

FWMOMCare App User Guide

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**PCP = Primary Care Plan*

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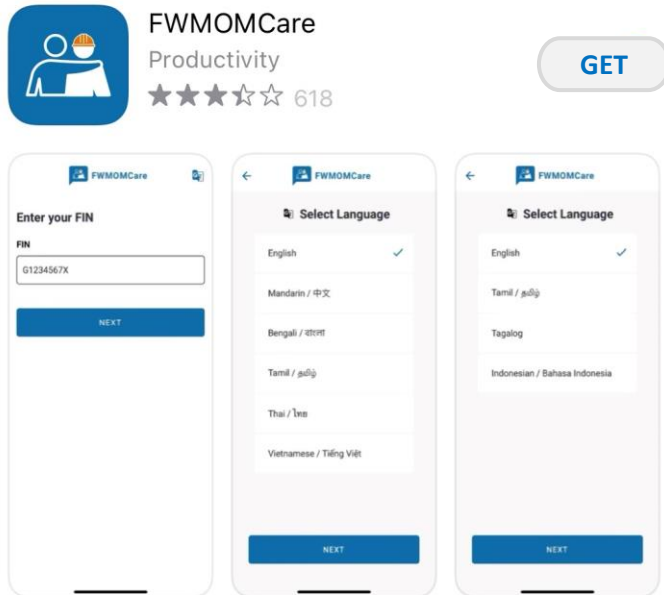




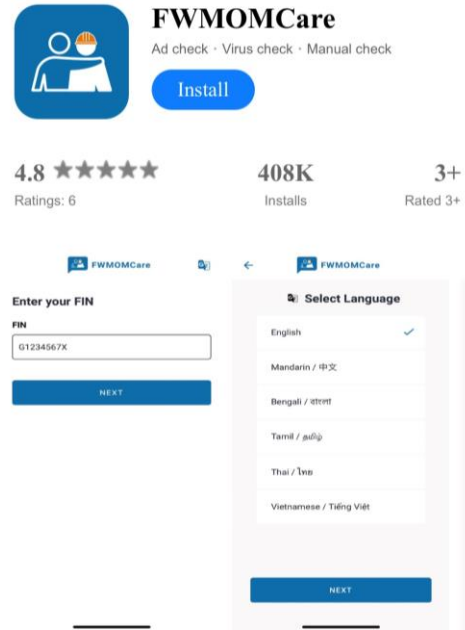
Download via: App Store / Huawei AppGallery / Google Play Store



For Apple Users, go to
App Store.



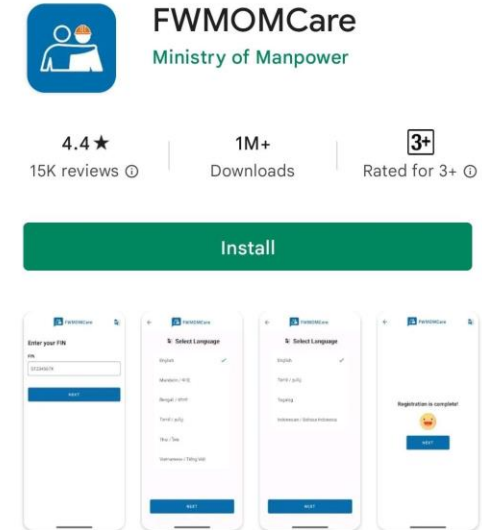
For Huawei Users, go to
App Gallery.



Foreign worker can use FWMOMCare to
manage their well-being



For Android Users, go to
Google Play Store.



About this app

Foreign worker can use FWMOMCare to manage
their well-being

Note: Minimally iOS 13 or Android version 5 is required to download app.





FWMOMCare App – Privacy Policy (For New User, New Installation, User who have yet to accept)

STEP 1: Click “[Terms of Use and Privacy Statement](#)” to view.



Permissions Summary

Application needs permission to access the below while using the respective features to give you a better user experience.

-  **Camera**
To allow taking of photos, scanning of check-in QR codes and barcodes
-  **Location**
To identify your location to use our built-in location-based features (eg. location of your mobile device and the IP address of your mobile device)
-  **Wi-Fi Connection**
Check for wifi connection status to auto update the application
-  **Calendar**
To create appointments on your calendar
-  **Files, Photos, Audio & Video**
To allow setup of profile photo picture and download infographic announcements in the app

By clicking on 'Next' below, you confirm that you have read and agree to our [Terms of Use and Privacy Statement](#) to use FWMOMCare

NEXT

STEP 2:
Redirected to MOM website



FWMOMCare Mobile Application Privacy Policy

- This is a Government of Singapore digital service
- We are committed to protecting your privacy. To safeguard your personal information, all electronic storage and transmission of data is secured with appropriate security technologies.

Purpose of FWMOMCare

- This privacy policy governs your use of the FWMOMCare software application (the “Application”) for mobile devices that was created by the Government of the Republic of Singapore (“Government”) acting through the Ministry of Manpower (“MOM”).
- The Application allows you, as the user of this Application, to:
 - Report your temperature and relevant health status (i.e. Fever, cough, sore throat, running nose, oximeter readings, etc.) for the purpose



Step 3:
Select “NEXT” to agree



Permissions Summary

Application needs permission to access the below while using the respective features to give you a better user experience.

-  **Camera**
To allow taking of photos, scanning of check-in QR codes and barcodes
-  **Location**
To identify your location to use our built-in location-based features (eg. location of your mobile device and the IP address of your mobile device)
-  **Wi-Fi Connection**
Check for wifi connection status to auto update the application
-  **Calendar**
To create appointments on your calendar
-  **Files, Photos, Audio & Video**
To allow setup of profile photo picture and download infographic announcements in the app

By clicking on 'Next' below, you confirm that you have read and agree to our [Terms of Use and Privacy Statement](#) to use FWMOMCare

NEXT





FWMOMCare App – Registration 1 of 4

STEP 1:

Enter your FIN

The screenshot shows the FWMOMCare app interface for Step 1. At the top, there is a blue header with the FWMOMCare logo and a WhatsApp icon. Below the header, the text "Enter your FIN" is displayed. Underneath, there is a text input field labeled "FIN". Below the input field is a grey button labeled "NEXT". At the bottom, there is a blue box containing the text: "“NEXT” button is activated only when full FIN is entered."

STEP 2:

Captcha - Slide to proceed

The screenshot shows the FWMOMCare app interface for Step 2. At the top, there is a blue header with the FWMOMCare logo and a WhatsApp icon. Below the header, there is a shield icon with a checkmark inside. Underneath the shield icon, the text "Login verification" is displayed. Below this text is a grey button labeled ">>" and a white button labeled "Please slide to verify". Below these buttons, there is a section titled "How to Use:" which contains a video player showing a hand sliding the "Please slide to verify" button.

STEP 3:

Select language based on Persona (MW)

The screenshot shows the FWMOMCare app interface for Step 3. At the top, there is a blue header with the FWMOMCare logo and a WhatsApp icon. Below the header, there is a section titled "Select Language" with a list of languages: English (selected with a blue checkmark), Mandarin / 中文, Bengali / বাংলা, Tamil / தமிழ், Thai / ไทย, and Vietnamese / Tiếng Việt. Below the list is a blue button labeled "NEXT".

*MW – Migrant Workers





FWMOMCare App – Registration 2 of 4

STEP 4:

Enter your mobile number

Register

Mobile Number

+65 ▾

XXXX XXXX

NEXT

Applicable Country / Region Codes:

Singapore +65

Malaysia +60

Indonesia +62

STEP 5:

Enter OTP sent via SMS

Enter 6-digit OTP

Code sent to +65 XXXX XXXX

I

RESEND IN 02:00

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

STEP 6:

Enter your details and click “NEXT” to proceed

Provide your personal details

We use this information to confirm your identity

Name

FWMOMCare

Date of birth

18 ▾

MAY ▾

2020 ▾

NEXT





FWMOMCare App – Registration 3 of 4

STEP 7:

Click on map icon to search for address

FWMOMCare

Provide your address

ADDRESS

Block

Floor Room

(Optional) (Optional)

NEXT

STEP 8:

Search for address using postal code / partial address

FWMOMCare

339946

Bendemeer Rd MOM SC Singapore 339946

1500 Bendemeer Road MINISTRY OF MANPOWER SERVICES CENTRE Singapore 339946

Using Postal Code / Partial Address

FWMOMCare

1500 Bendemeer

1500 Bendemeer Road MINISTRY OF MANPOWER SERVICES CENTRE Singapore 339946

STEP 9:

Select address from dropdown and click ✓ to proceed

FWMOMCare

1500 Bendemeer Road MINISTRY OF MANPOWER SERVICES CENTRE Singapore 339946

Bendemeer Rd

Tripartite Alliance for Dispute...

MOM | MINISTRY OF MANPOWER SERVICES Ctr

Ministry of Manpower Services Centre





FWMOMCare App – Registration 4 of 4

STEP 10:

If applicable, enter “Floor” and “Room” number and “SAVE CHANGES”



Provide your address

ADDRESS

1500 Bendemeer Road MINISTRY OF
MANPOWER SERVICES CENTRE Singapore 339946 

Block

1500

Floor **Room**

(Optional)

(Optional)

SAVE CHANGES

COMPLETED:

Successful Message



Registration is complete!



NEXT



FWMOMCare App – Login

STEP 1:

Enter your FIN

The screenshot shows the FWMOMCare app interface for Step 1. At the top, there is a header with the FWMOMCare logo and a user profile icon. Below the header, the text "Enter your FIN" is displayed. Underneath, there is a label "FIN" 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 blue text block that reads: "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."

“NEXT” button is activated only when full FIN is entered.

STEP 2:

Enter OTP sent via SMS

The screenshot shows the FWMOMCare app interface for Step 2. At the top, there is a header with the FWMOMCare logo and a user profile icon. Below the header, the text "Enter 6-digit OTP" is displayed, followed by "Code sent to +65 XXXX XXXX". Underneath, 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 blue text block that reads: "Did not receive OTP but SMS is sent to the correct number? Restart mobile phone and try again."

Did not receive OTP but SMS is sent to the correct number?
Restart mobile phone and try again.

HOME PAGE:

The screenshot shows the FWMOMCare app home page. At the top, there is a header with the FWMOMCare logo and a user profile icon. Below the header, the date "Today, 05 Dec 2023" is displayed. Underneath, 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).

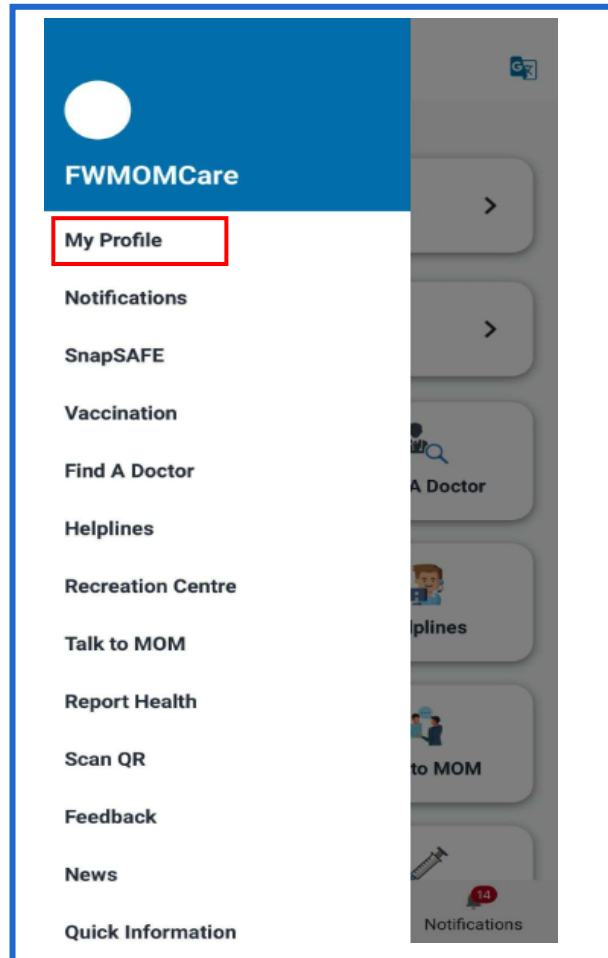




FWMOMCare App – Edit Mobile (Logged In) 1 of 2

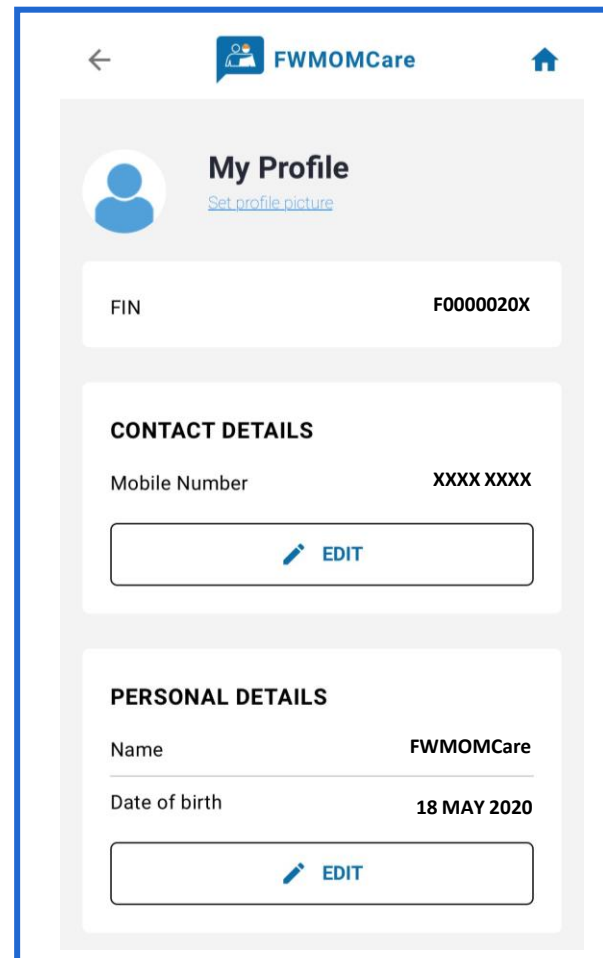
STEP 1:

