



FWMOMCare 应用程序使用指引

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[疫苗接种记录](#) / [疫苗接种预约](#)

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**PCP = 初级医疗计划*

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请通过:

App Store / Huawei AppGallery / Google Play Store 进行下载

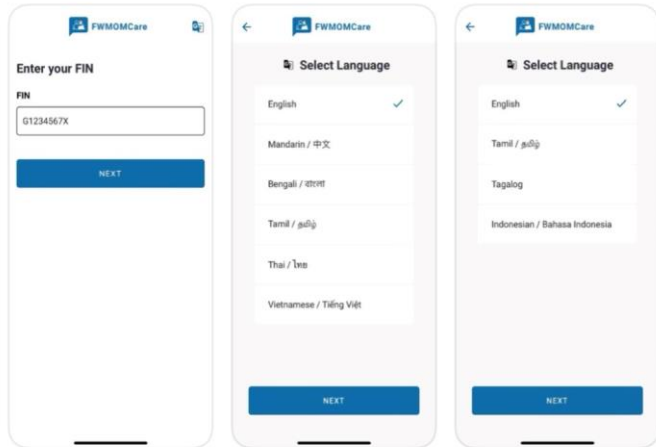


苹果系统使用者, 请到
App Store.



FWMOMCare
Productivity
★★★★☆ 618

GET

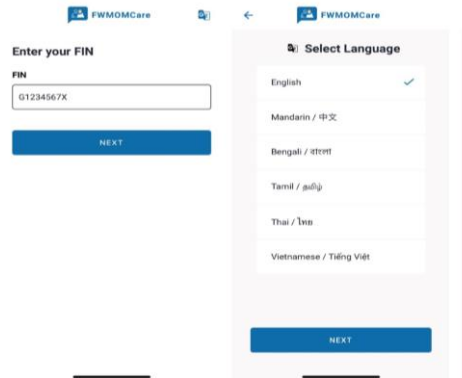


华为系统使用者, 请到
App Gallery.



FWMOMCare
Ad check · Virus check · Manual check
Install

4.8 ★★★★★ 408K Installs 3+ Rated 3+



Foreign worker can use FWMOMCare to manage their well-being

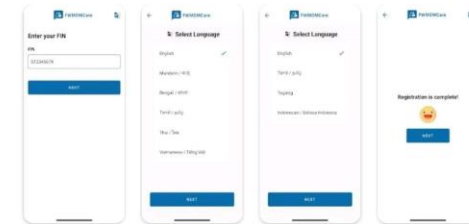


安卓系统使用者, 请到
Google Play Store.



FWMOMCare
Ministry of Manpower

4.4 ★ 15K reviews 1M+ Downloads Rated for 3+ 3+



About this app
Foreign worker can use FWMOMCare to manage their well-being

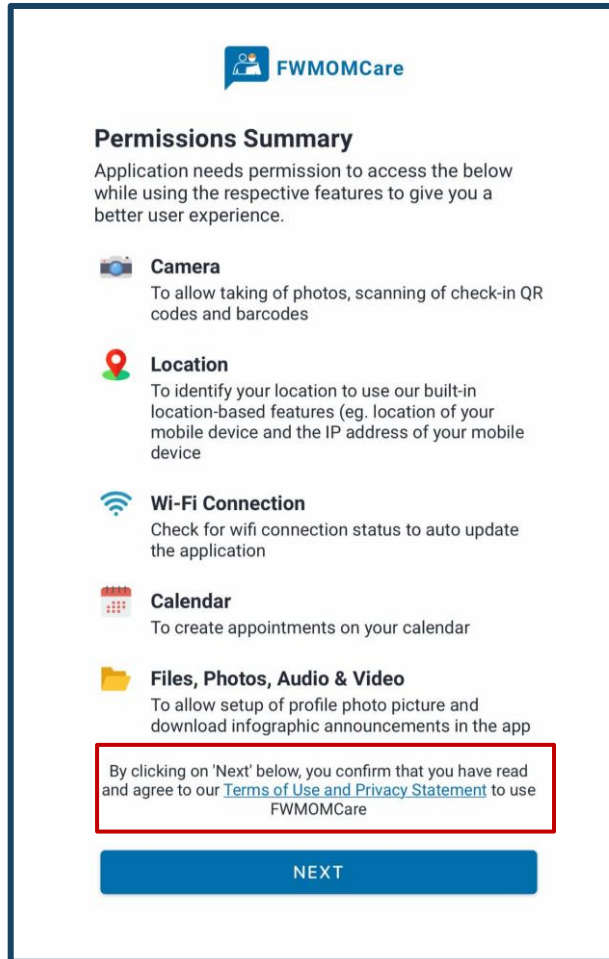
注意: 要下载应用程序, 至少必须达到 iOS 13 或者 安卓 5 版本。



FWMOMCare 应用程序 - 隐私政策 (适用于新用户、新安装应用程序的用户以及尚未接纳隐私政策的用户)

步骤 1:

请点击 [Terms of Use and Privacy Statement](#) 以查阅详情。



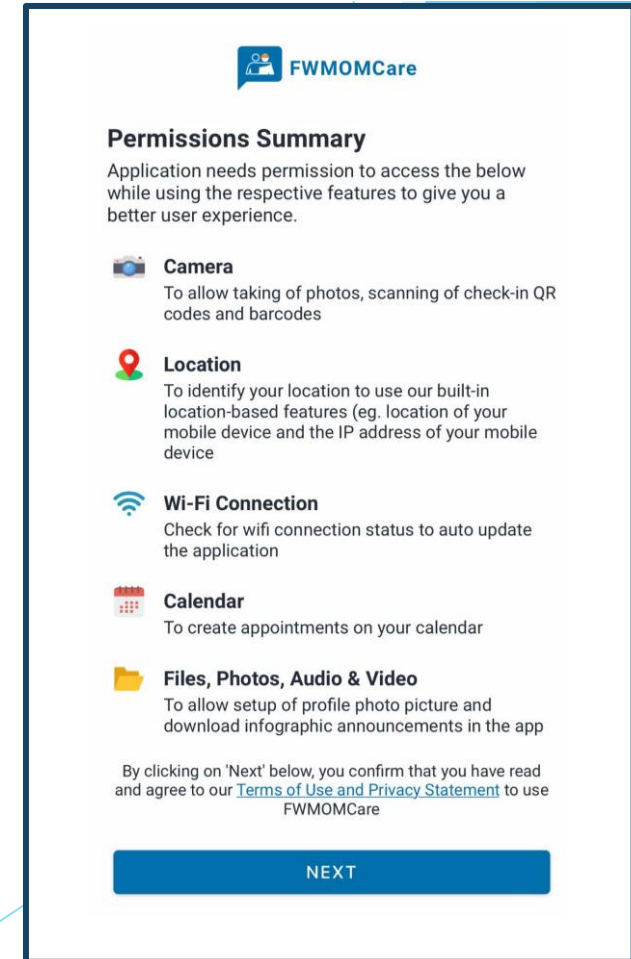
步骤 2:

转去到 MOM 网站



步骤 3:

请选择"下一步" (NEXT)以表示同意





FWMOMCare 应用程序 – 注册

第1页, 共4页



步骤 1:

输入"外籍人士身份证号码" (FIN)。

The screenshot shows the FWMOMCare app interface. At the top, there is a back arrow, the FWMOMCare logo, and a WhatsApp icon. Below this, the text "Enter your FIN" is displayed. A text input field labeled "FIN" is present, followed by a grey "NEXT" button. At the bottom, there is a warning message: "Stay vigilant! MOM officers will not contact you for your personal details such as Passport number and OTP for FWMOMCare. No one else can set up your personal account on FWMOMCare on your behalf."

唯有把完整的外籍人士身份证号码输入之后, "下一步" (NEXT) 按钮才可启动。

步骤 2:

"验证码" (Captcha) – 触划手机以进行验证。

The screenshot shows the "Login verification" screen. It features a shield icon with a checkmark, the text "Login verification", and a button with ">>" and "Please slide to verify". Below this, there is a "How to Use:" section with a video player showing a hand sliding the button.

步骤 3:

根据身份 (MW) 选择语言。

The screenshot shows the "Select Language" screen. It lists several language options: English (selected with a checkmark), Mandarin / 中文, Bengali / বাংলা, Tamil / தமிழ், Thai / ไทย, and Vietnamese / Tiếng Việt. A blue "NEXT" button is at the bottom.

*MW – 外籍客工



FWMOMCare 应用程序 – 注册

第2页, 共4页



步骤 4:
输入手机号码。

Register

Mobile Number

+65 XXXX XXXX

NEXT

有关国家/区域的代号:
新加坡+65
马来西亚+60
印度尼西亚+62

步骤 5:
输入由"简讯" (SMS) 发送过来的"一次性密码" (OTP)。

Enter 6-digit OTP

Code sent to +65 XXXX XXXX

RESEND IN 02:00

If you have changed your mobile number, please [click here](#) to update.

步骤 6:
输入个人详情和点击"下一步" (NEXT), 继续下一步。

Provide your personal details

We use this information to confirm your identity

Name

FWMOMCare

Date of birth

18 MAY 2020

NEXT



FWMOMCare 应用程序 – 注册

第3页, 共4页



步骤 7:

点击地图的图标, 查找住址。

← FWMOMCare

Provide your address

ADDRESS

Block

Floor Room

(Optional) (Optional)

NEXT

步骤 8:

使用邮编 / 部分住址, 查找地址。

← FWMOMCare

339946

- Bendemeer Rd MOM SC Singapore 339946
- 1500 Bendemeer Road MINISTRY OF MANPOWER SERVICES CENTRE Singapore 339946

使用邮编 / 部分住址

← FWMOMCare

1500 Bendemeer

- 1500 Bendemeer Road MINISTRY OF MANPOWER SERVICES CENTRE Singapore 339946

步骤 9:

从下拉式列表挑选地址, 然后点击 ✓ 继续下一步。

← FWMOMCare

1500 Bendemeer Road MINISTRY OF MANPOWER SERVICES CENTRE Singapore 339946

Tripartite Alliance for Dispute...

MOM | MINISTRY OF MANPOWER SERVICES CENTRE

Ministry of Manpower Services Centre



FWMOMCare 应用程序 – 注册

第4页, 共4页



步骤 10:

如适用, 输入"楼层" (Floor) 和"房号" (Room), 并"保存更改" (SAVE CHANGES)。

完成:

注册信息顺利提交。

The screenshot shows the 'Provide your address' screen in the FWMOMCare app. At the top, there is a close button (X), the FWMOMCare logo, and a Google Maps icon. The main heading is 'Provide your address'. Below it, the 'ADDRESS' field is populated with '1500 Bendemeer Road MINISTRY OF MANPOWER SERVICES CENTRE Singapore 339946'. There is a location pin icon to the right of the address. Below the address field, the 'Block' field contains '1500'. At the bottom, there are two optional fields: 'Floor' with '(Optional)' and 'Room' with '(Optional)'. A large blue button at the bottom is labeled 'SAVE CHANGES'.

The screenshot shows the confirmation screen in the FWMOMCare app. At the top, there is a back arrow, the FWMOMCare logo, and a Google Maps icon. The main heading is 'Registration is complete!'. Below the heading is a yellow smiley face emoji. At the bottom, there is a large blue button labeled 'NEXT'.



FWMOMCare 应用程序 – 登录



步骤 1:
输入"外籍人士身份证号码" (FIN)。

步骤 2:
输入由"简讯"(SMS)发送过来的
"一次性密码"(OTP)

主页:

Enter your FIN

FIN

NEXT

Stay vigilant! MOM officers will not contact you for your personal details such as Passport number and OTP for FWMOMCare. No one else can set up your personal account on FWMOMCare on your behalf.

唯有把完整的外籍人士身份证号码输入之后，“下一个”（NEXT）按钮才可启动。

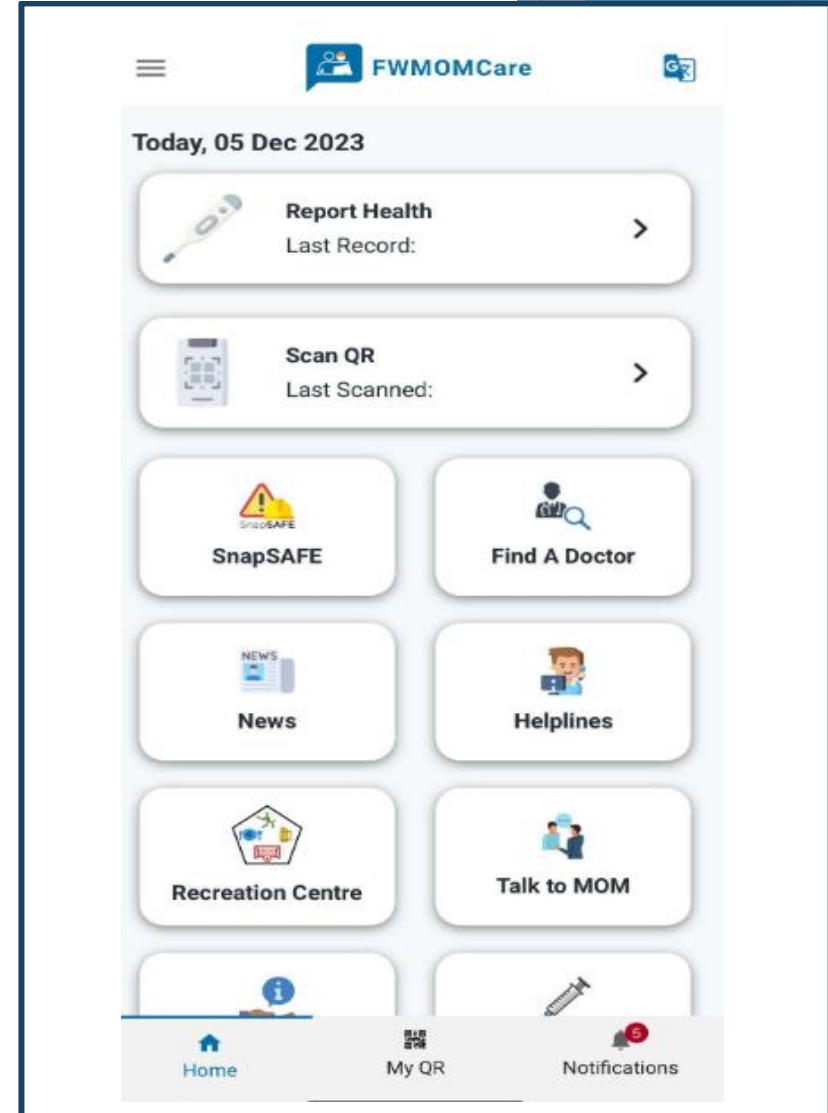
Enter 6-digit OTP

Code sent to +65 XXXX XXXX

RESEND IN 02:00

If you have changed your mobile number, please [click here](#) to update.

