

STARTER KIT

For NUS International Students

Updated 3 February 2025



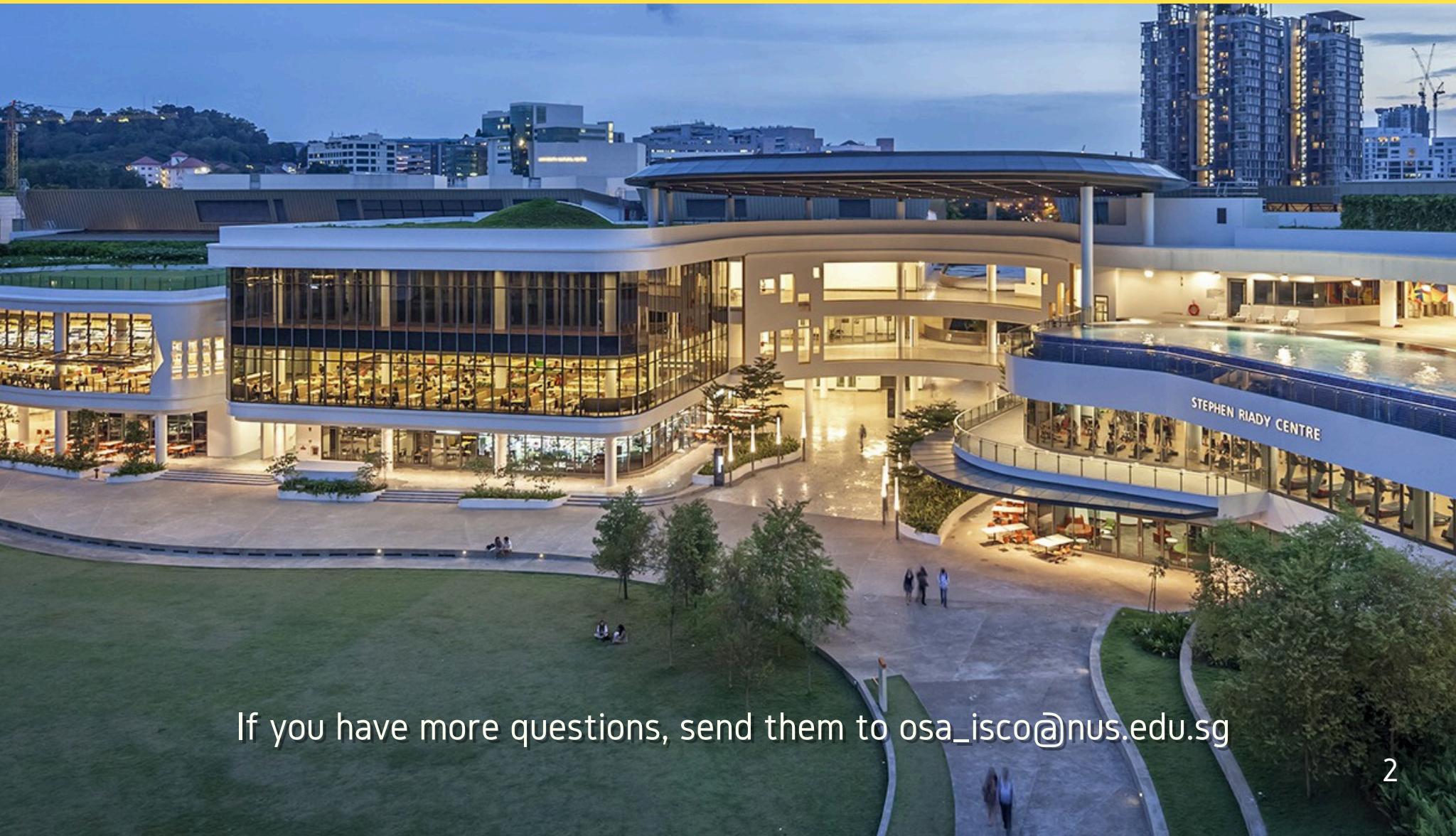
NUSSU
National University of Singapore
Students' Union



NUS
National University
of Singapore

Office of
Student Affairs

WELCOME TO NUS!



