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. This also applies to those returning from Australia, Brunei Darussalam, Mainland China, New Zealand and Vietnam.

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.

<table>
<thead>
<tr>
<th>Type of Students</th>
<th>URL for Overseas Travel Declaration (OTD) System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Existing students holding STP/STP-IPA</td>
<td><a href="https://myaces.nus.edu.sg/OverseasTravelDecl/">https://myaces.nus.edu.sg/OverseasTravelDecl/</a></td>
</tr>
<tr>
<td></td>
<td>To login using NUSNET ID and Password</td>
</tr>
<tr>
<td>New applicants holding STP-IPA*</td>
<td><a href="https://myaces.nus.edu.sg/OverseasTravelDecl/applicantLogin">https://myaces.nus.edu.sg/OverseasTravelDecl/applicantLogin</a></td>
</tr>
<tr>
<td></td>
<td>To login using:</td>
</tr>
<tr>
<td></td>
<td>a. Application Number and Password/PIN <a href="https://myaces.nus.edu.sg/OverseasTravelDecl/applicantLogin">OR</a></td>
</tr>
<tr>
<td></td>
<td>b. Registration ID and Email</td>
</tr>
</tbody>
</table>

*New applicants holding STP-IPA are required to complete Registration (Part One) after updating OTD.
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 extracted from the Overseas Travel Declaration (OTD) system. Do note that you are required to update your travel plan in OTD three weeks prior to your travel date. If your travel plans coincide with the Entry Approval validity period for the week, you will receive an email with a link to the Entry Approval Application Form. [Note: Newly admitted students are required to complete Registration (Part One) after updating OTD]

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

On Day 1, you will receive an Entry Approval Application Form, which needs to be completed by Day 3, at noon. You will need to update your arrival date in OTD by 11.59pm the night before Day 1 in order to receive the application form.

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

On Day 10, you can expect to receive the payment link for your SHN accommodation and swab test fees (where applicable). You are required to make all the necessary payment by the given deadline, i.e. Day 14, at noon.

On Day 15, if you have successfully made payment, you will receive your Entry Approval letter. If you are not required to make any payment for SHN accommodation and swab test fees, you will also receive the Entry Approval letter on the same day.

On Day 17, the two-week validity period for the Entry Approval begins.
The table below shows examples of the scheduled timeline of the application cycles:

<table>
<thead>
<tr>
<th>OTD update deadline</th>
<th>Receive Entry Approval Application Form (deadline to complete Form)</th>
<th>Receive Payment links for SHN and Swab Test (if applicable) (deadline to complete payment)</th>
<th>Receive Entry Approval Letter</th>
<th>Entry Approval Validity Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>06 Dec 2020 11.59M</td>
<td>07 Dec 2020 (9 Dec 2020, 12 noon)</td>
<td>16 Dec 2020 (20 Dec 2020, 12 noon)</td>
<td>21 Dec 2020</td>
<td>23 Dec – 05 Jan 2021</td>
</tr>
<tr>
<td>20 Dec 2020 11.59PM</td>
<td>21 Dec 2020 (23 Dec 2020, 12 noon)</td>
<td>30 Dec 2020 (03 Jan 2021, 12 noon)</td>
<td>04 Jan 2021</td>
<td>06 Jan – 19 Jan 2021</td>
</tr>
<tr>
<td>27 Dec 2020 11.59PM</td>
<td>28 Dec 2020 (30 Dec 2020, 12 noon)</td>
<td>06 Jan 2021 (10 Jan 2021, 12 noon)</td>
<td>11 Jan 2021</td>
<td>13 Jan – 26 Jan 2021</td>
</tr>
</tbody>
</table>

*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. For students who did not receive the payment link, depending on when we receive confirmation, we will strive to notify you by Friday. If you would like to arrive within the travel period of the immediate next application cycle, you are then required to update OTD with your latest arrival details by Sunday 11.59PM. Otherwise, you will have to re-apply in subsequent application cycles.

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 taking into consideration the 17-day Entry Approval application process, you must update your OTDs at least three weeks prior to your 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:** It is important to 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 you are strongly encouraged not to purchase your flight tickets until you 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 Approval. Do I need to update anyone?

