FAQs on Registration of New Undergraduate Students

Online Photo Submission

1. Will I be notified of the status of my photo submission?
   A. Please check the status by logging onto the Online Photo Submission System two working days after submission. You will be required to re-submit the photo if it does not meet the requirements for printing of your NUS Student Card.

2. I have missed the stipulated deadline for photo submission. What should I do?
   A. If you have not submitted your photo by the stipulated deadline, please inform the Registrar’s Office via email at UGRegistration@nus.edu.sg immediately and proceed to submit via the Online Photo Submission System.

   Late submission of the photo will delay the processing of your NUS Student Card, your completion of Registration (Part Two) and module registration (CORS).

3. Can I change my photo after it has been approved?
   A. Once the photo has been approved, it cannot be changed. Please submit a recent photo for the Student Card.

Registration (Part One)

4. How do I register as a student after I have accepted the offer of admission?
   A. Please check the information at
      - Registration Website
      - Registration Guide for UG Students

   The information is available from the first week of July (for Semester 1 intake) and first week of December (for Semester 2 intake).

   In brief, you would have to complete the Online Photo Submission, Registration (Part One & Two) and the Pre-admission Medical Examination before you are a registered student of NUS.

5. I have forgotten my Admission Application Number and PIN. What should I do?
   A. Please click here for instructions on Application Number/PIN retrieval.

6. I am going to enrol in the Bachelor of Technology/Bachelor of Music/YALE-NUS undergraduate programme. I have been informed that the Registration ID and password to complete Registration (Part One) will be sent to me by email. However, I have not received the email/have accidentally deleted the email. What should I do?
   A. For security reasons, please write to us at UGRegistration@nus.edu.sg using the same email account that you used for your application to NUS with the following details:

      (a) Application ID
      (b) Full Name
      (c) Academic Program
7. I have completed Registration (Part One) but I have forgotten my student number and/or student PIN. What should I do?

A. You may login to the Registration System to retrieve the information. (Navigation: Registration System -> View Student ID/PIN/NUSNET ID/NUSNET Password)

8. I used the Registration ID and password given via the two emails entitled ‘NUS Registration (Part One) Notification 1’ and ‘NUS Registration (Part One) Notification 2’, but encountered the following message “Invalid login ID or Password”. What should I do?

A. Please clear your browser cache before logging in and ensure that you have entered the Registration ID (not the Student ID), and there is no additional spacing when you enter.

9. The error message “Invalid login ID or Password” appears when I tried to login to the Registration System using the Application Number and PIN. What should I do?

A. Please use only the first eight digits of your PIN number. If multiple applications have been made, please use the first application number given to you.

10. I encountered the following error message when I tried to log in to the Registration System:

   “Records of incoming students who have accepted offer of admissions online are transferred to the Registration system in batches. Your admission record is not yet in the system. Please try again in three days’ time. If your record is still not in the Registration system then, please inform the Admission Officer urgently and include this error message in your email. (E-NOAD)(0,0)”

What should I do?

A. To register, students must first make an online acceptance of NUS’ offer of admission. If you have not made the online acceptance, please do so immediately and allow three working days before logging in to the Registration System again.

   If you have accepted the offer through the online acceptance system, please approach the Office of Admissions for clarification.

11. If there are further amendments to my personal particulars after I have completed Registration (Part One), what should I do?

A. For change of address, please update it in the Integrated Student Information System directly.

   For other changes, please visit the Student Service Centre (Level 1, Yusof Ishak House, 31 Lower Kent Ridge Road, Singapore 119078) with the original and a photocopy of the relevant documents:

   (i) Change of citizenship: Certificate of Citizenship, passport and NRIC.

   (ii) Change of name: Deed poll, passport and NRIC.

12. I was given a late offer and could only confirm my acceptance after the deadline of Registration (Part One). What should I do?

A. An email from the Registrar’s Office will be sent to you about three working days after you have accepted the offer with the Office of Admissions. Details on photo submission,
Registration (Part One), collection of your Student Card and other information will be provided in that email.

13. What are the consequences if I do not complete Registration (Part One)?
   
   A. If you do not complete Registration (Part One), you are deemed to have withdrawn your acceptance of the offer of admission. The University reserves the right to revoke the offer and grant the vacancy to other applicants on the waiting list.