Click “My Profile”



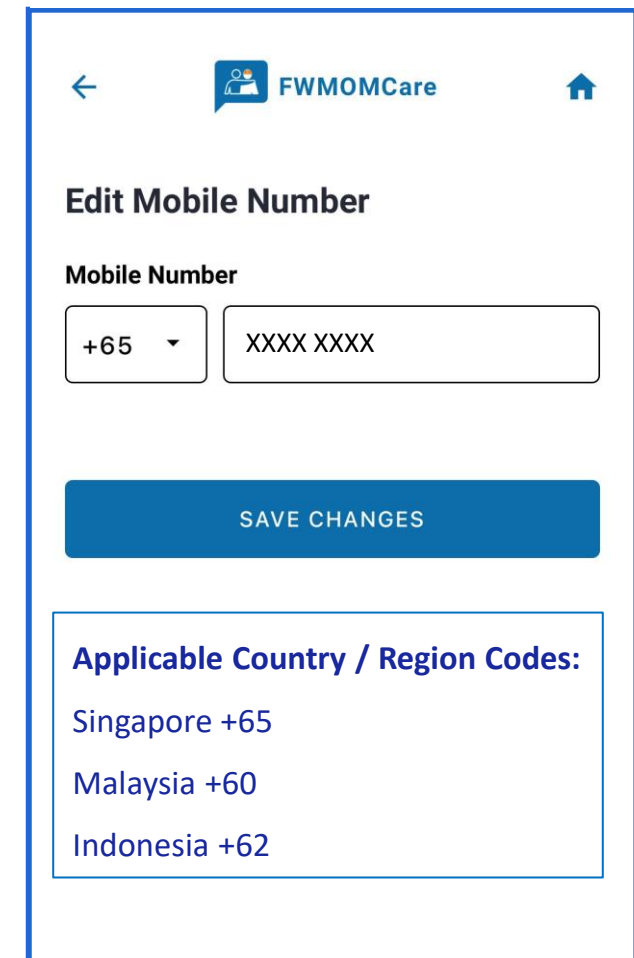
STEP 2:

In CONTACT DETAILS, click
“EDIT”



STEP 3:

Enter your new mobile number
and click “SAVE CHANGES”





FWMOMCare App – Edit Mobile (Logged In) 2 of 2

STEP 4:

Enter OTP sent to your **new** mobile number via SMS

The screenshot shows the FWMOMCare app interface for entering an OTP. At the top, there is a back arrow, the FWMOMCare logo, and a home icon. The main heading is "Enter 6-digit OTP" with a subtext "Code sent to +65 XXXX XXXX". Below this, there are six input boxes for the digits. The first box contains a vertical line. At the bottom, there is a button labeled "RESEND IN 02:00".

COMPLETED:

Successful Message

The screenshot shows the FWMOMCare app interface after successful submission. At the top, there is a back arrow, the FWMOMCare logo, and a home icon. The main heading is "Submitted!" with a checkmark icon and the text "Updated Successfully". Below this, there is a yellow smiley face emoji. At the bottom, there is a blue button labeled "DONE".





FWMOMCare App – Edit Mobile (Logged Out) 1 of 2

STEP 1:

Enter your FIN

Enter your FIN

FIN

NEXT

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.

“NEXT” button is activated only when full FIN is entered.

STEP 2:

If OTP is not sent to the correct mobile number, update via [click here](#) on your screen.

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.

STEP 3:

Enter new mobile number and click “SAVE CHANGES”

Edit Mobile Number

Mobile Number

+65 XXXX XXXX

☒ I am an IPA Holder.

SAVE CHANGES

Note:
If you are an IPA holder, please ✓ on the checkbox before clicking on “SAVE CHANGES”





FWMOMCare App – Edit Mobile (Logged Out) 2 of 2

STEP 4:

Enter Card Number on your work pass or
Date of Application (DOA) on your IPA letter and click “NEXT”

STEP 5:

Enter OTP sent to your new
mobile number via SMS

COMPLETED:

Successful Message

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. 060000000

Sector: CONSTRUCTION

Barcode

K0000000

NEXT

Enter Date of Application

Date of Application

DD ▾

MM ▾

YYYY ▾



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



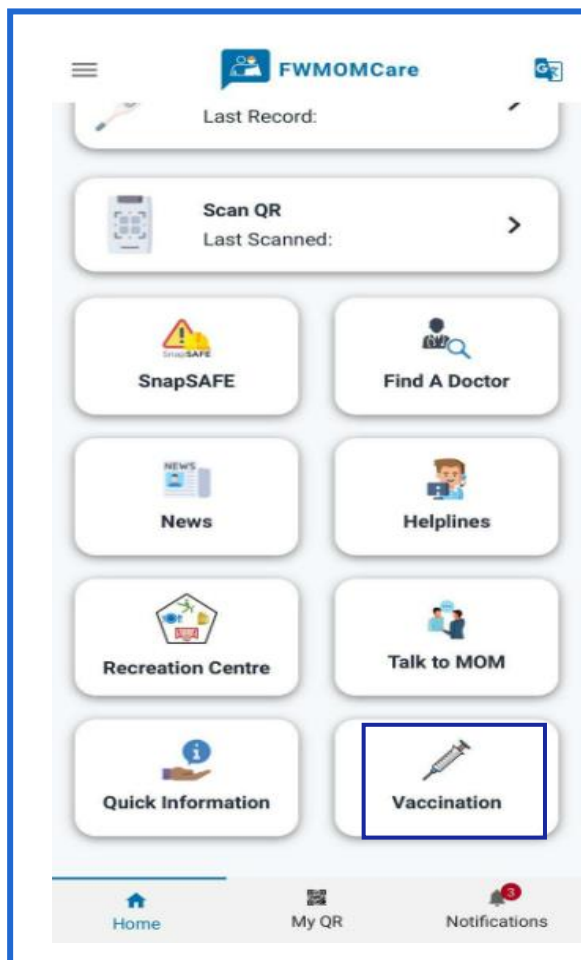
DONE



FWMOMCare App – Vaccination Records

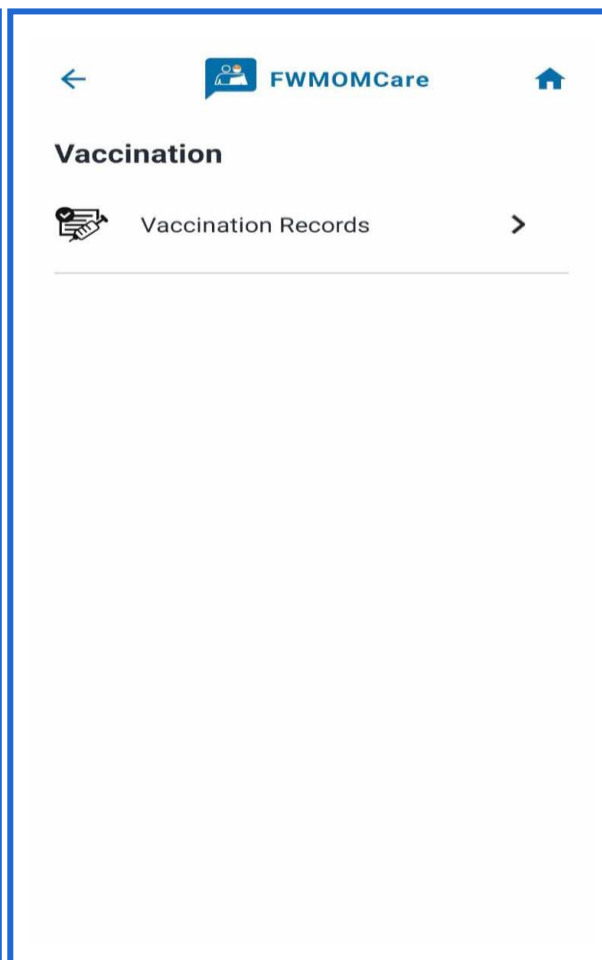
STEP 1:

Click Vaccination



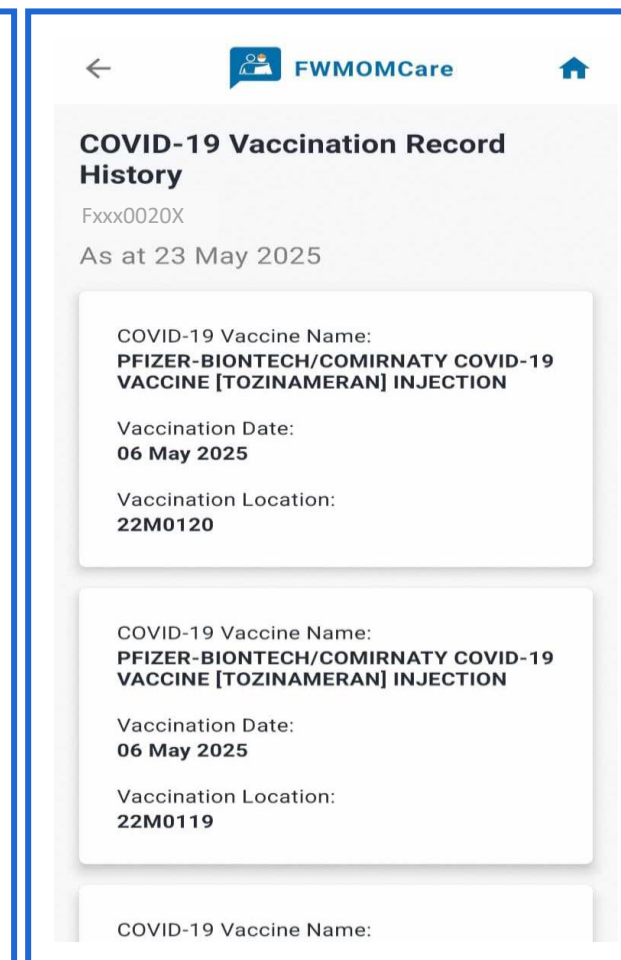
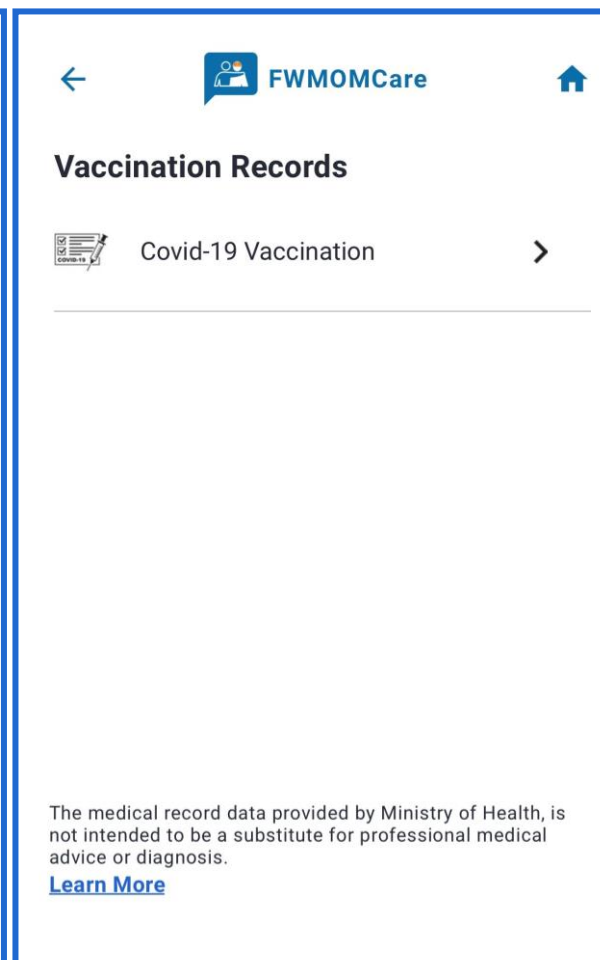
STEP 2:

Click Vaccination Records



STEP 3:

Click Covid-19 Vaccination

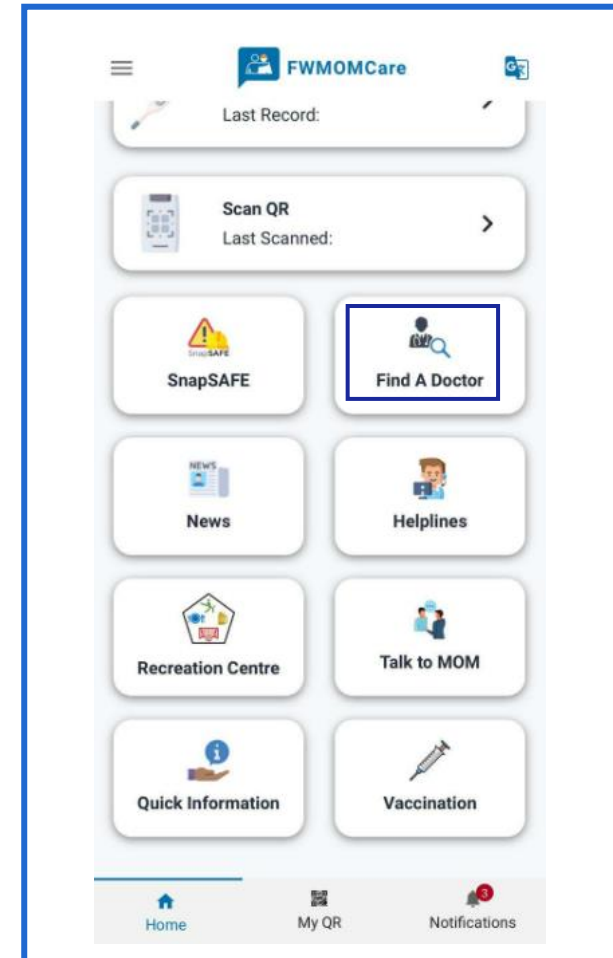
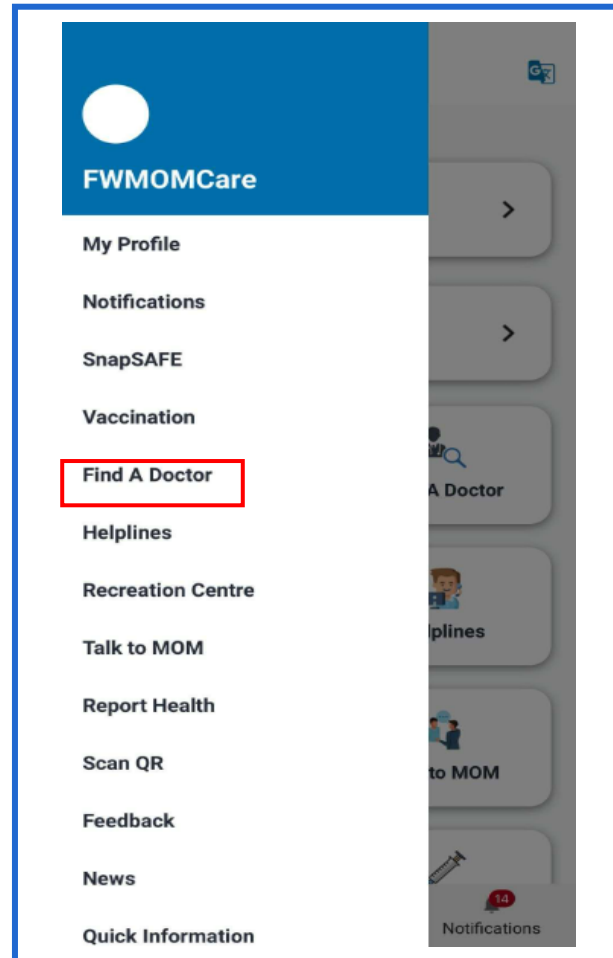




