

Khon Kaen University's Foreigner Service Guidebook for International Students

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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

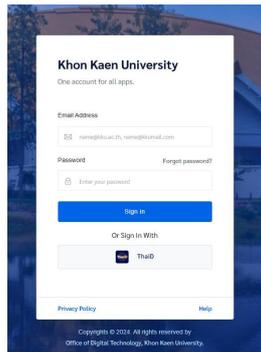
Please contact your faculty staff (ex. International Relations Officer) to get approved to access these services. You'll be able to do this Once. When the faculty approves you, you will access this system and can do the Visa Extension Request

Personal data setup

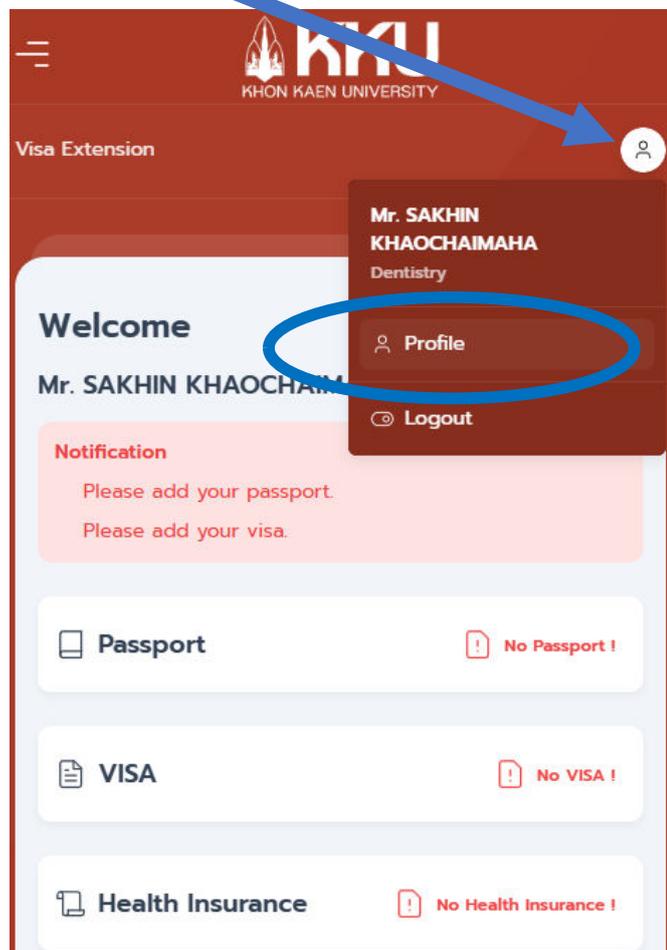
If you are already logged in. Please skip to Step 3.

