

Ministry of Manpower
ESOL - Employment Standards Online
Application for ESOL Business Account Help

Contents

1. Accessing ESOL Business Account Online	2
2. Application of Accounts.....	6
2.1 Account Details.....	6
2.2 Supporting Documents.....	12
2.3 Review & Submit.....	14
2.4 Acknowledgement.....	16

1. Accessing ESOL Business Account Online

Steps:

1. Access ESOL Business Account Online from MOM eService website.

<http://www.mom.gov.sg/services-forms/labour-relations/Pages/employment-standards.aspx>

Tip: For quick access to ESOL Business Account Online, user may want to bookmark the following URL.

https://aceonline.mom.gov.sg/iaces/services/BIZACCT/BizAccount_Default.aspx

The screenshot displays the Ministry of Manpower (MOM) website. The browser address bar shows the URL: <http://www.mom.gov.sg/services-forms/labour-relations/Pages/employment-standards.aspx>. The page features the MOM logo and navigation menus for various services. The main content area is titled "Employment Standards" and includes an "e-Services" section. Under "e-Services", there is a sub-section for "ESOL Business (Corporate transaction with MOM)". The first item in this list is "Application for ESOL Business Account", which is highlighted with a red border. The description for this application states: "Employment Standards Online (ESOL) is a one-stop portal for organisations and the general public to transact with the Labour Relations and Workplaces Division (LRWD). Businesses need to register for an ESOL account before they can transact in all ESOL Business Applications. This service is for Businesses to open an ESOL Account and register their employees as Users. To apply, a business representative is required to log in using his/her SingPass. Businesses with successfully registered ESOL Users may also request through this service to add or replace their Administrator. To request, any successfully registered ESOL User of the Business may log in using his/her SingPass." Below this, other services listed include "Recover notice pay from ex-employee", "Application for Overtime Exemption", "Application for Flexible Work Schedule", and "Application for Salary Deduction".

