Frequently Asked Questions (FAQs) on Registration Matters for Undergraduates

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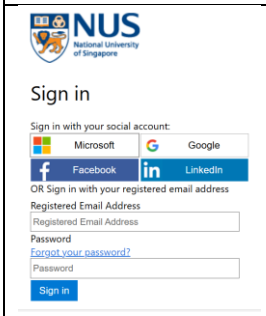
Section A: Photo Submission

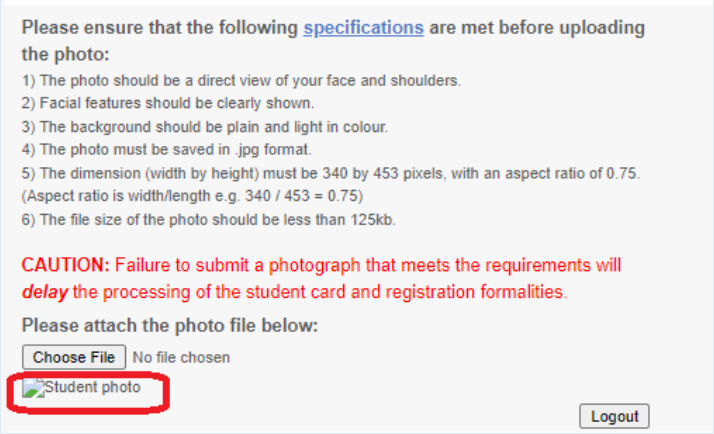
1. I am an incoming undergraduate student who have accepted the NUS offer of admission. How do I log in to the Online Photo Submission System?

	On the login page of the Online Photo Submission System, select "NUS New Students".
	Select the appropriate application type. For undergraduates (except Yoh Siew Toh Conservatory of Music), select the "Undergraduate (Full time) / Advance@NUS / BTech/BIT / ALCNS" button. For students from Yoh Siew Toh Conservatory of Music, select the "YST" button.
	For undergraduates (except Yoh Siew Toh Conservatory of Music), select the same social account or email address used for your admission application to sign in.

2. I am an incoming undergraduate student who have accepted the NUS offer of admission. However, I will not be enrolling/registering this year as I will be serving full-time National Service (NS). Am I required to submit my photograph at this point?

No. You are required to submit your photograph only in the year you are enrolling/registering. For example, if you accepted your offer in 2025 but enrolment/registration will only take place in August 2027, please submit your photograph in 2027 and adhere to the instructions provided for the August 2027 intake.

3. I tried to submit my photo but noticed the presence of the following icon (circled in red) after clicking on the 'Submit/Resubmit' button. Did I upload my photo successfully?



You may have attempted to upload a photograph that did not meet the requirements. If your photo has been uploaded successfully, you should be able to preview it.

Please ensure that the photo dimension, aspect ratio, file format and size meet the specifications.

In addition, try to clear your browser cache or use another browser to login and upload again.

4. I have missed the stipulated deadline for the photo submission. What should I do?

Please submit your photo via the Online Photo Submission System immediately. If your photo is rejected, an email will be sent to you informing the rejection reason. Please make the necessary adjustments and re-submit your photograph without delay.

5. I am unable to upload my photograph to the Online Photo Submission System successfully. What should I do?

- Clear your browser cache and log in using incognito window.
- Use a different browser or device. For example, if you are using Safari on a Macbook, you can try logging in using Google Chrome or Microsoft Edge instead.
- If you are using a mobile phone, try using a computer or laptop instead.

Should the issue persist, you are advised to capture screenshots of the process leading to the error, including the error message, and send them to ugregistration@nus.edu.sg. Include your full name and application number in your email.

Section B: Registration (Part One)

(i) ***Common Login Issues***

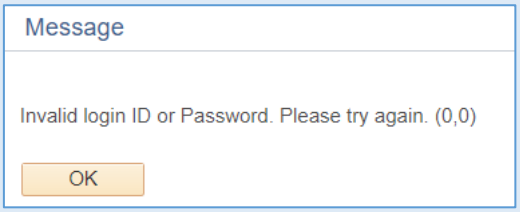
1. How do I log in to complete Registration (Part One)?





