

# **EDUCATION MALAYSIA GLOBAL SERVICES (EMGS)**

**1<sup>st</sup> August 2024**

## **LAUNCH OF THE EMGS HUB MOBILE APP**

### **1. PURPOSE**

**1.1.** The purpose of this bulletin is to inform educational institutions about the launch of the EMGS Hub Mobile App.

**1.2.** The EMGS Hub Mobile App is an all-in-one platform designed to help students planning to study in Malaysia. It offers personalized experiences, detailed course and institution information, visa application services, and real-time updates on their applications.

### **2. KEY FEATURES OF THE EMGS HUB MOBILE APP**

**2.1.** A simple step-by-step guide to help students navigate upon arrival in Malaysia, along with personalized dashboards that provide students with tailored information relevant to their academic journey.

**2.2.** Seamless visa application process and real-time status tracking of their visa applications, ensuring complete transparency.

**2.3.** A guide for locating the nearest panel clinic.

**2.4.** Enhanced face verification with AI-driven features for easy and secure mobile check-ins at the panel clinic.

**2.5.** Cryptographic signatures for tamper-proof digital IKADs and real-time verification by authorities.

**2.6.** Seamless document management, allowing students to upload supporting visa documents directly from their mobile device.

**2.7.** Special offers and promotions available only for EMGS Hub Mobile App users.

**2.8.** A vibrant community forum for students to engage with their peers and share helpful information.

For more information on the above features and benefits, please refer to the below slides.

### 3. DOWNLOAD THE EMGS HUB MOBILE APP

3.1. EMGS requests the support of educational institutions in encouraging their students to download the EMGS Hub Mobile App from the Apple App Store or Google Play Store.



For more information, please email us at [enquiry@emgs.com.my](mailto:enquiry@emgs.com.my) or call +603 2782 5888.

Education Malaysia Global Services

1<sup>st</sup> August 2024

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# EMGS Hub

THE ULTIMATE COMPANION FOR INTERNATIONAL STUDENTS





To create **the ultimate companion for international students** to guide and facilitate their academic journey.

- Develop a comprehensive solution for international students that covers every aspect of their academic journey.
- Consolidate all essential educational institutions' information into a single app.
- Streamline the visa application process and transition through a single app.
- Provide students with convenient, digital ID verification.



THEMES

# Concerns

Why Malaysia is an excellent choice for your child's education?

Where can I obtain information about Malaysia's educational institutions?

What are the most recommended courses and in high demand?

What are the tuition fees and cost structures at Malaysian educational institutions?

Do Malaysian educational institutions offer scholarships, and how do I apply for them?

When will my visa be fully processed and ready?

What is the current status of my visa application?

Will I be notified upon approval of my visa?

What are the next steps after receiving an offer letter or visa approval?

AWARENESS

**A centralized hub is required to enable easy access to all essential information about educational institutions.**

TRANSPARENCY

**Visa application status updates are essential.**

What actions should I take if I am required to present my i-Kad but do not have it readily available?

When can I expect to receive my student ID card?

What procedures should I follow upon arriving at the education institution?

What procedures should I undertake upon my arrival in Malaysia?

Is there a guide or process that clearly outlines the necessary steps upon arrival?

CONVENIENCE

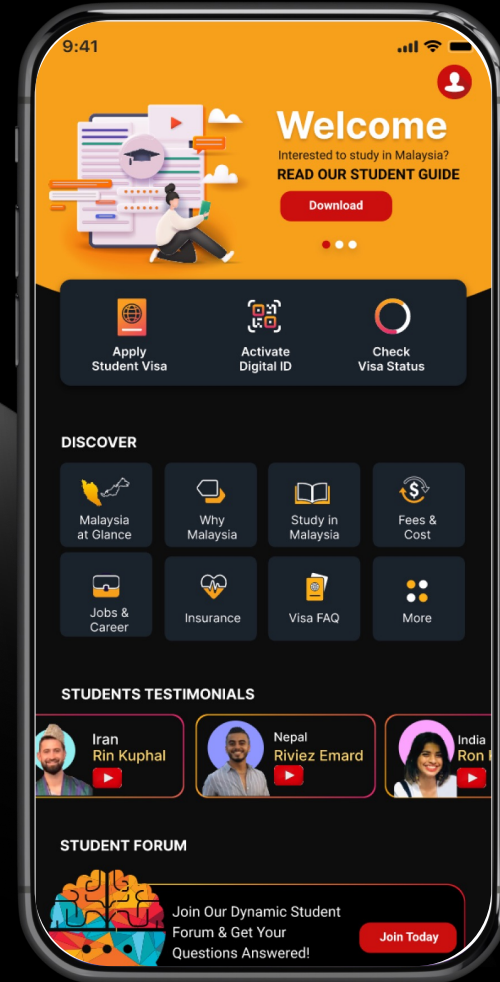
**Support for students after arrival and an efficient way of ID verification.**

# Introducing the EMGS Hub

The EMGS Hub mobile app is an all-encompassing tool crafted to elevate the student experience from application through to graduation.

