



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

**WP ONLINE**

**Technical Guidelines**

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## 1. Technical Guidelines

<b>Topic Description</b>	<p>This user guide allows the user to setup and configure the Personal Computer (PC), to access the WP Online functions provided by MOM.</p> <p>It is assumed that the user of the WP 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.</p> <p><b>At the end of this topic, you will be able to:</b> Setup and configure the PC, to access the WP Online functions provided by MOM.</p>
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## 1.1 Minimum PC Configuration

The minimum hardware and software requirements are as below:

S/N	Hardware/ Software	Minimum PC Configuration
1	PC	<ul style="list-style-type: none"><li>✓ Pentium processor 1.0 GHz</li><li>✓ 256 MB RAM</li><li>✓ 2 GB Hard-disk</li></ul>
2	Web Browser	<ul style="list-style-type: none"><li>✓ Internet Explorer (IE) version 8.0. (Best viewed with IE version 11)</li></ul>
3	Operating System	Able to support the above Web Browser versions and TLS (Transport Layer Security) 1.2.

## 1.2 Internet Explorer Setup

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

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

For more details on Singpass system requirements, please view:

[HTTP://WWW.SINGPASS.GOV.SG/SPPUBSVC/SYSREQ.HTML](http://www.singpass.gov.sg/sppubsvc/sysreq.html)

### 1.2.1 Cache Setup (Compulsory New Settings)

STEP 1: Select the 'Tools' menu, follow by 'Internet Options'

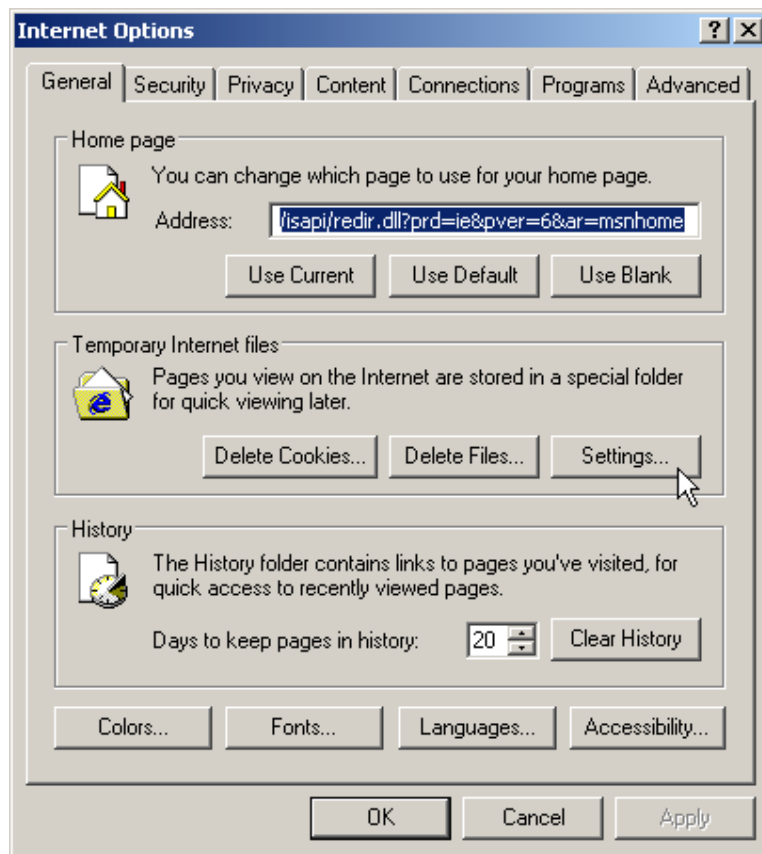


Figure 1.2-1

STEP 2: Under the 'Temporary Internet files' section, click on 'Settings...' (Figure 1.2-1)

STEP 3: Under 'Check for newer versions of stored pages', click on 'Every visit to the page' on the top left hand corner as shown below. (Figure 1.2-2)

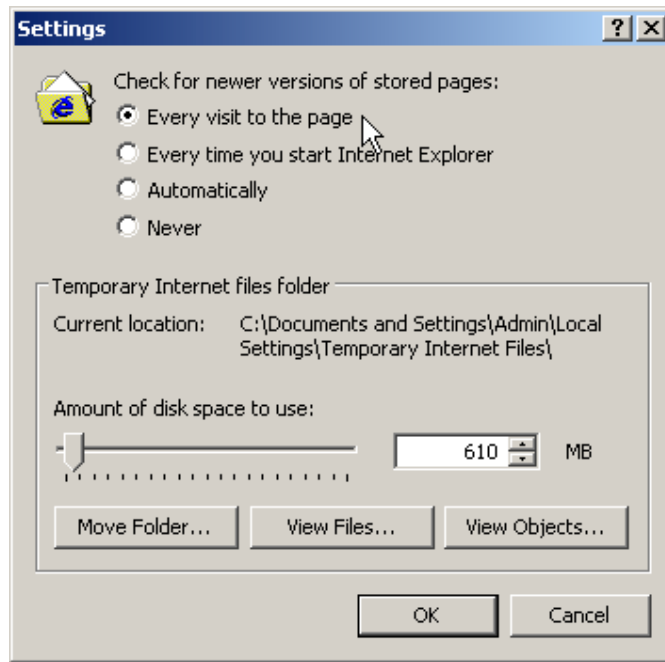


Figure 1.2-2

STEP 4: Click on the 'OK' button, for the new settings to take place.

1.2.2 Javascript Setup (Original Settings by IE)

STEP 1: Select 'Tools' menu in Internet Explorer as shown below.



Figure 1.2-3

STEP 2: Choose the 'Internet Options' under the 'Tools' menu and the following will be shown.

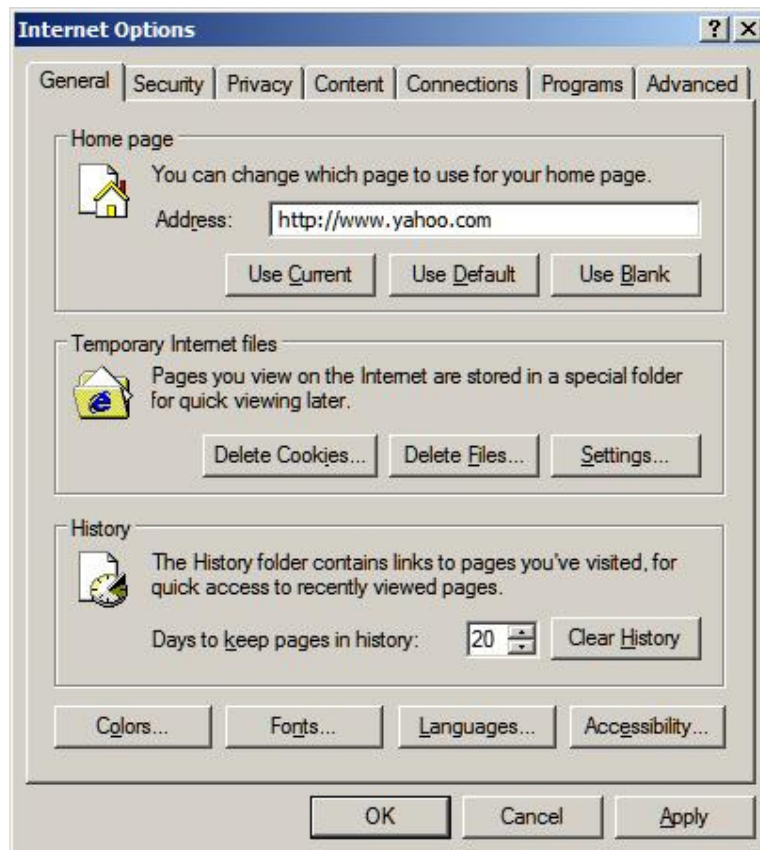


Figure 1.2-4

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STEP 3: Select the 'Security' tab and below screen will be shown. There will be a number of zones shown namely Internet, Local intranet, Trusted sites, and Restricted sites. Please make sure that yours is set at Internet.

