

FAQs on SGWorkPass app

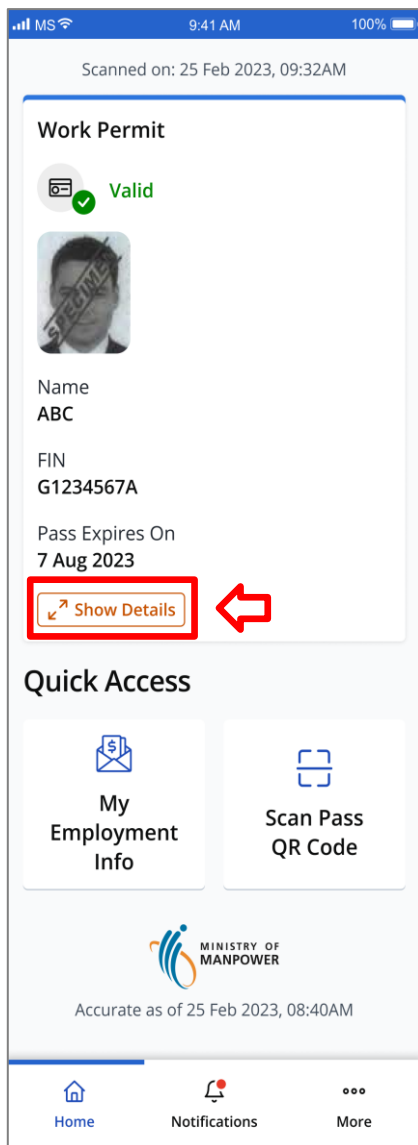
Q1	What is the SGWorkPass app?
A1	<p>SGWorkPass is a free mobile application available in iOS, Android and Huawei Operating systems.</p> <p>From 12 May 2023, work pass holders can set up their digital work pass on the SGWorkPass app using their Singpass login details. By setting up the app, you can:</p> <ul style="list-style-type: none">• View your digital work pass and access your work pass details without the need to scan the QR code on your physical card.• Verify the validity of your work pass by showing your digital work pass.• Enjoy greater data privacy as detailed pass information is only shown after you confirm your identity using Singpass or the fingerprint, facial recognition, or passcode security features on your mobile phone.• Receive notifications from MOM that are unique and relevant to you. <p>With the SGWorkPass app available in different languages, you can choose which language best supports you when using the app. Upon setting up, the app will automatically choose the language based on your phone settings. However, you can still change the language by clicking 'More' and then 'Language'.</p> <p>More useful features will progressively be added to the app, so keep it updated.</p>
Q2	Where can I download the SGWorkPass app?
A2	<p>SGWorkPass is available on Google Play Store, App Store and Huawei AppGallery. Only download the SGWorkPass app from the official app stores. Check that the developer is Ministry of Manpower before you download the app.</p>
Q3	Why do I need to set up my SGWorkPass app?
A3	<p>By setting up the app, you will have access to your digital work pass which allows you to view your work pass details without scanning the QR code on the physical card. It will also allow you to receive notifications from MOM that are unique and relevant to you.</p>
Q4	I am a service provider. Do I need to set up the SGWorkPass app?
A4	<p>No. Service providers using the SGWorkPass app to verify pass validity in their work-related checks will not need to set up their SGWorkPass app.</p>
Q5	What do I need to set up my SGWorkPass app?
A5	<p>You will require your smartphone, an Internet connection and a registered Singpass account.</p>
Q6	What is Singpass?
A6	<p>Singpass is your digital identity for convenient and secure access to government and private sector services, online and in person.</p>
Q7	Where can I get help for Singpass?

