

Frequently Asked Questions

Entry Approval and Stay Home Notice for Student's Pass (STP) and Student's Pass In-Principle Approval (STP-IPA) Holders

Entry Approvals

1. Who will need the Entry Approval?

With effect from 29 March 2020, 2359 hours, all foreigners holding Student's Pass (STP) or In-Principle Approval for STP (STP-IPA) who are planning to enter Singapore must first obtain permission from the Ministry of Education (MOE) before they commence their journey to Singapore.

2. Why do I need an Entry Approval to enter Singapore?

The Entry Approval is a further precautionary measure Singapore is undertaking in view of the heightened risk of importation of COVID-19 cases into Singapore.

3. How do I apply for an Entry Approval?

NUS will apply for your Entry Approval on your behalf, based on your travel information made in the Overseas Travel Declaration (OTD) system. It is thus important that you declare your overseas travel plans promptly and amend any changes in the system immediately so that it reflects your latest travel plans. This includes *cancellation* of your travel plans.

Type of Students	URL for Overseas Travel Declaration (OTD) System
Existing students holding STP/STP-IPA	https://myaces.nus.edu.sg/OverseasTravelDecl/ To login using NUSNET ID and Password
New applicants holding STP-IPA	https://myaces.nus.edu.sg/OverseasTravelDecl/applicantLogin To login using: a. Application Number and Password/PIN QR b. Registration ID and Email

4. How is the process of an Entry Approval application and how long do I have to wait before I can be issued with an Entry Approval?

The listing of applicants is first extracted from the Overseas Travel Declaration (OTD) system. Students whose travel plans coincide with the Entry Approval validity period for the week will be sent an email with a link to the Entry Approval Application Form.

As of **14 September 2020**, each application cycle is 17 days long.

On Day 1, students will be sent an Entry Approval Application Form which needs to be completed by Day 3, at noon.

On Day 8, NUS will be sending the list of names of students who have completed the Entry Approval Application Form accurately to MOE.

On Day 10, students can expect to receive payment for their SHN accommodations and swab test fees. Students are required to make all the necessary payment by the given deadline, i.e. Day 14, at noon.

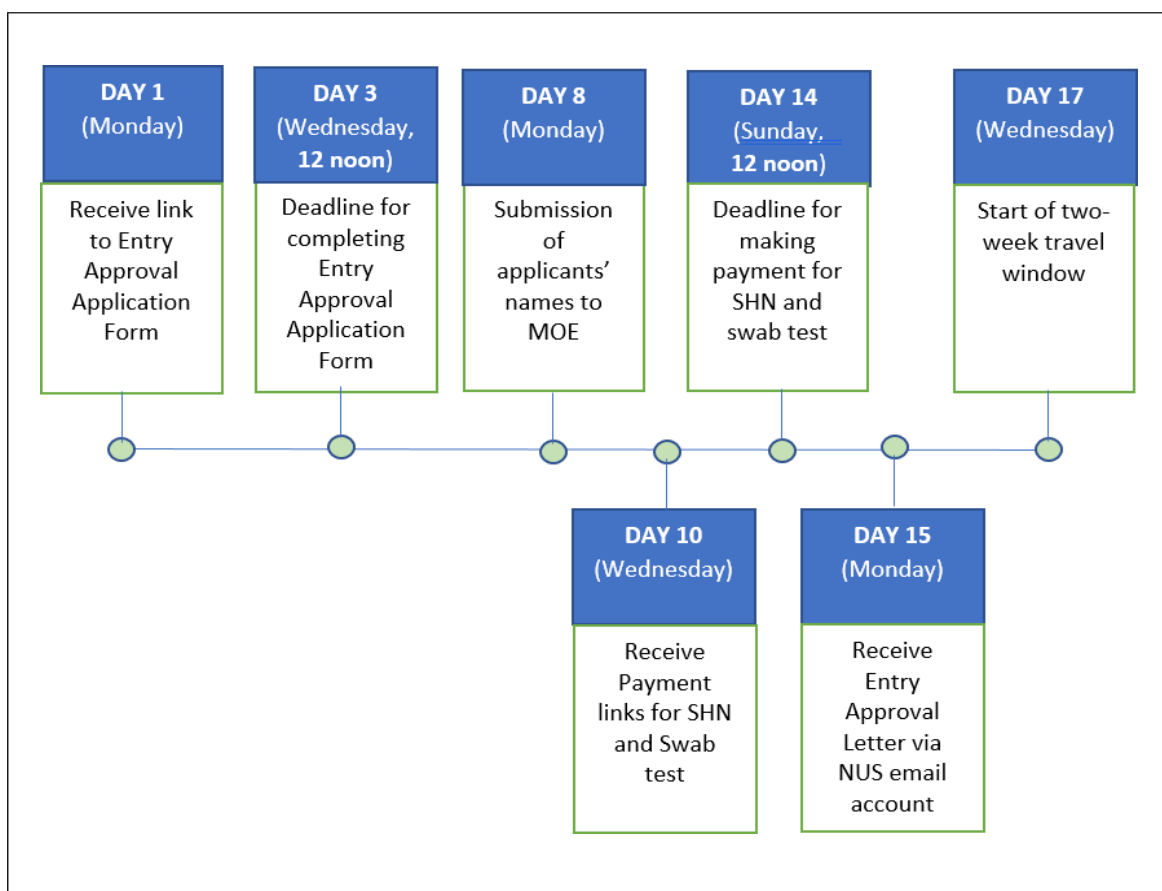
On Day 15, students who have successfully made payment will be sent their Entry

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Approval letters.