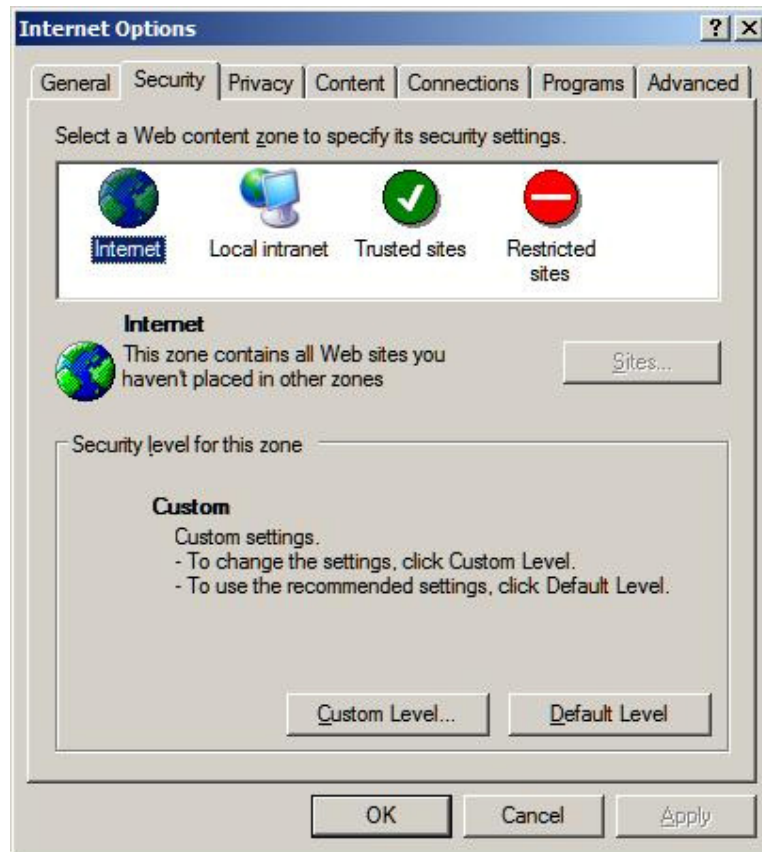


Figure 1.2-5



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STEP 4: Click on the 'Custom Level' command box and Security Settings window appears.

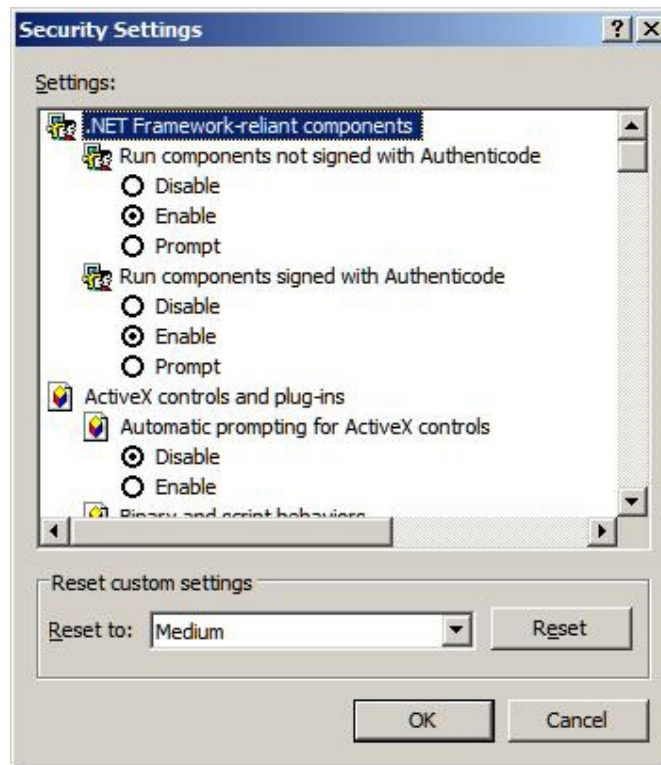


Figure 1.2-6

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STEP 5: Scroll down to 'Scripting' section and make sure that 'Active scripting', 'Allow paste operations via script', and 'Scripting of Java applets' are set to 'Enable'.

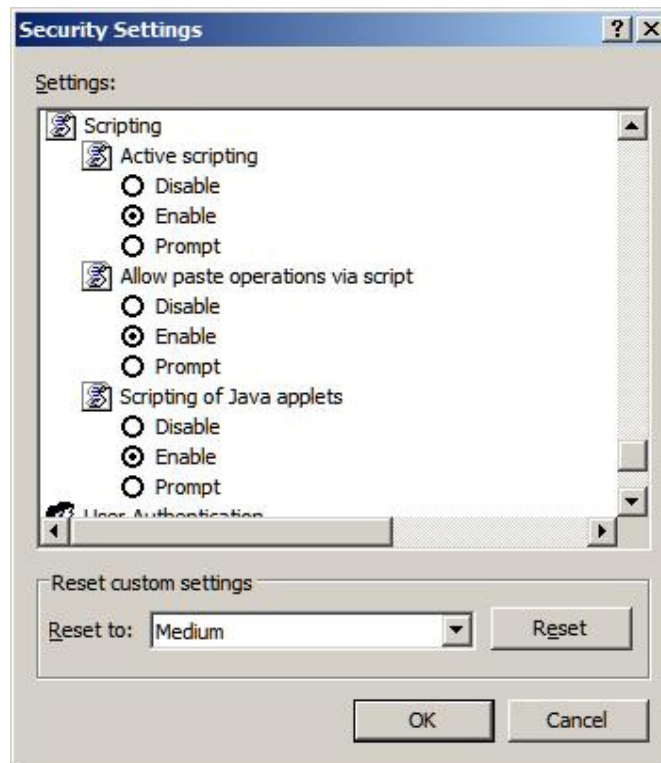


Figure 1.2-7

### 1.2.3 Cookie Setup (Original Settings by IE)

STEP 1: Select the 'Tools' menu, follow by 'Internet Options'

For Internet Explorer 8.0:

STEP 2: Click on the 'Privacy' tab. (Figure 12-8)

