

**EDUCATION MALAYSIA GLOBAL SERVICES (EMGS)**  
**9<sup>th</sup> March 2023**

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**ENHANCEMENT OF STUDENT PASS RENEWAL APPLICATION FORM (IM55) IN STARS**

**1. PURPOSE**

- 1.1 The purpose of this bulletin is to provide an update on the system enhancement of the Student Pass Renewal Application Form (IM55) in the STAR System.
- 1.2 This enhancement is applicable to international students that have obtained a new travel document number upon changing or renewing their passports.

**2. IMPLEMENTATION**

- 2.1. Effective from 13<sup>th</sup> March 2023, Education Institutions will be required to update the student's previous travel document during the creation of the Renewal Application in the STAR System if there are no records found under the new Travel Document number that is used.
- 2.2. The STARS system will prompt the user to fill in the student's previous travel document number and nationality in order to trigger an auto-search of the student's information in the STAR System.

**Search Applicant with Previous Travel Document Number**

We cannot find the applicant with the passport info provided. Before you can proceed with the application, we need to update the new passport number of the applicant with the following steps:

1. Input the previous passport number and select the nationality.
2. If an applicant is found, verify that the info is correct. Click the button *Update Travel Document Number* to update the new passport number for the applicant.
3. If no applicant is found, please contact EMGS for assistance.

**Previous Travel Document Number**  
Previous Travel Document Number

**Nationality**  
-- Please Select --

Current Travel Document Number: TSTTD000001

- 2.3. The system will then display the student's information such as **Full Name, Gender, and Date of Birth** if a matching student record is found. The user is required to verify the student's information and if the information is correct the user may proceed by clicking on the "Update Passport Number" button.

The screenshot shows a web interface titled "Search Applicant with Previous Travel Document Number". It contains a message: "We cannot find the applicant with the passport info provided. Before you can proceed with the application, we need to update the new passport number of the applicant with the following steps: 1. Input the previous passport number and select the nationality. 2. If an applicant is found, verify that the info is correct. Click the button *Update Travel Document Number* to update the new passport number for the applicant. 3. If no applicant is found, please contact EMGS for assistance." Below this, there is a form with two main sections. The first section is "Previous Travel Document Number" with a text input field containing "AUS14122023". The second section is "Nationality" with a dropdown menu set to "Australia". Below the dropdown, it says "Applicant Found. Please verify applicant's details." A yellow highlighted box displays the following information: "Full Name: ISLA AZIZAH", "Gender: Female", and "Date of Birth: 14/12/2000". At the bottom, there is a "Current Travel Document Number" field with "TSTTDN0001" and an orange "Update Travel Document Number" button.

- 2.4. If the student's information displayed is not matching or the record is not found as per the screen shot below, kindly ensure that the information keyed in for the previous travel document number and nationality is correct as per the information used for the previous application applied in the STAR system.

The screenshot shows the same web interface as above, but with the "Nationality" dropdown menu set to "Bahamas". Below the dropdown, it says "No record found." A red box highlights this text, and a red arrow points to it from the left. The rest of the form, including the "Previous Travel Document Number" field with "AUS14122023" and the "Current Travel Document Number" field with "TSTTDN0001", remains the same.