A7	Visit Singpass website to register for a Singpass or to reset your password . Alternatively, you may also locate the Singpass counter nearest to you for assistance.
Q8	Can I set up my SGWorkPass app on multiple devices?
A8	No. For security purposes, you can only install the SGWorkPass app on one mobile device at a time, ensuring there is only one copy of your credentials. Setting up the app on a new device will automatically deactivate the app on your previous device.
Q9	I got a new mobile device. What should I do to use the SGWorkPass app on this new device?
A9	<ol style="list-style-type: none"> 1. Download and set up the SGWorkPass app on your new device. 2. The SGWorkPass app on your previous mobile device will automatically be deactivated for security.
Q10	I have lost my mobile device. What should I do?
A10	<p>You can download and set up the SGWorkPass app on another device. This will automatically deactivate the SGWorkPass app on your lost device.</p> <p>To prevent others from accessing your data on your lost device, your detailed information can only be seen after you confirm your identity using your fingerprint, face recognition, passcode or Singpass.</p>
Q11	How can I log out of the SGWorkPass app?
A11	<p>Go to Quick Access > More > Logout.</p> <p>Note: To access your work pass details again, you will need to log in with your Singpass.</p>
Q12	What happens if I reset my SGWorkPass app?
A12	Your app will return to the original factory settings. You will need to set up your app again to view your pass details.
Q13	Can I still use the SGWorkPass app without updating it to the latest version?
A13	As we are continually improving and adding new features to the SGWorkPass app, you are encouraged to keep it updated.
Q14	Is the SGWorkPass app available in multiple languages?
A14	<p>To ensure services are easily accessible, the SGWorkPass app is available in the below languages:</p> <ul style="list-style-type: none"> • Bahasa Indonesia • Bahasa Melayu • Bengali • Burmese • English • Mandarin • Tagalog

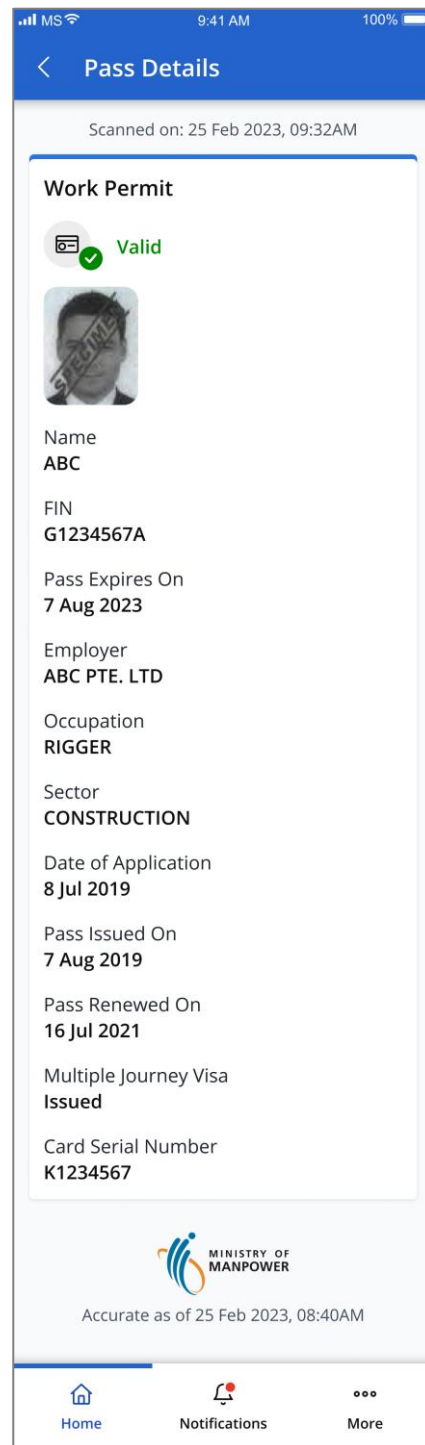
	<ul style="list-style-type: none"> • Tamil • Thai • Vietnamese <p>You can switch to your preferred language anytime.</p>
Q15	How do I switch to my preferred language?
A15	Go to Quick Access > More > Language to switch to your preferred language.
Q16	Why are some parts of the app (e.g. messages or notifications) not in my preferred language?
A16	Some messages or notifications are only available in English as translations to the various languages are rolled out progressively. We will be working to offer multilingual notifications for selected languages in future.
Q17	What information can I see using the SGWorkPass app?
A17	<p>You can see an overview of the pass holder's pass information such as:</p> <ul style="list-style-type: none"> • Photo-image* • Name • FIN* • Pass type • Pass status • Pass validity date <p>*Not applicable for some Special Pass card holders.</p>

