

MANAGE USER ACCOUNT – ADD / TERMINATE ACCESS	
1	Can I request for more than 1 EP Online account for my Company / Organisation / Employment Agency?
	There is no need for a Company / Organisation / Employment Agency to apply for more than 1 EP Online account. Each Company ID / ACRA No / EA Licence No is only entitled to 1 EP Online account. Each EP Online account can be accessed by up to 5 Users.
2	How many employees can I appoint to have access to my Company / Organisation / Employment Agency EP Online Account?
	You may appoint 1 employee to be the EP Online account Admin User and up to 4 other employees to be the Users.
3	Who can be appointed as an Admin User or User(s)?
	To be appointed as the Company's EP Online account Admin User or User(s), he / she must be the employee of the Company / Organisation / Employment Agency and be issued with a SingPass. For more information on SingPass, please visit http://www.singpass.gov.sg .
4	What are the roles of an Admin User?
	<p>The roles of the Admin User are to</p> <ul style="list-style-type: none"> É Grant EP Online access to employees of Company / Organisation / Employment Agency as Users via the %Manage User Account+function in EP Online. É Terminate the User's access to EP Online if he / she leaves the Company / Organisation / Employment Agency or is no longer authorised to perform Employment Pass / S Pass and related Pass transactions on behalf of the Company / Organisation / Employment Agency. <p>The Admin User can also have the access to</p> <ul style="list-style-type: none"> É Perform Employment Pass / S Pass and related Pass transactions on behalf of the Company / Organisation / Employment Agency.
5	What are the types of access that the Admin User can choose from? What is meant by 'Administrative role' and 'Operational role'?
	<p>The Admin User can choose between two types of access:</p> <ul style="list-style-type: none"> É Administrative; or É Administrative & Operational <p>%Administrative role+refers to the access granted to the Admin User to allow him / her to give EP Online access to employees of the Company / Organisation / Employment Agency.</p>

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	%Operational role+ refers to the access granted to perform Employment Pass / S Pass and related Pass transactions on behalf of the Company / Organisation / Employment Agency.
6	What is the role of a User?
	The User's role is to perform Employment Pass / S Pass and related Pass transactions on behalf of the Company / Organisation / Employment Agency.
7	How many employees can the Admin User appoint to have access to the Company's / Organisation's / Employment Agency's EP Online Account?
	The EP Online account Admin User may appoint up to four other employees to be the Users.
8	I am the Admin User of my Company's / Organisation's / Employment Agency's EP Online account with Administrative access only. Can I subsequently request to be granted Operational access to perform Employment Pass / S Pass and Related Pass transactions on behalf of my Company / Organisation / Employment Agency?
	Yes. Please fax in the %Employment Pass (EP) Online Services Access Form+ to the Work Pass Division at 62962086.
9	I am a User of my Company's / Organisation's / Employment Agency's EP Online account. Can I change to become the Admin User?
	Yes. Please fax in the %Employment Pass (EP) Online Services Access Form+ to the Work Pass Division at 62962086.
10	I am a User of my Company's / Organisation's / Employment Agency's EP Online account. Can I be appointed as the Admin User of another Company's EP Online account?
	Yes. Please fax in the %Employment Pass (EP) Online Services Access Form+ to the Work Pass Division at 62962086. Requests will be considered on a case by case basis.
11	Can the Admin User add himself / herself as one of the User(s)?
	No. An employee can only be either the account Admin User or User. If the Admin User is granted both an administrative and operational role during registration, he / she will be able to perform Employment Pass / S Pass and Related Pass transactions. Otherwise, please fax in the %Employment Pass (EP) Online Services Access Form+ to the Work Pass Division at 62962086.
12	I am my Company's EP Online account Admin User. I have identified four

