

# eSurvey Browser and Login Guide (https://esurvey.jtc.gov.sg)

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#### 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 If it is an outdated version, it will automatically download and install the latest version.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.

🧿 Google Chrome	
<ul> <li>Nearly up to date! Relaunch Chrome to finish updating.</li> <li>Version 119.0.6045.159 (Official Build) (64-bit)</li> </ul>	Relaunch
Get help with Chrome	E
Report an issue	Ē
Privacy policy	[

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

👙 New Tab 🛛 🗙	+		-	ø ×
← → ♂ ☆	Q Search with Google or enter address		il\ to	🥦 🗏
		6	Sign in to Firefox	>
	G Search the Web	$\rightarrow$ 4	h Privacy Protections	
		C	<ul> <li>New Window</li> <li>New Private Window</li> <li>Restore Previous Session</li> </ul>	Ctrl+N Ctrl+Shift+P
			Zoom - 100%	+ 27
			Edit 🐰	Ъ 🔒
		K Help	<ul> <li>N Library</li> <li>✓ Logins and Passwords</li> <li>Add-ons</li> <li>↔ Options</li> <li>✓ Customize</li> </ul>	> Ctrl+Shift+A
		Firefox Help Firefox Tour 🔁 Import from Another Browser	Open File Save Page As Print	Ctrl+0 Ctrl+S
		Keyboard Shortcuts         Troubleshooting information         Submit Feedback         Restart with Add-ons Disabled         Report Deceptive Site         About Firefox	<ul> <li>Find in This Page</li> <li>More</li> <li>Web Developer</li> <li>What's New</li> <li>Help</li> <li>Exit</li> </ul>	Ctrl+F > > > > Ctrl+Shift+Q

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 If it is an outdated version, it will automatically download and install the latest version.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.

About Mozilla Firefox		×
	Firefox E 77.0.1 (64-bit) What's new Firefox is up to date Firefox is designed by Mozilla together to keep the Web op Want to help? <u>Make a donati</u>	Browser
Licensing Information	End-User Rights	Privacy Policy
Firefox and the	Firefox logos are trademarks of the Mozilia Fo	undation.

- 2.3. Microsoft Edge
  - a) Click the horizontal dots (ellipsis) at the top-right corner of the browser.
  - b) From the menu, hover the cursor to "Help and feedback".
  - c) 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.

boı	ut
	Microsoft Edge Version 119.0.2151.72 (Official build) (64-bit)
•	Microsoft Edge is up to date.
Dov	wnload Updates over metered connections
Auto	omatically download updates over metered networks (for example, cellular network) and apply them on browser restart. Charges may apply.

- 3. I am restricted in downloading the recommended browsers of eSurvey. How should I proceed?
  - a) Download the portable version of Google Chrome at <u>https://portableapps.com/apps/internet/google\_chrome\_portable</u>. Click the big green Download button

big green Download	Dullon.	
PortableApps.com	۹	1 k v k 🛛
Download Features Apps Hardware Forums	Development Support About Donate Login / Create Account	
	Platform 36.1.1 (Mar 04, 2020). Please donate. 400+ real apps (20208). Over 890 million downloads Nex: Darve Grudeen (Apr 26, 2020)	
Home + Portable App Directory + Internet:		
Please Help Support Us	Google Chrome Portable	
Please consider white-listing us or making a donation so we can keep bringing you awesome apps. If you recently donated, shank you?	web browser	
Portable App Directory	Download from PeriableAppa.com	
Accessibility	Version 43 0 4323 to for Vincelows, Multireguar SMMI downroad 1 230/MB instand Normes (Anthonys Scan ( Defaulti	
Development	This is an online installer that will download Google Chrome during setup	
Education	Canada Channa Rodahla can on from a cloud fiddar antarnal door, or local folder without installion into Mindia	. Vi succ heller
Games     Genetics & Ectures	with the PortableApps.com Platform for easy installs and automatic updates.	No. N & THEN SHOP

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.

🍃 Google Chrome Portable   Portal	bleApps.com Installer	_		×
Choose Install Location				
Choose the folder in which to install	Google Chrome Portable.			9
Setup will install Google Chrome Por click Browse and select another fold	table in the following folder. To der. Click Install to start the inst	install in a d allation.	ifferent fold	er,
Destination Folder				
Destination Folder	gleChromePortable	Bro	wse	
Destination Folder	gleChromePortable	Bro	wse	
Destination Folder G:\Users\user\Downloads\Goor Space required: 180.7 MB Space available: 282.8 GB	gleChromePortable	Bro	wse	
Destination Folder <b>G:/Usera/user/Downloads/Goos</b> Space required: 180.7 MB Space available: 282.8 GB	gleChromePortable	Bro	wse	
Destination Folder C:\Usera\user\Downloads\Good Space required: 180.7 MB Space available: 282.8 GB PortableApps.com®	gleChromePortable	Bro	wse	

### d) Click the Finish button test

Setup
Google Chrome Portable has been installed on your device. Click Finish to dose this wizard.
Run Google Chrome Portable

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

* ^ Name	~	Date modified	Туре	Size
App		11/6/2020 5:28 PM	File folder	
A Data		11/6/2020 5:28 PM	File folder	
# Other		11/6/2020 5:28 PM	File folder	
e 🛛 🗑 Goog	eChromePortable.exe	24/5/2019 5:28 AM	Application	376 KB
e help.t	itml	23/3/2020 2:30 AM	HTML File	34 K8

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 <u>https://www.jtc.gov.sg</u> or <u>www.google.com</u>. 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-versionmin=tls1.2" right after .exe. Click the OK button to apply the changes.

