iWorkHealth

Troubleshooting Guide

for

Company Administrator
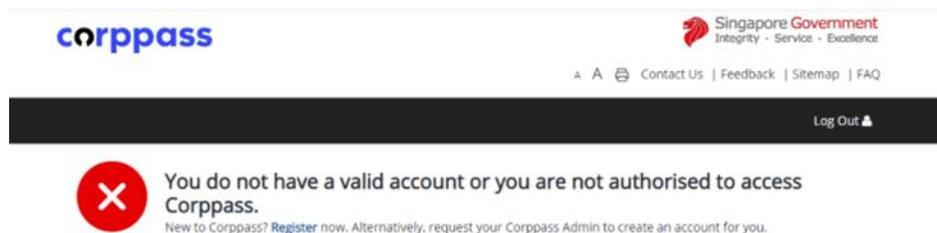
This document guides company administrators through the steps should any issues be encountered.

1.0   Government Digital Services 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".

Possible reasons for the error message:
a)   iWorkHealth account is disabled
     Email the iWorkHealth Administrator at contact@iworkhealth.gov.sg to reactivate your account.

2.0 Changes to participation list when survey is on-going

To add participant(s) to the on-going survey, follow the steps indicated in 4.2 in the User Guide for the Company Administrator.

Note:
- While changes can be made to add or delete a participant to and from the survey, changes cannot be made to the department the participant is in.
- Changes to the participant's department can only done when there is no on-going survey, hence, please ensure that the participant department is confirmed before publishing the survey.

3.0 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.

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

Reset participant(s) response

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


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 (4.1.2 in User Guide for Company Admin 2.0)

4.0   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 iWorkHealth administrator for assistance."
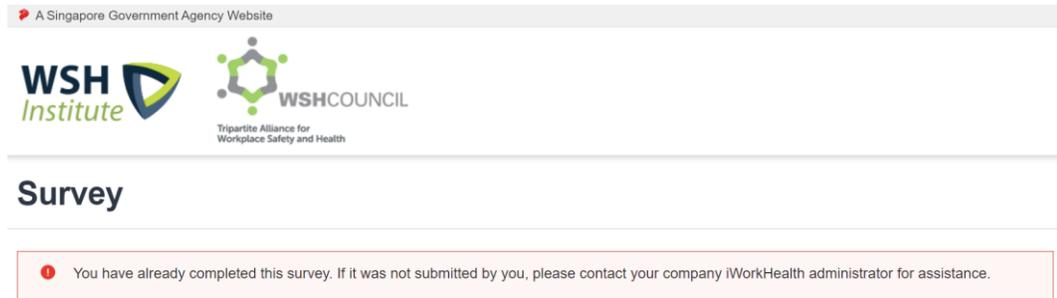
- • This means that participant has taken the survey.

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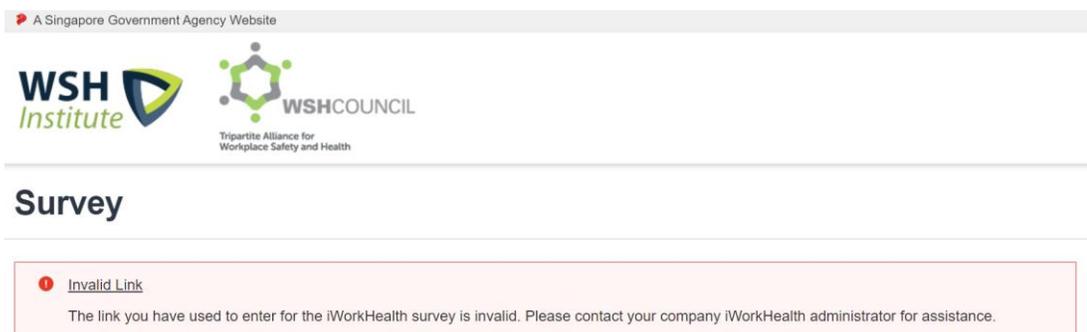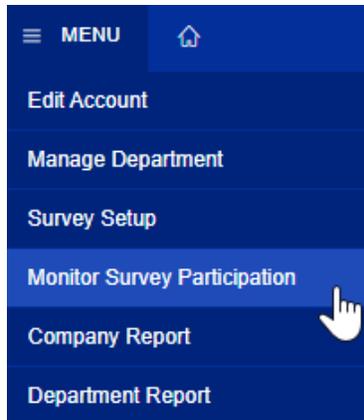

Possible reasons for the error message:
a) Participant has been deleted from the survey;

Search Staff email
To check if the participant has been deleted from the survey, click "Monitor Survey Participation" in the menu panel.

