National Immigration Agency

Continuous Optimization and New Functions Project for Foreign Professionals Application System Platform

（Project no.：3-1070855）

System Platform Manual

Online application system platform for foreign students and expatriate students

File version：V1.0

July 12, 2019

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I. How to use this system platform

1 Homepage (Front-end)

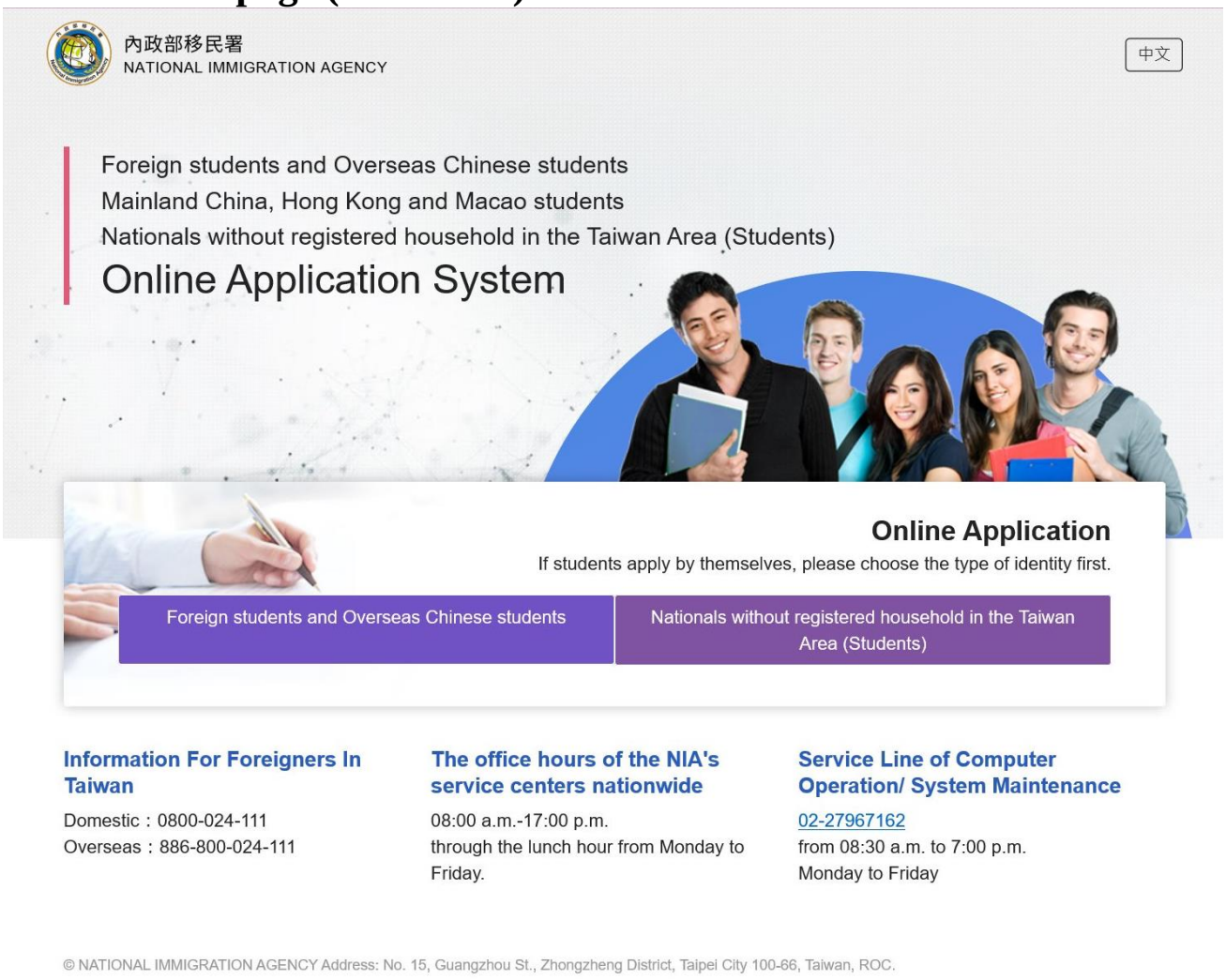
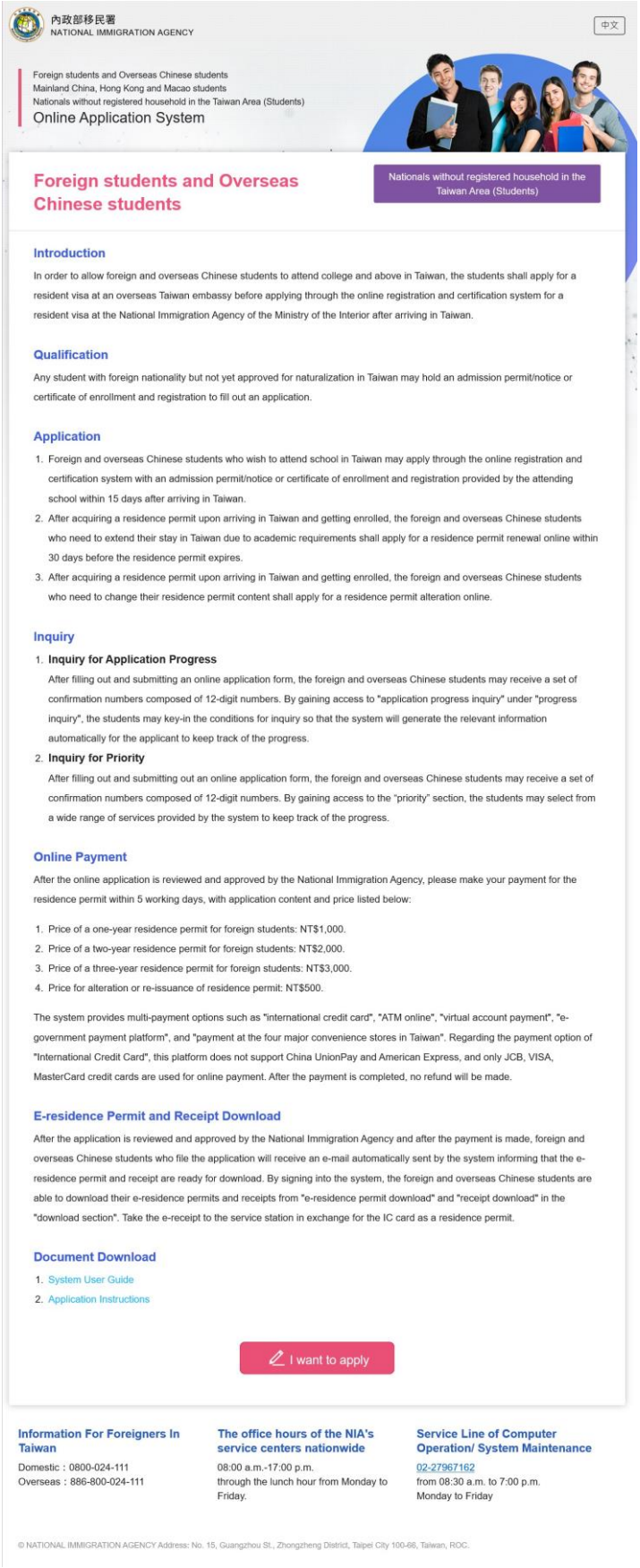


Figure 1 Homepage of student online application system platform

Click on “Foreign / expatriate students”, and you will see an information page for foreign and expatriate student applications (see figure below).



內政部移民署
NATIONAL IMMIGRATION AGENCY

中文

Foreign students and Overseas Chinese students
Mainland China, Hong Kong and Macao students
Nationals without registered household in the Taiwan Area (Students)
Online Application System

Foreign students and Overseas Chinese students

Nationals without registered household in the Taiwan Area (Students)

Introduction

In order to allow foreign and overseas Chinese students to attend college and above in Taiwan, the students shall apply for a resident visa at an overseas Taiwan embassy before applying through the online registration and certification system for a resident visa at the National Immigration Agency of the Ministry of the Interior after arriving in Taiwan.

Qualification

Any student with foreign nationality but not yet approved for naturalization in Taiwan may hold an admission permit/notice or certificate of enrollment and registration to fill out an application.

Application

1. Foreign and overseas Chinese students who wish to attend school in Taiwan may apply through the online registration and certification system with an admission permit/notice or certificate of enrollment and registration provided by the attending school within 15 days after arriving in Taiwan.
2. After acquiring a residence permit upon arriving in Taiwan and getting enrolled, the foreign and overseas Chinese students who need to extend their stay in Taiwan due to academic requirements shall apply for a residence permit renewal online within 30 days before the residence permit expires.
3. After acquiring a residence permit upon arriving in Taiwan and getting enrolled, the foreign and overseas Chinese students who need to change their residence permit content shall apply for a residence permit alteration online.

Inquiry

1. **Inquiry for Application Progress**
   After filling out and submitting an online application form, the foreign and overseas Chinese students may receive a set of confirmation numbers composed of 12-digit numbers. By gaining access to "application progress inquiry" under "progress inquiry", the students may key-in the conditions for inquiry so that the system will generate the relevant information automatically for the applicant to keep track of the progress.
2. **Inquiry for Priority**
   After filling out and submitting out an online application form, the foreign and overseas Chinese students may receive a set of confirmation numbers composed of 12-digit numbers. By gaining access to the "priority" section, the students may select from a wide range of services provided by the system to keep track of the progress.

Online Payment

After the online application is reviewed and approved by the National Immigration Agency, please make your payment for the residence permit within 5 working days, with application content and price listed below:

1. Price of a one-year residence permit for foreign students: NT$1,000.
2. Price of a two-year residence permit for foreign students: NT$2,000.
3. Price of a three-year residence permit for foreign students: NT$3,000.
4. Price for alteration or re-issuance of residence permit: NT$500.

The system provides multi-payment options such as "international credit card", "ATM online", "virtual account payment", "e-government payment platform", and "payment at the four major convenience stores in Taiwan". Regarding the payment option of "International Credit Card", this platform does not support China UnionPay and American Express, and only JCB, VISA, MasterCard credit cards are used for online payment. After the payment is completed, no refund will be made.

E-residence Permit and Receipt Download

After the application is reviewed and approved by the National Immigration Agency and after the payment is made, foreign and overseas Chinese students who file the application will receive an e-mail automatically sent by the system informing that the e-residence permit and receipt are ready for download. By signing into the system, the foreign and overseas Chinese students are able to download their e-residence permits and receipts from "e-residence permit download" and "receipt download" in the "download section". Take the e-receipt to the service station in exchange for the IC card as a residence permit.

Document Download

1. System User Guide
2. Application Instructions

I want to apply

Information For Foreigners In Taiwan
Domestic : 0800-024-111
Overseas : 886-800-024-111

The office hours of the NIA's service centers nationwide
08:00 a.m.-17:00 p.m.
through the lunch hour from Monday to Friday.

Service Line of Computer Operation/ System Maintenance
02-27967162
from 08:30 a.m. to 7:00 p.m.
Monday to Friday

© NATIONAL IMMIGRATION AGENCY Address: No. 15, Guangzhou St., Zhongzheng District, Taipei City 100-66, Taiwan, ROC.

Figure 2 Information page for foreign and expatriate student applications

Click ‘Apply now’ on the information page for foreign and expatriate student applications, and you will be led to the login page.

Figure 3 Platform login page

2 Online account registration

For first-time applications, all foreign and expatriate students need to register new accounts to log into the platform. Click ‘Register New Account’ button on the login page to arrive at the ‘Student Registration’ page, as shown below:

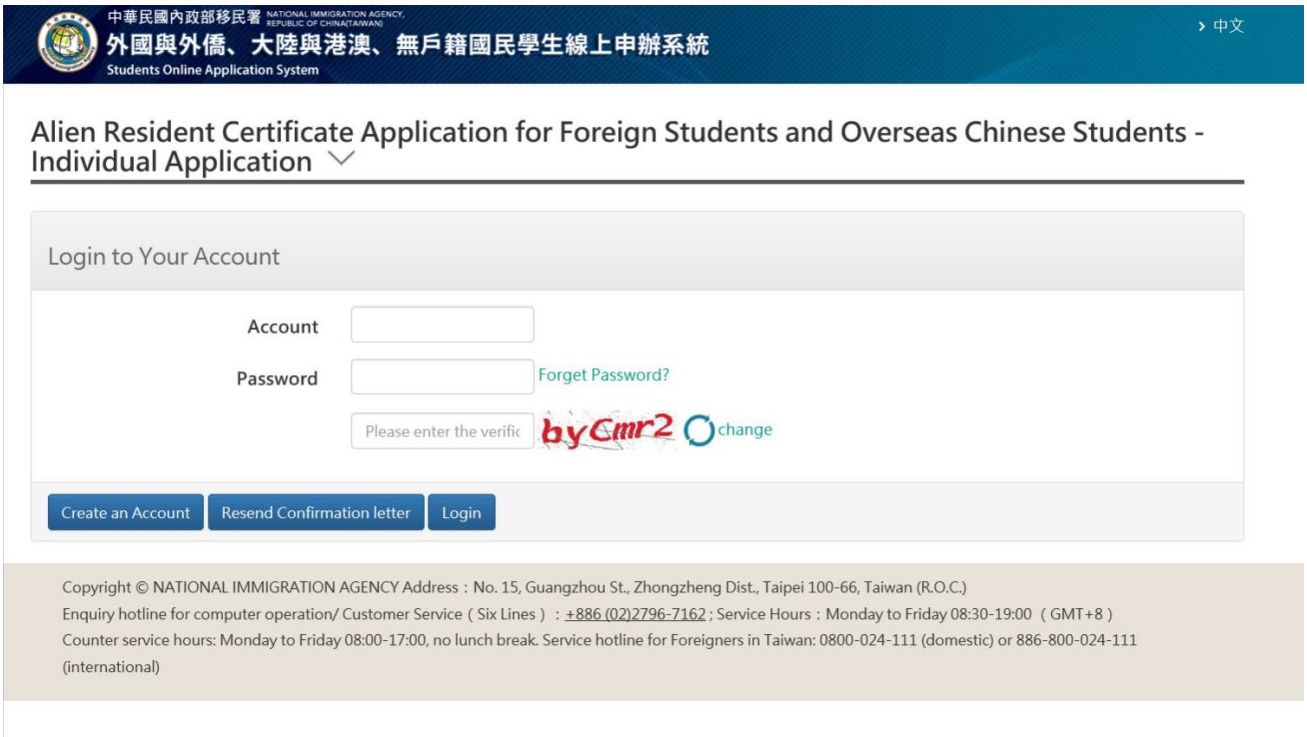


Figure 4 Platform login page

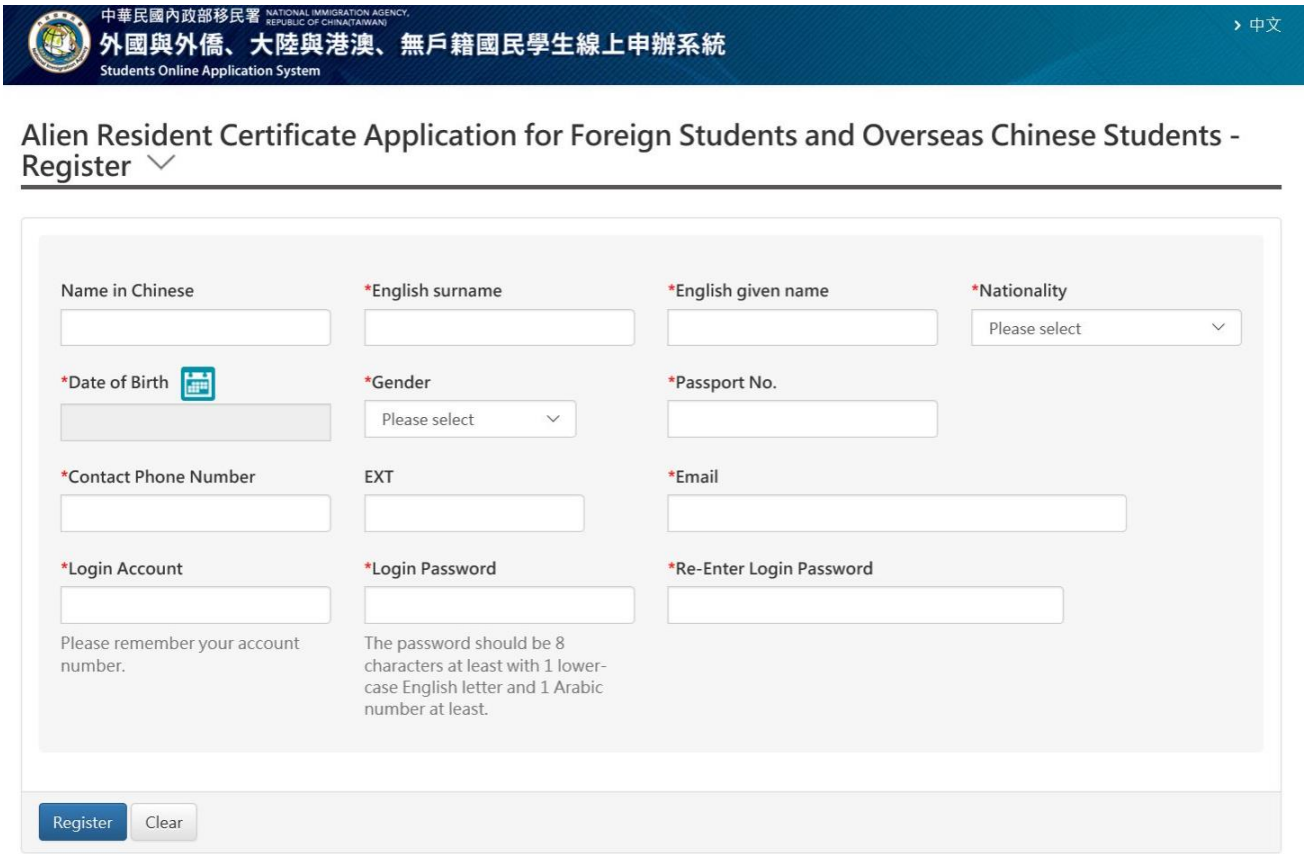


Figure 5 Account registration page

Fill in basic information and click ‘Register Now’. Once all data is checked by the system, a pop-up screen will indicate successful registration and ask the applicant to activate the account by checking the verification email.

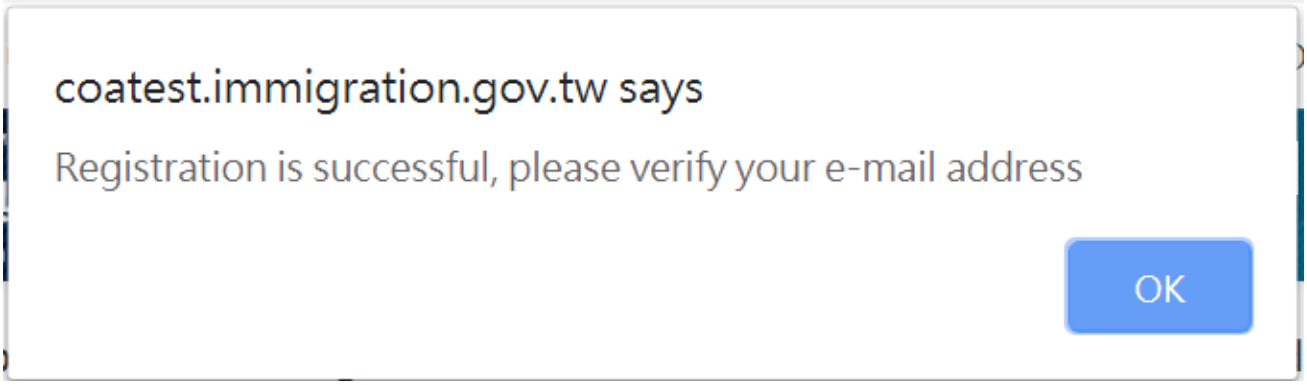
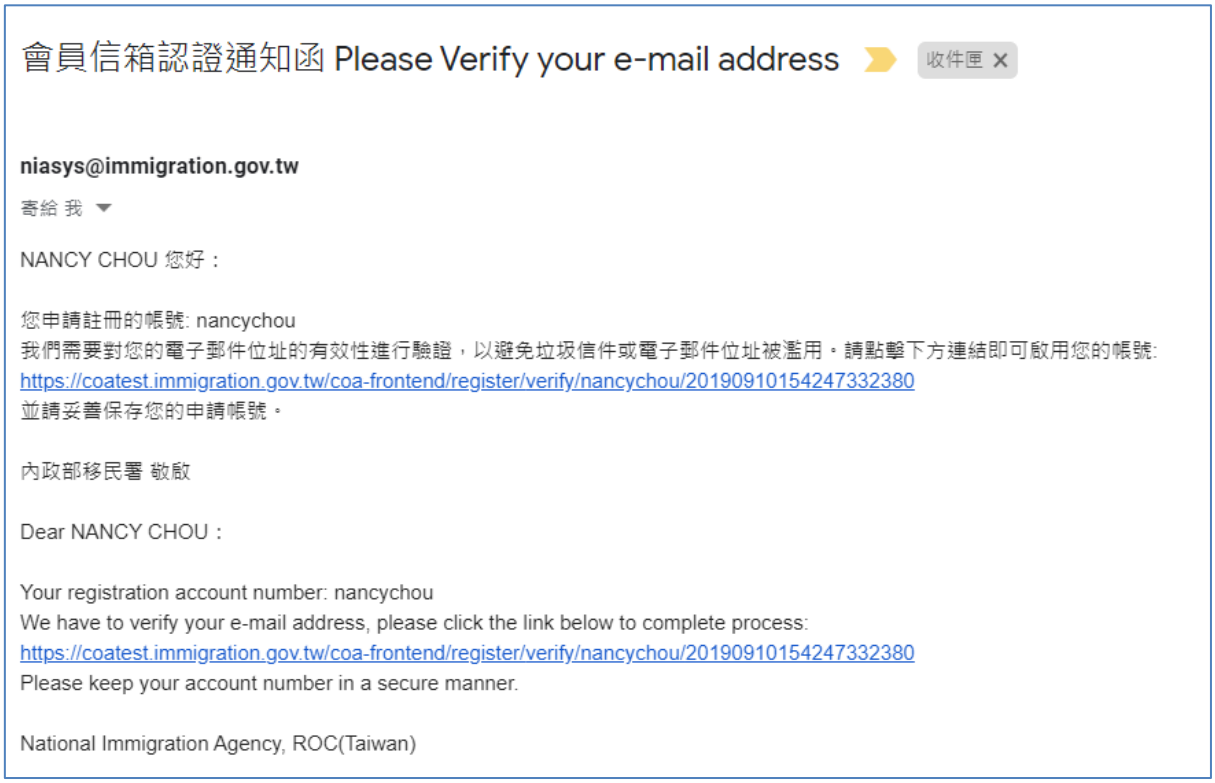


Figure 6 Pop-up message indicating successful member registration

The platform will simultaneously send an ‘email verification notification’ to the email address that the applicant registered. The applicant will receive the verification letter by email, as shown below:



會員信箱認證通知函 Please Verify your e-mail address 收件匣 ×

niasys@immigration.gov.tw

寄給 我

NANCY CHOU 您好：

您申請註冊的帳號: nancychou
我們需要對您的電子郵件位址的有效性進行驗證，以避免垃圾信件或電子郵件位址被濫用。請點擊下方連結即可啟用您的帳號:
https://coatest.immigration.gov.tw/coa-frontend/register/verify/nancychou/20190910154247332380
並請妥善保存您的申請帳號。

內政部移民署 敬啟

Dear NANCY CHOU：

Your registration account number: nancychou
We have to verify your e-mail address, please click the link below to complete process:
https://coatest.immigration.gov.tw/coa-frontend/register/verify/nancychou/20190910154247332380
Please keep your account number in a secure manner.

National Immigration Agency, ROC(Taiwan)

Figure 7 Email notification to verify email address

Once you receive the membership verification email, click the verification code link to begin verification. If verification is successful, you will be directed automatically to an activation page, and a pop-up screen will appear that indicates 'the account has been successfully activated.'

