iOwnWSH
User Guide
for
Company Administrators

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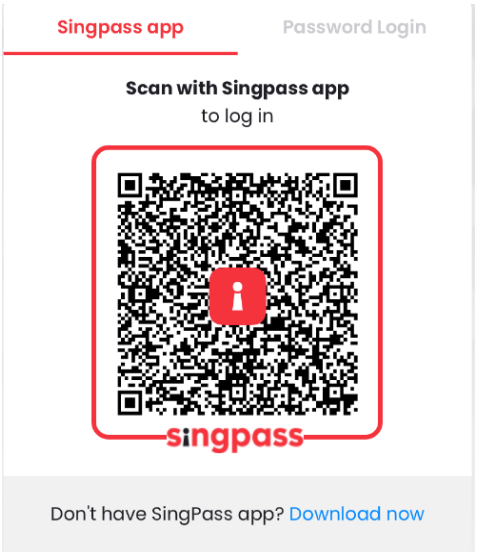
1.0 REGISTERING AN IWORKHEALTH/IOWNWSH COMPANY ACCOUNT

To register, visit www.wshc.sg/iownwsh

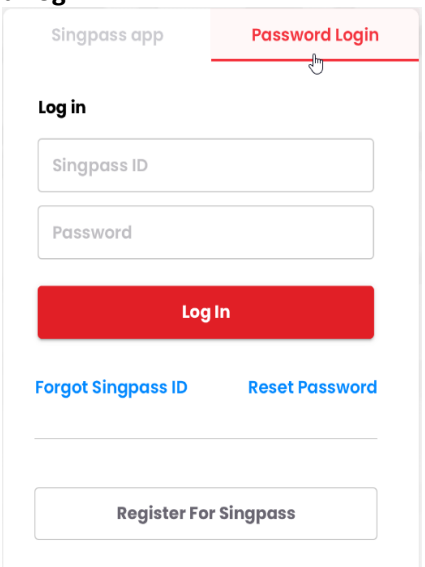
1.1 Using Corppass/Singpass to access the iWorkHealth/iOwnWSH account

To register for an iWorkHealth/iOwnWSH account, click LOG IN FOR BUSINESS USER (USING SINGPASS)

You can either login via **Singpass app** or **Password Login:**

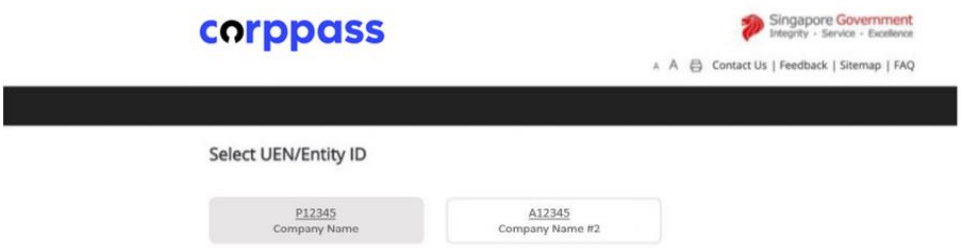


Login for an iWorkHealth/iOwnWSH Account Via Singpass app

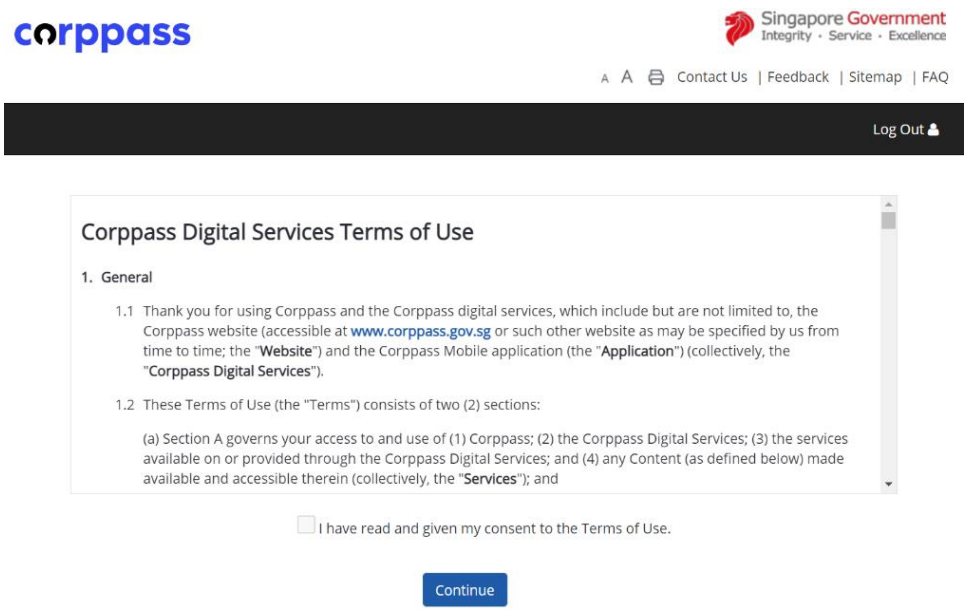


Login for an iWorkHealth/iOwnWSH Account Via Singpass app

Select the **Company UEN/Entity ID.**



Read the Corppass Digital Services Terms of Use and check the box to indicate acceptance of the terms of use



Click to move to the next page.

For subsequent logins after the account is created, click

Note:
If you encounter the following message when logging in "You are not authorized to access the system", following are the possible reasons for the message and the action to take:

a) Company account is invalid (does not exist)
   To retrieve Singpass ID
   https://www.singpass.gov.sg/singpass/retrieveaccount/retrievesingpassid

   Forgot Password
   https://www.singpass.gov.sg/singpass/onlineresetpassword/sfauserdetail

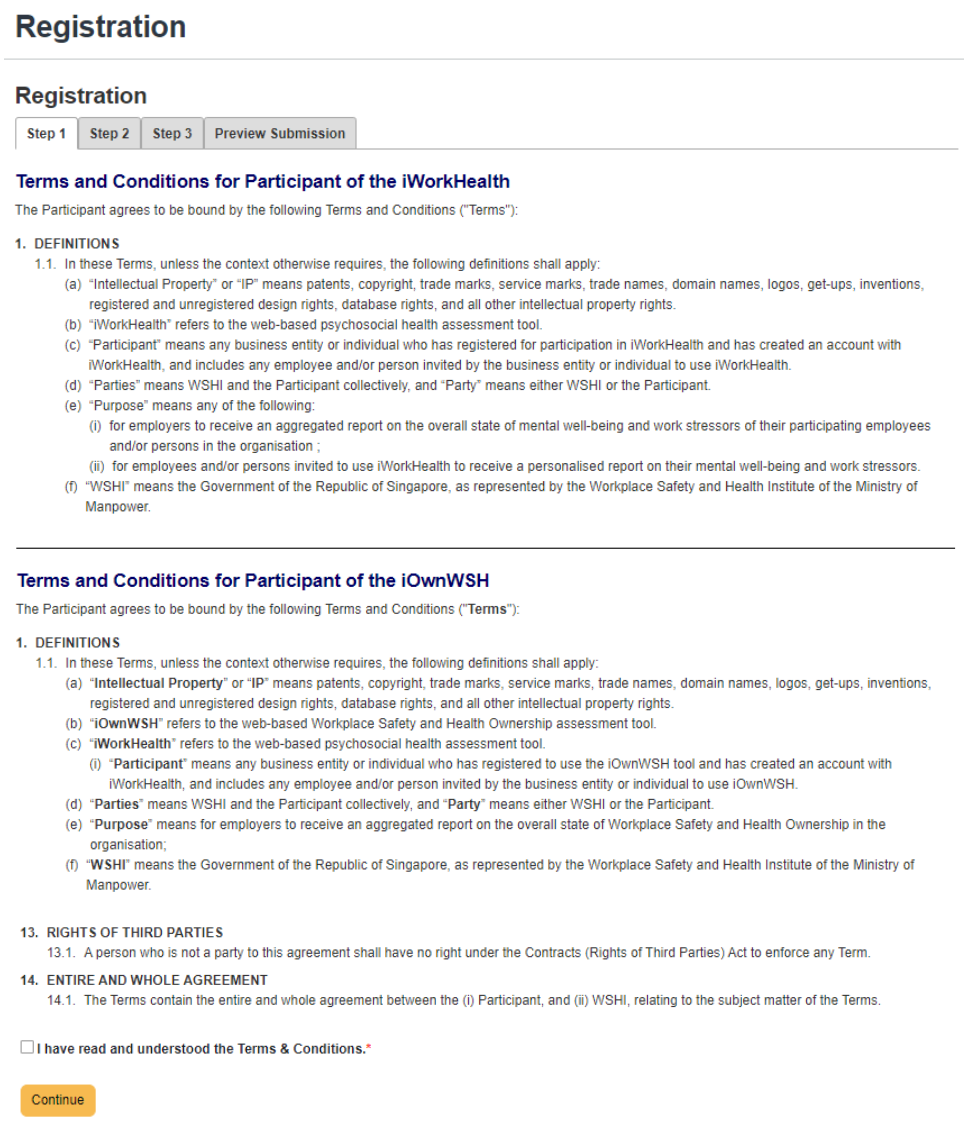
b) iWorkHealth/iOwnWSH account is disabled
   Email the Company Administrator at contact@iworkhealth.gov.sg to reactivate your account.

1.2 Terms and conditions to participate in the survey

Read the terms and conditions for participating in the iWorkHealth/iOwnWSH survey and check the box to indicate acceptance of the terms and condition

☑ I have read and understood the Terms & Conditions.*

Click Continue to move to the next page.



Registration

Registration

Step 1 | Step 2 | Step 3 | Preview Submission

Terms and Conditions for Participant of the iWorkHealth

The Participant agrees to be bound by the following Terms and Conditions ("Terms"):

1. DEFINITIONS
   1.1. In these Terms, unless the context otherwise requires, the following definitions shall apply:
   (a) "Intellectual Property" or "IP" means patents, copyright, trade marks, service marks, trade names, domain names, logos, get-ups, inventions, registered and unregistered design rights, database rights, and all other intellectual property rights.
   (b) "iWorkHealth" refers to the web-based psychosocial health assessment tool.
   (c) "Participant" means any business entity or individual who has registered for participation in iWorkHealth and has created an account with iWorkHealth, and includes any employee and/or person invited by the business entity or individual to use iWorkHealth.
   (d) "Parties" means WSHI and the Participant collectively, and "Party" means either WSHI or the Participant.
   (e) "Purpose" means any of the following:
   (i) for employers to receive an aggregated report on the overall state of mental well-being and work stressors of their participating employees and/or persons in the organisation ;
   (ii) for employees and/or persons invited to use iWorkHealth to receive a personalised report on their mental well-being and work stressors.
   (f) "WSHI" means the Government of the Republic of Singapore, as represented by the Workplace Safety and Health Institute of the Ministry of Manpower.

Terms and Conditions for Participant of the iOwnWSH

The Participant agrees to be bound by the following Terms and Conditions ("**Terms**"):

1. DEFINITIONS
   1.1. In these Terms, unless the context otherwise requires, the following definitions shall apply:
   (a) "**Intellectual Property**" or "**IP**" means patents, copyright, trade marks, service marks, trade names, domain names, logos, get-ups, inventions, registered and unregistered design rights, database rights, and all other intellectual property rights.
   (b) "**iOwnWSH**" refers to the web-based Workplace Safety and Health Ownership assessment tool.
   (c) "**iWorkHealth**" refers to the web-based psychosocial health assessment tool.
   (i) "**Participant**" means any business entity or individual who has registered to use the iOwnWSH tool and has created an account with iWorkHealth, and includes any employee and/or person invited by the business entity or individual to use iOwnWSH.
   (d) "**Parties**" means WSHI and the Participant collectively, and "**Party**" means either WSHI or the Participant.
   (e) "**Purpose**" means for employers to receive an aggregated report on the overall state of Workplace Safety and Health Ownership in the organisation;
   (f) "**WSHI**" means the Government of the Republic of Singapore, as represented by the Workplace Safety and Health Institute of the Ministry of Manpower.

13. RIGHTS OF THIRD PARTIES
   13.1. A person who is not a party to this agreement shall have no right under the Contracts (Rights of Third Parties) Act to enforce any Term.

14. ENTIRE AND WHOLE AGREEMENT
   14.1. The Terms contain the entire and whole agreement between the (i) Participant, and (ii) WSHI, relating to the subject matter of the Terms.

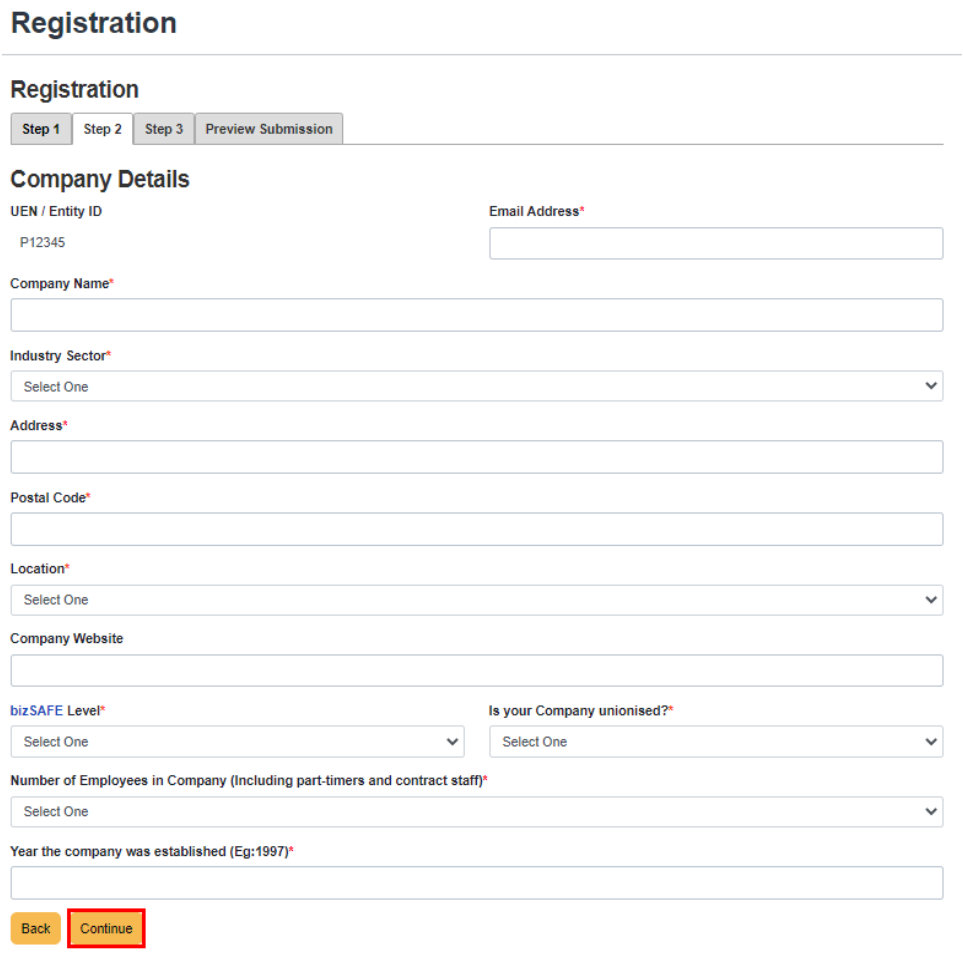
☐ I have read and understood the Terms & Conditions.*

Continue

Terms and Conditions Page (Extract)

1.3 Company registration

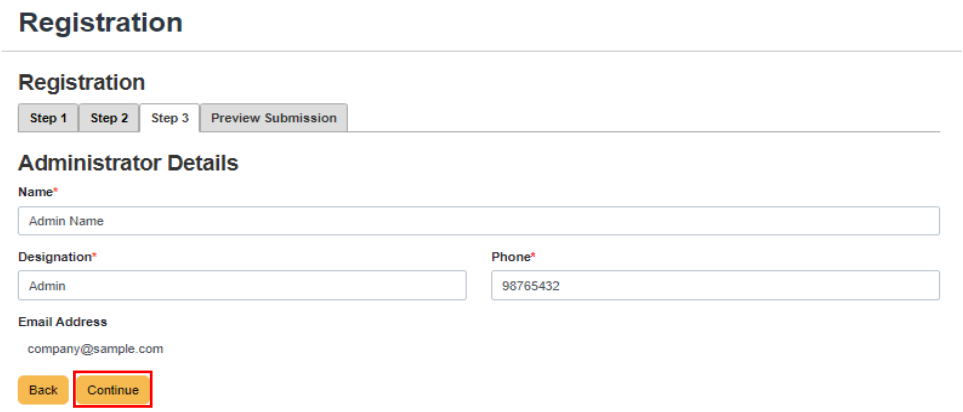
Fill in the company details in the fields and click Continue.



Company Registration Page

1.4 Company admin contact

Fill in the contact information of the company admin and click Continue.

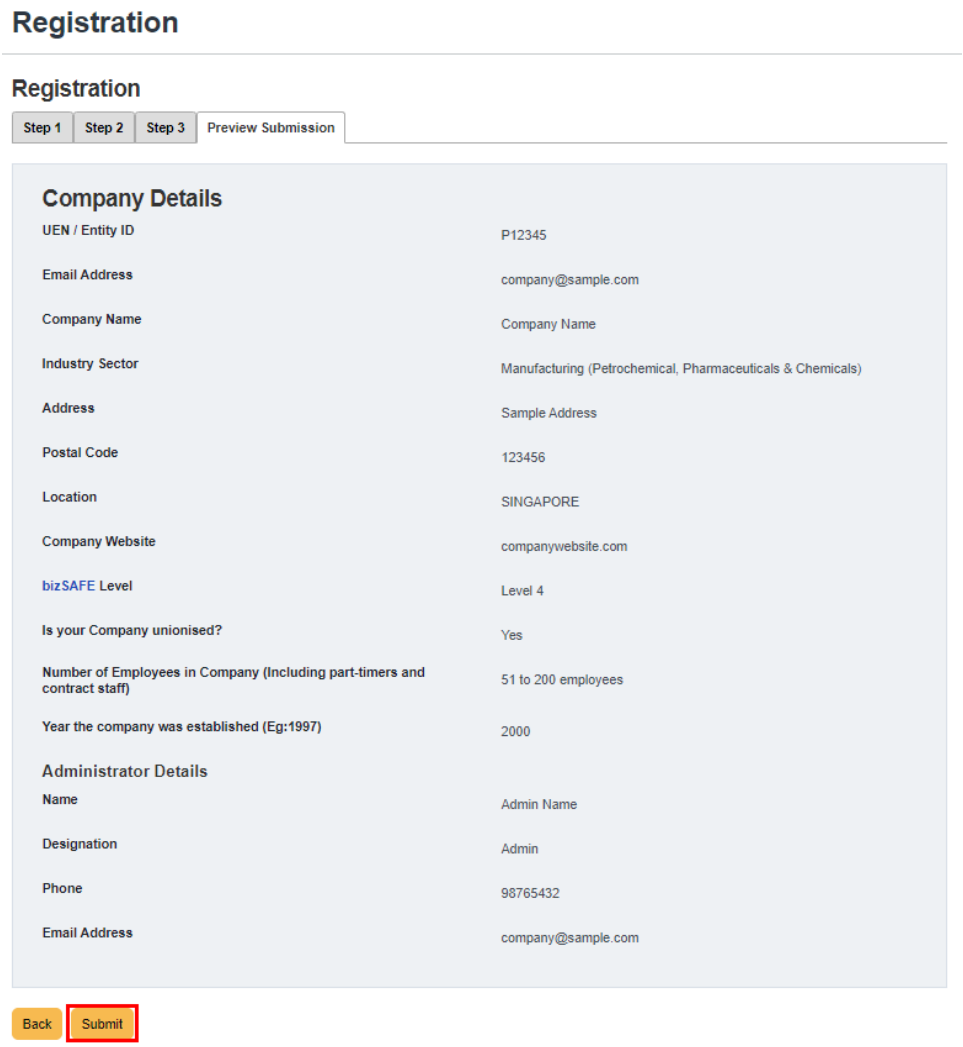


Company Administrator's Contact Details Page

Note:

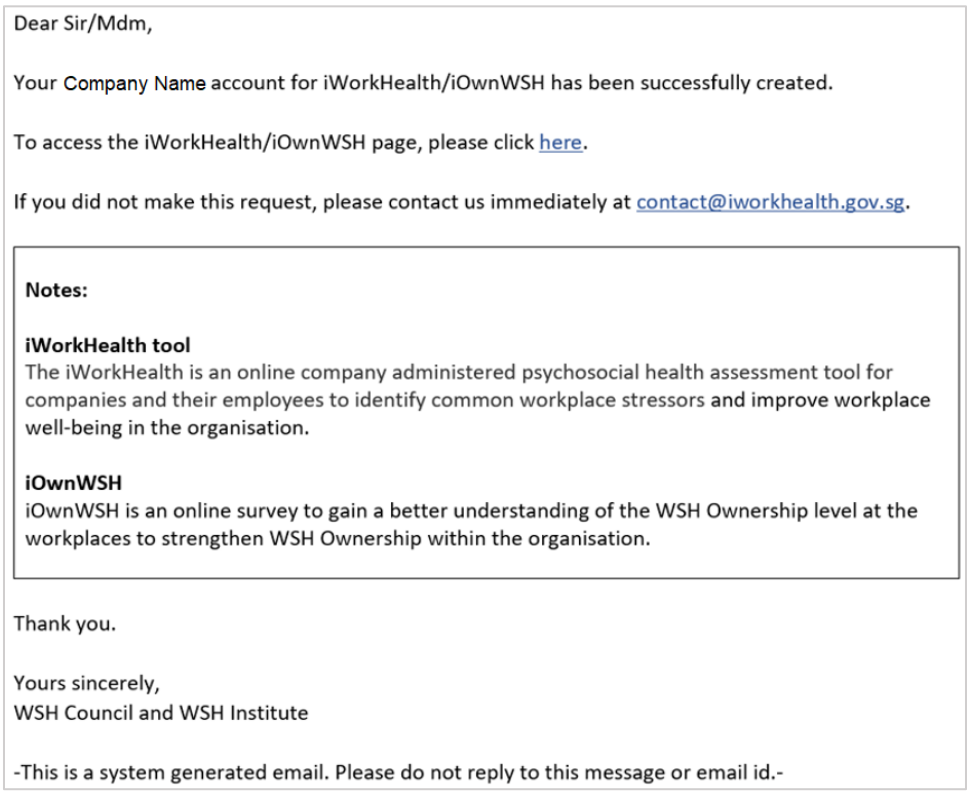
- The email address in the Company Administrator Contact Details Page will be auto populated based on the email address keyed in the Company Registration Page.

