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# **MOM - LicenceOne Public User Guide on Enquiring Existing Licence**

Version: 1.0

8 June 2016

# CONTENTS

<b>Enquire existing licence .....</b>	<b>3</b>
<b>Who can enquire existing EAL .....</b>	<b>3</b>
<b>How to enquire EAL.....</b>	<b>3</b>
Sign In.....	3
Choose Licence.....	5
Choose agency.....	5

# Enquire existing licence

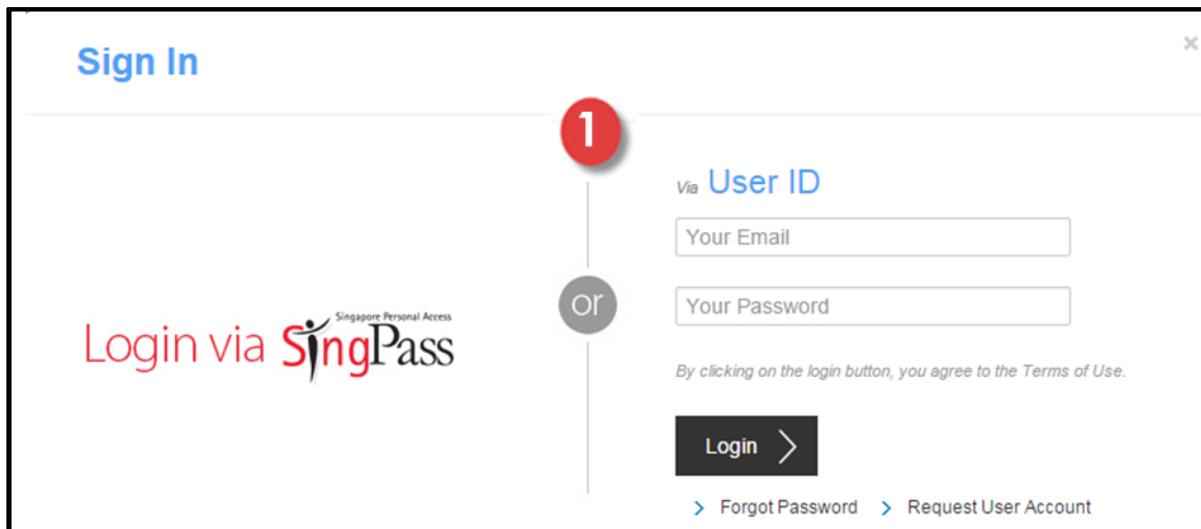
LicenceOne allows authorised users to enquire/download licence details for an existing EAL.

## Who can enquire existing EAL

ACRA Entity	User Position
Business	Owner
Company	Director, Managing Director or Agent
Limited Liability Partnership	Partner or Manager

## How to enquire EAL

### Sign In



### Sign In

1. Click Log in via SingPass to log in.



- If you are a foreigner without SingPass, you must have an active LicenceOne account (User ID and Password). Refer to [Request User Account for Foreigner without SingPass](#).
- If you are a foreigner without SingPass, enter your **User ID (Email)** and **Password** to log in to LicenceOne. Refer to [logging in to LicenceOne as Foreigner without SingPass](#).

The screenshot shows the LicenceOne web application interface. At the top left is the LicenceOne logo. At the top right is the Singapore Government logo with the tagline 'Integrity • Service • Excellence' and links for 'Help | Contact Us | Feedback'. Below the header, the user's name 'CORA BROWN' and a 'LOGOUT' button are visible. A message states: 'Your last login as a member was on 25/01/2016 at 04:28 PM (Singapore)'. A table displays user details:

Name	ID Number	Gender	Nationality	Date Of Birth
Cora Brown	S7047175B	Female	SINGAPORE CITIZEN	01/01/1977

Below the table is the section 'Select your Profile' with two radio button options:

- Individual (I am an applicant not representing any company or applying on behalf of any other people)
- Company (I am an applicant representing a company or applying on behalf of a company)

Under the 'Company' option, there is a text input field labeled 'Please enter UEN Account' containing the value '201222101E'. A link 'Forgot your UEN?' is next to the field. At the bottom right, there is a 'Next >' button.

