

FWMOMCare 应用程序使用 指引

Last Update 23/03/2026

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更新手机号码 -
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疫苗 -
[疫苗接种记录](#)

查找医生 - [有加入*PCP](#) / [没加入*PCP](#)
*PCP = 初级医疗计划

其他 -
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请通过:

App Store / Huawei AppGallery / Google Play Store 进行下载



苹果系统使用者, 请到
App Store.

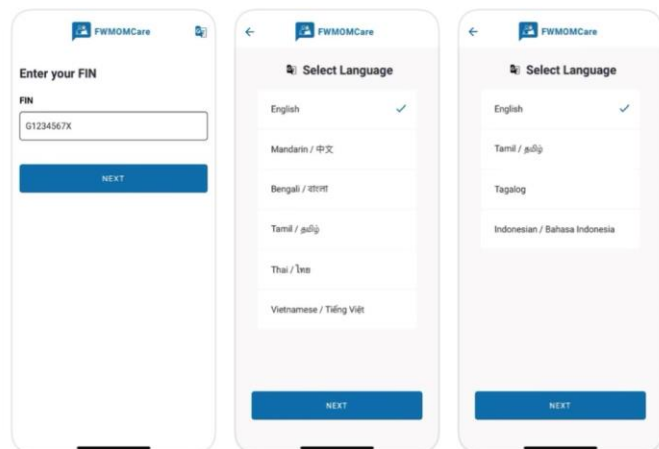


FWMOMCare

Productivity

★★★★☆ 618

GET



华为系统使用者, 请到
App Gallery.



FWMOMCare

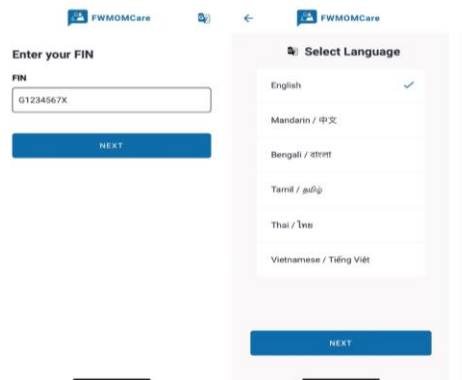
Ad check · Virus check · Manual check

Install

4.8 ★★★★★
Ratings: 6

408K
Installs

3+
Rated 3+



Foreign worker can use FWMOMCare to
manage their well-being



安卓系统使用者, 请到
Google Play Store.



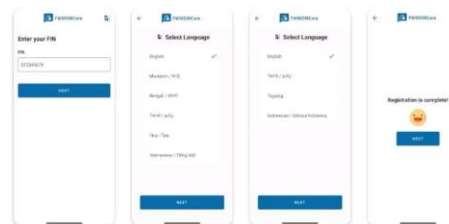
FWMOMCare

Ministry of Manpower

4.4 ★
15K reviews ⓘ

1M+
Downloads

3+
Rated for 3+ ⓘ



About this app



Foreign worker can use FWMOMCare to manage
their well-being

注意: 要下载应用程序, 至少必须达到 iOS 13 或者 安卓 5 版本。

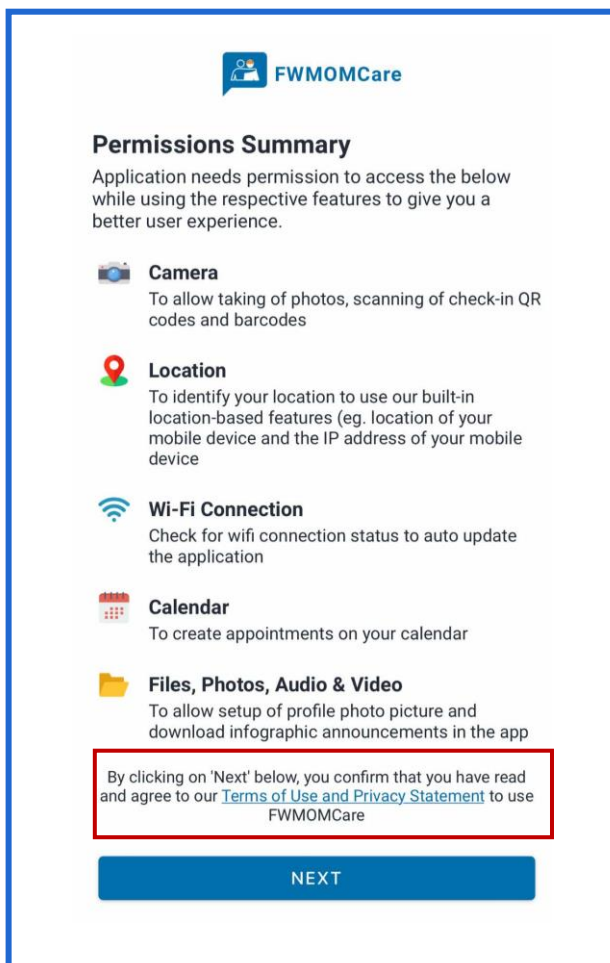




FWMOMCare 应用程序 – 隐私政策 (适用于新用户、新安装应用程序的用户以及尚未接纳隐私政策的用户)

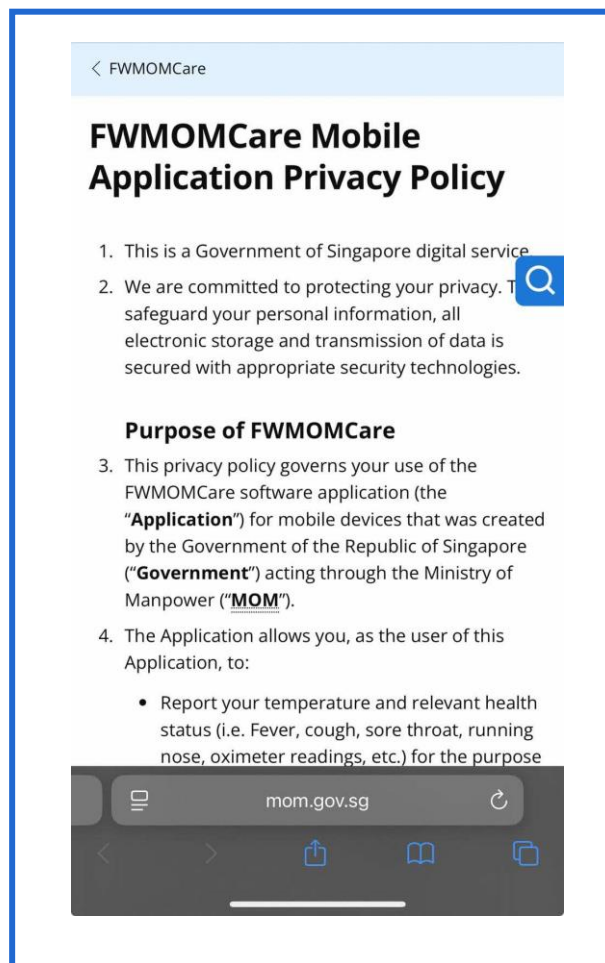
步骤 1:

请点击 [Terms of Use and Privacy Statement](#) 以查阅详情。



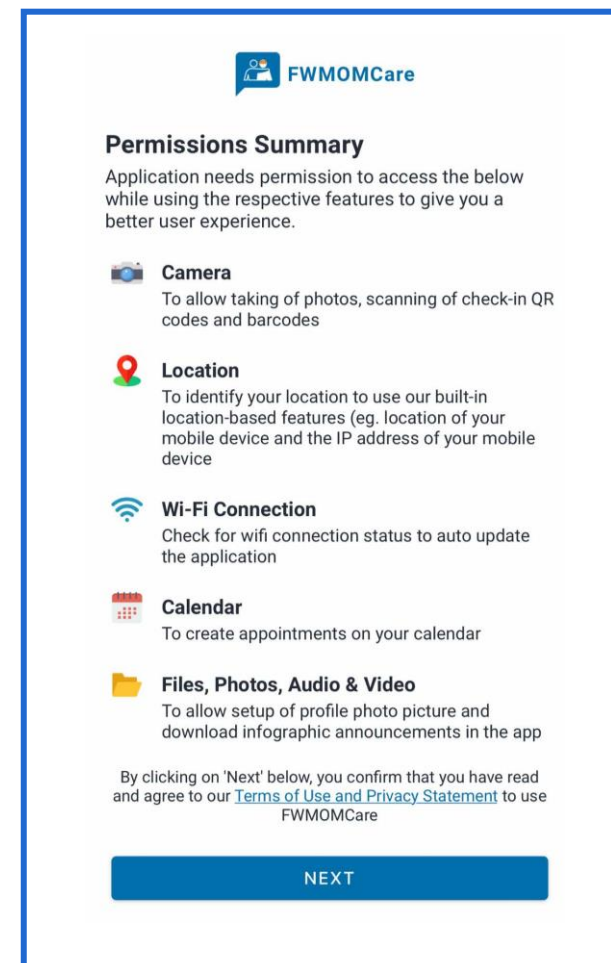
步骤 2:

转去到 MOM 网站



步骤 3:

请选择"下一步" (NEXT)以表示同意





FWMOMCare 应用程序 – 注册

第1页, 共4页

步骤 1:

输入"外籍人士身份证号码" (FIN)。

The screenshot shows the FWMOMCare app interface for Step 1. At the top, there is a back arrow, the FWMOMCare logo, and a WhatsApp icon. Below this, the text "Enter your FIN" is displayed. A text input field for the FIN is shown, followed by a grey "NEXT" button. At the bottom, there is a disclaimer: "MOM officers will **never** ask you to transfer money or disclose bank log-in details over a phone call or email. Find out more on how to [transact safely and securely](#). Call the 24/7 ScamShield Helpline on 1799 if you are unsure if something is a scam." A blue-bordered box at the bottom contains the text: "唯有把完整的外籍人士身份证号码输入之后, '下一步' (NEXT) 按钮才可启动。"

步骤 2:

"验证码" (Captcha) – 触划手机以进行验证。

The screenshot shows the FWMOMCare app interface for Step 2. At the top, there is a back arrow, the FWMOMCare logo, and a WhatsApp icon. Below this, there is a shield icon with a checkmark and the text "Login verification". A grey button with ">>" and a white button with "Please slide to verify" are shown. Below this, the text "How to Use:" is displayed, followed by a video player showing a hand sliding the "Please slide to verify" button.

步骤 3:

根据身份 (MW) 选择语言。

The screenshot shows the FWMOMCare app interface for Step 3. At the top, there is a back arrow, the FWMOMCare logo, and a WhatsApp icon. Below this, the text "Select Language" is displayed. A list of languages is shown: English (selected with a checkmark), Mandarin / 中文, Bengali / বাংলা, Tamil / தமிழ், Thai / ไทย, Vietnamese / Tiếng Việt, and Burmese / မြန်မာဘာသာ. A blue "NEXT" button is at the bottom.

*MW – 外籍客工





FWMOMCare 应用程序 – 注册

第2页，共4页



步骤 4:

输入手机号码。

Register

Mobile Number

+65 ▾

XXXX XXXX

NEXT

有关国家/区域的代号:

新加坡+65

马来西亚+60

印度尼西亚+62

步骤 5:

输入由"简讯" (SMS) 发送过来的"一次性密码" (OTP)。

Enter 6-digit OTP

Code sent to +65 XXXX XXXX

|

RESEND IN 02:00

If you have changed your mobile number, please [click here](#) to update.

步骤 6:

输入个人详情和点击"下一步" (NEXT)，继续下一步。

Provide your personal details

We use this information to confirm your identity

Name

FWMOMCare

Date of birth

18 ▾

MAY ▾

2020 ▾

NEXT





FWMOMCare 应用程序 – 注册

第3页，共4页



步骤 7:

点击地图的图标，查找住址。

← FWMOMCare

Provide your address

ADDRESS

Block

Floor Room

(Optional) (Optional)

NEXT

步骤 8:

使用邮编 / 部分住址，查找地址。

← FWMOMCare

339946

Bendemeer Rd MOM SC Singapore 339946

1500 Bendemeer Road MINISTRY OF MANPOWER SERVICES CENTRE Singapore 339946

使用邮编 / 部分住址

← FWMOMCare

1500 Bendemeer

1500 Bendemeer Road MINISTRY OF MANPOWER SERVICES CENTRE Singapore 339946

步骤 9:

从下拉式列表挑选地址，然后点击 ✓ 继续下一步。

← FWMOMCare

1500 Bendemeer Road MINISTRY OF MANPOWER SERVICES CENTRE Singapore 339946

Bendemeer Rd

Tripartite Alliance for Dispute...

MOM MINISTRY OF MANPOWER SERVICES CENTRE

Ministry of Manpower Services Centre





FWMOMCare 应用程序 – 注册

第4 页, 共 4页

步骤 10:

如适用, 输入"楼层" (Floor) 和"房号" (Room), 并"保存更改" (SAVE CHANGES)。







Provide your address

ADDRESS

1500 Bendemeer Road MINISTRY OF
MANPOWER SERVICES CENTRE Singapore 339946 

Block

1500

Floor **Room**

(Optional)

(Optional)

SAVE CHANGES

完成:

注册信息顺利提交。







Registration is complete!



NEXT





FWMOMCare 应用程序 – 登录



步骤 1:
输入"外籍人士身份证号码" (FIN)。

步骤 2:
输入由"简讯"(SMS)发送过来的
"一次性密码"(OTP)

主页:

The screenshot shows the FWMOMCare app interface for Step 1. At the top, there is a header with the FWMOMCare logo and a Google Play Store icon. Below the header, the text "Enter your FIN" is displayed. Underneath, the label "FIN" is followed by a large, empty rectangular input field. Below the input field is a grey button labeled "NEXT". At the bottom of the screen, there is a small disclaimer in blue text: "MOM officers will **never** ask you to transfer money or disclose bank log-in details over a phone call or email. Find out more on how to [transact safely and securely](#). Call the 24/7 ScamShield Helpline on 1799 if you are unsure if something is a scam."

唯有把完整的外籍人士身份证号码输入之后，“下一个”（NEXT）按钮才可启动。

The screenshot shows the FWMOMCare app interface for Step 2. At the top, there is a header with the FWMOMCare logo and a Google Play Store icon. Below the header, the text "Enter 6-digit OTP" is displayed, followed by "Code sent to +65 XXXX XXXX". Below this, there are six empty square input boxes for the OTP digits. Below the input boxes is a grey button labeled "RESEND IN 02:00". At the bottom of the screen, there is a message in blue text: "If you have changed your mobile number, please [click here](#) to update."

简讯发送到正确的号码，但是却没有收到一次性密码，我该怎么办？
重新启动手机，再度尝试。

The screenshot shows the FWMOMCare app home screen. At the top, there is a header with the FWMOMCare logo and a Google Play Store icon. Below the header, the date "Today, 05 Dec 2023" is displayed. Below the date, there are several interactive cards: "Report Health" (with a thermometer icon and "Last Record:"), "Scan QR" (with a QR code icon and "Last Scanned:"), "SnapSAFE" (with a warning triangle icon), "Find A Doctor" (with a magnifying glass icon), "News" (with a newspaper icon), "Helplines" (with a person icon), "Recreation Centre" (with a house icon), and "Talk to MOM" (with a person icon). At the bottom of the screen, there is a navigation bar with three icons: "Home" (house icon), "My QR" (QR code icon), and "Notifications" (bell icon with a red notification badge).



