

# Step-by-step guide on how to book a slot for residential onboarding programme



# Content Page

**Part A:** Navigating to Onboard centre page

**Part B:** Booking of an Onboard slot

**Part C:** Reschedule an Onboard slot booking

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# A) Navigating to Onboard centre page

## STEP 1:

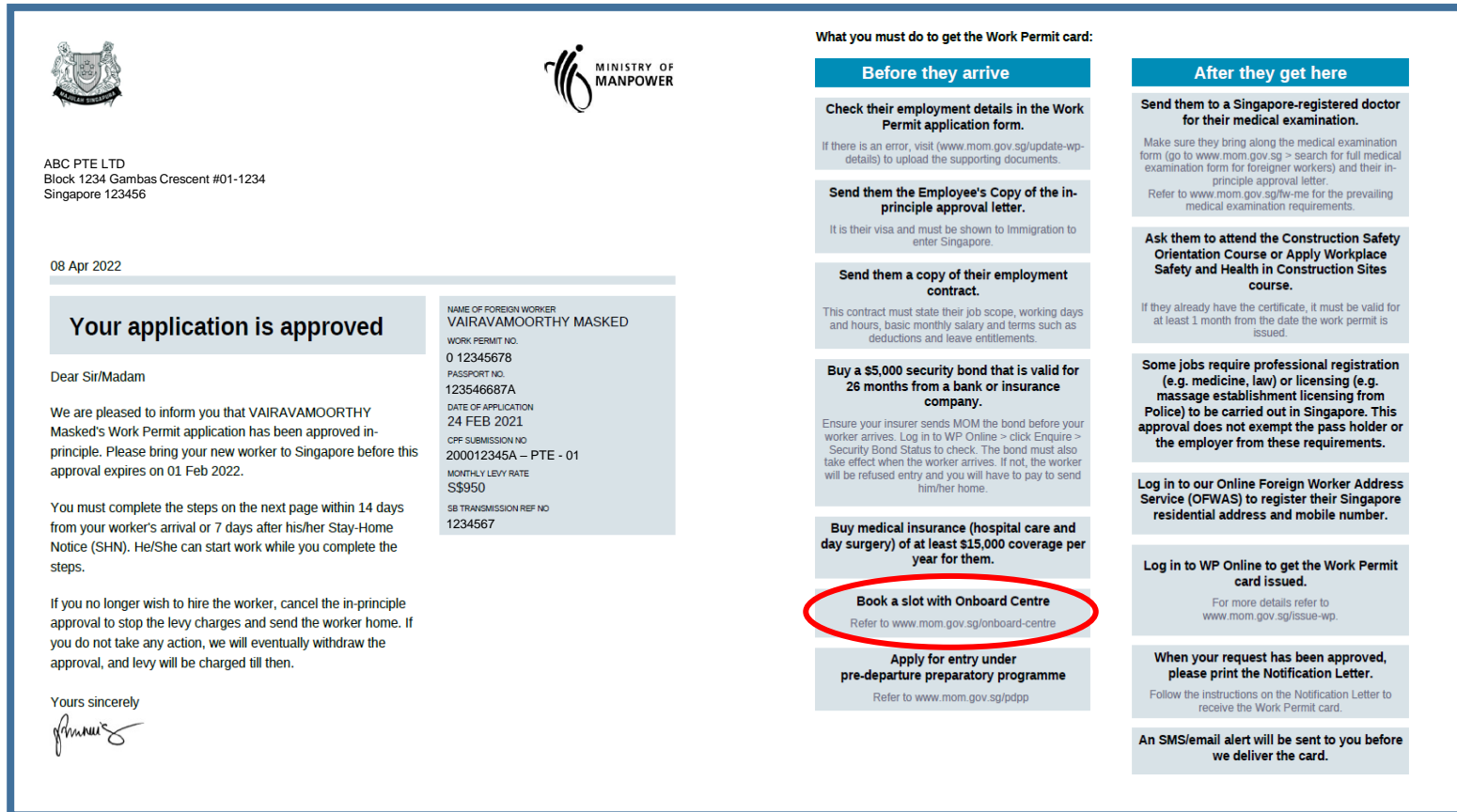
Refer to the In-Principle Approval (IPA) letter sent by MOM.

## STEP 2:

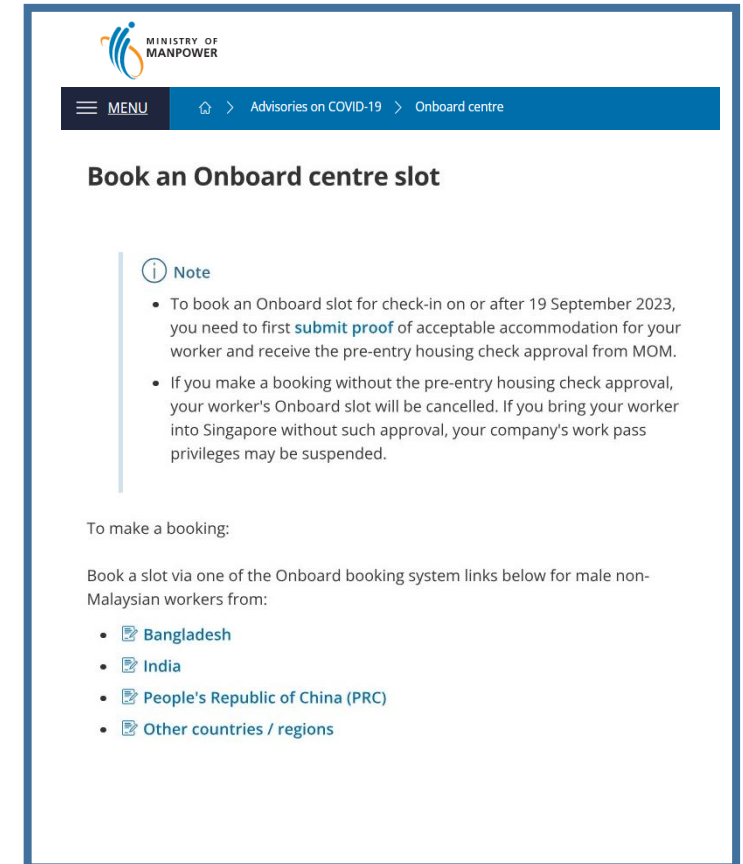
Click on the link under “**Book a slot with Onboard Centre**”.