Figure 1

2. Click on 'Application for ESOL Business Account'. The following page will be displayed.

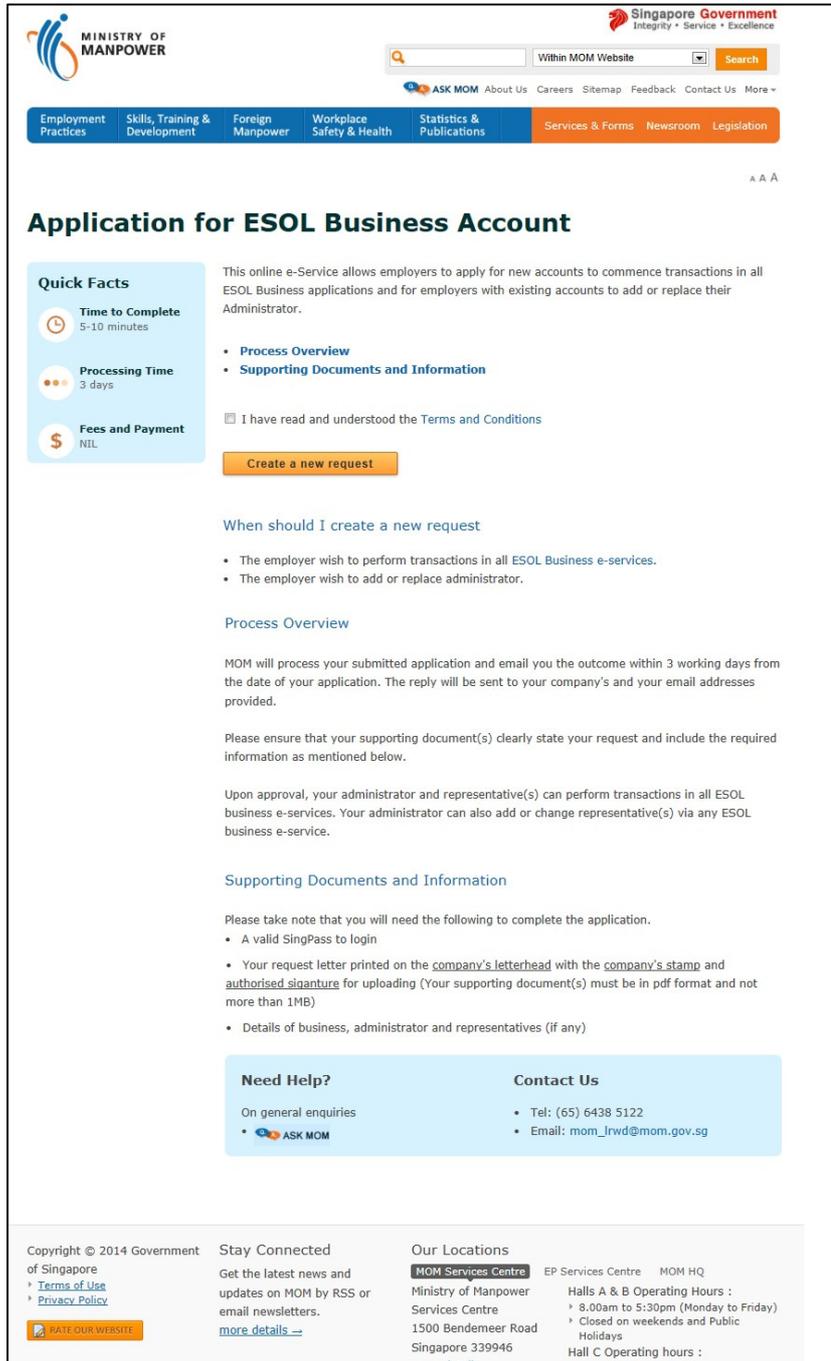


Figure 2

3. Click on the checkbox 'I have read and understood the Terms and Conditions'.

- Click on the 'Create a new request' button. The following SingPass page will be displayed. Please ensure that you have a valid SingPass ID to login.

SingPass Singapore Personal Access

Secure [Terms of Use](#) | [FAQs](#) | [Help](#) | [About Us](#)

Welcome

to SingPass Authentication Service

Security Advisory

SingPass is a common password that allows you to access Government e-services. It is important for you to be vigilant in protecting the confidentiality of your SingPass.

Please click [here](#) for tips on online security. You may also find useful guides on how to safeguard your online security and other cyber security related information at www.gosafeonline.sg.

Click [here](#) to view more details about New SingPass Security Enhancements.

SingPass ID (Enter your **identification number**)
e.g. S1234567G, G1234567G

SingPass (8-24 characters, CASE-SENSITIVE)

By clicking on the Submit button, you agree to be bound by the terms specified in the [Terms of Use](#) and Important Notes below.

[For tips on Online Security, Click here.](#)

[Do not have a SingPass? Apply here.](#)

[Forgot your Password? Reset here.](#)

Important Notes

- You understand that SingPass is intended to help you authenticate yourself on the Internet. As there are inherent security risks on the Internet, you must carefully consider the degree to which you choose to rely on your SingPass.
- You will maintain secure possession of your SingPass. If you know or suspect that the security of your SingPass has been compromised, you must stop using SingPass and notify the SingPass operator immediately. If you disclose or share your SingPass with anyone else (regardless of whether you receive payment for it), and your SingPass is used for illegal purposes, you may be held liable.
- The Government of Singapore ("Government") does not warrant or endorse any goods, services, information, accuracy or the privacy practice associated with any non-public sector websites ("Private Website") even though the Private Website may require the use of SingPass.
- You will not hold the Government liable for any damage or loss of any kind caused as a result (direct or indirect) of the use of any Private Website, including but not limited to any damage or loss suffered as a result of reliance on the contents contained in or available from the Private Website.
- You shall under no circumstances submit, upload or transfer any unauthorised files, codes, scripts (including but not limited to viruses or Trojan Horses), documents, and information, in the course of using the SingPass services.
- You shall under no circumstances modify, interfere with or intercept the SingPass services (including but not limited to its authentication system and password issuance/reset services).
- You understand that any non-compliance, whether intentionally or otherwise, may result in action being taken against you, including but not limited to a claim for compensation and civil and/or criminal liability.
- You shall, as soon as you are aware of or have reason to suspect any weakness or potential weakness in the SingPass services, immediately notify the Government in confidence.

