HKU ONLINE APPLICATION – Guide to the Counsellors' Portal



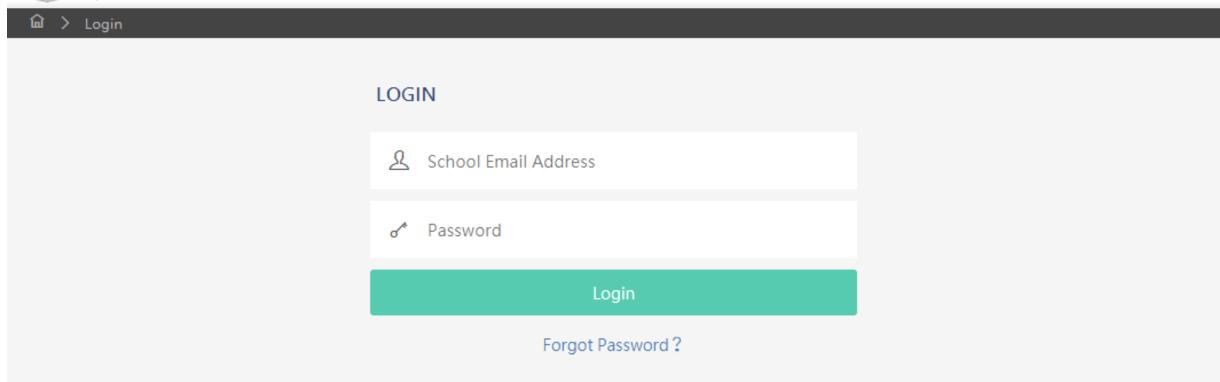
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1. Login



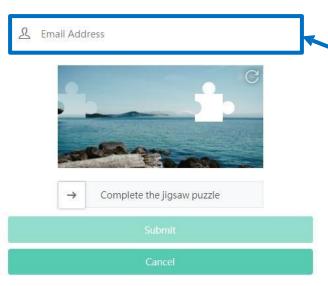
Non-Jupas Online Application System Counselor Portal



This is the login page for the HKU counsellor portal. Please use the credential provided via email to log in to your account.

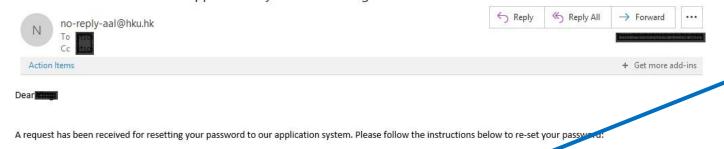


FORGOT PASSWORD



If you forgot your password, please enter your registered email and compete the jigsaw puzzle.

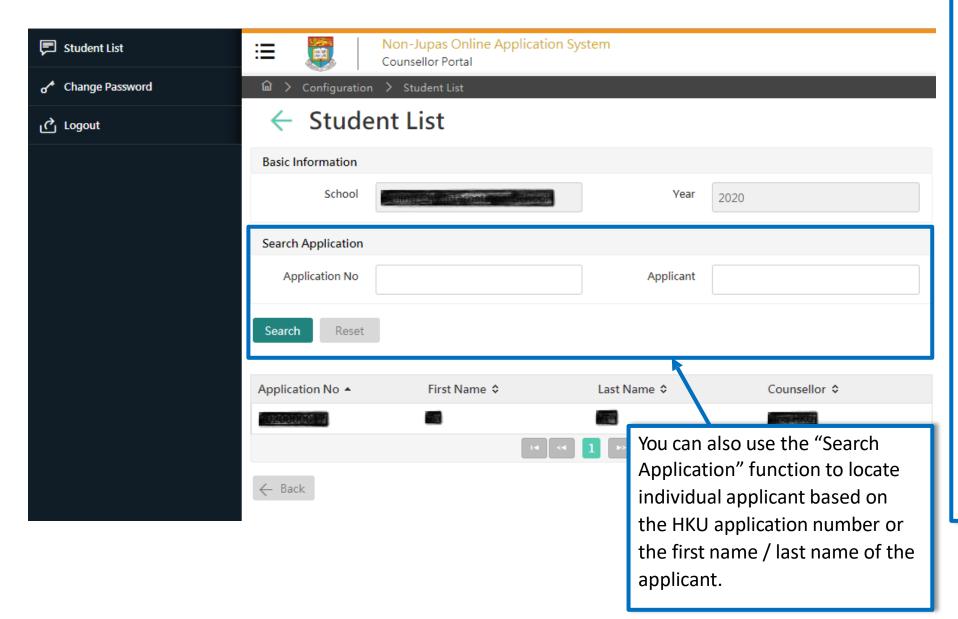
Password Retrieval for HKU Application System for Undergraduate Studies



