

# Frequently Asked Questions for Program Registration (Undergraduate JUPAS Entry)

## 1) How to login to the Online Program Registration System? I was denied to login what should I do?

A) Login with your JUPAS application no.

Steps:

- 1) Go to <https://registry.hkust.edu.hk/online-reg/iupas>
- 2) Input your JUPAS application no. , Last Name/ Surname, First Name, Date of Birth
- 3) If access denied, please double check the login details are consistent with the JUPAS application record.


### Online Program Registration for New Students

Please fill the following information to access your profile

**Login**

\*JUPAS Application No.

\*Last Name  (eg. Chan)      \*First Name  (eg. Tai Man Peter)

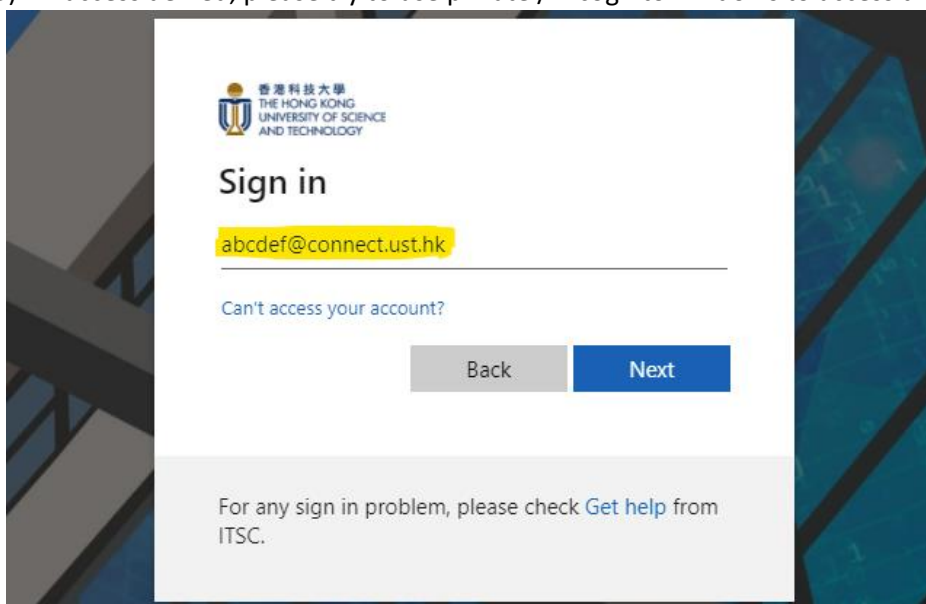
\*Date of Birth   (Format: DD/MM/YYYY)

Enquiry Tel.: 2358-8848    Email: [progreg@ust.hk](mailto:progreg@ust.hk)

B) Login with your HKUST email account (activation of ITSC network account is required)

Steps:

- 1) Activate the ITSC Network Account  
<https://myaccount.ust.hk/ams/commonConsole/acctActivation>  
If you have any question on the ITSC network account, please contact Information Technology Service Center (ITSC) at [cchelp@ust.hk](mailto:cchelp@ust.hk) for assistance.
- 2) Login to Online Program Registration System (<https://registry.hkust.edu.hk/online-reg>) with ITSC full email address as below
- 3) If access denied, please try to use private / incognito windows to access the System



The screenshot shows the HKUST Sign in page. At the top left is the HKUST logo with the text '香港科技大學 THE HONG KONG UNIVERSITY OF SCIENCE AND TECHNOLOGY'. Below the logo is the heading 'Sign in'. There is a text input field containing the email address 'abcdef@connect.ust.hk'. Below the input field is a link that says 'Can't access your account?'. At the bottom of the form are two buttons: 'Back' and 'Next'. Below the form, there is a footer message: 'For any sign in problem, please check [Get help](#) from ITSC.'

**2) If my personal particulars (eg. Name) display in the Online Registration Form is not updated, what should I do?**

You should update the information on the Online Registration Form and upload official supporting documents (eg. updated ID documents, deed poll) to the Online Program Registration system for verification.

**3) I am Hong Kong permanent resident; do I need to provide my passport no. and upload my passport for program registration?**

No, you just need to provide your HKID no. and upload your HK Permanent Resident ID Card (香港永久居民身份證).

