

FWMOMCare 应用程序使用 指引

内容

下载 / 隐私政策 / 注册 / 登录 -
[如何下载](#) / [隐私政策](#) / [注册](#) / [登录](#)

更新手机号码 -
[已经登录](#) / [已经登出](#)

疫苗 -
[疫苗接种记录](#)

查找医生 - [有加入*PCP](#) / [没加入*PCP](#)
**PCP = 初级医疗计划*

其他 -
[报告健康状况](#) / [扫描二维码](#) / [SnapSAFE](#) /
[通知](#) | [新闻](#) / [横幅信息](#) / [反馈](#) / [援助热线](#) / [休闲中心](#) /
[My QR](#) / [联系MOM](#) / [快速信息](#)





请通过:

App Store / Huawei AppGallery / Google Play Store 进行下载



苹果系统使用者, 请到 App Store.

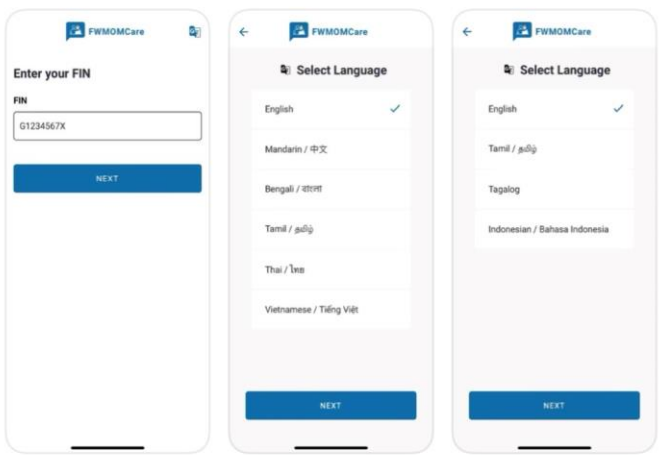


华为系统使用者, 请到 App Gallery.



安卓系统使用者, 请到 Google Play Store.

FWMOMCare
Productivity
★★★★☆ 618
GET

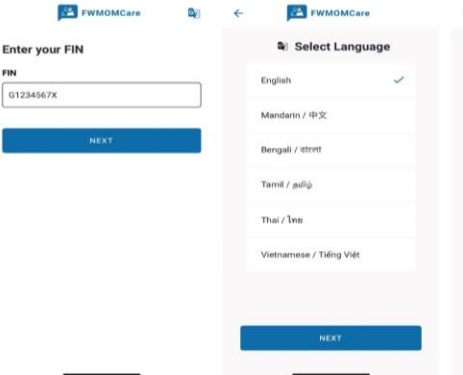


FWMOMCare
Ad check · Virus check · Manual check
Install

4.8 ★★★★★
Ratings: 6

408K
Installs

3+
Rated 3+



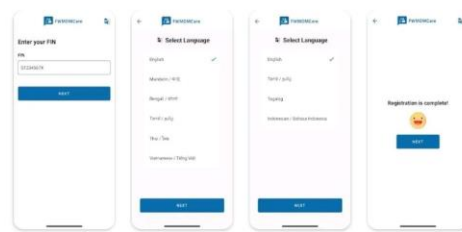
Foreign worker can use FWMOMCare to manage their well-being

FWMOMCare
Ministry of Manpower

4.4 ★
15K reviews

1M+
Downloads

3+
Rated for 3+



About this app →

Foreign worker can use FWMOMCare to manage their well-being

注意: 要下载应用程序, 至少必须达到 iOS 13 或者 安卓 5 版本。





FWMOMCare 应用程序 - 隐私政策 (适用于新用户、新安装应用程序的用户以及尚未接纳隐私政策的用户)

步骤 1:

请点击 [Terms of Use and Privacy Statement](#) 以查阅详情。

步骤 2:

转去到 MOM 网站

步骤 3:

请选择"下一步" (NEXT)以表示同意

FWMOMCare

Permissions Summary
Application needs permission to access the below while using the respective features to give you a better user experience.

- Camera**
To allow taking of photos, scanning of check-in QR codes and barcodes
- Location**
To identify your location to use our built-in location-based features (eg. location of your mobile device and the IP address of your mobile device)
- Wi-Fi Connection**
Check for wifi connection status to auto update the application
- Calendar**
To create appointments on your calendar
- Files, Photos, Audio & Video**
To allow setup of profile photo picture and download infographic announcements in the app

By clicking on 'Next' below, you confirm that you have read and agree to our [Terms of Use and Privacy Statement](#) to use FWMOMCare

NEXT

< FWMOMCare

FWMOMCare Mobile Application Privacy Policy

- This is a Government of Singapore digital service
- We are committed to protecting your privacy. To safeguard your personal information, all electronic storage and transmission of data is secured with appropriate security technologies.

Purpose of FWMOMCare

- This privacy policy governs your use of the FWMOMCare software application (the "Application") for mobile devices that was created by the Government of the Republic of Singapore ("Government") acting through the Ministry of Manpower ("MOM").
- The Application allows you, as the user of this Application, to:
 - Report your temperature and relevant health status (i.e. Fever, cough, sore throat, running nose, oximeter readings, etc.) for the purpose

[mom.gov.sg](#)

NEXT

FWMOMCare

Permissions Summary
Application needs permission to access the below while using the respective features to give you a better user experience.

- Camera**
To allow taking of photos, scanning of check-in QR codes and barcodes
- Location**
To identify your location to use our built-in location-based features (eg. location of your mobile device and the IP address of your mobile device)
- Wi-Fi Connection**
Check for wifi connection status to auto update the application
- Calendar**
To create appointments on your calendar
- Files, Photos, Audio & Video**
To allow setup of profile photo picture and download infographic announcements in the app

By clicking on 'Next' below, you confirm that you have read and agree to our [Terms of Use and Privacy Statement](#) to use FWMOMCare

NEXT





FWMOMCare 应用程序 – 注册

第1页, 共4页

步骤 1:

输入"外籍人士身份证号码" (FIN)。

The screenshot shows the FWMOMCare app interface. At the top, there is a back arrow, the FWMOMCare logo, and a help icon. Below the header, the text "Enter your FIN" is displayed. Underneath, there is a label "FIN" followed by a text input field. Below the input field is a grey button labeled "NEXT". At the bottom, there is a disclaimer: "MOM officers will **never** ask you to transfer money or disclose bank log-in details over a phone call or email. Find out more on how to [transact safely and securely](#). Call the 24/7 ScamShield Helpline on 1799 if you are unsure if something is a scam."

唯有把完整的外籍人士身份证号码输入之后, "下一步" (NEXT) 按钮才可启动。

步骤 2:

"验证码" (Captcha) – 触划手机以进行验证。

The screenshot shows the FWMOMCare app interface for login verification. At the top, there is a back arrow, the FWMOMCare logo, and a help icon. Below the header, there is a shield icon with a checkmark and the text "Login verification". Underneath, there is a grey button with ">>" and a white button with "Please slide to verify". Below this, there is a section titled "How to Use:" which contains a smaller version of the "Please slide to verify" button with a yellow hand icon pointing to it.

步骤 3:

根据身份 (MW) 选择语言。

The screenshot shows the FWMOMCare app interface for language selection. At the top, there is a back arrow, the FWMOMCare logo, and a help icon. Below the header, the text "Select Language" is displayed. Underneath, there is a list of languages: English (with a checkmark), Mandarin / 中文, Bengali / বাংলা, Tamil / தமிழ், Thai / ไทย, and Vietnamese / Tiếng Việt. At the bottom, there is a blue button labeled "NEXT".

*MW – 外籍客工





FWMOMCare 应用程序 – 注册

第2页, 共4页

步骤 4:
输入手机号码。

Register

Mobile Number

+65 XXXX XXXX

NEXT

有关国家/区域的代号:
新加坡+65
马来西亚+60
印度尼西亚+62

步骤 5:
输入由"简讯" (SMS) 发送过来的"一次性密码" (OTP)。

Enter 6-digit OTP

Code sent to +65 XXXX XXXX

RESEND IN 02:00

If you have changed your mobile number, please [click here](#) to update.

步骤 6:
输入个人详情和点击"下一步" (NEXT), 继续下一步。

Provide your personal details

We use this information to confirm your identity

Name

FWMOMCare

Date of birth

18 MAY 2020

NEXT





FWMOMCare 应用程序 – 注册

第3页, 共4页



步骤 7:

点击地图的图标, 查找住址。

← FWMOMCare

Provide your address

ADDRESS

Block

Floor Room

(Optional) (Optional)

NEXT

步骤 8:

使用邮编 / 部分住址, 查找地址。

← FWMOMCare

339946

- Bendemeer Rd MOM SC Singapore 339946
- 1500 Bendemeer Road MINISTRY OF MANPOWER SERVICES CENTRE Singapore 339946

使用邮编 / 部分住址

← FWMOMCare

1500 Bendemeer

- 1500 Bendemeer Road MINISTRY OF MANPOWER SERVICES CENTRE Singapore 339946

步骤 9:

从下拉式列表挑选地址, 然后点击 ✓ 继续下一步。

← FWMOMCare

1500 Bendemeer Road MINISTRY OF MANPOWER SERVICES CENTRE Singapore 339946

Tripartite Alliance for Dispute...

MOM | MINISTRY OF MANPOWER SERVICES Ctr

Ministry of Manpower Services Centre





FWMOMCare 应用程序 – 注册

第4页, 共4页

步骤 10:

如适用, 输入"楼层" (Floor) 和"房号" (Room), 并"保存更改" (SAVE CHANGES)。

完成:

注册信息顺利提交。

× FWMOMCare

Provide your address

ADDRESS

1500 Bendemeer Road MINISTRY OF
MANPOWER SERVICES CENTRE Singapore 339946

Block

1500

Floor **Room**

(Optional) (Optional)

SAVE CHANGES

← FWMOMCare

Registration is complete!

😊

NEXT





FWMOMCare 应用程序 – 登录



步骤 1:
输入"外籍人士身份证号码" (FIN)。

步骤 2:
输入由"简讯"(SMS)发送过来的
"一次性密码"(OTP)

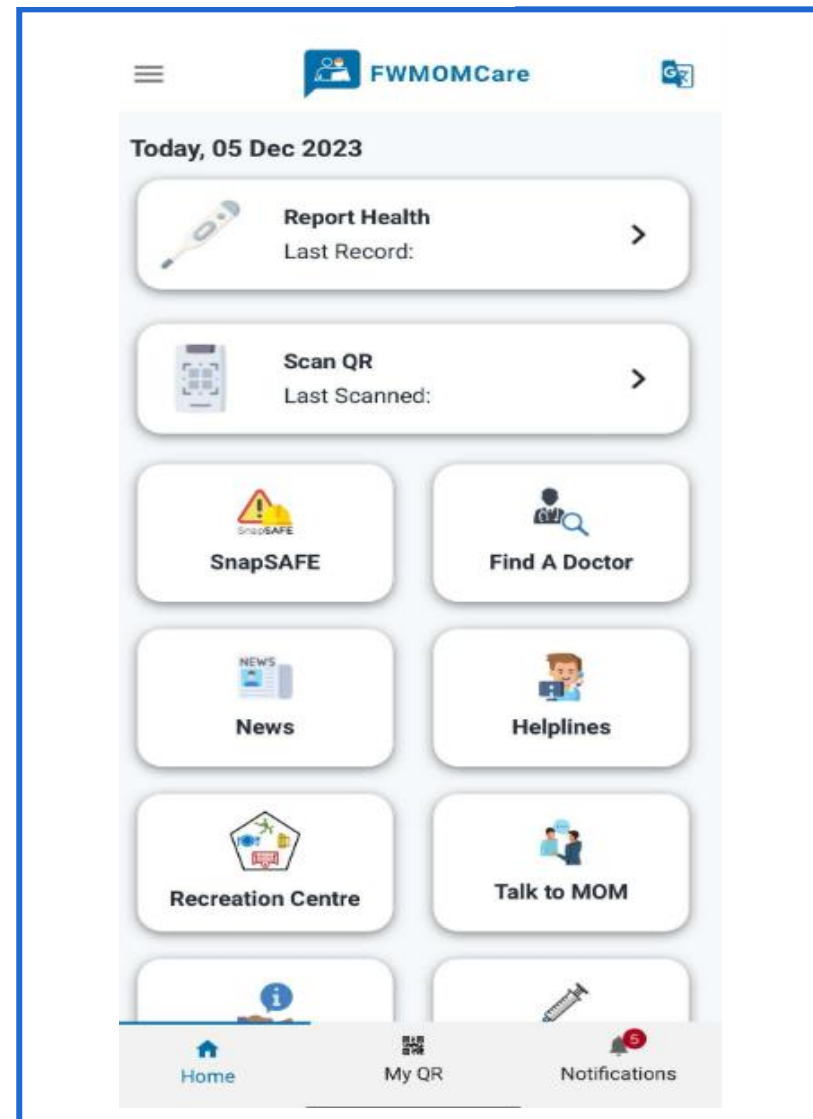
主页:

The screenshot shows the FWMOMCare app interface. At the top, there is a logo and a notification icon. Below it, the text "Enter your FIN" is displayed. A text input field is provided for the user to enter their FIN. Below the input field is a grey button labeled "NEXT". At the bottom, there is a small disclaimer: "MOM officers will never ask you to transfer money or disclose bank log-in details over a phone call or email. Find out more on how to transact safely and securely. Call the 24/7 ScamShield Helpline on 1799 if you are unsure if something is a scam."

唯有把完整的外籍人士身份证号码输入之后, "下一个" (NEXT) 按钮才可启动。

The screenshot shows the FWMOMCare app interface for the second step. It displays "Enter 6-digit OTP" and "Code sent to +65 XXXX XXXX". There are six input boxes for the OTP. A grey button labeled "RESEND IN 02:00" is visible. Below the input fields, there is a note: "If you have changed your mobile number, please click here to update."

