



FWMOMCare App User Guide

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**PCP = Primary Care Plan*

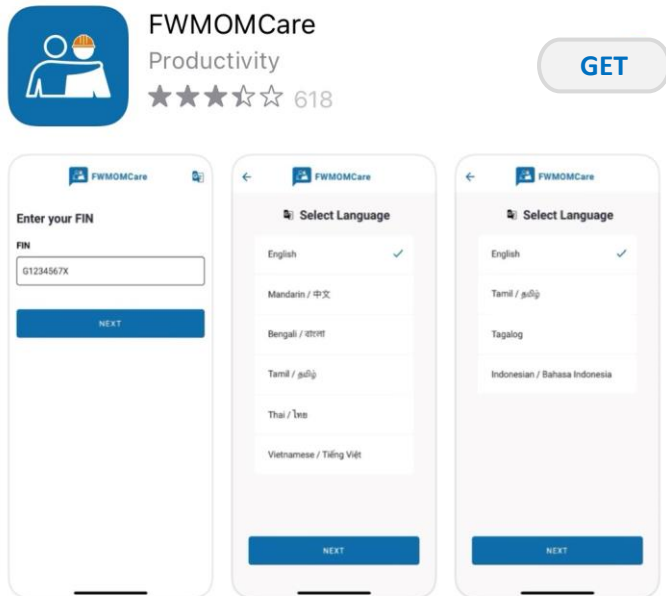
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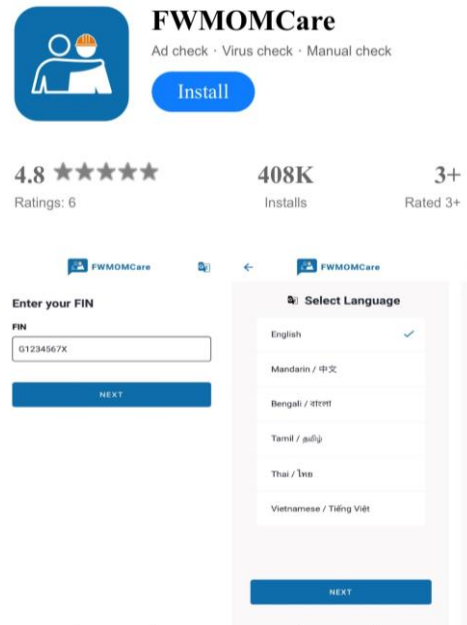
Download via: App Store / Huawei AppGallery / Google Play Store



For Apple Users, go to
App Store.



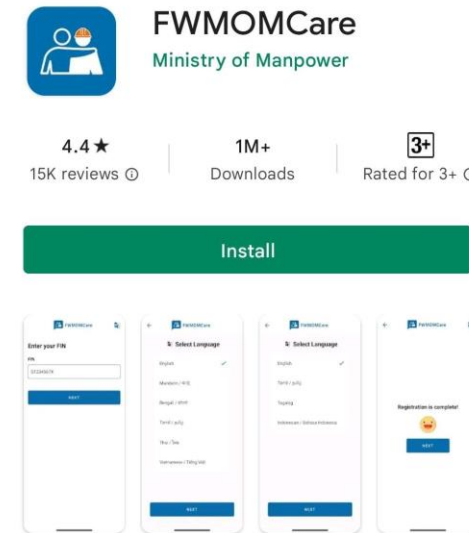
For Huawei Users, go to
App Gallery.



Foreign worker can use FWMOMCare to manage their well-being



For Android Users, go to
Google Play Store.



About this app

Foreign worker can use FWMOMCare to manage their well-being

Note: Minimally iOS 13 or Android version 5 is required to download app.



FWMOMCare App – Privacy Policy (For New User, New Installation, User who have yet to accept)

STEP 1: Click “[Terms of Use and Privacy Statement](#)” to view.

STEP 2: Redirected to MOM website

Step 3: Select “NEXT” to agree

Permissions Summary
Application needs permission to access the below while using the respective features to give you a better user experience.

- Camera**
To allow taking of photos, scanning of check-in QR codes and barcodes
- Location**
To identify your location to use our built-in location-based features (eg. location of your mobile device and the IP address of your mobile device)
- Wi-Fi Connection**
Check for wifi connection status to auto update the application
- Calendar**
To create appointments on your calendar
- Files, Photos, Audio & Video**
To allow setup of profile photo picture and download infographic announcements in the app

By clicking on 'Next' below, you confirm that you have read and agree to our [Terms of Use and Privacy Statement](#) to use FWMOMCare

NEXT

A Singapore Government Agency Website

MINISTRY OF MANPOWER About us

FWMOMCare Mobile Application Privacy Policy

1. This is a Government of Singapore digital service.
2. We are committed to protecting your privacy. To safeguard your personal information, all electronic storage and transmission of data is secured with appropriate security technologies.
3. This privacy policy governs your use of the FWMOMCare software application (the “Application”) for mobile devices that was created by the Government of the Republic

Purpose of FWMOMCare

mom.gov.sg

Permissions Summary
Application needs permission to access the below while using the respective features to give you a better user experience.

- Camera**
To allow taking of photos, scanning of check-in QR codes and barcodes
- Location**
To identify your location to use our built-in location-based features (eg. location of your mobile device and the IP address of your mobile device)
- Wi-Fi Connection**
Check for wifi connection status to auto update the application
- Calendar**
To create appointments on your calendar
- Files, Photos, Audio & Video**
To allow setup of profile photo picture and download infographic announcements in the app

By clicking on 'Next' below, you confirm that you have read and agree to our [Terms of Use and Privacy Statement](#) to use FWMOMCare

NEXT



FWMOMCare App – Registration 1 of 4



STEP 1:

Enter your FIN

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.

“NEXT” button is activated only when full FIN is entered.

STEP 2:

Captcha - Slide to proceed

Login verification

Please slide to verify

How to Use:

Please slide to verify

STEP 3:

Select language based on Persona (MW)

Select Language

English ✓

Mandarin / 中文

Bengali / বাংলা

Tamil / தமிழ்

Thai / ไทย

Vietnamese / Tiếng Việt

NEXT

*MW – Migrant Workers



FWMOMCare App – Registration 2 of 4



STEP 4:

Enter your mobile number

The screenshot shows the 'Register' screen in the FWMOMCare app. At the top, there is a back arrow, the app logo, and a chat icon. Below the title 'Register', there is a 'Mobile Number' section with a dropdown menu set to '+65' and a text input field containing 'XXXX XXXX'. A large blue 'NEXT' button is positioned below the input fields. At the bottom, a box titled 'Applicable Country / Region Codes:' lists 'Singapore +65', 'Malaysia +60', and 'Indonesia +62'.

STEP 5:

Enter OTP sent via SMS

The screenshot shows the 'Enter 6-digit OTP' screen. It features a back arrow, the app logo, and a chat icon. The title is 'Enter 6-digit OTP' with a subtitle 'Code sent to +65 XXXX XXXX'. Below this is a row of six input boxes, with the first one containing a vertical bar. A grey button labeled 'RESEND IN 02:00' is centered below the boxes. At the bottom, a note states: 'If you have changed your mobile number, please [click here](#) to update.'

STEP 6:

Enter your details and click "NEXT" to proceed

The screenshot shows the 'Provide your personal details' screen. It includes a back arrow, the app logo, and a chat icon. The title is 'Provide your personal details' with a subtitle 'We use this information to confirm your identity'. There are three input fields: 'Name' (containing 'FWMOMCare'), 'Date of birth' (with dropdowns for '18', 'MAY', and '2020'), and a large blue 'NEXT' button at the bottom.



FWMOMCare App – Registration 3 of 4



STEP 7:

Click on map icon to search for address

STEP 8:

Search for address using postal code / partial address

STEP 9:

Select address from dropdown and click ✓ to proceed



FWMOMCare App – Registration 4 of 4



STEP 10:

If applicable, enter “Floor” and “Room” number and “SAVE CHANGES”

The screenshot shows the 'Provide your address' screen in the FWMOMCare app. At the top, there is a close button (X), the app logo, and a search icon. The main heading is 'Provide your address'. Below this, there is an 'ADDRESS' field containing the text '1500 Bendemeer Road MINISTRY OF MANPOWER SERVICES CENTRE Singapore 339946'. Underneath the address field is a 'Block' field with the value '1500'. Below the block field are two optional fields: 'Floor' and 'Room', both containing the text '(Optional)'. At the bottom of the screen is a large blue button labeled 'SAVE CHANGES'.

COMPLETED:

Successful Message

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



FWMOMCare App – Login



STEP 1:
Enter your FIN

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.

“NEXT” button is activated only when full FIN is entered.

STEP 2:
Enter OTP sent via SMS

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.

Did not receive OTP but SMS is sent to the correct number?
Restart mobile phone and try again.

HOME PAGE:

Today, 05 Dec 2023

Report Health
Last Record:

Scan QR
Last Scanned:

SnapSAFE

Find A Doctor

News

Helplines

Recreation Centre

Talk to MOM

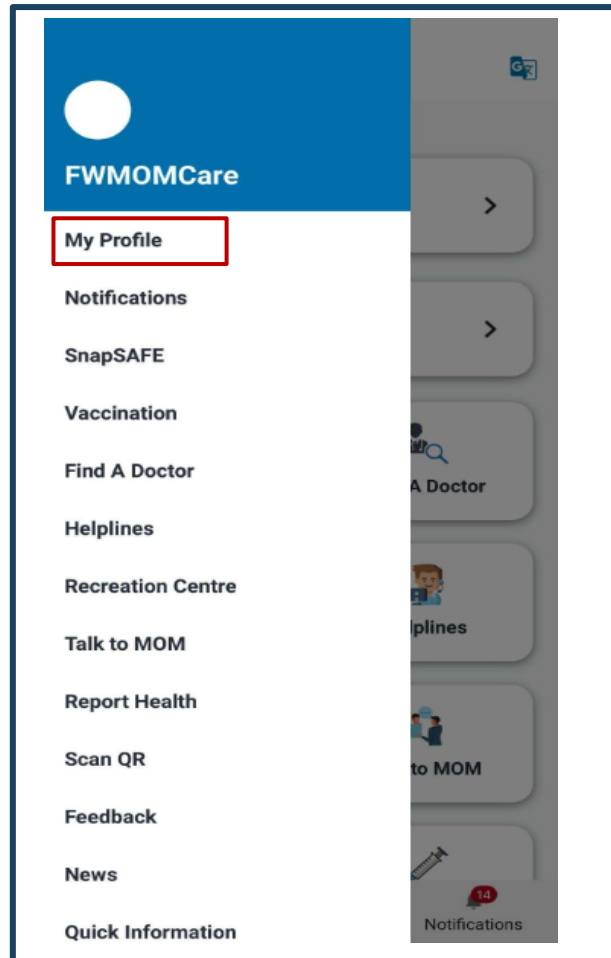
Home My QR Notifications



FWMOMCare App – Edit Mobile (Logged In) 1 of 2

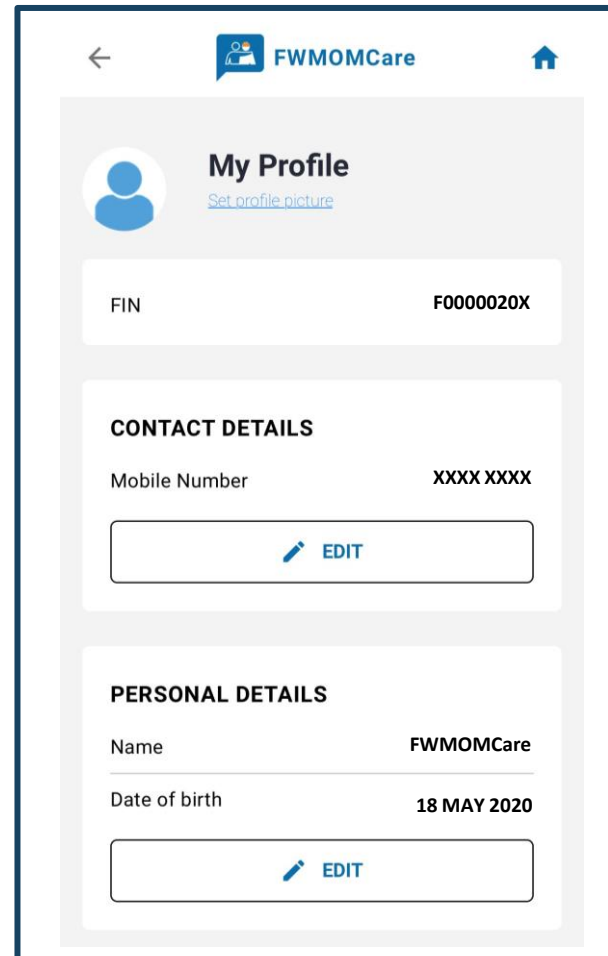
STEP 1:

Click “My Profile”



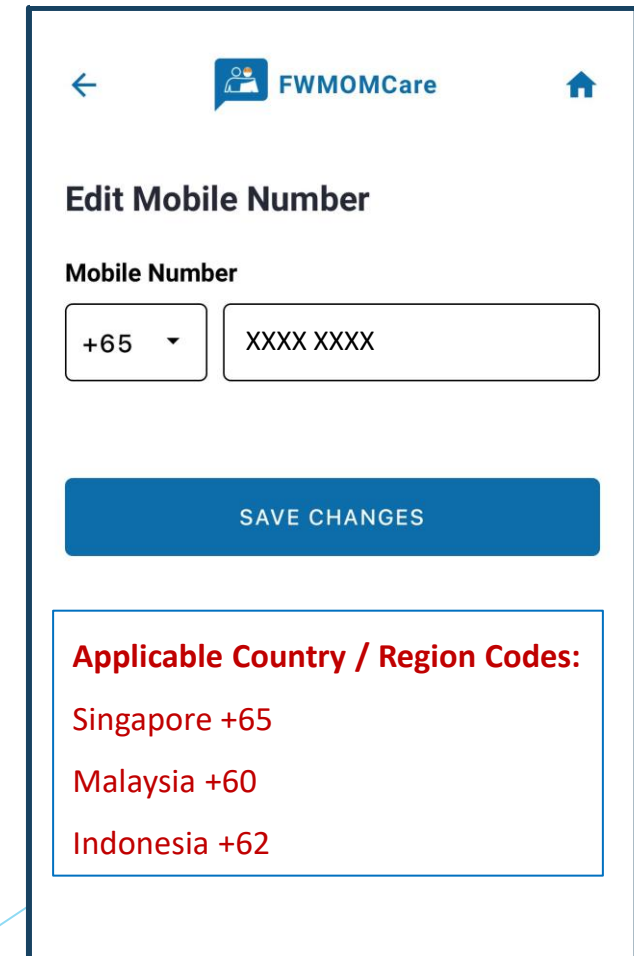
STEP 2:

In CONTACT DETAILS, click “EDIT”



STEP 3:

Enter your **new** mobile number and click “SAVE CHANGES”





FWMOMCare App – Edit Mobile (Logged In) 2 of 2

STEP 4:

Enter OTP sent to your **new** mobile number via SMS

The screenshot shows the FWMOMCare app interface for entering an 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 is a row of six input boxes, with the first one containing a vertical line. A grey button at the bottom says "RESEND IN 02:00".

COMPLETED:

Successful Message

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!" with a checkmark icon and "Updated Successfully" below it. A yellow smiley face emoji is centered below the text. At the bottom, there is a blue button labeled "DONE".



FWMOMCare App – Edit Mobile (Logged Out) 1 of 2

STEP 1:

Enter your FIN

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.

“NEXT” button is activated only when full FIN is entered.

STEP 2:

If OTP is not sent to the correct mobile number, update via [click here](#) on your screen.

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.

STEP 3:

Enter new mobile number and click “SAVE CHANGES”

Edit Mobile Number

Mobile Number

+65 XXXX XXXX

I am an IPA Holder.

