

Swab Registration System (SRS) User Guide for Company Admin

(accurate as of 28 July 2020)

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Logging into SRS

Email invitation

Upon account creation by BCA, the Company Admin will receive an email with the password and URL link to access the Swab Registration System (SRS) page. Below is how the email will look like when you receive it

Please check your junk/spam folder for the email as well

Dear user,

An account has been created for you to arrange COVID-19 Swab Test Appointment for your staff.

Your password: m51am5k06d2n

THIS IS AN EXAMPLE PASSWORD. DO NOT USE THIS PASSWORD TO LOGIN

Please click on <https://swab.hpb.gov.sg/ext/Login.aspx> to login with your company email address and the given password.

This is an auto-generated email, do not reply.

Log in

Log in to SRS using the email you registered your company with (i.e. Login Email Address) and the default password sent to your email



Swab Registration System

If you are not an authorized user, please quit now.

Email :

Password :

Login

[Forget password?](#)

OTP

After logging in, you will be prompted to key in the correct OTP sent to your registered mobile number via SMS



Swab Registration System

Verification

A 6 digit One-Time-Pin has been sent to your registered mobile number via SMS. Please enter the verification code below.

Verify Code

Password Change

If this is your first time logging in, you will be prompted to change the default password. You will need to do so before you can proceed

Change Password

* Fields marked with an asterisk are mandatory.

Password Information

Old Password : *

New Password : *


Confirm New Password : *

Save

Clear

Main page

At the dashboard, as the Company Admin, you will be able to see a list of your employees required for swab test. The default listing is 200 people per page



Swab Registration System

User: JASON KOH
Change Password | Logout
Server Name : vmuatrsapp1

Staff Management

Note: Upcoming appointment within 2 day(s) cannot be changed or cancelled.


Status :

All

<input type="checkbox"/>	ID No.	Name		Dorm/Non-Dorm	Status	Site Of Appt	Appt Date & Time	Actions
<input type="checkbox"/>	F115794N	TEST1	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt
<input type="checkbox"/>	F116237X	TEST4	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt
<input type="checkbox"/>	F116365T	TEST5	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt
<input type="checkbox"/>	F116452P	TEST6	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt
<input type="checkbox"/>	F116501U	TEST7	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt

Filtering feature

As the Company Admin, you can filter the status of your employees based on the options in the dropdown list provided

**Swab Registration System**

User: JASON KOH
Change Password | Logout
Server Name : vmuatsrsapp1

Staff Management

Note: Upcoming appointment within 2 day(s) cannot be changed or cancelled.

Status :

All
All
Attended
Appt Cancelled
No Appt Made
No Show for Appt
Rejected for Swab
Scheduled

<input type="checkbox"/>	ID		Dorm/Non -Dorm	Status	Site Of Appt	Appt Date & Time	Actions
<input type="checkbox"/>	F116237X	TEST4	Annt Record(s)	Non-Dorm	No Show for Appt	AYER RAJAH CC	Schedule Individual Appt
	F116365T	TEST5	Annt Record(s)	Non-Dorm	Scheduled	CAIRNHILL COMMUNIT Y CLUB	Change Appt Cancel Appt
	F116452P	TEST6	Annt Record(s)	Non-Dorm	Scheduled	CAIRNHILL COMMUNIT Y CLUB	<input type="button" value="Change Appt"/> <input type="button" value="Cancel Appt"/>
<input type="checkbox"/>	F116452P	TEST6	Annt Record(s)	Non-Dorm	No Appt Made		Schedule Individual Appt

Filtering feature

Example below for “Scheduled” Status

Server Name : vmuatsrsapp1

Staff Management								
Note: Upcoming appointment within 2 day(s) cannot be changed or cancelled.								
Status : <div>Scheduled</div>								
<input type="checkbox"/>	ID No.	Name		Dorm/Non-Dorm	Status	Site Of Appt	Appt Date & Time	Actions
	F116237X	TEST4	<div>Annt Record(s)</div>	Non-Dorm	Scheduled	CAIRNHILL COMMUNITY CLUB	18/Jul/2020 09:00 AM	<div>Change Appt</div> <div>Cancel Appt</div>
	F116365T	TEST5	<div>Annt Record(s)</div>	Non-Dorm	Scheduled	CAIRNHILL COMMUNITY CLUB	15/Jul/2020 04:20 PM	<div>Change Appt</div> <div>Cancel Appt</div>
	F116501U	TEST7	<div>Annt Record(s)</div>	Non-Dorm	Scheduled	CAIRNHILL COMMUNITY CLUB	18/Jul/2020 09:00 AM	<div>Change Appt</div> <div>Cancel Appt</div>
	F6970431V	TEST284	<div>Annt Record(s)</div>	Non-Dorm	Scheduled	CAIRNHILL COMMUNITY CLUB	16/Jul/2020 09:10 AM	<div>Change Appt</div> <div>Cancel Appt</div>
	F6970433W	TEST285	<div>Annt Record(s)</div>	Non-Dorm	Scheduled	CAIRNHILL COMMUNITY CLUB	16/Jul/2020 09:10 AM	<div>Change Appt</div> <div>Cancel Appt</div>

Balance Quota

This shows the maximum number of appointments you can make for **each DAY**. Once it exceeds, you cannot book more appointments for that day. The quota calculation is based on what your Sector allocates to your company, based on the eligible list of employees in your company.

<input type="checkbox"/>	F6970110I2	TEST297	Add Record(s)	Non-Dorm	No Appt Made		Schedule Individual Appt
<input type="checkbox"/>	F6970111J2	TEST298	Add Record(s)	Non-Dorm	No Appt Made		Schedule Individual Appt
<input type="checkbox"/>	F6970112K2	TEST299	Add Record(s)	Dorm	No Appt Made		Schedule Individual Appt
<input type="checkbox"/>	F6970113L2	TEST300	Add Record(s)	Non-Dorm	No Appt Made		Schedule Individual Appt

is company size (max quota >280?)	Company classification	Daily Maximum Appt allowed	Example
Yes	Big	Company Size / 14	Company size: 800 $800 / 14 = 57.14$ Total reserved per day: 58
No	Small	20	Company size: 30 Total per day: 20

Page 1 of 2

Total selected / Balance Quota: 1 / 20

Bulk Appt Booking

Need Help?

