INTRODUCTION

Please be reminded that for security reasons, you

1. **SHOULD** keep your login name **AND** password **CONFIDENTIAL**;
2. **SHOULD** change your password from time to time;
3. **SHOULD** log out from your JUPAS account when you have finished using the JUPAS online application system;
4. **SHOULD NOT** record your login name and password in any format. If you must record them, keep them separate and safe in a place only you yourself can access;
5. **SHOULD NOT** use personal information, in particular HKID card number, initials of your name or your school’s name as your password which could be easily deciphered;
6. **SHOULD NOT** leave your computer unattended while updating information and programme choices; and
7. **SHOULD NEVER** upload or update any information via embedded URLs in emails or websites. All information should only be uploaded or updated via your JUPAS account.

Please also note that the JUPAS Office

1. will **NOT** release your data to unauthorised third parties; and
2. will **NEVER** ask for your login name and password in an unsolicited phone call, email, or any form of communication. **DO NOT** respond to any message that asks for them.

If you did not request for an enquiry on your login name or you suspect an unauthorised person has accessed your JUPAS account, you should log on your JUPAS account to reset your password and contact the JUPAS Office at 2334 2929 or 2233 2929 immediately.
1. **FORGET Login Name**

**Procedure (5 steps in total)**

**Step 1:** Go to “Applicant’s Login” user interface

**Step 2:** Click **Forgot Login Name?**

**Step 3:** Enter all the required information and the security code shown
   If you cannot view the security code clearly, you can click **“Display another Security Code”** to display a new one; or **“download audio”** to listen to the security code

**Step 4:** Click **“Submit”**

**Step 5:** An email with your **Login Name** will be sent to your registered email account