



# **MOM - LicenceOne Public User Guide**

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# 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', '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 left is a search bar with the text 'Find licence(s) by Keyword' and a 'Go' button. Below the search bar is a text input field with the example text 'e.g. Food court, Petshop, NEA...'. At the bottom right is a 'Choose licence(s) by Government Agency' section with a list of agencies and a 'Recommend licence(s) by Business Intent' section with a list of business intents.

### Homepage

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

## Choose Agency

The screenshot shows a progress bar at the top with four steps: 1. Choose agency (highlighted in blue), 2. Choose Licence, 3. Choose Amendment Type, and 4. Review Selection. Below the progress bar, the title 'Amend Existing Licence' is displayed. A list of agencies is shown, each with a radio button. The 'MOM - Ministry of Manpower' option is selected, indicated by a red circle with the number '2' next to it. Other agencies listed include CPE, HSA, IE, IDA, MINLAW, MOE, MDA, NEA, and SPF.

### Choose agency

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

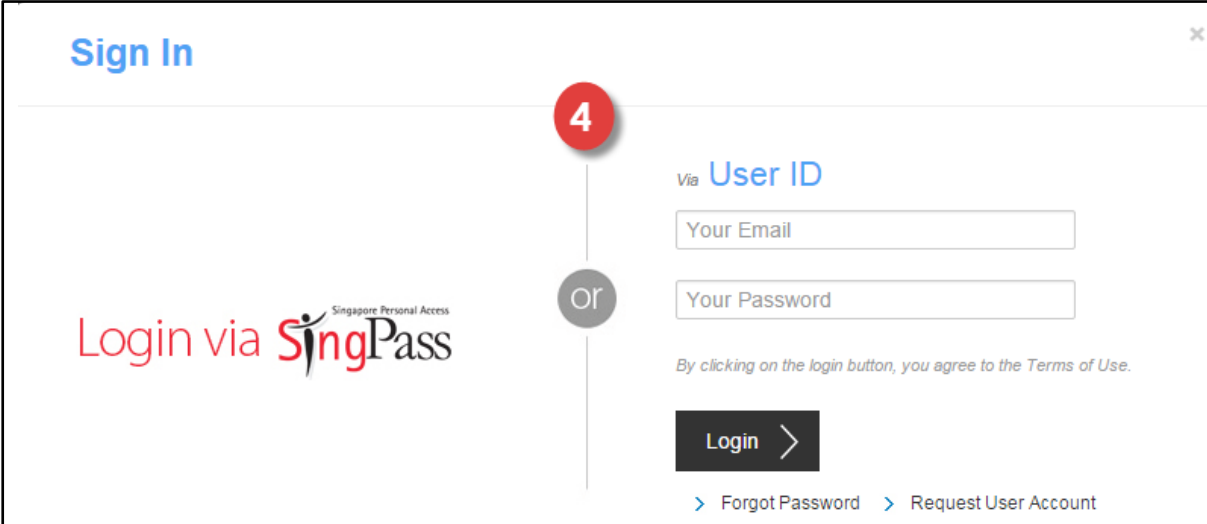
## Choose Licence

The screenshot shows a progress bar at the top with four steps: 1. Choose agency, 2. Choose Licence (highlighted in blue), 3. Choose Amendment Type, and 4. Review Selection. Below the progress bar, the title 'Amend Existing Licence - Ministry of Manpower' is displayed. Two licence options are shown, each with a radio button. The 'Employment Agency Licence' option is selected, indicated by a red circle with the number '3' next to it. The 'Factory Notification and Registration' option is unselected. At the bottom, there are 'Back' and 'Next' buttons.

### 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 'Login' button with a right-pointing chevron. Below the button are 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

Help | Contact Us | Feedback

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 agency   ② Choose Licence   ③ Choose Amendment Type   ④ Review Selection

### Amend Existing Licence - Ministry of Manpower

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**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 ...](#) ]

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**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 ...](#) ]

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**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 ...](#) ]

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**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 ...](#) ]

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[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<br><input checked="" type="radio"/> Home Tel Number<br><input type="radio"/> Mobile Number | Tick if you prefer to be notified via SMS | <input type="checkbox"/> SMS                         |

13
Next >
Save
Save & Exit

#### 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             | <span style="background-color: green; color: white; padding: 2px 5px; font-weight: bold;">Start</span> <span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px; font-weight: bold; margin-left: 5px;">14</span> |

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**.