You will then receive an email to reset your password.

Regards, Admissions Office Registry The University of Hong Kong

2. Overview



Once you have successfully logged in to your account, you will be redirected to the "Student List", which shows a summary of all applicants from your school who have nominated you as a counsellor on their HKU application form **AND** have submitted the application.

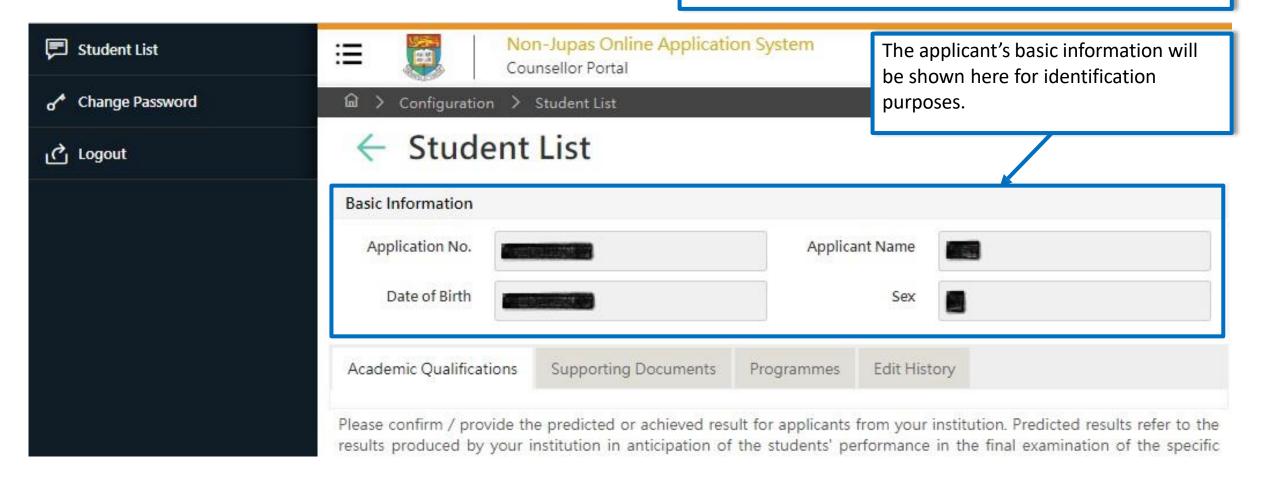
You will receive a system generated message for each student who has nominated you as a counsellor.

