Khon Kaen University's Foreigner Service

Guidebook for International Students

Content

> This guidebook will be shown on the Mobile platform, which might differ from the Desktop platform but has the same data fields and procedures.

Registration

You'll be able to do this Once. When the faculty approves you, you will access this system and can do the Visa Extension Request

Step 1: Go to https://interservice.kku.ac.th

Step 2: Click on

KKU Sign On (SSO)

Step 3: Log in with your @kkumail.com

Step 4: Complete the form with information **as it is shown on your passport**

- **User Type:** Student

- **Prefix:** Mr. / Ms. / Mrs.

- **Select Birth Date:** As it is shown on your passport

- **Country:** Your passport's country

- **Faculty:** KKU's Faculty that you were enrolled

- **Program:** KKU's Program that you were enrolled

- **Degree:** Academic level of your program

Then click on

Step 5: Contact your faculty staff (ex. International Relations Officer) to confirm your registration and get approved to access these services. This is the end of the register process. You'll be able to do this Once. When the faculty approves you, you will access this system and can do the Visa Extension Request

Personal data setup

If you are already logged in. Please skip to Step 4.

Step 1: Go to https://interservice.kku.ac.th

Step 2: Click on KKU Sign On (SSO)

Step 3: Log in with your @kkumail.com

Step 4: Click on the menu "Profile" at
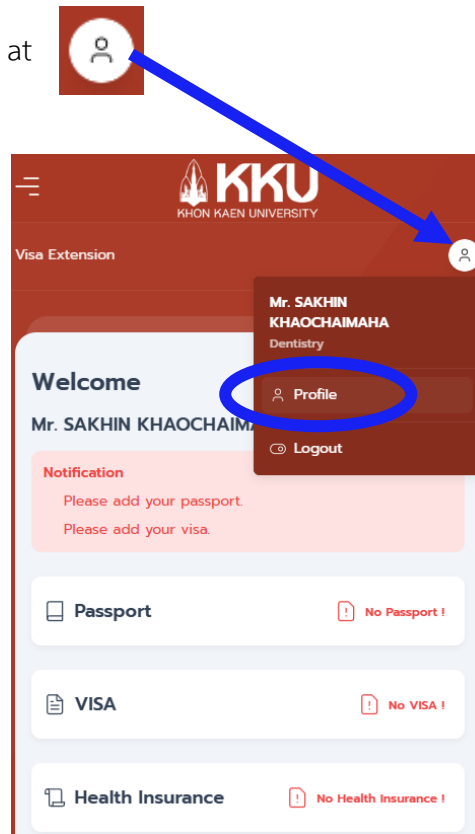
Step 5: Correct the personal information **as it is shown on your passport**

- **Prefix:** Mr. / Ms. / Mrs.

- **First name:** As it is shown on your passport

- **Middle name:** As it is shown on your passport

- **Last name:** As it is shown on your passport*

  ○ If your passport only shows your full name and you do not have a middle name or given name, please enter your entire name in this field only.

- **Select Birth Date:** As it is shown on your passport

- **Emergency Contact Data:** Click on them to provide the contact person with when emergency (ex. Faculty staff who take care the international students)

Then click on "SAVE"