Check the details you have entered in the preview page and click Submit or click Back to edit the information.



Company Account Details Preview Page

A system generated email will be sent to the company admin to inform that the iWorkHealth/iOwnWSH company account has been successfully created.



Dear Sir/Mdm,

Your Company Name account for iWorkHealth/iOwnWSH has been successfully created.

To access the iWorkHealth/iOwnWSH page, please click here.

If you did not make this request, please contact us immediately at contact@iworkhealth.gov.sg.

Notes:

iWorkHealth tool
The iWorkHealth is an online company administered psychosocial health assessment tool for companies and their employees to identify common workplace stressors and improve workplace well-being in the organisation.

iOwnWSH
iOwnWSH is an online survey to gain a better understanding of the WSH Ownership level at the workplaces to strengthen WSH Ownership within the organisation.

Thank you.

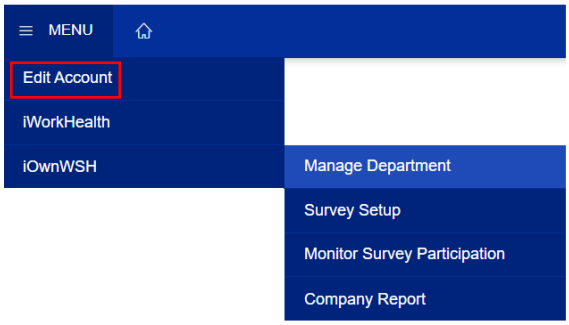
Yours sincerely,
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

Email notification of company account created

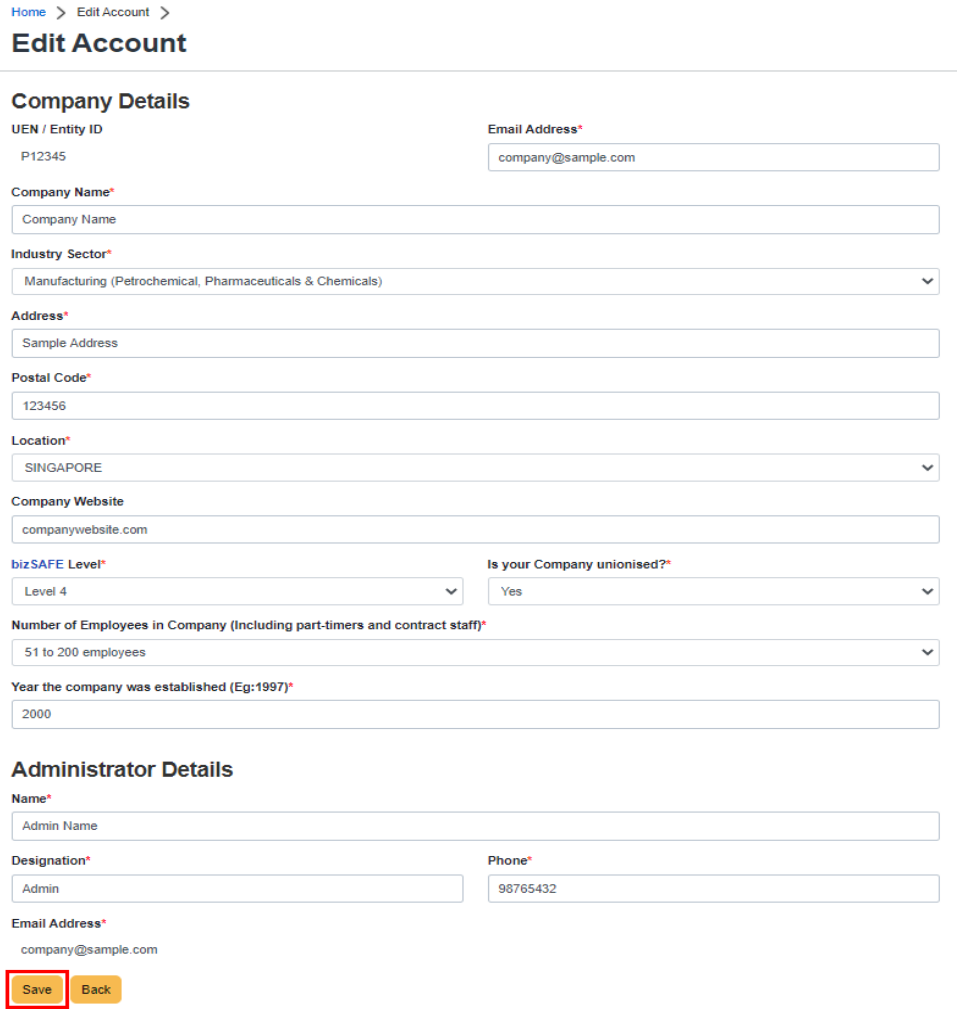
1.5 Edit iWorkHealth/iOwnWSH account profile

You may edit the information in your iWorkHealth/iOwnWSH account. However, the UEN information is not editable.



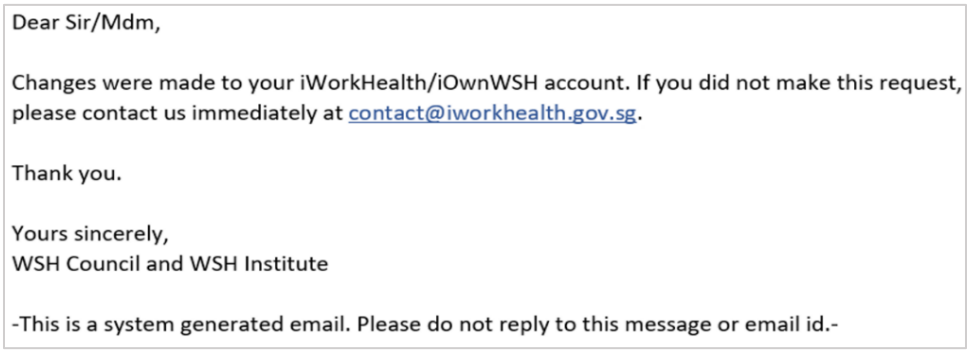
Edit Account in menu panel

After editing /changing the account profile details, click Save for the edits made to the profile.



Company - Account Details Page

A system generated email will be sent to the company admin to inform that the iWorkHealth/iOwnWSH company account has been edited.



Dear Sir/Mdm,

Changes were made to your iWorkHealth/iOwnWSH account. If you did not make this request, please contact us immediately at contact@iworkhealth.gov.sg.

Thank you.

Yours sincerely,
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

Email notification of edits made to company account

1.6 Re-activate iWorkHealth/iOwnWSH account

When an iWorkHealth/iOwnWSH account has been inactive, a system generated email reminder will be sent to the company admin. To retain the iWorkHealth/iOwnWSH account, the company has to access and login to the account within the next 1 month.

Dear Sir/Mdm,

This is to notify that your iWorkHealth/iOwnWSH account has been inactive for more than 3 months.

iWorkHealth

Using the iWorkHealth tool, you will be able to get insights into the mental well-being of your workforce, the extent of work stress, burnout and possible harassment at the workplace, and the work stressors causing work stress and burnout.

With the department/company report, employers can start conversations to encourage employees to step forth to seek help if they feel stressed or burnout and implement mental well-being programmes within the organisation.

iOwnWSH

Using the iOwnWSH tool, you will be able to get insights about the WSH Ownership level of your organisation.

With the company report, employers can then identify the areas for improvement to strengthen WSH Ownership.

If you have not started the iWorkHealth/iOwnWSH survey, we hope you will start to use it soon.

To retain your iWorkHealth/iOwnWSH account, please log in HERE within the next 1 month.

Thank you.

Yours sincerely,
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

Email reminder on Account Inactivity

After the account is deactivated, a system generated email will be sent to the company admin to inform that the account has been deactivated.

Dear Sir/Mdm,

This is to notify that your iWorkHealth/iOwnWSH account has been inactive and is now deactivated.

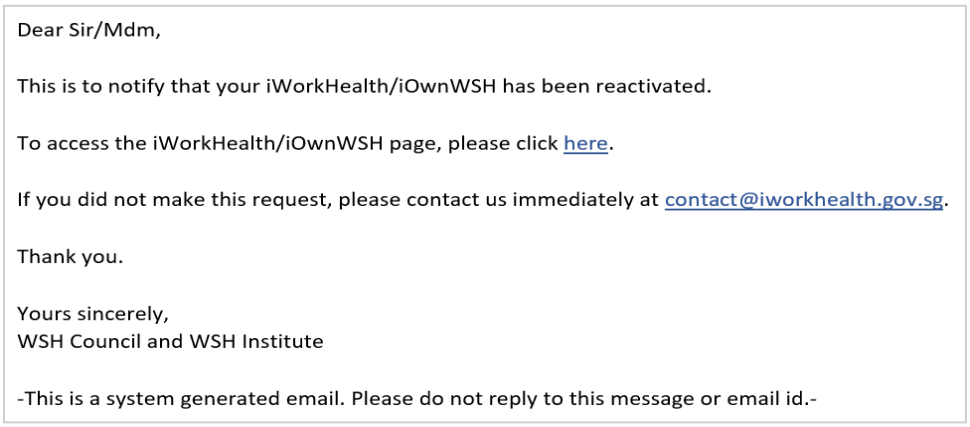
If you wish to reactivate your account, please send your request to contact@iworkhealth.gov.sg.
Thank you.

Yours sincerely,
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

Email notification to notify of Account Deactivation

To reactivate the iWorkHealth/iOwnWSH account, the company admin needs to write in a request to contact@iworkhealth.gov.sg. When the iWorkHealth/iOwnWSH account is reactivated, the company admin will receive a system generated email notifying of the reactivation of the account.



Dear Sir/Mdm,

This is to notify that your iWorkHealth/iOwnWSH has been reactivated.

To access the iWorkHealth/iOwnWSH page, please click here.

If you did not make this request, please contact us immediately at contact@iworkhealth.gov.sg.

Thank you.

Yours sincerely,
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

Email notification to notify Account Re-activation

Note:

- The iWorkHealth/iOwnWSH account will be deactivated after 5 months of inactivity. When the iWorkHealth/iOwnWSH account is deactivated, you will encounter the following message when logging in "You are not authorized to access the system"

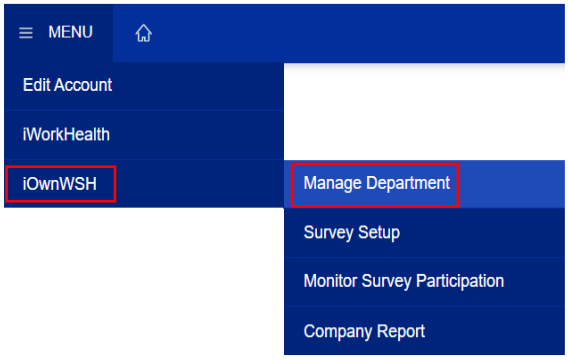
- To reactivate the account, please send a request to contact@iworkhealth.gov.sg

2.0 ADMINISTERING THE SURVEY

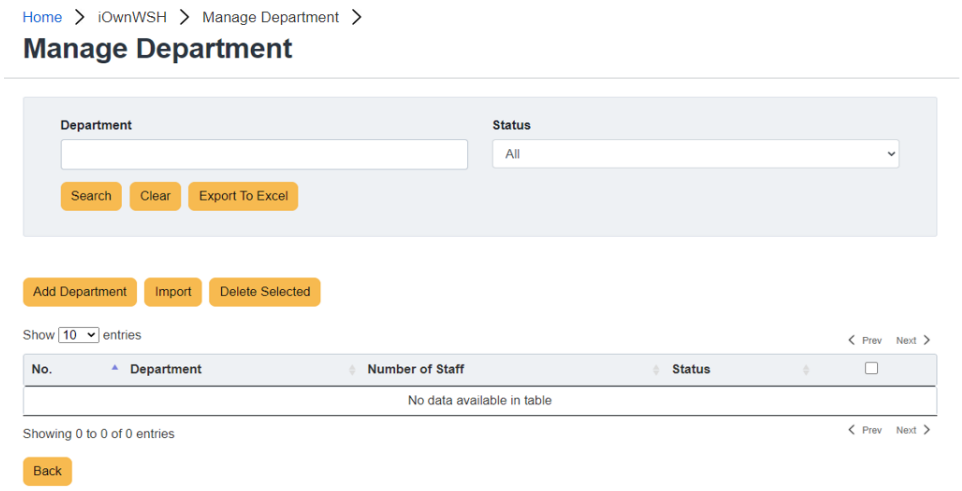
Before a survey can be launched, the company admin has to first upload the department and staff list of the participants.

2.1 Manage Department

Click “iOwnWSH > Manage Department” in the menu panel.



Manage Department in menu panel



Manage Department Page

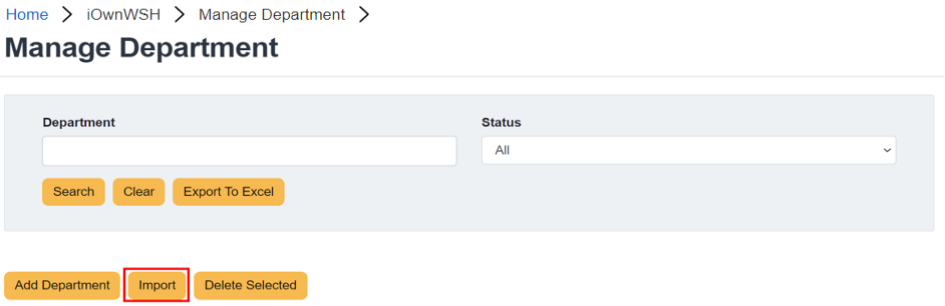
2.1.1 Add department

Departments can be added through the following methods:

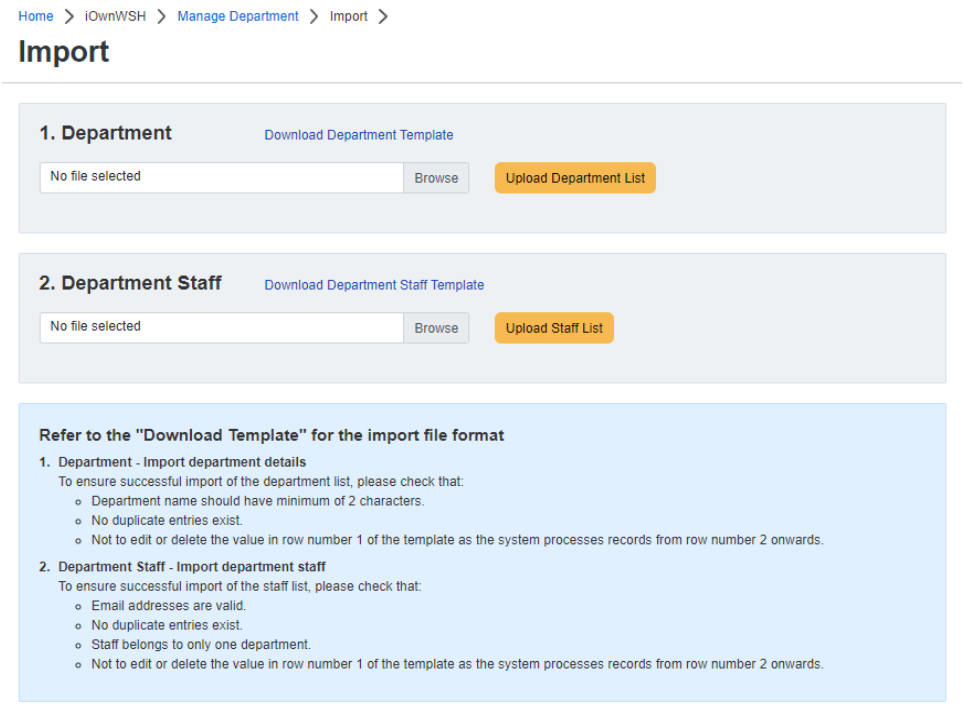
- upload list of departments using the template provided and/or
- add a single department record

2.1.1.1 *Method 1: Add list of departments to survey using the template (import function)*

To add a list of departments, click “iOwnWSH > Manage Department” in the menu panel and click Import in the Manage Department page to be redirected to the screen to download and import the template.

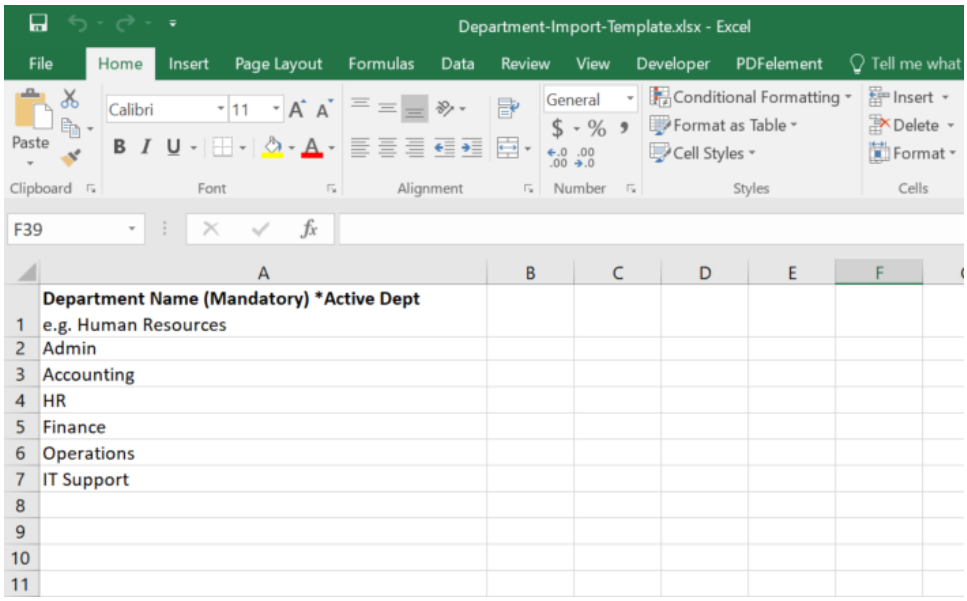


Manage Department Page



Add list of departments to the survey

Click Download Department Template to download the template to your computer.
In “Sheet 1” of the Department-Import-Template, key in the list of departments participating in the survey.



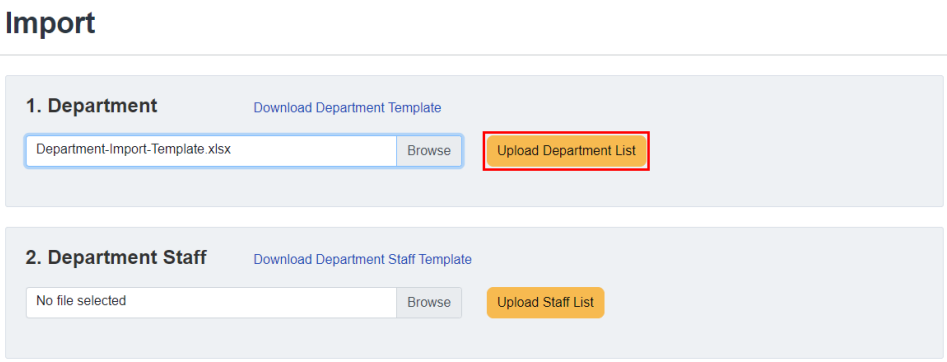
Sheet 1 of the Department-Import-Template to input the department name

Note:
To ensure successful import of the department list, please check that:

- No duplicate entries exist
- Department name should have minimum of 2 characters.
- Not to edit or delete the value in row number 1 of the template as the system processes records from row number 2 onwards.

*Import file will not overwrite the list of departments that exist in the system.

After keying in the list of departments, save the template to your computer. Click Upload Department List to upload the file.



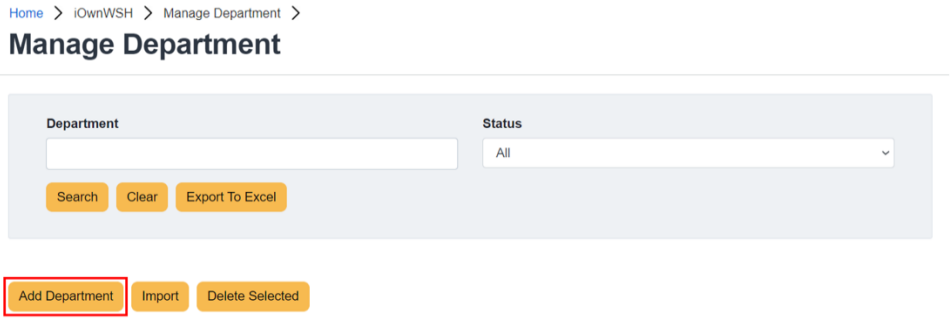
Upload department list from computer

A message indicating that the department records have been successfully imported will be shown. Click Ok and the system will be refreshed with the updates to the department list.

Notification of the successful import of the department list

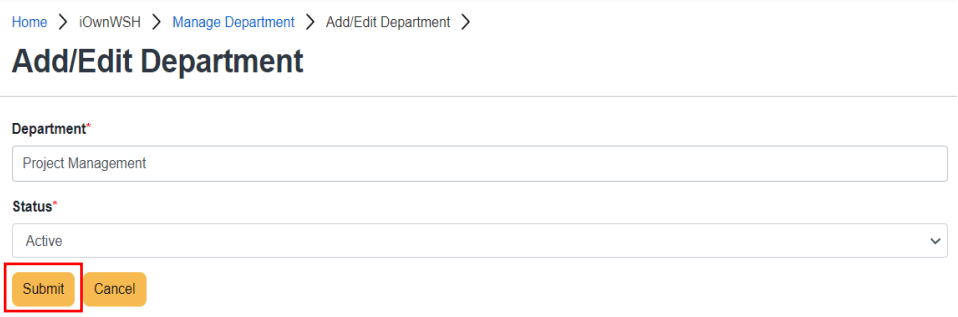
2.1.1.2 Method 2: Add a single department record to survey

Click Add Department and you will be redirected to the Add/Edit Department page to key in the department name.



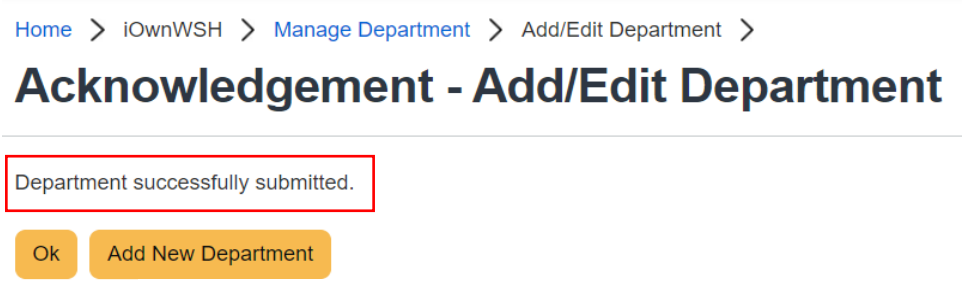
Manage Department Page

After adding the department name, click Submit to add the department.