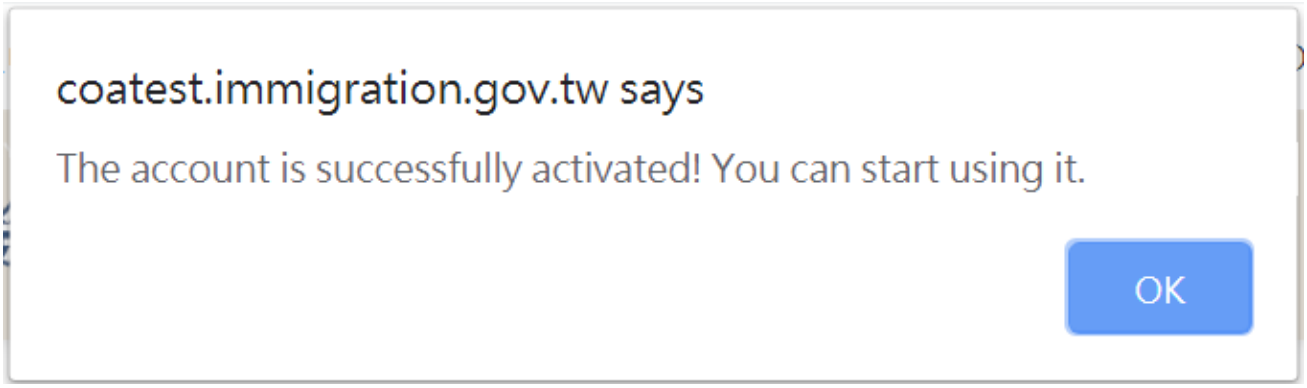


Figure 8 Pop-up message indicating successful account activation

3 Login/Logout

A. Login function

Open a browser and type in the web address of the “foreign and expatriate student online application system platform”, and you will be directed to the platform login page, as shown below:

Figure 9 Login page

Type your account, password, and verification code. Then click ‘Login’ button. The system will automatically check the authenticity of your data; if the data is correct, you will be able to log in to the platform. The first screen after logging in is the page indicating pending issues, as shown below:

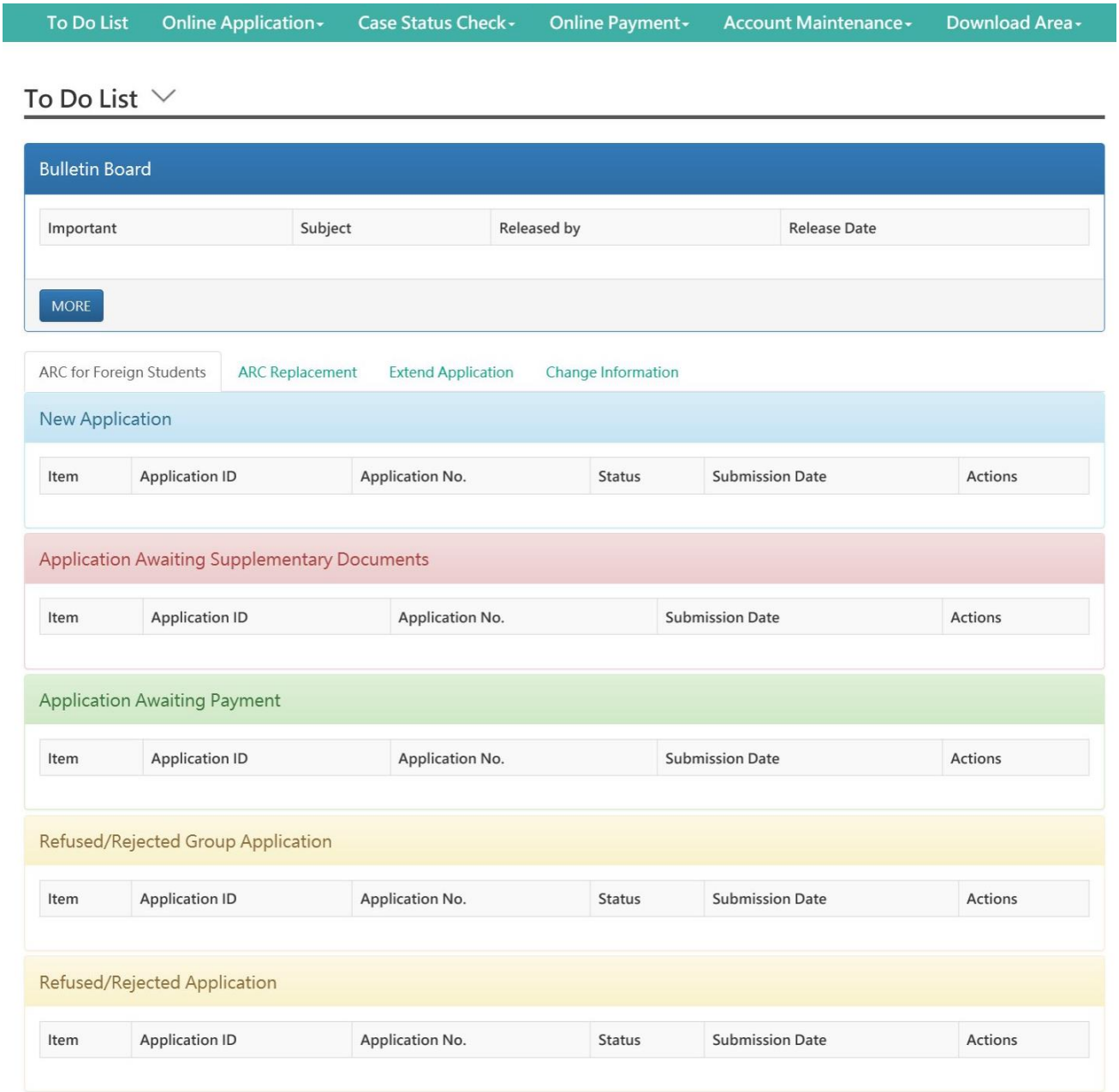


Figure 10 Page indicating pending issues

Once you are logged in to the platform, you will immediately see a bulletin at the top of the page, which include news updates and latest announcements. There are four horizontal tabs below the bulletin, which are resident certificate for foreign students, resident certificate renewal, resident certificate extension, and personal information changes. Your application will automatically be sorted according to these four categories and will appear

under respective tabs for easy enquiry.

Each horizontal tab has five sections:

New applications: all new applications will be listed here.

Supporting documents pending: applications listed have been temporarily rejected by the reviewer due to additional required modification or supporting documents. It also means that the applicant needs to correct the information or upload attachments.

Payment pending: applications listed are approved but payment has yet to be made.

Payment pending: applications listed are approved but payment has yet to be made.

Not -accepted/rejected group applications: group applications listed are not accepted or rejected.

Not accepted/rejected applications: individual applications listed are not accepted or rejected.

B. Logout function

Whenever you are logged in to the platform, you can click the 'logout' page button located on the top-right page header at any time to log out. You will then be directed back to the login page of the application platform.

Figure 11 Platform logout function

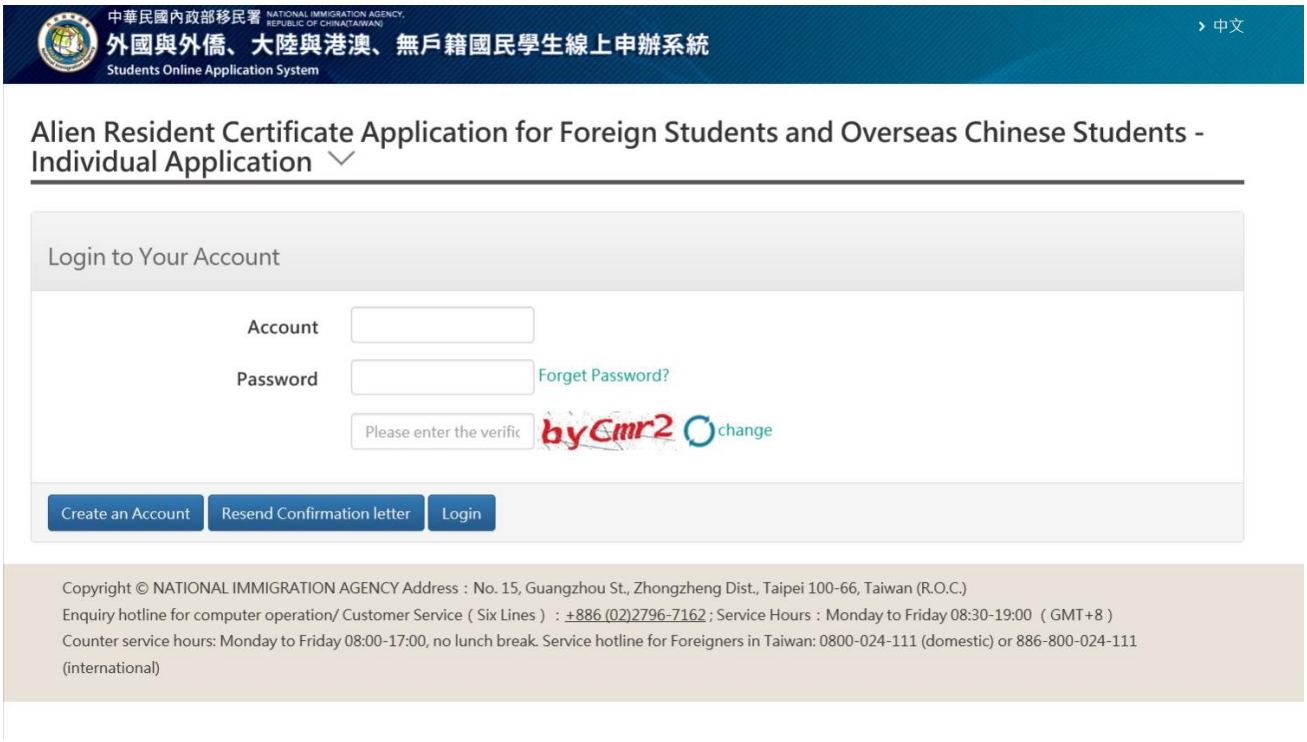


Figure 12 Platform login page

4 Forgot password

If you forgot your password, click on the ‘Forgot password’ link located on the login page. You will be directed to the Forgot password page, as shown below:

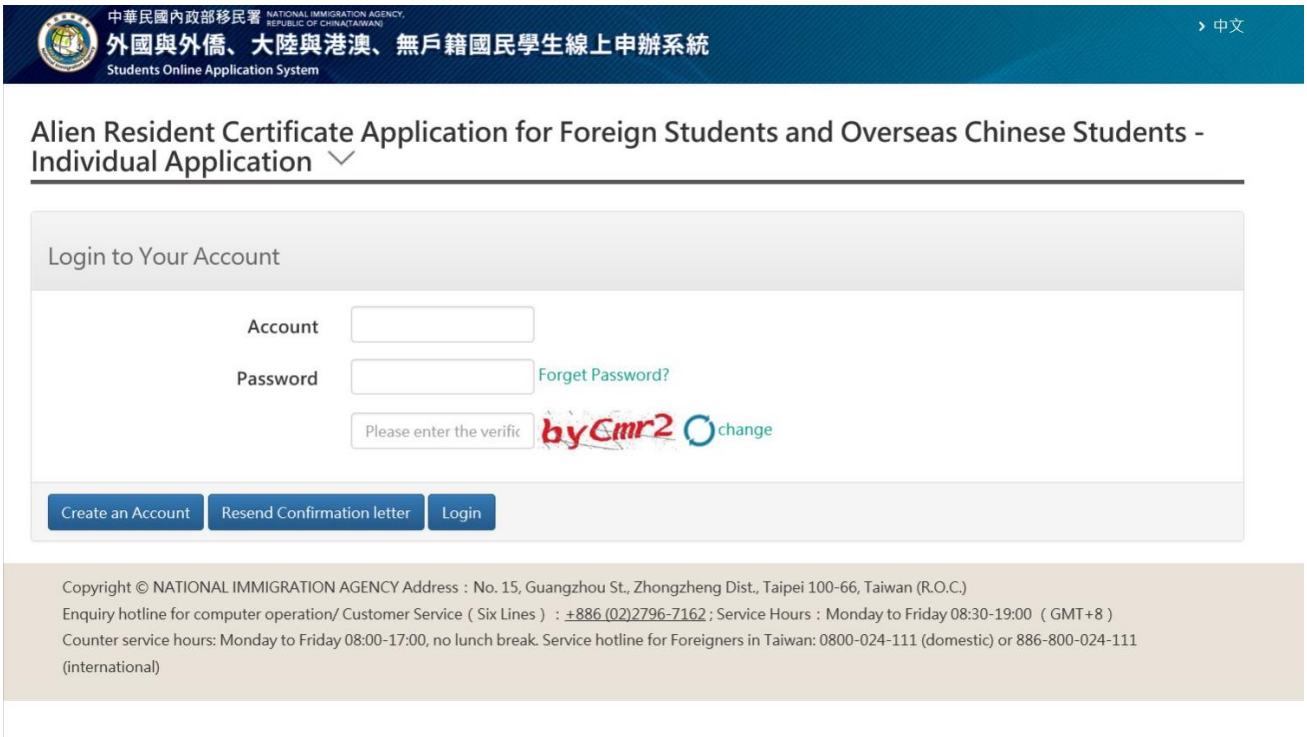


Figure 13 Platform login page

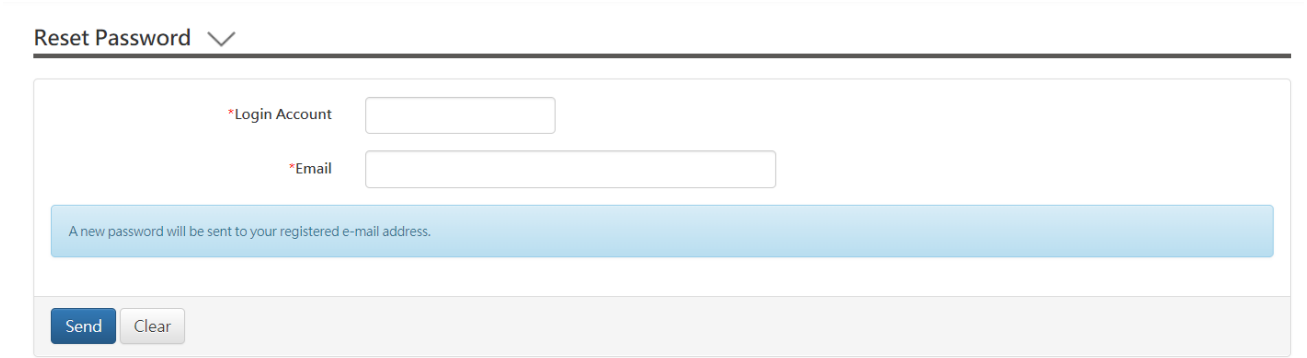


Figure 14 Forgot password page

Type your account and click the ‘Send’ button. You will see a pop-up message indicating that a new password has been sent to your email, as shown below:

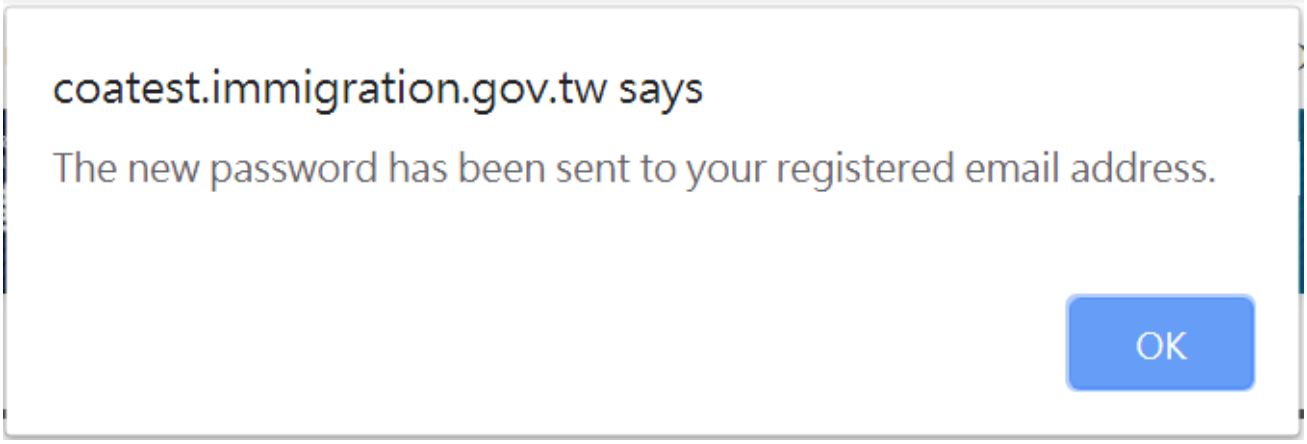


Figure 15 Pop-up message indicating that the new password has been sent

The system will simultaneously send a new password to the email address with which the account was originally registered. Please check your email, as shown below:

Figure 16 Email containing new login password

5 Manage your account

A. Manage your basic personal information

The platform has an editing feature that allows the applicant to edit basic information.

To edit basic information, first log in to the platform, then click ‘Manage account’->‘Edit basic information’ located on top of the menu. You will then be directed to the ‘basic personal information editing’ page, as shown below:

Figure 17 Basic personal information management menu page

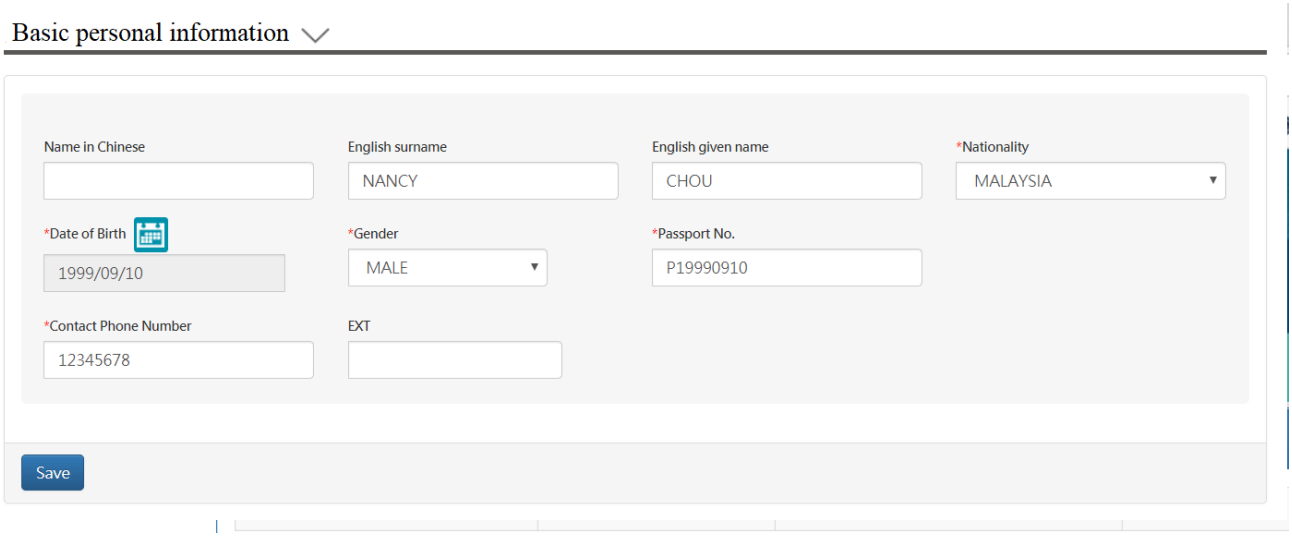


Figure 18 Basic personal information editing page

information, click the ‘Save’ button. If the system finds no data errors, a pop-up screen confirming ‘successful personal information change’ will appear, as shown below:

Click the ‘OK’ button to be directed to the “Basic personal information management” page.

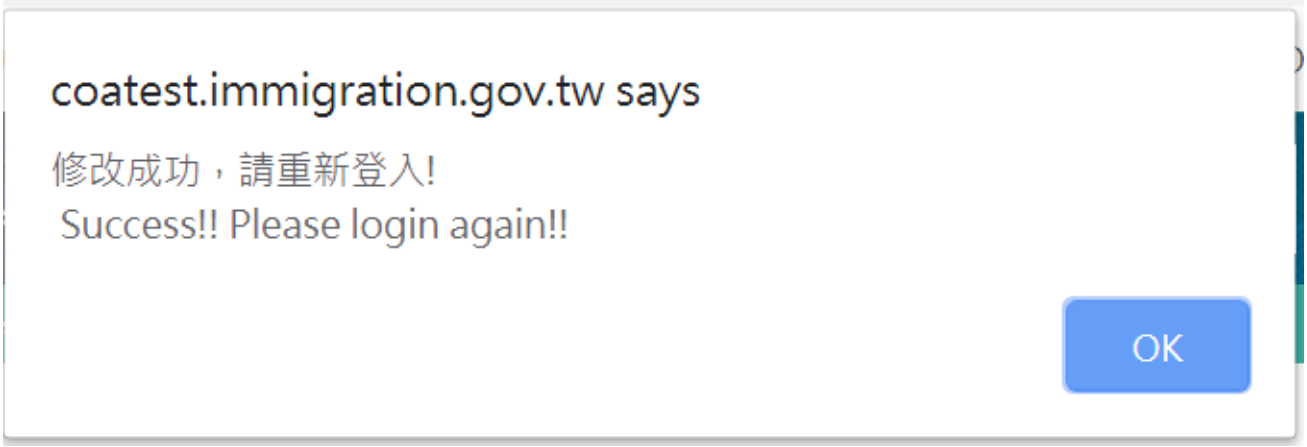


Figure 19 Pop-up message confirming successful personal information change

B. Change your password

For information safety considerations, we advise you to change your password regularly. The platform allows password changes; simply log in to the platform and click ‘Manage account’->‘Change password’ to be directed to the ‘Change password’ page, as shown below:

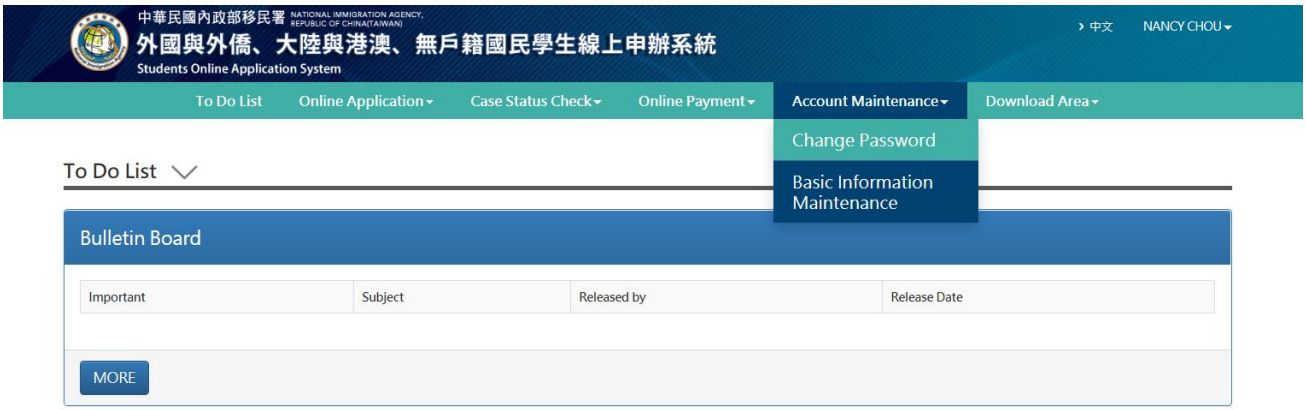


Figure 20 Password change menu page

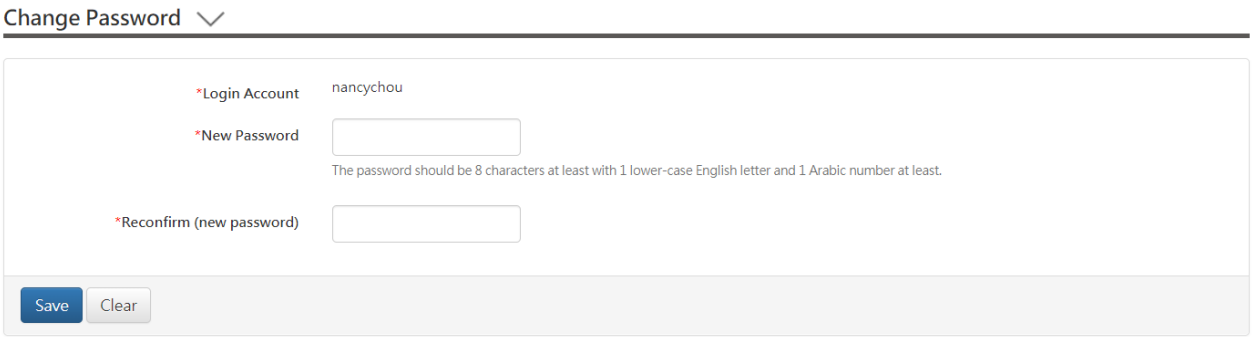


Figure 21 Password change page

Type in new password and confirm your new password. Then click ‘Save’ button. If the system finds no data errors, a pop-up screen indicating ‘password successfully changed’ will appear, as shown below:

Click ‘OK’ button to be directed to the account login page.

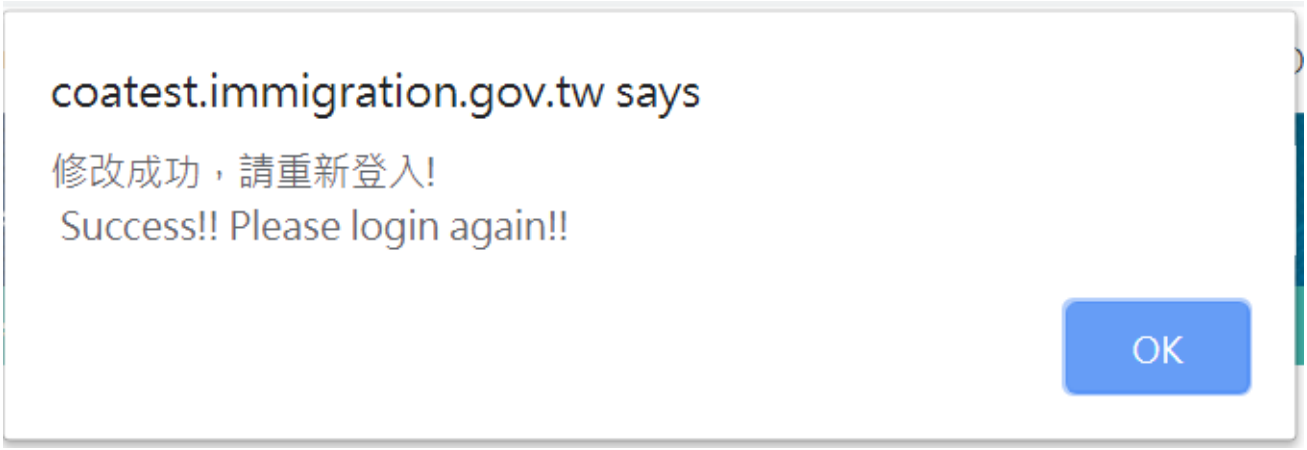


Figure 22 Pop-up message confirming password has been successfully changed

6 First-time application for resident certificate

Click ‘Apply online’ located on the menu bar ->‘Foreign/ expatriate student first-time application for resident certificate’ to be directed to the “First-time application for resident certificate function page”, as shown below:

Figure 23 First-time application for resident certificate function page

Before you are directed to the “First-time application for resident certificate” page, the system will automatically check to see if you have exceeded 15 days since being admitted into the country. The system cannot process your application if you have exceeded 15 days since being admitted into the country, and a reminder pop-up message will appear, as shown below:

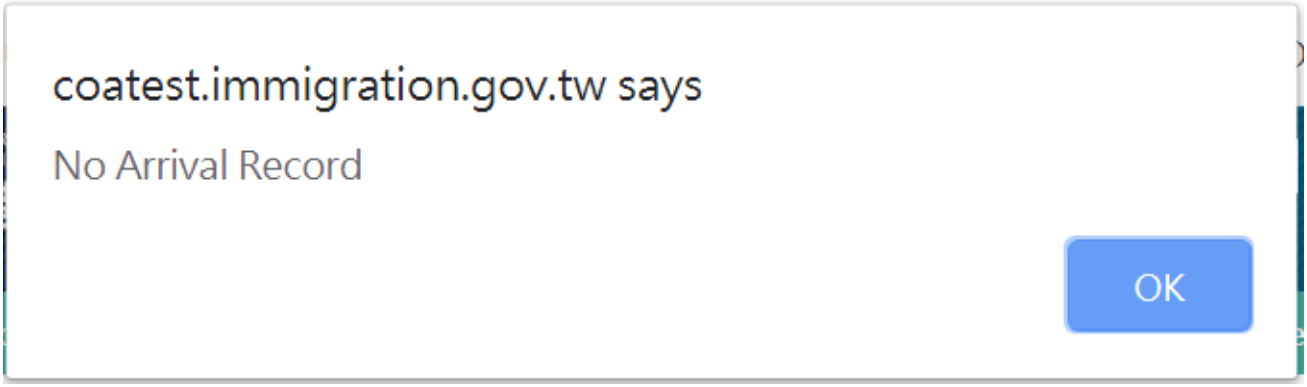


Figure 24 Pop-up message exceeded 15 days since being admitted into the country

You can only apply for a resident certificate online if you have not exceeded 15 days since entry to the country. If you satisfy such criterion, you will be directed to the 'Terms and conditions page for resident certificate applications' page, as shown below:

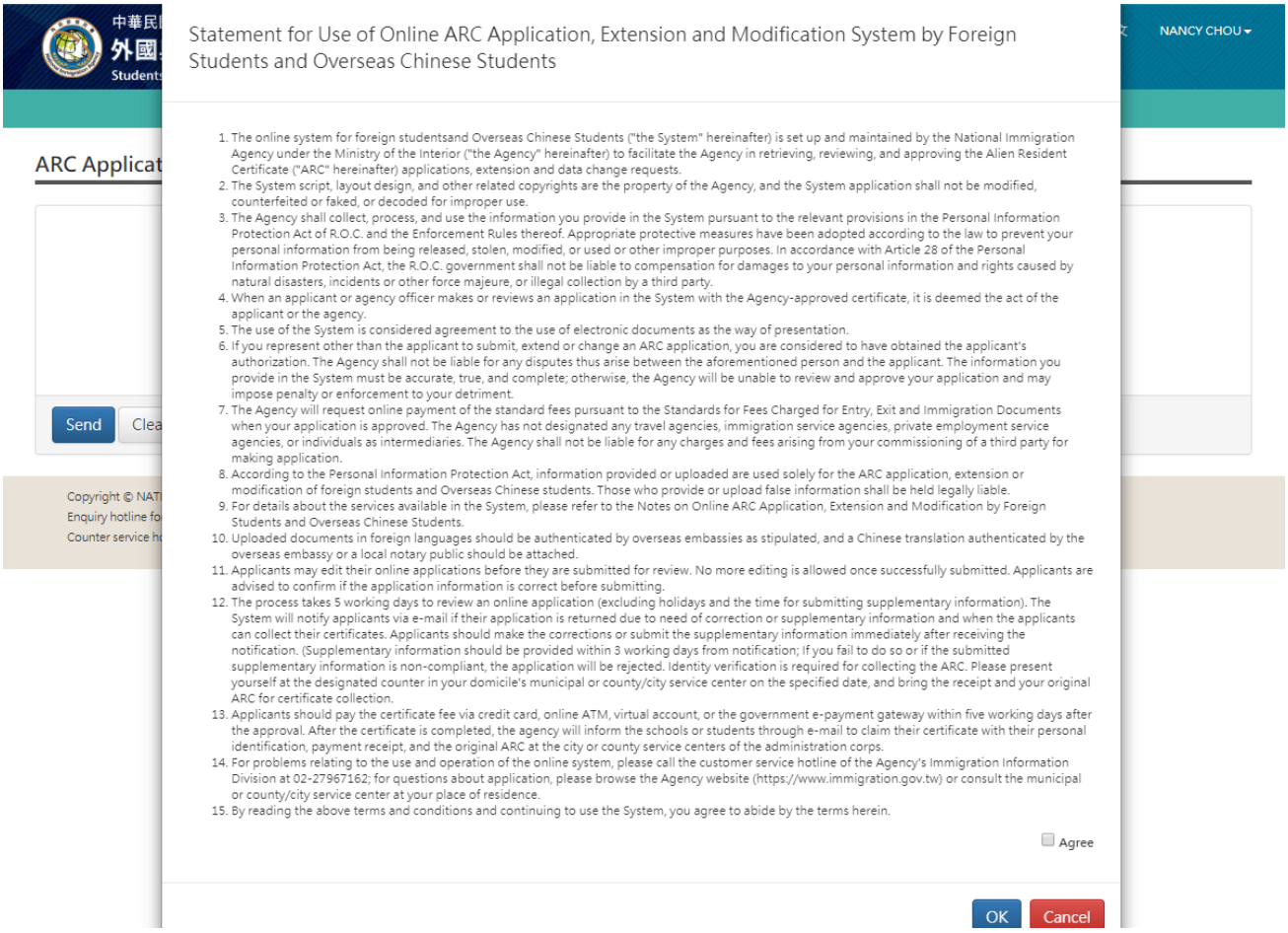


Figure 25 Terms and conditions page for resident certificate applications

Tick the “agree” box and click ‘OK’ button to proceed with the application.

