Self Service Check-In Step by Step Guide

Last updated: 28 November 2024

Content Page

Auto Check-in

To check-in automatically, turn on your Auto Check-in function at least 48 hours before your flight.

1.	Select the Manage Booking tab on the homepage of singaporeair.com. Retrieve your booking via your six-character booking reference or 13-digit e-ticket number and last name.
2.	The auto check-in widget will be available on your Manage Booking page if your booking is eligible for this service. Select **TURN ON** to enable auto check-in for all eligible flights in your booking.

3. | Enter your information on the passenger details page and click on **PROCEED**.

Complete your details to turn on auto check-in

All fields are required unless marked as optional

👤 **William Lee** - Adult

PERSONAL DETAILS

TITLE	FIRST / GIVEN NAME (AS IN PASSPORT)	LAST / FAMILY NAME (AS IN PASSPORT)
Mr.	William	Lee

☐ This passenger does not have a first / given name in the passport

DATE OF BIRTH
01 Jan 1980

GENDER
◉ Male   ○ Female

CONTACT DETAILS

EMAIL ADDRESS
AAA@BBB.com

◉ Mobile number   ○ Home number   ○ Business number

COUNTRY/REGION   Area   MOBILE NUMBER
Singapore (+65)   87654321

Receive flight updates via ◉ Text message   ○ WhatsApp 🟢

PASSPORT DETAILS ⓘ

NATIONALITY
Singapore

PASSPORT NUMBER   PASSPORT EXPIRY DATE   PASSPORT ISSUING COUNTRY
K123456789   10 Oct 2030   Singapore

FREQUENT FLYER DETAILS (OPTIONAL) ⓘ

Enter your KrisFlyer number to earn miles and enjoy complimentary Wi-Fi on selected flights.

Frequent flyer programme   Membership number

IN CASE OF EMERGENCY (OPTIONAL)   ⌄

CANCEL   PROCEED

4.	Review your information provided on the auto check-in summary page before clicking on **PROCEED**. You may also edit your details after reviewing your passenger details.

2. Passenger Details

👤 **William Lee** - Adult   ⌃

✎ Edit details

PERSONAL AND CONTACT DETAILS

Passenger name	Date of Birth	Nationality	Gender
Mr William Lee	01 Jan 1980	Singapore	Male

Email address	Mobile number
AAA@BBB.com	+65 87654321

PASSPORT DETAILS

Passport number	Passport expiry date	Passport issuing country
K123456789	10 Oct 2030	Singapore

FREQUENT FLYER DETAILS

Frequent flyer programme	Membership number
-	-

NEXT OF KIN DETAILS

Name of next of kin	Relation	Phone number
-	-	-

Read and accept our Privacy Policy

Singapore Airlines collects, uses and discloses Customer Data to give you a safe, smooth and personalised experience with us. This allows us to provide services and products that are best suited to meet your needs

By submitting your information, you acknowledge and accept Singapore Airlines' Privacy Policy and all terms listed below. The policy may be amended from time to time. Follow the links below for more information:

› Personal information collected

› Purpose of collection and use of personal information

› Terms of retention

☑ I confirm that my / our personal details are correct, and that I understand and accept the above.

CANCEL   **PROCEED**

5. | Auto Check-in has been turned on. You may still use the Manage Booking function to manage your itinerary.

Auto check-in has been turned on

All done! You'll receive an email confirmation once we've checked you in for each flight in your booking, 48 hours before departure.

From now until your flight departs, you can still manage your booking as usual.

MANAGE BOOKING

From now until 48 hours before your flight departs

| Select your seats in advance | Change / upgrade your flights | Change / Select / Skip a meal | Pre-purchase additional baggage | Turn off auto check-in* |

*Available up to 48 hours before the departure of your flights

MANAGE CHECK-IN

After we've automatically checked you in, from 48 hours to 1.5 hours before your flight departs

| Change your seats | Generate your digital boarding passes* | Cancel check-in |

*For U.S. flights, boarding passes will be available from 24 hours to 1.5 hours before your flight departs.

Learn more about auto check-in   **BACK TO MANAGE BOOKING**

Your flights   🔼 Upgrade   ✏️ Change   ❌ Cancel

✈ **DEPART · 22 NOV 2024 (FRI)**   Total duration: **01hrs 45mins**

Singapore to Jakarta · SQ 962   **Confirmed**
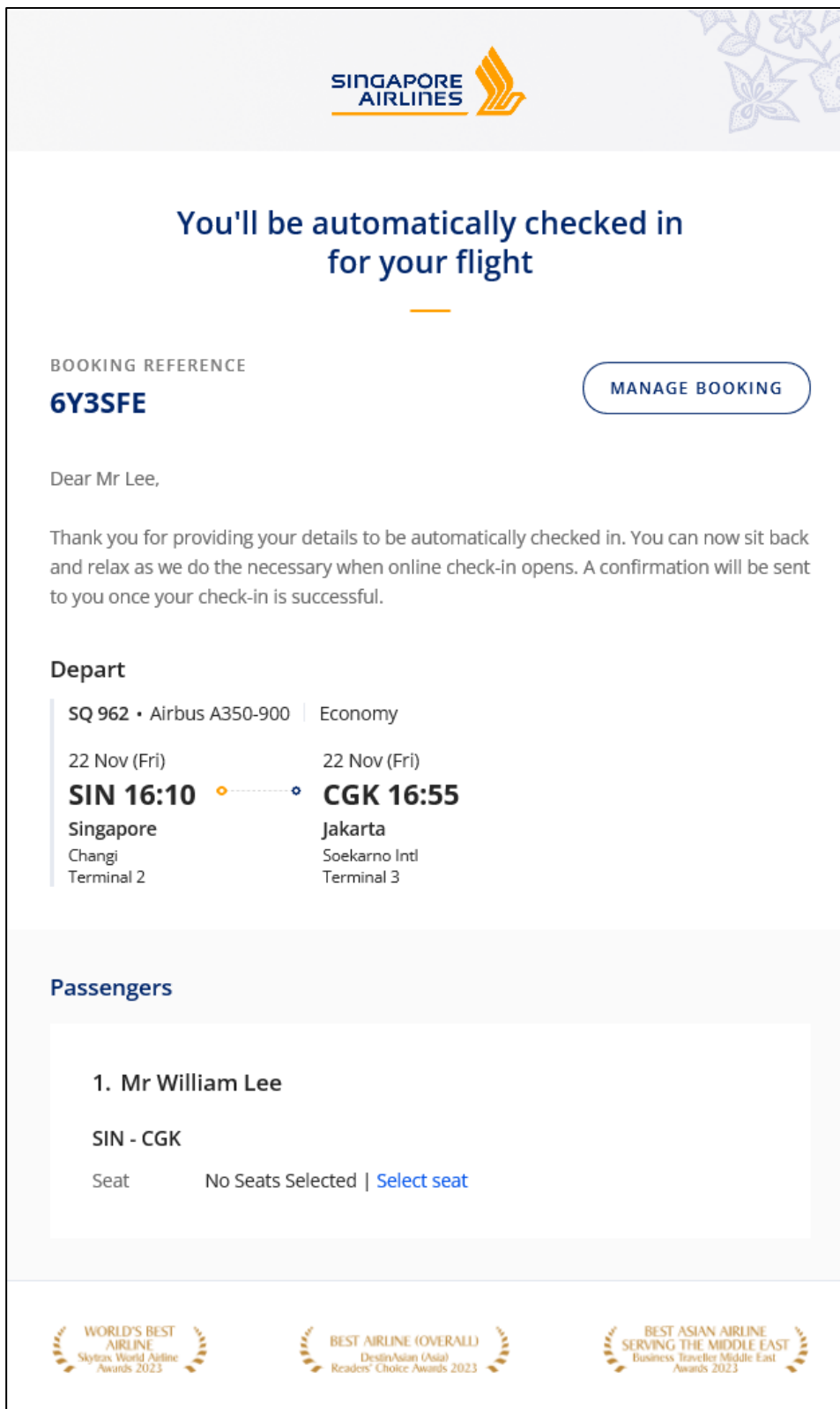
SIN 16:10   **CGK 16:55**   Economy (Y)
Fri 22 Nov 2024   Fri 22 Nov 2024   🔶 Singapore Airlines · Airbus A350-900
Changi Terminal 2   1h 45m   Soekarno Intl Terminal 3

