

HKUST Program Registration – Frequently Asked Questions (FAQs)

For New Undergraduate Students – JUPAS Entry

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Section 1: Account Activation & System Access

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.

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

b) Login with your HKUST account (Activation of HKUST account is required)

- Go to <https://registry.hkust.edu.hk/online-reg>
- Login with your HKUST account
- If access denied, please try to use private / incognito windows to access the System

Still stuck? Contact Information Technology Services Office (ITSO) at cchelp@ust.hk

2. How do I activate my HKUST account?

You may find the instructions at <https://itso.hkust.edu.hk/services/general-it-services/user-account/student/student-account>

Enquiry on account activation can be sent to ITSO at cchelp@ust.hk

3. Where to find my Student ID (Student No.) for account activation?

You can find your Student ID (Student No.) from:

- Invitation Email for Program Registration
- Registration Form

4. I was automatically logged out when I was trying to access the Student Center via the Student Intranet and cannot go back to the System. What should I do?

You may try to close all browser windows and log in to the System again.

5. I have query on my HKUST account or two factor authentication (2FA), who should I contact?

Enquiry on HKUST email account should be sent to Information Technology Services Office (ITSO) at cchelp@ust.hk.

Section 2: Online Registration Form and Uploading Documents

6. What should I do if my personal information (e.g. name, ID number) is incorrect in the Registration Form?

You can update it directly in the form and upload relevant supporting documents (e.g. HKID, passport, deed poll). The Academic Registry will verify and update your records.

7. I am a Hong Kong permanent resident. Do I need to provide my passport no. in the Registration Form?

No. You only need to provide your HKID no.

8. Can I re-submit the Online Registration Form?

No. You can only submit the form once. Review carefully before submission. However, you can upload identification or visa documents multiple times after submission if needed.

9. I want to update my contact information after the Program Registration, how can I make the update?

Contact Information can be updated in the Student Information System (SIS) via the Student Intranet https://www.ust.hk/stu_intranet.

> Student Center > Personal Information > Demographic Data > select the information that you want to edit.

10. What documents do 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 - HKSAR Document of Identity (簽證身份書) - Passport / Exit-entry Permit (if applicable) - Dependent visa (if applicable)

11. Do I need to upload the payment proof of tuition for program registration?

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

Section 3: Student Card Photo

12. What are the photo specifications for Student Card?

Photo Specifications for Student Card

- ✓ Recent and color photo
- ✓ Plain **white** background without shadow
- ✓ Show full-frontal view of face, with clear facial features.
- ✓ Looking directly to the camera
- ✓ Head and shoulders visible

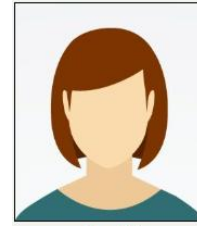


Figure (a)
Acceptable head ratio

Unacceptable Photo

- × Not full-frontal view of face
- × Not a plain white background or with other people / objects in shot
- × The head ratio is too small / large
- × Wearing cap, hat, sunglasses, earphones, headphones
- × Hair covering eyes or glasses frame across eyes
- × Flash reflection on the face or glasses
- × Over-exposure (too bright) or under-exposure (too dark)

13. What are the file specifications of the photo?

- File format : JPEG
- Ratio of Photo : 0.8 (width) : 1 (height)
- Dimensions : max - 1200 pixels width x 1500 pixels height
: min - 309 pixels width x 379 pixels height
- File Size : 600k bytes or below

14. My photo was rejected. What should I do?

Upload a new photo that meets the **specified guidelines** as soon as possible, and no later than term starts.

Section 4: Registration Status & Student Card

15. How do I know if my registration is successful?

Once all your submitted documents are verified by the Academic Registry, the system status will change to "Completed" in the [Online Program Registration System](#). You will also receive an email titled "Acknowledgement of Program Registration to the University".

If you do not receive the acknowledgement email, you should login to the System and check if you have completed the necessary registration procedures.

16. How long will it take to verify my registration?

Around 5 working days after your submission of the registration documents. You can view the status update in the Online Program Registration System.

17. When and how can I collect my Student Card?

Student Card will be issued to students who have completed the registration procedures. The collection details will be provided in the email titled "Acknowledgement of Program Registration to the University".

Before your collection of Student Card, please ensure that you have uploaded ALL the required documents in the Online Program Registration System.

Section 5: Tuition & Financial Aid

18. Where can I check my tuition fees and payment deadlines?

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

Upon your receipt of the email notification of tuition, you can view your tuition balance and the payment deadline by Log in to the **Student Intranet** https://www.ust.hk/stu_intranet :

> Student Center > Finances > Account Summary

19. How do I settle tuition payment?

Payment methods and procedures is available at <https://csfu.hkust.edu.hk/payment-methods>. For enquiry, please contact the Finance Office at fostudent@ust.hk.

20. My admission scholarship is not reflected in the Student Center. What should I do?

You can contact the Scholarships and Financial Aid Office (SFAO) at hkust.scholarships@ust.hk for assistance.

21. I can't pay tuition on time due to government grant/loan applications. What should I do?

You should contact the Scholarships and Financial Aid Office (SFAO) at sfao.fa@ust.hk for assistance.

Section 6: Consent Forms & Other Enquiries

22. I want to make amendment on my submitted “Assumption of Risk and Release Form” what should I do?

You can send your request to arrf@ust.hk.

23. I am below 18 years old as of 1 Sep 2025 and cannot submit the parent/guardian consent form for underaged students by the registration deadline, what should I do?

You should submit consent form for underaged students no later than the term start. You can also click [HERE](#) to access the consent form. If you have any question on the consent form you may send your enquiry to ugjupas@ust.hk.

24. Who should I contact for student housing enquiries?

You can contact the Student Housing and Residential Life Office at ughousing@ust.hk.

* Always use your HKUST email and quote your student ID in your enquiries.