



INLAND REVENUE  
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# User Guide

## Troubleshooting AIS Application for macOS Users

### (Auto-Inclusion Scheme for Employment Income)



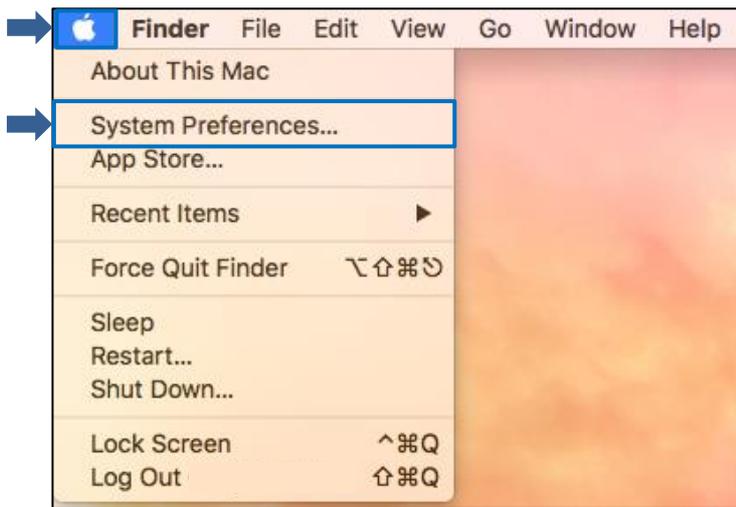
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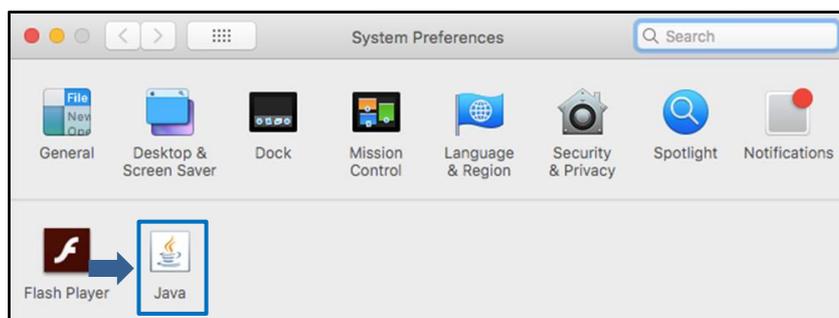
## Check Version of Java Runtime Environment

To run the Validation and Submission Application and/or Offline Application, you must have Java Runtime Environment (JRE) installed on your computer.

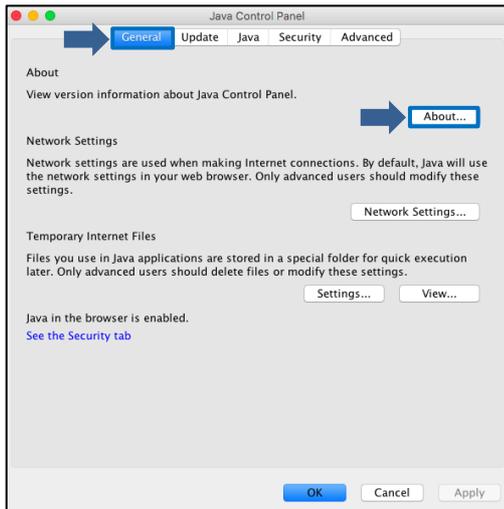
If you already have the latest JRE, refer to section on '[Troubleshooting by error message](#)'. If the error that you have encountered is not listed, email us at [ais@iras.gov.sg](mailto:ais@iras.gov.sg).



- Click  and select <System Preferences...>.



- Click <Java>.



- In the Java Control Panel, select <General> tab, click <About...>.

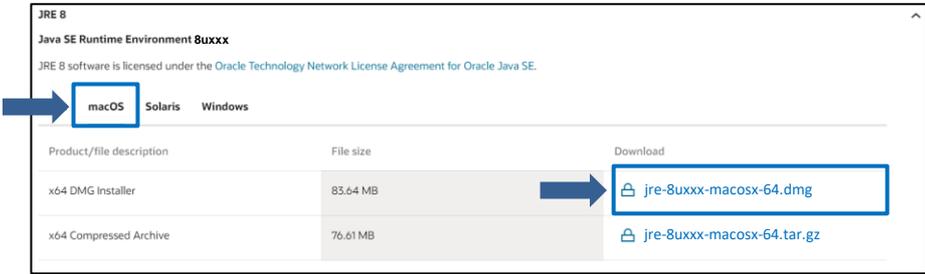


- Java version number is displayed.
- Note:  
If you are unable to locate Java from your computer, you have to install the latest java version before you can launch the AIS software. Refer to [Page 5](#) and [7](#) for steps to download and install JRE.

