

HKU ONLINE APPLICATION SYSTEM

Step by Step Guide
(For Sub-Degree
Applicants)

Step 0: Prepare your application

Prepare the below documents before you start your application

To be prepared before submission	To be uploaded after payment of application fee	To be provided by your counsellor / advisor / referee(s)
✓ Personal Information including a valid email address (as registered email address cannot be changed once you registered an account)	✓ One personal statement (regardless of the number of your programme choice(s))	✓ High school transcript
✓ Your identity document (Passport / Hong Kong Identity Card / other travel document)	✓ High school transcript	✓ Predicted / actual results
✓ Choice of programmes (cannot be changed e.g. edited / added / swapped in any way after 12:00 noon, Nov 27, 2024 (HKT))	✓ CV, certificates and awards	✓ Reference letter(s)
✓ A valid credit card (VISA, MasterCard or Unionpay) for payment of the application fee	✓ Certificates of public examinations and proof of English language and second language proficiency	
	✓ Degree certificates and official transcripts (for current university students)	
	✓ Any other required documents you would like to add to support your application	

Step 1: Create an application account

The screenshot shows the HKU Application System for Undergraduate Programmes. At the top left is the HKU logo and the text "HKU Application System for Undergraduate Programmes" and "The University of Hong Kong". At the top right is a link for "Help and Guidelines". Below the header is a "Login" breadcrumb and a notice about system maintenance. The main content area is divided into two sections: "LOGIN" and "REGISTRATION". The "LOGIN" section has input fields for "Registered Email Address" and "Password", a green "Login" button, and links for "Forgot Password?" and "Forgot Registered Email?". The "REGISTRATION" section has a description and a red "Registration" button. A blue box highlights the "Registration" button, with an arrow pointing to a text box that says: "Please register for an account by clicking 'Registration'." Below this, another text box says: "If you have registered for an account last year, you may skip this step and proceed to log in with the same credentials directly."

HKU Application System for Undergraduate Programmes
The University of Hong Kong

Help and Guidelines

Home > Login

To ensure the stability of the application system, please note that regular upgrade and maintenance will be performed every Wednesday at 10:00am (Hong Kong Time) with a down time between 10:00am to 1:00pm. Please avoid editing or submitting your application during the maintenance period.
Please read carefully the [Important Information](#) and [Application Guide](#) before making and submitting an application. You may also find our FAQs useful if you encounter any difficulties when filling your application form.

LOGIN

Registered Email Address

Password

Login

[Forgot Password ?](#)
[Forgot Registered Email ?](#)

REGISTRATION

Register for an account to launch your application to the undergraduate programmes at the University of Hong Kong.

Registration

Please register for an account by clicking 'Registration'.

If you have registered for an account last year, you may skip this step and proceed to log in with the same credentials directly.

← Declaration

- I declare that the information to be given in support of my undergraduate application is accurate and complete, and I understand that any misrepresentation will disqualify my application to the University.
- I authorize The University of Hong Kong to obtain, and the relevant examination authorities, assessment bodies or academic institutions in Hong Kong and elsewhere to release any and all information about my public examination results, records of studies or professional qualifications. I also authorize the University to use my data in this form for the purpose of obtaining such information.
- I accept that all the data in this form and those the University is authorized to obtain will be used for purposes related to the processing and administration of my application in the university context.
- I understand that if I am a current full-time Bachelor's degree student studying UGC-funded programme in one of the local tertiary institutions or a de-registered or discontinued student of the University and I fail to declare this, I may be disqualified even after being offered admission.
- I note the general points pursuant to the Personal Data (Privacy) Ordinance as set out in the [Personal Information Collection Statement](#) and the [General Data Protection Regulation](#).
- I have read the [General Information](#) and agreed to the information, terms and conditions stated.
- I declare that I only submit one application for admission in any one academic year, and I fully understand submitting duplicate applications will result in immediate account suspension. The university may disqualify the application and any offer(s) made by the University may be withdrawn.