SAVE CHANGES

Note:
If you are an IPA holder, please ✓ on the checkbox before clicking on “SAVE CHANGES”



FWMOMCare App – Edit Mobile (Logged Out) 2 of 2

STEP 4:

Enter Card Number on your work pass or Date of Application (DOA) on your IPA letter and click “NEXT”

STEP 5:

Enter OTP sent to your new mobile number via SMS

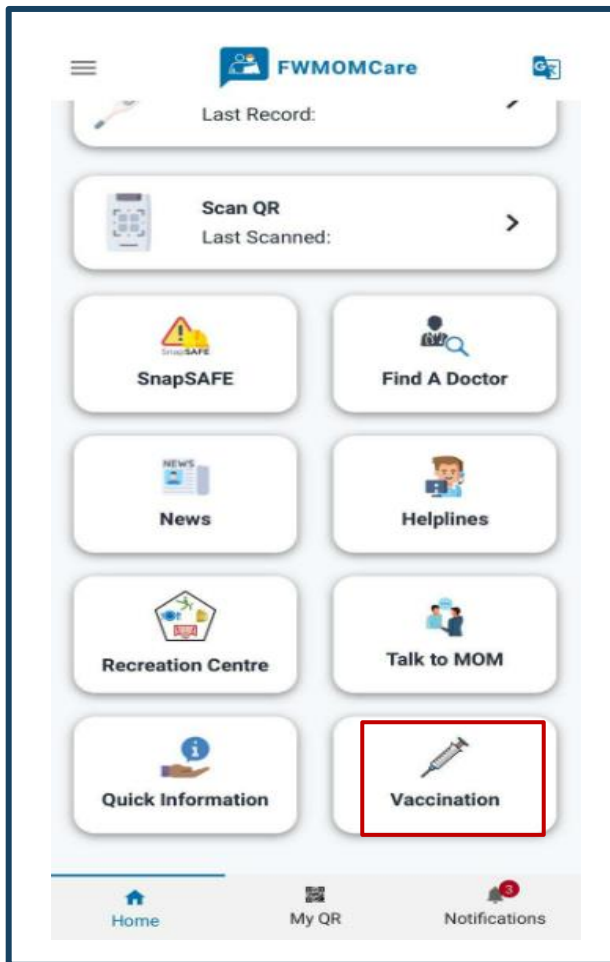
COMPLETED:

Successful Message

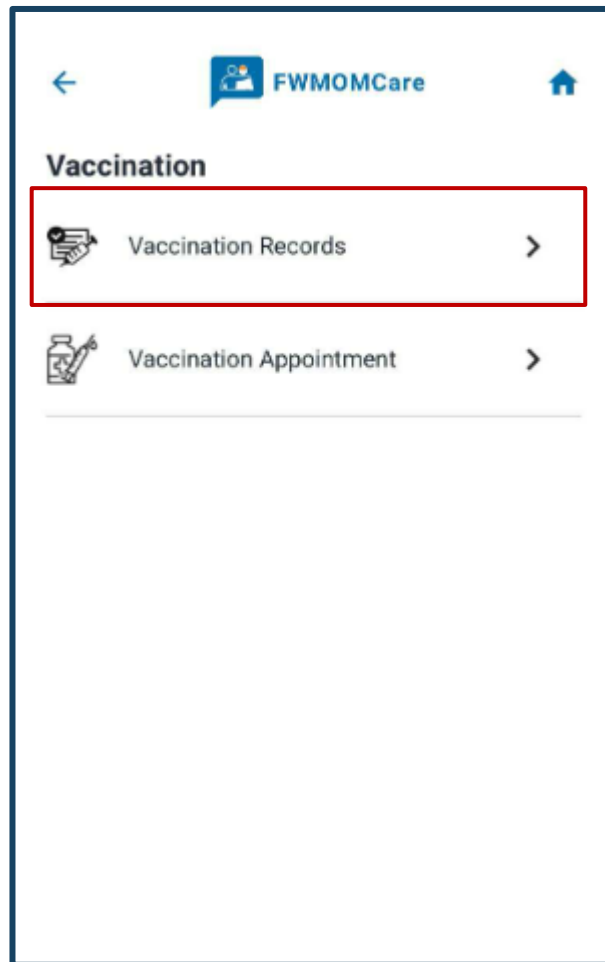


FWMOMCare App – Vaccination Records 1 of 2

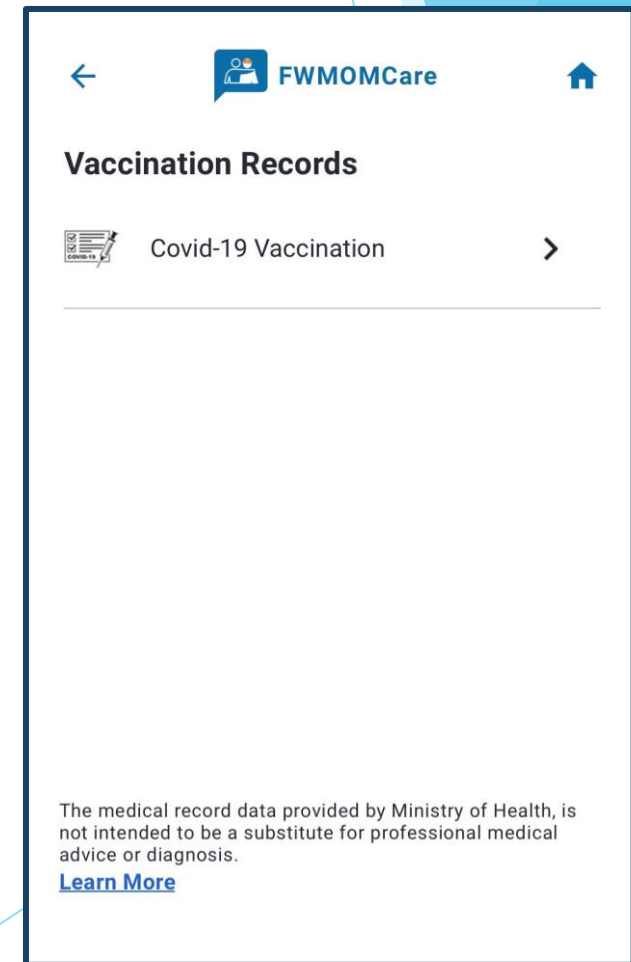
STEP 1:
Click Vaccination



STEP 2:
Click Vaccination Records



STEP 3:
Click Covid-19 Vaccination





FWMOMCare App – Vaccination Record 2 of 2



COVID-19 VACCINATION STATUS

VACCINATED

UNVACCINATED

RECOVERED FROM RECENT INFECTION / MEDICALLY INELIGIBLE

STEP 4:
Click HISTORY to view your full vaccination record(s)

← FWMOMCare

COVID-19 VACCINATION HISTORY

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

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

← FWMOMCare

COVID-19 VACCINATION HISTORY

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

Status: UNVACCINATED
Effective from: -
Expiry Date: -

← FWMOMCare

COVID-19 VACCINATION HISTORY

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

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

← FWMOMCare

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:
08 Mar 2022

Vaccination Location:
21M0095

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

Vaccination Date:
20 Sep 2021

Vaccination Location:
Overseas Vaccination



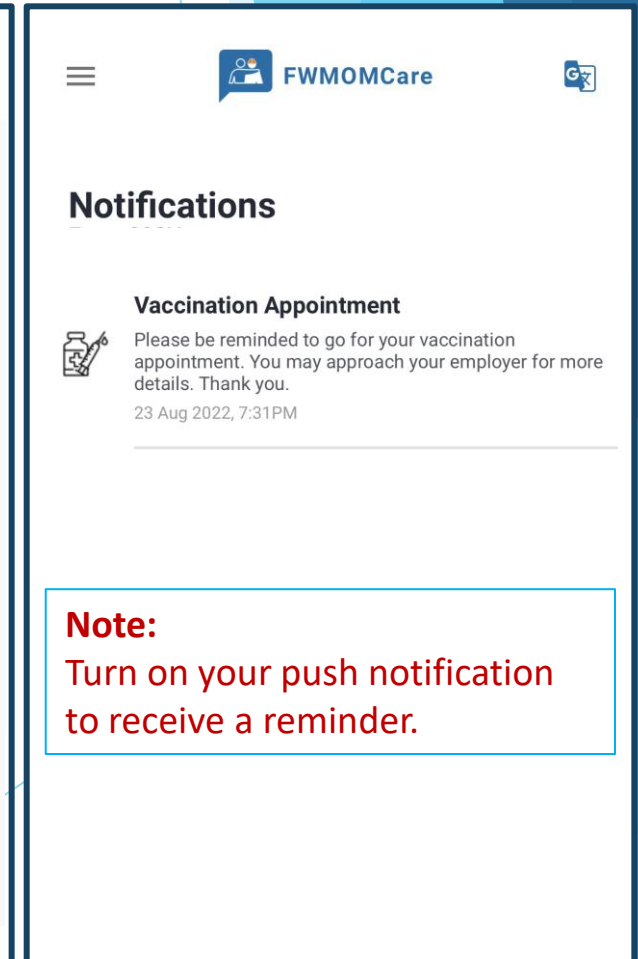
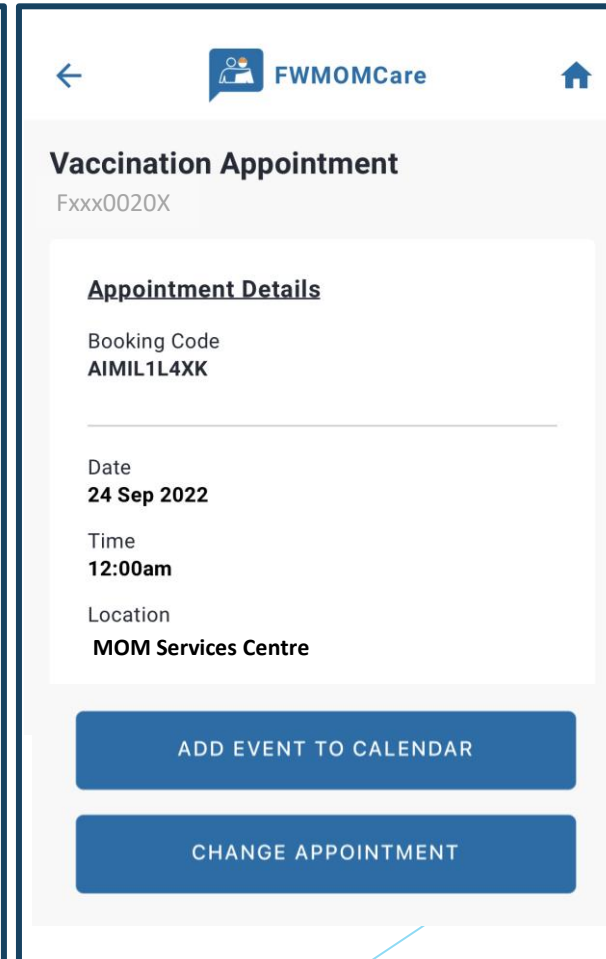
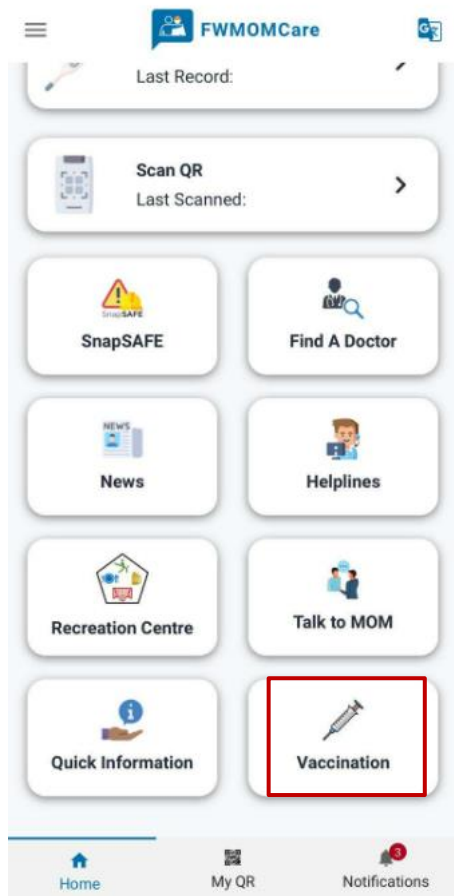
FWMOMCare App – Vaccination Appointment



STEP 1:
Click Vaccination

STEP 2:
Click Vaccination Appointment

STEP 3:
View / Change your appointment.
And add event to your phone's
calendar.



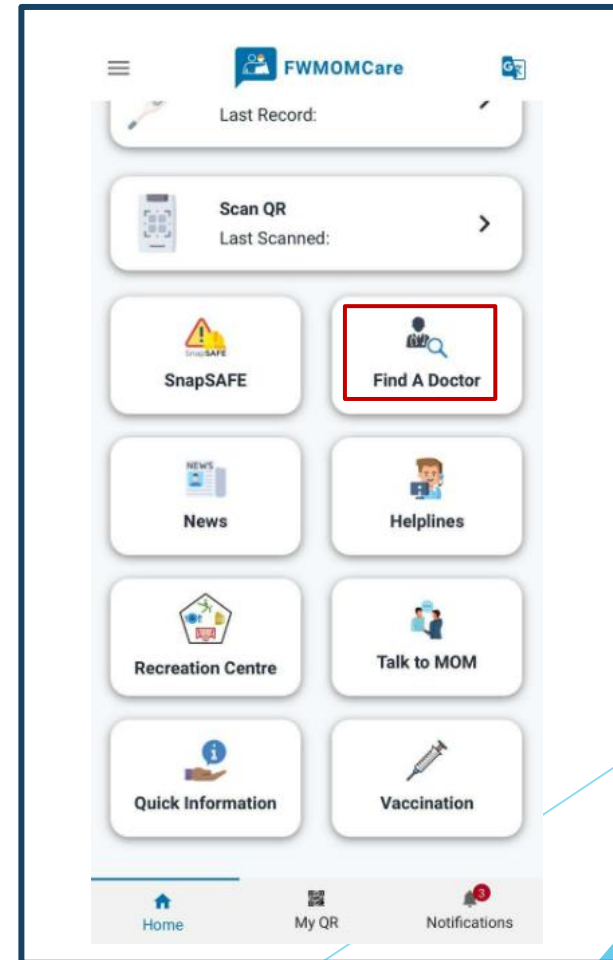
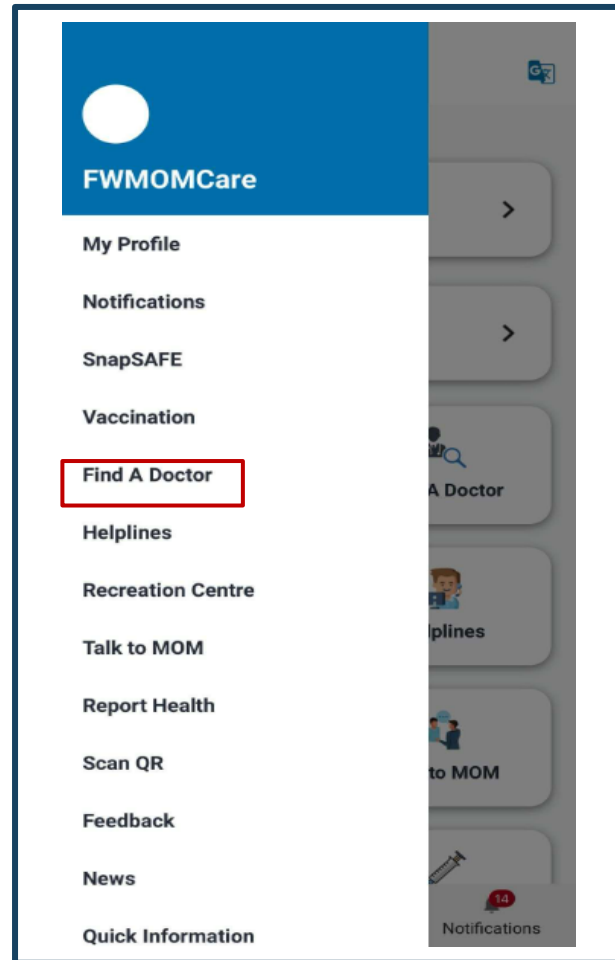


FWMOMCare App – Find A Doctor



FIND A DOCTOR

Find A Doctor can be found on the **Menu / Home Page**





FWMOMCare App – Find A Doctor (PCP*) *PCP – Primary Care Plan

STEP 1:

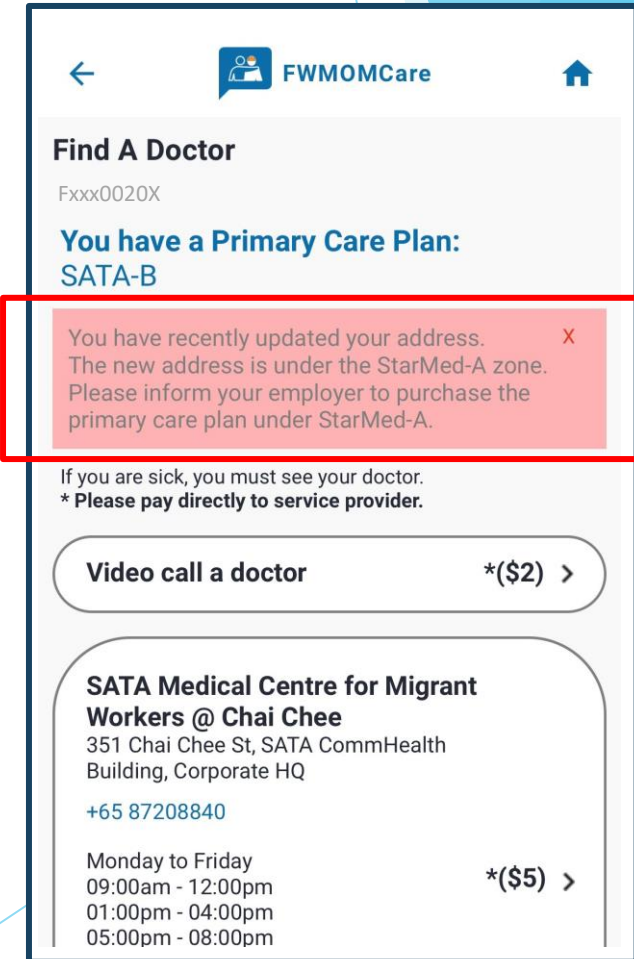
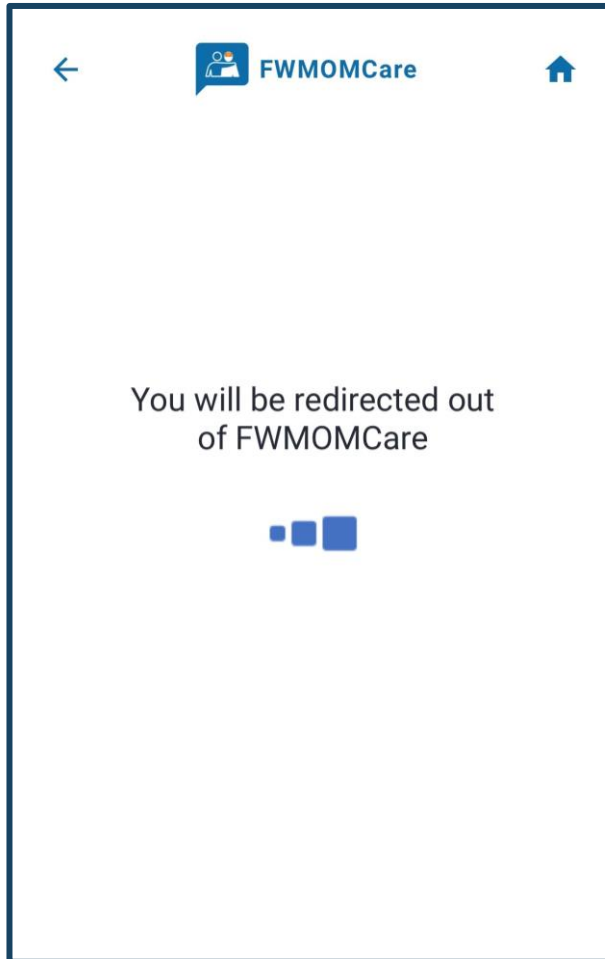
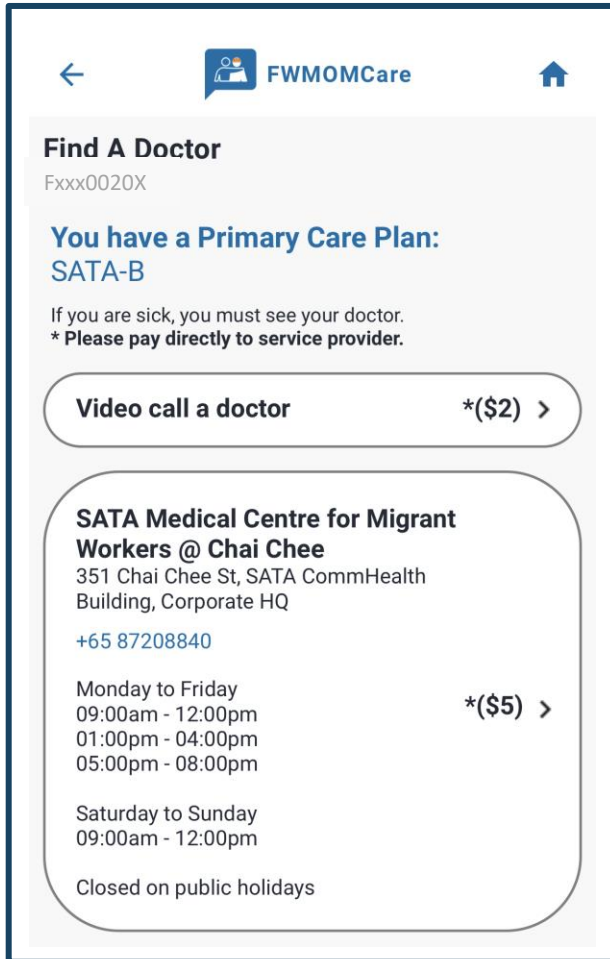
Your PCP details will be shown.
Select your preferred medical service

VIDEO CALL A DOCTOR:

Once selected, you will be re-directed out of FWMOMCare app to Medical Provider's app / website

NOTE:

An alert will appear if the address in your profile and PCP plan are not nearby.





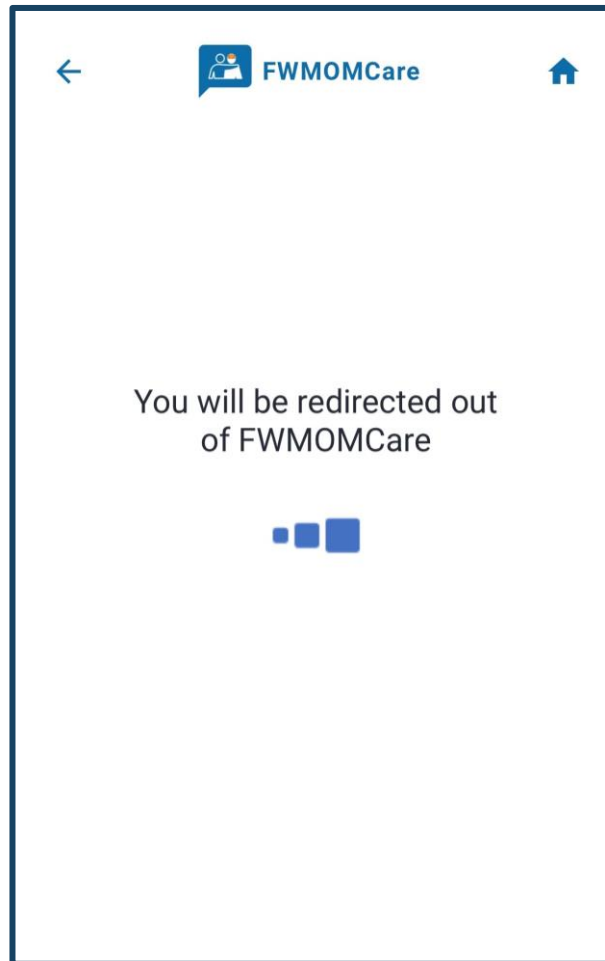
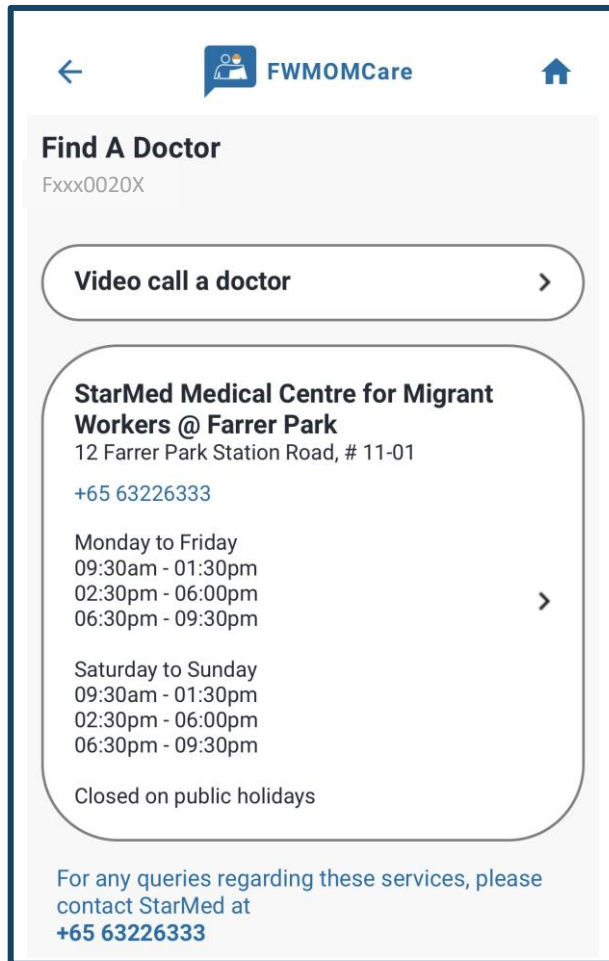
FWMOMCare App – Find A Doctor (Non-PCP*) *PCP – Primary Care Plan

NEARBY MEDICAL CENTRES:

Nearby Medical Centre will be displayed based on postal code in your Profile

VIDEO CALL A DOCTOR:

Once selected, you will be re-directed out of FWMOMCare app to Medical Provider's app / website

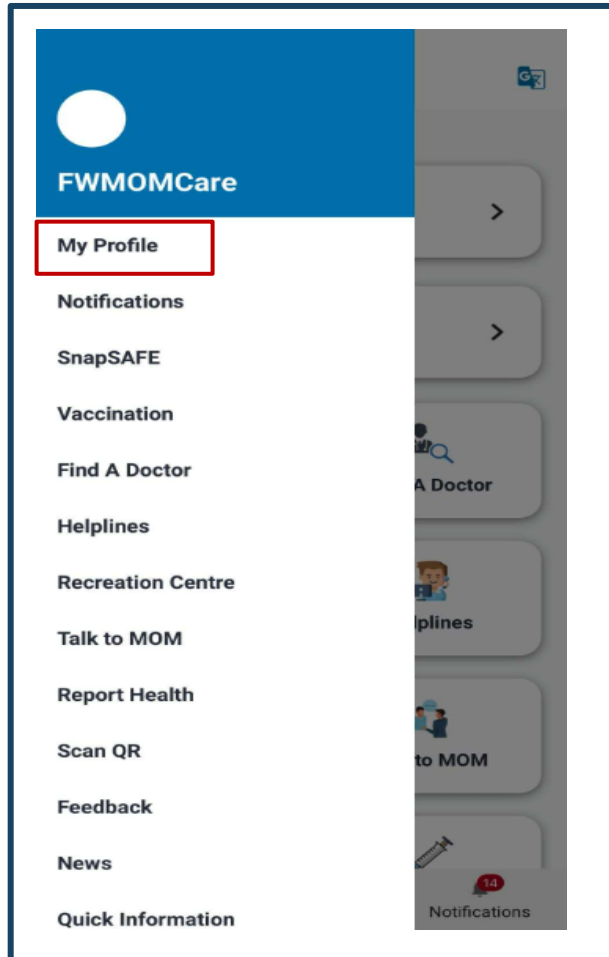




FWMOMCare App – Buddy 1 Nomination 1 of 2

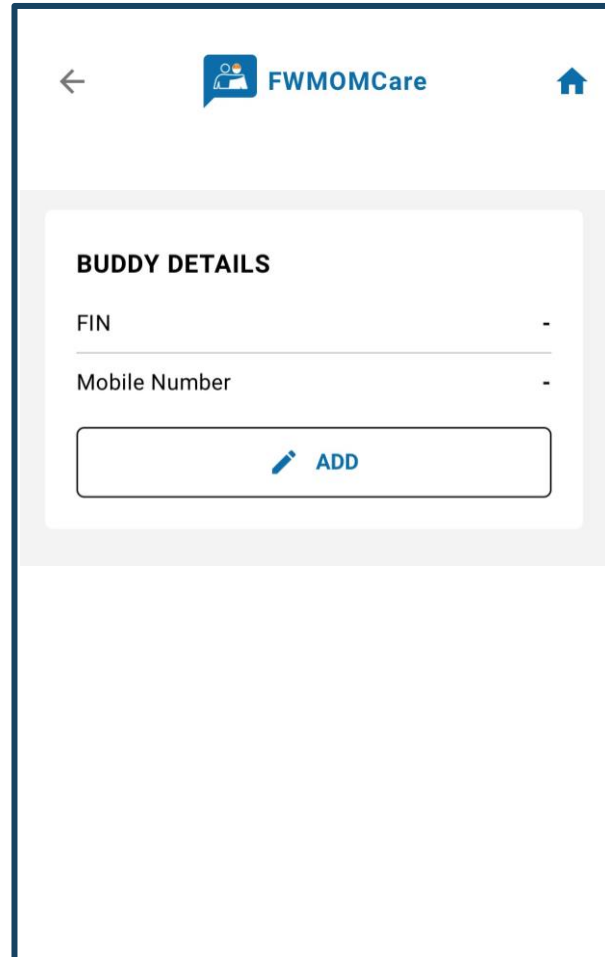
STEP 1:

Click “My Profile”



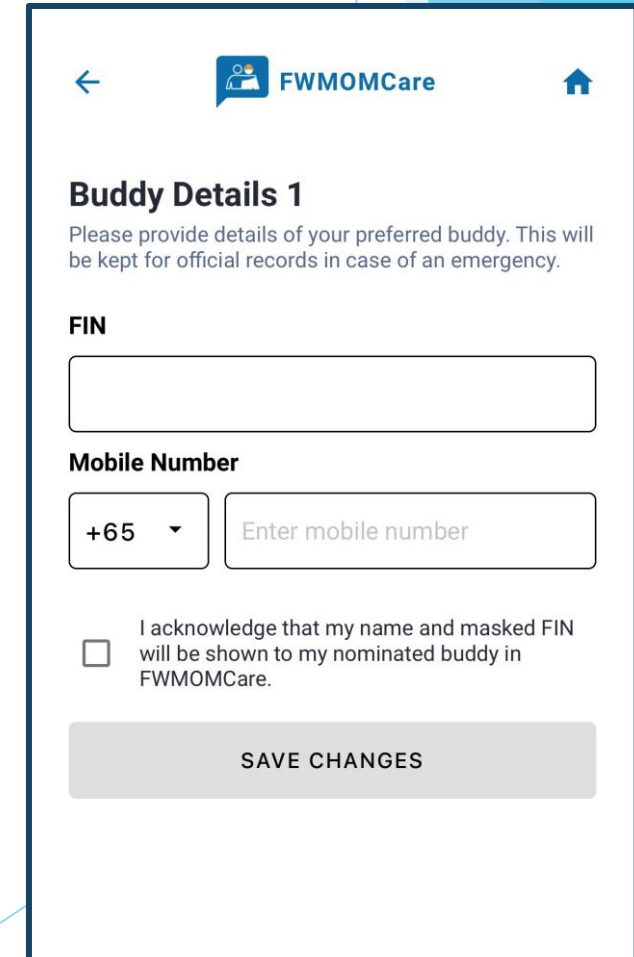
STEP 2:

Scroll down to BUDDY DETAILS and click “ADD”



STEP 3:

Enter buddy’s FIN and Mobile Number





FWMOMCare App – Buddy 1 Nomination 2 of 2

STEP 4:

Tick ✓ on the checkbox to acknowledge and click “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

COMPLETED:

Successful Message

← FWMOMCare 🏠

Successful !

Buddy nomination is completed.

😊

NEXT



FWMOMCare App – Buddy 2 Nomination

1 of 2



STEP 1:
Click “+ ADD” to add BUDDY DETAILS 2.

