

USEFUL UTOWN CONTACTS

1. **Duty Resident Assistant (RA)** - contact for crisis/pastoral care/room lock-outs
(Mon – Fri: 7PM - 7AM;
Sat, Sun & Public Holidays: 24 Hrs)

North Tower: **+65 6602 8121**

South Tower: **+65 6602 8129**

2. **Maintenance Hotline** - contact for urgent maintenance matters (24 HRS)

+65 6601 7878

3. **Campus Emergency & Security** - contact for emergency matters (24 HRS)

+65 6601 2004

4. **Lifeline NUS** - contact for mental health support (24 HRS)

+65 6516 7777

1. Please note that underscored texts are hyperlinks to relevant websites/applications.
2. Please note that the company names and logos listed in this document does not imply NUS'/UTR's endorsement of the product and/or services.

1. Navigation

a. I just arrived at Changi. How do I get to UTR?

We recommend you take a taxi from the airport to UTR since you will likely have luggage that is inconvenient to take onto public transport.

Method 1: For convenience and readily available mode of transport, you can follow the taxi sign at any airport terminal and use a metered taxi service.

Method 2: In the long-run, it may be more useful to download/use ride-hailing apps such as **Grab** (a popular app that also includes food delivery, grocery shopping and courier services), **Gojek** or **TADA** (scan QR codes below for download).

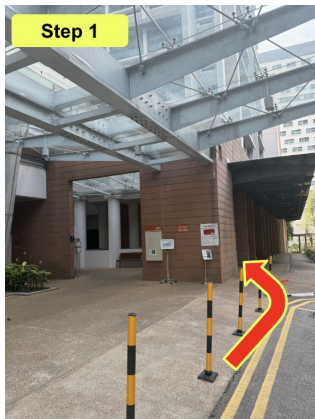
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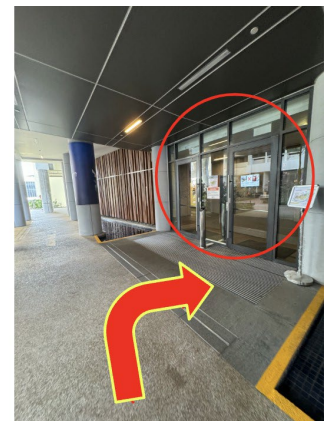
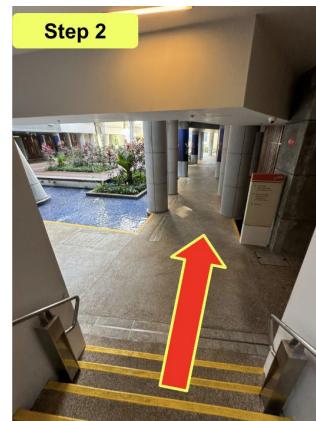
b. I'm at the UTR drop-off point. How do I get to the MO?



1. Once you get off at the drop-off point, head down the staircase to the right of the drop-off point (facing UTR).

2. At the bottom of the stairs, continue forwards until you see the entrance to the North Tower and enter. The MO is just to the left of the lifts!

[\[QR/video link instructions\]](#)



c. I'm at the Utown bus stop. How do I get to the Management Office (MO)?



1. Head towards the lawn area, passing the CREATE building on your left. At UTown Green, head down the path on the right side.

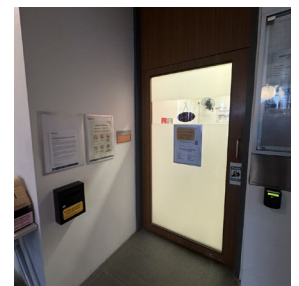
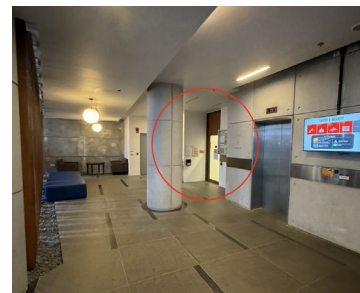
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2. Keep going until you see a large opening to the right, with plantation and wooden paving. The MO is straight ahead, in the North Tower.

[[QR/video link instructions](#)]



This is the MO, just inside the North Tower entrance!



d. How do I get to the Level 1 lounge?

