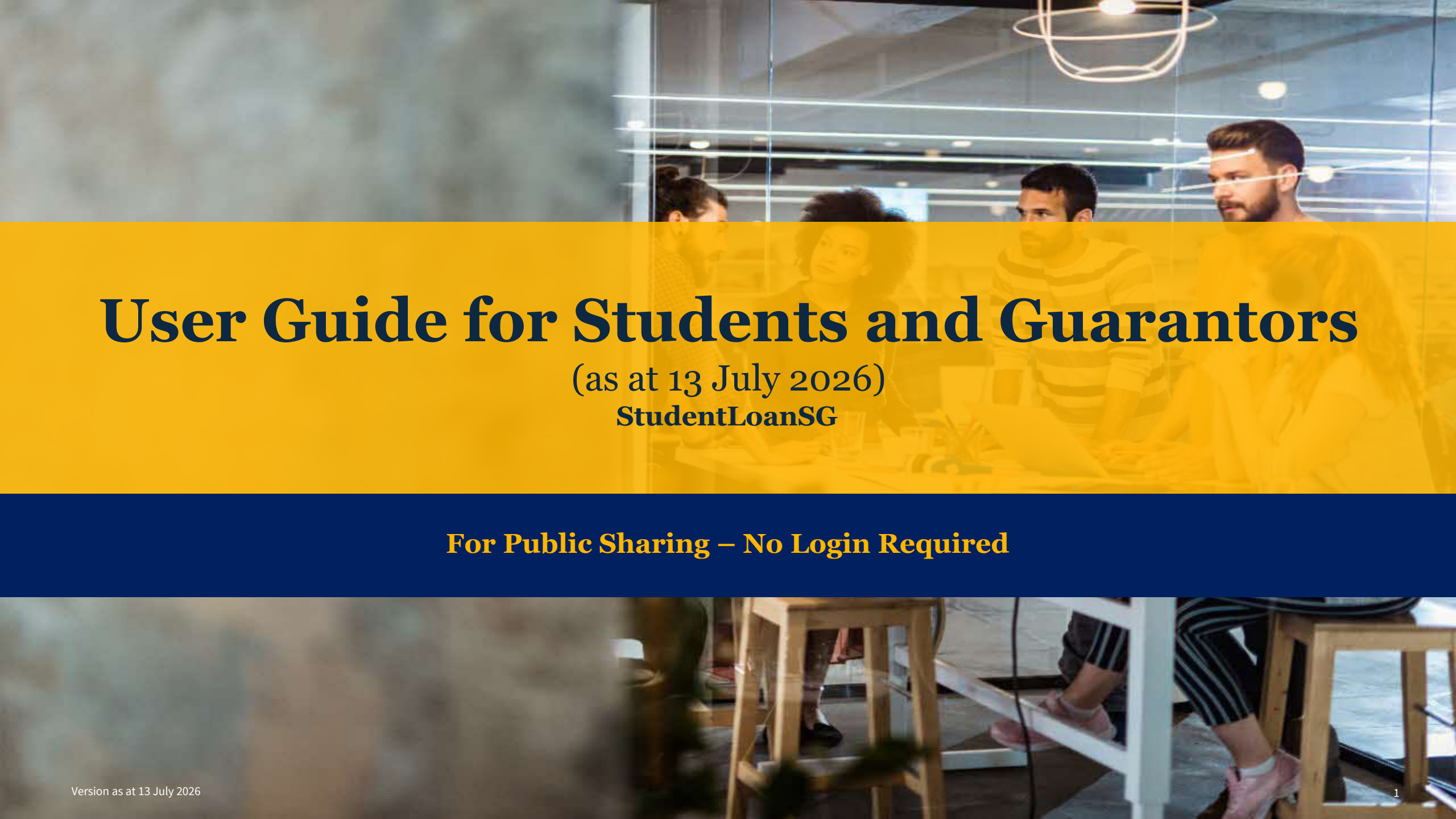




User Guide for Students and Guarantors

(as at 13 July 2026)

StudentLoanSG

For Public Sharing – No Login Required

Foreword

1. This user guide is for use by students and their guarantors to access the StudentLoanSG portal.
2. All information in this user guide are accurate as of 13 July 2026 and are subject to changes.

Topics Covered

01

**SLSG ID Creation
(Student)**

02

**SLSG ID Creation
(Guarantor with Singpass)**

03

**SLSG ID Creation
(Guarantor without Singpass)**

04

Login to SLSG via Singpass

05

Login to SLSG via Email and Password



01

SLSG ID Creation (Student)

SLSG ID Creation (Student) (1/2)

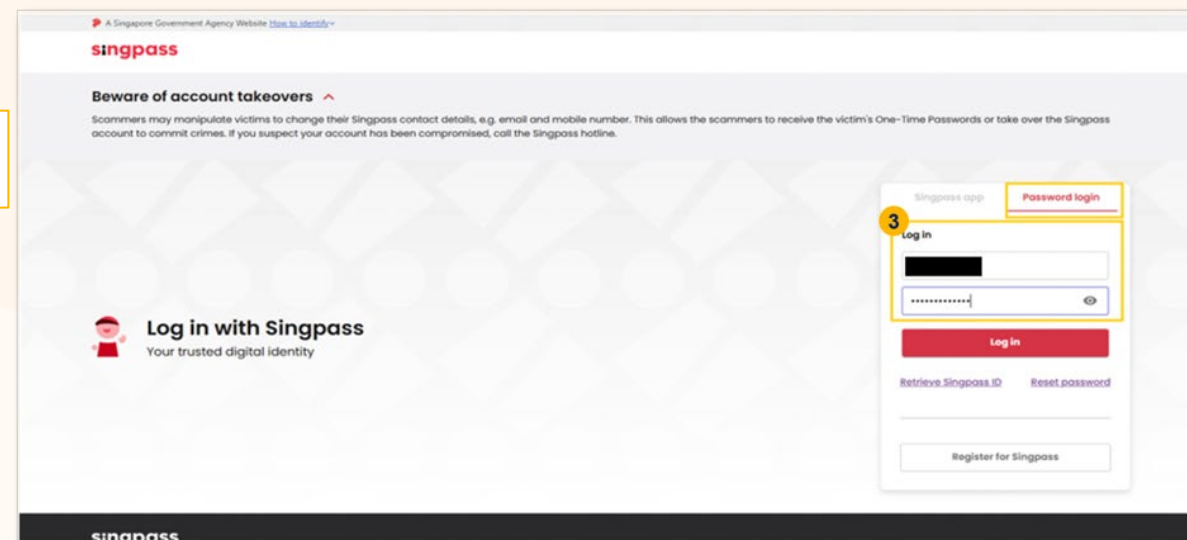
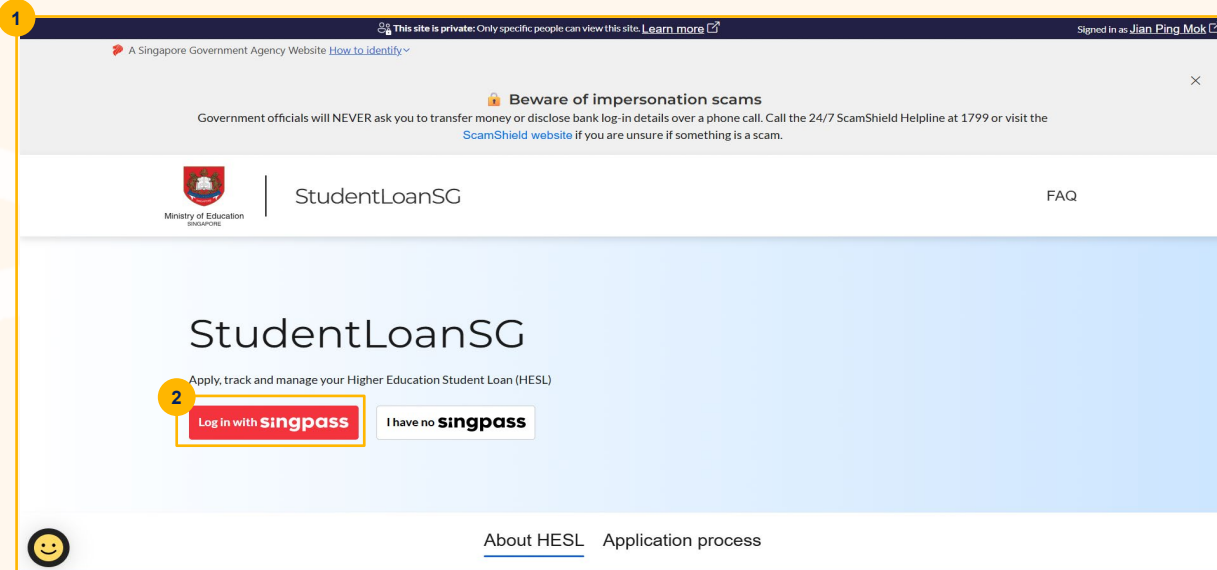
Objective

