JAE INTERNET SYSTEM (JAE-IS) USER GUIDE

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1 Introduction

1.1 Joint Admissions Exercise (JAE)

The Joint Admissions Exercise (JAE) is conducted annually by the Ministry of Education (MOE) to allow holders of Singapore-Cambridge GCE O-Level certificate to apply for admission to courses offered by junior colleges (JC), the Millennia Institute (MI), polytechnics and the Institute of Technical Education (ITE).

For more information, please refer to the JAE website at www.moe.gov.sg/jae.

1.2 JAE Internet System (JAE-IS)

During the JAE application period, candidates can log into the JAE Internet System (JAE-IS) to apply for eligible courses. The JAE-IS is accessible through the JAE website.

On the day of the JAE posting results release, candidates can access the JAE-IS to view their posting outcome.

Please refer to Annex A of this document on the system requirements.

2 What you need for JAE application

2.1 Applicants with 2025 GCE O-Level examination results:

You will need the following before applying online:

- Form A (you will receive through email on the day of O-Level results release or download from JAE-IS after logging in.)
- Singpass to log in to JAE-IS
- Completed JAE worksheet (download a copy of the template from www.moe.gov.sg/jaeworksheet)

2.2 Singapore Citizens/Singapore Permanent Residents who have other years of GCE O-Level examination results (2024 and earlier):

You will need the following before applying online:

- Singpass to log in to JAE-IS and submit a request to compute your eligible courses based on your O-Level results
- Completed JAE worksheet (download a copy of the template from www.moe.gov.sg/jaeworksheet)

If you are unable to apply via JAE-IS, you may seek assistance through the <JAE Request Form> during the JAE application period.

3 How to apply for courses using the JAE Internet System (JAE-IS)

3.1 Login Page

3.1.1 During the JAE application period, JAE-IS can be accessed via the JAE website at **www.moe.gov.sg/jae**.

3.1.2 The JAE-IS **Login Page** is shown in Screenshot 1.

3.1.3 Log in using **Singpass.** You can

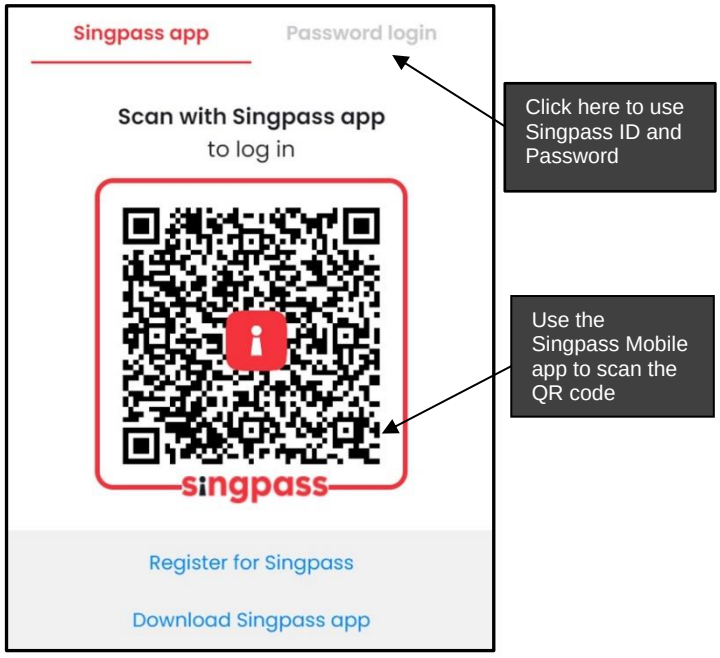
(a) use **Singpass Mobile app** to scan the **QR code** and authenticate with your fingerprint, face scan enabled by Singpass Face Verification or 6-digit passcode.

or

(b) enter your **Singpass ID and Password** on a desktop or mobile web browser, followed by a face scan enabled by Singpass Face Verification, or keying in an SMS One-Time Password (OTP).

Screenshot 1 : JAE Internet System (JAE-IS) Login Page

Singpass Login



IMPORTANT NOTE

- **You are strongly advised to complete each page within 15 minutes, as the system will "time-out" after 15 minutes.**
- You must click on the **<Submit>** button at the bottom of the **Verify Information Page** (refer to Screenshot 6) to complete the application. **If not, your application is considered incomplete and cannot be processed.**
- The application is considered successfully submitted only when the **Verification Slip Page** appears (refer to Screenshot 7) after clicking the **<Submit>** button.
- You will receive the verification slip through the email address provided during the JAE application. You can also save or print a copy of the verification slip as proof of your course application.