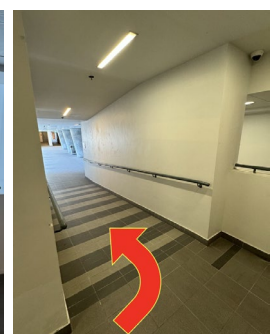
Once you get to the North Tower, simply look to your right. The big lounge area with glass door/windows is the level 1 lounge.



[[QR/video link instructions](#)]

e. How do I get to the Level 3 lounge?

1. Once you're inside the North Tower, take the lifts to the 3rd floor. Exit the lift and turn right, following the signage on the wall.



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2. Walk to the end of the corridor and then turn left. Continue ahead and you should see a lounge area with a glass door on your left.

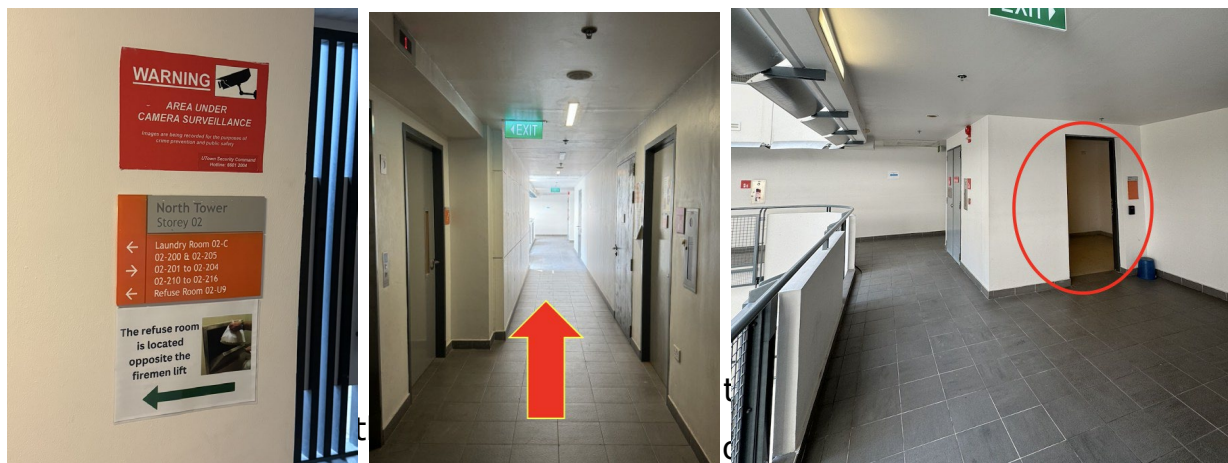
You've arrived at the level 3 lounge!



h. How do I get to the Level 2 Laundry room (located within UTR)?

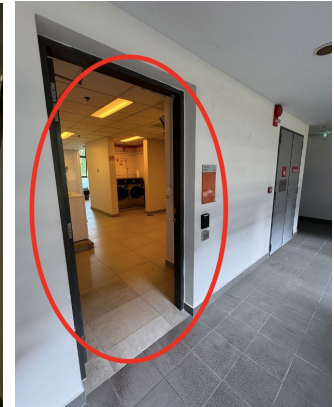
(i) North Tower

1. Once you're inside the North Tower, take the lifts to the 2nd floor. Exit the lift and turn left, following the signage on the wall.
2. Walk to the end of the corridor and then turn left. Continue ahead to the end and you should see the laundry room on your right!



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2. Walk to the end of the corridor and then turn right. Continue ahead to the end and you should see the laundry room on your left!



g. I want to make a report regarding room/suite maintenance issues. How can I do it?

You can either call the **UHMS maintenance number: 6601 7878** or fill out an **online Housing Management SYstem report at:**

<https://uhms.nus.edu.sg>. Unless the matter is urgent and requires immediate attention, students are encouraged to submit the online report. The response will take about 3 working days.

