

## FREQUENTLY ASKED QUESTIONS ON ELECTRONIC SUBMISSION OF SUPPORTING DOCUMENTS VIA EPOL

The FAQs are in 5 Parts-

**Part A: General**

**Part B: Application and Uploading of Documents**

**Part C: Questions pertaining to Specific Document Types**

**Part D: After Application Submission**

**Part E: Troubleshooting and Other Technical Problems**

<b>PART A: GENERAL</b>	
<b>A1</b>	<b>What is the objective of requiring employers to upload supporting documents at the time of work pass application?</b>
	<p>Today, work pass applicants submit physical copies of most supporting documents when they visit the Employment Pass Services Centre (EPSC) or Work Pass Services Centre (WPSC) to have their fingerprints enrolled.</p> <p>There have been occasions when the in-principle approvals for some foreigners had to be withdrawn after detecting inconsistencies between their supporting documents and the declared application details. This has resulted in uncertainty and inconvenience for both these foreigners as well as their employers.</p> <p>By verifying the foreigner's supporting documents upstream at the stage of work pass application, we would be able to provide greater certainty to employers and work pass applicants on the application outcome.</p>
<b>A2</b>	<b>When will this new EPOL feature be introduced?</b>
	It will be launched on 1 April 2011.
<b>A3</b>	<b>Will the new feature be introduced for EntrePass, Personalised Employment Pass, Miscellaneous Work Pass and Work Holiday Pass?</b>
	The new feature will be introduced for work passes that are available for application via EP Online for a start. It will not be available for EntrePass, Personalised Employment Pass, Miscellaneous Work Pass and Work Holiday Pass at this juncture.
<b>A4</b>	<b>Will there be any changes to the application processing time?</b>
	The processing time will remain unchanged.i.e. approximately 93% of the applications submitted via EP Online will be processed within 1 week. Processing time for applications submitted manually via SingPost post office (MOM-appointed collecting agent) is about 5 weeks.

<b>A5</b>	<b>Will work pass applicants still need to submit hard copies of their supporting documents at the work pass services centre?</b>
	<p>This new initiative will reduce the number of supporting documents that the work pass applicant would need to submit at the work pass services centres.</p> <p>However, for documents that are still required, the applicants will be notified accordingly in the In-Principle Approval Letter.</p>
<b>A6</b>	<b>Since, more work is required, can I switch to submitting applications manually through SingPost?</b>
	<p>The new online feature will be easy to use and you will be prompted what documents to submit. It will not take long to adjust to the new feature.</p> <p>The processing time for online applications is also significantly shorter than that of manual applications – one week in the case of online application, as compared to 5 weeks for manual application.</p>
<b>A7</b>	<b>I do not have a scanner. Can I scan my supporting documents at the MOM premises like the MOM e-lobby?</b>
	No, MOM does not provide scanning services for this purpose.
<b>PART B: APPLICATION AND UPLOADING OF DOCUMENTS</b>	
<b>B1</b>	<b>Will I be informed to upload the supporting documents?</b>
	Yes, you will be prompted on which documents to upload at the new 'Document Upload Section' found on the Application/Renewal Confirmation page.
<b>B2</b>	<b>What type of supporting documents will I be asked to upload?</b>
	The type of document you will be asked to upload depends on the type of passes you apply for. For more details on other additional documents that may be requested, please refer to the table in Annex A.
<b>B3</b>	<b>What does MOM consider to be an official English translation?</b>
	An official English translation refers to translations done by a certified translator, High Commission/Embassy, or a notary public.

<b>B4</b>	<b>How do I upload the supporting documents in the EP Online application?</b>
	You can upload the documents by scanning them to create softcopies in your computer system, and then attaching them to the field when prompted by the EP Online system. Please ensure that the scanned documents comply with the file specifications indicated in the upload page on the EP Online system.
<b>B5</b>	<b>What type of scanner should my company purchase?</b>
	Regular scanners available at most electronic retail outlets should be sufficient for your use. However, if your company submits a high volume of work pass applications, you may wish to consider purchasing a feeder/batch scanner which allows for bulk scanning of documents.  Please check that the scanner comes with a built-in PDF conversion software that allows your documents to be automatically scanned into a PDF (portable document format) file.
<b>B6</b>	<b>What are the recommended computer settings for electronic upload of documents?</b>
	The system is supported on Microsoft Internet Explorer 6.0 and above, running on : <ul style="list-style-type: none"> <li>• Windows XP Professional Service Pack 2; or</li> <li>• Windows Vista</li> </ul> <p>Please check your Internet Explorer version (refer to question E2) and set your Internet Browser to the recommended settings (refer to question E3, E4 and E5) before you proceed with work pass application online.</p>
<b>B7</b>	<b>What are the image/file guidelines for the scanned documents that I wish to upload?</b>
	<ul style="list-style-type: none"> <li>- All scanned images must be clear for viewing (all text must be sharp, and photographs should show facial features clearly)</li> <li>- Non-English documents should be accompanied by an official English translation and saved in the same file</li> <li>- File format should be in Portable Document Format (PDF) only</li> <li>- Document file size should not exceed 2MB</li> </ul> <p>We recommend that your scanners be set to scan at a resolution of at least 150 dpi (dots per inch), in either 'colour' or 'greyscale' mode.</p>

<b>B8</b>	<b>Where can I obtain a PDF conversion software or PDF reader software if my computer does not have one?</b>
	<p>PDF is widely used for electronic documents and forms exchange, it is supported by many software*. You may wish to refer to the following websites for more information on obtaining the software:</p> <p><b>PDF Conversion:</b>  <a href="http://www.cutepdf.com">www.cutepdf.com</a>  <a href="http://www.primopdf.com">www.primopdf.com</a>  <a href="http://www.binarynow.com/products/print2pdf/">www.binarynow.com/products/print2pdf/</a></p> <p><b>PDF Reader:</b>  <a href="http://www.adobe.com">www.adobe.com</a></p> <p><i>* Please note any licensing conditions that may apply for the software by reading the software terms and conditions.</i></p>
<b>B9</b>	<b>How do I convert my picture files (e.g. in JPEG, TIFF, GIF, BMP formats etc) into PDF files?</b>
	Please refer to Annex B for a step-by-step guide on how to do the conversion.
<b>B10</b>	<b>How long does it take to upload one file?</b>
	Time required to upload document varies according to the file size. A larger file size will require a longer uploading time. You may upload a few files concurrently to reduce waiting time. Generally, to upload three documents of 1MB file size each at the same time, it will take approximately 2.5 minutes. However, in times of peak EPOL usage, this may take up to 8 minutes.
<b>B11</b>	<b>The file that I am trying to upload exceeds 2 MB. What should I do?</b>
	<p>You can reduce the size of your file by adjusting your scan settings. For instance, you may wish to scan the image using 'greyscale' setting instead of 'colour' setting.</p> <p>Please ensure that the documents are still clear for viewing after the adjustments have been made.</p>
<b>B12</b>	<b>Can I submit an application without uploading all the supporting documents requested for?</b>
	<p>No, all document uploads have to be completed before an application can be submitted. If you have not prepared the soft copy documents for upload, you may click on the "Save" button in EPOL to save a draft of your application, and return to it later to continue.</p> <p>In addition, please note that uploading of irrelevant documents in place of the correct documents may result in the application being voided or rejected.</p>

<b>B13</b>	<b>I have saved my application as I am not able to complete it in my current session. How long will my uploaded documents be retained in the draft application?</b>
	Documents uploaded and saved in draft applications will only be kept for a period of 14 days from the last date you had saved this draft application.
<b>B14</b>	<b>When I accessed the Application/Renewal Confirmation Page previously, the Document Upload Section displayed a list of documents to be uploaded. However, when I returned to this page later, I notice that I am now no longer required to upload any documents. Why is this so?</b>
	If you had amended one or more details in your application, it is possible that based on the latest application details, you are no longer required to upload any supporting documents.
<b>B15</b>	<b>On the Document Upload Page, I notice that some of my documents that I had previously uploaded have been removed. Why is this so?</b>
	You have recently amended one or more details in your application. Therefore, the previous copy of document you had uploaded may no longer be relevant or accurate, and has been removed.
<b>PART C: QUESTIONS PERTAINING TO SPECIFIC DOCUMENT TYPES</b>	
<b>C1</b>	<b><i>TRAVEL DOCUMENT &amp; RELATIONSHIP PAPERS</i></b> <b><i>(e.g. Marriage Certificate, Birth Certificate, etc)</i></b>
<b>C1- 1</b>	<b>How should I key in the name of the applicant in the application form?</b>
	The name entered in the application should follow exactly the name that appears in the passport, and in the same sequence of appearance.
<b>C1-2</b>	<b>The applicant has an existing FIN and I have keyed in his/her FIN. The system then displays the FIN holder's personal particulars (e.g. Name, Date of Birth, Nationality, etc) on the screen. However, I notice that there is an error in the details displayed. What should I do?</b>
	You should not proceed with the application. Please fill up the 'Request Form for Amendment of Personal Particulars (EP Online)', attach the relevant supporting documents and submit the amendment request.  When the amendment has been completed, you may then proceed to make the application.