On Day 17, the two-week validity period for the Entry Approval begins.



The table below show an example of the scheduled timeline of an application cycle:

Receive Entry Approval Application Form <i>(deadline to complete Form)</i>	Receive Payment links for SHN and Swab test <i>(deadline to complete payment)</i>	Receive Entry Approval Letter	Entry Approval Validity Period
7 Sep 2020 <i>(9 Sep 2020, 12 noon)</i>	16 Sep 2020 <i>(20 Sep 2020, 12 noon)</i>	21 Sep 2020	23 Sep – 6 Oct 2020
14 Sep 2020 <i>(16 Sep 2020, 12 noon)</i>	23 Sep 2020 <i>(27 Sep 2020, 12 noon)</i>	28 Sep 2020	30 Sep – 13 Oct 2020
21 Sep 2020 <i>(23 Sep 2020, 12 noon)</i>	30 Sep 2020 <i>(4 Oct 2020, 12 noon)</i>	5 Oct 2020	7 Oct – 20 Oct 2020
28 Sep 2020 <i>(30 Sep 2020, 12 noon)</i>	7 Oct 2020 <i>(11 Oct 2020, 12 noon)</i>	12 Oct 2020	14 Oct – 27 Oct 2020

**All email correspondences will be made via the NUS email account*

Please be reminded that each application will be assessed by MOE on a case-by-case basis, and approval is not guaranteed.

5. I still have not been granted entry approval even though I have tried applying for it many times. Why is this so and what should I do?

We seek your understanding that the number of Entry Approvals granted at any point in time, is very limited. If you have not been granted Entry Approval, we will continue to re-submit your applications to MOE.

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6. I have not confirmed my flight bookings; when and how should I make my travel declarations in the Overseas Travel Declaration (OTD) System?

If you are not able to provide flight details at the point of making your travel declaration in OTD, you should first look at all available flight routes and advisories on any travel restrictions before providing an indicative flight date.

With effect from 14 September and the 17-day Entry Approval application process, travellers must update their OTDs at least two to three weeks prior to their intended arrival dates. You should enter "ASAP – within two weeks" in the flight details field. If you are granted an Entry Approval, you must be prepared to enter Singapore within two weeks of the date the Entry Approval Letter is issued to you.

Note: Travellers must indicate **transits** in the OTD system

7. I have not been issued with an Entry Approval but I have booked my flights. Can I just fly to Singapore without the Entry Approval?

No. You are reminded not to travel to Singapore until an Entry Approval Letter has been issued to you by MOE. If you arrive in Singapore without the necessary approval letter, you will not be able to clear immigration and will be required to fly out of Singapore within 48 hours, at your own cost. If you fail to comply, you will have your STP cancelled or STP-IPA rescinded by the Immigration and Checkpoints Authority (ICA).

Please be reminded that students are strongly encouraged not to purchase their flight tickets until they have been granted the Entry Approval from MOE.

8. How will I be informed if I am granted an Entry Approval by MOE?

If successful, your Entry Approval will be emailed to you via your NUS email account. Please check your NUS email account regularly.

9. I have been granted my Entry Approval. What should I do next?

Now that you have been granted an Entry Approval, you are required to make your bookings expeditiously to ensure that you can arrive in Singapore before the expiry date of your Entry Approval. You must present your Entry Approval Letter to your airline for boarding as well as for entry to Singapore at the immigration checkpoint. You may use an electronic copy of your Entry Approval Letter but you are strongly advised to have a hard copy printed for contingencies.

10. I have been granted my Entry Approval but I am not able to get any flights back to Singapore within the next two weeks. What should I do?

You are required to quickly inform us via email at regenquiry@nus.edu.sg so that we can inform MOE accordingly. You must also update your new travel plans in the OTD system so that we can resubmit your new application of Entry Approval to MOE.

Please do not attempt to travel back to Singapore using an Entry Approval that has lapsed/expired as you will not be able to clear immigration and will be required to fly out of Singapore within 48 hours, at your own cost. If you fail to comply, you will have your STP cancelled or STP-IPA rescinded by ICA.

11. I have been granted my Entry Approval but I have changed my travel plans and will arrive in Singapore on another date which is still within the validity period of the Entry

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Approval. Do I need to update anyone?

If there are any changes to your arrival date, please update your OTD and also submit this "Changes to Arrival Details" [form](#) promptly.

12. What is the validity period of the Entry Approval?

The Entry Approval is valid for two weeks from the date of issuance.