You will then be directed to the selections page for first-time resident certificate application page, as shown below:

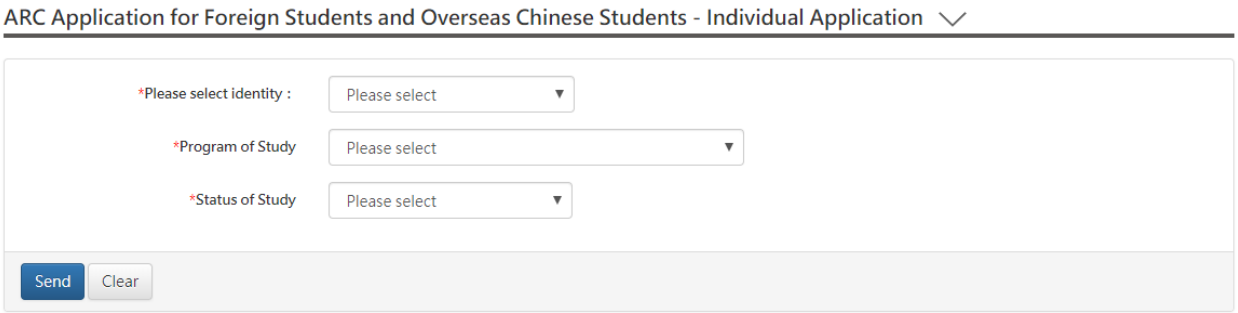


Figure 26 Selections page for first-time resident certificate applications

Choose the type of applicant identity, intended type of study program, and status of your study. The application form will be customized depending on the information you fill in, with regard to identity, type of study program, and status of your study, and will let you know the documents you are required to upload. Format of uploaded documents include: JPB, JPEG, PNG, BMP, and PDF, as shown below.

ARC Application for Foreign Students and Overseas Chinese Students - Individual Application

Application Details

照片範例說明

*Upload Photo Choose File No file chosen Clear

*Eligibility
Foreign students and Overseas Chinese Students entering Taiwan for study

*Program of Study
Bachelor's Degree

*School Please select

*Status of Study
Received but not enrolled

Required Docs

1. Files should be in JPG|JPEG|PNG|BMP|PDF format. Uploaded documents must be clear. No words or graphics should be added on the ID card or passport, e.g., Photocopy/COPY.
2. File size should be smaller than 512K.
3. A Chinese translation should be uploaded for documents in languages other than Chinese and English.
4. Please scan the required documents in original size and then upload.
5. All documents are required to scan and upload both sides unless those blank sides.

*1. Admission Permit or Certificate

Choose File No file chosen Clear +

*2. Passport

Choose File No file chosen Clear +

*3. Resident Visa

Choose File No file chosen Clear +

*4. Proof of Accommodation (Housing agreement, household registration transcript, or other related documents)

Choose File No file chosen Clear +

5. Other Supporting Documents (Optional)

Choose File No file chosen Clear +

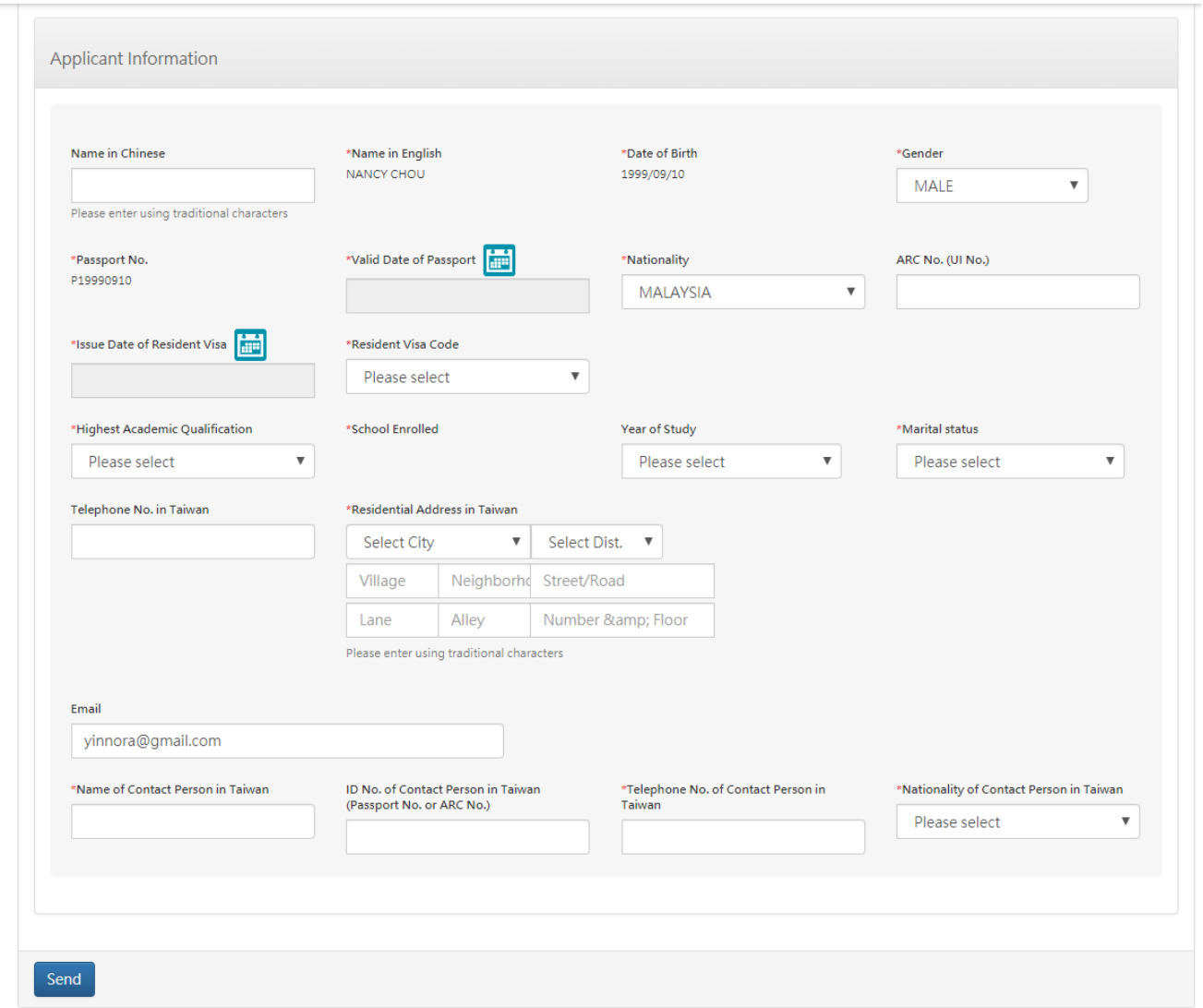


Figure 27 First-time resident certificate application page (received offer from school but not yet enrolled)

ARC Application for Foreign Students and Overseas Chinese Students - Individual Application

Application Details

照片範例說明

*Upload Photo Choose File No file chosen Clear

*Eligibility
Foreign students and Overseas Chinese Students entering Taiwan for study

*Program of Study
Bachelor's Degree

*School Please select

*Status of Study
Enrolled Scholarship student

*ARC Valid Period 1 Year(s)

Required Docs

1. Files should be in JPG|JPEG|PNG|BMP|PDF format. Uploaded documents must be clear. No words or graphics should be added on the ID card or passport, e.g., Photocopy/COPY.
2. File size should be smaller than 512K.
3. A Chinese translation should be uploaded for documents in languages other than Chinese and English.
4. Please scan the required documents in original size and then upload.
5. All documents are required to scan and upload both sides unless those blank sides.

*1. Proof of Enrollment

Choose File No file chosen Clear

*2. Passport

Choose File No file chosen Clear

*3. Resident Visa

Choose File No file chosen Clear

*4. Proof of Accommodation (Housing agreement, household registration transcript, or other related documents)

Choose File No file chosen Clear

5. Proof of Scholarship

Choose File No file chosen Clear

6. Other Supporting Documents (Optional);

Choose File No file chosen Clear

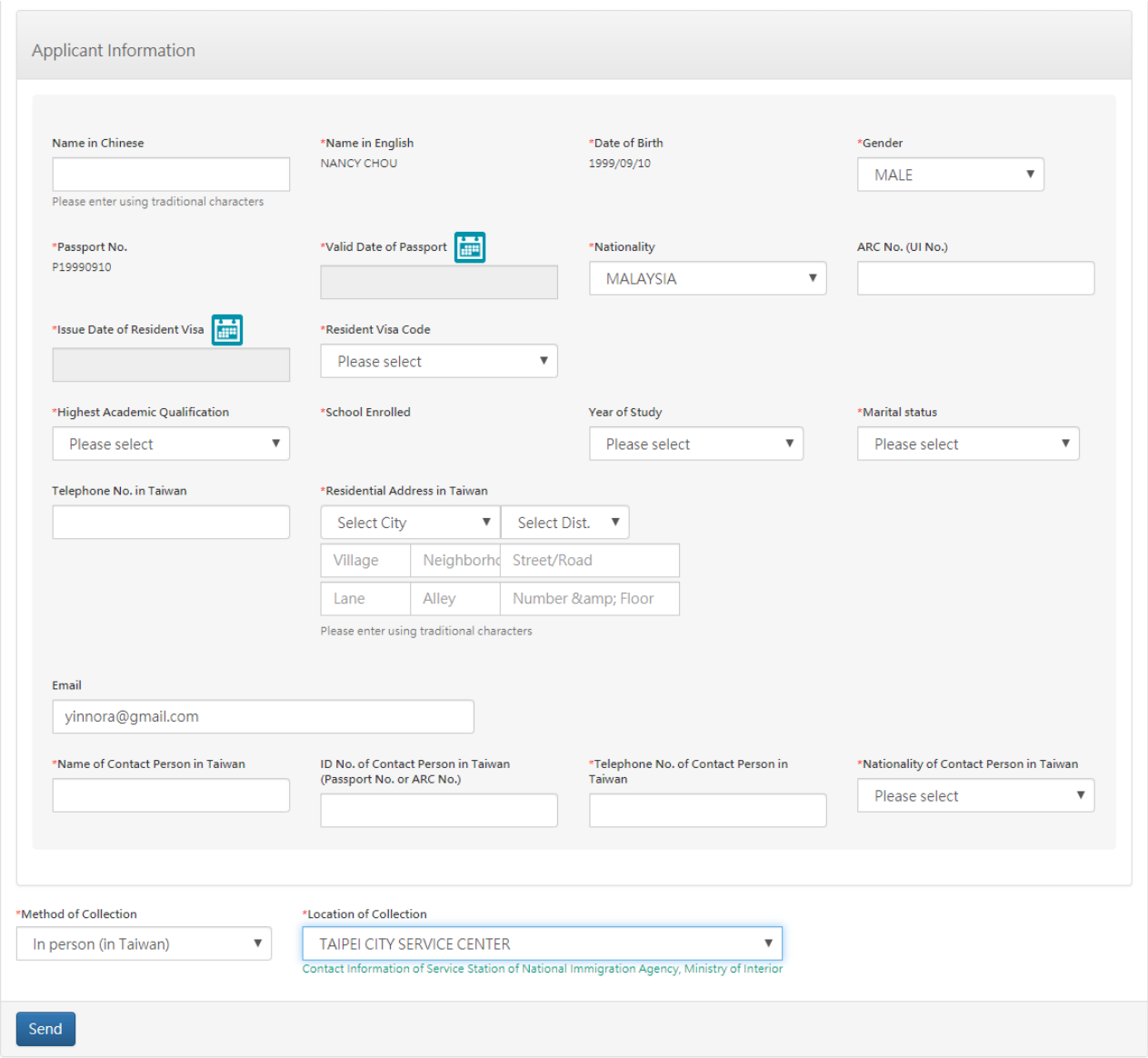


Figure 28 First-time resident certificate application page (enrolled)

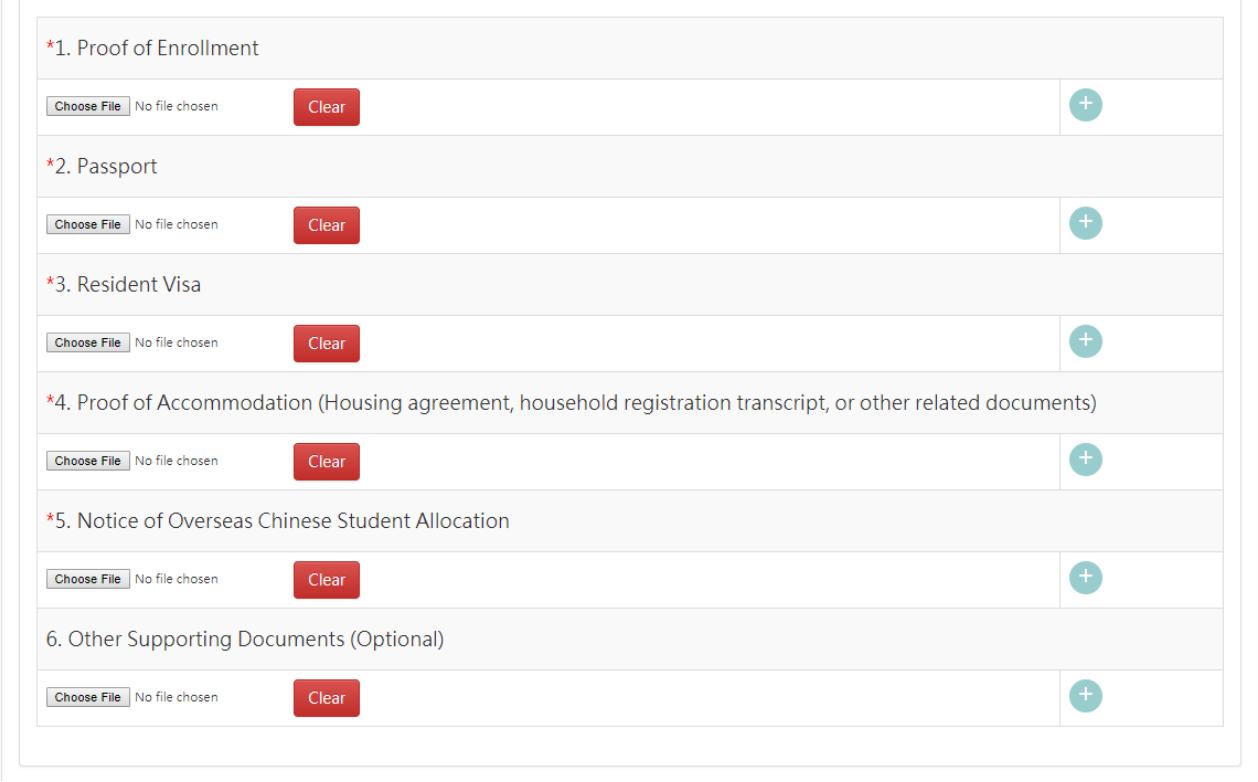


Figure 29 Expatriate student attachment upload page (enrolled)

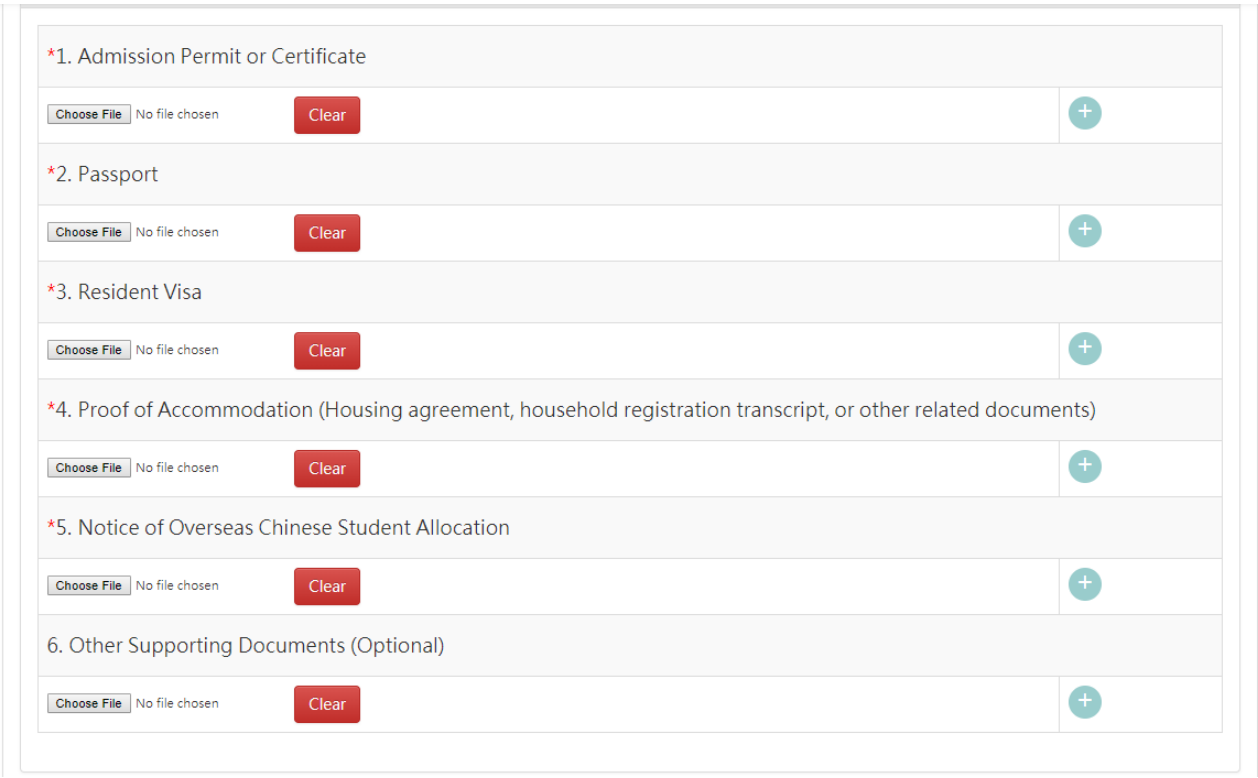


Figure 30 Expatriate student attachment upload (received offer from school but not yet enrolled)

- Type of study program you are applying for:

  Expatriate student: doctoral degree, master degree, bachelor degree, preparatory programs for expatriate students, technical training programs for overseas youth, industry-academia collaboration programs, and exchange students

  Foreign students: doctoral degree, master degree, bachelor degree, short-term language studies, technical training programs for foreign youth, industry-academia collaboration programs, and exchange students

- Provide supporting documents required for the study program chosen

  Expatriate students: doctoral degree, master degree, bachelor degree, preparatory programs for expatriate students, technical training programs for overseas youth, industry-academia collaboration programs, and exchange students

  Passport: required

  Resident visa: required

  Proof of accommodation (house/apartment contract, household registration, or other documents of proof)

  Expatriate student's admissions letter: required

  Offer letter or admission certificate: required (for students who have received an offer from the school but have not yet enrolled)

  Certificate of enrollment: required (for enrolled students)

  Other documents of proof: not required if none available

  Foreign students: doctoral degree, master degree, bachelor degree, short-term language studies, technical training programs for foreign youth, industry-academia collaboration programs, and exchange students

  Passport: required

  Resident visa: required

  Proof of accommodation (house/apartment contract, household registration, or other documents of proof)

Offer letter or admission certificate: required (for students who have received an offer from the school but have not yet enrolled)

Certificate of enrollment: required (for enrolled students)

Scholarship certificate: required if you have ticked the scholarship box

Other documents of proof: not required if none available

- Rules of certificate issuance
  - Expatriate students (doctoral degree, master degree, bachelor degree, preparatory programs for expatriate students, technical training programs for overseas youth, industry-academia collaboration programs, and exchange students) and foreign students (doctoral degree, master degree, bachelor degree, short-term language studies, technical training programs for foreign youths, industry-academia collaboration programs, and exchange students)
    - Received offer but not yet enrolled: 6-month electronic certificate
    - Enrolled: 1-year IC electronic certificate card

  - Short-term language studies
    - Foreign students undertaking short-term language studies will be given electronic resident certificates, with no renewal possible. Extensions will also be given in the form of electronic resident certificates.

When filling application information and uploading the required supporting documents, please note that if you choose “Enrolled” under the study status column, you must choose the location for pickup of your IC resident certificate card. Please also note that you are required to fill out all fields marked with red asterisks “*”, and then click ‘Send’ and the system will check if all required information has been filled out and in correct format. If no errors are found, the application will be officially accepted. The system will automatically forward your application to a reviewer at a service post where the school is located. A pop-up screen will appear indicating that the application has been successfully sent, as shown below:

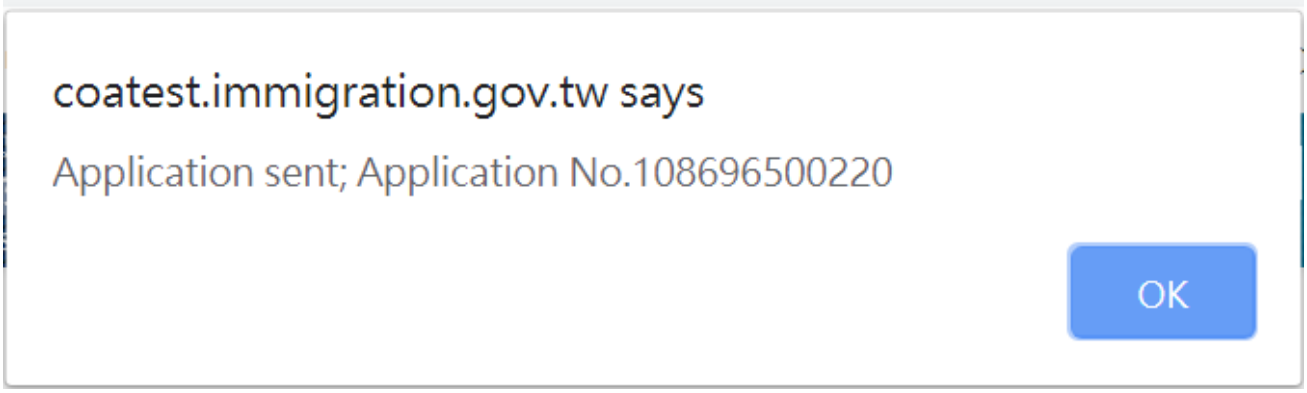


Figure 31 Pop-up message indicating first-time resident certificate application has been successfully sent

After the application has been successfully sent, it will appear under the New Applications tab on the foreign student resident certificate page so that you can see your application status listed in the pending issues box, as shown below:

Figure 32 Successful application: pending issues for recent applications

The system will simultaneously send a notification email to the applicant indicating that the “application is now accepted for further review”, as shown below:

[外國與外僑學生線上申辦系統] - 送件受理通知 Notice of Acceptance

niasys@immigration.gov.tw

寄給 我

NANCY CHOU 您好：

您於2019/09/10，申請『外國與外僑學生線上申辦系統』，資訊如下：
本次來臺總人數：NANCY CHOU等1人

移民署送件申請結果：
您的申請程序已經完成，目前正在審核中。
並請您紀錄申請案收件號或團號，亦可再次進入系統，於進度查詢中查詢掌握案件審理進度與狀態。
收件號：108696500220
團號：086870031

您可以登入外國與外僑學生線上申辦系統查詢您的申請資料以及處理進度。

備註：此為系統自動發送信件，請勿回覆，謝謝。
中華民國內政部移民署

Dear NANCY CHOU,

Your application for “Online Application System for International Students and Overseas Chinese Students” on June 21, 2019 has been accepted as follows:
Number of persons to enter Taiwan: Lee Rose, 1 person

The result of application to the National Immigration Agency:
Your application has been accepted and it is in the process of being reviewed.
Please remember your receipt number or group number of your application, or you can enter the online system to check the processing status.
Receipt Number: 108696500220

You can log in the Online Application System for International Students and Overseas Chinese Students to check your application and processing status.

