Step-by-Step Guide for Dormwatch Users

Latest Updates: 22 February 2022, Version 2.4

Note for Dormitory Operators:
You need to create an account on Dormwatch before you can see or use these features.
For creation of account and adding dormitory under your charge, please go to this link – www.go.gov.sg/Dormwatch-account

Creating new Dormwatch account

Go to Go.gov.sg/DormWatch-account on Chrome to create an account on Dormwatch for new Dorm Operator.

Ensure to read through the instructions and be clear on the types of dormitories allowed to have Dormwatch account.

*NOTE: Approval will take about 3-5 working days upon submission of application

Select the correct option from the choices given before submitting. As new DO, you are required to create new Dormwatch account.

*Adding new dormitory address is also available for existing user (option 2)

Adding New Dormitory Address

Go to Go.gov.sg/DormWatch-account for adding new dormitory address.

Select the 2ⁿᵈ option from the choices given before submitting.

*NOTE: Approval will take about 3-5 working days upon submission of application

Remove Admin Rights from Dormwatch Account

Go to Go.gov.sg/DormWatch-account for removal of your Dormwatch account.

Select the last option from the choices given before submitting.

Install both Dormwatch App & Google Sheets

For Apple User, go to
App Store
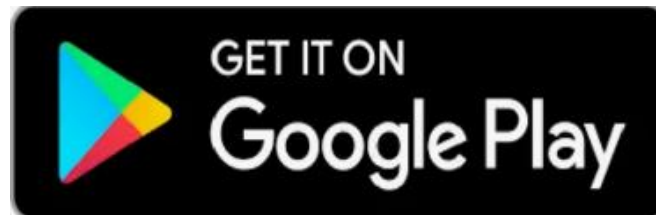
For Android User, go to
Google Play Store

Log In Process (via OTP only)
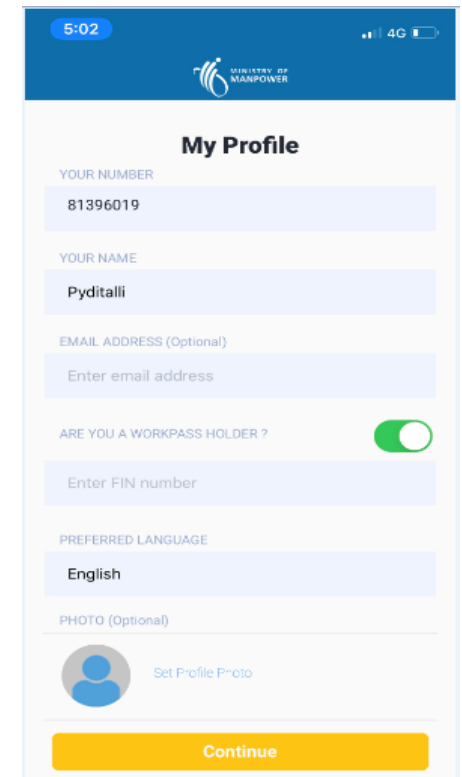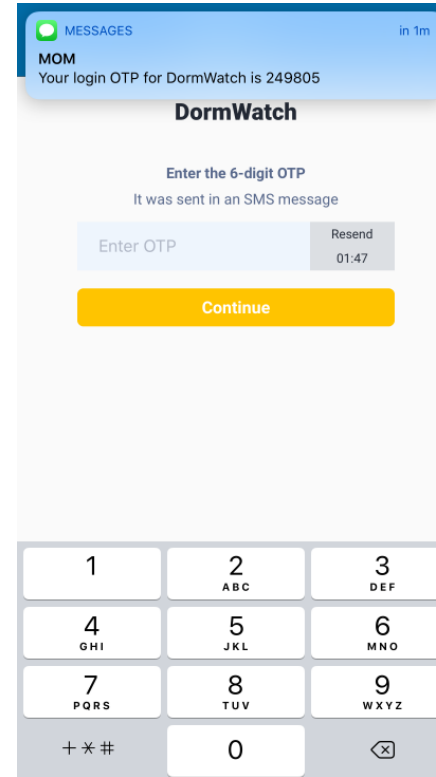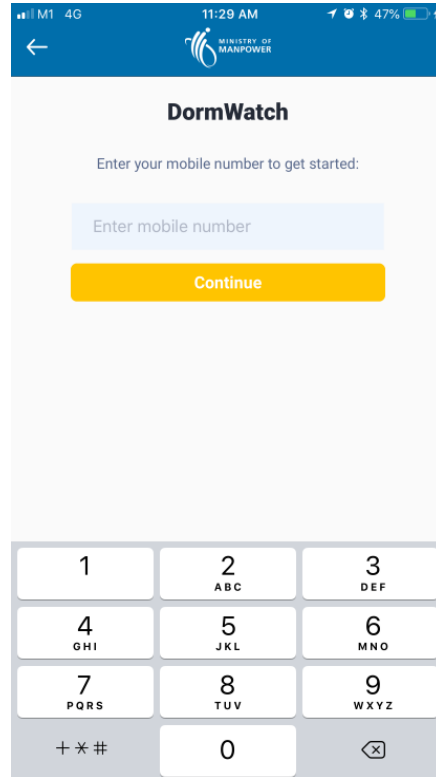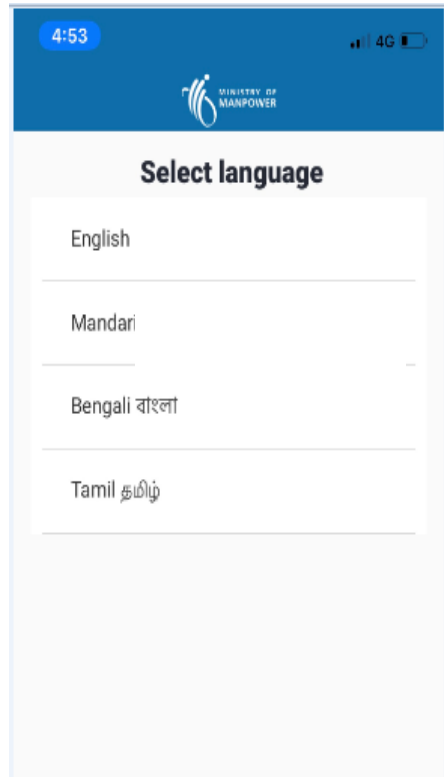
Operators who had registered with a valid local mobile number, able to use Dormwatch App

To log in Dormwatch Mobile App, user must first enter their local mobile number and wait for a One Time 6-digit OTP via SMS. Once received, enter the OTP to validate. Upon successful validation, user will be moved to next screen. Subsequently, re-login is not required.

