EDUCATION MALAYSIA GLOBAL SERVICES (EMGS) 2nd June 2023

FOLLOW-UP BULLETIN ON SYSTEM ENHANCEMENT FOR UPLOADING THE ADDITIONAL DOCUMENTS REQUIRED BY EMGS THROUGH THE STAR SYSTEM

1. PURPOSE

- 1.1 EMGS would like to provide an update on the bulletin sent on 25th January 2023 (*Notification on system enhancement for submission of the additional documents through STAR System*).
- 1.2 The purpose of this bulletin is to provide an update on the system enhancement to enable Education Institutions to upload the **proof of payment** in STAR System.
- 1.3 EMGS has also enhanced STAR System to allow Education Institutions to update the information related to the application issues below:
 - Academic verification
 - Applicant city
 - Passport country of origin
 - Photo Confirmation:
 - Immigration Form Extension Sought
 - Health Declaration Failed condition

2. IMPLEMENTATION

- 2.1 With effect from 2nd June 2023, the new enhancements will be available in STARSystem for application issues stated below:
- 2.1.2 **Payment** Education Institutions will be able to upload the **proof of payment** in STAR System for a single application and for multiple applications.

The "Multiple Applicants Payment Form" is attached together with this bulletin and can be downloaded via STARS > Downloadable Forms.

Note: If you are uploading the proof of payment for multiple applications, you are also required to upload the "Multiple Applicants Payment Form" once in any of the applications stated in the form.

E.g., if you are submitting the proof of payment for 10 applications, you need to upload the "Multiple Applicants Payment Form" under only 1 application out of the 10 applications.

- 2.1.3 **Applicant City** Education Institutions will be able to update the applicant city through STAR System
- 2.1.4 **Passport Country of Origin** Education Institutions will be able to update the passport country of origin through STAR System.

Education Institutions will be able to update their confirmation through STAR System if they want EMGS to proceed with the documents below:

- Academic Verification
- Photo Confirmation
- Immigration Form Extension Sought
- Health Declaration Failed condition
- 2.1.5 Once Education Institutions upload the additional documents, update or provide confirmation for the required document through STAR System, EMGS will start processing the application.
- 3 Effective from 1st July 2023, EMGS will no longer accept the submission of additional documents via email, EMGS front counter, and courier.
- 4 To avoid delay in processing the applications, Education institutes must ensure the correct and complete additional documents are uploaded.
- 5 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.
- 6 Please refer to the user guide attached with this bulletin for this system enhancement.

Education Malaysia Global Services 31st May 2023

EDUCATION MALAYSIA GLOBAL SERVICES (EMGS) 2nd June 2023

USER GUIDE: SYSTEM ENHANCEMENT FOR UPLOADING THE ADDITIONAL DOCUMENTS REQUIRED BY EMGS THROUGH THE STAR SYSTEM

Education Institutions can view the upload and update functionalities by login to STAR System > My Account > My Application issue.

1 Payment – Select "Payment" under Application Issue and click on "Update & Upload" link.

| Apply Now | How To Apply | Downloadable | e Forms | User (| Guides | Updates | application status ipts-ipta | Contact | Us |
|-------------------------------|--------------|------------------------------|----------|--------|------------------|---------------------------------------|--|------------|-------------|
| My Accourt | nt | Application | n Issues | 5 | | | | | |
| Account Dash Account Infor | mation | Search by Appli 100083522 | cation # | | | Application Ty | /pe | | |
| Address Book | k internet | Application Issu | e | | | Issue Status | | | |
| My Application | ns | Payment | | | ~ | Open | ~ | Search R | leset |
| My Applicatio | on Issues | - | | | | | | | |
| My Notification | ns | 1 Item(s) | | | | | | Show 10 V | per page |
| Online Photo | Checker | Application # | Issue | Status | Comme | ent | | Updated At | |
| Additional Info | ormation | 100083522 | Payment | Open | 1) No Protection | roof Of Payment. If of payment for | The institute is required to submit this application in order to | 09/03/2023 | Update & |
| My Students | | | | | proceed | L | | | Upload |
| My Represent | tatives | 1 Item(s) | | | | | | Show 10 V | per page |
| My Signatorie | IS | | | | | | | | |
| Default Applic | ation Fields | | | | | | | | |
| My JomPAY | | Back | | | | | | | |

