Technical Help

This guide covers basic settings for the major supported browsers.

1. How to ensure that Acrobat Reader has been installed in your PC? To check if Acrobat Reader has been installed:

Step 1: Click on the Start Button

Step 2: Go to Control Panel

Step 3: Add and Remove Programs

Step 4: Look for "Adobe Reader" under currently installed programs. If Adobe Reader is installed, kindly scroll down and move on to next page of this document.

To install Acrobat Reader:

Step 1: Visit the Adobe web site at https://get.adobe.com/reader/

Step 2: Click on [Download Adobe Reader] icon

Step 3: Follow the installation instructions accordingly.

- 2. If you are using a pop-up blocker, please add the following list as your allowed sites
 - 1. eservices.ica.gov.sg
 - 2. www.enets.sg
 - 3. www.enets.com.sg
 - 4. dbsd2pay.dbs.com (for DBS/POSB Account holders)
 - 5. pibenets.uob.com.sg (for UOB Account holders)
 - 6. www.ocbc.com (For OCBC account holders)

- 7. www.plus.com.sg (For Plus! account holders)
- 8. ibank.standardchartered.com.sg (For Standard Chartered account holders)

Microsoft Edge

Step 1: Click the ••• button on the upper-right side of the browser.

Step 2: Click Settings.

Step 3: Click Cookies and Site permissions.

Step 4: Click Pop-ups and redirect

Step 5: Click the Block pop-ups switch to toggle it between Off and On.

Note: Set this option to Off to disable the pop-up blocker or On to enable it.

Settings	← Site permissions / Pop-ups and redirects	
Q Search settings		
Profiles	Blocked (recommended)	
Privacy, search, and services		
Appearance	Block	Add
🔲 Sidebar		
Start, home, and new tabs	No sites added	
🖻 Share, copy and paste		
Cookies and site permissions	Allow	Add
Default browser	[*.]gov.sg	ð
<u>↓</u> Downloads		
쯍 Family safety		
At Languages		
Printers		
System and performance		
O Reset settings		
Phone and other devices		
☆ Accessibility		
About Microsoft Edge		

Step 5a: Alternatively, click [Add] and enter the site in the "Site" text field.

Step 6: Click [Add] to add the site to the list of allowed sites.

Q Search settings Profiles ∩ Privacy, search, and services ○ Appearance ○ Sidebar ○ Start, home, and new tabs ⓒ Share, copy and paste ○ Cookies and site permissions ⓒ Cookies and site permissions ⓒ Default browser ↓ Downloads ※ Family safety ☆ Languages ○ Printers ○ System and performance ○ Reset settings ○ Phone and other devices ※ Accessibility 값 About Microsoft Edge	Settings	Site permissions / Pop-ups and redirects	
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Appearance Block Add Sidebar No sites added Start. home, and new tabs Add Start. copy and paste Add Cokies and site permissions Add Cokies and site permissions Add Downloads I' I gov.sg Start. home, and performance System and performance System and performance System and performance Performance Phone and other devices Accessibility About Microsoft Edge	Privacy, search, and services		
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Image: Start home, and new tabs Image: Start home, and new tabs Image: Start home, and site permissions Image: Start home, and site permissions Image: Start home, and performance Image: Start home, and performance Image: Start home, and other devices Reset settings Image: Printers Printers Image: Printers Printers <t< td=""><th>🗇 Sidebar</th><td>No effect valued</td><td></td></t<>	🗇 Sidebar	No effect valued	
	Start, home, and new tabs		
Image: Allow Image:	🖄 Share, copy and paste		
Image: Pointers Image: Pointers	Cookies and site permissions	Allow	Add
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Site		
eservices.ica.gov.sg		
Add	Cancel	

Chrome

Step 1: Click on the **i** > Settings at the top menu to enter the chrome settings page.

Step 2: Under [Privacy and security], click [Site settings].

Setti	ngs		Q Search settings	
*	You and Google			
Ê	Autofill		Privacy and security	
٢	Safety check		Clear browsing data	,
0	Privacy and security		Gearmatory, cookies, cache, and note	
۲	Appearance		Cookies and other site data Cookies are allowed	۲
Q	Search engine		C Security	
	Default browser		 Safe Browsing (protection from dangerous sites) and other security settings 	
ப	On startup		Site Settings Controls what information sites can use and show (location, camera, pop-ups, and more)	•
Adva	nced	•		
Exten	sions	Ø	Афеалание	
Abou	t Chrome		Themes Open Chrome Web Store	Ø

Step 3: Click [Pop-ups and redirects]

At the top, turn the setting to Allowed or Blocked.