Add department

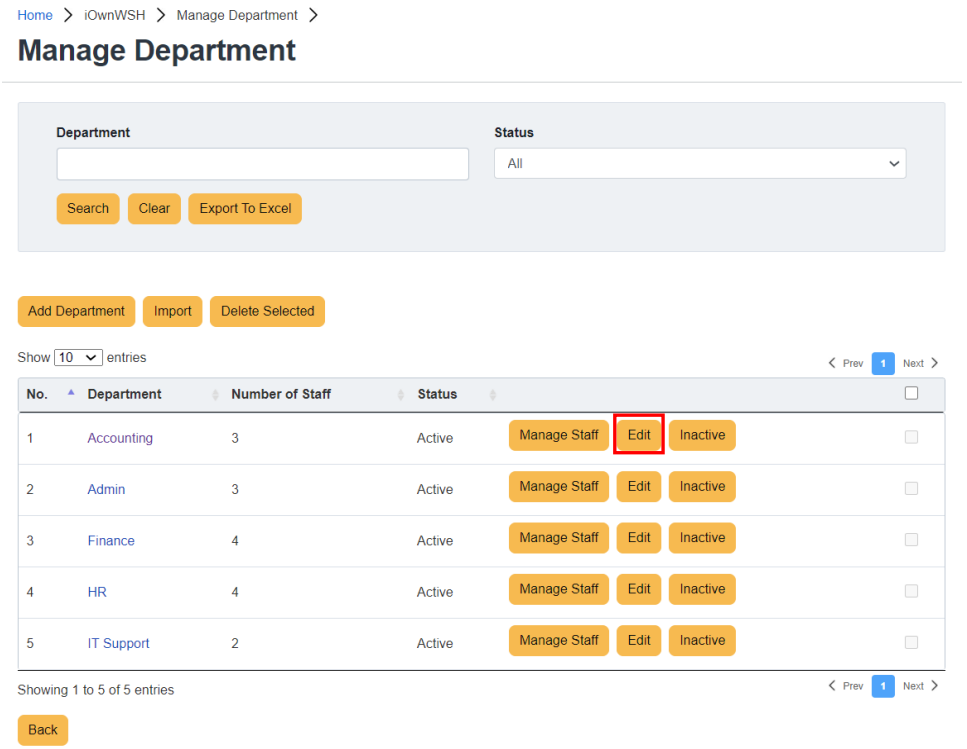
A message indicating that the department is successfully added will be shown and the added department will be reflected in the department list.



Notification of department successfully added

2.1.2 Edit department

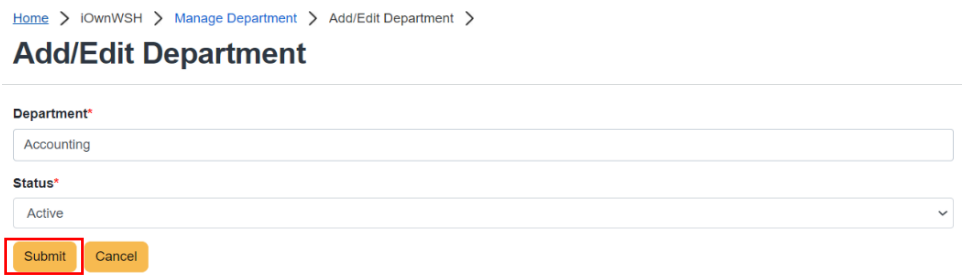
Click Edit to change the department name and you will be redirected to the Add/Edit Department page to edit the department name.



Manage Department Page

> **Note**:
> - When there is an ongoing survey, the "Edit" button will not be available.

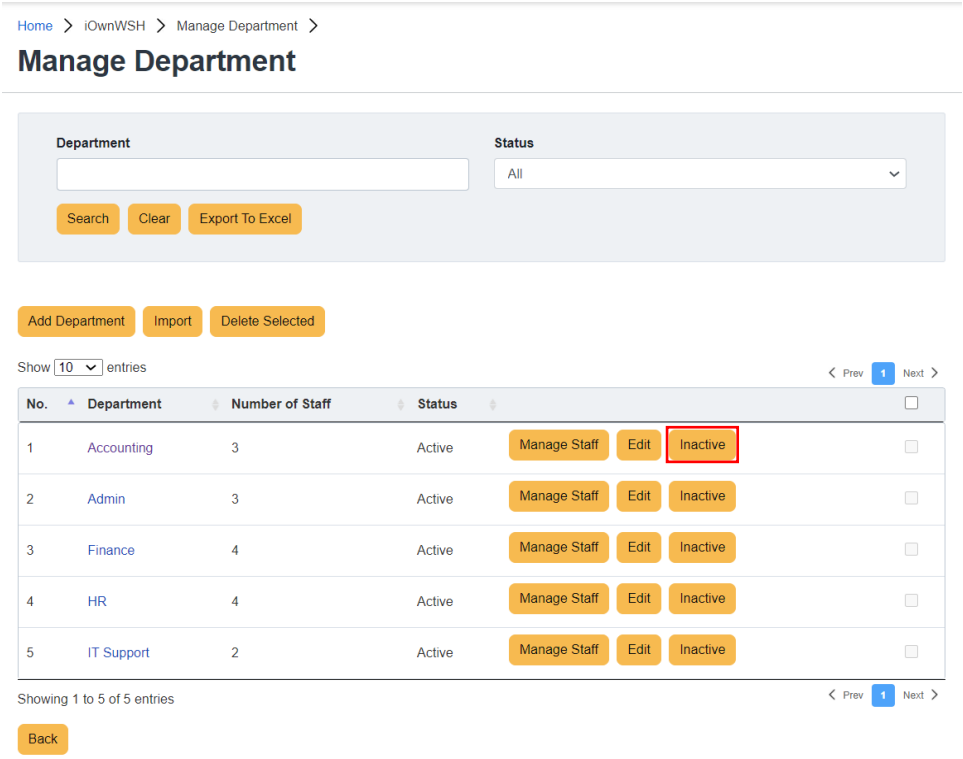
After editing the department name, click Submit.



Edit department name

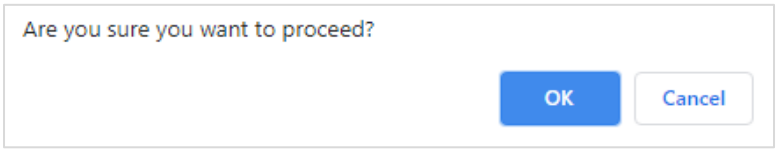
2.1.3 Deactivate the department

Click Inactive to deactivate a department from being included in the survey.



Deactivating the department

A dialog box will appear for confirmation to inactive the record of the department.



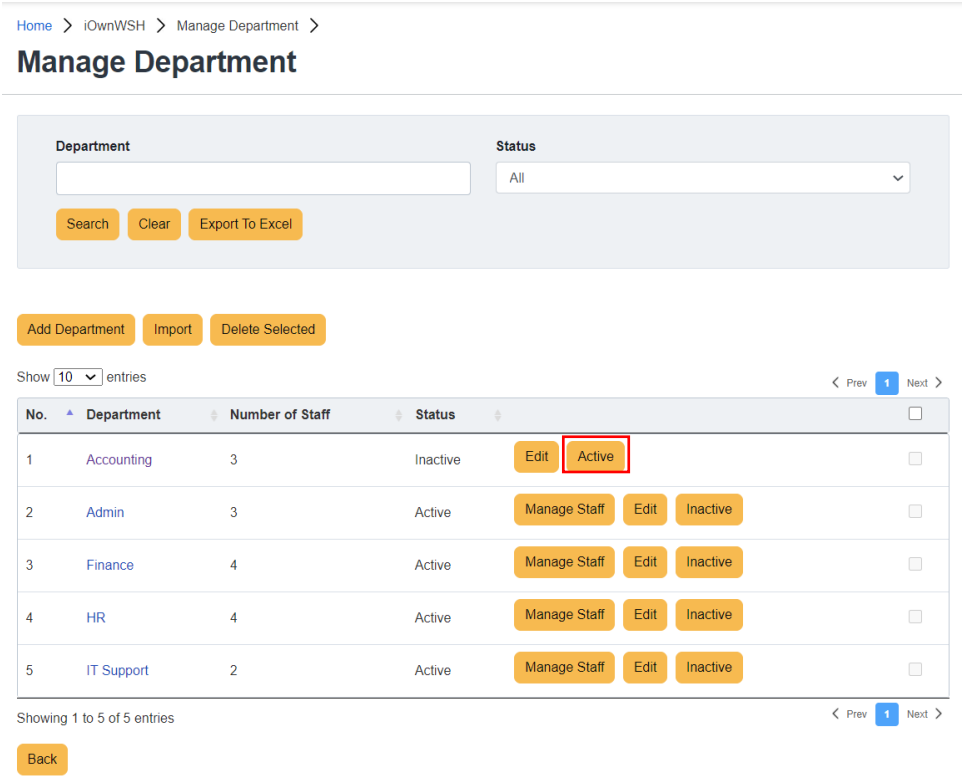
Prompt to confirm the deactivation of the department

Note:

- If there are staff records existing in the department, the department can be deactivated.
- When there is an ongoing survey, the “Inactive” button will not be available.

2.1.4 Activate department

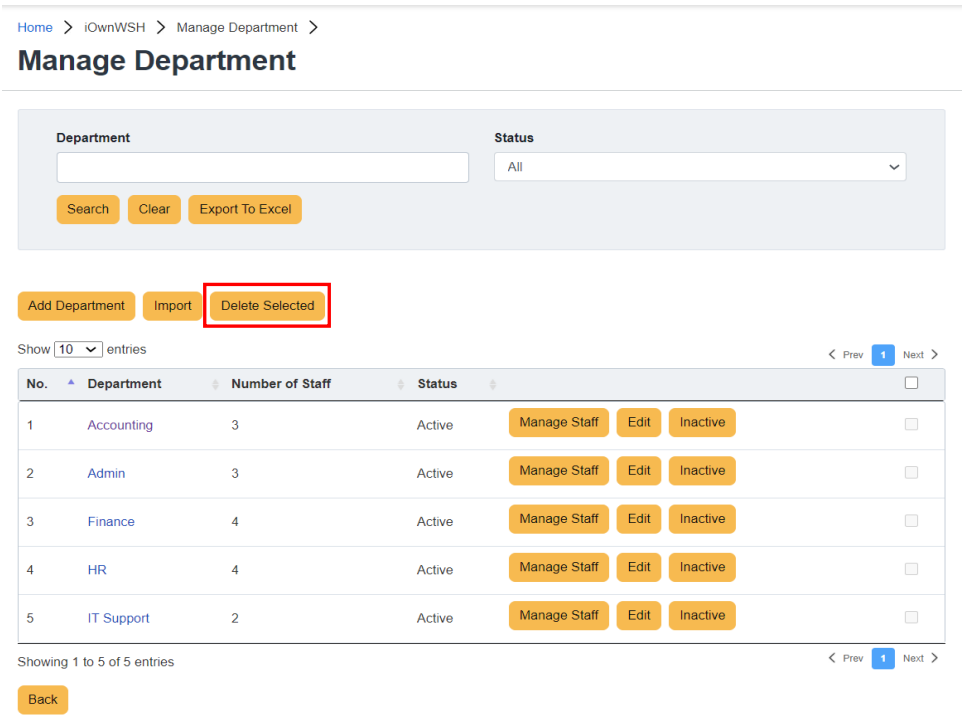
Click Active to reactivate the department to be included in the survey.



Activate the department

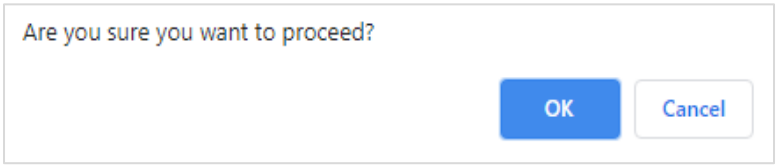
2.1.5 Delete department

If you wish to delete a department from the survey, tick the check box of the department(s) you wish to delete and click Delete Selected



Delete department

A dialog box will appear for confirmation to delete the department from the survey.



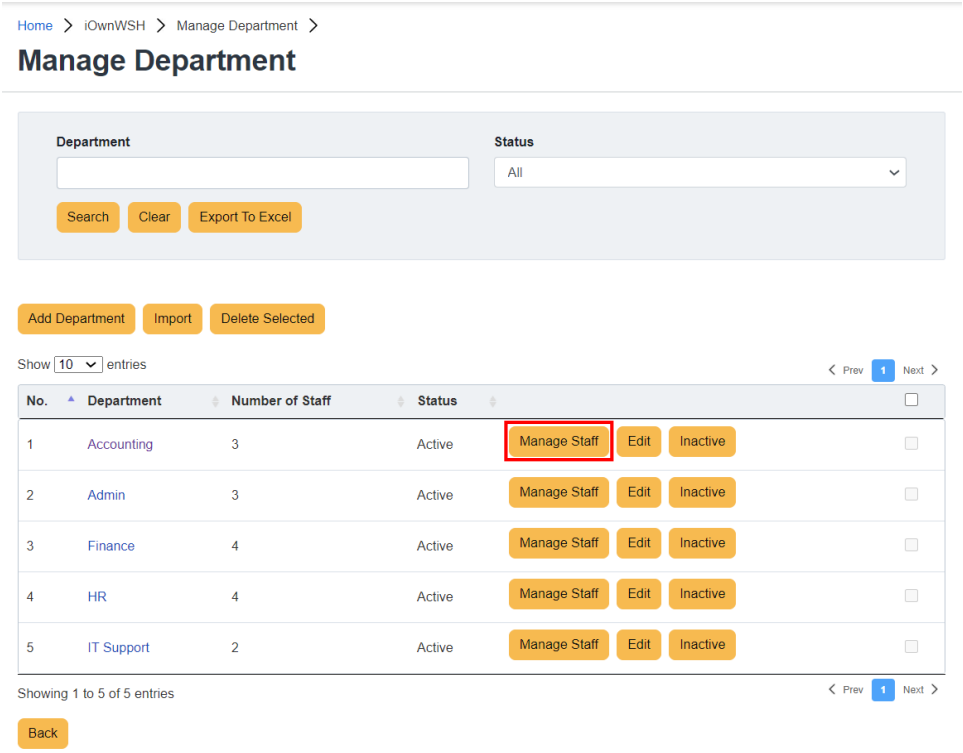
Prompt to confirm the deletion of department

Note:

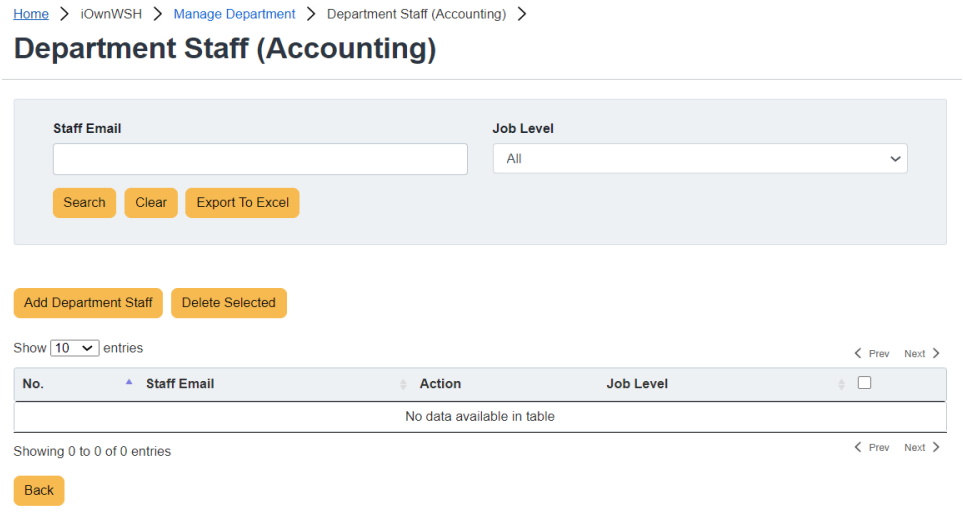
- If there are staff records existing in the department, the department cannot be deleted.
- When there is an ongoing survey, the “Delete Selected” button will not be available.

2.1.6 View department

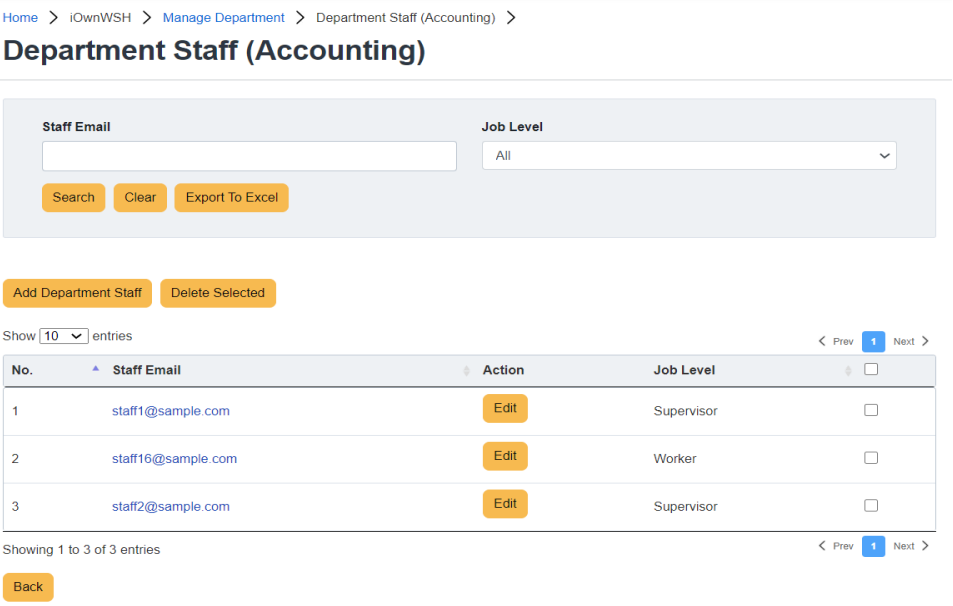
To view the list of participants in the department, click Manage Staff



View of manage department page to manage staff list



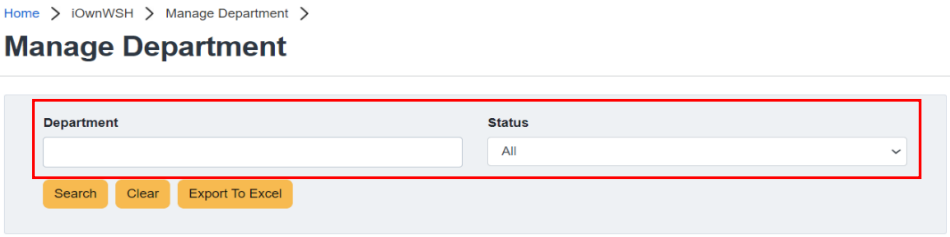
View of department details (without staff records)



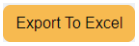
View of department details (with staff records added)

2.1.7 Search department

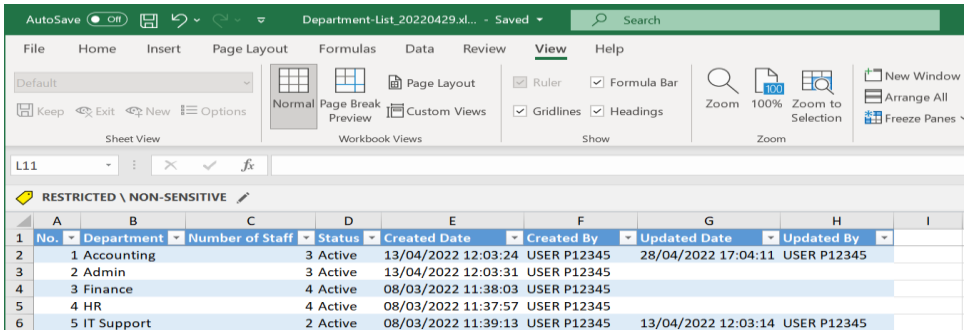
Use the search function to find out if a particular department has been added to the system.



Department Search

To export the details of the departments, click 

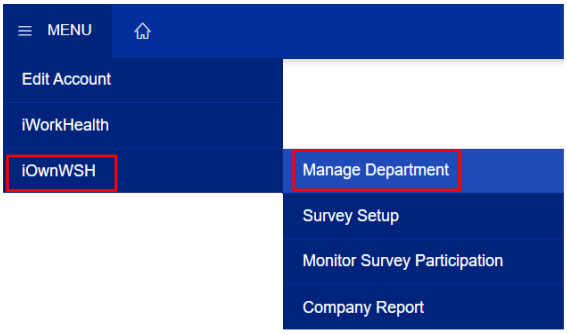
.



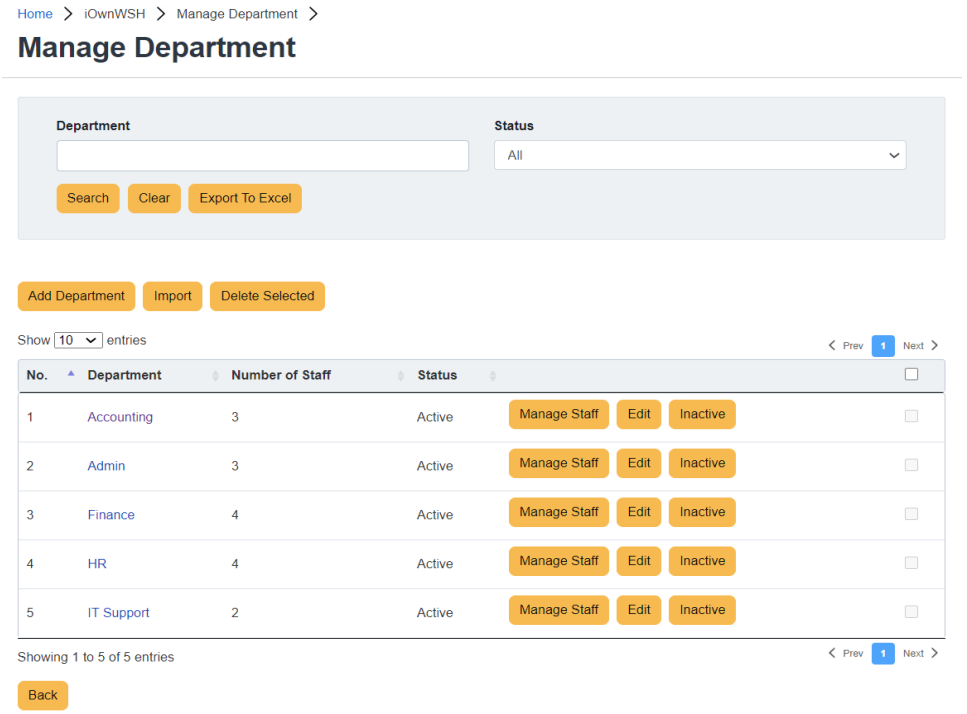
Export Department List to Excel

2.2 Manage Staff List

To access and manage staff list, click “iOwnWSH > Manage Department” in the menu panel.