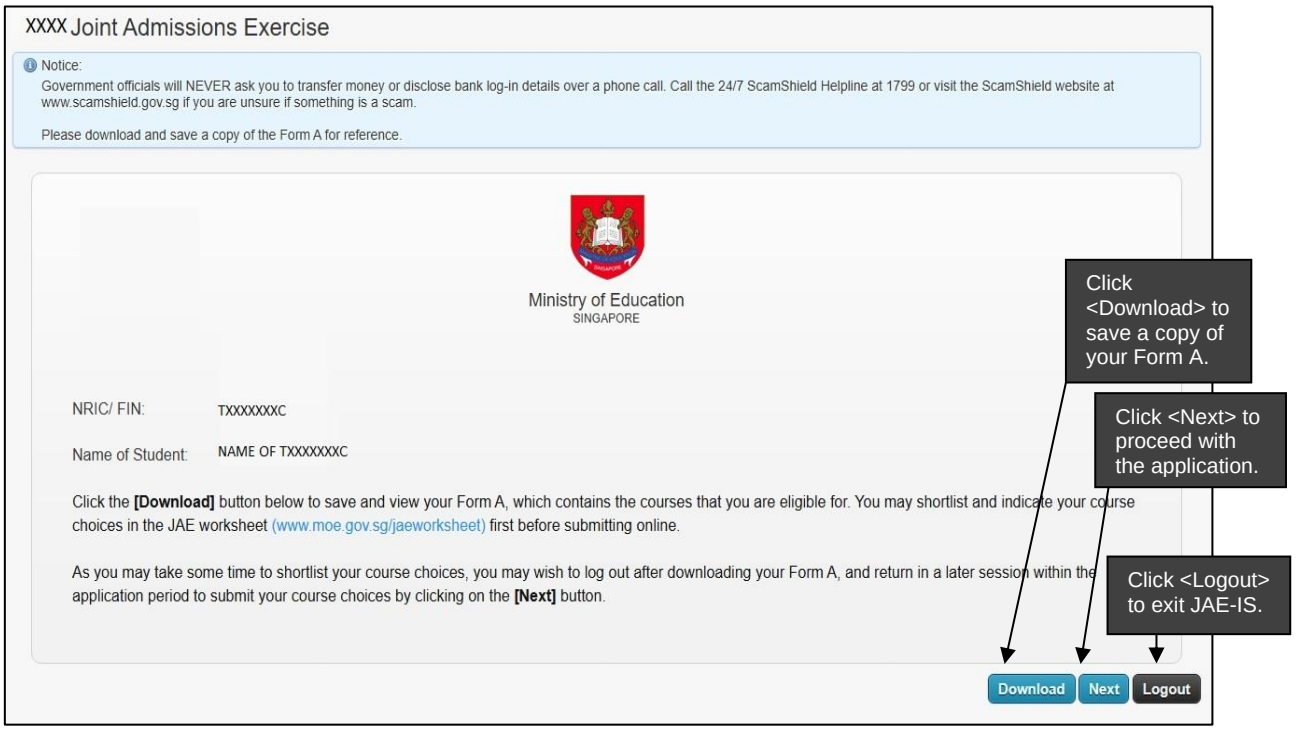
3.2 Download Form A Page

3.2.1 Refer to Screenshot 2 for the **Download Form A Page**.

3.2.2 Click the **<Download>** button to save a copy of the Form A for reference.

3.2.3 Click the **<Logout>** button after downloading your Form A if you need time to shortlist your course choices. (You will be automatically logged out from the system after 5 minutes on this page.) You can return in a later session within the application period and click the **<Next>** button to proceed with your application.

Screenshot 2 : Download Form A Page



3.3 Personal Particulars Page

3.3.1 Refer to Screenshot 3 for the **Personal Particulars Page**.

3.3.2 If your contact details are available in MyInfo, the information is pre-filled for you. Check that your personal particulars are correct and make changes, where applicable.

3.3.3 Provide a valid Singapore mobile number in the **Mobile Number field** to receive JAE posting results via Short Message Service (SMS).

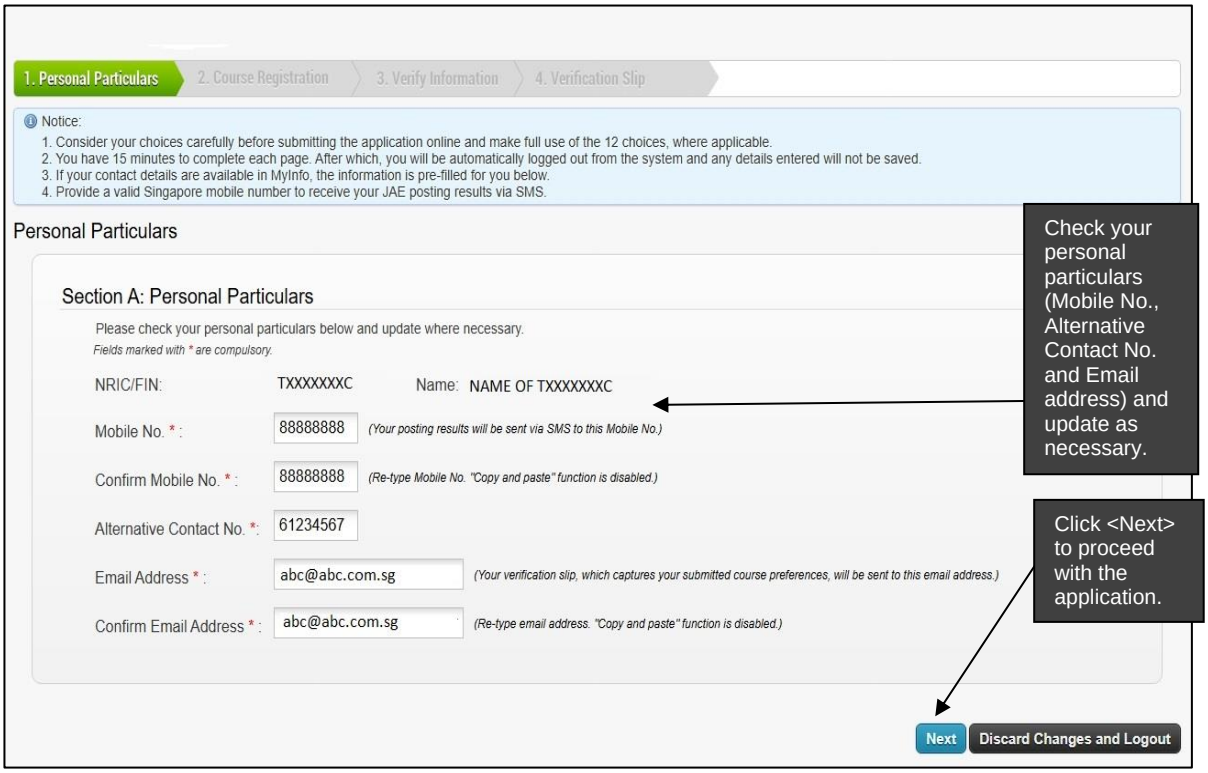
3.3.4 Re-type the same Singapore mobile number for validation in the **Confirm Mobile Number field**.

