

MY DASHBOARD

A Quick Guide to Employer Login and Dashboard on EmPOWER

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Legend

This lightbulb indicates important information to note!

How do I log into EmPOWER?

For Employer

#1

Access TADM eServices Website

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

In the table of eServices, click on Dashboard and you will be directed to log in with **Corpass** (using 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

Employer / Company Representative

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)
<input checked="" type="radio"/> 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 fees● Upload documents for claim● View and manage cases● e-Negotiation● Attend online mediation● Appoint Company Representative● Update payment status	-	Guide to employer login and dashboard (PDF, 622KB) Guide to eNegotiation (Claimant) (PDF, 333KB) Guide to eNegotiation (Respondent) (PDF, 356KB)

How do I navigate the Employer Representative Dashboard?

For Employer

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

#1

My Open Cases

This section provides an overview of your open cases under investigation.

#2

My Next Steps

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

My Dashboard - Employer

My Open Cases

25 Employment Dispute 0 Fair Employment Practices 0 Industrial Relations
0 Work Injury Compensation

My Recent Cases



Employment Dispute EC-2023-196038

Mediation in progress
Last Updated: 06 Jun 2023

Date created: 06 Jun 2023
Name of Claimant: Tense Gin

View Case

View All →

My Next Steps 26

View All →

Mediator Assigned

Case: EC-2023-219002 - Mediator will contact you within 5 working days.

e-Negotiation in progress

Case: EC-2023-219002 - There is a new response by the other party. Please review and/or respond.

e-Negotiation in progress

Case: EC-2023-216108 - There is a new response by the other party. Please review and/or respond.

My Appointments

View All →

< July 2023 >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

1 Appointment(s) on 04 Jul 2023

Mediation Appointment

< Date: 04 Jul 2023
Time: 05:00 PM
Venue: Zoom >



You have started your Fair Employment Journey. View the programmes you have adopted here.

Help us improve

#3

My Recent Cases

This section lists your most recent cases.

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

#4

My Appointments

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 Employer EmPOWER Dashboard?

For Employer

After clicking “**View All**”, you will be directed to a new page of all case lists. You may apply filter on the left panel to find cases that you wish to investigate.

The screenshot displays the 'My Cases' dashboard. At the top, there are three summary cards: '15 Employment Dispute', '2 Fair Employment Practices', and '11 Industrial Relations'. Below these is a search bar labeled 'Search by Employee Identification No. or Case Ref. No.'. To the left is a 'Filter by' panel with sections for 'Cases', 'Case Status', and 'Case Types'. The 'Case Types' section has 'Employment Dispute' checked. A 'Filter results' button is at the bottom of the filter panel. A 'sort by' dropdown menu is open, showing 'Latest (Creation Date)' and 'Oldest (Creation Date)'. The main area shows a list of cases, each with a 'View Case' button. Callouts #5, #6, and #7 provide instructions on using the search bar, filters, and the 'View Case' button.

Home > My Cases >

My Cases

15 Employment Dispute 2 Fair Employment Practices 11 Industrial Relations

0 Work Injury Compensation

Search by Employee Identification No. or Case Ref. No.

Filter by

Cases

- My Appointed Cases
- My Company's Case(s)

Case Status

- Draft
- In progress
- Closed

Case Types

- Employment Dispute
- Fair Employment Practice
- Industrial Relations
- Union Recognition
- Work Injury Compensation

Filter results

sort by

- Latest (Creation Date)
- Oldest (Creation Date)

#5 Search Bar & Sort by

Enter the **Employee Identification No.** or **Case Ref. No.** to search for a specific case.

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

#6 Filter by

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

#7 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.]

Employment Dispute DC-2023-176003

Date created: 26 Jun 2023
Name of Claimant: June

View Case

TADM
Employment Dispute EC-2023-210007

Date created: 26 Jun 2023
Name of Claimant: June

View Case

TADM
Employment Dispute TADM-2023-214068

Date created: 21 Jun 2023
Name of Claimant: Individual A

Cancelled
Last Updated: 28 Jun 2023

View Case

TADM
Employment Dispute EC-2023-204079

Date created: 19 Jun 2023
Name of Claimant: NAM OF S6159629A

Mediation in progress

View Case

TADM
Employment Dispute EC-2023-204001

Date created: 16 Jun 2023
Name of Respondent: EP G6814535Q

View Case

What are the different Case Status?

For Employer

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.
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 Employer

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 receipt.
	Pending Payment	Claim is pending follow-up by the 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.