



# How to register a representative on EmPower:

*A guide for employers*

## Personnel involved:



ACRA-Director of the Company



Corppass Admin



Authorised Representative



**Note:**

For some companies, the same person can hold multiple roles

## Platforms involved:

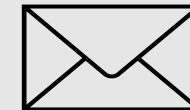
**corppass**

Corppass accounts

**TADM**

Tripartite Alliance  
for Dispute Management

TADM Portal



Email



# Overview of steps involved



\* Director's role in authorizing the representative to represent the company in the process




1. As a Corppass Admin, login to Corppass via <https://www.corppass.gov.sg/>. Click on "Select Entity e-services".

2. Search for the e-service by typing "MOM" in the search box.

e-Service Access


Third Party

Change Entity Profile




### Select Entity's e-Services

Select e-Services that your entity will use.



### Assign selected e-Services

Assign e-Services access to your entity's users and user groups.



### View Entity's e-Service Access

View and edit your entity's current e-Services access

Select Entity's e-Services

1

2



3

Select e-Services

Enter Details


Review & Submit


Select the e-Service(s) you wish to add to your entity's list.




Note: Selected e-Services require details to be set up on Corppass (denoted by  ). Selected e-Services may require additional checks when you log in. Click  for more information.

Filter

MOM





<input type="checkbox"/>	Govt. Agency	e-Service	Description	Additional Agency Check 	Additional Details Required 
<input type="checkbox"/>	MINISTRY OF MANPOWER (MOM)	MOM ACE Digital Services CorpPass	Use of CorpPass for digital services for our migrant workforce to complement the Singapore workforce in partnership with stakeholders		
<input type="checkbox"/>	MINISTRY OF MANPOWER (MOM)	WORKPLACE SAFETY AND HEALTH E-SERVICES	WSH e-Services		





3. Once you have found it, select it and click “Next”.

4. You will be asked to enter the company's CPF Submission Number (CSN). Enter it and proceed.



<input checked="" type="checkbox"/>	MINISTRY OF MANPOWER (MOM)	EmPOWER	Integrated Progressive Work Practices and Employment Claims	
	MINISTRY OF MANPOWER (MOM)	myMOM Portal	myMOM Portal	

1 e-Service(s) Selected

< 1 2 >

10 items per page Showing 1 to 10 of 14 items

Cancel

Next

Select Entity's e-Services



Some e-Services require additional information. Enter details to proceed.

\* - denotes mandatory fields

Govt Agency	e-Service	Additional Agency Check	Additional Details Required
	MINISTRY OF MANPOWER (MOM)	EmPOWER	

1 e-Service(s) Selected

MINISTRY OF MANPOWER (MOM)  
EmPOWER

CSN

+ Add New





5. Check the e-service and click on "Submit".

### Select Entity's e-Services

Progress:

#### Verify Selected e-Service(s)

MINISTRY OF MANPOWER (MOM)

- EmPOWER
- CSN

[Back](#) [Submit](#)

6. Step 1 is completed. If the rep is already a Corppass user, proceed to Step 4.

The selected e-Service(s) is ready to be assigned to users.

#### Next Step

**Assign selected e-Services**  
Assign e-Service access to your entity's users and user groups.

[Return to Homepage](#) [Assign selected e-Services](#)

Step 1

Step 2

Step 3

Step 4

Step 5



1. As the Corppass admin, select "Create User Accounts".

[Home](#) [My Account](#) [Users](#) [e-Service](#) [Third Party](#) [Advance](#) [Help](#) [Log Out](#)

Welcome to Corppass

NEW 53 more digital services have been made available on Corppass over the last 90 days.

User Accounts

e-Service Access

Third Party

Third Party (Clients)

Change Entity Profile

Create User Accounts  
Add accounts to your Entity

Manage User Accounts  
View and edit your entity's user account details

2. Select Identity type of the user.

Create User Accounts

1

2

Verify & Enter Details

Review & Submit

Please enter user details below.

You may select the 'Access to All e-services' checkbox below if you require the user to have access to all e-Services (exceptions listed below).