Step-by-step guide to filling out UHMS maintenance report:

1. Log-in to UHMS portal with your NUSNET ID and password

Login to University Hostel Management System (UHMS)

Students With NUS-ID
Please login using your NUS-ID and password. If you have forgotten your password, please go to <https://myid.nus.edu.sg/here> or [reset your nus-id password](#).
[Forgot password](#)

Login for System Administrator or Authorized Users Only
If you are an existing student of NUS OR a new student who has completed Registration (Part One) more than 48hrs ago, please go back to the **HOME** page and login using your **NUS-ID** (via orange Login button).
If you are a new student of NUS without NUS-ID and have yet to complete your Registration (Part One), please proceed to complete Registration (Part One) and login using your NUS-ID 48hrs later.
However, if you are a **new NUSC student**, you may proceed to login using your **Application No.** as your Login ID and enter password (via blue Login button).
If you are a student and attempt to login via the Login ID and Password below without being authorized to do so, your login credentials may be locked and you may experience login issue and unable to proceed with housing application subsequently.

Login ID:
 ①

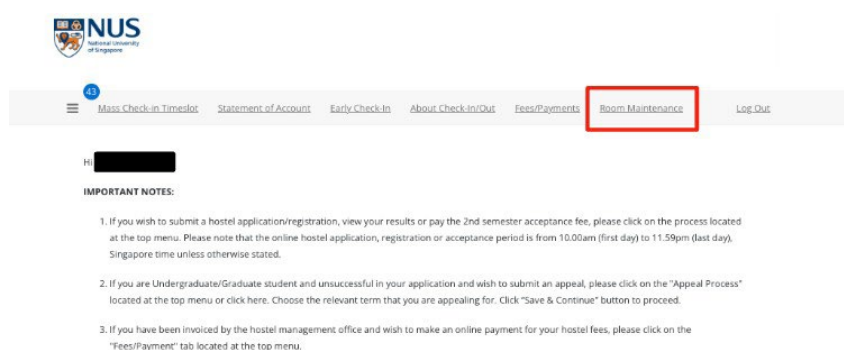
Password:
 ②

[Forgotten password](#) [Login](#)

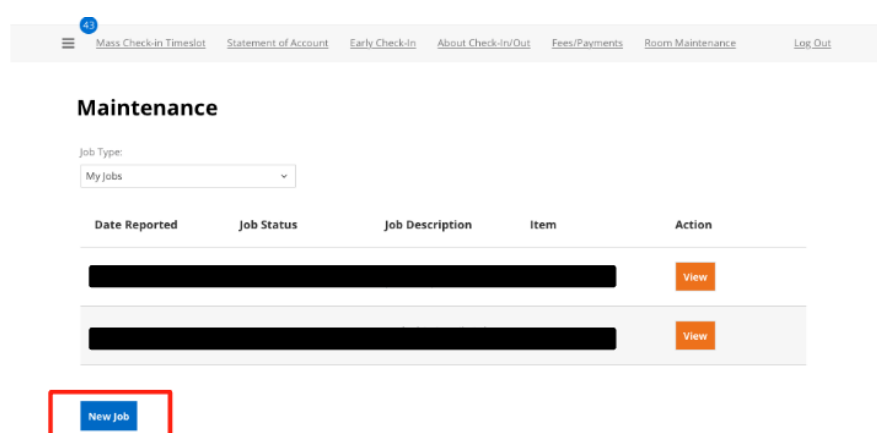
Click on Alt text if the NUSNET ID login option is not visible. This will take you to the NUS log-in page and subsequently to UHMS.

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2. From the main UHMS homepage, select 'room maintenance'.



3. Click on 'New job' to file a complaint/raise an issue.



4. Fill in the details and click 'save job' to complete the online report. You will be able to keep a track of your report via the main 'room maintenance' page once the issue is filed.

The screenshot shows the 'Maintenance Job Detail' form. It includes sections for 'Room' (Room Category, My Room), 'Actions' (a table with columns: Actions, Room Description, Room Space, Room Type), 'Status' (Date Reported), and 'General' (Campus, Please select College/Institute, Date, Please select College/Institute, Room Number, Date, Description, and a checkbox for 'I agree to submit a staff member into my room when I am not there'). At the bottom, there are 'Go Back' and 'Save Job' buttons, with the 'Save Job' button highlighted by a red box.

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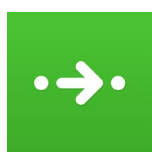
h. How do I get around NUS?

