## UHMS LOG-IN PROBLEM CHECKLIST

**Current (matriculated) NUS Students (all student category)**

Please ensure that you have met the following criteria.

<table>
<thead>
<tr>
<th>Remarks</th>
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<td>If you are unable to log in, please contact NUS IT care.</td>
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1. You are able to login to “my ISIS”
   [https://myisis.nus.edu.sg](https://myisis.nus.edu.sg)

   or your NUS email [https://exchange.nus.edu.sg](https://exchange.nus.edu.sg)

   Using your current NUSNET ID and password.

2. You are able to login to the UHMS application portal but are not able to access the application page.

   1. Please ensure that you are logging in during the stipulated application or acceptance period. You check on the exercise dates on our website.

   2. Please also ensure that you are not:

      i. Currently on Leave of Absence (LOA) – For those on a medical LOA, your faculty will need to officially approve your resumption of studies before you are able to apply for an accommodation.

      ii. Barred due to outstanding hostel related fees.

      iii. Barred due to disciplinary issues.

   If you belong to any of the above 3 categories. Please contact Hostel Admission Services for advice.

2. You are not a Part Time student.

   Part time students are advised to approach the hostels directly if you are in need of an accommodation. A different hostel fees may be applicable.

   If you are currently a part time student converting to full time studies in the coming semester, please provide the necessary supporting documents or email confirmation from faculty confirming your next semester status.

3. Your Password does not contain special character (e"&"%,"$","@").

   If it does contain special characters, please visit [https://exchange.nus.edu.sg](https://exchange.nus.edu.sg) to change your password.

If you have replied ‘yes’ to every question, you may wish to forward us your password at [www.hosteladmission.nus.edu.sg](http://www.hosteladmission.nus.edu.sg) so that we can speed up the troubleshooting process. Please click on the “Ask a Question” tab. If you are a new user, please create a new account ID and password, otherwise login using your ID and password.