

DWP Mobile Help Center

DWP Mobile Help Center

My Account

1. Create new account

How to create new account?

There are two steps to successfully create your DWP account.

Step 1: Create your account with your work email.

A one time token will be sent to your work email.

Step 2: Check your email and enter the token.

You will then need to enter a new password. The password has to be minimum 12 alphanumeric, with at least 1 upper case, 1 lower case, 1 numeral, and 1 with special character (e.g. *!/?#).

What if I never receive my one time token?

First, go to your Junk Email folder in your Outlook to see if it landed there.

If it's not there, go back to the Create Account view and enter your work email to receive the one time token again.

I tried to create account but the app tells me I'm not available for registration yet.

First, please go back to the Create Account view and try to enter your work email again. Sometimes, it might have been due to accidental taps on other characters.

If it still fails, please contact your agency's IT helpdesk team.

I tried to create account but the app tells me I have an existing account.

First, please go to Sign In view to try to sign in. Tap on "Forgot Password" if you have forgotten it.

If you are sure that you have never created an account before, please go back to the Create Account view and try to enter your work email again. Sometimes, it might have been due to accidental taps on other characters.

If it still fails, please contact your agency's IT helpdesk team.

Is this the same account as My HR Kiosk?

Unfortunately, no.

The accounts are not linked for now. However, we are in works to allow access to transport claims and leave application on DWP Mobile. This means that you will eventually just need to interface with only one app.

We seek your patience and support!

2. Sign in

I'm having problem with signing in.

First, please ensure that you have typed in your work email and password correctly. Sometimes, it might have been due to accidental taps on other characters.

If it still fails, please contact your agency's IT helpdesk team.

I tried to sign in but the app tells me I have not created a Digital Workplace account yet.

First, please go back to the Sign In view and try to enter your work email and password again. Sometimes, it might have been due to accidental taps on other characters.

If it still fails, please contact your agency's IT helpdesk team.

3. Forgot password

What if I forgot my password?

Go to Sign In view and tap on "Forgot Password".

You will be required to complete two steps to set a new password.

Step 1: Enter your work email.

A one time token will be sent to your work email.

Step 2: Check your email and enter the token.

You will then need to enter a new password. The password has to be minimum 12 alphanumeric, with at least 1 upper case, 1 lower case, 1 numeral, and 1 with special character (e.g. !?#). Old password cannot be used as per our password policy.

4. Change password

How can I change my password?

On the Home view, go to Settings to change password.

You will be required to enter both your old password and your new password.

You will then need to enter a new password. The password has to be minimum 12 alphanumeric, with at least 1 upper case, 1 lower case, 1 numeral, and 1 with special character (e.g. !?#). Old password cannot be used as per our password policy.

5. Other Issues

My account is locked, what can I do?

Please ensure that you have your SOE email work station with you with access to your SOE email account. After which, proceed to reset your password, the system will send a 6 digit token to your SOE email.

At this point, do not kill your mobile app else you wont be able to continue with the Reset Password process. Then, key in the 6 digit token to the first field and subsequently your new password. Old password cannot be used as per our password policy.

The app locked me out for 10 minutes, and I keep getting “login after 10 minutes later” message, what can I do?

You may have entered the wrong password multiple times. Please wait after 10 minutes and try again. If you forget your password, proceed to reset your password.

Please ensure that you have your SOE email work station with you with access to your SOE email account.

Go to Sign In view and tap on “Forgot Password”.

Step 1: Enter your work email.

A one time token will be sent to your work email.

Step 2: Check your email and enter the token.

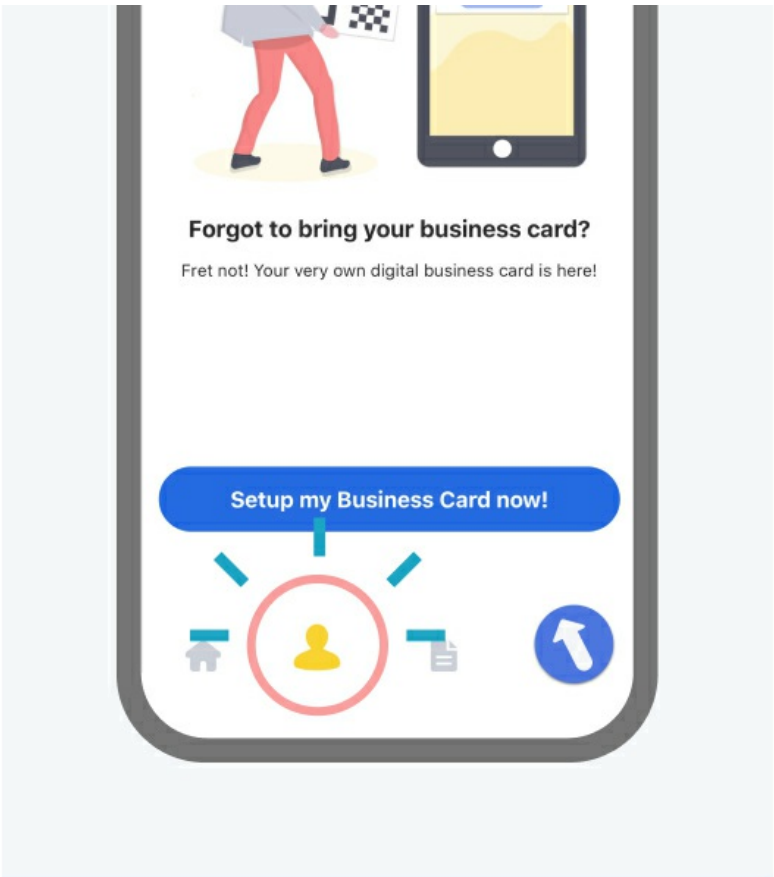
You will then need to enter a new password. The password has to be minimum 12 alphanumeric, with at least 1 upper case, 1 lower case, 1 numeral, and 1 with special character (e.g. *!/?#). Old password cannot be used as per our password policy.

Business Card

Digital Business Card is a module that is available for free for all agencies to adopt. If your agency is interested, please head to digitalworkplace.gov.sg (Intranet link) to contact the product manager for DWP Mobile.

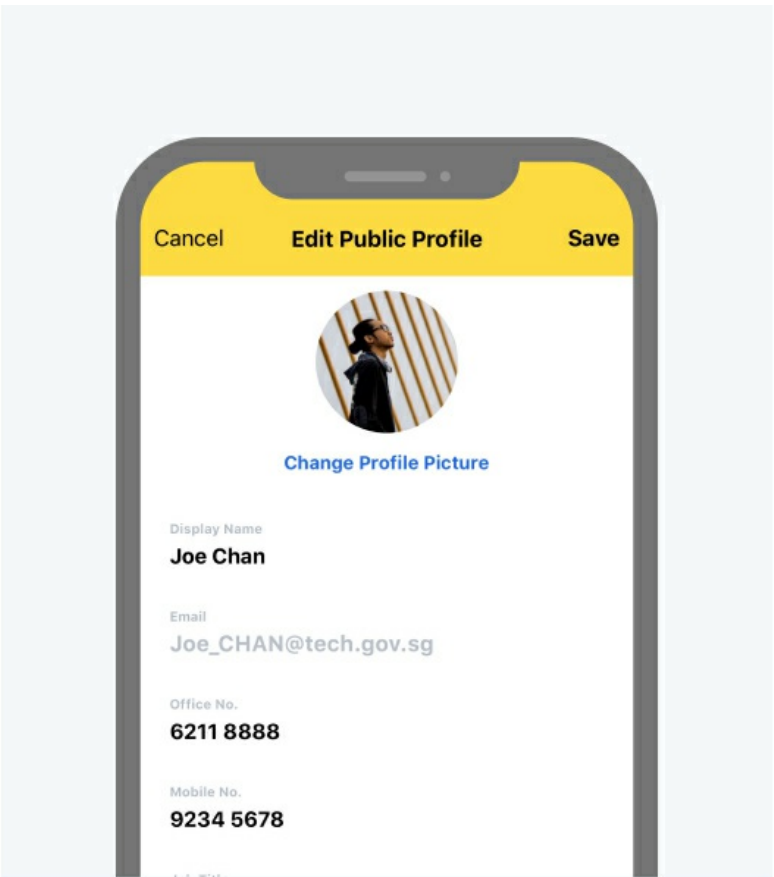
1. Create business card

How do I create my business card?



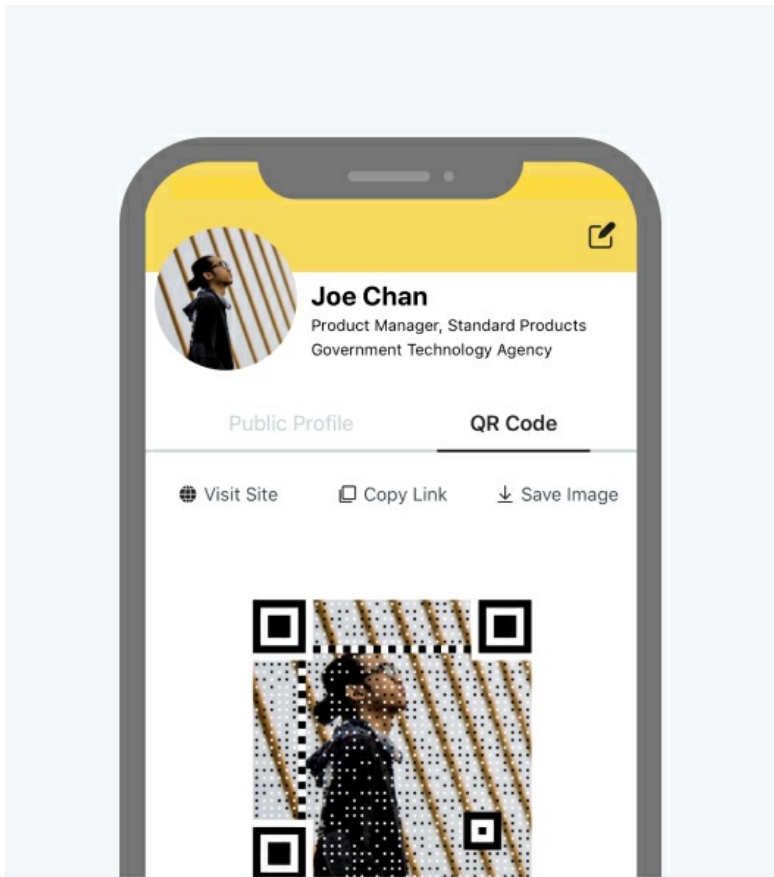
Step 1

Go to Profile tab in DWP Mobile



Step 2

Enter and save details for your public profile



Step 3

Flash your personalised QR code for others to scan!