FWMOMCare App – Find A Doctor

FIND A DOCTOR

Find A Doctor can be found on the **Menu / Home Page**



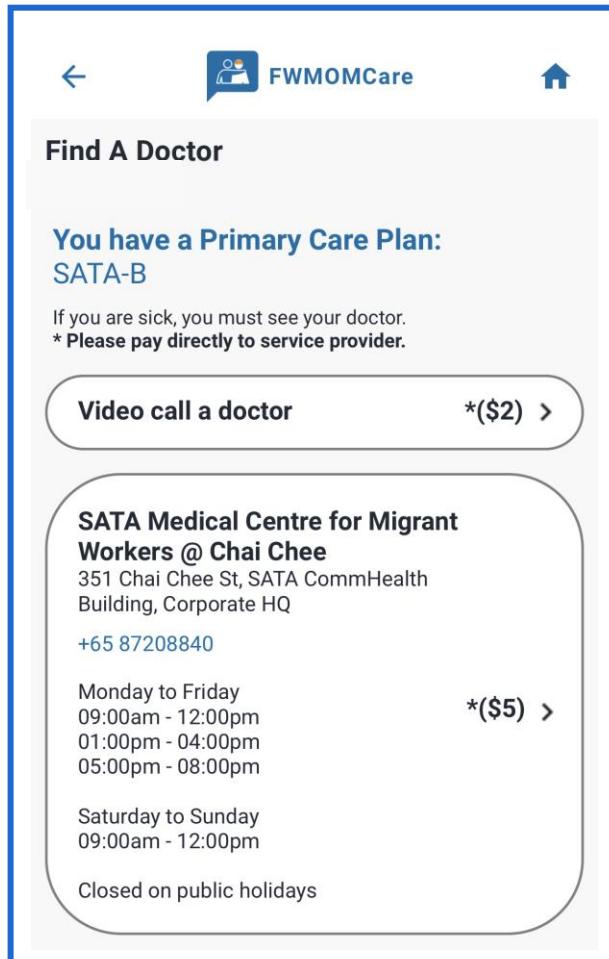


FWMOMCare App – Find A Doctor (PCP*)

*PCP – Primary Care Plan

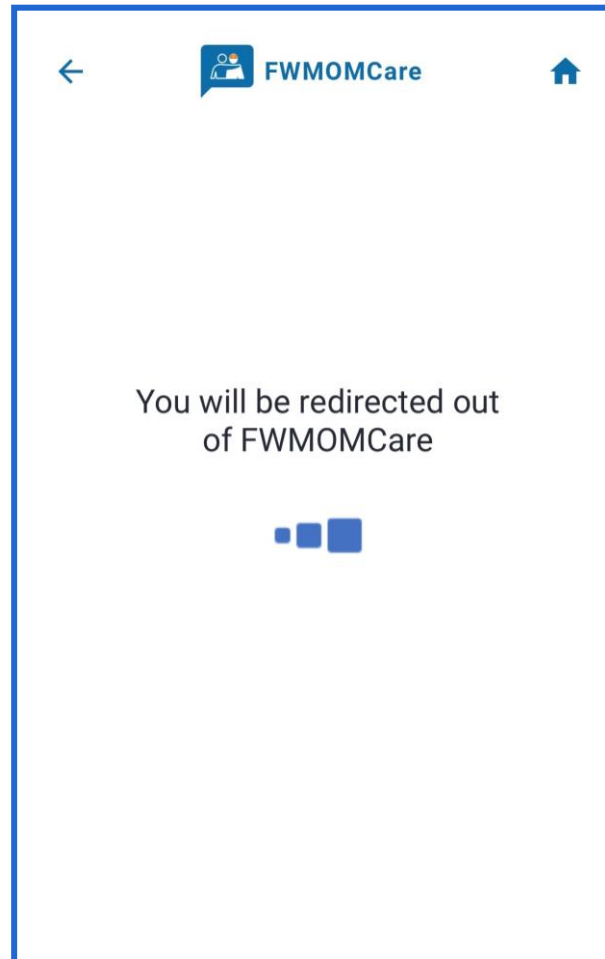
STEP 1:

Your PCP details will be shown.
Select your preferred medical service



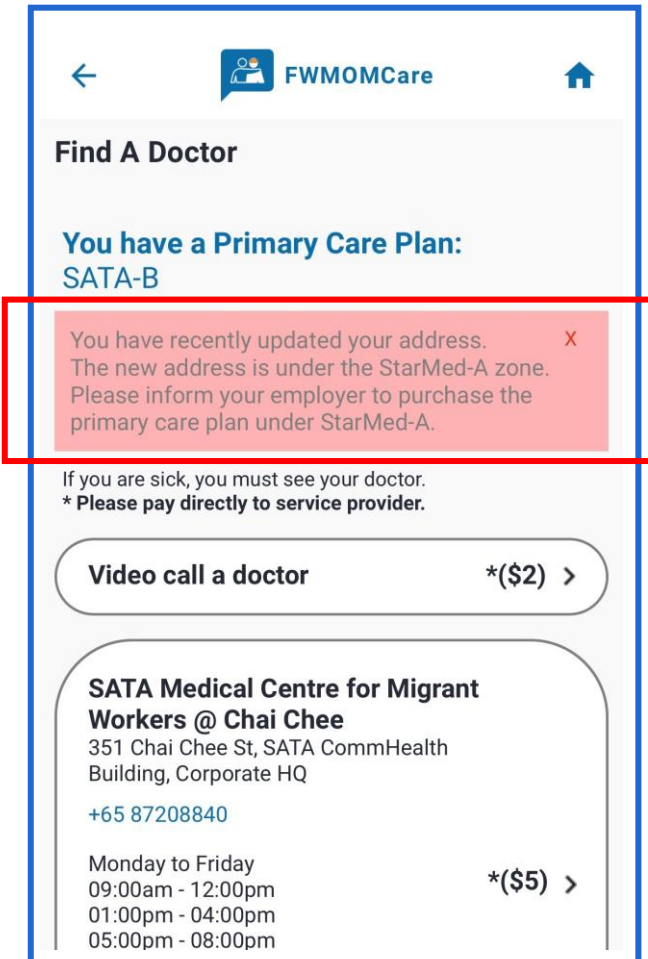
VIDEO CALL A DOCTOR:

Once selected, you will be re-directed out of FWMOMCare app to Medical Provider's app / website



NOTE:

An alert will appear if the address in your profile and PCP plan are not nearby.

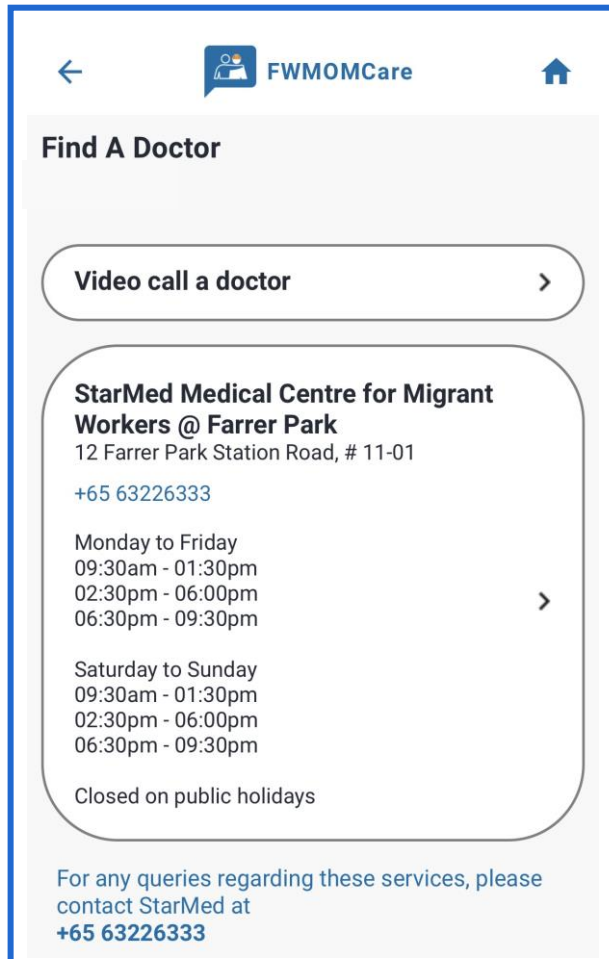




FWMOMCare App – Find A Doctor (Non-PCP*) *PCP – Primary Care Plan

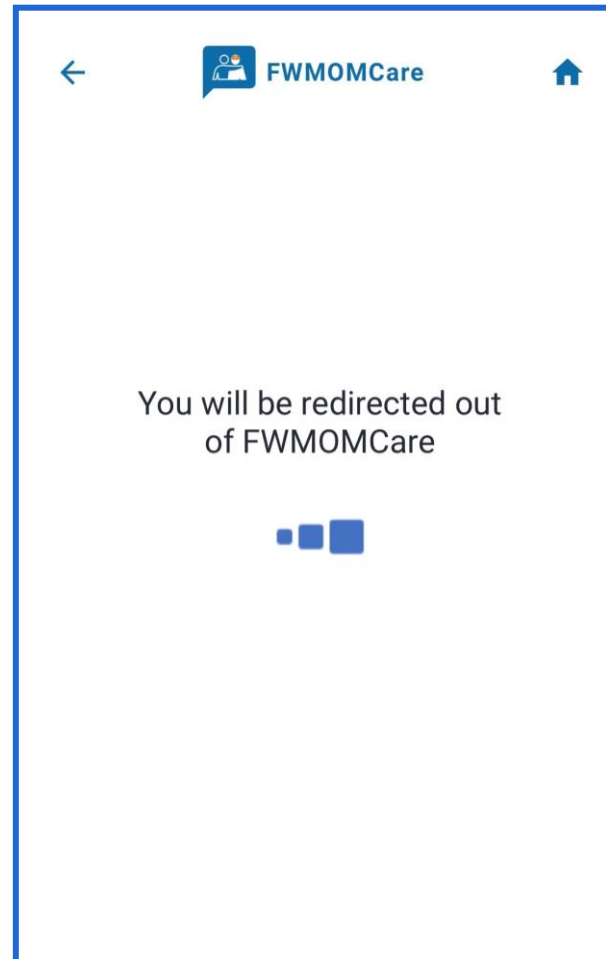
NEARBY MEDICAL CENTRES:

Nearby Medical Centre will be displayed based on postal code in your Profile



VIDEO CALL A DOCTOR:

Once selected, you will be re-directed out of FWMOMCare app to Medical Provider's app / website

