

JAE-IS User Guide for Candidates

Table of Contents

1	Introduction.....	3
1.1	Joint Admissions Exercise (JAE)	3
1.2	JAE Internet System (JAE-IS).....	3
2	Registration Requirements.....	3
2.1	For students with 2021 GCE O-Level Examination results:	3
2.2	For Singapore Citizens/Singapore Permanent Residents without 2021 GCE O-Level Examination results:	3
3	Login to JAE-IS	4
4	Download Form A Page	5
5	Personal Particulars Page	5
6	Course Registration Page	6
6.1	Course Registration Page with Single Year Exam Results.....	6
6.2	Course Registration Page with Combined Year Exam Results.....	7
7	Verify Information Page	8
8	Verification Slip Page.....	9
9	Elective Programme Pages	10
9.1	Elective Programme Selection Page	10
9.2	Selection of Institution Page.....	11
10	Amend JAE Submission	12
11	Posting Results	13
11.1	Login Page.....	13
11.2	Posting Results (Successful) Page	14
11.3	Posting Results (Unsuccessful) Page.....	14
	ANNEX A: JAE-IS System Requirements	15

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)

Applications for courses under the JAE should be submitted online through the JAE Internet System (JAE-IS). The JAE-IS is accessible through the JAE website.

The JAE-IS allows candidates to apply for courses under the JAE. It also allows candidates to view the results of their application through JAE-IS, when it is available.

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

2 Registration Requirements

2.1 For students with 2021 GCE O-Level Examination results:

You will need the following before registering online:

- Form A
- Singpass or JAE PIN (Found in your Form A)
- Completed course application worksheet (Found in Form A and JAE Information Booklet).

2.2 For Singapore Citizens/Singapore Permanent Residents without 2021 GCE O-Level Examination results:

You will need the following before registering online:

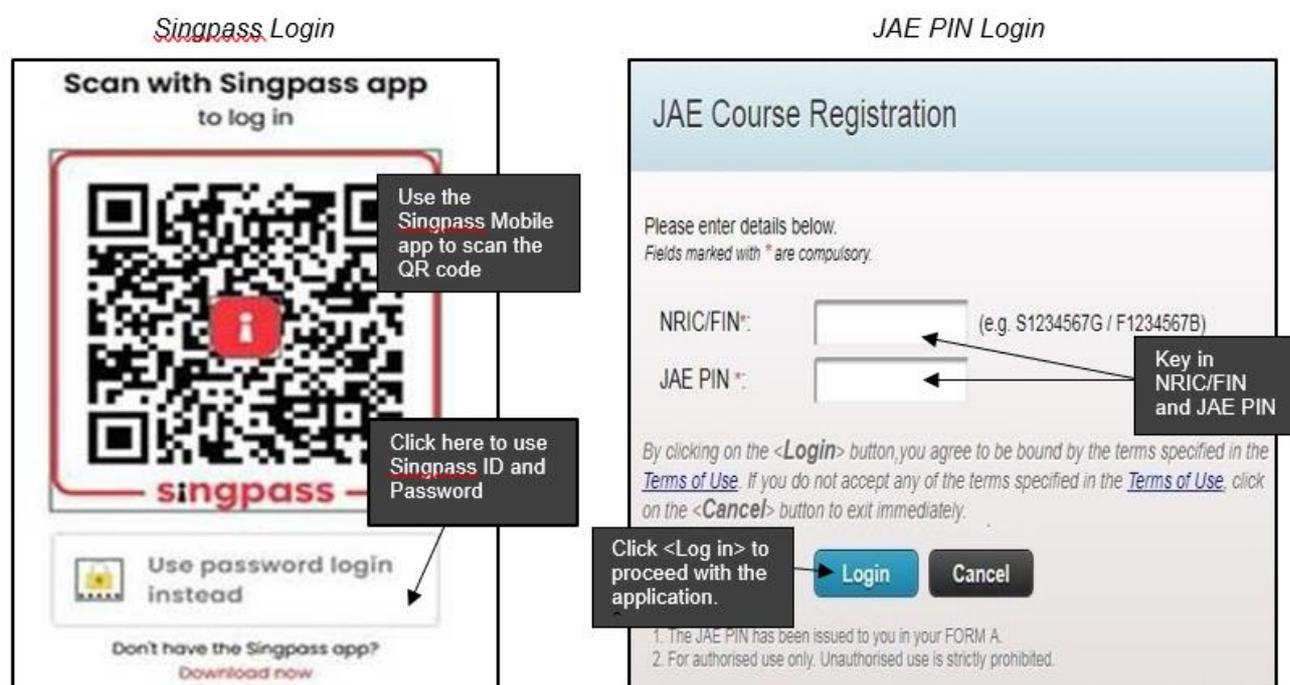
- Singpass
- Completed course application worksheet (Found in JAE website).

