

# ISV OPEN APPLY

## Frequently Asked Questions

### 1. What is OpenApply?

OpenApply simplifies the admissions process for families by providing a convenient alternative to paper forms, from first enquiry to enrolment.

### 2. What do I need to use OpenApply?

OpenApply is a web-based application that is hosted on our servers. All you need is an internet connection and a modern web browser with JavaScript enabled.

We would recommend using Google Chrome for the best experience, but Safari, Internet Explorer or Firefox all work fine on Macs & PCs.

### 3. How can we submit the application fee?

Once you complete the required documents submission for admissions, our admissions representative will get back to you with information regarding grade placements or available vacancies, as well as the application fee payment instructions, including amount required to pay and our school's bank account information for your further actions.

### 4. Why there is an invoice sent to my email even though I have made the payment?

This is an automatic step from our system. Please ignore it if you have made the payment and received the receipt from our school.

### 5. How do I know whether I have completed the application process?

You are able to track your child's application status by clicking to your 'Dashboard'. Our admissions representative will update the status upon your completion of each stage.

### 6. How to amend the school tour?

Once you book a campus tour, one of our admissions representatives will get back with a confirmation email regarding your visit. Should you like to change the date & time of your visit or cancel the tour, please email to our admissions representatives, we will amend upon your request.

### 7. Why can't I sign in?

If you are unsure of your login details for OpenApply, you can use the 'forgotten login' link.

8. What will happen when I have sent my application?

We will process it and send you a welcome email confirming your application. You can now log in to check the progress of your application.

9. How can I make a change to my application?

This depends on the type of change you want to make. You can change your address, phone number, and email address by clicking the pencil icon on the top right.

If you want to change your subject choices, please notify our admissions representatives by sending an email requesting changes.

10. Why hasn't the system updated?

OpenApply will update once your application is completed reviewed and ready to proceed the next stage. If your child met the conditions of our school, the place will be confirmed soon.

11. Can I apply twice on OpenApply?

Duplicate applications will be detected and cancelled as part of the initial checking process conducted by ISV's admissions representatives.

12. Do I have to fill out my OpenApply application all at once?

No. We strongly recommend completing the application over a number of sessions. This is easy to accomplish, as all data is safely and securely saved, and can be accessed (and amended, if required) next time you sign in to OpenApply. There is no time limit for completing the application once started, but be aware of the deadlines that we reserve placement for your child.

13. Mistakes on the Subject Option Forms (applicable for G9 and G11 applicants)

If you enter a choice wrongly, please send an email to our admissions representatives, you will be able to make the necessary amendments and our admissions representatives will resubmit it for you.

14. What are the benefits of applying online as compared to submitting admission form offline at the school?

Online submission of application forms is preferable for the following reasons:

- Admission form submission is instant.
- Confirmation of successful submission is instant through email and system.
- Documents are uploaded online and there is no need to send the hard copy of the admission form and documents by post to the school.



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15. If the power/internet connection fails during the application process, what should I do?

Since the data is saved at the end of every stage with the 'Save' button, your data is automatically saved till the previous stage. If you are within a particular stage and the system is interrupted due to power failure or loss of connectivity, then your current stage data will not be saved. Please log in again using your ID and password and complete the form submission process from the stage where the system got interrupted.