13. I have decided to postpone my trip back to Singapore but I have forgotten to update my OTD. Will I be penalised?

NUS will apply for your Entry Approval on your behalf, based on your travel plans made in the OTD system. It is thus important that you keep your travel plans declaration in the OTD system accurate and updated at all times. If you are found to have submitted a frivolous travel declaration in OTD system, you will be penalised and your Entry Approvals will be delayed.

14. Is there still a Provisional Entry Approval (PEA)?

With effect from 14 September, MOE no longer issues the PEA, a document issued previously to potential applicants, which contain the payment links for the SHN accommodations and swab test fees.

15. Besides getting the Entry Approval, is there anything else that I need to do before arriving in Singapore?

Before you arrive in Singapore, you are required to submit a health and travel declaration using the SG Arrival Card (SGAC) e-Service: <https://eservices.ica.gov.sg/sgarrivalcard/>. You may leave the address part of the SGAC blank if you do not have your details yet. You may fill it in later when you arrive in Singapore.

If you are travelling from **Brunei or New Zealand**, you are required to apply for an Air Travel Pass between seven and thirty calendar days prior to the intended date of entry into Singapore.

If you are travelling from **India**, you are required to take a pre-departure test for COVID-19. For details, see Point 53 below

Stay Home Notice (SHN) Accommodations

16. Upon arriving in Singapore, do I need to serve a Stay-Home Notice (SHN)? If so, what is my SHN duration?

From 1 September 2020, all travellers including Singapore Citizens (SCs), Permanent Residents (PRs) and Long-Term Pass holders (including STP and STP-IPA holders) who had remained in the following countries in the last consecutive 14 days prior to entry to Singapore, will have to serve SHN for a duration as indicated in the table below:

Countries where incoming travellers have been for the last 14 consecutive days prior to entry to Singapore	SHN Duration
Brunei Darussalam, New Zealand	NIL
Australia (excluding Victoria State), Macao, Mainland China, Taiwan, Vietnam, Malaysia	7 days

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Countries where incoming travellers have been for the last 14 consecutive days prior to entry to Singapore	SHN Duration
All other countries (including Republic of Korea)	14 days

For FAQs on SHN-related matters, please refer to the Ministry of Health's FAQ page at <https://www.moh.gov.sg/covid-19/faqs> and [contact](#) them directly if you need further clarification.

17. Where do I have to serve my 7 or 14-day SHN and do I have to pay for it?

With effect from 17 June 2020, 2359 hours, if you have received your entry approval letters after 16 June 2020, all incoming travellers, including SCs, PRs and STP/STP-IPA holders will be divided into two groups which will determine the place they have to stay to serve their SHN.

All foreigners, including STP/STP-IPA holders, who are required to stay at the SHN SDF and those who stay in MOE-managed hostel space will be required to pay for their accommodation. All payments are to be made prior to entry into Singapore.

For more information on this, please refer to the Ministry of Health webpage at <https://www.moh.gov.sg/news-highlights/details/gradual-re-opening-of-travel-and-changes-to-border-measures>

FAQs below is for Group 1 - STP Holders who had remained in Australia (except in the state of Victoria), Macao, Mainland China, Malaysia, Taiwan or Vietnam in the last consecutive 14 days prior to entry to Singapore (please always refer to <https://www.moh.gov.sg/covid-19> for updates)

Note: If students are **transitting** through a country under Group 2, they do not belong to this group. They have to serve a SHN at a SDF (see below). For example, a student who is departing from Mainland China but transitting through Hong Kong is categorised under Group 2.

18. What options do I have for SHN accommodation?

Students who are short-listed for entry approval may choose to serve your 7-day [those from Australia (except in the state of Victoria), Macao, Mainland China, Taiwan, Vietnam, or Malaysia) SHN at:

- (i) **a place of residence** that meets either of the following conditions:
 - a. you or your family members own or are sole tenants of (if the tenancy agreement is not signed by you, please indicate in the comments section, what is your relationship with the person who signed the agreement. For example, the person who signed the tenancy agreement may be your father/mother/guardian/friend. You will need to indicate this clearly); or
 - b. it is wholly rented by STP holders (for such self-sourced accommodation, the number of people that could share the unit has to be limited to 1 person having access to 1 bathroom as there cannot be any sharing of bathrooms).

In either case, you will need to provide documentation during the application process (when entry request is shortlisted for approval) to demonstrate that it is SHN-compliant (e.g. pictures of en-suite bathroom, tenancy agreement showing that the place of residence is wholly rented by STP holders).

- (ii) **a hotel that has not been designated as a SDF**, at your own cost; or
- (iii) If you are not able to source for a place as described in (i) and (ii), you can request

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for an **assigned MOE-managed hostel space**, which will be subject to availability. While MOE will take every effort to assign you to a single room/ toilet, you may be required to share a room/ toilet with another person on SHN from the same list of countries/ regions. You must agree to abide by all precautionary measures put in place.

For further information on the things you should take note of while serving your SHN, please check the latest advisory on the Ministry of Health website. (<https://www.moh.gov.sg/covid-19>).

