

MOM WSH eServices

User Guide - eServices for managing submissions of Summary Report / Register of Employees

Version 1.1

REVISION HISTORY

Versio n	Effective Date	SUMMARY OF CHANGES	Remarks
0.1	1 Mar 2018	Initial draft of MAS Medical Summary Report / Register of Employees eServices.	
0.2	13 Mar 2018	Define upload file error	
1.0	22 Mar 2018	Update landing page	
1.1	15 Jul 2021	Updated Landing page URL Changed Singpass logo/Text/Labels. Removed Corppass.	

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- 1. Medical Monitoring eService Login
- 1.1 Steps to access Medical Monitoring eServices.
- 1.1.1 Go to www.mom.gov.sg. In the search box, fill in "medical monitoring" and click on [Medical monitoring] (Figure 1) from the drop down list

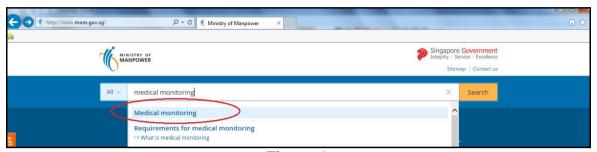


Figure 1

1.1.2 This will redirect to [Submit and manage medical examinations reports] landing page.

For Employer, click [Log in to WSH eServices for Employer] For DWD, click [Log in to WSH eServices to DWDs] (Figure 2).

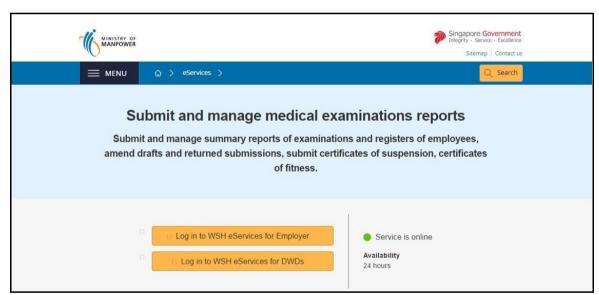


Figure 2

1.1.3 This will redirect you to [For Business Users and For Individual Users] login page (Figure 3)



Figure 3

1.2 Login to Medical Monitoring eService

1.2.1 Login for Designated Workplace Doctor (DWD).

- ➤ Click the hyperlink on [For Individual Users] (Figure 3)
- > Fill in [Singpass ID] and [Password], then click [Log in] button (Figure 4).

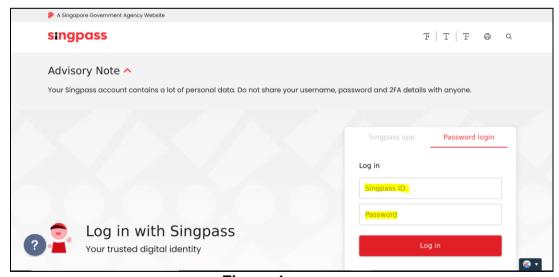


Figure 4

User will be redirected to [Overview of Medical Monitoring] Dashboard.
 (Figure 6 DWD Dashboard)

The dashboard provides an overview of drafts and past submissions made by the user. In addition, new reports can be created and hazard-specific templates for the Register of Employees downloaded for completion.

Past submissions would be available for up to 3 years from the date of submission through this new eService.

- The DWD would be able to create and update the following reports that were created or submitted by him/her, regardless of the UEN/workplace number(s):
 - i) Summary Reports / Register of Employees
 - ii) Certificate of Suspension
 - iii) Certificate of Fitness

1.2.2 Login for Employers or DWD

Employers have to login using Singpass to for their company they registered.

DWD may log in using Singpass and select the corresponding UEN of their medical practice.

- Click the hyperlink on [For Business Users] (Figure 3)
- Fill in [Singpass ID] and [Password], and then click [Log in] button (Figure 5)

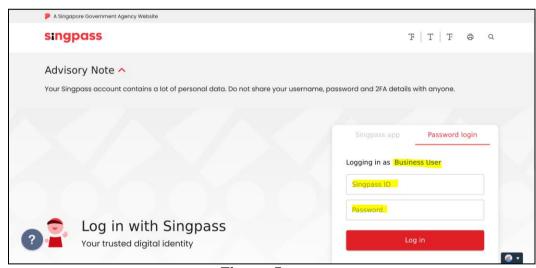


Figure 5

User will be redirected to [Overview of Medical Monitoring] Dashboard. The dashboard provides an overview of drafts and past submissions made by the user. In addition, new reports can be created and hazardspecific templates for the Register of Employees downloaded for completion. Past submissions would be available for up to 3 years from the date of submission through this new eService.

- [Figure 6 DWD Dashboard] If the user is a Designated Workplace Doctor (DWD), he/she would be able to create and update the following reports that were created or submitted by him/her, regardless of the UEN/workplace number(s)
 - i) Summary Reports / Register of Employees
 - ii) Certificates of Suspension
 - iii) Certificates of Fitness
- [Figure 7 Dashboard] If the user is an employer, he/she
 - i) can create and update the Summary Reports / Register of Employees of workplaces for the user's UEN or Entity ID.

In addition, the user can view the Certificate of Suspension and Certificate of Fitness that a DWD had submitted for the user's UEN or Entity ID.

