

# Mediation Appointments

A Quick Guide to Viewing and Attending  
Mediation Appointments on EmPOWER

## Content Page

**How do I view  
upcoming Mediation  
Appointments?**

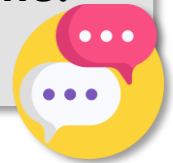
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**How do I attend  
a Mediation  
appointment online?**

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### Legend

This lightbulb indicates  
important information to  
note when using  
EmPOWER!

# How do I view upcoming Mediation Appointments?

For Customer



## Notification on Mediation Appointment Creation

When the TADM Mediator has created a Mediation appointment that requires your attendance, you will receive an SMS and/or email notification depending on the preferred channel you indicated.

#2

## View Upcoming Mediation Appointments

From your dashboard, there are two ways to view upcoming Mediation appointments:

1. Under “**My Next Steps**” you will be notified that a mediation session has been scheduled.
2. Under “**My Appointments**” there is a calendar view of all appointments. Dates with blue dots indicate that there are appointment(s) scheduled. Click on these dates to access the appointments.

#1

## Access TADM eServices Website

To view Mediation appointments, access TADM eServices ([www.tal.sg/tadm/eservices](http://www.tal.sg/tadm/eservices)) and select your persona:

- For employees, select  and click on . You will be directed to log in with **Singpass** to access the system dashboard.
- For employers, select  and click on . You will be directed to log in to **Corpass** (using your Singpass) to access the system dashboard.



## How to view all Appointments?

Under “My Appointments”, click on “**View All**” to access the full list of previous and upcoming appointments. You can use the search bar or filters to locate specific appointments.

# How do I view upcoming Mediation Appointments?

For Customer



#3

## View Mediation Appointment Details

After clicking on an upcoming Mediation appointment from “My Next Steps” or “My Appointments”, you will be directed to the “**Appointment Details**” page.

Take note of important details including the **Meeting Type** (In-Person / Phone / Hybrid / Video Conference), **Location** (if any) and **Appointment Date/Time**.



## How to attend the Mediation Appointment?

How you attend the appointment depends on the **Meeting Type**:

- **In-Person:** On the day of the appointment, head to the location early and check in at the kiosk. Please refer to the Kiosk Services QRG for more details on how to check in.
- **Hybrid:** Depending on the meeting mode agreed upon by the different parties, attend the appointment in-person or join virtually via video conference.
- **Online:** At the date and time of the appointment, join the zoom meeting from the “Appointment Details” page. Please refer to the next section for more details on how to join a Zoom meeting.

# How do I attend a Mediation appointment online?

For Customer



## Access Upcoming Mediation Appointment

Please refer to the previous section on how to access upcoming Mediation appointments from **“My Next Steps”** or **“My Appointments”** on your Dashboard.

#1

## Access Zoom Meeting

From the **“Appointment Details”** page, access the section **“Zoom Meeting – Participant”** that also states the date and time of the e-Mediation.

At the time of the scheduled e-Mediation, click on [Join Meeting](#) to join the Zoom meeting.

#2

## Join the Zoom Meeting

After being directed to the Zoom meeting page, enter your name and check that your audio and video are working well.

When you are ready, click on **“Join”**. You will be directed to the waiting room where you can wait for the Mediator to let you into the meeting.



## Nothing happened after clicking “Join Meeting”?

If you are not directed to the Zoom meeting page after clicking **“Join Meeting”**, the Mediator has not started the meeting yet. You may try again closer to the scheduled time.

Should you face technical difficulties joining the meeting, you may contact your Mediator at their email address / send them a message in the ongoing Mediation Discussion within the case.