

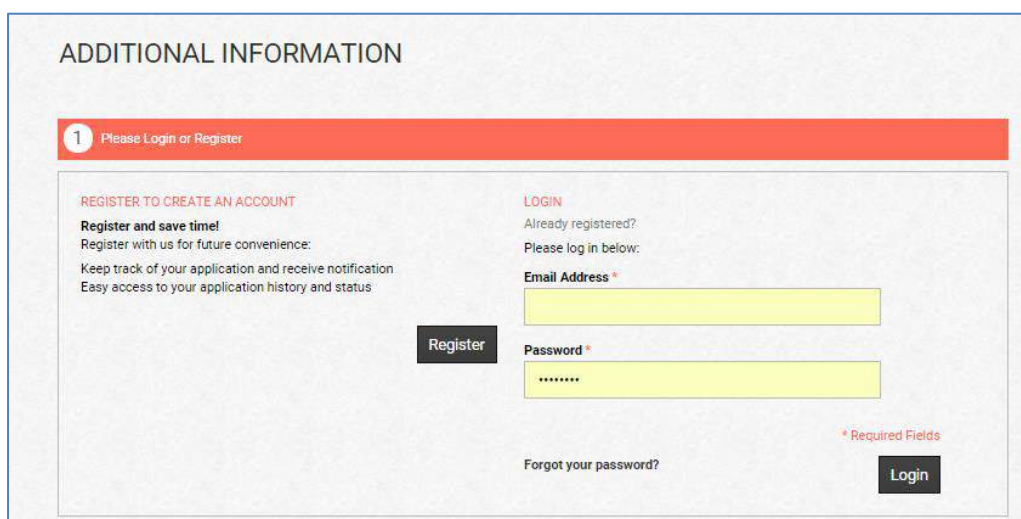
How to apply for Student Visa through EMGS website

Students who have received offer letters from Public Universities (Universiti Awam) and Private Higher Education Institutions (IPTs) will have the option to apply for their student pass directly through the Education Malaysia website (<http://educationmalaysia.gov.my/index.php/student-pass-application.html>). The application can also be made through the institution as per the current process.

Please note that the online Student Visa application is only applicable for students who are outside of Malaysia at the time of their application.

