



MOM - LicenceOne Public User Guide

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15 Feb 2016

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Chapter 1: Renew EAL

You will receive the notice of expiry by email 4 months before your employment agency (EA) licence expires.

To ensure continuity, you should start the renewal process as soon as you get the notice.

To ensure a smooth renewal process, you should submit your renewal application along with required payment at least 3 months before your licence expiry date.

To know more about the renewal policies of MOM refer to <http://www.mom.gov.sg/employment-agencies/renew-a-licence>.

Renew EAL

1. Click **Licence Application >> Renew Expiring Licence**. The RRN screen will be displayed.

The screenshot shows the MOM Licence Application website. The navigation bar includes 'HOME', 'LICENCE APPLICATION', 'GUIDELINES', 'ABOUT US', and 'INFO SEARCH'. The 'LICENCE APPLICATION' dropdown menu is open, with 'RENEW EXPIRING LICENCE' highlighted by a red circle and the number '1'. Below the menu is a search bar with a 'Go' button and a list of search results. On the right, there is a 'Login via SingPass' section and an 'ANNOUNCEMENT' section with several news items and a 'HELP VIDEOS' section with three items.

Licence Application



Alternatively, you may also log in to the system, choose the required profile to renew the licence and then proceed with Step 1.

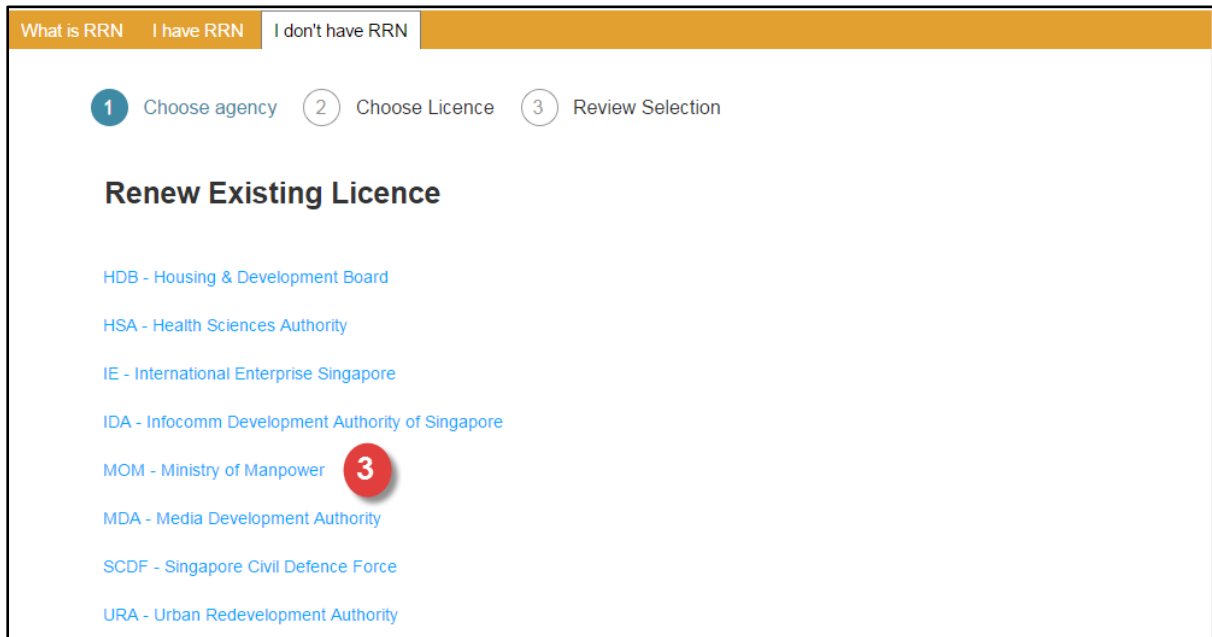
The screenshot shows the RRN (Renewal Reference Number) selection screen. The 'I don't have RRN' tab is selected and highlighted with a red circle and the number '2'. Below the tabs are three bullet points explaining the options for renewal.