- An SLSG ID is required for students to begin their loan journey.
- This section details how students can create an SLSG ID on the SLSG Portal.

Steps to create an SLSG ID

1. Visit the SLSG portal
2. Click on **“Log in with Singpass”**
3. Click on **“Password Login*”** then key in Singpass credentials and click on **“Log In”**

*Note: Students may choose to login via the Singpass app or Password login option.



SLSG ID Creation (Student) (2/2)

Steps to create an SLSG ID

4. After providing consent, student will be required to review their personal data (MyInfo)
5. Click on **“Submit & Verify Details”** to proceed

Note: Only email address, mobile number, and marital status can be edited.

The email address provided must not be an edu.sg domain.

StudentLoanSG

HOME / VERIFICATION

Review and confirm your details

Information displayed is from Singpass.
For first time login, please retrieve information from MyInfo to proceed.

Retrieve MyInfo with singpass

4

Personal particulars

Full name
2005 Diploma IC Student

Nationality/citizenship
SINGAPORE CITIZEN

Gender
Male

Date of birth
25/05/2005

Country of birth
SINGAPORE

Residency status
Singaporean (SG)

Singapore email address
2005001@student.sg

Singapore mobile number
[Redacted]

Marital status
Single

Age
25

Race
SARAKAN

Singapore contact information

Contact information

Email address *
[Redacted]

Singapore mobile number **
[Redacted]

Singapore residential phone number
[Redacted]

Singapore residential address

Block and street
80, Kallang Place

Building
[Redacted]

Floor - unit
#06-123

Postal code
339204

Singapore mailing address

☒ It's mailing address the same as residential address

Block and street
80, Kallang Place

Building
[Redacted]

Floor - unit
#06-123

Postal code
339204

5

Submit & Verify Details

A background image of a modern office interior. Several people are visible, some sitting at desks and others standing, engaged in work or discussion. The office has large windows and modern lighting.

02

SLSG ID Creation (Guarantor with Singpass)

SLSG ID Creation (Guarantor) (1/4)

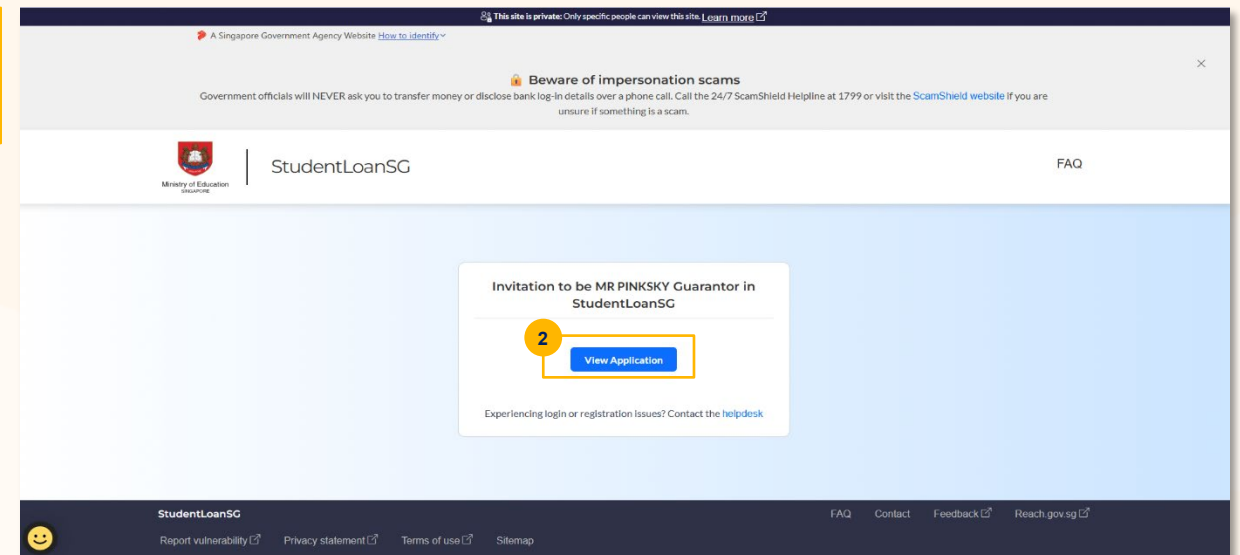
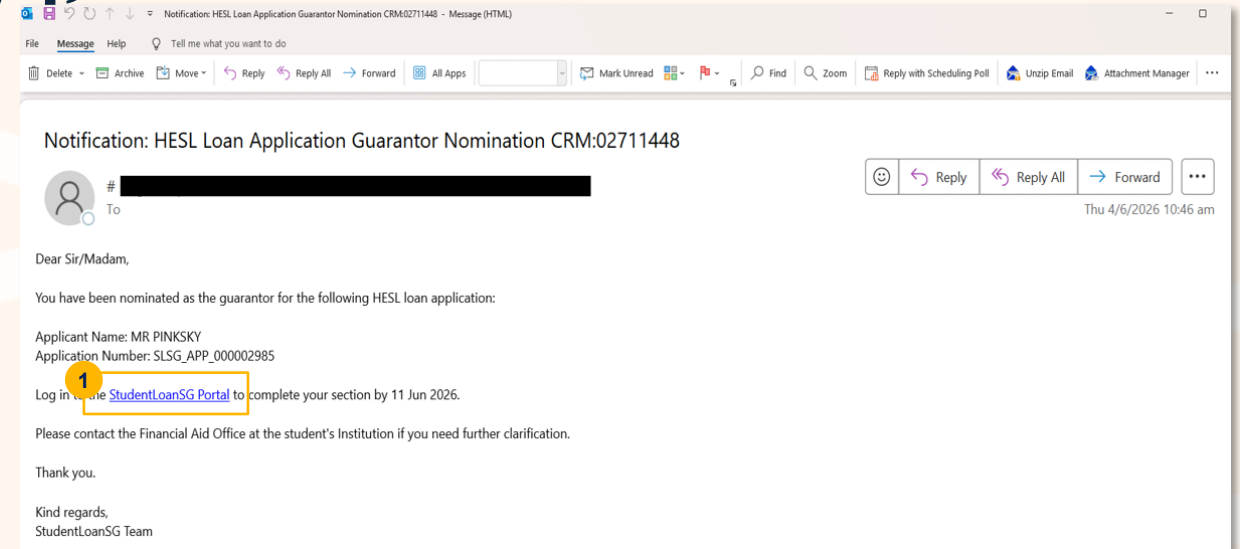
Objective

- In order to accept the guarantor-borrower relationship for an HESL loan in SLSG, proposed guarantor will need to have an SLSG ID to login.
- This section details how SC / PR guarantors can **create an SLSG ID with their Singpass account on the SLSG Portal**.

