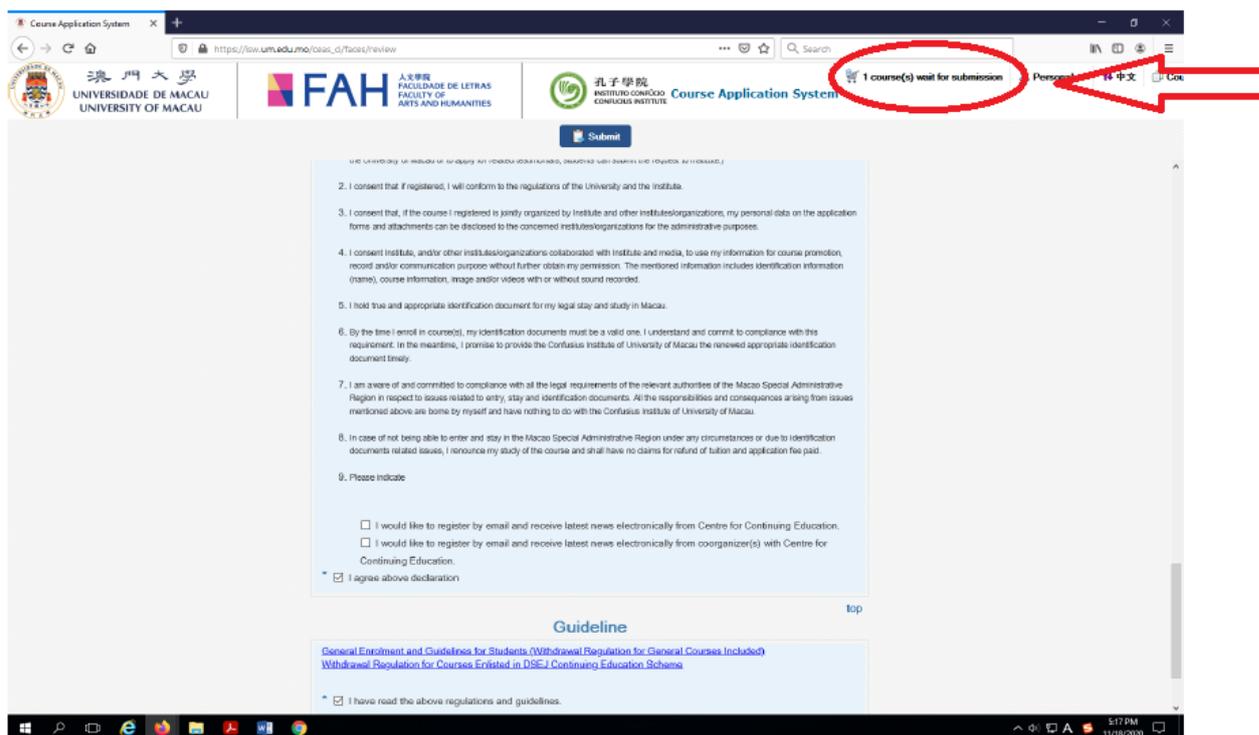


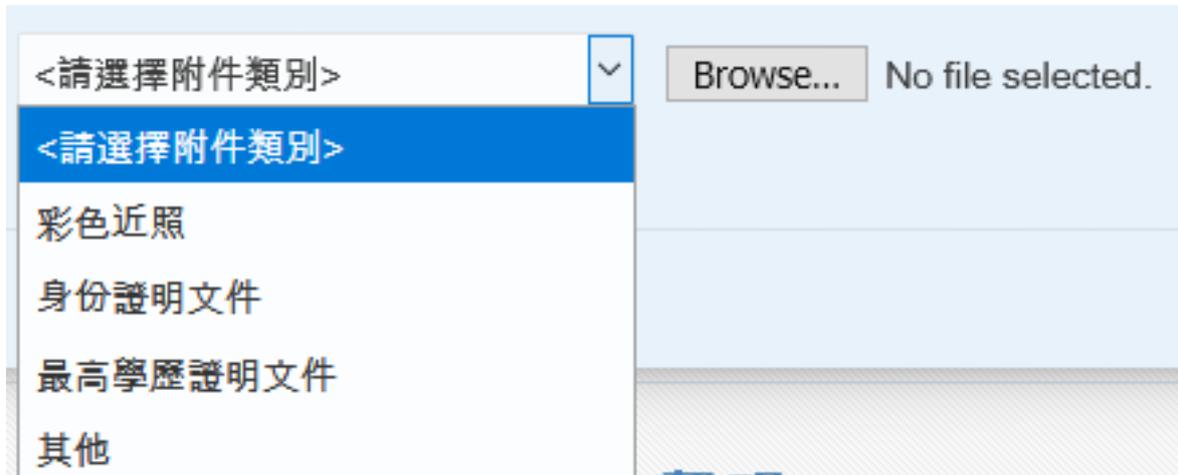
## Frequently Asked Questions

**Q1. I have “enrolled” the course but I did not receive a confirmation email generated by the system. When I try to “enroll” the course again, I received this error message.**

