



WELCOME GUIDE for International Faculty

at Shanghai Jiao Tong University

2024/2025

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Welcome Message

Welcome to Shanghai Jiao Tong University (SJTU)! We hope that this welcome guide can give you an overview of the information and basic procedures you can expect when you first move to Shanghai, China.

This guide is divided into the following main sections: Before Arrival in China, Upon Arrival in Shanghai, and After Arrival. Please note that some information may change over time, and it is recommended that you confirm important information through official channels.

This guide was created with the valuable feedback from international faculty at SJTU. As we will continue to update this guide in the future, we would welcome any comments that you may have.

We hope that you will find this guide useful. Once again, welcome to the SJTU community, and we look forward to seeing you soon.

Division of Global Cooperation and Exchange, SJTU
May 2024



2. Before Arrival in China



2a What to Bring

Shanghai is an international city in which you can find products from all over the world. However, be sure to bring a few essential products that you would need in the first days after moving to Shanghai, as you may not know where to buy them initially. In addition, you may not be able to find some particular products or specific brands that you may prefer, e.g., deodorant or some feminine hygiene products.

Be prepared to bring any important documents that you may have to China, such as your original diplomas (Bachelor's, Master's, PhD diplomas) and wedding certificate, if applicable. You will need to present the original copies at times, especially when applying for the foreigner's work permit.

Make sure that you have a sufficient amount of money saved and accessible to survive at least the first 3 - 6 months of your time in China, as your work permit process has to be completed before you can receive your salary.

2b Applying for a Z Visa

In order to work in China, foreigners need to obtain work permits and work-type residence permits in accordance with relevant regulations. While there are different kinds of visa categories for employees, the most common one for initial entry to China is the “Z visa”.

The applications for the “Notification Letter of Foreigner’s Work Permit” and the “Foreigner’s Work Permit before Entering China” (Z visa) should be submitted at least 2 months prior to the start of your contract date. The HR staff of your school will help you submit the application for the “Notification Letter of Foreigner’s Work Permit”, which states that one is eligible to work in China, after you have submitted copies of the required documents to HR. After receiving the “Notification Letter”, you can use it to apply for the Z visa.

Documents Required:

1. Work qualification certificate.
2. The highest degree (academic qualification) certificate and certification documents.
3. Employment contract.
4. Applicant's commitment shall apply and a written commitment to physical examination shall be provided before entry.
5. Certificate of no criminal record and certification documents.
6. Passport: Information page of the passport. The validity period of the passport shall be no less than six months.
7. Applicant's bare-headed and full-face photo, taken no more than six months ago: The full-faced bare-headed electronic photo shall be frameless with a white background carrying the facial features clearly shown, and clean without any spots, flaws, etc. Hats or

- other head coverings are only allowed if worn for religious reasons without obscuring any facial features.
8. Accompanying family members' credentials.
 9. Other documents: Documents provided as required by the receiving authority.
-

Where to apply for the visa

You would usually be required to apply for a work visa from your home country, although exceptions are possible.

Applying from your home country:

To apply for a work (Z) visa in your home country, go to a Chinese Visa Application Center, Chinese embassy or consulate and bring the documents mentioned above. You may need to schedule an appointment in advance.

Applying from Hong Kong:

To apply for a work (Z) visa in Hong Kong, go to the China Visa Application Center and bring the required documents. A scheduled appointment may be necessary.

China Visa Application Center in Hong Kong

Address: 20th Floor, Capital Center, 151 Gloucester Road,
Wanchai

Opening Hours: 9:00 - 16:00 from Monday to Friday (except public holidays)

Telephone: (852) 29921999

Email: hongkongcenter@visaforchina.org

Applying from a third country:

If you plan to apply for the initial work (Z) visa from a third country, it would be best to check with the Chinese Visa Application Center, Chinese embassy or consulate in advance, as some offices do not accept visa applications from persons that are not residents of the country. If applications are accepted, you would most likely need to provide proof of legal stay or residency in the third country (e.g. residence permit).

The amount of time it takes to receive your visa depends on the office. In Hong Kong, it usually takes 4 working days.

The initial work (Z) visa will be issued as a single-entry visa for 30 days. Within 30 days of entry to China, you will need to convert your Z visa into a foreigner's work permit and temporary residence permit. Please see the section **3e. Work / Residence Permit** for more information.



Information about the document authentication process

Authenticating your documents for use in China can be a time-consuming process, therefore, please allow enough time to prepare all of your documents. The process may differ depending on the country of origin.

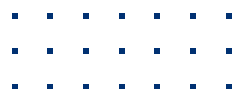
On November 7, 2023, the People's Republic of China acceded to the "Apostille Convention" (Hague Convention Abolishing the Requirement of Legalization for Foreign Public Documents), after which apostilles issued in other countries (that are part of the convention and that China recognizes as sovereign states) should be accepted. The legalization requirement for foreign public documents by Chinese embassies therefore should be waived, and having your certificates notarized by a recognized local notary should be sufficient. Please note that you should confirm with the relevant authorities whether translations of non-English documents are necessary and whether they need to be notarized as well.

Alternatively, you can authenticate your highest-degree certificate through a Chinese academic certification institution, the Chinese Service Center for Scholarly Exchange (CSCSE). Application materials include copies of your passport, diploma, etc. The process takes 10-20 working days. After that, you would receive a digital certificate, which you should print out and bring when applying for your visa.

CSCSE website:

<https://zwfw.cscse.edu.cn/cscse/lxfwzxwsfwdt2020/xlxwrz32/index.html>

3. Upon Arrival in Shanghai



3a Currency Exchange

When you touch down at one of Shanghai's international airports, you may want to go to the currency exchange at the airport and exchange some of your country's currency for Chinese RMB. Alternatively, you can prepare some Chinese RMB prior to arriving in Shanghai at one of the banks or currency exchanges in your home country. The maximum amount currently allowed under Chinese customs law is 20,000 RMB.