If you encounter any problems with this page, please contact Crimson@logis.singpass.gov.sg or via [email](mailto:helpdesk@logis.singpass.gov.sg). You may also give us your comments by using the [feedback](#) form.

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Figure 3

- Enter both your SingPass ID and SingPass and click the button 'Submit'. The following page will be displayed.

The screenshot shows the 'Application for ESOL Business Account' page on the Ministry of Manpower website. The page has a blue header with the MOM logo and navigation links. The main content area is titled 'Application for ESOL Business Account' and contains four sections of form fields:

- Company Details:** Fields for Company Name, Company No, Postal Code, Street Name, Building Name, Block/House #, Floor/Unit #, Contact, and Email Address.
- Requestor Details:** Fields for Name, NRIC or FIN (pre-filled with S7774935G), Gender (MALE/FEMALE), Contact, and Email Address.
- Administrator Details:** A checkbox for 'Same as Requestor' and fields for Name, NRIC or FIN, Gender, Contact, and Email Address.
- Representative Details:** A table with columns for Name, NRIC, Contact 1, Contact 2, and Email, with an 'Add' button.

At the bottom of the form area, there are three buttons: 'Back' (with a red box and number 4), 'Continue', and 'Cancel | Reset' (with a red box and number 5). The footer contains copyright information, 'Stay Connected' links, and 'Our Locations' for MOM Services Centre and EP Services Centre.

Figure 4

This e-service has standard web interface features which can help ease the application. They are as referred from Figure 4, as follow:

- Item 1 (Quick Links)**
User Manual: Allows user to download this manual.
Logout: Allows user to end the session securely and return back to MOM website.
- Item 2 (Breadcrumb)**
 Navigation trail of previously accessed MOM websites to reach the e-service.
- Item 3 (Font Resizer)**
 Allows user to resize the page contents to their preferred font size.
- Item 4 (Back)**
 Allows user to go to the previous tab of the application.
- Item 5 (Cancel | Reset)**
Cancel: Allows user to cancel the application and return back to MOM website.
Reset: Allows user to clear all entries in the current tab.

2. Application of Accounts

After the user successfully logs in with SingPass, the page in [Figure 4](#) will be displayed.

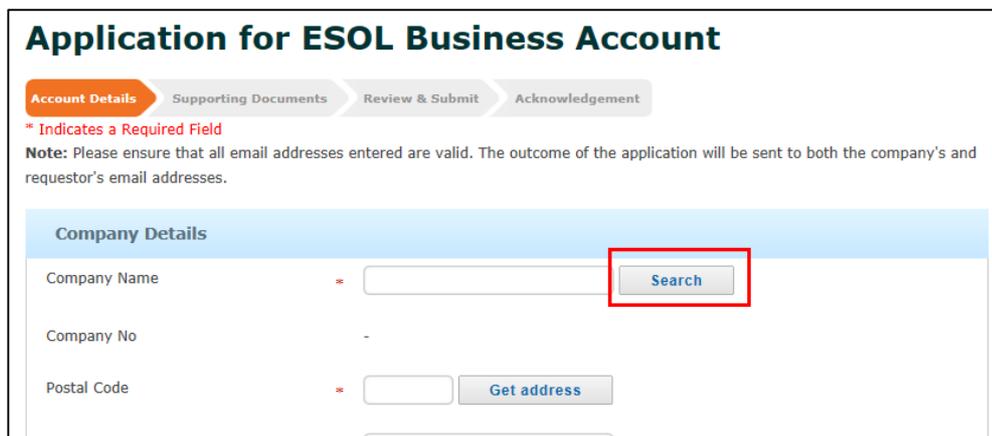
2.1 Account Details

The application starts with the 'Account Details' tab. In this tab, the details required are categorised into Company Details, Requestor Details, Administrator Details and Representative Details. To proceed with the application, user must ensure that all required details are filled with valid information.

