Self Service Check-In Step by Step Guide

Last updated: 6 November 2023

Content Page

Auto Check-in 1

Online Check-In 7

Return Check-in 17

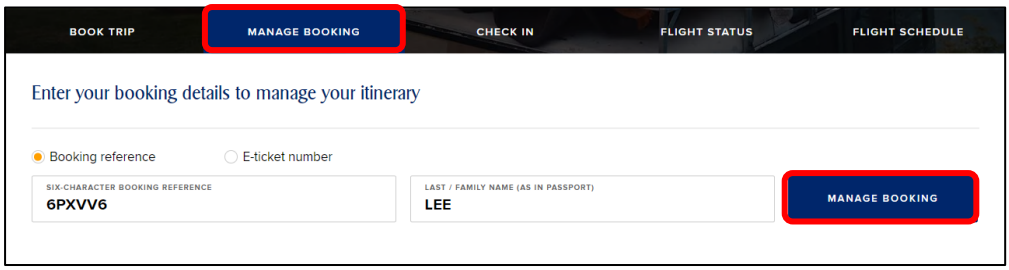
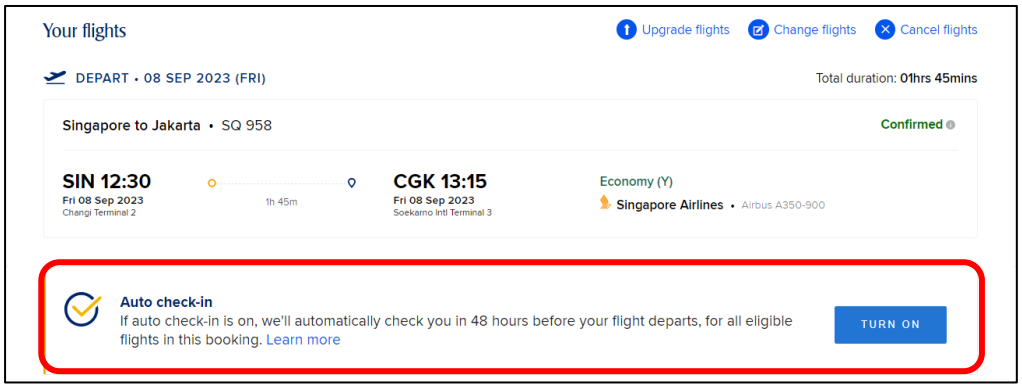
Through Check-in 18

Mobile Check-in 19

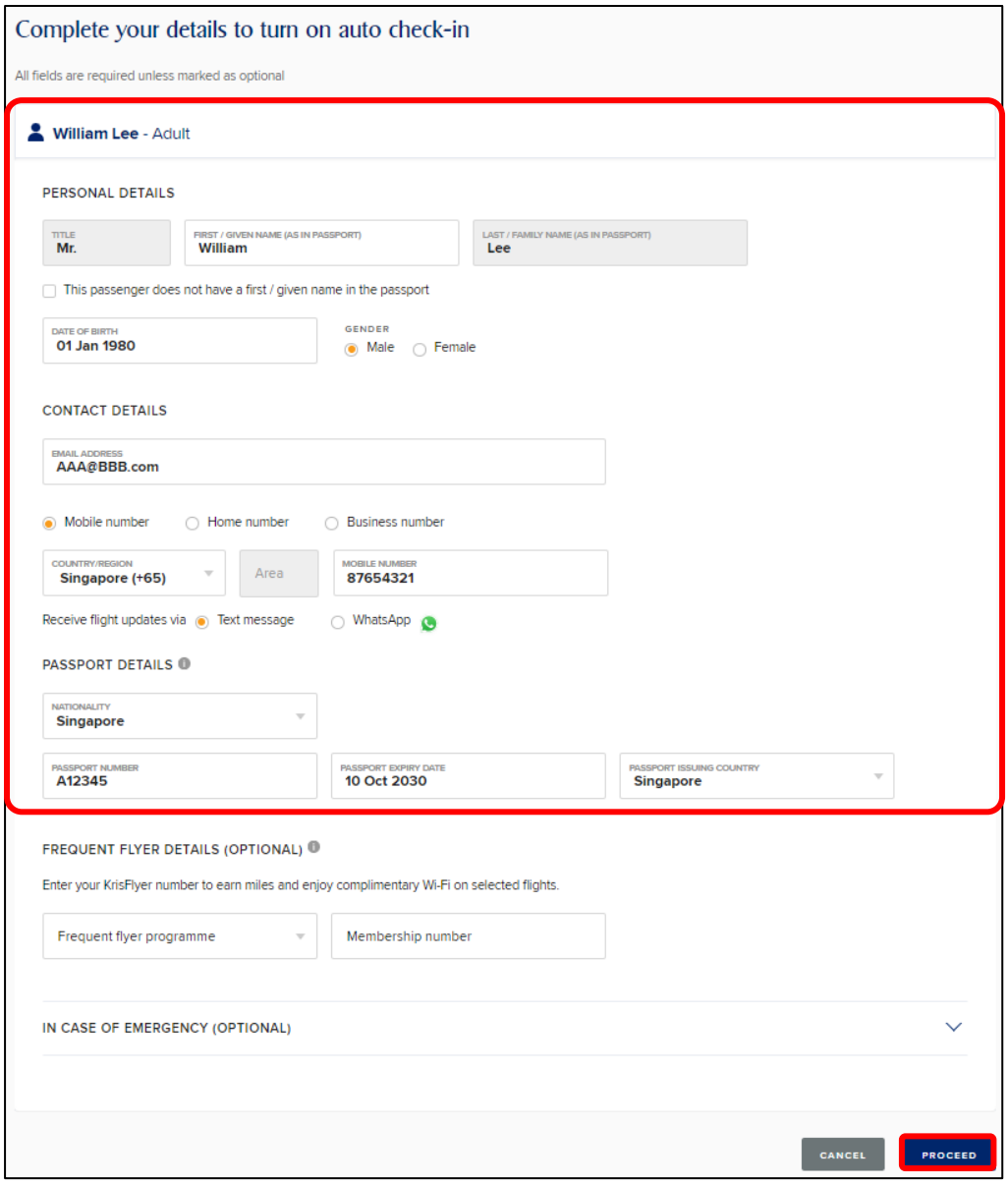
Self-Service Check-In Kiosk at Airport 24

Auto Check-in

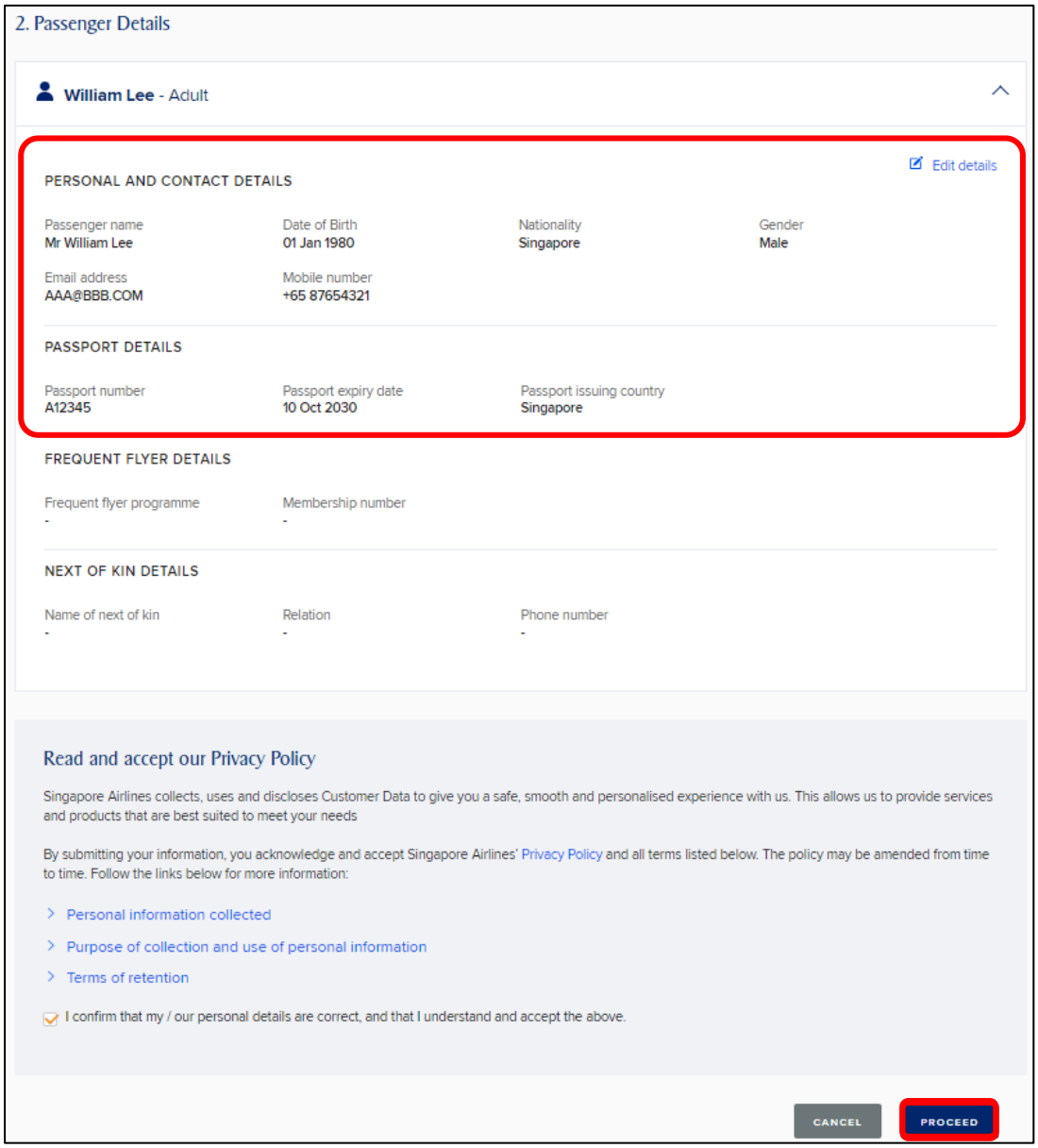
To check-in automatically, turn on your Auto Check-in function at least 48 hours before your flight.

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. 

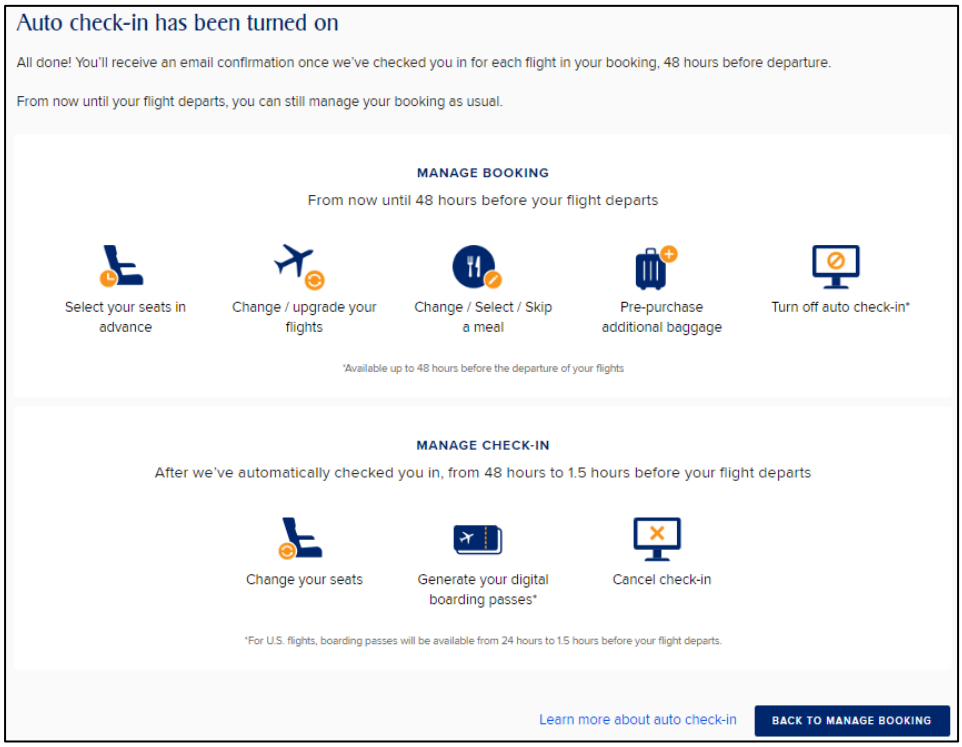
3. Enter your information on the passenger details page and click on **PROCEED**.

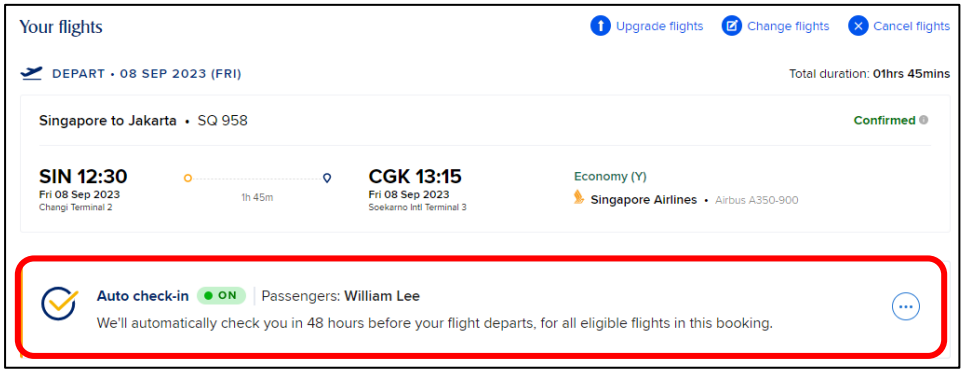


4. Review your information provided on the auto check-in summary page before clicking on **PROCEED**. You may also edit your details after reviewing your passenger details.