## STEP 3:

You will be directed to the Onboard centre page.



The screenshot shows an official letter from the Ministry of Manpower (MOM) regarding an approved Work Permit application for a foreign worker named Vairavamoorthy Masked. The letter includes the company name (ABC PTE LTD), the date (08 Apr 2022), and a list of worker details such as name, work permit number, passport number, and application date. It also outlines the next steps for the employer, including completing steps within 14 days, providing a security bond, and arranging medical insurance. A red circle highlights the instruction to "Book a slot with Onboard Centre" with a link to [www.mom.gov.sg/onboard-centre](http://www.mom.gov.sg/onboard-centre).

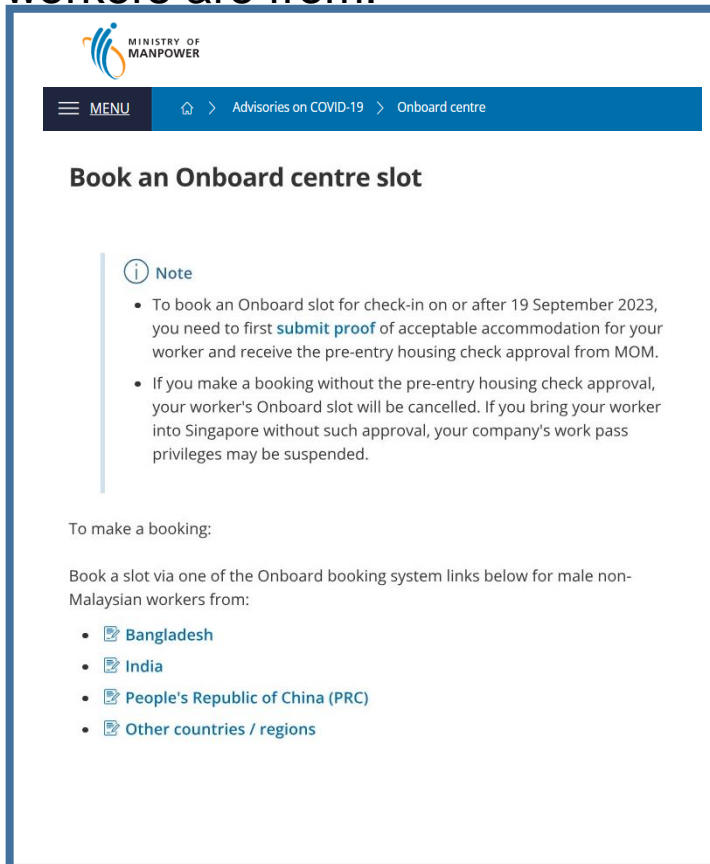


The screenshot displays the 'Book an Onboard centre slot' page on the MOM website. It features a navigation menu, a 'Note' section with a warning icon, and a list of countries for booking: Bangladesh, India, People's Republic of China (PRC), and Other countries / regions. The page instructs users to book a slot via the Onboard booking system links for male non-Malaysian workers.

# B) Book an Onboard slot 1 of 4

## STEP 1:

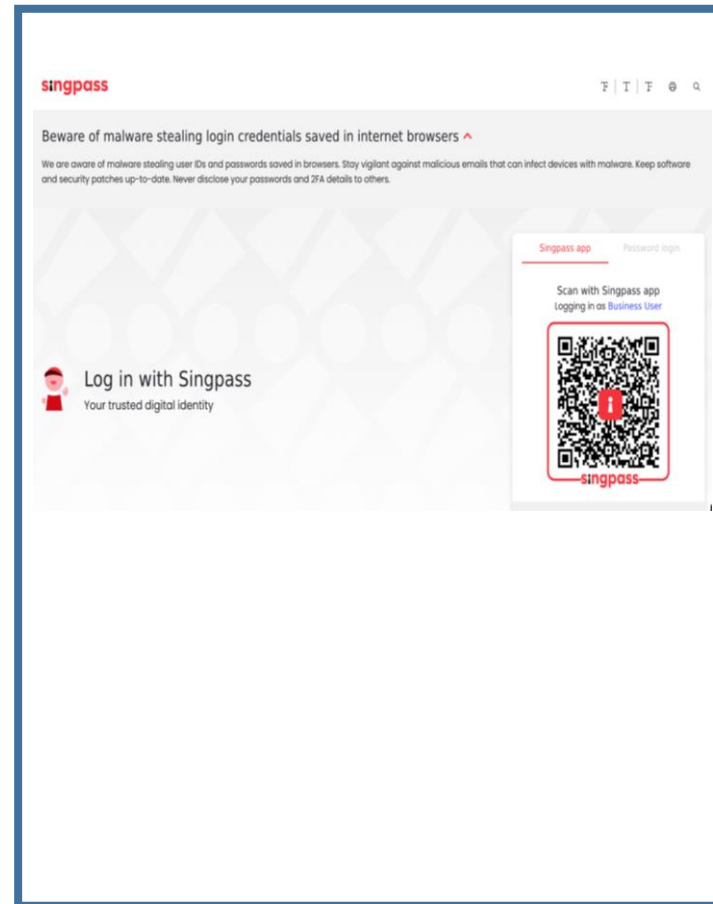
Under “**Onboard booking system**” section of the Onboard centre page, click on the URL link based on your worker’s countries/regions where your workers are from.



The screenshot shows the Ministry of Manpower Onboard centre page. The header includes the logo and navigation links for 'Advisories on COVID-19' and 'Onboard centre'. The main heading is 'Book an Onboard centre slot'. A 'Note' section provides instructions: 'To book an Onboard slot for check-in on or after 19 September 2023, you need to first submit proof of acceptable accommodation for your worker and receive the pre-entry housing check approval from MOM. If you make a booking without the pre-entry housing check approval, your worker's Onboard slot will be cancelled. If you bring your worker into Singapore without such approval, your company's work pass privileges may be suspended.' Below the note, it says 'To make a booking: Book a slot via one of the Onboard booking system links below for male non-Malaysian workers from:' followed by a list of countries/regions: Bangladesh, India, People's Republic of China (PRC), and Other countries / regions.