Step 6: Go to the menu "Passport" on the Dashboard page or click on the side menu
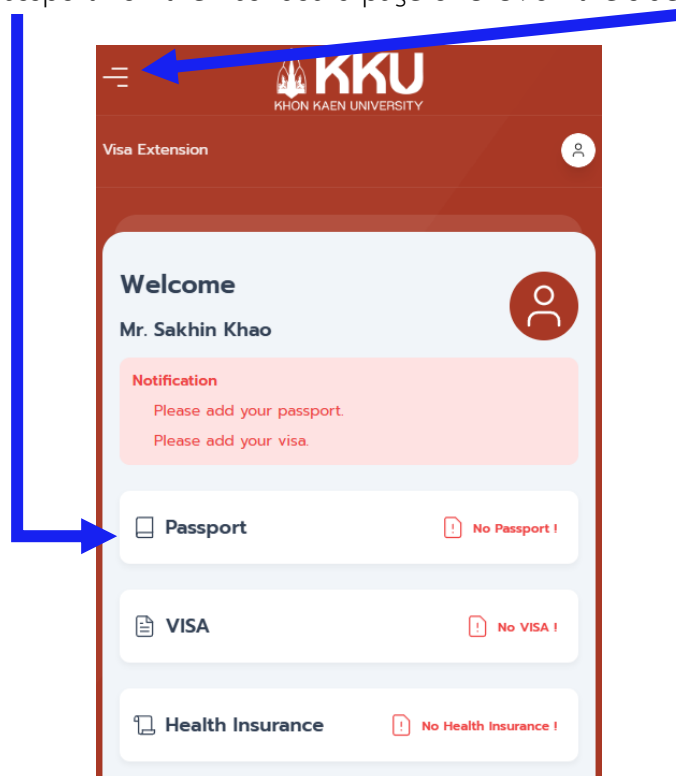
Then click on "+ Add Passport"

(Please remember, the new passport you add will be your current active passport automatically)

Step 7: Complete the form with information **as it is shown on your passport**

Add My Passport

Country
United States of America

Passport No.
Passport No

Prefix
Mr.

Surname
Khao

Middle name
Middle name

Nationality
United States of America

Your National ID
National ID

Place of birth
Place Name

Date of issue
2024-10-29

Date of expiry
2024-10-29

Cancel   Save

- **Country:** Your passport's country
- **Passport No.:** As it is shown on your passport
- **Prefix:** Mr. / Ms. / Mrs.
- **Surname:** As it is shown on your passport (Required)*
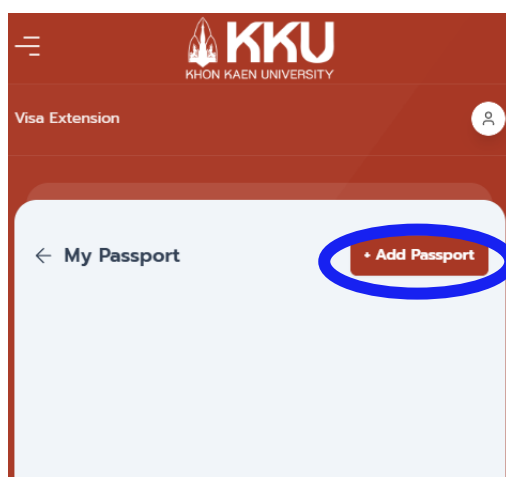 - ○ If your passport only shows your full name and you do not have a middle name or given name, please enter your entire name in this field only.
- **Middle name:** As it is shown on your passport
- **Given name:** As it is shown on your passport
- **Date of Birth:** As it is shown on your passport
- **Nationality:** As it is shown on your passport
- **Your National ID:** As it is shown on your passport (If any)
- **Place of birth:** Your birth country
- **Date of issue:** Your passport issue date
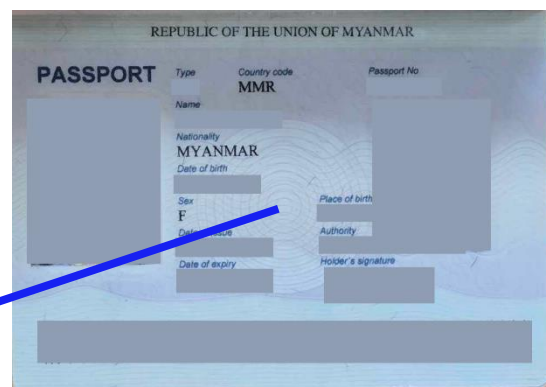- **Date of expiry:** Your passport expiration date