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	other employees to be the Users. How should I go about granting them access to the EP Online account?
	The Admin User can log in to EP Online to grant the Users access to the Company's EP Online account via the %Add / Terminate Users+function under %Manage User Account+.
13	Can my User log in to EP Online immediately after my account Admin User has granted him / her access to the system?
	Yes, the User can only log in with effect from the %Access Start Date+.
14	My Admin User has already granted access to the User(s) to log in to EP Online but why are they still unable to log in?
	The User(s) can only log in to EP Online with effect from the %Access Start Date+.
15	I am the Admin User. What can I do if I wish to amend the Access Start Date of my User(s)?
	You can log in to EP Online to amend the %Access Start Date+under %Manage User Account+function accordingly, provided the existing %Access Start Date+reflected in the system is greater than the current date.
16	Must I inform the Work Pass Division if there is a change in the Company's / Organisation's / Employment Agency's EP Online account Admin User?
	Yes. You have to inform Work Pass Division and provide us with the particulars of the new Admin User by faxing the %Employment Pass (EP) Online Services Access Application Form+to 62962086. At least 7 working days advance notice must be given for the changes to be processed. It is important that the Admin User's access should be terminated. If the Admin User's access is not terminated, he / she will still be able to transact on the company's behalf.
17	Must I inform the Work Pass Division if my User(s) resigns?
	The Company's EP Online account Admin User is responsible to terminate the User(s) from the system by updating the %Access End Date+at the %Add/Terminate Users+function under %Manage User Account+function in EP Online. It is important that the User's access should be terminated. If the User's access is not terminated, he / she will still be able to transact on the company's behalf.
18	I am an Admin User who has previously terminated the access of the

MANAGE USER ACCOUNT – ADD / TERMINATE ACCESS	
	User(s) to the EP Online account. Can I grant him/her access to EP Online account again?
	The Company's EP Online account Admin User can grant access to the person to EP Online again via the %Add/Terminate Users+function under %Manage User Account+; provided that the maximum number of users to be granted access to the EP Online account has not been exceeded.
19	I am currently a WP Online User. Can I also be my Company's / Organisation's / Employment Agency's EP Online account User?
	Yes. Your EP Online account Admin User will be able to add you as a User.
20	I am currently a WP Online User. Can I also be my Company's / Organisation's / Employment Agency's EP Online account Admin User?
	Yes. If you want to be the Admin User of your Company's / Organisation's / Employment Agency's EP Online account, please fax in the %Employment Pass (EP) Online Services Access Form+to the Work Pass Division at 62962086.
21	I am currently a WP Online Admin User. Can I also be my Company's / Organisation's / Employment Agency's EP Online account User?
	Yes. Your EP Online account Admin User will be able to add you as a User
22	I am currently a WP Online Admin User. Can I also be my Company's / Organisation's / Employment Agency's EP Online account Admin User?
	Yes. If you want to be the Admin User of your Company's / Organisation's / Employment Agency's EP Online account, please fax in the %Employment Pass (EP) Online Services Access Form+to the Work Pass Division at 62962086.
23	I am a subsidiary / branch / division of a company. Can I register for an EP Online account?
	If you are registered with ACRA, you can go online to register for an EP Online account. Otherwise, only your company can register for an EP Online account to perform transactions for yourself, as well as your subsidiaries / branches / divisions.
24	I am a company. How do I link my branch(es) / division(s) to my EP Online account?
	During Online registration, a list of your branch(es) / division(s) will be displayed. You may select the branch(es) / division(s) from the list that you want to link to your EP Online account.
25	I am a company. Why do I want to link my branch(es) / division(s) to my EP

MANAGE USER ACCOUNT Ë ADD / TERMINATE ACCESS	
	Online account?
	The purpose of linking is to allow your company to perform transactions for yourself, as well as for your branches / divisions, without the need for separate EP Online accounts.
26	I am a company that has other linked subsidiaries / branches / divisions in the same EP Online account. Can Users who are linked to this EP Online account (company / subsidiary / branch / division) enquire on the application details submitted by the other Users?
	Yes. All users who are linked to the same EP Online account are able to enquire on the application details submitted by the other Users.
27	My organisation is undergoing restructuring and our Unique Entity Number (UEN) will change. Must I get a new EPOL account?'
	Yes, you need to get a new Employment Pass (EP) Online account for your Organisation under the new UEN. Follow the steps below to do so. The forms and e Services can be found here: http://www.mom.gov.sg/services-forms/Pages/ep-online.aspx . a) Close your existing account by submitting the %Manage EPOL/WPOL access (Business Employer)+form to us via the iSubmit portal. b) Register for a new EP Online Account via our Work Pass Account Registration Portal. c) If you want to use GIRO to pay your administrative fees. Fill in the Application Form for Interbank GIRO (EP Online) with your new UEN.
28	Must I inform the Work Pass Division to terminate my EP Online account if I intend to cease my business or my business is facing insolvency / bankruptcy proceedings?
	Yes. You have to inform the Work Pass Division in writing of such intent or proceedings and state the termination date of your EP Online account. At least 14 working days advance notice to terminate the EP Online account must be given.