

Self Service Check-In Step by Step Guide

Last updated: 23 May 2023

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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 Check flight credit balance ⓘ

ⓘ If the value of the unused portion of your ticket has been retained in the form of flight credits, please submit your request for booking changes through our [online form](#) instead.

Booking reference E-ticket number

SIX-CHARACTER BOOKING REFERENCE: 55RLHV 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 Singapore Airlines flights in your booking.

Your flights Upgrade flights Change flights Cancel flights

DEPART • 05 NOV 2022 (SAT) Total duration: 01hrs 00mins

Singapore to Kuala Lumpur • SQ 104 Confirmed ⓘ

SIN 07:10 Sat 05 Nov 2022 Changi Terminal 3 1h 0m **KUL 08:10** Sat 05 Nov 2022 Kuala Lumpur Int'l Terminal M Economy (K) Singapore Airlines • Boeing 737-8 MAX

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 FIRST / GIVEN NAME (AS IN PASSPORT) LAST / FAMILY NAME (AS IN PASSPORT) GENDER Male Female

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

DATE OF BIRTH NATIONALITY

CONTACT DETAILS

EMAIL ADDRESS

Mobile number Home number Business number

COUNTRY/REGION Area MOBILE NUMBER

Receive flight updates via Text message WhatsApp

PASSPORT DETAILS

PASSPORT NUMBER PASSPORT EXPIRY DATE PASSPORT ISSUING COUNTRY

FREQUENT FLYER DETAILS (OPTIONAL)

Frequent flyer programme Membership number

IN CASE OF EMERGENCY (OPTIONAL)

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 A12345	Passport expiry date 09 Sep 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 15 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 15 hours before your flight departs.

[Learn more about auto check-in](#) [BACK TO MANAGE BOOKING](#)

Your flights Upgrade flights Change flights Cancel flights

DEPART • 05 NOV 2022 (SAT) Total duration: 0hrs 00mins

Singapore to Kuala Lumpur • SQ 104 Confirmed

SIN 07:10
Sat 05 Nov 2022
Changi Terminal 3

In 0m

KUL 08:10
Sat 05 Nov 2022
Kuala Lumpur INT
Terminal M

Economy (K)
Singapore Airlines • Boeing 737-8 MAX

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.

You'll be automatically checked in for your flight



Booking Reference 55RLHV

Dear Mr William 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.

[Manage Booking](#)

Select / Change your seats and meals, update your personal details, and more.


Flights you'll be automatically checked-in for

Flight	Departs	Arrives
1. Singapore to Kuala Lumpur - Total travel time: 1hrs 0mins Status: Confirmed		
SQ 104 Boeing 737-8 MAX Operated by Singapore Airlines	Scheduled Time of Departure SIN 07:10 05 Nov (Sat) Singapore, Changi, Terminal 3	Scheduled Time of Arrival KUL 08:10 05 Nov (Sat) Kuala Lumpur, Kuala Lumpur Intl
Flying time: 1hrs 0mins		
Cabin class: Economy (K)		

Passengers

[> Visa requirements](#)

Flights	Seats	Baggage	Meals
1. MR WILLIAM LEE > Join KrisFlyer			
SQ 104 SIN - KUL	No seats selected	Free: 25 kg	Only light refreshments will be served

7.	<p>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.</p> <div data-bbox="276 266 1026 1066"><p>Your check-in is confirmed</p><p>Booking Reference 55RLHV</p><hr/><p>Dear WILLIAM LEE,</p><p>You're all set for your trip! Generate your boarding pass now to speed up your check-in process at the airport.</p><p>Some countries may require additional document checks at the airport and we encourage you to arrive at the airport early. You may view the check in counter opening hours here. Your check-in may be cancelled and your seat re-assigned if you do not collect or generate your boarding pass(es) before the check-in counter closes.</p><p>The travel advisory for your destination, which includes document requirements, can be viewed on our website. As regulations may change at short notice, do check the travel advisories of local authorities as well. All travellers entering Singapore must comply with Singapore's public health and immigration requirements.</p><p>All passengers must ensure that they meet the regulatory requirements for their itinerary, including transit, and carry the necessary documents for verification at the airport.</p></div>
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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 You may verify your health travel documents when you check-in online. Please click [here](#) to find out if this service is available for your flight itinerary.

From 11 Oct, flights from Singapore to Malaysia and Thailand will depart from Terminal 2, and to the rest of South East Asia destinations from 13 Oct. Flights to all other destinations depart from Terminal 3. Passengers are to check in their baggage and clear immigration at the respective terminals.

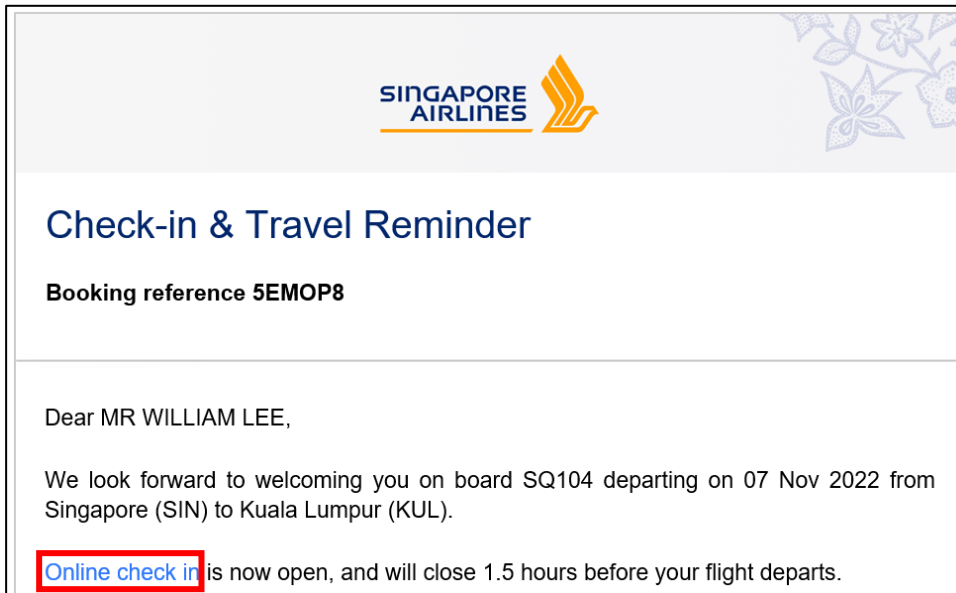
Booking reference E-ticket number

SIX-CHARACTER BOOKING REFERENCE:

LAST / FAMILY NAME (AS IN PASSPORT):

CHECK IN

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**.