简讯发送到正确的号码, 但是却并没有收到一次性密码, 我该怎么办? 重新启动手机, 再度尝试。

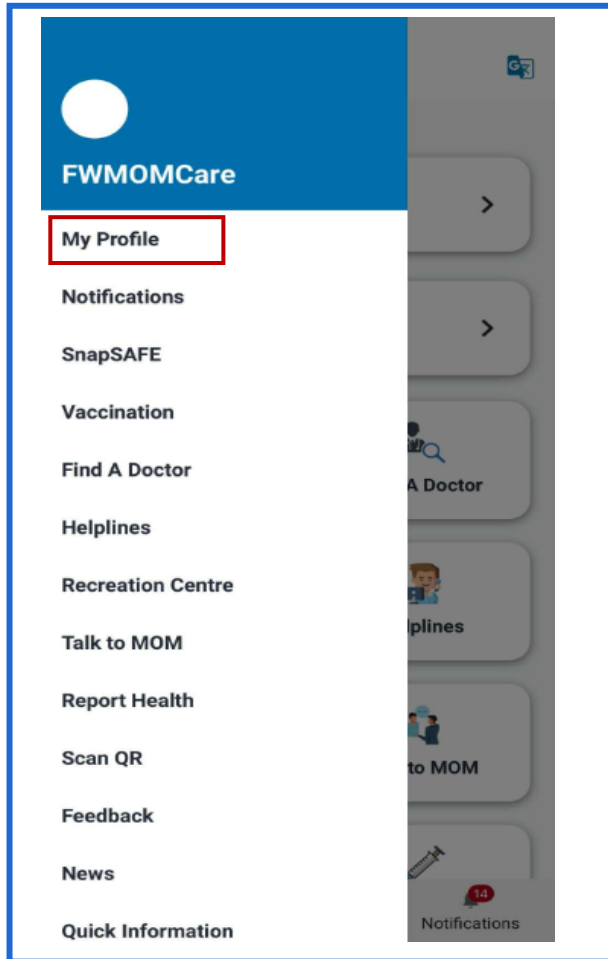




FWMOMCare 应用程序 – 编辑手机 (登录) 第1页, 共2页

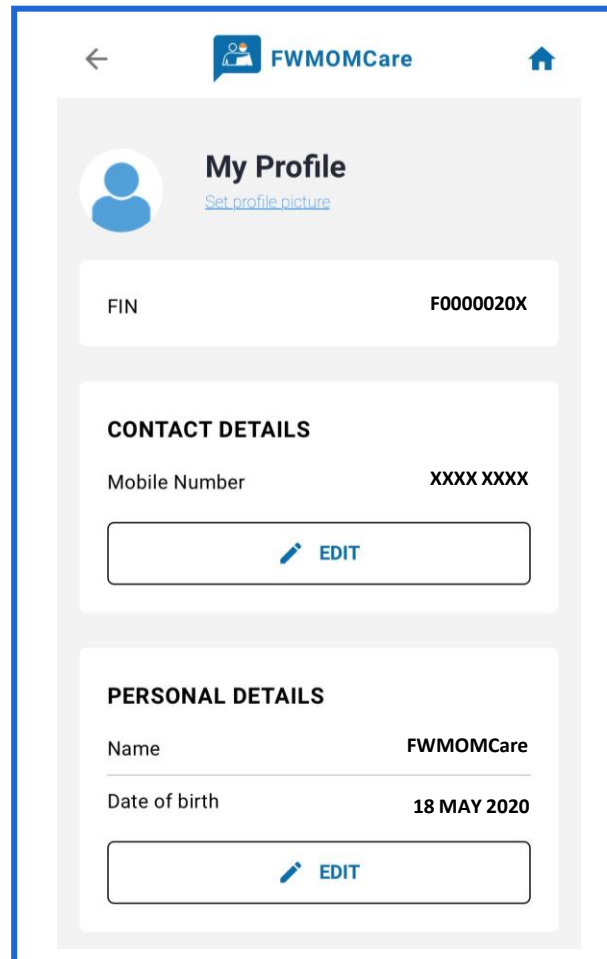
步骤 1:

点击"个人资料" (My Profile)。



步骤 2:

在"联系详情" (CONTACT DETAILS) 中, 点击"编辑" (EDIT)。



步骤 3:

输入新的手机号码, 并点击"保存更改" (SAVE CHANGES)。





FWMOMCare 应用程序 – 编辑手机 (登录)

第2页, 共 2页

步骤 4:

输入由简讯发送到新手机号的"一次性密码" (OTP)

← FWMOMCare 🏠

Enter 6-digit OTP
Code sent to +65 XXXX XXXX

□ | □ □ □ □ □

RESEND IN 02:00

完成:

信息顺利提交。

← FWMOMCare 🏠

✔ Submitted!
Updated Successfully

😊

DONE





FWMOMCare 应用程序 – 编辑手机 (登出) 第1页, 共2 页

步骤 1 :

输入"外籍人士身份证号码" (FIN)。

Enter your FIN

FIN

NEXT

MOM officers will **never** ask you to transfer money or disclose bank log-in details over a phone call or email. Find out more on how to [transact safely and securely](#). Call the 24/7 ScamShield Helpline on 1799 if you are unsure if something is a scam.

唯有把完整的外籍人士身份证号码输入之后, “下一步” (NEXT) 按钮才可启动。

步骤 2 :

如果一次性密码没有发送到正确的电话号码, 请在屏幕上的“点击此处”[click here](#)更新电话号码。

Enter 6-digit OTP

Code sent to +65 XXXX XXXX

RESEND IN 02:00

If you have changed your mobile number, please [click here](#) to update.

步骤 3 :

输入新的手机号码, 并点击"保存更改" (Save Changes)。

Edit Mobile Number

Mobile Number

+65 XXXX XXXX

I am an IPA Holder.

SAVE CHANGES

注意:
如果您持有原则批准信IPA, 请在点击“保存更改” (Save Changes) 之前, 在选项框内打个勾。





FWMOMCare 应用程序 – 编辑手机 (登出) 第2页, 共2页



步骤 4:
输入工作准证上的卡号, 或者是原则批准信IPA上的申请日期 (DOA), 然后点击"下一步" (NEXT)。


步骤 5:
输入由"简讯" (SMS) 发送到新的手机号上的"一次性密码" (OTP)。

完成:
信息顺利提交

← FWMOMCare

Enter card number

Card Number



WORK PERMIT
Employment of Foreign Manpower Act (Chapter 91A)
Republic of Singapore

Employer:
ABC CONSTRUCTION PTE. LTD

Name:
ABC

Work Permit No.
D 60000000

Sector:
CONSTRUCTION

K0000000


NEXT

← FWMOMCare

Enter Date of Application

Date of Application

DD MM YYYY



MINISTRY OF
DATE OF APPLICATION
আবেদন পত্রের তারিখ
31 AUG 2020

NEXT

← FWMOMCare

Enter 6-digit OTP


Code sent to +65 XXXX XXXX

RESEND IN 02:00

NEXT

← FWMOMCare

Submitted! Updated Successfully



DONE

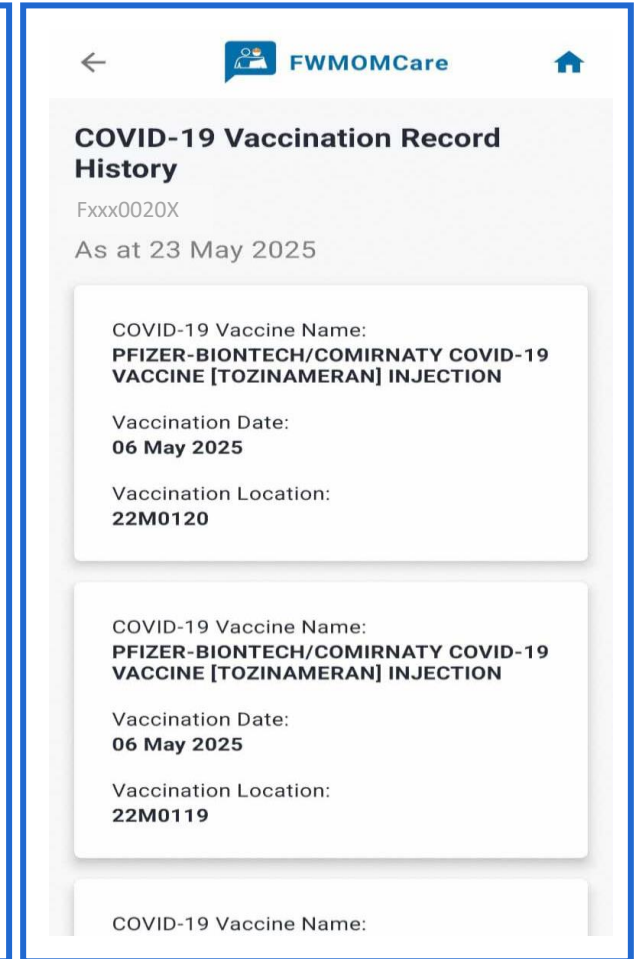
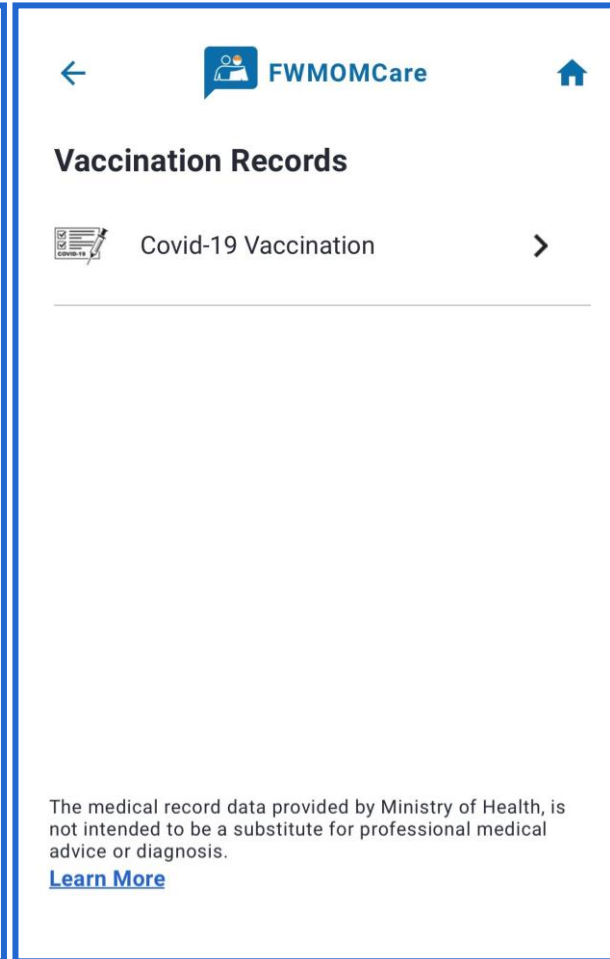
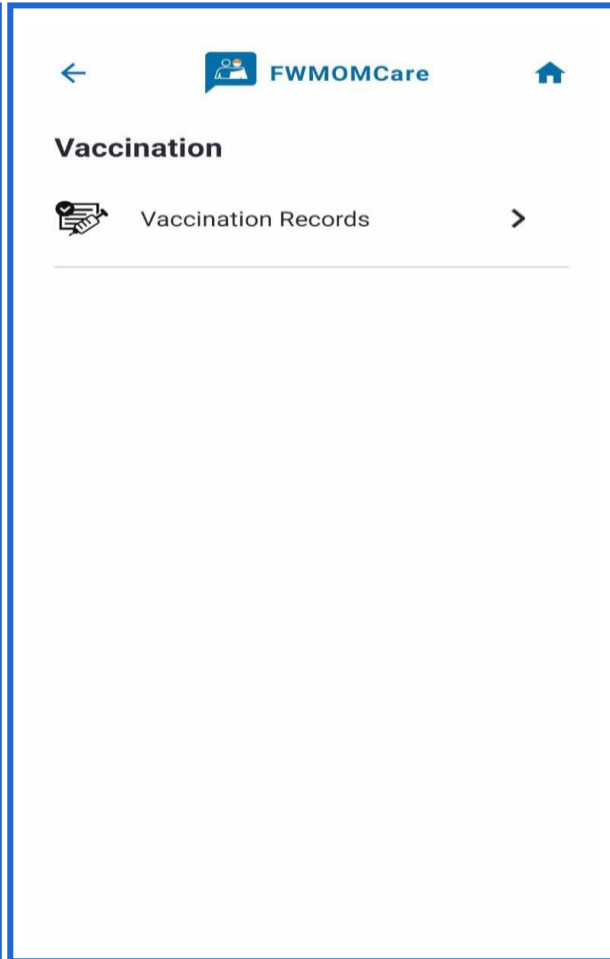
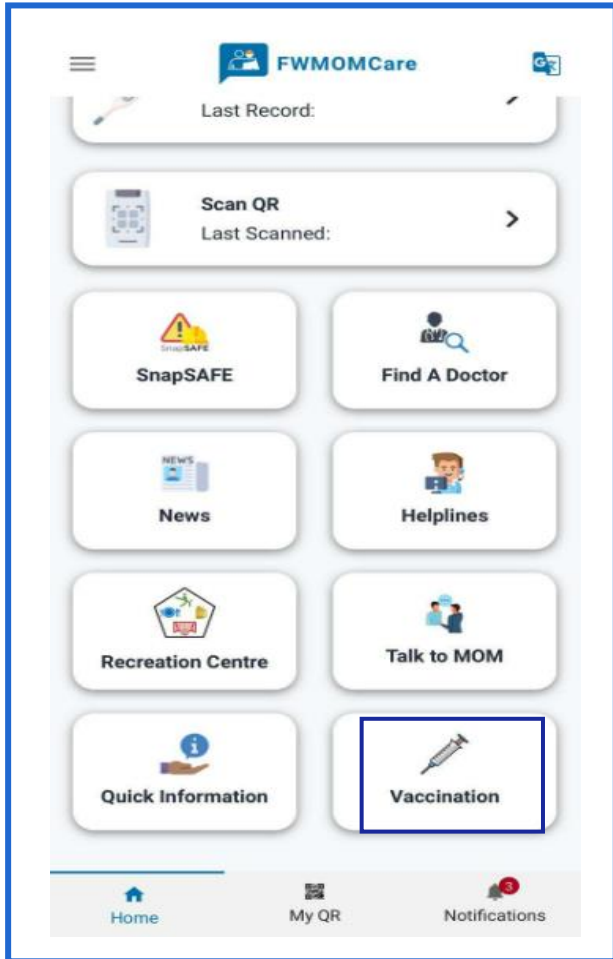


FWMOMCare 应用程序 – 疫苗接种记录

步骤 1:
点击"疫苗" (Vaccination)。

步骤 2:
点击"疫苗接种记录"
(Vaccination Records)。

步骤 3:
点击接种新冠肺炎疫苗



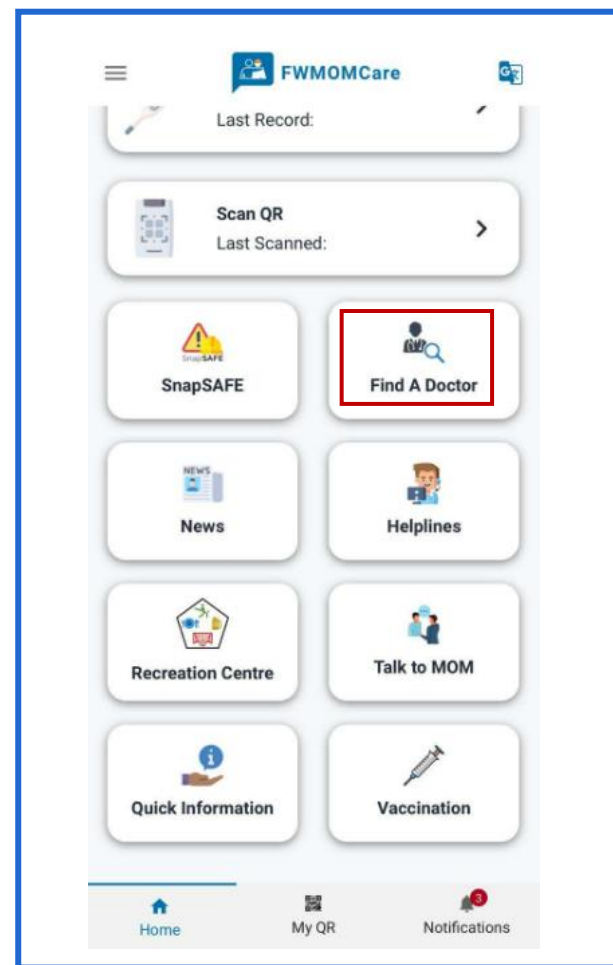
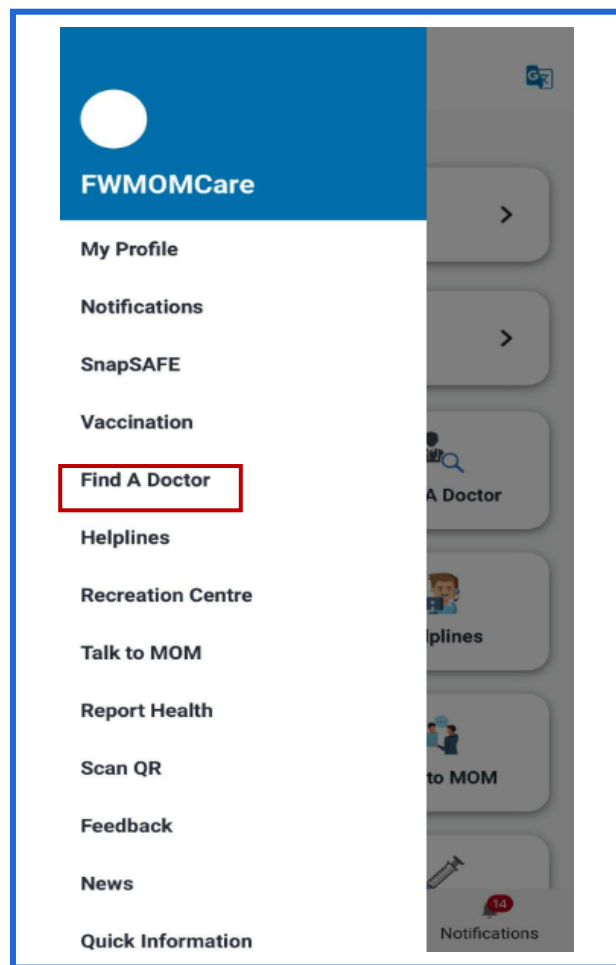


FWMOMCare 应用程序 – 查找医生



查找医生

您可以在选单 / 主页里找到"查找医生" (Find A Doctor)功能





FWMOMCare 应用程序 – 查找医生(*PCP) *PCP – 初级医疗计划

步骤 1:

您的PCP详情将显示出来，请挑首选的医疗服务。

步骤 2: 一旦选好，您将被带导出 FWMOMCare 应用程序，转而进入医疗提供者的应用程序 / 网站。

注意:

如果您个人资料上的地址离PCP计划的地址较远，警示会显现。

← FWMOMCare 🏠

Find A Doctor

You have a Primary Care Plan:
Fullerton-E

If you are sick, you must see your doctor.
* Please pay directly to service provider.