Registration (Part Two)

14. How will I receive my new Student Card after I have completed Registration (Part One)?
   
   A. The Student Card will be delivered by post to the student’s residence if the student meets all of the following requirements:
      
      - Is a Singapore Citizen or Permanent Resident
      - Is 18 years of age and above
      - Has a valid Singapore mailing address
      - Has no outstanding documents to be sighted and verified by an NUS administrator (i.e. educational certificate/transcript and/or other document(s) as indicated in the offer letter)

   Students who do not meet the above requirements will be informed by email on the collection of their Student Card.

15. I am required to report to the Registration Centre to complete Registration (Part Two). However, I am unable to make it on the stipulated date and time. What should I do?
   
   A. If, for some good reasons, you are unable to report for registration as per the planned schedule, please write to UGregistration@nus.edu.sg for advice. Please note that involvement in orientation activities does not exempt one from adhering to the planned registration schedule.

16. I would like to withdraw from the University. What should I do?
   
   A. If you have not completed Registration (Part Two), please write to the Director of the Office of Admissions, with your reason(s) for withdrawal, at:

   **Office of Admissions**
   National University of Singapore
   University Town
   Stephen Riady Centre
   2 College Avenue West, #01-03
   Singapore 138607

   If you have completed Registration (Part Two), please complete and submit the ‘Withdrawal from the University: Application Form’ to the Faculty/School’s Dean’s Office before the second Instructional Week to avoid being charged fees for the semester.

17. What are the consequences if I do not complete Registration (Part Two)?
A. If you do not complete Registration (Part Two), you are deemed to have withdrawn your acceptance of the offer of admission. The University reserves the right to revoke the offer and grant the vacancy to other applicants on the waiting list.

Other Matters

18. 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?

A. Please visit the Student Service Centre (Level 1, Yusof Ishak House, 31 Lower Kent Ridge Road, Singapore 119078) and bring along the original and a photocopy of your Certificate of Citizenship, Passport and NRIC, as well as your student ID. After the documents are verified, you would be given a hardcopy tuition grant form. You must submit the completed form to the Office of Financial Aid by the end of the third Instructional Week for the tuition grant to take effect for that semester.

19. Do I have to declare that I have taken tuition grant for courses that I have studied at polytechnics and other local universities?

A. You are only required to declare if you have taken the tuition grant previously for a bachelor or master degree, but not for polytechnic diploma courses.

20. I would like to amend my financial declarations after I have completed my Registration (Part One). What should I do?

A. Please email a screenshot of the financial declaration page with your amendment and signature to the Office of Financial Aid at financialaid@nus.edu.sg for assistance.

21. How do I apply for Student’s Pass?

A. Please refer to ICA’s website for information on Student’s Pass matters. Details relevant to NUS students, in particular, are available in the Registration Guide. Please be reminded that you must have all the required documents for the application to be processed. Your application will not be processed if any of the above documents are not submitted.

22. How do I obtain a visa to enter Singapore?

A. For international students who require an entry visa to Singapore, the University will apply for the entry visa and Student’s Pass on their behalf. If the application is approved by the Immigration & Checkpoints Authority of Singapore (ICA), a copy of the In-Principle Approval (IPA) letter, which serves as a one-way entry visa to enter Singapore, will be sent to them via email. Students will be issued the IPA letter (with the official stamp) when they report at the Registration Centre so that they can proceed to complete their Student’s Pass formalities with ICA.

International students who do not require an entry visa to enter Singapore will be given the IPA letter (with the official stamp) at the Registration Centre so that they can proceed to complete their Student’s Pass formalities with ICA.

To find out if you require an entry visa to Singapore, please visit ICA’s website.

23. Are international students coming to Singapore required to undergo medical examination?
A. All international students who plan to stay and study full-time in Singapore for six months or more are required by ICA to undergo and pass the medical examination. Students who are found to have active Tuberculosis or HIV infection will not be granted the Student’s Pass, and will have to return to their home country at their own expense.

For more details on the medical examination for Student’s Pass, please refer to the Registration Guide.

24. Is the pre-admission medical examination the same as the medical examination for Student’s Pass?

A. No, the pre-admission medical examination is mandatory for all successful applicants admitted to undergraduate programmes, regardless of whether they are local or international students.

However, international students may choose to undergo a single medical examination that fulfills the requirements of both medical examinations. For this, the medical practitioner will have to complete two forms i.e. the NUS pre-admission medical report form and the ICA medical report form. This service is available at the University Health Centre (UHC). Please visit UHC’s website for more details.

25. My question is not addressed here. Who can I contact to seek more information?

A. You can email us at UGregistration@nus.edu.sg or call us at (65) 6516 2301 during our business hours as follow:

9.00am – 1.00pm, 2.00pm – 5.00pm
Monday to Friday, except Public Holiday