Manage Department in menu panel



Manage staff list

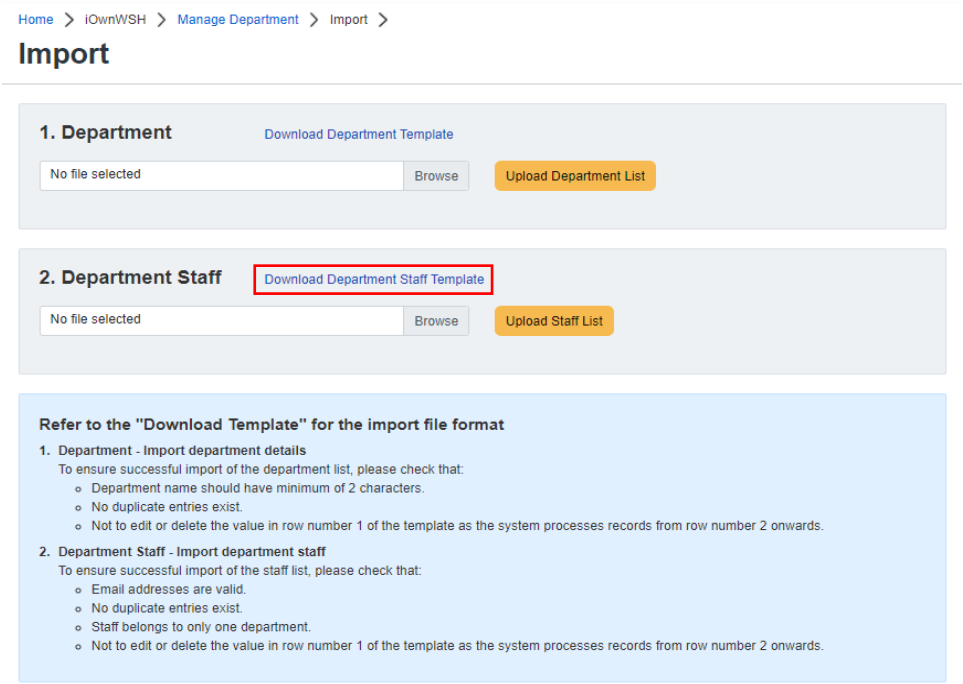
2.2.1 Add staff

To invite staff to participate in the survey, their email addresses can be added through the following methods:

- upload list of staff email addresses using the template provided and/or
- add single record of staff email address

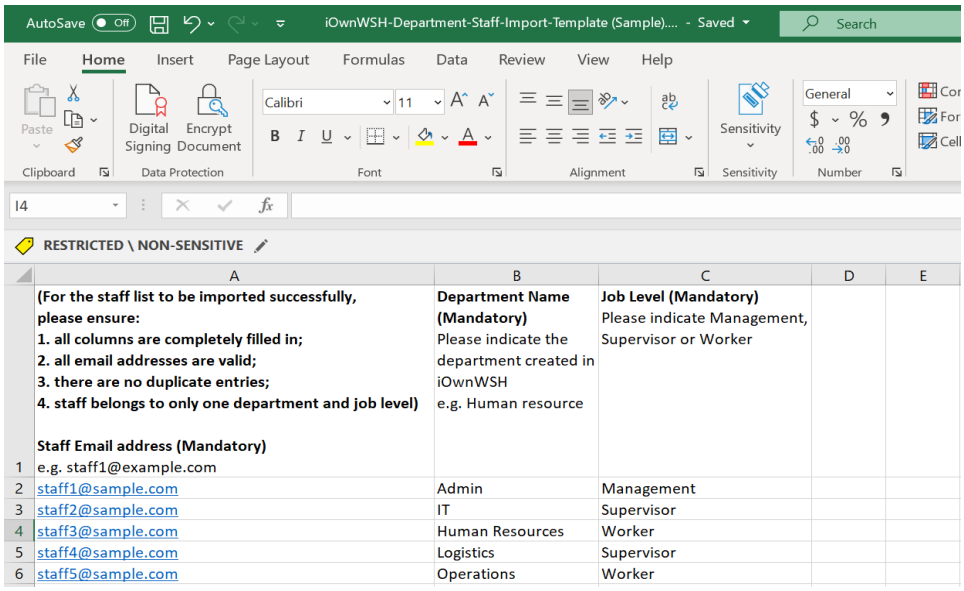
2.2.1.1 Method 1: Add list of staff to survey using the template (import function)

To add a list of staff email addresses to the department, click “iOwnWSH > Manage Department” in the menu panel and click Download Department Staff Template to download the template to your computer.



Add list of staffs’ email addresses to the selected

In “Column A”, “Column B” and “Column C” of the Department-Staff-Import-Template, key in the email addresses, department and job level of the staff respectively.



	A	B	C	D	E
	(For the staff list to be imported successfully, please ensure: 1. all columns are completely filled in; 2. all email addresses are valid; 3. there are no duplicate entries; 4. staff belongs to only one department and job level)	**Department Name (Mandatory)** Please indicate the department created in iOwnWSH e.g. Human resource	**Job Level (Mandatory)** Please indicate Management, Supervisor or Worker		
1	**Staff Email address (Mandatory)** e.g. staff1@example.com				
2	staff1@sample.com	Admin	Management		
3	staff2@sample.com	IT	Supervisor		
4	staff3@sample.com	Human Resources	Worker		
5	staff4@sample.com	Logistics	Supervisor		
6	staff5@sample.com	Operations	Worker		

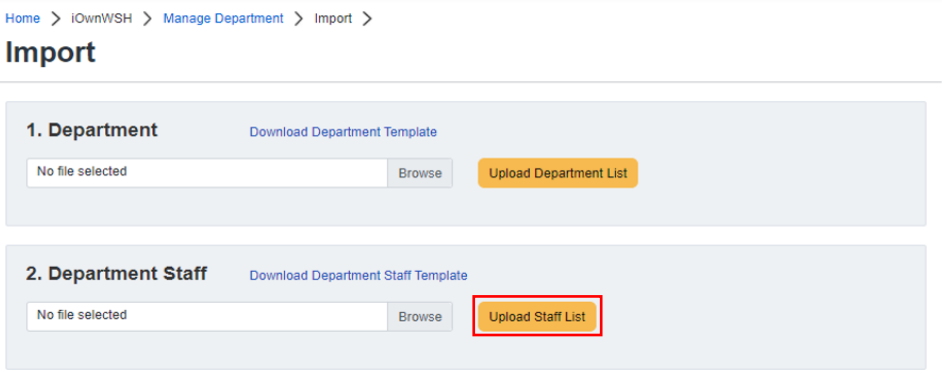
Department-Staff-Import-Template to input the staff email addresses and their corresponding departments

Note:
To ensure successful import of the staff list, please check that:

- Email addresses are valid.
- No duplicate entries exist.
- Staff belongs to only one department.
- Department name should have minimum of 2 characters.
- Job level is indicated.
- Not to edit or delete the value in row number 1 of the template as the system processes records from row number 2 onwards.

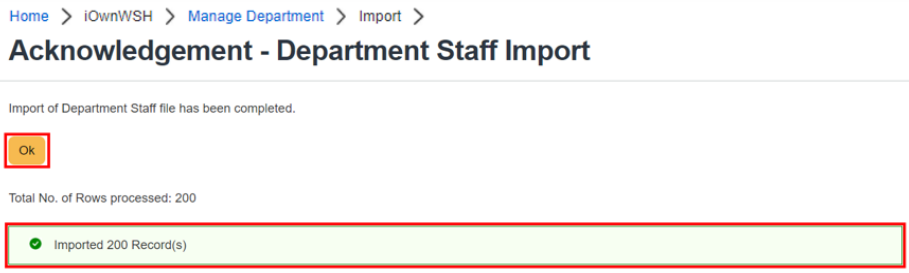
*Import file will overwrite the list of staff that exist in the system.

After keying in the list of staff email addresses and their corresponding departments, save the template to your computer. Click Upload Staff List to upload the file.



Upload Staff List from computer

A message indicating that the staff records have been successfully imported will be shown. Click Ok and the system will be refreshed with the updates to the list.



Notification of the successful import of the department and staff list

A system generated email will be sent to the company admin to inform that the import of Department Staff list has been completed.

Dear Sir/Mdm,

The import of staff list has been completed.

Total number of record(s) imported = 200
Number of record(s) successfully processed = 200

To access the iOwnWSH page, please click here.

If you did not make this request, please contact us immediately at contact@iworkhealth.gov.sg.

Thank you.

Yours sincerely,
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

Email notification of the successful import of the department and staff list

In the situation where some import records may be invalid (e.g. duplicate emails), a message will be shown indicating records successfully imported and records with error that require the company admin to review and amend.

Notification of the import of the department and staff list

The information will also be sent through a system generated email to the company admin.

Dear Sir/Mdm,

The import of staff list has been completed.

Total number of record(s) imported = 1000
Number of record(s) successfully processed = 998

Number of record(s) not processed = 2
Row 8: Department name is not valid.
Row 16: Department name is not valid.

Please amend the staff list and import again to fix the issue.
Note: Re-import will overwrite the existing list of staff email address(es) in the system.

To edit single record of staff, refer to iOwnWSH User Guide for Company Administrator (section 2.2.2).

To access the iOwnWSH page, please click here.

If you did not make this request, please contact us immediately at contact@iworkhealth.gov.sg.

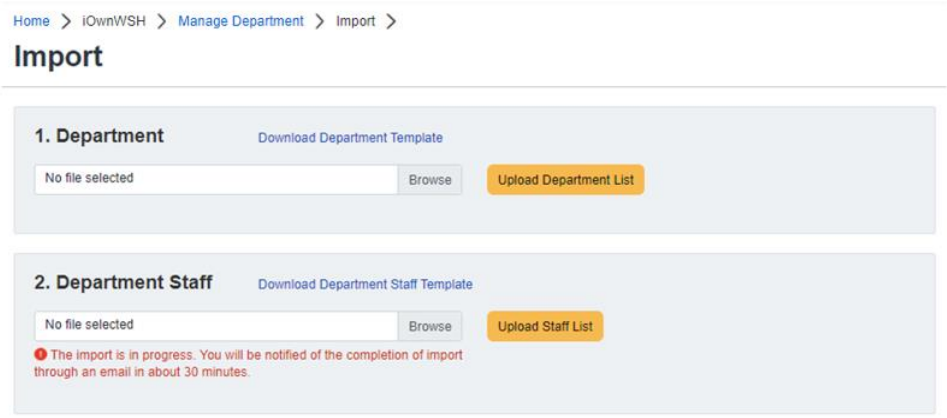
Thank you.

Yours sincerely,
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

Email notification of the import of the department and staff list

In the situation where large number of records are imported, a message will be shown indicating the import is in progress. You will be notified of the completion of import through an email in about 30 minutes.



Notification of the in-progress import of the department and staff

The information will also be sent through a system generated email to the company admin.

Dear Sir/Mdm,

The import of staff list has been completed.

Total number of record(s) imported = 2000
Number of record(s) successfully processed = 2000

To access the iOwnWSH page, please click here.

If you did not make this request, please contact us immediately at contact@iworkhealth.gov.sg.

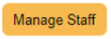
Thank you.

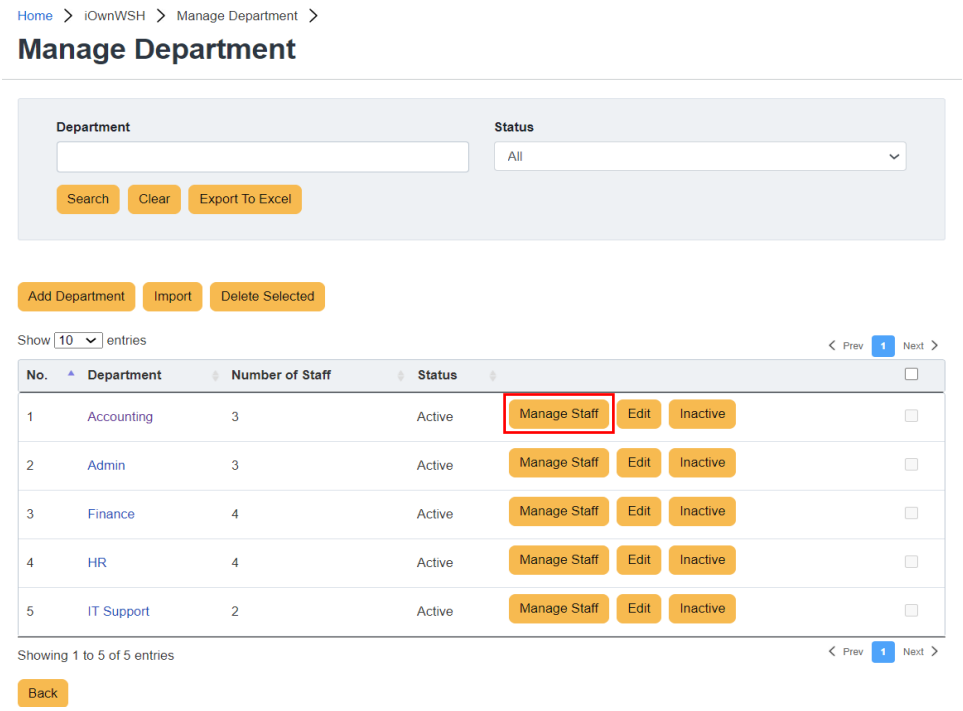
Yours sincerely,
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

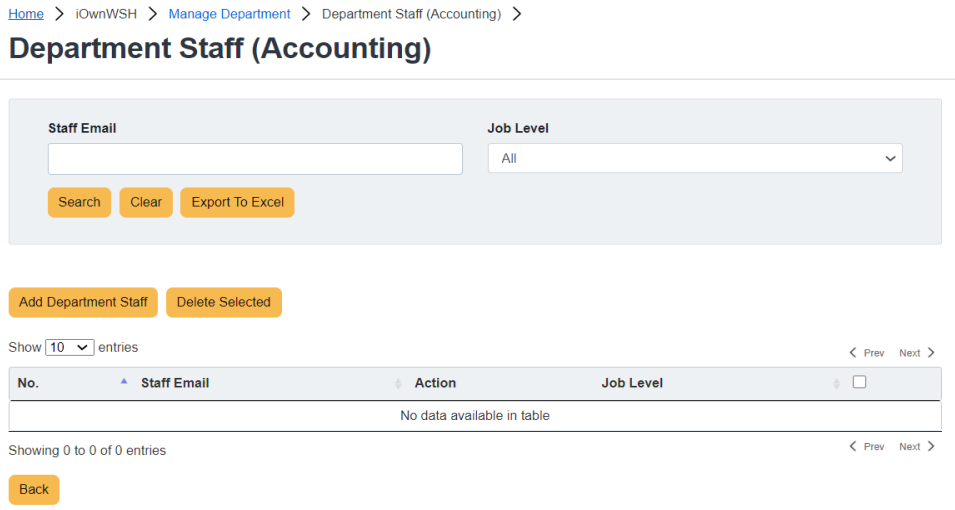
Email notification of the successful import of the department and staff list

2.2.1.2 Method 2: Add single record of staff email address to survey

To add a staff email address to the department, click 

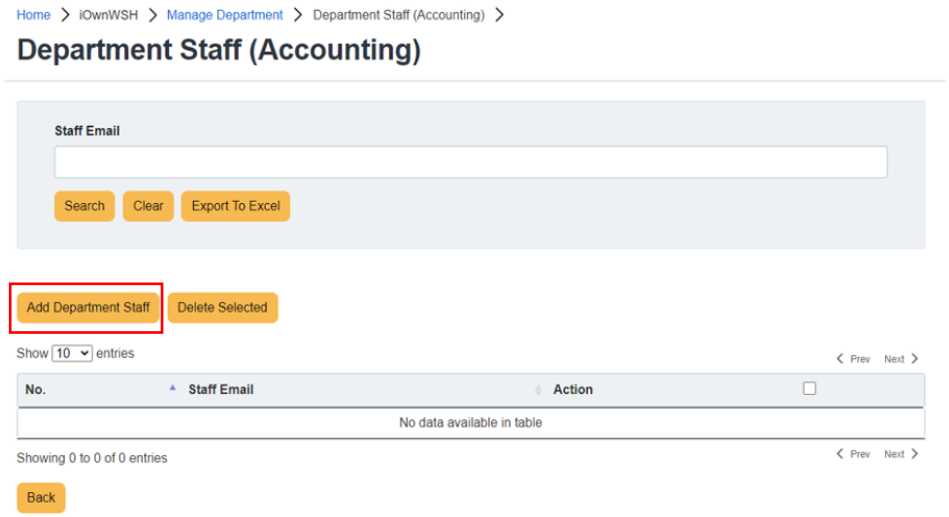


Manage department page to add staff email address to a department



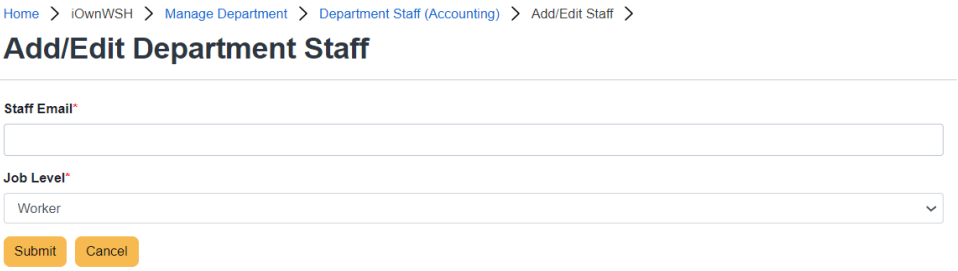
Add staff email address to a department

Click Add Department Staff and you will be redirected to the Add/Edit Department Staff page to key in the staff email address to be added to the selected department.



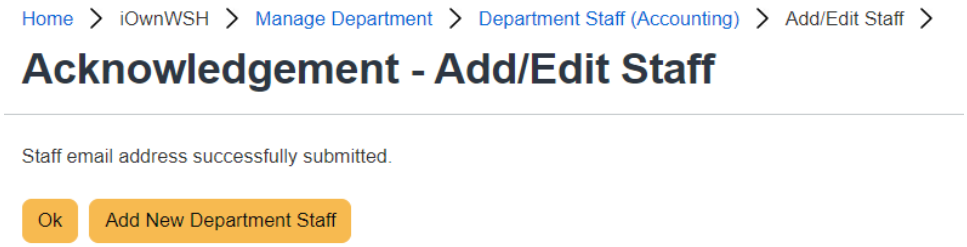
Add department staff to the selected department

After adding the staff email address, click Submit to add the staff email address and job level.



Add a staff email address

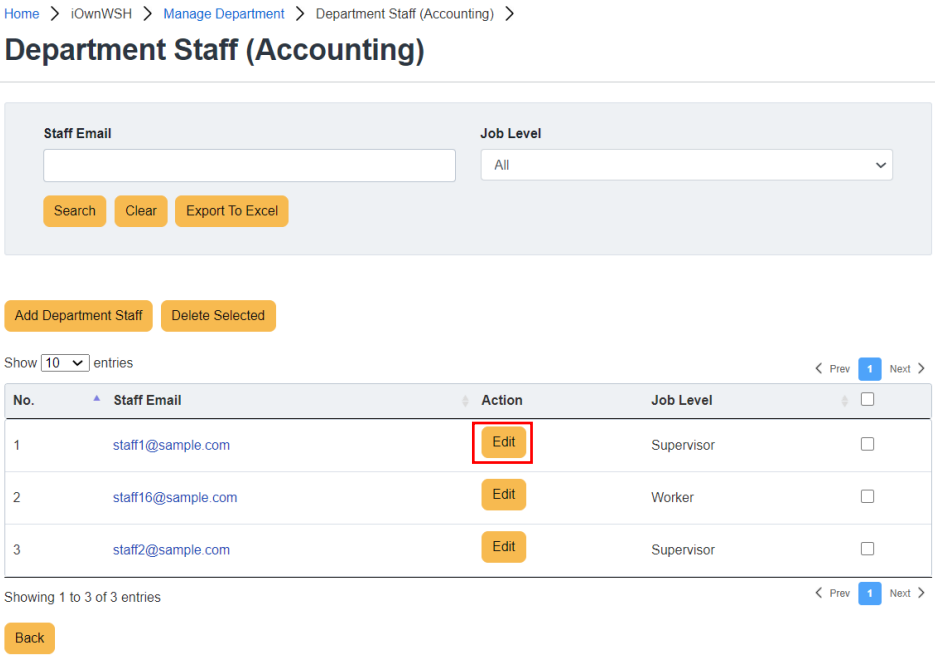
A message indicating that the staff's email address has been successfully added will be shown and the staff email address will be reflected in the staff list.



Notification of the staff email address successfully added

2.2.2 Edit staff List

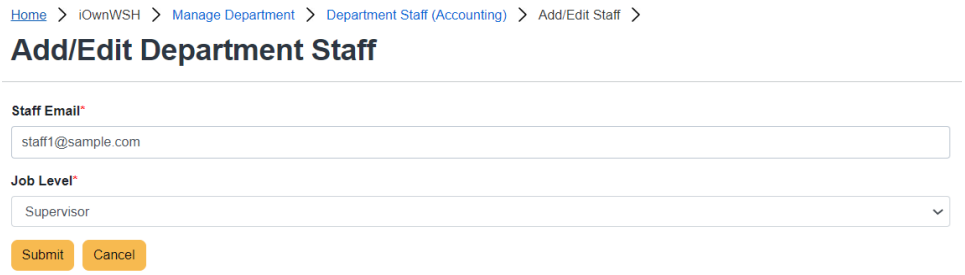
After adding the staff and department, you should see the staff list as below. Click Edit and you will be redirected to the Add/Edit Department Staff page to edit the staff email address and/or job level.



Edit staff email

> **Note**:
> - When there is an ongoing survey, the "Edit" button will not be available.

