iWorkHealth
User Guide
for
Company Administrator

Contents

1.0   REGISTERING AN IWORKHEALTH COMPANY ACCOUNT

To register, visit https://www.wshc.sg/iworkhealth

4. How to Register or Log In

For business users, register or log in to iWorkHealth ⊡ as an administrator with Singpass.

Survey participants do not need to log in as they will receive the survey link via email.

What company administrators will need to register:
1. Singpass
2. Be a Corppass ⊡ user
3. Have access to Workplace Safety and Health E-Services ⊡

Read Company Admin User Guide for details on how to register & use the iWorkHealth.

iWorkHealth Registration/login page

1.1   Using government digital services to access the iWorkHealth account

Note: *All business users will be required to Register/Log In to iWorkHealth using Singpass ID for authentication followed by authorization via Corppass.*
For more information, visit go.gov.sg/corporate-login

To register for an iWorkHealth account, click on register or log in to iWorkHealth ⊡

You can either register via **Singpass app** or **Password Login**
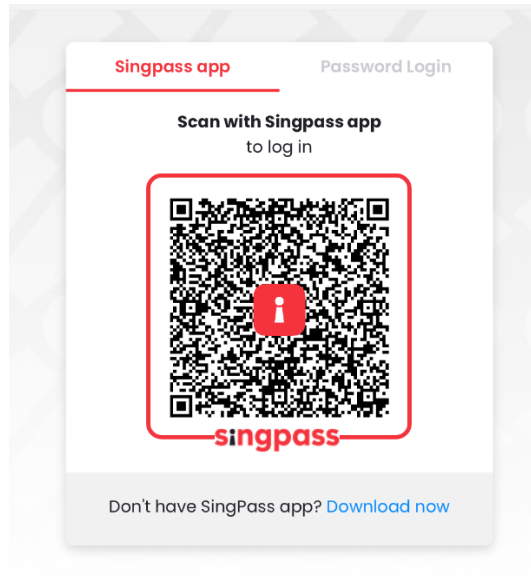
Register for an iWorkHealth Account Via Singpass app

Register for an iWorkHealth Account via Password Login

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 ☐ I have read and given my consent to the Terms of Use.

Click [Continue] to move to the next page.

For subsequent logins after the account is created, click [LOG IN FOR BUSINESS USER (USING SINGPASS)]

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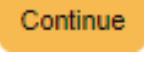
b) iWorkHealth account is disabled
    Email the iWorkHealth Administrator at contact@iworkhealth.gov.sg to reactivate your account.

1.2 Terms and conditions to participate in the survey

Read the terms and conditions for participating in the iWorkHealth 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.

2. **SCOPE**
   2.1. WSHI is the owner and provider of the iWorkHealth.
   2.2. The Participant's participation in iWorkHealth will not absolve the Participant of any of its duties, obligations and requirements under the Workplace Safety and Health Act (Chapter 354A) and its subsidiary legislation.
   2.3. WSHI reserves the right to verify all information provided by the Participant for the purpose of iWorkHealth, and the Participant shall fully cooperate with WSHI for such verification.
   2.4. WSHI and other authorised researchers may use the information provided by the Participant to iWorkHealth for research and analysis and may publish the research results and aggregated data in a form which will not disclose or identify the Participant.

3. **TERMINATION BY WSHI**
   3.1. WSHI reserves the right to immediately revoke the Participant's access to iWorkHealth without notice and without assigning a reason. Any decision by WSHI to remove or disqualify the Participant is final.
   3.2. WSHI reserves the right to suspend or terminate iWorkHealth at any time at its absolute discretion and without assigning a reason for such suspension or termination. The Participant shall not have any claim whatsoever against WSHI in respect of such suspension or termination.

4. **VARIATION**
   4.1. WSHI may, at any time, vary or revise the terms, content and criteria of iWorkHealth or these Terms. Any change(s) shall take effect on the date specified in such notice via iWorkHealth's website or other media platform(s).

5. **WAIVER**
   5.1. No delay or omission by WSHI to exercise or avail itself of any right, power or privilege that it has or may have hereunder operate as a waiver of any right, power or privilege by WSHI.
   5.2. Any waiver by WSHI of a breach or default of any of these Terms by the Participant shall not be construed as a waiver of any succeeding breach of the same or any other provision.

12. **DISCLAIMER AND INDEMNITY**
    12.1. WSHI shall not be liable for any and all losses incurred, sustained, paid by or suffered by the Participant arising out of or in connection with:
       (a) the access or use of iWorkHealth;
       (b) any operation or transmission delay, communication failure, Internet access difficulty or malfunction in equipment or software;
       (c) any unauthorised access, use, modification, disclosure or other misuse by the Participant, its directors, officers, employees, servants or agents;
       (d) any failure by the Participant to verify the authenticity of the website hosting iWorkHealth, including any survey link invites; and
       (e) any act or omission by the Participant in reliance on the information obtained from iWorkHealth.
    12.2. The reports generated under iWorkHealth are for informational purposes only and are not intended to be a substitute for professional medical or psychological advice, diagnoses or treatment. The reports are not intended for Participants to rely on in legal proceedings.
    12.3. The Participant shall not rely on the reports generated under iWorkHealth to lodge any complaint, claim or dispute with WSHI and WSHI has no obligation to mediate, investigate or take any action on such complaints, claims or disputes.
    12.4. The Participant shall indemnify and keep indemnified WSHI against any and all losses sustained, incurred, paid by or suffered by WSHI arising out of or in connection with any or omission on the part of the Participant, its directors, officers, employees, servants or agents ("Participant Parties") relating to these Terms or the Participant's access or use of iWorkHealth.