Once successfully logged in from registration section, app will allow you to create profile.

Generating QR Code for your Dormitory
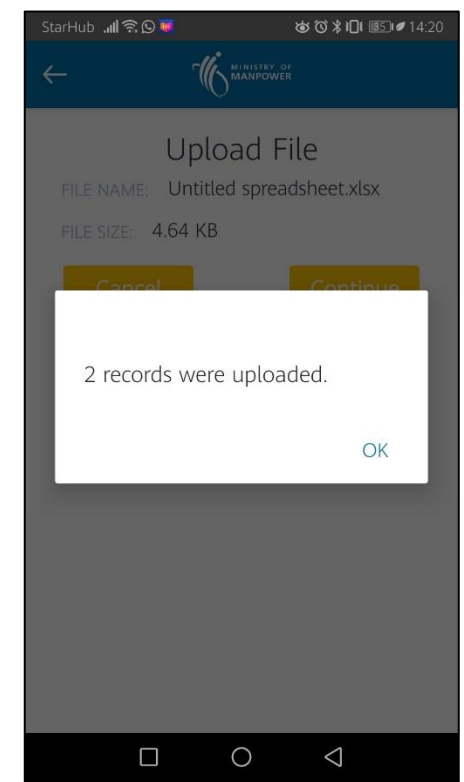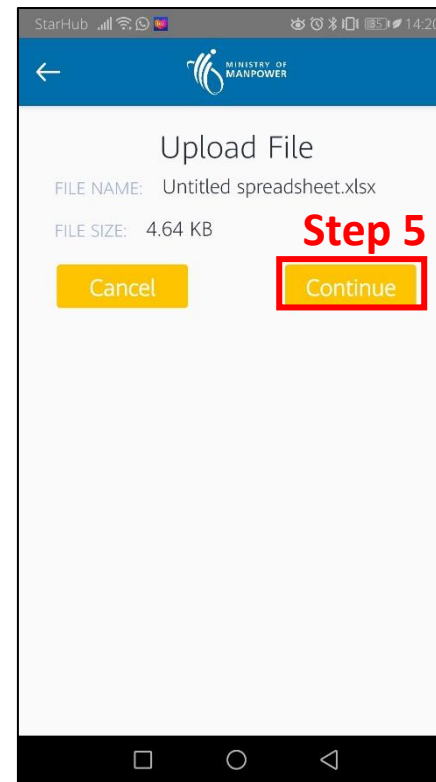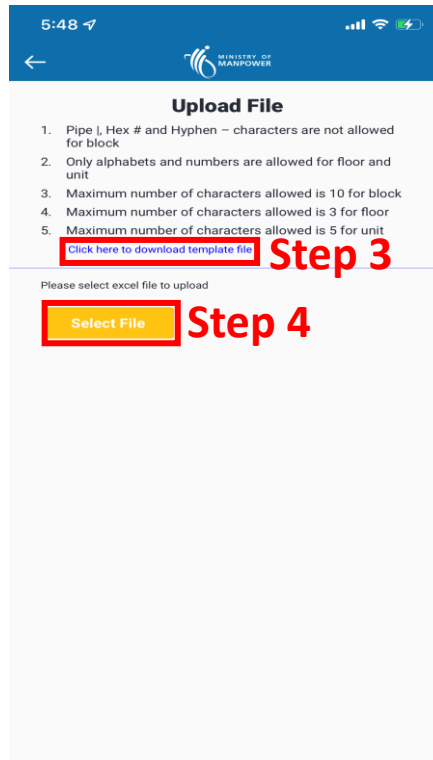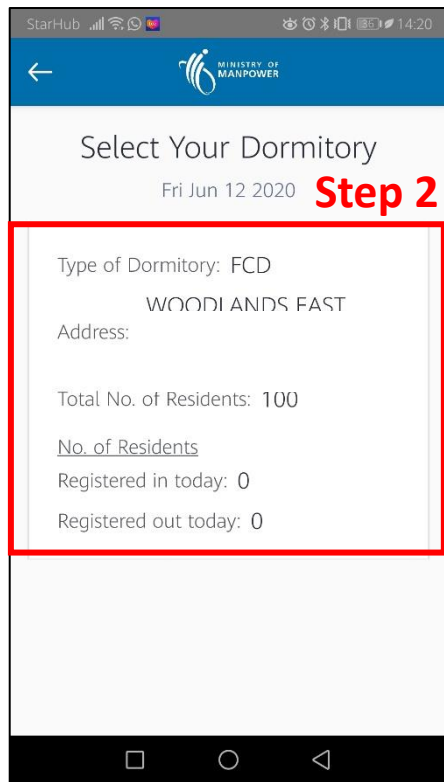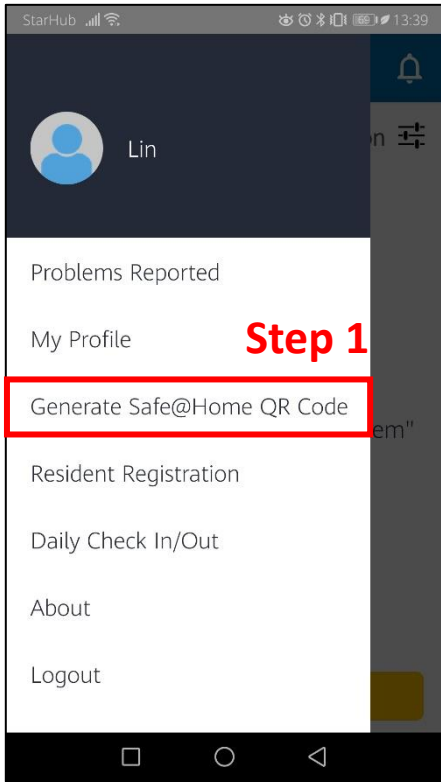
Ensure that your email address is updated on "My Profile" first before Step 1

After selecting your dormitory, download the excel template. Fill up the excel template* according to the SGDRM guideline for the dormitory rooming nominal roll. To upload the excel thereafter

*To fill up "1" under Floor and "1" under Room. Do not use format like "#01-01" or "Isolation Room".

