

# Secondary One – 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) Internet connection (minimally 512kbps broadband connection to internet is recommended).
- b) Any internet browser that is compliant with W3C Standards, Java 1.2 Plug-in Standards and JavaScript 1.0/1.1 Standards (Microsoft Internet Explorer v11 and above is recommended).
- c) Screen resolution of 1024 x 768 pixels.
- d) Enable Cookies option in the internet browser.
- e) Enable the Java Applets and JavaScript option in the internet browser.
- f) Enable the Transport Layer Security (TLS) v1.2 option in the internet browser.
- g) Enable the Java Virtual Machine (JVM) option in the internet browser.
- h) Turn off the Pop-up Blocker option in the internet browser, if applicable.
- i) 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.
- j) Disable Compatibility View in the internet browser.
- k) Printer is connected and is ready to print (for printing of Verification Slip).

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

- a) Select “Tools” from the menu bar in your browser.
- b) Select “Internet Options”. The “Internet Options” dialog will appear.
- c) Select “Privacy” tab. Click on the “Advanced” button. The “Advanced Privacy Settings” dialog will appear.
- d) Select “Override automatic cookie handling” and ensure that “First-party Cookies” and “Third- party Cookies” have “Accept” selected.
- e) Click “OK”.

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

- a) Select “Tools” from the menu bar in your browser.
- b) Select “Internet Options”. The “Internet Options” dialog will appear.
- c) Select “Security” tab. Click on the “Custom Level” button. The “Security Settings” dialog will appear.
- d) Scroll down to “Active Scripting”. Ensure that “Enable” is selected.
- e) Click “OK”.

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

- a) Select "Tools" from the menu bar in your browser.
- b) Select "Internet Options". The "Internet Options" dialog will appear.
- c) Select "Advanced" tab. The "Advanced" dialog box will appear.
- d) Scroll down to "Security". Ensure that "Use TLS 1.2" are selected.
- e) Click "OK".

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

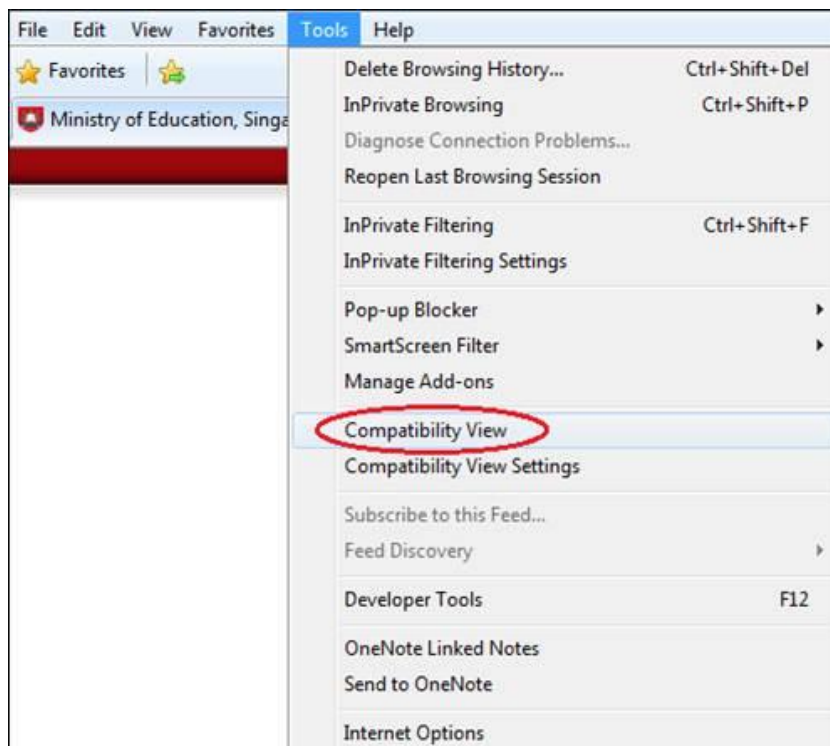
Go to <http://www.java.com> to follow the instruction to download and install java.

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

- a) Select "Tools" from the menu bar in your browser.
- b) Select "Internet Options". The "Internet Options" dialog will appear.
- c) Select "Privacy" tab.
- d) Uncheck "Turn on Pop-up Blocker" box
- e) Click "OK".

#### 7. How do I disable Compatibility View in the internet browser?

- a) Select "Tools" from the menu bar in your browser.
- b) Ensure the "Compatibility View" is unselected.



## **Troubleshooting**

### **S1-IS**

#### **8. 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.

For Internet Explorer 11:

- a) Select "Tools" from the menu bar in your browser.
- b) Select "Internet Options". The "Internet Options" dialog will appear.
- c) Select "Privacy" tab.
- d) Uncheck "Turn on Pop-up Blocker" box
- e) Click "OK".

#### **9. 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 after 10 minutes.

#### **10. 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 S1 Option Phase. Refer to the S1 website (<https://www.moe.gov.sg/admissions/secondary-one-posting-exercise/>) for the S1 Option period.