



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 Select e-Services 2 Enter Details 3 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

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

1 Select e-Services 2 Enter Details 3 Review & Submit

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)		

1 e-Service(s) Selected

MINISTRY OF MANPOWER (MOM) EmPOWER

CSN

+ Add New





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

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

Select Entity's e-Services



Verify Selected e-Service(s)

MINISTRY OF MANPOWER
(MOM)

- EmPOWER
- CSN

Back

Submit



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".

The screenshot shows the Corppass dashboard with a navigation bar at the top containing 'Home', 'My Account', 'Users', 'e-Service', 'Third Party', 'Advance', 'Help', and a 'Log Out' button. Below the navigation bar is a 'Welcome to Corppass' banner. A notification states: '53 more digital services have been made available on Corppass over the last 90 days.' The main content area features a horizontal menu with 'User Accounts', 'e-Service Access', 'Third Party', and 'Third Party (Clients)'. Below this menu are two large buttons: 'Create User Accounts' (with a plus icon and the text 'Add accounts to your Entity') and 'Manage User Accounts' (with a clipboard icon and the text 'View and edit your entity's user account details'). The 'Create User Accounts' button is highlighted with a red box.

2. Select Identity type of the user.

The screenshot shows the 'Create User Accounts' form. At the top, there are two progress indicators: '1 Verify & Enter Details' (active) and '2 Review & Submit'. Below the progress indicators, it says 'Please enter user details below.' and '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.

The form fields are: Full Name*, Identity Type*, NRIC / FIN / Foreign ID No.*, Country / Region of Issuance*, Email Address*, Account Type*, and Access to All e-Services. The 'Identity Type' dropdown menu is open, showing options: 'NRIC' (selected and highlighted with a red box), 'Foreign ID', and 'FIN'. A red arrow points from the 'NRIC' option to a text box that says: 'If you choose NRIC / FIN as the Identity Type, the Full Name and Country / Region of Issuance field will be auto-populated'. At the bottom of the form are 'Cancel' and 'Next' buttons.

Step 1

Step 2

Step 3

Step 4

Step 5



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

4. Ensure details are accurate and "Submit".

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"/>
<input type="button" value="Add new user"/>						
<input type="button" value="Cancel"/> <input type="button" value="Next"/>						

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

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.

Action Required - Activate your Corppass User account

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
Helpdesk: +65 63353530

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

The screenshot shows the Corppass website interface. The 'Services' menu is open, and the 'Activate Corppass Account' option is highlighted with a red box. Other options visible include 'Register for Corppass', 'Check Registration Status', 'Manage Admin', and 'Find Your Corppass Admin'. The main content area displays a 'Welcome' message and a 'Register as a Corppass Admin' button. The background image shows a person using a smartphone.





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 / Activate Corppass Account

Activate Corppass Account

1 Enter Details 2 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 / 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.

Step 1

Step 2

Step 3

Step 4

Step 5



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

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

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.

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 Search

	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!

Progress: 1 Select Users, 2 Select e-Services, 3 Enter Details, 4 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.

MINISTRY OF MANPOWER (MOM)
EmPOWER

CSN
--- SELECT---

Authorisation Effective Date *

Authorisation Expiry Date

Back Next

Assign Selected e-Services

Progress: 1 Select Users, 2 Select e-Services, 3 Enter Details, 4 Review & Submit

Verify the following details.

2 Selected Users +

Selected e-Services

Back Submit





1. Login through TADM website → eServices → Dashboard.

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

The screenshot shows the TADM website header with navigation links: About Us, Case studies, FAQs, Contact Us, and a search bar. Below the header are links for Getting started, Know your options, Mediation guide, and eServices. The main content area features a table with eServices options:

eServices	Estimated Time Required	Quick Reference Guide (QRG)
File a claim (only for notice pay) Use this eService to file a claim for mediation	20 minutes	Guide to file a claim (only for notice pay) (PDF, 526KB)
Register a company representative to respond to the claim(s)	-	Guide to register a company representative (PDF, 432KB)
Dashboard If you have an existing appointment, draft claim via chatbot, or an ongoing claim, you can log in to your dashboard to manage the following: <ul style="list-style-type: none">Pay filing feesUpload documents for claimView and manage casese-NegotiationAttend online mediationAppoint Company RepresentativeUpdate payment status	-	Guide to employer login and dashboard (PDF, 622KB) Guide to eNegotiation (Claimant) (PDF, 333KB) Guide to eNegotiation (Respondent) (PDF, 356KB)

The screenshot shows a user dashboard with two main sections:

- My Open Cases:** A grid of case categories with counts: Employment Dispute (2), Fair Employment Practices (0), Industrial Relations (0), and Work Injury Compensation (0).
- My Recent Cases:** A list of recent cases. The first case is an Employment Dispute with a status of "Pending Appointment of Rep" and a last update of "18 May 2023". A "View Case" button is highlighted with a red box.





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

Home > Employment Dispute

Employment Dispute

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	<input type="text"/>
Claimant	<input type="text"/>

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	Full Name (as per NRIC/FIN)
<input type="text" value="Select..."/>	<input type="text"/>
Identification Type	NRIC / FIN
NRIC	<input type="text"/>
Notify Me via	Email (optional)
<input type="text" value="Select..."/>	<input type="text"/>
Mobile No. (optional)	Office No. (optional)
<input type="text"/>	<input type="text"/>
Job Designation	
<input type="text"/>	

Authority to Appoint Company Representative

I declare that I am the authorised representative of the company





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