<b>C2</b>	<b>EDUCATION-RELATED DOCUMENTS</b> (e.g. educational certificate, transcripts, etc)
<b>C2-1</b>	<b>I am being prompted to upload an educational certificate, however, the applicant has only recently graduated and has not yet received the certificate. What should I do?</b>
	Instead of the educational certificate, alternatively you may upload transcripts/letter from the institution confirming that the applicant has successfully fulfilled the course requirements and has attained the qualification for which the certificate is to be awarded at a stipulated date.
<b>C2-2</b>	<b>I am being prompted to upload an educational certificate; however, the applicant has lost his certificate. Can I submit other supporting documents instead?</b>
	You may submit transcripts/letter from the educational institution clearly stating that the applicant has completed the course/program and has been awarded the qualification. In addition, please submit a letter of explanation to explain why the certificate is not available. We will then assess if this is acceptable.  If the applicant is not able to produce any of the above items,, that educational qualification <u>should not be declared</u> in the application
<b>C2-3</b>	<b>For qualifications from Chinese educational institutions, what is an ‘educational certificate’ and what is a ‘graduation certificate’? Do I have to upload both documents?</b>
	Yes, you need to upload <b>both</b> items if the qualification is of Bachelor’s/ Master’s/ Doctorate level.  The ‘Educational Certificate’ refers to either the Bachelor’s degree certificate (学士学位), Master’s degree certificate (硕士学位), or the Doctorate certificate (博士学位).  The ‘graduation cert’ refers to the document with the Chinese characters ‘毕业证书’ on it.
<b>C2-4</b>	<b>The applicant holds a degree from an Indian education institution, and I am being prompted to upload his transcripts/marksheets in addition to the educational certificate. How many transcripts/ marksheets should I upload?</b>
	You should upload their complete set of transcripts/marksheets.

<b>C3</b>	<b>PAPERS RELATED TO SUPPORT FROM VETTING AGENCY/ PROFESSIONAL BODY/ ACCREDITATION AGENCY</b> <i>(e.g. NEA Licence, Singapore Nursing Board Practising Certificate, etc)</i>
<b>C3-1</b>	<b>I operate several F&amp;B outlets in Singapore and I am prompted to upload a copy of the National Environment Agency (NEA) licence. Is it acceptable to upload NEA licence which has an address different from applicant's place of duties?</b>
	NEA licence to be uploaded must be valid and it must show address which is consistent to the applicant's place of duties.

**PART D: AFTER APPLICATION SUBMISSION**

<b>D1</b>	<b>How will I be notified on the status of the application I have submitted?</b>														
	<p>You may check the status of your application via EPOL. With effect from 1 April 2011, you will have an option to select the preferred mode of electronic notification (via SMS or email) to alert you on the status of your application outcome.</p> <p>You will then be notified via the mobile number or email address that you have indicated at the 'Notification' section of the Application/Renewal Form, for the following:</p> <p>(a) The application outcome (including applications which have been voided) (b) Request(s) for any additional documents during the processing of the application</p>														
<b>D2</b>	<b>Will I be able to retrieve the uploaded document files from EPOL for my viewing after I have submitted the application?</b>														
	<p>The documents will remain retrievable depending on the application/pass status as summarised in the table below:</p> <table border="1"> <thead> <tr> <th>Application/Pass Status</th> <th>Documents still retrievable for viewing?</th> </tr> </thead> <tbody> <tr> <td>Pending (application is still under process and outcome is not yet known)</td> <td>Yes</td> </tr> <tr> <td>Approved</td> <td>Yes, till the work pass card has been collected</td> </tr> <tr> <td>Rejected</td> <td>Yes, for 6 months from the rejection date</td> </tr> <tr> <td>Invalid (application has been voided)</td> <td>Yes, for 14 days from date of voiding</td> </tr> <tr> <td>Withdrawn</td> <td>No</td> </tr> <tr> <td>Cancelled</td> <td>No</td> </tr> </tbody> </table>	Application/Pass Status	Documents still retrievable for viewing?	Pending (application is still under process and outcome is not yet known)	Yes	Approved	Yes, till the work pass card has been collected	Rejected	Yes, for 6 months from the rejection date	Invalid (application has been voided)	Yes, for 14 days from date of voiding	Withdrawn	No	Cancelled	No
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<b>D3</b>	<b>What happens if I have uploaded a wrong or unclear supporting document?</b>
	If there are errors in data entry or in document uploads, the application may be rendered void, and will not be processed. You will need to re-submit a new application and pay the relevant application fees (if any). Hence, you are strongly advised to check your application details and document uploads for accuracy and clarity before you submit the application.
<b>D4</b>	<b>I realise that I have uploaded the wrong document immediately after the application was submitted. What should I do?</b>
	Please login to EPOL to withdraw the application and re-submit a new application with the correct details and documents.
<b>D5</b>	<b>When I checked the status of my application/ renewal, the system showed that it was 'Invalid'. What does this mean?</b>
	<p>The application was voided due to one or more of the following reasons:</p> <ul style="list-style-type: none"> <li>(a) Data entry error in the application/renewal</li> <li>(b) Documents uploaded are wrong or incomplete (i.e missing items)</li> <li>(c) Documents uploaded were unclear</li> </ul> <p>There will be an advisory message stating the fields where the data entry errors were detected, or the documents that were unclear, wrong or incomplete.</p> <p>If you still wish to apply for the work pass, you will need to submit a new application and upload all supporting documents again. Please note that the relevant application fees (if any) will apply.</p>
<b>PART E : TROUBLESHOOTING &amp; OTHER TECHNICAL PROBLEMS</b>	
<b>E1</b>	<b>I am shown an error message when I click on the "Upload/View Document(s)" button on the Confirmation page. I am informed that I need to wait for 20mins before I can proceed with uploading documents. What should I do?</b>
	Your recent document upload session had been interrupted or terminated abruptly. Please click on the 'Save' button at the bottom of the EPOL page to save a draft of your application. You may retrieve this draft application after 20 minutes to continue with the uploading.

<p><b>E2</b></p>	<p><b>How do I check my Internet Explorer version?</b></p> <p>Please refer to Annex C for a step-by-step guide on how to check my Internet Explorer version.</p> <p>If your Internet Browser's version is 6.0, please refer to C4,  If your Internet Browser's version is 7.0 or 8.0, please refer to C9  If your Internet Browser's version is 9.0, please refer to C12</p>
<p><b>E3</b></p>	<p><b>How do I clear the cache files in my Internet Browser?</b></p> <p>Please refer to Annex C for a step-by-step guide on how to check my Internet Explorer version.</p> <p>If your Internet Browser's version is 6.0, please refer to C2,  If your Internet Browser's version is 7.0, please refer to C5,  If your Internet Browser's version is 8.0, please refer to C6,  If your Internet Browser's version is 9.0, please refer to C10</p>
<p><b>E4</b></p>	<p><b>What are the recommended cache settings for my Internet Browser?</b></p> <p>The cache settings on for Internet Explorer should be as follows :</p> <div data-bbox="493 947 1198 1661" data-label="Image"> </div> <p>Please refer to Annex C for a step-by-step guide on how to do clear the internet cache and set the above settings.</p>

<b>E5</b>	<b>How do I enable Pop-up window in my Internet Browser?</b>
	<p>Please refer to Annex C for a step-by-step guide on how to check my Internet Explorer version.</p> <p>If your Internet Browser's version is 6.0, please refer to C3, If your Internet Browser's version is 7.0 or 8.0, please refer to C7, If your Internet Browser's version is 9.0, please refer to C11</p>

