

FREQUENTLY ASKED QUESTIONS (FAQs)

DMW MOBILE APP	1
OFW PASS	1
WHO CAN USE THE APPLICATION	3
ABOUT USING THE APPLICATION	4
ABOUT YOUR ACCOUNT	7
POSSIBLE ENCOUNTERED PROBLEMS	8

DMW MOBILE APP

What is the DMW Mobile Application? // Ano ang DMW Mobile Application?

- The DMW Mobile App is a digital solution designed for Overseas Workers (OFWs). This innovative app is a comprehensive mobile platform to enhance your overseas journey, providing essential services such as securing your OFW Pass.
- *Ang DMW App ay isang makabagong solusyon na idinisenyo para sa mga Overseas Workers (OFWs). Ang app na ito ay isang komprehensibong mobile platform para mapahusay ang inyong paglalakbay sa ibang bansa, sa pamamagitan ng pagbibigay ng mahahalagang serbisyo gaya ng pagkuha ng inyong OFW Pass.*

What is the OFW Pass? // Ano ang OFW Pass?

- The OFW Pass serves as an identification and a prerequisite for an Exit Clearance for Overseas Workers (OFWs) with active contracts. It is available for FREE through the DMW Mobile App. This convenient and tamper-proof digital identification empowers you with a trusted identity solution, ensuring smoother interactions with employers, government agencies, and service providers.
- *Ang OFW Pass ay magsisilbing patunay bilang isang OFW at kinakailangang hakbang sa pagkuha ng Exit Clearance para sa Overseas Workers (OFWs) na may aktibong kontrata. Bukod sa "tamper-proof," isa rin sa ginhawang hatid ng digital identification na ito ay katiyakang magiging mas maayos ang pakikipag-ugnayan sa mga employer, ahensiya ng pamahalaan, at mga service provider.*

OFW PASS

How is the OFW Pass different from the Overseas Employment Certificate (OEC)?

- The OFW Pass serves as a digital identity for the OFW. In comparison to the Overseas Employment Certificate (OEC), the OFW Pass provides a more convenient experience for the OFW through its digitization. The process of acquiring the OFW Pass can be done solely through the DMW Mobile App while the OEC can be obtained through onsite processes at the DMW. The validity of the OEC lasts for only sixty (60) days and can only be used once, while the OFW Pass is valid until the expiration of the OFW's working contract.

	OFW PASS	OVERSEAS EMPLOYMENT CERTIFICATE (OEC)
<i>Accessibility</i>	It's done online .	You have to physically line up to get it.
	Save the QR Code on your phone and you are all set.	It's a paper certificate , easily prone to wear and tear.
<i>Validity</i>	Validity for use is based on the duration of the work contract .	Validity for use is up to sixty (60) days .
<i>Fees</i>	FREE OF CHARGE!	You need to pay PhP 100 for the OEC at the Philippine Embassy
<i>Function</i>	Proof of OFW legitimacy and Exit Clearance plus easier connectivity with other government apps .	Proof of OFW legitimacy

How do I get my OFW Pass?

- You can get your OFW Pass through the DMW Mobile Application. After submitting the requirements, processing verification, and successfully verifying your application, you will be able to generate and acquire your OFW Pass.

How long will it take for DMW to verify my requirements?

- Upon submitting your requirements, please wait 2-3 working days for DMW to process and verify your application. You may then check the app or app notifications to be in the loop regarding your verification status.
- If your status is on 'pending verification of requirements,' you will receive an app notification regarding updates on your verification status. You may also regularly check the app every now and then to check your verification status.

How do I know the duration of the validity of my OFW Pass?

- The general validity of your OFW Pass is based on the duration stipulated in your working contract and as recorded in your eRegistration with your assigned Migrant Workers Office (MWO).

What is an Exit Clearance?

- Once you have successfully acquired an OFW Pass, you will have to apply for an Exit Clearance to present your OFW Pass as a valid exit pass upon your departure from the Philippines to your working destination. Apply for an Exit Clearance by submitting your Visa via the pop-up

notification that appears on the landing page or your OFW Pass. While you can have an OFW Pass without an Exit Clearance, you **need** to have an OFW Pass in order to apply for an Exit Clearance.