How do I get a personalised QR code?

Upload your picture and you will be able to obtain a personalised QR code.

2. Give business card

How do I exchange business card?

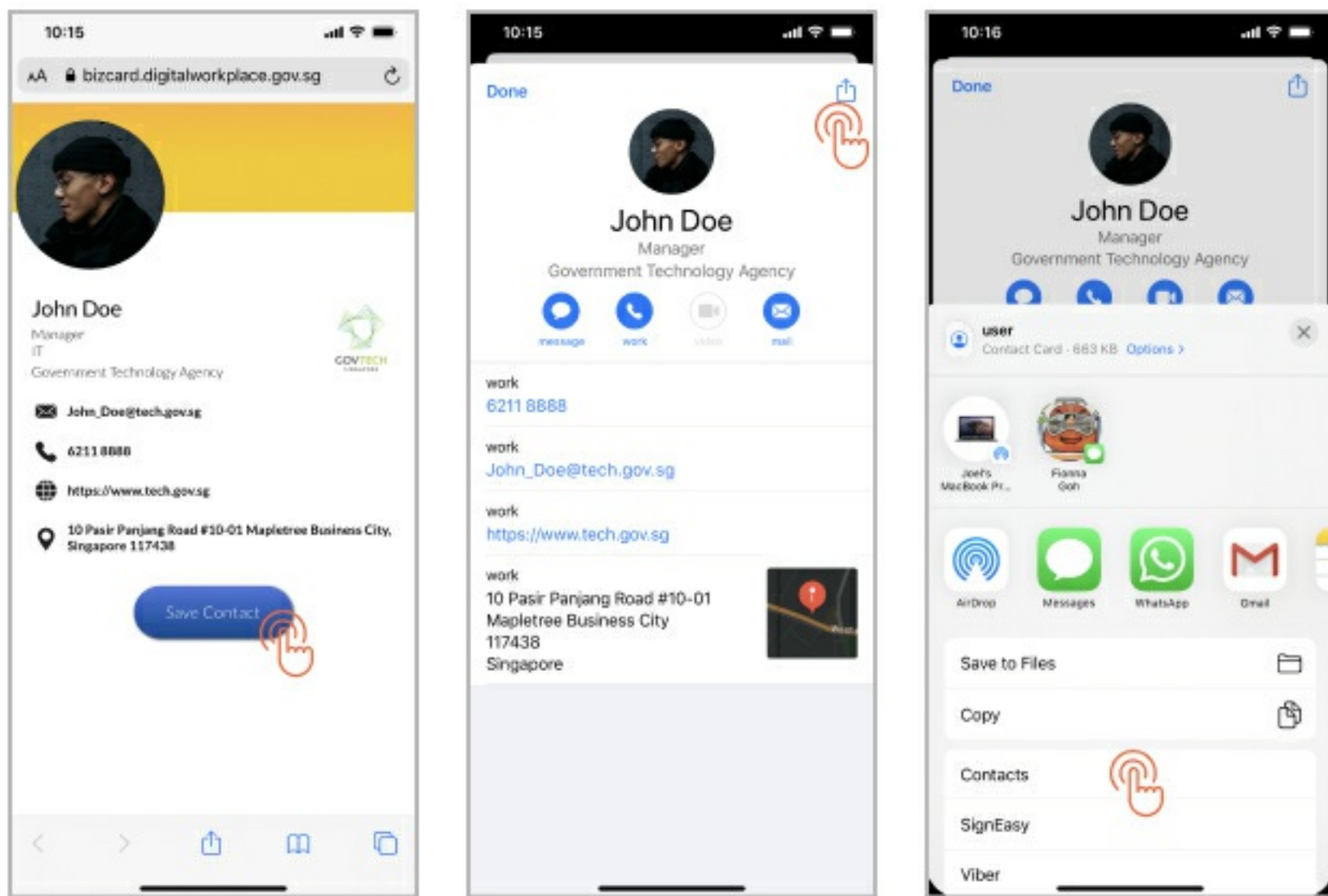
Open your app to show the QR code for your counterpart to scan it.

Alternatively, you might want to save the QR code image into your photo gallery and open it from there.

Interestingly, we've also seen some users who use the personalised QR code image as their Lock Screen image!

3. Save contact

How to save contact if I'm using iOS phone?



Tap on "Save Contact".

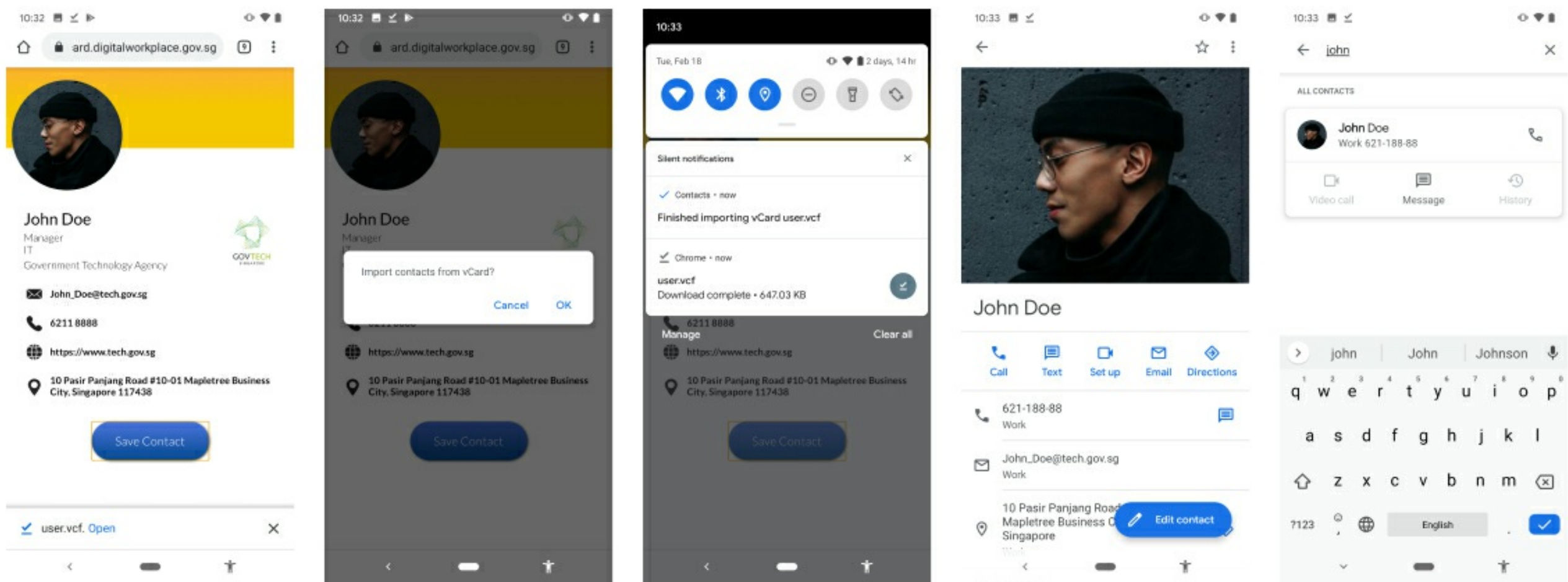
A contact file in .vcf format will be downloaded.

Tap on the share button on the top right to save to your preferred contact app.

Tap on "Contacts" to save on iOS default contacts app.

You can choose to save to other contact apps that you prefer.

How to save contact if I'm using Android phone?



Tap on "Save Contact".

Tap on "OK" to download the contact file.

A contact file in .vcf format will be downloaded.

Tap on the user.vcf file from your notifications or in your downloads folder.

The contact file will open in your phone's contact app.

For some Android phones, you might be prompted to select your desired contact app.

The contact file will be saved in your selected contact app.

I'm using a third party QR code scanner, and I'm not able to save contact.

If you are using a third party QR code scanner, we noticed that some third party app is not able to open downloaded files. Please open the URL link in the phone's native browser or Chrome browser instead.

4. Change in personal details

Will my title and department change automatically when I get promoted or transferred between teams?

Unfortunately, the title and department will not be reflected automatically. Please go to Edit business card, and update your details again.

Dental Claims

FAW Medical Scheme

This is the **Fixed Amount on Ward Charges Scheme**.

Dental Benefits

You are eligible for subsidised treatment at government dental clinics.

CPW/CWM Medical Scheme

This is the **Co-Payment on Ward Charges Scheme (CPW) / Co-payment Ward Medical (CWM)**.

Dental Benefits

Up to 85% of the cost of each visit will be subsidised (up to a maximum of \$120 per year).

CCS Medical Scheme

This is the **Comprehensive CoPayment Scheme (CCS)**.

Dental Benefits

Up to 85% of the cost of each visit will be subsidised (up to a maximum of \$120 per year).

MSO Medical Scheme

This is the **Medisave Cum Subsidised Outpatient Scheme (MSO)**.

Dental Benefits

Up to 85% of the cost of each visit will be subsidised (up to a maximum of \$120 per year).

