



**eSurvey Browser and Login Guide**  
**(<https://esurvey.jtc.gov.sg>)**

# Table of Contents

<b>1. What are the recommended and supported browsers of eSurvey?</b> .....	3
<b>2. How do I check if my browser is of the latest version?</b> .....	3
2.1. Google Chrome .....	3
2.2. Mozilla Firefox.....	4
2.3. Microsoft Edge.....	5
<b>3. I am restricted in downloading the recommended browsers of eSurvey. How should I proceed?</b> .....	7
<b>4. I cannot view eSurvey from my browser. How should I proceed?</b> .....	9
<b>5. I cannot view eSurvey from my browser even after verifying that I'm connected to the Internet and I'm using the recommended browsers and they are of the latest version. How should I proceed?</b> .....	9
5.1. Google Chrome .....	9
5.2. Mozilla Firefox.....	11
5.3. Microsoft Edge.....	12
<b>6. I have implemented the TLS Browser settings at Steps 4 and 5 but I still cannot view the eSurvey website. How should I proceed?</b> .....	13
<b>7. I have received 2 emails with the subjects Survey on Occupancy of Industrial Premises and Temporary Password for e-Survey Account? What should I do next?</b> .....	13
<b>8. After completing and submitting the Password Reset page, I am receiving an error that says "The new password cannot be created as the provided password does not match with your Account ID. Please check and rectify." What should I do next?</b> .....	14
<b>9. My login credential is not working after following the steps from #8? What should I do next?</b> .....	15
<b>10. I would like to response to the survey using my Singpass login. What should I do?</b> .....	15
<b>11. I would like to response to the survey using my Singpass login but forgot my password. What should I do next?</b> .....	19

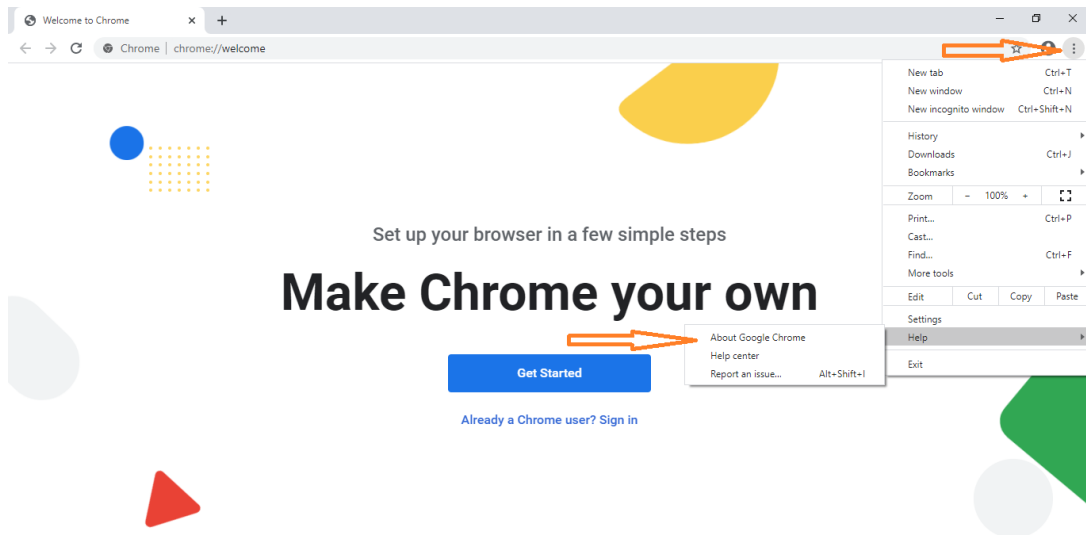
## 1. What are the recommended and supported browsers of eSurvey?

eSurvey currently supports the latest versions of Google Chrome, Mozilla Firefox and Microsoft Edge.

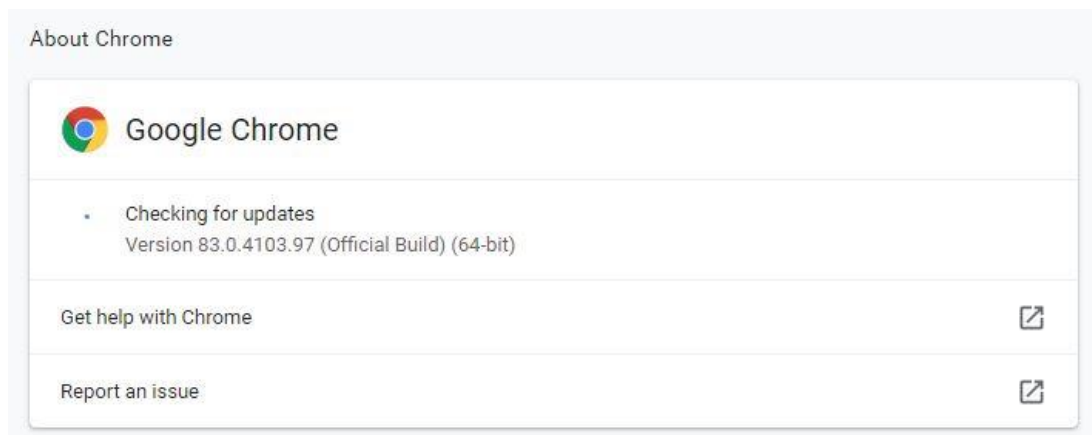
## 2. How do I check if my browser is of the latest version?

### 2.1. Google Chrome

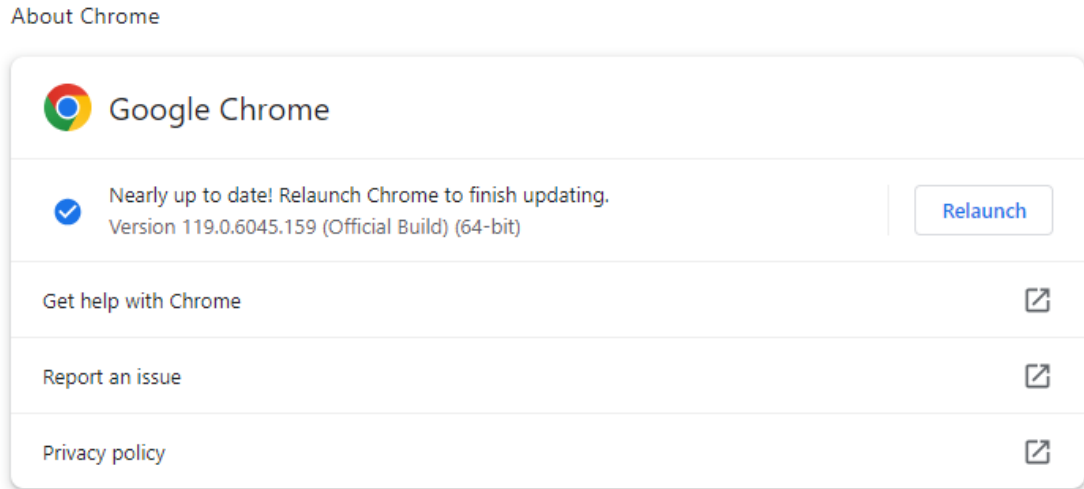
a) At the Chrome ellipsis (3 vertical dots), go to Help – About Google Chrome.



b) Google Chrome will do an automatic check if your browser is of latest version. If it is an outdated version, it will automatically download and install the latest version. Restart the browser if prompted.