Do we need an Exit Clearance with the OFW Pass?

- Your OFW Pass functions as your official digital OFW Identity. Acquiring a verified OFW Pass necessitates the successful submission and verification of your passport and successful verification of your verified working contract. The Exit Clearance, on the other hand, is an *additional function* for your OFW Pass that you can apply for conveniently so that you can present your OFW Pass as a valid exit pass upon your departure from the Philippines to your working destination.

	Requirements	Functionality
OFW Pass Function → Official OFW Identity	Submitted and Verified Passport Successfully KYC Verified Contract	Digital ID
Exit Clearance Function → Official OFW Identity + Exit Pass	Verified OFW Pass Submitted and Verified Visa	Permission to Exit the Country

Will my OEC still be valid despite the availability of the OFW Pass enrolled as an Exit Clearance?

- OECs will still be honored for two months after the launch of OFW Pass. This is especially to accommodate non-techie OFWs in transitioning into the digital process.

WHO CAN USE THE APPLICATION

Who can use DMW Mobile? // *Sinong mga maaaring gumamit sa DMW Mobile?*

- This app is designed to serve all Overseas Workers (OFWs) who have active working contracts deployed abroad or with employers abroad. In the further development of the app, we hope to extend our services and cater to all OFWs.
- OFWs with active working contracts may use the DMW Mobile app. These include the following
 - a) OFWs who are currently deployed.
 - b) First-time OFWs to be processed by the DMW through recruitment agencies or via direct-hiring and/or government-to-government placement.
 - c) OFWs who have transferred to a different company or employer and have undergone the contract verification process by the Migrant Workers Office (MWO) or Office of the Labor Attache.
 - d) Balik-Manggagawa OFWs, or OFWs on vacation or emergency leave in the Philippines, but will be returning to the same employer.

- *Idinisenyo ang app na ito para mapagsilbihan ang lahat ng mga Overseas Workers (OFWs) na mayroong aktibong kontrata sa trabaho. Sa patuloy na pagpapabuti sa app ay inaasahan naming mapalalawig ang serbisyo nito sa lahat ng mga OFWs.*
- *Magagamit ang DMW Mobile app ng mga mga OFWs na mayroong aktibong kontrata sa trabaho. Ito'y kinabibilangan ng mga sumusunod*
 - a) *Mga OFWs na kasalukuyang naka-deploy*
 - b) *Mga first-time OFWs na ipoproceso ng DMW sa pamamagitan ng recruitment agencies o sa pamamagitan ng direct-hiring at/o government-to-government placement.*
 - c) *Mga OFWs na lumipat sa ibang kompanya o employer at sumailalim sa proseso ng pagberipika ng kontrata ng Migrant Workers Office (MWO) o Office of the Labor Attache.*
 - d) *Mga Balik-Manggagawa OFWs, o mga OFWs na nakabakasyon o naka-emergency leave sa Pilipinas, ngunit babalik sa parehong employer.*

In what countries can I use DMW Mobile? // Sa anong mga bansa ko puwedeng gamitin ang DMW Mobile?

- *The Pilot Test Run was activated in 10 countries starting July 21. The DMW Mobile may be downloaded via Google Play and App Store in these countries:*

Kingdom of Saudi Arabia, United Arab Emirates, Singapore, Hong Kong, Qatar Malaysia, Oman, Japan, Taiwan, and UK.

The following forms of ID for Visa requirements are accepted in these countries for the OFW Pass:

1. *KSA – Visa, ID Card*
2. *UAE – Residence Card*
3. *SG – Employment Card, ID Card*
4. *HK – ID Card , Permanent ID Card*
5. *Qatar – Residence Permit, Visa*
6. *Malaysia – ID Card, Permanent Residence Card*
7. *Oman – ID Card, Residence Card*
8. *Japan – ID Card, Mu Number Card, Residence Card, Visa*
9. *Taiwan – Alien Resident Card, Residence Card*
10. *UK – Biometric Permit Residence (BRP) for Work Visa holders, Residence Permit Visa*

We will be updating news in the coming days regarding the DMW Mobile App and OFW Pass.

