User Guide - Safe@Dorm eService

(Applicable only from 23 March 2023)
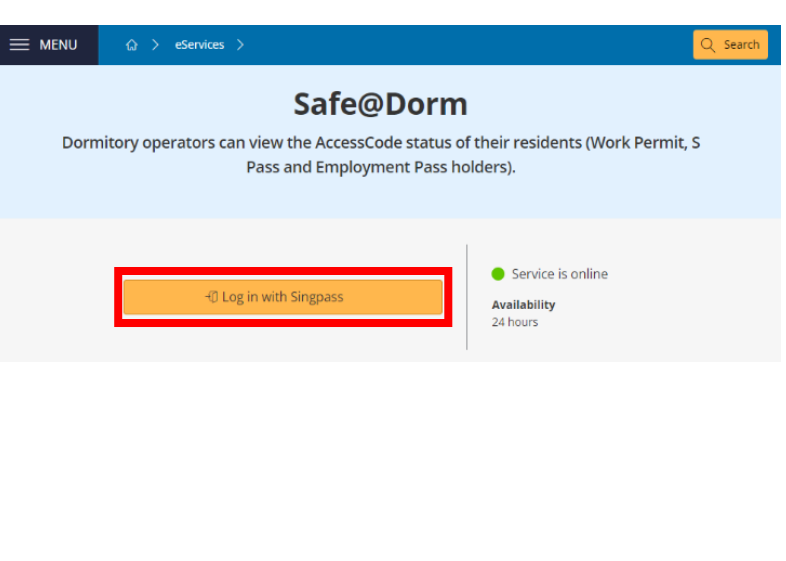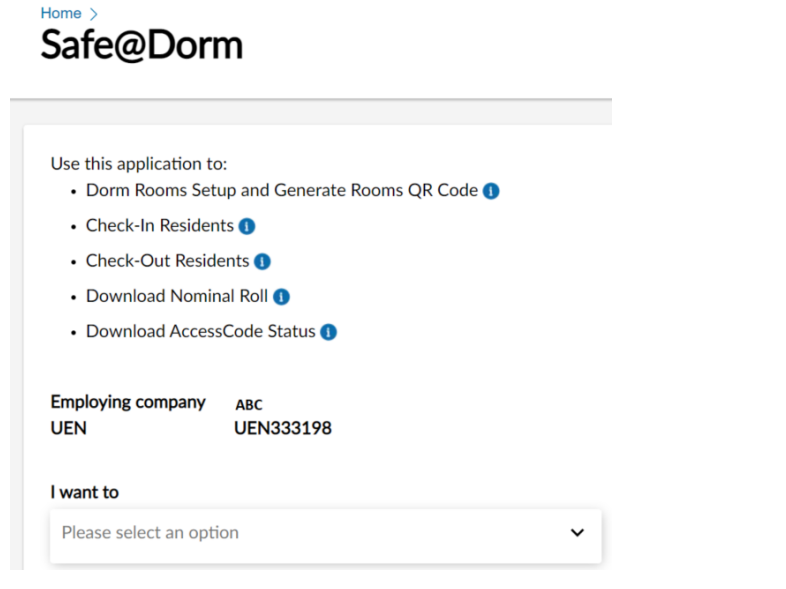
Table of content

The MOM's Safe@Dorm eService website allows Dormitory Operators to:

- Set up dormitory rooms and generate rooms QR code
- Check-in residents
- Check-out residents
- Download nominal roll
- Download and view AccessCode status of residents

NOTE

1. To use Safe@Dorm eService, user must have "MOM ACE Digital Service Corppass" assigned to his/her Singpass. For details, refer to Section 7.

2. **For first time login into Safe@Dorm from 23 March 2023**, Dormitory Operators are to download their Nominal Roll (refer to Section 5) and to verify their current residents' details.