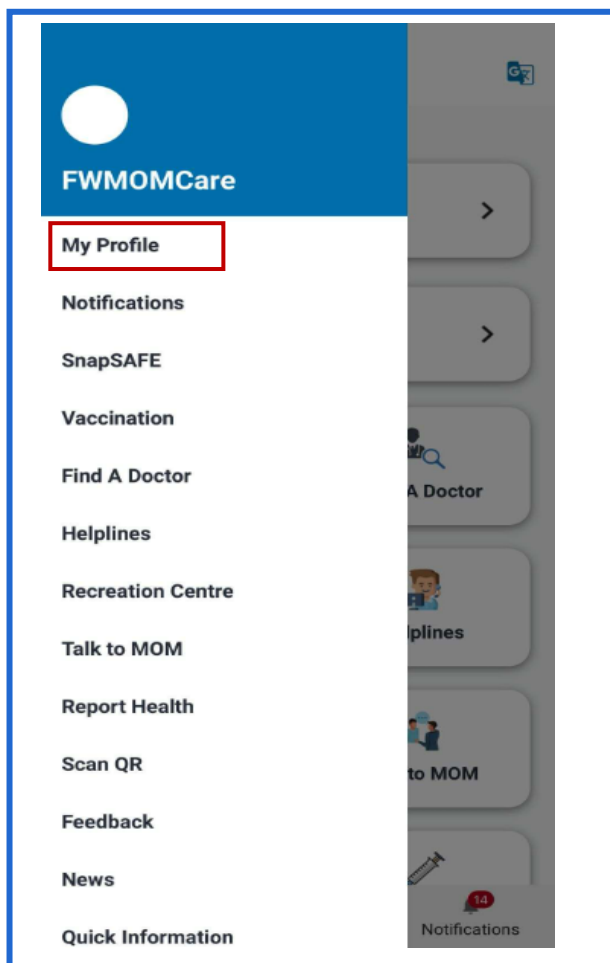


FWMOMCare 应用程序 – 编辑手机 (登录)

第1 页, 共2页

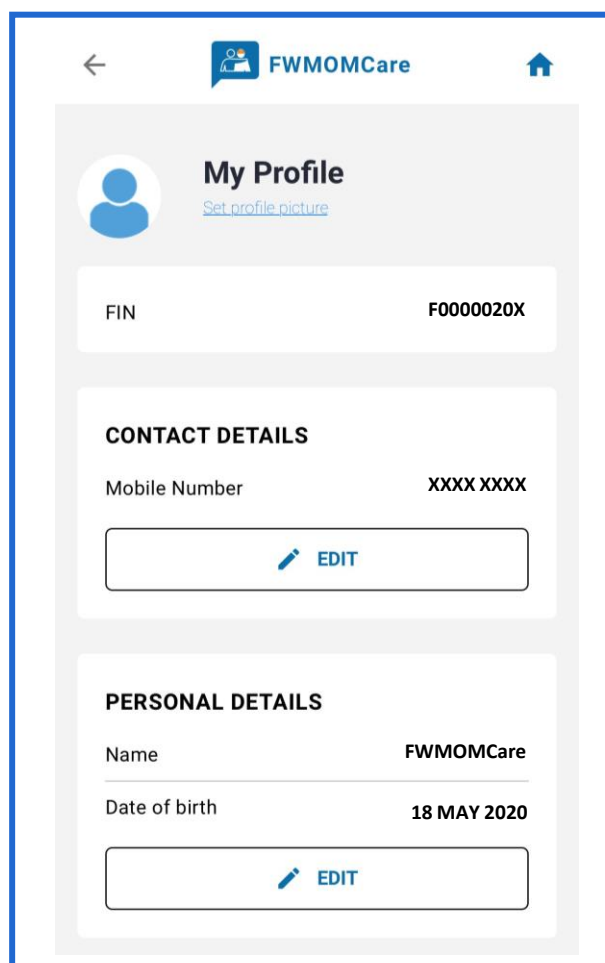
步骤 1:

点击"个人资料" (My Profile)。



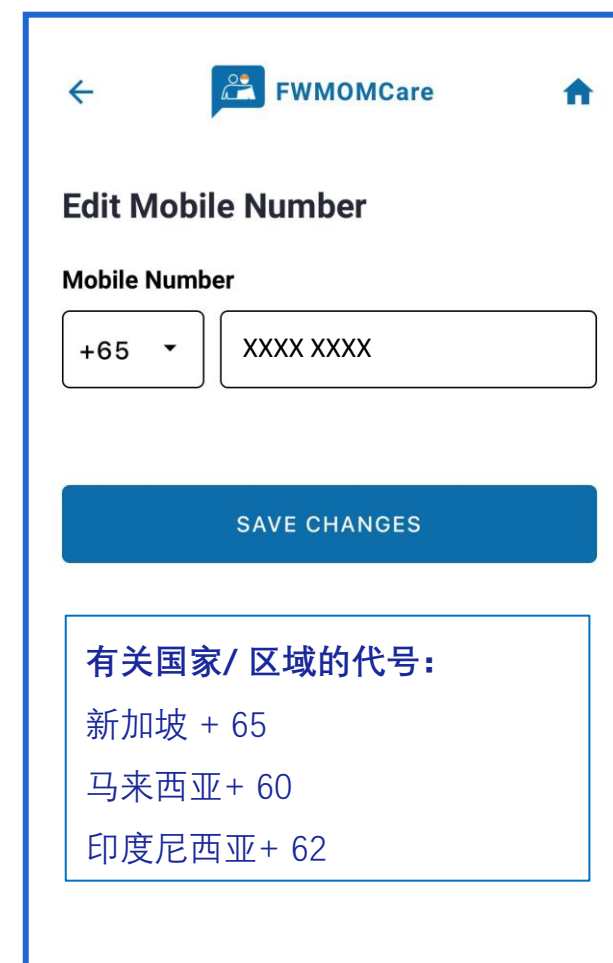
步骤 2:

在"联系详情" (CONTACT DETAILS) 中, 点击"编辑" (EDIT) 。



步骤 3:

输入新的手机号码, 并点击"保存更改" (SAVE CHANGES)。





FWMOMCare 应用程序 – 编辑手机 (登录)

第2页, 共 2页

步骤 4:

输入由简讯发送到新手机号的"一次性密码" (OTP)

← FWMOMCare 🏠

Enter 6-digit OTP
Code sent to +65 XXXX XXXX

□ | □ □ □ □ □

RESEND IN 02:00

完成:

信息顺利提交。

← FWMOMCare 🏠

✔ Submitted!
Updated Successfully

😊

DONE





FWMOMCare 应用程序 – 编辑手机 (登出)

第1页, 共2 页

步骤 1 :

输入"外籍人士身份证号码" (FIN)。

步骤 2 :

如果一次性密码没有发送到正确的电话号码, 请在屏幕上的“点击此处”[click here](#)更新电话号码。

步骤 3 :

输入新的手机号码, 并点击“保存更改” (Save Changes)。





FWMOMCare 应用程序 – 编辑手机 (登出)

第2 页, 共2页

步骤 4:

输入工作准证上的卡号, 或者是原则批准信IPA上的申请日期 (DOA), 然后点击"下一步" (NEXT)。

步骤 5:

输入由"简讯" (SMS) 发送到新的手机号上的"一次性密码" (OTP)。

完成:

信息顺利提交

Enter card number

Card Number



WORK PERMIT

Employment of Foreign Manpower Act (Chapter 91A)

Republic of Singapore

Employer: ABC CONSTRUCTION PTE. LTD

Name: ABC

Work Permit No. 0 60000000

Sector: CONSTRUCTION

Barcode

K0000000

NEXT

Enter Date of Application

Date of Application

DD ▾

MM ▾

YYYY ▾



EMPLOYMENT PASS

MINISTRY OF

DATE OF APPLICATION

আবেদন পত্রের তারিখ

31 AUG 2020

NEXT

Enter 6-digit OTP

Code sent to +65 XXXX XXXX

|

RESEND IN 02:00

Submitted!

Updated Successfully



DONE

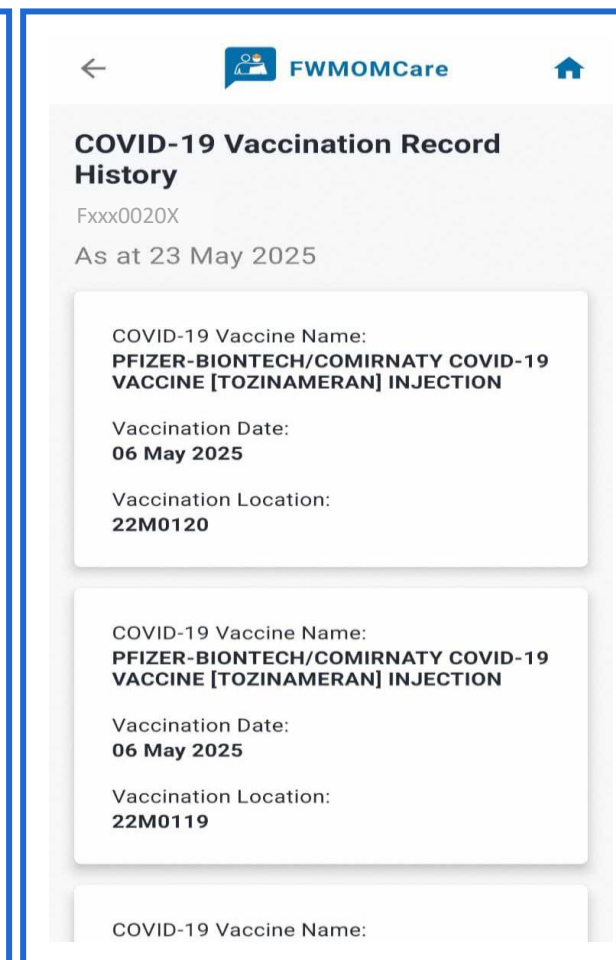
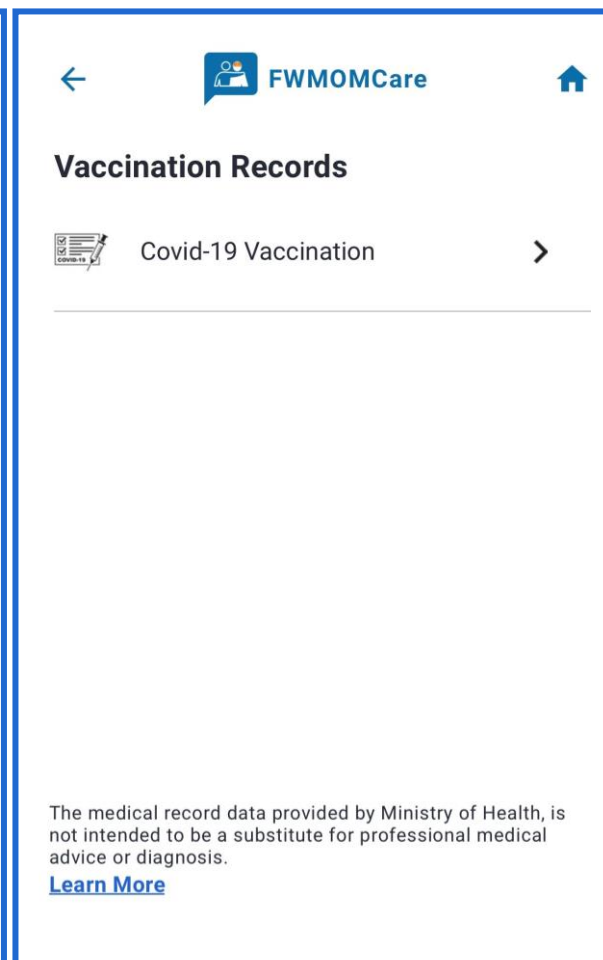
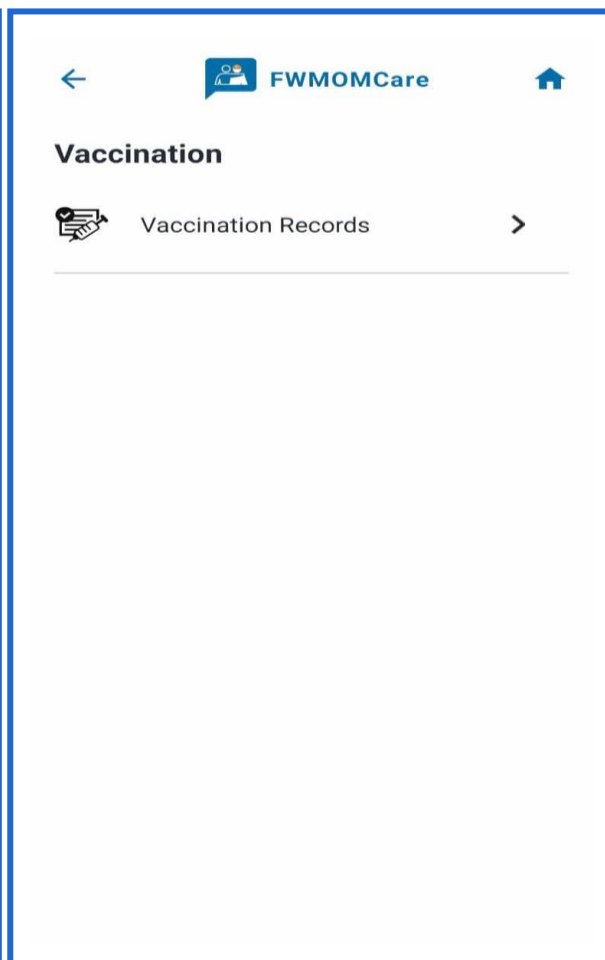
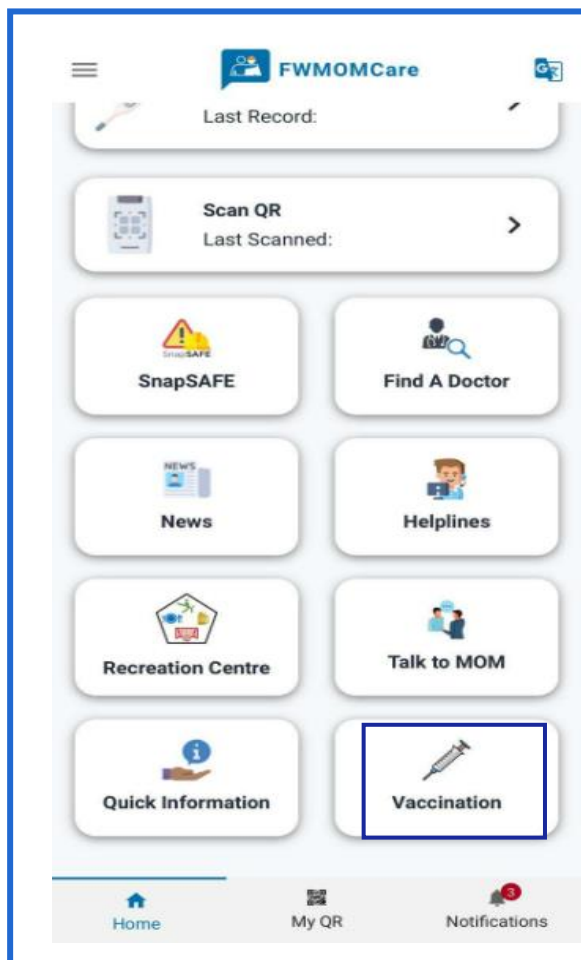


