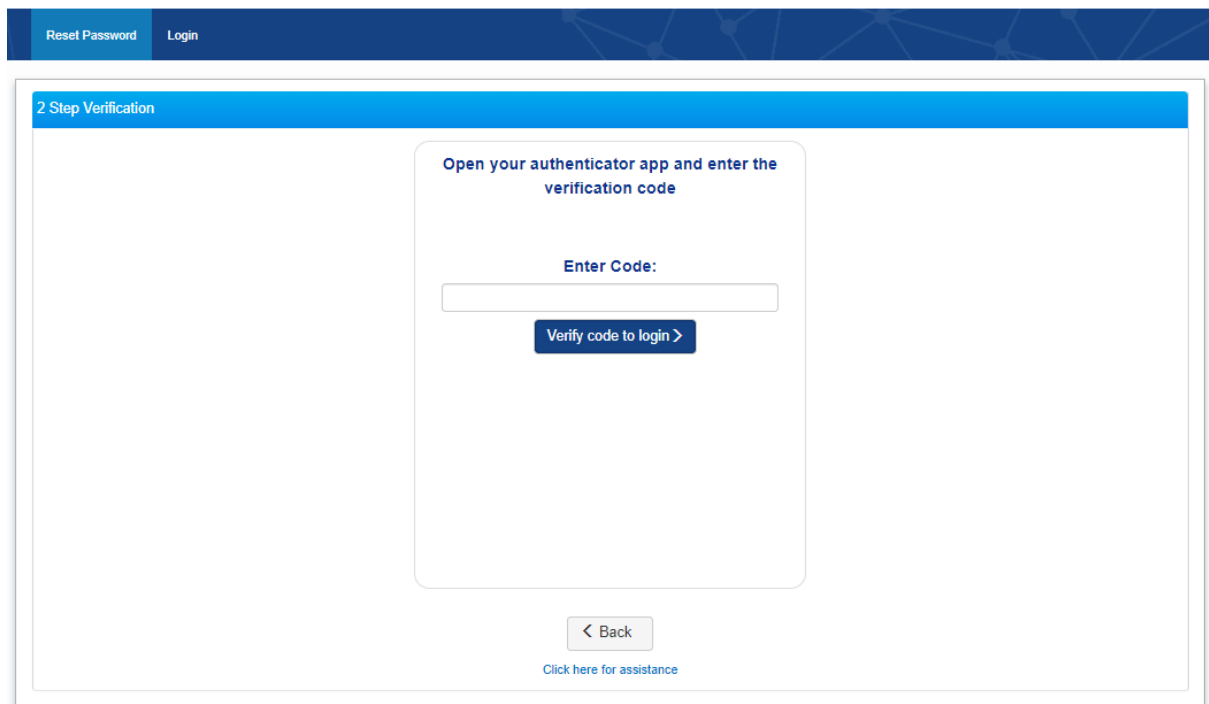


Figure 22

13. You will see confirmation message that the password has been reset successfully.

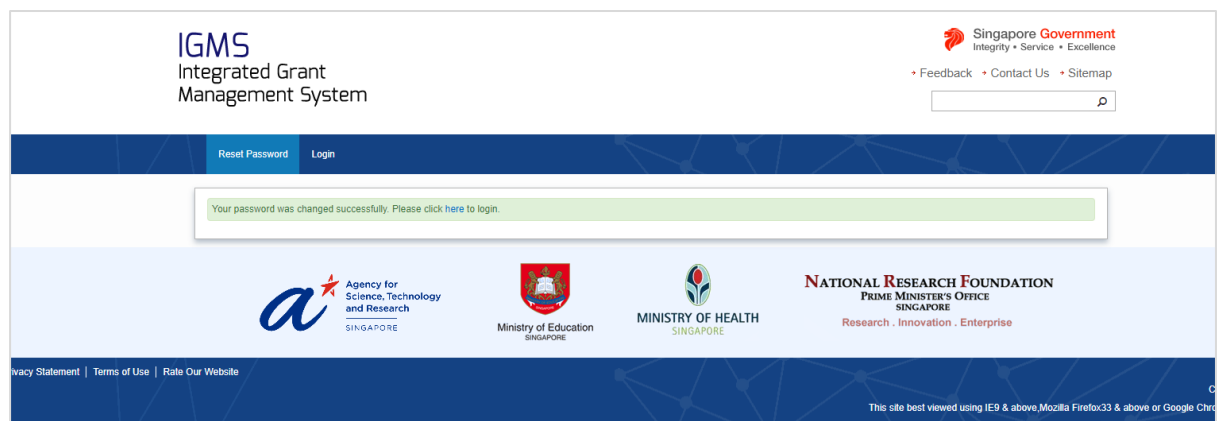


Figure 23

Register your IGMS account on the Microsoft Authenticator app.

