



# **iOwnWSH User Guide for Company Administrators**

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## 1.0 REGISTERING AN IWORKHEALTH/IOWNWSH COMPANY ACCOUNT

To register, visit [www.wshc.sg/iownwsh](http://www.wshc.sg/iownwsh)

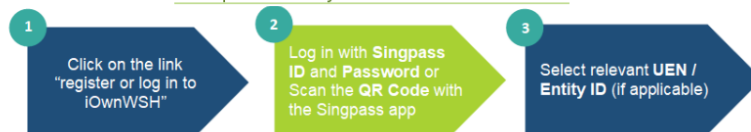
### 4. How to Register or Log in

For business users, [register or log in to iOwnWSH](#) as an administrator with Singpass.

Survey participants do not need to log in as they will receive the survey link via email.

What company administrators will need to register:

1. Singpass
2. Be a [Corppass](#) user
3. Have access to [Workplace Safety and Health E-Services](#)



Read [Company Admin User Guide](#) for details on how to register and use the iOwnWSH.

### 1.1 Using Corppass/Singpass to access the iWorkHealth/iOwnWSH account

To register for an iWorkHealth/iOwnWSH account, click

[LOG IN FOR BUSINESS USER \(USING SINGPASS\)](#)

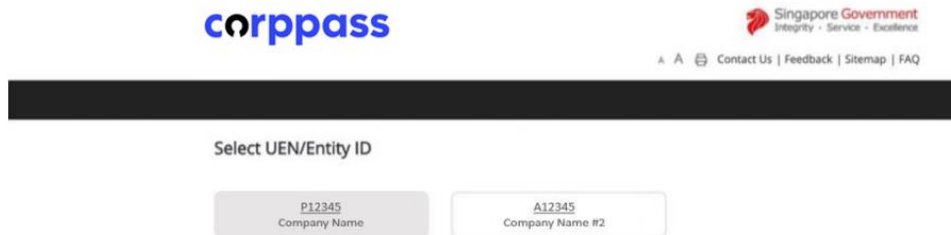
You can either login via **Singpass app** or **Password Login**:

The image displays two side-by-side screenshots of the iOwnWSH login interface. The left screenshot is titled 'Singpass app' and shows a QR code for scanning. Below the QR code is a link to 'Download now' for users who don't have the SingPass app. The right screenshot is titled 'Password Login' and shows a login form with fields for 'Singpass ID' and 'Password', a red 'Log In' button, and links for 'Forgot Singpass ID' and 'Reset Password'. At the bottom of the right screenshot is a 'Register For Singpass' button.

Login for an iWorkHealth/iOwnWSH Account Via Singpass app

Login for an iWorkHealth/iOwnWSH Account Via Singpass app

Select the **Company UEN/Entity ID**.



corppass

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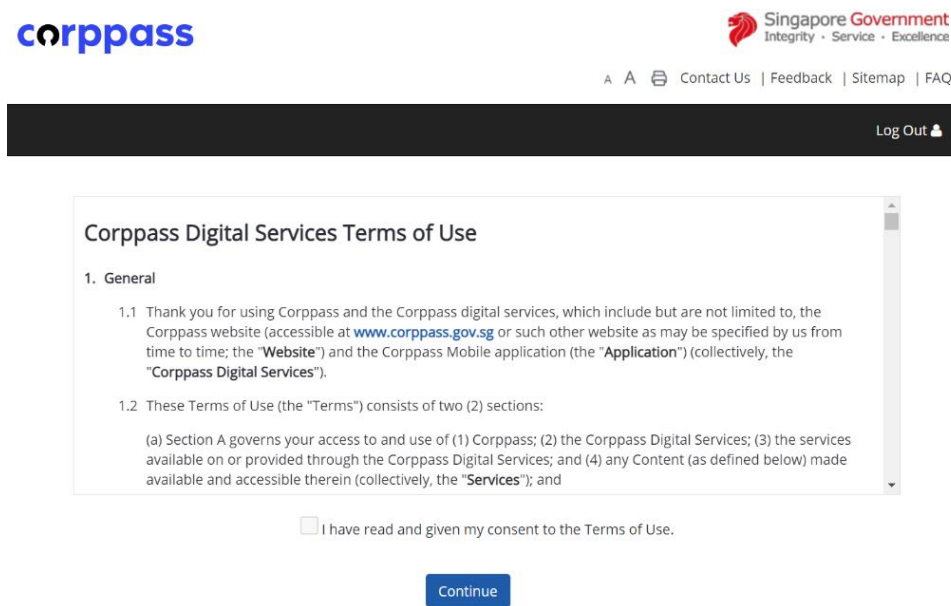
Contact Us | Feedback | Sitemap | FAQ

Select UEN/Entity ID

P12345  
Company Name

A12345  
Company Name #2

Read the Corppass Digital Services Terms of Use and check the box to indicate acceptance of the terms of use  I have read and given my consent to the Terms of Use.



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Contact Us | Feedback | Sitemap | FAQ

Log Out

### Corppass Digital Services Terms of Use

1. General

1.1 Thank you for using Corppass and the Corppass digital services, which include but are not limited to, the Corppass website (accessible at [www.corppass.gov.sg](http://www.corppass.gov.sg) or such other website as may be specified by us from time to time; the "Website") and the Corppass Mobile application (the "Application") (collectively, the "Corppass Digital Services").

1.2 These Terms of Use (the "Terms") consists of two (2) sections:

(a) Section A governs your access to and use of (1) Corppass; (2) the Corppass Digital Services; (3) the services available on or provided through the Corppass Digital Services; and (4) any Content (as defined below) made available and accessible therein (collectively, the "Services"); and

I have read and given my consent to the Terms of Use.

Continue

Click [Continue](#) to move to the next page.

For subsequent logins after the account is created, click

[LOG IN FOR BUSINESS USER \(USING SINGPASS\)](#)

**Note:**

If you encounter the following message when logging in “You are not authorized to access the system”, following are the possible reasons for the message and the action to take:

- a) Company account is invalid (does not exist)

To retrieve Singpass ID

<https://www.singpass.gov.sg/singpass/retrieveaccount/retrievesingpassid>

Forgot Password

<https://www.singpass.gov.sg/singpass/onlineresetpassword/sfauserdetail>

- b) iWorkHealth/iOwnWSH account is disabled

Email the Company Administrator at [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg) to reactivate your account.

## 1.2 Terms and conditions to participate in the survey

Read the terms and conditions for participating in the iWorkHealth/iOwnWSH survey and check the box to indicate acceptance of the terms and condition

I have read and understood the Terms & Conditions.\*

Click [Continue](#) to move to the next page.

### Registration

#### Registration

Step 1 Step 2 Step 3 Preview Submission

#### Terms and Conditions for Participant of the iWorkHealth

The Participant agrees to be bound by the following Terms and Conditions ("Terms"):

##### 1. DEFINITIONS

1.1. In these Terms, unless the context otherwise requires, the following definitions shall apply:

- (a) "Intellectual Property" or "IP" means patents, copyright, trade marks, service marks, trade names, domain names, logos, get-ups, inventions, registered and unregistered design rights, database rights, and all other intellectual property rights.
- (b) "iWorkHealth" refers to the web-based psychosocial health assessment tool.
- (c) "Participant" means any business entity or individual who has registered for participation in iWorkHealth and has created an account with iWorkHealth, and includes any employee and/or person invited by the business entity or individual to use iWorkHealth.
- (d) "Parties" means WSHI and the Participant collectively, and "Party" means either WSHI or the Participant.
- (e) "Purpose" means any of the following:
  - (i) for employers to receive an aggregated report on the overall state of mental well-being and work stressors of their participating employees and/or persons in the organisation ;
  - (ii) for employees and/or persons invited to use iWorkHealth to receive a personalised report on their mental well-being and work stressors.
- (f) "WSHI" means the Government of the Republic of Singapore, as represented by the Workplace Safety and Health Institute of the Ministry of Manpower.

#### Terms and Conditions for Participant of the iOwnWSH

The Participant agrees to be bound by the following Terms and Conditions ("Terms"):

##### 1. DEFINITIONS

1.1. In these Terms, unless the context otherwise requires, the following definitions shall apply:

- (a) "Intellectual Property" or "IP" means patents, copyright, trade marks, service marks, trade names, domain names, logos, get-ups, inventions, registered and unregistered design rights, database rights, and all other intellectual property rights.
- (b) "iOwnWSH" refers to the web-based Workplace Safety and Health Ownership assessment tool.
- (c) "iWorkHealth" refers to the web-based psychosocial health assessment tool.
  - (i) "Participant" means any business entity or individual who has registered to use the iOwnWSH tool and has created an account with iWorkHealth, and includes any employee and/or person invited by the business entity or individual to use iOwnWSH.
- (d) "Parties" means WSHI and the Participant collectively, and "Party" means either WSHI or the Participant.
- (e) "Purpose" means for employers to receive an aggregated report on the overall state of Workplace Safety and Health Ownership in the organisation;
- (f) "WSHI" means the Government of the Republic of Singapore, as represented by the Workplace Safety and Health Institute of the Ministry of Manpower.

##### 13. RIGHTS OF THIRD PARTIES

13.1. A person who is not a party to this agreement shall have no right under the Contracts (Rights of Third Parties) Act to enforce any Term.

##### 14. ENTIRE AND WHOLE AGREEMENT

14.1. The Terms contain the entire and whole agreement between the (i) Participant, and (ii) WSHI, relating to the subject matter of the Terms.

I have read and understood the Terms & Conditions.\*

[Continue](#)

### Terms and Conditions Page (Extract)

## 1.3 Company registration

Fill in the company details in the fields and click [Continue](#).

### Registration

#### Registration

[Step 1](#) [Step 2](#) [Step 3](#) [Preview Submission](#)

#### Company Details

UEN / Entity ID

P12345

Email Address\*

Company Name\*

Industry Sector\*

Select One



Address\*

Postal Code\*

Location\*

Select One



Company Website

bizSAFE Level\*

Select One



Is your Company unionised?\*

Select One



Number of Employees in Company (Including part-timers and contract staff)\*

Select One



Year the company was established (Eg:1997)\*

[Back](#)

[Continue](#)

### Company Registration Page



## 1.4 Company admin contact

Fill in the contact information of the company admin and click [Continue](#).

### Registration

---

#### Registration

Step 1 Step 2 Step 3 Preview Submission

#### Administrator Details

Name\*

Designation\* Phone\*

<input type="text" value="Admin"/>	<input type="text" value="98765432"/>
------------------------------------	---------------------------------------

Email Address

company@sample.com

[Back](#) [Continue](#)

### Company Administrator's Contact Details Page

**Note:**

- The email address in the Company Administrator Contact Details Page will be auto populated based on the email address keyed in the Company Registration Page.

Check the details you have entered in the preview page and click [Submit](#) or click [Back](#) to edit the information.

## Registration

### Registration

[Step 1](#) [Step 2](#) [Step 3](#) [Preview Submission](#)

#### Company Details

UEN / Entity ID	P12345
Email Address	company@sample.com
Company Name	Company Name
Industry Sector	Manufacturing (Petrochemical, Pharmaceuticals & Chemicals)
Address	Sample Address
Postal Code	123456
Location	SINGAPORE
Company Website	companywebsite.com
bizSAFE Level	Level 4
Is your Company unionised?	Yes
Number of Employees in Company (Including part-timers and contract staff)	51 to 200 employees
Year the company was established (Eg:1997)	2000
<b>Administrator Details</b>	
Name	Admin Name
Designation	Admin
Phone	98765432
Email Address	company@sample.com

[Back](#) [Submit](#)

### Company Account Details Preview Page

A system generated email will be sent to the company admin to inform that the iWorkHealth/iOwnWSH company account has been successfully created.

Dear Sir/Mdm,

Your Company Name account for iWorkHealth/iOwnWSH has been successfully created.

To access the iWorkHealth/iOwnWSH page, please click [here](#).

If you did not make this request, please contact us immediately at [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg).

**Notes:**

**iWorkHealth tool**

The iWorkHealth is an online company administered psychosocial health assessment tool for companies and their employees to identify common workplace stressors and improve workplace well-being in the organisation.