FWMOMCare 应用程序 – 疫苗接种记录

步骤 1:
点击"疫苗" (Vaccination)。

步骤 2:
点击"疫苗接种记录"
(Vaccination Records)。

步骤 3:
点击接种新冠肺炎疫苗

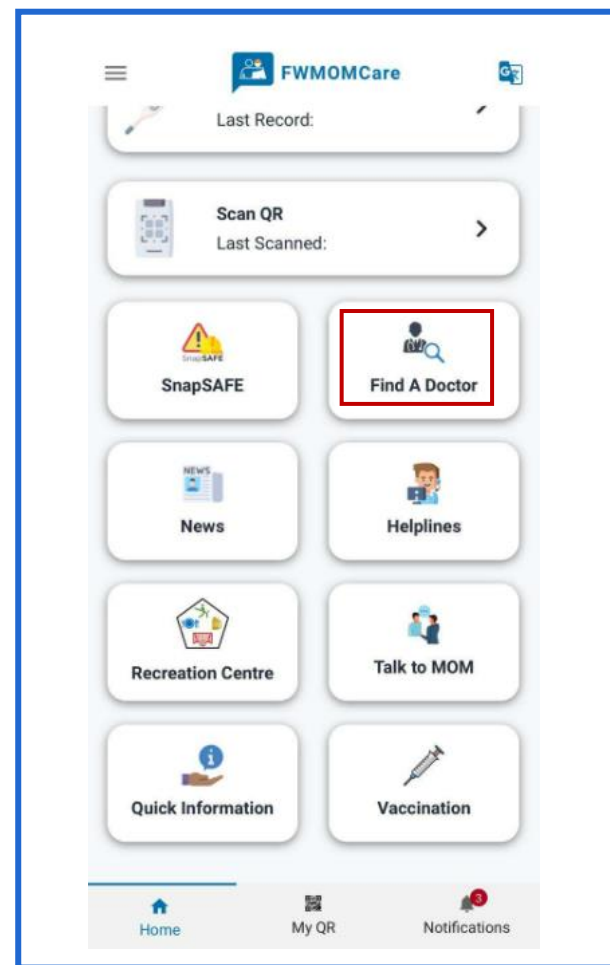
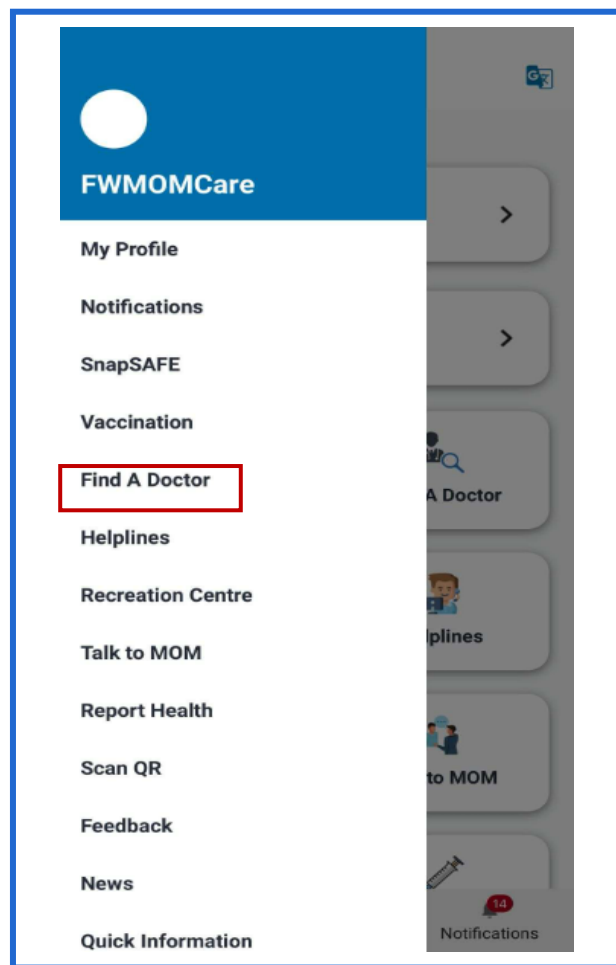




FWMOMCare 应用程序 – 查找医生

查找医生

您可以在选单 / 主页里找到"查找医生" (Find A Doctor)功能



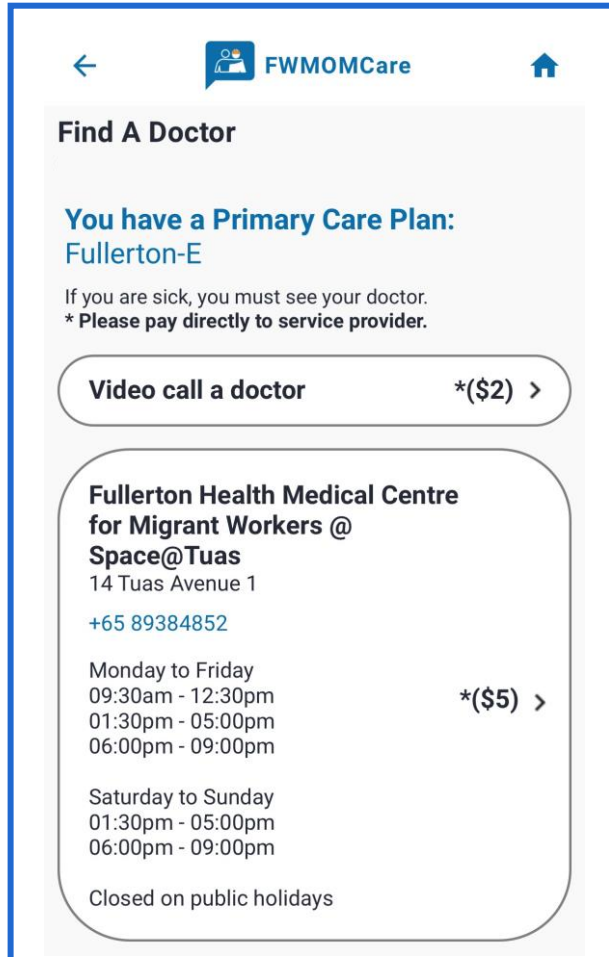


FWMOMCare 应用程序 – 查找医生(*PCP)

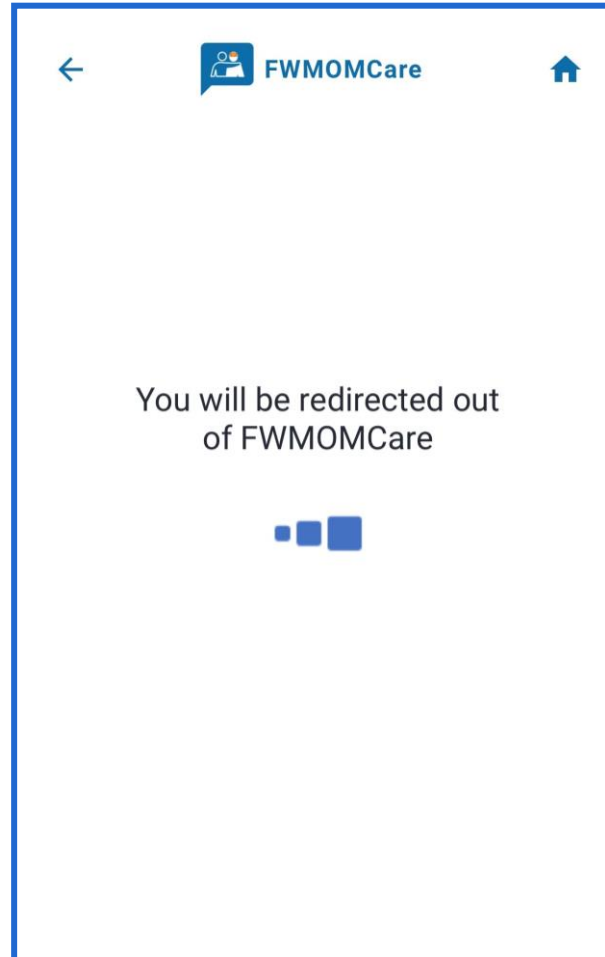
*PCP – 初级医疗计划

步骤 1:

您的PCP详情将显示出来，请挑首选的医疗服务。

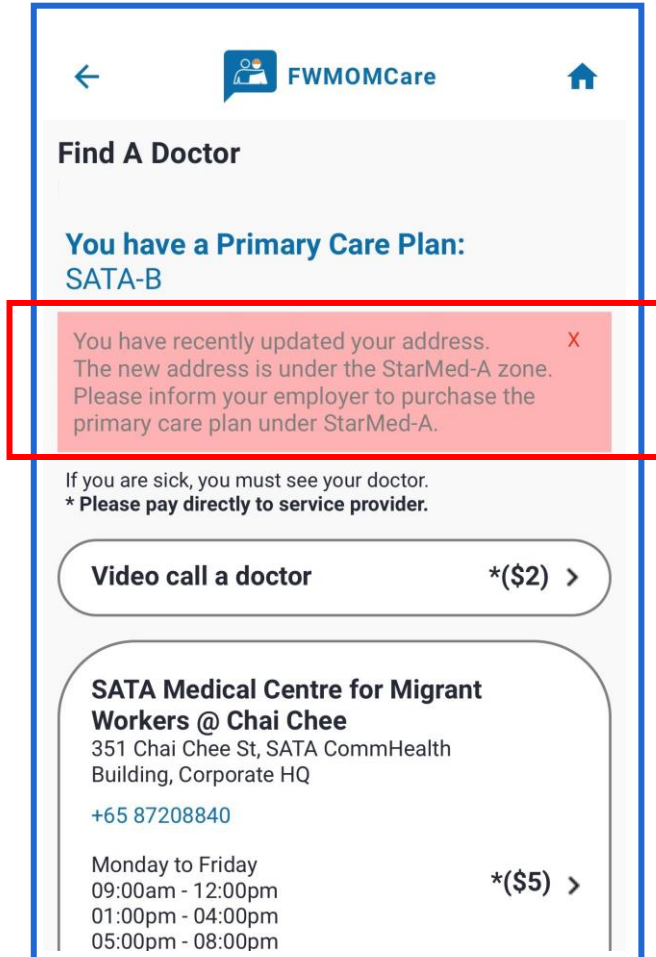


步骤 2: 一旦选好，您将被带导出 FWMOMCare 应用程序，转而进入医疗提供者的应用程序 / 网站。



注意:

如果您个人资料上的地址离PCP计划的地址较远，警示会显现。





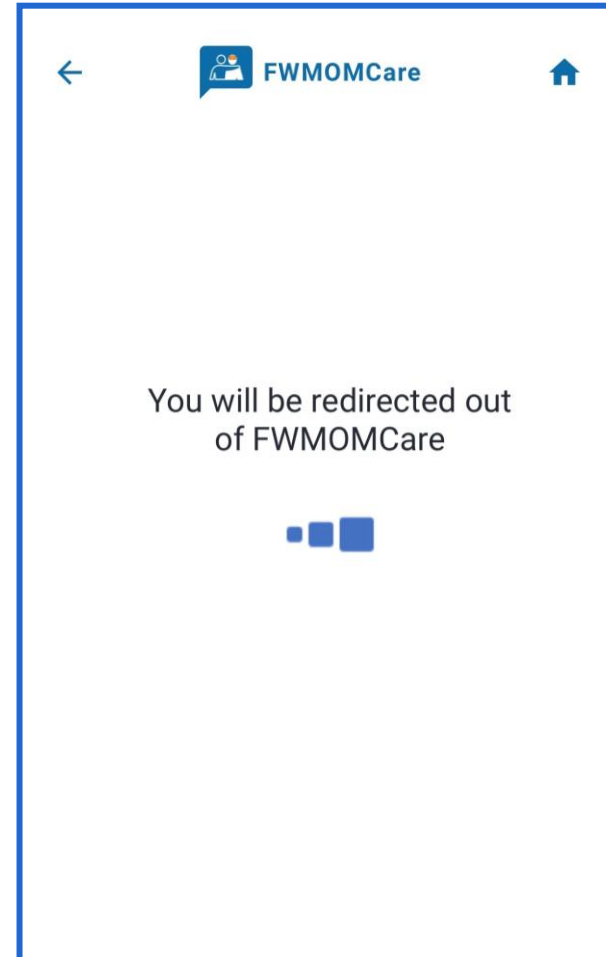
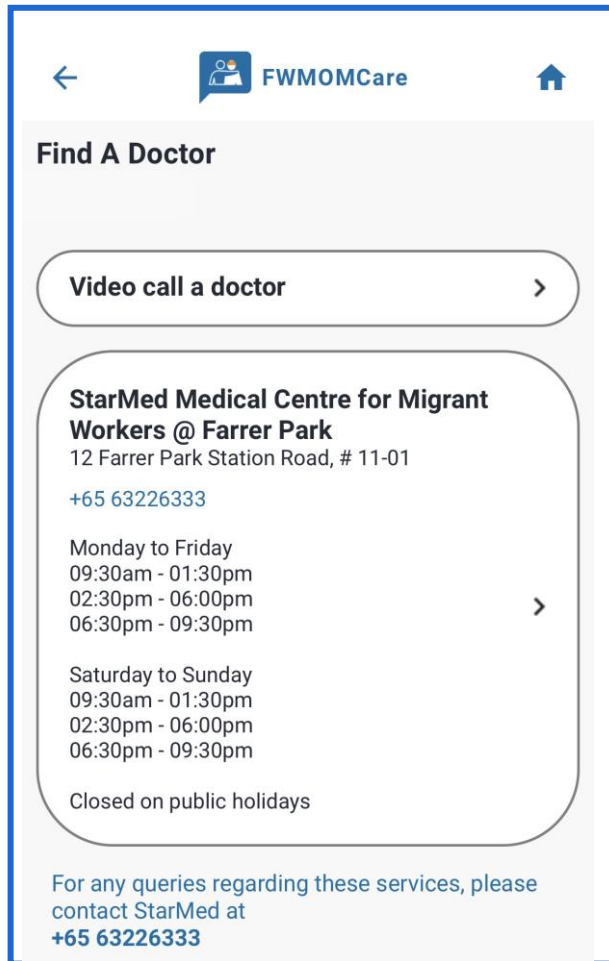
FWMOMCare 应用程序 – 查找医生(非*PCP)*PCP – 初级医疗计划