Once you have a bank account in China (for more on how to open an account, see the section **3g. Banking**), you will be able to transfer some funds from abroad to your Chinese account. It is now also possible to link international credit cards to the phone applications Alipay and WeChat. Please see the corresponding sections for more details.

3b Transportation

Transportation in Shanghai is very convenient. There are many options for public transportation, including:

Shanghai Metro

20 Metro lines are currently in operation, with a total of 508 stations and barrier-free passages. Another four lines are expected to be completed by 2025.

Buses

There are currently nearly 1,000 bus lines, some of which are barrier-free.

Shared bicycles

After installing phone applications (APPS) such as HelloBike or Meituan, as well as after setting up your WeChat Pay or Alipay accounts, you can unlock shared bicycles for a 1.5 RMB fee for every 20 minutes.

Transportation after your arrival

By Maglev train

The Maglev train runs from Shanghai Pudong International Airport to Longyang Road Metro Station and takes 7-8 minutes. It runs every 30 minutes, from 6:45 a.m. to 9:40 p.m. The fare is 50 RMB / person one way and 80 RMB / person for a round trip. After arriving at Longyang Road Metro Station, you can transfer to Metro Lines 2, 7, 16, and 18 to go anywhere in the city.

By metro (subway)

Shanghai Hongqiao International Airport currently has Metro lines 2 and 10 and Shanghai Pudong International Airport has Metro line 2 leading to the city center. The Shanghai Metro runs from 5-6 am to 10:30-11pm, and the fare is 3 to 8 RMB. Please note that the operating times and fare prices are subject to change.

After your arrival, it is best to go to a Shanghai Metro service station to buy a Shanghai Public Transportation card. These service stations are only available at select Metro stations, but most major stops,

such as at airports, have them. Usually, you would pay 100 RMB the first time (20 RMB card deposit and 80 RMB to charge the card). Other stations have self-service ticket machines that generally accept e-payments by phone and sometimes cash. You can also purchase single-journey tickets by selecting the final station you will travel to. Please note that these tickets are valid for the day of purchase only.

If you have already set up your Alipay account, you could also use Alipay to pay for metro fares. After clicking on “Transport”, you may need to select the City (Shanghai). After that, select “Metro”, which should generate a QR code that you can use to go through the turnstile of the station.

By taxi

There are taxi and ride-hailing stations at the airports and train stations, which operate 24 hours a day. There are about 200 barrier-free taxis in Shanghai. Taxi drivers leaving from the airport are likely to accept cash, but might not have exact change. It is therefore recommended to prepare smaller amounts of RMB as well. In other situations, electronic payment by WeChat Pay and Alipay is the norm. It is usually also possible to pay with a Shanghai Public Transportation card.

The easiest way to hail a taxi is using an app called Didi, which is similar to Uber. It is available in English. After you select the type of car you would like (private car or taxi) and enter your destination, the app will scan for the nearest available taxi and display the license plate number. After that, the driver will come to your location to pick you up, and you can pay through the app with Alipay, Wechat Pay, credit or debit cards. Usually taxi drivers do not speak English, however, you can communicate with your driver

through the DiDi messaging service, which includes a translation tool.

The tables below show the taxi rides and estimated fares to the Minhang Campus and Xuhui Campus:

Location	From Shanghai Pudong International Airport	From Shanghai Hongqiao International Airport
Minhang Campus	~ 1 hour by taxi, 280 RMB	~ 45 min. by taxi, 180 RMB
Xuhui Campus	~ 1 hour by taxi, 185 RMB	~ 25 min., 45 RMB

Location	From Hongqiao Railway Station	From Shanghai Railway Station	From Shanghai South Railway Station
Minhang Campus	~ 45 min. by taxi, 150 RMB	~ 1 hour by taxi, 130 RMB	~ 33 min. by taxi, 70 RMB
Xuhui Campus	~ 25 min. by taxi, 45 RMB	~ 30 min. by taxi, 32 RMB	~ 25 min. by taxi, 26 RMB

Please note that the time and prices are estimates and subject to road or weather conditions.

By metro or bus

To pay the local bus fare, you can use the Shanghai Public Transportation card or the Alipay app (Transport / Bus). Fares are usually 2 RMB per person.

To Minhang Campus

★ *From Shanghai Pudong International Airport*

By bus/metro: Take the “Airport 7” bus at the Pudong Airport bus

stop, get off at Shanghai South Railway Station, walk to the Shanghai South Railway Station metro station, take Line 15 to Zizhu Hi-Tech Park, then walk to campus (approx. 2 hours, 7 RMB)

★ *From Shanghai Hongqiao International Airport*

By bus: Take the “Hongqiao Hub 4” bus at Hongqiao Interchange, get off at Dongchuan Road Yongping Road, then walk to campus (approx. 1 hour 50 minutes, 7 RMB)

★ *From Hongqiao Railway Station*

By bus: Take the “Hongqiao Hub 4” bus at Hongqiao Interchange, get off at Dongchuan Road Yongping Road, then walk to campus (approx. 1 hour 50 minutes, 7 RMB)

★ *From Shanghai Railway Station*

By metro: Take Line 1 to Xinzhuang, transfer to Line 5 to Dongchuan Road, then walk to campus (approx. 1 hour 30 minutes, 6 RMB)

★ *From Shanghai South Railway Station*

By metro: Take Line 1 to Xinzhuang, transfer to Line 5 to Dongchuan Road, then walk to campus (approx. 1 hour 15 minutes, 5 RMB)

To Xuhui Campus

★ *From Shanghai Pudong International Airport*

By metro: Take Line 2 to East Nanjing Road, transfer to Line 10 to Jiao Tong University, then walk to campus (approx. 90 minutes, 7 RMB)

★ *From Shanghai Hongqiao International Airport*

By metro: Take Line 10 to Jiao Tong University, then walk to campus (approx. 30 minutes, 4 RMB)

★ *From Hongqiao Railway Station*

By metro: Take Line 10 to Jiao Tong University, then walk to campus (approx. 30 minutes, 4 RMB)

