Frequently Asked Questions for Program Registration (Undergraduate Students)

1) **If my personal particulars (eg. Name, identification no.) 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.

2) **I am a 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).

3) **I am a Mainland Student, my Exit-entry Permit and Passport are currently not available, what should I input for the field "Passport/ Exit-Entry Permit No." in the Online Registration Form?**

   You may input your China ID Card no. (the first 15-digits) for the field "Passport/ Exit-Entry Permit No." in the Online Registration Form. Academic Registry will update the Exit-Entry Permit No. in the Online Registration Form upon receipt of your EEP.

4) **I am holding an EEP (for Mainland Students) but I have mistakenly input the passport no. instead of the EEP no. on the Online Registration Form, can I amend the information after my submission?**

   You cannot amend the information on the Online Registration Form after submission. However, you should upload your EEP. Academic Registry will then update your EEP record. It is not necessary for you to make a request for amendment.

5) **I am a non-local student and my student visa is still under processing, what should I input for the question in the Online Registration Form below? I cannot upload the student visa before the registration deadline, what should I do?**

   Section II: Local / Non-Local Status

   *Are you holding a student visa / entry permit to study in Hong Kong?   ● Yes   ○ No

   You should select "Yes" if you need a student visa to study in Hong Kong.

   If your student visa is still under processing, you are NOT required to upload the visa before the registration deadline. Please upload the student visa when it is available.

6) **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.

7) What are the personal identification and visa documents I need to provide for Program Registration?

Personal Identification	
Local Students • Permanent HK Resident • Non-Permanent HK Resident	• HK Permanent Resident ID Card • HK Resident ID Card AND Relevant Travel Document to Hong Kong (eg. Document of Identity/ Passport/ Exit-entry Permit)
International Students	Passport
Mainland Students	Exit-Entry Permit (EEP/ 往来港澳通行证) *If the Exit-Entry Permit (EEP) is currently not available, you can upload your passport first and subsequently upload your EEP (with Exit Endorsement D) when it is available.* *In the event that both EEP and Passport are not available, you can upload the China ID Card in the interim.*
Visa documents (for students who are holding a student / dependent visa to study in HK)	
- Visa/ Entry Permit	Upload when it is available
- Visa Landing Slip	Upload upon your arrival at Hong Kong

8) I am a Mainland student who requires a student visa for studying in Hong Kong, but I cannot provide the Exit-entry Permit (with Exit Endorsement D) before the registration deadline, what should I do?

You should provide <u>one</u> of the following identification documents before the registration deadline:
- EEP (without Exit-Endorsement D)
- Passport
- Mainland ID

Subsequently, you should provide the Exit-entry Permit (with Exit Endorsement D) when it is available.

9) I am holding a student visa, how can I obtain the Landing Slip?

A Landing Slip will be issued when you present your student visa for arrival clearance at Hong Kong immigration control points. <u>Remember to upload the landing slip shortly after your arrival at Hong Kong</u>.

10) I cannot arrive Hong Kong and obtain the landing slip before the registration deadline stated in the email of program registration, what should I do?

You can upload the landing slip shortly after your arrival at Hong Kong but not necessary before the registration deadline stated in the email of program registration.

11) 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. Student Card will not be issued if you fail to provide an appropriate photo.

12) 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/). In the "Student Center", go to "Personal Information", click "Demographic Data", and select the information that you want to edit.

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

The submission status in the Online Program Registration System will be updated from "*In progress*" to "*Completed*" when your submitted documents are verified by the Academic Registry. 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 stated in the acknowledgement email, you should 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.

14) When can I collect my Student Card (HKUST Card)?

Collection schedule of Student Card will be provided in the email "Acknowledgement of ProgramRegistration to the University".

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 been to "Completed" in the Online Program Registration System.

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

You can login to the Student Information System (SIS) via the Student Intranet for the tuition information.

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

16) How can I settle the tuition?

Click HERE for the payment instructions.

17) 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 hkust.scholarships@ust.hk for advice.

18) I am a 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 hkust.scholarships@ust.hk for advice.

19) I have enquiry on the Assumption of Risk and Release Form for Enrichment Activities, who should I contact?
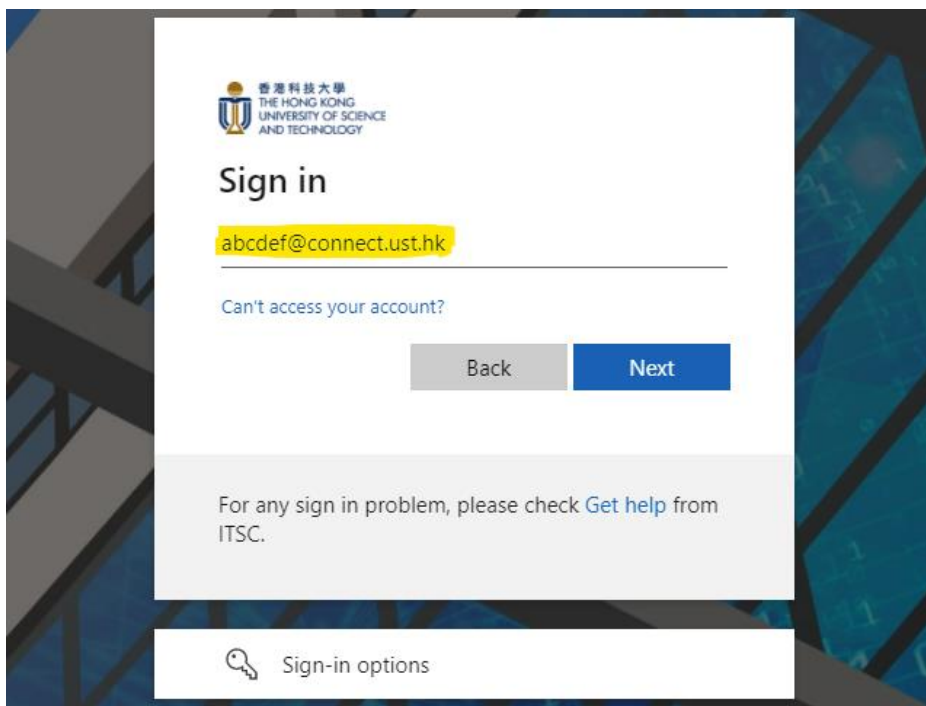
You may send your enquiry to arrf@ust.hk.

20) I have enquiry on student housing, who should I contact?

You can contact Student Housing & Residential Life Office at ughousing@ust.hk for advice.

21) I was denied to login to the Online Program Registration System, what should I do?

You may follow the steps:

i.   Activate the HKUST Account https://myaccount.ust.hk/ams/commonConsole/acctActivation

ii. Login to Online Program Registration System (https://registry.hkust.edu.hk/online-reg) with ITSO
full

iii. If problem persists, please try to use private / incognito windows to access the System

Should you have any question on the HKUST account, you can contact Information Technology Service Office (ITSO) at cchelp@ust.hk for assistance.

22) The system was automatically logout when I was trying to access the Student Center via the Student Intranet (https://hkust.edu.hk/stu_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 (https://hkust.edu.hk/stu_intranet/) again.

You are reminded to quote your name and student ID in your enquiry. It is also advisable to use your HKUST email for communication with the University departments.