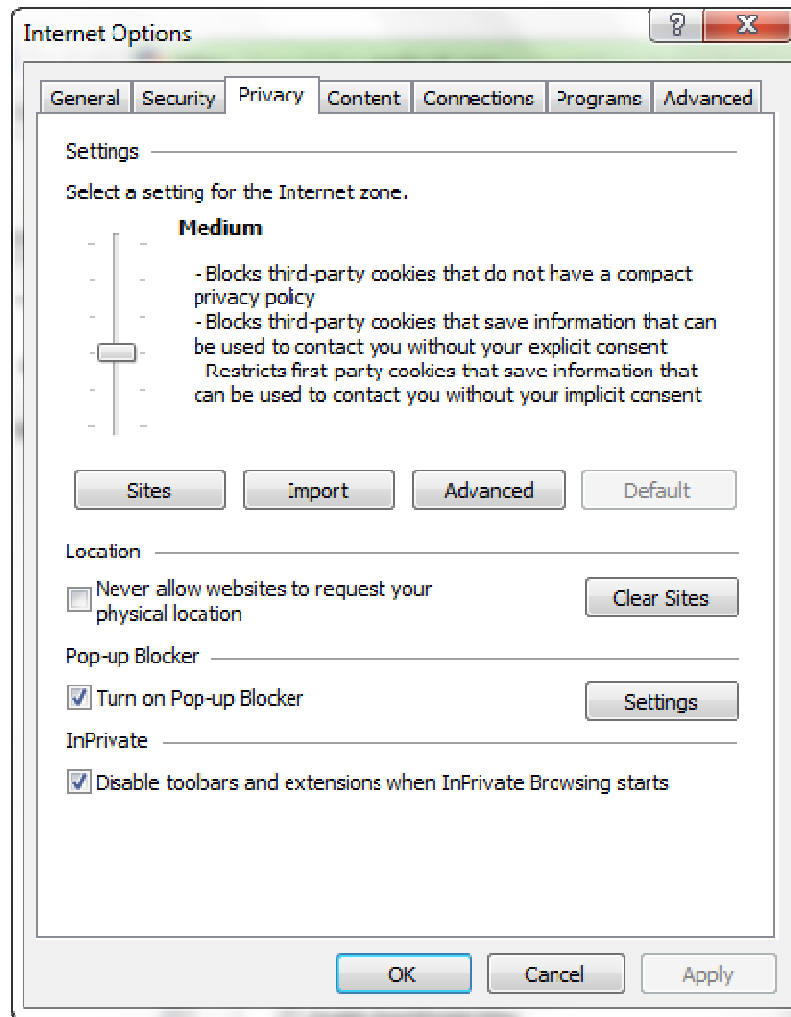


Figure 1.2-8

STEP 3: Click on the 'Advanced' button.

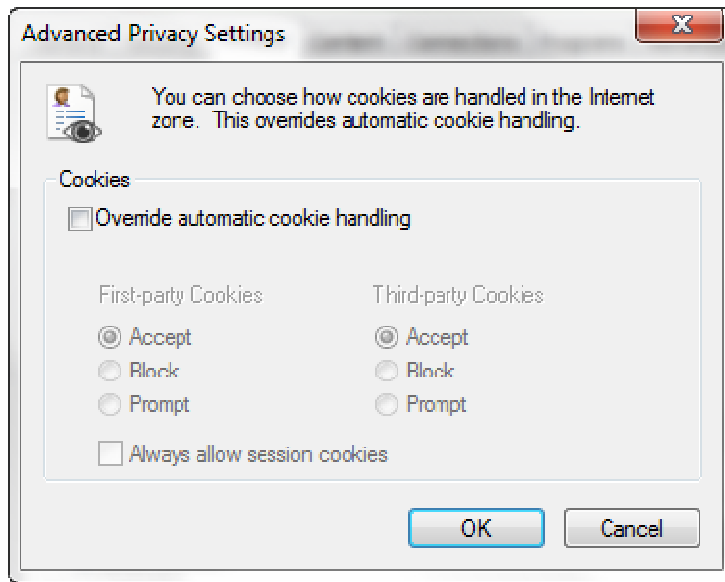


Figure 1.2-9

STEP 4: Check that 'First-party Cookies' and 'Third-party Cookies' have 'Accept' selected. (Figure 1.2-9)

### 1.2.4 Popup Setup (Original Settings by IE)

#### 1.2.4.1 Microsoft Windows XP Service Pack 2 Built-in Pop-Up Blocker Setup

With the release of Microsoft's Service Pack 2 (SP2), Pop-Up blocking is now directly integrated into Internet Explorer. Note that by default, Pop-Up blocking is enabled within SP2. This section i.e 1.2.4.1 is only applicable to those using Windows XP Service Pack 2.

STEP 1: Select the 'Tools' menu in Internet Explorer

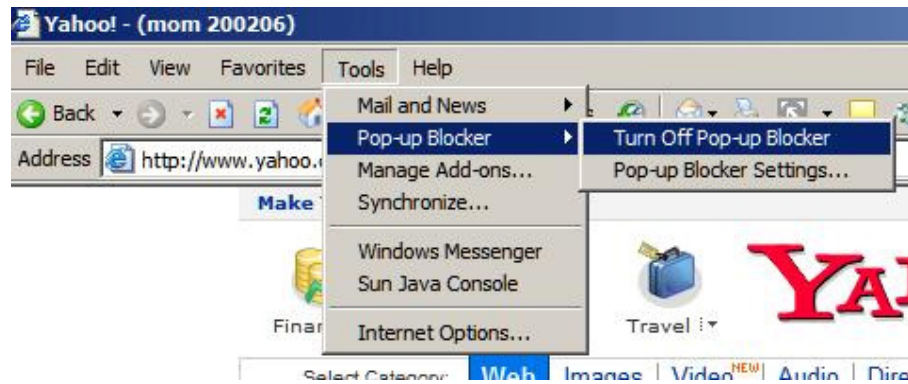


Figure 1.2-10

STEP 2: Choose the 'Pop-up Blocker' and click 'Turn Off Pop-up Blocker'.

#### 1.2.4.2 Alternate Pop-Up Blockers Setup

STEP 1: Right click on your toolbar as shown below. Kindly make sure that only 'Standard Buttons', 'Address Bar', 'Links', and 'Lock the Toolbars' are checked.

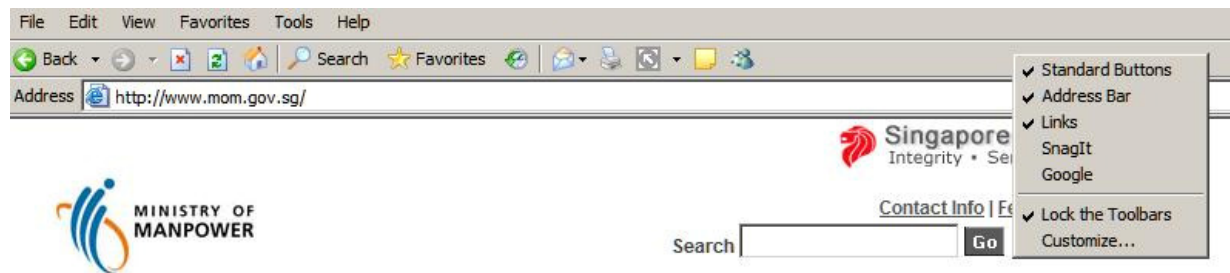


Figure 1.2-11

#### 1.2.4.3 Allowed Sites Additions for Internet Explorer

STEP 1: Select the 'Tools' menu in Internet Explorer and below screen will show.



Figure 1.2-12

STEP 2: Choose the 'Internet Options' under the Tools menu and the following will show.



Figure 1.2-13

STEP 3: Select the 'Privacy' tab and below screen will be shown.

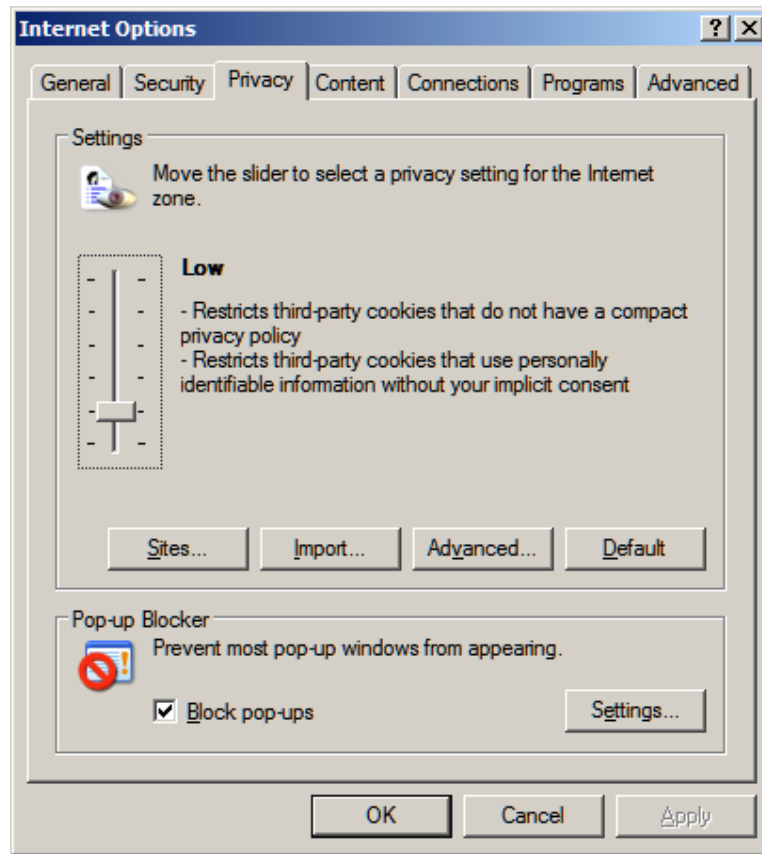


Figure 1.2-14

STEP 4: Click on 'Settings' and below screen will be shown.

