



MOM - LicenceOne Public User Guide

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CONTENTS

Chapter 1: Amend EAL	3
Who can amend EAL	3
How to amend EAL	3
Choose Agency	4
Choose Licence	4
Sign In	5
Choose Amendment Type	7
Review Selection	8
General Information	8
Application Details.....	9
Registering KAH or other EA Personnel	10
Specify Application Details	10
Upload Supporting Documents	11
Review and Declare.....	12
Make Payment	13
Acknowledgement.....	15

5

Chapter 1: Amend EAL

LicenceOne allows authorised users to update the following details for an existing EAL:

- Amend the Licence Profile
- Register Key Appointment Holders or other Employment Agency Personnel
- Change of Personnel Particulars
- Deregistration of Key Appointment Holder or other Employment Agency Personnel

Who can amend EAL

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

How to amend EAL

The screenshot shows the LicenceOne homepage. 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 logo is a navigation bar with 'HOME', 'LICENCE APPLICATION' (with a dropdown arrow), 'GUIDELINES', 'ABOUT US', and 'INFO SEARCH'. The 'LICENCE APPLICATION' dropdown menu is open, showing options: 'APPLY FOR NEW LICENCE', 'AMEND EXISTING LICENCE' (highlighted with a red circle and the number '1'), 'RENEW EXPIRING LICENCE', and 'CANCEL EXISTING LICENCE'. Below the navigation bar is a large banner image of two women looking at a laptop. To the right of the banner is a 'Login via SingPass' section with a link for 'Login for Foreigners without SingPass'. Below that is an 'ANNOUNCEMENT' section with a list of items: 'test_stefano', 'Change of Company Name', 'Test Personal Announcemen ...', 'MOE Licence Announcement', and 'Ann 2', each with a right-pointing arrow. Below the announcements is a 'HELP VIDEOS' section with '1. Apply for New Licence' and a 'HOW IT WORKS' section with '1. Introduction' and '2. End Users Function', each with a right-pointing arrow. At the bottom of the page is a search bar with the text 'Find licence(s) by Keyword' and a 'Go' button. Below the search bar is a green box with the text 'Choose licence(s) by Government Agency' and 'Recommend licence(s) by Business Intent'. Below the green box is a search input field with the text 'e.g. Food court, Petshop, NEA...' and a 'Go' button.

Homepage

1. Click **Licence Application** >> **Amend Existing Licence**. You will be prompted to choose agency.

Choose Agency

1 Choose agency 2 Choose Licence 3 Choose Amendment Type 4 Review Selection

Amend Existing Licence

CPE - Council for Private Education
HSA - Health Sciences Authority
IE - International Enterprise Singapore
IDA - Infocomm Development Authority of Singapore
MOM - Ministry of Manpower 2
MINLAW - Ministry of Law
MOE - Ministry of Education
MDA - Media Development Authority
NEA - National Environment Agency
SPF - Singapore Police Force

Choose agency

2. Click **MOM – Ministry of Manpower**. You will be prompted to choose the licence.

Choose Licence

1 Choose agency 2 Choose Licence 3 Choose Amendment Type 4 Review Selection

Amend Existing Licence - Ministry of Manpower

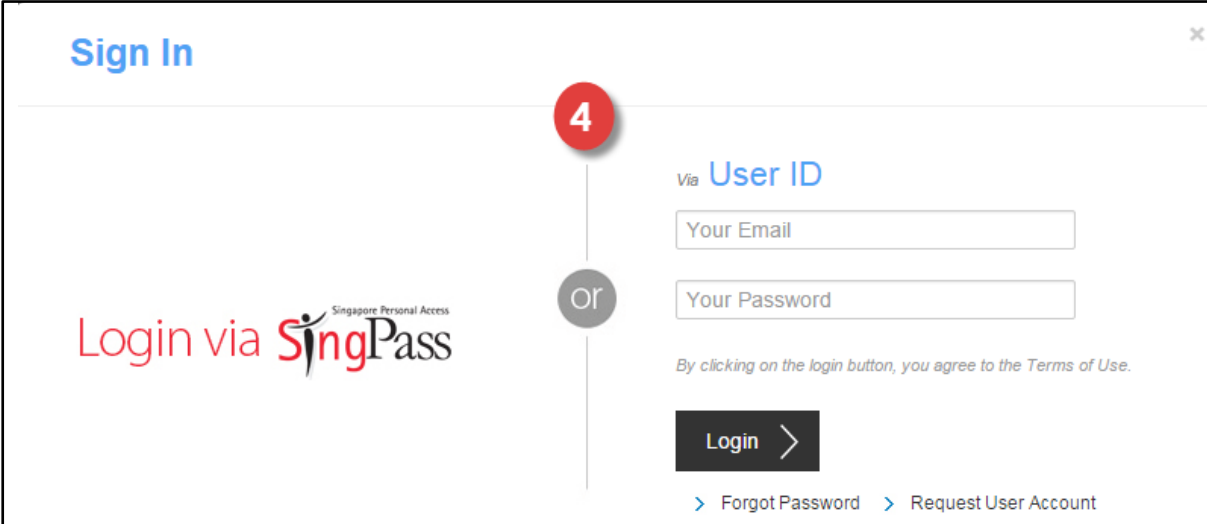
Employment Agency Licence 3
 Factory Notification and Registration