I have read and understood the above stated terms and conditions.

Accept

Not Accept

Read the "Declaration" carefully. Upon having read and understood the declaration, check the box and click "Accept" to proceed.




To ensure the stability of the application system, please note that regular upgrade and maintenance will be performed every Wednesday at 10:00am (Hong Kong Time) with a down time between 10:00am to 1:00pm. Please avoid editing or submitting your application during the maintenance period.

Please read carefully the [Important Information](#) and [Application Guide](#) before making and submitting an application. You may also find our FAQs useful if you encounter any difficulties when filling your application form.

← Registration


Complete this section to start registering for an account with the Application System for Undergraduate Programmes at The University of Hong Kong.


Email Address * 


Password *

Include at least 3 of these 4 types that lowercase letters, uppercase letters, numerals, and special characters; and must be of 10-18 characters.

Re-type Password *

Alternate Email Address * 

Family Name / Surname / Last Name * 

Given Name / First Name * 

Submit

Cancel

Email Address: Your email address will be your login name. Choose an email that you use often and can access throughout the entire application process. You will be allowed to change your primary email address later. However, please also provide an alternate email address carefully in case you need to reset your password or your primary address fails.

Password: The password should contain at least 3 of these 4 types that lowercase letters, uppercase letters, numerals, and special characters; and must be of 10-18 characters.

The Last Name and First Name should be identical to the ones stated on your Hong Kong Identity (HKID) Card or Passport.

Please fill out the rest of the information carefully and accurately.

Step 2: Complete the online application

The image shows a web interface with two main sections: LOGIN and REGISTRATION. The LOGIN section contains two input fields: 'Registered Email Address' (with a person icon) and 'Password' (with a key icon). Below these is a green 'Login' button. Underneath the 'Login' button are two links: 'Forgot Password?' and 'Forgot Registered Email?'. The REGISTRATION section contains a text box with the text: 'Register for an account to launch your application to the undergraduate programmes at the University of Hong Kong.' Below this text box is a red button with a person icon and the text 'Registration'.

After successful registration, a confirmation email will be sent to both your registered email and secondary email, and you will be given a link to activate your account. Once your account is activated, please use your registered email and password to log in.

If you have forgotten your password, please click 'Forgot Password' and reset your password using your registered email.

- My Inbox
- My Application
- Application Status
- My Event
- My Profile
- Logout

HKU Application System for Undergraduate Programmes
The University of Hong Kong

My Inbox

For enquiries, please contact us through live chat [here](#).

Please be aware that information and content of this chat session will be stored on a third-party website. Once you clicked "I Agree - Proceed" to start, your name, email address, programme choices and application status will be transferred to this third-party site. If you need to make changes on your personal information, require advice on matters that involve disclosure of other personal details, or do not wish to use the chat system, please contact us [here](#).

Title	Status	Issue Date Time
[HKU Application System] Welcome to the Application System!		--

If you have any enquiries, please click the live chat button.

Find useful information or initiate a live chat session with our staff here during office hours.
For non-office hours, please follow the instructions to contact our staff.

Prompt

Online during Mon, Wed, Fri: 10:00-12:30 & Thu: 14:30-17:00 (HKT), except holidays.
For now, submit the form [here](#).

Close

My Inbox

My Application

Application Status

My Event

My Profile

Logout

HKU Application System for Undergraduate Programmes
The University of Hong Kong

My Inbox

Announcement

Title	Status
[HKU Application System] Welcome to the Application System!	New

Please read the email in your inbox carefully and make sure to check the inbox regularly to receive updates from the University.

Click 'My Application' on the left panel to start your application.

- My Inbox
- My Application
- Application Status
- My Event
- My Profile
- Logout



My Application

My Application

Applications	Status	Actions
UG Admission	New	Apply Now

Click 'Apply Now' to start your application.



My Application

- Personal Particulars
- Academic Profile
- Academic Qualifications
- Choice of Programme
- Reference
- Others

Personal Information

Please enter your name in English exactly as it appears on your Identification Card or passport.