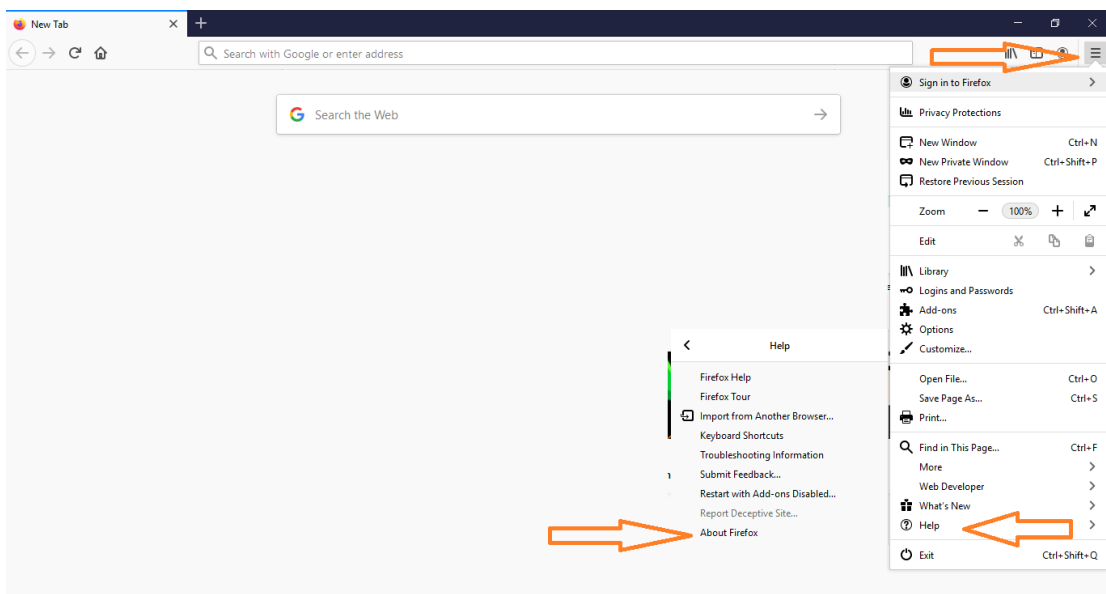


c) Google Chrome will display that your Google Chrome is up to date.



## 2.2. Mozilla Firefox

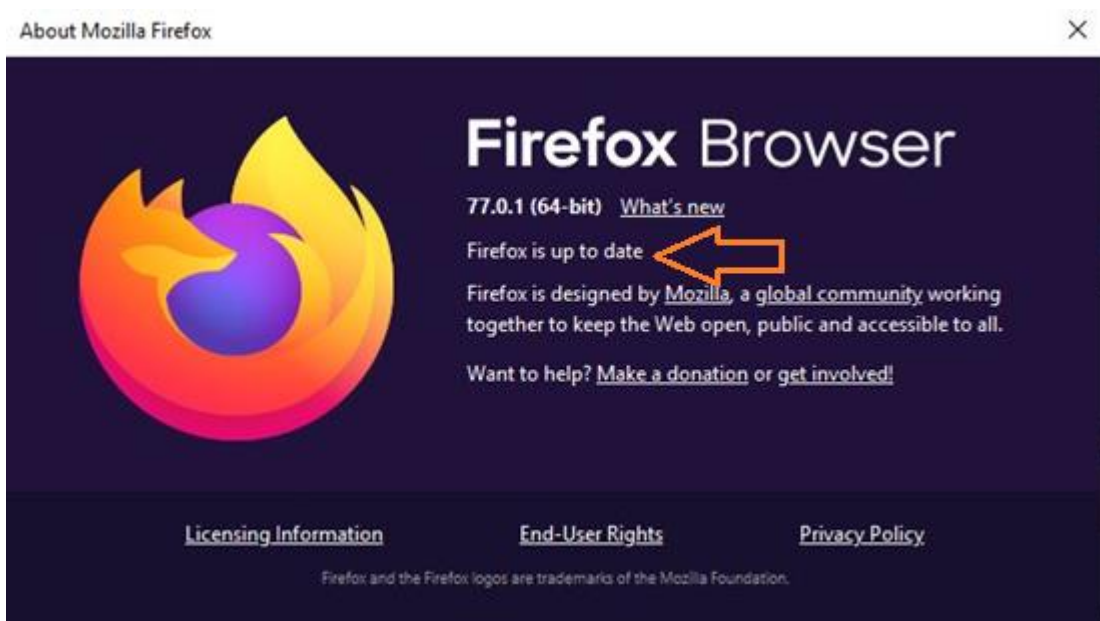
a) At the Mozilla Firefox hamburger (3 horizontal lines), go to Help – About Firefox.



b) Mozilla Firefox will do an automatic check if your browser is of latest version. If it is an outdated version, it will automatically download and install the latest version. Restart the browser if prompted.

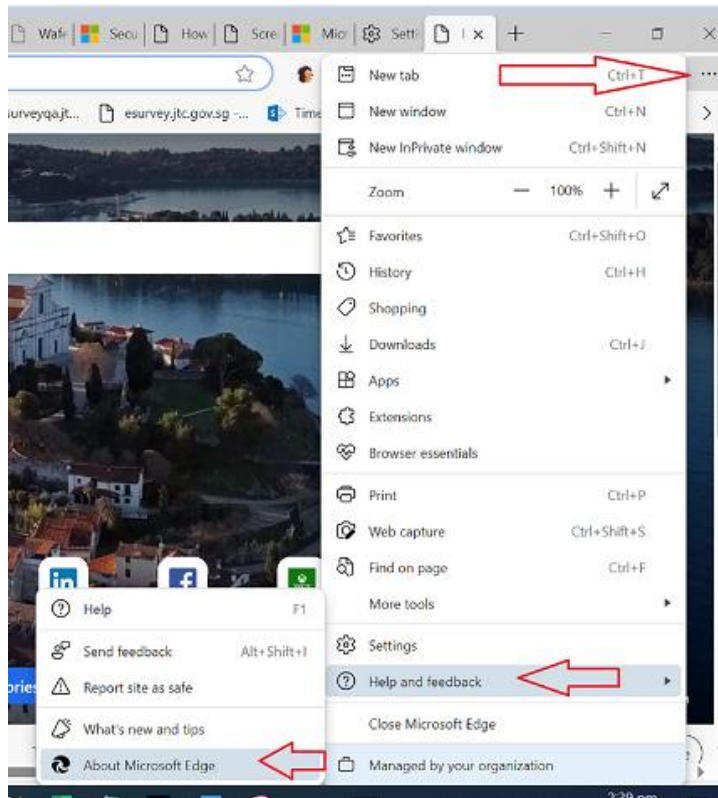


c) Mozilla Firefox will display that your Browser is up to date.

