FWMOMCare App User Guide

Contents

Download / Privacy Policy / Registration / Login –

Download via:
App Store / Huawei AppGallery / Google Play Store

Download on the App Store

For Apple Users, go to App Store.

FWMOMCare
Productivity
★★★☆☆ 618   GET

Enter your FIN
FIN
G1234567X
NEXT

Select Language
English ✓
Mandarin / 中文
Bengali / বাংলা
Tamil / தமிழ்
Thai / ไทย
Vietnamese / Tiếng Việt
NEXT

Select Language
English ✓
Tamil / தமிழ்
Tagalog
Indonesian / Bahasa Indonesia
NEXT

HUAWEI Download on AppGallery
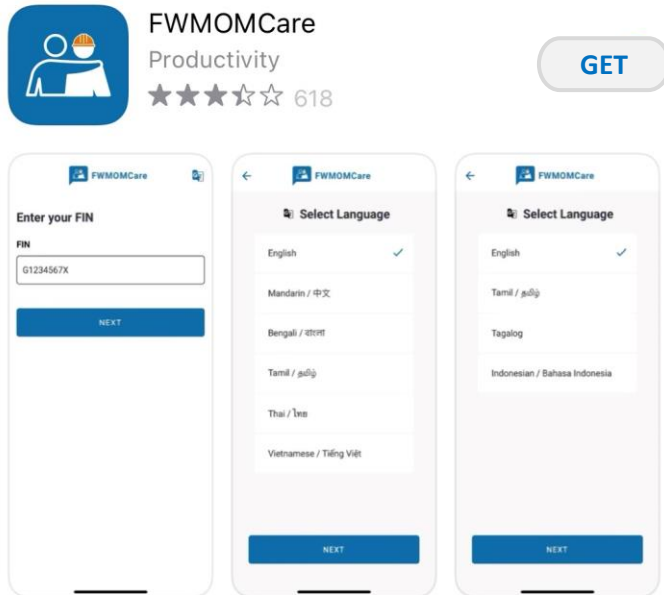
For Huawei Users, go to App Gallery.

FWMOMCare
Ad check · Virus check · Manual check
Install

4.8 ★★★★★   408K   3+
Ratings: 6   Installs   Rated 3+

Enter your FIN
FIN
G1234567X
NEXT

Select Language
English ✓
Mandarin / 中文
Bengali / বাংলা
Tamil / தமிழ்
Thai / ไทย
Vietnamese / Tiếng Việt
NEXT

Foreign worker can use FWMOMCare to manage their well-being

GET IT ON Google Play
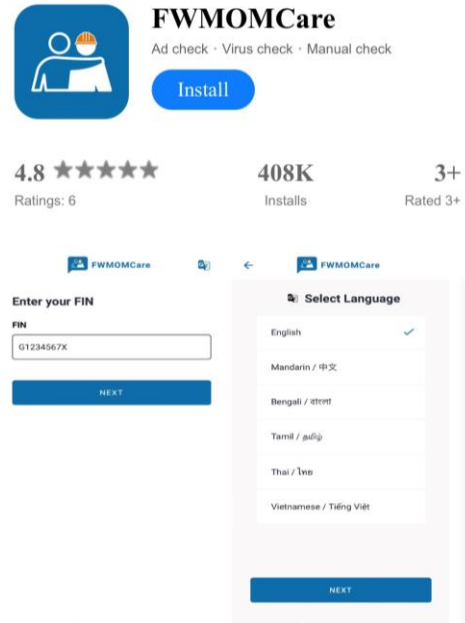
For Android Users, go to Google Play Store.

FWMOMCare
Ministry of Manpower

4.4 ★   1M+   3+
15K reviews ⓘ   Downloads   Rated for 3+ ⓘ
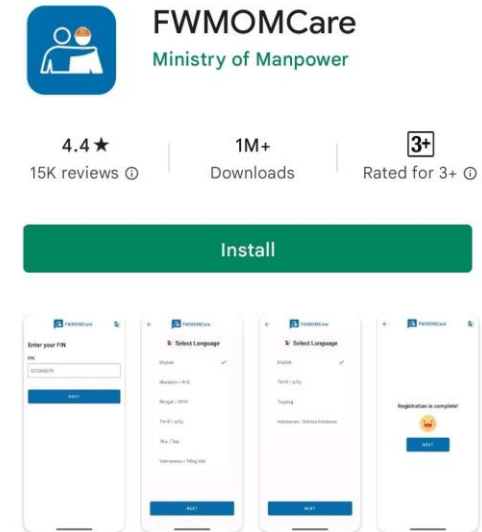
Install

About this app   →

Foreign worker can use FWMOMCare to manage their well-being

Note: Minimally iOS 13 or Android version 5 is required to download app.

FWMOMCare App – Privacy Policy (For New User, New Installation, User who have yet to accept)

STEP 1: Click "Terms of Use and Privacy Statement" to view.

STEP 2: Redirected to MOM website

Step 3: Select "NEXT" to agree

STEP 1:
Enter your FIN

STEP 2:
Captcha - Slide to proceed

STEP 3:
Select language based on Persona (MW)

*MW – Migrant Workers

STEP 4:
Enter your mobile number

STEP 5:
Enter OTP sent via SMS

STEP 6:
Enter your details and click "NEXT" to proceed

FWMOMCare

Register

Mobile Number

+65 ▾   XXXX XXXX

NEXT

Applicable Country / Region Codes:

Singapore +65

Malaysia +60

Indonesia +62

FWMOMCare

Enter 6-digit OTP

Code sent to +65 XXXX XXXX

RESEND IN 02:00

If you have changed your mobile number, please **click here** to update.

FWMOMCare

Provide your personal details

We use this information to confirm your identity

Name

FWMOMCare

Date of birth

18 ▾   MAY ▾   2020 ▾

NEXT

STEP 7:

Click on map icon to search for address

STEP 8:

Search for address using postal code / partial address

STEP 9:

Select address from dropdown and click ✓ to proceed

STEP 10:
If applicable, enter "Floor" and "Room" number and "SAVE CHANGES"

COMPLETED:
Successful Message

FWMOMCare App – Login

STEP 1:
Enter your FIN

STEP 2:
Enter OTP sent via SMS

HOME PAGE:

STEP 1 screen

FWMOMCare

Enter your FIN

FIN

[   ]

NEXT

MOM officers will **never** ask you to transfer money or disclose bank log-in details over a phone call or email. Find out more on how to transact safely and securely. Call the 24/7 ScamShield Helpline on 1799 if you are unsure if something is a scam.

> "NEXT" button is activated only when full FIN is entered.

STEP 2 screen

FWMOMCare

Enter 6-digit OTP
Code sent to **+65 xxxx xxxx**

[|] [ ] [ ] [ ] [ ] [ ]

RESEND IN 02:00

If you have changed your mobile number, please **click here** to update.

> **Did not receive OTP but SMS is sent to the correct number?**
>
> Restart mobile phone and try again.

HOME PAGE screen

FWMOMCare

Today, 05 Dec 2023

Report Health
Last Record: >

Scan QR
Last Scanned: >

SnapSAFE

Find A Doctor

News

Helplines

Recreation Centre

Talk to MOM

Home   My QR   Notifications

STEP 1:

Click "My Profile"

STEP 2:

In CONTACT DETAILS, click "EDIT"
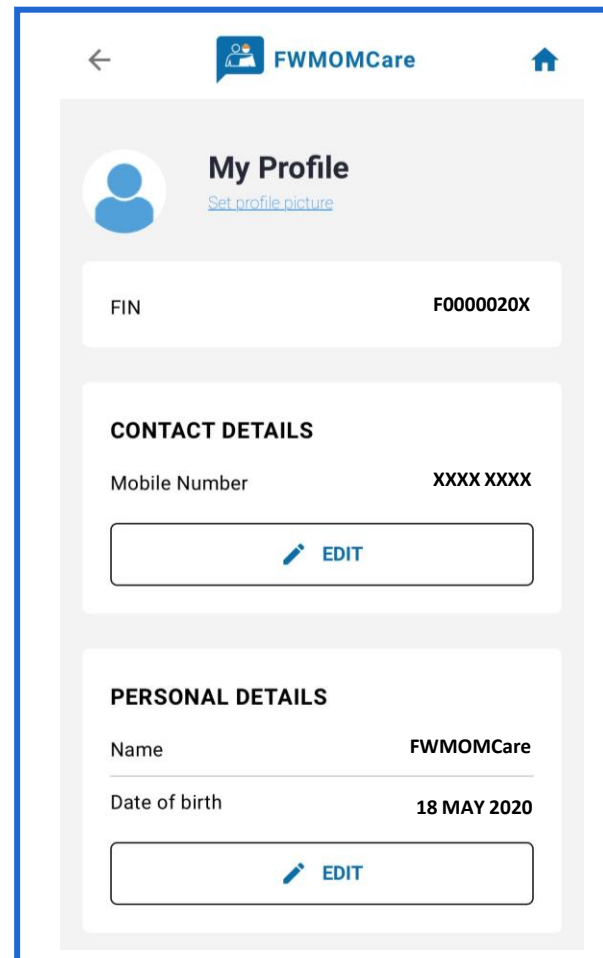
STEP 3:

Enter your **new** mobile number and click "SAVE CHANGES"

FWMOMCare

My Profile

Notifications

SnapSAFE

Vaccination

Find A Doctor

Helplines

Recreation Centre

Talk to MOM

Report Health

Scan QR

Feedback

News

Quick Information

FWMOMCare

My Profile

Set profile picture

FIN | F0000020X

CONTACT DETAILS

Mobile Number | XXXX XXXX

✎ EDIT

PERSONAL DETAILS

Name | **FWMOMCare**

Date of birth | **18 MAY 2020**

✎ EDIT

FWMOMCare

Edit Mobile Number

Mobile Number

+65 ▾ | XXXX XXXX

SAVE CHANGES

Applicable Country / Region Codes:

Singapore +65

Malaysia +60

Indonesia +62

STEP 4:
Enter OTP sent to your **new** mobile number via SMS

COMPLETED:
Successful Message

STEP 1:
Enter your FIN

STEP 2:
If OTP is <u>not</u> sent to the correct mobile number, update via <u>click here</u> on your screen.

STEP 3:
Enter **new** mobile number and click "SAVE CHANGES"

Step 1 screen

FWMOMCare

Enter your FIN

FIN

[   ]

NEXT

MOM officers will **never** ask you to transfer money or disclose bank log-in details over a phone call or email. Find out more on how to transact safely and securely. Call the 24/7 ScamShield Helpline on 1799 if you are unsure if something is a scam.

"NEXT" button is activated only when full FIN is entered.

Step 2 screen

FWMOMCare

Enter 6-digit OTP
Code sent to **+65 XXXX XXXX**

[ ] [ ] [ ] [ ] [ ] [ ]

RESEND IN 02:00

If you have changed your mobile number, please **click here** to update.

Step 3 screen

FWMOMCare

Edit Mobile Number

Mobile Number

+65 ▾   XXXX XXXX

☑ I am an IPA Holder.