Steps to create an SLSG ID

1. Click on the unique invitation **link** sent to the guarantor's email
2. Click on **"View Application"**

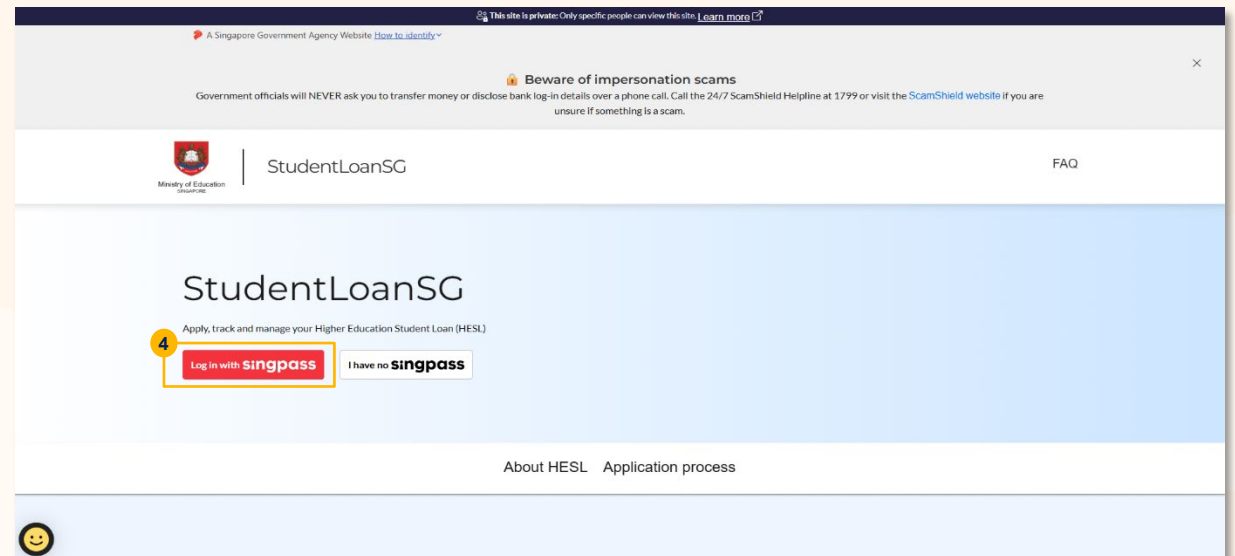
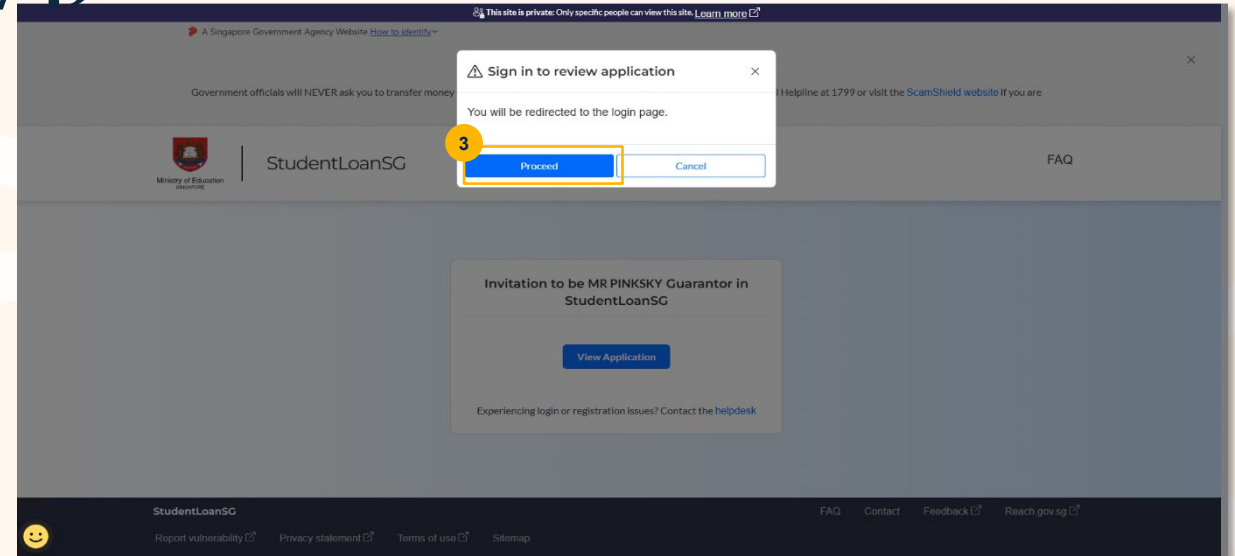
Note: After student's loan application submission, the guarantor will receive a unique invitation link via email, to be used for SLSG ID creation.



SLSG ID Creation (Guarantor) (2/4)

Steps to create an SLSG ID

3. Click on **“Proceed”**
4. Click on **“Log in with Singpass”**

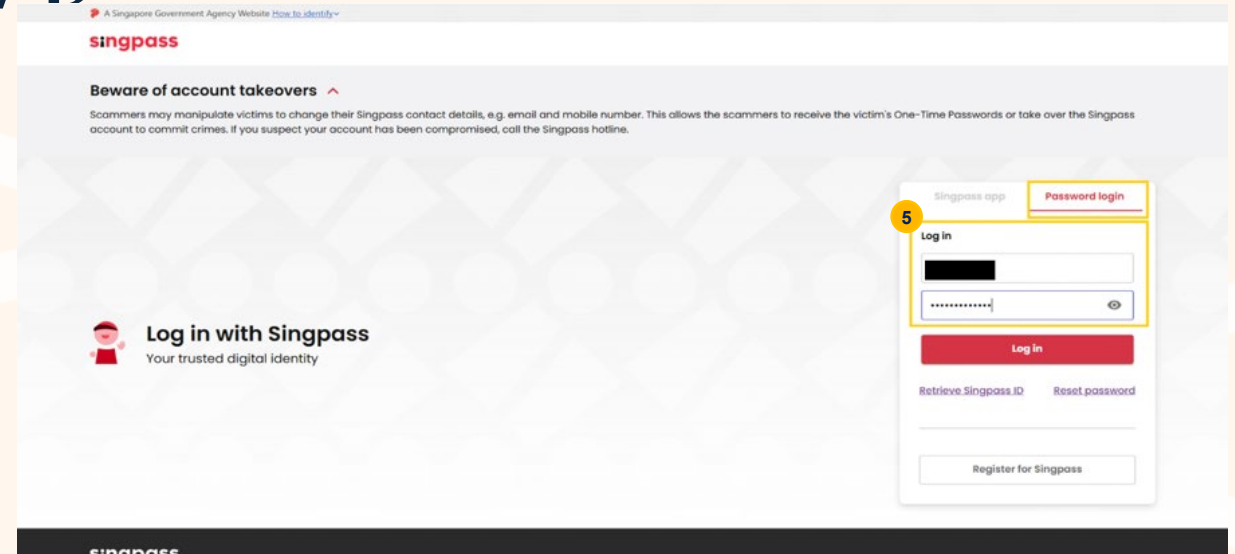


SLSG ID Creation (Guarantor) (3/4)

Steps to create an SLSG ID

5. Click on **“Password Login*”** then key in Singpass credentials and click on **“Login”**

*Note: Students may choose to login via the Singpass app or Password login option.



