Joint University Programmes Admissions System
Online Application System User Guide for Applicants

Login Name or Password

Change or Forget Password
(Last updated on 6 October 2021)

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 which 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 can 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 a change in your password but have received an email confirming the change of password, or you suspect an unauthorised person has accessed your JUPAS account, you should log on your JUPAS account, if applicable, to reset your password and contact the JUPAS Office at 2334 2929 or 2233 2929 immediately.
The JUPAS online application system **ONLY** supports single log-on. Please refrain from logging on your JUPAS account with multiple devices and browsers simultaneously to ensure data integrity.
1. **CHANGE Password**

**Procedure (5 steps in total)**

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

Step 2: Click “**Change Password**”.

Step 3: Enter your current password and new password twice.  
Please note that the password is case sensitive and should contain from 10 to 20 characters.

Step 4: Click “**Submit**”.

Step 5: Your password has successfully been updated.  
An email will be sent to you by the JUPAS Office as a notification.

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

Procedure (9 steps in total)

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

Step 2: Click “Forgot Password?”.

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 “Continue”.

Step 5: Stay on the page shown. **DO NOT** close it.

Step 6: Check for the Verification Code which has been sent to your registered email account by the JUPAS Office. 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 registered email account again. Use the latest one if you have regenerated the Verification Code more than once.

Step 7: Enter the Verification Code and new password twice. Please note that the password is case sensitive and should contain from 10 to 20 characters.

Step 8: Click “Submit”.

Step 9: Your password has successfully been changed. You can click “Login” to log on your JUPAS account with new password.

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