简讯发送到正确的号码，但是却并没有收到一次性密码，我该怎么办？
重新启动手机，再度尝试。



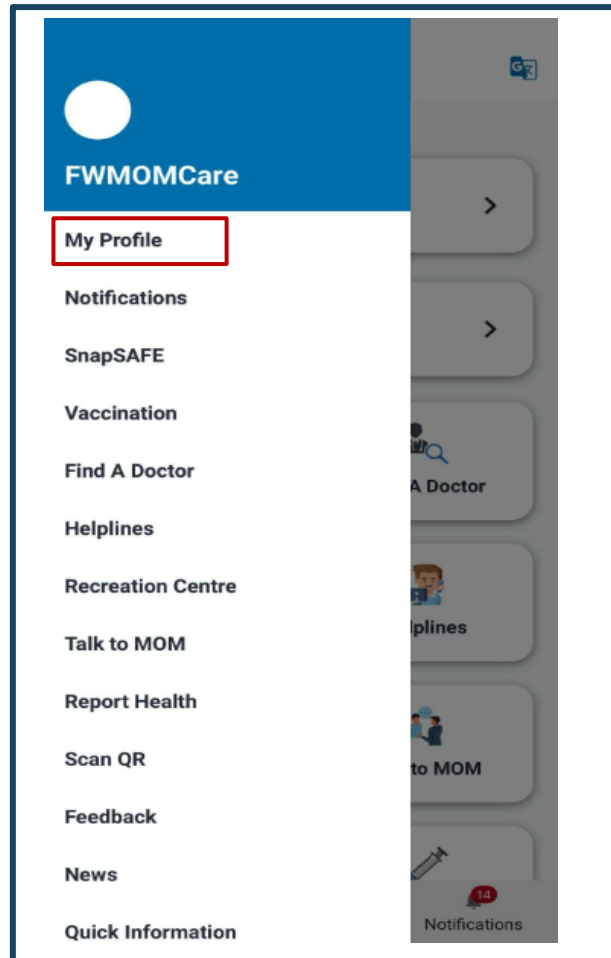


FWMOMCare 应用程序 – 编辑手机 (登录)

第1页, 共2页

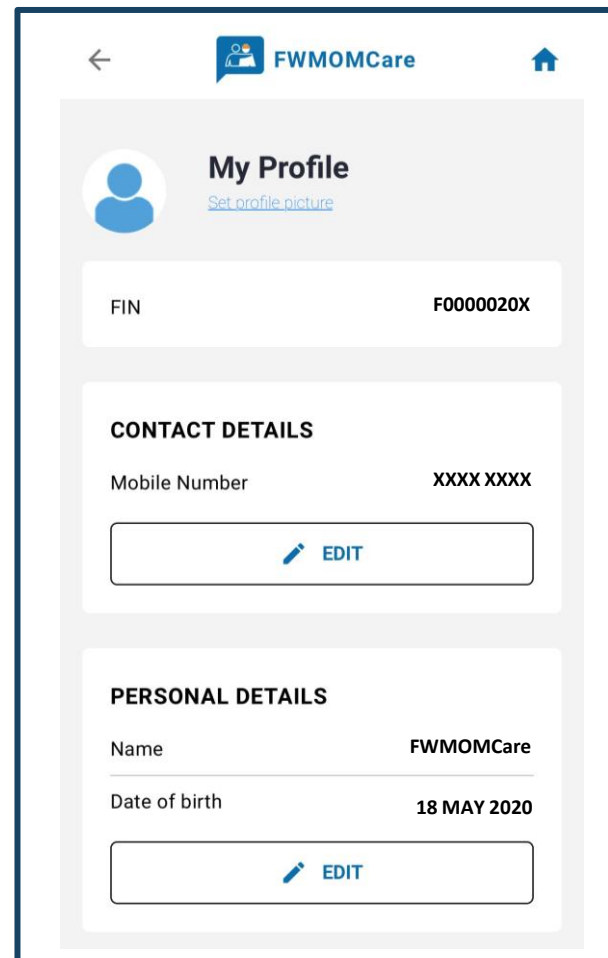
步骤 1:

点击"个人资料" (My Profile)。



步骤 2:

在"联系详情" (CONTACT DETAILS) 中, 点击"编辑" (EDIT)。



步骤 3:

输入新的手机号码, 并点击"保存更改" (SAVE CHANGES)。





FWMOMCare 应用程序 – 编辑手机 (登录)

第2页, 共 2页



步骤 4:

输入由简讯发送到新手机号的"一次性密码" (OTP)

The screenshot shows the FWMOMCare app interface for entering a 6-digit OTP. At the top, there is a back arrow, the FWMOMCare logo, and a home icon. The main heading is "Enter 6-digit OTP" with a subtext "Code sent to +65 XXXX XXXX". Below this, there are six empty input boxes for the digits. A "RESEND IN 02:00" button is located at the bottom.

完成:

信息顺利提交。

The screenshot shows the FWMOMCare app interface after successful submission. At the top, there is a back arrow, the FWMOMCare logo, and a home icon. The main heading is "Submitted! Updated Successfully" with a checkmark icon. Below this, there is a smiling face emoji and a blue "DONE" button.



FWMOMCare 应用程序 – 编辑手机 (登出)

第1页, 共2页

步骤 1:

输入“外籍人士身份证号码” (FIN)。

FWMOMCare

Enter your FIN

FIN

NEXT

Stay vigilant! MOM officers will not contact you for your personal details such as Passport number and OTP for FWMOMCare. No one else can set up your personal account on FWMOMCare on your behalf.

唯有把完整的外籍人士身份证号码输入之后, “下一步” (NEXT) 按钮才可启动。

步骤 2:

如果一次性密码没有发送到正确的电话号码, 请在屏幕上的“点击此处”[click here](#)更新电话号码。

FWMOMCare

Enter 6-digit OTP

Code sent to +65 XXXX XXXX

RESEND IN 02:00

If you have changed your mobile number, please [click here](#) to update.

步骤 3:

输入新的手机号码, 并点击“保存更改” (Save Changes)。

FWMOMCare

Edit Mobile Number

Mobile Number

+65 XXXX XXXX

I am an IPA Holder.

SAVE CHANGES

注意: 如果您持有原则批准信IPA, 请在点击“保存更改” (Save Changes) 之前, 在选项框内打个勾。



FWMOMCare 应用程序 – 编辑手机 (登出) 第2页, 共2页



步骤 4:
输入工作准证上的卡号, 或者是原则批准信IPA上的申请日期 (DOA), 然后点击"下一步" (NEXT)。

步骤 5:
输入由"简讯" (SMS) 发送到新的手机号上的"一次性密码" (OTP)。

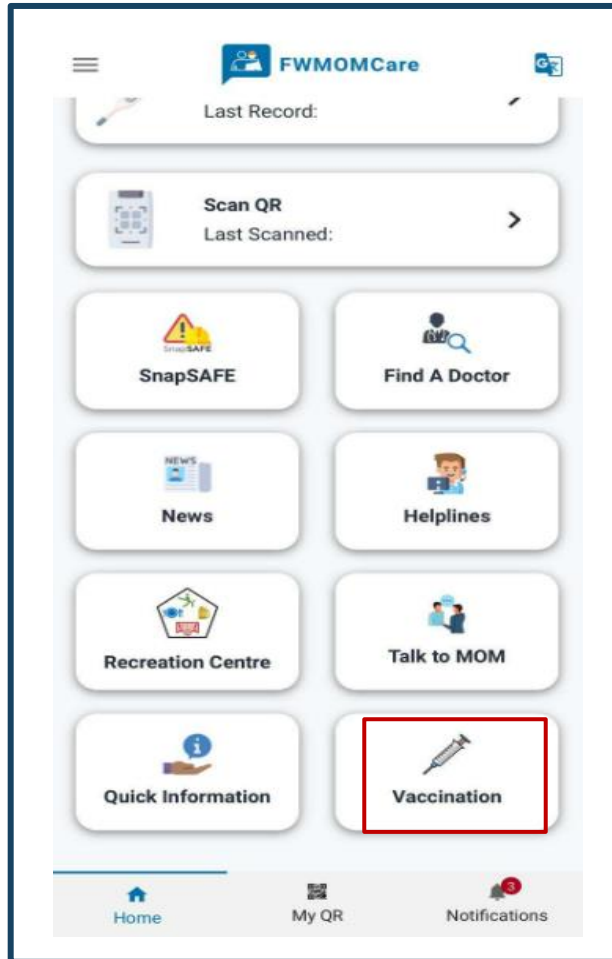
完成:
信息顺利提交



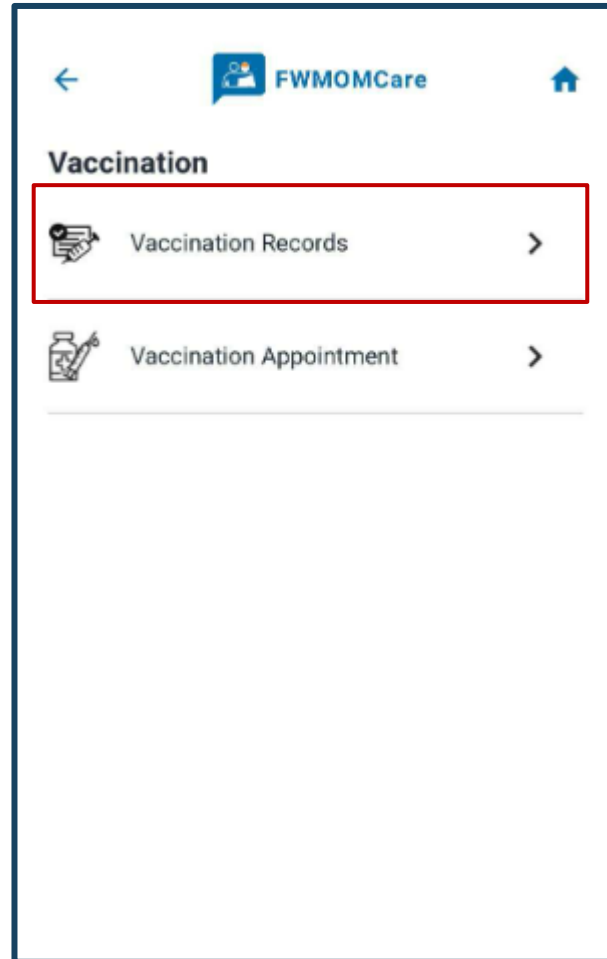
FWMOMCare 应用程序 – 疫苗接种记录

第1页, 共2页

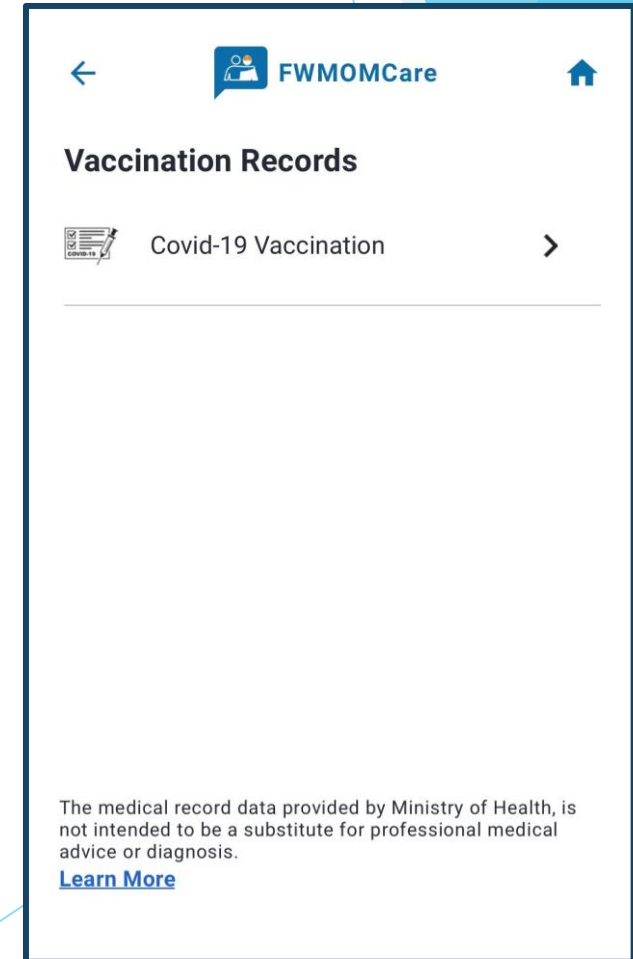
步骤 1:
点击"疫苗" (Vaccination)。



步骤 2:
点击"疫苗接种记录" (Vaccination Records)。



步骤 3:
点击接种新冠肺炎疫苗





FWMOMCare 应用程序 – 疫苗接种记录

第2页, 共2页



接种新冠肺炎疫苗的状况

已经接种疫苗

尚未接种疫苗

最近受感染但已康复 / 医学上认为不适合接种

步骤 4:

点击"历史" (HISTORY) 查看接种疫苗的全部记录。

COVID-19 Vaccination Record:
Fxxx0020X
As at 17 May 2022

Status: **VACCINATED**
Effective from: 26 Apr 2021
Expiry Date: -

COVID-19 Vaccination Record:
lFxxx0020X
As at 17 May 2022

Status: **UNVACCINATED**
Effective from: -
Expiry Date: -

COVID-19 Vaccination Record:
Fxxx0020X
As at 17 May 2022

Status: **RECOVERED FROM RECENT INFECTION / MEDICALLY INELIGIBLE**
Effective from: 27 Jul 2021
Expiry Date: -

COVID-19 VACCINATION HISTORY

COVID-19 Vaccination Record History
Fxxx0020X
As at 16 Aug 2022

COVID-19 Vaccine Name:
MODERNA/SPIKEVAX COVID-19 Vaccine [Elasomeran] Injection

Vaccination Date:
2022-03-08

Vaccination Location:
21M0095

COVID-19 Vaccine Name:
SINOPHARM BIBP COVID-19 Vaccine [SARS-CoV-2 Virus (inactivated, HB02 strain)] Injection

Vaccination Date:
2021-09-20

Vaccination Location:
Overseas Vaccination



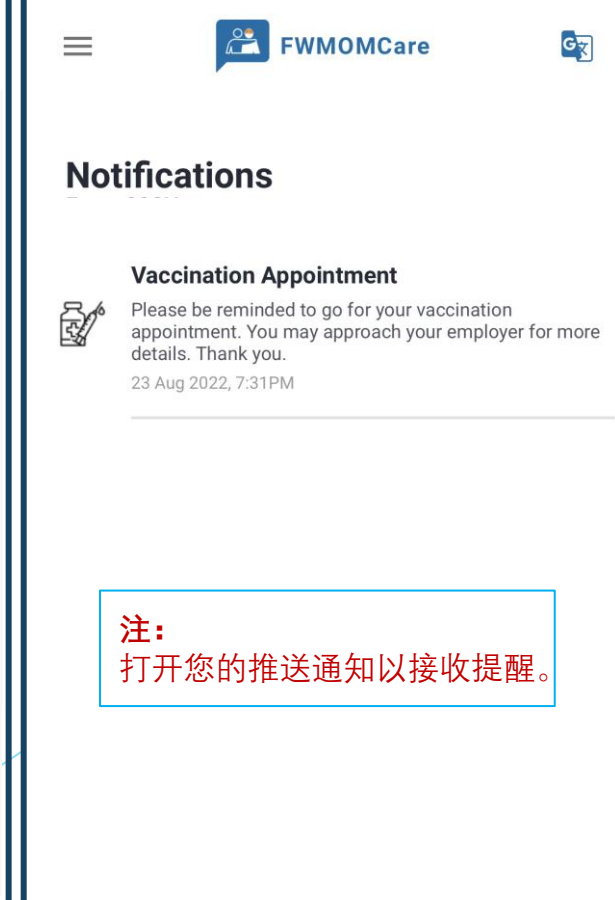
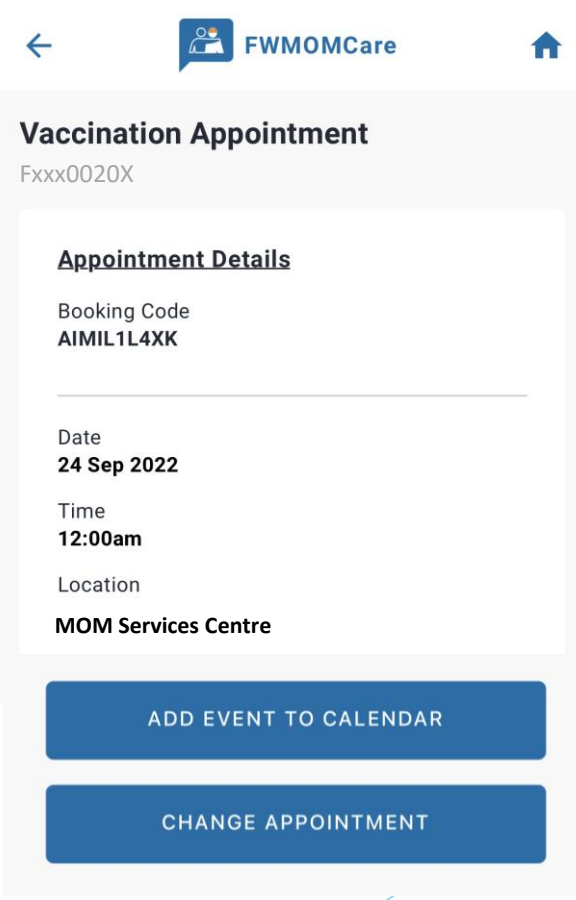
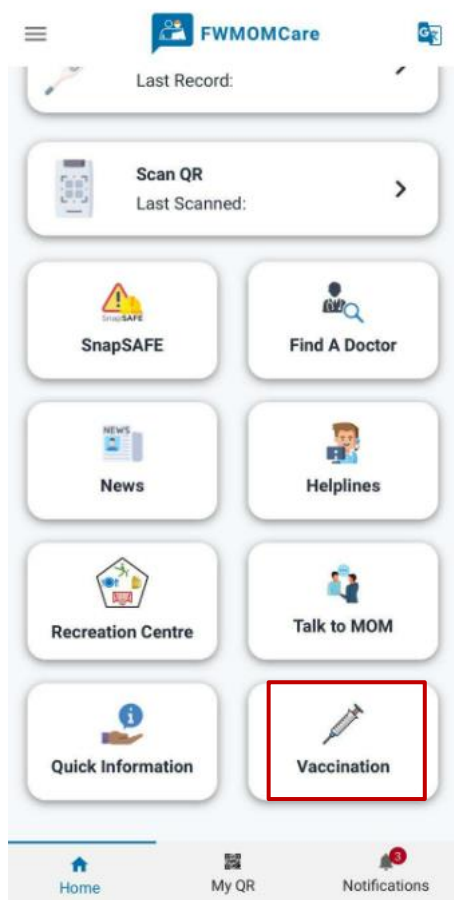
FWMOMCare 应用程序 – 疫苗接种预约



