



**THE GOVERNMENT OF
THE REPUBLIC OF SINGAPORE
MINISTRY OF MANPOWER**

**EMPLOYMENT PASS ONLINE
EP ONLINE
USER GUIDE**

**PC CONFIGURATION & TECHNICAL
GUIDELINES**

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1. Introduction

This user guide allows the user to setup and configure the Personal Computer (PC), to access the EP Online functions provided by MOM.

It is assumed that the user of the EP Online system is familiar with the use of web browsers to access the internet. As such, usage of the web browsers will not be covered in this user guide.

At the end of this topic, you will be able to:

Setup and configure the PC, to access the EP Online functions provided by MOM.

2. Minimum PC Configuration

The minimum hardware and software requirements are as below:

S/N	Hardware / Software	Minimum PC Configuration
1	PC	Pentium processor 1.0 GHz 256 MB RAM 2 GB Hard-disk
2	Web Browser	Internet Explorer (IE) version 8.0. (Best viewed with IE version 11)
3	Operating System	Able to support the above Web Browser versions and TLS (Transport Layer Security) 1.2.

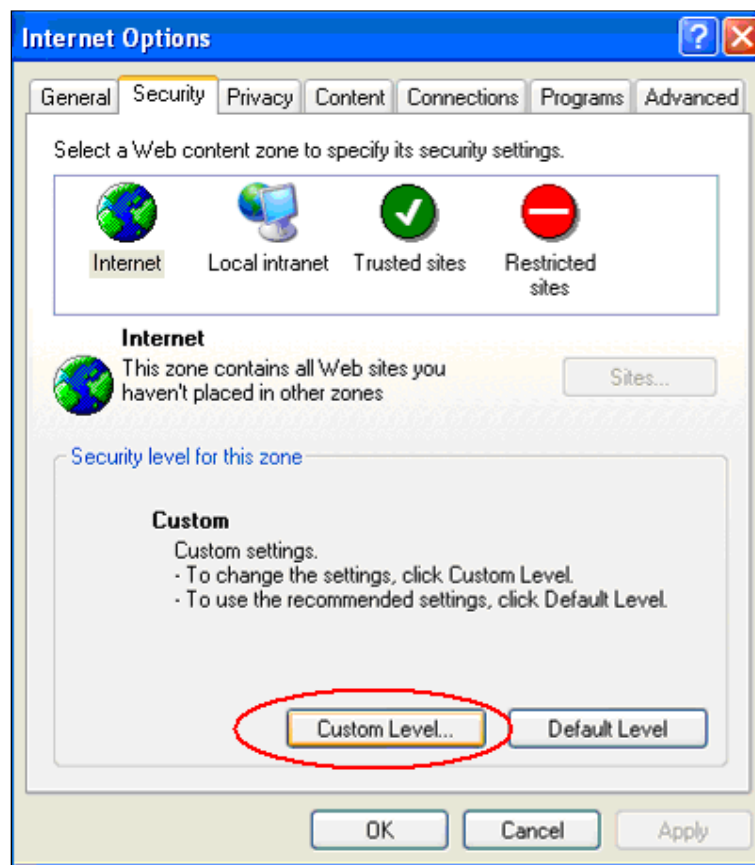
3. Internet Explorer Setup

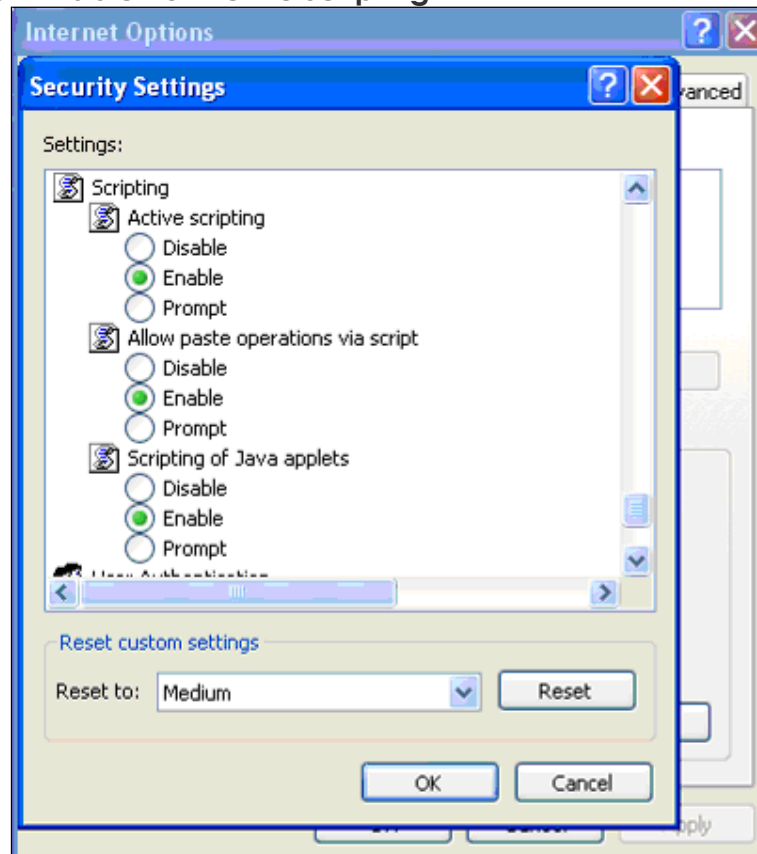
3.1. How To Enable JavaScript for Internet Explorer

