

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", "Password" and submit. Applicant will then receive an e-mail with the registered username.
- ◆ Click "Forget Password" in the OAS [login](#) page, key in "Username", "ID Card No." and "E-mail Address", 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. the e-mail has 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](#) (Downloaded from the University Website > Admission > Undergraduate Programs > General Information > Forms Download), and submit it to admission@must.edu.mo 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 which must include 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 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,
- ◆ the 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 Academic 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 properly (e.g. directly close the webpage without logout). Please make sure you have clicked the “Logout” button at the top right corner of the page instead of closing the webpage 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. No e-mail notice will be sent by the University.
- ◆ For other 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?

- ◆ If the applicant receives the “Application No.”, it means his/her application has become effective.
- ◆ Applicants must submit the application on the page of “Important Notes and Declaration” on the OAS and pay the application fee. The “Application No.” (1809AP□□-B□□□□) will be given to applicants within two weeks after the application fees have been verified by the Accounts Office. The “Application No.” can be checked through the following ways:
 - For Mainland applicants: Application number can be checked via the OAS>Personal Info page. No e-mail notice will be sent by the University.
 - For other applicants: Application number can be checked via the OAS>Personal Info page and the e-mail of Online Application Confirmation sent by the University.

8. Can I change my personal information or choice of program 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](#) (Downloaded from the University Website > Admission > Undergraduate Programs > General Information > Forms Download), and submit it to the Academic 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](#), (Downloaded from the University Website > Admission > Undergraduate Programs > General Information > Forms Download) and submit it to the Academic 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?

There's no need to submit the application form, but copies of personal ID and relevant academic certificates are required at registration.

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

You should submit a written application to the School of Graduate Studies (E-mail: sgs@must.edu.mo) for cancellation of the postgraduate account together with copy of your personal ID. Your basic information, such as name in English and Chinese, ID Card No., OAS username and the request should be included in the application. Once you are informed of successful cancellation of the postgraduate account, you should open an undergraduate account by yourself and complete the required application procedures within 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.