Then click on Save and you will find the passport information on the screen

Step 8: Click on "View Detail" to show the Passport Image Upload panel. Click on the panel to take a photo or upload your Personal Information Page on your Passport.
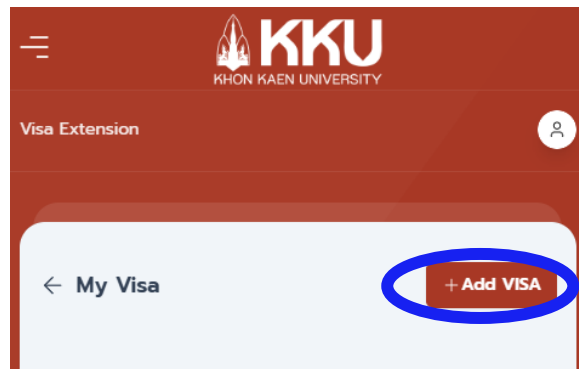
Step 9: Go to the menu "Visa" on the Dashboard page or click on the side menu Then click on

"+ Add VISA" (Please remember, the new visa you add will be your current active visa automatically)

Step 10: Complete the form with information **as it is shown on your passport**

- **Select Passport:** The list of your passport information (The system will show you the current one automatically)

- **Place of issue:** The country that issues your current visa

- **Valid From:** As it is shown on your passport

 Or

- **Valid Until:** As it is shown on your passport

 Or

Continued...

Step 10(Continued): Complete the form with information **as it is shown on your passport**

- **Type of Visa / Category:** As it is shown on your passport (You may receive the Visa Sticker or other kinds of document from the Thai Embassy or Thai Consulate)

- **Number of Entries:** As it is shown on your passport (Multiple or 1 for Single)
- **Surname:** As it is shown on your passport (Automatically by default)
- **Given Name:** As it is shown on your passport (Automatically by default)
- **Sex:** As it is shown on your passport (Automatically by default)
- **Date of Birth:** As it is shown on your passport (Automatically by default)
- **Nationality:** As it is shown on your passport (Automatically by default)

Then click on Save and you will find the visa information on the screen

Step 11: Click on "View Detail" to show the Visa Image Upload panel. Click on the panel to take a photo or upload your Visa Page on your Passport. (The example image is below this page)

A. The Visa Sticker or other kinds of document from the Thai Embassy or Thai Consulate.

Please use one of these pieces of evidence for this section.

A. (above) or **B.** (below)

B. The Permission to Stay from the Thai Immigration Office.

Step 12: Go to the menu "Health Insurance" on the Dashboard page or click on the side menu
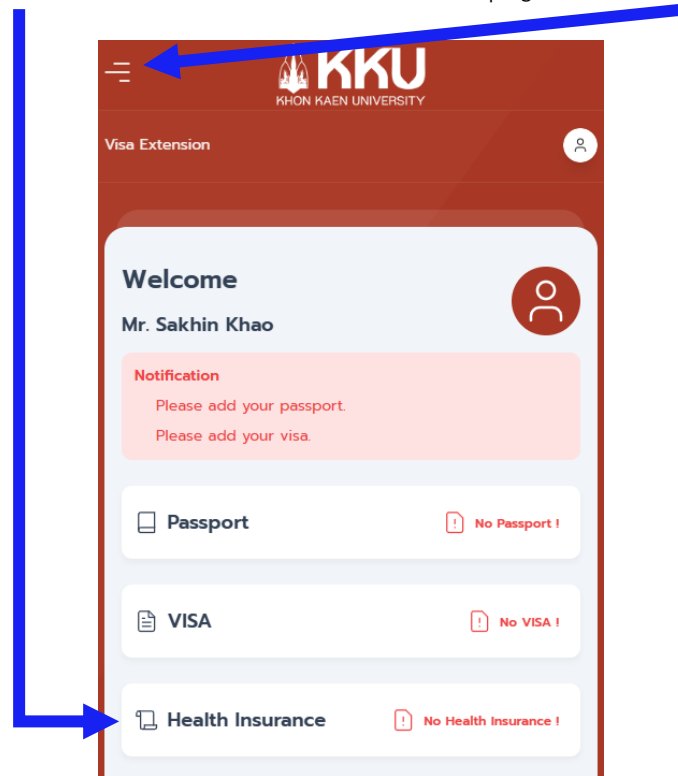
Then click on "+ Add Health Insurance"

