

Self Service Check-In Step by Step Guide

Last updated: 28 November 2024

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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.

BOOK TRIP **MANAGE BOOKING** CHECK IN FLIGHT STATUS FLIGHT SCHEDULE

Enter your booking details to manage your itinerary

Booking reference E-ticket number

BOOKING REFERENCE (E.G. ABC123)
6Y3SFE

LAST / FAMILY NAME (AS IN PASSPORT)
Lee

MANAGE BOOKING

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.

Your flights Upgrade flights Change flights Cancel flights

DEPART • 08 SEP 2023 (FRI) Total duration: 01hrs 45mins

Singapore to Jakarta • SQ 958 Confirmed

SIN 12:30 Fri 08 Sep 2023 Changi Terminal 2 1h 45m **CGK 13:15** Fri 08 Sep 2023 Soekarno Intl Terminal 3 Economy (Y) Singapore Airlines • Airbus A350-900

Auto check-in
If auto check-in is on, we'll automatically check you in 48 hours before your flight departs, for all eligible flights in this booking. [Learn more](#) **TURN ON**

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: **Mr.** FIRST / GIVEN NAME (AS IN PASSPORT): **William** LAST / FAMILY NAME (AS IN PASSPORT): **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: **Singapore (+65)** Area: **Area** MOBILE NUMBER: **87654321**

Receive flight updates via Text message WhatsApp

PASSPORT DETAILS

NATIONALITY: **Singapore**

PASSPORT NUMBER: **K123456789** PASSPORT EXPIRY DATE: **10 Oct 2030** PASSPORT ISSUING COUNTRY: **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 ⌵

PERSONAL AND CONTACT DETAILS [Edit details](#)

Passenger name Mr William Lee	Date of Birth 01 Jan 1980	Nationality Singapore	Gender Male
Email address AAA@BBB.com	Mobile number +65 87654321		

PASSPORT DETAILS

Passport number K123456789	Passport expiry date 10 Oct 2030	Passport issuing country Singapore
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FREQUENT FLYER DETAILS

Frequent flyer programme -	Membership number -
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NEXT OF KIN DETAILS

Name of next of kin -	Relation -	Phone number -
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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.

- 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
Fri 22 Nov 2024
Changi Terminal 2

1h 45m

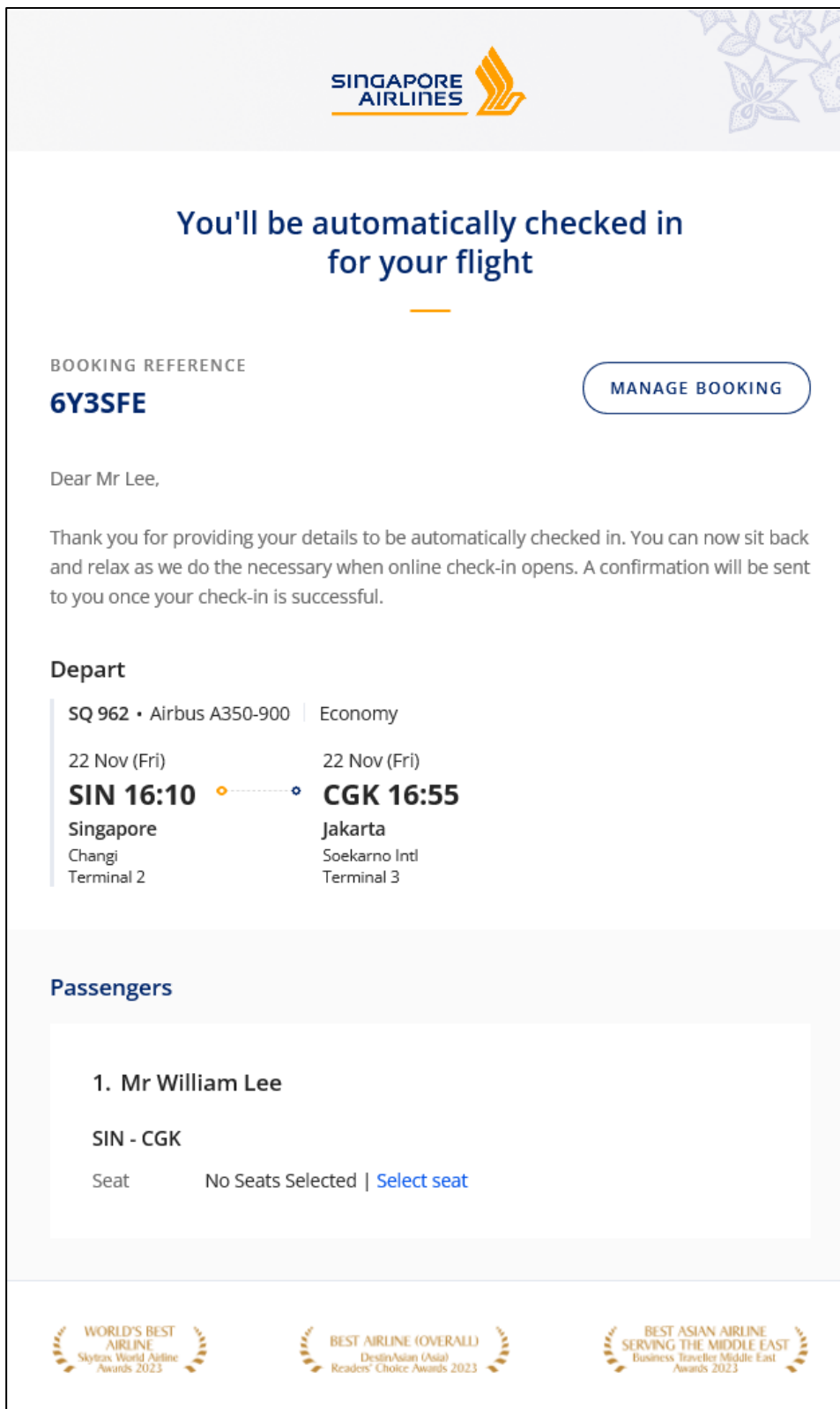
CGK 16:55
Fri 22 Nov 2024
Soekarno Intl Terminal 3

Economy (Y)
Singapore Airlines • Airbus A350-900

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.

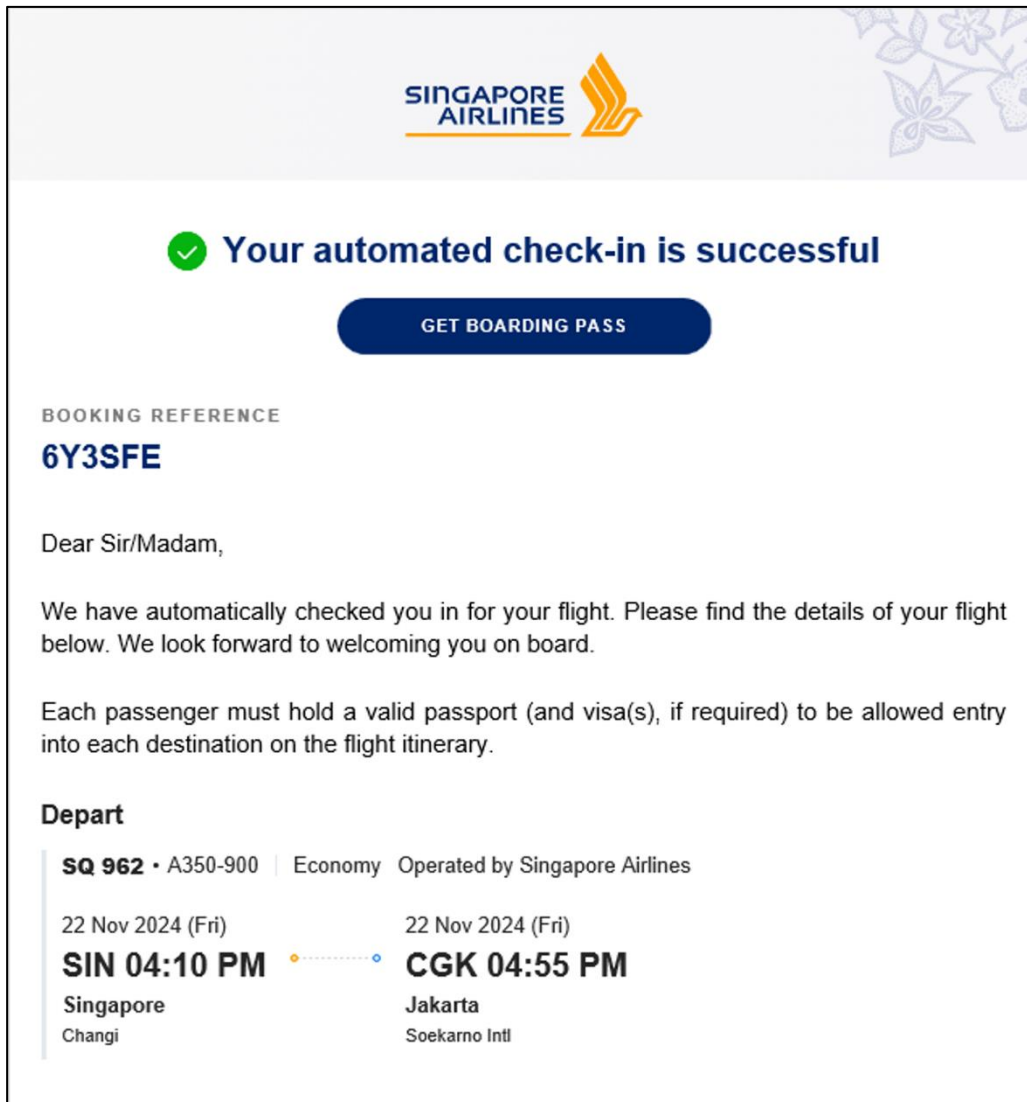
6. You will receive a confirmation email that Auto Check-in has been turned on.



The screenshot shows an email from Singapore Airlines with the following content:

- SINGAPORE AIRLINES** logo at the top.
- Subject: **You'll be automatically checked in for your flight**
- Booking Reference: **6Y3SFE** with a **MANAGE BOOKING** button.
- Greeting: Dear Mr Lee,
- Message: 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** section:
 - Flight: SQ 962 • Airbus A350-900 | Economy
 - From: 22 Nov (Fri) **SIN 16:10** Singapore Changi Terminal 2
 - To: 22 Nov (Fri) **CGK 16:55** Jakarta Soekarno Intl Terminal 3
- Passengers** section:
 - 1. Mr William Lee
 - Route: SIN - CGK
 - Seat: No Seats Selected | [Select seat](#)
- Awards at the bottom:
 - 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.