STEP 2:
Click “ADD”

STEP 3:
Enter BUDDY 2’s DETAILS, tick ✓ to acknowledge and click “SAVE CHANGES”

COMPLETED:
Successful Message

← 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



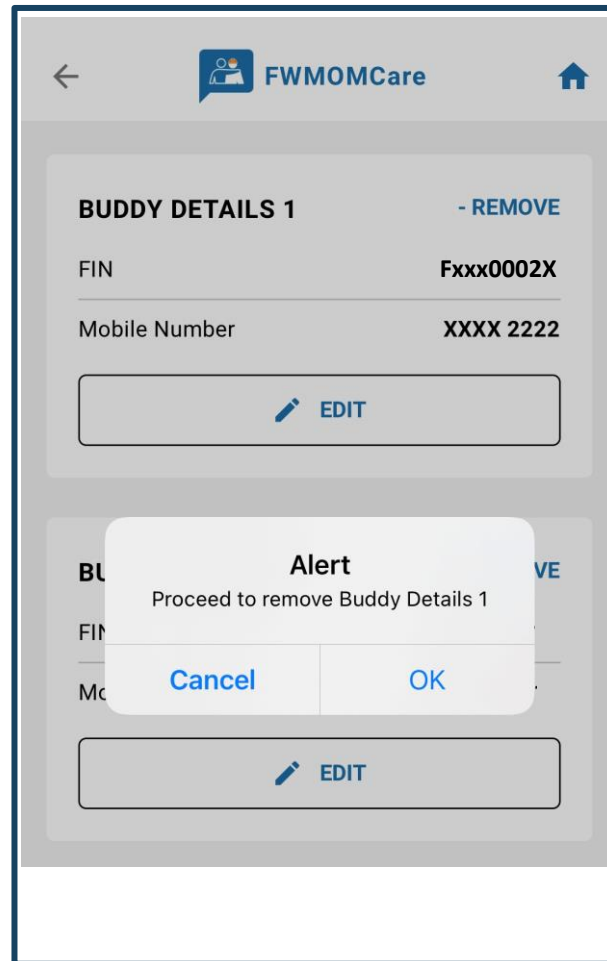
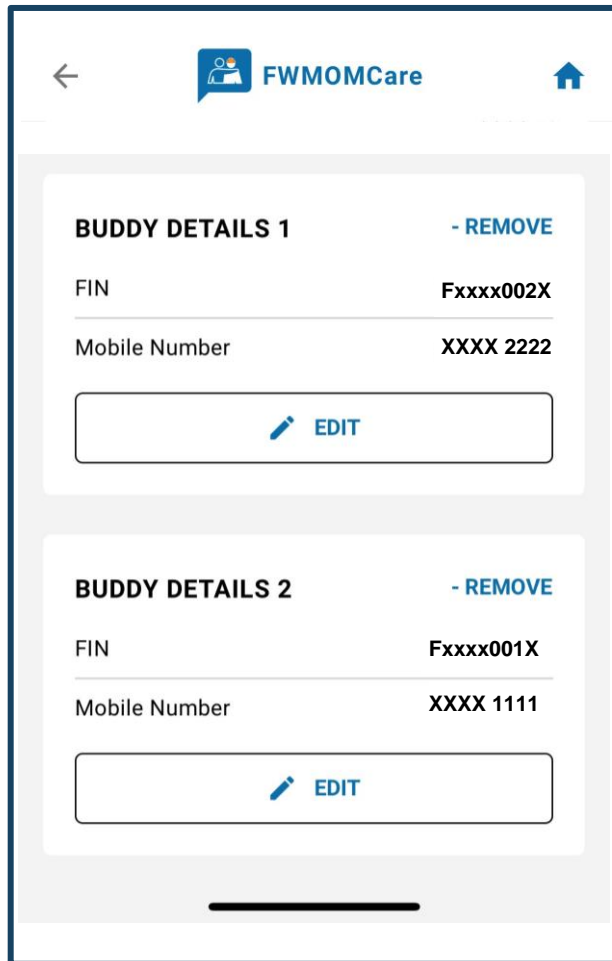
FWMOMCare App – Remove Nominated Buddy

STEP 1:

In Profile page, scroll to BUDDY DETAILS 1 or 2 and click “-REMOVE”

STEP 2:

Click “OK” to confirm.
Otherwise, click “Cancel”.





FWMOMCare App – Report Health 1 of 3

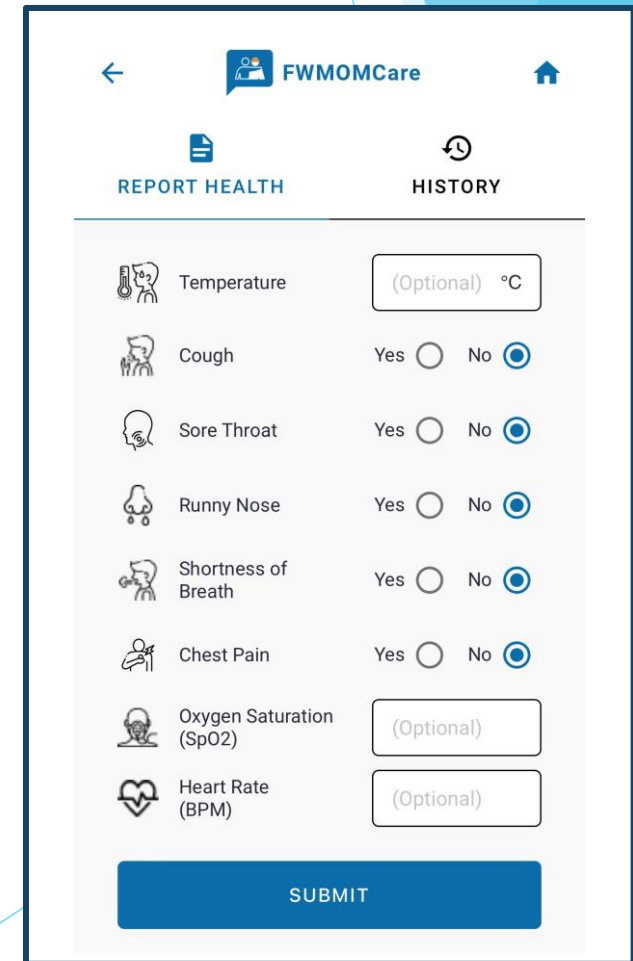
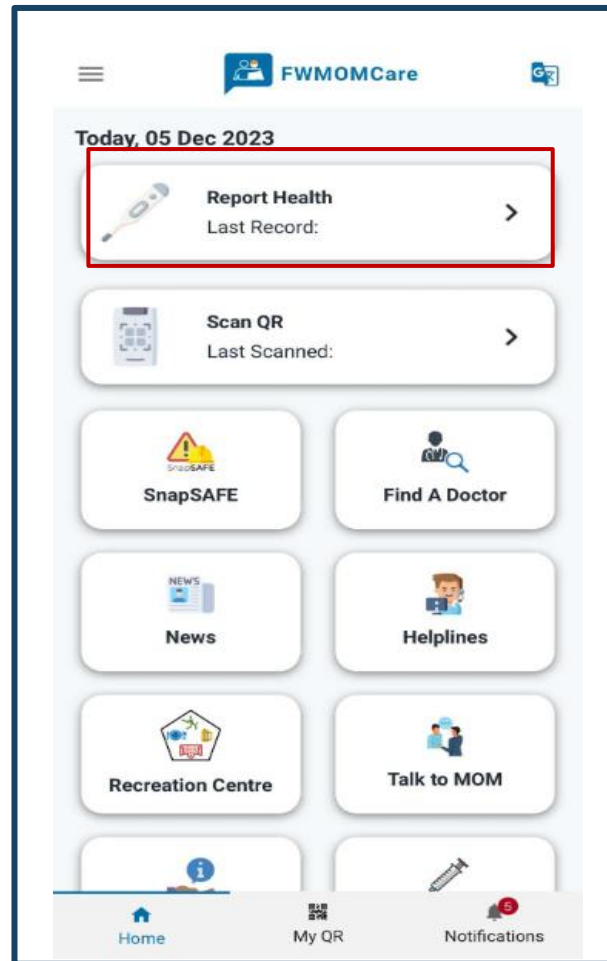
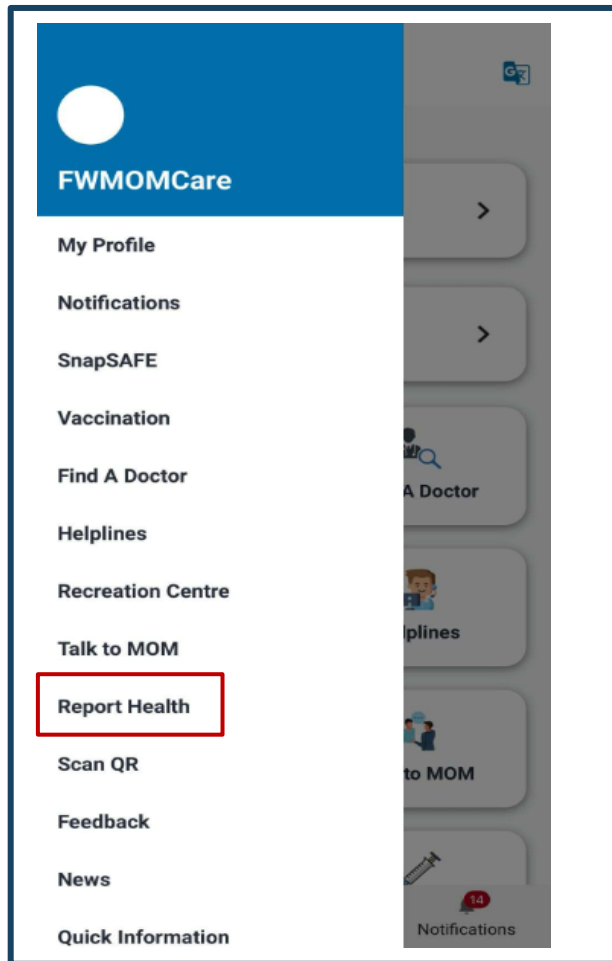


STEP 1:

Report Health can be found on the **Menu / Home Page**

STEP 2:

When done, click “SUBMIT”

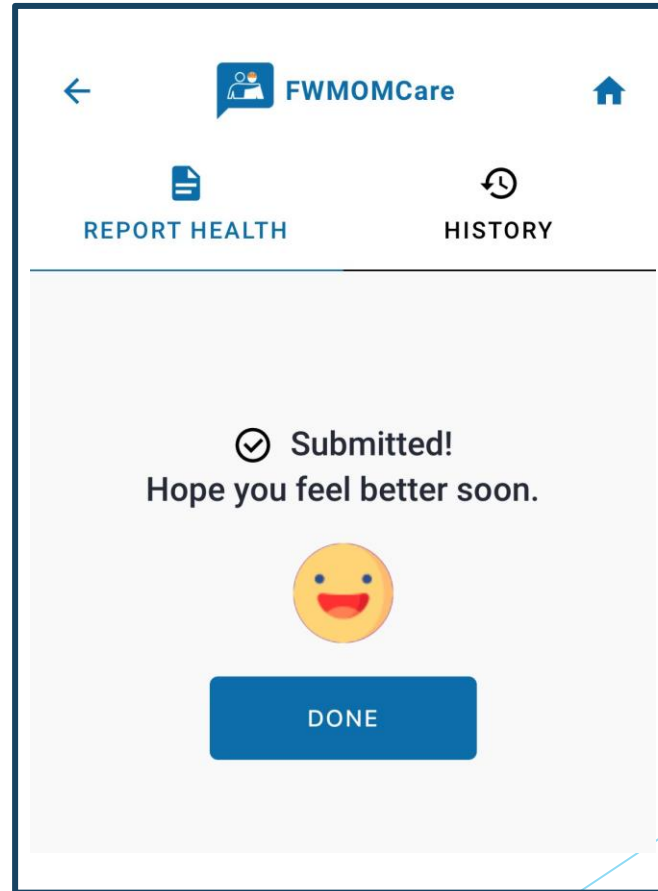
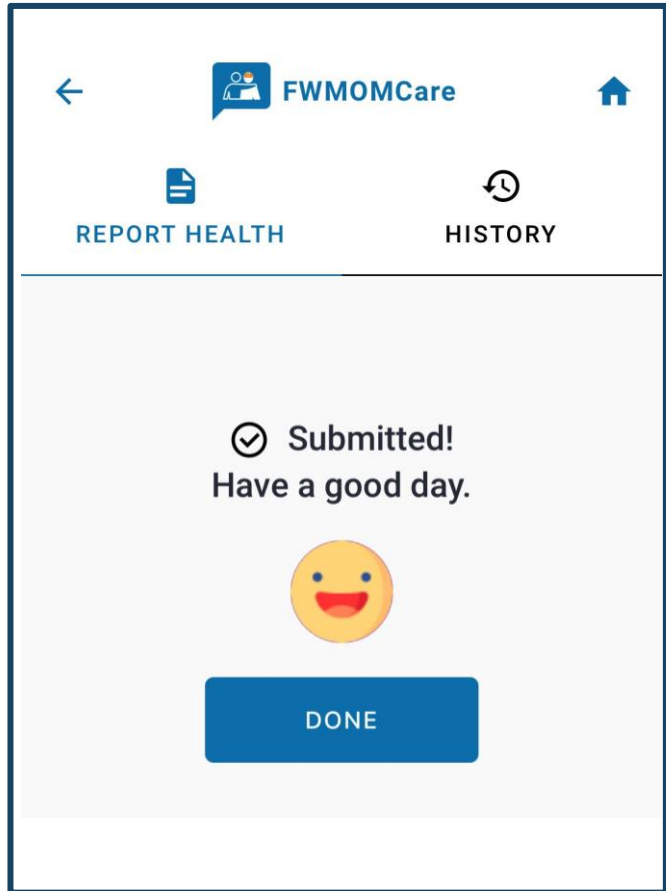




FWMOMCare App – Report Health 2 of 3



COMPLETED:
Successful Message





FWMOMCare App – Report Health 3 of 3



REPORT HEALTH HISTORY:

You can now view Today's / Past 7 days records

← FWMOMCare 🏠

📄 HISTORY

REPORT HEALTH

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](#)

Note:
Click "VIEW FULL HISTORY" to view past 7 days record(s)

← FWMOMCare 🏠

📄 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



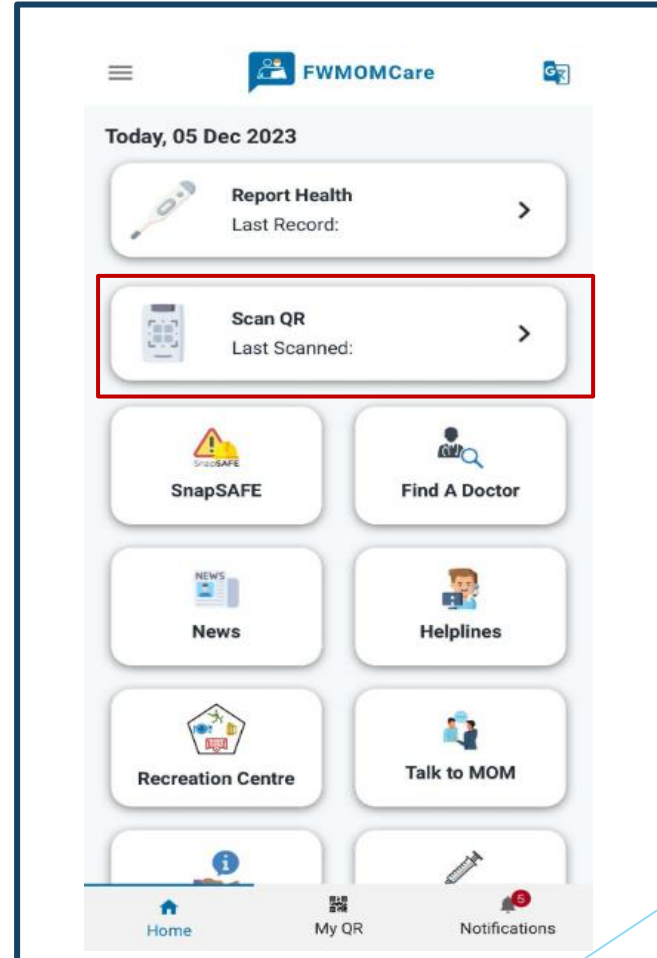
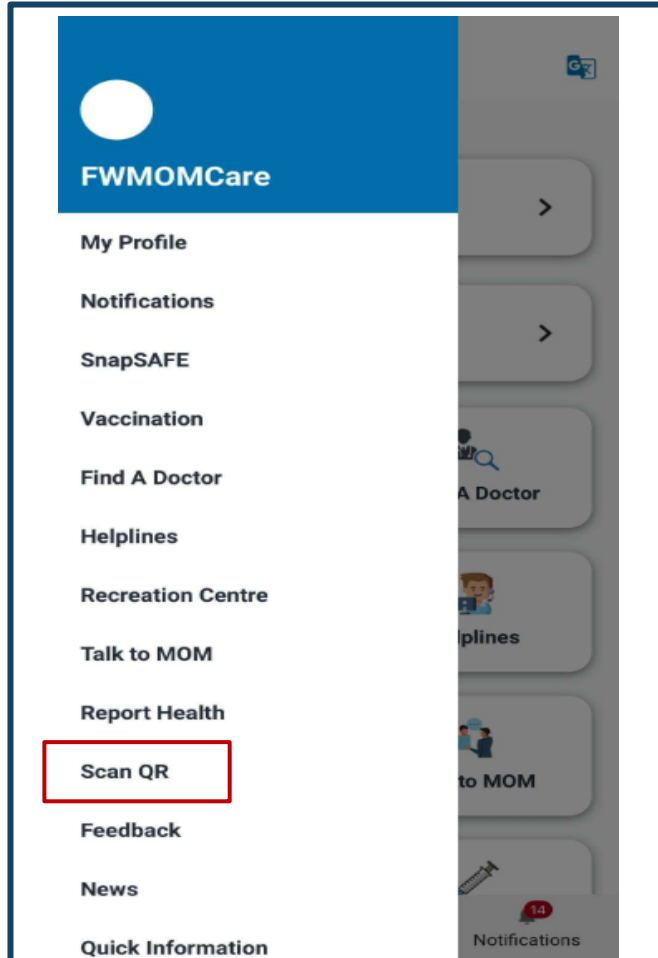
FWMOMCare App – Scan QR

1 of 3



STEP 1:

Scan QR can be found on the **Menu / Home Page**





FWMOMCare App – Scan QR (Safe@Home)

2 of 3

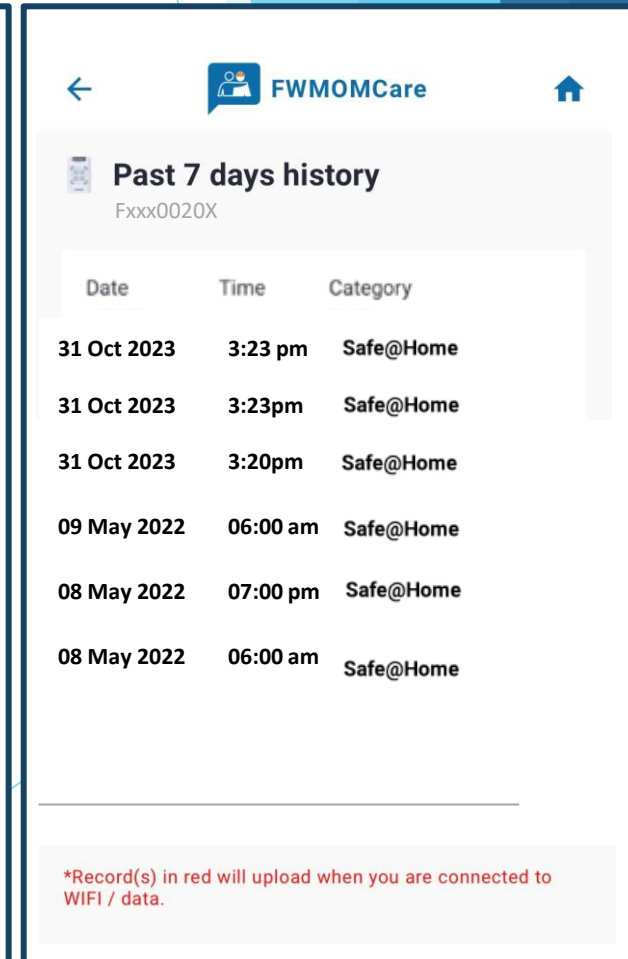
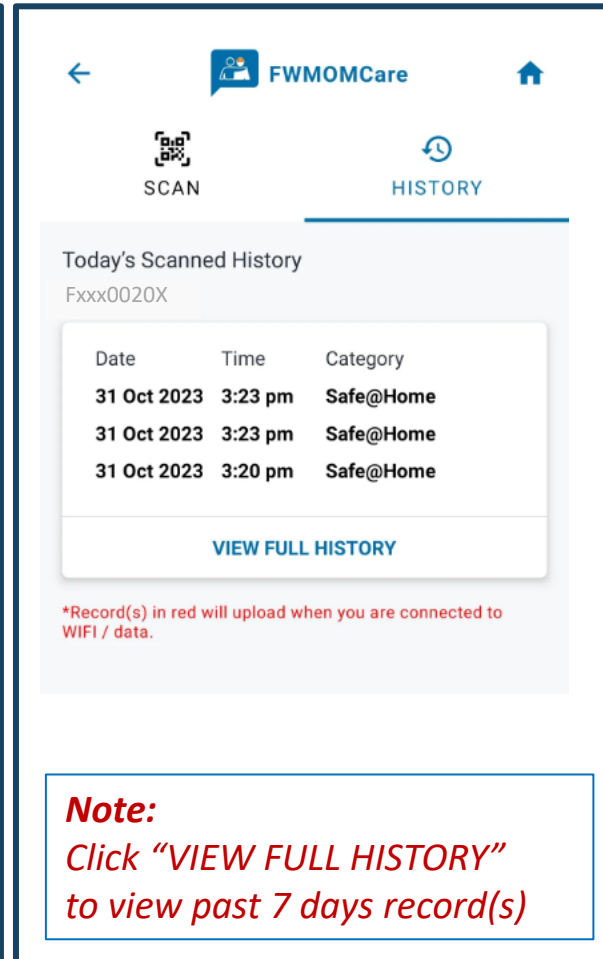
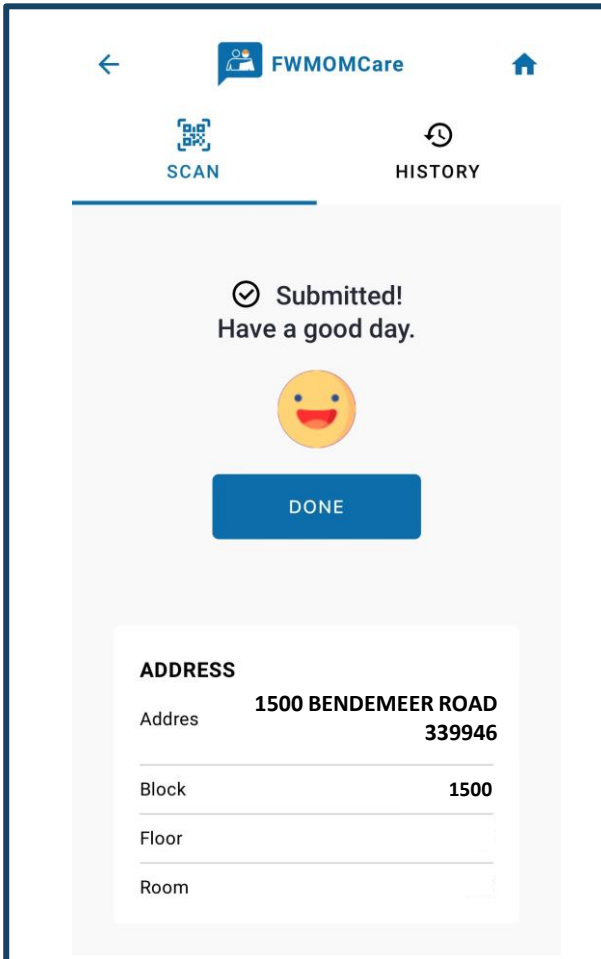
STEP 2:

Scan the QR code in your room.
Allow app to access camera in your mobile phone settings.

COMPLETED:
Successful Message

SCAN HISTORY

You can now view Today's / Past 7 days records





FWMOMCare App – Scan QR (Others)

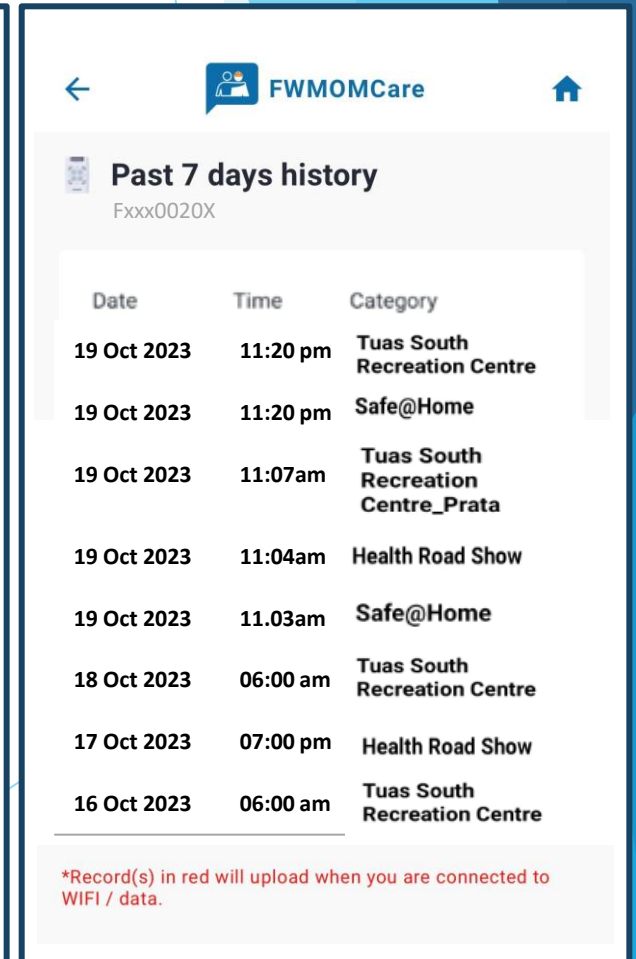
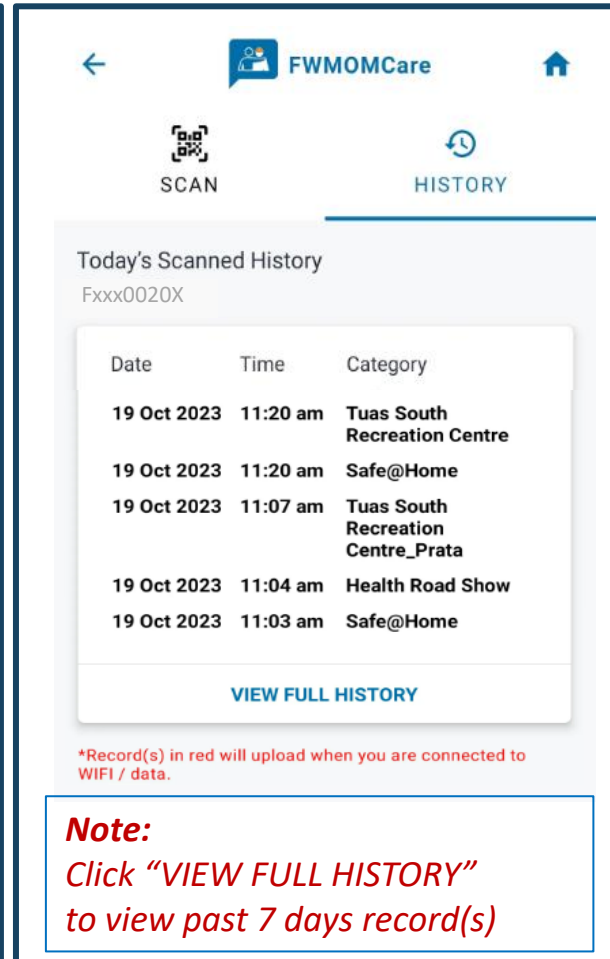
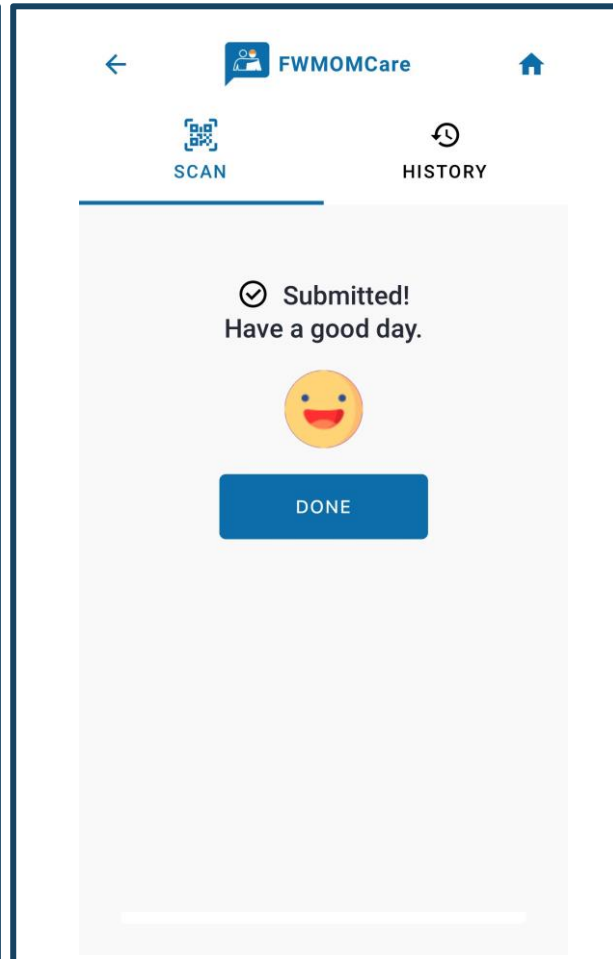


STEP 2:

Scan authorized QR codes including code from go.gov.sg
Allow app to access camera in your mobile phone settings.

COMPLETED:
Successful Message

SCAN HISTORY
You can now view Today's / Past 7 days records



Today's Scanned History
Fxxx0020X

Date	Time	Category
19 Oct 2023	11:20 am	Tuas South Recreation Centre
19 Oct 2023	11:20 am	Safe@Home
19 Oct 2023	11:07 am	Tuas South Recreation Centre_Prata
19 Oct 2023	11:04 am	Health Road Show
19 Oct 2023	11:03 am	Safe@Home

[VIEW FULL HISTORY](#)

Past 7 days history
Fxxx0020X

Date	Time	Category
19 Oct 2023	11:20 pm	Tuas South Recreation Centre
19 Oct 2023	11:20 pm	Safe@Home
19 Oct 2023	11:07am	Tuas South Recreation Centre_Prata
19 Oct 2023	11:04am	Health Road Show
19 Oct 2023	11.03am	Safe@Home
18 Oct 2023	06:00 am	Tuas South Recreation Centre
17 Oct 2023	07:00 pm	Health Road Show
16 Oct 2023	06:00 am	Tuas South Recreation Centre

Note:
Click "VIEW FULL HISTORY"
to view past 7 days record(s)

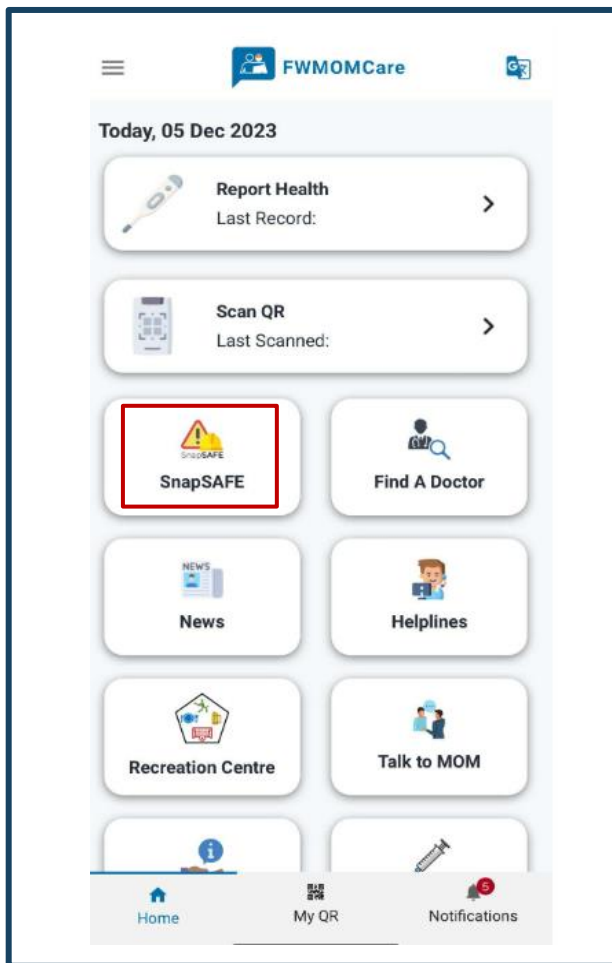
*Record(s) in red will upload when you are connected to WIFI / data.



FWMOMCare App – SnapSAFE

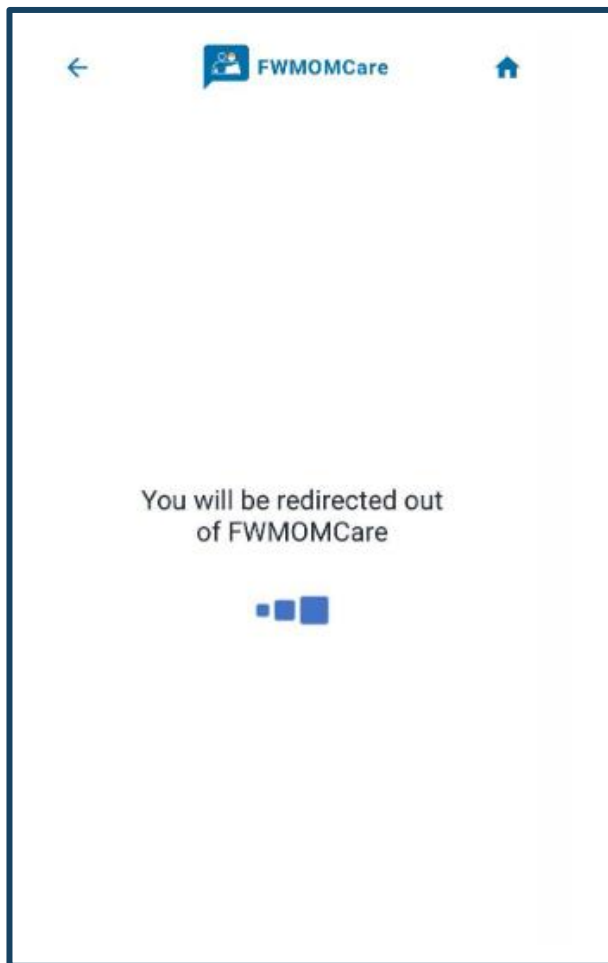
STEP 1:

SnapSAFE can be found on your Home Page.



