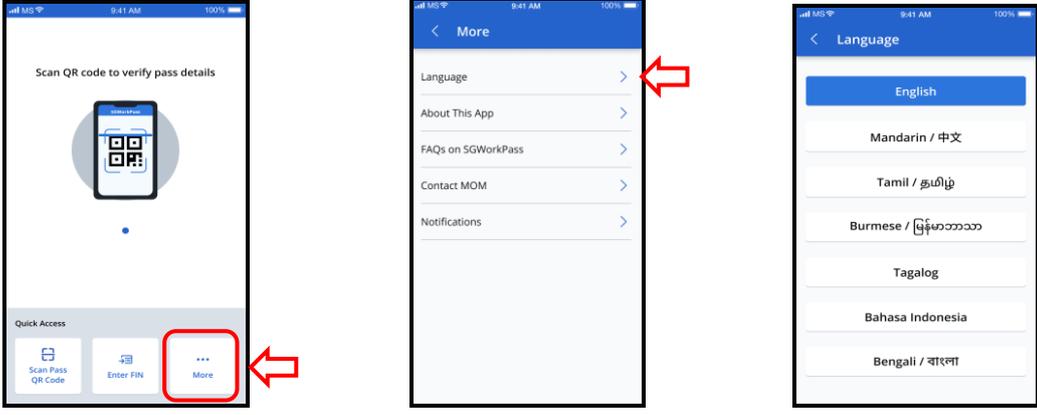


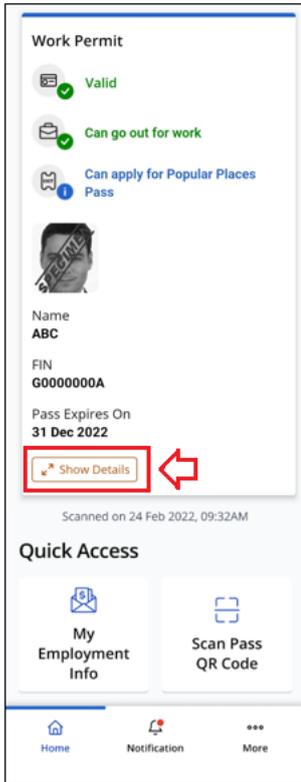
FAQs on SGWorkPass app

Q1	What is the SGWorkPass app?
A1	<p>The SGWorkPass app allows you to check the validity of MOM-issued passes. To check the pass validity, you can scan the QR code of the pass card.</p> <p>These are also available on the app:</p> <ul style="list-style-type: none">• Better data privacy as detailed pass information will only be shown when you tap to expand the work pass details.• View key work pass information at a glance.• Work Permit holders can see their salary details by logging in using their Singpass.• View all announcements with one tap.
Q2	Where can I download the SGWorkPass app?
A2	<p>SGWorkPass is available on Google Play Store, App Store and Huawei AppGallery. It is free and available 24/7.</p>
Q3	Can I still use the SGWorkPass app without updating it to the latest version?
A3	<p>You will receive a notification to update the app to the latest version to continue using it.</p>
Q4	Is the SGWorkPass app available in languages other than English?
A4	<p>Yes. From 6 Feb 2023, SGWorkPass will be available in other languages:</p> <ul style="list-style-type: none">• Bahasa Indonesia• Bengali• Burmese• Mandarin• Tagalog• Tamil <p>Simply update the app to use SGWorkPass in your preferred language. You can then change the language anytime.</p>
Q5	How do I change the language for the SGWorkPass app?
A5	<p>Tap on More (under Quick Access menu) > Language to select another language.</p>

	
Q6	I have selected a non-English language for my SGWorkPass app but I am still seeing some messages or notifications in English. Why is that so?
A6	Some messages or notifications are only available in English.
Q7	What information can I see using the SGWorkPass app?
A7	<p>Upon scanning the app, you can see an overview of the pass holder's pass information such as:</p> <ul style="list-style-type: none"> • Photograph* • Name • FIN* • Pass type • Pass status • Pass validity date • AccessCode (Not required to check this to leave residence or enter worksites) • Popular Places Pass (Workers no longer need to apply for this to visit any locations)

To see more information, tap on 'Show Details':

Collapsed view:

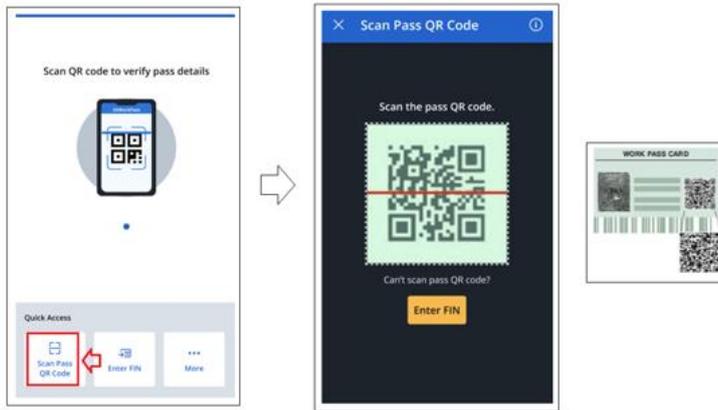


Expanded view:

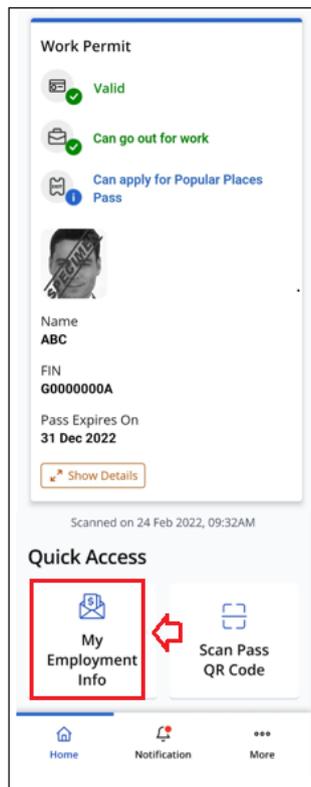


*Not applicable for some Special Pass card holders.

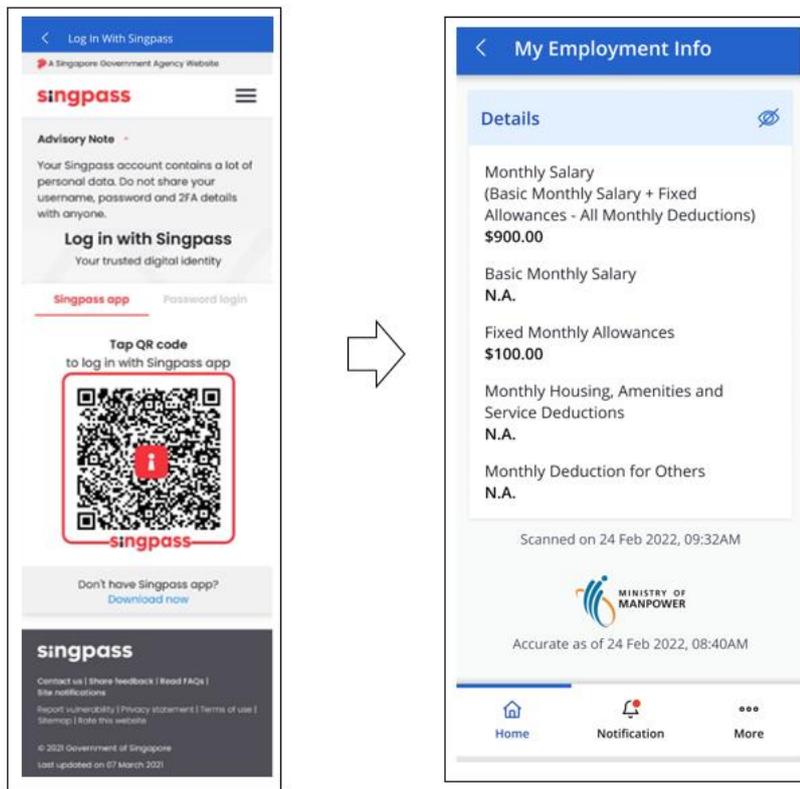
Q8	Can I use the SGWorkPass app to check the details of my Special Pass card?
A8	Yes. From 20 Jul 2022, you will be able to check the details of your Special Pass card (including expiry date) using the SGWorkPass app. This only applies to MOM Special Pass card holders who are assisting in investigations, attending court proceedings, or settling salary or work injury claims.
Q9	[Only for Work Permit holders] How can I check my salary details?
A9	<p>Complete these steps to see your salary details:</p> <ol style="list-style-type: none"> 1. Use SGWorkPass to scan the QR code on your card.