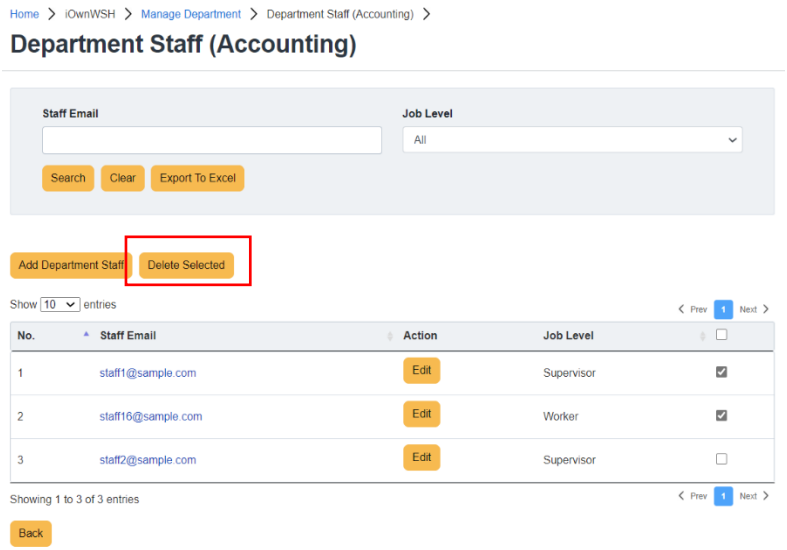
After editing the staff email address and/or job level, click Submit



Edit staff email address

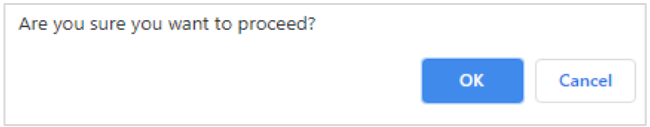
2.2.3 Delete staff email record

If you wish to delete a staff record from the department or from participating in the survey, tick the check box of the staff record you wish to delete and click Delete Selected



Delete staff email address

A dialog box will appear for confirmation to delete the staff record from the survey.

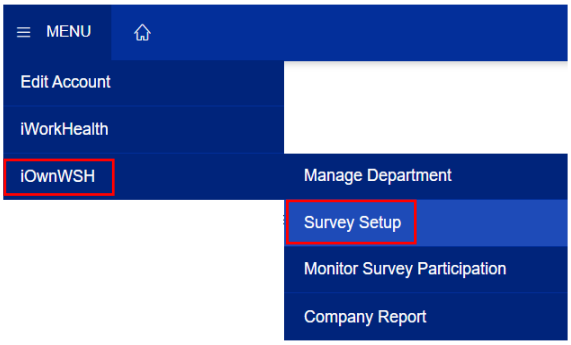


Prompt to confirm the deletion of staff email record

Note:
- When there is an ongoing survey, the “Delete Selected” button will not be available.

3.0 SETTING UP THE SURVEY

To set up the survey, click “iOwnWSH > Survey Setup” in the menu panel.



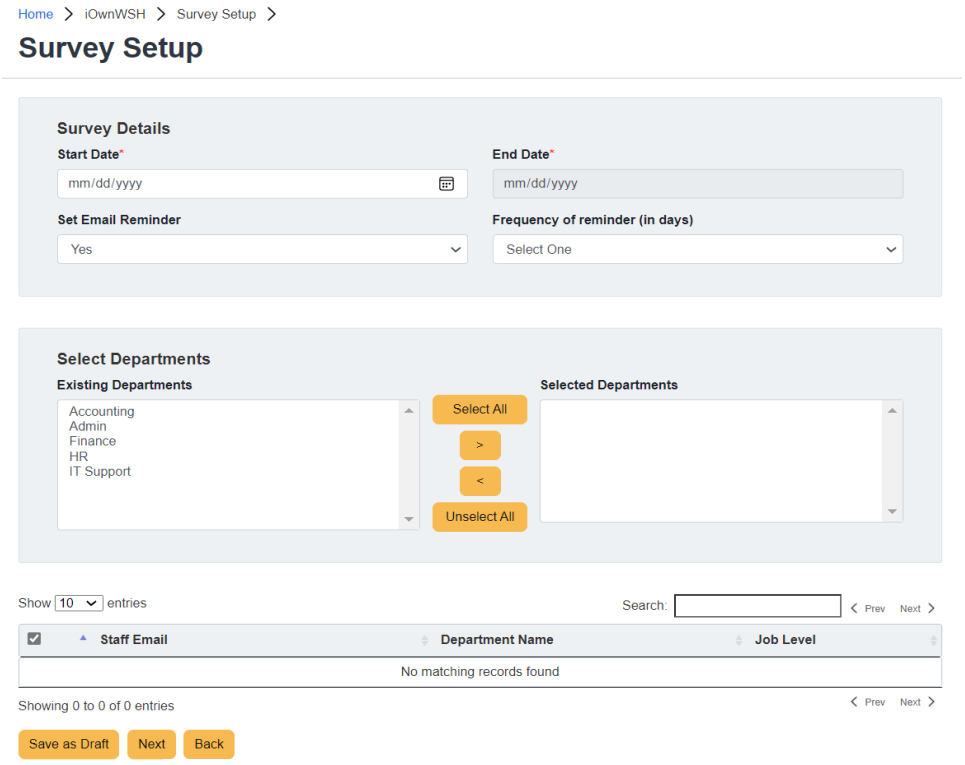
Survey Setup in menu panel

Companies with less than or 5000 staff, please refer to section 3.1.1.
Companies with more than 5000 staff, please refer to section 3.1.2.

3.1 Survey Setup

3.1.1 Companies with less than or 5000 staff

In survey set up, fill up the start and end date for the survey, the frequency of reminder emails to staff and select the staff and departments to participate in the survey.



Administer Survey Page

Start Date

Start date is the date from when this survey is available for participation. Date can be selected from the calendar button 🗔

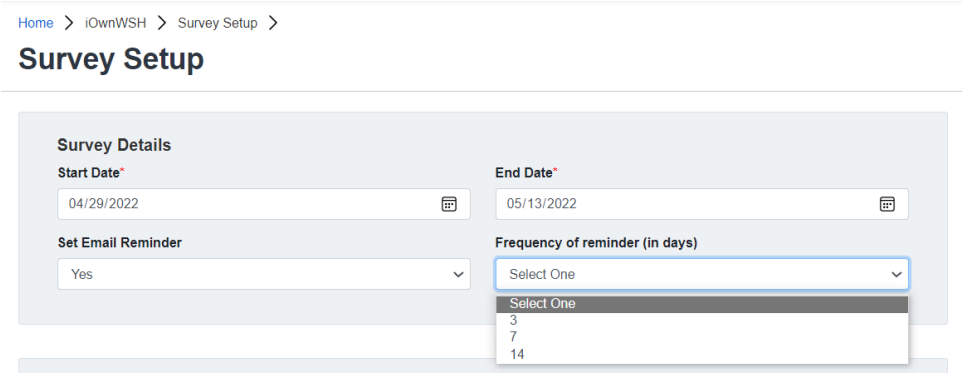
End Date

End date is the last date when this survey is available for participation. Date can be selected from the calendar button 🗔

> **Note**:
> - Start Date does not allow for selection of any past dates.
> - End Date can only be within 30 days from the Start Date.

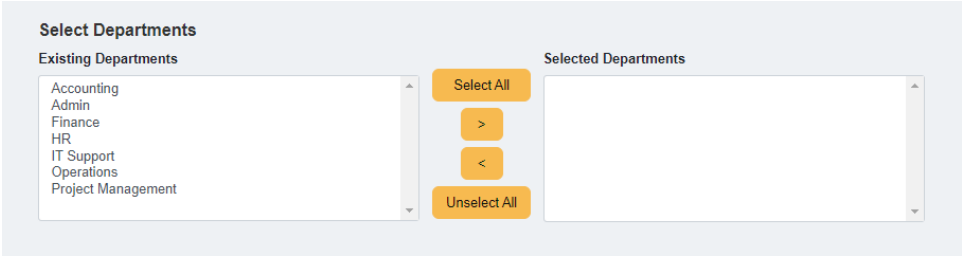
Set Email Reminder and Frequency of Reminder (in days)

Select "Set Email Reminder" option to "Yes" if you wish to send reminder emails to participants at specific intervals. The frequency of reminder can be selected from the dropdown list (E.g. selecting 3 will send the email reminder every 3 days, 7 will send the email reminder weekly).

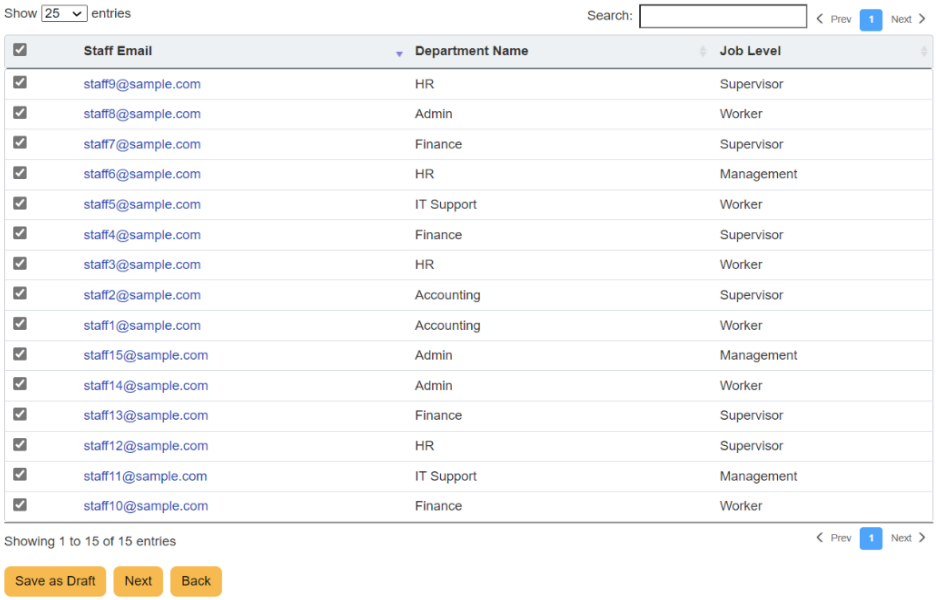


Select Department

From the list, select the departments that you wish to launch the survey to and add them to the box selection on the right by clicking >.



The staff email records from the selected departments will be shown in the list.

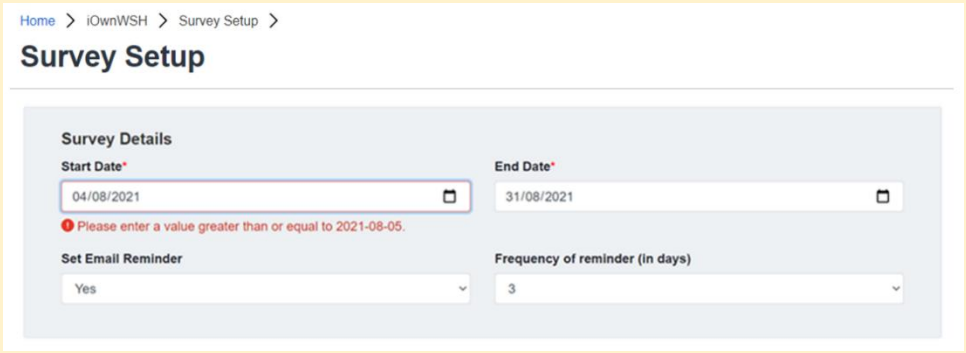


Staff email records based on the departments selected

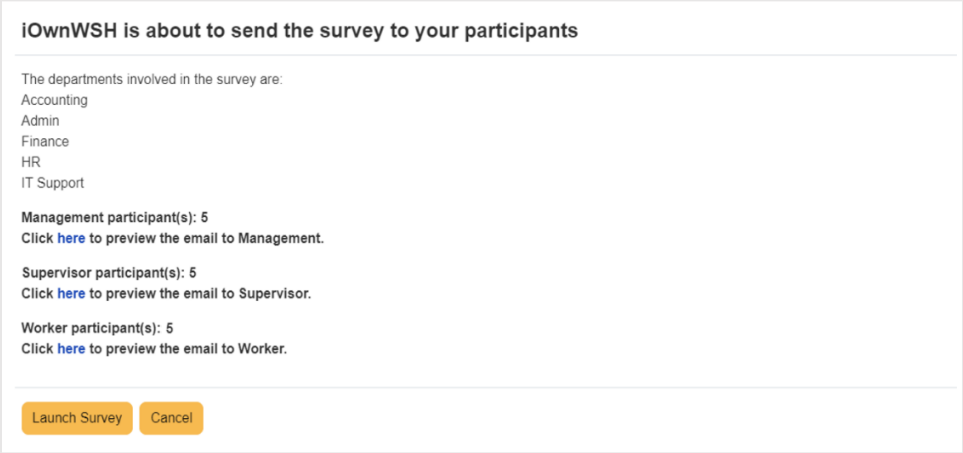
Click Save as Draft if you wish to edit the survey set up and launch the survey at a later date.

Note:

- When launching the survey at a later date, make sure that the Survey Start Date is updated. Else, the following notification message in red will be shown when you click to launch the survey.
- In this example, the survey was created on 4 Aug 21 and saved as draft. The company admin accessed the survey setup on 5 Aug 21 and launched the survey without changing the Survey Start Date, hence resulting in the error. The Survey Start Date should be changed to 5 Aug 21 before launching the survey.



Click Next when you are ready to launch the survey to participants. You will then see the departments and the number of participants for each job level selected to be involved in the survey.

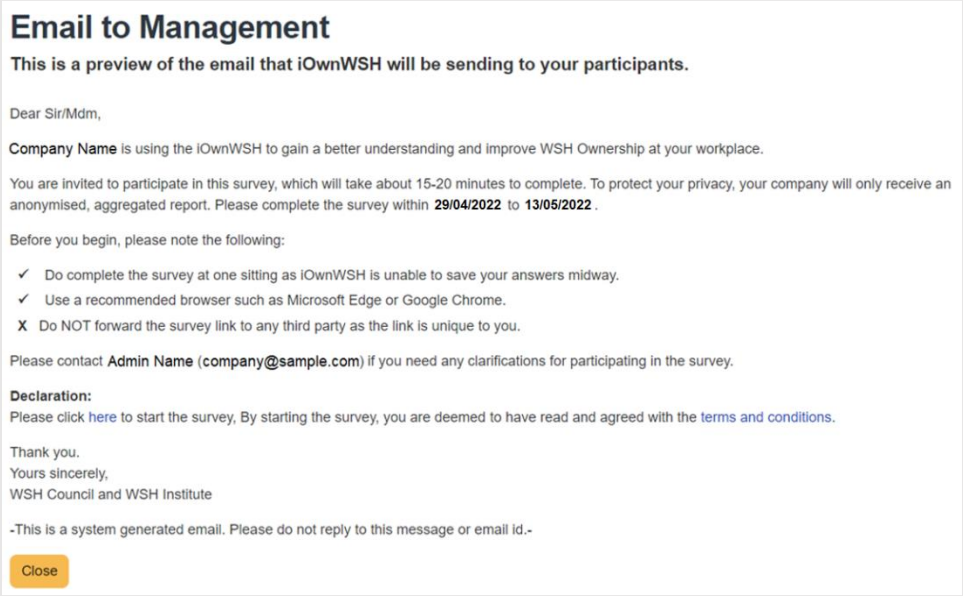


Departments involved in the survey and the number of survey participants for each job level

Note:

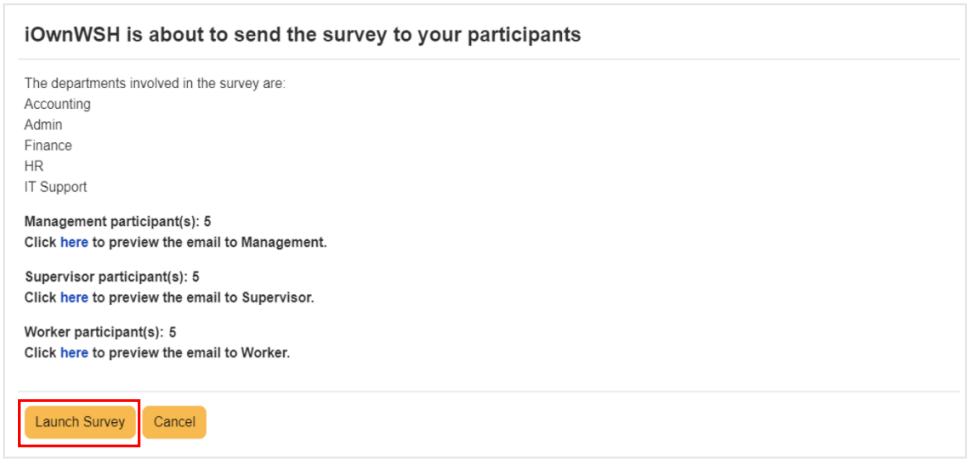
- To launch the survey, there must be at least 15 respondents (5 respondents each for Management, Supervisor and Worker).

Click here to view the preview of the survey email invitation that will be sent to the participants.



Preview of the survey email invitation page

Click Launch Survey and the survey will be sent to the participants.

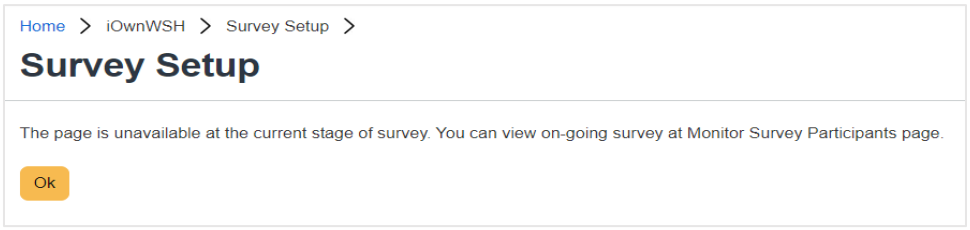


Launch Survey

Note:

- Participants invited for the survey will **immediately receive the survey email invitation once the company admin launches the survey**. The survey email invitation consists of a unique link. This unique link is for the purpose of managing participation and to send reminders to staff who have yet to complete the survey.

After the survey has been launched, the Survey Setup Page will be unavailable as the survey is in progress.



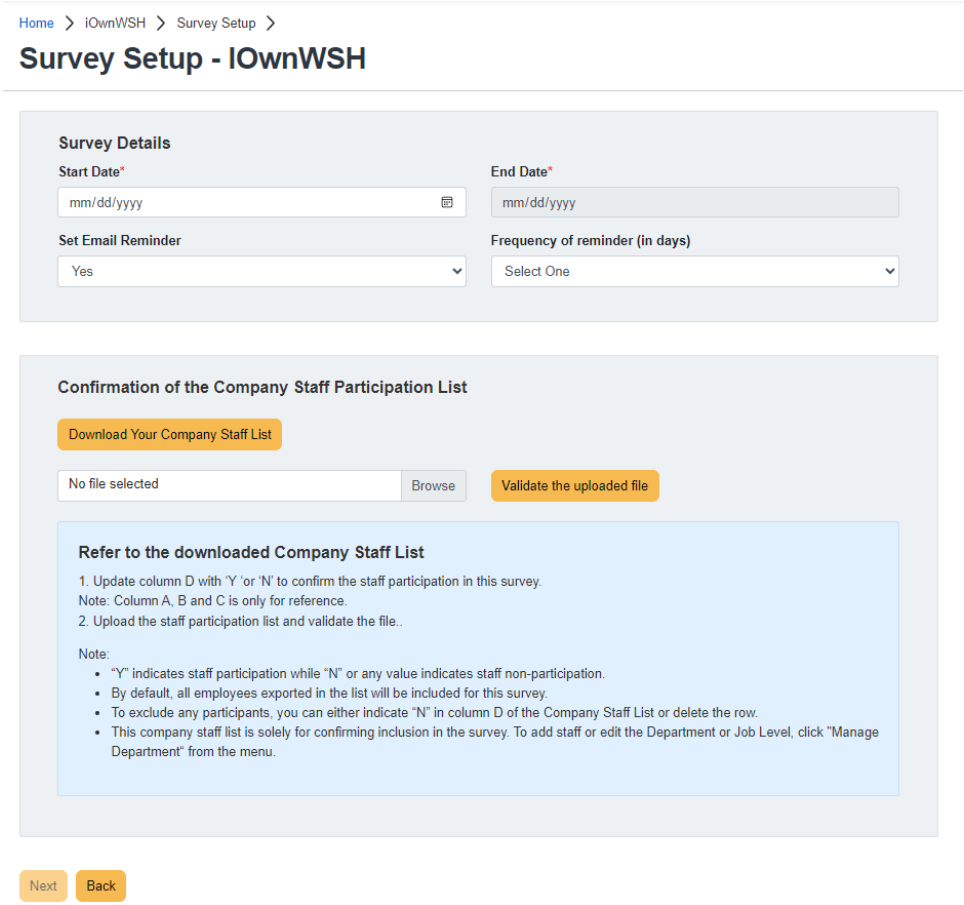
View of Survey Setup page when survey is on-going

Note:
When there is an ongoing survey:

- Department record cannot be edited (section 2.1.2), deactivated (section 2.1.3) or deleted (section 2.1.5).
- Staff record cannot be edited (section 2.2.2) or deleted (section 2.2.3).
- Staff email cannot be switched between departments.

3.1.2 Companies with more than 5000 staff

In survey set up, fill up the start and end date for the survey, the frequency of reminder emails to staff . Instead of selecting departments, you can confirm your company's staff participant list by using an excel file.



Administrator Setup Survey Page

Start Date

Start date is the date from when this survey is available for participation. Date can be selected from the calendar button 🗔

End Date

End date is the last date when this survey is available for participation. Date can be selected from the calendar button 🗔

Note:

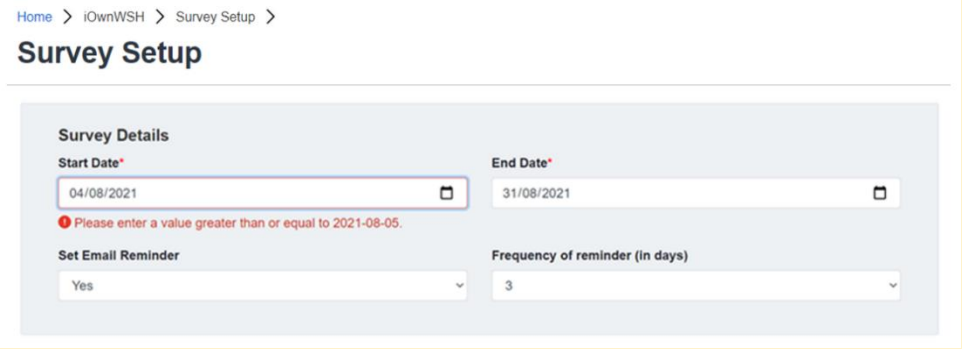
- Start Date does not allow for selection of any past dates.
- End Date can only be within 30 days from the Start Date.

