

Introduction

If you forget your password, you can use “Forget Password” function to change your password.

Since you need to check the email sent to your registered email account to complete the process of change of password, please ensure that you can log in to that email account. If you fail to log in to that email account consistently, or you have forgotten which email address you registered, please contact the JUPAS Office at (852) 2334 2929 / 2233 2929 during operating hours.

If you wish to find out more details about security for your JUPAS account, please visit the sections of [“Security for JUPAS Accounts”](#) and [“FAQ”](#) on the JUPAS website.

Should there be any inconsistency or ambiguity between the English version and the Chinese version, the English version shall prevail.

Last updated on 4 October 2024

於 2024 年 10 月 4 日更新

簡介

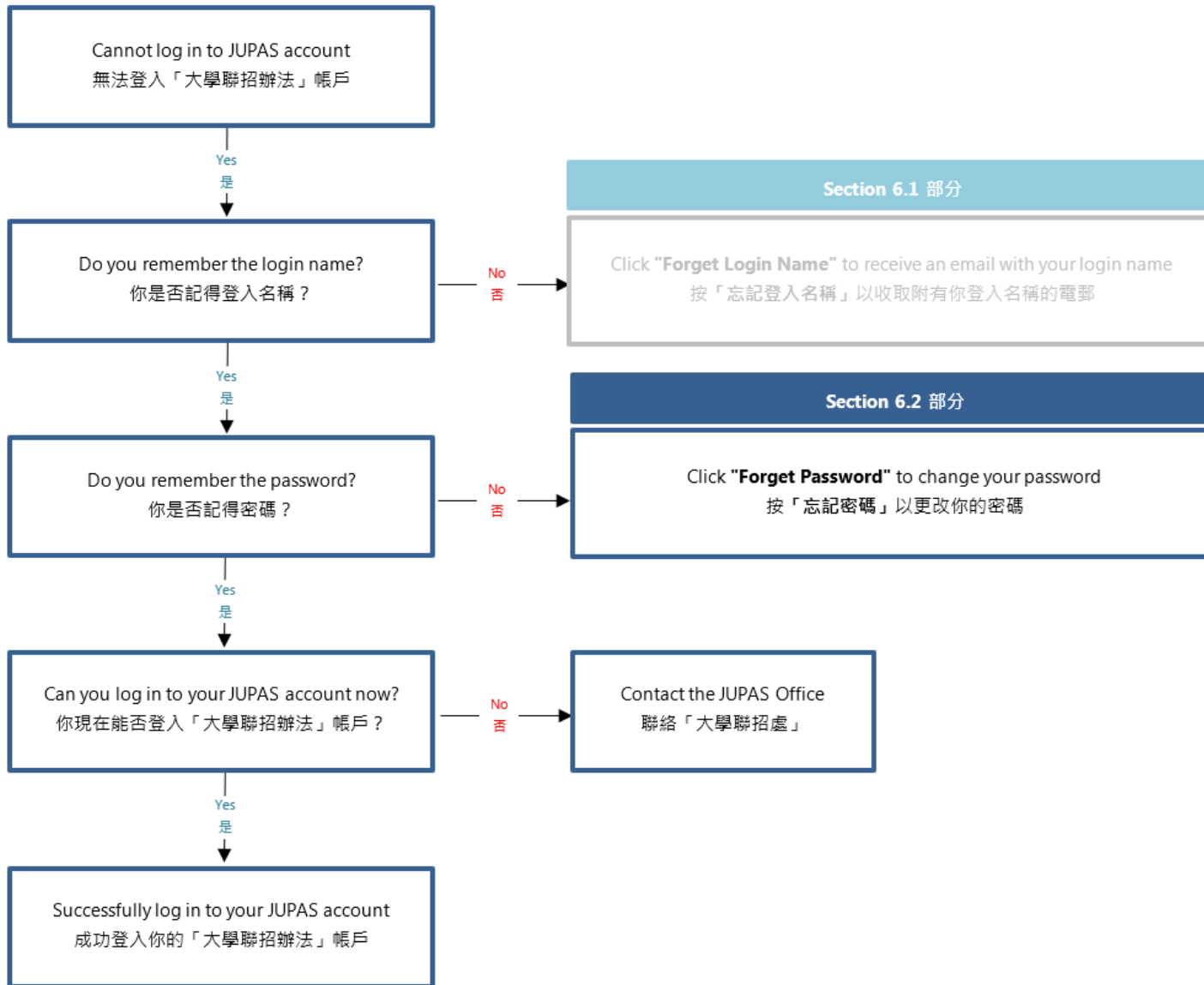
如果你忘記了密碼，你可使用「忘記密碼」功能更改你的密碼。

由於你需要檢視發送至你已登記的電子郵箱中的電郵以完成更改密碼的程序，請確保你能登入該電子郵箱。如你持續無法登入該電子郵箱，或你忘記你登記的電郵，請於服務時間內致電 (852) 2334 2929 / 2233 2929 聯絡「大學聯招處」(本處)。

如果你想了解更多關於「大學聯招辦法」帳戶保安的資訊，請瀏覽「大學聯招辦法」網站的 [「『大學聯招辦法』帳戶的保安」](#) 及 [「常見問題」](#) 部分。

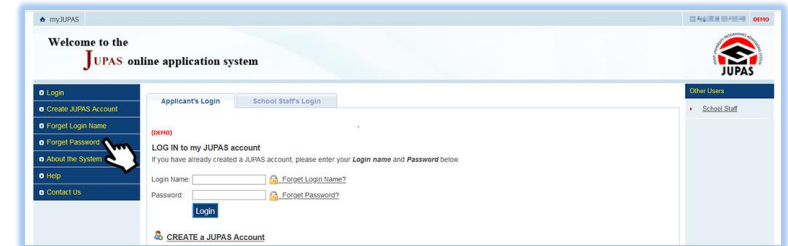
此中文版本為英文版本譯本，如中、英文兩個版本有任何抵觸或不相符之處，概以英文版本為準。