- For renewal of licence with RRN provided by agency (e.g.: PA-1123-12345678), please click on "I have RRN" tab.
- For non-RRN licence renewal, please click on "I do not have RRN" tab.
- You may also apply multiple renewal for both licences with RRN and non-RRN together.

Licence without RRN

2. Click **I don't have RRN**. You will be directed to choose the agency.

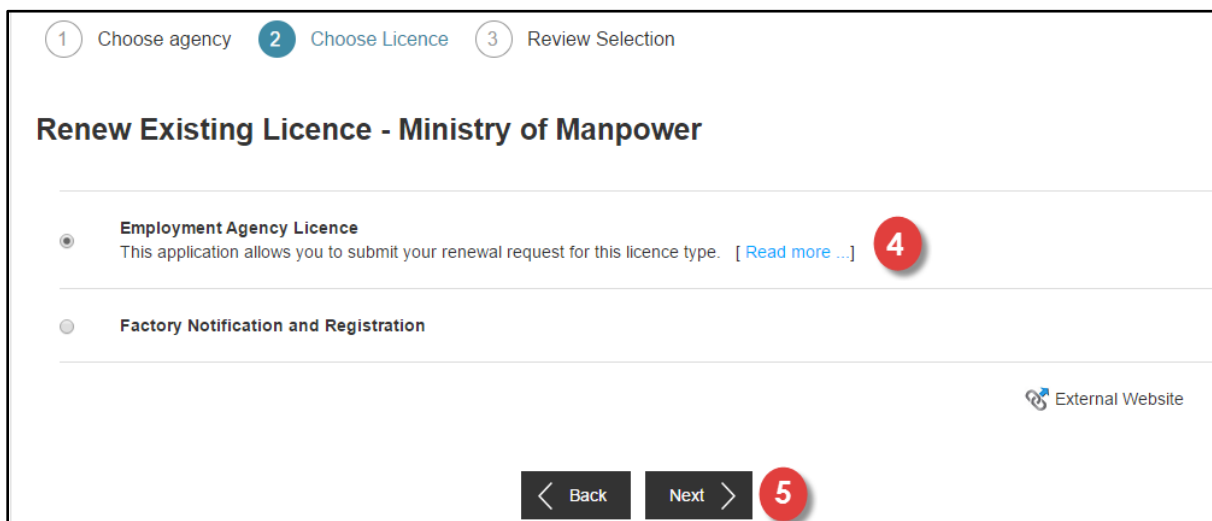
Choose Agency



Choose Agency

3. Click **MOM – Ministry of Manpower**. You will be directed to choose the licence.

Choose Licence

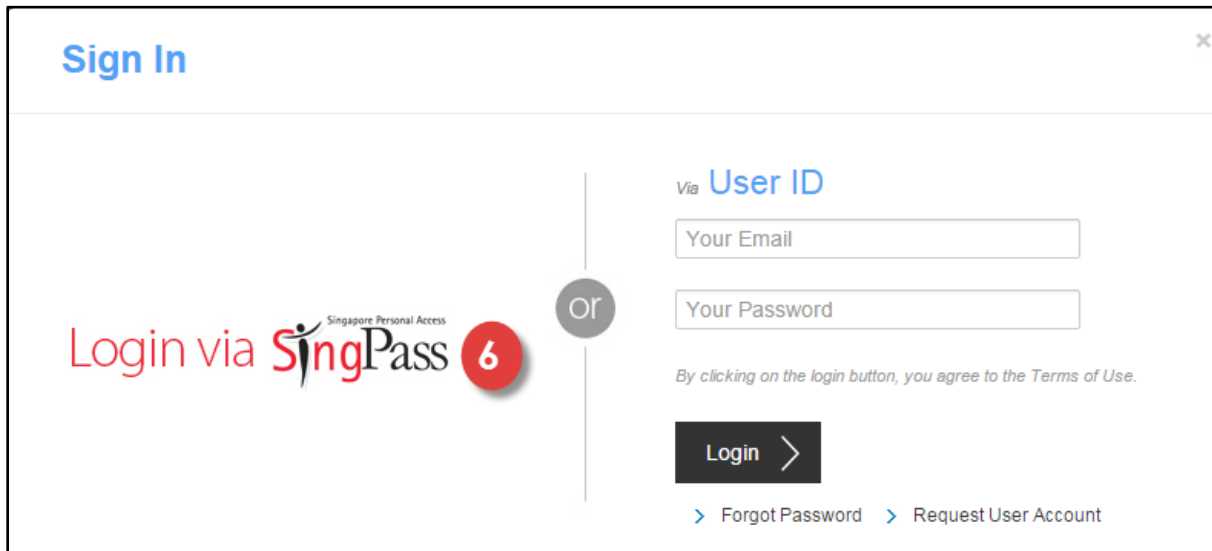


Choose Licence

4. Select **Employment Agency Licence**.

5. Click **Next**. If you are not yet logged in, you will be prompted to log in before proceeding further. If you are already logged in, proceed to [Review Selection](#).

Sign In



Sign In

6. 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

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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)

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

Please enter UEN Account

8 [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.

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Select your Profile

7. Select **Company** as your profile.
8. Enter your company UEN.



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

9. Click **Next**.

Review Selection

1 Choose agency 2 Choose Licence 3 Review Selection

Renew Existing Licence - Ministry of Manpower

Employment Agency Licence

Licence Number* 10

< Back Search > 11

Review Selection

10. Enter **Licence Number**.

11. Click **Search**. Upon validation, the **General Information** for the renewal application 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.

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

General Information

12. Agree to the **Terms of Use**. **Filer's Particulars** will be listed below.

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
Next >
Save
Save & Exit

General Information – Filer's Particulars

13. Click **Next**.

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	Start 14

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

< Previous
Next >

Application Details

14. Click **Start**.

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

Licence Particulars

Licence Number BG554RT54

Licence Type

Expiry Date 28/10/2016

15 [Proceed >](#) [Save](#)

Application Details – Licence Particulars

15. Verify **Licence Particulars** and 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 >](#) **16**

Selected Licence