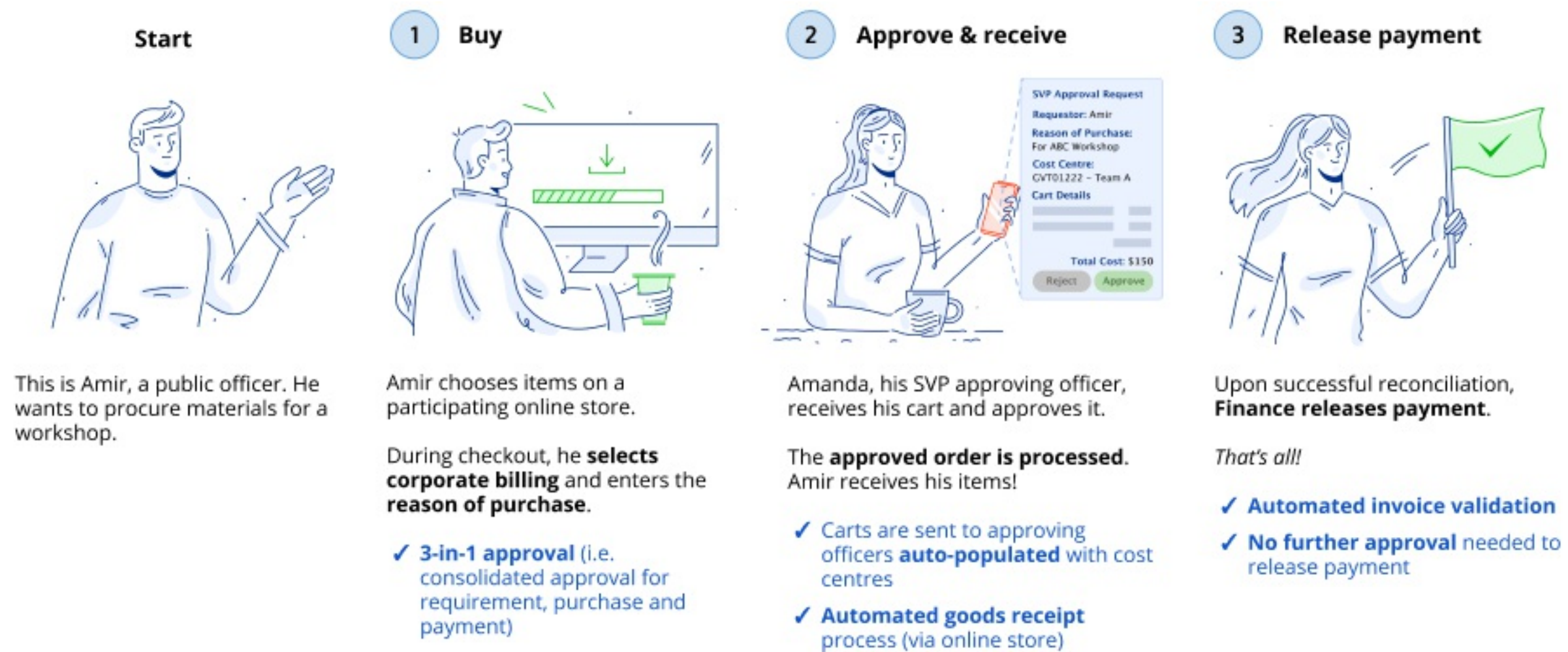
E-commerce Order

1. About this initiative

Buying things for work can be as easy as online shopping in our personal lives.

Say hello to the **Seamless E-commerce Purchase initiative**, a project by Ministry of Finance and Government Technology Agency. With this initiative, public officers can make small value purchases (SVPs) in online malls by checking out with corporate billing.

How it works:



This initiative is currently in its **pilot** phase. Only agencies in the pilot phase will see the mini-apps.

- If you are a **buyer** using the **E-commerce Order** mini-app, refer to sections 2 to 8.
- If you are an **approving officer** using the **E-commerce Order Approval** mini-app, refer to section 9.

Which are the participating e-commerce stores?

Currently, Eezee and Shopee are the pilot stores for the initiative. More stores are on the way.

Your agency may not have subscribed to all the stores. Please approach your agency representative for more information.

Where can I find the policy details for this initiative?

Please refer to the playbook or approach your agency representative for more information.

What is the difference between E-commerce Order and E-commerce Order Approval mini-apps?

E-commerce Order is for Small Value Purchase **buyers**. In this mini-app, they can set up corporate billing, view orders, amend order approval details and more.

E-commerce Order Approval is for Small Value Purchase **approving officers** (AOs). In this mini-app, they can approve/reject pending e-commerce order requests. They can also see their SVP approval history.

Due to technical constraints, we cannot hide the approval mini-app from non-AOs. If you are not an AO, please ignore this mini-app.

2. Set up corporate billing

How to set up corporate billing

Before you start, make sure you have:

- a DWP mobile app account;
- an account on the participating e-commerce store; and
- (optional) [turned on push notifications](#) for DWP Mobile for faster setup and be notified of order updates.

The e-commerce account can be based on your personal email/phone number or a separate corporate account.

Part 1: Enter work email address in e-commerce store

1. Find the corporate billing setup option in the store.
2. Enter your **work email address**, i.e. Singapore Public Service official email address. It usually ends with .gov.sg, but may differ for some agencies.
3. You should see an image with the authentication instructions (see below). Continue to **Part 2**.

Authentication instructions

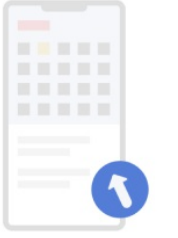
Note: This request will expire in 2 mins.
Please do not quit your browser or app.

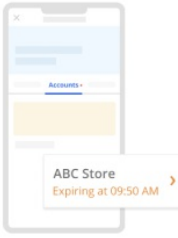
Authenticate this request

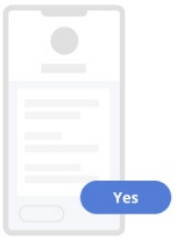
Tap on the phone notification from DWP mobile app

or

Didn't receive a notification?

**Step 1**
Launch DWP mobile app.
Tap on blue button and choose 'E-commerce Order'.

**Step 2**
Go to 'Accounts' page.
Tap on the corporate billing request.

**Step 3**
Tap 'Yes'.

Don't have DWP Mobile app? Download it from [App Store](#) or [Google PlayStore](#).

[Need help?](#)

Part 2: Authenticate using DWP Mobile

Check if you have received a push notification on your mobile telling you to authenticate the corporate billing request.

If you received a push notification:

1. Tap on the push notification. You will see a screen with the message, **Authenticate this request?**
2. Tap **Yes**. If the authentication is successful, you will see a page with the message, **Success!**
3. (If you have not set up before) Tap **Proceed to setup** to set up your agency approval settings.

If you did not receive a push notification:

1. Open the E-commerce order mini-app.
2. Tap **Accounts**.
3. Tap on the corporate billing request. You will see a screen with the message, **Authenticate this request?**
4. Tap **Yes**. If the authentication is successful, you will see a page with the message, **Success!**
5. (If you have not set up before) Tap **Proceed to setup** to set up your agency approval settings.

Tip: the corporate billing request expires in 2 minutes. If that happens, you will need to set up corporate billing again at the e-commerce store.

Can I set up corporate billing on any e-commerce store?

You can only set up corporate billing on participating e-commerce stores that your agency has subscribed to. Please approach your agency representative for more information.

Which email address do I use to sign up for an account with the store?

It depends on the e-commerce store you are signing up for.

Some stores allow their users to use their personal account for corporate purchases. Others may need users to sign up for a separate corporate account using their work email.

I could not set up corporate billing with my work email address.

This may be due to the following reasons:

- There was a typo in the email address. Please check that the email address was spelled correctly. If not, please re-enter the email address and try again.
- Your agency may not have subscribed to this mall. Please check with your agency for more information.
- There was an issue linking the corporate billing to your e-commerce account or work email. Please contact the e-commerce store or agency helpdesk for help.

I did not receive a push notification that asks me to authenticate the corporate billing request.

The push notifications for DWP Mobile may have been turned off for your phone. [See how you can turn on the notifications.](#)

Note: if you did not receive a push notification, you can still set up corporate billing.

My corporate billing request has expired.

You will need to set up corporate billing again at the e-commerce store again.

Tip: corporate billing requests expire after 2 minutes. For a smoother setup process, ensure that your phone is ready at hand while you are setting up corporate billing.

I could not see the pending corporate billing request in the Accounts page.

This may be due to the following reasons:

- The Accounts page was not updated. Pull down the page and release to refresh the page.
- Your corporate billing request has expired. You will have to set up corporate billing again.

Tip: For a smoother setup process, ensure that your phone is ready at hand while setting up corporate billing.

The app told me that the corporate billing setup was successful, but I did not see the corporate billing account in the Accounts page.

This may be due to the following reasons:

- The Accounts page was not updated. Pull down the page and release to refresh the page.
- Your corporate billing request has expired. You will have to set up corporate billing again.

Tip: For a smoother setup process, ensure that your phone is ready at hand while setting up corporate billing.

If I have multiple work profiles, which agency will my corporate billing account be tied to?

It depends on the agency you selected while setting up corporate billing in the E-commerce Order mini-app.

1. During corporate billing setup, you will see a page with the message, **Authenticate this request?**
2. Tap **Agency**.
3. Choose the agency you want to tie the corporate billing account to.
4. Tap **Yes** to confirm the corporate billing setup.

Orders checked out using this corporate billing account will be tied to the agency you selected.