The screenshot shows a confirmation email from Singapore Airlines. At the top, the Singapore Airlines logo is displayed. Below the logo, a green checkmark icon is followed by the text "Your automated check-in is successful". A dark blue button with white text says "GET BOARDING PASS". Underneath, the text "BOOKING REFERENCE" is followed by the reference number "6Y3SFE". The email is addressed to "Dear Sir/Madam," and contains the following text: "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." and "Each passenger must hold a valid passport (and visa(s), if required) to be allowed entry into each destination on the flight itinerary." The flight details are summarized under the heading "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 Changi	Jakarta 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.

BOOK TRIP MANAGE BOOKING **CHECK IN** FLIGHT STATUS FLIGHT SCHEDULE

i If the first flight in your itinerary is operated by Scoot, you may be eligible to check in online or via the SingaporeAir mobile app using your SQ booking reference/ E-ticket number between 48 hours and 1.5 hours before your Scoot flight departure. Find out more [here](#).

Booking reference E-ticket number

BOOKING REFERENCE (E.G. ABC123)
6Y4ONW

LAST / FAMILY NAME (AS IN PASSPORT)
Lee

CHECK IN

You may also check in for your flight by clicking on the link available in your Check-in and travel reminder email.

SINGAPORE AIRLINES

Your flight is now open for check-in

CHECK IN NOW

BOOKING REFERENCE
6Y4ONW

Dear MR WILLIAM LEE,

Ensure smoother journey by checking in for your flight now. Online check-in is available until 1.5 hours before your flight departure.

Depart
SQ 962 | Economy

22 Nov 2024	22 Nov 2024
SIN 16:10	CGK 16:55
Singapore Changi	Jakarta Soekarno Intl

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

The screenshot displays the Singapore Airlines check-in interface. At the top right, the booking reference **6Y4ONW** is shown. Below this is an 'Important Information' section with two items: 'Protect personal data' and 'Battery-operated devices requirements'. The main flight section, titled '1. Singapore to Jakarta', shows the flight path from SIN 16:10 to CGK 16:55, a 1hr 45min duration, and the aircraft Singapore Airlines SQ 962 (Airbus A350-900) in Economy class. Underneath, the 'Select passengers' section includes a 'Select all' checkbox and a checkbox for 'Mr William Lee'. A red box highlights the flight details and passenger selection area. At the bottom right, a red 'CHECK-IN' button is visible.

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

SINGAPORE AIRLINES

1 CHECK-IN 2 PASSENGER DETAILS 3 CONFIRMATION

Passenger Details

Each passenger must hold a valid passport (and visa(s), if required) to be allowed entry into each destination on the flight itinerary. Singapore Airlines cannot be held responsible if a passenger is denied entry and/or deported by any local authority.

All fields are required unless marked as optional.

William Lee - Adult

PERSONAL DETAILS

TITLE: Mr FIRST / GIVEN NAME (AS IN PASSPORT): William LAST / FAMILY NAME (AS IN PASSPORT): 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: Singapore(+65) Area: MOBILE NUMBER: 87654321

Receive flight updates via: Text message WhatsApp

PASSPORT DETAILS

NATIONALITY: Singapore

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

FREQUENT FLYER DETAILS (OPTIONAL)

KrisFlyer members earn miles and enjoy complimentary Wi-Fi on selected flights.

KrisFlyer number:

I want to earn miles on another frequent flyer programme

IN CASE OF EMERGENCY

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.

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 ^](#)

- 1 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.
- 1 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
SINGAPORE
Fri 22 Nov
Changi Terminal 2

✈ 1hrs 45mins

CGK 16:55
JAKARTA
Fri 22 Nov
Soekarno Intl
Terminal 3

Singapore Airlines • SQ 962
Airbus A350-900
Economy

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.

SINGAPORE AIRLINES

✓ You have checked in successfully

GET BOARDING PASS

BOOKING REFERENCE
6Y4ONW

Dear Mr Lee,

You are all set for your trip! Please find the details of your flight below.

Each passenger must hold a valid passport (and visa(s), if required) to be allowed entry into each destination on the flight itinerary.

[Download SingaporeAir app](#) to get real-time flight updates and baggage status.

We look forward to welcoming you on board.

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

1. Singapore to Jakarta ECONOMY (Y) ✓

SIN 16:10 SINGAPORE Fri 22 Nov Changi Terminal 2

1hrs 45mins

CGK 16:55 JAKARTA Fri 22 Nov Soekarno Intl Terminal 3

Singapore Airlines • SQ 962
Airbus A350-900
Economy

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.

Please refer to singaporeair.com for the most updated check-in guide

SINGAPORE AIRLINES

1 SEATS 2 CONFIRMATION

Select your seats

SIN → CGK ECONOMY

William Lee
48A
Extra Legroom Seat

LEGEND

- Premium Economy Extra Legroom Seat
- Premium Economy Standard Seat
- Extra Legroom Seat
- Forward Zone Seat
- Standard Seat
- Selected seat(s)
- Not available

Bassinet Non-reclining row Windowless seat All seats are equipped with: 110V AC 11.6-inch HD screen

SQ 962 - Airbus A350-900

Row	A	B	C	D	E	F	G	H	J	K
31	X	X	X	X	31E	31F	X	X	X	31K
32	32A	32B	32C	X	X	X	X	32H	32J	32K
33	33A	33B	33C	33D	33E	33F	33G	33H	33J	33K
41	41A	X	41C	X	41E	X	X	41H	X	41K
42	42A	42B	42C	42D	42E	42F	42G	42H	42J	42K
43	X	X	X	X	X	X	X	43H	43J	43K
44	44A	44B	44C	44D	44E	44F	44G	44H	44J	44K
45	45A	45B	45C	45D	45E	45F	45G	45H	45J	45K
46	46A	46B	46C	46D	46E	46F	46G	46H	46J	46K
47	X	X	X	47D	47E	X	X	X	X	47K
48	1	48B	48C	48D	48E	48F	48G	48H	48J	X
49	49A	49B	49C	49D	49E	49F	49G	49H	49J	49K
50	50A	50B	50C	50D	50E	50F	50G	50H	50J	50K
51	51A	51B	51C	51D	X	X	X	51H	51J	51K
52	52A	52B	52C	52D	X	X	X	X	X	X
53	X	X	X	X	X	X	53G	53H	53J	53K
54	54A	54B	54C	54D	X	X	X	X	X	X
55	55A	55B	55C	55D	55E	55F	55G	55H	55J	55K
56	56A	56B	56C	56D	56E	56F	56G	56H	56J	56K
57	57A	57B	57C	57D	57E	57F	57G	57H	57J	57K
58	58A	58B	58C	58D	58E	58F	58G	58H	58J	58K
59	59A	59B	59C	59D	59E	59F	59G	59H	59J	59K
60	60A	60B	60C	60D	60E	60F	60G	60H	60J	60K
61	61A	61B	61C	61D	61E	61F	61G	61H	61J	61K
62	EXIT	GALLEY	GALLEY	62D	62E	62G	GALLEY	EXIT	GALLEY	GALLEY

SAVE AND EXIT

*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.

Please refer to singaporeair.com for the most updated check-in guide

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
SINGAPORE
Fri 22 Nov
Changi Terminal 2

1hrs 45mins

CGK 16:55
JAKARTA
Fri 22 Nov
Soekarno Intl
Terminal 3

Singapore Airlines • SQ 962
Airbus A350-900
Economy

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.

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


A SINGAPORE AIRLINES MEMBER



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 22 Nov	5	-	48A

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.

1. Singapore to Jakarta ECONOMY (Y) ✓

SIN 16:10
SINGAPORE
Fri 22 Nov
Changi Terminal 2

1hrs 45mins

CGK 16:55
JAKARTA
Fri 22 Nov
Soekarno Intl
Terminal 3

Singapore Airlines • SQ 962
Airbus A350-900
Economy

Passengers checked-in (1/1)

[Change Seat](#) [Cancel check-in](#) [Get Boarding Pass](#) **Declare checked baggage**

SINGAPORE AIRLINES

Declare checked baggage

Tell us how many bags you intend to check in, so you can choose to print your bag tags at the self-service kiosks and minimise contact during your journey.

How it works

- 1. Indicate the number of checked bags you have**
You can do this after you have generated your digital boarding pass. If you are travelling with others, you can choose to combine your baggage allowance for more flexibility.
- 2. Print your baggage tags**
At the airport, proceed to the self-service kiosks to print your baggage tags. You will be asked to scan your digital boarding pass.
- 3. Check in your bags at the automated bag drop**
Attach your baggage tags to your bags and drop them off at the automated bag drop counters.

START

SINGAPORE AIRLINES

Declare checked baggage

Tell us how many bags you intend to check in, so you can choose to print your bag tags at the self-service kiosks and minimise contact during your journey.

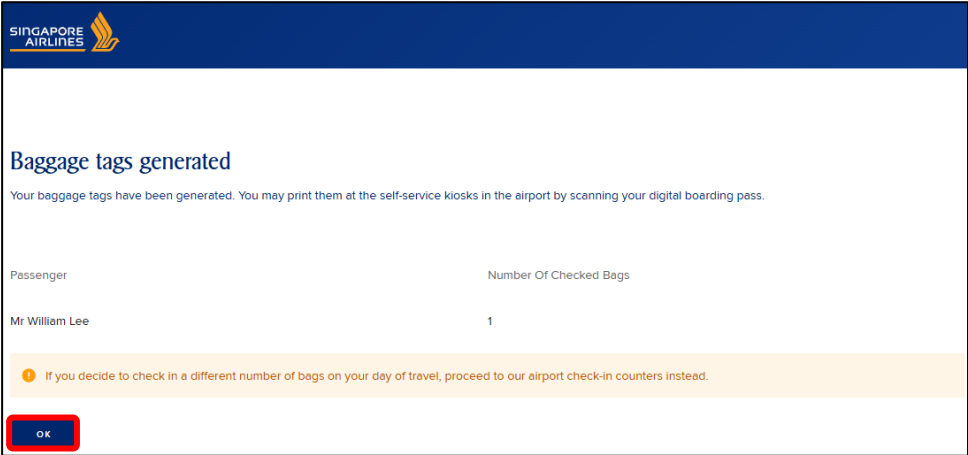
How many bags are you checking in?