✓ **Auto check-in** ● ON | Passengers: **William Lee**   ⋯
We'll automatically check you in 48 hours before your flight departs, for all eligible flights in this booking.
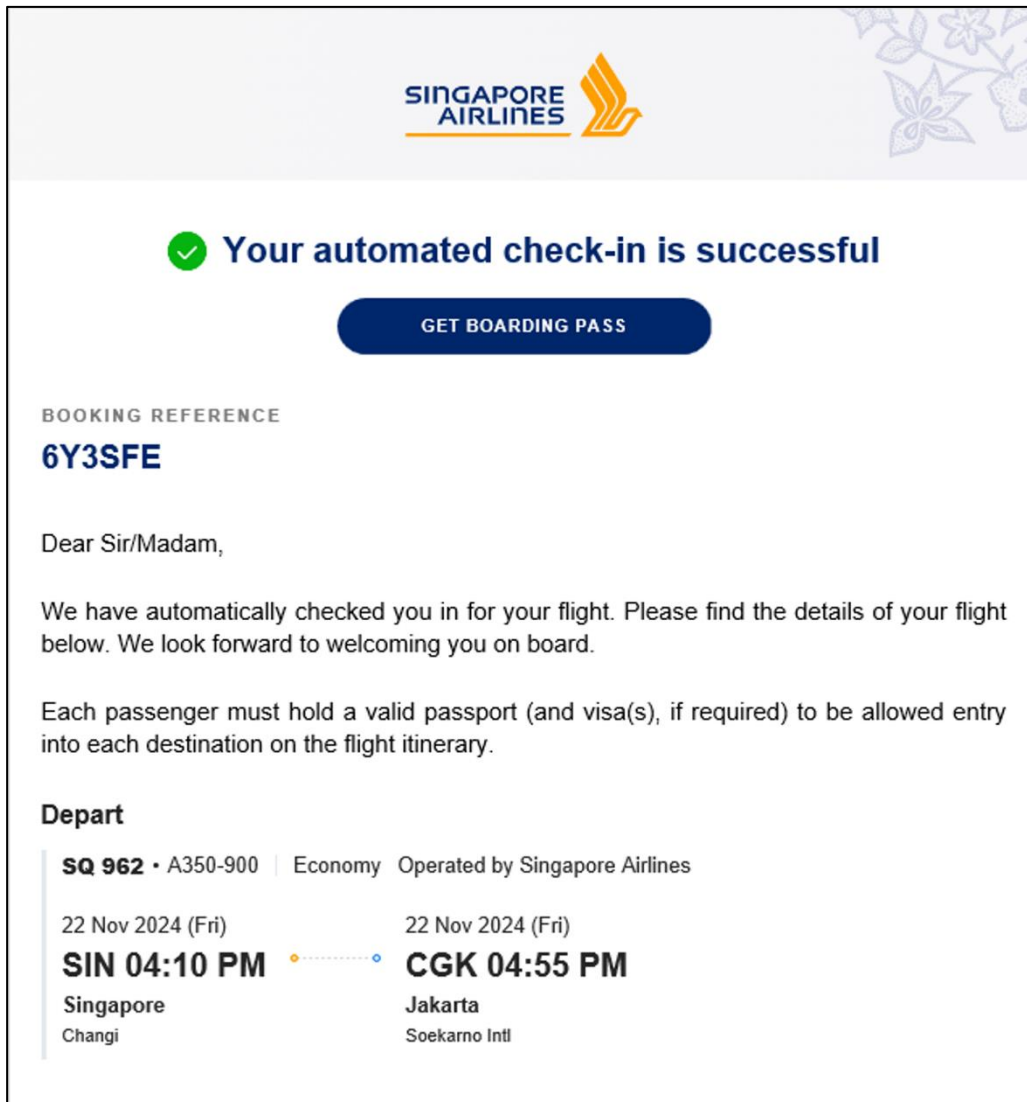
6.	You will receive a confirmation email that Auto Check-in has been turned on.
	SINGAPORE AIRLINES

You'll be automatically checked in for your flight

—

BOOKING REFERENCE

6Y3SFE

MANAGE BOOKING

Dear Mr Lee,

Thank you for providing your details to be automatically checked in. You can now sit back and relax as we do the necessary when online check-in opens. A confirmation will be sent to you once your check-in is successful.

Depart

SQ 962 · Airbus A350-900 | Economy

22 Nov (Fri)
SIN 16:10
Singapore
Changi
Terminal 2

22 Nov (Fri)
CGK 16:55
Jakarta
Soekarno Intl
Terminal 3

Passengers

1. Mr William Lee

SIN - CGK

Seat   No Seats Selected | Select seat

WORLD'S BEST AIRLINE
Skytrax World Airline Awards 2023

BEST AIRLINE (OVERALL)
DestinAsian (Asia) Readers' Choice Awards 2023

BEST ASIAN AIRLINE SERVING THE MIDDLE EAST
Business Traveller Middle East Awards 2023 |

7.	At 48 hours before departure, you will be automatically checked in for your flight. Upon successful Auto Check-in, you will receive a confirmation email.
	SINGAPORE AIRLINES ✅ **Your automated check-in is successful** **GET BOARDING PASS** BOOKING REFERENCE **6Y3SFE** Dear Sir/Madam, We have automatically checked you in for your flight. Please find the details of your flight below. We look forward to welcoming you on board. Each passenger must hold a valid passport (and visa(s), if required) to be allowed entry into each destination on the flight itinerary. **Depart** **SQ 962** · A350-900 | Economy Operated by Singapore Airlines 22 Nov 2024 (Fri) 22 Nov 2024 (Fri) **SIN 04:10 PM** ◦----------◦ **CGK 04:55 PM** Singapore Jakarta Changi Soekarno Intl

Online Check-In

Check in online from 48hours to 1.5hours before your flight departs.

1.	Select the Check-in tab on the homepage of singaporeair.com. Retrieve your booking via your six-character booking reference or 13-digit e-ticket number and last name.
	You may also check in for your flight by clicking on the link available in your Check-in and travel reminder email.

2.	Review your flight details and select the passengers to check-in on the Check-in overview page and click on **CHECK-IN**.
	Check-in **BOOKING REFERENCE** **6Y4ONW** **Important Information** Hide all ∧ 🔶 **Protect personal data** ∧ To prevent misuse, do not reveal your personal data, such as booking reference numbers, ticket numbers, or boarding pass barcodes, publicly, including on social media. 🔶 **Battery-operated devices requirements** ∧ All battery-operated devices in checked baggage must be completely switched off (not in sleep or hibernation mode), protected from damage, and prevented from unintentional activation. **1. Singapore to Jakarta** ECONOMY (Y) ✓ **SIN 16:10** ✈ **CGK 16:55** 🔶 Singapore Airlines • SQ 962 **SINGAPORE** 1hrs 45mins **JAKARTA** Airbus A350-900 **Fri 22 Nov** **Fri 22 Nov** Economy Changi Terminal 2 Soekarno Intl Terminal 3 **Select passengers** ∧ ☑ Select all ☑ Mr William Lee **CHECK-IN**

3. Enter your information on the passenger details page and click on **PROCEED TO CHECK-IN**.

4.	Check-in is completed and a check-in confirmation email will be sent to your email. You may now change your seat, generate your boarding pass, and declare your baggage (if you are travelling from Singapore).

SINGAPORE AIRLINES

① **CHECK-IN**   ② **PASSENGER DETAILS**   ③ **CONFIRMATION**

Check-in Completed   ☐ Cancel all check-ins

BOOKING REFERENCE

6Y4ONW

Important Information   Hide all ⌃

ⓘ **Protect personal data**   ⌃
To prevent misuse, do not reveal your personal data, such as booking reference numbers, ticket numbers, or boarding pass barcodes, publicly, including on social media.

ⓘ **Battery-operated devices requirements**   ⌃
All battery-operated devices in checked baggage must be completely switched off (not in sleep or hibernation mode), protected from damage, and prevented from unintentional activation.

Things to prepare before you head to the airport

Entry and visa requirements
Check that you meet your destination's entry and visa requirements, and that your passport has at least six months of validity. Also, we recommend you prepare all required travel documents and go to the airport early.

Place any special meal requests
The in-flight menu(s) for your flight(s) may be viewed here SIN-CGK. If you have any dietary or special meal-related requests, let us know in Manage Booking. Meal selection closes 24 to 56 hours before departure. When on board, the in-flight menu can also be accessed via your personal device.

Prepare your baggage for flight
Before you fly, learn about baggage size limitations, permitted items for check-in, and tips to secure your baggage. Learn more on preparing baggage for flight.

1. Singapore to Jakarta   ECONOMY (Y) ✔

SIN 16:10	✈	**CGK 16:55**	🔸 Singapore Airlines • SQ 962
SINGAPORE	1hrs 45mins	**JAKARTA**	Airbus A350-900
Fri 22 Nov		Fri 22 Nov	**Economy**
Changi Terminal 2		Soekarno Intl Terminal 3	

Passengers checked-in (1/1)   ∟ Change Seat   🔹 Cancel check-in   ☐ Get Boarding Pass

1. William Lee

∟ **Seat**   48A (Extra Legroom Seat)

🍴 **Meals**   Dinner - (Inflight Menu)

💼 **Baggage**   30kg Included

❗ **Additional Info**   Visa check not required for (Singapore) passport.

5.	To view your seat, click on **CHANGE SEAT**. You may change your seat number by selecting any available seat and clicking on **SAVE & EXIT**. If you have printed your boarding pass before changing your seat number, please print your boarding pass again to reflect your new seat number. Note: If your itinerary consists of flights operated by Singapore Airlines and other partner airlines, you may select seats for your Singapore Airlines flight and selected partner airlines* during Check-In

Selected partner airline: Lufthansa, Swiss International, Scandinavian Airlines System, TAP Portugal, Air Canada, Eva Air, All Nippon Airways, LOT Polish Airlines, Croatia Airlines, Brussels Airlines, Aegean Airlines, Egyptair, Austrian and Air New Zealand.

6. Click on **GET BOARDING PASS** to generate your digital boarding pass. You may opt to download your boarding pass or have it sent to your email.

1. Singapore to Jakarta ECONOMY (Y) ✓

SIN 16:10 ✈ **CGK 16:55** 🔥 Singapore Airlines • SQ 962
SINGAPORE 1hrs 45mins JAKARTA Airbus A350-900
Fri 22 Nov Fri 22 Nov Economy
Changi Terminal 2 Soekarno Intl
Terminal 3

Passengers checked-in (1/1) ⌐ Change Seat 📭 Cancel check-in 🖵 Get Boarding Pass

1. William Lee ⌐ Seat 48A (Extra Legroom Seat)

🍴 Meals Dinner - (Inflight Menu)

🧳 Baggage 30kg Included

❶ Additional Info Visa check not required for (Singapore) passport.