Note: This is a letter automatically sent by the system. Please do not reply.
National Immigration Agency, Ministry of Interior, Republic of China (Taiwan)

Figure 33 Notification email indicating that the first-time application has been accepted for further review

If you have been issued a 6-month electronic certificate because you received an offer but have not yet enrolled, you must complete your registration before the certificate expires within six months. You must also log into the system and apply for a renewal/replacement certificate (i.e., replacing your unregistered electronic resident certificate for a registered IC resident certificate). This does not apply to applicants for short-term language studies.

7 Resident certificate renewal application (replacing unregistered electronic resident certificate for registered IC resident certificate)

If you have applied for and been issued a 6-month electronic certificate due to receiving a school offer but have not yet enrolled at the time of application, for first-time resident certificates, you must complete registration within 6 months and log in to the platform to renew and replace your certificate. After you are logged in to the platform, click on ‘Apply online’ button, located on the menu bar -> ‘Resident certificate renewal (replacing unregistered electronic resident certificate for a registered IC resident certificate)’. You will be directed to the ‘Resident certificate renewal application page’, as shown below:

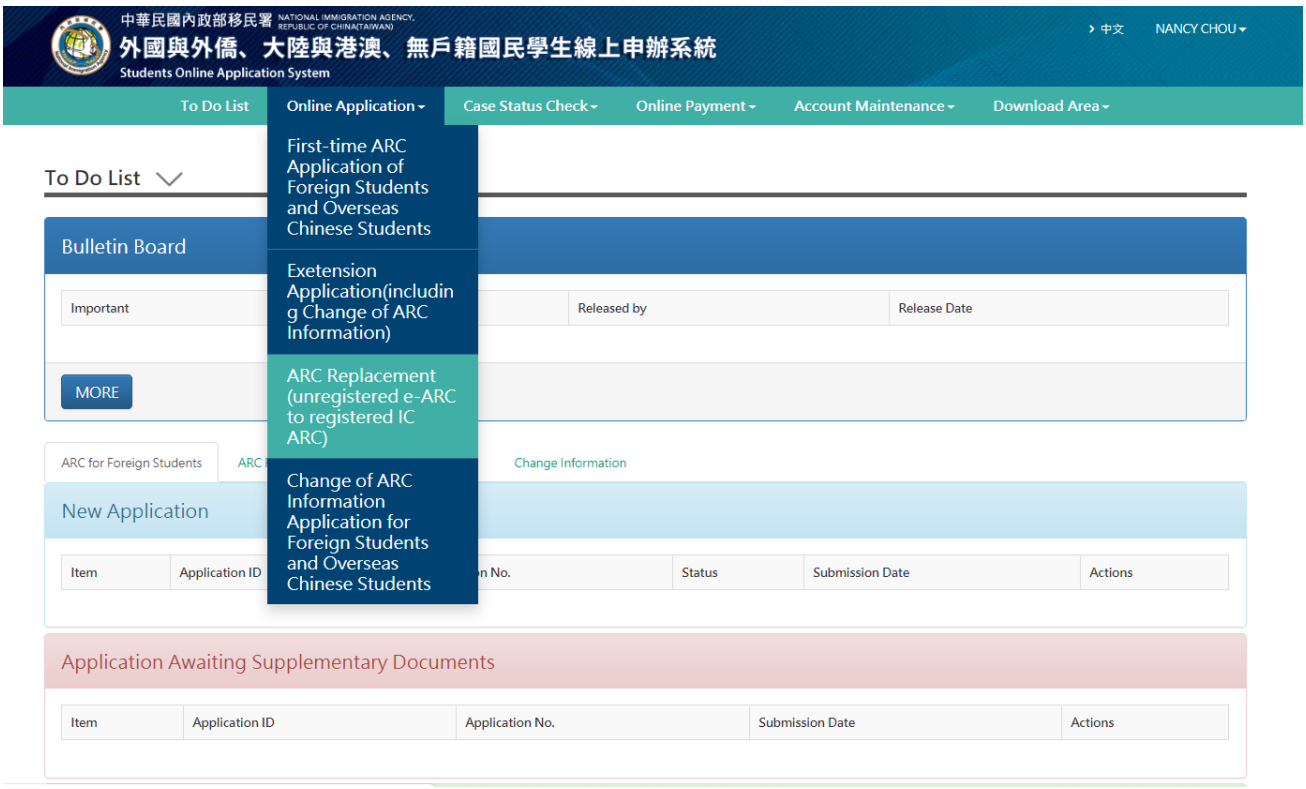


Figure 34 Resident certificate renewal application function page

Before being directed to the “Resident certificate renewal application page”, you will see a “Terms and conditions” page, as shown below:

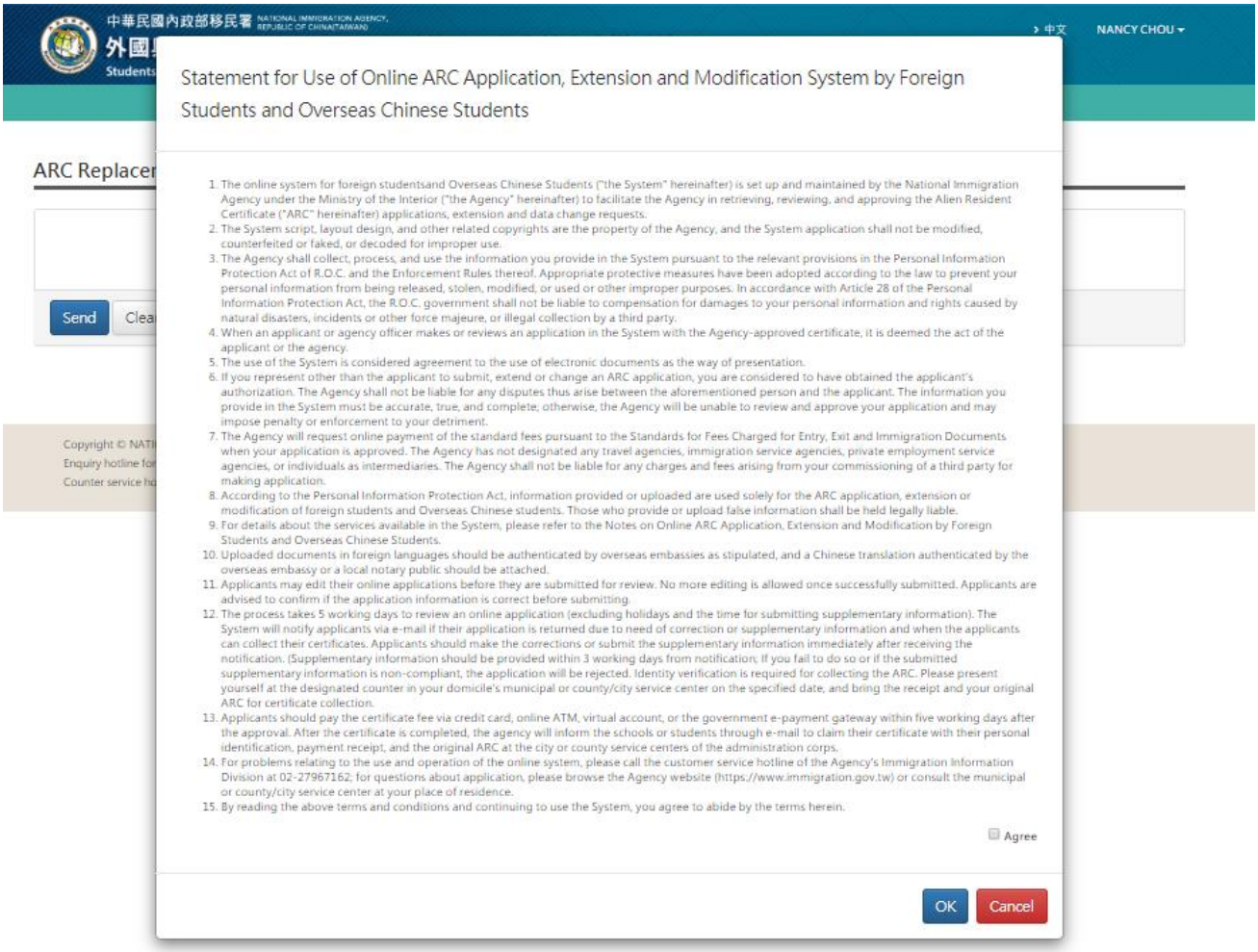


Figure 35 Terms and conditions page for resident certificate renewal applications

Tick the “agree” box and click ‘OK’ to begin your application.

After you have agreed to the terms and conditions, you will be directed to a page where you will be required to input your resident certificate number to verify your identity, as shown below:

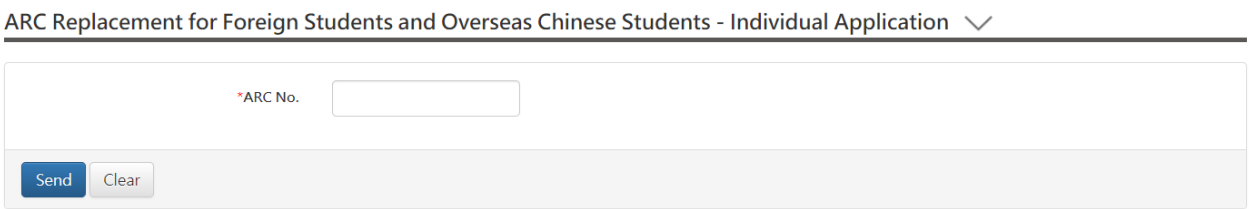


Figure 36 Resident certificate number input page for resident certificate renewals

Type in your resident certificate number and click ‘Send’. Your personal information will then be verified; if no errors are found, a page showing the resident certificate renewal application form will appear. Information contained in the original application will automatically appear on the application form and attachments. Acceptable document upload formats include: JPB, JPEG, PNG, BMP, and PDF, as shown below:

Required Docs

1. Files should be in JPG|JPEG|PNG|BMP|PDF format. Uploaded documents must be clear. No words or graphics should be added on the ID card or passport, e.g., Photocopy/COPY.
2. File size should be smaller than 512K.
3. A Chinese translation should be uploaded for documents in languages other than Chinese and English.
4. Please scan the required documents in original size and then upload.
5. All documents are required to scan and upload both sides unless those blank sides.

*1. Passport

瀏覽... Clear

2. Proof of Accommodation (Housing agreement, household registration transcript, or other related documents. This is not required if the residential address has not changed.)

瀏覽... Clear

3. Proof of Scholarship

瀏覽... Clear

4. Other Supporting Documents (Optional)

瀏覽... Clear

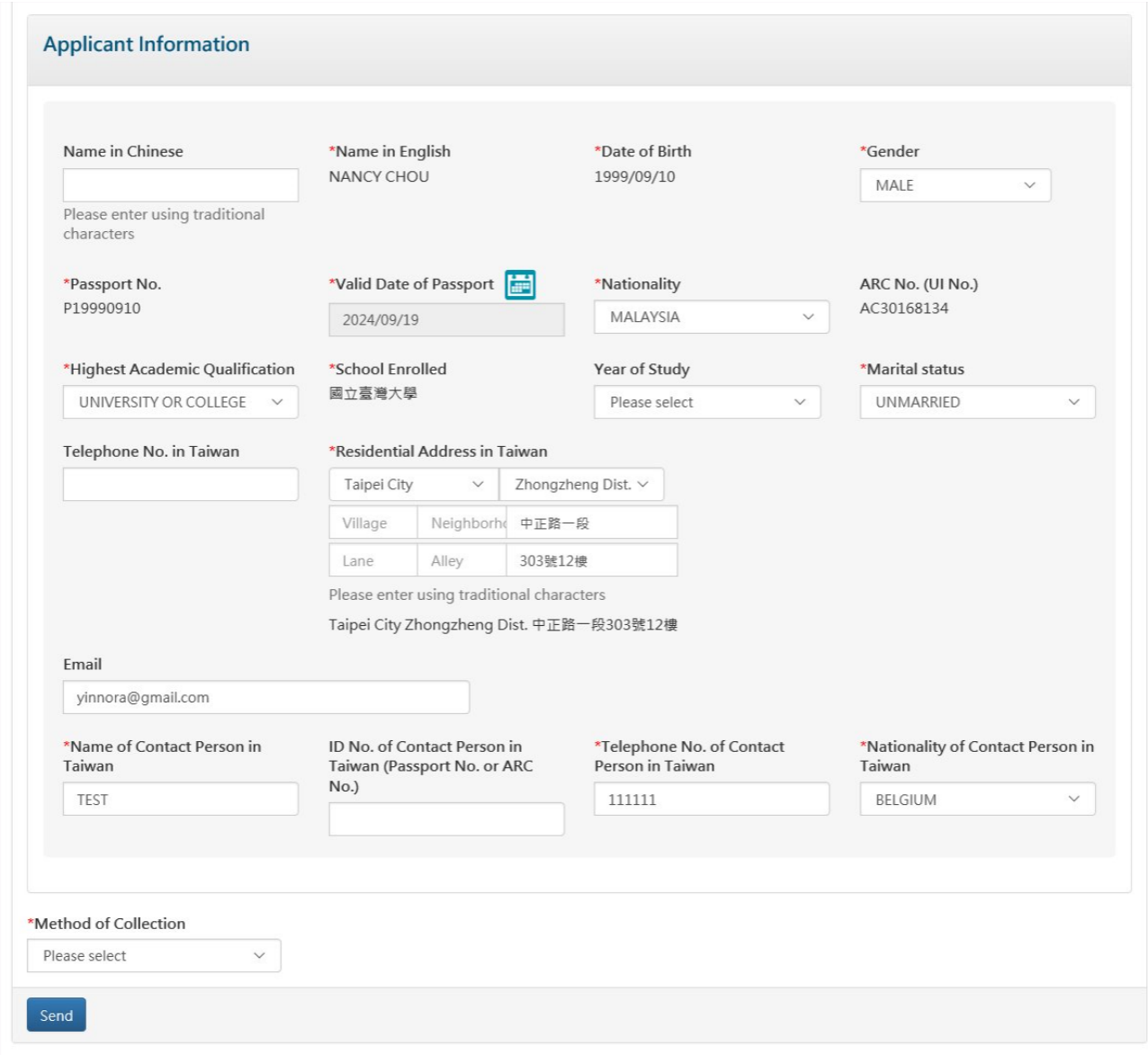


Figure 37 Application page for resident certificate renewal

After you fill in the application information and uploaded all required supporting documents, choose the location for pickup of your IC resident certificate card. Then click ‘Send’ and the system will automatically forward your application to a secondary reviewer at a service post where the school is located. A pop-up screen will appear, indicating that the application has been successfully sent, as shown below:

Figure 38 Pop-up message indicating successful application for resident certificate renewals

After the application has been successfully sent, it will appear under the New Applications tab on the resident certificate renewal page so you can see your application status listed in the pending issues box, as shown below:

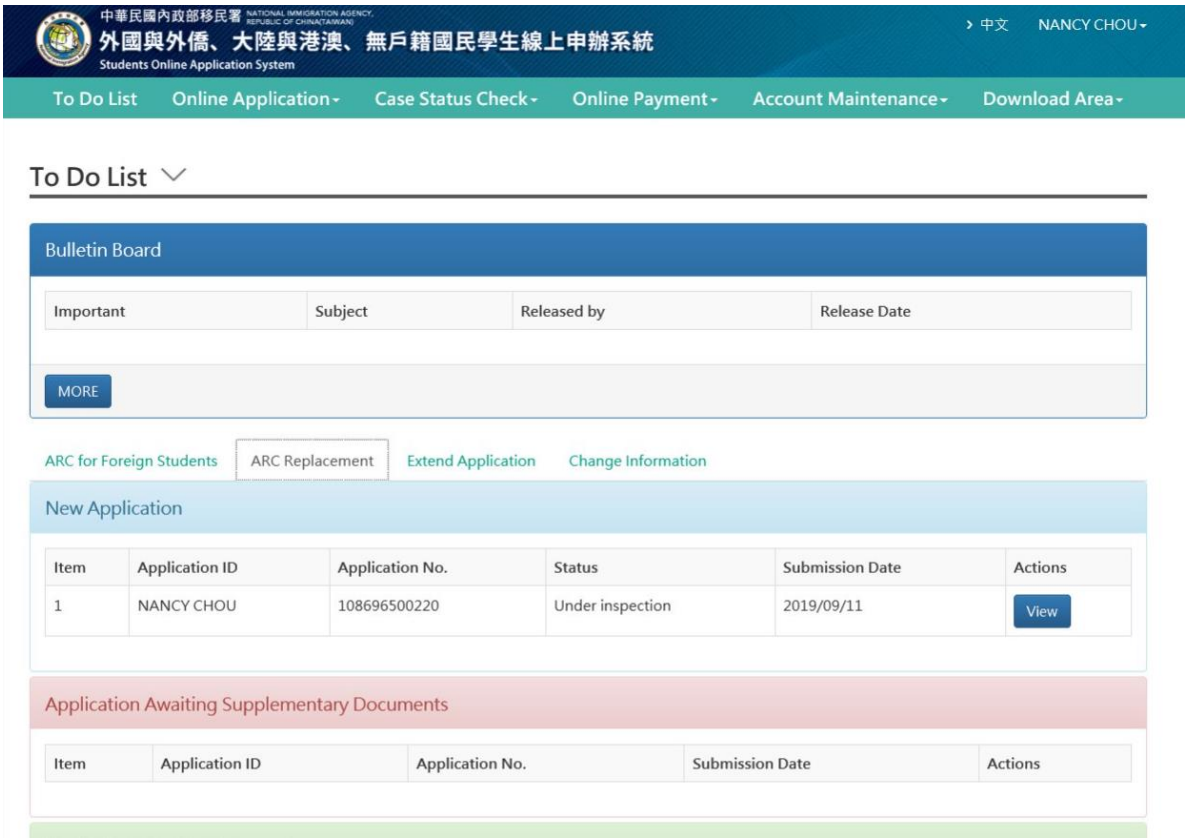


Figure 39 Successful resident renewal application: pending issues for recent applications

The system will simultaneously send a notification email to the applicant indicating that the “application has been accepted for further review”, as shown below:

[外國與外僑學生線上申辦系統] - 送件受理通知 Notice of Acceptance

niasys@immigration.gov.tw

寄給 我

NANCY CHOU 您好：

您於2019/09/10，申請『外國與外僑學生線上申辦系統』，資訊如下：
本次來臺總人數：NANCY CHOU等1人

移民署送件申請結果：
您的申請程序已經完成，目前正在審核中。
並請您紀錄申請案收件號或團號，亦可再次進入系統，於進度查詢中查詢掌握案件審理進度與狀態。
收件號：108696500220
團號：086870031

您可以登入外國與外僑學生線上申辦系統查詢您的申請資料以及處理進度。

備註：此為系統自動發送信件，請勿回覆，謝謝。
中華民國內政部移民署

Dear NANCY CHOU,

Your application for “Online Application System for International Students and Overseas Chinese Students” on June 21, 2019 has been accepted as follows:
Number of persons to enter Taiwan: Lee Rose, 1 person

The result of application to the National Immigration Agency:
Your application has been accepted and it is in the process of being reviewed.
Please remember your receipt number or group number of your application, or you can enter the online system to check the processing status.
Receipt Number: 108696500220

You can log in the Online Application System for International Students and Overseas Chinese Students to check your application and processing status.

Note: This is a letter automatically sent by the system. Please do not reply.
National Immigration Agency, Ministry of Interior, Republic of China (Taiwan)

Figure 40 Notification email indicating that the first-time application has been accepted for further review

8 Application for resident certificate extension

Click ‘Apply online’ button, located on the menu bar -> ‘Resident certificate extension (including changing information)’. You will be directed to the ‘Resident certificate extension application page’, as shown below:

Figure 41 Application page for resident certificate extension

Before being directed to the “Resident certificate extension application page”, you will see a “Terms and conditions” page, as shown below:

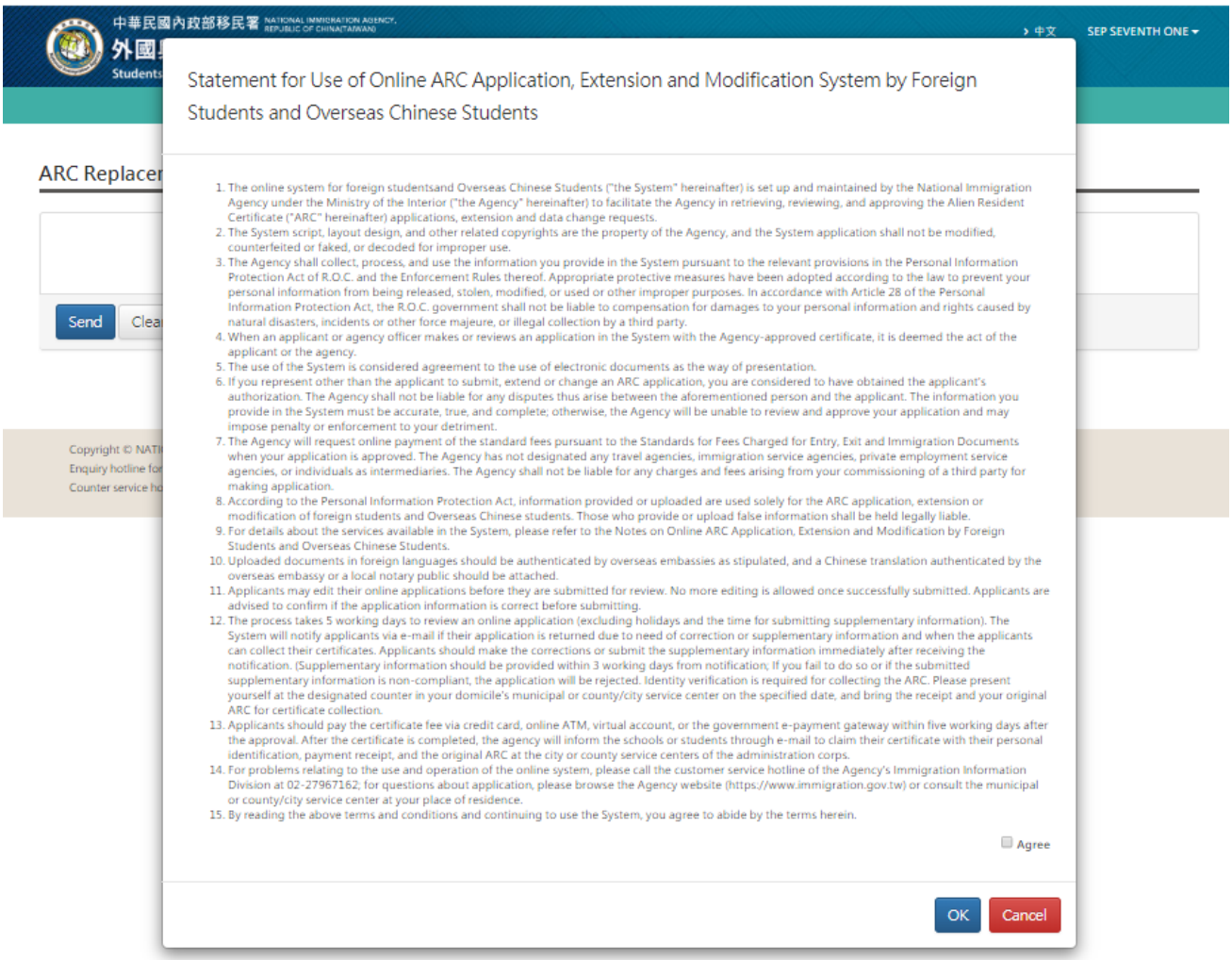


Figure 42 Terms and conditions for resident certificate extension applications

Tick the “agree” box and click ‘OK’ to begin your application.

