

FAQs for Online Application

1. What should I do if I forget the username and password of Online Application System (OAS)?

Applicant can check his/her "Username" and "Password" from the "Notification of Account Information" sent by the University. If the notification of account information has been deleted or the password has been changed, please complete the following steps:

- ◆ Click "Forget Username" in the OAS login page, key in "ID Card No.", "E-mail Address" and submit. Applicant will then receive an e-mail with the registered username.
- ◆ Click "Forget Password" in the OAS login page, key in "Username" and "ID Card No.", a new password will then be sent to the applicant's e-mail address.
- ◆ If applicant does not receive any e-mails mentioned above, please check if:
 - i. you have provided the correct e-mail address,
 - ii. your mailbox has reached its capacity,
 - iii. e-mails have been sent to the "Junk Mail" or "Trash Mail" folder.

If you still cannot receive any notification emails, please complete the following steps:

- If you have already submitted the online application, you can apply to change e-mail address. Please download and fill in the form of **APPLICATION FOR PERSONAL DATA AMENDMENT – APPLICANTS** (The University's website: www.must.edu.mo > [Admissions > Undergraduate Programs > Forms Download](#)), and submit it to the Registry together with a copy of your ID card.
- If you have not yet submitted the online application, you can submit a written application to cancel the account. Please e-mail the written application (including your name, ID Card No., the reason and request for cancelling the account) to admission@must.edu.mo, together with a copy of your ID card. After cancellation, you will need to open a new account and complete all the required application procedures within the application period.

2. What should I do if I fail to receive the "Notification of Account Information" e-mail after opening an account?

If applicant does not receive a confirmation e-mail, please check if:

- ◆ you have provided the correct e-mail address,
- ◆ your mailbox has reached its capacity,
- ◆ e-mail has been sent to the "Junk Mail" or "Trash Mail" folder.

If the applicant still cannot receive an e-mail from the University within 24 hours after opening an account, please contact the Registry at (853)8897-2228 or admission@must.edu.mo.

3. Why can't I read a PDF file?

Most of our files are in Acrobat (PDF) format. If Acrobat Reader is not available in your

computer, please install an upgraded Adobe Acrobat Reader.

4. What should I do if I receive an e-mail in unreadable code?

If your computer cannot display Chinese characters or the content is in unreadable code, please go to "View (V)" at the toolbar of the explorer → "Encoding (E)" → "(Unicode) UTF-8" for viewing Chinese characters.

5. Why can't I login the OAS?

The OAS will only allow the next login after 30 minutes if applicant fails to logout correctly (e.g. directly close the screen without logout). Please make sure you have clicked the "Logout" button at the top right corner of the page instead of closing the screen directly.

6. How do I know that I have successfully submitted the online application?

After submitting the application, the University will inform the applicants through the following ways:

- ◆ For Mainland applicants: Message "The online application has been submitted successfully!" in red will be shown on the upper left corner in the OAS. Meanwhile, a reminder of successful submission will also be shown on the "Inbox" page.
- ◆ For Non-Mainland applicants and MUST Pre-University Studies students: Message "The online application has been submitted successfully!" in red will be shown on the upper left corner in the OAS. Meanwhile, a confirmation e-mail will be sent by the University.

7. How do I know that my application has come into effect?

- ◆ All admission applications will become effective only after the applicant submits online application in the OAS and pays the application fee.
- ◆ After the completion of relevant procedures, the University will inform the applicants within two weeks:
 - For Mainland applicants: reminders themed with "The online application has been submitted successfully!" and "You have completed the payment of application fee!" will be shown on the "Inbox" page by logging in the OAS. Application number (1709AP□□-B□□□□) can be checked via the OAS>Personal Info page. The University will not send any separate notification e-mail.
 - Non-Mainland applicants and MUST Pre-University Studies students will receive a confirmation e-mail with their application number (1709AP□□-B□□□□). Application number can also be checked by logging in the OAS>Personal Info page.

8. Can I change my personal information or choice of program chosen after submitting an online application?

Yes, you can change your personal information and/or choice of program in the OAS within

the application period.

9. Can I amend my ID Card No. in the Online Application System?

No. For applicants who want to amend the ID Card No., please fill in the form of ***Application for Personal Data Amendment–Applicants*** (The University's website: www.must.edu.mo > Admissions > Undergraduate Program > Forms Download), and submit it to the Registry together with copy of the ID card.

10. Can I amend my personal information after the application deadline?

If you want to amend your personal particulars after the application deadline, please fill in the form of ***Application for Personal Data Amendment–Applicants***, (The University's website: www.must.edu.mo > Admissions > Undergraduate Programs > Forms Download) and submit it to the Registry together with copies of your personal ID and related documentary proofs (such as water bills, electricity bills, telephone bills, etc.) for the amendment. But your request for change of choice of program/major will not be considered.

11. Do I need to submit the application form downloaded from the University website, copies of personal ID or relevant academic certificates after the online application?

No. The application form is not required to be submitted after the online application, the other relevant documents will only be required to be submitted at registration.