步骤 1:
点击"疫苗" (Vaccination)。

步骤 2:
点击"疫苗接种预约"
(Vaccination Appointment)。

将步骤 3:
查看/更改预约以及将预约放在
手机的行事历中进行中的预约。



注:
打开您的推送通知以接收提醒。

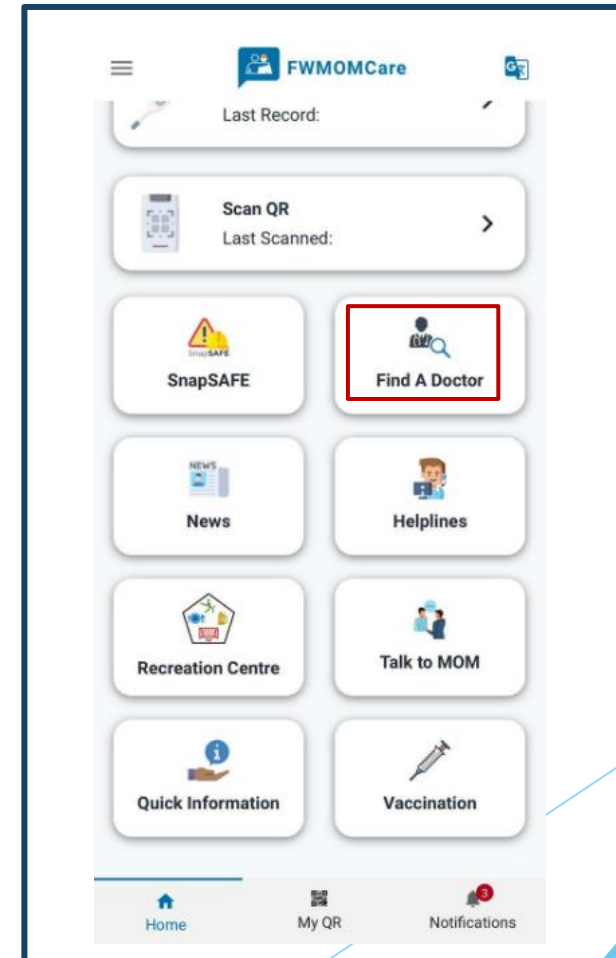
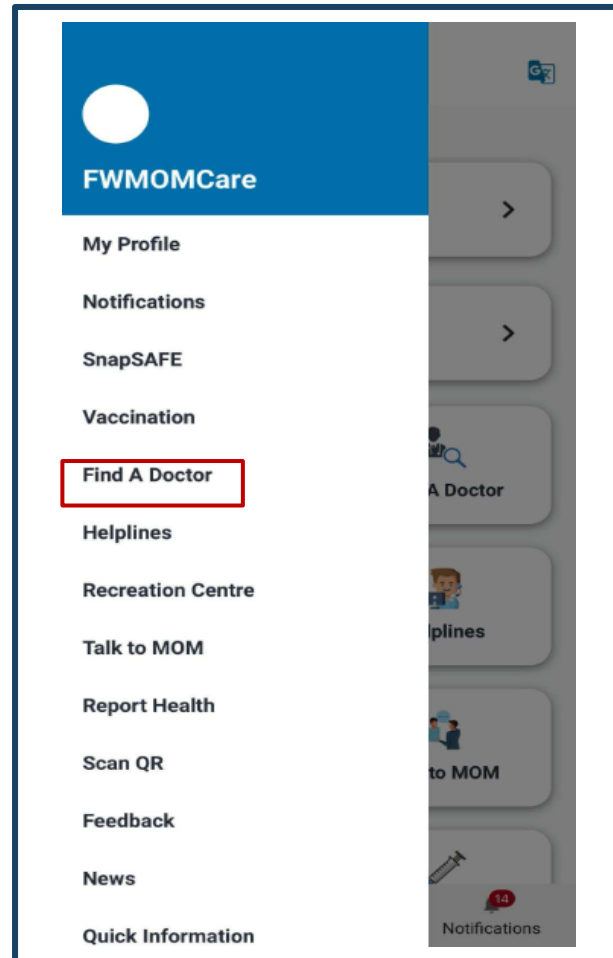


FWMOMCare 应用程序 – 查找医生



查找医生

您可以在选单 / 主页里找到"查找医生" (Find A Doctor)功能





FWMOMCare 应用程序 – 查找医生(*PCP) *PCP – 初级医疗计划



步骤 1:

您的PCP详情将显示出来，请挑首选的医疗服务。

步骤 2: 一旦选好，您将被带导出 FWMOMCare 应用程序，转而进入医疗提供者的应用程序 / 网站。

注意:

如果您个人资料上的地址离PCP计划的地址较远，警示会显现。

← FWMOMCare →

Find A Doctor
Fxxx0020X

You have a Primary Care Plan:
Fullerton-E

If you are sick, you must see your doctor.
* Please pay directly to service provider.

Video call a doctor *(\$2) >

Fullerton Health Medical Centre for Migrant Workers @ Space@Tuas
14 Tuas Avenue 1
+65 89384852

Monday to Friday
09:30am - 12:30pm
01:30pm - 05:00pm
06:00pm - 09:00pm *(\$5) >

Saturday to Sunday
01:30pm - 05:00pm
06:00pm - 09:00pm

Closed on public holidays

← FWMOMCare →

You will be redirected out of FWMOMCare

← FWMOMCare →

Find A Doctor
Fxxx0020X

You have a Primary Care Plan:
SATA-B

You have recently updated your address. The new address is under the StarMed-A zone. Please inform your employer to purchase the primary care plan under StarMed-A. X

If you are sick, you must see your doctor.
* Please pay directly to service provider.

Video call a doctor *(\$2) >

SATA Medical Centre for Migrant Workers @ Chai Chee
351 Chai Chee St, SATA CommHealth Building, Corporate HQ
+65 87208840

Monday to Friday
09:00am - 12:00pm
01:00pm - 04:00pm
05:00pm - 08:00pm *(\$5) >



FWMOMCare 应用程序 – 查找医生(非*PCP)*PCP – 初级医疗计划

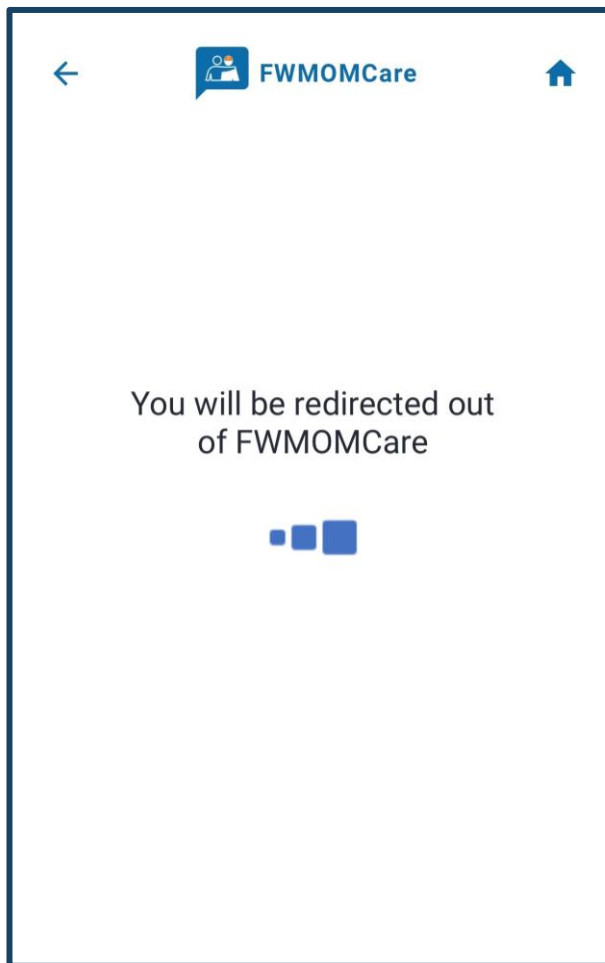
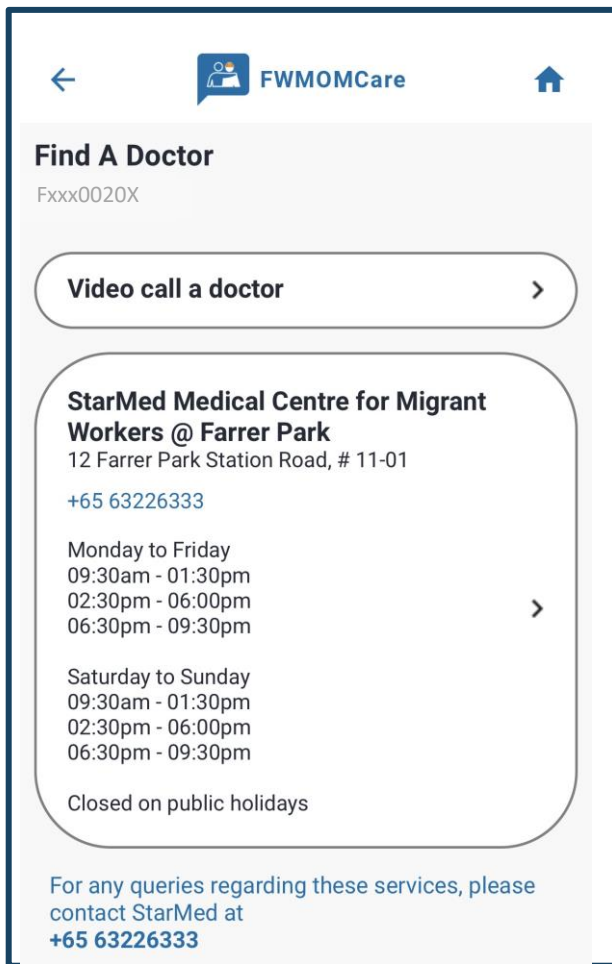


邻近的医疗中心:

根据您的邮编, 应用程序将显示附近的医疗中心

通过视频与医生做远程问诊:

一旦做好了选择, 应用程序 FWMOMCare 将会把您转入医疗服务提供者的应用程序/网页



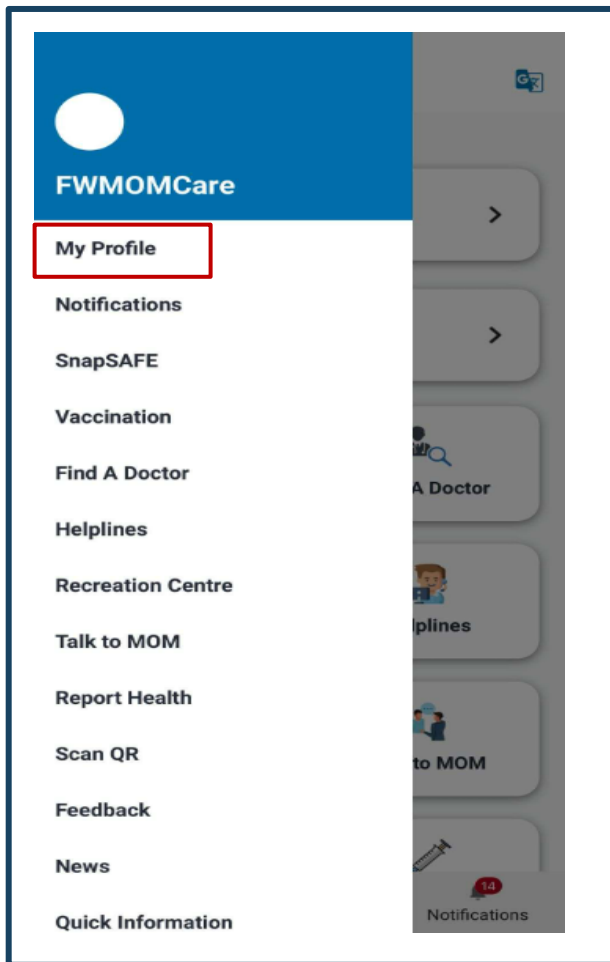


FWMOMCare 应用程序 – 提名伙伴 1

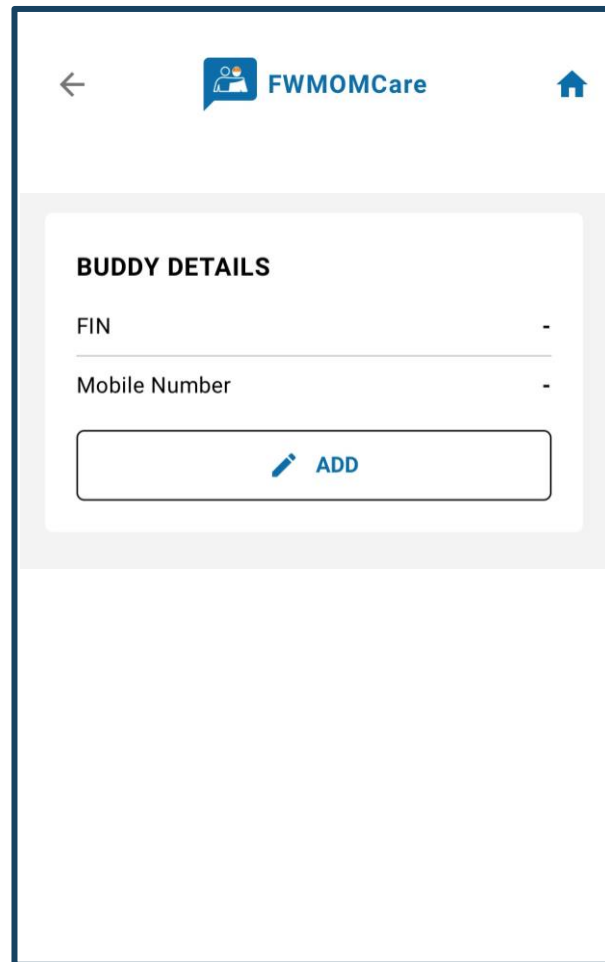
第1页, 共2页



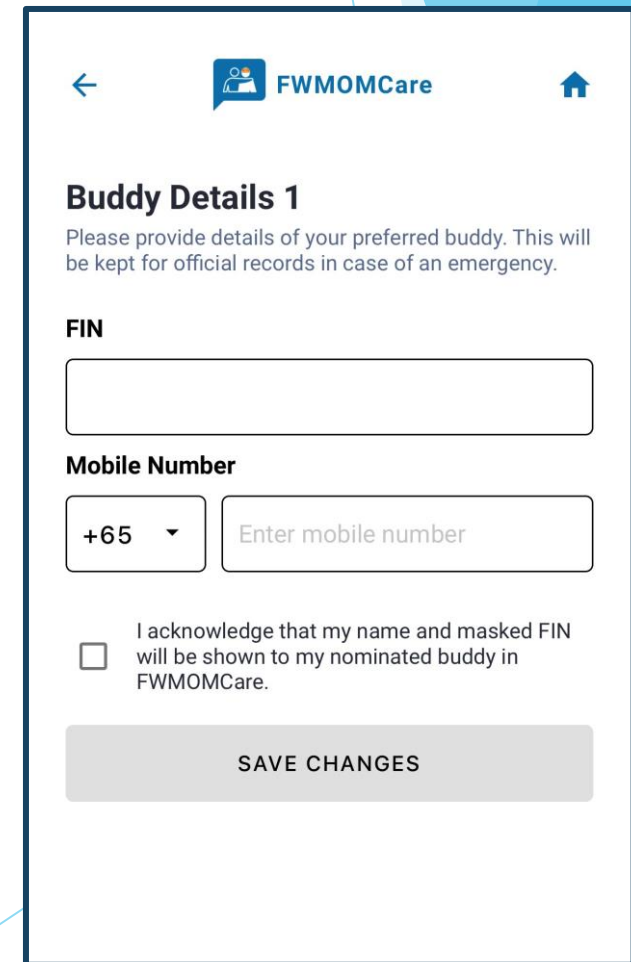
步骤 1:
点击"个人资料" (My Profile)



步骤 2: 屏幕向下拉到"伙伴详情" (Buddy Details), 然后点击"添加" (ADD)。



步骤 3:
输入伙伴的外籍人士身份证号及其手机号





FWMOMCare 应用程序 – 提名伙伴 1

第2页, 共2页

步骤 4:

在选择框上打勾✓表示确认, 并点击"保存更改" (SAVE CHANGES)。

← FWMOMCare 🏠

Buddy Details 1

Please provide details of your preferred buddy. This will be kept for official records in case of an emergency.

FIN

F0000002X

Mobile Number

+65 ▾ XXXX 2222

I acknowledge that my name and masked FIN will be shown to my nominated buddy in FWMOMCare.

SAVE CHANGES

完成:

信息顺利提交。

← FWMOMCare 🏠

Successful !

Buddy nomination is completed.

😊

NEXT



FWMOMCare 应用程序 – 提名伙伴 2



步骤 1:

点击"+添加" (+ADD), 添加"伙伴2
详情" (BUDDY DETAILS 2)

步骤 2:

点击"添加" (ADD)

步骤 3:

输入伙伴2的详情, 打勾✓表示
确认, 并点击"保存更改" (SAVE
CHANGES)。

完成:

信息顺利提交。

← FWMOMCare

BUDDY DETAILS 1 + ADD

FIN Fxxxx002X

Mobile Number XXXX 2222

EDIT

← FWMOMCare

BUDDY DETAILS 1

FIN Fxxxx002X

Mobile Number XXXX 2222

EDIT

BUDDY DETAILS 2

FIN -

Mobile Number -

ADD

← FWMOMCare

Buddy Details 2

Please provide details of your preferred buddy. This will be kept for official records in case of an emergency.

FIN F0000001X

Mobile Number +65 XXXX 1111

I acknowledge that my name and masked FIN will be shown to my nominated buddy in FWMOMCare.

SAVE CHANGES

← FWMOMCare

Successful !

