

Guide to access e-services

If students encounter issues while accessing the eServices, he/she is advised to do the following:

1. Clear cache/cookies in the browser
2. Close Browser and try to login student portal via <http://www.suss.edu.sg/Pages/index.aspx>
3. Turn-on or set browser Compatibility mode version

Clear cache and cookies in different browsers:

Internet Explorer 9 and 10

1. Open Internet Explorer 9 and 10.
2. On the top right-hand side of the browser, click on Tools - Safety - Delete browsing history...
3. In the Delete Browsing History window that appears, uncheck all options except the one labelled Temporary Internet files, cookies and website files.
4. Click the Delete button.

Internet Explorer 8

1. Click on Tools - Delete Browsing History...
2. Select Temporary Internet Files and cookies.
3. Click the Delete button on the bottom of the screen.
4. Click OK twice to return to your browser session.

Google Chrome

1. Open Chrome.
2. On your browser toolbar, tap More Tools.
3. Tap History, and then tap Clear browsing data.
4. In the "Clear browsing data", select the checkboxes for "Cookies and other site data and plugin data" and "Cached images and files".
5. Click Clear browsing data button.

FireFox

1. Click the menu button New Fx Menu and choose Options.
2. Select the Advanced panel.
3. Click on the Network tab.
4. In the Cached Web Content section, click Clear Now.
5. Close the about:preferences page. Any changes you've made will automatically be saved.

How to set browser to change IE Compatibility mode version:

Internet Explorer 10

1. In IE10, access the menu by pressing the ALT key to bring up the top menu and then go to Tools > Developer Tools, or press F12 on your keyboard
2. In the bottom window of your web browser a new row will appear starting with "File"
3. Click on Browser Mode and change it to IE10 (NOT the IE 10 Compatibility View)
4. Click on Document Mode and change it to IE10 standards
5. Once changed, access SUSS again and attempt to log in. You may close the developer Tools bar

Internet Explorer 9

1. In IE9, access the menu via the Gear icon and select F12 Developer Tools or press F12 on your keyboard
2. In the bottom window of your web browser a new row will appear starting with "File"
3. Click on Browser Mode and change it to IE9
4. Click on Document Mode and change it to IE9 standards
5. Once changed, access SUSS again and attempt to log in. You may close the developer Tools bar

Internet Explorer 8

1. In IE8, access the Tools menu
2. Make sure Compatibility View is turned off
3. Once off, access SUSS again and attempt to log in

Google Chrome

1. Try running Chrome in compatibility mode.
2. Right-click on your > Chrome icon and select > Properties.
3. Go to the > Compatibility tab and select > "Run this program in compatibility mode for: "
4. Choose > Windows XXXX from the menu.
5. Click > Apply to confirm

Firefox

1. Try running Firefox in compatibility mode.
2. Right-click on your > Firefox icon and select > Properties.
3. Go to the > Compatibility tab and select > "Run this program in compatibility mode for: "
4. Choose > Windows XXXX from the menu.
5. Click > Apply to confirm