**iOwnWSH**

iOwnWSH is an online survey to gain a better understanding of the WSH Ownership level at the workplaces to strengthen WSH Ownership within the organisation.

Thank you.

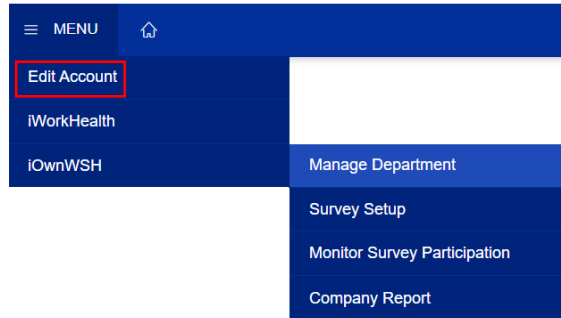
Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-


**Email notification of company account created**

## 1.5 Edit iWorkHealth/iOwnWSH account profile

You may edit the information in your iWorkHealth/iOwnWSH account. However, the UEN information is not editable.



**Edit Account in menu panel**

After editing /changing the account profile details, click  for the edits made to the profile.

[Home](#) > [Edit Account](#) >

### Edit Account

---

#### Company Details

UEN / Entity ID P12345	Email Address* <input type="text" value="company@sample.com"/>
Company Name* <input type="text" value="Company Name"/>	
Industry Sector* Manufacturing (Petrochemical, Pharmaceuticals & Chemicals) <input type="button" value="v"/>	
Address* <input type="text" value="Sample Address"/>	
Postal Code* <input type="text" value="123456"/>	
Location* SINGAPORE <input type="button" value="v"/>	
Company Website <input type="text" value="companywebsite.com"/>	
bizSAFE Level* Level 4 <input type="button" value="v"/>	Is your Company unionised?* Yes <input type="button" value="v"/>
Number of Employees in Company (Including part-timers and contract staff)* 51 to 200 employees <input type="button" value="v"/>	
Year the company was established (Eg:1997)* <input type="text" value="2000"/>	

#### Administrator Details

Name* <input type="text" value="Admin Name"/>	
Designation* <input type="text" value="Admin"/>	Phone* <input type="text" value="98765432"/>
Email Address* company@sample.com	

**Company - Account Details Page**

A system generated email will be sent to the company admin to inform that the iWorkHealth/iOwnWSH company account has been edited.

Dear Sir/Mdm,

Changes were made to your iWorkHealth/iOwnWSH account. If you did not make this request, please contact us immediately at [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg).

Thank you.

Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

**Email notification of edits made to company account**

## 1.6 Re-activate iWorkHealth/iOwnWSH account

When an iWorkHealth/iOwnWSH account has been inactive, a system generated email reminder will be sent to the company admin. To retain the iWorkHealth/iOwnWSH account, the company has to access and login to the account within the next 1 month.

Dear Sir/Mdm,

This is to notify that your iWorkHealth/iOwnWSH account has been inactive for more than 3 months.

**iWorkHealth**

Using the iWorkHealth tool, you will be able to get insights into the mental well-being of your workforce, the extent of work stress, burnout and possible harassment at the workplace, and the work stressors causing work stress and burnout.

With the department/company report, employers can start conversations to encourage employees to step forth to seek help if they feel stressed or burnout and implement mental well-being programmes within the organisation.

**iOwnWSH**

Using the iOwnWSH tool, you will be able to get insights about the WSH Ownership level of your organisation.

With the company report, employers can then identify the areas for improvement to strengthen WSH Ownership.

If you have not started the iWorkHealth/iOwnWSH survey, we hope you will start to use it soon.

**To retain your iWorkHealth/iOwnWSH account, please log in [HERE](#) within the next 1 month.**

Thank you.

Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

### Email reminder on Account Inactivity

After the account is deactivated, a system generated email will be sent to the company admin to inform that the account has been deactivated.

Dear Sir/Mdm,

This is to notify that your iWorkHealth/iOwnWSH account has been inactive and is now deactivated.

If you wish to reactivate your account, please send your request to [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg).  
Thank you.

Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

### Email notification to notify of Account Deactivation

To reactivate the iWorkHealth/iOwnWSH account, the company admin needs to write in a request to [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg). When the iWorkHealth/iOwnWSH account is reactivated, the company admin will receive a system generated email notifying of the reactivation of the account.

Dear Sir/Mdm,

This is to notify that your iWorkHealth/iOwnWSH has been reactivated.

To access the iWorkHealth/iOwnWSH page, please click [here](#).

If you did not make this request, please contact us immediately at [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg).

Thank you.

Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

#### **Email notification to notify Account Re-activation**

**Note:**

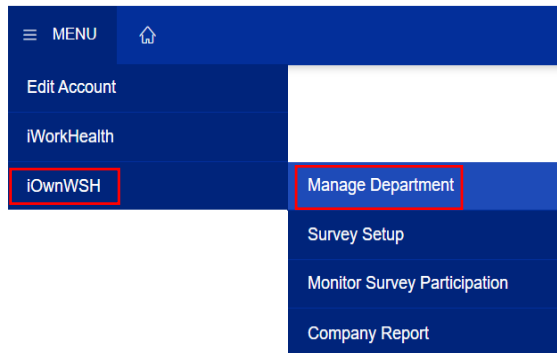
- The iWorkHealth/iOwnWSH account will be deactivated after 5 months of inactivity. When the iWorkHealth/iOwnWSH account is deactivated, you will encounter the following message when logging in “You are not authorized to access the system”
- To reactivate the account, please send a request to [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg)

## 2.0 ADMINISTERING THE SURVEY

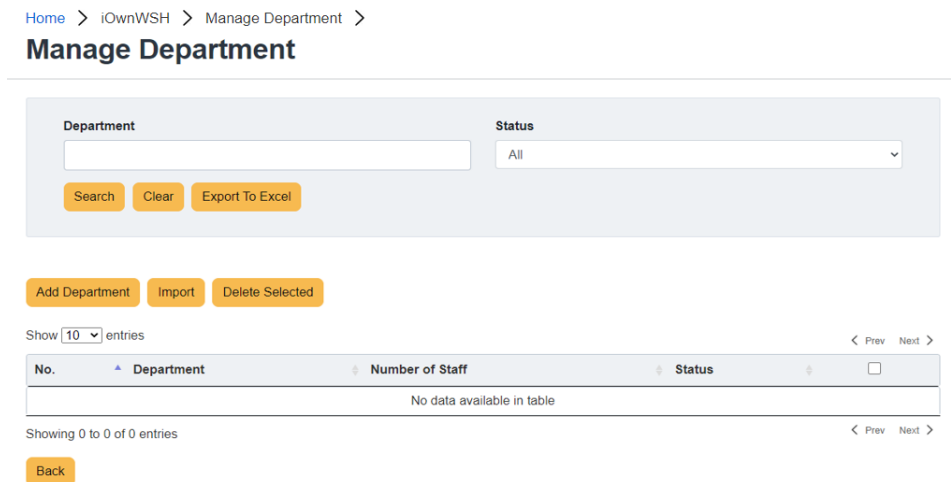
Before a survey can be launched, the company admin has to first upload the department and staff list of the participants.

### 2.1 Manage Department

Click “iOwnWSH > Manage Department” in the menu panel.



**Manage Department in menu panel**



**Manage Department Page**

#### 2.1.1 Add department

Departments can be added through the following methods:

- upload list of departments using the template provided and/or
- add a single department record



### 2.1.1.1 Method 1: Add list of departments to survey using the template (import function)

To add a list of departments, click “iOwnWSH > Manage Department” in the menu panel and click **Import** in the Manage Department page to be redirected to the screen to download and import the template.

[Home](#) > [iOwnWSH](#) > [Manage Department](#) >

## Manage Department

<b>Department</b> <input type="text"/>	<b>Status</b> All
<b>Search</b> <b>Clear</b> <b>Export To Excel</b>	

**Add Department** **Import** **Delete Selected**

### Manage Department Page

[Home](#) > [iOwnWSH](#) > [Manage Department](#) > [Import](#) >

## Import

**1. Department** [Download Department Template](#)

No file selected

**2. Department Staff** [Download Department Staff Template](#)

No file selected

### Refer to the "Download Template" for the import file format

#### 1. Department - Import department details

To ensure successful import of the department list, please check that:

- o Department name should have minimum of 2 characters.
- o No duplicate entries exist.
- o Not to edit or delete the value in row number 1 of the template as the system processes records from row number 2 onwards.

#### 2. Department Staff - Import department staff

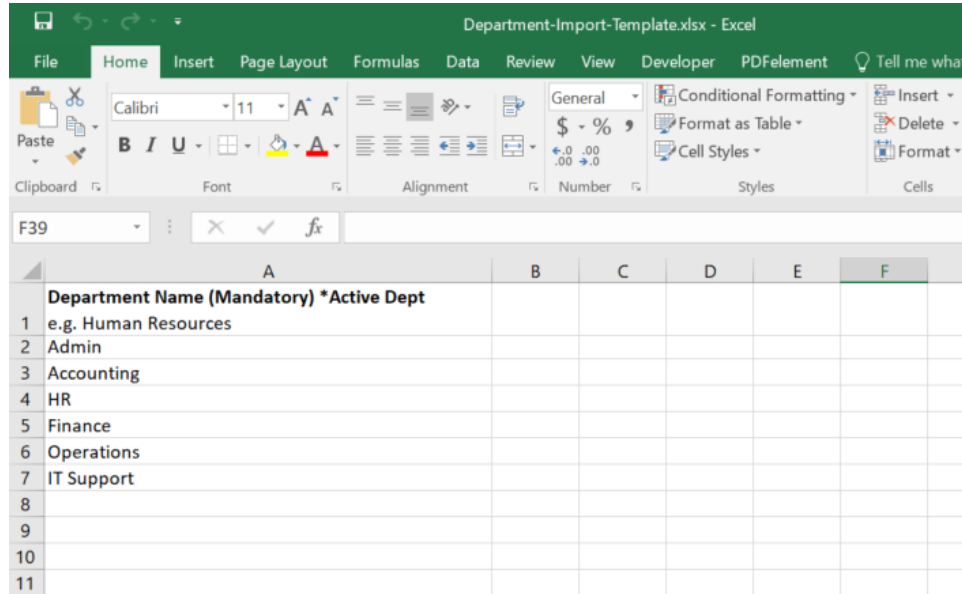
To ensure successful import of the staff list, please check that:

- o Email addresses are valid.
- o No duplicate entries exist.
- o Staff belongs to only one department.
- o Not to edit or delete the value in row number 1 of the template as the system processes records from row number 2 onwards.

### Add list of departments to the survey

Click [Download Department Template](#) to download the template to your computer.

In “Sheet 1” of the Department-Import-Template, key in the list of departments participating in the survey.



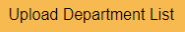
**Sheet 1 of the Department-Import-Template to input the department name**

**Note:**

To ensure successful import of the department list, please check that:

- No duplicate entries exist
- Department name should have minimum of 2 characters.
- Not to edit or delete the value in row number 1 of the template as the system processes records from row number 2 onwards.

\*Import file will not overwrite the list of departments that exist in the system.

After keying in the list of departments, save the template to your computer. Click  to upload the file.

## Import


**1. Department** [Download Department Template](#)

Department-Import-Template.xlsx

**2. Department Staff** [Download Department Staff Template](#)

No file selected

### Upload department list from computer

A message indicating that the department records have been successfully imported will be shown. Click  and the system will be refreshed with the updates to the department list.

[Home](#) > [iOwnWSH](#) > [Manage Department](#) > [Import](#) >

## Acknowledgement - Department Import

Import of Department file has been completed.

Total No. of Rows processed: 6

 Imported 6 Record(s)

### Notification of the successful import of the department list

### 2.1.1.2 Method 2: Add a single department record to survey

Click **Add Department** and you will be redirected to the Add/Edit Department page to key in the department name.

Home > iOwnWSH > Manage Department >

## Manage Department

Department

Status

**Search** **Clear** **Export To Excel**

**Add Department** **Import** **Delete Selected**

**Manage Department Page**

After adding the department name, click **Submit** to add the department.

Home > iOwnWSH > Manage Department > Add/Edit Department >

## Add/Edit Department

Department\*

Status\*

**Submit** **Cancel**

**Add department**

A message indicating that the department is successfully added will be shown and the added department will be reflected in the department list.