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





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 6PXVV6

SINGAPORE AIRLINES

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.

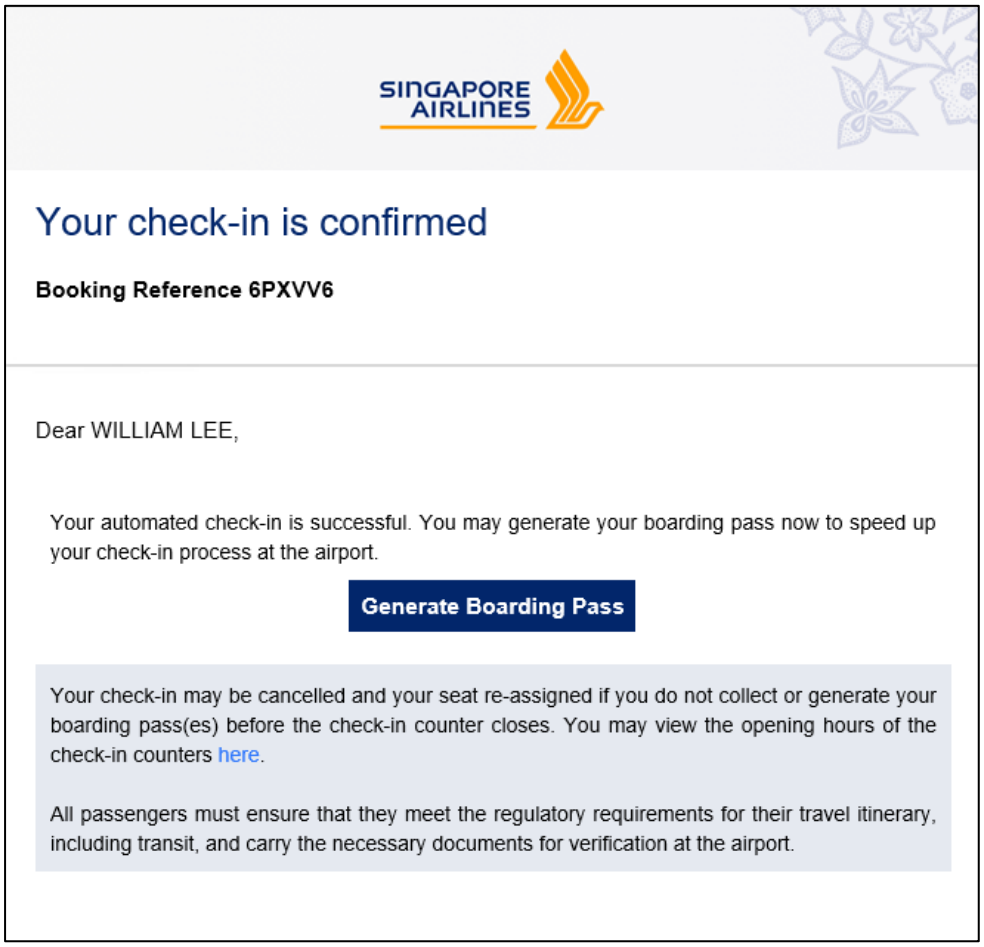
Flights you'll be automatically checked-in for

Flight	Departs	Arrives
1. Singapore to Jakarta - Total travel time: 1hrs 45mins		Status: Confirmed
SQ 958 Airbus A350-900 Operated by Singapore Airlines	Scheduled Time of Departure **SIN 12:30** 08 Sep (Fri) Singapore, Changi, Terminal 2	Scheduled Time of Arrival **CGK 13:15** 08 Sep (Fri) Jakarta, Soekarno Intl
	Flying time: 1hrs 45mins	
	Cabin class: Economy (Y)	

Passengers > Visa requirements

Flights	Seats	Baggage
1. **MR WILLIAM LEE**		> Join KrisFlyer
SQ 958 SIN - CGK	No seats selected	Free: 30 kg

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 check-in is confirmed

Booking Reference 6PXVV6

Dear WILLIAM LEE,

Your automated check-in is successful. You may generate your boarding pass now to speed up your check-in process at the airport.

Generate Boarding Pass

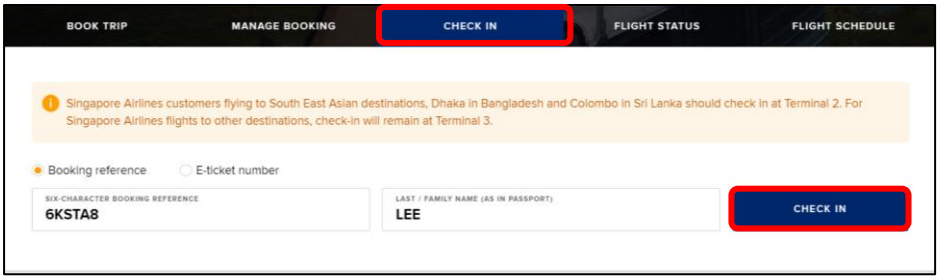
Your check-in may be cancelled and your seat re-assigned if you do not collect or generate your boarding pass(es) before the check-in counter closes. You may view the opening hours of the check-in counters here.

All passengers must ensure that they meet the regulatory requirements for their travel itinerary, including transit, and carry the necessary documents for verification at the airport.

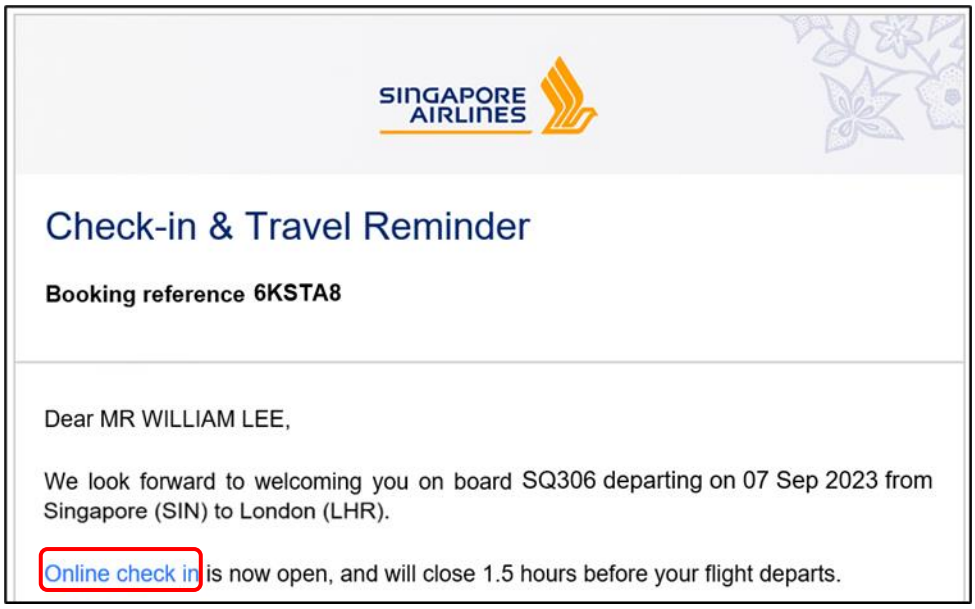
Online Check-In

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

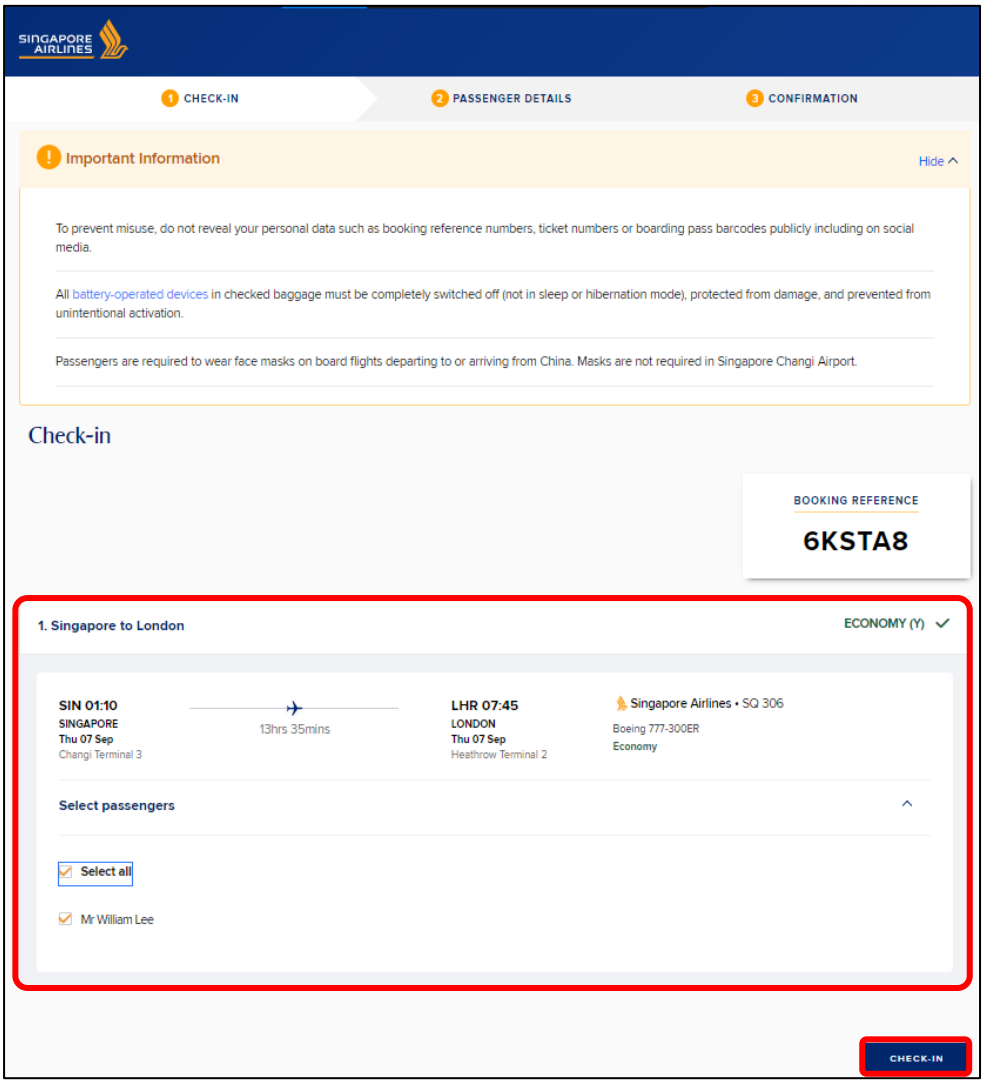
1. Select the Check-in tab on the homepage of singaporeair.com. Retrieve your booking via your six-character booking reference or 13-digit e-ticket number and last name.



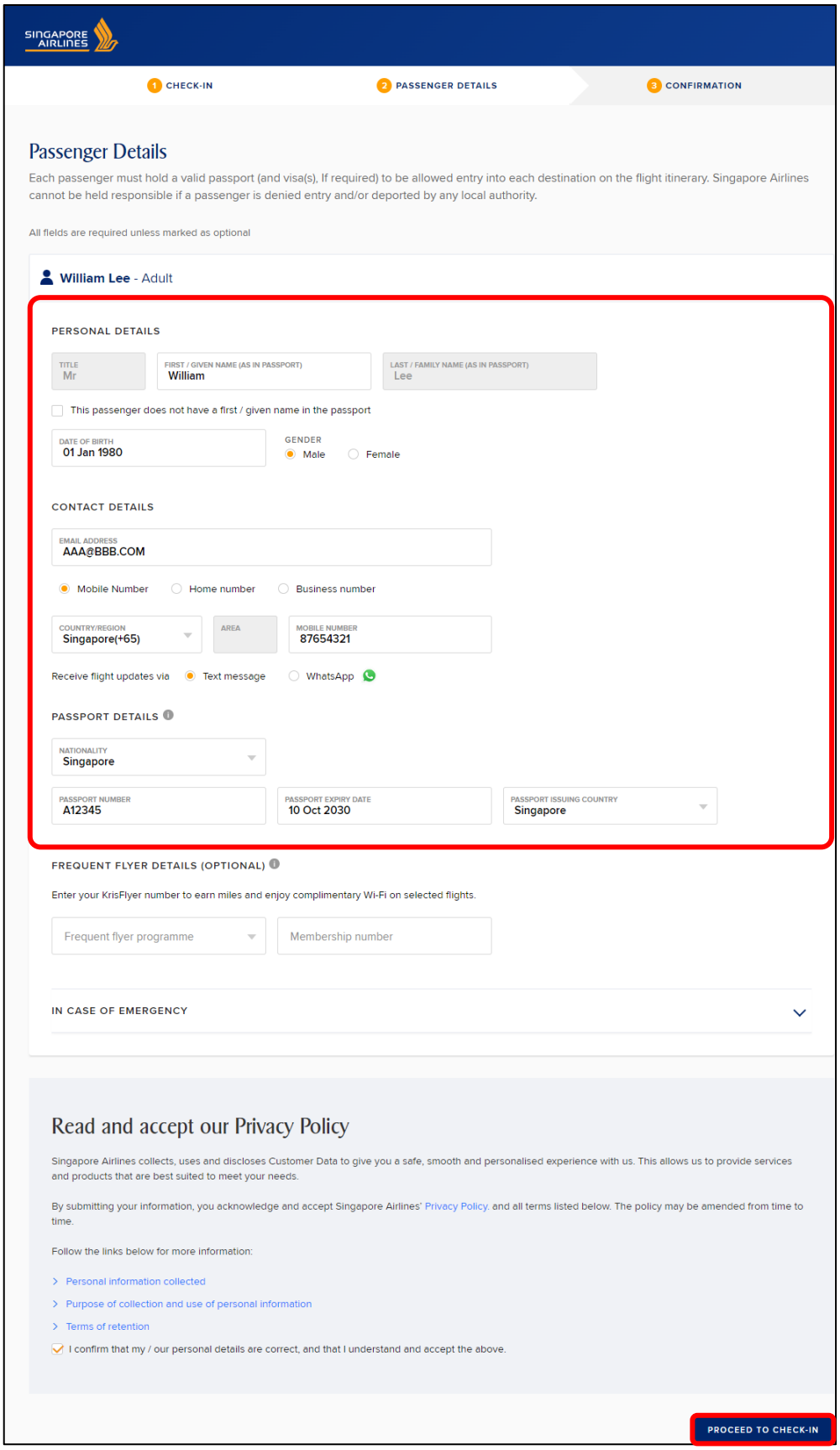
You may also check in for your flight by clicking on the link available in your Check-in and travel reminder email.