The screenshot displays the Singapore Airlines check-in interface. At the top, there is a navigation bar with three steps: 1. CHECK-IN (active), 2. PASSENGER DETAILS, and 3. CONFIRMATION. Below this is an 'Important Information' section with a 'Hide' link. The main content area is titled 'Check-in' and features a 'BOOKING REFERENCE' box with the value '5EMOPB'. A flight summary box for '1. Singapore to Kuala Lumpur' in 'ECONOMY (K)' class is highlighted with a red border. It shows the flight path from SIN 07:10 to KUL 08:10, a 1hr 5mins duration, and the aircraft Singapore Airlines SQ 104 (Boeing 737-8 MAX). Below the flight details is a 'Select passengers' section with a 'Select all' button and a list of passengers, including 'Mr William Lee'. A red 'CHECK-IN' button is located 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

CHECK-IN PASSENGER DETAILS CONFIRMATION

Passenger Details

Each passenger must hold a valid passport (and visas), 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

First Name (as in passport): Last Name (as in passport): Gender: Male Female

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

Date of Birth: Nationality:

CONTACT DETAILS

Email Address:

Mobile Number Home number Business number

Country/Region: Area: Mobile Number:

Receive flight updates via: Text message WhatsApp

PASSPORT DETAILS

Passport Number: Expiry Date: Issuing Country:

FREQUENT FLYER DETAILS (OPTIONAL)

Frequent flyer programme: Membership number:

IN CASE OF EMERGENCY

Travel Advisories Check Now

You are responsible for ensuring that you meet all entry requirements for your destination at your time of arrival. As regulations may change at short notice, do check the latest travel advisories regularly.

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

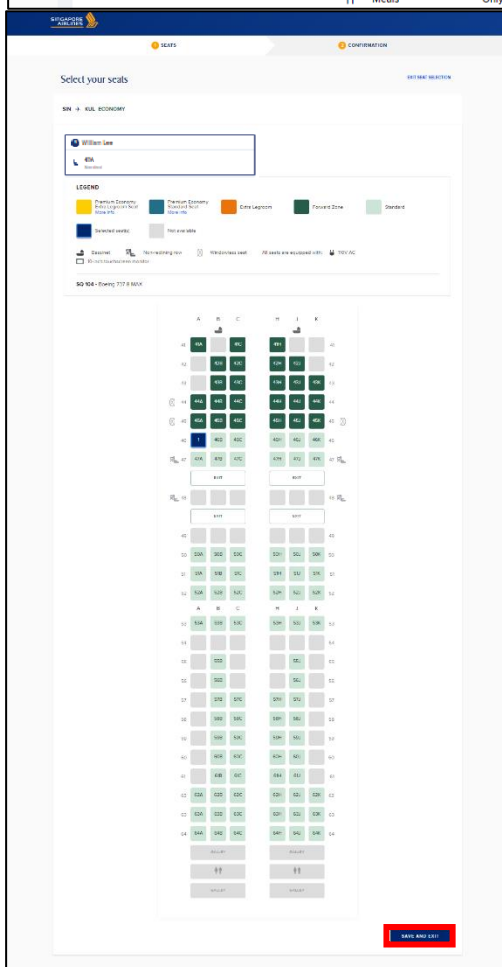
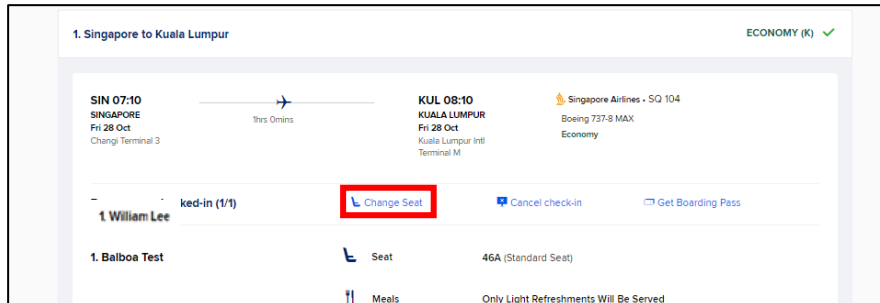
4. Check-in is completed and a check-in confirmation email will be sent to your email. You may now change your seat, generate your boarding pass, and declare your baggage (if you are travelling from Singapore).

The screenshot shows the Singapore Airlines check-in interface. At the top, there are three steps: 1. CHECK-IN, 2. PASSENGER DETAILS, and 3. CONFIRMATION. Below this is an 'Important Information' section with three paragraphs of text regarding battery-operated devices, personal data, and face mask requirements. The main section is titled 'Check-in Completed' with a 'Cancel all check-ins' link. A 'BOOKING REFERENCE' box displays '5EMOPB'. Below this is a 'Things to prepare before you head to the airport' section with three items: 'Check entry and visa requirements', 'Prepare required travel documents', and 'Place any special meal requests'. The flight details section shows '1. Singapore to Kuala Lumpur' in 'ECONOMY (K)' class. It lists flight SIN 07:10 from Singapore (Changi Terminal 3) to KUALA LUMPUR (Kuala Lumpur Int'l Terminal M) on Singapore Airlines - SQ 104. Below the flight details, there are links for 'Change Seat', 'Cancel check-in', and 'Get Boarding Pass'. A table shows the passenger '1 William Lee' with details: Seat 45A (Standard Seat), Meals 'Only Light Refreshments Will Be Served', Baggage 'Included 25 kg', and Additional Info 'Visa check not required for (Singapore) passport'.

The screenshot shows a check-in confirmation email from Singapore Airlines. The header includes the Singapore Airlines logo and the text 'Your check-in is confirmed' and 'Booking Reference 5EMOPB'. The email is addressed to 'Dear William Lee,' and states 'You're all set for your trip! This email has all the details of your check-in on singaporeair.com.' A highlighted box contains the instruction: 'Do arrive at the airport at least 2.5 hours before your flight departs, as staff may need to review your travel documents.' At the bottom, it says 'Please proceed to the airport to have your boarding passes printed as there is a requirement for additional document check. Check-in counter opening hours are available here'.

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 consist 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 and Austrian

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 Kuala Lumpur ECONOMY (K) ✓

SIN 07:10
SINGAPORE
Fri 28 Oct
Changi Terminal 3

Thru Omnis

KUL 08:10
KUALA LUMPUR
Fri 28 Oct
Kuala Lumpur Intl
Terminal M

Singapore Airlines - SQ 104
Boeing 737-8 MAX
Economy

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

1 **William Lee** [Seat](#) 46A (Standard Seat)

[Meals](#) Only Light Refreshments Will Be Served

Get boarding passes

⚠ 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.

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


EMAIL
AAA@BBB.COM


Email [Remove](#)

[+ Add email address](#)

[Download boarding passes](#) [SEND](#)

SQ 104 ECONOMY CLASS ✨


SINGAPORE AIRLINES
www.singaporeair.com


William Lee

SIN → **KUL**
Singapore Changi Terminal 3 → Kuala Lumpur Kuala Lumpur Intl Terminal M