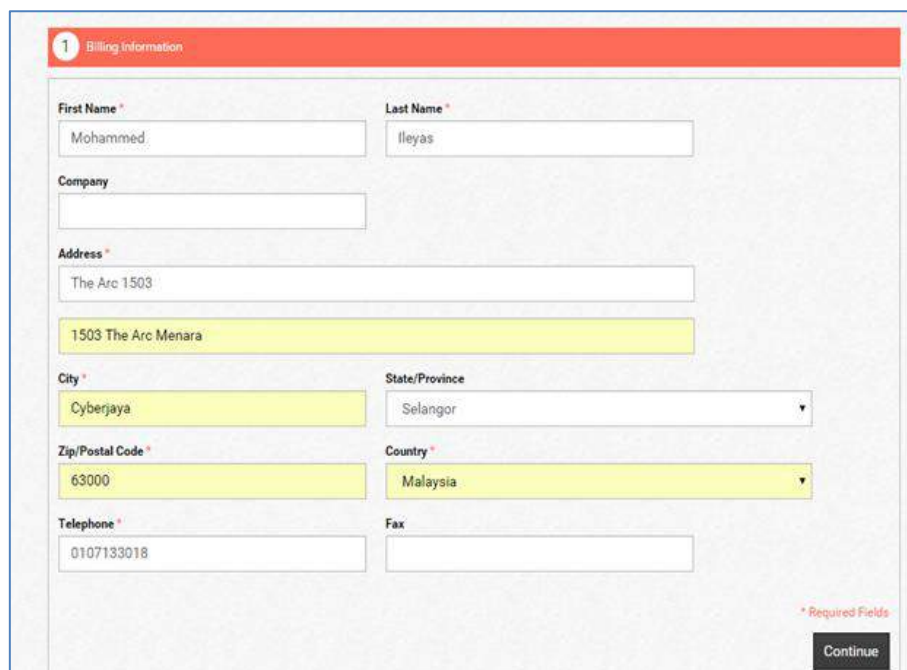
Creating an Account

1. Before you can apply for your Visa, you will be required to log in.



The screenshot shows a web form titled "ADDITIONAL INFORMATION" with a red header bar containing "1 Please Login or Register". Below the header, there are two columns of text. The left column is titled "REGISTER TO CREATE AN ACCOUNT" and includes the text "Register and save time! Register with us for future convenience: Keep track of your application and receive notification Easy access to your application history and status". Below this text is a black "Register" button. The right column is titled "LOGIN" and includes the text "Already registered? Please log in below:". Below this text are two yellow input fields: "Email Address *" and "Password *". Below the password field is a "Forgot your password?" link and a black "Login" button. A red asterisk with the text "* Required Fields" is located at the bottom right of the form area.

2. If you have not yet created an account, you can register your account before proceeding with the application.



The screenshot shows a web form titled "1 Billing Information" with a red header bar. Below the header, there are several input fields and dropdown menus. The fields are: "First Name *" (Mohammed), "Last Name *" (Ileyas), "Company", "Address *" (The Arc 1503), "City *" (Cyberjaya), "State/Province" (Selangor), "Zip/Postal Code *" (63000), "Country *" (Malaysia), "Telephone *" (0107133018), and "Fax". A black "Continue" button is located at the bottom right. A red asterisk with the text "* Required Fields" is located at the bottom right of the form area.

3. If it is your first time registering or applying, you will be asked to specify and confirm your email address. Click “**continue**” to proceed on the rest of the sections under the “**Additional Information**” stage.



The screenshot shows a web form with a red header bar containing a white circle with the number '1' and the text 'Billing Information'. Below the header, there is a text prompt: 'Select a billing address from your address book or enter a new address.' Underneath this prompt is a dropdown menu with a grey background and a small downward arrow on the right. To the right of the dropdown menu, there is a red asterisk followed by the text '* Required Fields'. At the bottom right of the form area is a black button with the word 'Continue' in white. Below the main form area, there are two dark grey horizontal bars. The first bar contains a white circle with the number '2' and the text 'Payment Information'. The second bar contains a white circle with the number '3' and the text 'Application Review'.

Select “**Continue**” to confirm your address, and billing information.

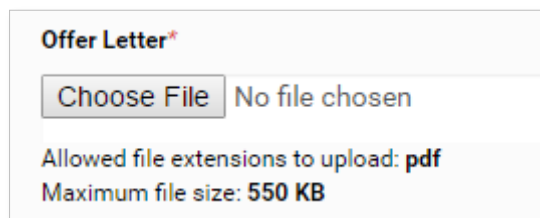
How to fill out the application form

Students will have the option of applying for Visa Approval Letters completely online and directly to EMGS. The relevant fields have been provided in the application forms to allow institutions and students to upload all required documents into the system.

In order to fill out the form, the following fields are required:

1. Offer Letter

You can only fill out the form and submit an application once you have received a letter of acceptance/offer from your university/college. Please upload a scanned copy of the offer letter in PDF format only. The maximum file size allowed by the system is 550KB. Please ensure that all pages of the offer letter are scanned and uploaded as ONE PDF file.



The screenshot shows a form field titled 'Offer Letter*'. Below the title is a button labeled 'Choose File' followed by the text 'No file chosen'. Below this, there are two lines of text: 'Allowed file extensions to upload: pdf' and 'Maximum file size: 550 KB'.

2. Passport Pages:

Kindly upload a scanned copy of your Passport Data Page in PDF format. We do not require all pages of your passport. Please scan and upload the Passport Information page, the Observation Page (If it shows any extensions, clarifications of name, and previous passport numbers), and any pages which contain visa

Note: All supporting documents must in PDF format and the file size must not exceed that indicated by the system.

If you choose to upload all the supporting documents, the institution is not required to sign and submit the documents physically to EMGS front-desk.

5. Institution Type:

Select the type of the institution you have applied to.

