



Quick Reference • Retrieving Applicant Self Service Login Information

Overview

If you have forgotten your User ID and/or Password to access the Applicant Self Service functions, you can retrieve it by clicking a link on the Applicant Self Service login page, accessible from the SMU admissions homepage.

Options

Two options are available for you:

1. Forgot User ID and Password

Use this option if you cannot remember your User ID. As a security measure, you will be required to provide the following information:

- Full Name (as shown in NRIC/Passport)
- NRIC/FIN/Passport No.
- Date of Birth

Upon clicking on the Retrieve button, an email with your User ID and Password will be sent to the email address that you have specified in your application form.

2. Forgot Password

Use this option if you forgot your Password but remembered your User ID. You will be asked to provide your User ID.

Upon clicking on the Retrieve button, an email with your User ID and Password will be sent to the email address that you have specified in your application form.

Retrieving Your User ID and/or Password

The screenshot shows the 'Applicant Self Service Login Page' with the SMU logo. A red box labeled '1' highlights the 'Forgot User ID and Password' link. A red arrow points from this link to a form titled 'Forgot User ID and Password'. This form contains three required fields: '*Full Name as shown in the NRIC/Passport', '*NRIC/FIN/Passport', and '*Date of Birth (DD/MM/YYYY)'. A green 'RETRIEVE' button is at the bottom right, with a red circle labeled '2' next to it. Below this, another red box labeled '1' highlights the 'Forgot Password' link. A red arrow points from this link to a form titled 'Forgot Password'. This form contains one required field: '*User ID'. A green 'RETRIEVE' button is at the bottom right, with a red circle labeled '2' next to it.

Step 1

Click on one of the links to access the page to retrieve your User ID and Password.

Step 2

Fill in the required information and click on the Retrieve button to have your User ID and Password sent to the email address you have specified in your application form.



Note:

If you have submitted your application before the launch of the new Online Application System, you can also use the **Forgot User ID and Password** option to retrieve your User ID and Password. The User ID and Password will be sent to the email address in you specified in your application form.

For assistance, please contact:

IT Help Centre

Singapore Management University
Basement 1, School of Accountancy
Tel: +65 6828 0123
Email : helpdesk@smu.edu.sg

Operating Hours : Mon to Fri, 8:30am-7:00pm
(Closed on Sat, Sun and Public Holidays)