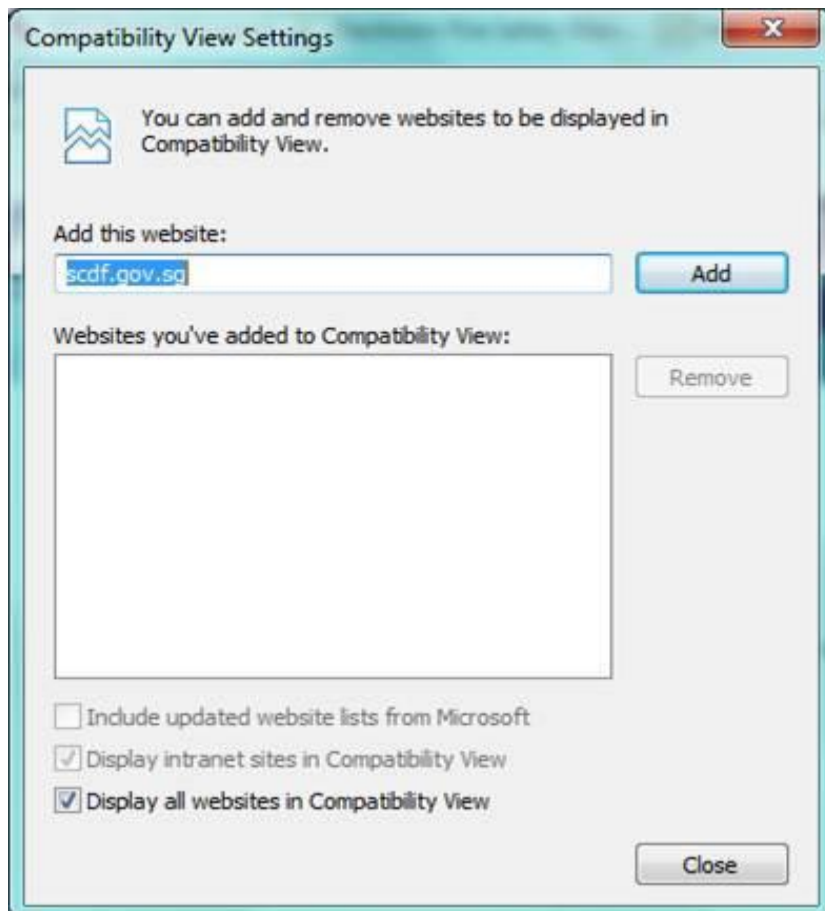


Please note that building owners are advised to use **Internet Explorer** when accessing the e-FSM portal, our system runs on Internet Explorer (IE) version 7. If you are using other internet browsers such as Mozilla, Chrome, etc or IE of higher version (version 9, 10, etc) you might encounter some problems.

If you are using **Internet Explorer** of higher version than version 7, please follow the 4 steps below as recommended by our system administrators.

Registered building owners with higher IE version are advised to follow steps as shown below.

- 1) Go to Internet Explorer and access the eFSM portal via <https://eservices.scdf.gov.sg/fsm/efsm/index.do>
- 2) Then navigate to Tools->Compatibility View Settings. You will come to a page as shown in the screenshot below.



- 3) Click <Add>. Also please ensure that the “Display intranet site in Compatibility View” and “Display all website in Compatibility View” check boxes are checked as shown in the above screen shot.
- 4) After completed the setting change above, please restart your Internet Explorer and check if you are able to access the eFSM portal without any “freezing” problems.