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This reference document will be updated periodically. You can refer to the top right-hand corner for the date this was last updated.

A detailed User Guide with illustrations of the various transaction steps is also available on
https://www.mom.gov.sg/-/media/mom/documents/work-passes-and-permits/user-guide-to-apply-for-new-ep-and-s-pass.pdf

You may refer to the relevant page for your query on:

1	Getting Started	Created	Updated

A	**What must I do to access the e-Service?**
	
	If your organisation has an existing EP eService account, you will need to ensure that your organisation's EP eService users have been granted access to the '*myMOM* Portal' e-Service by referring to *this onboarding guide*.
	
	If your organisation intends to set up an EP eService account, you will need to:
	
	    i. Identify your staff who are required to perform transactions for EP, S Pass and related passes (e.g. Dependant's Pass, Long-Term Visit Pass or Training Employment Pass).
	
	    ii. Go to the Corppass website to register for a Corppass account* for these staff. Thereafter, the Corppass Administrator should ensure that the users are assigned with the following e-Services offered under 'Ministry of Manpower':
	       a. Employment Pass (EP) eService
	       b. *myMOM* Portal
	       c. FormSG (Ministry of Manpower)
	
	    iii. Go to MOM website to register for an EP eService Account.
	
	    iv. Ensure that the Corppass Account and EP eService Account for each user have been activated successfully.
	
	*You may refer to the Corppass user guides for more details on navigating the Corppass Portal.
		15 Jun 2020	15 Jun 2020

B	**What are the browser requirements for this e-Service?**
	
	For the best user experience, please use any of these browsers and enable JavaScript:
	  • Chrome version 81 or higher (***recommended***)
	  • Firefox version 75 or higher
	  • Safari version 13.1 or higher
	  • Edge version 81 or higher
		15 Jun 2020	14 Mar 2022

C	**How can I get an idea of whether my candidate qualifies for an Employment Pass (EP) or S Pass before I decide to submit an application or renewal request for them?** You may use the Employment / S Pass Self-Assessment Tool (SAT) to assess if your candidate qualifies for an EP or S Pass based on the information provided, such as salary, educational qualifications and work experience. However, while the SAT gives an indication of the candidate's eligibility for an EP / S Pass, it does not *guarantee* the actual outcome of the application or renewal. This is because there are other checks such as the employer's quota (for S Pass) and the candidate's history, that are not considered in this tool.	15 Jun 2020	14 Mar 2022
D	**When can I renew my employee's Employment Pass (EP) or S Pass?** You can renew an EP or S Pass up to 6 months before the pass expires.	14 Mar 2022	14 Mar 2022
E	**How do I log in to start a new application or renewal?** Log in to *myMOM* Portal (URL: https://www.mom.gov.sg/mymom)	15 Jun 2020	14 Mar 2022

F	**What are the documents that I may be prompted to upload with my renewal?**	15 Jun 2020	14 Mar 2022
	You may refer to the list of documents you will need to upload: 📄 Documents for EP 📄 Documents for S Pass Please ensure the following. If not, you may be asked to re-submit the documents: • Scanned copies of documents are **clear**, **correct**, and in a **complete** set. • Scans are done in greyscale or colour mode. • Every document is in **JPG, PNG or PDF** format, and **does not exceed 2MB**. • Non-English documents must be uploaded together with an English translation as **1 file**. The translation can be done by a translation service provider. • The personal particulars page of the passport shows the candidate's particulars and facial features clearly.		
G	**Are the vaccination requirements mandatory for all MOM's passes?** Yes. From 1 Feb 2022, all MOM pass holders are subjected to vaccination requirements.	14 Mar 2022	14 Mar 2022
H	**Do I need to upload the candidate's vaccination records when renewing an Employment Pass or S Pass?** No. There is no need to upload the candidate's vaccination certificate on MOM's work pass application system. The candidate will need to comply with all vaccination requirements.	14 Mar 2022	14 Mar 2022
I	**The candidate is medically exempted from COVID-19 vaccination by doctors in their home country. Is that recognised and accepted by MOM?** Please refer to MOM's website for more details.	14 Mar 2022	14 Mar 2022
2.1	**Filling in the application:** *Job Advertisement and recruitment efforts*	*Created*	*Updated*
A	**Why am I prompted to enter a Job Advertisement ID?** To promote fair employment practices and improve labour market transparency, employers who wish to submit EP or S Pass applications must first advertise on MyCareersFuture portal and fairly consider all candidates. You can find out more about the requirements here.	15 Jun 2020	26 Jul 2021
B	**My job advertisement has been posted at MyCareersFuture for a long time, why does the error message say I have not met the 14 consecutive days advertisement requirement?** Your job advertisement must be open for at least 14 consecutive days to allow job seekers to view and apply for the vacancy. If you change any advertisement details (e.g. job title, salary or number of vacancies), you must keep it open for at least another 14 consecutive days before you can submit the EP or S Pass application. This is to ensure that job seekers are aware of the updated job details and have a chance to apply for it. You can find out more about the requirements here.	15 Jun 2020	26 Jul 2021
C	**After I enter my Job Posting ID, the 'Occupation' shown on screen looks different from what I recall from my job ad?**	15 Jun 2020	26 Jul 2021