3. If the downloaded Nominal Roll does not tally with the actual Nominal Roll, Dormitory Operators can use Check-In Residents and Check-Out Residents functions to update the correct Nominal Roll to MOM.
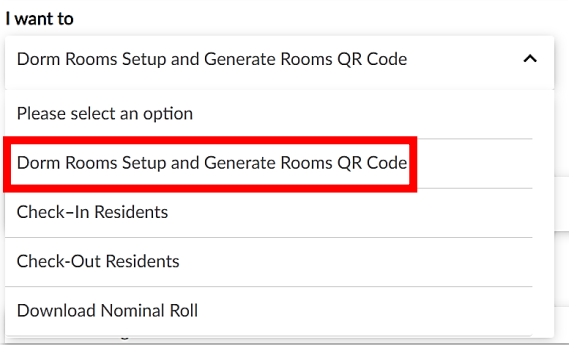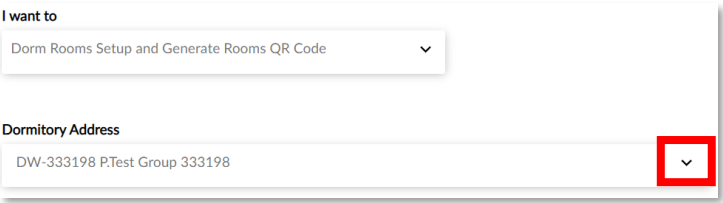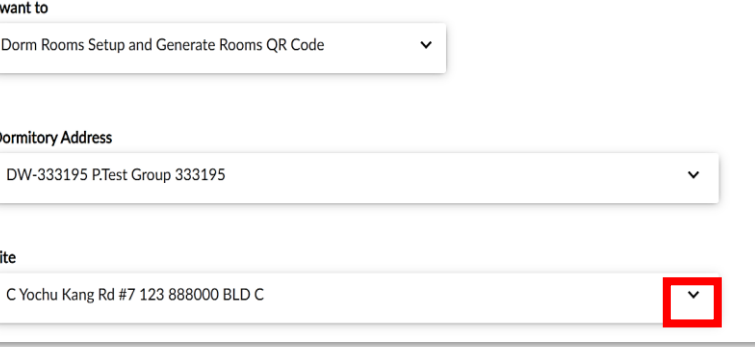

Updated as of 10 March 2023

Section 1: Logging into the Safe@Dorm eService

1. Login* to Safe@Dorm eService with your Singpass account at *https://www.mom.gov.sg/eservices/services/safe-dormitory* **Login with your Singpass** * If you are unable to login to Safe@Dorm eService, please set up "**MOM ACE Digital Services Corppass**" first (refer to Section 7).	
2. On successful login, you will be directed to the **Safe@Dorm** homepage.	

Section 2: Dorm Rooms Setup and Generate Rooms QR Code

In this section, Dormitory Operator can download "**Dorm Rooms Setup Template**" to input details and set-up dormitory by block, floor and unit.

Dormitory Operator can then upload to Safe@Dorm and generate and download Rooms QR code.

1. Select "**Dorm Rooms Setup and Generate Rooms QR Code**" from the drop-down list in **[I want to]** section. Select "**Dorm Rooms Setup and Generate Rooms QR Code**"	
2. User will be prompted to select **[Dormitory Address]**. Select dormitory address here. Select Dormitory Address	
3. User will be prompted to select **[Site]**. Select site here. Select Site	

