

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.

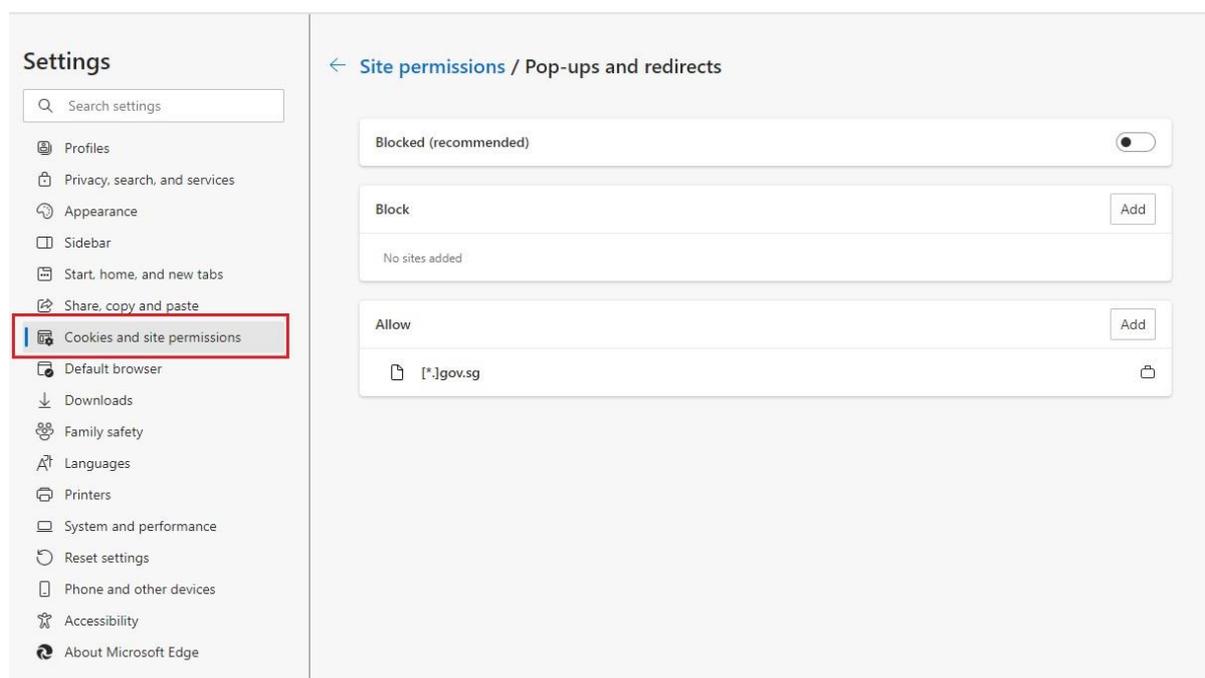
Step 2: Click **Settings**.

Step 3: Click Cookies and Site permissions.