Red circular callouts with numbers 2, 3, and 4 are overlaid on the image to highlight the 'Company' option, the UEN input field, and the 'Next' button respectively.

**Select your Profile**

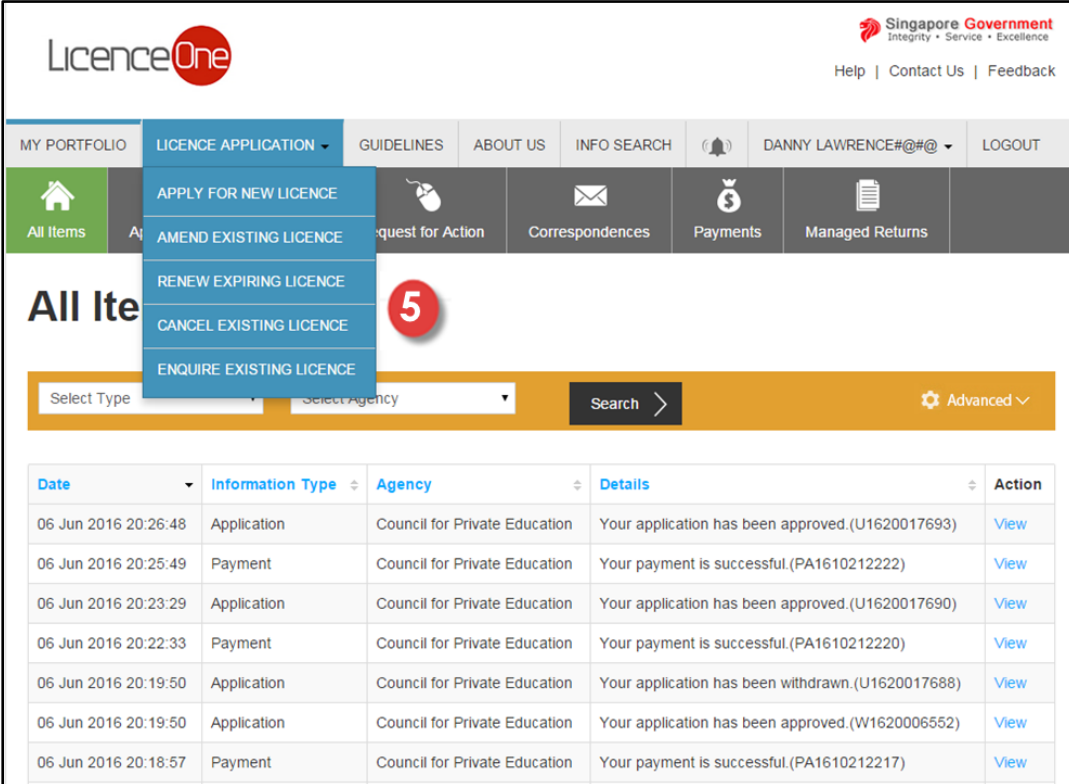
2. Select **Company** as your profile.
3. Enter your company UEN.



To search for UEN, click **Forgot your UEN**. You will be directed to <http://www.uen.gov.sg> where you can search for UEN.