## Documents Required for Work Pass Applications

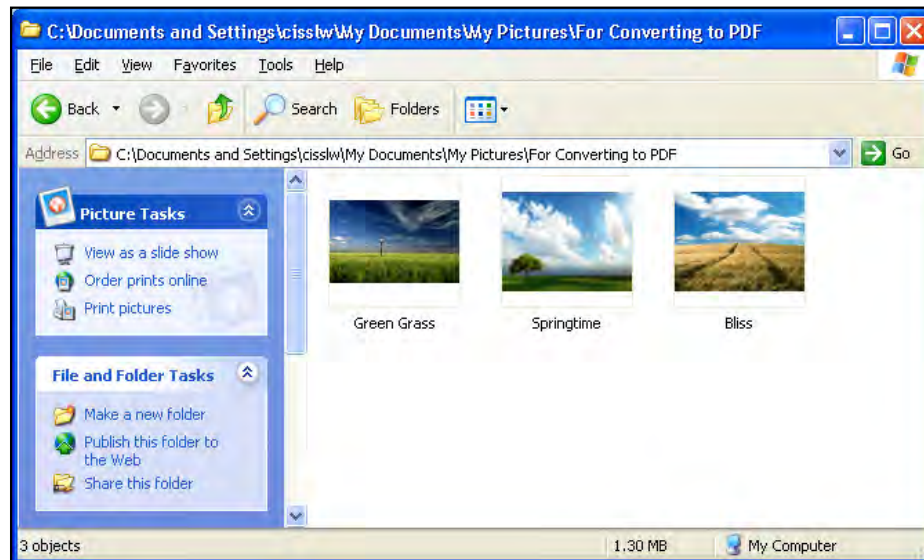
You may be asked to upload one or more of the following documents when you apply for the various Types of Passes:

Pass Type Applied For	Supporting Documents you may be required to Upload	Additional Notes														
Employment Pass (EP) / S Pass	(a) Travel Document Page showing the personal particulars and travel document number. Please include pages reflecting amendments to details (e.g. name, expiry date), if any. (b) Educational Certificates (c) Registration or Support Letters from the relevant Vetting Agency/ Professional Body/ Accreditation Agency, if support from them has been declared in the application.	For item (b) - Applicants with diploma/degree qualifications from India will need to submit their transcript and marksheets. - Applicants with degree qualifications from China will need to submit their Certificate of Graduation (毕业证书) along with their degree certificate (学位证书).  For item (c) The regulatory and registration agencies/bodies referred to are : <ul style="list-style-type: none"> <li>• National Environment Agency (foodshop/foodstall licence)</li> <li>• Singapore Medical Council</li> <li>• Singapore Dental Council</li> <li>• Singapore Nursing Board</li> <li>• Singapore Pharmacy Council</li> <li>• Attorney-General's Chambers</li> <li>• Traditional Chinese Medicine Practitioners Board</li> <li>• Singapore Sports Council</li> <li>• Ministry of Community Development, Youth and Sports</li> <li>• International Enterprise Singapore</li> </ul>														
Dependant's Pass (DP)	(a) Travel Document Page showing the personal particulars and travel document number. Please include pages reflecting amendments to details (e.g. name, expiry date), if any. (b) Documentary proof of the relationship between the Main Pass Holder and the following DP applicant: <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="text-align: left;">Relationship</th> <th style="text-align: left;">Documentary proof</th> </tr> </thead> <tbody> <tr> <td>Spouse</td> <td>Marriage Certificate</td> </tr> <tr> <td>Child</td> <td>Birth Certificate</td> </tr> <tr> <td>Adopted Child</td> <td>Official adoption papers</td> </tr> </tbody> </table>	Relationship	Documentary proof	Spouse	Marriage Certificate	Child	Birth Certificate	Adopted Child	Official adoption papers							
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Long Term Visit Pass (LTVP)	(a) Travel Document Page showing the personal particulars and travel document number. Please include pages reflecting amendments to details (e.g. name, expiry date), if any. (b) Documentary proof of the relationship between the Main Pass Holder and the following LTVP applicant: <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="text-align: left;">Relationship</th> <th style="text-align: left;">Documentary proof</th> </tr> </thead> <tbody> <tr> <td>Common Law spouse</td> <td>Letter from Main Pass Holder's respective Embassy or High Commission confirming the status of common-law marriage <u>or</u> Statutory Declaration of common law relationship</td> </tr> <tr> <td>Stepchild</td> <td>Court Order on the child's custody <u>or</u> Letter of No Objection from both biological parents for the child to be brought to Singapore</td> </tr> <tr> <td>Unmarried daughters above 21 years old</td> <td>Birth Certificate</td> </tr> <tr> <td>Handicapped children above 21 years old</td> <td>Letter or report from a medical practitioner showing his assessment of the child's medical condition</td> </tr> <tr> <td>Parent</td> <td>Main Pass Holder's Birth Certificate</td> </tr> <tr> <td>Parent-in-Law</td> <td>Main Pass Holder's Marriage Certificate <u>and</u> Birth Certificate of Main Pass Holder's Spouse</td> </tr> </tbody> </table>	Relationship	Documentary proof	Common Law spouse	Letter from Main Pass Holder's respective Embassy or High Commission confirming the status of common-law marriage <u>or</u> Statutory Declaration of common law relationship	Stepchild	Court Order on the child's custody <u>or</u> Letter of No Objection from both biological parents for the child to be brought to Singapore	Unmarried daughters above 21 years old	Birth Certificate	Handicapped children above 21 years old	Letter or report from a medical practitioner showing his assessment of the child's medical condition	Parent	Main Pass Holder's Birth Certificate	Parent-in-Law	Main Pass Holder's Marriage Certificate <u>and</u> Birth Certificate of Main Pass Holder's Spouse	
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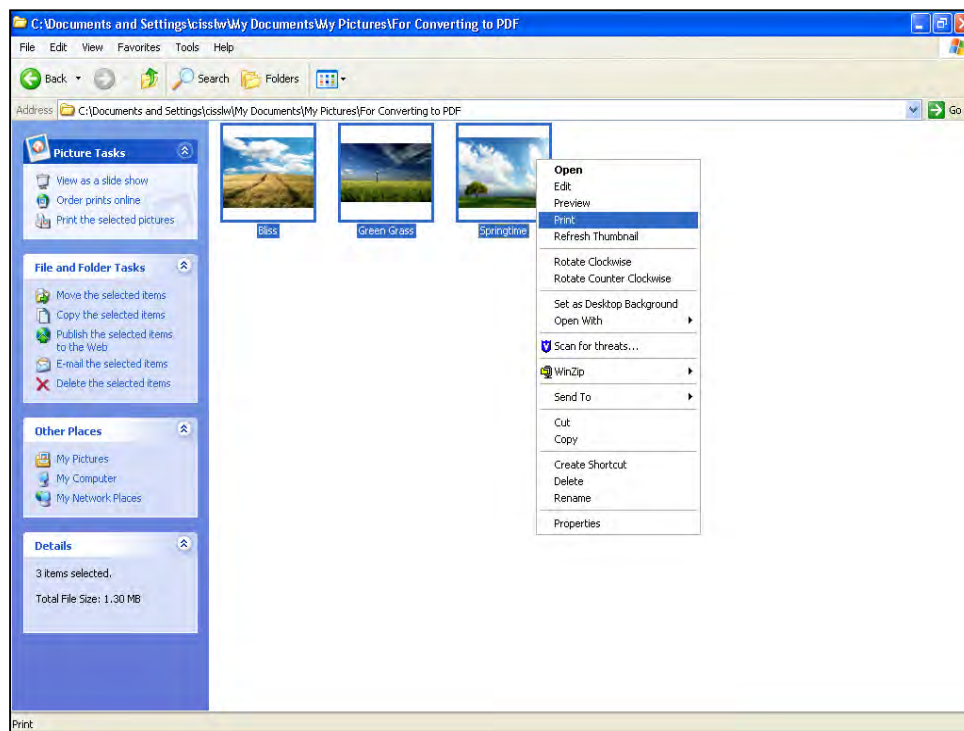
Pass Type Applied For	Supporting Documents you may be required to Upload	Additional Notes
Training Employment Pass (TEP)	<p>(a) Travel Document Page showing the personal particulars and passport number. Please include pages reflecting amendments to details (e.g. name, expiry date), if any.</p> <p>(b) Educational Certificates</p> <p>(c) Detailed Training Programme stating the employing company name, training objective and duration of training.</p> <p>(d) Support Letters from Education Institution stating that the training is part of the Degree/Diploma program (for applicants on training attachments as part of their undergraduate degree program)</p> <p>(e) Registration or Support Letters from the relevant Vetting Agency/ Professional Body/ Accreditation Agency, if support from them has been declared in the application.</p>	<p>For item (b)</p> <ul style="list-style-type: none"> <li>- Applicants with diploma/degree qualifications from India will need to submit their transcript and marksheets.</li> <li>- Applicants with degree qualifications from China will need to submit their Certificate of Graduation (毕业证书) along with their degree certificate (学位证书).</li> <li>- If the applicant has not yet completed the educational course, please upload a letter from the educational institution confirming that this applicant is currently pursuing the said course in their school.</li> </ul> <p>For item (e)</p> <p>The regulatory and registration agencies/bodies referred to are :</p> <ul style="list-style-type: none"> <li>• National Environment Agency (foodshop/foodstall licence)</li> <li>• Singapore Medical Council</li> <li>• Singapore Dental Council</li> <li>• Singapore Nursing Board</li> <li>• Singapore Pharmacy Council</li> <li>• Attorney-General's Chambers</li> <li>• Traditional Chinese Medicine Practitioners Board</li> <li>• Singapore Sports Council</li> <li>• Ministry of Community Development, Youth and Sports</li> <li>• International Enterprise Singapore</li> </ul>
Letter of Consent (LOC)	<p>(a) Registration or Support Letters from the relevant Vetting Agency/ Professional Body/ Accreditation Agency, if support from them has been declared in the application.</p>	<p>For item (a)</p> <p>The regulatory and registration agencies/bodies referred to are :</p> <ul style="list-style-type: none"> <li>• National Environment Agency (foodshop/foodstall licence)</li> <li>• Singapore Medical Council</li> <li>• Singapore Dental Council</li> <li>• Singapore Nursing Board</li> <li>• Singapore Pharmacy Council</li> <li>• Attorney-General's Chambers</li> <li>• Traditional Chinese Medicine Practitioners Board</li> <li>• Singapore Sports Council</li> <li>• Ministry of Community Development, Youth and Sports</li> <li>• International Enterprise Singapore</li> </ul>

