Only authorized administrators can access the National Authentication Framework (NAF) portal.

Administrators may choose to purchase OneKey tokens through the NAF portal or at the OneKey Customer Care Centre.

For purchases at the OneKey Customer Care Centre, it is advisable to inform the OneKey Customer Care Centre 3 days in advance for purchases of 50 or more OneKey tokens to reduce the waiting time. OneKey tokens can be purchased with Nets or cash. Only credit and debit cards can be used for online purchases.

OneKey tokens that are purchased online will be delivered to the registered address within 3 working days.

To log into NAF portal, please visit www.onekey.sg and click on “Log In” at the bottom of the page.
Step 1
Select “LOGIN”, followed by your username and password.

Please note that only administrators can access the NAF portal and manage the use of additional OneKey tokens.

Step 2
Your OneKey serial number will be displayed as a label.

Press the “OTP” button on your token. Enter the one time password appearing on your token screen.
To purchase additional OneKey tokens

Step 1
To purchase additional tokens, click on “Buy New OneKey”.

Enter the quantity required and click “Submit”.

Please note that with effect from February 2015, the price of a OneKey token is $15.

Step 2
Check mailing address and click “OK” to proceed to the next step if the information is correct; otherwise, click “Cancel” and select “Update Profile” from the menu of the left side of the webpage to amend the information.
Step 3

Click “Submit” if information on purchase summary page is correct.

Please note that you will be advised to disable any pop-up blockers and not to close the browser window or click on other links when payment is in progress.

Click “Proceed to Payment” to be redirected to eNets page for payment. Please see the next diagram.

Credit and debit cards can only be used with online purchases.
Step 4
You will see an acknowledgement of your purchase of the OneKey token(s).

OneKey tokens that are purchased online will be delivered to the registered address within 3 working days.
To activate additional OneKey tokens

Step 1
After you have successfully logged into the NAF portal, click on “Activate New OneKey”.

Enter the OneKey serial number found on the back of the new token.

Press the “OTP” button on the token.

Enter the one time password appearing on the token screen, then click “Submit” to proceed.

You will see a message informing you of the successful activation of the OneKey token.
OneKey Management

After you have successfully logged into the NAF portal, click on “OneKey Management”.

OneKey Management functions are as follow: (1) view activated and non-activated OneKey tokens, (2) view specific OneKey token, (3) suspend or synchronize tokens and (4) view list of service providers linked to the tokens.

(1) To view activated or non-activated OneKey tokens
Click on “OneKey Category” and select the relevant options. Click “Search”. A list of tokens registered under the corporate account will appear below.

(2) To view a specific OneKey token
Click on “OneKey Serial No.” and enter the OneKey serial number found on the back of the token. Click “Search”. The token will appear below.

(3) To suspend or synchronize token
(a) Select “Suspend OneKey” option to suspend selected token.
(b) To synchronize token, select “Sync OneKey” option.

Press the “OTP” button on the token and enter the one time password appearing on the token screen in OTP 1.

Press the “OTP” button on the token again after 16 seconds and enter the one time password in OTP 2.

Click “Submit” to proceed.

You will see a message informing you of the successful synchronization of the OneKey token.

(4) To view the list of service providers linked to the tokens
(a) Click on “View OneKey Links Status” to proceed to “OneKey SP Details” page.
(b) Select the token from the options and click on “Show” to view the list of the service providers.
To Change Password

Select “Change Password”.

Check if the username is correct before proceeding.

Enter the old password and a new password, then click “Next”.

You will see a message informing you of the successful change of password.
To View the List of Additional OneKey Tokens

Select “Show My OneKey”.

A list of OneKey tokens purchased will appear.

To View History of OneKey tokens

Select “View OneKey History”.

Select the OneKey token serial number from the options given.

A status report will appear for the selected OneKey token.
To View Administrator’s Account History

To view past activities of the administrator’s account, select “View Account History”.

A list of past activities will appear.

To View Authentication History of OneKey Tokens

To view past authentication activities, select “View Authentication History”.

Select the OneKey token serial number from the option and enter the start and end date of search.

Submit to proceed.
A list of past authentication activities will appear.

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<th>No.</th>
<th>IP Name</th>
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<th>Remarks</th>
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