If you have more questions, send them to osa_isco@nus.edu.sg

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for more information

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1. GETTING AROUND & GETTING CONNECTED

GETTING AROUND SINGAPORE

Getting around Singapore is easy with the efficient public transportation network which offers the modern Mass Rapid Transit (MRT), Light Rail Transit (LRT) rail system, buses, and taxis.



MASS RAPID TRANSIT (MRT)



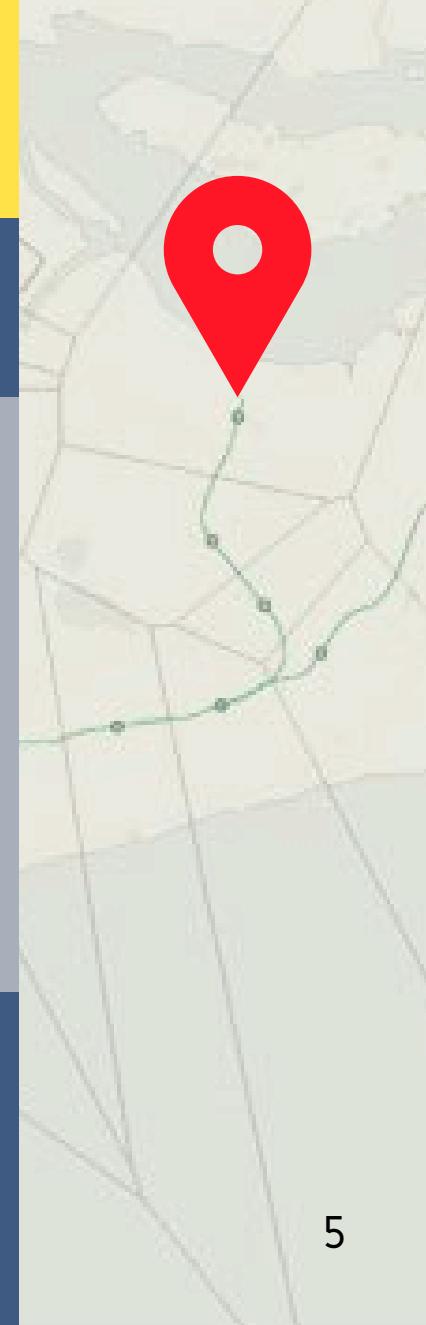
TAXI



PUBLIC BUSES



RIDE-HAILING SERVICES





System Map

MRT map Preview!



EZ-LINK CARD



A contactless stored value card used for public transport. The cost of your journey will be automatically deducted when you tap out/alight from the MRT or bus.



MASS RAPID TRANSIT (MRT)

Each bus stop, bus interchange and MRT station will have a helpful guide to show you how much it costs to go to each station.

Click on the picture above to download the MRT map.

The Thomson-East Coast Line Stage 4 opens for passenger service on 23 June 2024. [Read updates here](#).

PUBLIC BUSES



Singapore has a comprehensive network of public buses that allow you to travel the island. These are a few apps that you can use to navigate and plan your journey a little better (recommended [SG Buses](#)). Also check out the Bus Uncle Bot on telegram for a more interactive experience [@sgbusunclebot](#)



RIDE-HAILING SERVICES



There are many private-hire car hailing services that allow you to travel around Singapore with much more convenience. While these services can be a little pricey during peak hours, look out for cheaper options like ride-sharing or discount codes.

For a list of these services, check out Land Transport Authority (LTA)'s official website.



GETTING AROUND NUS

Get an overview of the NUS campuses with
this handy map.