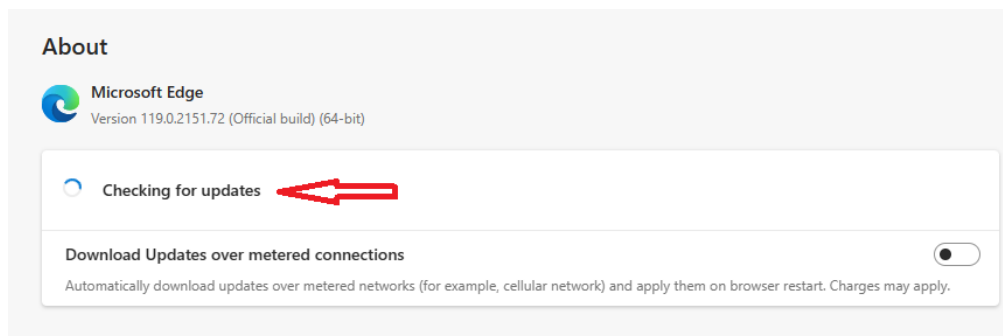


### 2.3. Microsoft Edge

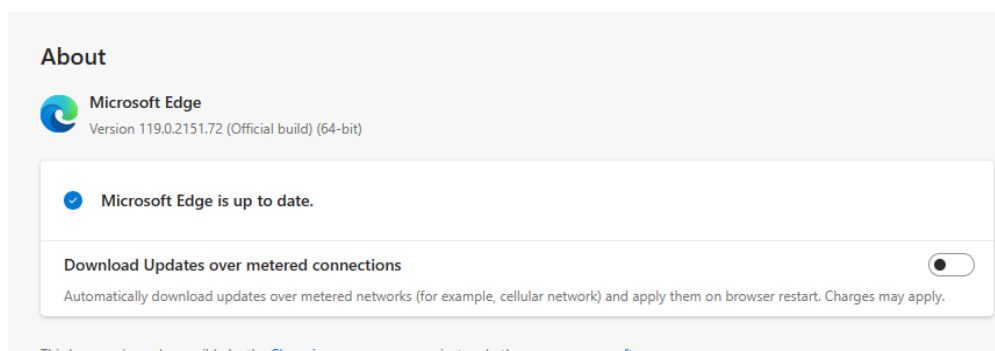
- Click the horizontal dots (ellipsis) at the top-right corner of the browser.
- From the menu, hover the cursor to "Help and feedback".
- From the sub menu of "Help and feedback", select "About Microsoft Edge".



- d) Microsoft Edge will do an automatic check if your browser is of latest version. If it is an outdated version, it will automatically download and install the latest version. Restart the browser if prompted.

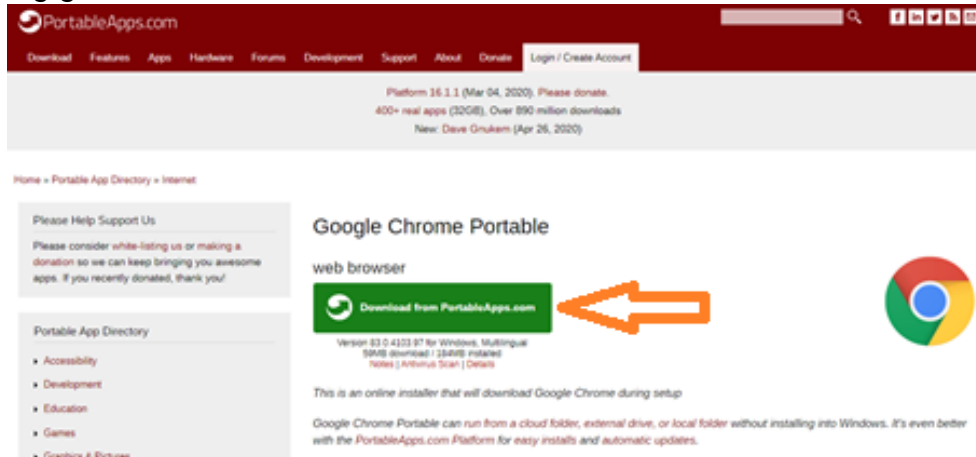


- e) Microsoft Edge will display that your browser is up to date.

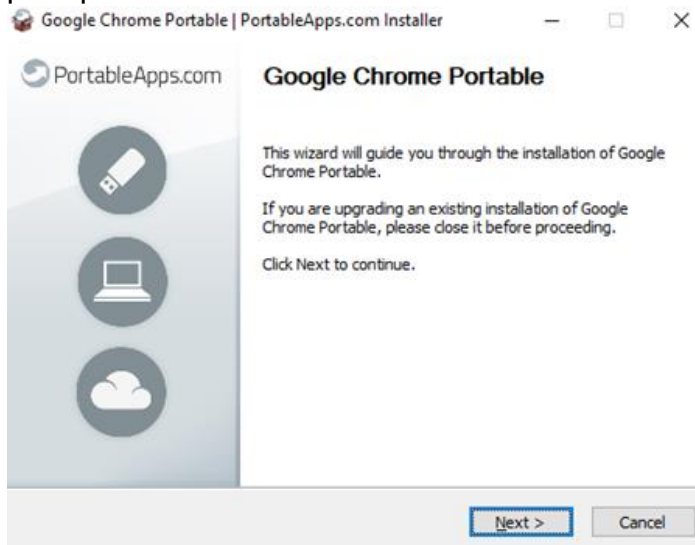


3. I am restricted in downloading the recommended browsers of eSurvey. How should I proceed?

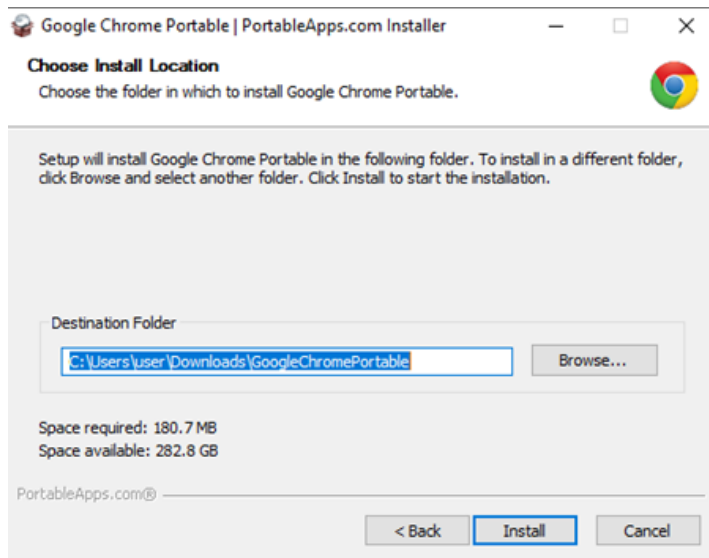
- a) Download the portable version of Google Chrome at [https://portableapps.com/apps/internet/google\\_chrome\\_portable](https://portableapps.com/apps/internet/google_chrome_portable). Click the big green Download button.



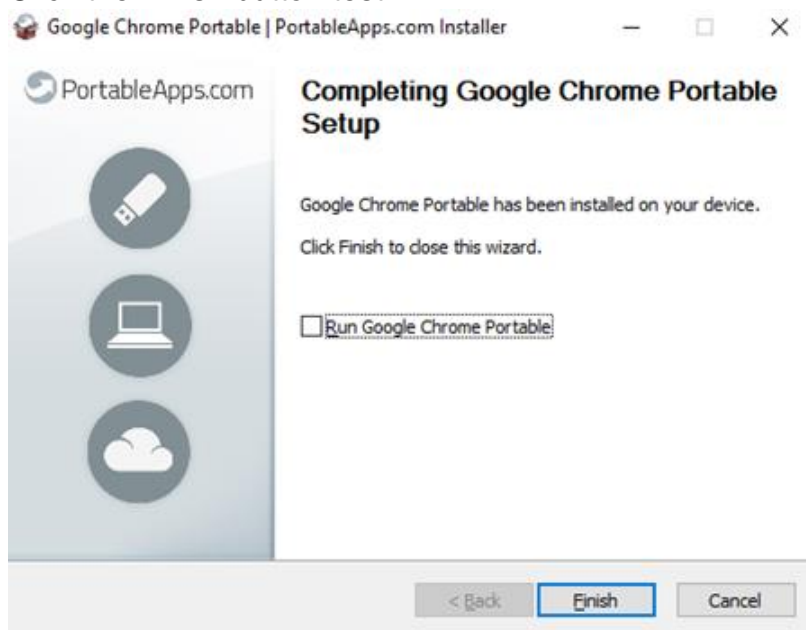
- b) Double click the file then click the Next and I Agree buttons when prompted.