If there are any changes to your arrival date, please update your OTD and 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 may be accorded lower priority with the resultant delay in your Entry Approval.

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 contains 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 a Long-Term Pass holder (i.e. Student’s Pass) travelling from Australia, Brunei Darussalam, Mainland China, New Zealand and Vietnam, you are not required to apply for an Air Travel Pass. However, if you are a visitor from these countries, 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 countries that require you to serve a 14-day SHN, you are required to take a pre-departure test for COVID-19. For details, please see Point 49 below.

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

From 6 November 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:

<table>
<thead>
<tr>
<th>Countries where incoming travellers have been for the last 14 consecutive days prior to entry to Singapore</th>
<th>SHN Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia, Brunei Darussalam, Mainland China, New Zealand, Vietnam</td>
<td>NIL</td>
</tr>
<tr>
<td>Macao, Taiwan, Hong Kong</td>
<td>7 days</td>
</tr>
<tr>
<td>All other countries - including Republic of Korea, Malaysia*</td>
<td>14 days</td>
</tr>
</tbody>
</table>

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, you will be divided into two groups, which will determine the place you have to stay to serve your SHN.

If you are required to stay at a SHN-Dedicated Facility (SDF), you will be required to pay for your 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

Note: If you are transiting through a country under Group 2, you do not belong to this group. You have to serve a SHN at a SDF (see below). For example, someone who is departing from Taiwan but transiting through India is categorised under Group 2.

18. What options do I have for SHN accommodation?

If you are short-listed for entry approval, you may choose to serve your 7-day SHN at only two options:

(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. 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 that contains a private room with an en-suite bathroom, at your own cost. Information on these accommodations can be found on a list put together by the Singapore Global Network at https://go.gov.sg/sgn-shorttermaccomm. You can also consult other lists of hotel aggregators on your own.

Note: From 1 October 2020 onwards, the option of MOE-managed hostel as a SHN accommodation is no longer available.
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](https://www.moh.gov.sg/covid-19)).

You must agree to abide by all precautionary measures put in place.

19. I am unable to self-source my own accommodation. Could I opt for the SDF?

As SDF capacity is limited and subject to availability, we strongly encourage you to source for all possible accommodation options (see Point 18). If you are not able to secure any suitable SHN accommodation, you may appeal and provide your reasons as to why you would like to be accommodated in a SDF. All requests will be assessed on a case-by-case basis. For STP/STP-IPA holders from Group 1 and wish to serve the 7-day SHN at SDF, please note that a non-subsidised cost of $750 will be imposed excluding the cost of swab test which is additional $186.

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.

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. What should I do?

You will need to make another booking with another hotel at once, and inform us via this form. If you are arriving within the next three days, please submit the form and inform us by writing in to regenquiry@nus.edu.sg.

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.

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/flight/country?

No. If you choose to opt for self-sourced accommodation in a hotel, it must be for a private room with an en-suite 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 are not legalized in Singapore.

25. 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 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 by writing in to us at regenquiry@nus.edu.sg.

26. How do I seek MOE's approval for my SHN accommodation?

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.

27. 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.

28. I have earlier paid for the SHN accommodation fees for 14 days before recent announcements that travellers no longer need to serve their SHN (those from Australia, Brunei Darussalam, Mainland China, New Zealand, Vietnam) or that I only need to serve a 7-day SHN (Macao, Taiwan, Hong Kong) after 14 October 2020. 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 or for which SHN will be shortened to 7 days. You will need to submit documents (in English) of your immigration stamp and plane ticket at the MOE Refund Requests webpage. Ensure that your date of arrival is on these documents.