Dashboard for Designated Workplace Doctors

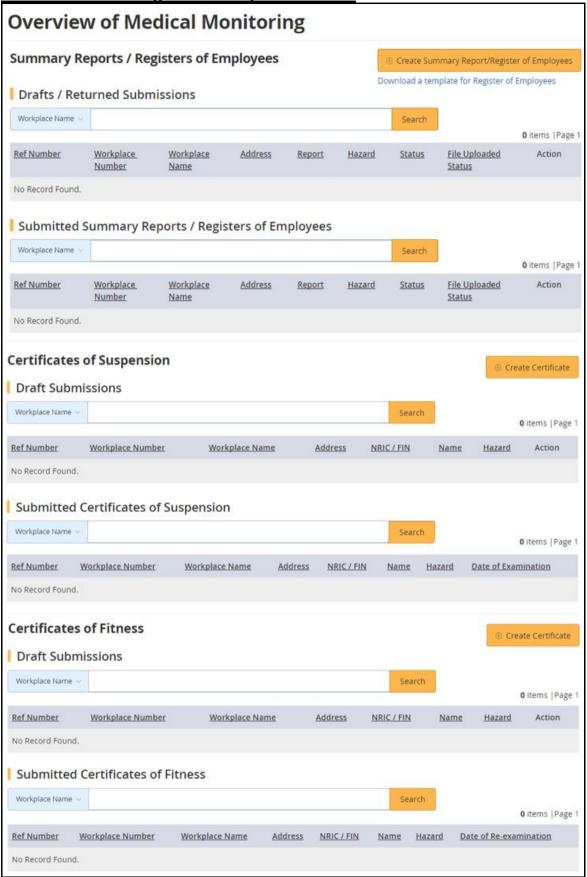


Figure 6

Dashboard for employers

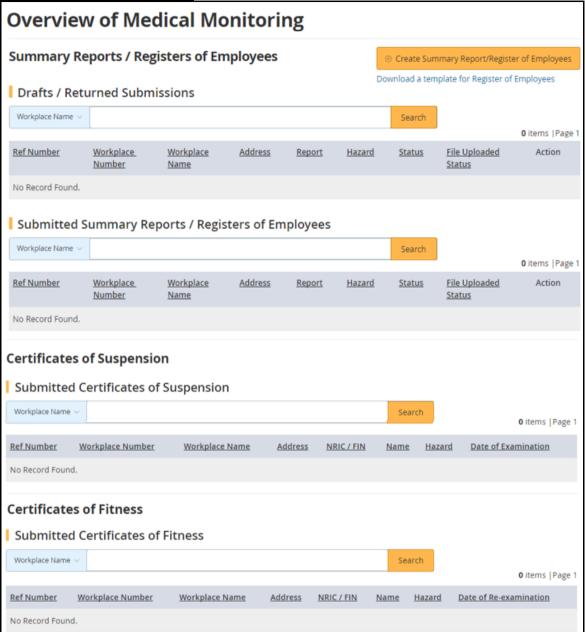


Figure 7

of the register of employees.

2. Dashboard

- 2.1 Download hazard-specific template for register of employees

 The user can download an excel template for the Register of Employees
 that is specific for the hazard. The template can be filled in offline and the
 completed template can be used to import the data during the submission
- a) At [Dashboard], click the [Download a template for Register of Employees] (Figure 8)



Figure 8

b) Click the down arrow key to select the [hazard] from the drop down list (Figure 9). Then click the [Download a Template] button (Figure 10)

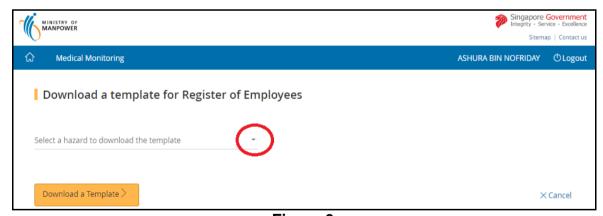


Figure 9

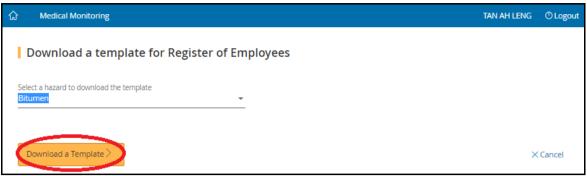


Figure 10

c) Click on the downloaded file to save to a directory on your computer. (Figure 11)

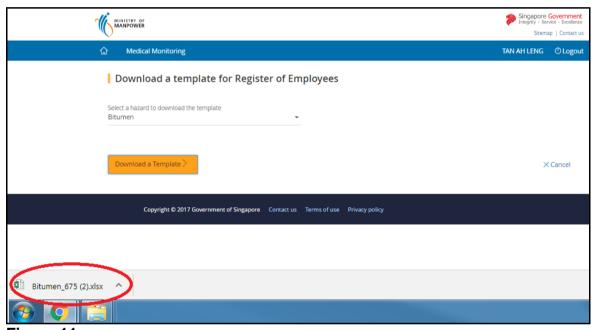


Figure 11

d) Click [Cancel] button to return back to [Dashboard] (Figure 12)



Figure 12

- 3. Summary Report / Register of Employees
- 3.1 Create Report
- 3.1.1 Click [Create Summary Report/Register of Employees] at the [Dashboard] to create new report to start a submission of a Summary Report. (Figure 13)

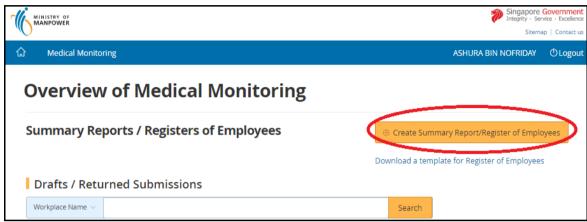


Figure 13

- 3.1.2 Select the hazard to create the report
- a) Click the down arrow to select the [hazard] (Figure 14)



Figure 14

b) If hazard is not found in the drop down list, tick the box next to [I am unable to find the name of the hazard in the above list] (Figure 15) to display additional hazard names.