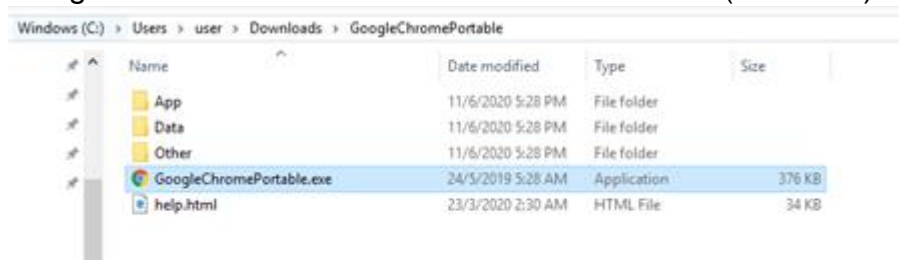
- c) Select the folder where Chrome Portable will be stored then click the Install button.



- d) Click the Finish button test



- e) Go to the folder where Google Chrome is stored at Step c. Right-click GoogleChromePortable.exe and create a shortcut (if desired).



- f) Respondents can proceed to launch Google Chrome portable and login to eSurvey.



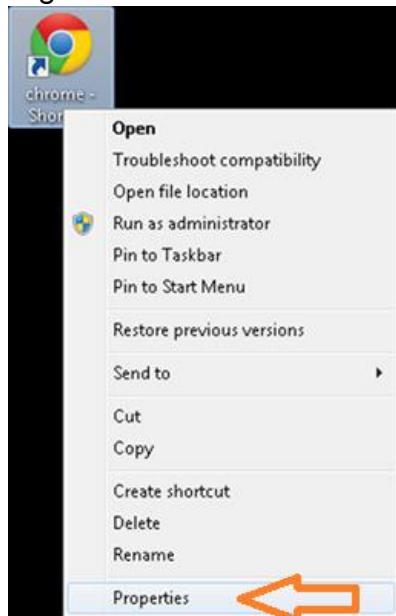
#### 4. I cannot view eSurvey from my browser. How should I proceed?

Please confirm if your machine is connected to the Internet. Launch your browser and load <https://www.jtc.gov.sg> or [www.google.com](http://www.google.com). If these 2 sites are not loading, you could be disconnected from the Internet. Report the issue to your company's IT support.

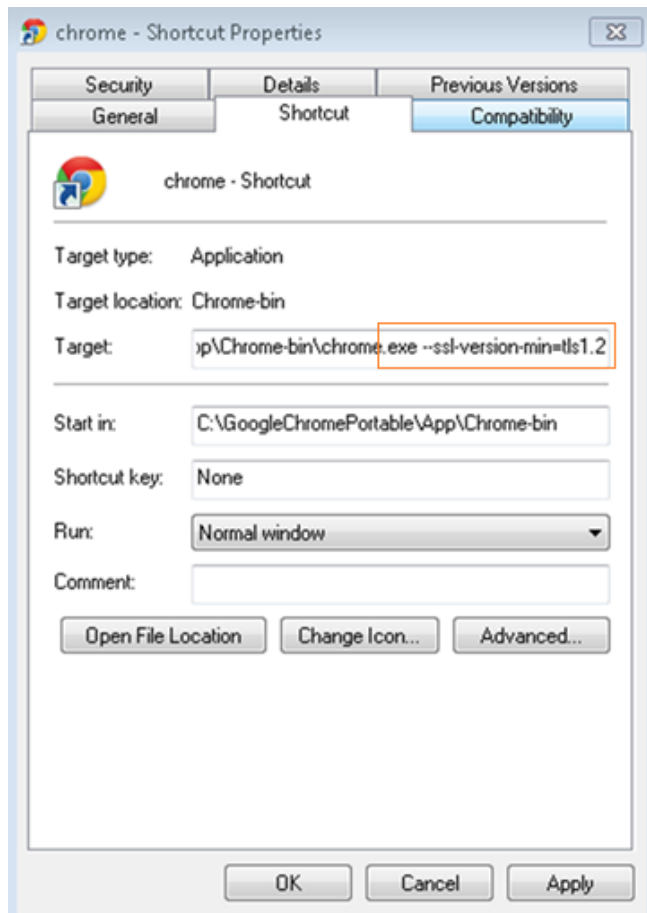
#### 5. I cannot view eSurvey from my browser even after verifying that I'm connected to the Internet and I'm using the recommended browsers and they are of the latest version. How should I proceed?

##### 5.1. Google Chrome

a) Right-click the Chrome shortcut then select Properties.



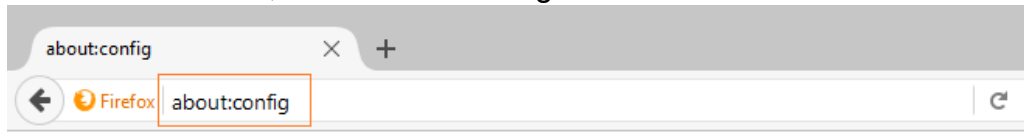
b) Go to the Shortcut tab. At the target field, append "--ssl-version-min=tlsl.2" right after .exe. Click the OK button to apply the changes.



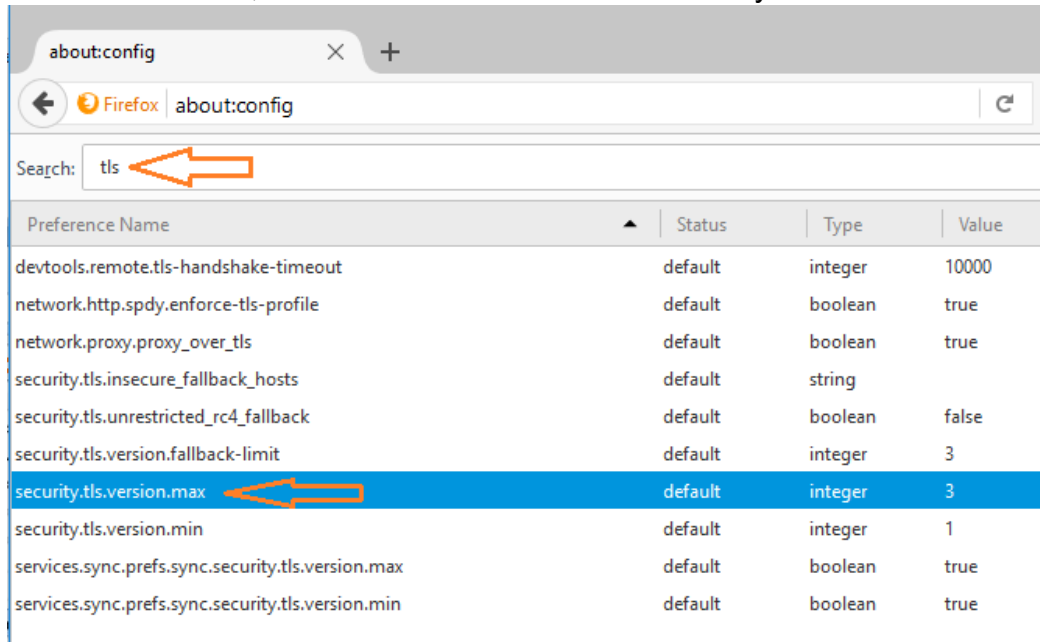
c) Use this shortcut link to view eSurvey.

