FAQ – HKUSPACE CAS (Central Authentication Service) Login & Logout

1. **What is my first-time HKUSPACE CAS password?**

   If you are first-time HKU SPACE CAS user, please click here to set your initial CAS password by yourself.

2. **How can I retrieve my HKUSPACE CAS Login ID?**

   You can use your student number as your HKUSPACE CAS login ID.

3. **If I forgot my student number, how do I find it?**

   If you forgot your student number, please go to the "Forgot Student Number" page to check your student number by providing your personal information. Please click here to know how to use. If you enter your personal information incorrectly compared with our school record, for security purpose, we cannot show your student number to you through our system.

   Please contact your course coordinator or our IT help to seek for further assistance.

4. **If I forgot my CAS password, how do I reset my CAS password?**

   If you forgot your login password, then please click on "Forget Password" under the login button and provide some basic verification information. Please click here for the user guide.

5. **What if I still cannot login after following all the instructions?**

   Please click here to create a ticket in IT Help, our colleagues will get back to you soon.