Ministry of Manpower

ESOL - Employment Standards Online

Application for ESOL Business Account Help

Contents

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

Figure 1

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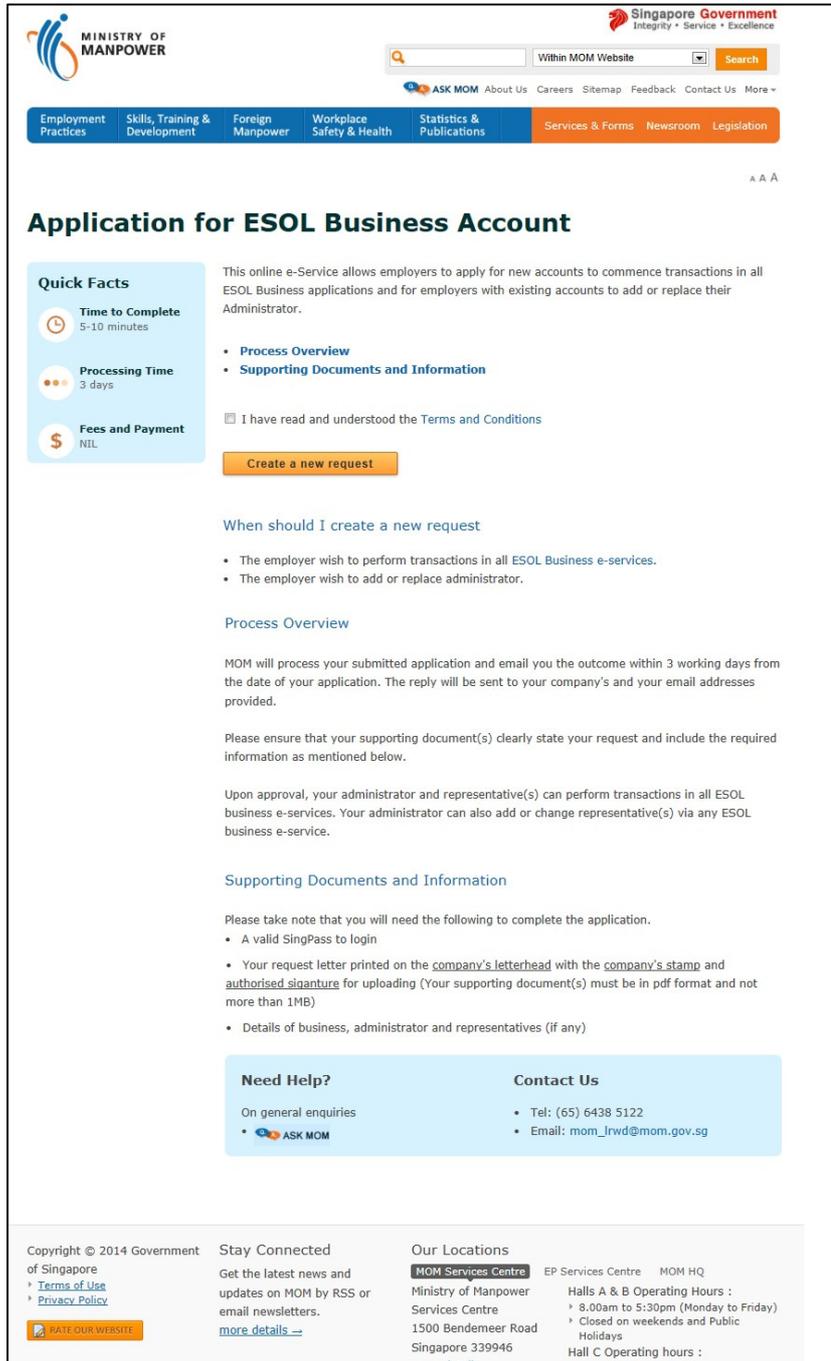

Figure 2

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

4. 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.