★ *From Shanghai Railway Station*

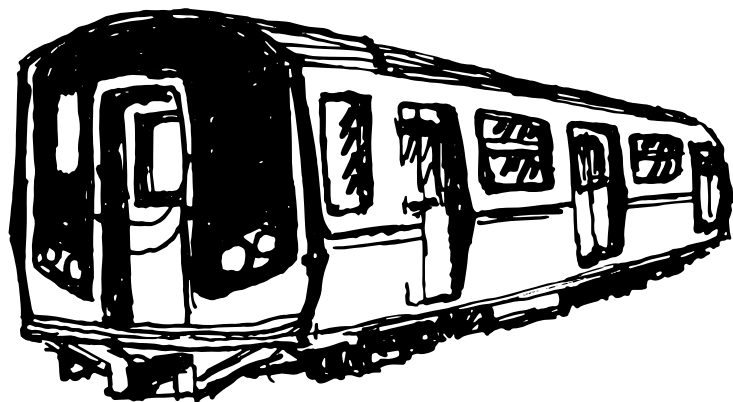
By metro: Take Line 1 to Xujiahui, then walk to campus (approx. 37 minutes, 4 RMB)

★ *From Shanghai South Railway Station*

By metro: 1. Take Line 1 to Xujiahui, then walk to campus (approx. 37 minutes, 3 RMB)

2. Take Line 3 to Hongqiao Road, transfer to Line 10 to Jiao Tong University, then walk to campus (approx. 36 minutes, 3 RMB)

For an overview of the Shanghai metro system, please see the next page.



Shanghai Metro Map



3c Police / Household registration

According to the law, you must register with the police within 24 hours of your arrival in China. If you are staying at a hotel, the staff will register you with the police. For any other accommodation, you must register your temporary residence with the police yourself. You could either go to the nearest police station to your home or register online. As a foreigner, your stay of any length is considered as a temporary residence.

Registering with the police online

It is possible to register online through the “Self-Help Declaration System For Overseas Personnel's Accommodation Registration” (<https://gaj.sh.gov.cn/crj/24hr>). The website is fully in English. Fill out the information required and upload an image of the photo ID page of your passport. Upon completing the form, you should receive a digital copy of your “Registration Form of Temporary Residence”.

If you change your residence or renew your visa, you must reregister with the police. Failure to do so could result in fines of up to 2,000 RMB or difficulties when renewing your visa.

Registering with the police in person

Alternatively, you could register your arrival in person by going to your local police station. You will need to bring the following items: your passport with a valid visa (sometimes photocopies are required as well) and your rental contract. If the landlord is Chinese, his/her household register or ID card is needed. If you are staying at a foreigner's home, you will need to show his/her valid entry permit.

If you do not speak Chinese, it would be best if a Chinese speaker could accompany you, as some police officers may not speak English well.

If you do not have anyone to accompany you: First, find out where your local police station (派出所 pài chū suǒ) is located. You could find out this information through the management office of your housing compound. Once you arrive at the police station, say “登记 dēng jì” (register), and you will be given a queue number or asked to wait in line. Afterward, show your documents and fill out a form, which should be bilingual. Finally, you will be given a “Registration Form of Temporary Residence”. Please make sure to keep this form in a safe place, as you need to present it on a number of occasions, including when opening a bank account or applying for your temporary residence permit.

3d Health Check

In order to apply for a foreigner’s work permit, you must undergo a medical examination in China. If you have recently done a health check in your home country and it has been translated to Chinese, another health check would only be necessary if the original one is incomplete.

In Shanghai, the health examination can be done at one of the following locations:

Shanghai International Travel Healthcare Center (SITHC)

1. Headquarters: 15 Jinbang Road, Changning District
2. Pudong Branch: 2090 Jingqiao Road, Pudong New Area

To make an appointment, visit this website:
<https://online.shhg12360.cn/sithc/sithcen/>

Documents needed:

- A completed “Health Examination Application Form”.
(Please print the form in the “My Reservation” section after making an appointment. The form is 2 pages long.)
- A completed Consent form, printed and signed
(<https://online.shhg12360.cn/sithc/sithcen/serviceacceptance/reservation/Reservation1/suoxucailiao/201402/W020150723311329933929.pdf>)
- Your passport and copies of the photo ID page, existing/previous visa page, and “date of entry to China” page
- Four recent 2-inch color photos (full face)

The cost is around 500 RMB.

3e Work / Residence Permit

After arriving in China, you will need to apply for a foreigner’s work permit and a temporary residence permit.

Documents required:

1. Work qualification certificate.
2. The highest degree (academic qualification) certificate and certification documents.
3. Employment contract.
4. Certificate of physical examination.
5. Certificate of no criminal record and certification documents.
6. Passport: Information page of the passport. The validity period of the passport shall be no less than six months.
7. Applicant's valid visa or residence permit.

8. Applicant's full-face and bare-headed photo taken no more than six months ago: The full-faced bare-headed electronic photo shall be frameless with a white background carrying the facial features clearly shown, and clean without any spots, flaws, etc. Hats or other head coverings are only allowed if worn for religious reasons without obscuring any facial features.

9. Accompanying family members' credentials.

10. Other documents: Documents provided as required by the receiving authority.

11. Cancellation letter or leaving certificate may be required.

Work Permit

The application for a foreigner's work permit must be submitted at least one month before the start date of the contract. After your school's HR department has started the process for the foreigner's work permit and the preliminary stage has been approved, you or the HR staff will need to apply in person at one of the following locations:

Locations:

1. Shanghai Science & Technology Administrative Service Center

1525 Zhongshan Road, Xuhui District
Jimao Building, 1st Floor, Windows 1-4

2. Shanghai Municipal Public Security Bureau, Entry & Exit Administration

1500 Minsheng Road, Pudong New Area
3rd Floor, Windows 17-19

Submission Time:

Monday – Thursday: 08:45-11:15, 13:15-16:45

Friday: 08:45-11:15, 13:15-14:15

The work permit processing time after applying in person is usually five working days. Afterwards, you will need to pick up your work permit card from the same bureau.