SAVE CHANGES

Note:

If you are an IPA holder, please ✓ on the checkbox before clicking on "SAVE CHANGES"

STEP 4:
Enter Card Number on your work pass **or**
Date of Application (DOA) on your IPA letter and click "NEXT"

STEP 5:
Enter OTP sent to your **new** mobile number via SMS

COMPLETED:
Successful Message

STEP 1:
Click Vaccination

STEP 2:
Click Vaccination Records

STEP 3:
Click Covid-19 Vaccination

COVID-19 VACCINATION STATUS

VACCINATED

UNVACCINATED

RECOVERED FROM RECENT INFECTION / MEDICALLY INELLIGIBLE

STEP 4:
Click HISTORY to view your full vaccination record(s)

FWMOMCare

COVID-19 VACCINATION | HISTORY

COVID-19 Vaccination Record:
Fxxx0020X

As at 17 May 2022

Status: **VACCINATED**
Effective from: 26 Apr 2021
Expiry Date: -

FWMOMCare

COVID-19 VACCINATION | HISTORY

COVID-19 Vaccination Record:
Fxxx0020X

As at 17 May 2022

Status: **UNVACCINATED**
Effective from: -
Expiry Date: -

FWMOMCare

COVID-19 VACCINATION | HISTORY

COVID-19 Vaccination Record:
Fxxx0020X

As at 17 May 2022

Status: **RECOVERED FROM RECENT INFECTION / MEDICALLY INELIGIBLE**
Effective from: 27 Jul 2021
Expiry Date: -

FWMOMCare

COVID-19 VACCINATION | HISTORY

COVID-19 Vaccination Record History
Fxxx0020X

As at 16 Aug 2022

COVID-19 Vaccine Name:
MODERNA/SPIKEVAX COVID-19 Vaccine [Elasomeran] Injection

Vaccination Date:
08 Mar 2022

Vaccination Location:
21M0095

COVID-19 Vaccine Name:
SINOPHARM BIBP COVID-19 Vaccine [SARS-CoV-2 Virus (inactivated, HB02 strain)] Injection

Vaccination Date:
20 Sep 2021

Vaccination Location:
Overseas Vaccination

FWMOMCare App – Vaccination Appointment

STEP 1:
Click Vaccination
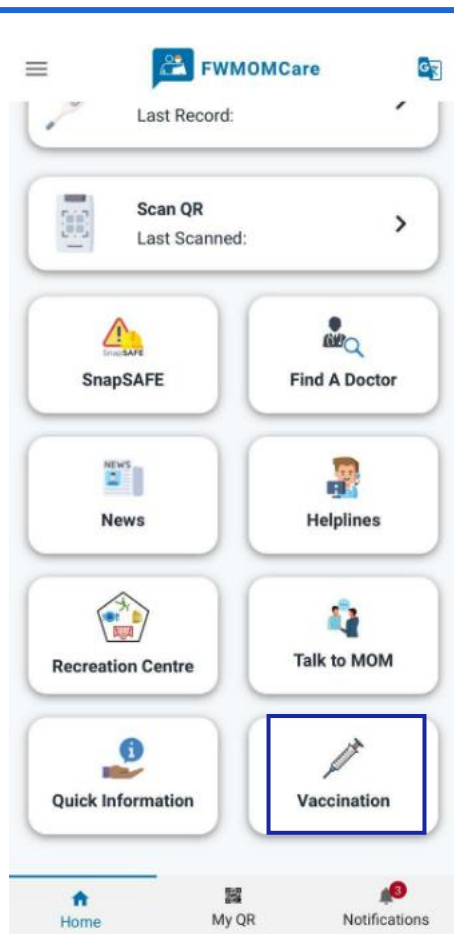
STEP 2:
Click Vaccination Appointment
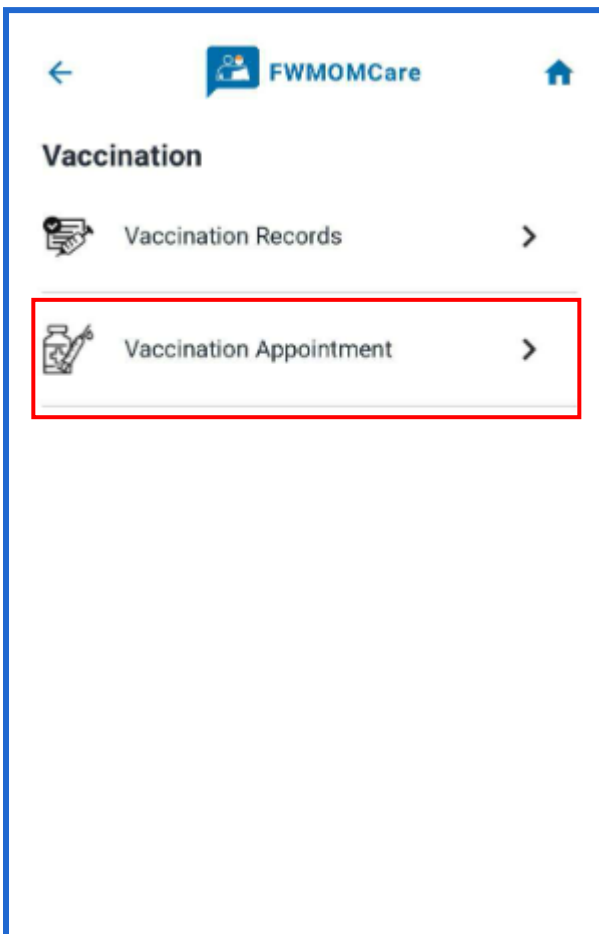
STEP 3:
View / Change your appointment.
And add event to your phone's calendar.

Note:
Turn on your push notification to receive a reminder.
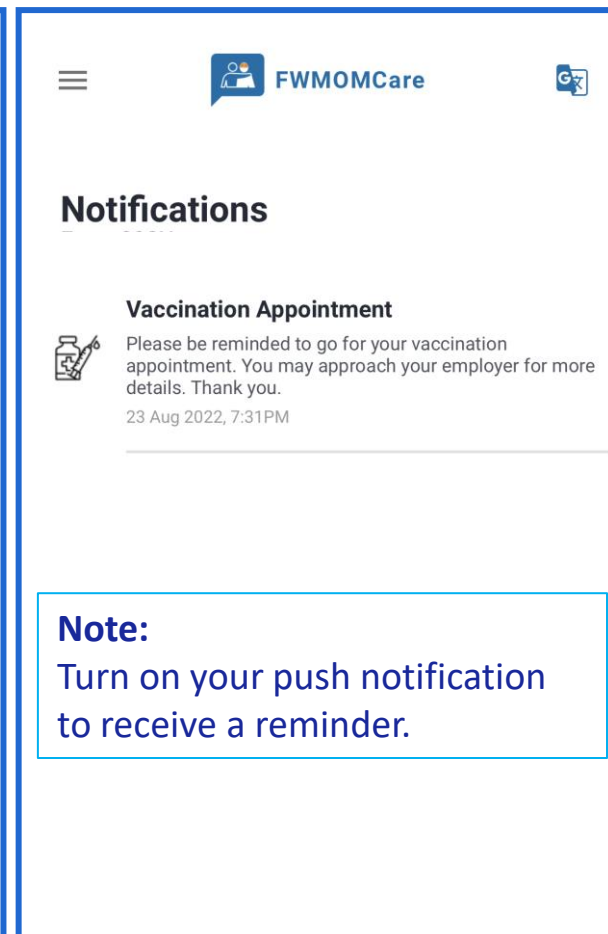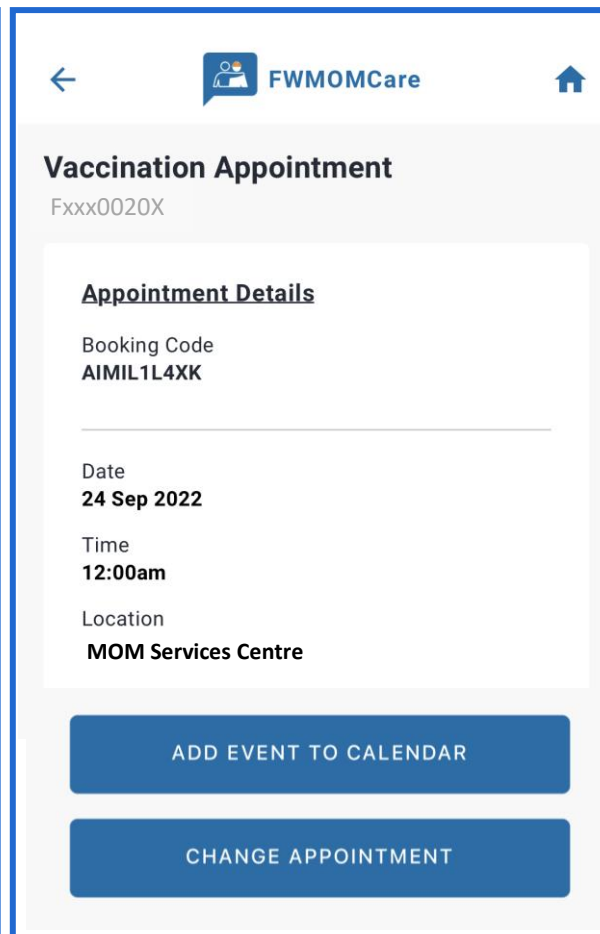
FWMOMCare App – Find A Doctor

FIND A DOCTOR
Find A Doctor can be found on the **Menu** / **Home Page**
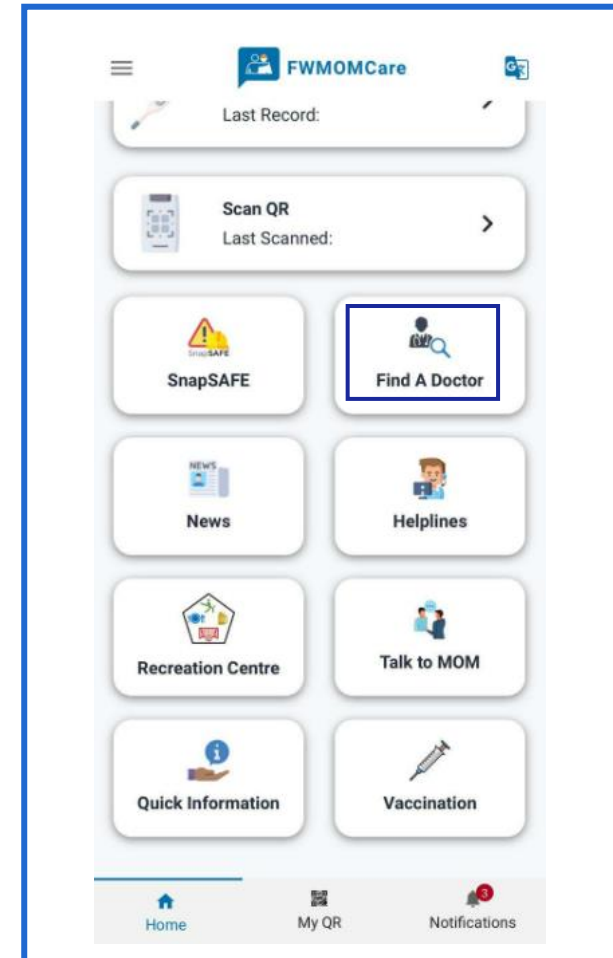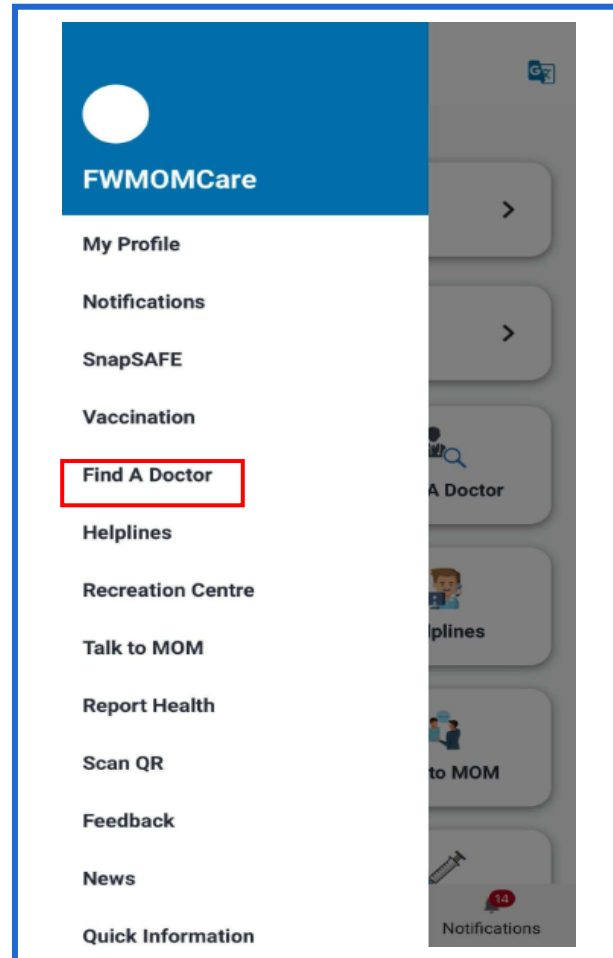
FWMOMCare App – Find A Doctor (PCP*) *PCP – Primary Care Plan