Note:

- Sub-Admin accounts created can assign any of the entity's e-services to users and authorise Third Party Entities. To restrict the account, go to Advance > Add Assignment Profile.
- Selected e-Services (e.g. CPF e-Submission and SSGWSG e-Services) need to be manually assigned to your Corppass account as they require additional setup details.
- The full list of these exceptions can be found [here](#). Please contact the relevant agencies for more information.

Full Name\*

Identity Type\*

NRIC / FIN / Foreign ID No.\*

Country / Region of Issuance\*

Email Address\*

Account Type\*

Access to All e-Services

WILL BE AUTO-FILL

NRIC

Foreign ID

FIN

Add new user

Cancel

Next

If you choose NRIC / FIN as the Identity Type, the Full Name and Country / Region of Issuance field will be auto-populated







### 3. Fill in the relevant fields and click "Next".

#### Create User Accounts



Please enter user details below.

You may select the 'Access to All e-services' checkbox below if you require the user to have access to all e-Services (exceptions listed below).

- Note:
- Sub-Admin accounts created can assign any of the entity's e-services to users and authorise Third Party Entities. To restrict the account, go to Advance > Add Assignment Profile.
  - Selected e-Services (e.g. **CPF e-Submission** and **SSGWSG e-Services**) need to be manually assigned to your Corppass account as they require additional setup details.
  - The full list of these exceptions can be found [here](#). Please contact the relevant agencies for more information.

Full Name*	Identity Type*	NRIC / FIN / Foreign ID No.*	Country / Region of Issuance*	Email Address*	Account Type*	Access to All e-Services
<input type="text"/>	Foreign ID ▾	<input type="text"/>	--- Sel ▾	<input type="text"/> abc@abc.com	User ▾	<input type="checkbox"/>
<a href="#">+ Add new user</a>						
<input type="button" value="Cancel"/>		<input type="button" value="Next"/>				

An email will be sent to the user to activate his/her Corppass account.

### 4. Ensure details are accurate and "Submit".

#### Create User Accounts



Review the following information.

Full Name of Singpass holders will be auto-populated after submission.

- Note:
- Selected e-Services (e.g. **CPF e-Submission** and **SSGWSG e-Services**) need to be manually assigned to your Corppass account as they require additional setup details.
  - The full list of these exceptions can be found [here](#). Please contact the relevant agencies for more information.

Full Name	Identity Type	NRIC / FIN / Foreign ID No.	Email Address	Account Type	Access to All e-Services
<input type="button" value="Back"/> <input type="button" value="Submit"/>					







1. As the new Corppass user, you should receive an email to activate your account.

EA

email-alert@corppass.gov.sg

To Corppass user

😊

↶

↷

➡

💬

⋮

You don't often get email from email-alert@corppass.gov.sg. [Learn why this is important](#)

Dear Sir/Madam

You have been authorised by your **Entity's name and UEN** to transact on government digital services on your entity's behalf.

This is your reference ID you will need to activate your account:

What should you do next?

- Visit <https://www.corppass.gov.sg> > Services > Activate Corppass Account.
- Enter the above Reference ID
- Activate your account

Yours Sincerely  
Corppass Team  
Email: [support@corppass.gov.sg](mailto:support@corppass.gov.sg)  
Helpdesk: +65 63353530

2. Go to Corppass website → Services → Activate Corppass Account.

corppass

A A

Contact Us | Feedback | FAQ

Home

About Us

Services

Help

Log in with Singpass

Q

Welcome

Corppass is the authorised service access of employees to transact on government digital services available today.

Sign up now to prevent fraud in your transactions. [Find out more.](#)

Register as a Corppass Admin

Register for Corppass

Check Registration Status

Activate Corppass Account

Manage Admin

Find Your Corppass Admin

Manage digital corporate transactions.

Need

Get started with Corppass by your role





3. Key in the reference ID found in the activation email and click next. You will be brought to Singpass login.

4. Login via Singpass and when it is done, you should see the below screen.

[Home](#) [About Us](#) [Services](#) [Help](#) [Log in with Singpass](#)

Home / [Activate Corppass Account](#)

### Activate Corppass Account

1

2

Enter Details

Review & Submit

Activate using:

☒ Reference ID ☐ Entity Registration No

\* - denotes mandatory fields

Reference ID\*

Please type the verification code\*  
(Code is case-insensitive and excludes spaces)

9312bc

[Home](#) [About Us](#) [Services](#) [Help](#) [Log in with Singpass](#)

Home / [Activate Corppass Account](#)

Your Corppass user account has been activated.

