How to access *myMOM* Portal (for existing EP eService users)

To access *myMOM* Portal, your Corppass Administrator must first add it to your Corppass account. Simply follow these steps:
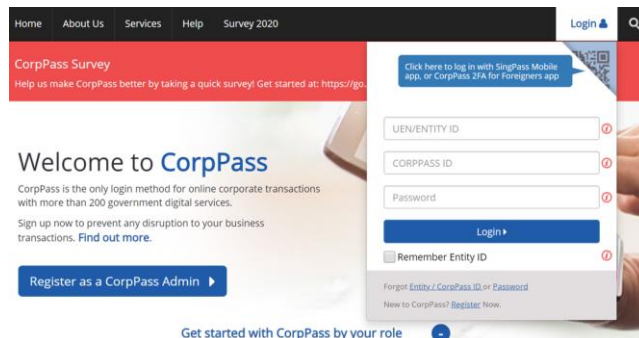
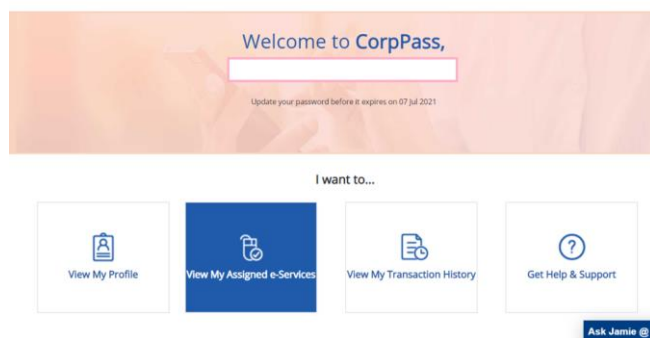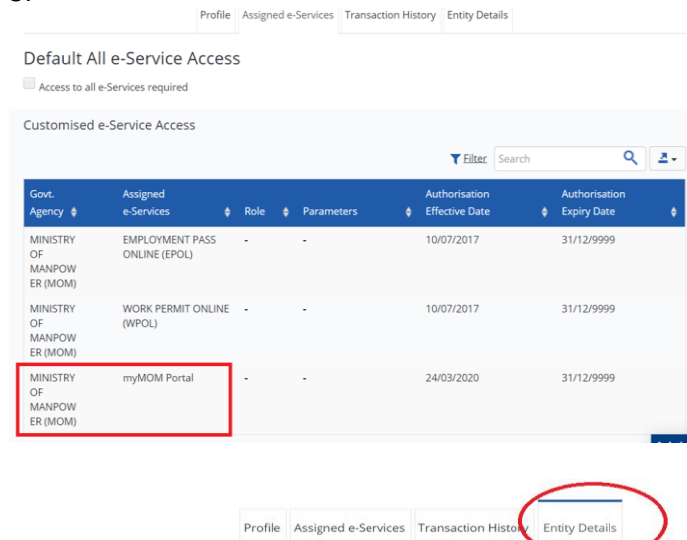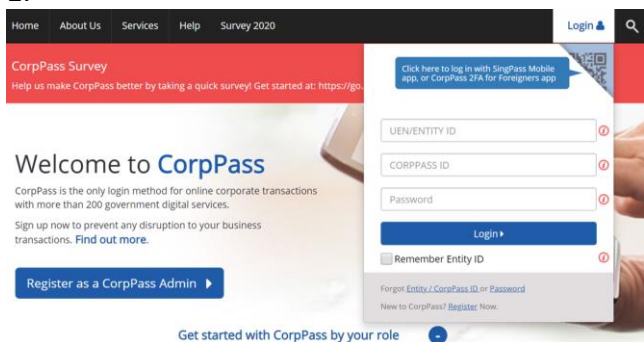| Actions for Corppass user	1.
Check if you have access to *myMOM* Portal:	
1. Log in to your [Corppass account](#).	2.
2. Click 'View My Assigned e-Services'.	
3. Check if *myMOM* Portal is listed under your assigned e-Services. If so, you can proceed to use *myMOM* Portal. Otherwise, please get your Corppass Administrator to perform the actions below. Tip: To check who is your Corppass Administrator, click on the 'Entity Details' tab.	3.

