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 STAR System 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

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.

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

- 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.

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.

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

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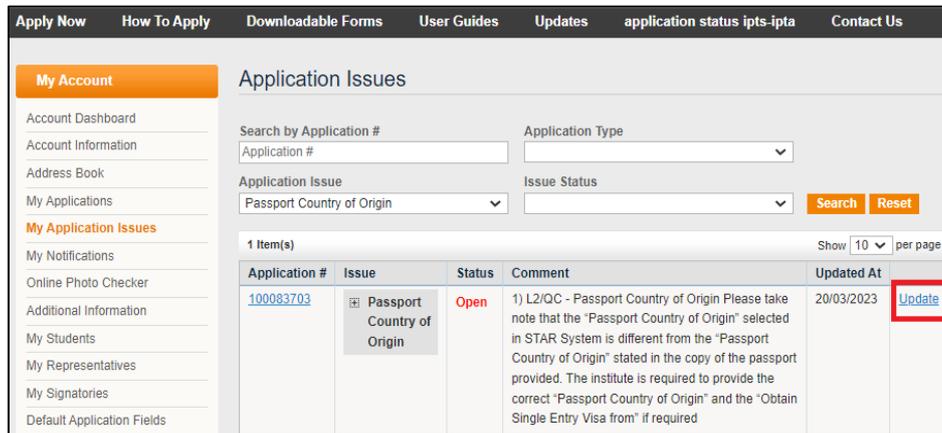
3.1 Please select the correct information from the dropdown list and click on the "Update" button.

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.

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.
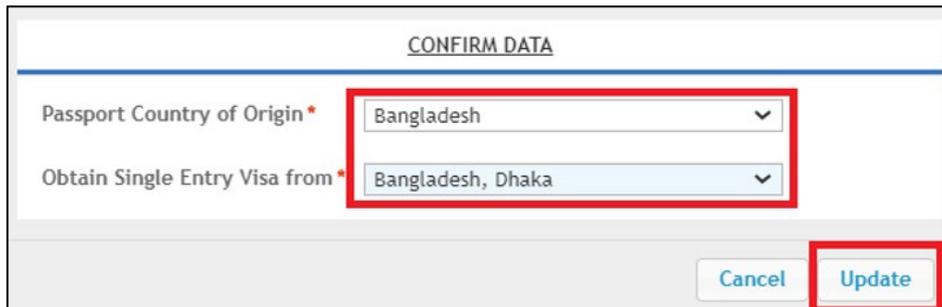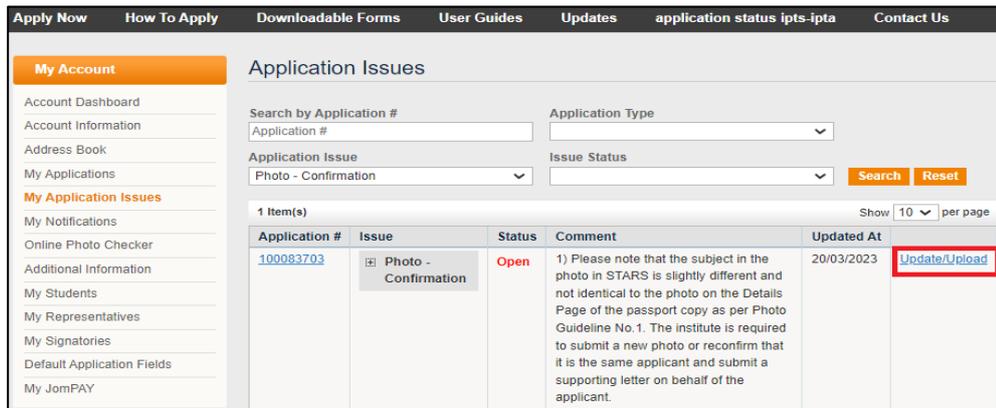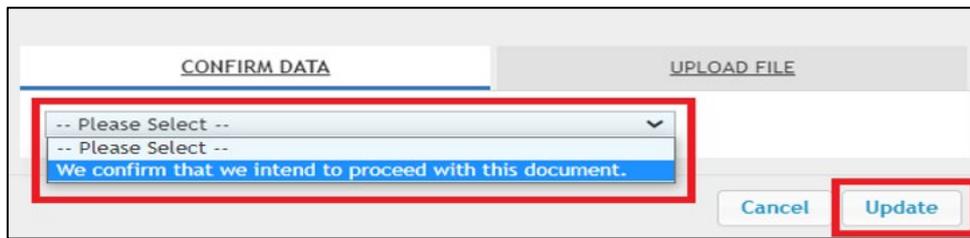

4.3 Once you successfully update the information, the application issue will be closed and EMGS will start processing the application.

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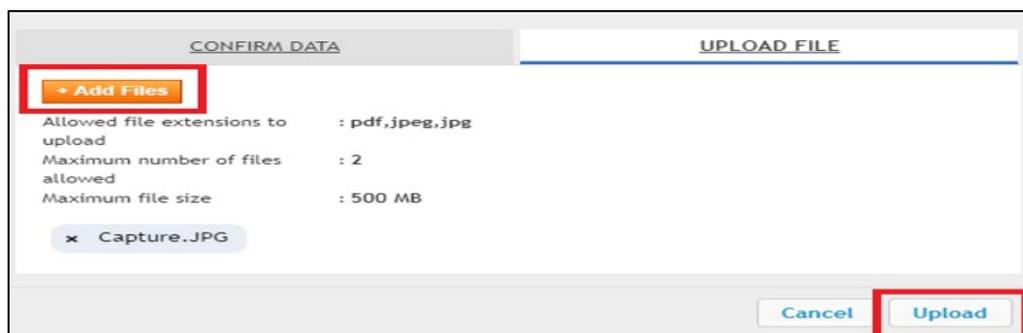
4.5 Once the documents are successful uploaded, the application issue will be closed and EMGS will start processing the application.

Education Malaysia Global Services

31st May 2023

Multiple Applicants Payment Form

Institute Name   :

Cheque No   :

Cheque Issuing Bank   :

No	Application ID	Applicant Name	Passport No	Payment Total

For EMGS Office Use ONLY:

Officer Name   :

Received Date   :

Reference No   :