You will receive an email notification.

#### Next Step

Log in to view your assigned e-Services.







1. As the Corppass Admin, select “Assign selected e-services”.

2. Select the Corppass user who will be the authorized representative for TADM case and click “Next”.

[Home](#) [My Account](#) [Users](#) [e-Service](#) [Third Party](#) [Advance](#) [Help](#) [Log Out](#)

# Welcome to Corppass

NEW

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User Accounts

**e-Service Access**

Third Party

Third Party (Clients)

Select Entity's e-Services  
Select e-Services that your entity will use.

Assign selected e-Services  
Assign e-Services access to your entity's users and user groups.

View Entity's e-Service Access  
View and edit your entity's current e-Services access

[Change Entity Profile](#)

[Home](#) / [Assign Selected e-Services](#)

## Assign Selected e-Services

1

Select Users

2

Select e-Services

3

Enter Details

4

Review & Submit

Ensure that you have selected e-Service(s) for your Entity before assigning it to your user account(s).

Select from your entity's Corppass user accounts.

[Filter](#)

<input type="checkbox"/>	Full Name	Email Address	User Type
<input type="checkbox"/>			Enquiry User
<input type="checkbox"/>			User
<input type="checkbox"/>			Enquiry User
<input type="checkbox"/>			Admin
<input type="checkbox"/>			Admin
<input type="checkbox"/>			User

0 user(s) selected.





3. Select “EmPower” as the service to be assigned and enter the authorization dates.

4. Review and Submit. You should see an acknowledgement page that assignment is successful!

✓

...

✓

3

...

4

Select Users

Select e-Services

Enter Details

Review & Submit

Assign Selected e-Services to

1 Selected User(s) +

e-Services with require additional details. For more information, contact the relevant agency. Click to enter details.

\* - denotes mandatory fields

Govt Agency	Entity's selected e-Services	Agency Check Required	Additional Details Required
MINISTRY OF MANPOWER (MOM)	EmPOWER		

1 e-Service(s) selected.

Back

Next

✓

...

✓

✓

4

Select Users

Select e-Services

Enter Details

Review & Submit

Verify the following details.

2 Selected Users +

### Selected e-Services

Back

Submit







1. Login through TADM website → eServices → Dashboard.

**TADM**  
Tripartite Alliance  
for Dispute Management

[About Us](#) | [Case studies](#) | [FAQs](#) | [Contact Us](#)

[Getting started](#) | [Know your options](#) | [Mediation guide](#) | [eServices](#)

2. Login via Singpass and you will be brought to the dashboard. Select the case which you are representing and click “View Case”.

**My Open Cases**

2 Employment Dispute

0 Fair Employment Practices

0 Industrial Relations

0 Work Injury Compensation

**My Recent Cases**

Employment Dispute

**Pending Appointment of Rep**  
Last Updated: 18 May 2023

**View Case**

[View All →](#)





3. You should see a banner at the top of the page. Click "Respond".

Home > Employment Dispute

## Employment Dispute

**i** Appoint a Company Representative to respond the claim

**Respond**

### Case Summary

Case status: Pending Appointment of Rep

Lodgement Date: 18-May-2023

Last update: 18-May-2023

Case Ref No:

Claimant:

### Case Overview

**Current Stage**

**Appoint of Company Representative**

18 May 2023

4. Fill in the details of the representative and upload the relevant authorization document. Select "Submit".

Home > Employment Dispute EC-2023-343005

## Appoint Company Representative

### Company Representative Details

Salutation:

Identification Type:

Notify Me via:

Mobile No. (optional):

Job Designation:

Authority to Appoint Company Representative

☐ I declare that I am the authorised representative of the company

Full Name (as per NRIC/FIN):

NRIC / FIN:

Email (optional):

Office No. (optional):







5. You are done! Follow the instructions onscreen on how to respond.

Home > Employment Dispute



**You have successfully appointed a representative**

Thank you for the appointment. You may commence the dispute resolution process now.

### Appointment Detail

Case Reference No.

Company Representative

Mobile No.

Email

Step 1

Step 2

Step 3

Step 4

Step 5