Public Higher Education Institutions (also referred to as *Institusi Pendidikan Tinggi Awam* or *Universiti Awam* in Bahasa Malaysia) are government-funded (public) higher educational institutions under the Ministry of Education and they consist of public universities which offer bachelor degrees and postgraduate programmes, with some offering programmes at diploma level and university foundation programmes.

Private Higher Educational Institutions (*Institusi Pendidikan Tinggi Swasta* in Bahasa Malaysia) which include private universities, private colleges and foreign university branch campuses are privately owned universities that can award Bachelors' degrees & other higher qualifications. They also collaborate with reputable foreign universities to jointly award degree qualifications.

If you are not sure which one to select, please consult your institution.

6. Institution Name:

Select the name of the institution where you intend to study. This should be the same institution that has sent you an offer/acceptance letter.

7. Year of intake:

Select the year when you will join the institution to begin your studies

8. Month of intake:

Select the month when your semester starts. What month will you join the institution to begin your studies?

9. Course Name:

Please select the course name that appears in your offer letter. Please note that if you can't find the course in the list provided, there is a high possibility that the course name is written in *Bahasa Malaysia*. Please consult your institution to identify the course name as it is spelt in the local Malaysian language.

10. Course Duration:

This field will be automatically filled based upon the course you selected.

11. Course Level:

This field will be automatically filled based upon the course you selected.

12. Applicant's Photo:

Your photo is a vital part of your student visa application. To learn more about the Department of Immigration's guidelines for passport photos, please check our website for details of how to provide a suitable photo and avoid processing delays. EMGS recommends that the photo is professionally taken to ensure that it follows the image guidelines. Please ensure that the maximum width is 217px and maximum

If you are a citizen of a country that requires a Single Entry Visa to travel to Malaysia, please select the nearest Malaysian embassy from where you can obtain the Single Entry Visa once the Visa Approval Letter (VAL) has been issued.

If you are a citizen of a country that does not require a Visa to travel to Malaysia, you may select your own country in this field.

Please click [here](#) for the list of countries that does not required visa upon entry.

Please click [here](#) for the list of countries that require visa with Malaysia Office Representative

Remember: if you require a visa to travel to Malaysia but you are not in your home country, you can select the *nearest Malaysian embassy to you* from where you can obtain the Single Entry Visa once your Visa Approval Letter (VAL) has been issued.

Please select this field first **before** selecting the Nationality of the student.

18. Applicant's Nationality:

Scroll to select your nationality.

19. Travel Document Type:

A travel document refers to your Passport. Please select the type of passport you are using. (Most students will be using an International Passport)

20. Travel Document Number:

Type your passport number. Please make sure that this is the same passport that you will be using to travel to Malaysia. This number should also match the passport number appearing on your offer letter.

21. Travel Document Place of Issue:

Select the country where your passport was issued. This should match the field in your passport.

22. Travel Document Date of Issue (DD/MM/YYYY):

Select the date when your passport was issued. This should match the date in your passport.

23. Travel Document Valid Until (DD/MM/YYYY):

Select the date when your passport will expire. This should match the date in your passport.

24. Extended student pass (Duration of Student Pass Sought):

This option is available for a few institution selected by the Ministry. You can choose to apply for a one-off student pass (for your entire course duration – depending on the course and the validity of your passport) or a one-year student pass which must be renewed annually.

25. Insurance:

All International Students must be covered by Malaysian Health Insurance throughout the duration of their study. You can choose to purchase Health Insurance offered by EMGS or directly through your Education Institution. If you are purchasing a health insurance policy through your institution, you will have the option to select "Own Group Insurance". However, the option to select "Own Group Insurance" will not be visible if your institution has opted to only offer Health Insurance through EMGS.

Click on the links below to learn more about the health insurance options offered through EMGS.

- [AXA Insurance Policy Guidelines](#)
- [AIA Insurance Policy Guidelines](#)

Kindly note that insurance cover is paid on a yearly basis. Please consult with your university/college if you are unsure what option to select.

26. Sticker Pass Fee:

You will be charged an immigration fee of RM 60 for each year of your Student Pass. Your institution may choose to proceed with this process on their own (by paying the fees directly to the Immigration Department) or they may choose to pay through EMGS. Please check with your university/college if you are unsure what option to select.