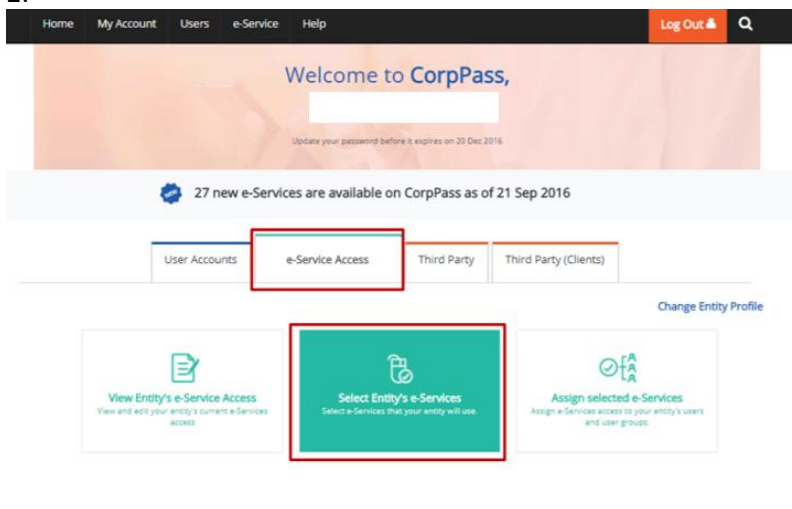| Actions for Corppass Administrator **a. Add *myMOM* Portal to your entity's list of e-Services:** 1. Log in to your [Corppass account](#). 2. Go to the 'e-Service Access' tab and click on 'Select Entity's e-Services'. 3. Select *myMOM* Portal from the list of e-Services and submit the request.	1. 2.
b. Assign access to *myMOM* Portal to your Corppass users: 1. Go to the 'e-Service Access' tab and click on 'Assign selected e-Services'. 2. Assign *myMOM* Portal to your Corppass users. 3. You will receive a message to confirm that your users have been assigned access.	1. 3.
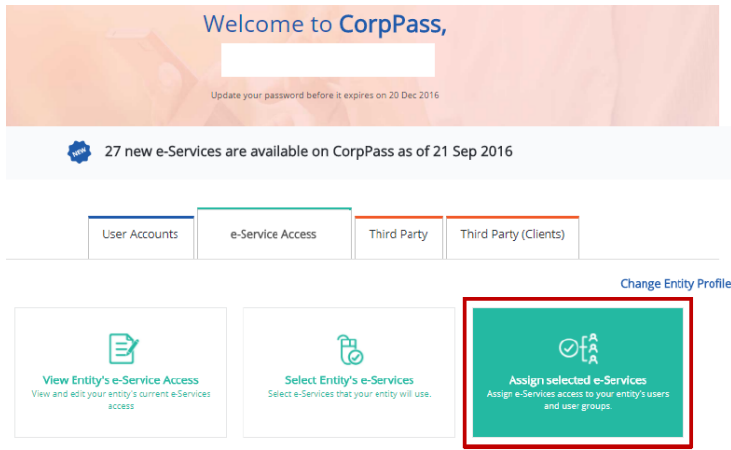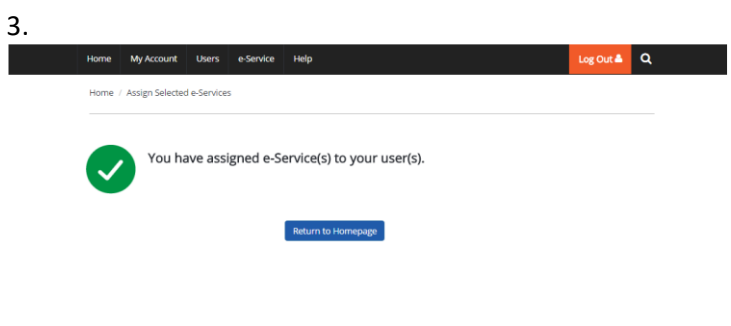
For more details on navigating the Corppass portal, please refer to the [Corppass user guides](#).

How to use *myMOM* Portal for work pass transactions	
1. Log in to **myMOM Portal** with your Corppass.	
2. Once you have logged in: **Click on 'Work Passes'.**	
Select the company you are transacting for.	

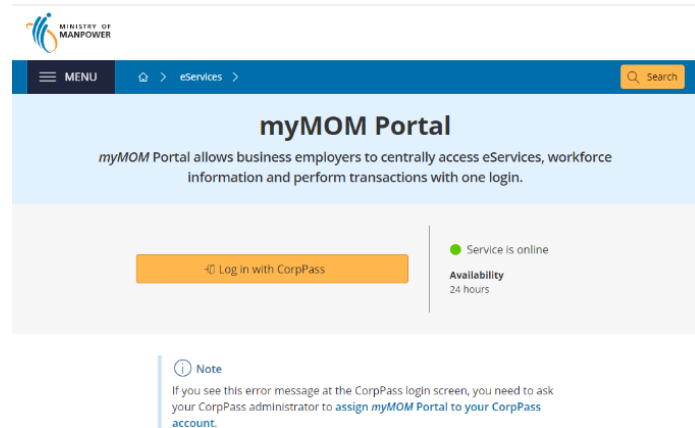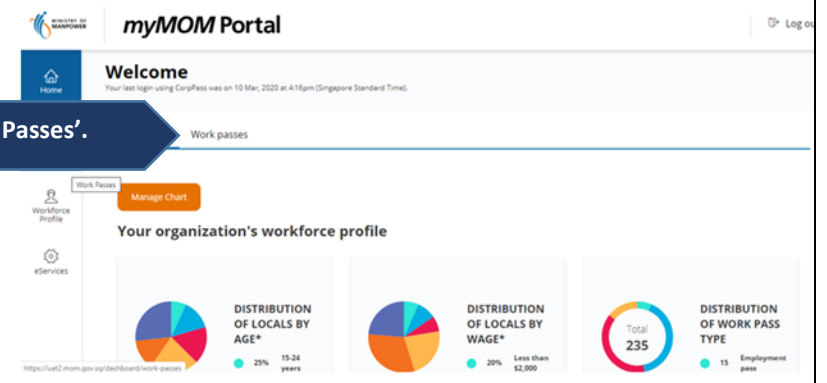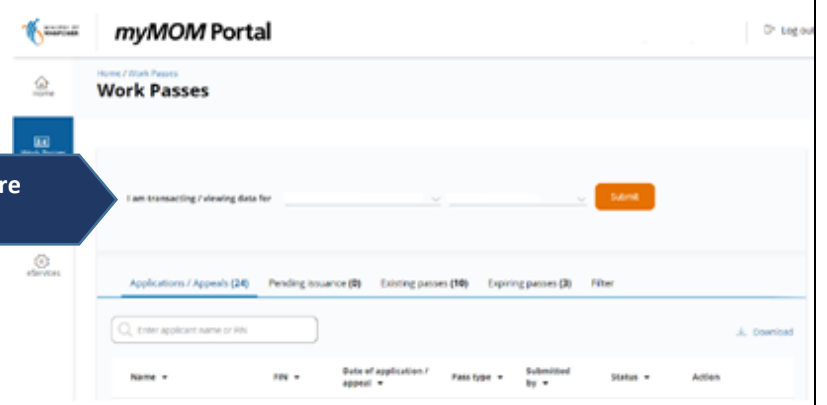| **How to apply for an Employment Pass, S Pass, Dependant's Pass, Long-Term Visit Pass, Letter of Consent or Training Employment Pass**	
1. Scroll down the 'Work Passes' page to the 'Go to Quick Menu' section. **Click here**	**Start Transactions** For transactions related to Employment Pass, S Pass and passes for family members Go to Quick Menu
2. At the menu page, select the action from the drop-down list. **Click on 'Apply for a pass'.**	*myMOM Portal* > **Welcome, what would you like to do?** **Start a transaction** **I want to** Action Start typing to search... WORK PASS ACTIONS Apply for a pass Cancel a pass Issue a pass Renew a pass Request for Short-Term Visit Pass Retrieve draft Submit documents
3. Fill in the required fields. **Click 'Continue' and you will be directed to the landing page of the application form.**	*myMOM Portal* > **Welcome, what would you like to do?** **Start a transaction** **I want to** Action Apply for a pass × **For this branch** **For this pass** Continue
How to renew an Employment Pass, S Pass, Dependant's Pass, Long-Term Visit Pass, Letter of Consent	
1. Log in to **myMOM Portal** 2. Search for the candidate under the 'Expiring passes' or 'Existing passes' tab. **Under action, select 'Renew'.**	Application / Appeals (139) Pending issuance (14) Existing / Expired passes (84) Expiring passes (9) Advanced search Enter applicant name or FIN Submit Download All Name FIN Date of expiry Pass type Submitted by Action Select action ▾ Cancel Renew More... 31 MAR 2023 S Pass Select action ▾ 31 MAR 2023 S Pass Select action ▾ Showing 1-9 of 9 1 2 Next Last

