Student Onboarding User Guide
(January 2026 intake onwards)

Version 1.2

Updated 27 November 2025

NUS
National University
of Singapore

Contents

Welcome to NUS – Let's Get Started!

❖ Look out for the "NUS Welcome Email".

❖ Click on the personalised link, which will direct you to the **Check-in** page with your Application Number pre-populated.

❖ For the best experience, please use a laptop or desktop computer to complete the steps.

Dear Womfsuforo Kouhsa Ehomma (A[____]N),

Congratulations once again on your successful admission to NUS! We're delighted to welcome you to our vibrant campus community for the upcoming 2025/2026 Semester 2.

As you begin your journey, please take the time to read through the **Registration Guides**, which cover everything you need to know about academics, immigration, financial matters, and other administrative essentials. For quick answers, you can also explore our **FAQ Portal** at any time.

📌 **Important – Immediate Action Required**

Click here * to complete both steps below and officially become an NUS student:

- **Check-in** – Obtain your NUS-ID and password, upload your photo, and submit required declarations

- **Onboarding** – Verify your academic and personal details, and provide additional required information and declarations

  Note: This is a **unique link** assigned specifically to you – do not share it with anyone. For the best experience, please use a laptop or desktop computer to complete the steps.

  These steps are **mandatory** and should be **completed by 31/10/2025** to avoid delays and ensure you don't miss out on key activities such as hostel application and course registration.

  For technical support, please contact **NUS IT Care.**

Your time at NUS will go beyond academics — it's an opportunity to connect, grow, and create lasting memories. We're excited to welcome you and can't wait to see what you'll accomplish!

See you on campus soon!

Warm regards,
NUS Onboarding Team

Important: This email is confidential and may be privileged. If you are not the intended recipient, please delete it and notify us immediately; you should not copy or use it for any purpose, nor disclose its contents to any other person. Thank you.

This is a system-generated email. Please DO NOT reply to this email.

Login to the Onboarding Portal

❖ Input your Date of Birth using the calendar 🗓 icon (DD-MM-YYYY format) & click the "Submit" button.

❖ A One-Time-Password (OTP) will be sent to your registered email.

❖ Once the correct OTP is entered, you'll see the "Get Started" page.

OTP Verification

We've sent a One-Time Password (OTP) to your registered email (p***************@abcmail.com)
Please enter the 6-digit OTP code to continue

Did not receive OTP? Resend code in 38s

Verify

Hey, welcome!

Log in using your Application Number (if it's not auto-filled) and your Date of Birth.

Application Number

N000073942

Date of Birth

DD-MM-YYYY

Submit

Hi, LDFAM KDD!

Please complete all the steps listed in the next few pages.

Get Started

Acknowledge Terms & Conditions

Acknowledge NUS Terms & Conditions

1 Acknowledge T&C — 2 Create NUS-ID — 3 Create Password — 4 Upload Photo — 5 Verify Photo — 6 Account Setup

This Code of Student Conduct is intended to guide students' conduct in both the academic and non-academic aspects of their University life by providing an overview of the behaviour generally expected of them as members of the University com... as a broad framework, and should not be treated as an exhaus...

In line with the above, the University expects students to uphol...

↑ Page 1 of 6 ↓

ⓘ Please scroll to read entire document before acknowledging the content

Acknowledge NUS Terms & Conditions

1 Acknowledge T&C — 2 Create NUS-ID — 3 Create Password — 4 Upload Photo — 5 Verify Photo — 6 Account Setup

○ **Withdraw Consent** – Opt out of optional data uses (e.g., marketing emails).

○ **Request Deletion** – Ask us to delete your data where applicable.

↑ Page 2 of 2 ↓

✓ You've completed reading this document

☐ I acknowledge that I have read and fully understand the contents of the above document (i.e. NUS Privacy Notice for Students) and hereby give my consent as set out above as well as consent to NUS collecting, using, disclosing, processing and/or transferring out of Singapore, my personal data for one or more of the purposes described in this document.