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

Step 2: Log in with your @kkumail.com



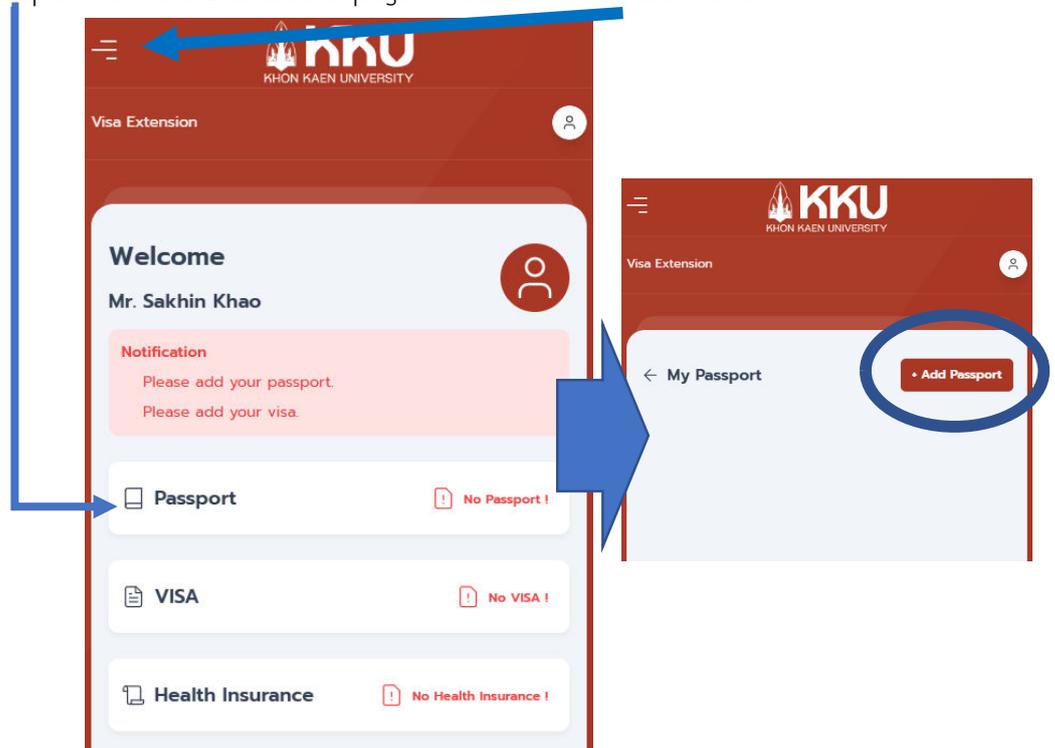
Step 3: Click on the menu “Profile” at



Step 4: Correct the personal information **as it is shown on your passport**

- **Prefix:** Mr. / Ms. / Mrs.
 - **Full name:** Please enter your entire name as it is shown on your passport follow by order of showing
 - **Select Birth Date:** As it is shown on your passport
 - **Emergency Contact Data:** Click on them to provide the contact person with when emergency (eg. Faculty staff who take care the international students)
- Then click on “SAVE”

Step 5: 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 6: 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.

Full name
Khao Sakhin

Date of Birth
1985-10-02

Nationality
United States of America

Your National ID
National ID

Place of birth
Place Name

Date of issue
2025-07-09

Date of expiry
2025-07-09

- **Country:** Your passport’s country
- **Passport No.:** 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

Cancel Save

Step 7: 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.

← Passport No. UAS1234567 + [edit] [trash]

Country Code US	Passport No. UAS1234567	
Name Mr. Sakhin Khao	Date of birth 02 Oct. 1985	Identification No. 411233
Nationality United States of America	Sex M	Place of birth Thailand
Date of issue 29 Oct. 2024	Issuing Authority	
Date of Expiry 29 Oct. 2029		

Upload Passport Image
Drop files here or click to upload.



Step 8: 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 9: Complete the form with information **as it is shown on your passport**

Add My Visa

Select Passport
 UAS1234567

Place Of Issue
 Place Of Issue

Valid From
 Valid Form

Valid Until
 Valid Until

Type Of Visa / Category

Number of Entries

Surname
 Khao

Given Name
 Sakhin

Sex
 M

Date Of Birth
 1985-10-02

Date Of Birth
 1985-10-02

Nationality
 United States of America

Remarks
 Annotation

- **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**

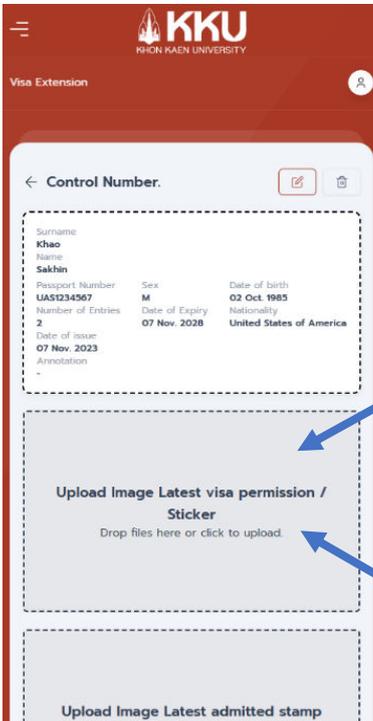
- **Type of Visa / Category:** As it is shown on your passport (You may receive the Visa Sticker or other kinds of document from the Thai Embassy or Thai Consulate)



- **Number of Entries:** As it is shown on your passport (Multiple or 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.