If you are unable to register via JAE-IS, you may seek assistance through the <[JAE Request Form](#)> during the JAE registration period.

3 Login to JAE-IS

- 3.1 During the JAE registration period, JAE-IS can be accessed via the JAE website at www.moe.gov.sg/jae.
- 3.2 Applicants can select to log in using Singpass or JAE PIN and the Login Page will appear (refer to Screenshot 1).
- 3.3 For Singpass Login: Applicants could (a) use Singpass Mobile app to scan the QR code or (b) enter their Singpass ID and Password.

For JAE PIN Login: Applicants should enter their NRIC number or FIN, together with the JAE PIN (found in Form A). Applicants should then click on the <Login> button to get to the next page.



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

IMPORTANT NOTE

Applicants are strongly advised to complete each page within 15 minutes, as the system will “time-out” after 15 minutes.

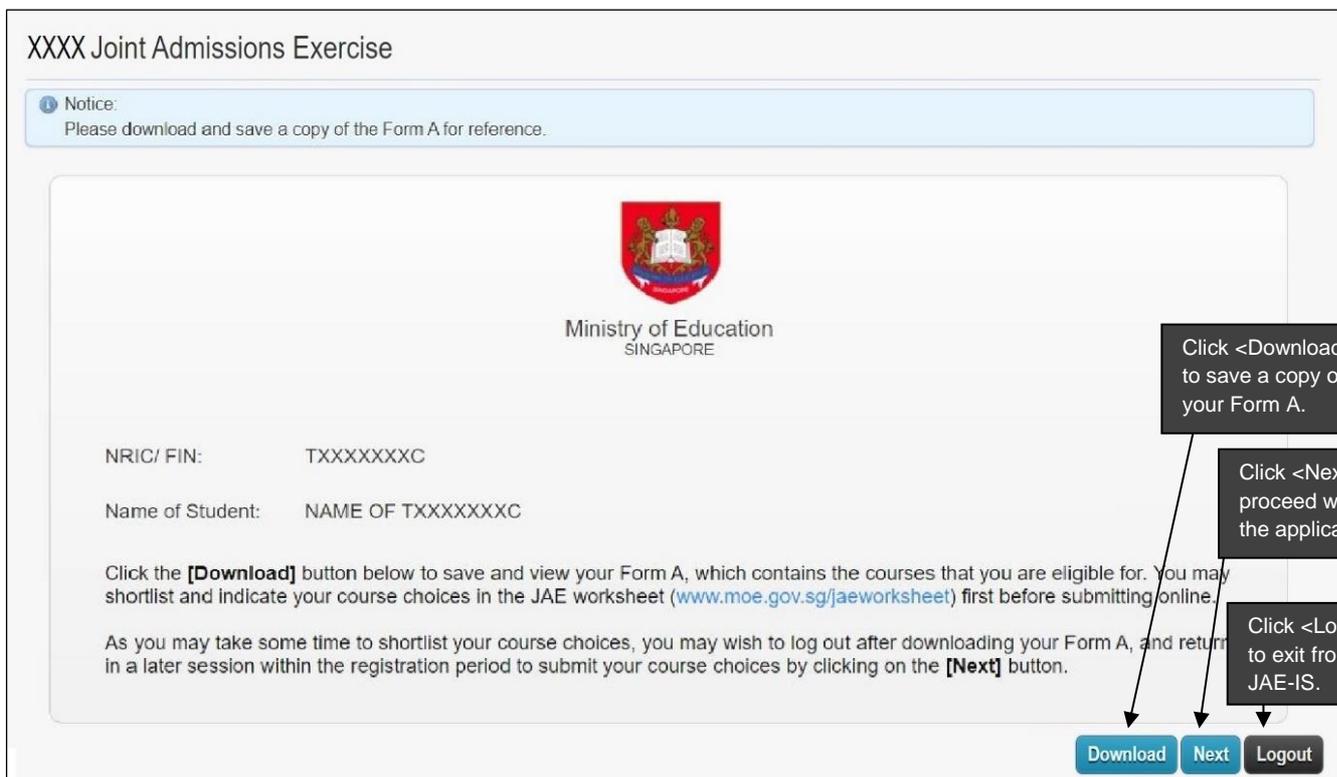
Applicants must click on the <Submit> button at the bottom of the **Verify Information Page** (refer to Screenshot 6) to complete the application. Failure to do so would mean that the application is **not** submitted.

The application is considered successfully submitted only when the **Verification Slip Page** (refer to Screenshot 7) appears after clicking the <Submit> button.

You should **print and retain a copy of the Verification Slip** as proof of your course application.