Date of update and refund relevancy:

<table>
<thead>
<tr>
<th>Arrival date on / after</th>
<th>Country where traveler was in for last consecutive 14 days prior to arrival in Singapore</th>
<th>SHN changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 September 2020</td>
<td>Australia (excluding Victoria State), Macao, Mainland China, Malaysia*, Taiwan, Vietnam</td>
<td>Shortened SHN duration from 14 to 7 days</td>
</tr>
<tr>
<td>1 September 2020</td>
<td>Brunei Darussalam, New Zealand</td>
<td>No more SHN</td>
</tr>
<tr>
<td>2 October 2020</td>
<td>Australia (excluding)</td>
<td>No more SHN</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**

<table>
<thead>
<tr>
<th>Arrival date on / after</th>
<th>Country where traveler was in for last consecutive 14 days prior to arrival in Singapore</th>
<th>SHN changes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Victoria State), Vietnam</td>
<td></td>
</tr>
<tr>
<td>14 October 2020</td>
<td>Hong Kong</td>
<td>Shortened SHN duration from 14 to 7 days</td>
</tr>
<tr>
<td>14 October 2020</td>
<td>Sabah (Malaysia)*</td>
<td>Increased SHN duration from 7 to 14 days</td>
</tr>
<tr>
<td>4 November 2020</td>
<td>Estonia#, Fiji, Finland, Japan^, Norway#, Republic of Korea, Sri Lanka, Thailand, Turkey</td>
<td>May opt out of dedicated SHN facilities and serve the 14-day SHN at their place of residence, subject to approval</td>
</tr>
<tr>
<td>6 November 2020</td>
<td>Australia (including Victoria State), Mainland China</td>
<td>No more SHN</td>
</tr>
<tr>
<td>8 November 2020</td>
<td>Estonia, Norway</td>
<td>Compulsory to serve 14-day SHN at a SHN-Dedicated Facility (SDF)</td>
</tr>
<tr>
<td>22 November 2020</td>
<td>Malaysia</td>
<td>Increased SHN duration from 7 to 14 days</td>
</tr>
<tr>
<td></td>
<td>Japan</td>
<td>Compulsory to serve 14-day SHN at a SHN-Dedicated Facility (SDF)</td>
</tr>
</tbody>
</table>

# with effect from 11.59pm, Sunday 8 November 2020, it will be compulsory for travellers arriving from Estonia and Norway to serve their 14-day SHN at a SHN-Dedicated Facility (SDF).

* in addition to Sabah, with effect from 11.59pm, Sunday 22 November 2020, travellers arriving from all Malaysian states will be required to serve a 14-day SHN

^ with effect from 11.59pm, Sunday 22 November 2020, it will be compulsory for travellers arriving from Japan to serve their 14-day SHN at a SHN-Dedicated Facility (SDF).

29. I am not a STP Holder but a SC/PR student, can I request for the SDF 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 $1,500 to stay at the SDF for 14 days. With effect from 1 January 2021, all SCs and PRs will need to pay for their stay at the SDFs regardless of whether they have left before or after 27 March 2020.
30. 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?

Full-time students will be covered under the University’s medical insurance scheme. The period of coverage is listed in the table below:

<table>
<thead>
<tr>
<th>Type of student</th>
<th>Residency</th>
<th>Period of coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newly admitted undergraduate students</td>
<td>International</td>
<td>From 1 July 2020</td>
</tr>
<tr>
<td></td>
<td>Singapore Citizen/PR</td>
<td>From 1 August 2020</td>
</tr>
<tr>
<td>Current undergraduate students</td>
<td>International</td>
<td>Covered continuously from previous year</td>
</tr>
<tr>
<td></td>
<td>Singapore Citizen/PR</td>
<td></td>
</tr>
<tr>
<td>Newly admitted graduate and non-graduating students</td>
<td>International</td>
<td>1 month prior to matriculation date</td>
</tr>
<tr>
<td></td>
<td>Singapore Citizen/PR</td>
<td>From matriculation date</td>
</tr>
<tr>
<td>Current graduate and non-graduating students</td>
<td>International</td>
<td>Covered continuously from previous year</td>
</tr>
<tr>
<td></td>
<td>Singapore Citizen/PR</td>
<td></td>
</tr>
</tbody>
</table>

The type of coverage can be found in UHC’s website: [http://nus.edu.sg/uhc/general-health/billing-insurance/insurance-matters](http://nus.edu.sg/uhc/general-health/billing-insurance/insurance-matters)

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](https://www.moh.gov.sg/covid-19) for updates)

31. 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.