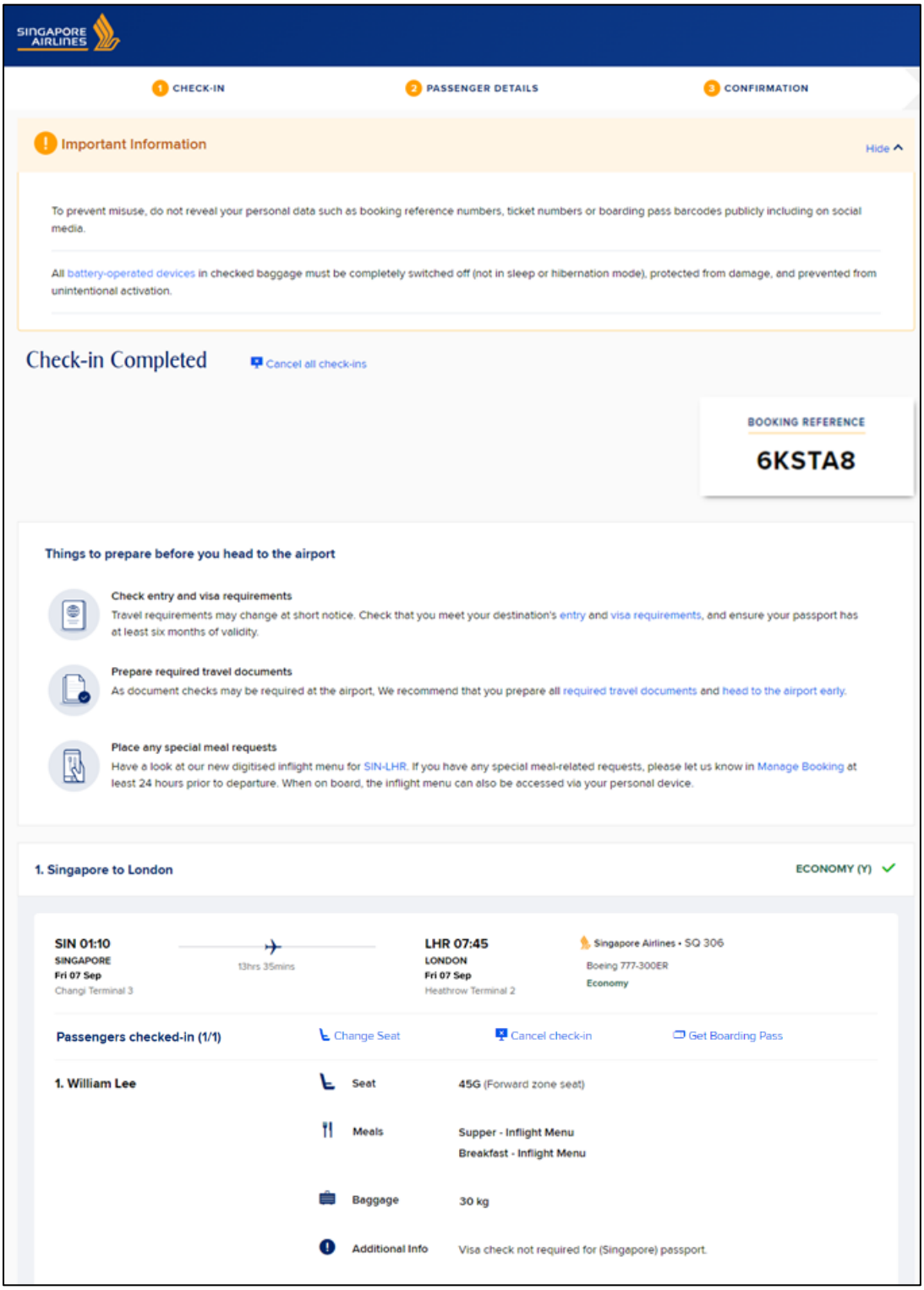
2. Review your flight details and select the passengers to check-in on the Check-in overview page and click on **CHECK-IN**.

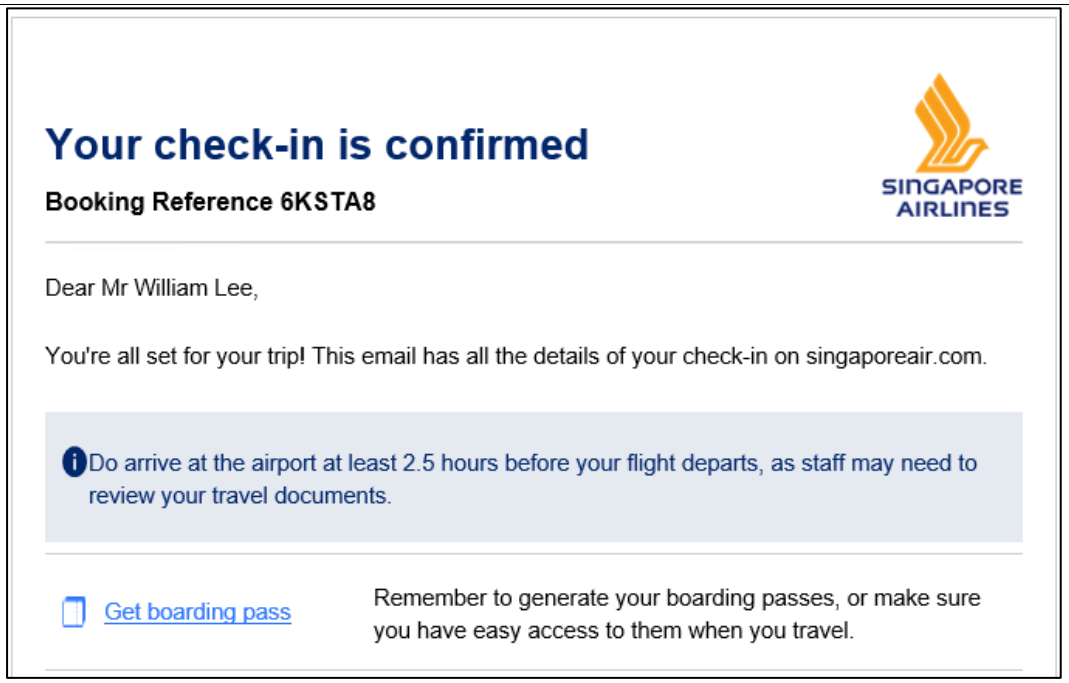


3. Enter your information on the passenger details page and click on **PROCEED TO CHECK-IN**.

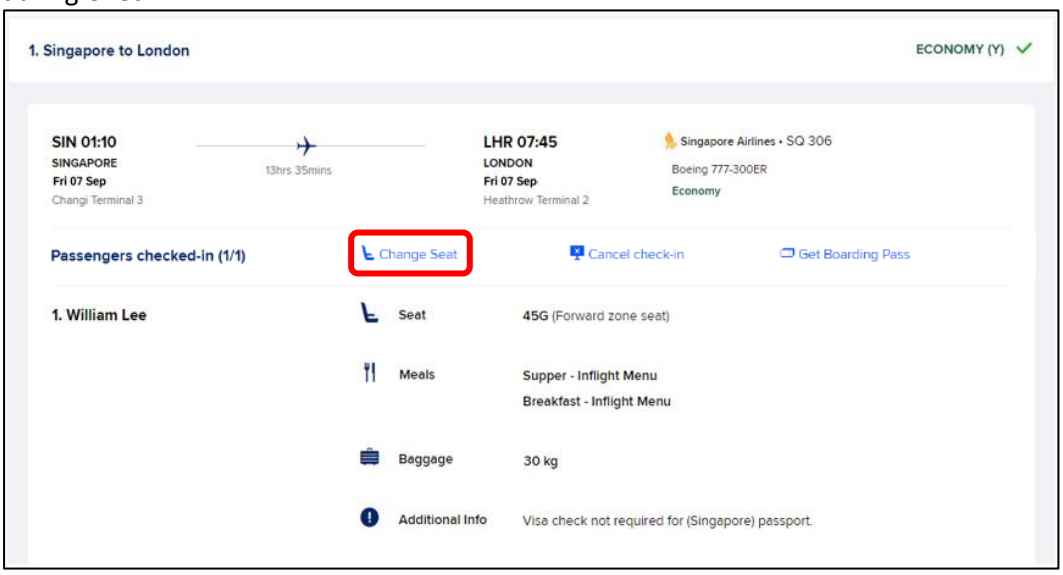


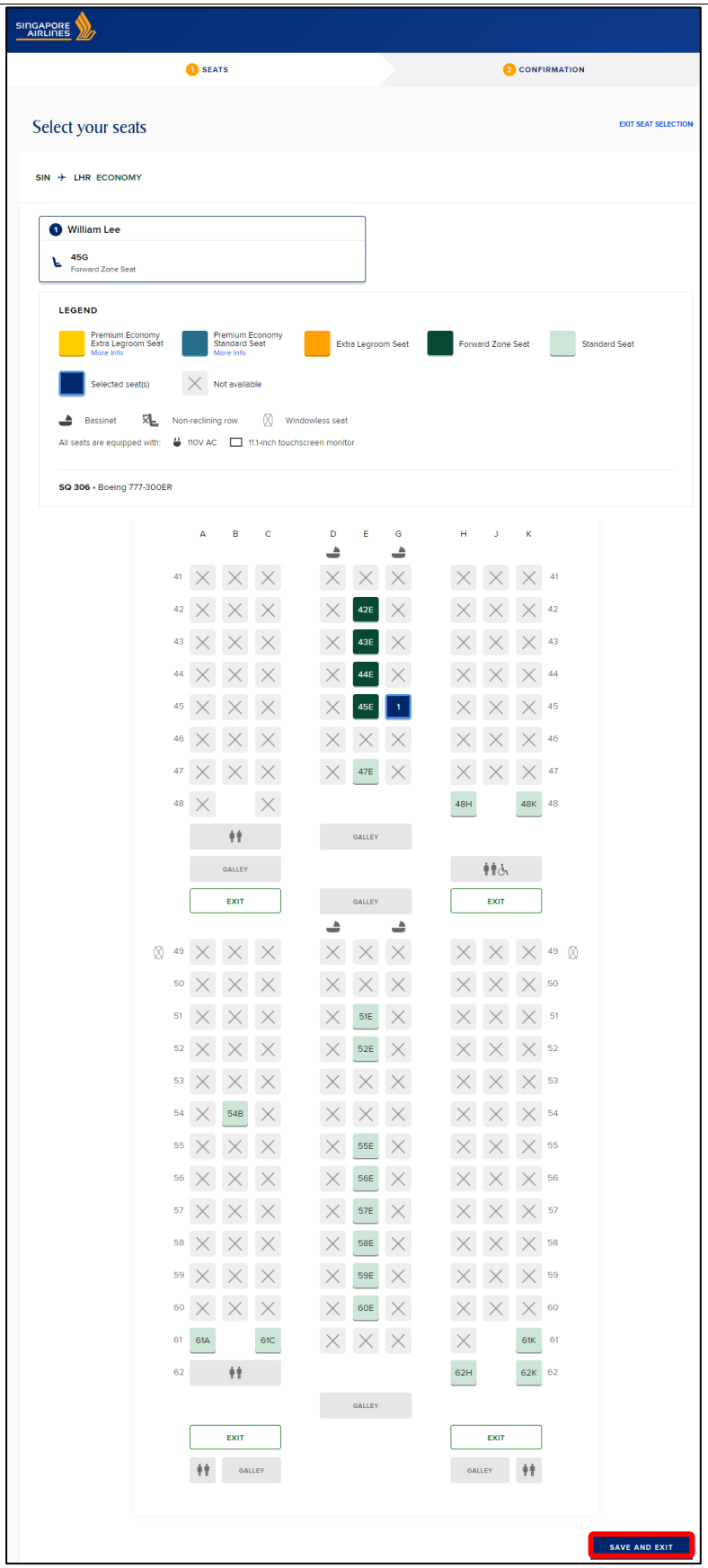
4. Check-in is completed and a check-in confirmation email will be sent to your email. You may now change your seat, generate your boarding pass, and declare your baggage (if you are travelling from Singapore).