2.1.1 Company Details

Steps:

1. Click the 'Search' button on the Company Name field.



Application for ESOL Business Account

Account Details Supporting Documents Review & Submit Acknowledgement

* Indicates a Required Field

Note: Please ensure that all email addresses entered are valid. The outcome of the application will be sent to both the company's and requestor's email addresses.

Company Details

Company Name *

Company No -

Postal Code *

Figure 5

2. A new window pops up to allow user to search for the company.



Company Lookup Close

Company Name

UEN/ID	Company Name	Address
--------	--------------	---------

Figure 6

3. Enter the company name and click the 'Search' button.

Tip: User can search by using part of the company name. If the list of results returned is extensive, user can traverse through the results by using the pagination controls (shown in the below screenshot).

Close

Company Lookup

Company Name

Page 1 of 79

UEN/ID	Company Name	Address	
52948678D	NATION AUTO	7A, JALAN ISHAK SINGAPORE (419328)	Select
200806578N	NATIONS SILICON TECHNOLOGIES PTE. LTD.	4, SHENTON WAY # 28 - 03 SGX CENTRE II SINGAPORE (068807)	Select
193800017H	NATIONAL THEATRE LIMITED	96, MARKET STREET SINGAPORE (0104)	Select
195500103G	NATIONAL TRADING CO., LTD.	168, CECIL STREET SINGAPORE (0104)	Select
196300241H	NATIONAL CEMENT INDUSTRY PTE LTD	16, JALAN TEPONG SINGAPORE (619331)	Select

Figure 7

- Click on the 'Select' link of the company record in concern. System closes the new window and prepopulates the main page with the company's name and address. If necessary, user can amend the prepopulated address details.

Account Details Supporting Documents Review & Submit Acknowledgement

* Indicates a Required Field

Note: Please ensure that all email addresses entered are valid. The outcome of the application will be sent to both the company's and requestor's email addresses.

Company Details

Company Name * KOREAN RESTAURANT (PTE) LTI

Company No 197300696K

Postal Code * 455234

Street Name * UPPER EAST COAST ROAD

Building Name

Block/House # 96B

Floor/Unit #

Contact *

Email Address *

Figure 8

- Enter all other mandatory fields in the company details section. If necessary, user is allowed to enter more than one contact no by clicking on the 'Add another' button (refer to Figure 8).

Important Note:

- User must enter a valid company's email address as the outcome of the application will be sent to both the company's and requestor email addresses.
- User cannot proceed with the application if the company has previously filed an application which is currently under review by MOM.

- Based on the company selected, system will automatically detects if the company currently has any active administrator and/or representative accounts. If the system finds any, the representative details section will not be displayed and the user will only be allowed to apply for a change of administrator (as shown in the below screenshot).

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Home » Services & Forms » Labour Relations » Employment Standards » Ministry of Manpower » Application for ESOL Business Account

Application for ESOL Business Account

Account Details Supporting Documents Review & Submit Acknowledgement

* Indicates a Required Field
We note that this company already has an active ESOL Business account. Please proceed if you would like to change your administrator.
Note: Please ensure that all email addresses entered are valid. The outcome of the application will be sent to both the company's and requestor's email addresses.