## 5.2. Mozilla Firefox

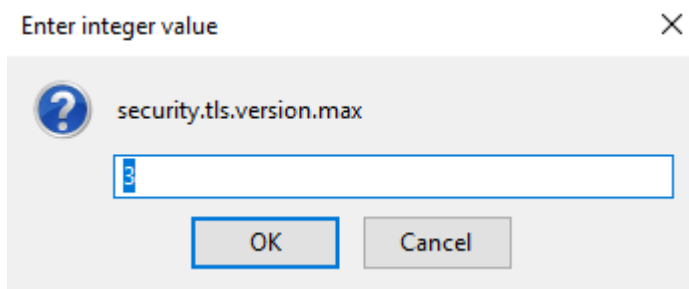
- a) At the address bar, enter “about:config”.



- b) At the search bar, enter “tls” then double click security.tls.version.max.

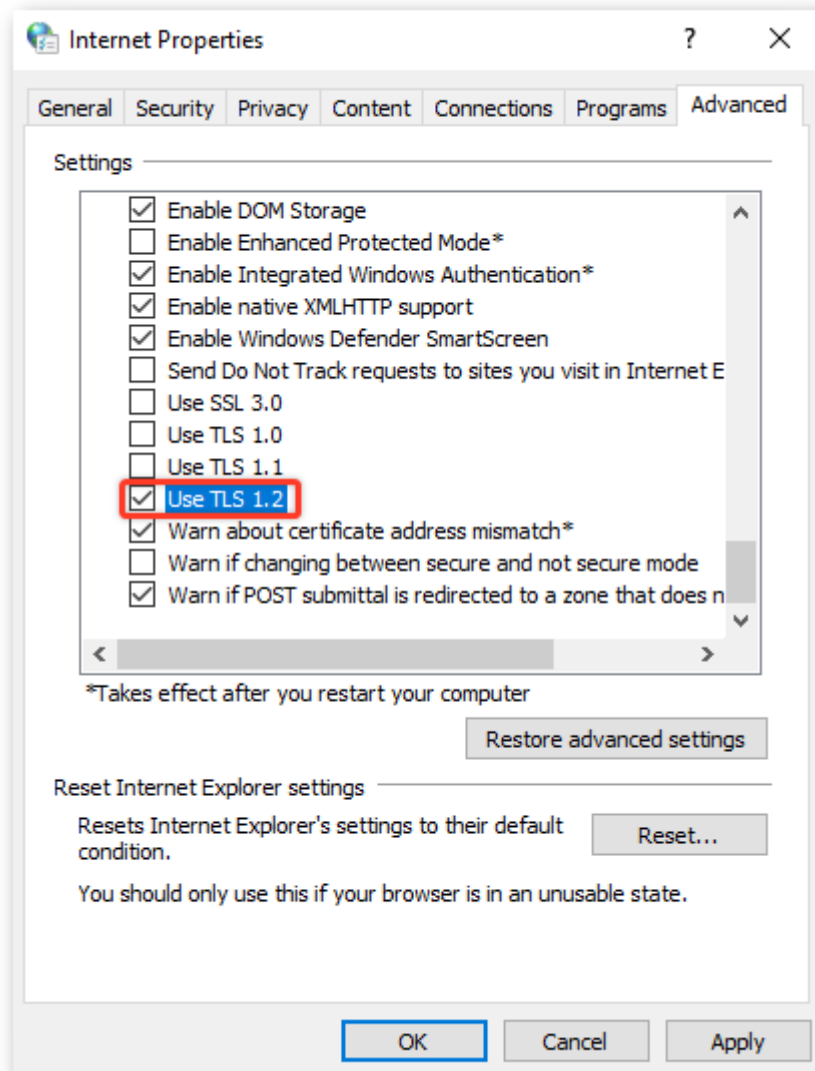


- c) Update the value to 3 (TLS 1.2) from the pop-up then click the OK button to apply the settings.



### 5.3. Microsoft Edge

- 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.
- e) Click **OK**.
- f) Close your browser and restart Microsoft Edge browser.

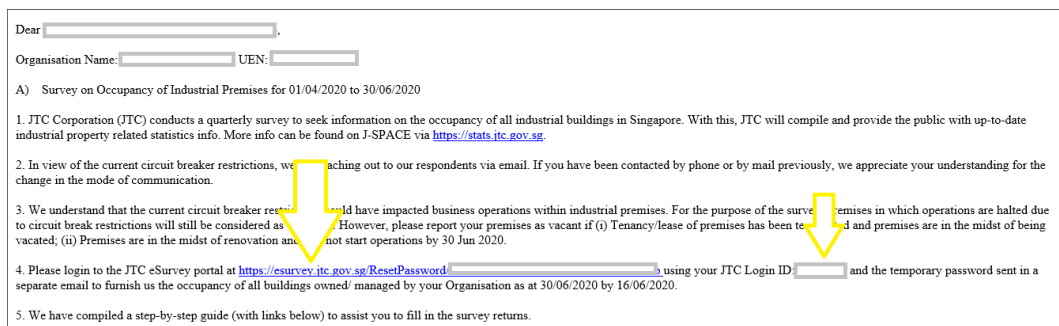
**6. I have implemented the TLS Browser settings at Steps 4 and 5 but I still cannot view the eSurvey website. How should I proceed?**

Inform your company's IT Support that you cannot view <https://esurvey.jtc.gov.sg> from the above steps.

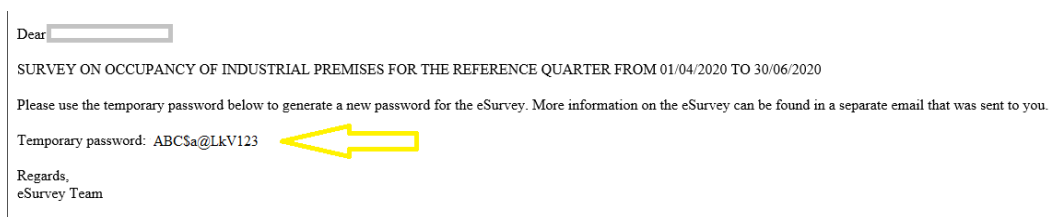
Check with your company's IT Support if <https://esurvey.jtc.gov.sg> is blocked from your network and if there's settings they need to implement.

**7. I have received 2 emails with the subjects Survey on Occupancy of Industrial Premises and Temporary Password for e-Survey Account? What should I do next?**

- a) Open the email with the Subject "Survey on Occupancy of Industrial Premises." Click the login link indicated from Item #4. Note of the JTC login also stated from Item #4.



- b) Open the email with the Subject "Temporary Password for e-Survey Account." Take note of the temporary password indicated from the email, which you will be using at the Password Reset page.



- c) From the Password Reset page, type in your Account ID, Temporary Password, New Password and Confirm Password.

## Welcome to JTC's eSurvey on Occupancy of Industrial Premises

Account ID

Temporary Password

New Password

Confirm New Password

[Create Password and Login](#)

d) Click the Create Password and Login button to proceed in resetting the password. You will be redirected to your Profile page after successfully resetting your password.