The QR Code will be sent via registered email address (personal email)

Dos' and Donts' for Generation of QR Codes

Block	Floor	Unit	Pass/ Fail	Remarks
1	B1	1	✔	
1A	1	1	✔	
1	1	#01-01	✘	"#" character not allowed
1	1	Sick Bay	✘	More than 5 characters

Guide:
1. Pipe |, Hex # and Hyphen - characters are not allowed
2. Maximum number of characters allowed is 10 for block
3. Maximum number of characters allowed is 3 for floor
4. Maximum number of characters allowed is 5 for unit
5. If your dormitory address already has a block number, the block field in the uploaded excel will not be used to generate the QR codes.

Registering New Residents (One by One Registration)

Step 1 — Resident Registration

Step 2 — Select Your Dormitory

Step 3 — Register In
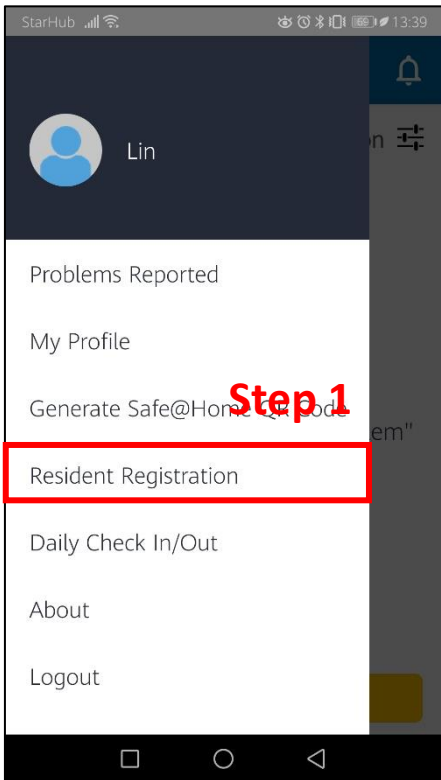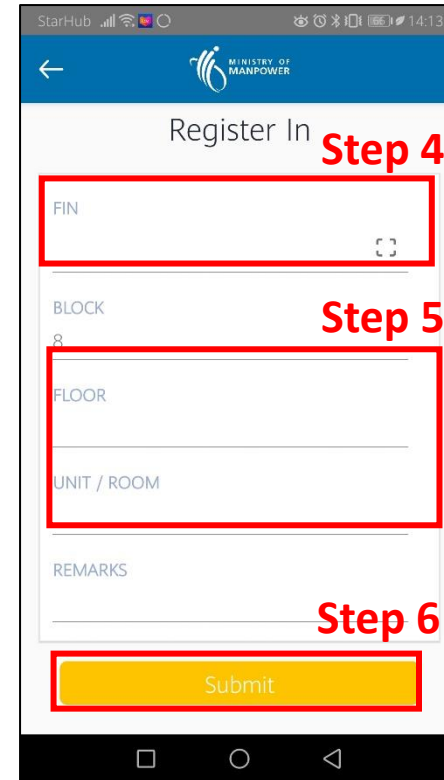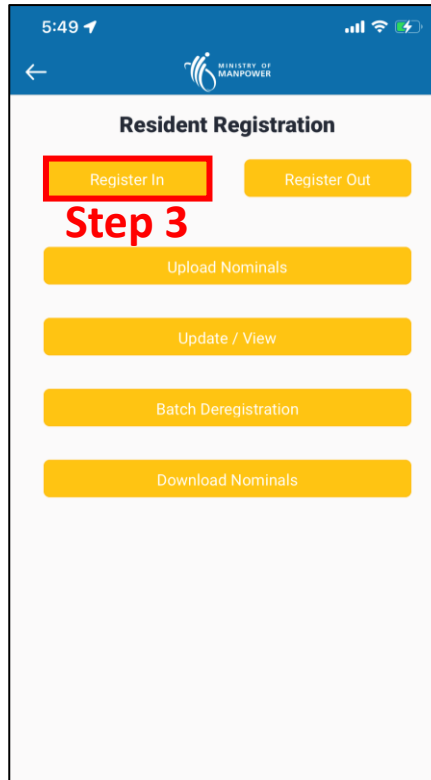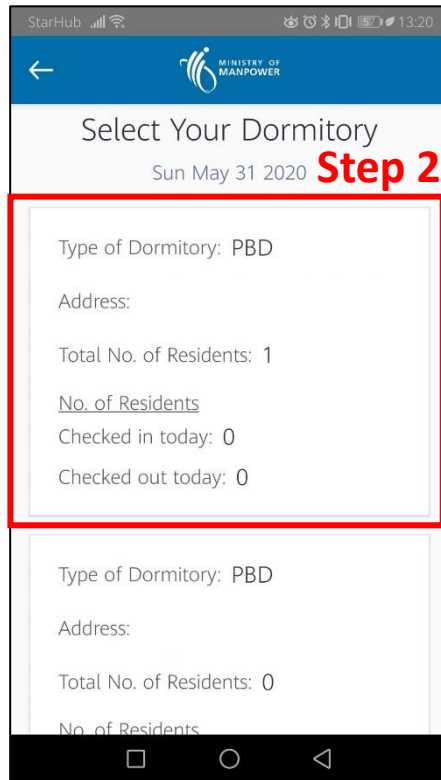
Step 4 — Scan the FIN of all incoming resident

Step 5 — Key in the exact floor and room that the residents will be residing (Need to correspond with QR Code in the dormitory room)

Step 6 — Submit

You are required to register fresh and outgoing residents (ie. New MWs or those going to/ returning from medical facilities or hospitals) to ensure accuracy on the nominal rolls.