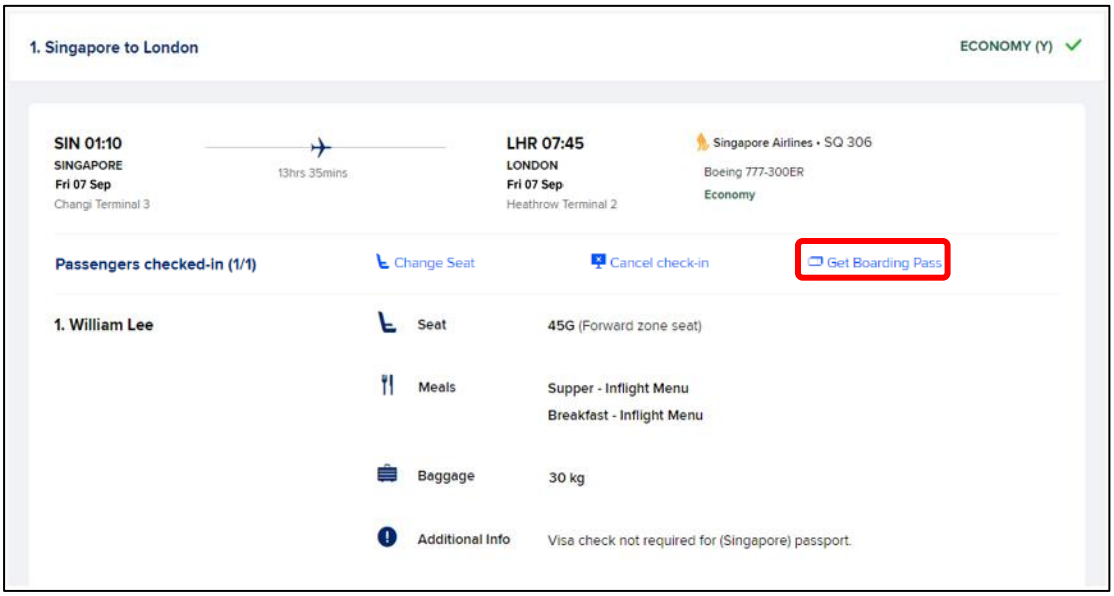
5. To view your seat, click on **CHANGE SEAT**. You may change your seat number by selecting any available seat and clicking on **SAVE & EXIT**. If you have printed your boarding pass before changing your seat number, please print your boarding pass again to reflect your new seat number.
Note: If your 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

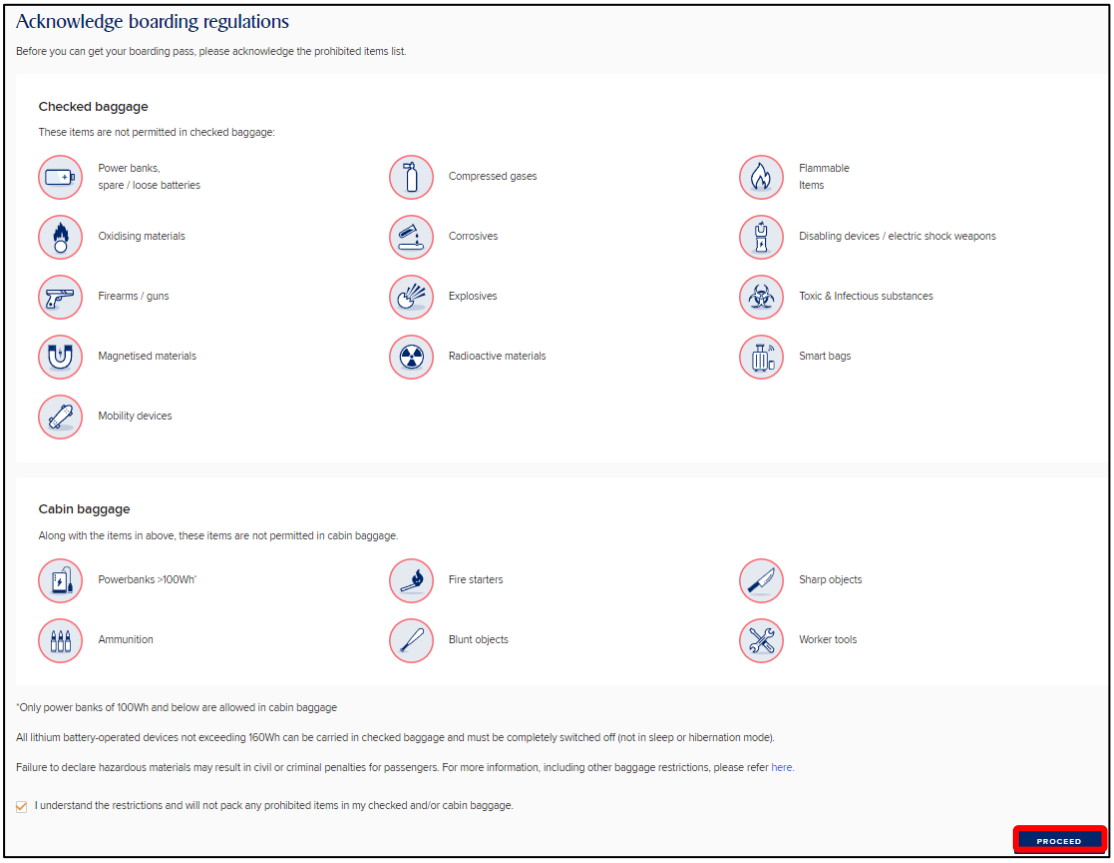


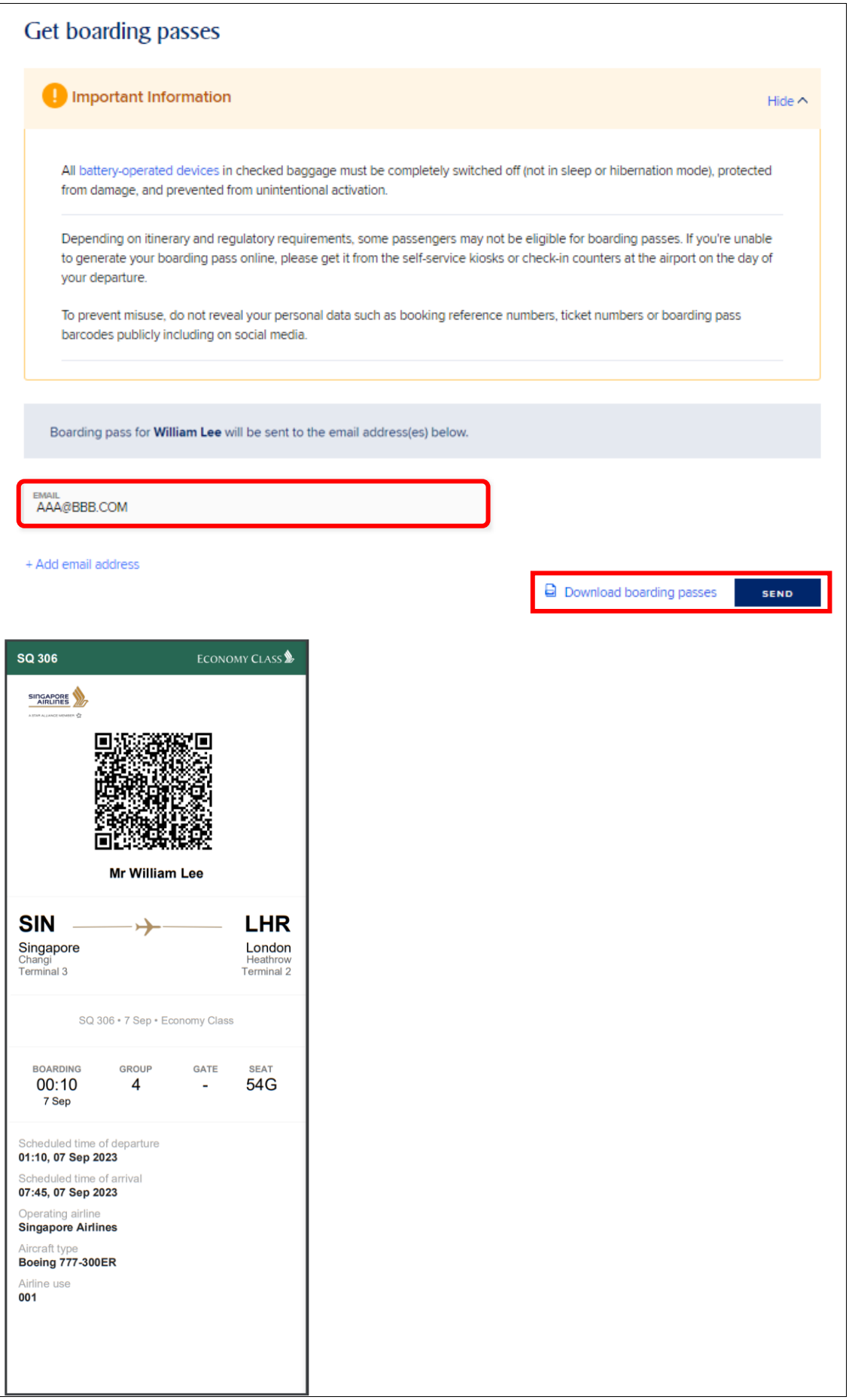


**Selected partner airline: Lufthansa, Swiss International, Scandinavian Airlines System, TAP Portugal, Air Canada, Eva Air, All Nippon Airways, LOT Polish Airlines, Croatia Airlines, Brussels Airlines, Aegean Airlines, Egyptair and Austrian*

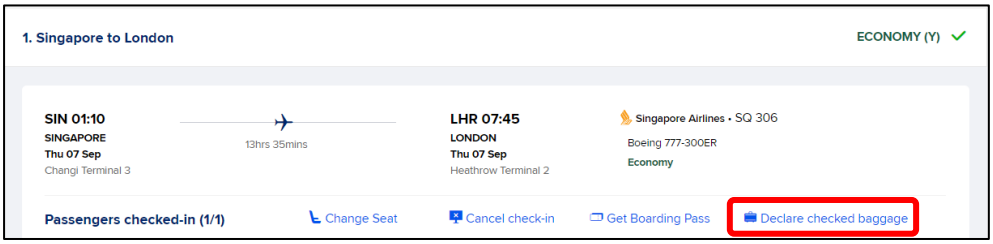
6. Click on **GET BOARDING PASS** to generate your digital boarding pass. You may opt to download your boarding pass or have it sent to your email.