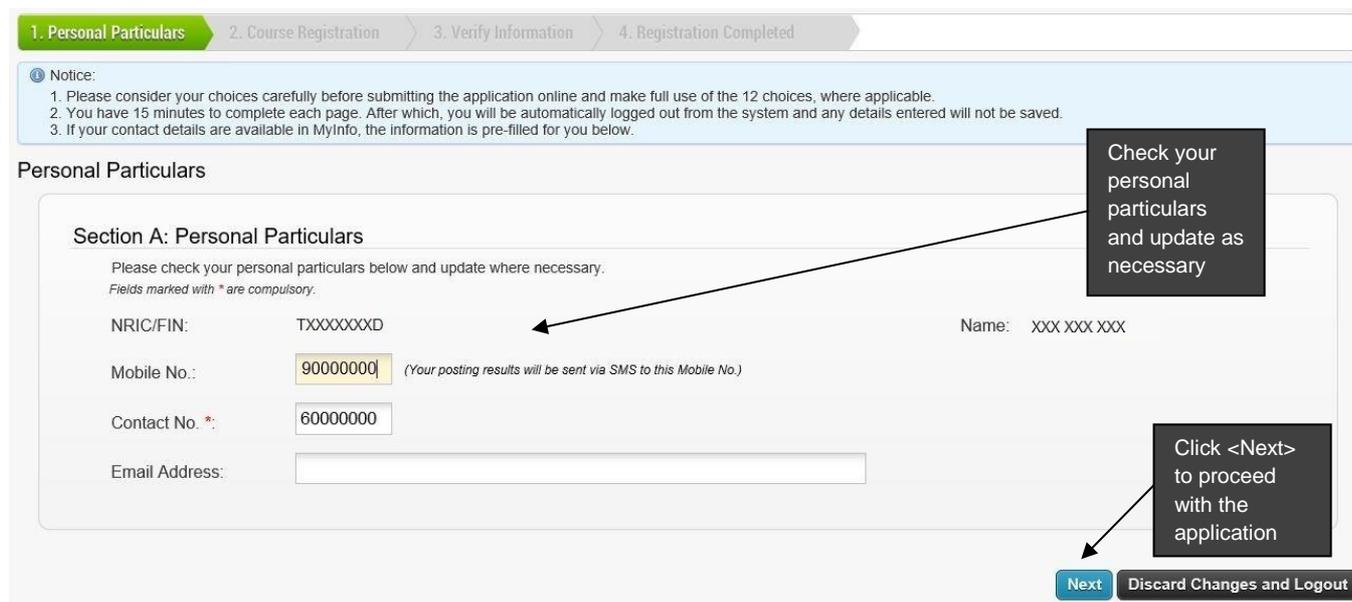
4 Download Form A Page

- 4.1 Applicants can click the <Download> button to save a copy of the Form A for reference.
- 4.2 Applicants can 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 may return in a later session within the registration period and click the <Next> button to proceed with your application.



Screenshot 2: Download Form A Page

5 Personal Particulars Page



Screenshot 3: Personal Particulars Page

6 Course Registration Page

6.1 Course Registration Page with Single Year Exam Results

1. ✓ Personal Particulars 2. Course Registration 3. Verify Information 4. Registration Completed

Notice:
1. Please consider your choices carefully before submitting the application online and make full use of the 12 choices, where applicable.
2. You have 15 minutes to complete each page. After which, you will be automatically logged out from the system and any details entered will not be saved.
3. If your contact details are available in MyInfo, the information is pre-filled for you below.

Course Registration

Section B: Choice of Courses

Year of Exam Sitting(s): You are currently using your results from XXXX GCE O-Level exam sitting.
CCA: Good

Note: You are only allowed to specify courses that you are eligible for, up to a maximum of 12 courses.
Fields marked with * are compulsory.

Choice Order	Course Code	Course Name	Institution Name
1st *	40S	SCIENCE	JURONG PIONEER JUNIOR COLLEGE
2nd :	32A	ARTS	TEMASEK JUNIOR COLLEGE
3rd :	41A	ARTS	TAMPINES MERIDIAN JUNIOR COLLEGE
4th :	24S	SCIENCE	HWA CHONG INSTITUTION
5th :	26S	SCIENCE	NANYANG JUNIOR COLLEGE
6th :	41S	SCIENCE	TAMPINES MERIDIAN JUNIOR COLLEGE
7th :	26A	ARTS	NANYANG JUNIOR COLLEGE
8th :	40A	ARTS	JURONG PIONEER JUNIOR COLLEGE
9th :	32S	SCIENCE	TEMASEK JUNIOR COLLEGE
10th :	24A	ARTS	HWA CHONG INSTITUTION
11th :			
12th :			

Enter your choice of courses according to your preference

Click <Next> to proceed with the application

Next Back Discard Changes and Logout

Screenshot 4: Course Registration Page with Single Year Exam Results

6.2 Course Registration Page with Combined Year Exam Results

1. Personal Particulars 2. **Course Registration** 3. Verify Information 4. Registration Completed

Notice:
 1. Please consider your choices carefully before submitting the application online and make full use of the 12 choices, where applicable.
 2. You have 15 minutes to complete each page. After which, you will be automatically logged out from the system and any details entered will not be saved.
 3. If your contact details are available in MyInfo, the information is pre-filled for you below.