Flowchart of Login Failure Solution 處理登入失敗流程圖



Forget Password 忘記密碼

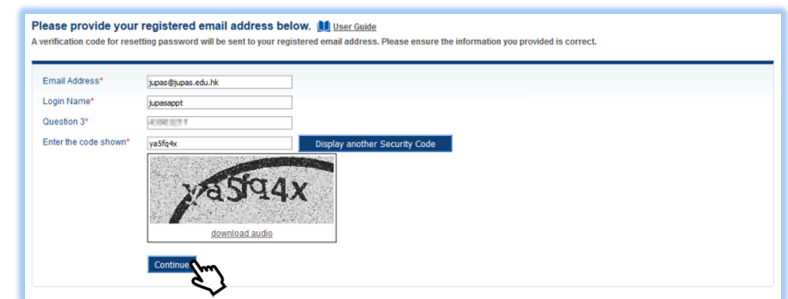
1. Click **“Forgot Password”**.
按「**Forgot Password**」。



2. Enter all the required information and the security code as shown.
If you cannot identify the security code, click **“Display another Security Code”** for a new one; or click **“download audio”** to listen to a different code.

輸入所需資料及頁面所顯示的保安碼。

如果你無法辨認保安碼，按「**Display another Security Code**」以顯示另一組保安碼；或按「**download audio**」聆聽另一組保安碼。



3. Click **“Continue”**.
Check your registered email account for the email which contains a verification code.

按「**Continue**」。

到你已登記的電子郵箱查閱附有驗證碼的電郵。

6.2 Forget Password

6.2 忘記密碼

4. Enter the verification code stated in the email.

If you do not receive the verification code, click **“Regenerate Verification Code”** at the bottom of this page to get a new one.

輸入電郵內的驗證碼。

如未收到驗證碼，按下方的「**Regenerate Verification Code**」要求再次發送。

5. Enter the new password twice.

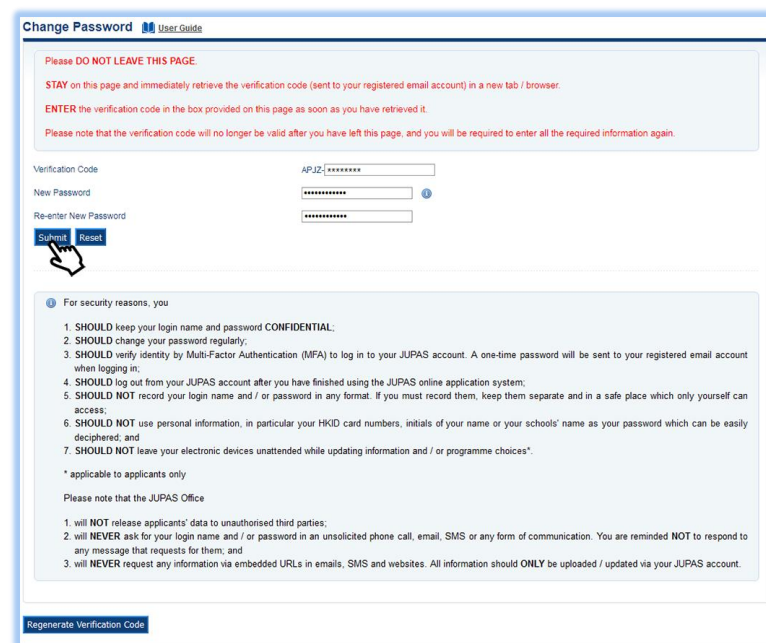
輸入新密碼兩次。

6. Click **“Submit”**.

按「**Submit**」。

7. Your password has been changed successfully. You will also receive a confirmation email.

你已成功更改密碼，其後亦會收到確認電郵。



Change Password [User Guide](#)

Please **DO NOT LEAVE THIS PAGE**.
STAY on this page and immediately retrieve the verification code (sent to your registered email account) in a new tab / browser.
ENTER the verification code in the box provided on this page as soon as you have retrieved it.
Please note that the verification code will no longer be valid after you have left this page, and you will be required to enter all the required information again.

Verification Code

New Password

Re-enter New Password

For security reasons, you

1. SHOULD keep your login name and password **CONFIDENTIAL**;
2. SHOULD change your password regularly;
3. SHOULD verify identity by Multi-Factor Authentication (MFA) to log in to your JUPAS account. A one-time password will be sent to your registered email account when logging in;
4. SHOULD log out from your JUPAS account after you have finished using the JUPAS online application system;
5. SHOULD NOT record your login name and / or password in any format. If you must record them, keep them separate and in a safe place which only yourself can access;
6. SHOULD NOT use personal information, in particular your HKID card numbers, initials of your name or your schools' name as your password which can be easily deciphered; and
7. SHOULD NOT leave your electronic devices unattended while updating information and / or programme choices*.

* applicable to applicants only

Please note that the JUPAS Office

1. will **NOT** release applicants' data to unauthorised third parties;
2. will **NEVER** ask for your login name and / or password in an unsolicited phone call, email, SMS or any form of communication. You are reminded **NOT** to respond to any message that requests for them; and
3. will **NEVER** request any information via embedded URLs in emails, SMS and websites. All information should **ONLY** be uploaded / updated via your JUPAS account.

