



# How to register/change 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:

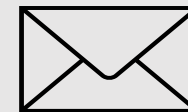
**corppass**

Corppass accounts

**TADM**

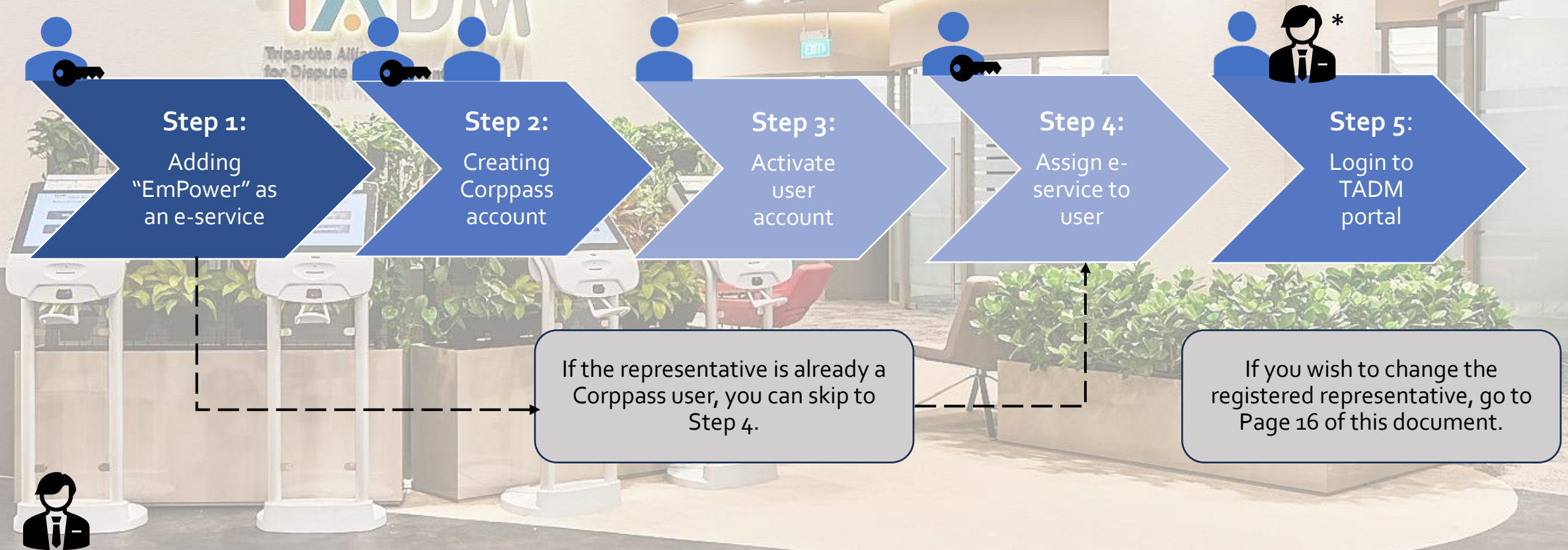
Tripartite Alliance  
for Dispute Management

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".

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

**Create User Accounts**  
Add accounts to your Entity

**Manage User Accounts**  
View and edit your entity's user account details

2. Select Identity type of the user.

## Create User Accounts

1 Verify & Enter Details 2 Review & Submit

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

WILL BE AUTO-FIL NRIC Foreign ID FIN

**If you choose NRIC / FIN as the Identity Type, the Full Name and Country / Region of Issuance field will be auto-populated**

Add new user Cancel Next

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

EA 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: [Redacted]

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](mailto: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 ●●●● 2

Enter Details Skip & 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

corppass

Home / Activate Corppass Account

Home About Us Services Help Log in with Singpass

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 is a secondary navigation bar with links: 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)
<a href="#">File a claim (only for notice pay)</a> Use this eService to file a claim for mediation	20 minutes	<a href="#">Guide to file a claim (only for notice pay)</a> (PDF, 526KB)
<a href="#">Register a company representative to respond to the claim(s)</a>	-	<a href="#">Guide to register a company representative</a> (PDF, 432KB)
<b>Dashboard</b> 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"><li>● Pay filing fees</li><li>● Upload documents for claim</li><li>● View and manage cases</li><li>● e-Negotiation</li><li>● Attend online mediation</li><li>● Appoint Company Representative</li><li>● Update payment status</li></ul>	-	<a href="#">Guide to employer login and dashboard</a> (PDF, 622KB) <a href="#">Guide to eNegotiation (Claimant)</a> (PDF, 333KB) <a href="#">Guide to eNegotiation (Respondent)</a> (PDF, 356KB)