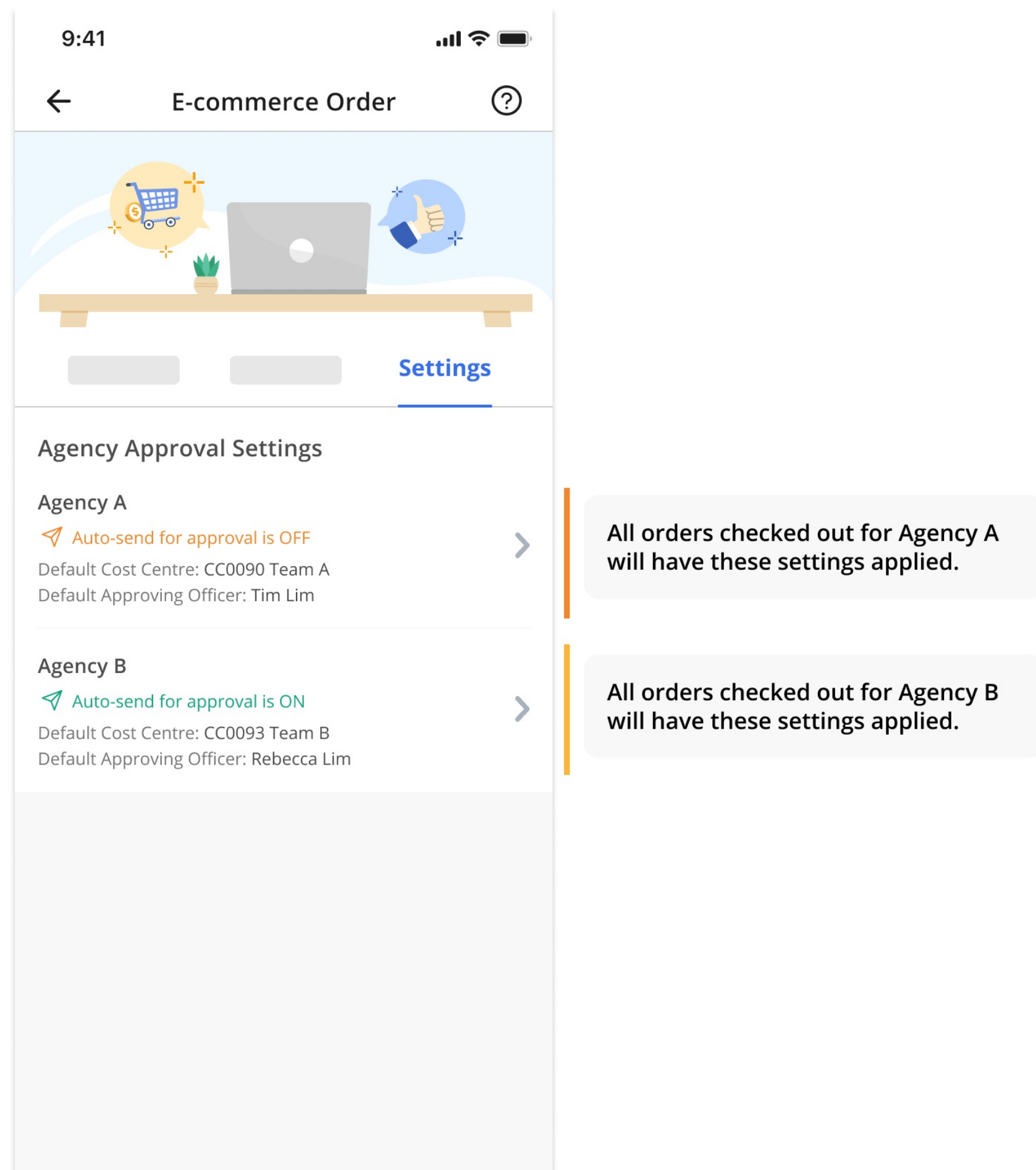
3. Setting agency approval settings

Your approval settings determine the approval process for your orders. This includes the cost centre, approving officer and approval routing options.

Approval settings are tied to the agency and not the corporate account itself.

Some buyers may be able to procure for multiple agencies. This happens if they hold positions in multiple agencies. In that case, there will be separate approval settings for each agency.

Settings for multiple agencies



Each agency would require their own set of approval settings.

How to set agency approval settings

1. After setting up corporate billing successfully, you will see a page with the message, **Success!**
2. Tap **Proceed to setup**.
3. Select your approving officer and frequently used cost centre.
4. Choose the routing option you prefer.
5. Tap **Submit**. Your preferences will be updated.

If you do not see **Proceed to setup**, it means that you have previously set the approval settings for the agency. In this case, please refer to [How to change agency approval settings](#).

How to change agency approval settings

1. Go to the **Settings** tab, and tap on the agency that you are changing settings for.
2. Confirm your approving officer and frequently used cost centre.

3. Choose the routing option you prefer.
4. Tap **Save Changes**. Your preferences will be updated.

Do I have to set up my agency approval settings every time I set up corporate billing?

You do not need to. It is a one-time setup per agency.

What if I do not set up my agency approval settings at all?

You can still check out with corporate billing in the e-commerce store. However, after checkout, the order will be sent to you first via DWP Mobile. You have to send the order to your approving officer manually.

I noticed that the cost centre and approving officer are pre-filled. Are those the right values?

The cost centre and approving officer fields are pre-filled based on the approval information we have. We recommend you to double check the values with your agency/finance representative.

What is the difference between auto-routing and manual routing?

The routing options affect the post-checkout process of your order.

- **Auto:** After checkout, the order will be sent to the approving officer in your agency approval settings.
- **Manual:** After checkout, the order will be sent to you via DWP mobile. You will need to send the order to your approving officer manually in the details page of the order.

The app told me that my cost centre/approving officer is not valid anymore.

This happens when:

- your agency do not use the cost centre anymore;
- your approving officer is not in charge of this cost centre anymore; and/or
- your approving officer has left the agency.

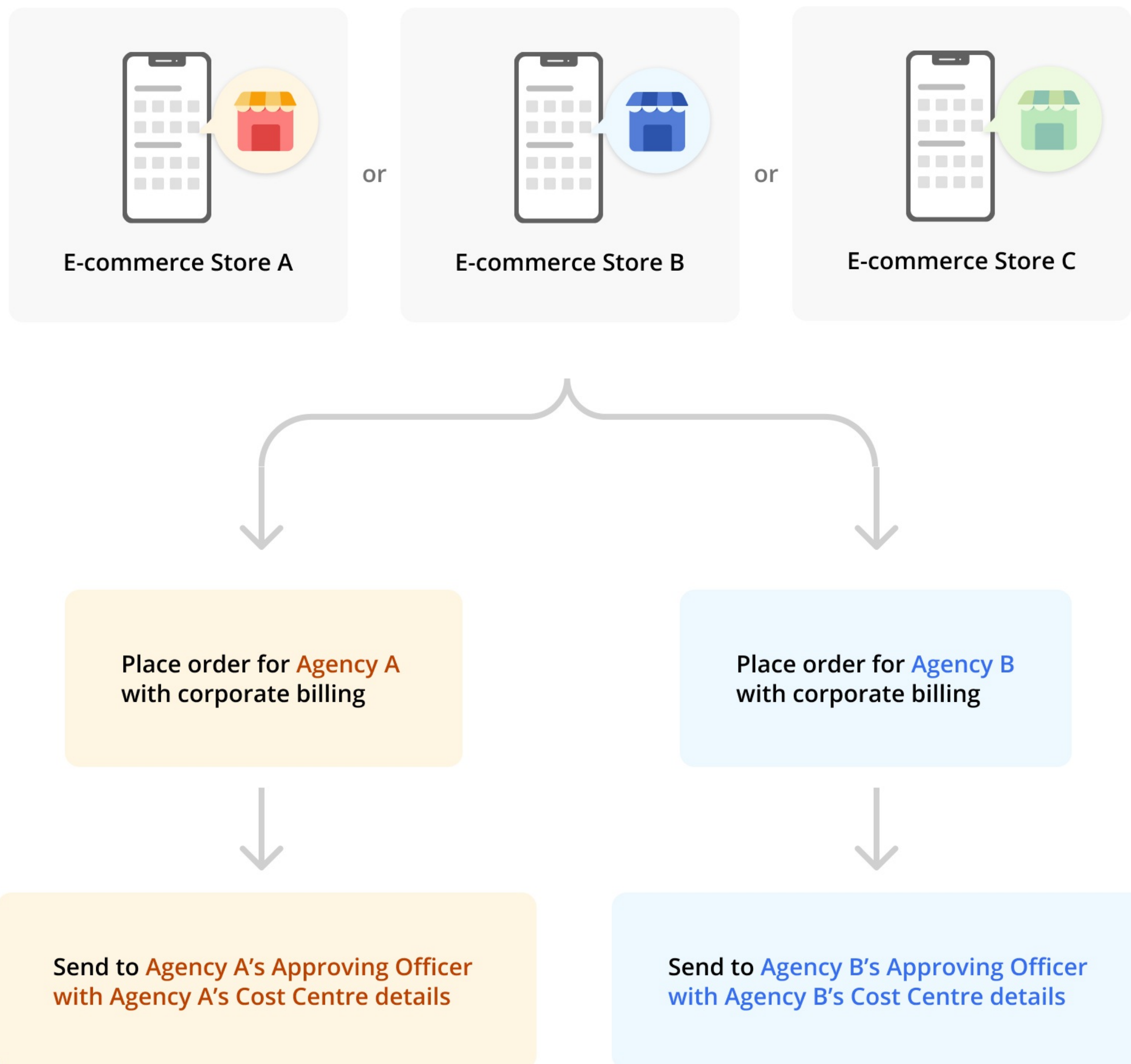
When this happens, select another cost centre or approving officer for your agency approval settings.

Note: if either cost centre or approving officer are invalid, orders you check out for that agency will be **sent to you first**, even if auto-approval was previously turned on.

Can I have different approval settings for different corporate billing accounts?

You cannot have different approval settings for different corporate billing accounts. Approval settings are tied to your agency, and not to the corporate billing account.