- a. Open the Microsoft authenticator app and tap on the “+” button.



Figure 24

- b. Select Personal or work account option and then select “Scan QR code”.

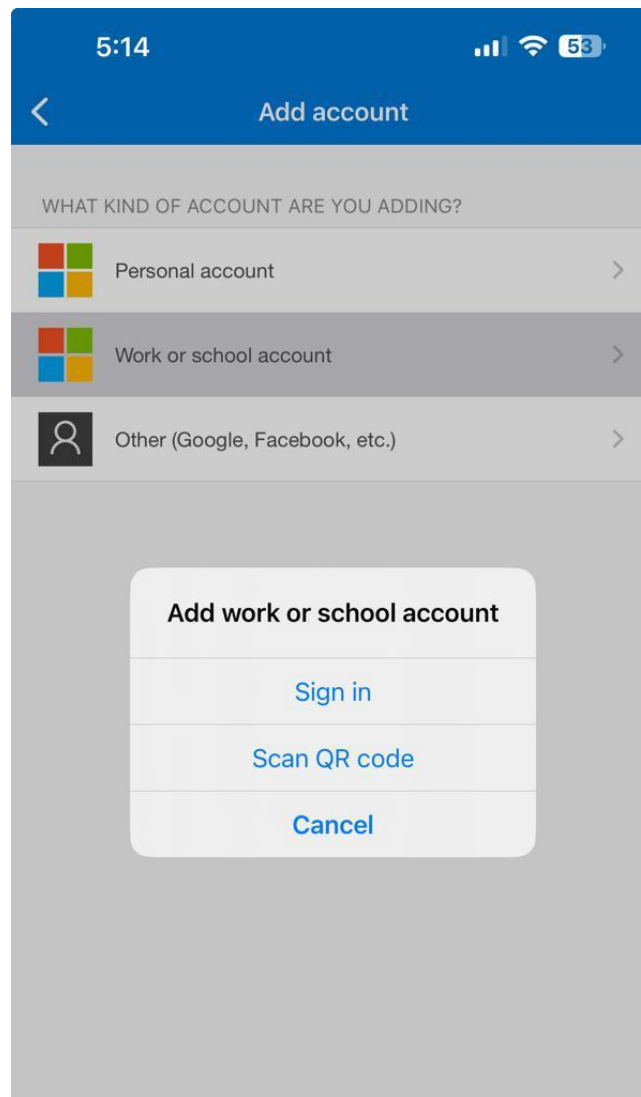


Figure 25

- c. **Scan the QR code** from the IGMS portal to complete the registration process.

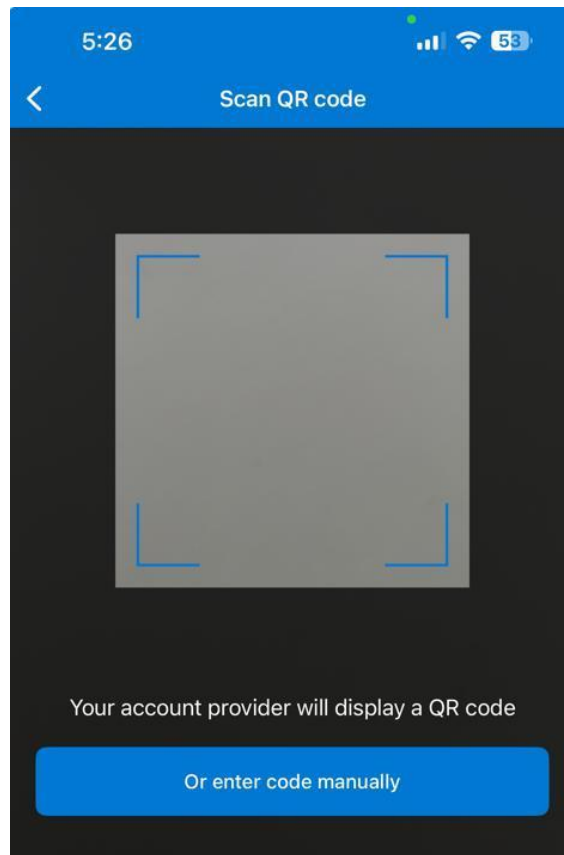


Figure 26

- d. Select **enter code manually** option if you have any problem scanning the QR code.
- e. In the **Code** field, copy paste or manually enter the code that appears at the bottom of the QR code on the IGMS portal.



