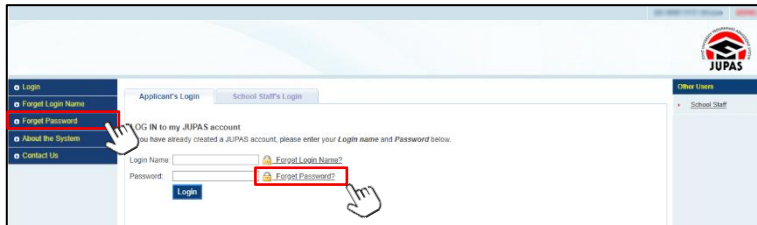
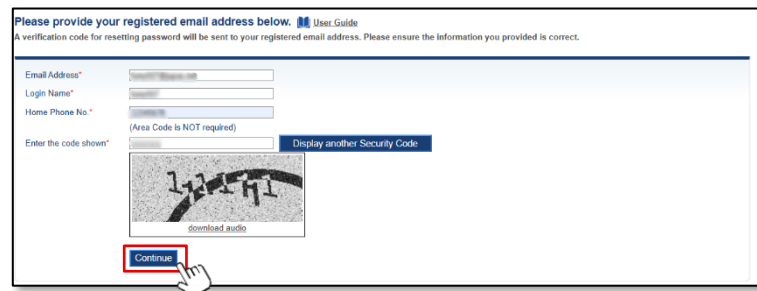


Forget Password 忘記密碼



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



2. Enter the required information and the security code as shown.
輸入所需資料及頁面所顯示的保安碼。

Note 備註

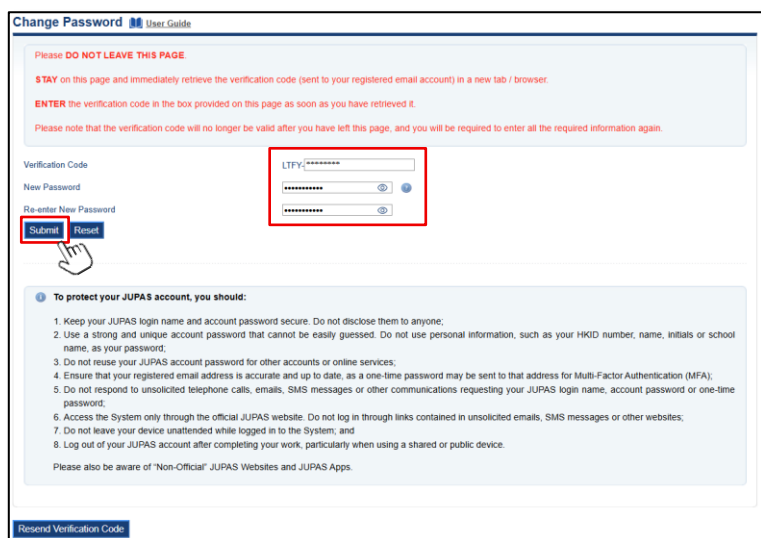
If you cannot identify the security code, click “Display another Security Code” or “Download Audio” for a new code.

如果你無法辨認保安碼，按「Display another Security Code」或「Download Audio」取得另一組保安碼。

3. Click **“Continue”**.
按「**Continue**」。

6.2 Forget Password

6.2 忘記密碼



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

Submit **Reset**

To protect your JUPAS account, you should:

1. Keep your JUPAS login name and account password secure. Do not disclose them to anyone.
2. Use a strong and unique account password that cannot be easily guessed. Do not use personal information, such as your HKID number, name, initials or school name, as your password.
3. Do not reuse your JUPAS account password for other accounts or online services.
4. Ensure that your registered email address is accurate and up to date, as a one-time password may be sent to that address for Multi-Factor Authentication (MFA).
5. Do not respond to unsolicited telephone calls, emails, SMS messages or other communications requesting your JUPAS login name, account password or one-time password.
6. Access the System only through the official JUPAS website. Do not log in through links contained in unsolicited emails, SMS messages or other websites.
7. Do not leave your device unattended while logged in to the System; and
8. Log out of your JUPAS account after completing your work, particularly when using a shared or public device.

Please also be aware of "Non-Official" JUPAS Websites and JUPAS Apps.

Resend Verification Code

4. Stay on this page.

停留於此頁。

5. Enter the verification code sent to your registered email address.

輸入你已登記的電郵地址所收到的驗證碼。

Note 備註

If you do not receive the verification code, click "Resend Verification Code" to request for a new one.

如果你沒有收到驗證碼，按「Resend Verification Code」要求再次發送。

6. Enter the new password twice.

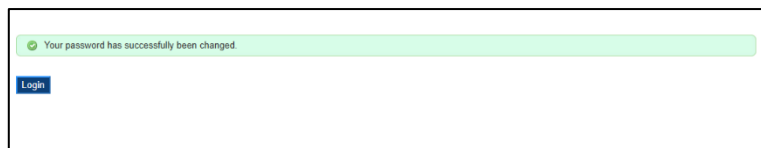
輸入新密碼兩次。

7. Click "**Submit**".

按「**Submit**」。

8. Your password has been updated. 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。



Your password has successfully been changed.

Login

Related Information 相關資訊

 [Cybersecurity and Anti-deception Alert](#) [網絡安全及防騙告示](#)

 [6.1 Forget Login Name](#) [6.1 忘記登入名稱](#)