PASSENGER
Mr William Lee
Baggage Allowance: 30Kg

NUMBER OF CHECKED BAGS
- 1 +

1 You will not be able to change the number of checked bags after submitting. If you decide to check in a different number of bags on your day of travel, proceed to our airport check-in counters instead.

SUBMIT



The screenshot shows a mobile application interface for Singapore Airlines. At the top left is the Singapore Airlines logo. The main heading is "Baggage tags generated". Below this, a message states: "Your baggage tags have been generated. You may print them at the self-service kiosks in the airport by scanning your digital boarding pass." A table displays the passenger's name and the number of checked bags. Below the table is an orange information banner with a warning icon and text: "If you decide to check in a different number of bags on your day of travel, proceed to our airport check-in counters instead." At the bottom left is a red "OK" button.

Passenger	Number Of Checked Bags
Mr William Lee	1

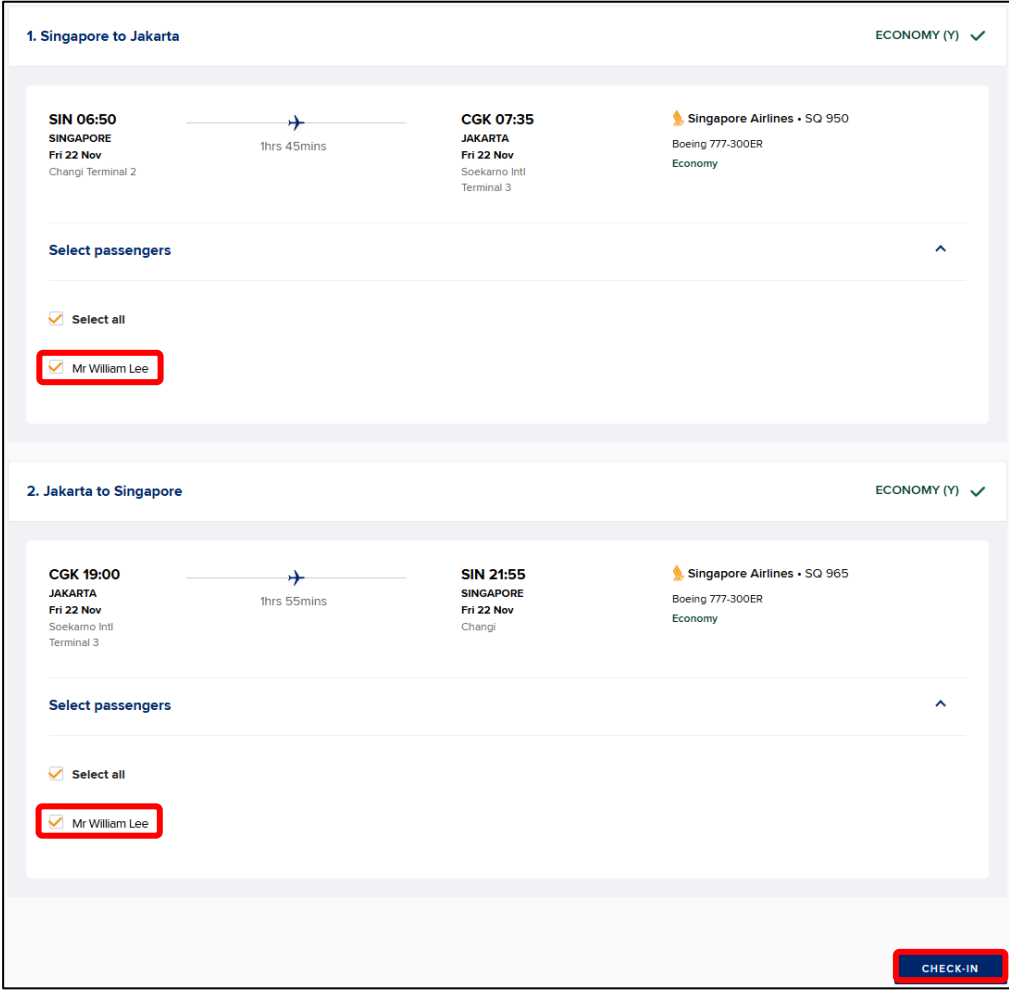
! If you decide to check in a different number of bags on your day of travel, proceed to our airport check-in counters instead.

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.



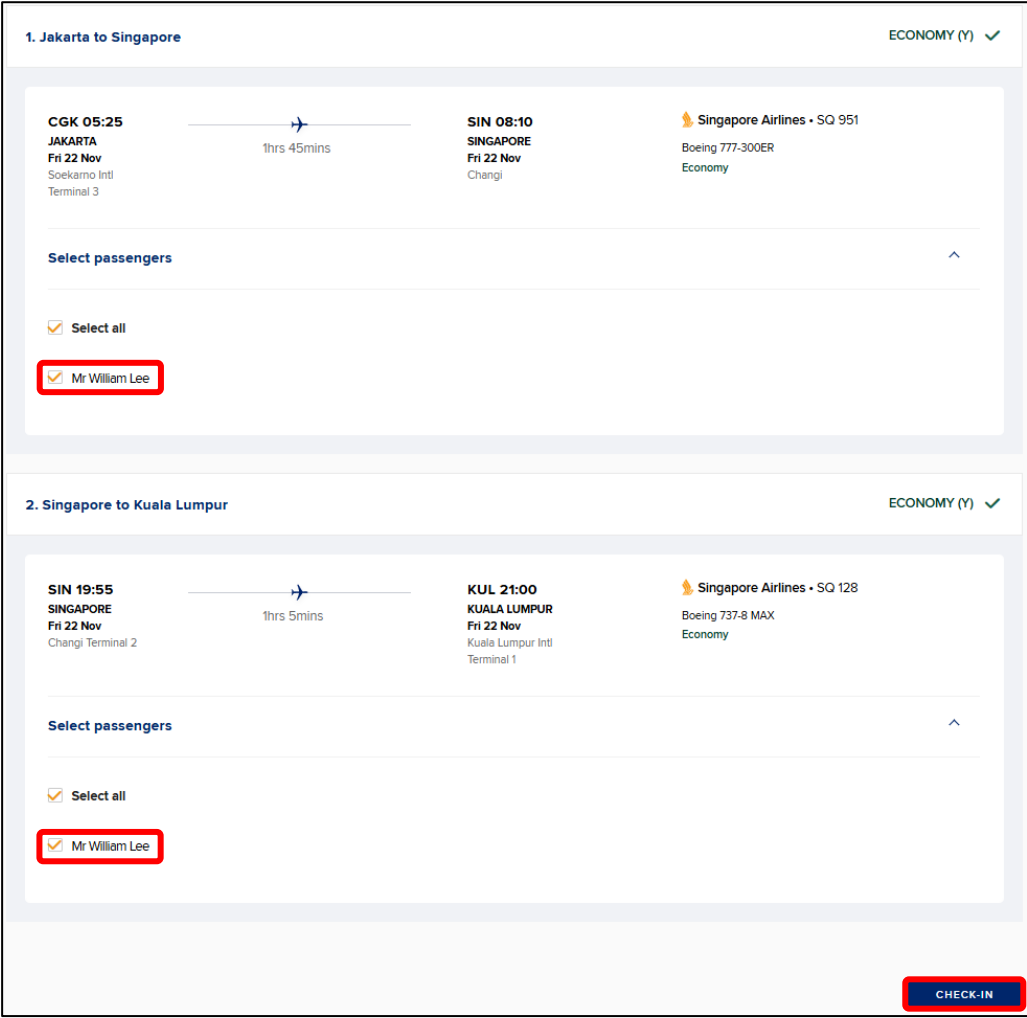
The screenshot displays the check-in overview page for two flight sectors. The first sector is '1. Singapore to Jakarta' in Economy class. It shows a flight from SINGAPORE at 06:50 to JAKARTA at 07:35 on Friday, 22 Nov. The passenger 'Mr William Lee' is selected for this flight. The second sector is '2. Jakarta to Singapore' in Economy class, showing a flight from JAKARTA at 19:00 to SINGAPORE at 21:55 on Friday, 22 Nov. The passenger 'Mr William Lee' is also selected for this flight. A 'CHECK-IN' button is located at the bottom right of the page.

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.


The screenshot displays the check-in overview page for two flight sectors. The first sector is '1. Jakarta to Singapore' with a flight time of 1hrs 45mins, operated by Singapore Airlines SQ 951 on a Boeing 777-300ER. The second sector is '2. Singapore to Kuala Lumpur' with a flight time of 1hrs 5mins, operated by Singapore Airlines SQ 128 on a Boeing 737-8 MAX. Both flights are on Friday, 22 Nov. The passenger 'Mr William Lee' is selected for both flights, and the CHECK-IN button is highlighted.
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.

BOOK TRIP MANAGE BOOKING **CHECK IN** FLIGHT STATUS FLIGHT SCHEDULE

i If the first flight in your itinerary is operated by Scoot, you may be eligible to check in online or via the SingaporeAir mobile app using your SQ booking reference/ E-ticket number between 48 hours and 1.5 hours before your Scoot flight departure. Find out more [here](#).

Booking reference E-ticket number

BOOKING REFERENCE (E.G. ABC123)
6X6088

LAST / FAMILY NAME (AS IN PASSPORT)
Lee

CHECK IN

You may also check in for your flight by clicking on the link available in your Check-in and travel reminder email.

SINGAPORE AIRLINES

Your flight is now open for check-in

CHECK IN NOW

BOOKING REFERENCE
6X6088

scoot **Your Scoot-operated flight**
Booking reference
WDEL2K
Use the Scoot booking reference WDEL2K to select your seat and meal on flyscoot.com, upto 4 hours before your flight.
If you need help at the airport, proceed to Scoot check-in counter as your flight is operated by Scoot.

Dear Sir/Madam,

Ensure smoother journey by checking in for your flight now. Online check-in is available until 1.5 hours before your flight departure.