For incoming undergraduate students, please log in to the Registration System using your Admission Application Number issued by the Office of Admissions (OAM), along with the same social account or email address used for admissions application via the Undergraduate Applicant Portal.

2. The error message "Invalid login ID or Password" appears after I tried to log in to the Registration System using the Application Number and social account. What should I do?

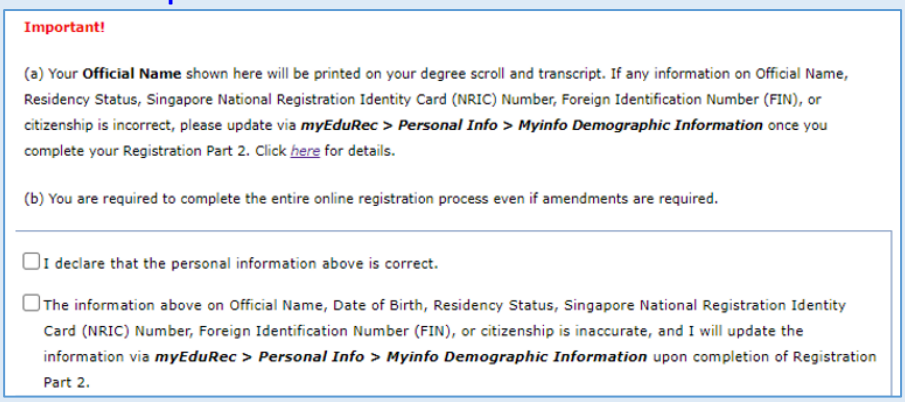


Please clear your browser cache before attempting to log in again. You may also try accessing the system using an incognito or private browsing window.
Please ensure that you are using the same social account or email address associated with your admissions application to enable successful validation.
If you have submitted multiple applications to NUS and are unsure which application number corresponds to your access, please contact the Registration Team at ugregistration@nus.edu.sg for assistance.

3. I have submitted for appeal to the Office of Admissions (OAM) to change my undergraduate programme earlier and have yet to receive the appeal result. I have received the invitation to complete Registration (Part One). Should I proceed to complete it under my current programme?

You may proceed with completing Registration (Part One). Upon the successful outcome of your appeal, the Office of Admissions (OAM) will notify the Office of the University Registrar (OUR) to update your programme status in Education Records System (EduRec)**.** Please note that it may take several working days for the new programme to be reflected in EduRec.

4. The personal particulars displayed require correction. However, the fields are non-editable. How should I proceed?



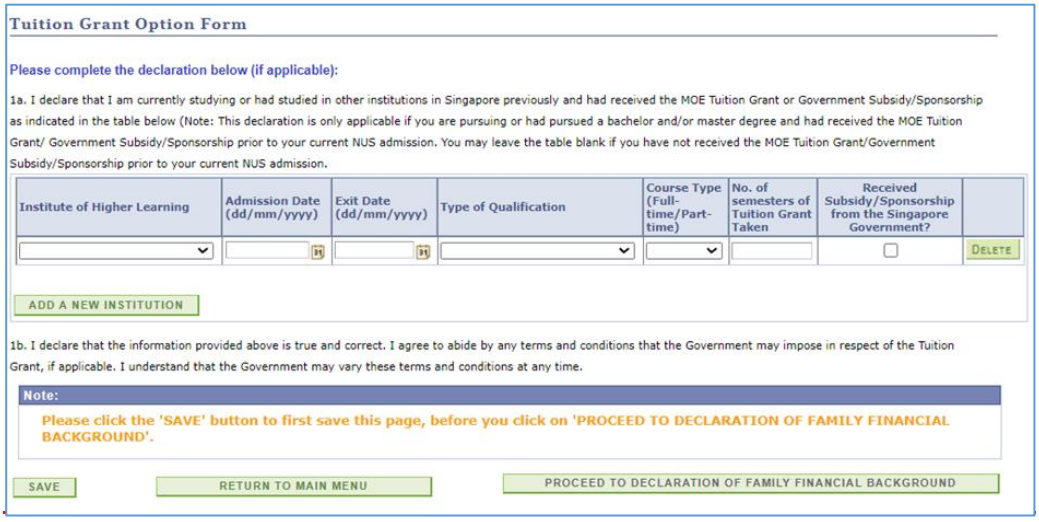
The personal particulars displayed in Registration (Part One) are based on the information you provided in the admissions application. If any of the information is inaccurate, you may select the appropriate checkbox and proceed to complete Registration (Part One).