STEP 1: Select the '**Tools**' menu in Internet Explorer, click on '**Internet Options**'.



STEP 2: Select the '**Security**' tab and click on '**Custom Level...**' button.



STEP 3: Select 'Enable' for Active scripting

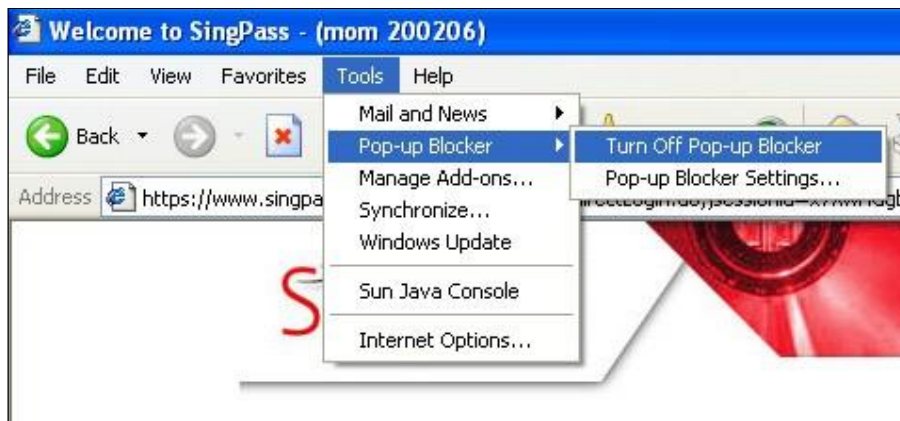
3.2. Pop-up Blocker Settings in Internet Explorer

In order to successfully perform transactions in EPOL, pop-up web browser must be enabled. Please adopt one of the two options below to configure the pop-up blocker settings.

◆ Option A: Turn Off Pop-up Blocker

This option will enable pop-up web browsers for ALL websites.

STEP 1: Select the '**Tools**' menu in Internet Explorer, choose the '**Pop-up Blocker**' and click '**Turn Off Pop-up Blocker**'.



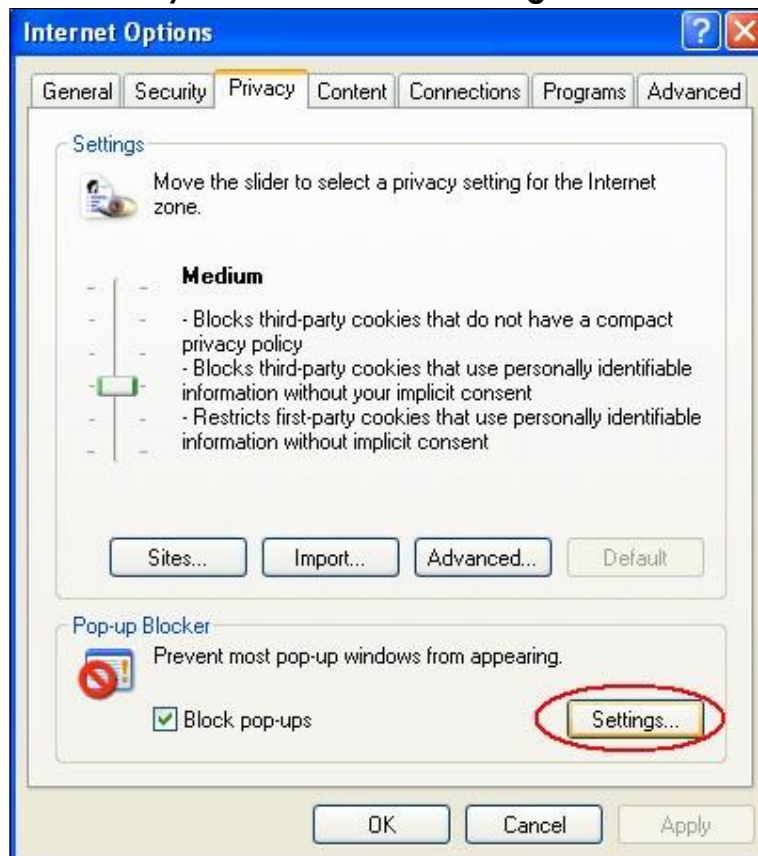
◆ Option B: Allow Pop-ups for a List of Allowed Sites

This option will enable pop-up web browsers for EP Online website ONLY.