STEP 1:
Your PCP details will be shown.
Select your preferred medical
service
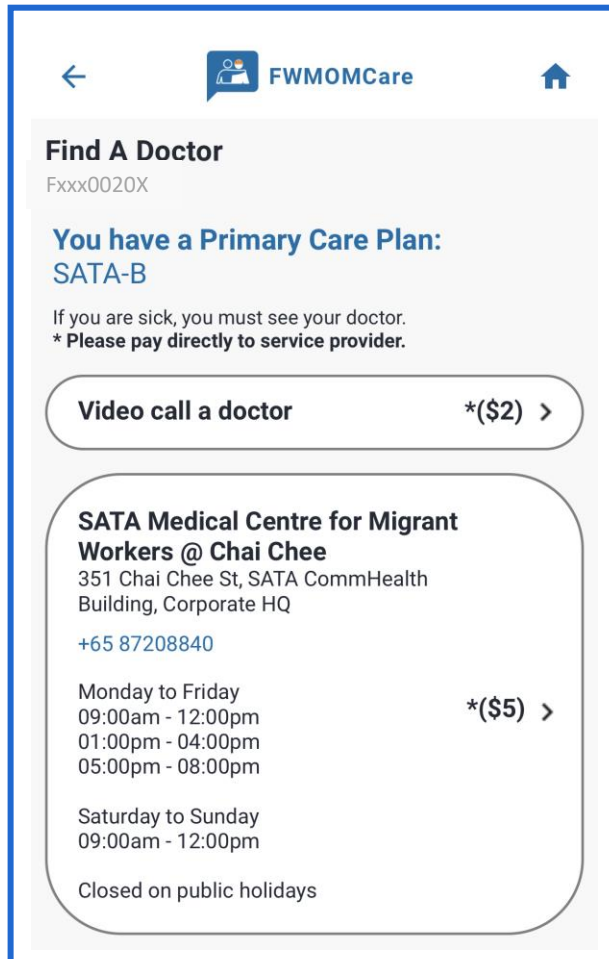
VIDEO CALL A DOCTOR:
Once selected, you will be
re-directed out of FWMOMCare app
to Medical Provider's app / website
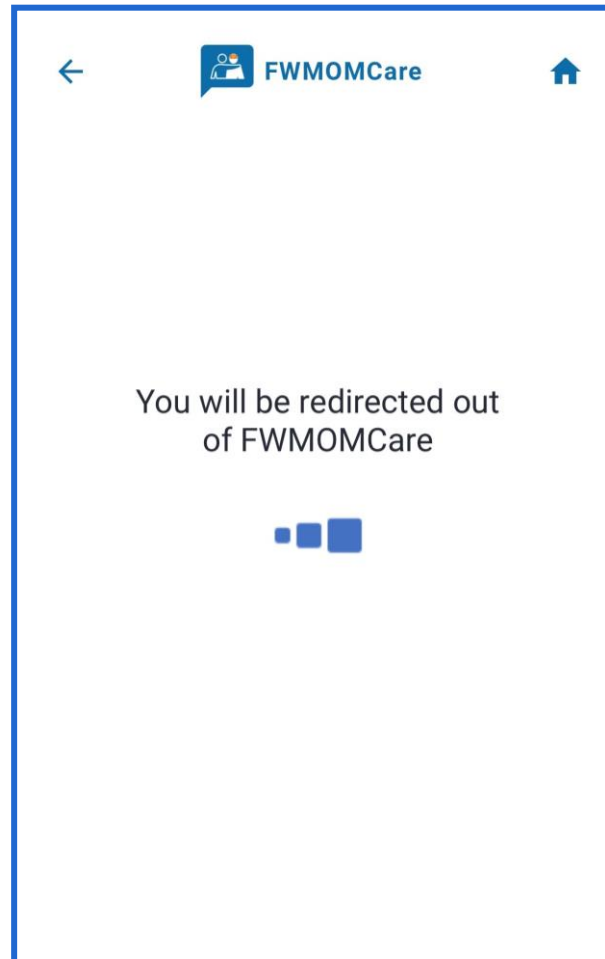
NOTE:
An alert will appear if the address
in your profile and PCP plan are
not nearby.
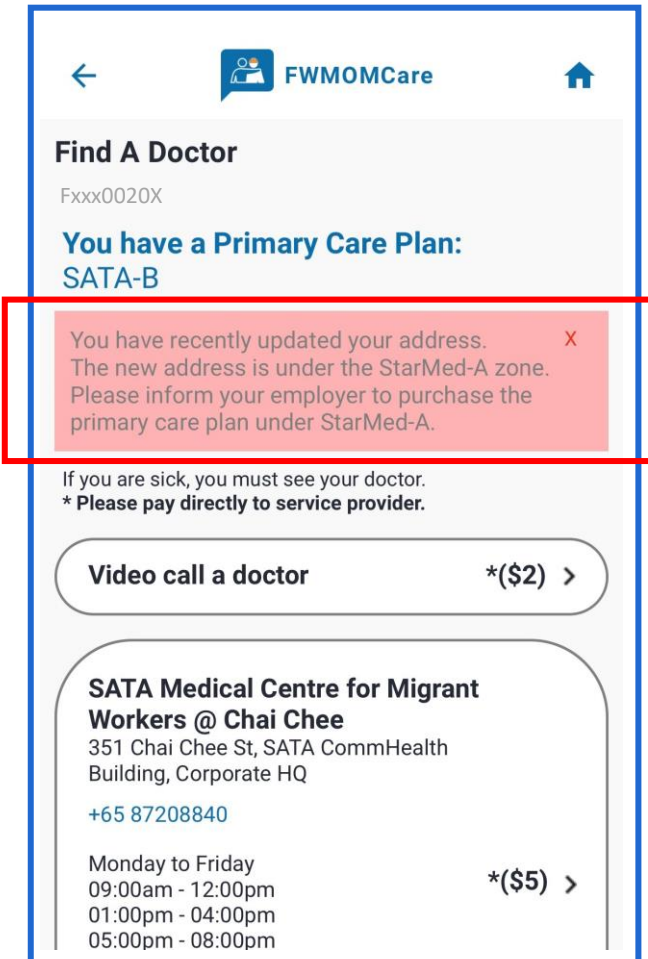
FWMOMCare App – Find A Doctor (Non-PCP*) *PCP – Primary Care Plan

NEARBY MEDICAL CENTRES:
Nearby Medical Centre will be displayed based on postal code in your Profile
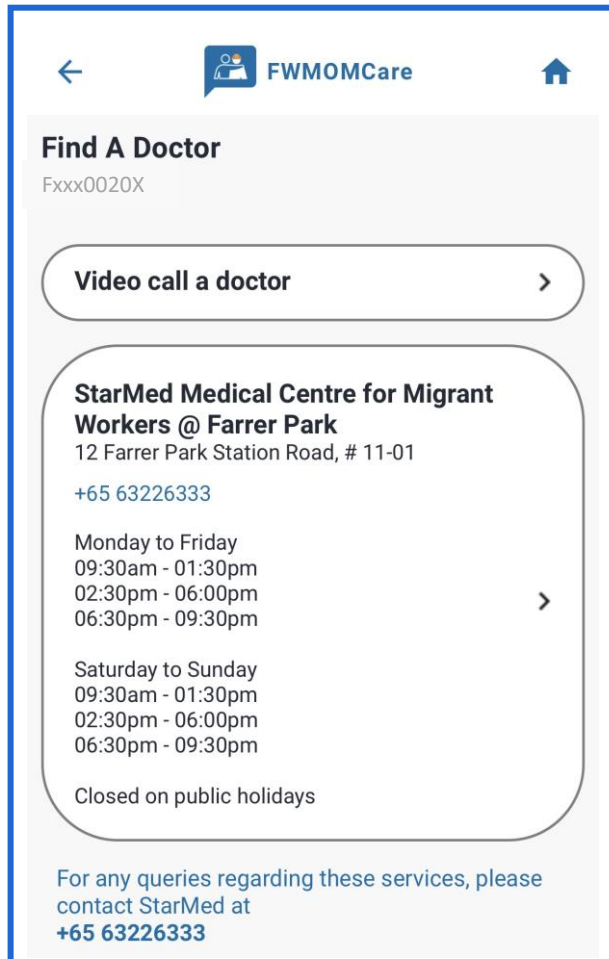
VIDEO CALL A DOCTOR:
Once selected, you will be re-directed out of FWMOMCare app to Medical Provider's app / website
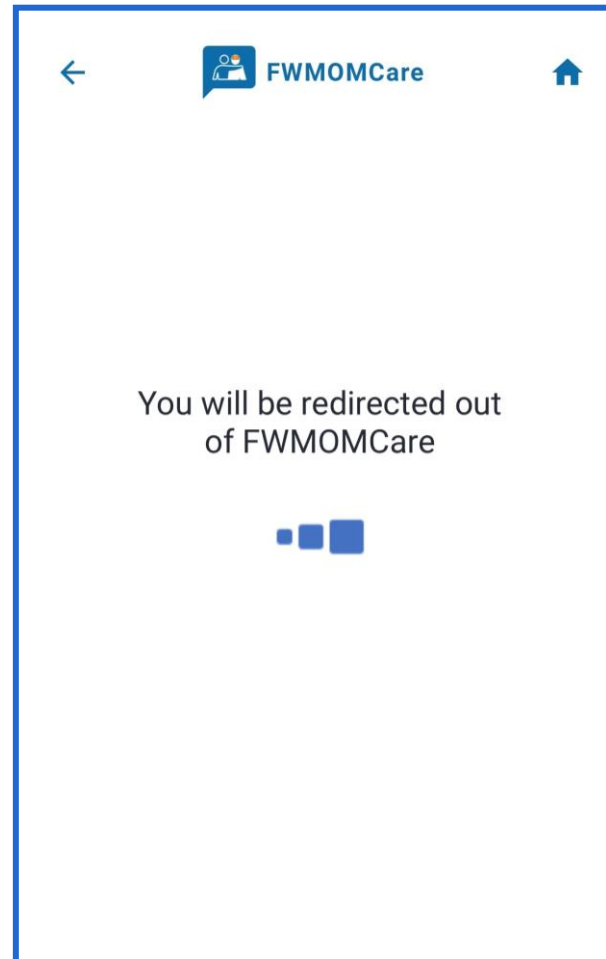
STEP 1:
Click "My Profile"
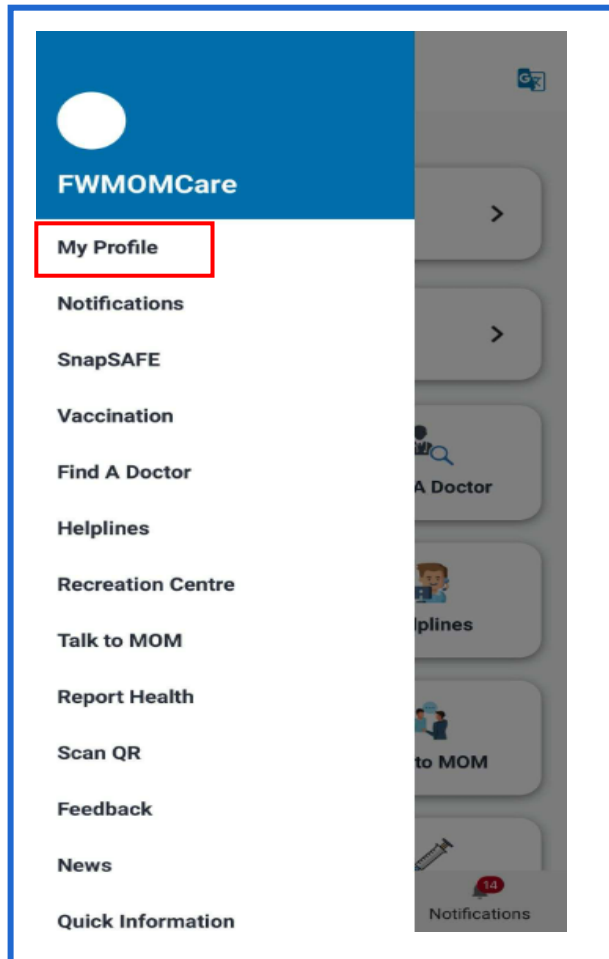
STEP 2:
Scroll down to BUDDY DETAILS
and click "ADD"
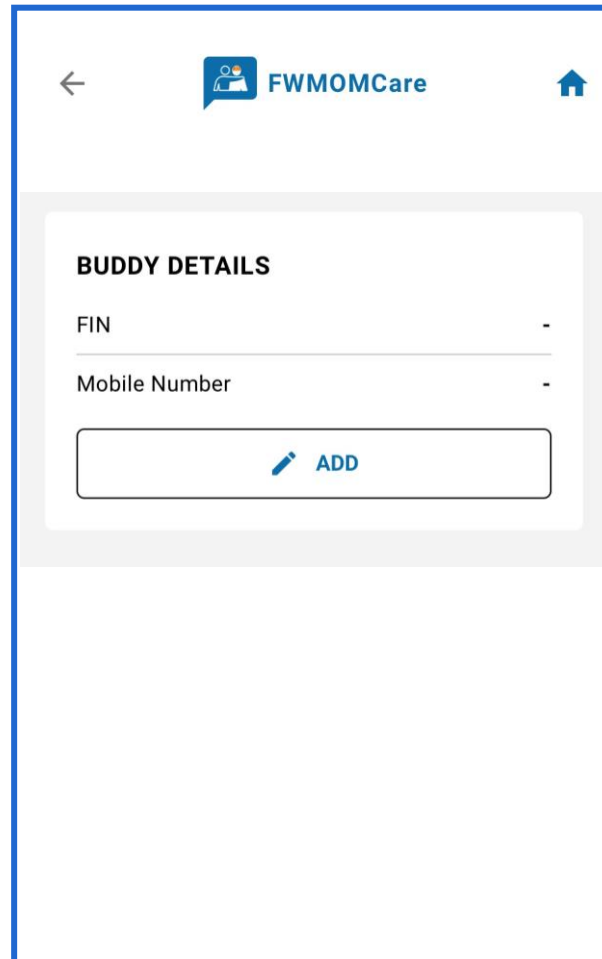
STEP 3:
Enter buddy's FIN and Mobile
Number
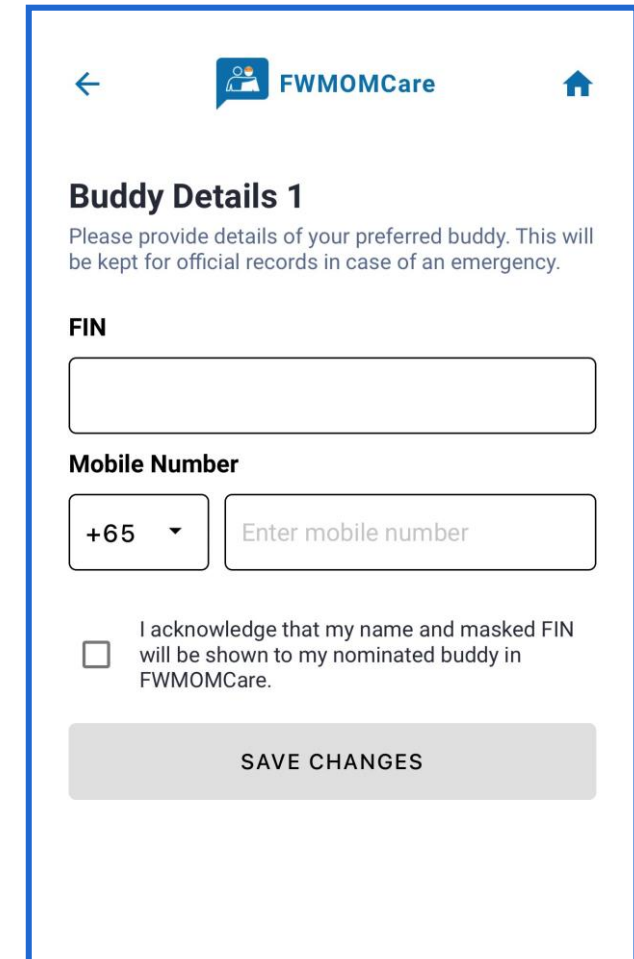
STEP 4:
Tick ✓ on the checkbox to acknowledge and click "SAVE CHANGES"