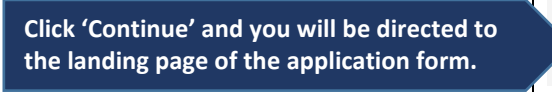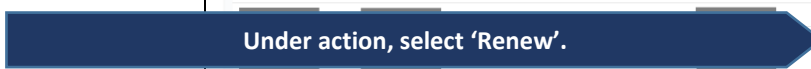| **For an employment agent who is handling the foreigner's transactions for the first time**	
1. Scroll down the Work Passes page to the 'Go to Quick Menu' section. **Click here.**	**Start Transactions** For transactions related to Employment Pass, S Pass and passes for family members Go to Quick Menu
2. At the menu page, select the action from the drop-down list. **Click on 'Renew a pass'.**	*myMOM Portal* > Welcome, what would you like to do? **Start a transaction** **I want to** Action Start typing to search... 🔍 WORK PASS ACTIONS Apply for a pass Cancel a pass Issue a pass Renew a pass Request for Short-Term Visit Pass Retrieve draft Submit documents
3. Fill in the required fields. **Click 'Continue' and you will be directed to the landing page of the renewal form.**	*myMOM Portal* > Welcome, what would you like to do? **Start a transaction** **I want to** Action Renew a pass ✕ **For this organisation** My client's organisation ▽ **For this pass** Employment Pass/S Pass ▽ **For this foreigner** FIN [ ] Date of birth dd mmm yyyy 📅 Continue