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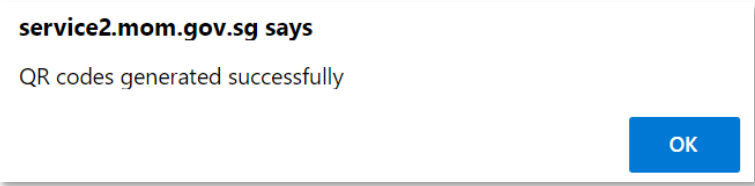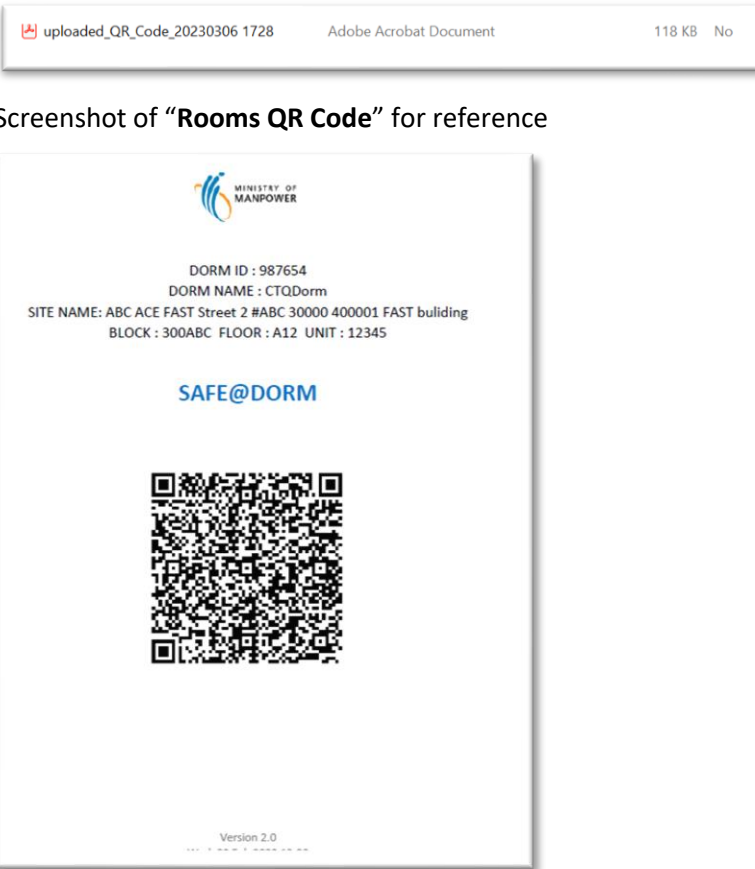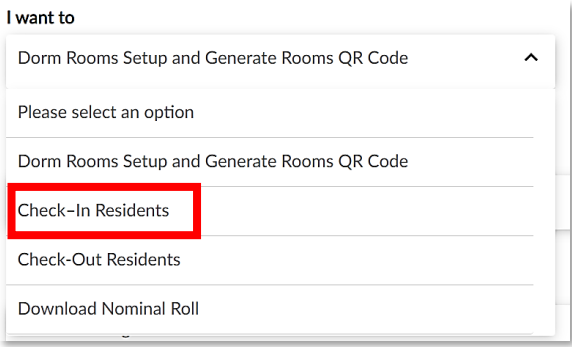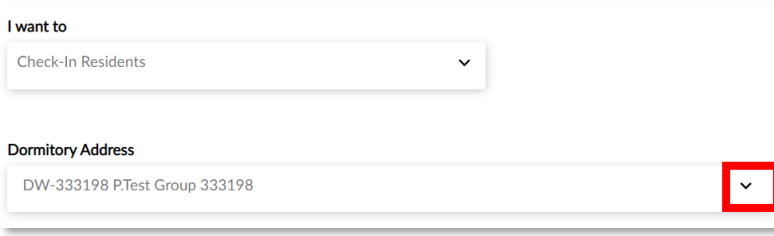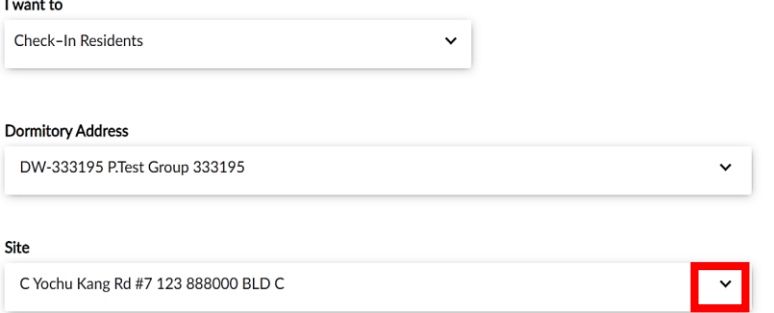|		
4. Download the "**Dorm Rooms Setup Template**" (excel file). **Click on the link** Use this template to input Block, Floor and Unit. Save this file.	Dorm Room Setup and Generate Rooms QR Code 1. Download the **Dorm Rooms Setup Template** 2. Fill up the Room details in the Dorm Rooms Setup Template and save a local copy. Screenshot of "**Dorm Rooms Setup Template**" for reference **Dorm Room Setup Template** **Note:** Please ensure that you key in the Block, Floor and Unit number accurately and according to the guide below, before uploading the saved file to generate the Rooms QR Code. **Guide:** 1. Pipe (|), Hex (#) and Hyphen (–) characters are not allowed for Block 2. Only alphabets and numbers are allowed for Floor and Unit 3. Maximum number of characters allowed for Block is 10 4. Maximum number of characters allowed for Floor is 3 5. Maximum number of characters allowed for Unit is 5	
5. Drag and drop or browse file. Click on "**Upload**" to submit the completed "**Dormitory Rooms Setup Template**". **Click on "Upload"**	3. Drag and Drop or Browse and Select the Dorm Rooms Setup file. Drag and drop or browse files. Excel file only. File size must not exceed 1MB. Click the "Upload" button to submit Dorm Rooms Setup file. Upload	
6. Click the "**OK**" button to confirm to upload.	Safe Surfing **service2-uat.mom.gov.sg** Please proceed with the upload. Confirm? Cancel OK	
7. If there is data validation error, system will display error message box. Record(s) with no data validation error will be processed and system will generate a PDF file with the Rooms QR code. Record(s) with data validation error (if any) will rejected by the system and moved into an excel file.	**service2.mom.gov.sg says** • 2 records have been uploaded successfully. • 1 records have been rejected due to errors. • A zipped file that contains PDF File with generated Rooms QR codes and Excel File with rejected records has been downloaded. • Please correct the error(s) and upload again using the Dorm Rooms Setup Template. OK	