Residence Permit

Within the first 30 days of arrival in China, you must convert your single-entry work (Z) visa into a multiple-entry visa known as the “Temporary Residence Permit”. This residence permit is tied to your work contract and is generally valid for one year.

In addition to the documents needed when you first applied for the single-entry work (Z) visa, you would need:

- Work permit card
- Work permit information sheet (scan the QR code on the card and print it)
- Copy of your visa page and entry stamp to China
- Other documents provided by your school’s HR (e.g., copy of SJTU’s employer license)

To apply for the temporary residence permit, go to:

Shanghai Municipal Public Security Bureau, Entry & Exit Administration

1500 Minsheng Road, Pudong New Area, 3rd Floor

Once you are at the bureau, you could ask for assistance at the service desk. Generally, you would need to go to a terminal to print out the application form, take a photo, and take a queue number. If you want to have your passport and visa sent to you, you can also get an envelope and write your address on it that you would submit along with your documents. When it is your turn, your queue

number will appear on a screen, along with the window you need to go to. The visa will be processed within 15 working days.

If you are not having your passport sent to you, you would need to pick it up at the bureau.

Important note: Your work contract will most likely be revised according to the month you received your work permit card. In addition, you will most likely receive your first paycheck a month after your new contract date.

3f Mobile SIM Card

When you arrive in Shanghai, we strongly advise that you get a local SIM card as soon as possible. As a foreign national you are limited to where you can apply for a SIM Card: you will need to go to one of the main service locations (营业厅, ying ye ting) of one of the major telecoms providers below:

- China Unicom (中国联通, zhongguo liantong)
- China Mobile (中国移动, zhongguo yidong).

When you apply for a SIM card, you will be asked to provide the following:

- Passport
- Address (please provide a residential, non-hotel address)

Allow about an hour or so for the entire process. The service plans available usually include call time, text messaging, mobile data, depending on your preferences. Having a local number is absolutely necessary for you to access most essential services in China, such as banking, WeChat, and Alipay, which in turn are needed for most essential apps that you will use here.

3g Banking

Once you have a local phone number, you can open an account at one of the major Chinese banks. As you may already know, China mostly uses digital payment via WeChat Pay or Alipay, and these services function much smoother with an account from one of the major Chinese banks. For SJTU salary purposes, we ask that you open an account with Bank of China (中国银行, zhongguo yinhang); as of this writing the University does not transfer salaries to accounts opened under any other bank.

When opening an account at a Chinese bank, you will be required to provide the following documents and information:

- Passport
- Registration Form of Temporary Residence
- Local mobile phone number
- Local address
- Emergency contact
- Email

When you open a bank account, you will be asked to fill out an account opening application form. In addition, you will have the option to install the bank's mobile banking app on your phone. We recommend that you install it as interface for mobile banking tend to be better than for online banking in China. However, do note that foreign nationals will not be able to utilize certain features on the banking app, such as the facial recognition feature.

Once you have an active bank account in China, you will be able to create your Alipay and WeChat accounts. Both applications are online payment platforms that will enable you to use a variety of other mobile apps that require online payment, such as apps for ordering food (e.g., Ele.me, Meituan), online shopping (e.g., Taobao), and hailing taxis (e.g., DiDi).

Please pay attention to the order in which your name is written on your bank account (including capital letters and spaces), as this information will be important when linking your bank card to your WeChat or Alipay account. In general, Bank of China will use the following order for your name: “First name, Middle name, Surname”, while other banks typically write the surname first.

Please note that your account is tied to the specific branch you opened your account at. For example, if you need to change your PIN number or report a stolen card, you would need to go back to your original bank branch. It is therefore recommended that you open your account at a branch near your home, place of work or on the SJTU Minhang Campus.

SJTU Bank of China (Minhang Campus)

Location: South Side of Canteen 4, 1st floor
(near the intersection of Weiliu Rd. and West Nanyang Rd.)

Business hours: Working days: 8:30 a.m. – 5:00 p.m.,
Saturdays: 9:00 a.m. – 4:00 p.m.



3h Alipay



When you create your Alipay account, you will be linking your bank card with the application. The application will require you to provide the following for verification:

- A photo or scan of your passport or its equivalent (if you have an identity card issued by the Chinese government, then please upload both sides);
- Debit card information: name, number, date of expiry;
- Mobile phone number;
- You may be asked to upload a selfie for confirmation

In terms of speed and service, Alipay tends to be quite quick and efficient at verifying accounts, so you should be able to use Alipay on the same day you open your bank account.

It is now also possible to connect major international credit cards to your Alipay account by adding it under “Add Cards”. It would be a good alternative to use an international credit card to access funds from abroad or use it while you are still in the process of setting up your mobile phone number and bank account. Please note that as of this writing, you have to pay a service fee of 3% for transactions that exceed 200 RMB. There is also a transaction limit of 5,000 USD and an annual limit of 50,000 USD.

Setting your Alipay to English

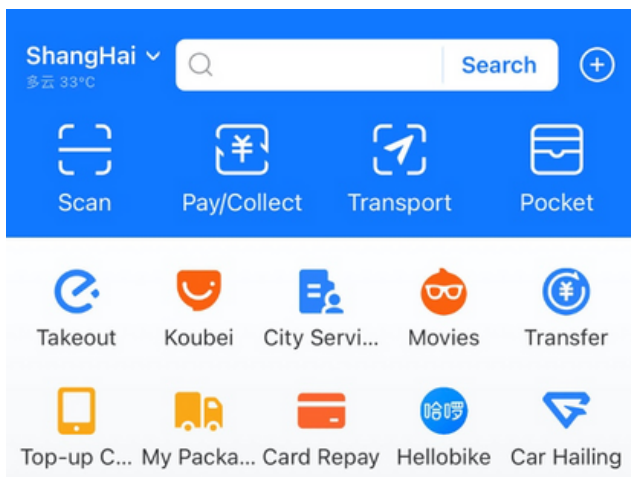
Once your account is verified, you will be able to use Alipay to pay for a variety of services and utilities, including your water, electricity, and gas bills. But before setting up these payment options you may find it easier to navigate and use the app by changing its language settings to English. Here are the steps:

1. At the bottom right of the user interface you will see a human portrait icon. Click on that to proceed to your personal page;
2. On your personal page, click on the gears icon on the top right corner to access 'Settings';
3. In 'Settings', go down the menu and click on yet another gears icon (通用 'General');
4. In the subsequent menu, click on the first option to change your language to English. Do note that non-Simplified Chinese options (English, traditional Chinese) are currently in the beta phase of development, but you should encounter no difficulties using the application regardless.