You must agree to abide by all precautionary measures put in place. You will also be required to pay for the accommodation at the assigned hostel space.

19. I am unable to self-source my own accommodation, and the student hostel arrangement is not suitable for me. Could I opt for the SDF, instead of the student hostel?

If you are not able to secure any suitable SHN accommodation, you may appeal to be accommodated in a SDF. All requests will be assessed on a case-by-case basis. For a SHN stay at SDF, please note that a cost of up to \$2,000 will be imposed.

20. I already have an accommodation arrangement for my long-term stay in Singapore but I/my family members are not the owners or sole tenants of this residence (i.e. I am renting a room from the open housing market, living with people from other households). Am I allowed to serve my SHN in this location?

You will not be allowed to serve your SHN there. You should secure a booking at a hotel at your own cost, or request accommodation at an assigned MOE-managed hostel space (charges apply).

Should you have extenuating circumstances, e.g. medical reasons, and must serve your SHN in your own private accommodation, you may appeal to MOE to do so. All requests will be assessed on a case-by-case basis.

21. My booking at a self-sourced hotel was cancelled after I received entry approval from MOE. Can I opt to stay at a MOE-managed hostel?

Please inform us of your request immediately, so that we can help convey to MOE to check whether your request can be accommodated. If an available hostel room can be assigned to you, you will have to make payment for your stay at the MOE-managed hostel prior to entering Singapore. Please note that if there are no hostel rooms available, your entry approval will be void.

22. Can I serve my SHN in my apartment that I rent with other STP holders?

If you wish to serve your SHN at a self-sourced accommodation for long-term stay, wholly rented by STP holders, you will have to request prior approval from MOE.

As part of the approval process, you will be required to provide documentation (e.g. pictures of en-suite bathroom, tenancy agreement showing that the place of residence is wholly rented by STP holders). For such a self-sourced accommodation, the number of people is limited to 1 person having access to 1 bathroom as there cannot be any sharing of bathrooms. Your accommodation will be assessed for suitability for SHN. You will also need to provide proof that the other person staying with you is also a STP/STP-IPA holders by uploading a picture of the person's STP card or the In-Principle Approval (IPA) letter in the Entry Approval Application Form link.

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- 23. Can I serve my SHN in a self-sourced accommodation (e.g. hotel room) and share the room with another STP holder who is traveling with me on the same date/same flight/same country?**

No. If you choose to opt for self-sourced accommodation in a hotel, it must be for a private room with an ensuite bathroom, to be occupied by you only.

- 24. Can I serve my SHN at an Airbnb?**

No, short-term rentals offered by platforms such as Airbnb is not legalized in Singapore.

- 25. Can I serve my SHN in other privately managed hostels in Singapore?**

No, you can only serve SHN in MOE managed hostels.

- 26. My date of arrival in Singapore has been delayed, and I am unable to extend the date of my stay at my self-sourced accommodation. Can I request to serve out the remainder of my SHN at a student hostel/SDF?**

As much as possible, you should serve the full period of SHN at the same location. If this is not possible for reasons beyond your control, you may submit an appeal to MOE.

- 27. How do I seek MOE's approval for my SHN accommodation? How do I apply for an MOE- managed hostel space?**

You will be required to declare the location where you will be serving your SHN in the Entry Approval Application Form, and ensure that this location meets the SHN requirements. You will need to reply by the stipulated deadline. No late returns will be entertained.

- 28. Singapore Government had reviewed the SHN requirements and updated the SHN requirements for the country I was in for the past 14 days. I had been granted an approval to enter before the changes in SHN requirements, and I am now required to serve my SHN at a SDF. Will I still get to stay at my SHN accommodation?**

It depends. If the new SHN requirements have taken effect before your entry and require that you now serve your SHN at an SDF, you are required to abide by the prevailing requirements.

- 29. I have earlier paid for the SHN accommodation fees for 14 days before the Singapore Government's announcement on 21 August 2020 that travellers from Australia (excluding state of Victoria), Macao, Mainland China, Malaysia, Taiwan, or Vietnam entering after 1 September 2020 will only need to serve a 7-day SHN. Will I be refunded for my shortened stay?**

Refunds will be granted to affected STP holders in existing Group 1 countries/regions for which either SHN is no longer required (Brunei Darussalam, New Zealand) or for which SHN will be shortened to 7 days. Please write in to regenquiry@nus.edu.sg

- 30. How will I be allocated a room in a hostel? How will I know who I am sharing a room with, and that they are responsible/ healthy?**

You will be assigned on a first-come-first-serve basis. We will take every effort to assign you a single room, but in the event, there is insufficient capacity, you may be required to

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share a room. If so, we will ensure that your roommate will be of the same gender and age group as you.

31. When will I know which hostel room I am staying in, and who my roommates might be?

You will know the hostel you have been assigned to when you receive your entry approval letter. The exact room and your roommate, if any, will be allocated when you check-in.

