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

<table>
<thead>
<tr>
<th>Entry Approvals</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Who will need the Entry Approval?</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>2. Why do I need an Entry Approval to enter Singapore?</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>3. How do I apply for an Entry Approval?</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td><strong>Type of Students</strong></td>
</tr>
<tr>
<td>Existing students holding STP/STP-IPA</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>New applicants holding STP-IPA</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>4. How long do I have to wait for my entry approval?</td>
</tr>
<tr>
<td>We are unable to project when the entry approval will be granted as it depends on how the COVID-19 situation evolves. Please be reminded that each application will be assessed by MOE on a case-by-case basis, and approval is not guaranteed.</td>
</tr>
<tr>
<td>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?</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>6. How do you determine the list of applicants to be submitted to MOE?</td>
</tr>
<tr>
<td>The listing of applicants is extracted from the Overseas Travel Declaration (OTD) system. With the extended processing requirements from 16 June 2020, MOE will process applications of Entry Approvals of those applicants who are scheduled to arrive in</td>
</tr>
</tbody>
</table>
Frequently Asked Questions
Entry Approval and Stay Home Notice for Student’s Pass (STP) and Student’s Pass In-Principle Approval (STP-IPA) Holders

Singapore within the next 19 days. For example, if submission to MOE is made on 18 June 2020, the list will contain applicants whose travel plans to Singapore is between 19 June to 7 July 2020. As such, if your travel date to Singapore as declared in OTD is 18 June 2020, it will no longer appear in our extraction and you are required to update the OTD with a new travel date.

The Entry Approval validity for the batch of applications will be 14 days from date of issuance. You must arrive in Singapore within the validity period stated on your Entry Approval, and may thus need to change your flight booking.

7. I have not confirmed my flight bookings; 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. 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. For example, if your Entry Approval Letter is issued to you on 12 May 2020, you will have until 25 May 2020 to arrive in Singapore.

8. 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).

9. 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.

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

If you have not booked your flights, 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.

11. 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.

12. I have been granted my Entry Approval but I have changed my travel plans now and will not be able to arrive in 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 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.

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

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

14. 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.

15. What is a Provisional Entry Approval (PEA)?

With effect from 16 June 2020, if you had remained in Australia, Brunei Darussalam, Germany, Hong Kong, Japan, Macao, Mainland China, New Zealand, Republic of Korea, Taiwan or Vietnam (please always refer to https://www.moh.gov.sg/covid-19 for updates) in the last consecutive 14 days prior to entry to Singapore, and MOE has received our application for an Entry Approval for you, MOE will be reaching out to you to ask to submit a suitable place of residence for their endorsement. You may otherwise continue to serve your SHN at the SHN Dedicated Facilities (SDF).

A student may be issued a Provisional Entry Approval (PEA) first. It is a document which is issued by MOE and is given to STP/STP-IPA holders before they are granted Entry Approval to enter Singapore.

Those who are granted PEA will be required to acknowledge that they have to undergo a mandatory COVID-19 swab test and make payment for it. Depending on the country these STP/STP-IPA holders have remained in the last consecutive 14 days prior to their entry, they will also be required to make payment for their stay at the dedicated Stay-Home Notice (SHN) facility.

16. 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/

Stay Home Notice (SHN) Accommodations

17. Upon arriving in Singapore, do I need to serve a 14-day Stay-Home Notice (SHN)?

Since 21 March 2020, it is mandatory for all incoming travellers, including Singapore Citizens (SCs), Permanent Residents (PRs) and Long-Term Pass holders (including STP and STP-IPA holders) to serve the 14-day SHN. 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.

18. I was granted an approval to enter from MOE before 16 June 2020, but will only be arriving in Singapore after 17 June 2020, 2359hr. Where do I serve my SHN? Will I be required to pay for my COVID-19 test and stay in the SDF?

You will not be required to bear the cost of the COVID-19 swab test and SHN Dedicated Facilities (SDF) stay, as long as you did not depart Singapore after 27 March 2020.

If you had remained in Australia, Brunei Darussalam, Germany, Hong Kong, Japan, Macao, Mainland China, New Zealand, Republic of Korea, Taiwan or Vietnam (please always refer to https://www.moh.gov.sg/covid-19 for updates) in the last consecutive 14 days prior to entry to Singapore, and received an entry approval, MOE will be reaching out to you to ask if you would like to serve your SHN at a suitable place of residence. You may otherwise continue to serve your SHN at the SDF.

19. Where do I have to serve my 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
20. What options do I have for SHN accommodation?

Students who are short-listed for entry approval may choose to serve your 14-day 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; or
   b. it is wholly rented by STP holders.
   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 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).

If your request for entry is shortlisted for approval, you will receive a FormSG link to inform MOE of your accommodation. You can also indicate your request for a MOE-managed hostel space at the same time.

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.

21. 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.

22. 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).
Frequently Asked Questions
Entry Approval and Stay Home Notice for Student's Pass (STP) and Student’s Pass In-Principle Approval (STP-IPA) Holders

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.