Acknowledge boarding regulations

Before you can get your boarding pass, please acknowledge the prohibited items list.

Checked baggage

These items are not permitted in checked baggage:

- Power banks, spare / loose batteries
- Compressed gases - spray paint, aerosols, pepper spray, etc
- Flammable items, fire starters, etc
- Oxidising materials
- Corrosives
- Disabling devices / electric shock weapons
- Firearms, guns, ammunition, etc
- Explosives
- Toxic & Infectious substances
- Magnetised materials
- Radioactive materials
- Mobility devices

Cabin baggage

Along with the items in above, these items are not permitted in cabin baggage.

- Powerbanks >100Wh*
- Sharp objects
- Ammunition
- Blunt objects
- Workmen's tools - crowbar, drill, drill bits, etc

*Only power banks of 100Wh and below are allowed in cabin baggage

All lithium battery-operated devices not exceeding 100Wh can be carried in checked baggage. They must be completely switched off (not in sleep or hibernation mode). Portable Medical and Electronic Devices above 100Wh to 160Wh require prior approval from Singapore Airlines.

Failure to declare hazardous materials may result in civil or criminal penalties for passengers. For more information, including other baggage restrictions, please refer here.

☑ I understand the restrictions and will not pack any prohibited items in my checked and/or cabin baggage.

PROCEED

Get boarding passes

Important Information   Hide all ⌃

ⓘ **Digital boarding pass limitations**   ⌃

Depending on itinerary and regulatory requirements, some passengers may not be eligible for boarding passes. If you're unable to generate your boarding pass online, please get it from the self-service kiosks or check-in counters at the airport on the day of your departure.

To prevent misuse, do not reveal your personal data such as booking reference numbers, ticket numbers or boarding pass barcodes publicly including on social media.

ⓘ **Digital boarding pass is encouraged**   ⌃

You are encouraged to use the digital version of your boarding pass to ensure seamless checks at the airport.

Boarding pass for **William Lee** will be sent to the email address(es) below.

EMAIL
AAA@BBB.COM

+ Add email address

🖥 Download boarding passes   **SEND**

SQ 962   ECONOMY CLASS

SINGAPORE AIRLINES

Mr William Lee

SIN ✈ **CGK**
Singapore   Jakarta
Changi   Soekarno Intl
Terminal 2   Terminal 3

SQ 962 • 22 Nov • Economy Class

BOARDING	GROUP	GATE	SEAT
15:10	5	-	48A
22 Nov			

Scheduled time of departure
16:10, 22 Nov 2024
Scheduled time of arrival
16:55, 22 Nov 2024
Operating airline
Singapore Airlines
Aircraft type
Airbus A350-900
Airline use
001

7.	If you are travelling from Singapore, you may declare your baggage after printing your digital boarding pass by clicking on **DECLARE CHECKED BAGGAGE**. After declaring your checked bags, please proceed to the self-service kiosk at the airport to scan your digital boarding pass and print your baggage tag.

SINGAPORE
AIRLINES

Baggage tags generated

Your baggage tags have been generated. You may print them at the self-service kiosks in the airport by scanning your digital boarding pass.
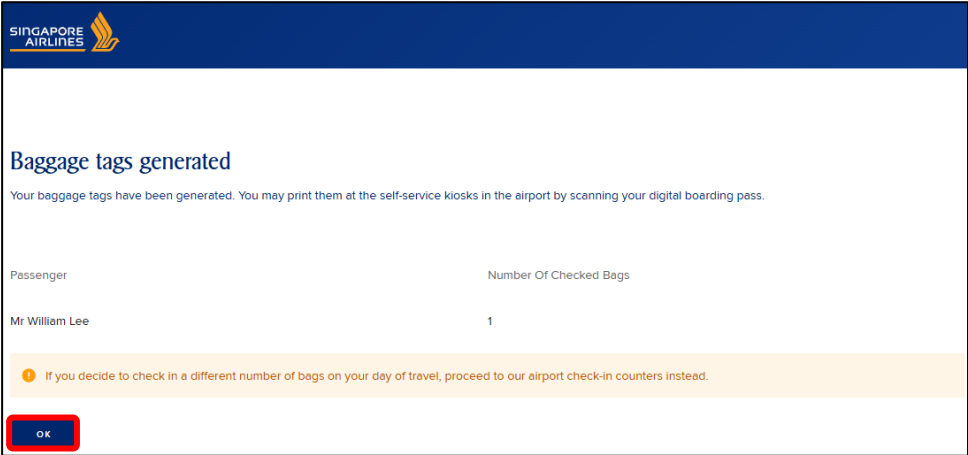
Passenger	Number Of Checked Bags
Mr William Lee	1
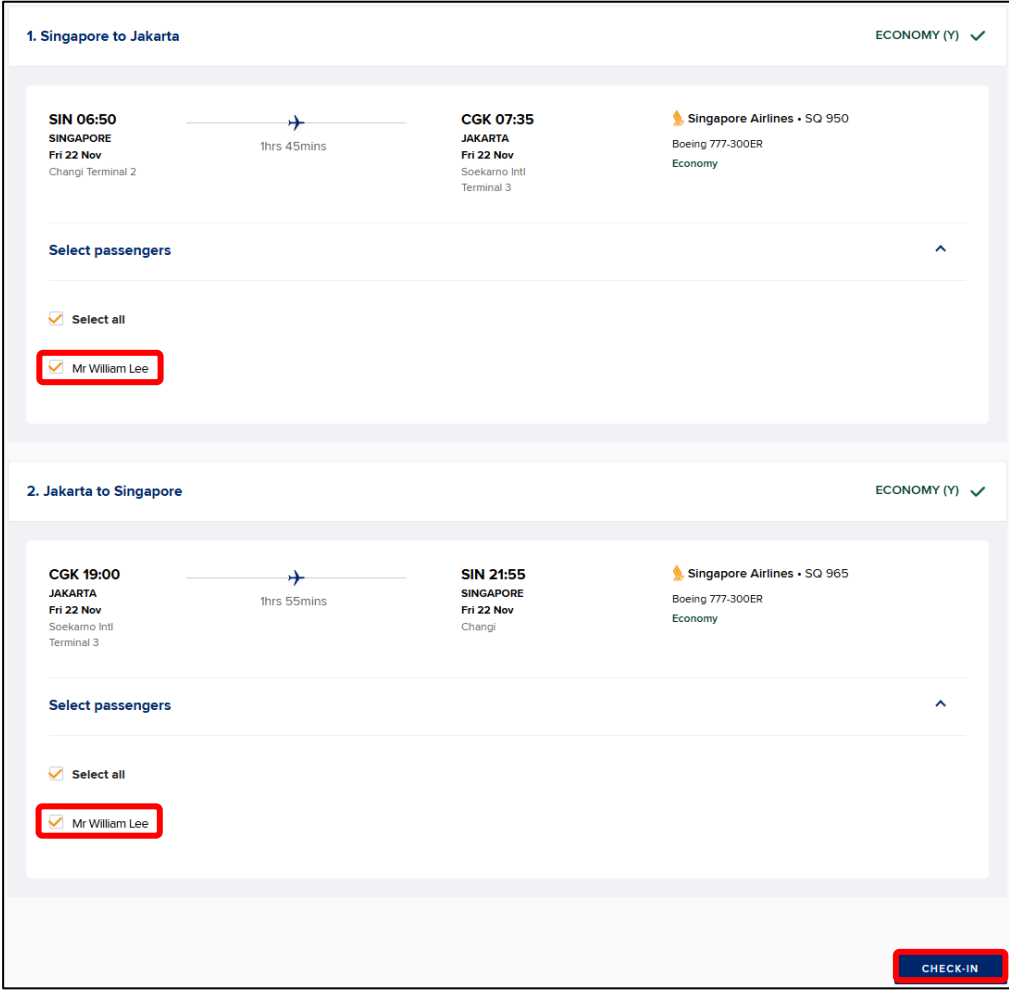
ⓘ If you decide to check in a different number of bags on your day of travel, proceed to our airport check-in counters instead.

OK

Return Check-in

If you are returning within 48 hours of your departing flight, you can check in for both flights at the same time (except for flights to and from cities in the United States of America).

1.	On your Check-in overview page, select the passenger to check-in for each sector and click on the **CHECK-IN** button.
2.	Repeat steps 3 to 7 from the online check-in guide

Through Check-in

First Operating Airline – Singapore Airlines

If your itinerary includes connecting flights operated by SIA, as well as those by partner airlines, you may check-in for all flights to your final destination.

1.	On your Check-in overview page, select the passenger to check-in for each sector and click on the **CHECK-IN** button.
2.	Repeat steps 3 to 7 from the online check-in guide

First Operating Airline – Scoot

If the first flight in your itinerary is operated by Scoot, you may be eligible to check in between 48 hours and 1.5 hours before your Scoot flight departure.

1.	Select the Check-in tab on the homepage of singaporeair.com. Retrieve your booking via your six-character booking reference or 13-digit e-ticket number and last name.
	You may also check in for your flight by clicking on the link available in your Check-in and travel reminder email.

2.	Review your flight details and select the passengers to check-in on the Check-in overview page and click on **CHECK-IN.**

| 3. | Enter your information on the passenger details page and click on **PROCEED TO CHECK-IN.** |

4.	Check-in is completed and a check-in confirmation email will be sent to your email. You may now change your seat for your SQ flight and generate your boarding pass.