Acknowledge NUS Terms & Conditions

1 Acknowledge T&C — 2 Create NUS-ID — 3 Create Password — 4 Upload Photo — 5 Verify Photo — 6 Account Setup

✓ **NUS Privacy Notice for Students** ⌄

✓ **NUS Code of Student Conduct** ⌄

✓ **NUS Student Confidentiality Agreement** ⌄

✓ **NUS Acceptable Use Policy for IT Resources** ⌄

✓ **NUS Software Terms Of Use** ⌄

✓ **NUS Intellectual Property Policy** ⌄

○ **NUS Do Not Call Policy** ⌄

Next

Create NUS-ID

Create your NUS-ID

If you are a new incoming student, you will be requested to create a NUS-ID by either selecting an ID from the proposed list or by creating your own.

Note: This step will be skipped for returning students with NUS lifelong emails.

Create Password (1/2)

Create a password
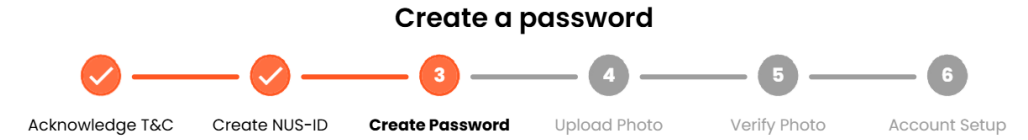
Password Guidelines

Your password should be at least 12 characters long.

Your password should not contain your NUS-ID.

Your password should not contain any part of your name.

Your password should contain at least 3 of the following categories:
- Uppercase letters
- Lowercase letters
- Digits
- Special characters

Password

············ 👁

- ✅ At least 12 characters long
- ✅ Should not contain your NUS-ID
- ✅ Should not contain your name
- ✅ Contain at least 3 of the following categories:
  Uppercase letters,
  Lowercase letters,
  Digits,
  Special characters.

Confirm Password

············ 👁

Back   Next

Create your password according to the password guidelines provided.

Note: *This step will be skipped for returning students with NUS lifelong emails.*

Create Password (2/2)
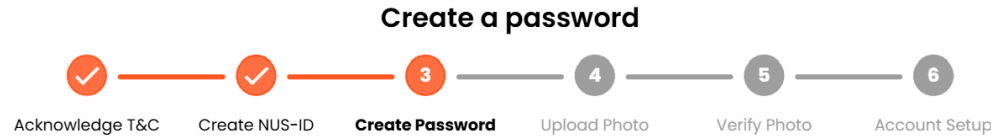
Create a password

MAHSGA TAMWAMH
mahsga.tamwamh@u.nus.edu

Student NUS-ID

You are expected to **check your NUS email account regularly** and **use your NUS email (xxx@u.nus.edu)** in all communications with the University staff and faculty.

Account created! Almost there... Let's verify your identity!

Congratulations! An account has been created with your NUS-ID and the setup is almost complete. To finalise the process, we need to ensure your account's security by verifying your identity. This involves uploading a recent photo and performing a quick face scan using your device's camera.

Continue

If you encounter any issue with NUS account creation, please email itcare@nus.edu.sg

8

Upload Photo

Upload your photo

Acknowledge T&C — Create NUS-ID — Create Password — **Upload Photo** — Verify Photo — Account Setup

Upload your photo

Do read the **requirements** for the photo before uploading it.

Drag & Drop or Choose file to upload
Upload a JPEG or JPG file (323-357x430-475 pixels, max 2MB)

Next

Upload a <u>recent</u> photo according to the requirements <u>here</u>.

If you encounter any issue with the photo upload or verification step, please email itcare@nus.edu.sg

Verify Photo

Verify Photo

Acknowledge T&C ✓ — Create NUS-ID ✓ — Create Password ✓ — Upload Photo ✓ — **5 Verify Photo** — **6 Account Setup**

Verify Your Photo

NUS Identity Verification Services uses a live selfie to do a match with the uploaded photo. By using this service, you consent to the capture of your selfie.

[QR Code]

How to scan the QR Code:
1. Open the camera app on your smartphone.
2. Position the QR code within the camera frame and hold the device steady for a few seconds.
3. A prompt will appear once the QR code is recognized.

✅ Waiting for verification...

❖ When taking a selfie, please follow instructions given, e.g., stand closer, blink once.
❖ If you are wearing glasses, you may have to remove them if the lighting is poor.
❖ Verification is done by comparing uploaded photo against the selfie taken.