12. What should I do if I mistakenly apply for a postgraduate program instead of an undergraduate one in the OAS?

Applicant should submit written application to the School of Graduate Studies for cancellation of the postgraduate account. Basic information of applicant, such as name in English and Chinese, ID Card No., OAS username and reasons should be included in the application which is to be submitted together with copy of applicant's personal ID. After the cancellation, applicant can open an undergraduate account within the application period.

13. Is the College Entrance Examination Number consistent with the Exam Admission Number?

No. The College Entrance Examination Number normally has 14 numbers. Please refer to the instruction on the page of "College Entrance Examination Results" in the OAS for details. Applicants only need to fill in either College Entrance Examination Number or Exam Admission Number. If you haven't got the Number, please submit the online application and pay the application fee first, and then complete the remaining items before the application deadline.

14. When can I download and print the Debit Note for Application Fee?

Applicants who have successfully submitted the online application can login the OAS to download and print the Debit Note on the page of “Download the Debit Note / Upload the Payment Proof”

15. How to pay the application fee?

- ◆ Applicants who have successfully submitted the application can pay the application fee via the Union Pay Online Payment (ie. Union Pay card with online transaction capacities issued in the mainland by the banks from mainland China) or Jetco Payment Gateway (ie. VISA/MASTER card) before the application deadline. Applicants can also pay the application fee with the Debit Note at the Accounts Office Service Counter in the University.
- ◆ Non-local Applicants can also pay via Overseas Remittance in the designated local banks before the payment due date. (Please write legibly in the column of “remarks/purpose” on Remittance Application Form the following details: i) name of applicant and ii) Debit Note number)
- ◆ For details, please refer to the University website: [Home > Admission > Tuition Fees > Payment Methods of Application Fee](#).
- ◆ After the application fee has been confirmed by the Accounts Office, a reminder “You have completed the payment of application fee!” will be shown on the page of “Download Debit Note/Upload Information on Payment of Application Fee” on the OAS.

16. Where can I find information on the recipient’s account?

Please refer to the University website: [Home > Admission > Tuition Fees > Payment Method of Application Fee > For Non Macao ID Card holder](#).

17. If I have some problems about paying the application fee via the Union Pay Online Payment or Jetco Payment Gateway, who can I contact with?

Please contact with your local bank to solve the problems first.

18. I have already transferred the application fee for more than two weeks. Why haven’t I received any payment confirmation notice?

- ◆ Please make sure i) the remittance information is correct and ii) the copy of the Application for Funds Transfers (ie. bank transfer receipt) has been uploaded to the page of “Download Debit Note/Upload Information on Payment of Application Fee” on the OAS. In addition, it is advisable that applicants confirm with the local bank whether the application fee has been successfully remitted.
- ◆ It may take longer time to confirm the remittance if it is paid via Inter-bank remittance (e.g. Remittance from domestic Bank of China to Industrial and Commercial Bank of

China). It is suggested that applicants choose the same bank as the University's account.

19. Why must applicants login the OAS and upload the copy of the Application for Funds Transfers or other Payment vouchers?

This enables the University to verify applicants' payment and proceed with the subsequent admission procedures.

20. Why can't I upload the copy of the Application for Funds Transfers?

- ◆ Please check and ensure your file meets the following requirements: a) Maximum file size: 1MB, 1024KB and b) File format: pdf, doc, xls, jpg, jpeg, bmp, png, tif, gif.
- ◆ If you have more than two files, please combine them into one file in required format and size, and upload it to the page of "Download Debit Note/Upload Information on Payment of Application Fee" on the OAS.

21. Do Mainland students who have paid cash at the Account Office Service Counter need to upload the receipt to the OAS?

No, Mainland applicants who pay cash at the Accounts Office Service Counter or at the Banco Nacional Ultramarino, or pay via UnionPay Online Payment, Jetco Payment Gateway (pay by credit card) are not required to upload the proof of payment to the OAS.

22. What should I do if the file cannot be uploaded to the OAS even though the proof of payment has met the format and size requirement, and what if I have uploaded the incorrect proof of payment.

Please send the correct proof of payment to accounts@must.edu.mo with your name, user name and application number clearly indicated.

23. Mainland applicants should pay application fee in which currency - HKD, MOP or RMB? Will the currency be automatically converted if the payment is made via Union Pay Online Payment or Jetco Payment Gateway?

- ◆ HKD300 via Overseas Remittance, MOP310/HKD300 by cash at Accounts Office Service Counter.
- ◆ If a RMB account is being used for the settlement via Union Pay Online Payment or Jetco Payment, banks will normally convert your payment into MOP based on the current exchange rate.

24. Can applicants pay the application fee via online transfer instead of Union Pay or Jetco.

We do NOT recommend any online transfer payment methods for the date of payment confirmation will usually be much delayed, which will affect the student's application progress.

25. Upon the success of Union Pay Online Payment or Jetco Payment, should I click “Return to Merchant”?

Please make sure you click “Return to Merchant” after payment and a message of “Successful transaction!” is shown on the OAS which signifies your successful payment of application fee. Otherwise, it may affect your payment confirmation and application progress.

26. What if applicants who pay via Union Pay Online Payment find the message of “Payment Processing”.

Applicants should make the payment again two days later. Should “Payment Processing” is still shown two days before the deadline, please choose other payment methods in order to meet the due date as late payment will not be accepted.