To see more information, tap on 'Show Details':

Collapsed view:

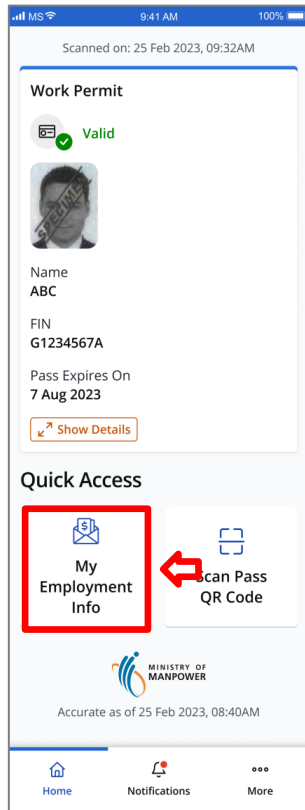


Expanded view:

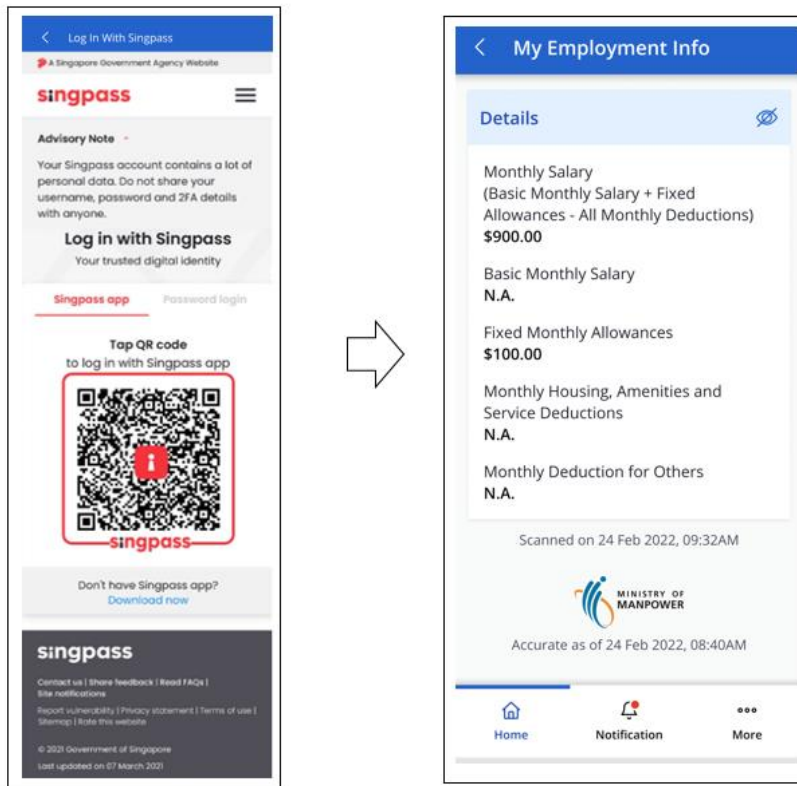


Q18	Can I use the SGWorkPass app to check the details of my Special Pass card?
A18	Yes. you will be able to check the details of your Special Pass card (including expiry date) using the SGWorkPass app. This only applies to MOM Special Pass card holders who are assisting in investigations, attending court proceedings, or settling salary or work injury claims.
Q19	[Only for Work Permit holders] How can I check my salary details?