Figure 27

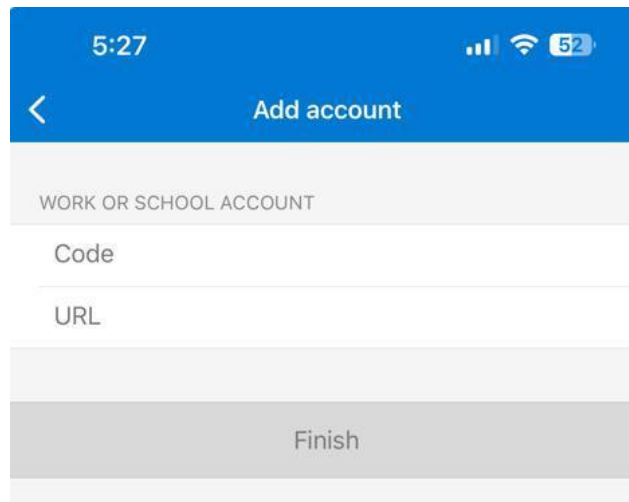


Figure 28

- f. In the **URL** field, you may enter **IGMS: researchgrant.gov.sg**
- g. Click Finish to complete the account registration on the Microsoft authenticator app.

Register your IGMS account on the Google Authenticator app.

- a. Open the Google authenticator app and tap on the “+” button.



Figure 29

- b. Tap on the **Scan a QR code** option

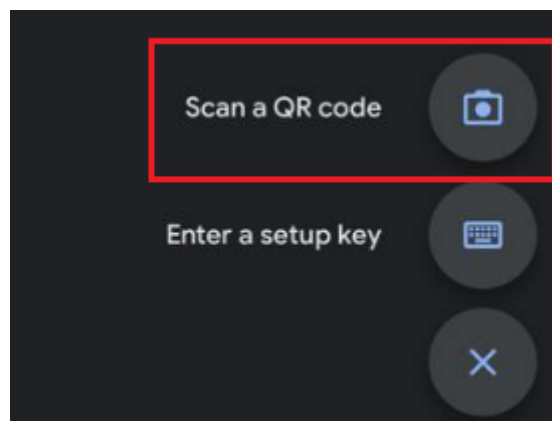


Figure 30

- c. **Scan the QR code** from the IGMS portal to add your IGMS account to the google authenticator app.
- d. After scanning the QR code, your IGMS account appears as follows on the google authenticator app.

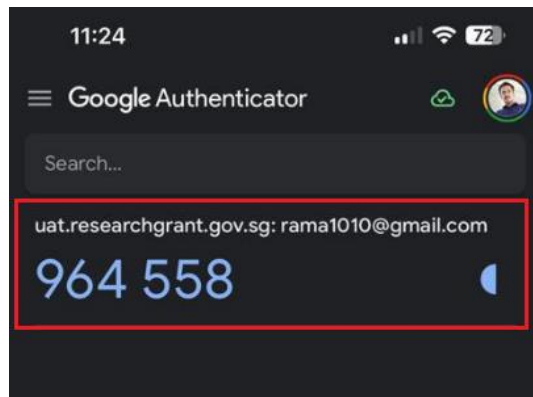


Figure 31

- e. If you have any problem scanning the QR code, you can choose to enter the setup key manually. To do this, choose “Enter a setup key” option after clicking the “+” button.