3.3.5 Provide a valid email address in the **Email Address field** to receive the verification slip after submission.

3.3.6 Re-type the same email address for validation in the **Confirm Email Address field**.

3.3.7 Click on the **<Next>** button to proceed to the next page.

Screenshot 3 : Personal Particulars Page



3.4 Course Registration Page *(with single year exam results)*

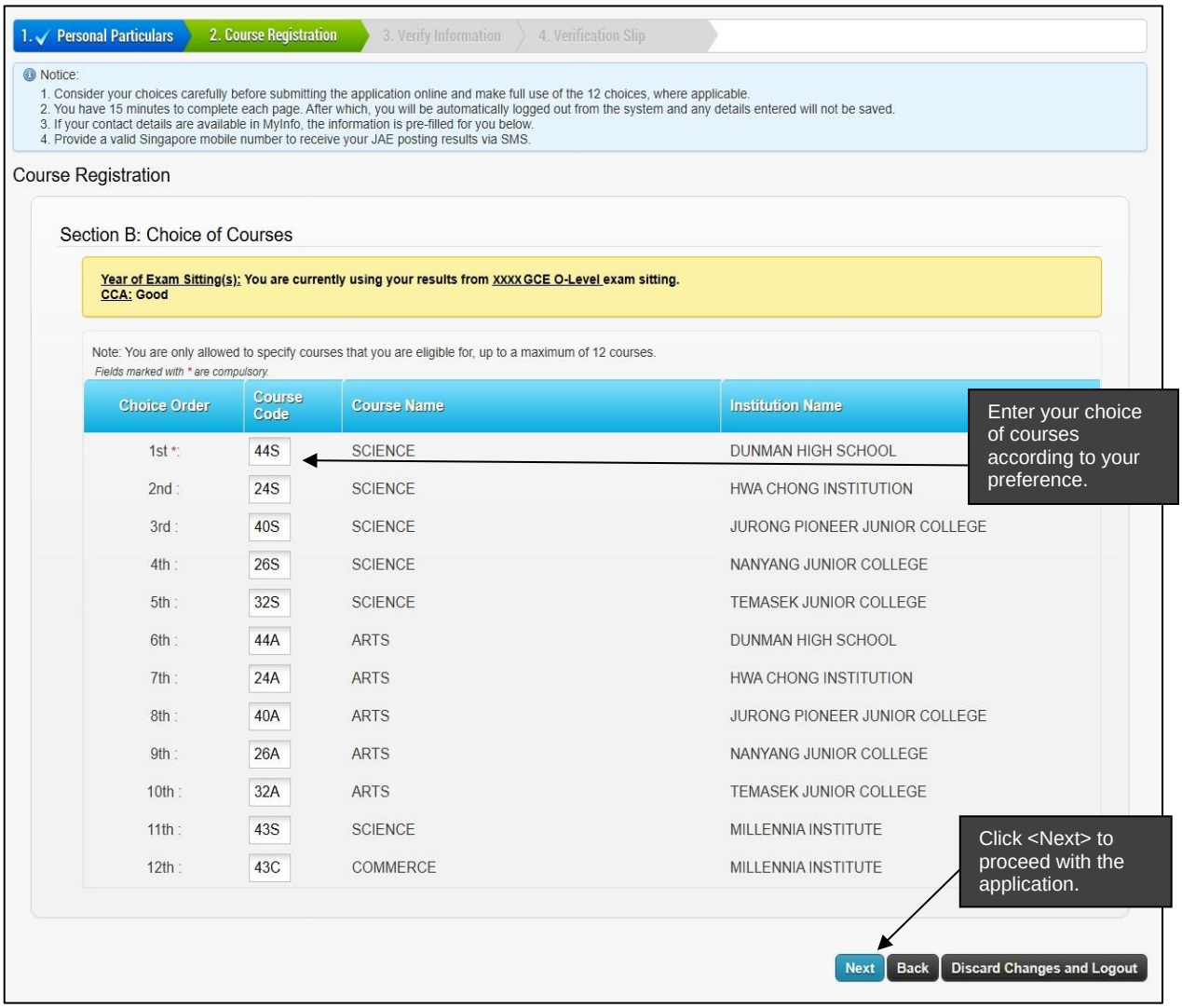
3.4.1 Refer to Screenshot 4 for the **Course Registration Page** (with single year exam results).

3.4.2 You can indicate a maximum of 12 courses in the application. You can only enter the course codes for courses you qualify for. Refer to your Form A for the list of eligible courses.

3.4.3 Enter the choices in order of your preference when submitting the application. **You are not guaranteed a place in any of the courses you have applied for.**

3.4.4 Click on the **<Next>** button to proceed to the next page.

Screenshot 4 : Course Registration Page (with single year exam results)