1.1 Select either "Payment for Single Application" or "Payment Multiple Applications".

| CONFI | M DATA & UPLOAD FILE |
|---|------------------------|
| Please Select Payment for Single Application Payment for Multiple Applications Allowed file extensions to upload : pdf Maximum number of files allowed : 2 Maximum file size :6 MB | |
| | Cancel Update & Upload |

- Payment for Single Application: Please select this option if you are uploading the proof of payment for one application.
- Payment for Multiple Applications: Please select this option if you are uploading the proof of payment for multiple applications.

Note: If you are uploading the proof of payment for multiple applications, you are also required to upload the "Multiple Applicants Payment Form" once in any of the applications stated in the form.

E.g., if you are submitting the proof of payment for 10 applications, you need to upload the "Multiple Applicants Payment Form" under only 1 application out of the 10 applications.

1.4 Click on Add Files to select the files that you want to upload and click on the Update & Upload button.

| | CONFIRM DATA & | UPLOAD FILE | |
|---------------------------|----------------|-------------|-----------------|
| Payment for Single App | lication 🖌 | | |
| + Add Files | upload :pdf | | |
| Maximum number of files a | allowed : 2 | | |
| Maximum file size | : 6 MB | | |
| × test.pdf | | | |
| | | | |
| | | Cancel | Update & Upload |

- 1.5 Once the documents are successful uploaded, the "Payment" issue will be closed and EMGS will start processing the application.
- 2 Applicant City Select "Applicant city" under Application issue and Click on the "Update" link.

| Apply Now | How To Apply | Downloadable | e Forms Us | ser Guides | Updates | application status ipts-ipta | Contact | Us |
|-----------------|--------------|------------------|---|------------|--|--|------------|---------------|
| My Accoun | t | Applicatior | n Issues | | | | | |
| Account Dashi | board | Search by Appli | cation # | | Application Tv | De | | |
| Account Inform | nation | Application # | | | | × | | |
| Address Book | | Application Issu | e | | Issue Status | | | |
| My Application | s | Applicant City | | ~ | | ~ | Search R | eset |
| My Applicatio | n Issues | | | | | | | _ |
| My Notification | IS | 1 Item(s) | | | | | Show 10 🗸 | per page |
| Online Photo (| Checker | Application # | Issue | Status | Comment | | Updated At | |
| Additional Info | rmation | <u>100083703</u> | Applicant City | Open | 1) Please take not STAR System is C | e that the "Nationality" selected in hina. However the applicant city | 20/03/2023 | <u>Update</u> |
| My Students | | | | | selected is Dhaka | The institute is required to | | |
| My Representa | atives | | | | provide the correct | t applicant city. | | |

2.1 Select the correct information from the dropdown list and click on the "Update" button.

| Applicant Nationality (Country)* | Bangladesh | ~ |
|-----------------------------------|------------|---|
| Applicant Region/State/Province * | Dhaka | ~ |
| Applicant City * | Dhaka | |

- 2.2 Once you successfully update the information, the "Applicant City" issue will be closed and EMGS will start processing the application.
- **3 Passport Country of Origin** Select for "Passport country of origin" under Application issue and Click on the "Update" link.

| Apply Now | How To Apply | Downloadable | Forms Us | er Guides | Updates | application status ipts-ipta | Contact | Us |
|---|--------------|---|------------------------------|-----------|---|--|------------|---------------|
| My Accoun | t | Applicatior | n Issues | | | | | |
| Account Dashb Account Inform Address Book My Application | nation | Search by Appli Application # Application Issu Passport Countr | cation # e y of Origin | ~ | Application Ty | pe v | Search Re | eset |
| My Notification | s | 1 Item(s) | | | | | Show 10 🗸 | per page |
| Online Photo C | Checker | Application # | Issue | Status | Comment | | Updated At | |
| Additional Infor | mation | <u>100083703</u> | Passport Country of | Open | 1) L2/QC - Passponder note that the "Pas | ort Country of Origin Please take sport Country of Origin" selected | 20/03/2023 | <u>Update</u> |
| My Students | | | Origin | | in STAR System is | s different from the "Passport | | |
| My Representa | atives | | | | Country of Origin" | stated in the copy of the passport | | |
| My Signatories | | | | | correct "Passport | Country of Origin" and the "Obtain | | |
| Default Applica | tion Fields | | | | Single Entry Visa | from" if required | | |