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

16. Click **Next**.

Supporting Documents



Supporting Documents are not required to renew EAL. If any documents are required, the agency will contact you.

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

Upload Supporting Documents

Employment Agency Licence

No supporting document required for online application submission. Agencies may contact applicant if any supporting documents are needed subsequently

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< Previous Next > Save Save & Exit

Supporting Documents

17. Click **Next**.

Declaration

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

Review and Declare

Information Review

18

19

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

Review and Declare

18. Click  to preview the application details.

19. 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. 20

Employment Agency Licence

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

2. I acknowledge that I have read and understood the [Employment Agency Licence Conditions](#).

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

< Previous
Submit
21

Declaration

20. Tick the checkboxes to complete the declaration.

21. Click **Submit**.

Payment

e-Payment

SNo	Description	Amount(\$)
1	Pay to MOM (Payment Advice No - PA1610473849) Employment Agency Licence Application No. : R1620000437	
	Application Fee	400.00
	Payment Advice Sub Total GST is not applicable	400.00
	Grand Total:	400.00

22
Proceed with payment

e-Payment

22. 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 TX1610022824	Transaction Date 26/01/2016 22:04:46
Amount Paid (\$) 400.00	Payment Method e-Payment
Status Success	EP Reference No CC15120160426100446

S/No.	Description	Amount(\$)
1	Pay to MOM (Payment Advice - PA1610473856) Application No.: R1620000439 Application Fee	400.00
	Sub Total	400.00
	Grand Total:	400.00

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

Payment Transaction or Receipt



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](#) **23**

e-Payment

23. Click **Next**.

Acknowledgement

Acknowledgement

Submission Number B1620011076

Submission Date 26/01/2016 22:04:53

Submission Name B1620011076 [Edit](#)

Licence Name	Application Number	Agency	Application Status	Payment Status
Employment Agency Licence	R1620000439	MOM	Pending Agency Action	Stage1 : Paid Stage2 : Pending

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.

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

Acknowledgement

24. Click **Print** to print the acknowledgement.

25. Click **Close**.