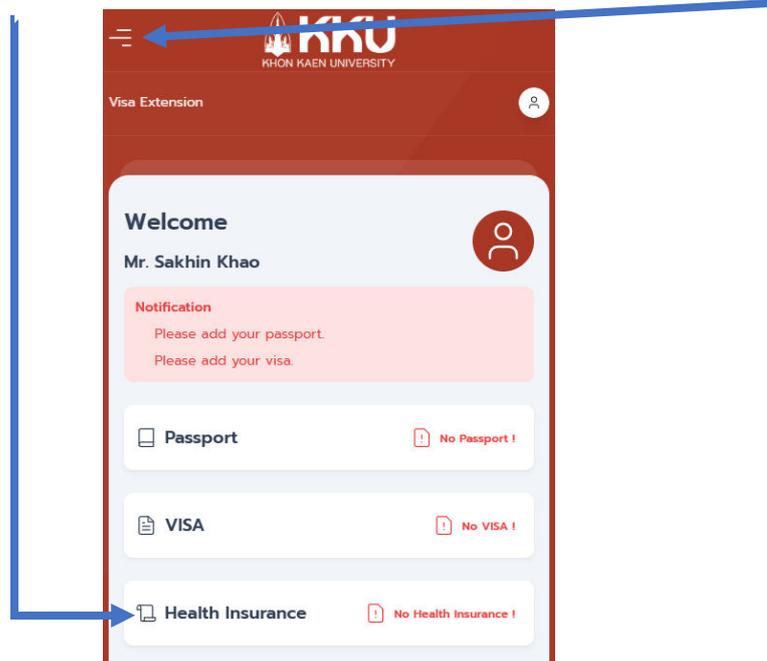
A. (above) or B. (below)



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.