Step 4: Click Pop-ups and redirect

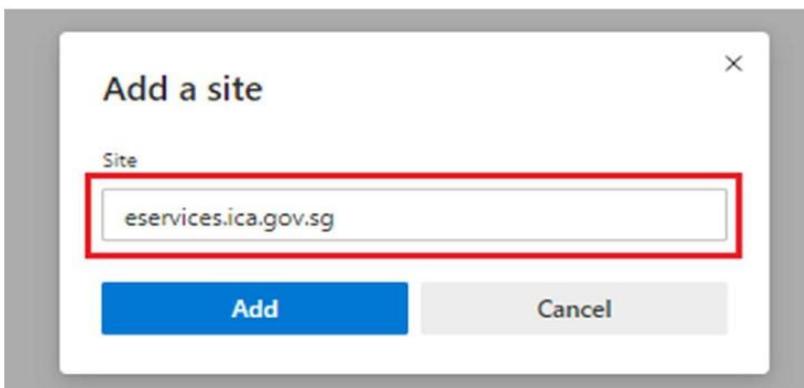
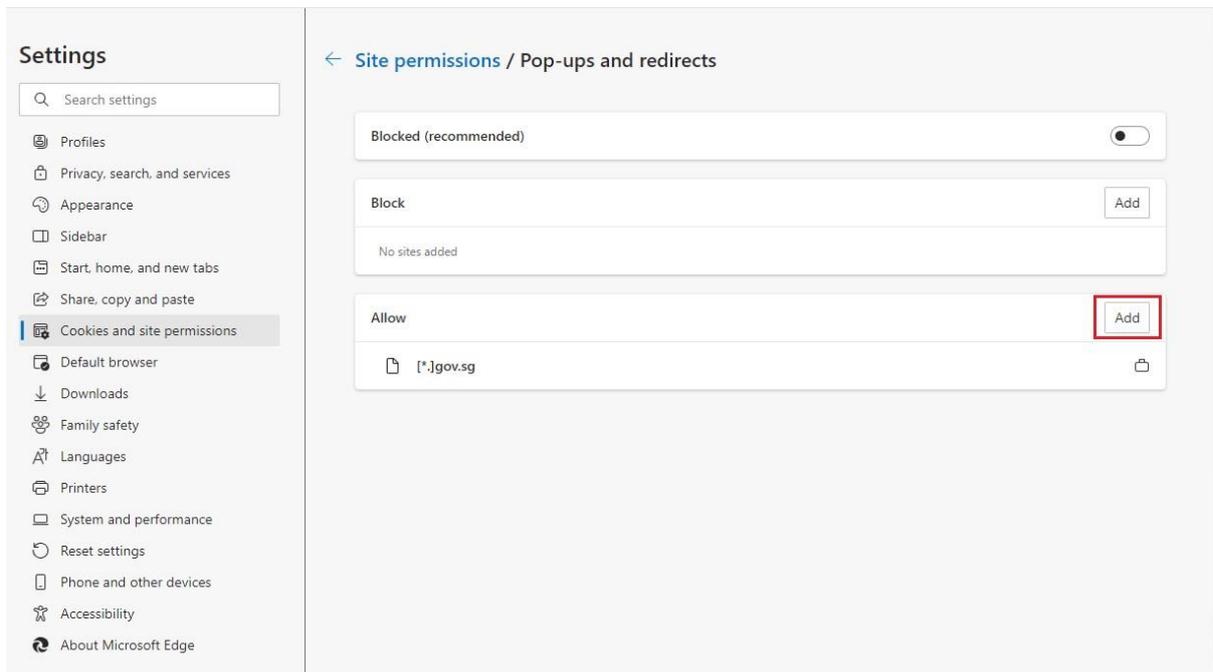
Step 5: Click the Block pop-ups switch to toggle it between Off and On.

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



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

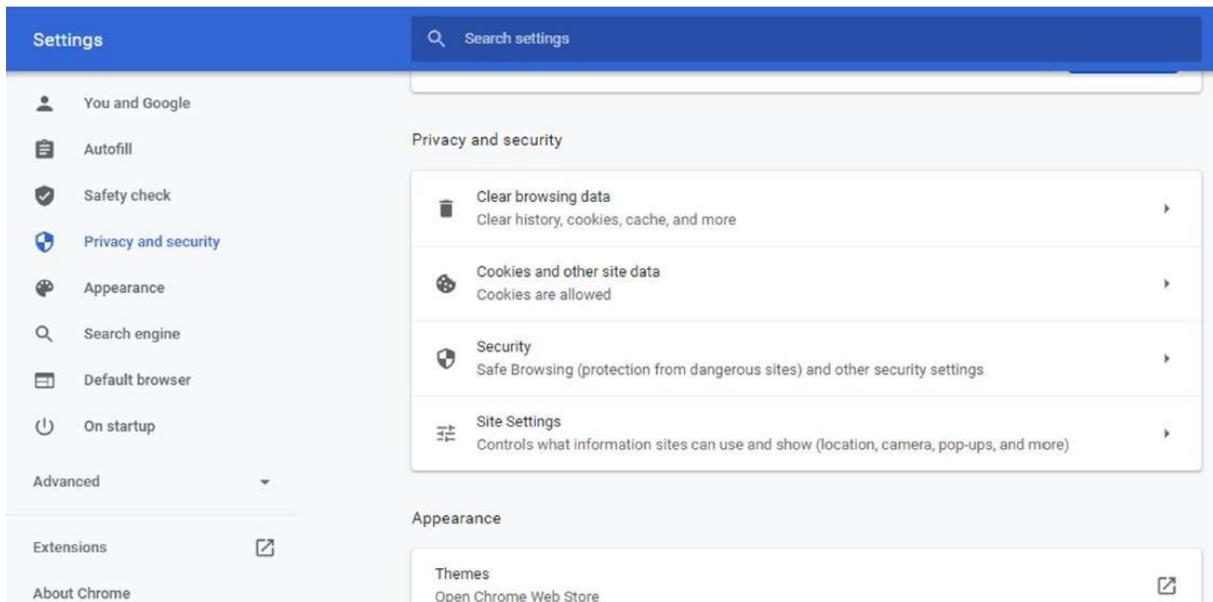
Step 6: Click [Add] to add the site to the list of allowed sites.