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**

Registration

Registration

| Step 1 | Step 2 | Step 3 | Preview Submission |

Company Details

UEN / Entity ID
P12345

Email Address*

Company Name*

Industry Sector*
Select One

Address*

Postal Code*

Location*
Select One

Company Website

bizSAFE Level*
Select One

Is your Company unionised?*
Select One

Number of Employees in Company (Including part-timers and contract staff)*
Select One

Year the company was established (Eg:1997)*

Back   Continue

Company Registration Page

1.4   Company admin contact

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

Registration

Registration

| Step 1 | Step 2 | Step 3 | Preview Submission |

Administrator Details

Name*

Admin Name

Designation*   **Phone***

Admin   98765432

Email Address

company@sample.com

Back   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 make edits to the information.

Registration

Registration

| Step 1 | Step 2 | Step 3 | **Preview Submission** |

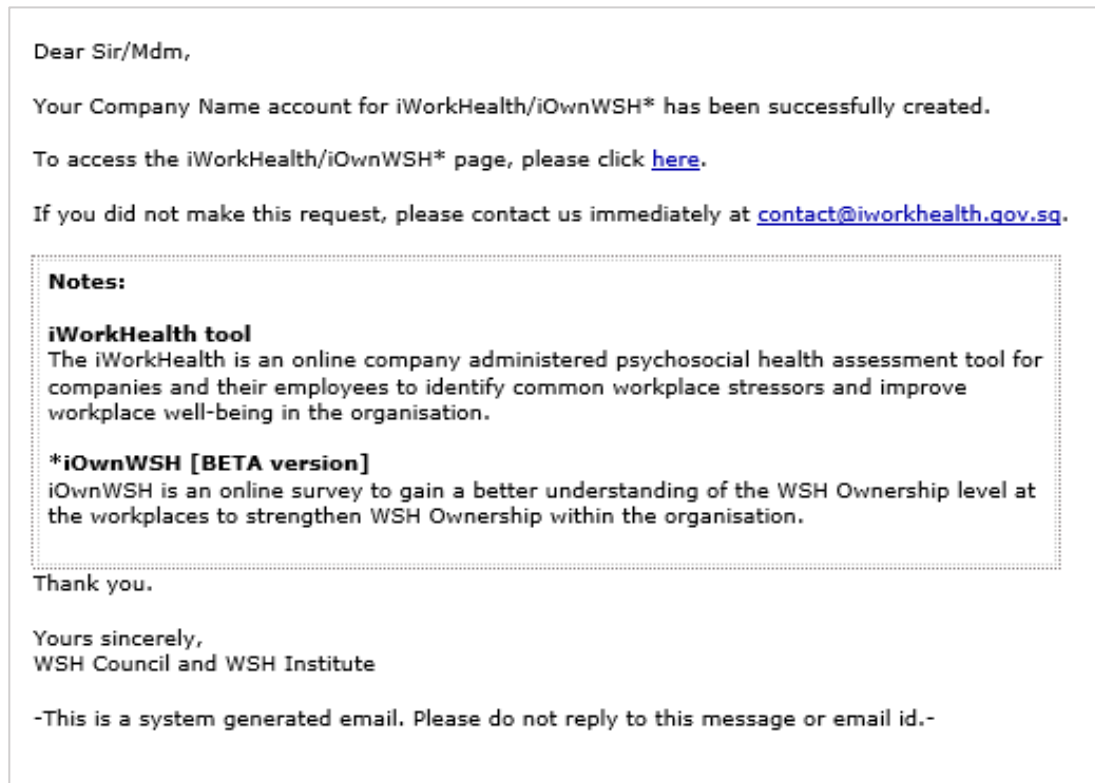#### Company Details

UEN / Entity ID	P12345
Email Address	company@sample.com
Company Name	Company Name
Industry Sector	Manufacturing (Petrochemical, Pharmaceuticals & Chemicals)
Address	Sample Address
Postal Code	123456
Location	SINGAPORE
Company Website	companywebsite.com
bizSAFE Level	Level 4
Is your Company unionised?	Yes
Number of Employees in Company (Including part-timers and contract staff)	51 to 200 employees
Year the company was established (Eg:1997)	2000

Administrator Details

Name	Admin Name
Designation	Admin
Phone	98765432
Email Address	company@sample.com

Back   Submit

Company Account Details Preview Page

A system generated email will be sent to the company admin to inform that the iWorkHealth 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 [BETA version]
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 account profile

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

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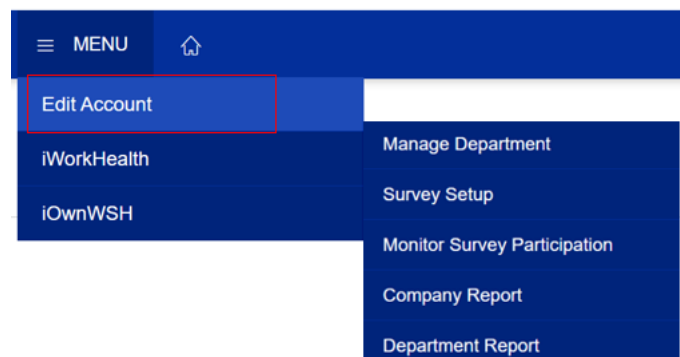
Edit Account

Company Details

UEN / Entity ID

P12345

Email Address*

company@sample.com

Company Name*

Company Name

Industry Sector*

Manufacturing (Petrochemical, Pharmaceuticals & Chemicals)

Address*

Sample Address

Postal Code*

123456

Location*

SINGAPORE

Company Website

companywebsite.com

bizSAFE Level*

Level 4

Is your Company unionised?*

Yes

Number of Employees in Company (Including part-timers and contract staff)*

51 to 200 employees

Year the company was established (Eg:1997)*

2000

Administrator Details

Name*

Admin Name

Designation*

Admin

Phone*

98765432

Email Address*

company@sample.com

Save   Back

Company - Account Details Page

A system generated email will be sent to the company admin to inform that the iWorkHealth 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 account

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

Dear Sir/Madam,

This is to notify that your iWorkHealth/iOwnWSH account has been inactive for more than 8 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 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 of 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

For reactivation of the iWorkHealth account, the company admin is to send the request to contact@iworkhealth.gov.sg. After the iWorkHealth 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 account 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 account will be deactivated after 10 months of inactivity.
  When the iWorkHealth 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 the request to contact@iworkhealth.gov.sg

2.0   ADMINISTERING THE SURVEY

To publish the survey, company admin has to manage department and staff list in order to publish the survey to the company participants.

