

1. How do I change my password?

If you would like to change your Learner Portal password, just sign in to your Learner Portal account with your current password. Then:

1. Click on the "**My Profile**" tab
2. Click on the "**Account Password**" on the left menu
3. Enter your current password in the first box
4. Enter your new password* in the second box
5. Re-enter your new password in the third box
6. Click the "**Confirm**" button

Please Note:

- * For security purposes, your new password must be
 - at least **10** characters long
 - none of \$ " \ / ` and no space characters
 - at least one uppercase alphabetic (**A - Z**), lowercase alphabetic (**a - z**) and numeric (**0 - 9**) character
 - must **NOT** be repeated for at least 3 cycles of change

* **Important:**

Your password will always apply to your entire e-Services account. This means that it will be valid not only for Learner Portal, but also for SOUL, Online Enrolment Services.

To get technical support, please click [here](#) for IT Help.

2. What if I forgot my password?

If you forgot your CAS password, please click [here](#) to update password. Please also click [here](#) to know how to use it.

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3. What is Single-Password Scheme in HKU SPACE e-services?

The Single-Password Scheme gives you access to HKU SPACE CAS e-services.

To strengthen the security protection, students are advised to change their initial password immediately, and they will be forced to change their password regularly.

You are allowed to change your unified password anytime via any one of our e-service systems. That update will be applied to all our HKU SPACE CAS e-services.

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4. Why does not my password work?

There are several reasons why you might be getting an "Invalid Password" error message in Learner Portal:

Changed your password through using other e-Services system

Your password will always apply to your entire e-Services account except first-time login. This means that it will be valid not only for **Learner Portal**, but also for all **HKU SPACE CAS e-Services**. If you changed your password through other HKU SPACE CAS e-Services platform, please use the same password as your login password in Learner Portal.

Set your CAPS LOCK key correctly

Passwords are case sensitive (meaning that "PASSWORD," "PaSsWoRd," and "password" are not equivalent), so be sure to keep this in mind when entering your password.

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