Chrome

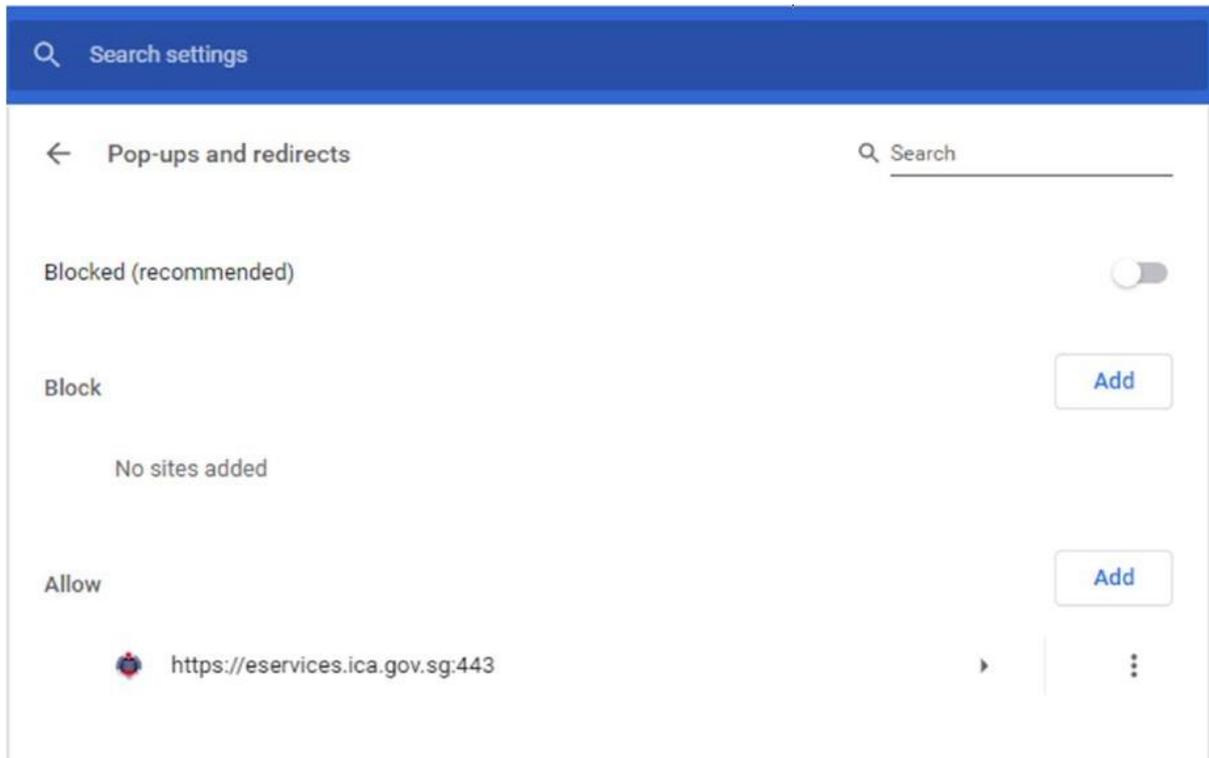
Step 1: Click on the  > Settings at the top menu to enter the chrome settings page.

