

## **FAQ Content**

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# FAQs on Online Application (Bursaries)

## How do I login to the myNYP Portal (Student Portal) to apply for Bursaries?

Your login to myNYP Portal is of the following format:

Login ID: <admin number>@mymail.nyp.edu.sg (e.g., 22\*\*\*\*A@mymail.nyp.edu.sg)

Password\*: myNYP Portal Password

\* If you forget your password, please reset it via this [link](#) or contact [Student IT helpdesk](#) or you may refer to [MFA Setup Guide](#).

## I am not ready to submit my application, can I save and submit later?

Yes, you can save your application details by clicking on 'Save as Draft'. You will be able to modify and save/submit your application on a later date.

Please note that an application that is saved as 'Draft' status will not be processed until you have click 'Submit' and upload all the required supporting documents within 5 days after application. Please submit your application and all the supporting documents before the closing date.

## I realised that I have entered the wrong details in my application that I have submitted earlier.

### How can I make changes?

You will only be able to make amendment to your application if the application status is shown as "Application submitted". To do so, please login to the bursary application system.

If you need assistance to amend your application, please email [bursary@nyp.edu.sg](mailto:bursary@nyp.edu.sg) with your Name, Admin No and the data to be amended.

## How can I update my personal particulars (e.g., address, mobile number, etc)?

You can update your personal particulars via myNYP Portal > Update my profile.

## Is there a hardcopy application form?

All applications must be submitted online. Please refer to the [bursary application user guide](#) on how to apply for bursary.

## I am a full-time Diploma/PFP Student. Do I need to include my income from part-time job into the household income computation?

No. You are not required to declare your part-time job income in the bursary application.

## Do I need to include my sibling's part-time job income if they are a full-time student?

No. You are not required to declare their part-time job income in the bursary application. However, you will be required to submit their student card for verification of their student status.

## How do I check the application status?

You can check the application status from myNYPPortal Dashboard.

Application Status	What it means
Application submitted	Your bursary application is pending for processing. Amendment is allowed.
Processing	Your application is being reviewed. Please ensure that you have submitted all the required supporting documents. No amendment is allowed.
Documents received. Application processing	Your application has been processed. No amendment is allowed.
Approved	Your application has been approved. Bursary will be disbursed via GIRO or PayNow. Please check your NYP email for disbursement details.
Unsuccessful	Your application has been rejected.

## I encounter some error messages and hence I am unable to submit my application. What do these error messages mean?

The bursary application system will validate your application information and display the error messages in the final step of your application. Please refer to the [bursary application user guide](#) page 10 for the common validation errors.

## Why am I not able to login to the bursary application system page?

If you are unable to login to the bursary application system page, it is likely that:

- i) you do not meet the eligible criteria for the current bursary exercise or
- ii) the bursary application exercise has been closed.

If you need assistance, please email [bursary@nyp.edu.sg](mailto:bursary@nyp.edu.sg) with your Name, Admin No and the issue encountered.

## Who can I contact if I encounter technical issues in my application?

Please email [bursary@nyp.edu.sg](mailto:bursary@nyp.edu.sg) with the following information:

- I. Name and Admin No.
- II. Screenshot of the error message
- III. PDF copy of the application, if any. To download the PDF copy of the application, please refer to application system [bursary application user guide](#) for the detailed steps.

## FAQ on Gathering Supporting Documents

### Do I need to submit all the supporting documents again if I have been awarded for bursary in the previous year?

If you have been awarded bursary in the last Academic Year and there are no changes to your family status, you only need to upload the Income Documents of the family members.

If additional document is required, you will be notified via email (to your NYP email inbox) on the list of document(s) to upload. For information, below are the different document types.

Document Type	Contents
ID Document	NRICs (front & back), Passport, NSF 11B, Birth certificates for family members below 15 years old
Income Document	Supporting Documents of Family Members. E.g. a) income documents (payslips, employer's letter, CPF statement, IRAS Notice of Assessment) of family members b) student card of siblings who are full-time students
Other Document	E.g.: divorce certificate, death certificate, certification of medical condition and self-declaration letter (where applicable)

### If my mother (housewife) or my family member is unemployed and does not receive CPF contributions for the past 6 months, does she/he need to provide the CPF Contribution History?

Yes. Unemployed personnel should upload pdf copy of his/her CPF Contribution History, even if there is nil contribution. The CPF Contribution History statement should include the name and date details.

Please refer to the [Supporting Document Checklist](#) under "Employment Status: Unemployed" for more information.

### One of my family members recently gained full time employment and does not have 3 months pay slip?

Your family member can furnish his/her employment letter/contract. The employment letter/contract must not be dated more than 3 months from the date of application and clearly show the company's name/logo, name, NRIC, gross monthly income, and allowance (if any).

### My sister is a part-time student, and she is not working. What documents must I submit besides her Student Card?

Please upload her CPF Contribution History for the last 6 months. Please refer to the [Supporting Document Checklist](#) under "Part Time Student" for more information.