The screenshot shows the TADM dashboard. Under "My Open Cases", there are five categories with zero counts: Employment Dispute, Fair Employment Practices, Industrial Relations, Work Injury Compensation, and another Work Injury Compensation. A "View All" link is present. Under "My Recent Cases", there is a case titled "Employment Dispute" with a "View Case" button highlighted in red. To the right, it says "Pending Appointment of Rep" and "Last Updated: 18 May 2023".





3. You should see a banner at the top of the page. Click "Respond". Otherwise, you should see the link "Appointment of Representative" under Additional Actions.

4. Fill in the details of the representative and upload the relevant authorization document. Select "Submit".

Home > Employment Dispute [Redacted]

## Employment Dispute

**Appt 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	[Redacted]
Claimant	[Redacted]

### Case Overview

**Current Stage**

**Appt of Company Representative**

18 May 2023

Home > Employment Dispute EC-2023-343005

## Appt Company Representative

### Company Representative Details

Salutation	Full Name (as per NRIC/FIN)
Select...	[Redacted]
Identification Type	NRIC / FIN
<b>NRIC</b>	[Redacted]
Notify Me via	Email (optional)
Select...	[Redacted]
Mobile No. (optional)	Office No. (optional)
[Redacted]	[Redacted]
Job Designation	
[Redacted]	

**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

# Changing a registered company representative

## Things to note:

1. The process should be undertaken by the new representative. If Rep B is replacing Rep A, Rep B should be the one performing the action of changing the representative.
2. Rep B should be a Corppass user of the entity and has "EmPOWER" assigned (See Steps 2- 4 of this guide)
3. At any instance, there can only be one representative registered in the system. The representative's NRIC/FIN will be system populated on the "Company Representative Details" page, so there is no registration on behalf.
4. It is recommended that you perform the action through a desktop web browser.

# Changing a registered company representative

1. As the new representative, access the employer dashboard and select the relevant case. Click "View Case".

2. Once you are in the case, look for the section "Additional Actions". It is usually located on the right side of the web page. Click into "Change Company Representative".

## My Open Cases

4 Employment/Payment Dispute    0 Fair and Progressive Employment Practices    0 Industrial Relations

0 Work Injury Compensation

## My Recent Cases

[View All →](#)



Employment/Payment Dispute

**Mediation in progress**  
Last Updated: 28 Aug 2025

Date created: 26 Aug 2025

Name of Claimant:

[View Case](#)

## Additional Actions



[Change Company Representative](#)

# Changing a registered company representative

3. You will be asked to fill in your particulars. Note that as your NRIC/FIN will be populated automatically. Fill in all relevant details.

Home > Employment/Payment Dispute EC-2025-281001

## Reappoint Company Representative

### Company Representative Details

Salutation

Select...

Full Name (as per NRIC/FIN)

Identification Type

NRIC

Notify Me via

Select...

Email (optional)

Mobile No. (optional)

Office No. (optional)

Job Designation

### Authority to Appoint Company Representative

I declare that I am the authorised representative of the company

4. Once done, upload your Letter of Authorisation where applicable and select "Submit". Once submitted, the process is complete. Please allow the system to process the new details by refreshing the web page 5 minutes later.

### Document(s)

EC-2025-281001\_Claim... 39.96 kB View

System Generated Claim Form - Uploaded by Agent(System-Queue-ServiceLevel.ProcessEvent) on 26 Aug 2025,04:54 PM

Upload Files

JPG, PNG, JPEG, PDF, DOCX, XLSX, CSV, MSG, PPT, PPTX, TXT, MP3, WMA, M4A, WAV, MP4, WMV, MPEG only.

Each file size must not exceed 5MB.

File name should only be in English, with no special characters or symbols.

Cancel

Submit