4. Click **Next** to choose the licence application type.

## Choose Licence



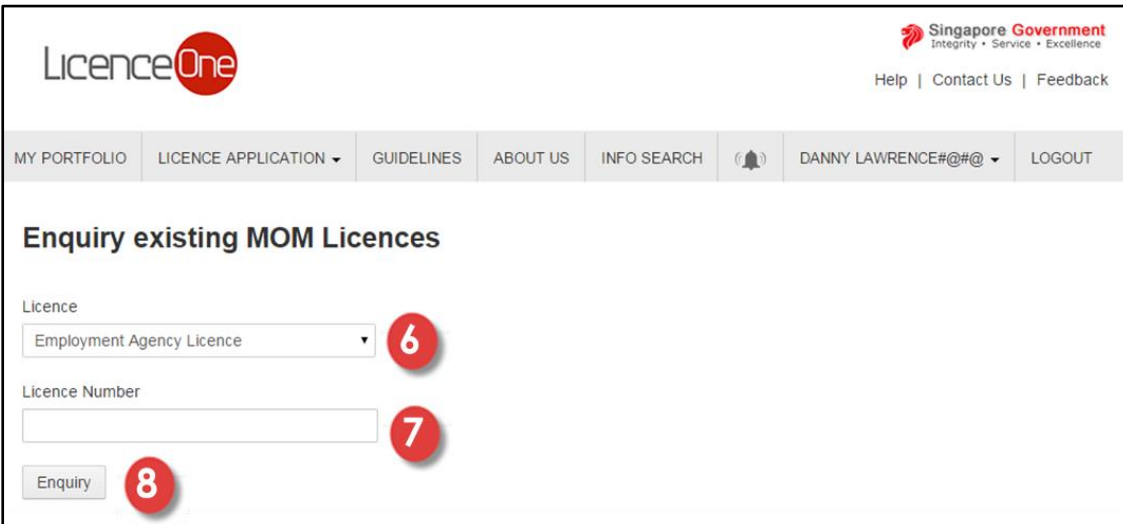
The screenshot shows the LicenceOne user interface. At the top, there is the LicenceOne logo and the Singapore Government logo. Below the logo is a navigation bar with 'MY PORTFOLIO', 'LICENCE APPLICATION', 'GUIDELINES', 'ABOUT US', 'INFO SEARCH', a notification bell, the user name 'DANNY LAWRENCE#@#@', and 'LOGOUT'. A secondary navigation bar contains icons for 'All Items', 'Request for Action', 'Correspondences', 'Payments', and 'Managed Returns'. The 'LICENCE APPLICATION' dropdown menu is open, showing options: 'APPLY FOR NEW LICENCE', 'AMEND EXISTING LICENCE', 'RENEW EXPIRING LICENCE', 'CANCEL EXISTING LICENCE', and 'ENQUIRE EXISTING LICENCE'. A red circle with the number 5 is placed over the 'ENQUIRE EXISTING LICENCE' option. Below the menu is a search bar with 'Select Type' and 'Select Agency' dropdowns, a 'Search' button, and an 'Advanced' filter. Below the search bar is a table with columns: Date, Information Type, Agency, Details, and Action. The table contains several rows of application and payment records.

Date	Information Type	Agency	Details	Action
06 Jun 2016 20:26:48	Application	Council for Private Education	Your application has been approved.(U1620017693)	<a href="#">View</a>
06 Jun 2016 20:25:49	Payment	Council for Private Education	Your payment is successful.(PA1610212222)	<a href="#">View</a>
06 Jun 2016 20:23:29	Application	Council for Private Education	Your application has been approved.(U1620017690)	<a href="#">View</a>
06 Jun 2016 20:22:33	Payment	Council for Private Education	Your payment is successful.(PA1610212220)	<a href="#">View</a>
06 Jun 2016 20:19:50	Application	Council for Private Education	Your application has been withdrawn.(U1620017688)	<a href="#">View</a>
06 Jun 2016 20:19:50	Application	Council for Private Education	Your application has been approved.(W1620006552)	<a href="#">View</a>
06 Jun 2016 20:18:57	Payment	Council for Private Education	Your payment is successful.(PA1610212217)	<a href="#">View</a>

### Choose licence application type

5. Click **Licence Application** >> **Enquire Existing Licence**. You will be prompted to choose agency.

## Choose agency



The screenshot shows the 'Enquiry existing MOM Licences' form in the LicenceOne application. The form has a title 'Enquiry existing MOM Licences'. Below the title are two input fields: 'Licence' and 'Licence Number'. The 'Licence' dropdown menu is set to 'Employment Agency Licence', with a red circle containing the number 6 next to it. The 'Licence Number' field is empty, with a red circle containing the number 7 next to it. Below the input fields is an 'Enquiry' button, with a red circle containing the number 8 next to it. The background shows the same navigation bar as the previous screenshot.

### Choose Agency

6. Choose **Employment Agency Licence**.
7. Enter your licence number.
8. Click **Enquiry** to download licence details.