Depart

SQ 8545 | Economy | Operated by **scoot**

22 Nov 2024 22 Nov 2024
BKK 11:55 **SIN 15:25**
Bangkok Singapore
Suvarnabhumi Airport Changi

SQ 126 | Economy

22 Nov 2024 22 Nov 2024
SIN 18:30 **KUL 19:40**
Singapore Kuala Lumpur
Changi Kuala Lumpur Intl

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

The screenshot displays the Singapore Airlines check-in interface. At the top, there are three steps: 1 CHECK-IN, 2 PASSENGER DETAILS, and 3 CONFIRMATION. The 'Check-in' title is on the left, and the 'BOOKING REFERENCE' is 6X6088 on the right. Below this, a 'Your Scoot-operated flight' section highlights the flight WDEL2K, with instructions to use the Scoot booking reference to select seats and meals on flyscoot.com. An 'Important Information' section lists requirements for battery-operated devices, personal data protection, SG Arrival Cards, yellow fever vaccination, and the Automated Clearance System (MACS). Two flight segments are shown: 1. Bangkok to Singapore (SCOOT (Y) ✓) and 2. Singapore to Kuala Lumpur (ECONOMY (Y) ✓). Each segment includes flight times, departure/arrival airports, aircraft type, and a 'Select passengers' section. In both sections, the checkbox for 'William Lee' is checked and highlighted with a red box. A 'CHECK-IN' button is highlighted with a red box at the bottom right of the page.

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

SINGAPORE AIRLINES

1 CHECK-IN 2 PASSENGER DETAILS 3 CONFIRMATION

Passenger Details

Each passenger must hold a valid passport (and visa(s), if required) to be allowed entry into each destination on the flight itinerary. Singapore Airlines cannot be held responsible if a passenger is denied entry and/or deported by any local authority.

scOOT **Your Scoot-operated flight** **WDEL2K**
 Use the Scoot booking reference WDEL2K to select your seat and meal on flyscoot.com , up to 4 hours before your flight. Scoot booking reference

If you need help at the airport, proceed to Scoot check-in counter as your first flight is operated by Scoot.

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)
 William Lee

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

DATE OF BIRTH GENDER
 01 Jan 1980 Male Female

CONTACT DETAILS

EMAIL ADDRESS
 AAA@BBB.com

Mobile Number Home number Business number

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

PASSPORT DETAILS ⓘ

NATIONALITY
 Singapore

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

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.

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.

SINGAPORE AIRLINES

1 CHECK IN 2 PASSENGER DETAILS 3 CONFIRMATION

Check-in Completed

BOOKING REFERENCE
6X6088

scoot Your Scoot-operated flight **WDEL2K**
Use the Scoot booking reference WDEL2K to select your seat and meal on myscoot.com, up to 4 hours before your flight. Scoot booking reference
If you need help at the airport, proceed to Scoot check-in counter as your first flight is operated by Scoot.

Important Information [Hide all](#)

- Credit / debit card verification required**
Credit/debit card verification is required for the following passenger(s): William Lee
Please proceed to the airport to verify the credit/debit card used for the booking. The cardholder must be present to verify his/her card in person. If the credit/debit card used to make the booking does not belong to the passenger, the passenger may be required to sign a Letter of Indemnity at the airport to protect against fraudulent transactions. Otherwise the passenger may be refused travel.
- 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.
- 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.
- SG Arrival Card required**
All travellers entering Singapore are required to submit their [SG Arrival Card](#) within three days before arrival in Singapore.
- Yellow fever vaccination required**
Travellers who visited [countries with yellow fever risk](#) within the six days before arrival in Singapore must present a valid yellow fever vaccination certificate at immigration. This includes travellers who were in airport transit in these countries for over 12 hours. Otherwise, you may be quarantined upon arrival or denied entry.
- Automated Clearance System (MACS)**
Eligible travellers can use the Malaysia Automated Clearance System (MACS) for arrivals and departures at KLIA1 and KLIA2. Refer to [MACS guide](#) for more details.

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-KUL](#). If you have any dietary or special meal-related requests, let us know in [Message 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. Bangkok to Singapore SCOOT (Y) ✓

BKK 11:55
BANGKOK
Fri 22 Nov
Suvarnabhumi
Airport Terminal 1

2hrs 30mins

SIN 15:25
SINGAPORE
Fri 22 Nov
Changi Terminal 1

Operated by Scoot - SQ 6545
Boeing 787
Scoot.

Passengers checked-in (1/1) [Change Seat](#) [Get Boarding Pass](#)

1. William Lee

- Seat** 25D
- Meals** Inflight Meal
- Baggage** Contact Singapore Airlines to check your baggage allowance.

2. Singapore to Kuala Lumpur ECONOMY (Y) ✓

SIN 18:30
SINGAPORE
Fri 22 Nov
Changi Terminal 2

1hrs 10mins

KUL 19:40
KUALA LUMPUR
Fri 22 Nov
Kuala Lumpur Intl
Terminal 1

Singapore Airlines - SQ 126
Airbus A350-900
Economy

Passengers checked-in (1/1) [Change Seat](#) [Get Boarding Pass](#)

1. William Lee

- Seat** 48A (Extra Legroom Seat)
- Meals** (Inflight Menu)
- Baggage** 30kg Included

SINGAPORE AIRLINES

You have checked in successfully

[GET BOARDING PASS](#)

BOOKING REFERENCE
6X6088

Your Scoot-operated flight

Booking reference
WDEL2K

Use the Scoot booking reference WDEL2K to select your seat and meal on flyscot.com, up to 4 hours before your flight.

If you need help at the airport, proceed to Scoot check-in counter as your first flight is operated by Scoot.

Dear Lee,

You are all set for your trip! 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.

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.

1. Bangkok to Singapore SCOOT (Y) ✓

BKK 11:55
BANGKOK
Fri 22 Nov
Suvarnabhumi
Airport Terminal(Intl)

✈ 2hrs 30mins

SIN 15:25
SINGAPORE
Fri 22 Nov
Changi Terminal 1

Operated by Scoot • SQ 8545
Boeing 788
Scoot

Passengers checked-in (1/1) [Change Seat](#) [Get Boarding Pass](#)

1. William Lee

- Seat** 25D
- Meals** Inflight Meal
- Baggage** Contact [Singapore Airlines](#) to check your baggage allowance.

2. Singapore to Kuala Lumpur ECONOMY (Y) ✓

SIN 18:30
SINGAPORE
Fri 22 Nov
Changi Terminal 2

✈ 1hrs 10mins

KUL 19:40
KUALA LUMPUR
Fri 22 Nov
Kuala Lumpur Intl
Terminal 1

Singapore Airlines • SQ 126
Airbus A350-900
Economy

Passengers checked-in (1/1) [Change Seat](#) [Get Boarding Pass](#)

1. William Lee













- Seat** 48A (Extra Legroom Seat)
- Meals** (Inflight Menu)
- Baggage** 30kg Included