27. Visa Fee:

A Multiple Entry Visa fee is charged by the department of Immigration depending on the Student's nationality.

28. iKad:

The iKad is an identification card for foreign students and can be used as such in Peninsular Malaysia. Please note however, that the iKad **is not a replacement** of your passport; your passport may still be requested by government authorities. Please visit our website to learn more.

The iKad can then either be collected by the Institution's representatives or couriered to the institution offices. EMGS charges a standard courier fee of RM10 to send the iKad to the institution. Please verify with your institution which option you should select while making your application.

29. Medical Screening at:

New International Students are required to attend a Medical screening in Malaysia within 7 days from the entry date. A medical screening fee is charged if the student attends the screening at an EMGS panel clinic.

30. VAL Delivery Method:

Once the Visa Approval Letter is issued by the Immigration Department, it will be sent to EMGS One-Stop-Centre. The VAL can then either be collected by the Institution's representatives or couriered to the institution offices. EMGS charges a standard courier fee of **RM10** to send the VAL to the institution. Please verify with your institution which option you should select while making your Visa application.

It is important to note that the VAL will only be delivered to the institution and not to the student directly. It is highly advisable for the student to clarify with the institution first before selecting this option.

VAL Delivery Method*

-- Please Select --

-- Please Select --

Collect at EMGS

Courier to Institute +RM10.00

All the fees listed (with the exception of the Student Pass and Multiple Entry Visa Fees) are inclusive of a 6% Goods and Service Tax (GST)

31. Click **“Apply Now”** to proceed.

32. You will then be required to confirm your application details. Click ‘Next’ to proceed after reviewing the details and required payment amount. Note that there will be a 6% Malaysian Government Tax charged on the application.

TOTAL (EXCLUDING GST)	RM2,320.00
GST PAYABLE @ 6%	RM124.80
TOTAL AMOUNT PAYABLE	RM2,444.80
<input type="button" value="Next"/>	

33. Select the Payment method you will use in the Payment information step and click **“Continue”**. There are two ways through which you can pay for your Visa application:

- a. Through your education Institution: Contact your institution to advise on the correct way to send the payment to them in order for the payment to be made to EMGS.
- b. Online payment using a Visa or MasterCard on the educationmalaysia.gov.my website. Please note that if you select this payment method, there will be a 3% Surcharge added to the total amount requested for your application.

1 Billing Information

2 Payment Information

Credit Card - RM only (powered by iPay88)

Pay through Institution

* Required Fields

< Back

3 Application Review

34. Check and verify the total figure, bear in mind that there will be a 3% surcharge added to the total amount requested for your application if you are paying online using your Visa or MasterCard.

	Total (excluding GST)	RM4,640.00
	GST payable @ 6%	RM249.60
	Payment Method Surcharge	RM155.49
	Total Amount Payable	RM5,045.09

35. Verify your application details in the “Application Review” tab. Read the Terms and Conditions and click “**Submit Application**” after selecting the checkbox to confirm that you consent to the processing of your personal data by EMGS. Please note that you will not be able to proceed without providing your consent.

We at EMGS, and our servants and agents, which means EMGS and its subsidiaries from time to time and their subsidiaries, (we, us, our or EMGS as the context requires) are committed to protecting and respecting your privacy.

This policy (together with the terms of use of our website and any other documents referred to in it) sets out the basis on which any personal data or sensitive personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our policy regarding your personal data and how we will treat it. For the purpose of the Personal Data Protection Act 2010 (the Act) and this privacy policy:

I consent to the processing of my personal data in accordance with the Privacy Policy above which I confirm I have read and accepted.

[Edit Your Application](#) [Submit Application](#)

36. If you have chosen to pay through your institution, your application will be submitted to EMGS for processing.

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YOUR APPLICATION HAS BEEN RECEIVED.

Thank you for your application!

Your application# is: 100000017.
You will receive an application confirmation email with details of your application and a link to track its progress.
Click here to print a copy of your application confirmation.