## STEP 2:

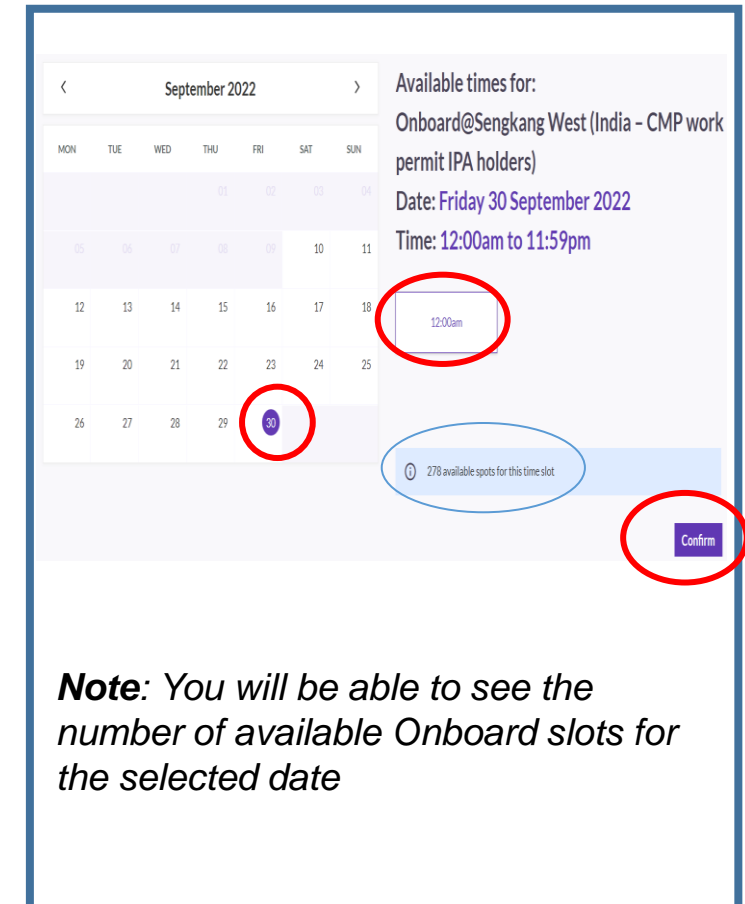
You will be directed to login website. Login with your Corppass by QR Code or Password.



The screenshot shows the Singpass login page. It features a security warning about malware, a QR code for login, and a 'Log in with Singpass' button. The QR code is highlighted with a red circle and the number '1'. The 'Log in with Singpass' button is also highlighted with a red circle.

## STEP 3:

Choose the date and timing that your workers will arrive at the Onboard centre. And Click “Confirm”.



The screenshot shows the Onboard booking system interface. It displays a calendar for September 2022. The date '30' is highlighted with a red circle. To the right, the available times for 'Onboard@Sengkang West (India - CMP work permit IPA holders)' are listed as 'Date: Friday 30 September 2022' and 'Time: 12:00am to 11:59pm'. The time '12:00am' is highlighted with a red circle. Below the calendar, it shows '278 available spots for this time slot' and a 'Confirm' button, which is also highlighted with a red circle.

**Note:** You will be able to see the number of available Onboard slots for the selected date

# B) Book an Onboard slot 2 of 4

## STEP 4:

Enter your worker's pre-entry housing check Approval Reference Number, dietary requirement, FIN, and company's email address for billing contact.

## STEP 5:

Read through the self and company declarations and tick accordingly.

### Additional Information

I have obtained MOM's pre-entry housing check approval for my worker and the Approval Reference Number (you can find this reference number in the approval email from MOM) is:\*

Migrant Worker's Dietary Requirement\*

Migrant Worker's FIN (Please take note that the field is case sensitive)\*

Company's Email Address for Billing Contact\*

Re-enter Company's Email Address for Billing Contact\*

### Self declaration 1\*

Select all that applies

### Self declaration 2\*

Select all that applies

### Company declaration 1\*

Select all that applies

### Company declaration 2\*

Select all that applies

### Company declaration 3\*

Select all that applies

### Company declaration 4\*

Select all that applies

### Company declaration 5\*

Select all that applies

### Company declaration 6\*

Select all that applies

# B) Book an Onboard slot 2 of 4

## STEP 6:

Enter the mobile number and company's email address for booking contact before clicking "Submit".

**Personal Details**  
Tell us more information about yourself

**UEN\***  
180069988D

**NRIC\***  
S9992218D

**Name\***  
Tim Tom Test

**Business Entity Name\***  
ABC Company

**Mobile Number for Booking Contact\***

**Re-enter Mobile Number for Booking Contact\***

**Company's Email Address for Booking Contact\***

**Re-enter Company's Email Address for Booking Contact\***

**Submit**

## STEP 7:

Click "Add to Calendar" to add the booking into your calendar.

**Booking Confirmation**  
Approved

**Booking Details**

**Date**  
Friday 29 September 2023

**Time**  
12:00am

**Booking Preferences**

**NRIC**  
S\*\*\*\*218D

**Name**  
Tim Tom Test

**Business Entity Name**  
ABC Company

**Mobile Number for Booking Contact**

**Company's Email Address for Booking Contact**

**Self declaration 1:**

**Self declaration 2:**

**Company declaration 1:**

**Company declaration 2:**

**Company declaration 3:**

**Company declaration 4:**

**Company declaration 5:**

**Company declaration 6:**

**Make another booking**

**Add to calendar**

I have obtained MOM's pre-entry housing check approval for my worker and the Approval Reference Number (you can find this reference number in the approval email from MOM) is:  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX


## STEP 8:

Click "Make another booking" for a new booking.

# B) Book an Onboard slot 3 of 4

## STEP 9:

A confirmation email will be sent to your email address (Also check your “junk mail” folder).

 [noreply\\_support@booking.gov.sg](mailto:noreply_support@booking.gov.sg) <noreply\_support@booking.gov.sg>  
To: [abcd@live.com.sg](mailto:abcd@live.com.sg)

Dear Employer,

Your Onboard booking request for the slot indicated below has been **Confirmed**.