2.1   Manage Department

Click "iWorkHealth > Manage Department" in the menu panel.
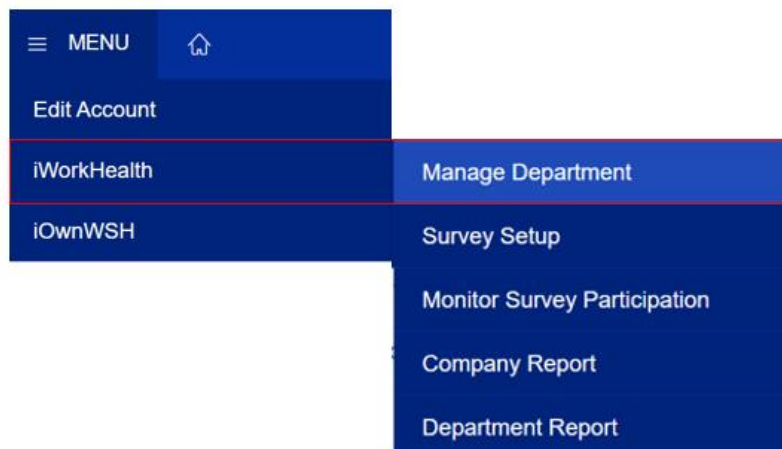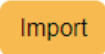
Manage Department Page

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 "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.

Home > Manage Department >

Manage Department

Department	Status
	All

Search   Clear   Export To Excel

Add Department   Import   Delete Selected

Manage Department Page

Home > Manage Department > Import >

Import

1. Department   Download Department Template

No file selected	Browse	Upload Department List

2. Department Staff   Download Department Staff Template

No file selected	Browse	Upload Staff List

Refer to the "Download Template" for the import file format

1. Department - Import department details
To ensure successful import of the department list, please check that:
- Department name should have minimum of 2 characters.
- No duplicate entries exist.
- Not to edit or delete the value in row number 1 of the template as the system processes records from row number 2 onwards.

2. Department Staff - Import department staff
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.
- Not to edit or delete the value in row number 1 of the template as the system processes records from row number 2 onwards.

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 that the company plans to publish the survey to.
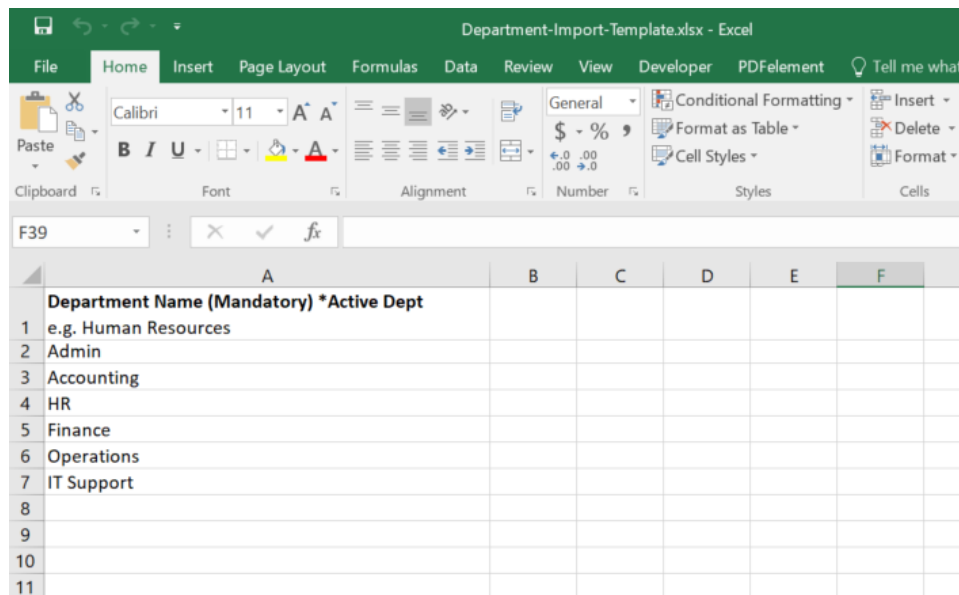
Sheet 1 of the Department-Import-Template to input the department name

> **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.

Import

1. Department   Download Department Template

| Department-Import-Template.xlsx | Browse | Upload Department List |

2. Department Staff   Download Department Staff Template

| No file selected | Browse | Upload Staff List |

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.

Home > Manage Department > Import >

Acknowledgement - Department Import

Import of Department file has been completed.

Ok

Total No. of Rows processed: 6

✓ Imported 6 Record(s)

Notification of the successful import of the department list

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

Home > Manage Department >

Manage Department

Department	Status
	All

[Search] [Clear] [Export To Excel]

[Add Department] [Import] [Delete Selected]

Manage Department Page

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

Home > Manage Department > Add/Edit Department >

Add/Edit Department

Department*

Project Management

Status*

Active

[Submit] [Cancel]

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.