- *Sinimulan na ang pag-activate ng DMW Mobile App – OFW Pass sa Pilipinas noong 21 July 2023. Puede na ring i-download ito sa Google Play Store at Apple App Store sa sumusunod na bansa;*

KSA, UAE, Singapore, Hongkong, Qatar, Malaysia, Oman, Japan, Taiwan, at UK

Ito naman ang accepted ID para sa Visa requirement sa pag-apply ng OFW Pass:

- 1. KSA – Visa, ID Card*
- 2. UAE – Residence Card*
- 3. SG – Employment Card, ID Card*
- 4. HK – ID Card , Permanent ID Card*
- 5. Qatar – Residence Permit, Visa*
- 6. Malaysia – ID Card, Permanent Residence Card*
- 7. Oman – ID Card, Residence Card*
- 8. Japan – ID Card, Mu Number Card, Residence Card, Visa*
- 9. Taiwan – Alien Resident Card, Residence Card*
- 10. UK – Biometric Permit Residence (BRP) for Work Visa holders, Residence Permit Visa*

Subaybayan din po ang mga karagdagang abiso sa paggamit ng ating DMW Mobile App at OFW Pass.

ABOUT USING THE APPLICATION

What platforms is the DMW Mobile Application available on? // *DMW Mobile Application?*

- The DWM Mobile Application is available on iOS and Android devices.
- *Available ang DMW Mobile Application sa IOS at Android devices.*

How do I download the DMW Mobile Application? // *Paano ko ida-download ang DMW Mobile Application?*

- Simply search the app's name (DMW Mobile) on Play Store (Android) or App Store (IOS), tap on the “Download” or “Install” button, and follow the on-screen instructions to begin using the app on your device successfully.
- *Hanapin lamang ang pangalan ng app (DMW Mobile) sa Play Store (Andoid) o sa App Store (IOS), i-tap ang "Download" o "Install" button, at sundin ang mga tagublin sa screen para matagumpay mong masimulan ang paggamit ng app sa iyong device.*

Do I have to be online to use the application? // *Kailangan bang naka-online ako para magamit ang application?*

- Yes. The full functionality of the app and the process of applying for an OFW Pass require online connectivity. As such, please ensure that your mobile data is switched on or you are connected to a secure and reliable internet when applying for an OFW Pass. However, once you have gone

through the process successfully and acquired your OFW Pass, you will be able to access your OFW Pass through the app anytime, even while you are offline.

- *Oo. Kailangan ang online connectivity para ganap na magamit ang app at para sa proseso ng pagkuha ng OFW pass. Dahil dito, siguruhing naka-on ang iyong mobile data o kaya'y nakakonekta ka sa isang maayos at maaasahang internet connection kapag nag-a-apply ng OFW pass. Gayunpaman, kapag nakumpleto mo na ang proseso at nakuha mo na ang iyong OFW pass ay puwede mo nang ma-access ang iyong OFW pass sa pamamagitan ng app anumang oras, kahit na ika'y naka-offline.*

Can I use the app on multiple devices? // Puwede ko bang gamitin ang app sa maraming device?

- No. You can only be logged onto your account one device at a time. If you wish to access your account or OFW Pass from a different device, please ensure that you are logged out from your initial device.
- *Hindi. Puwede kang mag-log-in sa iyong account sa isang device lamang sa bawat pagkakataon. Kung gusto mong ma-access ang iyong account o OFW Pass sa ibang device ay tiyakin mo munang naka-log-out ka sa device na nauna mong ginamit.*

Is the app available for free? // Libre ba ang naturang app?

- Yes, downloading the app and availing of its current services are available for free. Acquiring an OFW Pass is **FREE OF CHARGE**.
- *Oo, libre ang pag-download sa app at ang pag-avail sa mga kasalukuyang serbisyo nito. Wala rin bayad ang pagkuha ng OFW Pass.*

How can I provide feedback or report issues with the app? // Paano ako makapagbibigay ng puna o makapagbabahagi ng mga naging karanasan ko sa paggamit ng app?