Once you have access to Education Records System (EduRec), you may then update your personal Particulars. For further guidance, please refer to the User Guide (click here).

Note: As the Citizenship status or Official Name in EduRec can only be updated by requesting the personal information from Myinfo (authenticated through Singpass), international students who do not have a Singpass account yet may proceed with the necessary updates after creating one. Please note that you need to first obtain your Student's Pass before you can register for Singpass.

(ii) ***Questions on Tuition Grant***

1. Do I have to declare that I have taken Tuition Grant for courses that I have studied at polytechnics and other local universities?



For undergraduate students, the declaration on the Tuition Grant page within the Registration System is not required if you have only received a Tuition Grant for a diploma course.
You are required to complete the declaration only if you have previously received a Tuition Grant for a bachelor's or master's degree. In other words, if your prior Tuition Grant was for a diploma course, you may leave this page blank.

2. As I have just acquired Singapore citizenship, the Registration System still reflects me as an international student. How do I apply for Tuition Grant as a Singapore citizen?

Please note that eligible Singapore Citizens will automatically receive the Tuition Grant (TG) once they commence their studies and are not required to submit an application.

If you have recently acquired your Singapore citizenship after completing Registration (Part One), you can refer to the User Guide (click here) on how to update your Singapore Citizenship. However, you will be invited and required to submit an application for TG if your Singapore Citizenship status takes effect after the end of the 2nd instructional week.

If you have any further queries, please visit the FAQs page here and proceed to click "Ask A Question" button to submit your enquiry. If you do not already have an account, please create one to log in.

3. Do I need to apply for Tuition Grant if I am an International Student holding Singapore PSC Bursaries and Scholarships?

International students holding Singapore PSC Bursaries and Scholarships are not required to apply for the Tuition Grant as they have already executed agreements with the PSC. PSC will pay the grant directly to the University.

4. I am an International Student holding foreign Government Scholarships. Can I apply for Tuition Grant?

International students holding foreign government scholarships are not eligible to apply for the Tuition Grant.

They must inform the NUS Office of Financial Aid (OFA) by Instructional Week 2 of the semester of admission with full details of the scholarship given by their home country. To do so, please visit the FAQs page here and proceed to click "Ask A Question" button to submit your enquiry. If you do not already have an account, please create one to log in.

(iii) ***Family Income Declaration***

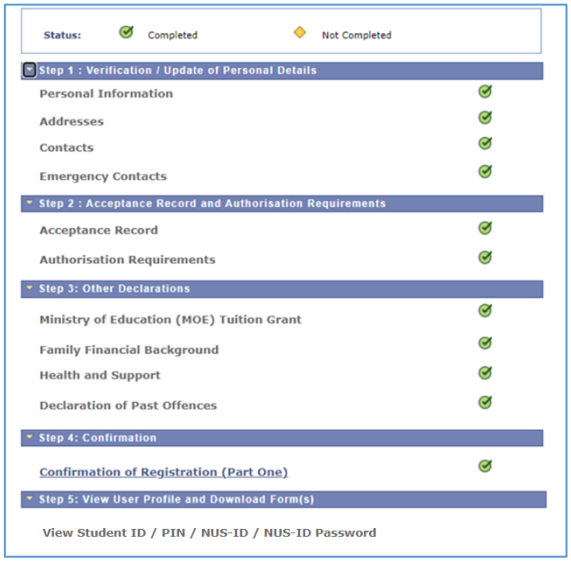
1. What does total number of family members living in one house and the total family's gross income refer to?