3.5 Course Registration Page *(with combined years exam results)*

3.5.1 Refer to Screenshot 5 for the **Course Registration Page** (with combined years exam results).

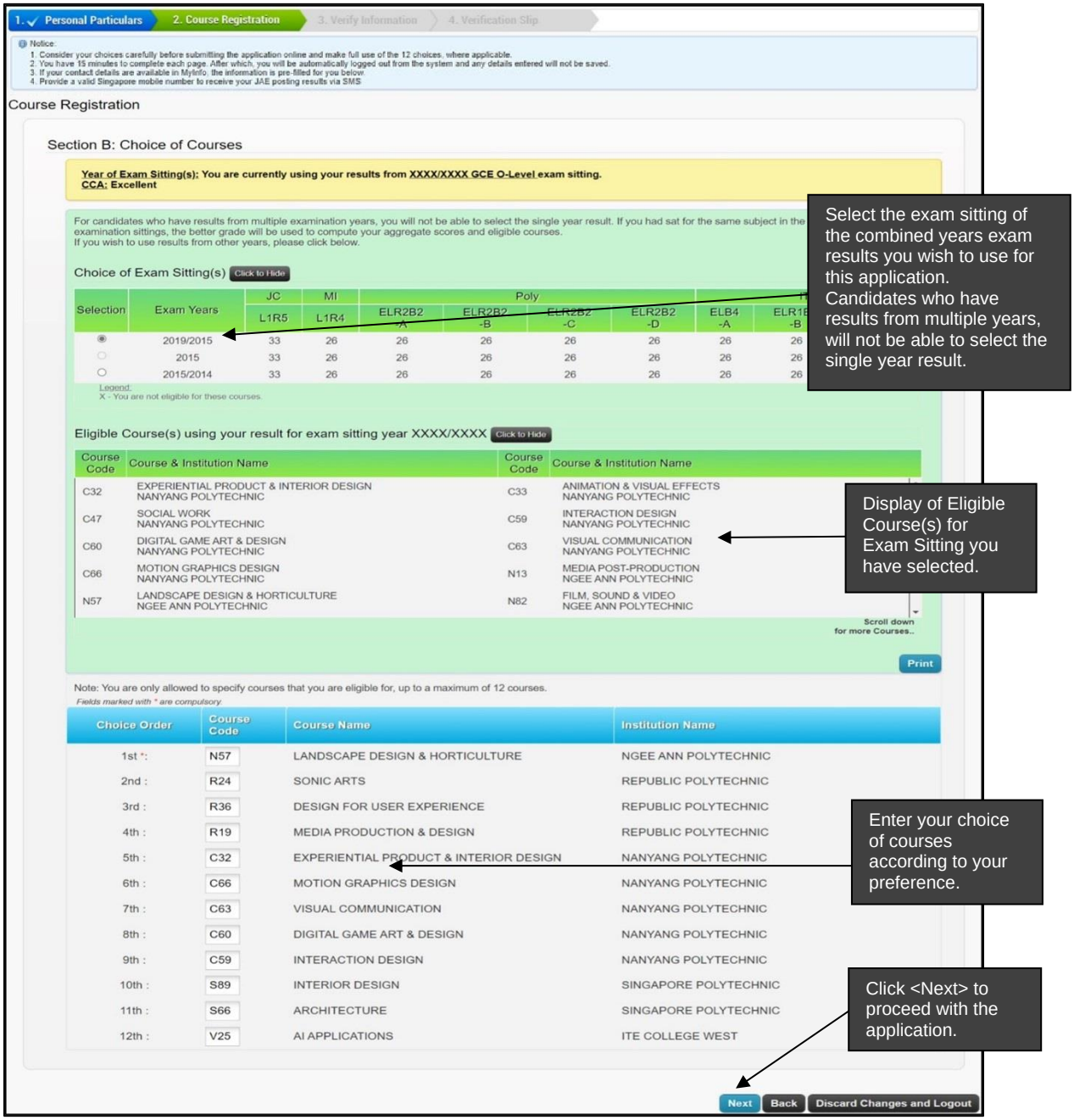
3.5.2 Select the exam sittings of the combined years exam results you wish to use for your application. When combining the exam results of any 2 years, the better grade of the same subject taken in both years will be used to compute the aggregate scores and course eligibility. As such, you are unable to select the single year results.

3.5.3 Indicate a maximum of 12 courses in the application. You can only enter the course codes for courses you qualify for. The eligible courses will be displayed based on the Exam Sittings selected.

3.5.4 Enter the choices in order of your preference when submitting the application. **You are not guaranteed a place in any of the courses you have applied for.**

3.5.5 Click on the **<Next>** button to proceed to the next page.

Screenshot 5 : Course Registration Page (with combined years exam results)



3.6 Verify Information Page

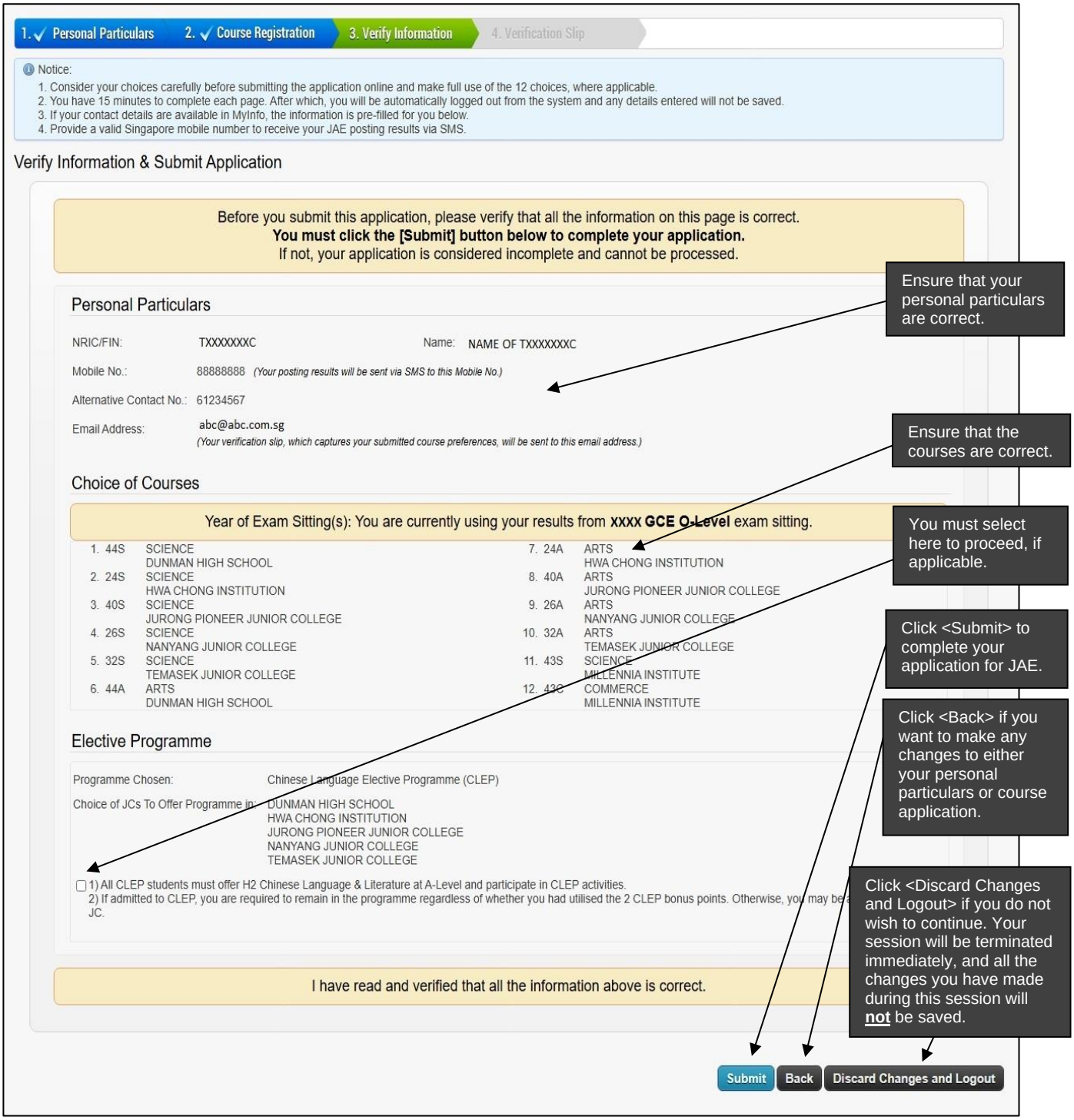
3.6.1 Refer to Screenshot 6 for the **Verify Information Page**.