Shop at...



You can purchase from different stores - the same default approval settings will apply based on the agency you select.

4. Checkout with corporate billing

How to check out with corporate billing

Note: We assume that you have already set up corporate billing.

1. During checkout, select corporate billing as the payment option.
2. Enter the reason for purchase.
3. Place the order.

What happens after checkout? Do I need to do anything?

After checkout, you should receive a push notification informing you about your order.

If you did not receive a push notification, you can check your order status in the E-commerce Order mini-app.

Refer to the table below to see the action(s) needed based on the notification you receive:

Push notification received	Order status in E-commerce order mini-app	What it means	What to do
Your order has been sent to <i>[Approving officer (AO) name]</i> for approval. Cost centre: <i>[Cost Centre]</i> .	Pending Approval	Your order has been sent to AO for approval.	Wait for AO to act on your order.
Action needed: Send your purchase to your approving officer using DWP Mobile before it expires.	Pending confirmation	Your order has NOT been sent to the AO yet.	Send the order to your AO for approval.

How to send your order to your AO for approval

1. In the **Orders** tab, tap on the order you want to send for approval.
2. Scroll down to the bottom of the page. Check and/or select the cost centre and approving officer.
3. Tap **Send for approval**. The order status will be changed to Pending Approval.

How do I change the cost centre for the order?

You can change the cost centre by amending order approval details.

How do I send the order to a different approving officer?

You can amend the order approval details to send the order to another approving officer.

How do I ensure that the order is automatically sent to the AO for my next purchase?

You can turn on **Auto-send for Approval** in your agency approval settings.

How does the order expiry time affect me in procurement?

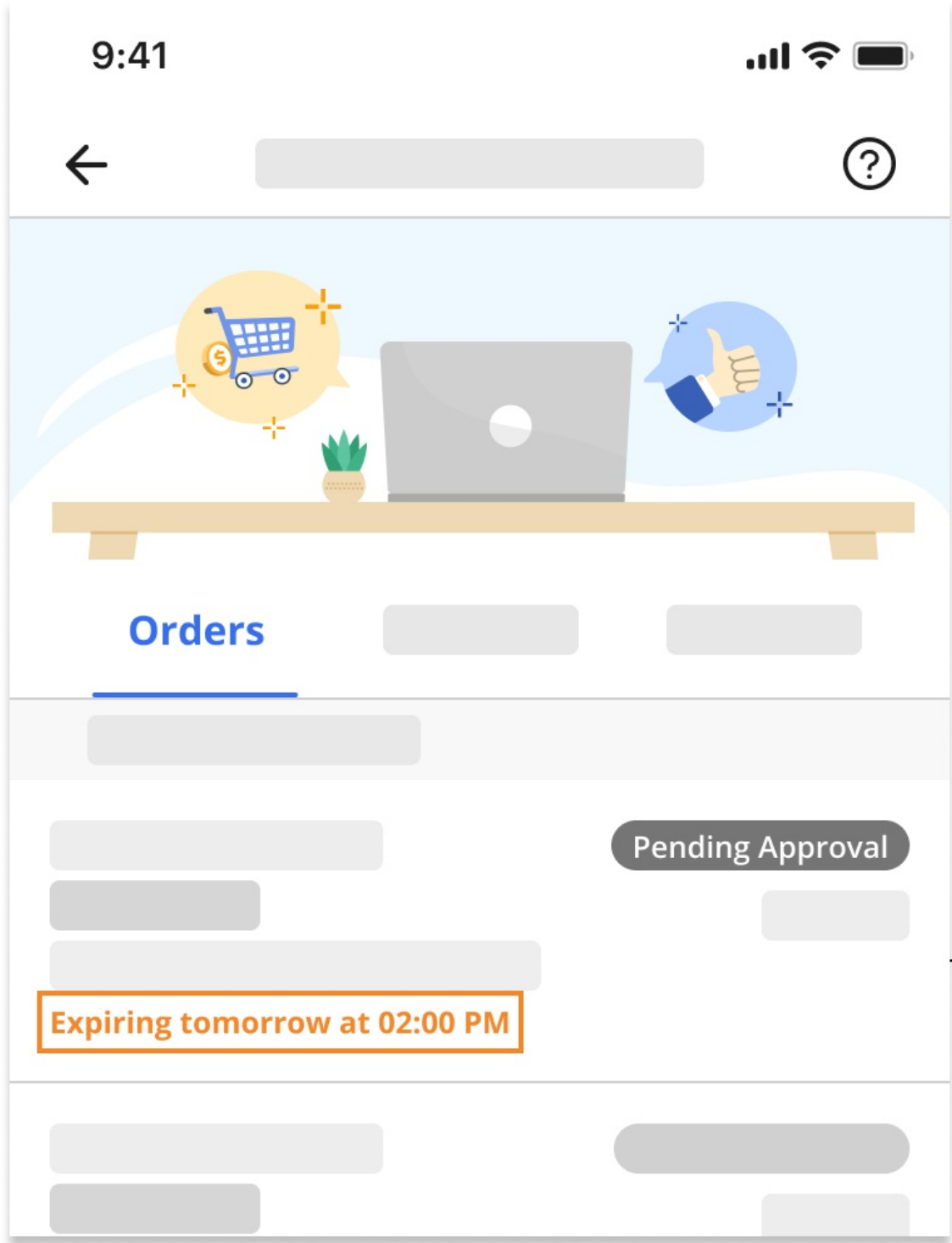
From the point of checkout to expiry time, the items are being reserved for you. If the order is not approved within the stipulated time, the sellers will release the reservation.

To buy the same goods, you will need to check out with corporate billing again.

Where can I see the expiry time for my order?

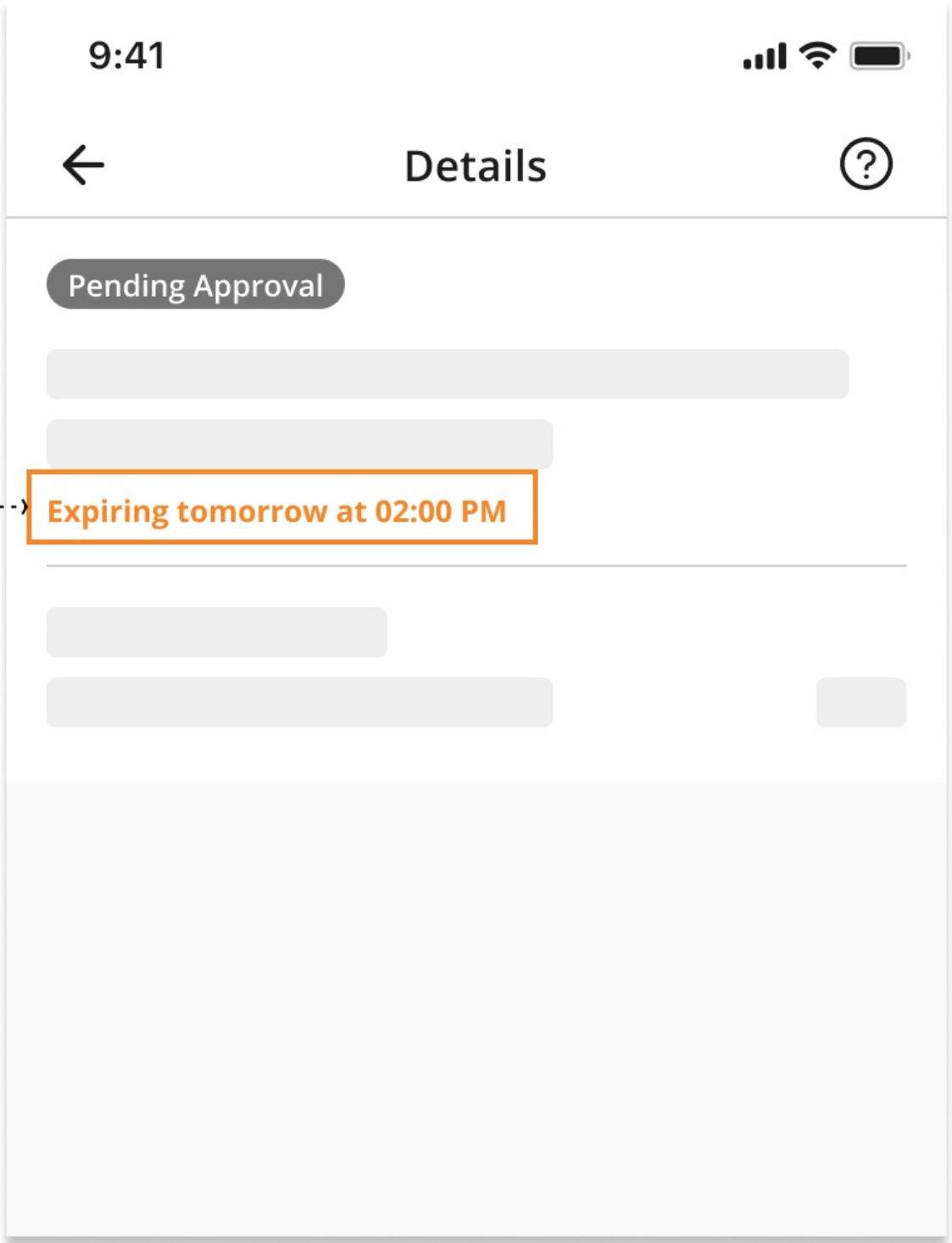
In the E-commerce order mini-app, you can see the expiry time in the **Orders** tab as well as the **Details** page for the order.

In Orders page



You can see the expiry time in the **Orders** tab.

In the order's Details page



When you tap in to view the order details, you will see the expiry time too.

What is the exact expiry duration for carts (e.g. X minutes)?

The e-commerce store determines the expiry duration. Please approach the store to know the exact duration.

5. View orders

Where can I view my order statuses?

