

iWorkHealth Troubleshooting Guide for Company Administrator

1.0	Government Digital Services Login Matters	.3
2.0	Changes to participation list when survey is on-going	.4
3.0	Access of email survey link by others	.4
4.0	Issues encountered when accessing the survey link	.6
5.0	Individual report not received	.8
6.0	reCAPTCHA error encountered for "Generate New Survey Link"	.9

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"

corppass	Singapore Government Integrity - Service - Excellence
2.97	A A 🖨 Contact Us Feedback Sitemap FAQ
	Log Out 🛓
You do Corppa New to Corp	not have a valid account or you are not authorised to access SS. pass? Register now. Alternatively, request your Corppass Admin to create an account for you.

Possible reasons for the error message:

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

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 account is disabled Email the iWorkHealth Administrator at <u>contact@iworkhealth.gov.sg</u> 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.

Generate New Survey Link

Resend a new survey link to the staff by clicking

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

Show	Show 10 • entries Search: 4 Prev 1 2 Next						
	Staff Email	Department Name	Status	Action			
	staff1@sample.com	Accounting	Submitted	Reset Response			
	staff10@sample.com	Finance	Pending	Generate New Survey Link			
	staff11@sample.com	HR	Pending	Generate New Survey Link			
	staff12@sample.com	IT Support	Pending	Generate New Survey Link			
	staff14@sample.com	Project Management	Pending	Generate New Survey Link			
	staff15@sample.com	Accounting	Pending	Generate New Survey Link			
	staff2@sample.com	Admin	Pending	Generate New Survey Link			
	staff3@sample.com	Finance	Pending	Generate New Survey Link			
	staff4@sample.com	HR	Pending	Generate New Survey Link			
	staff5@sample.com	IT Support	Pending	Generate New Survey Link			
Showi	ng 1 to 10 of 12 entries			Frev 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 v entries Search:							
	Staff Email	Department Name	Status 🔶	Action			
	staff1@sample.com	Accounting	Pending	Generate New Survey Link			
	staff10@sample.com	Finance	Pending	Generate New Survey Link			
	staff11@sample.com	HR	Pending	Generate New Survey Link			
	staff12@sample.com	IT Support	Pending		Reset Response		
	staff15@sample.com	Accounting	Pending	Generate New Survey Link			
	staff2@sample.com	Admin	Pending	Generate New Survey Link			
	staff3@sample.com	Finance	Pending	Generate New Survey Link			
	staff4@sample.com	HR	Pending	Generate New Survey Link			
	staff5@sample.com	IT Support	Pending	Generate New Survey Link			
	staff8@sample.com	Accounting	Pending	Generate New Survey Link			
Showin	Showing 1 to 10 of 11 entries <						

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.

≡ MENU	۵					
Edit Account						
Manage Dep	Manage Department					
Survey Setu	Survey Setup					
Monitor Survey Participation						
Company Report						
Department Report						

Monitor Survey Participation Page in menu panel

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

Show	10 🗸 entries		Search:	Prev 1 2 Next >	
	Staff Email	Department Name	Status	Action	
	staff1@sample.com	Accounting	Pending	Generate New Survey Link	
	staff10@sample.com	Finance	Pending	Generate New Survey Link	
	staff11@sample.com	HR	Pending	Generate New Survey Link	
	staff12@sample.com	IT Support	Pending	Generate New Survey Link	
	staff15@sample.com	Accounting	Pending	Generate New Survey Link	
	staff2@sample.com	Admin	Pending	Generate New Survey Link	
	staff3@sample.com	Finance	Pending	Generate New Survey Link	
	staff4@sample.com	HR	Pending	Generate New Survey Link	
	staff5@sample.com	IT Support	Pending	Generate New Survey Link	
	staff8@sample.com	Accounting	Pending	Generate New Survey Link	
Showin	a 1 to 10 of 11 entries				< Prev 1 2 Next >

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 <u>new unique link</u> 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.

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

	Staff Email	Department Name	Status 🕴	Action	
	staff1@sample.com	Accounting	Submitted		Reset Response
	staff10@sample.com	Finance	Pending	Generate New Survey Link	
	staff11@sample.com	HR	Pending	Generate New Survey Link	
	staff12@sample.com	IT Support	Pending	Generate New Survey Link	
	staff14@sample.com	Project Management	Pending	Generate New Survey Link	
	staff15@sample.com	Accounting	Pending	Generate New Survey Link	
	staff2@sample.com	Admin	Pending	Generate New Survey Link	
	staff3@sample.com	Finance	Pending	Generate New Survey Link	
	staff4@sample.com	HR	Pending	Generate New Survey Link	
	staff5@sample.com	IT Support	Pending	Generate New Survey Link	
Showi	ng 1 to 10 of 12 entries				Prev 1 2 Next >
Back					

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 <u>contact@iworkhealth.gov.sg</u> 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.

A Singapore Government Agency Webete WSH Single Single	HCOUNCIL			
a Menu 🔬			Hi USER	Logos
Home > IDwnWSH > Monitor Survey (Monitor Survey Pa	Error - Generate Nev	v Survey Link	× /2022)	
Survey Details		Close		
Start Date*		LIN DUID		
30/06/2022		30/07/2022		
Set Email Reminder		Frequency of reminder (in	days)	
No	~	Select One		-
Update				

Then, to resend the new survey link, click Generate New Survey Link and participants will receive a survey email invitation with a <u>new unique link</u> embedded within the survey email invitation.

Sen	d Reminder Delete Staff	Add Staff							
Show	Show 10 V entries Search: 4 Prev 1 2 Next								
-	Staff Email 0	Department Name	Status 0	Action					
	staff1@sample.com	Accounting	Submitted		Reset Response				
	staff10@sample.com	Finance	Pending	Generate New Survey Link					
	staff11@sample.com	HR	Pending	Generate New Survey Link					
	staff12@sample.com	IT Support	Pending	Generate New Survey Link					
	staff14@sample.com	Project Management	Pending	Generate New Survey Link					
	staff15@sample.com	Accounting	Pending	Generate New Survey Link					
	staff2@sample.com	Admin	Pending	Generate New Survey Link					
	staff3@sample.com	Finance	Pending	Generate New Survey Link					
	staff4@sample.com	HR	Pending	Generate New Survey Link					
	staff5@sample.com	IT Support	Pending	Generate New Survey Link					
Showi	Showing 1 to 10 of 12 entries Prev 1 2 Next >								
Back	< Comparison of the second sec								

Send a new survey email invitation