< Back Next >

Choose licence

3. Select **Employment Agency Licence**. If you are not already logged in to **LicenceOne** you will be prompted to log in. Otherwise you will be directed to [Choose Amendment Type](#).

Sign In



The screenshot shows a 'Sign In' window with a close button in the top right corner. On the left, there is a 'Login via SingPass' logo with 'Singapore Personal Access' written above 'SingPass'. In the center, a red circle with the number '4' is connected by a vertical line to a grey circle with the word 'or'. To the right of the 'or' circle, the text 'Via User ID' is displayed above two input fields: 'Your Email' and 'Your Password'. Below these fields is a line of text: 'By clicking on the login button, you agree to the Terms of Use.' At the bottom right, there is a dark grey 'Login >' button and two links: '> Forgot Password' and '> Request User Account'.

Sign In

4. 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](#).

LicenceOne

Singapore Government
Integrity • Service • Excellence

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CORA BROWN ▾ LOGOUT

Your last login as a member was on 25/01/2016 at 04:28 PM (Singapore)

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

Select your Profile

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

5 Company (I am an applicant representing a company or applying on behalf of a company)

Please enter UEN Account

6 [Forgot your UEN?](#)

Please ensure that you have your Unique Entity Number (UEN) ready. If you do not have one, please apply one with ACRA. Please visit <https://www.acra.gov.sg> for more information.

7

Select your Profile

5. Select **Company** as your profile.
6. 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.

7. Click **Next** to choose the amendment type.

Choose Amendment Type

① Choose agency② Choose Licence3 Choose Amendment Type④ Review Selection

Amend Existing Licence - Ministry of Manpower

Amendment of Licence Profile
Authorised Personnel can make amendments to their valid Employment Agency (EA) Licence.

Specify for this process, the following information can be amend.

- 1) General Information
- 2) Type of Placement Done by Agency 8
- 3) Company Branches (Multiple)
- 4) Operating Address ... [[Read more ...](#)]

Registration of KAH or Other EA Personnel
This application allows the licensee or an authorised filer to register an Employment Agency (EA) Personnel.

To register an EA personnel, please have the following information of the EA personnel ready: ... [[Read more ...](#)]

Change of Personnel Particulars
This application allows the update of particulars for the Employment Agency personnel (KAH or others). Details that can be updated are contact number, email address and EA personnel photograph. ... [[Read more ...](#)]

Deregistration of KAH or Other EA Personnel
This application allows the licensee or an authorised filer to deregister a Key Appointment Holder (KAH) or an Employment Agency (EA) Personnel. [[Read more ...](#)]

[External Agency Website](#)

< Back Next > 9

Choose Amendment Type



The amendment type selected in the illustration is just an example.

8. Select required amendment type.
9. Click **Next** to review selection.

Review Selection

① Choose agency ② Choose Licence ③ Choose Amendment Type ④ Review Selection

Amend Existing Licence - Ministry of Manpower

Employment Agency Licence

Licence Number* **10**

< Back Search > **11**

Review Selection

10. Enter **Licence Number**.

11. Click **Search**. If the licence number is valid, the **General Information** will be displayed.

General Information

① General Information ② Application Details ③ Supporting Document(s) ④ Declaration

Terms of Use

I. Agreement

1. Access this services is governed by the terms and conditions as stated below ("Terms of Use"). By accessing and using the Website, you shall be deemed to have accepted and agreed to be legally bound by these Terms of Use. If you do not accept any of these Terms of Use, please leave the Website.
2. In these Terms of Use, the words "we", "our" and "us" refer to the Government of Singapore and all Statutory Boards. "Statutory Board" means any body corporate established by or under written law from time to time to perform or discharge any public function.
3. These Terms of Use may be changed from time to time. Changes will be posted on this page. Your use of the Website after changes have been posted on the Website will constitute your agreement to the modified Terms of Use and all of the changes.
4. We may modify or discontinue any information or features that form part of the Website at any time, with or without notice to you, and without liability.