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	These two files will be downloaded as a zipped file into the user's computer.	
8.	System will display successful message box if there is no data validation error.	**service2.mom.gov.sg says** QR codes generated successfully OK
9.	The Rooms QR Code is in PDF format. User can print the PDF file and use them in the Dormitory Rooms for residents to scan using their FWMOMCare App.	uploaded_QR_Code_20230306 1728 Adobe Acrobat Document 118 KB No Screenshot of "**Rooms QR Code**" for reference MINISTRY OF MANPOWER DORM ID : 987654 DORM NAME : CTQDorm SITE NAME: ABC ACE FAST Street 2 #ABC 30000 400001 FAST buliding BLOCK : 300ABC FLOOR : A12 UNIT : 12345 **SAFE@DORM** Version 2.0

Section 3: Check-In Residents

In this section, Dormitory Operator can use the "**Check-In Residents Template**" to register new residents to the dormitory or to make changes to existing residents' room details.

1. To register/add new residents, select "**Check-In Residents**" from the drop-down list in [**I want to**] section. Select "**Check-In Residents**"	**I want to** Dorm Rooms Setup and Generate Rooms QR Code ⌃ Please select an option Dorm Rooms Setup and Generate Rooms QR Code Check–In Residents Check-Out Residents Download Nominal Roll
2. User will be prompted to select [**Dormitory Address**]. Select dormitory address here. Select "**Dormitory Address**"	**I want to** Check-In Residents ⌄ **Dormitory Address** DW-333198 P.Test Group 333198 ⌄
3. User will be prompted to select [**Site**]. Select site here. Select "**Site**"	**I want to** Check–In Residents ⌄ **Dormitory Address** DW-333195 P.Test Group 333195 ⌄ **Site** C Yochu Kang Rd #7 123 888000 BLD C ⌄

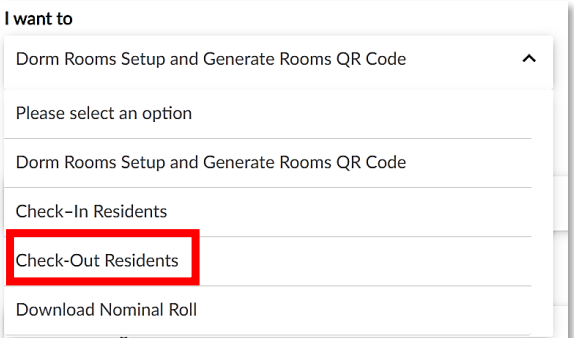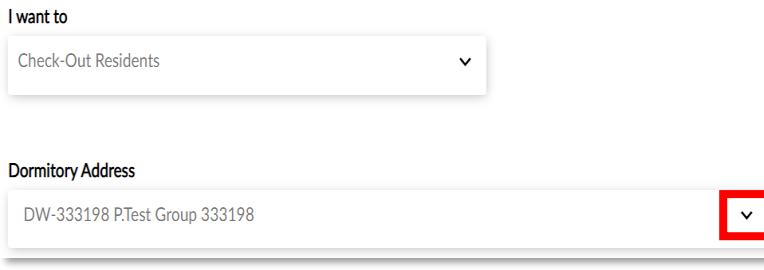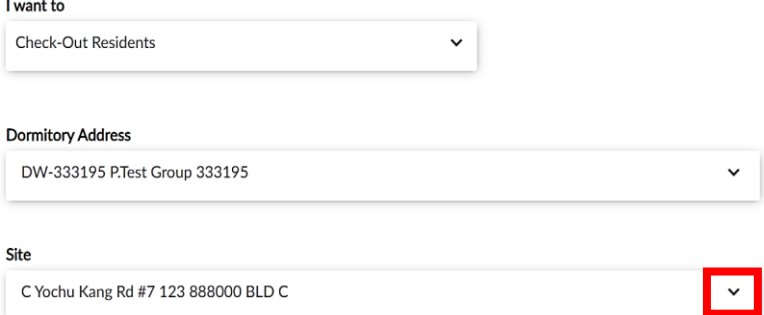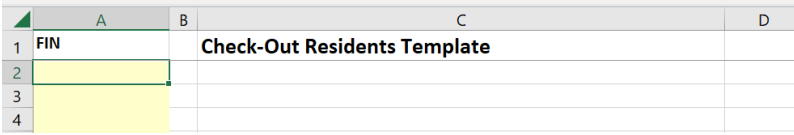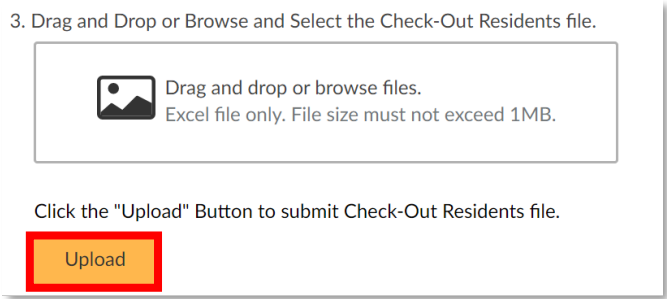|	
4. Download the "**Check-In Residents Template**". Click on the link Use this template to input FIN, Block, Floor and Unit for each resident. Save this file	Check-In Residents 1. Download the Check-In Residents Template 2. Fill up the details of Resident in the Check-In Residents Template and save a local copy. 3. Drag and Drop or Browse and Select the Check-In Residents file. Drag and drop or browse files. Excel file only. File size must not exceed 1MB. Screenshot of the "**Check-In Residents Template**" for reference FIN / Block / Floor / Unit **Check-In Residents Template** **Note:** *Please ensure that you key in the Block, Floor and Unit accurately and according to the guide below, before upload the saved file to generate the Rooms QR Code.* **Guide:** 1. Pipe (│), Hex (#) and Hyphen (–) characters are not allowed 2. Only alphabets and numbers are allowed for Floor and 3. Maximum number of characters allowed for Block is 10 4. Maximum number of characters allowed for Floor is 3 5. Maximum number of characters allowed for Unit is 5
5. Drag and drop or browse file. Click on "**Upload**" to submit the completed "**Check-In Residents Template**". Click on "**Upload**"	3. Drag and Drop or Browse and Select the Check-In Residents file. Drag and drop or browse files. Excel file only. File size must not exceed 1MB. Click the "Upload" Button to submit Check-In Residents file. Upload
6. Click the "**OK**" button to confirm to upload.	service2.mom.gov.sg says Please proceed with the upload. Confirm? OK Cancel
7. If there is data validation error, system will display error message box. Record(s) with no data validation error will be accepted by the system. Record(s) with data validation error (if any) will be rejected by the system and downloaded as an	service2.mom.gov.sg says • 2 records have been uploaded successfully. • 1 records have been rejected due to errors. An Excel File with the rejected records has been downloaded. • Please correct the error(s) and upload again using the Check-In Residents Template. OK