You can use the NUS Maps page which has a detailed layout of the campus and allows you to search different locations within NUS.

Navigation apps such as **Citymapper** or **Google Maps** are also helpful for finding your way around campus and beyond.

- **NUS Maps** (<https://map.nus.edu.sg/>)

- **Citymapper**



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- **Google Maps**



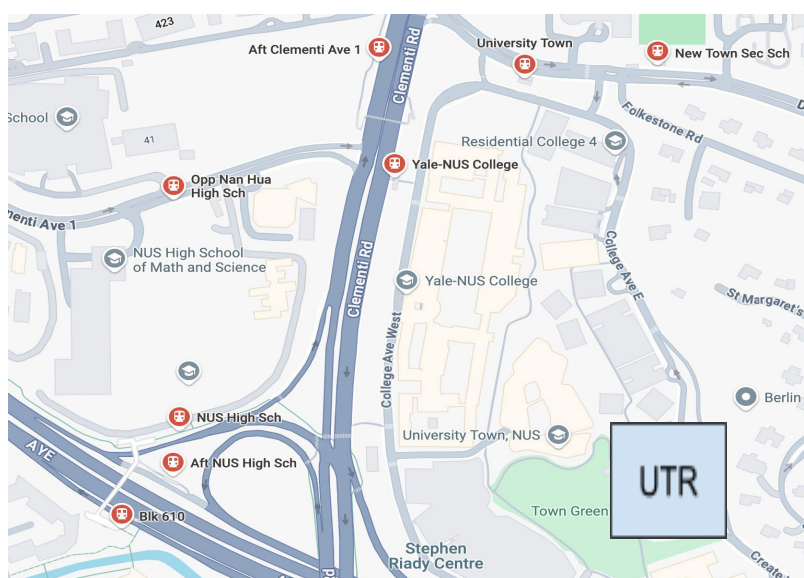
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i. Where are the closest bus stops to UTown?



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2. Daily needs

a. Where can I do my shopping in Utown?

- Watch our video guides showing how to get to **FairPrice Xpress** and **Octobox**, where you can buy snacks, toiletries, pillows, basic medications, and other essentials. These stores are conveniently located in Utown and have everything you'll need to settle in comfortably.
- **Octobox:** From UTR, simply walk towards the Utown bus stop and turn right into the Stephen Riady building. From there, take the stairs down and you'll immediately run into Octobox! It's a 24/7 no-staff place you can shop at anytime.

[\[QR/video link instructions\]](#)



- **FairPrice:** From UTR, simply walk towards the Utown bus stop and turn right into the Stephen Riady building. From there, take the stairs down, where you will see Octobox. Continue walking forward and turn right when you see the Indian restaurant in front of you towards Utown green - you'll see FairPrice!

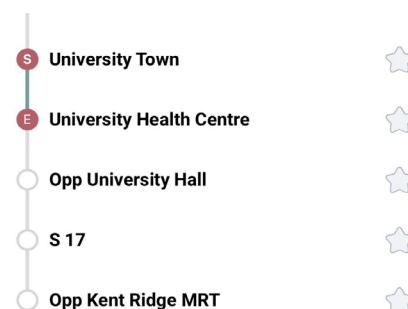
[\[QR/video link instructions\]](#)

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b. Medical Resources near Utown

- **FairPrice Xpress** and **Octbox** are readily accessible places from which you can purchase simple medical items such as Panadol and Band-aids. For more serious medical resources, please refer to below resources.
- **University Health Centre (UHC):** UHC is an on-campus clinic that is available to all NUS students at subsidised cost. Working hours are 8.30am – 12.00pm and 1.30pm to 5.00pm, where both walk-ins and appointments are allowed.

While UHC is located at a walkable distance from Utown, the most intuitive way to get there is by D2 bus. It is one-stop away as the image shows below:

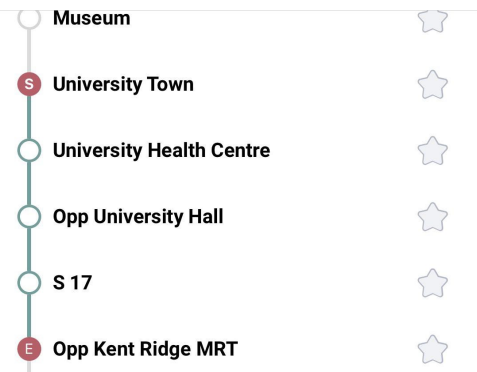


- **University Counselling Services (UCS)** is located at the same building as UHC - please keep in mind that UCS is appointment only. You can get to UCS either by walking or taking a short 1-stop D2 bus to UHC.

