

FREQUENTLY ASKED QUESTIONS

Photo Submission

1) I need more time to submit my photo online. Could the deadline be extended?

We request that you adhere to the given deadline. If you are overseas, you may still submit your photo online as long as you have access to the internet.

Students who submit their photo after the prescribed timeline may be issued their matriculation card after the scheduled collection period. Refer to the relevant website that applies to you:

- [For Returning NS Men Admitting in Special Terms](#)
- [For Students Admitting in Semester 1 of the new Academic Year](#)

2) I am encountering difficulties in submitting my photo. Could the deadline be extended?

If you were to face any technical issue, please immediately email us your full name, matriculation number and screenshot(s) of the error encountered to the IT Service Desk servicedesk@ntu.edu.sg for assistance. Once the issue is resolved, you should submit your photo online at once.

3) As I am facing difficulties in submitting my photo online, could you help me do so if I were to provide you with a physical copy?

We strongly encourage that you contact us to resolve the difficulties and then submit your photo online personally. You can then view how the photo is to be printed on your card or even decide to adjust the display.

4) I am unable to do my online acceptance or obtain my matriculation number and hence not able to submit my photo in time. Could the deadline for photo submission be extended?

Please contact the Office of Admissions at adm_local@ntu.edu.sg (for local qualifications) or adm_intnl@ntu.edu.sg (for international qualifications) so as to quickly complete your online acceptance (which includes obtaining your matriculation number). After you have done so, you should then submit your photo online immediately.

5) I submitted my photo earlier, could I change my photo?

You may change your photograph [online](#) as long as the University has not approved it.

After your photograph has been approved, we will not be able to accommodate request for change in photograph as the approved photograph image would have been sent for printing of your matriculation card. If you still wish to have a new photo for your matriculation card, you would have to apply for a replacement card after you have matriculated and at a fee. Details are at

<http://www.ntu.edu.sg/Students/Undergraduate/AdminServices/Pages/Replacematriculationcard.aspx>.

Online Matriculation/Collection of Matriculation Card

6) I need to reset my network account password prior to my online matriculation. How do I do so?

Please access <https://pwd.ntu.edu.sg/> and click 'How to Reset my Forgotten Password' for the instructions. If you still face difficulties, please contact the IT Helpdesk listed in the webpage.

7) How may I collect my matriculation card?

Please bring along your identity card (for Singaporeans/ Singapore Permanent Residents/ Malaysians) or your passport (for other nationalities) for verification of your identity.

Refer to the relevant website that applies to you for the collection venue and date(s):

- [For Returning NS men admitting earlier in Special Semester](#)
- [For Students admitting in Semester 1](#)

Course Registration

8) I have matriculated online. However, there are no courses displayed in my class timetable.

Please access the Course Registration [website](#) and click 'Print/ Check Courses Registered'. Enter your username and password to login to access your timetable. If there are no courses shown in your timetable, please contact your School's Registration Coordinator as listed on this [website](#) for assistance.

9) I have my class timetable but I do not know when lessons will commence?

Refer to the relevant website that applies to you:

- [For Returning NS men admitting earlier in Special Semester](#)
- **For Students admitting in Semester 1:**
Lessons start from Teaching Week 1. Please refer to the Academic Calendar published for the new Academic Year at <http://www.ntu.edu.sg/sasd/oas/academiccalendar/Pages/index.aspx>.

Change of Particulars

10) I have changed my particulars. How do I update the University?

If you have not completed your matriculation, please write to adm_local@ntu.edu.sg (for local qualifications) or adm_intnl@ntu.edu.sg (for international qualifications) to notify the Office of Admissions (OA) of the change and to provide the relevant supporting documents.

If you have already matriculated, please refer to <http://www.ntu.edu.sg/Students/Undergraduate/AdminServices/Pages/ChangeofPersonalParticulars.aspx> for the procedures.

Change of Programme

11) I wish to change my programme. What should I do?

Please send your request to the **Office of Admissions (OA)** at adm_local@ntu.edu.sg or adm_intnl@ntu.edu.sg by the 2nd Teaching Week of your first semester in NTU. The same procedure would apply for request to change/drop an offered minor or second major or change of study year, or for conversion from part-time to full-time programme (and vice versa).

Letter of Certification on Student Status

12) I need a letter to certify that I am a student of NTU. How do get it?

The University can issue a letter of certification on your student status only after you have completed your matriculation. Please access <http://www.ntu.edu.sg/Students/Undergraduate/AdminServices/Pages/RequestforLetterofCertification.aspx> to submit your request online.

Withdrawal from University

13) I wish to withdraw from NTU. What is the procedure?

If you have not matriculated and do not wish to enrol in NTU, please notify the Office of Admissions of your intention. Please write to adm_local@ntu.edu.sg (Local Qualifications) or adm_intnl@ntu.edu.sg (International Qualifications).

If you have already matriculated, you are required to submit the withdrawal notification online, indicating the reasons for your decision to withdraw. Please access the [website](#) for more details.

If you are holding a Student Pass, you must surrender your pass at the Immigration & Checkpoint Authority of Singapore (ICA) for cancellation within 7 days of cessation of your studies.

Please be reminded that matriculated students who submit their Withdrawal notification after Teaching Week 2 of a semester will be liable for payment of the tuition and miscellaneous fees for the entire semester.