Add My Health Insurance Contract / Card

Insurance Company Name

Start Date
2024-11-07

End Date
2024-11-07

Upload Image

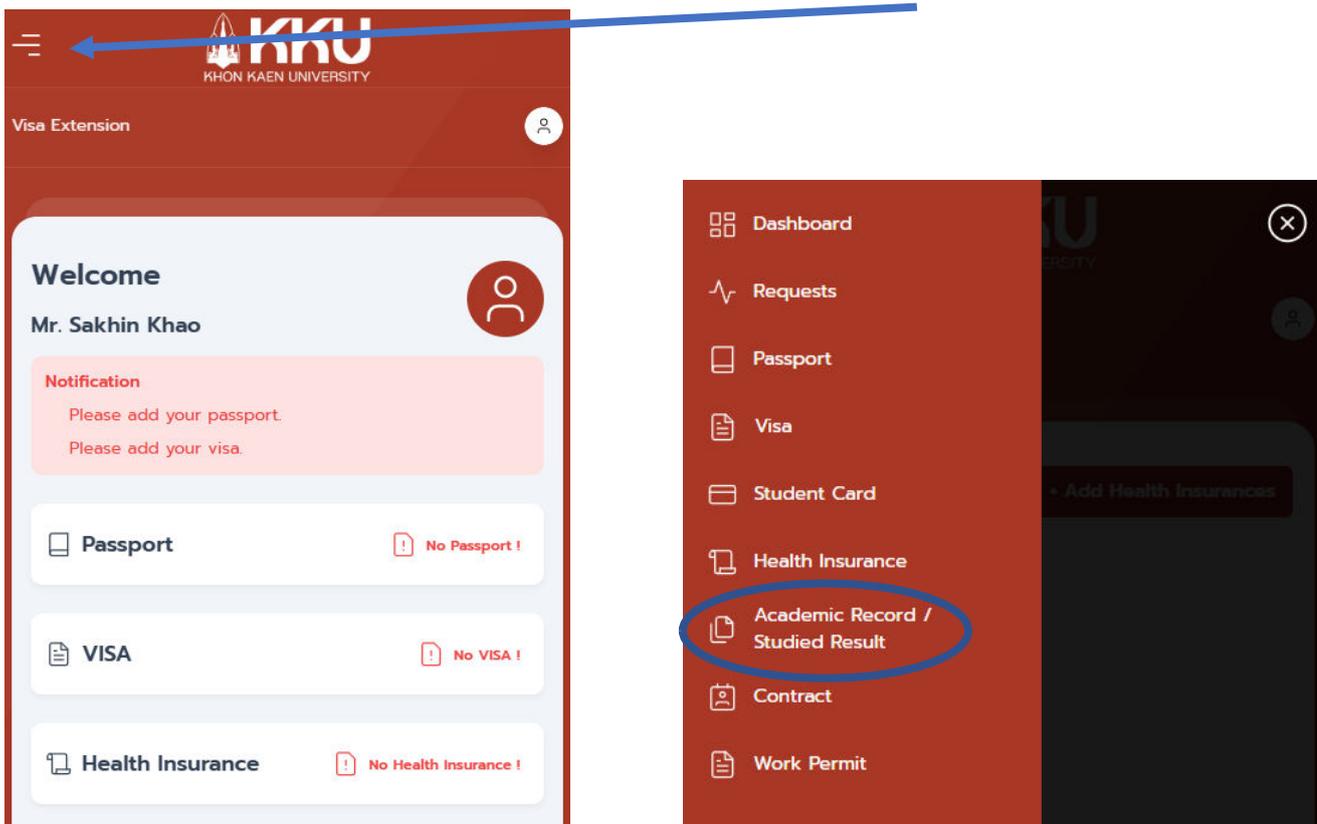
Upload Image Insurance

Cancel Save

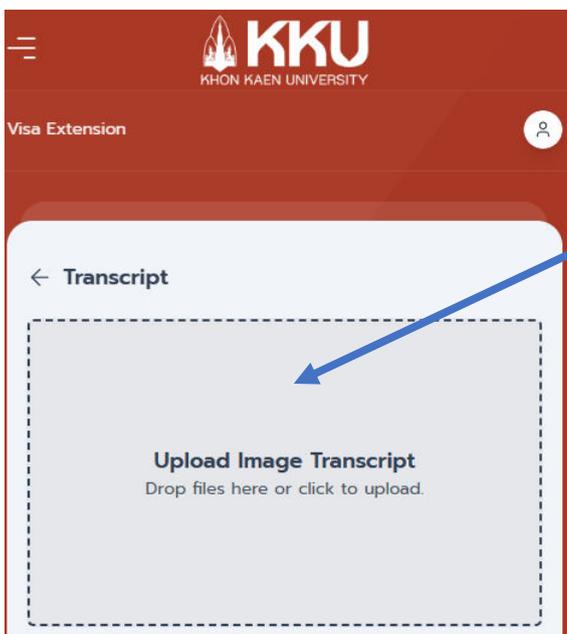
Click on the panel to take a photo or upload your health insurance
(Only the page that shows Your name and covering date)



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.



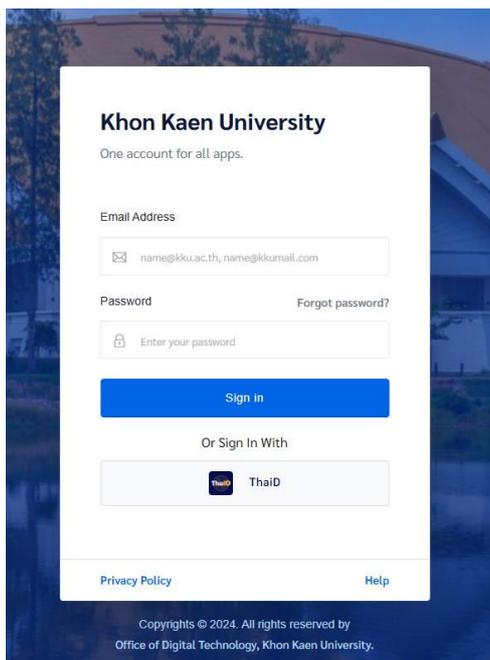
Click on the panel to take a photo or upload your evidence
(Only the page that shows the recent semester)

Visa extension request

If you are already logged in. Please skip to Step 3.