(Please remember, the new health insurance you add will be your current active information automatically)

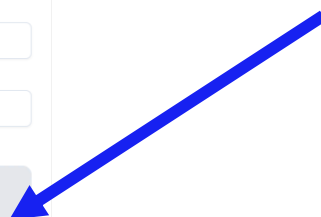**Step 13:** Complete the form with your health insurance information.
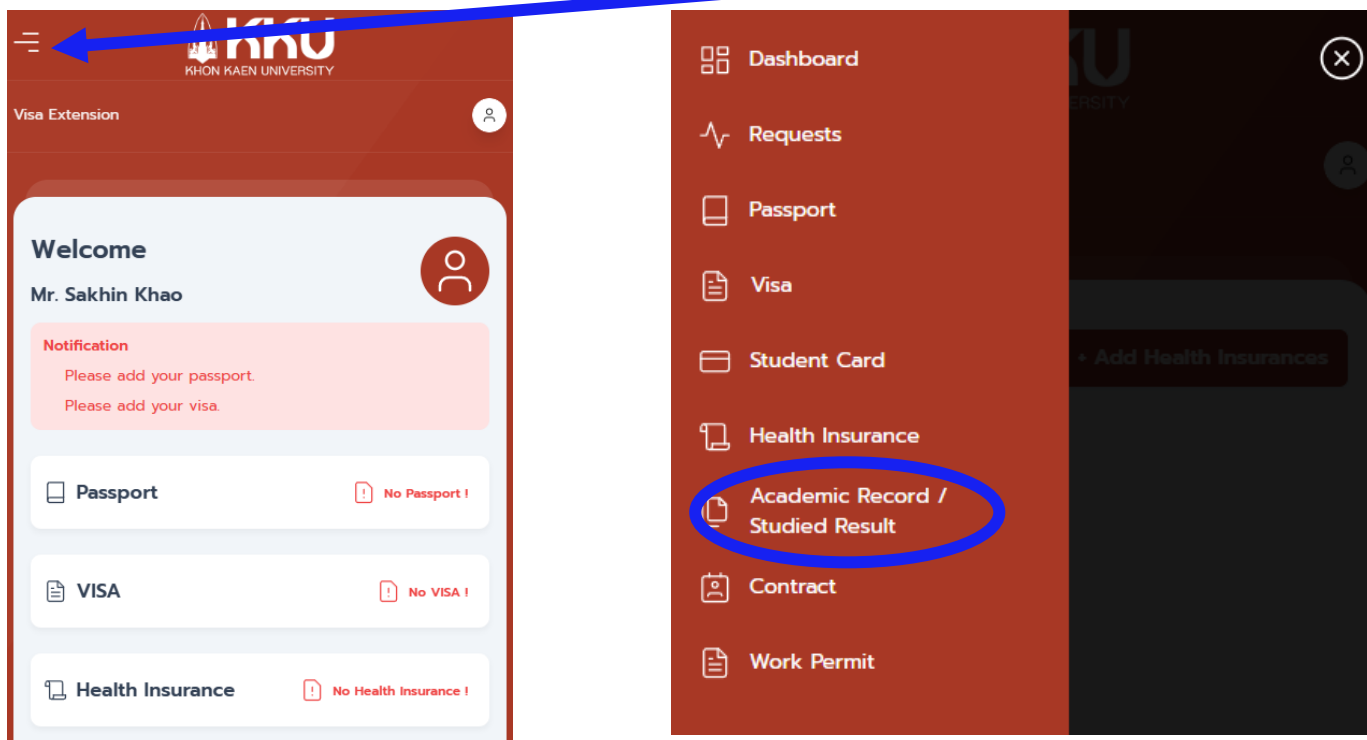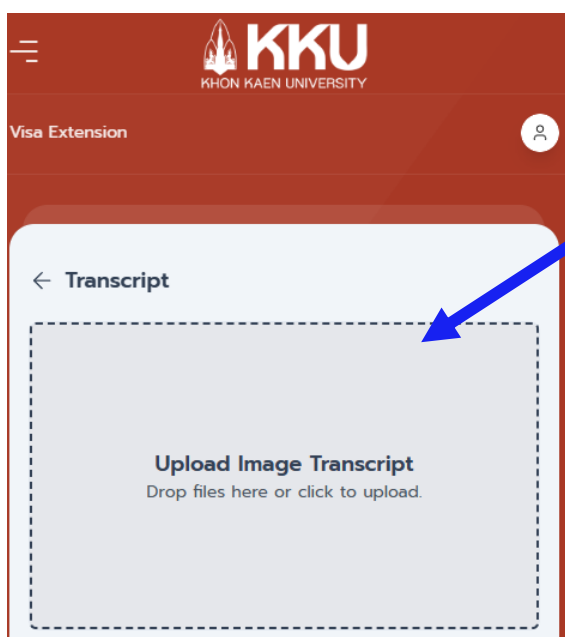