Set Email Reminder and Frequency of Reminder (in days)

Select "Set Email Reminder" option to "Yes" if you wish to send reminder emails to participants at specific intervals. The frequency of reminder can be selected from the dropdown list (E.g. selecting 3 will send the email reminder every 3 days, 7 will send the email reminder weekly).

Note:

- When launching the survey at a later date, make sure that the Survey Start Date is updated. Else, the following notification message in red will be shown when you click to launch the survey.
- In this example, the survey was created on 4 Aug 21 and saved as draft. The company admin accessed the survey setup on 5 Aug 21 and launched the survey without changing the Survey Start Date, hence resulting in the error. The Survey Start Date should be changed to 5 Aug 21 before launching the survey.

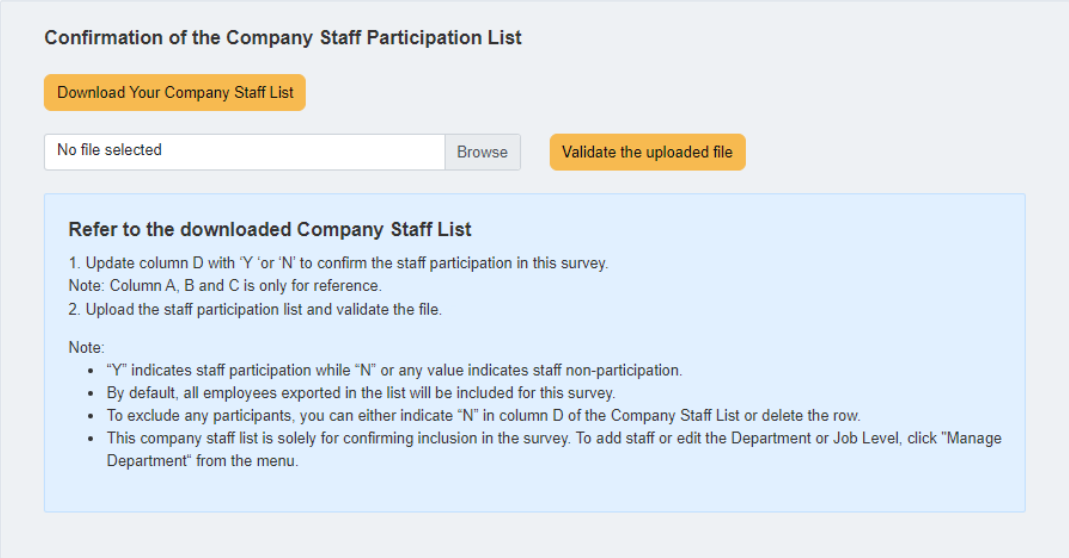


Setup Survey

Click Download Your Company Staff List to download the company staff list that you have uploaded using the steps indicated in Section 2.2.1.1 Manage Department – Import function.

Note:

- Use the downloaded company staff list for subsequent tasks. This version contains the processed data with system-made adjustments.



a. Review and confirm staff participation

Once the template is downloaded, review the list and update Column D to indicate the staff who will participate in the survey.

Staff Email Address (For changes, click "Manage Department")	**Department Name** (For reference, changes to be made at "Manage Department")	**Job Level** (For reference, changes to be made at "Manage Department")	**Participating in the survey?** Please indicate Y or N
informationtechnology4000@mcompany	Information Technology	Supervisor	Y
informationtechnology3798@mcompany	Information Technology	Management	Y
informationtechnology3799@mcompany	Information Technology	Supervisor	Y
informationtechnology3790@mcompany	Information Technology	Supervisor	Y
informationtechnology3793@mcompany	Information Technology	Supervisor	Y
informationtechnology3791@mcompany	Information Technology	Worker	Y
informationtechnology3792@mcompany	Information Technology	Management	Y
informationtechnology3794@mcompany	Information Technology	Worker	Y
informationtechnology3797@mcompany	Information Technology	Worker	Y
informationtechnology3795@mcompany	Information Technology	Management	Y
informationtechnology3796@mcompany	Information Technology	Supervisor	Y
informationtechnology3788@mcompany	Information Technology	Worker	Y

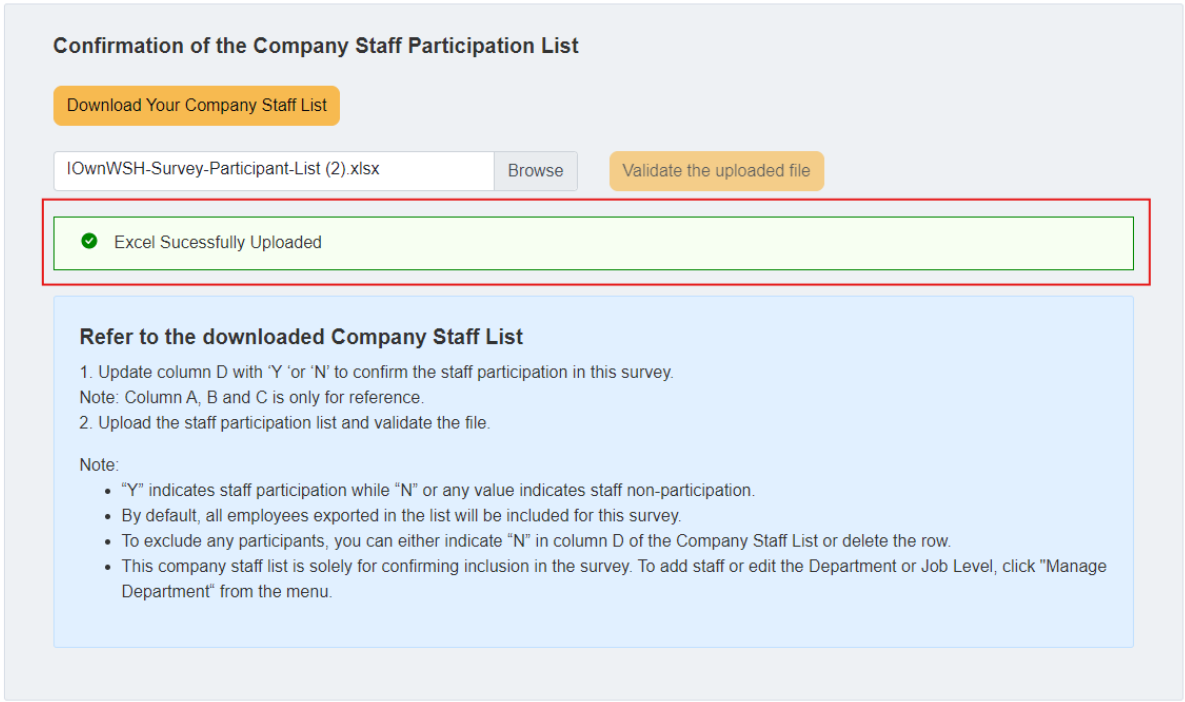
Company Staff List (Sample)

Note:

- "Y" indicates staff participation while "N" or any value indicates staff non-participation.
- By default, all employees exported in the list will be included for this survey.
- To exclude any participants, you can either indicate "N" in column D of the Company Staff List or delete the row.
- **This company staff list is solely for confirming inclusion in the survey.** To add staff or edit the Department or Job Level, click "Manage Department" from the menu.

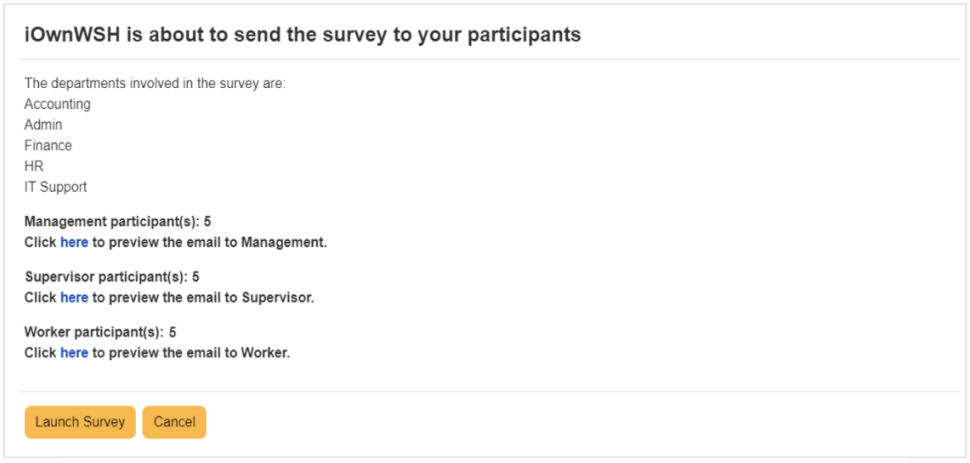
b. Upload and validate the file
After making your selections, save the updated template to your computer. Click the "Browse" button to select your saved template. Once selected, cclick Validate the uploaded file to validate the uploaded file.

A message indicating that the staff participation records validated successfully will be shown. Click Next to launch the survey.



Next Back

You will then see the departments and the number of participants for each job level selected to be involved in the survey.

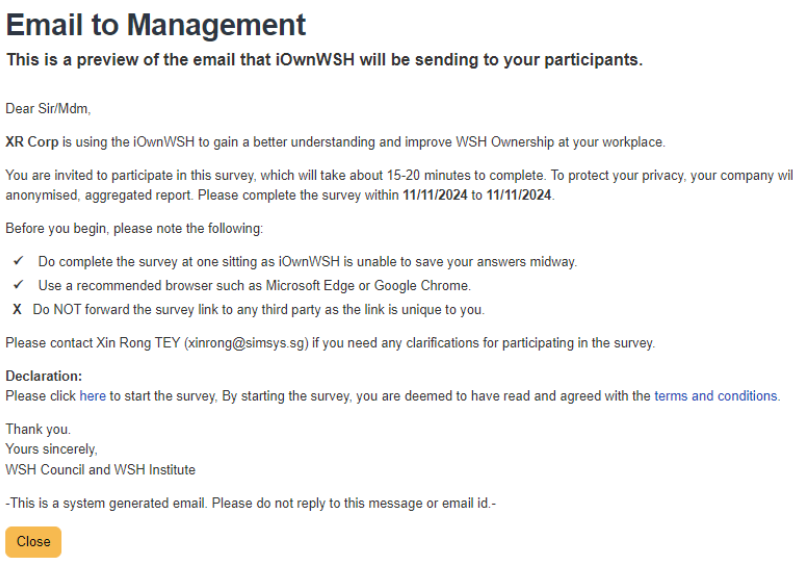


Departments involved in the survey and the number of survey participants for each job level

Note:

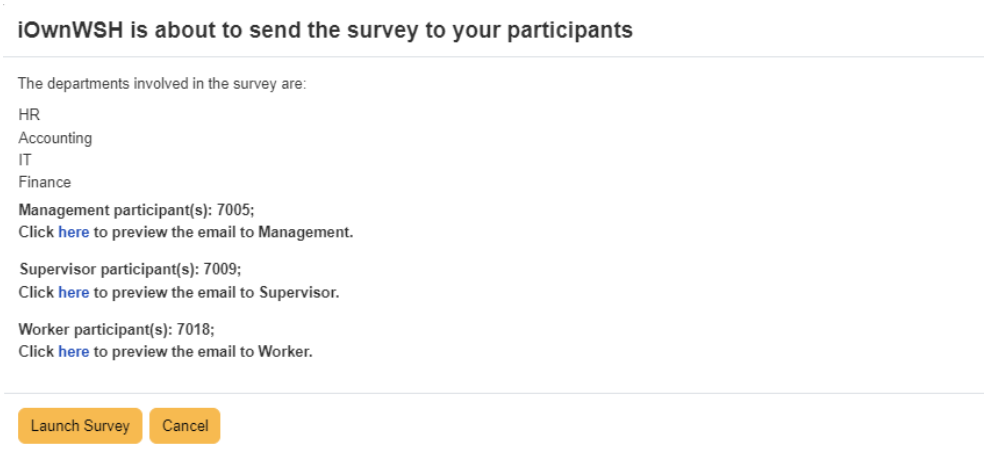
- To launch the survey, there must be at least 15 respondents (5 respondents each for Management, Supervisor and Worker).
- The "Next" button is disabled by default. Once the file validation is successful, the "Next" button will be enabled.

Click here to view the preview of the survey email invitation that will be sent to the participants.



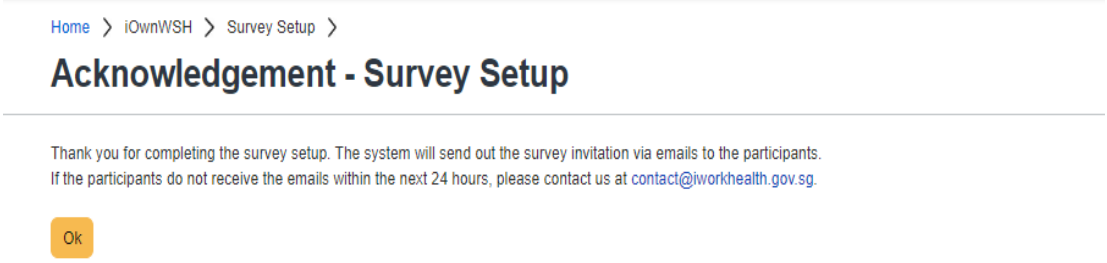
Email preview to Management participants

Click Launch Survey and the survey will be sent to the participants.



Launch Survey

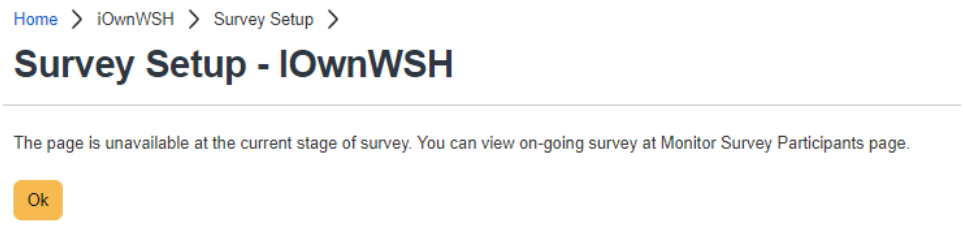
You will be redirected to the acknowledgement page once the survey has been launched.



Note:

- Participants invited for the survey will **receive the survey email invitation within the next 24 hours after company admin launches the survey**. The survey email invitation consists of a unique link. This unique link is for the purpose of managing participation and to send reminders to staff who have yet to complete the survey.

After the survey has been launched, the Survey Setup Page will be unavailable as the survey is in progress.



View of Survey Setup page when survey is on-going

Note:
When there is an ongoing survey:

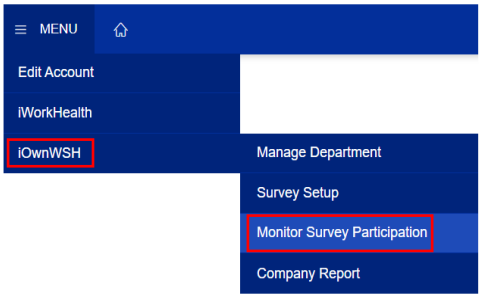
- Department record cannot be edited (section 2.1.2), deactivated (section 2.1.3) or deleted (section 2.1.5).
- Staff record cannot be edited (section 2.2.2) or deleted (section 2.2.3).
- Staff email cannot be switched between departments.

3.2 Monitor Survey Participant

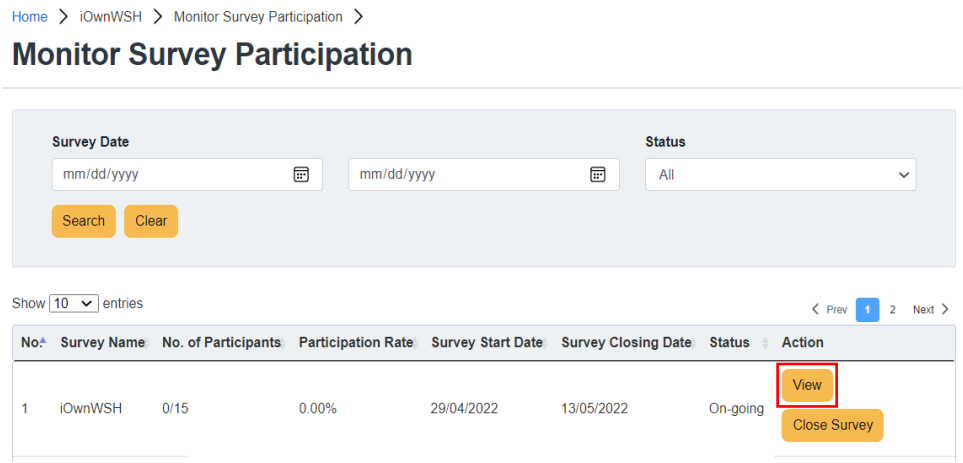
Search Staff email

To find out if a particular email address has been included in the survey, click "iOwnWSH > Monitor Survey Participation" in the menu panel, followed by View and use the search function.

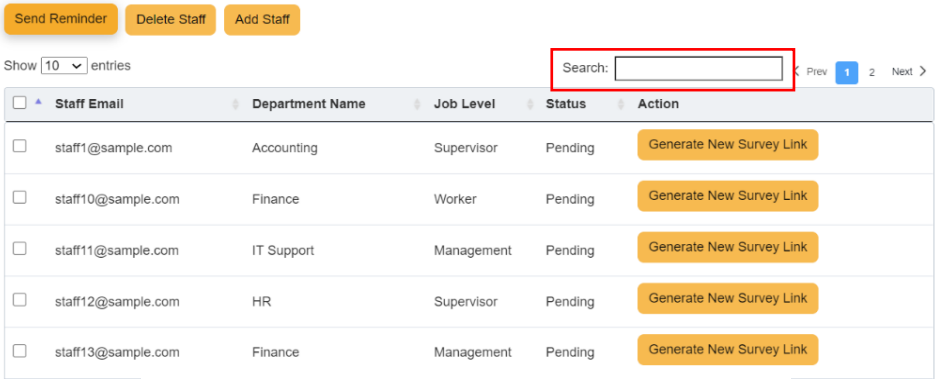
You will be able to search the staff based on email, Department name and Job Level. Press on “Enter” from your keyboard to prompt the search.



Monitor Survey Participation in menu panel



Monitor Survey Participation Page



Staff Search

3.3 Participant's view of the survey

A system generated survey invitation will be sent to the participants to inform them to take the survey.

Dear Sir/Mdm,

Company Name is using the iOwnWSH to gain a better understanding and improve WSH Ownership at your workplace.

You are invited to participate in this survey, which will take about 15-20 minutes to complete. To protect your privacy, your company will only receive an anonymised, aggregated report. Please complete the survey within 29/04/2022 to 13/05/2022.

Before you begin, please note the following:
✓ Do complete the survey at one sitting as iOwnWSH is unable to save your answers midway.
✓ Use a recommended browser such as Microsoft Edge or Google Chrome.
× **Do NOT forward the survey link to any third party as the link is unique to you.**

Please contact Admin Name (company@sample.com) if you need any clarifications for participating in the survey.

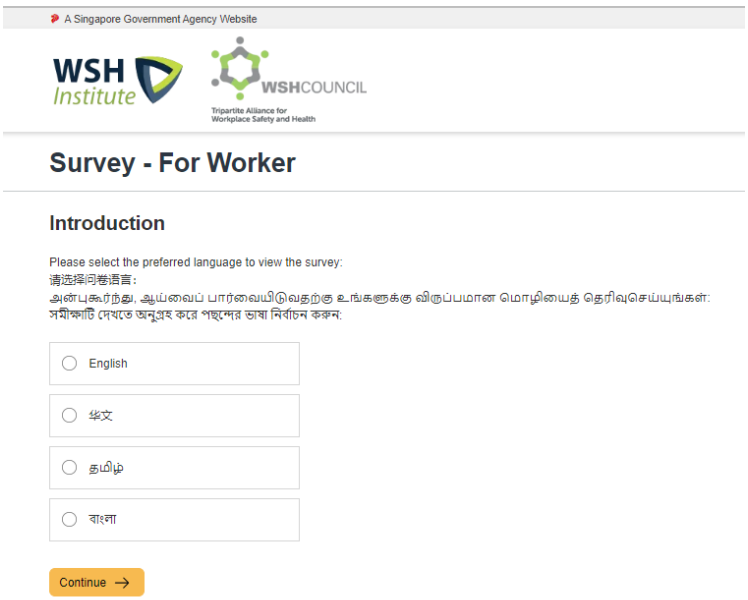
Please click here to start the survey. By starting the survey, you are deemed to have read and agreed with the terms and conditions.

Thank you.
Yours sincerely,
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

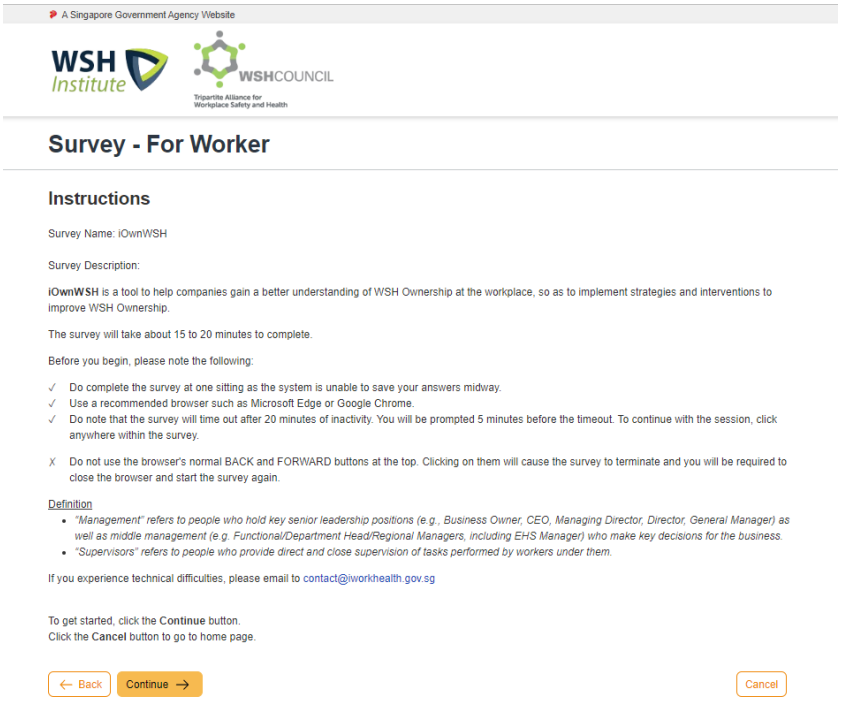
Email survey invitation to participants

When a participant clicks on the survey link in the survey invitation email, he/she will be redirected to the page below.