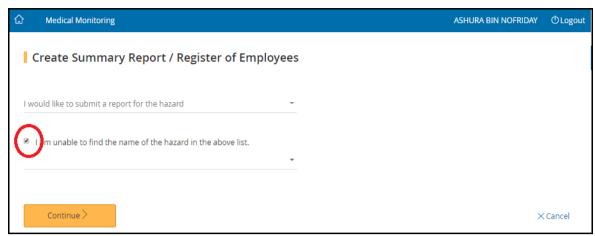


Figure 15

 c) Select the hazard from the drop down list box (Figure 16) and then click [Continue] button to select workplace exposed to this selected hazard (Figure 17)

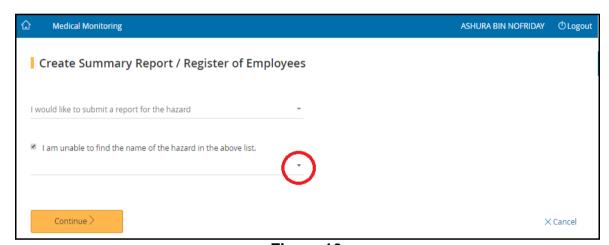


Figure 16



Figure 17

3.1.3 Select the workplace exposed to the hazard

 a) The user can search for the workplace by workplace name or workplace number. To do so, click the drop down arrow to specify the search criteria(Figure 18)



Figure 18

- b) Fill in the search box to filter the workplace and then click [Search] (Figure 19). The search term can be
 - Partial search term for Workplace Name
 - Complete search term for Workplace Number

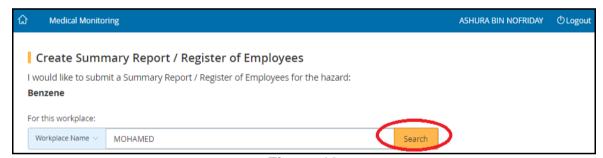


Figure 19

c) The search output will display the list of respective Workplaces, click on the appropriate [Workplace Number] hyperlink to start creating a report (Figure 20)

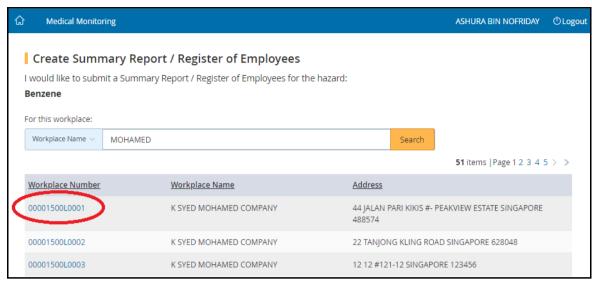


Figure 20

3.2 Workplace Details

3.2.1 Provide details of the Employer or Company Representative. Then click the [Continue] button (Figure 21)

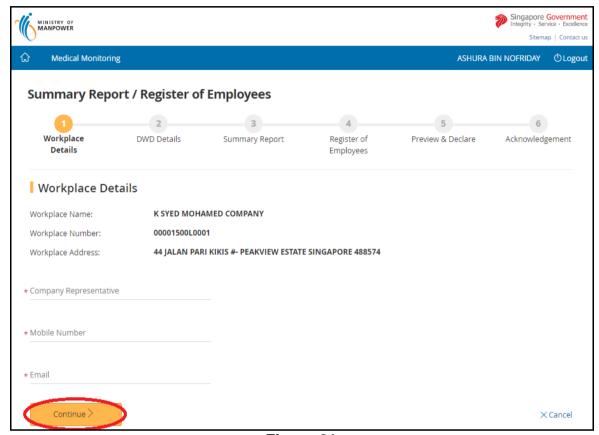


Figure 21

3.3 DWD Details

3.3.1 Only for DWD login:

Provide / update the DWD's contact details and then click [Continue] (Figure 22)

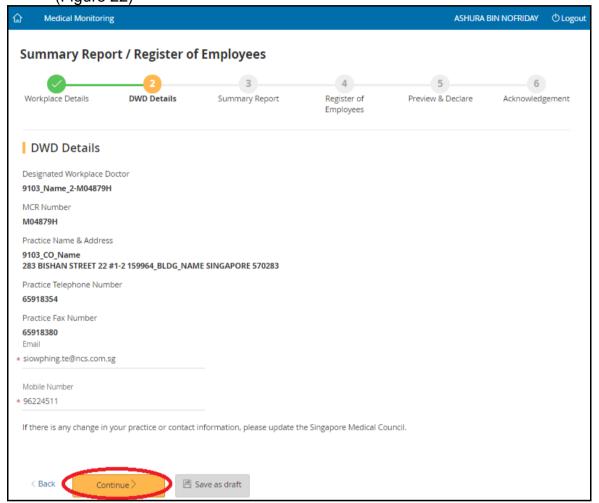


Figure 22

3.4 Summary Report

3.4.1 Provide the [Summary Report] details. Mandatory fields are denoted with asterisk (Figure 23)

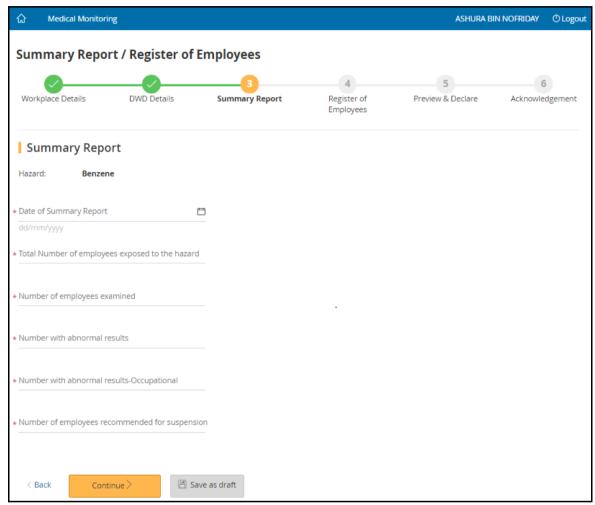


Figure 23

- a) Date of Summary Report
 - Enter format in dd/mm/yyyy
 - Or click on the calendar icon next to the date fields to select the date
- b) Total Number of employees exposed to the hazard (mandatory field)
 - Enter a whole number greater than 0
- c) Number of employees examined
 - Enter a whole number greater than 0
 - This number should be same or less than the [Total Number of employees exposed to the hazards]
- d) Number with abnormal results
 - Enter a whole number greater than 0

- e) Number with abnormal results Occupational
 - Enter a whole number greater than 0
 - If number is greater than 0, an abnormal result form has to be completed and uploaded to system before submitting the Summary Report
- f) Number of employees recommended for suspension
 - Enter a whole number greater than 0
- g) Specific Hazard sections of the Summary Report submission screen
 - Noise Hazard:

Click the down arrow of "Audiometric technician" and select the name of the audiometrician performing the audiometric examination from the drop down list (Figure 24)

Alternatively, you may start typing the name of the person and the list will display those names containing the alphabets of the name.