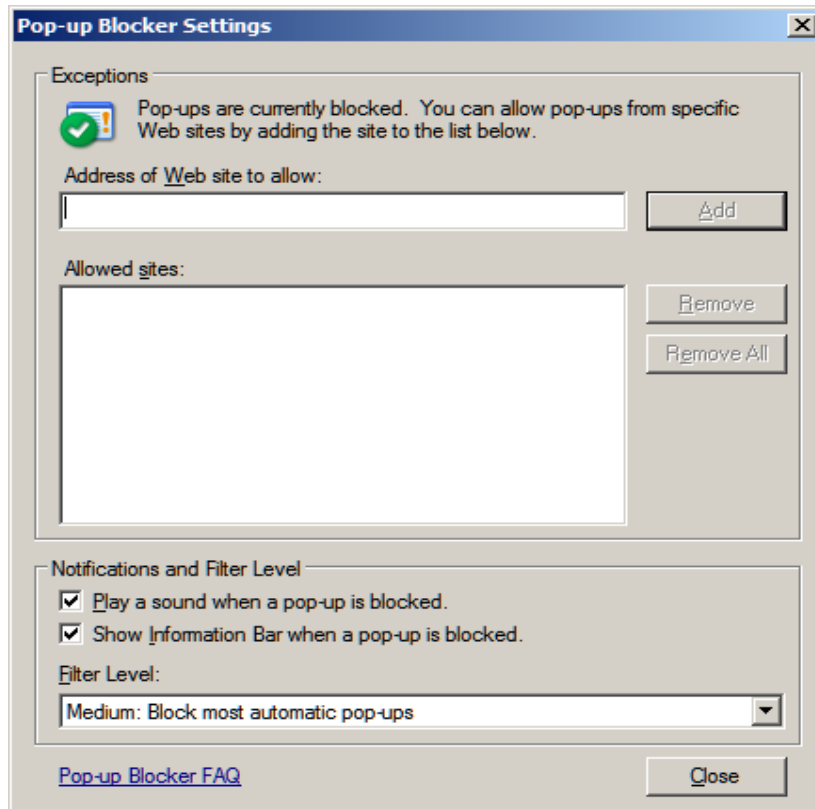


Figure 1.2-15

STEP 5: Enter the allowed sites one at a time in the "Address of Web site to allow:" text box and click on '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. www.enets.sg
- c. dbsd2pay.dbs.com (for DBS/POSB Account holders)
- d. uniservices1.uobgroup.com (for UOB Account holders)
- e. www.citibank.com.sg (for Citibank Account holders)
- f. www.ocbc.com (For OCBC account holders)
- g. www.plus.com.sg (For Plus! account holders)

**Note: You should refer to the WP Online main page (after logging in) regularly for the updated list of allowed sites.**

STEP 6: Repeat Step 5 till you finish adding allowed sites.

STEP 7: Click 'OK'.



### 1.2.5 TLS Setup (Original Settings by IE 11)

STEP 1: Select 'Tools' menu, follow by 'Internet Options'.

STEP 2: Select the 'Advanced' tab.

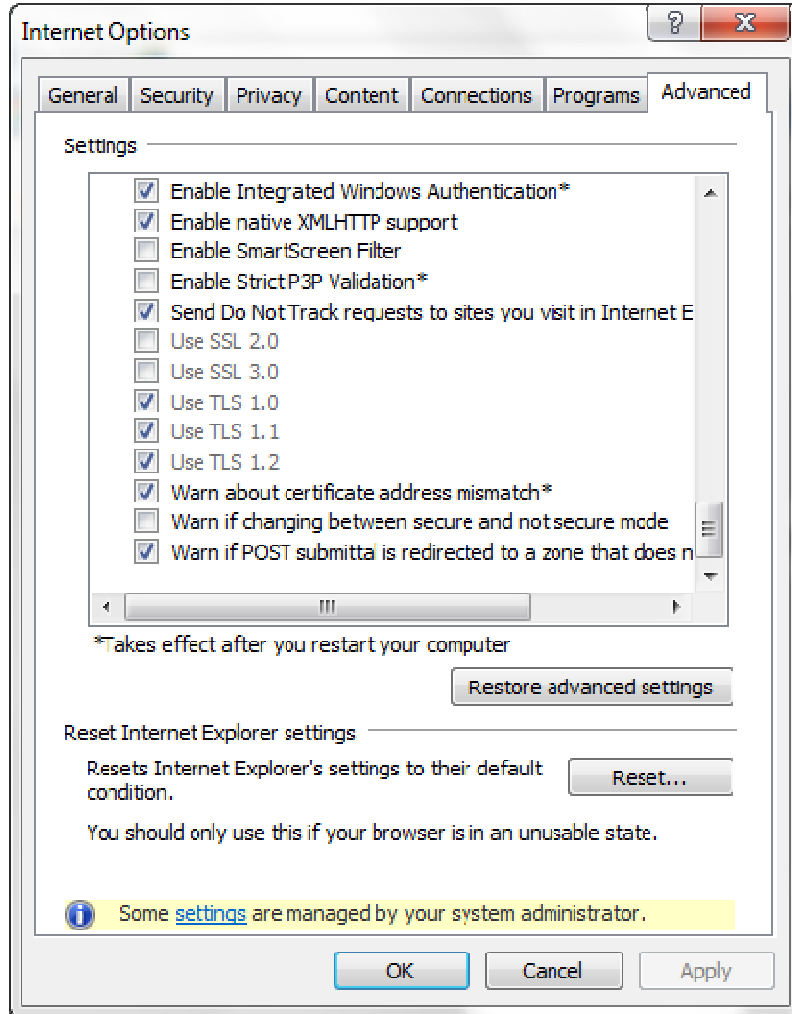


Figure 1.2-16

STEP 3: Scroll down to the 'Security' section. Disable SSL by uncheck the 'Use SSL 2.0' and 'Use SSL 3.0', and enable TLS by check 'Use TLS 1.0', 'Use TLS 1.1', and 'Use TLS 1.2' (Figure 1.2-16)

## 1.3 Installation of Adobe Reader

STEP 1: Proceed to [Adobe website](#)<sup>1</sup> to download the latest Adobe Acrobat Reader installation file if you do not already have Adobe Reader installed. (The following installation instruction will base on screen-shots from Adobe Reader 8)

STEP 2: Once you have downloaded the installation file. Run the file to start the installation process. The first screen you will see upon execution is figure 1.3-1 below.