The total number of family members living in one house refers to the total number of family members (inclusive of the student) living in the same household.

The family gross household income refers to the income of all family members living in the same household as the student and includes gross income contributions (including employee CPF contributions) from self-employment, business or salaried employment, and other sources of income.

2. Other Forms and Declarations

1. I can go anywhere within the menu, but when I click on the "proceed to confirmation of Registration (Part One)" button, I cannot open the page.



Please check that you have completed all the steps and declarations. If there are no green tick for any one section, please click on the particular section and update the information and then proceed to "Confirmation of Registration (Part One)".

2. I am under 18 years of age at the time of completion of Registration (Part One), what do I need to do after downloading the Risk Acknowledgement and Consent form?

You are not required to upload the form at the point of completing Registration (Part One). If you are unable to obtain your parent's or guardian's signature at this stage, please check the box indicating "I am unable to get my parent's/guardian's signature now," then click the "Save" button before proceeding to the next section.



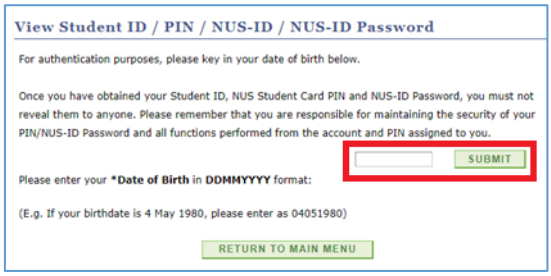
After downloading the form to your computer,
(i) print out the form for your parent/guardian to sign
(ii) scan and upload the completed form to your computer
(iii) upload the form within 3 days of completing Registration (Part One) through Education Records System (myEduRec).
[Navigation Path: myEduRec> Academics> Registration and Declarations]

Note: You are required to change your default NUS-ID password and register for Microsoft Multifactor Authentication (MFA) before you can access EduRec (refer to section *v.* on next page).

3. Student ID/PIN and NUS-ID/Password Issues

1. I have completed Registration (Part One) but I have forgotten my Student ID/PIN and/or NUS-ID/Password. What should I do?





Please log in to the Registration System to retrieve the information again before the system closes by the end of Instructional Week 1 of the semester.
[Navigation: Registration System -> View Student ID / PIN / NUS-ID / NUS-ID Password -> Enter Date of Birth in DDMMYYYY format -> Submit]

2. I have changed the default NUS-ID password obtained upon completing Registration (Part One). However, I am still unable to login to the NUS Email or other online services with the new NUS-ID password. What should I do?

(i) You are required to wait for 2 working days after completing Registration (Part One) before changing your default NUS-ID password via Change NUS-ID Password. If you changed your password within one day of completing Registration (Part One), please change your password again after ensuring that 2 working days have passed since completing Registration (Part One).

(ii) After successfully changing the password, you are also required to register for Microsoft Multifactor Authentication (MFA) on your computer and mobile devices before you can access the NUS online systems**.** Please follow the steps outlined here.

(iii) If the issue persists despite following the above steps, please reach out to NUS IT Care at 6516 2080 or itcare@nus.edu.sg directly for further assistance.