Home > Manage Department > Add/Edit Department >

Acknowledgement - Add/Edit Department

Department successfully submitted.

[Ok] [Add New Department]

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

After editing the department name, click **Submit**

Edit department name

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2.1.3 Deactivate the department

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

Manage Department

	Department		Status	
			All	

Search Clear Export To Excel

Add Department Import Delete Selected

Show 10 entries   ‹ Prev **1** Next ›

No. ▲	Department	Number of Staff	Status				☐
1	Accounting	0	Active	Manage Staff	Edit	Inactive	☐
2	Admin	0	Active	Manage Staff	Edit	Inactive	☐
3	Finance	0	Active	Manage Staff	Edit	Inactive	☐
4	HR	0	Active	Manage Staff	Edit	Inactive	☐

Inactive the department

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

Are you sure you want to proceed?

OK Cancel

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]

Manage Department

Department		Status	
		All	

Search   Clear   Export To Excel

Add Department   Import   **Delete Selected**

Show 10 entries   ‹ Prev 1 Next ›

No. ▲	Department	Number of Staff	Status				☐
1	Accounting	0	Active	Manage Staff	Edit	Inactive	☐
2	Admin	0	Active	Manage Staff	Edit	Inactive	☐
3	Finance	0	Active	Manage Staff	Edit	Inactive	☐

Delete department

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

Are you sure you want to proceed?

OK   Cancel

Prompt to confirm the deletion of department

Note:
- If there are staff records existing in the department, the department cannot be deleted

2.1.6 View department

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

Manage Department

Department			Status	
			All	

Search   Clear   Export To Excel

Add Department   Import   Delete Selected

Show 10 entries   ‹ Prev   **1**   Next ›

No. ▲	Department	Number of Staff	Status				☐
1	Accounting	0	Active	Manage Staff	Edit	Inactive	☐
2	Admin	0	Active	Manage Staff	Edit	Inactive	☐
3	Finance	0	Active	Manage Staff	Edit	Inactive	☐

View of manage department page to manage staff list

Department Staff (Accounting)

Staff Email

Search   Clear   Export To Excel

Add Department Staff   Delete Selected

Show 10 entries   ‹ Prev   Next ›

No. ▲	Staff Email	Action	☐
	No data available in table		

Showing 0 to 0 of 0 entries   ‹ Prev   Next ›

Back

View of department details (without staff records)

View of department details (with staff records added)
Refer to 2.2 – Manage staff list to add staff records.

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 To Excel

Export Department List to Excel

2.2   Manage Staff List

To access and manage staff list, click "iWorkHealth > Manage Department" in the 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 "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 department

In "Column A" of the Department-Staff-Import-Template, key in the email addresses of the staff. In "Column B" of the Department-Staff-Import-Template, key in the list of the staffs' corresponding departments.

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
- 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.

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

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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.

Home > Manage Department > Import >

Acknowledgement - Department Staff Import

Import of Department Staff file has been completed.

Ok

Total No. of Rows processed: 1000

✔ Imported 998 Record(s)

❗ Error Importing 2 Record(s)
  Row 8: Department name is not valid.
  Row 16: Department name is not valid.

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,

This is to notify that the import of Department Staff list has been completed.

Total No. of Rows processed: 1000

Successfully Imported 998 Record(s)

Error Importing 2 Record(s)
Row 8: Department name is not valid.
Row 16: Department name is not valid.

To access the iWorkHealth 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

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 list

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

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 Staff**

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.

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Add department staff to the selected department

After adding the staff email address, click [Submit] to add the staff email address.

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.

Edit staff email

After editing the staff email address, click Submit

Edit staff email address

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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**

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

Prompt to confirm the deletion of staff email record

3.0   SETTING UP THE SURVEY

To set up the survey, click "iWorkHealth > Survey Setup" in the menu panel.
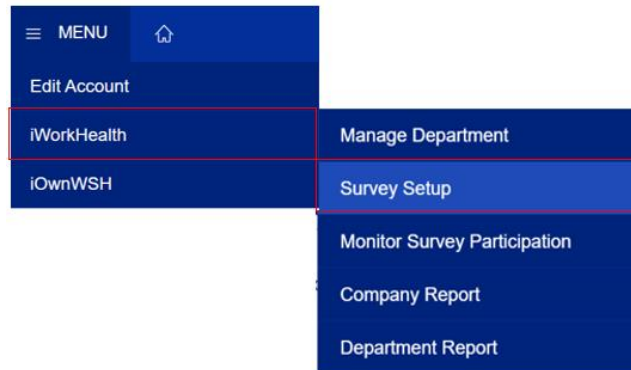
Survey Setup Page

3.1   Managing the survey

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 [calendar icon]

End Date

End date is the last date when this survey is available for participation. Date can be selected from the calendar button [calendar icon]
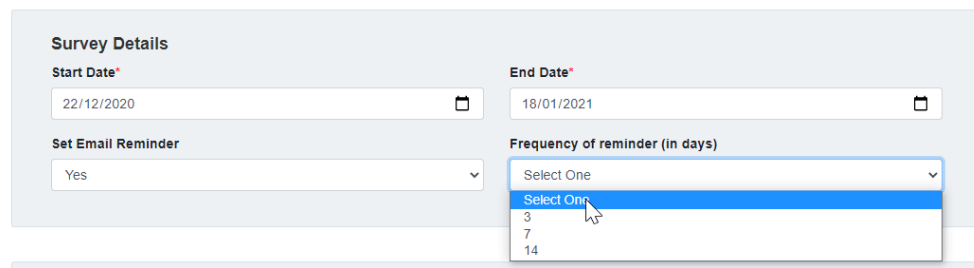
> **Note**:
> - Start Date does not allow for selection of any past dates
> - End Date can only be within 30 days from the Start Date