After you have agreed to the terms and conditions, you will be directed to a page where you will be required to input your resident certificate number to verify your identity, as shown below:

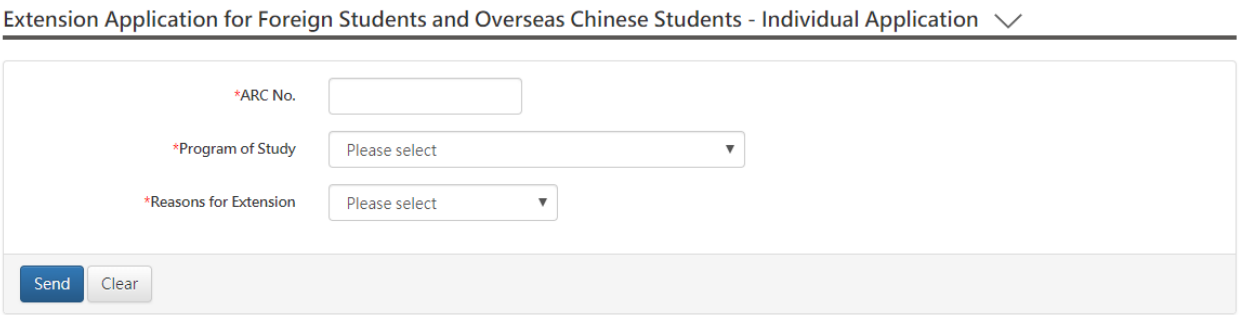
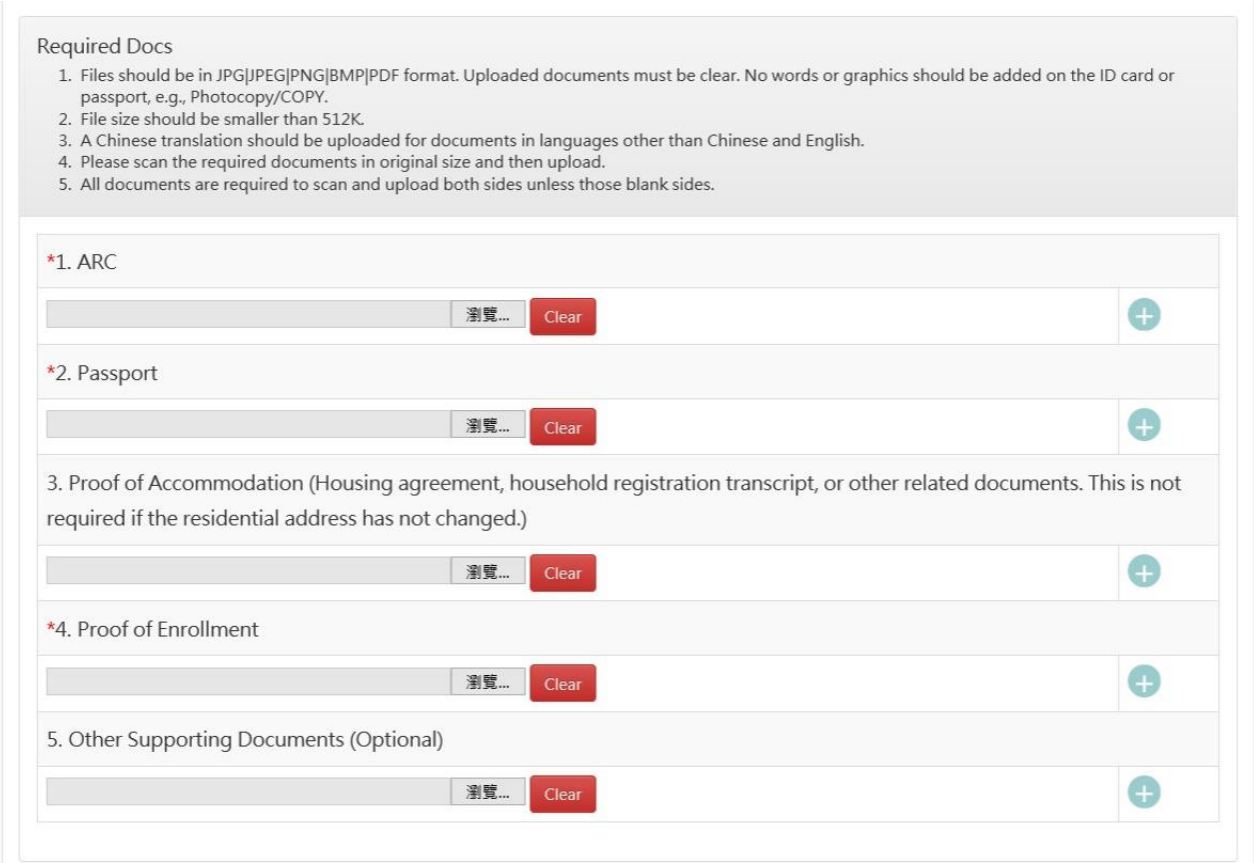


Figure 43 Certificate number input page for resident certificate extensions

After you fill in the resident certificate number and the school system you applied for, then click on 【Send】. Your personal information will then be verified; if no error is found, a page showing resident certificate renewal application form will appear. Information contained in the original application will automatically appear on the application form and attachments. Acceptable document upload formats include: JPB, JPEG, PNG, BMP, and PDF, as shown below:


Required Docs
1. Files should be in JPG|JPEG|PNG|BMP|PDF format. Uploaded documents must be clear. No words or graphics should be added on the ID card or passport, e.g., Photocopy/COPY.
2. File size should be smaller than 512K.
3. A Chinese translation should be uploaded for documents in languages other than Chinese and English.
4. Please scan the required documents in original size and then upload.
5. All documents are required to scan and upload both sides unless those blank sides.
*1. ARC
瀏覽...
Clear
*2. Passport
瀏覽...
Clear
3. Proof of Accommodation (Housing agreement, household registration transcript, or other related documents. This is not required if the residential address has not changed.)
瀏覽...
Clear
*4. Proof of Enrollment
瀏覽...
Clear
5. Other Supporting Documents (Optional)
瀏覽...
Clear

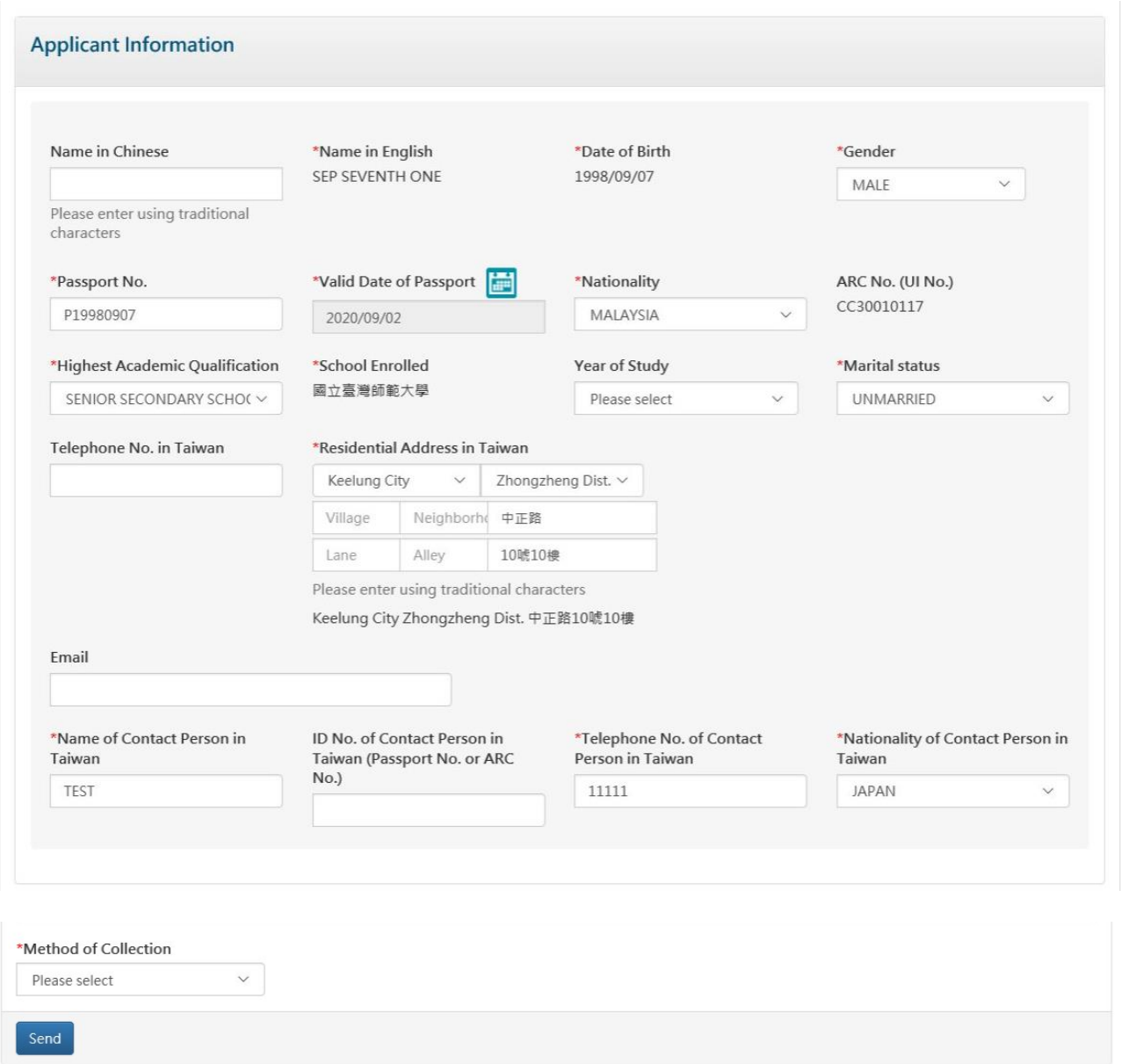


Figure 44 Application page for resident certificate extensions

After you have filled in the application information and uploaded all required supporting documents, choose the location for pickup of your IC resident certificate card. Then click ‘Send’, and the system will automatically forward your application to a secondary reviewer at a service post where the school is located. A pop-up screen will appear, indicating that the application has been successfully sent, as shown below:

Figure 45 Pop-up message indicating successful application for resident certificate extensions

After the application has been successfully sent, it will appear under the New Applications tab on the extension application page so you can see your application status listed in the pending issues box, as shown below:

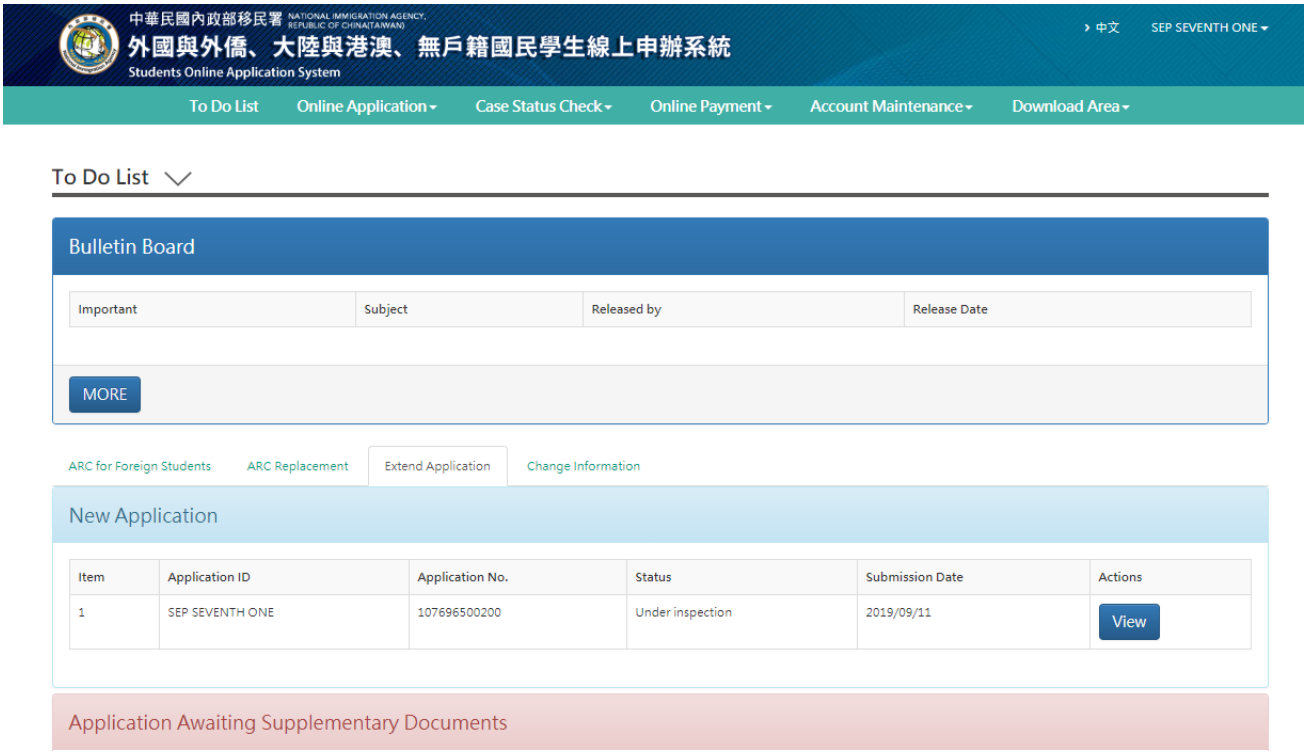


Figure 46 Successful application of resident certificate extension: pending issues for recent applications

The system will simultaneously send a notification email to the applicant

indicating that the “application has been accepted for further review”, as shown below:

[外國與外僑學生線上申辦系統] - 送件受理通知 Notice of Acceptance

niasys@immigration.gov.tw

寄給 我

NANCY CHOU 您好：

您於2019/09/10，申請『外國與外僑學生線上申辦系統』，資訊如下：
本次來臺總人數：NANCY CHOU等1人

移民署送件申請結果：
您的申請程序已經完成，目前正在審核中。
並請您紀錄申請案收件號或團號，亦可再次進入系統，於進度查詢中查詢掌握案件審理進度與狀態。
收件號：108696500220
團號：086870031

您可以登入外國與外僑學生線上申辦系統查詢您的申請資料以及處理進度。

備註：此為系統自動發送信件，請勿回覆，謝謝。
中華民國內政部移民署

Dear NANCY CHOU,

Your application for “Online Application System for International Students and Overseas Chinese Students” on June 21, 2019 has been accepted as follows:
Number of persons to enter Taiwan: Lee Rose, 1 person

The result of application to the National Immigration Agency:
Your application has been accepted and it is in the process of being reviewed.
Please remember your receipt number or group number of your application, or you can enter the online system to check the processing status.
Receipt Number: 108696500220

You can log in the Online Application System for International Students and Overseas Chinese Students to check your application and processing status.

Note: This is a letter automatically sent by the system. Please do not reply.
National Immigration Agency, Ministry of Interior, Republic of China (Taiwan)

Figure 47 Notification email indicating that the application for resident certificate extension has been accepted for further review

9 Application for changing information on the resident certificate

Click ‘Apply online’ button, located on the menu bar ->‘Changing resident certificate information’. You will be directed to the ‘Changing resident certificate

information' page, as shown below:

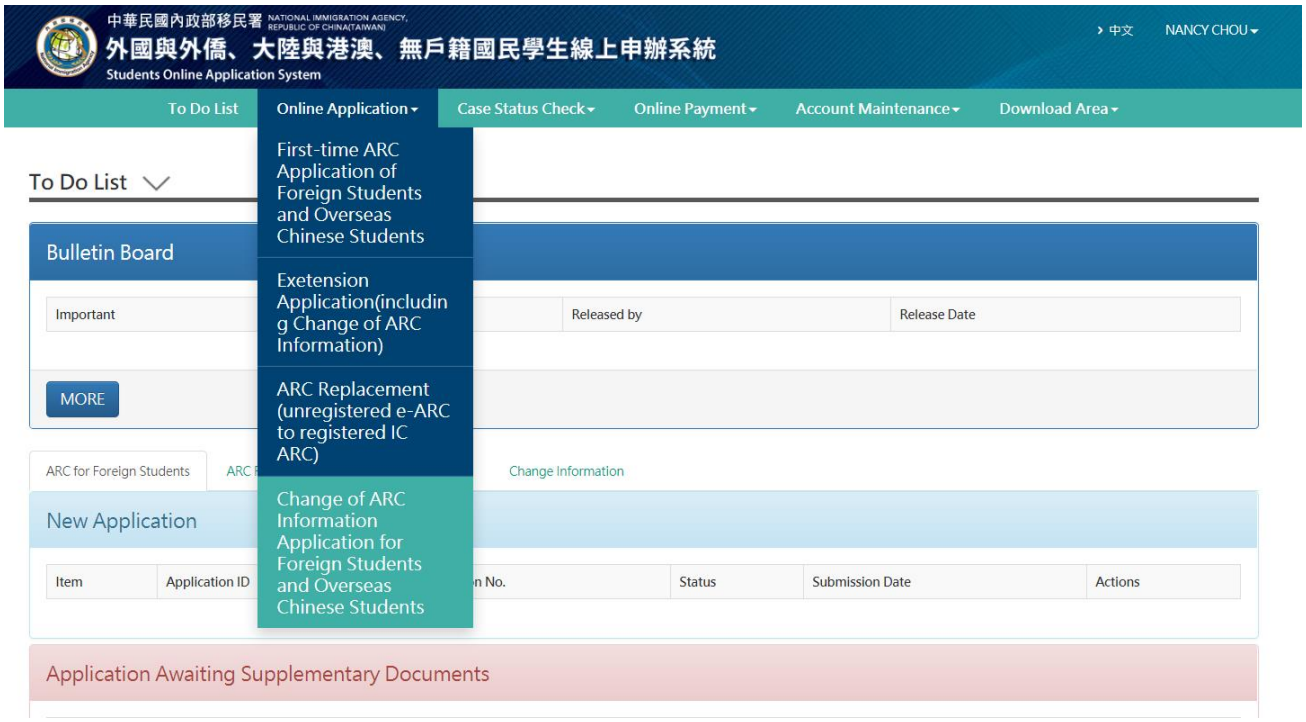


Figure 48 Application page for changing personal information

Before being directed to the "Resident certificate information change" page, you will see a "Terms and conditions" page, as shown below:

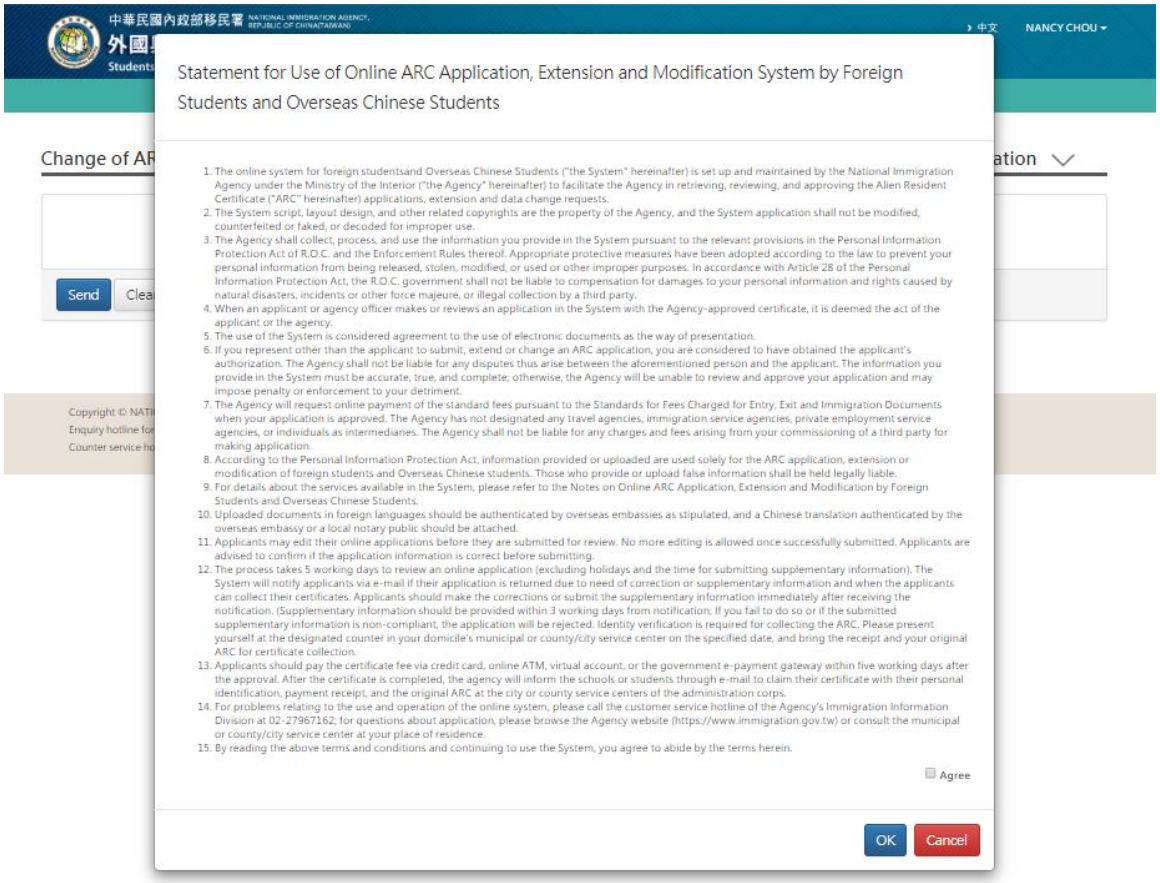


Figure 49 Terms and conditions for changing personal information

Tick the “agree” box and click ‘OK’ to begin your application.

After you have agreed to the terms and conditions, you will be directed to a page where you will be required to input your resident certificate number to verify your identity, as shown below:

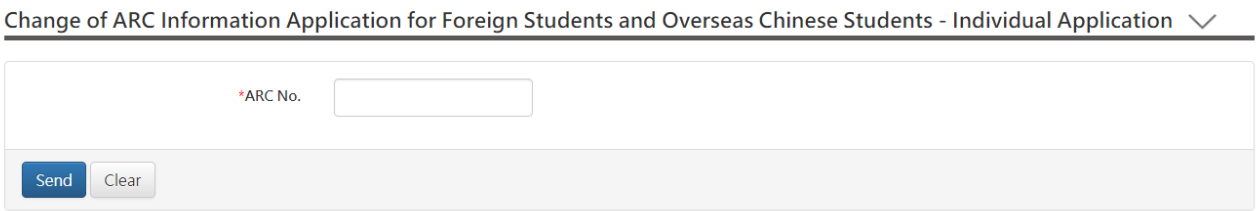
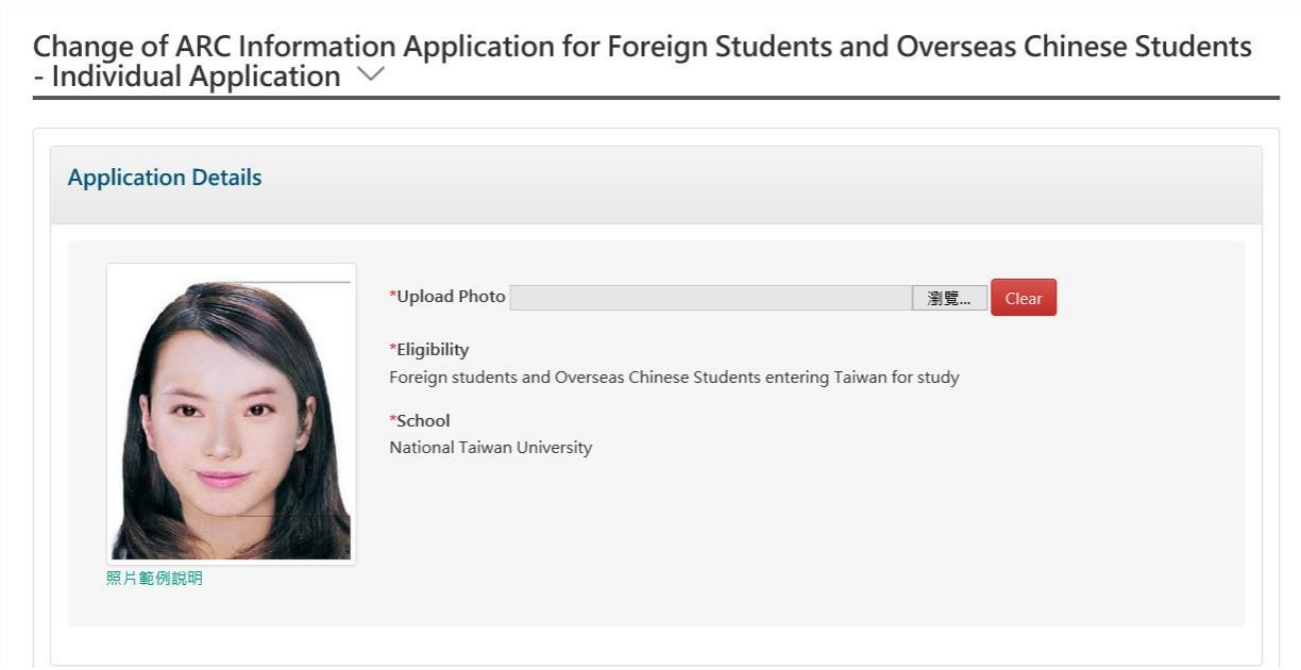
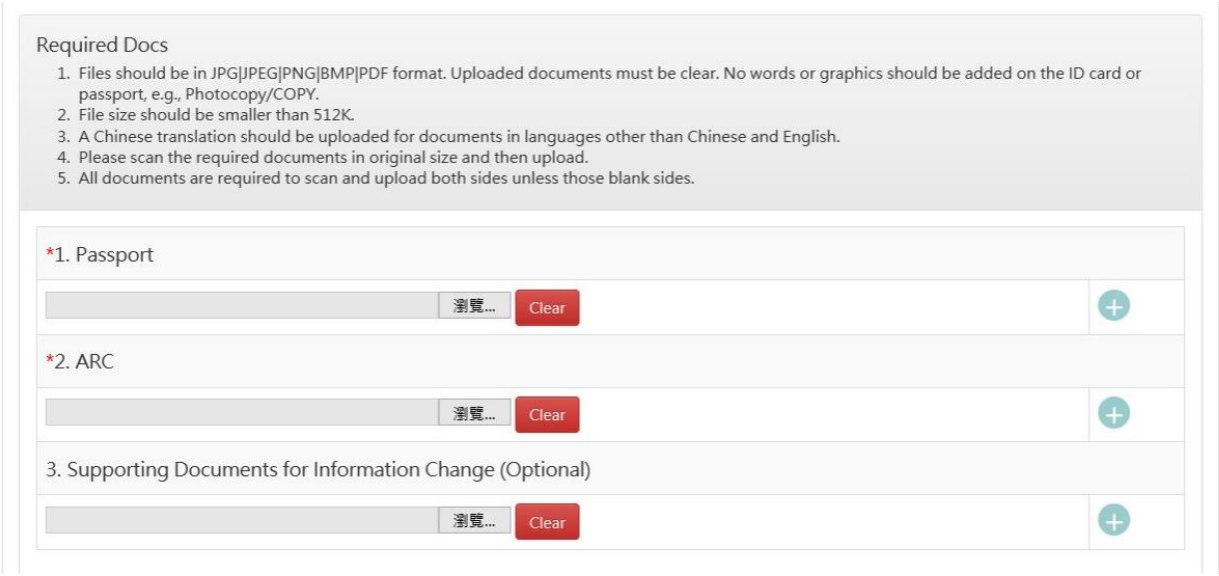


Figure 50 Certificate number input page for making changes to resident certificate information

Type in your resident certificate number and click ‘Send’. Your personal information will then be verified; if no errors are found, a page showing the resident certificate renewal application form will appear. Information contained in the original application will automatically appear on the application form and attachments. Acceptable document upload formats include: JPB, JPEG, PNG, BMP, and PDF, as shown below:





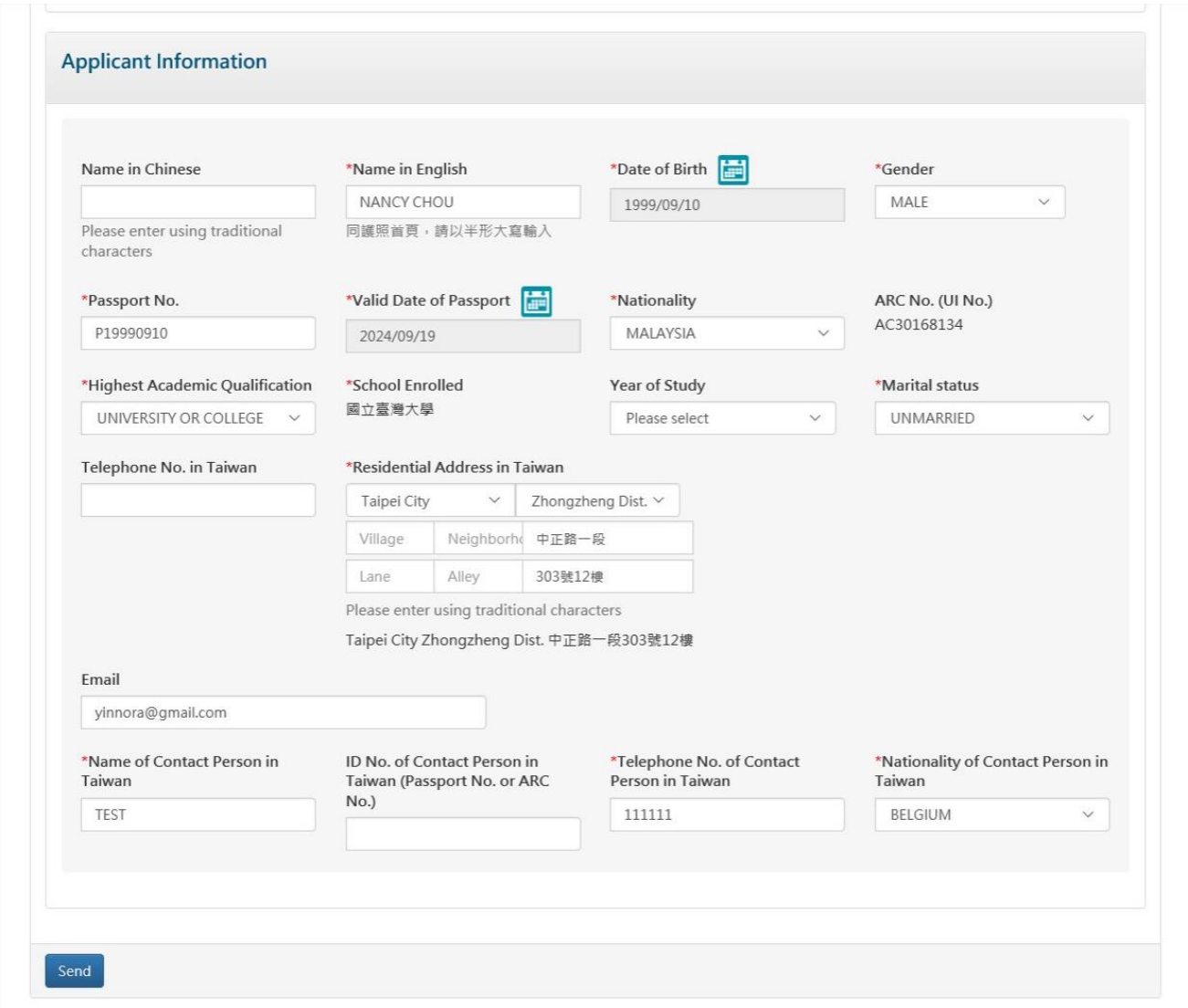


Figure 51 Application page for making changes to resident certificate information

After you have filled in application information and uploaded all required supporting documents, choose the location for pickup of your IC resident certificate card. Then click ‘Send’, and the system will automatically forward your application to a secondary reviewer at a service post where the school is located. A pop-up screen will appear, indicating that the application has been successfully sent, as shown below:

Figure 52 Pop-up message indicating that information changes have been successfully sent

After the application has been successfully sent, it will appear under the New Applications tab on the information changes page so you can see your application status listed in the pending issues box, as shown below:

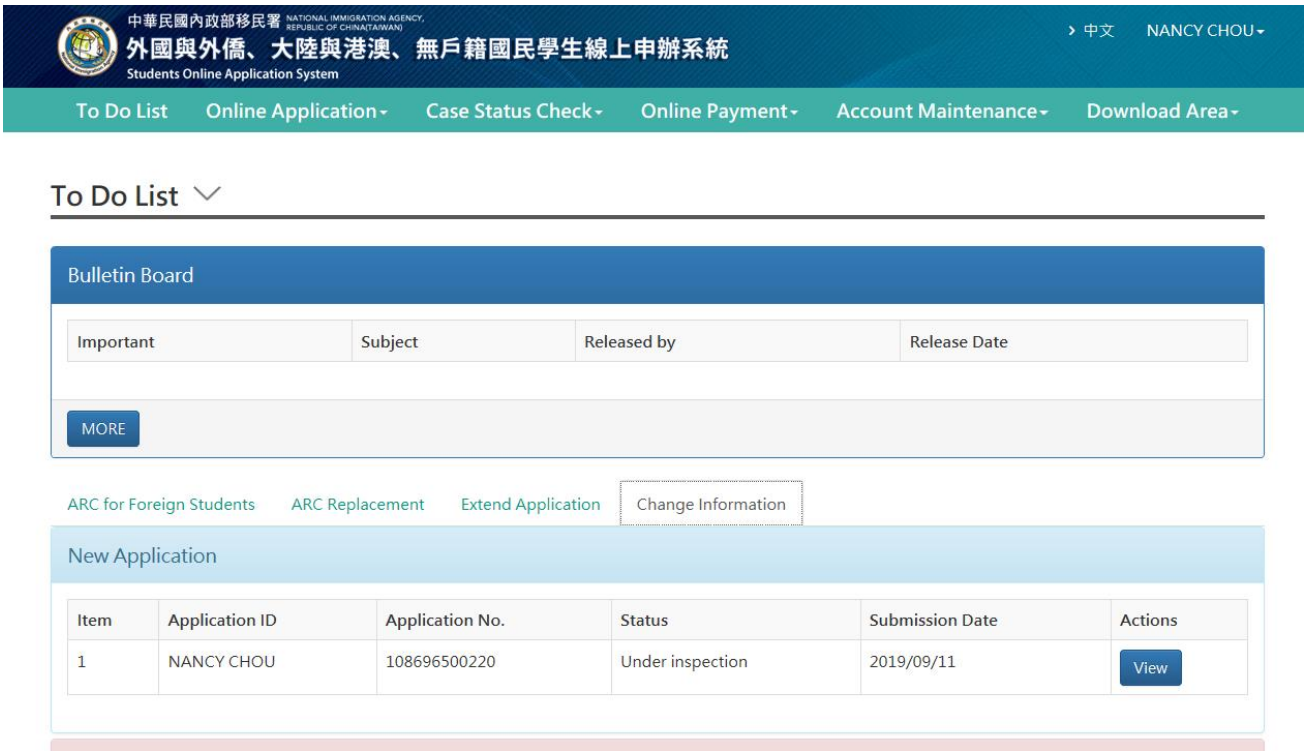


Figure 53 Successful application of changes of personal information: pending issues for recent applications

The system will simultaneously send a notification email to the applicant indicating that the “application has been accepted for further review”, as shown below:

[外國與外僑學生線上申辦系統] - 送件受理通知 Notice of Acceptance

niasys@immigration.gov.tw

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NANCY CHOU 您好：

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移民署送件申請結果：
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收件號：108696500220
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您可以登入外國與外僑學生線上申辦系統查詢您的申請資料以及處理進度。

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Please remember your receipt number or group number of your application, or you can enter the online system to check the processing status.
Receipt Number: 108696500220

You can log in the Online Application System for International Students and Overseas Chinese Students to check your application and processing status.

Note: This is a letter automatically sent by the system. Please do not reply.
National Immigration Agency, Ministry of Interior, Republic of China (Taiwan)

Figure 54 Notification email indicating that the application of changes to resident certificate information has been accepted for further review

10 Temporarily rejected application: modification or supporting documents pending

A. Application temporarily rejected due to pending modification

When a reviewer rejects an application temporarily and demands the applicant to make modifications or provide supporting documents, the system will automatically send a notification email to the applicant to log in to the platform and make modifications or provide necessary supporting documents. The notification email is shown below:

[外國與外僑學生線上申辦系統] - 送件受理通知 Notice of Acceptance

niasys@immigration.gov.tw

寄給 我

NANCY CHOU 您好：

您於2019/09/10，申請『外國與外僑學生線上申辦系統』，資訊如下：
本次來臺總人數：NANCY CHOU等1人

移民署送件申請結果：
您的申請程序已經完成，目前正在審核中。
並請您紀錄申請案收件號或團號，亦可再次進入系統，於進度查詢中查詢掌握案件審理進度與狀態。
收件號：108696500220
團號：086870031

您可以登入外國與外僑學生線上申辦系統查詢您的申請資料以及處理進度。

備註：此為系統自動發送信件，請勿回覆，謝謝。
中華民國內政部移民署

Dear NANCY CHOU,

Your application for "Online Application System for International Students and Overseas Chinese Students" on June 21, 2019 has been accepted as follows:
Number of persons to enter Taiwan: Lee Rose, 1 person

The result of application to the National Immigration Agency:
Your application has been accepted and it is in the process of being reviewed.
Please remember your receipt number or group number of your application, or you can enter the online system to check the processing status.
Receipt Number: 108696500220

You can log in the Online Application System for International Students and Overseas Chinese Students to check your application and processing status.

Note: This is a letter automatically sent by the system. Please do not reply.
National Immigration Agency, Ministry of Interior, Republic of China (Taiwan)

Figure 55 Resident certificate: notification email regarding pending modifications or supporting documents

You can perform an enquiry for all applications that require modifications or supplements on the front-end webpage. All information on the application form will appear on the page. You can edit all fields and columns, as well as upload new documents to replace old ones.

After you click ‘Send’, the system will automatically check if you have filled out all required fields, attached necessary documents, and if all data requirements are correct. If required information is missing, or if it does not comply with required data format, an error message will appear to remind the applicant to correct any errors before being able to send the application.

After you are logged in to the platform, click ‘Check status’ button, located on the menu bar ->‘Modifications (supplements) menu bar’. You will be directed to the ‘Modifications (supplements) page’, as shown below:

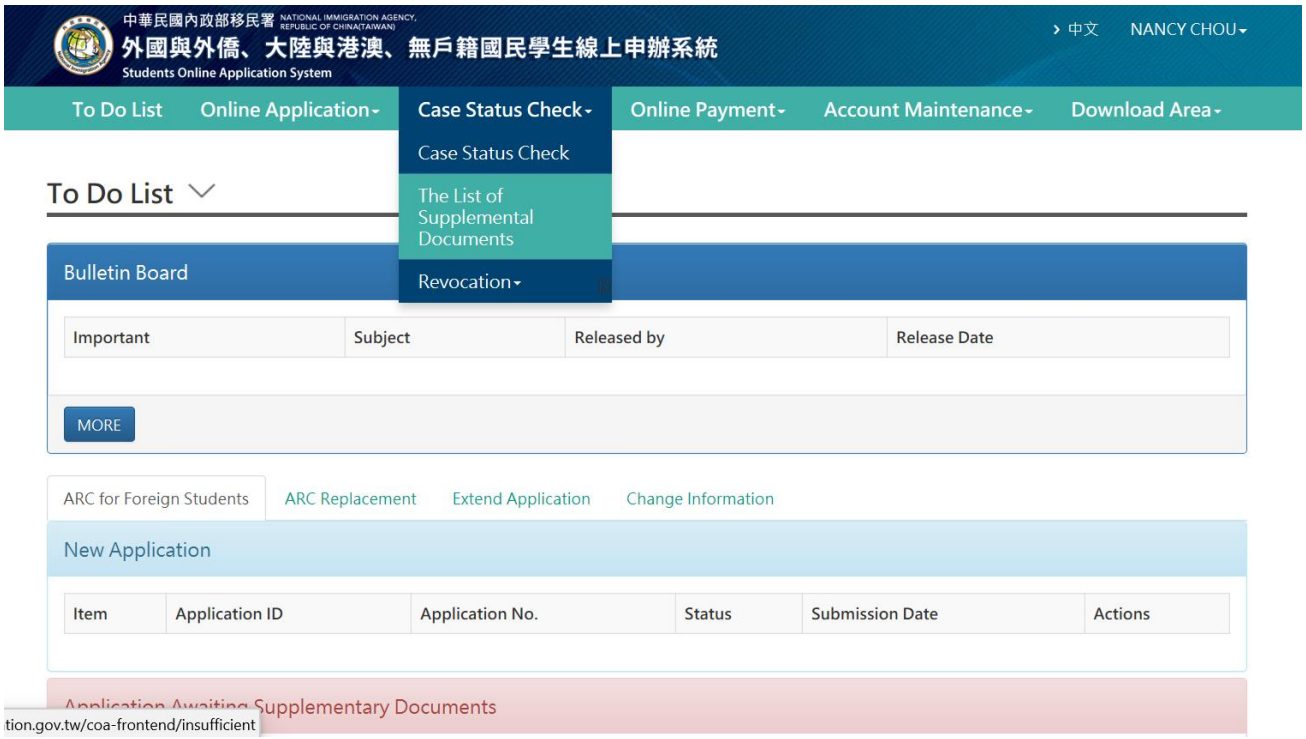


Figure 56 Resident certificate: modification or supporting documents function

Supplementary Documents/Corrections - List

Item	Application ID	Applicant	Application Submitted	Reasons for Application	Application Date	Actions
1	NANCY CHOU	NANCY CHOU	Foreign/Overseas Chinese Students	Study	2019/09/10	View

Figure 57 Resident certificate: Modification or supporting documents pending list

Click the 'View' button on the modifications (supplements) page, and you will see a page called "Modifications (supplements)- details" page, as shown below.

Supplementary Documents/Corrections - Details

Basic Information

Applicant	NANCY CHOU	Application Submitted	Foreign/Overseas Chinese Students
Reasons for Application	Study	Application Date	2019/09/10

Application

Item	Application No.	Name in Chinese	Name in English	Passport No.	Status	Actions
1	108696500220		NANCY CHOU	P19990910	Modified/Supplementary Documents	Modify

Back to Enquiry Page

Figure 58 Resident certificate: details page regarding modification or supporting documents pending

On this page, click the 'Modifications' button at the bottom of the applications list, and you will be directed to the "Correct applicant information" page, as shown below:

Application for Entry to Taiwan by Foreign Students and Overseas Chinese Students - Supplementary Information of Applicant

Review Comment

Wrong Photo

Application Details

照片範例說明

*Upload Photo 瀏覽... Clear

*Eligibility
Foreign students and Overseas Chinese Students entering Taiwan for study

*Program of Study
Bachelor's Degree

*School National Taiwan University

*Status of Study
Received but not enrolled

Attachment Uploaded

*Admission Permit or Certificate

入學許可證明.jpg

*Passport

護照.jpg

*Resident Visa

居留簽證.jpg

*Proof of Accommodation (Housing agreement, household registration transcript, or other related documents)

住宿證明.jpg

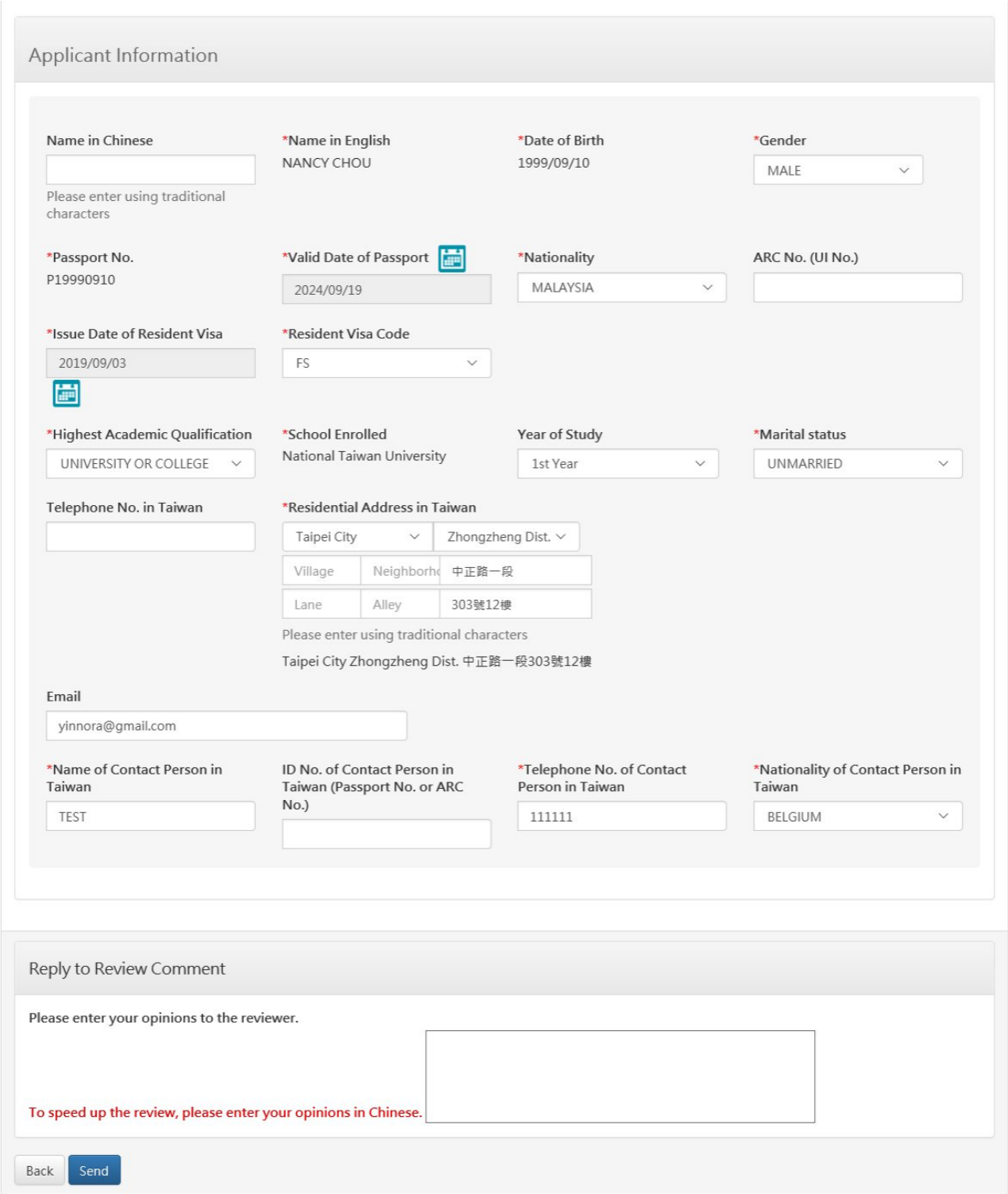


Figure 59 Resident certificate applicant's information modification page

After you have finished modifying your application information and re-uploaded attachments, you may type in your opinion in the review opinion column at any time if you have any remarks for the reviewer. Click 'Send' to

complete your information modification (supplement) task. The reviewer will see your remarks when he/she is reviewing your case. You will then see a pop-up screen that indicates successful modification, as shown below:

Figure 60 Resident certificate: pop-up message indicating successful modification (or supplementing with supporting documents)

B. Application temporarily rejected due to pending supporting documents

When an application is rejected temporarily by the reviewer for modification, the applicant can perform an enquiry to view such cases on the front-end webpage. All information on the application form will automatically appear on page. All fields and columns are locked and you may not make any changes. You can only replace the old documents by re-uploading them onto the platform.

After you click ‘Send’, the system will automatically check if you have uploaded the document required. If you have not uploaded the document, an error message will pop-up and remind you that you must upload the correct document before being able to proceed.

After you are logged in to the platform, click ‘Check

status'->'Modification list page' on the menu bar of the platform, and you will be directed to a page called "Modification (or supplementing with supporting documents) list" page, as shown below:

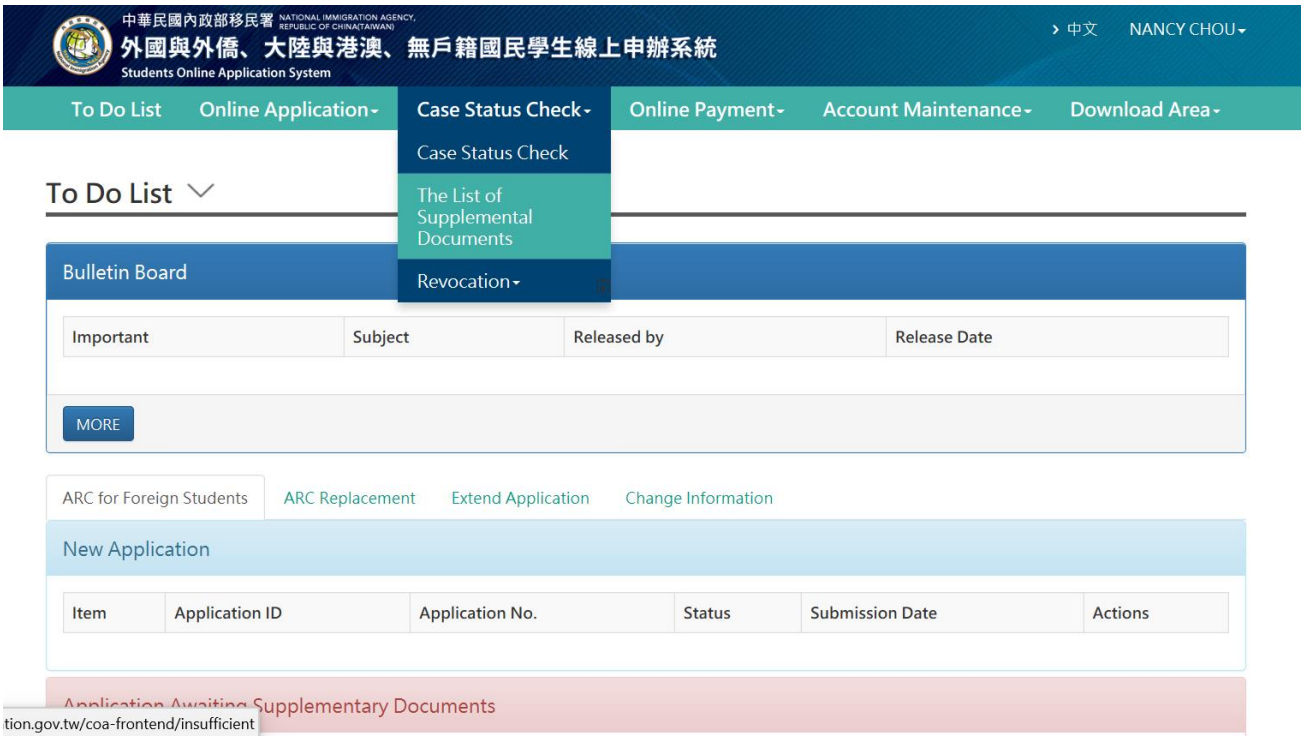


Figure 61 Resident certificate: modification (or supplementing with supporting documents) function

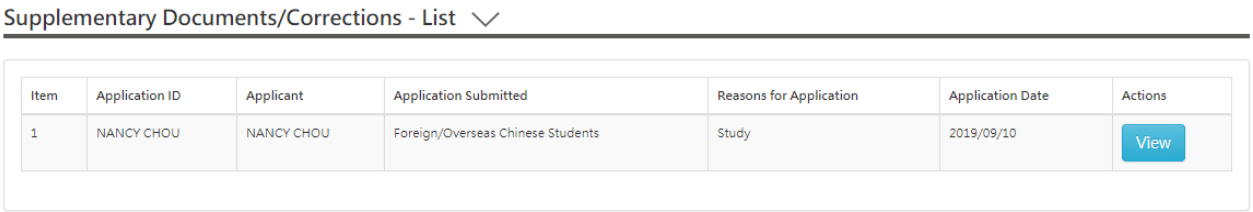


Figure 62 Resident certificate: modification (or supplementing with supporting documents) list page

Click 'View' on the modification (supplements) list page, and you will see a page called "Modification (supplementing with supporting documents) details page", as shown below:

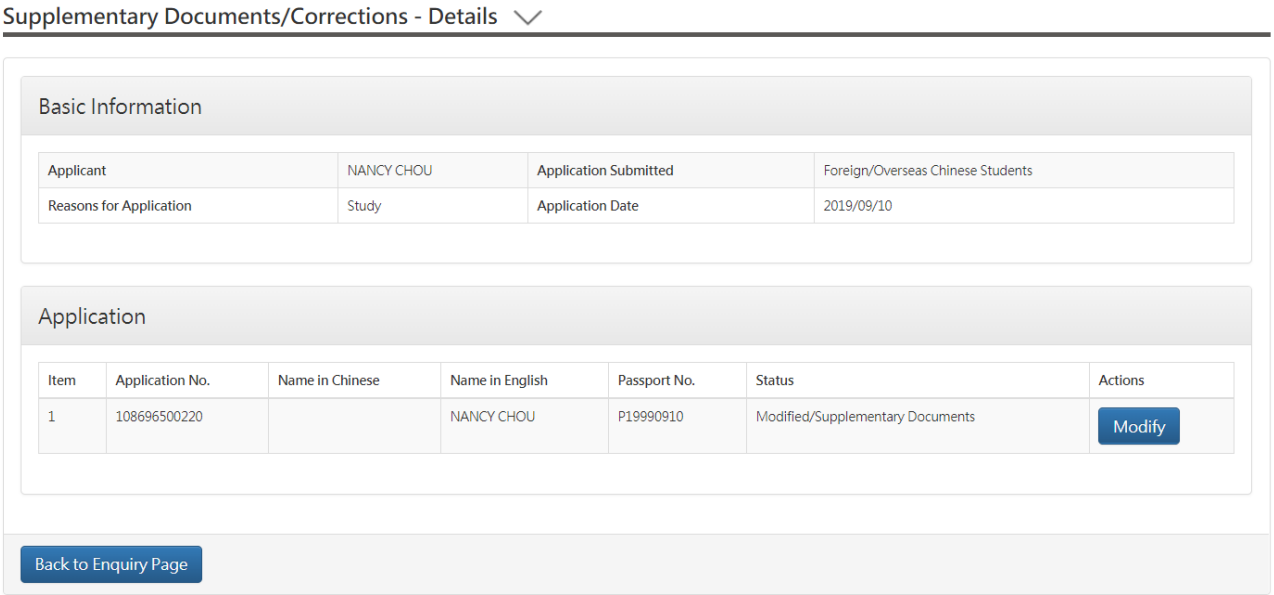
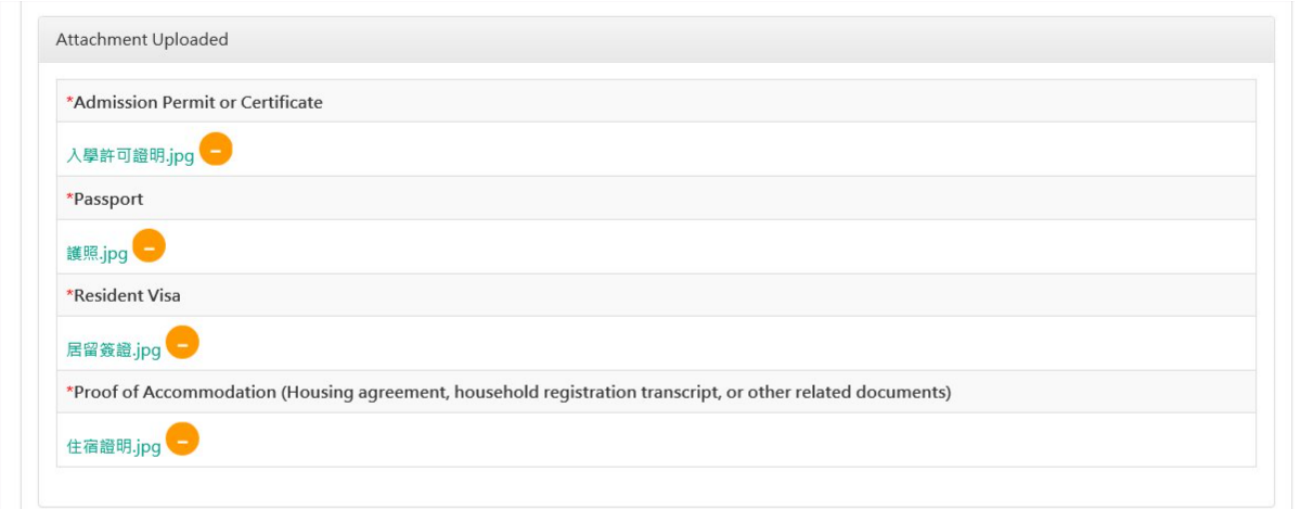
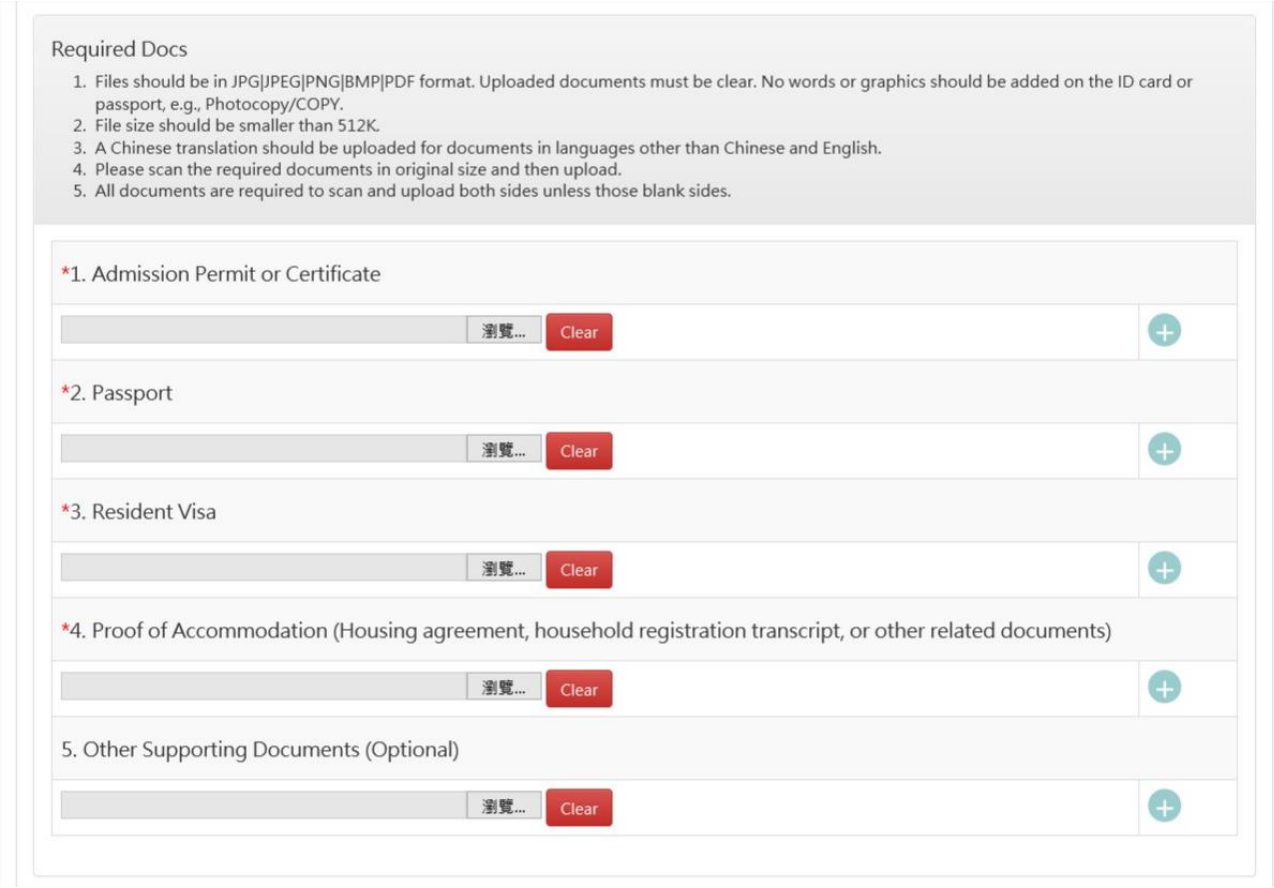


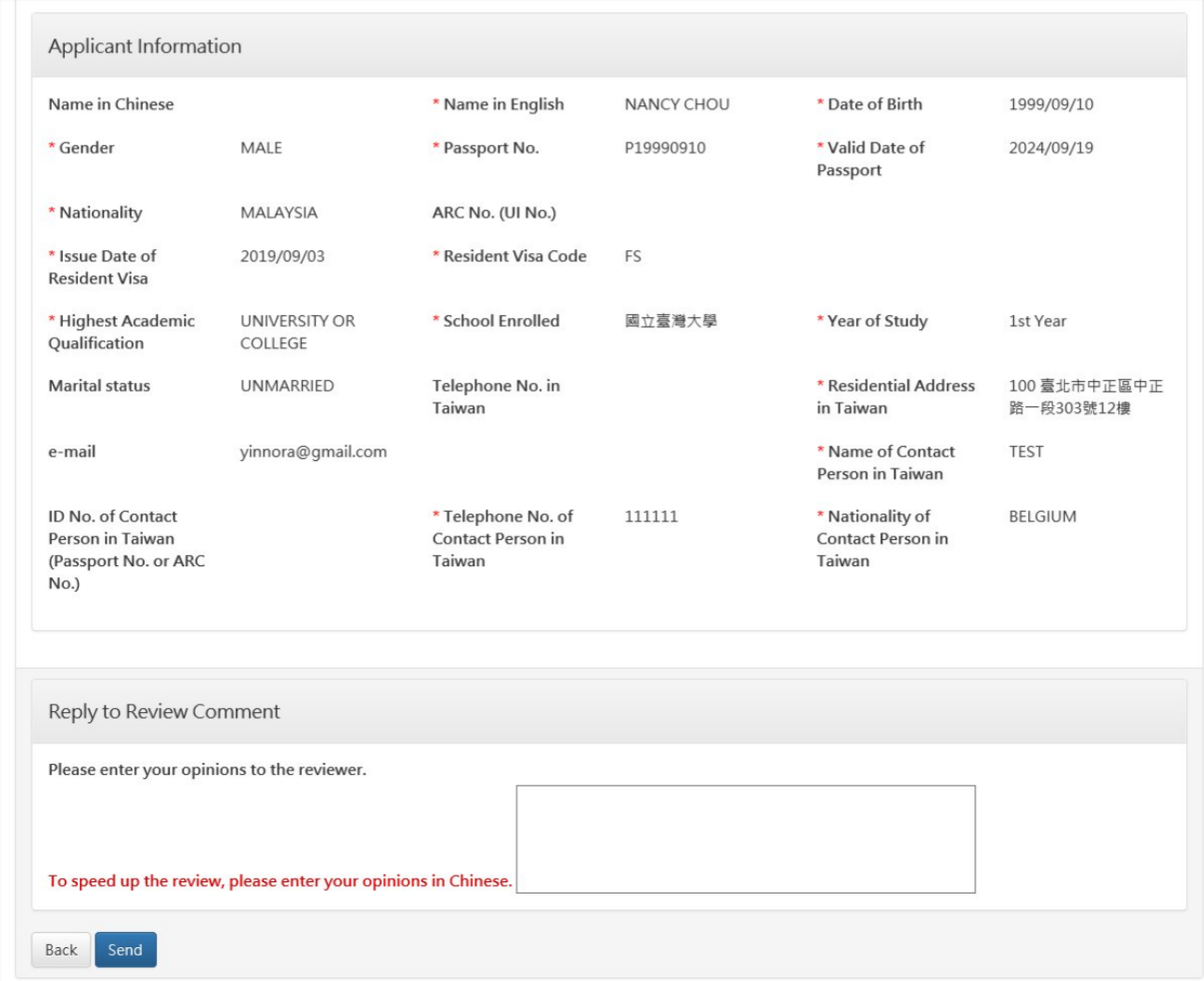
Figure 63 Resident certificate: modification (or supplementing with supporting documents) details page

Click ‘Supplement with supporting document’ button located at the bottom of the applications list on the page, and a screen called “Supporting documents required for the applicant information” page will appear, as shown below:

ARC Application for Foreign Students and Overseas Chinese Students - 申請人資料補件
Review Comment
Photo wrong
*Upload Photo
瀏覽...
Clear
Application No.: 108696500220
*Eligibility:
Foreign students and Overseas Chinese Students entering Taiwan for study
*Program of Study: Bachelor's Degree
*School: National Taiwan University
*Status of Study: Received but not enrolled


Attachment Uploaded
*Admission Permit or Certificate
入學許可證明.jpg
*Passport
護照.jpg
*Resident Visa
居留簽證.jpg
*Proof of Accommodation (Housing agreement, household registration transcript, or other related documents)
住宿證明.jpg


Required Docs
1. Files should be in JPG|JPEG|PNG|BMP|PDF format. Uploaded documents must be clear. No words or graphics should be added on the ID card or passport, e.g., Photocopy/COPY.
2. File size should be smaller than 512K.
3. A Chinese translation should be uploaded for documents in languages other than Chinese and English.
4. Please scan the required documents in original size and then upload.
5. All documents are required to scan and upload both sides unless those blank sides.
*1. Admission Permit or Certificate
瀏覽...
Clear
*2. Passport
瀏覽...
Clear
*3. Resident Visa
瀏覽...
Clear
*4. Proof of Accommodation (Housing agreement, household registration transcript, or other related documents)
瀏覽...
Clear
5. Other Supporting Documents (Optional)
瀏覽...
Clear



Applicant Information

Name in Chinese		* Name in English	NANCY CHOU	* Date of Birth	1999/09/10
* Gender	MALE	* Passport No.	P19990910	* Valid Date of Passport	2024/09/19
* Nationality	MALAYSIA	ARC No. (UI No.)			
* Issue Date of Resident Visa	2019/09/03	* Resident Visa Code	FS		
* Highest Academic Qualification	UNIVERSITY OR COLLEGE	* School Enrolled	國立臺灣大學	* Year of Study	1st Year
Marital status	UNMARRIED	Telephone No. in Taiwan		* Residential Address in Taiwan	100 臺北市中正區中正路一段303號12樓
e-mail	yinnora@gmail.com			* Name of Contact Person in Taiwan	TEST
ID No. of Contact Person in Taiwan (Passport No. or ARC No.)		* Telephone No. of Contact Person in Taiwan	111111	* Nationality of Contact Person in Taiwan	BELGIUM

Reply to Review Comment

Please enter your opinions to the reviewer.

To speed up the review, please enter your opinions in Chinese.

Back Send

Figure 64 Resident certificate: supporting documents required for applicant information

After you have re-uploaded your attachments, you may type in any remarks you have for the reviewer in the review opinion column at any time. Click ‘Send’ to complete your information modification (supplement) task. The reviewer will see your remarks when he/she is reviewing your case. You will then see a pop-up screen that indicates successful modification, as shown below:

Figure 65 Resident certificate: pop-up message indicating that modifications (or supporting documents) have been successfully made or sent

11 Online payment

After you have successfully made payment online, you will receive an automatically generated email notification indicating that you may either show up at the designated service post in person, with payment receipt and an identification document to obtain your certificate, or you may your download electronic resident certificate online.

Once the reviewer approves the application, the applicant will receive an automatically generated email notification that requires him/her to make online payment, as shown below:

[外國與外僑學生線上申辦系統] - 送件線上繳費通知 Notice of Online Payment Received

niasys@immigration.gov.tw

寄給 我

NANCY CHOU 您好：

您於2019/09/10，申請『外國與外僑學生線上申辦系統』，團號為(086870031)，經本署審查已核准。
請再次進入系統完成線上繳費作業，俾利發證。
繳費期限為核准日起六十日內。(一旦完成繳費後，不得申請退費。)

您可以登入外國與外僑學生線上申辦系統查詢您的申請資料以及處理進度。

備註：此為系統自動發送信件，請勿回覆，謝謝。
中華民國內政部移民署

Dear NANCY CHOU,

Your application for "Online Application System for International Students and Overseas Chinese Students" on Sep 10, 2019, with receipt number (108696500220), has been approved.
Please enter the system to complete your online payment so that we can issue your IC card.
The payment period is within 5 days after the approval. (Requests for refund are not permitted after completing your online payment operation.)

You can log in the Online Application System for International Students and Overseas Chinese Students to check your application and processing status.

Note: This is a letter automatically sent by the system. Please do not reply.
National Immigration Agency, Ministry of Interior, Republic of China (Taiwan)

Figure 66 Resident certificate: notification email of online payment

Resident certificate (RC) fees for foreign/expatriate students:

Foreign student 1-year RC: NT$1,000

Foreign student 2-year RC: NT $2,000

Foreign student 3-year RC: NT $3,000

Expatriate student 1-year RC: NT $500

A. Enquiry page for applications with pending payment

As soon as you receive the payment notification email indicating that your application has been approved, you may then pay online. Click 'Online payment' button on the menu bar and you will be directed to the "Online payment" page, as shown below. You will see a list indicating the group application(s) that have been approved and is (are) pending payment. Tick the box at the front of the group application number, and then click 'Pay now'

button to make multiple group payments, or click on any group application number to make an individual group payment.

Figure 67 Online payment function list page

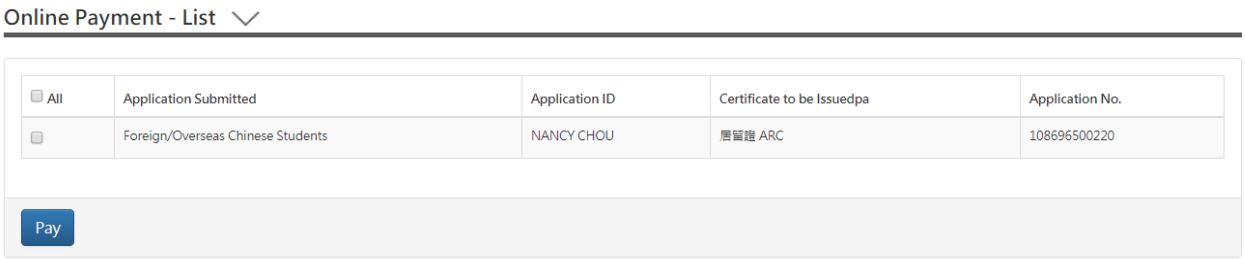


Figure 68 Group applications pending payment list page

B. Online payment

In continuation of the above steps, click on the group application number on the group application list that indicates payment pending, or tick the group application numbers one by one to proceed with payment, then click ‘Pay now’. You will then see a payment details page. Confirm the payment amount is correct before clicking ‘Pay now’. You will be directed to a page that shows you the payment options before being directed to a series of payment steps

through the Payment Gateway platform to complete the online payment.

Once you are finished with online payment, the system will take you to the certificate generation procedure.

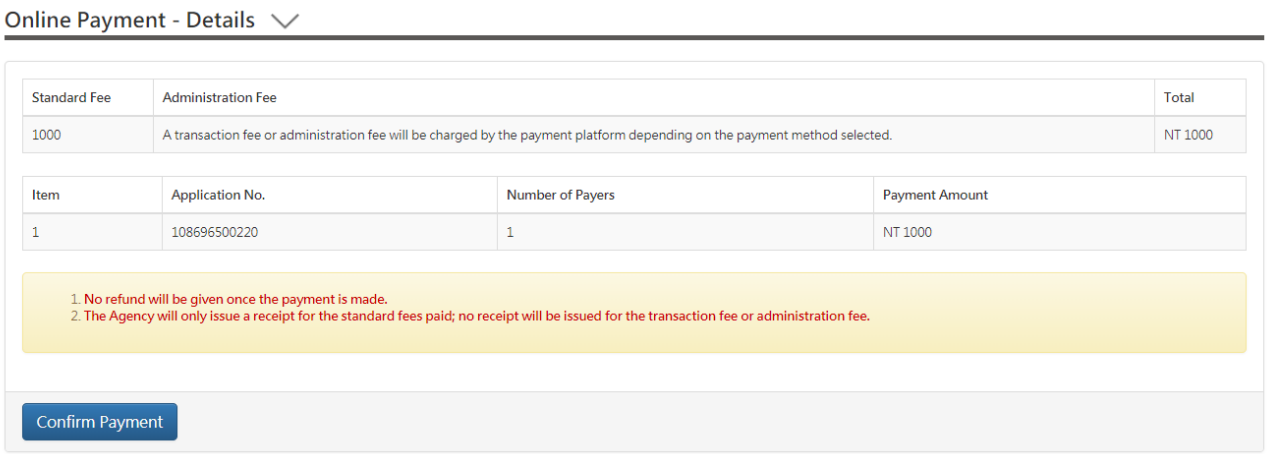
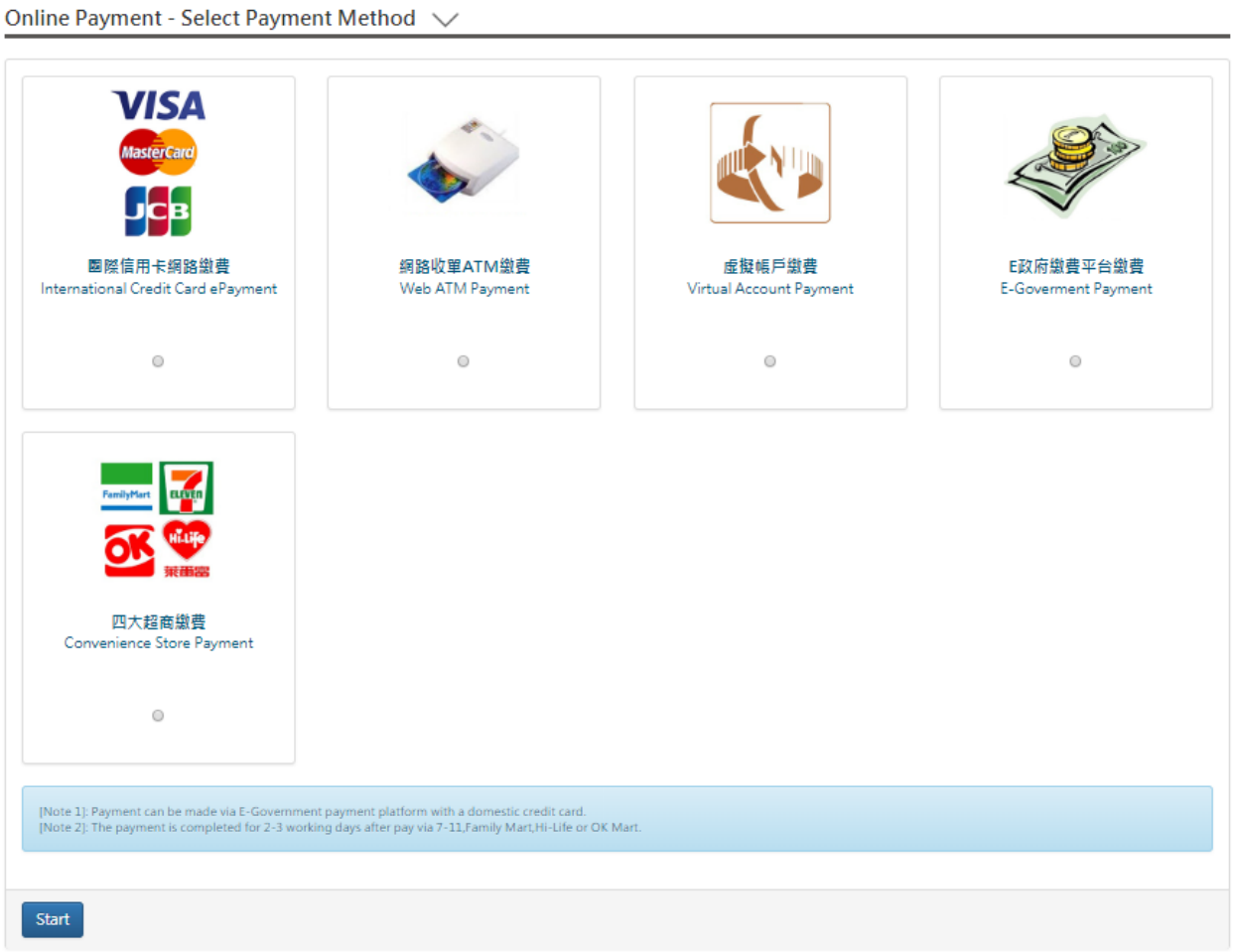


Figure 69 Online payment applications and total payment confirmation page



Payment methods	Online Payment with International Credit Card	WebATM	Payment via Virtual Account	Account Transfer and WebATM Payment via E-Government Platform	Credit Card Online Payment via E-Government platform	(EN)超商繳費
Fees	Credit card transaction fee	Online payment processing fee and administration fee	Virtual account transaction fee and administration fee	E-Government platform processing fee	Credit card processing fee	(EN)超商繳費交處理費暨手續費
Description	Administration fee is equivalent to 2% of credit card payment.	An administration fee of $7 per transaction is charged for debit cards of Bank of Taiwan online payment system; additional interbank transaction fee is charged for other debit cards according to the respective banks' charging standards.	An administration fee of $10 is charged for in-person payment at the Bank of Taiwan counter with the payment bill; additional interbank transaction fee is charged for ATM transfer according to the respective banks' charging standards.	E-payment, transfer or tax payment operations require the collaborative work of different financial institutions via an interbank platform; the processing fee is the sum of the fees of the related transaction units.	E-payment, transfer or tax payment operations require the collaborative work of the card issuing institutions and the acquiring institutions via an interbank platform; the processing fee is the sum of fees charged by the related transacting units.	(EN)持繳費單至超商繳費，收10元手續費
Fees	2% the payment amount (inclusive) per transaction	Additional $7 per transaction + interbank administration fee	As described above	Additional NT$15 per transaction	Fee: Clearance date for the administration fee is to be decided by individual card issuing banks. Please refer to the Fee list of Card Issuing Institutions for the relevant fees.	As described above

Back to Payment List

Figure 70 Online payment options page

Payment options:

If you choose this option, you are required to pay with international credit cards that are not issued by the Bank of Taiwan. Such credit cards include three types: VISA, MasterCard, and JCB.

Online ATM

If you choose this option, you need a card-reader and an ATM card. Click the 'Pay now' button and you will be directed to the Bank of Taiwan Web ATM Payment page. Fill in your information and password before proceeding to payment.

Virtual account payment

If you choose this option, please download the payment bill and pay with the bill at a branch of the Bank of Taiwan. The receipt will be available for downloading two working days after you complete payment.

Payment through e-government payment platform

If you choose this option, you will be directed to the e-government GSP online payment transaction options page. If you wish to pay online with your personal banking account, then type in your ID number and click 'Payment through regular account'. If you have a pre-designated account from a previous agreement with GSP, then you may choose the 'Payment by pre-designated account through agreement with GSP'. In this case, you will be directed to the e-government GSP online payment platform to proceed with online payment. Additional fees will be charged depending on the type of payment you choose.

If you choose to pay online through the e-government GSP online payment platform, you will have the options of "payment by account transfer", "payment through online ATM", or "payment by credit card". You will need a card-reader and a debit card if you choose the "online ATM" option.

Payment through the four major convenience stores

If you choose this option, please download the payment bill and pay with the bill at any of the four major convenience stores. The receipt will be available for downloading two to three working days after you complete payment.