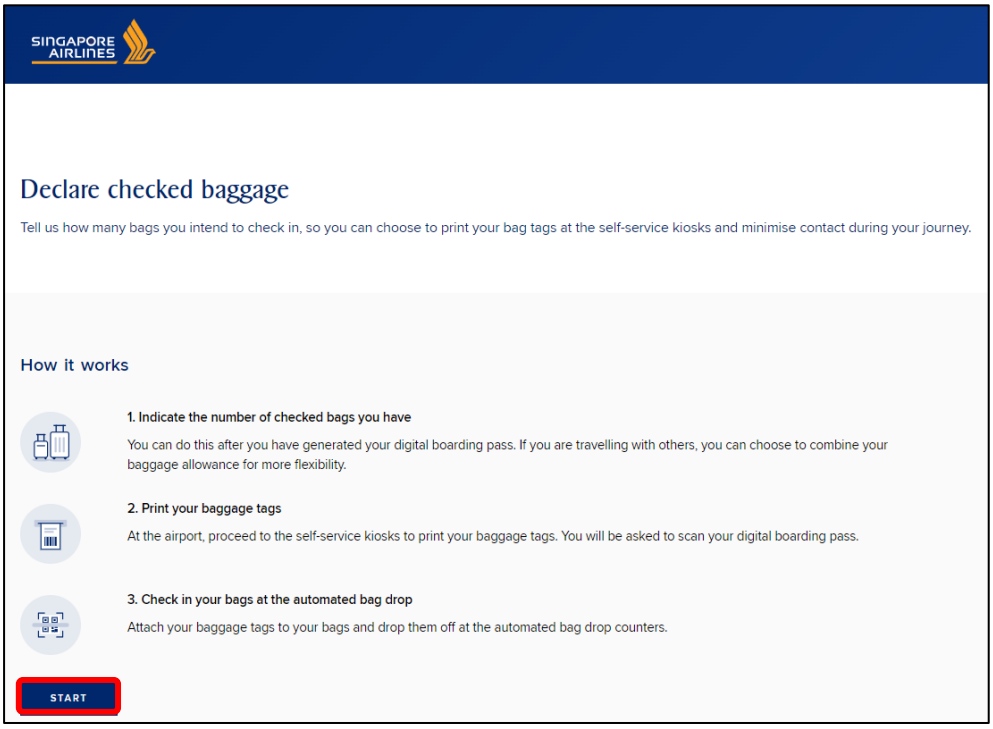


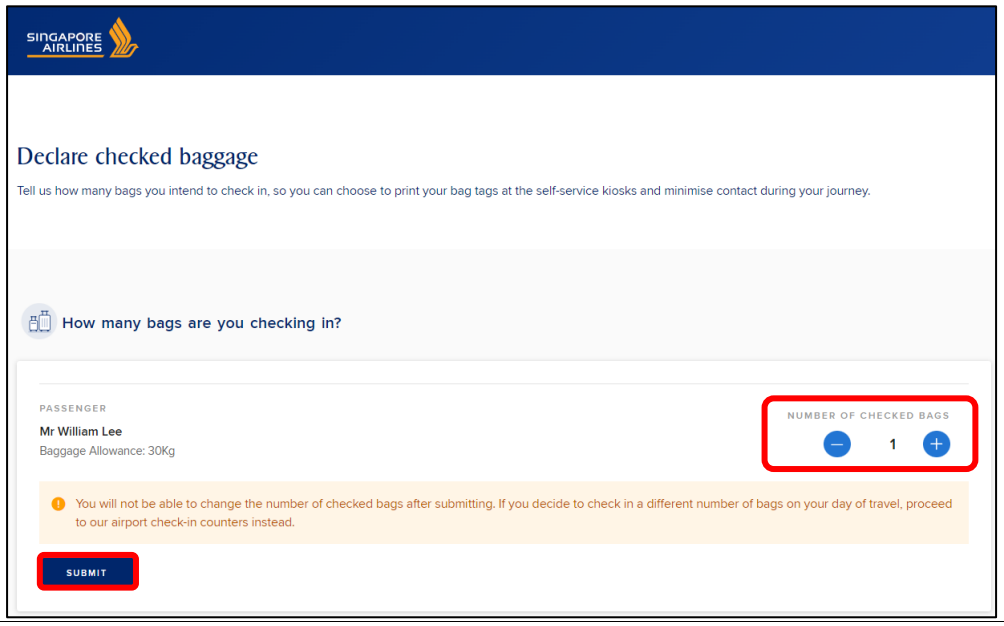


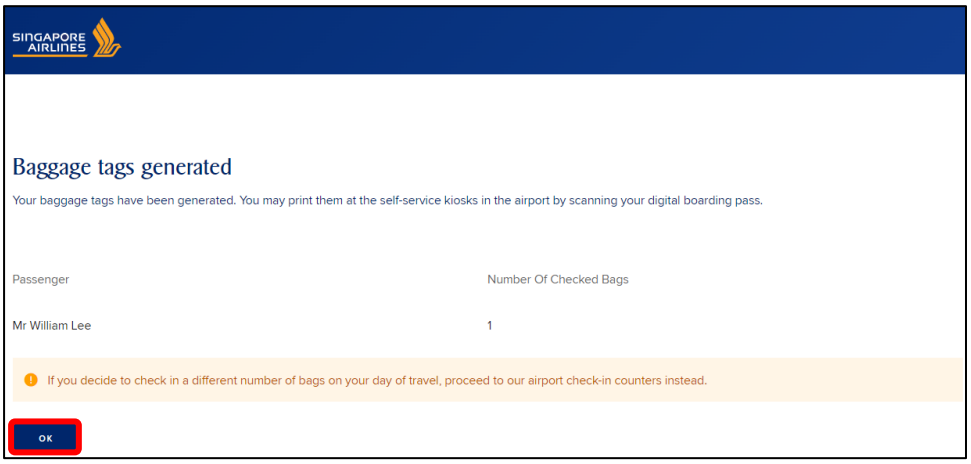

Get boarding passes
Important Information
Hide
All battery-operated devices in checked baggage must be completely switched off (not in sleep or hibernation mode), protected from damage, and prevented from unintentional activation.
Depending on itinerary and regulatory requirements, some passengers may 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 William Lee will be sent to the email address(es) below.
EMAIL
AAA@BBB.COM
+ Add email address
Download boarding passes
SEND
SQ 306
ECONOMY CLASS
SINGAPORE AIRLINES
Mr William Lee
SIN
Singapore
Changi
Terminal 3
LHR
London
Heathrow
Terminal 2
SQ 306 • 7 Sep • Economy Class
BOARDING
00:10
7 Sep
GROUP
4
GATE
-
SEAT
54G
Scheduled time of departure
01:10, 07 Sep 2023
Scheduled time of arrival
07:45, 07 Sep 2023
Operating airline
Singapore Airlines
Aircraft type
Boeing 777-300ER
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.



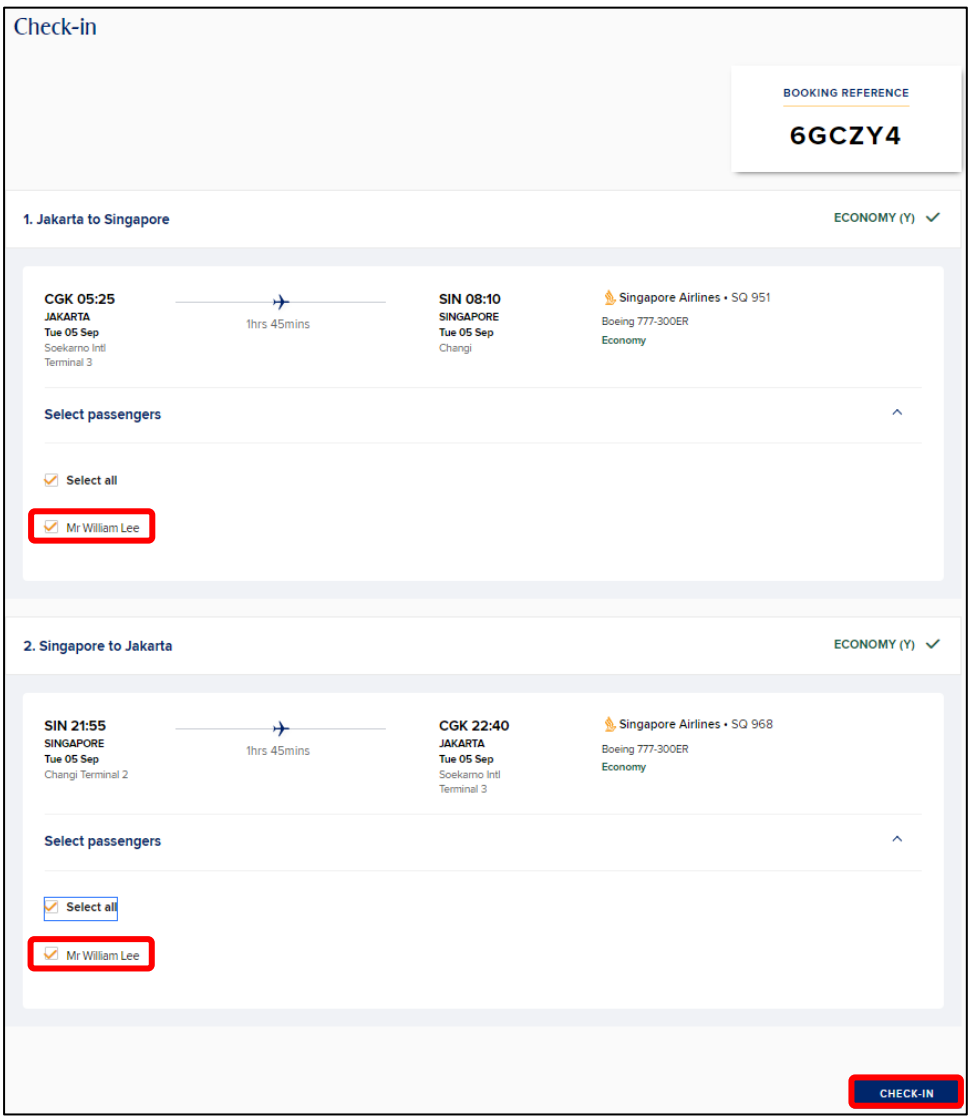





SINGAPORE AIRLINES
Baggage tags generated
Your baggage tags have been generated. You may print them at the self-service kiosks in the airport by scanning your digital boarding pass.
Passenger
Number Of Checked Bags
Mr William Lee
1
If you decide to check in a different number of bags on your day of travel,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

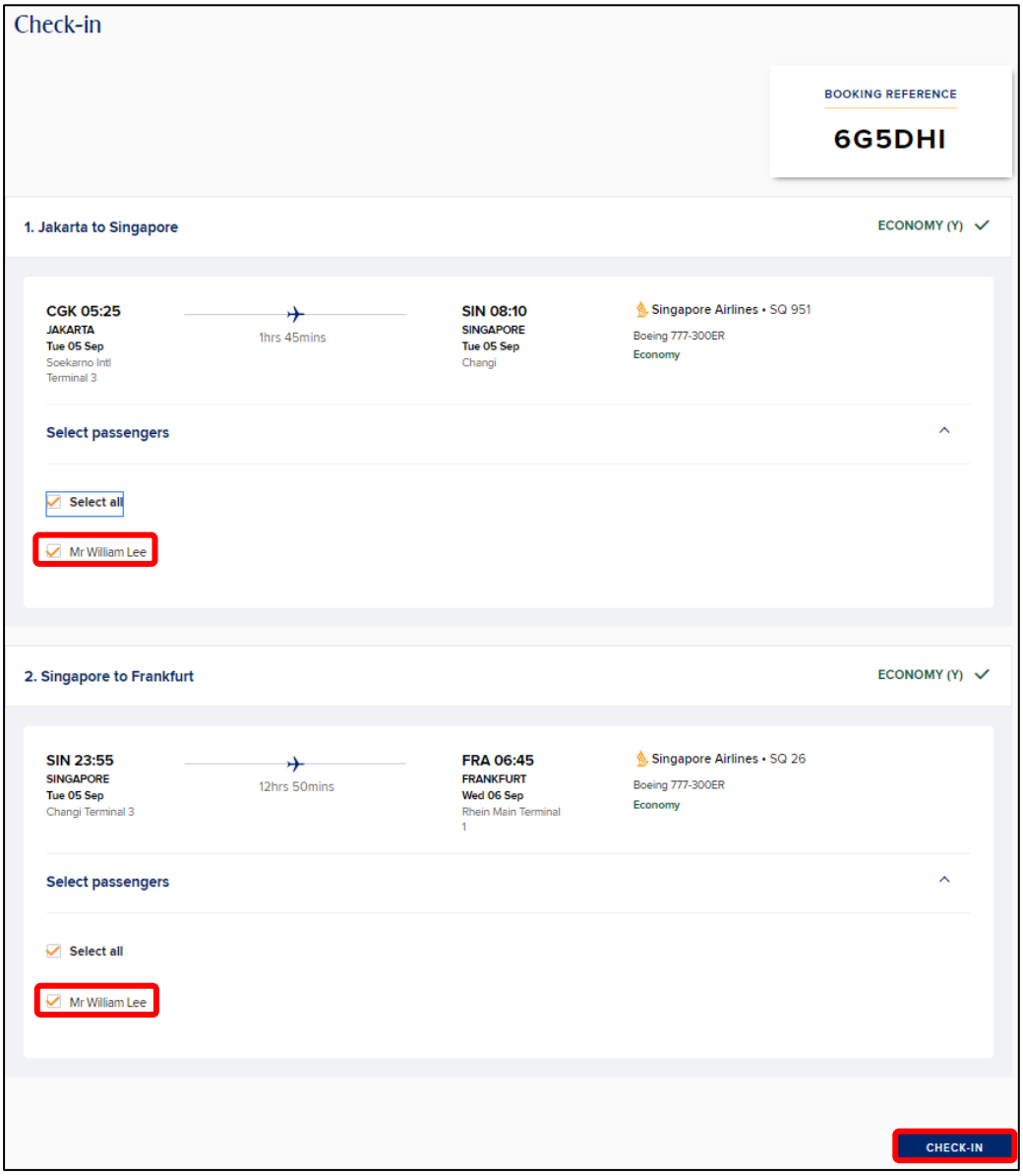
Return Check-in

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

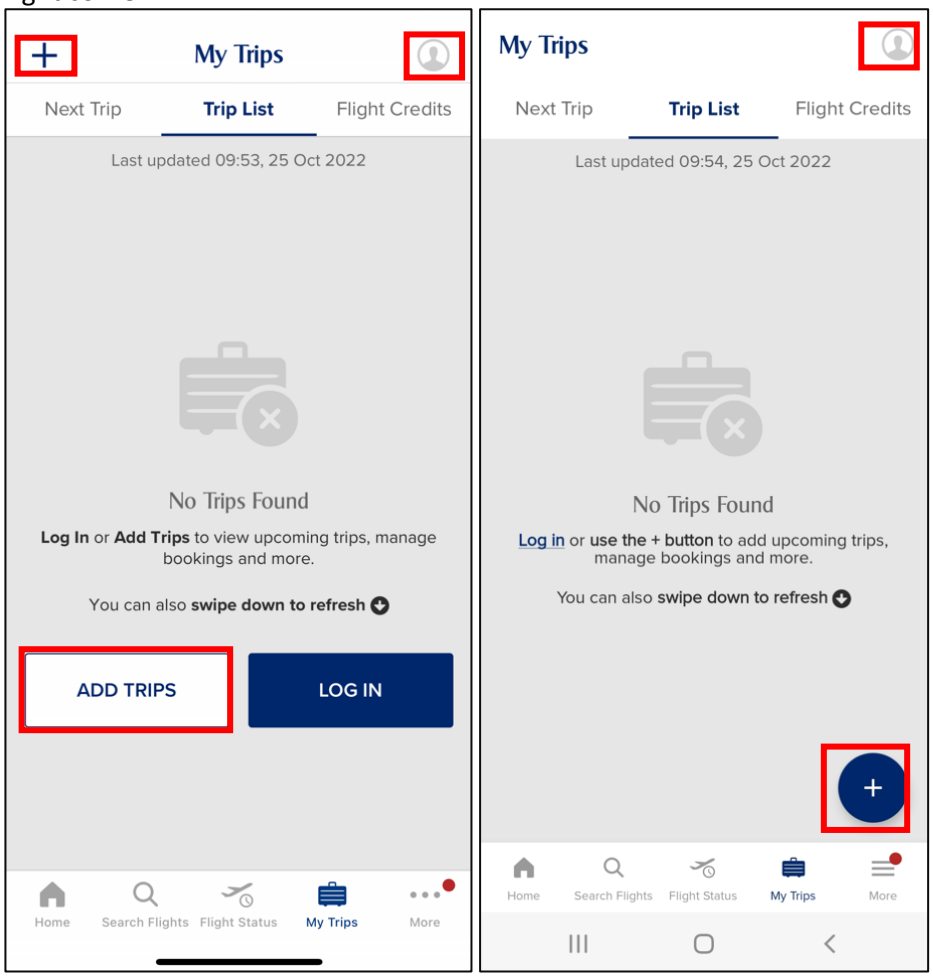
Through Check-in

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 Scoot, please proceed to the airport to check-in.