COMPLETED:
Successful Message

FWMOMCare App – Buddy 2 Nomination

STEP 1:
Click "+ ADD" to add BUDDY DETAILS 2.

STEP 2:
Click "ADD"

STEP 3:
Enter BUDDY 2's DETAILS, tick ✓ to acknowledge and click "SAVE CHANGES"

COMPLETED:
Successful Message

FWMOMCare App – Remove Nominated Buddy

STEP 1:
In Profile page, scroll to BUDDY DETAILS 1 or 2 and click "-REMOVE"

STEP 2:
Click "OK" to confirm.
Otherwise, click "Cancel".

STEP 1:

Report Health can be found on the **Menu** / **Home Page**
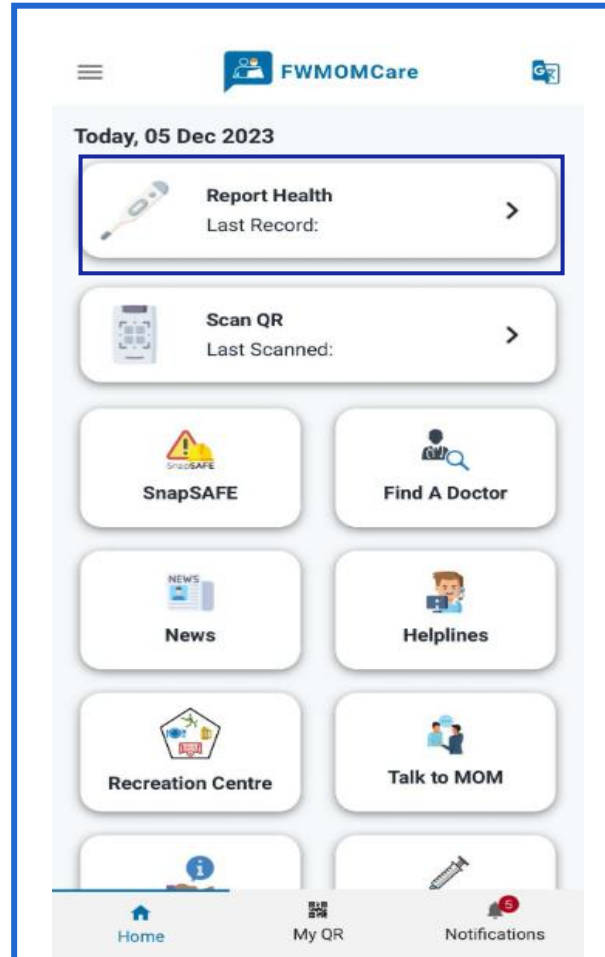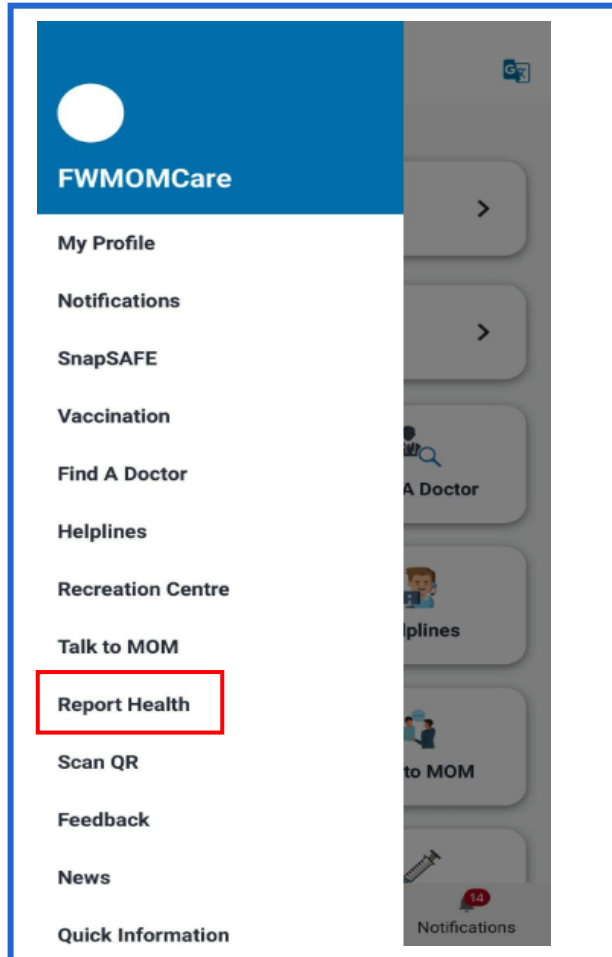
STEP 2:

When done, click "SUBMIT"
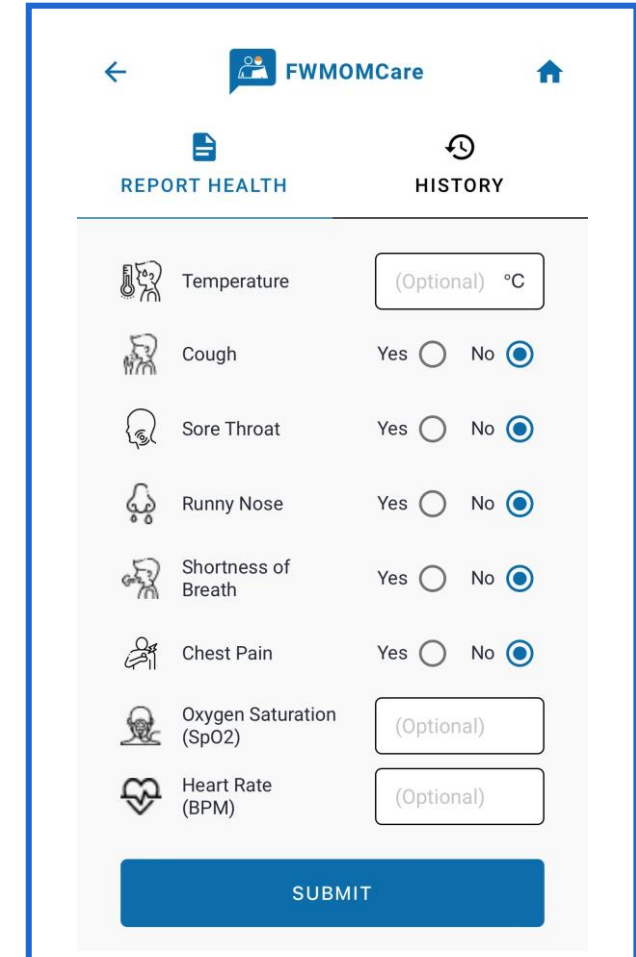
Today, 05 Dec 2023

Report Health
Last Record:

Scan QR
Last Scanned:

My Profile		
Notifications		
SnapSAFE		
Vaccination		
Find A Doctor		
Helplines		
Recreation Centre		
Talk to MOM		
Report Health		
Scan QR		
Feedback		
News		
Quick Information		

SnapSAFE   Find A Doctor

News   Helplines

Recreation Centre   Talk to MOM

REPORT HEALTH   HISTORY

Temperature		(Optional) °C
Cough	Yes ◯	No ◉
Sore Throat	Yes ◯	No ◉
Runny Nose	Yes ◯	No ◉
Shortness of Breath	Yes ◯	No ◉
Chest Pain	Yes ◯	No ◉
Oxygen Saturation (SpO2)		(Optional)
Heart Rate (BPM)		(Optional)