Company Details

Company Name * NATIONAL THEATRE LIMITED

Company No 193800017H

Postal Code * 555555

Street Name * NATIONAL STREET 55

Building Name NATIONAL THEATRE

Block/House #

Floor/Unit #

Contact * 66666666

88888888

Email Address * abc@abcyud.com

Requestor Details

Name *

NRIC or FIN * S1234567D

Gender * MALE FEMALE

Contact *

Email Address *

Administrator Details

Same as Requestor

Name *

NRIC or FIN *

Gender * MALE FEMALE

Contact *

Email Address *

Back Cancel | Reset

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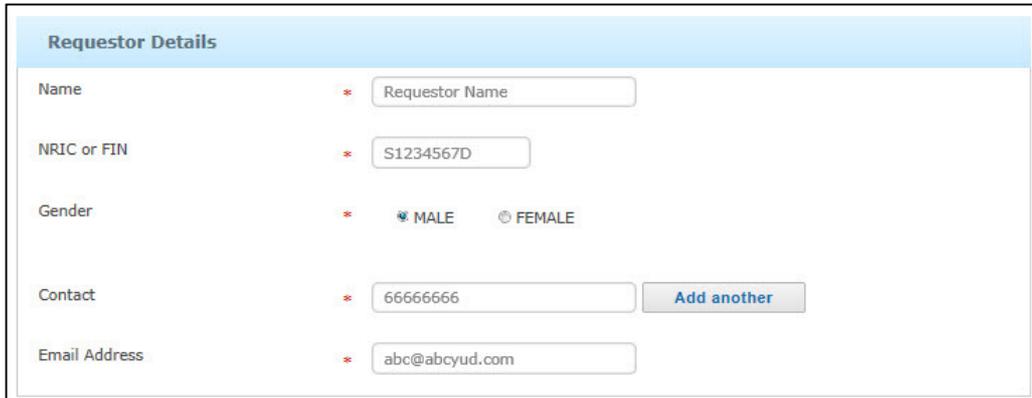
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 ▶ Closed on weekends and Public Holidays
Hall C Operating hours :
 ▶ 8.00am to 6:00pm (Monday, Wednesday, Friday)
 ▶ 8.00am to 7:30pm (Tuesday, Thursday)
 ▶ Closed on weekends and Public Holidays

Figure 9

2.1.2 Requestor Details



The screenshot shows a form titled "Requestor Details" with a light blue header. The form contains the following fields and options:

- Name:** A text input field with the placeholder "Requestor Name".
- NRIC or FIN:** A text input field with the placeholder "S1234567D".
- Gender:** Radio button options for "MALE" and "FEMALE".
- Contact:** A text input field with the placeholder "66666666" and an "Add another" button to its right.
- Email Address:** A text input field with the placeholder "abc@abcyud.com".

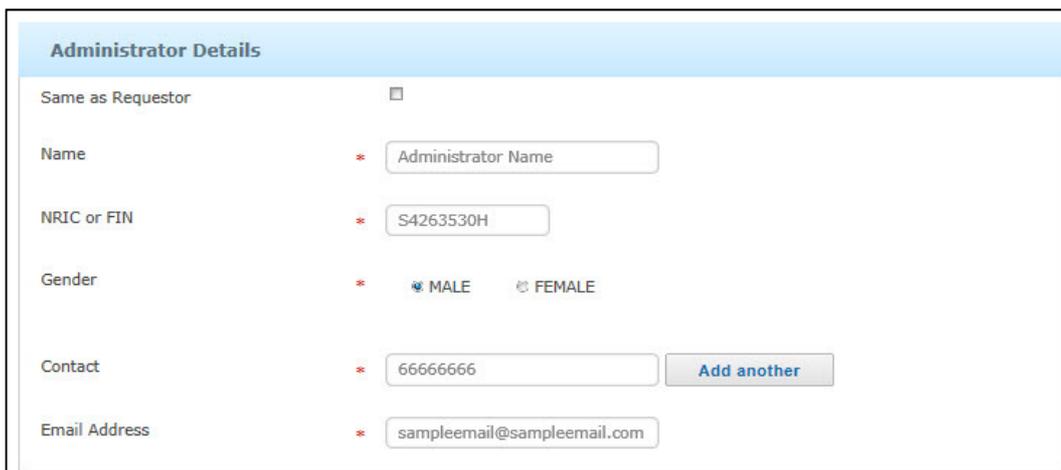
Figure 10

Steps:

1. Enter all mandatory fields. If necessary, user is allowed to enter more than one contact no by clicking on the 'Add another' button. User is not allowed to change the requestor's NRIC/FIN. It will be prepopulated based on the NRIC/FIN used to login into SingPass.