It boasts personalized dashboards, real-time visa status tracking, state-of-the-art security features, a vibrant student community forum, and a comprehensive guide for students arriving in Malaysia.

This app is meticulously designed to facilitate a seamless and well-supported transition, empowering students to navigate their academic journey with confidence and ease.



## STUDENT JOURNEY

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### EMGS SUBMISSION

### VISA APPROVAL LETTER (VAL)

### AIRPORT ARRIVAL

### HEALTH DECLARATION

### STUDENT I-KAD

## Existing Process

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Currently, documents are required to be uploaded to the website or submitted directly to the educational institution.



The EMGS website will furnish updates and notifications pertaining to the VAL.



Upon arrival, ISAC would manually record students' details, resulting in lengthy queues and extended wait times.



Students are required to complete the health declaration form manually.



EMGS will issue a physical I-KAD to the student.

## EMGS Hub Process

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Students now have the convenience of uploading all their documents through the app.



Through the app, students will receive notifications regarding their VAL and they will be able to download it directly to their mobile devices.



By scanning the QR code at the ISAC counter, students can have their data automatically populated in a form, enhancing efficiency and reducing wait times.



EMGS will receive the pre-populated health declaration form upon submission.



Students i-KADs will be issued to their Verifiable Credential Wallet.

# Visa Application Tracking

## VISA APPLICATION

A seamless visa application process through your mobile device.

9:41

Apply Visa

Private Higher Educational Institution

Institute & Course Details

Please fill up as stated in the Offer Letter.

Year of Intake

Month of Intake

Program Type

Course Name

## VISA TRACKING

Experience complete transparency and real-time updates.

9:41

Dashboard

Hello Raveena,

Application Status

VAL approved and ready for download

70%

Summary History

Additional documents are required to process your application and a notification has been sent out to your institution regarding this. Kindly refer to your institution for further information

- Supporting Letter Provided to Institution
- Application completed
- Student Pass Issued by immigration
- In Progress with EMGS
- In Progress with EMGS

## VAL APPROVAL

Students are able to download their VAL directly to their respective mobile devices.

18:05

eVal.pdf

JABATAN IMIGRASI MALAYSIA  
KEMENTERIAN DALAM NEGERI  
UNIT PAS PELAJAR, EMGS CYBERJAYA  
BANGUNAN WISA, PAS DAN PERHENT  
NO.5538, ARAS 3, BANGUNAN MERCU MGA  
JALAN TENKORAK 7, 69000 CYBERJAYA

Telukan: 03-8377 2205  
Faks: 03-8377 2264  
Portal Rasmi: www.imi.gov.my

Our Ref: BVP/STU143/110082738/1  
Date: 3 November 2021

TESTOREG  
C/O, TEST THE NEW  
P.O. BOX 11  
JALAN TEST CITY 11  
97000 MP KUALA LUMPUR

Dear Sir/Madam,

APPROVAL OF FOREIGN STUDENT STUDYING IN MALAYSIA

We are pleased to inform you that Immigration Department has approved your student pass application as follows:

Name of Student	TESTOREG
Passport No.	TEST989824
Nationality	AUSTRALIA
Course	BACHELOR OF COMPUTER SCIENCE
Institution	TEST THE NEW (PTPS-P12222)
Duration Approved	12 Months

2. If you are a national/citizen of a country that requires a visa to enter Malaysia, kindly make such application at the nearest Malaysian Embassy / Consulate before leaving your country.
3. For immigration clearance, you are required to produce this letter upon arrival.
4. Payment for processing fee, Student Pass and Visa are:
  - 4.1. Student Pass - RM 60.00 a year or part of year.
  - 4.2. Visa (E-Entry Visa) - according to country/your nationality (RM 50.00)
5. This letter is valid for six (6) months from the date of issuance.

Thank you and have a pleasant journey to Malaysia.