5. Click on **GET BOARDING PASS** to generate your digital boarding pass. You may opt to download your boarding pass or have it sent to your email.

Acknowledge boarding regulations

Before you can get your boarding pass, please acknowledge the prohibited items list.

Checked baggage

These items are not permitted in checked baggage:

- Power banks, spare / loose batteries
- Compressed gases - spray paint, aerosols, pepper spray, etc
- Flammable items, fire starters, etc
- Oxidising materials
- Corrosives
- Disabling devices / electric shock weapons
- Firearms, guns, ammunition, etc
- Explosives
- Toxic & Infectious substances
- Magnetised materials
- Radioactive materials
- Mobility devices

Cabin baggage

Along with the items in above, these items are not permitted in cabin baggage.

- Powerbanks >100Wh*
- Sharp objects
- Ammunition
- Blunt objects
- Workmen's tools - crowbar, drill, drill bits, etc

*Only power banks of 100Wh and below are allowed in cabin baggage

All lithium battery-operated devices not exceeding 100Wh can be carried in checked baggage. They must be completely switched off (not in sleep or hibernation mode). Portable Medical and Electronic Devices above 100Wh to 160Wh require prior approval from Singapore Airlines.

Failure to declare hazardous materials may result in civil or criminal penalties for passengers. For more information, including other baggage restrictions, please refer here.

☑ I understand the restrictions and will not pack any prohibited items in my checked and/or cabin baggage.

PROCEED

Get boarding passes

Important Information   Hide all ⌃

🔸 **Digital boarding pass limitations**   ⌃

Depending on itinerary and regulatory requirements, some passengers may not be eligible for boarding passes. If you're unable to generate your boarding pass online, please get it from the self-service kiosks or check-in counters at the airport on the day of your departure.

To prevent misuse, do not reveal your personal data such as booking reference numbers, ticket numbers or boarding pass barcodes publicly including on social media.

🔸 **Digital boarding pass is encouraged**   ⌃

You are encouraged to use the digital version of your boarding pass to ensure seamless checks at the airport.

Boarding pass for **William Lee** will be sent to the email address(es) below.

EMAIL
AAA@BBB.com

+ Add email address

📄 Download boarding passes   **SEND**

SQ 8545   Scoot   scoot

William Lee

BKK ✈ SIN
Bangkok   Singapore
Suvarnabhumi Airport (Intl)   Changi Terminal 1

SQ 8545 • 22 Nov • Scoot

BOARDING	GROUP	GATE	SEAT
11:10 22 Nov	3	-	25D

Scheduled time of departure
11:55, 22 Nov 2024
Scheduled time of arrival
15:25, 22 Nov 2024
Operating airline
Scoot
Aircraft type
Boeing 78B
Airline use
004
SSR
PRSY

SQ 126   ECONOMY CLASS

William Lee

SIN ✈ KUL
Singapore   Kuala Lumpur
Changi Terminal 2   Kuala Lumpur Intl Terminal 1

SQ 126 • 22 Nov • Economy Class

BOARDING	GROUP	GATE	SEAT
17:30 22 Nov	5	-	48A

Scheduled time of departure
18:30, 22 Nov 2024
Scheduled time of arrival
19:40, 22 Nov 2024
Operating airline
Singapore Airlines
Aircraft type
Airbus A350-900
Airline use
002

Mobile Check-in

Check-in on the go via the SingaporeAir mobile app. Check-in is available from 48hours to 1.5hours before flight departure.