Registering New Residents (Batch Registration)

Step 1 — Resident Registration

Step 2 — Select Your Dormitory

Step 3 — Upload Nominals

Step 4 — Click here to download template file

Step 5 — Select File
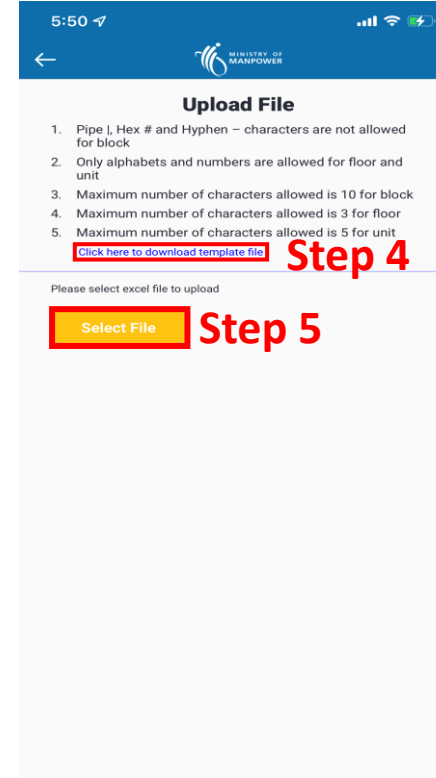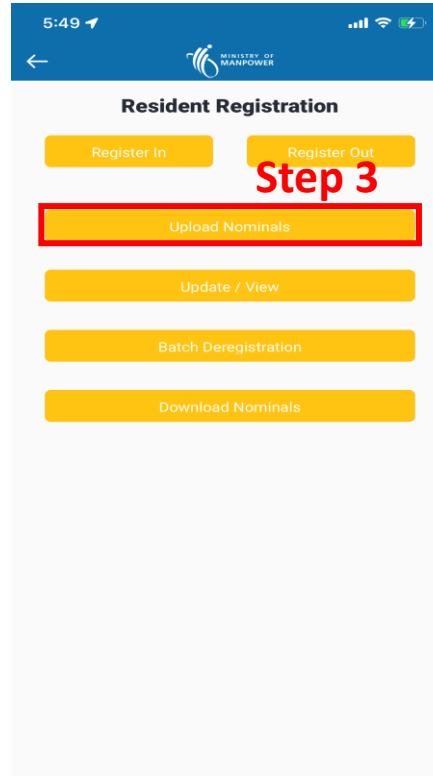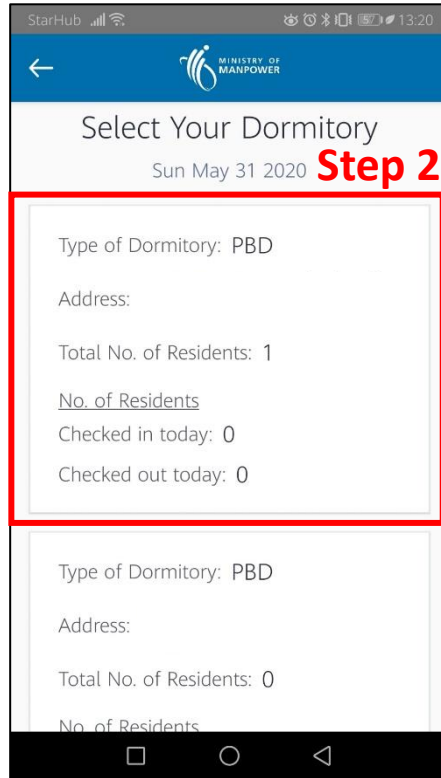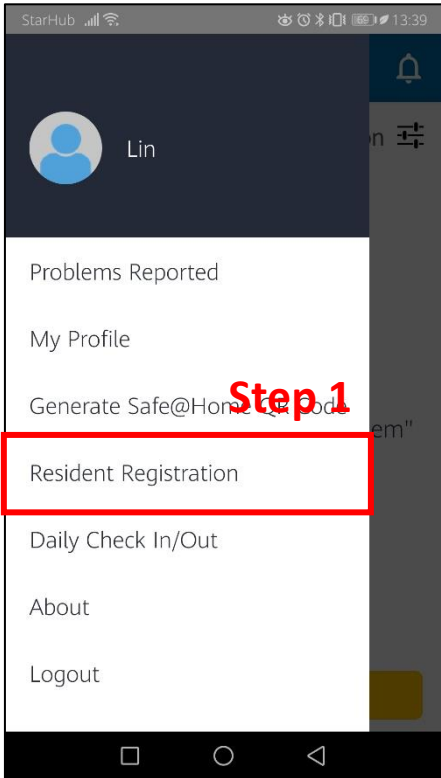
Download the excel format and fill the form according to the dormitory nominal roll and upload the form.

IMPORTANT!

Do not cancel or exit the app during the uploading process; otherwise, the procedure will not be finished and an error may appear later.

You are required to register fresh and outgoing residents (ie. New MWs or those going to/ returning from medical facilities or hospitals) to ensure accuracy on the nominal rolls.

# Dos' and Donts' for Batch Registration

FIN	Block	Floor	Unit	Pass/ Fail	Remarks
Gxxxxxxxx	1	B1	1	✓	
Fxxxxxxxx	1A	1	1	✓	
Mxxxxxxxx	1	1	#01-01	✗	"#" character not allowed
Gxxxxxxxx	1	1	Sick Bay	✗	More than 5 characters
Sxxxxxxxx	1A	1	1	✗	NRIC not allowed

Dormitory operators to ensure the accuracy of matching between the QR Code and Nominal Roll Batch Registration. The MW registered to be residing at Block "1", Floor "1" and Unit "1" must correspond to QR code generated for Block "1", Floor "1" and Unit "1".

Ensure that the FINs' alphabets are typed in **UPPERCASE**. The Immigration & Checkpoints Authority (ICA) introduced a new FIN series with the prefix **M** from 1st January 2022 (e.g. M1234567B). Dormwatch accepts FINs with prefix "F", "G" & "M".