Home > iOwnWSH > Manage Department > Add/Edit Department >

## Acknowledgement - Add/Edit Department

Department successfully submitted.

**OK** **Add New Department**

**Notification of department successfully added**

## 2.1.2 Edit department

Click **Edit** to change the department name and you will be redirected to the Add/Edit Department page to edit the department name.

[Home](#) > [iOwnWSH](#) > [Manage Department](#) >

### Manage Department

Department

Status

**Search** **Clear** **Export To Excel**

**Add Department** **Import** **Delete Selected**

Show  entries < Prev **1** Next >

No.	Department	Number of Staff	Status	
1	Accounting	3	Active	<b>Manage Staff</b> <b>Edit</b> <b>Inactive</b> <input type="checkbox"/>
2	Admin	3	Active	<b>Manage Staff</b> <b>Edit</b> <b>Inactive</b> <input type="checkbox"/>
3	Finance	4	Active	<b>Manage Staff</b> <b>Edit</b> <b>Inactive</b> <input type="checkbox"/>
4	HR	4	Active	<b>Manage Staff</b> <b>Edit</b> <b>Inactive</b> <input type="checkbox"/>
5	IT Support	2	Active	<b>Manage Staff</b> <b>Edit</b> <b>Inactive</b> <input type="checkbox"/>

Showing 1 to 5 of 5 entries < Prev **1** Next >

**Back**

### Manage Department Page

#### Note:

- When there is an ongoing survey, the “Edit” button will not be available.

After editing the department name, click **Submit**.

[Home](#) > [iOwnWSH](#) > [Manage Department](#) > [Add/Edit Department](#) >

### Add/Edit Department

Department\*

Status\*

**Submit** **Cancel**

### Edit department name

### 2.1.3 Deactivate the department

Click **Inactive** to deactivate a department from being included in the survey.

Home > iOwnWSH > Manage Department >

## Manage Department

Department  Status

**Search** **Clear** **Export To Excel**

**Add Department** **Import** **Delete Selected**

Show  entries < Prev 1 Next >

No.	Department	Number of Staff	Status	
1	Accounting	3	Active	<b>Manage Staff</b> <b>Edit</b> <b>Inactive</b> <input type="checkbox"/>
2	Admin	3	Active	<b>Manage Staff</b> <b>Edit</b> <b>Inactive</b> <input type="checkbox"/>
3	Finance	4	Active	<b>Manage Staff</b> <b>Edit</b> <b>Inactive</b> <input type="checkbox"/>
4	HR	4	Active	<b>Manage Staff</b> <b>Edit</b> <b>Inactive</b> <input type="checkbox"/>
5	IT Support	2	Active	<b>Manage Staff</b> <b>Edit</b> <b>Inactive</b> <input type="checkbox"/>

Showing 1 to 5 of 5 entries < Prev 1 Next >

**Back**

#### Deactivating the department

A dialog box will appear for confirmation to inactive the record of the department.

Are you sure you want to proceed?

**OK** **Cancel**

#### Prompt to confirm the deactivation of the department

**Note:**

- If there are staff records existing in the department, the department can be deactivated.
- When there is an ongoing survey, the “Inactive” button will not be available.

## 2.1.4 Activate department

Click **Active** to reactivate the department to be included in the survey.

Home > iOwnWSH > Manage Department >

### Manage Department

Department  Status

**Search** **Clear** **Export To Excel**

**Add Department** **Import** **Delete Selected**

Show  entries < Prev 1 Next >

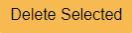
No.	Department	Number of Staff	Status		
1	Accounting	3	Inactive	<b>Edit</b> <b>Active</b>	<input type="checkbox"/>
2	Admin	3	Active	<b>Manage Staff</b> <b>Edit</b> <b>Inactive</b>	<input type="checkbox"/>
3	Finance	4	Active	<b>Manage Staff</b> <b>Edit</b> <b>Inactive</b>	<input type="checkbox"/>
4	HR	4	Active	<b>Manage Staff</b> <b>Edit</b> <b>Inactive</b>	<input type="checkbox"/>
5	IT Support	2	Active	<b>Manage Staff</b> <b>Edit</b> <b>Inactive</b>	<input type="checkbox"/>

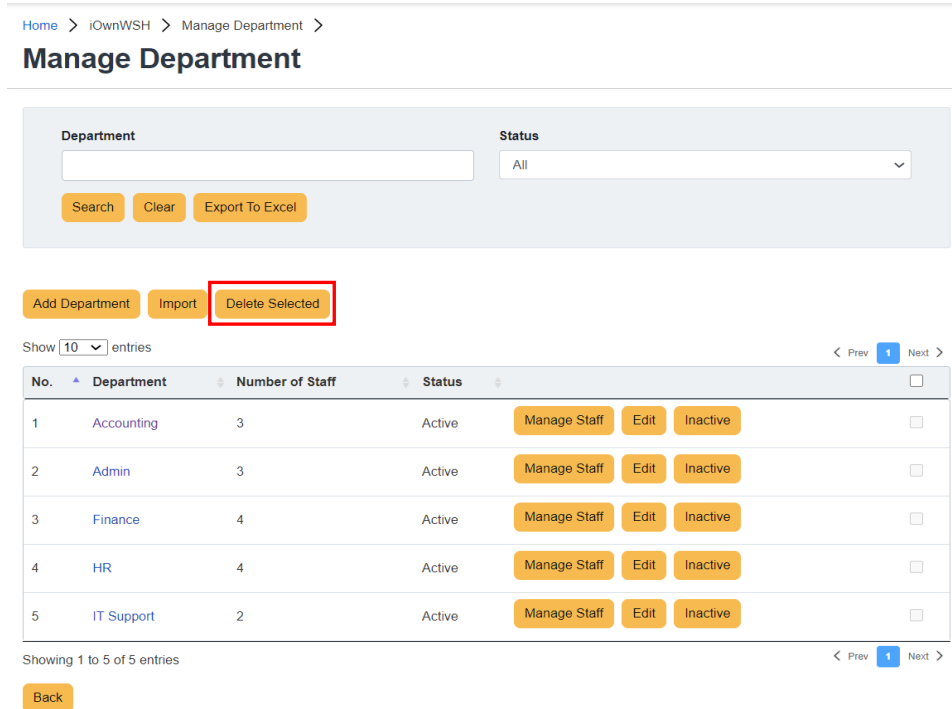
Showing 1 to 5 of 5 entries < Prev 1 Next >

**Back**

**Activate the department**

## 2.1.5 Delete department

If you wish to delete a department from the survey, tick the check box of the department(s) you wish to delete and click 

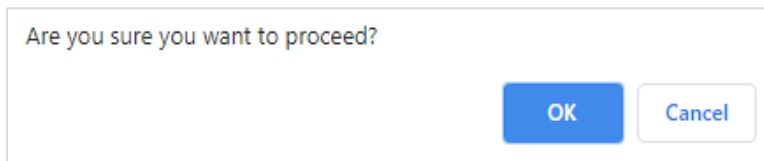


The screenshot shows the 'Manage Department' interface. At the top, there is a breadcrumb trail: Home > iOwnWSH > Manage Department >. Below this is the title 'Manage Department'. There are two search filters: 'Department' (a text input field) and 'Status' (a dropdown menu set to 'All'). Below these are buttons for 'Search', 'Clear', and 'Export To Excel'. A row of action buttons includes 'Add Department', 'Import', and 'Delete Selected' (which is highlighted with a red box). Below the buttons, there is a 'Show 10 entries' dropdown and pagination controls. A table lists five departments with columns for 'No.', 'Department', 'Number of Staff', and 'Status'. Each row has three buttons: 'Manage Staff', 'Edit', and 'Inactive', and a checkbox on the far right. Below the table, it says 'Showing 1 to 5 of 5 entries' and a 'Back' button.

No.	Department	Number of Staff	Status	
1	Accounting	3	Active	<input type="checkbox"/>
2	Admin	3	Active	<input type="checkbox"/>
3	Finance	4	Active	<input type="checkbox"/>
4	HR	4	Active	<input type="checkbox"/>
5	IT Support	2	Active	<input type="checkbox"/>

### Delete department

A dialog box will appear for confirmation to delete the department from the survey.



The dialog box contains the text 'Are you sure you want to proceed?' and two buttons: 'OK' (in blue) and 'Cancel' (in white with a grey border).

### Prompt to confirm the deletion of department

**Note:**

- If there are staff records existing in the department, the department cannot be deleted.
- When there is an ongoing survey, the “Delete Selected” button will not be available.



## 2.1.6 View department

To view the list of participants in the department, click

**Manage Staff**

Home > iOwnWSH > Manage Department >

### Manage Department

Department:  Status: All

Search Clear Export To Excel

Add Department Import Delete Selected

Show 10 entries < Prev 1 Next >

No.	Department	Number of Staff	Status	
1	Accounting	3	Active	<b>Manage Staff</b> Edit Inactive
2	Admin	3	Active	Manage Staff Edit Inactive
3	Finance	4	Active	Manage Staff Edit Inactive
4	HR	4	Active	Manage Staff Edit Inactive
5	IT Support	2	Active	Manage Staff Edit Inactive

Showing 1 to 5 of 5 entries < Prev 1 Next >

Back

### View of manage department page to manage staff list

Home > iOwnWSH > Manage Department > Department Staff (Accounting) >

### Department Staff (Accounting)

Staff Email:  Job Level: All

Search Clear Export To Excel

Add Department Staff Delete Selected

Show 10 entries < Prev Next >

No.	Staff Email	Action	Job Level
No data available in table			

Showing 0 to 0 of 0 entries < Prev Next >

Back

### View of department details (without staff records)

## Department Staff (Accounting)

Staff Email  Job Level

Show  entries

< Prev 1 Next >

No.	Staff Email	Action	Job Level	
1	staff1@sample.com	<input type="button" value="Edit"/>	Supervisor	<input type="checkbox"/>
2	staff16@sample.com	<input type="button" value="Edit"/>	Worker	<input type="checkbox"/>
3	staff2@sample.com	<input type="button" value="Edit"/>	Supervisor	<input type="checkbox"/>

Showing 1 to 3 of 3 entries

< Prev 1 Next >

### View of department details (with staff records added)

## 2.1.7 Search department

Use the search function to find out if a particular department has been added to the system.

## Manage Department

Department  Status

### Department Search

To export the details of the departments, click

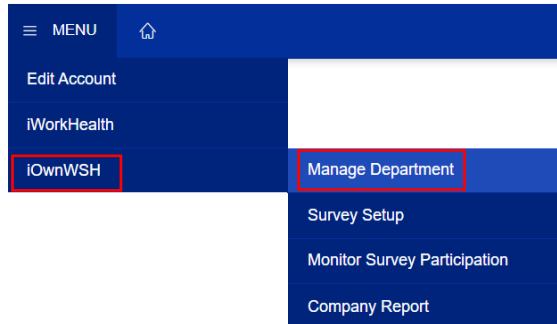
The screenshot shows an Excel spreadsheet with the following data:

No.	Department	Number of Staff	Status	Created Date	Created By	Updated Date	Updated By
1	Accounting	3	Active	13/04/2022 12:03:24	USER P12345	28/04/2022 17:04:11	USER P12345
2	Admin	3	Active	13/04/2022 12:03:31	USER P12345		
4	Finance	4	Active	08/03/2022 11:38:03	USER P12345		
5	HR	4	Active	08/03/2022 11:37:57	USER P12345		
6	IT Support	2	Active	08/03/2022 11:39:13	USER P12345	13/04/2022 12:03:14	USER P12345

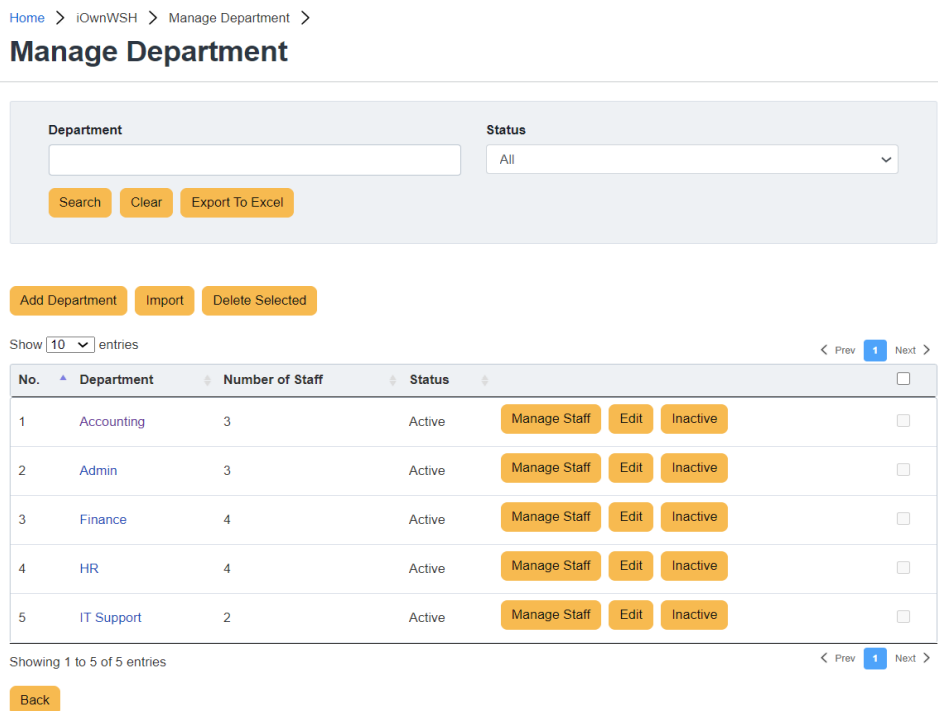
### Export Department List to Excel

## 2.2 Manage Staff List

To access and manage staff list, click “iOwnWSH > Manage Department” in the menu panel.