1.	Access the "MY TRIPS" tab on the mobile app. To add your booking(s) to the mobile app: **iOS**: select the + icon on the top left corner or the **ADD TRIPS** button **Android:** select the + icon on the bottom right Note: To retrieve your booking(s) using your KrisFlyer account, click on the icon at the top right corner. **iOS** **Android**
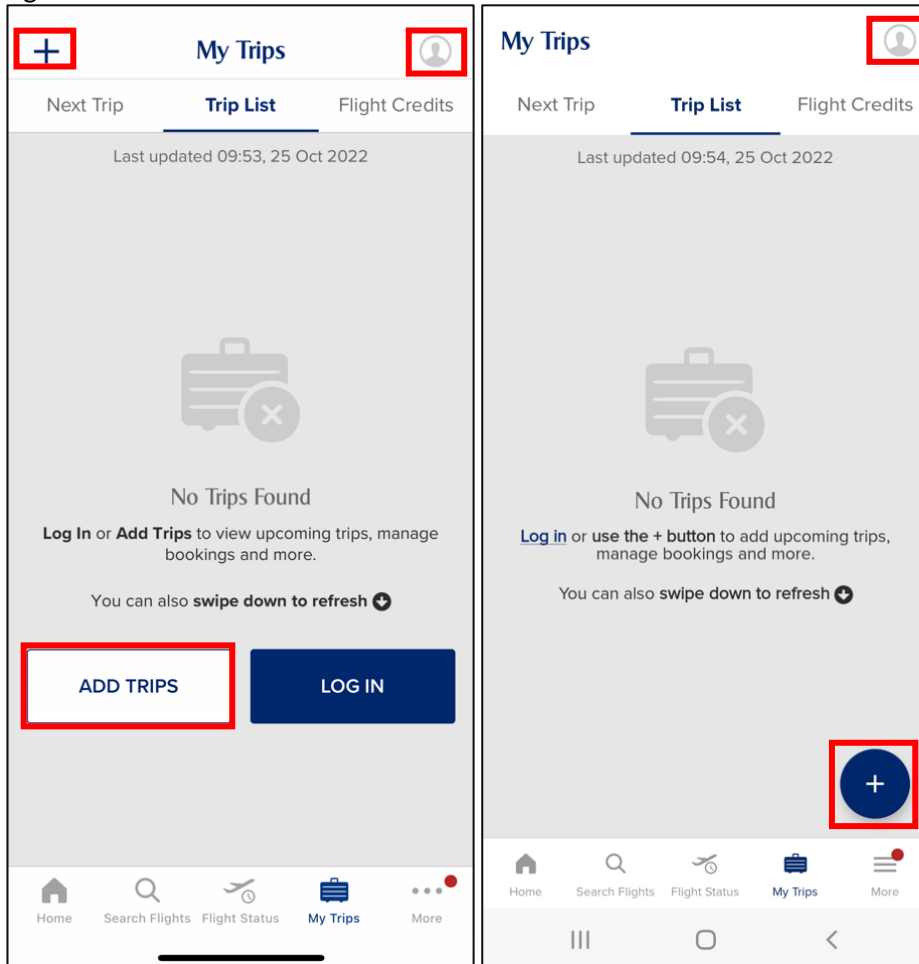
2.	If there are multiple flights added to My Trips, select the booking you wish to check-in for, and click on **CHECK IN NOW** to begin checking in for your flight.
3.	If there are missing passenger details, select **EDIT** to update the necessary details, and click on **SAVE** to return to Check-in summary.
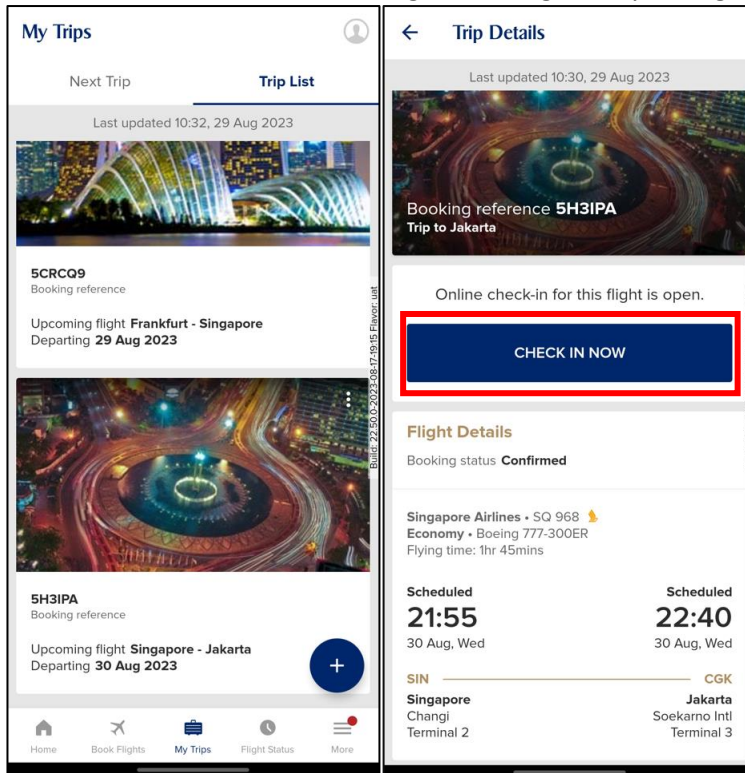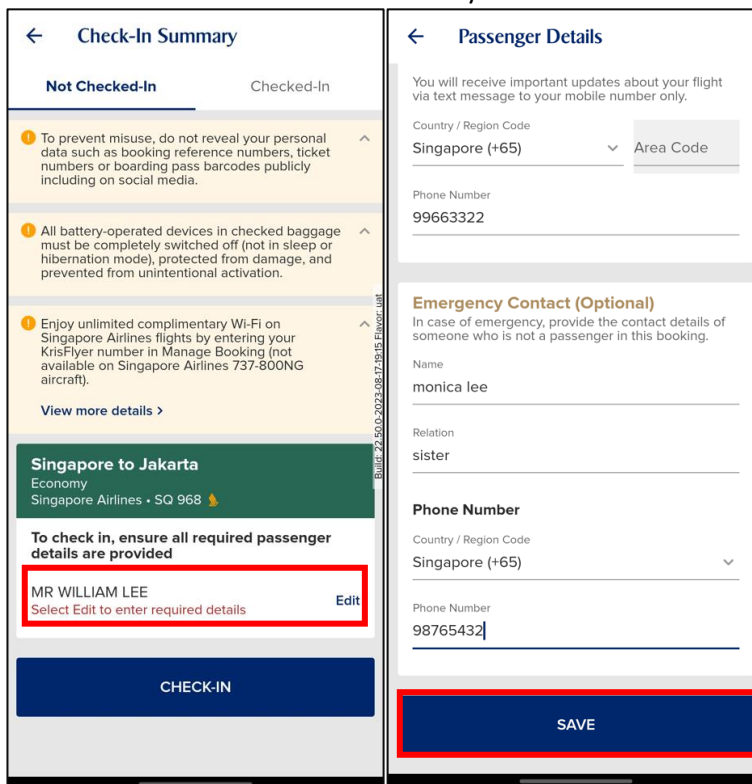
4.	Ensure that all checkboxes are ticked before clicking on **CHECK-IN**
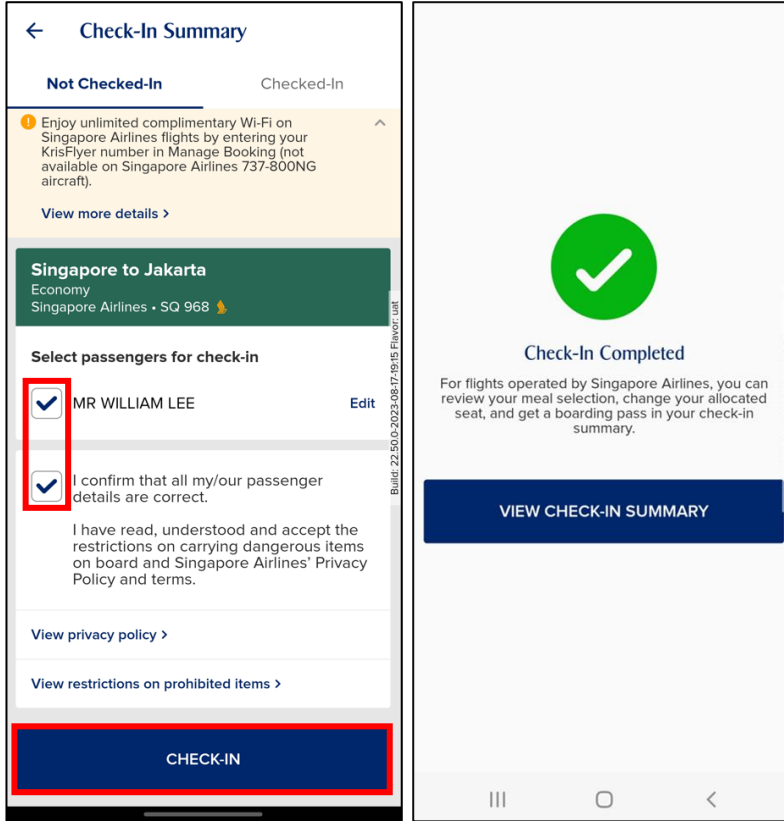
