Frequently Ask Questions (This FAQ is only applies to Freshmen, Exchange, and Bridging students).

Q: How do I initially login to the SMU Housing Portal?
A: You can login using your SMU Applicant Self-Service user ID, e.g. “xxxxx.apply”. Please note that the SMU Housing Portal password is different from SMU Applicant Self-Service password.

Q: How do I retrieve my password for the SMU Housing Portal?
A: During initial login, enter your SMU Applicant Self-Service user ID under the “Student Number” then click on New Password or Forgot Password? link. An email will be sent to your registered email ID containing the new password. Please note that the SMU Housing Portal password is different from SMU Applicant Self-Service password.

Q: I didn’t receive any email containing my SMU Housing Portal password after I clicked on the New Password or Forgot Password? link.
A: From the moment your account is created in the SMU Applicant Self-Service, it takes around 2 hours to sync into the SMU Housing Portal. You may wait for at least 2 hours then try again. Please make sure that the email address you entered in the SMU Application Self-Service Page is correct.

Q: After matriculation, I could no longer sign-in to the SMU Housing Portal using my SMU Applicant Self-Service User ID. How do I sign-in?
A: After matriculation, you will be given a new SMU network account. You should login using this account, as your SMU Applicant Self-Service account will be deactivated in the SMU Housing Portal after you have matriculated to SMU.

Q: After matriculation, I could not login to the housing portal using my new SMU network account.
A: From the moment your new SMU network account is activated in OASIS, it takes around 2 hours to sync into the housing portal. Please wait for at least 2 hours then try to login again using your SMU network account.