FAQs on using SGWorkPass to check AccessCode status

Foreign workers must use SGWorkPass to check if they can leave their residence for work.

- Download SGWorkPass.
- Read the press release to find out more about AccessCode.

How do I know if my workers can leave their residence for work?

You can now use the AccessCode on the SGWorkPass app to check if your workers can leave their residence (dormitory or non-dormitory housing) for work. The status of your worker's AccessCode takes into account 3 broad parameters:

- Their health
- Their residential address
- Whether your company and/or worker is allowed to resume work

They can only leave for work if their AccessCode is 'Green' (can go out for work).

However, if their AccessCode is 'Red' (cannot go out for work), they are not allowed to leave for work.

How do I find out why a worker's Accesscode is 'Red'?

Your workers can use the SGWorkPass to find out why their AccessCode is 'Red' (i.e. Cannot go out for work). To see this information in SGWorkPass, your workers can do one of the following:

- Scan the Quick Response (QR) code on their work pass cards
- Key in their FIN

Employers can also download the AccessCode details for their Employment Pass, S Pass and Work Permit holders from Safe@Work eService. Please refer to the Safe@Work eService onboarding guide for more information.

My worker's AccessCode show a red status for 'No approval to start work'. What should I do?

This means your company has not been given approval to operate and your workers are not allowed to start work.

All companies should check the GoBusiness Portal to find out if they are allowed to resume operations. Please approach your respective lead agencies for assistance:

Sector your company is in	Who to approach?

Construction	Building and Construction Authority (BCA)
	
	If your worker's AccessCode details show 'No approval to start work', it could be because:
	
	• Your company has not submitted project or workers to BCA for approval
	• Your company has obtained BCA's approval, but:
	    • Your project did not include the worker in the submission for approval
	    • There is missing/wrong worker's information in the submission (e.g. wrong FIN/UEN or FIN entered is not under the employment of the UEN entered)
	
	For the above scenario, please submit/resubmit an application for construction/supply works at BCA's website. Please refer to the links below the application process:
	
	• **English version**
	• **Chinese version**
	
	If none of the above reasons apply to you, please contact BCA at **bca_safeworkforce@bca.gov.sg** for assistance.

All other sectors	GoBusiness Portal (Email : **covid_gobusiness@mti.gov.sg**)

My worker's AccessCode details show a red status for 'COVID-19 Infection'. What does it mean?

The red status is either because:

Active COVID: Your worker is confirmed to be infected with COVID-19 and is not allowed to leave their residence or go to work. Their AccessCode status will turn "green" after they complete the COVID-19 recovery protocol.

My worker's AccessCode shows a red status for Vaccination'. What does it mean?

The red status means that your worker has not completed the full vaccination regime. Please ensure that your worker takes their vaccination as soon as possible.

My worker's AccessCode shows Health Risk Notice (HRN). What does it mean?

Your worker has been issued with HRN as they were identified as close contacts by MOH under Protocol 3. During the 5-day monitoring period, your worker should monitor their health and self-test with an ART before leaving home for work. They may obtain their ART kits through designated vending machines.

My worker's AccessCode details show a red icon for 'Place of stay'. What does it mean?

The icon is red because the **QR code address and dormitory records do not match**. This means either your worker has failed to scan the QR code in the room using the FWMOMCare App, or the dormitory operators' record is not updated. Please contact the dormitory operator to rectify this.

My worker's AccessCode details show a black icon for 'Place of stay' with the description 'Temporary exemption'. What does it mean?

This means that the worker's place of stay is temporarily excluded from being used to determine the colour status of the AccessCode.

How do I update my foreign worker's residential address?

You can update their residential addresses using:

- Online Foreign Worker Address Service (OFWAS) for Work Permit holders
- EP Online for Employment Pass and S Pass holders

Their AccessCode will be refreshed 1 - 2 days after their addresses are updated in OFWAS or EP Online. If their AccessCode is not refreshed, it may mean one of the following:

- Your worker has failed to scan the QR code in the room using the FWMOMCare App
- The dormitory operators' record is not updated. Please contact the dormitory operator to rectify this.

Does AccessCode apply to migrant domestic workers (MDWs)?

The AccessCode is not applicable to MDWs. They can continue to work for their employers, as well as leaving home to buy food or groceries for the household.

What must I do if the SGWorkPass is not showing my foreign employee or worker's AccessCode?

Please ensure your worker has installed the latest version of SGWorkPass for their AccessCode to be shown in the app.

My worker does not have a smart phone or SIM card and cannot download the mobile applications. What should he do?

As an employer, you must ensure that all your Work Permit and S Pass workers download these mobile apps before they can return to work.

- TraceTogether
- FWMOMCare
- SGWorkPass

This will help to protect the worker and prevent transmissions at the workplace and at their place of accommodation.

If your workers don't have a smartphone that allows them to download and use the mobile apps, you should help to source for it. You must treat your workers fairly and work out a mutually agreeable arrangement with your worker in paying for the phone.

You should then register your workers' update mobile numbers using OFWAS (Work Permit holders) and EP Online (S Pass holders).

You can contact the key telcos for help finding suitable smartphones:

M1	1622 M1 website
Singtel	6733 1368 s-mobile@singtel.com
StarHub	8352 8552 9140 0004
TPG Telecom	6920 0000 support@tpgmobile.sg TPG website

Why do workers see 'Invalid' status on the SGWorkPass when I scan the QR code on their card or use the Manual FIN entry?

This appears when the worker's work pass has expired. Workers cannot work in this instance. Employers should log into WP Online or EP Online to check and rectify the causes that made the work pass invalid.

What should I do if I'm asked by dormitory operators / security guards / Government authorities to show that I'm permitted to leave my dormitory to work?

You may be asked to produce your work pass card to dormitory operators, security guards or Government authorities. They will use SGWorkPass to scan and confirm that you can leave for work.

Alternatively, you may be asked to scan your card using SGWorkPass and show the display to the relevant personnel.

You are only allowed to leave your residence for work if SGWorkPass shows "Can go out for work" ('Green' status).