HKUST Program Registration – Frequently Asked Questions (FAQs)

For New Postgraduate Students

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Section 1: Registration Steps, Account Activation & System Access

1. **What are the COMPULSORY steps I need to complete for program registration?**

Checklist	Remarks
✓ Activation of HKUST Account	As soon as you receive the invitation email
✓ Submit Online Registration Form	Submit **before the deadline** See Section 2 for details
✓ Upload your Identification Document (HKID Card/ Passport/ Exit-entry Permit)	Submit **before the deadline** See Section 3 for details
✓ Upload visa (if applicable)	Submit **as soon as it is available** See Section 3 for details
✓ Upload landing slip (if applicable)	Submit **after arrival in Hong Kong** See Section 3 for details
✓ Upload a recent photo for your Student Card	Submit **before the deadline** See Section 4 for details

2. **I have been approved for defer admission to another term; Do I need to complete the program registration now?**

   No, you do not need to complete the registration now. You will be invited for program registration again.

3. **How do I activate my HKUST account?**

   Instructions are available at https://itso.hkust.edu.hk/services/general-it-services/user-account/student/student-account

   Enquiry: Information Technology Services Office (ITSO) cchelp@ust.hk

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

   Your Student ID (Student No.) is included in the Invitation Email for Program Registration.

5. **I cannot log into the Online Program Registration System. What should I do?**

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

   Step 2: Open a private/incognito browser

   Step 3: Log in to https://registry.hkust.edu.hk/online-reg using your HKUST email address

   If you still encounter issues, contact ITSO at cchelp@ust.hk

6. **I was automatically logged out while accessing the Student Center via the Student Intranet. What should I do?**

   Close all browser windows and log in to the System again.

7. **Who should I contact for enquiries on my HKUST account or two factor authentication (2FA)?**

   Contact (ITSO) at cchelp@ust.hk.

Section 2: Online Registration Form

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

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

9. **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.

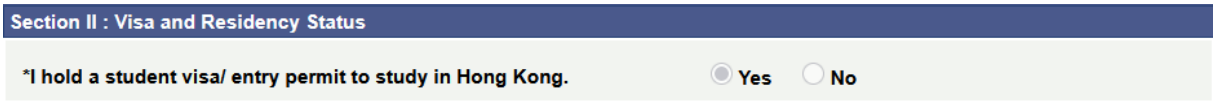
10. **I am a Chinese Mainland student and my Exit-entry Permit (EEP) is not yet available. What should I enter for "Exit-entry Permit no./ Passport no."?**

    Enter your passport no. (preferred) or China ID no., and upload a copy for verification.

11. **I am a Chinese Mainland student, and I entered my passport no. instead of EEP by mistake. What should I do?**

    Upload your EEP in Step 2; the Academic Registry will update your record.

12. **I am a non-local student and my student visa is still being processed. What should I enter for the question in the Online Registration Form below?**



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

13. **Can I re-submit the Online Registration Form?**

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

14. **How do I update my contact information after Registration?**

    Once your registration status is confirmed, you can update your Contact Information 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.

Section 3: Uploading Documents

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

I) Identification Documents and Visa Documents

Hong Kong Permanent Resident or Students have the right of abode/ right to land/ unconditional stay in Hong Kong	
• Hong Kong ID Card • Biodata page of HKSAR Document of Identity (簽證身份書), if applicable • Visa/ permit label that shows unconditional stay status, if applicable	Submit on or before the registration deadline

Students who hold a visa that enables them to study in Hong Kong (e.g. Student Visa, Dependent Visa, Employment Visa, etc)	
i) International/ Taiwan, Macao Students	
• Biodata page of passport associated with your visa	Submit on or before the registration deadline
• Relevant entry visa/ permit	Submit as soon as it is available (not compulsory before the registration deadline)
• Visa landing slip (入境標籤) (if applicable)	Submit <u>after</u> arrival at Hong Kong (not compulsory before the registration deadline)
• Hong Kong ID Card (if any)	Submit if available
ii) Chinese Mainland Students	
• Exit-entry Permit (港澳通行證) 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.	Submit on or before the registration deadline
• Relevant entry visa/ permit	Submit as soon as it is available (not compulsory before the registration deadline)
• Exit Endorsement D (逗留 D 簽注) Upload the back and front page of your Exit-Entry Permit in one file.	Submit as soon as it is available (not compulsory before the registration deadline)
• Visa landing slip (入境標籤) (if applicable)	Submit <u>after</u> arrival at Hong Kong (not compulsory before the registration deadline)
• Hong Kong ID Card (if any)	Submit if available

II) Payment Proof of Tuition Balance, <u>only applicable to</u>:

- Visiting internship students

16. I cannot upload my 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.

17. 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. Upload the landing slip shortly after your arrival.

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

Yes, you can upload the visa landing slip after your arrival in Hong Kong.

19. I am a Chinese Mainland student without my EEP with Exit-endorsement D (逗留 D 簽注) right now. What should I do?

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

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

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

20. I have uploaded the documents today but the submission status has not yet updated. What should I do?

The submission status will **NOT** be updated immediately after your submission. The Academic Registry will review your registration documents and update the status in a few working days. You can check the status update in due course.

Section 4: Student Card Photo

21. What are the photo specifications for Student Card?

Photo Specifications for Student Card
✓ Recent and color passport style photo ✓ Plain **white** background without shadow ✓ Show full-frontal view of face, with clear facial features ✓ Look directly to the camera ✓ Head and shoulders visible. Please refer to figure (a) for the head ratio



Figure (a)
Acceptable head ratio

Unacceptable Photo
× Not full-frontal view of the face
× Not a plain white background or with other people / objects in the shot
× The head ratio is too small / large
× Wearing cap, hat, sunglasses, earphones, headphones (Head covering for religious purposes is accepted.)
× Hair covering the eyes or glasses frame blocked the eyes
× Flash reflection on the face or glasses
× Over-exposure (too bright) or under-exposure (too dark)
× Photo image altered by filters, heavy digital enhancement or AI generated

22. 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

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

Upload a new photo that meets the **specified guidelines** as soon as possible to avoid delays in Student Card issuance.

Section 5: Registration Status & Student Card

24. How do I know if my registration is confirmed?

The Academic Registry reviews your submitted registration documents within about five working days, after which your status in the Online Program Registration System will be updated and an email notification will be sent within one to two days.

Your status will show as:

In Progress	Documents submitted and pending for Academic Registry review.
Incomplete	Outstanding items pending; You will receive an email reminder for follow-up action.
Completed	All documents received. You will receive an “Acknowledgement of Program Registration to the University" email.

If you receive a "Follow-up Action: Program Registration to the University" email you are considered as registered, but you should submit the listed outstanding document(s) as soon as they are available.

If you have not submitted the online registration form and your identity document, your registration is NOT recognized. You should submit these immediately to secure your place at the University.

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

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

26. 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 are included in the email titled “Acknowledgement of Program Registration to the University". Before your collection of Student Card, please ensure ALL the required documents are uploaded before collection.

Section 6: Tuition & Payment Method

27. 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 :

> Student Center > Finances > Account Summary

28. 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.

Section 7: Other Enquiries

29. Who should I contact for student housing enquiries?

You can contact the Student Housing and Residential Life Office at pghousing@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. An appointment can be made using the following channels with form pre-filling services:

(i) Online Appointment Booking System (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

After Receiving Your HKID Card

Once you have obtained your HKID Card, **you should update your HKID no. in the University's records** by submitting the **Application for Personal Data Amendment Form**, including a scanned copy of your HKID Card.

😊 Always use your HKUST email and quote your student no. in your enquiries with the University Departments.