Family Name / Surname / Last Name *

Given Name / First Name *

Chinese Name

Date of Birth *

Nationality *

Sex *

E-mail *

Secondary E-mail *

Country / Region of Residence *

Identity

The following students will be considered as non-local applicants and will pay the non-local fees upon admission to the University, according to the definition by the HKSAR Government adopted for education-related areas in the post-secondary education context:

Students holding:

- student visa / entry permit to study in Hong Kong
- dependent visa / entry permit and were aged 18 years old or above when you were first issued with such documents by the Immigration Department of the Hong Kong Immigration Department
- visa under the Immigration Arrangements for Non-local Graduates (IANG), issued by the Director of Immigration of the Hong Kong Immigration Department

Will you be applying as a local or non-local applicant? Non-Local Local

(I understand I will be required to provide the latest copy of my identification document for entry to Hong Kong to the University prior to registration)

HKID Card No. ()

China Identity Card No.

Passport No.

Personal Particulars

Please fill out this section carefully.

Please review the descriptions carefully to identify your status of local/non-local.



My Application (2025)

Personal Particulars | **Academic Profile** | Academic Qualifications | Choice of Programme | Reference | Others

Please provide information on your academic history starting with your secondary / junior high school studies. This information should include any course that is in progress, interrupted, or otherwise.

This information will be used for processing and evaluation of your application to the University. Omission of your academic history may lead to disqualification of your application or withdrawal or any offers given.

For more instructions on how to fill this page, please refer to [here](#).

Academic History and Course Enrollment between September 2024 to June 2025

I am not enrolled in any course of academic study between September 2024 to June 2025

Country / Region in which your study is pursued *

Hong Kong, SAR of PRC

Name of Institution / School *

HKU SPACE Community College

Current Programme of Study

Type of Programme / Curriculum *

Associate Degree Year 1 (awarded by an institution in Hong Kong)

Programme Title *

Level of Study *

- Select -

Have you completed this study?

Yes No

Study Mode

Full-time Part-time

Latest Cumulative GPA * ?

out of maximum GPA *

My degree is not on a GPA system

Start Date *

Current Level of Study * ?

Expected Date of Completion / Graduation *

Honours / Awards ?

Academic Profile

Please fill out your academic history accurately.

If you are not enrolled in any academic institution between September 2024 to June 2025, check the 'I am not enrolled in any course of academic study between September 2024 to June 2025' box to go straight to the 'Previous Studies

I am not enrolled in any course of academic study between September 2024 to June 2025

Country / Region in which your study is pursued *

Hong Kong, SAR of PRC

Name of Institution / School *

HKU SPACE Community College

Current Programme of Study

Type of Programme / Curriculum *

Associate Degree Year 1 (awarded by an institution in Hong Kong)

Programme Title *

Argentina High School Public Exam (Bachillerato)

Level of Study *

- Select -

Associate Degree Year 1 (awarded by an institution in Hong Kong)

Associate Degree (awarded by an institution in Hong Kong)

Have you completed this study?

Yes No

Associate Degree (awarded by an institution outside of Hong Kong)

Study Mode

Full-time Part-time

Australian Tertiary Admission Rank (ATAR)

Austria Matura / Reife- und Diplomprüfung

Latest Cumulative GPA * ?

out of maximum GPA *

My degree is not on a GPA system

Current Programme of Study

If you are currently enrolled in an Associate Degree / Higher Diploma programme in a local institution, please select “Type of Programme / Curriculum” accordingly:

For example:

Year 1 students: “Associate Degree Year 1 (awarded by an institution in Hong Kong)”

Final year students: “Associate Degree (awarded by an institution in Hong Kong)”

If you are **currently studying in a bachelor's degree programme**, you should select ‘Bachelor’s Degree’.

Please note that you are NOT eligible for senior year places but can only be considered for first-year entry of our programmes.