3.6.2 Check and confirm that all the details in this page are correct.

3.6.3 To make changes, click on the **<Back>** button. You will return to the previous page.

3.6.4 After confirming that all details are correct, click on the **<Submit>** button to complete your application. If not, your application is considered incomplete and cannot be processed.

Screenshot 6 : Verify Information Page



3.7 Verification Slip Page

3.7.1 Refer to Screenshot 7 for the **Verification Slip Page**.

3.7.2 Your application is successfully submitted only when the **Verification Slip Page** appears. You will receive the verification slip through the email address provided during the JAE application. You can also save or print a copy of the verification slip as proof of your course application.

3.7.3 If the **Verification Slip Page** does not appear, log out and log in again. If you are unable to view the verification slip after repeated attempts, contact MOE Customer Service Centre for assistance.

Screenshot 7 : Verification Slip Page

3.8 Applicants Eligible for Elective Programmes Offered in Selected Junior Colleges

3.8.1 If you are eligible for Elective Programmes in selected junior colleges (JCs) and have entered the selected JCs as one of your 12 course choices, you will be presented with 2 additional screens (Screenshot 8 and 9) after clicking on the **<Next>** button at the **Course Registration Page** (Screenshot 4 and 5).

3.8.2 Elective Programme Selection Page

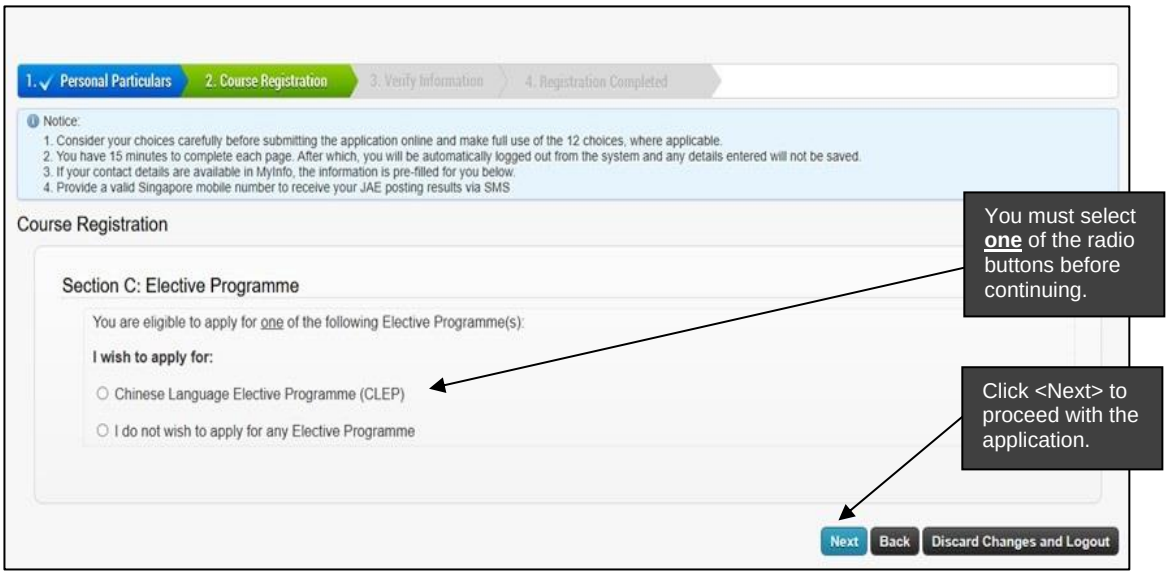
3.8.2.1 This **Elective Programme Selection Page** (refer to Screenshot 8) presents the various Elective Programmes that you are eligible for, based on the JC course choice(s) that you have selected at the **Course Registration Page**.

3.8.2.2 You are allowed to select only **ONE** elective programme. Indicate your preference in the appropriate radio button before clicking on the **<Next>** button.

a. If you have indicated that you do not wish to apply for any Elective Programmes, the **Verify Information Page** (refer to Screenshot 6) will be displayed.

b. If you have indicated that you wish to apply for one of the Elective Programmes, the **Selection of Institution Page** (refer to Screenshot 9) will be displayed.