23. 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.

24. 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 ensuite bathroom, tenancy agreement showing that the place of residence is wholly rented by STP holders). Your accommodation will be assessed for suitability for SHN.

25. 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.

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?

If your request for entry is shortlisted for approval, you will receive a FormSG link from MOE, for you to declare the location where you will be serving your SHN, and that this location meets the SHN requirements. You will need to reply by the stipulated deadline. No late returns will be entertained.

If this process changes in the future, we will update this document accordingly.

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
Frequently Asked Questions
Entry Approval and Stay Home Notice for Student’s Pass (STP) and Student’s Pass In-Principle Approval (STP-IPA) Holders

that you now serve your SHN at an SDF, you are required to abide by the prevailing requirements.

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

30. 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.

31. 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. If you left before 27 March 2020, the cost of the hostel would be $490 for 14 days. If you left on or after 27 March 2020, you will need to pay $980. 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.

32. 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.
33. 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.

34. 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.

35. 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 from MOE in your Provisional Entry Approval (PEA) letter. You will need to make the payment by the stipulated deadline.

36. Can I make the payment in instalment?

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

37. 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.

38. What is the timeline given for me to secure and show documentation of payment for hostel/SDF after obtaining the Provisional Entry Approval (PEA) to enter? If I cannot make the payment by the due date, what would happen to my Provisional Entry Approval?

After obtaining a PEA letter, you will receive a payment link, and have to make payment by the stipulated deadline. If you are not able to make payment on time, your PEA will lapse. 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.
39. 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.

40. 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.

41. 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?

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, laundry 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.

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

The MOE-managed hostel space will only cost $490 for 14 days (inclusive of meals, laundry and GST) if you left Singapore before 27 March 2020. This is a highly subsidised rate that already incorporates broad-based support by MOE for all STP holders. The cost will be $980 if you left on or after 27 March 2020.

43. I had undergone the test as arranged on Day 11 of my 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).

44. 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

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.

45. 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.

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**

46. 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, you should only book one from the list of contact numbers provided. Please identify yourself as a person subject to a SHN when making the booking and when boarding the vehicle. When travelling in the taxi, you should sit alone in the back seat, with windows down and the air-conditioning turned off. Public transport should be avoided.

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Contact Number*</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 ComfortDelgro Taxi (Comfort &amp; CityCab taxis)</td>
<td>6333 1133</td>
</tr>
<tr>
<td>2 TransCab</td>
<td>6213 0997</td>
</tr>
<tr>
<td>3 SMRT</td>
<td>6477 5971</td>
</tr>
<tr>
<td>4 Prime</td>
<td>6776 7553</td>
</tr>
<tr>
<td>5 Premier</td>
<td>6681 9462</td>
</tr>
<tr>
<td>6 HDT</td>
<td>8507 9691</td>
</tr>
</tbody>
</table>

* Operating hours: 8am - 6pm.

You should not be taking any public buses/trains to your accommodation.
Frequently Asked Questions
Entry Approval and Stay Home Notice for Student's Pass (STP) and Student’s Pass In-Principle Approval (STP-IPA) Holders

<table>
<thead>
<tr>
<th>Serving the SHN</th>
</tr>
</thead>
</table>

47. **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 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](https://www.moh.gov.sg/covid-19).

48. **What if I need to purchase items or need things like toiletries, food items or medicine during my 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 student hostel, please ensure that the items are fully paid for and to inform the admin office on the purchase.

49. **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](http://www.homer.gov.sg). You can order a SIM card from various service providers online and have them delivered to you. 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.

<table>
<thead>
<tr>
<th>COVID-19 Swab Test</th>
</tr>
</thead>
</table>

50. **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, and?**

   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 before the end of their SHN, typically Day 11.

   You will 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/](https://telegram.org/). Telegram will allow you to check your medical appointment simply by searching for [https://t.me/CheckAppointmentBot](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. 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. Should you receive an inconclusive outcome, your SHN may be extended, and you may be sent for subsequent retests.

   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 use a taxi, you should only book one from the list of contact numbers provided. Please identify yourself as a person subject to a Stay-Home Notice when making the booking and when boarding the vehicle. When travelling in the taxi, you should sit alone in the back seat, with windows down and the air-conditioning turned off. Public transport should be avoided.

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Contact Number*</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 ComfortDelgro Taxi (Comfort &amp; CityCab taxis)</td>
<td>6333 1133</td>
</tr>
<tr>
<td>2 TransCab</td>
<td>6213 0997</td>
</tr>
<tr>
<td>3 SMRT</td>
<td>6477 5971</td>
</tr>
<tr>
<td>4 Prime</td>
<td>6776 7553</td>
</tr>
<tr>
<td>5 Premier</td>
<td>6681 9482</td>
</tr>
<tr>
<td>6 HDT</td>
<td>8507 9691</td>
</tr>
</tbody>
</table>

*Operating hours: 8am - 6pm

51. 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.

52. 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.

53. 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