5.	To view your seat, select **EDIT** on the right of your current seat number. You may change your seat number by selecting an available seat and clicking on **DONE**, or **X** if you wish to retain your existing seat.
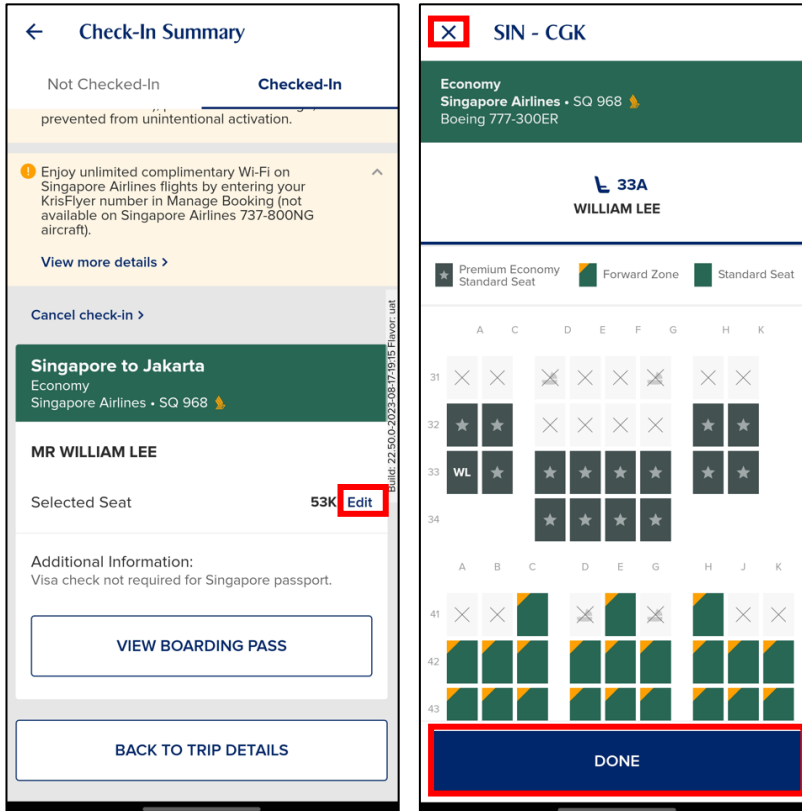
9.	To generate your Mobile Boarding Pass (MBP), click on **VIEW BOARDING PASS**.
10.	Review the boarding declarations before ticking on the checkbox and clicking on **PROCEED**.
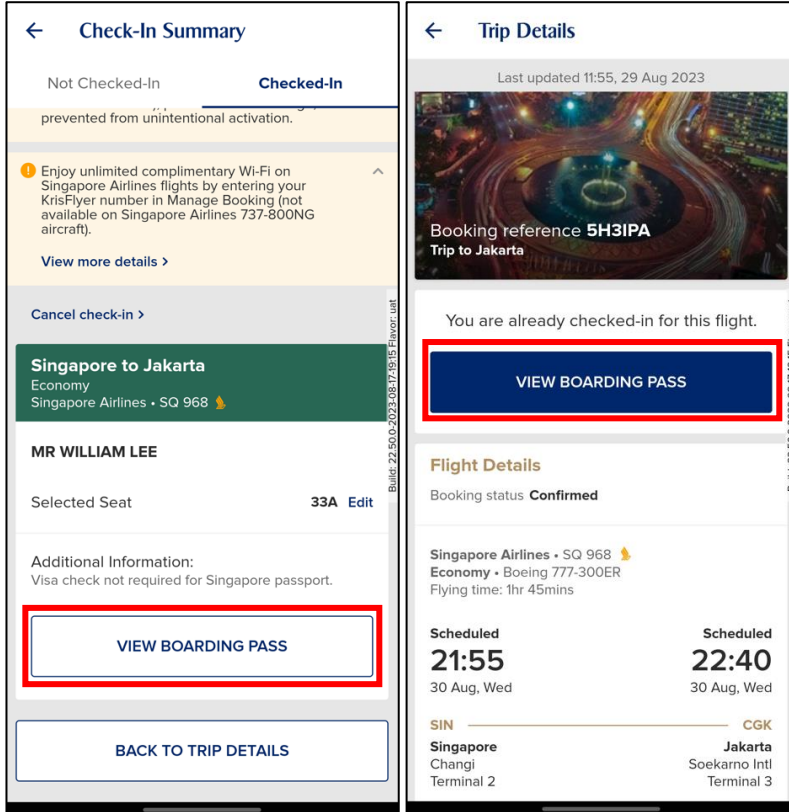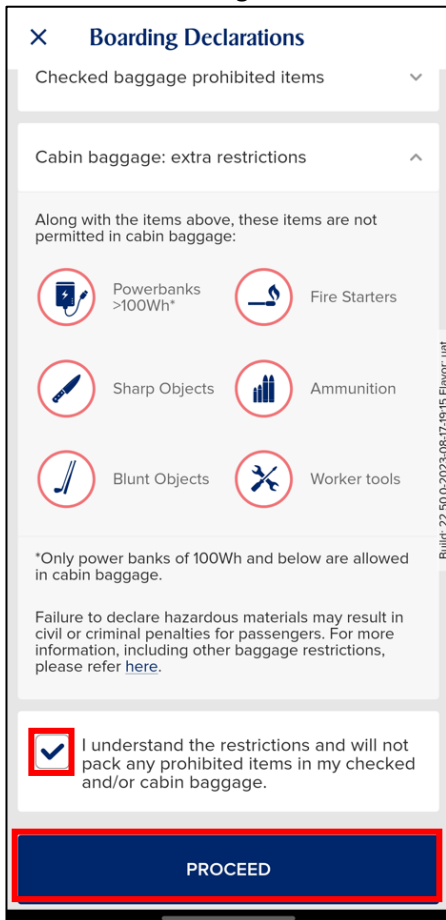
11.	Add your Mobile Boarding Pass (MBP) to your **Apple Wallet** or **Google Wallet** for easy access at the airport.
12.	If you are travelling from Singapore, you may declare your baggage after generating your Mobile Boarding Pass (MBP) by clicking on **GENERATE BAGGAGE TAGS**. After declaring your checked bags, please proceed to the self-service kiosk at the airport to scan your MBP and print your baggage tag.
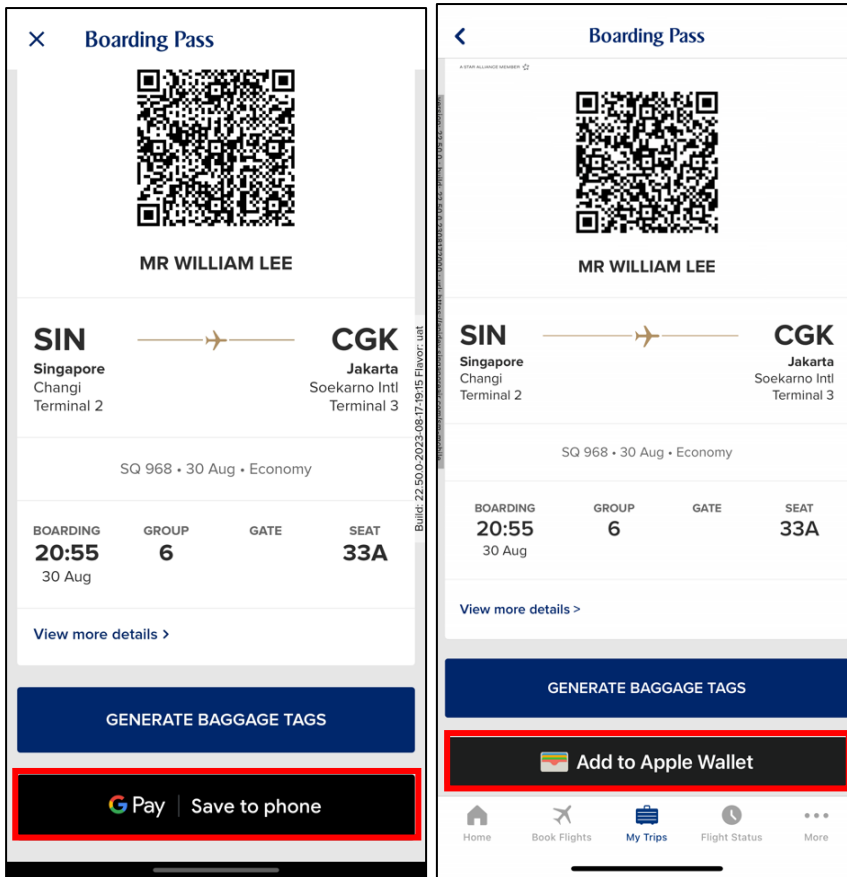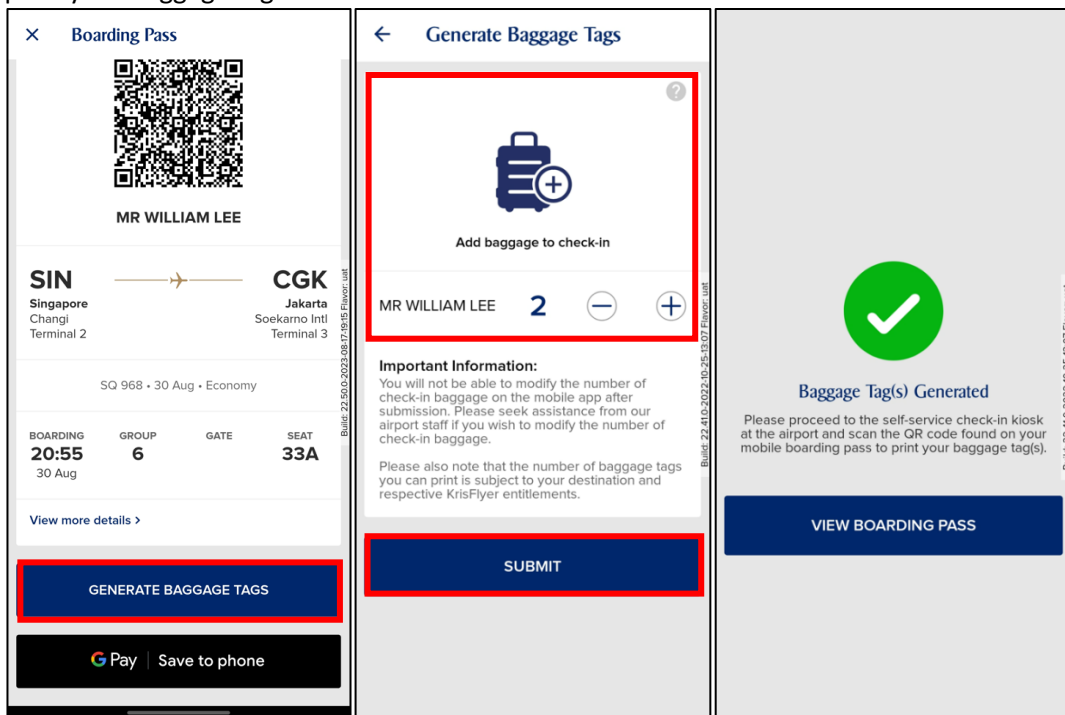
Self-Service Check-In Kiosk at Airport