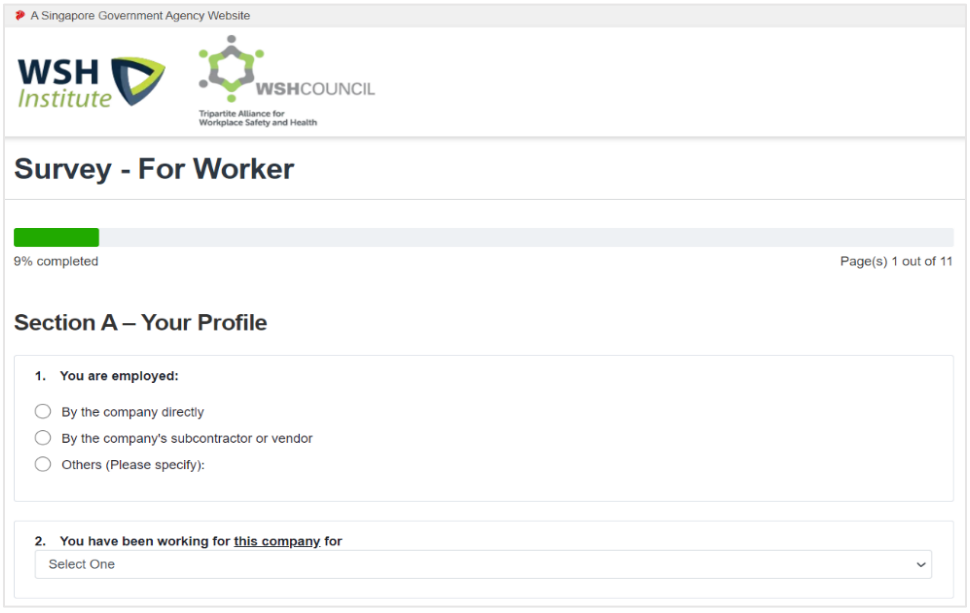
Language selection page

After selecting the preferred language and clicking Continue →, the participant will be redirected to the instructions page.



Participant survey access page

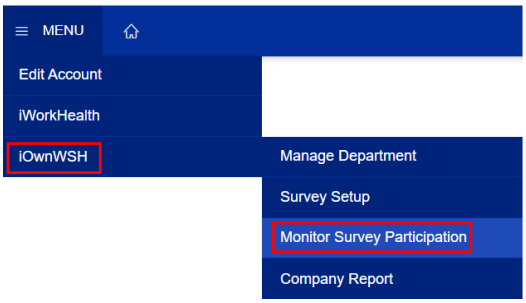
After clicking Continue →, the participant will be redirected to the survey question page.



Example of survey question page

4.0 MONITORING SURVEY PARTICIPATION

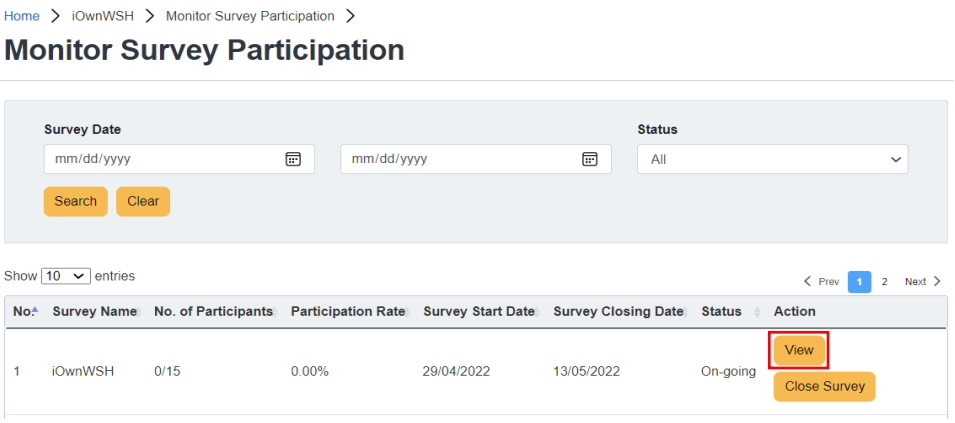
To view the survey participation rate and manage the survey options when a survey is on-going, click “iOwnWSH > Monitor Survey Participation” in the menu panel.



Monitor Survey Participation in menu panel

4.1 Managing survey options when the survey is ongoing

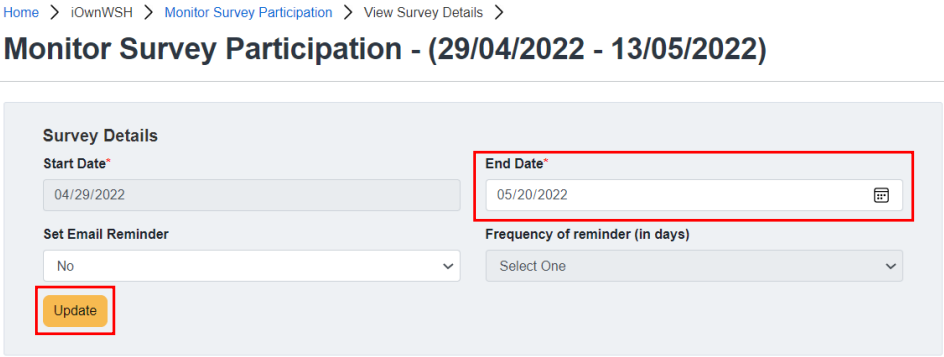
Click View to access the options to extend the survey, generate new survey links, send reminders and reset responses.



Monitor Survey Participation Page

4.1.1 Extend survey

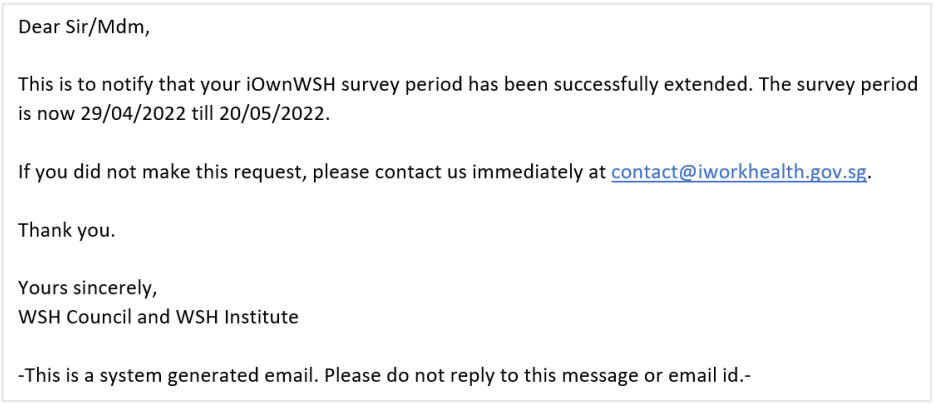
To extend the survey time frame, select the revised date from the calendar button and click Update. A notification email will be sent to the company admin on the change in the closing date.



Extending the closing date of the survey

> **Note**:
> - The survey start and end date has to be within a month.

A system generated email will be sent to the company admin to inform that the iOwnWSH survey time frame has been successfully extended.



Dear Sir/Mdm,

This is to notify that your iOwnWSH survey period has been successfully extended. The survey period is now 29/04/2022 till 20/05/2022.

If you did not make this request, please contact us immediately at contact@iworkhealth.gov.sg.

Thank you.

Yours sincerely,
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

Email notification to the company admin of the extension of the survey time frame

A system generated email will be sent to the participants to inform that the iOwnWSH survey has been extended.

Dear Sir/Mdm,

The iOwnWSH survey date is changed to 29/04/2022 and 20/05/2022

Please ignore this email if you have already completed the survey. If you have yet to complete the questionnaire, please click here to access the survey.

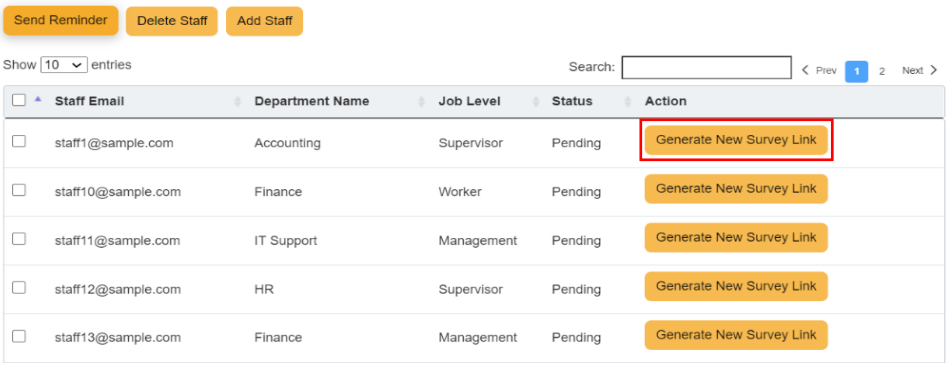
Thank you.
Yours sincerely,
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

Email notification to the participants of the extension of the survey

4.1.2 Generate New Survey Link

To resend a new survey link, click Generate New Survey Link and participants will receive a survey email invitation with a **new unique link** embedded within the survey email invitation.



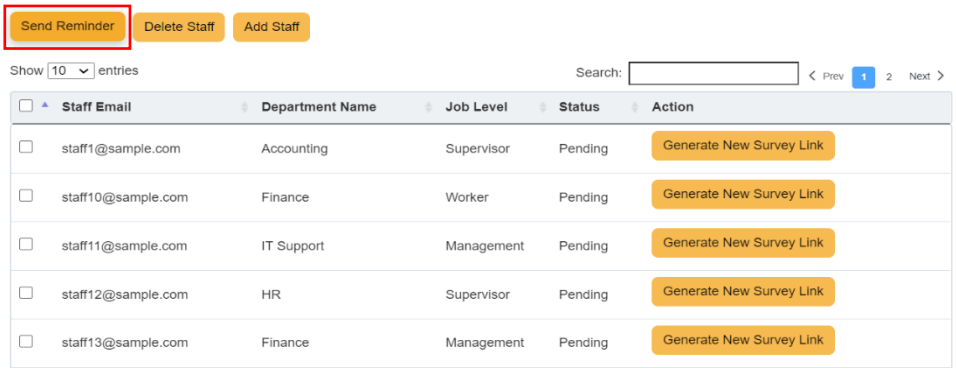
Send a new survey email invitation

Note:

- Generating a new survey link will send a new survey email invitation (with new unique link) to the participant, rendering the previous survey email invitation link invalid.

4.1.3 Send reminder

To remind selected staff to participate in the survey, tick the respective check box (es) and click Send Reminder



Send reminder email to participants

Note:
Status of responses:

- Pending – survey has not been completed
- Submitted – survey has been completed

A system generated email will be sent to the participants who have yet to complete the survey to remind them to take the iOwnWSH survey.

Dear Sir/Mdm,

The closing date of the iOwnWSH survey is on 20/05/2022.

If you have yet to complete the questionnaire, please click here to access the survey.

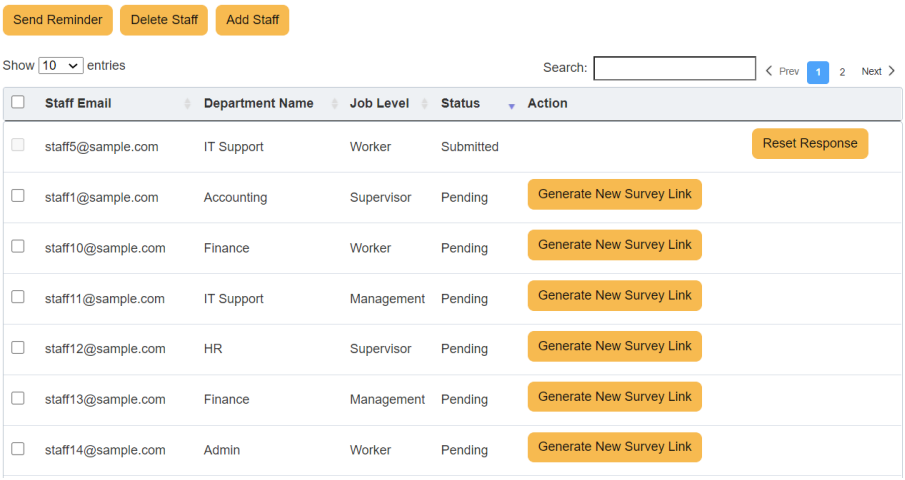
Thank you.
Yours sincerely,
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

Email notification to remind the participants to take the survey

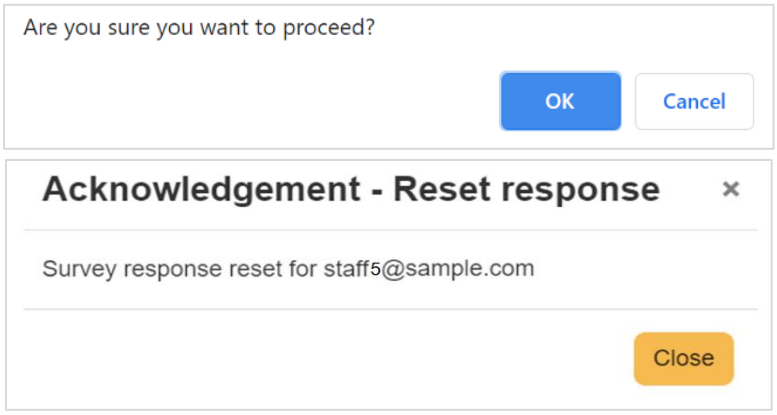
4.1.4 Reset Response

To reset the survey response of a staff, click Reset Response.
Reset response button will appear only if the survey has been completed.



Reset participant(s) response

A dialog box will appear for confirmation to reset the participant(s) response.



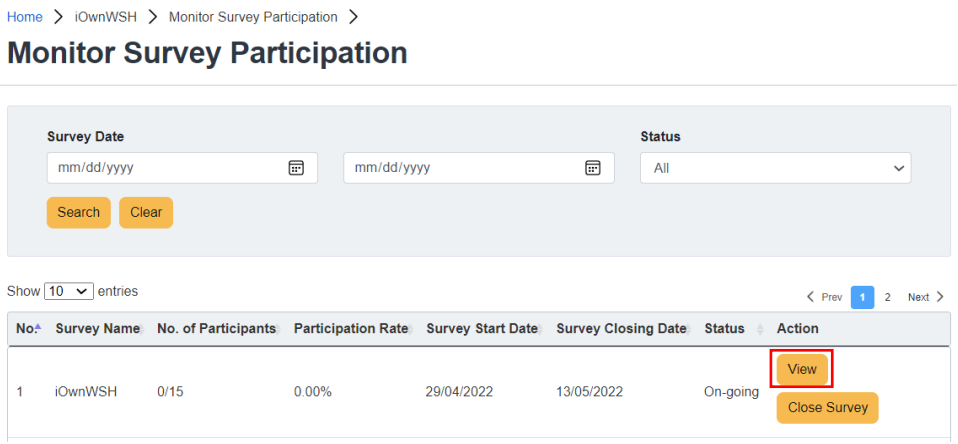
Prompt to confirm the reset of the participant(s) response

Note:

- Once the participant(s)' response is reset, the response cannot be retrieved.
- To retake the survey, the participant may either:
  (a) utilize the original invitation survey link or
  (b) request company admin to generate a new survey link.

4.2 Adding/Deleting Staff from the survey when the survey is on-going

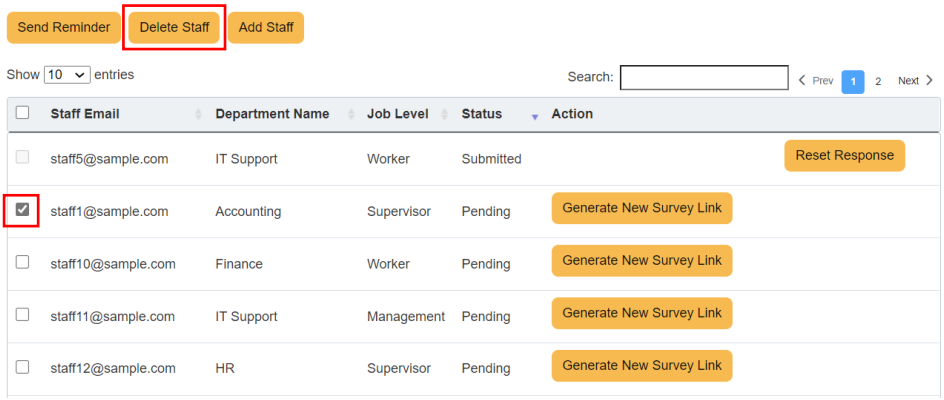
Click View to access the options to add or delete staff when a survey is on-going.



Monitor Survey Participation Page to add or delete staff

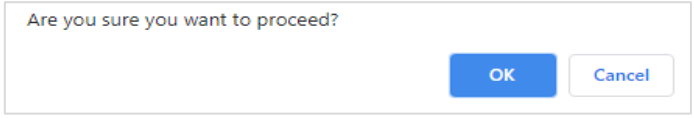
4.2.1 Delete a single staff email record

If you wish to delete a staff record from participating in the survey, tick the check box of the staff record you wish to delete and click Delete Staff .



Delete staff email address (es) from a department

A dialog box will appear for confirmation to delete the staff record from the survey.



Prompt to confirm the deletion of staff email record

A system generated email will be sent to the staff to inform that their email has been removed from the iOwnWSH survey.

Dear Sir/Mdm,

Your email address has been removed from the iOwnWSH survey. You will no longer be able to access the survey link. Please contact your company iOwnWSH administrator for assistance if you wish to receive the new survey link.

Thank you.
Yours sincerely,
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

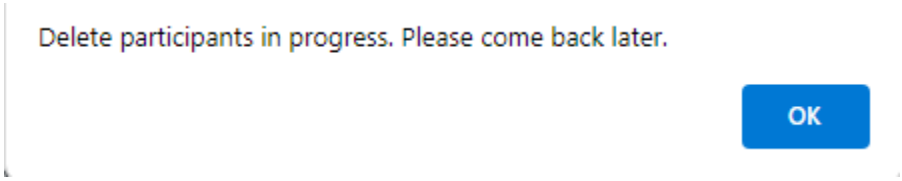
Email notification of staff email record deleted from survey

4.2.2 Bulk delete staff email record

If you wish to delete (bulk delete) multiple staff records from participating in the survey, tick the checkboxes of the staff record you wish to delete and click Delete Staff . When deleting more than 20 records in bulk, the system will redirect you to an acknowledgement page while processing the request.

Acknowledgement page upon bulk delete participants from ongoing survey

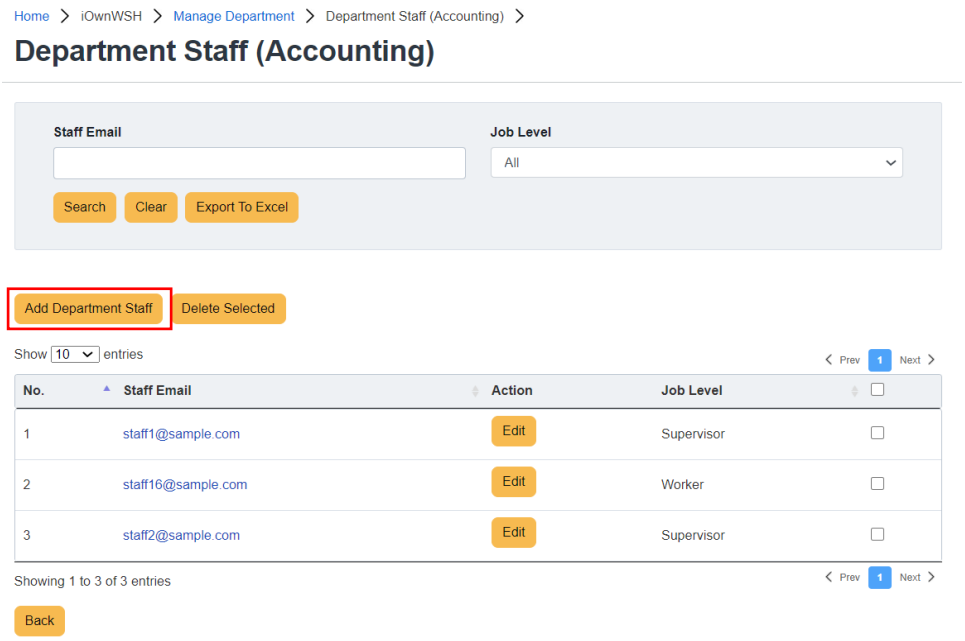
While the bulk delete is ongoing, you will not be able to view and close the on-going survey. A dialog box will appear to notify you that the deletion is in progress.



Prompt to notify that participation deletion is in progress

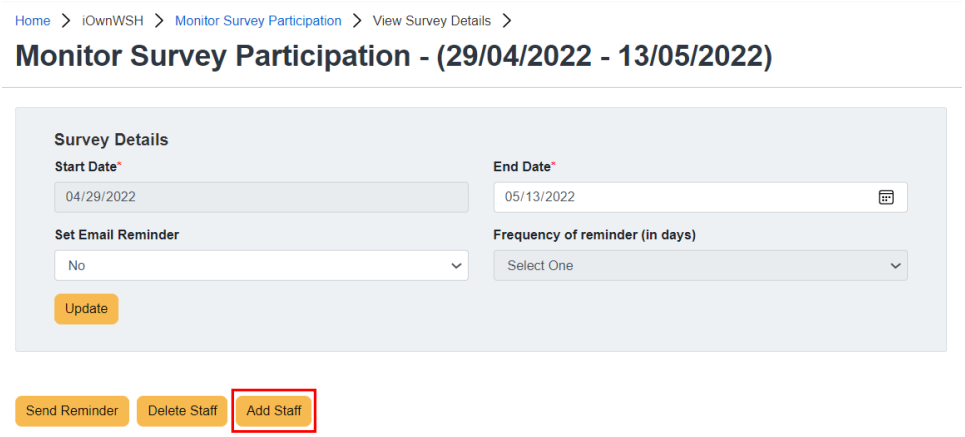
4.2.3 Add staff email record

To add a staff email address to the department, follow steps indicated in “2.2.1.2 - Method 2: Add single record of staff email address to survey”.