Sincerely,  
Director of Visa, Pass and Permit Division  
for Director General of Immigration  
MALAYSIA

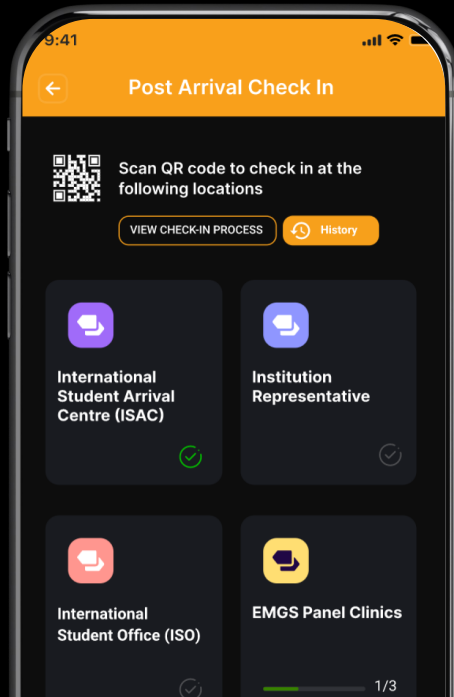
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# Post-Arrival Procedure

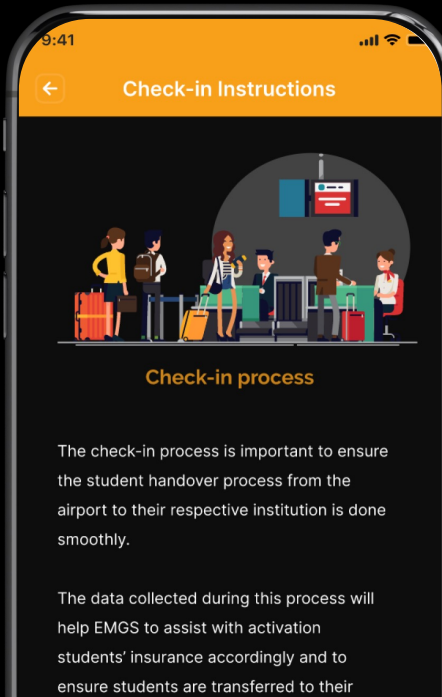
## POST-ARRIVAL PROCEDURE

EMGS Hub provides a detailed checklist for students to adhere to upon arrival in Malaysia, specifying essential actions.



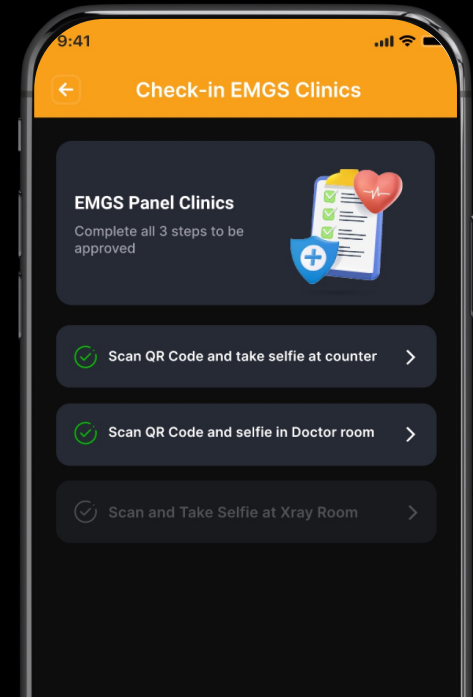
## ISAC & ISO CHECK-IN

Students can confirm their arrival at designated checkpoints by scanning a QR code with their EMGS Hub app.



## EMGS CLINIC REGISTRATION

Students will experience an efficient registration process and will complete three verification steps during their visit to a panel clinic.



# Post-Arrival Procedure Continued

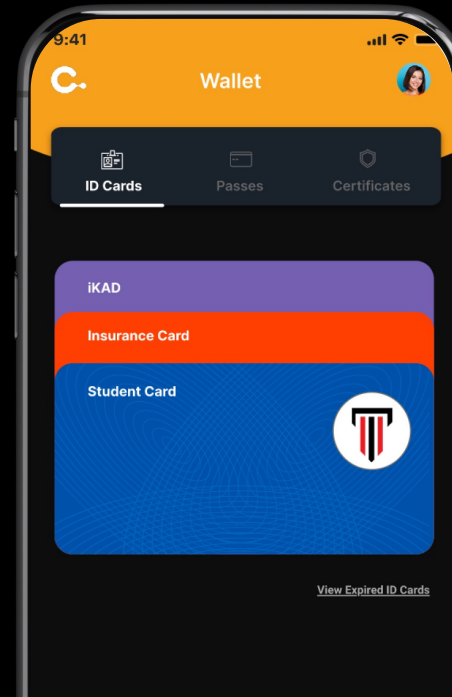
## I-KAD ISSUANCE

Students will have their I-KAD and credentials issued to their Verifiable Credential (VC) wallet.



## STUDENT VC WALLET

Students can access their Verifiable Credential (VC) wallet to present their credentials for third-party verification.





# Thank you

TECHNICAL BREAKDOWN DURING SESSION 2