With effect from 4 November 2020, if you are from the following countries/places – Fiji, Finland, Republic of Korea, Sri Lanka, Thailand and Turkey, you may choose to opt out of dedicated SHN facilities and serve your 14-day SHN at your place of residence, if you fulfil all the following criteria:

- Travelled to no other country than these countries/places, in the last consecutive 14 days prior to entry; and
- Are occupying your place of residence (i.e. residential address) alone, or only with household members who are also persons serving SHN with the same travel history and duration of SHN.
- There is no one ordinarily residing at the place of residence (e.g. domestic helper) who does not share the same travel history, and you had already made all necessary arrangements to ensure that any such person will not reside at the place of residence until the conclusion of the SHN period.

32. 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.
Frequently Asked Questions
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33. When do I have to make payment for my SHN accommodation (SDF) 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.

34. Can I make the payment in instalment?

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

35. I need to make payment for SHN accommodation before MOE issues my entry approval. In the event that I cannot secure any air ticket after I paid for the SHN 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.

36. What is the timeline given for me to secure and show documentation of payment for 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.

37. I have already made payment for a 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.

38. 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.
39. I will be staying in a SHN-Dedicated Facility (SDF) and it is expensive – can I seek a reimbursement or financial support from the Government?

From 1 November 2020 onwards, MOE would no longer be subsidising SHN accommodations.

If you are a full-time student at a publicly funded institution (including NUS), you will need to pay a prevailing rate of $1,500 for 14-day SHN and additional $186 for testing in advance regardless of whether you left before, on or after 27 March 2020. This rate is inclusive of meals and GST.

If you are required to share a room, the rate would be $1,000. You can request a reimbursement of $500 through NUS by emailing us at regenquiry@nus.edu.sg

MOE subsidies will also no longer be available for students in courses that are shorter than one year in duration (excluding (a) inbound exchange students from a foreign educational institution or (b) enrolling in bridging programmes that are intended to prepare them for longer courses in a publicly funded institution, e.g. English bridging programmes). For these group of students, the SDF rate would still be $1,500 after 1 November 2020 (this was also the previous rate, regardless of whether they left before, on or after 27 March 2020).

40. 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).

41. 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 would need to make payment for your SHN accommodation and swab test first, even if you have made an appeal for a fee waiver. You will typically know the outcome of your waiver request at a later date via an email.
42. 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?

Full-time students will be covered under the University’s medical insurance scheme. The period of coverage is listed in the table below:

<table>
<thead>
<tr>
<th>Type of student</th>
<th>Residency</th>
<th>Period of coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newly admitted undergraduate students</td>
<td>International</td>
<td>From 01 July 2020</td>
</tr>
<tr>
<td></td>
<td>Singapore Citizen/PR</td>
<td>From 01 August 2020</td>
</tr>
<tr>
<td>Current undergraduate students</td>
<td>International</td>
<td>Covered continuously from previous year</td>
</tr>
<tr>
<td></td>
<td>Singapore Citizen/PR</td>
<td></td>
</tr>
<tr>
<td>Newly admitted graduate and non-graduating students</td>
<td>International</td>
<td>1 month prior to matriculation date</td>
</tr>
<tr>
<td></td>
<td>Singapore Citizen/PR</td>
<td>From matriculation date</td>
</tr>
<tr>
<td>Current graduate and non-graduating students</td>
<td>International</td>
<td>Covered continuously from previous year</td>
</tr>
<tr>
<td></td>
<td>Singapore Citizen/PR</td>
<td></td>
</tr>
</tbody>
</table>

The type of coverage can be found in UHC’s website: [http://nus.edu.sg/uhc/general-health/billing-insurance/insurance-matters](http://nus.edu.sg/uhc/general-health/billing-insurance/insurance-matters)

If you are arriving in Singapore earlier than the start of the insurance coverage, you are strongly recommended to have your own personal travel insurance that also covers COVID-19 treatment.