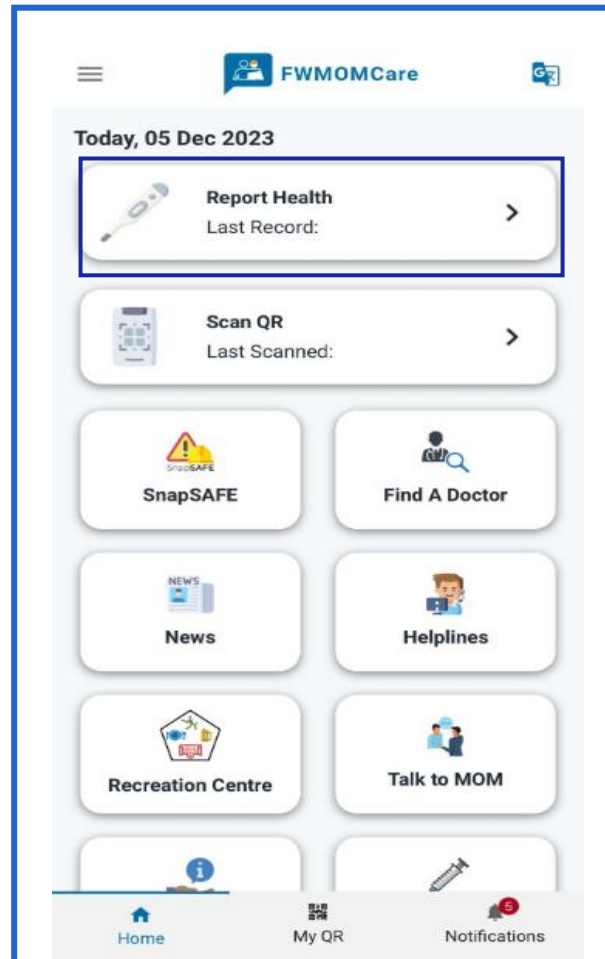
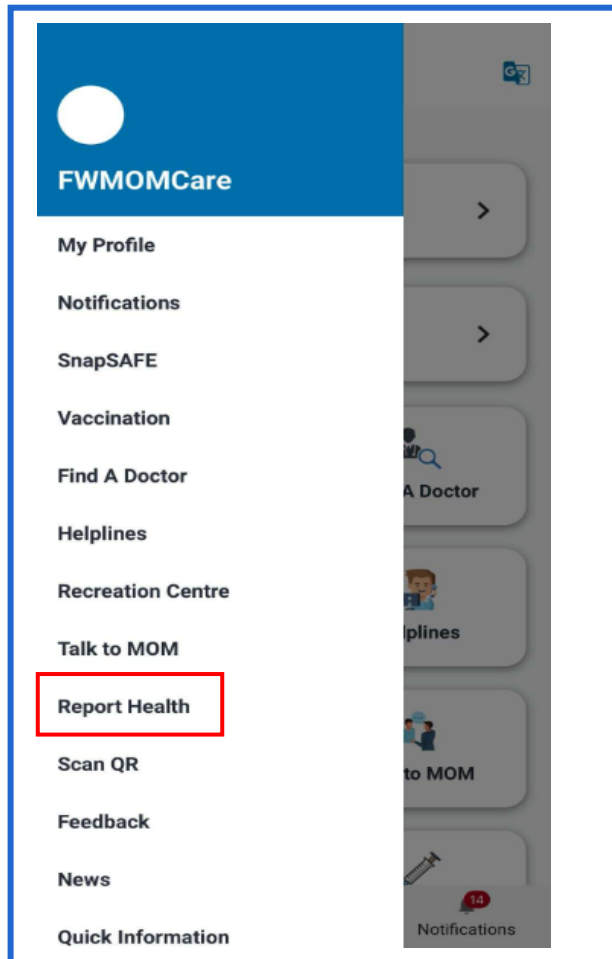




FWMOMCare App – Report Health 1 of 3

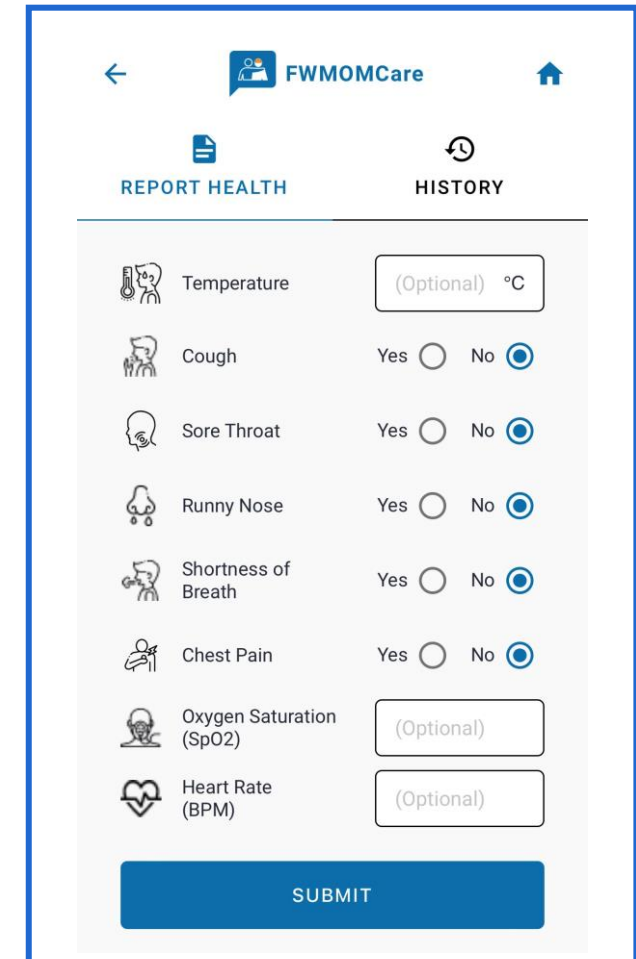
STEP 1:

Report Health can be found on the **Menu / Home Page**



STEP 2:

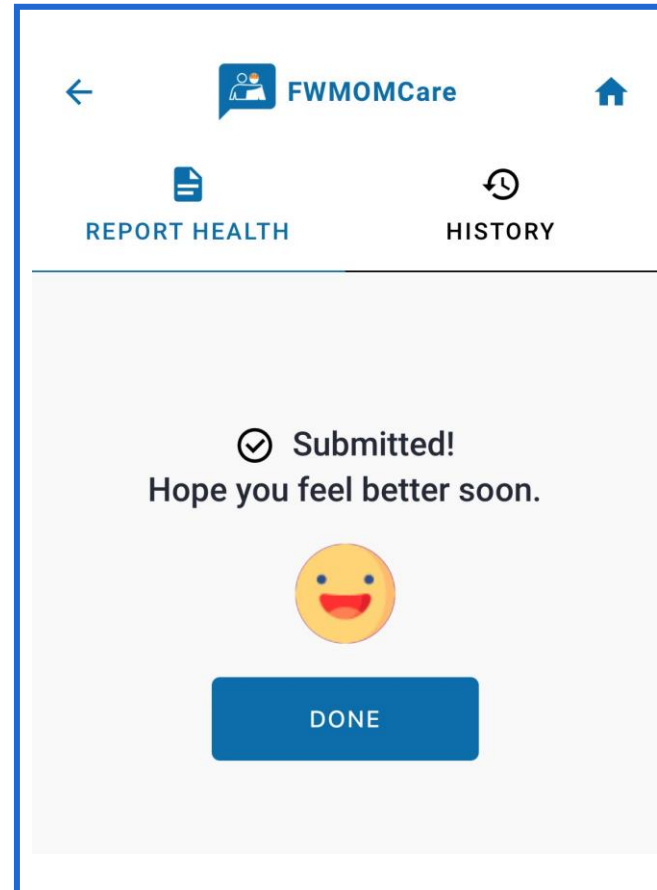
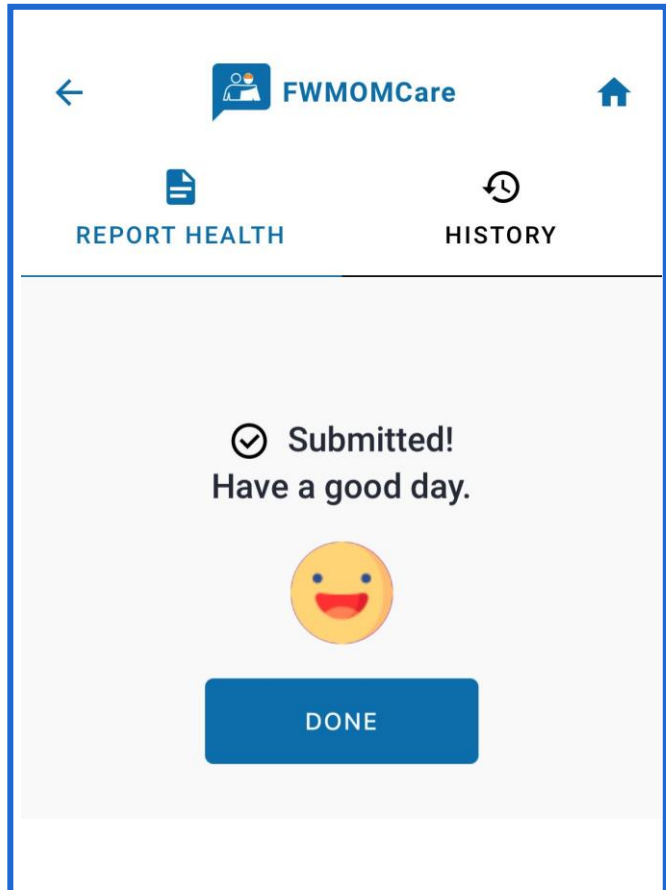
When done, click “SUBMIT”





FWMOMCare App – Report Health 2 of 3

COMPLETED:
Successful Message





FWMOMCare App – Report Health 3 of 3

REPORT HEALTH HISTORY:

You can now view Today's / Past 7 days records

REPORT HEALTH

HISTORY

Today's Report Health History

Fxxx0020X

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

VIEW FULL HISTORY

Note:

Click "VIEW FULL HISTORY" to view past 7 days record(s)

Past 7 days history

Fxxx0020X

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



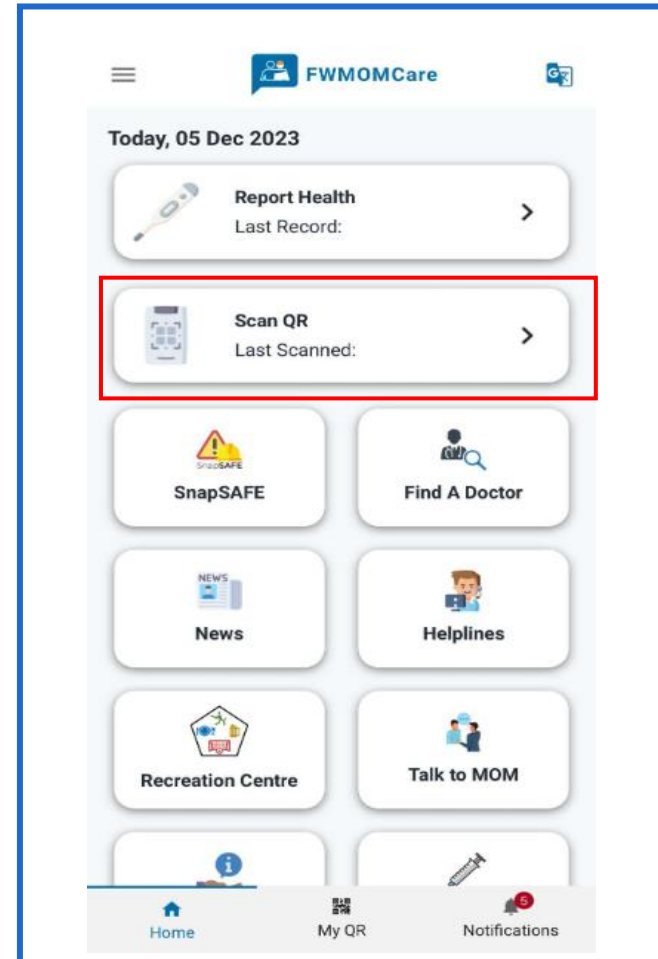
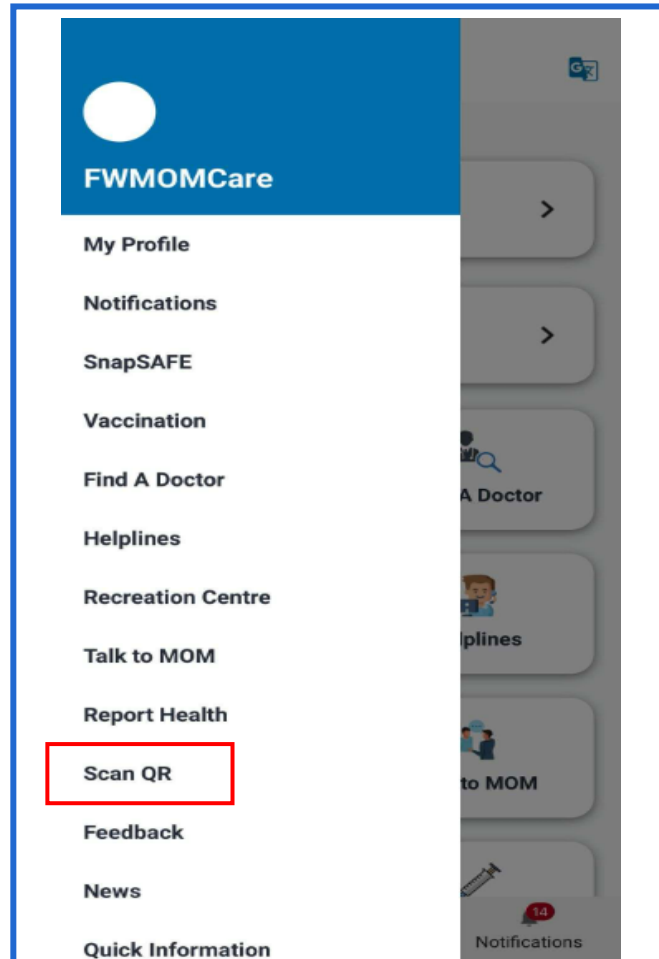


FWMOMCare App – Scan QR

1 of 3

STEP 1:

Scan QR can be found on the **Menu / Home Page**





FWMOMCare App – Scan QR (Safe@Home)

2 of 3

STEP 2:

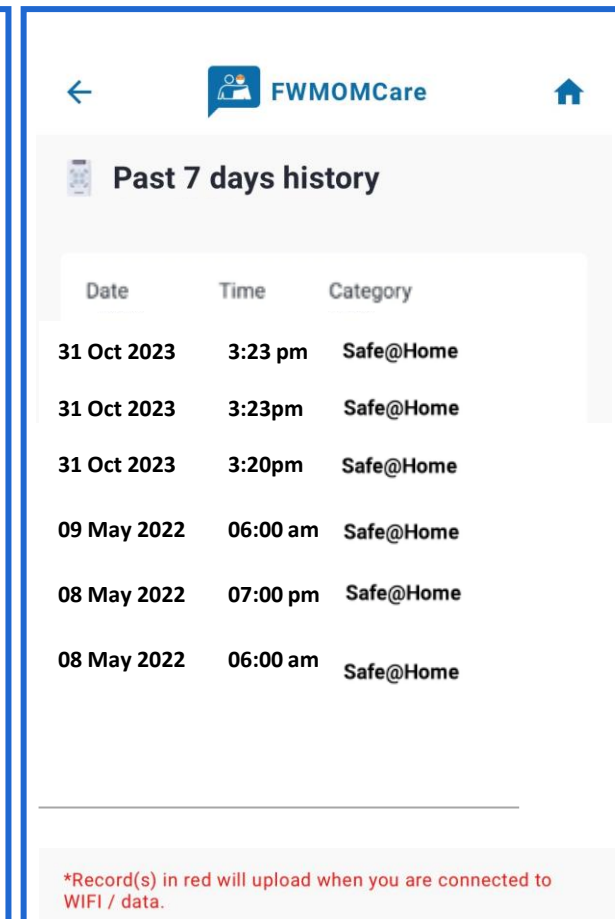
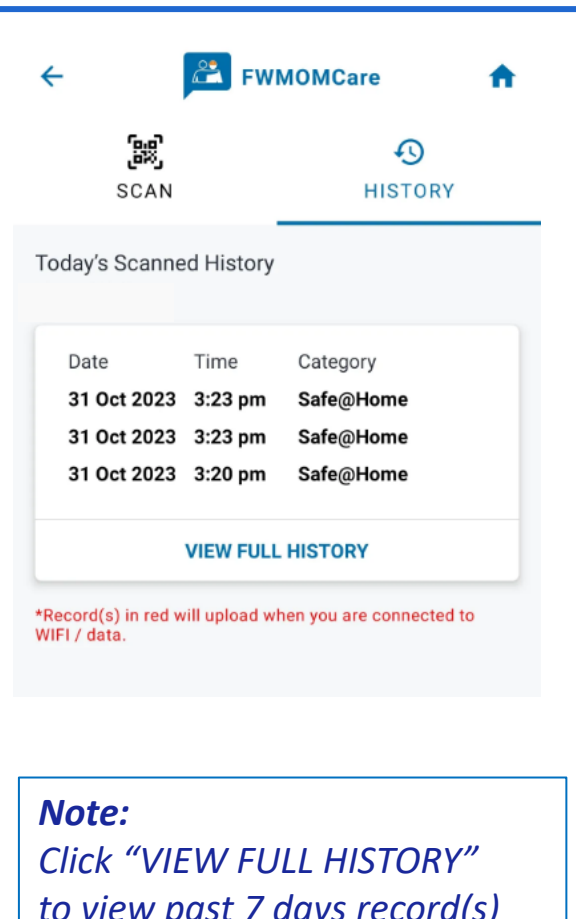
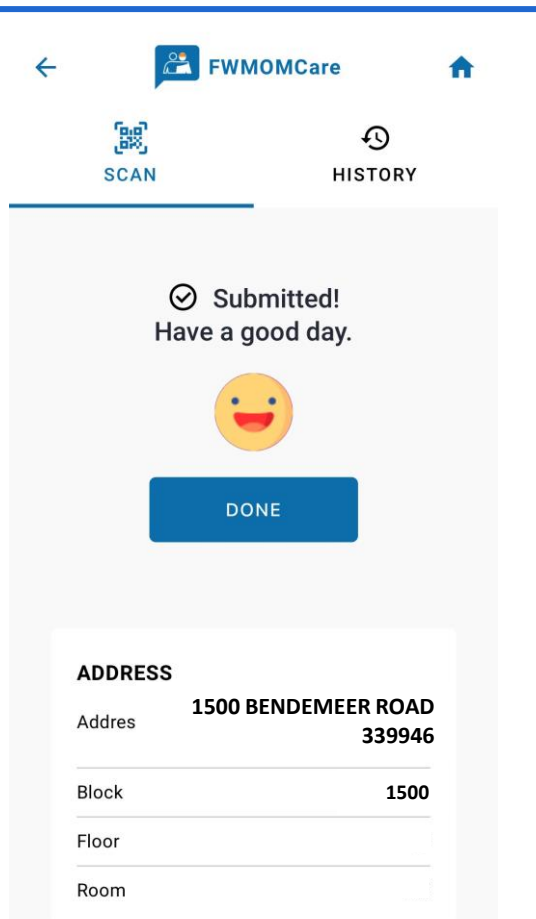
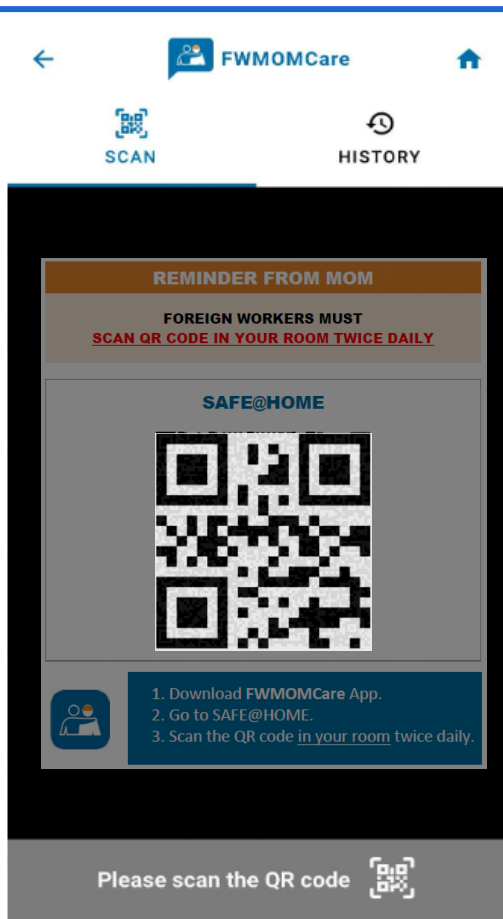
Scan the QR code in your room.
Allow app to access camera in your mobile phone settings.

COMPLETED:

Successful Message

SCAN HISTORY

You can now view Today's / Past 7 days records



Note:

Click "VIEW FULL HISTORY" to view past 7 days record(s)



FWMOMCare App – Scan QR (Others)

3 of 3

STEP 2:

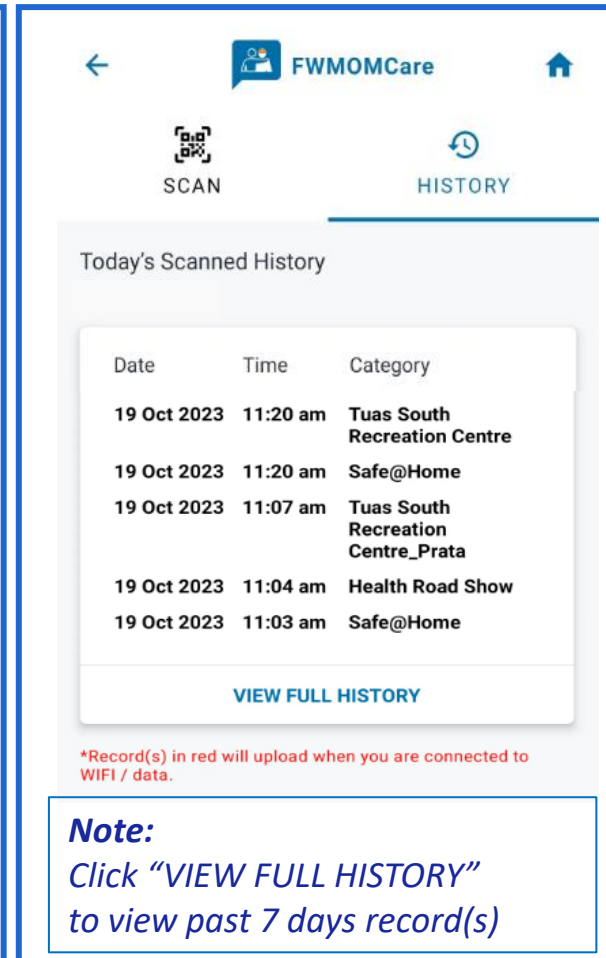
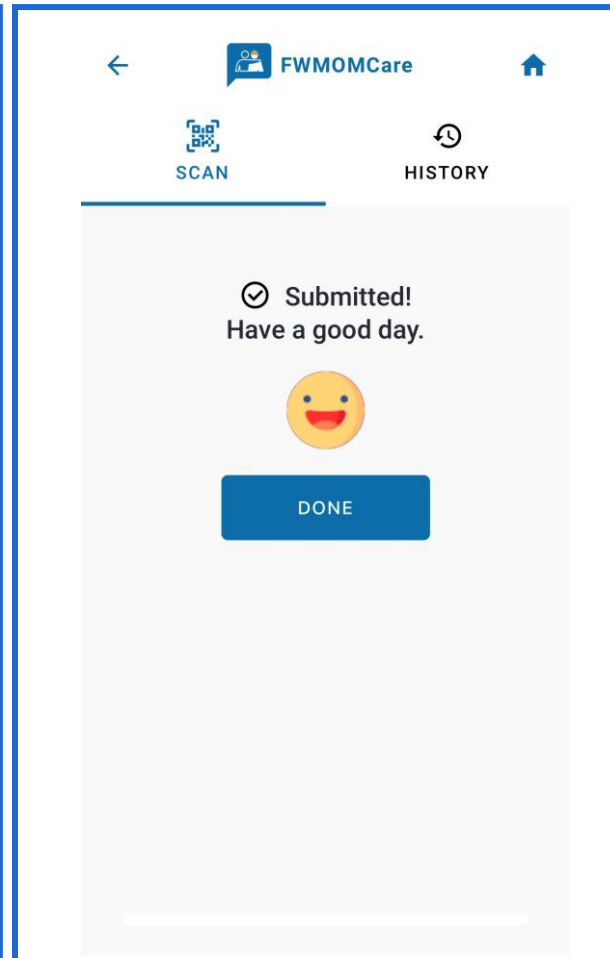
Scan authorized QR codes including code from go.gov.sg
Allow app to access camera in your mobile phone settings.

COMPLETED:

Successful Message

SCAN HISTORY

You can now view Today's / Past 7 days records

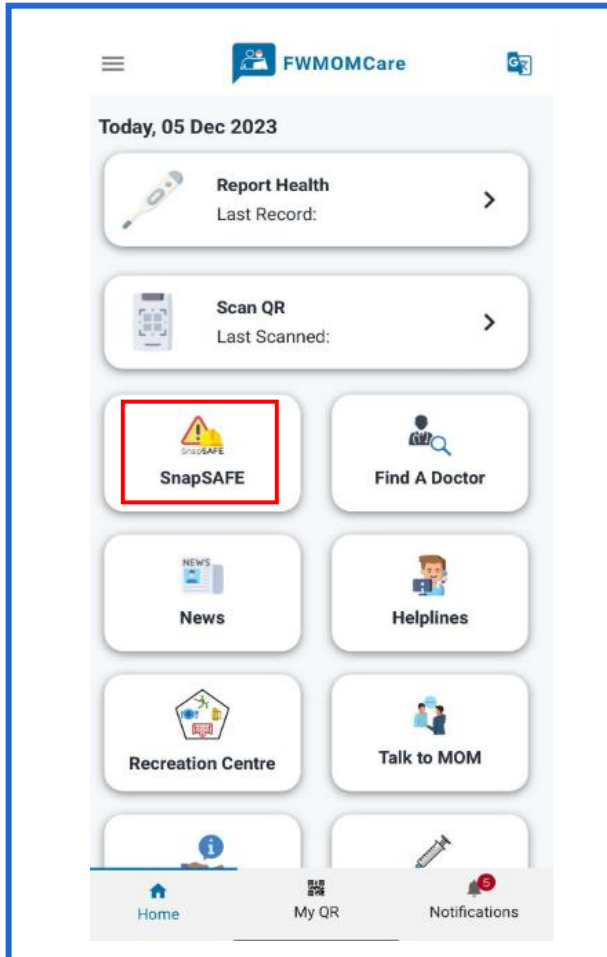




FWMOMCare App – SnapSAFE

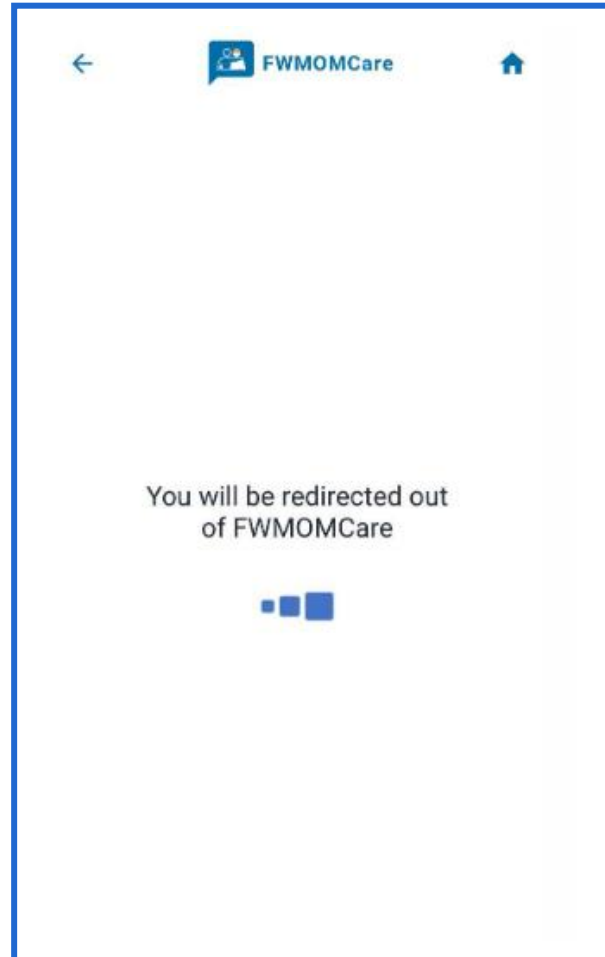
STEP 1:

SnapSAFE can be found on your **Home Page**.