Booking for: **Onboard@Sengkang West (India - CMP work permit IPA holders)**  
Booking ID : **KyPJ2mJp**

Please ensure that your worker shows the following documents when he arrives at the Onboard centre :

- A copy of his booking confirmation email;
- A copy of his IPA letter (employee's copy);
- Documentary proof of vaccination;
- A working smartphone with a local sim card

**Onboard booking details.**  
Booking status: **Confirmed**  
Check-In date: **Saturday 30 September 2023**  
Check-Out: 3 days later (there will be a separate email on when to pick your worker)  
Migrant Worker's FIN indicated : **X1234567H**  
Migrant Worker's Dietary requirement indicated : **Non-Halal**

From 19 September 2023, proof of acceptable accommodation will be required for new non-Malaysian CMP WPHs before they are allowed to enter Singapore. You had declared during the Onboard booking process that MOM has already given you this approval. Please note that we will cancel your Onboard booking if you do not have this pre-entry housing check approval.

You would have to reschedule your workers' flight and bring them in only after you have obtained the necessary approval. If you bring your worker into Singapore without the required proof of accommodation, your company's work pass privileges may be suspended.

You should make arrangements for your workers to go directly to the Onboard centre, once they arrive in Singapore.

If your workers arrive at the Onboard centre without a confirmed Onboard slot for that same day, they may not be allowed to check in and would have to return when they have an Onboard slot.

To find the Onboard centre's location, please use this link: [Onboard @ SengKang West \(India\)](#)

To reschedule or cancel the Onboard slot for your worker, please use this link provided below: [Reschedule / Cancel Booking](#)

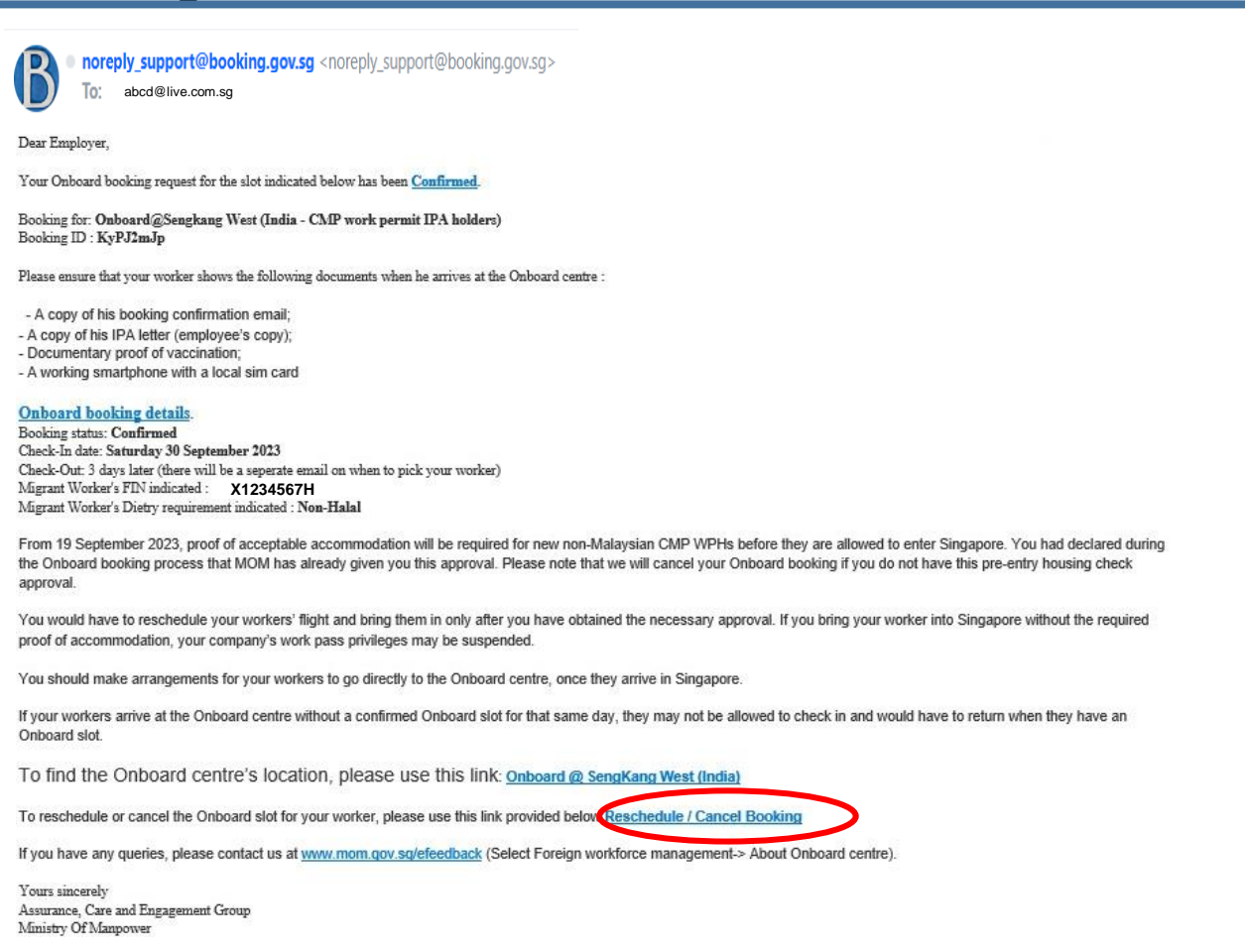
If you have any queries, please contact us at [www.mom.gov.sg/efeedback](http://www.mom.gov.sg/efeedback) (Select Foreign workforce management-> About Onboard centre).

Yours sincerely  
Assurance, Care and Engagement Group  
Ministry Of Manpower

# C) Reschedule an Onboard slot booking 1 of 5

## STEP 1:

Go to your confirmation email,  
Click on “**Reschedule / Cancel Booking**”.



**B** noreply\_support@booking.gov.sg <noreply\_support@booking.gov.sg>  
To: abcd@live.com.sg

Dear Employer,

Your Onboard booking request for the slot indicated below has been **Confirmed**.