## Converting multiple pictures into PDF files

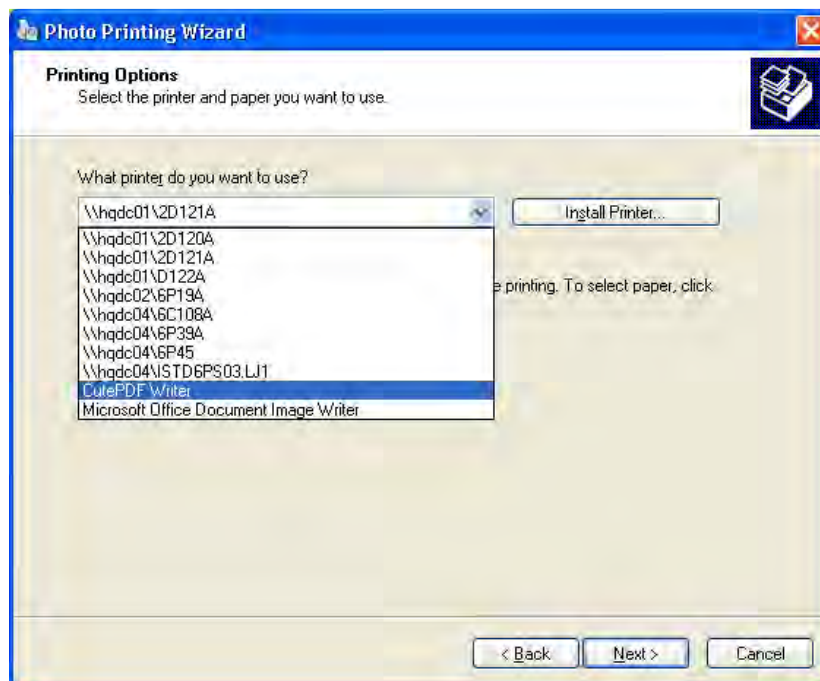
Step 1: Put all your picture files that you wish to convert to PDF into one folder.



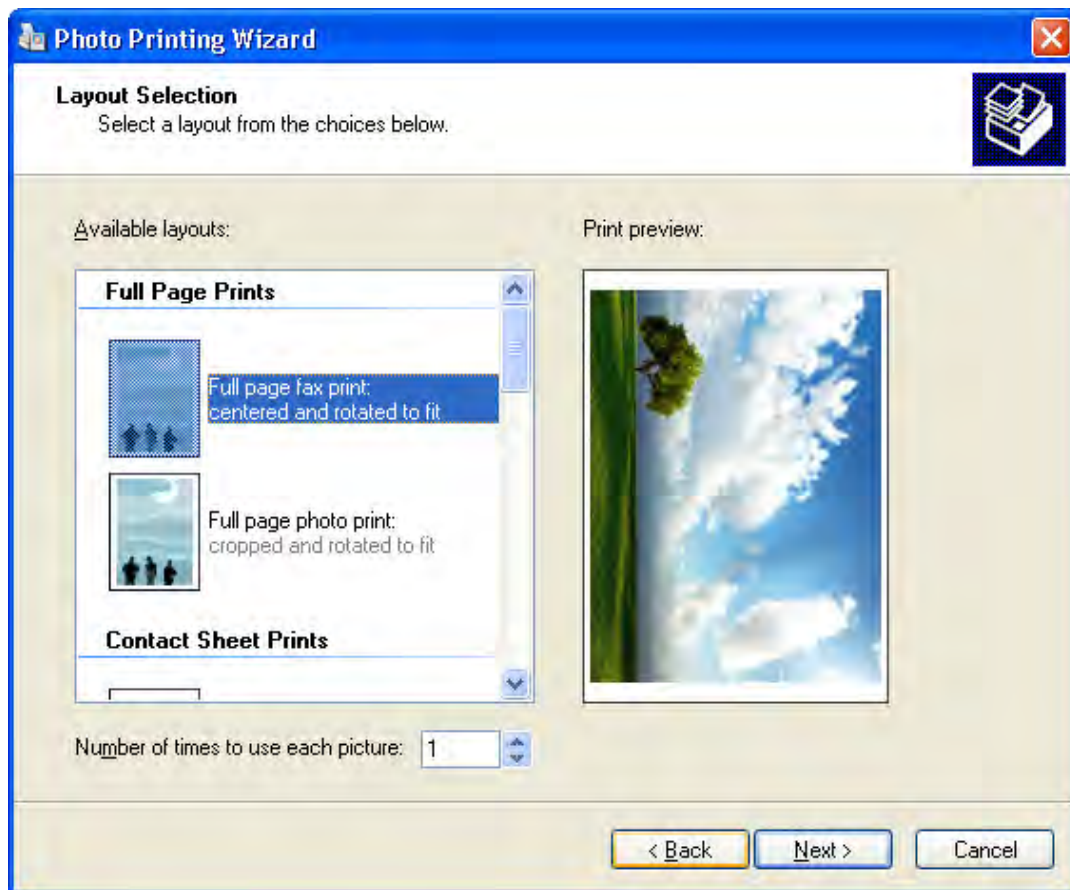
Step 2: Select one or more images to be converted to PDF, and right-click your mouse on those pictures. Choose **Print** when the menu pops up



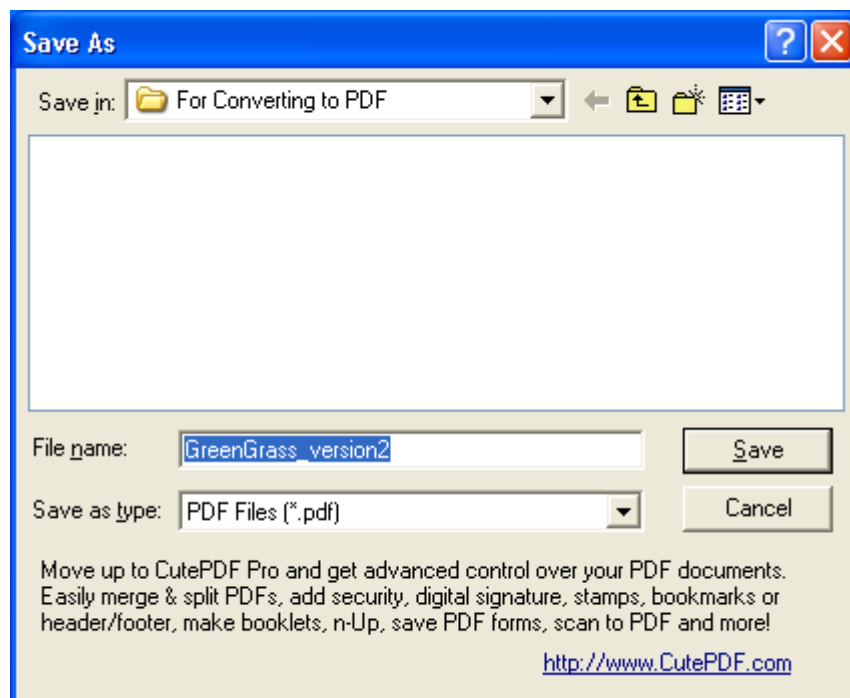
Step 3: When the Print Wizard appears, and you will be prompted to choose a printer. Please choose your installed PDF writer (e.g. CutePDF Writer) from the printer list.