Please note that you should not set your Alipay to the "International" version, as this version is geared towards tourists and its functions are more limited.

Alipay Functions

Once you have set your user interface to English, you will find the application to be relatively straightforward and intuitive. Under most circumstances, you will only need to access the functions on the home page:



- 'Scan': use this to scan Alipay QR codes to conduct a transaction;
- 'Pay/Collect': some places prefer to scan your Alipay QR code to complete a transaction. Other people can also pay you by scanning your QR code;
- 'Transfer': For significant monetary transactions, you may have to use this function, which works like most transfer functions on your typical banking applications;
- 'Utilities': Once you have settled in, depending on your housing contract, you may or may not have to cover the utilities bills.
 - Please ask your landlord/landlady to provide the relevant information for each utilities account, as there are many utilities companies divided by district;
 - You can decide whether or not to set up automatic payment. If you decide not to, make sure you check the 'Utilities' page periodically – the gas, water, and electricity bills do not come out at the same time, so make sure you pay on time to avoid incurring any penalties;
 - When you move to a new address, make sure to unlink your Alipay account to these utilities accounts, especially if you have set up automatic payment.

3i WeChat



WeChat is perhaps the most ubiquitous and well-known application in China. It is the primary tool for communication and e-payment. People use it for work and social purposes. It is also on WeChat where you can follow official WeChat accounts of various companies, restaurants, museums, etc. to have access to the most up-to-date news and information. It is also through these accounts that you can access various services, such as ordering at restaurants and coffee shops, as many establishments have eschewed paper menus in favour of digital ones. However, do be diligent about following official accounts, as there are many non-official accounts masquerading as official ones on the application. The best way to avoid any complication is to ask your friends which accounts are the legitimate ones, or to scan the WeChat QR code at the actual establishment itself.

It is now possible to link international credit cards to your WeChat account (Wallet -> Add Card). However, if you link your international credit card first before linking a Chinese bank card, there may be some issues in verifying your identity on WeChat. As of this writing, transactions over 200 RMB carry an extra service fee of 3%. In addition, there is a transaction limit of 5,000 USD and an annual limit of 50,000 USD.

Creating a WeChat Account

Unlike Alipay, it may take you some time to set up and activate your WeChat account. To have full access to the application's essential services, you must create a WeChat account with a local Chinese mobile number. Do not create an account with a non-Chinese mobile number, you will find that account to have some restrictions imposed upon it. Here are the steps:

1. Create an account with your Chinese mobile number.
2. You will receive an SMS with a verification number, input the number to complete registration.
3. Once you have successfully registered, make sure you upload the following as soon as possible for identity verification:
 - Photos or scans of your passport (or other equivalent documentation);
 - Your selfie;
 - Your bank info (your WeChat account must be tied to a bank account);
 - Any other relevant information that the WeChat Service team may request of you.

WeChat Usage Guidelines

Once you have set up and activated a WeChat account, do take great pains to avoid having your account frozen. Here are some general guidelines for chatting or posting on WeChat:

- Avoid sensitive keywords, topics, news or commentary;
- Do not post certain images and memes that are not kosher in China.

Troubleshooting Frozen Accounts

In the event your account has been frozen, it is most likely because you did not provide complete documentation for verification. You will need to contact the 'Weixin Team' in your 'Contacts' to find out what you need to do to unfreeze the account. Follow the instructions once, and if the matter is still you could attempt to resolve it within the application via the 'Weixin Team' or calling the WeChat's service hotline. When calling the hotline, ask to speak to an actual customer support agent instead of the automated system if you can. You may have to utilize whatever contacts you have at SJTU or in Shanghai to see if anyone has direct access to someone from WeChat, as that would be your best bet at resolving the matter quickly.

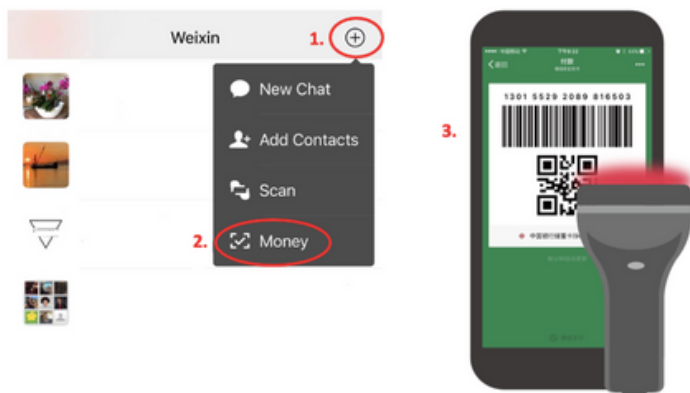
In most circumstances, you will be asked to provide your name, ID type, and ID number again to the WeChat team for verification. The WeChat application and system seem to have difficulties at times processing non-Chinese identification.

WeChat's ubiquity in Chinese society means that you will find it indispensable to your daily life here. Many restaurants have their menus available on WeChat, and will often prefer accepting payment through that application. After all is said and done, WeChat will make your life in China much more tolerable and convenient.