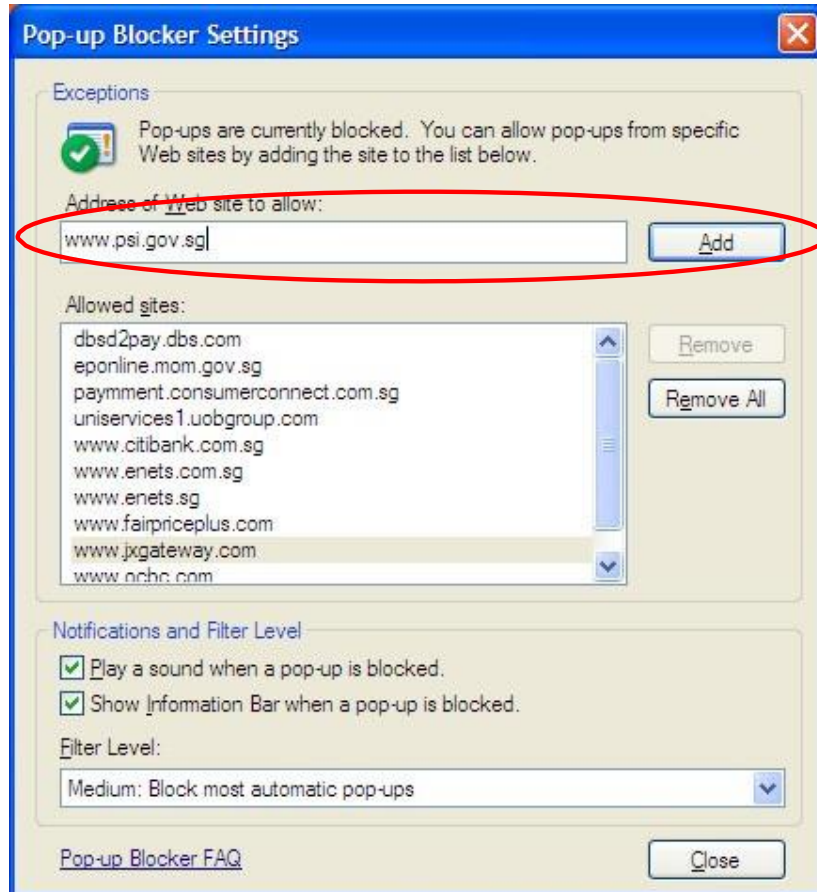
STEP 1: Select the '**Tools**' menu in Internet Explorer, click on '**Internet Options**'.



STEP 2: Select the '**Privacy**' tab and click on '**Setting...**' button.



STEP 3: Enter the allowed sites (refer to the next paragraph for the list of allowed sites) one at a time in the '**Address of Web site to allow:**' text box. The '**Add**' button will be enabled upon the input of web address. Click on the '**Add**' button.

