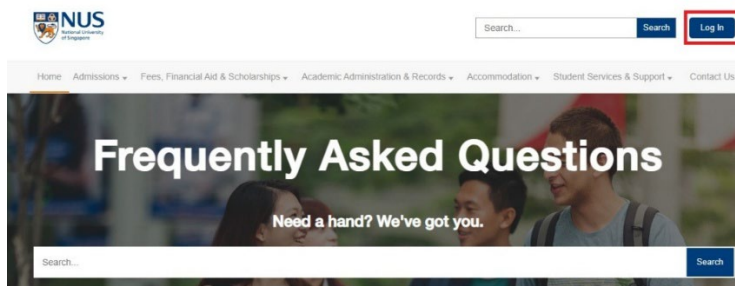


# Submitting an Enquiry or Request via the FAQ Portal

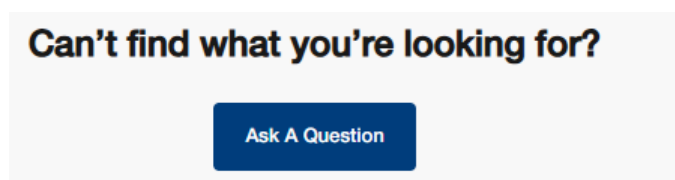
If your questions are not addressed in the [portal FAQs](#), or if you need to submit a request (e.g., to verify a graduate's records), you will first need an account.

To proceed:

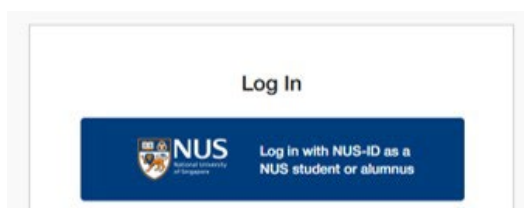
1. At the top-right of the portal: **Click** Log In.



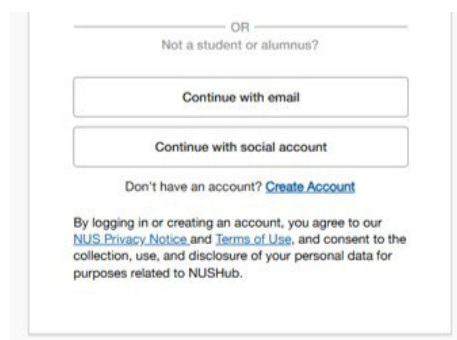
Alternative, you can scroll down the page to click "Ask A Question".



2. Choose your login option:
  - (a) Current students and alumni (including those awaiting official award of their degrees or diplomas): **Click** 'NUS – Log in with NUS-ID as a NUS student or alumnus'.



- (b) External users (e.g., third-party verifiers): Sign in using your **email** or **social account**, or create a new account if you are a first-time user.



## Submitting an Enquiry or Request via the FAQ Portal

### 3. Submit your enquiry or request:

- Select:** Topic > *Academic Administration & Records*.
- Select:** Category > *Academic Records*.
- Select:** Sub Category > the relevant option (e.g., '*Degree Verification*').
- Enter the details of your enquiry or request. You may also upload files or supporting documents.
- Click 'Submit'.

**Important:** Please ensure you provide the correct information and documents, as listed on the [Degree Verification website](#).

#### Ask a Question

\*Topic  
Academic Administration & Records

\*Category  
Academic Records

\*Sub Category  
Degree Verification

Application Number ⓘ  
Enter Application Number

\*Subject  
Provide a short summary of your issue

\*Details  
Provide details about your issue

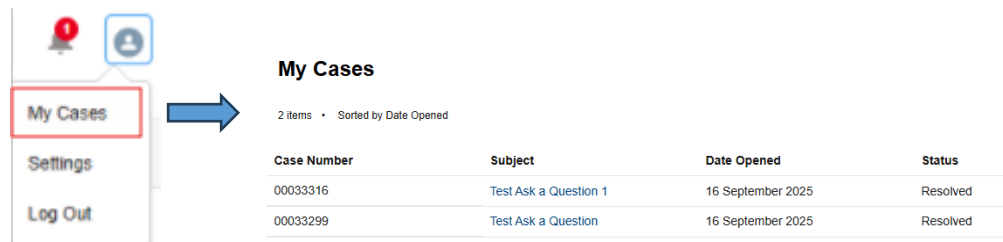
4000 / 4000 Characters Remaining

[Upload Files](#) Or drop files

Maximum upload size per file: 20MB  
Supported file types: .jpg, .jpeg, .png, .gif, .svg, .zip, .doc, .docx, .xls, .xlsx, .ppt, .pptx or .pdf

### 4. Check the status of all the cases submitted and cases' responses.

- Go to Profile > My Cases



Case Number	Subject	Date Opened	Status
00033316	<a href="#">Test Ask a Question 1</a>	16 September 2025	Resolved
00033299	<a href="#">Test Ask a Question</a>	16 September 2025	Resolved

- Email notification will be sent once response is provided for a case.

### 5. Processing time:

We may take up to **4 working days** to respond to your enquiry or request.