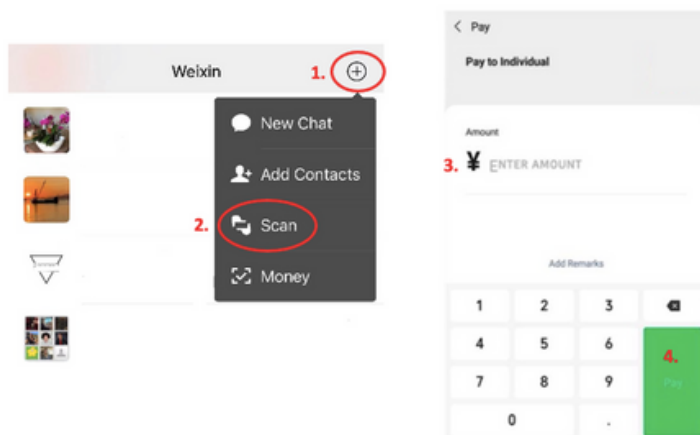
Making Payments with WeChat

There are two main ways of making payments on WeChat.

1. Show your WeChat Pay QR code: Press on the + icon in the upper-right corner and select “Money” from the drop-down menu.



2. Scan the vendor's QR code: Press on the + icon in the upper-right corner, select “Scan” from the drop-down menu, point your phone at the QR code, and fill in the amount to be paid.



4. After Arrival



4a Signing up for a jAccount

Once you have an SJTU employee ID number, you can sign up for a jAccount at <https://jaccount.sjtu.edu.cn/profile/#/apply>. You will need it to access a number of services at SJTU. Please note that the jAccount username will be the same one used for your email address and cannot be changed at a later time.

1. After clicking on the link above: On the upper right corner, you can select “EN” for English. Select “jAccount”, then click on “Next”.



上海交通大学 统一身份认证
SHANGHAI JIAO TONG UNIVERSITY

中文 | EN

jAccount Registration

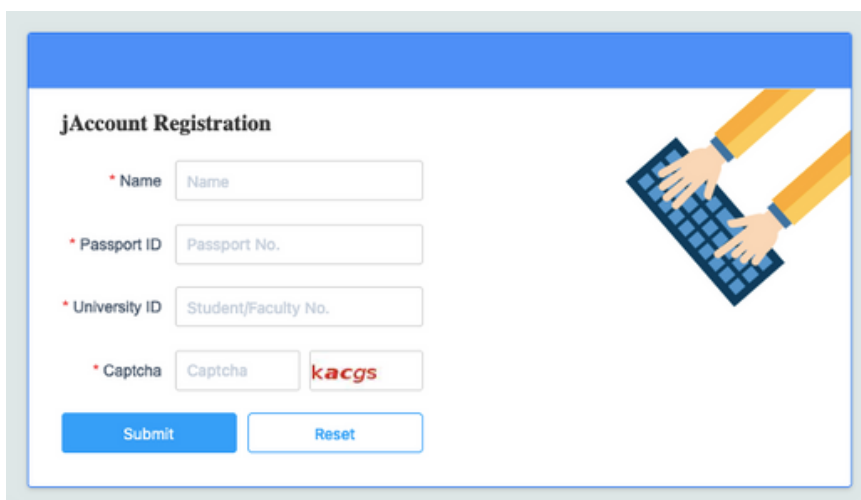
☒ jAccount
☐ Alumni

Next

Minhang campus: 1/F Library & Information Building 34206060, Xuhui campus: 1/F Lecture Building No.3 62932901
©2016 SJTU Network & Information Center service@sjtu.edu.cn

2. The jAccount user agreement will be shown in Chinese. You can use a translation tool to translate the text. Select “Accept” and click on “Next”.

3. Enter the requested information: Your name (as used in the HR system), Passport ID number, University (Employee) ID number, and the Captcha code that appears in the image to the right. Click on “Submit”.

A screenshot of a web form titled "jAccount Registration". The form is enclosed in a light blue border. It contains four input fields, each preceded by a red asterisk: "Name" (placeholder: Name), "Passport ID" (placeholder: Passport No.), "University ID" (placeholder: Student/Faculty No.), and "Captcha" (placeholder: Captcha). To the right of the Captcha input is a small image showing the text "kacgs" in red. Below the input fields are two buttons: a blue "Submit" button and a white "Reset" button with a blue border. An illustration of two hands typing on a blue keyboard is positioned to the right of the form fields.

4. Another window will appear. Type in a username, password, your mobile phone number, and another email address. The latter two can be used to reset your password in the future. Click on “Submit”, and your jAccount registration should be complete.

4b Using 交我办 (Jiao Wo Ban) / “My SJTU”

After you have a jAccount, you can start using 交我办 (Jiao Wo Ban) phone application, also referred to as “My SJTU”. You could access it through a web browser by visiting <https://my.sjtu.edu.cn/> or by downloading the “Jiao Wo Ban” app.



To download the app, scan the QR code on the right. After installation, please log in with your jAccount.

Initially, the most important function will be the Siyuan Code, known as the “思源码/V卡” (Sui Shen Ma) in Chinese, which will generate a QR code to allow you to enter the campus. To access it, click on the first icon on the left:



You will also have the option of linking “My SJTU” with your WeChat. After you open it for the first time, it should ask you for permission to link it to your WeChat. This will allow you to use the Siyuan Code to pay for meals at canteens.

There are many services available through Jiao Wo Ban / My SJTU. If you are an international faculty member, many of the main icons should appear in English and should be self-explanatory. As of this writing, many sub-sections are still in Chinese.