Deregistering Outgoing Residents

Scan the FIN of all outgoing resident

You are required to register fresh and outgoing residents (ie. New MWs or those going to/ returning from medical facilities or hospitals) to ensure accuracy on the nominal rolls.

Deregistering Outgoing Residents (Batch Deregistration)

Step 1 — Resident Registration

Step 2 — Select Your Dormitory

Step 3 — Batch Deregistration

Step 4 — Upload File / Click here to download template file

Step 5 — Select File
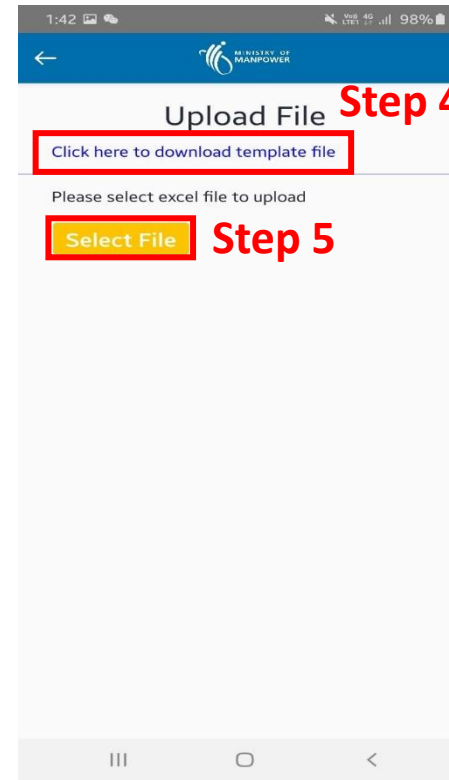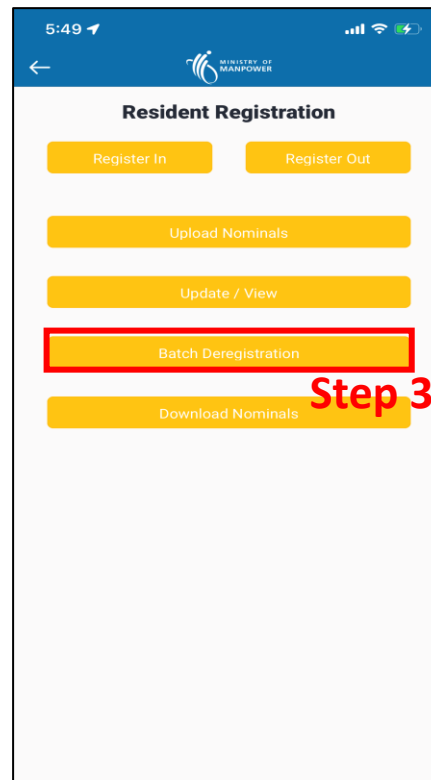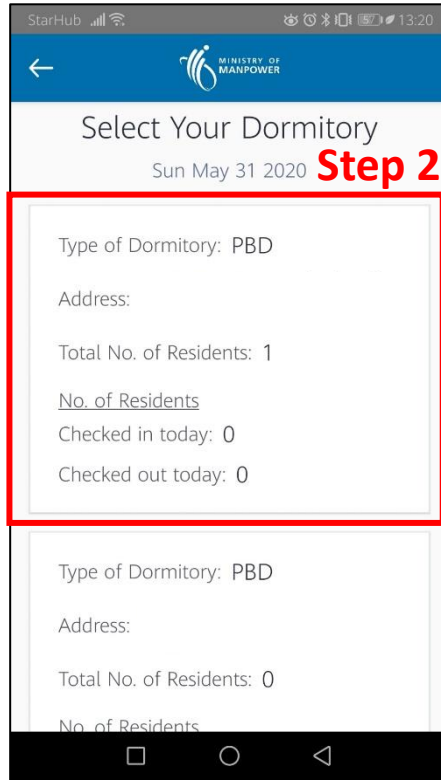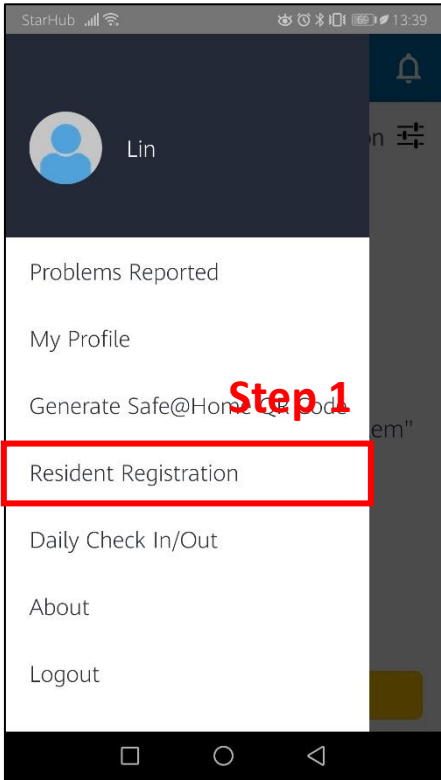
Download the excel format and fill out the form with FINs before uploading it.