SQ 104 • 28 Oct • Economy Class

BOARDING	GROUP	GATE	SEAT
06:10 28 Oct	6	-	46A

Scheduled time of departure
07:10, 28 Oct 2022

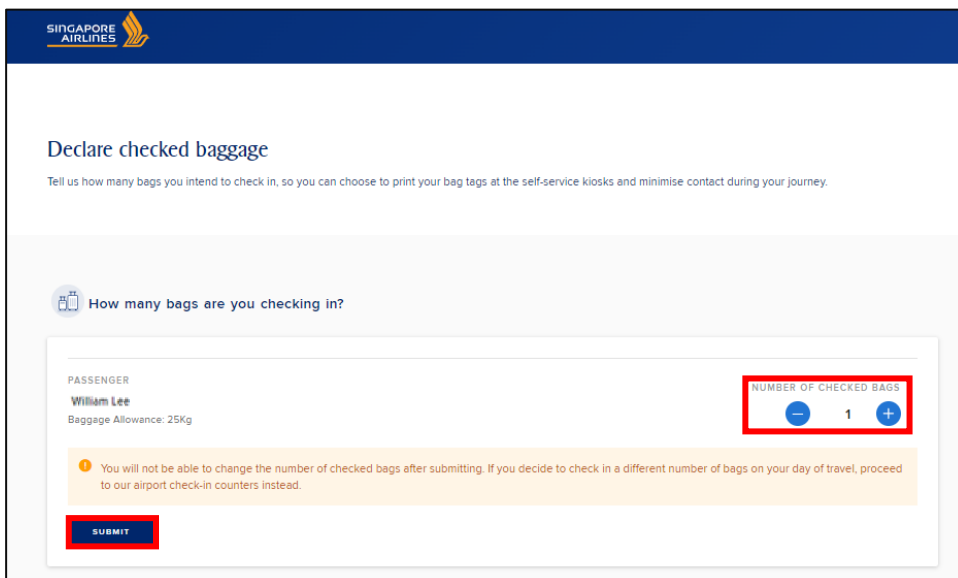
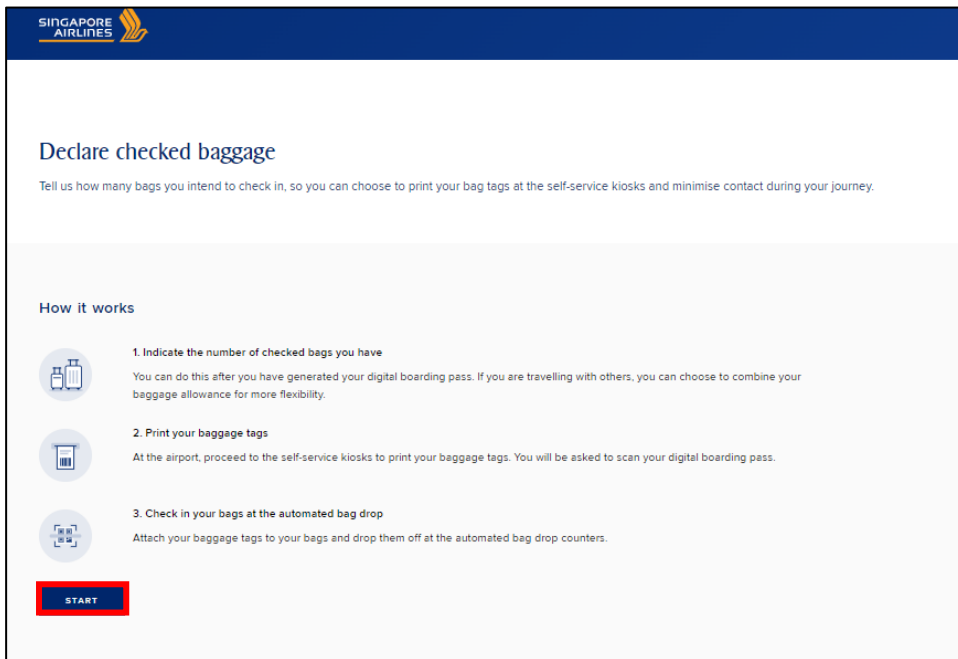
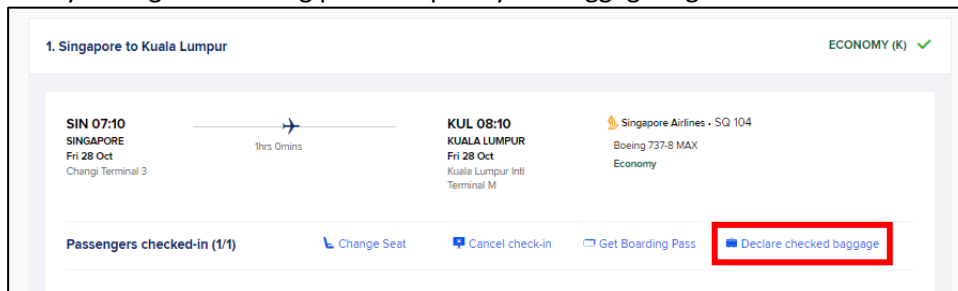
Scheduled time of arrival
08:10, 28 Oct 2022

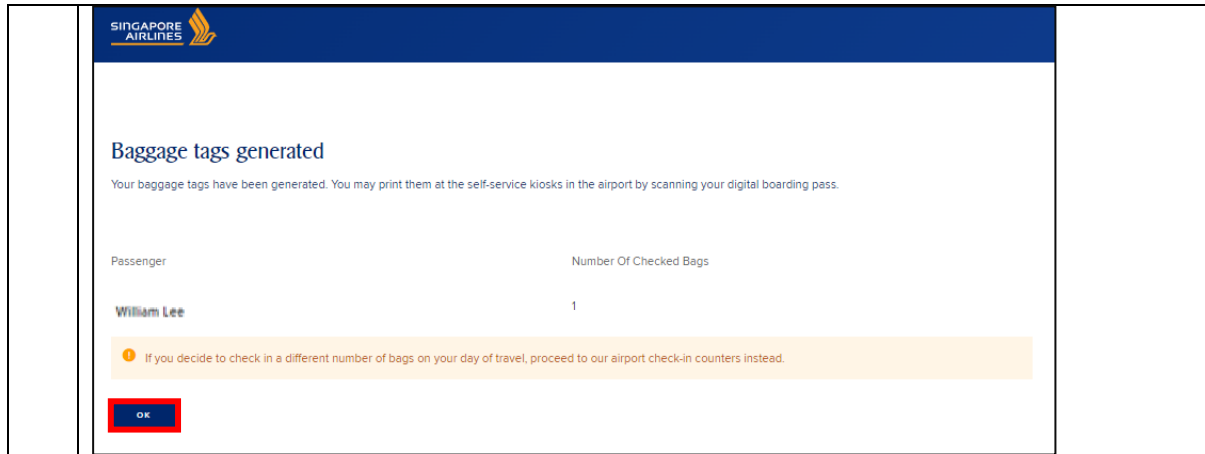
Operating airline
Singapore Airlines

Aircraft type
Boeing 737-8 MAX

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 (where available) to scan your digital boarding pass and print your baggage tag.





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 a return flight. At the top right, the booking reference '6VHQQP' is shown. The page is divided into two flight sectors:

- 1. Singapore to Jakarta** (ECONOMY (Y))
 - Flight: SIN 06:50 SINGAPORE to CGK 07:35 JAKARTA, Wed 09 Nov, 1hrs 45mins, Singapore Airlines • SQ 950, Boeing 777-300ER, Economy.
 - Passenger selection: 'Select all' and 'William Lee' (highlighted with a red box).
- 2. Jakarta to Singapore** (ECONOMY (Y))
 - Flight: CGK 19:00 JAKARTA to SIN 21:55 SINGAPORE, Wed 09 Nov, 1hrs 55mins, Singapore Airlines • SQ 965, Boeing 777-300ER, Economy.
 - Passenger selection: 'Select all' and 'William Lee' (highlighted with a red box).