In the case that your “My SJTU” appears in Chinese, the translation of some of the functions you may use are listed below:

思源码 = QR code for entering campus, certain buildings or payments on campus

日程 = Calendar

电子地图 = Interactive campus map

邮箱 = Email

我的校园卡 = My campus card

智慧交通 = Campus transportation / Shuttle buses

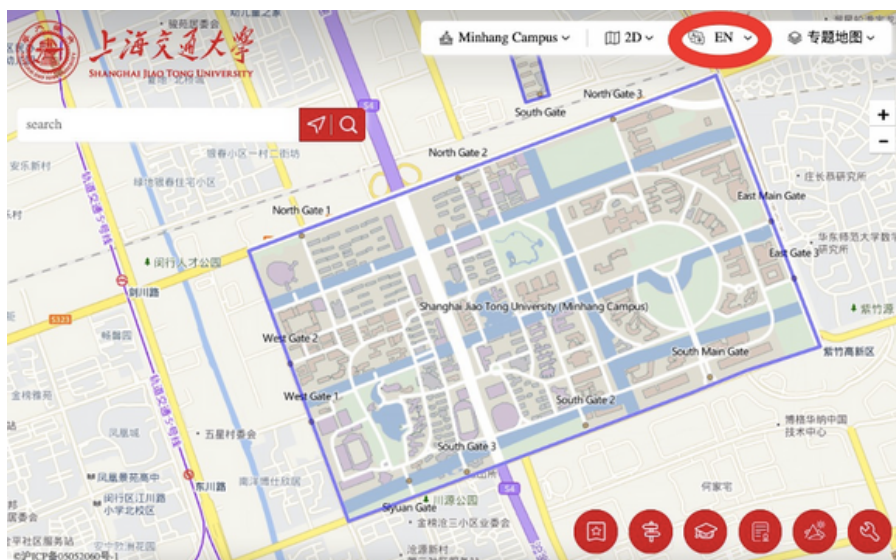
信息服务 = Network Service

人事 = HR



4c Campus Map

Please visit <https://map.sjtu.edu.cn/> for an interactive campus map. You can select the campus and EN for English from the upper right drop-down menu. Use “+ / -” on the right to zoom in and out, and use the search bar on the left to search for locations on campus.



Alternatively, you can use the “交我办” (Jiao Wo Ban) / My SJTU application to open the campus map.



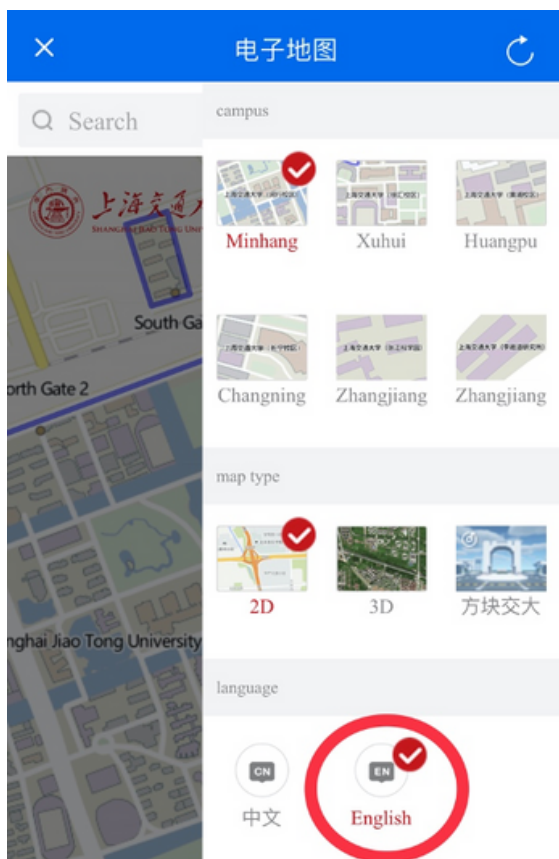
Step 1: Select the campus map by clicking on the location pin icon.



Step 2: Select the language by clicking on the “中文” icon on the right-hand side.



Step 3: Select the campus and language. After that, you can use the campus map.



4d Shuttle Bus

There is a shuttle bus that travels between the Xuhui and Minhang campuses. In addition, there is an on-campus bus shuttle bus on the Minhang campus.

For the latest schedule shuttle bus schedule, please visit <https://map.sjtu.edu.cn/>, select the “Traffic” icon from the lower right, and choose the appropriate bus schedule.

Alternatively, you can check the bus schedules on Jiao Wo Ban / My SJTU.

Step 1:



Step 2:



Step 3:



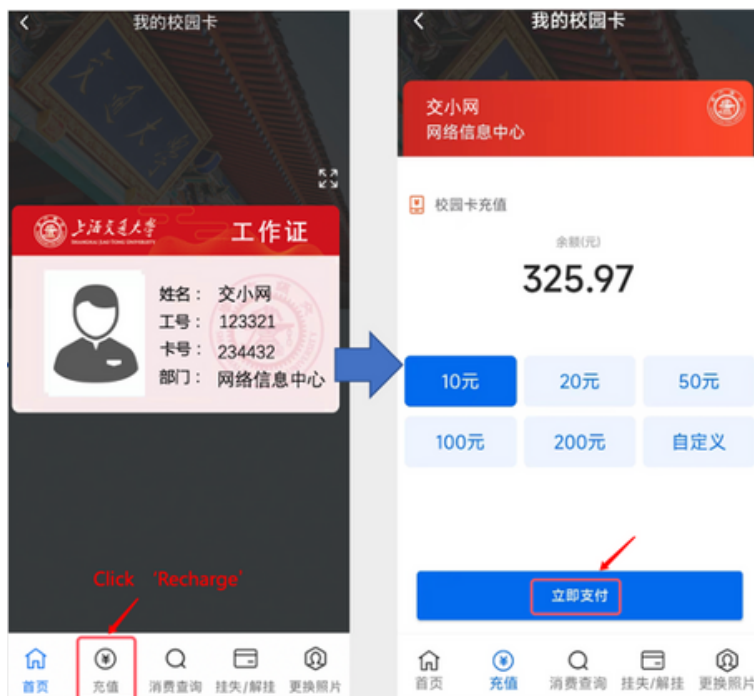
After clicking on the section with the school icon, "Xuhui -> Minhang" and "Minhang -> Xuhui" should appear. Click on one of them to see the bus schedules.

4e Campus Card

The campus card is an identification card that can be used to enter SJTU campuses and make electronic payments. It can be used to pay for meals at canteens, take shuttle buses, receive treatment in the campus hospital, and borrow books from libraries on campus. Once you have a jAccount, you can apply for a campus card. On Minhang campus, you would go to the Library & Information Building, 1st floor.