Click on the panel to take a photo or upload your health insurance

(Only the page that shows Your name and covering date)

Step 14: Go to the menu "Academic Record / Studied Result" by clicking on the side menu

Step 15: Upload the image that shows your recent academic record or study result from the REG system.

Click on the panel to take a photo or upload your evidence

(Only the page that shows the recent semester)

Visa extension request

If you are already logged in. Please skip to Step 4.

Step 1: Go to https://interservice.kku.ac.th

Step 2: Click on

KKU Sign On (SSO)

Step 3: Log in with your @kkumail.com

> **Warning:** Please make sure that your information is all **up-to-date** before submitting the request.
>
> The request will be Rejected if any required information is incorrect or unclear and it will affect the processing time for longer.
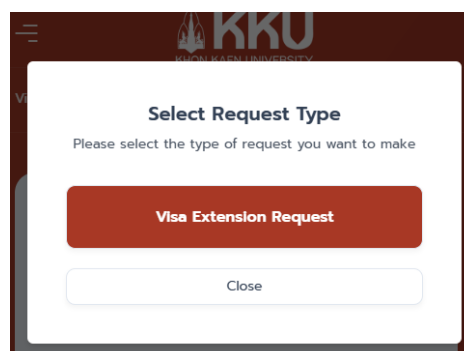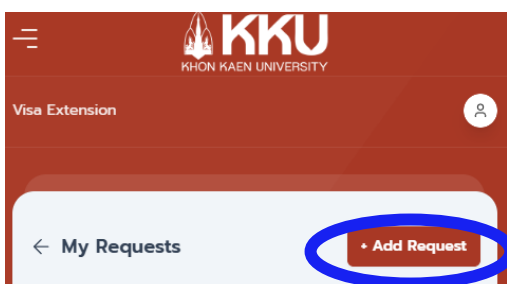
Step 4: Go to the menu "Requests" by clicking on the side menu
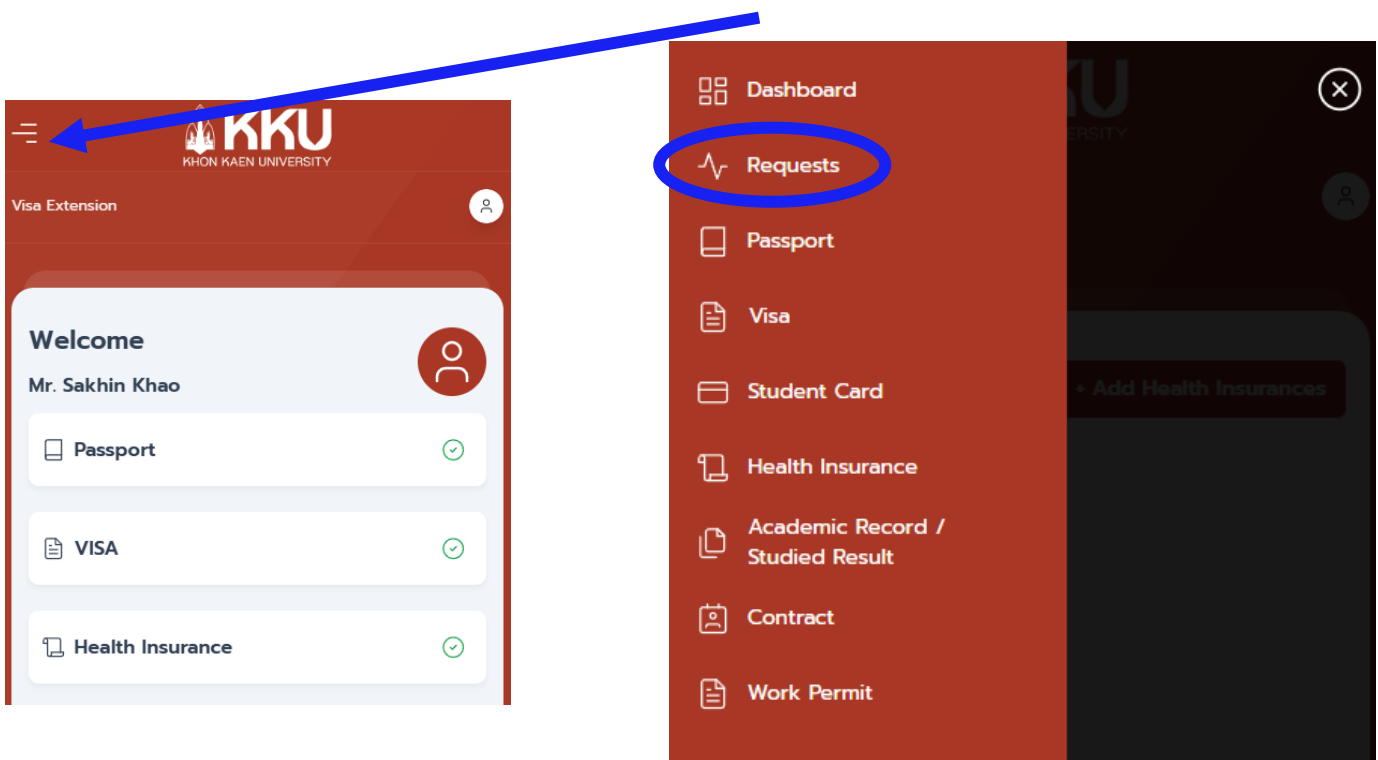
Then click on "+ Add Request" and "Visa Extension Request"

(Once you create the Request Task, you will be able to edit until submission then the Task just shows the progress only)

Step 5: Complete or re-check the information in the form

- **Prefix:** Mr. / Ms. / Mrs.
- **Surname:** As it is shown on your passport*
  - ○ If your passport only shows your full name and you do not have a middle name or given name, please enter your entire name in this field only.
- **Middle name:** As it is shown on your passport
- **Given name:** As it is shown on your passport
- **Birth Date:** As it is shown on your passport
- **Current enrolled in the:** Your recent enrollment
- **Type of study:** Please select "Full Time"
- **Home University:** The University that you transfer from
- **Degree Level:** Your enrollment level
- **Passport Number:** As it is shown on your passport
- **Country:** Your passport's country
- **Tel no.:** Your Thai telephone number
- **Email:** Your @kkumail.com
- **Faculty:** Your enrolled Faculty
- **Program in:** Your enrolled Program

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- **Duration of program:**
  - **Start from:** The first date of your enrolled program
  - **To:** The last date of your enrolled program
- **Current visa expiry date is on:** As it is shown on your passport

- **Visa date issue:** As it is shown on your passport

Step 6: Click on the Submit button or then Save

Step 7(Final): The Process progress will show you the current state of your request. When it is done, the Visa Extension Request Document will be sent to your faculty.

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