- Provide feedback, report issues, or seek assistance by contacting the app's customer support team directly through ofwpass@dmw.gov.ph or Hotline 1348. Other details may also be found on the Support page of the app.
- *Puwede kang magbigay ng puna, mag-ulat ng mga isyu, o humingi ng tulong sa pamamagitan ng direktang pakikipag-ugnayan sa customer support team ng app sa ofwpass@dmw.gov.ph o Hotline 1348. Matatagpuan din ang iba pang mga detalye sa Support page ng app.*

How can I contact customer support? // Paano ako makikipag-ugnayan sa customer support?

- For customer support, you can refer to the Support page of the app to access the contact information of our support team, via ofwpass@dmw.gov.ph or Hotline 1348.
- *Maaari kang sumangguni sa Support page ng app para ma-access ang contact information ng aming support team sa ofwpass@dmw.gov.ph o Hotline 1348.*

How often is the app updated? // Gaano kadalas ang pag-update sa app?

- Check the app store periodically for updates and consider enabling automatic updates for the app on your device to ensure that your app is at its latest version.

- *Palagiang suriin ang app store para makakuha ng update. Maaari mo rin i-set ang automatic updates ng app sa iyong device para matiyak na nasa pinakabagong bersyon ang iyong app.*

Which languages does DMW Mobile support? // Sa anong mga wika gumagana ang DMW Mobile App?

- DMW Mobile is available in both English and Filipino. You may set your preferred language in "Settings".
- *Available ang DMW Mobile App sa parehong wikang Ingles at Filipino. Maaari mong itakda ang gusto mong wika sa "Settings."*

There has been an initial app by the DMW. What's new with this iteration? // Nagkaroon ang DMW ng paunang app. Anong bago sa pagkakataong ito?

- The newly improved DMW Mobile App offers the following refined features to better serve our OFWs
 - a) An overhauled and enhanced user interface for improved user experience.
 - b) Improved user flow for an intuitive application process.
 - c) Two-step authentication through mobile number for increased security.
 - d) Integration of identity intelligence technology in the verification of your IDs. You can get your ID verified from the comfort of your home!
 - e) Introduction of the OFW Pass and Exit Clearance, an OFW-friendly replacement of the OEC with longer validity and repeatable use.
 - f) Multiple bug fixes for a seamless user experience for the OFWs.
 - g) And many more services in the coming updates!
- *Ang pinahusay na DMW Mobile App ay nag-aalok ng mga tampok na features para mas mapagsilbihan ang ating mga OFWs*
 - a) *Mas pinaghusay na user interface para mas mapagbuti ang karanasan ng mga gagamit.*
 - b) *Mas maayos na user para madaling gamitin at unawaiin.*
 - c) *Two-step authentication sa pamamagitan ng mobile number para sa mas garantisadong seguridad.*
 - d) *Pagkakaroon ng identity intelligence technology sa beripikasyon ng iyong mga ID. Ang iyong ID ay maaaring maberipika kahit nasa bahay ka lamang.*
 - e) *Ipinakikilala rin ang OFW Pass at Exit Clearance, na magsisilbing kapalit ng OEC na mayroong mas mahabang bisa at maaaring gamitin nang makailang-ulit.*
 - f) *Multiple bug fixes para sa mas maagang paggamit ng mga OFW.*
 - g) *At mas marami pang serbisyo sa mga darating pang update!*

ABOUT YOUR ACCOUNT

How do I create an account? // Paano ako gagawa ng account?

- You can only create an account for the DMW Mobile Application through your eRegistration credentials. Head on over to [DMW Online Services Portal](#) to create an account and use the email and password to log into the DWM Mobile app.

- *Maaari ka lamang gumawa ng account para sa DMW Mobile application sa pamamagitan ng iyong eRegistration credentials. Magpunta lang sa DMW Online Services Portal para gumawa ng account at gamitin ang iyong email at password para makapag-log-in sa DMW Mobile app.*

How do I log in? // Paano ako magla-log in?