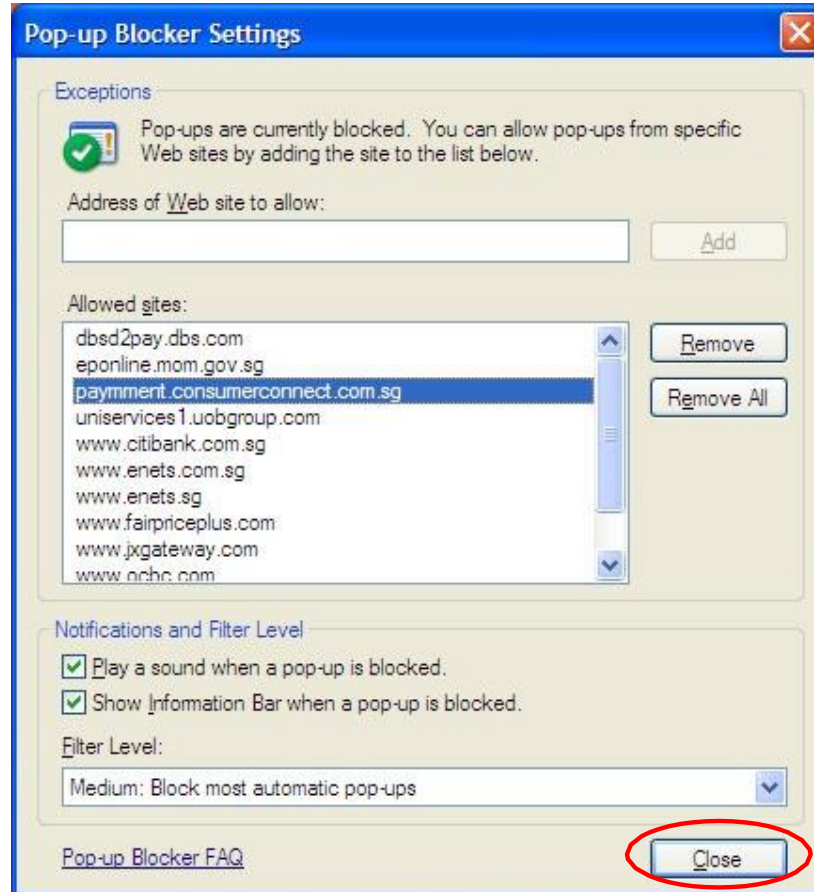


Continue doing this until all the sites are displayed in the '**Allowed sites:**' box.

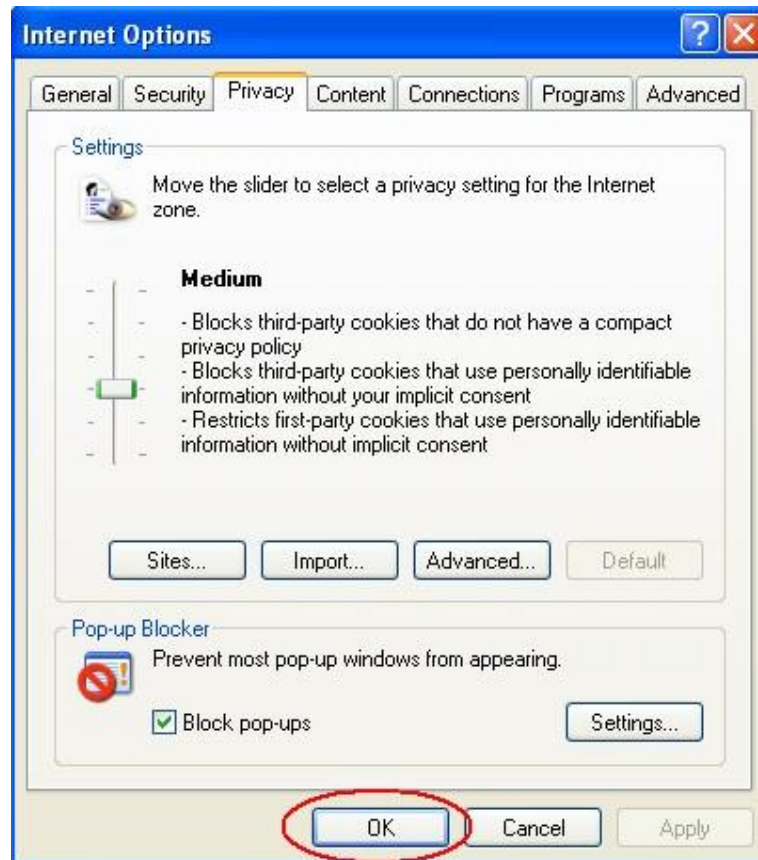
The list of allowed sites is as follows:

- a. *.mom.gov.sg
- b. payment.consumerconnect.com.sg
- c. www.enets.com.sg
- d. enets.sg
- e. www.jxgateway.com
- f. dbsd2pay.dbs.com (for DBS/POSB Account holders)
- g. uniservices1.uobgroup.com (for UOB Account holders)
- h. www.citibank.com.sg (for Citibank Account holders)
- i. psi.gov.sg
- j. www.ocbc.com (For OCBC Account holders)
- k. www.plus.com.sg (For Plus! Account holders)

STEP 4: Click on the **'Close'** button in the Pop-up Blocker Settings window.



STEP 5: Click on the 'OK' button to save the allowed websites.

