FAQs for Online Application

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

After creating an account though 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.

2. What should I do if I forget the username (or password) of the OAS and cannot login?

About the username:

- For applicant who want to check his/her "Username" and "Password": please check the e-mail "Notification of Account Information" or SMS message sent by the University;
- If you cannot retrieve the above information, please click "Retrieve Username" on the login page of the Online Application System and follow the instructions to retrieve your username.
- You can still login to the Online Application System (OAS) even though you forgot your username. When entering the login page, you can follow the instructions on the page and enter the "Username" field with the "ID Number" you have filled in for creating the application account previously, and then enter your password to login.

  After you successfully logged in, you can find your "Username" in the upper right corner of the page.

About the login password:

(1) For applicant who wants to check the login password for Online Application System (OAS) and has not yet changed the original password: please read through the email "Notification of Account Information" you have received when creating the application account.

(2) If you still cannot retrieve the above information, you can click the "Reset Password via Mobile" or "Get a New Password via E-mail" on the login page, and then follow the instructions on the page to enter the relevant information to find the login password.

(3) If you still cannot retrieve your password through the methods mentioned above, please refer to the following methods:

- For applicant who has paid the application fee, you can apply to change phone number or e-mail address (method: fill in the form of ***Application for Personal Data Amendment (for applicants only)***, and submit it along with a copy of your ID card (both front and back side) to the Registry via e-mail (reg.newstu@must.edu.mo).

After the amendment, you can follow the methods as mentioned in point (2) to get a new password.

- For applicant who hasn't paid the application fee, you can submit a written application to cancel the account. The written application should be under the title of "Application to Cancel Application Account" and must include your name, ID Card No., valid contact phone number, and e-mail address, specific reason for the cancellation, and should be signed and dated. The written application should be submitted to reg.newstu@must.edu.mo along with the copy of your ID Card (front and back side). Once the Registry has received and processed the application documents, the applicant will be notified that the account has been cancelled. The applicant can then create a new application account and complete the relevant application procedures **within the specified 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: 2709APXX- 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 Recommended Admission / Direct Admission / Direct Admission (Mainland China Students who are currently enrolled in other tertiary institutions in Macao): 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?

For applicants who want to amend the ID Card No., please fill in the form of ***Application for Personal Data Amendment (for applicants only)*** and submit it to 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 (for applicants only)***, and submit it to 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 Recommended Admission / Direct Admission / qualified for Direct Admission (Mainland China Students who are currently enrolled in other tertiary institutions in Macao) 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) 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. 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"

14. How to pay the application fee?

- Applicants who have successfully submitted the application can pay the application fee via the Online Payment Gateway before the application deadline. For payment methods of Online Payment, please click "Pay" in OAS for the details. 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.

15. 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.

16. If I have some problems about paying the application fee via the Online Payment Gateway, who can I contact with?

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 with your name, user name and application number clearly indicated.

17. I have already transferred the application fee for more than one 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. If the payment has been successfully remitted, please send the proof of payment to fo_news@must.edu.mo with your name, user name and application number clearly indicated.

- 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.

18. 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.

19. 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.

20. 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.

21. 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 with your name, user name and application number clearly indicated.

22. 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 Online Payment Gateway, system will normally convert your payment into MOP based on the current exchange rate.

23. 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.

24. 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.

25. 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 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 (B27XXXXX) or application number (2709APXX-XXXXX) of OAS in all the correspondences.