Making an Individual Appointment

To make an individual appointment

1. Click "Schedule Individual Appt"

<input type="checkbox"/>	F6970401G	TEST269	Annt Record(s)	Non-Dorm	No Appt Made		Schedule Individual Appt
<input type="checkbox"/>	F6970403H	TEST270	Annt Record(s)	Non-Dorm	No Appt Made		Schedule Individual Appt
<input type="checkbox"/>	F6970405I	TEST271	Annt Record(s)	Non-Dorm	No Appt Made		Schedule Individual Appt
<input type="checkbox"/>	F6970407J	TEST272	Annt Record(s)	Non-Dorm	No Appt Made		Schedule Individual Appt
<input type="checkbox"/>	F6970409K	TEST273	Annt Record(s)	Non-Dorm	No Appt Made		Schedule Individual Appt
<input type="checkbox"/>	F6970411L	TEST274	Annt Record(s)	Non-Dorm	No Appt Made		Schedule Individual Appt
<input type="checkbox"/>	F6970413M	TEST275	Annt Record(s)	Non-Dorm	No Appt Made		Schedule Individual Appt
<input type="checkbox"/>	F6970415N	TEST276	Annt Record(s)	Non-Dorm	No Appt Made		Schedule Individual Appt
<input type="checkbox"/>	F6970417O	TEST277	Annt Record(s)	Non-Dorm	No Appt Made		Schedule Individual Appt

To make an individual appointment

2. Select the date and site for the appointment and click submit



A screenshot of a web application interface showing a modal form for scheduling an appointment. The form is titled "Appointment" and has a "CLOSE" button in the top right corner. It contains two dropdown menus: "Appointment Date" and "Site". The "Appointment Date" dropdown is set to "2020-07-23" and the "Site" dropdown is set to "01, BUKIT TIMAH NATURE RESERVE - P". A red rectangular box highlights these two dropdown menus. Below the dropdowns is a blue "Submit" button. The background of the application shows a table with columns "TEST", "Annot", "Non-Dorm", "No Appt", and "Schedule". The "TEST" column contains the value "TEST270" and the "Annot" column contains the value "Record(s)".

Appointment

Appointment Date : * 2020-07-23

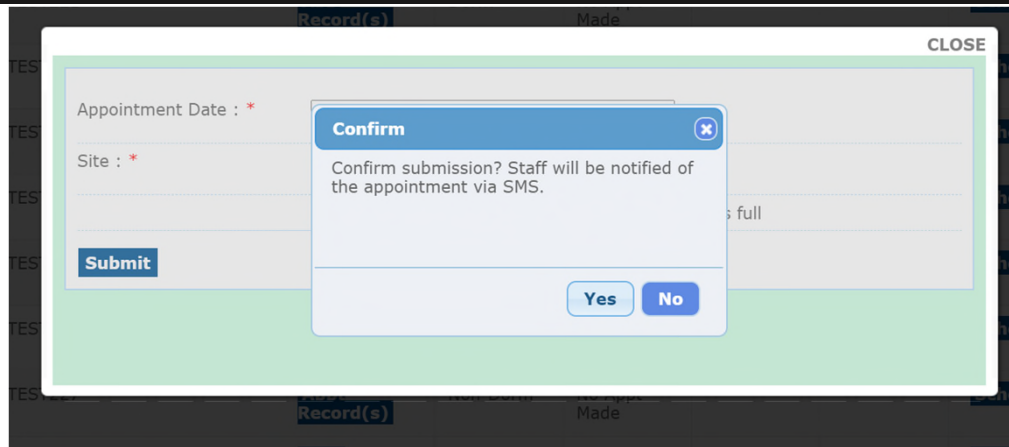
Site : * 01, BUKIT TIMAH NATURE RESERVE - P

Submit

TEST270 Annot Record(s) Non-Dorm No Appt Made Schedule

To make an individual appointment

3. Click yes to confirm submission. The selected staff will be notified of the appointment via SMS



The screenshot shows a web application interface with a confirmation dialog box. The dialog box has a title bar with a close button (X). The main content of the dialog box says: "Confirm submission? Staff will be notified of the appointment via SMS." Below this text are two buttons: "Yes" and "No". In the background, there is a form with fields for "Appointment Date : *" and "Site : *", and a "Submit" button.

SMS content



Note:

- Staff going for their first time swab will not receive an SMS as their mobile number has not been registered in the system yet. They will receive an SMS for subsequent swab appointments (i.e. second swab onwards).
- Staff with duplicate mobile numbers (e.g., sharing mobile numbers with other FW) will not receive the SMS as well

IMPORTANT: Company Admin is still required to inform and ensure employees to bring their physical NRIC/Work Permit/Drivers' License to the appointment. If not, they will be rejected even if they have the SMS on-hand.

To make an individual appointment

4 At the main page, the individual's status with site and time of appointment will be updated

<input type="checkbox"/>	F6970399F	TEST268	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt
<input type="checkbox"/>	F6970401G	TEST269	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt
	F6970403H	TEST270	Annt Record(s)	Non-Dorm	Scheduled	01, BUKIT TIMAH NATURE RESERVE - PARKS & NATURE RESERVES	23/Jul/2020 09:05 AM	Change Appt Cancel Appt
<input type="checkbox"/>	F6970405I	TEST271	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt
<input type="checkbox"/>	F6970407J	TEST272	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt

Making Bulk Appointments

To make a bulk appointment

1. Select the staff of your choice for bulk booking and click “Bulk Appt Booking. You will not be allow to select more than the daily allowed quota

<input type="checkbox"/>	F6970407J	TEST272	Annt Record(s)	Non-Dorm	No Appt Made	Schedule Individual Appt
<input type="checkbox"/>	F6970409K	TEST273	Annt Record(s)	Non-Dorm	No Appt Made	Schedule Individual Appt
<input checked="" type="checkbox"/>	F6970411L	TEST274	Annt Record(s)	Non-Dorm	No Appt Made	Schedule Individual Appt
<input checked="" type="checkbox"/>	F6970413M	TEST275	Annt Record(s)	Non-Dorm	No Appt Made	Schedule Individual Appt
<input checked="" type="checkbox"/>	F6970415N	TEST276	Annt Record(s)	Non-Dorm	No Appt Made	Schedule Individual Appt
<input checked="" type="checkbox"/>	F6970417O	TEST277	Annt Record(s)	Non-Dorm	No Appt Made	Schedule Individual Appt
<input checked="" type="checkbox"/>	F6970419P	TEST278	Annt Record(s)	Non-Dorm	No Appt Made	Schedule Individual Appt
<input type="checkbox"/>	F6970421Q	TEST279	Annt Record(s)	Non-Dorm	No Appt Made	Schedule Individual Appt
<input type="checkbox"/>	F6970423R	TEST280	Annt Record(s)	Non-Dorm	No Appt Made	Schedule Individual Appt
<input type="checkbox"/>	F6970425S	TEST281	Annt Record(s)	Dorm	No Appt Made	Schedule Individual Appt

RESERVES

Page 1 of 2

Total selected / Quota per day: 5 / 20 [Bulk Appt Booking](#)

Need Help?

