

Please fill in this form, and return it to Information Technology Services.

**The University of Hong Kong**  
**Information Technology Services**  
**Application for Change of HKU Portal PIN**

**Notes:**

1. Please submit this application through one of the following ways:
  - a. **Email to [ithelp@hku.hk](mailto:ithelp@hku.hk)** with a **copy of your staff/student card** (you can complete this form using Adobe Acrobat Reader or PDF-XChange PRO); or
  - b. **In person** to Information Technology Services (ITS), 4/F., New Wing, Main Library, HKU and present your staff/student card for identity verification.
2. For enquiries about this application, please contact ITS at 3917 2492 during office hours (Mon-Fri: 9am – 5:45pm and Sat: 9am – 12:30pm except holidays).
3. All applications received during office hours will be processed within the same day.

**Section I: Personal Particulars**

Applicant's Name: \_\_\_\_\_ Staff/Student No.: \_\_\_\_\_

Faculty/Department: \_\_\_\_\_ Mobile Phone No: (852) \_\_\_\_\_

Alternate Email Address: \_\_\_\_\_ (non-HKU email address)

**Section II: Details of Application**

**HKU Portal UID:**

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**New HKU Portal PIN:**

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**(CASE SENSITIVE)**

PIN must be of **10-18 characters** (i.e. a-z, A-Z, 0-9)  
 with **at least one letter** (i.e. A-Z, a-z) and **one digit** (i.e. 0-9).

I have read and understood the Policies & Regulations, Personal Information Collection Statements and Privacy Policy Statements of Information Technology Services posted at <https://www.its.hku.hk/about/policies>.

I agree to register the above mobile phone number and alternate email address with ITS. The contact information provided will be used for the purposes of identity authentication, service event notification and communication with you.

Date: \_\_\_\_\_ (mm/dd/yyyy)

**For Office Use Only:**

Checked by: \_\_\_\_\_ PIN changed by: \_\_\_\_\_