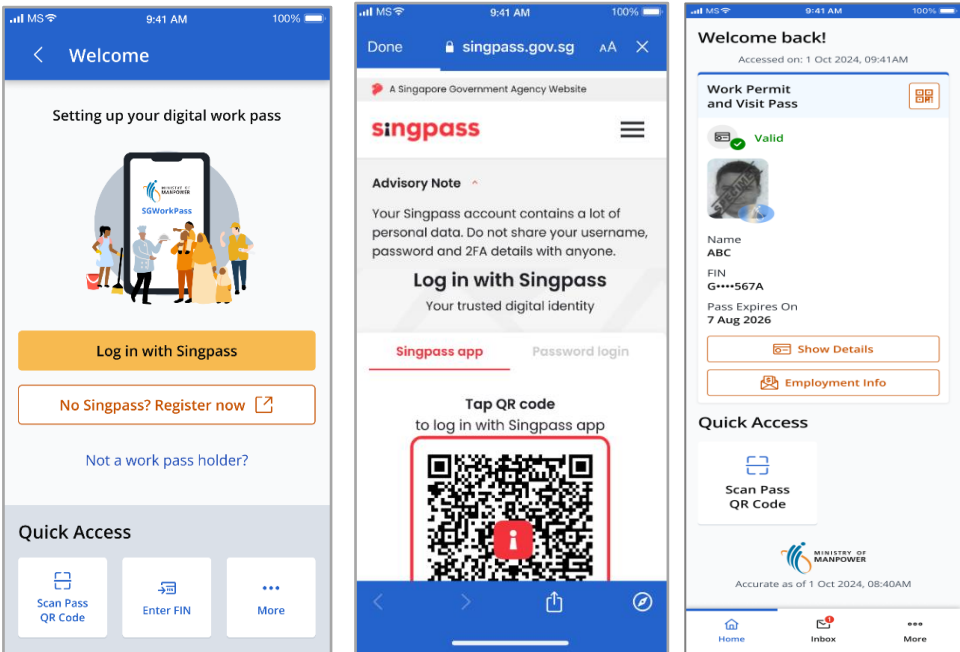# FAQs on SGWorkPass mobile app and digital work pass
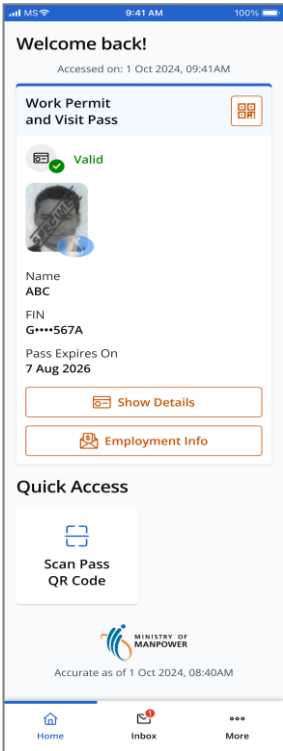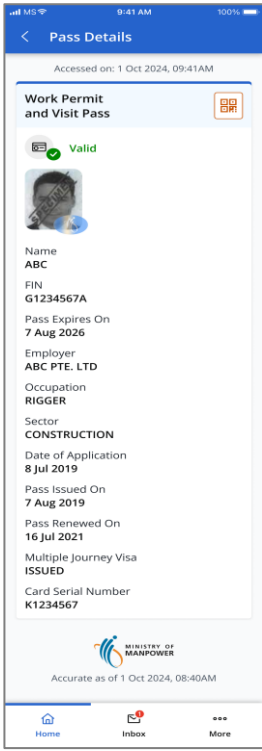
- **Section A: Setting up the SGWorkPass app**
- **Section B: Digital work pass**
- **Section C: Using the SGWorkPass app**

Section A: Setting up the SGWorkPass app	
Q1	**Why should my pass holders set up their digital work passes on SGWorkPass?**

A1	Pass holders should set up their digital work passes in SGWorkPass using their Singpass login details for greater convenience and security.
	
