

Please print and fill out 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. **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

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 :
(CASE SENSITIVE)

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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).

Reason for change: _____

Section III: Signature

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

I agree to register the above mobile phone number and alternate email address with ITS. The contact information provided will be used for authentication e.g. HKU Portal PIN reset* and ITS to contact you in case your HKU email address cannot be reached, e.g. security breach or other urgent messages.

Signature: _____ Date: _____

* Not applicable to retiree and departmental accounts.

For Office Use Only:

Checked by: _____ Password changed by: _____