

User Guide of Forgot Password for Student and First Time User

1. Enter Personal Information

Enter your student number, Captcha and click “Confirm”.



If you are first time user or forgot your password, please complete the following steps to update it.

Step 1 Enter Student Number	Step 2 Send Validation Code	Step 3 Enter Validation Code	Step 4 Update Password
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Step 1. Enter Student Number

Student Number:
Please enter your student number.

Captcha:

Please enter the displayed Captcha value on the upper textbox.

2. Send Validation Code

Select to receive validation code by either mobile phone (SMS) or personal email and click “Confirm”.



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Step 2. Send Validation Code

We are going to send you a validation code, please select which way you want to receive the code:

A validation code will be sent to your mobile phone number, 9xxxxxx1.

A validation code will be sent to your email address, jxxxxxxx6@gmail.com.

If it is not your mobile phone number or email address, please contact our IT Help for assistance.

3. Enter Validation Code

Enter the validation code you received and click “Confirm”.



If you are first time user or forgot your password, please complete the following steps to update it.

- Step 1
Enter Student Number
- Step 2
Send Validation Code
- Step 3
Enter Validation Code
- Step 4
Update Password

Step 3. Enter Validation Code

The validation code has been sent to you by SMS/email. Please enter the code into the system within 5 minutes.

If the code expires, please click "reload" to try again.

Validation Code:

4. Update Password

Enter your new account password and click “Confirm”. Once your password has been updated, a confirmation message will be shown. Acknowledgement will be sent to your mobile phone (SMS) and mailbox.



If you are first time user or forgot your password, please complete the following steps to update it.

- Step 1
Enter Student Number
- Step 2
Send Validation Code
- Step 3
Enter Validation Code
- Step 4
Update Password

Step 4. Update Password

New Password:

1. Has to be at least 10 characters long
2. Contains at least an uppercase (A - Z), a lowercase (a - z) and a numeric (0 - 9) character
3. Does not contain white space character and either of these characters, \$ " \ /
4. Password must NOT be repeated for at least 3 cycles of change
5. [| More Info |](#)

Re-type New Password:

Important: Please note that your new password can only be used to log in the HKU SPACE Central Authentication Service (CAS).



If you are first time user or forgot your password, please complete the following steps to update it.

- Step 1 Enter Student Number
- Step 2 Send Validation Code
- Step 3 Enter Validation Code
- Step 4 Update Password**

Step 4. Update Password

Your password has been updated successfully.

