

## FAQs for Online Application

### 1. After creating an account through Online Application System (OAS), how can I get the account information?

After creating an account through OAS, applicant will receive a SMS with the username. Meanwhile, an e-mail “Notification of Account Information” which including the username and password will be sent to the applicant’s e-mail address.

If applicant does not receive the SMS or e-mail mentioned above, please check if:

- i. you have provided the correct e-mail address;
- ii. the e-mail hasn’t been sent to the “Junk Mail” or “Trash Mail” folder;
- iii. your mailbox didn’t reach its capacity;
- iv. your mobile phone can receive SMS successfully.

If the applicant still cannot receive an e-mail from the University within 24 hours after creating an account, please contact Registry at (853)8897-2228 or [reg.newstu@must.edu.mo](mailto:reg.newstu@must.edu.mo).

### 2. What should I do if I forget the username and password of the OAS?

(1) Applicant can check his/her “Username” and “Password” from the e-mail “Notification of Account Information” sent by the University. If the e-mail has been deleted or the password has been changed, you can retrieve your account information by the following methods:

- ◆ For applicant who forgot his/her password: please click “Reset password via phone” or “Get a New Password via E-mail” in the [login page](#) and follow the instructions to get a new password.
- ◆ For applicant who forgot his/her username: please click “Retrieve Username” in the [login page](#) and follow the instructions to retrieve your username.

(2) If you still cannot retrieve your account information through the methods mentioned above, please complete the following steps:

- ◆ For applicant who has paid the application fee, you can apply to change e-mail address. Please download and fill in the form of [APPLICATION FOR PERSONAL DATA AMENDMENT – APPLICANTS](#), and submit it to [reg.newstu@must.edu.mo](mailto:reg.newstu@must.edu.mo) together with a copy of your ID card. After amendment, you can follow the methods as mentioned in point (1) to retrieve your account information.
- ◆ For applicant who hasn’t paid the application fee, you can submit a written application to cancel the account. Please e-mail the written application to request for cancelling the account to [reg.newstu@must.edu.mo](mailto:reg.newstu@must.edu.mo), the written application must include your name, ID Card No., the reason for cancelling the account, your contact number, e-mail address; and attach with a copy of your ID card. After cancellation, you will need to create a new account and complete all required application procedures within the application period.

**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, a pop-up message "The application has been submitted successfully!" will be shown on the screen and this message will also appear on the upper left corner of the webpage every time applicants [login](#) the OAS.

**7. When will the Application Number be assigned ?**

- ◆ For applicant who has completed the "Submit Online Application" and "Application Fee has been Confirmed by the Finance Office", the application number (Format: 2409APXX- BXXXX) will normally be assigned within two days. At that time, you will also be notified via e-mail/SMS.
- ◆ This number is an unique number, which can be used for identification. Please remember your application number (or you can [login](#) to OAS and check it on the Personal Info page.

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

- ◆ Applicants who are qualified for Direct Admission / Direct Admission (Mainland China Students who are currently enrolled in other tertiary institutions in Macao) / Direct Admission (Mainland China Students with International Academic Qualification): you cannot change your personal information or choices of program after the online application have been submitted.
- ◆ Others Applicants: you can change your personal information or choices of program in the OAS within the application period. After the application period, all the data cannot be changed.

**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](#) and submit it to [reg.newstu@must.edu.mo](mailto:reg.newstu@must.edu.mo) together with copies of your personal ID.

**10. How to apply for 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](#), and submit it to [reg.newstu@must.edu.mo](mailto:reg.newstu@must.edu.mo) 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 choices of program/major will not be considered.

Remark: Applicants who are qualified for Direct Admission / qualified for Direct Admission (Mainland China Students who are currently enrolled in other tertiary institutions in Macao) / qualified for Direct Admission (Mainland China Students with International Academic Qualification) are not allowed to change the personal data or choices after the online application have been submitted. If you need to amend your personal particulars, please submit the application to Registry.

**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 in-person 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: [sgsad@must.edu.mo](mailto:sgsad@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.

**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 “Application Fee”

**15. How to pay the application fee?**

- ◆ Applicants who have successfully submitted the application can pay the application fee via the Online Payment Gateway (ie.VISA/MASTER card, Alipay or Mpay) before the application deadline. Applicants can also pay the application fee with the Debit Note at the Student Service Center (Finance Counter).
- ◆ 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 Finance Office, a reminder “You have completed the payment of application fee!” will be shown on the page 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 Online Payment Gateway, who can I contact with?**

Please make the payment again 30 minutes later or please choose other payment methods in order to meet the due date as late payment will not be accepted.

**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 Finance Office Service Counter need to upload the receipt to the OAS?**

No, Mainland applicants who pay cash at the Finance Office Service Counter or pay via Online Payment Gateway 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 [fo\\_news@must.edu.mo](mailto:fo_news@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 Online Payment Gateway?**

- ◆ HKD via Overseas Remittance, MOP/HKD by cash at the Student Service Center (Finance Counter).
- ◆ If a RMB account is being used for the settlement via VISA/MASTER card and Alipay, system 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 the Online Payment Gateway?**

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 Online Payment Gateway, should I click "Return"?**

Please make sure you click "Return" 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 Online Payment Gateway find the message of "Payment Incomplete".**

Applicants should login the payment page again in 30 minutes. If “Payment Incomplete” is still shown, please check if the account has been deducted, if not, please pay again or use other payment methods (i.e. cash/remittance); if the payment has been deducted, please send the proof of payment to [fo\\_news@must.edu.mo](mailto:fo_news@must.edu.mo) with your name, user name and application number clearly indicated.

**Enquiries:**

For any enquiries, please contact related departments. For applicants who have created an account in the Online Application System (OAS), please provide your name and the username (B24XXXXX) or application number (2409APXX-XXXXX) of OAS in all the correspondences.

To avoid crowd gathering, students are strongly advised to submit application or consult **via email**. If it has to be done in person, students should make appointments with the relevant departments/offices in advance via email or phone.