

i-WORKHEALTH: FAQ

(A) Company Level

1. How do I participate in the I-Workhealth assessment tool for my company?

To register, click on the link "Register" in the homepage.

Upon submitting the online registration form, an email will be send to your email address requesting your registration confirmation. Click on the hyperlink in the email to confirm your registration.

Upon receiving your confirmation, you will be advised on the payment details and once your payment is received, the company administrator account details will be emailed to you.

2. How shall I proceed next after receiving the administrator account details?

Login to www.iworkhealth.com.sg with the given administrator User Name and password.

Refer to the User Guide found on the webpage after logging in.

3. Is there a minimum number of employees required to participate?

Minimum number of employees participating should be at least 30. Otherwise the findings will be biased. For companies with total staff strength ≤ 30 , it is recommended that all employees participate.

4. Is iWorkHealth available in other languages other than English?

Yes, iWorkHealth is also available in Chinese and Bahasa Melayu.

5. After submission of the registration form for my company, there is no acknowledgement received.

This could be due to incorrect email address given or typo errors in the email address provided. Please contact the i-workhealth administrator either via:

Email : i-workhealth@cgh.com.sg or

Fax: : (65) 6781 6841

6. If my company is interested in having individual departmental reports, are these available?

Yes.

For i-WorkHealth:

Your company can also choose to generate departmental reports instead of a company report. To do so, each department has to be registered separately during registration under the 'Company Name' in the Registration form (e.g. ABC Company – Human Resource Dept). Each department will be considered as a separate entity or separate registration and the \$105 professional fee will be levied for each department.

For i-WorkHealth Plus:

Your company need only register once (i.e. during registration under the 'Company Name' in the Registration form, type in only your company name. E.g. ABC Company)

The comparison of profile across departments is included in the Corporate report.

For more information, please contact the i-workhealth administrator.

7. Can my company have both company level and departmental level reports?

Yes.

For i-WorkHealth:

To receive departmental reports, each department has to be registered separately during registration under the 'Company Name' in the Registration form (e.g. ABC Company – Human Resource Dept). See FAQ 4. An overall consolidated company report can be generated at an additional cost of @ S\$100. This overall consolidated report will be emailed to you in a week's time after the end of your company's survey period.

For i-WorkHealth Plus:

For department reports, the comparison of profile across departments is included in the Corporate report.

For more information, please contact the i-workhealth administrator.

8. Can the company requests for other type of reports apart from the 3 specified reports mentioned i.e. company report, department report and individual report?

Yes. We can tailor the reports to your company's requirements. Before you submit your registration, please send in your request to the i-workhealth administrator either via:

Email : i-workhealth@cgh.com.sg or

Fax: : (65) 6781 6841

The i-workhealth administrator will contact you to discuss how your requirements can be addressed.

9. My company wishes to increase employees' participation after payment has been made. How can this request be made?

The request can be made by the company administrator/contact person via the 'Generate more IDs' panel.

(B) General

1. Do I have to change screen resolution from 1024 x 768 to 800 x 600 pixels?

You don't have to. However, to view our website for best results, we recommend a screen resolution of 800 x 600 pixels. Once you have changed it to 800 x 600 pixels words on the screen will look larger and you will not see any blank area on all sides of your screen.

2. How do I change my screen resolution from 1024 x 768 to 800 x 600 pixels?

You can change your screen resolution by right clicking on an empty area on your computer desktop and choose Properties from the pop-up menu. When the Display Properties dialog box opens, select the Settings tab.

Under the Screen resolution, drag the slider to 800 x 600 pixels. The number of pixels will be displayed beneath the slider. Click Apply.

A message box appears, telling you that Windows will now resize your screen. Click OK.

Another message box will pop up asking if you want to keep this setting, click Yes.

3. As an employee, how do I get started in doing the survey?

Login with the designated user Name and password that you have been given.

Please ensure that you allocate at least 15 minutes (for I-WorkHealth assessment) or 25 minutes (for i-WorkHealth Plus assessment) as it is recommend that you complete the assessment in one sitting.

4. I cannot log-into the system with the given ID and password.

This could be due:

- Wrong entry. The User Name and password are case sensitive.
- The survey access period has expired and hence access is denied.

5. Who do I contact if I lost, misplaced, forget my ID and password or encountered any problems with access to the questionnaire.

Please contact your company administrator/representative.

(Please ensure that you remember your new password and maintain the privacy of your password.

In the event that you forget your password, you need to contact your company administrator to reset the password for you. Kindly note that during this process, your company administrator may be able to view your survey report.

(CGH will not be responsible for any disclosure of your report.)

6. When I print my results, the coloured bars are not shown.

Your webpage was not set to enable background printing. At your Internet Explorer, please go to Tools → Internet Options → Advanced → scroll down to Printing and check the box 'print background colours and images'.

7. When I print my results, it does not fit into the page and some information cannot be seen.

Please click on 'printer friendly button' available on the top right-hand corner for printing.

8. Can I redo the questionnaire after submission?

No. Once the questionnaire is completed and submitted, no changes are allowed.