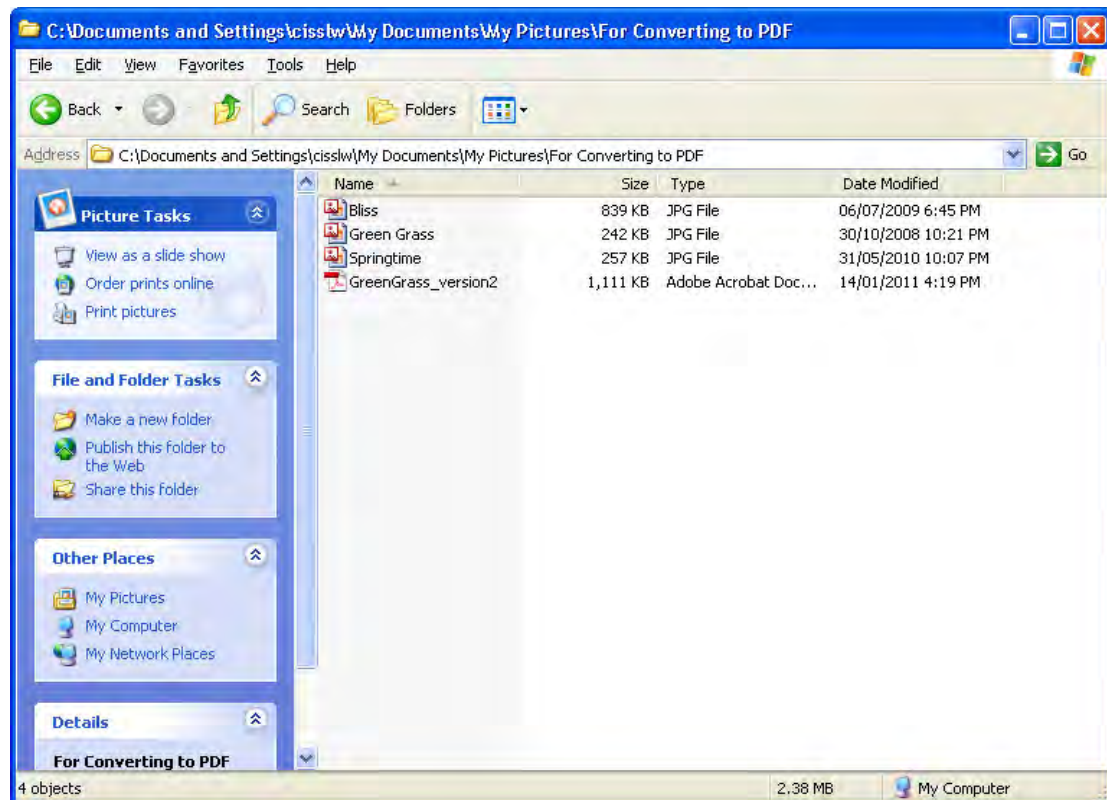
Step 4: By default, **Full Page Fax Print** (i.e. one picture for each PDF page) in the output PDF file will be selected. You might arrange two pictures per PDF page, or four pictures per page, or even more pictures per page by selecting your desired layout from the layout list on the left column of the Print Wizard.



Step 5: After “Next” button is clicked, you will be prompted to provide a filename as well as select the location where the file is to be saved in.



Step 6: Upon clicking on the “Save” button, the document will be converted into PDF format and stored in the selected location.



### **Another way of converting your picture file into a PDF file**

Step 1: Start your graphics processing software (e.g. Microsoft Paint)

Step 2: Open your picture file

Step 3: From the Main Menu, select "File"->"Print"

Step 4: For Printer, please select your installed PDF writer (e.g. CutePDF Writer)

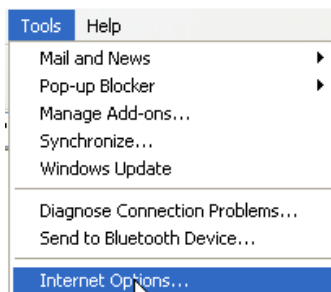
Step 5: Click "OK"

Step 6: A dialog box will pop up. Provide a filename as well as select the location where the file is to be saved in. Click "Save".

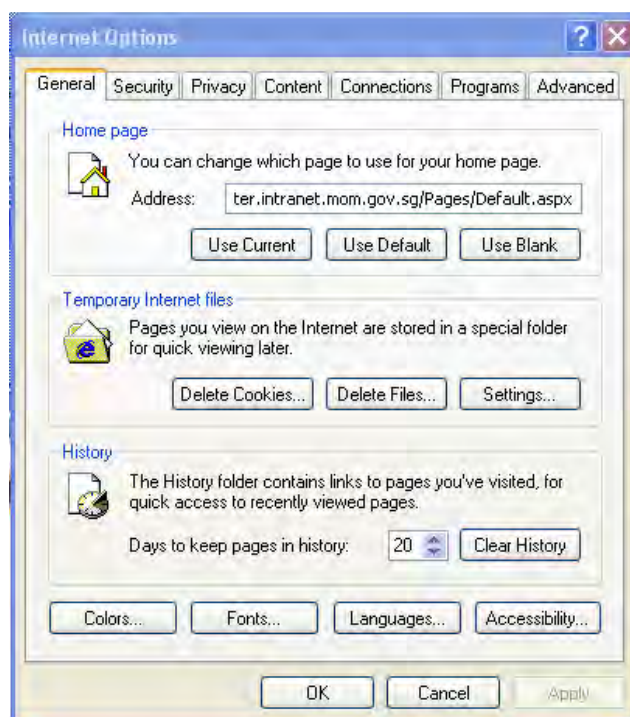
Step 7: Your file will then be converted into a PDF file and stored in the selected location

## **C1. How do I access the Internet Settings on Internet Explorer 6.0**

1. To go to the Internet Settings dialog box, click on the “Tools” top menu and select the “Internet Options” as shown below.



2. The Internet Options dialog box will be displayed shown below.

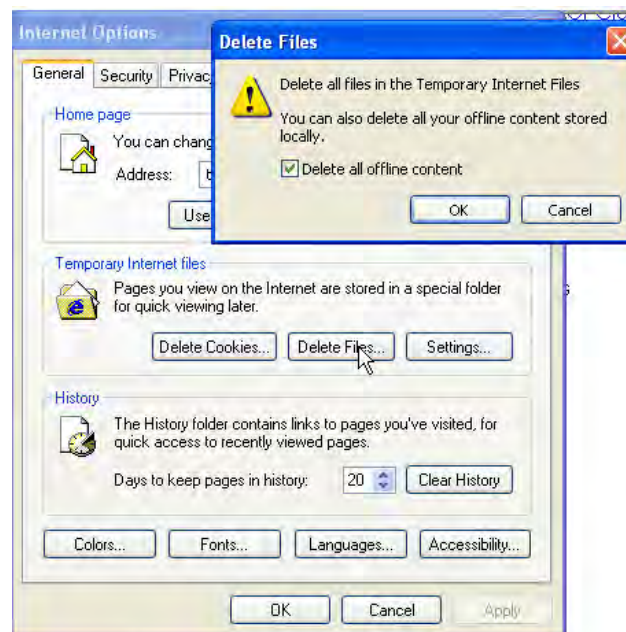


## **C2. How do I delete the cache files in Internet Explorer 6.0**

1. Click on the “Delete Cookies” button and click the “OK” button to delete the cookies as shown below.



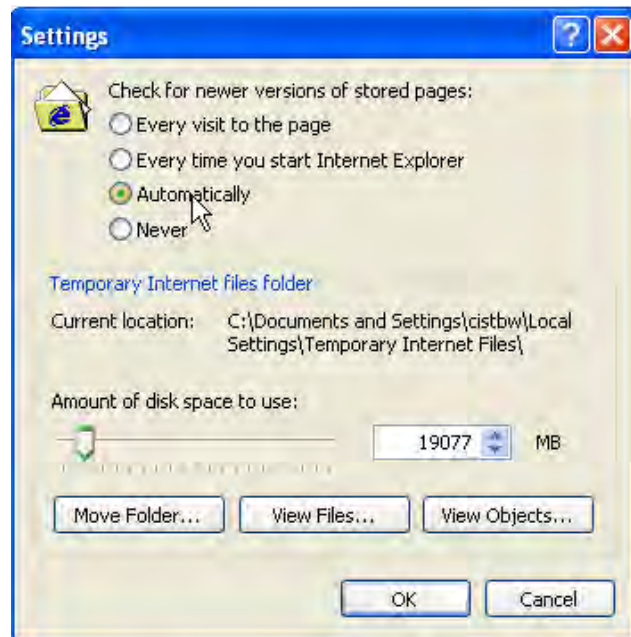
2. You might have to wait for a few minutes for the cookies to be deleted.
3. Click on the “Delete Files” button, check on the “Delete all offline content” and click the “OK” button to delete all offline files as shown below.