Video call a doctor *(\$2) >

Fullerton Health Medical Centre for Migrant Workers @ Space@Tuas
14 Tuas Avenue 1
+65 89384852

Monday to Friday
09:30am - 12:30pm
01:30pm - 05:00pm
06:00pm - 09:00pm *(\$5) >

Saturday to Sunday
01:30pm - 05:00pm
06:00pm - 09:00pm

Closed on public holidays

← FWMOMCare 🏠

You will be redirected out of FWMOMCare

■ ■ ■

← FWMOMCare 🏠

Find A Doctor

You have a Primary Care Plan:
SATA-B

You have recently updated your address. ✕
The new address is under the StarMed-A zone.
Please inform your employer to purchase the primary care plan under StarMed-A.

If you are sick, you must see your doctor.
* Please pay directly to service provider.

Video call a doctor *(\$2) >

SATA Medical Centre for Migrant Workers @ Chai Chee
351 Chai Chee St, SATA CommHealth Building, Corporate HQ
+65 87208840

Monday to Friday
09:00am - 12:00pm
01:00pm - 04:00pm
05:00pm - 08:00pm *(\$5) >





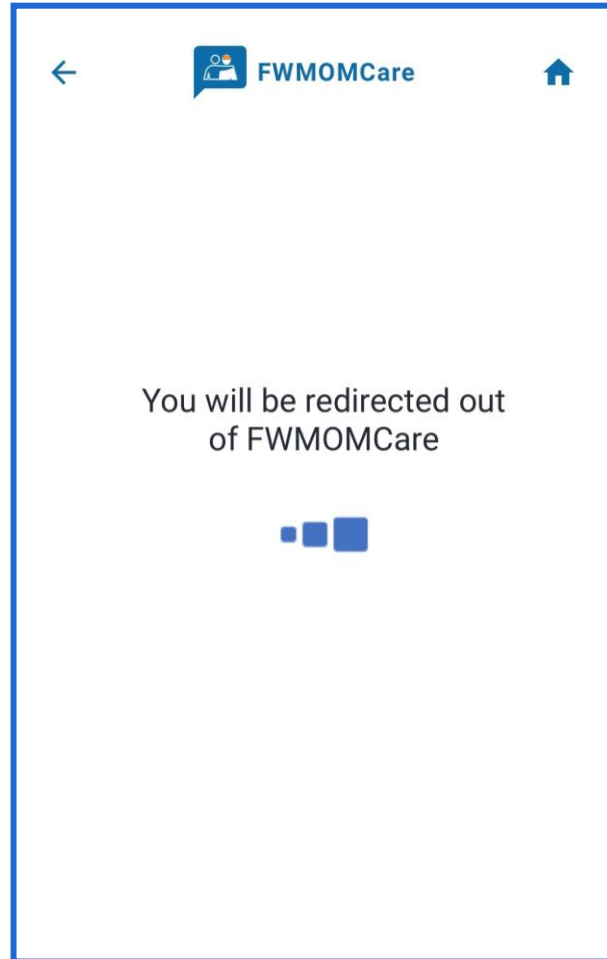
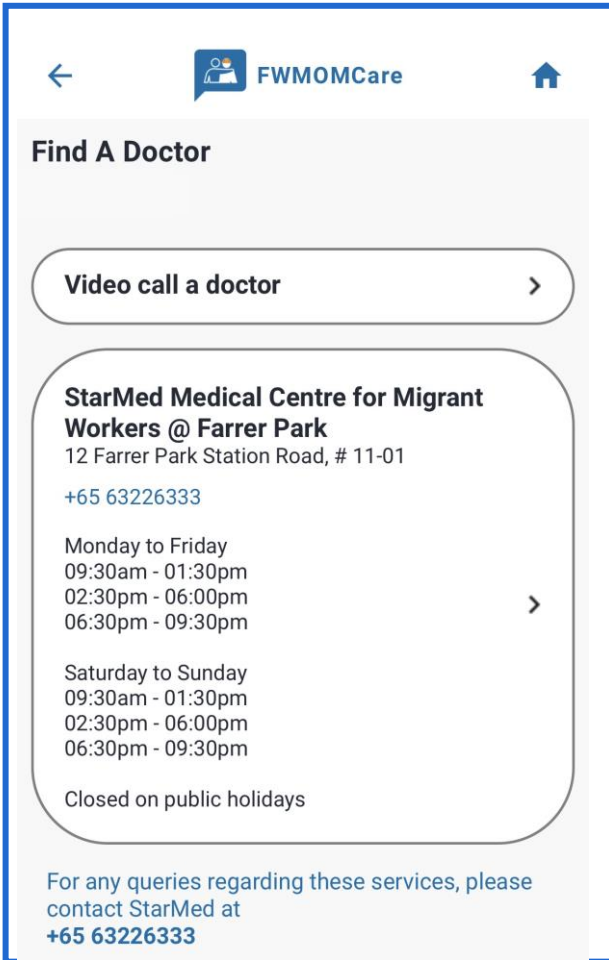
FWMOMCare 应用程序 – 查找医生(非*PCP)*PCP – 初级医疗计划

邻近的医疗中心:

根据您的邮编，应用程序将显示附近的医疗中心

通过视频与医生做远程问诊:

一旦做好了选择，应用程序FWMOMCare将会把您转入医疗服务提供者的应用程序/网页





FWMOMCare 应用程序 – 报告健康状况

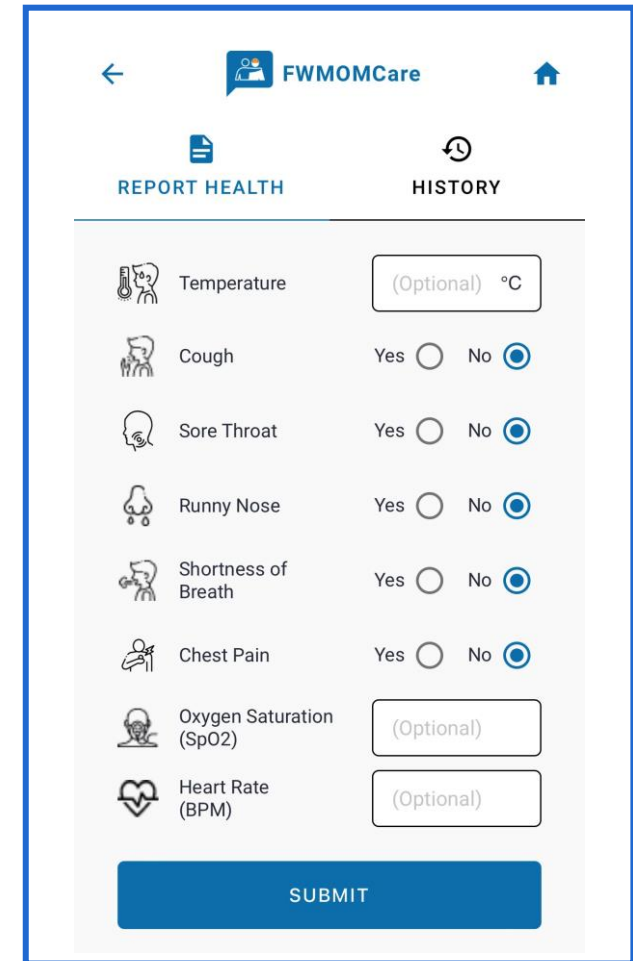
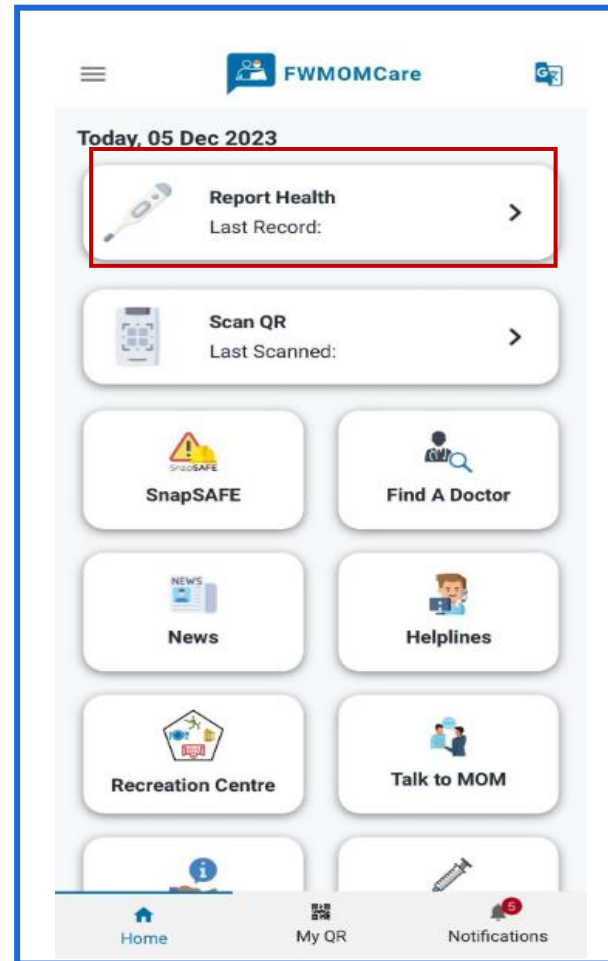
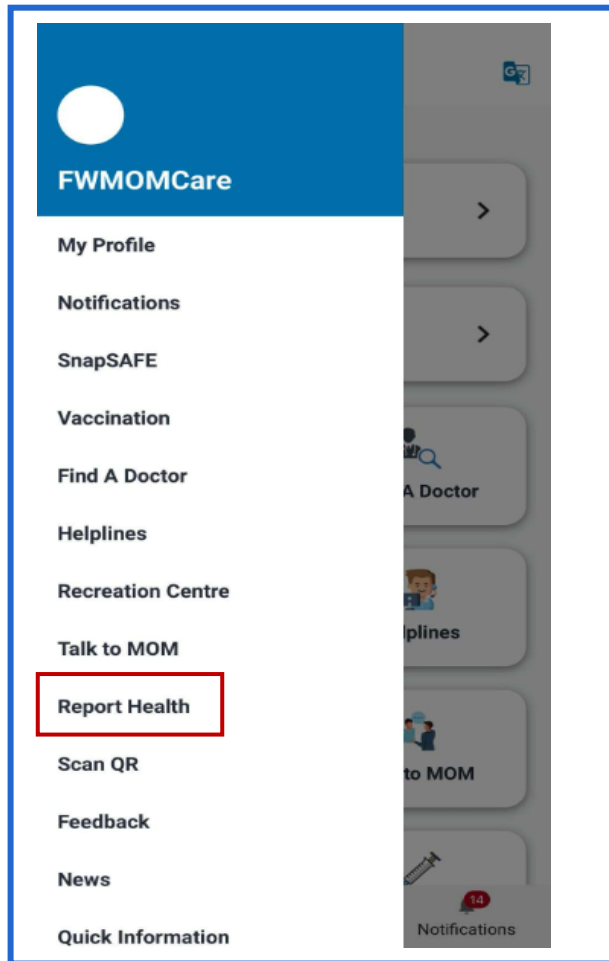
第1页, 共3页

步骤 1:

您可以在选单 / 主页里找到"报告健康状况" (Report Health)功能。

步骤 2:

一旦完成, 请点击"提交" (SUBMIT)。

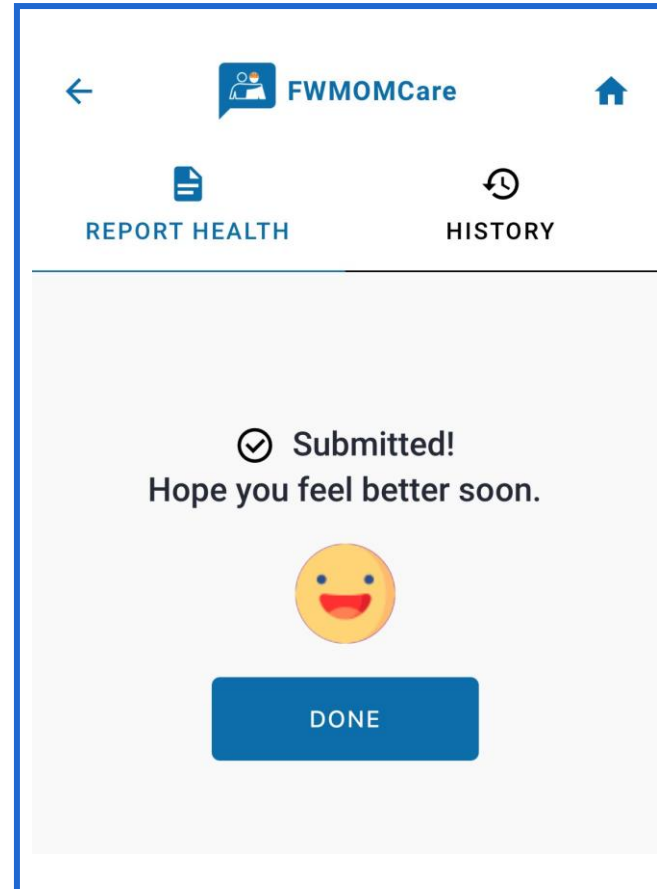
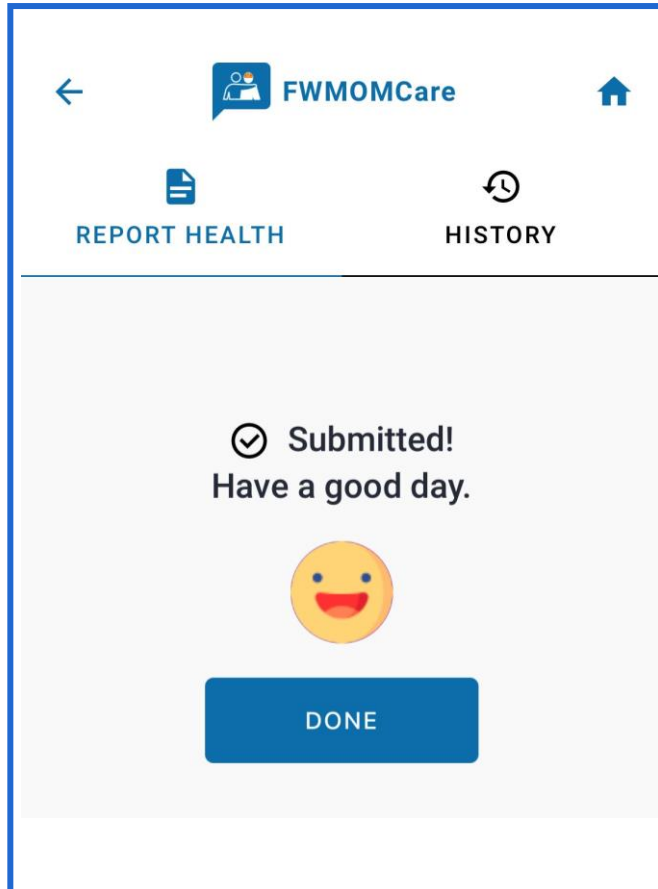