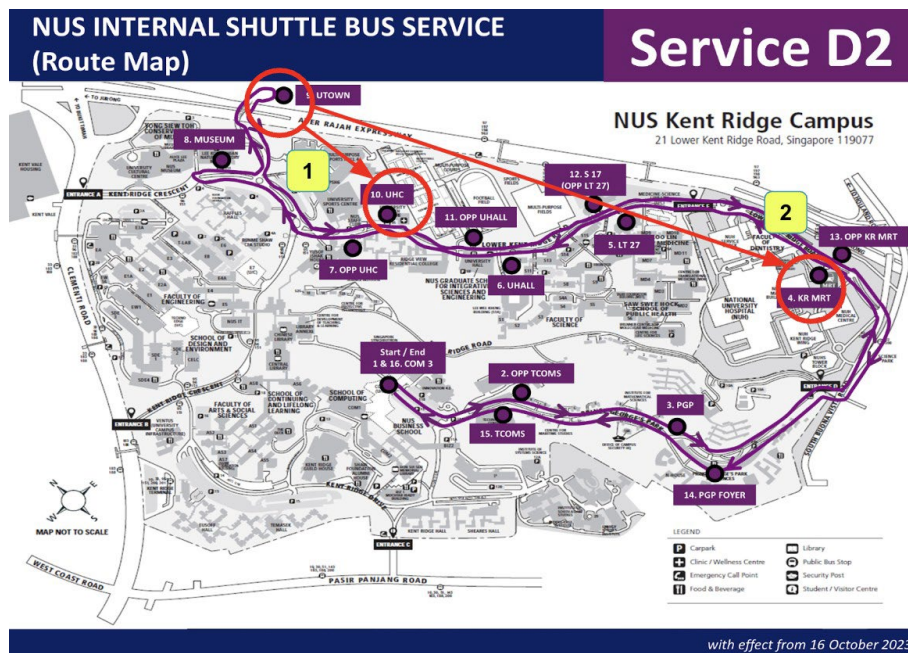
** For a detailed map view, refer to the map below for destination '1'.

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- **National University Hospital (NUH), Kent Ridge:** The National University Hospital is a tertiary referral hospital and academic medical centre in Singapore, located in Kent Ridge. To get there, simply take D2 and travel 4 stops to KR MRT - the hospital is visible directly from the MRT stop!



** For a detailed map view, refer to the map below for destination '2'.



c. Who should I contact in the case of an emergency?

Ambulance	995
Police	999
Campus Emergency Security	For serious issues that you wish to escalate directly to UTR Security, please call: +65 6874 1616
UTown Security	You may contact them via +65 6601 2004
UTR Management Office	For assistance on maintenance, housekeeping, lock-out related matters during office hours, approach the office located at North Tower Level 1. Opening Hours (closed on weekends & public holidays): • Mon – Fri: 8.30am – 5.30pm
UTR Residential Life Office	For assistance on residential life matters, events, pastoral care & student support, approach office located at North Tower Level 2 (near laundry room) or Email reslife.utr@nus.edu.sg . Opening Hours (closed on weekends & public holidays): • Mon – Fri: 8.30am – 5.30pm
Duty RA Contact (after office hours)	For immediate assistance within campus residences, contact the Duty RA hotline at [+65 66028121 (for North Tower) or + 65 6602 8129 (for South Tower)]. Duty RAs are available after office hours (<i>7pm – 7am on weekdays; 24 hours on weekends & public holidays</i>) to assist with emergencies and urgent issues.