32. I am not a STP Holder but a SC/PR student, can I request for the MOE managed hostel if I have no suitable accommodation in Singapore to serve the SHN?

You may request to serve your SHN at the SDF at <https://www.go.gov.sg/shnhotelneeds>. If you left before 27 March 2020, you will not be required to pay. If you left after 27 March 2020, in disregard of the Government's prevailing travel advisory, you will need to pay \$2,000 to stay at the SDF for 14 days.

You may also request an MOE-managed hostel through regenquiry@nus.edu.sg. You need to state clearly your situation and request. Your request for an MOE-managed hostel should be received and approved before your entry into Singapore. As of 1 September 2020, a 7-day SHN at MOE-managed hostel will now be \$245 if the student left before 27 March 2020, or \$490 if the student left after 27 March 2020 with no mitigating reasons. If you have mitigating reasons for leaving Singapore on or after 27 March 2020, you may appeal for the subsidised rate through NUS. You should wait for an approval of your request before you embark on your journey back to Singapore.

33. What happens if I come down with COVID-19, in the course of my SHN and can't rule out that this was a result of room-sharing? Who will pay for my treatment cost?

If you did not depart Singapore after 27 March 2020, your treatment cost will be covered by the Government. Otherwise, you will need to bear the cost of the treatment yourself. We strongly recommend that you have insurance that covers Covid-19 treatment.

NUS insurance coverage for full-time students commences one month prior to your programme commencement date. For undergraduates, the coverage will commence from 1 July 2020.

FAQs below for Group 2 – STP Holders who has been in other countries in the last consecutive 14 days prior to entry to Singapore. (please always refer to <https://www.moh.gov.sg/covid-19> for updates)

34. What options do I have for SHN accommodation?

You will have to serve your SHN at SHN Dedicated Facilities (SDF) with possibility of room sharing. You have no choice in the allocation.

35. The Singapore Government had reviewed the SHN requirements and updated the SHN requirements for the country I was in for the past 14 days. However, I had been granted an approval to enter before the changes in SHN requirements. I was required to serve my SHN at an SDF and made payment accordingly. Can I now stay at my SHN accommodation instead, and get a refund?

You will need to seek MOE's approval for your SHN accommodation. If approved, you may get a refund for the SDF. MOE will share more details on the process to do so at a later date.

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Cost relating to the SHN Dedicated Facilities (SDFs), MOE-managed hostels and COVID-19 Swab Testing

36. When do I have to make payment for my SHN accommodation (SDF or MOE-managed hostel) and/ or test?

You will receive a payment link on Day 10 of your Entry Approval application cycle. You will need to make the payment by Day 14 at noon.

37. Can I make the payment in instalment?

No, you will be required to pay the full fee upfront.

38. I need to make payment for SHN accommodation (SDF or MOE-managed hostel) before MOE issues my entry approval. In the event that I cannot secure any air ticket after I paid for the MOE-managed hostel/SDF cost, can I receive a refund?

You must be prepared to enter Singapore within two weeks of the date of the Approval Letter for Entry, which provides flexibility to deal with possible flight delays. Please keep NUS updated if your travel plans change. Refunds will generally not be issued, unless there is an extenuating circumstance that required you to change your travel plans or SHN accommodation.

39. What is the timeline given for me to secure and show documentation of payment for hostel/SDF? If I cannot make the payment by the due date, what would happen to my chances in getting an Entry Approval?

Once you receive a payment link, you have to make payment by the stipulated deadline. If you are not able to make payment on time, you will lose the chance of getting an Entry Approval letter. You will need to submit a new application by submitting another travel date in the Overseas Travel Declaration if you still wish to enter Singapore.

40. I have already made payment for a student hostel/SDF, but I am unable to arrive/no longer wish to enter Singapore. Can I seek a refund?

Refunds will generally not be issued, unless there is an extenuating circumstance that required you to change your travel plans or SHN accommodation. Please contact NUS via email at regenquiry@nus.edu.sg if there was an extenuating circumstance that required you to change your travel plans or SHN accommodation.

41. I have been approved for entry into Singapore. However, I wish to change my SHN accommodation to a different accommodation type. Can I seek a refund?

Refunds will generally not be issued, unless there is an extenuating circumstance that required you to change your travel plans or SHN accommodation. Please contact NUS via email at regenquiry@nus.edu.sg if there was an extenuating circumstance that required you to change your travel plans or SHN accommodation. You may have to submit a new application with the updated accommodation details. Please note that you must receive entry approval, under your new accommodation, before you enter Singapore.

42. Based on the [press release](#), I understand I will have to pay \$2,000 for my stay at the SDF, and an additional \$200 for testing. This is very expensive – can I seek a reimbursement or financial support from the Government?

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MOE will be providing broad-based support for all STP holders in our publicly funded institutions. If you are a full-time student at a publicly-funded institution (including NUS), you will only need to pay a highly subsidised rate of \$840 (inclusive of meals and GST) for 14 days of SHN if you left Singapore before 27 March 2020. MOE does not provide further support for testing.