II. Access To the Website

1. The accessibility and operation of the Website relies on technologies which are not under our control. We do not guarantee continuous accessibility or uninterrupted operation of the Website.
2. We reserve all rights to deny or restrict access to this Website by any particular person or to block access from any Internet address to this Website, at any time, without ascribing any reasons whatsoever.

By clicking on the checkbox, I agree to be bound by the Terms of Use. **12**

General Information – Terms of Use

12. Agree to the **Terms of Use**.

Filer's Particulars

Salutation *	<input type="text" value="Dr"/>	Designation	<input type="text" value="OTHER"/>
Name *	<input type="text" value="Cora Brown"/>	Office Tel Number	<input type="text" value="67888888"/>
ID Type *	<input checked="" type="radio"/> NRIC <input type="radio"/> FIN <input type="radio"/> Passport	Home Tel Number *	<input type="text" value="67888888"/>
ID Number *	<input type="text" value="S7047175B"/>	Fax Number	<input type="text" value="67888888"/>
Nationality *	<input type="text" value="SINGAPORE CITIZEN"/>	Mobile Number	<input type="text" value="97888888"/>
Gender *	<input type="radio"/> Male <input checked="" type="radio"/> Female	Email	<input type="text" value="user34@ffetestuser.com"/>
Date Of Birth *	<input type="text" value="01/01/1977"/>	Alternative Email	<input type="text" value="user34@ffetestuser1.com"/>
Primary Contact Mode *	<input type="radio"/> Office Tel Number <input checked="" type="radio"/> Home Tel Number <input type="radio"/> Mobile Number	Tick if you prefer to be notified via SMS	<input type="checkbox"/> SMS

13

Filer's Particulars

13. Verify your details and click **Next** to proceed with **Application Details**.

Application Details

① General Information
② Application Details
③ Supporting Document(s)
④ Declaration

Selected Licence

Licence Name	Agency Name	Completion Status	Action
Employment Agency Licence	MOM	DRAFT	<input style="background-color: green; color: white; padding: 2px 10px; font-weight: bold;" type="button" value="Start"/> 14

*Note: Please click **Start** or **Edit** button below **Action** header to fill up the individual application form details.*

Application Details

14. Click **Start**.

Depending on the selected amendment type the application details may vary. Click the below links to know more about the application details for each amendment type.

- [Amendment of Licence Profile](#)
- [Register Key Appointment Holders or other Employment Agency Personnel](#)
- [Change of Personnel Particulars](#)
- [Deregistration of Key Appointment Holder or other Employment Agency Personnel](#)

Registering KAH or other EA Personnel

Prerequisites: Make sure to complete [steps 1-14](#) before proceeding further.

Specify Application Details

Registering KAH or Other EA Personnel

Please ensure that the name of the EA personnel (including alias, hanyu pinyin and marital name, if applicable) is keyed in fully when using this online system. Registration applications where the EA personnel's name is incomplete will be rejected and no refund will be given.

15

Personnel Type * Key Appointment Holder Other EA Personnel

Name *

ID Type *

Please specify the details below if "Other ID Type" is chosen

NRIC/FIN *

Contact Number *

Email *

Nationality *

Country of Birth *

Date of Birth *

Highest Education Level *

Please specify the details below if "Others" is chosen

Add 16

Personnel Type	Name	NRIC/FIN	Contact Number	Email Address	
Key Appointment Holder	Kabir	S1206097A	81234567	contactme@myaddress.com	

17 **Proceed** **Save**

Application Details – Registration of KAH or Other EA Personnel

15. Specify required details.

16. Click **Add**. The added KAH or EA Personnel details will be listed below.



- Click to edit the details and to delete the record.
- To add another record, repeat steps 15-16.

17. Click **Proceed**.

① General Information ② Application Details ③ Supporting Document(s) ④ Declaration

Selected Licence

Licence Name	Agency Name	Completion Status	Action
Employment Agency Licence	MOM	Completed	Edit

*Note: Please click **Start** or **Edit** button below **Action** header to fill up the individual application form details.*

< Previous Next > **18**

Application Details



The **Completion Status** will be updated as **Completed** and to modify the application details, click **Edit**.