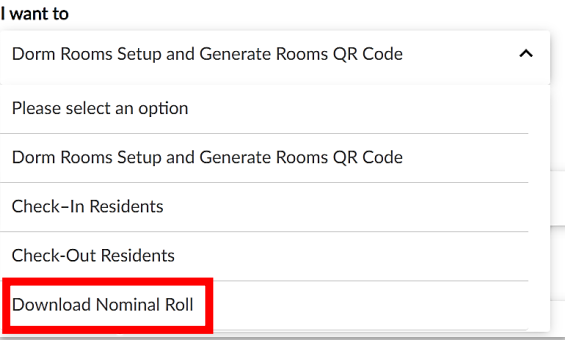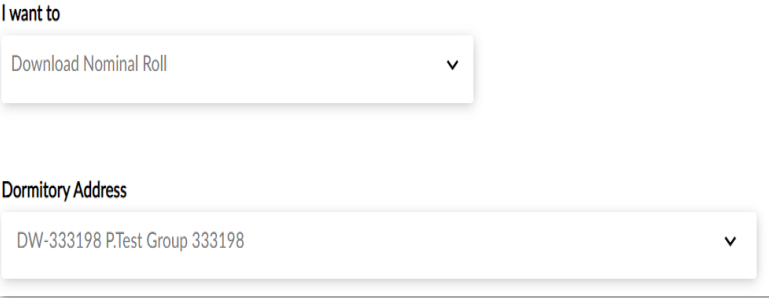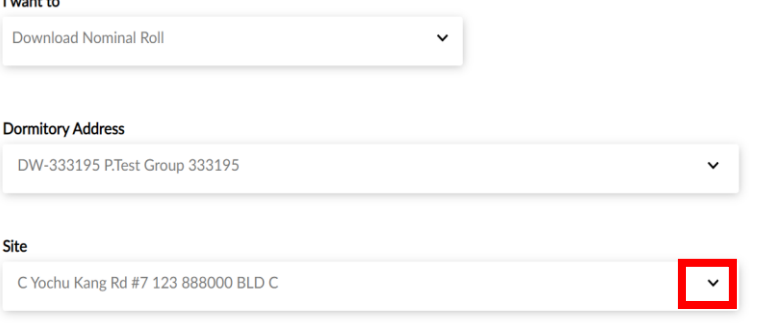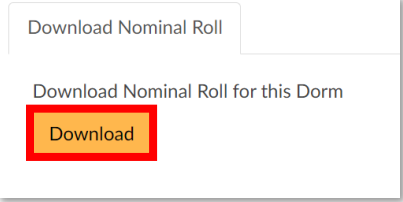|	
excel file into the user's computer.	
8. Amend the rejected record(s) and repeat Step 5.	