# Download Java Runtime Environment



At Oracle's website [www.oracle.com/technetwork/java/javase/downloads/index.html](http://www.oracle.com/technetwork/java/javase/downloads/index.html), look for JRE 8.



- Select <macOS>
- Under x64 DMG Installer, click <jre-8uxxx-macosx-64.dmg> to download JRE.



- Tick the checkbox.
- Click <Download jre-8uxxx-macosx-64.dmg>.

Oracle account sign in

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Password

Sign in

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Job Title\*

Work Phone\*

Company Name\*

Address\*

City\*

ZIP/Postal Code\*

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Create Account

- If you do not have an Oracle Account, enter the details and click <Create Account>.

Note: Creation of Oracle Account is free.

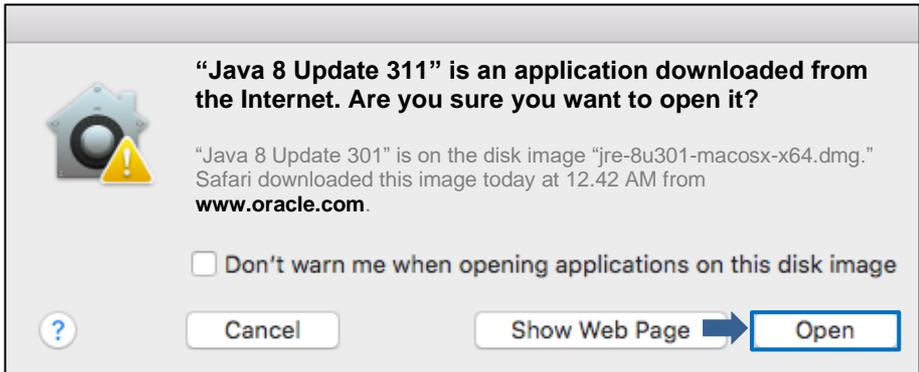
Do you want to allow downloads on "login.oracle.com"?

You can change which websites can download files in Websites Preferences.

Allow

- A pop-up will appear in your browser, click <Allow> and launch the installer from Downloads folder to begin installation.

# Install Java Runtime Environment



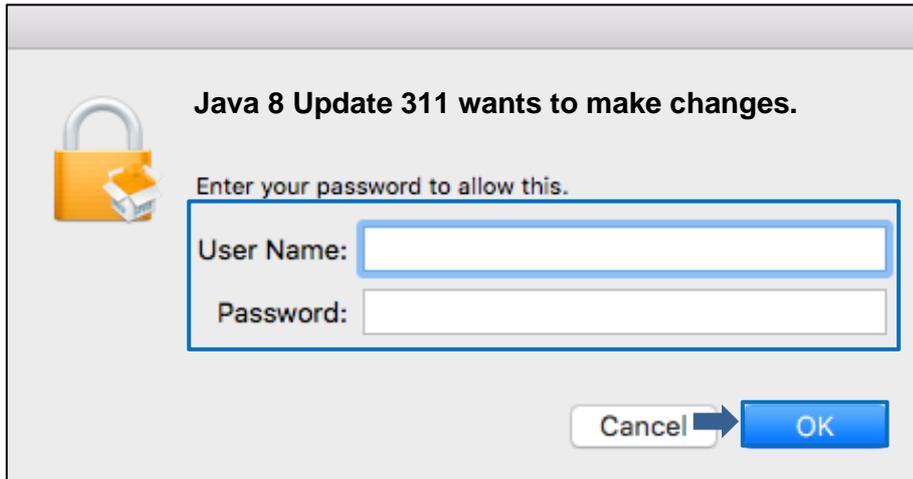
- Click <Open> after you have read the message.



- Enter <User Name> and <Password>.
- Click <Install Helper>.



- Click <Next>.



