



TITLE	FAQ For SMS Applicant Portal
PROJECT	Scholarships Management System – Applicant Portal
DATE & VERSION	1 <sup>st</sup> Apr 2021, Version: 1.2

### **SMS Applicant Portal Related FAQ**

1. What is NRIC? I am not a Singaporean

- The National Registration Identity Card (abbreviation: NRIC) is the compulsory identity document issued to citizens and permanent residents of Singapore
- NRIC or passport number (for foreigners) is compulsory for account registration

2. I am unable to register for a new account as “Submit” is disabled

- Please refrain from using tablet and mobile phone as the site might not be compatible with mobile devices. Please use a desktop / laptop instead.
- Your computer web browser must be either IE 9.0+, Chrome 26+ or Firefox 20+ and you may need to use VPN (for certain countries).
- Check that JavaScript is enabled on your browser or try another web browser/computer <https://support.google.com/adsense/answer/12654?hl=en>
- The submit button will be disabled until you complete the mandatory fields and you must check the Terms of Use checkbox.

Word Verification

Enter a valid Captcha Code.

7QHMB

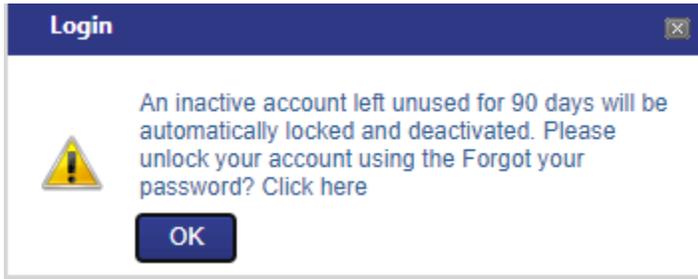
Generate New Image

Please enter the code below:

3. I am unable to register for a new account and system prompted “Email or NRIC already exists”

- You should only create one account in the system. Please use the existing credential to login.
- If you have forgotten your password / has issue logging to the portal, please refer to question 4 to 7 for more information

4. I am unable to login as my account is locked / I have forgotten my password



Please unlock your account using the Forgot your password? Click [here](#) link.  
<https://sms-applicant-app.a-star.edu.sg/ForgotPwd.aspx>

The banner features the A\*STAR logo on the left, a central image of a hand typing on a keyboard next to a goldfish in a bowl, and the text 'Scholarship Application' on the right. Below the banner, the page is divided into two columns. The left column contains the 'A\*STAR Scholarship Portal' heading and several paragraphs of text with links for account registration, technical FAQ, and contact information. The right column contains an 'Account Login' form with fields for 'Email:' and 'Password:', a 'Forgot your password? Click here' link, a 'LOGIN' button, and links for 'Don't have an account? Register now!' and 'Need help? User Guide'. At the bottom right, it says 'Powered by IT Shared Services'. A large, semi-transparent image of a building with the word 'Fusionopolis' is visible in the background on the left side of the page content.

5. My passport number has been changed, how do I update?

You may login using your old passport number and update under account upon login to Applicant Portal

The screenshot shows the 'Update Account' form in the Applicant Portal. The form includes the following fields:

- Full Name (As in NRIC/Passport)
- First Name
- Middle Name
- Last Name
- Gender (set to Female)
- Citizenship Type (set to Singapore Citizen (SC))
- NRIC/FIN
- Passport
- Date of Birth
- Email

At the bottom of the form, there are 'UPDATE' and 'CANCEL' buttons. A 'Notes' section at the bottom left indicates that an asterisk (\*) denotes a mandatory field. The 'Account' menu item in the left sidebar is highlighted with a red box.

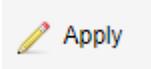
6. My passport number has changed but I have forgotten my old passport number, how do I update?

- For SINGA scholarship, please email your login id, DOB, passport no to [singa\\_enquiries@hq.a-star.edu.sg](mailto:singa_enquiries@hq.a-star.edu.sg)
- For other scholarships, please email your login id, DOB, passport no to [tellusmore@hq.a-star.edu.sg](mailto:tellusmore@hq.a-star.edu.sg)

7. I am unable to login and verify my account/reset my password and system prompt that my login credential is Invalid

- For Singaporeans, please use last 4 characters of your NRIC.  
For example, if your NRIC is S1234567D, you should enter 567D
- For foreigner, please use your full passport number
- Check if your Date of Birth (DOB) or NRIC/passport number or login email is entered correctly
- For further assistance on SINGA award, please contact [singa\\_enquiries@hq.a-star.edu.sg](mailto:singa_enquiries@hq.a-star.edu.sg)
- For further assistance on scholarships, please contact [tellusmore@hq.a-star.edu.sg](mailto:tellusmore@hq.a-star.edu.sg)

8. I am unable to apply for a scholarship

- Please click on  button to apply for scholarships/awards

 Apply to Scholarships

 **My Applications**

 Account

Scholarship Group : - ALL -

Description	Application Deadline	Action
<b>Available Scholarships</b>		
<b>Pre-Universities</b>		
A*STAR Science Awards (JC)	(Application is closed)	--
A*STAR Science Awards (Polytechnic)	(Application is closed)	--
A*STAR Science Awards (Upper Secondary)	(Application is closed)	--
<b>Undergraduate Studies</b>		
National Science Scholarship (BS)	01-Mar-2021	<a href="#">Click here to apply for scholarship</a> 
National Science Scholarship (BS) Mid-term (Mid-Term NSS(BS))	(Application is closed)	--
<b>PhD Studies</b>		
A*STAR Computing and Information Science Scholarship (ACIS)	31-Jul-2020	
A*STAR Graduate Scholarship (Singapore)	31-Jul-2020	
A*STAR-Warwick EngDoc Programme (AWP)	31-Jul-2020	
National Science Scholarship (MD-PhD)	(Application is closed)	--
National Science Scholarship (PhD)	31-Jul-2020	
<b>Postdoctoral Fellowships</b>		
A*STAR Graduate Scholarship (AGS-PDF)	31-Jul-2020	
A*STAR International Fellowship (AIF)	31-Jul-2020	
<b>International Awards</b>		
A*STAR Research Attachment Programme (ARAP)	31-Mar-2021	Nomination Only
Singapore International Graduate Award (SINGA)	01-Dec-2020	
Singapore International Pre-Graduate Award (SIPGA)	31-Mar-2021	Nomination Only