Course Registration

Section B: Choice of Courses

Year of Exam Sitting(s): You are currently using your results from **XXXX/XXXX GCE O-Level exam sitting.**
CCA: Excellent

For candidates who have results from multiple examination years, you will not be able to select the single year result. If you had sat for the same subject in the selected combined year examination sittings, the better grade will be used to compute your aggregate scores and eligible courses. If you wish to use results from other years, please click below.

Choice of Exam Sitting(s) [Click to Hide](#)

Selection	Exam Years	JC		Poly			ITE			
		L1R5	L1R4	ELR2B2 -A	ELR2B2 -B	ELR2B2 -C	ELR2B2 -D	ELB4 -A	ELR1B3 -B	ELR2B2 -C
<input type="radio"/>	XXXX	X	10	10	10	10	10	10	10	10
<input checked="" type="radio"/>	XXXX/XXXX	11	8	8	9	9	9	8	8	9

Legend:
 X - You are not eligible for these courses.

Eligible Course(s) using your result for exam sitting year XXXX/XXXX [Click to Hide](#)

Course Code	Course & Institution Name	Course Code	Course & Institution Name
22A	ARTS ANGLO-CHINESE JUNIOR COLLEGE	22S	SCIENCE ANGLO-CHINESE JUNIOR COLLEGE
23A	ARTS CATHOLIC JUNIOR COLLEGE	23S	SCIENCE CATHOLIC JUNIOR COLLEGE
24A	ARTS HWA CHONG INSTITUTION	24S	SCIENCE HWA CHONG INSTITUTION
26A	ARTS NANYANG JUNIOR COLLEGE	26S	SCIENCE NANYANG JUNIOR COLLEGE
27A	ARTS NATIONAL JUNIOR COLLEGE	27S	SCIENCE NATIONAL JUNIOR COLLEGE

Eligible Elective Programme(s) [Click to Hide](#)

Chinese Language Elective Programme (CLEP)

Note: You are only allowed to specify courses that you are eligible for, up to a maximum of 12 courses.
 Fields marked with * are compulsory.

Choice Order	Course Code	Course Name	Institution Name
1st *	<input type="text" value="26S"/>	SCIENCE	NANYANG JUNIOR COLLEGE
2nd:	<input type="text" value="22S"/>	SCIENCE	ANGLO-CHINESE JUNIOR COLLEGE
3rd:	<input type="text" value="33S"/>	SCIENCE	VICTORIA JUNIOR COLLEGE
4th:	<input type="text" value="38S"/>	SCIENCE	EUNOIA JUNIOR COLLEGE
5th:	<input type="text" value="38S"/>	SCIENCE	ANDERSON SERANGOON JUNIOR COLLEGE
6th:	<input type="text" value="23S"/>	SCIENCE	CATHOLIC JUNIOR COLLEGE
7th:	<input type="text" value="27S"/>	SCIENCE	NATIONAL JUNIOR COLLEGE
8th:	<input type="text" value="32S"/>	SCIENCE	TEMASEK JUNIOR COLLEGE
9th:	<input type="text" value="24S"/>	SCIENCE	HWA CHONG INSTITUTION
10th:	<input type="text" value="41S"/>	SCIENCE	TAMPINES MERIDIAN JUNIOR COLLEGE
11th:	<input type="text" value="44S"/>	SCIENCE	DUNMAN HIGH SCHOOL
12th:	<input type="text" value="45S"/>	SCIENCE	RIVER VALLEY HIGH SCHOOL

Next **Back** **Discard Changes and Logout**

Select Exam Sitting to use for this course registration.

Candidates who have results from multiple years, will not be able to select the single year result.

Display of Eligible Course(s) for Exam Sitting you have selected

Display of Eligible Elective Programme(s) for Exam Sitting you have selected

Enter your choice of courses according to your preference

Click <Next> to proceed with the application

Screenshot 5: Course Registration Page with Combined Year Exam Results

7 Verify Information Page

1. ✓ Personal Particulars 2. ✓ Course Registration 3. **Verify Information** 4. Registration Completed

Notice:
1. Please consider your choices carefully before submitting the application online and make full use of the 12 choices, where applicable.
2. You have 15 minutes to complete each page. After which, you will be automatically logged out from the system and any details entered will not be saved.
3. If your contact details are available in MyInfo, the information is pre-filled for you below.

Verify Information & Submit Application

Please verify that all the information in this application is correct.
To send in this application, please click **<Submit>** button below.

Personal Particulars

NRIC/FIN: T000000D Name: XXX XXX XXX
Mobile No.: 90000000 (Your posting results will be sent via SMS to this Mobile No.)
Contact No.: 60000000
Email Address: NIL

Choice of Courses

Year of Exam Sitting(s): You are currently using your results from XXXX GCE O-Level exam sitting.