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



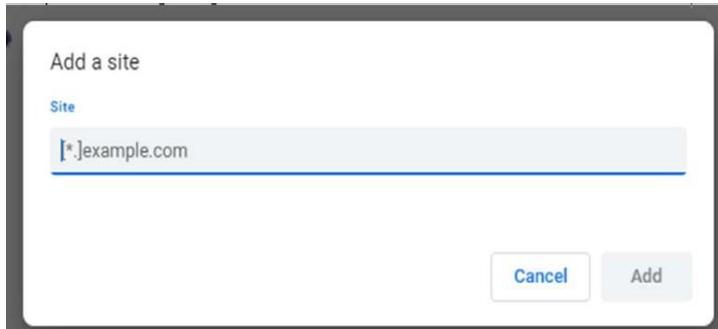
Step 3: Click [Pop-ups and redirects]

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



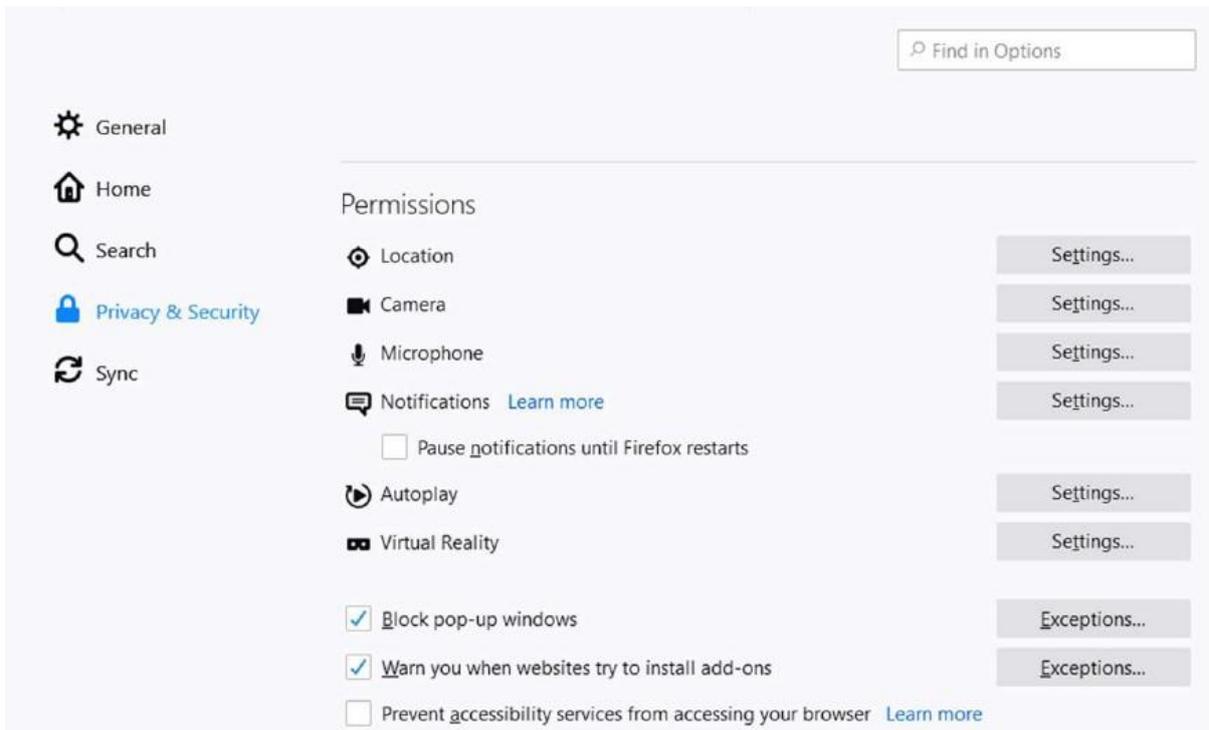
Step 3a: Alternatively, click [Add] and enter the site in the popup text field.