**Transport from Port of Entry to SHN Accommodation**

43. How do I get from the airport/ bus station/ train station to my SHN accommodation?

- 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, 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.
### Frequently Asked Questions

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

- If you are from the following countries - Fiji, Finland, Republic of Korea, Sri Lanka, Thailand and Turkey, and serving your 14-day SHN outside of SDF (upon opt-out), you are required to utilize specially designated transport services from the checkpoint to your place of residence and to your respective testing facilities, and bear the costs for these transport arrangements. The current estimated total cost of such transportation arrangements is $200 - $220 and will need to be paid upfront upon arrival, directly to the company (Strides Transportation Pte Ltd – Tel No: 6477 5977). This is non-refundable even if the services are not completely utilised (e.g. individual turns symptomatic during SHN and conveyed for medical attention).

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

There is a daily free shuttle bus service between Johor Bahru and Singapore provided by the Johor Public Transport Corporation (PAJ) for Institute of Higher Learning students from Malaysia. Details are as follow:

- 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.

#### 45. 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](https://www.moh.gov.sg/covid-19).

#### 46. 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, please ensure that the items are fully paid for and to inform the hotel staff on the purchase. Please also be reminded to keep the delivery of non-essential items to an absolute minimum.
47. I am serving my SHN in 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. You will also need to update your personal information on MyEduRec.

If you are really 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 repercussions if anyone is found to have infringed the order.

48. 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, you may receive notifications on these devices, and you 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.
49. What are the mandatory test(s) required from me? How will it affect my Stay-Home Notice and how do I make my way to the test site?

<table>
<thead>
<tr>
<th>Country where traveller has been in for 14 consecutive days prior to entry into Singapore</th>
<th>Test arrangements</th>
</tr>
</thead>
</table>
| ✓ Australia<br>✓ Brunei Darussalam<br>✓ Mainland China<br>✓ New Zealand<br>✓ Vietnam | 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 register and pre-pay prior to arrival at [https://safetravel.changiairport.com/](https://safetravel.changiairport.com/).

The test results will be out within 48 hours, and typically within 12 hours. After taking the COVID-19 PCR test, visitors are to take private transportation, taxi, or private hire car from the airport to their declared place of accommodation.

They must remain isolated at the accommodation until the test result is confirmed to be negative. Checks will be made to ensure that this is adhered to. After being notified of their negative test results, visitors will be allowed to go about their activities in Singapore.

Singapore Citizen, Permanent Resident and Long-Term Pass holders (including STP and STP-IPA holders) may self-isolate at their place of residence.

| ✓ Hong Kong<br>✓ Macao<br>✓ Taiwan | For those serving a 7-day SHN, a swab 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.

| ✓ Other countries (including Malaysia – Sabah and other states*) | Pre-Departure Test (PDT)

Travellers with travel history to India, Indonesia, Philippines and/or [other high-risk countries identified in Group 2](w.e.f. 17 November) in the 14 consecutive days prior to their entry into Singapore, will be required to take a COVID-19 [polymerase chain reaction (PCR)] test.

**Requirements:**
- Test to be taken from a recognised lab (i.e. a lab that is internationally accredited or recognised by the country’s Government)

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* with effect from 27 November 2020, 11.59pm; all other Malaysian states will be included
### 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>Country where traveller has been in for 14 consecutive days prior to entry into Singapore</th>
<th>Test arrangements</th>
</tr>
</thead>
</table>
| | • The test result memo must state:  
  o The negative test result stated clearly in English  
  o The particulars of the traveller/s in accordance with the particulars in the passport (Date of Birth, Nationality & Passport Number)  
  o 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. |

#### Entry for those with positive PCR tests
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:  
• 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.

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.

#### What happens to the payment that has been made if a student is refused entry due to PDT requirement?
• **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):**  
  Roll-over or refunds of payments is generally allowed. Please write to
### 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>Country where traveller has been in for 14 consecutive days prior to entry into Singapore</th>
<th>Test arrangements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="mailto:regenquiry@nus.edu.sg">regenquiry@nus.edu.sg</a> for assistance.</td>
</tr>
<tr>
<td></td>
<td>• Students who obtained Entry Approvals on/after 9 September:</td>
</tr>
<tr>
<td></td>
<td>Roll-over or refunds for those who do not take the PDT are strictly not allowed.</td>
</tr>
<tr>
<td></td>
<td>If the student 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. Such students will be allowed to roll over their payments to a later application cycle, or refund their payment upon appeal.</td>
</tr>
<tr>
<td></td>
<td>This procedure does not apply to:</td>
</tr>
<tr>
<td></td>
<td>• Singapore citizens or permanent residents</td>
</tr>
<tr>
<td></td>
<td>• Travellers who are 12 years or younger</td>
</tr>
</tbody>
</table>