Step 3a: Alternatively, click [Add] and enter the site in the popup text field.

Step 4: Click [Add] to add the site to the list of allowed sites.

e		
t leven and a series	Site	
.jexample.com	[*.]example.com	

Firefox

Step 1: Click on the \equiv > Options at the top menu to enter the FireFox settings page.



Step 2: Click [Privacy & Security], and under the Permissions section, uncheck the box next to Block pop-up windows to disable the pop-up blocker altogether.
Step 2a: Alternatively, click on [Exceptions] to open the dialog box for list of allowed sites.

Step 3: Enter the website into the address of website field, then click [Save Changes] to save changes.

websites are allowed to open pop-up win Allow.	idows. Type the exact address of the	e site you want
		Allow
	Status	*
R <u>e</u> move All Websites	<u>C</u> ancel	<u>S</u> ave Changes
	Remove All Websites	Rgmove All Websites

Safari

Step 1: Click [Safari] and [Preferences] at the top menu to enter the Safari settings page.

Step 2: Click [Security] and uncheck "Block pop-up windows" to disable blocking.

Step 2a: Alternatively, under [Websites], click on [Pop-up Windows] Step3: Set the dropdown list beside "When visiting other sites" to "Allow" websites

	Websites	
General Tabs AutoFill Passwords Search	Security Privacy Websites Extensions Advanced	
General Reader Content Blockers Auto-Play Page Zoom Camera Microphone Screen Sharing Location Downloads 	Allow pop-up windows on the websites below: Currently Open Websites	✓ Block and Notify Block Allow
Pop-up Windows	Remove When visiting other website	es: Block and Notify ᅌ

3. Document Uploading

Kindly ensure that the documents that you are uploading:

- File format should be only .jpg, .jpeg, .pdf
- File size should be less than 2MB per document uploaded
- File should not be password protected

If encountered the following errors

Spo	onsor's Letter of Employment			
Plea com	ase upload the Letter of Employment (dated v nmencement, designation and salary per mon	vithin one month from application the translation if no	on submission date), stating the date of on-English)	*Required
				Upload Original and Translated Document
v	iew Upload Details			
Fa	ailed To Upload			
L	etter of Employment (1).pdf	0.12 MB	Failed to upload file, please try again.	×
He	lp us improve 🙂			

Please upload official Deed Poll on Applicant's change	of name from			*Required
Please upload the file			Linioad Original and Transla	ted Document
View Upload Details			Chrone cultures and rearing	-
Failed To Upload 1. TjhinJauwSioe-Yulia.pdf	0.15 MB	Invalid file extension. Supported extension are PDF, JPG or	×	
		JPEG		
Back				Next

Please ensure the following:

- When naming the file please ensure that the file name does not contain extra "." Eg pay.slip.pdf is not allowed
- Check your internet connection and ensure the uploading bar does not lag or hang intermittently
- Compress the file to reduce the document size
- Re-save the document and upload

How to re-save the document?

1) Open PDF using Adobe Reader. Click "File" > "Save As..." and re-save as another PDF file with a different name and try uploading again.

OR

2) Right click PDF file, hover onto "Open with" > select "Google Chrome"

After the PDF has been opened in Google Chrome, press "Ctrl+P" or right click and select "Print..."

Select "Save as PDF" for Destination and click "Save" and re-save as another PDF file with a different name and try uploading again.

	Open with Adobe Acrobat Reader DC
	Convert file type
	Open
	Print
	Share with Skype
	7-Zip >
	CRC SHA
	Edit with Notepad++
	🖻 Share
🔎 Adobe Acrobat Reader DC	Open with >
ڬ Firefox	Give access to
👩 Google Chrome	TortoiseSVN
A Microsoft Edge	
Microsoft Teams	
Search the Microsoft Store	
Choose another app	Restore previous versions
	Send to >
	Cut
	Сору
	Create shortcut
	Delete
	Rename
	Properties

Print		3 pages
Destination	Save as PDF	•
Pages	All	•
Pages per sheet	1	*

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Save