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

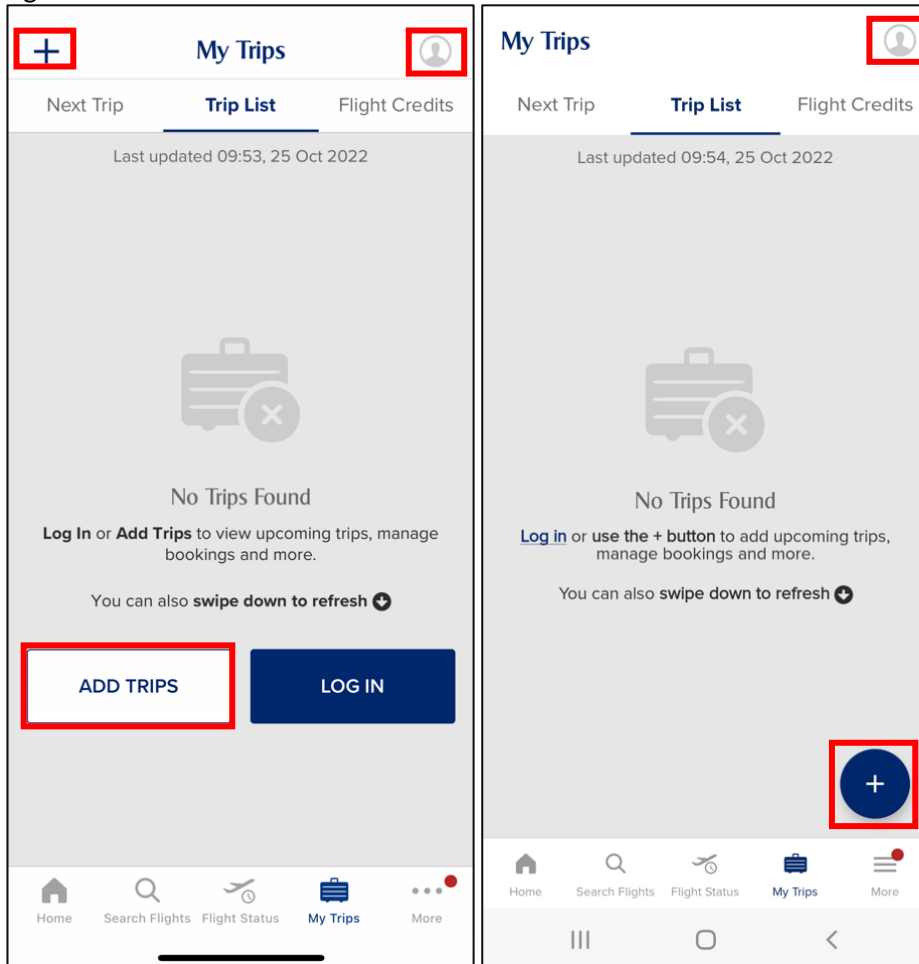
Download boarding passes **SEND**

<div style="background-color: #FFD700; padding: 5px; display: flex; justify-content: space-between;"> SQ 8545 Scoot </div> <div style="text-align: center; padding: 10px;"> <p>William Lee</p> </div> <div style="display: flex; justify-content: space-between; align-items: center; padding: 10px;"> <div style="text-align: center;"> <p>BKK Bangkok Suvarnabhumi Airport (Intl)</p> </div> <div style="text-align: center;"> </div> <div style="text-align: center;"> <p>SIN Singapore Changi Terminal 1</p> </div> </div> <div style="text-align: center; padding: 5px;"> <p>SQ 8545 • 22 Nov • Scoot</p> </div> <table style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="text-align: left; font-size: 0.8em;">BOARDING</th> <th style="text-align: left; font-size: 0.8em;">GROUP</th> <th style="text-align: left; font-size: 0.8em;">GATE</th> <th style="text-align: left; font-size: 0.8em;">SEAT</th> </tr> </thead> <tbody> <tr> <td style="font-weight: bold;">11:10</td> <td style="font-weight: bold;">3</td> <td style="font-weight: bold;">-</td> <td style="font-weight: bold;">25D</td> </tr> <tr> <td style="font-size: 0.7em;">22 Nov</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <div style="font-size: 0.8em; padding: 5px;"> <p>Scheduled time of departure 11:55, 22 Nov 2024</p> <p>Scheduled time of arrival 15:25, 22 Nov 2024</p> <p>Operating airline Scoot</p> <p>Aircraft type Boeing 78B</p> <p>Airline use 004</p> <p>SSR PRSY</p> </div>	BOARDING	GROUP	GATE	SEAT	11:10	3	-	25D	22 Nov				<div style="background-color: #006400; color: white; padding: 5px; display: flex; justify-content: space-between;"> SQ 126 ECONOMY CLASS </div> <div style="text-align: center; padding: 10px;"> <p>William Lee</p> </div> <div style="display: flex; justify-content: space-between; align-items: center; padding: 10px;"> <div style="text-align: center;"> <p>SIN Singapore Changi Terminal 2</p> </div> <div style="text-align: center;"> </div> <div style="text-align: center;"> <p>KUL Kuala Lumpur Kuala Lumpur Intl Terminal 1</p> </div> </div> <div style="text-align: center; padding: 5px;"> <p>SQ 126 • 22 Nov • Economy Class</p> </div> <table style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="text-align: left; font-size: 0.8em;">BOARDING</th> <th style="text-align: left; font-size: 0.8em;">GROUP</th> <th style="text-align: left; font-size: 0.8em;">GATE</th> <th style="text-align: left; font-size: 0.8em;">SEAT</th> </tr> </thead> <tbody> <tr> <td style="font-weight: bold;">17:30</td> <td style="font-weight: bold;">5</td> <td style="font-weight: bold;">-</td> <td style="font-weight: bold;">48A</td> </tr> <tr> <td style="font-size: 0.7em;">22 Nov</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <div style="font-size: 0.8em; padding: 5px;"> <p>Scheduled time of departure 18:30, 22 Nov 2024</p> <p>Scheduled time of arrival 19:40, 22 Nov 2024</p> <p>Operating airline Singapore Airlines</p> <p>Aircraft type Airbus A350-900</p> <p>Airline use 002</p> </div>	BOARDING	GROUP	GATE	SEAT	17:30	5	-	48A	22 Nov			
BOARDING	GROUP	GATE	SEAT																						
11:10	3	-	25D																						
22 Nov																									
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17:30	5	-	48A																						
22 Nov																									

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.

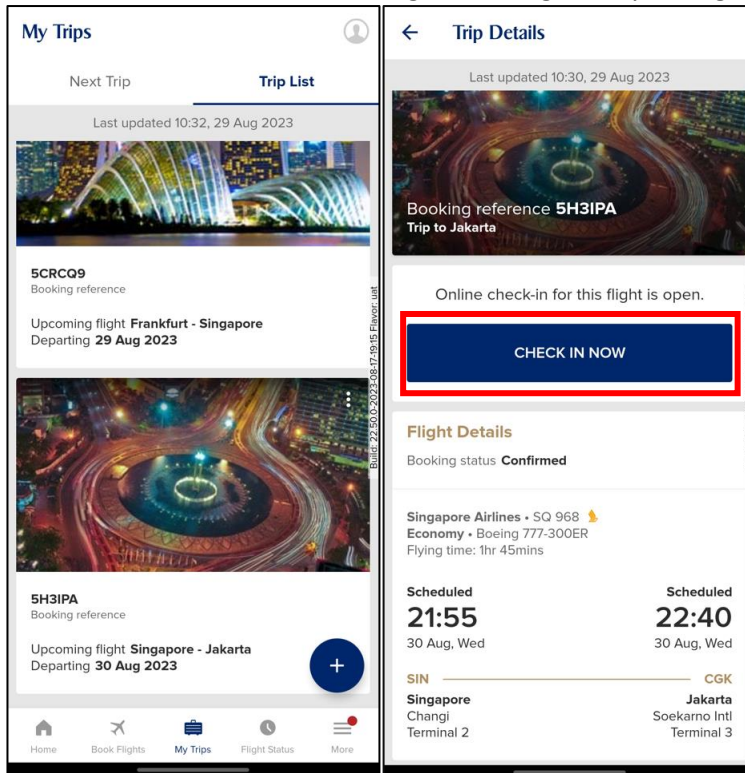


iOS

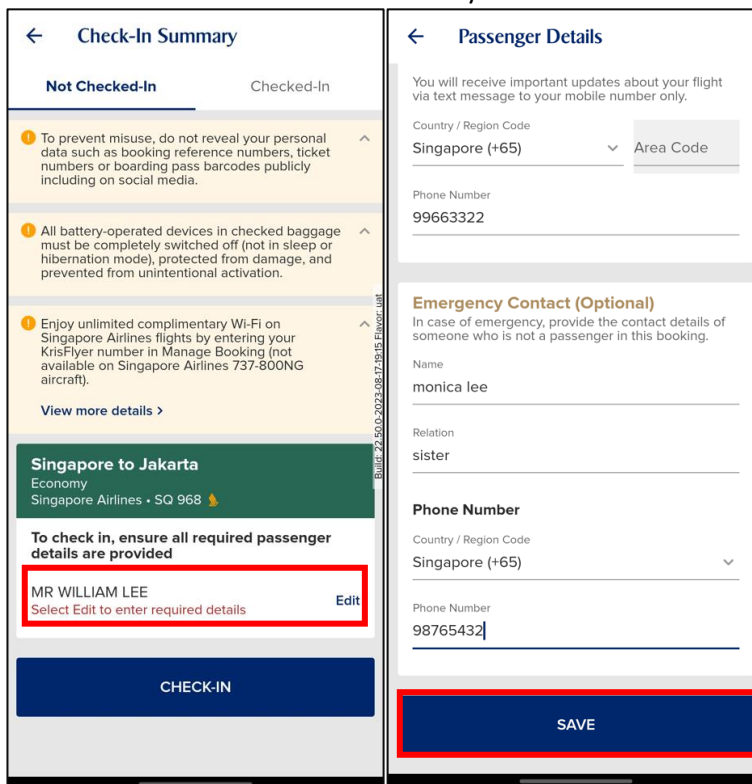
Android

Please refer to singaporeair.com for the most updated check-in guide

- 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.

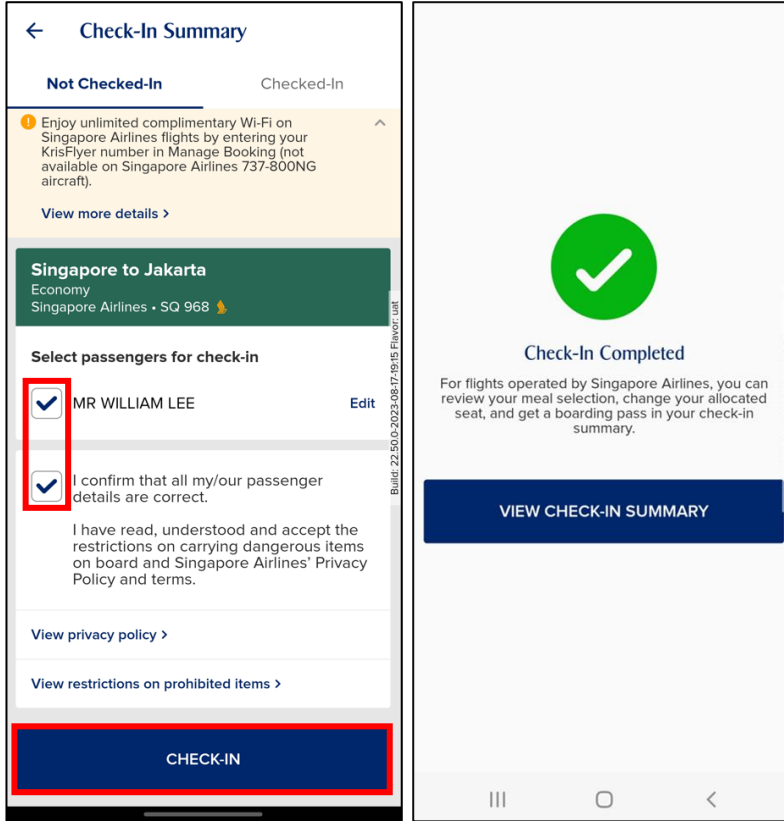


- If there are missing passenger details, select **EDIT** to update the necessary details, and click on **SAVE** to return to Check-in summary.