The number of staff selected will be reflected at the bottom of the page. In this scenario, 5 was selected for bulk booking

To make a bulk appointment

2. Select the date and site for the appointment and click submit



Record(s)

Appt

TIMAN
NATURE
RESERVE

CLOSE

Appointment Date : * 2020-07-23

Site : * ZZ 2

Submit

IMPORTANT: Please select the right site for non-dorm and in-dorm workers respectively.
Refer to Annex A – Designated Swabbing Centres if you are unsure or alternatively check in with your sector lead.

To make a bulk appointment

3. Click 'Yes' to confirm submission. The company admin will receive a message saying that he/she will receive an email with the bulk booking confirmation

Important:

Please check your email junk/spam folder

Note:

- Company Admin will receive a confirmation email for bulk appointments made for first time swab.
- Staff going for their first time swab will not receive an SMS as their mobile number has not been registered in the system yet. They will receive an SMS for subsequent swab appointments (i.e. second swab onwards)
- Staff with duplicate mobile numbers (e.g., sharing mobile numbers with other FW) will not receive the SMS as well

IMPORTANT: Company Admin is still required to inform and ensure employees to bring their physical NRIC/Work Permit/Drivers' License to the appointment. If not, they will be rejected even if they have the SMS on-hand.

The image displays two screenshots of a web application interface for bulk appointment booking. The top screenshot shows a 'Confirm' dialog box with the text 'Confirm submission? Staff will be notified of the appointment via SMS.' and two buttons: 'Yes' and 'No'. The 'Yes' button is highlighted with a red box. The bottom screenshot shows a 'Bulk Appointment Booking' dialog box with the text 'The bulk appointment booking processed file will be emailed to you after processing completes. You may navigate away from this page' and an 'OK' button. A red arrow points from the 'Yes' button in the top dialog to the 'OK' button in the bottom dialog. Both dialogs are overlaid on a form with fields for 'Appointment Date' and 'Site', and a 'Submit' button. The background shows a table with columns 'Record(s)' and 'Made'.

To make a bulk appointment – Email confirmation and excel sample

----- Forwarded message -----
From: <srs_noreply@gmail.com>
Date: Wed, Jul 15, 2020 at 5:10 PM
Subject: Swab Registration System (SRS) [UAT] : Bulk appointment booking result
To: <JASONKOHSRS@gmail.com>

Sample of Email Confirmation

Hi,

Your swab test appointment has been scheduled, as follows:

Designated Swab Centre	ZZ 2
Date	23 Jul 2020
Sector	BCA

Please find details of appointments attached.

All individuals will need to bring along:

- 1) A form of photo identification with NRIC/FIN number (e.g. NRIC, work permit, driver's license);
- 2) This confirmation letter or SMS notification;
- 3) Water bottle for hydration and
- 4) Umbrella for wet weather (optional);

Other notes:

1. Please be punctual and adhere strictly to the appointment details. We will not accept any walk-ins at our swabbing
2. Individuals who share the same mobile number will not receive SMS notifications

	A	B	C	D	E	F	G	
1	Masked NRIC	Full Name	Site of App	Date of App	Time of App	Status	Remarks	
2	F****411L	TEST274	ZZ 2	23-Jul-20	9:00 AM	Success		
3	F****413M	TEST275	ZZ 2	23-Jul-20	9:00 AM	Success		
4	F****415N	TEST276	ZZ 2	23-Jul-20	9:00 AM	Success		
5	F****417O	TEST277	ZZ 2	23-Jul-20	9:00 AM	Success		
6	F****419P	TEST278	ZZ 2	23-Jul-20	9:00 AM	Success		
7								

Excel Sample

To make a bulk appointment

At the main page, the individuals' statuses with site and time of appointment will be updated

<input type="checkbox"/>	F6970409K	TEST273	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt
	F6970411L	TEST274	Annt Record(s)	Non-Dorm	Scheduled	ZZ 2	23/Jul/2020 09:00 AM	Change Appt Cancel Appt
	F6970413M	TEST275	Annt Record(s)	Non-Dorm	Scheduled	ZZ 2	23/Jul/2020 09:00 AM	Change Appt Cancel Appt
	F6970415N	TEST276	Annt Record(s)	Non-Dorm	Scheduled	ZZ 2	23/Jul/2020 09:00 AM	Change Appt Cancel Appt
	F6970417O	TEST277	Annt Record(s)	Non-Dorm	Scheduled	ZZ 2	23/Jul/2020 09:00 AM	Change Appt Cancel Appt
	F6970419P	TEST278	Annt Record(s)	Non-Dorm	Scheduled	ZZ 2	23/Jul/2020 09:00 AM	Change Appt Cancel Appt
<input type="checkbox"/>	F6970421Q	TEST279	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt

Note: Please take a screenshot of the appointment status in case you do not receive the confirmation email

Auto-Schedule of Appointments

Auto-Scheduling after attending first appointment on SRS

Once a worker has attended an appointment, he/she will be automatically scheduled for the next appointment 14 days later.

For example, Worker A was scheduled for a swab appointment on 27 Jul and attended the appointment. The following day, a new appointment date and time 14 days from 27 Jul will appear in SRS under Worker A's name.

CLOSE

Appointment Record(s)		
Site Of Appointment	Status	Date & Time
!ABCCIOO	Scheduled	10/Aug/2020 09:00 AM
!ABCCIOO	Attended	27/Jul/2020 11:26 PM

F116787W	TEST11	Annt Record(s)	Non-Dorm	Scheduled	!ABCCIOO	10/Aug/2020 09:00 AM	Change Appt Cancel Appt
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Auto-Scheduling confirmation email

For auto-rescheduling, confirmation email will be sent to companies for all workers who attended the first swab

Example: Company admin performs bulk booking for 10 staff on 27 Jul, then individual booking for another 2 staffs.

- All 12 staffs attended the swab appt on 27 Jul
- When the auto-schedule runs the following day on 28 Jul, company admin will receive a confirmation email that 12 staffs are successfully auto-scheduled for next appointment

Refer to the next slide for a sample of the auto-scheduling e-mail confirmation email sent to company admin.

Auto-Scheduling Email Confirmation

Email confirmation and sample of excel attachment

Hi,

We would like to inform you that staff who have attended their swab appointment on 27-Jul (Mon) have been auto-scheduled to attend their next swab appointment on **10-Aug (Mon)**. Please find details of their next appointments attached.

