

This reference document will be updated periodically, you can refer to the top right-hand corner for the last update date.

A detailed User Guide with illustrations of the various application steps is also available on <https://www.mom.gov.sg/ep-sp-pass-services>.

You may refer to the relevant page for your query on:

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1	Getting Started	Created	Updated
A	<p><b>When will this new e-Service to apply for new Employment Passes (EP) and S passes be available?</b></p> <p>It will be available from Monday 15 Jun 2020, 8am.</p>	15 Jun 2020	15 Jun 2020
B	<p><b>What must I do in order to access the e-Service?</b></p> <p><i>If your organisation has an existing EP Online account</i>, you will need to ensure that your organisation's EP Online users have been granted access to the 'myMOM Portal' e-Service by referring to <a href="#">this onboarding guide</a>.</p> <p><i>If your organisation does not have an EP Online account yet</i>, you will need to do the following:</p> <ol style="list-style-type: none"> <li>i. Identify your staff who are required to perform transactions for EP Pass, S Pass and related passes (e.g. Dependant's Pass, Long Term Visit Pass, Training Employment Pass).</li> <li>ii. Go to the <a href="#">CorpPass website</a> to register for a CorpPass account* for these staff. Thereafter, the CorpPass Administrator should ensure that the users are assigned with the following e-Services offered under 'Ministry of Manpower': <ol style="list-style-type: none"> <li>a. Employment Pass Online (EPOL)</li> <li>b. myMOM Portal</li> <li>c. FormSG (Ministry of Manpower)</li> </ol> </li> <li>iii. Go to the <a href="#">MOM website</a> to register for an EP Online Account.</li> <li>iv. Ensure that both the CorpPass Account and EP Online Account for each user has been activated successfully.</li> </ol> <p><i>*You may refer to the <a href="#">CorpPass user guides</a> for more details on navigating the CorpPass Portal.</i></p>	15 Jun 2020	15 Jun 2020
C	<p><b>What are the browser requirements for this e-Service?</b></p> <p>For optimal user experience, you should use the following web browsers:</p> <ul style="list-style-type: none"> <li>• Chrome version 81 or higher (<i>recommended</i>)</li> <li>• Firefox version 75 or higher</li> <li>• Safari version 13 or higher</li> <li>• Edge version 81 or higher</li> <li>• Internet Explorer 11</li> </ul> <p>You must have JavaScript enabled in your browser.</p>	15 Jun 2020	15 Jun 2020
D	<p><b>How can I get an idea of whether my candidate qualifies for an Employment Pass or S Pass, before I decide to submit and pay for an application for them?</b></p> <p>You may use the <a href="#">Employment / S Pass Self-Assessment Tool</a> (SAT) to assess if your candidate qualifies for an EP or S Pass based on the information provided, such as salary, educational qualifications and work experience.</p> <p>However, while the SAT gives an indication of the candidate's eligibility for an EP / S Pass, it does not <i>guarantee</i> the actual outcome of the application. This is because there are other checks such as the employer's quota (for S Pass) and the candidate's history, that are not considered in this tool.</p>	15 Jun 2020	15 Jun 2020

E	<p><b>How do I log in to start a new EP/S Pass application?</b></p> <p>Login to <a href="#">myMOM Portal</a> (URL <a href="https://www.mom.gov.sg/eservices/services/mymom-portal">https://www.mom.gov.sg/eservices/services/mymom-portal</a>)</p>	15 Jun 2020	15 Jun 2020
F	<p><b>I would like to get a copy of the form to see what information I will need to gather from the candidate in order to fill in the application, where can I obtain this?</b></p> <p>You can use the “Candidate’s Form for Employment Pass or S Pass Applications” available <a href="#">here</a>.</p>	15 Jun 2020	15 Jun 2020
G	<p><b>What are the documents that I may be prompted to upload with my application?</b></p> <p>You may refer to the following links:  <a href="#">Documents for EP</a>  <a href="#">Documents for S Pass</a></p> <p>Please take note of the following document /file requirements:</p> <ul style="list-style-type: none"> <li>• Documents are <b>clear</b> and <b>correct</b>, and in a <b>complete</b> set</li> <li>• Files are in JPG, PNG or PDF format, and the total size of the all the file(s) you submit for each supporting document is within 2MB</li> <li>• Documents that are not in English should be submitted together with an official English translation (e.g. translation service provider)</li> <li>• For travel documents, the biodata page text and the facial features (eyes, ears, nose, mouth, chin) in the photograph must be clearly seen</li> <li>• Scan resolution should be at least 150 dpi (dots per inch), and set as ‘colour’ (preferred) or ‘greyscale’ mode</li> </ul>	15 Jun 2020	15 Jun 2020

