

Advisory Appointment Management

A Quick Guide to Creating, Rescheduling and Cancelling Advisory Appointments on EmPOWER

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Legend

This lightbulb indicates important information to note when using EmPOWER!



How do I create an Advisory Appointments?

For Claimant



#1

Creation of Advisory Appointment

You can be directed by the system to create an Advisory Appointment from 2 access points:

- When **filing a case**, system prompts you to create an Advisory Appointment due to the complexity of your claim(s)
- When using the **TADM chatbot**, system directs you to create an Advisory Appointment for assistance by an officer

#2

Provide Personal Information

After being directed to the Appointment Booking form, click on **Retrieve MyInfo** for the system to auto-populate your details. You will have to authenticate this using your Singpass.

View the populated details under **Personal Information** and make amendments if needed.

Otherwise, fill in the relevant details under **Personal Information** section.

#3

Provide Details for Advisory

Select the **Appointment Type** (Phone / Video Conference) and check the box(es) to **indicate what your issue(s) are related to**. You may also share more details (if any).

Please note that the appointment duration is 45mins.

How do I create an Advisory Appointments?

For Claimant



#5

Select Your Preferred Timeslot

Scroll down to view **Suggested Timeslots**. If you wish to view more options, click on **“Find Other Timeslots”**, indicate Search period on the calendar and click on [Search Timeslot](#) to view available options.

Scroll down, click [Submit →](#) to complete scheduling.



What are things to note before my appointment?

At the time of your appointment, please be contactable at the phone number you provided.

If you have opted for video conference, please log in 5 minutes prior to your appointment.

Your appointment will be deemed as cancelled if you cannot be reached.

#6

View Scheduled Timeslot

After submission, return to the dashboard to view scheduled timeslot.

You will receive a message that your appointment has been confirmed under **“My Next Steps”**.

My Next Steps 2 [View All →](#)

Phone advisory appointment confirmed
Ref: APPT-2023-149048 - Appointment on 14 Jul 2023, Friday 10:00 AM - 10:45 AM. If you are a Union Member, you may receive a call from an NTUC officer.

Alternatively, you may view the scheduled timeslot under My Appointments. On the calendar, the day of appointment(s) will be marked with a blue dot. After clicking on the date, you may view details of the appointment below the calendar.

The screenshot shows a calendar interface titled "My Appointments" with a "View All →" link. The calendar is for July 2023. The days of the week are listed as Sun, Mon, Tue, Wed, Thu, Fri, Sat. The dates are arranged in a grid. The 13th and 14th of July are highlighted with blue dots, indicating scheduled appointments. Below the calendar, there is a section titled "1 Appointment(s) on 14 Jul 2023" with the following details: "Advisory Appointment", "Date: 14 Jul 2023", "Time: 10:00 AM", and "Venue: Phone".

How do I reschedule an Advisory Appointment?

For Claimant



#1

Access TADM eServices Website

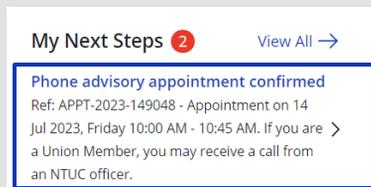
To reschedule an Advisory Appointment, access TADM eServices (www.tal.sg/tadm/eservices) and select your persona:

- For employees, select  **Employee** and click on  **Dashboard**. You will be directed to log in with **Singpass** to access the system dashboard.
- For employers, select  **Employer / Company Representative** and click on  **Dashboard**. You will be directed to log in to **Corppass** (using your Singpass) to access the system dashboard.

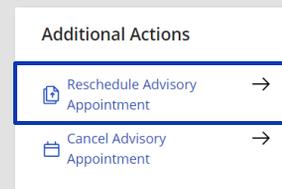
#2

Access Appointment Details

On the dashboard, locate appointment under **My Next Steps**. Click on the appointment to access the **Appointment Details** page.



Select **Reschedule Advisory Appointment** under **Additional Actions** on the right column.



#3

Reschedule Advisory Appointment

Review **Personal Information** and **Details for Advisory** section, make amendments if needed.

Review **Appointment Timeslot**, make amendments if needed.

Click on  **Submit** → to complete rescheduling of **Advisory Appointment**.



Where to view rescheduled appointment details?

Your rescheduled appointment will be updated under **My Next Steps** and reflected in the calendar under **My Appointments**.

How do I cancel an Advisory Appointment?

For Claimant



#1

Access TADM eServices Website

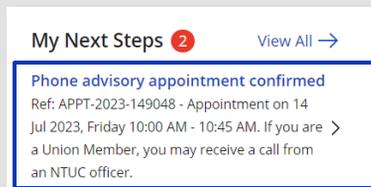
To cancel an Advisory Appointment, access TADM eServices (www.tal.sg/tadm/eservices) and select your persona:

- 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 **Corppass** (using your Singpass) to access the system dashboard.

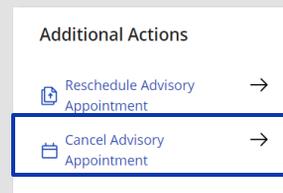
#2

Access Appointment Details

You will receive a message that your appointment has been confirmed under **My Next Steps**. Click on the appointment to access the **Appointment Details** page.



Select **Cancel Advisory Appointment** under **Additional Action** on the right column.



#3

Cancel TADM Advisory Appointment

Review **Personal Information, Details for Advisory,** and **Appointment Details** section.

Under **Cancellation Reason** section, indicate your **Reason for Cancellation**.

- The matter has been resolved.
- I do not wish to pursue the matter further.
- I would like to discuss with my employer first.
- I would like to consider my options first.

Click on  to complete cancellation of TADM Advisory Appointment.



Where to view cancellation result?

On the dashboard, under My Next Steps, you will receive notification that your appointment has been cancelled.