Important Note: User must enter a valid requestor's email address as the outcome of the application will be sent to both the company's and requestor email addresses.

2.1.3 Administrator Details



The screenshot shows a form titled "Administrator Details" with a light blue header. The form contains the following fields and options:

- Same as Requestor:** A checkbox.
- Name:** A text input field with the placeholder "Administrator Name".
- NRIC or FIN:** A text input field with the placeholder "S4263530H".
- Gender:** Radio button options for "MALE" and "FEMALE".
- Contact:** A text input field with the placeholder "66666666" and an "Add another" button to its right.
- Email Address:** A text input field with the placeholder "sampleemail@sampleemail.com".

Figure 11

Steps:

1. Enter all mandatory fields. If necessary, user is allowed to enter more than one contact no by clicking on the 'Add another' button.

If the administrator is the same as requestor, please select on the 'Same as Requestor' checkbox.

Important Note:

1. User can proceed with the application only if the following conditions are met.
 - If the administrator is currently holding an active appointment with another organisation, the administrator has to first deactivate his/her other account via the 'Update User Profile' function in any of the [ESOL business applications](#)
 - Administrator must not be any of the representatives indicated in the application.
2. If the selected company is found to have an existing active administrator account, the current administrator will be replaced with the one indicated in the application upon approval.
3. If the administrator is currently holding a representative account in the company, his/her appointment will be updated upon approval

2.1.4 Representative Details

Representative Details

You may add up to 4 users, excluding the Administrator

Name *	NRIC *	Contact 1 *	Contact 2	Email *	
Represent 3	S6555611A	66666666		rep3@abcyud	Add
Represent 1	S4263530H	66666666		abcyud@abcyud.com	Edit Remove
Represent 2	S4541099D	66666666	88888888	rep2@abcyud.com	Edit Remove

Back
Continue
Cancel | Reset

Figure 12

Steps:

1. Enter all mandatory fields and click on the 'Add' link.
2. To edit any of the added representative details, click on the 'Edit' link of the record in concern.
3. To remove any of the added representative, click on the 'Remove' link of the record in concern.

Important Note:

User can proceed with the application only if the following conditions are met.

- If the representative is currently holding an active appointment with another organisation, his/her other account has to be first deactivated by the respective administrator via the 'Update User Profile' function in any of the [ESOL business applications](#)
- Representative must not be the administrator indicated in the application.

4. If all required details have been filled, click on the 'Continue' button. System will proceed to the 'Supporting Documents' tab. Refer to Section 2.2.

2.2 Supporting Documents

The following page is displayed after the user has filled all the required account details and clicks on the 'Continue' button in the Account Details tab (Refer to [Section 2.1](#)).

Application for ESOL Business Account

Account Details Supporting Documents Review & Submit Acknowledgement

* Indicates a Required Field

Note: Please ensure the files for upload are in PDF format and must not exceed 1 MB in total. Your request letter should be printed on your company's letterhead with your company's stamp and an authorised signature.

Supporting Documents

Document * No File Selected Browse..

Description * Upload

Supporting Documents

- No items -

Back Continue Cancel | Reset

Figure 13

Steps:

1. Click on the 'Browse..' button to select a file for upload.
2. Enter the 'Description'.
3. Click on the 'Upload' button. The following screen will be displayed.

Important Note:
 Please ensure that the supporting files for upload are in PDF format and must not exceed 1MB in total.

Application for ESOL Business Account

Account Details
Supporting Documents
Review & Submit
Acknowledgement

** Indicates a Required Field*

Note: Please ensure the files for upload are in PDF format and must not exceed 1 MB in total. Your request letter should be printed on your company's letterhead with your company's stamp and an authorised signature.

Supporting Documents

Document	*	<input type="text" value="No File Selected"/>	Browse..
Description	*	<input type="text"/>	Upload

Supporting Documents

Approval	Visio-LRDS_ULS Migration to ACESESOL.pdf	Delete
----------	--	------------------------

[Back](#)
Continue
[Cancel](#) | [Reset](#)

Figure 14

4. To remove any of the uploaded documents, click on the 'Delete' link of the record in concern.
5. Click on the 'Continue' button.