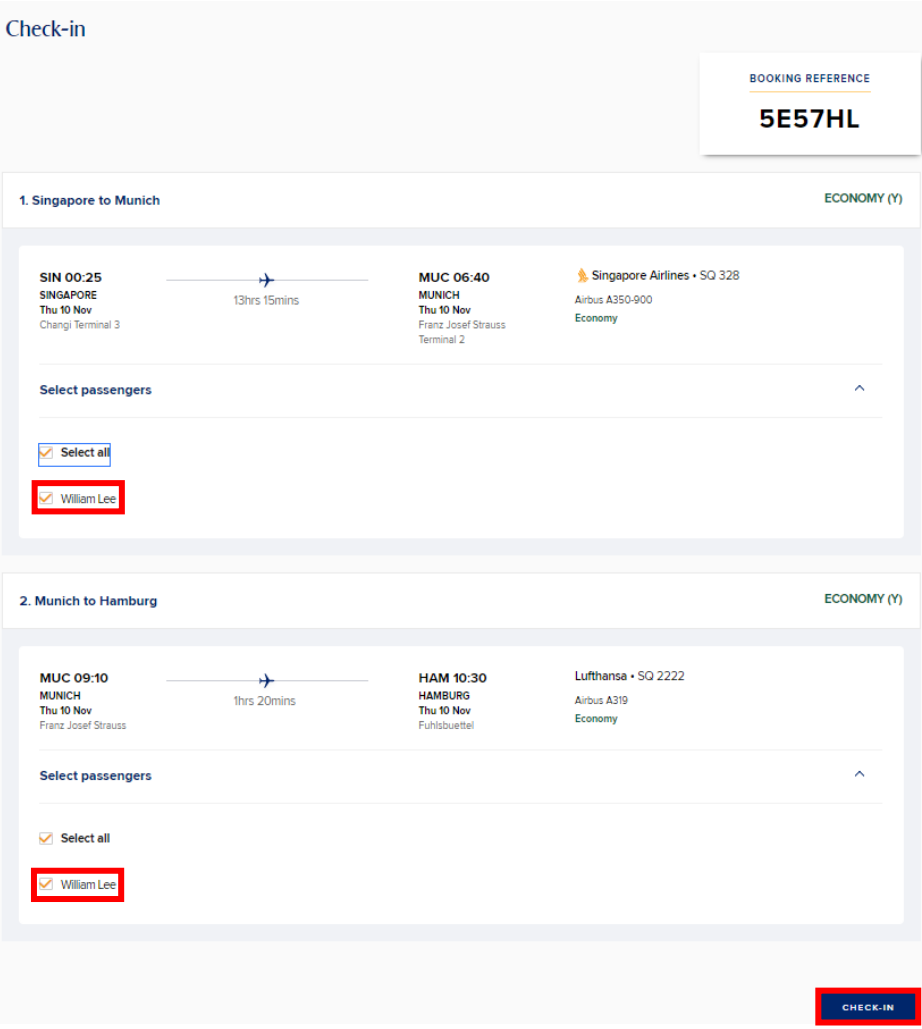
A red box at the bottom right of the page highlights the **CHECK-IN** button.

2. Repeat steps 3 to 7 from the online check-in guide

Through Check-in

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. If your first flight is on a partner airline, please proceed to our partner airline's website to check-in.

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 shows the 'Check-in' overview page for booking reference **5E57HL**. It displays two flight sectors:

- 1. Singapore to Munich** (ECONOMY (Y)):
 - Flight: SIN 00:25 SINGAPORE to MUC 06:40 MUNICH, Thu 10 Nov, Changi Terminal 3 to Franz Josef Strauss Terminal 2, 13hrs 15mins.
 - Aircraft: Singapore Airlines • SQ 328, Airbus A350-900, Economy.
 - Passenger selection: 'Select all' and 'William Lee' (checked).
- 2. Munich to Hamburg** (ECONOMY (Y)):
 - Flight: MUC 09:10 MUNICH to HAM 10:30 HAMBURG, Thu 10 Nov, Franz Josef Strauss to Fuhlsbuettel, 1hrs 20mins.
 - Aircraft: Lufthansa • SQ 2222, Airbus A319, Economy.
 - Passenger selection: 'Select all' and 'William Lee' (checked).

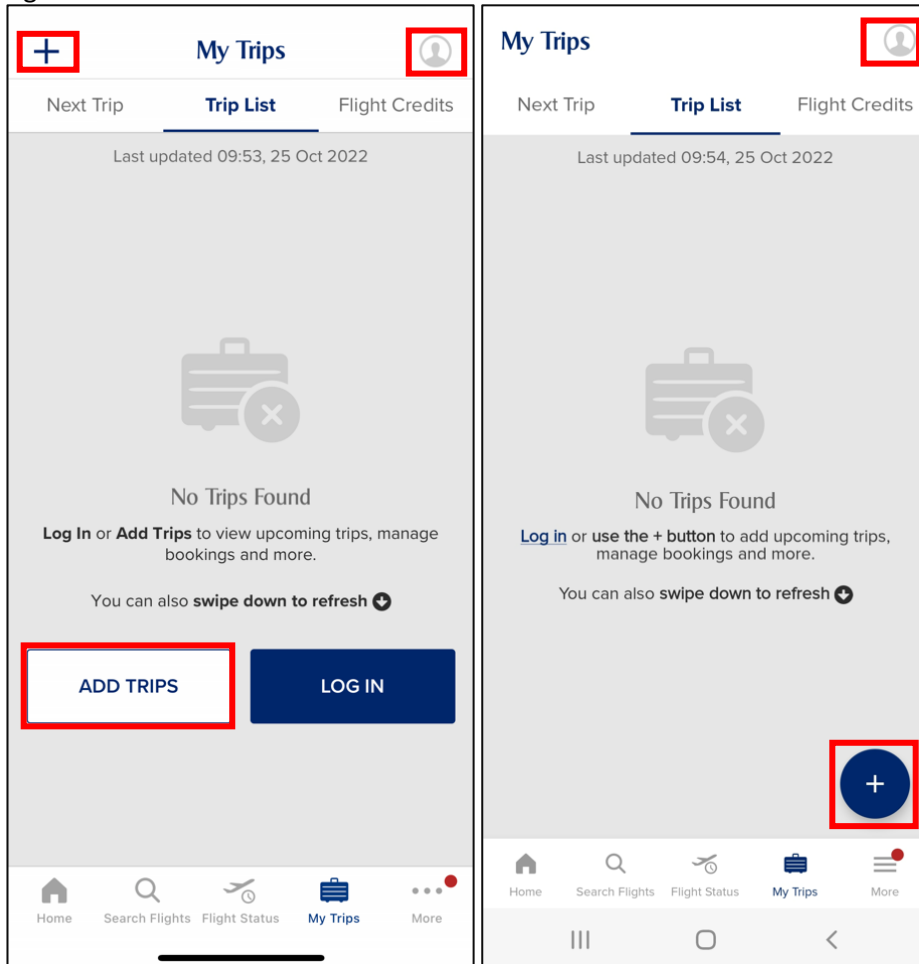
A **CHECK-IN** button is visible at the bottom right of the page.