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](#)

## Change of Personnel Particulars

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

### Specify Application Details

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

### Update of Personnel Particulars(by Key Appointment Holder)

**Name \***

**NRIC/FIN \***

**Contact Number \***

**Email \***

**ID Type \*** Please Select ▾

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

**Nationality \*** Please Select ▾

**Country of Birth \*** Please Select ▾

**Date of Birth \***

**Highest Education Level \*** Please Select ▾

Please specify the details below if "Others" is chosen

Update

Search:

| Type of Registration ▲ | Name           | NRIC/FIN  | Contact Number | Email Address  |   |
|------------------------|----------------|-----------|----------------|----------------|---|
| KAH                    | KRISTOFF       | S6646120C | 65656565       | trse@seaf.dsd  | <span style="background-color: #e74c3c; color: white; border-radius: 50%; padding: 2px 5px; font-weight: bold;">15</span> |
| KAH                    | MARLEY HANS    | S1575247E | 65656565       | erata@seaf.dsd |   |
| KAH                    | STEVENS HANS   | S3215711D | 65656565       | arr@seaf.dsd   |   |
| KAH                    | CHRISTIAN HANS | S9491057I | 65656565       | s3we@seaf.dsd  |   |
| NON-KAH                | HANS HANS      | S4341144F | 65656565       | trhy@seaf.dsd  |   |
| NON-KAH                | SHASHANK HANS  | S7174499Z | 65656565       | afgd@seaf.dsd  |   |
| NON-KAH                | ARJUN HANS     | S6938136G | 65656565       | s3we@seaf.dsd  |   |
| NON-KAH                | JOHN HANS      | S5989559A | 65656565       | aretr@seaf.dsd |   |

Showing 1 to 8 of 8 entries

Prev
1
Next

Proceed >

Save

#### Application Details – Update of Personnel Particulars (by Key Appointment Holder)

15. To change the details of a personnel, click corresponding to personnel's record. The personnel details will be displayed for modification.

### Update of Personnel Particulars(by Key Appointment Holder)

|  |  |
|--|--|
| <p><b>Name *</b> <input type="text" value="KRISTOFF"/></p> <p><b>NRIC/FIN *</b> <input type="text" value="S6646120C"/></p> <p><b>Contact Number *</b> <input type="text" value="65656565"/></p> <p><b>Email *</b> <input type="text" value="trse@seaf.dsd"/></p> <p><b>ID Type *</b> <input type="text" value="Employment Pas"/></p> <p>Please specify the details below if "Other ID Type" is chosen <input type="text"/></p> | <p><b>Nationality *</b> <input type="text" value="SINGAPORE CIT"/></p> <p><b>Country of Birth *</b> <input type="text" value="Cape Verde"/></p> <p><b>Date of Birth *</b> <input type="text" value="21/12/1991"/> </p> <p><b>Highest Education Level *</b> <input type="text" value="Diploma"/></p> <p>Please specify the details below if "Others" is chosen <input type="text"/></p> |
|--|--|

**16**

**Application Details**

16. Modify the details as required and click **Update**. The updated details are displayed below.

| Type of Registration ▲ | Name           | NRIC/FIN  | Contact Number | Email Address           |  |
|------------------------|----------------|-----------|----------------|-------------------------|--|
| KAH                    | KRISTOFF       | S6646120C | 65656566       | contactme@myaddress.com |  |
| NON-KAH                | HANS HANS      | S4341144F | 65656565       | trhy@seaf.dsd           |  |
| NON-KAH                | SHASHANK HANS  | S7174499Z | 65656565       | afgd@seaf.dsd           |  |
| NON-KAH                | ARJUN HANS     | S6938136G | 65656565       | s3we@seaf.dsd           |  |
| NON-KAH                | JOHN HANS      | S5989559A | 65656565       | aretr@seaf.dsd          |  |
| KAH                    | MARLEY HANS    | S1575247E | 65656565       | erata@seaf.dsd          |  |
| KAH                    | STEVENS HANS   | S3215711D | 65656565       | arr@seaf.dsd            |  |
| KAH                    | CHRISTIAN HANS | S9491057I | 65656565       | s3we@seaf.dsd           |  |

Showing 1 to 8 of 8 entries Prev **1** Next

**17**

**Application Details**



To modify the details of another personnel, repeat steps 15 and 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         | <a href="#">Edit</a> |

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

< Previous    Next > **18**

### Application Details



To edit 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                           |
|--|---------------|---------------|----------------------------------|
| <b>Photograph of employment agency personnel you wish to register</b><br>Photographs are to be named as (NRIC).jpg and then zipped into a zip file. E.g. S0750195A.jpg zipped into Photo.zip<br>Acceptable File Format: ZIP,JPG,JPEG<br>Acceptable File Size: maximum : 1.5 MB | ONLINE UPLOAD | S1206097A.zip | <a href="#">Upload</a> <b>19</b> |
| <b>Coloured Copy of NRIC/Work Pass</b><br>Coloured Copy of NRIC/Work Pass<br>Acceptable File Format: ZIP,JPG,JPEG<br>Acceptable File Size: maximum : 1.5 MB  | ONLINE UPLOAD |               | <a href="#">Upload</a>           |

**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 |

### Review and Declare

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.

< Previous Submit 24

### Declaration

23. Select the checkboxes to complete the declaration.

24. Click **Submit**.

## Acknowledgement

**Acknowledgement**

Submission Number B1620013018

Submission Date 04/02/2016 09:44:18

Submission Name B1620013018 [Edit](#)

| Licence Name              | Application Number | Agency | Application Status                      | Payment Status               |
|---------------------------|--------------------|--------|---|------------------------------|
| Employment Agency Licence | U1620001827        | MOM    | Submitted (No Upfront Payment Required) | Stage1 : N.A<br>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.

**25** [Print](#) [Close](#) **26**

### Acknowledgement



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

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

26. Click **Close**.