4. Click on the “Clear History” button, check on the “Delete all offline content” and click the “Yes” button to delete all history files as shown below.



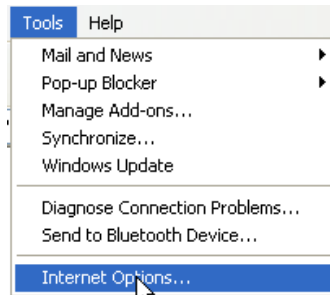
5. You should have by now clear your cache files. Click on the “Settings” button and set the option for the “Check for newer versions of stored pages” to “Automatically”. The “Settings” dialog box will be displayed as shown below.



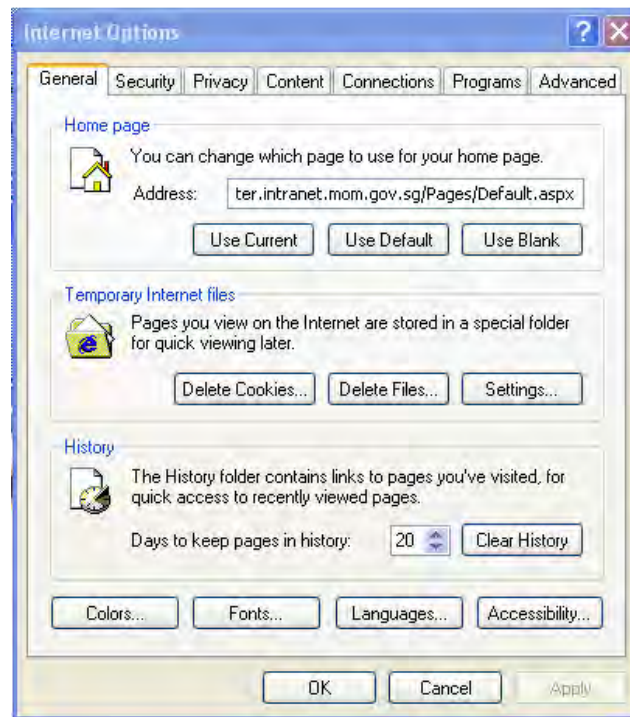
6. Click the “OK” button to close the “Settings” dialog box and click the “Apply” button and the “OK” button to close the “Internet Options” dialog box as shown below.

### **C3. How do I enable the Pop-up for my Internet Explorer in IE6.0?**

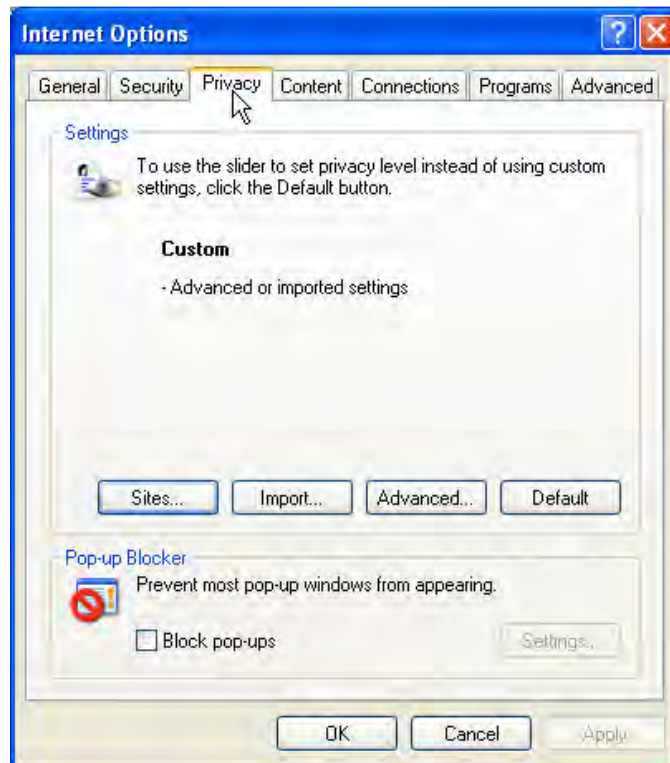
1. To go to the Internet Settings dialog box, click on the “Tools” top menu and select the “Internet Options” as shown below.



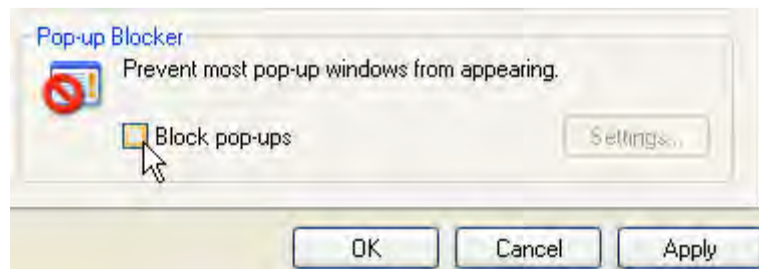
2. The Internet Options dialog box will be displayed shown below.



3. Click on the “Privacy” tab as shown below.



4. Uncheck the “Block pop-ups” if it is initially checked as shown below.



5. Click the “Apply” button and the “OK” button to close the “Internet Options” dialog box.

#### **C4. How do I check the version of my Internet Explorer browser in IE6.0?**

1. To check the version of your Internet Explorer browser, click on the “Help” top menu and select the “About Internet Explorer” as shown below.



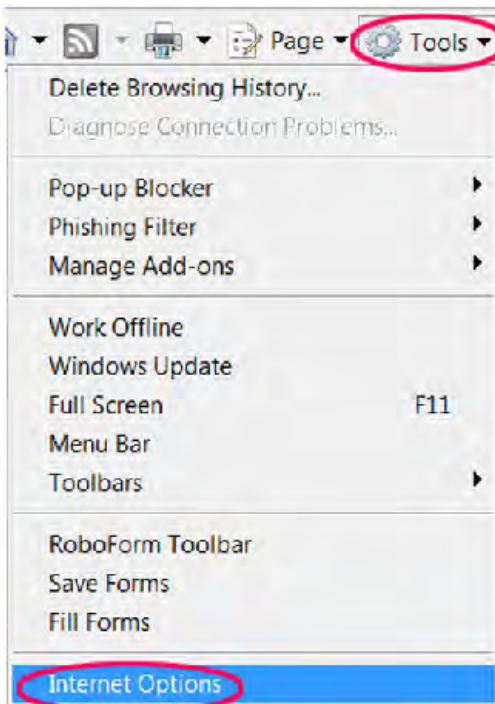
2. The Internet Explorer dialog box will be displayed as shown below.



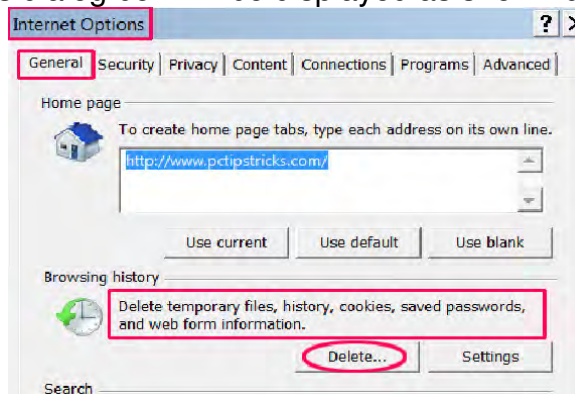
3. In the dialog box shown above, the Version of the Internet Explorer version is **6.0**

## **C5. How do I delete the cache files in Internet Explorer 7.0**

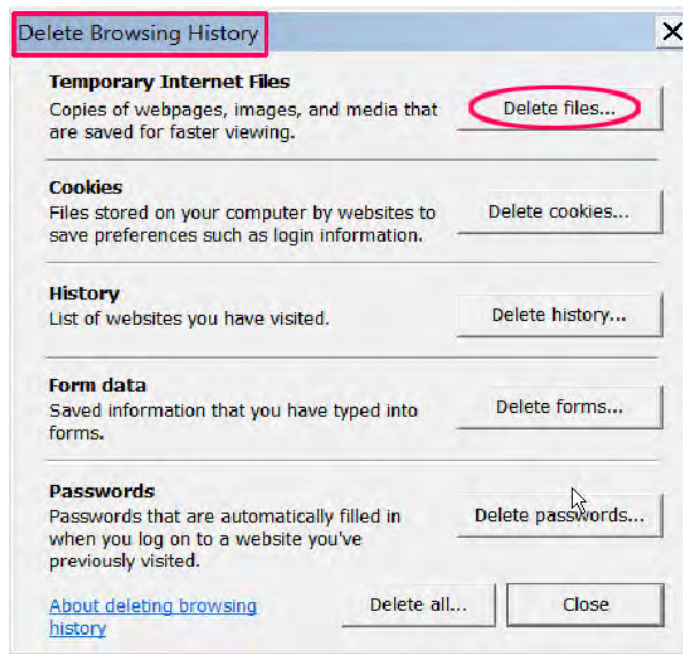
1. Click on the “Tools” dropdown menu and click the “Internet Options” menu as shown below.