If you had left Singapore on or after 27 March 2020 and had paid the student full rate of \$1,500 in advance, you may apply for a reimbursement of \$500 from MOE through NUS, if you had shared a room.

43. How much does an MOE-managed hostel space cost? Can I seek a reimbursement or financial support from the Government?

If you left Singapore before 27 March 2020

For 7 days SHN, it will cost \$245 while the 14 days SHN will cost \$490.

If you left Singapore on or after 27 March 2020

For 7 days SHN, it will cost \$490 while the 14 days SHN will cost \$980.

All prices are inclusive of meals and GST. This is a highly subsidized rate that already incorporates broad-based support by MOE for all STP holders.

44. I had undergone the test as arranged towards the end of my 7 or 14-day SHN. However, my SHN has been extended as I have received an inconclusive test result or the test result is not ready. Will I have to pay for extending my stay at my MOE-managed hostel/SDF, or for the cost of retest(s)?

You do not need to make any additional payment for both your extended stay and the retest(s).

45. I am required to serve my SHN at the SDF and to undergo a test, and would like to appeal for a waiver for the charges. What are the criteria, and when will I be informed on the outcome of my request for waiver?

You will need to meet ALL the following criteria, and provide supporting documents:

- a. Financial difficulty;
- b. Either have a spouse/ parent/ child who is an SC/ PR, or have a service obligation to work in Singapore after your graduation; and
- c. Did not leave Singapore after 27 March 2020, in spite of prevailing Government travel advisories.

You will typically be informed of the outcome of waiver request, together with your provisional entry approval. Should your appeal not be successful, you will receive a payment link for you to make payment for your SDF stay and test.

46. I cannot find any healthcare insurance that can cover me for COVID-19 treatment in Singapore. Is it compulsory to have insurance covering my treatment before I enter?

Any Singapore resident or STP holder who had left Singapore from 27 March 2020, will be charged unsubsidised rates for their inpatient stay at public hospitals, if they are admitted for suspected COVID-19 and have onset of symptoms within 14 days of returning to Singapore.

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You are strongly recommended to have travel insurance that also covers COVID-19 treatment.

NUS insurance coverage for full-time students commences one month prior to your programme commencement date. For undergraduates, the coverage will commence from 1 July 2020.

Transport from Port of Entry to SHN Accommodation

47. How do I get from the airport/ bus station/ train station to my SHN accommodation (SDF, MOE-managed hostel)?

If you are serving your SHN at an SDF, dedicated transport will be provided.

If you are serving your SHN at a non-SDF accommodation (e.g. self-sourced hotel, MOE-managed hostel, private accommodation), you are required to find your own transport via taxi or any other private transportation. If you are taking a taxi, or private hire car, you should only book one from the list of contact numbers or ride-hail applications (app) provided. You should not be using **Grab** as it is not approved for SHN service.

- a. For **phone booking**, please identify yourself as a person subject to a Stay-Home Notice to the hotline operator.
- b. For **app booking**, please indicate your status as a person subject to a Stay-Home Notice by keying "SHN" in the chat/note/comment box or by checking the SHN checkbox (if provided within the app).

Please also identify yourself as a person subject to a Stay-Home Notice when boarding the vehicle. When travelling in the taxi or private hire car, you should sit alone in the back seat, with windows down and the air-conditioning turned off. Other forms of public transport (e.g. street-hailed/ bus / train) should be avoided.

	Service Provider	Contact Number*
1	ComfortDelgro Taxi (Comfort & CityCab taxis)	6333 1133
2	TransCab	6213 0997
3	SMRT	6477 5971
4	Prime	6776 7553
5	Premier	6681 9462
6	HDT	8507 9691
7	Go-Jek, Ryde, MVL(TADA)	Via respective providers' app

*Operating hours: 8am - 6pm.

48. I am travelling to Singapore from Malaysia, what are my transport options?

With effect from 31 August 2020, MOE will cease its shuttle bus service for Malaysian students to Singapore (the last trip will be on 30 August 2020).

There will now be a daily free shuttle bus service between Johor Bahru and Singapore provided by the Johor Public Transport Corporation (PAJ) for IHL students from Malaysia. Here are the following details:

- a. The PAJ bus service is available hourly, from 7.30am to 6.30pm daily.
- b. It operates on a first-come-first-serve basis with no need for pre-registration.
- c. Students will be directed to the shuttle bus boarding area after they clear Malaysian Immigration. They can also ask the Malaysian authorities for directions to the shuttle bus.

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Serving the SHN

49. What are the things I can and cannot do while on the SHN?

During the period of the SHN, you are required to remain in your SHN accommodation at all times during the 7 or 14-day period. If you do not comply with the SHN, you may be prosecuted under the Infectious Diseases Act and/or have your STP cancelled. More details are available at <https://www.moh.gov.sg/covid-19>.

50. What if I need to purchase items or need things like toiletries, food items or medicine during my 7 or 14 days SHN? Can I order things from online stores?