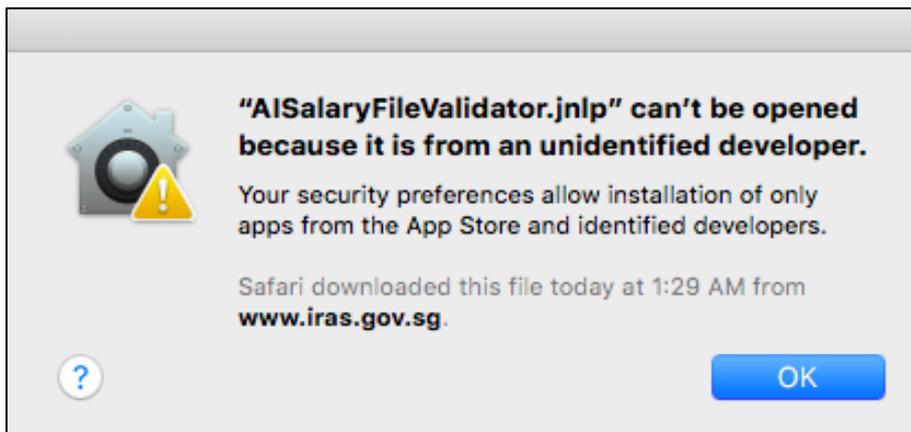
- Enter <User Name> and <Password>.
- Click <OK>.



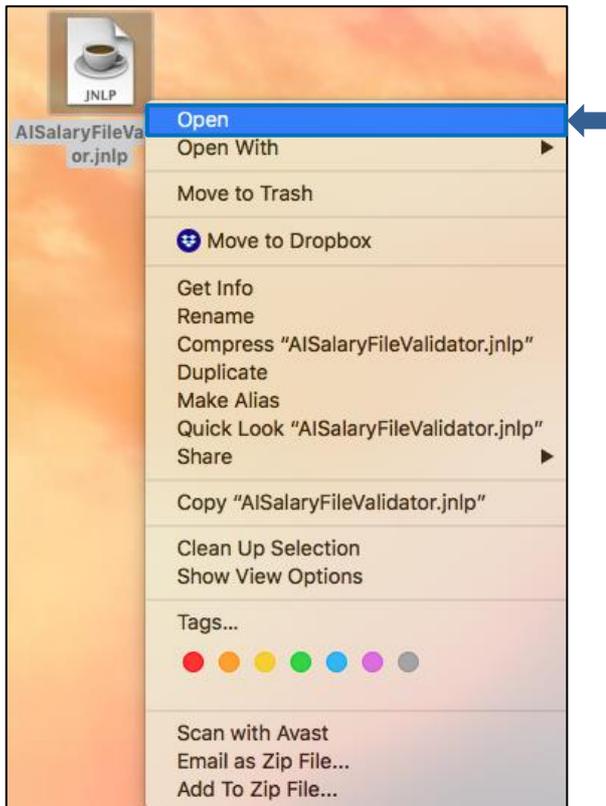
- Installation is complete. Click <Close> to exit the installation.
- Note:  
Once you have installed the latest JRE, proceed to launch the AIS application. If you are still unable to launch the AIS software, refer to [Page 9](#) on Troubleshoot by Error Message.

## Troubleshoot by Error Message

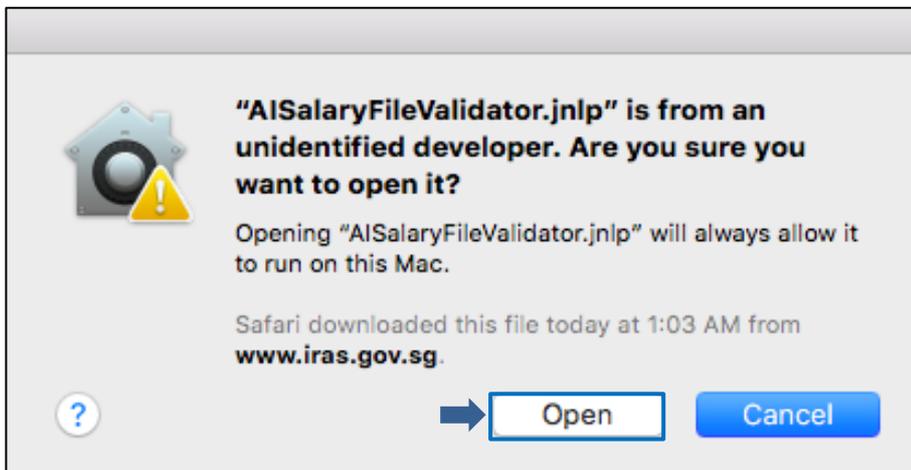
- These are the common errors message that you may encounter when launching the AIS software.