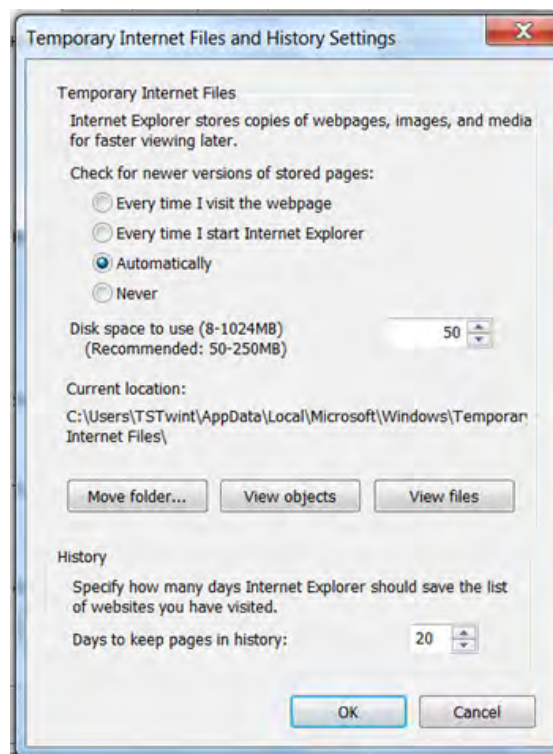
2. The Internet Options dialog box will be displayed as shown below.



3. Click on the “Delete” button on the “General” tab.
4. A “Delete Browsing History” dialog box will be shown below.



5. Click on the “Delete files” button and click the “Yes” button to delete the files.
6. Click on the “Delete cookies” button and click the “Yes” button to delete the files.
7. Click on the “Close” button to close the “Delete Browsing History” dialog box
8. You should have by now clear your cache files. Click on the “Settings” button and the “Settings” dialog box will be displayed as shown below.

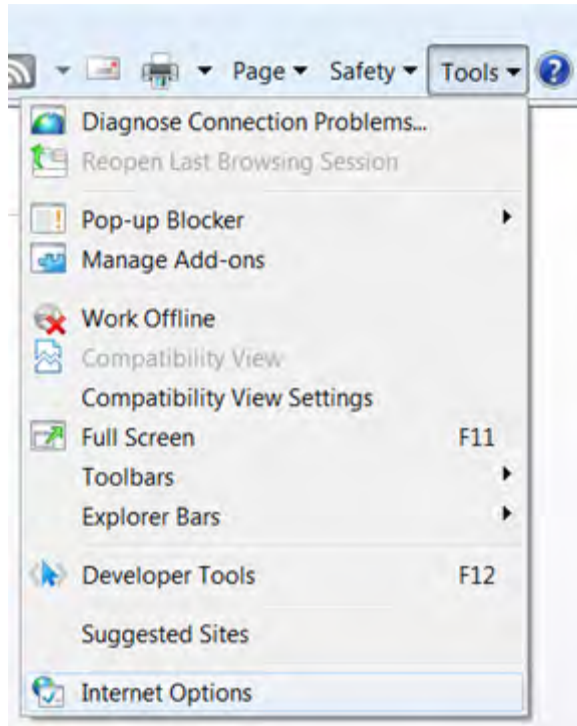


9. Click the option for the “Check for newer versions of stored pages” to “Automatically”.

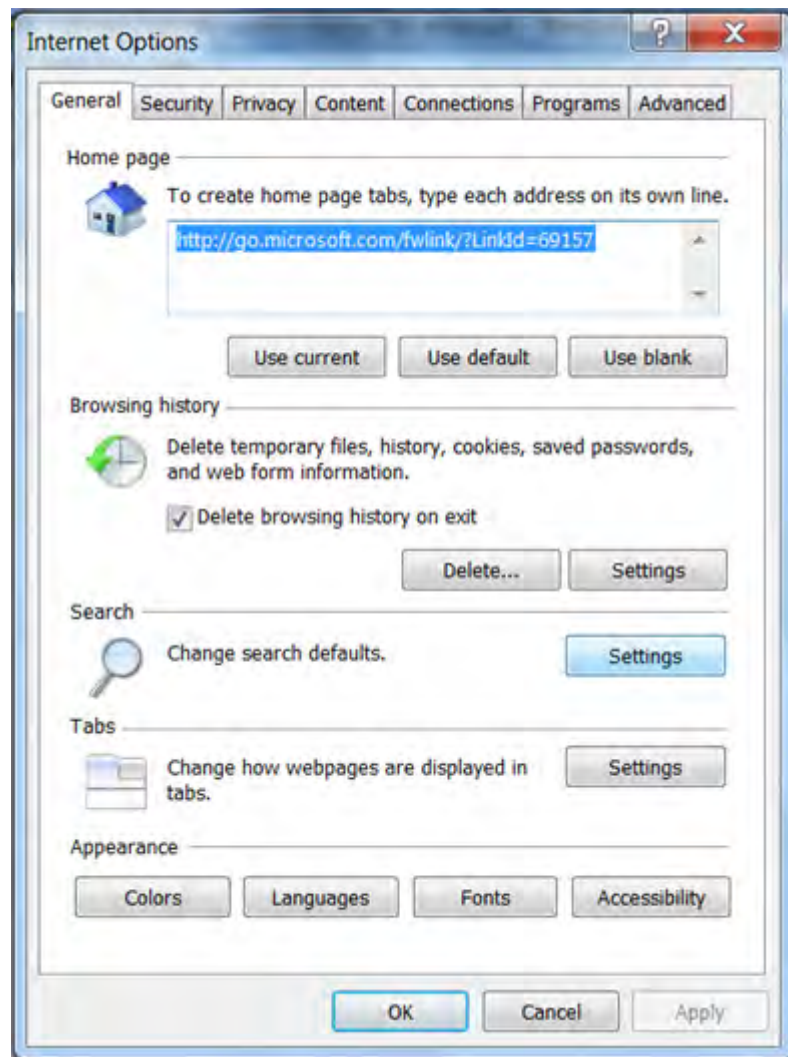
10. Click the “OK” button to close the “Settings” dialog box and click the “Apply” button and the “OK” button to close the “Internet Options” dialog box as shown below.

## **C6. How do I delete the cache files in Internet Explorer 8.0**

1. Click on the “Tools” dropdown menu and click the “Internet Options” menu as shown below.



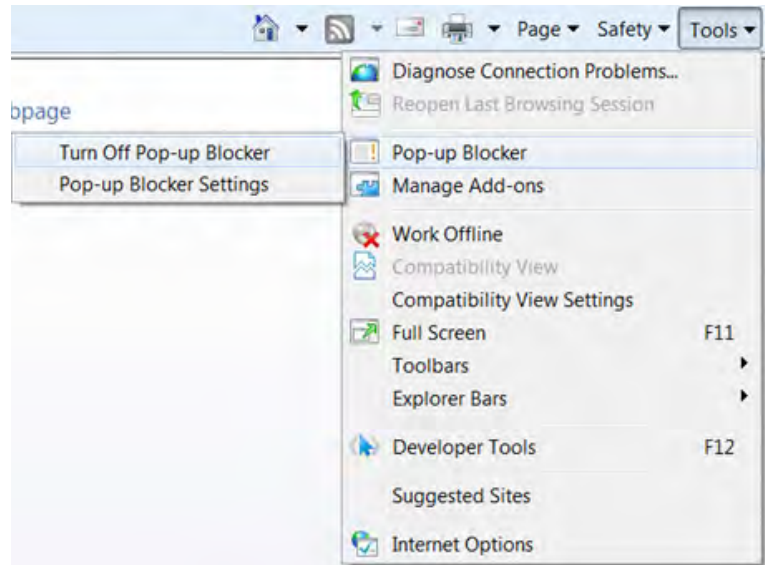
2. The Internet Options dialog box will be displayed as shown below.



3. Click on the “Delete” button on the “General” tab.
4. A “Delete Browsing History” dialog box will be shown below.

### **C7. How do I enable the Pop-up for my Internet Explorer in IE7.0 and IE8.0?**

1. To go to the Internet Settings dialog box, click on the “Tools” dropdown menu and select the “Pop-up Blocker” as shown below.



2. The Pop-up Blocker will be turned off.

### **C8. How do I check the version of my Internet Explorer browser in IE7.0 and IE8.0?**

1. To check the version of your Internet Explorer browser, click on the “Help” top menu and select the “About Internet Explorer” as shown below.