Manage Department in menu panel



Manage staff list

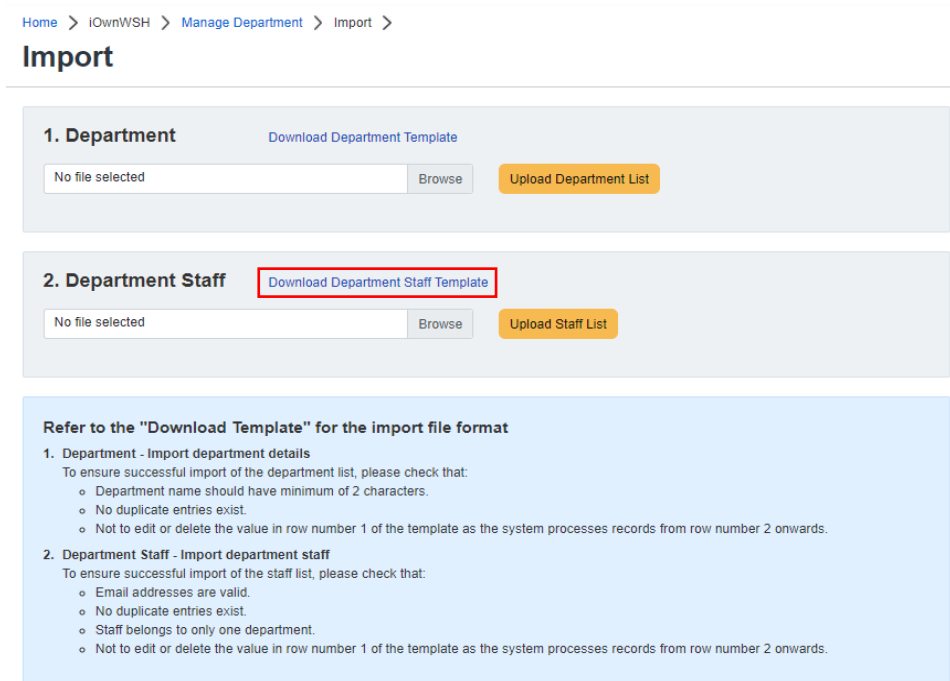
### 2.2.1 Add staff

To invite staff to participate in the survey, their email addresses can be added through the following methods:

- upload list of staff email addresses using the template provided and/or
- add single record of staff email address

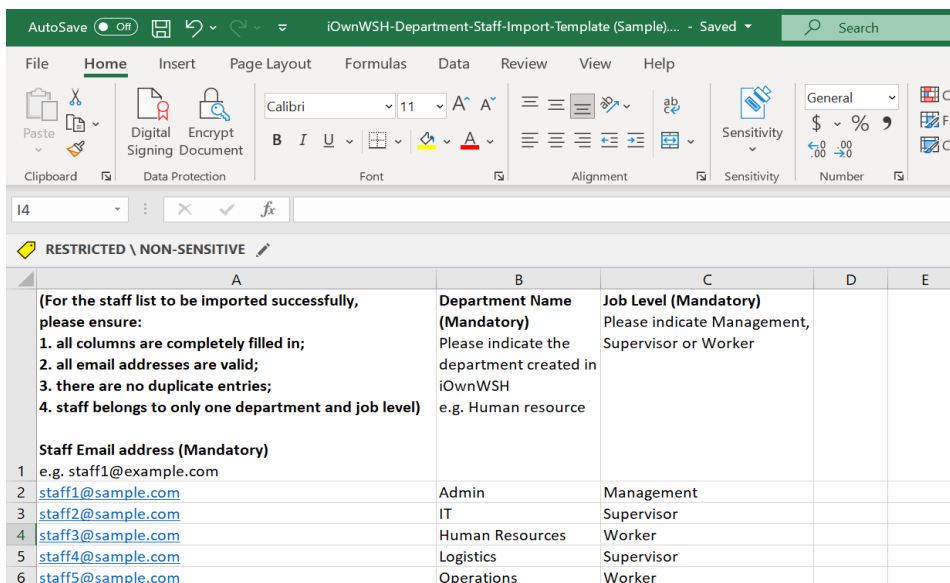
### 2.2.1.1 Method 1: Add list of staff to survey using the template (import function)

To add a list of staff email addresses to the department, click “iOwnWSH > Manage Department” in the menu panel and click [Download Department Staff Template](#) to download the template to your computer.



#### Add list of staffs’ email addresses to the selected

In “Column A”, “Column B” and “Column C” of the Department-Staff-Import-Template, key in the email addresses, department and job level of the staff respectively.



#### Department-Staff-Import-Template to input the staff email addresses and their corresponding departments

**Note:**

To ensure successful import of the staff list, please check that:

- Email addresses are valid.
- No duplicate entries exist.
- Staff belongs to only one department.
- Department name should have minimum of 2 characters.
- Job level is indicated.
- Not to edit or delete the value in row number 1 of the template as the system processes records from row number 2 onwards.

**\*Import file will overwrite the list of staff that exist in the system.**

After keying in the list of staff email addresses and their corresponding departments, save the template to your computer. Click **Upload Staff List** to upload the file.

Home > iOwnWSH > Manage Department > Import >

## Import

**1. Department** [Download Department Template](#)

No file selected

**2. Department Staff** [Download Department Staff Template](#)

No file selected

**Upload Staff List from computer**

A message indicating that the staff records have been successfully imported will be shown. Click **Ok** and the system will be refreshed with the updates to the list.

Home > iOwnWSH > Manage Department > Import >

## Acknowledgement - Department Staff Import

Import of Department Staff file has been completed.

Total No. of Rows processed: 200

Imported 200 Record(s)

**Notification of the successful import of the department and staff list**

A system generated email will be sent to the company admin to inform that the import of Department Staff list has been completed.

Dear Sir/Mdm,

The import of staff list has been completed.

**Total number of record(s) imported = 200**  
**Number of record(s) successfully processed = 200**

To access the iOwnWSH page, please click [here](#).

If you did not make this request, please contact us immediately at [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg).

Thank you.

Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

**Email notification of the successful import of the department and staff list**

In the situation where some import records may be invalid (e.g. duplicate emails), a message will be shown indicating records successfully imported and records with error that require the company admin to review and amend.

[Home](#) > [iOwnWSH](#) > [Manage Department](#) > [Import](#) >

## Acknowledgement - Department Staff Import

Import of Department Staff file has been completed.

Ok

Total No. of Rows processed: 1000

Imported 998 Record(s)

Error Importing 2 Record(s)  
Row 8: Department name is not valid.  
Row 16: Department name is not valid.

**Notification of the import of the department and staff list**

The information will also be sent through a system generated email to the company admin.

Dear Sir/Mdm,

The import of staff list has been completed.

**Total number of record(s) imported = 1000**  
**Number of record(s) successfully processed = 998**

**Number of record(s) not processed = 2**  
Row 8: Department name is not valid.  
Row 16: Department name is not valid.

Please amend the staff list and import again to fix the issue.  
**Note: Re-import will overwrite the existing list of staff email address(es) in the system.**

To edit single record of staff, refer to iOwnWSH User Guide for Company Administrator (section 2.2.2).

To access the iOwnWSH page, please click [here](#).

If you did not make this request, please contact us immediately at [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg).

Thank you.

Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

#### Email notification of the import of the department and staff list

In the situation where large number of records are imported, a message will be shown indicating the import is in progress. You will be notified of the completion of import through an email in about 30 minutes.

[Home](#) > [iOwnWSH](#) > [Manage Department](#) > [Import](#) >


## Import

**1. Department** [Download Department Template](#)

No file selected

**2. Department Staff** [Download Department Staff Template](#)

No file selected

 The import is in progress. You will be notified of the completion of import through an email in about 30 minutes.

#### Notification of the in-progress import of the department and staff

The information will also be sent through a system generated email to the company admin.

Dear Sir/Mdm,

The import of staff list has been completed.

**Total number of record(s) imported = 2000**  
**Number of record(s) successfully processed = 2000**

To access the iOwnWSH page, please click [here](#).

If you did not make this request, please contact us immediately at [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg).

Thank you.

Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

**Email notification of the successful import of the department and staff list**

*2.2.1.2 Method 2: Add single record of staff email address to survey*

To add a staff email address to the department, click [Manage Staff](#)

Home > iOwnWSH > Manage Department >

### Manage Department

Department:

Status: All

Show  entries < Prev 1 Next >

No.	Department	Number of Staff	Status	
1	Accounting	3	Active	<input type="button" value="Manage Staff"/> <input type="button" value="Edit"/> <input type="button" value="Inactive"/> <input type="checkbox"/>
2	Admin	3	Active	<input type="button" value="Manage Staff"/> <input type="button" value="Edit"/> <input type="button" value="Inactive"/> <input type="checkbox"/>
3	Finance	4	Active	<input type="button" value="Manage Staff"/> <input type="button" value="Edit"/> <input type="button" value="Inactive"/> <input type="checkbox"/>
4	HR	4	Active	<input type="button" value="Manage Staff"/> <input type="button" value="Edit"/> <input type="button" value="Inactive"/> <input type="checkbox"/>
5	IT Support	2	Active	<input type="button" value="Manage Staff"/> <input type="button" value="Edit"/> <input type="button" value="Inactive"/> <input type="checkbox"/>

Showing 1 to 5 of 5 entries < Prev 1 Next >

**Manage department page to add staff email address to a department**



## Department Staff (Accounting)

Staff Email  Job Level

Show  entries

< Prev Next >

No.	Staff Email	Action	Job Level
No data available in table			

Showing 0 to 0 of 0 entries

< Prev Next >

### Add staff email address to a department

Click  and you will be redirected to the Add/Edit Department Staff page to key in the staff email address to be added to the selected department.

## Department Staff (Accounting)

Staff Email

Show  entries

< Prev Next >

No.	Staff Email	Action
No data available in table		

Showing 0 to 0 of 0 entries

< Prev Next >

### Add department staff to the selected department

After adding the staff email address, click  to add the staff email address and job level.

## Add/Edit Department Staff

Staff Email\*

Job Level\*

### Add a staff email address

A message indicating that the staff's email address has been successfully added will be shown and the staff email address will be reflected in the staff list.

[Home](#) > [iOwnWSH](#) > [Manage Department](#) > [Department Staff \(Accounting\)](#) > [Add/Edit Staff](#) >

## Acknowledgement - Add/Edit Staff

Staff email address successfully submitted.