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).
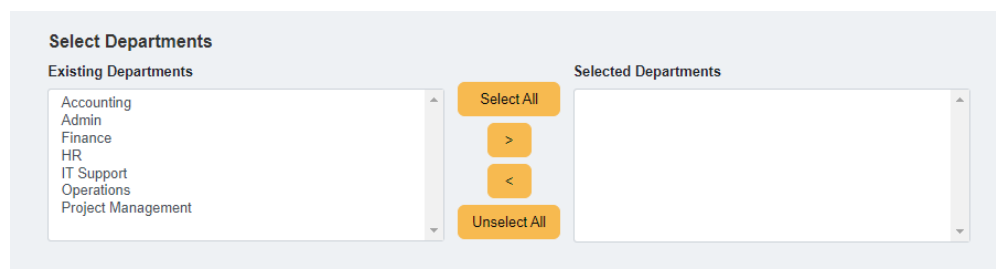
Select Department

From the list, select the departments that you wish to publish the survey to and add them to the box selection on the right.

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 publish the survey at a later date.

> **Note**:
> - When publishing 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 publish 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 published 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 publishing.

Click **Publish Survey** when you are ready to publish the survey to participants. You will then see the preview of the survey email invitation that will be sent to participants.

Within the preview of the survey email invitation page, click **Publish Survey** and the survey will be published to the participants.

View of Publish Email

Total participant(s): 2601

Dear Sir/Mdm,

This is to inform you that your organization is using the iWorkHealth tool to gain a better understanding of the overall state of psychosocial well-being at your workplace. You are receiving this invitation to participate in the iWorkHealth survey from your organization's administrator. **You may contact Admin Name (company@sample.com) if you need any clarification for participating in this survey.**

This survey will take about 15-20 minutes. Please complete the survey within **09/06/2021** to **30/06/2021**. There are no right or wrong answers. Upon completion, you will receive your personal report within the day, which will be sent to this same email address. The report is not for diagnostic or clinical purposes, but as an early indication of any imbalances in work life. We hope that you will be able to gain a better understanding of your personal mental well-being and the potential stressors at work, and take positive steps to address them.

Please be assured that your privacy will be protected as your company will not be able to view individual responses and will only receive an anonymised aggregated report (provided that there are 8 or more responses) of the key workplace stressors and overall state of mental well-being of their employees. The report will help your company to look into appropriate strategies and interventions to improve on the workplace well-being in the organisation.

Before you begin, please note the following:

DO:
✓ Complete the survey at one sitting as the tool does not save your answers midway of the survey.

DO NOT:
✗ Use the browser's normal BACK and FORWARD buttons at the top. Clicking on them will cause the survey to terminate and you will be required to close the browser and start the survey again.

✗ Forward the survey link to any third party as the email survey link is unique to you.

Note:
• **Session timeout:** 20 minutes of inactivity will cause a timeout, where you will be prompted 5 minutes before timeout. To continue with the session, click anywhere within the survey.
• **Recommended browsers:** Best viewed using Microsoft Edge or Google Chrome browser

If you experience technical difficulties, please email contact@iworkhealth.gov.sg.

Declaration:
By clicking here to proceed with the survey, I have read and agree with the terms and conditions.

Thank you for your participation.

Yours sincerely,
WSH Council and WSH Institute

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

Publish Survey   Cancel

Preview of the survey email invitation page

Note:

- Participants invited for the survey will **immediately receive the survey email invitation once the company admin publishes 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 published, the Survey Setup Page will be unavailable as the survey is in progress.

Home > Survey Setup >

Survey Setup

The page is unavailable at the current stage of survey. You can view on-going survey at Monitor Survey Participants page.

[Ok]

View of Survey Setup page when survey is on-going

Search Staff email

Use the search function to find out if a particular email address has been included in the survey.

	Staff Email	Department Name	Status	Action
☐	staff1@sample.com	Accounting	Pending	Generate New Survey Link
☐	staff10@sample.com	Finance	Pending	Generate New Survey Link
☐	staff11@sample.com	HR	Pending	Generate New Survey Link
☐	staff12@sample.com	IT Support	Pending	Generate New Survey Link
☐	staff15@sample.com	Accounting	Pending	Generate New Survey Link
☐	staff2@sample.com	Admin	Pending	Generate New Survey Link
☐	staff3@sample.com	Finance	Pending	Generate New Survey Link
☐	staff4@sample.com	HR	Pending	Generate New Survey Link
☐	staff5@sample.com	IT Support	Pending	Generate New Survey Link
☐	staff8@sample.com	Accounting	Pending	Generate New Survey Link

Show 10 entries   Search: ‹ Prev [1] 2 Next ›

Showing 1 to 10 of 11 entries   ‹ Prev [1] 2 Next ›

Staff Search

3.2   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,

This is to inform you that your organization is using the iWorkHealth tool to gain a better understanding of the overall state of psychosocial well-being at your workplace. You are receiving this invitation to participate in the iWorkHealth survey from your organization's administrator. **You may contact Admin Name** (company@sample.com) **if you need any clarification for participating in this survey.**

This survey will take about 15-20 minutes. Please complete the survey within **09/09/2021** to **30/09/2021**. There are no right or wrong answers. Upon completion, you will receive your personal report within the day, which will be sent to this same email address. The report is not for diagnostic or clinical purposes, but as an early indication of any imbalances in work life. We hope that you will be able to gain a better understanding of your personal mental well-being and the potential stressors at work, and take positive steps to address them.

Please be assured that your privacy will be protected as your company will not be able to view individual responses and will only receive an anonymised aggregated report (provided that there are 8 or more responses) of the key workplace stressors and overall state of mental well-being of their employees. The report will help your company to look into appropriate strategies and interventions to improve on the workplace well-being in the organisation.