18. Click **Next**. The **Supporting Documents** screen will be displayed.

Upload Supporting Documents

① General Information ② Application Details ③ Supporting Document(s) ④ Declaration

Upload Supporting Documents

Employment Agency Licence

Document Name	Type	Attachment	Action
Photograph of employment agency personnel you wish to register Photographs are to be named as (NRIC).jpg and then zipped into a zip file. E.g. S0750195A.jpg zipped into Photo.zip Acceptable File Format: ZIP,JPG,JPEG Acceptable File Size: maximum : 1.5 MB	ONLINE UPLOAD	S1206097A.zip	Upload
Coloured Copy of NRIC/Work Pass Coloured Copy of NRIC/Work Pass Acceptable File Format: ZIP,JPG,JPEG Acceptable File Size: maximum : 1.5 MB	ONLINE UPLOAD		Upload

20

< Previous Next > Save Save & Exit

Supporting Documents

19. Click **Upload** to attach the required supporting document in the supported format and size.



Uploaded supporting document will be listed under **Attachment**. To delete the uploaded document, click beside it.

20. Click **Next**.

Review and Declare

① General Information ② Application Details ③ Supporting Document(s) ④ Declaration

Review and Declare

Information Review

21

22

Applicant's Particulars

Salutation	Dr	Designation	Manager
Name	Cora Brown	Office Tel Number	67888888
ID Type	NRIC	Home Tel Number	67888888
ID Number	S7047175B	Fax Number	67888888

Declaration

21. Click  to preview the application details.

22. If required, click  to print the application form.

Declaration

General Declaration

1. I declare that all the information given in this application form is true and correct.

I am aware that legal action may be taken against me if I had knowingly provided false information.

I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced in this application.

Employment Agency Licence

1. 1. I declare that all the information given in this application form is true and correct.

2. I am also aware that all fees made for this application are non-refundable.

< Previous Submit 24

Declaration

23. Select the checkboxes to complete the declaration.

24. Click **Submit**.

Make Payment

SNo	Description	Amount(\$)
1	Pay to MOM (Payment Advice No - PA1610474418) Employment Agency Licence Application No. : U1620001795	
	Application Fee	160.00
	Payment Advice Sub Total GST is not applicable	160.00
	Grand Total:	160.00

25 Proceed with payment

e-Payment

25. Click Proceed with Payment.

The e-Payment process is handled via e-Payment gateway. For more details on e-Payment requirements, refer to <http://www.nets.com.sg>.

Upon successful e-payment, the **Successful Payment** screen will be displayed.

e-Payment

Payment is successful and the receipt is generating.

If the receipt does not appear, please click on View Receipt button below.

View Receipt Next

e-Payment



Payment Transaction will be displayed in a separate window. If it is not displayed, click **View Receipt**.

Payment Transaction

Payment Transaction No TX1610023331	Transaction Date 03/02/2016 18:25:43
Amount Paid (\$) 160.00	Payment Method e-Payment
Status Success	EP Reference No CC15120162503062543


S/No.	Description	Amount(\$)
1	Pay to MOM (Payment Advice - PA1610474418) Application No.: U1620001795 Application Fee	160.00
	Sub Total	160.00
	Grand Total:	160.00

[Print](#) [Close](#)



Click **Print** to print the receipt or click **Close** to close the window.

e-Payment

 Payment is successful and the receipt is generating.

If the receipt does not appear, please click on View Receipt button below.

[View Receipt](#) [Next](#) **26**

e-Payment

26. Click **Next** to view the acknowledgement.

Acknowledgement

Acknowledgement

Submission Number B1620012925

Submission Date 03/02/2016 18:26:18

Submission Name B1620012925 [Edit](#)

Licence Name	Application Number	Agency	Application Status	Payment Status
Employment Agency Licence	U1620001795	MOM	Pending Agency Action	Stage1 : Paid Stage2 : N.A

Note
Application has been submitted successfully. You will be notified of the approval of your application by email/sms. Processing status will also be updated under the Application Status Column.
Please note that the "Submission Name" is for your personal reference only.
You may retrieve your submission and application details by clicking on the "Applications" tab in the "My Portfolio" menu.

27 [Print](#) [Close](#) **28**

Acknowledgement



Click **Edit** to edit the **Submission Name**.

27. Click **Print** to print the acknowledgement.
28. Click **Close**.