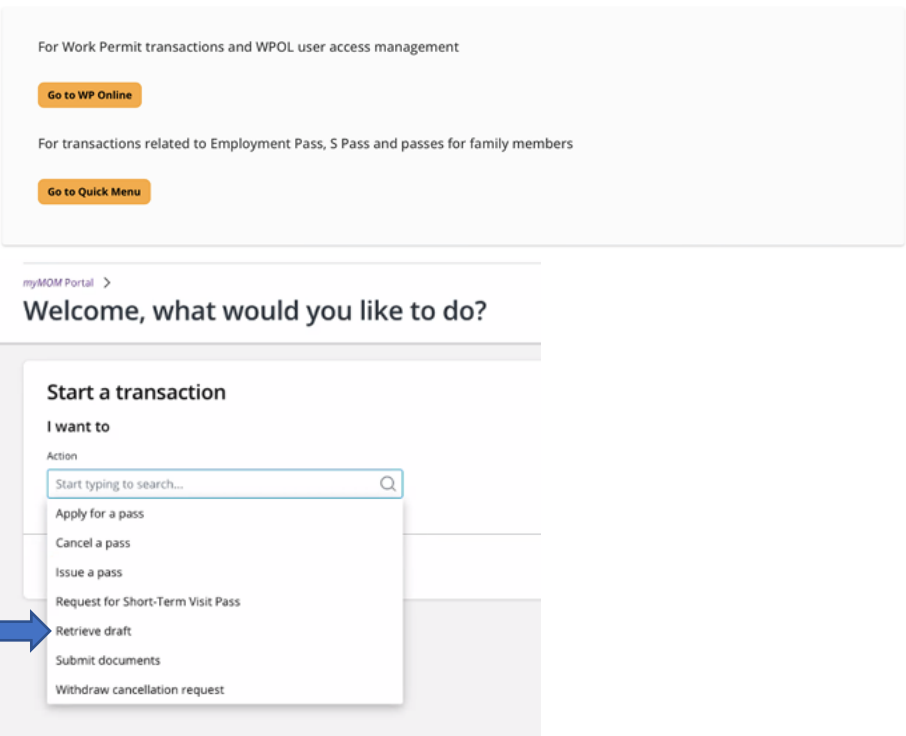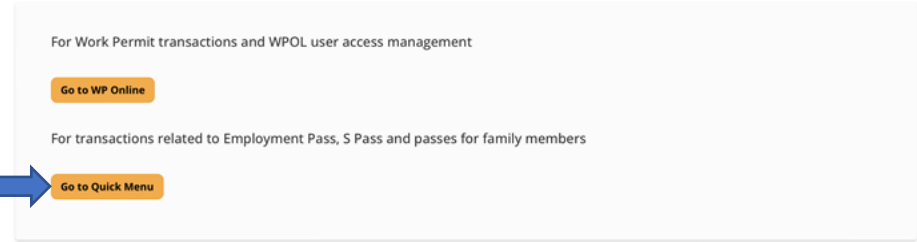|				
	The 'Occupation' information shown on screen (to be used in the EP or S Pass application) is from 'Job Classification' in your job ad at MyCareersFuture portal. We do not use the 'Job Title' from your job ad in our consideration as that is just the designation of the employee.			
D	**Why do I need to answer the questions on my advertisement and recruitment efforts if** I am exempted **from advertising this job position on MyCareersFuture portal?** Employers must exercise fair consideration when filling a job opening and this includes positions that meet the exemption criteria. We would like to know about the employer's recruitment process and practices.	15 Jun 2020	26 Jul 2021
E	**What should I answer for "*Tell us how you advertised for this position*", if the candidate is a transferee from a related company (i.e. branch/ affiliate or subsidiary of the employing company)?** Select "My company's internal pool/job portal", if the other options are not applicable.	15 Jun 2020	15 Jun 2020
2.2	**Filling in the application:** *Position details*	*Created*	*Updated*