2. Repeat steps 3 to 7 from the online check-in guide

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.

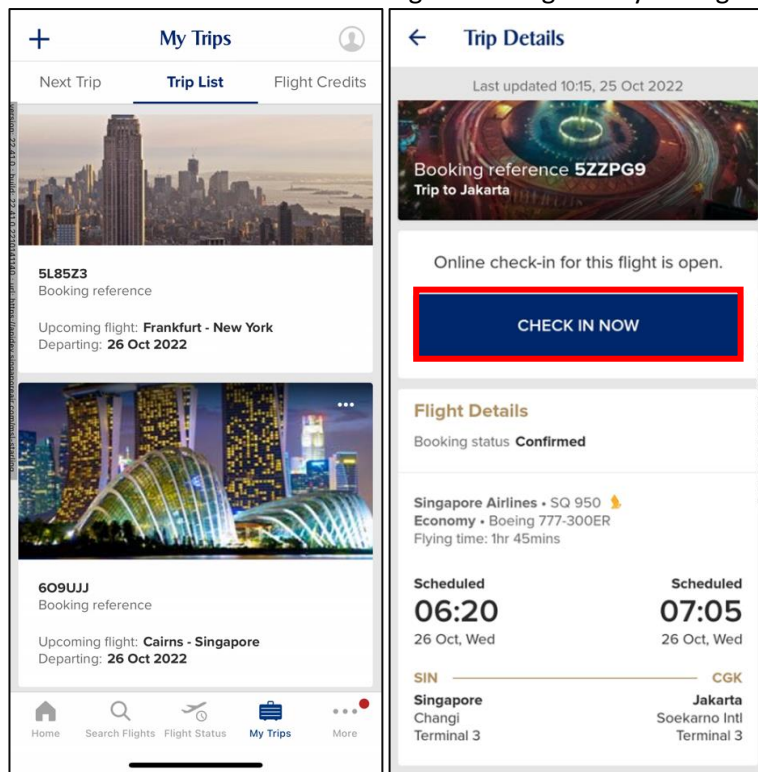


iOS

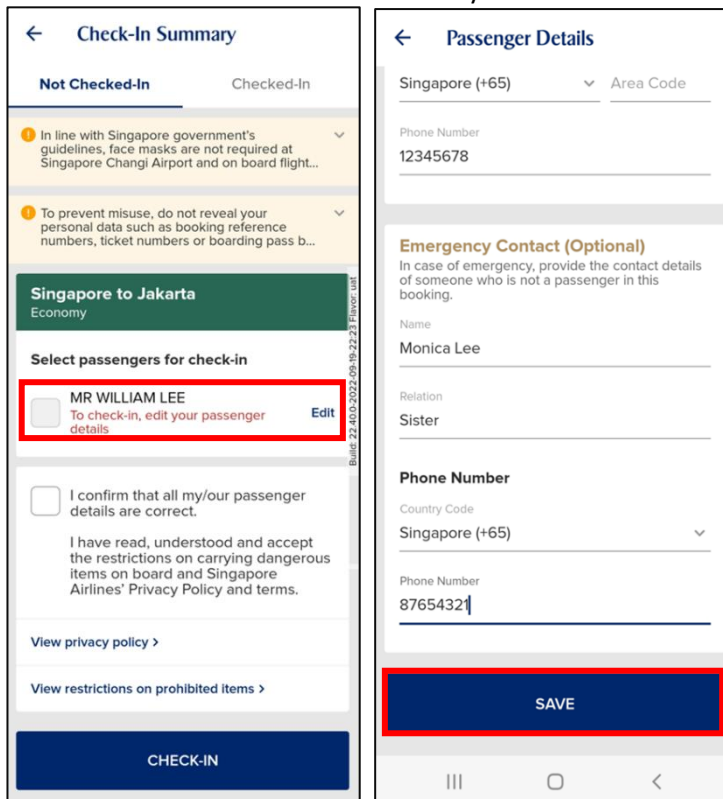
Android

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

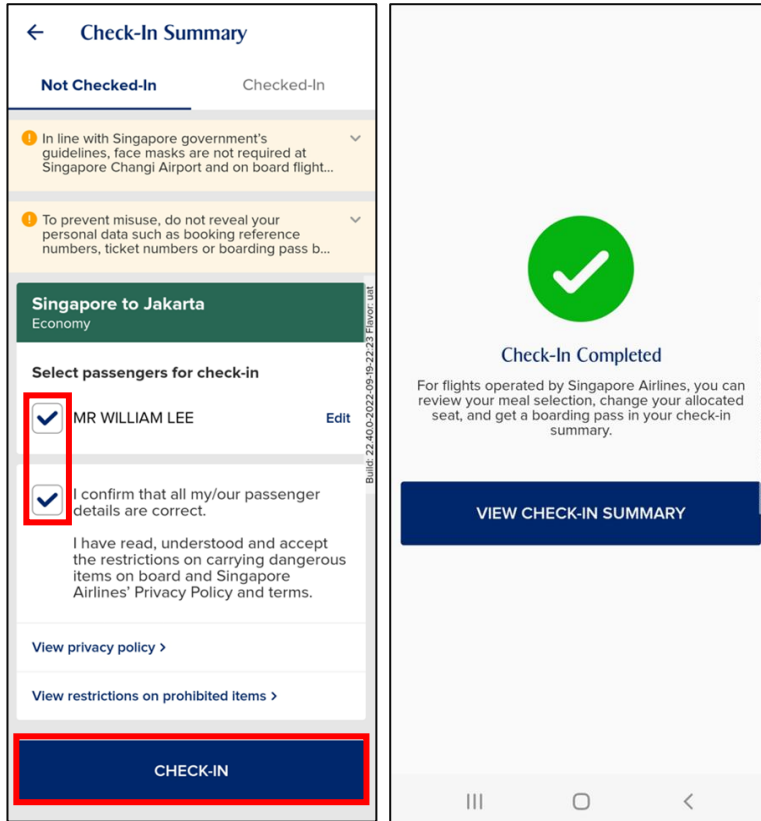
2. If there are multiple flights added to My Trips, select the booking you wish to check-in for, and click on **CHECK IN NOW** to begin checking in for your flight.