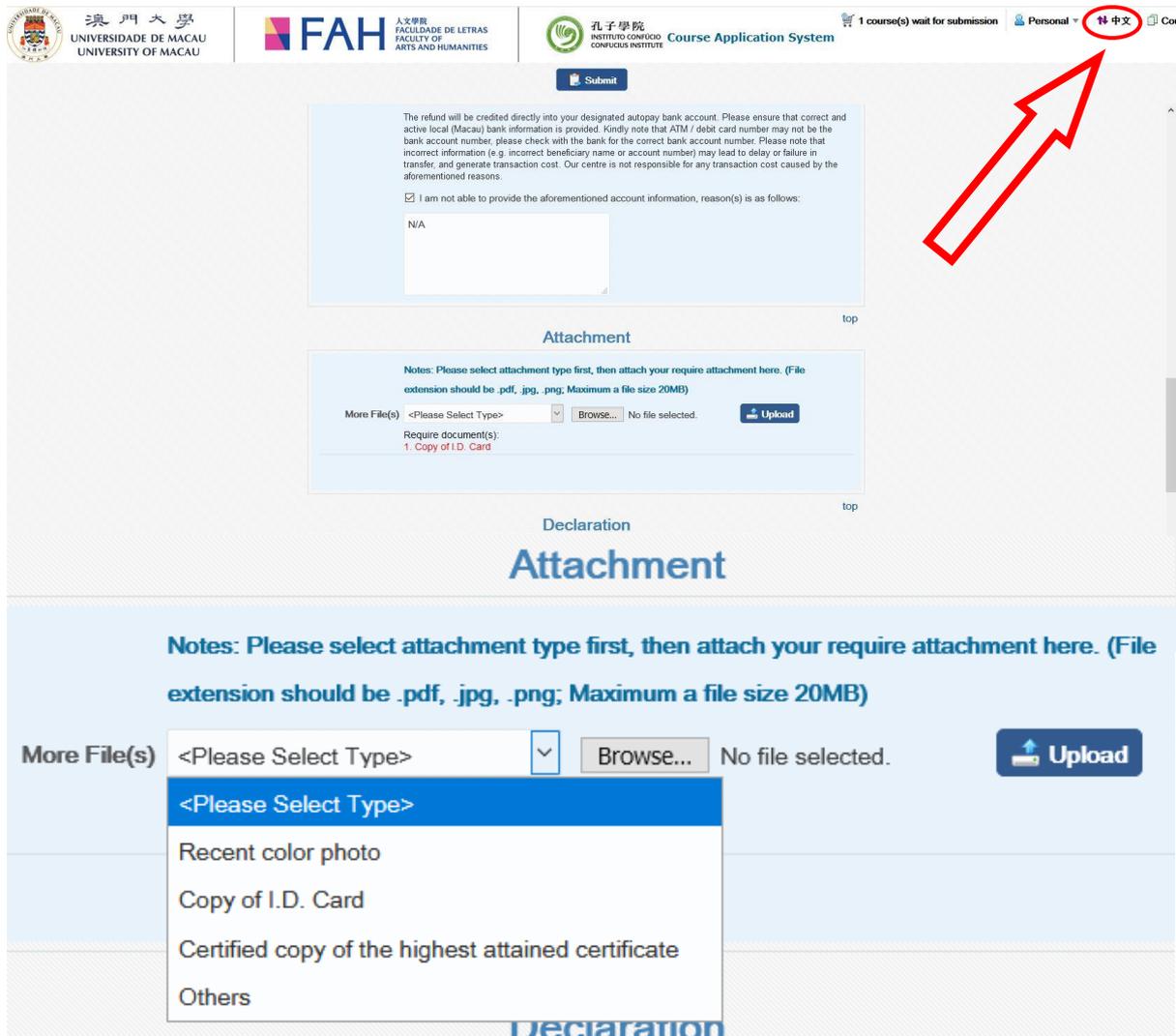


**A1. After selecting the course that you would like to enroll to, you should click the “1 course(s) wait for submission” button on the top right corner. Then you will be asked to review your personal information and input additional information. Once completed, you should click the “NEXT” button to proceed submitting an application. You will then receive a confirmation email with a reference number of your application.**

**Q2. When I try to select the document type to upload my ID copy, I found that the options on the drop-down menu are all in Chinese. How can I change them back to English?**



**A2. You can click the button “中文” on the top right corner to Chinese and click “English” to switch it back to English. The options on the drop-down menu should be in English language now.**