**8. After completing and submitting the Password Reset page, I am receiving an error that says “The new password cannot be created as the provided password does not match with your Account ID. Please check and rectify.” What should I do next?**

a) Go to eSurvey’s main page by clicking [here](#).

b) From the main page, click the here link.



c) Enter your Account ID and your recently changed password then click the Login button.

## Welcome to JTC's eSurvey on Occupancy of Industrial Premises

Account ID

Password

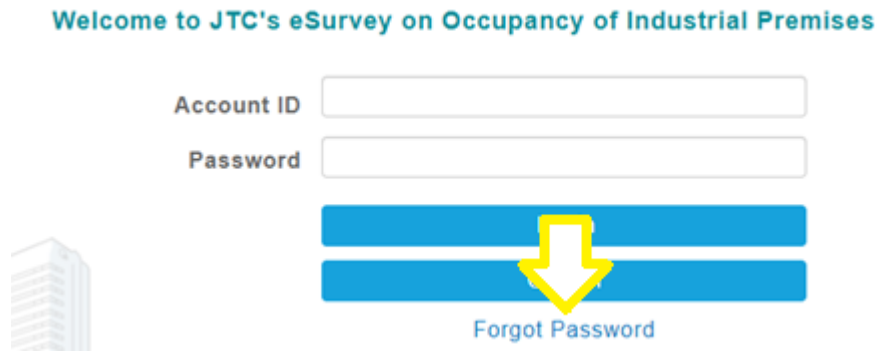
[Login](#)

[Cancel](#)

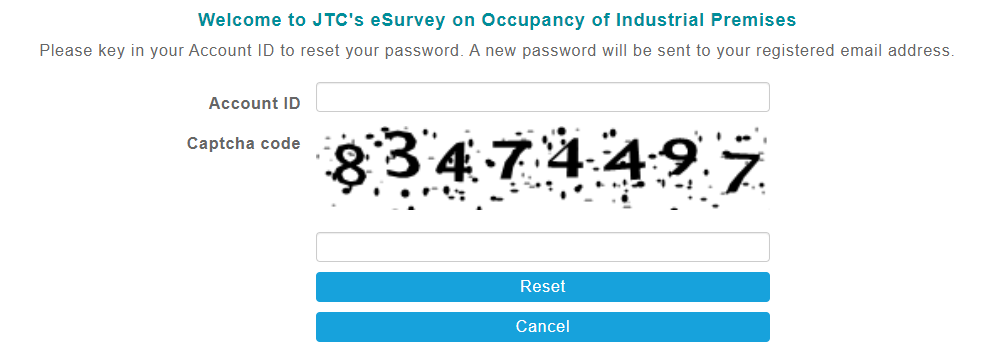
[Forgot Password](#)

**9. My login credential is not working after following the steps from #8? What should I do next?**

- a) From the Login page, click the Forgot Password link.



- b) From the Forgot Password page, type in your Account ID and the captcha code from your screen. Click the Reset button afterwards.



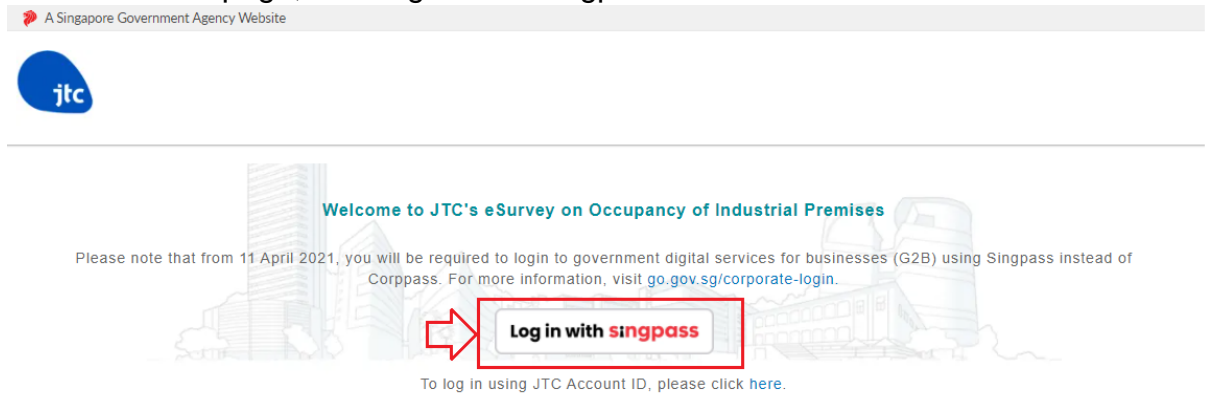
- c) You will be receiving 2 emails from us. Follow the steps from step #7 to reset your password.

**10. I would like to respond to the survey using my Singpass login. What should I do?**

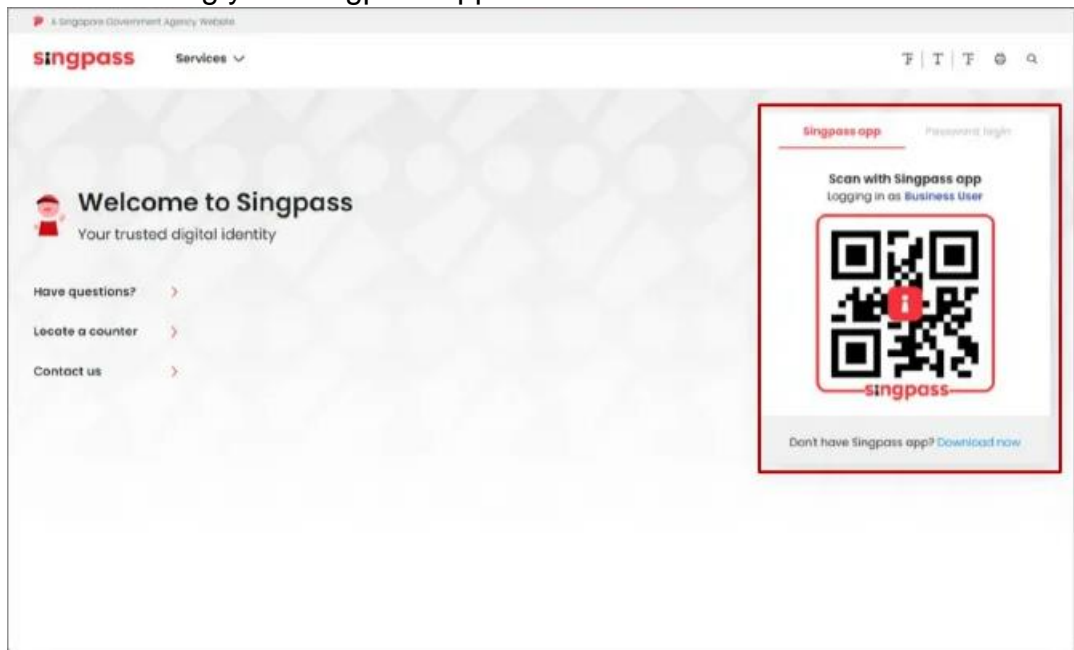
Please note that only those respondents who have registered your details with us will be able to login our eSurvey portal using Singpass, provided you are a registered Corppass account holder and your Corppass Administrator has granted you access to JTC Customer Service Portal (CSP) as Approver or Preparer.

**Tips:** Even if the Corppass Administrator has grant you access to JTC Customer Service Portal (CSP) as Approver or Preparer, you will still need to register with us. We will require you to submit your last 5 characters of NRIC, name as per NRIC and e-mail address registered under Corppass.

