

## Who can use Safe@Work?

You can use Safe@Work if you're an employer of **Work Permit, S Pass and Employment Pass** holders.

## What do I need to log in?

You need Corppass. [Apply for Corppass](#) if you don't have one.

### Your Corppass administrator's duties

Your Corppass administrator or sub-administrator must assign your Corppass account:

1. Log in to [Corppass](#).
2. Go to the **eService Access** tab.
3. Choose **MOM ACE Digital Services Corppass** as one of your company's eServices.
4. Assign **MOM ACE Digital Services Corppass** to your Corppass account.

For existing Safe@Work users, you will need to add a new e-service ID "MOM ACE Digital Service Corppass" in order to log in to the portal. Refer to the [step-by-step user guide](#) for more details.

## How many times can I update the rest day table?

There is no limit. You can update as many times as you need.

## Can I update the rest days of selected workers only, or do I need to update the entire Rest Day table?

You can update for all pass holders or update for a specific pass holder.

## Why are some of my workers missing in Safe@Work?

Safe@Work only shows Work Permit, S Pass and Employment Pass holders with valid work passes employed by your company.

Passes with the following status will not be shown:

- Cancelled
- Expired
- Revoked
- Not issued

Non-MOM issued passes are also not listed as you don't need to provide us with their rest day information.

You should log in to [WP Online](#) (for Work Permit holders) or [EP Online](#) (for S Pass holders) to verify your workers' pass validity status.

Once you have re-validated your workers passes, you will find their particulars when you log in to Safe@Work.

## Why are workers who are not from my company showing under my CPF Submission Number (CSN)?

Your workers' details were extracted from the MOM's work pass systems.

You should log in to [WP Online](#) (for Work Permit holders) or [EP Online](#) (for S Pass holders). Use the "Enquire" function to check the list of workers employed by your company.

## Why is my company's CPF Submission Number (CSN) not displayed in Safe@Work?

Only CSNs of companies in the construction, marine or process sectors are displayed.

If your company belongs to these sectors but is not listed, please [contact us](#).

## There are errors in my workers' particulars, such as name, FIN or pass type. How can I fix the errors?

To fix the details of your workers' particulars, you should log in to [WP Online](#) (for Work Permit holders) or [EP Online](#) (for S Pass holders) and submit a request to make changes.

## Can I change my workers' details in the downloaded list before uploading their rest days to Safe@Work?

No. You must not add, remove or change your workers' details in the downloaded list.

If there are errors in your worker's details, you can [make a request to change your workers' details](#) through WP Online or EP Online.

## I can't type in the rest days in the downloaded file as it is password-protected. What is the password?

Please use the dropdown field in **Column E** ("Please indicate rest day") to indicate your workers' rest days.

To prevent errors during submission, most of the data in the file should not be edited and are disabled.

## What should I do if I get an error while uploading the rest day file?

Safe@Work will verify the uploaded file's content based on the latest workers' details from our systems.

If there are new workers added to your company after your last downloaded file, you will be prompted to assign the rest days for the new workers.

File upload may fail due to browser compatibility. You can try the following:

- Use the latest Chrome browser for uploading.
- Try a different web browser.
- Try uploading from a different computer.

If you still get errors, you can [contact us](#) for help.

## What should I do if I don't see the option to update rest day?

The Safe@Work rest day module may be undergoing maintenance.

Please refer to [Safe@Work](#) to check if there's any maintenance going on.

## Get help

Read the [user guide](#).