SLSG ID Creation (Guarantor) (4/4)

Steps to create an SLSG ID

6. SC/PR guarantor will be required to **review their personal data (MyInfo)**
7. Click on **“Submit & Verify Details”** to proceed

Where the guarantor’s details does not match the student’s inputs at the point of SLSG ID creation, StudentLoanSG will:

1. Redirect Guarantor to an error page to notify them of the mismatch; and
 2. Notify the student via email on guarantor’s details mismatch
- Following this, the student will need to raise a new loan application.

Note:

- Only email address, mobile number, and marital status can be edited.
- The email address provided must not be an edu.sg domain.

StudentLoanSG

HOME / VERIFICATION

Review and confirm your details

Information displayed is from Singpass.
For first time login, please retrieve information from MyInfo to proceed.

Retrieve MyInfo with singpass

6

Personal particulars

Full name
2700-Diploma SC Student

Nationality/Citizenship
SINGAPORE CITIZEN

Gender
Male

Date of birth
25/05/2001

Country of birth
SINGAPORE

Residency status
Singaporean (SG)

Singapore email address
270001@student.sg

Singapore mobile number
[REDACTED]

Marital status
Single

Age
25

Race
SARAKAT

Singapore contact information

Contact information

Email address *
[REDACTED]

Singapore mobile number *
[REDACTED]

Generate OTP

Generate OTP

Singapore residential address

Block and street
82, Kallang Place

Building
[REDACTED]

Floor - unit
#05-123

Postal code
339004

Singapore mailing address

Is mailing address the same as residential address
[X]

Block and street
82, Kallang Place

Building
[REDACTED]

Floor - unit
#05-123

Postal code
339004

7

Submit & Verify Details



03

SLSG ID Creation (Guarantor without Singpass)

SLSG ID Creation (Guarantor) (1/4)

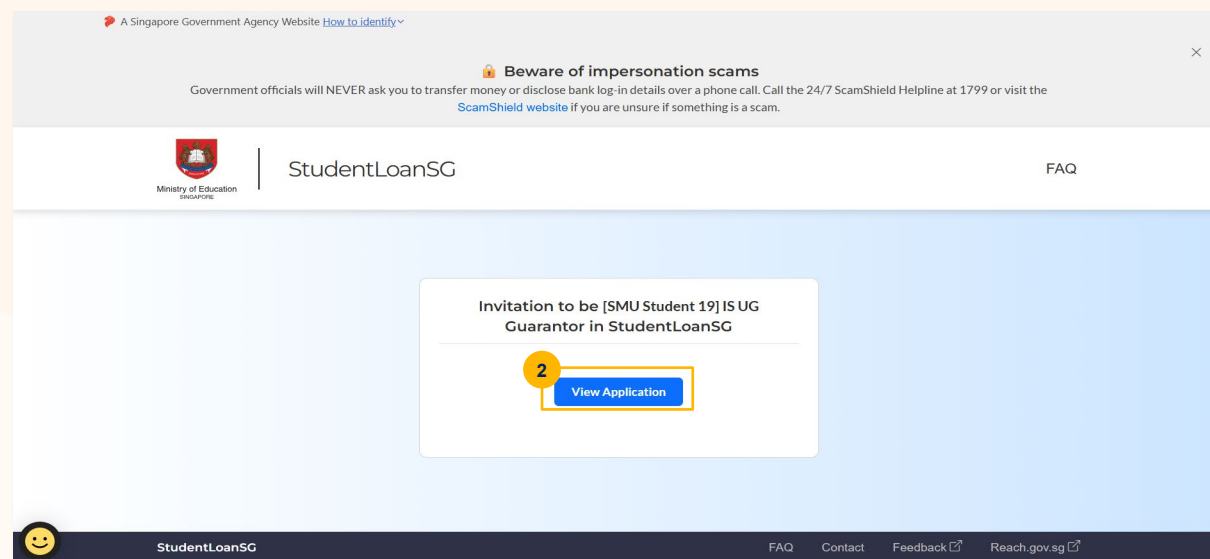
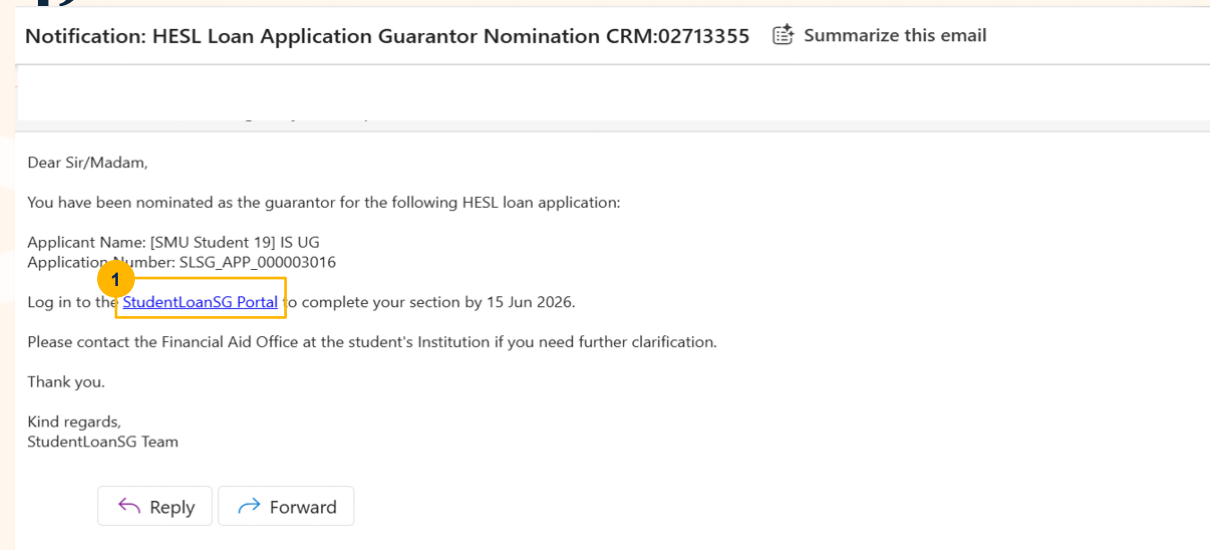
Objective

- In order to accept the guarantor-borrower relationship for an HESL loan in SLSG, proposed guarantor will need to have an SLSG ID to login.
- This section details how foreigner guarantors can **create an SLSG ID with their email using the “I don’t have Singpass” option on the SLSG Portal.**