Generally, you are allowed to purchase items online and have them delivered to the SHN location. If you are staying in the SDF or MOE-managed hostel, please ensure that the items are fully paid for and to inform the hotel staff/admin office on the purchase. Please also be reminded to keep the delivery of non-essential items to an absolute minimum.

51. I am serving my SHN in MOE-managed hostel/SDF, how will I be monitored? What is the Homer App and how can I download it?

You will be required to download the Homer mobile application, which will be used to report your health status and location. This app is only used as part of the Quarantine Order or Stay-at-Home Notice. Homer is available on both iOS and Android operating systems. For more information, please go to <http://www.homer.gov.sg>.

If you do not have a Singapore-registered mobile number, you can order a SIM card from various service providers online and have them delivered to you. Once you have provided your mobile numbers to MOE or NUS, please try to register in Homer app again after 1-2 days later. If you have a new/change of number or if you have any feedback on technical issues regarding the Homer app, you can update MOE via this link: go.gov.sg/moe-shn-form.

If you really are unable to have a Singapore-registered mobile number, your Department/Faculty will be contacting you regularly to ensure you are at your SHN accommodation. Please be reminded that Stay-Home Notice order is to be taken seriously and there are serious outcomes if anyone is found to have infringed the order.

52. I am serving my SHN at my own self-sourced accommodation, how will I be monitored?

With effect from 10 August 2020, 2359hours, all returning travelers, above 12 years old including STP holders entering Singapore and who are serving SHN at their own self-sourced accommodation will be issued an electronic monitoring device by the Immigration & Checkpoints Authority (ICA). The electronic device together with the

instructions on the operation of the device will be issued at the checkpoints after immigration clearance.

You will be required to download the StayHome@SG mobile app which is available on both iOS and Android operating systems. During the 7 or 14-day SHN, students may receive notifications on these devices, and they are required to acknowledge them in a timely manner. Any attempts to leave the place of residence without prior approval or to tamper with the electronic device will trigger an alert to the authorities.

Please be reminded that Stay-Home Notice order is to be taken seriously and there are serious outcomes if anyone is found to have infringed the order.

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COVID-19 Swab Test

53. What is the swab test for, how will it affect my Stay-Home Notice and how do I make my way to the test site?

All incoming travellers, including SCs, PRs and STP/STP-IPA holders entering Singapore after 17 June 2020, 2359 hours are required to undergo a mandatory COVID-19 swab test.

Country where traveller has been in for 14 consecutive days prior to entry into Singapore	Swab test arrangements
Brunei Darussalam, New Zealand	<p>Since these travellers do not need to serve a SHN, they are required to undergo a COVID-19 test upon arrival at the airport and will only be allowed to go about their activities in Singapore after receiving a negative test result. They would have to pay \$300 for the swab test. Payment may be made on the spot, though they are encouraged to pre- register and pre-pay prior to arrival at https://safetravel.changiairport.com/.</p> <p>You are required to remain self-isolated prior to receiving your test result. If you are not a Singapore citizen or Permanent Resident, you may self-isolate at your declared place of accommodation, but it must not be at a residential address. You may refer to the Singapore Hotel Association (SHA) website www.sha.org.sg for the list of hotels approved to receive visitors travelling to Singapore.</p>
Australia (except in the state of Victoria), Macao, Mainland China, Malaysia, Taiwan or Vietnam	<p>For those serving a 7-day SHN, this test is typically held on Day 5. Students need to register by Day 3. By Day 4, MOE will communicate this information to students via SMS (for those with a local number) or email.</p>
All other countries*** (including the Republic of Korea)	<p>For those serving a 14-day SHN, this test is typically held on Day 11. The swab test appointment information will only be available for your checking on SHN Day 7. You will be informed on the test outcomes via SMS or Telegram approximately 2 to 3 days later.</p>
***India: Pre-Departure Test (PDT)	<p>From September 17, travellers with travel history to India in the last 14 days prior to their entry into Singapore will be required to take a COVID-19 polymerase chain reaction (PCR) test.</p> <p>Requirements:</p> <ul style="list-style-type: none">• Test to be taken from a recognised lab (i.e. a lab that is internationally accredited or recognised by