STEP 2:

Once SnapSAFE is selected, you will be redirected out of FWMOMCare



Step 3:

You will be redirect to form.gov.sg

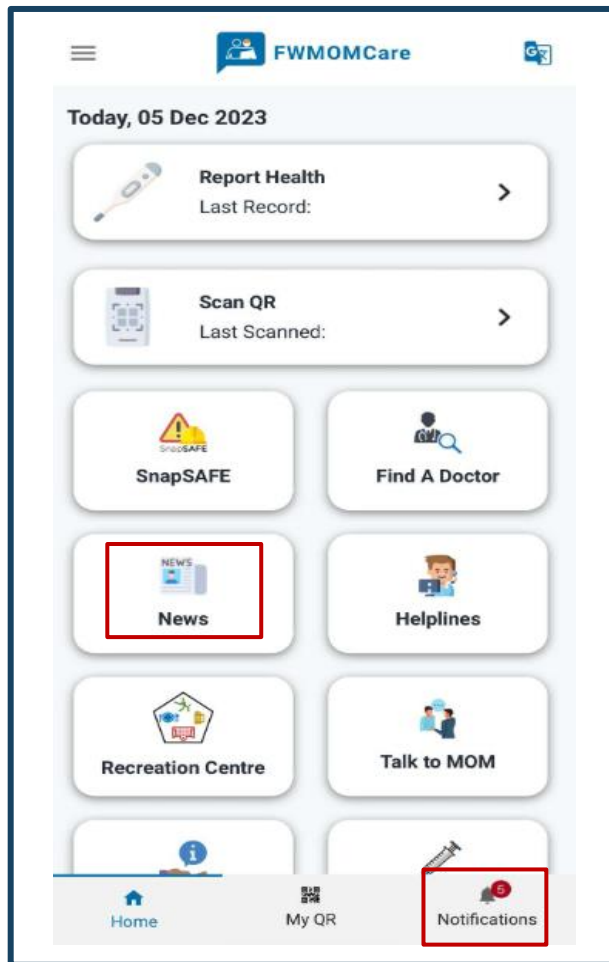




FWMOMCare App – Home Page / Notifications / News

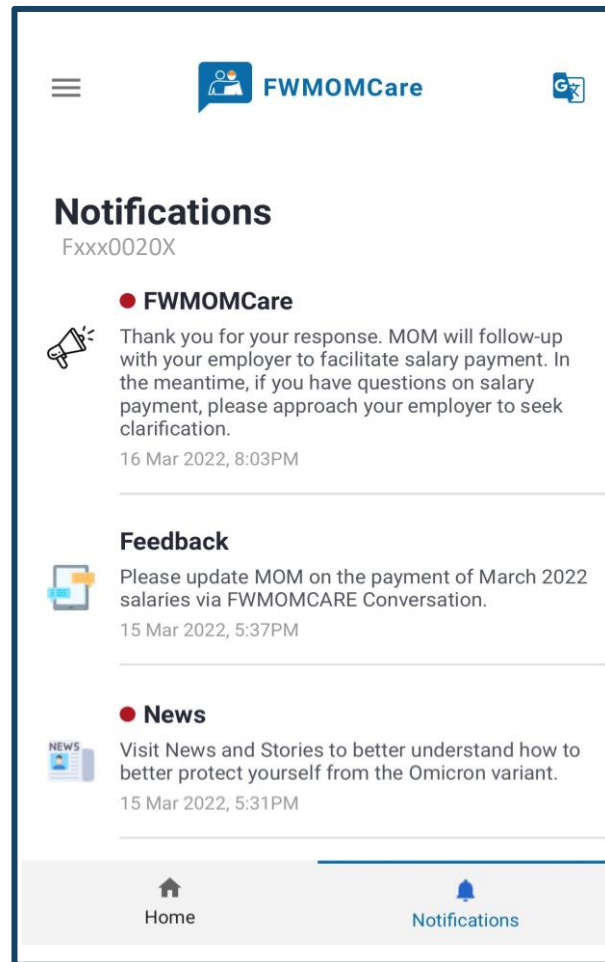
HOME PAGE:

Report Health and Scan QR will display last record's date / time (if any)



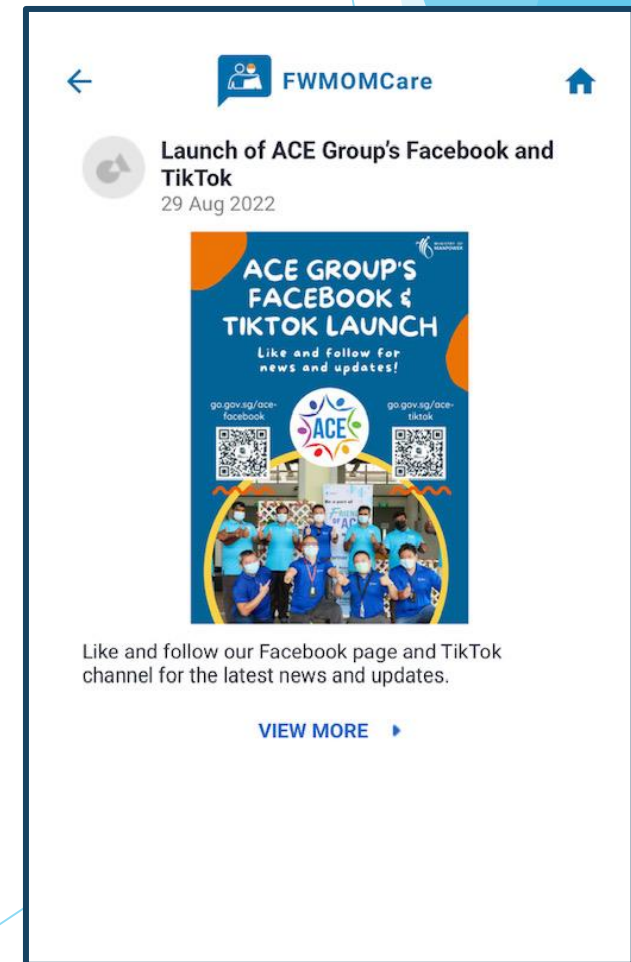
NOTIFICATIONS:

Unread notifications will be indicated with a red dot



NEWS:

View the latest Updates / Advisories here



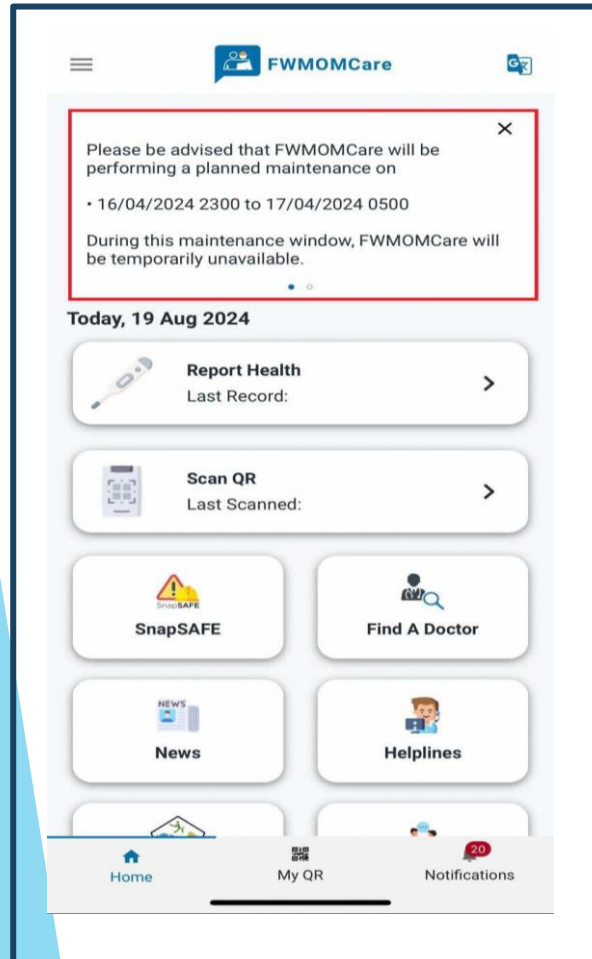


FWMOMCare App – Banner



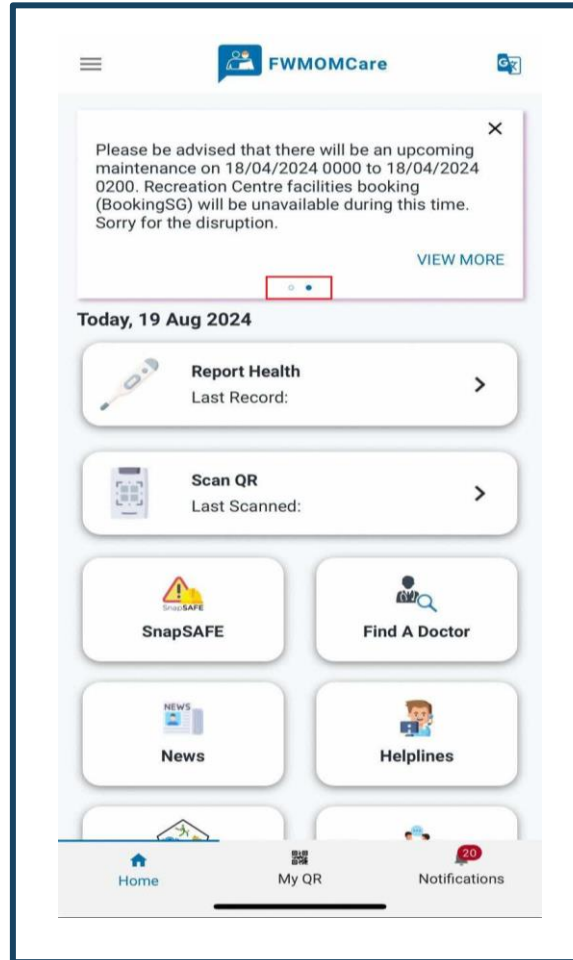
STEP 1:

List of published Banner will **only be displayed** on top of Home Page **if available**



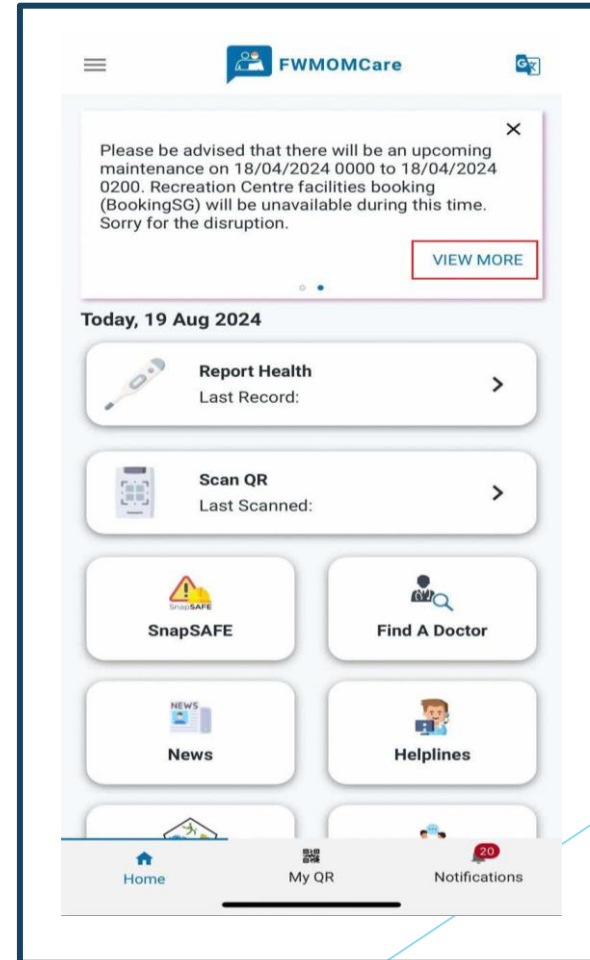
STEP 2:

Swipe left or right to view other banners.



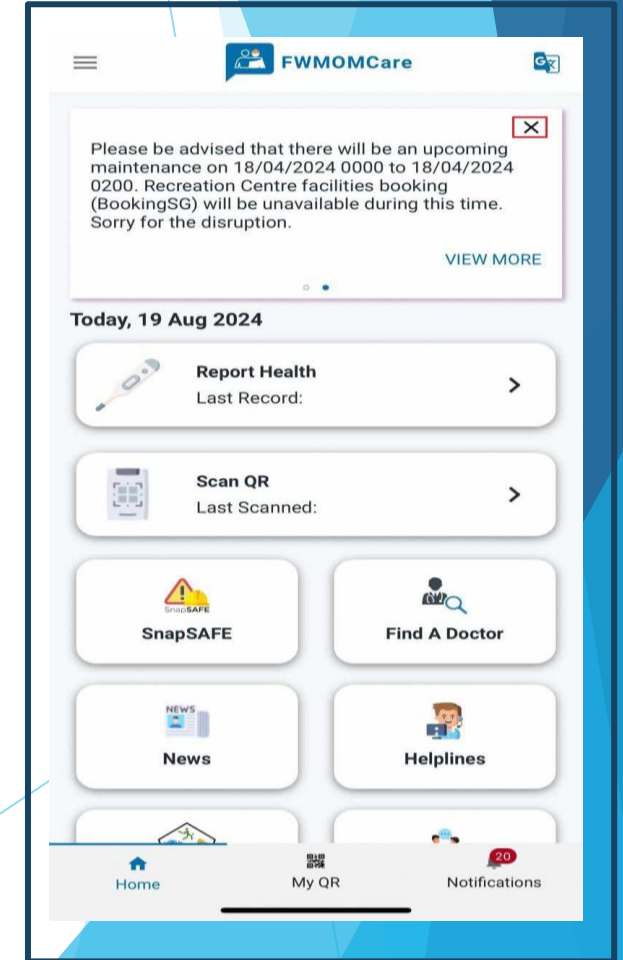
STEP 3:

Click “VIEW MORE” to be redirected to the intended page accordingly



STEP 4:

Click “X” to prevent banner from showing for the day. Banner will re-appear the next day.



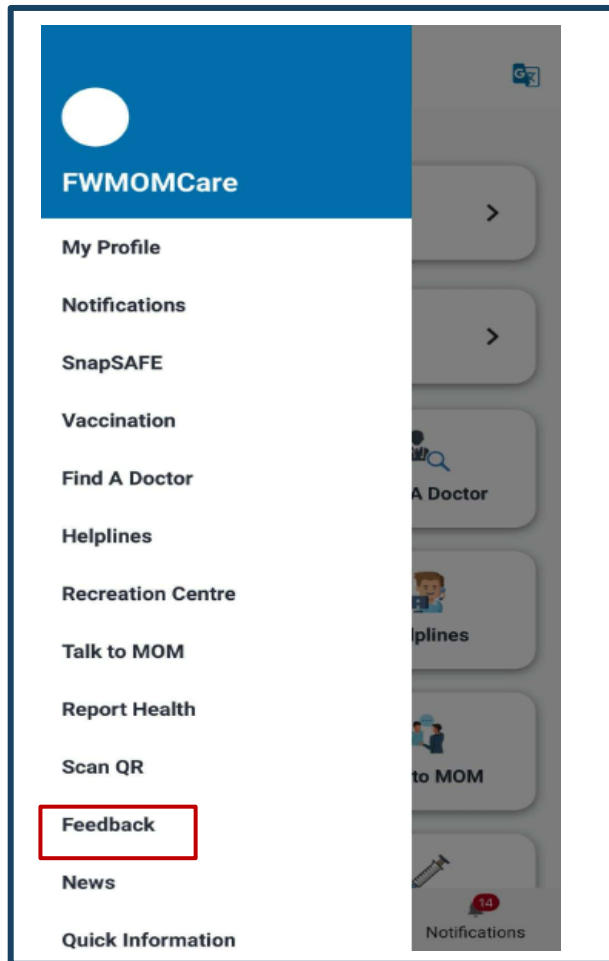


FWMOMCare App – Feedback 1 of 2



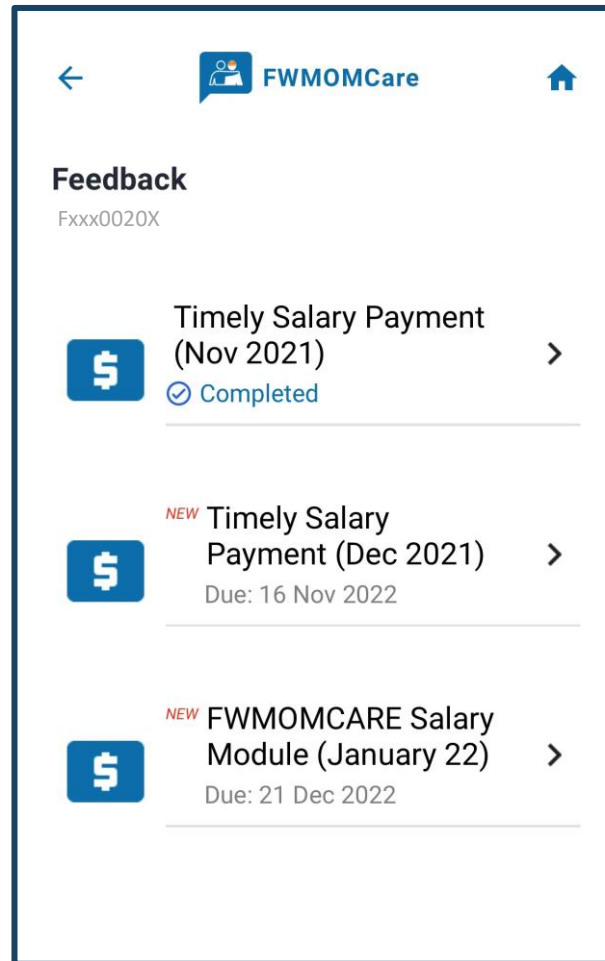
STEP 1:

Click “Feedback” from Menu



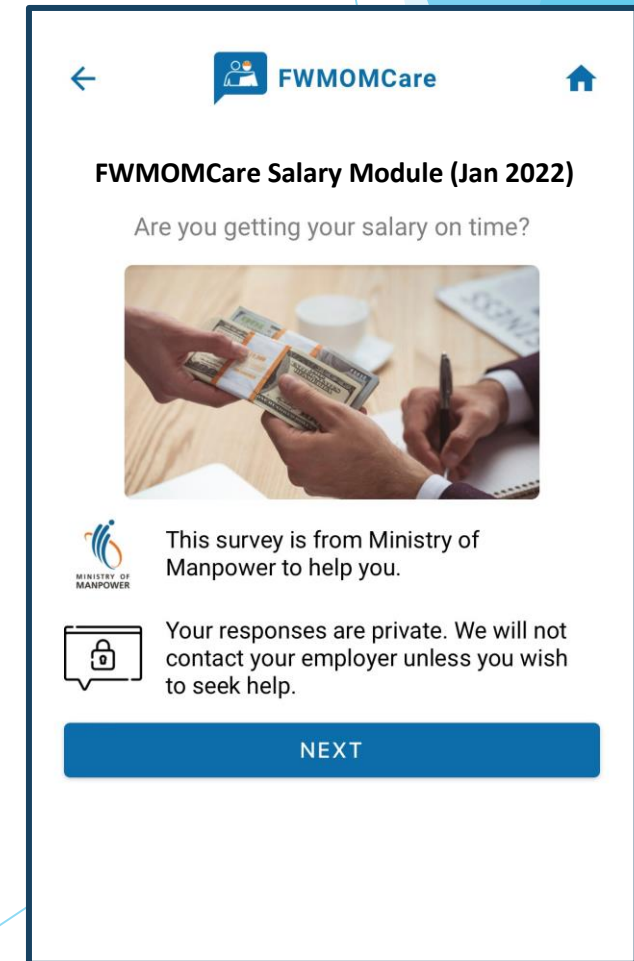
STEP 2:

List of available surveys / feedback will be displayed



STEP 3:

View details of survey / feedback
Click “NEXT” to proceed





FWMOMCare App – Feedback 2 of 2



STEP 4:

Click “NEXT” to go to next question or “Cancel” to close.

The screenshot shows the FWMOMCare app interface. At the top, there is a back arrow, the app logo 'FWMOMCare', and a home icon. Below the header, it says 'QUESTION 1' followed by the question: 'Have you been paid your last month's salary?'. There are three radio button options: 'Yes, I have been paid in full.' (which is selected), 'Yes, but I have only been paid a lower amount.', and 'No. I have not been paid at all.'. At the bottom, there is a blue 'NEXT' button and a 'Cancel' link.

COMPLETED:

Successful Message

The screenshot shows the FWMOMCare app interface after a successful submission. At the top, there is a back arrow, the app logo 'FWMOMCare', and a home icon. The main content area displays a checkmark icon followed by the text 'Submitted!'. Below this, it says 'Thank you for completing the feedback form.' and features a smiling face emoji. At the bottom, there is a blue 'DONE' button.

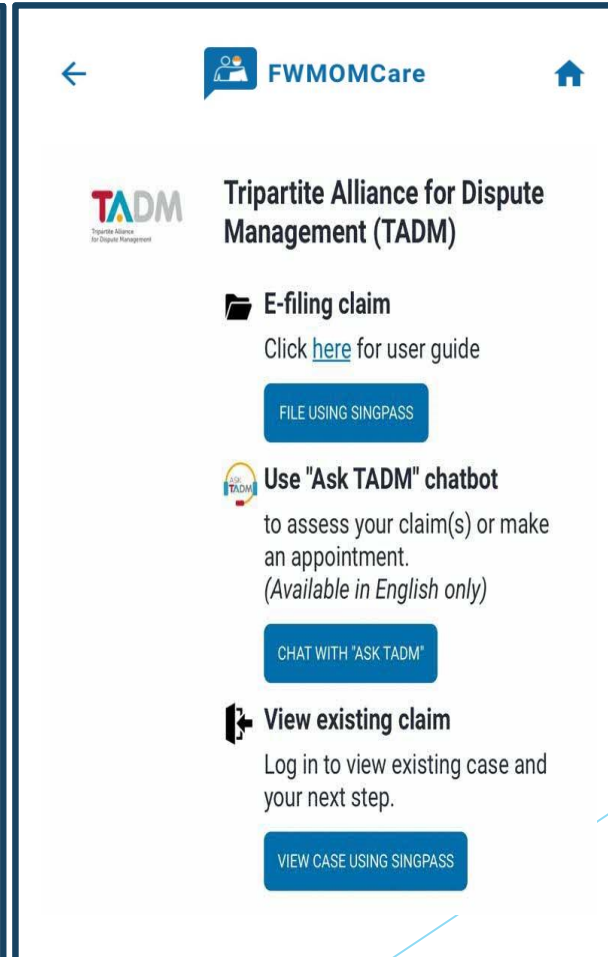
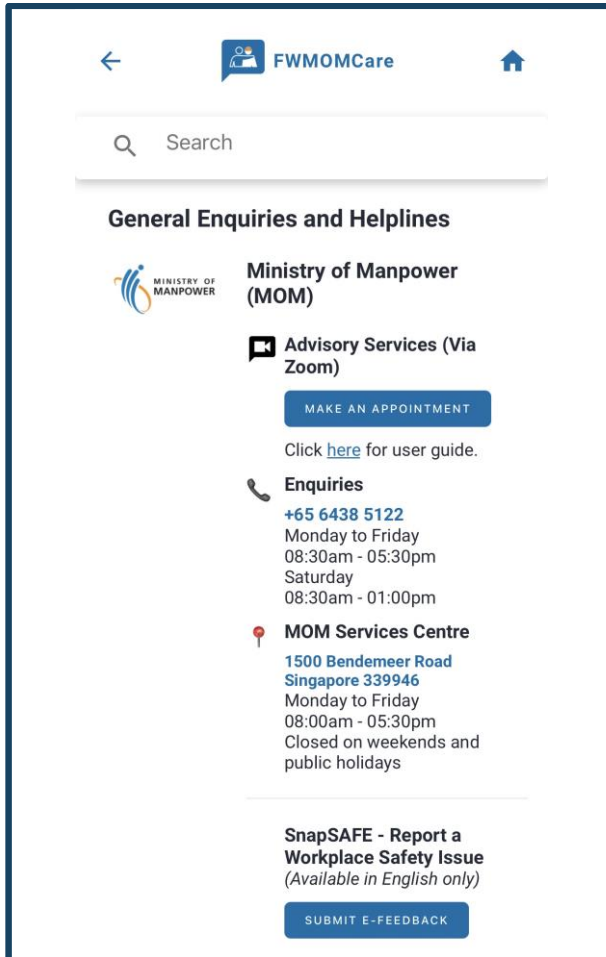
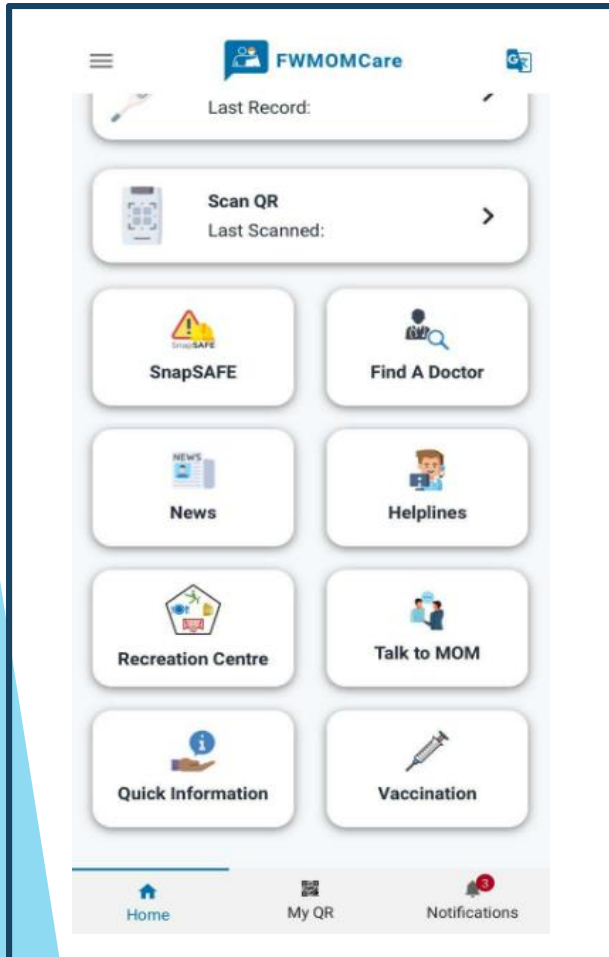


FWMOMCare App – Helplines



HELPLINES:

Display Ministry of Manpower (MOM), TADM, Mental Health and Emergency Hotlines

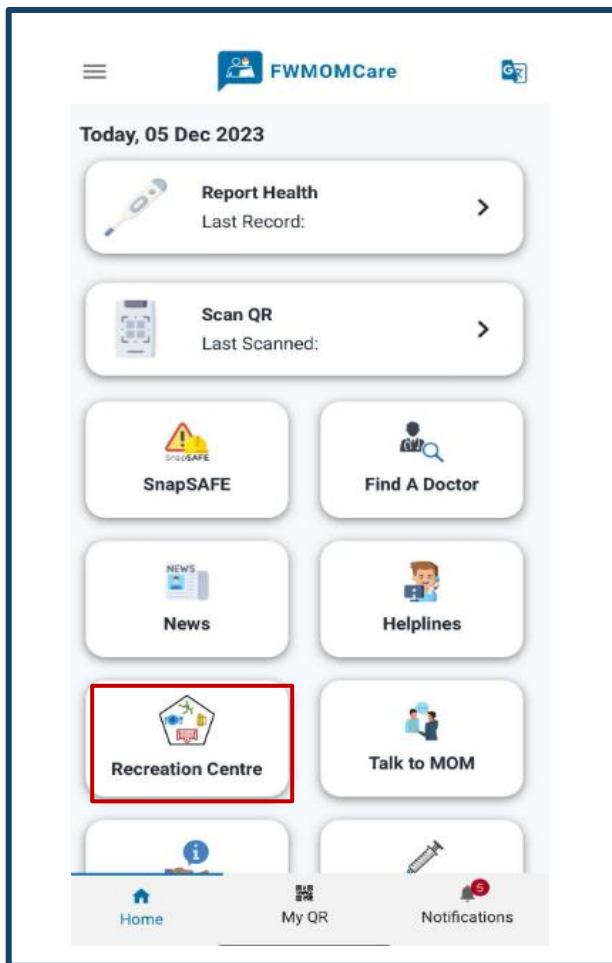




FWMOMCare App – Recreation Centre

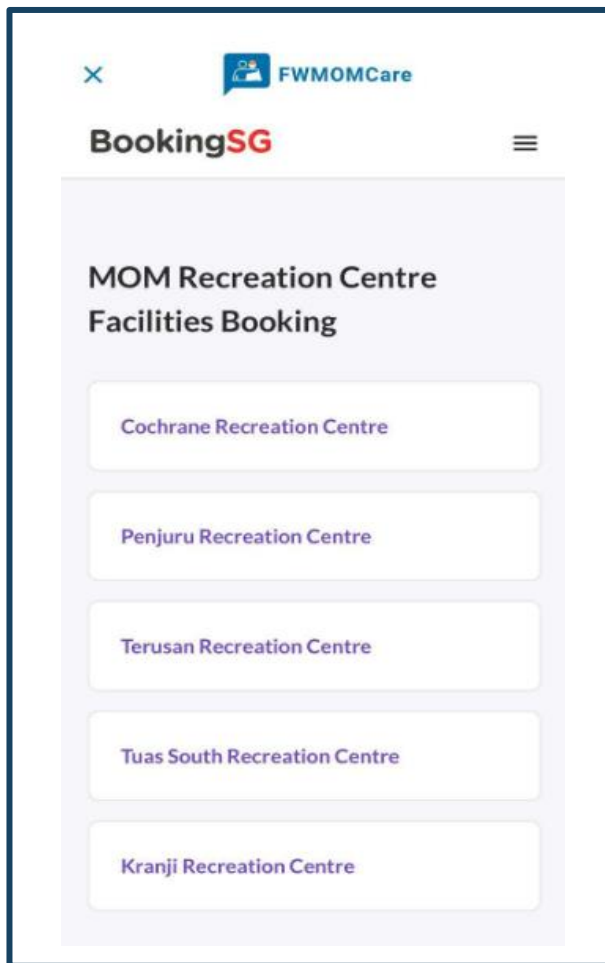
STEP 1:

Recreation Centre can be found on your **Menu/Home Page**.



STEP 2:

Redirected to Booking.SG site to book your facilities.



Scan on the QR code below to find out more!

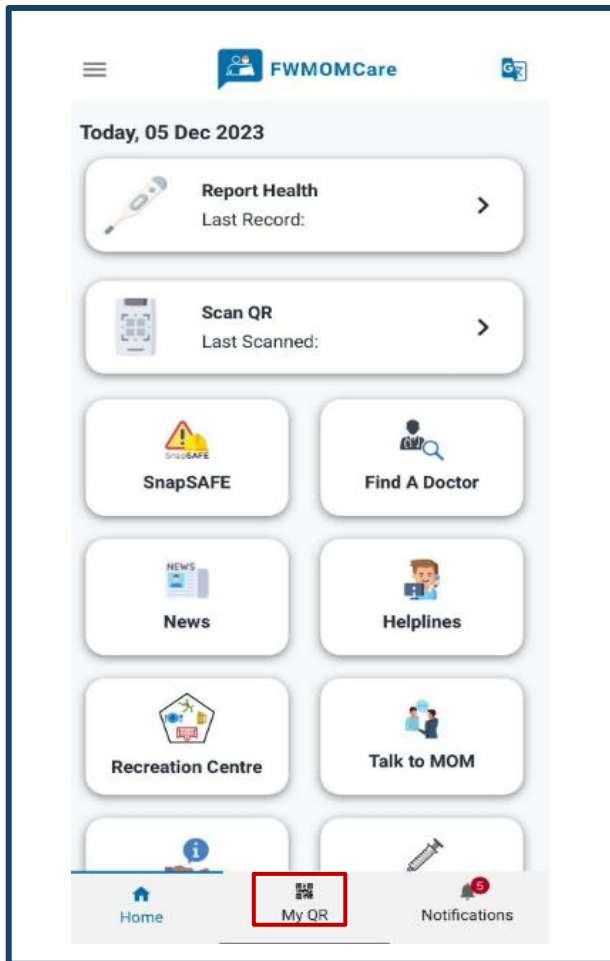




FWMOMCare App – My QR

STEP 1:

My QR can be found on your **Home Page**.