Steps to create an SLSG ID

1. Click on the **unique invitation link** sent to your email
2. Click on **“View Application”**

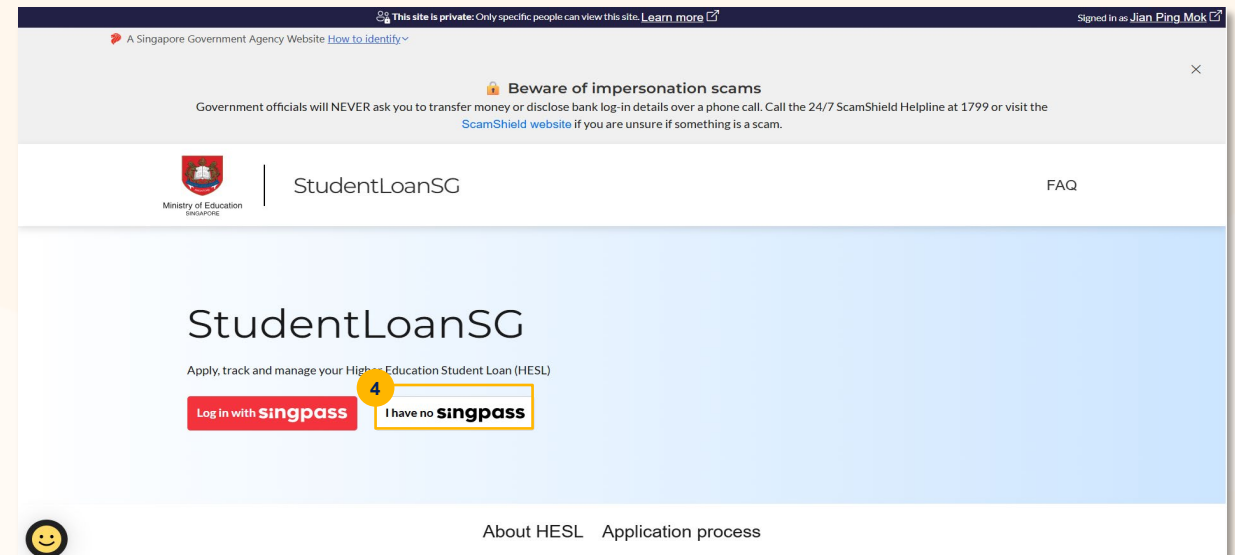
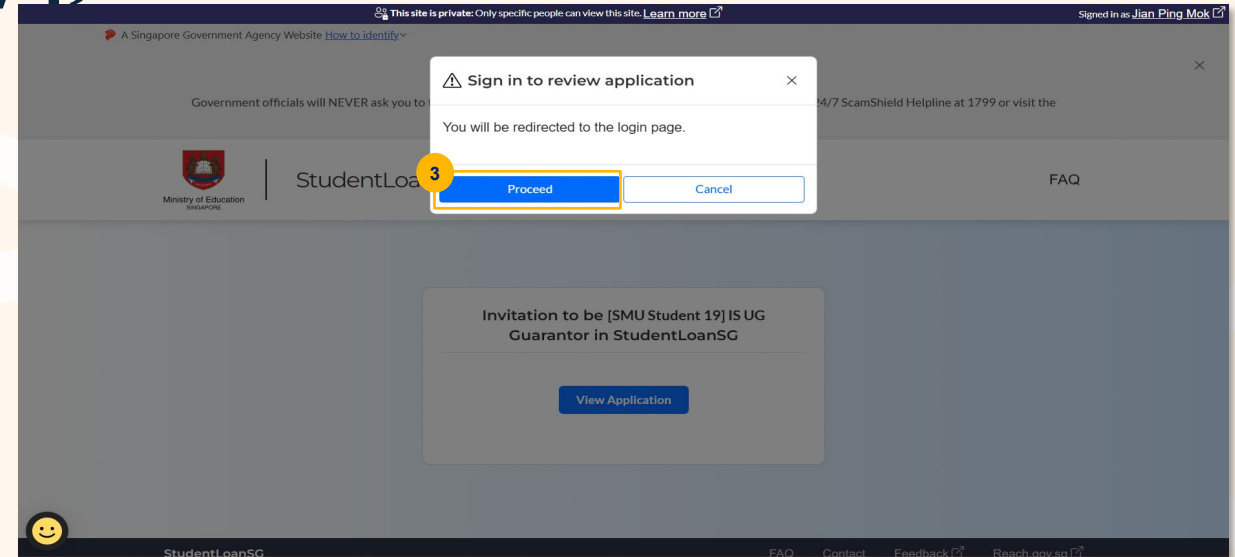
Note: After student’s loan application submission, the guarantor will receive a unique invitation link via email, to be used for SLSG ID creation.



SLSG ID Creation (Guarantor) (2/4)

Steps to create an SLSG ID

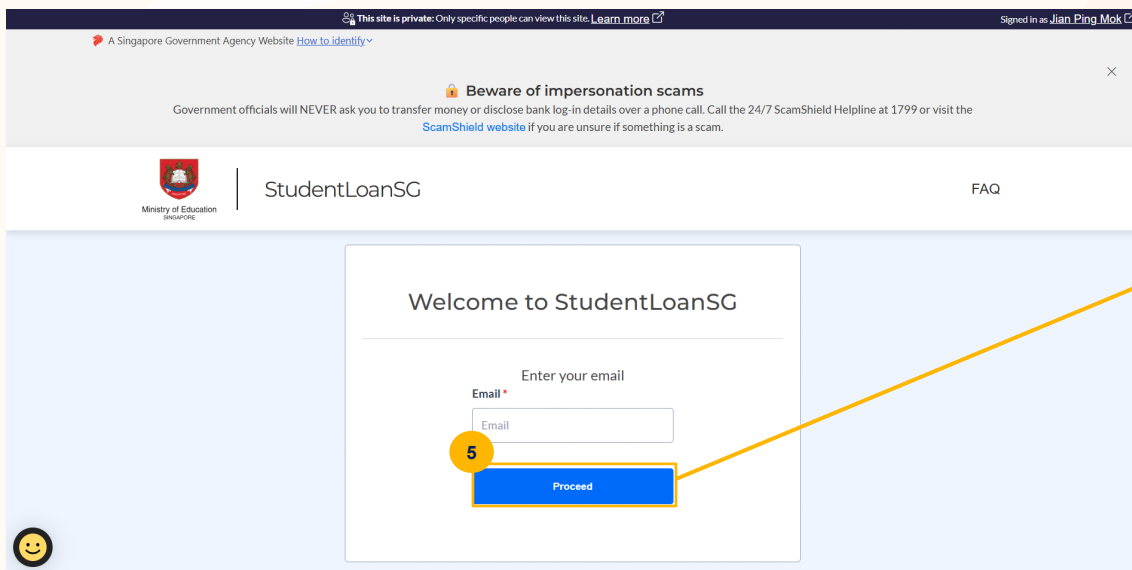
3. Click on **“Proceed”**
4. Click on **“I have no Singpass”**



