

# EDUCATION MALAYSIA GLOBAL SERVICES (EMGS)

25<sup>th</sup> January 2023

## NOTIFICATION ON SYSTEM ENHANCEMENT FOR UPLOADING THE ADDITIONAL DOCUMENTS REQUIRED BY EMGS THROUGH STAR SYSTEM.

### 1. PURPOSE

1.1. The purpose of this bulletin is to notify all institutions regarding the system enhancement to upload the additional documents required by EMGS through STAR System.

1.2. This enhancement will speed up the submission of the additional documents process as institutes will not be required to send additional documents via email, EMGS Front counter, or courier.

### 2. IMPLEMENTATION

2.1 Beginning **25th January 2023**, Education Institutions will be able to upload the additional documents directly to STAR System.

2.1.1 Education Institutions can view the upload functionality by login to STAR System > My Account > My Application issue.

The screenshot shows the 'My Application Issues' page in the STAR System. The page has a dark navigation bar at the top with links: 'Apply Now', 'How To Apply', 'Downloadable Forms', 'User Guides', 'Updates', 'application status ipts-ipta', and 'Contact Us'. On the left, there is a 'My Account' sidebar with a red box around 'My Application Issues'. The main content area is titled 'Application Issues' and contains search filters for 'Application #', 'Application Type', 'Application Issue', and 'Issue Status'. Below the filters is a table with 5 items. The first row is highlighted and has a red box around the 'Upload' button in the 'Updated At' column.

Application #	Issue	Status	Comment	Updated At
<a href="#">TE101000041</a>	Academic Transcript	Open	1) Please note that there is no [q] on the Academic Transcript. The institute is required to provide an Explanation Letter from the institution that issued the Academic Transcript.	27/11/2020 <a href="#">Upload</a>
<a href="#">100082250</a>	Academic Transcript	Closed	Thank you for uploading the required document(s).	06/10/2022
<a href="#">M100082058</a>	Academic Transcript	Closed	Thank you for uploading the required document(s).	06/10/2022

2.1.2 Click on the upload button in the above screen shot and the system will direct you to the following page:

**ACADEMIC TRANSCRIPT**

Application Id : TE101000041  
Applicant Fullname : TEST STUDENT ONE  
Applicant Travel Doc. No. : TST8246826

Status : **Open**

1) Please note that there is no [q] on the Academic Transcript. The institute is required to provide an Explanation Letter from the institution that issued the Academic Transcript.

**+ Add Files**

Allowed file extensions to upload : pdf  
Maximum number of files allowed : 2  
Maximum file size : 3 MB

Cancel Upload

2.1.3 Click on Add Files to select the files that you want to upload. Once the files are added, you need to click on the Upload button.

**ACADEMIC TRANSCRIPT**

Application Id : TE101000041  
Applicant Fullname : TEST STUDENT ONE  
Applicant Travel Doc. No. : TST8246826

Status : **Open**

1) Please note that there is no [q] on the Academic Transcript. The institute is required to provide an Explanation Letter from the institution that issued the Academic Transcript.

**+ Add Files**

Allowed file extensions to upload : pdf  
Maximum number of files allowed : 2  
Maximum file size : 3 MB

× Test.pdf

Cancel **Upload**

2.1.4 Upon successful upload, you will receive a notification as per below.

Apply Now How To Apply Downloadable Forms User Guides Updates application status ipts-ipta Contact Us

**My Account**

- Account Dashboard
- Account Information
- Address Book
- My Applications
- My Application Issues**
- My Notifications
- Online Photo Checker

**File(s) uploaded successfully.**  
Status for #TE101000041 - Academic Transcript has been changed to Pending.

**Application Issues**

Search by Application # Application Type  
Application # [input] [dropdown]

Application Issue Issue Status  
Academic Transcript [dropdown] [dropdown]

Search Reset

- 2.2 Once the additional documents are uploaded, EMGS will start processing the documents and close the application issues accordingly.
- 2.3 Education institutes are strongly advised to use the upload functionality for the submission of additional documents.
- 2.4 Education institutes **must not** submit the additional documents via email if they have uploaded these additional documents through the STAR System.
- 2.5 To avoid delay in processing the applications, Education institutes must ensure the correct type of the additional documents are uploaded according to the respective application issues. *For example, do not upload offer letter if the open application issue is related to passport.*
- 2.6 For any application issue that requires amendment, Education institutes are required to complete and upload the amendment form in STAR System. The amendment form is now available for download in STARS under Downloadable Forms tab.
- 2.7 In certain circumstances, EMGS will require original/CTC copy of the additional documents. Education institutes will be required to submit these documents at EMGS Front Counter.
- 2.8 Education institutes can send their feedback to EMGS via email at [additionaldoc@emgs.com.my](mailto:additionaldoc@emgs.com.my) if they encounter issues while uploading the additional documents. Please use this email subject “**FEEDBACK-Upload Additional Document on STARS- [Application Number]**” to submit your feedbacks.

Education Malaysia Global Services

25<sup>th</sup> January 2023