INTRODUCTION

The JUPAS Office, the 9 JUPAS participating-institutions and the SSSDP institutions will contact you via one or more of the following channels:

1. phone (home and mobile);
2. personal email;
3. SMS;
4. mail; or
5. the message box in your JUPAS account.

You should therefore ensure that your contact information (such as email address, phone numbers and mailing address, etc.) is correct, otherwise you may not receive important messages and correspondence from the JUPAS Office, the 9 JUPAS participating-institutions and the SSSDP institutions.

It is your responsibility to check all information from, and messages sent by, the JUPAS Office, the 9 JUPAS participating-institutions and the SSSDP institutions by post, via phone, via the JUPAS online application system or via email and SMS. If you fail to do so, you will miss important information. No reminders to check for such information will be sent to you.

If you want to know more details about communication information, please visit https://www.jupas.edu.hk/en/application-procedures-information/application-procedures/communication-channels/ at the JUPAS website.
1. **REVIEW Communication Information**

Procedure (3 steps in total)

Step 1: Log on your JUPAS account and click “**Personal Profile**”

Step 2: Click “**Communication Information**”

Step 3: You will see your communication information on this page
2. **UPDATE Mailing Address and Phone Numbers**

Procedure (3 steps in total)

Step 1: Update the information including: mailing address in English, area, personal mobile phone number and home phone number

Step 2: Click “Submit”

Step 3: Your communication information has successfully been updated

Please note that you **SHOULD NEVER** share your mobile phone number or mailing address with other applicants.
3. **CHANGE Email Address**

As email is one of the channels that the JUPAS Office, the 9 JUPAS participating-institutions and the SSSDP institutions will use to communicate with you, you must ensure that the setting of your personal email account will not filter out or place such correspondence in the trash or junk bin.

**Procedure (7 steps in total)**

**Step 1:** Click **“Change Email Address”**

**Step 2:** Enter the new email address twice and the password

**Step 3:** Click **“Submit”**

**Step 4:** Stay on the page shown. **DO NOT** close it

**Step 5:** Check for the Verification Code which has been sent to your newly registered email account

Please note that if you cannot find the Verification Code email, check the trash or junk bin of your email account

If you do not receive the Verification Code, click **“Regenerate Verification Code”** and check your newly registered email account again. Use the latest one if you have regenerated the Verification Code more than once

**Step 6:** Enter the Verification Code and click **“Submit”**

**Step 7:** Your email address has successfully been updated

Please note that you **SHOULD** log out from the JUPAS online application system when you have finished using it.