Security	Details	Previous Versions
General	Shortcut	Compatibility
🔊 ch	rome - Shortcut	
Target type:	Application	
Target location:	Chrome-bin	
Target:	p\Chrome-bin\chrome.e	exessl-version-min=tls1.2
Start in:	C:\GoogleChromePortal	ble\App\Chrome-bin
Shortcut key:	None	
Run:	Normal window	-
Comment:		
Open File Lo	cation Change Ico	n Advanced

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.

about:config × +			
← € Firefox   about:config			C
Search: tls			
Preference Name	▲ Status	Туре	Value
devtools.remote.tls-handshake-timeout	default	integer	10000
network.http.spdy.enforce-tls-profile	default	boolean	true
network.proxy.proxy_over_tls	default	boolean	true
ecurity.tls.insecure_fallback_hosts	default	string	
ecurity.tls.unrestricted_rc4_fallback	default	boolean	false
ecurity.tls.version.fallback-limit	default	integer	3
ecurity.tls.version.max	default	integer	
ecurity.tls.version.min	default	integer	1
ervices.sync.prefs.sync.security.tls.version.max	default	boolean	true
ervices.sync.prefs.sync.security.tls.version.min	default	boolean	true

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.

🍖 Interr	net Proper	ties				?	×
General	Security	Privacy	Content	Connections	Programs	Advan	ced
Setting	s ———						-
	<ul> <li>✓ Enable</li> <li>✓ Enable</li> <li>✓ Enable</li> <li>✓ Enable</li> <li>✓ Enable</li> <li>✓ Send I</li> <li>Use TI</li> <li>Use TI</li> <li>✓ Use TI</li> <li>✓ Use TI</li> <li>✓ Warn</li> <li>✓ Warn</li> <li>✓ Warn</li> </ul>	DOM Sto Enhance Integrat Not Tra Windows Do Not Tra SL 3.0 .S 1.0 .S 1.1 .S 1.2 about cer if changin if POST su	rage d Protecte ed Window MLHTTP su s Defender ack request tificate ado g between ibmittal is r	d Mode* s Authenticatio pport SmartScreen ts to sites you tress mismatch secure and no edirected to a	on* visit in Intern * it secure moo zone that do	net E de bes n	
*Tal	kes effect a	after you	restart you	r computer		-	
				Restore	advanced s	ettings	
Reset Internet Explorer settings Resets Internet Explorer's settings to their default condition. You should only use this if your browser is in an unusable state.							
OK Cancel Apply							

- 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 <u>https://esurvey.jtc.gov.sg</u> 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.

Dear
SURVEY ON OCCUPANCY OF INDUSTRIAL PREMISES FOR THE REFERENCE QUARTER FROM 01/04/2020 TO 30/06/2020
Please use the temporary password below to generate a new password for the eSurvey. More information on the eSurvey can be found in a separate email that was sent to you.
Temporary password: ABC\$a@LkV123
Regards, eSurvey Team

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.

Welcome to JTC's eSurvey on Occupancy of Industrial Premises
Please note that from 11 April 2021, you will be required to login to government digital services for businesses (G2B) using Singpass instead of Corppass. For more information, visit go.gov.sg/corporate-login.
Log in with singpass
To log in using JTC Account ID, please click here.

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



### 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.

Welcome to JTC's eSurvey on Occupancy of Industrial Premises



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

Welcome to Please key in your Account ID to re	JTC's eSurvey on Occupancy of Industrial Premises eset your password. A new password will be sent to your regis	tered email address.
Account ID		
Captcha code	83474497	
	Reset	
	Cancel	

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.

A Singapore Government Agency Website	
itc	
Welcome to JTC's eSurvey on Occupancy of Industrial Premises	
Please note that from 11 April 2021, you will be required to login to government digital services for businesses (G2B) using Singpass instead of Corppass. For more information, visit go.gov.sg/corporate-login.	
Log in with singpass	
To log in using JTC Account ID, please click here.	

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.

	Singpois upp Password login
Welcome to Singpass	Logging in as Business User Singposs 1D
ave questions?	Password
cate a counter >	Log in
ontact us >	Forgat Singpass ID Reset passwor
	Register For Singpass

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

A Singapore Government Agency Website		
singpass		
SMS OTP Face verification		
Enter the 6-digit One-time Password (OTP) sent to your mobile number (****6022). Not your mobile number?		
SMS Cher		
submit		
If you do not receive an OTP on your mobile device within 30 seconds, please click on the "Resend OTP" button here:		

Resend OTP

# 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.

A Singapore Government Agency Website	
jłc	
Welcome to JTC's eSurvey on Occupancy of Industrial Premises	
Please note that from 11 April 2021, you will be required to login to government digital services for businesses (G2B) using Singpass instead of Corppass. For more information, visit go.gov.sg/corporate-login.	
Log in with singpass	
To log in using JTC Account ID, please click here.	

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

Your Singpass account contains a lot of personal data. Do not share your username, pass	word and 2FA details with anyone.
	Singpass app Password login
	Logging in as Business User
	Singpass ID
	Password
Your trusted digital identity	Log in
	Forgot Singpass ID Reset password
	Register For Singpass

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

### **Reset password**