[Back to Home Page](#)

You will receive the notification above with your application number for your reference. An email with the application details will also be sent to the email address you used to register.

37. If you choose to pay online directly to EMGS, select the “**Credit Card**” Payment option, you will be redirected to iPay88 (Mobile88.com) secure payment page once you have confirmed the application details. Payment is calculated in Malaysian *Ringgit* (RM). Click “**Proceed**” once you have entered all the correct details.

Timeout in : 07:59

Cardholder Name: Example ?

Credit Card No.: 

CVC/CV2: CVC/CV2 ?

Expiry Date: -

Card Issuing Country:

Card Issuing Bank:

I authorize Mobile88.com Sdn Bhd to debit the above net charges from my credit card.

Note: "iPay88/MOBILE88.COM" will be shown on your credit card statement

[I have read & agreed to iPay88 Privacy Statement.](#)

38. Please do not navigate away from the page until the payment is complete. Once the payment has been approved by your bank, you will be redirected back to the Application Form to complete the application. Your application will be submitted to EMGS for processing and you will receive the notification below with your application number for your reference.

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YOUR APPLICATION HAS BEEN RECEIVED.

Thank you for your application!

Your application# is: 100000017.
You will receive an application confirmation email with details of your application and a link to track its progress.
[Click here to print a copy of your application confirmation.](#)

An email with the application details and the payment confirmation will also be sent to the email address you used to register.

What happens next?

Once you create your student visa application, EMGS will notify your institution that you have submitted the information through the website. Your institution is required to confirm that your online application is valid. The payment for the application should also be made by this time if you have not already paid for it online.

If you have not submitted the documents online, your institution will submit the documents to EMGS and you can use the application tracker on our website or through the EMGS Mobile App to keep track of the application status.

Once your Visa Approval Letter (VAL) has been issued by the Department of Immigration, the next step is to plan your travel to Malaysia.

- Students from countries which receive visa on arrival to Malaysia can proceed to enter Malaysia by producing the 'Visa Approval Letter' (VAL) upon arrival. Failure to produce the VAL may result in the student being not allowed to enter the country.
- Students from countries which **do not receive** a visa on arrival to Malaysia but don't have a Malaysian Embassy/Consulate are permitted to enter without a visa. However, they must present the 'Visa Approval Letter' (VAL) upon entry. Failure to produce the VAL may result in the student being not allowed to enter the country.
- Students from countries which **do not receive** a visa on arrival to Malaysia but have a Malaysian Embassy/Consulate **must obtain a single entry visa** before traveling to Malaysia. Students must also obtain the 'Visa Approval Letter' (VAL) before entering Malaysia.

Please ensure that you check with the Malaysian Embassy or High Commission that deals with your particular country before finalizing your travel plans. EMGS advises you must ensure you have sufficient time to process the Student Visa and recommends that you apply for a visa before leaving your home country for a minimum of 30 days to ensure you have as much time as possible to process your Student Pass and complete your medical screening on arrival. Check the [Department of Immigration](#) for the latest visa requirements.

EMGS wishes to advise you that the information on visa requirements given on the EMGS website is intended as a guide only. For more accurate and up-to-date information on the visa requirements, you are advised to contact the Malaysian High Commission/Embassy/Consulate in your country. Please refer to <http://www.kln.gov.my/web/guest/mission> for more information. If your country does not have a Malaysian consular representative please contact the nearest Malaysian Mission for further advice.

Frequently Asked Questions

1. What are my payment options?

Online payment option is available for all students. EMGS accepts all Visa and MasterCard, both Credit and Debit. All your credit card information is protected by means of industry- leading encryption standards.

Please take note that additional charges may be incurred if you are using a non-Malaysian issues card due to Foreign Exchange.

You can also pay for your student visa through your educational institution.

2. What is a Security Code (CVC / CVV2) and where can I find it?

CVC/CVV2 is an anti-fraud security feature to help verify that you are in possession of your Visa or MasterCard. For Visa/MasterCard, the three-digit CVC/CVV2 number is printed on the signature panel on the back of the card immediately after the card's account number.