Go to the **Orders** tab to see the list of orders you made.

The order statuses are displayed on the right. You can tap in to know more about the status.

The order statuses refer mostly to the approval aspect (e.g. if the order was approved or rejected). For shipping/delivery statuses and time, please check with the e-commerce store.

What are the different order statuses in the mini-app?

Refer to the table below.

Status	What it means	Action needed by
Pending Submission	Cart is pending submission to AO for approval. Buyer needs to confirm the cost centre and AO, and send the cart to the AO for approval via the mini-app.	Buyer
Pending Approval	Cart has been sent to AO and is pending approval.	AO
Approved	AO has approved the order. The e-commerce store will proceed to process the order.	-
Rejected	AO has rejected the order. The e-commerce store will not process the order.	-
Cancelled	Either the buyer or e-commerce store has cancelled orders of all items in the cart. The e-commerce store will not process the order.	-
Expired	The order has expired and will not be processed by the e-commerce store. The buyer would have to check out from the store again to procure the items.	Buyer (Depends)

Terminology:

- **Buyer** - The officer who checked out a cart with corporate billing.
- **AO** - Approving Officer, the officer who is approving the SVP purchase.

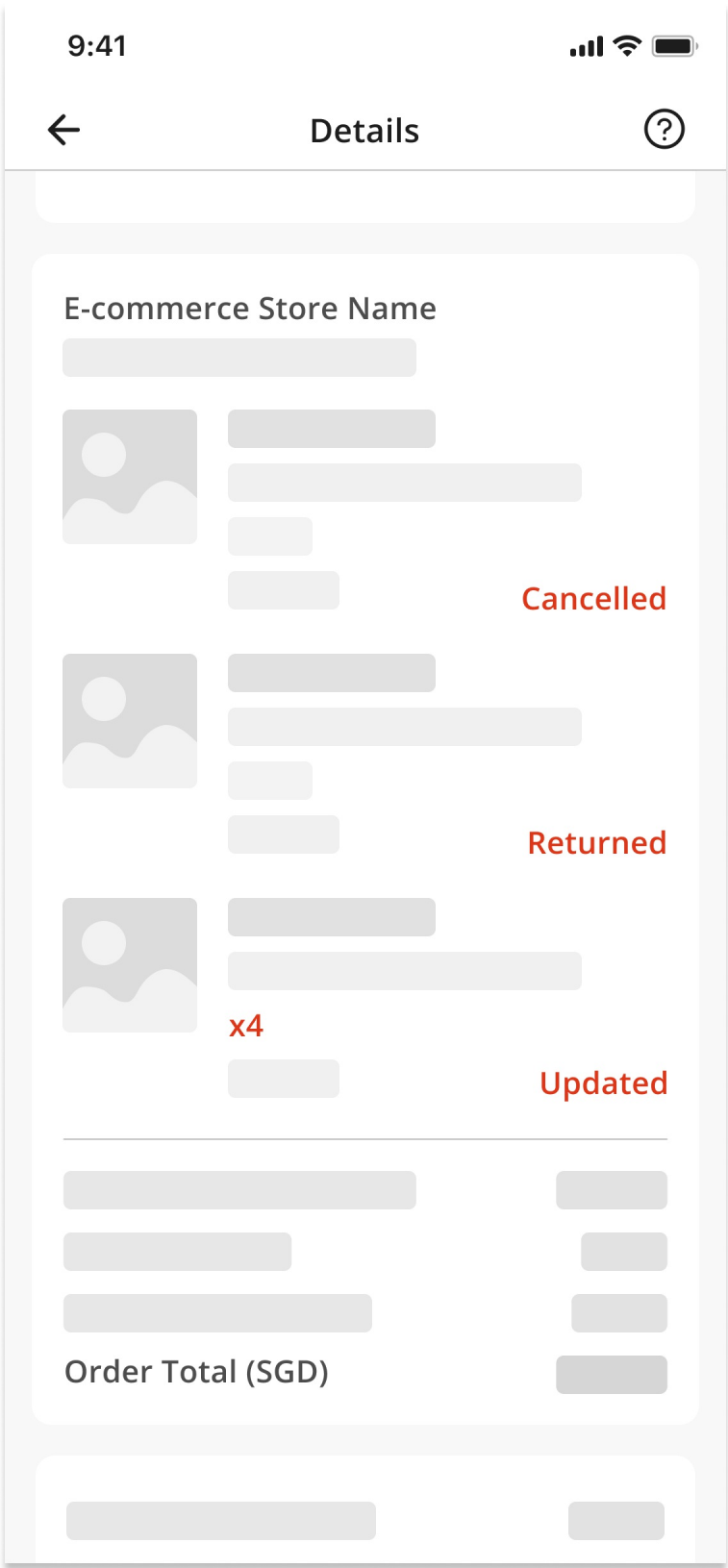
There were some changes to my order after checkout. How would these changes appear in the mini-app?

The changes will be reflected in the **Details** page of the order.

From the E-commerce Order mini-app, go to the **Orders** tab to see the list of orders you made. You can tap in to view the order details.

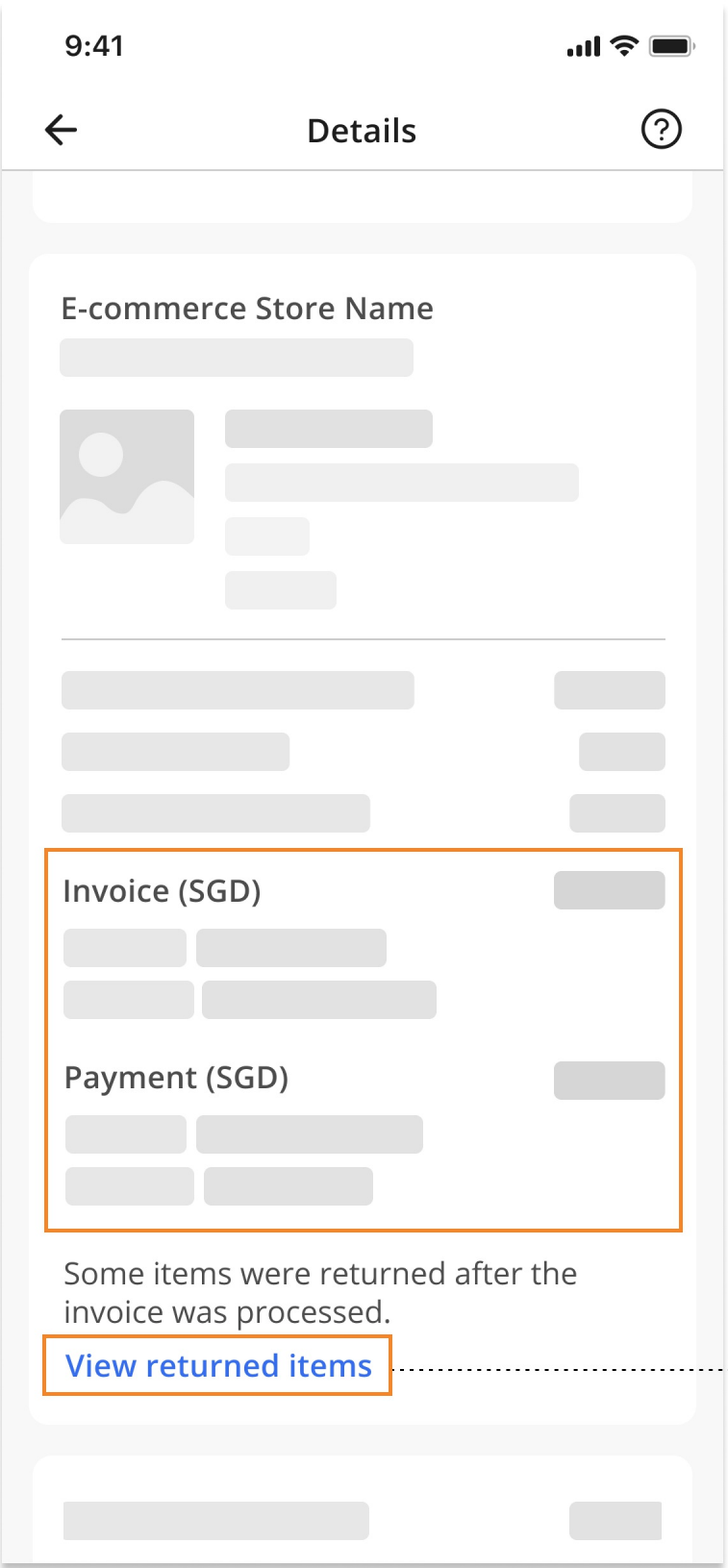
Changes will be reflected in the following ways:

Changes before invoice

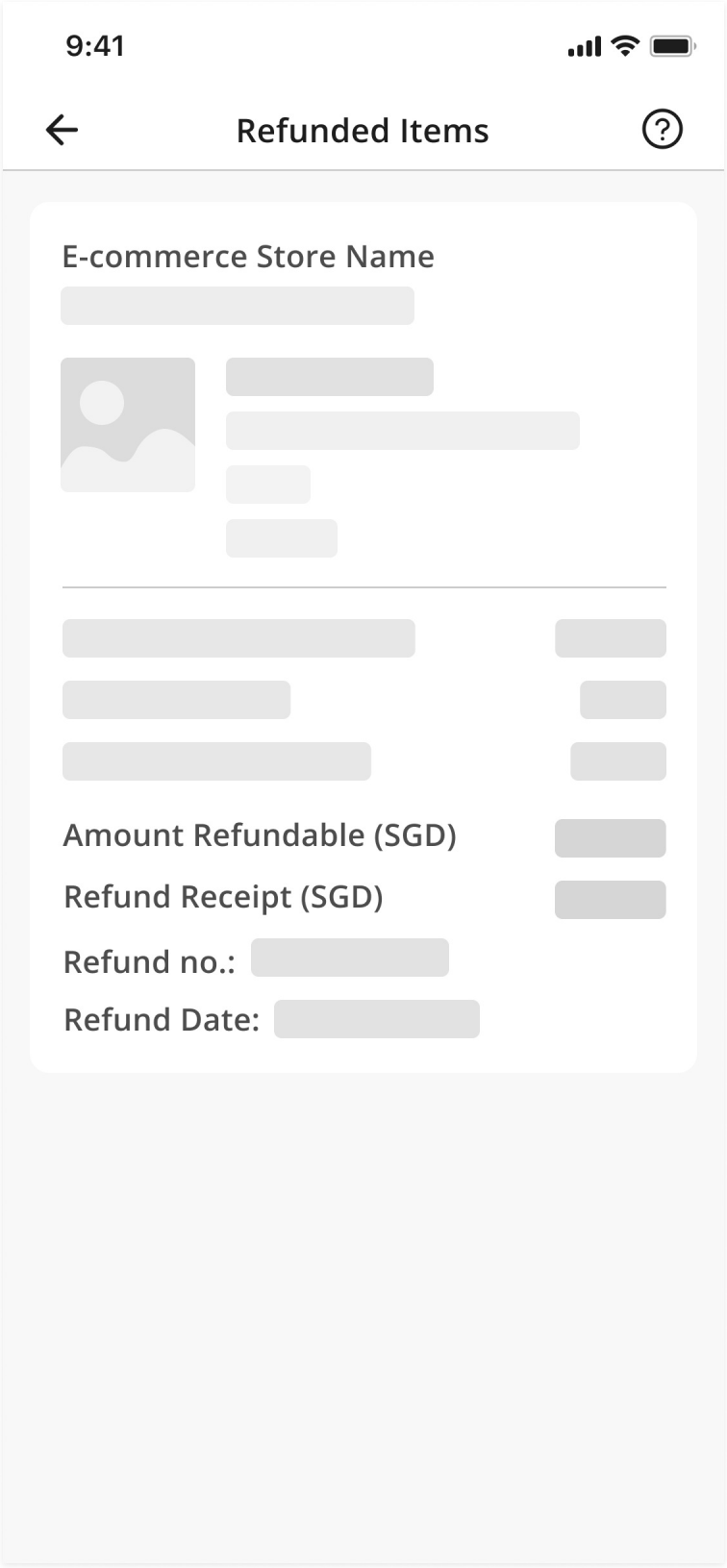


Item cancellations, returns and updates before invoice will be reflected in the order details.

Changes after invoice



Invoiced and paid amount will be reflected in the order details.



Items returned after invoice will be tracked in a separate page.

What is the difference between return and refund?

Return happens when the buyer sends an item back to the seller. **Refund** happens when the seller sends money back to the agency for the returned item.

You can return an item before or after the e-commerce store invoices the agency. Returns are subject to the terms and conditions of the store.

If you return an item after invoicing happens, the store has to issue a refund to the agency for the returned item.

Where can I find information about shipping in the mini-app?

The mini-app only shows the delivery address. For shipping/delivery statuses and time, please check with the e-commerce store.

6. Amend order approval details

After sending the order for approval, you can change the cost centre and approving officer for the order within a designated period.

How to amend order approval details

1. Go to the **Orders** tab, and tap on the order you want to amend.
2. Scroll down to the bottom, and tap **Amend approval**.
3. Tap **Proceed to amend**. The order status will be changed to Pending Submission.
4. Make changes to the cost centre and/or approving officer.
5. Tap **Send for approval**. The order status will be changed to Pending Approval.

When can I amend order approval details?

You can only amend approval details on orders using the mini-app if the order status is:

- Pending Submission; or
- Pending Approval.

Can I change item quantities and delivery addresses on the mini-app?

You can only change item quantities and delivery addresses in the e-commerce store, not on the mini-app.

The order changes will be reflected in the mini-app.

7. Cancel order

How to cancel order

You can cancel orders through the E-commerce Order mini-app or the e-commerce store.

From the E-commerce mini-app home page:

1. Go to the **Orders** tab, and tap on the order you want to cancel.
2. Scroll down to the bottom of the page, and tap **Cancel order**.
3. Tap **Yes, cancel** to confirm.

If order cancellation is successful, you will see a success page with the title **Order cancelled**.

I could not find the “Cancel order” button at the bottom of the order details.

You can only cancel orders using the mini-app if the order status is:

- Pending Submission, or

- Pending Approval.

For approved orders, please cancel them at the e-commerce store. Cancellations are subject to the store's terms and conditions.

8. Delete corporate billing

How to delete corporate billing for an e-commerce account

1. Go to **Accounts**. Tap on the details of the corporate billing you want to delete.
2. Tap **Delete corporate billing**.
3. Tap **Delete** to confirm.
4. If the corporate billing has been successfully deleted, you will see a page with the message, **Corporate billing deleted**.

You can also delete corporate billing at the particular e-commerce store. To do so, please refer to the store's corporate billing guide.

What will happen to my e-commerce corporate account when I delete corporate billing?

Your corporate account will still be there in the e-commerce store, it will not be deleted. The **deletion is for the corporate billing** and not the e-commerce account itself.

However, you will not be able to check out with corporate billing with that account. To do so, you will have to set up corporate billing again.

Can I still set up corporate billing at the same e-commerce site after I delete corporate billing?

Yes. You can do that as long as your work email is not tied to an existing e-commerce account in the same e-commerce store.

9. For approving officers

These FAQs are for approving officers that use the **E-commerce Order Approval** mini-app.

How to approve an order

1. Go to the **Pending** tab, and tap on the order you want to approve.
2. Scroll down to the **For Approving Officer** section.
3. (Optional) Enter your remarks.
4. Tap **Approve**.

How to reject an order

- 1. Go to the **Pending** tab, and tap on the order you want to reject.
- 2. Scroll down to the **For Approving Officer** section.
- 3. Enter your remarks.
- 4. Tap **Reject**.

Why do some orders have a ‘Cancelled’ or ‘Expired’ status in the History page?

Orders will have the **Cancelled** status if buyers or e-commerce stores cancelled the order. In this case, the e-commerce store will not process the order, even if it was previously approved.

Orders will have the **Expired** status if it was not approved/rejected within a stipulated time. The time is determined by the respective e-commerce store.

10. Help

Do look through the section(s) related to your question to see if we have answered it.

If you cannot find an answer to your question, refer to the table below:

Questions regarding...	Who to contact
Policy	Your agency
Shipping/Delivery	E-commerce store

Last updated: 18 February 2021

HRP - Leave

1. Apply Leave

I plan to embark on No-Pay Leave. What do I need to know?

Please read and agree with the [Terms and Conditions for No-Pay Leave](#) before applying.

Leave

Leave is part of the module offerings under HRKiosk service. It is available for agencies who have subscribed to the HRKiosk service. If your agency is interested, please head to digitalworkplace.gov.sg (Intranet link) to contact the respective product manager.

1. Apply leave

Unable to apply leave

Do you currently have an active internet connection?

If no, please connect to an active internet connection as the transport claim requires internet access to submit to our backend system.

If yes, please go to Settings and Send Feedback to us. Please describe the problems you faced, and provide us with details of your claim (claim submission date, details of trips etc.)

Can I view my leave balance?

This function is not available now. The product team for HRKiosk service is working with the respective HR systems to enable the function. Please await further announcement on this.

2. Withdraw leave

Can I withdraw leave application?

No, you cannot withdraw leave application from mobile now. Please access your HR system to perform the withdrawal.

3. About HRKiosk

What is HRKiosk?

HRKiosk is a backend service that interfaces with various HR systems, and enables users to perform HR/Finance related tasks anywhere anytime on DWP Mobile.

What will happen to My HR Kiosk mobile app?

The transport claim and leave functionalities on the existing My HR Kiosk mobile app will soon be accessible in DWP Mobile in the second half of year 2019.

This means that you will just need to access the DWP Mobile app for all available work functions on mobile.

Does my agency still need to subscribe to HRKiosk?

Yes, agencies who are on ACE or standalone HR systems will need to subscribe to HRKiosk in order for the mobile functionalities to be available on DWP Mobile. For more clarification, please head to digitalworkplace.gov.sg (Intranet link) to contact the respective product manager.

Medical Bills and Claims

FAW Medical Scheme

This is the **Fixed Amount on Ward Charges Scheme**.

Outpatient Benefits

Free treatment at government healthcare institutions.
You can claim a refund of up to \$20 for each visit to a private clinic.

Inpatient Benefits

Free treatment at a government or restructured hospital. Subsidised ward charges based on 1% of your monthly basic pension, depending on the maximum rates of ward charges.

CPW/CWM Medical Scheme

This is the **Co-Payment on Ward Charges Scheme (CPW) / Co-payment Ward Medical (CWM)**

Outpatient Benefits

Free treatment at government healthcare institutions
You can claim a refund of up to \$20 for each visit to a private clinic.

Inpatient Benefits

Up to 80% of your ward charges and 50% of your eligible dependants’ ward charges will be subsidised at a government or restructured hospital.
Other hospital expenses will be fully subsidised.

CCS Medical Scheme

This is the **Comprehensive CoPayment Scheme (CCS)**.

Outpatient Benefits

Up to 85% of your medical expenses and 60% of your dependants’ medical bills will be subsidised. You can claim a refund of up to \$20 for each visit to a private clinic.

Inpatient Benefits

Up to 85% of your medical expenses and 60% of your dependants’ medical bills will be subsidised.

MSO Medical Scheme

This is the **Medisave Cum Subsidised Outpatient Scheme (MSO)**.

Outpatient Benefits

Up to 85% of your medical expenses and 60% of your eligible dependants’ medical bills will be subsidised. You can claim a refund of up to \$20 for each visit to a private clinic.