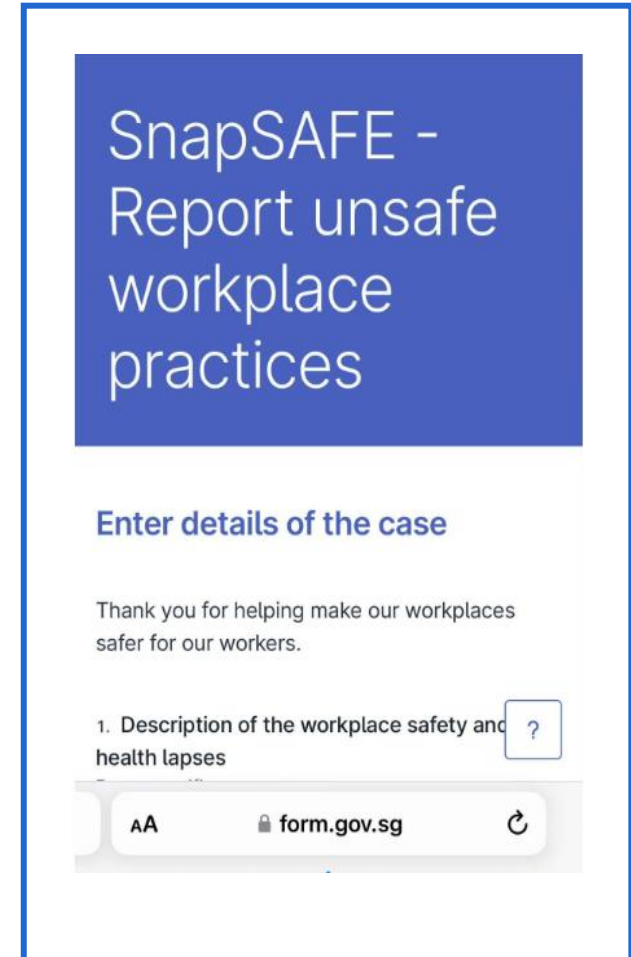
STEP 2:

Once SnapSAFE is selected, you will be redirected out of FWMOMCare



Step 3:

You will be redirect to form.gov.sg

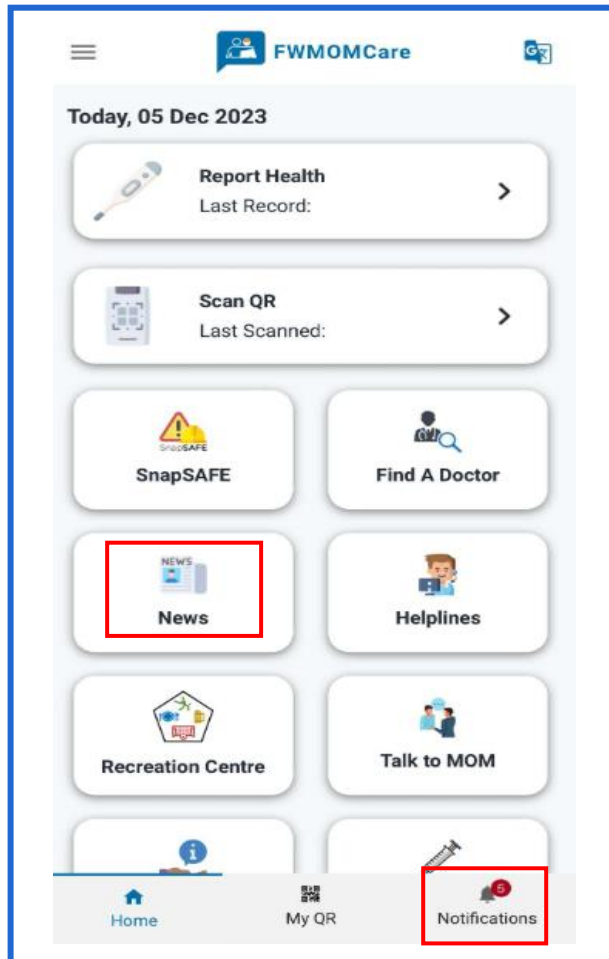




FWMOMCare App – Home Page / Notifications / News

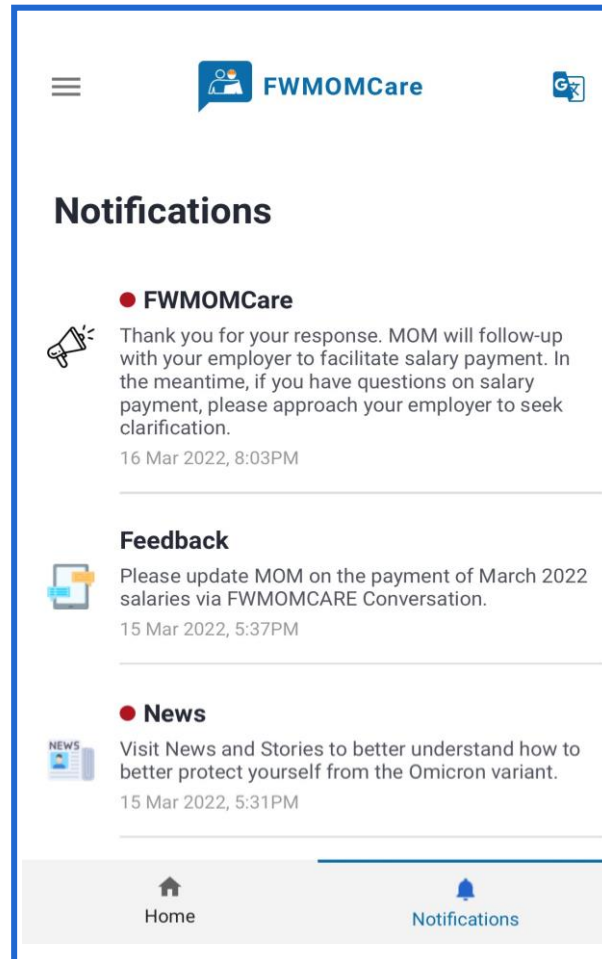
HOME PAGE:

Report Health and Scan QR will display last record's date / time (if any)



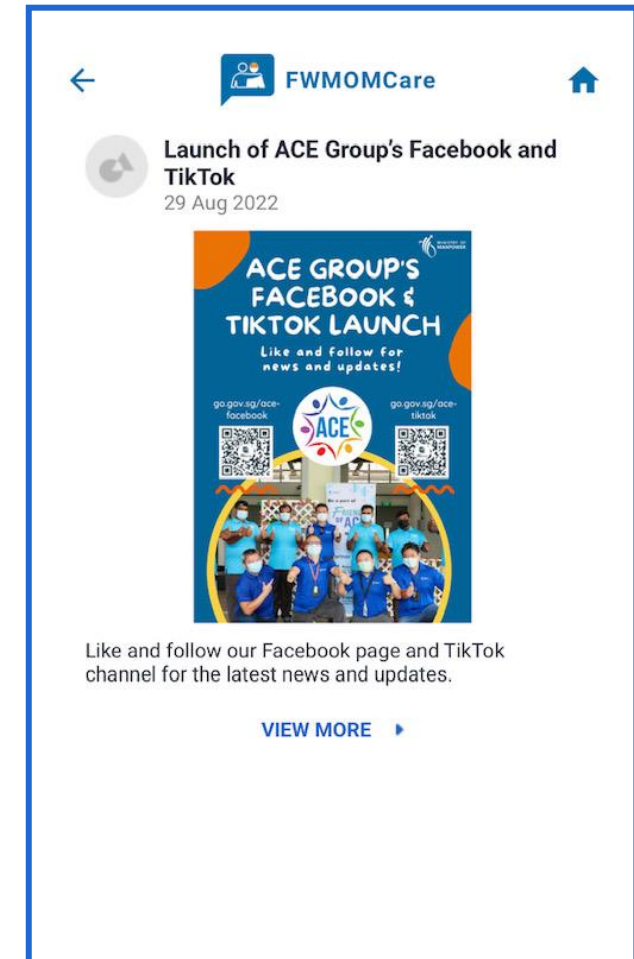
NOTIFICATIONS:

Unread notifications will be indicated with a red dot



NEWS:

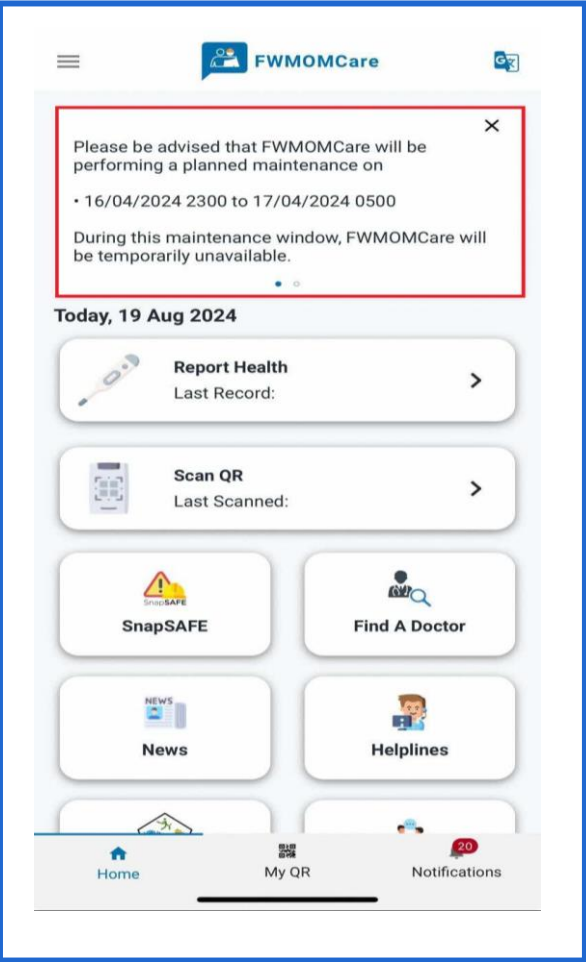
View the latest Updates / Advisories here



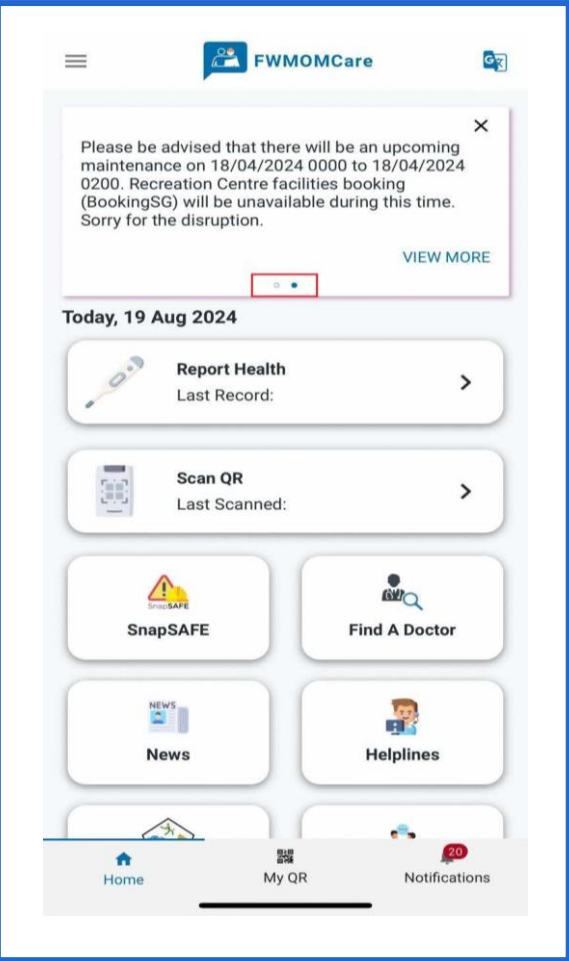


FWMOMCare App – Banner

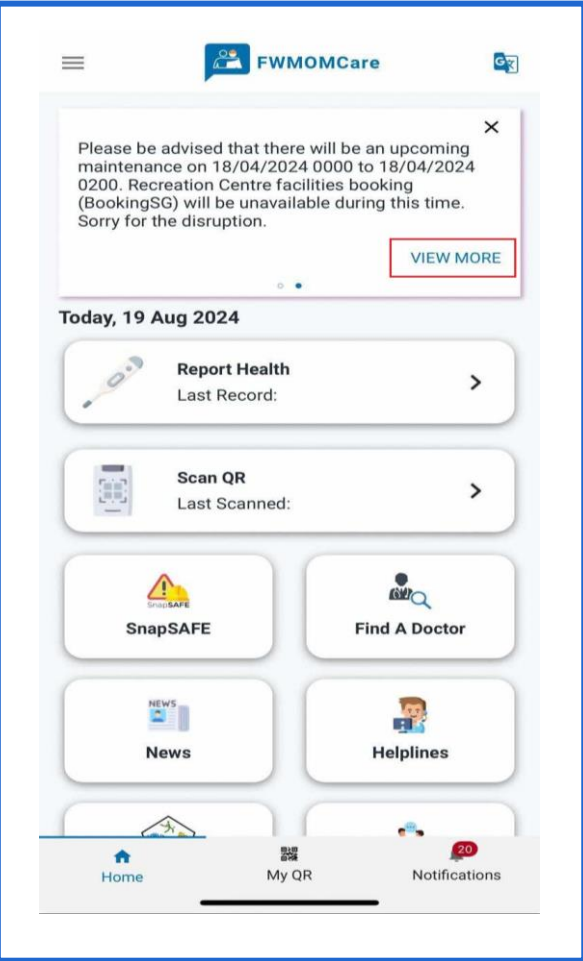
STEP 1:
List of published Banner will **only be displayed** on top of Home Page **if available**



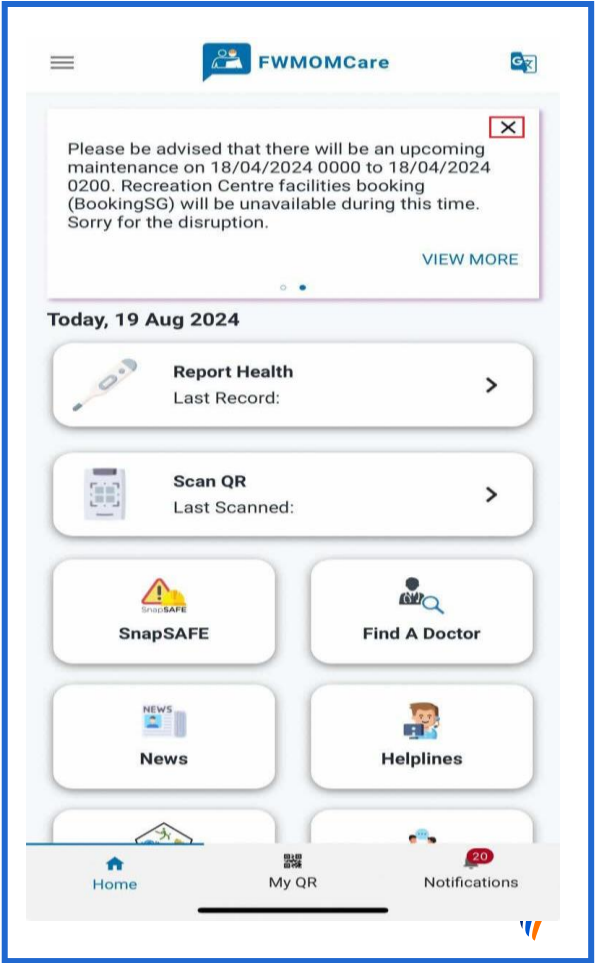
STEP 2:
Swipe left or right to view other banners.