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



Firefox

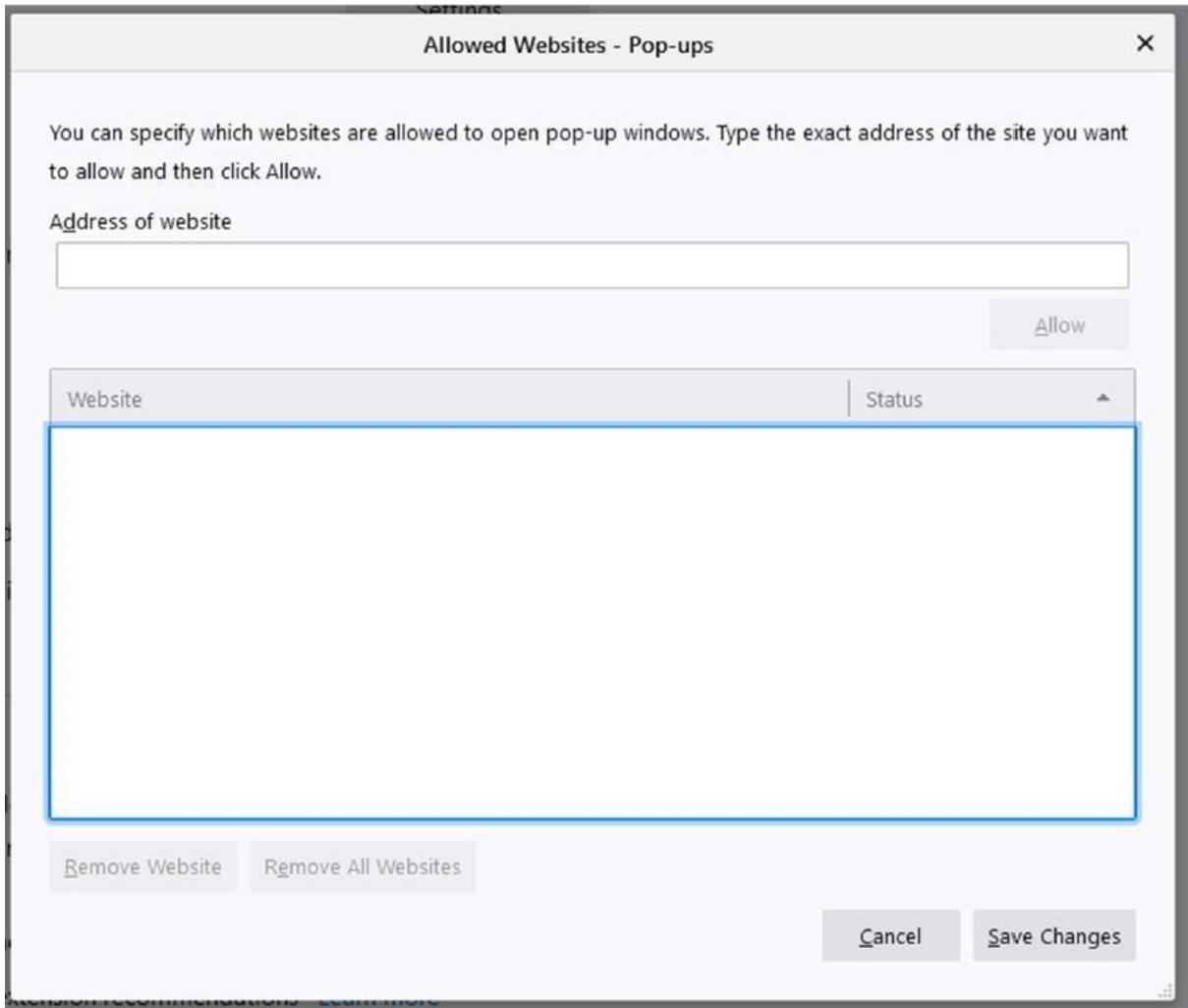
Step 1: Click on the  > Options at the top menu to enter the FireFox settings page.



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.