Booking for: **Onboard@Sengkang West (India - CMP work permit IPA holders)**  
Booking ID : **KyPJ2mJp**

Please ensure that your worker shows the following documents when he arrives at the Onboard centre :

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- A copy of his IPA letter (employee's copy);
- Documentary proof of vaccination;
- A working smartphone with a local sim card

**Onboard booking details:**  
Booking status: **Confirmed**  
Check-In date: **Saturday 30 September 2023**  
Check-Out: 3 days later (there will be a separate email on when to pick your worker)  
Migrant Worker's FIN indicated : **X1234567H**  
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You would have to reschedule your workers' flight and bring them in only after you have obtained the necessary approval. If you bring your worker into Singapore without the required proof of accommodation, your company's work pass privileges may be suspended.

You should make arrangements for your workers to go directly to the Onboard centre, once they arrive in Singapore.

If your workers arrive at the Onboard centre without a confirmed Onboard slot for that same day, they may not be allowed to check in and would have to return when they have an Onboard slot.

To find the Onboard centre's location, please use this link: [Onboard @ Sengkang West \(India\)](#)

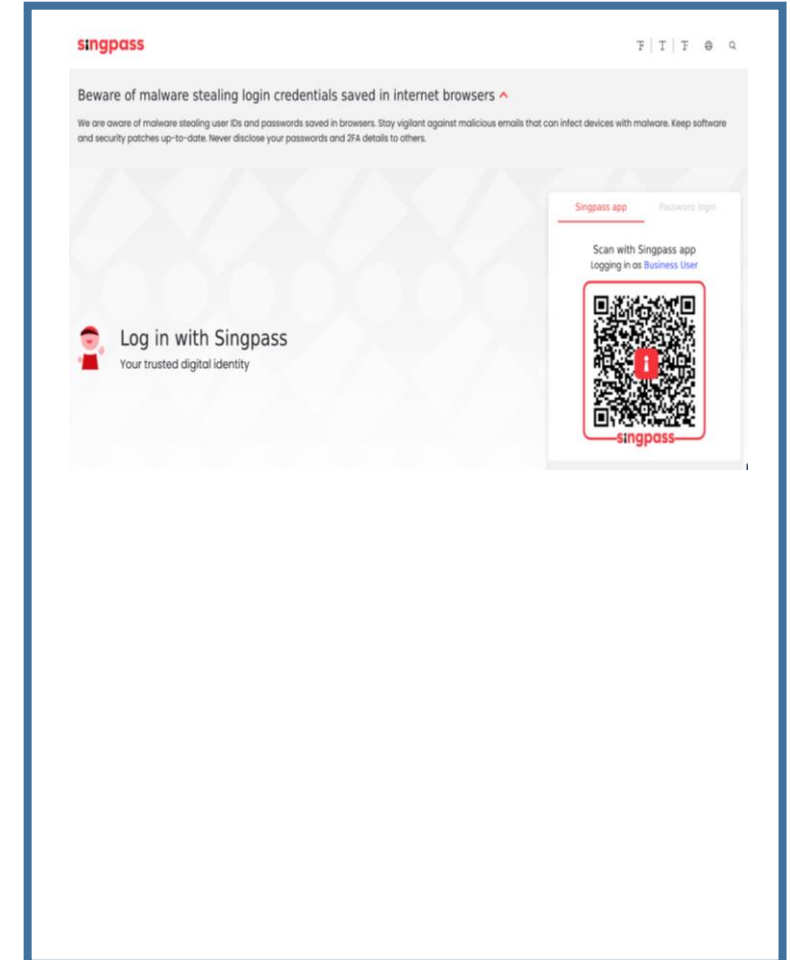
To reschedule or cancel the Onboard slot for your worker, please use this link provided below: [Reschedule / Cancel Booking](#)

If you have any queries, please contact us at [www.mom.gov.sg/efeedback](http://www.mom.gov.sg/efeedback) (Select Foreign workforce management-> About Onboard centre).

Yours sincerely  
Assurance, Care and Engagement Group  
Ministry Of Manpower

## STEP 2:

You will be directed to login website.  
Login with your Corppass by QR Code  
or Password.



singpass

Beware of malware stealing login credentials saved in internet browsers ^

We are aware of malware stealing user IDs and passwords saved in browsers. Stay vigilant against malicious emails that can infect devices with malware. Keep software and security patches up-to-date. Never disclose your passwords and 2FA details to others.

Singpass app Password login

Scan with Singpass app  
Logging in as Business User

Log in with Singpass  
Your trusted digital identity



# C) Reschedule an Onboard slot booking 2 of 5

## STEP 3:

Click on “Reschedule” to change date and/or time of appointment booked.

Onboard Service Booking request date: 19 Jan 2023 Accepted

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**Date**  
31st January 2023

**Time**  
12:00am to 11:59pm

[Cancel booking](#) [Reschedule](#)

## STEP 4:

Choose the date and timing that your workers will arrive at the Onboard centre. And Click “Confirm”.

September 2022

MON	TUE	WED	THU	FRI	SAT	SUN
			01	02	03	04
05	06	07	08	09	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Available times for:  
Onboard@Sengkang West (India - CMP work permit IPA holders)  
Date: Friday 30 September 2022  
Time: 12:00am to 11:59pm

12:00am

278 available spots for this time slot

[Confirm](#)

**Note:** You will be able to see the number of available Onboard slots for the selected date

## STEP 5:

Enter your worker’s pre-entry housing check Approval Reference Number, dietary requirement, FIN, and company’s email address for billing contact.

Additional Information

I have obtained MOM's pre-entry housing check approval for my worker and the Approval Reference Number (you can find this reference number in the approval email from MOM) is:\*

XXXXXXXXXXXXXXXXXXXXXXXXXX

Migrant Worker's Dietary Requirement\*

Non-Halal

Migrant Worker's FIN (Please take note that the field is case sensitive)\*

X1234567H

Company's Email Address for Billing Contact\*

abcd@live.com.sg

Re-enter Company's Email Address for Billing Contact\*

abcd@live.com.sg

# C) Reschedule an Onboard slot booking 3 of 5

## STEP 6:

Read through the self and company declarations and tick accordingly.