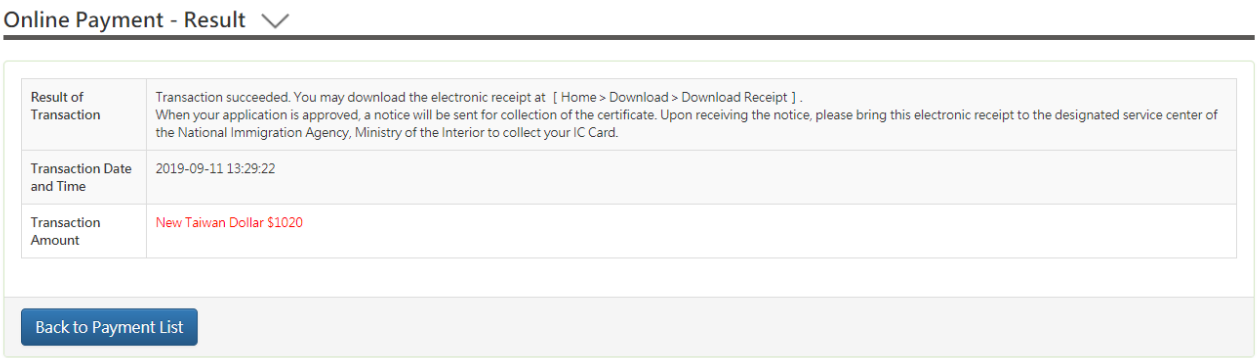


Figure 71 Payment completed page

12 Download your 6-month resident certificate

or those of you who have been accepted admission to the school but have not yet enrolled, you will be able to download and immediately print your electronic certificate for applications that have been approved and payment already made. Click ‘Downloads’->‘Download electronic resident certificate for foreign/expatriate students’, as shown below

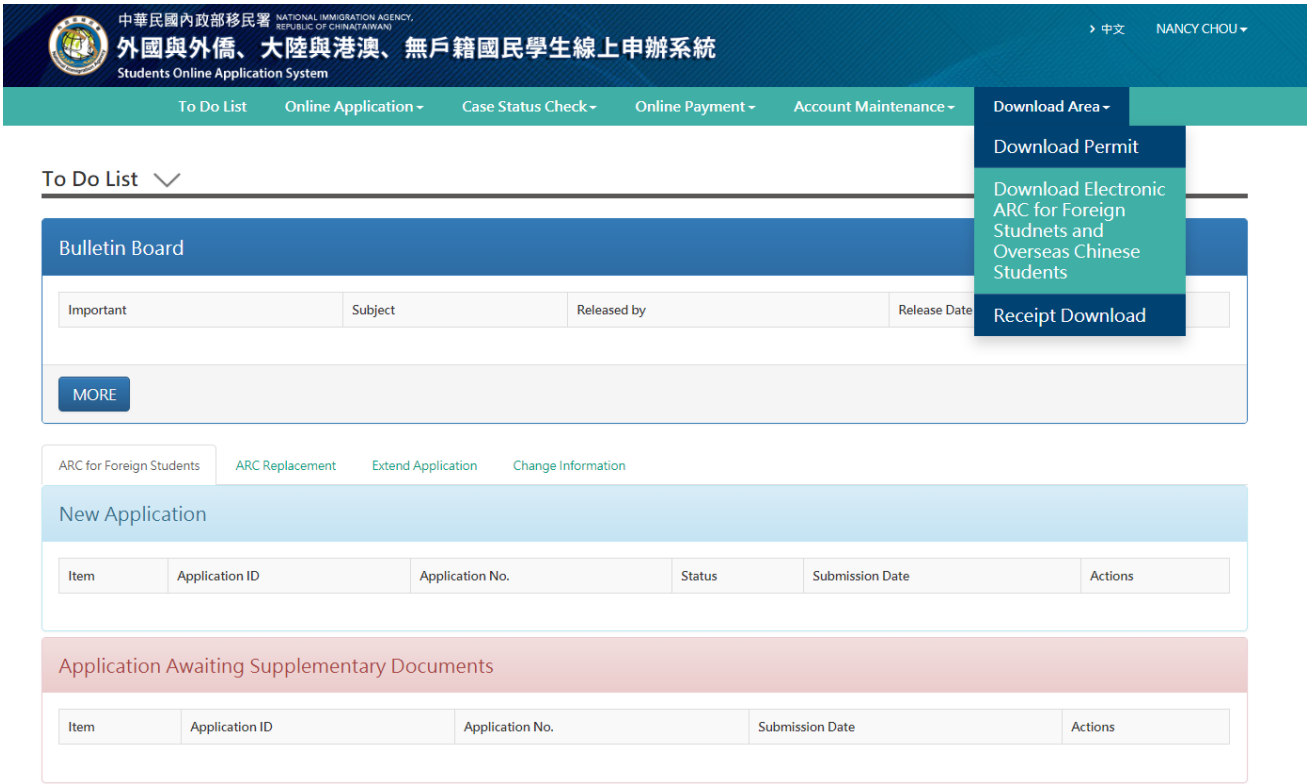


Figure 72 Electronic resident certificate download function page

Type in either “group application number”, “application number”, or “period when the payment was made”, and click ‘Search’ button, as shown below:

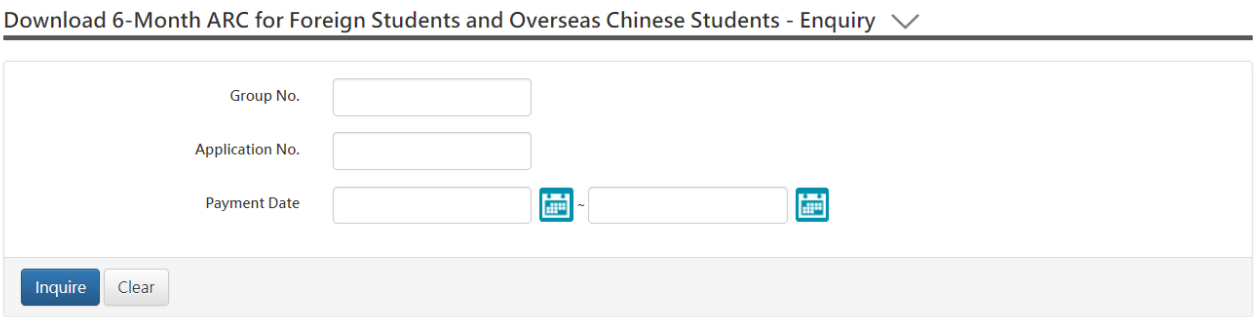


Figure 73 Electronic resident certificate applications enquiry page

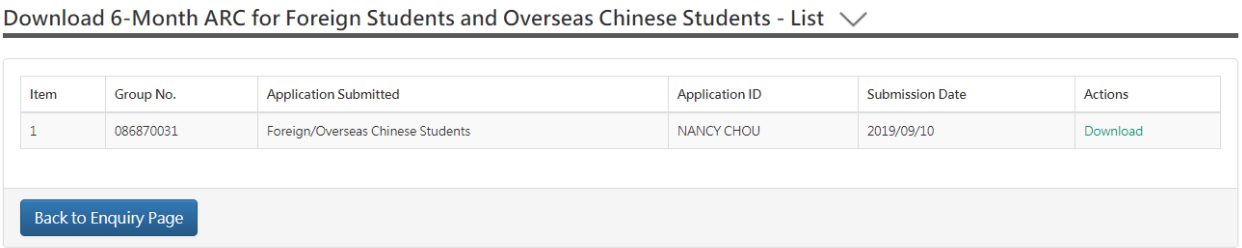


Figure 74 Electronic resident certificate applications enquiry results page

An enquiry results page for all applications with completed payments will then appear. You will only be able to access the ‘foreign student 6-month resident certificate download’ function if the application is shown as “payment made” in the review field. The enquiry results will list all applications. Click ‘Download’ to browse your electronic certificate online or download to your computer in PDF format.

108696500040

108401008628

中華民國居留證

R.O.C (Taiwan) Resident Certificate

注意事項!
主管機關保留廢止本證之權利

WARNING!
VISITOR TO TAIWAN, R.O.C.
PLEASE TAKE NOTICE :

THE COMPETENT AUTHORITIES RESERVE THE RIGHT TO REVOKE THIS ARC.

附記 Notes

持證人須於本證有效期間內取得註冊證明，申請換領IC晶片卡及辦理居留延期。

The paper certificate holder should apply for a certificate of (Student) enrollment within the validity of this certificate, and applying the extension of the residency.

就讀學校：國立臺灣師範大學
可多次入出國

公務註記 Official Notes

未申請居留證延期致逾期居留者，依規定處新臺幣2,000元以上10,000以下罰鍰。

According to the regulation, the paper certificate holder failing the extension of the residency and becoming unlawful alien should be fined between 2,000 N.T. dollars and 10,000 N.T.dollars.

許可證類別 Permit Type 外僑居留證 ARC	發證日期 Date of Issue **26 Feb 2019**	本證有效期限 Date of Expiry **17 Aug** (2019年08月17日)
事由 Purpose of Residence 外國與外僑學生	姓名 Name TEST JAN TEN	
中華民國居留證	護照號碼 Passport No. **P19970110**	核發單位 Authority **臺北市服務站**
	出生日期 Date of Birth **10 Jan 1997**	性別 Gender **男 Male**
	國籍 Nationality **馬來西亞**	統一證號 ID No. **AC30167888**
	居留地址 Resident Address **100 臺北市中正區中正路200號2樓**	

Figure 75 Sample of a 6-month electronic resident certificate

13 Withdraw your application

You may cancel your application before making payment. To withdraw an application, go to ‘Status check’ on the menu bar->‘Withdraw application’->‘Withdraw application’, as shown below:

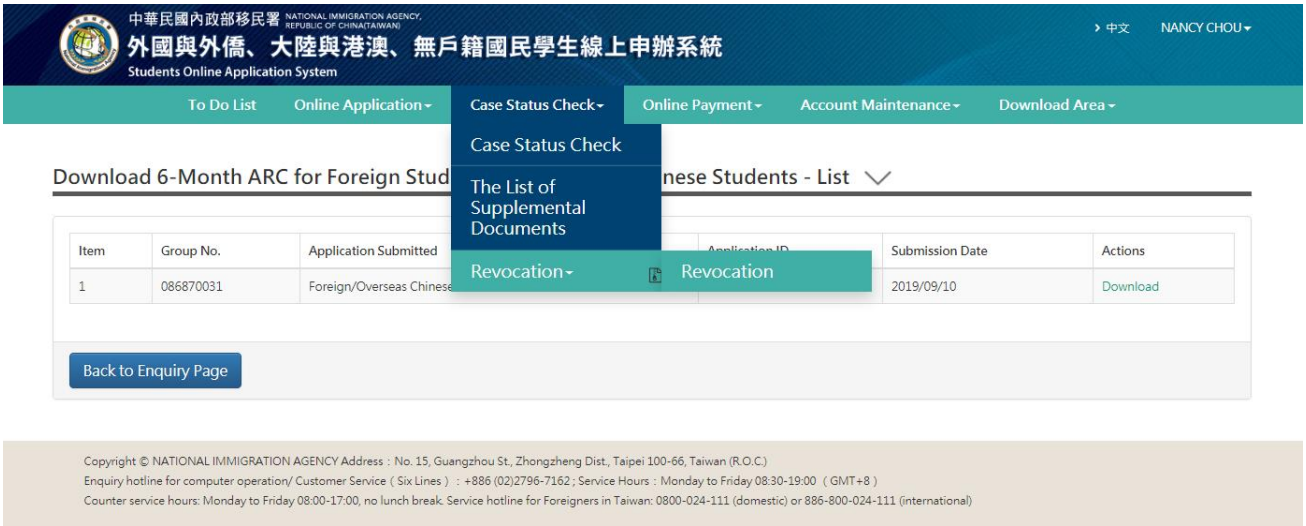


Figure 76 Application withdrawal function page

Type in either “group application number” or “application number” to search for applications that are permitted to be withdrawn, as shown below:

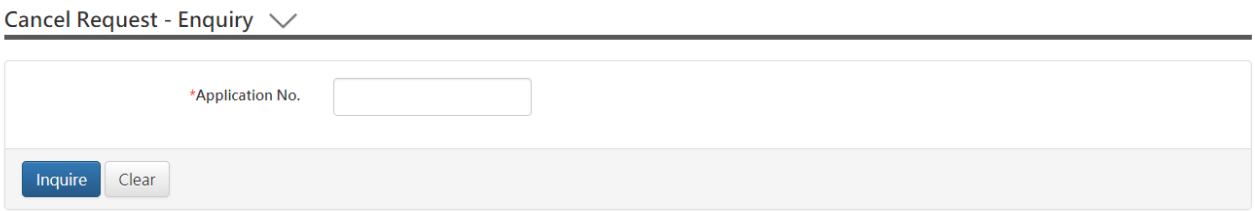


Figure 77 Withdrawn application enquiry page

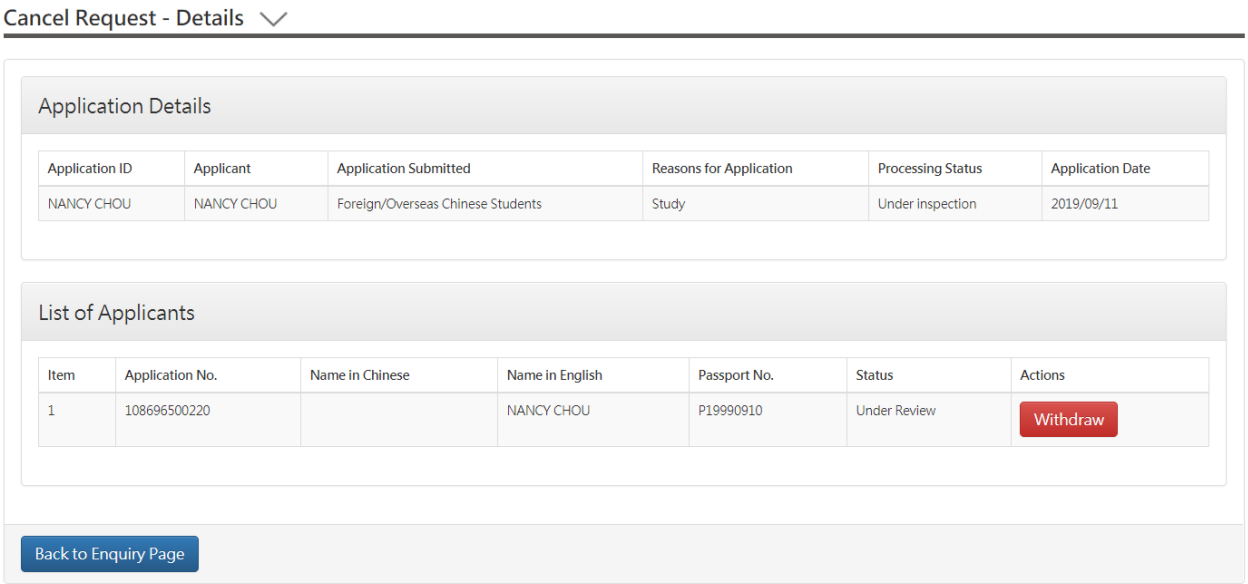


Figure 78 Withdrawn applications enquiry results page

Click the 'Withdraw' button located at the bottom of the applications list on the enquiry results page, and you will be directed to the withdrawal notice page, as shown below:

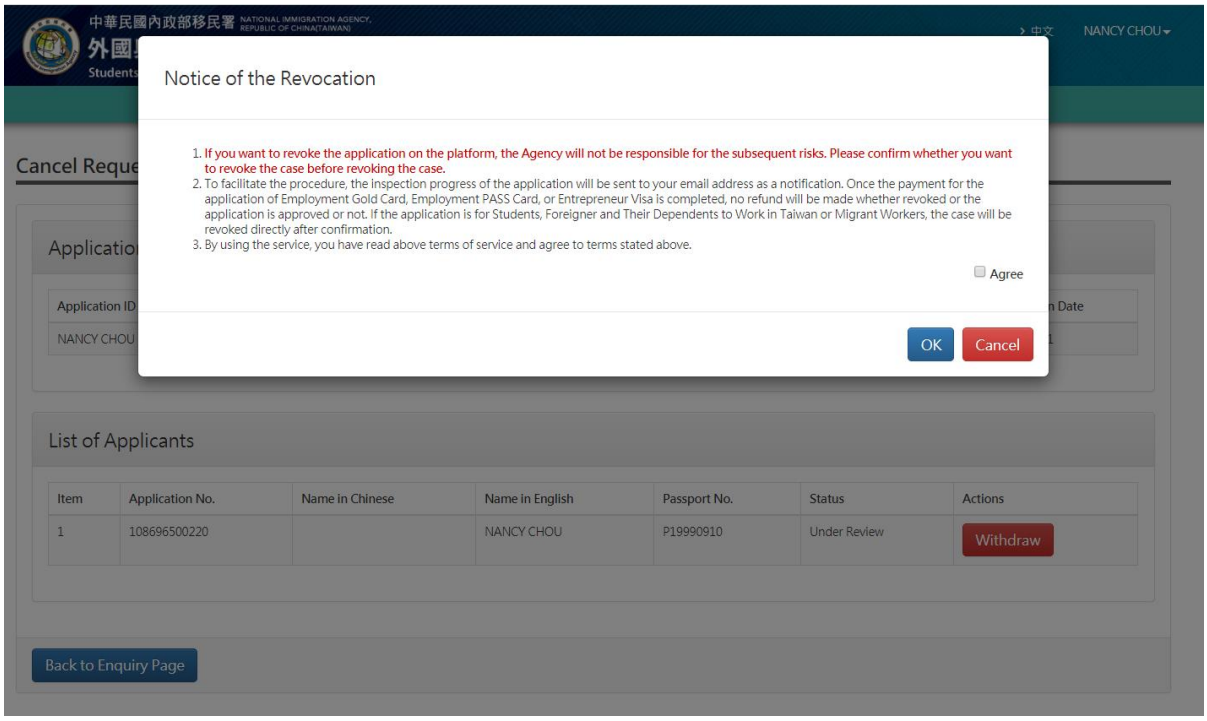


Figure 79 Notice page regarding application withdrawal

Tick the box indicating that you have agreed to the terms and conditions, then click ‘OK’. A screen that asks you to confirm your withdrawal will pop up. Click ‘OK’ to withdraw your application, as shown below:

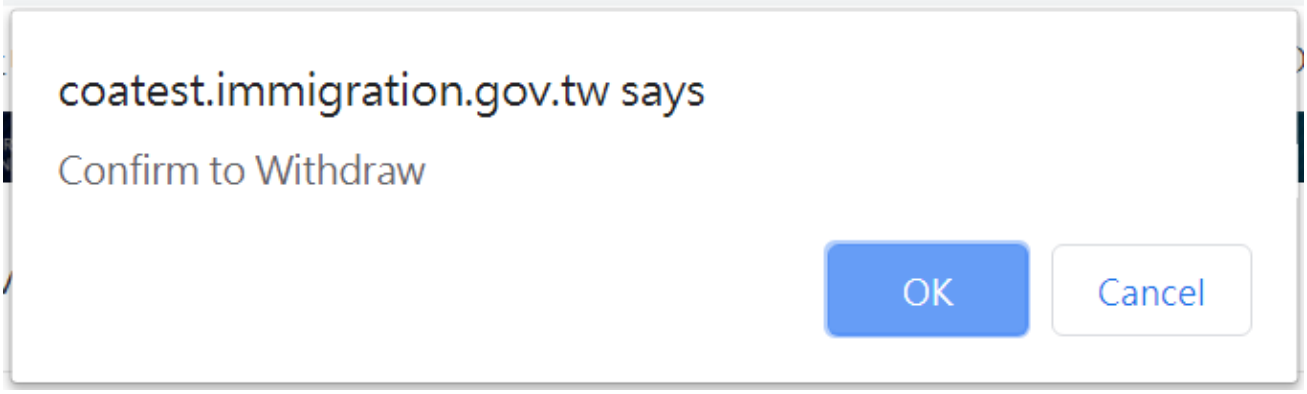


Figure 80 Pop-up confirmation message regarding application withdrawal

Another screen will then pop up when your application is withdrawn, telling you that the withdrawal has been successful. Click ‘OK’ button to complete withdrawal, as shown below:

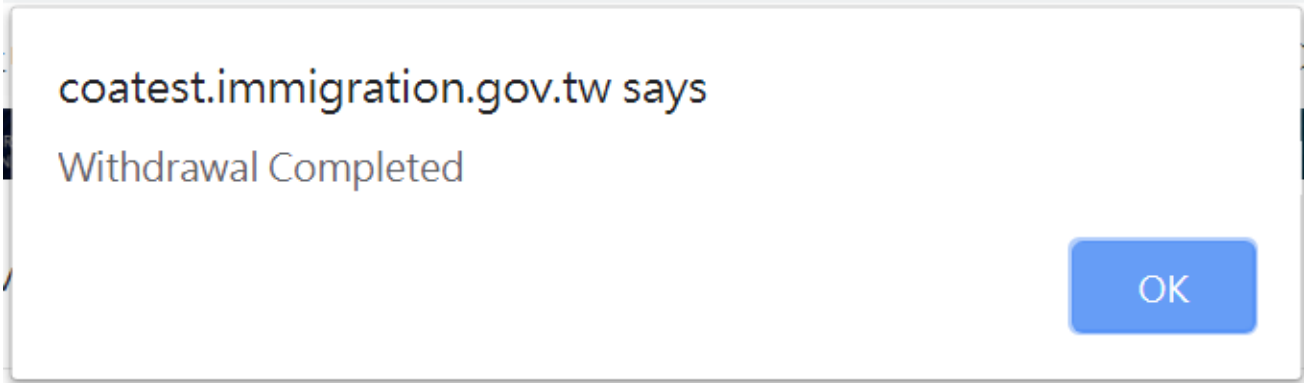


Figure 81 Pop-up message indicating the application has been withdrawn

14 Application review status enquiry

You may look up the status information related to your application at any time by using the application enquiry feature. Click ‘Status enquiry’->‘Application status enquiry’ on the menu bar, as shown below:

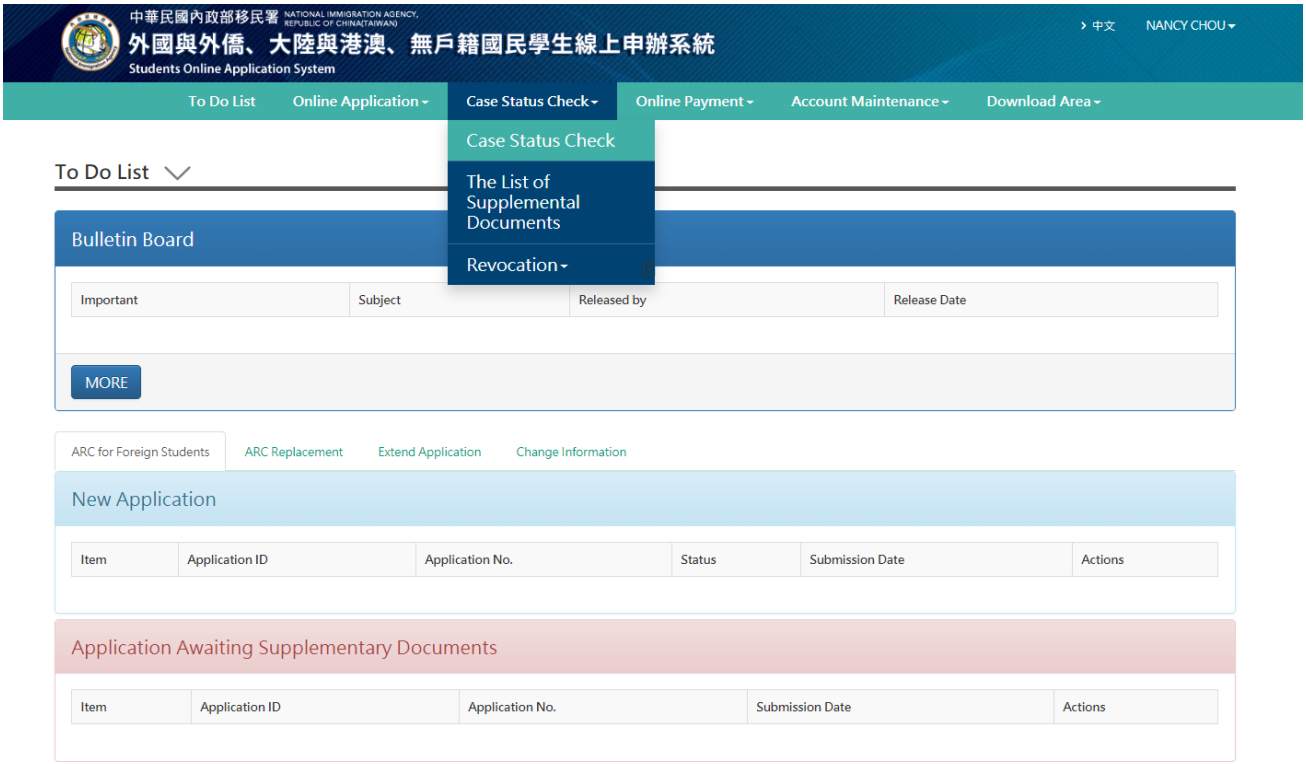


Figure 82 Application review status enquiry function page

Type in your search criteria and click ‘Enquiry’ to begin the enquiry, as shown below:

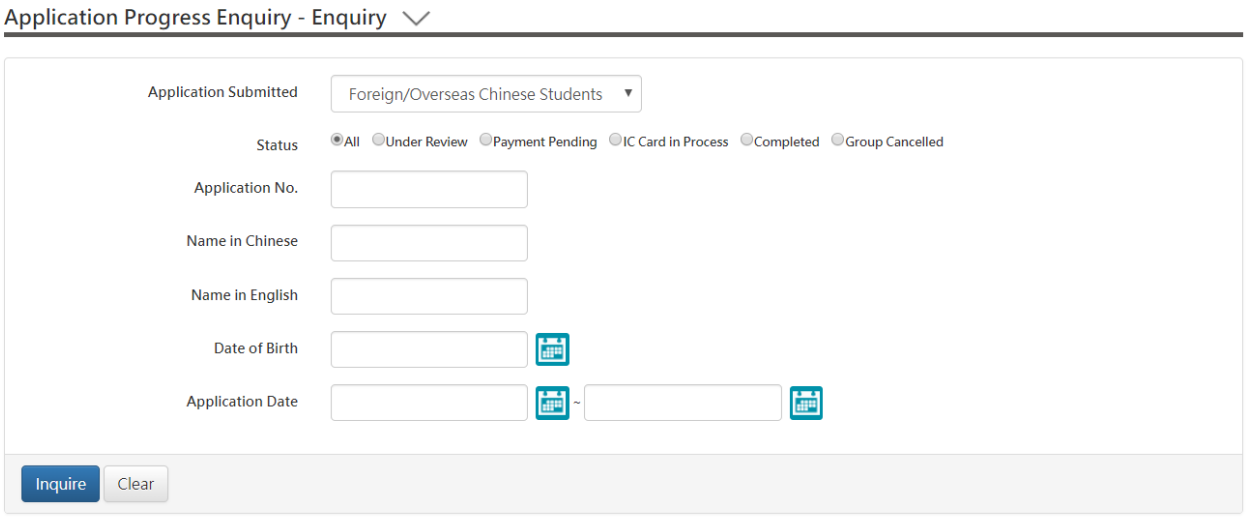


Figure 83 Application review status enquiry page

Applications that satisfy your enquiry criteria will appear on the status enquiry page. Click ‘View’ button at the bottom of the applications list to see the applicant’s information, as shown below:

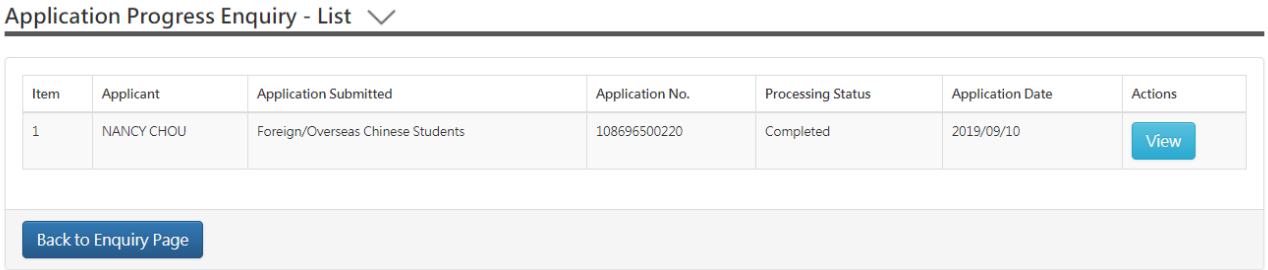


Figure 84 Application review status enquiry list page

Applicant Information - View

Application No.: 108696500220

*Eligibility:
Foreign students and Overseas Chinese Students entering Taiwan for study

*Program of Study: Bachelor's Degree

*School: National Taiwan University

*Status of Study: Received but not enrolled

Attachment Uploaded

*Admission Permit or Certificate
入學許可證明.jpg
*Passport
護照.jpg
*Resident Visa
居留簽證.jpg
*Proof of Accommodation (Housing agreement, household registration transcript, or other related documents)
住宿證明.jpg

Applicant Information

Name in Chinese		* Name in English	NANCY CHOU	* Date of Birth	1999/09/10
* Gender	MALE	* Passport No.	P19990910	* Valid Date of Passport	2024/09/19
* Nationality	MALAYSIA	ARC No. (UI No.)	AC30168134		
* Issue Date of Resident Visa	2019/09/03	* Resident Visa Code	FS		
* Highest Academic Qualification	UNIVERSITY OR COLLEGE	* School Enrolled	國立臺灣大學	* Year of Study	1st Year
Marital status	UNMARRIED	Telephone No. in Taiwan		* Residential Address in Taiwan	100 臺北市中正區中正路一段303號12樓
e-mail	yinnora@gmail.com			* Name of Contact Person in Taiwan	TEST
ID No. of Contact Person in Taiwan (Passport No. or ARC No.)		* Telephone No. of Contact Person in Taiwan	111111	* Nationality of Contact Person in Taiwan	BELGIUM

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Figure 85 Application review status enquiry: applicant’s information viewing page