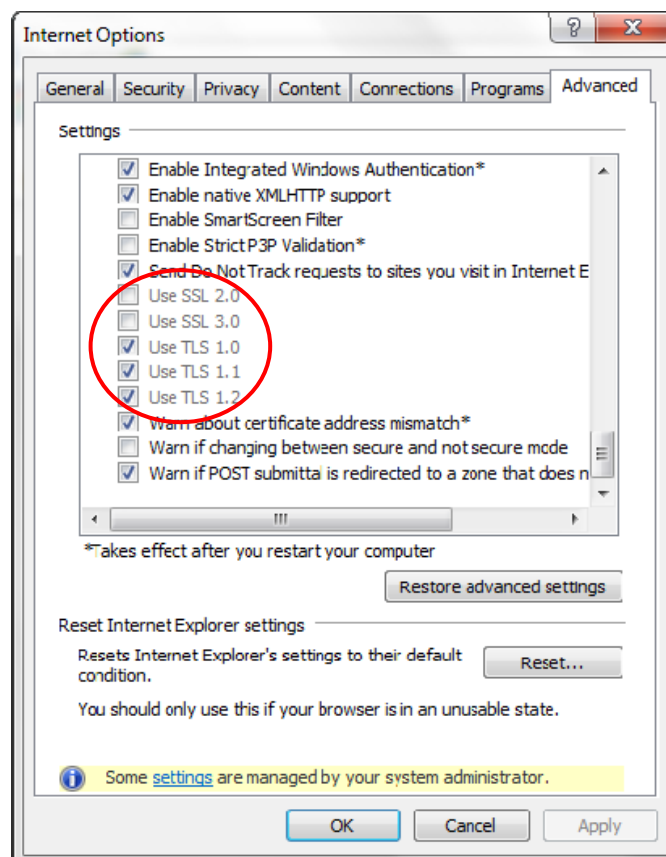


3.3. TLS Setup (Original Settings by IE 11)

STEP 1: Select the **'Tools'** menu in Internet Explorer, click on **'Internet Options'**.



STEP 2: Select **'Advanced'** tab, scroll down to the **'Security'** section. Disable SSL by unchecking the **'Use SSL 2.0'** and **'Use SSL 3.0'**, and **enable TLS** by checking **'Use TLS 1.0'**, **'Use TLS 1.1'**, and **'Use TLS 1.2'**



3.4. Cookie Setup (Original Settings by IE)

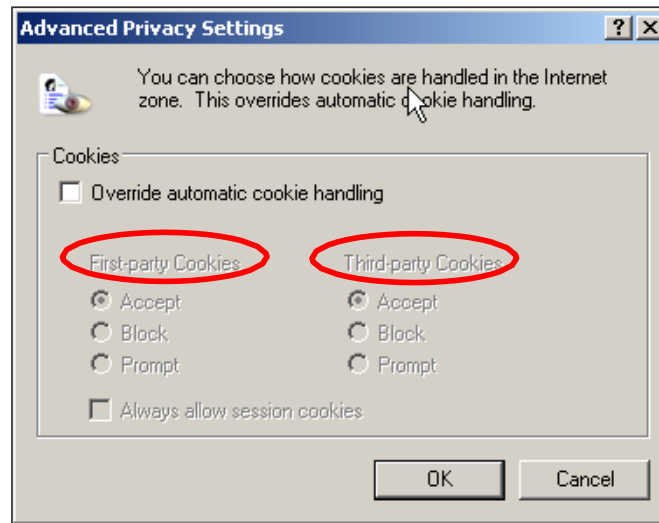
STEP 1: Select the **'Tools'** menu in Internet Explorer, click on **'Internet Options'**.



STEP 2: Select the **'Privacy'** tab and click on **'Advanced...'** button.



STEP 3: Check that **'First-party Cookies'** and **'Third-party Cookies'** have **'Accept'** selected.



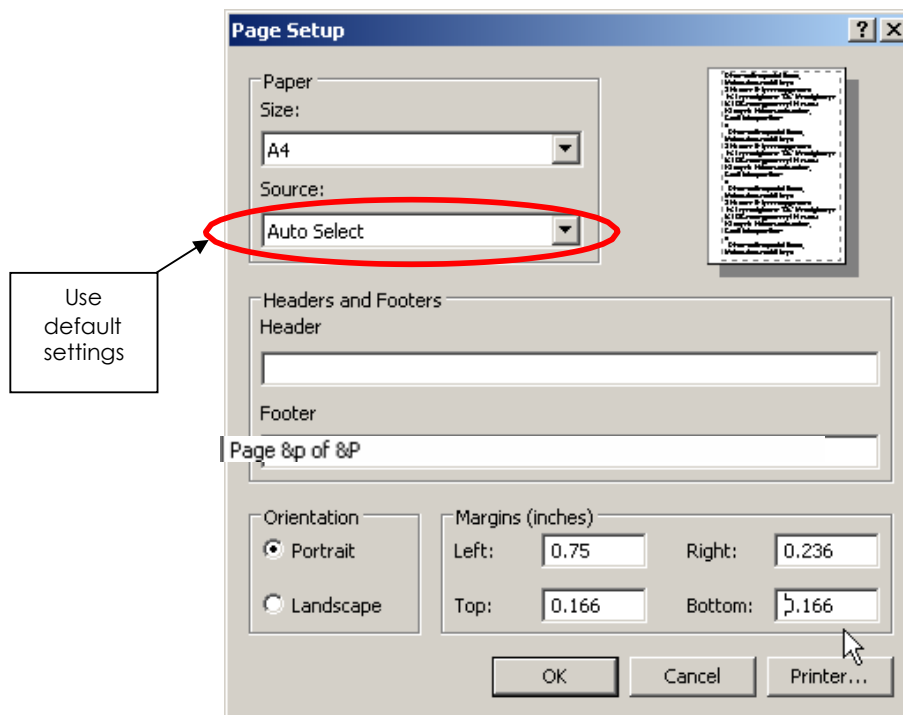
3.5. Page Setup (Compulsory New Settings)

These settings are compulsory for the printing of letters with the new EP Online system.