Figure 24

Click [Add Audiometric technician] button (Figure 25) and the selected audiometrician will be displayed on the screen (Figure 26) You can continue to add more audiometric technicians who performed the audiograms.

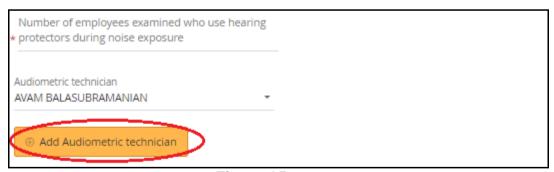


Figure 25

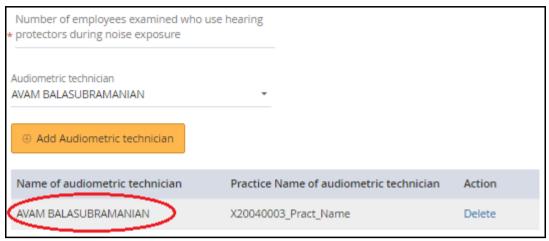


Figure 26

 Arsenic, Cadmium, Lead, Manganese, Mercury, Perchloroethylene and Trichloroethylene hazards,

Click the down arrow key of "The laboratory conducting the analysis" and select from the drop down list (Figure 27). The default is "does"

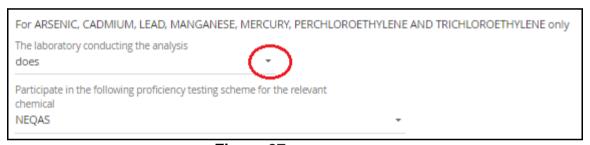


Figure 27

Click the down arrow key to select the name of the proficiency testing scheme from the drop down list. The default value is NEQAS (Figure 28)



Figure 28

- 3.4.2 Click [Continue] to fill up the next section on the register of employees
- 3.4.3 Or click [Save as draft] to save the entered information and return back to [Dashboard]

3.5 Register of Employees

Employees' details can be uploaded and imported into system via an Excel template (Section 3.5.1) or manually entered (Section 3.5.2)

3.5.1 Upload Employee details via Excel

- a) Download the hazard-specific correct template, based on the hazard that the employees were exposed to (refer to Section 2.1).
- b) Prepare the Excel for upload. This can be completed off line before the upload.
 - Hazard name and instructions are stated in the excel (Figure 29)
 - Make sure that the hazard name shown on the template is the same as the hazard that you are making the submission for, e.g. Summary Report and Register of employees for "Bitumen" and hazard name on the template is "Bitumen".
 - Follow the instructions given in the first few rows of the excel template.
 - Enter the employees' details required in the excel according to the column headings, e.g. NRIC/FIN, Name of employee, gender, race, etc.
 - If there are test results, enter them for each employee in the columns with the names of the tests. If there are no tests required, there will be blank columns.
 - Once the excel has been completed, you can proceed to the next step.

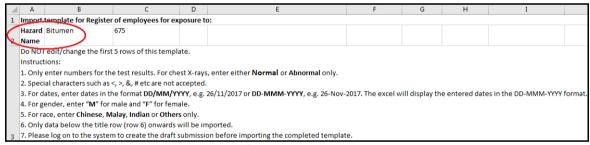


Figure 29

c) At the [Register of Employees] screen, click [Import Register of Employees] hyperlink (Figure 30)

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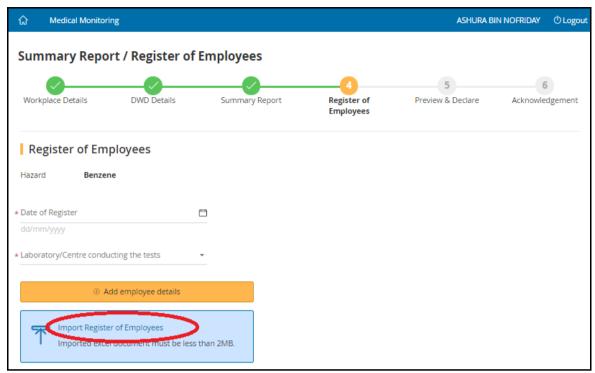


Figure 30

d) Select the file to upload (Figure 31) and click "Open"

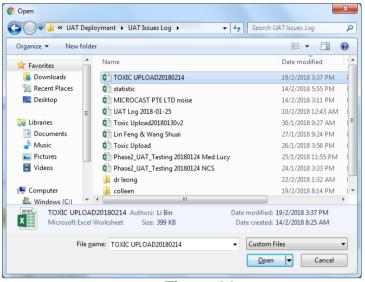


Figure 31

e) The window will then close and you will be brought back to the [Dashboard] screen which will show the above submission's "Status" as Draft and the "File Uploaded Status" is "In Progress" (Figure 32)

The data in the excel will be imported into the system by a batch job and you will be notified by email when you can continue with this submission.

Depending on the amount of data, it may take up to 1 working day for the import to enter the system.