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

Step 2: Log in with your @kkumail.com



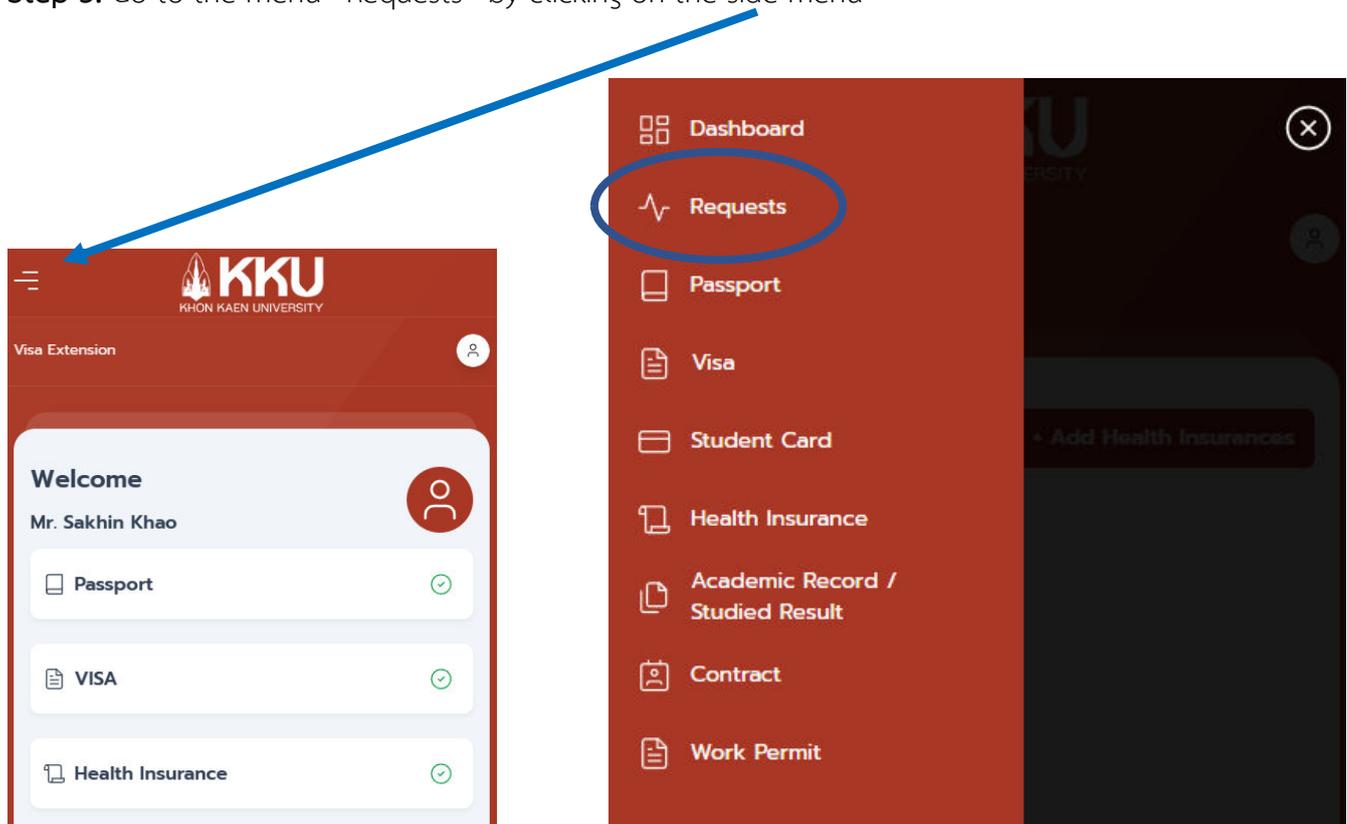
The image shows a login page for Khon Kaen University. The page has a white background with a blue header and footer. The main content area is white and contains the following elements:

- Khon Kaen University** logo and text: "One account for all apps."
- Email Address** field: A text input field with a placeholder "name@kku.ac.th, name@kkumail.com".
- Password** field: A text input field with a placeholder "Enter your password".
- Forgot password?** link: A link located to the right of the password field.
- Sign in** button: A blue button with white text.
- Or Sign In With** section: A section with a "ThaID" button.
- Privacy Policy** and **Help** links: Links located at the bottom of the page.
- Copyrights**: "Copyrights © 2024. All rights reserved by Office of Digital Technology, Khon Kaen University."