Buddy nomination is completed.

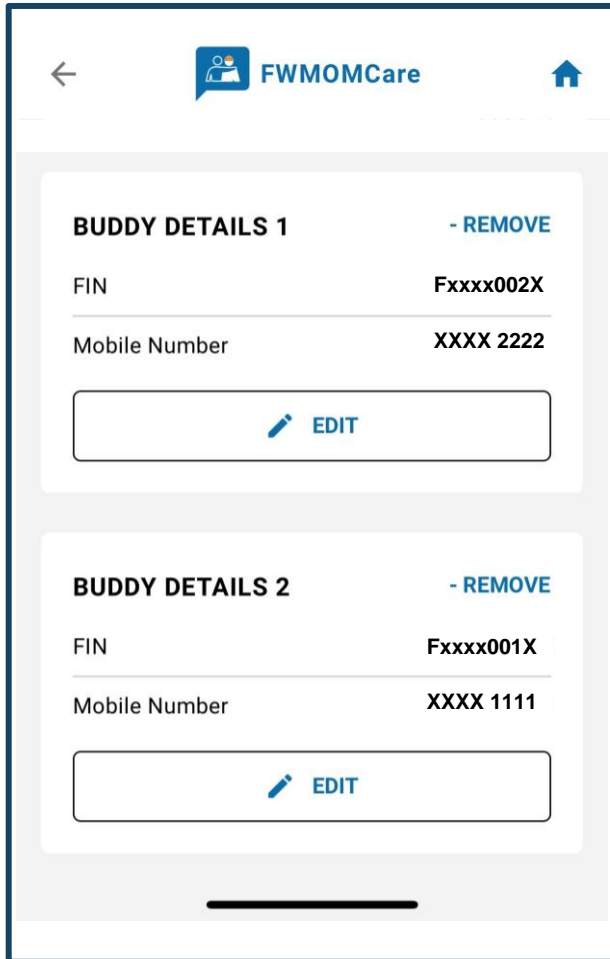
NEXT



FWMOMCare 应用程序 – 删除已被提名的伙伴

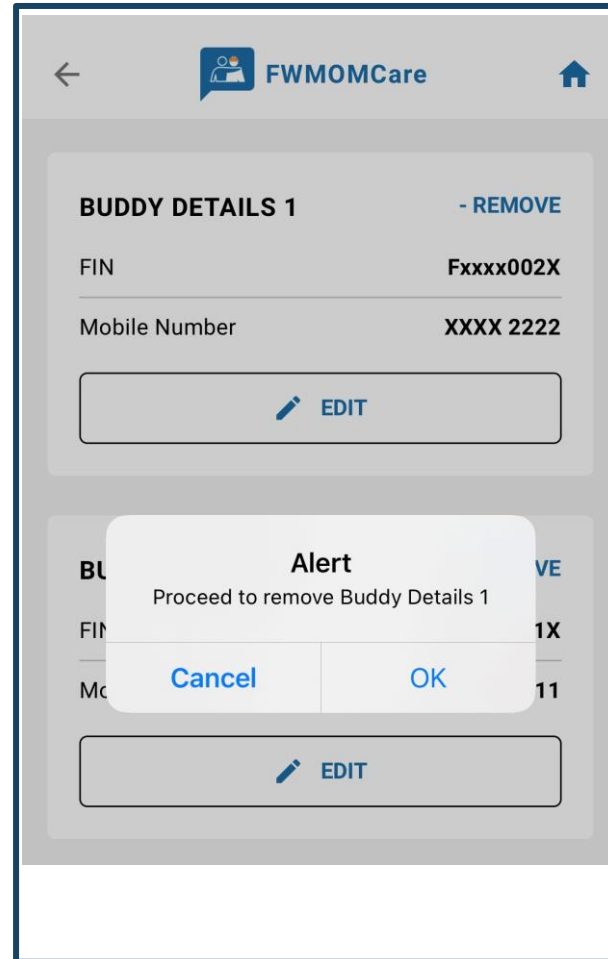
步骤 1:

在个人资料页面中，触划手机至伙伴详情 1 或 2，然后点击“- 删除” (-REMOVE)



步骤 2:

点击“OK”表示确认，否则，点击“取消” (Cancel)。





FWMOMCare 应用程序 – 报告健康状况

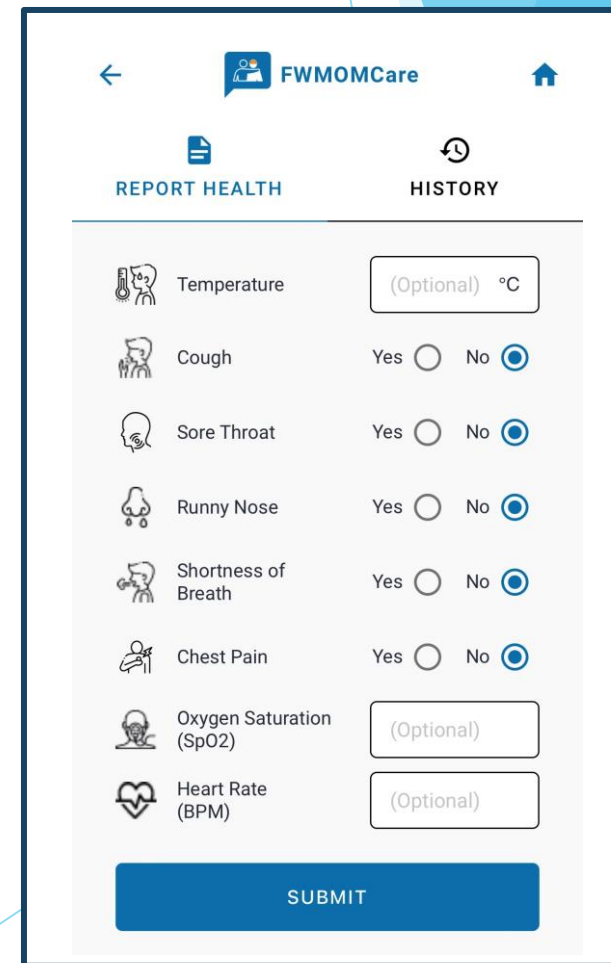
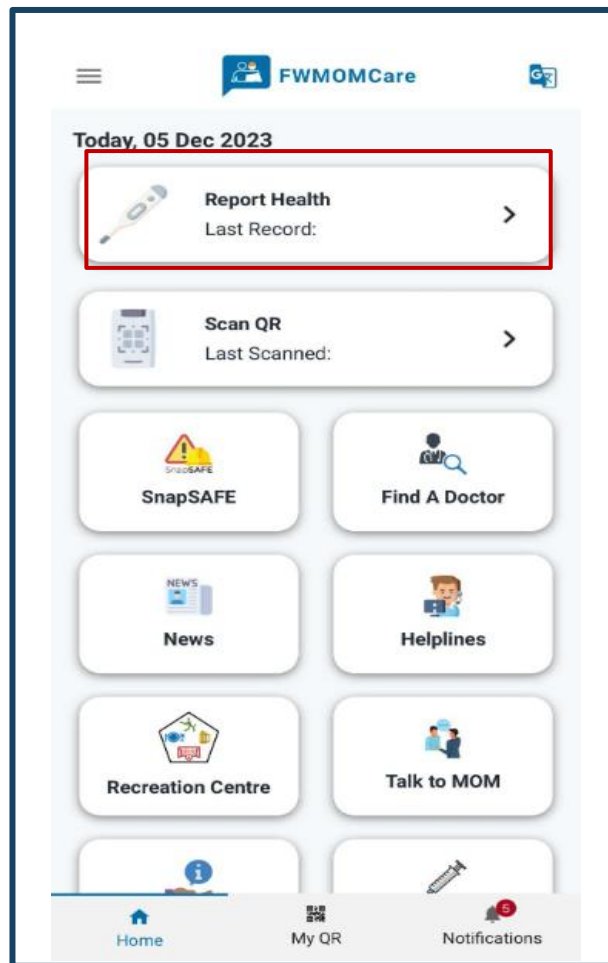
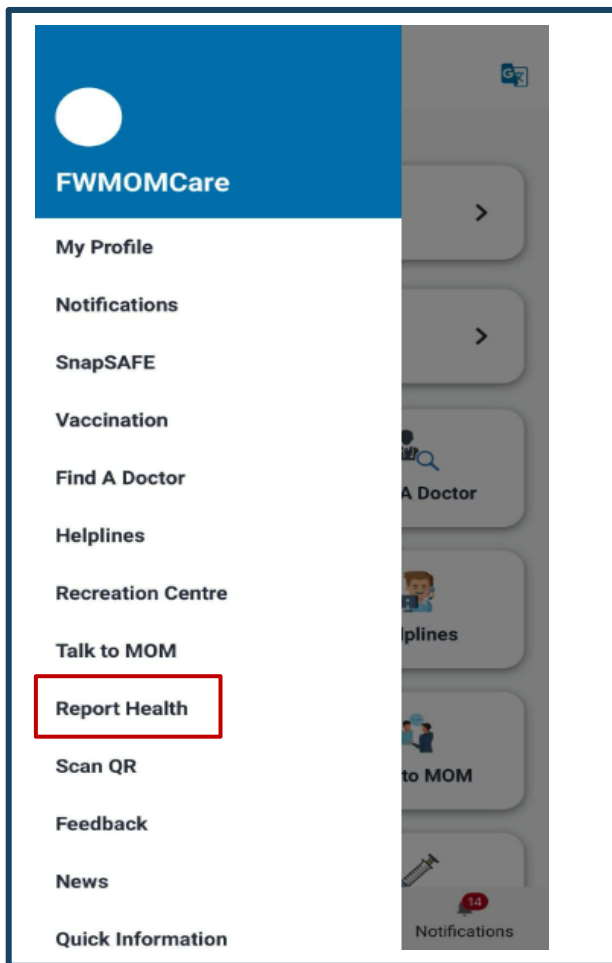
第1页, 共3页

步骤 1:

您可以在选单 / 主页里找到"报告健康状况" (Report Health)功能。

步骤 2:

一旦完成, 请点击"提交" (SUBMIT)。



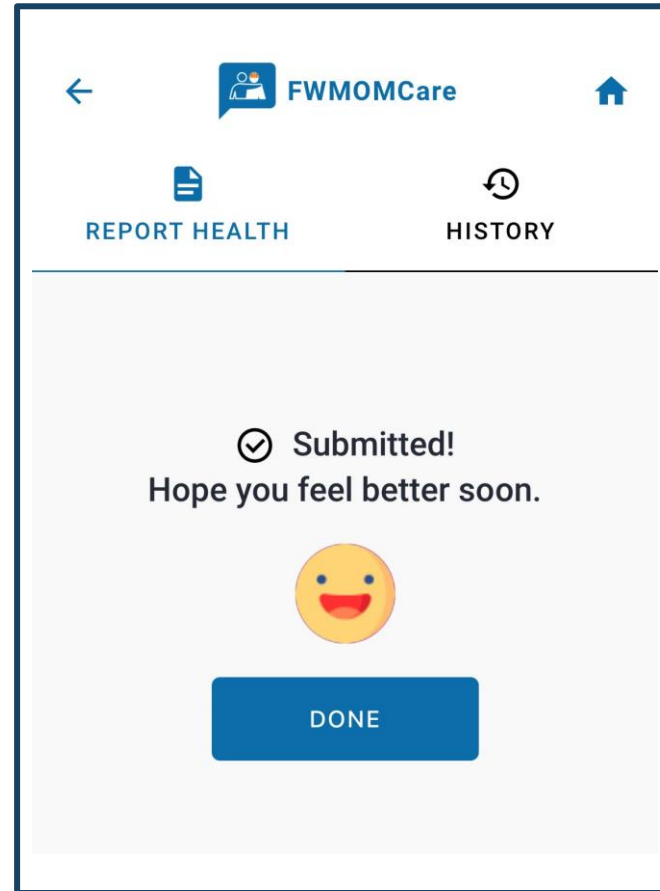
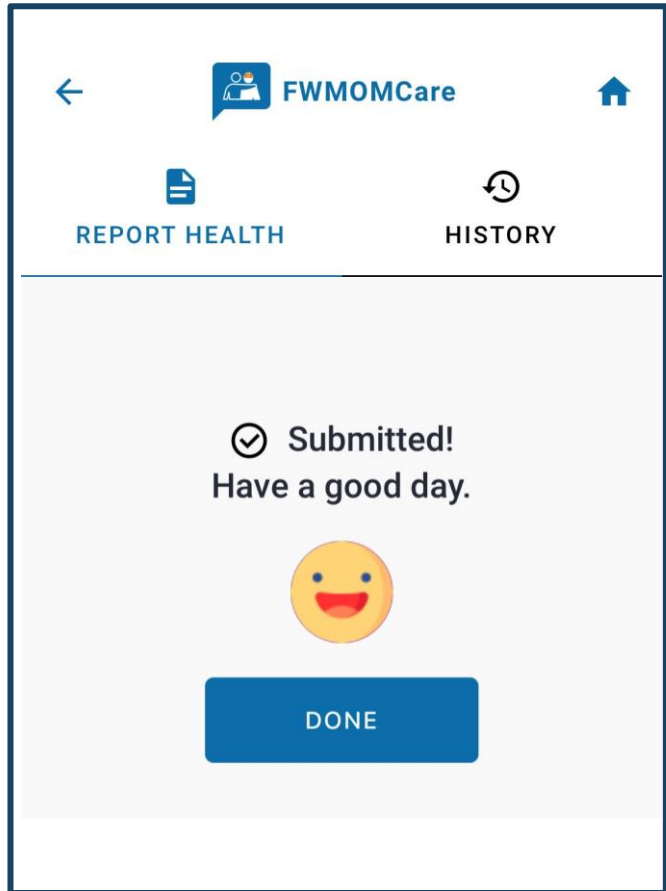


FWMOMCare 应用程序 – 报告健康状况

第2页, 共3页



完成：
信息顺利提交。





报告健康状况的历史：
现在，您可以查看今天 / 过去7天的记录

REPORT HEALTH HISTORY

Today's Report Health History
Fxxx0020X

Date	Time
20 Mar 2022	12:11 pm
20 Mar 2022	12:11 pm
20 Mar 2022	12:11 pm

[VIEW FULL HISTORY](#)

注意：
点击“查看全部历史”(VIEW FULL HISTORY)，去查看过去7天的记录。

Past 7 days history
Fxxx0020X

Date	Time
20 Mar 2022	12:11 PM
20 Mar 2022	12:11 PM
20 Mar 2022	12:11 PM
19 Mar 2022	01:56 PM
19 Mar 2022	01:54 PM
19 Mar 2022	11:26 AM
18 Mar 2022	10:45 PM
18 Mar 2022	10:44 PM
18 Mar 2022	10:43 PM
18 Mar 2022	10:43 PM
18 Mar 2022	10:42 PM
16 Mar 2022	03:53 PM



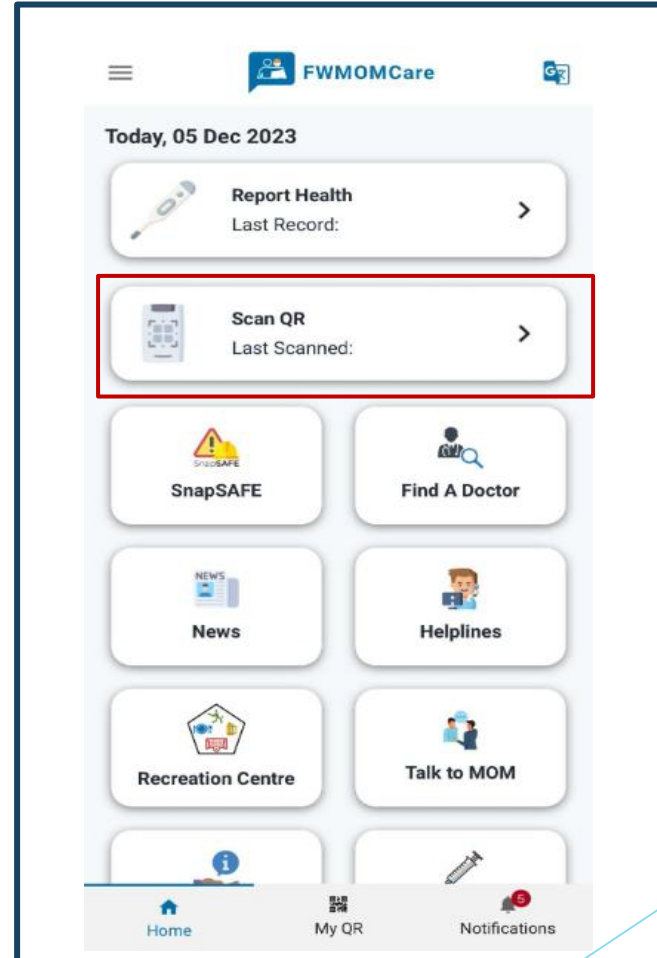
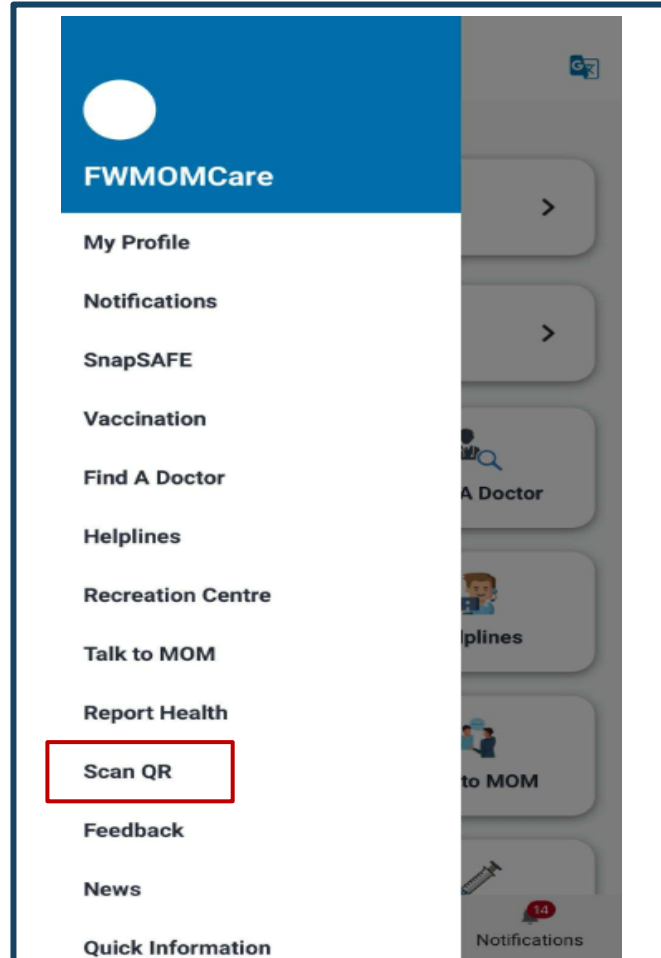
FWMOMCare 应用程序 – 扫描二维码