**Self declaration 1\***  
Select all that applies

**Self declaration 2\***  
Select all that applies

**Company declaration 1\***  
Select all that applies

**Company declaration 2\***  
Select all that applies

**Company declaration 3\***  
Select all that applies

**Company declaration 4\***  
Select all that applies

**Company declaration 5\***  
Select all that applies

**Company declaration 6\***  
Select all that applies

## STEP 7:

Enter the mobile number and company's email address for booking contact before clicking "Submit".

**Personal Details**  
Tell us more information about yourself

**UEN\***  
180069988D

**NRIC\***  
S9992218D

**Name\***  
Tim Tom Test

**Business Entity Name\***  
ABC Company

**Mobile Number for Booking Contact\***

**Re-enter Mobile Number for Booking Contact\***

**Company's Email Address for Booking Contact\***

**Re-enter Company's Email Address for Booking Contact\***

**Submit**

# C) Reschedule an Onboard slot booking 4 of 5

## STEP 8:

Click “Add to Calendar” to add the booking into your calendar.

The screenshot shows a 'Booking Confirmation' page with a green checkmark icon and the word 'Approved'. The page is divided into several sections:

- Booking Details:**
  - Date: Friday 29 September 2023
  - Time: 12:00am
- Booking Preferences:**
  - NRIC: S\*\*\*\*218D
  - Name: Tim Tom Test
  - Business Entity Name: ABC Company
  - Mobile Number for Booking Contact: 84285353
  - Company's Email Address for Booking Contact: ong\_yi\_hui@mom.gov.sg

Below the preferences, there is a line of text: "I have obtained MOM's pre-entry housing check approval for my worker and the Approval Reference Number (you can find this reference number in the approval email from MOM) is: XXXXXXXXXXXXXXXXXXXXXXXX".

To the right of the booking details, there are six rows of text labels, each followed by a grey rectangular input field:


- Self declaration 1:
- Self declaration 2:
- Company declaration 1:
- Company declaration 2:
- Company declaration 3:
- Company declaration 4:
- Company declaration 5:
- Company declaration 6:

At the bottom right of the page, there is a button labeled "Add to calendar", which is circled in red.

# C) Reschedule an Onboard slot booking 5 of 5

## STEP 9:

A confirmation email will be sent to your email address (Also check your “junk mail” folder).

 [noreply\\_support@booking.gov.sg](mailto:noreply_support@booking.gov.sg) <noreply\_support@booking.gov.sg>  
To [abcd@live.com.sg](mailto:abcd@live.com.sg)

Dear Employer,

Your Onboard booking request for the slot indicated below has been **Confirmed**.

Booking for: **Onboard@Sengkang West (India - CMP work permit IPA holders)**  
Booking ID : **KyPJ2mJp**

Please ensure that your worker shows the following documents when he arrives at the Onboard centre :

- A copy of his booking confirmation email;
- A copy of his IPA letter (employee's copy);
- Documentary proof of vaccination;
- A working smartphone with a local sim card

**Onboard booking details.**  
Booking status: **Confirmed**  
Check-In date: **Saturday 30 September 2023**  
Check-Out: 3 days later (there will be a separate email on when to pick your worker)  
Migrant Worker's FIN indicated : **X1234567H**  
Migrant Worker's Dietary requirement indicated : **Non-Halal**

From 19 September 2023, proof of acceptable accommodation will be required for new non-Malaysian CMP WPHs before they are allowed to enter Singapore. You had declared during the Onboard booking process that MOM has already given you this approval. Please note that we will cancel your Onboard booking if you do not have this pre-entry housing check approval.

You would have to reschedule your workers' flight and bring them in only after you have obtained the necessary approval. If you bring your worker into Singapore without the required proof of accommodation, your company's work pass privileges may be suspended.

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If your workers arrive at the Onboard centre without a confirmed Onboard slot for that same day, they may not be allowed to check in and would have to return when they have an Onboard slot.

To find the Onboard centre's location, please use this link: [Onboard @ SengKang West \(India\)](#)

To reschedule or cancel the Onboard slot for your worker, please use this link provided below: [Reschedule / Cancel Booking](#)


If you have any queries, please contact us at [www.mom.gov.sg/efeedback](http://www.mom.gov.sg/efeedback) (Select Foreign workforce management-> About Onboard centre).

Yours sincerely  
Assurance, Care and Engagement Group  
Ministry Of Manpower

# D) Cancel an Onboard slot booking 1 of 3

## STEP 1:

Go to your confirmation email, Click on “Reschedule / Cancel Booking”.

 [noreply\\_support@booking.gov.sg](mailto:noreply_support@booking.gov.sg) <noreply\_support@booking.gov.sg>  
To: [abcd@live.com.sg](mailto:abcd@live.com.sg)  
Dear Employer,

Your Onboard booking request for the slot indicated below has been [Confirmed](#).

Booking for: **Onboard@Sengkang West (India - CMP work permit IPA holders)**  
Booking ID : **KyPJ2mJp**

Please ensure that your worker shows the following documents when he arrives at the Onboard centre :

- A copy of his booking confirmation email;
- A copy of his IPA letter (employee's copy);
- Documentary proof of vaccination;
- A working smartphone with a local sim card

[Onboard booking details:](#)  
Booking status: **Confirmed**  
Check-In date: **Saturday 30 September 2023**  
Check-Out: 3 days later (there will be a separate email on when to pick your worker)  
Migrant Worker's FIN indicate: **X1234567H**  
Migrant Worker's Dietary requirement indicated : **Non-Halal**

From 19 September 2023, proof of acceptable accommodation will be required for new non-Malaysian CMP WPHs before they are allowed to enter Singapore. You had declared during the Onboard booking process that MOM has already given you this approval. Please note that we will cancel your Onboard booking if you do not have this pre-entry housing check approval.

You would have to reschedule your workers' flight and bring them in only after you have obtained the necessary approval. If you bring your worker into Singapore without the required proof of accommodation, your company's work pass privileges may be suspended.

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If your workers arrive at the Onboard centre without a confirmed Onboard slot for that same day, they may not be allowed to check in and would have to return when they have an Onboard slot.