[Ok](#) [Add New Department Staff](#)

### Notification of the staff email address successfully added

### 2.2.2 Edit staff List

After adding the staff and department, you should see the staff list as below. Click [Edit](#) and you will be redirected to the Add/Edit Department Staff page to edit the staff email address and/or job level.

[Home](#) > [iOwnWSH](#) > [Manage Department](#) > [Department Staff \(Accounting\)](#) >

## Department Staff (Accounting)

Staff Email	Job Level
<input type="text"/>	All <input type="text"/>
<a href="#">Search</a>	<a href="#">Clear</a> <a href="#">Export To Excel</a>

[Add Department Staff](#) [Delete Selected](#)

Show  entries

< Prev **1** Next >

No.	Staff Email	Action	Job Level	<input type="checkbox"/>
1	<a href="#">staff1@sample.com</a>	<a href="#">Edit</a>	Supervisor	<input type="checkbox"/>
2	<a href="#">staff16@sample.com</a>	<a href="#">Edit</a>	Worker	<input type="checkbox"/>
3	<a href="#">staff2@sample.com</a>	<a href="#">Edit</a>	Supervisor	<input type="checkbox"/>

Showing 1 to 3 of 3 entries

< Prev **1** Next >

[Back](#)

### Edit staff email

#### Note:

- When there is an ongoing survey, the "Edit" button will not be available.

After editing the staff email address and/or job level, click **Submit**

[Home](#) > [iOwnWSH](#) > [Manage Department](#) > [Department Staff \(Accounting\)](#) > [Add/Edit Staff](#) >

## Add/Edit Department Staff

**Staff Email\***

**Job Level\***

**Submit** **Cancel**

**Edit staff email address**

### 2.2.3 Delete staff email record

If you wish to delete a staff record from the department or from participating in the survey, tick the check box of the staff record you wish to delete and click **Delete Selected**

[Home](#) > [iOwnWSH](#) > [Manage Department](#) > [Department Staff \(Accounting\)](#) >

## Department Staff (Accounting)

**Staff Email**

**Job Level**

**Search** **Clear** **Export To Excel**

**Add Department Staff** **Delete Selected**

Show  entries < Prev 1 Next >

No.	Staff Email	Action	Job Level	<input type="checkbox"/>
1	<a href="#">staff1@sample.com</a>	<b>Edit</b>	Supervisor	<input checked="" type="checkbox"/>
2	<a href="#">staff16@sample.com</a>	<b>Edit</b>	Worker	<input checked="" type="checkbox"/>
3	<a href="#">staff2@sample.com</a>	<b>Edit</b>	Supervisor	<input type="checkbox"/>

Showing 1 to 3 of 3 entries < Prev 1 Next >

**Back**

**Delete staff email address**

A dialog box will appear for confirmation to delete the staff record from the survey.

Are you sure you want to proceed?

**OK** **Cancel**

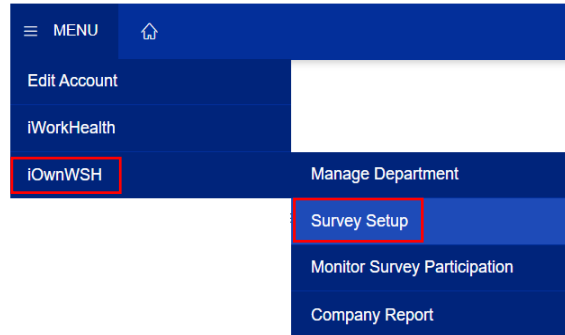
**Prompt to confirm the deletion of staff email record**

**Note:**

- When there is an ongoing survey, the “Delete Selected” button will not be available.

## 3.0 SETTING UP THE SURVEY

To set up the survey, click “iOwnWSH > Survey Setup” in the menu panel.



Survey Setup in menu panel

## 3.1 Managing the survey

In survey set up, fill up the start and end date for the survey, the frequency of reminder emails to staff and select the staff and departments to participate in the survey.

[Home](#) > [iOwnWSH](#) > [Survey Setup](#) >

### Survey Setup

#### Survey Details

**Start Date\***

**End Date\***

**Set Email Reminder**

**Frequency of reminder (in days)**

#### Select Departments

**Existing Departments**

- Accounting
- Admin
- Finance
- HR
- IT Support

**Selected Departments**

Select All

>

<

Unselect All

Show  entries

Search:


<input checked="" type="checkbox"/>	Staff Email	Department Name	Job Level
No matching records found			

Showing 0 to 0 of 0 entries


Save as Draft Next Back

Administer Survey Page

### **Start Date**

Start date is the date from when this survey is available for participation. Date can be selected from the calendar button 

### **End Date**

End date is the last date when this survey is available for participation. Date can be selected from the calendar button 

#### **Note:**

- Start Date does not allow for selection of any past dates.
- End Date can only be within 30 days from the Start Date.


### **Set Email Reminder and Frequency of Reminder (in days)**


Select “Set Email Reminder” option to “Yes” if you wish to send reminder emails to participants at specific intervals. The frequency of reminder can be selected from the dropdown list (E.g. selecting 3 will send the email reminder every 3 days, 7 will send the email reminder weekly).

Home > iOwnWSH > Survey Setup >

## Survey Setup

**Survey Details**

**Start Date\***  


**End Date\***  

**Set Email Reminder**

**Frequency of reminder (in days)**

- Select One
- 3
- 7
- 14

### **Select Department**

From the list, select the departments that you wish to launch the survey to and add them to the box selection on the right by clicking  .

**Select Departments**

**Existing Departments**

- Accounting
- Admin
- Finance
- HR
- IT Support
- Operations
- Project Management

**Selected Departments**

The staff email records from the selected departments will be shown in the list.

Show  entries Search:  < Prev 1 Next >

<input checked="" type="checkbox"/>	Staff Email	Department Name	Job Level
<input checked="" type="checkbox"/>	staff9@sample.com	HR	Supervisor
<input checked="" type="checkbox"/>	staff8@sample.com	Admin	Worker
<input checked="" type="checkbox"/>	staff7@sample.com	Finance	Supervisor
<input checked="" type="checkbox"/>	staff6@sample.com	HR	Management
<input checked="" type="checkbox"/>	staff5@sample.com	IT Support	Worker
<input checked="" type="checkbox"/>	staff4@sample.com	Finance	Supervisor
<input checked="" type="checkbox"/>	staff3@sample.com	HR	Worker
<input checked="" type="checkbox"/>	staff2@sample.com	Accounting	Supervisor
<input checked="" type="checkbox"/>	staff1@sample.com	Accounting	Worker
<input checked="" type="checkbox"/>	staff15@sample.com	Admin	Management
<input checked="" type="checkbox"/>	staff14@sample.com	Admin	Worker
<input checked="" type="checkbox"/>	staff13@sample.com	Finance	Supervisor
<input checked="" type="checkbox"/>	staff12@sample.com	HR	Supervisor
<input checked="" type="checkbox"/>	staff11@sample.com	IT Support	Management
<input checked="" type="checkbox"/>	staff10@sample.com	Finance	Worker

Showing 1 to 15 of 15 entries < Prev 1 Next >

[Save as Draft](#) [Next](#) [Back](#)

**Staff email records based on the departments selected**

Click [Save as Draft](#) if you wish to edit the survey set up and launch the survey at a later date.

**Note:**

- When launching the survey at a later date, make sure that the Survey Start Date is updated. Else, the following notification message in red will be shown when you click to launch the survey.
- In this example, the survey was created on 4 Aug 21 and saved as draft. The company admin accessed the survey setup on 5 Aug 21 and launched the survey without changing the Survey Start Date, hence resulting in the error. The Survey Start Date should be changed to 5 Aug 21 before launching the survey.

Home > iOwnWSH > Survey Setup >

### Survey Setup

**Survey Details**

Start Date\*

End Date\*

❗ Please enter a value greater than or equal to 2021-08-05.

Set Email Reminder

Frequency of reminder (in days)

Click [Next](#) when you are ready to launch the survey to participants. You will then see the departments and the number of participants for each job level selected to be involved in the survey.

**iOwnWSH is about to send the survey to your participants**

The departments involved in the survey are:  
Accounting  
Admin  
Finance  
HR  
IT Support

Management participant(s): 5  
Click [here](#) to preview the email to Management.

Supervisor participant(s): 5  
Click [here](#) to preview the email to Supervisor.

Worker participant(s): 5  
Click [here](#) to preview the email to Worker.

[Launch Survey](#) [Cancel](#)

**Departments involved in the survey and the number of survey participants for each job level**

**Note:**

- To launch the survey, there must be at least 15 respondents (5 respondents each for Management, Supervisor and Worker).

Click [here](#) to view the preview of the survey email invitation that will be sent to the participants.

**Email to Management**

This is a preview of the email that iOwnWSH will be sending to your participants.

Dear Sir/Mdm,

**Company Name** is using the iOwnWSH to gain a better understanding and improve WSH Ownership at your workplace.

You are invited to participate in this survey, which will take about 15-20 minutes to complete. To protect your privacy, your company will only receive an anonymised, aggregated report. Please complete the survey within **29/04/2022** to **13/05/2022**.

Before you begin, please note the following:

- ✓ Do complete the survey at one sitting as iOwnWSH is unable to save your answers midway.
- ✓ Use a recommended browser such as Microsoft Edge or Google Chrome.
- ✗ Do NOT forward the survey link to any third party as the link is unique to you.

Please contact **Admin Name** ([company@sample.com](mailto:company@sample.com)) if you need any clarifications for participating in the survey.

**Declaration:**  
Please click [here](#) to start the survey, By starting the survey, you are deemed to have read and agreed with the [terms and conditions](#).


Thank you.  
Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

[Close](#)

**Preview of the survey email invitation page**



Click  and the survey will be sent to the participants.

**iOwnWSH is about to send the survey to your participants**

---



The departments involved in the survey are:  
Accounting  
Admin  
Finance  
HR  
IT Support

**Management participant(s): 5**  
Click [here](#) to preview the email to Management.

**Supervisor participant(s): 5**  
Click [here](#) to preview the email to Supervisor.

**Worker participant(s): 5**  
Click [here](#) to preview the email to Worker.

---

### Launch Survey

**Note:**

- Participants invited for the survey will immediately receive the survey email invitation once the company admin launches the survey. The survey email invitation consists of a unique link. This unique link is for the purpose of managing participation and to send reminders to staff who have yet to complete the survey.


After the survey has been launched, the Survey Setup Page will be unavailable as the survey is in progress.

[Home](#) > [iOwnWSH](#) > [Survey Setup](#) >

## Survey Setup

---

The page is unavailable at the current stage of survey. You can view on-going survey at Monitor Survey Participants page.



### View of Survey Setup page when survey is on-going

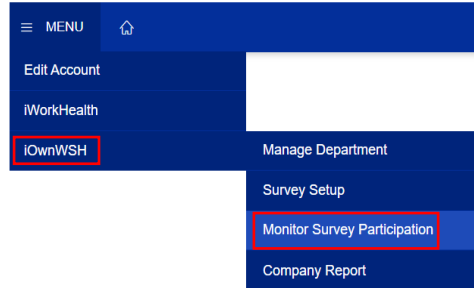
**Note:**

When there is an ongoing survey:

- Department record cannot be edited (section 2.1.2), deactivated (section 2.1.3) or deleted (section 2.1.5).
- Staff record cannot be edited (section 2.2.2) or deleted (section 2.2.3).
- Staff email cannot be switched between departments.

## Search Staff email

To find out if a particular email address has been included in the survey, click “iOwnWSH > Monitor Survey Participation” in the menu panel, followed by [View](#) and use the search function.



Monitor Survey Participation in menu panel

[Home](#) > [iOwnWSH](#) > [Monitor Survey Participation](#) >

## Monitor Survey Participation

Survey Date:   Status:

[Search](#) [Clear](#)

Show  entries < Prev 1 2 Next >

No.	Survey Name	No. of Participants	Participation Rate	Survey Start Date	Survey Closing Date	Status	Action
1	iOwnWSH	0/15	0.00%	29/04/2022	13/05/2022	On-going	<a href="#">View</a> <a href="#">Close Survey</a>

Monitor Survey Participation Page

[Send Reminder](#) [Delete Staff](#) [Add Staff](#)

Show  entries Search:  < Prev 1 2 Next >

<input type="checkbox"/>	Staff Email	Department Name	Job Level	Status	Action
<input type="checkbox"/>	staff1@sample.com	Accounting	Supervisor	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff10@sample.com	Finance	Worker	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff11@sample.com	IT Support	Management	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff12@sample.com	HR	Supervisor	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff13@sample.com	Finance	Management	Pending	<a href="#">Generate New Survey Link</a>

Staff Search

## 3.2 Participant's view of the survey

A system generated survey invitation will be sent to the participants to inform them to take the survey.