How to submit an appeal for rejected applications/renewal/appeal

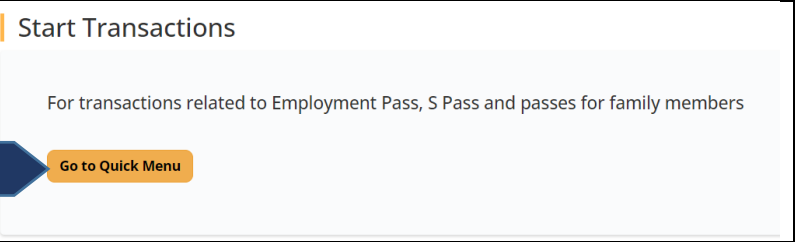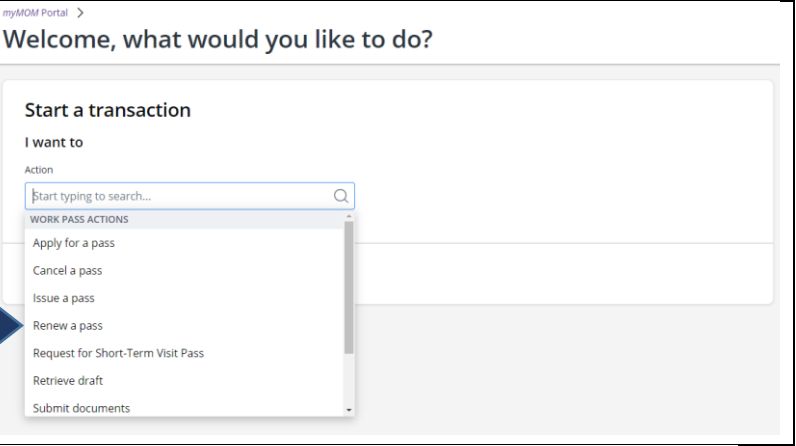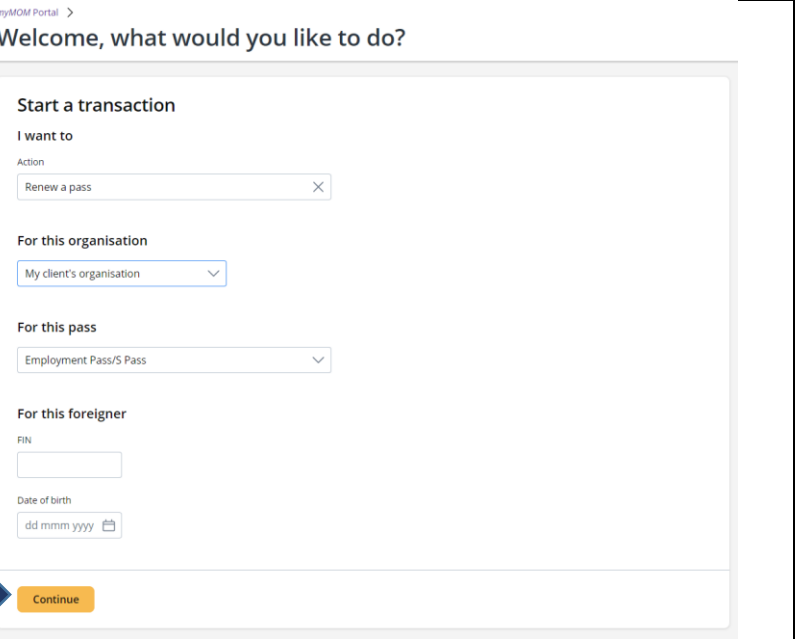|	
1. Log in to ***myMOM* Portal** 2. Search for the candidate under the 'Application/Appeals' tab.	Application / Appeals **(938)** Pending issuance **(94)** Existing / Expired passes **(0)** Expiring passes **(0)** Advanced search Q Enter applicant name or FIN **Submit** ⬇ D **Name** **FIN** **Date of application / appeal** **Pass type** **Submitted by** **Status** **Action** JOHN DOE ONE F1234567N 28 JAN 2023 Employment Pass MARY JANE Pending Select action ▾ JOHN DOE TWO F1234567N 12 FEB 2023 S Pass MARY JANE Pending Select action ▾ JOHN DOE THREE F1234567N 19 FEB 2023 Employment Pass MARY JANE Pending Select action ▾ JOHN DOE F1234567N 27 FEB 2023 S Pass MARY JANE Rejected Select action ▾ **Under action, select 'View details'.** **View details** Select action ▾

For an employment agent who is handling the foreigner's transactions for the first time

3. Scroll down the Work Passes page to the 'Go to Quick Menu' section. **Click here.**	**Start Transactions** For transactions related to Employment Pass, S Pass and passes for family members **Go to Quick Menu**
4. At the menu page, select the action from the drop-down list. **Click on 'View details'.**	**Welcome, what would you like to do?** **Start a transaction** **I want to** Action Start typing to search... Q Submit documents Update contact details Update travel document details View details View pass holder profile View payment records Withdraw a submission
5. Fill in the required fields. **Click 'Continue' and you will be directed to the landing page of the 'View details' form.**	**To search by FIN** **Start a transaction** **I want to** Action View details ✕ **For this foreigner** Search by FIN ∨ FIN F1234567N Date of application 27 Feb 2023 📅 Continue

To search by Application Number

Start a transaction

I want to

Action

| View details | ✕ |

For this foreigner

| Search by Application number | ⌄ |

Application number

| A270223803755 |

> **Click 'Continue' and you will be directed to the landing page of the 'View details' form.**

Continue

---

6. Proceed to make an appeal only if you can address the reasons for rejection.

View details
JOHN DOE (F1234567Z)

Your application is unsuccessful

Employing organization	TESTING HOLDING PTE. LTD. (12341234X-00-00)
Full Name	JOHN DOE
FIN	F1234567Z
Pass type	Employment Pass
Application number	A180323809357
Status	Rejected
Date of application	18 Mar 2023
Date of outcome	13 Apr 2023
Submission organization	TESTING HOLDING PTE. LTD. (12341234X-00-00)
Submission user	CORPPASS TEST ACCOUNT

All dates are based on Singapore time (GMT +0800).

Reason(s) for outcome

- This candidate does not qualify for an Employment Pass. Before submitting an application or appeal, check the Self-Assessment Tool to find out the salary required for each candidate to get an Employment Pass.
- You must advertise this vacancy on MyCareersFuture for at least 14 days first. Then, if you still wish to employ foreign candidate(s) for this position after you have considered all applicants fairly, you may wish to provide the advertisement ID in your subsequent application or appeal.

Reason(s) accurate as at time of outcome.

When to consider submitting an appeal

You may consider appealing by **12 Jul 2023** if you are able to address the reason(s) for rejection. You can appeal up to 2 times within 3 months of the original application/renewal request's date of outcome.