Monitor Survey Participation Page in menu panel

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

Staff Search

To add participant into the survey, follow the steps indicated in 4.4.2 in the User Guide for the Company Administrator
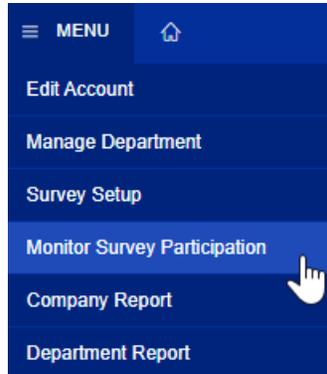
b) Incorrect email survey link;

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.

7

5.0   Individual report not received

To check if participant has completed the survey, click "Monitor Survey Participation" in the menu panel.

Monitor Survey Participation Page in menu panel


Monitor Survey Participation Page

i.   If the survey status is "Submitted", this means that the staff has completed the survey.
   a) Get staff to check their Junk/spam mailbox to locate the email with the following email title "iWorkHealth – Your personal report is ready" and "iWorkHealth – Passcode for your personal report"
   b) Contact iWorkHealth administrators at contact@iworkhealth.gov.sg if the participant has completed the survey and is also unable to locate any emails from iWorkHealth.

ii.   If the survey status is "Pending", this means that the staff has not completed the survey. It is likely that the survey has timed out when the participant was taking the survey.
   c) Get staff to access the survey invitation link and take the survey

Note:
As a security feature, participants will be logged out of the iWorkHealth survey after 20 minutes of inactivity.

6.0   reCAPTCHA error encountered for "Generate New Survey Link"

If Google Recaptcha error message is encountered, clear your browser cache and relogin to your iWH/iOwnWSH account.
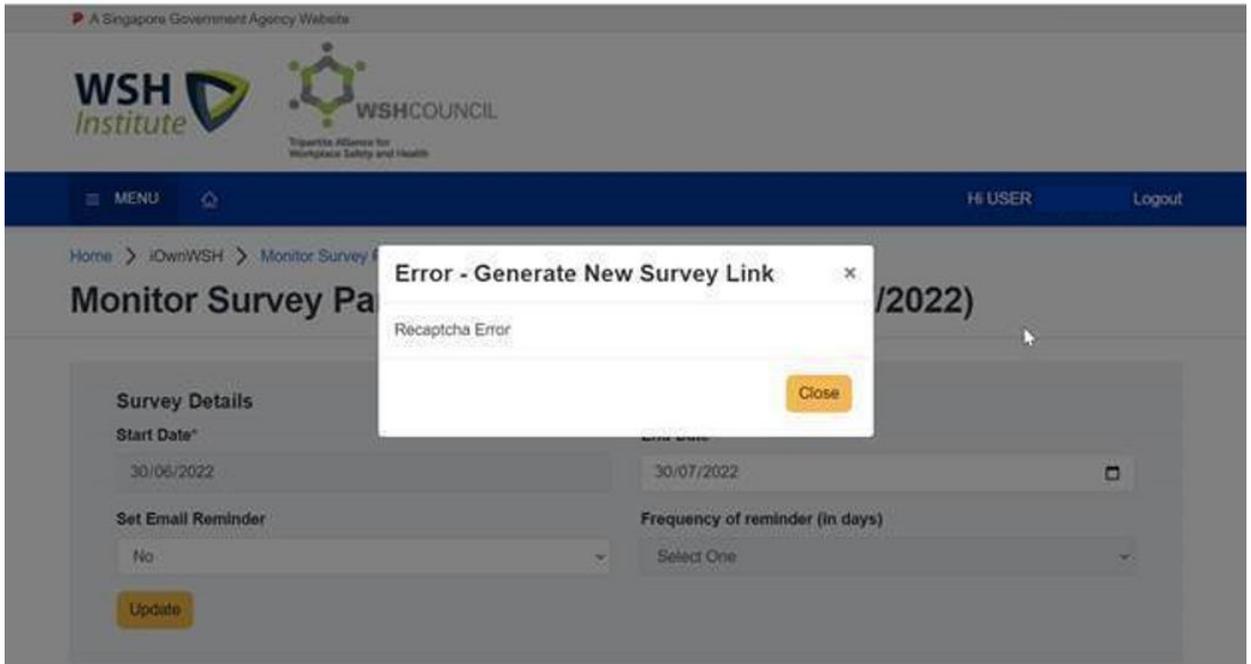
Then, to resend the new survey link, click **Generate New Survey Link** and participants will receive a survey email invitation with a **new unique link** embedded within the survey email invitation.

Send a new survey email invitation