Notes:

1. Please submit this application through one of the following ways:
   a. **In person** to Information Technology Services (ITS), 1/F., Library Building (Old Wing), HKU and present your staff/student card for identity verification;
   b. **Email** to ithelp@hku.hk together with a **copy of your staff/student card**; or
   c. **Fax** to 2540 2970 with a **copy of your staff/student card**.

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**

Name: ___________________ Email Address: _____________________
Staff/Student No: ___________________ Department/Faculty: _____________________
Phone No: ___________________

**Section II: Details of Application**

Please enter the account name and new password next to each account type that you want to change.

**Type of Account**

Computer Account Name: ________________________________ (u1234567)

- [ ] HKUCC1
- [ ] HKU Connect
- [ ] Video Streaming
- [ ] Web Conferencing
- [ ] Server Cloud, pls specify: ____________________
- [ ] Others, please specify: _______________________

New Password: ____________________________________________________________________

(Password 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)).

**Section III: Signature**

I have read and understood the Policies & Regulations, Personal Information Collection Statements and Privacy Policies Statements of the Information Technology Services (posted at [http://www.its.hku.hk/about/policies](http://www.its.hku.hk/about/policies)).

Signature: ___________________ Date: ___________________

**For Office Use Only**

Checked by: ___________________ Password changed by: ___________________