3:48
◀ Camera
sit-inetapps.nus.edu.sg
NUS National University of Singapore

☺
Selfie has been done. Please continue your journey on website

This message will be shown on your phone after verification is done successfully.

Note that the uploaded photograph is still subjected to approval.
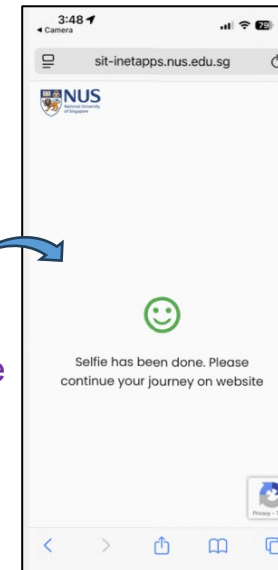
If you encounter any issue with the photo upload or verification step, please email itcare@nus.edu.sg

Account Setup

Acknowledge T&C — Create NUS-ID — Create Password — Upload Photo — Verify Photo — **6** Account Setup

Your NUS-ID is being processed

We are checking your NUS-ID approval status. This may take a few moments. You will be notified once it is ready.

After you have completed your Check-in,

1. You will be re-directed to complete the other onboarding tasks, starting with verifying your academic information.

2. You will also receive an email from NUS IT containing instructions on your Multi-Factor Authentication (MFA) set-up.

Note that you are required to complete **both** the other onboarding tasks **and** the MFA set-up before you can access NUS systems such as EduRec.

[NUS-ID] Activate Your Account 📁 Inbox ×

NUS Digital Access <pass@nus.edu.sg>
to mugerber+1476@gmail.com, ccev3867@partner.nus.edu.sg, ccev3988@partner.nus.edu.sg, NUSITMIDSFunctional@nus.edu.sg ▾

Dear <Full Name>,

Your NUS-ID (xxxxxxxxxx) has been created.

To activate your account, please click here '**Set Up Multi-Factor Authentication (MFA)'**. Follow the on-screen instructions to complete the setup.

Once activated, your NUS-ID will grant you access to NUS student services.

If you need any help, feel free to reach out to IT Care at itcare@nus.edu.sg.

Please note: This is a system-generated email. Kindly do not reply directly to this message.

Regards,
NUS Information Technology

11

Verification of Academic Information

Account Setup

Acknowledge T&C — Create NUS-ID — Create Password — Upload Photo — Verify Photo — **6** Account Setup

Complete Other Onboarding Tasks

Your NUS student account has been successfully set up. Please complete the remaining onboarding tasks to finalise your registration.

1. Verification of Academic Info
Not Started
Start Task

2. Personal Details
Not Started
Start Task

3. Acknowledgement & Consent
Not Started
Start Task

4. Declarations
Not Started
Start Task

Proceed with the completion of the remaining onboarding tasks to finalise your registration.

Note that the other tasks will be enabled after the 'Verification of Academic Info' task is complete.

Verification of Academic Information

Home > Verification of Academic Information

Verification of Academic Information

Verify your academic programme, academic plan, academic load and admit term details, ensuring that they are accurate.

Academic Year / Term: 2025/2026 Semester 2

Programme (Full-Time)

Academic Programme: Bach. of Med.,Bach. of Surg.

Academic Plan (Primary): Medicine (Major)

○ I verify that the information above is accurate.
○ The above information is inaccurate.

If the academic information displayed is incorrect, you should **NOT** proceed with the subsequent onboarding tasks.

Select the option 'The above information is inaccurate' and follow the instructions provided to amend your academic programme information first.

Once the correct academic information is displayed, proceed with the rest of the onboarding tasks.

The other onboarding tasks are now enabled for your completion.

Welcome to the NUS Onboarding Portal, WDSCTYGF DCBE!

Onboarding Tasks

Submit

1 of 4 tasks completed

✓ **Verification of Academic Information**
Status: Completed
Number of Steps Completed: 1 of 1
Required
Edit Task

○ **Personal Details**
Status: Not Started
Number of Steps Completed: 0 of 3
Required
Start Task

○ **Acknowledgement & Consent**
Status: Not Started
Number of Steps Completed: 0 of 1
Required
Start Task

○ **Declarations**
Status: Not Started
Number of Steps Completed: 0 of 4
Required
Start Task

Need help? Get in touch!