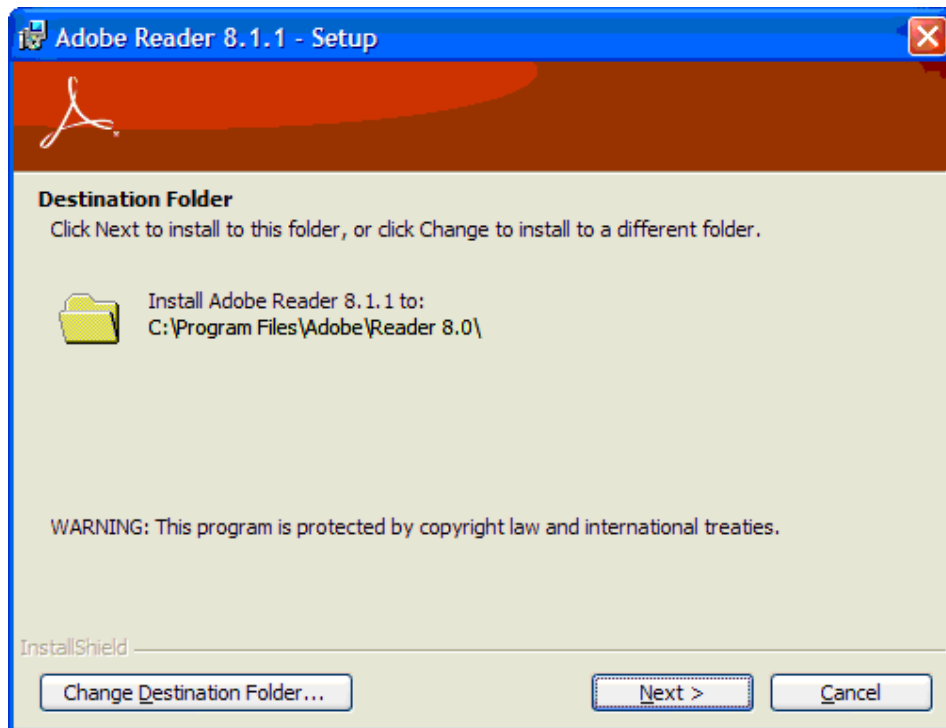


Figure 1.3-1

STEP 3: Click on the 'Next >' button to confirm on the folder to install Adobe Reader into and you will see figure 1.3-2 on the next page.

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<sup>1</sup> [http://www.adobe.com/products/acrobat/readstep2\\_allversions.html](http://www.adobe.com/products/acrobat/readstep2_allversions.html)

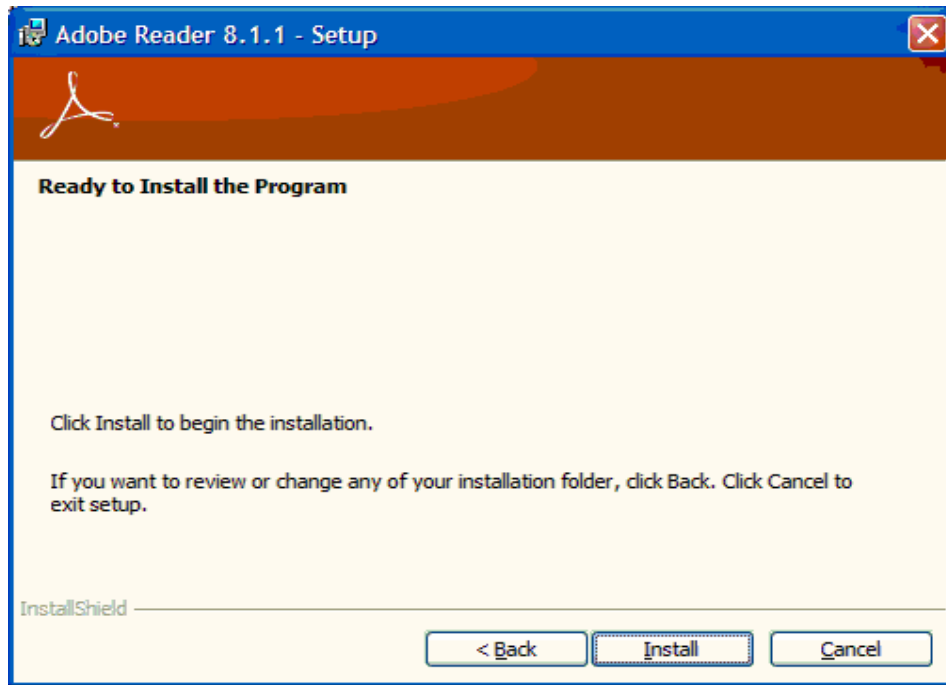


Figure 1.3-2

STEP 4: Click on 'Install' button to proceed with the installation.

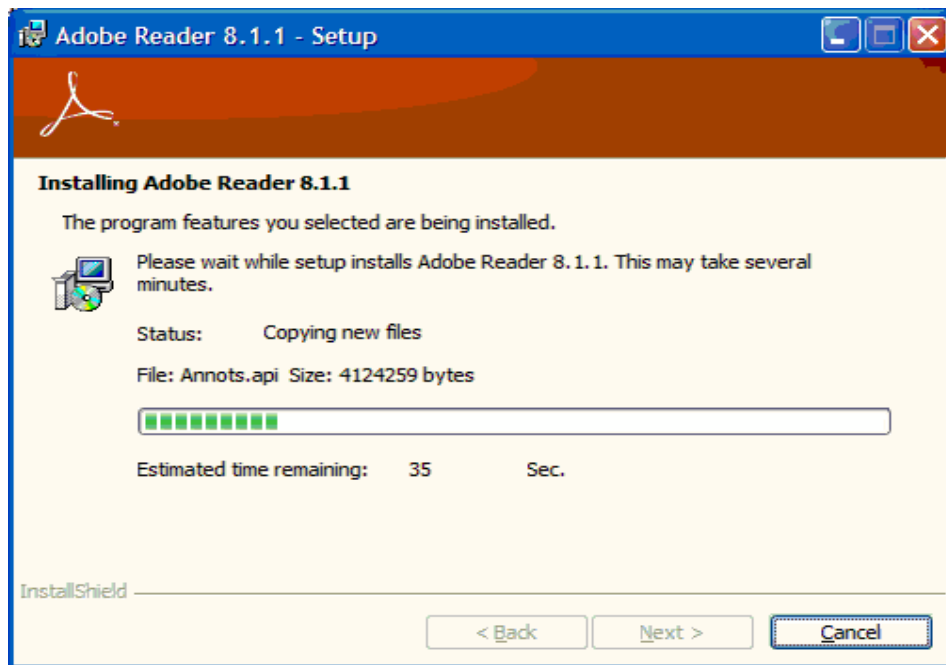


Figure 1.3-3

STEP 5: Once installation kicks started, you can see the progress of the installation as shown in figure 1.3-3 above. Please wait for the installation to complete.

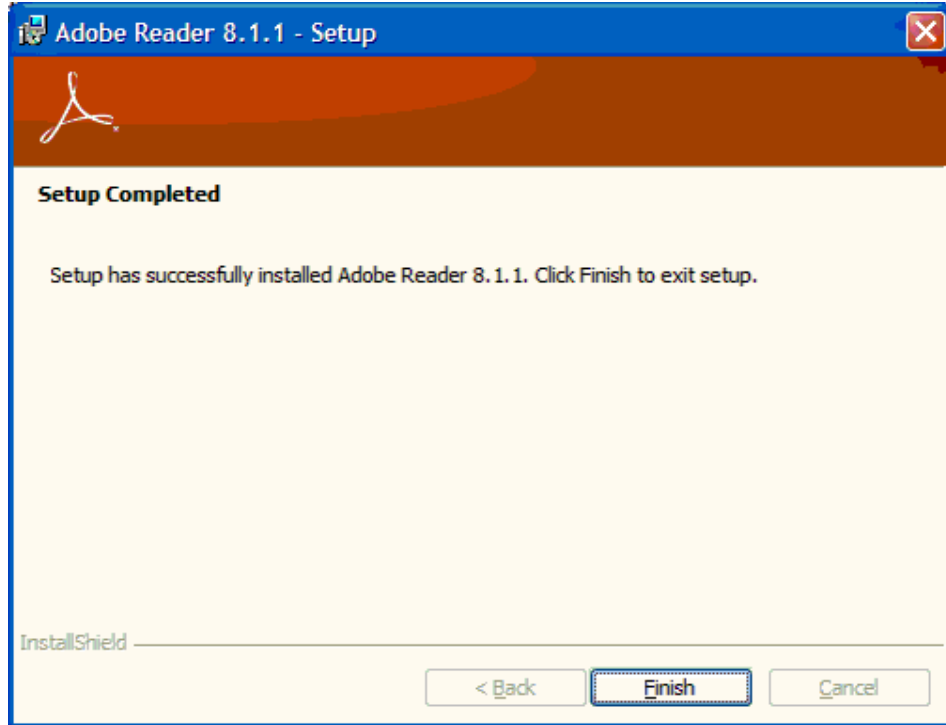


Figure 1.3-4

STEP 6: Once installation completed, you will see figure 1.3-4 above. Click on 'Finish' button to exit setup.