EDUCATION RESOURCE CENTRE

01 KENT RIDGE CAMPUS
(MAIN)



BY PUBLIC TRANSPORT



BY INTERNAL SHUTTLE BUSES



02 BUKIT TIMAH
CAMPUS (BTC)



BY PUBLIC TRANSPORT



03 DUKE-NUS GRADUATE
MEDICAL SCHOOL
(OUTRAM CAMPUS)

Click on the text to
find out where the
nearest MRT station
and bus stops are



NUS NextBus is an app that allows you to check for the route of each NUS internal shuttle bus or the time that the bus will arrive at each bus stop.

NUS NextBus is available to download on App Store and Google Play

The screenshots demonstrate the app's features:

- Bus Stops (3:10):** Shows a map of the National University of Singapore campus with various bus stops marked by green icons. A search bar at the top says "Select Bus Stop". Buttons for "KRC" and "BTC" are visible on the right. A bottom navigation bar includes "Bus Stops", "Bus Services", "Favourites", and "Messages".
- Central Library (3:11):** Displays a detailed map of the central NUS area, showing the route of bus A1 from Central Library to KRC. The route passes through Clement Rd, West Link, and NUS Business School. Bus stops along the route are marked with icons. A vertical list on the right shows stops: YIH, Central Library, LT13, AS5, COM2, and BIZ 2, each with a star icon to its right.
- Favourites (3:12):** Shows a list of favorite bus routes. The first entry is "Central Library" (3:58:09m), which has been set as the home page. Other entries include "A1" (Arr 31 mins), "D1" (15 mins), "B1", "BTC1", "A1E", and "LT13" (3:59:01:76m). Each entry has a star icon and a "Set Favourites as home page" toggle switch.

GETTING CONNECTED

Singapore has a few main telecommunication providers such as SingTel, Starhub, M1 and Circles.life. With these providers, you can subscribe to a mobile and/or data service plan or buy a pre-paid card.

Click on the icons below to find out more about these providers.



**WIFI networks are easily found in Singapore and on campus, you can access WIFI as long as you are a registered NUS student. You can also find prepaid cards from convenience stores.

SENDING POST/PARCELS

SingPost is the designated public postal licensee. Apart from domestic and international regular postal services, the post offices also offer services such as courier, retail, ticketing, government application and bill payment.

Post boxes and POPstation boxes are owned by SingPost, and Blu boxes are owned by a third party logistics provider.

POPStation

- Prince George's Park Residences (PGPR)
- Stephen Riady Centre (UTown)

[Check out for POPstations information here](#)

Blu

- Education Resource Centre L1 (Near Starbucks)
- School of Computing, COM2 L1
- Prince George's Park Residences (PGPR)

Post Boxes

- Forum/Central Library (near bus stop)
- Faculty of Science (near bus stop)

[Click here for the nearest branch to NUS](#)

[Check out SingPost website here](#)

Did You Know?

On some delivery and shopping platforms, you can select a nearby POPStation to receive your parcel. Thereby, eliminating a third party to receive your parcel.

When receiving by POPStation, you are sent a secure code to open the box that contains your parcel.



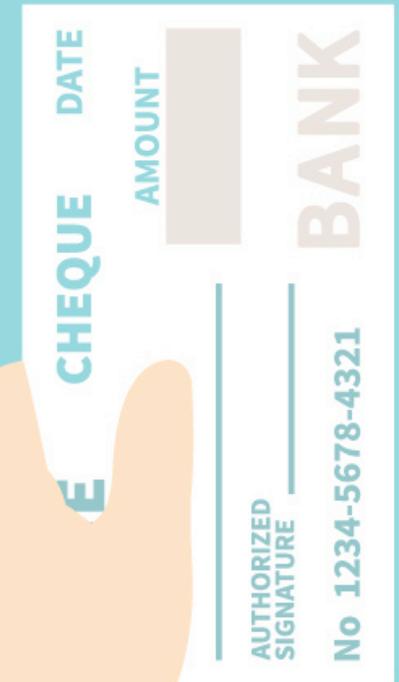
BANKING SERVICES

You will be able to find local and international banks in Singapore.

