

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](#), and submit it to ar.newstu@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 ar.newstu@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 ar.newstu@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?

Application will become effective only after the applicant submits online application in the OAS and pays the application fee.

- ◆ Submitting online application: After submitting the application, message “The online application has been submitted successfully!” in red will be shown on the upper left corner in the OAS.
- ◆ 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.

After the completion of relevant procedures, the application number (Format: 2009AP□□-B□□□□) will be assigned within two weeks. You can check it via the OAS>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 / qualified for Direct Admission (Students who are currently enrolled in a bachelor's degree program in other tertiary institutions in Macao) cannot change your personal information and/or choices of program after the online application have been submitted. Others Applicants can change your personal information and/or choices 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](#) and submit it to ar.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 ar.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 (Students who are currently enrolled in a bachelor's degree program 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 Academic 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: 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.

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 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 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 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 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 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 accountsnew@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?

- ◆ HKD400 via Overseas Remittance, MOP413/HKD400 by cash at Accounts Office Service 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 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 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 Processing".

Applicants should make the payment again 30 minutes later. Should "Payment Processing" is still shown before the deadline, please choose other payment methods in order to meet the due date as late payment will not be accepted.

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 (B20□□□□□) or application number (2009AP□□-B□□□□) 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.