FWMOMCare 应用程序 – 报告健康状况

第2页, 共3页

完成：
信息顺利提交。





报告健康状况的历史：
现在，您可以查看今天 / 过去7天的记录

REPORT HEALTH HISTORY

Today's Report Health History

Date	Time
20 Mar 2022	12:11 pm
20 Mar 2022	12:11 pm
20 Mar 2022	12:11 pm

[VIEW FULL HISTORY](#)

注意：
点击“查看全部历史”(VIEW FULL HISTORY)，去查看过去7天的记录。

Past 7 days history

Date	Time
20 Mar 2022	12:11 PM
20 Mar 2022	12:11 PM
20 Mar 2022	12:11 PM
19 Mar 2022	01:56 PM
19 Mar 2022	01:54 PM
19 Mar 2022	11:26 AM
18 Mar 2022	10:45 PM
18 Mar 2022	10:44 PM
18 Mar 2022	10:43 PM
18 Mar 2022	10:43 PM
18 Mar 2022	10:42 PM
16 Mar 2022	03:53 PM





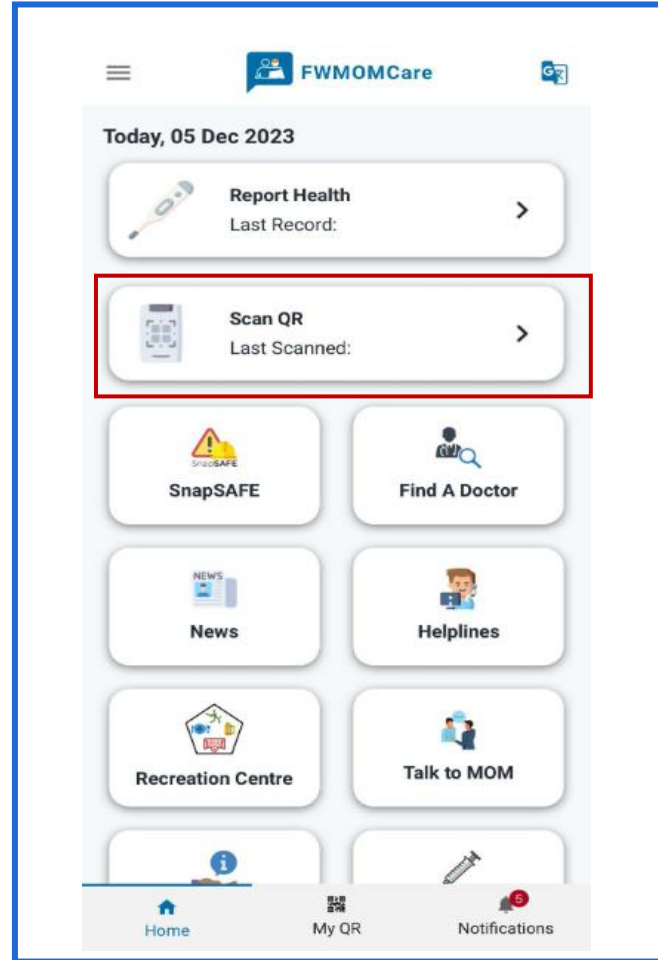
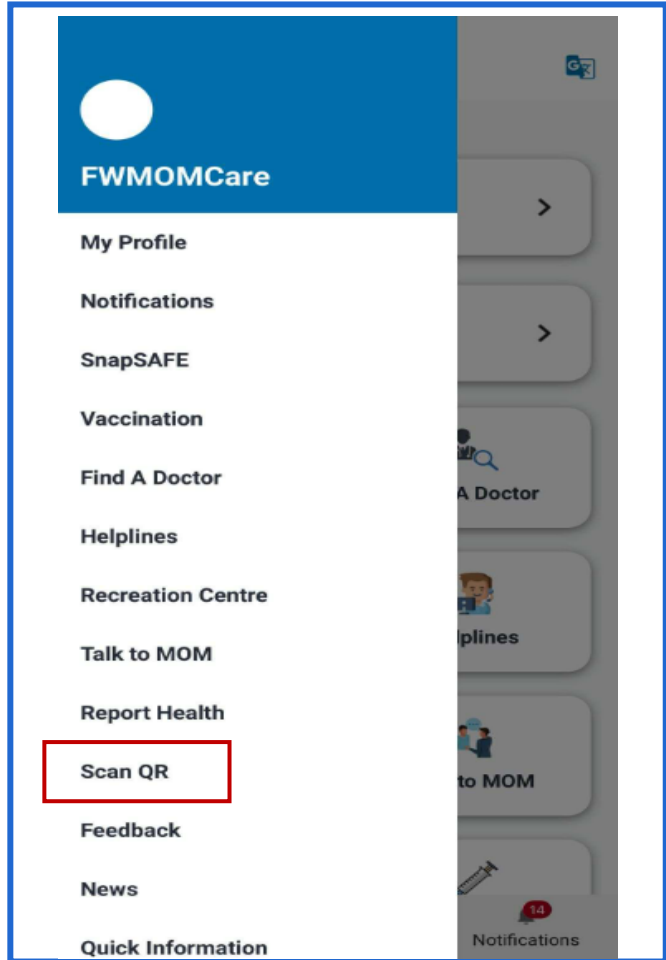
FWMOMCare 应用程序 – 扫描二维码

第1页, 共3页



步骤 1:

您可以在选单 / 主页里找到"扫描二维码" (Scan QR)功能



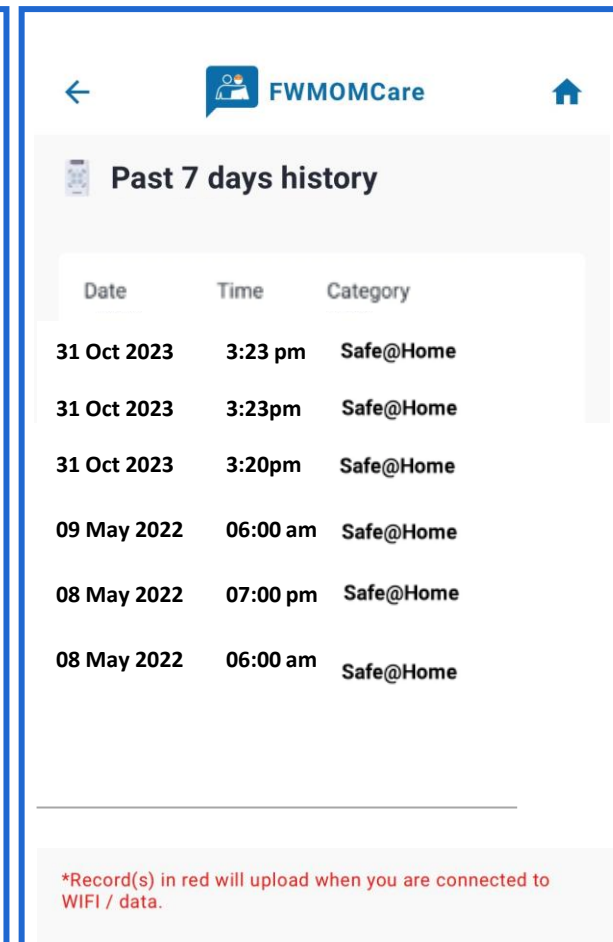
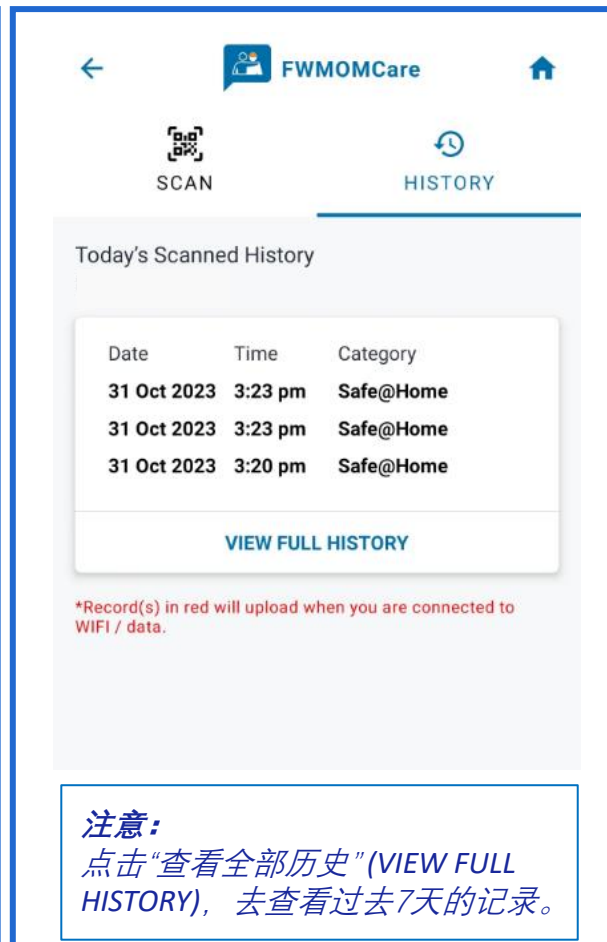
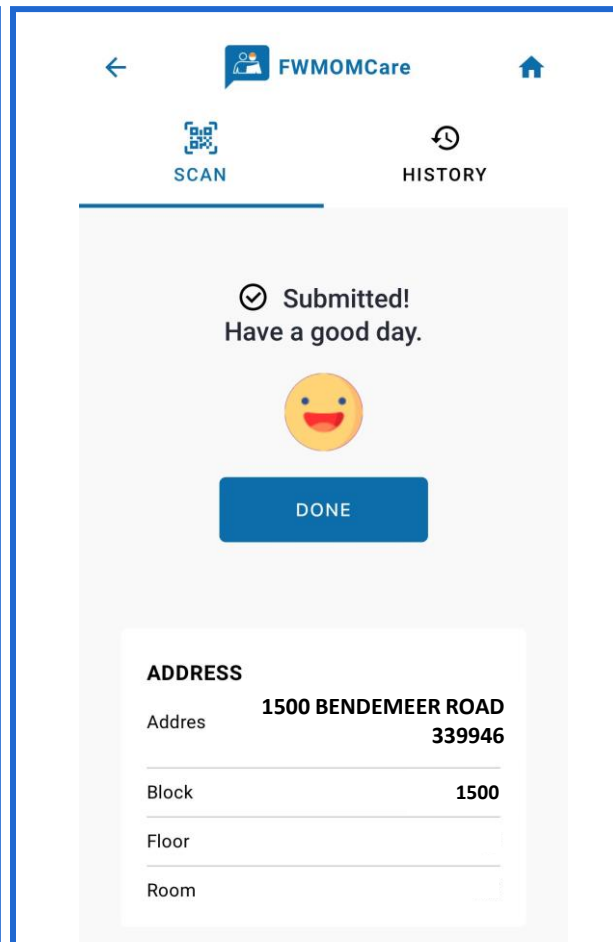
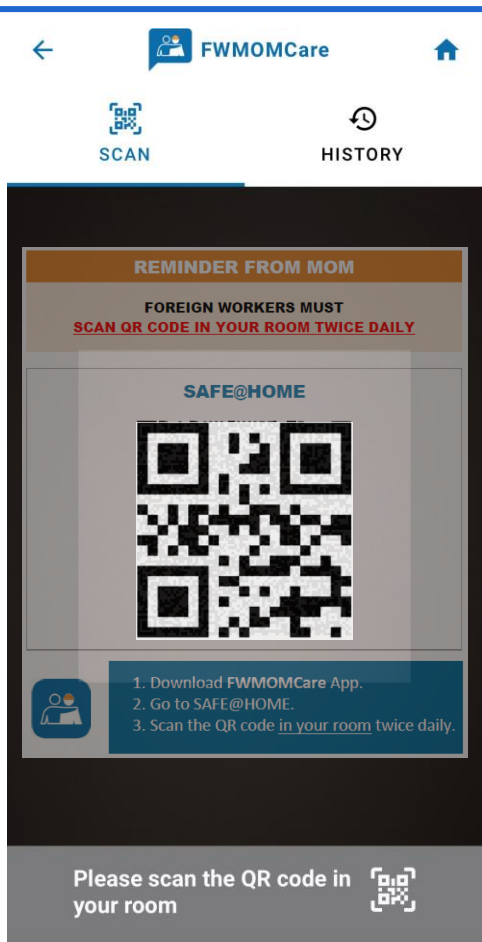


FWMOMCare 应用程序 – 扫描二维码(Safe@Home) 第2页, 共3页

步骤 2:
扫描住房内的二维码。
允许应用程序进入您的手机设定
以操控内置相机。

完成:
信息顺利提交。

扫描历史记录
现在, 您可以查看今天 / 过去7天的记录





FWMOMCare 应用程序 – 扫描二维码(其他) 第3页, 共3页

步骤 2:

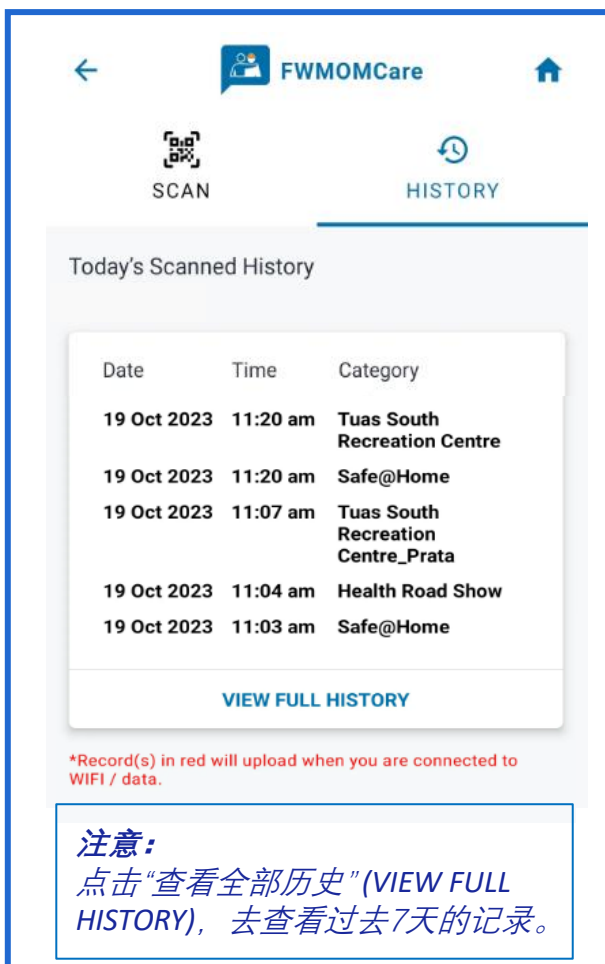
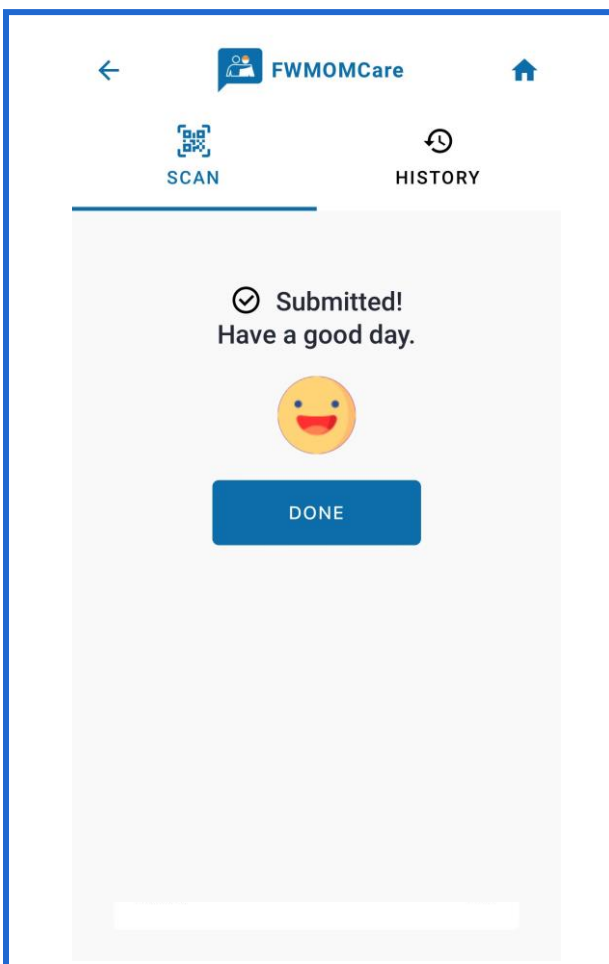
扫描官方二维码，包括来自 go.gov.sg 的代码。
允许应用程序进入您的手机设定以操控内置相机。