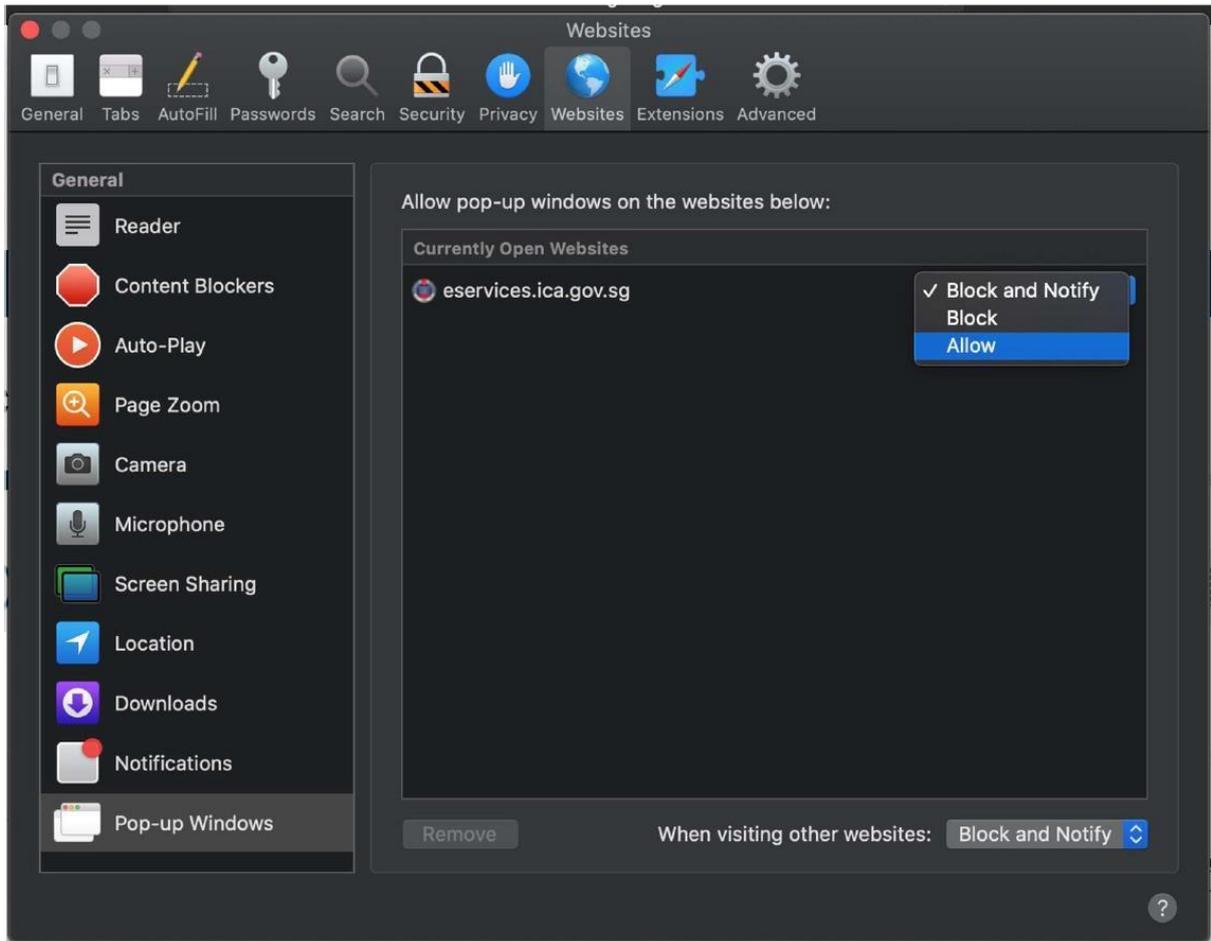


Safari

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] **Step 3:** Set the dropdown list beside “When visiting other sites” to “Allow” websites



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

Sponsor's Letter of Employment

Please upload the Letter of Employment (dated within one month from application submission date), stating the date of commencement, designation and salary per month (Original with translation if non-English) *Required

[Upload Original and Translated Document](#)

[View Upload Details](#)

Failed To Upload			
Letter of Employment (1).pdf	0.12 MB	Failed to upload file, please try again.	✘

[Help us improve](#) 😊

Please upload official Deed Poll on Applicant's change of name from [REDACTED] *Required

Please upload the file Upload Original and Translated Document

View Upload Details

Failed To Upload			
1. T.jhin.JauwSioe-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.