Dear Sir/Mdm,

Company Name is using the iOwnWSH to gain a better understanding and improve WSH Ownership at your workplace.

You are invited to participate in this survey, which will take about 15-20 minutes to complete. To protect your privacy, your company will only receive an anonymised, aggregated report. Please complete the survey within 29/04/2022 to 13/05/2022.

Before you begin, please note the following:

- ✓ Do complete the survey at one sitting as iOwnWSH is unable to save your answers midway.
- ✓ Use a recommended browser such as Microsoft Edge or Google Chrome.
- ✗ **Do NOT forward the survey link to any third party as the link is unique to you.**

Please contact Admin Name ([company@sample.com](mailto:company@sample.com)) if you need any clarifications for participating in the survey.

**Please click [here](#) to start the survey. By starting the survey, you are deemed to have read and agreed with the [terms and conditions](#).**



Thank you.  
Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

### Email survey invitation to participants

When a participant clicks on the survey link in the survey invitation email, he/she will be redirected to the page below.

A Singapore Government Agency Website

**WSH Institute**  **WSHCOUNCIL**   
Tripartite Alliance for  
Workplace Safety and Health

---

## Survey - For Worker

---

### Introduction

Please select the preferred language to view the survey:  
请选择问卷语言:  
அன்புகூர்ந்து, ஆய்வைப் பார்வையிடுவதற்கு உங்களுக்கு விருப்பமான மொழியைத் தெரிவுசெய்யுங்கள்:  
সমীক্ষাটি দেখতে অনুগ্রহ করে পছন্দের ভাষা নির্বাচন করুন:

English


華文

தமிழ்



বাংলা

[Continue →](#)

### Language selection page

After selecting the preferred language and clicking , the participant will be redirected to the instructions page.

A Singapore Government Agency Website

## Survey - For Worker

### Instructions

Survey Name: iOwnWSH

Survey Description:

**iOwnWSH** is a tool to help companies gain a better understanding of WSH Ownership at the workplace, so as to implement strategies and interventions to improve WSH Ownership.

The survey will take about 15 to 20 minutes to complete.

Before you begin, please note the following:




- ✓ Do complete the survey at one sitting as the system is unable to save your answers midway.
- ✓ Use a recommended browser such as Microsoft Edge or Google Chrome.
- ✓ Do note that the survey will time out after 20 minutes of inactivity. You will be prompted 5 minutes before the timeout. To continue with the session, click anywhere within the survey.
- X Do not use the browser's normal BACK and FORWARD buttons at the top. Clicking on them will cause the survey to terminate and you will be required to close the browser and start the survey again.

Definition


- "Management" refers to people who hold key senior leadership positions (e.g., Business Owner, CEO, Managing Director, Director, General Manager) as well as middle management (e.g., Functional/Department Head/Regional Managers, including EHS Manager) who make key decisions for the business.
- "Supervisors" refers to people who provide direct and close supervision of tasks performed by workers under them.

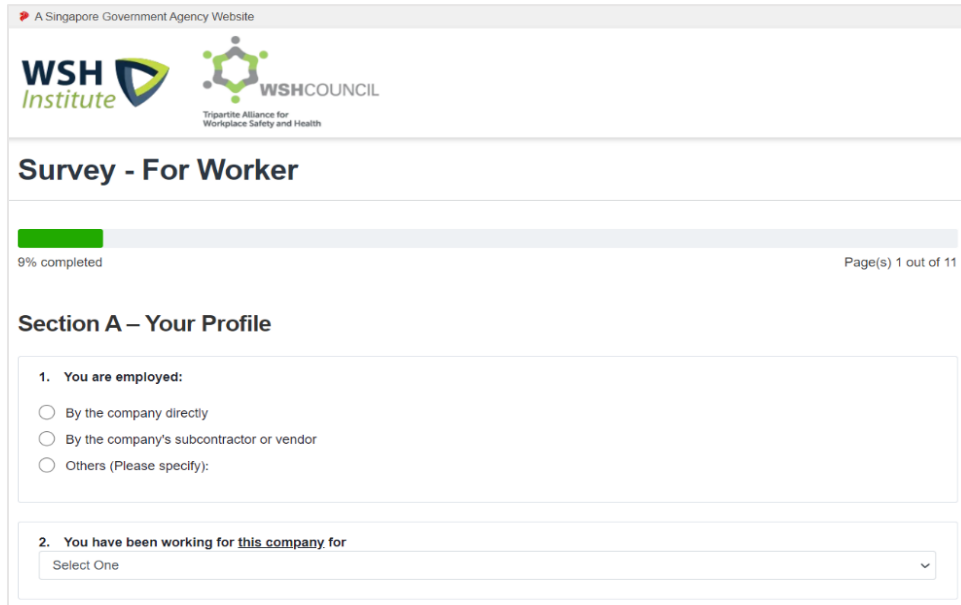
If you experience technical difficulties, please email to [contact@workhealth.gov.sg](mailto:contact@workhealth.gov.sg)

To get started, click the Continue button.  
Click the Cancel button to go to home page.

### Participant survey access page

After clicking , the participant will be redirected to the survey question page.



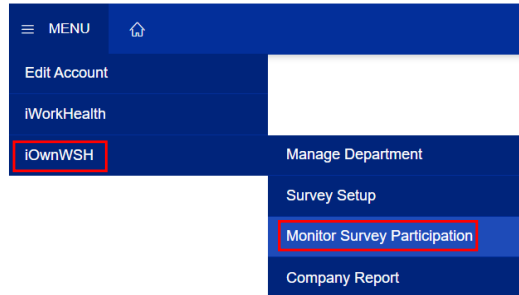
The screenshot shows a web browser window with the following content:

- Browser tab: A Singapore Government Agency Website
- Logos: WSH Institute and WSHCOUNCIL (Tripartite Alliance for Workplace Safety and Health)
- Section Title: Survey - For Worker
- Progress Bar: 9% completed (indicated by a green bar), Page(s) 1 out of 11
- Section A – Your Profile
- Question 1: You are employed:
  - By the company directly
  - By the company's subcontractor or vendor
  - Others (Please specify):
- Question 2: You have been working for this company for:
  - Select One (dropdown menu)

**Example of survey question page**

## 4.0 MONITORING SURVEY PARTICIPATION

To view the survey participation rate and manage the survey options when a survey is on-going, click “iOwnWSH > Monitor Survey Participation” in the menu panel.



**Monitor Survey Participation in menu panel**

### 4.1 Managing survey options when the survey is ongoing

Click [View](#) to access the options to extend the survey, generate new survey links, send reminders and reset responses.

Home > iOwnWSH > Monitor Survey Participation >

### Monitor Survey Participation

Survey Date:   Status:


[Search](#) [Clear](#)

Show  entries < Prev 1 2 Next >

No.	Survey Name	No. of Participants	Participation Rate	Survey Start Date	Survey Closing Date	Status	Action
1	iOwnWSH	0/15	0.00%	29/04/2022	13/05/2022	On-going	<a href="#">View</a> <a href="#">Close Survey</a>

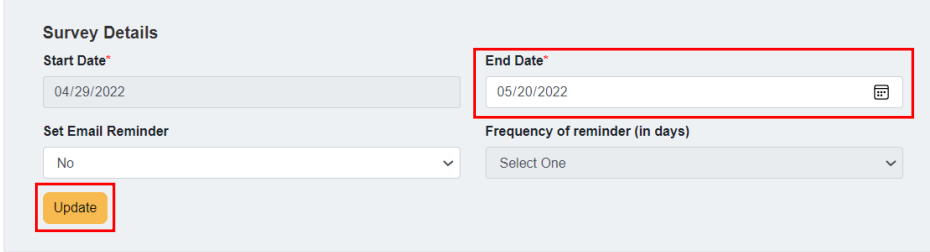
**Monitor Survey Participation Page**

### 4.1.1 Extend survey

To extend the survey time frame, select the revised date from the calendar button  and click **Update**. A notification email will be sent to the company admin on the change in the closing date.

[Home](#) > [iOwnWSH](#) > [Monitor Survey Participation](#) > [View Survey Details](#) >

#### Monitor Survey Participation - (29/04/2022 - 13/05/2022)



The screenshot shows a 'Survey Details' form with the following fields:

- Start Date\***: 04/29/2022
- End Date\***: 05/20/2022 (highlighted with a red box)
- Set Email Reminder**: No
- Frequency of reminder (in days)**: Select One
- Update** button (highlighted with a red box)

**Extending the closing date of the survey**

#### Note:

- The survey start and end date has to be within a month.

A system generated email will be sent to the company admin to inform that the iOwnWSH survey time frame has been successfully extended.

Dear Sir/Mdm,

This is to notify that your iOwnWSH survey period has been successfully extended. The survey period is now 29/04/2022 till 20/05/2022.

If you did not make this request, please contact us immediately at [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg).

Thank you.

Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

**Email notification to the company admin of the extension of the survey time frame**



A system generated email will be sent to the participants to inform that the iOwnWSH survey has been extended.

Dear Sir/Mdm,

The iOwnWSH survey date is changed to 29/04/2022 and 20/05/2022

Please ignore this email if you have already completed the survey. If you have yet to complete the questionnaire, please click [here](#) to access the survey.

Thank you.  
Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

#### Email notification to the participants of the extension of the survey

### 4.1.2 Generate New Survey Link

To resend a new survey link, click [Generate New Survey Link](#) and participants will receive a survey email invitation with a **new unique link** embedded within the survey email invitation.

Send Reminder Delete Staff Add Staff

Show 10 entries Search: < Prev 1 2 Next >

<input type="checkbox"/>	Staff Email	Department Name	Job Level	Status	Action
<input type="checkbox"/>	staff1@sample.com	Accounting	Supervisor	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff10@sample.com	Finance	Worker	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff11@sample.com	IT Support	Management	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff12@sample.com	HR	Supervisor	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff13@sample.com	Finance	Management	Pending	<a href="#">Generate New Survey Link</a>

#### Send a new survey email invitation

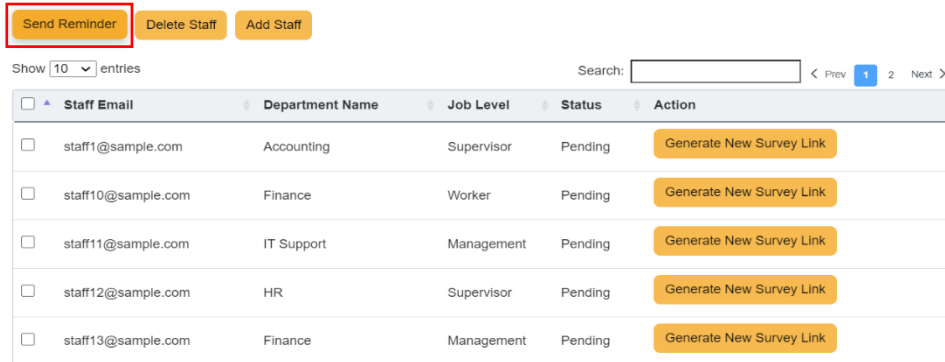
**Note:**

- Generating a new survey link will send a new survey email invitation (with new unique link) to the participant, rendering the previous survey email invitation link invalid.

### 4.1.3 Send reminder

To remind selected staff to participate in the survey, tick the respective check box (es) and click

Send Reminder



The screenshot shows a web interface for managing staff. At the top, there are three buttons: 'Send Reminder' (highlighted with a red box), 'Delete Staff', and 'Add Staff'. Below these buttons, there is a search bar and a pagination control showing '1' of 2 pages. The main part of the interface is a table with the following columns: Staff Email, Department Name, Job Level, Status, and Action. The table contains five rows of staff members, all with a 'Pending' status. Each row has a 'Generate New Survey Link' button in the Action column.