STEP 7: If you are prompted to restart the computer, please do so before you proceed.

STEP 8: To test the installation of your Adobe Reader, either open a PDF file, if you have one. You may also test the installation by login to WP Online again and access the 'Conditions of Work Permit / Visit Pass for Foreign Worker' link under 'Download Information'. You will see the screen shown in figure 1.3-5 if you have successfully installed Adobe Reader.

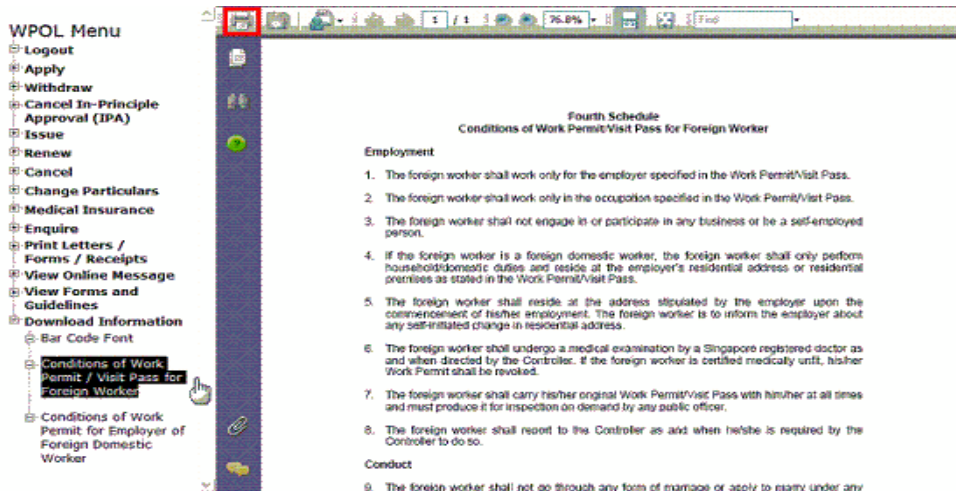


Figure 1.3-5

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STEP 9: To test the printing of a file viewed under Adobe Reader, please click on the icon as highlighted in the Red Box in figure 1.3-5 (on the previous page). The below screen in figure 1.3-6 will appear.

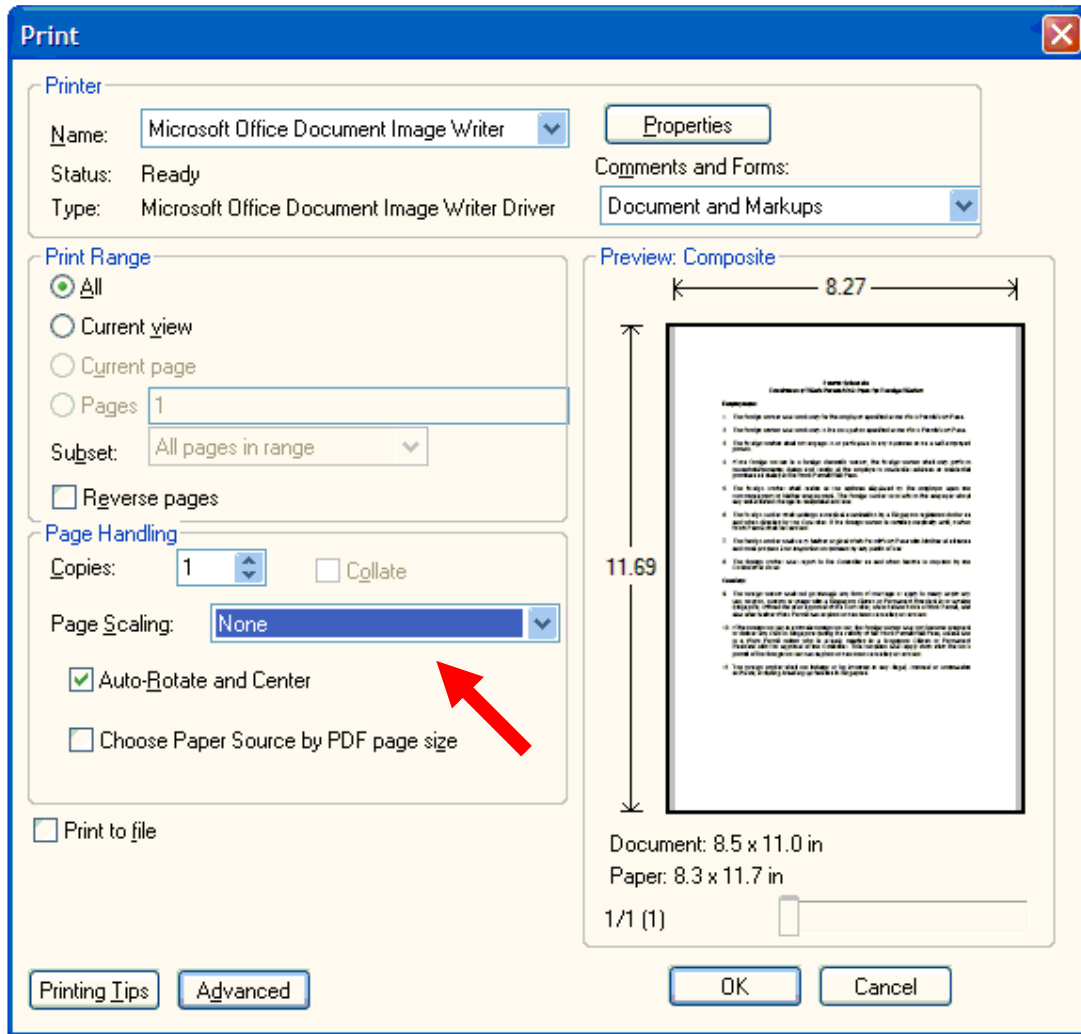


Figure 1.3-6

STEP 10: Please ensure 'Page Scaling' is set to 'None' as shown in figure 1.3-6 and ensure the correct printer is selected at the top. Click 'OK' button to send the displayed file to the printer. The printed copy should appear exactly as what is displayed on screen.

### 1.3.1 Recommended Adobe Reader Settings

STEP 1: Activate your Adobe Reader by either double-clicking on the Adobe Reader icon on your Desktop or from your Start Menu, under 'All Programs'.

STEP 2: Click on 'Edit' followed by 'Preferences...' as seen in Figure 1.3-7 on the next page.