Screenshot 8 : Elective Programme Selection Page

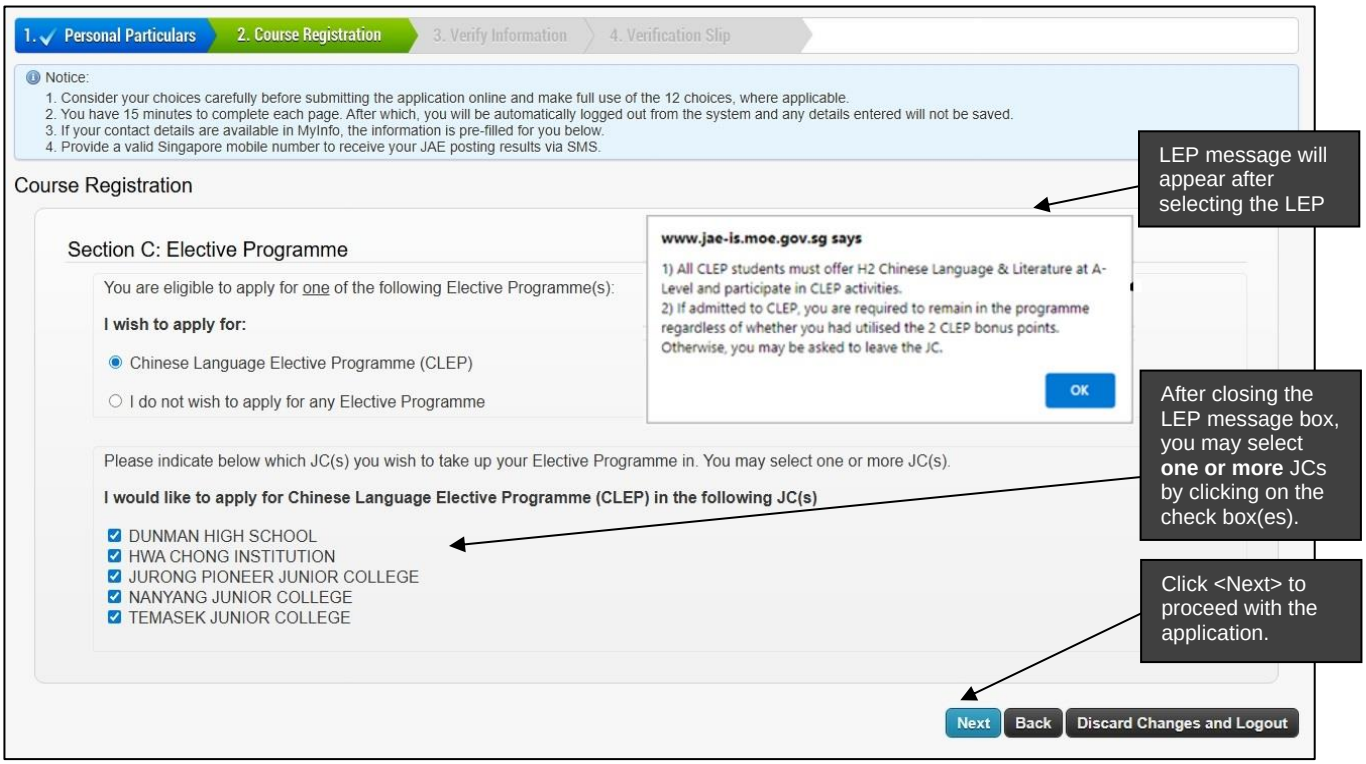


3.8.3 Selection of Institution Page

3.8.3.1 The **Selection of Institution Page** (refer to Screenshot 9) displays the JCs that you have indicated in your **Course Registration Page** (refer to Screenshot 4 and 5) and offering your chosen Elective Programme.

3.8.3.2 Select one or more of the JCs listed. Once done, click on the **<Next>** button. The **Verify Information Page** (refer to Screenshot 6) will be displayed.

Screenshot 9 : Selection of Institution Page



4 How to amend JAE application

4.1 Verification Slip Page for Amendment

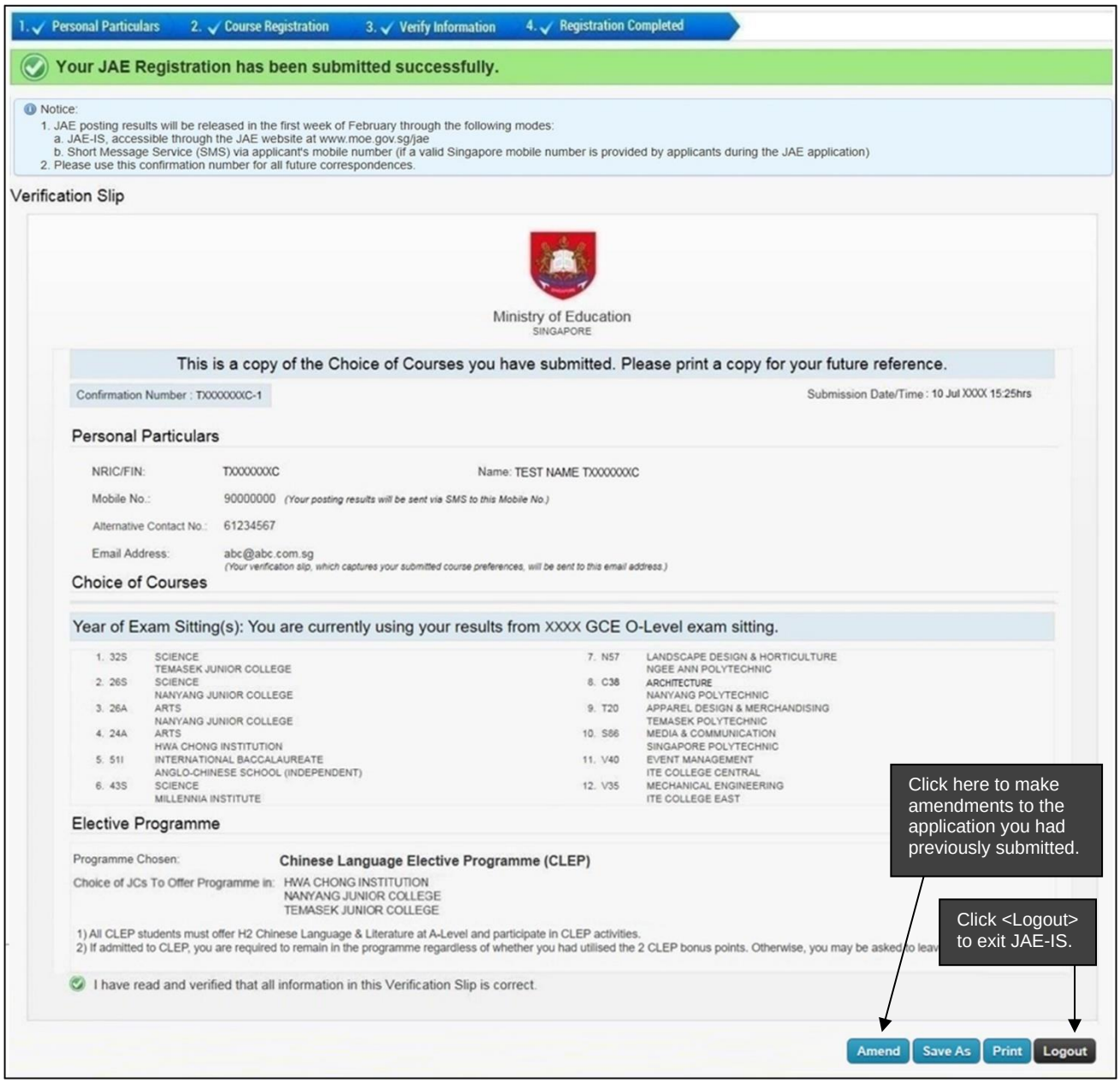
4.1.1 After you have submitted your application and log in the next time during the JAE application period, the **Download Form A Page** (refer to Screenshot 2) will appear (this is applicable only if you have a Form A). Click on the **<Next>** button to reach the **Verification Slip Page for amendment** (refer to Screenshot 10).