Staff Email	Department Name	Job Level	Status	Action
<input type="checkbox"/> staff1@sample.com	Accounting	Supervisor	Pending	Generate New Survey Link
<input type="checkbox"/> staff10@sample.com	Finance	Worker	Pending	Generate New Survey Link
<input type="checkbox"/> staff11@sample.com	IT Support	Management	Pending	Generate New Survey Link
<input type="checkbox"/> staff12@sample.com	HR	Supervisor	Pending	Generate New Survey Link
<input type="checkbox"/> staff13@sample.com	Finance	Management	Pending	Generate New Survey Link

**Send reminder email to participants**

**Note:**

Status of responses:

- Pending – survey has not been completed
- Submitted – survey has been completed

A system generated email will be sent to the participants who have yet to complete the survey to remind them to take the iOwnWSH survey.

Dear Sir/Mdm,

The closing date of the iOwnWSH survey is on 20/05/2022.

If you have yet to complete the questionnaire, please click [here](#) to access the survey.

Thank you.  
Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

**Email notification to remind the participants to take the survey**

#### 4.1.4 Reset Response

To reset the survey response of a staff, click **Reset Response**.  
Reset response button will appear only if the survey has been completed.

Send Reminder Delete Staff Add Staff

Show 10 entries Search: < Prev 1 2 Next >

<input type="checkbox"/>	Staff Email	Department Name	Job Level	Status	Action
<input type="checkbox"/>	staff5@sample.com	IT Support	Worker	Submitted	<b>Reset Response</b>
<input type="checkbox"/>	staff1@sample.com	Accounting	Supervisor	Pending	Generate New Survey Link
<input type="checkbox"/>	staff10@sample.com	Finance	Worker	Pending	Generate New Survey Link
<input type="checkbox"/>	staff11@sample.com	IT Support	Management	Pending	Generate New Survey Link
<input type="checkbox"/>	staff12@sample.com	HR	Supervisor	Pending	Generate New Survey Link
<input type="checkbox"/>	staff13@sample.com	Finance	Management	Pending	Generate New Survey Link
<input type="checkbox"/>	staff14@sample.com	Admin	Worker	Pending	Generate New Survey Link

#### Reset participant(s) response

A dialog box will appear for confirmation to reset the participant(s) response.

Are you sure you want to proceed?

**OK** Cancel

**Acknowledgement - Reset response** x

Survey response reset for staff5@sample.com


Close

#### Prompt to confirm the reset of the participant(s) response

**Note:**

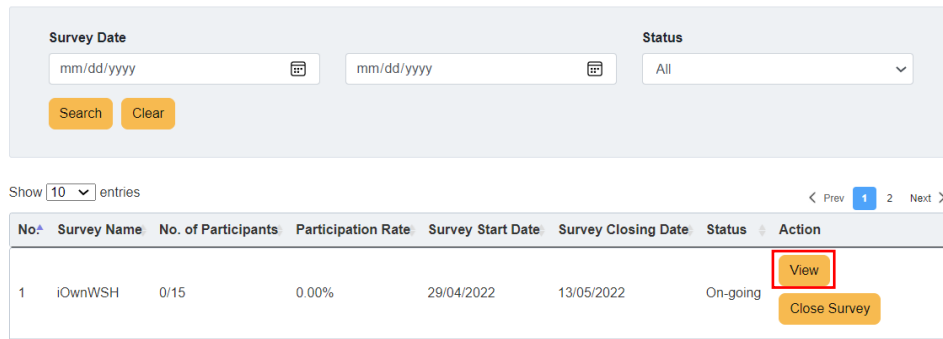
- Once the participant(s)' response is reset, the response cannot be retrieved.
- To retake the survey, the participant may either:
  - (a) utilize the original invitation survey link or
  - (b) request company admin to generate a new survey link.

## 4.2 Adding/Deleting Staff from the survey when the survey is on-going

Click  to access the options to add or delete staff when a survey is on-going.

[Home](#) > [iOwnWSH](#) > [Monitor Survey Participation](#) >


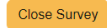
### Monitor Survey Participation



Survey Date: mm/dd/yyyy | Status: All


Search | Clear

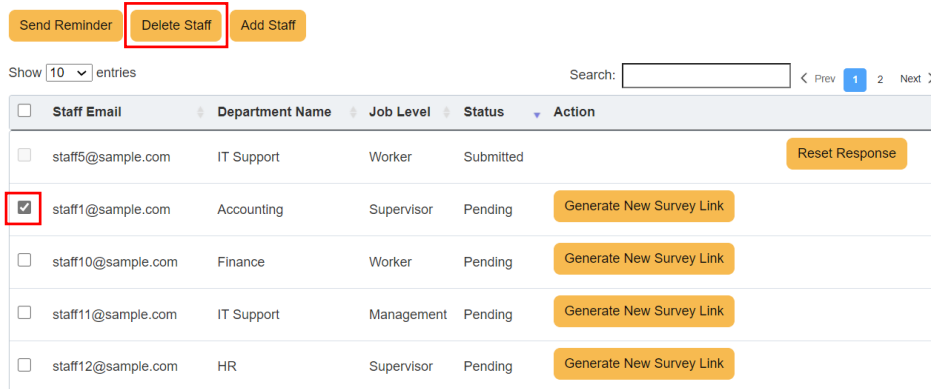
Show 10 entries


No.	Survey Name	No. of Participants	Participation Rate	Survey Start Date	Survey Closing Date	Status	Action
1	iOwnWSH	0/15	0.00%	29/04/2022	13/05/2022	On-going	 

**Monitor Survey Participation Page to add or delete staff**


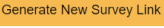
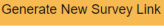
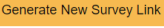
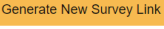
### 4.2.1 Delete staff email record

If you wish to delete a staff record from participating in the survey, tick the check box of the staff record you wish to delete and click .



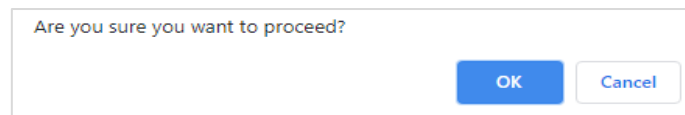
Send Reminder |  | Add Staff

Show 10 entries | Search: | < Prev 1 2 Next >

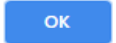

<input type="checkbox"/>	Staff Email	Department Name	Job Level	Status	Action
<input type="checkbox"/>	staff5@sample.com	IT Support	Worker	Submitted	
<input checked="" type="checkbox"/>	staff1@sample.com	Accounting	Supervisor	Pending	
<input type="checkbox"/>	staff10@sample.com	Finance	Worker	Pending	
<input type="checkbox"/>	staff11@sample.com	IT Support	Management	Pending	
<input type="checkbox"/>	staff12@sample.com	HR	Supervisor	Pending	

**Delete staff email address (es) from a department**

A dialog box will appear for confirmation to delete the staff record from the survey.



Are you sure you want to proceed?

**Prompt to confirm the deletion of staff email record**

A system generated email will be sent to the staff to inform that their email has been removed from the iOwnWSH survey.

Dear Sir/Mdm,

Your email address has been removed from the iOwnWSH survey. You will no longer be able to access the survey link. Please contact your company iOwnWSH administrator for assistance if you wish to receive the new survey link.

Thank you.  
Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

#### Email notification of staff email record deleted from survey

### 4.2.2 Add staff email record

To add a staff email address to the department, follow steps indicated in “2.2.1.2 - Method 2: Add single record of staff email address to survey”.

Home > iOwnWSH > Manage Department > Department Staff (Accounting) >

### Department Staff (Accounting)

Staff Email  Job Level

Show  entries < Prev 1 Next >

No.	Staff Email	Action	Job Level	
1	staff1@sample.com	<input type="button" value="Edit"/>	Supervisor	<input type="checkbox"/>
2	staff16@sample.com	<input type="button" value="Edit"/>	Worker	<input type="checkbox"/>
3	staff2@sample.com	<input type="button" value="Edit"/>	Supervisor	<input type="checkbox"/>

Showing 1 to 3 of 3 entries < Prev 1 Next >

#### Add staff email address (es) from a department

After which, click **Add Staff** and a list of departments and staff email addresses will be shown.

Home > iOwnWSH > Monitor Survey Participation > View Survey Details >

### Monitor Survey Participation - (29/04/2022 - 13/05/2022)

**Survey Details**

**Start Date\***  **End Date\***

**Set Email Reminder**  **Frequency of reminder (in days)**

**Update**

**Send Reminder** **Delete Staff** **Add Staff**

#### Monitor Survey Participation Page to add staff

Tick the check box of the staff email address (es) you wish to add to the survey. Click **Add Staff to Survey** to add the staff to the survey.

Show  entries Search:  < Prev 1 Next >

<input checked="" type="checkbox"/>	Staff Email	Department Name	Job Level
<input checked="" type="checkbox"/>	staff16@sample.com	Accounting	Worker

Showing 1 to 1 of 1 entries < Prev 1 Next >

**Add Staff to Survey** **Cancel**

#### Select staff email address (es) to add to the survey

A message indicating that the staff's email address has been successfully added will be shown and the staff email address will be reflected in the staff list.

## Acknowledgement - Add staff to survey

Successfully added 1 user(s) to survey


**Back to Survey Details**

#### Notification of the staff email address (es) successfully added

**Note:**

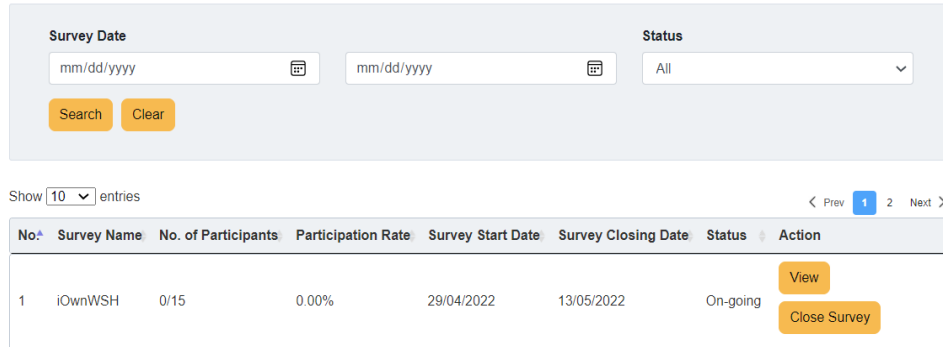
- Once the survey is launched, the staff email address cannot be switched between departments.

## 4.3 Closing the survey



To close the survey manually before the closing date or when the desired participation rate is met, click 

[Home](#) > [iOwnWSH](#) > [Monitor Survey Participation](#) >

### Monitor Survey Participation

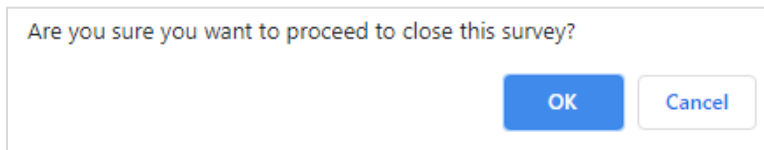


The screenshot shows the 'Monitor Survey Participation' interface. At the top, there are search filters for 'Survey Date' (two date pickers) and 'Status' (a dropdown menu set to 'All'). Below the filters are 'Search' and 'Clear' buttons. Underneath, there is a 'Show 10 entries' dropdown and pagination controls. The main part of the interface is a table with the following data:

No.	Survey Name	No. of Participants	Participation Rate	Survey Start Date	Survey Closing Date	Status	Action
1	iOwnWSH	0/15	0.00%	29/04/2022	13/05/2022	On-going	 

#### Closing the survey

A dialog box will appear for confirmation to close the survey.



The dialog box contains the text: 'Are you sure you want to proceed to close this survey?'. At the bottom right, there are two buttons: 'OK' (blue) and 'Cancel' (white with blue border).