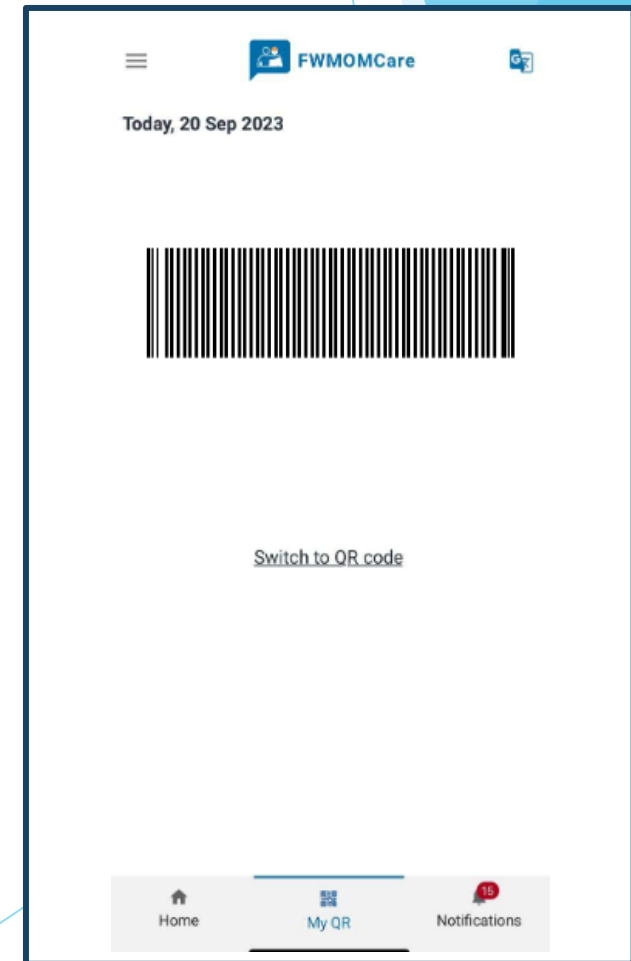
STEP 2:

Once My QR is selected you will see a QR Code.



Step 3:

You can switch to a barcode code format by clicking “Switch to barcode”





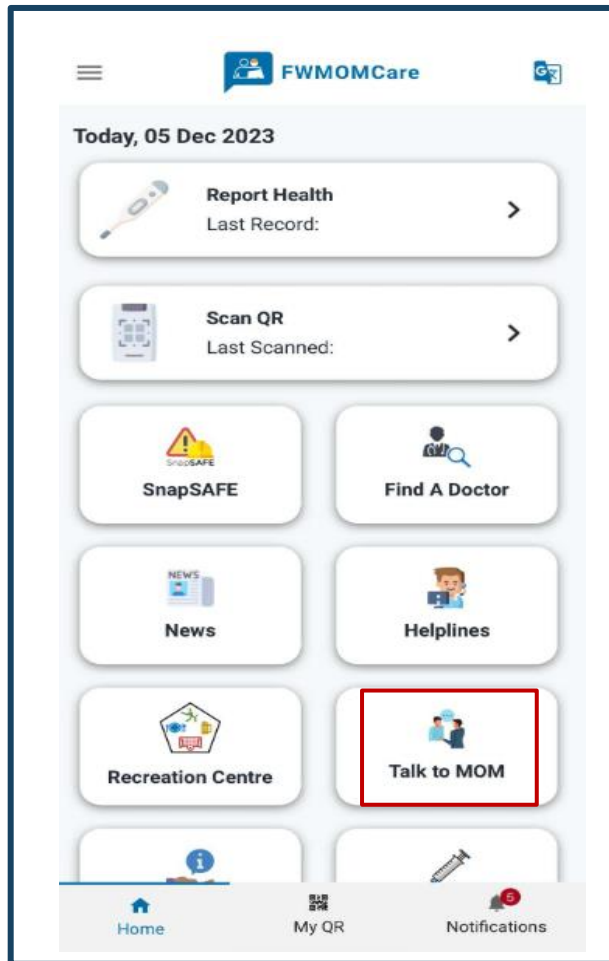
FWMOMCare App – Talk to MOM

1 of 3



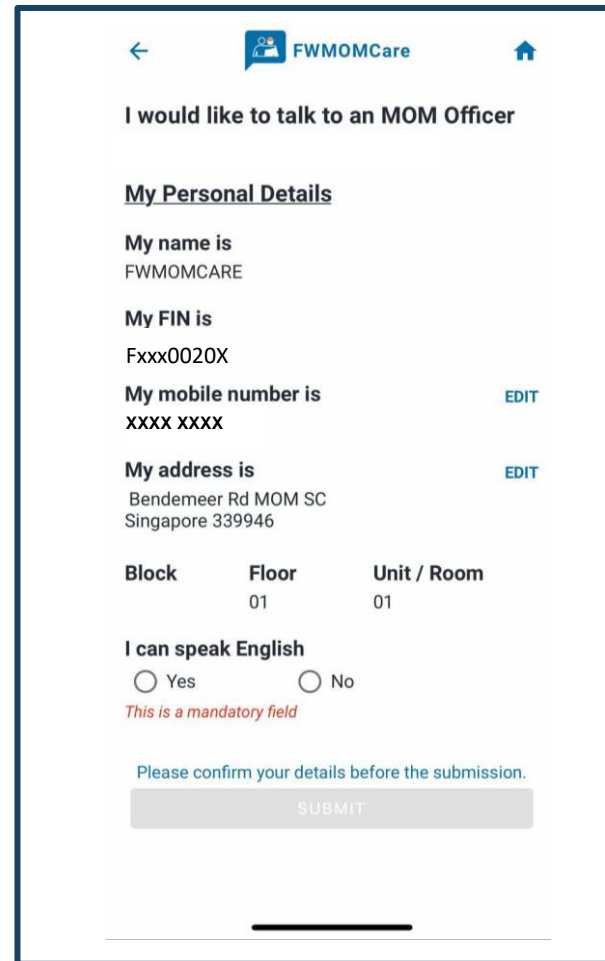
STEP 1:

Talk to MOM can be found on your Menu / Home Page.



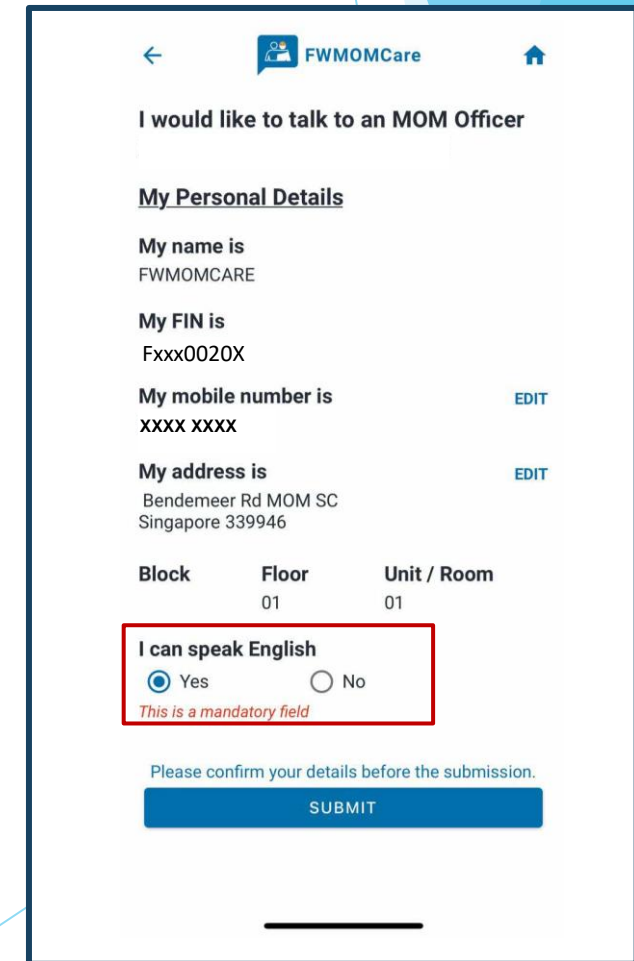
STEP 2:

Verify personal details



Step 3:

Select "Yes" if you can speak English
Otherwise, click "No".





FWMOMCare App – Talk to MOM

2 of 3



STEP 4:

Click “Submit” for MOM to contact you.

← FWMOMCare →

I would like to talk to an MOM Officer

My Personal Details

My name is
FWMOMCARE

My FIN is
Fxxx0020X

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

STEP 5:

Click “Yes” to confirm.
Otherwise, click “No”.

← FWMOMCare →

I would like to talk to an MOM Officer

My Personal Details

My name is
FWMOMCARE

My FIN is
Fxxx0020X

My mobile number is EDIT
9645 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

Alert

Do you want MOM to call you?

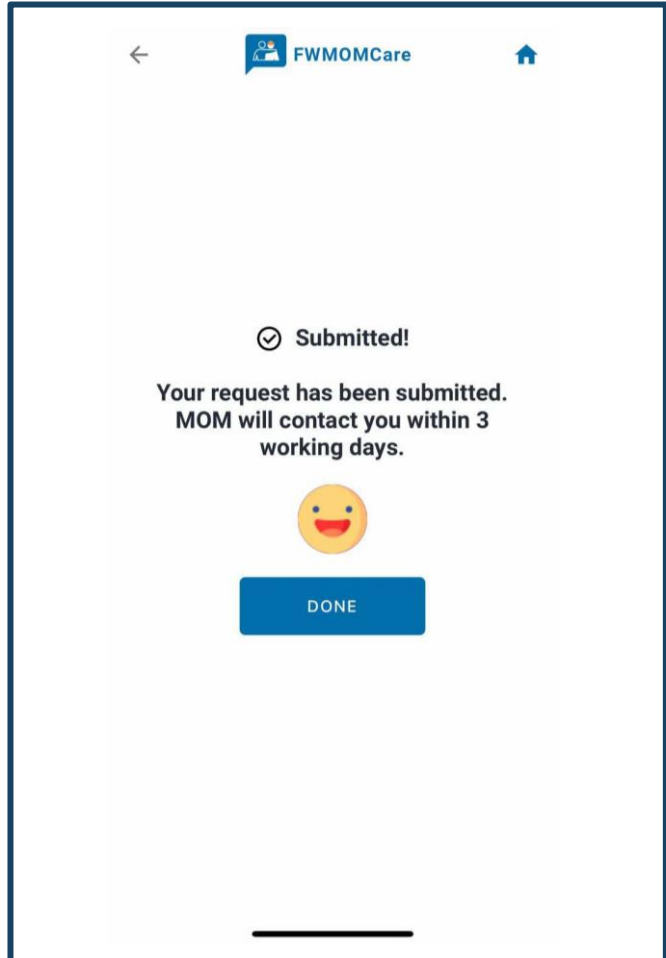
No Yes



FWMOMCare App – Talk to MOM 3 of 3

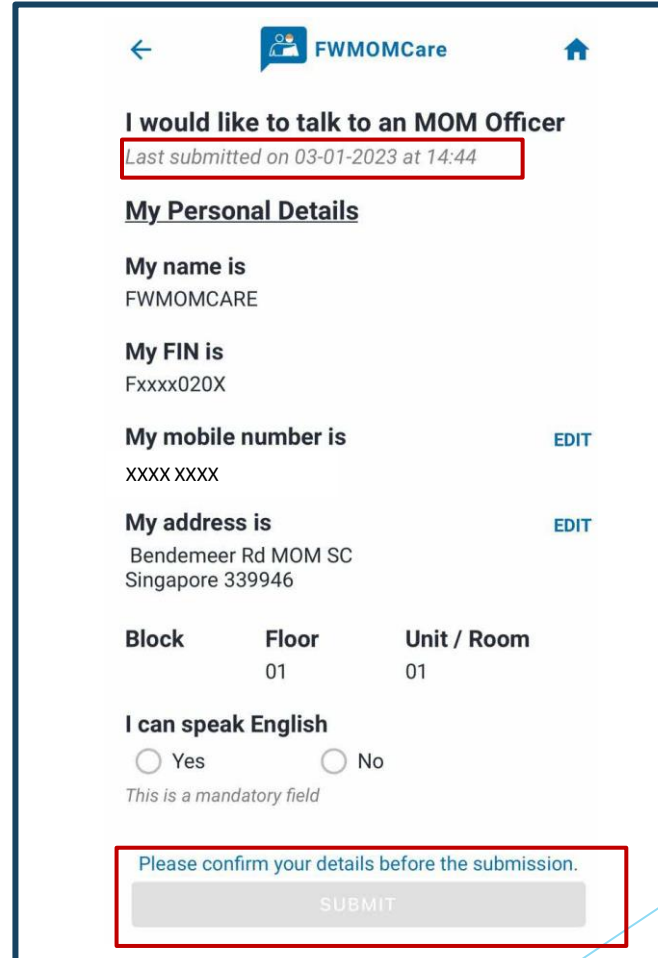


STEP 6: Successful Message



STEP 7:

Last submitted date and time will be shown. Next request can only be submitted after 3 days.



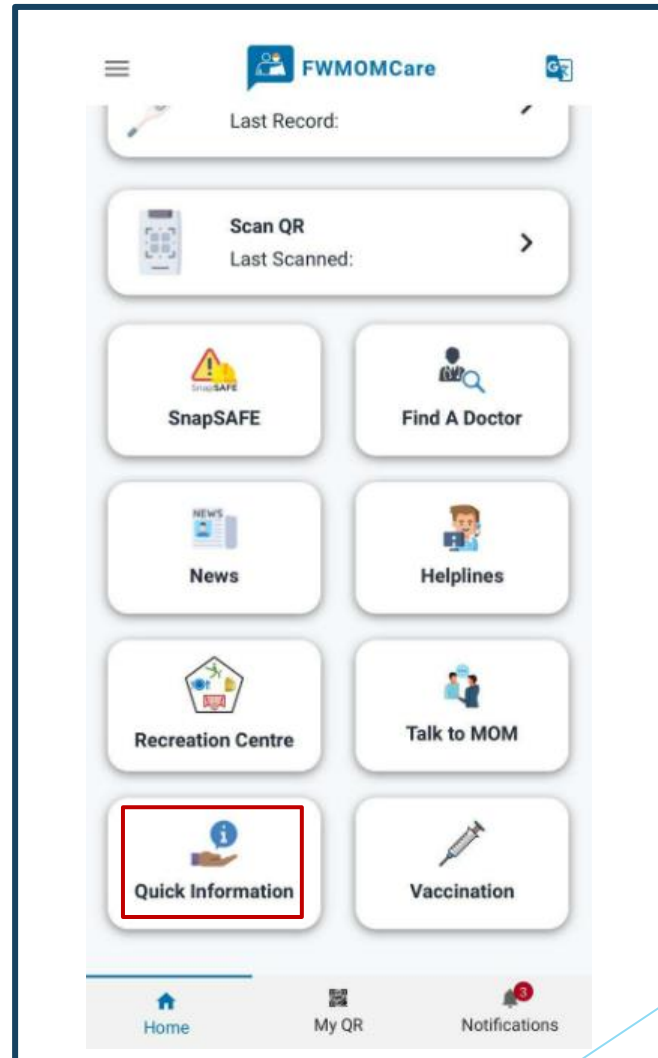
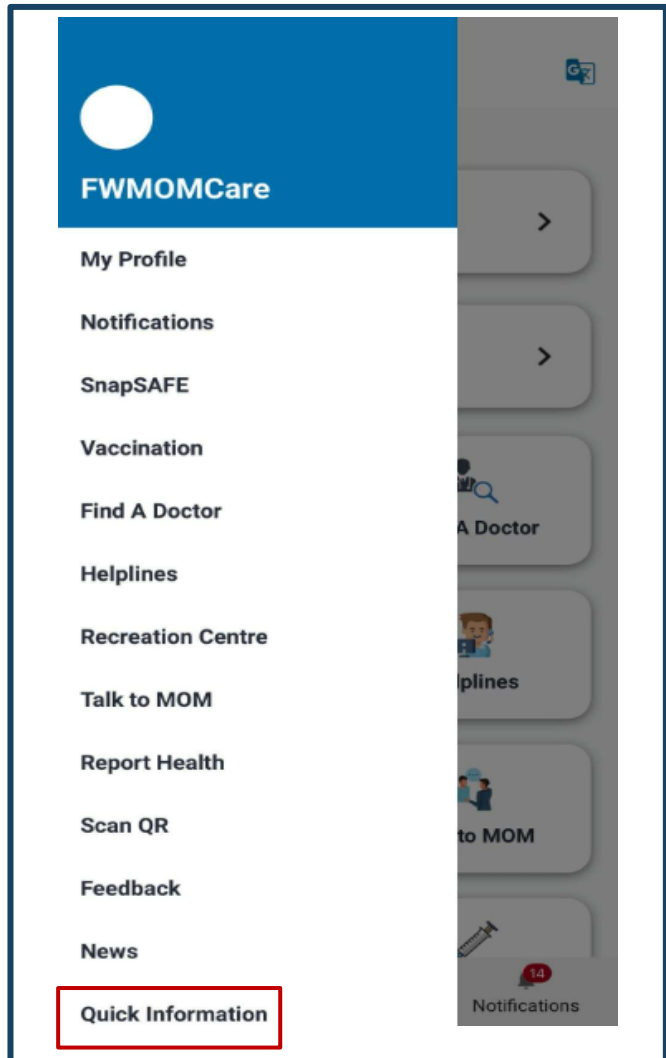


FWMOMCare App – Quick Information 1 of 2



QUICK INFORMATION:

Quick Information can be found on the **Menu / Home Page**





FWMOMCare App – Quick Information 2 of 2



EXAMPLE