You are required to register fresh and outgoing residents (ie. New MWs or those going to/ returning from medical facilities or hospitals) to ensure accuracy on the nominal rolls.
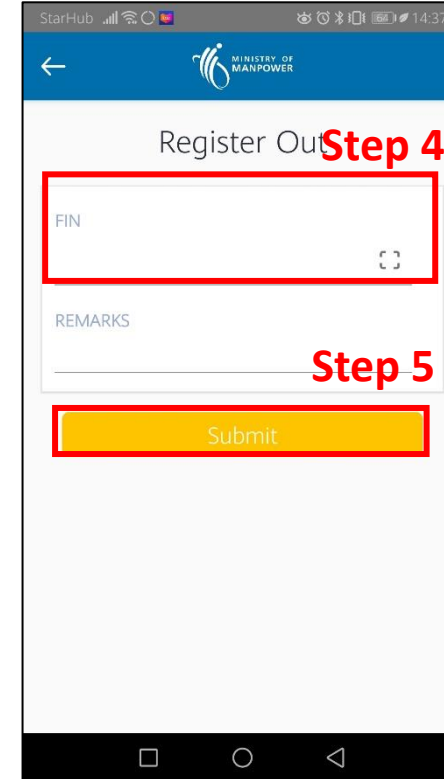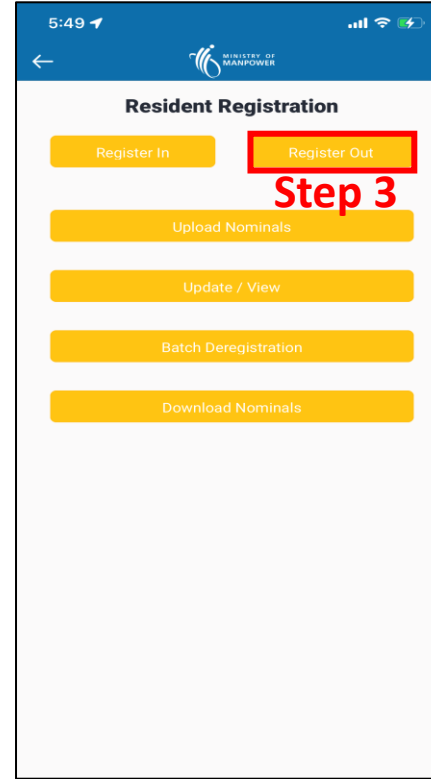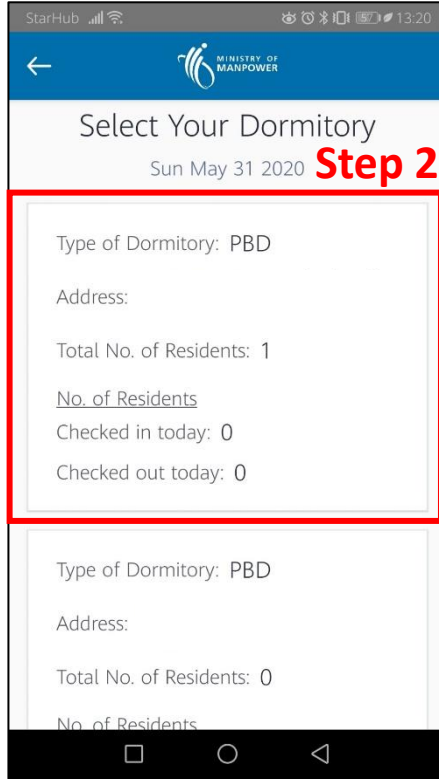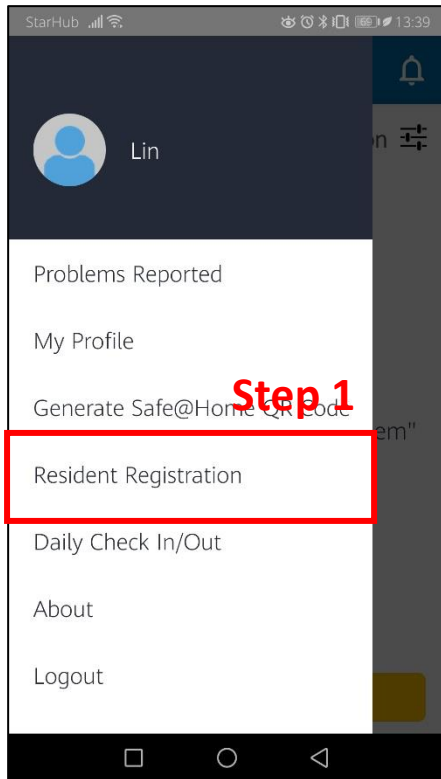
Updating Resident's Nominal Roll Details
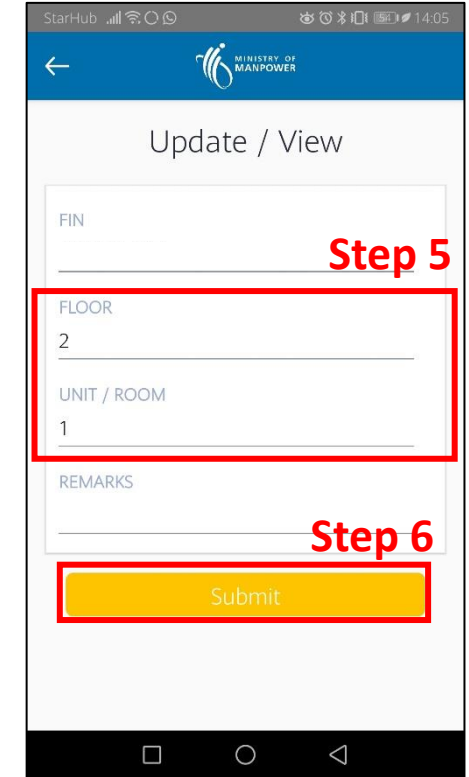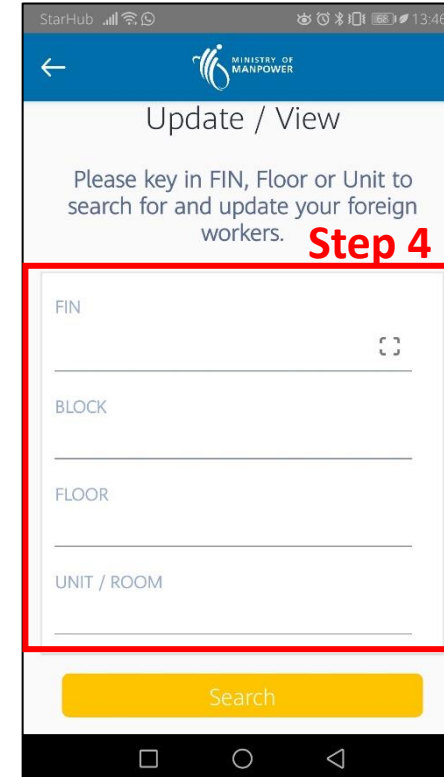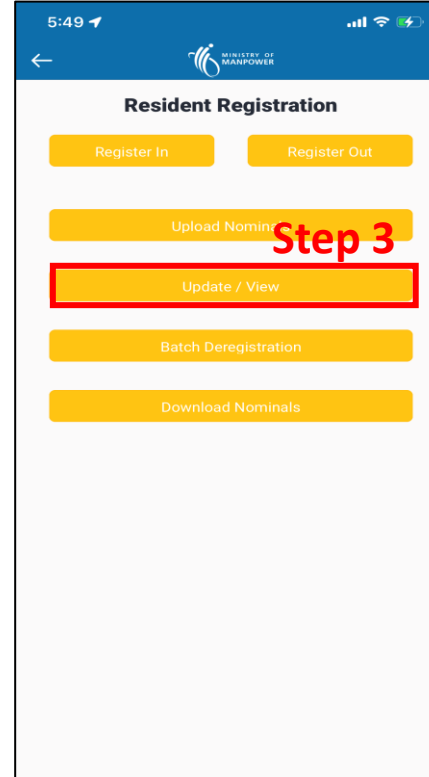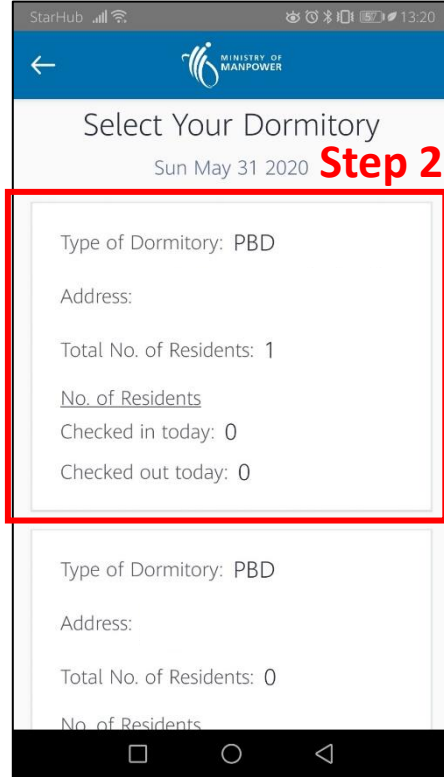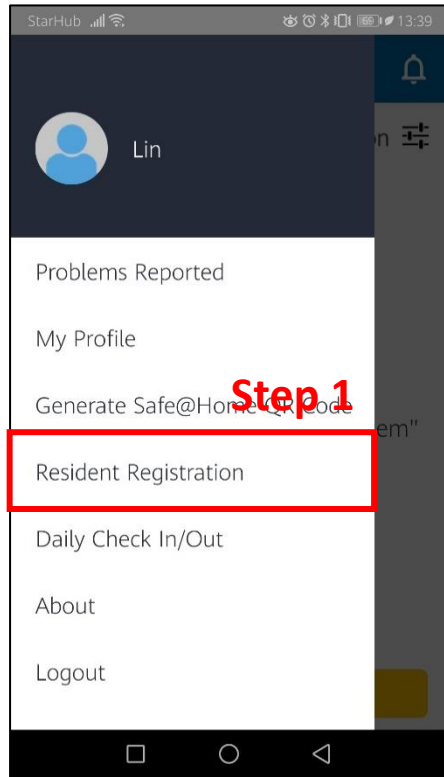
Search based on FIN, block, floor or unit No. To update based on the exact floor/unit no. accordingly (Need to correspond with QR Code in the dormitory room)