第1页, 共3页



步骤 1:

您可以在选单 / 主页里找到"扫描二维码" (Scan QR)功能



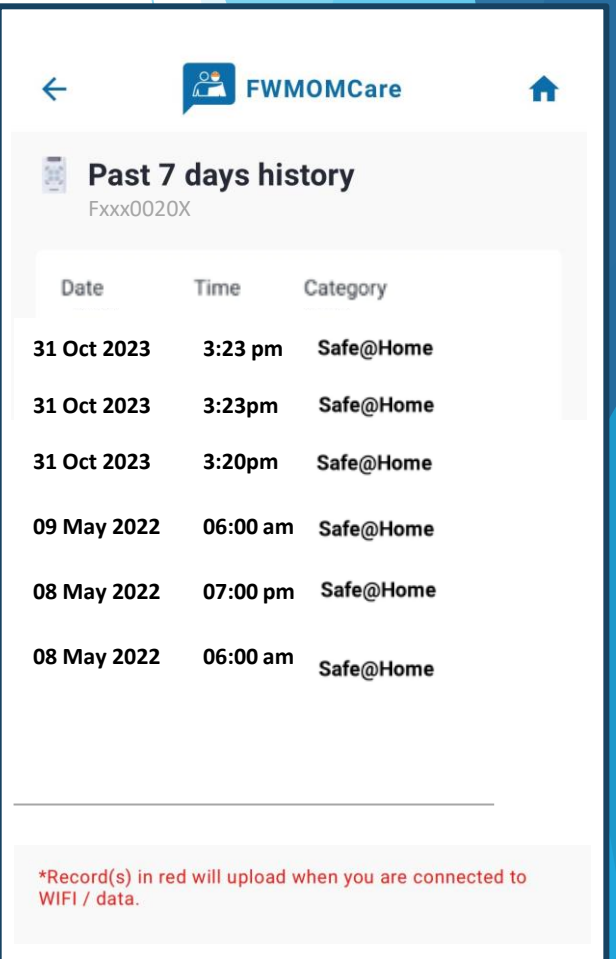
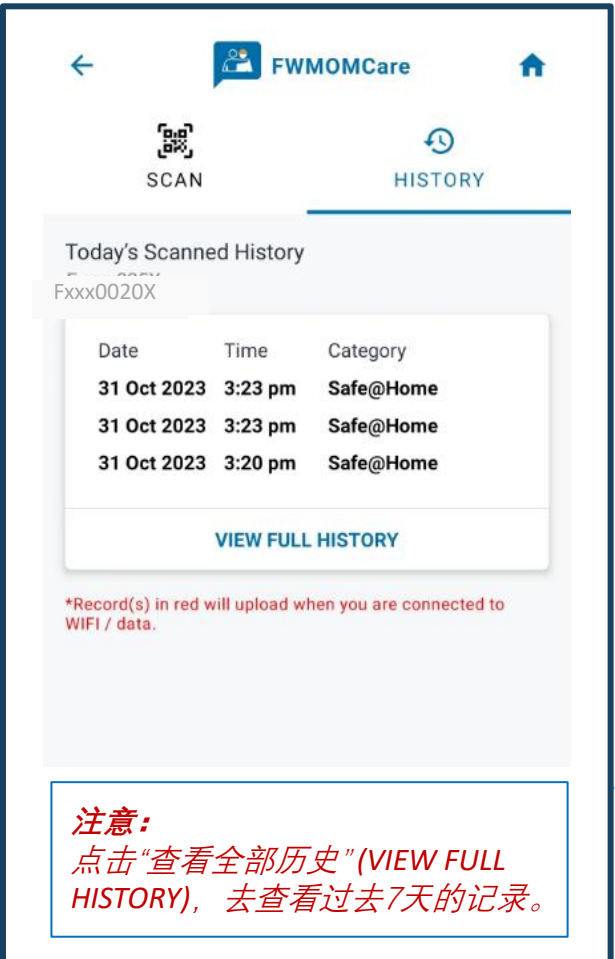
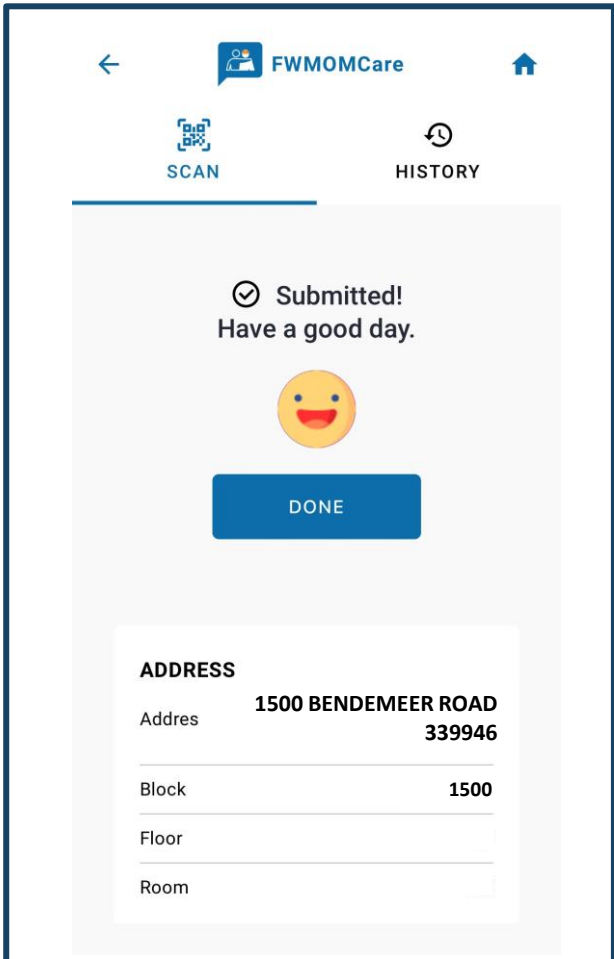


FWMOMCare 应用程序 – 扫描二维码(Safe@Home) 第2页, 共3页

步骤 2:
扫描住房内的二维码。
允许应用程序进入您的手机设定
以操控内置相机。

完成:
信息顺利提交。

扫描历史记录
现在, 您可以查看今天 / 过去7天的记录





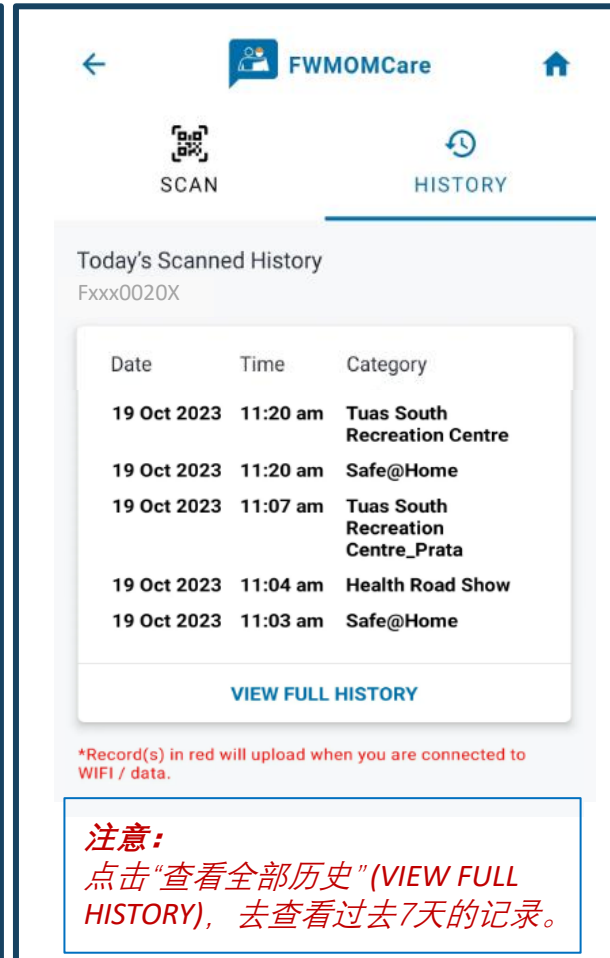
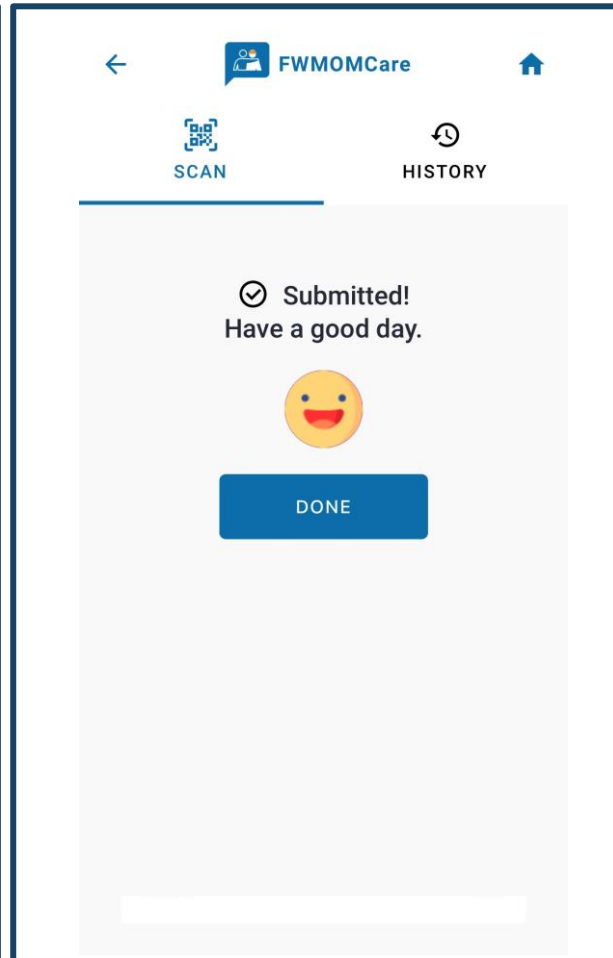
FWMOMCare 应用程序 – 扫描二维码(其他) 第3页, 共3页



步骤 2:
扫描官方二维码，包括来自 go.gov.sg 的代码。
允许应用程序进入您的手机设定以操控内置相机。

完成:
信息顺利提交。

扫描历史记录
现在，您可以查看今天 / 过去7天的记录



注意:
点击“查看全部历史”(VIEW FULL HISTORY), 去查看过去7天的记录。

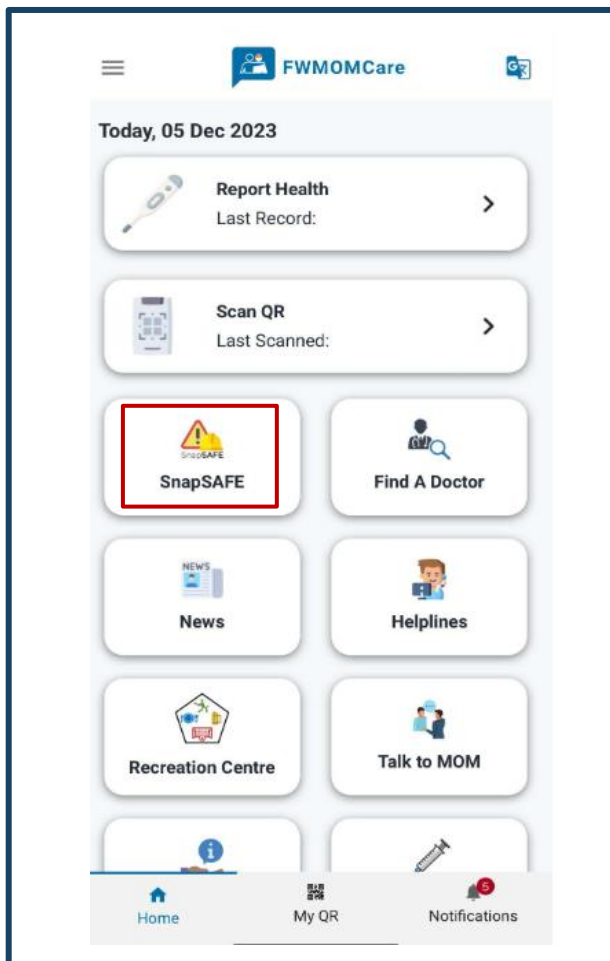




FWMOMCare 应用程序 – SnapSAFE

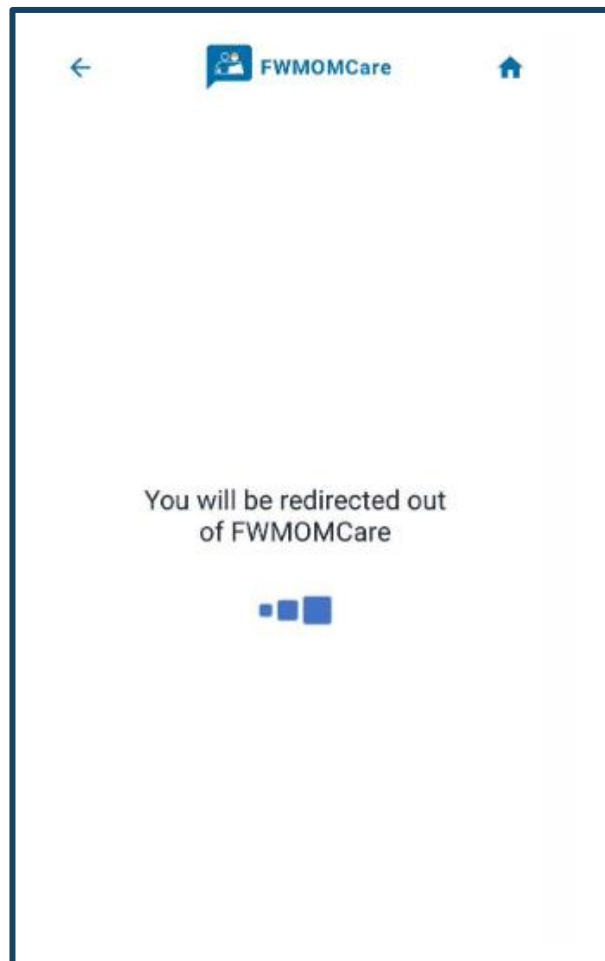
步骤 1:

您可以在主页里找到 SnapSAFE 功能。



步骤 2:

选择 SnapSAFE 后，您将跳出 FWMOMCare 页面。



步骤 3:

您将访问 form.gov.sg 网页





FWMOMCare 应用程序 – 主页 / 通知 / 新闻

主页:

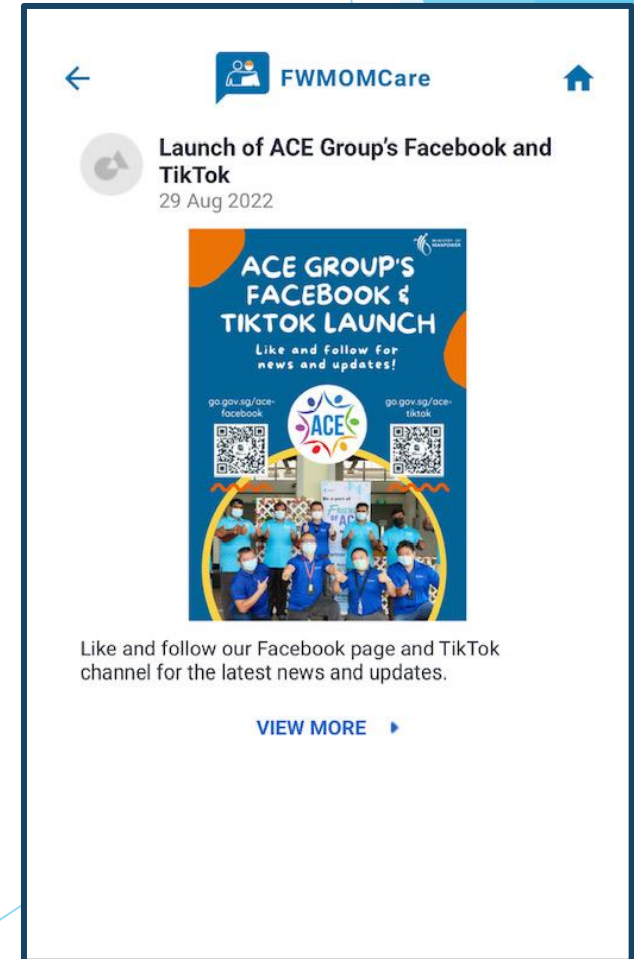
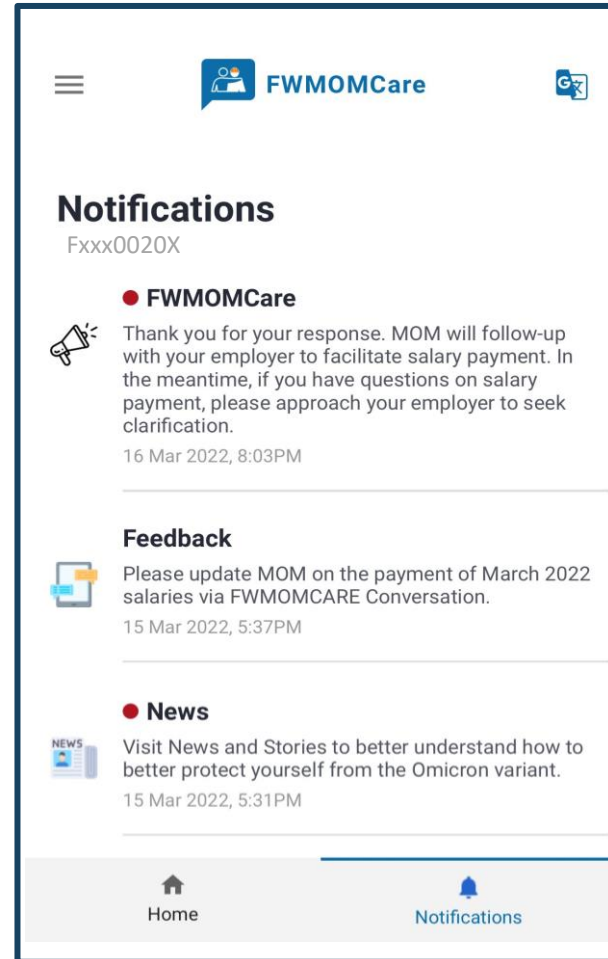
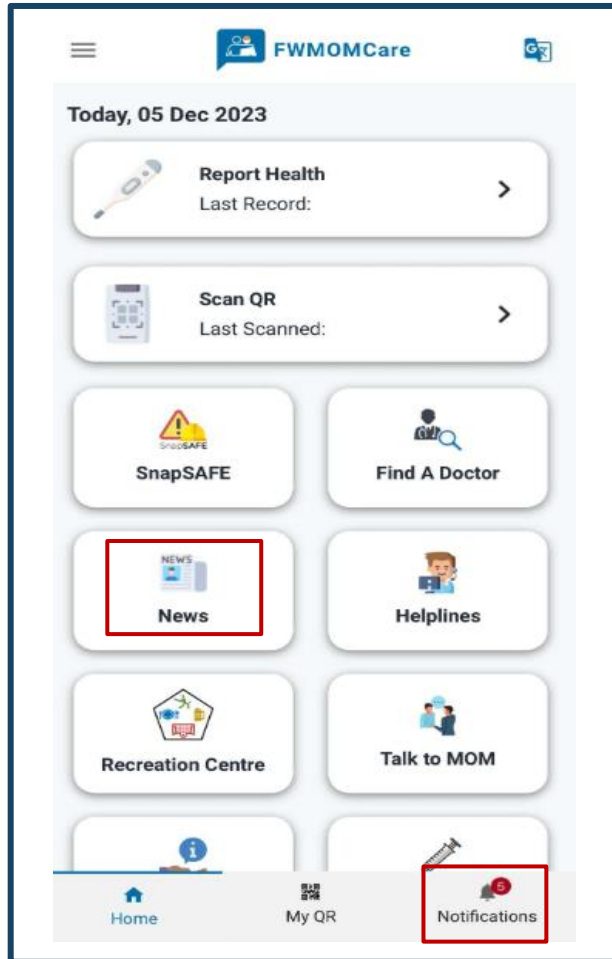
"报告健康状况" (Report Health) 以及 "扫描二维码" (Scan QR) 将显示上一条记录的日期/时间 (若有)

通知:

尚未阅读的通知, 将以红点注明。

新闻:

在这里, 查看最近更新的资料 / 咨询。





FWMOMCare 应用程序 – 横幅信息



步骤 1:

若有已发布的横幅信息，将只显示在主页的最上方。

步骤 2:

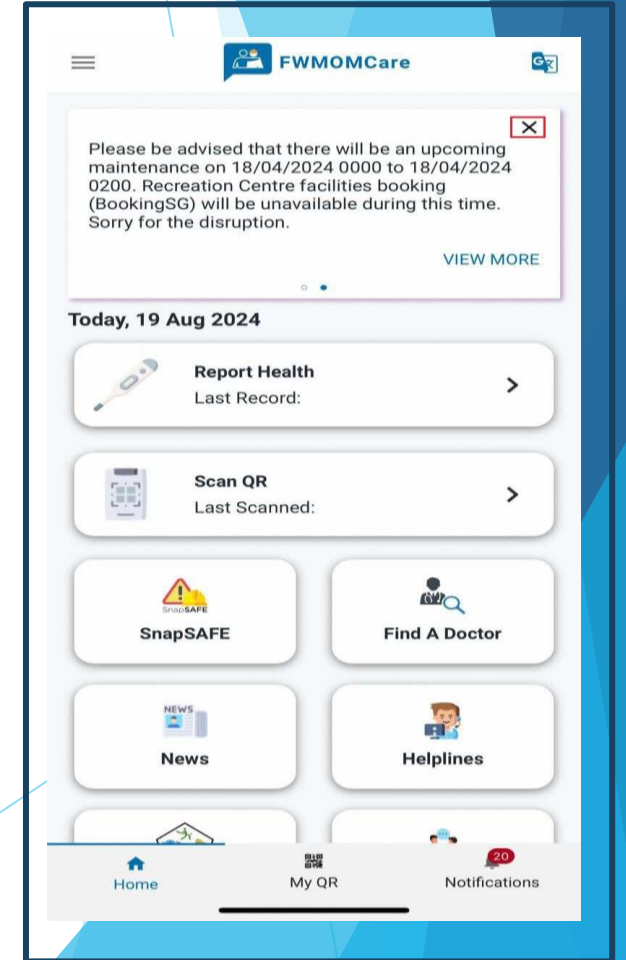
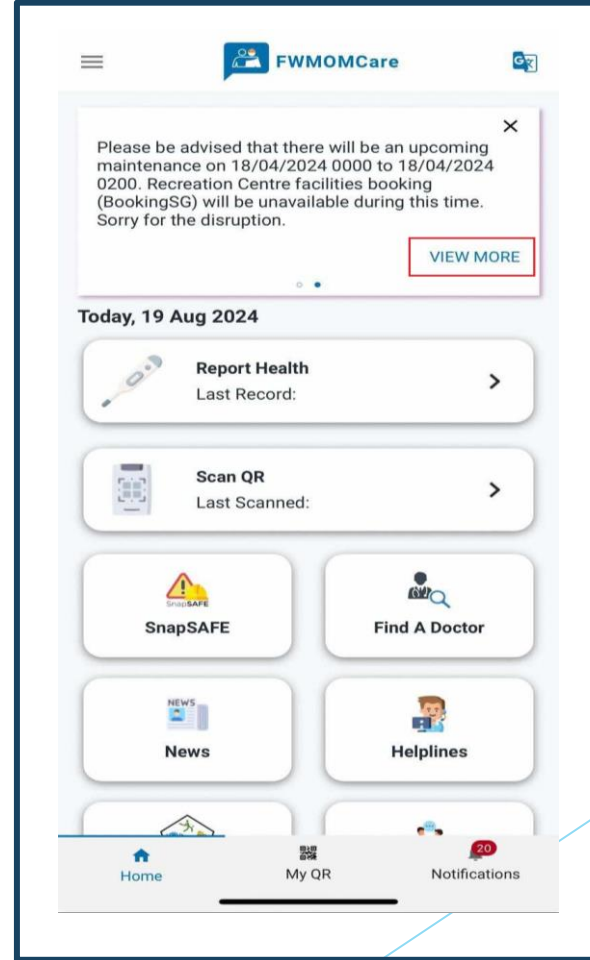
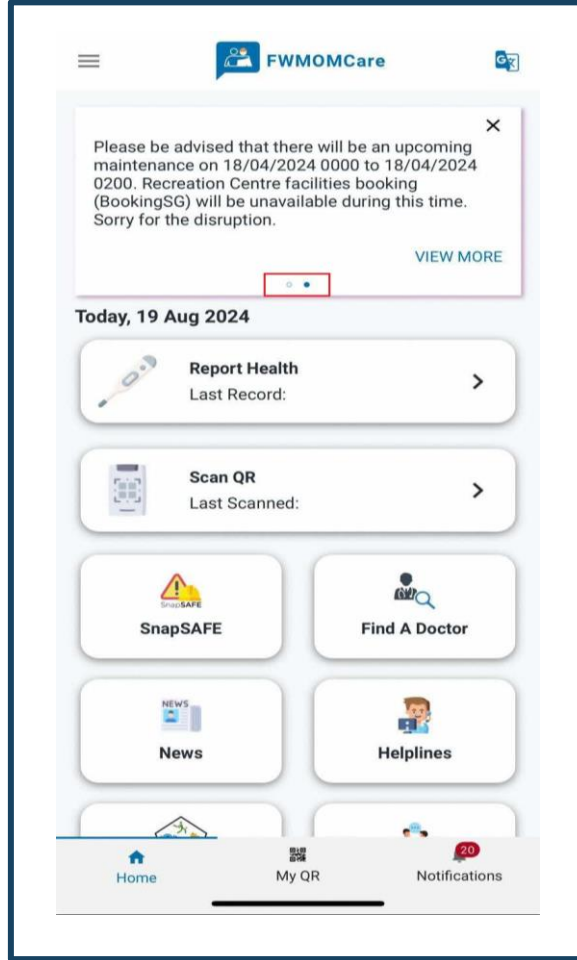
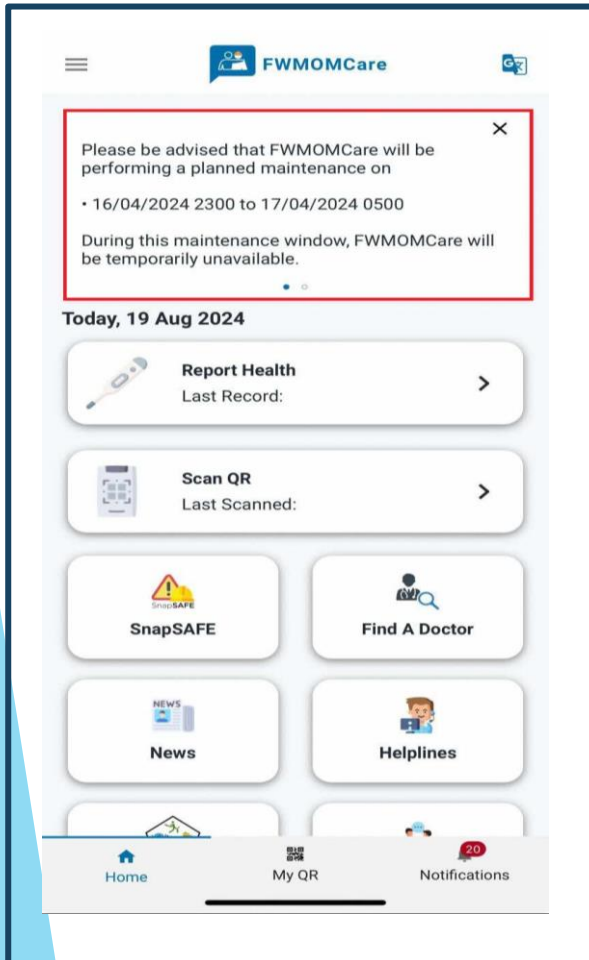
请触屏并向左或右滑动以浏览其他横幅信息。

步骤 3:

请点击“查阅更多”以转到相应的页面。

步骤 4:

点击“X”关闭横幅，当天即不再显示。横幅隔天会重新显示





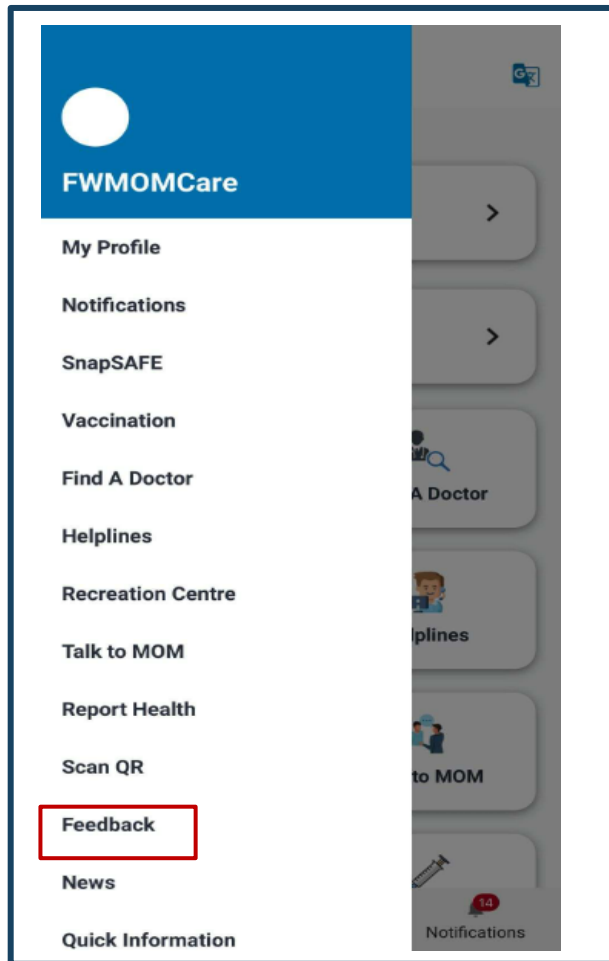
FWMOMCare 应用程序 – 反馈

第1页, 共2页



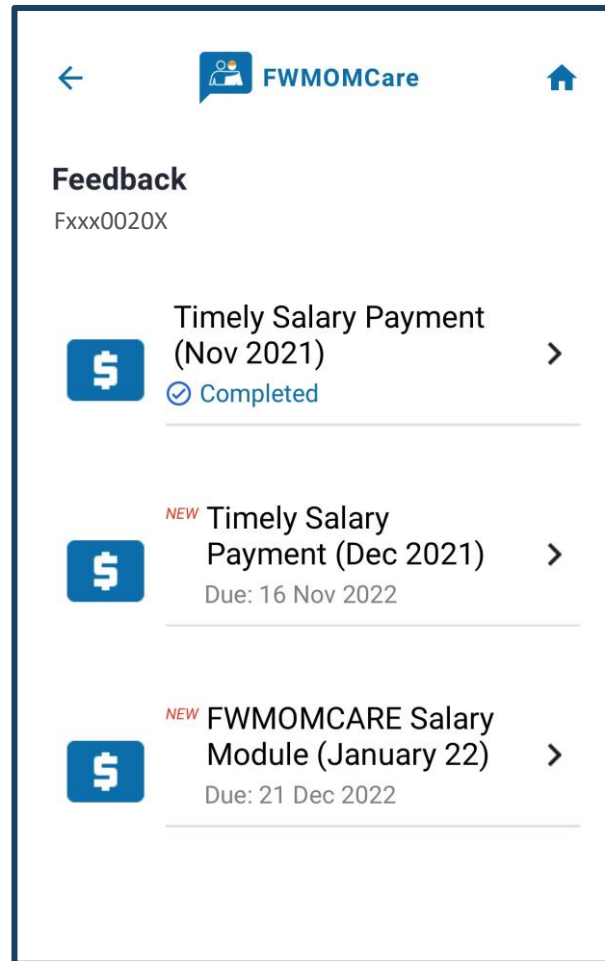
步骤 1:

从菜单上点击"反馈" (Feedback)。



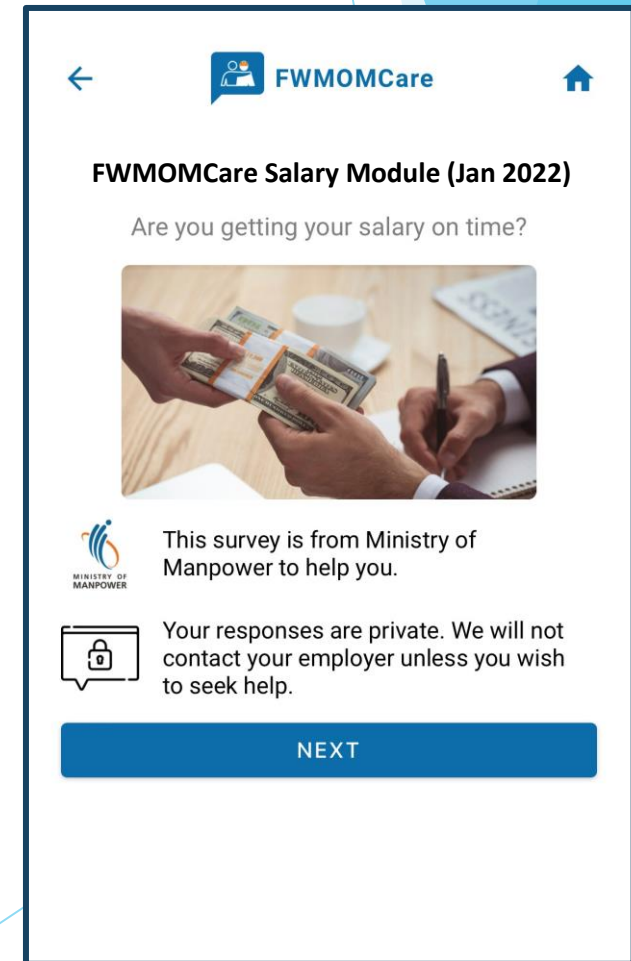
步骤 2:

页面将显示调查 / 反馈列表。



步骤 3:

查看调查 / 反馈, 点击"下一步" (NEXT), 便可继续。





FWMOMCare 应用程序 – 反馈

第2页, 共2页



步骤 4:

点击“下一步” (NEXT), 去回答下一个问题; 或者, 点击“取消” (Cancel) 关闭程序。

完成:

信息顺利提交。

← FWMOMCare 🏠

QUESTION 1

Have you been paid your last month's salary?