<b>2.1</b>	<b>Filling in the application: Application (Stage 1)</b>	<i>Created</i>	<i>Updated</i>
A	<p><b>I am not sure if my candidate has a FIN or Work Permit number, how can I check?</b></p> <p>If your candidate is currently or has ever studied, worked or stayed long term (not as a tourist) in Singapore, they would have a FIN (issued by ICA or MOM). Please check with the candidate about their previous history of being in Singapore.</p>	15 Jun 2020	15 Jun 2020

<b>2.2.1</b>	<b>Filling in the application: Application (Stage 2) Job Advertisement and recruitment efforts</b>	<i>Created</i>	<i>Updated</i>
A	<p><b>Why am I being prompted to enter a Job Advertisement ID?</b></p> <p>To promote fair employment practices and improve labour market transparency, employers who wish to submit EP applications must first advertise on <a href="#">MyCareersFuture.sg</a> portal and fairly consider all candidates. You can find out more about the requirements <a href="#">here</a>.</p>	15 Jun 2020	15 Jun 2020
B	<p><b>My ad has been posted at MyCareersFuture.sg for a long time, why does the error message say I have not met the 14 days advertisement requirement?</b></p> <p>Your job advertisement must be open for at least 14 days to allow job seekers to view and apply for the vacancy. If you change any advertisement details (e.g. job title, salary or number of vacancies), you must keep it open for at least another 14 days before you can submit the EP application. This is to ensure that job seekers are aware of the updated job details and have a chance to apply for it. You can find out more about the requirements <a href="#">here</a>.</p>	15 Jun 2020	15 Jun 2020

C	<p><b>After I enter my Job Posting ID, the ‘Occupation’ shown on screen looks different from what I recall from my job ad?</b></p> <p>The ‘Occupation’ information shown on screen (to be used in the EP/S Pass application) is from ‘Job Classification’ in your job ad at MyCareersFuture.sg portal. We do not use the ‘Job Title’ from your job ad in our consideration as that is the just designation of the employee.</p>	15 Jun 2020	15 Jun 2020
D	<p><b>Why do I need to answer the questions on my advertisement and recruitment efforts if I am exempted from advertising this job position on MyCareersFuture.sg portal?</b></p> <p>Employers must exercise fair consideration when filling a job opening and this includes positions that <a href="#">meet the exemption criteria</a>. We would like to know about the employer’s recruitment process and practices.</p>	15 Jun 2020	15 Jun 2020
E	<p><b>What should I answer for “Tell us how you advertised for this position”, if the candidate is a transferee from a related company (i.e. branch/ affiliate or subsidiary of the employing company)?</b></p> <p>Select “My company’s internal pool/job portal” if the other options are not applicable.</p>	15 Jun 2020	15 Jun 2020

2.2.2	Filling in the application: Application (Stage 2) Position details	Created	Updated
A	<p><b>I am being prompted for my foodshop licence from Singapore Food Agency (SFA), but I do not have it with me (e.g. unable to visit the shop due to Covid-19 restrictions, etc), what can I do?</b></p> <p>You can do any of the following:</p> <ol style="list-style-type: none"> <li>i. Obtain a copy of the licence from the <a href="#">SFA website</a>.</li> <li>ii. Submit an email from SFA confirming the licence details.</li> <li>iii. If your food establishment is newly established and you do not have the licence yet, you can submit a copy of the “Application for Foodshop Licence” letter issued to you by SFA.</li> </ol> <p>For scenarios (ii) and (iii), please also submit a letter explaining why you do not have a copy of the actual licence.</p>	15 Jun 2020	15 Jun 2020
B	<p><b>For the question on “Has the applicant used the services of a Singapore-registered employment agency?”, what is meant by ‘used the services of’?</b></p> <p>You are considered to have used an employment agency’s services if they had:</p> <ul style="list-style-type: none"> <li>• Introduced or recommended the foreigner</li> <li>• Recruited the foreigner</li> <li>• Applied for the work pass of the foreigner.</li> </ul> <p>If you had used an employment agency, you will need to provide the Employment Agency Licence Number.</p>	15 Jun 2020	15 Jun 2020