> **Click 'Submit an appeal' and you will be directed to the landing page of the appeal form.**

Submit an appeal

How to check the status of my submitted Application/Renewal/Appeal

1. Log in to ***myMOM* Portal** 2. Search for the candidate under the 'Application/Appeals' tab.	**Application / Appeals (938)** Pending issuance (94) Existing / Expired passes (0) Expiring passes (0) Advanced search Q Enter applicant name or FIN [Submit] Name / FIN / Date of application / appeal / Pass type / Submitted by / Status / Action JOHN DOE ONE F1234567N 28 JAN 2023 Employment Pass MARY JANE Pending Select action ▾ JOHN DOE TWO F1234567N 12 FEB 2023 S Pass MARY JANE Pending Select action ▾ JOHN DOE THREE F1234567N 19 FEB 2023 Employment Pass MARY JANE Pending Select action ▾ JOHN DOE F1234567N 27 FEB 2023 S Pass MARY JANE Rejected Select action ▾ **Under action, select 'View details'.** [View details] [Select action ▾]

For an employment agent who is handling the foreigner's transactions for the first time

1. Scroll down the Work Passes page to the 'Go to Quick Menu' section. **Click here.**	**Start Transactions** For transactions related to Employment Pass, S Pass and passes for family members [Go to Quick Menu]
2. At the menu page, select the action from the drop-down list. **Click on 'View details'.**	**Welcome, what would you like to do?** **Start a transaction** **I want to** Action [Start typing to search... Q] Submit documents Update contact details Update travel document details View details View pass holder profile View payment records Withdraw a submission
3. Fill in the required fields. **Click 'Continue' and you will be directed to the landing page of the 'View details' form.**	**To search by FIN** **Start a transaction** **I want to** Action [View details ✕] **For this foreigner** [Search by FIN ▾] FIN [F1234567N] Date of application [27 Feb 2023 📅] [Continue]

Click 'Continue' and you will be directed to the landing page of the 'View details' form.	**To search by Application Number** Start a transaction I want to Action [View details ✕] For this foreigner [Search by Application number ▼] Application number [A270223803755] [Continue]
4. Based on the status of your application/renewal/appeal, information shown in this page may vary.	**View details** JOHN DOE (F1234567Z) **Your application is unsuccessful** Employing organization TESTING HOLDING PTE. LTD. (12341234X-00-00) Full Name JOHN DOE FIN F1234567Z Pass type Employment Pass Application number A180323809357 Status Rejected Date of application 18 Mar 2023 Date of outcome 13 Apr 2023 Submission organization TESTING HOLDING PTE. LTD. (12341234X-00-00) Submission user CORPPASS TEST ACCOUNT All dates are based on Singapore time (GMT +0800). **Reason(s) for outcome** • This candidate does not qualify for an Employment Pass. Before submitting an application or appeal, check the Self-Assessment Tool to find out the salary required for each candidate to get an Employment Pass. • You must advertise this vacancy on MyCareersFuture for at least 14 days first. Then, if you still wish to employ foreign candidate(s) for this position after you have considered all applicants fairly, you may wish to provide the advertisement ID in your subsequent application or appeal. *Reason(s) accurate as at time of outcome.* **When to consider submitting an appeal** You may consider appealing by **12 Jul 2023** if you are able to address the reason(s) for rejection. You can appeal up to 2 times within 3 months of the original application/renewal request's date of outcome. [Submit an appeal]

How to retrieve a saved application draft* *only for drafts created in myMOM Portal.*	
1. Scroll down the Work Passes page to the 'Go to Quick Menu' section. **Click here.**	**| Start Transactions** For transactions related to Employment Pass, S Pass and passes for family members **Go to Quick Menu**
2. At the menu page, select the action from the drop-down list. **Click on 'Retrieve draft'.**	*myMOM Portal* > **Welcome, what would you like to do?** **Start a transaction** I want to Action \[Start typing to search... 🔍\] WORK PASS ACTIONS Apply for a pass Cancel a pass Issue a pass Renew a pass Request for Short-Term Visit Pass Retrieve draft Submit documents
3. Fill in the required fields. **Click 'Continue' and you will be directed to the saved drafts listing.**	*myMOM Portal* > **Welcome, what would you like to do?** **Start a transaction** I want to Action \[Retrieve draft ✕\] **For this branch** \[⌄\] **Continue**

How to submit documents requested by MOM* *If we had emailed you to log in to myMOM Portal to submit documents.*	
1. Log in to ***myMOM* Portal** 2. Search for the candidate under the 'Applications / Appeals' tab.	

	Application / Appeals (82) Pending issuance (15) Existing / Expired passes (450) Expiring passes (45) Advanced search
	Under action, select 'Submit Documents'.
3. Prepare the documents listed in the email and upload them.	myMOM Portal > Quick Menu > **Upload your documents** ⓘ We need these documents from you You are required to upload the documents below by ▮▮▮ in order for us to proceed with your application **Application information** Full name ▮▮▮ FIN ▮▮▮ Date of application 02 Jul 2021 Application number A▮▮▮ **Travel Document** This is the description You need to submit the document because: • ▮▮▮ • ▮▮▮ Here is your previous upload for reference: Drag and drop or browse files. Jpeg, png or pdf only. Total file size must not exceed 2MB.
For an employment agent who is handling the foreigner's transactions for the first time	
1. Scroll down the Work Passes page to the 'Go to Quick Menu' section. Click here.	**Start Transactions** For transactions related to Employment Pass, S Pass and passes for family members Go to Quick Menu