❓ **NUS FAQ Portal**

Verification of Personal Details
(1/3)

❖ Verify the auto-populated data transferred from the admission system.
❖ Update all mandatory data fields before you can proceed to the next step.

Note:
If any information regarding your Full Name, Gender, Date of Birth, NRIC/ FIN or Citizenship is inaccurate, you can update such information via **myEduRec > Personal Info > MyInfo Demographic Information** upon completion of the onboarding process.

Verification of Personal Details
(3/3)

Personal Details

Emergency Contacts

∨ Primary Emergency Contact

* Relationship with Emergency Contact

Father ▼

* Emergency Contact's Name ⓘ

Tan Ah Kow

* Emergency Contact's Phone Number

+65987654321

* Emergency Contact's Personal Email Address

testing12345@gmail.com

Please note the following before proceeding:
• If the postal code that you searched for is not found, please fill in Addresses Line 1, 2, 3 and 4 manually.

Address Line 4

Enter Building

+ Add Emergency Contact

Save for later   Previous   Complete

Steps

✓ Biographical Data

✓ Addresses

◉ Emergency Contacts

Home > Personal Details

Personal Details

If you are under the age of 21 years at the point of completing the Onboarding process, it is mandatory to provide the contact details of your parent or legal guardian as your primary emergency contact.

In the event of any medical emergency or other emergencies, the emergency contact(s) will serve as the University's first point of contact.

Risk Acknowledgement & Consent

Acknowledgement & Consent

Selecting the checkboxes below to complete the risk acknowledgement and consent and fulfill the task requirements.

Risk Acknowledgement & Consent

I understand that I may participate in activities (whether local or overseas) organised or endorsed by the University as part of my course of study or as part of co-curricular activities or courses offered by the University, including, but not limited to, orientation activities, overseas community service, exchange or enrichment programmes, fieldtrips, internships or industrial attachments (referred to as "University activities"). I may also be accommodated in the University's hostels or may use the University's sports, recreational and other facilities (referred to as "University facilities").

In consideration of my admission to the University:

- [ ] * I will abide by the applicable rules and regulations established or prescribed from time to time by, and comply with any instructions and directions of, the University or its departments, faculties, schools, offices, hostels or relevant units regarding participation in the University activities and/or the use of the University facilities.

- [ ] * While reasonable precaution and care will be taken by the University to ensure my safety, I understand that I am taking part in the University activities and using the University facilities at my own risk. I will co-operate fully with the University and conduct myself at all times in a safe and responsible manner, failing which I acknowledge and agree that the University has the right at any time to withdraw my participation in the University activities and/or use of the University facilities.

- [ ] * Unless caused by the University's negligence, I acknowledge and agree that the University will not be held liable for any injury or death or for any property loss or damage I sustain as a result of my participation in the University activities and/or use of the University facilities.

- [ ] * I will indemnify and keep indemnified the University against all losses, damages, claims, proceedings, costs or expenses, and any other liability which may be suffered or incurred by the University arising from my negligence while participating in the University activities and/or using the University facilities.

Steps

◯ Acknowledgement & Consent

[Save for later]   [Complete]

If you are <u>below 18 years of age</u> as at the time of making the authorisation, you are to:
- Download the Authorisation Form;
- Have it duly completed and signed by your parent/guardian;
- Upload the signed form to complete this step.

Authorisation Form

Download the Authorisation Form to get it signed by your parent/guardian. Once signed, upload the form below. If you are unable to get the authorisation form signed by your parent/guardian and would require assistance, please visit the NUS FAQ Portal to raise a case.

* Upload Signed Authorisation Form

[⬆ Upload Files] Or drop files

Maximum upload size per file: 10MB
Supported file types: .pdf, .jpeg, .png, .jpg

Other Declarations

Other Declarations

Ministry of Education (MOE) Tuition Grant

○ I declare that I am currently studying or had studied in other institutions in Singapore previously and had received the MOE Tuition Grant or Government Subsidy/Sponsorship. (Note: This declaration is only applicable if you are pursuing or had pursued a bachelor and/or master degree and had received the MOE Tuition Grant/ Government Subsidy/Sponsorship prior to your current NUS admission.)