Note: You should set your printers to print in Duplex mode (printing on both sides of the paper). If you fail to do so, IPA letters printed with the new EP Online may be printed with an extra blank page at the end.

STEP 1: Start 'Internet Explorer' by a double click of its icon .

STEP 2: Select 'Page Setup' in the 'File' menu in Internet Explorer.



STEP 3: Remove all the wordings in the boxes under 'Header' and 'Footer'.

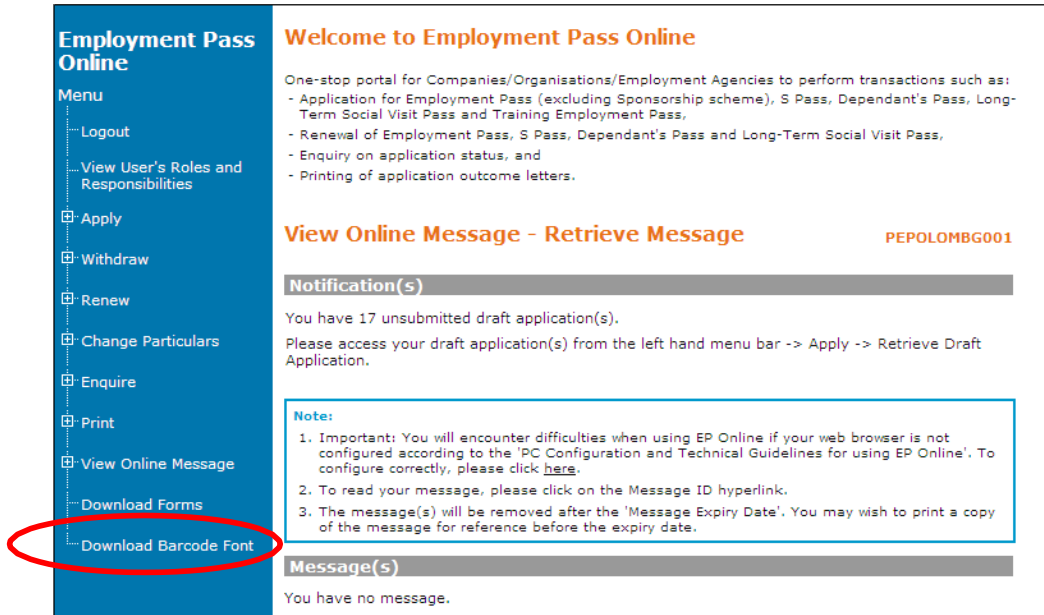
STEP 4: Fill in the Margins of the page in inches: Top is 0.166", Bottom is 0.166", Left is 0.75" and Right is 0.236".

STEP 5: In the Footer text box, enter "Page & p of &P" without the quotes.

STEP 6: Click the OK button.

4. Installing Bar Code Fonts

STEP 1: From the EP Online left hand menu, select '**Download Barcode Font**' link.



Employment Pass Online

Menu

- Logout
- View User's Roles and Responsibilities
- Apply
- Withdraw
- Renew
- Change Particulars
- Enquire
- Print
- View Online Message
- Download Forms**
- Download Barcode Font**

Welcome to Employment Pass Online

One-stop portal for Companies/Organisations/Employment Agencies to perform transactions such as:

- Application for Employment Pass (excluding Sponsorship scheme), S Pass, Dependant's Pass, Long-Term Social Visit Pass and Training Employment Pass,
- Renewal of Employment Pass, S Pass, Dependant's Pass and Long-Term Social Visit Pass,
- Enquiry on application status, and
- Printing of application outcome letters.

View Online Message - Retrieve Message PEPOLOMBG001

Notification(s)

You have 17 unsubmitted draft application(s).
Please access your draft application(s) from the left hand menu bar -> Apply -> Retrieve Draft Application.