Warning: Please make sure that your information is all **up-to-date** before submitting the request.

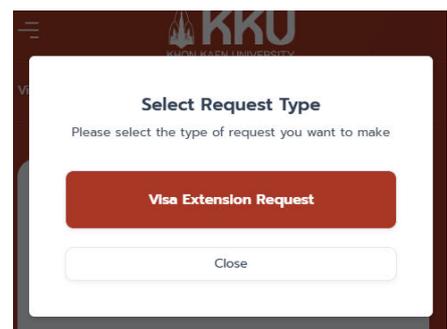
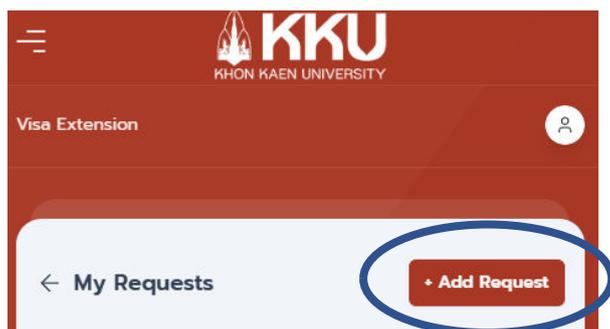
The request will be **Rejected** if any required information is incorrect or unclear and it will affect the processing time for longer.

Step 3: Go to the menu “Requests” by clicking on the side menu

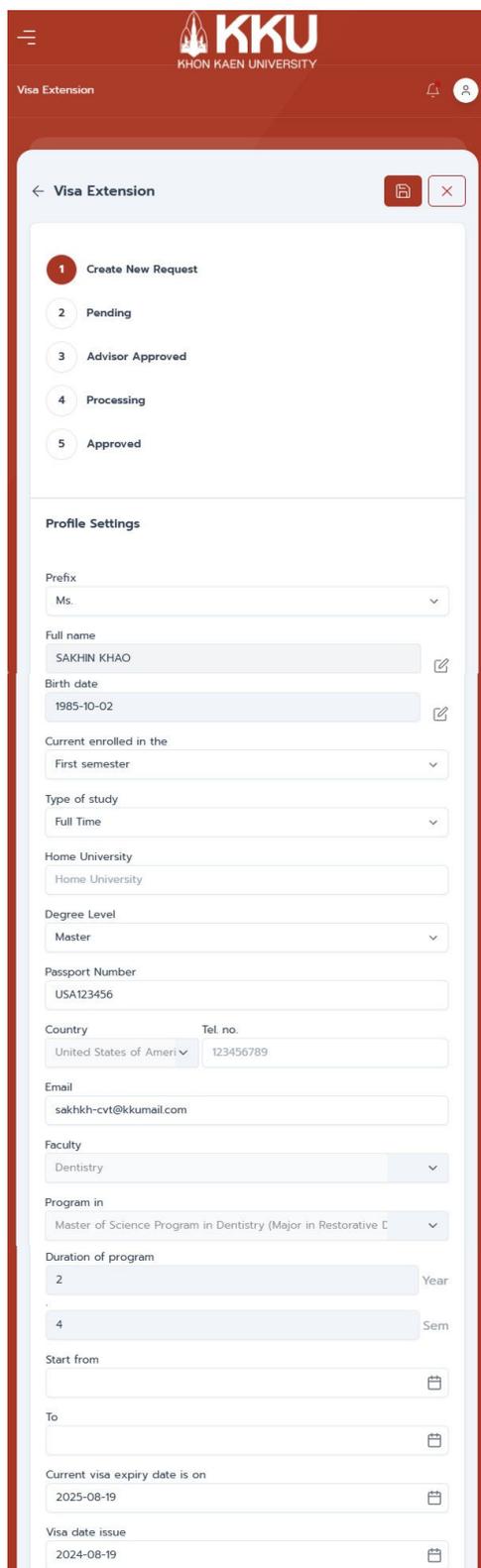


Then click on “+ Add Request” and “Visa Extension Request”

