

FAQ for Portal Users

1. If I submit an enquiry to the NUS Office of Admissions via the Ask Admissions portal at askadmissions.nus.edu.sg, will my request be responded to after the transition to the new NUS Frequently Asked Questions (FAQ) portal?

Answer: Yes, the Office of Admissions will respond to enquiries submitted before the planned transition. We anticipate minimal disruptions to our response times.

2. Where can I view Frequently Asked Questions (FAQs) after the transition to the new NUS FAQ portal?

Answer: After the transition, the FAQs will be available on the new NUS Frequently Asked Questions (FAQ) portal. You can expect to find and access commonly asked questions about admissions, scholarships and financial aid more easily.

3. Can I still access the Ask Admissions portal at askadmissions.nus.edu.sg after the transition to the new NUS FAQ portal?

Answer: After transitioning to the new NUS FAQ portal, askadmissions.nus.edu.sg will no longer be accessible. Instead, you will be redirected to the new NUS FAQ portal, where you can search for answers to the most commonly asked questions about admissions, scholarships and financial aid and submit an enquiry to the Office of Admissions.

4. If my enquiry is still unresolved before the transition to the new NUS FAQ portal, how do I check if the Office of Admissions has responded to my enquiries after the transition to the new NUS FAQ portal?

Answer: You may log in to the NUS FAQ portal with your email address previously used to create an account on the Ask Admissions portal. Once logged in, you can view a dashboard displaying the status of your enquiries.

Important note: Please **do not** create a new account in the NUS FAQ portal. Instead, log in with the previous email address you used to submit an enquiry via the Ask Admissions portal (i.e., the same email address registered with Ask Admissions before the transition). No password is required; you can log in using a One-Time Password (OTP) sent to your email address.

5. When should I create a new account in the NUS FAQ portal?

You should create a new account in the NUS FAQ portal only if:

1. You have never submitted an enquiry to the Office of Admissions before, or

2. Your previous enquiries submitted via the Ask Admissions portal were resolved before the transition to the new NUS FAQ portal.

5. Will there be a period where I cannot get support?

Answer: We aim to minimise downtime during the transition when both the Ask Admissions portal and the new NUS FAQ portal will be temporarily inaccessible. The expected downtime is expected to last about 1 day. Details about the specific date and time of this downtime will be announced on the Office of Admissions homepage <https://nus.edu.sg/oam> closer to the transition date.

If you require assistance during the downtime, we kindly ask you to check back after 24 hours. We apologise for any inconvenience caused as we look to upgrade and serve you better.

6. How do I get support if the Ask Admissions portal is not available?

Answer: If you have an enquiry or require support during downtime, we kindly ask for you to check back in the next 24 hours. Alternatively, you may contact us at:

- +65 6516-1010 for enquiries (Undergraduate Admissions, Scholarship or Application enquiries)
- +65 6516-287 (Undergraduate Financial Aid Enquiries).

Please note that we may experience a high volume of calls during this period, and we ask for your patience. We apologise for any inconvenience as we look to upgrade and serve you better.

7. Can I continue to reply to the Ask Admissions reply-to-email address <nusoam@mailsd.custhelp.com> to respond to the Office of Admissions about my enquiry?

Answer: After the transition, the reply-to-email address email address nusoam@mailsd.custhelp.com will no longer be available. Please do not reply to emails related to your enquiry post-transition. Instead, you may log into the new NUS FAQ portal to track your case and reply to the response there.

8. If I had provided attachments when submitting an enquiry via the Ask Admissions portal, will I be able to view them in the new NUS FAQ portal?

Answer: Attachments submitted before the transition will be securely stored in a cloud server (i.e., Dropbox) and the Office of Admissions will have access to them to process your enquiry. However, after the transition, you will not be able to view these attachments in the

new NUS FAQ portal. Rest assured that your information is safe with us. If you would like to confirm, you may write to us through the NUS FAQ portal.