

MY DASHBOARD

A Quick Guide to Employee Login and Dashboard on EmPOWER

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Legend


This lightbulb indicates
important information to
note!


How do I log into EmPOWER?

For Employee

#1

Access TAL eServices Website





To log into EmPOWER, access TADM eServices (www.tal.sg/tadm/eservices) and select your persona  Employee .

In the table of eServices, click on  and you will be directed to log in with **Singpass** to access the system dashboard.

eServices

To file a claim for mediation or manage your employment-related eServices

You can click on the "Ask TADM" chatbot advisory service to get immediate answers to your queries. You may be directed to make an advisory appointment if the chatbot is unable to address your queries.

 Employee		
eServices	Estimated Time Required	Quick Reference Guide (QRG)
File a claim Use this eService to file a claim for mediation	20 minutes	Guide to file a claim (PDF, 558KB)
<div></div> 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">● Manage my existing appointment● Pay filing fees● Upload documents for claim● View and manage cases● e-Negotiation● Attend online mediation● Update payment status	-	Guide to employee login and dashboard (PDF, 562KB) Guide to managing appointment (PDF, 392KB) Guide to eNegotiation (Claimant) (PDF, 333KB) Guide to eNegotiation (Respondent) (PDF, 356KB)
 Employer / Company Representative		
 Partners		

For Employee

After logging in with your Singpass, you will be greeted with the following **Dashboard** to manage open cases, view next steps and view upcoming appointments.

#1

This section displays notifications and next steps you can take for your cases.

#2

This section lists your most recent cases.

Click on **"View All"** for the full list of cases.

#3

This section provides a calendar view of your appointments.

- Today's date is highlighted in green
- Dates with scheduled appointment(s) are marked with blue dots
- Summarised details of appointment(s) scheduled on the date selected is displayed at the bottom of the calendar

How do I navigate the Employee EmPOWER Dashboard?

For Employee

After clicking “**View All**” under **My Cases**, you will be directed to a full list of your cases. You may use filters on the left panel to find your desired cases.

The screenshot shows the 'My Cases' dashboard. At the top, there are two tabs: '13 Employment Dispute' and '0 Work Injury Compensation'. Below the tabs is a search bar labeled 'Search by UEN or Case Ref. No.'. To the left is a 'Filter by' panel with sections for 'Cases' (My Appointed Cases, My Company's Case(s)), 'Case Status' (Draft, In progress, Closed), and 'Case Types' (Employment Dispute, Fair Employment Practice, Industrial Relations, Union Recognition, Work Injury Compensation). A 'Filter results' button is at the bottom of the filter panel. The main area displays a list of cases. The first case is 'Employment Dispute EC-2023-216035' with a 'View Case' button. The second case is 'Employment Dispute DC-2023-181020' with a 'Cancelled' status and a 'View Case' button. The third case is 'Employment Dispute EC-2023-216033' with a 'Mediation in progress' status and a 'View Case' button. The fourth case is 'Employment Dispute DC-2023-181019' with a 'View Case' button. Callout #4 points to the search bar and sort options. Callout #5 points to the filter panel. Callout #6 points to the 'View Case' buttons.

#4 Search Bar & Sort by

Enter the **Company UEN** or **Case Ref. No.** to search for a specific case.

You can also sort the list of cases by **Latest/Oldest Creation Date**.

#5 Filter by

Check relevant boxes and click on “**Filter results**” to generate filtered case list.

#6 List of Cases

Click on “**View Case**” to enter a case. View Case Statuses on the right.

[Please refer to the next section for more information on the case statuses.]

What are the different Case Status?

For Employee

The table below shows a summary of Case Status at different stages of a case.

Stage	Case Status	Description
Claims Submission	Draft	Claim is in the process of submission and Claimant has not verified claim details and particulars.
Fee Payment	Pending Fee Payment	Claim has been submitted and is pending Claimant to make fee payment.
Appointment of Company Representative	Pending Appointment of Rep	Claim is pending Employer to appoint a Company Representative.
Claim Assessment	Assessment of Claim in progress	TADM Officer is in communication with the Claimant to assess the details of the claim.
	Annex A – Pending Claimant	Claim is pending Claimant to review Additional Information presented in Annex A.
e-Negotiation	eNego – Pending Respondent	Claim is pending response from the Respondent on whether they accept or dispute the Claim Amount submitted by the Claimant.
	eNego – Pending Claimant	Claim is pending response from the Claimant on whether they accept or dispute the offer by the Respondent.
	eNego – Pending Payment Schedule	Claimant and Respondent have agreed on the Claim Amount. Claim is pending the Respondent to provide Payment Schedule.
Mediation	Mediation in progress	TADM Mediator is in communication with the Claimant and Respondent.
	Mediation/ Assessment in progress	TADM Mediator is in the process of issuing the Claim Referral Certificate.
	Mediation/ Assessment concluded	Mediation / assessment of the claim is completed.

What are the different Case Status?

For Employee

The table below shows a summary of Case Status at different stages of a case.

Stage	Case Status	Description
Payment	Pending Payment Updates	Claim is pending Respondent's update on payment and Claimant's update on payment received.
	Pending Payment	Claim is being followed-up by TADM Officer.
Concluded	Closed	Claim process at TADM has concluded.
	Cancelled	Claim is cancelled if claimant did not complete the filing process.

A "Claimant" refers to a person who files a claim while a "Respondent" refers to a person whom a claim is filed against.