4.1.2 On the **Verification Slip Page for amendment** (refer to Screenshot 10), click on the **<Amend>** button to amend the application you had previously submitted. Go through Screenshot 3, 4 or 5, 8 and 9 to make the necessary amendments, where applicable.

4.1.3 At the **Verify Information Page** (refer to Screenshot 6), confirm that all details are correct. Click **<Submit>** button to complete the amendments. If not, your amendment is considered incomplete and cannot be processed.

4.1.4 The amendment is successfully submitted only when the **Verification Slip Page** (refer to Screenshot 7) appears. You will receive the verification slip through the email address you provided during the JAE application. You can also save or print a copy of the verification slip as proof of your amendment.

Screenshot 10 : Verification Slip Page for Amendment



5 How to View Posting Results

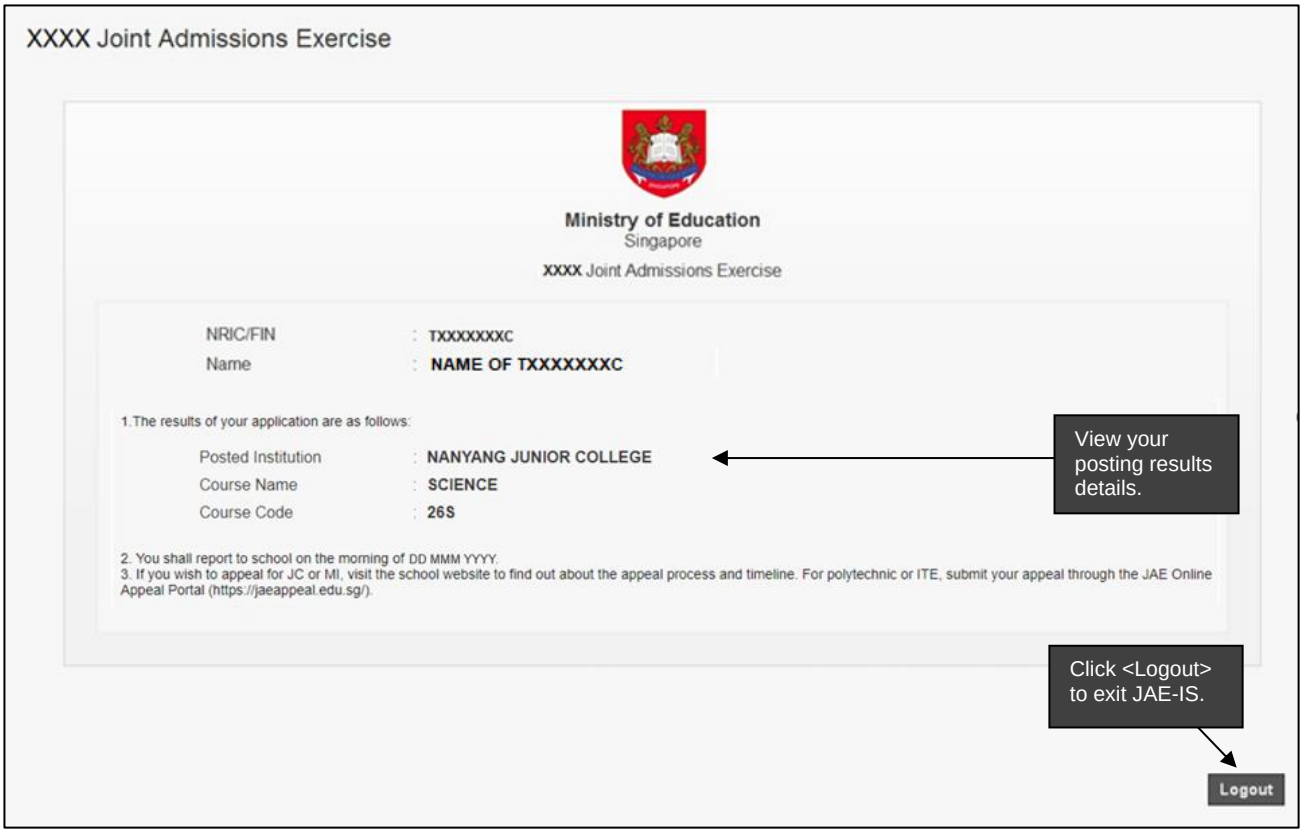
5.1 Posting Results Page

5.1.1 On the day of JAE posting results release, find out your posting result through the JAE-IS website at **www.moe.gov.sg/jae.** Refer to Section 3.1 on how to log in using Singpass.