All individuals will need to bring along:

- 1) A form of photo identification with NRIC/FIN number (e.g. NRIC, work permit, driver's license);
- 2) This confirmation letter or SMS notification;
- 3) Water bottle for hydration and
- 4) Umbrella for wet weather (optional)

Other notes:

- 1. Please be punctual and adhere strictly to the appointment details. We will not accept any walk-ins at our swabbing test centres. A summary of what to expect for the swab test can be found [here](#).
- 2. Individuals who share the same mobile number will not receive SMS notifications.

=====

WHAT TO EXPECT

The entire process will take approximately one hour, with the swab itself taking approximately six minutes.

Swabbing Centre – 4 Stations

There will be four stations, comprising of (i) holding, (ii) registration, (iii) swabbing and (iv) discharge.

Holding Area

All individuals must arrive on time at the waiting area and must wear masks (where possible, surgical masks). Please remind individuals to practise good hygiene at all times and keep to

Sample of Email Confirmation

	A	B	C	D	E	F	G	H	I
1	Masked NRIC	Full Name	Site of App	Date of App	Time of App	Status	Remarks		
2	F***794N	TEST1	IABCCIOO	10-Aug-20	9:00 AM	Success			
3	F***787W	TEST11	IABCCIOO	10-Aug-20	9:00 AM	Success			
4	F***836W	TEST12	IABCCIOO	10-Aug-20	9:00 AM	Success			
5	F***876N	TEST13	IABCCIOO	10-Aug-20	9:00 AM	Success			
6	F***892L	TEST14	IABCCIOO	10-Aug-20	9:00 AM	Success			
7	F***001W	TEST15	IABCCIOO	10-Aug-20	9:00 AM	Success			
8	F***076N	TEST16	IABCCIOO	10-Aug-20	9:00 AM	Success			

Excel Sample

Cancelling of Appointments

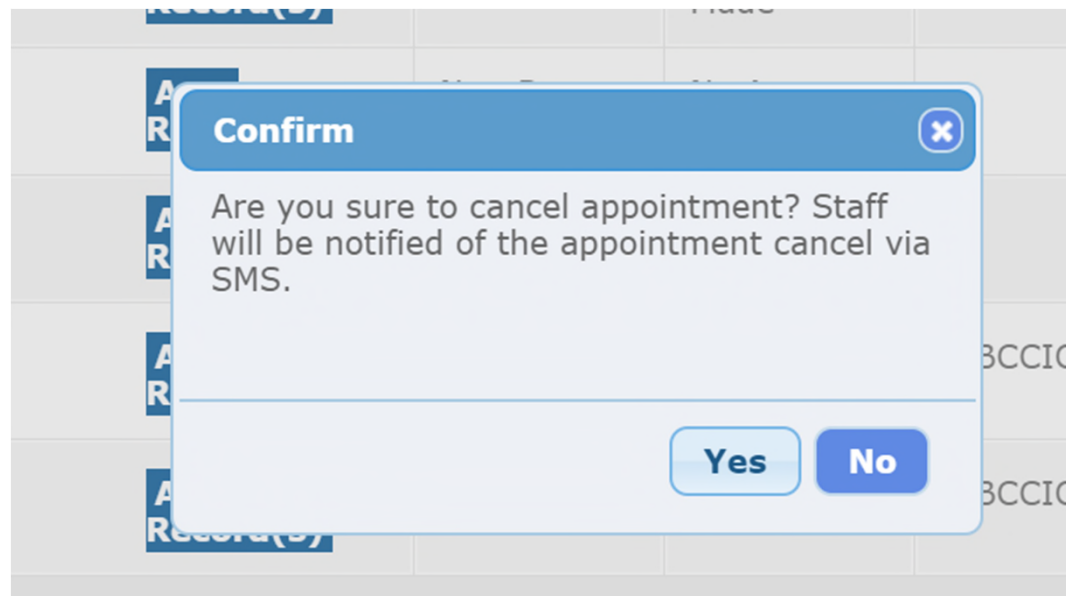
To cancel an appointment

1. At the main page, select “Cancel Appt”

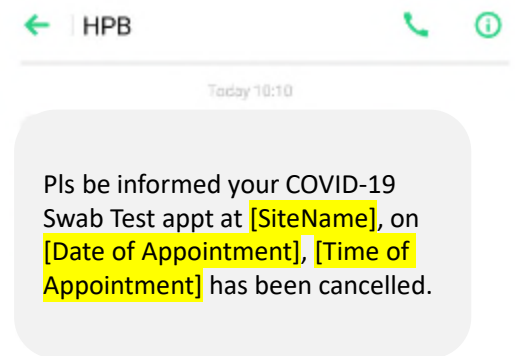
<input type="checkbox"/>	F116365T	TEST5	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt
<input type="checkbox"/>	F116452P	TEST6	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt
<input type="checkbox"/>	F116501U	TEST7	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt
	F116592T	TEST8	Annt Record(s)	Non-Dorm	Scheduled	CAIRNHILL COMMUNIT Y CLUB	18/Jul/2020 09:00 AM	Change Appt Cancel Appt
<input type="checkbox"/>	F116664X	TEST9	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt
<input type="checkbox"/>	F116764U	TEST10	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt

To cancel an appointment

2. A pop up message will appear and ask if you want to confirm the cancellation



SMS content

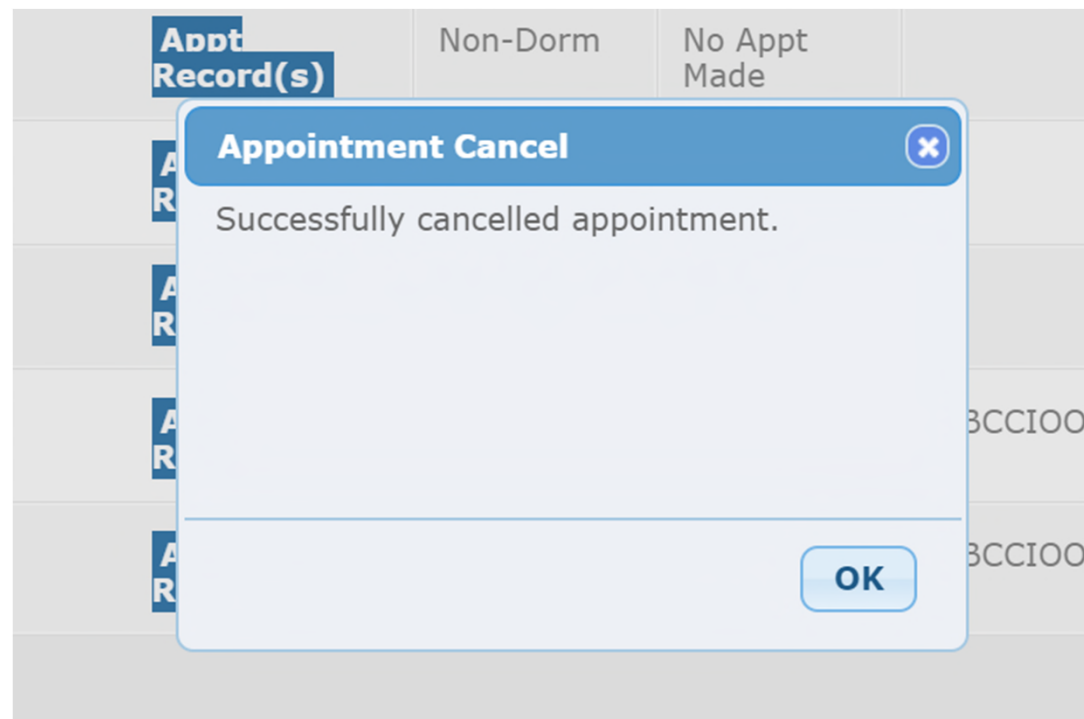


Note:

- Staff cancelling their first appointment will not receive an SMS as their mobile number has not been registered in the system yet. They will receive an SMS for subsequent swabs/cancellations (i.e. second swab onwards)
- Staff with duplicate mobile numbers (e.g., sharing mobile numbers with other FW) will not receive the SMS as well

To cancel appointment

3. Upon clicking Yes, a pop up will appear to inform you that the cancellation is successful. The selected staff will be notified of the cancellation of appointment via SMS.



To cancel appointment

4. At the main page, the individual's cancellation status will be updated

<input type="checkbox"/>	F116501U	TEST7	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt
	F116592T	TEST8	Annt Record(s)	Non-Dorm	Appt Cancelled	CAIRNHILL COMMUNIT Y CLUB		Schedule Individual Appt
<input type="checkbox"/>	F116664X	TEST9	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt

Important Note on Appointment Cancellation
If appointment date for the staff is within 2 days from the present day, you will not be able to cancel the appointment.

Staff Management

Note: Upcoming appointment within 2 day(s) cannot be changed or cancelled.

Status : 

Example:
You made a booking for the 2 FINS below on the 10th of Jul for the 16th of Jul, 9:10am. Assume the present day today is 15th of Jul and because 15th of Jul is within 2 days of the scheduled appointment date which is 16th Jul, **you will not be able to cancel the appointment**, and the **cancel appt button is disabled**.

F6970431V	TEST284	<div>Annt Record(s)</div>	Non-Dorm	Scheduled	CAIRNHILL COMMUNIT Y CLUB	16/Jul/2020 09:10 AM	<div>Change Appt</div>	<div>Cancel Appt</div>
F6970433W	TEST285	<div>Annt Record(s)</div>	Non-Dorm	Scheduled	CAIRNHILL COMMUNIT Y CLUB	16/Jul/2020 09:10 AM	<div>Change Appt</div>	<div>Cancel Appt</div>

Changing of Appointments

To change appointment

1. At the main page, select “Change Appt”

<input type="checkbox"/>	F6970407J	TEST272	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt
<input type="checkbox"/>	F6970409K	TEST273	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt
	F6970411L	TEST274	Annt Record(s)	Non-Dorm	Scheduled	ZZ 2	23/Jul/2020 09:00 AM	Change Appt Cancel Appt

To change appointment

2. Select a new date and site and submit. The selected staff will be notified of the cancellation of the original appointment via SMS, followed by SMS confirmation of the new appointment made. Hence, the staff will receive a total of 2 SMSes.

The screenshot displays a web application interface for managing appointments. A modal form is open, allowing users to change an appointment. The form includes two dropdown menus: 'Appointment Date' set to '2020-07-28' and 'Site' set to 'CAIRNHILL COMMUNITY CLUB'. A 'Submit' button is located below these fields. To the right of the form, a 'CLOSE' button is visible. In the background, a table of appointments is partially visible, with columns for 'TEST', 'Annt', 'Record(s)', 'Non-Dorm', 'Scheduled', 'ZZ 2', and '23/09:0'. A 'Confirm' dialog box is also present, asking 'Confirm submission? Staff will be notified of the appointment via SMS.' with 'Yes' and 'No' buttons.

RESERVE - PARKS & RECREATION

CLOSE

Appointment Date : * 2020-07-28

Site : * CAIRNHILL COMMUNITY CLUB

Submit

TEST

TEST

TEST

TEST

TEST278

Annt

Record(s)

Non-Dorm

Scheduled

ZZ 2

23/09:0

Change

Cancel

Change

Cancel

Change

Cancel

Confirm

Confirm submission? Staff will be notified of the appointment via SMS.

Yes No

To change appointment

3. At the main page, the individual's status will be updated

<input type="checkbox"/>	F6970407J	TEST272	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt
<input type="checkbox"/>	F6970409K	TEST273	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt
	F6970411L	TEST274	Annt Record(s)	Non-Dorm	Scheduled	CAIRNHILL COMMUNIT Y CLUB	28/Jul/2020 09:00 AM	Change Appt Cancel Appt

Important Note on Change Appointment

If appointment date for the staff is within 2 days from the present day, you will not be able to change the appointment

Staff Management

Note: Upcoming appointment within 2 day(s) cannot be changed or cancelled.

Status : ▼

Example:

You made a booking for the 2 FINS below on the 10th of Jul for the 16th of Jul, 9:10am. Assume the present day today is 15th of Jul and because 15th of Jul is within 2 days of the scheduled appointment date which is 16th Jul, **you will not be able to change the appointment**, and the **change appt button is disabled**.

F6970431V	TEST284	Annt Record(s)	Non-Dorm	Scheduled	CAIRNHILL COMMUNIT Y CLUB	16/Jul/2020 09:10 AM	<input type="button" value="Change Appt"/>	<input type="button" value="Cancel Appt"/>
F6970433W	TEST285	Annt Record(s)	Non-Dorm	Scheduled	CAIRNHILL COMMUNIT Y CLUB	16/Jul/2020 09:10 AM	<input type="button" value="Change Appt"/>	<input type="button" value="Cancel Appt"/>

Create a New Singapore Citizen / Permanent
Resident staff

Staff Management – Adding Singapore Citizens and Permanent Residents staff

1. Click on the “Add new SG Citizen/PR staff” button on the top right of the page

Note: Upcoming appointment within 2 day(s) cannot be changed or cancelled.