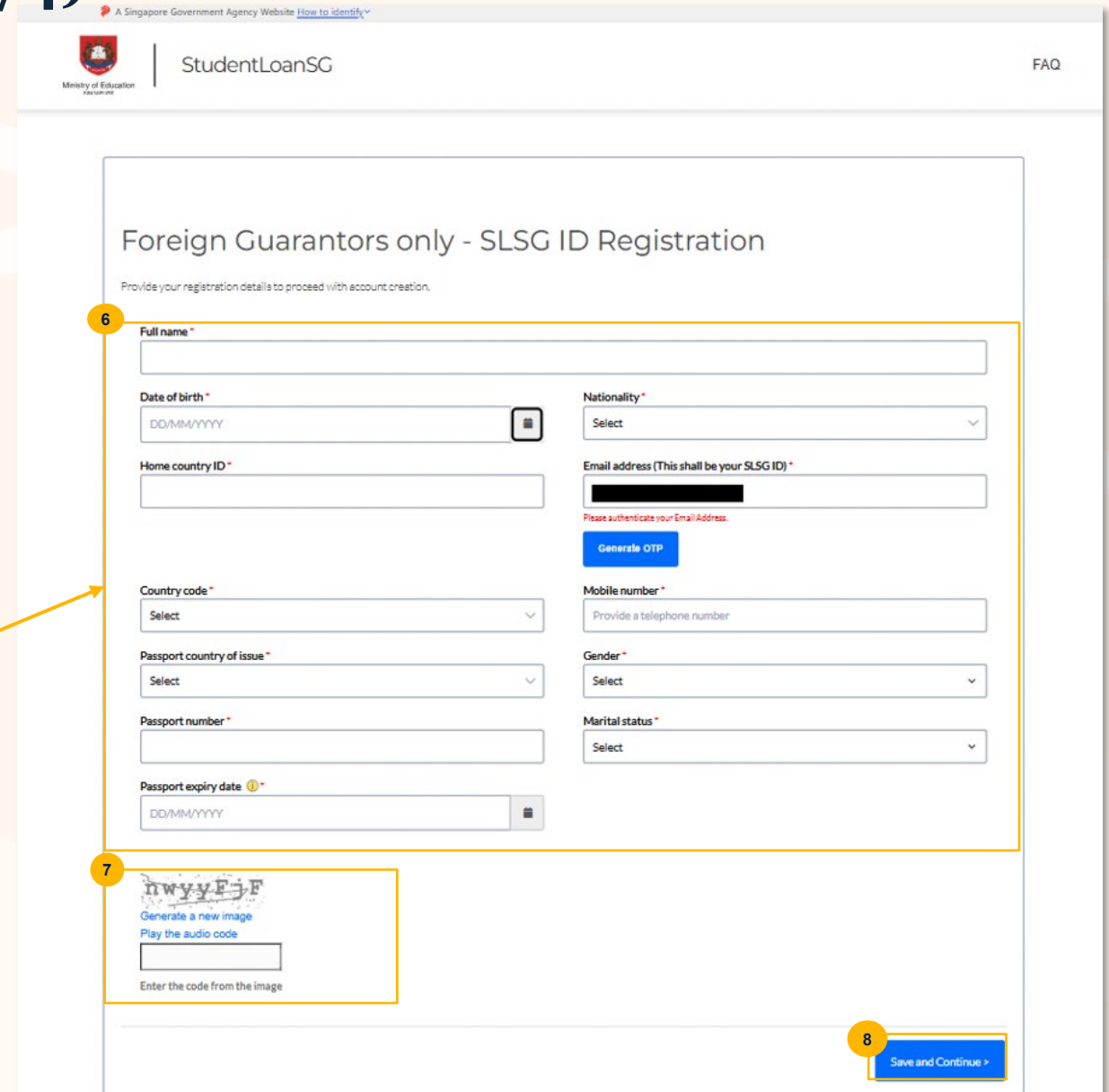
SLSG ID Creation (Guarantor) (3/4)

Steps to create an SLSG ID

5. Enter your **Email** and Click on **“Proceed”**
6. Key in your **personal details** in the SLSG ID Registration page
7. Complete **CAPTCHA** code
8. Click on **“Save and continue”** to proceed



This screenshot shows the 'Welcome to StudentLoanSG' page. At the top, there is a security warning: 'Beware of impersonation scams' with a note that government officials will never ask for money or bank details over a phone call. Below this, the 'StudentLoanSG' logo and 'FAQ' link are visible. The main content area has a heading 'Welcome to StudentLoanSG' and a form titled 'Enter your email'. The form includes an 'Email' input field and a blue 'Proceed' button. A yellow circle with the number '5' is placed over the 'Proceed' button. A yellow arrow points from this button to the next screenshot.

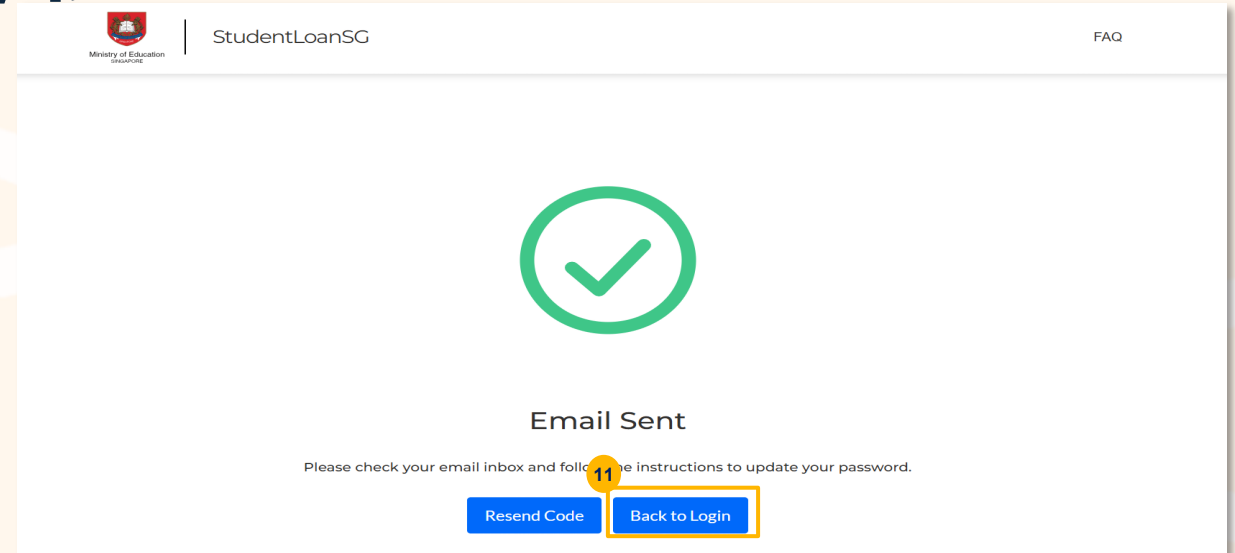


This screenshot shows the 'Foreign Guarantors only - SLSG ID Registration' page. The header includes the Ministry of Education Singapore logo and 'StudentLoanSG' text. The page title is 'Foreign Guarantors only - SLSG ID Registration' with a subtitle 'Provide your registration details to proceed with account creation.' The form is divided into two columns. The left column contains fields for: 'Full name', 'Date of birth' (DD/MM/YYYY), 'Home country ID', 'Country code' (dropdown), 'Passport country of issue' (dropdown), 'Passport number', and 'Passport expiry date' (DD/MM/YYYY). The right column contains fields for: 'Nationality' (dropdown), 'Email address (This shall be your SLSG ID)' (with a 'Generate OTP' button), 'Mobile number' (with a 'Provide a telephone number' note), 'Gender' (dropdown), and 'Marital status' (dropdown). A yellow circle with the number '6' is placed over the 'Full name' field. Below the main form, there is a CAPTCHA section with a 'Generate a new image' button, a 'Play the audio code' button, and an input field for the CAPTCHA code. A yellow circle with the number '7' is placed over the CAPTCHA input field. At the bottom right, there is a blue 'Save and Continue >' button with a yellow circle with the number '8' next to it.

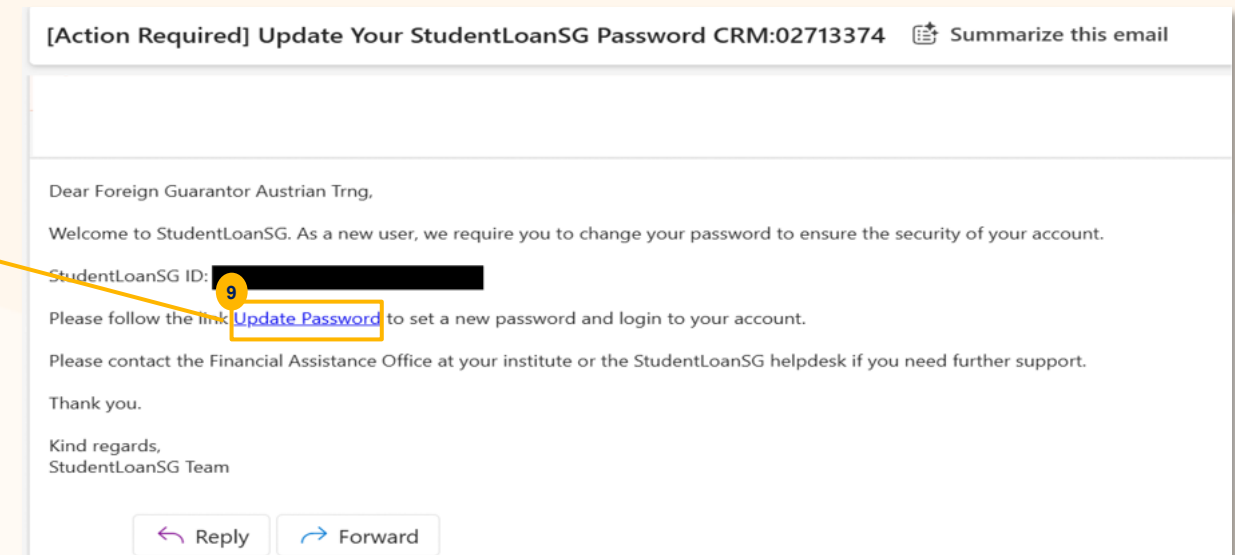
SLSG ID Creation (Guarantor) (4/4)