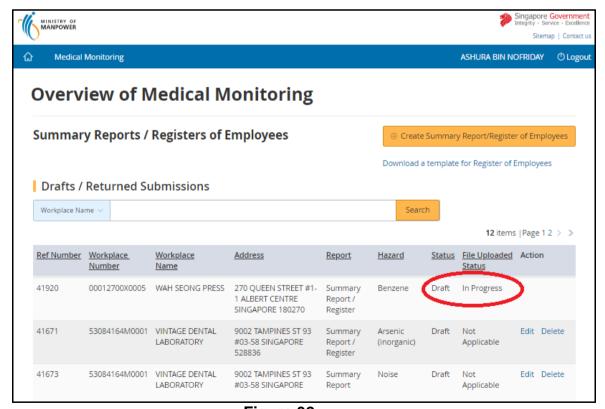


Figure 32

After the batch job runs, the status will update to "Completed". Click [Edit] to update the report for submission (Figure 33)

Note: "Completed" status does not mean file has been process successfully

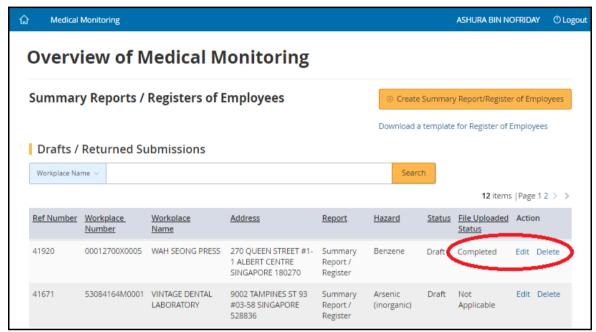
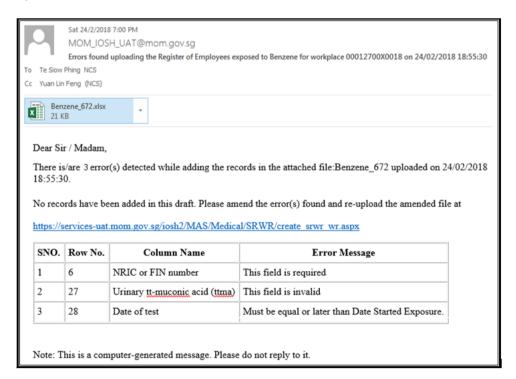


Figure 33

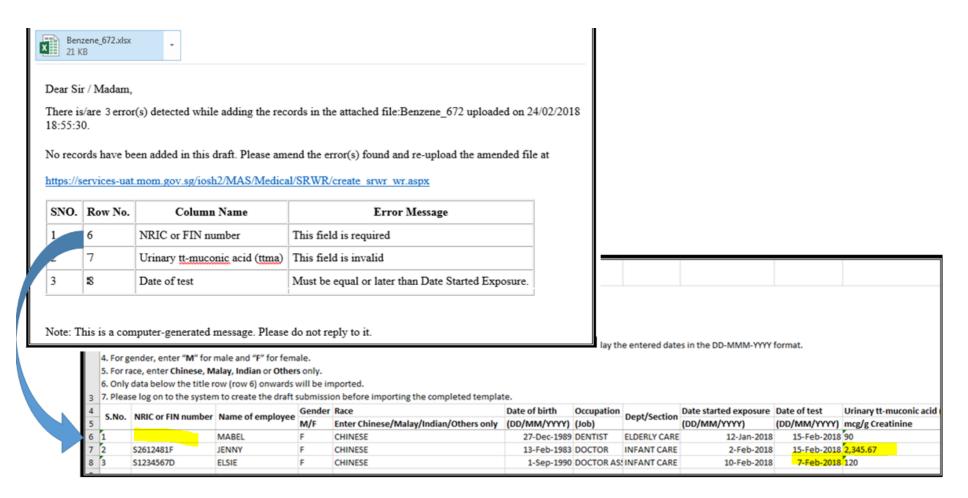
f) System will trigger an email to the DWD or Company Representative who uploaded the file. If processing fails, all the errors will be listed in email with the uploaded excel attached



Common uploading error tabulated as follows (Table 1)

Error	Things to check
Invalid File import	Uploaded file must be in Excel format
No data found	 Enter workers details from row 6 onwards "S.No." column cannot be blank
This field is required	Mandatory field is missing. Refer to section [3.5.2 Manual entry of employee details in the Register of Employee] for the field's detail
This field is invalid	Incorrect value e.g. Gender can either be Female or Male only Refer to section [3.5.2 Manual entry of employee details in the Register of Employee] for the field's detail
This field is duplicate	Cannot have the same "NRIC or FIN number" in more than one row
Should be earlier than Current Date	Following dates cannot be later than current date 1. "Date started Exposure" 2. "Date of Test"
Must be later than Date of Birth	Following dates cannot be earlier than "Date of Birth" 1. "Date Started Exposure" 2. "Date Stopped Exposure" 3. "Date of Test"
Must be equal or later than Date Started Exposure	Following dates cannot be earlier than "Date Started Exposure" 1. "Date of Test" 2. "Date Stopped Exposure"

Table 1



- SNo refer to the excel column A
- Row No refer to the row number in the Excel
- Column Name refer to the header in row 4 & 5
- Error Message is error description (Refer to [3.5.1. Upload Employee details via Excel])

3.5.2 Manual entry of employee details in the Register of Employees

Enter details of employees and test results directly online. The mandatory fields are denoted with an asterisk (Figure 34)

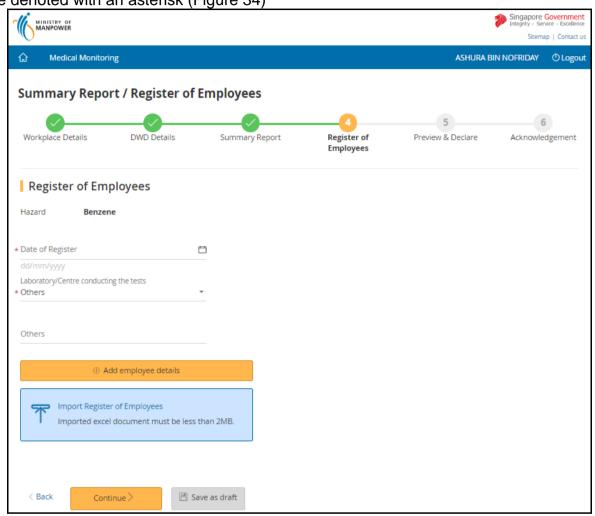


Figure 34

- a) Date of Register
 - Enter the date in dd/mm/yyyy format
 - Alternatively, click the calendar beside the date field to select the date
- b) Laboratory/Centre conducting the test
 - Select the location from the drop down
 - If "Others" is selected, enter the name of laboratory in the textbox (Fig 35) You can also use the "Others" selection for:
 - a. Name of the X-ray or radiological centre where the Chest X-rays were done, e.g. "ABC X-ray centre".
 - b. Name of the clinic where the clinical examination was conducted for those registers where there were no test results required, e.g. "Loh Medical Clinic".