Status : All

Add new SG Citizen/PR staff

<input type="checkbox"/>	ID No.	Name	Dorm/Non -Dorm	Status	Site Of Appt	Appt Date & Time	Actions
	F115794N	TEST1	Add Record(s)	Non-Dorm	Scheduled	!ABCCIOO 10/Aug/202 0 09:00 AM	Change Appt Cancel Appt
	F115835M	TEST2	Add Record(s)	Non-Dorm	Appt Cancelled	01, BUKIT TIMAH	Schedule Individual Appt

Staff Management – Adding Singapore Citizens and Permanent Residents staff

2. Key in all the mandatory fields for the staff you want to add and click save

Identification No. : * S5221180H

Full Name : * Jason Ng

Date of Birth (YYYYMMDD) : * 19890101

Gender : * ☒ Male ☐ Female

Nationality : * SINGAPOREAN

Residential Postal Code : * 560306

Residential Street Name : * #08-18 Amh No honn

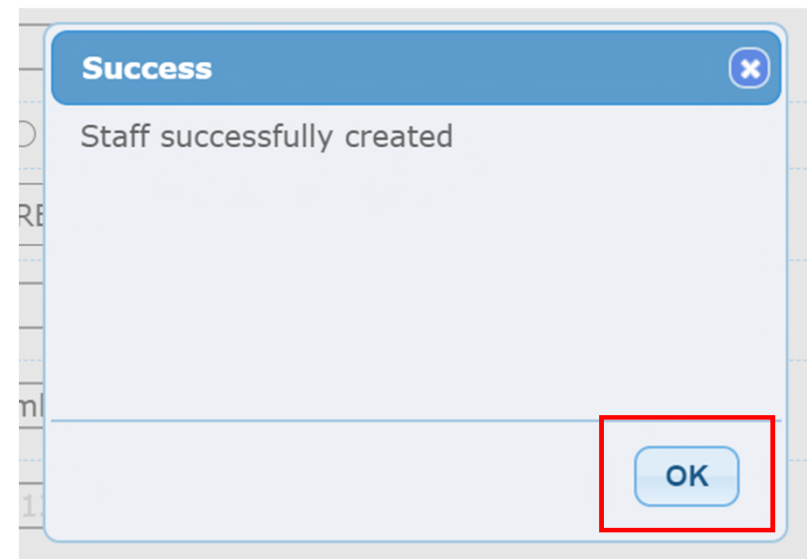
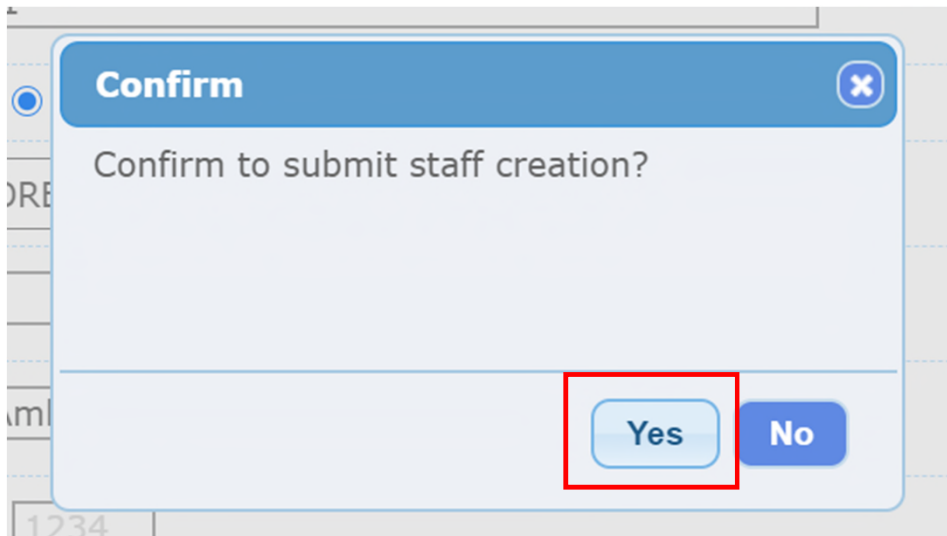
Residential Level & Unit No : # 03 - 1234
(leave blank for landed address)

Contact No (Mobile preferred) : * 9876543

Save

Staff Management – Adding Singapore Citizens and Permanent Residents staff

3. Click yes to confirm staff addition into the system. If successful, another prompt “staff successfully created” will appear. Click “OK”