Section C: Others

(i) Access to University Hostel Management System *(UHMS)*

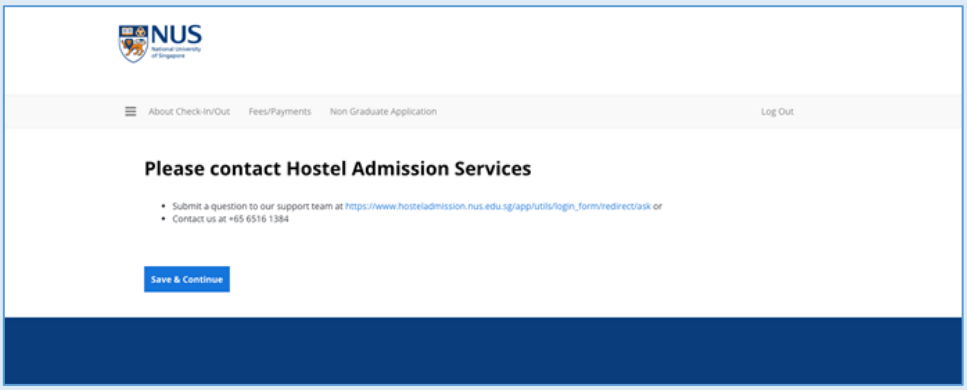
1. The hostel application period is closing in less than 2 days, but I have just completed Registration (Part One) and need to wait for 2 working days before I can proceed to change my default NUS-ID password. What should I do?

You will still need to wait for 2 working days before changing your NUS-ID password. Should you miss Round 1 of housing application, you may apply for it during Round 2. For more details on the application exercise, please refer to the NUS Hostel Admission Services webpage.

If you have any questions regarding hostel application, please visit their Support Home Page and click on the "Ask a Question" tab. You will be required to create an account to submit your queries if you do not own one.

For appeals, please refer to the information here.

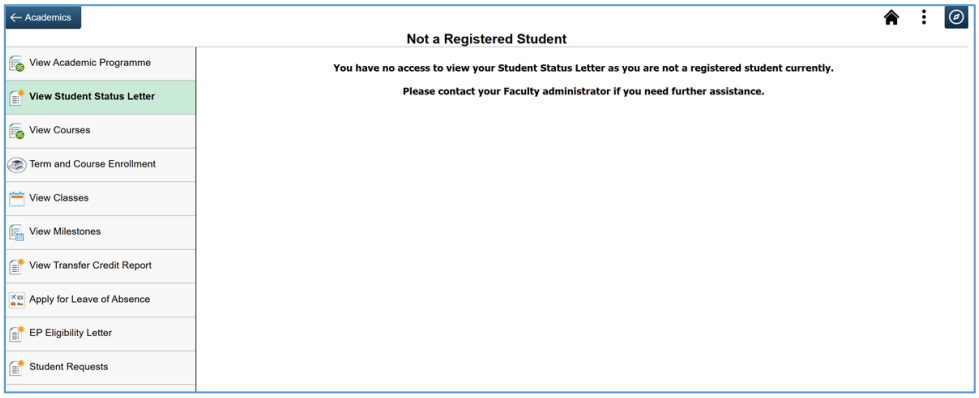
2. I am/was enrolled in a non-graduating programme (E.g., iBLOC) in NUS. After completing Registration (Part One) for undergraduate programme, I can see that my NUS-ID is still the same and I can login to the UHMS Hostel Application portal. However, I am unable to see any form for hall submission, and it still displays "Non-Graduate Application". What should I do?



Kindly wait for 48 hours after the system has been synced before submitting your hostel application for Undergraduate.

(ii) Student Status Letter

1. I am a first-year undergraduate student and have completed Registration (Part One) recently. The bank has requested for the certificate of enrolment / student status letter from NUS for my tuition fee loan application. Can I check what other steps I need to complete before I am considered matriculated to obtain the letter?



Kindly note that the NUS Student Status Letter can only be self-generated after completing Registration (Part Two), which involves activation of the NUS Student Card.

For undergraduates, the Student Card will be activated by the Office of the University Registrar. Please check your NUS Email regularly for updates on the status of your Student Card.

The step-by-step guide to self-generate a Student Status Letter can be found here.

2. I need a letter from the University to proof my residential address. How do I obtain the letter?

You can self-generate a Student Status Letter from the University. Please follow the guide here for instructions. Select the appropriate Letter Type so that a letter with an address can be generated.

For more information on Student Status Letters, please refer to the Office of the University Registrar's website here.