A	**I am being prompted for my foodshop licence from Singapore Food Agency (SFA), but I do not have it with me (e.g. unable to visit the shop due to COVID-19 restrictions, etc), what can I do?**
	
	You can do any of the following:
	  i. Obtain a copy of the licence from the SFA website.
	  ii. Submit an email from SFA confirming the licence details.
	  iii. If your food establishment is newly established and you do not have the licence yet, you can submit a copy of the "Application for Foodshop Licence" letter issued to you by SFA.
	
	For scenarios (ii) and (iii), please also submit a letter explaining why you do not have a copy of the actual licence.
		15 Jun 2020	15 Jun 2020

B	**For the question on "Has the applicant used the services of a Singapore-registered employment agency?", what is meant by '*used the services* of'?**
	
	You are considered to have used an employment agency's services if they had:
	  • Introduced or recommended the foreigner
	  • Recruited the foreigner
	  • Applied for the work pass of the foreigner.
	
	If you had used an employment agency, you will need to provide the Employment Agency Licence Number.
		15 Jun 2020	15 Jun 2020

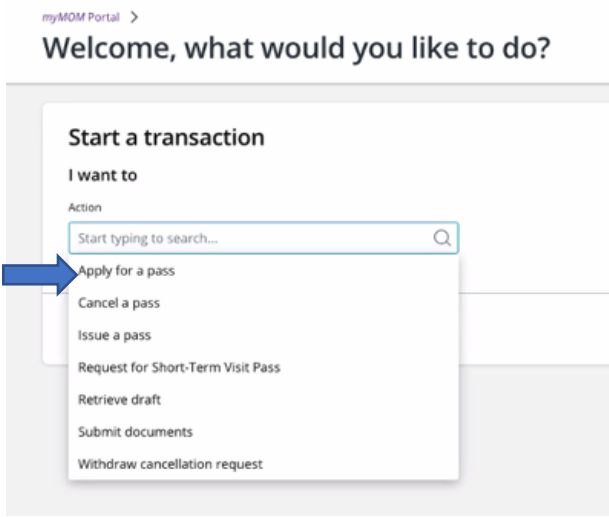| 2.3	**Filling in the application: Application (Stage 2)** ***Candidate particulars***	*Created*	*Updated*
A	**How should I enter the name of the candidate?** Enter the name *in full*, *exactly as it appears* on the travel document, including the *order* of appearance. You should refer to a copy of the candidate's travel document when filling in this section of the application. You should not enter anything in the "Alias" field unless the alias is printed on the travel document.	15 Jun 2020	15 Jun 2020
B	**The personal particulars I am keying in does not fully match the particulars shown on the biodata page of the candidate's travel document, what should I do?** In addition to the biodata page of the candidate's travel document, you also need to submit relevant supporting documents to explain the difference in information. For example, the passport Amendments/Observations page(s) reflecting amendments to details e.g. name, expiry date extension, etc	15 Jun 2020	15 Jun 2020
C	**What does "Country/Region of Origin" refer to?** It refers to the place where the candidate obtained their **first** citizenship (by birth or parentage). For example, the candidate first obtained citizenship from XX country/region, and later obtained other citizenships from YY and ZZ country/region. The candidate's "Country/Region of Origin" would then be XX.	15 Jun 2020	15 Jun 2020
2.4	**Filling in the application:** ***Work Experience***	*Created*	*Updated*
A	**What is meant by 'Relevant work experience'?** It refers to previous employment periods or work experience of the candidate that is related to the job position and duties in this Employment Pass or S Pass application.	15 Jun 2020	15 Jun 2020
2.5	**Filling in the application:** ***Education Qualifications***	*Created*	*Updated*
A	**What do I fill in for Awarding Institution?** The awarding institution is the institution that awarded the qualification to your candidate. It is not the faculty or college attended. Its name or logo should be shown prominently on the educational certificate.	15 Jun 2020	15 Jun 2020
B	**I cannot find the relevant Awarding Institution in the list, what should I do?** Please use keywords to search for the name of the awarding institution. If you still cannot find it, you can click on "*No matches found. Use…*" to enter free-text instead.	15 Jun 2020	19 May 2023
C	**There is an Awarding Institution in the list that is the *former (or new or alternative)* name of the Awarding Institution that is shown on the candidate's document. Can I select this?** Yes. If you are prompted to upload a verification proof, it should confirm that both names refer to the same institution.	15 Jun 2020	19 May 2023