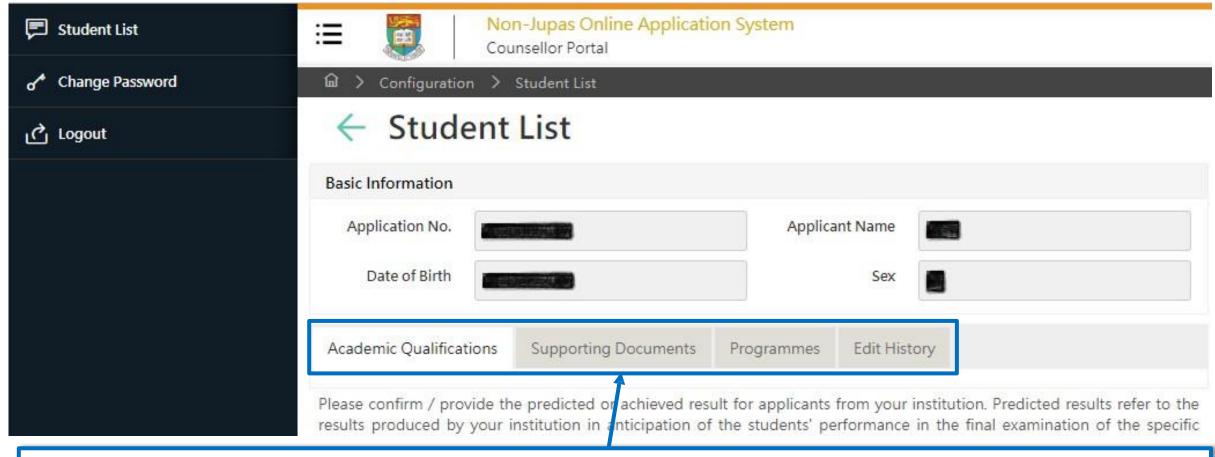
You should note that students will only be able to select you as their counsellor if they have indicated they are currently enrolled at your institution.

If you are supporting any graduates in their applications, they should have nominated you as a referee instead. These students will **not** be listed on this portal.

3. Student List

After clicking on an application, you will be redirected to the applicant-specific page to support that application.