2. At the menu page, select the action "Submit documents" from the drop-down list. **Click on 'Submit documents'.**	myMOM Portal > **Welcome, what would you like to do?** **Start a transaction** I want to Action [Start typing to search... 🔍] WORK PASS ACTIONS Apply for a pass Cancel a pass Issue a pass Renew a pass Request for Short-Term Visit Pass Retrieve draft Submit documents
3. Fill in the required fields. **Click 'Continue' to proceed to the document submission page.** **Click 'Continue' to proceed to the document submission page.**	**To search by application number** myMOM Portal > **Welcome, what would you like to do?** **Start a transaction** I want to Action [Submit documents ✕] For this organisation [My client's organisation ▾] For this foreigner [Search by Application number ▾] Application number [ ] Date of birth [dd mmm yyyy 📅] [Continue] **To search by FIN** myMOM Portal > **Welcome, what would you like to do?** **Start a transaction** I want to Action [Submit documents ✕] For this organisation [My client's organisation ▾] For this foreigner [Search by FIN ▾] FIN [ ] Date of application [dd mmm yyyy 📅] Date of birth [dd mmm yyyy 📅] [Continue]

4. Prepare the documents listed in our email and upload them.	*myMOM* Portal > Quick Menu > **Upload your documents** ⓘ **We need these documents from you** You are required to upload the documents below by ▊▊▊▊ in order for us to proceed with your application **Application information** Full name ▊▊▊▊ FIN ▊▊▊▊ Date of application 02 Jul 2021 Application number A▊▊▊▊ **Travel Document** This is the description You need to submit the document because: • ▊▊▊▊▊▊▊▊ • ▊▊▊▊▊▊ Here is your previous upload for reference: Drag and drop or browse files. Jpeg, png or pdf only. Total file size must not exceed 2MB.

How to get a pass issued	
1. Search for the foreigner under the 'Pending issuance' tab.	 Under action, select 'Request for Issuance'.
2. Prepare the documents listed in the in-principle approval letter, and upload them during the issuance request.	*myMOM Portal* > Quick Menu > **Issue an Employment Pass** **Before you issue** **Prepare documents** Have documents ready to upload: • Completed medical examination report • Immigration document (e.g. Arrival Card, Student's Pass) • Completed declaration form **Things to note** • The validity of this pass will be up to 2 years once issued. • We accept payment by GIRO, VISA or Mastercard. 🕐 Takes about **15 minutes** to complete. **Start issuance** Click here.
For an employment agent who is handling the foreigner's transactions for the first time	
1. Scroll down the Work Passes page to the 'Go to Quick Menu' section. Click here.	**Start Transactions** For transactions related to Employment Pass, S Pass and passes for family members **Go to Quick Menu**
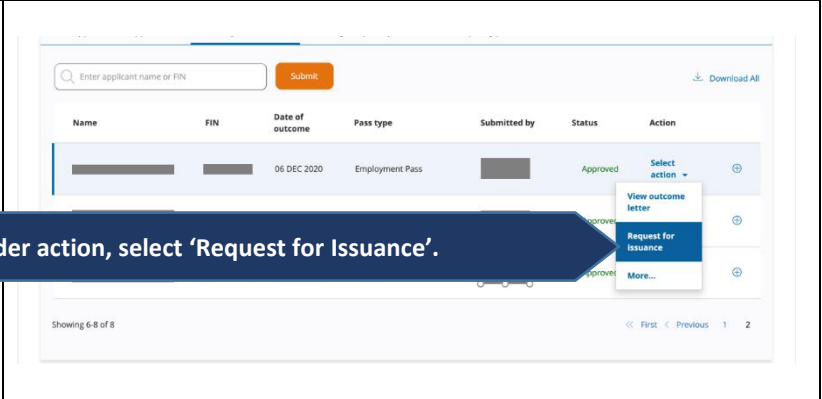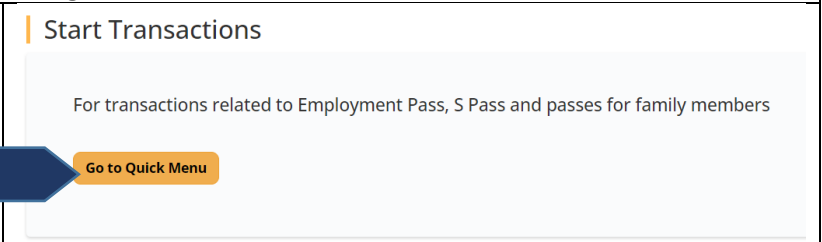
2.	At the menu page, select the action from the drop-down list. **Click on 'Issue a pass'.**	*myMOM* Portal › **Welcome, what would you like to do?** **Start a transaction** I want to Action [Start typing to search... 🔍] WORK PASS ACTIONS Apply for a pass Cancel a pass Issue a pass Request for Short-Term Visit Pass Retrieve draft Submit documents Withdraw cancellation request
3.	Fill in the required fields. **Click 'Continue' and you will be directed to the issuance page.**	*myMOM* Portal › **Welcome, what would you like to do?** **Start a transaction** I want to Action [Issue a pass ✕] **For this organisation** [My client's organisation ⌄] **For this pass** [⌄] **For this foreigner** FIN [ ] Date of birth [dd mmm yyyy 📅] [Continue]