D	**I cannot find my candidate's qualification in the list. What should I do?** You should choose the equivalent qualification level from the list. If prompted to upload a verification proof, it should confirm that the awarded qualification is equivalent to the one you have selected.	15 Jun 2020	19 May 2023
E	**What are the different types of educational documents I might be asked for?** You may be asked to submit a verification proof from one of these sources: • Background screening companies • Center for Student Services and Development (CSSD)	15 Jun 2020	19 May 2023
F	**Why do I need to submit the verification proof of my candidate's qualifications? Would a letter from the awarding institution or the educational certificate certified by a notary public be sufficient?** Employers have the primary responsibility to ensure the authenticity and quality of the academic qualifications of the candidates they wish to hire. Before hiring, the employer should have evaluated the candidates, including the authenticity and quality of their qualifications, to ensure that they have the right skills and qualification for the position they applied for. You can obtain a verification proof from background screening companies. A letter from the awarding institution or the educational certificate certified by a notary public is not acceptable. For qualifications from China, you can also get the proof from Center for Student Services and Development (CSSD): • Diploma: Online Verification Report of Higher Education Qualification Certificate • Degree and above: Online Verification Report of Higher Education Degree Certificate	15 Jun 2020	19 May 2023
G	**My candidate's name on the educational document(s) is different from what is on the passport. What should I do?** When you submit the verification proof, please also submit a document that shows or confirms both names refer to the same person (e.g. a deed poll). If your candidate changed name because of marriage, we accept a marriage certificate.	15 Jun 2020	19 May 2023
H	**Does MOM accept self-translations of the foreign-language educational documents?** No. We only accept translations from the educational institution where the applicant studied and from professional translation service providers. The translation must be done for all information shown on the educational document, and endorsed by the translator (e.g letterhead of the educational institution or signature and stamp of translation service provider, etc).	15 Jun 2020	15 Jun 2020
I	**If my document (e.g. degree certificate) is larger than A4 size, can I scan and upload it as 2 separate file images?** No, please re-size the document to fit into *one image file* for uploading.	15 Jun 2020	15 Jun 2020

2.6	Filling in the application: *Candidate Declarations*	Created	Updated
A	**I have answered 'Yes' to some of the questions asked in this section. How may I provide the details?** You will be prompted to enter the details in a free-text area if you answer 'Yes' to one or more of the declaration questions. Please check with the candidate and provide as much detail as possible, to minimise the need for subsequent clarification from us.	15 Jun 2020	15 Jun 2020
B	**I have made some changes to my answer during renewal. How may I provide the details?** You will be prompted to explain the details in a free-text area, if you have changed the answer(s) that you have previously declared. Please check with the candidate and provide as much details as possible, to minimise the need for subsequent clarification from us.	14 Mar 2022	14 Mar 2022
3	**Summary and Notification Email Address**	Created	Updated
A	**At the end of the page, at "Notification", I am being asked for an email address – what email address should I provide?** The email address you provide here will be used to notify you of the application outcome, or to ask for more documents for our assessment. Please provide, accurately, the email address of a person who is authorised to follow up on these matters.	15 Jun 2020	15 Jun 2020
B	**Can I keep a summary of my application details for future reference?** You may click on the button ⬇ Download form summary as PDF to obtain a copy of the Application Summary. Alternatively, you can refer to the copy in the Acknowledgement Email that will be sent to you upon successful submission of the application.	15 Jun 2020	15 Jun 2020
4	**Payment**	Created	Updated
A	**What are the payment modes available?** You may pay by *GIRO* (if you have an existing GIRO arrangement for your EP eService account) or by *credit card* (Amex, Mastercard or Visa).	15 Jun 2020	21 May 2023
B	**How can I retrieve a copy of my GIRO transaction if I had paid for the administrative fee by GIRO?** You can do so by going to EP eService and selecting "View payment records" from Quick Menu to retrieve your GIRO bill.	15 Jun 2020	21 May 2023
5	**After Submission – Checking application status and outcome**	Created	Updated
A	**How can I get a copy of the application that I had submitted?** You may click on the button ⬇ Download acknowledgement and summary as PDF to obtain a copy of the Acknowledgment and Application Summary. Alternatively, you may refer to the Acknowledgement Email that had been sent to you immediately after the application submission – a PDF copy of the application summary is attached to that email.	15 Jun 2020	14 Mar 2022
B	**I have received an email notifying me that I need to re-submit documents or submit additional supporting documents, by a certain date. What should I do next?** Please refer to the email advisory on what document is required and why. When you are ready to submit it (by the deadline indicated), log in to *myMOM* Portal and search for	15 Jun 2020	15 Jun 2020