Figure 35

c) Click the [Add employee details] button to enter the details of each employee in the Register of Employees (Figure 36)

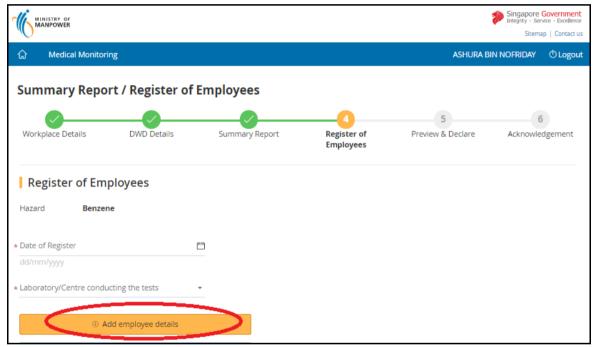


Figure 36

d) Proceed to enter the following fields. Mandatory fields are denoted by an asterisk (Figure 37)

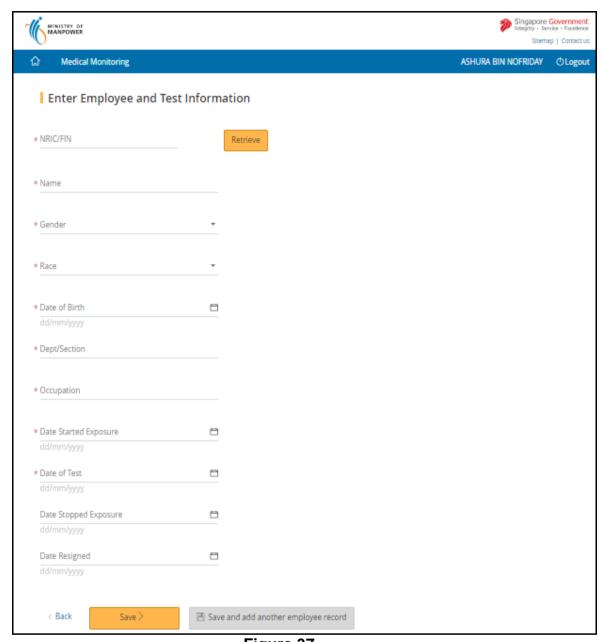


Figure 37

- i) NRIC/FIN (mandatory field)
 - Enter a valid NRIC/FIN and click [Retrieve] button
 - If the worker had previously been submitted for this company, his details (e.g. Name, Gender, Race) will be auto populated
 - Note that passport numbers will not be accepted.
- ii) Name (mandatory field)
 - Enter the name of the worker (in plain text) according to the NRIC or work pass document up to a maximum of 100 characters
- iii) Gender (mandatory field)
 - Click the down arrow to select the gender (Male or female) from the drop-down list

- iv) Race
 - Click the down arrow to select the race from the drop-down list
- v) Date of Birth (mandatory field)
 - Enter the date of birth in dd/mm/yyyy format
 - Alternatively, use the calendar icon beside the date field to select the date
 - Date must be earlier than "Date started exposure"
- vi) Dept/Section (mandatory field)
 - Fill in the name of the department or the section the worker is employed at, in plain text up to a maximum of 50 characters
- vii) Occupation (mandatory field)
 - Enter the occupation, to a maximum of 50 characters
- viii)Date Started Exposure (mandatory field)
 - Enter the date the worker started exposure to the hazard, in dd/mm/yyyy format.
 - Alternatively, use the calendar icon beside the date field to select the date.
 - Date started exposure must be earlier than current date.
- ix) Date of Test (mandatory field)
 - Enter the date of test in dd/mm/yyyy format
 - Alternatively, use the calendar icon beside the date field to select the date
 - Date must be earlier than "Date started exposure"
- x) Depending on the tests that are indicated in the form, the user will have to fill in the following type of information:
 - Urine or blood tests (Toxicological tests)
 Results of urine or blood tests should be entered in numeric format, e.g. 1.2, 13.8 etc
 - Chest X-ray
 - Select either "Normal" or "Abnormal" from the drop down list
 - Enter remarks in the blank field in plain text, up to a maximum of 200 characters
- xi) Date Stopped Exposure (optional field)

For employees who had been posted out and are no longer exposed to the hazard or who have left the company

- Enter the date the worker stopped exposure to the hazard, in dd/mm/yyyy format.
- Alternatively, use the calendar icon beside the date field to select the date.
- Date must be later than "Date started exposure".
- xii) Date Resigned (optional field)

- Enter the date the worker resigned from the company, in dd/mm/yyyy format.
- Alternatively, use the calendar icon beside the date field to select the date.
- Date will be automatically calculated reference to the "Date Stopped Exposure" field.
- Date must not be in the future
- xiii) Click [Save] to save the details and return to the [Register of Employees] page
- xiv) If user would like to continue adding additional records, click [Save and add another employee record] and fill in the details as required
- xv) Click [Back] to abort changes and return to the [Register of Employees]
- 3.5.3 The added or uploaded employees' records will be retrieve and display (Figure 38)
 - Click [Edit] to update the Employee's Detail
 - Click [Delete] to remove the Employee's record
 - Click [Continue] to proceed report submission
 - Click [Save as draft] to save the information entered and return back to [Dashboard]

