

# User Guide of Forgot Password for Teacher and First Time User

## 1. Enter Personal Information

Enter your teacher number, pass the reCAPTCHA test and click “Confirm”.




If you are first time user or you forgot your password, please complete the following steps to update it. Please click [here](#) to know how to use.

<b>Step 1</b> Enter Staff / Teacher Number	Step 2 Send Validation Code	Step 3 Enter Validation Code	Step 4 Update Password
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**Step 1. Enter Staff / Teacher Number**

Staff / Teacher Number:

Please enter your staff / teacher number.

Validation:  I'm not a robot  reCAPTCHA  
Privacy - Terms

Please enter the displayed reCaptcha value on the upper textbox, check "Verify" button and copy the returned code to the lower textbox.

[User Guide](#)

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## 2. Send Validation Code

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



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

Step 1 Enter Staff / Teacher Number	<b>Step 2</b> Send Validation Code	Step 3 Enter Validation Code	Step 4 Update Password
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**Step 1. Send Validation Code**

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

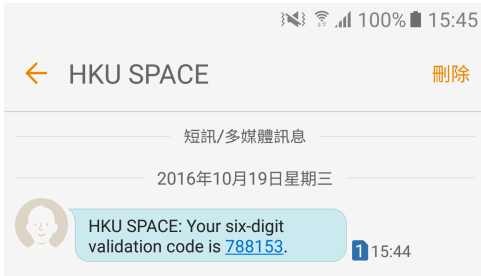
A validation code will be sent to your mobile phone number, 9xxxxxx1.

A validation code will be sent to your email address, jxxxxxxxx6@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 you forgot your password, please complete the following steps to update it.

Step 1 Enter Staff / Teacher 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 you forgot your password, please complete the following steps to update it.

Step 1 Enter Staff / Teacher Number    Step 2 Send Validation Code    Step 3 Enter Validation Code    **Step 4 Update Password**

**Step 4. Update Password**

New Password:

- Has to be at least 10 characters long
- Contains at least an uppercase (A - Z), a lowercase (a - z) and a numeric (0 - 9) character
- Does not contain white space character and either of these characters, \$ " \ / .
- Password must **NOT** be repeated for at least 3 cycles of change
- [| 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 you forgot your password, please complete the following steps to update it.

- Step 1 Enter Staff / Teacher 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.

