Dear Students,

This is a visual guide to help you understand the functions of the Online Appeal System. The link to this system is available at the OAS subject registration website [http://www.ntu.edu.sg/OAS/Undergraduate+Studies/Registration+of+Subjects/](http://www.ntu.edu.sg/OAS/Undergraduate+Studies/Registration+of+Subjects/).

1) First, you will log on to the Online Appeal System using your StudentLink (with Matric number as Log-in ID and PIN as password).

Use your date of birth for the first time log in (DDMMYYYY e.g. if your date of birth is 7 May 1971, you should thus enter 07051971).

Good news! Now you can reset your own PIN if you’ve forgotten it. You no longer need to come down to Centre for IT Services personally to reset your PIN. Please click PIN Reset User Guide for more information.
2) Upon assessing the system, an introductory page will be displayed for you to read first before proceeding with your appeal.

Dear Students,

This is an Online Appeal System to facilitate and tend to students who had difficulties in registering their Subject Registration; this system replaces the STARS email account.

The aims of this system are to:
- Streamline all valid appeals with regard to subject registration into one channel
- Reduce the need for students to submit appeals in person

This system is designed to be as user-friendly as possible using a point-and-click interface, and it will be accessible until 8 Feb 2007.

Kindly use your Matric number and pin for login access; once you have successfully submitted your appeal, a case reference number will be generated for you, please remember this reference number as it corresponds to your appeal.

The Office of Academic Services will assess your appeal and process it as soon as possible; if need be, we will forward to the school(s) concerned for their consideration and processing. Please note that the result of the appeal will be sent to your NTU Webmail account. In general, a response will be given within 3 days. Please take note that duplicate appeals will be rejected.

As for general requests to add or drop subjects, students can easily add and drop available subjects via STARS during the Add/Drop period (from 8 Jan 2007 to 21 Jan 2007).

Thank you and Best Wishes,
Office of Academic Services

3) Click on the Proceed button to continue
Step-by-Step Guide for Students using the Online Appeal System

4) Your name, matric number, NTU Webmail, contact number and school will be displayed.

5) Click on the radio button that best describes the problem that you had faced during subject registration; it will automatically lead to the appeal submission screen.
6) Key in the subject index number that you wish to be considered for, kindly refer to the class schedules (https://wish.wis.ntu.edu.sg/webexe/owa/aus_schedule.main) on the OAS website.

7) Type in your reasons for the appeal and the reasons for it to be considered; after which, click on **Submit** to confirm.
Step-by-Step Guide for Students using the Online Appeal System

8) Please remember not to submit duplicate appeals while waiting for a decision on your appeal; the system will check and send an error message to inform you that you have submitted the same appeal before.

9) Upon successful submission of your appeal, an acknowledgement page will be displayed. **Please remember your case reference number** for any future correspondence regarding your appeal. We will assess accordingly and get back to you within 3 working days.

10) Please understand that during peak hours and the peak period of the Add / Drop Period, the Office of Academic Services will be tending to numerous requests. As such, kindly allow at least 3 working days for the department to tend to your appeals.

11) When processing your appeal, the Office of Academic Services will either a) **Approve / Reject your request** (with reasons stated) or b) **Forward to the school concerned** for their consideration and response to you.

12) Results of your appeal will be sent via email to your NTU Webmail account.

*Thank you and Best Wishes,*

*Office of Academic Services*