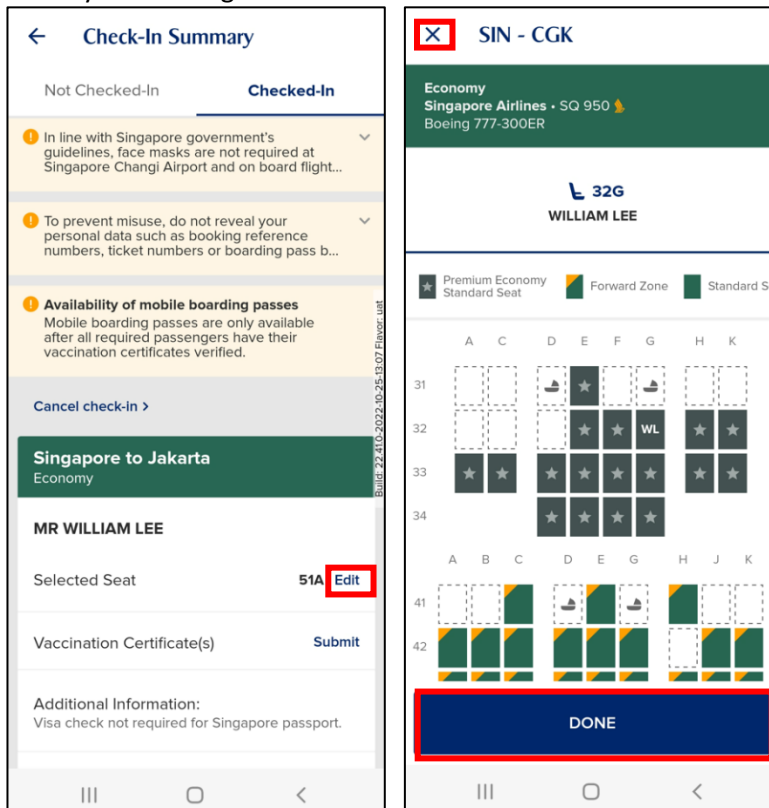
3. If there are missing passenger details, select **EDIT** to update the necessary details, and click on **SAVE** to return to Check-in summary.



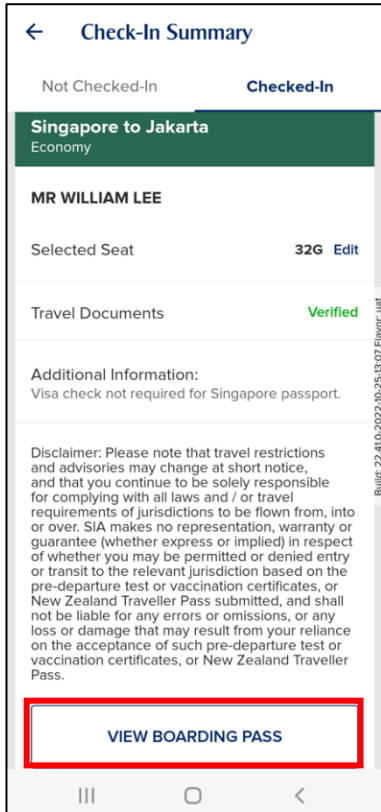
4. Ensure that all checkboxes are ticked before clicking on **CHECK-IN**



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.



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



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

Boarding Declarations

Prohibited Items

Passengers are prohibited from carrying these items in either checked or hand baggage:

Lithium Ion Battery >160Wh	Compressed Gases
Flammable Liquids	Corrosives e.g. Mercury
Poisons e.g. Arsenic, Weed Killer	Explosives e.g. Fireworks
Radioactive Materials	Magnetised Materials
Infectious Substances	Ready-to-eat Meals
Disabling Devices e.g. Tasers, Mace, Pepper Sprays	Hover Boards and other Personal Movement Vehicles

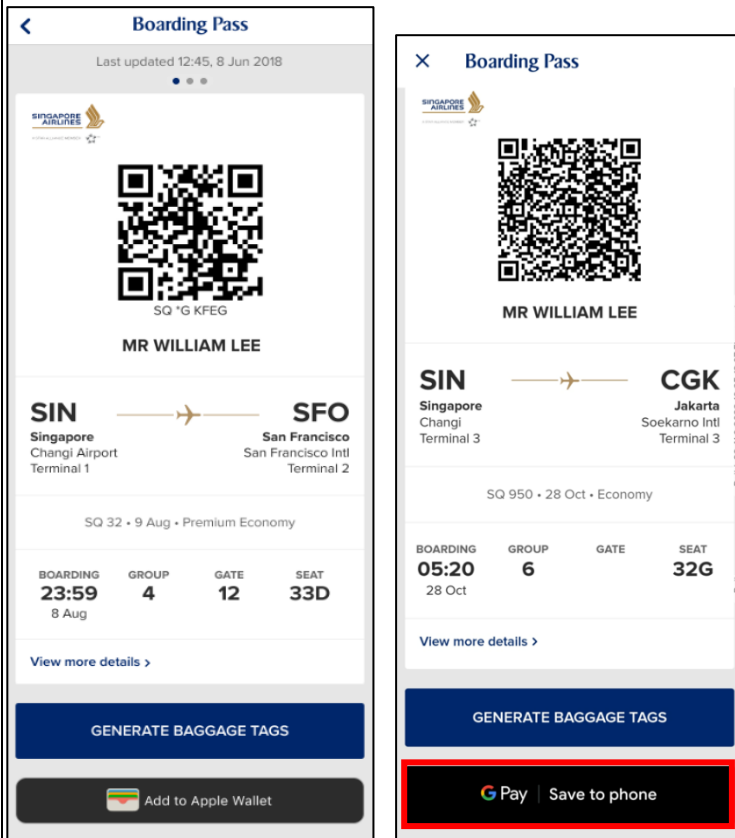
Failure to declare hazardous materials may result in civil or criminal penalties for passengers. All airlines are required to report violations to the relevant government authorities.

Carriage of electronic devices powered by lithium batteries in either checked or hand baggage are subjected to the specific conditions. For more information on this and other baggage restrictions, please refer [here](#).

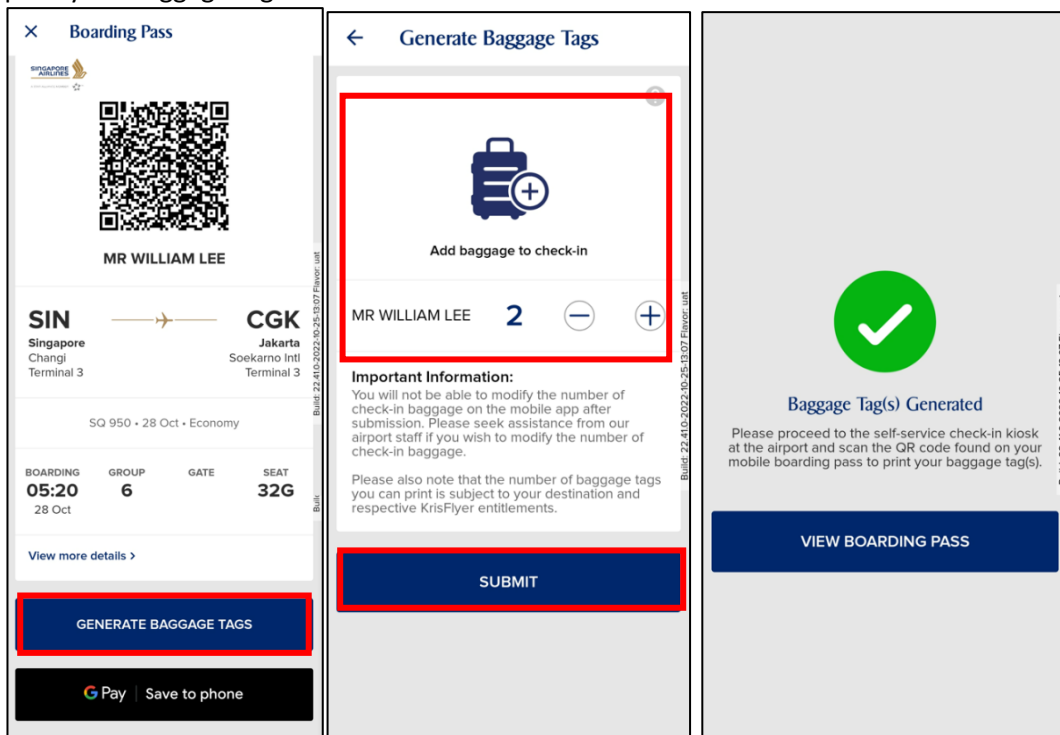
I understand the restrictions and will not pack any prohibited items in my checked or carry-on (cabin) baggage.