SUBMIT

COMPLETED:
Successful Message
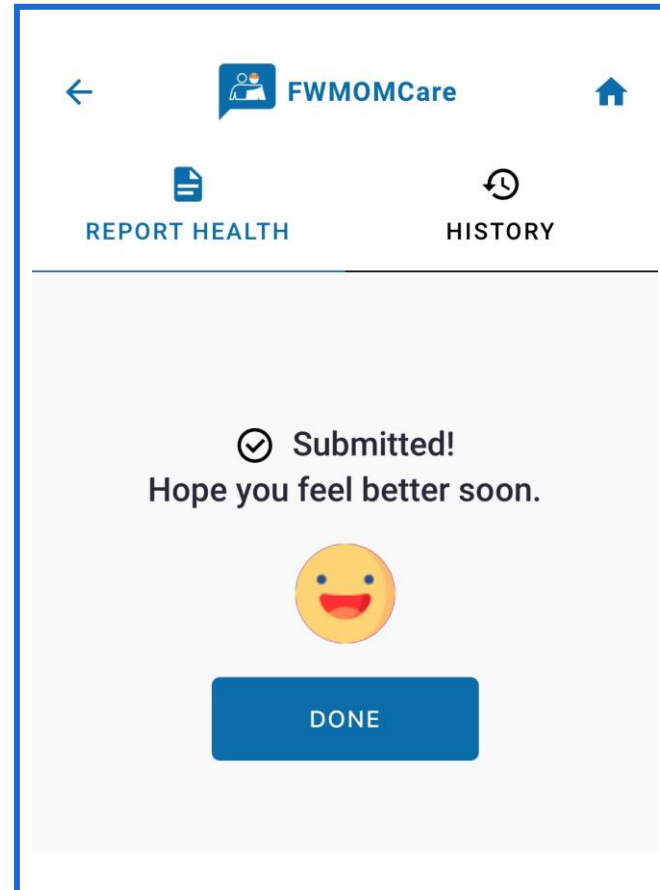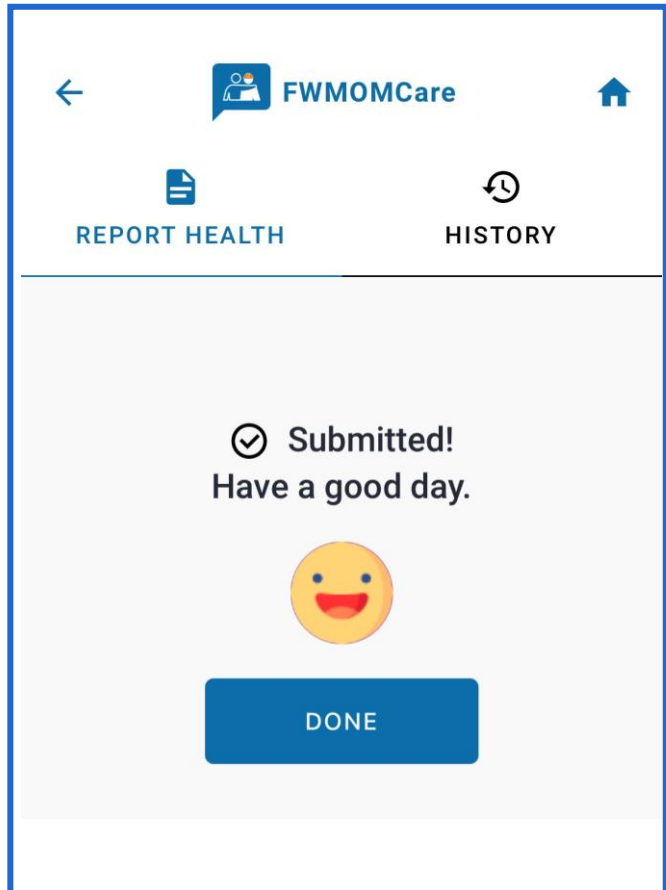
REPORT HEALTH HISTORY:
You can now view Today's / Past 7 days records

Note:
Click "VIEW FULL HISTORY" to view past 7 days record(s)

STEP 1:
Scan QR can be found on the **Menu** / **Home Page**
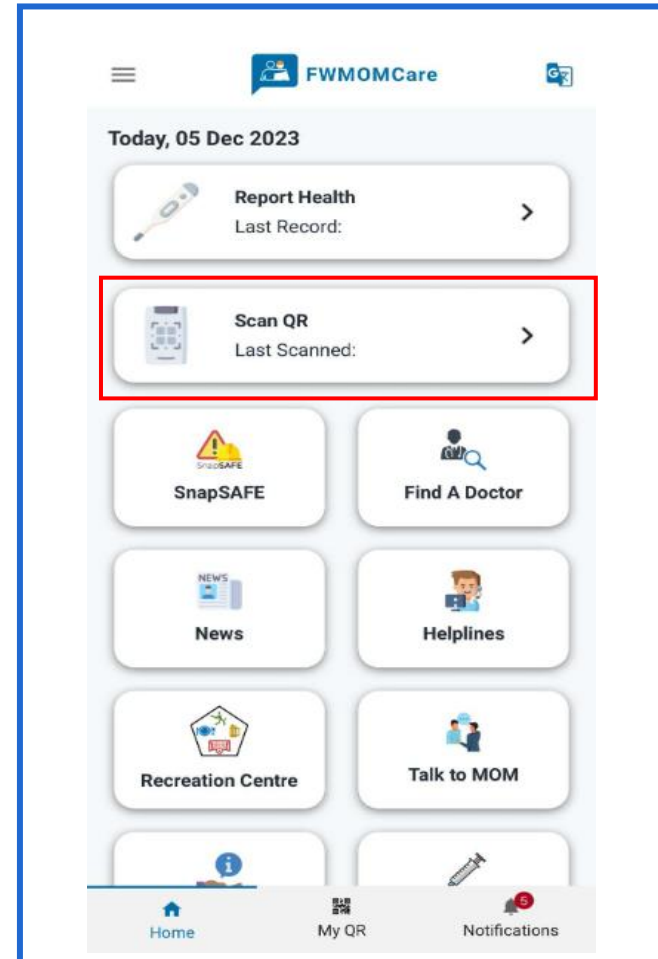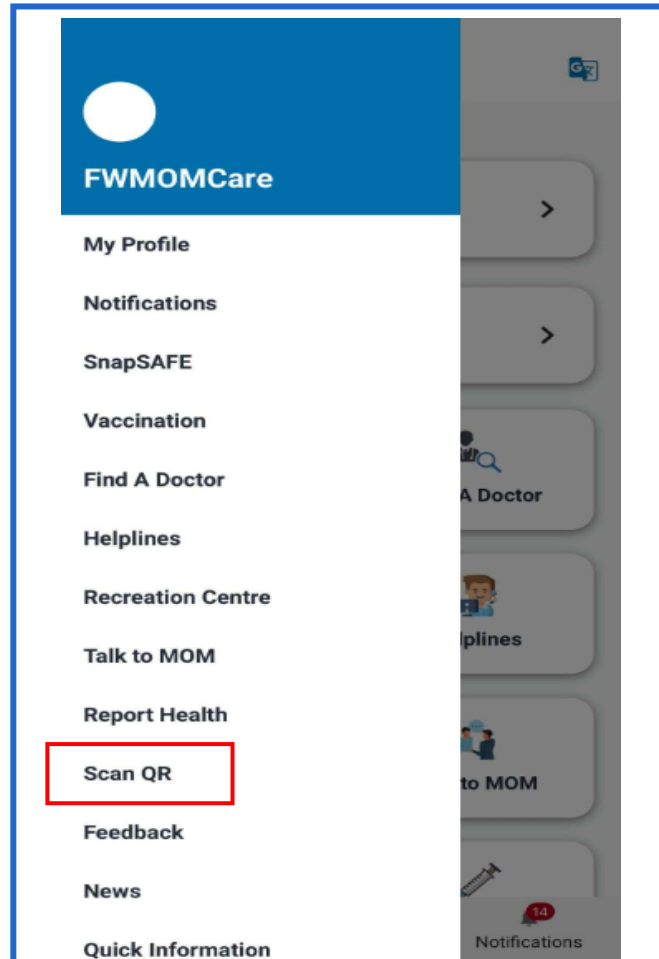
FWMOMCare App – Scan QR (Safe@Home)

STEP 2:
Scan the QR code in your room.
Allow app to access camera in your mobile phone settings.

COMPLETED:
Successful Message

SCAN HISTORY
You can now view Today's / Past 7 days records

REMINDER FROM MOM
FOREIGN WORKERS MUST
SCAN QR CODE IN YOUR ROOM TWICE DAILY

SAFE@HOME

1. Download FWMOMCare App.
2. Go to SAFE@HOME.
3. Scan the QR code in your room twice daily.

Please scan the QR code

✓ Submitted!
Have a good day.

DONE

ADDRESS
Addres   1500 BENDEMEER ROAD
                339946
Block   1500
Floor
Room

Today's Scanned History
Fxxx0020X

Date	Time	Category
31 Oct 2023	3:23 pm	Safe@Home
31 Oct 2023	3:23 pm	Safe@Home
31 Oct 2023	3:20 pm	Safe@Home

VIEW FULL HISTORY

*Record(s) in red will upload when you are connected to WIFI / data.

Note:
Click "VIEW FULL HISTORY" to view past 7 days record(s)

📱 **Past 7 days history**
Fxxx0020X

Date	Time	Category
31 Oct 2023	3:23 pm	Safe@Home
31 Oct 2023	3:23pm	Safe@Home
31 Oct 2023	3:20pm	Safe@Home
09 May 2022	06:00 am	Safe@Home
08 May 2022	07:00 pm	Safe@Home
08 May 2022	06:00 am	Safe@Home

*Record(s) in red will upload when you are connected to WIFI / data.

STEP 2:
Scan authorized QR codes including code from go.gov.sg
Allow app to access camera in your mobile phone settings.

COMPLETED:
Successful Message

SCAN HISTORY
You can now view Today's / Past 7 days records

FWMOMCare — SCAN / HISTORY

Please scan the QR code

FWMOMCare — SCAN / HISTORY

✓ Submitted!
Have a good day.

😃

DONE

FWMOMCare — SCAN / HISTORY

Today's Scanned History
Fxxx0020X

Date	Time	Category
19 Oct 2023	11:20 am	Tuas South Recreation Centre
19 Oct 2023	11:20 am	Safe@Home
19 Oct 2023	11:07 am	Tuas South Recreation Centre_Prata
19 Oct 2023	11:04 am	Health Road Show
19 Oct 2023	11:03 am	Safe@Home

VIEW FULL HISTORY

Record(s) in red will upload when you are connected to WIFI / data.

Note:
Click "VIEW FULL HISTORY" to view past 7 days record(s)

FWMOMCare

Past 7 days history
Fxxx0020X

Date	Time	Category
19 Oct 2023	11:20 pm	Tuas South Recreation Centre
19 Oct 2023	11:20 pm	Safe@Home
19 Oct 2023	11:07am	Tuas South Recreation Centre_Prata
19 Oct 2023	11:04am	Health Road Show
19 Oct 2023	11.03am	Safe@Home
18 Oct 2023	06:00 am	Tuas South Recreation Centre
17 Oct 2023	07:00 pm	Health Road Show
16 Oct 2023	06:00 am	Tuas South Recreation Centre

Record(s) in red will upload when you are connected to WIFI / data.

FWMOMCare App – SnapSAFE

STEP 1:
SnapSAFE can be found on your **Home Page**.
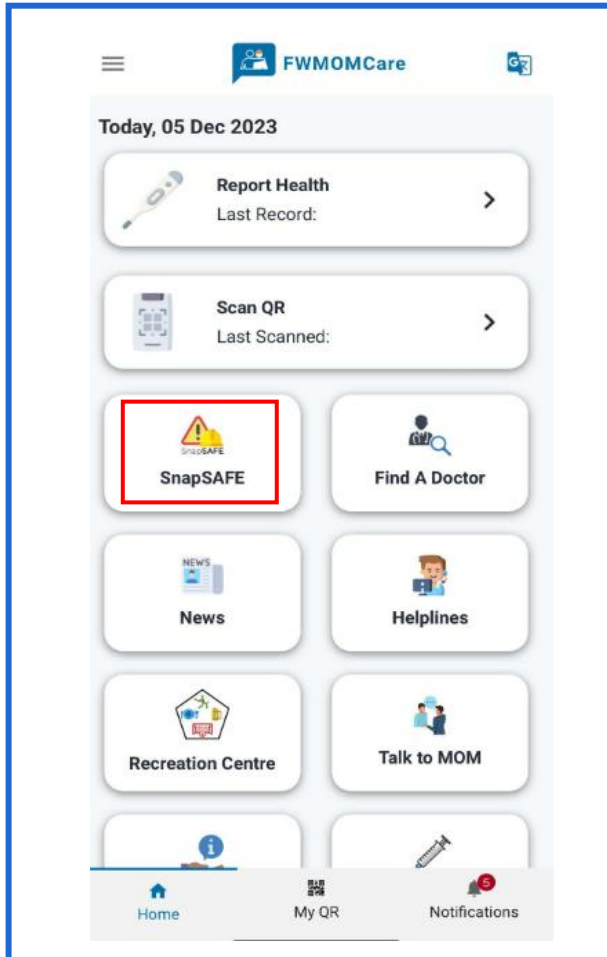
STEP 2:
Once SnapSAFE is selected, you will be redirected out of FWMOMCare
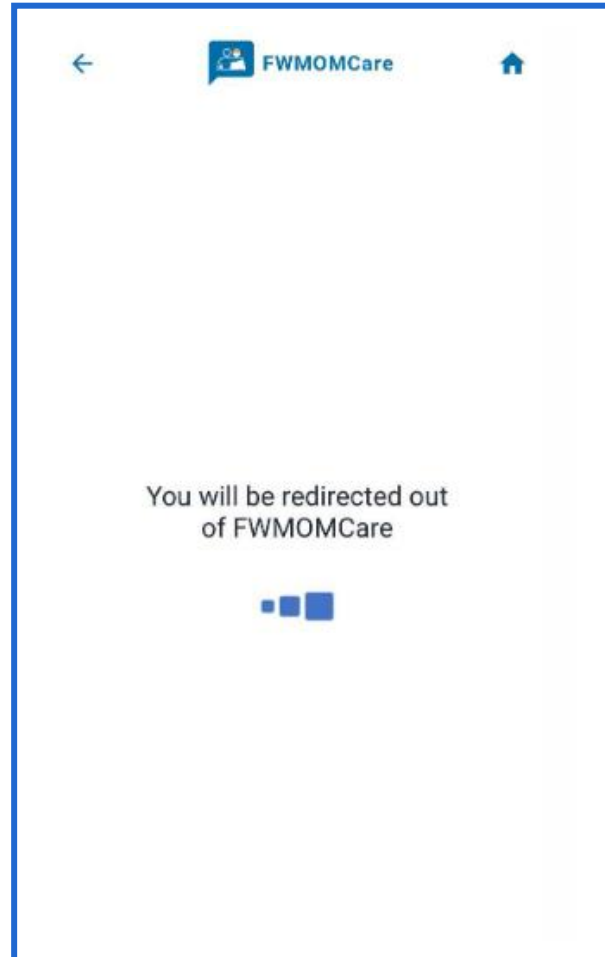
Step 3:
You will be redirect to form.gov.sg

