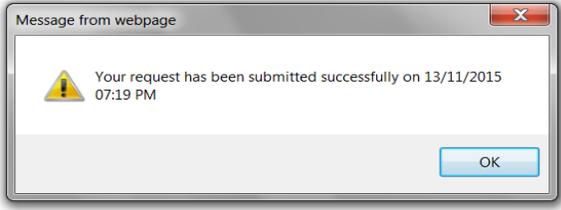


# UOL Exam Registration 2017

## FREQUENTLY ASKED QUESTIONS

| Exam Registration  |  |
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| 1. What if students are unable to download their EEF due to UOL technical problems?  | <p>Please notify UOL through <b>UOL Student Portal</b> (“Ask a Question” link) / Student Advice Centre Form <b>IMMEDIATELY</b> and <b>BEFORE</b> UOL closed for the year-end holidays from 22<sup>nd</sup> Dec 2016 to 4<sup>th</sup> Jan 2017.</p> <p>Students should also email <b>RELC EB</b> at <a href="mailto:uol@relc.org.sg">uol@relc.org.sg</a></p>               |
| 2. What if UOL takes many days to respond to student’s login request via UOL student portal and that this delayed response caused students to miss the payment deadline? | <p>Please email <b>RELC EB</b> at <a href="mailto:uol@relc.org.sg">uol@relc.org.sg</a> with the screenshots of your various correspondences with UOL so that <b>RELC EB</b> can assist in following up with the University.</p> <p><b>Note: Last-minute requests from students which are not resolved in time by UOL will still be subjected to a late fee charge.</b></p> |
| 3. Can students get e-receipt from AXS?  | <p>Yes, students can get an e-receipt from AXS if they enter a valid email address when they login at the AXS main screen page.</p>  |
| 4. Can <b>RELC EB</b> release the information on examination fees earlier, since many students will go for a long holiday before end of December?                        | <p>Information on examination fees will be published on <b>22 Dec 2016</b> which allows ample time to make arrangement for their exam registration payment.</p> <p>Schools will be updated on this matter.</p>   |
| Payment Matters  |  |
| 5. At the AXS station, it shows “No Record Found”/ “Invalid SRN” after student enters login details.   | <p>Email <b>RELC EB</b> at <a href="mailto:uol@relc.org.sg">uol@relc.org.sg</a> with subject “No Record Found/Invalid SRN” and attach your signed EEF. <b>RELC EB</b> will reply on when payment can be made.</p>  |
| 6. Wrong payment amount reflected on AXS machine.  | <p><b>DO NOT PAY</b> if AXS screen shows incorrect information</p> <p>Contact <b>RELC EB</b> immediately at <a href="mailto:uol@relc.org.sg">uol@relc.org.sg</a> and attach your signed EEF.</p>   |

| Payment Matters  |   |
|--|---|
| 7. What if the Programme/Subject entries shown on the AXS machine do NOT match with my EEF?  | <p><b>DO NOT PAY</b> yet, <b>RELC EB</b> will advise on the payment date via email.</p> <p>(Subjects / Course CANNOT be amended at the AXS Stations)</p> <p>Please email to <a href="mailto:uol@relc.org.sg">uol@relc.org.sg</a> and indicate the email subject as <b>"SUBJECT ENTRIES ISSUES"</b> and attach your signed EEF.</p>  |
| <p>8. Technical Issues faced when using the AXS machine:</p> <ul style="list-style-type: none"> <li>➤ No paper receipt issued from AXS station</li> <li>➤ AXS station "hangs" in the middle of transaction</li> <li>➤ Student's Debit Card / ATM Card / Credit Card does not work</li> </ul> | <p>AXS will email you the e-receipt as long as you input your correct and updated email address.</p> <p>Contact AXS hotline at 6560 2727 (Mon – Sun from 8am to 10pm)</p> <p>Students will need to contact their own local bank to seek clarification.</p>  |
| 9. Do you accept post-dated cheques and can we do amendments on the cheque?  | <p>We <b>do not</b> accept post-dated cheques. Kindly ensure that the cheque is <b><i>crossed</i></b>, the signature is consistent with the bank's record and the amount stated in words tally with the amount payable. Please ensure "90" is spelled as <b>"Ninety"</b> and "50" is spelled as <b>"Fifty"</b>.</p> <p>Any amendment / correction done on the cheque must be accompanied with your signature</p> <p>(Please refer to <b>"Registration &amp; Payment Process"</b> on <u>page 5</u> for cheque sample )</p> |
| 10. Will there be an administrative fee for dishonored cheques/ cashier's order.   | All dishonored Cheque / Cashier's Order will be subjected to an administrative fee of <b>\$50</b> .   |
| RELC Candidate Portal  |   |
| <i>(<a href="https://iceams.relc.org.sg/eb/CandidatePortal/CandidatePortalLogin.aspx">https://iceams.relc.org.sg/eb/CandidatePortal/CandidatePortalLogin.aspx</a>)</i>   |   |
| 11. How frequently should I login to my RELC Candidate Portal Account?   | <p>RELC EB will be putting up important announcements and desk numbers on the <b>RELC Candidate Portal</b>. You are strongly encouraged to login the following months:</p> <ul style="list-style-type: none"> <li>- December to January (<i>to verify your subject details before making payment, to submit your Exam Entry Form after payment, etc</i>)</li> </ul>   |

| <b>RELC Candidate Portal</b><br>(https://iceams.relc.org.sg/eb/CandidatePortalLogin.aspx)  |  |
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| <b>Homepage</b><br>12. Where can I view the announcements from RELC EB?  | You can view the announcements from <b>RELC Candidate Portal</b> Home page.  |
| <b>Update Profile</b><br>13. Can I update my Name / ID number / Date of Birth / SRN details in the RELC Candidate Portal?  | You are not allowed to update any of these information in <b>RELC Candidate Portal</b> . Please email the information to us at <a href="mailto:uol@relc.org.sg">uol@relc.org.sg</a> or send us a message via the <b>RELC Candidate Portal</b> under “Feedback” option and we will update for you.  |
| <b>View Exam/Test Details</b><br>14. What should I do if the subjects shown on the “View Exam / Test Details” are from past years examination?   | If the examination details are showing the previous examination record or incorrect records, please email us at <a href="mailto:uol@relc.org.sg">uol@relc.org.sg</a> and attach your latest Examination Entry Form (EEF). We will inform you on <b>when</b> you will be able to make payment through AXS stations.<br><br><i><b>Note:</b> Although you may see the updated details on the portal, the change at the AXS Station will only take effect on the next working day.</i> |
| 15. After I have made payment on 5 January through AXS machine, I logged into <b>RELC Candidate Portal</b> to check the Registration Status (“Reg Status”), it is still showing as “Pending” instead of “Confirmed”. Why is this so? | The Registration status in <b>RELC Candidate Portal</b> will be updated to “Confirmed” status on <b>the next day after payment date</b> i.e. If payment has been made on 5 January, the Status will be updated to “Confirmed” only on 6 January in the <b>RELC Candidate Portal</b> .  |
| <b>Submit Documents</b><br>16. Will I receive an acknowledgement from <b>RELC EB</b> after I have submitted my Examination Entry Form (EEF) via RELC Candidate Portal?   | The only acknowledgement that you will receive will be the message after you have clicked the ‘Submit’ button. You should “Print screen” the message for your reference.<br><br>   |