STEP 3:
Click "VIEW MORE" to be redirected to the intended page accordingly



STEP 4:
Click "X" to prevent banner from showing for the day. Banner will re-appear the next day.

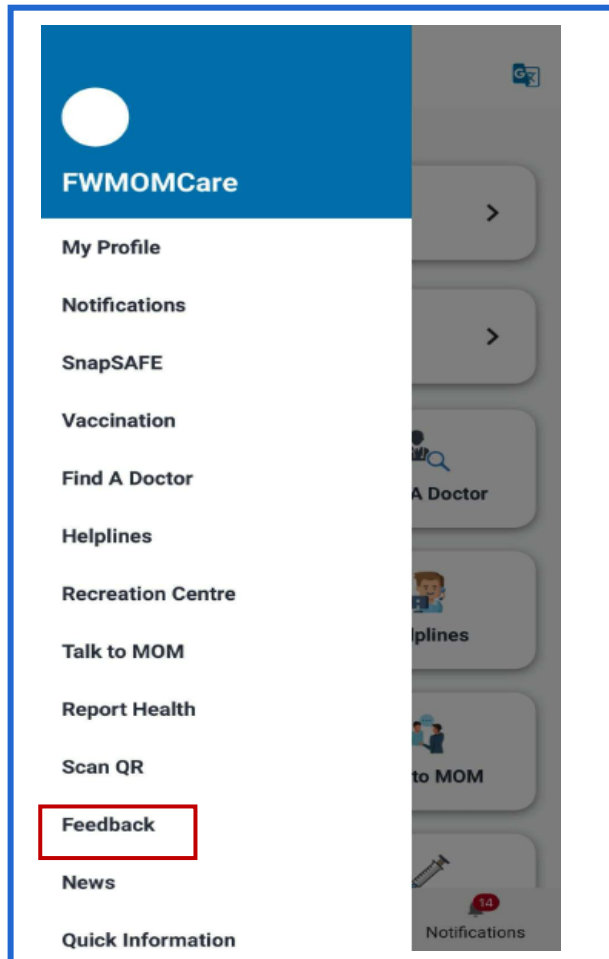




FWMOMCare App – Feedback 1 of 2

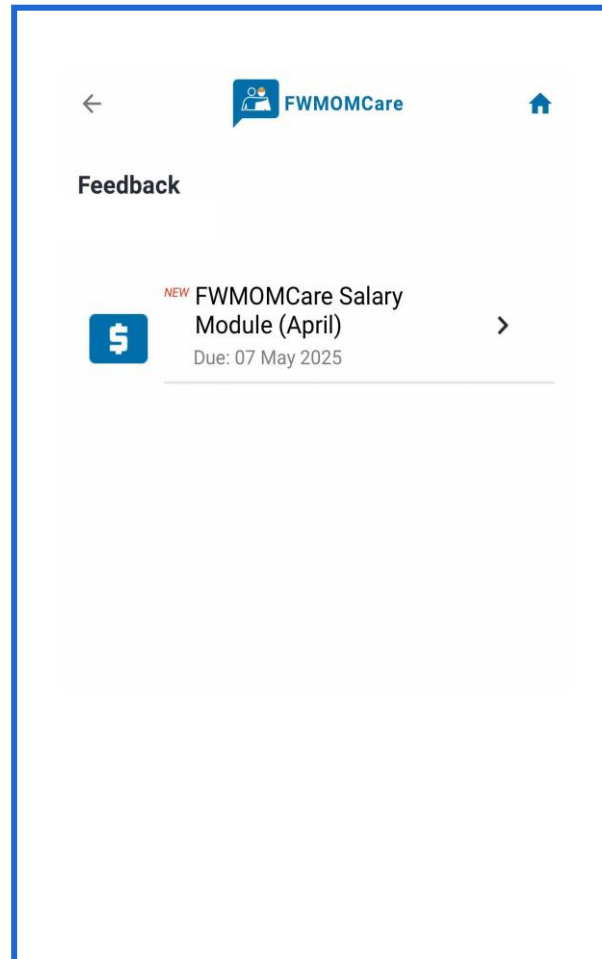
STEP 1:

Click “Feedback” from Menu



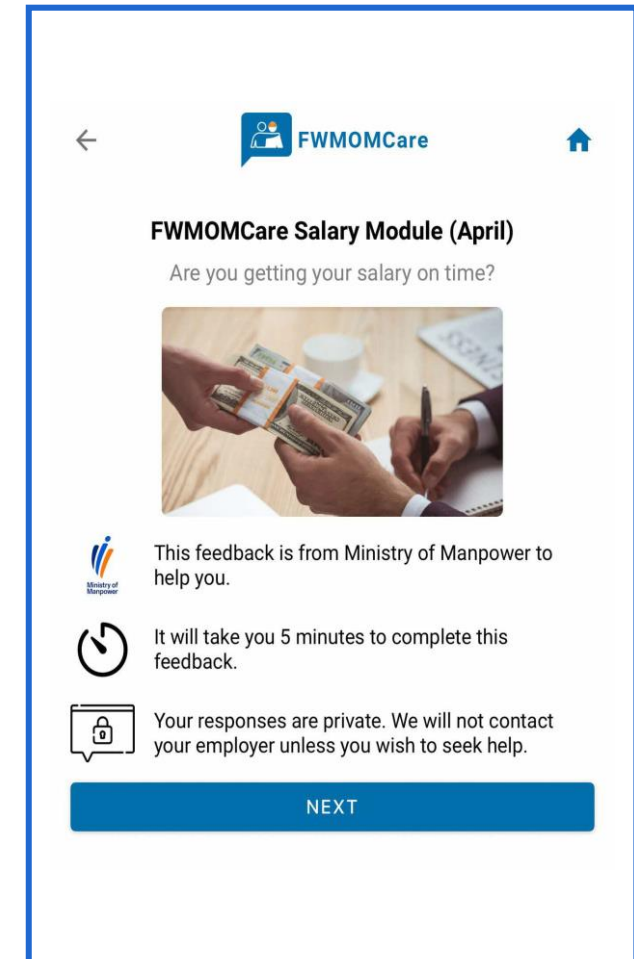
STEP 2:

List of available surveys / feedback will be displayed



STEP 3:

View details of survey / feedback
Click “NEXT” to proceed





FWMOMCare App – Feedback 2 of 2

STEP 4:

Click “NEXT” to go to next question or “Cancel” to close.

The screenshot shows the FWMOMCare app interface. At the top, there is a back arrow, the app logo, and a home icon. Below the header, it says "QUESTION 1". The question is "Have you been paid your last month's salary?". There are three radio button options: "Yes, I have been paid in full." (which is selected), "Yes, but I have only been paid a lower amount.", and "No. I have not been paid at all.". At the bottom, there is a blue "NEXT" button and a "Cancel" link.

COMPLETED:

Successful Message

The screenshot shows the FWMOMCare app interface after a successful submission. At the top, there is a back arrow, the app logo, and a home icon. The main text says "Submitted!" with a checkmark icon. Below that, it says "Thank you for completing the feedback form." and features a smiling emoji. At the bottom, there is a blue "DONE" button.





FWMOMCare App – Helplines



HELPLINES:

Display Ministry of Manpower (MOM), TADM, Mental Health and Emergency Hotlines

FWMOMCare

Last Record:

Scan QR
Last Scanned:

SnapSAFE

Find A Doctor

News

Helplines

Recreation Centre

Talk to MOM

Quick Information

Vaccination

Home My QR Notifications

FWMOMCare

Search

General Enquiries and Helplines

Ministry of Manpower (MOM)

Advisory Services (Via Zoom)
Click [here](#) for user guide.
MAKE AN APPOINTMENT

Enquiries
+65 6438 5122
Monday to Friday
08:30am - 05:30pm
Saturday
08:30am - 01:00pm

MOM Services Centre
1500 Bendemeer Road
Singapore 339946
Monday to Friday
08:00am - 05:30pm
Closed on weekends and public holidays

SnapSAFE - Report a Workplace Safety Issue
(Available in English only)
SUBMIT E-FEEDBACK

FWMOMCare

TADM
Tripartite Alliance for Dispute Management (TADM)

E-filing claim
Click [here](#) for user guide
FILE USING SINGPASS

Use "Ask TADM" chatbot
to assess your claim(s) or make an appointment.
(Available in English only)
CHAT WITH "ASK TADM"

View existing claim
Log in to view existing case and your next step.
VIEW CASE USING SINGPASS

FWMOMCare

Counselling and Emotional Support

HealthServe (24/7)
+65 3129 5000
(24-Hr Hotline)

MWC (24/7)
+65 6536 2692
(24-Hr Hotline)

Emergency

Police
999

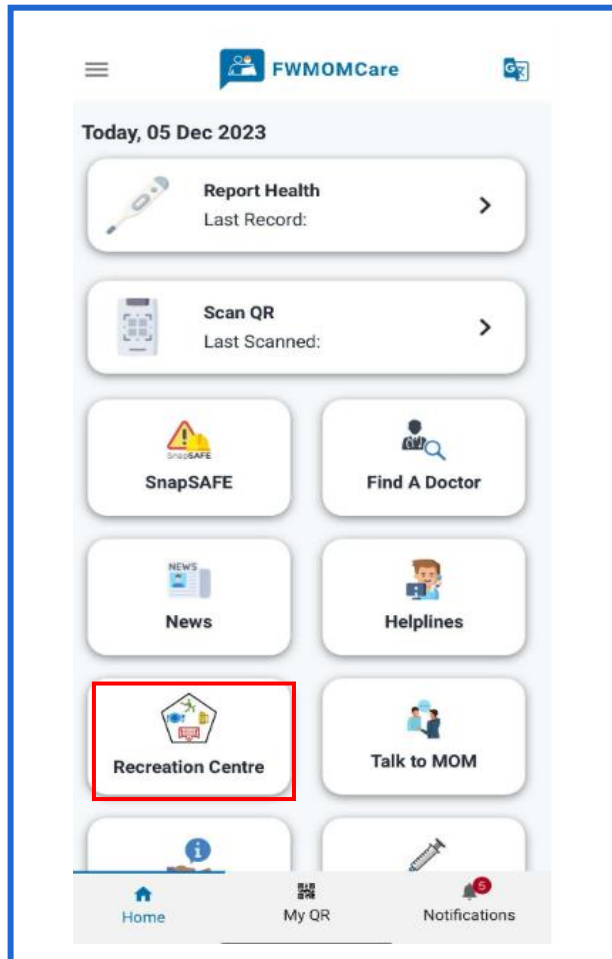
Fire & Emergency Ambulance
995



FWMOMCare App – Recreation Centre

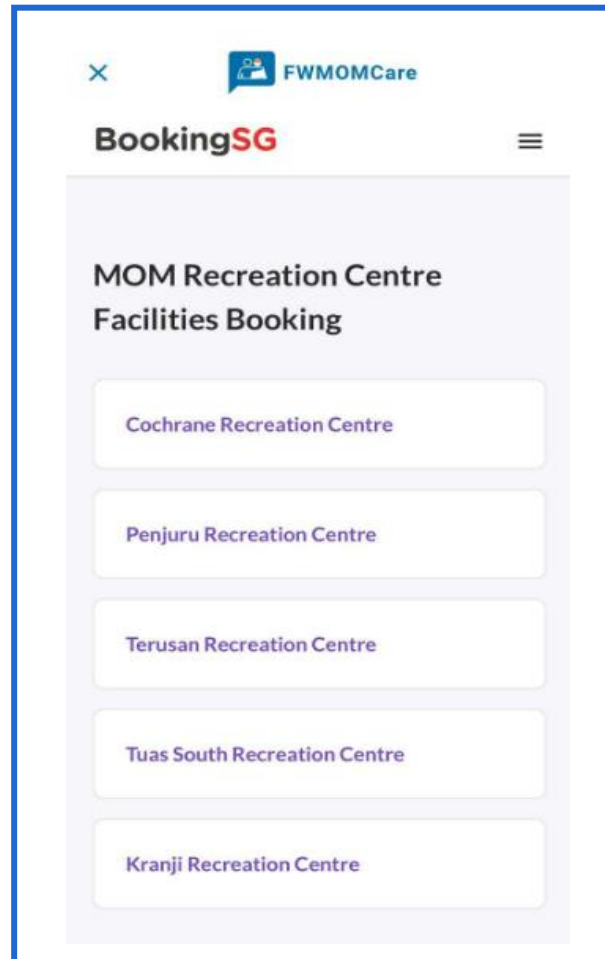
STEP 1:

Recreation Centre can be found on your **Menu/Home Page**.



STEP 2:

Redirected to Booking.SG site to book your facilities.