	the candidate's application. Click on "![Submit documents]" under the 'Action' column and you will be brought to the page to upload the document. If the additional supporting documents are not received by the stated deadline, the application will be rejected. You will have to apply and pay for the application fee again.			
C	**I have received an email notifying me that my application is unsuccessful, and that I need to apply and pay the application fee again. Why is this so?** We were unable to process the application due to errors or omissions in the information provided, or in the documents submitted. Please refer to the advisory in the email on how to rectify the problem. When you are ready to re-apply with the corrected information and/or documents, log in to *myMOM* Portal and search for the candidate's application. Click on 'Apply' under the 'Action' column. You will be required to pay the administrative fee again for this application.	15 Jun 2020	15 Jun 2020
D	**I have received an email notifying me that my application has been rejected, what should I do next?** Log in to *myMOM* Portal and search for the candidate's application. Click on 'View details' under the 'Action' column to check the reasons for the rejection. If you wish to appeal against the rejection, click on the "Appeal" button.	15 Jun 2020	21 May 2023
E	**I have received an email notifying me that my application is successful, what should I do next?** Log in to *myMOM* Portal and search for the candidate's application. Click on "View details" under the 'Action' column. You can download the in-principle approval (IPA) letter, and view instructions on the next steps on the IPA.	15 Jun 2020	21 May 2023
F	**I have not received any notification emails although it has been 3 weeks since I submitted the application. What should I do next?** Log in to *myMOM* Portal and search for the candidate's application. If the status of the application is still Pending, click on the 'Action' column to check if you need to submit any documents.	8 Oct 2020	8 Oct 2020
6	**Others & Troubleshooting**		*Created*	*Updated*
A	**I am not able to submit the application now, can I save a draft and return to it later?** A copy of the application will be automatically saved as draft once you have successfully completed Application (Stage 1) and proceed to Application (Stage 2). From Application (Stage 2), you may also click on the "Save Draft" button at the top right-hand corner of the page to save a draft. To retrieve a draft, log in to *myMOM* Portal > click 'Work Passes' on the left-hand function menu > scroll to the bottom part of the page under "Start Transactions" > click 'Go to Quick Menu' and select "Retrieve draft" as the Action. (see screenshots below). Drafts will only be kept for 90 days from the date you had last saved changes to it.	15 Jun 2020	21 May 2023

| B | **I wish to submit a Dependant's Pass (DP) or Long-Term Visit Pass (LTVP) application for the EP or S Pass applicant. How can I do so?**

Applications for DP and LTVP are submitted through *myMOM* Portal. If you have *just submitted* the EP or S Pass application, please *wait for 15 minutes* before you apply for the DP or LTVP.

After logging in to *myMOM* Portal , click 'Work Passes' on the left-hand function menu > scroll to the bottom part of the page under "Start Transactions" > click 'Go to Quick Menu' and select "Apply for a pass" as the Action. (see screenshots below).

 | 15 Jun 2020 | 21 May 2023 |

	myMOM Portal › **Welcome, what would you like to do?** **Start a transaction** I want to Action [Start typing to search... 🔍] Apply for a pass Cancel a pass Issue a pass Request for Short-Term Visit Pass Retrieve draft Submit documents Withdraw cancellation request			
C	**Who can I contact if I encounter problems or navigation issues while using the e-Service?** If you are not able to find the answers you need in this FAQ, you can contact us at https://service2.mom.gov.sg/efeedback/Forms/eFeedback.aspx To help us trouble shoot your issue quickly, please: • Take a screenshot of the error or page in question; • State the login user, company UEN and date/time when error or issue occurred; and • Provide the URL of the page when the error or issue occurred	15 Jun 2020	26 Jul 2021	

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