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1. **Browser Compatibility questions**

1.1. I am not able to submit my applications, how do I check if my browser is compatible for online submission?

The following table lists the various browsers and versions that are supported:

<table>
<thead>
<tr>
<th>Browsers</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mozilla Firefox</td>
<td>23.0.1 (The latest version available for download)</td>
</tr>
<tr>
<td>Google Chrome</td>
<td>29.0.1547.66.m (The latest version available for download)</td>
</tr>
<tr>
<td>Internet Explorer</td>
<td>Version 7, 8 &lt;br&gt; - There is a need to switch to Version 8 for users using Version 9. Refer to section 1.2 on how to switch modes. &lt;br&gt; - Version 10 Standard mode is not compatible. Refer to section 1.3 on other options for IE10 Standard mode users.</td>
</tr>
<tr>
<td>Apple Safari</td>
<td>Version 3, 4, 5</td>
</tr>
</tbody>
</table>

1.2. **How do Internet Explorer 9 users change to Internet Explorer 8 Standard Mode?**

- Step 1: Select F12 Developer tools from “Tools”
1.3. What are the alternative options for Internet Explorer 10 users?

- **Option 1: Changing to Internet Explorer 5 Quirks Mode**

  Step 1: Select F12 Developer tools from “Tools” at top right corner of IE10 (ALT + X)

  Step 2: At the bottom of browser window, select “Internet Explorer 5 quirks” in Document Mode sub menu
Option 2: Download latest version of alternative browser (Firefox or Google Chrome)

<table>
<thead>
<tr>
<th>Browsers</th>
<th>Latest version available for download as of 20-Sep-2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mozilla Firefox</td>
<td>23.0.1</td>
</tr>
<tr>
<td>Google Chrome</td>
<td>29.0.1547.66.m</td>
</tr>
</tbody>
</table>

Option 3: Submit soft copy forms via email to ACE@rp.edu.sg if applicants are not able to adopt Options 1 or 2 above.

Soft copy forms of CET Cert Web Application and CET Cert Online Enrolment form embedded as follows:

<table>
<thead>
<tr>
<th>Form</th>
<th>Description</th>
<th>Embedded Soft Copy</th>
</tr>
</thead>
<tbody>
<tr>
<td>CET Web Application Form</td>
<td>Softcopy version of the CET Web Application form for applicants applying to Diploma courses</td>
<td>[CET Diploma Application Form.doc]</td>
</tr>
<tr>
<td>CET Web Application Form</td>
<td>Softcopy version of the CET Web Application form for applicants applying to Non-diploma courses</td>
<td>[CET Workshop Application Form.doc]</td>
</tr>
<tr>
<td>CET Online Enrolment Form</td>
<td>Softcopy version of the CET Online Enrolment Form</td>
<td>[CET Online Enrolment Form_v0.1]</td>
</tr>
</tbody>
</table>

1.4. Can I use my mobile device (e.g. Blackberry, iPhone, Android)/ tablet (e.g iPad) to register?
You are encouraged to use PC / Laptop to submit your registration online.

2. Login Related Questions

2.1. What are my Username and One-Time Password?

The email address that you used during the account registration will be your username and the One-Time Password will be sent to you via email.
2.2. My One-Time Password expired when I login, what should I do?

If your One-Time Password has expired when you login, please click on the <Require a new One-Time Password? Click here to request for one> link at the bottom of the login page as shown in Figure 1 below.

Figure 1: CET Web Application Login Page
Enter your email address and click Request for a New One-Time Password, after that, an email that contains the new one time password will be sent to your email address.

![CET Web Application Request for New Password page](image)

**Figure 2: CET Web Application Request for New Password page**

2.3. **I forgot the email address that I used when I register the account, what should I do?**

The email address that you used when register the account is one of the important information that we use to track your application, please contact ACE@rp.edu.sg and provide your full name and identification number to retrieve the email address.

