

## **FAQ: REGISTRATION TO HECAS**

1. Queries regarding HECAS can be emailed to ask.hecas@moe.gov.bn. Please provide your full name, IC number, phone number and a brief description of your problem/issue so that we can assist you.
2. Why do I need to register?  
Ans: Registration is where you will submit our Identity Card number and valid email address to create a unique password. This is an essential step to allow you to login to your HECAS account and start to fill in HECAS Online Form.
3. When should I register?  
Ans: We recommend that you register as soon as HECAS commences and complete your form once your A-Level or O-Level results are released in February or August
4. How to register to HECAS?  
Ans: Click the "Login/Register" button to start your registration. Make sure to click on the 'GUIDELINES' link and follow the step-by-step instructions on how to register and complete the HECAS online form.
5. Who can register HECAS?  
Ans: (a) **he** HECAS online application is open for holders of valid Brunei Darussalam issued identity cards i.e. yellow, purple or green.  
  
(b) Applicants are allowed to use their predicted results to apply to our local universities (UBD, UNISSA & UTB) or for Overseas Scholarship. They will receive a conditional offer upon meeting the entry requirements set by the institution concerned.  
  
(c) Applicants who are currently doing their industrial placement/attachment are allowed to use their incomplete result statement to apply to our local universities (UBD, UNISSA & UTB) or for Overseas Scholarship. They will receive a conditional offer upon meeting the entry requirements set by the institution concerned.  
  
(d) Applicants who are currently doing their Unibridge, BriComp, BriTES, BriBUS, AgriBridge and HND in UNISSA are allowed to use their incomplete result statement to apply to our local universities (UBD, UNISSA & UTB) or for Overseas Scholarship. They will receive a conditional offer upon meeting the entry requirements set by the institution concerned.  
  
(e) Applicants who have completed their study but have not yet received their certificate or result statement/achievement from IBTE or any Private Higher Education Institutions including and not limited to IGS, Cosmopolitan College, Kemuda Institute, Micronet International College, Laksamana College, HADtech and JPMC College.

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6. Who cannot register through HECAS?

Ans: (a) Those who are currently studying in UBD, UNISSA, UTB and PB or on Overseas Scholarship are not allowed to re-apply or change to a new programme through HECAS.

(b) Those who are deferring their study in UBD, UNISSA and UTB.

(c) Government servants applying for in-service training or foreign applicants who do not have valid Brunei Darussalam issued IC.

(d) Those who are currently deferring their study in UBD, UNISSA, UTB and PB and wish to apply for Overseas Scholarship are not allowed to re-apply or change to a new programme through HECAS.

7. How do international/foreign students register to study in institutions in Brunei Darussalam?

Ans: You may seek advice with Scholarship Management Department, MOE directly for this question via [scholarship@moe.gov.bn](mailto:scholarship@moe.gov.bn) or go to the websites of the institution you wish to apply to. The websites of the institutions are as follows:

Universiti Brunei Darussalam: <https://ubd.edu.bn/>

Universiti Islam Sultan Sharif Ali: <https://unissa.edu.bn/>

Universiti Teknologi Brunei: <https://www.utb.edu.bn/>

Politeknik Brunei: <https://pb.edu.bn/>

8. I am eligible to apply but I cannot register through HECAS?

Ans: Please email to [ask.hecas@moe.gov.bn](mailto:ask.hecas@moe.gov.bn) and provide your full name, IC no., phone no., the screenshot of your issue and the certificate of your previous school for us to assist further.

9. Why did I not receive my password to complete the registration?

Ans: You must make sure your email address is correct. A message "Verify Your HECAS Account" will be sent via your email for you to proceed to the next stage of registration.

10. How to retrieve forgotten Password?

Ans: Click on the "Forgotten Password" link and enter your IC number. You will received an email for you to reset your password.

11. Why do I not receive password or forgotten password email?

Ans: Please email to [ask.hecas@moe.gov.bn](mailto:ask.hecas@moe.gov.bn) and provide your full name, IC no., phone no., the screenshot of your issue and the copy of your IC for us to assist further.

12. Why am I asked the password when I never applied HECAS before?

Ans: Please email to [ask.hecas@moe.gov.bn](mailto:ask.hecas@moe.gov.bn) and provide your full name, IC no., phone no., the screenshot of your issue and the copy of your IC for us to assist further.

13. Can I change my email because I am no longer using the email I use during registration?

Ans: Please email to [ask.hecas@moe.gov.bn](mailto:ask.hecas@moe.gov.bn) and provide your full name, IC no., phone no., previous email used and the copy of your IC for us to assist further.

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14. What can I do if I forgot my email password that I have used for registration?

Ans: Please email to [ask.hecas@moe.gov.bn](mailto:ask.hecas@moe.gov.bn) and provide your full name, IC no., phone no., previous email used and the copy of your IC for us to assist further.

15. I already click "Apply" to complete my registration but why do I receive this message: "You have not applied for this intake."?

Ans: This means your registration is not complete and you need redo your registration.

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