The easiest way to top up money on your card is to use the “Jiao Wo Ban” / My SJTU app.

After clicking on “My Campus Card” (我的校园卡), follow the steps below:



4f Salary Package

Please refer to your employment contract for the details of your salary package and benefits. The annual salary will be paid on a monthly basis. Generally, one part of your salary will be paid by your school, and another part will be paid by the HR department of SJTU. The basic salary by SJTU will be paid around the 5th day of every month, and the salary by the school will usually be paid around the 20th day of every month. These dates may differ according to the school you work at.

As mentioned in an earlier section, please be sure to prepare a sufficient amount of money to survive for at least the first 3 - 6 months of your time in China. Your work permit process has to be completed before you can receive your first paycheck.

To check your salary, your personal income tax, and other deductions, please visit <http://cwc.jdcw.sjtu.edu>. Please note that this website is currently only available in Chinese.



4g Induction Training

There will be a two-week induction training for new faculty and staff (generally, it will be arranged in July/August). The HR department of your school will help you sign up for it. If you join SJTU later in the year, you may have to attend the training the following year. At this point of writing, the training is conducted in Chinese only. Some of the instructors have English versions of their presentations that you can request from them. While attendance is mandatory, you can ask for leave for a small portion of the training (e.g., if it overlaps with a class you need to teach). Unless otherwise specified, the training will be conducted in person.

At the conclusion of the training, you will most likely be asked to complete two multiple-choice tests online (one ranking the training sessions, the other selecting the right responses based on the training). You could either screenshot the questions and use the WeChat image translation tool to translate the questions or ask a Chinese speaker for assistance. Please note that the score pass rate is 90%. In addition, you will need to provide a written summary of the training session. This summary can also be submitted in English. Upon successful submission and subsequent evaluation, you will receive a virtual certificate of completion.



4h Housing

To apply for on- or off-campus housing through SJTU, open your Jiao Wo Ban / My SJTU app, go to “Assets”, and then under the section 公寓 (apartments), click on “教师公寓申请”. On the sign-up form, you can indicate the area and type of housing you would prefer. The form is currently available in Chinese only, therefore it would be best to ask a Chinese speaker for help.



After signing up, you will be put on a waitlist. Depending on the area of the housing you signed up for, the waiting time may vary from a couple of days to several months. The housing offered through SJTU is generally cheaper than what you can find through the rental market.



When you use a real estate company to find an apartment and sign the lease contract, you generally need to pay a commission to the real estate agent (about 1 month's rent), a deposit (generally 1 month's worth), the rent (one month in advance), and you may also have to pay a monthly property management fee. In addition, you are usually responsible for all of the utility fees, which you can pay through WeChat Pay or Alipay.

4i Health and Social Insurance

If you have a local employment contract with SJTU and your school, you will receive social security benefits such as health insurance, pension, and maternity insurance, if applicable.

You are eligible to apply for a blue health insurance card at your local “Office of Health Insurance Card and Residency Card”. You can use this card at local public hospitals and pharmacies to deduct money from an account that you and your employer have paid social insurance benefits into. Please note that you have to choose a Chinese name to use with your card.

The services provided at local hospitals are usually in Chinese, however, some have an international division with staff that speak English. There are also some international private hospitals, which provide medical care in English and at higher prices. The health insurance card usually cannot be used at these locations. One could also consider getting additional private health insurance at insurance companies such as Ping An Health, Cigna, Aetna, or Allianz.

To receive medical care at a local hospital, you would usually first register at the reception desk, pay for the doctor's visit, go to the area indicated on your receipt, wait for your queue number to come up, and then meet with the doctor. For any additional check-ups or treatments, you would pay first, then go to the room for the check-up and wait for your turn.

4j Schooling for Children

According to the Shanghai Municipal Government's website, the Shanghai Residence Permit allows children of expats to attend local schools. Attendance at primary to junior high school is free of charge, while local preschools and high schools carry tuition fees at the same rate as for local Chinese students.

Many expats choose to send their children to one of the international schools in Shanghai due to reasons such as the different language environment or curricula. However, the tuition fees are often quite steep. Alternatively, some local schools have international divisions, which offer a bilingual or English curriculum.

There are several local kindergartens and primary schools affiliated to Shanghai Jiao Tong University. Children of SJTU staff may attend the kindergartens if they live in the area of the school, however, one needs to sign up in time during the registration period. To have one's children to be eligible to attend a primary school affiliated to SJTU, one generally needs to own housing in the same district as the school. The advantage over other families not employed by SJTU is that one would not have to buy the usually more expensive housing in the direct vicinity of the primary school. If one does not own housing, the child of foreign nationality may be assigned to another primary school in the district.

4k Emergency Numbers and Service Hotlines

In case of an emergency, please dial the following numbers:

Police and public security: 110

Fire and emergency rescue: 119

Ambulance: 120

The above helplines also provide support in English. The phone number “110” for contacting the police also provides services in Japanese, Russian, German, French, Spanish, Arabic, and Korean.

In addition, you could ask for information or report issues at one of the following numbers:

Shanghai Public Service Hotline: 12345

For reporting issues, asking questions, complaints

China Immigration Service Hotline: 12367

To assist with visa, exit and entry-related questions

Tax Service Hotline: 12366

Support for tax-related issues



Contact us



Division of Global Cooperation and Exchange, SJTU

 800 Dongchuan Road,
International Center (Dong Huiyuan Bldg. 3),
200240 P.R.China

 <http://global.sjtu.edu.cn/en>

Mailing List for International Faculty

Are you new faculty member at SJTU? Sign up for our mailing list for international faculty!

While we update our mailing list every year, we may not have added new faculty who join during the academic year. Contact us if you would like to be added to the mailing list, and we may send you emails to invite you to our faculty events or information that may be relevant to you.

 martinapittius@sjtu.edu.cn

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Shanghai Jiao Tong University

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Shanghai Jiao Tong University, 2024/2025*

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