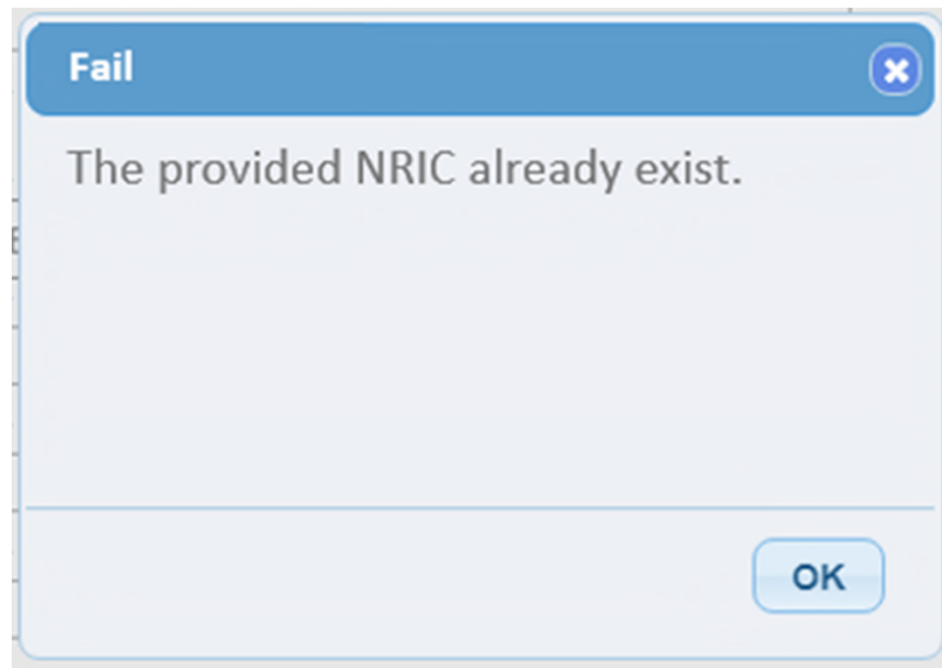


Staff Management – Adding Singapore Citizens and Permanent Residents staff

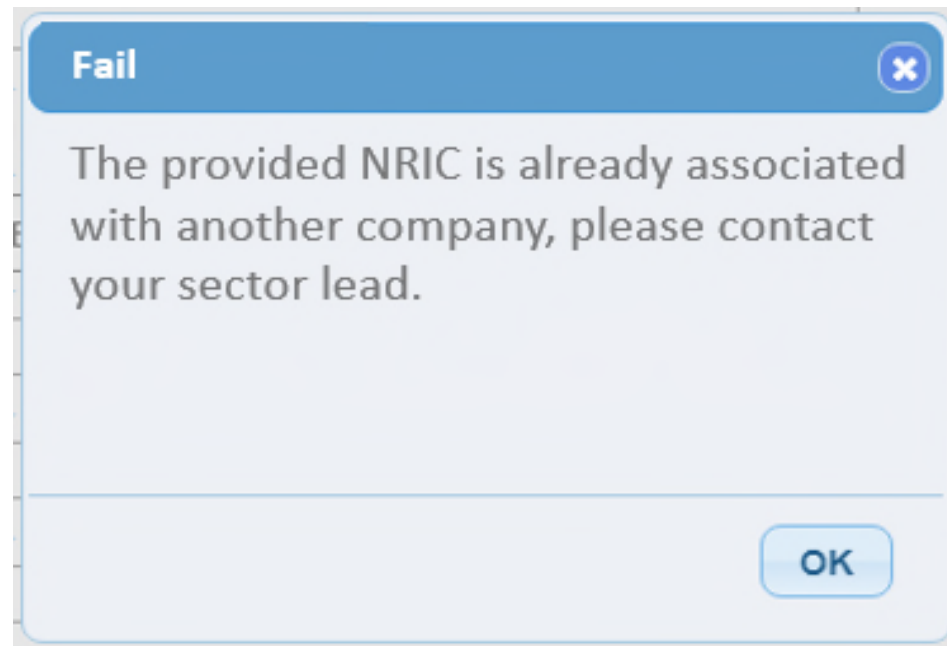
4. You will be able to the newly created staff on your login dashboard

<input type="checkbox"/>	S5221180H	JASON NG	<div>Annt Record(s)</div>	Non-Dorm	No Appt Made			<div>Schedule Individual Appt Delete</div>
<div>500 ▾ per page</div>								<div>⏪ ◀ Page 1 of 1 ▶ ⏩</div>

Important Note 1: You can only add staff that do not exist in your existing company records. If you add an existing staff, the following message will appear.



Important Note 2: You are not allowed to add staff records that is existing in another company. If your do, the system will show the following message below



Your sector lead is BCA in this case and you can contact them via BCA_Swab_Appt@bca.gov.sg

Important Note 3: If you try to delete a staff today, the system will prompt with the below message, to say that you can only add the same staff back the following day.

<input type="checkbox"/>	S5221180H	JASON NG	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt Delete
500 ▾ per page								⏪ ⏴ Page 1 of 1 ⏵ ⏩

Record(s)

Made

Confirm

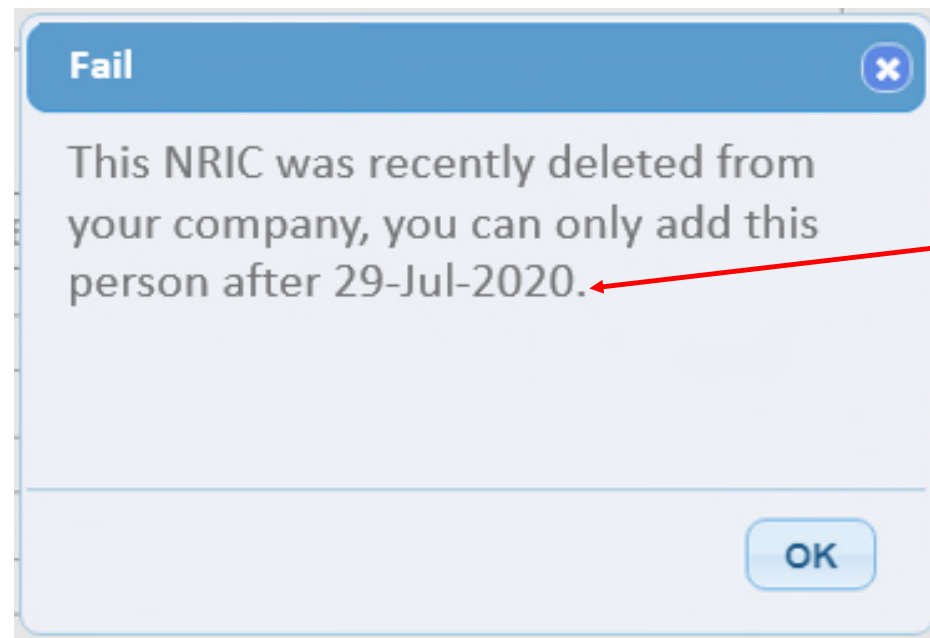
You have chosen to delete the selected record. Are you sure you want to delete this staff?

Note: Please note that you can only add this staff into the system after 29/Jul/2020

Yes

No

Important Note 4: If you try to add the “deleted staff” back on the same day, the system will prompt with the following message



Date will change
based on when you
delete and add back

Staff Management – Update Singapore Citizen
/ Permanent Resident Staff Particulars

1. Click on the NRIC of SG Citizen/PR Staff to edit their particulars

<input type="checkbox"/>	S5221180H	JASON NG	Annt Record(s)	Non-Dorm	No Appt Made			Schedule Individual Appt Delete
500 ▾	per page		Page 1 of 1					

Staff Management – Update Particulars

2. Make your changes and click save

Identification No. : * S5221180H

Full Name : * Jason Ng

Date of Birth (YYYYMMDD) : * 19890101

Gender : * ☒ Male ☐ Female

Nationality : * SINGAPOREAN

Residential Postal Code : * 560306

Residential Street Name : * #08-18 Amh No honn

Residential Level & Unit No : # 03 - 1234
(leave blank for landed address)

Contact No (Mobile preferred) : * 9876543

Save

Help Function

As the Company Admin, you can click on the “Need Help” button at the bottom of the main page to find the contact details of your sector lead so that you can reach out to them for any issues.