2.2.3	<b>Filling in the application: Application (Stage 2)</b> <i>Candidate particulars</i>	<i>Created</i>	<i>Updated</i>
A	<p><b>How should I enter the Name of the candidate?</b></p> <p>Enter the name <i>in full, exactly as it appears</i> on the travel document, including the <i>order</i> of appearance. You should refer to a copy of the candidate’s travel document when filling in this section of the application.</p> <p>You should not enter anything in the “Alias” field unless the alias is printed on the travel document.</p>	15 Jun 2020	15 Jun 2020
B	<p><b>The personal particulars I am keying in does not fully match the particulars shown on the biodata page of the candidate’s travel document, what should I do?</b></p> <p>In addition to the biodata page of the candidate’s travel document, you also need to submit relevant supporting documents to explain the difference in information. For example, the passport Amendments/Observations page(s) reflecting amendments to details e.g. name, expiry date extension, etc</p>	15 Jun 2020	15 Jun 2020
C	<p><b>What does “Country/Region of Origin” refer to?</b></p> <p>It refers to the place where the candidate obtained their <b>first</b> citizenship (by birth or parentage).</p> <p>For example, the candidate first obtained citizenship from XX country/region, and later obtained other citizenships from YY and ZZ country/region. The candidate’s “Country/Region of Origin” would then be XX.</p>	15 Jun 2020	15 Jun 2020

2.2.4	<b>Filling in the application: Application (Stage 2)</b> <i>Work Experience</i>	<i>Created</i>	<i>Updated</i>
A	<p><b>What is meant by ‘Relevant work experience’?</b></p> <p>It refers to previous employment periods or work experience of the candidate that is related to the job position and duties in this Employment / S Pass application.</p>	15 Jun 2020	15 Jun 2020


2.2.5	<b>Filling in the application: Application (Stage 2)</b> <i>Education Qualifications</i>	<i>Created</i>	<i>Updated</i>
A	<p><b>What do I fill in for Awarding Institution?</b></p> <p>The awarding institution is the institution that awarded the qualification to your candidate. It is not the faculty or college attended. Its name or logo should be shown prominently on the educational certificate.</p>	15 Jun 2020	15 Jun 2020
B	<p><b>I cannot find the relevant Awarding Institution in the list, what should I do?</b></p> <p>Please use keywords in the name of the awarding institution try searching again. Otherwise, if you still cannot find it, you can click on “No matches found. Use...” to enter free-text instead.</p>	15 Jun 2020	15 Jun 2020

C	<p><b>There is an Awarding Institution in the list that is the <i>former (or new or alternative)</i> name of the Awarding Institution that is shown on the candidate's document. Can I select this?</b></p> <p>Yes. If you are prompted to upload that educational document, you must also upload supporting documents (e.g. letter from awarding institution or screenshots of awarding institution's website) to show that both names refer to the same institution.</p>	15 Jun 2020	15 Jun 2020
D	<p><b>I cannot find my candidate's Qualification in the list. What should I do?</b></p> <p>You can choose an equivalent qualification level from the list. If prompted for the educational documents, you must also upload supporting documents (e.g. a letter from the awarding institution or diploma supplement) to show that the qualification is equivalent to the one you have selected.</p>	15 Jun 2020	15 Jun 2020
E	<p><b>What are the different types of education documents I might be asked for?</b></p> <p>You may be asked to submit one or more of <a href="#">the following documents</a>:</p> <ul style="list-style-type: none"> <li>• Educational certificates (e.g. degree certificate, diploma certificate)</li> <li>• Transcripts or marksheets (for qualifications from India)</li> <li>• Verification proof from a global verification agency</li> </ul>	15 Jun 2020	15 Jun 2020
F	<p><b>Why do I need to submit the verification proof of my candidate's qualifications? Would a letter from the awarding institution or the educational certificate certified by a notary public be sufficient?</b></p> <p>Employers are responsible for ensuring that their candidates' qualifications are genuine and were awarded by accredited institutions. You can obtain verification proof from global verification agencies such as <a href="#">Dataflow</a> or <a href="#">Risk Management Intelligence (RMI)</a>. A letter from the awarding institution or the educational certificate certified by a notary public is not acceptable.</p> <p>For qualifications <b>from China</b>, you can also obtain the proof from these portals:</p> <p><b>For Diploma:</b> <a href="#">China Higher Education Student Information and Career Center (CHSI)</a>. We only accept the Online Verification Report of Higher Education Qualification Certificate.</p> <p><b>For Degree and above:</b> <a href="#">China Academic Degrees &amp; Graduate Education Information (CDGDC)</a>.</p>	15 Jun 2020	15 Jun 2020
G	<p><b>My candidate has just graduated and has not received the educational certificate. What documents should I submit?</b></p> <p>You can submit the provisional certificate or a letter from the awarding institution confirming that the <i>candidate has fulfilled the course requirements and will be awarded the qualification</i>. The certificate or letter must include the following:</p> <ul style="list-style-type: none"> <li>• Programme name</li> <li>• Course duration</li> <li>• Date your candidate will receive the certificate</li> </ul>	15 Jun 2020	15 Jun 2020
H	<p><b>I am being prompted to upload an educational certificate, marksheets or transcripts, but am not able to do so (e.g. candidate has lost it), what can I do?</b></p> <p>We only accept verification proof as an alternative to the educational certificate, and marksheets or transcripts.</p>	15 Jun 2020	15 Jun 2020