Section 4: Check-Out Residents

In this section, Dormitory Operator can remove residents who are no longer staying in his dormitory.

1. To remove residents from the system, select "**Check-Out Residents**" from the drop-down list in [**I want to**] section. Select "**Check-Out Residents**"	**I want to** Dorm Rooms Setup and Generate Rooms QR Code ∧ Please select an option Dorm Rooms Setup and Generate Rooms QR Code Check–In Residents Check-Out Residents Download Nominal Roll
2. User will be prompted to select [**Dormitory Address**]. Select dormitory address here. Select "**Dormitory Address**"	**I want to** Check-Out Residents ⌄ **Dormitory Address** DW-333198 P.Test Group 333198 ⌄
3. User will be prompted to select [**Site**]. Select site here. Select "**Site**"	**I want to** Check-Out Residents ⌄ **Dormitory Address** DW-333195 P.Test Group 333195 ⌄ **Site** C Yochu Kang Rd #7 123 888000 BLD C ⌄

4.	Download the "**Check-Out Residents Template**". This section requires only FINs to be entered in the template. Click on the link	Check-Out Residents 1. Download the Check-Out Residents Template 2. Fill up the details of Residents in the Check-Out Residents Template and save a local copy. Screenshot of "**Check-Out Residents Template**" for reference |	A	B	C	D
---	---	---	---	---
1	FIN		**Check-Out Residents Template**	
2				
3				
4					
5.	Drag and drop or browse files. Click "**Upload**" button to submit the completed "**Check-Out Residents Template**". Click "**Upload**"	3. Drag and Drop or Browse and Select the Check-Out Residents file. Drag and drop or browse files. Excel file only. File size must not exceed 1MB. Click the "Upload" Button to submit Check-Out Residents file. Upload
6.	Click "**OK**" button to confirm the upload.	**service2.mom.gov.sg says** Please proceed with the upload. Confirm? OK Cancel
7.	If there is data validation error, system will display error message box. Record(s) with no data validation error will be accepted by the system. Record(s) with data validation error (if any) will be rejected by the system and downloaded as an excel file into the user's computer.	**service2.mom.gov.sg says** • 1 records have been uploaded successfully. • 2 records have been rejected due to errors. An Excel File with the rejected records has been downloaded. • Please correct the error(s) and upload again using the Check-Out Residents Template. OK
8.	Amend the rejected record(s) and repeat Step 5.	

Updated as of 10 March 2023

Section 5: Downloading Nominal Roll

In this section, Dormitory Operator can download the Nominal Roll to view and verify the list of residents submitted to MOM.

1. To download nominal roll, select "**Download Nominal Roll**" option in [**I want to**] section. Select "**Download Nominal Roll**"		**I want to** Dorm Rooms Setup and Generate Rooms QR Code ⌃ Please select an option Dorm Rooms Setup and Generate Rooms QR Code Check–In Residents Check-Out Residents Download Nominal Roll
2. User will be prompted to select [**Dormitory Address**]. Select dormitory address here. Select "**Dormitory Address**"		**I want to** Download Nominal Roll ⌄ **Dormitory Address** DW-333198 P.Test Group 333198 ⌄
3. User will be prompted to select [**Site**]. Select site here. Select "**Site**"		**I want to** Download Nominal Roll ⌄ **Dormitory Address** DW-333195 P.Test Group 333195 ⌄ **Site** C Yochu Kang Rd #7 123 888000 BLD C ⌄
4. Click on "**Download**". Click on "**Download**" Nominal Roll will be downloaded as an excel file into the user's computer.		Download Nominal Roll Download Nominal Roll for this Dorm Download Sample of downloaded "Nominal Roll" for reference

Section 6: Download AccessCode Status

In this section, Dormitory Operator can download the AccessCode Status of his residents.

1. To download "**AccessCode Status of residents**", select "**Download AccessCode Status**" option in [**I want to**] section. Select "**Download AccessCode Status**"	**I want to** Please select an option ⌃ Please select an option Dorm Rooms Setup and Generate Rooms QR Code Check-In Residents Check-Out Residents Download Nominal Roll Download AccessCode Status
2. User will be prompted to select [Dormitory Address]. Select Dormitory here. Select "**Dormitory Address**"	**I want to** Download AccessCode Status ⌄ **Dormitory Address** Please select a Dormitory ⌄
3. Click "Generate" button to download AccessCode Status file as an excel file into the user's computer. Click "**Generate**"	**I want to** Download AccessCode Status ⌄ **Dormitory Address** TST DORM 1 - TST ADDRESS 1 ⌄ Generate

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Screenshot of downloaded "AccessCode Status" for reference

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Section 7: Setting up "MOM ACE Digital Services Corppass"