2. Tap on “My Employment Info”.



3. Log in with your Singpass.

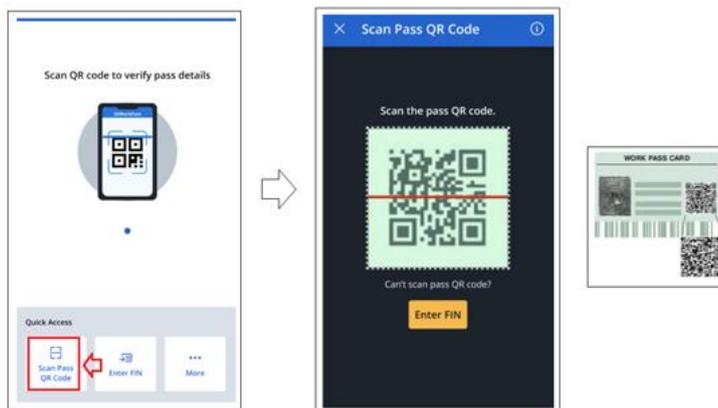


Note: If you do not have a Singpass account, register for one at <https://go.gov.sg/register-singpass>. For a step-by-step guide, refer to <https://www.singpass.gov.sg/home/ui/support>.

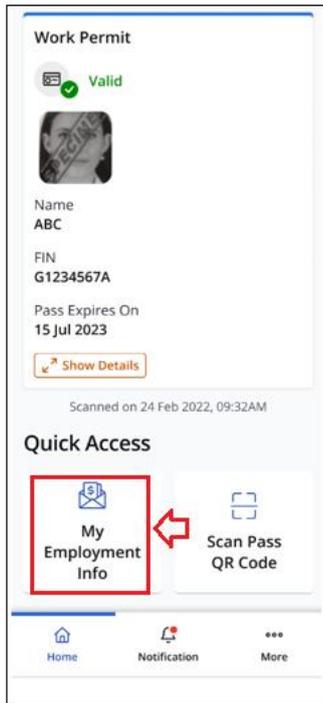
Q10 [Only for migrant domestic workers] How do I view my employment information?

A10 Complete these steps to see your employment information:

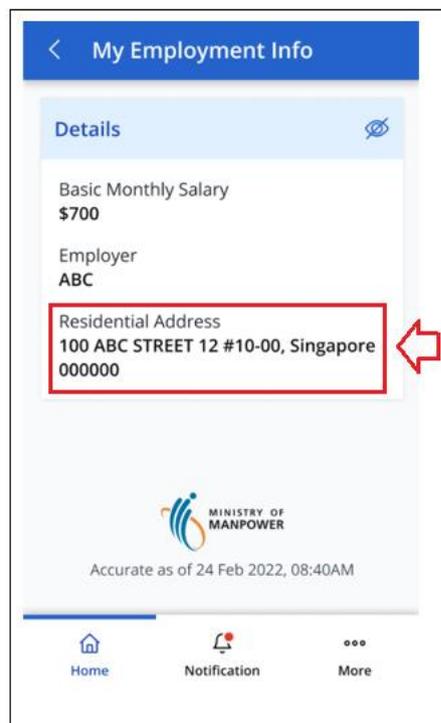
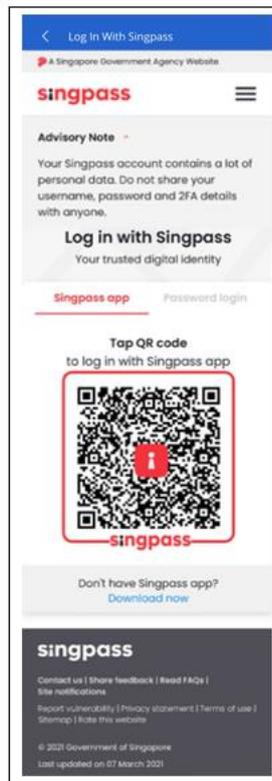
1. Use SGWorkPass to scan the QR code on your card.



2. Tap on “My Employment Info”.



3. Log in with your Singpass.

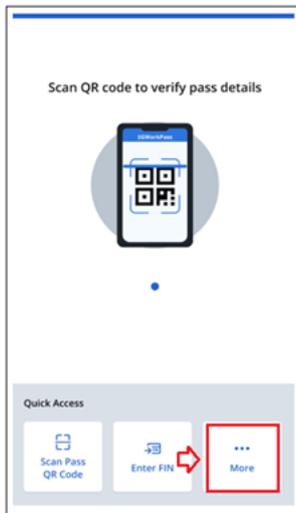


Note: If you do not have a Singpass account, register for one at <https://go.gov.sg/register-singpass>. For a step-by-step guide, refer to <https://www.singpass.gov.sg/home/ui/support>.