	By using SGWorkPass, your pass holders can:
	
	     o View their digital work pass and access their work pass details without the need to scan the QR code on their physical card.
	     o Verify the validity of their work pass by showing their digital work pass.
	     o Enjoy greater data privacy as detailed pass information is only shown after pass holders confirm their identity using Singpass or the fingerprint, facial recognition, or passcode security features on their mobile phone.
	     o Receive personalised notifications from MOM that are unique and relevant to them.
	     o Reduce the risk of lost or damaged cards by carrying their digital work pass on their mobile phone.
	
	SGWorkPass is also available in different languages so your pass holders can choose which language best supports them when using the app. Upon setting up, the app will automatically choose the language based on their phone settings. However, they can still change the language by clicking 'More' and then 'Language'.
	
	For detailed instructions on setting up the SGWorkPass, your pass holders can read the [step-by-step guide](#), also available in these other languages:
	- [Bengali](#)
	- [Mandarin](#)
	- [Tamil](#)

Q2	**Why is a screen lock on my work pass holder's mobile phone required to set up their digital work pass on SGWorkPass?**
A2	To keep their information secure, a screen lock on your pass holder's mobile phone is required. Pass holders can set up a screen lock on their mobile phone using their fingerprint, face recognition or passcode to securely access their digital work pass on SGWorkPass.
Q3	**I am a service provider. Do I need to set up the SGWorkPass app?**
A3	No. Service providers using SGWorkPass to verify pass validity in their work-related checks will not need to set it up.
Q4	**My pass holder has a new mobile phone. What should they do to access their digital work pass on SGWorkPass on their new phone?**

A4	1. Download SGWorkPass and [set up their digital work pass](#) on their new mobile phone. 2. Their digital work pass on their previous mobile phone will automatically be deactivated for security.
Q5	**My pass holder has lost their mobile phone. How is their data on SGWorkPass protected?**
A5	To prevent others from accessing their data on SGWorkPass, their detailed information can only be seen after they confirm their identity using their fingerprint, face recognition, passcode or Singpass. They are also advised to password protect their phone and set up only their own biometric data for secure access. Once they have a new mobile phone, they can download SGWorkPass and set up their digital work pass on the new phone. This will automatically deactivate their digital work pass on their lost mobile phone.

Section B: Digital work pass	
Q1	**What is a digital work pass?**
B1	The digital work pass is a feature in the SGWorkPass app that displays your pass holder's name, FIN, photo image and employment information. The digital work pass allows MOM-issued pass holders convenient and secured access to their personal and employment information without the need to scan the QR code on their physical card.
Q2	**How can my pass holder access and use their digital work pass?**

B2	After [setting up their digital work pass](#), your pass holder can:
	
	• View their digital work pass directly on SGWorkPass or show it for verification.
	• Show their digital QR code for verification.
	    o On their digital work pass, tap on the QR code icon.
	    o Service providers can scan this QR code using their SGWorkPass app to view their work pass details.

- Use the barcode for entry requiring FIN.
  - On their digital work pass, tap the barcode icon.
  - Scan this barcode at locations such as libraries and gantries to dormitories or workplaces.