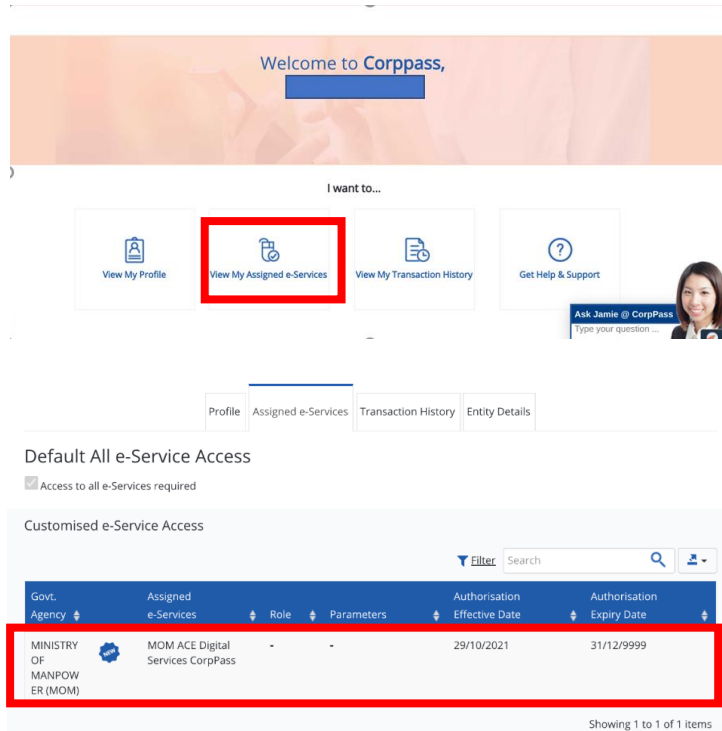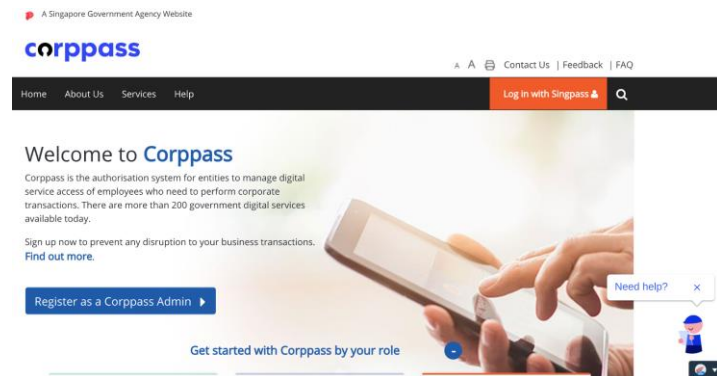Entities transacting with the Government should register and set up Corppass.

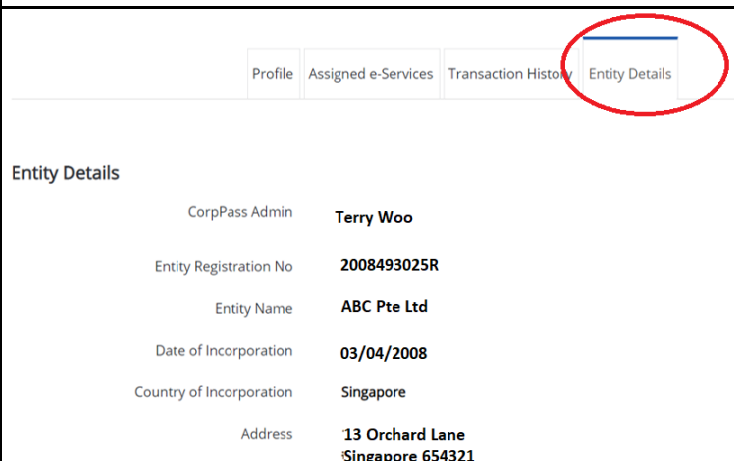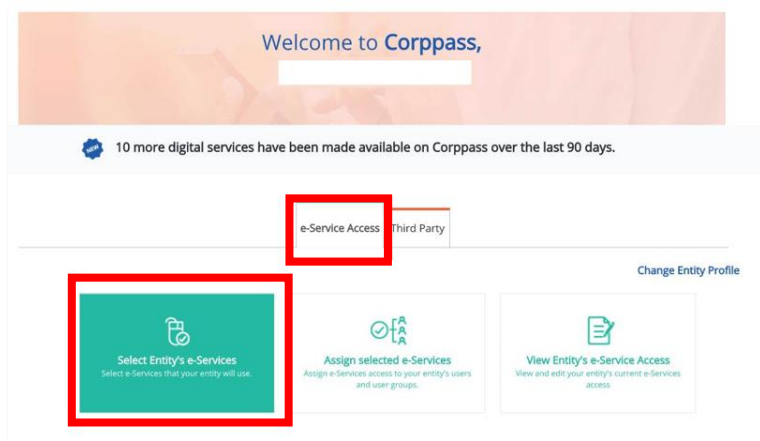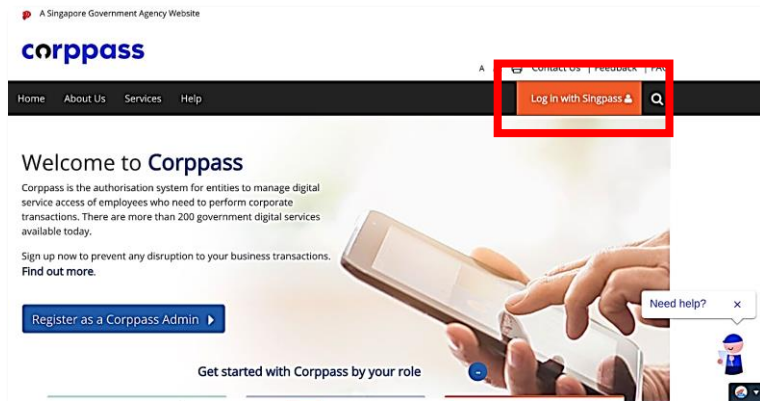|	