◉ I declare that I have NOT received the MOE Tuition Grant or Government Subsidy/Sponsorship.

Save for later

Steps

- ● MOE Tuition Grant
- Family Financial Background
- Health and Support
- Past offences

Complete the other declarations as required.

The declarations shown are based on your respective student profile.
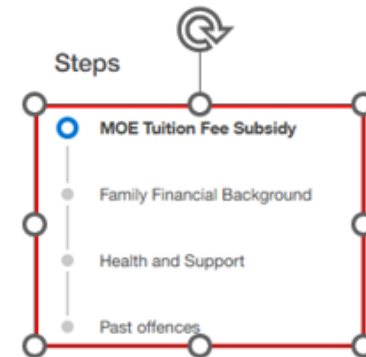
Other Declarations

Ministry of Education (MOE) Tuition Fee Subsidy Declaration of Eligibility

The Singapore Government subsidizes the high cost of education for eligible citizens and permanent residents in the part-time Bachelor of Tech Engineering Programme through a Tuition Fee Subsidy (TFS). A student who meets the eligibility criteria will automatically pay the subsidized tuition fee unless he/she opts not to receive this subsidy.

To qualify for the TFS, a Singapore citizen (SC) or Permanent Resident (PR) must:
  a) Not have previously received a government subsidy/sponsorship for a completed first degree;
  b) Be at least 21 years of age in the year of programme commencement; and
  c) Meet one of the following criteria:
      i. have fully discharged National Service (NS) liability; OR
      ii. have 2 years of full-time work experience; is currently employed on a full-time basis.

Steps

- ● MOE Tuition Fee Subsidy
- Family Financial Background
- Health and Support
- Past offences

Other Declarations

Declaration of Subsidy Received

I understand that if I had previously enjoyed fee subsidy or sponsorship from the Singapore government or a Singapore government agency[1] for any other graduate programme I have completed at the same or higher level than the Graduate Programme[2] that I have now been offered admission to, I shall not be eligible for the fee subsidy given by the Ministry of Education for the whole or my candidature in this Graduate Programme and shall undertake to pay the full, unsubsidised fees.

If I had previously enjoyed fee subsidy or sponsorship from the Singapore government or a Singapore government agency[1] for any other graduate programme I have attempted but not completed at the same level as the Graduate Programme[2] that I have now been offered admission to, I shall only be eligible for the fee subsidy given by the Ministry of Education according to the guidelines established by the Ministry. I shall undertake to pay the full, unsubsidised fees for this programme accordingly.

Steps

- ● Subsidy Received
- Letter of Undertaking
- Health and Support
- Past offences

Fee Payment
(for Non-Graduating Students Only)

Note that the payment task status will be updated within one hour.

Do NOT REFRESH or EXIT the page once the payment task starts.

Payment

You are required to pay the following fees for onboarding:

Miscellaneous Fee	$1000
Subtotal	$1000.00
GST(9%)	$90.00
Total Fees	SGD **$1090.00**

Please click **'Make Payment'** to choose your payment method. Do not refresh or exit the page once the payment task starts. A tax invoice will be available after you complete the payment.

The payment task status will be updated within one hour, and your application will be automatically submitted once the payment is successful.

Need help? Get in touch: **NUS FAQ Portal**

Steps

○ Make Payment

Make Payment

Thank you for your payment.

This email is confirmation of your purchase, a summary of the transaction is below.

Download Tax Invoice/Receipt

Payment Summary

Date: 16/10/2025
Receipt No: WR03018186
Invoice No: ECOLT00026233
Total: $1,090.00

Address

National University of Singapore
Office of Finance, University Hall
21 Lower Kent Ridge Road
Tan Chin Tuan Wing, UHT #03-02
Singapore 119077

NUS
National University of Singapore

Payment Home
Tax Invoice Receipt > Payments >

Payment Method

This is a list of different ways you can pay for your selections. To proceed, please select the following. Please note that payment should be completed within 15 minutes.

VISA MASTERCARD AMEX 支 **Click Here** Pay by Visa, Mastercard, Amex or Alipay	**PAY NOW** PayNow Pay by scanning a QR code with your device.

Complete Onboarding!

You have completed all onboarding tasks.
Click to submit your onboarding tasks to NUS today!