## Enable the computer to run the AIS software



- Right-click on the AIS software icon.
- Click <Open>.



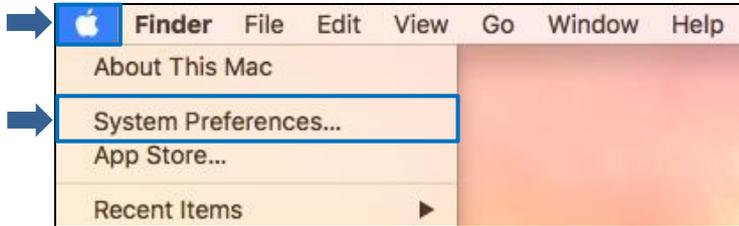
A message will be displayed.

- Click <Open>.

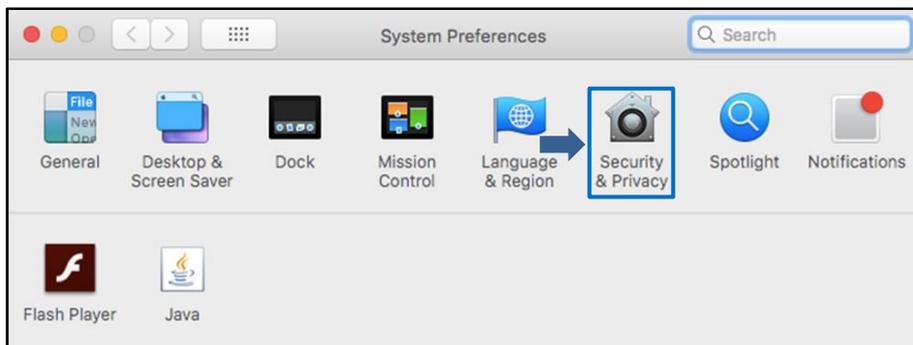
Note:

If the solution does not work, refer to [Page 11](#) to Change the Gatekeeper Settings.