You may check with your home bank to see if you can use their services here. Otherwise, it would be wise to set up a local account.

DBS, OCBC and UOB are the biggest local banks and all have Automated Teller Machines (ATMs) on campus.

Refer [here](#) for the full list of banks in Singapore.



BANKING SERVICES (NUS)

ATMs are available throughout campus.

For your convenience, the nearest OCBC bank outlet is located on campus at Utown.

Remember to bring sufficient cash or traveller's cheques to cover your expenses while deciding on the bank you wish to open an account with.



OPENING A BANK ACCOUNT

To open a savings account, you may want to have the following 3 documents ready:

Original
Passport
(at least 6
months validity)



*Student's Pass/ Letter from
School/
Matriculation Card

*Note: some banks may allow
the use of In-Principle Approval
(IPA) Letter from the
Immigration & Checkpoints
Authority of Singapore instead
of Student Pass.



Proof of Residency

(e.g. Letter from Hostel
Management Office/Student
Service Centre/ Letter
issued by government of
other public bodies regulated
for AML practices in a FATF
member country or Letter
from insurance companies in
a FATF member country)

For more information, contact the bank's hotline to find out more.

PAYMENT METHODS



is a debit card that allows payment at retail shops/taxis advertising the NETS sign.

Find out more [here](#).

CASHCARD

is a stored value card, allowing cashless payment. Participating vendors will have CASHCARD signs on display.

You may use the cashcard at the school libraries' printing rooms.

Topping up of cash can be done at the library, convenience stores or car park kiosks.

GIRO

is a convenient and cashless mode of payment provided by the bank, that you can approach your bank to set up.

This is an arrangement that you can make with your Billing Organisation (such as NUS) to debit your designated bank account to pay your bills on a regular basis.



PAYMENT METHODS

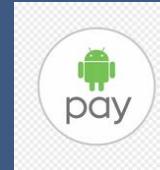
TRANSFER OF FUNDS

May be done using bank drafts made out in Singapore dollars and drawn from a Singapore bank. These can be credited to your accounts and drawn in one to two days.

Cheques drawn on banks with no branches in Singapore may take about 3-8 weeks to clear.

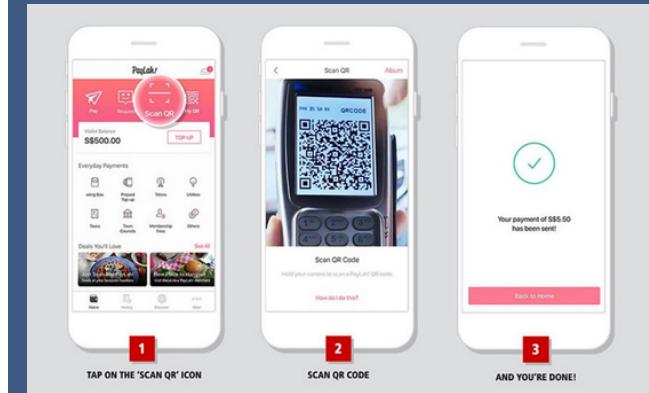
You can approach your bank to assist you, or use your bank's provided mobile app.

DIGITAL WALLETS



Find out more [here](#).

Apps that allow you to pay by scanning a QR code
(can be used in NUS canteens and some shops outside NUS)





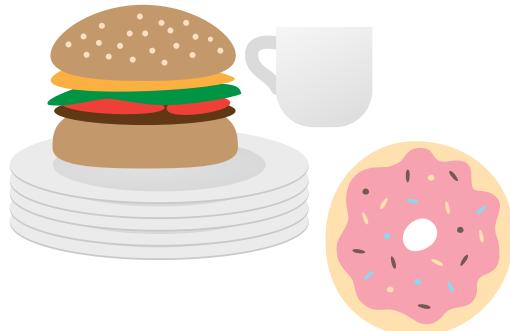
GETTING NECESSITIES



From groceries to quick bites to beauty items to stationery and gifts, you can find them all on campus (Kent Ridge) or nearby. Highly recommended when you are in Singapore:

1. **Sunscreen**: Important to apply to prevent sunburns, especially in SG's hot and sunny weather.
2. **Mosquito repellent**: Important to apply to prevent mosquito bites, especially in parks and nature reserves.