FWMOMCare App – Home Page / Notifications / News

HOME PAGE:
Report Health and Scan QR will display last record's date / time (if any)

NOTIFICATIONS:
Unread notifications will be indicated with a red dot

NEWS:
View the latest Updates / Advisories here
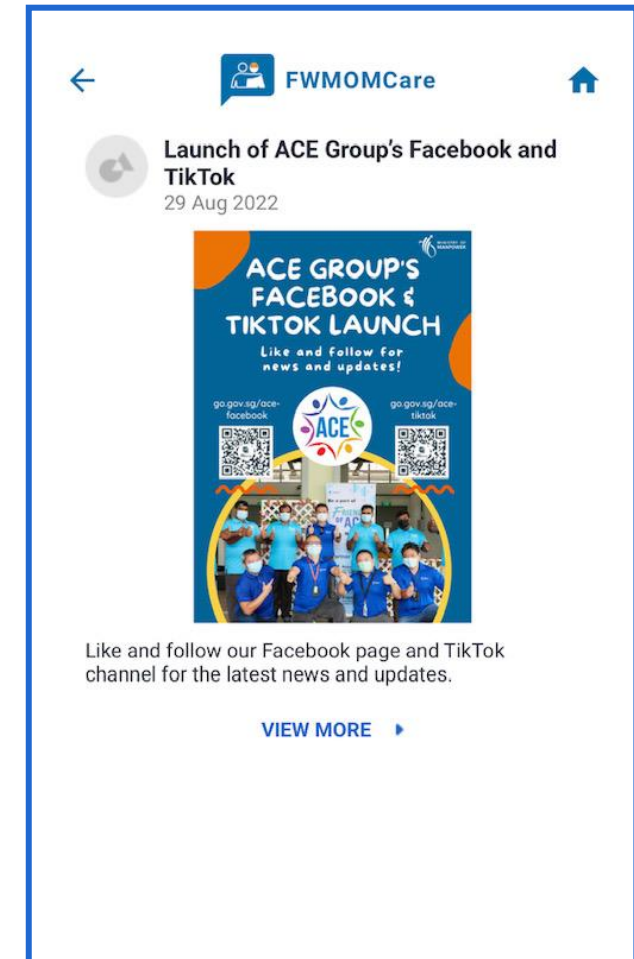
FWMOMCare App – Banner
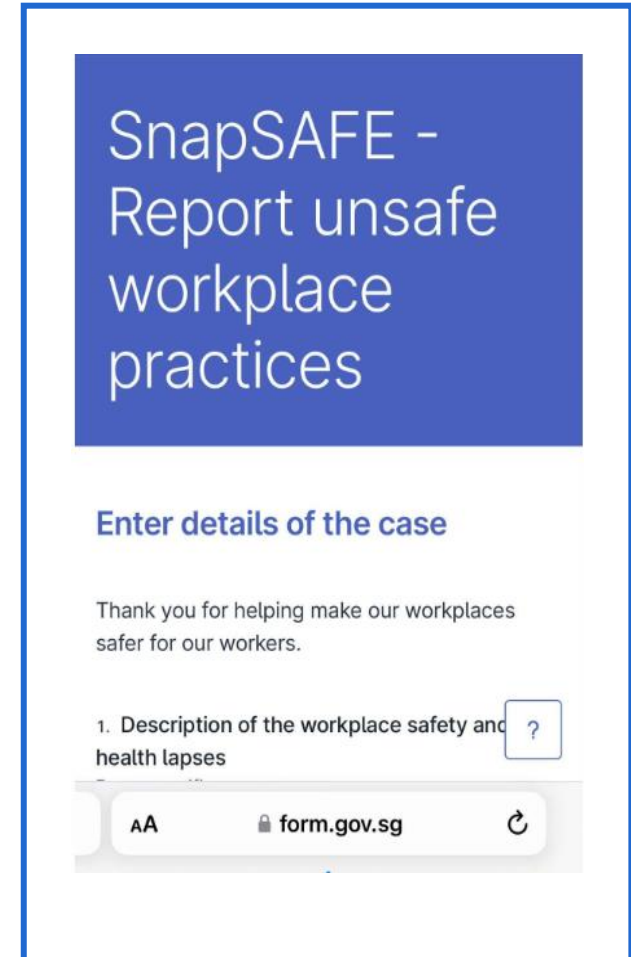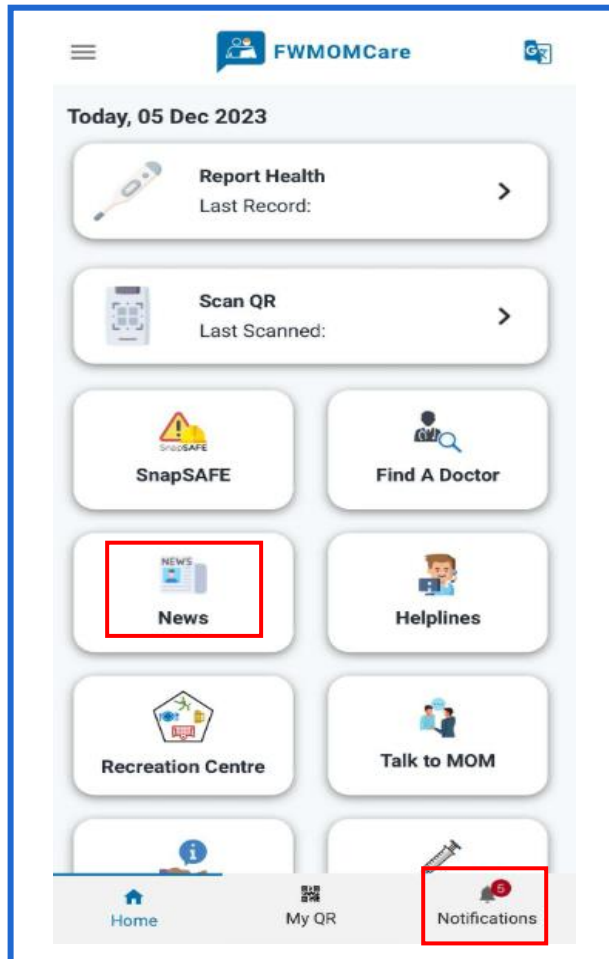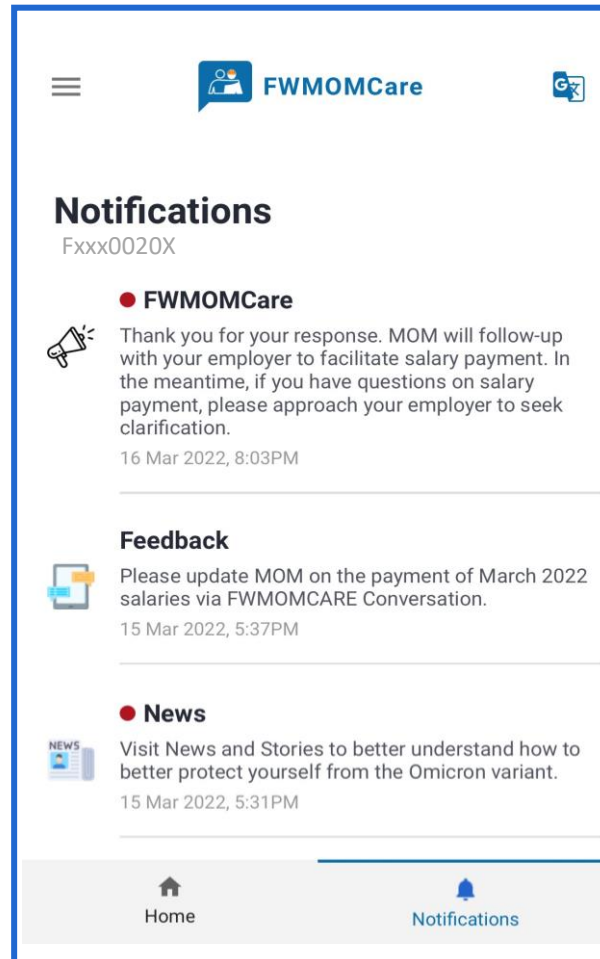
STEP 1:
List of published Banner will **only be displayed** on top of Home Page **if available**

STEP 2:
Swipe left or right to view other banners.