Steps to create an SLSG ID

9. After the account has been created, SLSG Portal will send an email with the instructions to **update your password**.
10. Key in **New password details** and click **“Change”**
11. Select **“Back to Login”** to Login with new password



This screenshot shows the 'Change Password' form. At the top left is the Ministry of Education Singapore logo. The header includes 'StudentLoanSG' and an 'FAQ' link. The form has a title 'Change Password' and a light blue box with password requirements: 'Password must be at least 12 characters long and include: One uppercase character (A-Z), One lowercase character (a-z), One number (0-9), One special character (!@#\$%^&*<>., etc.)'. Below this are two input fields: 'New password' and 'Confirm new password'. A blue 'Change' button is at the bottom. A yellow box highlights the entire form area, with a callout number 10. A yellow arrow points from the 'Update Password' link in the email screenshot to the 'New password' field.





04

Login to SLSG via Singpass

Login to SLSG via Singpass (1/2)

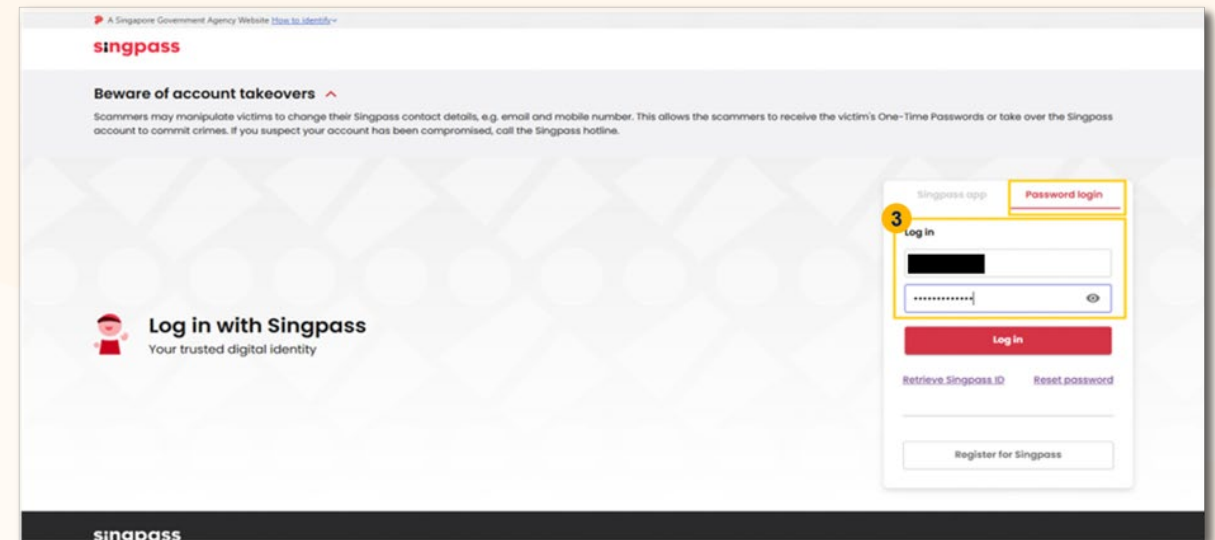
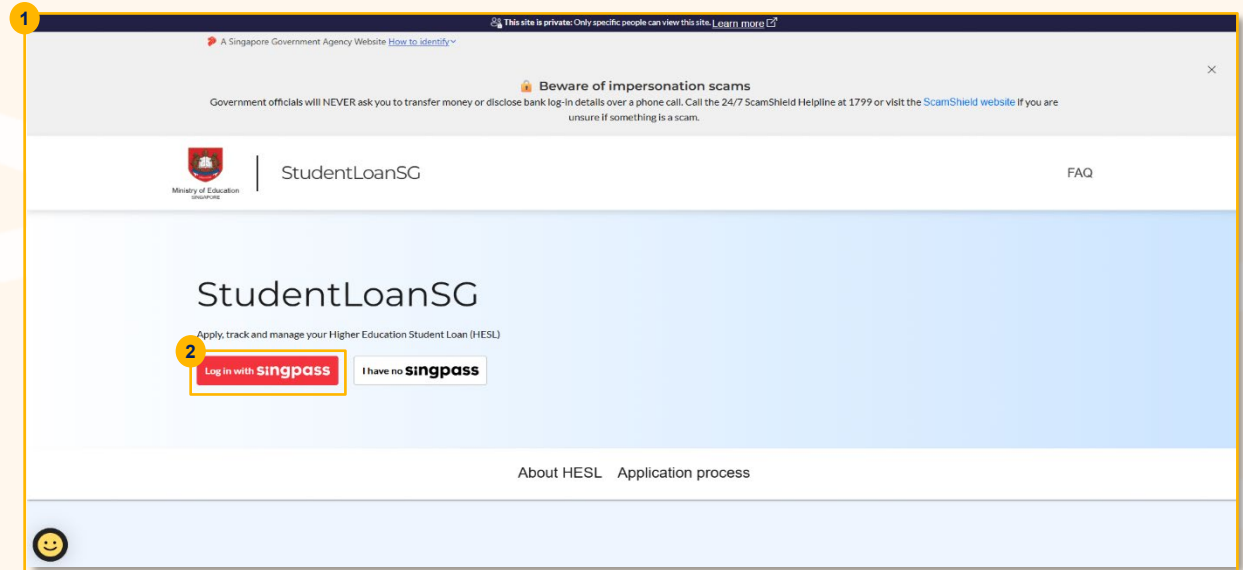
Objective

- To access SLSG, the Singpass-holding student/guarantor (SC / PR / IS / ICA/MOM-pass/permit holder) will need to login via Singpass.
- This section details the process to login to SLSG via Singpass.