<input type="checkbox"/>	F0118328K	TEST33	Attendance History	Non-Dorm	No Appt Made	Schedule Individual Appt
<input type="checkbox"/>	F0118379Q	TEST34	Attendance History	Non-Dorm	No Appt Made	Schedule Individual Appt
<input type="checkbox"/>	F0118427W	TEST35	Attendance History	Non-Dorm	No Appt Made	Schedule Individual Appt
<input type="checkbox"/>	F0118487M	TEST36	Attendance History	Non-Dorm	No Appt Made	Schedule Individual Appt
<input type="checkbox"/>	F0118528N	TEST37	Attendance History	Non-Dorm	No Appt Made	Schedule Individual Appt
<input type="checkbox"/>	F0119017L	TEST38	Attendance History	Non-Dorm	No Appt Made	Schedule Individual Appt
<input type="checkbox"/>	F0119068R	TEST39	Attendance History	Non-Dorm	No Appt Made	Schedule Individual Appt
<input type="checkbox"/>	F0120592R	TEST50	Attendance History	Non-Dorm	No Appt Made	Schedule Individual Appt

200 per page

o Appt ade

o Appt ade

o Appt ade

Name: Daniel

Email: xxx@abc.com

Contact: 00000001

Name: AK

Email: xxx@abc.com

Contact: 00000002

Name: Eugene

Email: xxx@abc.com

Contact: 00000003

Name: Swab UAT

Email: xxx@abc.com

Contact: 00000004

[Schedule Individual Appt](#)

[Schedule Individual Appt](#)

[Schedule Individual Appt](#)

[Schedule Individual Appt](#)

[Schedule Individual Appt](#)

[Schedule Individual Appt](#)

[Schedule Individual Appt](#)

[Schedule Individual Appt](#)

Page 1 of 1

Total selected / Balance Quota: 0 / 0

[Bulk Appt Booking](#)

[Need Help?](#)

[Need Help?](#)

Click here to see pop up on the left

Basic Troubleshooting

1. I did not receive any emails on the login username and password.

- ☐ Check that you are using the Login Email Address that you have submitted to your sector lead (i.e. MOM/BCA/EDB).
- ☐ Check your spam/junk folders in email
- ☐ If you cannot remember which Login Email Address was submitted, please check with your sector lead.

2. I still cannot find the login email anywhere.

- ☐ Please check with your company IT team if there is a filter that prevents the sending of e-mails from the Swab Registration System (srs_noreply@gmail.com) to your Login Email Address

3a. My company IT has removed the filter for my email. What should I do next?

- ☐ Go to <https://swab.hpb.gov.sg/ext/Login.aspx>, click on “Forget password” and key in the verification code so that you will receive a new password. New password will be sent to your email.

3b. My company told me that that they do not filter for such emails or that they cannot remove the filter. What should I do next?

- ☐ You need to create a Gmail account for the purpose of using of SRS. This new Gmail account will serve as your new Login Email Address.
- ☐ Once created, please inform your sector lead (i.e. MOM/BCA/EDB) that you have a new Login Email Address and request sector lead to update their records.
- ☐ Once the record is updated, you can try to log in with your new Login Email Address

4. I am unable to log in with the password indicated in the e-mail.

- ☐ Please note that the password is case sensitive.
- ☐ If it does not work, please click on “Forget password” on the login page to trigger a new password (<https://swab.hpb.gov.sg/ext/Login.aspx>)
- ☐ Check your spam/junk folders to retrieve the e-mail with new password

5. I did not receive the OTP. What should I do?

- ☐ Please check with your sector lead (i.e. MOM/BCA/EDB) if your mobile number is correctly reflected in the system.
- ☐ If it is not reflected correctly, please request sector lead to update your mobile number in the system

6. My account is suspended and/or block. What should I do?

- ☐ This occurred due to multiple incorrect login attempts.
- ☐ Please inform and request your sector lead to verify and unblock your account.

7. Some of my workers who were still in the system yesterday have disappeared today. They also received an appointment cancellation SMS even though I did not cancel their appointments in the system.

Please check the following for the affected workers

- ☐ Are they COVID-19 positive workers?
- ☐ Did their work pass expire yesterday?
- ☐ Did the workers change their living arrangements? For example, they moved from a cleared dormitory to an uncleared dormitory?
- ☐ Are they under Stay Home Notice (SHN) and/or Quarantine Order (QO)?

If the workers fulfil any of the above conditions, their names are automatically removed from the system.

If the workers do not meet any of the above conditions, please contact your sector lead for further assistance.

Annex A – Designated Swabbing Centres

*subject to changes

S/N	Swabbing Centres	Who should be scheduled here
1	Changi Airport Terminal 4	Employees not living in dormitories (i.e. non-dorm workers)
2	F1 Paddock	
3	Home Team NS @ Bukit Batok	
4	Old Police Academy	
5	The Float @ Marina Bay	
6	Civil Service College @ Changi	Employees living in dormitories (i.e. in-dorm workers)
7	Cochrane RC	
8	F1 Pit Garage A	
9	Penjuru RC	
10	3 Changi South Lane	

Key SRS issues anticipated and actions to be taken

No.	Issue type	Issue	Likely reason	Actions to be taken
1	Account creation	Sector leads unable to create company accounts	Company information submitted in incorrect format	
2	Account login	Company did not receive login email	<ul style="list-style-type: none"> Email provided in account creation is wrong Email could be in junk/spam folder Email blocked by company server 	Check email is created correctly in SRS and tagged to correct UEN Remind company to check junk/spam Try to trigger forget password using email in account creation Check with company IT if they block such emails coming from noreply –if blocked, create new gmail account
		Company did not receive new password after triggering “forget password”	<ul style="list-style-type: none"> Email could be in junk/spam folder Email blocked by company server 	Remind company to check junk/spam Check with company IT if they block such emails coming from noreply –if blocked, create new gmail account
		Company could not log in with password	<ul style="list-style-type: none"> Password entered wrongly (case sensitive) Wrong URL (UAT link was wrongly circulated in earlier versions of user guide) Use password from user guide 	Remind company password is case sensitive User guide updated to reflect correct link Update user guide to state that password is an example only
		Account suspended/blocked	<ul style="list-style-type: none"> Too many attempts by company 	Sector lead to check and unblock account
3	Missing workers	Companies reported that workers are missing from their list	<ul style="list-style-type: none"> Workers were removed from MOM list; could be due to various reasons, eg workpass expired, new data logic 	Not sure how to resolve this. Might need to comms to MOM, whenever there is a new logic they are implementing, to let us know in advance (e.g, remove SHN)
4	Missing appointments	Companies reported that scheduled appointments are missing	<ul style="list-style-type: none"> Usually related to 3, where workers were removed from MOM list 	Ditto above