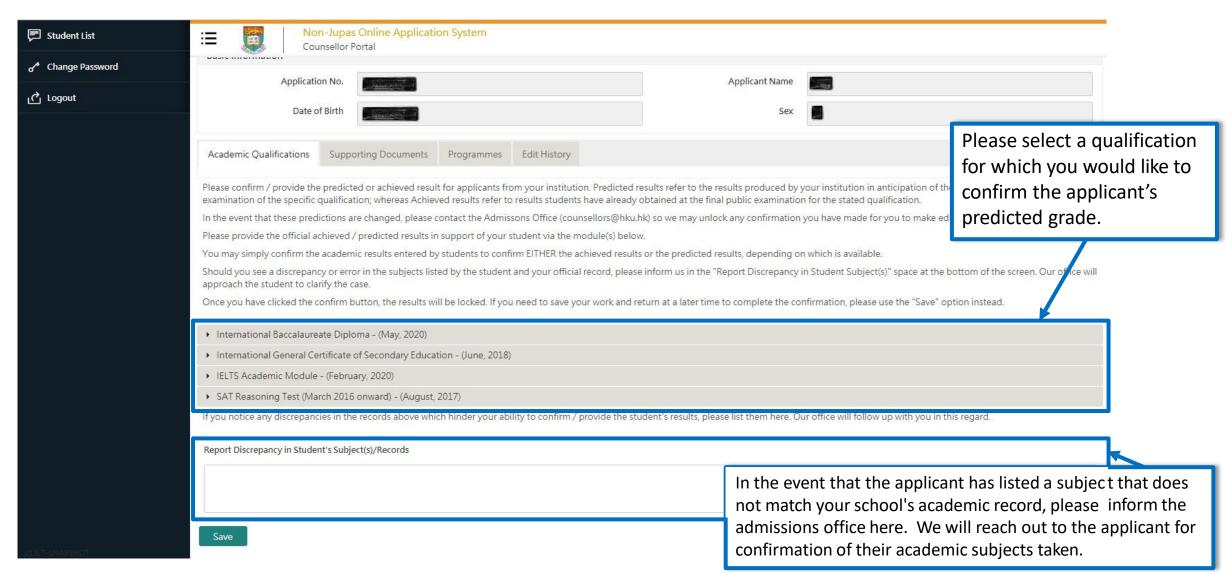


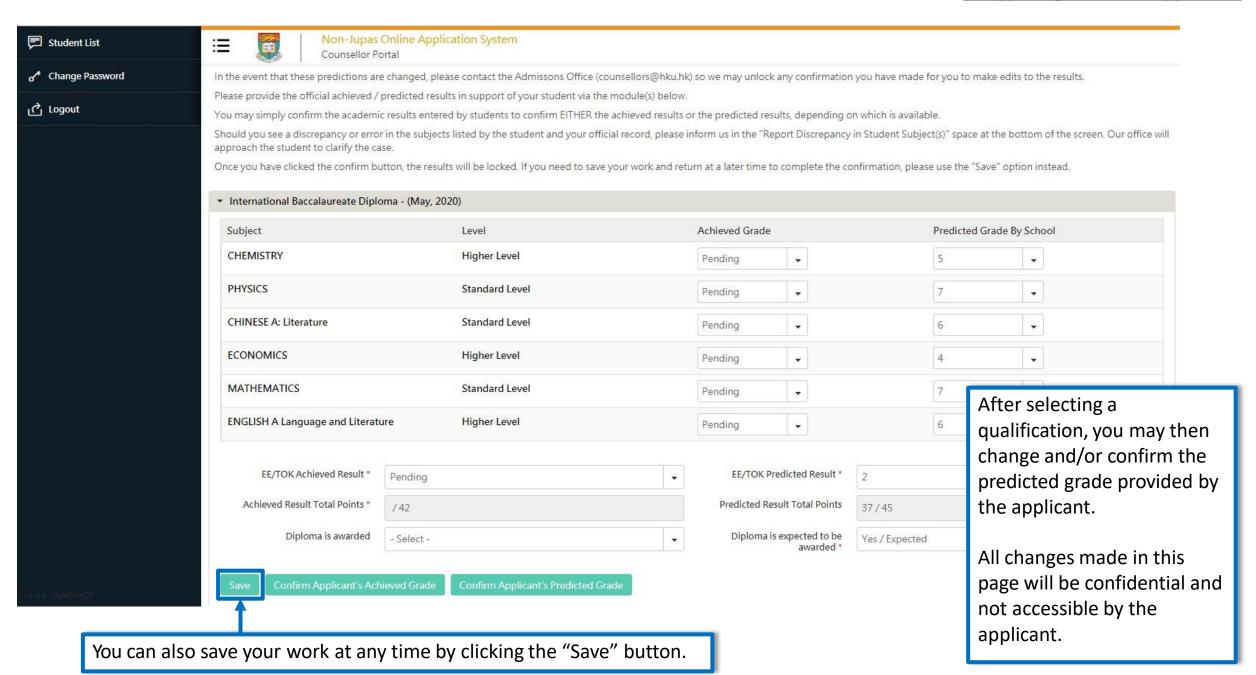


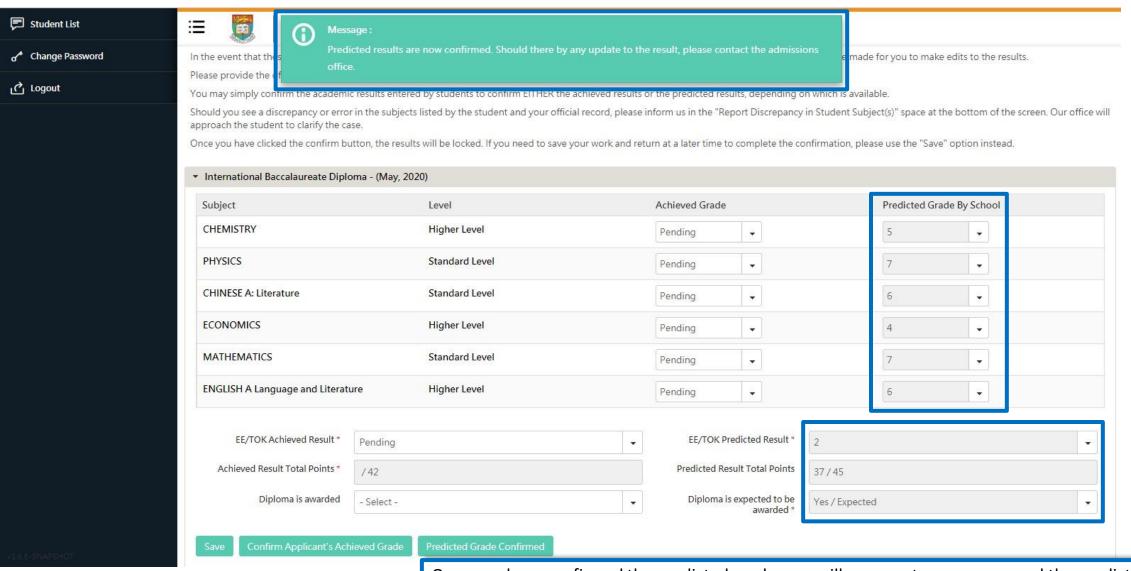
Below are the functions you can perform:

- "Academic Qualifications" shows a list of qualifications filled out by the applicant. You can use this tab to provide or confirm the applicants' predicted or achieved results at any time during the admissions cycle.
- "Supporting Documents" allows you to upload any documents to support the particular application, which may include transcripts, predicted results (if only pdf format is available), reference letters, etc.
- "Programmes" shows a list of programmes that the applicant has applied to.
- "Edit History" gives you a summary of all actions you have performed to support the application.

"Academic Qualifications"