9. I encountered issue when uploading documents

- Check that the file is less than < 3MB
- Check that file name is less than 260 character
- If you have too many publications, try saving in batches instead of saving all at once

10. I am unable to proceed to next page

- Check that all mandatory fields are entered
- Refrain from entering special characters such as ' ;

11. I am unable to go to the preview page as  button is disabled

- Please ensure that you have entered all declaration answers.

Note that you need to select **Yes** for the following questions in order to proceed to preview page

“Do you agree for A\*STAR to share necessary data with other Government of Singapore ('Government') agencies and other educational institutions or universities?”

“I hereby give my consent to the A\*STAR and relevant Government agencies to

a) Obtain and verify information from or with any source (including third parties) as may be deemed appropriate by the A\*STAR and relevant Government agency for the purpose of assessing my scholarship application.

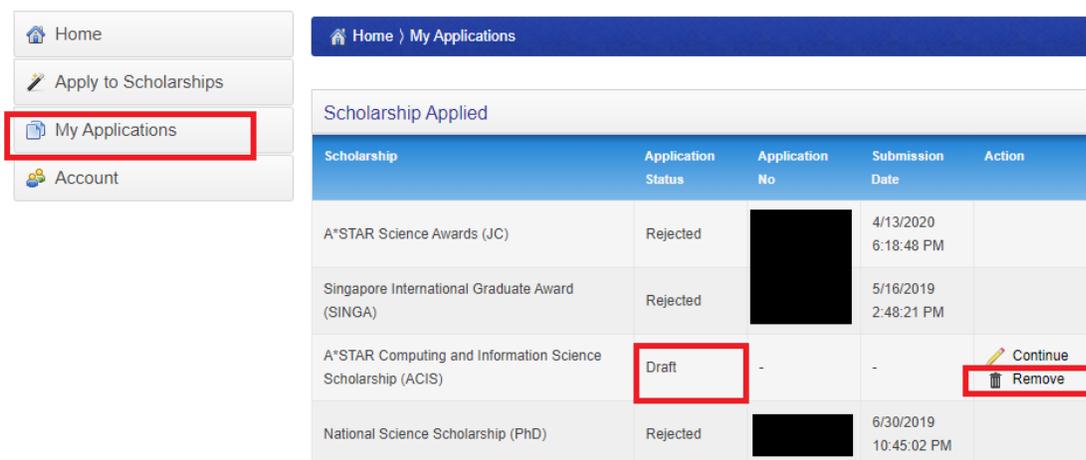
b) Share my personal data set out in this application form with other Government agencies for the purpose of scholarship application and for it to be also used as part of de-identified and aggregated data for reporting purposes.”

“I declare that all information provided by me herein is truthful, accurate and complete. I understand that any scholarship granted to me by A\*STAR may be terminated in view of any incomplete, incorrect or inaccurate information provided herein.”

“I declare that all information provided by me herein is truthful, accurate and complete. I understand that any SINGA scholarship granted to me may be terminated in view of any incomplete, incorrect or inaccurate information provided herein. “

12. I have applied for wrong scholarship and I wish to apply for a different scholarship.

- If you have not submitted the existing scholarship application form, you may delete the application form under “My Applications”



Scholarship	Application Status	Application No	Submission Date	Action
A*STAR Science Awards (JC)	Rejected	[REDACTED]	4/13/2020 6:18:48 PM	
Singapore International Graduate Award (SINGA)	Rejected	[REDACTED]	5/16/2019 2:48:21 PM	
A*STAR Computing and Information Science Scholarship (ACIS)	Draft	-	-	<a href="#">Continue</a> <a href="#">Remove</a>
National Science Scholarship (PhD)	Rejected	[REDACTED]	6/30/2019 10:45:02 PM	

- To remove a submitted SINGA award, please email to [singa\\_enquiries@hq.a-star.edu.sg](mailto:singa_enquiries@hq.a-star.edu.sg) and provide your application number.
- To remove a submitted scholarship, please email to [tellusmore@hq.a-star.edu.sg](mailto:tellusmore@hq.a-star.edu.sg) and provide your application number.

13. My referee’s email is wrong or invalid, how do I update it?

- For SINGA award, please email your application number, Referee name, correct referee’s email to [singa\\_enquiries@hq.a-star.edu.sg](mailto:singa_enquiries@hq.a-star.edu.sg)
- For other scholarships, please email your application number, Referee name, correct referee’s email to [tellusmore@hq.a-star.edu.sg](mailto:tellusmore@hq.a-star.edu.sg)

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**For other enquires**

For SINGA scholarship, please email [singa\\_enquiries@hq.a-star.edu.sg](mailto:singa_enquiries@hq.a-star.edu.sg)

For other scholarships, Please email [tellusmore@hq.a-star.edu.sg](mailto:tellusmore@hq.a-star.edu.sg)

For other technical issues, please email provide screenshot of the error encountered to [scholartechhelp@hq.a-star.edu.sg](mailto:scholartechhelp@hq.a-star.edu.sg)