1. Tap on 'My Employment Info' (under Quick Access menu).

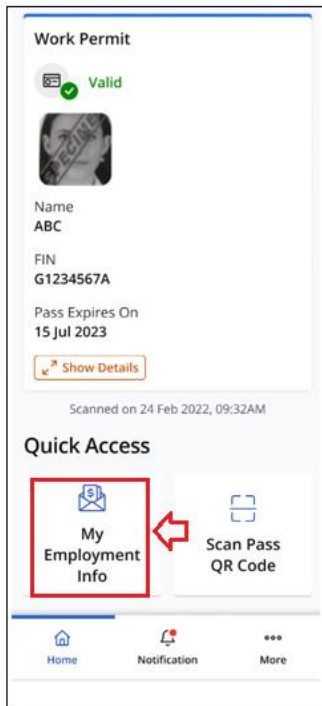


2. Log in with your Singpass to view your salary details.

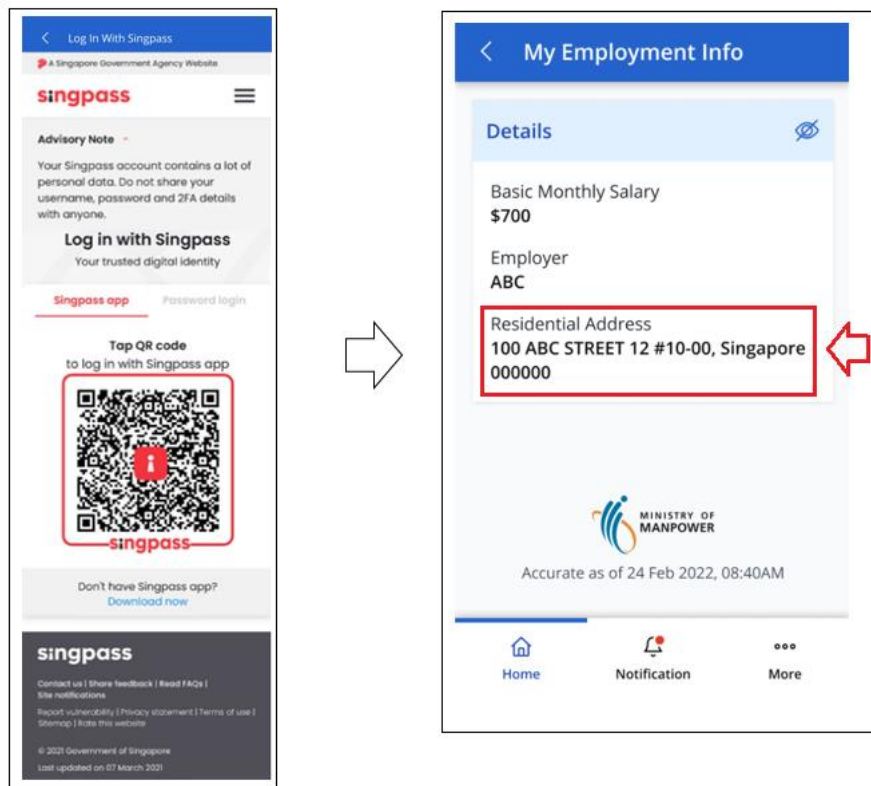


Q20 [Only for migrant domestic workers] How do I view my employment information?

A20 1. Tap on 'My Employment Info' (under Quick Access menu).



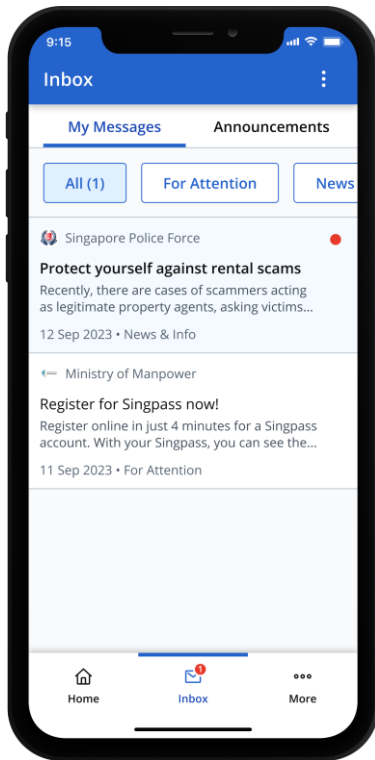
2. Log in with your Singpass to view your employment details (salary and employer details).