Yes, I have been paid in full.

Yes, but I have only been paid a lower amount.

No. I have not been paid at all.

NEXT

Cancel

← FWMOMCare 🏠

✔ Submitted!

Thank you for completing the feedback form.

😊

DONE

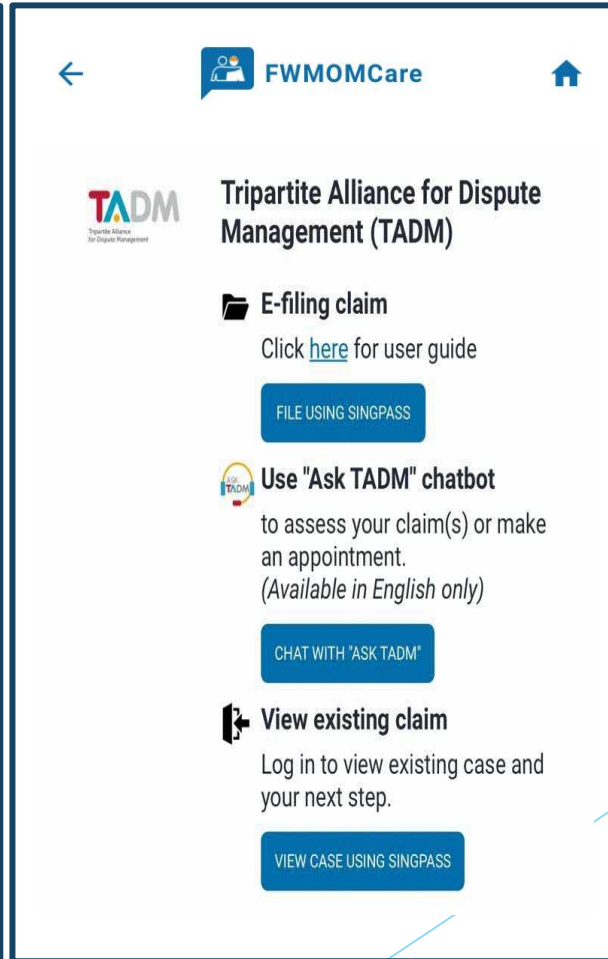
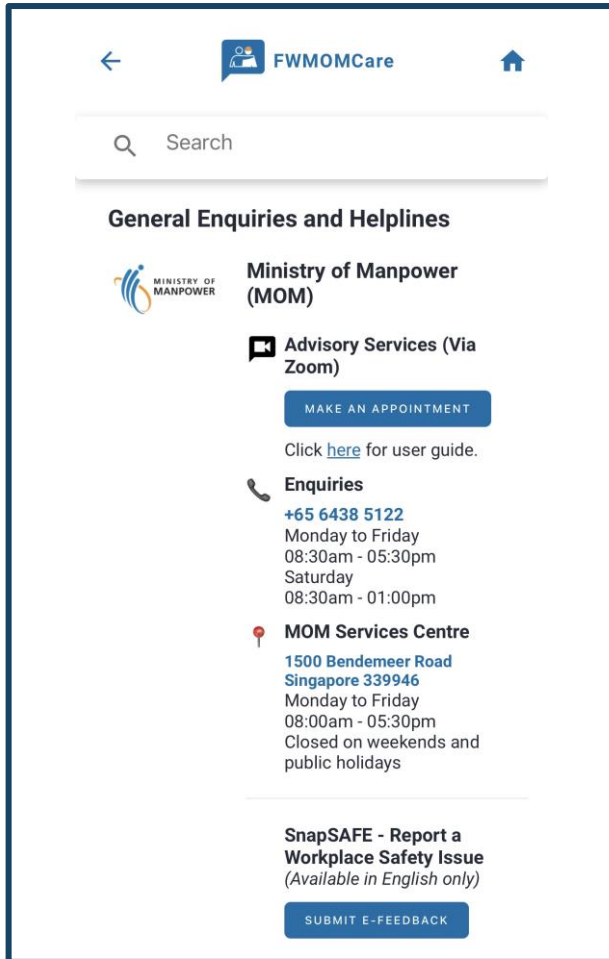
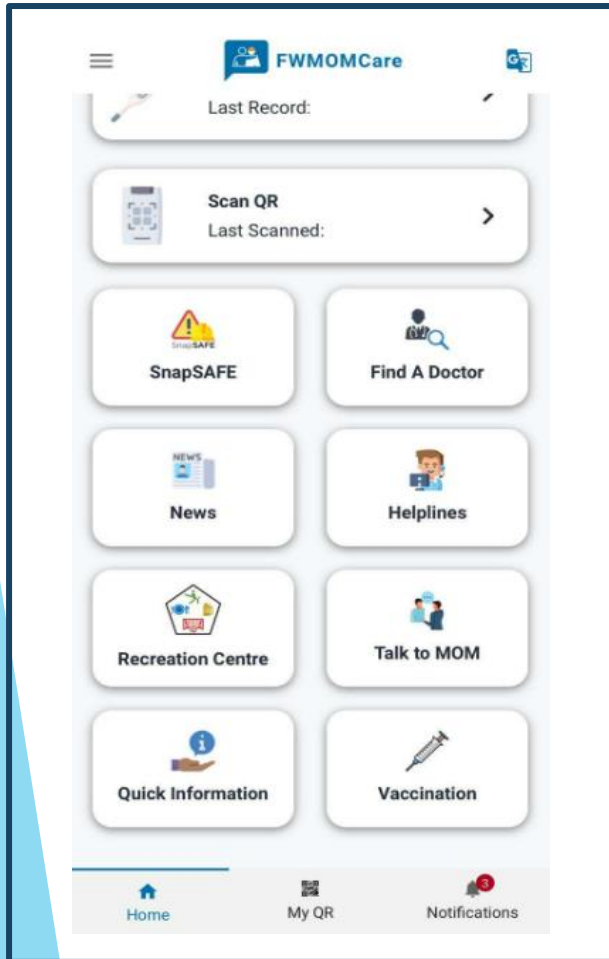


FWMOMCare 应用程序 – 援助热线



援助热线:

显示人力部 (MOM)、TADM、心理卫生和紧急热线

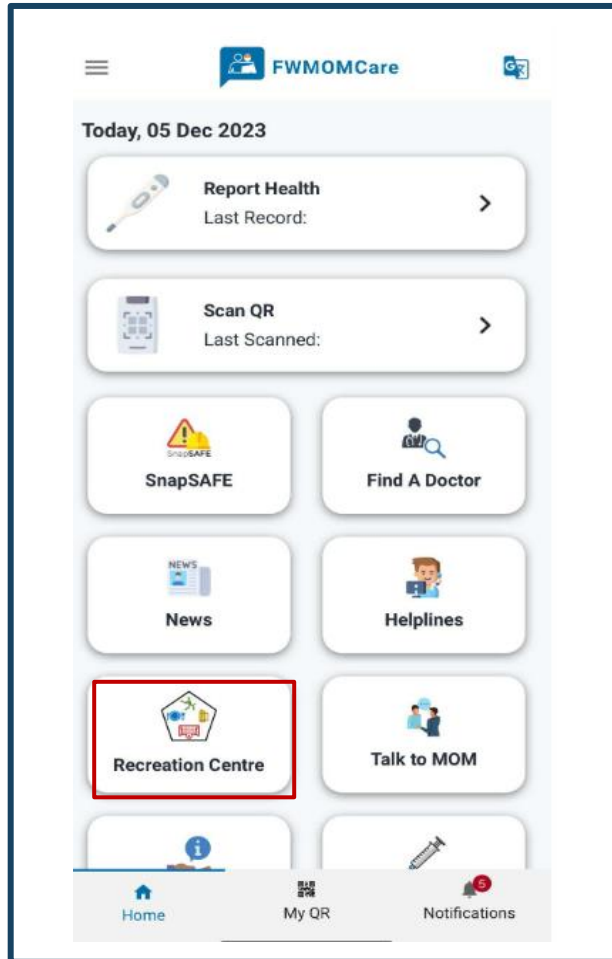




FWMOMCare 应用程序 – 休闲中心

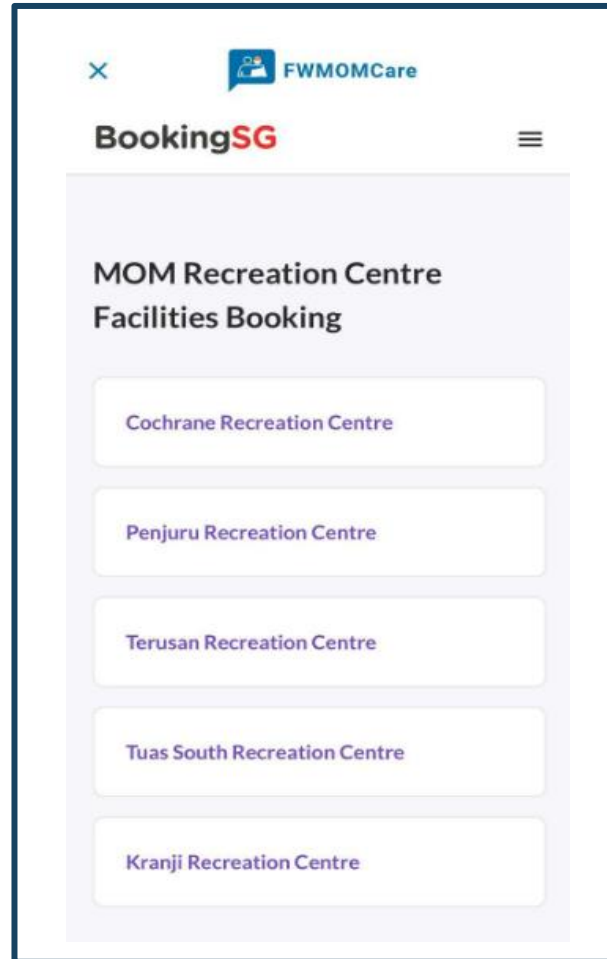
步骤 1:

您可以在选单 / 主页里找到“休闲中心” (Recreation Centre) 功能



步骤 2:

为您转至 Booking.SG 网页预定设施。



扫描以下二维码了解更多信息!

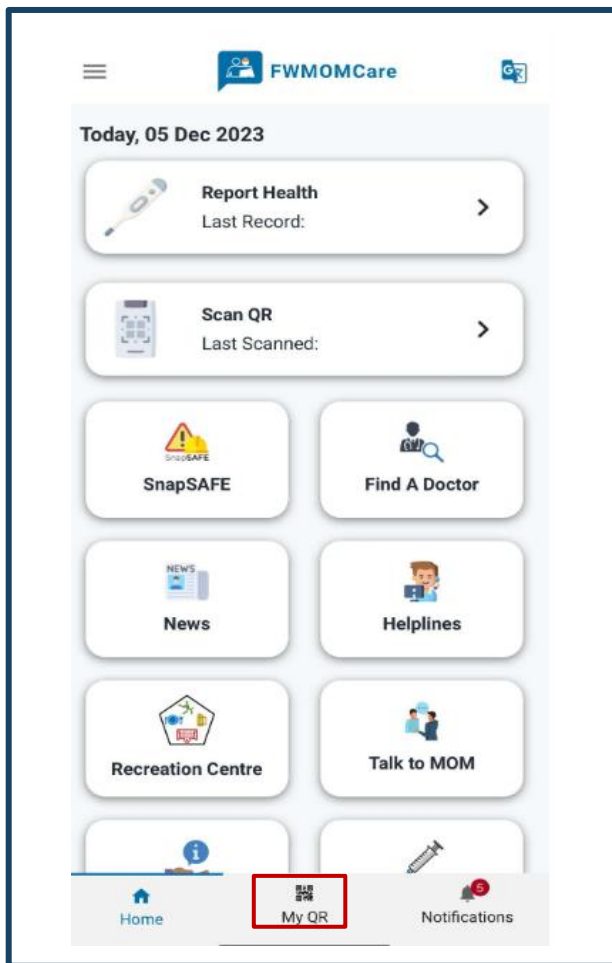




FWMOMCare 应用程序 – My QR

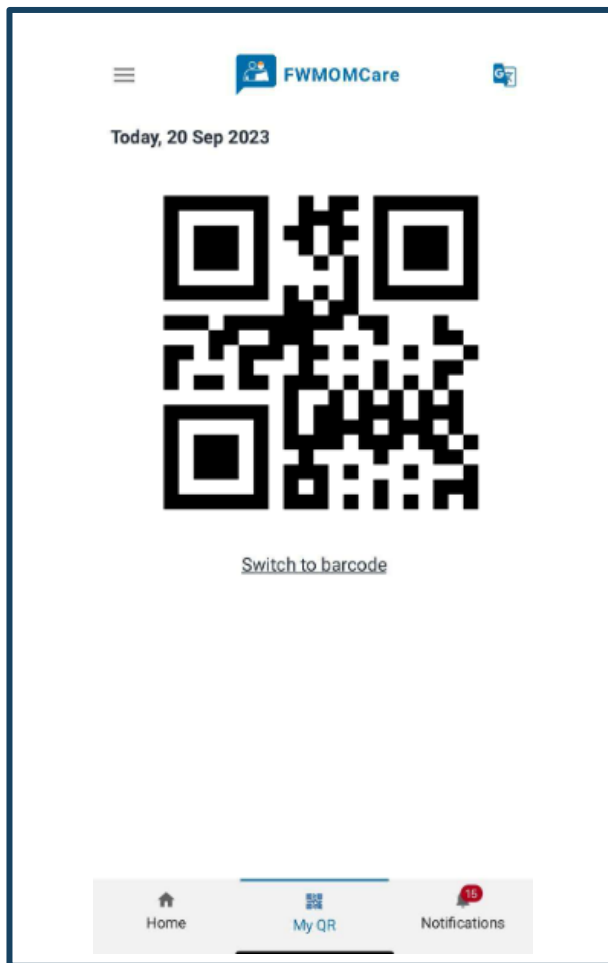
步骤 1:

您可以在主页里找到My QR功能



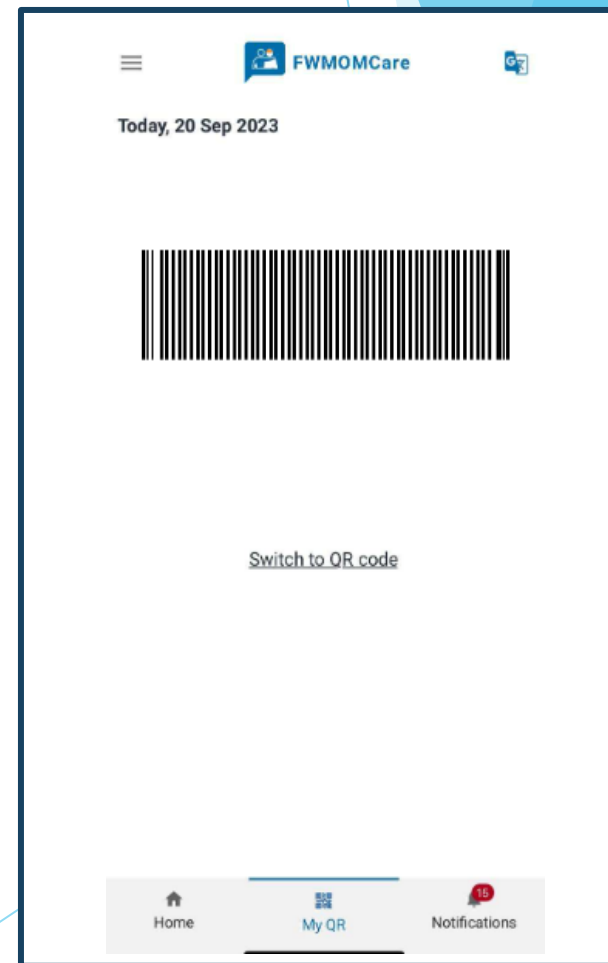
步骤 2:

选择My QR后，您的屏幕上将出现二维码



步骤 2:

点击"切换至条形码" (Switch to barcode)即可转至条形码格式。





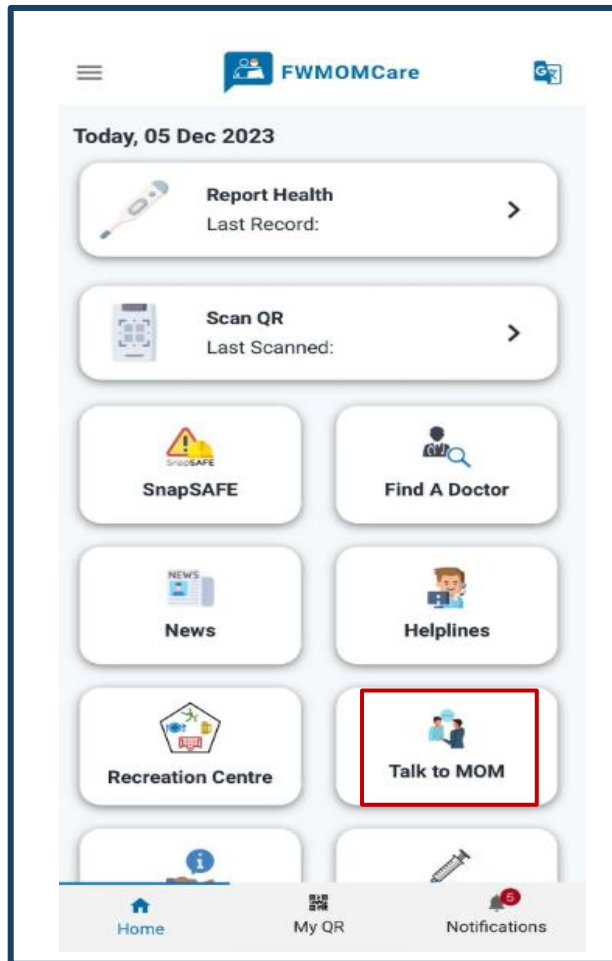
FWMOMCare 应用程序 – 联系MOM

第1页, 共3页



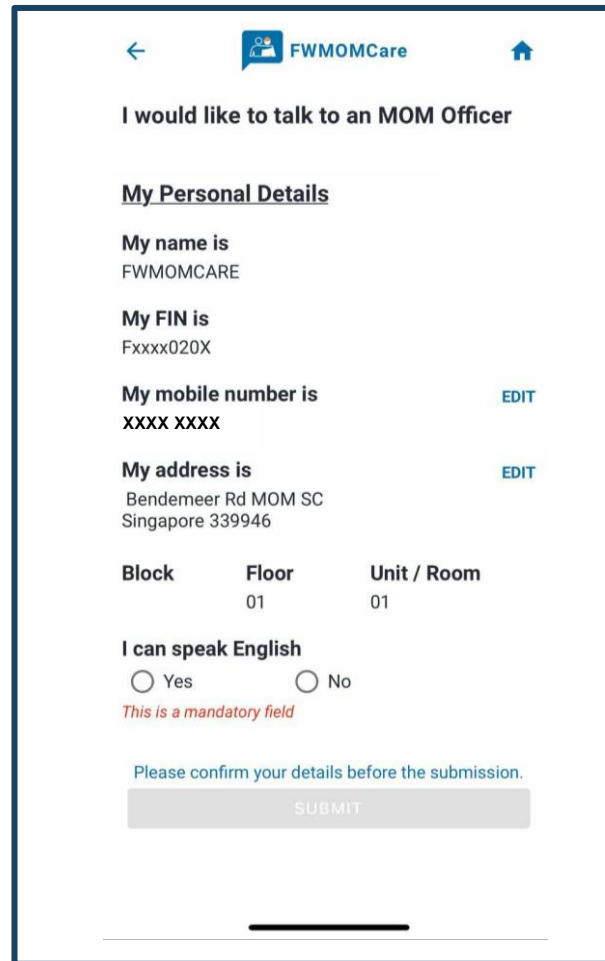
步骤 1:

您可以在选单 / 主页里找到 "联系 MOM" (Talk to MOM) 功能



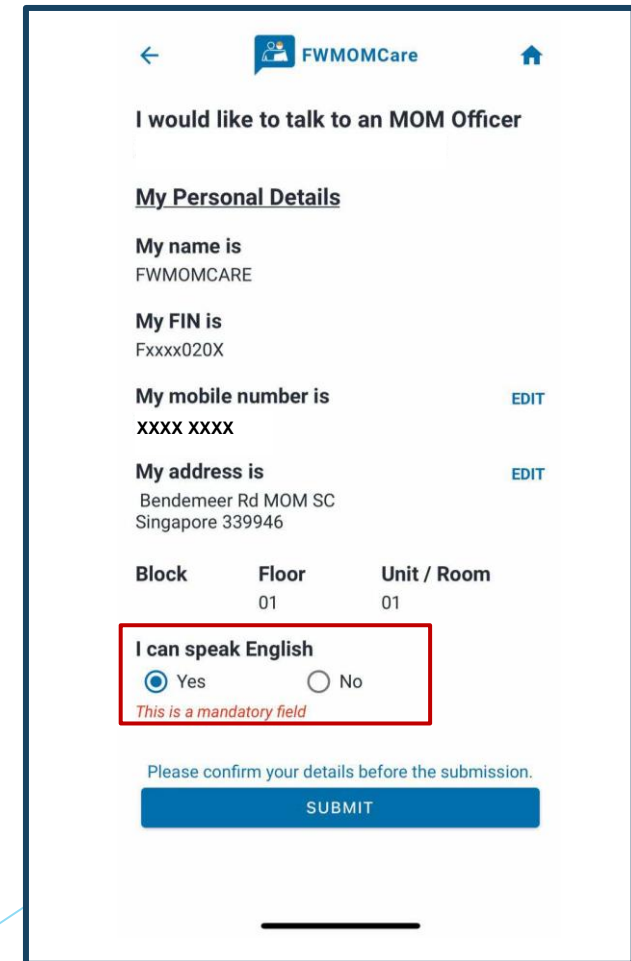
步骤 2:

确认个人详情。



步骤 3:

您若会说英语, 请选择点击"会" (Yes) 否则, 请选择点击"不会" (No)。





FWMOMCare 应用程序 – 联系MOM

第2页, 共3页



步骤 4:

请点击"提交" (SUBMIT)让MOM与您联系。

← FWMOMCare →

I would like to talk to an MOM Officer

My Personal Details

My name is
FWMOMCARE

My FIN is
Fxxx020X

My mobile number is EDIT
XXXX XXXX

My address is EDIT
Bendemeer Rd MOM SC
Singapore 339946

Block	Floor	Unit / Room
	01	01

I can speak English
 Yes No
This is a mandatory field

Please confirm your details before the submission.

SUBMIT

步骤 5:

请点击"要" (Yes)来确认。
否则, 请点击"不要" (No)。

← FWMOMCare →

I would like to talk to an MOM Officer

My Personal Details

My name is
FWMOMCARE

My FIN is
Fxxx020X

My mobile number is EDIT
9645 5

My address is EDIT
Bendemeer Rd MOM SC
Singapore 339946

Block	Floor	Unit / Room
	01	01

I can speak English
 Yes No
This is a mandatory field

Please confirm your details before the submission.

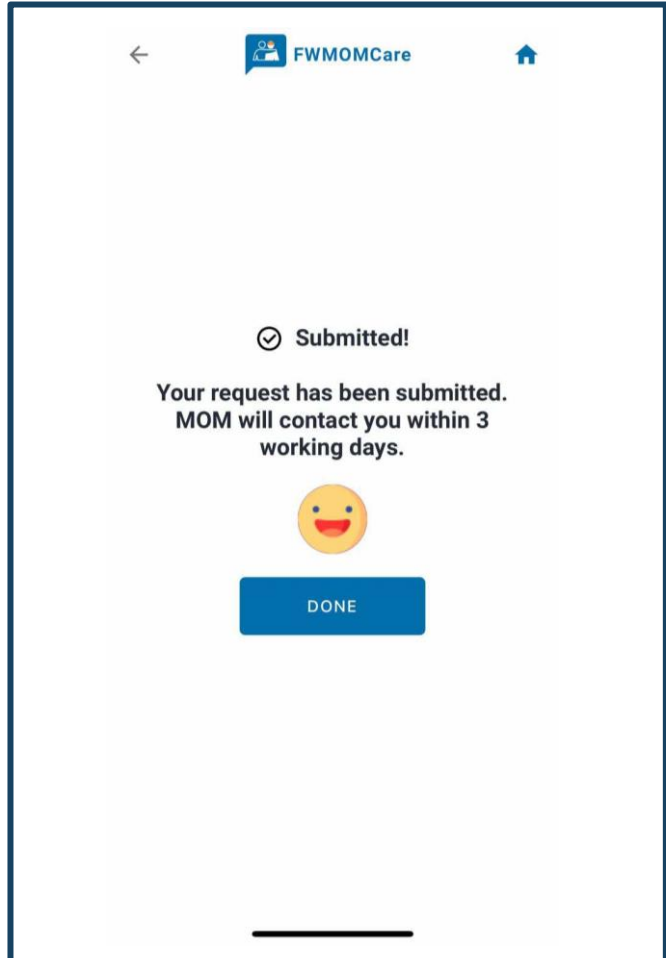
SUBMIT

Alert

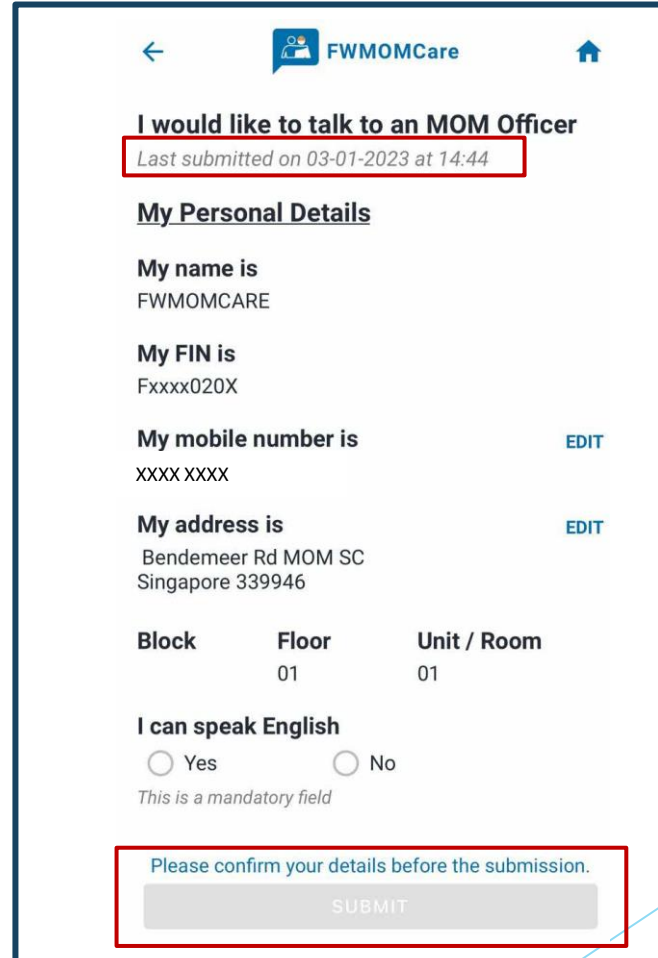
Do you want MOM to call you?



步骤 6:
信息顺利提交。



步骤 7:
屏幕将显示近期提交请求的日期和时间。
下一个请求只能在之后的3天再提交。





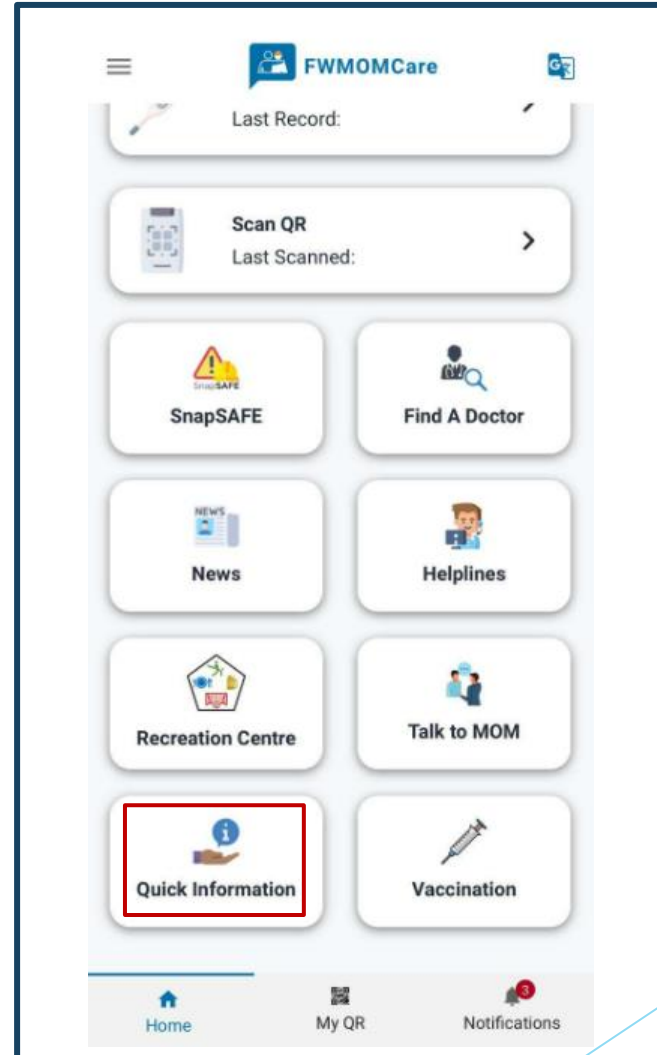
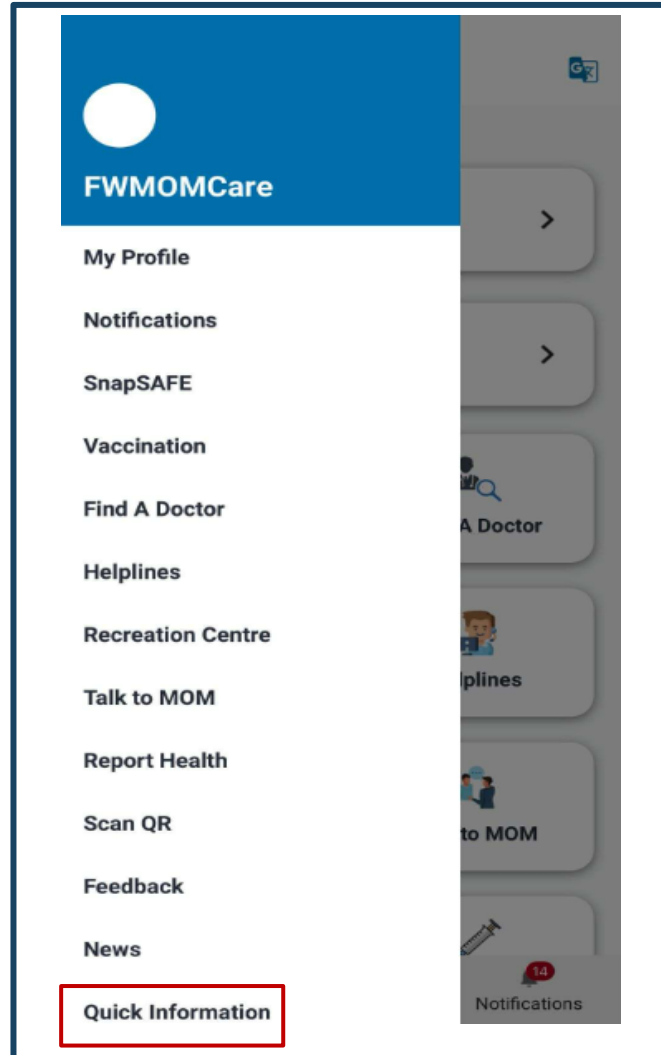
FWMOMCare 应用程序 – 快速信息

第1页, 共2页



快速信息:

您可以在选单 / 主页里找到"快速信息" (Quick Information)功能





FWMOMCare 应用程序 – 快速信息

第2页, 共2页



例子

