EDUCATION MALAYSIA GLOBAL SERVICES (EMGS) 25th January 2023

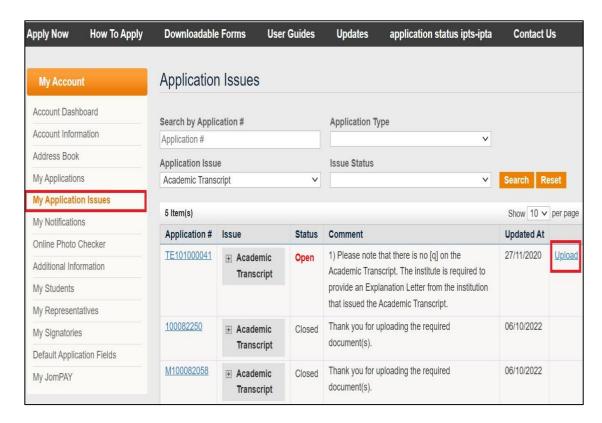
NOTIFICATION ON SYSTEM ENHANCEMENT FOR UPLOADING THE ADDITIONAL DOCUMENTS REQUIRED BY EMGS THROUGH STAR SYSTEM.

1. PURPOSE

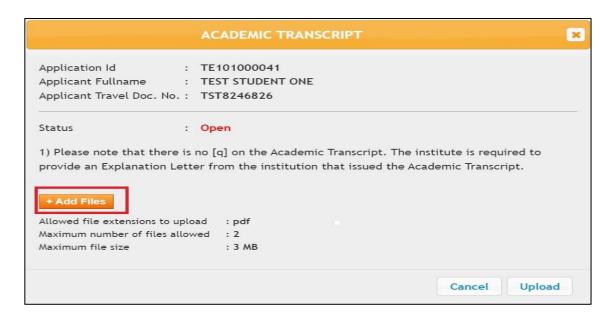
- 1.1. The purpose of this bulletin is to notify all institutions regarding the system enhancement to upload the additional documents required by EMGS through STAR System.
- 1.2. This enhancement will speed up the submission of the additional documents process as institutes will not be required to send additional documents via email, EMGS Front counter, or courier.

2. IMPLEMENTATION

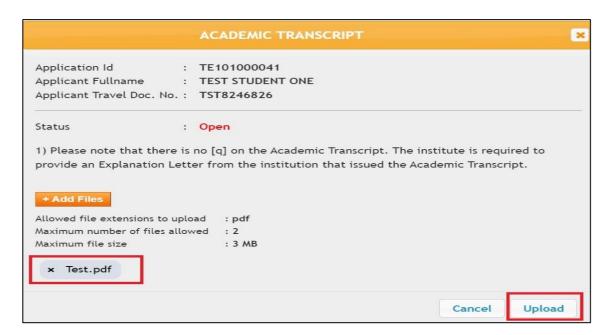
- 2.1 Beginning **25th January 2023**, Education Institutions will be able to upload the additional documents directly to STAR System.
- 2.1.1 Education Institutions can view the upload functionality by login to STAR System > My Account > My Application issue.



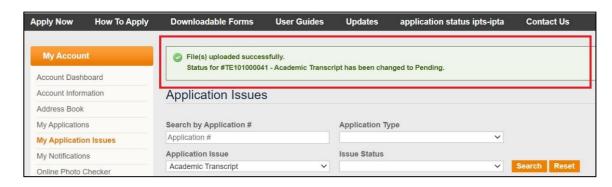
2.1.2 Click on the upload button in the above screen shot and the system will direct you to the following page:



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.



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



- 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 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 25th January 2023