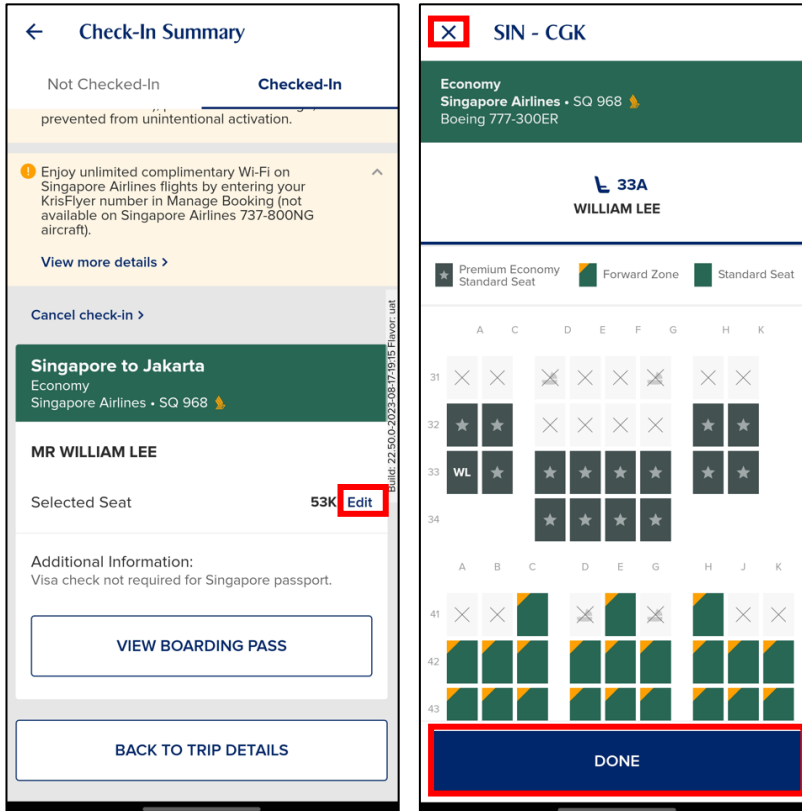


Please refer to singaporeair.com for the most updated check-in guide

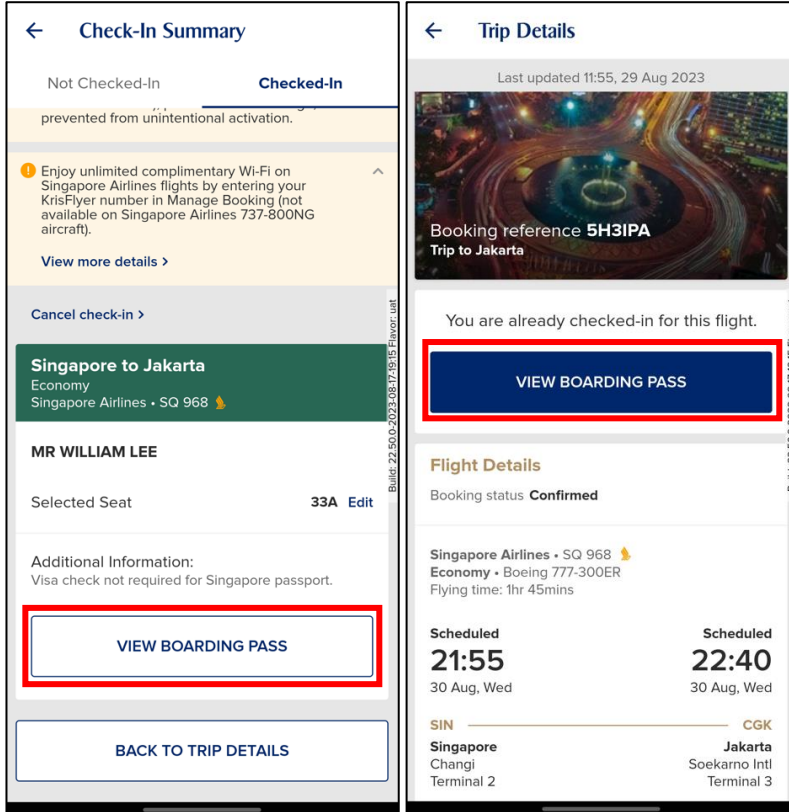
4. Ensure that all checkboxes are ticked before clicking on **CHECK-IN**



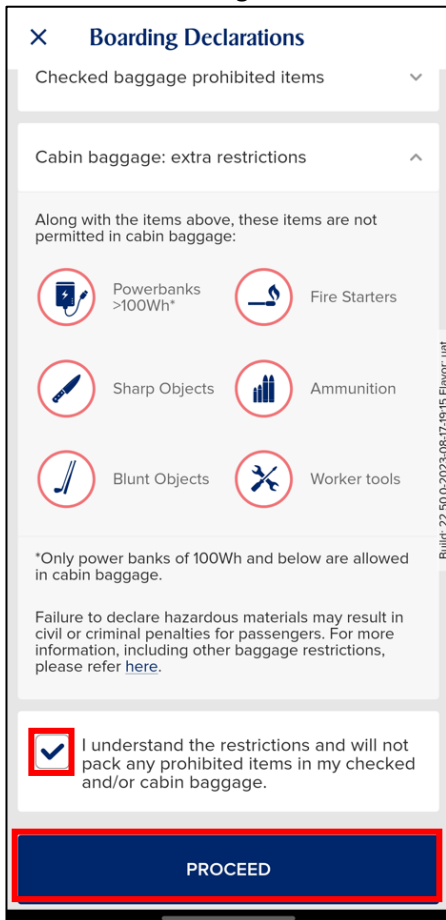
5. To view your seat, select **EDIT** on the right of your current seat number. You may change your seat number by selecting an available seat and clicking on **DONE**, or **X** if you wish to retain your existing seat.



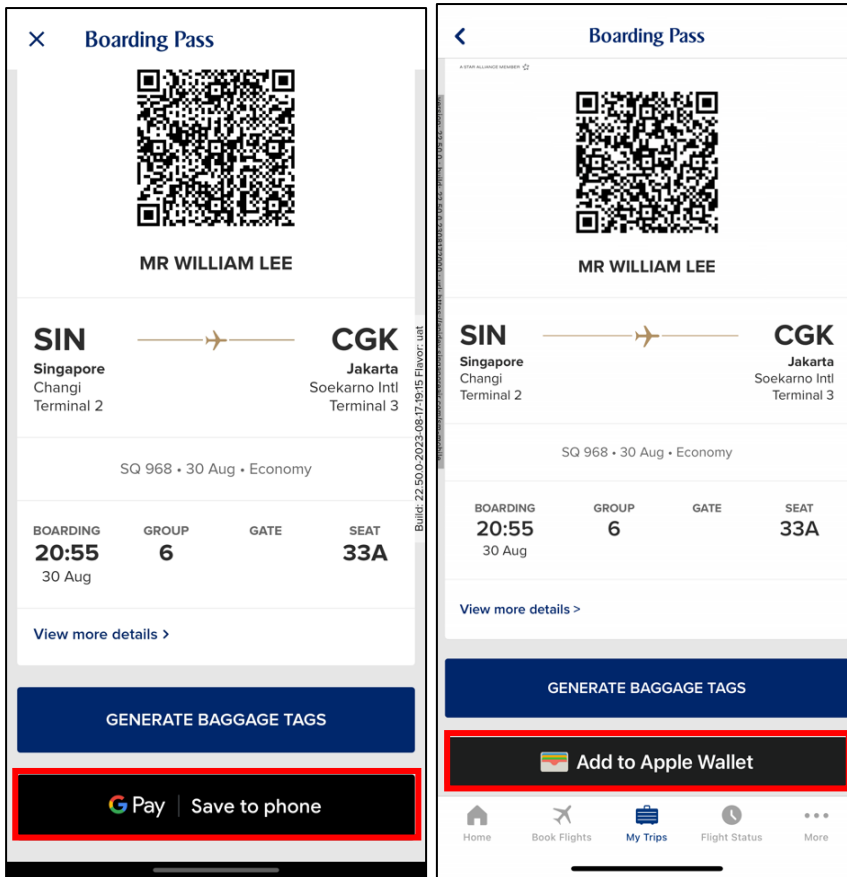
9. To generate your Mobile Boarding Pass (MBP), click on **VIEW BOARDING PASS**.



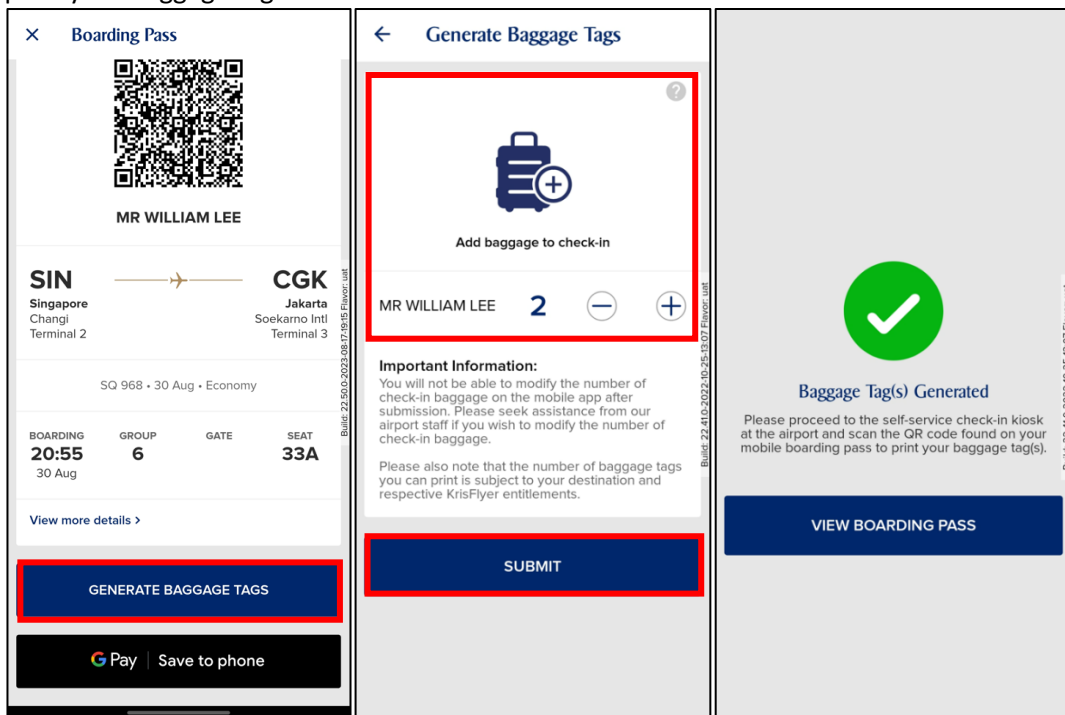
10. Review the boarding declarations before ticking on the checkbox and clicking on **PROCEED**.



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.



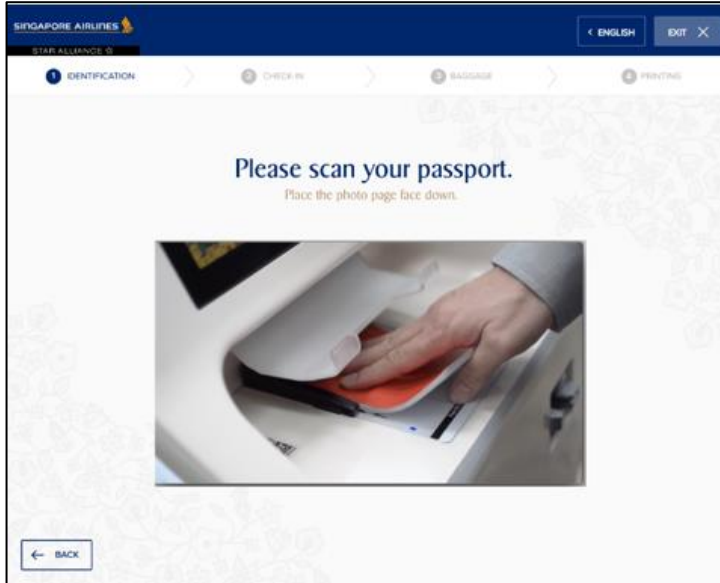
Self-Service Check-In Kiosk at Airport

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.