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



Step 4: Complete or re-check the information in the form



- **Prefix:** Mr. / Ms. / Mrs.
- **Current enrolled in the:** Your recent enrolment
- **Type of study:** Please select “Full Time”
- **Home University:** The University that you transfer from (If you don't have please input “-”)
- **Degree Level:** Your enrolment 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
- **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

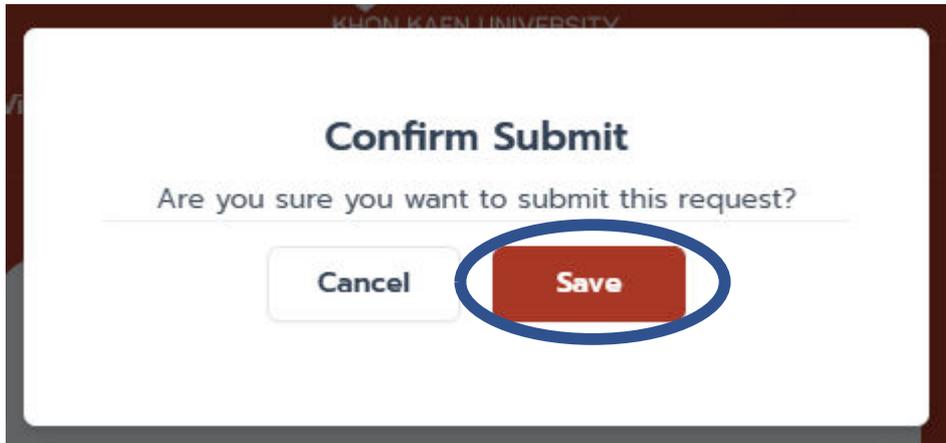


Step 6: Click on the Submit button

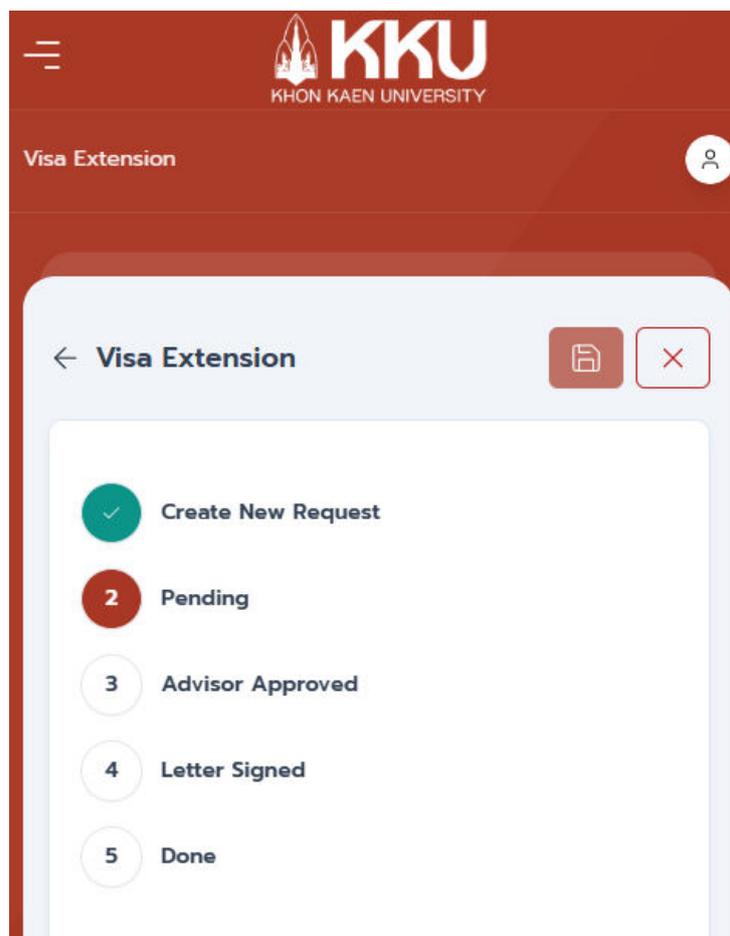


or

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.



--Fin--