2. The Internet Explorer dialog box will be displayed as shown below.


### **C9. How do I check the version of my Internet Explorer browser in IE8.0?**

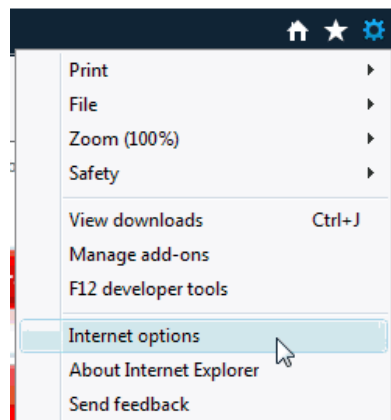
1. To check the version of your Internet Explorer browser, click on the “?” icon on the dropdown menu. 

2. Select the “About Internet Explorer” as shown below. The About Internet Explorer dialog box will be displayed as shown below.

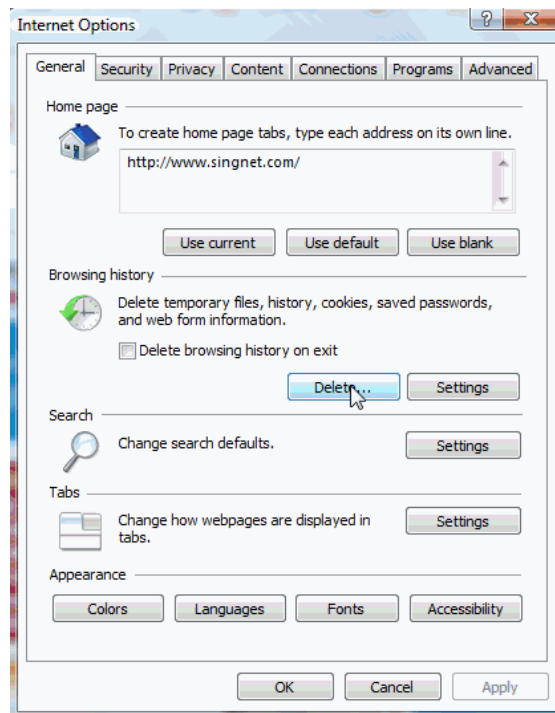


### **C10. How do I clear the cache if my Internet Explorer’s version is 9.0?**

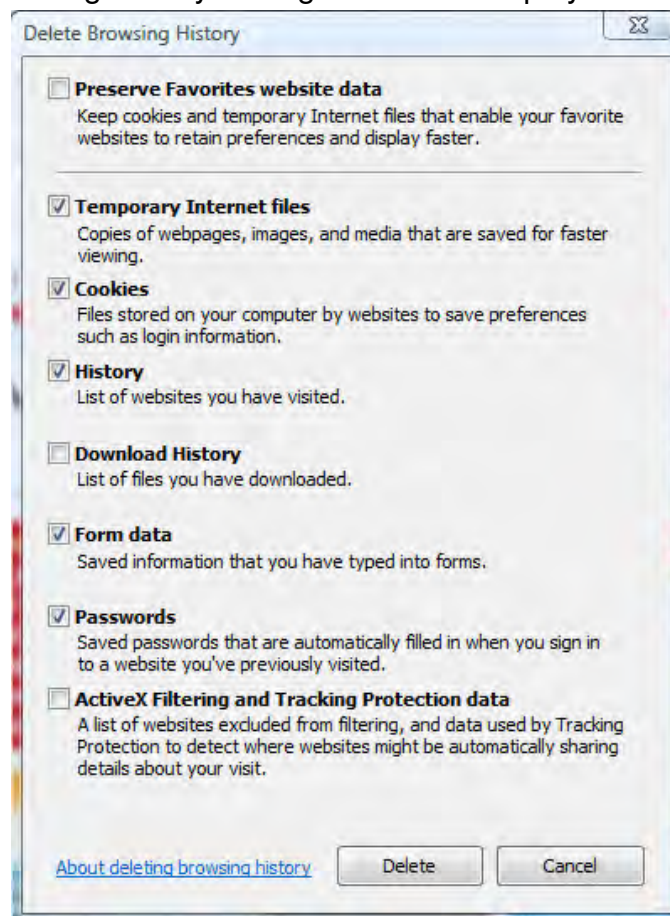
1. Click on the icon  at the top menu at the right hand corner.
2. Click to select on the “Internet Options” from the drop down menu.



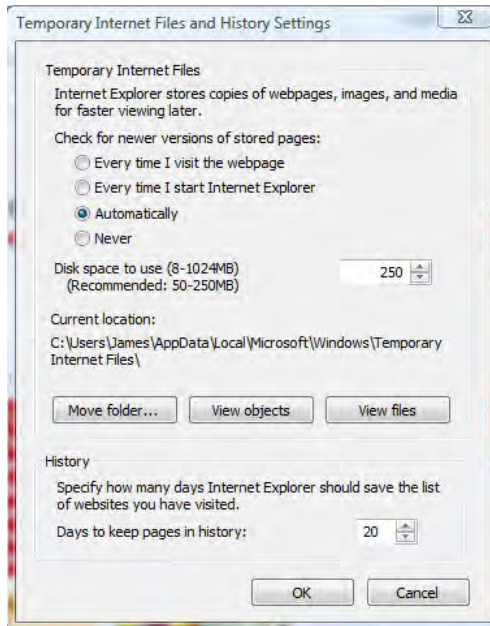
3. An “Internet Options” dialog box will be displayed as shown below.



4. A “Delete Browsing History” dialog box will be displayed as shown below.




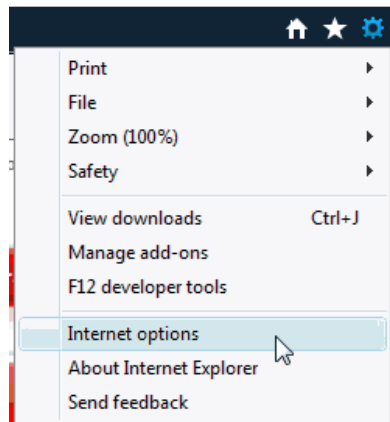
5. Ensure that the “Temporary Internet files”, “Cookies”, “History” checkboxes are ticked. Then, click on the “Delete” button to delete the cache. You might have to wait for a few minutes while the cache files are being deleted.
6. Click on the “Settings” button and ensure that the option button for “Automatically” is checked under the “Check for newer versions of stored pages” as shown below.



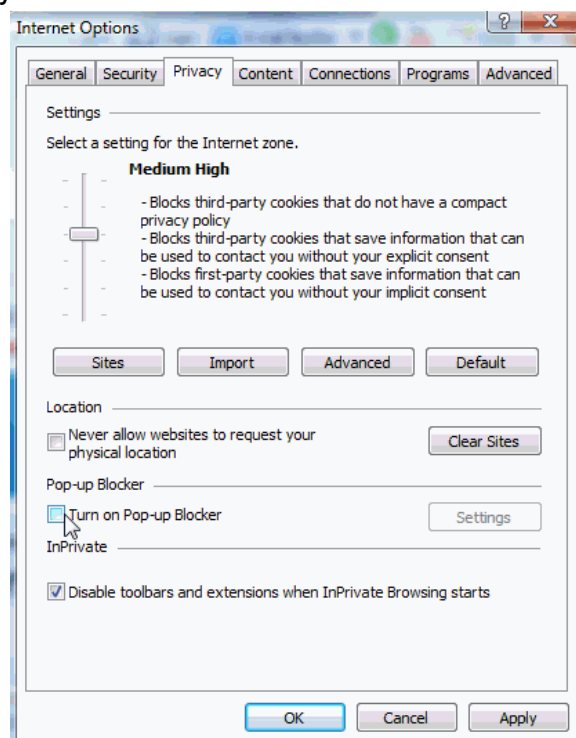
7. Click the “OK” button to close the “Temporary Internet Files and History Settings” dialog box.
8. Click the “OK” button to close the “Internet Options” dialog box.

## C11. How do I enable the pop-up blockers in Internet Explorer version 9.0?

1. Click on the icon  at the top menu at the right hand corner.
2. Click to select on the “Internet Options” from the drop down menu.




3. Click on the “Privacy” tab as shown below.



4. Uncheck the “Turn on Pop-up Blocker” to turn off Pop-up Blocker.
5. Click on the “Apply” button.
6. Click on the “OK” button to close the “Internet Options” dialog box.

## **C12. How do I check the versions of my Internet Explorer's version in my computer for Internet Explorer 9.0?**

1. Click on the icon  at the top menu at the right hand corner.
2. Select the "About Internet Explorer" from the dropdown menu.
3. The About Internet Explorer dialog box will be displayed as shown below.