1. 40S	SCIENCE	JURONG PIONEER JUNIOR COLLEGE	7. 26A	ARTS	NANYANG JUNIOR COLLEGE
2. 32A	ARTS	TEMASEK JUNIOR COLLEGE	8. 40A	ARTS	JURONG PIONEER JUNIOR COLLEGE
3. 41A	ARTS	TAMPINES MERIDIAN JUNIOR COLLEGE	9. 32S	SCIENCE	TEMASEK JUNIOR COLLEGE
4. 24S	SCIENCE	HWA CHONG INSTITUTION	10. 24A	ARTS	HWA CHONG INSTITUTION
5. 26S	SCIENCE	NANYANG JUNIOR COLLEGE	11. NIL		
6. 41S	SCIENCE	TAMPINES MERIDIAN JUNIOR COLLEGE	12. NIL		

Elective Programme

Programme Chosen: Chinese Language Elective Programme (CLEP)
Choice of JCs To Offer Programme in: JURONG PIONEER JUNIOR COLLEGE
TEMASEK JUNIOR COLLEGE

1) All CLEP students must offer H2 Chinese Language & Literature at 'A' Level and participate in CLEP activities.
2) If admitted to CLEP, you are required to remain in the programme regardless of whether you had utilised the 2 CLEP bonus points. Otherwise, you may be terminated from the programme.
JC.

I have read and verified that all the information above is correct.

Submit **Back** **Discard Changes and Logout**

Ensure that your personal particulars are correct

Ensure that the courses are correct

Click <Submit> to complete your application for JAE

Click <Back> if you want to make any changes to either your personal particulars or course application

Click here if you do not wish to continue. Your session will be terminated immediately, and all the changes you have made during this session will not be saved

Screenshot 6: Verify Information Page

8 Verification Slip Page

1. ✓ Personal Particulars 2. ✓ Course Registration 3. ✓ Verify Information 4. ✓ Registration Completed

✓ Your JAE Registration has been submitted successfully.

Notice:

- JAE posting results will be released in the last week of January through the following modes:
 - JAE-IS, accessible through the JAE website at www.moe.gov.sg/jae
 - Short Message Service (SMS) via applicant's mobile number (if a valid Singapore mobile number is provided by applicants during the JAE Registration)
- Please use this confirmation number for all future correspondences.

Verification Slip


Ministry of Education
SINGAPORE

This is a copy of the Choice of Courses you have submitted. Please print a copy for your future reference.

Confirmation Number : D000000D-1 Submission Date/Time : 07 Sep XXXX 17:43 hrs

Personal Particulars

NRIC/FIN: T000000D Name: XXX XXX XXX
Mobile No.: 90000000 (Your posting results will be sent via SMS to this Mobile No.)
Contact No.: 80000000
Email Address: NIL

Choice of Courses

Year of Exam Sitting(s): You are currently using your results from XXXX GCE O-Level exam sitting.

1. 40S	SCIENCE	JURONG PIONEER JUNIOR COLLEGE	7. 26A	ARTS	NANYANG JUNIOR COLLEGE
2. 32A	ARTS	TEMASEK JUNIOR COLLEGE	8. 40A	ARTS	JURONG PIONEER JUNIOR COLLEGE
3. 41A	ARTS	TAMPINES MERIDIAN JUNIOR COLLEGE	9. 32S	SCIENCE	TEMASEK JUNIOR COLLEGE
4. 24S	SCIENCE	HWA CHONG INSTITUTION	10. 24A	ARTS	HWA CHONG INSTITUTION
5. 26S	SCIENCE	NANYANG JUNIOR COLLEGE	11. NIL		
6. 41S	SCIENCE	TAMPINES MERIDIAN JUNIOR COLLEGE	12. NIL		

Elective Programme

Programme Chosen: **Chinese Language Elective Programme (CLEP)**

Choice of JCs To Offer Programme in: TEMASEK JUNIOR COLLEGE
JURONG PIONEER JUNIOR COLLEGE

1) All CLEP students must offer H2 Chinese Language & Literature at 'A' Level and participate in CLEP activities.
2) If admitted to CLEP, you are required to remain in the programme regardless of whether you had utilised the 2 CLEP bonus points. Otherwise, you may be asked to leave the JC.

I have read and verified that all information in this Verification Slip is correct.

Important
You should save or print out a copy of the Verification Slip for reference.

Click <Logout> to exit from JAE-IS

Save As Print Logout

Screenshot 7: Verification Slip Page

9 Elective Programme Pages

Applicants who are eligible for Elective Programmes in selected JCs may be presented with 2 additional screens (Screenshot 8 and 9) after clicking on the <Next> button at the Course Registration Page (refer to Screenshot 4 or 5).