- a) Go to eSurvey's main page by clicking [here](#).
- b) From the main page, click log in with Singpass.

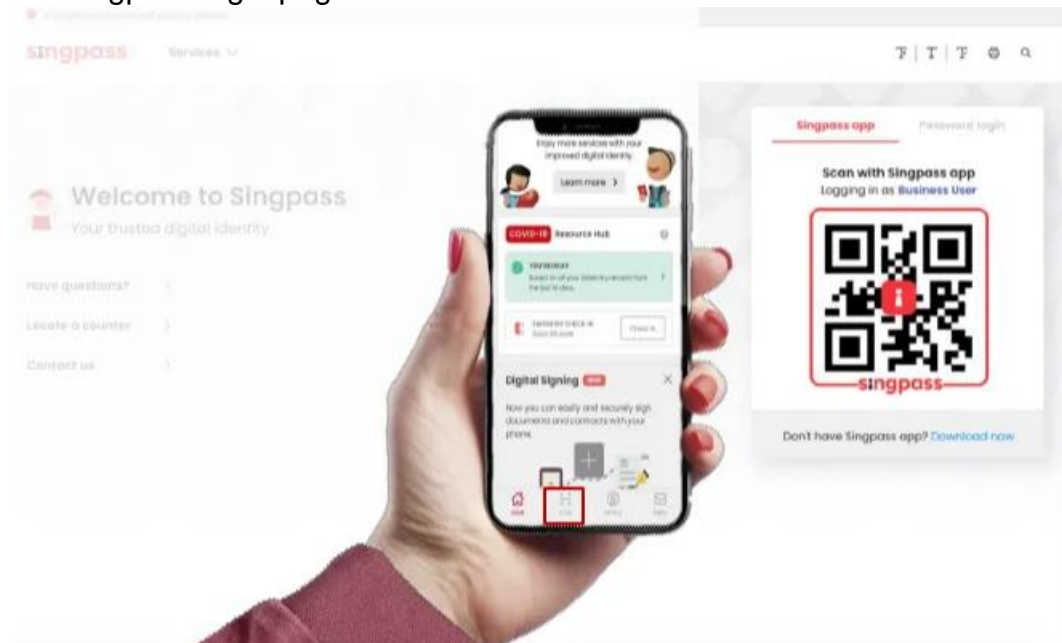


- c) You will be redirected to the Singpass login page. Log in by scanning the QR code using your Singpass app.

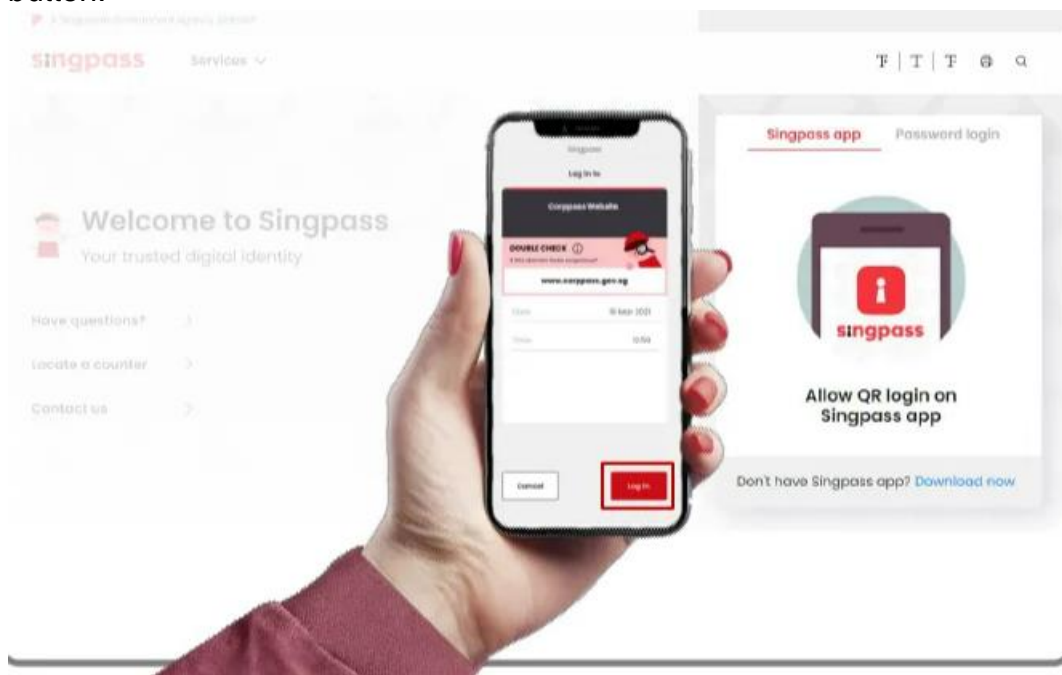




- d) Launch your Singpass app. Tap the “Scan” button to scan the QR Code on the Singpass login page.

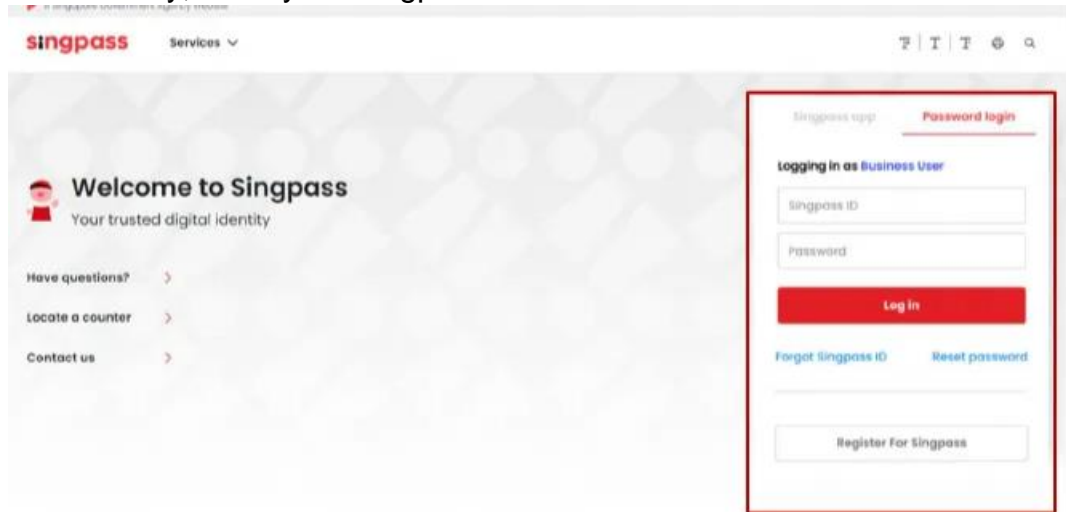


- e) Confirm your login request on the Singpass app by tapping on the “Log in” button.