Self-service Check-in kiosks are available at selected airports and would be available between 24 hours and 50 minutes before your flight departs. For flights departing from Singapore Changi Airport, please note that the cut off time for cross terminal check-in* will be 60 minutes before your flight departs.

*For e.g., checking in at Singapore Changi Airport Terminal 3 for a flight departing from Singapore Changi Airport Terminal 2

1.	Select the SIA logo and acknowledge CAG's PDPA notice to commence check-in.
2.	Select **SCAN PASSPORT** to generate your physical boarding pass. If you have already generated your boarding pass via singaporeair.com or the SingaporeAir Mobile App, but have not generated your baggage tag, please select **SCAN BOARDING PASS**.

3.	Scan your passport by firmly pressing the photo page facing downwards.
3(a).	You will be prompted to remove your passport from the scanner once the scan has been completed and the kiosk is processing your request.
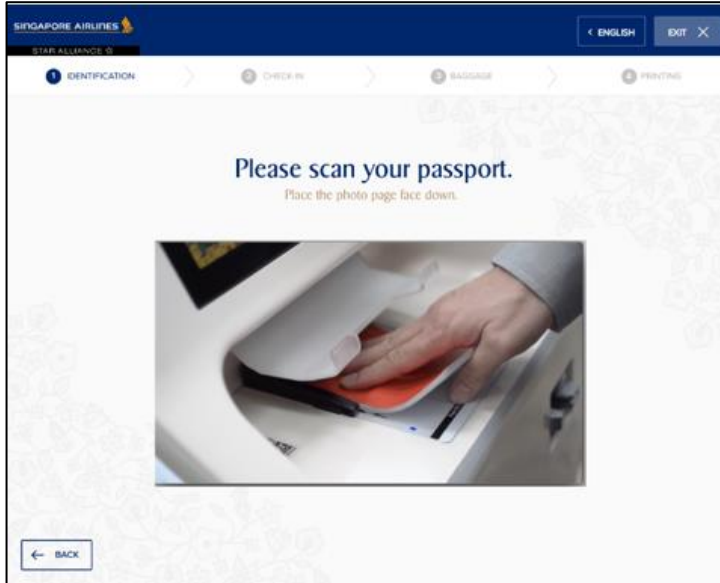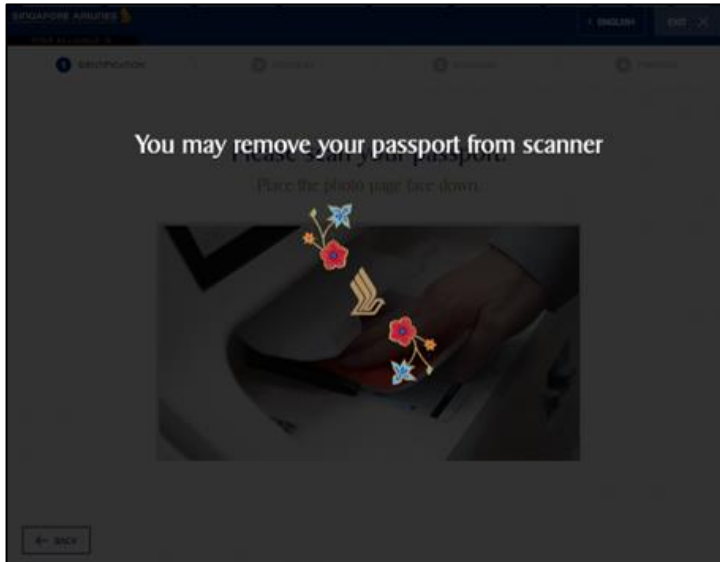
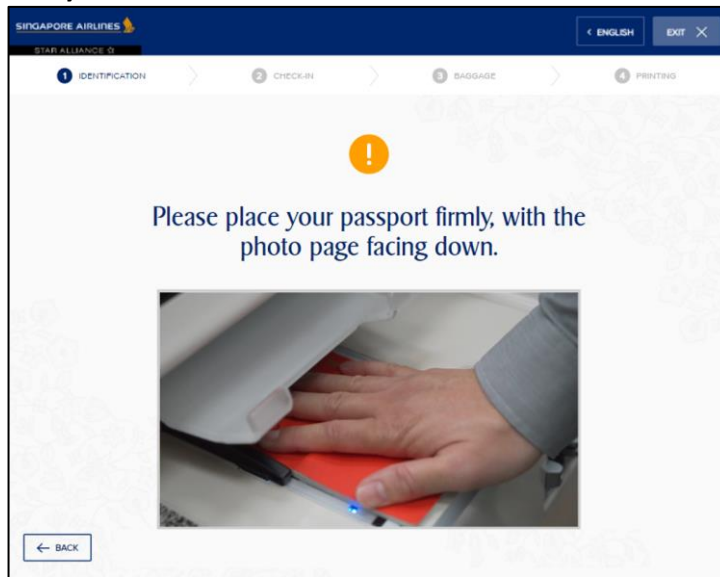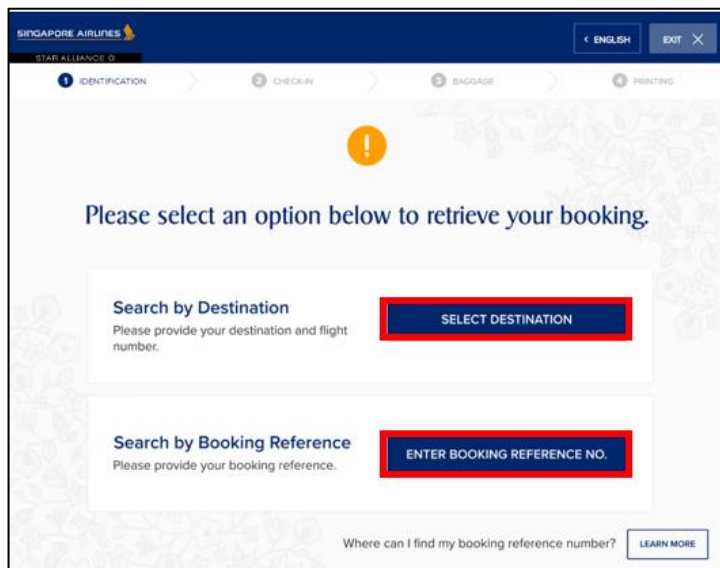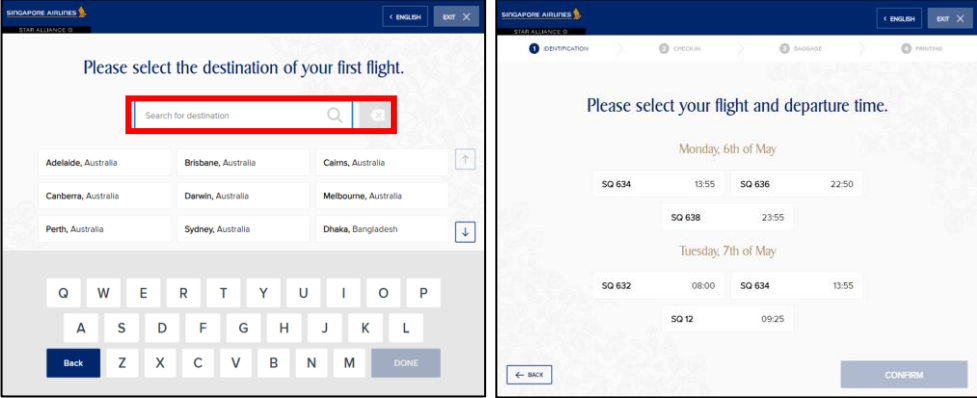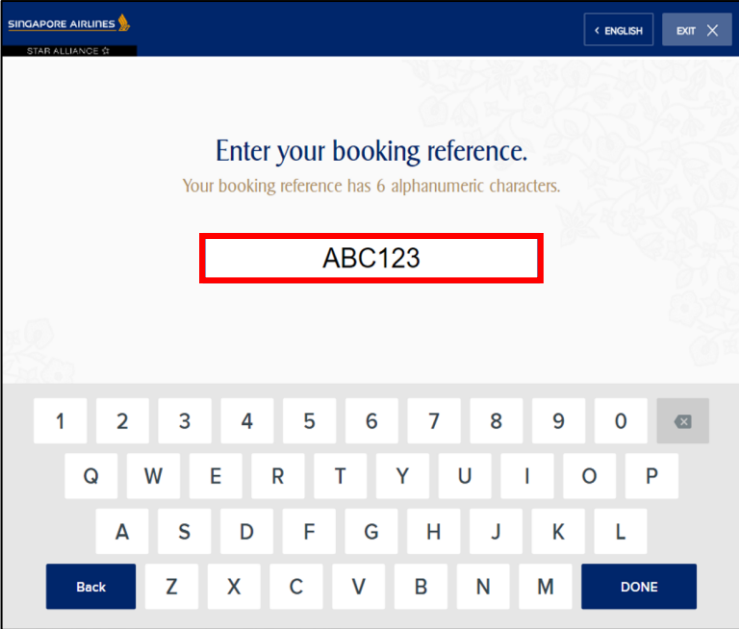| 3(b).	If the first passport scan is unsuccessful, you will be prompted to scan your passport again. Your passport must be **flushed** with the **top left corner** of the scanner and pressed down **firmly**.
4.	If you did not check in on singaporeair.com, via our mobile app, or added your passport details via Manage Booking, please provide your destination or enter your six-character booking reference.
5.	**Select Destination** – Please select the destination and flight number of the flight you wish to generate the boarding pass for.

Enter Booking Reference No. – Please enter your six-character booking reference to retrieve your booking.

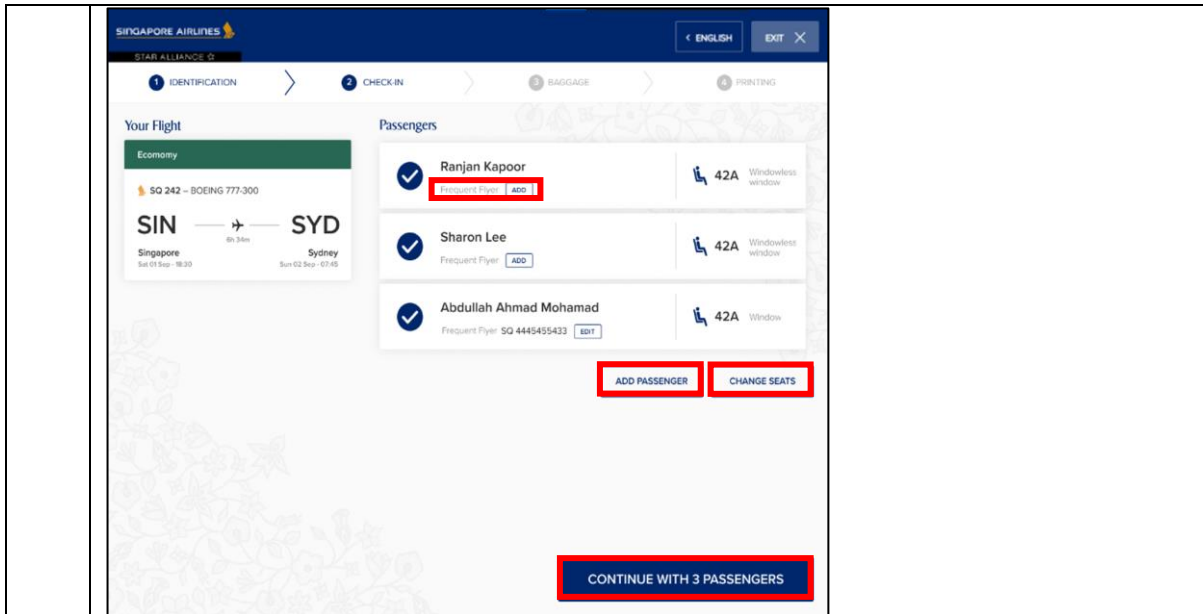| 6.	Once your booking has been retrieved, you may perform any of the actions below before clicking on **CONTINUE**.
	1. Review your flight number, itinerary, and departure time,
	2. Add passengers from another booking,
	3. Review and change your seat,
	4. Update your Frequent Flyer membership number.