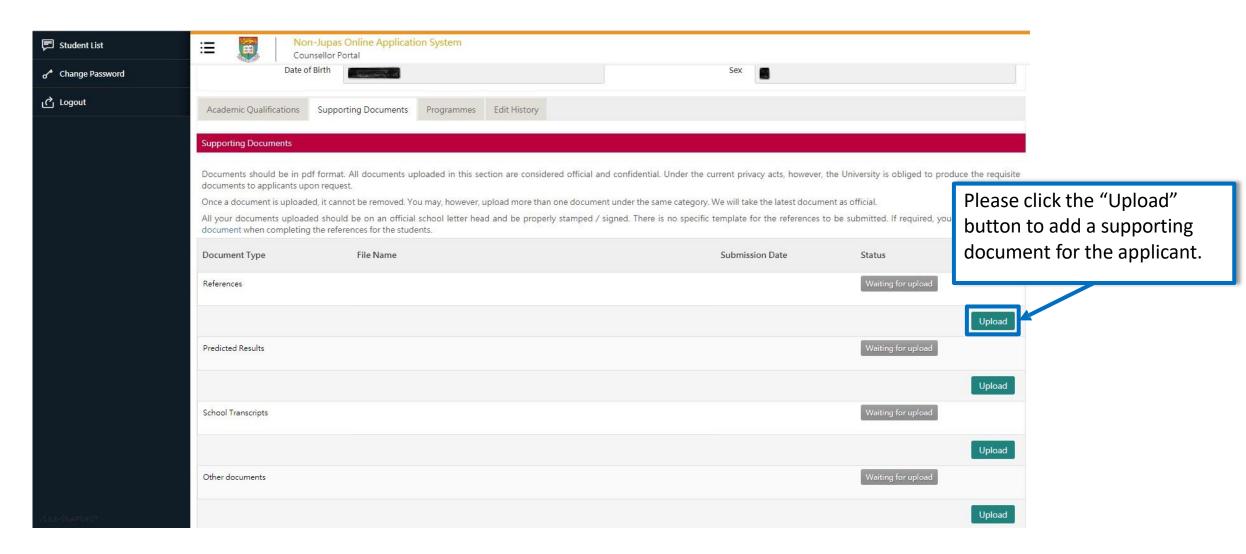


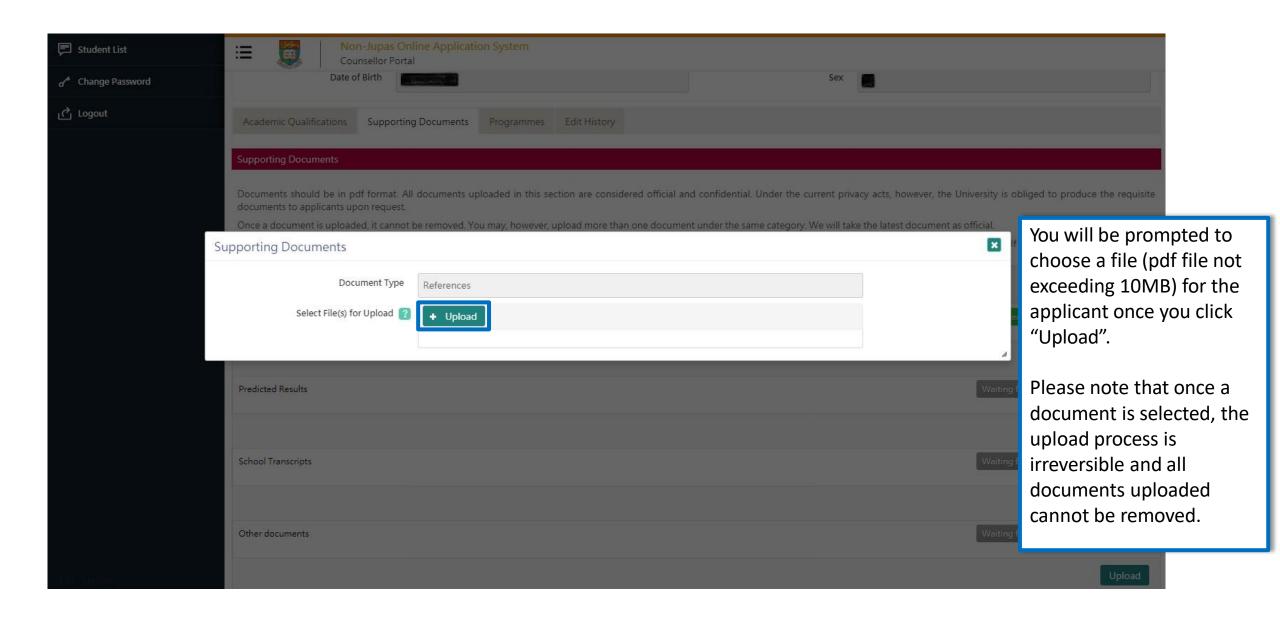


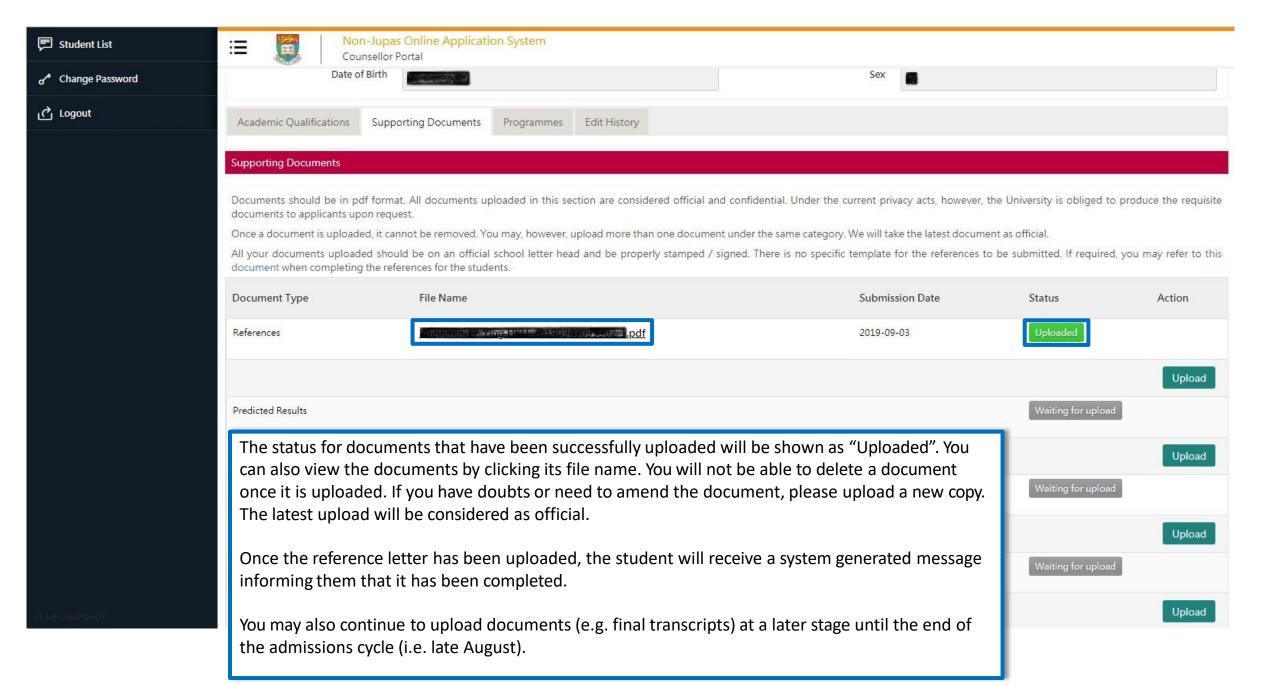


Once you have confirmed the predicted grade, you will see a system message and the predicted grades are now locked. You can revisit this page again to confirm the achieved