9.1 Elective Programme Selection Page

9.1.1 This Elective Programme Selection Page (refer to Screenshot 8) presents the various Elective Programmes that the applicant is eligible for, taking into account the JC choice(s) that were selected at the Course Registration Page.

9.1.2 The applicant is allowed to select only ONE elective programme. Please note that you must indicate your preference in the appropriate radio button before clicking on the <Next> button.

- a) If you indicate that you do not wish to apply for any Elective Programmes, you will be presented with the Verify Information Page (refer to Screenshot 6).
- b) If you indicate that you wish to apply for one of the Elective Programmes, you will be presented with the Selection of Institution Page (refer to Screenshot 9).

1. ✓ Personal Particulars 2. Course Registration 3. Verify Information 4. Registration Completed

Notice:

1. Please consider your choices carefully before submitting the application online and make full use of the 12 choices, where applicable.
2. You have 15 minutes to complete each page. After which, you will be automatically logged out from the system and any details entered will not be saved.
3. If your contact details are available in MyInfo, the information is pre-filled for you below.

Course Registration

Section C: Elective Programme

You are eligible to apply for one of the following Elective Programme(s):

I wish to apply for:

Chinese Language Elective Programme (CLEP)

I do not wish to apply for any Elective Programme

Next Back Discard Changes and Logout

You must select **one** of the radio buttons before continuing

Click <Next> to proceed with the application

Screenshot 8: Elective Programme Selection Page

9.2 Selection of Institution Page

9.2.1 This Selection of Institution Page (refer to Screenshot 9) presents the various JCs which offer the specific Elective Programme that you have selected. Please note that only JCs that you have indicated in your Course Registration Page (refer to Screenshot 4 or 5) will be made available for selection in this page.

9.2.2 You may select one or more of the JCs listed. Once done, you must click on the <Next> button. You will next be presented with the Verify Information Page (refer to Screenshot 6).

1. ✓ Personal Particulars 2. Course Registration 3. Verify Information 4. Registration Completed

Notice:
1. Please consider your choices carefully before submitting the application online and make full use of the 12 choices, where applicable.
2. You have 15 minutes to complete each page. After which, you will be automatically logged out from the system and any details entered will not be saved.
3. If your contact details are available in MyInfo, the information is pre-filled for you below.

Course Registration

Section C: Elective Programme

You are eligible to apply for one of the following Elective Programme(s):

I wish to apply for:

Chinese Language Elective Programme (CLEP)
 I do not wish to apply for any Elective Programme

Please indicate below which JC(s) you wish to take up your Elective Programme in. You may select one or more JC(s).

I would like to apply for Chinese Language Elective Programme (CLEP) in the following JC(s)

JURONG PIONEER JUNIOR COLLEGE
 TEMASEK JUNIOR COLLEGE
 HWA CHONG INSTITUTION
 NANYANG JUNIOR COLLEGE

Next **Back** **Discard Changes and Logout**

You may select **one or more** JCs by clicking on the check box(es)

Click <Next> to proceed with the application

Screenshot 9: Selection of Institution Page

10 Amend JAE Submission

- 10.1 After you have submitted your JAE registration and log in the next time, the Download Form A Page (refer to Screenshot 2) should appear. Applicants should click on the <Next> button to get to Verification Slip Page for amendment (refer to Screenshot 10).
- 10.2 On the Verification Slip Page for amendment (refer to Screenshot 10), you may click on the <Amend> button to amend the application you had previously submitted.
- 10.3 At the Verify Information Page (refer to Screenshot 6), you have to confirm that all details are correct. You must click <Submit> button to complete the amendments. Failure to do so would mean that the amendment is not submitted.
- 10.4 The amendment is considered successfully submitted only when the Verification Slip Page (refer to Screenshot 7) appears. You should print and retain a copy of the Verification Slip as proof of your amendment.

1. ✓ Personal Particulars 2. ✓ Course Registration 3. ✓ Verify Information 4. ✓ Registration Completed

✓ Your JAE Registration has been submitted successfully.

Notice:

1. JAE posting results will be released on XXXX through the following modes:
 - a. JAE-IS, accessible through the JAE website at www.moe.gov.sg/jae
 - b. Short Message Service (SMS) via applicant's mobile number (if a valid Singapore mobile number is provided by applicants during the JAE Registration)
2. Please use this confirmation number for all future correspondences.

Verification Slip

Ministry of Education
SINGAPORE

This is a copy of the Choice of Courses you have submitted. Please print a copy for your future reference.

Confirmation Number : TX00000C-1 Submission Date/Time : 10 Jul XXXX 15:25hrs

Personal Particulars

NRIC/FIN: TX00000C Name: NAM SIL

Mobile No.: 90000000 (Your posting results will be sent via SMS to this Mobile No.)

Contact No.: 61234567

Email Address: abc@abc.com.sg

Choice of Courses

Year of Exam Sitting(s): You are currently using your results from XXXX GCE O-Level exam sitting.