#### Swab Test

For those serving a 14-day SHN, apart from the pre-departure COVID-19 polymerase chain reaction (PCR) test, they are also required to take a swab test*, which is typically held on Day 11. The information of swab test appointment will only be available for your checking on SHN Day 7. The test results will be available via SMS or Telegram approximately 2 to 3 days later.

*except travellers from India who tested Sero-negative in the Serology Test mentioned below
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>Country where traveller has been in for 14 consecutive days prior to entry into Singapore</th>
<th>Test arrangements</th>
</tr>
</thead>
</table>
| ✓ India | **Serology Test**

In addition to the PDT, all travellers from India, including SCs and PRs, with recent travel history to India within the last 14 days prior to entry, will be scheduled for a serology test during their SHN period.

**Purpose of test**
- A serology test (i.e. blood test or antibody test) tests for COVID-19 antibodies in the bloodstream, produced in response to infection. This test enables the identification of travellers who have past infections.
- A positive serology test indicates that a person has had an immune response to the COVID-19 virus and is likely to have had a COVID-19 infection in the past.

**Timeline, location, procedures of tests**
- Between Day 3 – 5 of SHN at your SHN dedicated facility (SDF): you will undergo the serology test. You will be informed of the appointment. Please follow your schedule strictly. If you have extenuating reasons for not being able to attend the appointment at the stated date and time, please inform us at regenquiry@nus.edu.sg immediately. We will strive to rebook another appointment of another date subject to availability.
- Generally, 1 day after serology test: you will be informed of your results via SMS and email.

Depending on the serology test results, the following SHN requirements will apply:

<table>
<thead>
<tr>
<th>Sero-positive</th>
<th>Sero-negative</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Exit swab test on Day 11 will be waived</td>
<td>• No changes i.e. student still has to undergo the COVID-19 swab test on Day 11 and complete their 14-day SHN.</td>
</tr>
<tr>
<td>• SHN lifted after completing an additional 7 days of self-isolation, counted from the test date</td>
<td></td>
</tr>
<tr>
<td>• For travellers staying together as a family unit, SHN will only be lifted if everyone above 12 is tested as sero-positive. i.e. end SHN on Day 12 if tested on Day 5.</td>
<td></td>
</tr>
</tbody>
</table>
Country where traveller has been in for 14 consecutive days prior to entry into Singapore | Test arrangements
--- | ---

Cost of serology test
- You will continue to be charged only for the SHN accommodation at the SDF, and the COVID-19 swab test at the end of their SHN stay, with no further charges for the serology test.
- Strictly no refunds will be issued to travellers for the COVID-19 swab test or shortened SHN stay, as a result of receiving a sero-positive result.

This procedure does not apply to:
- Children aged 12 and below

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.

You will need to update your 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.

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 backseat, with windows down and the air-conditioning turned off. Other forms of public transport (e.g. street-hailed/ bus / train) should be avoided.
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>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>
<tr>
<td>7 Go-Jek, Ryde, MVL(TADA)</td>
<td>Via respective providers’ app</td>
</tr>
</tbody>
</table>

*Operating hours: 8am - 6pm

If you are from the following countries - Fiji, Finland, Republic of Korea, Sri Lanka, Thailand and Turkey, and serving your 14-day SHN outside of SDF (upon opt-out), you are required to utilize specially designated transport services from your place of residence to your respective testing facility. Please ensure that your test appointment has been scheduled before making transport arrangements, minimally 12 hours before the test appointment. Please identify yourself as a person subject to SHN to the hotline operator of the company, Strides Transportation Pte Ltd – Tel No: 6477 5977, and just before your board the vehicle.

50. 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.

51. 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.

52. 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