	FAQs for Work Pass Account Registration portal
	Introduction
Q1	**What is Work Pass Account Registration portal?**
A1	This is a new one-stop online portal for business employers who wish to declare business activity, set up WP Online Account and/or EP Online Account to transact with MOM e.g. submit work pass applications, issuing and cancellation of work passes, etc.
	This is a new one-stop online portal set up for businesses who wish to start transacting with MOM online. By using this portal, they can declare their business activity, and apply for Work Permit Online (WPOL) and Employment Pass Online (EPOL) accounts. WPOL and EPOL enables businesses to carry out numerous transactions, such as applying for and cancelling work passes, more quickly and conveniently.
Q2	**What are the operating hours of the portal?**
A2	The portal is available from Monday to Saturday, 8am to 10pm. It is not available on Sunday and public holidays.
Q3	**How can I access the portal?**
A3	You can access the portal by going to http://www.mom.gov.sg>> Services & Forms>> Work Pass Account Registration.. You will need a Singpass to log into the portal.
Q4	**Who can log into the portal?**
A4	All the following groups of users holding valid Singpass are allowed to log into the portal 1. Singapore Citizen/PR 2. EP/S Pass/PEP/Entrepass Pass holders with issued pass 3. Dependant's Pass holders issued with Letter of Consent
Q5	**I am a business employer, do I have to personally log into the portal to perform transactions?**
A5	You can also authorise any of the following users holding a valid Singpass, to transact on your behalf: 1. Singapore Citizen/PR 2. EP/S Pass/PEP/Entrepass Pass holders with issued pass 3. Dependant's Pass holders issued with Letter of Consent
Q6	**Do I have to pay a fee to use the portal?**
A6	No. You can use the portal free of charge.
Q7	**I have logged into the portal but I am unable to proceed beyond the first page as the 'Go' button is disabled. What should I do?**

A7	You would need to read MOM's Terms and Conditions at the bottom of the page on the usage of the portal. In order to proceed, you would need to agree to the Terms and Conditions by checking the box.
Q8	**My organization does not have a UEN. What should I do?**
A8	You should first obtain a UEN. You can refer to the UEN website at **http://www.uen.gov.sg/uen/index.do** for more information on how to get one.
	Business Activity Declaration
Q9	**I did not manage to print the Acknowledgement Page before exiting the portal. How do I find out what supporting documents are required for the processing of my request?**
A9	You can check for the required supporting documents under 'Check Declaration of Business Activity/Account Registration Outcome''' on the portal..
Q10	**How will I know if my application for a Work Pass Account is approved?**
A10	You can log into the portal at a later date to check the outcome. The indicative processing time is shown at 'Check Declaration of Business Activity/Account Registration Outcome'.
Q11	**How will I know the outcome for my application, which was submitted under the old Industrial Classification portal?**
A11	You can log into the Work Pass Account Registration portal to check the outcome under 'Check Status - Industrial Classification Request (Submission under old portal)'
Q12	**My declaration of business activity was rejected. What should I do next?**
A12	You should resolve the issues stated in the outcome page and/or rejection letter, before resubmitting a new application in the portal.
Q13	**My business activity had been assigned previously or is still pending, and I wish to change it. Can I change it via this portal?**
A13	No. You have to submit the request to Work Pass Division via i-Submit, under the option "Work Permit Application Matters for Business Sectors (including Religious Organisations & Foreign Missions)" with the updated ACRA bizfile/relevant supporting documents.
Q14	**My business activity declaration is still pending, Meanwhile can I register for a WPOL/EPOL Account Registration?**
A14	Yes you can proceed with the account registration.
Q15	**When do I need to declare business activity for my organization?**
A15	You need to do so when you wish to hire Work Permit/S Pass holders for your organization.
Q16	**I remember that I have other available CPF Submission Numbers (CSN) under my organization that have not been assigned with a business activity. Why can't I see these CSN during registration?**
A16	You are unable to see these CSNs in this portal because you are not allowed to hire foreign workers under them.
Q17	**I have two CSNs and wish to declare business activity for 1 CSN and set up WPOL account for the other CSN. How can I do this?**

A17	In the first page of the portal, you should check the boxes for both Work Permit and Declaration Business Activity. The system will guide you through accordingly.
Q18	**I wish to set up an account for S Pass application but am prompted to declare business activity. Why is this so?**
A18	You need to have your business activity assigned before you can submit S Pass applications.
	WPOL / EPOL Account Registration
Q19	**My organization has several branches. How do we apply for an EPOL account for all these branches?**
A19	You can register an EPOL account for your main holding organization and your branches will be automatically linked to it after your account registration is approved.
Q20	**I am unable to meet the deadline to provide the required documents for the account registration. Will my registration be rejected and how do I seek extension for the deadline?**
A20	You can submit a request to extend the document submission deadline via i-Submit, under the option "EP Online and WP Online Accounts Administration" at MOM website
Q21	**My account registration has been rejected. Can I appeal for it?**
A21	Yes. You can submit the appeal with new supporting documents to Work Pass Division via the i-Submit, under the option "EP Online and WP Online Accounts Administration" at MOM website.
Q22	**I have registered for multiple WPOL accounts under the same UEN. Would I receive one acknowledgement letter containing the PIN?**
A22	No. You will receive a separate acknowledgement letter for each account you registered for.
Q23	**Which address will MOM send the acknowledgement letter to?**
A23	For WPOL acknowledgement letter, it will be sent to the address registered with the CPF Board. For EPOL acknowledgement letter, it will be sent to the address registered with agencies such as ACRA, ROS, etc.
Q24	**I have submitted the application for Registration of WP/EP Online Account today. When can I expect to receive the acknowledgement letter with the PIN to activate the account? Can I view the status of application online?**
A24	You should receive the letter within one week upon the approval of your application. You can check the status of your application via the portal at 'Check Declaration of Business Activity/Account Registration Outcome'.
Q25	**I did not receive the letter despite my application being approved for more than 1 week / I have misplaced the PIN. What should I do?**
A25	You can submit a request via i-Submit, under the option "EP Online and WP Online Accounts Administration" at MOM website to request for the acknowledgement letter containing the PIN to be re-sent to you.
Q26	**Who can check for the account registration status via the portal?**
A26	The requestor and registered administrator can log into the portal to view the application status.
Q27	**Can I appoint different administrators to access different WPOL accounts during account**

	registration?
A27	Yes.
Q28	**Can I change the appointed administrator while the account application is still pending?**
A28	You can request to change the administrator in WPOL/EPOL under 'Manage User Account- Add / Amend / Terminate Administrator' on the left hand menu bar after the account application is approved.
	If you do not wish to have the appointed administrator to activate/access the account, please submit a request via i-Submit, under the option "EP Online and WP Online Accounts Administration" at MOM website.
Q29	**Can the Work Pass Account Registration portal be used to set up my Employment Agency (EA) EPOL/WPOL Account so that I can perform work pass transactions on behalf of my client?**
A29	No, you cannot. Currently, the portal only allows business employers to set up EPOL and WPOL account to transact for their own organizations.
	We do have plans to develop the portal further to allow EAs to create their EA accounts online, but this will be done at a later time.