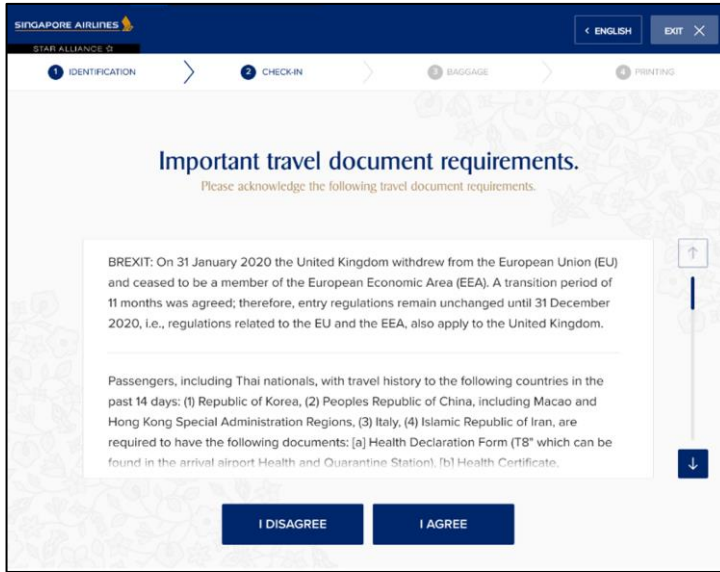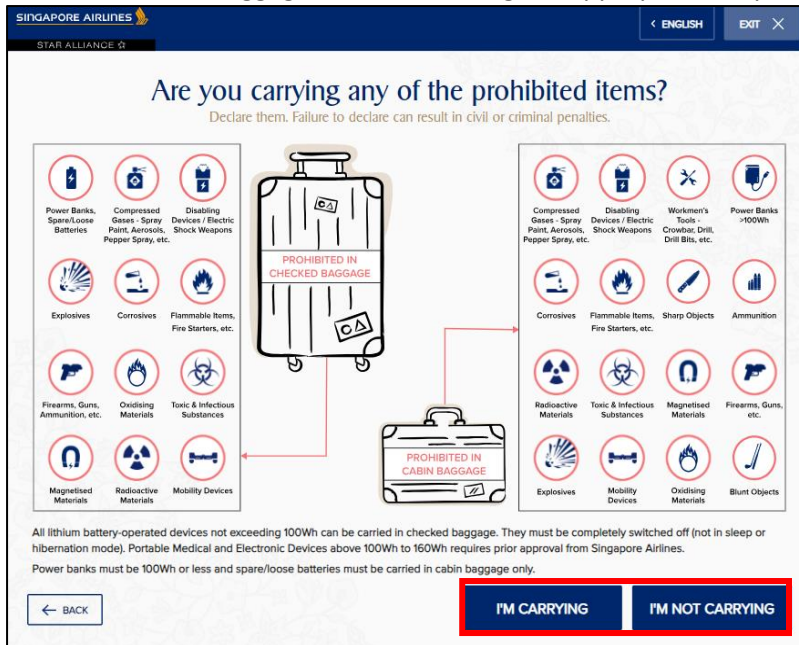| 7.	After verifying that the flight and passenger details are correct, please proceed to scan the passports of all passengers in travelling on the same itinerary, if applicable.
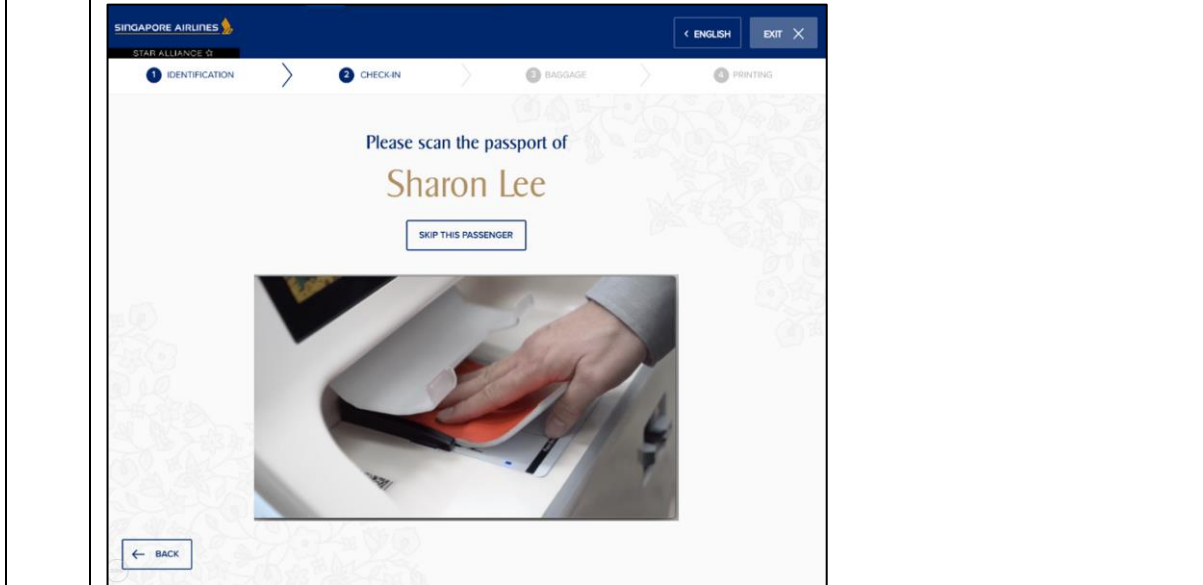
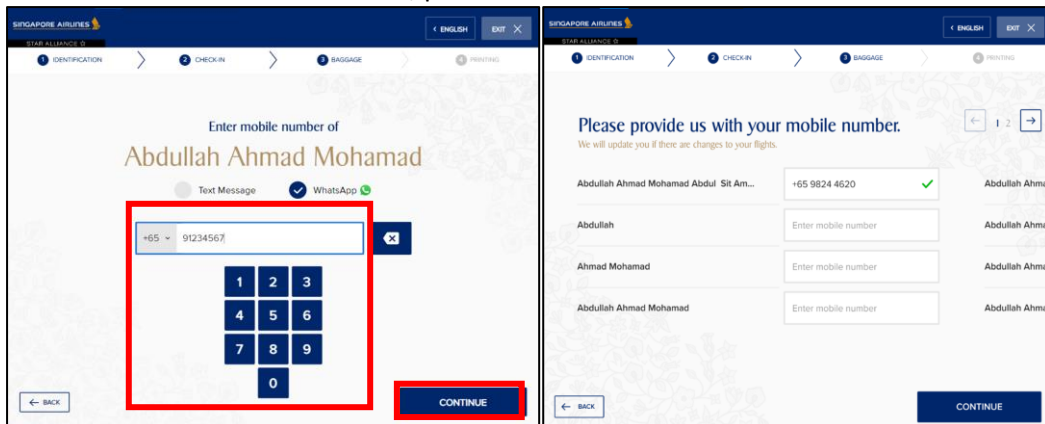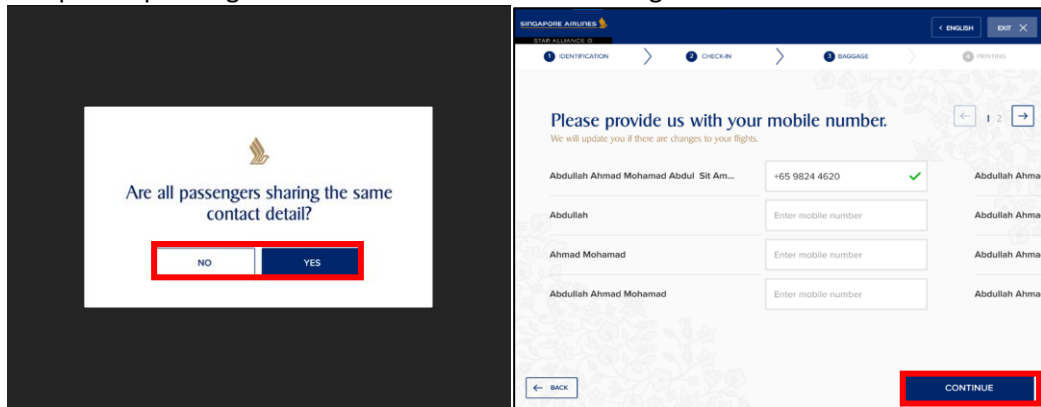| 8.	You (and your travelling companions) will need to review and acknowledge the important travel documents required to enter your travel destination before proceeding to generate your baggage tag.
9.	Please indicate the number of bags to be checked in for your flight. A maximum of 10 bags can be checked in under the weight concept and the respective allowance for piece concept. You may refer to your e-ticket for more information on your baggage allowance. After indicating the number of bags to check in, please click on **CONTINUE.** If you do not have any bags to check-in, please click on **CONTINUE WITHOUT BAGS.**
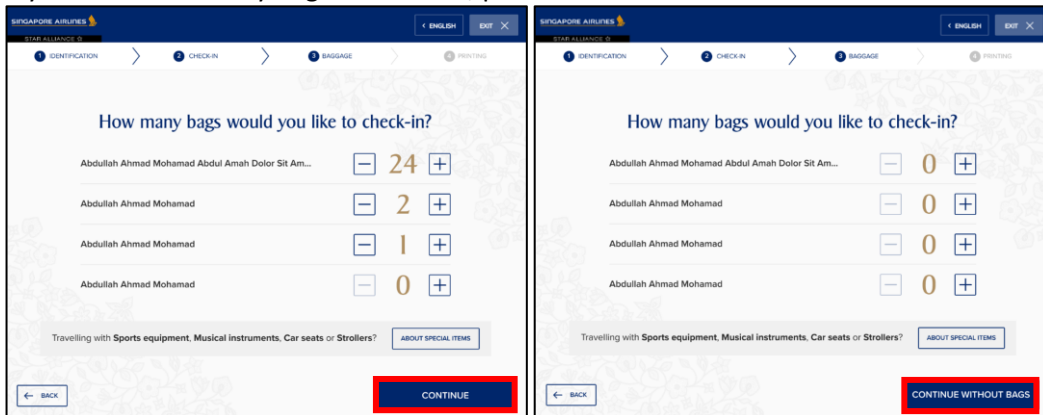
10.	Please review the boarding declaration regarding the carrying of prohibited items in your checked-in cabin baggage, before selecting the appropriate response.
11.	Please enter your contact details and click on **CONTINUE.** If you are travelling with a travelling companion(s), they will be required to enter their contact details as well. Once done, please click on **CONTINUE.**
11(a).	If all passengers are sharing the same contact detail, please select **YES.** Else, select **NO** and fill up each passengers' contact details before selecting **CONTINUE.**

12.	Your boarding pass(es) and bag tag(s) will be printed.
	Printing boarding pass 1 of 2 — Printing bag tag 2 of 4
13.	Please retrieve your boarding pass(es) and bag tag(s) and proceed to the automated bag drop machine or bag drop assistance counter (for US destinations) to drop off your bags. You may refer to your boarding pass for your flight's boarding time and gate information.