Change of Room in Same Dorm

❑ Please remind MWs who have changed rooms to update their FWMOMCARE address to reflect their current blk, level, and unit, as this has an impact on the overall scan rate.

❑ Please remind all MWs, even those who are not working, to scan twice daily.

❑ Ensure that MWs delete screenshots of the old QR code in their mobile phone.

Updating Daily Movement for Registered Residents

Step 1 — Daily Check In/Out (menu)

Step 2 — Select Your Dormitory

Step 3 — Daily Check In/Out (Check In / Check Out)

Step 4 — Daily Check Out (FIN)
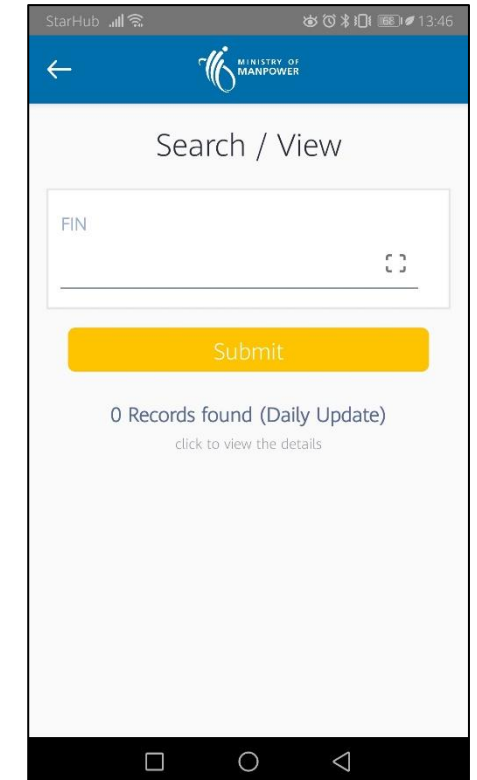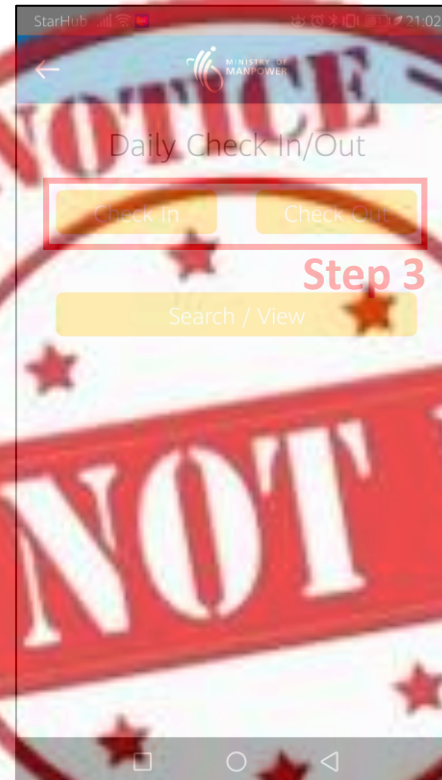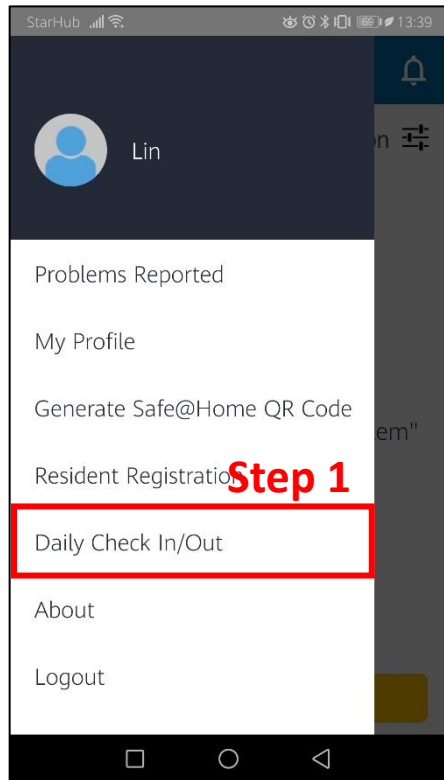
Use either Check In or Check Out to monitor the daily movement of your residents