1. 325	SCIENCE TEMASEK JUNIOR COLLEGE	7. N57	LANDSCAPE DESIGN & HORTICULTURE Ngee Ann Polytechnic
2. 265	SCIENCE NANYANG JUNIOR COLLEGE	8. C38	ARCHITECTURE NANYANG POLYTECHNIC
3. 26A	ARTS NANYANG JUNIOR COLLEGE	9. T20	APPAREL DESIGN & MERCHANDISING TEMASEK POLYTECHNIC
4. 24A	ARTS HWA CHONG INSTITUTION	10. S75	ACCOUNTANCY SINGAPORE POLYTECHNIC
5. 51I	INTERNATIONAL BACCALAUREATE ANGLO-CHINESE SCHOOL (INDEPENDENT)	11. V40	EVENT MANAGEMENT ITE COLLEGE CENTRAL
6. 435	SCIENCE MILLENNIA INSTITUTE	12. V35	MECHANICAL ENGINEERING ITE COLLEGE EAST

Elective Programme

Programme Chosen: Chinese Language Elective Programme (CLEP)

Choice of JCs To Offer Programme in: HWA CHONG INSTITUTION
NANYANG JUNIOR COLLEGE
TEMASEK JUNIOR COLLEGE

1) All CLEP students must offer H2 Chinese Language & Literature at 'A' Level and participate in CLEP activities.
2) If admitted to CLEP, you are required to remain in the programme regardless of whether you had utilised the 2 CLEP bonus points. Otherwise you may be asked to leave the JC.

✓ I have read and verified that all information in this Verification Slip is correct.

Amend Save As Print Back Logout

Click here to make amendments to the application you had previously submitted.

Click <Logout> to exit from JAE-IS.

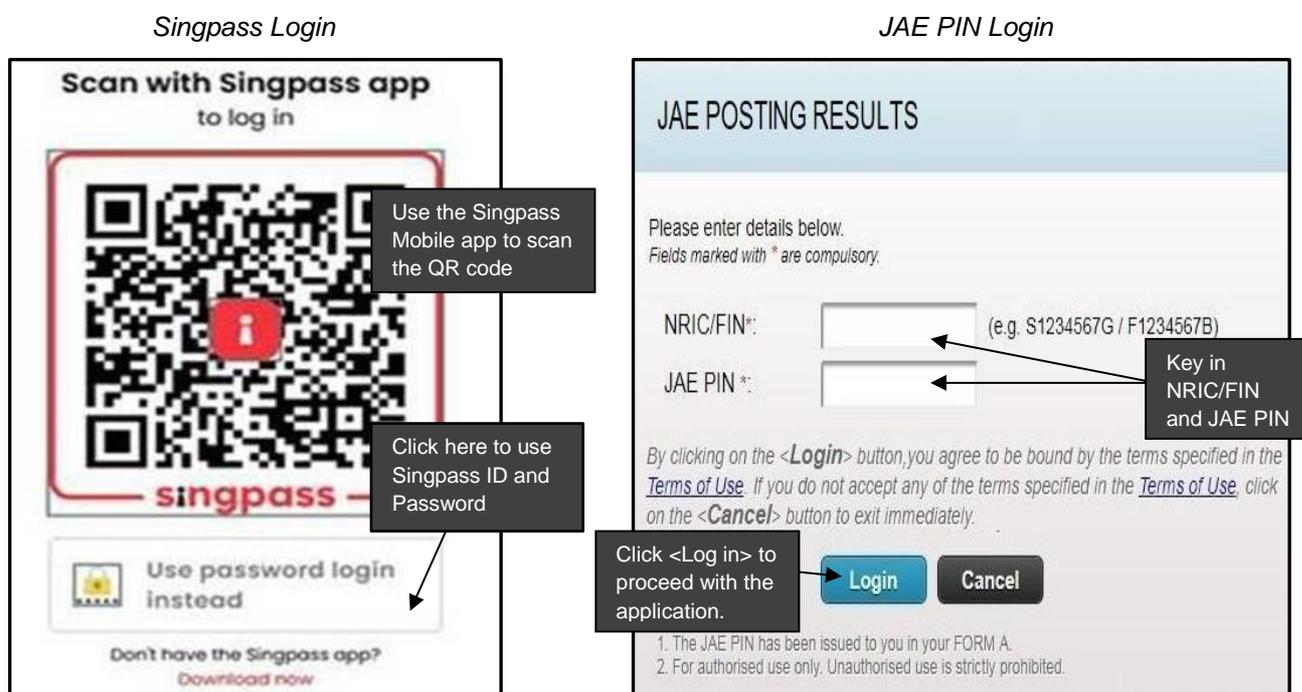
Screenshot 10: Verification Slip Page for Amendment

11 Posting Results

11.1 Login Page

- 11.1.1 On the day of JAE posting results release, you can access your results through the JAE-IS website at ***www.moe.gov.sg/jae***.
- 11.1.2 Applicants can select to log in using Singpass or JAE PIN and the Login Page will appear (refer to Screenshot 11).
- 11.1.3 For Singpass Login: Applicants could (a) use Singpass Mobile app to scan the QR code or (b) enter their Singpass ID and Password.