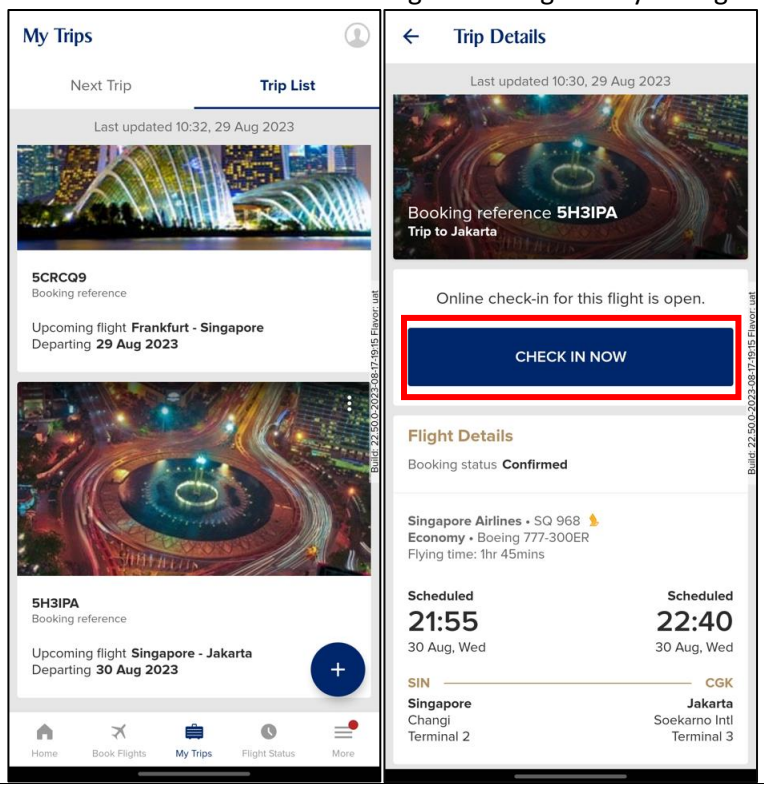
1.	On your Check-in overview page, select the passenger to check-in for each sector and click on the **CHECK-IN** button. 
2.	Repeat steps 3 to 7 from the online check-in guide

Mobile Check-in

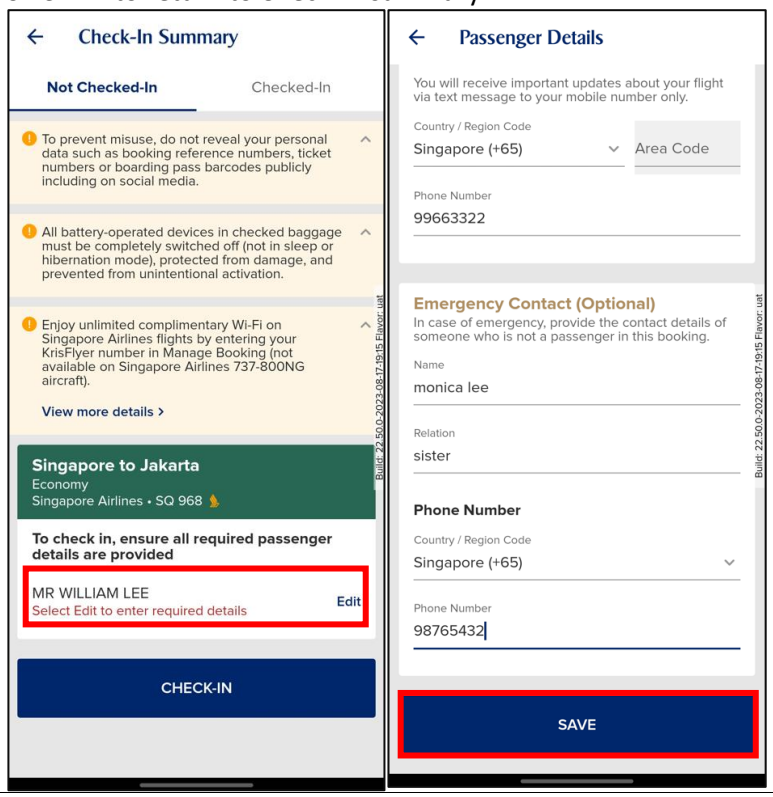
Check-in on the go via the SingaporeAir mobile app. Check-in is available from 48hours to 1.5hours before flight departure.

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**

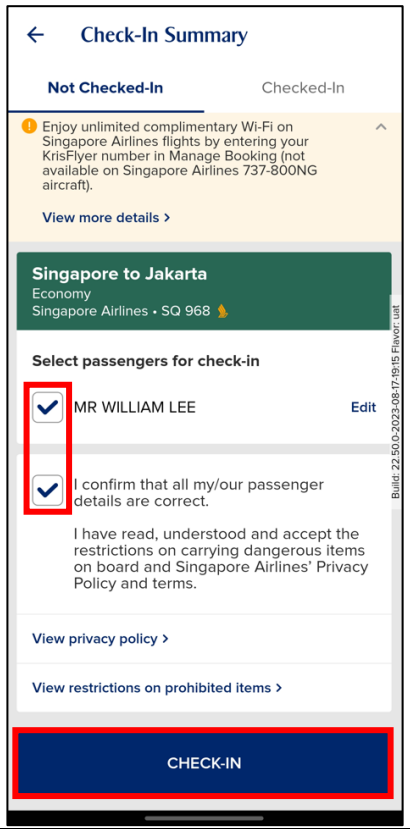
2. If there are multiple flights added to My Trips, select the booking you wish to check-in for, and click on **CHECK IN NOW** to begin checking in for your flight.

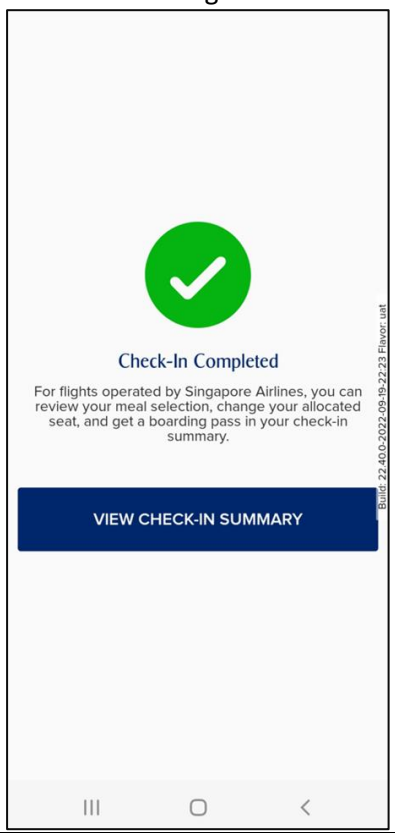


3. If there are missing passenger details, select **EDIT** to update the necessary details, and click on **SAVE** to return to Check-in summary.

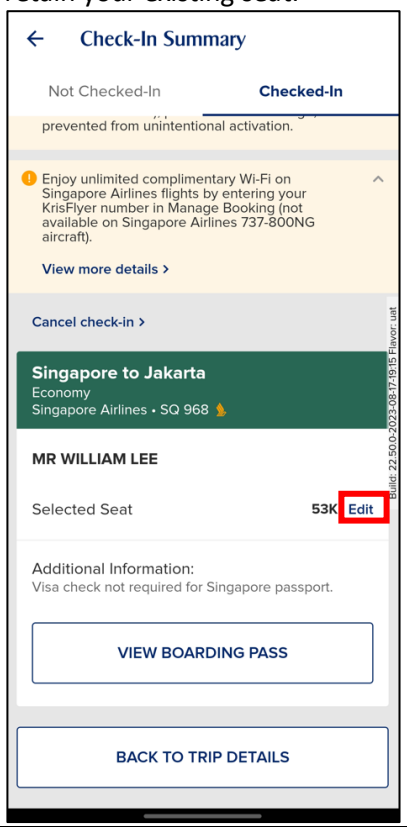


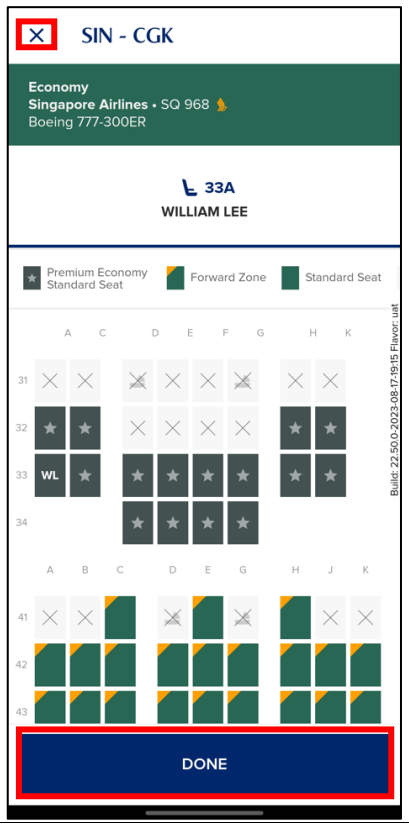
4. Ensure that all checkboxes are ticked before clicking on **CHECK-IN**



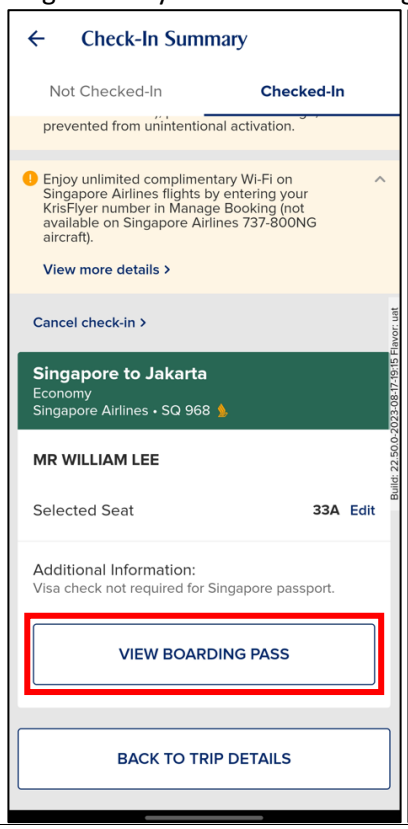


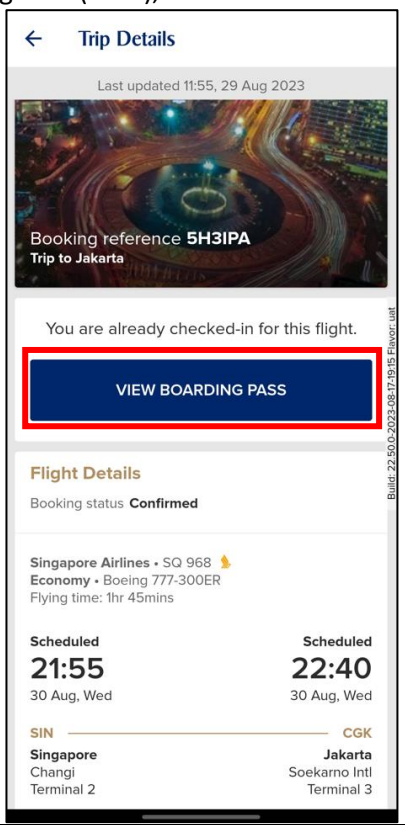
5. To view your seat, select **EDIT** on the right of your current seat number. You may change your seat number by selecting an available seat and clicking on **DONE**, or **X** if you wish to retain your existing seat.