邻近的医疗中心：

根据您的邮编，应用程序将显示附近的医疗中心

通过视频与医生做远程问诊：

一旦做好了选择，应用程序FWMOMCare将会把您转入医疗服务提供者的应用程序/网页





FWMOMCare 应用程序 – 报告健康状况

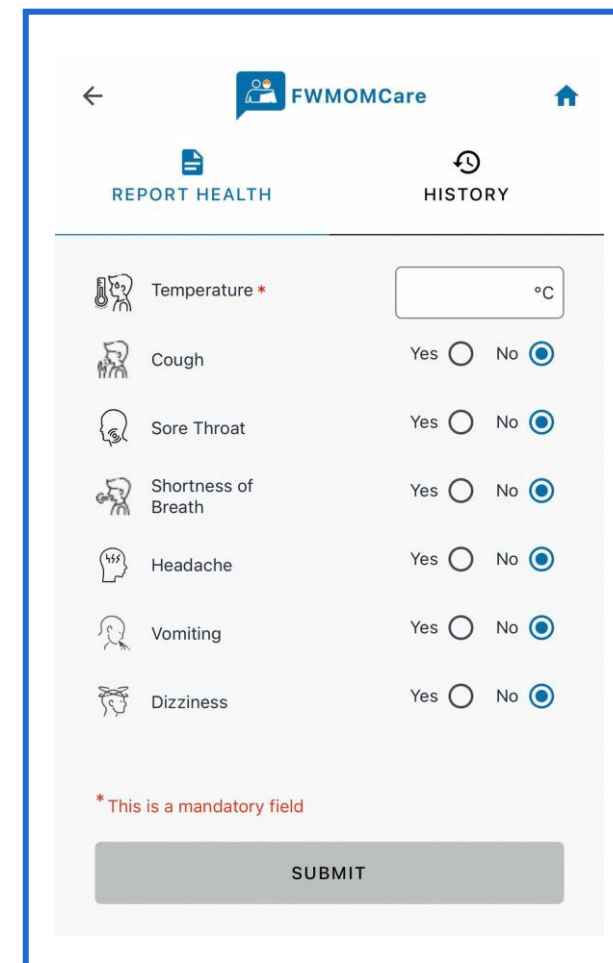
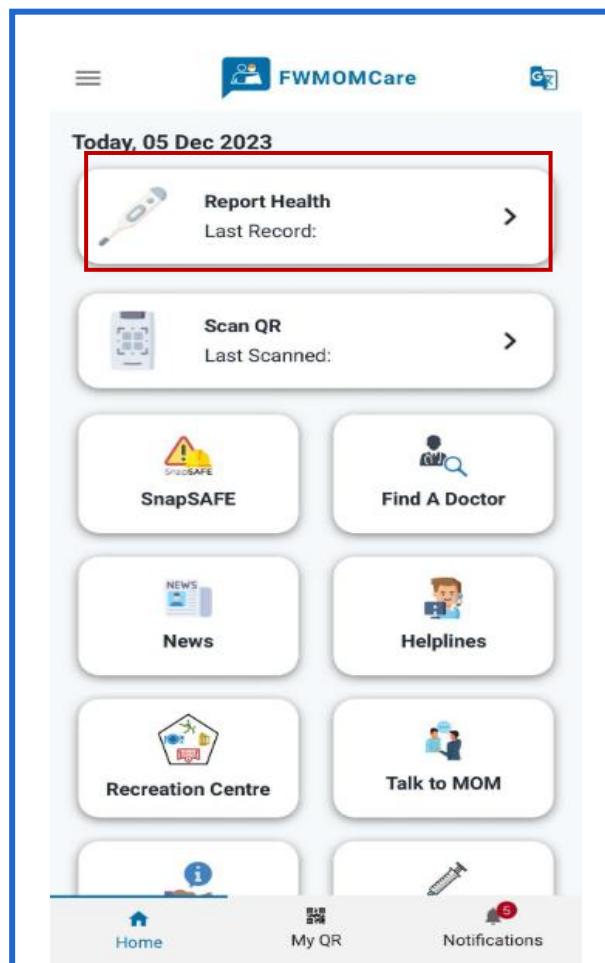
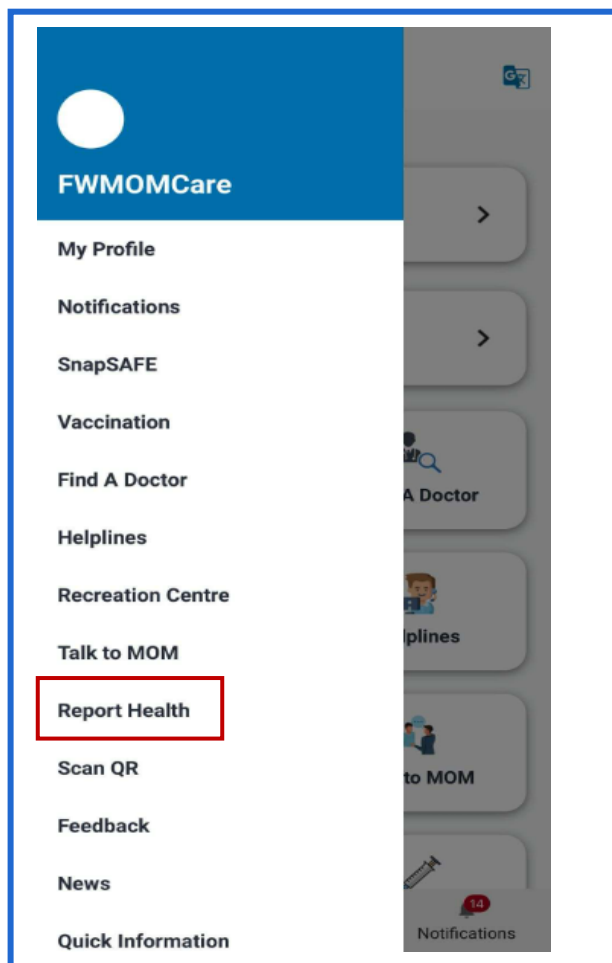
第1页，共3页

步骤 1:

您可以在**选单 / 主页**里找到"报告健康状况" (Report Health)功能。

步骤 2:

一旦完成，请点击"提交" (SUBMIT)。



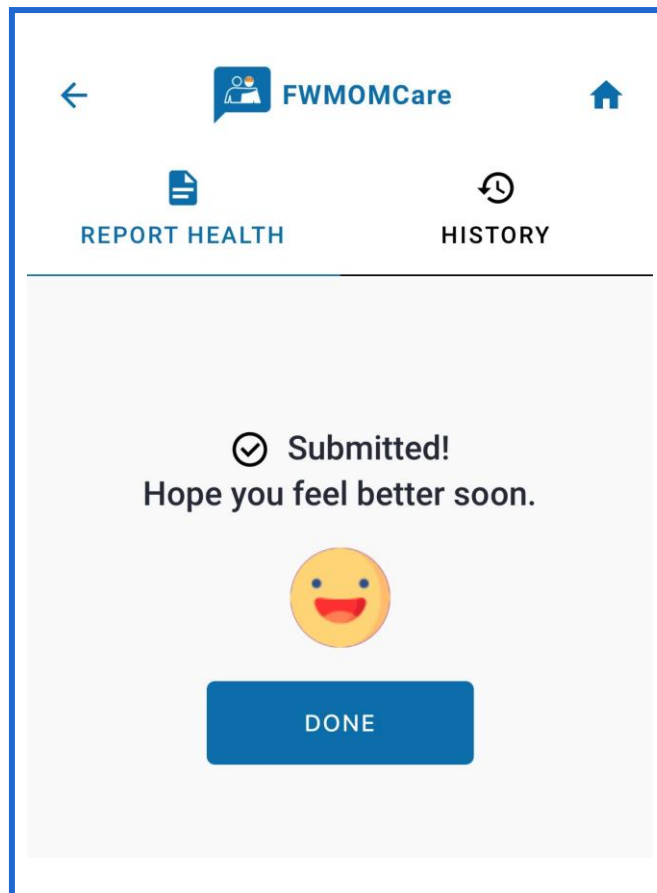
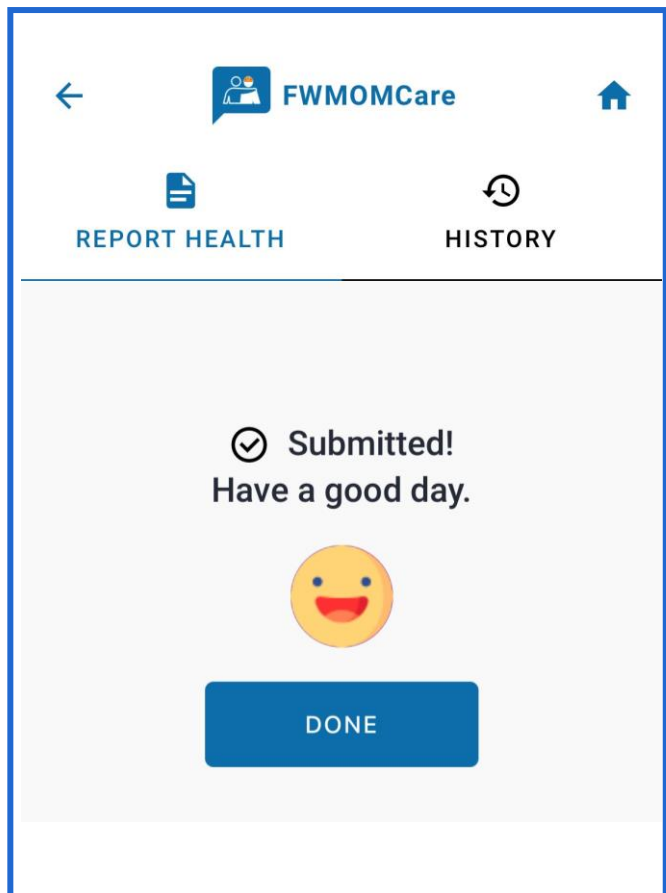


FWMOMCare 应用程序 – 报告健康状况

第2 页, 共3页



完成：
信息顺利提交。





FWMOMCare 应用程序 – 报告健康状况

第3页，共3页



报告健康状况的历史：
现在，您可以查看今天 / 过去7天的记录

FWMOMCare

REPORT HEALTH

HISTORY

Today's Report Health History

Date	Time
20 Mar 2022	12:11 pm
20 Mar 2022	12:11 pm
20 Mar 2022	12:11 pm

VIEW FULL HISTORY

注意：
点击“查看全部历史”(VIEW FULL HISTORY)，去查看过去7天的记录。

FWMOMCare

Past 7 days history

Date	Time
20 Mar 2022	12:11 PM
20 Mar 2022	12:11 PM
20 Mar 2022	12:11 PM
19 Mar 2022	01:56 PM
19 Mar 2022	01:54 PM
19 Mar 2022	11:26 AM
18 Mar 2022	10:45 PM
18 Mar 2022	10:44 PM
18 Mar 2022	10:43 PM
18 Mar 2022	10:43 PM
18 Mar 2022	10:42 PM
16 Mar 2022	03:53 PM



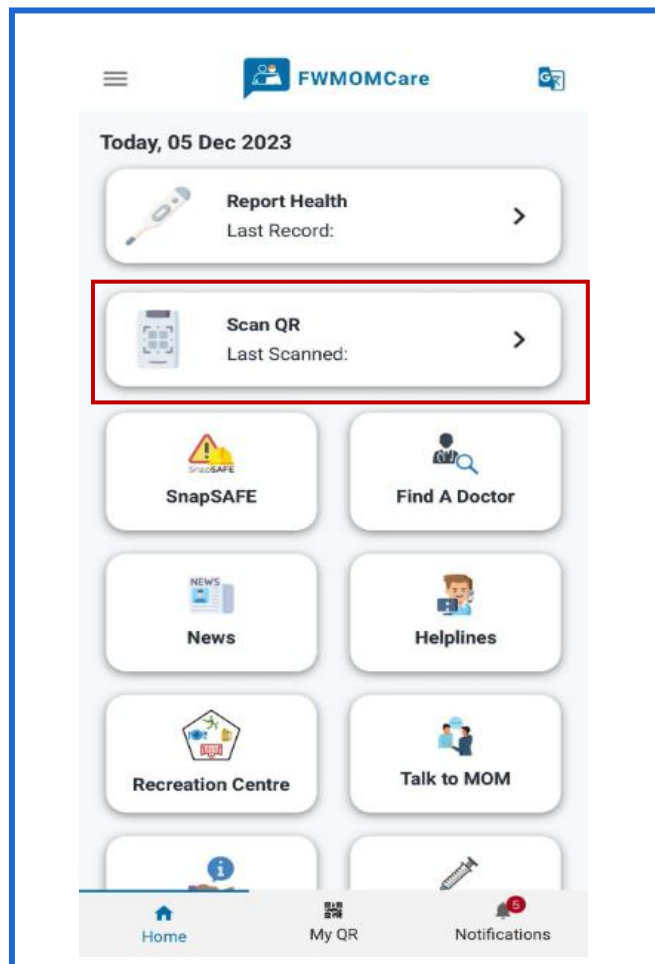
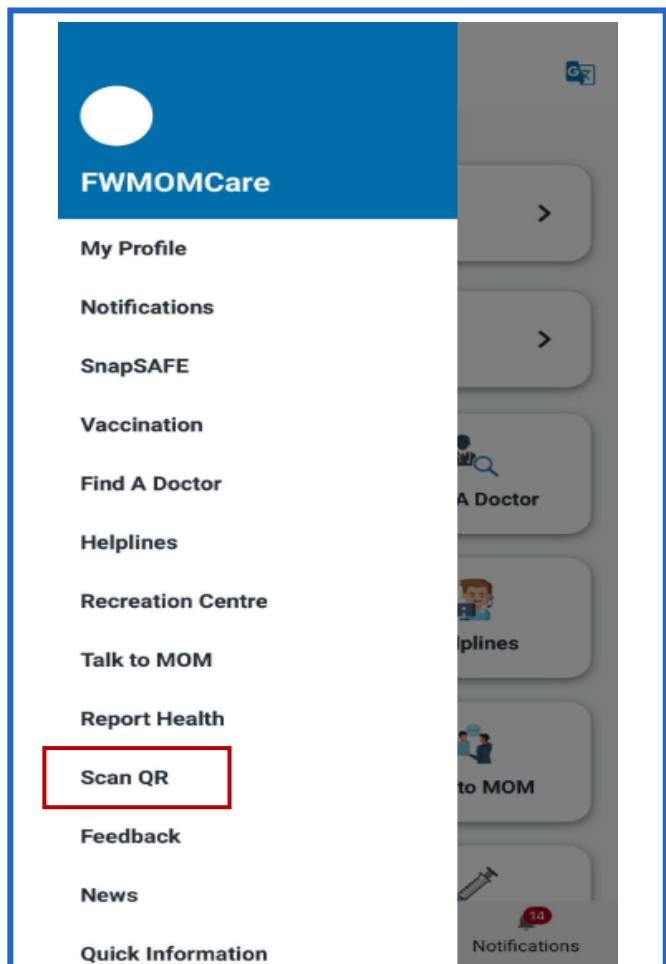


FWMOMCare 应用程序 – 扫描二维码

第1页, 共3页

步骤 1:

您可以在选单 / 主页里找到"扫描二维码" (Scan QR)功能





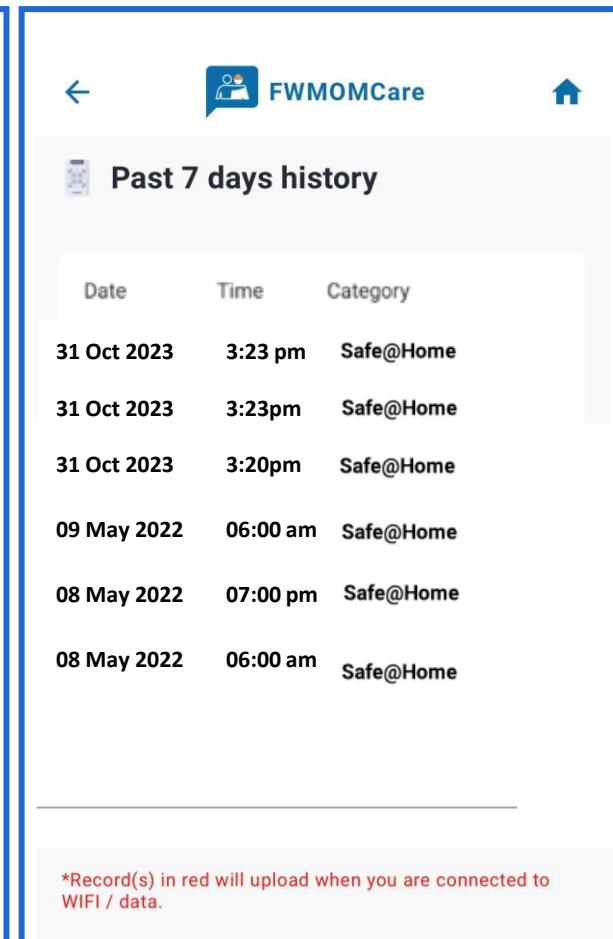
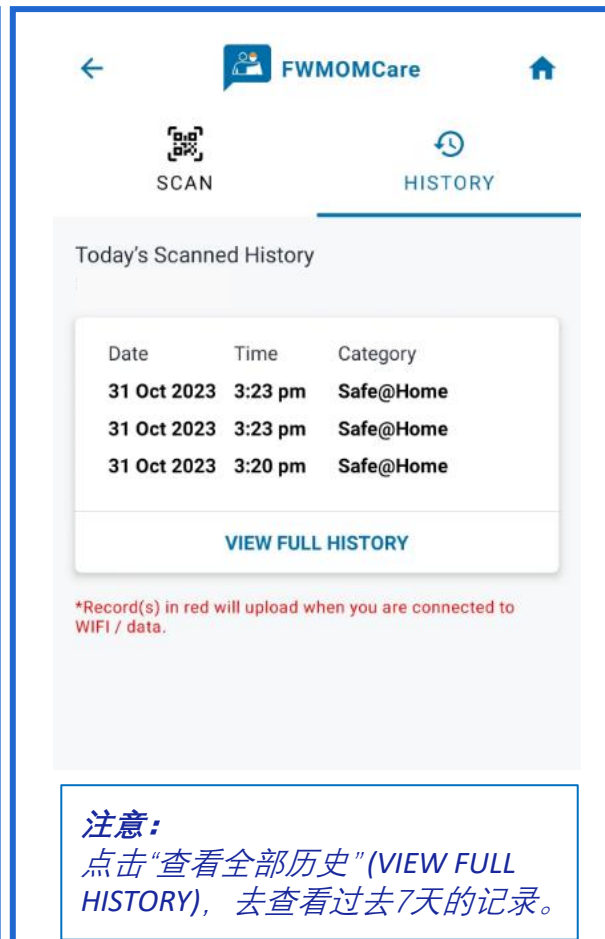
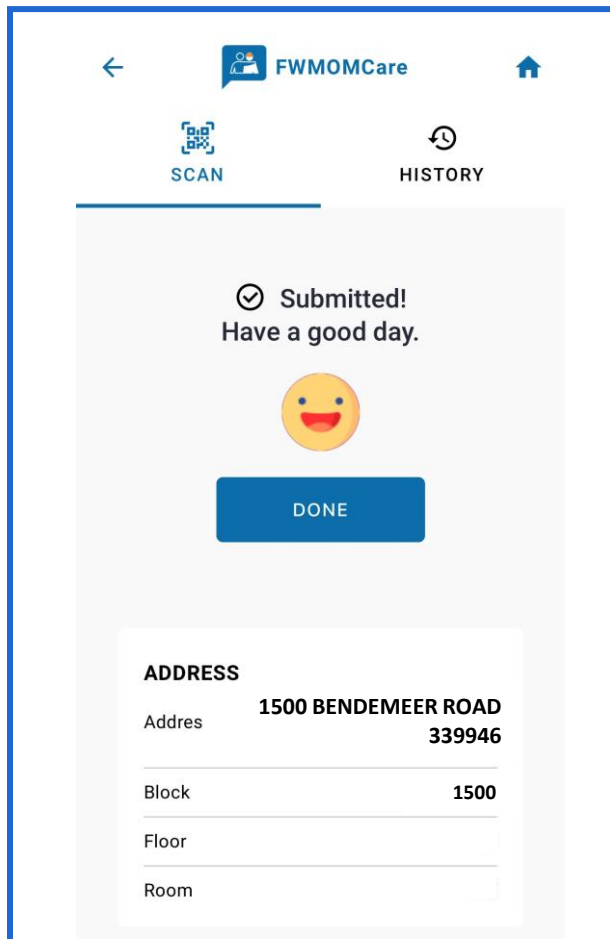
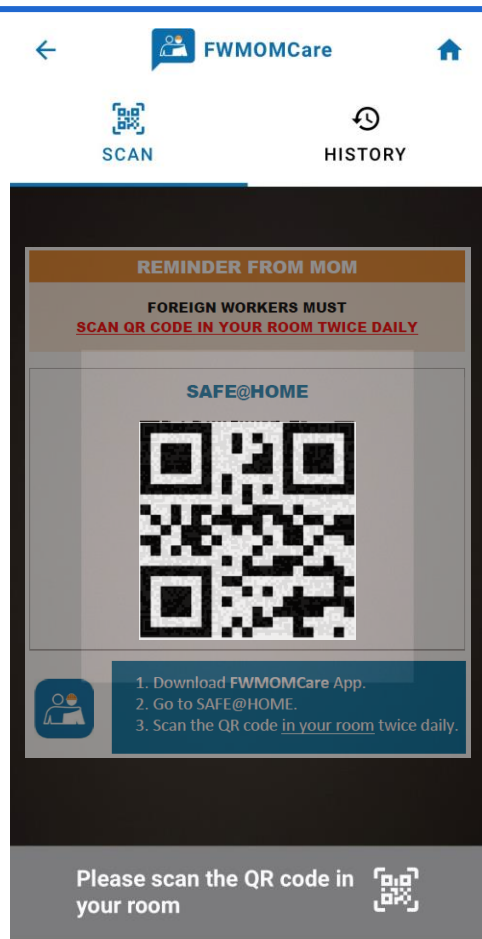
FWMOMCare 应用程序 – 扫描二维码(Safe@Home) 第2页, 共3页



步骤 2:
扫描住房内的二维码。
允许应用程序进入您的手机设定
以操控内置相机。

完成:
信息顺利提交。

扫描历史记录
现在, 您可以查看今天 / 过去7天的记录





FWMOMCare 应用程序 – 扫描二维码(其他)

第3页, 共3页

步骤 2:

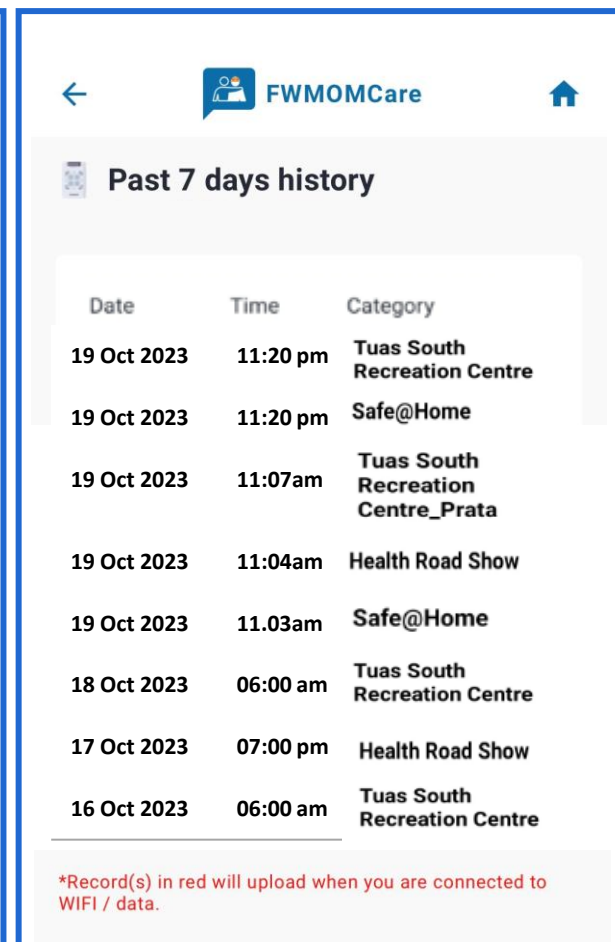
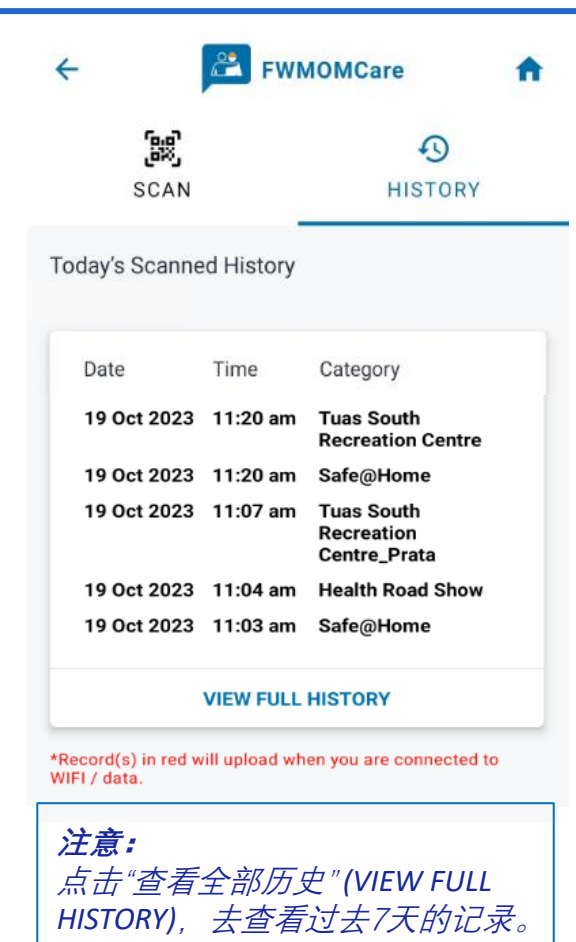
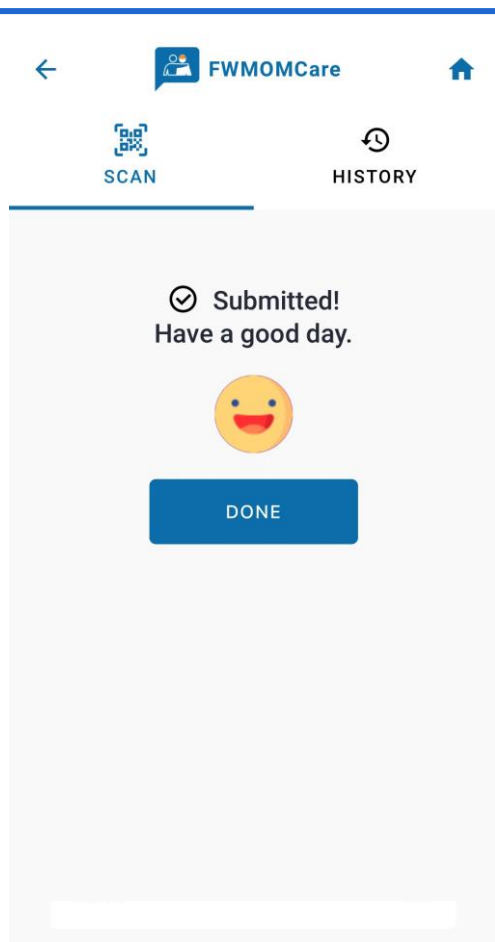
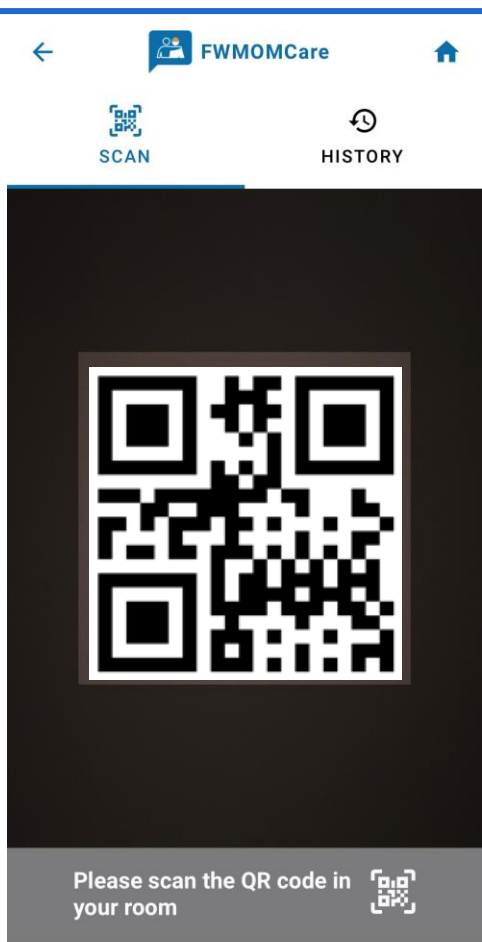
扫描官方二维码, 包括来自 go.gov.sg 的代码。
允许应用程序进入您的手机设定以操控内置相机。

完成:

信息顺利提交。

扫描历史记录

现在, 您可以查看今天 / 过去7天的记录



注意:

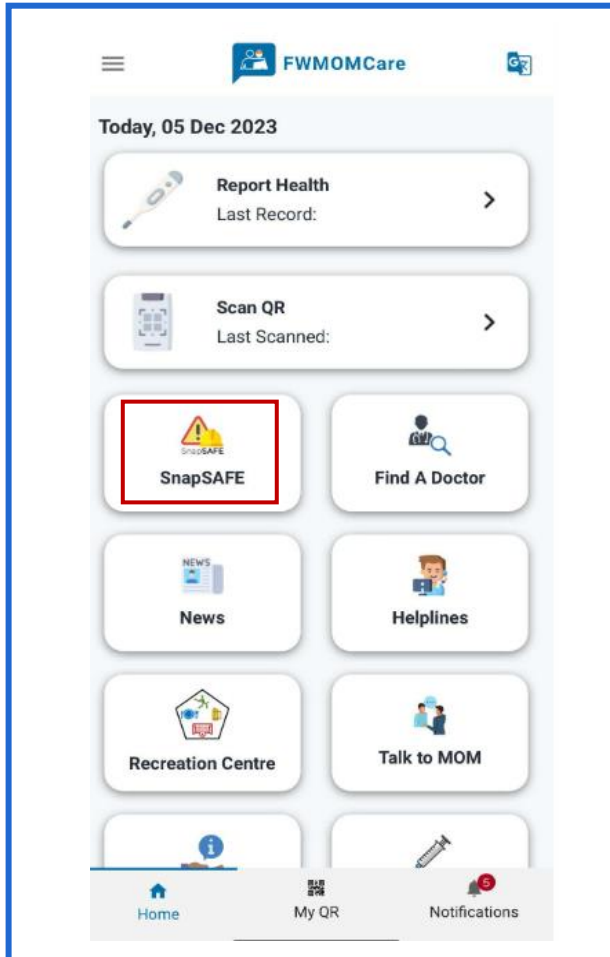
点击“查看全部历史”(VIEW FULL HISTORY), 去查看过去7天的记录。



FWMOMCare 应用程序 – SnapSAFE

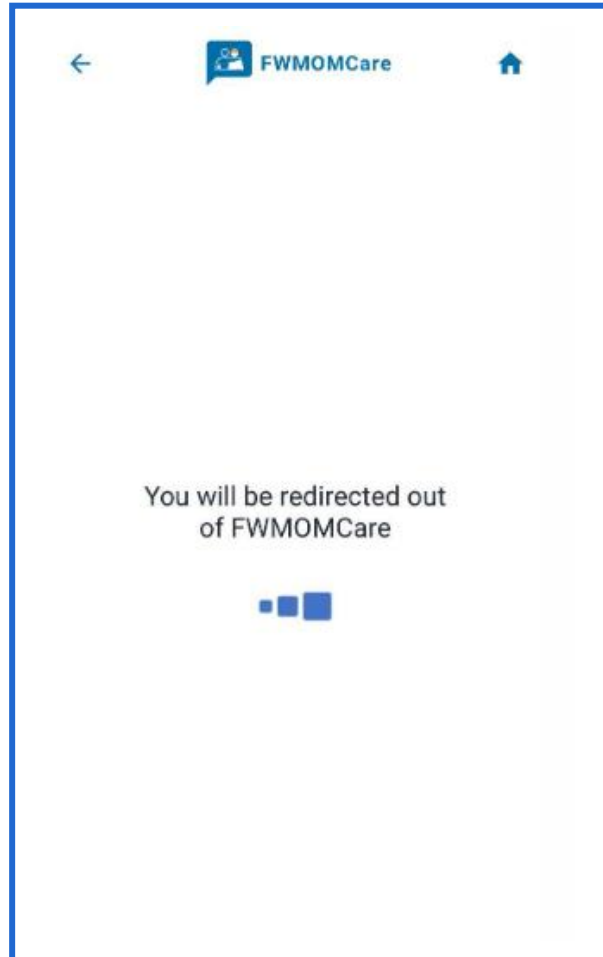
步骤 1:

您可以在主页里找到 SnapSAFE 功能。



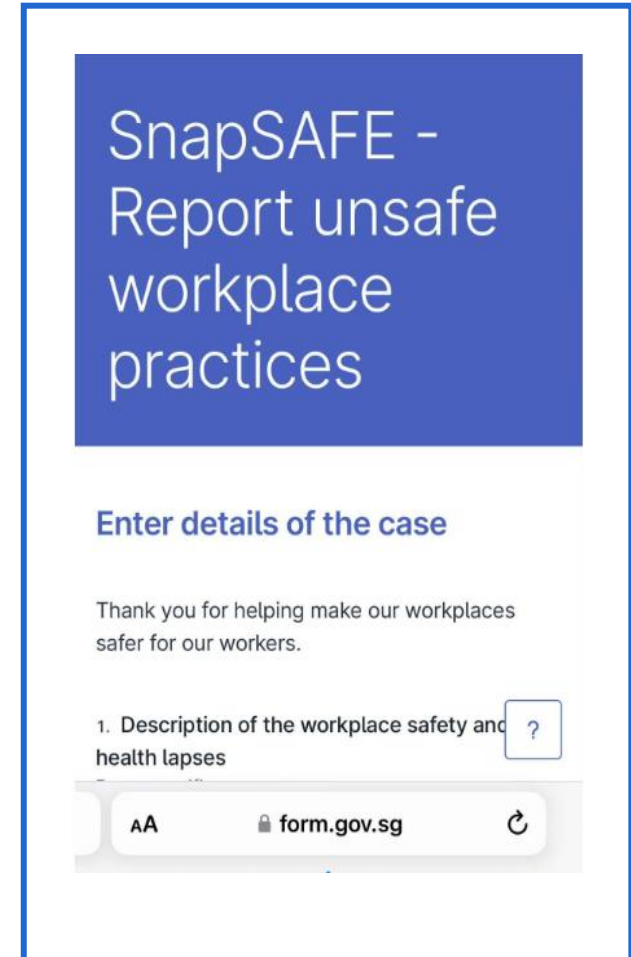
步骤 2:

选择 SnapSAFE 后，您将跳出 FWMOMCare 页面。



步骤 3:

您将访问 form.gov.sg 网页

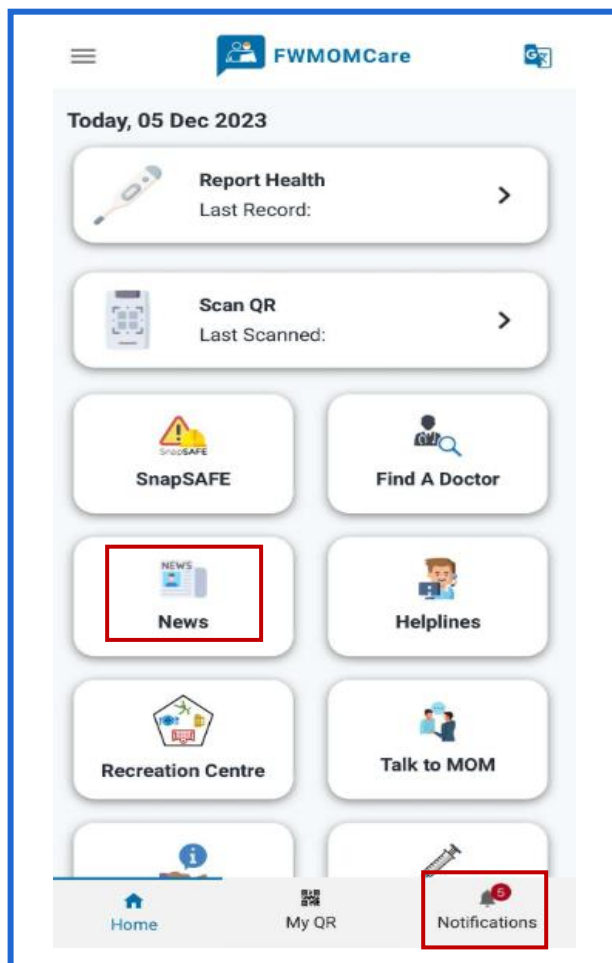




FWMOMCare 应用程序 – 主页 / 通知 / 新闻

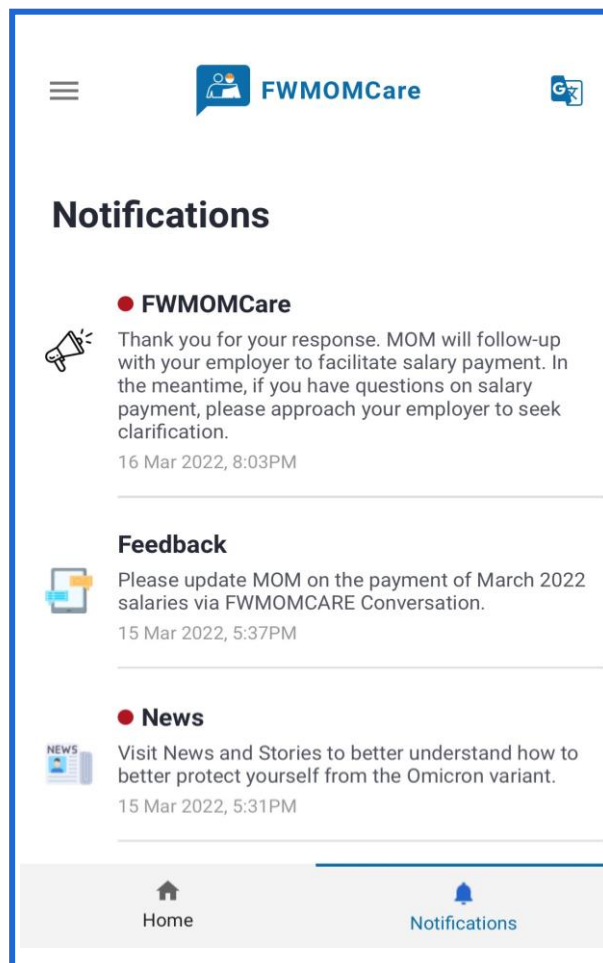
主页:

"报告健康状况" (Report Health) 以及 "扫描二维码" (Scan QR) 将显示上一条记录的日期/时间 (若有)



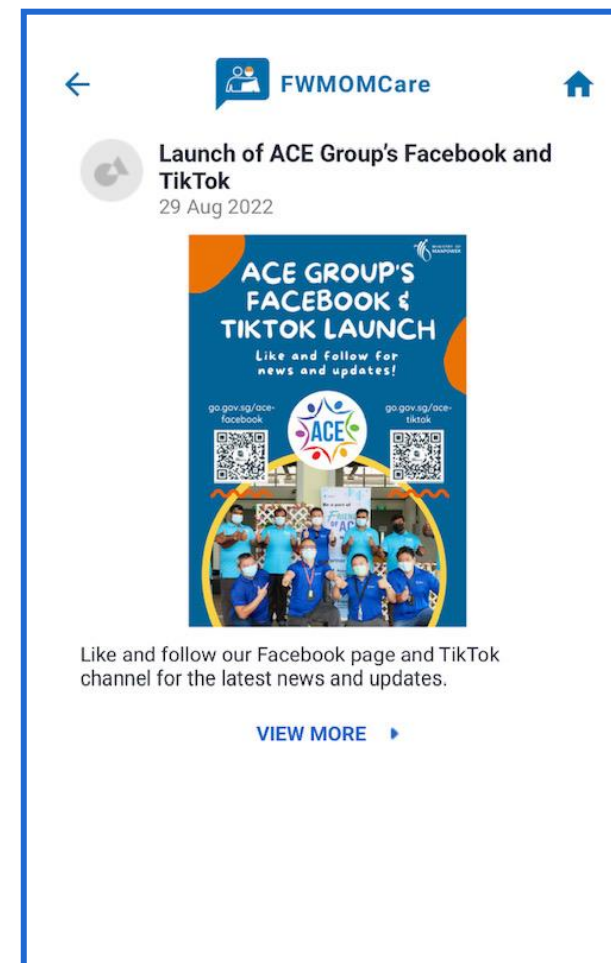
通知:

尚未阅读的通知, 将以红点注明。



新闻:

在这里, 查看最近更新的资料 / 咨询。





FWMOMCare 应用程序 – 横幅信息



步骤 1:

若有已发布的横幅信息，将只显示在主页的最上方。

步骤 2:

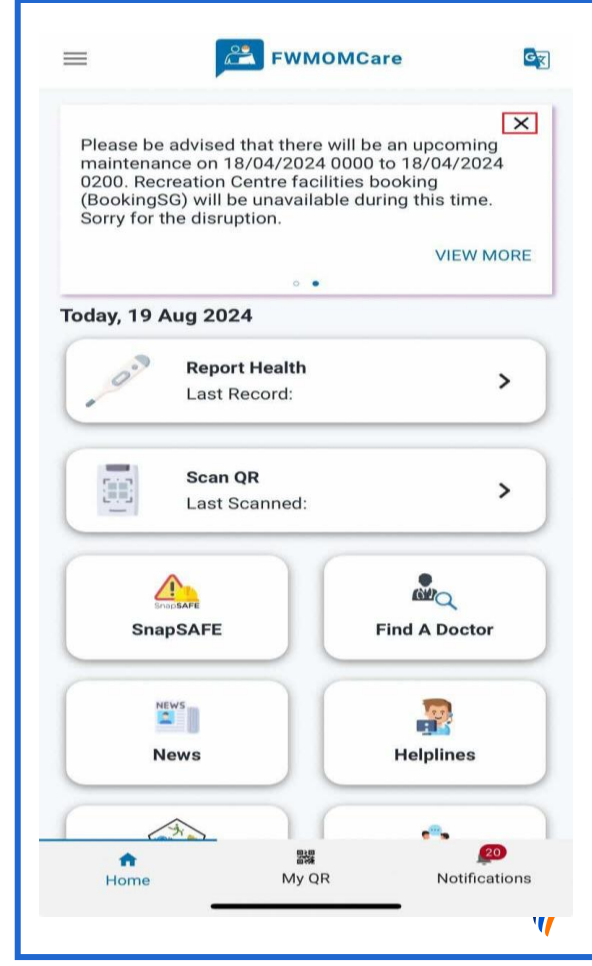
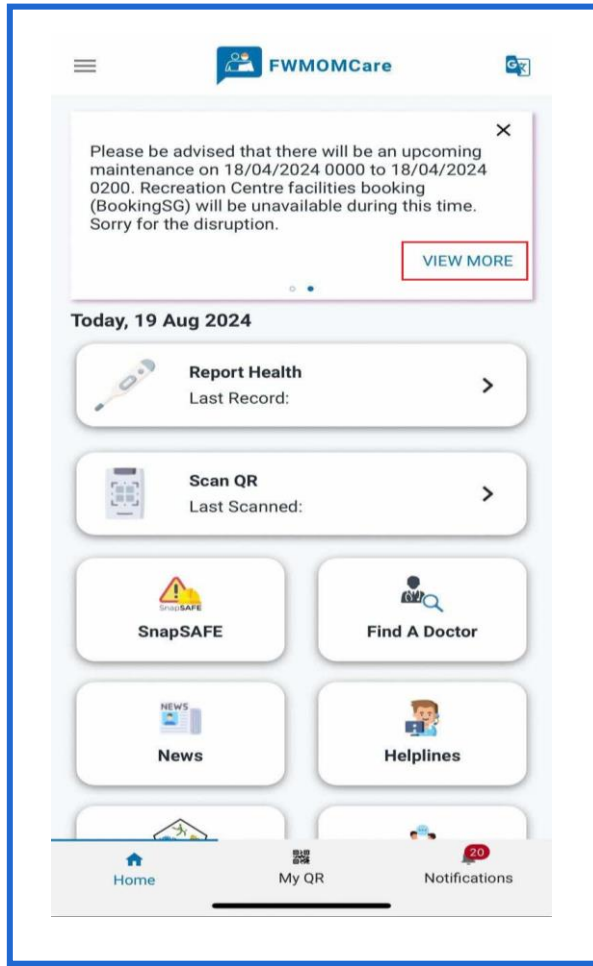
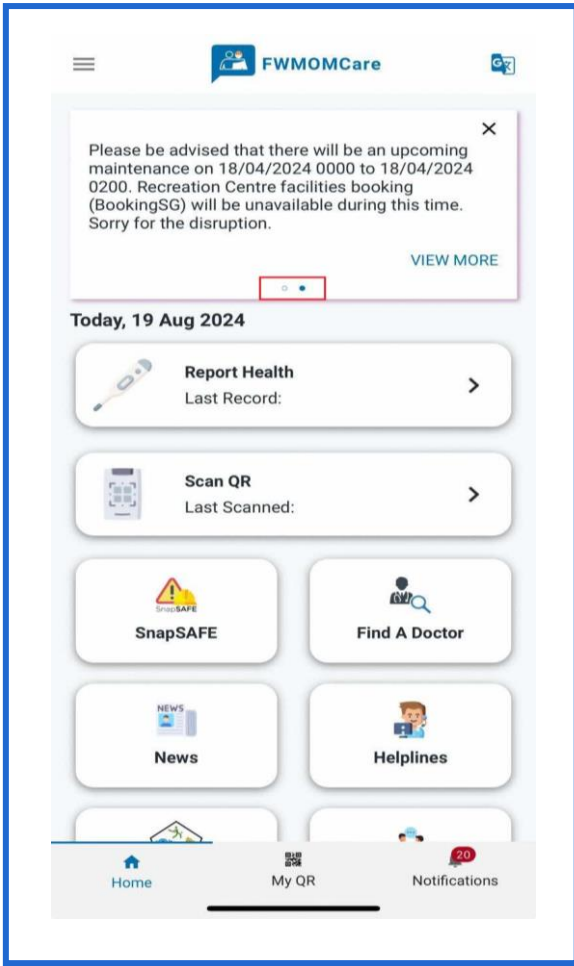
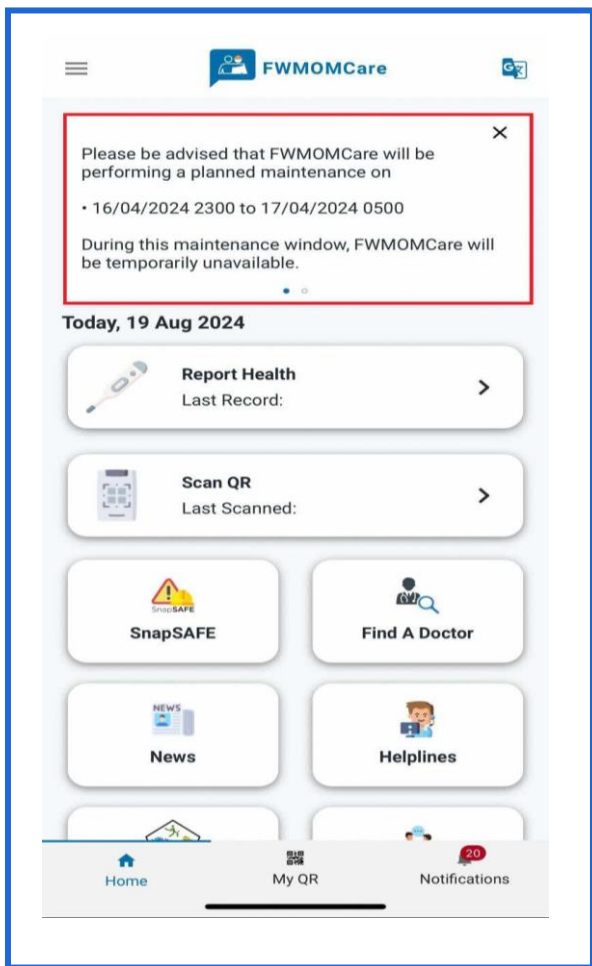
请触屏并向左或右滑动以浏览其他横幅信息。

步骤 3:

请点击“查阅更多”以转到相应的页面。

步骤 4:

点击“X”关闭横幅，当天即不再显示。横幅隔天会重新显示



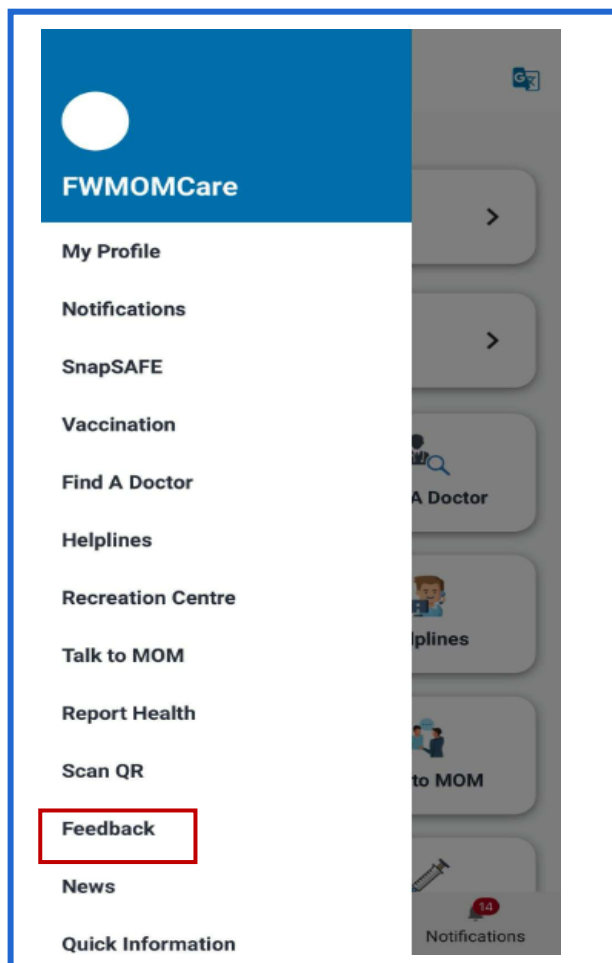


FWMOMCare 应用程序 – 反馈

第1页, 共2页

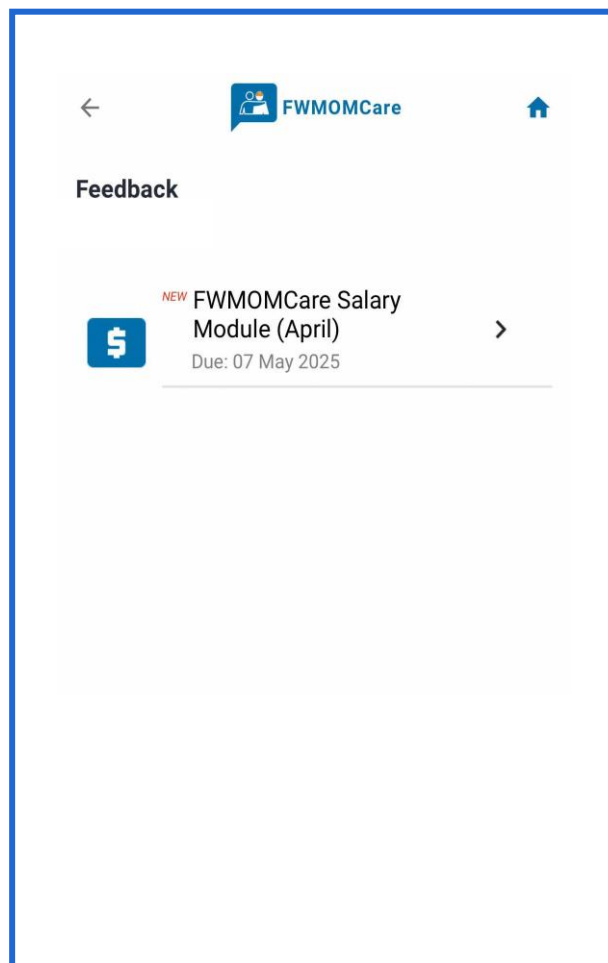
步骤 1:

从菜单上点击"反馈" (Feedback)。



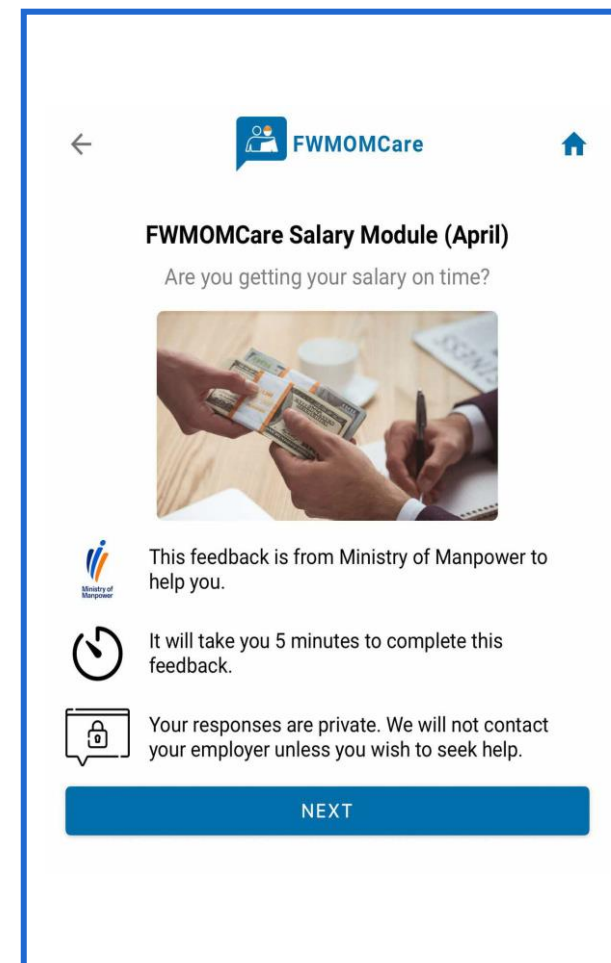
步骤 2:

页面将显示调查 / 反馈列表。



步骤 3:

查看调查 / 反馈, 点击"下一步" (NEXT), 便可继续。





FWMOMCare 应用程序 – 反馈

第2页, 共2页

步骤 4:

点击“下一步” (NEXT), 去回答下一个问题; 或者, 点击“取消” (Cancel) 关闭程序。

← FWMOMCare 🏠

QUESTION 1

Have you been paid your last month's salary?

☒ Yes, I have been paid in full.

☐ Yes, but I have only been paid a lower amount.

☐ No. I have not been paid at all.

NEXT

Cancel

完成:

信息顺利提交。

← FWMOMCare 🏠

✔ Submitted!

Thank you for completing the feedback form.

😊

DONE

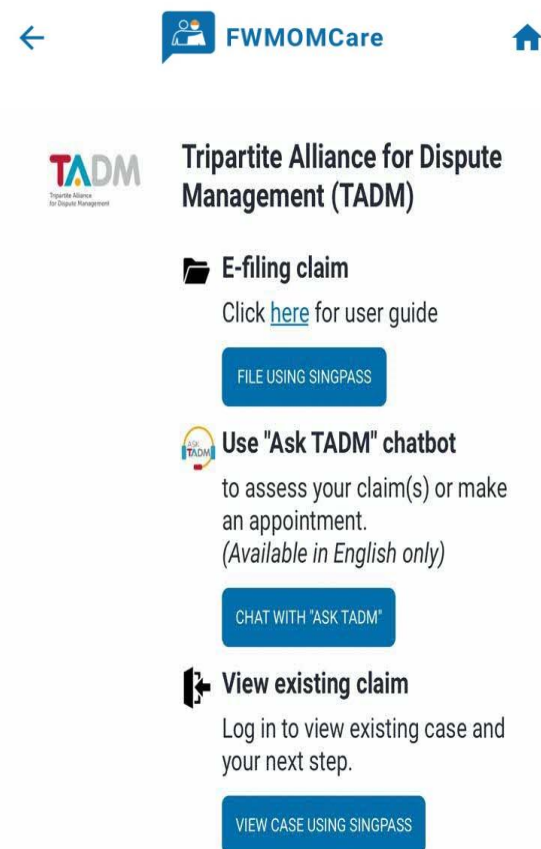
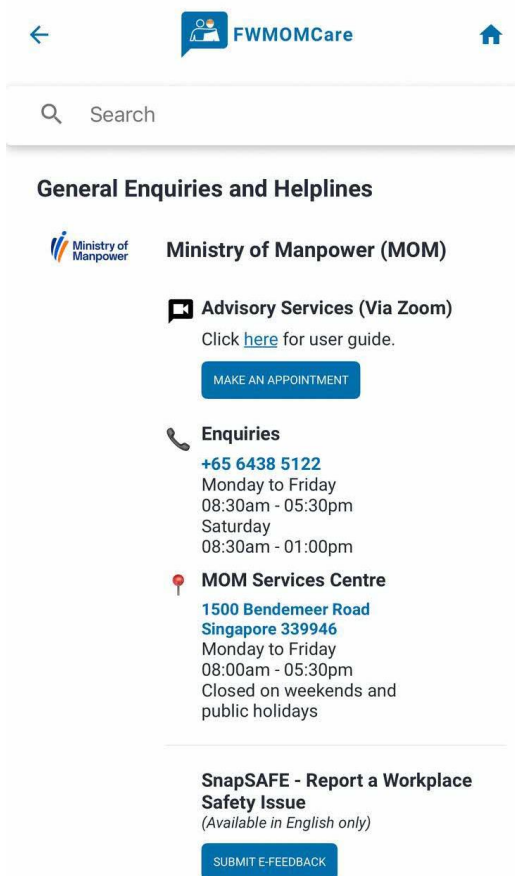
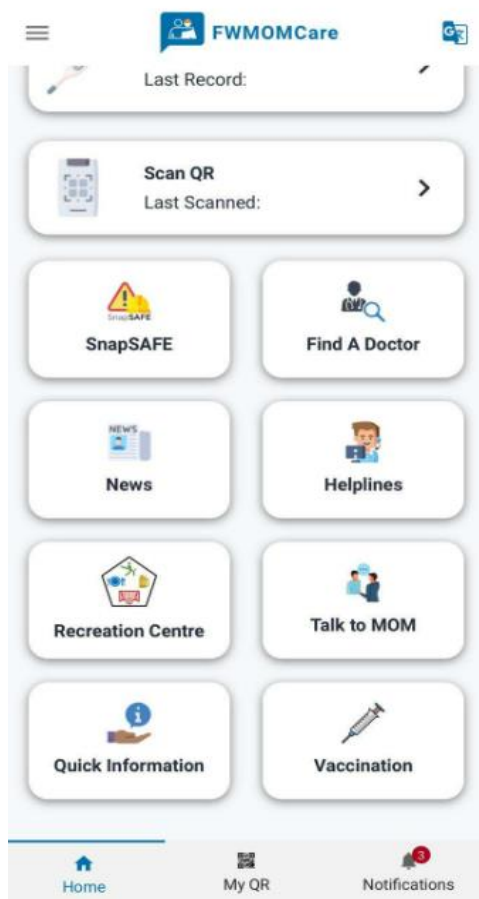




FWMOMCare 应用程序 – 援助热线

援助热线:

显示人力部 (MOM)、TADM、心理卫生和紧急热线

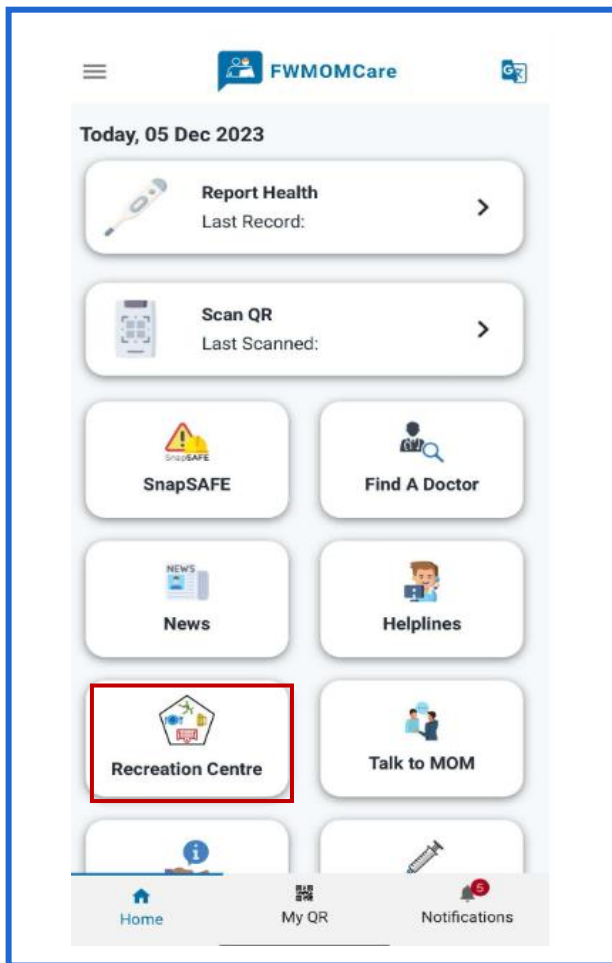




FWMOMCare 应用程序 – 休闲中心

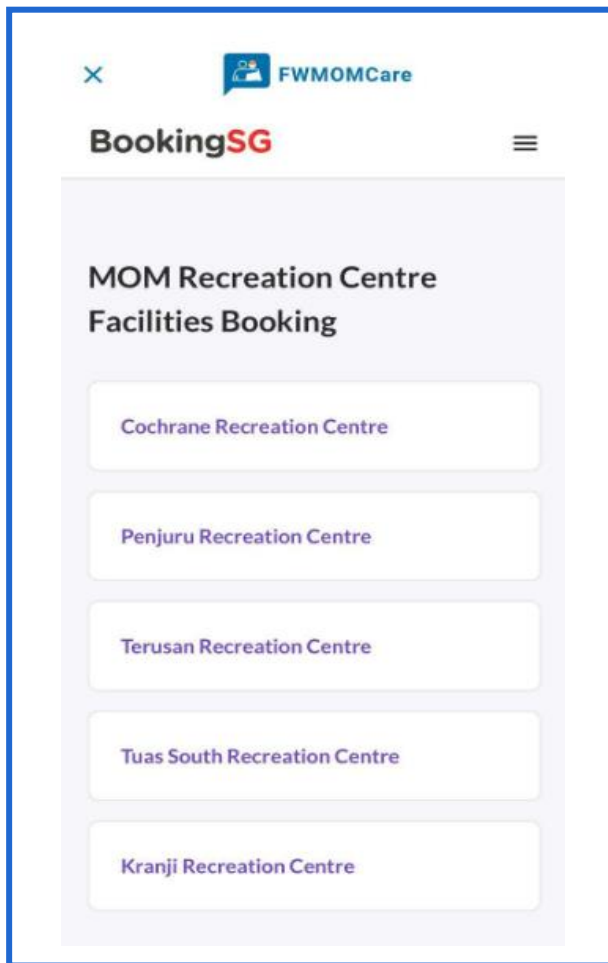
步骤 1:

您可以在**选单 / 主页**里找到“休闲中心” (Recreation Centre) 功能



步骤 2:

为您转至 Booking.SG 网页预定设施。



扫描以下二维码了解更多信息!