**Q3. I input my name correctly without comma, but there is still an “error message” showing on the top of the page.**

**Registration**

Name should be the same as your identification document without comma

\* ID Name in English

ID Name in Chinese

**A3. This is just a hint for applicants and not an error message. You can proceed to submit your registration once you finish entering all the required information.**

**Q4. I have created an account on the application system previously, but forgot the “ID Number” and “Password”, what should I do?**

**A4. Your “ID Number” should be either your Macau ID number, passport number or non-resident worker’s identification card number. As for your “Password”, you may simply click onto “Forgot Password” and enter your “ID Number” and “Email” to reset your password.**

**Login**

\* ID Number   
ex. 1234567(8), please enter 12345678

\* Password

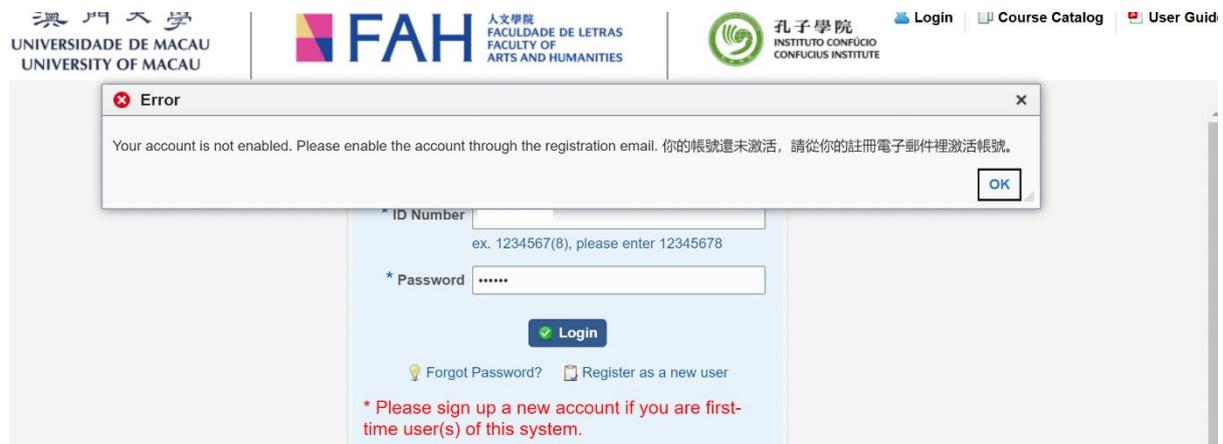
\* Please sign up a new account if you are first-time user(s) of this system.

**Forgot Password**

\* ID Number   
ex. 1234567(8), please enter 12345678

\* Email

**Q5. I have already “activated” my account by clicking onto the weblink in the email, but still receive an error message of “Your account is not enabled...”.**



**From:** UM Confucius Institute <[confucius.institute@um.edu.mo](mailto:confucius.institute@um.edu.mo)>

**Sent:** 15 November 2024 06:31

**To:**

**Subject:** Your login link for UM Continue Education Application System 你的澳門大學持續進修申請系統登入網址

Dear 親愛的

Please be notified that your account for UM Confucius Institute Application System can be login (only valid for today) through

[https://isw.um.edu.mo/ceas\\_ci/faces/changePasswordLink?token=fd0fd2be7e932a9252933c811938cbaa](https://isw.um.edu.mo/ceas_ci/faces/changePasswordLink?token=fd0fd2be7e932a9252933c811938cbaa).

你的澳門大學孔子學院課程申請系統帳號可透過點選連結 [https://isw.um.edu.mo/ceas\\_ci/faces/changePasswordLink?token=fd0fd2be7e932a9252933c811938cbaa](https://isw.um.edu.mo/ceas_ci/faces/changePasswordLink?token=fd0fd2be7e932a9252933c811938cbaa) 以登入你的帳號(連結只限當天有效)。

For enquiry regarding your application, please feel free to contact our centre at tel: (853)8822 4500 or via E-mail:

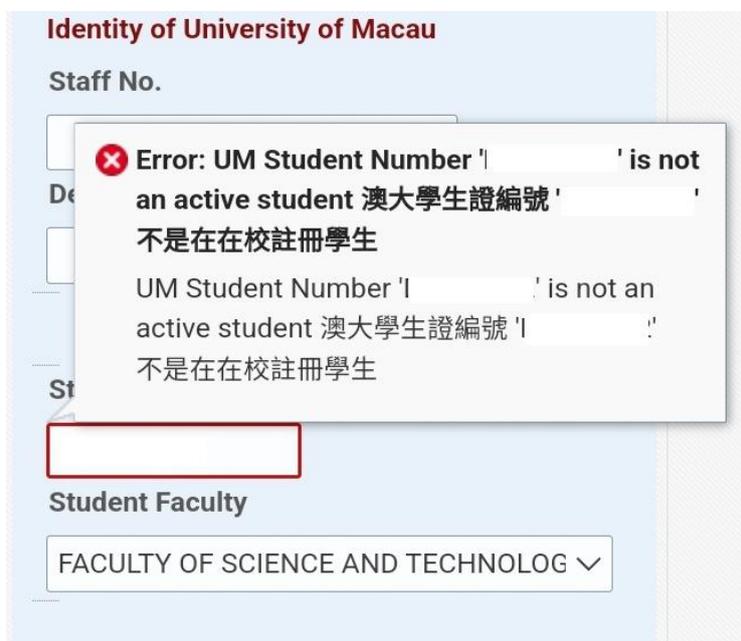
[Confucius.Institute@um.edu.mo](mailto:Confucius.Institute@um.edu.mo).

如有疑問，敬請聯絡本中心：電話 (853) 8822 4500，電郵 [Confucius.Institute@um.edu.mo](mailto:Confucius.Institute@um.edu.mo)

Confucius Institute  
University of Macau  
澳門大學孔子學院

**A5. Your account has not been activated on the same day that the email was sent to you. Please click “forget password” again to get an updated activation link, and click onto the link to activate your account immediately.**

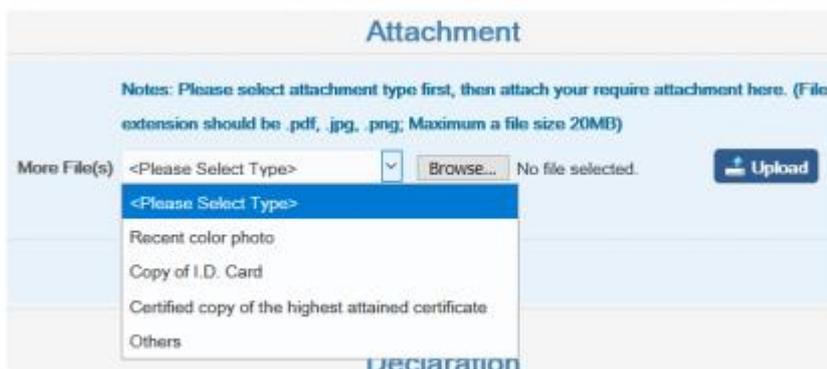
**Q6. I'm an exchange student and will not have my student number until I register, what do I fill-out on the "Student NO. in UM" field?**



The screenshot shows a form titled "Identity of University of Macau". It includes a "Staff No." field, a "Student NO. in UM" field, and a "Student Faculty" dropdown menu. An error message is displayed over the "Student NO. in UM" field, stating: "Error: UM Student Number ' ' is not an active student 澳大學生證編號 ' ' 不是在在校註冊學生". The error message is repeated twice. The "Student Faculty" dropdown menu is set to "FACULTY OF SCIENCE AND TECHNOLOG".

**A6. You can simply leave that field and the whole section of "Identity of University of Macau" blank and proceed with your application, as it is not a mandatory field.**

**Q7. I have already uploaded my ID copy to my application, but when I try to submit my application, it won't allow me to proceed.**



The screenshot shows the "Attachment" section of a form. It includes a "Notes" section: "Notes: Please select attachment type first, then attach your require attachment here. (File extension should be .pdf, .jpg, .png; Maximum a file size 20MB)". Below the notes, there is a "More File(s)" label, a dropdown menu for selecting the attachment type, a "Browse..." button, and an "Upload" button. The dropdown menu is open, showing the following options: "<Please Select Type>", "Recent color photo", "Copy of I.D. Card", "Certified copy of the highest attained certificate", and "Others".

**A7. Please be reminded to select file type as "Copy of I.D. Card" and make sure that the file format is either .pdf, .jpg, .png and file size should not be larger than 20 MB.**



## Q8. How do I know if I have successfully submitted my application?

**A8. If you have successfully submitted your application, you should receive a confirmation email with an application reference number, similar to the one below.**

**From:** UM Confucius Institute <[confucius.institute@um.edu.mo](mailto:confucius.institute@um.edu.mo)>

**Sent:** Wednesday, July 10, 2024 11:21 AM

**To:** ]

**Subject:** Email Confirmation

### Email Confirmation

Dear ,

Thank you for your interest in our courses and your online application. Your online application has been successfully submitted to the UM Confucius Institute.

The reference number is .

We will inform you whether or not your application is successful by 8 August 2024 (Thu) via email.

For enquiry regarding your application, please feel free to contact our Institute at via E-mail: [confucius.institute@um.edu.mo](mailto:confucius.institute@um.edu.mo) or Tel:(853) 8822 4500.

Best regards,  
Confucius Institute  
University of Macau