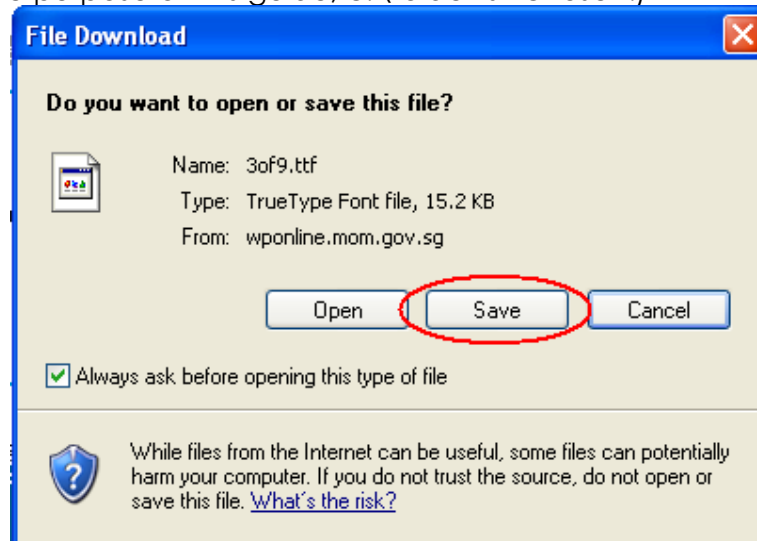
Note:

1. Important: You will encounter difficulties when using EP Online if your web browser is not configured according to the 'PC Configuration and Technical Guidelines for using EP Online'. To configure correctly, please click [here](#).
2. To read your message, please click on the Message ID hyperlink.
3. The message(s) will be removed after the 'Message Expiry Date'. You may wish to print a copy of the message for reference before the expiry date.

Message(s)

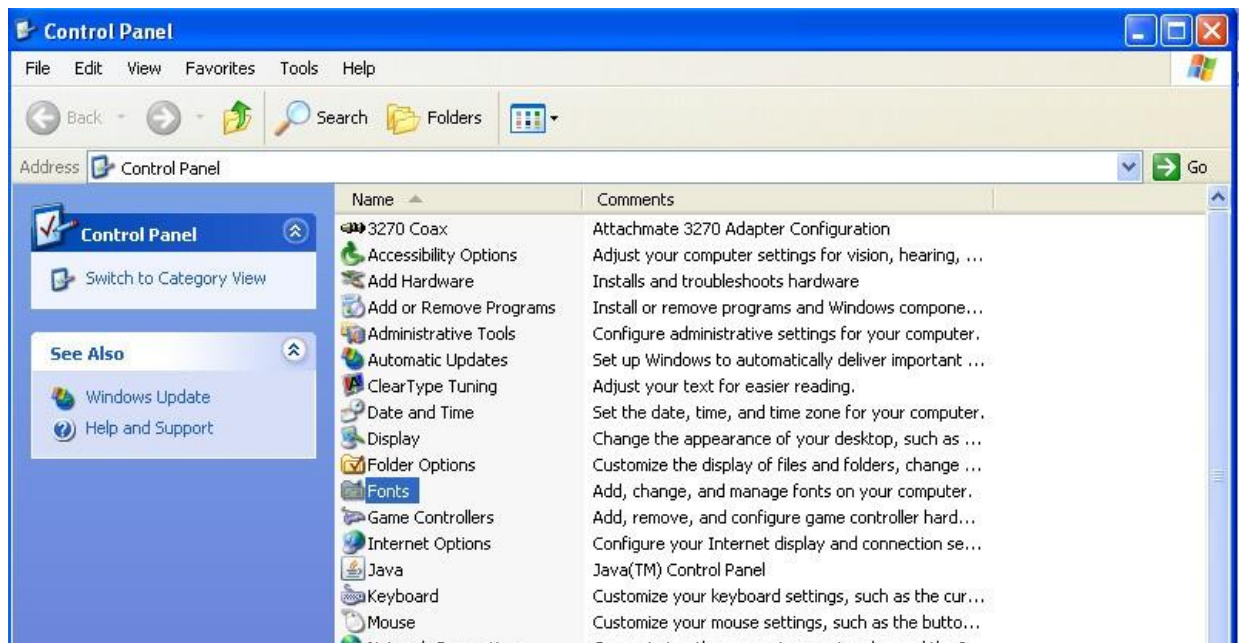
You have no message.

STEP 2: Select '**Save**' button and specify the location where the file will be saved. (for the purpose of this guide, c:\folder is chosen.)

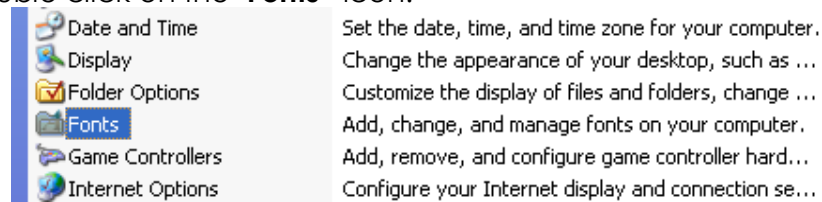


STEP 3: After successfully saving the barcode font to your computer, follow the steps below to setup the barcode fonts in your PC.