PROCEED

- 8. Add your Mobile Boarding Pass (MBP) to your **Apple Wallet** or **Google Pay** for easy access at the airport.




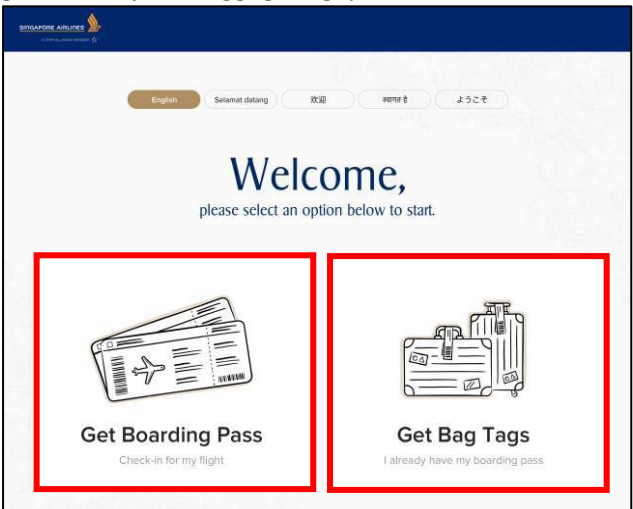
- 9. If you are travelling from Singapore, you may declare your baggage after generating your Mobile Boarding Pass (MBP) by clicking on **GENERATE BAGGAGE TAGS**. After declaring your checked bags, please proceed to the self-service kiosk at the airport to scan your MBP and print your baggage tag.



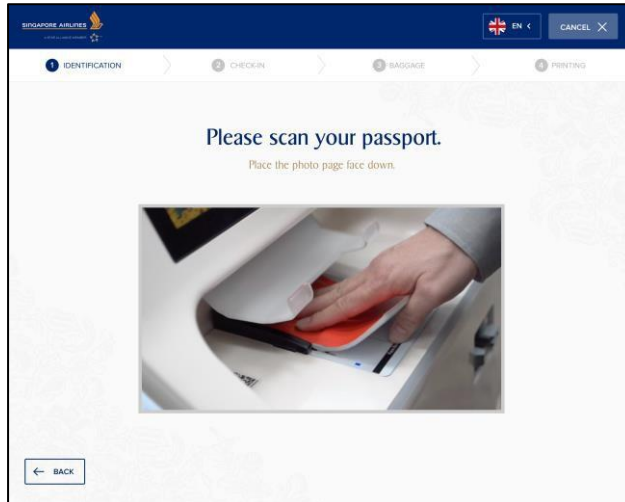
Self-Service Check-In Kiosk at Airport

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.

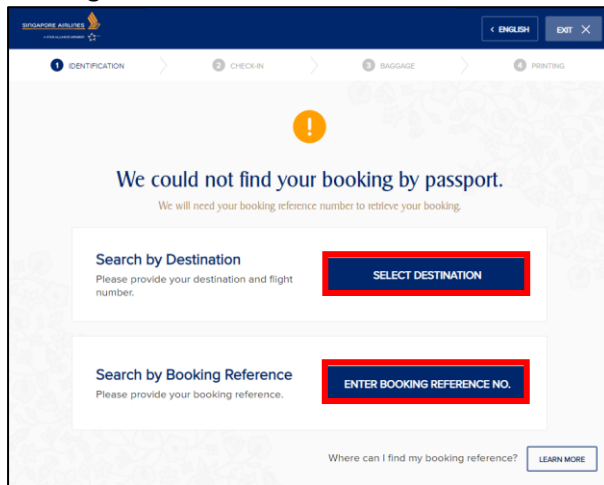
*For e.g., checking in at Singapore Changi Airport Terminal 3 for a flight departing from Singapore Changi Airport Terminal 2

1.	<p>Select the SIA logo to commence check-in.</p> 
2.	<p>Select GET BOARDING PASS to generate your 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 GET BAG TAGS.</p> 

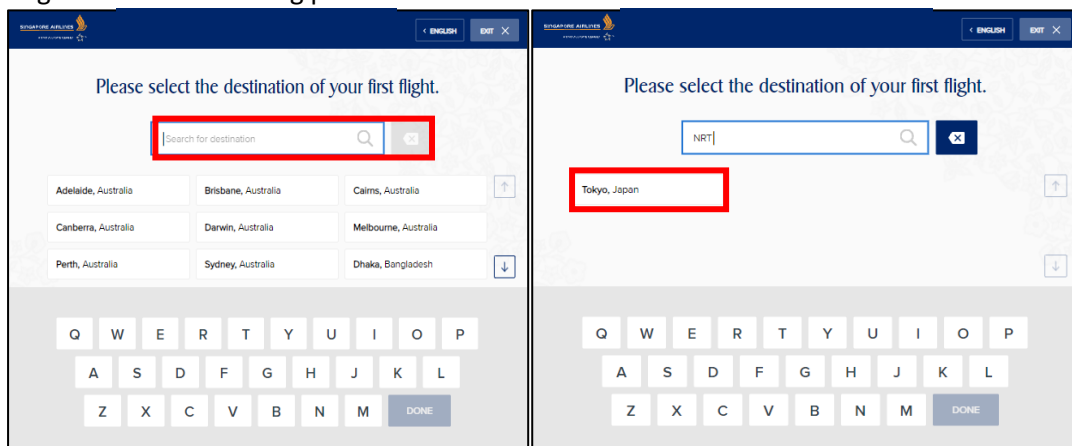
3. Scan your passport with the photo page facing downwards.

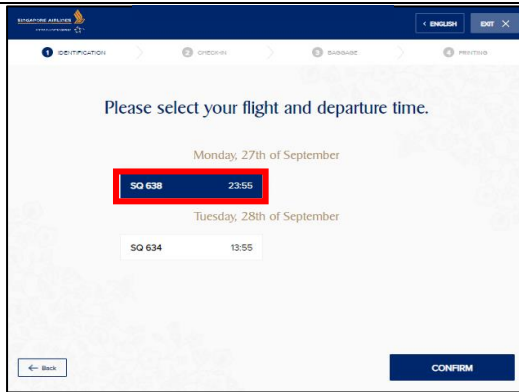


4. If you did not check in on singaporeair.com, via our mobile app, or added your passport details via Manage Booking, please provide your destination or enter your six-character booking reference.