完成:

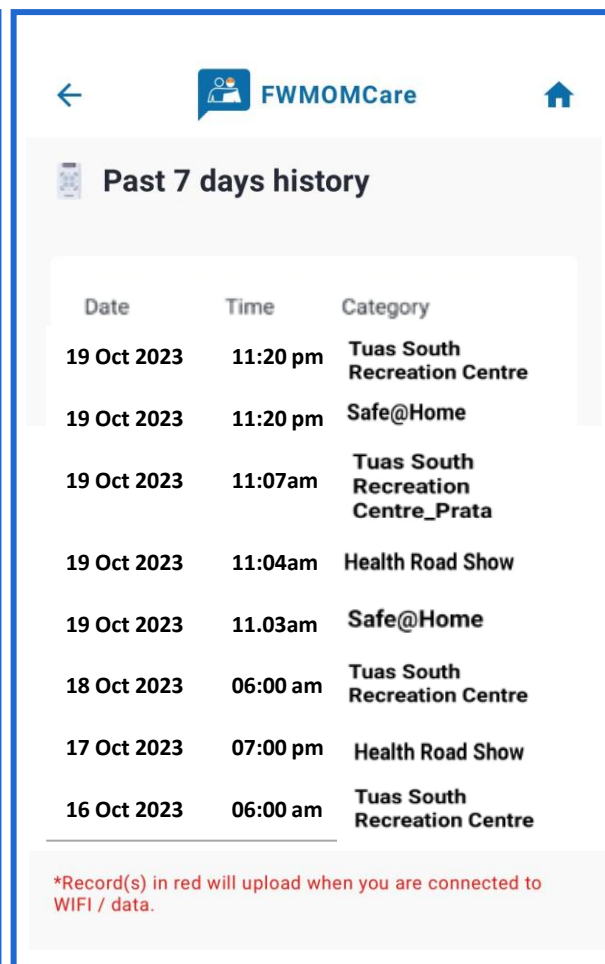
信息顺利提交。

扫描历史记录

现在，您可以查看今天 / 过去7天的记录



注意:
点击“查看全部历史”(VIEW FULL HISTORY), 去查看过去7天的记录。

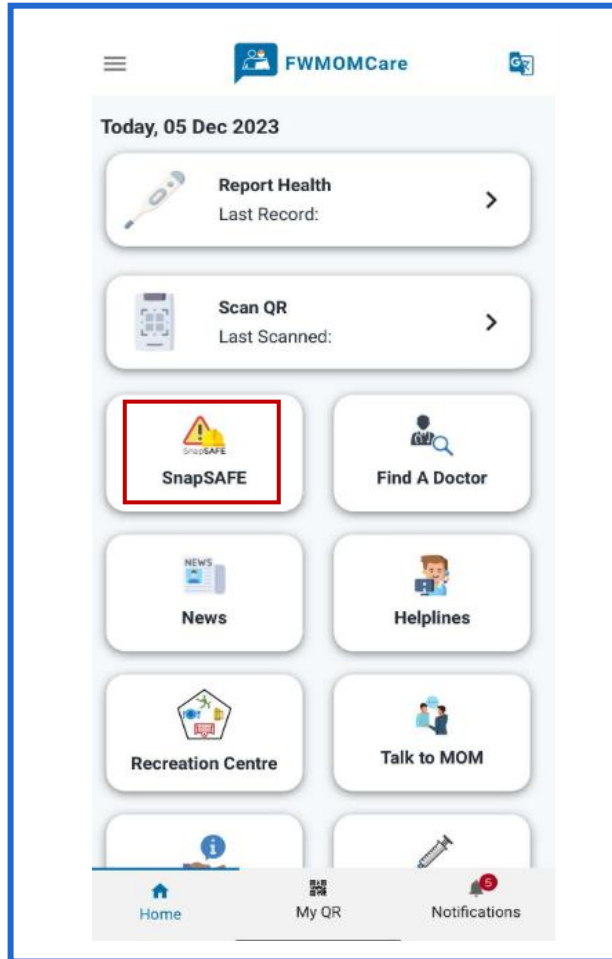




FWMOMCare 应用程序 – SnapSAFE

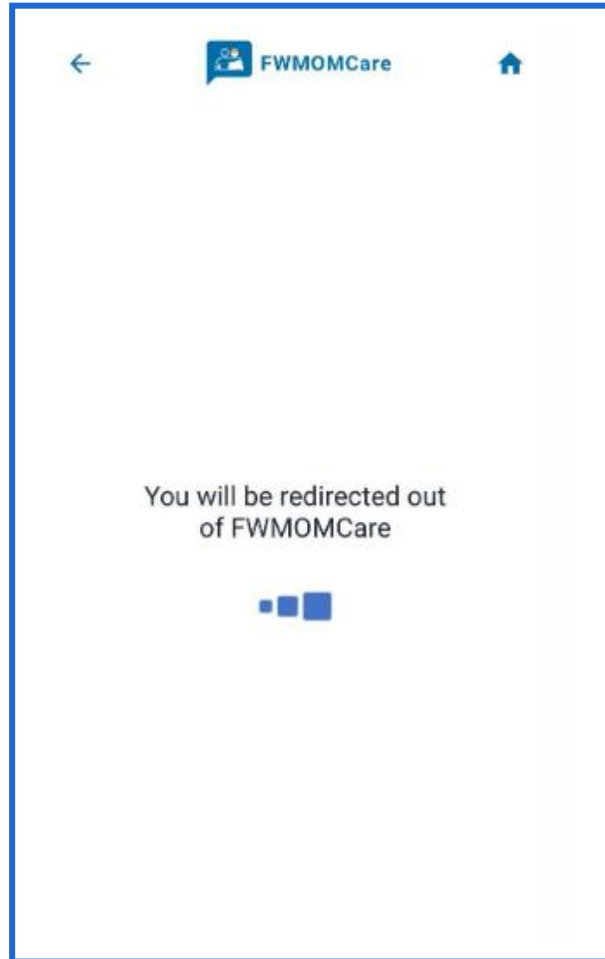
步骤 1:

您可以在主页里找到 SnapSAFE 功能。



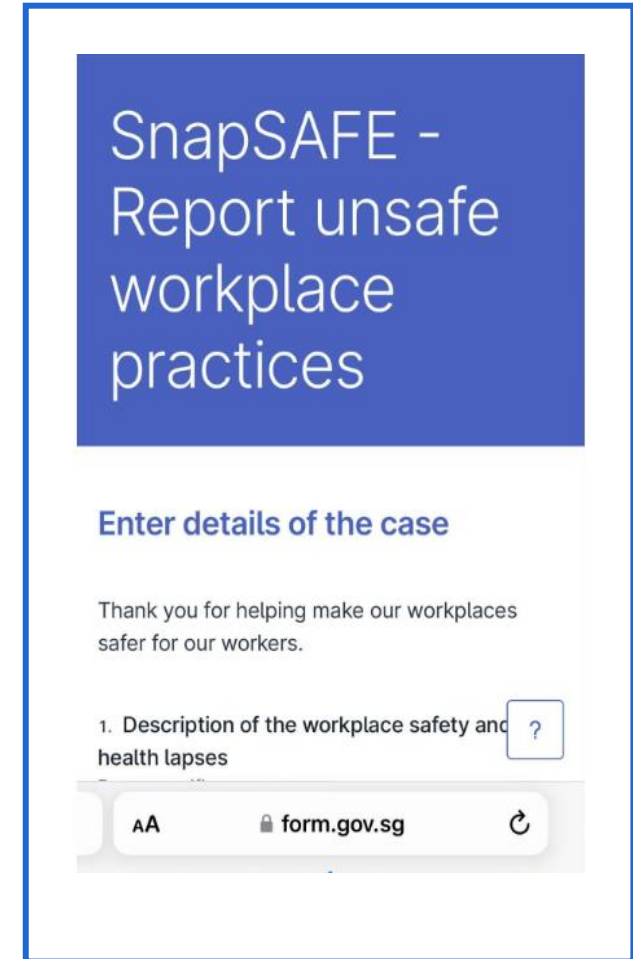
步骤 2:

选择 SnapSAFE 后，您将跳出 FWMOMCare 页面。



步骤 3:

您将访问 form.gov.sg 网页





FWMOMCare 应用程序 – 主页 / 通知 / 新闻

主页:

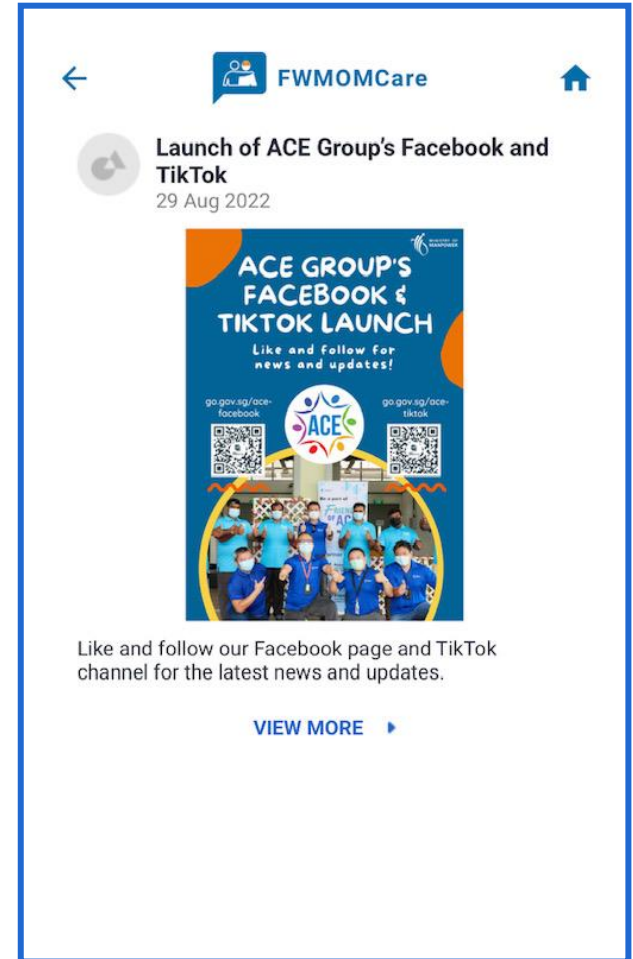
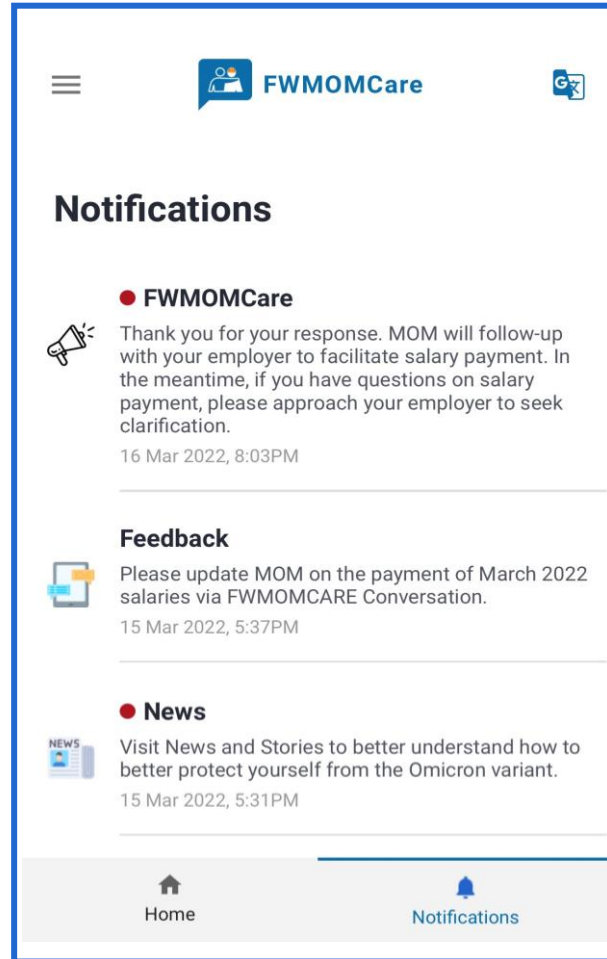
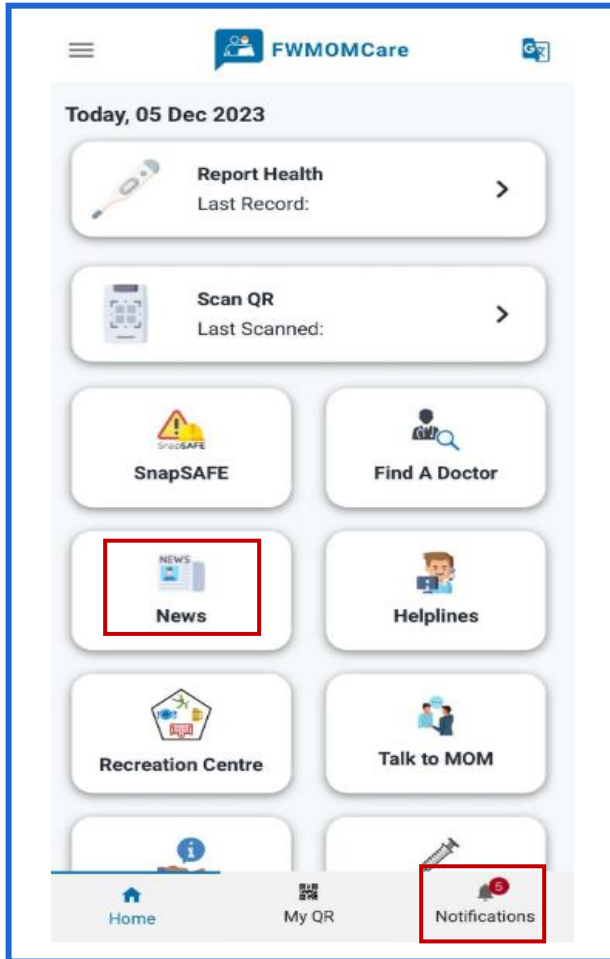
"报告健康状况" (Report Health) 以及 "扫描二维码" (Scan QR) 将显示上一条记录的日期/时间 (若有)

通知:

尚未阅读的通知, 将以红点注明。

新闻:

在这里, 查看最近更新的资料 / 咨询。





FWMOMCare 应用程序 – 横幅信息



步骤 1:

若有已发布的横幅信息，将只显示在主页的最上方。

步骤 2:

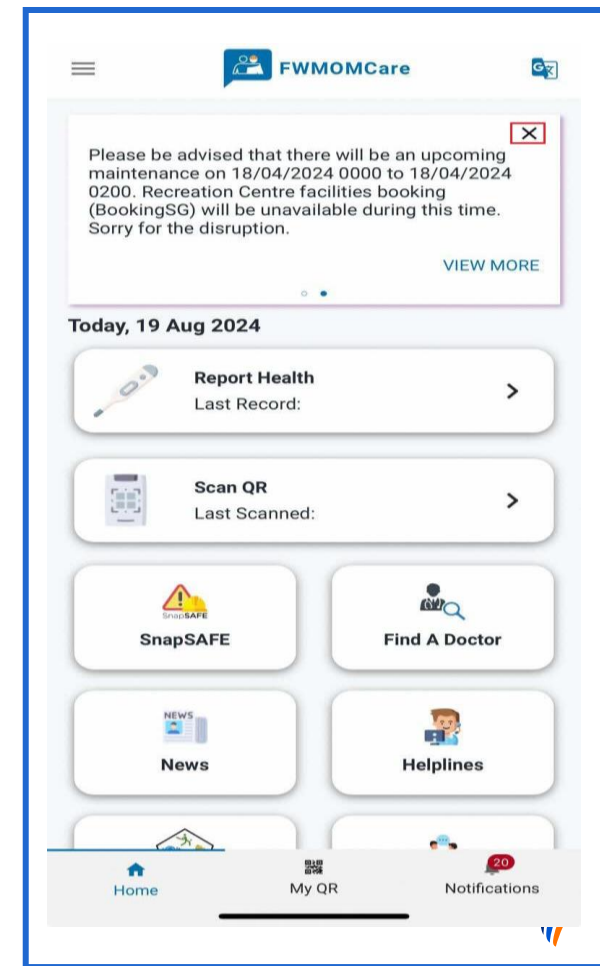
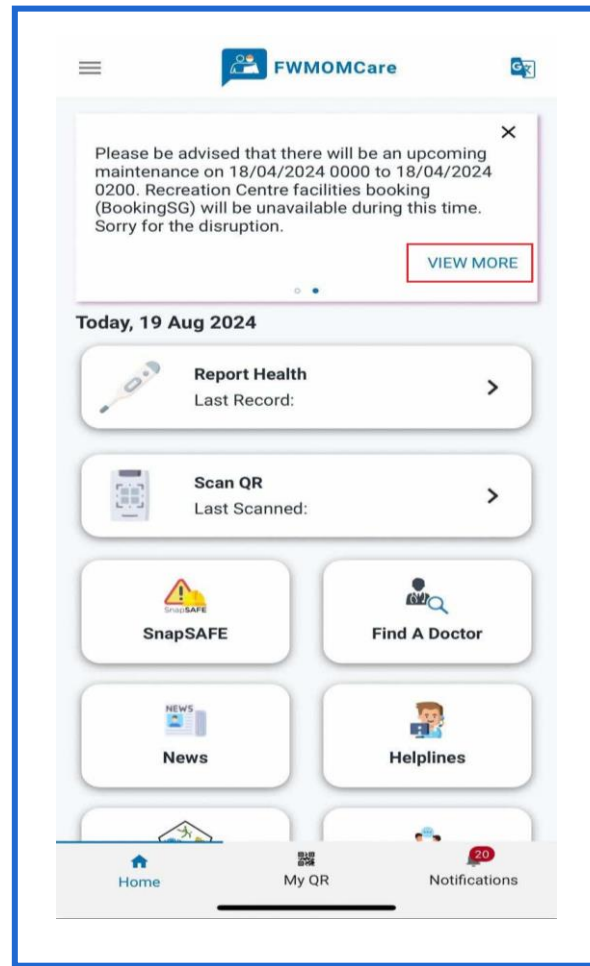
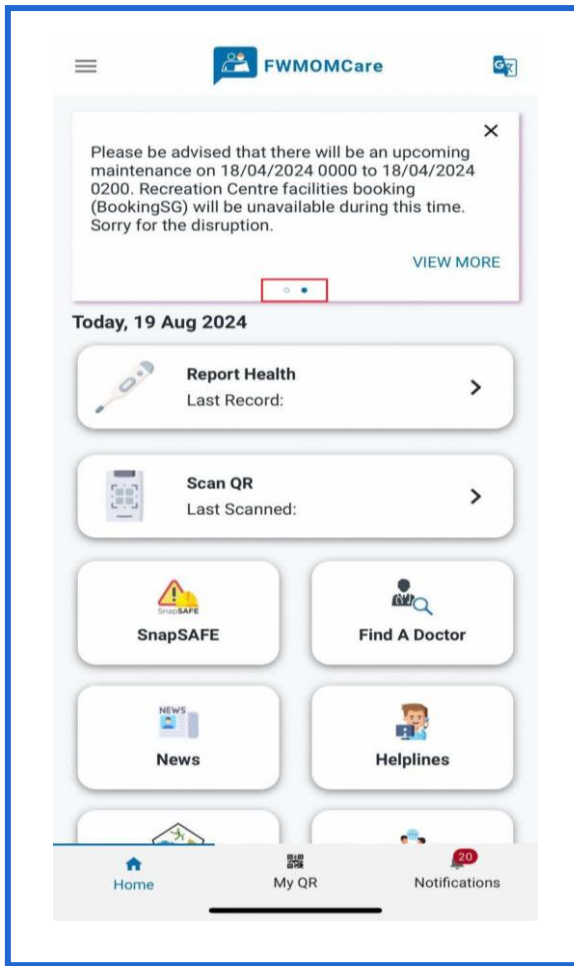
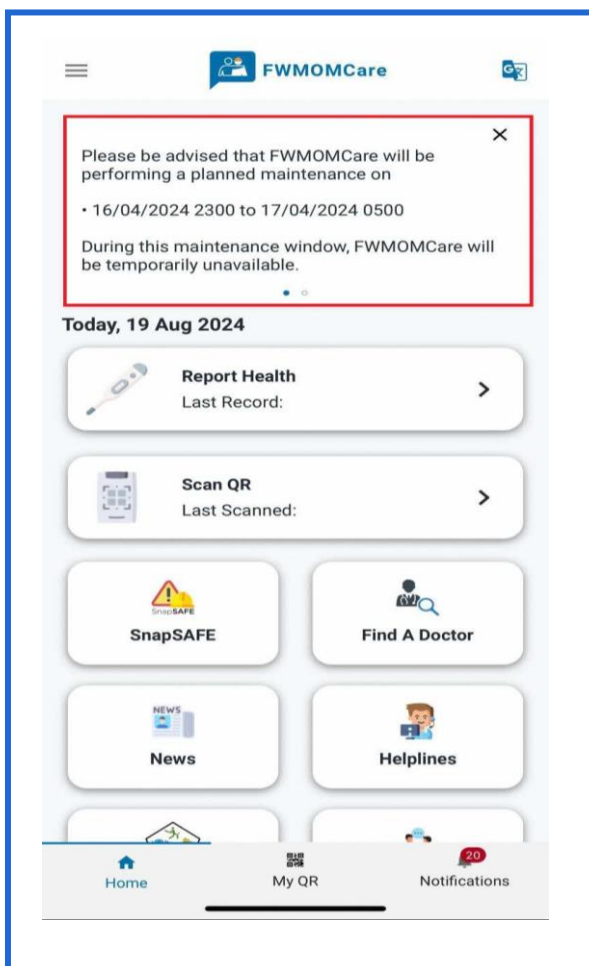
请触屏并向左或右滑动以浏览其他横幅信息。

步骤 3:

请点击“查阅更多”以转到相应的页面。

步骤 4:

点击“X”关闭横幅，当天即不再显示。横幅隔天会重新显示



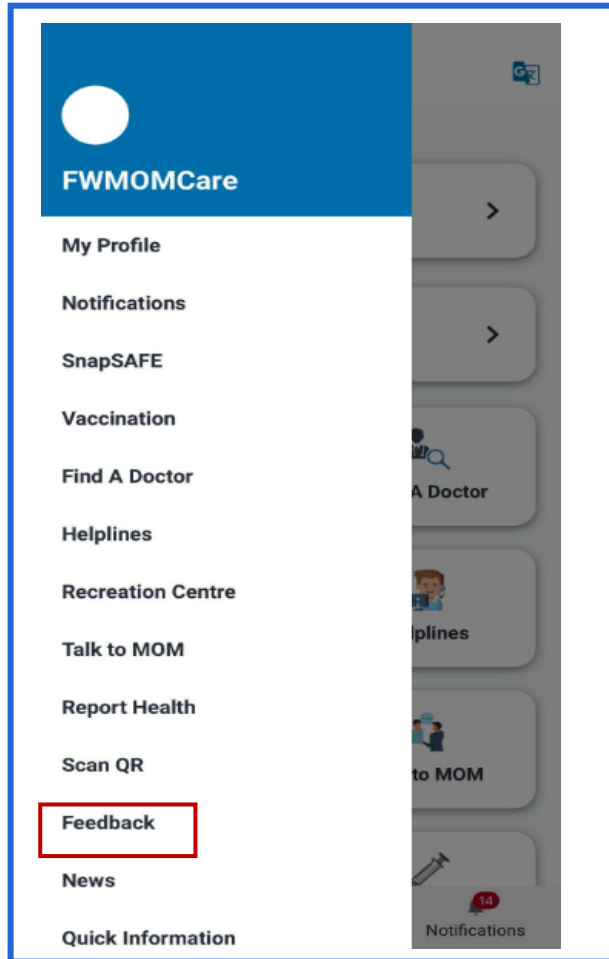


FWMOMCare 应用程序 – 反馈

第1页, 共2页

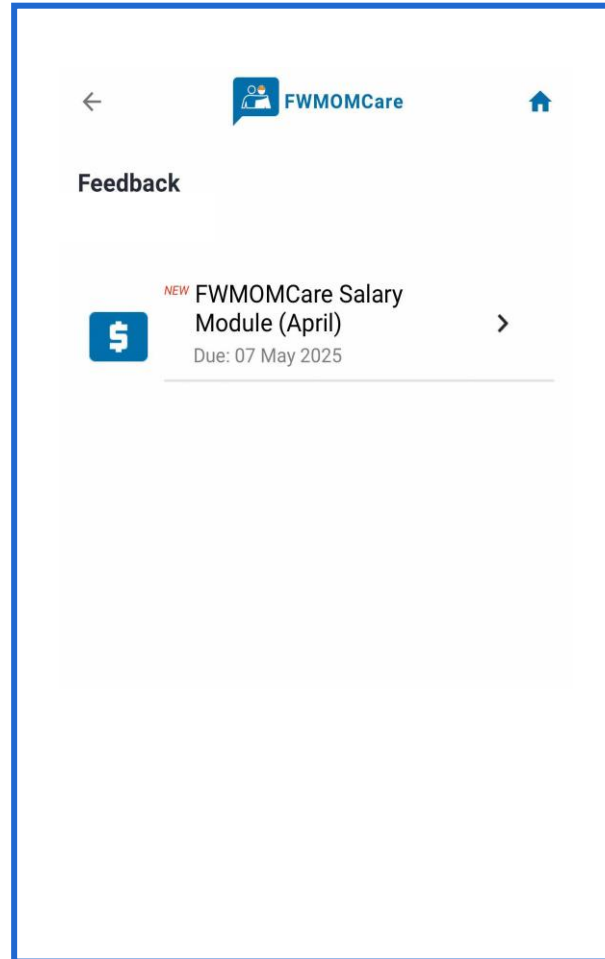
步骤 1:

从菜单上点击"反馈" (Feedback)。



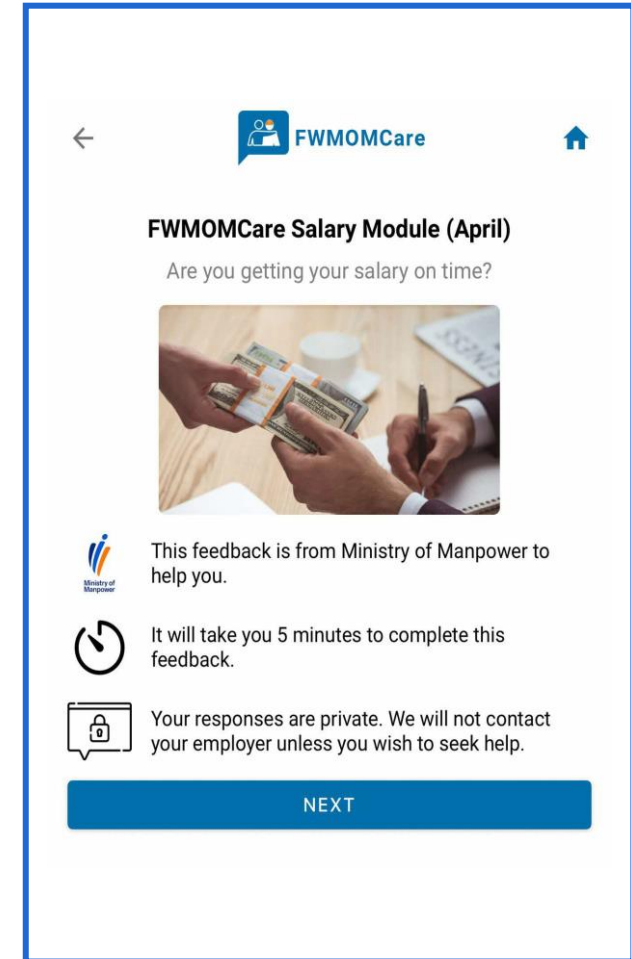
步骤 2:

页面将显示调查 / 反馈列表。



步骤 3:

查看调查 / 反馈, 点击"下一步" (NEXT), 便可继续。





FWMOMCare 应用程序 – 反馈

第2页, 共2页



步骤 4:

点击“下一步” (NEXT), 去回答下一个问题; 或者, 点击“取消” (Cancel) 关闭程序。

完成:

信息顺利提交。

← FWMOMCare 🏠

QUESTION 1

Have you been paid your last month's salary?

Yes, I have been paid in full.

Yes, but I have only been paid a lower amount.

No. I have not been paid at all.

NEXT

Cancel

← FWMOMCare 🏠

✔ Submitted!

Thank you for completing the feedback form.

