

# Secondary 1 - Internet System (S1-IS) System Requirements

## General

### 1. **Must my computer system fulfil any special requirements?**

For a smooth application via the S1-IS, your computer system must have the following minimum system requirements:

- a) A stable Internet connection.
- b) Any internet browser that is compliant with W3C Standards, Java 1.2 Plug-in Standards and JavaScript 1.0/1.1 Standards (Microsoft Edge is recommended).
- c) Screen resolution of 1024 x 768 pixels.
- d) Enable Cookies option in the internet browser.
- e) Enable the Java Virtual Machine (JVM) option in the internet browser.
- f) Turn off the Pop-up Blocker option in the internet browser, if applicable.
- g) If you have any other pop-up blocker software, these must be disabled while accessing the S1-IS. Otherwise, it will prevent the S1-IS from functioning properly.
- h) Printer is connected and is ready to print (for printing of Verification Slip).

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

For Microsoft Edge:

- a) Click the 3-dot (“...”) menu at the top-right corner of your browser.
- b) Select "Settings" from the menu. A new “Settings” tab will open.
- c) On the left menu, select “Site permissions”.
- d) Under “Site permissions”, select “Cookies and site data”.
- e) Enable the “Allow sites to save and read cookie data” option.
- f) Close the “Settings” tab.

### 3. **How do I enable Java Virtual Machine (JVM) in the internet browser?**

Go to <https://www.java.com> to follow the instruction to download and install java.

#### **4. How to turn off the Pop-up Blocker option in the internet browser?**

For Microsoft Edge:

- a) Click the 3-dot (“...”) menu at the top-right corner of your browser.
- b) Select "Settings" from the menu. A new “Settings” tab will open.
- c) On the left menu, select “Site permissions”.
- d) Under “Site permissions”, select “Pop-ups and redirects”.
- e) Disable the “Block” option.
- f) Close the “Settings” tab.

## **Troubleshooting**

### **S1-IS**

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

You may have 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.

#### **6. 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 login using a new browser window.

#### **7. 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 for submission of school choices or release of school posting results. Refer to the S1 Posting website (<https://www.moe.gov.sg/s1-posting>) for the details.

#### **8. I encountered the error “You are not eligible to apply for secondary schools under the S1 posting” even though the S1 PIN is keyed in correctly. What can I do?**

You may not be eligible to apply for secondary schools as you have not met the minimum requirement to advance to secondary school. You may approach your primary school for advice.