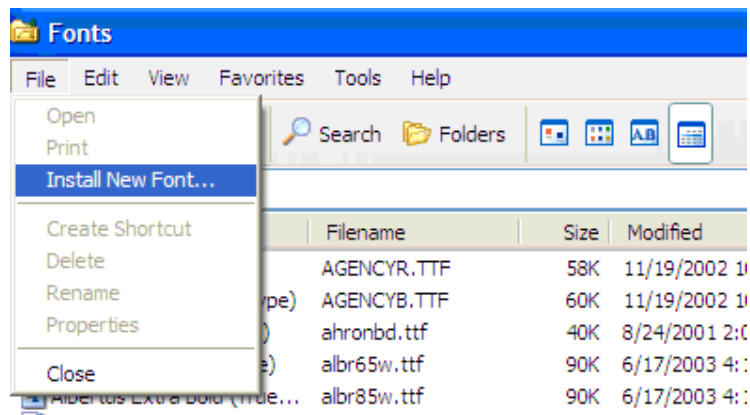
STEP 4: Go to '**Start**' → '**Setting**' → '**Control Panel**'



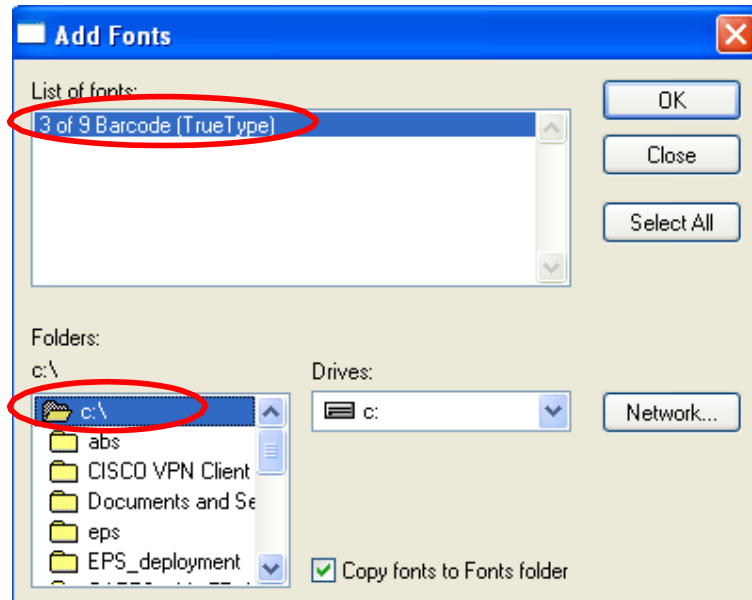
STEP 5: Double click on the 'Fonts' icon.



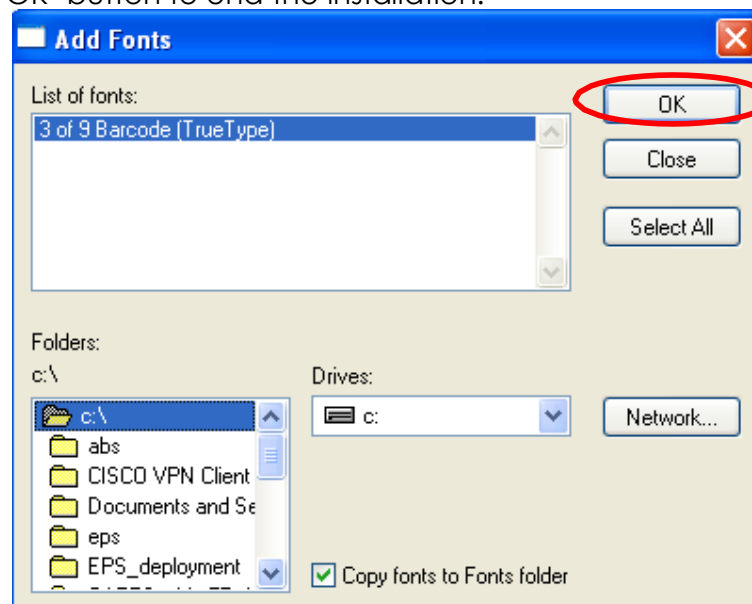
STEP 6: Select 'File' menu and click on 'Install New Font...'



STEP 7: Double click on the folder where the font was downloaded and decompressed (for this guide, c: drive), and highlight the name of the font.



STEP 8: Click 'OK' button to end the installation.



5. Singpass System Requirements

In order to log in via Singpass to EP Online, you need to ensure that the following browser features are enabled.

- a. Cookies
- b. JavaScript
- c. TLS (Transport Layer Security) Version 1.2

For more details on Singpass Login, please view:

http://www.ifaq.gov.sg/SINGPASS/apps/Fcd_faqmain.aspx#TOPIC_9363