- You may log in using the same email and password that you use for e-Registration at [DMW Online Services Portal](#). For first-time users, you will be asked to enter your mobile number for one-time password (OTP) verification.
- *Maaari kang mag-log in sa pamamagitan ng parehong email at password na ginamit mo para sa e-Registration sa DMW Online Services Portal. Para sa mga unang beses na gagamit ay hihingin ang inyong mobile number para sa one-time password (OTP) verification.*

How do I delete my account? // Paano ko tatanggalin ang aking account?

- It is not possible for you to delete your e-Registration or DMW account.
- *Hindi mo puwedeng tanggalin ang iyong e-Registration o DMW account.*

Are my credentials and personal information secure? // Ligtas ba ang aking mga credential at personal na impormasyon?

- The information that we collect, store, and use will only be utilized for the purposes indicated in the Data Privacy of the DMW Mobile app, which can be seen on the app.
- *Ang mga kinalap at inimbak na impormasyon ay gagamitin lamang para sa mga layuning nakasaad sa "Terms and Conditions" ng DMW Mobile app, na makikita sa mismong app.*

What happens to my data if I uninstall the app? // Anong mangyayari sa aking mga datos sakaling i-uninstall ko ang app?

- Uninstalling the app will only remove the app from your device while your account data will be retained in our system if you already have an existing account.
- *Oras na i-uninstall mo ang app ay maaalis lamang ito sa iyong device habang ang mga datos ng iyong account ay mananatili sa aming system kung mayroon ka nang umiiral na account.*

POSSIBLE ENCOUNTERED PROBLEMS

My Passport I.D. was rejected. What should I do? // Hindi tinanggap ang aking Passport I.D. Anong gagawin ko?

- When scanning your passport I.D., please ensure that you angle your camera properly in order to follow the grid lines. Additionally, no other unnecessary objects should be within the frame. Moreover, the scanned capture of your I.D. should be clear and legible.
- *Sa pag-scan ng iyong passport I.D. ay siguruhing maayos na naka-anggulo ang iyong camera para masundan ang mga linya ng grid. Bukod pa ryan, wala rin dapat sa loob ng frame ang mga bagay na hindi kailangan. Malinaw rin dapat ang kuhang scan ng iyong ID.*

My selfie photo was rejected. What should I do? // *Hindi tinanggap ang aking selfie photo. Anong gagawin ko?*

- When taking your selfie, please take it from an angle at which your entire face can be seen. Refrain from using accessories that obstruct your face, such as caps, hats, face masks, glasses, etcetera. Do not use flash. Your selfie photo should display your face that can be properly recognized.
- *Sa pagkuha ng iyong selfie ay tiyaking nasa anggulo ito kung saan makikita ang iyong buong mukha. Iwasang gumamit ng mga accessory na makahahadlang sa iyong mukha gaya ng sombrero, face mask, salamin at iba pa. Huwag din gumamit ng flash. Dapat ay maayos na nakikita ang iyong mukha sa kuhang selfie na larawan.*

My Visa I.D. was rejected. What should I do? // *Ang aking visa ID ay hindi tinanggap. Anong gagawin ko?*

- When scanning your Visa I.D., please ensure that you angle your camera properly in order to follow the grid lines. Additionally, no other unnecessary objects should be within the frame. Moreover, the scanned capture of your Visa I.D. should be clear and legible.
- *Sa pag-scan ng iyong Visa I.D. ay siguruhing maayos na naka-anggulo ang iyong camera para masundan ang mga linya ng grid. Bukod pa ryan, wala rin dapat sa loob ng frame ang mga bagay na hindi kailangan. Malinaw rin dapat ang kuhang scan ng iyong Visa ID.*

My application was rejected and I received the prompt “Your contract was not found in our system. Please contact your MWO for assistance.” What should I do?

- Please get in touch with your assigned Migrant Workers Office (MWO) to verify your contract.
- In case you transfer to a different company or employer, your contract will need to be registered and verified by the Migrant Workers Office (MWO) or Office of the Labor Attache which will then have to go through the contract verification process. After 24 hours upon verification, you can start applying for the OFW Pass online.