grade of the applicant once the final results are available. In the case when an applicant's predicted grade has been updated, please contact the admissions office. Kindly refer to the FAQ at the end of this document for further details.

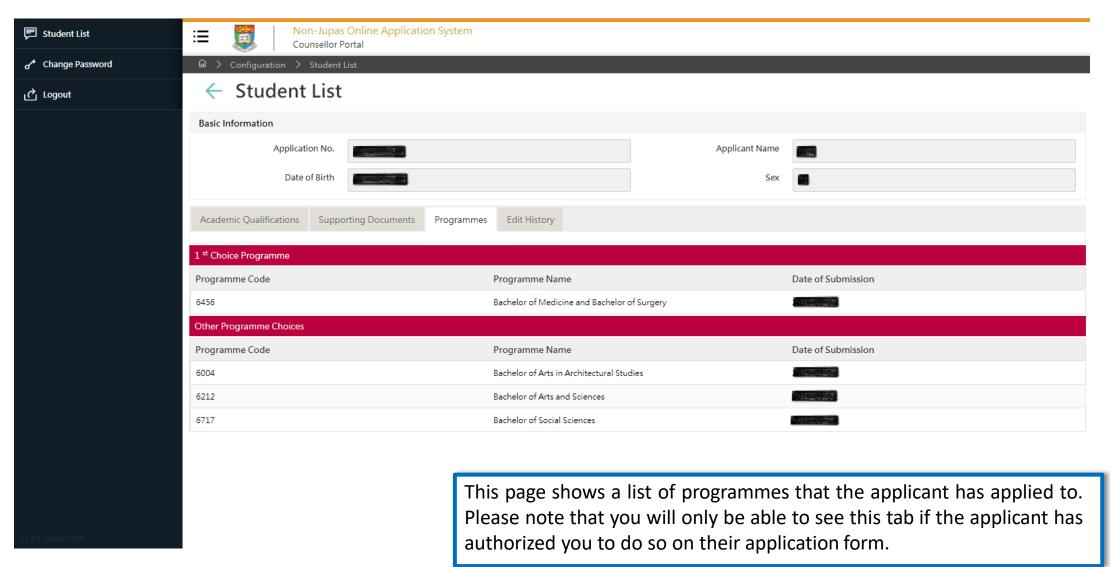
"Supporting Documents"