- * Card Verification Value 2 (Also known as The Visa three-digit code) is a name given by Visa for their 3 digit security code at the back of the card.
- * Card Verification Code is a name given by MasterCard for their 3 digit security code.

2. Can I make a partial payment or pay more than the total amount due?

No. We only accept the full amount due for the application.

3. Why is iPay88 / Mobile88.Com on my billing statement?

iPay88 is the Internet Payment Service used by EMGS to process online payments. It is operated by Mobile88.Com Sdn. Bhd.

4. Is there a charge for paying online?

Please take note that additional charges may be incurred if you are using a non-Malaysian issues card due to Foreign Exchange.

5. I have made the payment but it's not reflecting on my EMGS account?

A successful payment will be reflected in your EMGS account within 15 minutes. If you do not receive a receipt within 15 minutes, please wait 24 hours to check again. If your account is still not reflecting the payment, please contact EMGS and notify your bank to confirm that the payment has been successful.

6. I paid through my card & there was an internal error message but I also received confirmation from my bank that payment's been made.

Please send us the following details through our email (enquiry@emgs.com.my)

- payment confirmation from your Bank;
- the transaction ID; and
- The Application number received through your email.

7. Can I get a receipt of payment?

A payment receipt will be sent to your email.

8. How can I confirm that a payment has been made?

After a payment is processed, you will be taken to a confirmation screen that will let you know if your payment was processed successfully or if there was a problem processing your payment. You should also receive an email confirmation with a receipt for your payment

- In your Bank Statement, the transaction will be reflected as **iPay88*IPAY/**

9. Can you resend the confirmation email?

The transaction confirmation email is automatically generated by the system and sent to the email address you entered when making your payment. We do not save this email and cannot resend it to you.

10. If I cancel my Visa processing will I get refund?

Please note that the Visa processing fee is not refundable. However, you will be able to receive refunds for other payments made towards your application. Refunds are only processed under certain conditions so please refer to our [refund policy](#) for more details.

11. Why was my payment declined?

This could be for many different reasons, however, EMGS and iPay88 are not informed of the exact reason why the transaction has been declined. Reasons why your payment was declined may include:

- Some of the card/personal details entered does not match the information held by your Card Issuer
- You do not have enough cleared funds on your card to cover the amount of the purchase
- Your card has been reported as lost/stolen and been cancelled by your Card Issuer
- Your card has or is due to expire and has been replaced by your Card Issuer
- Your card has recently been replaced by your Card Issuer but not yet activated
- Your card cannot be used to pay for goods/services in a Cardholder-Not-Present environment (online/over the internet)
- There may be a problem with your Card Issuer's authorization system
- You haven't activated 3-D Secure (Verified by Visa and MasterCard SecureCode) of your card.

If you are sure that one of the reasons above does not apply to your payment attempt, we recommend that you try again. However, should the problem persist, please contact your Card Issuer to find out further information.

12. How do I know if my payment has gone through?

When you submit your payment details, the iPay88 payment service will request authorization from your Card Issuer and carry out any fraud screening checks available. Depending on the outcome of the authorization request, you will see either a successful or a failed message on screen which will confirm the result of your transaction. A successful payment will also be confirmed by email. This email will include the details of your payment and your Transaction ID, which is a unique reference for your payment. It will be sent by iPay88 to the email address you have provided when entering your payment details. If you receive more than one email and you have only made one purchase, please contact EMGS, and inform us that you have placed multiple orders by mistake.

13. Why did I receive an email from sales@ipay88.com.my?

You will receive transaction acknowledgment from iPay88 via email when you have made an online transaction successfully at EMGS website.

14. I did not make an online payment but I've received a confirmation email from iPay88.

This may have happened because a legitimate student made a mistake when typing their email address, and you have received the purchase confirmation email by mistake, or it could be due to a fraudulent transaction. Please contact your bank immediately to find out if any unknown transactions have taken place.

**For any enquiries relating to the STARS system,
kindly contact EMGS on the contact details' below:**

Telephone No: +603 2782 5888

Fax No: +603 2711 8533

Operating Hours:

Daily 9am to 8pm including public holidays

Email: enquiry@emgs.com.my