Navigate [here](#) to access the stores' addresses and opening hours.



Explore the wide variety of food and beverage options on campus!
Click [here](#).

DINING OUTSIDE OF CAMPUS

Singapore has a wide variety of options when it comes to dining outside NUS. You can enjoy a meal at nearby malls in Clementi, Buona Vista and Holland Village. You can also enjoy a more affordable option in any nearby hawker centre or food court.

If you don't feel like leaving NUS though, one of many food delivery services (but not limited to those shown below) will bring dinner to you. They cater for a wide variety of options across many price points. Just download the app and start ordering!



For more travel tips, check this link by visitsingapore.com

SPEAKING LIKE A SINGAPOREAN

Malay, Mandarin, Tamil and English are official languages in Singapore. While Malay is the national language, English is the language of business, government, and is used in schools. English is the common language among the four main ethnic groups.

Although English is widely spoken, when Singaporeans gather in informal settings, we often speak in a mix of English and the vernacular languages. This is Singlish, a localised form of English we have evolved over our history. While it may not be recognised as a formal language, it is useful to understand some of the common terms that you may encounter in your daily interactions on the next page.*



For more useful guides, click [here](#).

SINGLISH 101

"Don't kancheong"

To be kancheong is to be panicky and impatient. It is used in all contexts, to mean "Don't rush" or "Relax" or "We can do this later".

"Lah/Leh/Lor"

Used at the end of a sentence for emphasis.
"Just do it lah" (Please do it now).
"Faster leh" (Hurry up)
"Fine lor" (That's fine with me)

"Anyhow only"

Used to express frustration towards someone or something done with half-hearted effort.

"Auntie/Uncle"

Respectful way to refer to an older woman or man as well as used out of affection and respect

"Tabao"

Takeaway/takeout.

"Alamak"

[Ah-lah-mak]

A local equivalent to "Oh no".

"Liddat ah?"

"Like that?"
Also use in sentence
"Why are you so liddat?" to question someone when they are being unreasonable, difficult or selfish

"Chope"

To reserve a seat. For example: "Eh, can chope seat ah?" ("Can you reserve a seat?"). Singaporeans often use umbrellas or tissue packets to 'chope' seats in hawker centres.

"Makan"

"Makan" is the Malay word for "eat."
"Makan" is also the opposite of "tabao", so instead of taking away the food, to makan means to eat in



SINGLISH 101

"Sabo"

Short form of 'sabotage', but it means to inconvenience someone. For example: "You sabo me, leh."

"Shiok"

Used to express enjoyment.

"Blur sotong"

While sotong means squid, this phrase is employed on people who are a little slow catching on or have trouble understanding something.

"Huh?"

Often exclaimed, it is used to express disbelief or unwillingness.

"Dun wan"

Colloquial pronunciation of 'don't want'.

"Can or not"

"Is it possible?"

"CMI"

"Cannot make it". Used to refer to something of low quality or standard.

"Shag"

In Singapore, this is used to express exhaustion or feeling very tired.
For example: "Wah, I have lecture later.
Shag leh!"

Put your Singlish to use and learn how to order coffee and tea at our local hawker centres and foodcourts like a pro!

AUNTY'S GUIDE TO KOPI / TEH



Picture adapted from <https://www.tripzilla.com/singapore-singaporeans-guide-ordering-kopi-teh/2514>



2. IMPORTANT RESOURCES & CONTACT DETAILS



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Scam Resources

RESOURCES (STUDENT PORTALS)

Click
on underlined
words to go to
the portals

COURSEREG

System for Undergraduates and Graduates
to register for modules.