5.1.2 Refer to Screenshot 11 for the **Posting Results Page**.

5.1.3 If you have provided a local mobile number in your JAE application, you will also receive your JAE posting result through SMS on the morning of the JAE posting results release.

Screenshot 11 : Posting Results Page



ANNEX A: JAE-IS System Requirements

General

1. What are the system requirements to access JAE-IS?

For a smooth application via the JAE-IS, your computer system must have the following minimum system requirements:

a) A stable internet connection with a minimum download speed of 5 Mbps is recommended for optimal performance.
b) Use a modern, standards-compliant internet browser such as the latest version of Google Chrome, Mozilla Firefox, Microsoft Edge, or Safari.
c) A screen resolution of 1280 x 800 pixels or higher is recommended for the best viewing experience. Cookies must be enabled in your web browser to allow session tracking and system functionality.
d) JavaScript must be enabled in your web browser to support dynamic content.
e) Ensure that your browser supports and has Transport Layer Security (TLS) v1.2 or higher enabled.
f) Java applets and Java Virtual Machine (JVM) usage in browsers is deprecated and no longer supported by most modern browsers. If Java is required for specific functions, consider providing a standalone Java-based application or alternative solution.
g) Disable browser pop-up blockers temporarily while accessing JAE-IS to ensure full functionality of pop-up windows (e.g. help dialogs, print previews).
h) Disable any third-party pop-up blocking software when accessing the system, as it may interfere with key features.
A printer should be connected and ready if you intend to print a Verification Slip or other documents.
i) Ensure your operating system and browser are up to date with the latest security patches.

2. How do I enable cookies in the internet browser?

Google Chrome	**Microsoft Edge**
a) Select **Settings** from the menu bar in your browser. b) Select **Privacy and security** in the left sidebar. c) In **Third-party cookies** section, ensure that the **Allow all cookies (recommended)** or **Block third-party cookies in Incognito** depending on your privacy preference. d) Ensure that **Send a "Do Not Track" request with your browsing traffic** is disabled. e) Close the **Settings** tab.	a) Select **Settings** from the menu bar in your browser. b) Select **Cookies and site permissions** in the left sidebar. c) Select **Manage and delete cookies and site data**. Make sure **Allow sites to save and read cookie data (recommended)** is turned on. d) Select **Privacy, search, and services** in the left sidebar. For **Tracking prevention**, select **Balanced** or **Basic** if you want some level of tracker blocking but still allow cookies. e) Close the **Settings** tab.

3. How do I enable Java and JavaScript in the internet browser?

Google Chrome	**Microsoft Edge**
a) Select **Settings** from the menu bar in your browser. b) Select **Privacy and security**. c) In Site **Settings** > **Content** > **JavaScript**, ensure that the **Sites can use JavaScript** radio button is selected (toggle ON). d) Close the **Settings** tab in your browser.	a) Select **Settings** from the menu bar in your browser. b) Select **Cookies and Site Permissions**. c) Under the **Site Permissions** > **All permissions** section, ensure that **JavaScript** is set to **Allowed (recommended)**. d) Close the **Settings** tab in your browser.

4. How do I enable Transport Layer Security (TLS) in the internet browser?

a) In the Windows menu search box, type **Internet options**.
b) Under Best match, click **Internet Options**.
c) In the Internet Properties window, on the **Advanced** tab, scroll down to the **Security** section.
d) Check the boxes for '**Use TLS 1.2**' and '**Use TLS 1.3**' (if available).
e) Click **OK** to save changes.
f) If any internet browsers are currently open, close them completely and then open them again to apply the changes.

5. How to turn off the Pop-up Blocker option in the internet browser?

Google Chrome	Microsoft Edge
a) Select **Settings** from the menu bar in your browser. b) Under **Privacy and security**, click **Site settings**. c) Click **Pop-ups and redirects**. d) In the **Default Behaviour** section, ensure that '**Sites can send pop-ups and use redirects**' is selected to allow pop-ups.	a) Select **Settings** from the menu bar in your browser. b) Select **Cookies and Site Permissions**. c) Select **Pop-ups and redirects**. d) Switch **Block pop-ups** to **off** to allow pop-ups.

Troubleshooting

6. I clicked on a link/button and nothing appears. What could be the problem?

You may have a pop-up blocker software that is preventing the system from displaying information in a pop-up window. Please turn off the pop-up blocker software.

Refer to Q5 on how to turn off Pop-up Blocker option.

7. I encountered the error "Page can't be displayed", "Your session has timeout…", "You are not allowed to have more than one login session at any one time…" or "An unexpected error has occurred…" or "Webpage has expired" in the system. What could be the problem?

If you encounter any of the error pages, please close the existing browser window and try to log in using a new browser window after 15 minutes.

8. I encountered the error "The system is currently not available." What could be the problem?

You may have tried to access the system outside the period of JAE application or posting results release. Refer to the JAE website (https://www.moe.gov.sg/jae) for the JAE application and posting results release period.

Singpass

9. I have issues with my Singpass. What should I do?

Singpass is an authentication service governed by GovTech. MOE is one of the government agencies using Singpass and its 2FA service.

If you have any Singpass issues (e.g. unable to login via Singpass, forgot Singpass password, unable to receive SMS OTP), please refer to the Singpass FAQ page or contact Singpass for assistance..