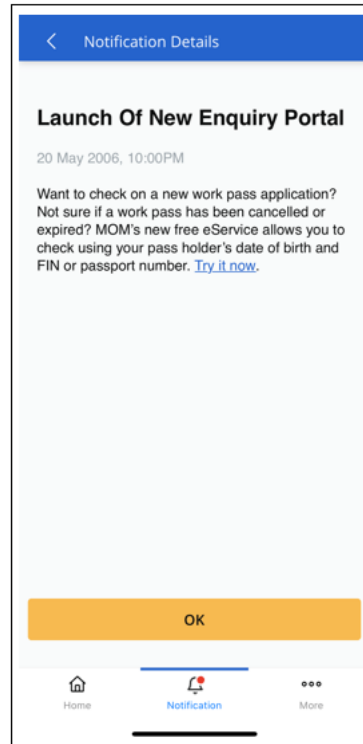
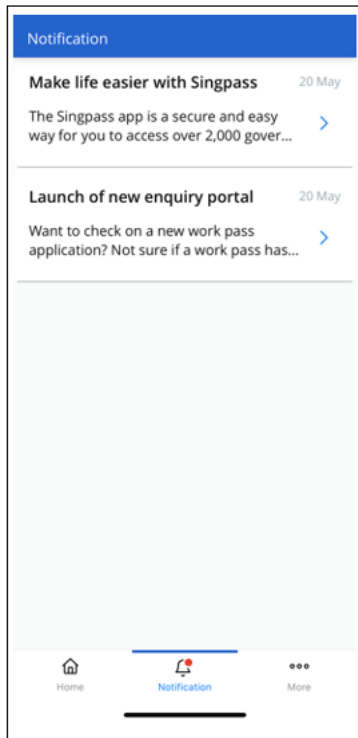
Q21 How can I view notifications on the SGWorkPass app?

A21

1. Tap on 'Inbox' to view your notifications and messages.



2. Tap on each notification to read the full message.



Q22 I am unable to scan the QR code. What should I do?

A22 You can:

- Check that the QR code on the card is not damaged and ensure that your camera is working.
- Ensure that the app installation is complete by granting permission for the app to access your camera, phone, gallery, and notifications.

	<ul style="list-style-type: none"> Reinstall the SGWorkPass app and try again. <p>If the above does not work, you can contact us at www.mom.gov.sg/feedback.</p>
Q23	How soon will changes to pass information be reflected on the SGWorkPass app?
A23	The new information will be reflected on SGWorkPass within 1 working day after any transaction or change has been made.
Q24	Can I use a third-party scanner app to scan the QR code on the pass card?
A24	No, it will not work with a third-party scanner app. You can only use the secured SGWorkPass app to scan the QR code and view pass information.
Q25	I received a security alert and the SGWorkPass app closed immediately after I opened it. What should I do?
A25	We have implemented stringent security measures in the SGWorkPass app to better protect your data. If your mobile device has been modified (e.g. rooted or jailbroken) please perform a factory reset on your device before setting up SGWorkPass.
Q26	Can the SGWorkPass app be used overseas?
A26	Yes. SGWorkPass can be downloaded and used overseas.
Q27	Are there alternatives to check pass validity besides using the SGWorkPass app?
A27	<p>If you are a work pass or long-term pass holder, you can use the Check work pass and application status eService to check your pass validity.</p> <p>If you are a Special Pass holder, you can contact your case officer or visit MOM Services Centre - Hall B during operating hours for further assistance.</p>
Q28	Apart from the SGWorkPass app and the Check work pass and application status eService, where can I view employment information such as the date of pass expiry?
A28	<p>The employment information can also be found in the following letters:</p> <ul style="list-style-type: none"> Work pass Notification Letter that can be printed when you get your pass issued or renewed online. Card delivery letter when the cards are delivered to the pass holders.