

FAQs on Authorisation of eService Account Administrator and Nomination of eService User

eService Account Administrator

Q1. Why do organisations need to authorise eService Account Administrators?

A1. As OSHD moves its transactions with the public online so as to provide more efficient and effective service, organisations and individuals which deal with the division have to authorise or nominate representatives to access its online services.

The role of an eService Account Administrator is to nominate eService Users for the organisation, who can then proceed to perform electronic transactions on behalf of the organisation, for the workplaces and competent organisations designated under their charge. Such electronic transactions include renewal of registration, update or terminate records and submission of reports (to be implemented). Currently, the eService Account Administrator can change the settings for each eService User to stipulate the workplace or competent organisation records that can be accessed by him. At the later part of the year, the eService Account Administrator can also stipulate the types of report that can be submitted by the eService User to the Occupational Safety and Health Division.

There can only be one authorised eService Account Administrator for each organization registered with OSHD. However, the eService Account Administrator can nominate more than one eService User for each Workplace or Competent Organisation.

Q2. How does one check if an eService Account Administrator has already been registered for the organisation?

A2. Workplaces and Competent Organisations that were registered after 19 February 2010 would have registered their eService Account Administrators during their applications.

Workplaces and Competent Organisations that were registered before 19 February 2010 may check for currently authorised eService Administrator by accessing <http://160.96.185.83/ESvcController?system=osdsw&module=internet>

Q3. How can an eService Account Administrator be registered in the system?

A3. The eService Account Administrator needs to register himself by logging in to the eService 'Authorise eService Account Administrator' using his SingPass, completing the online form and uploading the authorization letter printed on a company letterhead. The letter needs to indicate clearly his Personal Identification Number (NRIC or FIN No.), full name and contact details.

The registration will be effected immediately.

Q4. How does an organization change its eService Account Administrator?

A4. The newly authorized eService Account Administrator needs to register himself by logging in to the eService 'Replace eService Account Administrator' using his SingPass, completing the online form and uploading the authorization letter printed on a company letterhead. The letter needs to indicate clearly his Personal Identification Number (NRIC or FIN No.), full name and contact details.

Please note that approval needs to be granted by MOM for the change to take effect. The organization would be informed once the change has been approved.

Q5. Does an eService Administrator have rights to perform electronic transactions on behalf of the organisation, for the workplaces and competent organisations designated under their charge?

A5. The role of an eService Administrator is to nominate eService User(s) to perform the

actual electronic transactions for each Workplace or Competent Organisation under the company. He/she would not be able to carry out the online transactions directly, unless he nominates himself to be the eService User.

eService User

Q6. Why should eService Users be nominated?

A6. As OSHD moves its transactions with the public online so as to provide more efficient and effective service, organisations and individuals which deal with the division have to nominate representatives to access its online services.

An eService User is someone who is nominated by an eService Account Administrator of their organization to perform electronic transactions through iOSH on behalf of individual workplace or competent organization, or by an Authorised Examiner to perform electronic transactions through iOSH on behalf of him. Such electronic transactions include renewal of registration, update or terminate records and submission of reports (to be implemented). More than one eService User can be nominated by an eService Account Administrator for each Workplace or Competent Organisation, or by an Authorised Examiner.

Please note that an eService User is tied to and can only perform electronic transactions pertaining to specific Workplace, Competent Organization or Authorised Examiner record, although one eService User may be registered to update multiple records or access multiple eservices.

Q7. Who can nominate an eService User?

A7. An organization's **eService Account Administrator** can nominate eService User(s) to perform online transactions for each Workplace or Competent Organisation record under the organization. An **Authorised Examiner who has subscribed to Workplace Safety and Health eServices** can also nominate eService User(s) to perform electronic transactions on his behalf.

Q8. How does one check if an eService User has already been nominated for a Workplace or Competent Organisation record?

A8. Workplaces and Competent Organisations that were registered after 19 February 2010 would have nominated their eService User(s) during their applications.

Workplaces and Competent Organisations that were registered before 19 February 2010 may check for currently nominated eService User(s) by accessing <http://160.96.185.83/ESvcController?system=osdsw&module=internet>

Q9. How does an organisation or Authorised Examiner nominate or change its eService User?

A9. To nominate or change an eService User, an organisation's eService Account Administrator or an Authorised Examiner needs to log in to the eService 'Maintain eService/AE User Account & Access Rights', and fill in the Personal Identification Number (NRIC or FIN No.), full name and contact details of the nominee, or remove the current nominee(s) where applicable.

The eService Account Administrator can also change the settings for each eService User to stipulate the workplace or competent organisation records that can be accessed by him. At the later part of the year, the eService Account Administrator can also stipulate the types of report that can be submitted by the eService User to the Occupational Safety and Health Division.

Please note that SingPass authentication would be required and the change would be effected immediately.