Before you begin, please note the following:

DO:

✓ Complete the survey at one sitting as the tool does not save your answers midway of the survey.

DO NOT:

X Use the browser's normal BACK and FORWARD buttons at the top. Clicking on them will cause the survey to terminate and you will be required to close the browser and start the survey again.

X Forward the survey link to any third party as the email survey link is unique to you.

Note:
- **Session timeout:** 20 minutes of inactivity will cause a timeout, where you will be prompted 5 minutes before timeout. To continue with the session, click anywhere within the survey.
- **Recommended browsers:** Best viewed using Microsoft Edge or Google Chrome browser

If you experience technical difficulties, please email contact@iworkhealth.gov.sg.

Declaration:
By clicking here to proceed with the survey, I have read and agree with the terms and conditions.

Thank you for your participation.

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.

Participant survey access page

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

Survey

Individual Mental Well-being

Positive mental well-being is a set of life skills that help us meet life's challenges, make positive connections with others, and live life fully. It also allows us to feel good and function well, even in difficult situations. Without positive mental well-being, people may live unhappy lives, not knowing how to use their own strengths and the resources around them to live life optimally.

1. **In general, how have you been feeling, thinking and behaving over the past 2 weeks?**

I am optimistic about the future.

Neither Agree Nor Disagree

Strongly Disagree — Strongly Agree

I am spiritual.

Neither Agree Nor Disagree

Strongly Disagree — Strongly Agree

I am able to accept myself.

Neither Agree Nor Disagree

Strongly Disagree — Strongly Agree

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 "iWorkHealth > Monitor Survey Participation" in the menu panel.
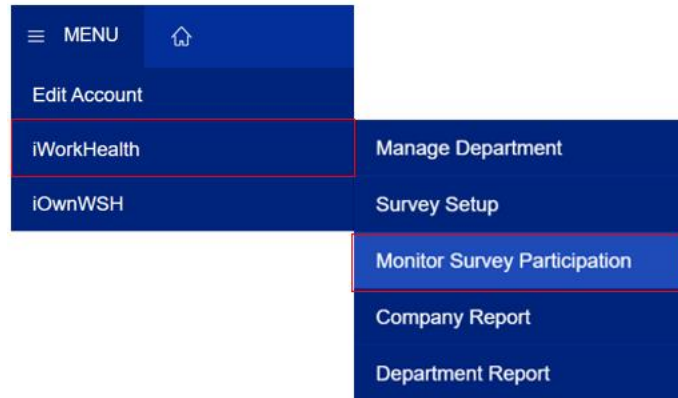
Monitor Survey Participation Page in menu panel

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.
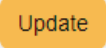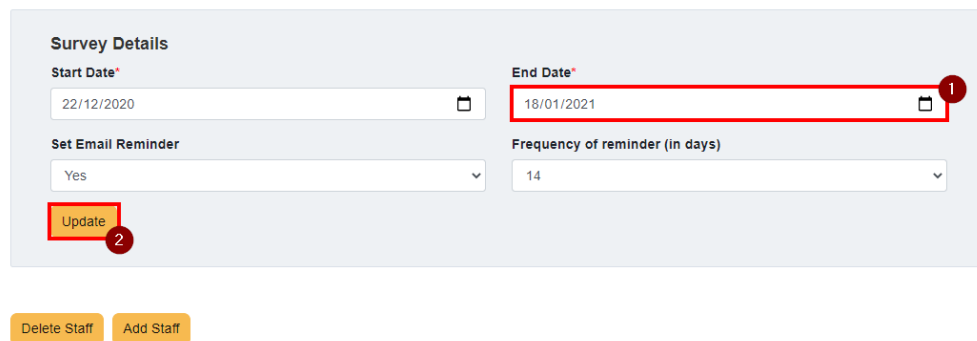
Monitor Survey Participation Page

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, after which, there can only be an extension of up to 1 month.

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

Dear Sir/Mdm,

This is to notify that your iWorkHealth survey period has been successfully updated to 04/01/2021 and 18/01/2021.

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 iWorkHealth survey has been extended.

Dear Sir/Mdm,

The iWorkHealth survey date is from 04/01/2021 to 18/01/2021.

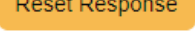Please ignore this email if you have already completed the survey. If you have yet to complete the questionnaire, please click here to access the survey.

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 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 iWorkHealth survey.

Dear Sir/Mdm,

The closing date of the iWorkHealth survey is on 18/01/2021.

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.-

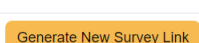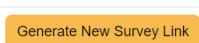*Email notification to remind the participants to take the survey*
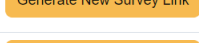
4.1.4   Reset Response

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

IWORKHEALTH COMPANY ADMIN USER GUIDE   VERSION 1.8

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.
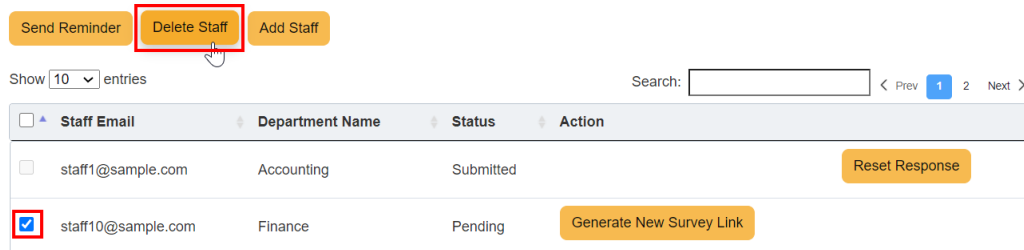

Monitor Survey Participation Page to add or delete staff

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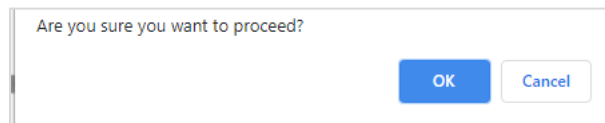
If you wish to delete a staff record from participating in the survey, tick the check box of the staff record you wish to delete and click [Delete Staff]

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 iWorkHealth survey.