STEP 3:
Click "VIEW MORE" to be redirected to the intended page accordingly

STEP 4:
Click "X" to prevent banner from showing for the day. Banner will re-appear the next day.
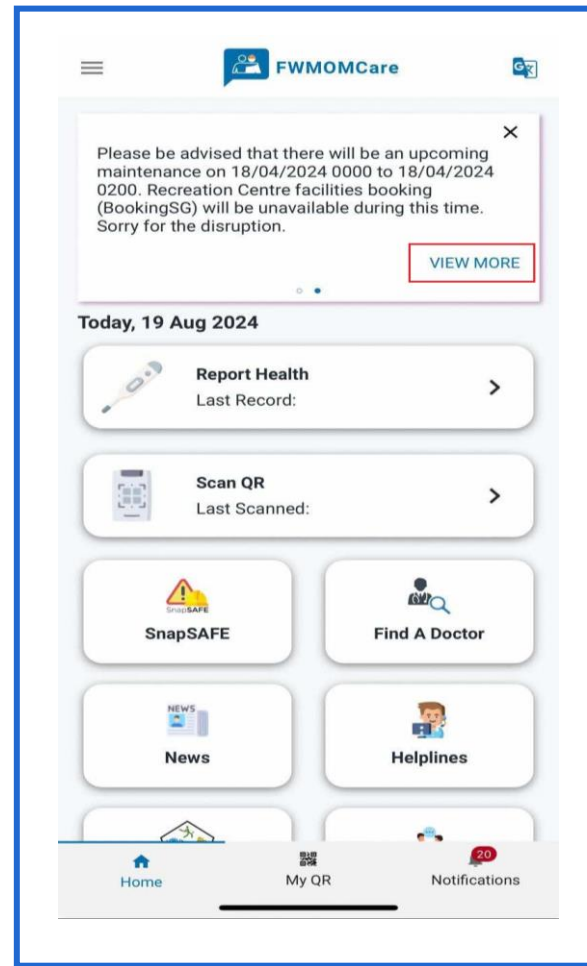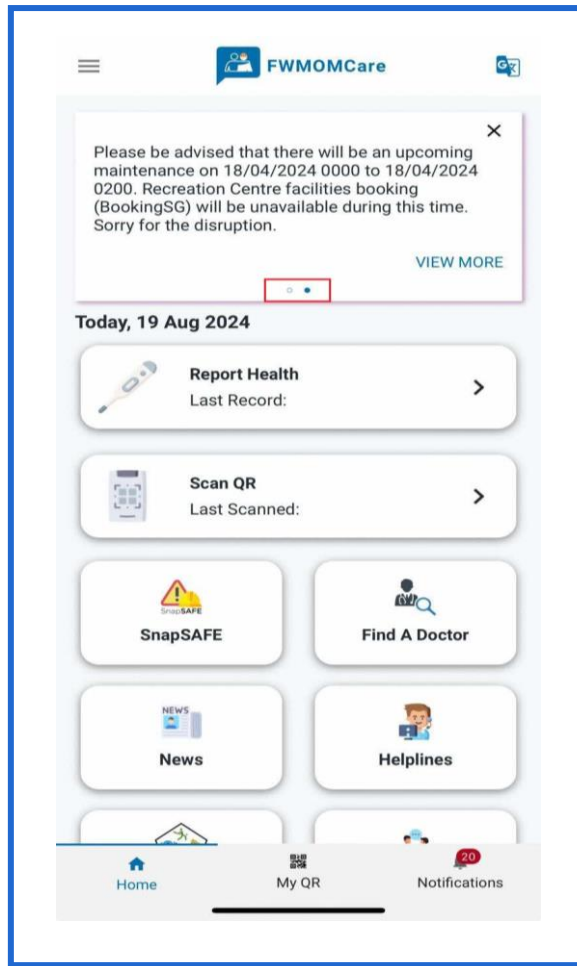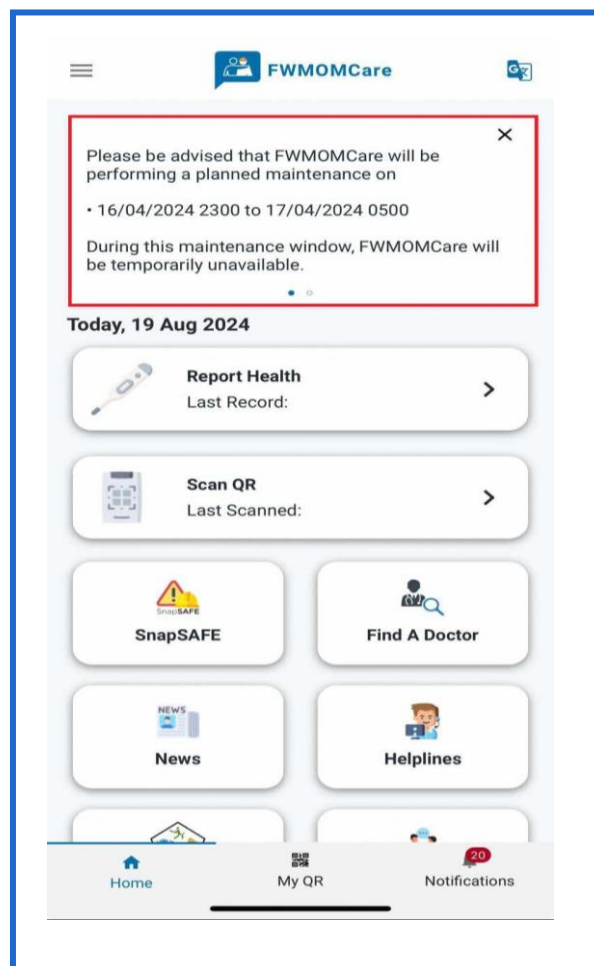
STEP 1:
Click "Feedback" from Menu
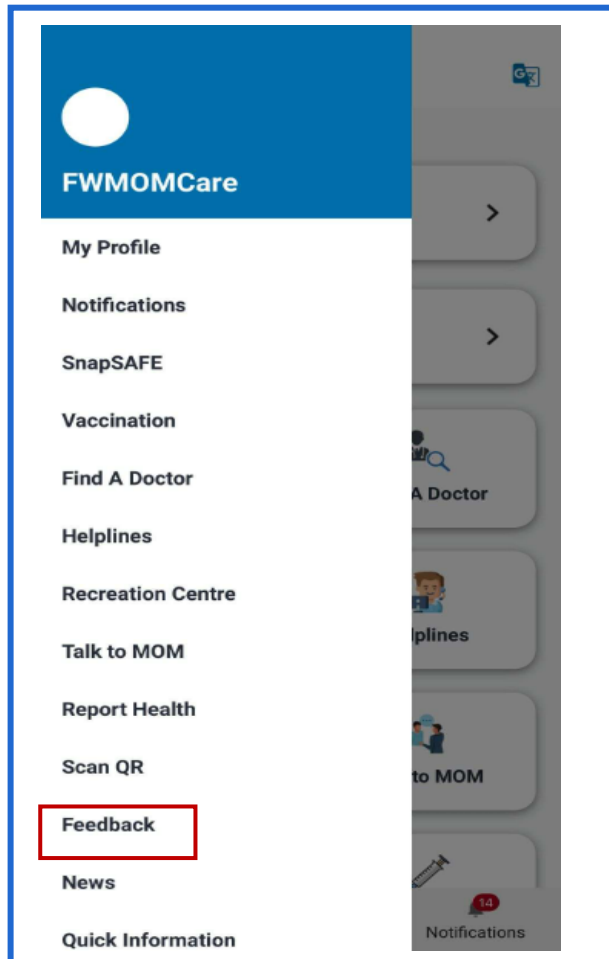
STEP 2:
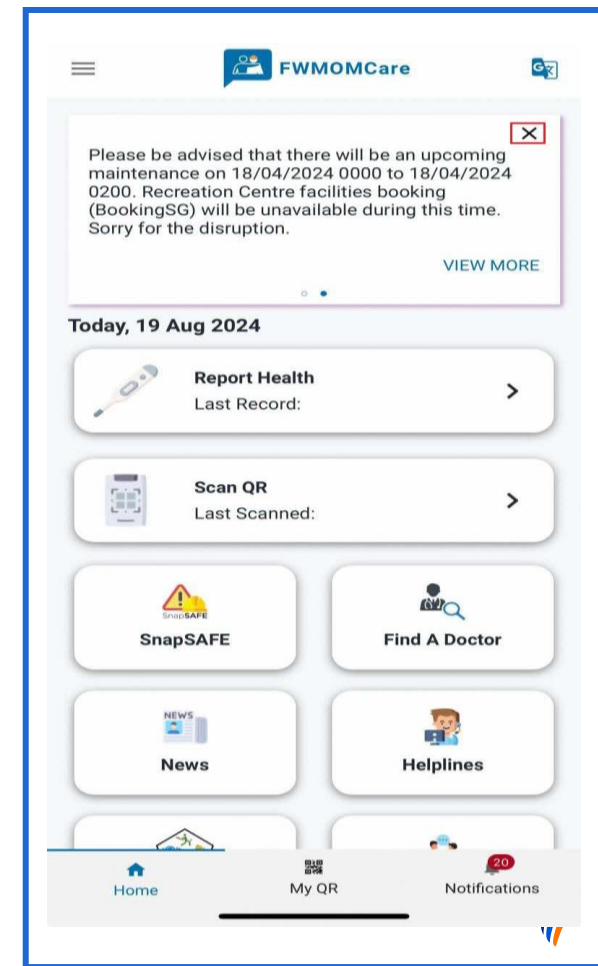List of available surveys / feedback will be displayed

STEP 3:
View details of survey / feedback
Click "NEXT" to proceed

STEP 4:
Click "NEXT" to go to next question or "Cancel" to close.

COMPLETED:
Successful Message

FWMOMCare App – Helplines

HELPLINES:
Display Ministry of Manpower (MOM), TADM, Mental Health and Emergency Hotlines

Screen 1
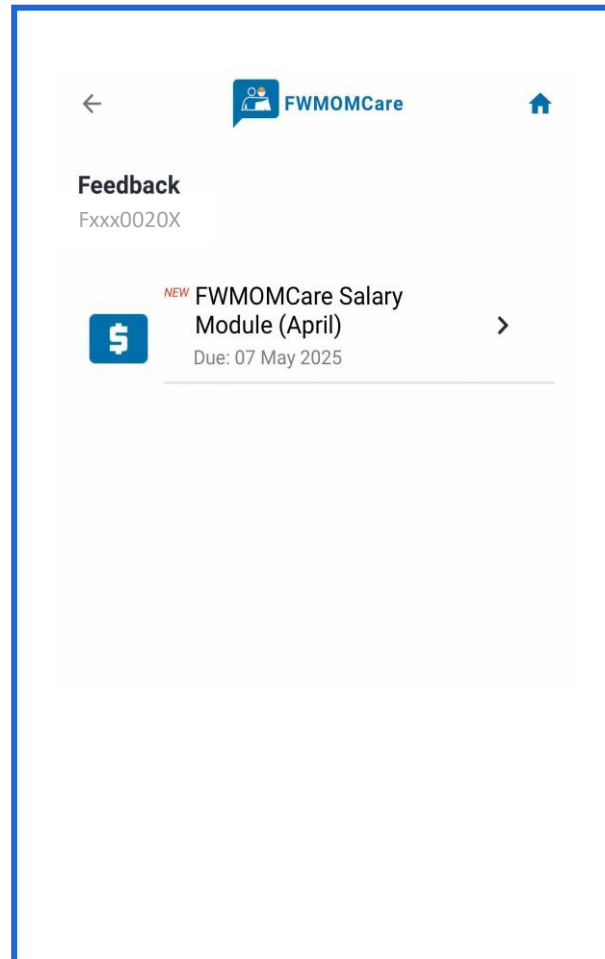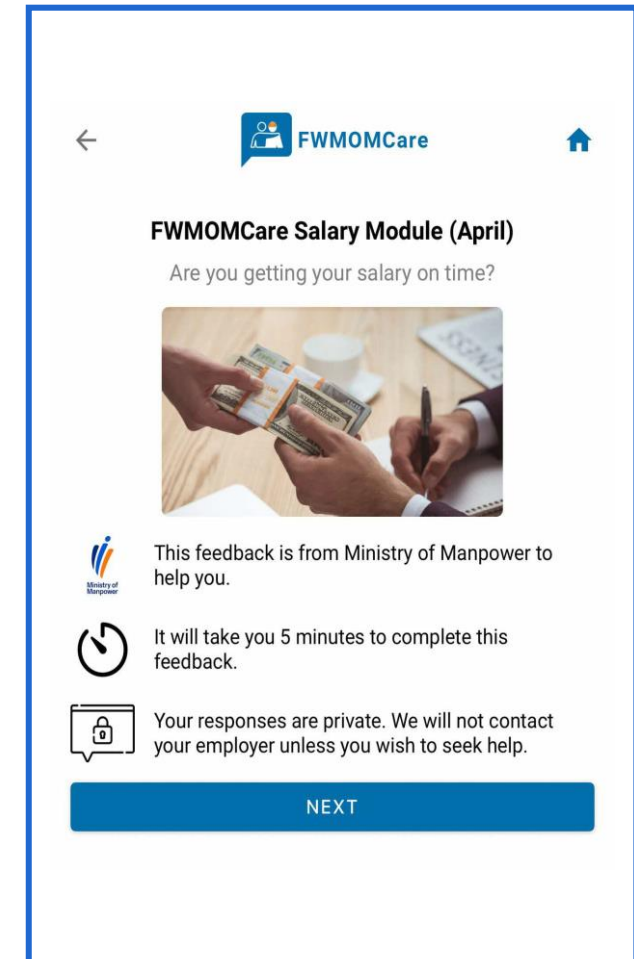
FWMOMCare

Last Record:

Scan QR
Last Scanned:

- SnapSAFE
- Find A Doctor
- News
- Helplines
- Recreation Centre
- Talk to MOM
- Quick Information
- Vaccination

Home | My QR | Notifications

Screen 2

FWMOMCare

Q Search

General Enquiries and Helplines

Ministry of Manpower (MOM)

📹 **Advisory Services (Via Zoom)**
Click here for user guide.

MAKE AN APPOINTMENT

📞 **Enquiries**
+65 6438 5122
Monday to Friday
08:30am - 05:30pm
Saturday
08:30am - 01:00pm

📍 **MOM Services Centre**
1500 Bendemeer Road
Singapore 339946
Monday to Friday
08:00am - 05:30pm
Closed on weekends and
public holidays

**SnapSAFE - Report a Workplace
Safety Issue**
(Available in English only)

SUBMIT E-FEEDBACK

Screen 3

FWMOMCare

TADM
Tripartite Alliance
for Dispute Management

**Tripartite Alliance for Dispute
Management (TADM)**

📁 **E-filing claim**
Click here for user guide

FILE USING SINGPASS

Use "Ask TADM" chatbot
to assess your claim(s) or make
an appointment.
(Available in English only)

CHAT WITH "ASK TADM"

View existing claim
Log in to view existing case and
your next step.