Scan on the QR code below to find out more!

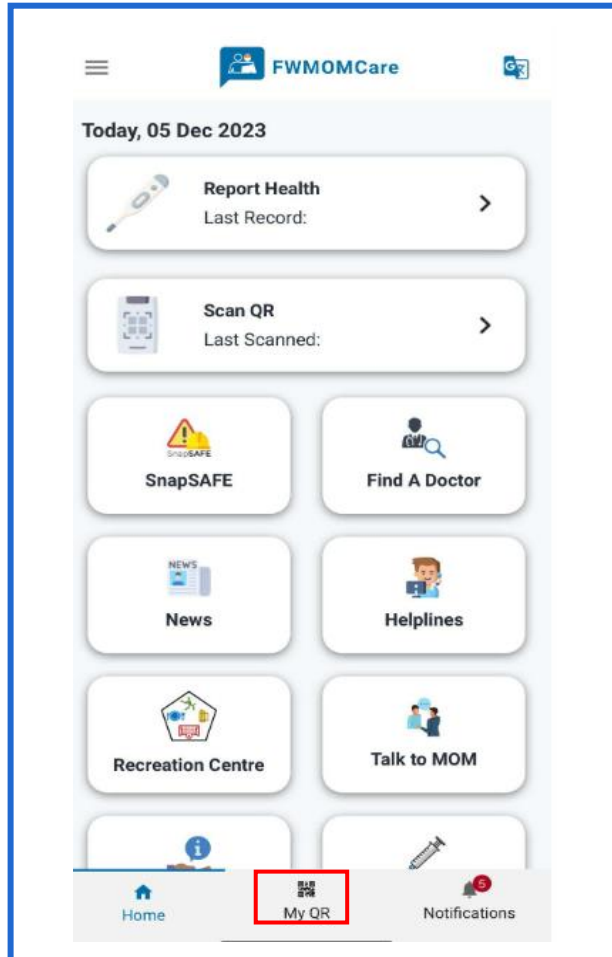




FWMOMCare App – My QR

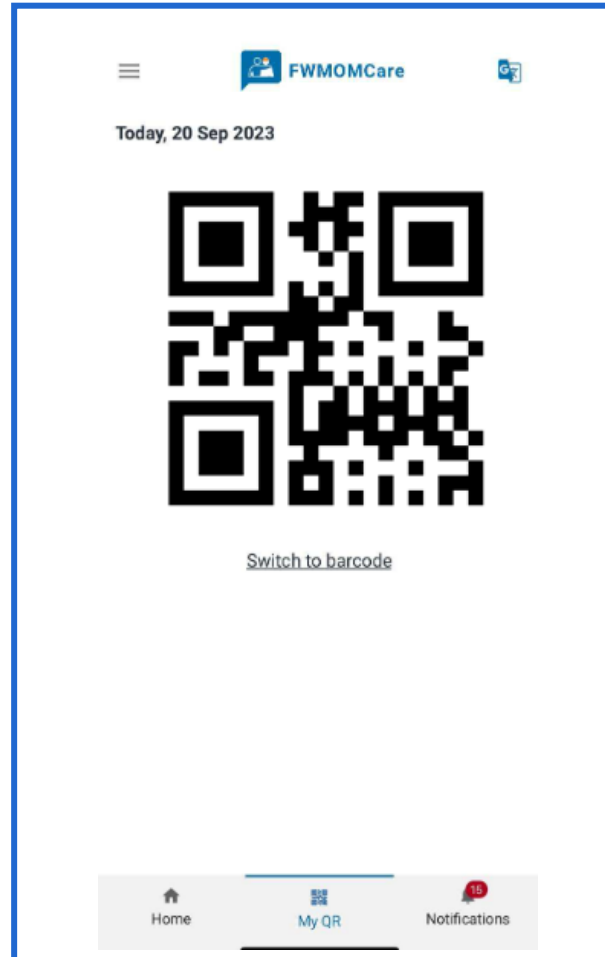
STEP 1:

My QR can be found on your **Home Page**.



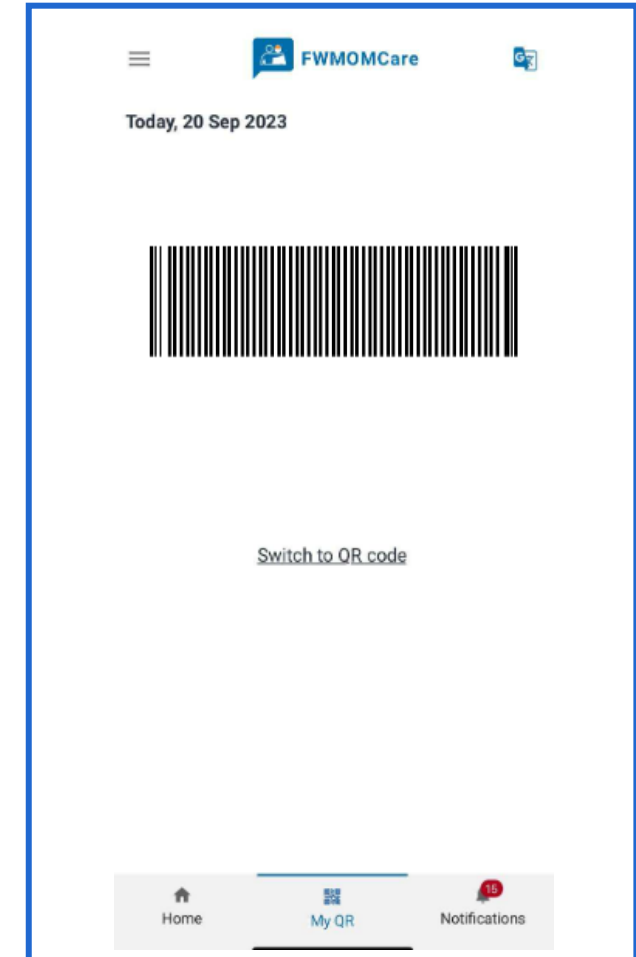
STEP 2:

Once My QR is selected you will see a QR Code.



Step 3:

You can switch to a barcode code format by clicking “Switch to barcode”

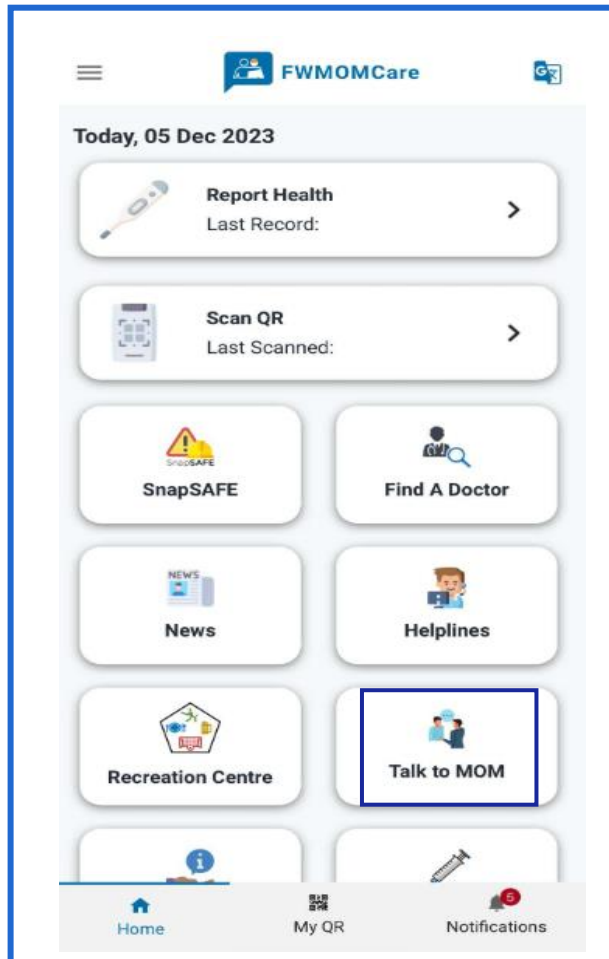




FWMOMCare App – Talk to MOM 1 of 3

STEP 1:

Talk to MOM can be found on your **Menu / Home Page**.



STEP 2:

Verify personal details

Step 3:

Select “Yes” if you can speak English
Otherwise, click “No”.





FWMOMCare App – Talk to MOM

2 of 3

STEP 4:

Click “Submit” for MOM to contact you.

FWMOMCare

I would like to talk to an MOM Officer

My Personal Details

My name is
FWMOMCARE

My FIN is
Fxxx0020X

My mobile number is
XXXX XXXX [EDIT](#)

My address is
Bendemeer Rd MOM SC
Singapore 339946 [EDIT](#)

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

STEP 5:

Click “Yes” to confirm.
Otherwise, click “No”.

FWMOMCare

I would like to talk to an MOM Officer

My Personal Details

My name is
FWMOMCARE

My FIN is
Fxxx0020X

My mobile number is
XXXX XXXX [EDIT](#)

My address is
Bendemeer Rd MOM SC
Singapore 339946 [EDIT](#)

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

Alert

Do you want MOM to call you?

[No](#) [Yes](#)





FWMOMCare App – Talk to MOM 3 of 3

STEP 6: Successful Message

FWMOMCare

Submitted!

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

😊

DONE

STEP 7:

Last submitted date and time will be shown. Next request can only be submitted after 3 working days.

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

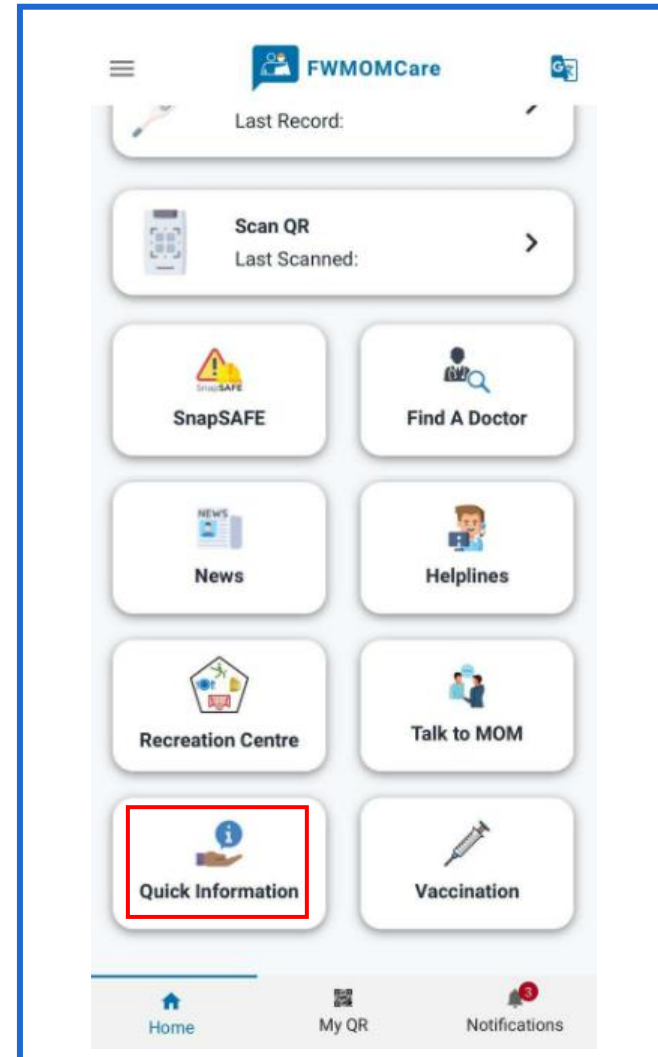
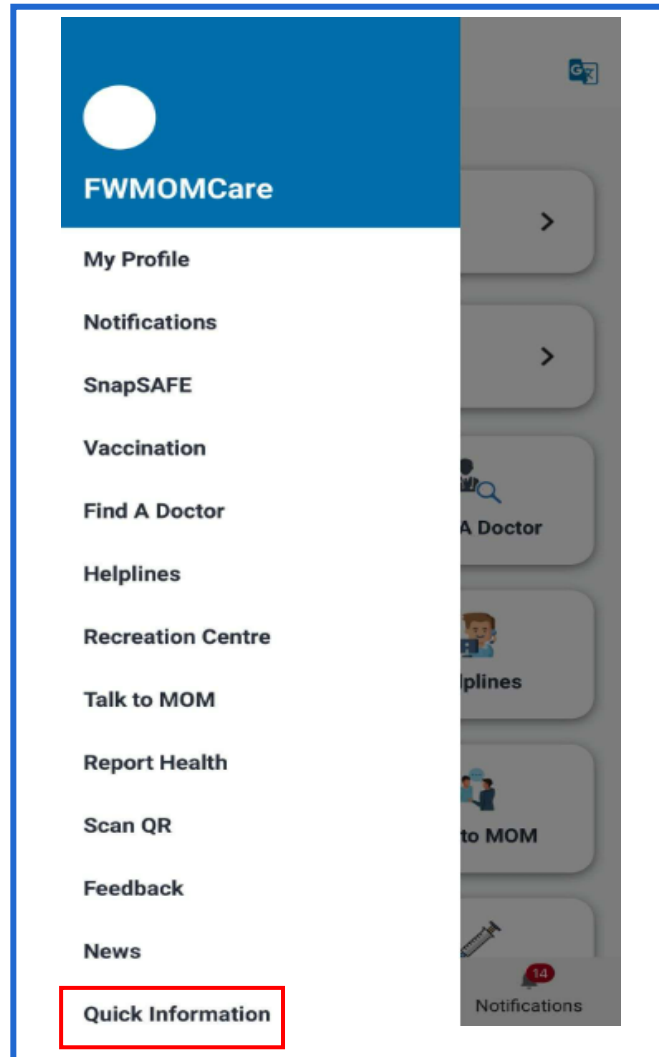




FWMOMCare App – Quick Information 1 of 2

QUICK INFORMATION:

Quick Information can be found on the **Menu / Home Page**





FWMOMCare App – Quick Information 2 of 2

EXAMPLE