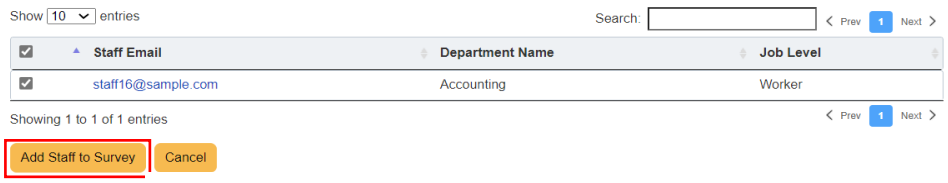
Add staff email address (es) from a department

After which, click Add Staff and a list of departments and staff email addresses will be shown.



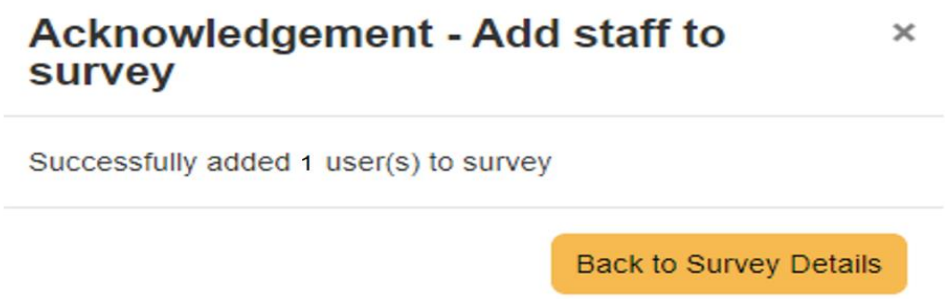
Monitor Survey Participation Page to add staff

Tick the check box of the staff email address (es) you wish to add to the survey. Click Add Staff to Survey to add the staff to the survey.



Select staff email address (es) to add to the survey

A message indicating that the staff's email address has been successfully added will be shown and the staff email address will be reflected in the staff list.



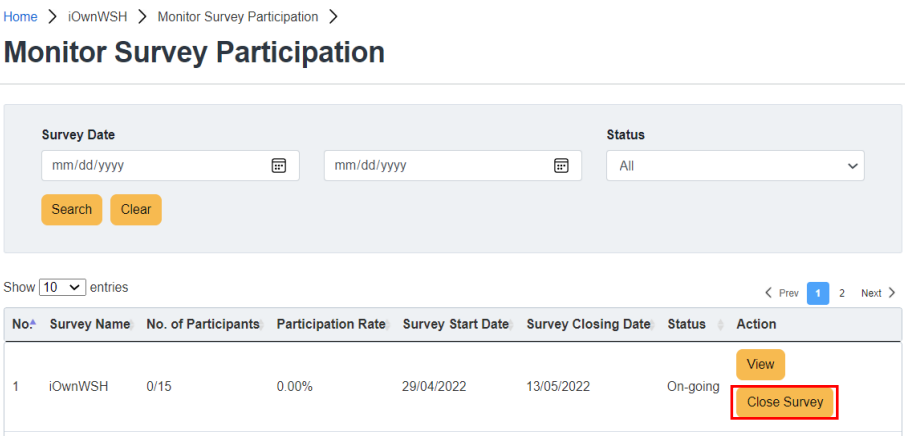
Notification of the staff email address (es) successfully added

Note:

- Once the survey is launched, the staff email address cannot be switched between departments.

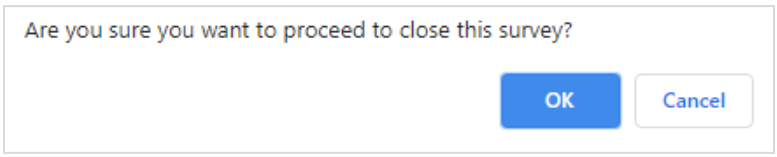
4.3 Closing the survey

To close the survey manually before the closing date or when the desired participation rate is met, click Close Survey



Closing the survey

A dialog box will appear for confirmation to close the survey.



Prompt to confirm closing of the survey

Note:

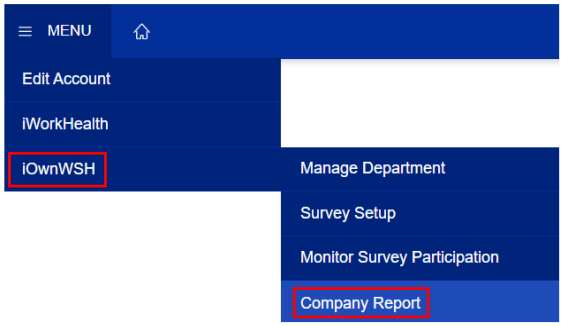
- Once the survey is closed, participants who did not participate in the survey can no longer take the survey.

5.0 VIEWING OF REPORTS

A system generated email will be sent to the company admin to inform that the iOwnWSH report is available for viewing.

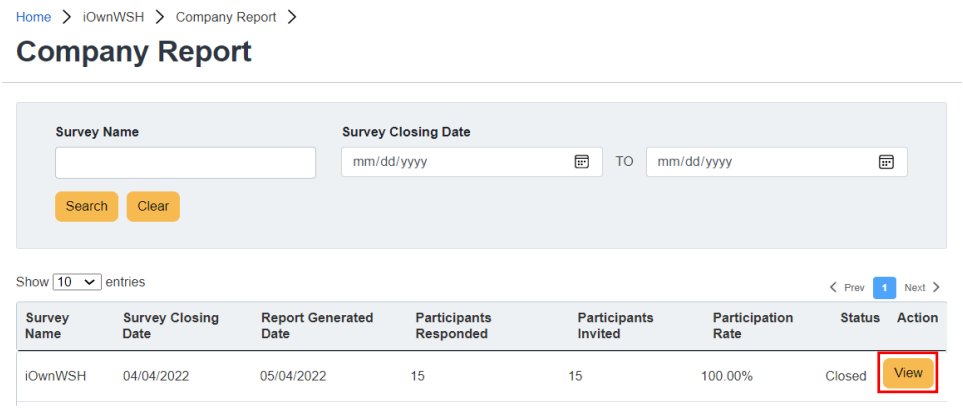
5.1 Company Reports

To view the company reports, click “iOwnWSH > Company Report” in the menu panel.



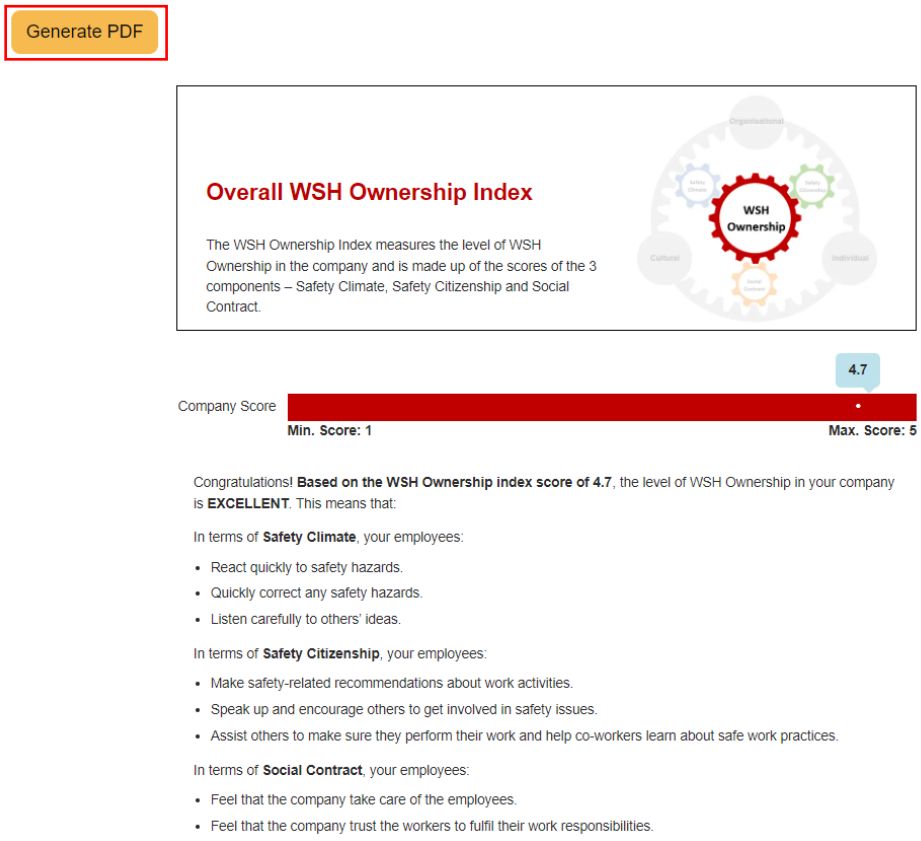
Company Report in menu panel

Click View to view the company report.



Company report page

A new window with the report will appear. To download the company report, click Generate PDF



Company Report available for view

Note:

- The status column indicates whether the report is in-progress or closed and available for download.
- The aggregated company report will be available for retrieval through the system by the next working day after 1) the closing date or 2) after the company admin closes the survey.
- To generate the company report, there must be at least 15 respondents (5 respondents each for Management, Supervisor and Worker).
- Reports will be removed from the account 1 month after the completion of the survey. Please ensure to download the reports before the reports are removed.

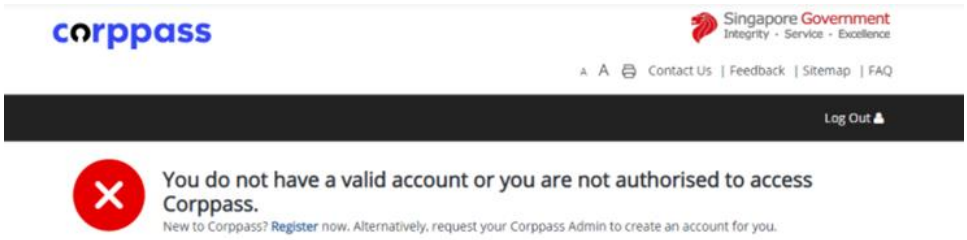
6.0 TROUBLESHOOTING

If you face any issues while administering iOwnWSH, help for your issue might be found in this section.

6.1 Corppass/Singpass Login Matters

Error message encountered when logging in:

i. "You do not have a valid account or you are not authorized to access Corppass"



Possible reasons for the error message:

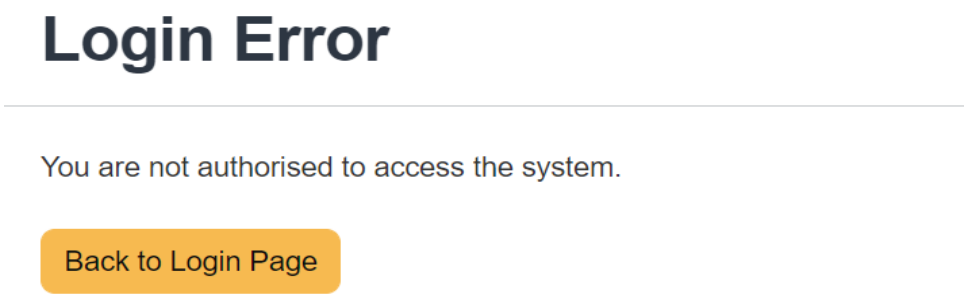
a) Company account is invalid (does not exist)
Check your Corppass account details at https://www.corppass.gov.sg

Retrieve Singpass
https://www.singpass.gov.sg/singpass/retrieveaccount/retrievesingpassid

Forgot Password
https://www.singpass.gov.sg/singpass/onlineresetpassword/sfauserdetail

b) If the Company Admin Corppass user account is not assigned to the roles (E.g., If "Access to All e-Services" is unchecked.

ii. "You are not authorized to access the system".



Possible reasons for the error message:

a) iWorkHealth/iOwnWSH account is disabled
Email the company administrator at contact@iworkhealth.gov.sg to reactivate your account.

6.2 Changes to participation list when survey is on-going

To add participant(s) to the on-going survey, follow the steps indicated in section 4.2.

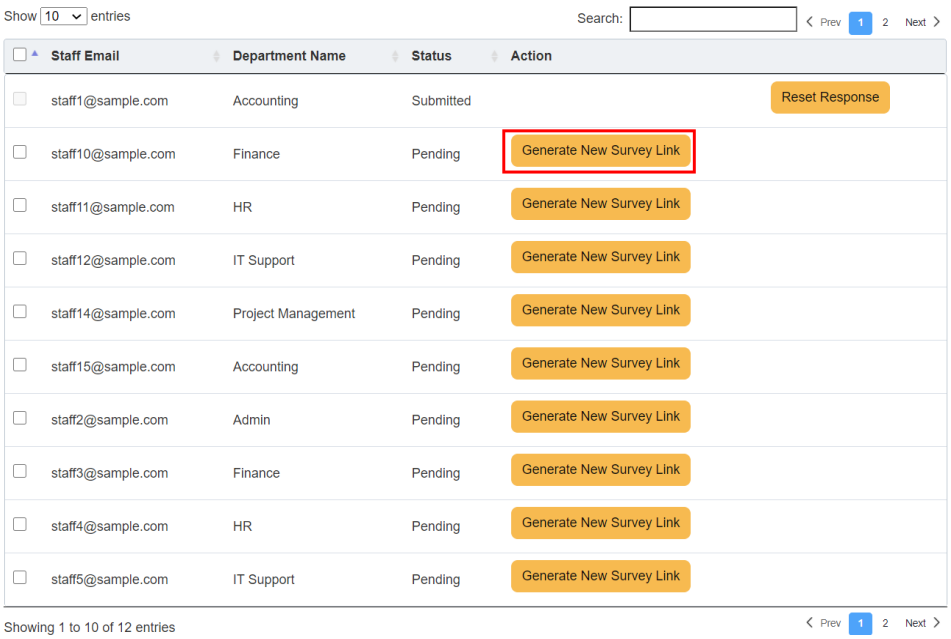
Note:

- While changes can be made to add or delete a participant to/from the survey, the following changes cannot be made when the survey is on-going:
  - Participant's email
  - Participant's job level
  - Participant's department
- The changes above can only done when there is no on-going survey, hence, please ensure that the participant's info is confirmed before launching the survey.

6.3 Access of email survey link by others

In the event where the intended recipient shared his/her unique link with other individuals, check the status of the survey:

i. If the survey status is "Pending", this means that the survey has not been completed.
Resend a new survey link to the staff by clicking Generate New Survey Link
The staff will receive a survey email invitation with a **new unique link** embedded within the survey email invitation.



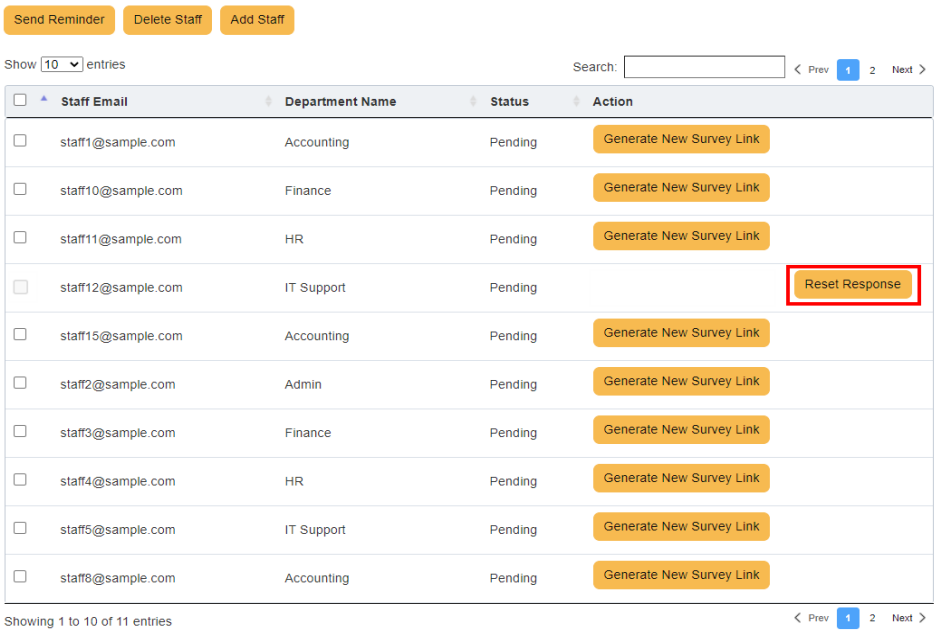
Send a new survey email invitation

Note:

- Generating a new survey link will send a new email invitation to a staff, which would render his/her previous survey email invitation link invalid as each survey email invitation consist of a unique link.

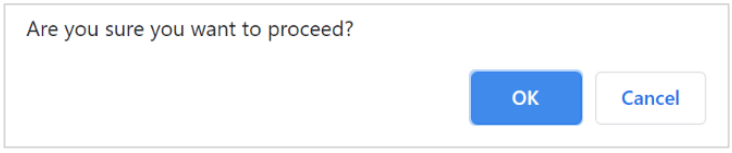
ii. If the survey status is “Submitted”, this means that the survey was taken.

If it was not undertaken by the intended recipient, reset the survey response by clicking Reset Response.



Reset participant(s) response

A dialog box will appear for confirmation to reset the participant(s) response.



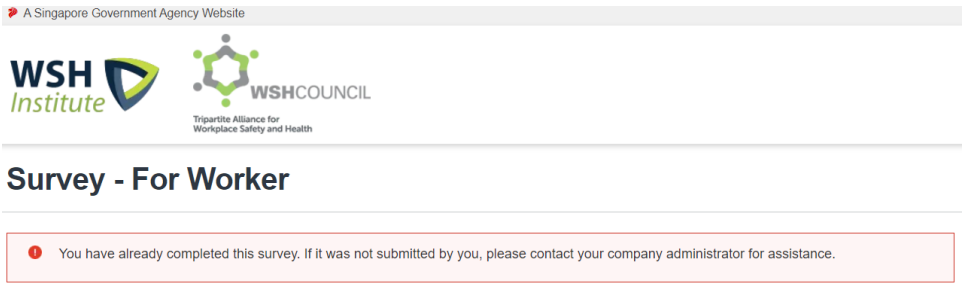
Prompt to confirm the reset of the participant(s) response

Note:

- Once the participant(s) response is deleted, the response cannot be retrieved
- To retake the survey, the participant may either:
  - utilize the original invitation survey link or
  - request the company admin to generate a new survey link (section 4.1.2)

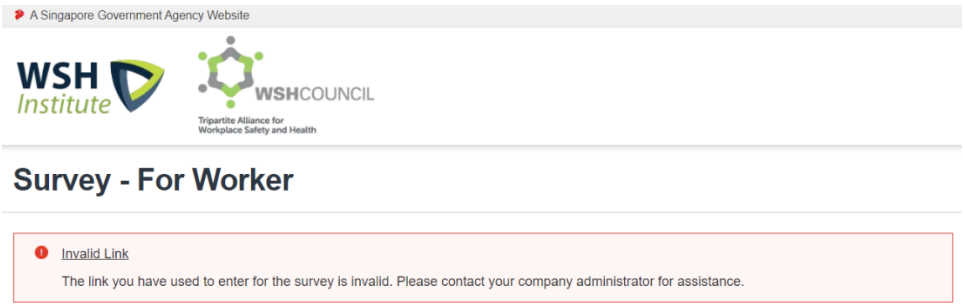
6.4 Issues encountered when accessing the survey link

i. "You have already completed this survey. If it was not submitted by you, please contact your company administrator for assistance."



- This means that participant has taken the survey.

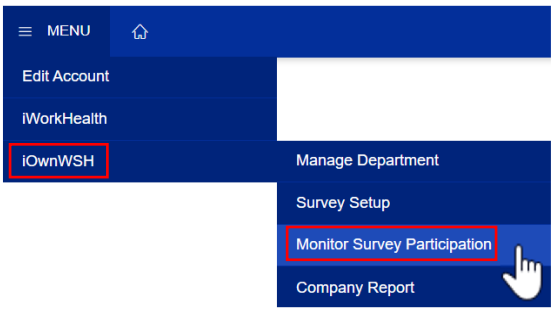
ii. "The link you have used to enter for the survey is invalid. Please contact your company administrator for assistance."



Possible reasons for the error message:

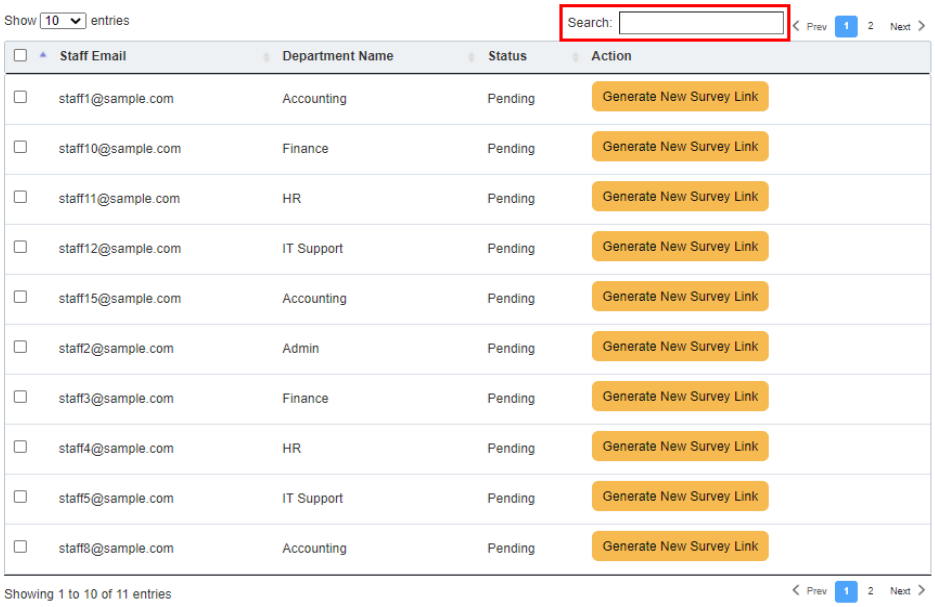
a) Participant has been deleted from the survey;

Search Staff email
To check if the participant has been deleted from the survey, click "iOwnWSH > Monitor Survey Participation" in the menu panel.



Monitor Survey Participation in menu panel

Use the search function to find out if a particular email address was deleted from the survey.



Staff Search

To add participant into the survey, follow the steps indicated in section 4.2.

b) Incorrect email survey link;

To resend a new survey link, click Generate New Survey Link and participants will receive a survey email invitation with a **new unique link** embedded within the survey email invitation.

c) The survey is closed

Once the survey is closed, staff who did not participate in the survey can no longer undertake the survey.

6.5 Other issues and enquiries

If you are unable to solve your issue with our troubleshooting guide, please contact us at contact@iworkhealth.gov.sg with suitable screenshots for us to assist you further.

The End