[CourseReg](#) [Help Desk](#)
6516-5860

CANVAS

System containing all the enrolled module
information including lecture notes,
assignments, etc.

[Canvas Student Guide](#)
itcare@nus.edu.sg
6516-2080

NUSMODS

NUS Modifications (NUS Mods)
A free timetable builder to schedule your
lessons.

[NUSMods FAQ](#)

NUSYNC

NUSync is a Campus Engagement Network
that connects you to various organisations,
programmes, and departments pertaining to
student life in a private online community.

[Student Help Desk](#)

MYPORTAL@NUS

One-stop portal for student information
from checking your exam schedule to
financial records.

[General Queries](#)

RESOURCES (OTHERS)

Click
on underlined
words to go to
the portals

HOSTEL ADMISSIONS

Get all answers here - the campus residential options and rates, application guides, application eligibility and procedures and more.

[Ask Hostel Admissions](#)

CODE OF STUDENT CONDUCT

The Code of Student Conduct promotes an environment that facilitates your intellectual pursuits, supports student and community development and enforces civility and personal responsibility.

RESOURCES (OTHERS)

Click
on underlined
words to go to
the portals

IT CARE

For any technical assistance such as Password reset and use of e-Services such as Edurec or enquiries related to IT matters, look for NUS IT Care.

Hotline: 6516 2080
Email: itcare@nus.edu.sg

LIBRARIES

Find a study spot at any one of NUS's 8 libraries or visit [here](#) to gain access to the host of online library tools.

[Ask a Librarian](#)

SPORTS FACILITIES

Unwind through sports like squash, tennis, swimming and many more! Booking of facilities can be done online through the Resource Booking System (REBOKS).

[Resource Booking System \(REBOKS\) FAQ](#)

CAREER SUPPORT

The Centre for Future Ready Graduates develops programmes to equip students for successful future careers and enable students to lead happy and meaningful lives. Work-related resources that are tailored to the needs of international students can be found.

Hotline: +65 6516 1385

RESOURCES (OTHERS)

Click
on underlined
words to go to
the portals



University Counselling Services is there for anyone going through a stressful time due to the varying demands of the new environment. Do not hesitate to seek out help when you are feeling distressed or overwhelmed.

Hotline: +65 6516 2376



The University Health Centre serves as a holistic healthcare provider for the NUS community.

Clinic: +65 6601 5035



Pitstop is supported by the Student Wellness of OSA. The centre organises activities and workshops for students to unwind and relax.