VIEW CASE USING SINGPASS

Screen 4

FWMOMCare

Counselling and Emotional Support

🔲 HEALTHSERVE
HealthServe (24/7)
📞 +65 3129 5000
(24-Hr Hotline)

MWC
MWC (24/7)
📞 +65 6536 2692
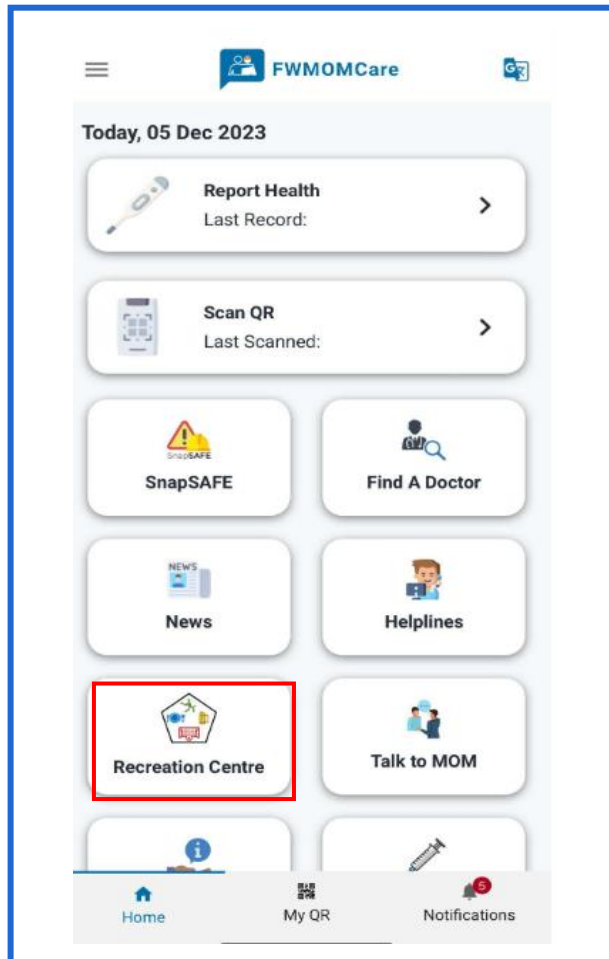(24-Hr Hotline)

Emergency

Police
📞 999

Fire & Emergency Ambulance
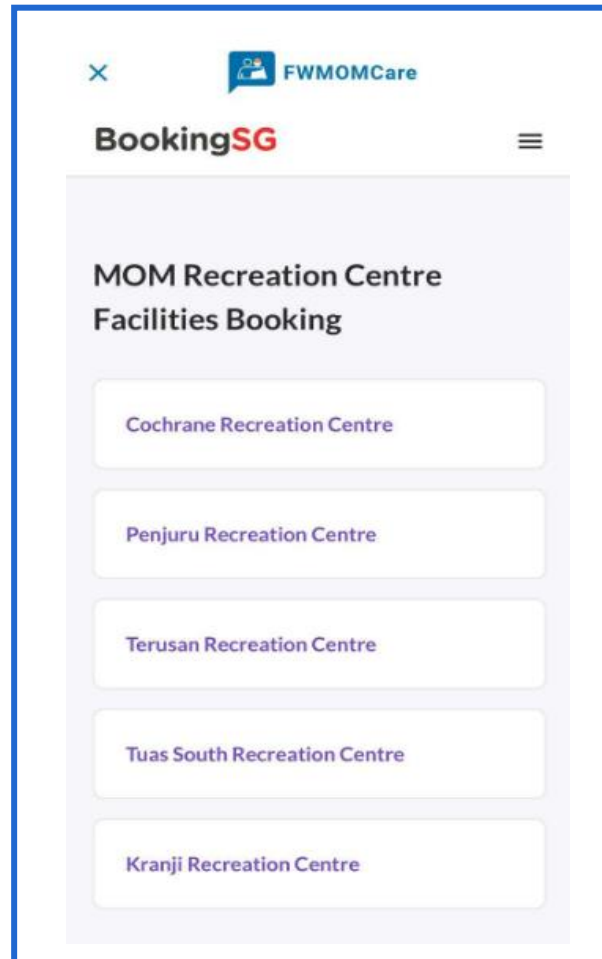📞 995

FWMOMCare App – Recreation Centre

STEP 1:
Recreation Centre can be found on your **Menu/Home Page**.

STEP 2:
Redirected to Booking.SG site to book your facilities.

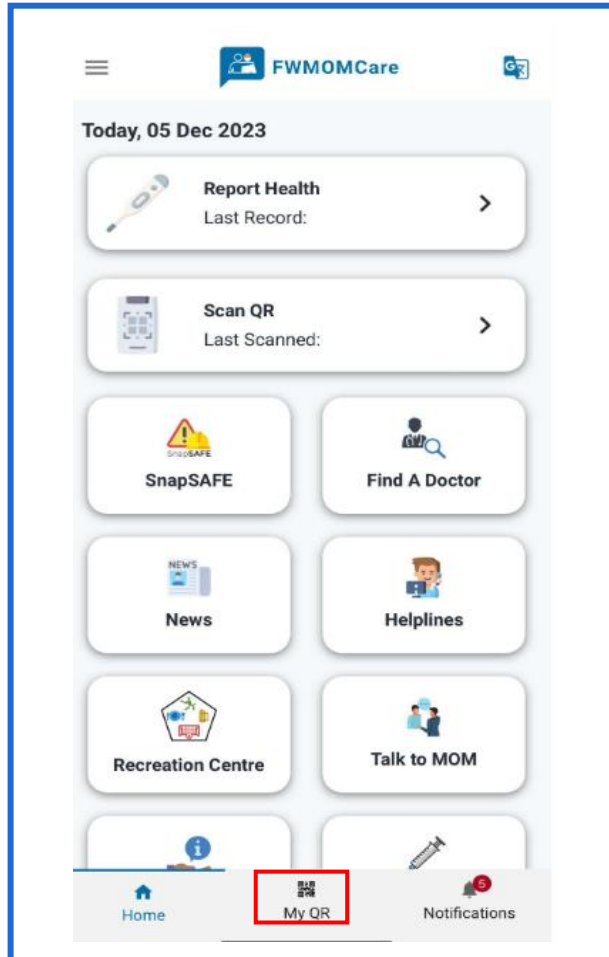Scan on the QR code below to find out more!

https://go.gov.sg/rc-facilities-booking-guide
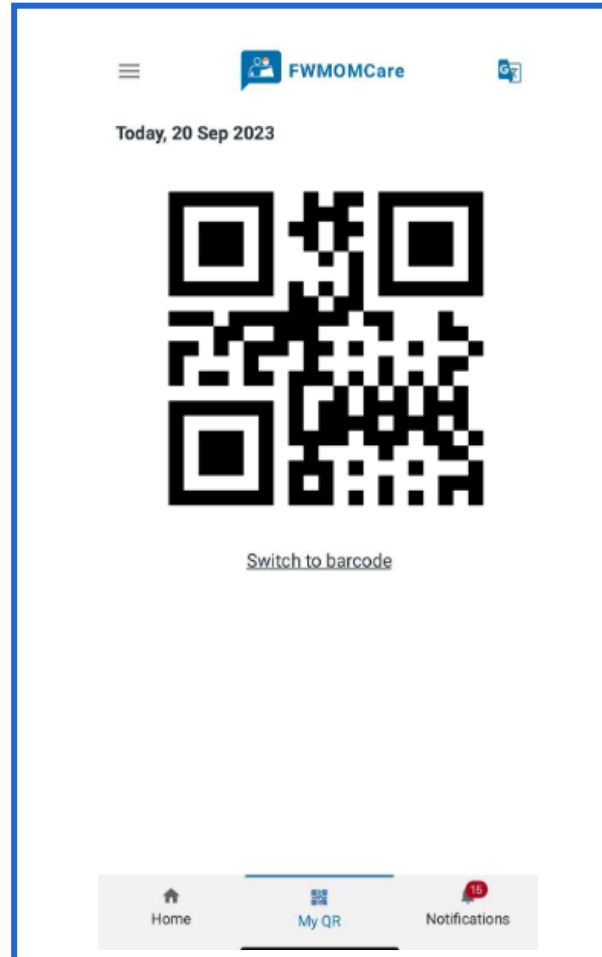
FWMOMCare App – My QR

STEP 1:
My QR can be found on your **Home Page**.

STEP 2:
Once My QR is selected you will see a QR Code.

Step 3:
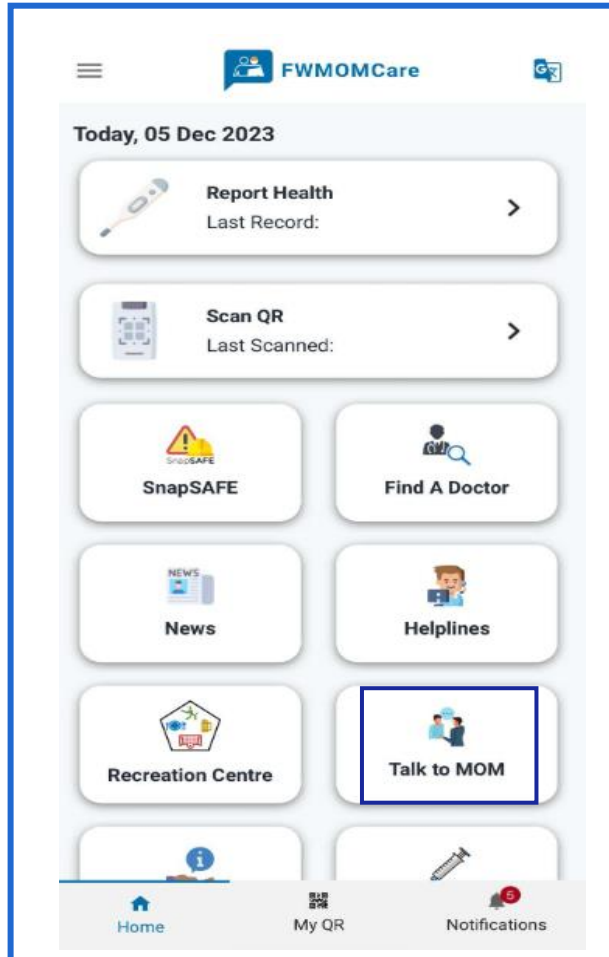You can switch to a barcode code format by clicking "Switch to barcode"
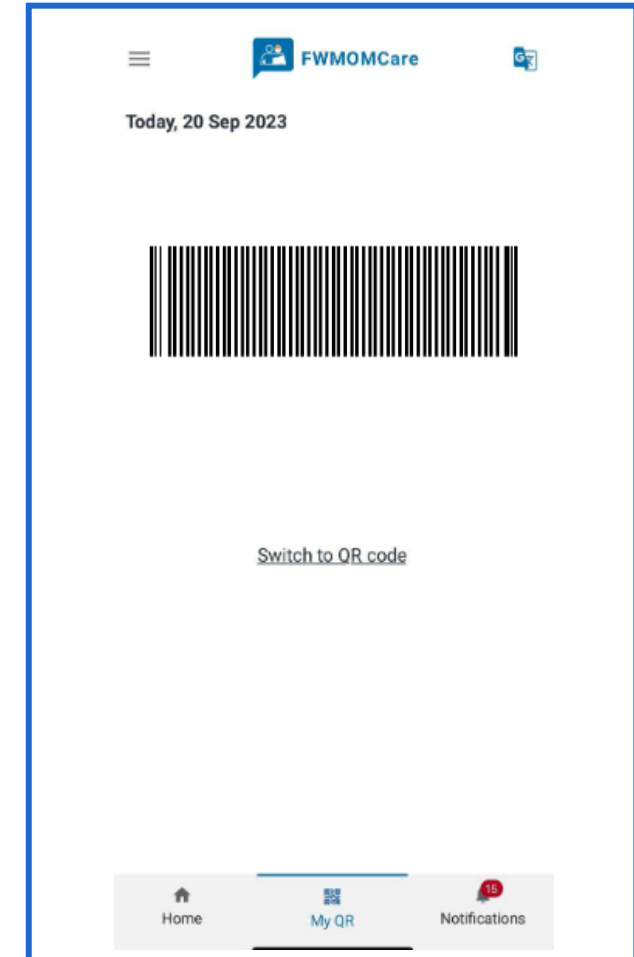
STEP 1:

Talk to MOM can be found on your **Menu** / **Home Page**.

STEP 2:

Verify personal details

Step 3:

Select "Yes" if you can speak English
Otherwise, click "No".

STEP 4:
Click "Submit" for MOM to contact you.

STEP 5:
Click "Yes" to confirm.
Otherwise, click "No".

STEP 6:
Successful Message

STEP 7:
Last submitted date and time will be shown. Next request can only be submitted after 3 working days.

QUICK INFORMATION:
Quick Information can be found on the **Menu** / **Home Page**

EXAMPLE