1. Check that you have been assigned with "**MOM ACE Digital Services Corppass**"
 	
   a. Login to Corppass with your Singpass account at <u>https://www.corppass.gov.sg/</u>
 	
   b. Select "**View My Assigned e-Services**" function.
 	
   c. Check that "**MOM ACE Digital Services Corppass**" is listed as one of your assigned e-Services.
 	
   d. If you have not been assigned the e-Service, request your Corppass Administrator to do so.

2. You can check who is your organization's Corppass Administrator using the "**Entity Details**" tab.	

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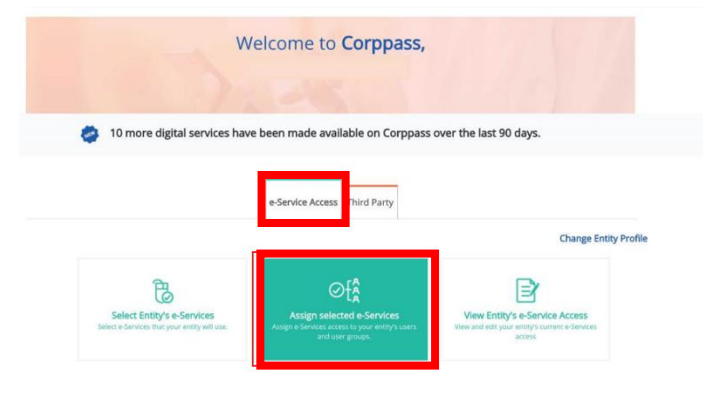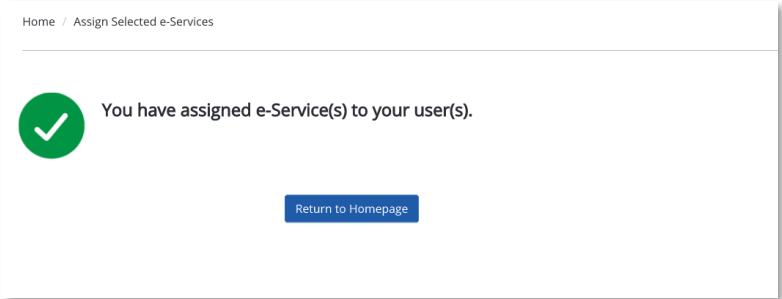|	
3. (This step is for Corppass Administrator) The Corppass Administrator who have not requested for "**MOM ACE Digital Services Corppass"** should: a. Login to Corppass with your Singpass account at www.Corppass.gov.sg/ b. Go to the "**e-Service Access"** tab and click the "**Select Entity's e-Services**" option. c. Search for and select "**MOM ACE Digital Services Corppass**" from the list of e-Services. Verify the selection and submit the request.	
4. (This step is for Corppass Administrator) Assigning the "**MOM ACE Digital Services Corppass**" to user(s) Corppass Administrator must assign "**MOM ACE Digital Services Corppass**" to user(s) in your organization: a. Under the **e-Service Access** tab, click on "**Assign Selected e-Services**" option. b. Assign "**MOM ACE Digital Services Corppass**" to your	

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users' Singpass accounts. c. A confirmation message box will indicate successful assignment of access to the user(s).	Home / Assign Selected e-Services ✓ You have assigned e-Service(s) to your user(s). Return to Homepage

You can refer to the Corppass user guides for more details on navigating the Corppass Portal.

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