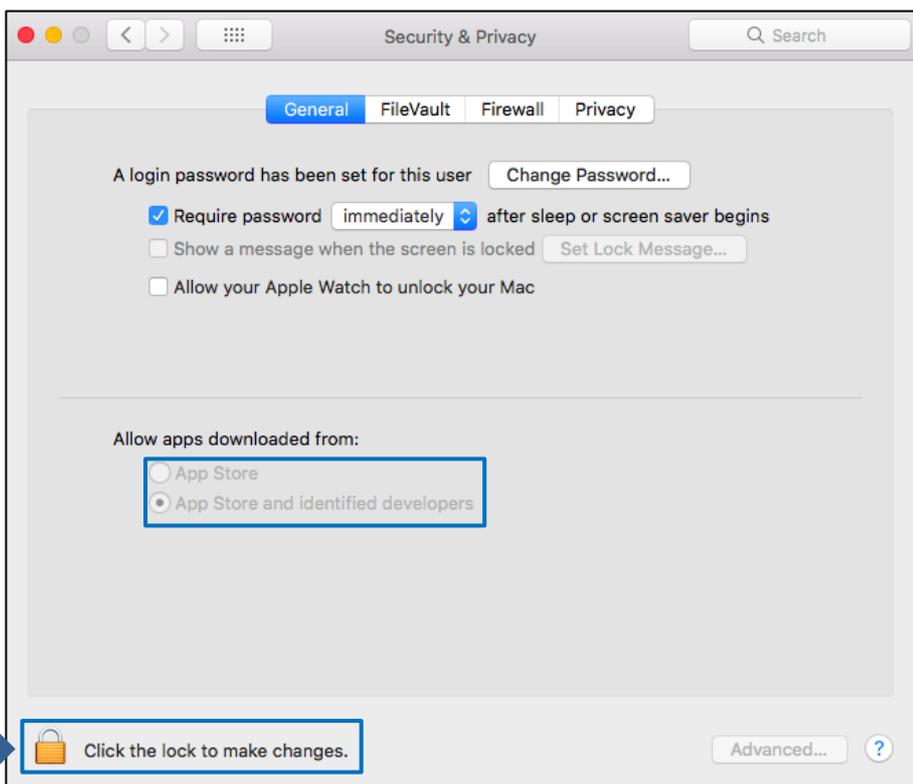
## Change the Gatekeeper Settings



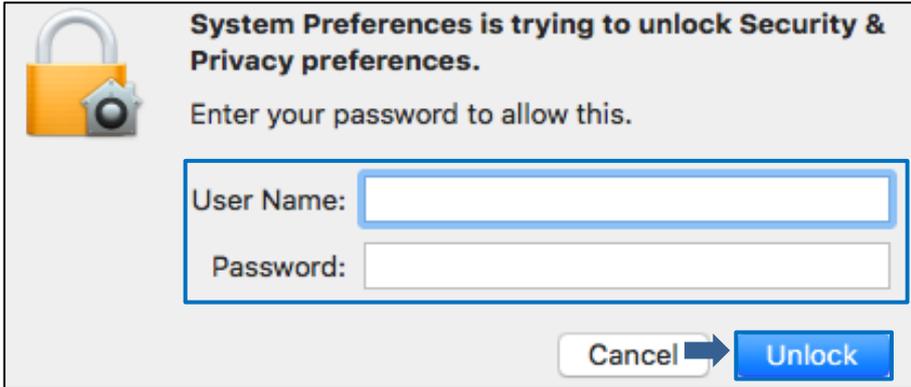
- Click  and select <System Preferences...>.



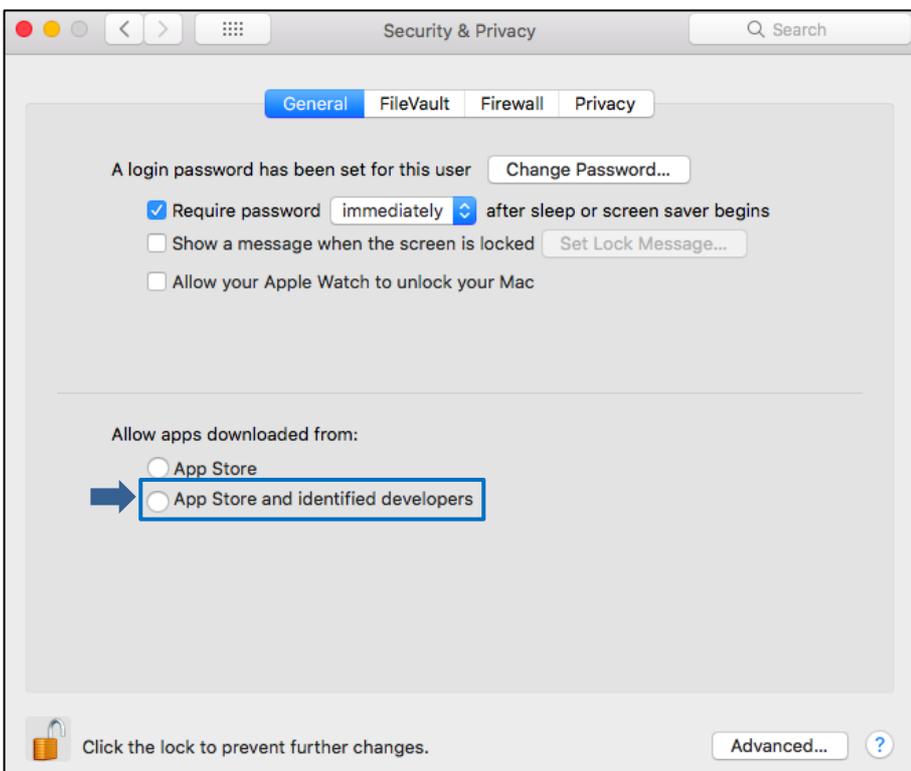
- Click <Security & Privacy>.



- At the <General> tab, if the radio button options are grayed off, click <  Click the lock to make changes>.



- Enter <User Name> and <Password>.
- Click <Unlock>.



- Select the second option <App Store and identified developers>.
- Once you have saved the changes, exit system preferences and run the AIS software.

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