

# The University of Hong Kong

## Password Reset for HKU Graduate Email Account (@graduate.hku.hk / @connect.hku.hk)

### Password Reset Request Form

#### Instructions

1. For identity verification purpose, application must be submitted with a copy of the applicant's HKID card / passport (if the applicant does not hold a HKID card).
2. Please return this completed form, together with a copy of HKID card / passport, to  
**Development & Alumni Affairs Office (DAAO), HKU**
  - by fax at: (852) 2517-6351, or
  - by mail to: Development & Alumni Affairs Office  
G/F, Hung Hing Ying Building  
The University of Hong Kong, Pokfulam, Hong Kong

#### Notes

Your password will be reset within 3 working days upon receipt of your application. An email with your account name and a newly assigned random password will be sent to your contact email address provided in this application below. If you do not receive an email from us after 3 working days, please contact us at 3917-1706 or [alumni@hku.hk](mailto:alumni@hku.hk).

**Upon the receipt of the random password, for security reasons, you are advised to change your password immediately.** All copies of HKID card / passport are for identity verification only and will be destroyed after use.

- For @graduate.hku.hk user, please visit <https://www.its.hku.hk/account/graduate/changepassword/>
- For @connect.hku.hk user, please visit <https://www.its.hku.hk/account/graduate/changepassword/connect/>

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#### Personal Particulars

\* Mandatory fields

##### **Surname**

(same as that shown on your HKID card / Passport) \*

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##### **Given Name**

(same as that shown on your HKID card / Passport) \*

\_\_\_\_\_

##### **HKID / Passport No.\***

\_\_\_\_\_

##### **Phone Number\***

\_\_\_\_\_

##### **Contact Email Address\***

\_\_\_\_\_

an email with your account name and newly assigned random password will be sent to this contact email address. Please DO NOT put your HKU Graduate Email as the contact email address.

#### HKU Graduate Email Account Information

##### **Account Name**

(if available)

\_\_\_\_\_

##### **Account Type**

(please select one)

@graduate.hku.hk

@connect.hku.hk

#### Personal Information Collection Statement

The University of Hong Kong would like to keep you informed of the University's news and activities. All the data provided by you will be treated as strictly confidential and the data will be used for maintaining contact, updating you with the latest developments of the University, and the provision of information, e.g. University news, activities, giving initiatives, courses and programmes. The University will not disclose any personal information to external bodies unless you have been informed or the University is required to do so by law. If you do not wish to receive emails from us in future, please let us know at [alumni@hku.hk](mailto:alumni@hku.hk).