☐ Do not show this message again

Skip for now   **Submit**

A Confirmation Email with Student ID will be sent.

✓ Your onboarding tasks have been submitted successfully   ✕

As this step will automatically be completed for **non-graduating students** after the fee payment is processed, non-graduating students will not see this window.

NUS
National University
of Singapore

Dear Dcbe Wdsctygf,

Thank you for completing the onboarding tasks, and welcome once again to NUS!

Your student number is **A0289491L**. Please include this number in all correspondence with us to help us assist you more efficiently.

You may continue to **log in here** to view other important tasks and activities that require your attention/action.

For an overview of general activities for new students, please refer to the **Registration Guides**.

If you need any assistance during your time at NUS, our **FAQ Portal** is available to support you.

We wish you a rewarding and enriching journey at NUS.

Warm regards,
NUS Onboarding Team

<u>Important</u>: This email is confidential and may be privileged. If you are not the intended recipient, please delete it and notify us immediately; you should not copy or use it for any purpose, nor disclose its contents to any other person. Thank you.

This is a system-generated email. Please DO NOT reply to this email.

Follow-up Action Items

The checklist of items displayed is **personalised to your student profile and requirements**, i.e., not all items may appear in your list.

Welcome to the NUS Onboarding Portal, MAHSGA TAMWAMH!

∨ Follow-up Action Items

Congratulations on completing your onboarding tasks! There are **additional requirements** you have to complete on your own.

Please review all the materials provided and address any additional actions outlined in the list of items below. Ensure you complete the actions listed by the given deadlines.

1. Pre-Admission Medical Examination >	2. Transition to Higher Education Programme >
3. Hostel Application >	4. Immigration Details >
5. Completion of Student's Pass Formalities - Booking of OSE >	6. Singpass Registration and Update your Registered Local Address >
7. NUS Student Card Collection >	8. Undergraduate Concession Card Application >
9. Financial Aid / Scholarship >	10. Student Finance Matters (GIRO setup, etc) >
11. Student Status Letter >	12. Library Essentials >
13. Orientation Activities >	

Note that the Follow-up Action Items below may also appear in your list:
- **Qualifying English Test (QET)** - Taken by students who do not possess the necessary English Language qualifications when they enter the university.
- **Diagnostic English Test (DET)** – Taken by all international graduate students from non-English medium universities whose faculties require them to take it.
- **Course Registration**
- **Academic Plan Application and Declaration (APAD)**

You've successfully completed your Student Onboarding!

Welcome to NUS, WDSCTYGF DCBE!

Please Click here to view the list of items that you may need to follow-up.

For easy access on the go, download and login to uNivUS using your NUS-ID credentials..

[Download on the App Store] [ANDROID APP ON Google play]

If you need to view the list of items again subsequently, you can log into the check-in link provided in the onboarding completion email.

Click on the link to access the list of follow-up action items.
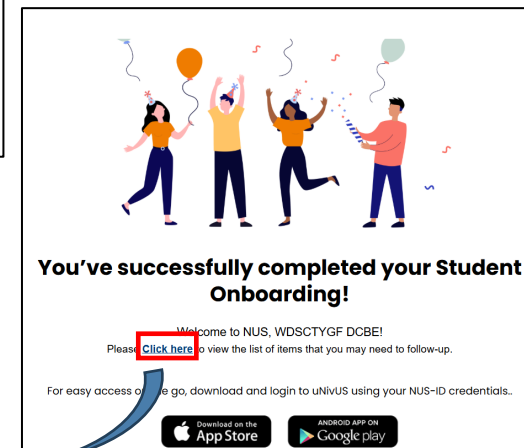
Important Notes

- Once you have completed all the onboarding tasks and your Multi-Factor Authentication (MFA) registration, it may take **up to 12 hours** for your access to NUS Email, Education Records System (EduRec), Canvas and other NUS online services to be updated. Please login using your NUS-ID and NUS-ID password.

- You are expected to **check your NUS email account regularly** as all communications from the University will be sent to your NUS email address.

- It is important to keep your NUS credentials **strictly confidential** as you are responsible for maintaining the security of your credentials and all functions performed from your account. Sharing or revealing your NUS credentials may result in disciplinary action taken against you.