TITLE	FAQ For SMS Applicant Portal
PROJECT	Scholarships Management System – Applicant Portal
DATE & VERSION	1st 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.

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
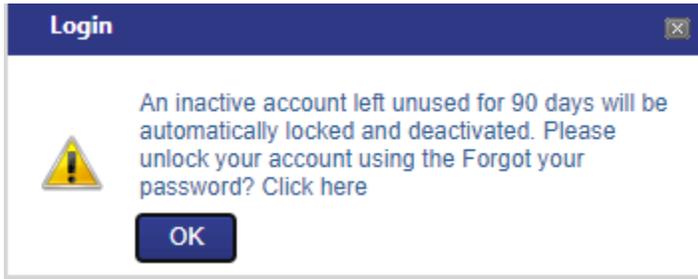
Please unlock your account using the Forgot your password? Click here link.
https://sms-applicant-app.a-star.edu.sg/ForgotPwd.aspx

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
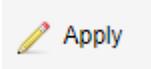

6. My passport number has changed but I have forgotten my old passport number, how do I update?

- For SINGA scholarship, please email your login id, DOB, passport no to singa_enquiries@hq.a-star.edu.sg
- For other scholarships, please email your login id, DOB, passport no to 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
- For further assistance on scholarships, please contact tellusmore@hq.a-star.edu.sg

8. I am unable to apply for a scholarship

    - Please click on [✏ Apply] button to apply for scholarships/awards

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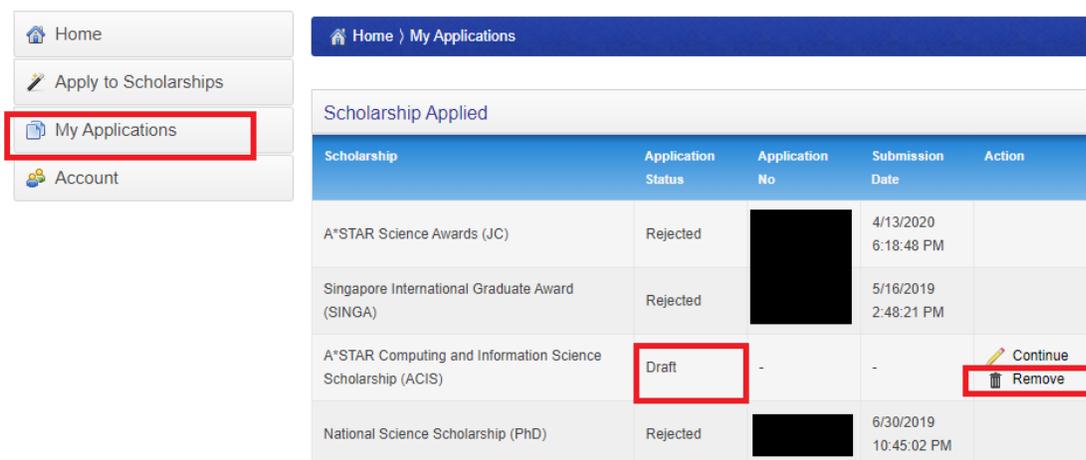b) Share my personal data set out in this application form with other Government agencies for the purpose of scholarship application and for it to be also used as part of de-identified and aggregated data for reporting purposes."

"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"

- To remove a submitted SINGA award, please email to 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 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

- For other scholarships, please email your application number, Referee name, correct referee's email to 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

For other scholarships, Please email 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