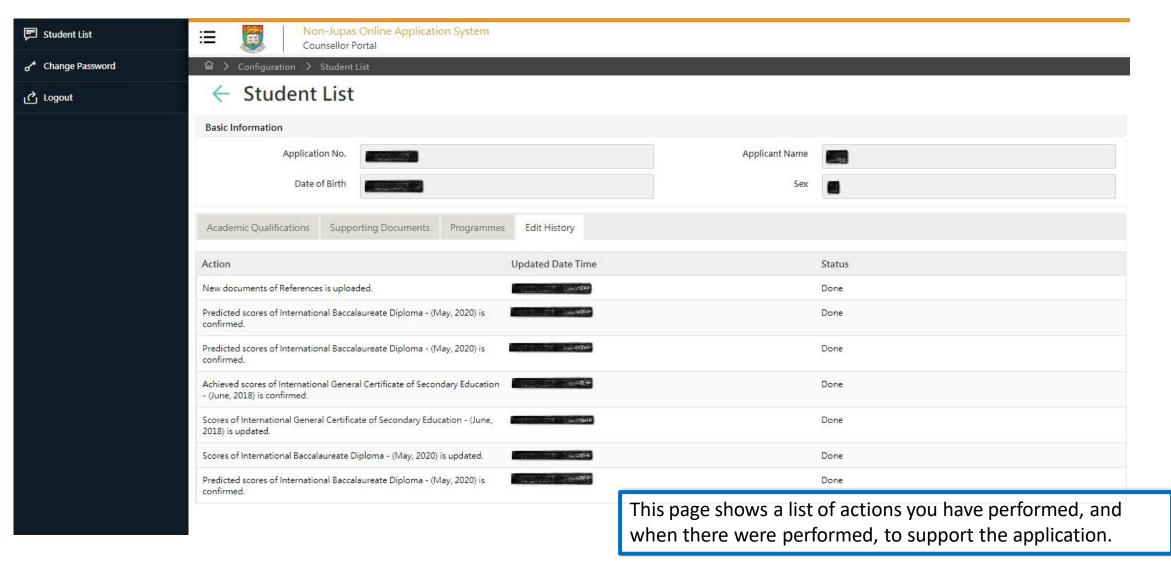




"Programmes"



"Edit History"



5. FAQ

Q1: One of my students is not on my "Student List".

A1: Please check that the student has selected your school properly in the application form (i.e. from the school dropdown). If the student has already graduated from your school, please ask the student to nominate you as a referee instead and you will be invited for references separately.

Q2: I have uploaded a wrong file.

A2: All documents once uploaded cannot be deleted. If you have made a mistake, please re-upload the correct documents and in the case of duplicates only the latest document will be considered.

Q3: There is a change in my student's predicted grade.

A3: If you would like to make changes to the predicted grades, please inform us by writing to counsellors@hku.hk quoting the student's application number, the qualification, subject and grades to be changed.

Q4: I would like to upload documents for students who have applied via the Common Application.

A4: If you are able to upload documents onto Parchment via the Common Application, we will be able to access those directly.

Q5: My colleague would also like to have access to the counsellors' portal. A5: Please ask your colleague to write to counsellors@hku.hk and provide a business card or proof to verify his/her position as a counsellor of the school. As counsellors will have access to students' personal information and application details, it is very important for us to take extra steps to ensure that such confidential information is only accessible by relevant individuals.

6. Contact Us

If you require further assistance, please contact us via counsellors@hku.hk

Thank you again for supporting your students' applications to the University of Hong Kong.