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** 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), 1/F., Library Building (Old Wing), 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: | | | | | | | | |

New HKU Portal PIN:
(**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: _____