Email:
studentwellness@nus.edu.sg

GUIDES TO STUDENT PORTALS

Click
below to go to the
websites

**EDUREC
GUIDE**

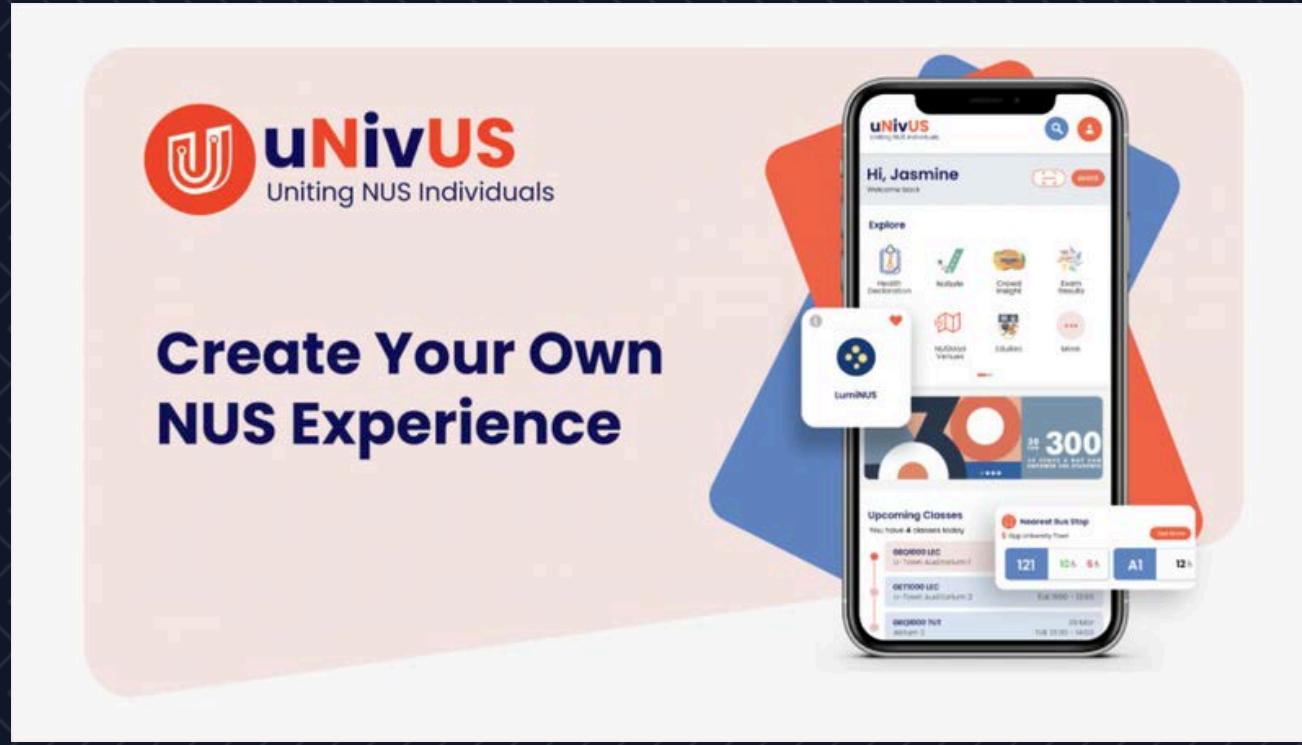
**NUS
LIBRARIES
GUIDE**

**CANVAS
GUIDE**

**NUSMODS
GUIDE**

**IT
RESOURCE
GUIDE**

USEFUL MOBILE APPLICATION TO DOWNLOAD



Find out more about **uNivUS**, the gateway app uniting NUS individuals and resources by clicking on the picture above.

UNIVUS RESOURCES

The image displays three screenshots of the UNIVUS mobile application interface, illustrating its resource management and support features.

Screenshot 1: Resources

This screen shows a grid of resource categories:

- Circulars
- NUS Guides
- Academic Matters, Faculties & Schools
- NUS Lifelong Learning
- Exams & Graduation Matters
- Health, Wellness, Safety & Security
- Financial Aid & Scholarships
- Career Opportunities & Resources

Screenshot 2: Chatbots

This screen lists various chatbot services available for student support:

- CeeVee (CFG Career Assistant)
- ALCA (NUS IT)
- okOSA (Student Service Centre)
- Office of Housing Services
- Ask OHRBot

Screenshot 3: Home Screen

This screen shows the main navigation bar and a central "uNIVUS Resources" section:

- Home
- Resources
- Inbox (with a red notification dot)
- Calendar
- Emergency

The "uNIVUS Resources" section contains links to:

- Financial Aid & Scholarships
- Career Opportunities & Resources
- uNIVUS Resources (with a blue button)

Emergency Contacts

 Search

Campus Security (Kent Ridge Campus)

 6874 1616

ocssec@nus.edu.sg

Campus Security (UTown)

 6601 2004

Campus Security (Bukit Timah Campus)

 6516 3636

Campus Security (Outram Campus)

 6516 5568

Lifeline NUS

 6516 7777



Emergency Contacts

 Search

Singapore Police Force

 999

Emergency Ambulance/Fire

 995

Samaritans of Singapore

 1767

Non-emergency Ambulance

 1777

Emergency Contacts

 Search

University Health Centre

 6601 5035

uhc_health@nus.edu.sg

Mon - Wed: 8.30am - 5.30pm

Thu: 8.30am - 4.30pm

Fri: 8.30am - 5.00pm

(Closes for Lunch: 12:00pm - 1:30pm)