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Country where traveller has been in for 14 consecutive days prior to entry into Singapore	Swab test arrangements
	<p>the Indian Government)</p> <ul style="list-style-type: none">• The test result memo must state:<ul style="list-style-type: none">○ The negative test result stated clearly in English○ The particulars of the traveller/s in accordance with the particulars in the passport (DOB, Nationality & Passport Number)○ Date of test indicated (test must have been taken not more than 72 hours before departure)• Travellers will need to present a valid negative COVID-19 test result in order to board the flight and at immigration in Singapore. <p><u>Entry for those with positive PCR tests</u></p> <p>There may also be recovered individuals whose COVID-19 PCR test taken within 72 hours before departure for Singapore is positive. In such cases, in order to gain entry into Singapore, the recovered individual must show both:</p> <ul style="list-style-type: none">• A positive COVID-19 PCR test result taken within 72 hours before departure for Singapore and• A positive COVID-19 PCR test result undertaken between 22 and 180 days prior to the date of arrival in Singapore, which would be documentary proof of his/her past diagnosis of COVID-19. Please note that individuals will be denied boarding for flights bound for Singapore if the date of their first ever positive PCR test result is less than 22 days prior to the date of arrival in Singapore. <p>The abovementioned documentary proof must be produced at immigration, failing which the students will be refused entry, even if they have a valid entry approval letter from MOE. If passengers are found to have produced false/forged COVID-19 test certificates, it will affect their ability to obtain or sponsor immigration facilities in the future.</p> <p><u>What happen to the payment that has been made if a student is refused entry due to PDT requirement?</u></p> <ul style="list-style-type: none">• <i>Students who obtained Entry Approvals before 9 September (i.e. approvals granted in the 31 Aug 2020 and 7 Sep 2020 application cycle that have yet to enter Singapore)</i> <p>Roll-over or refunds of payments is generally allowed. Please write to regenquiry@nus.edu.sg for assistance.</p>

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Country where traveller has been in for 14 consecutive days prior to entry into Singapore	Swab test arrangements
	<ul style="list-style-type: none">• <i>Students who obtained Entry Approvals on/after 9 September:</i> <p>Roll-overs or refunds for those who do not take the PDT are strictly not allowed.</p> <p>If the STP holders had taken the PDT and tested positive for COVID-19, they will not be able to enter Singapore, unless they also submit documentary proof of a positive COVID-19 PCR test taken between 22 and 180 days prior to the date of arrival in Singapore. We will allow such STP holders to roll over their payments to a later application cycle, or refund their payment upon appeal.</p> <p>This procedure does <i>not</i> apply to:</p> <ul style="list-style-type: none">• Singapore citizens or permanent residents• Travellers who are 12 years or younger

Should you receive an inconclusive outcome about your swab test while serving your SHN, your SHN may be extended, and you may be sent for subsequent retests.

Students need to **update their contact details with MOE** at <https://go.gov.sg/moe-shn-form>.

You will also be required to download the Telegram mobile application, which is available on both iOS and Android operating systems. For more information, please go to <https://telegram.org/>. Telegram will allow you to check your medical appointment simply by searching for <https://t.me/CheckAppointmentBot> and entering the last 4 digits of your Foreign Identification Number (FIN) or NRIC (for SC/SPR) and your Date of Birth (DDMMYYYY) - e.g. 007B15011990.

If you have any **urgent** query about your appointment, you may contact MOE-SHN hotline at 96232563.

You should use your own private vehicle or pre-booked taxi to travel to the testing facility and back. If you are taking a taxi, or private hire car, you should only book one from the list of contact numbers or ride-hail applications (app) provided. You should not be using **Grab** as it is not approved for SHN service.

- For **phone booking**, please identify yourself as a person subject to a Stay-Home Notice to the hotline operator.
- For **app booking**, please indicate your status as a person subject to a Stay-Home Notice by keying "SHN" in the chat/note/comment box or by checking the SHN checkbox (if provided within the app).

Please also identify yourself as a person subject to a Stay-Home Notice when boarding the vehicle. When travelling in the taxi or private hire car, you should sit alone in the back

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seat, with windows down and the air-conditioning turned off. Other forms of public transport (e.g. street-hailed/ bus / train) should be avoided.

	Service Provider	Contact Number*
1	ComfortDelgro Taxi (Comfort & CityCab taxis)	6333 1133
2	TransCab	6213 0997
3	SMRT	6477 5971
4	Prime	6776 7553
5	Premier	6681 9462
6	HDT	8507 9691
7	Go-Jek, Ryde, MVL(TADA)	Via respective providers' app

*Operating hours: 8am - 6pm

54. What happens if I am sick or unavailable to attend the swab test?

All Persons under SHN (PSHNs) must do their swab tests towards the end of their SHN. Testing capacity is tight and appointment schedules are booked in advance. We thus seek your cooperation in adhering to the appointment schedule.

If you have extenuating reasons for not being able to attend the appointment at the stated date and time, please inform NUS via email at regenquiry@nus.edu.sg. We will strive to rebook another appointment of another date subject to availability, but do note that your SHN stay may then be prolonged at your own costs.

55. What happens if my swab test is positive? Will I be warded and have to go for treatment?

If the pooled swab test result is positive, you will be required to go for additional testing to confirm the diagnosis. Another appointment will be made for you at the earliest opportunity. Meanwhile you should continue to self-isolate until the retest results are known.

If the individual swab test is positive, the medical team will contact you and inform you on the next steps, including hospitalisation.

56. I have other questions relating to Entry Approval which are not listed in this FAQ. Who should I contact?

You can email us at regenquiry@nus.edu.sg

Other Useful Resources:

- <https://emergency.nus.edu.sg/advisory.html>
- <https://www.moh.gov.sg/covid-19/faqs>
- <https://www.moh.gov.sg/news-highlights/details/gradual-re-opening-of-travel-and-changes-to-border-measures>
- <https://www.ica.gov.sg/covid-19>