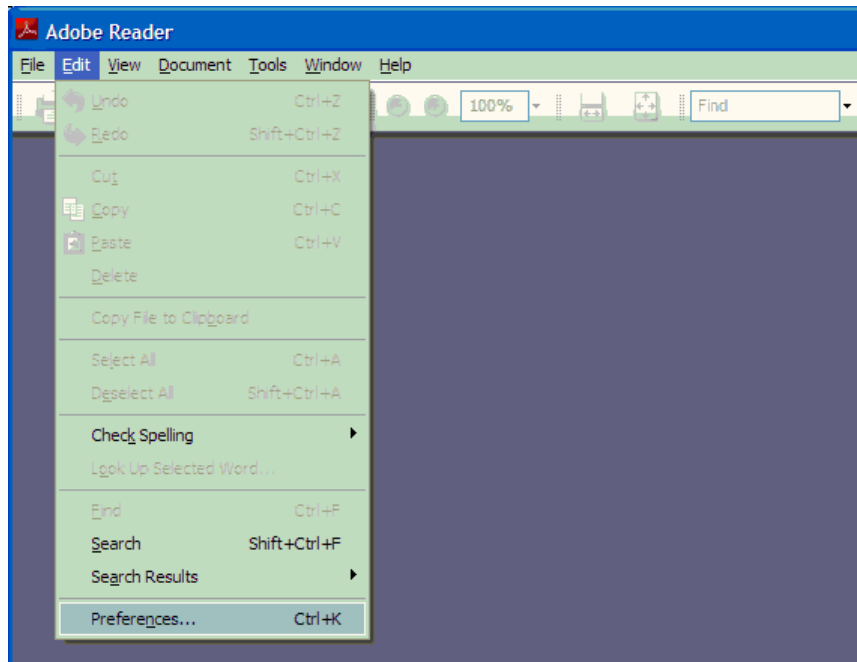


Figure 1.3-7

STEP 3: In Adobe Reader version 8, the Preferences dialog window will appear as below.

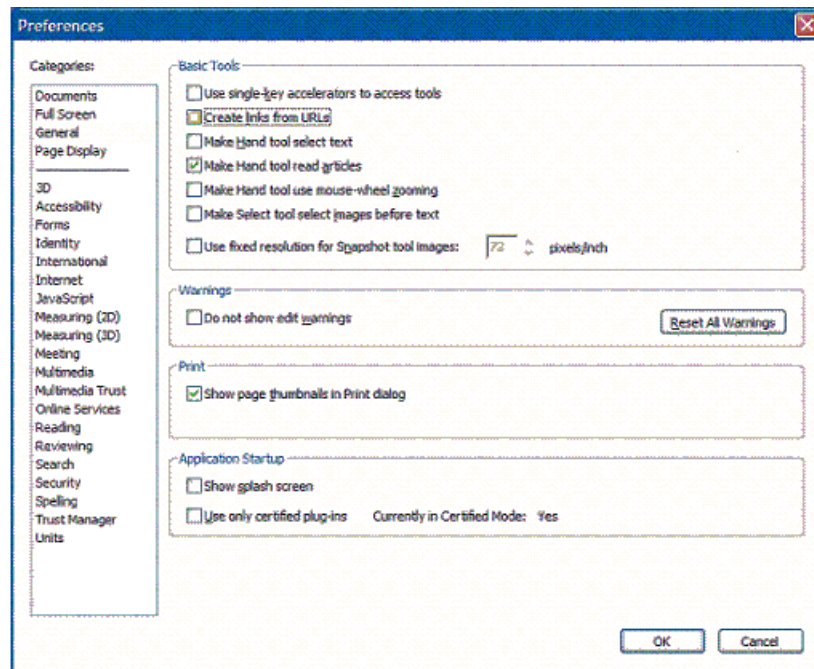


Figure 1.3-8

STEP 4: Click on 'General' in the box on the left and unchecked the box 'Create links from URLs'.

STEP 5: Click on the 'OK' button at the bottom to complete the setup.

### 1.4 Frequently Asked Questions

#### 1.4.1 How do I configure my Printer Settings to print the forms nicely?

In your printer settings: set the paper size to A4, with the print resolution set to minimum dpi, and use white paper for printing.

#### 1.4.2 Can I use multiple windows to access the WP Online service?

No. Only use windows generated by our pages.

#### 1.4.3 Should I use the web browser's back and forward buttons?

No. Only use the menu and buttons from our WP Online pages.

#### 1.4.4 What if I forgot to Logged out?

The WP Online services will automatically timeout in 20 minutes, when there is no action from the user in this time period. As a form of good practice, do remember to logout so as to safeguard yourself against unauthorized access.

#### 1.4.5 Do I need to clear my cache in the Internet Browsers, after logging out?

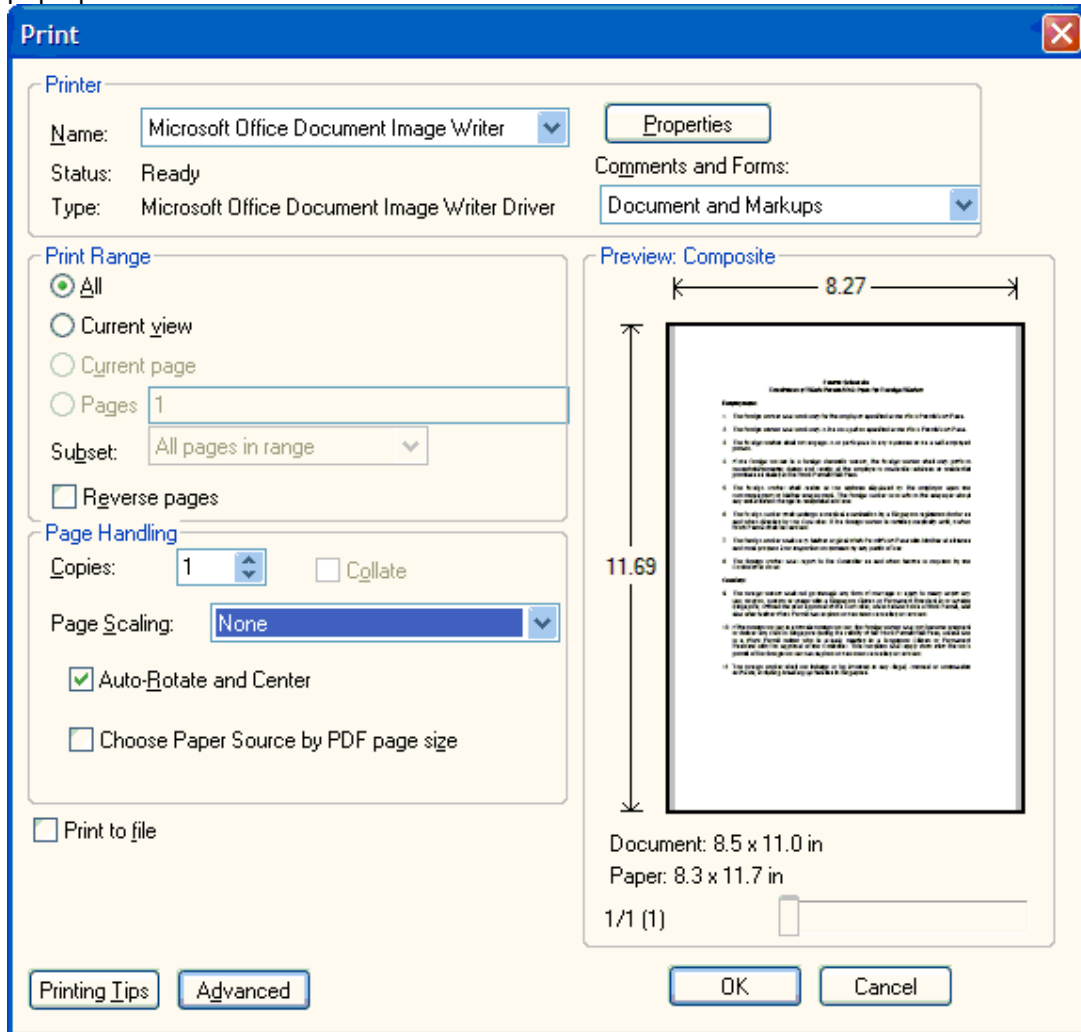
As a form of good practice, clearing the cache will further ensure that the information you keyed in will not be seen by another person. This is a recommended move, whenever you feel that the accessed information is sensitive to you.