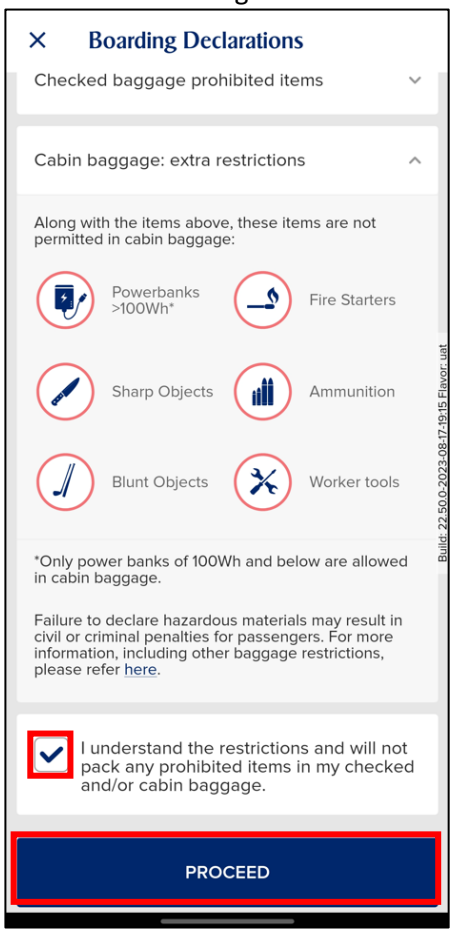


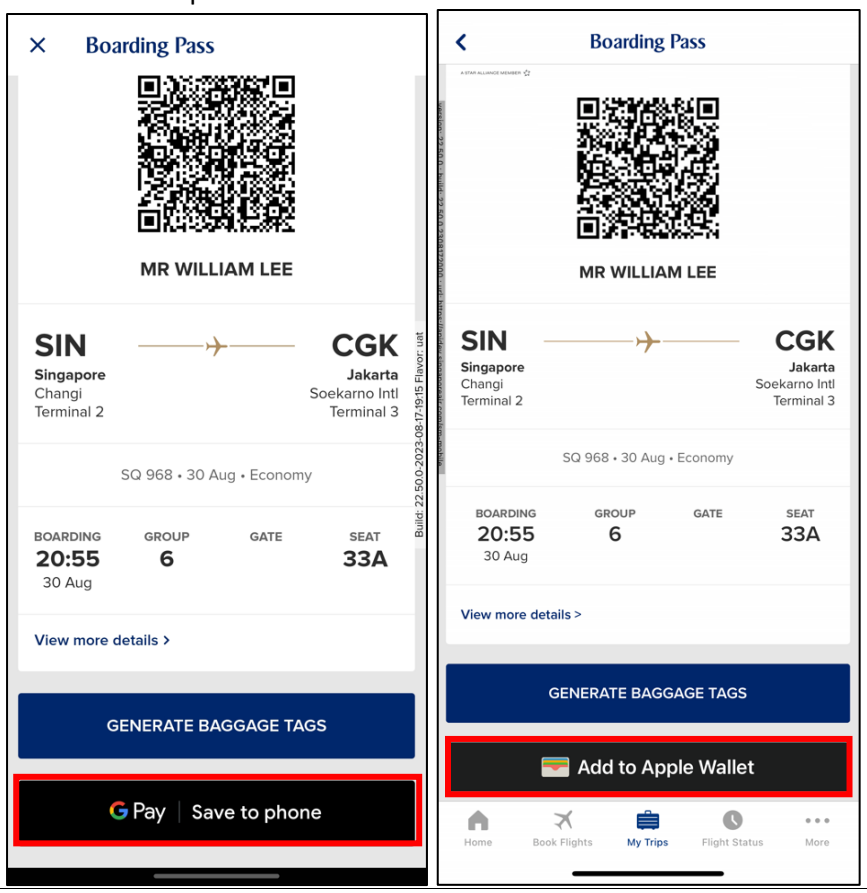
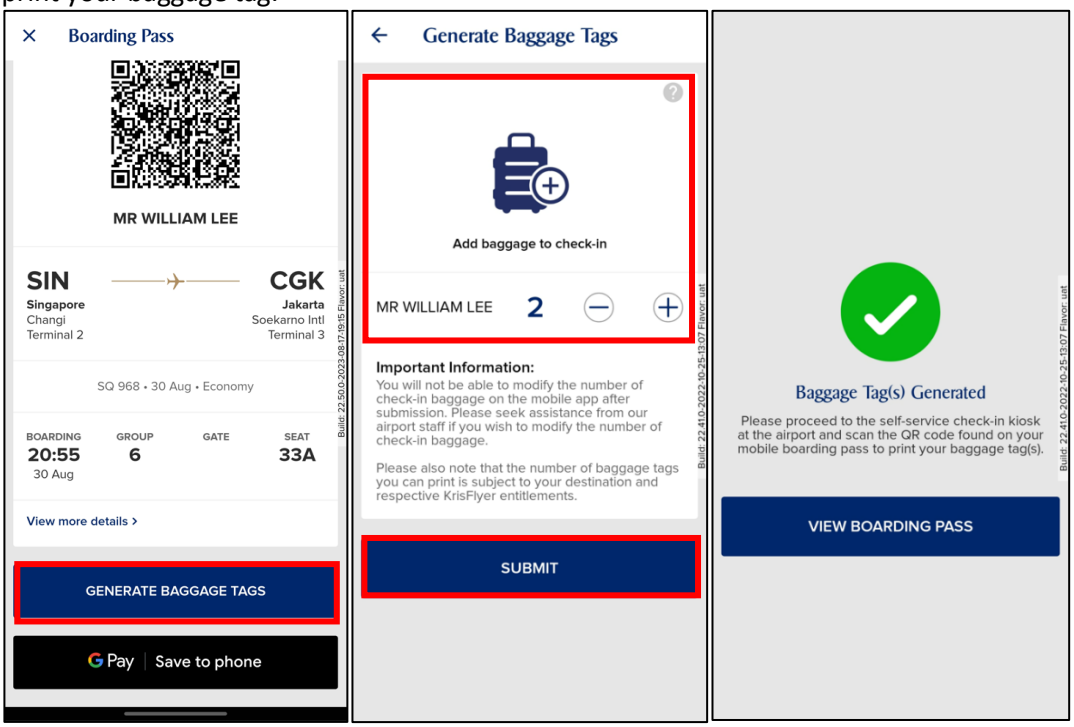
9. To generate your Mobile Boarding Pass (MBP), click on **VIEW BOARDING PASS**.





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

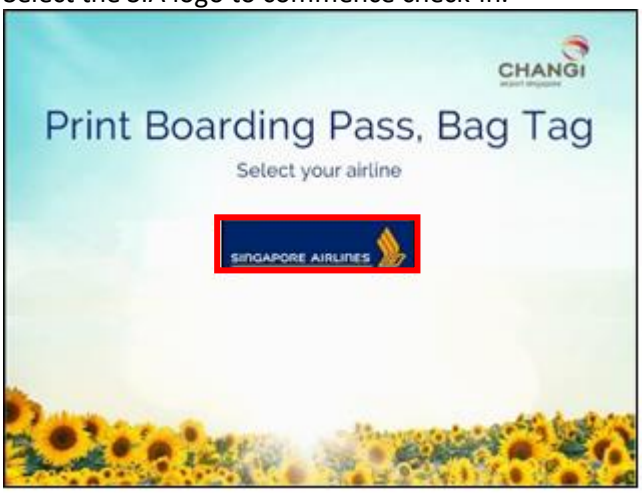
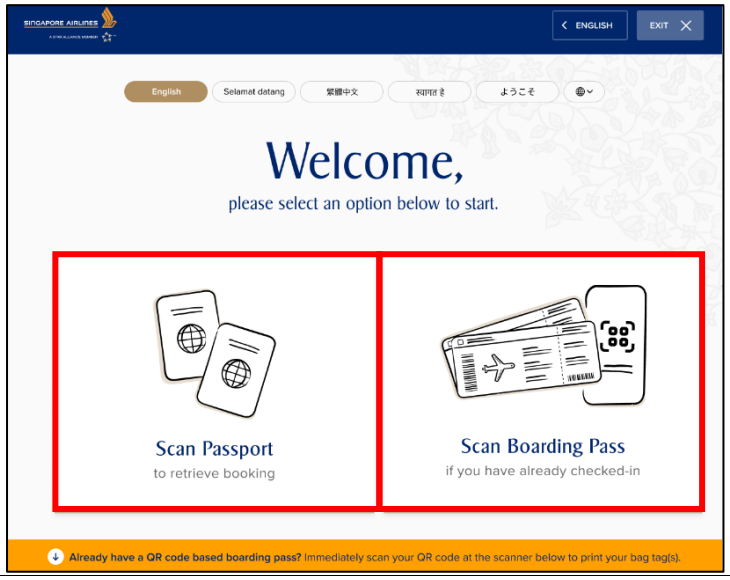


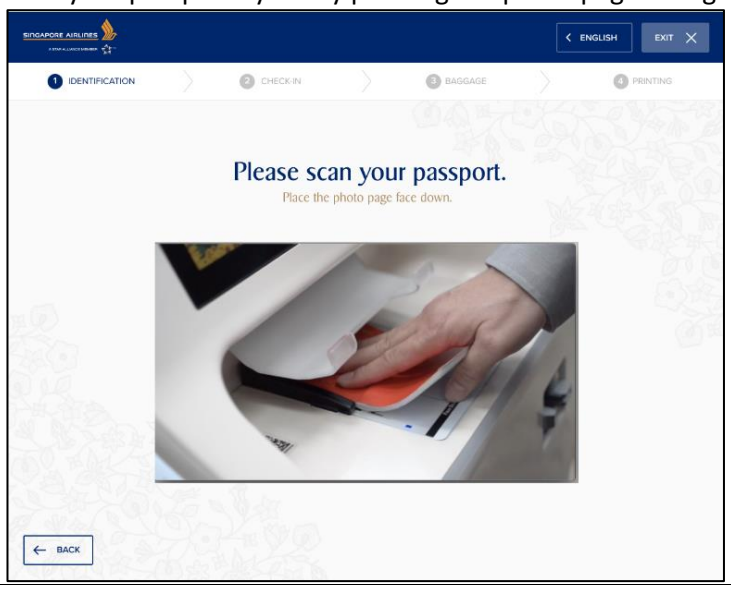
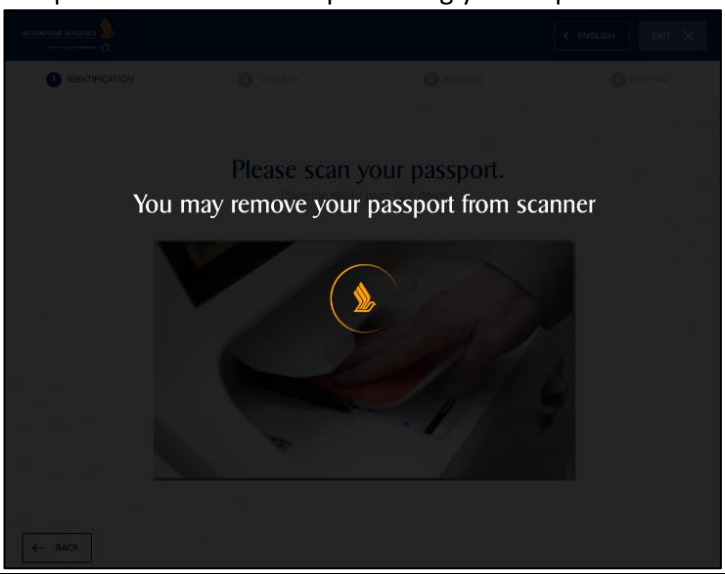
11.	Add your Mobile Boarding Pass (MBP) to your **Apple Wallet** or **Google Wallet** for easy access at the airport. 
12.	If you are travelling from Singapore, you may declare your baggage after generating your Mobile Boarding Pass (MBP) by clicking on **GENERATE BAGGAGE TAGS**. After declaring your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

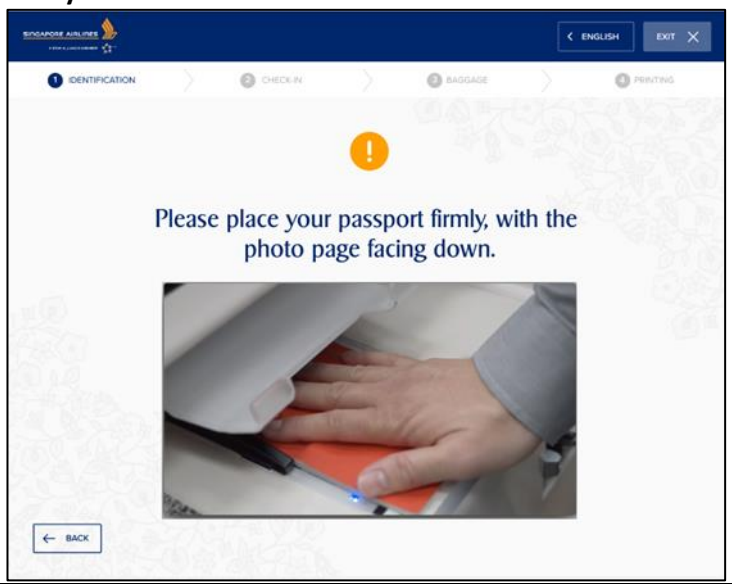
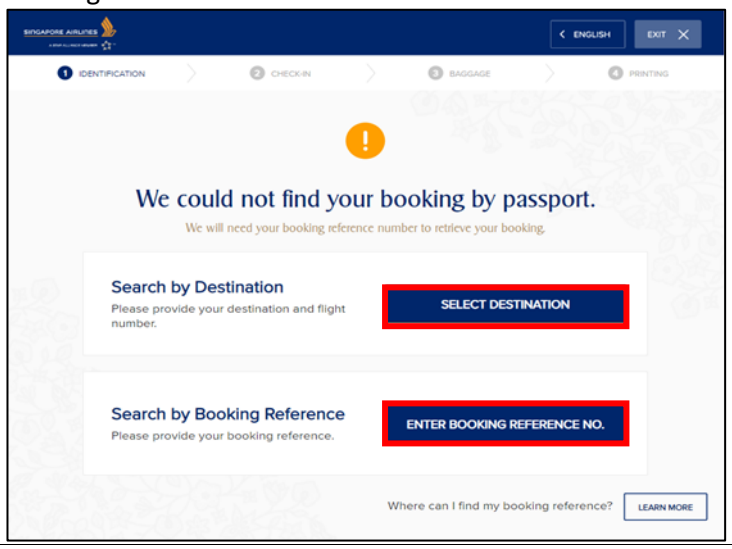
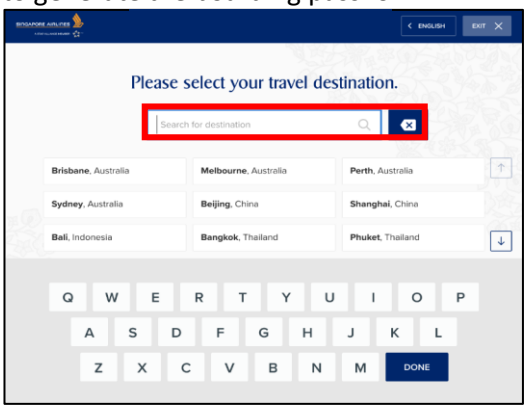
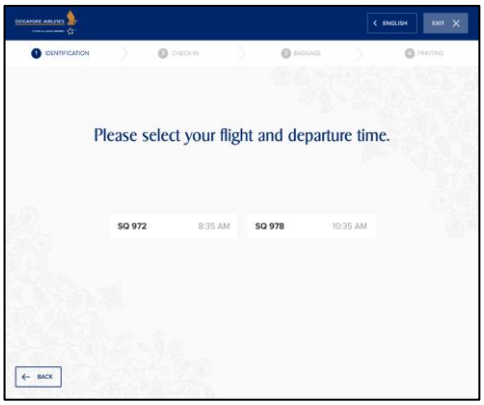
Self-Service Check-In Kiosk at Airport