3.1 Please select the correct information from the dropdown list and click on the "Update" button.

| | CONFIRM DATA | | |
|---------------------------------|-------------------|--------|--------|
| Passport Country of Origin* | Bangladesh | ~ | |
| Obtain Single Entry Visa from * | Bangladesh, Dhaka | ~ | |
| | | Cancel | Update |

Once you successfully update the information, the "Passport Country of Origin" issue will be closed and EMGS will start processing the application.

4. Education Institutions will be able to send their confirmation through STAR System if they want EMGS to proceed with the documents they have submitted for below issues:

- Academic Verification
- Photo Confirmation
- Immigration Form Extension Sought
- Health Declaration Failed condition

The below steps are an example for "Photo - Confirmation" issue and same steps applies to both below issues.

4.1 Select for "Photo - Confirmation" under Application issue and click on the "Update/Upload" link.

| Apply Now | How To Apply | Downloadable | e Forms Use | er Guides | Updates | application status ipt | s-ipta Co | ontact Us |
|-----------------|--------------|------------------|--------------------------|-----------|---------------------------------|--|------------|---------------|
| My Accour | ıt | Applicatior | n Issues | | | | | |
| Account Dash | board | Search by Applic | cation # | | Application Ty | pe | ~ | |
| Address Book | | Application Issu | е | | Issue Status | | | |
| My Application | IS | Photo - Confirma | ation | ~ | | | Sear | ch Reset |
| My Applicatio | on Issues | | | | | | | |
| My Notification | ıs | 1 Item(s) | | | | | Show | 10 🗸 per page |
| Online Photo (| Checker | Application # | Issue | Status | Comment | | Updated At | |
| Additional Info | rmation | <u>100083703</u> | Photo - Confirmation | Open | 1) Please note photo in STAF | that the subject in the S is slightly different and | 20/03/2023 | Update/Upload |
| My Students | | | | | not identical to | the photo on the Details | | |
| My Represent | atives | | | | Page of the pa | assport copy as per Photo | | |
| My Signatories | 5 | | | | to submit a ne | w photo or reconfirm that | | |
| Default Applica | ation Fields | | | | it is the same | applicant and submit a | | |
| My JomPAY | | | | | supporting lett applicant. | er on behalf of the | | |

4.2 If you opt to proceed with the document that you have submitted, please click on "Confirm Data", select the remark in the dropdown list, and click on "Update" button.

| CONFIRM DATA | UPLOAD | FILE | |
|--|--------------|------|--|
| Please Select | ~ | | |
| Please Select | | | |
| We confirm that we intend to proceed with th | is document. | | |

- 4.3 Once you successfully update the information, the application issue will be closed and EMGS will start processing the application.
- 4.4 If you opt to upload new additional documents, click on "Upload File", then on "Add Files" to select the files that you want to upload and click on the "Upload" button.

| CONFIRM DA | | UPLOAD FILE | |
|--|-----------------------------------|-------------|--------|
| Add Files Allowed file size Maximum file size Capture.JPG | : pdf,jpeg,jpg : 2 : 500 MB | | |
| | | Cancel | Upload |

4.5 Once the documents are successful uploaded, the application issue will be closed and EMGS will start processing the application.

Education Malaysia Global Services

31st May 2023



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Multiple Applicants Payment Form

Institute Name

Cheque No

Cheque Issuing Bank :

:

:

| No | Application ID | Applicant Name | Passport No | Payment Total |
|----|----------------|----------------|-------------|---------------|
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For EMGS Office Use ONLY:

Officer Name :

Received Date :

Reference No :