### **My brother is waiting for his NS enlistment or admission to an Institute of Higher Learning, what documents must I submit?**

Please upload your brother's Enlistment Letter sent by MINDEF/Enrolment letter from the Institute of Higher Learning and CPF Contribution History for past 6 months (even if there is nil contribution). Please refer to the [Supporting Document Checklist](#) under "Full Time National Service or Admission to Institute of Higher Learning" for more information.

### **If one of my immediate family members is not staying in the same household with me, do I need to submit any his/her ID and income documents?**

Please upload the ID and income documents of all immediate family members regardless of whether he/she is staying in the same household with you.

### **If my parents are working in overseas, how do I complete my application?**

Please upload the ID and income documents of your parents as they are the immediate family members.

### **My grandparents are retired, and they do not have a SingPass to access CPF statement. How can they apply for a Singpass?**

SingPass can be applied online at SingPass website. Ref: [Singpass Registration Guide](#).

With the Singpass, they can view and save a pdf copy of CPF Contribution History, which may show a nil contribution. Please ensure the saved copy of CPF Contribution History has shown the name and date details.

### **How long will it take to request for a SingPass. I am afraid that I am unable to meet the deadline for supporting document submission.**

It is advisable to request for a SingPass in advance. If you are not able to meet the deadline for supporting document submission, please email us at [bursary@nyp.edu.sg](mailto:bursary@nyp.edu.sg) the SingPass application status and we will advise you.

### **How do I know that I have submitted all the required supporting documents?**

If there is a need for additional documents, you will be notified via email (to your NYP email inbox) with the list of document(s) to upload. Please check your NYP email inbox regularly after you have submitted your bursary application.

If you have been requested to upload additional documents, please login to myNYP Portal > Financial Matters > Apply Financial Assistance and Awards > Click the uploading supporting document link to upload your supporting documents.

### **Who can I contact if I have queries in the submission of supporting documents?**

Please email [bursary@nyp.edu.sg](mailto:bursary@nyp.edu.sg) with the following information:

- I. Name and Admin No.
- II. screenshot of the supporting document, if any.

# FAQs on Upload of Supporting Documents

## Can I view/delete the documents that I have uploaded?

No, you will not be able to delete or view the file(s) uploaded due to data privacy reasons. If you are unsure if you have uploaded the document previously, please upload the document(s) again.

## I realised that the filename of the documents that I uploaded was renamed.

Yes, it is normal as the file(s) uploaded will be renamed by the system for security reasons.

## How do I know if my supporting documents have been uploaded successfully?

An email acknowledgement will be sent to your NYP email account upon the first document upload for the day.

## Can I submit hardcopy supporting documents to your office?

No, we do not accept hardcopy documents. To upload supporting documents, please login to myNYP Portal > Financial Matters > Apply Financial Assistance and Awards > Click the uploading supporting document link. You will be redirected to the file upload system to upload the documents. Please refer to [bursary application user guide](#) for the detailed steps.

## Can I email the supporting documents?

No, we do not accept email submission. To upload supporting documents, please login to myNYP Portal > Financial Matters > Apply Financial Assistance and Awards > Click the uploading supporting document link. You will be redirected to the file upload system to upload the documents. Please refer to [bursary application user guide](#) for the detailed steps.

## What are the guidelines of soft copy file (the supporting documents) that I wish to upload?

Please note the requirements below to avoid error in file upload.

- All documents must be clear for viewing (all text must be sharp and legible), without truncation of any part of the original document and in full view.
- All documents to bear details of family members e.g., Name, NRIC, Signature, Date (as appropriate).
- Document(s) are not password protected or encrypted
- File Format ZIP are NOT accepted by the system.
- File size cannot exceed 3MB.

## How do I combine multiple files (e.g., in JPEG, DOCX, PPTX, PDF formats etc) into a Single PDF file?

You may consider using **Adobe Acrobat Pro DC** or other free software to combine and merge your files into a Single PDF. Please refer to <https://helpx.adobe.com/sea/acrobat/how-to/combine-merge-split-extract-pdf-files.html> for the detailed steps.

### What should I do if the file that I am trying to upload exceeds 3MB?

It is recommended that you combine the same documents type file into a Single PDF. However, if the file exceeds the size limit of 3MB, you can either reduce the file size of the PDF or separate your documents into two or multiple files.

You may consider using **Adobe Acrobat Pro DC** or other free software to split your files into multiple PDFs or compress the file size. Please refer to <https://helpx.adobe.com/au/acrobat/using/optimizing-pdfs-acrobat-pro.html> for the detailed steps.

### How do I use my mobile phone to take photos of the documents and then converting them into PDF files?

You may consider using mobile apps such as using Microsoft Office Lens to scan the documents.

- For Microsoft Office Lens (Android): <https://support.microsoft.com/en-us/office/microsoft-lens-for-android-ec124207-0049-4201-afaf-b5874a8e6f2b>
- For Microsoft Office Lens (IOS): <https://support.microsoft.com/en-us/office/microsoft-lens-for-ios-fbdca5f4-1b1b-4391-a931-dc1c2582397b>

### Who can I contact if I have technical issues in uploading the supporting documents?

Please email [bursary@nyp.edu.sg](mailto:bursary@nyp.edu.sg) with the following information:

- I. Name and Admin No.
- II. screenshot of the error message