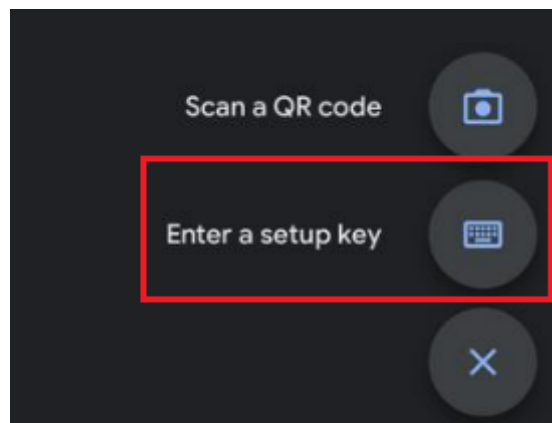


Figure 32

- f. In the Account field, you can enter IGMS:<IGMS user name>  
g. In the **Key** field, copy paste or manually enter the code that appears at the bottom of the QR code on the IGMS portal.



Figure 33

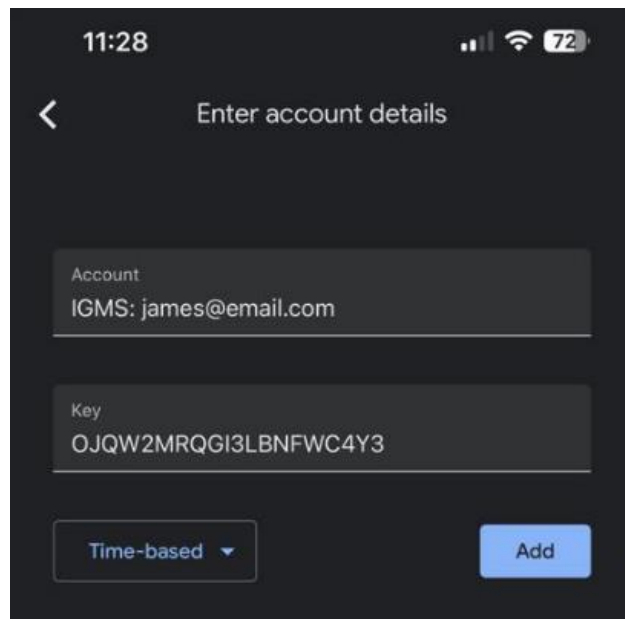


Figure 34

- h. When the registration is successful, your IGMS account appears as follows on the Google Authenticator app.

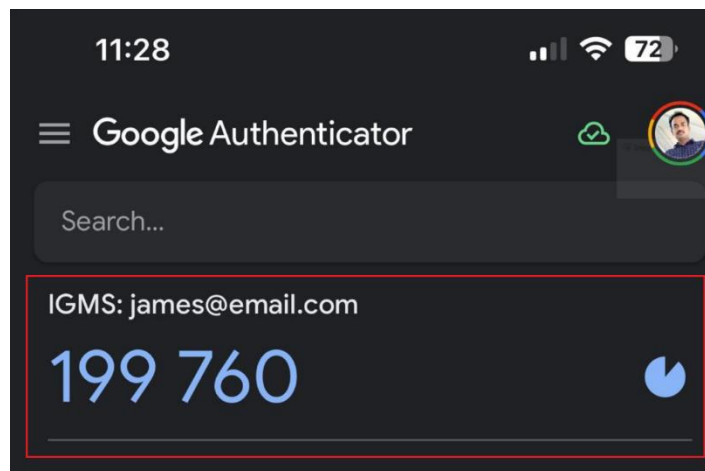


Figure 35

### Troubleshooting

System displays the error message “Two factor PIN is expired or wrong” when the entered code is already expired on the authenticator app or when the entered code is not matching with the code generated from the authenticator app.

Please enter the refreshed code from the authenticator app (Look out for the downcounter time).

2 Step Verification

Open your authenticator app and enter the verification code

Enter Code:

Two Factor Code has expired or entered incorrectly. Please re-enter with the refreshed code.

Verify code to login >

< Back


[Click here for assistance](#)

Figure 36

Setup Authenticator

1. Download and install the Authenticator app on your mobile device

- Google Authenticator (OR)
- Microsoft Authenticator



2. Open the app and scan the QR code below to pair your mobile device



- OR -

Type in manual setup code:  
NZRXG4DTORXXEZLJNQXGG3

3. Verify your device using the generated code from your installed Authenticator app

Enter Code:

Two Factor Code has expired or entered incorrectly. Please re-enter with the refreshed code.

Verify code to login >

[Click here for assistance](#)

Figure 37