😊

DONE

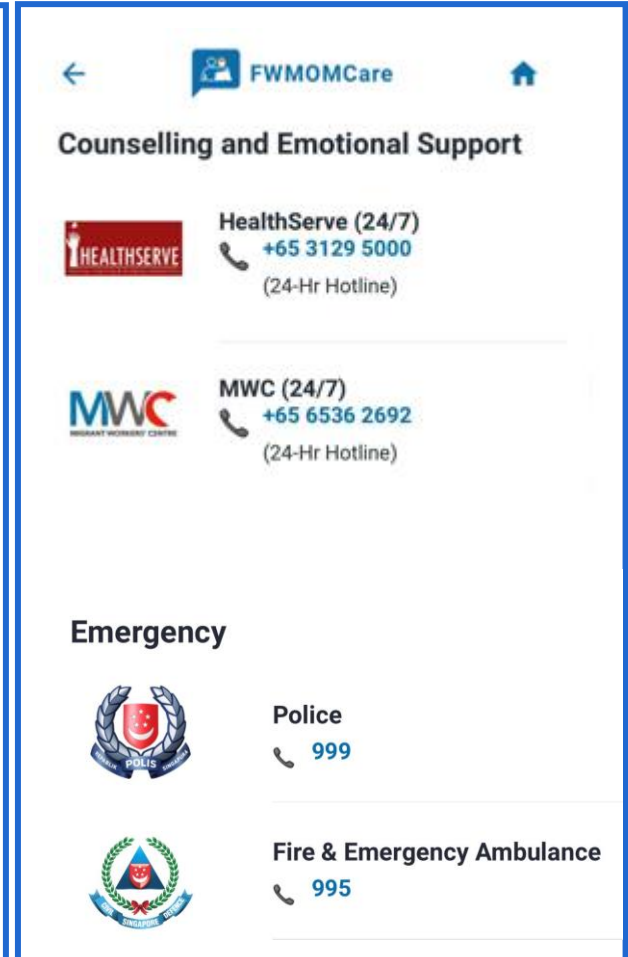
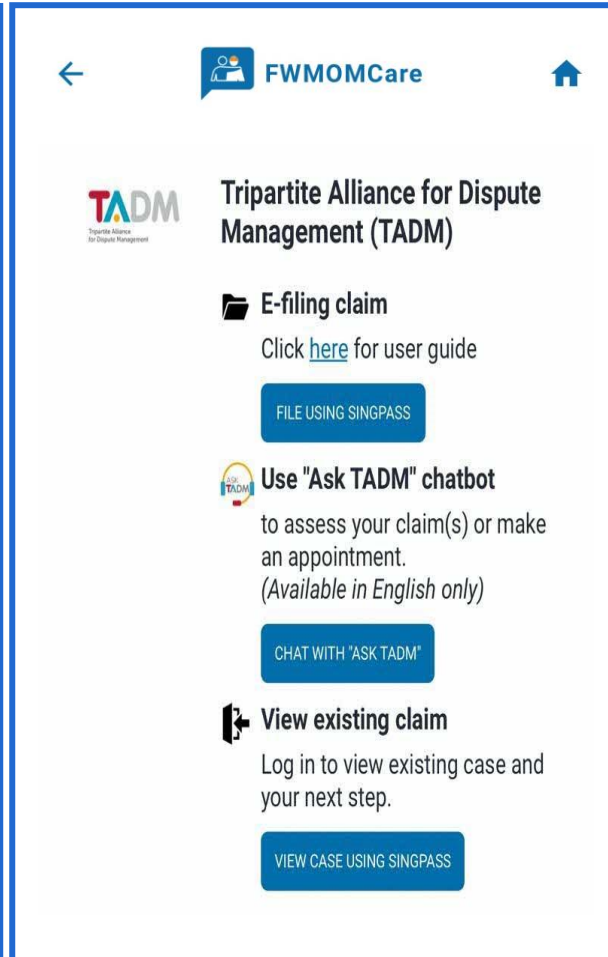
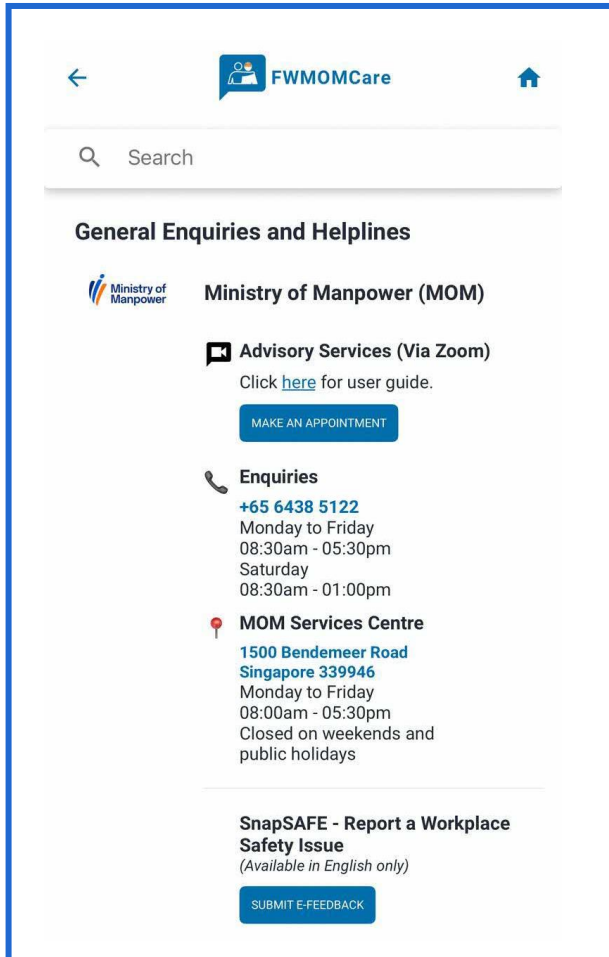
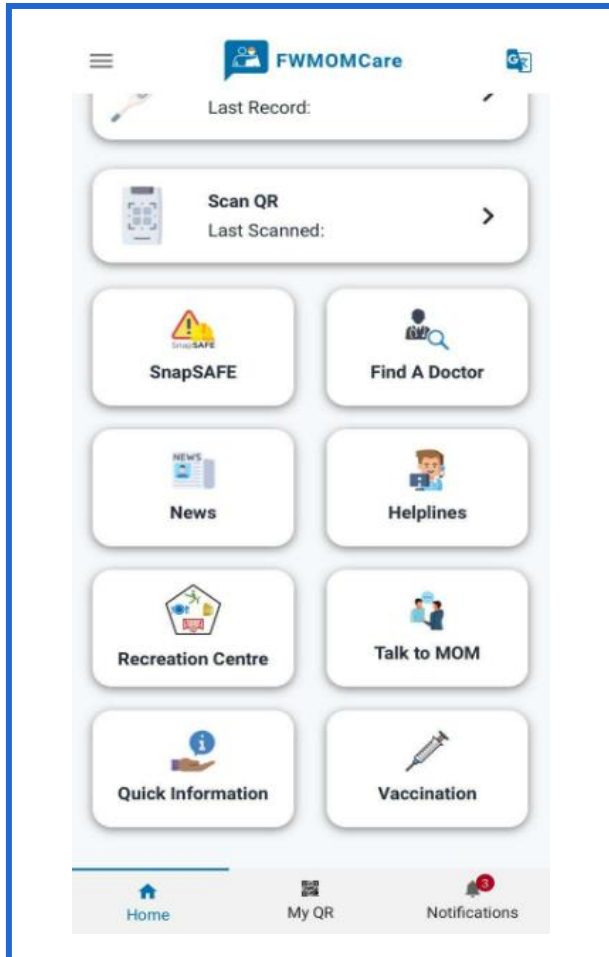




FWMOMCare 应用程序 – 援助热线

援助热线:

显示人力部 (MOM)、TADM、心理卫生和紧急热线

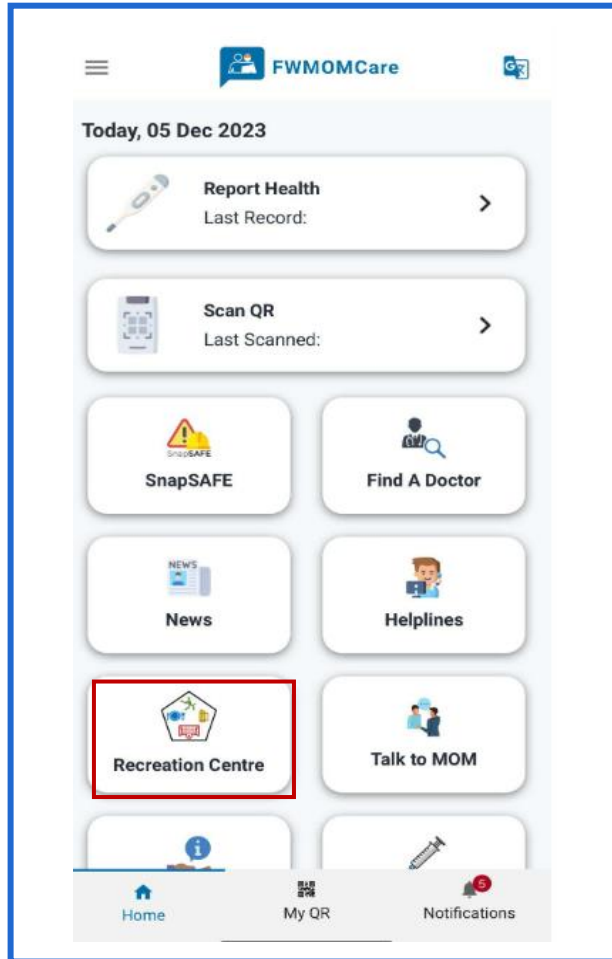




FWMOMCare 应用程序 – 休闲中心

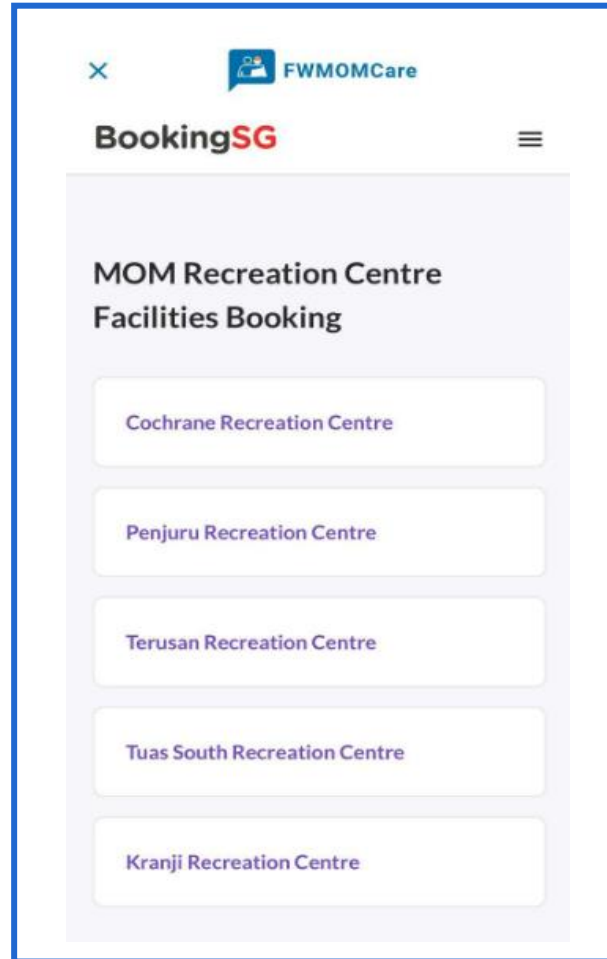
步骤 1:

您可以在**选单 / 主页**里找到“休闲中心” (Recreation Centre) 功能



步骤 2:

为您转至 Booking.SG 网页预定设施。



扫描以下二维码了解更多信息!

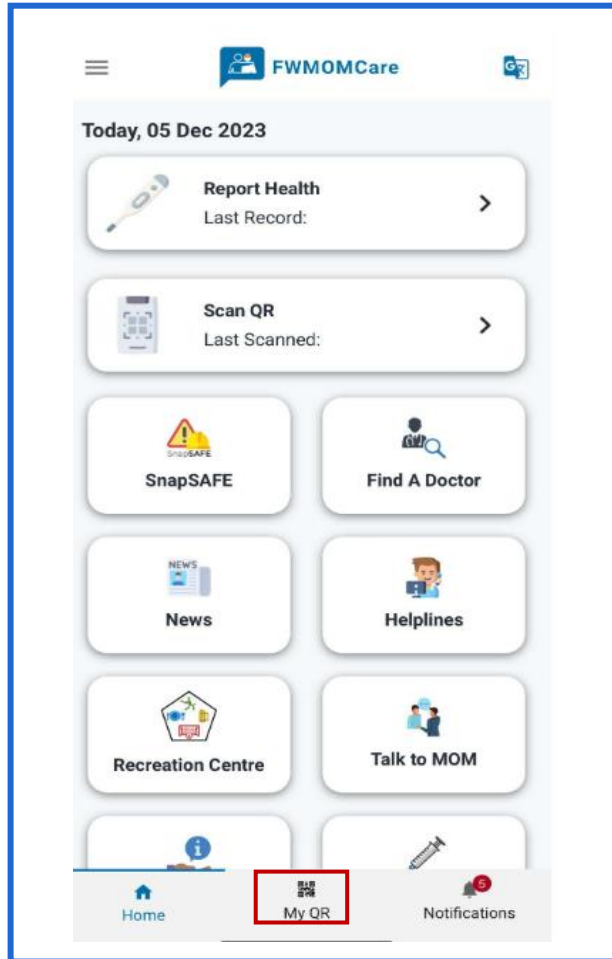




FWMOMCare 应用程序 – My QR

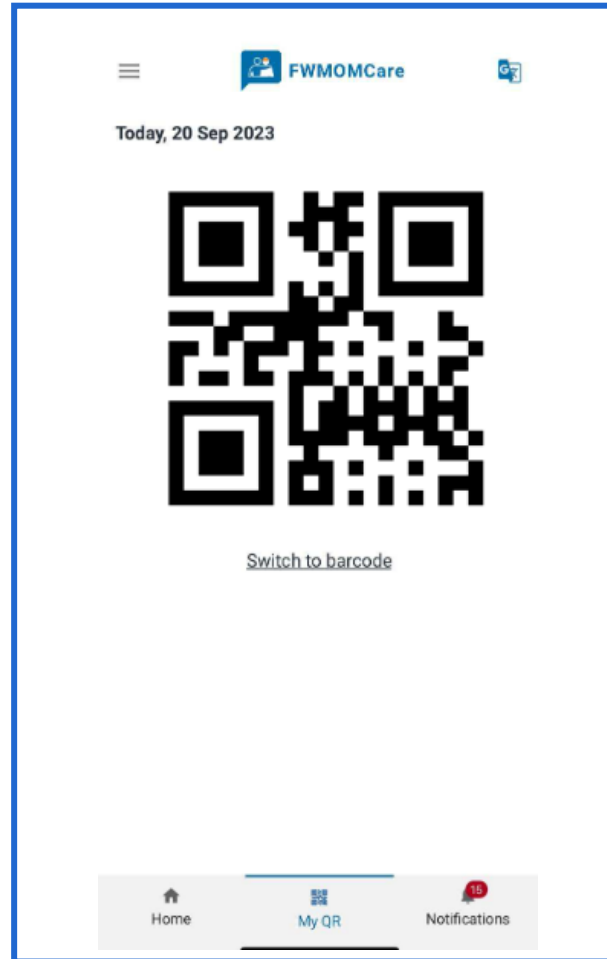
步骤 1:

您可以在主页里找到My QR功能



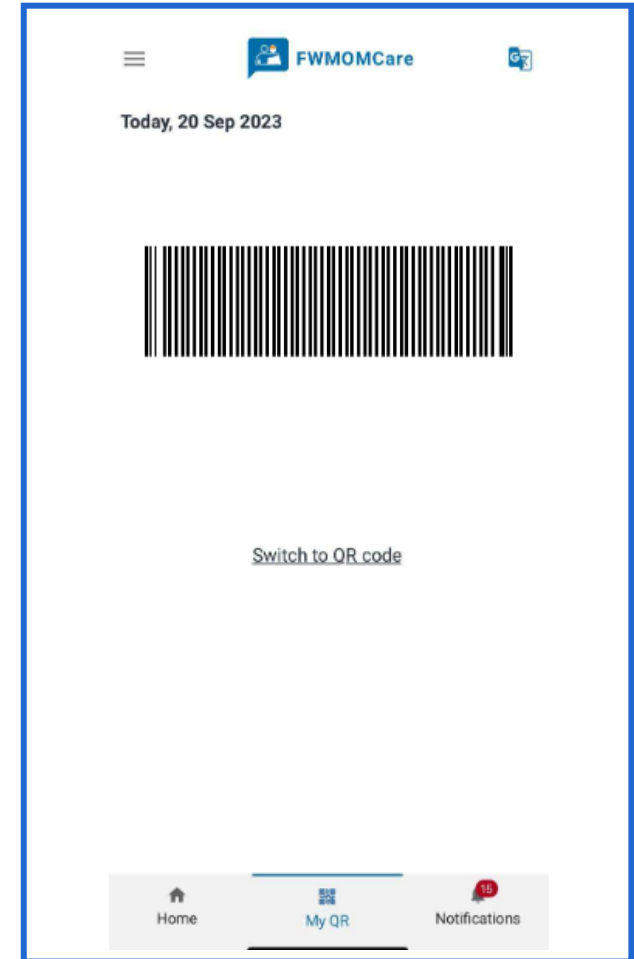
步骤 2:

选择My QR后，您的屏幕上将出现二维码



步骤 2:

点击"切换至条形码" (Switch to barcode)即可转至条形码格式。



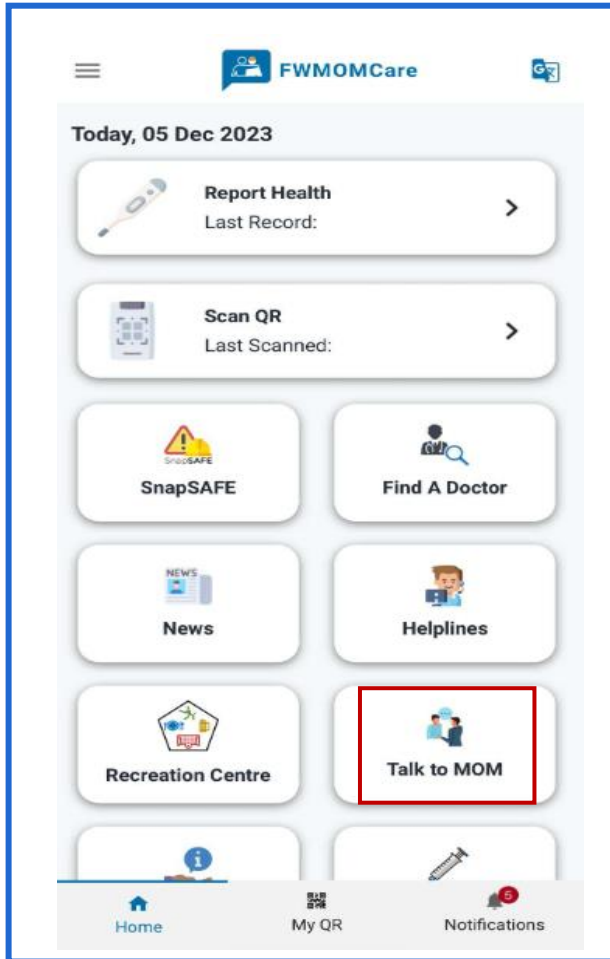


FWMOMCare 应用程序 – 联系MOM

第1页, 共3页

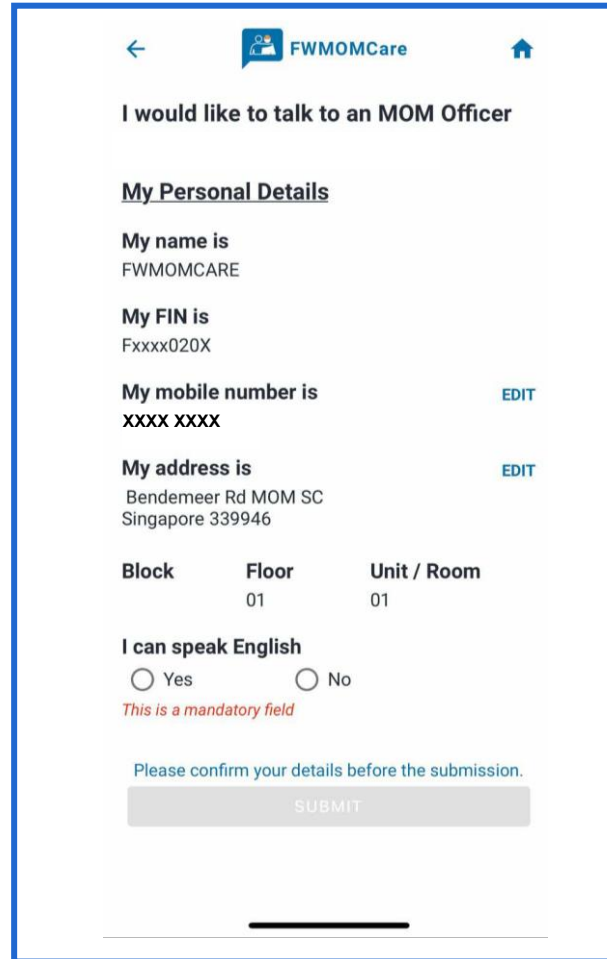
步骤 1:

您可以在选单 / 主页里找到 "联系MOM" (Talk to MOM) 功能



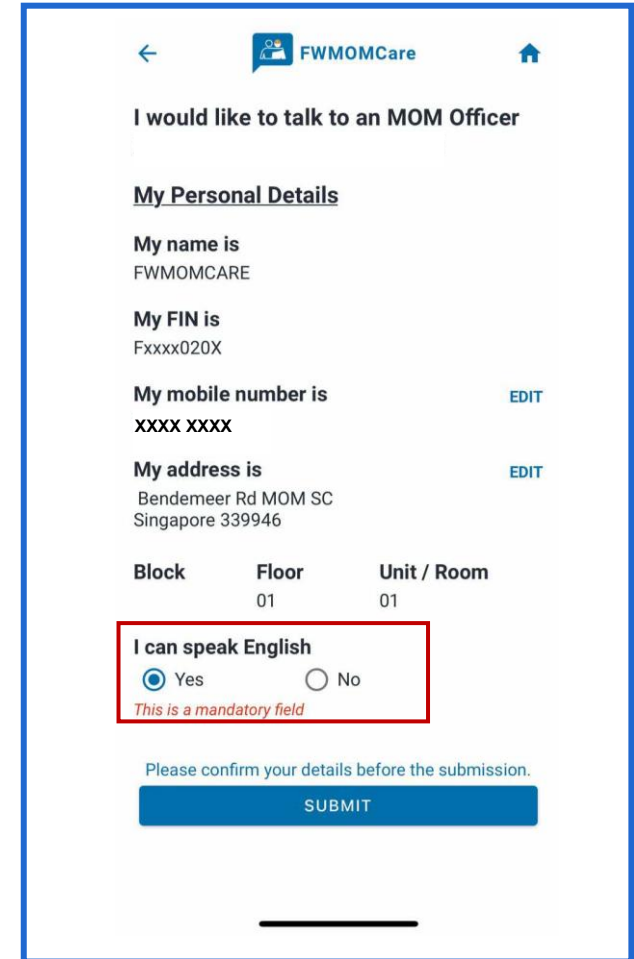
步骤 2:

确认个人详情。



步骤 3:

您若会说英语, 请选择点击"会" (Yes) 否则, 请选择点击"不会" (No)。





FWMOMCare 应用程序 – 联系MOM

第2页, 共3页

步骤 4:

请点击"提交" (SUBMIT)让MOM与您联系。

The screenshot shows the FWMOMCare app interface. At the top, there is a back arrow, the FWMOMCare logo, and a home icon. Below this is the text "I would like to talk to an MOM Officer". Underneath is a section titled "My Personal Details" with the following information: "My name is FWMOMCARE", "My FIN is Fxxxx020X", "My mobile number is XXXX XXXX" (with an EDIT link), and "My address is Bendemeer Rd MOM SC Singapore 339946" (with an EDIT link). Below this is a table for "Block", "Floor", and "Unit / Room" with values "01", "01", and "01" respectively. Further down is a section "I can speak English" with radio buttons for "Yes" (selected) and "No", and a note "This is a mandatory field". At the bottom, there is a text prompt "Please confirm your details before the submission." and a blue "SUBMIT" button, which is highlighted with a red box.

步骤 5:

请点击"要" (Yes)来确认。
否则, 请点击"不要" (No)。

The screenshot shows the same FWMOMCare app interface as in step 4, but with an "Alert" dialog box overlaid. The dialog box contains the text "Alert" and "Do you want MOM to call you?". There are two buttons: "No" and "Yes". The "Yes" button is highlighted with a red box. The background of the app is dimmed.



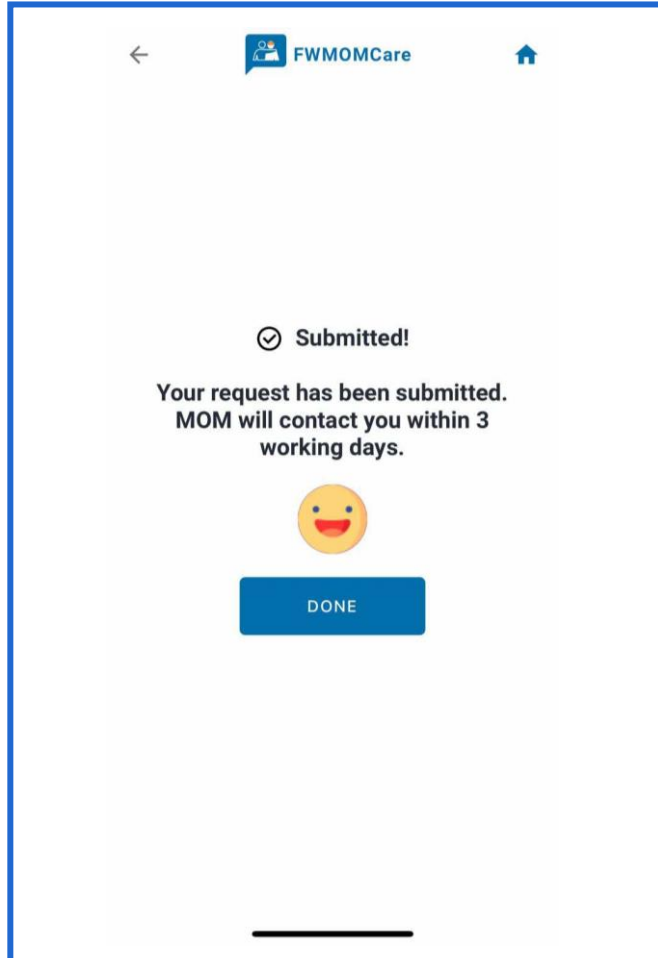


FWMOMCare 应用程序 – 联系MOM

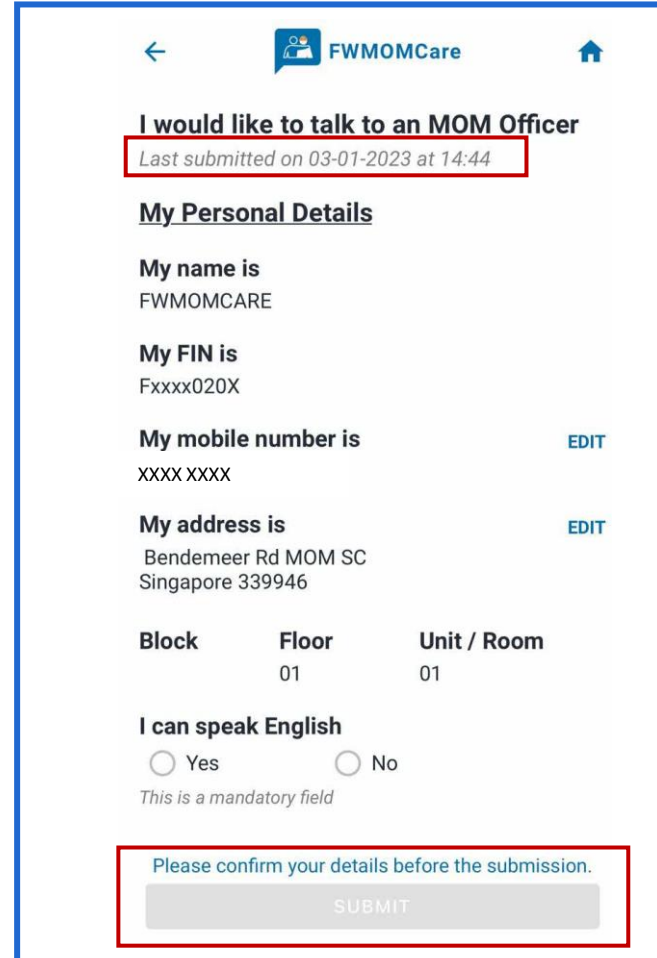
第3页, 共3页



步骤 6:
信息顺利提交。



步骤 7:
最后提交的日期和时间将于此显示。下一次的请求只能在3个工作日后提交。



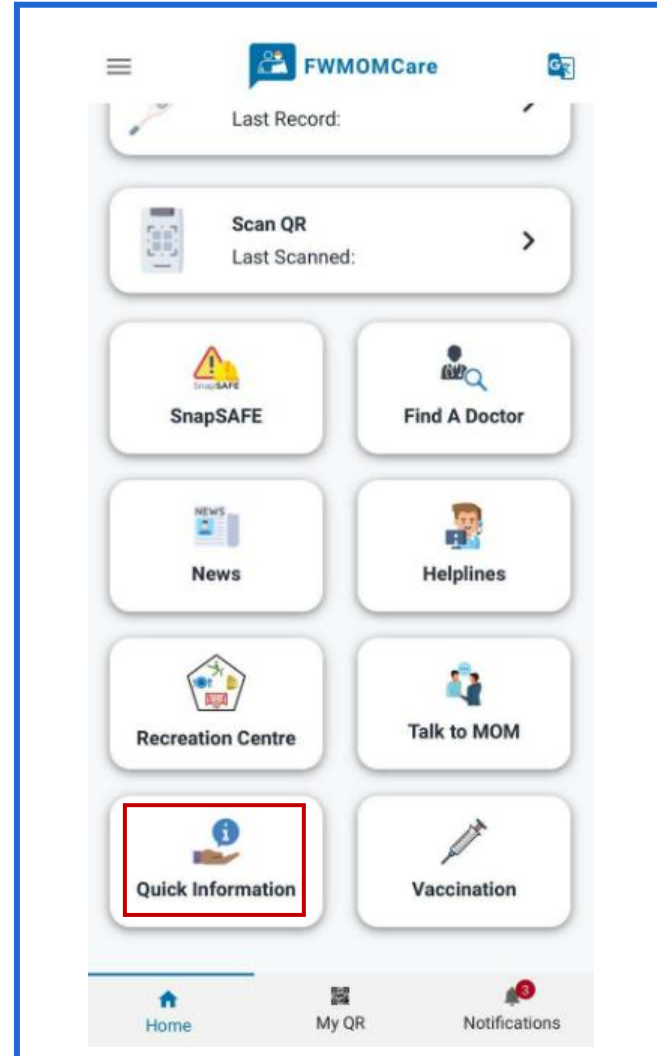
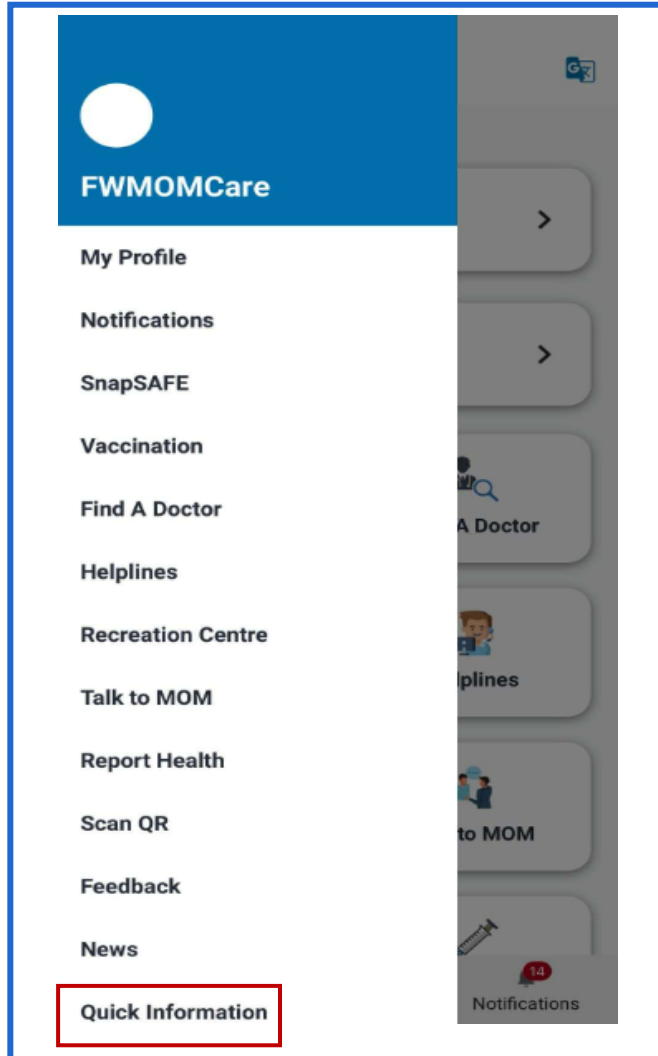


FWMOMCare 应用程序 – 快速信息

第1页, 共2页

快速信息:

您可以在选单 / 主页里找到"快速信息" (Quick Information)功能





FWMOMCare 应用程序 – 快速信息

第2页, 共2页

例子