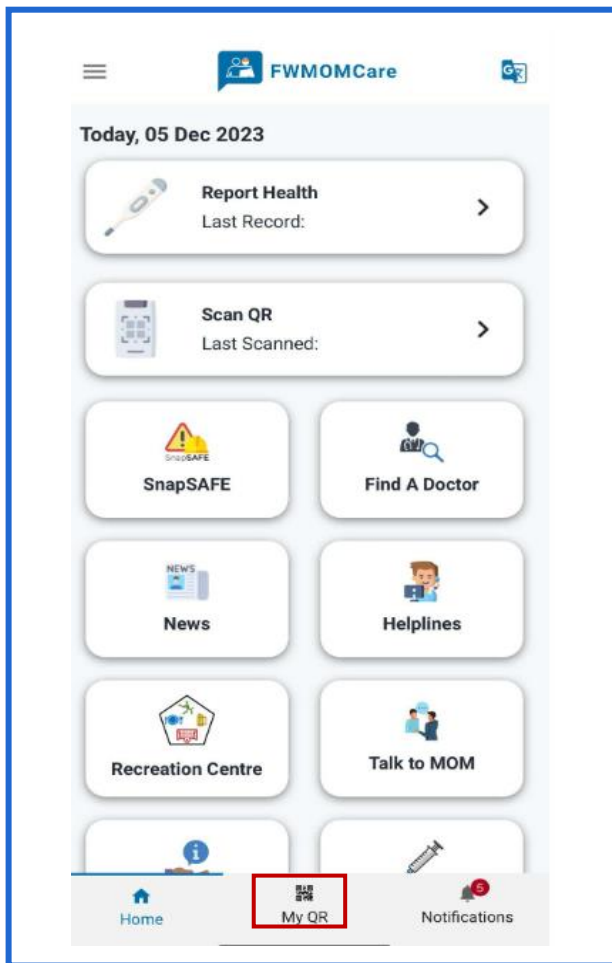




FWMOMCare 应用程序 – My QR

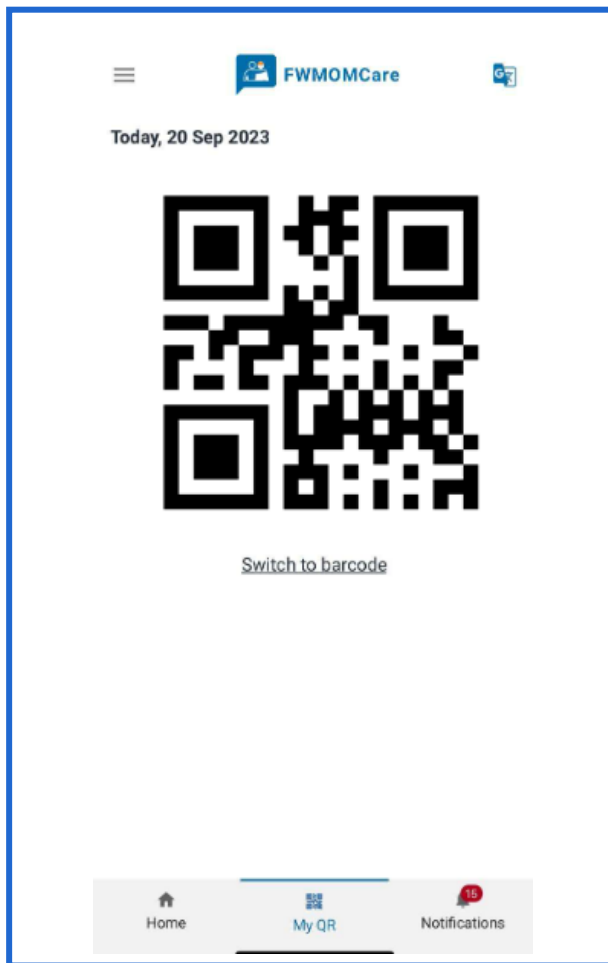
步骤 1:

您可以在主页里找到My QR功能



步骤 2:

选择My QR后，您的屏幕上将出现二维码



步骤 2:

点击"切换至条形码" (Switch to barcode)即可转至条形码格式。



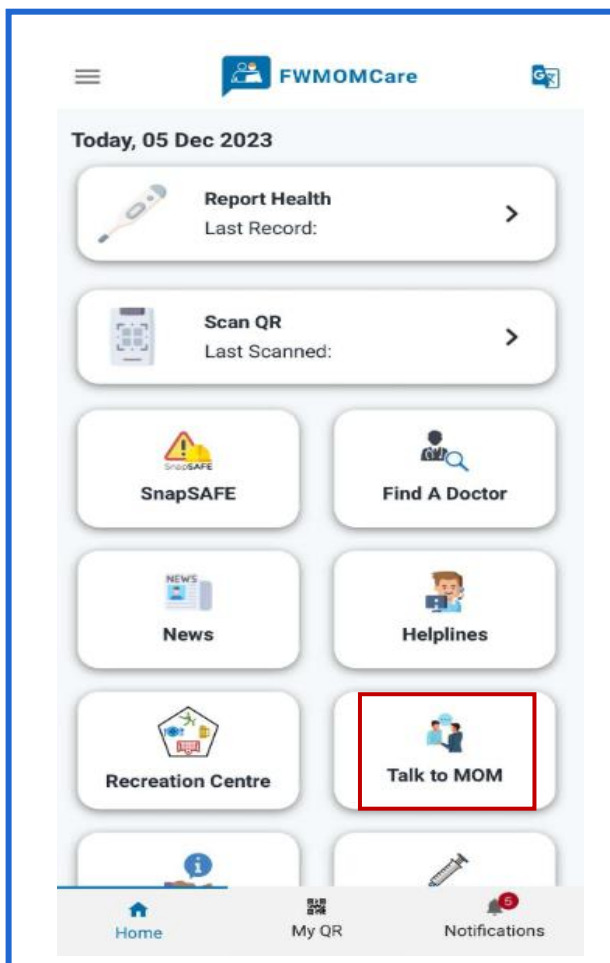


FWMOMCare 应用程序 – 联系MOM

第1页，共3页

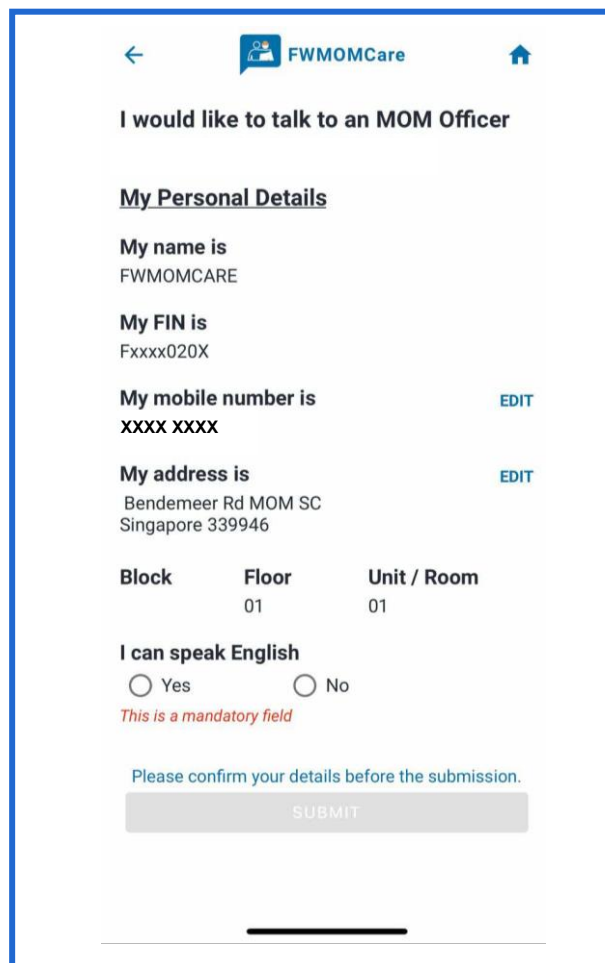
步骤 1:

您可以在选单 / 主页里找到 "联系MOM" (Talk to MOM) 功能



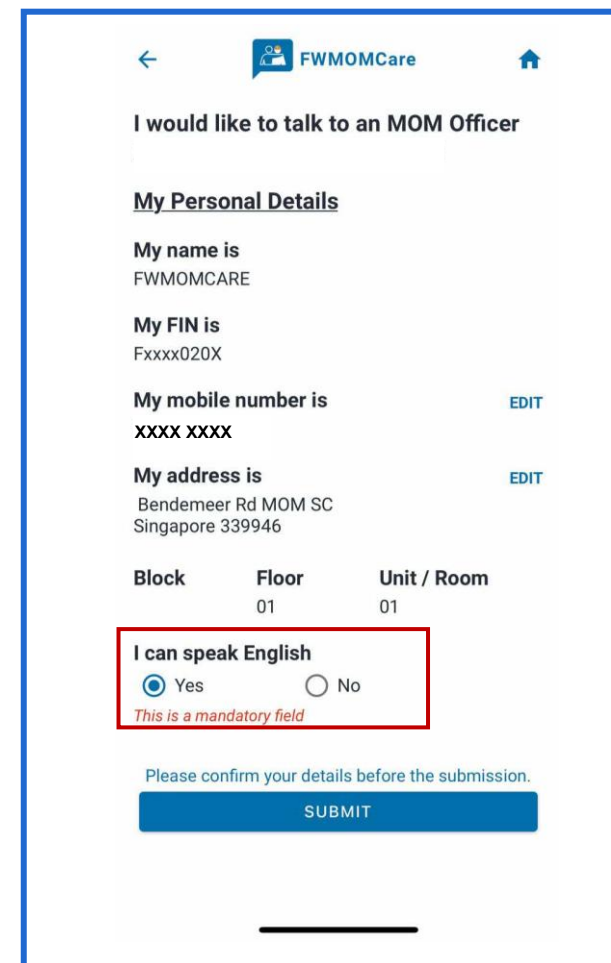
步骤 2:

确认个人详情。



步骤 3:

您若会说英语，请选择点击"会" (Yes) 否则，请选择点击"不会" (No)。





FWMOMCare 应用程序 – 联系MOM

第2页, 共3页

步骤 4:

请点击"提交" (SUBMIT)让MOM与您联系。

The screenshot shows the FWMOMCare app interface. At the top, there's a back arrow, the app logo, and a home icon. Below the header, it says "I would like to talk to an MOM Officer". Under "My Personal Details", there are fields for "My name is" (FWMOMCARE), "My FIN is" (Fxxxx020X), "My mobile number is" (XXXX XXXX), and "My address is" (Bendemeer Rd MOM SC, Singapore 339946). Each field has an "EDIT" link to its right. Below these, there's a section for "Block", "Floor", and "Unit / Room" with values 01, 01, and 01 respectively. Then, "I can speak English" has radio buttons for "Yes" (selected) and "No". A red text note says "This is a mandatory field". At the bottom, a red box highlights a confirmation message "Please confirm your details before the submission." and a blue "SUBMIT" button.

步骤 5:

请点击"要" (Yes)来确认。
否则, 请点击"不要" (No)。

This screenshot shows the same app interface as the previous one, but with a confirmation dialog box overlaid. The dialog has a title "Alert" and the question "Do you want MOM to call you?". It has two buttons: "No" and "Yes". A red box highlights the "Yes" button. The background of the app is dimmed.





FWMOMCare 应用程序 – 联系MOM

第3页，共3页

步骤 6:

信息顺利提交。

← FWMOMCare

✓ Submitted!

Your request has been submitted.
MOM will contact you within 3 working days.

😊

DONE

步骤 7:

最后提交的日期和时间将于此显示。下一次的请求只能在3个工作日后提交。

← FWMOMCare

I would like to talk to an MOM Officer

Last submitted on 03-01-2023 at 14:44

My Personal Details

My name is
FWMOMCARE

My FIN is
Fxxxx020X

My mobile number is EDIT
XXXX XXXX

My address is EDIT
Bendemeer Rd MOM SC
Singapore 339946

Block	Floor	Unit / Room
	01	01

I can speak English
☐ Yes ☐ No
This is a mandatory field

Please confirm your details before the submission.

SUBMIT



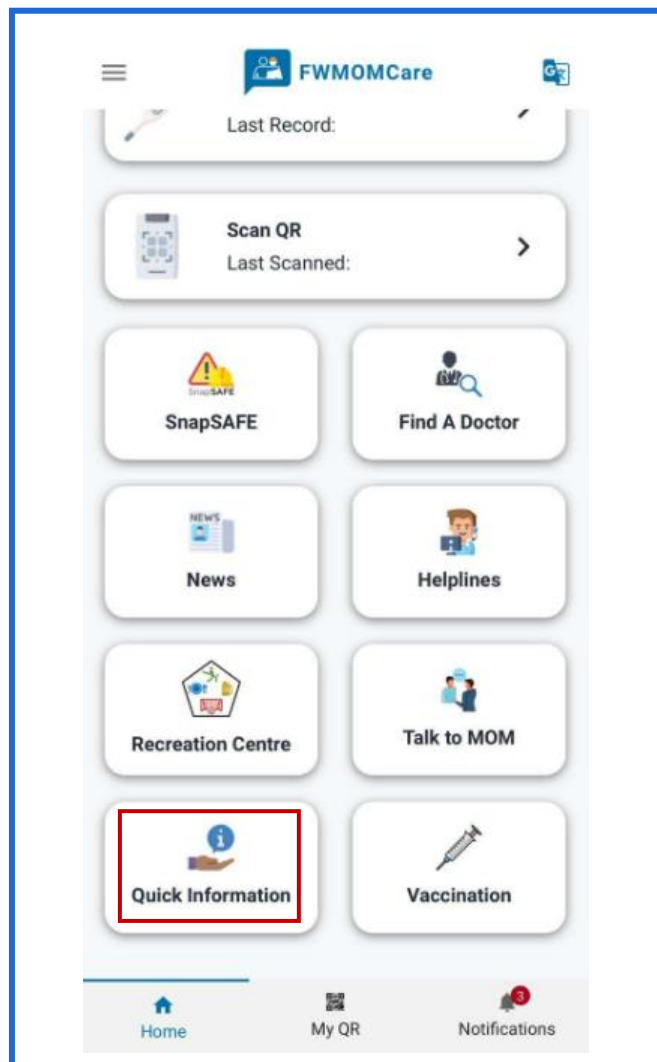
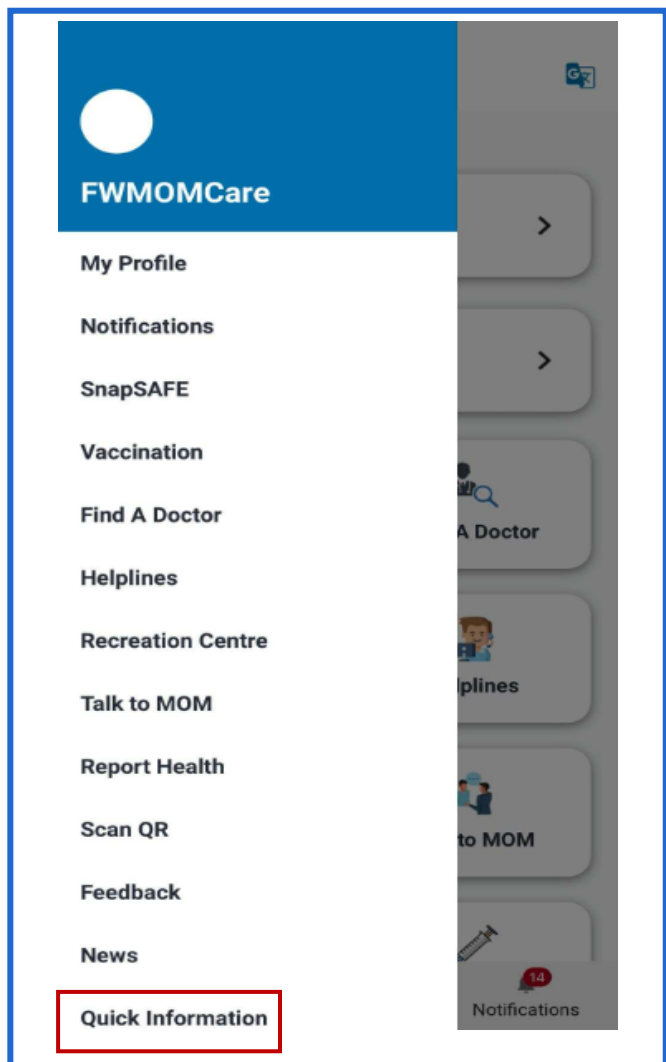


FWMOMCare 应用程序 – 快速信息

第1页, 共2 页

快速信息:

您可以在选单 / 主页里找到"快速信息" (Quick Information)功能





FWMOMCare 应用程序 – 快速信息

第2 页, 共2页

例子