How to cancel a pass

1.	Search for the foreigner under the 'Existing/Expired passes' tab.	Application / Appeals (2) Pending issuance (9) Existing / Expired passes (10) Expiring passes (1) Advanced search [🔍 Enter applicant name or FIN] [Submit] ⤓ Download All
2.	For foreigners who are still in Singapore, you can request for a 30-day Short-Term Visit Pass (STVP) to give them a valid stay in the meantime. **Under action, select 'Cancel'.**	Name	FIN	Date of issuance	Pass type	Submitted by	Status	Action
		▓▓▓▓	▓▓▓	05 DEC 2020	Personalised Employment Pass	MOM	Issued	Select action ⌄ ⊕
		▓▓▓▓	▓▓▓	15 OCT 2020	S Pass	▓▓▓	Pass Expired	Select action ⌄ ⊕
		▓▓▓▓	▓▓▓	13 OCT 2020	Employment Pass	▓▓▓	Issued	Select action ⌄ ⊕
		▓▓▓▓	▓▓▓	24 SEP 2020	Training Employment Pass	MOM	Issued	Select action ⌄ ⊕
							Issued	Select action ⌄ ⊕
						Cancel Renew More...		
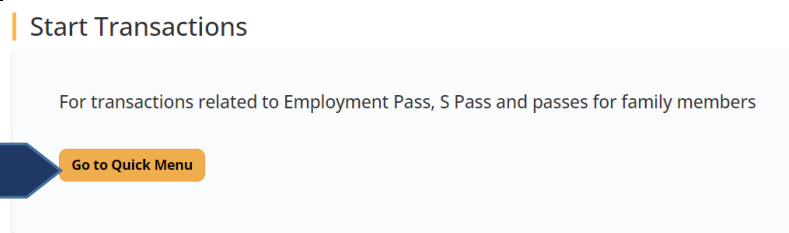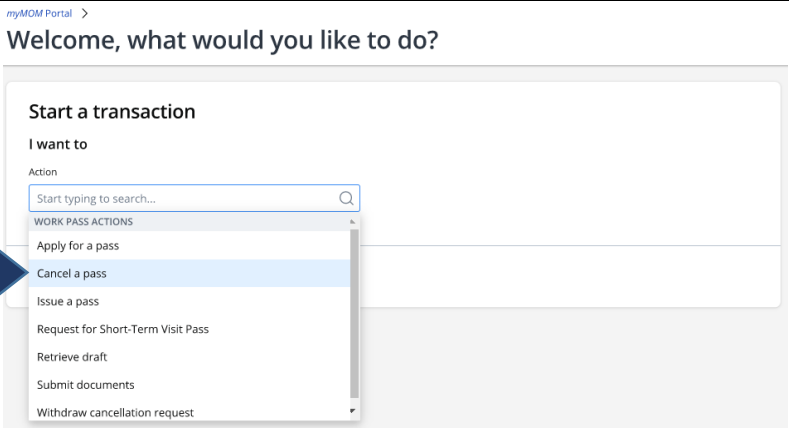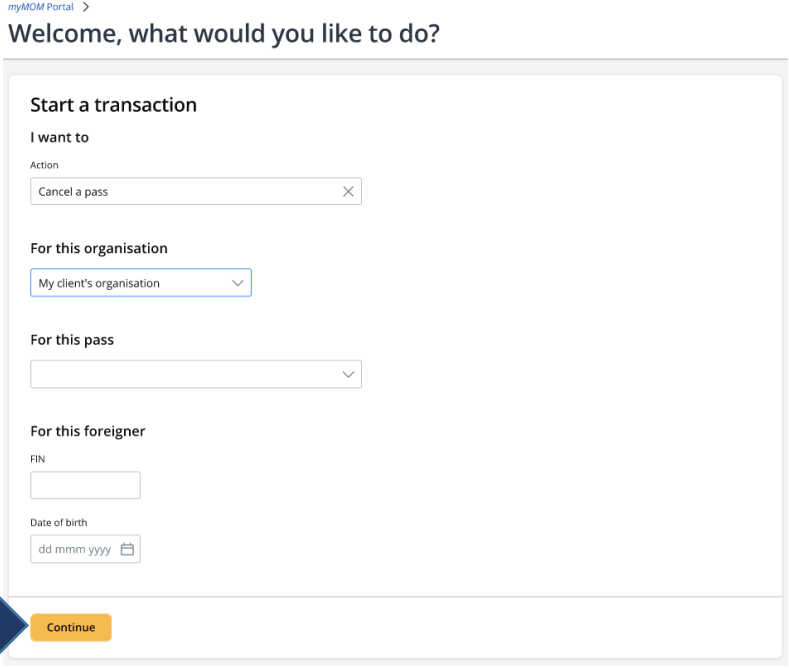
For an employment agent who is handling the foreigner's transactions for the first time

1. Scroll down the Work Passes page to the 'Go to Quick Menu' section. **Click here.**	**Start Transactions** For transactions related to Employment Pass, S Pass and passes for family members **Go to Quick Menu**
2. At the menu page, select the action from the drop-down list. **Click on 'Cancel a pass'.**	*myMOM Portal* › **Welcome, what would you like to do?** **Start a transaction** I want to Action Start typing to search... WORK PASS ACTIONS Apply for a pass Cancel a pass Issue a pass Request for Short-Term Visit Pass Retrieve draft Submit documents Withdraw cancellation request
3. Fill in the required fields. **Click 'Continue' and you will be directed to the cancellation page.**	*myMOM Portal* › **Welcome, what would you like to do?** **Start a transaction** I want to Action Cancel a pass ✕ For this organisation My client's organisation ⌄ For this pass ⌄ For this foreigner FIN Date of birth dd mmm yyyy 📅 **Continue**