Dear Sir/Mdm,

Your email address has been deleted from the iWorkHealth survey. You will no longer be able to access the survey link. Please contact your company iWorkHealth 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 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".

Department Staff (Accounting)

Home > Manage Department > Department Staff (Accounting) >

Staff Email

[   ]

Search   Clear   Export To Excel

Add Department Staff

Show 10 entries   ‹ Prev 1 Next ›

No.	Staff Email	Action	☐
1	staff1@sample.com		☐
2	staff8@sample.com		☐

Showing 1 to 2 of 2 entries   ‹ Prev 1 Next ›

Back

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 - (22/12/2020 - 18/01/2021)

Home > Monitor Survey Participation > View Survey Details >

Survey Details

Start Date*   End Date*

[22/12/2020]   [18/01/2021]

Set Email Reminder   Frequency of reminder (in days)

[Yes   ▼]   [14   ▼]

Update

Send Reminder   Delete Staff   Add Staff

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.
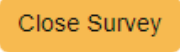
Notification of the staff email address (es) successfully added

Note:
- Once the survey is published, 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 participants/company admin to inform that the respective iWorkHealth reports are available for viewing.

5.1 Individual Reports

Upon completion of the survey, participants will receive their individual report sent to their email address. A separate email with the passcode to access the individual report will also be sent.

Email notification of individual report

Email notification of passcode to access the individual report

5.1   Department Reports

To view the department reports, click "iWorkHealth > Department Report" in the menu panel.
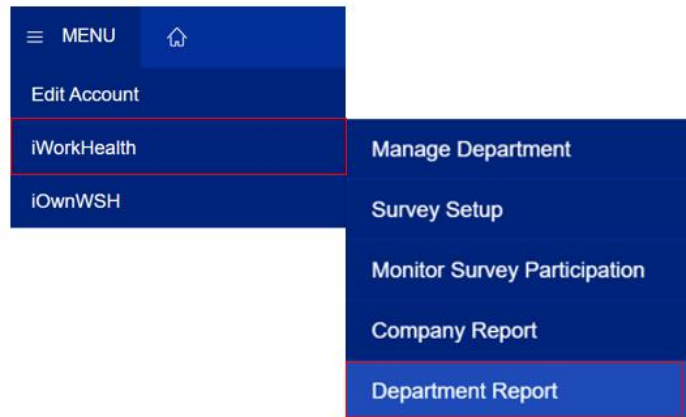
View of Department report in menu panel

Click ![View] to view the respective department report(s).
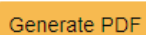
Department report page

A new window with the report will appear. To download the department report, click ![Generate PDF].

Generate PDF

Department: HR
Number of employees invited to participate: 10
Number of employees who participated: 10
Response rate: 100.00%
Date of survey: 22/12/2020 to 22/12/2020

Department iWorkHealth Report

Thank you for using iWorkHealth, a psychosocial health assessment tool to identify workplace stressors. iWorkHealth is developed by Singapore's Workplace Safety and Health Institute in partnership with the Workplace Safety and Health Council, Institute of Mental Health, Changi General Hospital, and Health Promotion Board.

In this report, you will find the consolidated results of employees in your company who have responded to the survey. We hope this report will inform you of the psychosocial risk factors in your workplace, as well as suggestions on interventions which you can put in place to foster psychosocial well-being of your employees.

SECTION I: OVERALL MENTAL WELL-BEING

Mental well-being is the state of well-being where one realises his/her own abilities, can cope with the normal stresses of life, can work productively and fruitfully and is able to make a contribution to the community.

Positive mental well-being is a set of life skills that help us meet life's challenges, make positive connections with others, and live life fully. It also allows us to feel good and function well, even in difficult situations.

83.40

Department Score

Min. Score: 16   Max. Score: 144

Gender	Number of Respondents	Mean Score*
Male	Not Displayed	Not Displayed
Female	Not Displayed	Not Displayed

Age Group	Number of Respondents	Mean Score*
Below 20 years	Not Displayed	Not Displayed
20 to 29 years	Not Displayed	Not Displayed
30 to 39 years	Not Displayed	Not Displayed
40 to 49 years	Not Displayed	Not Displayed
50 to 59 years	Not Displayed	Not Displayed
60 to 69 years	Not Displayed	Not Displayed
70 years and above	Not Displayed	Not Displayed