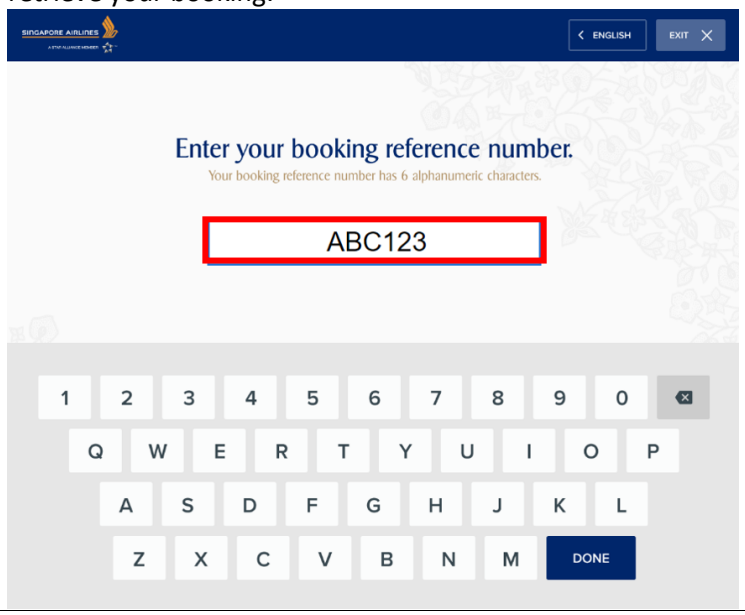
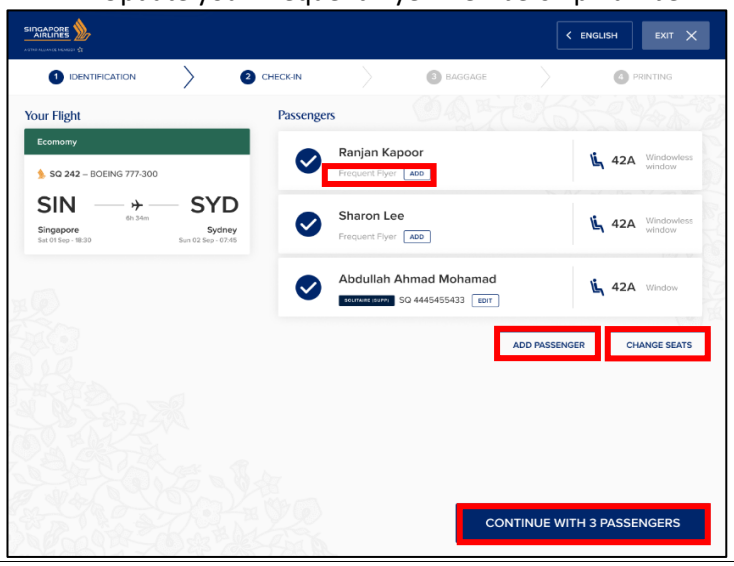
Self-service Check-in kiosks are available at selected airports and would be available between 24 hours and 50 minutes before your flight departs. For flights departing from Singapore Changi Airport, please note that the cut off time for cross terminal check-in* will be 60 minutes before your flight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

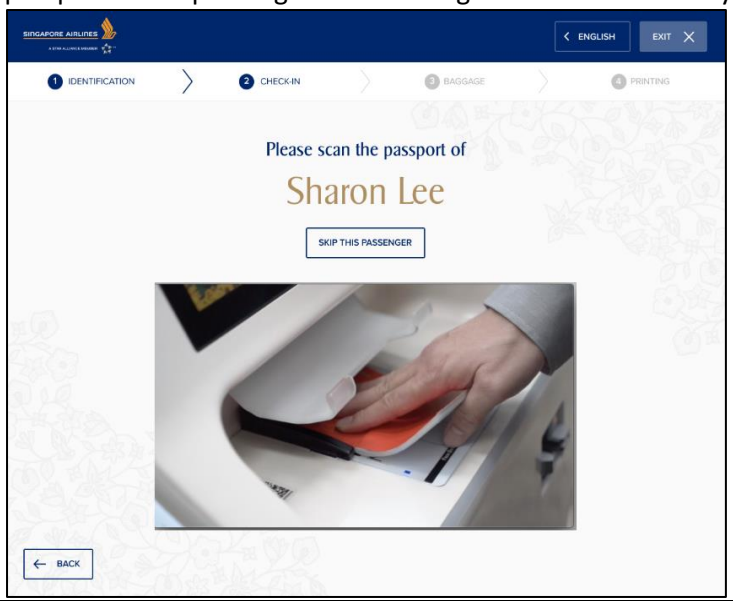
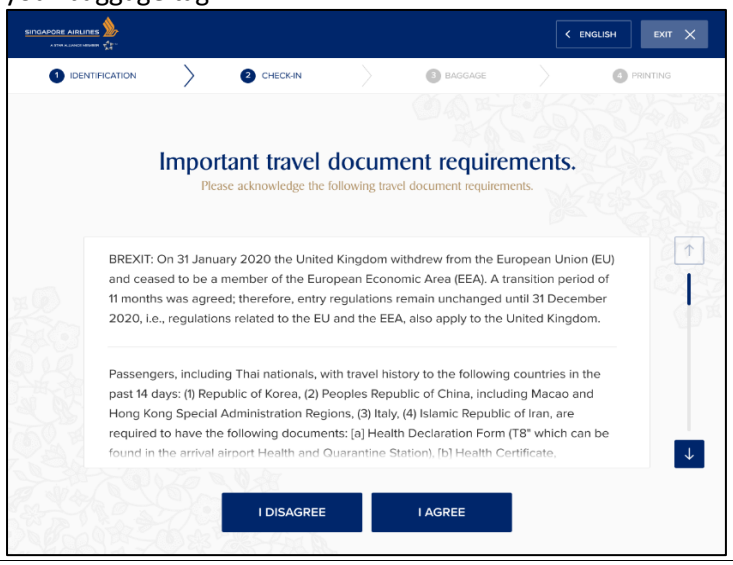
*For e.g., checking in at Singapore Changi Airport Terminal 3 for a flight departing from Singapore Changi Airport Terminal 2

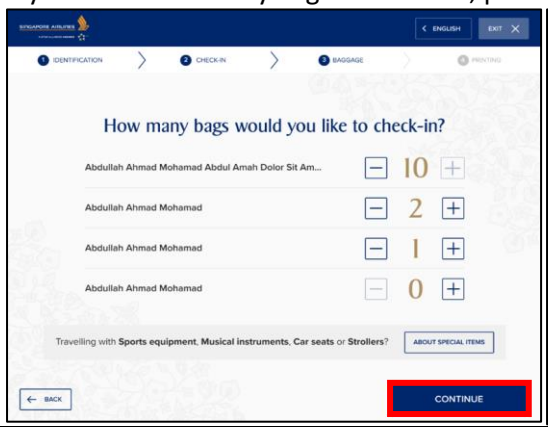
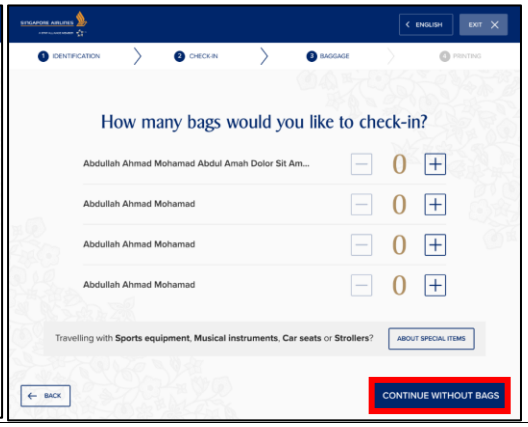
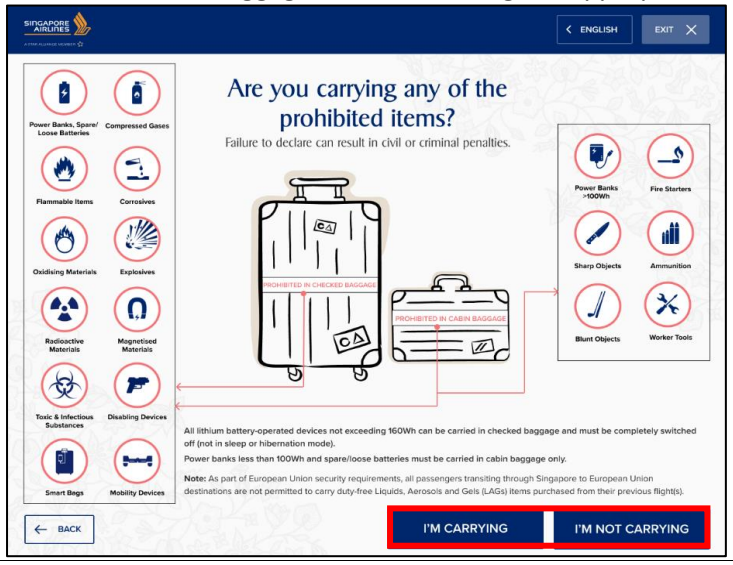
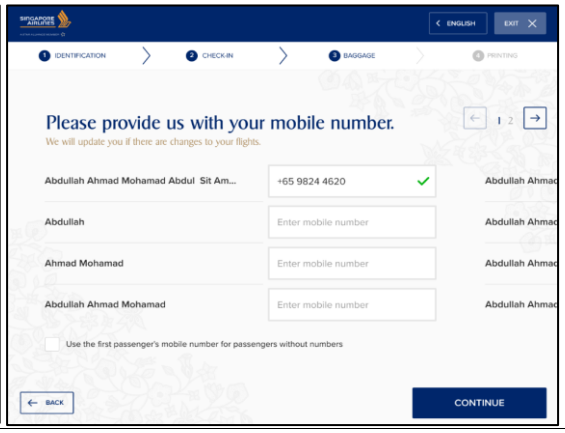
1.	Select the SIA logo to commence check-in. 
2.	Select **SCAN PASSPORT** to generate your physical boarding pass. If you have already generated your boarding pass via singaporeair.com or the SingaporeAir Mobile App, but have not generated your baggage tag, please select **SCAN BOARDING PASS**. 

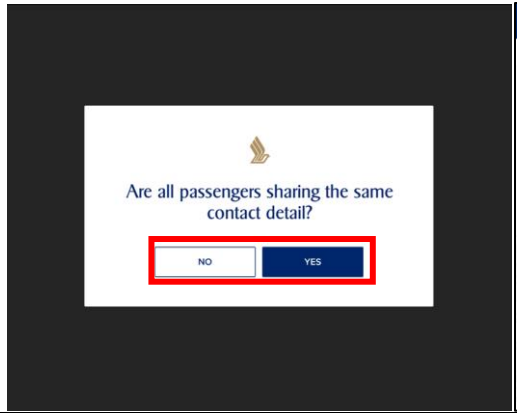
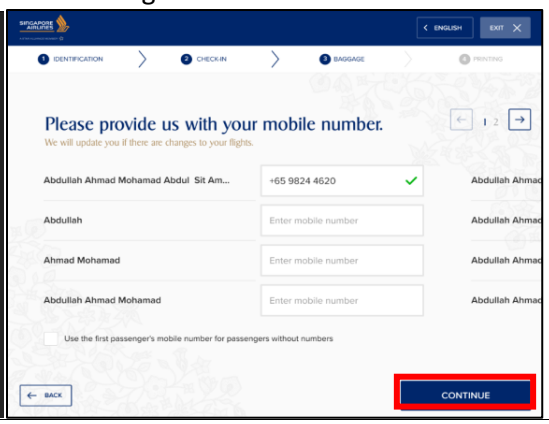
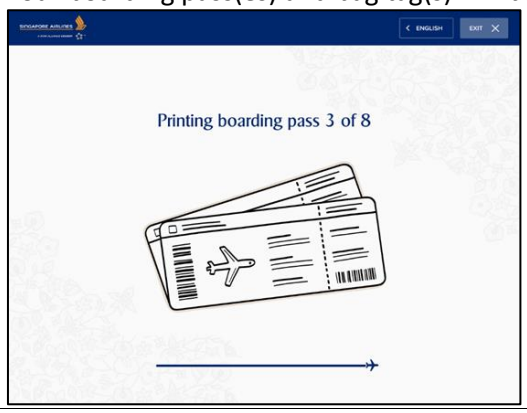
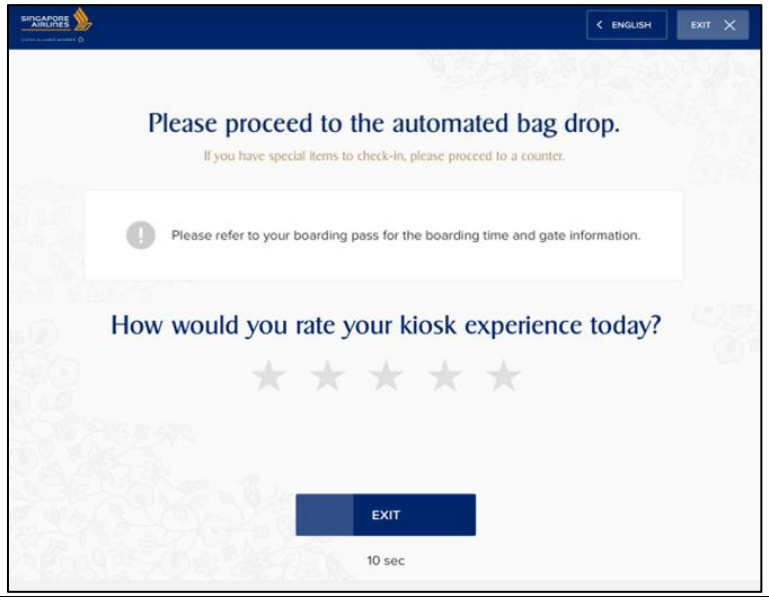
3.	Scan your passport by firmly pressing the photo page facing downwards. 
3(a).	You will be prompted to remove your passport from the scanner once the scan has been completed and the kiosk is processing your request. 

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. 
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.