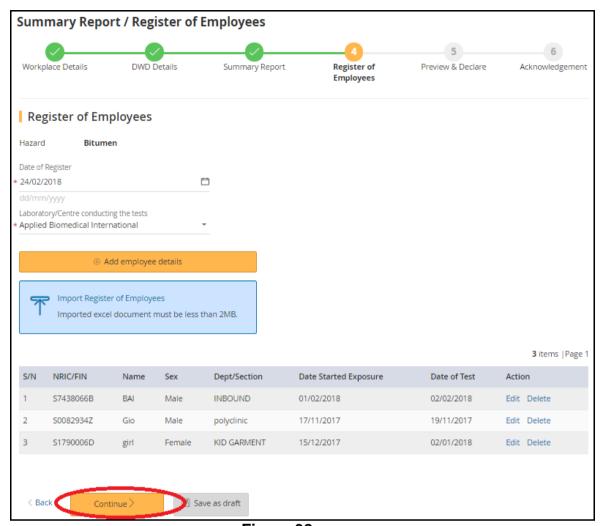
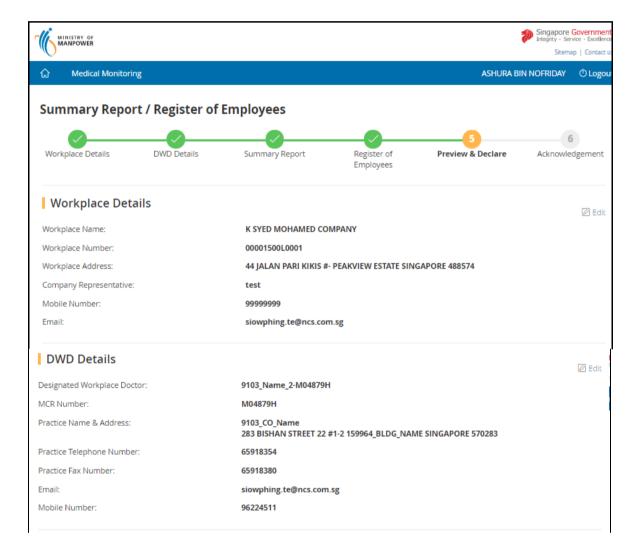


Figure 38

3.6 Preview & Declare

3.6.1 System will load the [Preview & Declare] information (Figure 39)
This page allows the user to check that the information provided in the submission is correct. If there are any mistakes or amendments to be made, click on the [Back] button to return to the previous screens to make the amendments.

Note: When the register of employees was uploaded and imported via Excel, the [Upload Supporting Documents] section will display the uploaded file, with document type as "Register of Employees"



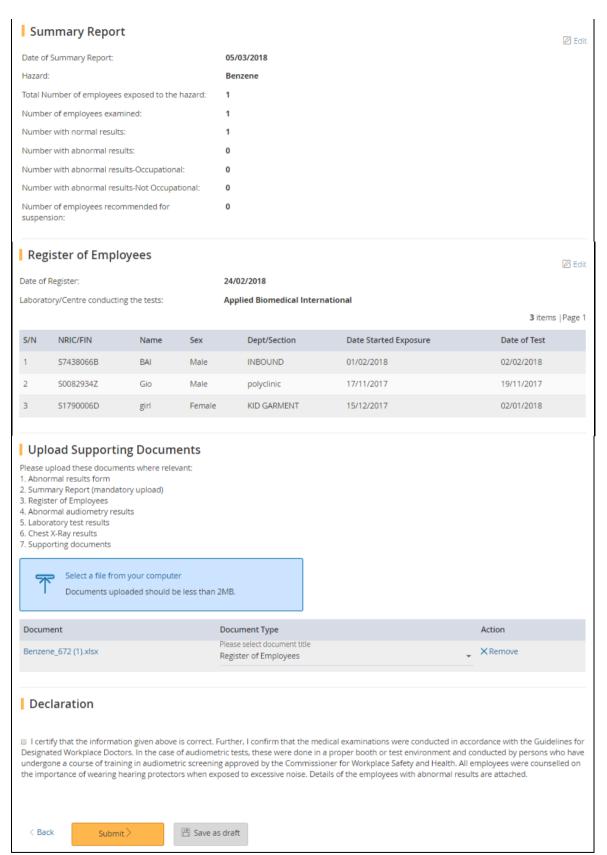


Figure 39

3.6.2 To upload a document, click [Select a file from your computer] to select the file to upload (Figure 40)

File size should be less than 2MB If the file size is more than 2MB, please break up your document into parts and upload the documents.

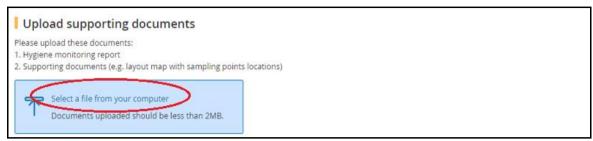


Figure 40

- 3.6.3 Click the down arrow key and select the Document Type from the drop down list box (Figure 41)
 - In the [Summary Report], if the "Number of abnormal results –
 Occupational" is greater than 0, it is mandatory to upload "Abnormal results form"

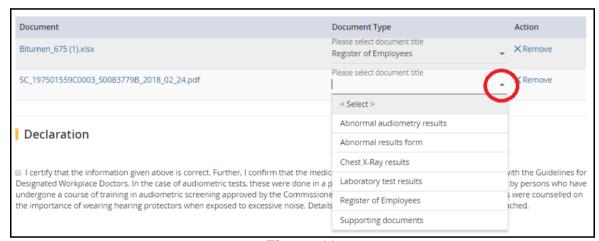


Figure 41

3.6.4 To submit the report, tick the checkbox under the [Declaration] section and then click [Submit]. (Figure 42)

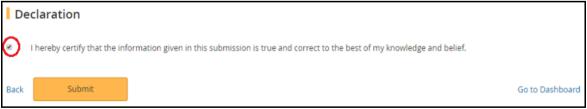


Figure 42

3.7 Acknowledgement

3.7.1 On successful submission, an acknowledgement page is displayed. Click [Go to Homepage] to return to [Dashboard] (Figure 43)