Q3	**Will the digital work pass be recognised and accepted everywhere?**
B3	Digital work passes are widely accepted by most government agencies. We are working to expand the use of digital work passes for all sectors. While private organisations may need time to adapt to this change, the trend is moving towards digital. We strongly encourage work pass holders to use their digital work pass as a primary means of verification.
Q4	**Is an internet connection required to view the digital work pass?**
B4	No. Pass holders who have set up their digital work pass on SGWorkPass can view their digital work pass without an internet connection. The digital work pass will be automatically refreshed once they access the app when connected to the internet.
Q5	**Can my pass holder set up their digital work pass on multiple devices?**
B5	No. For security purposes, your pass holder can only set up their digital work pass on SGWorkPass on **one** mobile phone. Setting up their digital work pass on a new device will automatically remove the digital work pass on their previous device.
Q6	**Who will have access to the data on the digital work pass?**
B6	Only pass holders have access to the data on their digital work pass. To protect their data, pass holders are required to log in with their Singpass to set up their digital work pass. To keep their data safe, pass holders should: • Never share their Singpass ID and password with others • Share their digital work pass only when necessary, and to trusted parties Set up a screen lock in their phone settings to keep their information secured. They may set up a screen lock using their fingerprint, face recognition or passcode.
Q7	**My pass holder lost or damaged their physical card. Do I need to apply for a replacement card now that they have a digital work pass?**
B7	Yes. You should [apply for a replacement card](#) within 7 days. If your pass holder subsequently recovers their lost work pass card, return the card to Ministry of Manpower, 18 Havelock Road Singapore 059764.

Section C: Using the SGWorkPass app	
Q1	**How do I switch to my preferred language?**
C1	Go to Quick Access > More > Language to switch to your preferred language.
Q2	**Why are some parts of SGWorkPass (e.g. messages or notifications) not in my preferred language?**
C2	Some messages or notifications are only available in English for now, as translations to the various languages are rolled out progressively. We will be working towards offering multilingual notifications for selected languages on SGWorkPass in future.
Q3	**What information can I see using the SGWorkPass app?**
C3	You can see an overview of the pass holder's pass information such as: • Photo-image* • Name • FIN* • Pass type • Pass status • Pass validity date *Not applicable for some Special Pass card holders. To see more information, tap on 'Show Details': Collapsed view: Expanded view:
Q4	**How soon will changes to pass information be reflected on SGWorkPass?**

C4	The new information will be reflected on SGWorkPass within 1 working day after any transaction or change has been made.
Q5	**Can my pass holders use SGWorkPass to check the details of their Special Pass card?**
C5	Yes, your pass holders will be able to check the details of their Special Pass card (including expiry date) on SGWorkPass. This only applies to MOM Special Pass card holders who are assisting in investigations, attending court proceedings, or settling salary or work injury claims.
Q6	**I am unable to scan the QR code. What should I do?**
C6	You can: • Check that the QR code on the card is not damaged and ensure that your camera is working. • Ensure that the app installation is complete by granting permission for the app to access your camera, phone, gallery, and notifications. • Reinstall the SGWorkPass app and try again. If the above does not work, you can contact us at go.gov.sg/mom-efeedback.
Q7	**Can I use a third-party scanner app to scan the QR code on the pass card?**
C7	No, it will not work with a third-party scanner app. You can only use the secured SGWorkPass app to scan the QR code and view pass information.
Q8	**Can I still use SGWorkPass without updating it to the latest version?**
C8	As we are continually improving and adding new features to SGWorkPass, you are encouraged to update it to the latest version.
Q9	**Can SGWorkPass be accessed overseas?**
C9	Yes. SGWorkPass can be downloaded and accessed overseas.
Q10	**I received a security alert and SGWorkPass closed immediately after I opened it. What should I do?**
C10	We have implemented stringent security measures in the SGWorkPass app to better protect pass holders' data. If the mobile device has been modified (e.g. rooted or jailbroken) please perform a factory reset on the device before setting up SGWorkPass.
Q11	**How can I log out of the SGWorkPass app?**
C11	Go to Quick Access > More > Logout. Note: For pass holders accessing their work pass details, they will need to log in with their Singpass again.

Q12	**What happens if I reset my SGWorkPass app?**
C12	Your app will return to the original factory settings. Note: Pass holders will need to set up their app again to view their work pass details.
Q13	**Are there alternatives to check pass validity besides using SGWorkPass?**
C13	You can use the Check work pass and application status eService to check work pass validity.

Updated on 5 Dec 2024