





Last updated: 06/06/2025

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.

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	OK "
	Application Period
	19/11/2020 16:00:00 - 15/12/2020 12:00:00
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	3. I consent that, if the course i registered is jointly organized by institute and other institute/sorganizatione, my personal data on the application forms and attachments can be disclosed to the concerned institute/sorganizations for the administrative purpose.
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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?

<請選擇附件類別>	Browse No file selected.
<請選擇附件類別>	
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身份證明文件	
最高學 <mark>歷證</mark> 明文件	
其他	

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.

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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 nonresident 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.

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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...".

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From: UM Confucius Institute <<u>confucius.institute@um.edu.mo</u>> 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. (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.

For enquiry regarding your application, please feel free to contact our centre at tel: (853)8822 4500 or via E-mail: <u>Confucius.Institute@um.edu.mo</u>. 如有疑問,敬請聯絡本中心:電話(853)8822 4500,電郵 <u>Confucius.Institute@um.edu.mo</u>

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?

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St	不是在在校註冊學生	
Stud	lent Faculty	

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.

	Attachment
More File(s)	Notes: Please select attachment type first, then attach your require attachment here. (File extension should be .pdf, .jpg, .png; Maximum a file size 20MB) <please select="" type=""> Y Browse No file selected.</please>
	<please select="" type=""></please>
	Recent color photo
	Copy of I.D. Card
	Certified copy of the highest attained certificate
	Others
	Declaration

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 <<u>confucius.institute@um.edu.mo</u>> 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 Email: <u>confucius.institute@um.edu.mo</u> or <u>Tel:(853)</u> 8822 4500.

Best regards, Confucius Institute University of Macau