

PLACEMENT SYSTEM FOR NON-MAINSTREAM CANDIDATES (PSNC-IS)

System Requirements

General

1. **Must my computer system fulfil any special requirements?**

For a smooth application via the PSNC-IS, your computer system must have the following minimum system requirements:

- a) Internet connection.
- b) Any internet browser that is compliant with W3C Standards.
- c) Enable Cookies option in the internet browser.
- d) Turn off the Pop-up Blocker option in the internet browser, if applicable. If you have any other pop-up blocker software, these must be disabled while accessing the PSNC-IS. Otherwise, it will prevent the PSNC-IS from functioning properly.
- e) Printer is connected and ready to print (for printing of Confirmation Slip).

2. **How do I enable Java Virtual Machine (JVM)?**

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

Troubleshooting PSNC-IS

3. **Will I be automatically logged out from the system if I stay too long on a particular page?**

Yes. You will be logged out after 10 minutes if you did not perform any activity on any of the PSNC-IS pages.

4. **During School Option Phase (SPERS-Sec/SPE), if I am logged out by the system, will the data that I have entered be saved?**

No. The data will be lost and you will need to enter the data again.

5. **I encountered the error "Access Denied". What could be the problem?**

You may have tried to access the system outside the accessible period for the exercises. Refer to the relevant exercises' websites for the dates of the accessible periods.

6. **How do I print the confirmation slip/outcome letter?**

You may click on the "Print" button on your browser. Your computer must be installed and connected to a printer.

7. **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.

8. **I encounter the error "HTTP Error 404 was encountered. Please contact your system administrator." or "HTTP Error 500 was encountered. Please contact your system administrator." What can I do?**

If you have any queries, please visit www.moe.gov.sg/contact or call MOE Customer Service Centre @ 68722220.