For JAE PIN Login: Applicants should enter their NRIC number or FIN, together with the JAE PIN (found in Form A). Applicants should then click on the <Login> button to get to the next page.



Screenshot 11: JAE Internet System (JAE-IS) Login Page

11.2 Posting Results (Successful) Page

The following screen will be displayed if the candidate is successful in his application.

XXXX Joint Admissions Exercise

Ministry of Education
Singapore
Joint Admissions Exercise

NRIC/FIN : TXXXXXXC
Name : NAM SIL

1. The results of your application are as follows:
Posted Institution : NANYANG JUNIOR COLLEGE
Course Name : SCIENCE
Course Code : 26S

2. If you are posted to a JC/MI, please report to the JC/MI on DD/MM/YYYY at 07.30am. If you are posted to a Polytechnic/ITE, an enrolment package with the relevant enrolment details will be sent to you.
3. If you wish to apply for a transfer to a particular course, you should approach the institution concerned directly. The institution concerned will inform you of the outcome of your application.

View your posting results details.

Click <Logout> to exit from JAE-IS.

Logout

Screenshot 12: Posting Results (Successful)

11.3 Posting Results (Unsuccessful) Page

The following screen will be displayed if the candidate is unsuccessful in his application.

XXXX Joint Admissions Exercise

Ministry of Education
Singapore
2021 Joint Admissions Exercise

NRIC/FIN : TXXXXXXC
Name : NAM SIL

We are sorry that you are not successful in your JAE application. However, if you wish to appeal to a course which you are eligible for, you may approach the institution concerned directly. The institution concerned will inform you of the outcome of your application.

Click <Logout> to exit from JAE-IS.

Logout

Screenshot 13: Posting Results (Unsuccessful)

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) 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.
- c) Screen resolution of 1024 x 768 pixels.
- d) Enable Cookies option in the internet browser.
- e) Enable JavaScript option in the internet browser.
- f) Enable the Transport Layer Security (TLS) v1.2 option in the internet browser.
- g) Turn off the Pop-up Blocker option in the internet browser, if applicable.
- h) If you have any other pop-up blocker software, these must be disabled while accessing the JAE-IS. Otherwise, it will prevent the JAE-IS from functioning properly.
- i) Printer is connected and ready to print (for printing of Verification Slip).

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

Internet Explorer	Microsoft Edge	Google Chrome
<ol style="list-style-type: none"> 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) Click on the "Advanced" button. The "Advanced Privacy Settings" dialog will appear. e) Ensure that "First-party Cookies" and "Third-party Cookies" have "Accept" selected. f) Click "OK". 	<ol style="list-style-type: none"> a) Select "Settings" from the menu bar in your browser. b) Select "Cookies and Site Permissions". c) In the "Tracking prevention" section, ensure that "Basic" or "Balanced" profile is selected if "Tracking Prevention" is turned on. d) Close the "Settings" tab in your browser. 	<ol style="list-style-type: none"> a) Select "Settings" from the menu bar in your browser. b) Select "Privacy and security". c) In General settings, ensure that the "Allow all cookies" radio button is selected. d) Ensure that "Send a "Do Not Track" request with your browsing traffic" is disabled. e) Close the "Settings" tab in your browser.

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

Internet Explorer	Microsoft Edge	Google Chrome
<ul style="list-style-type: none"> 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". 	<ul style="list-style-type: none"> a) Select "Settings" from the menu bar in your browser. b) Select "Cookies and Site Permissions". c) In the "Site Permissions – All permissions" section, ensure that "Javascript" is Allowed. d) Close the "Settings" tab in your browser. 	<ul style="list-style-type: none"> a) Select "Settings" from the menu bar in your browser. b) Select "Privacy and security". c) In "Site Settings"> "Content", ensure that the "Javascript" is set to Allowed. 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 "User TLS 1.2" checkbox. Click "OK".

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

Internet Explorer	Microsoft Edge	Google Chrome
<ul style="list-style-type: none"> 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". 	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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) At the top, switch the setting from "Blocked (Recommended)" to "Allowed" 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 the 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 JAE Registration phase or Posting Results Release phase. Refer to the [JAE website](#) for the JAE Registration period and Posting Results Release period.

Singpass

9. I encountered the error “Your session with Singpass has timed-out. Please close the browser and log in again” at the Singpass logon page. What could be the problem?

You might have stayed on the Singpass logon page for more than 15 mins without performing any activity. If you encounter this error message, please close the existing browser window and try to log in using a new browser window.