#### 1.4.6 Who should I call if I encounter a technical issue?

You can call our technical support staff at **64385122** during office hours.

1.4.7 Why does my letter shrink in size when printed via Adobe Reader?

The 'Page Scaling' setting should be set to 'None' to prevent automatic scale down of the letter. From the top menu-bar, click on 'File' and then 'Print'. You may then change this setting from the pop-up window as illustrated below.



1.4.8 My letter appeared on a new browser window after I clicked the 'Print' button on the letter selection page. Thereafter, I have also clicked on the URL displayed on the letter and I am brought to another web page. How can I return to my letter?

Close the window that is displaying the new web page. The main window where WP Online letter selection page is displaying should be brought back to you. Click on the 'Print' button again to retrieve your letter.

1.4.9 My letter appeared on an Adobe Reader window after I clicked the 'Print' button on the letter selection page. Thereafter, I have also clicked on the URL displayed on the letter and my browser displaying the letter selection page is replaced with another web page. How can I return to my letter?



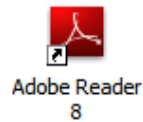
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Your browser's 'Back' button may not work, you need to login again to WP Online. Repeat the steps till you return to the letter selection page, and then click on the 'Print' button again. If you would like to prevent this accidental click on the URL from happening again, you can refer to **SECTION 1.3.1 RECOMMENDED ADOBE READER SETTINGS** to disable any hyperlinks on the URLs shown on the PDF files.

### 1.4.10 How to check whether my computer have Adobe Reader installed?

STEP 1: Usually, you should see this icon on your desktop once Adobe Reader is installed:

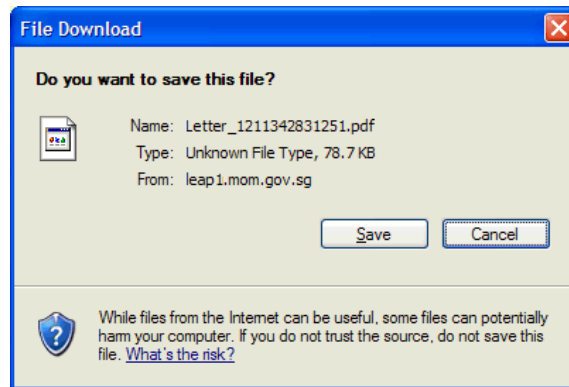


STEP2: If you cannot find this icon, click on "Start" button (usually at the lower left corner of your desktop) followed by "All Programs". In the list of programs displayed, you should be able to find Adobe Reader, if it has been installed. See below image on how it may look like.

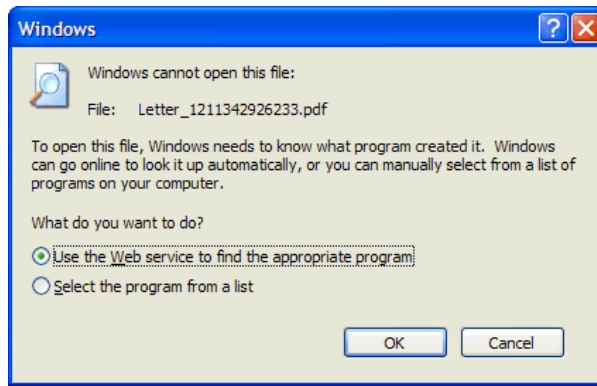


### 1.4.11 What will i see if I try to open a PDF letter with no Adobe Reader installed?

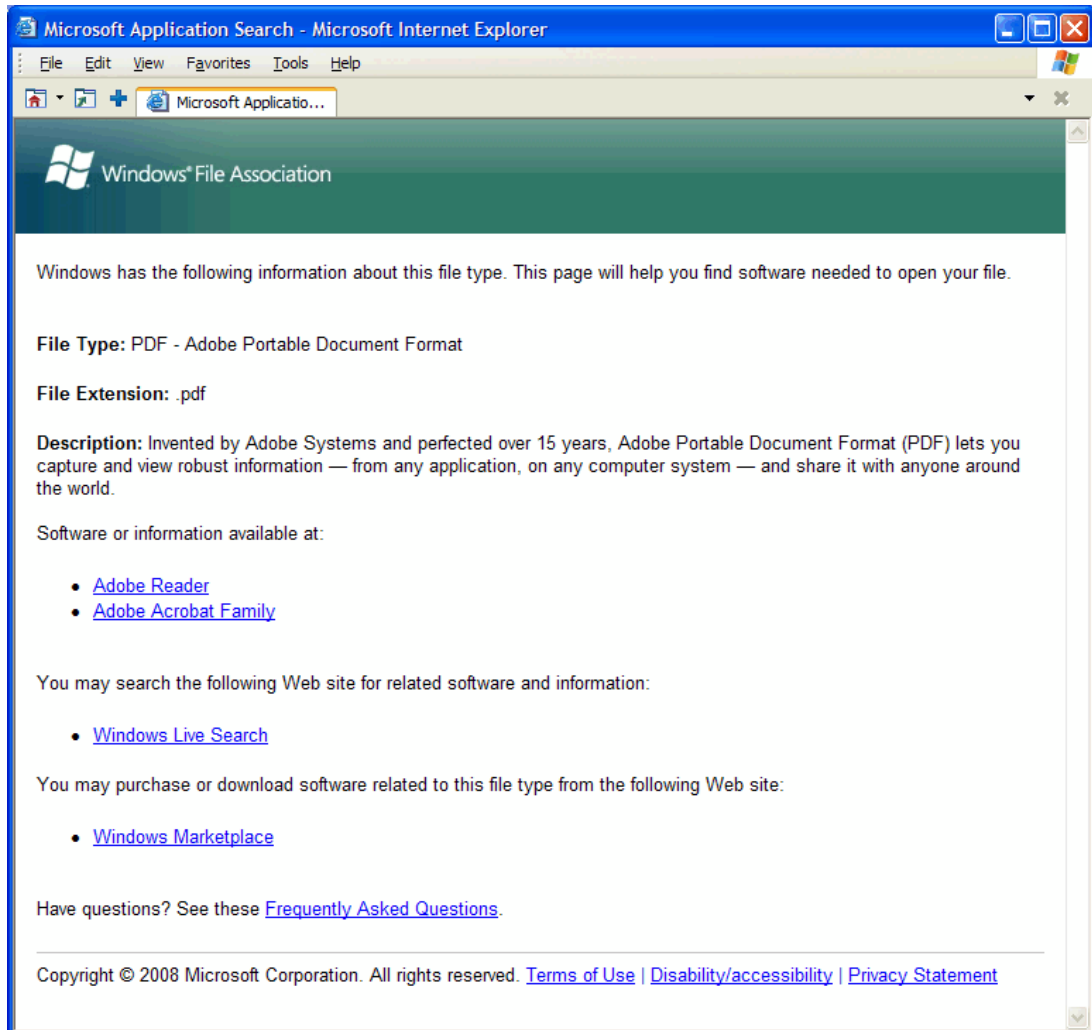
- 1) You will be prompted to save the Letter instead of viewing it.



- 2) Once the file is saved and you try to open it, you may be prompted with the below dialogue box depending on your Windows version (image below is from a Windows XP PC).



- 3) Clicking on “OK” button with the “Use the Web service to ...” option and you are still connected to the Internet, your browser will open the below web page with a link to download Adobe Reader.



You can click on the link to download a free copy of Adobe Reader for your installation.