Steps to login to SLSG via Singpass

1. Visit the SLSG portal
2. Click on **“Log in with Singpass”**
3. Click on **“Password Login*”** then key in Singpass credentials and click on **“Log In”**

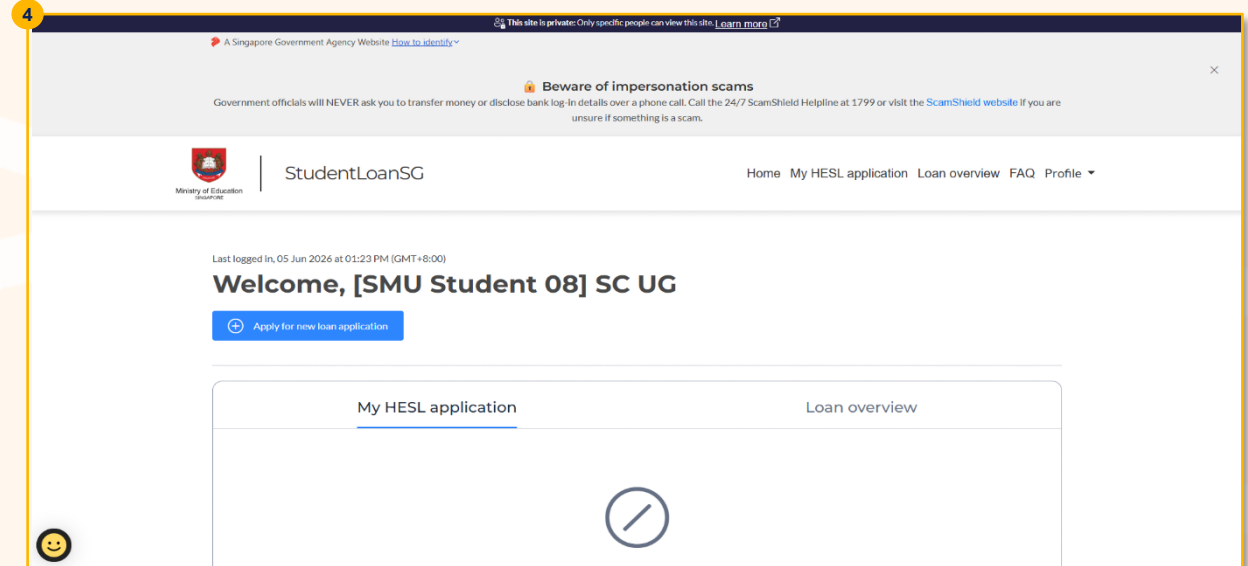
*Note: Students may choose to login via the Singpass app or Password login option.



Login to SLSG via Singpass (2/2)

Steps to login to SLSG via Singpass

4. The user will be redirected to SLSG landing page





05

Login to SLSG via Email and Password

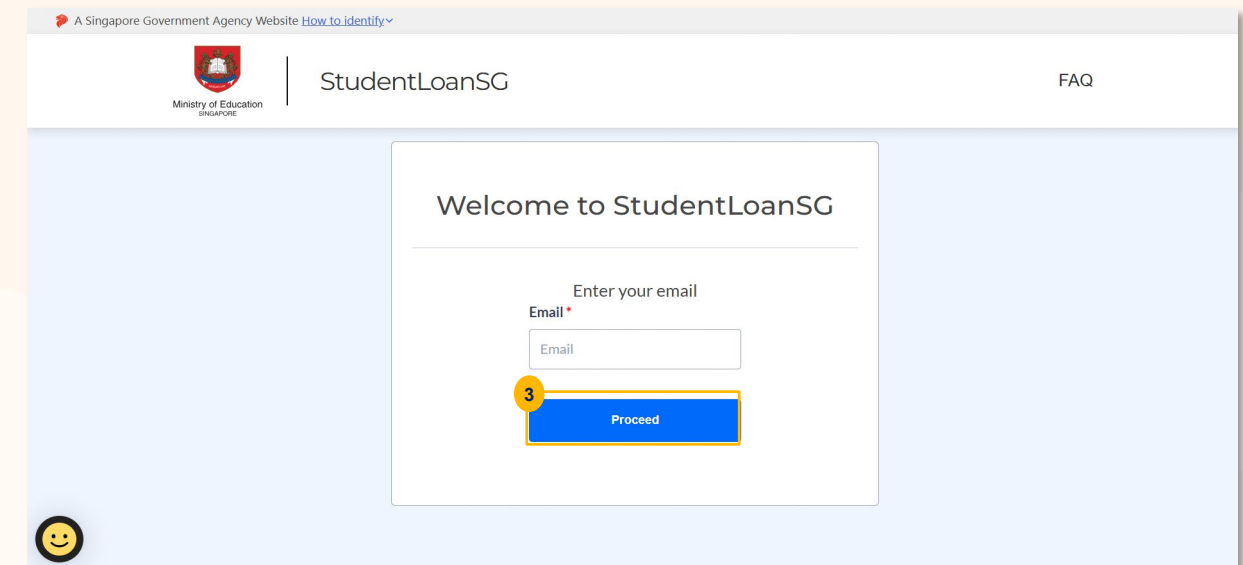
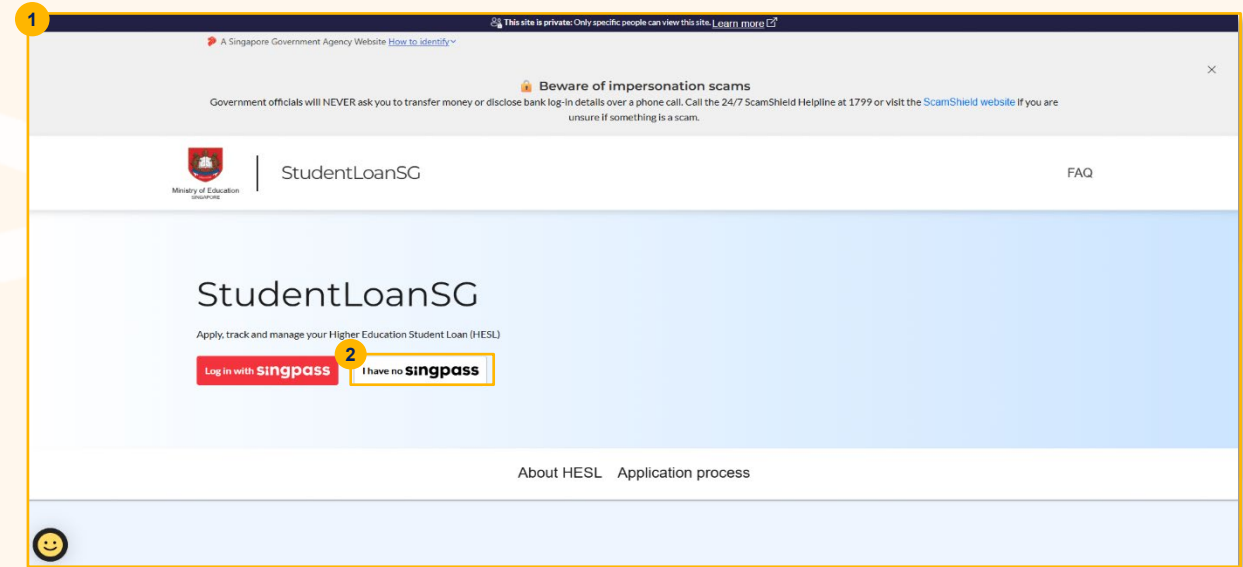
Login to SLSG via Email and Password (1/2)

Objective

- To access SLSG, the non-Singpass holding guarantor – e.g. foreign-based guarantors will need to login via Email and Password.
- This section details the process to login to SLSG via Email and Password.

Steps to login to SLSG via Email and Password

1. Visit the SLSG portal
2. Click on **“I have no Singpass”**
3. Key in **Email Address** then click **“Proceed”**



Login to SLSG via Email and Password (2/2)

Steps to login to SLSG via Email and Password

4. Key in **Email Address** and **Password**
5. Click on **“Login”**
6. An **email containing an OTP** will be sent to the user for security purposes
7. Enter the **OTP** and click on **“Verify OTP”** to continue with login
8. The user will be **redirected to SLSG landing page**

Your Security Code CRM:02713405

Dear Foreign Guarantor Austrian Trng,

To complete your login, please use the following two-factor authentication (2FA) code:

📄 Your Security Code: 098397

If you did not request this code, please ignore this message or contact our support team immediately. For your security, never share this code with anyone.

Thank you,

Kind regards,
StudentLoanSG Team

[Reply](#) [Forward](#)