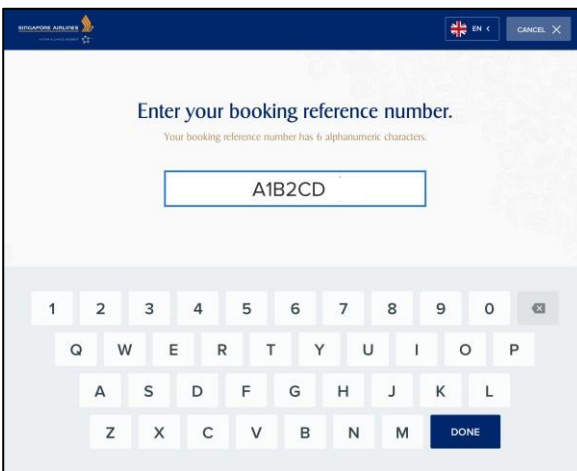


5. **Select Destination** – Please select the destination and flight number of the flight you wish to generate the boarding pass for.

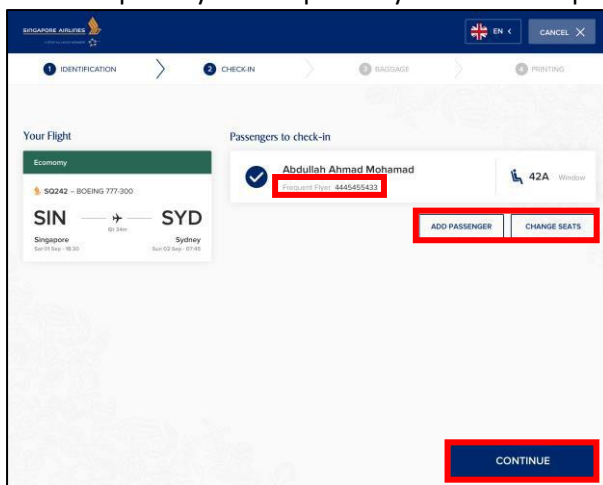




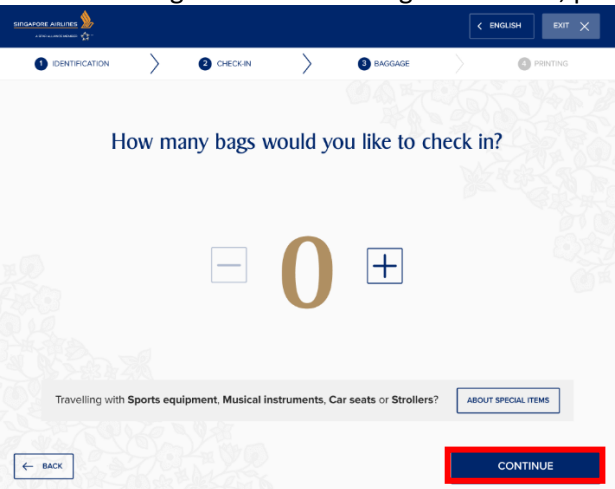
Enter Booking Reference No. – Please enter your six-character booking reference to retrieve your booking.



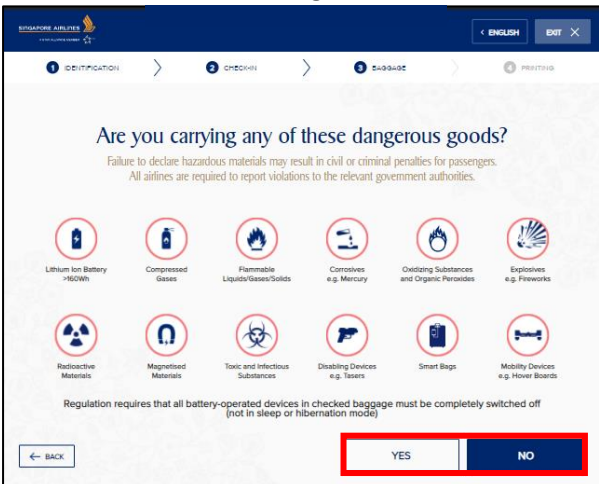
6. Once your booking has been retrieved, you may perform any of the actions below before clicking on **CONTINUE**.
1. Review your flight number, itinerary, and departure time
 2. Add passengers from another booking
 3. Review and change your seat
 4. Update your Frequent Flyer membership number



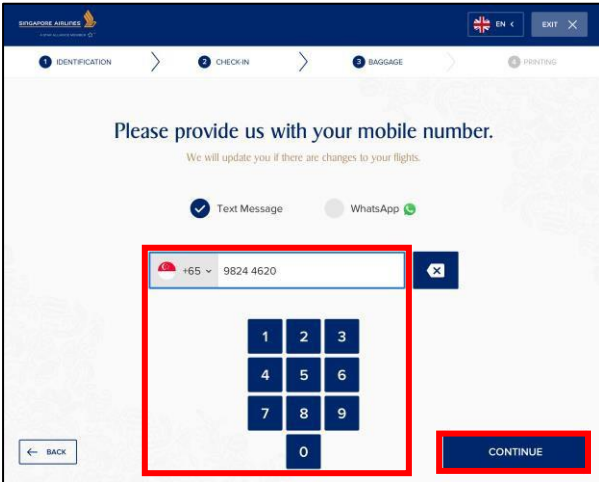
7. Please indicate the number of bags to be checked in for your flight. A maximum of 10 bags can be checked in under the weight concept and the respective allowance for piece concept. You may refer to your e-ticket for more information on your baggage allowance. After indicating the number of bags to check in, please click on **CONTINUE**.



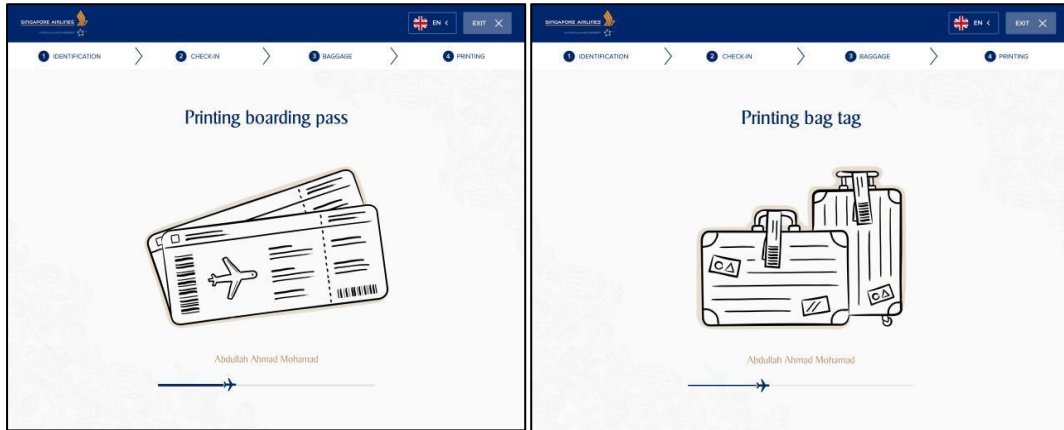
8. Please review the boarding declaration before selecting the appropriate response.



9. Please enter your contact details and click on **CONTINUE**.



10. Your boarding pass(es) and bag tag(s) will be printed.



11. Please retrieve your boarding pass(es) and bag tag(s) and proceed to the automated bag drop machine or bag drop assistance counter to drop off your bags. You may refer to your boarding pass for your flight's boarding time and gate information.