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3. Useful apps

a. What is my go-to app that contains all school-related resources?

uNivUS: Your go-to repository for all essential school resources which include these features:

- [EduRec](#) (University's consolidated course registration platform)
- [Canvas](#) (web-based learning management system (LMS) where you can find lecture slides, videos, readings, assignments, online quizzes, and other learning resources in one place).
- **NUS NextBus Widget** provides up-to-the-minute bus arrival information, so you can check schedules and see when the next bus is due. It also features real-time visualisation of bus locations and your current position within NUS, along with bus routes, detailed maps of bus stops, and tools to help you plan the best way to get around campus.
- Download your [timetable](#) onto uNivUS to stay on top of your upcoming classes and exam schedules.



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b. What platforms can I use to stay up-to-date with UTR-related announcements and events?

- **Telegram and WhatsApp:** These platforms are widely used for communication among students and staff. Join relevant groups for updates and discussions.



[\[Apple, Android\]](#)



[\[Apple, Android\]](#)

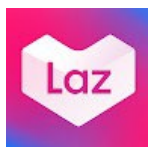
- **Instagram:** Connect with the NUS community and stay informed about social activities and events. Follow official university accounts and student groups to get involved:



[\[Apple, Android\]](#)

c. Where can I purchase products online?

- **Lazada:** A leading online shopping platform in Southeast Asia, offering a vast array of products from electronics to fashion. Known for its frequent sales, user-friendly interface, and reliable delivery services.



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- **Shopee:** An e-commerce platform popular for its extensive product range, competitive prices, and interactive features such as in-app

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games and Shopee Coins. It provides a seamless shopping experience with multiple payment options and regular promotions.



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d. Where can I order food delivery?

- **Foodpanda & Grab** (see *Navigation section* for download QR codes) are popular food delivery apps in Singapore, offering students a wide variety of local and international cuisines delivered directly to the level 2 drop-off point. With a user-friendly interface and real-time order tracking, they provide a convenient way to explore the city's food scene.



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Food Delivery Shelf at Level 2 Drop-off Point

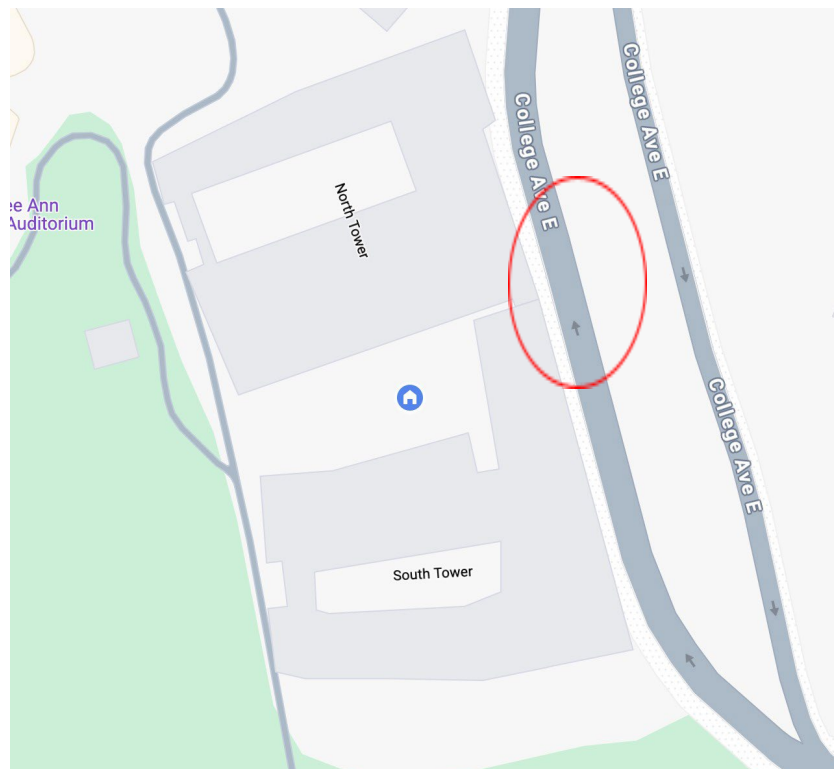


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h. What address should I put for deliveries?

**36 College Avenue East
North Tower
#XX-XXXX (i.e. 04-251A)
Singapore 138600**

**38 College Avenue East
South Tower
#XX-XXXX (i.e. 04-251A)
Singapore 138601**



In the extra information section for deliveries, you can specify that the delivery point is at the **level 2 drop-off point** (location on map circled in red).

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