

# HKUST Program Registration – Frequently Asked Questions (FAQs)

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## For New Undergraduate Students

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## Section 1: Account Activation & System Access

### 1. 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 Information Technology Services Office (ITSO) at [cchelp@ust.hk](mailto:cchelp@ust.hk)

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

You can find your Student ID (Student No.) in the Invitation Email for Program Registration.

### 3. I cannot log into the Online Program Registration System. What should I do?

Step 1: Activate your ITSC account at <http://myaccount.ust.hk/activate>

Step 2: Open a private/incognito browser

Step 3: Log in the Online Registration System <https://registry.hkust.edu.hk/online-reg> with your HKUST email address

**Still stuck? Contact Information Technology Services Office (ITSO) at [cchelp@ust.hk](mailto:cchelp@ust.hk)**

### 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](mailto:cchelp@ust.hk).

## Section 2: Online Registration Form

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. I am a Mainland student and don't have my Exit-entry Permit (EEP) or passport yet. I do not have Exit-entry Permit no./ Passport no. to provide in the Registration Form. What should I do?

You can input your China ID No.

9. I am a Mainland student, and I mistakenly entered my passport number instead of EEP. What should I do?

Upload your EEP in Step 2 and the Registry will update your record in the Registration Form.

10. 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?



The screenshot shows a section titled "Section II: Local / Non-Local Status". Below the title is a question: "\*Are you holding a student visa / entry permit to study in Hong Kong?". There are two radio button options: "Yes" (which is selected) and "No".

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

11. 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.

12. 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](https://www.ust.hk/stu_intranet).

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

## Section 3: Uploading Documents

### 13. What documents do I need to upload for program registration?

#### I) Identification Documents and Visa Documents

Students who DO NOT need a visa for studying in Hong Kong	Students who are holding a visa that enable them for studying in Hong Kong (e.g. Student Visa, Dependent Visa/ Employment Visa, IANG, etc)	
	International/ Taiwan, Macau Students	Mainland China Students
<ul style="list-style-type: none"> <li>• Hong Kong ID Card</li> <li>• Biodata page of HKSAR Document of Identity(簽證身份書), if applicable</li> </ul>	<ul style="list-style-type: none"> <li>• Biodata page of passport associated with your visa</li> <li>• Relevant entry visa/ permit</li> <li>• Visa landing slip (入境標籤) (if applicable)</li> <li>• Hong Kong ID Card (if any)</li> </ul>	<ul style="list-style-type: none"> <li>• Exit-entry permit (港澳通行證) with exit endorsement D (逗留 D 簽注) #</li> <li>• Biodata page of passport associated with your visa (if applicable)</li> <li>• Relevant entry visa/ permit</li> <li>• Visa landing slip (入境標籤) (if applicable)</li> <li>• Hong Kong ID Card (if any)</li> </ul> <p><b>Note:</b> # Upload the back and front page of your Exit-entry permit in one file. If the Exit-entry permit is currently not available, you should upload your passport (preferred) / China ID card first and subsequently upload the permit when it is available</p>

#### II) Payment Proof of Tuition Balance, only required for:

- Local undergraduate students admitted via non-JUPAS
- Visiting internship students

### 14. I cannot upload the student visa before the deadline. What should I do?

You should submit the registration form and upload your identification document first and then upload the visa as soon as it is available.

### 15. I am holding a student visa, how can I obtain the Visa Landing Slip?

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

your arrival at Hong Kong.

**16. I am holding a student visa and my expected arrival date is after the registration deadline. Can I upload the visa landing slip after the deadline?**

Yes, you can upload the visa landing slip after your arrival in Hong Kong. It is not required before the registration deadline.

**17. I am a Mainland student and do not have my EEP with Exit-endorsement D (逗留 D 簽注) right now. What should I do?**

You should upload one of the following before the registration deadline:

- EEP (without Exit-endorsement D)
- Passport
- China ID Card

**Subsequently, you should upload the updated EEP together with Exit-endorsement D when it is available.**

## Section 4: Student Card Photo

### 18. 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

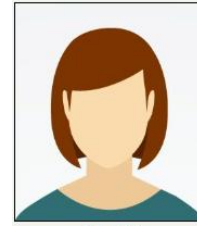


Figure (a)  
Acceptable head ratio

#### 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)

### 19. 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

### 20. 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 5: Registration Status & Student Card

### 21. 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.

### 22. 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.

### 23. 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 6: Tuition & Financial Aid

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

You can view your outstanding tuition balance and the payment deadline by Log in to the Student Intranet [https://www.ust.hk/stu\\_intranet](https://www.ust.hk/stu_intranet) :

> Student Center > Finances > Account Summary

### 25. 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](mailto:fostudent@ust.hk).

### 26. 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](mailto:hkust.scholarships@ust.hk) for assistance.

### 27. 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](mailto:sfao.fa@ust.hk) for assistance.

## Section 7: Consent Forms & Other Enquiries

### 28. 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](mailto:arrf@ust.hk).

### 29. Who should I contact for student housing enquiries?

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

### 30. I am a new arrival non-local student. Do I need to apply for a Hong Kong Identity Card (HKID)? Do I need to update my HKID information with University?

Yes, if you will be staying in Hong Kong for more than 180 days, you are required by law to register for Hong Kong ID Card within 30 days of your arrival.

You are strongly advised to make an appointment **BEFORE** visiting the Registration of Persons Offices of the Hong Kong Immigration Department. Appointments can be made using the following channels with form pre-filling services:

- (i) Online Appointment Booking System ([www.gov.hk/icbooking](http://www.gov.hk/icbooking) ); or
- (ii) Immigration Department Mobile Application.

Walk-in applications are **NOT** accepted.

For enquiries on HKID Card, please contact Immigration Department:

Tel: 2824 6111 / Email: [enquiry@immd.gov.hk](mailto:enquiry@immd.gov.hk)

#### After Receiving Your HKID Card

Once you have obtained your HKID Card, **you should update your HKID number in the University’s records** by submitting the [Application for Personal Data Amendment Form](#).

You are required to upload a scanned copy of your HKID Card to support your update request.

\*Always use your HKUST email and quote your student ID in your enquiries with the University Departments.