NUS Maintenance Hotline

 6516 1515

NUS IT Care

 6516 2080

itcare@nus.edu.sg

Mon - Fri: 7.30am - 7.30pm

Sat, Sun & PHs: 8.30am - 6.00pm

NUS Whistleblowing

 6516 6209

whistleblow@nus.edu.sg

Emergency Contacts

 Search

NUS Care Unit

 6601 4000

ncu_help@nus.edu.sg

NUSHeart

 800 852 6317

support@resourcesforyourlife.com

For NUS Staff only

University Counselling Services

 6516 2376

uhc_counselling@nus.edu.sg

Mon - Wed: 8.30am - 5.30pm

Thu: 8.30am - 4.30pm

Fri: 8.30am - 5.00pm

(Closes for Lunch: 12:00pm - 1:30pm)

USEFUL CONTACT INFORMATION

Faculty Student Support Managers & Residential Wellness Managers

Within each faculty and on-campus accommodation, you have direct access to a designated staff who can support, guide, and connect you to available resources on campus.

Campus Emergency and Security

Campus Security Emergency Hotline:

+65 6874 1616
(24 hours)

Lifeline NUS Emergency Hotline:
(For psychological life threatening emergencies only)
+65 6516 7777 (24-hour)

Campus Asset Management
For issues relating to cleanliness, leaks, repairs, aircon etc.:

+65 6601 7878
(24 hours)

NUS Care Unit

NCU provides coordinated, end-to-end care for students affected by sexual misconduct through a variety of channels and services

+65 6601 4000 (After hours)
Call to receive support from a trained care professional.

Emergency Hotlines (24-hrs):

995 (Civil Defence Emergency Ambulance / Fire Engine)

999 (Singapore Police Force)

USEFUL EMAIL ADDRESSES

Student Wellness

Supports students' well-being as you navigate your way through your journey in NUS

studentwellness@nus.edu.sg



Office of Student Affairs

Supports the NUS student community in all aspects of student life outside-of-the-classroom

osa_isco@nus.edu.sg
(For briefing & student-life activity-related matters)



NUS Student Union (NUSSU)

Provides engaging platforms to promote students' interests, bridge perspectives and nurture global leaders of change.

feedback@nussu.org.sg



PLAYING YOUR PART



Singapore is a multi-cultural & multi-religious country. Everyone plays their part in upholding peace and unity.



Adhere to the laws - in Singapore, some crimes like armed robbery carry serious offences.



Protect yourself and your friends from scams. Click on the icon above for more information about Scam Alerts in Singapore.

BEING GRACIOUS

EATING OUT

Eat and go

Share a table

Return your trays

Keep the toilets clean

Spitting is prohibited

CARING FOR OUR ENVIRONMENT

Dispose litter responsibly

Look out for no-smoking areas

Damaging/removing (parts of) plants from parks and gardens is prohibited

IN GENERAL PUBLIC

Queue orderly

Keep left, Give way

Respect personal space

Observe your volume

RESPECTING OTHERS

Follow established procedures

Respect private and public property

Keep private matters private

Always seek and respect consent

RESPECTING OTHERS ONLINE

Be mindful of the feelings of other races, religions and nationalities

Beware of fake news

Verify sources/information before sharing

[Click here](#) for more resources on digital literacy.

NUS STUDENT CODE OF CONDUCT

Refer to NUS Code of Conduct for more details

SCAM RESOURCES

SCAMS ARE INCREASINGLY COMMON

6 in 10 people in SG have encountered scams

7 in 100 people fall prey to scams

55% of this group were scammed last year

45% of them were scammed more than once

VISIT SCAMSHIELD.GOV.SG FOR OFFICIAL NEWS

Scam Alert updates information about the latest scams

Scamshield.org.sg provides the "ScamShield" app to protect against unsolicited messages and calls

Read real stories of scam survivors