To find the Onboard centre's location, please use this link: [Onboard @ SengKang West \(India\)](#)

To reschedule or cancel the Onboard slot for your worker, please use this link provided below: [Reschedule / Cancel Booking](#)

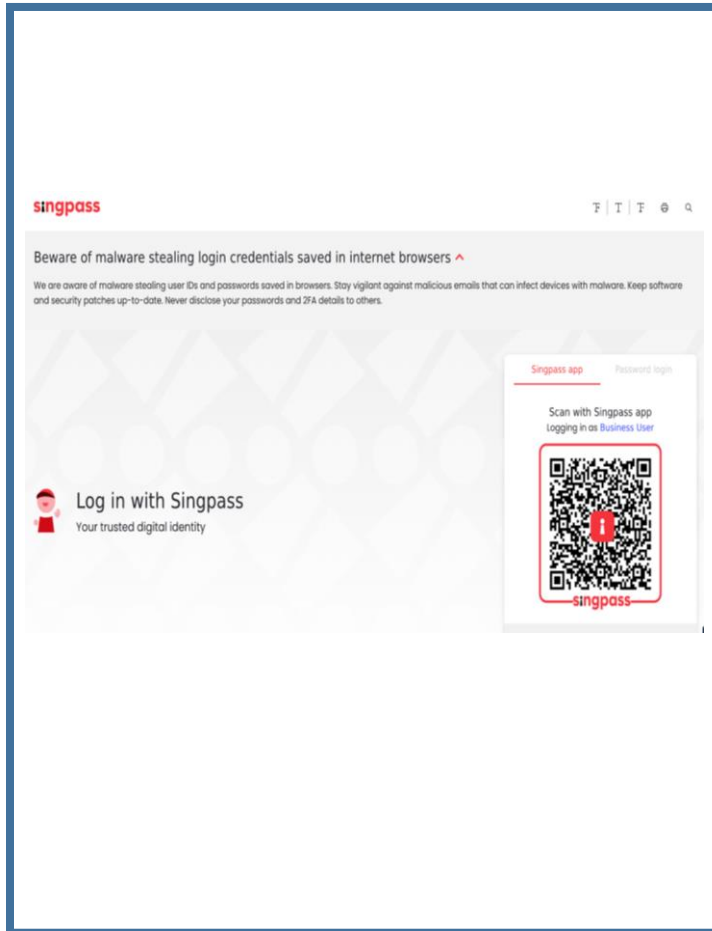
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Yours sincerely  
Assurance, Care and Engagement Group  
Ministry Of Manpower

# D) Cancel an Onboard slot booking 2 of 3

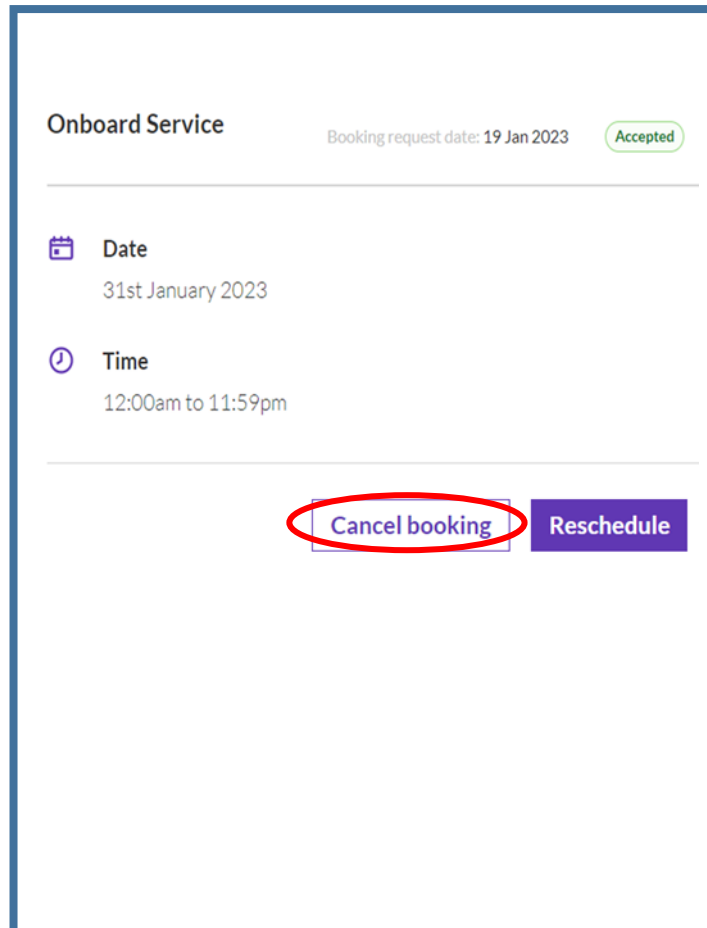
## STEP 2:

You will be directed to login website.  
Login with your Corppass by QR  
Code or Password.



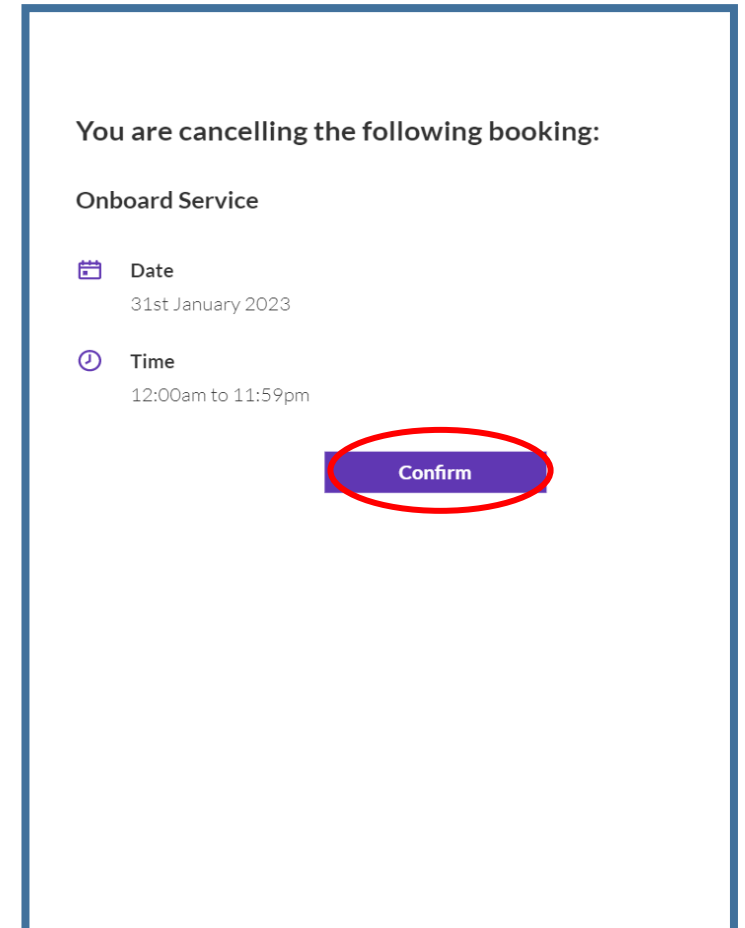
## STEP 3:

Click on “**Cancel**” to cancel the  
original appointment that you  
have booked.



## STEP 4:

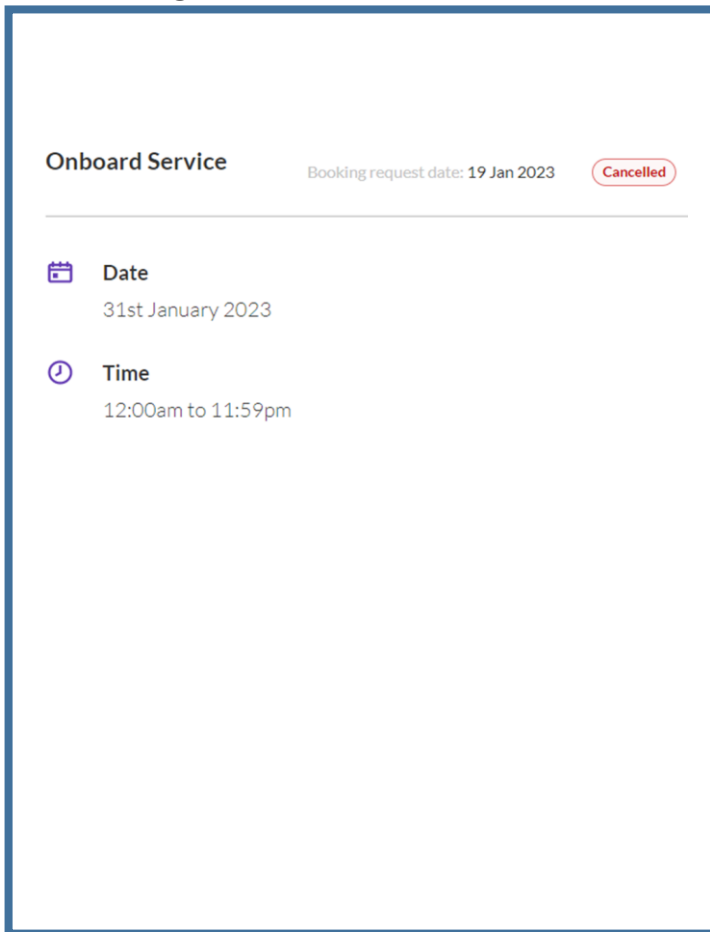
Verify the booking that you are  
cancelling before clicking on  
“**Confirm**”.



# D) Cancel an Onboard slot booking 3 of 3

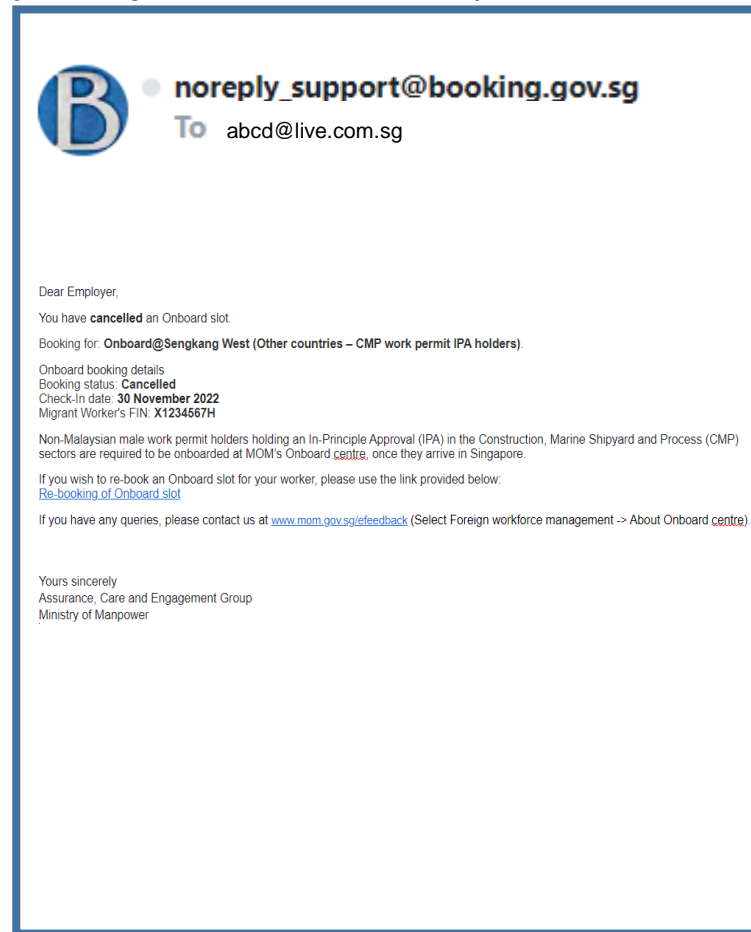
## STEP 5:

A window will pop up to show that you have cancelled the booking.



## STEP 6:

A confirmation email will be sent to your email address (Also check your "junk mail" folder).



## STEP 7:

To re-book a new booking, click on "Re-booking of Onboard slot" on the confirmation email.