I	<p><b>My candidate does not have the marksheets or transcripts for all semesters or all years of study? What should I do?</b></p> <p>You need to submit a letter together with the marksheets or transcripts to explain any missing semester's or year's marksheets that could be due to direct entry into second year, internship, practicum or gap years.</p>	15 Jun 2020	15 Jun 2020
J	<p><b>My candidate's name on the educational document(s) is different from what is on the passport. What should I do?</b></p> <p>When you submit the educational document, please also submit a document that shows or confirms both names refer to the same person (e.g. a deed poll, an affidavit, or letter from the awarding institution confirming this). If your candidate changed name because of marriage, we accept a marriage certificate.</p>	15 Jun 2020	15 Jun 2020
K	<p><b>Does MOM accept self-translations of the foreign-language educational documents?</b></p> <p>No. We only accept translations from the educational institution where the applicant studied and from professional translation service providers. The translation must be done for all information shown on the educational document, and endorsed by the translator (e.g letterhead of the educational institution or signature and stamp of translation service provider, etc).</p>	15 Jun 2020	15 Jun 2020
L	<p><b>If my document (e.g. degree certificate) is larger than A4 size, can I scan and upload it as 2 separate file images?</b></p> <p>No, please re-size the document to fit into <i>one image file</i> for uploading.</p>	15 Jun 2020	15 Jun 2020

<b>2.2.6</b>	<b>Filling in the application: Application (Stage 2)</b> <b>Membership/professional details</b>	<i>Created</i>	<i>Updated</i>
	<i>nil</i>	15 Jun 2020	15 Jun 2020

<b>2.2.7</b>	<b>Filling in the application: Application (Stage 2)</b> <b>Candidate Declarations</b>	<i>Created</i>	<i>Updated</i>
A	<p><b>I have answered 'Yes' to some of the questions asked in this section. How may I provide the details?</b></p> <p>You will be prompted to enter the details in a free-text area if you answer 'Yes' to one or more of the declaration questions. Please check with the candidate and provide as much detail as possible, to minimise the need for subsequent clarification from us.</p>	15 Jun 2020	15 Jun 2020

