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

Login Name / Password

Change / Forget Password
INTRODUCTION

Please be reminded that for security reasons, you

- **SHOULD** keep your login name **AND** password **CONFIDENTIAL**;

- **SHOULD** change your password from time to time;

- **SHOULD** log out from your JUPAS account when you have finished using the JUPAS online application system;

- **SHOULD NOT** record your login name and / or password in any format. If you must record them, keep them separate and safe in a place only you yourself can access;

- **SHOULD NOT** use personal information, in particular HKID card no., initials of your name or your school’s name as your password which could be easily deciphered;

- **SHOULD NOT** leave your computer unattended while updating information and / or programme choices; and

- **SHOULD NEVER** upload / update any information via embedded URLs in emails / websites. All information should only be uploaded / updated via your JUPAS account.

Please also note that the JUPAS Office

- **will NOT** release your data to unauthorised third parties; and

- **will NEVER** ask for your login name and / or 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 / 2233 2929 immediately.
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1. **CHANGE Password**

1.1 Log on your [JUPAS account](#) and 👍 click “Personal Profile”

1.2 👍 Click “Change Password”

1.3 🎨 Enter your current password and new password twice

Note: Password is case sensitive and should contain 10 – 20 characters

1.4 👍 Click “Submit”
1.5 Your password has successfully been updated

An email notification will be sent to your registered email account to confirm the change of password.

Note

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

2.1 **Go to** "Applicant’s Login" user interface

2.2 **Click** “Forgot Password?”

2.3 **Enter** all the required information and the security code shown

2.4 If you cannot view the security code clearly, you can **click** the following:

   1: **“Display another Security Code”** to display a new one
   2: **“download audio”** to listen to the security code

2.5 **Click** “Continue”
2.6 Stay on this page. DO NOT close it.

Your password has successfully been updated.
You will receive an email from the JUPAS Office upon successful submission of your request.

From: JUPAS Office
Sent Date: 
Subject: JUPAS Account - automatic change of password

Message Content: Dear Chan Tai Man,

You have successfully changed your password.

If you did not make this request or you suspect an unauthorised person has accessed your JUPAS account, please contact the JUPAS Office immediately via email at info@jupas.edu.hk.

For security reasons, you

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

*applicable to applicants only

Please note that the JUPAS Office

- will NOT release applicants’ data to unauthorised third parties; and
- will NEVER ask for your login name and/or password in an unsolicited phone call, email, or any form of communication. You are reminded NOT to respond to any messages that asks for them.

JUPAS Office
2.7 **Check** for the Verification Code which has been sent to your registered email account

⚠️ **Note**
If you cannot find the Verification Code email, check the trash / junk bin of your email account

2.8 If you do not receive the Verification Code:

額Click “Regenerate Verification Code”

**Check** your registered email account again

⚠️ **Note**
If you have regenerated the Verification Code more than once, use the latest one
2.9  **Enter** the Verification Code and new password twice

⚠️ **Note**
Password is case sensitive and should contain 10 – 20 characters

2.10  **Click** “Submit”

2.11  Your password has successfully been changed

You can **click** “Login” to log on your JUPAS account with new password

⚠️ **Note**
You **SHOULD** log out from the JUPAS online application system when you have finished using it