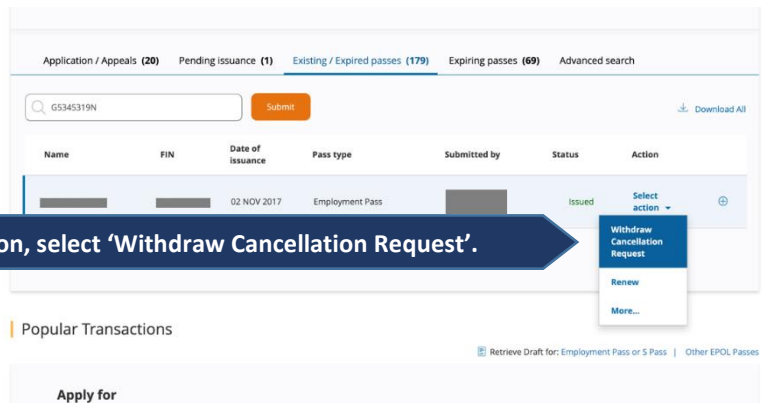| How to withdraw a cancellation request	
1. You can only withdraw a cancellation request for advance cancellations that have not been processed. To do so, click on the 'Existing/Expired passes' tab.	 **Under action, select 'Withdraw Cancellation Request'.**

For an employment agent who is handling the foreigner's transactions for the first time	
1. Scroll down the Work Passes page to the 'Go to Quick Menu' section. **Click here.**	**Start Transactions** For transactions related to Employment Pass, S Pass and passes for family members Go to Quick Menu
2. At the menu page, select the action from the drop-down list. **Click on 'Withdraw cancellation request'.**	*myMOM* Portal Welcome, what would you like to do? **Start a transaction** I want to Action Start typing to search... WORK PASS ACTIONS Apply for a pass Cancel a pass Issue a pass Request for Short-Term Visit Pass Retrieve draft Submit documents Withdraw cancellation request

3. Fill in the required fields.	*myMOM* Portal ❯ Welcome, what would you like to do? **Start a transaction** I want to Action Withdraw cancellation request ✕ **For this organisation** My client's organisation ⌄ **For this pass** ⌄ **For this foreigner** FIN Date of birth dd mmm yyyy 🗓
Click 'Continue' and you will be directed to the withdraw cancellation request page.	Continue

How to request for a Short-Term Visit Pass (STVP)

1. Search for the foreigner under the 'Existing/Expired passes' tab.	Application / Appeals **(2)** Pending issuance **(9)** Existing / Expired passes **(10)** Expiring passes **(1)** Advanced search 🔍 Enter applicant name or FIN Submit ⬇ Download All 	Name	FIN	Date of issuance	Pass type	Submitted by	Status	Action
		09 MAR 2018	S Pass		Pass Expired	Select action ⌄ ⊕
		21 DEC 2017	S Pass		Pass Expired	Select action ⌄ ⊕
		31 JUL 2017	S Pass		Pass Expired	Select action ⌄ ⊕ | **Under action, select 'Apply STVP'.** View details / Apply STVP / More... ⊕ |		25 MAY 2016	Employment Pass		Pass Expired	Select action ⌄ ⊕ | Showing 6-10 of 10 ≪ First ❮ Previous 1 2
---	---

For an employment agent who is handling the foreigner's transactions for the first time

1. Scroll down the Work Passes page to the 'Go to Quick Menu' section.	▌ Start Transactions For transactions related to Employment Pass, S Pass and passes for family members Go to Quick Menu
Click here.	

2. At the menu page, select the action from the drop-down list. **Click on 'Request for Short-Term Visit Pass'.**	*myMOM* Portal > ## Welcome, what would you like to do? **Start a transaction** **I want to** Action Start typing to search... 🔍 WORK PASS ACTIONS Apply for a pass Cancel a pass Issue a pass Request for Short-Term Visit Pass Retrieve draft Submit documents Withdraw cancellation request
3. Fill in the required fields. **Click 'Continue' and you will be directed to the request for Short-Term Visit Pass page.**	*myMOM* Portal > ## Welcome, what would you like to do? **Start a transaction** **I want to** Action Request for Short-Term Visit Pass ✕ **For this organisation** My client's organisation ▼ **For this pass** ▼ **For this foreigner** FIN Date of birth dd mmm yyyy 📅 Continue

How to Manage User Access / Update users' contact details for your EP eService account*

*For your WP Online Account, you may perform this function by logging in to WP Online > 'Manage User Account' function.
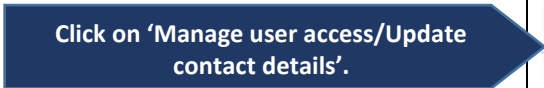
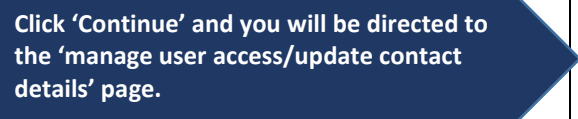|	
1. Scroll down the Work Passes page to the 'Go to Quick Menu' section. **Click here.**	**Start Transactions** For transactions related to Employment Pass, S Pass and passes for family members **Go to Quick Menu**
2. At the menu page, select the action from the drop-down list. **Click on 'Manage user access/Update contact details'.**	**Start a transaction** I want to Action user ADMINISTRATIVE TRANSACTIONS Manage user access/Update contact details
3. Select the branch to transact for. **Click 'Continue' and you will be directed to the 'manage user access/update contact details' page.**	A Singapore Government Agency Website MINISTRY OF MANPOWER Name of 520099318J SOON DA PTE. LTD. (201719408Z) Log out myMOM Portal > **Welcome, what would you like to do?** **Start a transaction** I want to Action Manage user access/contact details ✕ **For this branch** ⌄ **Continue**