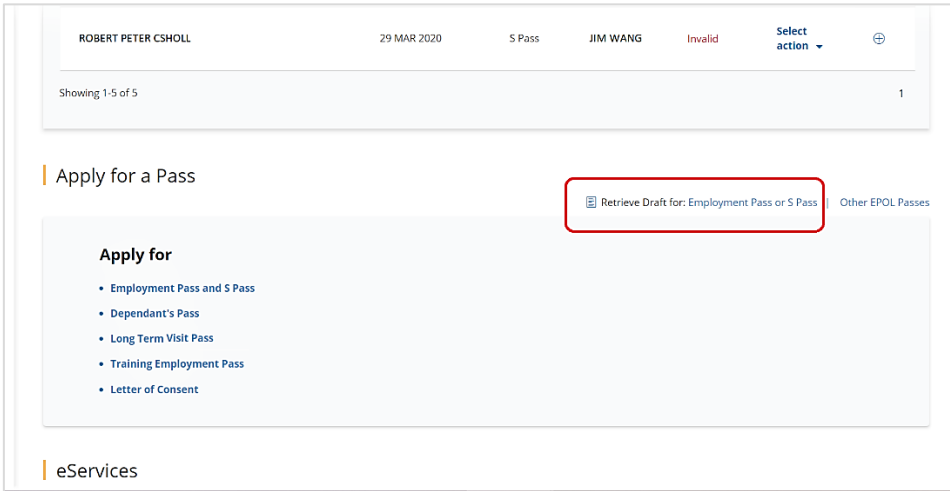
<b>2.3</b>	<b>Summary and Notification Email Address</b>	<i>Created</i>	<i>Updated</i>
A	<p><b>At the end of the page, at "Notification", I am being asked for an email address – what email address should I provide?</b></p> <p>The email address you provide here will be used to notify you of the application outcome, or to ask for more documents for our assessment. Please provide, accurately, the email address of a person who is authorised to follow up on these matters.</p>	15 Jun 2020	15 Jun 2020
B	<p><b>Can I keep a summary of my application details for future reference?</b></p> <p>You may click on the button  to obtain a copy of the Application Summary. Alternatively, you can refer to the copy in the Acknowledgement Email that will be sent to you upon successful submission of the application.</p>	15 Jun 2020	15 Jun 2020

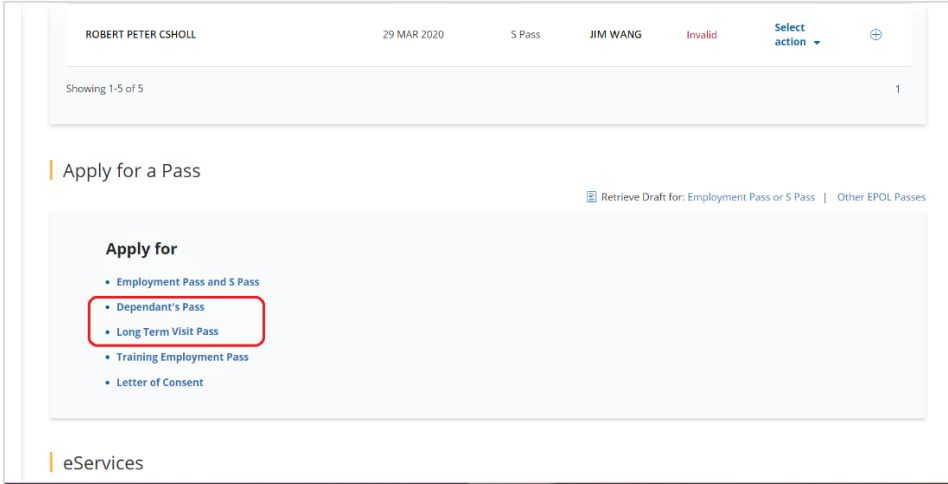
2.4	Payment	Created	Updated
A	<p><b>What are the payment modes available?</b></p> <p>You may pay by <b>GIRO</b> (if you have an existing GIRO arrangement for your EP Online account) or by <b>credit card</b> (MasterCard or Visa).</p>	15 Jun 2020	15 Jun 2020
B	<p><b>How can I retrieve a copy of my GIRO transaction if I had paid for the administrative fee by GIRO?</b></p> <p>You can do so by going to <a href="#">EP Online</a> and selecting “Print &gt; Monthly GIRO Bill” in the lefthand menu.</p>	15 Jun 2020	15 Jun 2020