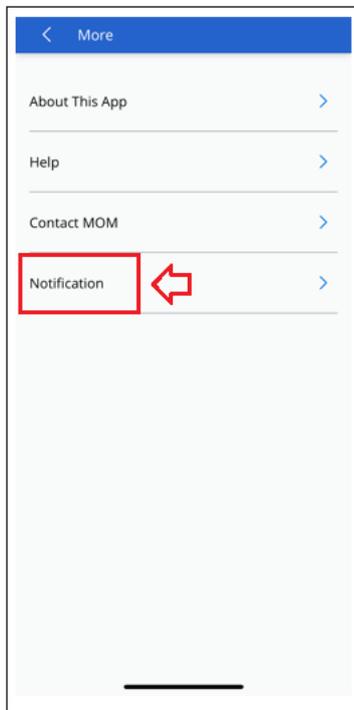
Q11 How can I view notifications on the SGWorkPass app?

A11 Complete these steps to view the notifications:

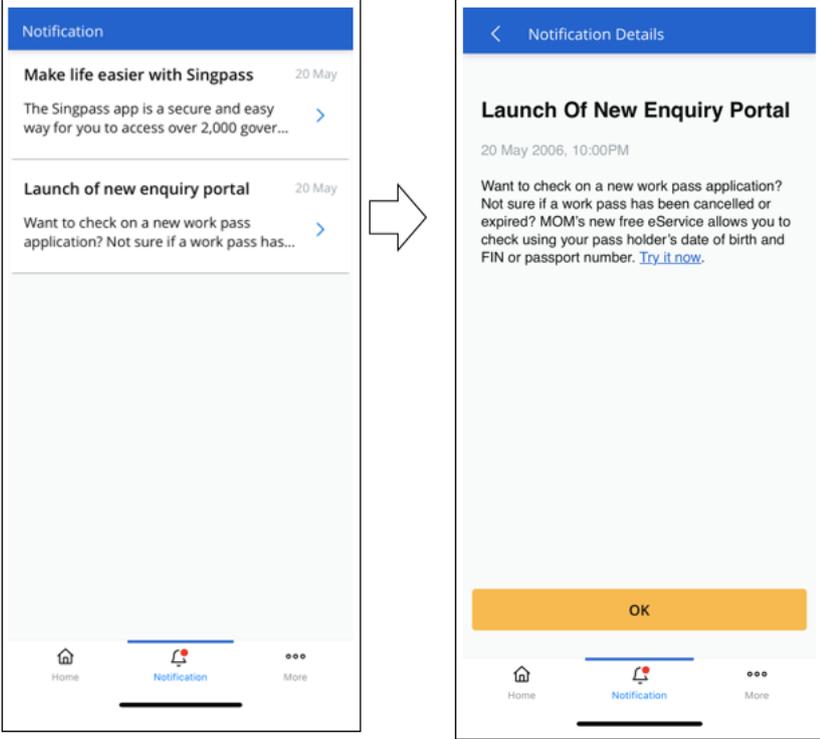
1. Tap on 'More'.



2. Tap on "Notification".



3. Tap on each notification to read the full message.

	
Q12	I am unable to scan the QR code. What should I do?
A12	<p>You can:</p> <ul style="list-style-type: none"> • 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. <p>If the above does not work, you can contact us at www.mom.gov.sg/feedback.</p>
Q13	How soon will changes to pass information be reflected on the SGWorkPass app?
A13	The new information will be reflected on SGWorkPass within 1 working day after any transaction or change has been made.
Q14	Can I use a third-party scanner app to scan the QR code on the pass card?
A14	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.
Q15	The SGWorkPass app shows 'Invalid' upon scanning the pass card. What does it mean?
A15	<p>It means that the pass is cancelled or has expired. The date of pass cancellation or expiry will also be shown.</p> <p>For clarification, pass holders should check with their employers.</p>
Q16	Can the SGWorkPass app be used overseas?
A16	Yes. SGWorkPass can be downloaded and used overseas.

Q17	Are there alternatives to check pass validity besides using the SGWorkPass app?
A17	<p>If you are a work pass or long-term pass holder, you can use the Check work pass and application status eService to check your pass validity.</p> <p>If you are a Special Pass holder, you can contact your case officer or visit MOM Services Centre - Hall B during operating hours for further assistance.</p>
Q18	Apart from the SGWorkPass app and the Check work pass and application status eService, where can I view employment information such as the date of pass expiry?
A18	<p>The employment information can also be found in the following letters:</p> <ul style="list-style-type: none"> • Work pass Notification Letter that can be printed when you get your pass issued or renewed online. • Card delivery letter when the cards are delivered to the pass holders.

Updated on 13 Feb 2023