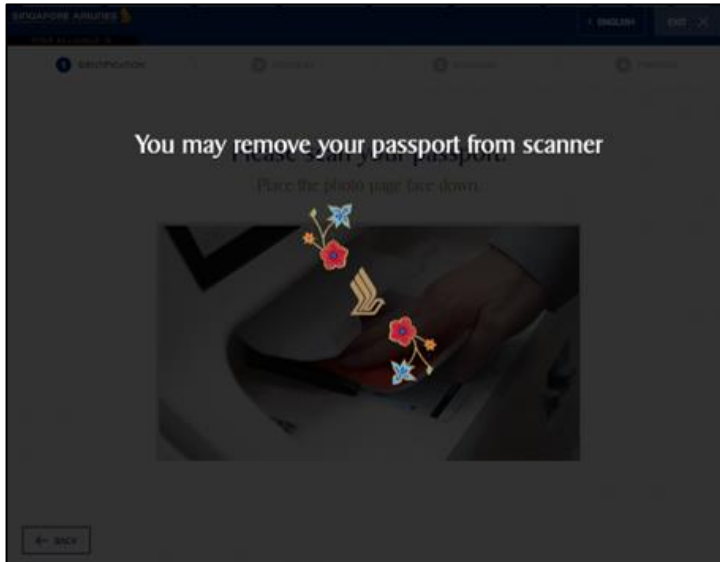
*For e.g., checking in at Singapore Changi Airport Terminal 3 for a flight departing from Singapore Changi Airport Terminal 2

1.	<p>Select the SIA logo and acknowledge CAG's PDPA notice to commence check-in.</p> 
2.	<p>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.</p> 

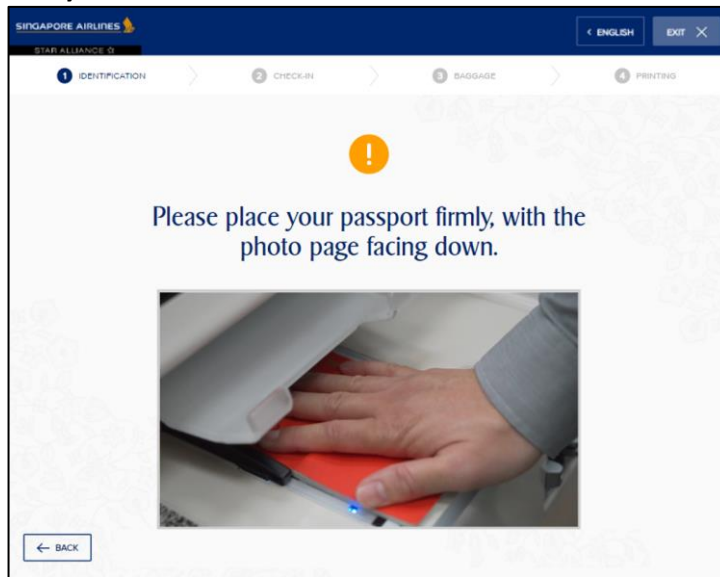
3. Scan your passport by firmly pressing the photo page facing downwards.



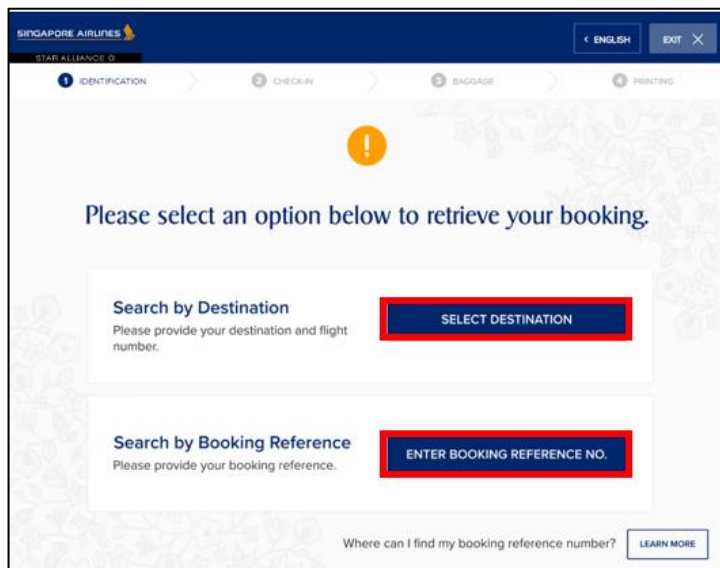
3(a). You will be prompted to remove your passport from the scanner once the scan has been completed and the kiosk is processing your request.



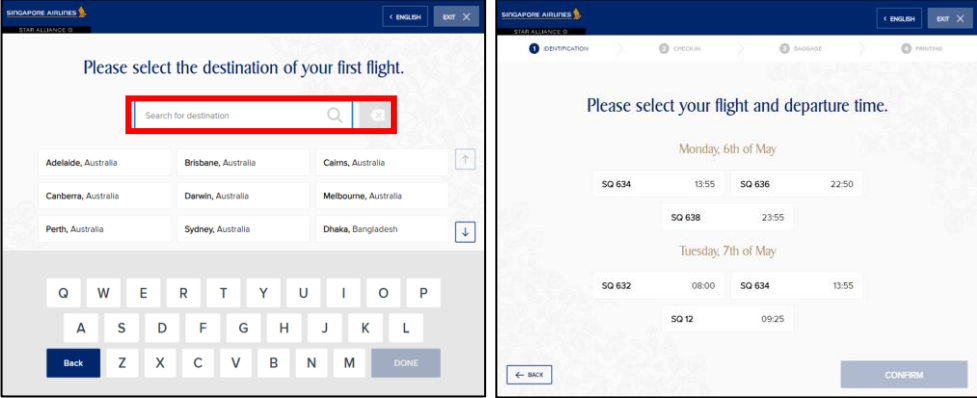
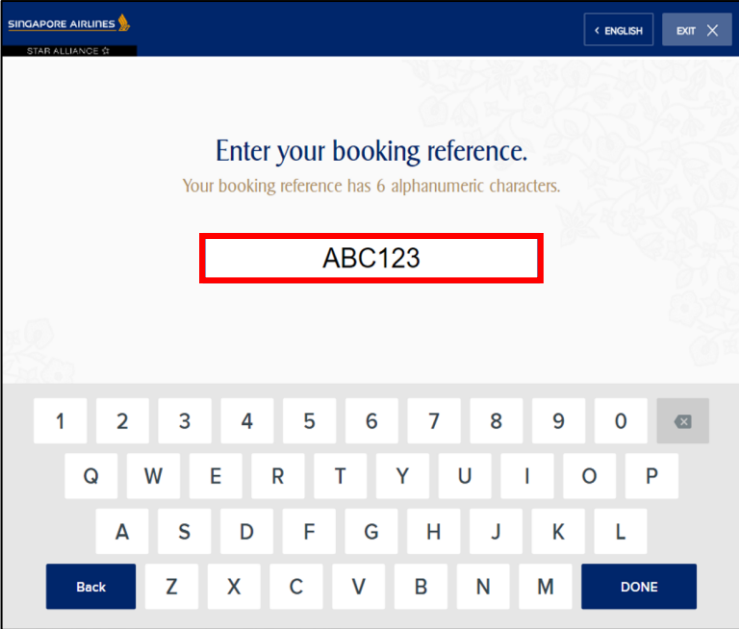
- 3(b). If the first passport scan is unsuccessful, you will be prompted to scan your passport again. Your passport must be **flushed** with the **top left corner** of the scanner and pressed down **firmly**.



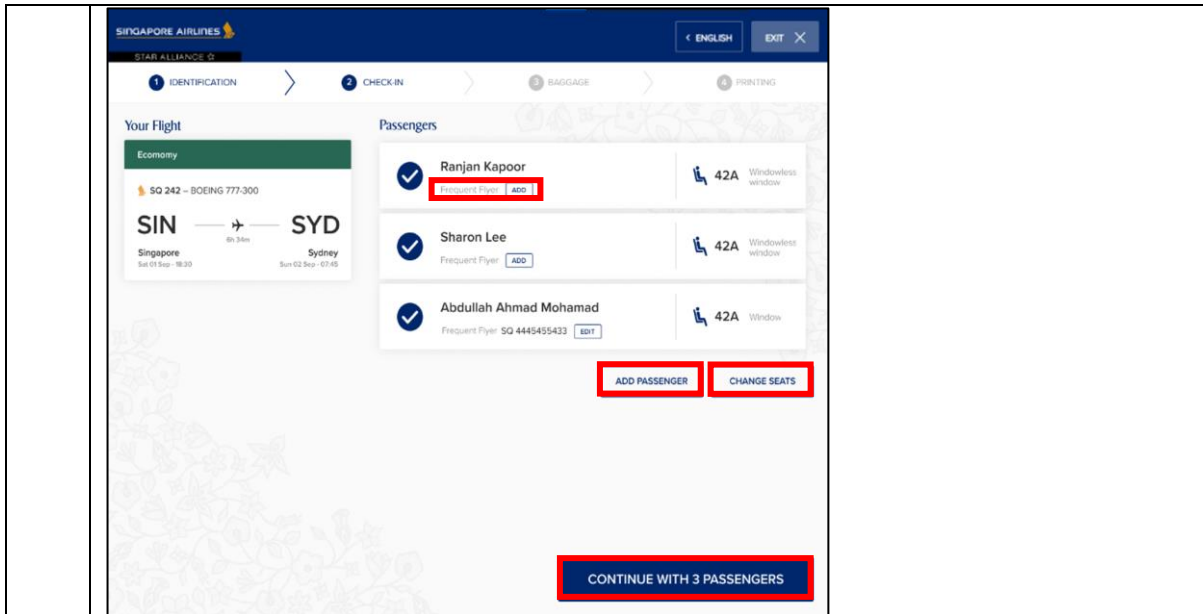
4. If you did not check in on singaporeair.com, via our mobile app, or added your passport details via Manage Booking, please provide your destination or enter your six-character booking reference.