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

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 succesfully logins 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.
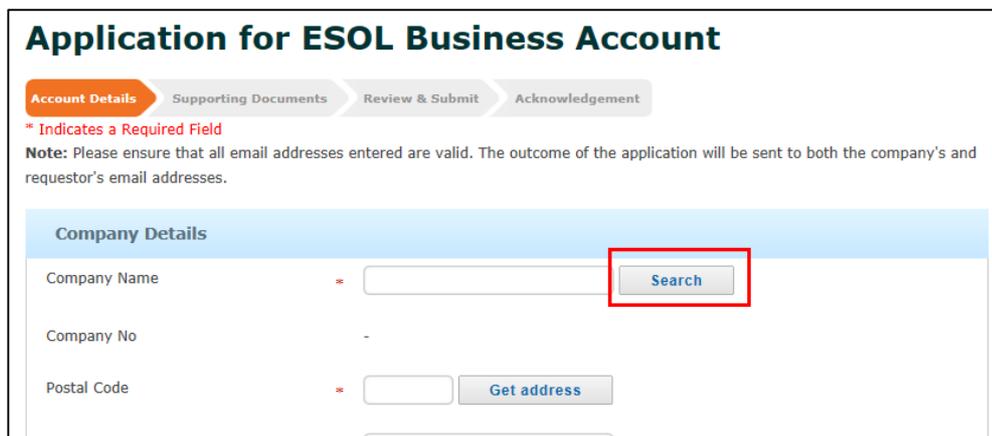
Figure 5

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

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).

Figure 7

4. 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 ammend the prepoulated address details.

Figure 8

5. 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:**
> 1. 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.
> 2. User cannot proceed with the application if the company has previously filed
>   an application which is currently under review by MOM.

6. Based on the company selected, system will automatically detects if the company
    currently has any active administrator and/or representative accounts. If the system
    founds 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).

Figure 9

2.1.2   Requestor Details
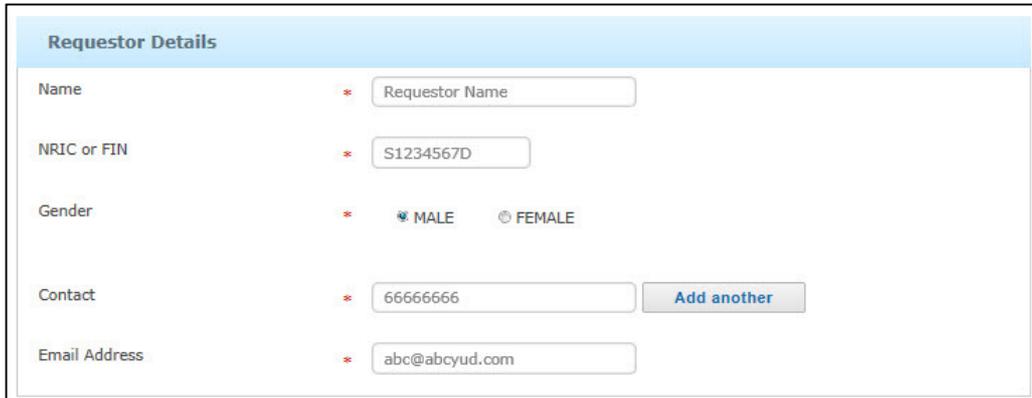
Figure 10

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

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.
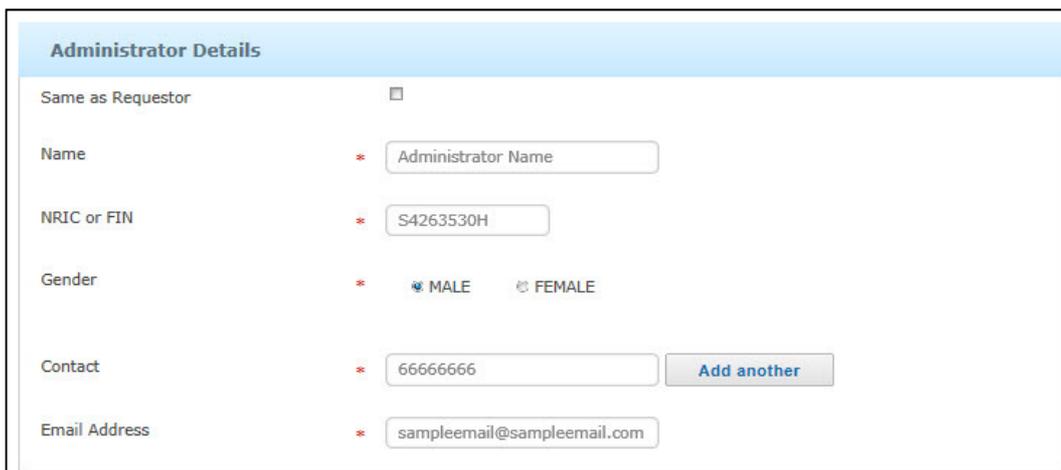   -   If the administrator is currently holding an active appointment with another organisation, the administrator has to first deactivate his/her other account via the 'Update User Profile' function in any of the ESOL business applications
    -   Administrator must not be any of the representatives indicated 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

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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.

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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).

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.

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.

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 succesfully 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.

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.