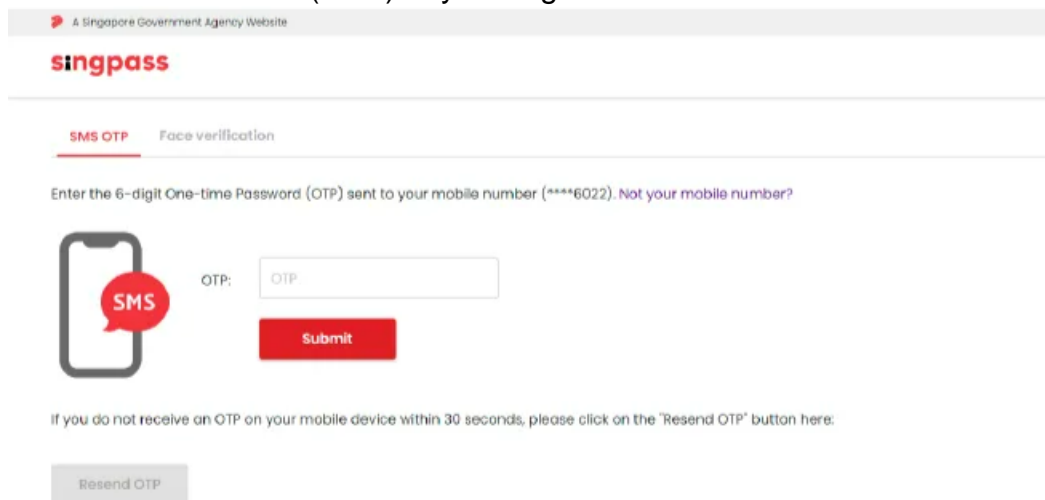
**Note:** You will be prompted to use either fingerprint (for selected smartphones), Face ID (for selected smartphones) or 6-digit passcode to verify your identity

f) Alternatively, enter your Singpass ID and Password.



The screenshot shows the Singpass website interface. At the top, there is a navigation bar with the Singpass logo and a 'Services' dropdown menu. Below the navigation bar, the main content area features a 'Welcome to Singpass' message with the tagline 'Your trusted digital identity'. To the right, a red-bordered box highlights the 'Password login' section. This section includes a 'Singpass ID' input field, a 'Password' input field, a red 'Log in' button, and links for 'Forgot Singpass ID' and 'Reset password'. At the bottom of the highlighted area, there is a 'Register For Singpass' button.

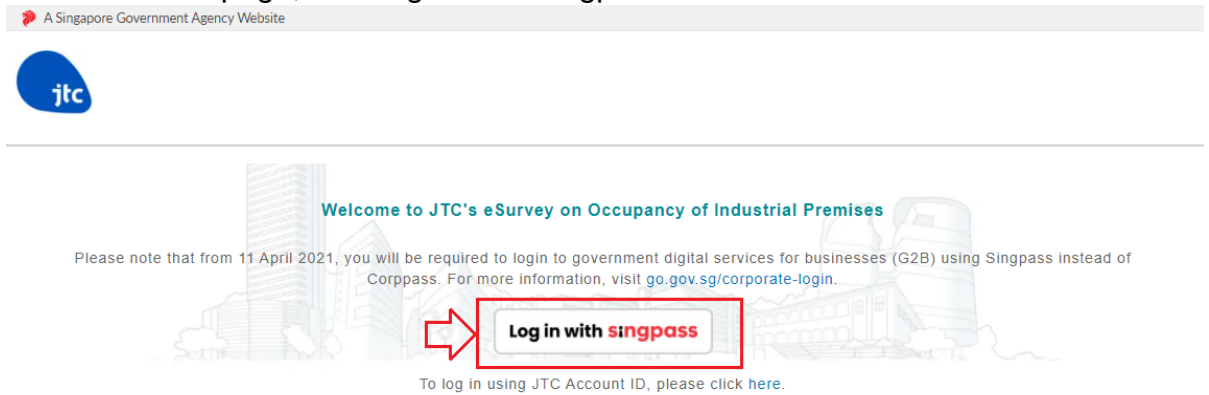
g) You may choose to verify your identity using SMS OTP. Enter the 6-digit One-Time Password (OTP) at your registered mobile number.



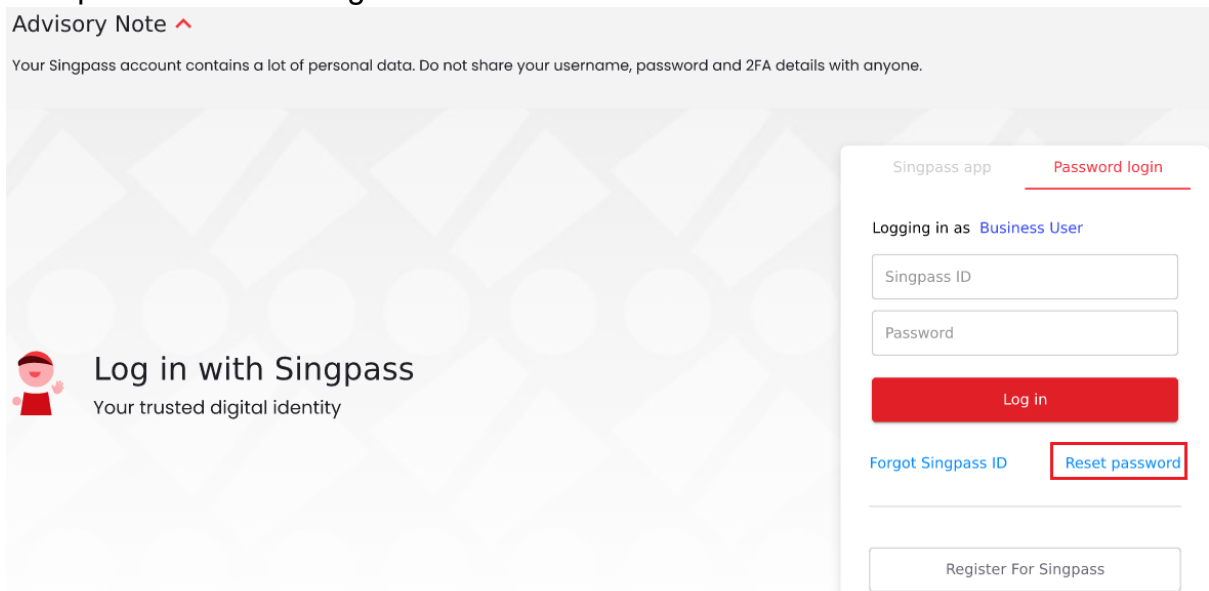
The screenshot shows the Singpass website interface for SMS OTP verification. At the top, there is a navigation bar with the Singpass logo and a 'Services' dropdown menu. Below the navigation bar, the main content area features a 'Welcome to Singpass' message with the tagline 'Your trusted digital identity'. Below this, there are two tabs: 'SMS OTP' (selected) and 'Face verification'. The 'SMS OTP' section includes a text prompt: 'Enter the 6-digit One-time Password (OTP) sent to your mobile number (\*\*\*\*6022). Not your mobile number?'. To the left of the input field is an icon of a mobile phone with an 'SMS' bubble. The input field is labeled 'OTP:' and contains the text 'OTP'. Below the input field is a red 'Submit' button. At the bottom of the section, there is a text prompt: 'If you do not receive an OTP on your mobile device within 30 seconds, please click on the "Resend OTP" button here:'. Below this prompt is a grey 'Resend OTP' button.

## 11. I would like to respond to the survey using my Singpass login but forgot my password. What should I do next?

- a) From the main page, click log in with Singpass.




- b) You will be redirected to the Singpass Login page as shown below. Choose the option 'Password Login' and click 'Reset Password'.



- c) They will be redirected to the Singpass reset password page. Follow the instructions given to reset their Singpass password.

## Reset password

NRIC or FIN number\* 

NRIC / FIN

Date of issue\*   
(As in NRIC or FIN card)

DD / MM / YYYY



Click [here](#) for other examples  
Are you a Foreign user? Click [here](#)

Cancel

Next