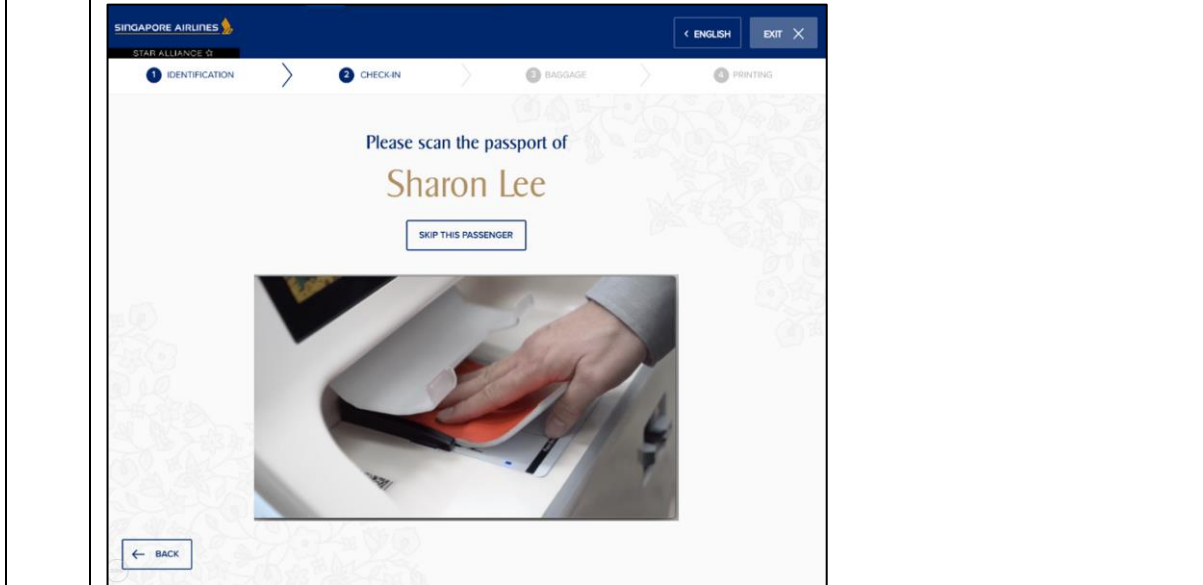
5. **Select Destination** – Please select the destination and flight number of the flight you wish to generate the boarding pass for.

	 <p>Enter Booking Reference No. – Please enter your six-character booking reference to retrieve your booking.</p> 
6.	<p>Once your booking has been retrieved, you may perform any of the actions below before clicking on CONTINUE.</p> <ol style="list-style-type: none"> 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.

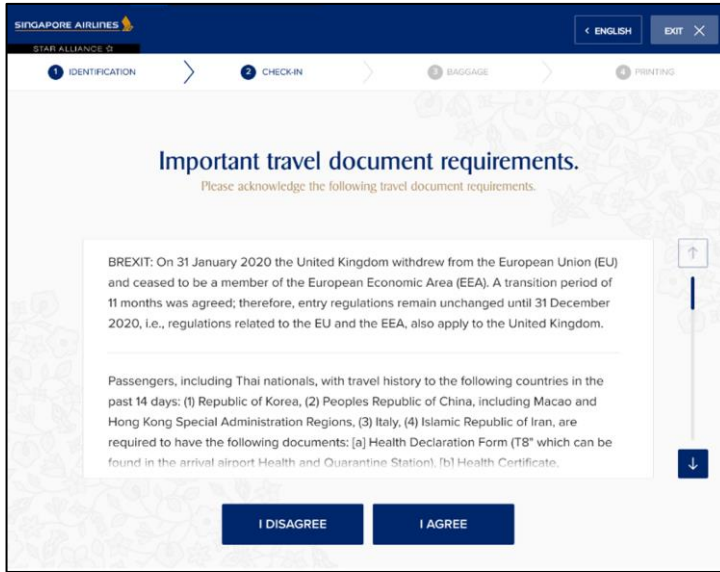
Please refer to singaporeair.com for the most updated check-in guide



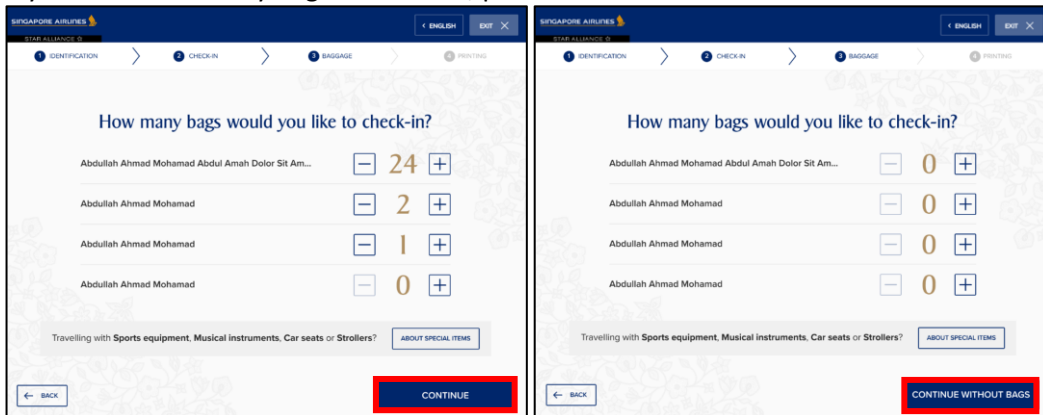
7. After verifying that the flight and passenger details are correct, please proceed to scan the passports of all passengers in travelling on the same itinerary, if applicable.



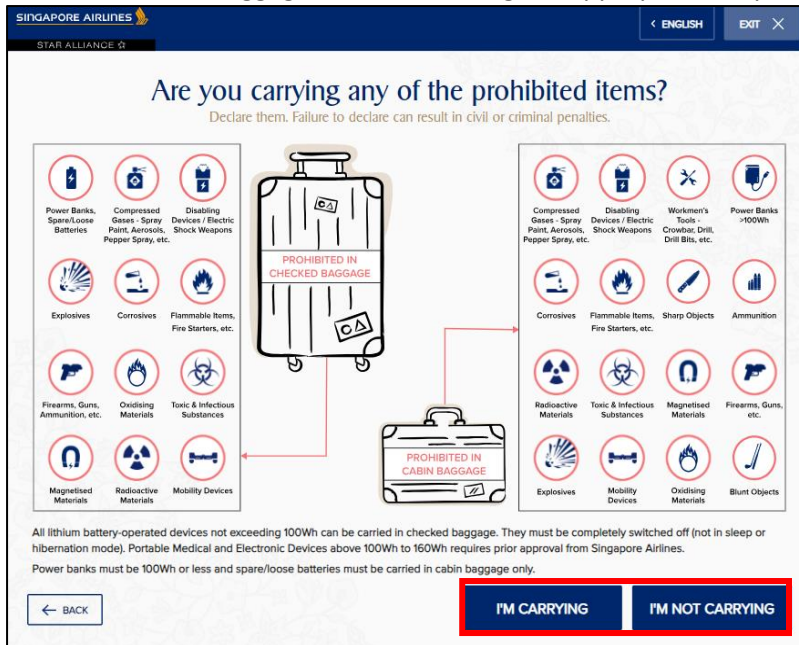
8. You (and your travelling companions) will need to review and acknowledge the important travel documents required to enter your travel destination before proceeding to generate your baggage tag.



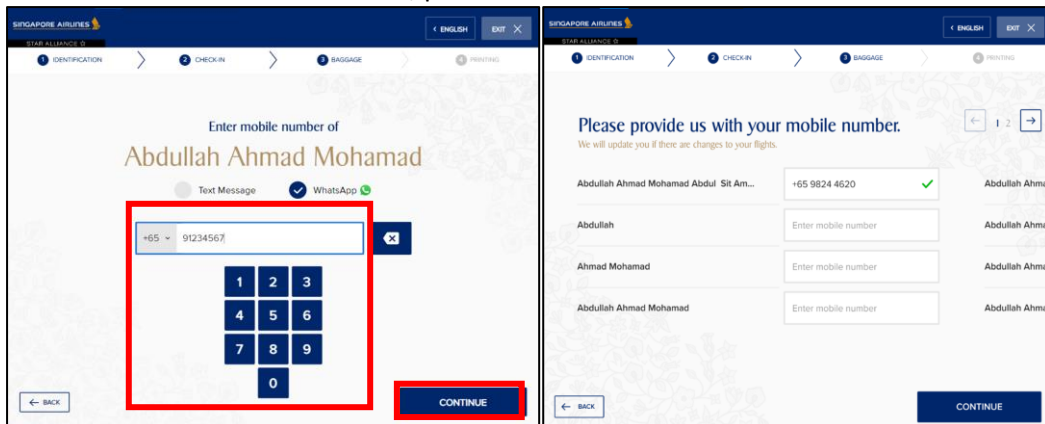
9. Please indicate the number of bags to be checked in for your flight. A maximum of 10 bags can be checked in under the weight concept and the respective allowance for piece concept. You may refer to your e-ticket for more information on your baggage allowance. After indicating the number of bags to check in, please click on **CONTINUE**. If you do not have any bags to check-in, please click on **CONTINUE WITHOUT BAGS**.



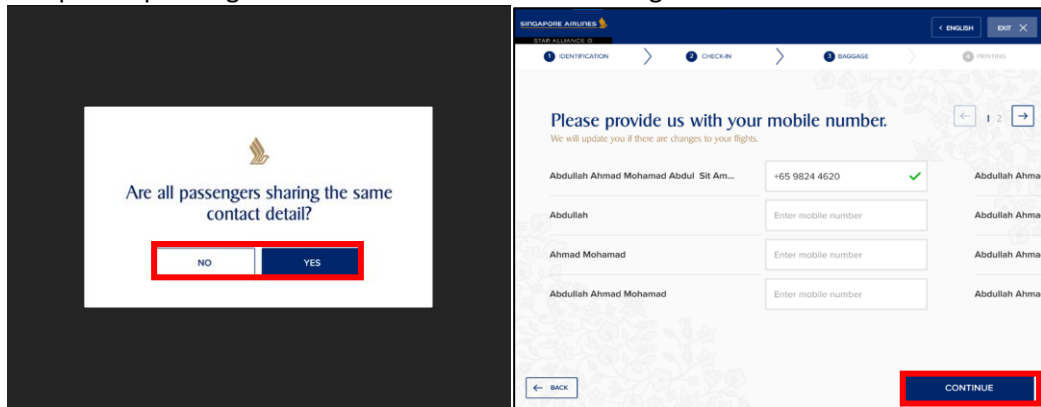
10. Please review the boarding declaration regarding the carrying of prohibited items in your checked-in cabin baggage, before selecting the appropriate response.




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**.



<p>12.</p>	<p>Your boarding pass(es) and bag tag(s) will be printed.</p> 
<p>13.</p>	<p>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.</p> 