2.4. **Can I use another email address to create an account to proceed with the registration?**

If you have already created an account, please use back the same email address for your application, you are not advised to use another email address to create an account to proceed with registration.

3. **Application Related Questions**

3.1. **I have registered an account before, do I need to register a new account if I want to apply?**

You only need to register an account once. For your subsequent application endeavours, you can use the same account.

3.2. **Can I continue my application when I accidentally close the browser or time out, will the information be saved?**

At the bottom of every page that require your information, there will be a Next button, once you fill up all the compulsory information, you can click Next, and the information you have keyed in will be saved. It will be available the next time you login. In case you
time out from the system, you can always login and continue with your application, all information saved will remain available.

3.3. **There is no logout button after I login, can I just close my browser after my application has been submitted?**

Once you have submitted your application and have received an acknowledgement email on the successful application for the course, you can proceed to close the browser.

3.4. **I realized that an important piece of information that I submitted is wrong, but I have already submitted the application, what should I do?**

Once you have submitted your application, you are not allowed to make any modifications. If you have accidentally submitted incorrect information, please contact ACE@rp.edu.sg with your Full Name, Identification Number, Application Number and the details of your incorrect information that needs to be modified.

3.5. **I am not able to upload my documents for the application, is there a size limit or format for uploading of documents?**

Please note that the individual file size limit is 2MB and the acceptable file types are: xls, doc, pdf, jpeg, gif, bmp, and zip.

3.6. **I would like to apply for another course, what should I do?**

Login to the CET Cert Web Application Form and click on the “Create Application” button. Click on the “Continue Application” button when the new application number is displayed.

3.7. **How do I know if I have registered for the course?**

An acknowledgement email with the subject “[Notice] Application for Admission to Republic Polytechnic” will be sent to your registered email address (email address used to login to the CET Cert Web Application Form).
4. Enrolment Related Questions

4.1. If I noticed that some information is not correct and the fields are uneditable, what should I do?

If you have accidentally submitted incorrect information, please contact ACE@rp.edu.sg with your Full Name, Identification Number, Application Number and the details of your incorrect information that needs to be modified.

4.2. What are the different payment methods I can use?

For self-sponsored applicants, there are 3 methods of payment:
1) Using Post Secondary Education Account (PSEA) account – For payment of course fee using PSEA account, please complete and submit the original PSEA Application Form obtainable at Republic Polytechnic One Stop Centre
2) Online payment – For payment via e-payment gateway (credit card or internet banking)
3) Pay offline – For payment using cheque/NETS, please select this option and bring along the enrolment letters to submit payment at Republic Polytechnic One-Stop Centre Counter.

For company-sponsored applicants, the total amount payable will reflect as zero. The amount payable by employer field will reflect the payable course fees.

4.3. What if I select online payment and my credit/debit card details could not get through, what should I do?

Please contact ACE@RP at Tel: 6697 1699 or email ACE@rp.edu.sg to check on the status of your payment

4.4. How do I know if my online payment is successful?

You will be directed to a page indicating that the transaction has been successfully completed as shown in Figure 3. In addition, the status of Step 2: Finance Matters page will be marked as “Completed”.
4.5. How do I login to the CET Online Enrolment page?

Using the details provided in the Online Enrolment package, access the URL provided and enter the student ID, NRIC/Passport and Date of Birth. You will only be able to login to the CET Online Enrolment page within the Enrolment Window specified.

4.6. How do I make partial online payment if my PSEA account has insufficient funds?

Please proceed to Republic Polytechnic One Stop Centre and make payment for the remaining amount at the counter using NETS/Cheque.

4.7. How do I make online payment if I choose offline payment initially but decided to make online payment later?

Login to the CET Online Enrolment page within the Enrolment Window specified and click on Step 2: Finance Matters. Review the fees and click on Next button. Click on the “Online Payment” button and proceed to make payment via the e-payment gateway.