#### Prompt to confirm closing of the survey

**Note:**

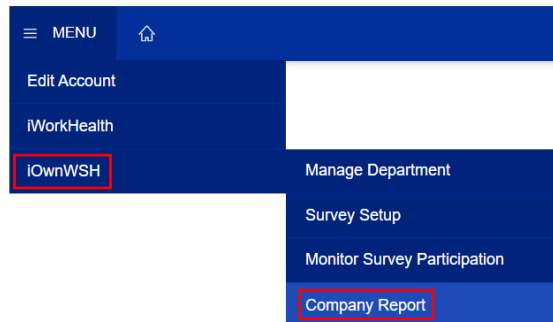
- Once the survey is closed, participants who did not participate in the survey can no longer take the survey.

## 5.0 VIEWING OF REPORTS


A system generated email will be sent to the company admin to inform that the iOwnWSH report is available for viewing.

### 5.1 Company Reports

To view the company reports, click “iOwnWSH > Company Report” in the menu panel.



Company Report in menu panel

Click  to view the company report.

[Home](#) > [iOwnWSH](#) > [Company Report](#) >

### Company Report

Survey Name

Survey Closing Date  TO

Show  entries < Prev 1 Next >

Survey Name	Survey Closing Date	Report Generated Date	Participants Responded	Participants Invited	Participation Rate	Status	Action
iOwnWSH	04/04/2022	05/04/2022	15	15	100.00%	Closed	<input type="button" value="View"/>

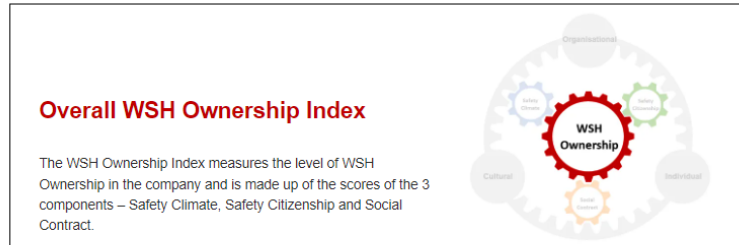
Company report page



A new window with the report will appear. To download the company report, click

Generate PDF

Generate PDF



4.7

Company Score



Congratulations! **Based on the WSH Ownership index score of 4.7**, the level of WSH Ownership in your company is **EXCELLENT**. This means that:

In terms of **Safety Climate**, your employees:

- React quickly to safety hazards.
- Quickly correct any safety hazards.
- Listen carefully to others' ideas.

In terms of **Safety Citizenship**, your employees:

- Make safety-related recommendations about work activities.
- Speak up and encourage others to get involved in safety issues.
- Assist others to make sure they perform their work and help co-workers learn about safe work practices.

In terms of **Social Contract**, your employees:

- Feel that the company take care of the employees.
- Feel that the company trust the workers to fulfill their work responsibilities.

**Company Report available for view**

**Note:**

- The status column indicates whether the report is in-progress or closed and available for download.
- The aggregated company report will be available for retrieval through the system by the next working day after 1) the closing date or 2) after the company admin closes the survey.
- To generate the company report, there must be **at least 15 respondents (5 respondents each for Management, Supervisor and Worker)**.
- **Reports will be removed from the account 1 month after the completion of the survey. Please ensure to download the reports before the reports are removed.**

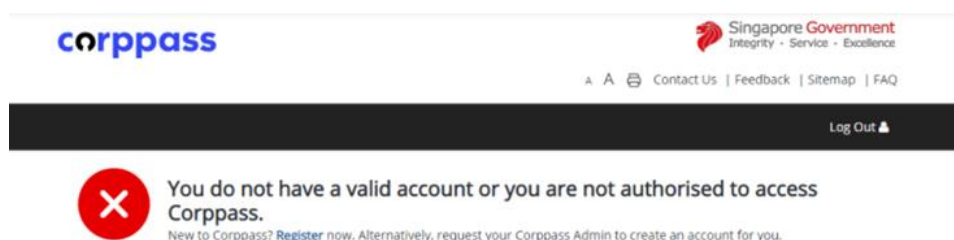
## 6.0 TROUBLESHOOTING

If you face any issues while administering iOwnWSH, help for your issue might be found in this section.

### 6.1 Corppass/Singpass Login Matters

Error message encountered when logging in:

- i. “You do not have a valid account or you are not authorized to access Corppass”



Possible reasons for the error message:

- a) Company account is invalid (does not exist)  
Check your Corppass account details at <https://www.corppass.gov.sg>

Retrieve Singpass

<https://www.singpass.gov.sg/singpass/retrieveaccount/retrievesingpassid>

Forgot Password

<https://www.singpass.gov.sg/singpass/onlineresetpassword/sfauserdetail>

- b) If the Company Admin Corppass user account is not assigned to the roles (E.g., If "Access to All e-Services" is unchecked).
- ii. “You are not authorized to access the system”.

## Login Error

You are not authorised to access the system.

[Back to Login Page](#)

Possible reasons for the error message:

- a) iWorkHealth/iOwnWSH account is disabled

Email the company administrator at [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg) to reactivate your account.

## 6.2 Changes to participation list when survey is on-going

To add participant(s) to the on-going survey, follow the steps indicated in section 4.2.

Note:

- While changes can be made to add or delete a participant to/from the survey, the following changes cannot be made when the survey is on-going:
  - Participant's email
  - Participant's job level
  - Participant's department
- The changes above can only done when there is no on-going survey, hence, please ensure that the participant's info is confirmed before launching the survey.

## 6.3 Access of email survey link by others

In the event where the intended recipient shared his/her unique link with other individuals, check the status of the survey:

- i. If the survey status is "Pending", this means that the survey has not been completed.

Resend a new survey link to the staff by clicking

[Generate New Survey Link](#)

The staff will receive a survey email invitation with a **new unique link** embedded within the survey email invitation.

Show  entries Search:  < Prev 1 2 Next >

<input type="checkbox"/> Staff Email	Department Name	Status	Action
<input type="checkbox"/> staff1@sample.com	Accounting	Submitted	<a href="#">Reset Response</a>
<input type="checkbox"/> staff10@sample.com	Finance	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/> staff11@sample.com	HR	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/> staff12@sample.com	IT Support	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/> staff14@sample.com	Project Management	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/> staff15@sample.com	Accounting	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/> staff2@sample.com	Admin	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/> staff3@sample.com	Finance	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/> staff4@sample.com	HR	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/> staff5@sample.com	IT Support	Pending	<a href="#">Generate New Survey Link</a>

Showing 1 to 10 of 12 entries < Prev 1 2 Next >

**Send a new survey email invitation**

Note:

- Generating a new survey link will send a new email invitation to a staff, which would render his/her previous survey email invitation link invalid as each survey email invitation consist of a unique link.

ii. If the survey status is “Submitted”, this means that the survey was taken.

If it was not undertaken by the intended recipient, reset the survey response by clicking

**Reset Response**

Send Reminder Delete Staff Add Staff

Show 10 entries Search: < Prev 1 2 Next >

<input type="checkbox"/>	Staff Email	Department Name	Status	Action
<input type="checkbox"/>	staff1@sample.com	Accounting	Pending	Generate New Survey Link
<input type="checkbox"/>	staff10@sample.com	Finance	Pending	Generate New Survey Link
<input type="checkbox"/>	staff11@sample.com	HR	Pending	Generate New Survey Link
<input type="checkbox"/>	staff12@sample.com	IT Support	Pending	Reset Response
<input type="checkbox"/>	staff15@sample.com	Accounting	Pending	Generate New Survey Link
<input type="checkbox"/>	staff2@sample.com	Admin	Pending	Generate New Survey Link
<input type="checkbox"/>	staff3@sample.com	Finance	Pending	Generate New Survey Link
<input type="checkbox"/>	staff4@sample.com	HR	Pending	Generate New Survey Link
<input type="checkbox"/>	staff5@sample.com	IT Support	Pending	Generate New Survey Link
<input type="checkbox"/>	staff6@sample.com	Accounting	Pending	Generate New Survey Link

Showing 1 to 10 of 11 entries < Prev 1 2 Next >

### Reset participant(s) response

A dialog box will appear for confirmation to reset the participant(s) response.

Are you sure you want to proceed?

OK Cancel

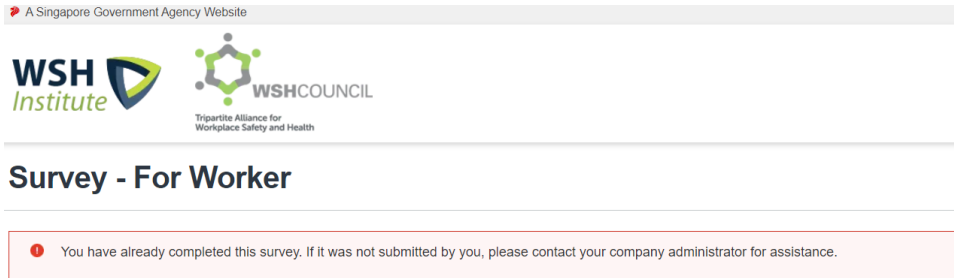
### Prompt to confirm the reset of the participant(s) response

Note:

- Once the participant(s) response is deleted, the response cannot be retrieved
- To retake the survey, the participant may either:
  - utilize the original invitation survey link or
  - request the company admin to generate a new survey link (section 4.1.2)

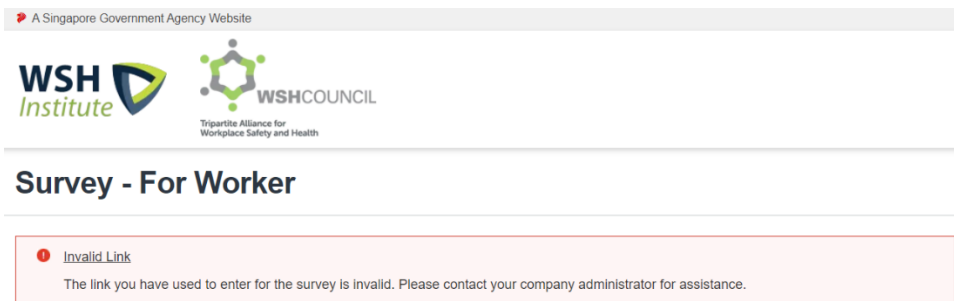
## 6.4 Issues encountered when accessing the survey link

- i. “You have already completed this survey. If it was not submitted by you, please contact your company administrator for assistance.”



- This means that participant has taken the survey.

- ii. “The link you have used to enter for the survey is invalid. Please contact your company administrator for assistance.”

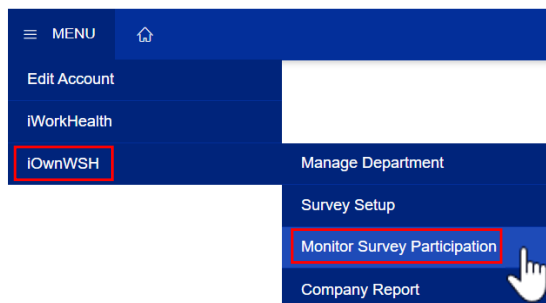


Possible reasons for the error message:

- a) Participant has been deleted from the survey;

### Search Staff email

To check if the participant has been deleted from the survey, click “iOwnWSH > Monitor Survey Participation” in the menu panel.



**Monitor Survey Participation in menu panel**

Use the search function to find out if a particular email address was deleted from the survey.

Show 10 entries

Search:

<input type="checkbox"/>	Staff Email	Department Name	Status	Action
<input type="checkbox"/>	staff1@sample.com	Accounting	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff10@sample.com	Finance	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff11@sample.com	HR	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff12@sample.com	IT Support	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff15@sample.com	Accounting	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff2@sample.com	Admin	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff3@sample.com	Finance	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff4@sample.com	HR	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff5@sample.com	IT Support	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff8@sample.com	Accounting	Pending	<a href="#">Generate New Survey Link</a>

Showing 1 to 10 of 11 entries

< Prev 1 2 Next >

### Staff Search

To add participant into the survey, follow the steps indicated in section 4.2.

- b) Incorrect email survey link;

To resend a new survey link, click [Generate New Survey Link](#) and participants will receive a survey email invitation with a **new unique link** embedded within the survey email invitation.

- c) The survey is closed

Once the survey is closed, staff who did not participate in the survey can no longer undertake the survey.

## 6.5 Other issues and enquiries

If you are unable to solve your issue with our troubleshooting guide, please contact us at [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg) with suitable screenshots for us to assist you further.

**The End**