2.5	After Submission – Checking application status and outcome	Created	Updated
A	<p><b>How can I get a copy of the application that I had submitted?</b></p> <p>You may refer to the Acknowledgement Email that had been sent to you immediately after the application submission – a PDF copy of the application summary is attached to that email.</p>	15 Jun 2020	15 Jun 2020
B	<p><b>I have received an email notifying me that I need to re-submit documents or submit additional supporting documents, by a certain date. What should I do next?</b></p> <p>Please refer to the email advisory on what document is required and why. When you are ready to submit it (by the deadline indicated), log in to <a href="#">myMOM Portal</a> and search for the candidate’s application. Click on “myMOM Portal and search for the candidate’s application. Click on ‘Apply’ under the ‘Action’ column. You will be required to pay the administrative fee again for this application.</p>	15 Jun 2020	15 Jun 2020
D	<p><b>I have received an email notifying me that my application has been rejected, what should I do next?</b></p> <p>Log in to <a href="#">myMOM Portal</a> and search for the candidate’s application. Click on ‘View Outcome Letter’ under the ‘Action’ column and you will be brought to EP Online.</p> <p>At EP Online, click on ‘Apply &gt; Check Status – Application Outcome’ on the left-hand menu to retrieve the relevant application record, and press the “Print Outcome letter” button to obtain the letter stating the reasons for the rejection.</p> <p>If you wish to appeal against the rejection, select “Appeal” at the EP Online left-hand menu to submit your appeal for consideration.</p>	15 Jun 2020	15 Jun 2020



E	<p><b>I have received an email notifying me that my application is successful, what should I do next?</b></p> <p>Log in to <a href="#">myMOM Portal</a> and search for the candidate’s application. Click on ‘View Outcome Letter’ under the ‘Action’ column and you will be brought to EP Online.</p> <p>At EPOL, click on ‘Apply &gt; Check Status – Application Outcome’ on the left-hand menu to retrieve the relevant application record, and press the “Print Outcome letter” button to obtain the approval letter and instructions on the next steps to take.</p>	15 Jun 2020	15 Jun 2020
F	<p><b>I have not received any notification emails although it has been 3 weeks since I submitted the application. What should I do next?</b></p> <p>Log in to myMOM Portal and search for the candidate’s application. If the status of the application is still Pending, click on the ‘Action’ column to check if you need to submit any documents.</p>	8 Oct 2020	8 Oct 2020

2.6	Others & Troubleshooting	Created	Updated
A	<p><b>I am not able to submit the application now, can I save a draft and return to it later?</b></p> <p>A copy of the application will be automatically saved as draft once you successfully complete Application (Stage 1) and proceed to Application (Stage 2). From Application (Stage 2), you may also click on the “Save Draft” button at the top right-hand corner of the page to save a draft.</p> <p>To retrieve a draft later, log in to <a href="#">myMOM Portal</a> &gt; click ‘Work Passes’ on the left-hand function menu &gt; scroll to the bottom part of the page and select “Retrieve Draft for Employment Pass or S Pass” (see screenshot below).</p> <p>Drafts will only be kept for 90 days from the date you had last saved changes to it.</p> 	15 Jun 2020	15 Jun 2020

B	<p><b>I wish to submit a Dependant’s Pass (DP)/ Long Term Visit Pass (LTVP) application for the EP/S Pass applicant, how can I do so?</b></p> <p>Applications for DP and LTVP are submitted through <a href="#">EP Online</a>. If you have <i>just submitted</i> the EP/ S Pass application through the new e-Service, please <i>wait for 15 minutes</i> before you apply for the DP/ LTVP in EPOL.</p> <p>You may go to EPOL <a href="#">directly</a>; or via <a href="#">myMOM Portal</a> ( after logging in, click ‘Work Passes’ on the lefthand function menu &gt; scroll to the bottom part of the page and select “Apply for Dependant’s Pass/ Long Term Visit Pass” - see screenshot below)</p> 	15 Jun 2020	15 Jun 2020
C	<p><b>Who can I contact if I encounter problems or navigation issues while using the e-Service?</b></p> <p>Please refer to this FAQ List to see if your question has been added to this document recently.</p> <p>If you are not able to find the answers you need, you can contact us at <a href="mailto:mom_wpd@mom.gov.sg">mom_wpd@mom.gov.sg</a></p> <p>For faster troubleshooting when you contact us, please:</p> <ul style="list-style-type: none"> <li>• Take a screenshot of the error or page in question;</li> <li>• State the login user, company UEN and date/time when error or issue occurred</li> <li>• Provide the URL of the page when the error or issue occurred</li> </ul> <p>This will help us to better trace the incident and check our logs, so that we can resolve your issue in the fastest time possible.</p>	15 Jun 2020	15 Jun 2020

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