You need to make sure that your residents are registered first before using this feature

FAQ

1. What is the purpose of Dormwatch app?

Dormwatch serves as a nominal roll management tool for Dormitory operators

2. Who should download the Dormwatch app?

Dormitory operators. Dormwatch app can be used by the following types of residences:

- Purpose Built Dormitory (PBD), Factory Converted Dormitory (FCD), Construction Temporary Quarter (CTQ) & Temporary Occupational License (TOL)

3. How do I add new or more dormitory address under my charge?

Please request for Dorm Operator's access by adding new dormitory address under your charge via link – *go.gov.sg/Dormwatch-account*

FAQ (2)

4. Do I have to add my resident's details one by one into the Dormwatch app?

You can use the "Upload Nominal" feature on Dormwatch to upload your dormitory's nominal roll by batch, using the excel template attached on the app. Thereafter, you are only required to register new residents (i.e. those who are not on the existing nominal roll).

Dormitory operators are required to register in their new residents when they check-in to their dormitory, or de-register their outgoing residents when they are leaving their dormitory (i.e. End of contract/tenancy agreement, or relocation to medical facilities for COVID or medical treatment for more than 3 days).

5. Do we have to register our workers every day when they leave and return to the dormitory?

Dormitory operators are required to maintain accurate records of the movements of their residents and visitors to the dormitory.

Dormitory operators are required to register in their residents when they move into their dormitory, or register out their outgoing their residents when they are leaving their dormitory ((i.e. End of contract/tenancy agreement, or relocation to medical facilities for COVID or medical treatment for more than 3 days) in order to maintain accurate records of occupancy.

Please also note that if your worker is shifted to an isolation room/sickbay, they have to be registered in and out of the isolation room/sickbay so that their movements will tally with MOM records when they scan the Safe@Home QR code generated for isolation room/sickbay.

FAQ (3)

6. I cannot see "Resident Registration" or "Generate Safe@Home QR Code" on my screen after downloading the app / dorm address in Dormwatch shows "No Record" when I click on "Resident Registration" or "Generate Safe@Home QR Code"

Please request for Dorm Operator's access by adding new dormitory address under your charge via link – *go.gov.sg/Dormwatch-account*

7. How do I submit the nominal roll for my dormitory? Why am I not able to upload my Nominal Roll / QR code file?

Please use the "Resident Registration" function in Dormwatch app to register your residents. Use the template provided in Dormwatch app. Do not make any changes to the header or remove / add new columns. If error message prompted, please email to dormwatch@mom.gov.sg

8. How do I update if a worker changes room?

You may do so via Dormwatch app using "Resident Registration". Do a search for the worker's FIN under "Update / View" and amend accordingly.

FAQ (4)

9. I require additional QR codes, what should I do?

To request for additional QR codes, you may do so using "Generate Safe@Home QR Code" using the template provided in Dormwatch app.

10. My nominal roll upload shows an error message - invalid FIN.

Please ensure that the FIN number is correct. Please ensure that the cell in Excel containing the FIN number does not have any extra spacing. Alternatively, you may use "Register In" and register those with "invalid FIN" error individually to reduce chances of errors.

11. I did not receive my Safe@Home QR code after 1 hour.

Please check junk / spam folder if you did not receive the Safe@Home QR codes via email after 1 hour. If you are using a company's email address, your email filter maybe affecting this function. You may change the email registered to another gmail / yahoo address and try again.

12. How do I change my email address in Dormwatch app?

You may do so under "My Profile" page.

FAQ (5)

13. I am not able to open the template for Safe@Home QR code / Nominal Roll.

Please download the Google Sheets app in your mobile phone to enable it to read the Excel template.

14. I did not receive my OTP.

Please restart your mobile phone, clear app cache or uninstall and re-install app and try again.

15. I would like to terminate my account.

You may do so via link – *go.gov.sg/Dormwatch-account*

16. I am having an issue that is not covered in this FAQ.

Please approach the FAST team working with your dormitory for further assistance. Alternatively, you may write into us at **dormwatch@mom.gov.sg**.

FAQ (Android Users)

17. My Android mobile phone does not allow me to Download NR Template under "Resident Registration" page.

Please download the Google Sheets app in your mobile phone to enable it to read the Excel template.

If you're using Android 10 or earlier, make sure the app has permission to access files and memory. Ensure that the same permissions are granted for software versions 11 and up, as well as that Google Sheets is downloaded.

If the download NR button can be pressed and the loading circle appears for a few moment, but no excel sheet appears, check your phone's download folder. This is their downloaded NR if a new file named "nominalsxxx.xlxs" appears.

If issue still persist, you may contact **dormwatch@mom.gov.sg**.