2.3 Review & Submit

The following page is displayed after the user has uploaded all the required supporting documents and clicks on the 'Continue' button in the Supporting Document tab (Refer to [Section 2.2](#)). This page allows user to review the application details before submission.

Application for ESOL Business Account

Account Details
Supporting Documents
Review & Submit
Acknowledgement

[Make Changes](#)

Company Name	NATIONAL THEATRE LIMITED
Company No	193800017H
Correspondence Address	819 TAMPINES STREET 81 520819
Contact	66666666
Email Address	firmans@ncs.com.sg

[Make Changes](#)

Requestor Name	Requestor name
NRIC or FIN	S7774935G
Gender	MALE
Contact	66666666
Email Address	firmans@ncs.com.sg

[Make Changes](#)

Administrator	Same as Requestor
	YES

[Make Changes](#)

Supporting Documents	Approval
	Visio-LRDS_ULS Migration to ACESESOL.pdf

Declaration

I hereby declare that information provided in this form is true and correct. I have read and understood the Terms and Conditions for Application for Employment Standards Online (ESOL) Account, a copy of which has been provided to me. I agree to be bound by the terms and conditions stated therein.

Back
Submit
Print Draft
Cancel | Reset

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Hall C Operating hours :

- ▶ 8.00am to 6:00pm (Monday, Wednesday, Friday)
- ▶ 8.00am to 7.30pm (Tuesday, Thursday)
- ▶ Closed on weekends and Public Holidays

Figure 15

Steps:

1. Clicking on the 'Make Changes' button will redirect user to the respective tab of the section in concern. For example, clicking on the 'Make Changes' button of the Supporting Documents section, will redirect user to the Supporting Documents tab.
2. Click on the 'Submit' button.

Important Note:

User needs to ensure the following before submitting:

1. Acknowledge the declaration by selecting the checkbox.
2. Print a copy of draft for reference, by clicking on the 'Print Draft' button.
3. User must ensure that the company's and requestor's email addresses are valid as the outcome of the application will be sent to both of the addresses.

2.4 Acknowledgement

The following acknowledgement page is displayed after the user successfully submits the application (Refer to [Section 2.3](#)). Please take note of the generated case reference no. and ensure that you have printed a copy of the acknowledgement by clicking on the 'Print acknowledgement' button.

The screenshot shows the Ministry of Manpower website's acknowledgement page for an ESOL Business Account application. The page features the Ministry of Manpower logo and the Singapore Government logo. A navigation breadcrumb trail reads: Home > Services & Forms > Labour Relations > Employment Standards - Ministry of Manpower > Application for ESOL Business Account. A progress bar at the top indicates the current step is 'Acknowledgement', with previous steps being 'Account Details', 'Supporting Documents', and 'Review & Submit'. The main heading is 'Application for ESOL Business Account'. Below this, a blue box contains the text 'Application Submitted Successfully'. The first instruction states: 'Your request has been submitted successfully. Please quote the reference number when making enquiries:'. The submission details are listed as follows: Date of Submission: 23/01/2014 11:50:24; Name of Organisation: COMFORT RESOURCES PTE LTD; Reference No: 2014001-EBA. The second instruction says: 'You will be notified within 3 working days from the date of submission.' The third instruction says: 'Please ensure that you have printed this acknowledgement for reference as you would not be able to do so after leaving this page.' At the bottom of the main content area, there are two buttons: 'Print Acknowledgement' and 'Create New Request'. The footer contains copyright information (© 2013 Government of Singapore), a 'Stay Connected' section with links for RSS and email newsletters, and an 'Our Locations' section listing MOM HQ, MOM SC, EP Services Centre, and WP Services Centre, along with their operating hours (8.00am to 5:30pm Monday to Friday, closed on weekends and public holidays).

Figure 16

Tip: User need not re-access the service to proceed filing a new application for a different company. To do so, user can simply click on the 'Create New Request' button.