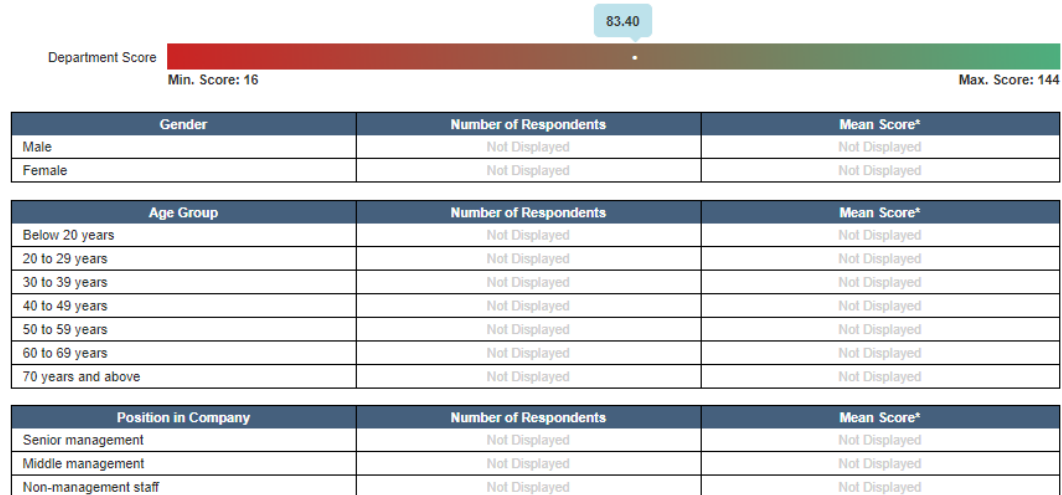| Position in Company	Number of Respondents	Mean Score*
Senior management	Not Displayed	Not Displayed
Middle management	Not Displayed	Not Displayed
Non-management staff	Not Displayed	Not Displayed

*Mean score is the average score for employees who responded to iWorkHealth. Scores will be provided only for groups with 8 or more respondents.

Department Report available for view

> **Note**:
> - The status column indicates whether the report is in-progress or closed and available for download.
> - The aggregated department 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 department report, there must be at least 8 respondents within the department.
> - 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.

5.2   Company Reports

To view the company reports, click "iWorkHealth > Company Report" in the menu panel.

View of 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]

Generate PDF

Number of employees invited to participate: 30
Number of employees who participated: 28
Response rate: 93.33%
Date of survey: 22/12/2020 to 22/12/2020

Company iWorkHealth Report

Thank you for using iWorkHealth, a psychosocial health assessment tool to identify workplace stressors. iWorkHealth is developed by Singapore's Workplace Safety and Health Institute in partnership with the Workplace Safety and Health Council, Institute of Mental Health, Changi General Hospital, and Health Promotion Board.

In this report, you will find the consolidated results of employees in your company who have responded to the survey. We hope this report will inform you of the psychosocial risk factors in your workplace, as well as suggestions on interventions which you can put in place to foster psychosocial well-being of your employees.

SECTION I: OVERALL MENTAL WELL-BEING

Mental well-being is the state of well-being where one realises his/her own abilities, can cope with the normal stresses of life, can work productively and fruitfully and is able to make a contribution to the community.

Positive mental well-being is a set of life skills that help us meet life's challenges, make positive connections with others, and live life fully. It also allows us to feel good and function well, even in difficult situations.

78.96

Company Score
Min. Score: 16   Max. Score: 144

Gender	Number of Respondents	Mean Score*
Male	15	81.26
Female	13	76.30

Age Group	Number of Respondents	Mean Score*
Below 20 years	Not Displayed	Not Displayed
20 to 29 years	9	79.66
30 to 39 years	Not Displayed	Not Displayed
40 to 49 years	Not Displayed	Not Displayed
50 to 59 years	Not Displayed	Not Displayed
60 to 69 years	Not Displayed	Not Displayed
70 years and above	Not Displayed	Not Displayed

Position in Company	Number of Respondents	Mean Score*
Senior management	8	81.12
Middle management	9	72.88
Non-management staff	11	82.36

*Mean score is the average score for employees who responded to iWorkHealth. Scores will be provided only for groups with 8 or more respondents.
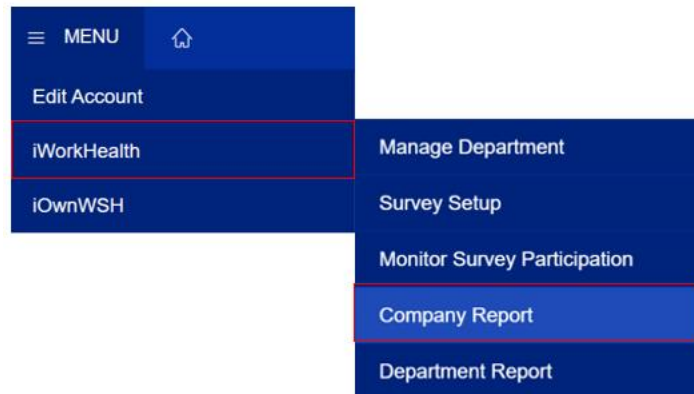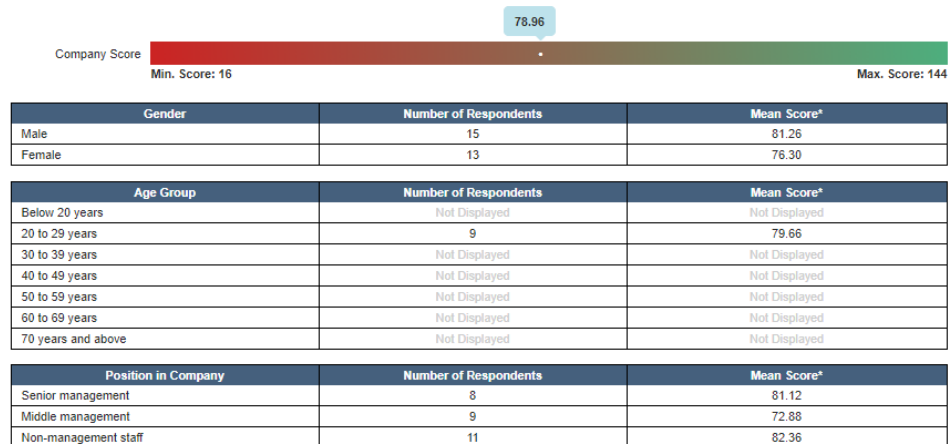
Company Report available for view

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 8 respondents within the department.
- 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.

The End