Figure 43

3.7.2 At [Dashboard], the report can be retrieved under [Submitted Summary Reports/Registers of Employees] with status as "Under Review" (Figure 44)



Figure 44

4. Return Report

4.1 Edit

- 4.1.1 After a report is submitted to the Ministry of Manpower (MOM), the MOM officer may return it to the user for amendments or clarifications. An email will be sent to the user for follow up action.
- 4.1.2 The returned Report will be shown on the [Dashboard] in the list of "Drafts/Returned Submissions" and the status as "Returned" with [Edit] or [Delete] links in the Action column. (Figure 45).

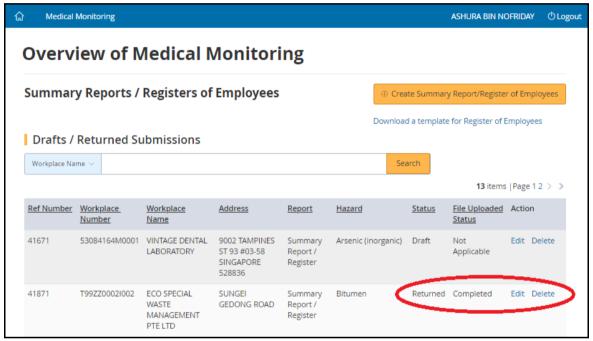


Figure 45

- 4.1.3 Click [Edit] to retrieve the report, which will show the reason for returned submission (Figure 46). Proceed to update and submit the report.
- 4.1.4 The user can also choose to delete the report by clicking on [Delete] in the event of an incorrect submission, e.g. report submitted for the wrong hazard or wrong workplace.

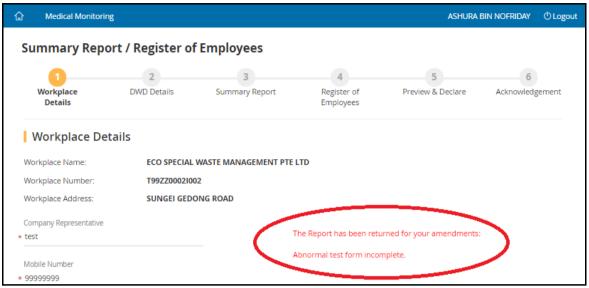


Figure 46

5. Submitted Report

5.1 View

5.1.1 After report had been submitted, the status of the submission is reflected as "Under Review". User can view the report by clicking the [Ref Number] hyperlink (Figure 47 & 48)



Figure 47

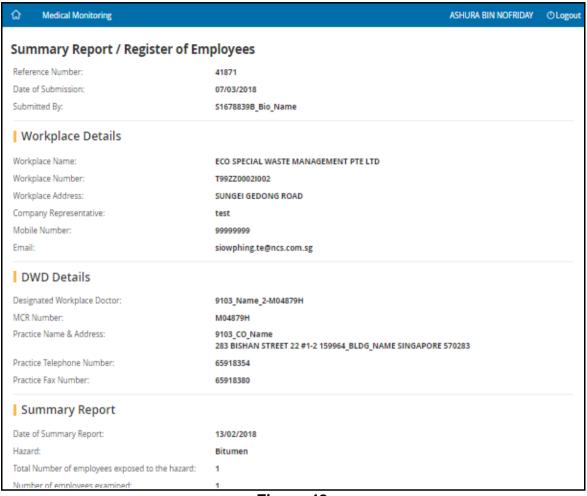


Figure 48

5.2 Amend

5.2.1 After the MOM Officer had accepted the submitted report or resubmitted report, the status would be updated to "Completed". User can click the [Amend] hyperlink to retrieve the report (Figure 49). Summary Reports can be amended within 30 days of submission. The Register of employees cannot be amended after submission.



Figure 49

- 5.2.2 The Submitted Summary Report is retrieved (Figure 50)
 - Only the Summary Report can be updated.
 - The documents that can be uploaded are limited to "Supporting Documents" and "Abnormal results form" only.
 - If the Number of employees with abnormal results-Occupational is greater than 0, the user must upload an Abnormal results form.
 - Other documents can be uploaded as "Supporting documents".

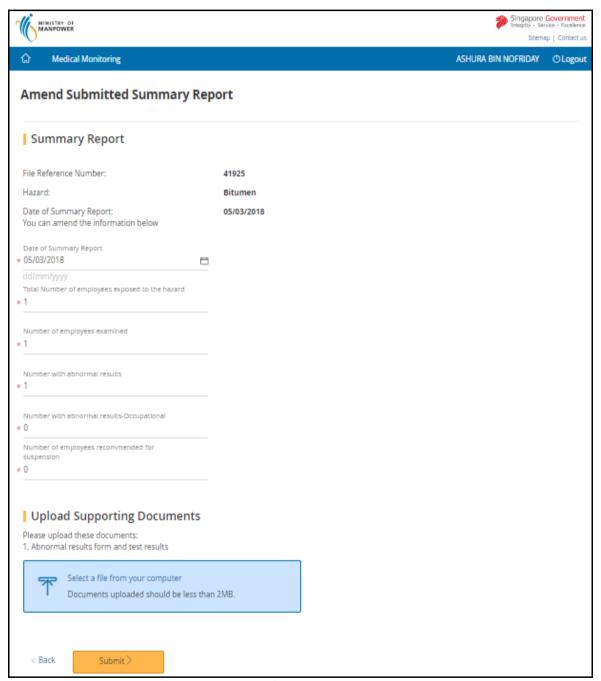


Figure 50