Note: The maximum subsidy for each officer’s outpatient medical expenses inclusive of his dependants’ is \$500 per calendar year. This comprises a sum of \$350 which can be credited into an officer’s MediSave account if it is not utilized and an additional reimbursement limit of \$150 which an officer can claim from if he has fully used up the \$350 for his outpatient treatment.

Inpatient Benefits

Nil.

Resource

Resource module is available for agencies who have subscribed to the Resource Booking System from Standard Products. If your agency is interested, please head to digitalworkplace.gov.sg (Intranet link) to contact the respective product manager.

1. Book room

How do I book a room?

Tapping on the blue arrow button will bring up a menu of the list of things you can do.

Just indicate the date and search for available rooms, then tap on the time slots that you want to book.

Room bookings made on the mobile app interface through API to the same Resource Booking System that you see on resource.digitalworkplace.gov.sg. Therefore, you will be able to see the same booking on your web portal and Outlook.

I cannot see the “book a room” option

If you are unable to see “Book a Room” option, please go through the checklist below.

Question 1: Are you able to access <https://resource.digitalworkplace.gov.sg> on your GSIB laptop?

If yes, go to Question 2 Else, go to *Conclusion A*

Question 2: Sign out and sign in to the mobile app. Tap on the blue arrow button, are you able to view the option?

If yes, yay! Else if no, tap on the create ticket button (iOS on top right, Android on bottom right) and send us a ticket.

Conclusion A: If you cannot access the web portal on GSIB, then you won’t be able to access the book room functionality on mobile. Please contact your agency’s IT team to provision your account into the Resource Booking System at <https://resource.digitalworkplace.gov.sg>. Upon given access for the web portal, do sign in and sign out from the mobile app for this to take effect.

Can I do recurring booking?

Please use the web portal to perform this task.

2. View Bookings

How do I view my room bookings?

Room bookings that you have made on the Resource Booking System will be reflected in the Home view.

Tap on the entry to view the room booking details.

3. Manage Bookings

How do I cancel/start/release/extend the room booking?

Tap on the room booking entry from the Home view to open the booking details view.

You can cancel your room booking anytime from this view before the meeting start time.

When it’s within the time to start (determined by your own agency), the green Start button will appear.

When the room booking is available for Release or Extend, the corresponding buttons will appear in the booking details view as well.

Why do I need to start the booking?

This feature is provided by the Resource Booking System for agencies to use.

If you need to start the meeting, it's probably because your agency wants to promote responsible room usage.

There are several ways to start a meeting - from the web portal, Outlook calendar and this mobile app. In some agencies, there might be display panels to let you easily start.

Will there be push notification to remind me to start the booking?

Yes, there will be 2 push notifications.

The first notification will appear 5 minutes before the start time.

The second notification will appear 5 minutes before the auto-release grace period.

If you have problem receiving push notification on your mobile phone, please refer to these articles: [I'm not receiving Push Notifications on iOS](#) [I'm not receiving Push Notifications on Android](#)

Temperature Declaration

1. About Temperature Declaration

Why do I need to declare my temperature reading?

According to MOH advisory, it is recommended to monitor the health of staff by taking temperature twice daily to safeguard the well-being of all staff and partners.

When do I make my temperature declaration?

Please refer to your agency's temperature taking guidelines.

In order to keep everyone safe, we will require your cooperation to do the declaration on time, so that the necessary intervention can be put in place. Hence, backdating of temperature declaration will not be allowed.

If I am at an event/meeting and unable to declare my temperature in time, what can I do?

The temperature declaration function allows for declarations round the clock. **However, please check with your respective POCs and abide by the declaration guidelines and timings set by your agencies.**

The app's declaration windows follow Singapore time (GMT +8).

AM declarations can be made from 00:00AM - 11:59AM.

PM declaration can be made from 12:00PM (noon) - 11:59PM.

What happens when I make a declaration on the DWP app?

Reports will be sent to your agency POCs. If you declare a temperature above 38 degrees celsius, your agency POCs will be notified and may contact you for the necessary follow-up.

If you have a temperature above 37.5 degrees celsius and/or have respiratory symptoms like cough, sore throat, runny nose or shortness of breath, your agency POCs will be notified and may contact you for the necessary follow-up.

2. Who needs to declare their temperature?

Do temporary staff, vendors and interns need to do the temperature declaration?

Yes, your well-being is important and you are required to declare your temperature too. If you do not have access to DWP mobile, please check with your agency POCs. There should be alternative channels for you to do the temperature declaration.

3. What should I do if I have a fever?

If you have a fever of 37.5 degree celsius and above, including over weekends, please see a doctor and your POC immediately. If you are in the office please put on a face mask and follow the instructions from the agency POC.

Continue to do your temperature declarations on the DWP app.

4. Help

Who can I ask for help?

If you have further queries regarding the temperature declaration exercise, please contact your respective agency POCs.

If your temperature declaration module displays an error page, click on “Report an error” and describe the issues that you are facing.

What can I do if I am not receiving push notifications?

If you are not receiving push notifications, first make sure you have notifications turned on under your phone’s notification settings.

If notificatins are enabled, try signing out of the app and signing in again. You can sign out by clicking on the gear icon on the top right corner of the home screen, and select the last option in the settings menu.

ios

For iOS devices, you will be prompted to allowed notifications upon installation of the app.

If you allowed notifications upon installation of the app, check your notification settings by going to:

- Settings > Notifications > DWP Mobile
- Check that 'Allow Notifications' is toggled on

If you did not allow notifications upon installation of the app, you will need to reinstall the app to get notifications.

Android

For devices running Android version 8 and newer, go to:

- Settings > Apps & notifications > App info > DWP Mobile
- Ensure that 'Temperature Notification' is toggled on

Transport Claim

Transport Claim is part of the module offerings under HRKiosk service. It is available for agencies who have subscribed to the HRKiosk service. If your agency is interested, please head to digitalworkplace.gov.sg (Intranet link) to contact the respective product manager.

1. Submit transport claim

Unable to submit transport claim

Do you currently have an active internet connection?

If no, please connect to an active internet connection as the transport claim requires internet access to submit to our backend system.

If yes, please go to Settings and Send Feedback to us. Please describe the problems you faced, and provide us with details of your claim (claim submission date, details of trips etc.)

2. View submitted claims

Claim status shows "Failed"

There is a remarks field in the claim submission details, it should detail why the claim have failed. If not, please login to your backend HR system to view the failed claim, the reason why the claim has failed will be there. Please note that any submission from the app is sync back to your backend HR system and any business/policy logic that your agency holds still applies. This app is not a direct replacement of your backend HR system.

3. Withdraw claims

Can I withdraw submitted transport claim?

No, you cannot withdraw submitted transport claim from mobile now. Please access your HR system to perform the withdrawal.

4. About HRKiosk

What is HRKiosk?

HRKiosk is a backend service that interfaces with various HR systems, and enables users to perform HR/Finance related tasks anywhere anytime on DWP Mobile.

What will happen to My HR Kiosk mobile app?

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This means that you will just need to access the DWP Mobile app for all available work functions on mobile.

Do my agency still need to subscribe to HRKiosk?

Yes, agencies who are on ACE or standalone HR systems will need to subscribe to HRKiosk in order for the mobile functionalities to be available on DWP Mobile. For more clarification, please head to digitalworkplace.gov.sg (Intranet link) to contact the respective product manager.

Visitor

Visitor module is available for agencies who have subscribed to the Visitor Management System from Standard Products. If your agency is interested, please head to digitalworkplace.gov.sg (Intranet link) to contact the respective product manager.

1. Register visitor

How do I register visitors?

Tapping on the blue arrow button will bring up a menu of the list of things you can do.

Just indicate the start/end date and time, then enter the visitor details.

2. View visitor registration

How do I view list of registered visitors?

Visitors registered on the Visitor Management System will be reflected in the Home view.

Tap on the entry to view the list of registered visitors.

3. Manage visitor arrival

Will there be push notification when my visitors has arrived?

Yes, when your registered visitor has arrived and checked-in at the counter or visitor kiosk, a push notification will be sent to the host.

If you have problem receiving push notification on your mobile phone, please refer to the Push Notification article [here](#).

Technical Support

1. App Distribution

Where can I download the app?

You can download DWP Mobile from the App Store or Play Store. It is free to download.

Why am I not able to download the app?

Please check that you have an active internet connection, and you have signed in to either the App Store or Play Store.

2. Supported devices

Which devices does this app support?

The mobile app only supports Android 5.0 and above and IOS 10.0 and above, any other versions is not supported. Window OS phones are not supported.

When will you support on Windows phone?

Unfortunately, we do not have plans to support Windows phone in the near future.

Can I use it on tablet devices (e.g. iPad)?

You can download DWP Mobile app on the App Store or Play Store. However this app is not optimised for view on the iPad yet.

For best experience, we recommend it to use it on iPhones or Android phones.

When will you support on Windows phone?

Unfortunately, we do not have plans to support Windows phone in the near future.

Can I use it on tablet devices (e.g. iPad)?

You can download DWP Mobile app on the App Store or Play Store. However this app is not optimised for view on the iPad yet.

For best experience, we recommend it to use it on iPhones or Android phones.

3. Push Notification

I'm not receiving Push Notifications on iOS

When you first sign in to the app, there will be a view to ask you to “Allow” the app to receive push notification.

If you have accidentally tap on “Don’t Allow”, go to your phone’s Settings > Notifications > DWP Mobile to turn on the option for “Allow Notifications”.

I'm not receiving Push Notifications on Android

Push notifications are automatically allowed on Android.

Please go to your phone’s Settings > Apps & Notifications > DWP Mobile to turn on the notification.

Contact

Who can I ask for help?

If you require further assistance, you can either:

1. Contact your agency’s AFM, or
2. Go to Settings and Send Feedback to us. Describe the problems that you are facing and provide as much details as possible.