**4) Can I re-submit the Online Registration Form?**

No, the form is submitted ONCE only. However, upload of identification documents and visa documents is allowed to be multiple times.

**5) What are the identification document and visa document (if applicable) I need to upload for Program Registration?**

Permanent Hong Kong Resident	Non-Permanent Hong Kong Resident
- Hong Kong Permanent Resident ID Card	- Hong Kong Resident ID Card - Document of Identity / Passport / Exit-entry Permit - Dependent visa (if applicable)

**6) My photo for student card has been rejected. When will be the deadline for the re-submission of photo for my Student Card?**

You should upload another appropriate photo as soon as possible but no later than the term start. You can upload the photo at <https://registry.hkust.edu.hk/online-reg> (login with your ITSC full email address)

Student Card will NOT be issued if you fail to provide an appropriate photo.

**7) If I have some changes on my contact information after submission of the Online Registration Form, how can I make the update?**

Contact Information can be updated in the Student Information System (SIS) via the Student Intranet ([https://hkust.edu.hk/stu\\_intranet/](https://hkust.edu.hk/stu_intranet/)). In the "Student Center", go to "Personal Information", click "Demographic Data", and select the information that you want to edit.

**8) How do I know if my program registration is successful?**

You will receive an email "Acknowledgement of Program Registration to the University" in about 1 week after you have completed the registration steps as requested. In the event that you have any outstanding document(s) stated in the acknowledgement email, please provide it as soon as available.

If you do not receive the acknowledgement email, you should login to the [Online Program Registration System](#) and check if you have completed the necessary registration procedures.

**9) When can I collect my Student Card (HKUST Card)?**

You may refer to the [Collection Schedule](#) for details.

Student Card will be issued after ALL the required documents are received. Before your collection of Student Card, please ensure the status of all the registration steps have changed to "Completed" in the [Online Program Registration System](#).

**10) Where can I obtain the tuition information and the payment deadline?**

Tuition fee will be posted on the Student Information System (SIS) shortly after the program registration. You will receive an email notification when available.

You can login to the Student Information System (SIS) via the Student Intranet ([https://hkust.edu.hk/stu\\_intranet/](https://hkust.edu.hk/stu_intranet/)) for the tuition information.

- Click on the link "**Student Center**", key in your ITSC account and password.
- In the "**Finances**" section, select "**PRINT**" under "**Account Summary**" to view the tuition information.

**11) How can I settle the tuition?**

Click [HERE](#) for the payment instructions.

**12) Do I need to upload the payment proof of tuition and fees for program registration?**

No, you are not required to upload the payment proof of tuition and fees for program registration.

**13) I am awarded an admission scholarship but the off-set of tuition fee is not reflected in SIS. What should I do?**

You can contact Scholarships and Financial Aid Office (SFAO) at [sfao.sc@ust.hk](mailto:sfao.sc@ust.hk) for advice.

**14) I am local student and will apply for government grant and loan and have difficulty to pay the tuition fee before the deadline. What should I do?**

You can contact the Scholarships and Financial Aid Office (SFAO) at [sfao@ust.hk](mailto:sfao@ust.hk) for advice.

**15) I have enquiry on the student housing, who should I contact?**

You can contact Student Housing & Residential Life Office at [ughousing@ust.hk](mailto:ughousing@ust.hk) for advice.

**16) I have enquiry on the Assumption of Risk and Release Form for Enrichment Activities, who should I contact?**

You may send your enquiry to [arrf@ust.hk](mailto:arrf@ust.hk).

**17) I cannot submit the parent/guardian consent form for under age student\* by the registration deadline, what should I do? \* applicable for students below 18 years old as of 1 Sep 2023 only**

You should submit the parent/guardian consent form for under age student no later than the term start. You can also click [HERE](#) to access the consent form in case the registration system is closed. If you have any question on the consent form you may send your enquiry to [ugjupas@ust.hk](mailto:ugjupas@ust.hk).

**18) The system was automatically logout when I was trying to access the Student Center via the [Student Intranet](#) after my submission of the registration form and documents, what should I do?**

You may close all the browsers and login to the [Student Intranet](#) again.

You are reminded to quote your name and student ID no. in your enquiry.