Previous Studies

Name of Institution	Type of Programme	Country	Programme Title	Study Mode	GPA	Study Period	Action
No records found.							

+ Institution

Previous Studies

General Information

Country / Region in which your study is pursued *
Hong Kong, SAR of PRC

Programme Information

Type of Programme / Curriculum *
Hong Kong Diploma of Secondary Education

Level of Study *
Secondary / Junior & Senior High School Education

Have you completed this study?
 Yes No

Study Mode
 Full-time Part-time

Study Period *
From To

Date of Award

Save

Cancel

Previous Studies

Click '+ Institution' to add previous studies. You should mention **at least one** programme information in this section (e.g. If you have taken HKDSE, please select '*Hong Kong Diploma of Secondary Education*' under Type of Programme / Curriculum'.

Year of Schooling

Please indicate below your highest level of qualification to be obtained by September for our evaluation purpose.

Highest Qualification to be obtained by August 2025 : * Associate Degree Year 1 (awarded by an institution in Hong Kong) ▼

Have you enrolled in any bachelor's degree programme(s)? *

- Select - ▼

- Select -

No, I have not.

Yes, I have once enrolled in a bachelor's degree programme (excluding Associate Degree/ Higher Diploma) but withdrawn from it already before completing 1 year of study.

Yes, I have once enrolled in a bachelor's degree programme (excluding Associate Degree/ Higher Diploma) but withdrawn from it. I have already completed 1 year of study.

Yes, I am currently studying in a bachelor's degree programme (excluding Associate Degree/ Higher Diploma) but will not complete 1 year of study by the end of August 2025.

Yes, I am currently studying in a bachelor's degree programme (excluding Associate Degree/ Higher Diploma) and will have completed at least 1 year of study of a degree programme by the end of August 2025.

courses / repeated studies should not be counted in

Total years of schooling completed / will be completed by August 31, 2025 : 0 years full-time or its equivalent.

Save

Save and Next →

Previous Studies in Bachelor's Degree

Please indicate whether you are currently studying / have enrolled in any bachelor's degree or higher degree programme(s) before.

Please note that if you are **currently studying / have once enrolled in a bachelor's degree or higher degree programme and completed one or more year(s) of studies**, irrespective of whether the qualifications have been awarded, you are **NOT eligible for senior year places** but can only be considered for first-year entry of our programmes.

For those who have once enrolled in a bachelor's degree or higher degree programme but withdrawn from it before completing one year of study, please upload your official letter of withdrawal of studies and your bachelor's degree transcript after submission of your application.

My Application

Personal Particulars	Academic Profile	Academic Qualifications	Choice of Programme	Reference	Others
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You should include ALL your academic achievements, including academic programmes still in progress, by adding each qualification individually through the modules below.

You will be given an opportunity to upload electronic copies of transcripts / statements of results to support your application after you have successfully submitted your application. You will be given instructions to submit original / official copies of these documents if required by the Admissions Office.

For more instructions on how to fill this page, please refer to [here](#).



Academic Qualifications
Click '+ Qualification' to add current and previous qualifications. You may add multiple qualifications as necessary (e.g. Hong Kong Examinations (HKDSE) / Sub-degrees (AD/HD)).

Please follow the guidelines below to input ALL your academic achievements and qualifications separately:

Qualification

Examination Type *	Sub-degrees
Examination *	School-based Examinations/Diploma/Certificate or School Results/Performance
Year *	Singapore-Cambridge General Certificate of Education
Month *	Sub-degrees
	Unified National Testing Exam (UNT)
	Unified State Exam (USE)
	Other Examination

Add

Cancel

For qualification of AD/HD, add the examination type as "Sub-degrees" and fill in the relevant details about your qualification and then click 'Add'.

Personal Particulars

Academic Profile

Academic Qualifications

Choice of Programme

Reference

Others

You should include ALL your academic achievements, including academic programmes still in progress, by adding each qualification individually through the modules below.

You will be given an opportunity to upload electronic copies of transcripts / statements of results to support your application after you have successfully submitted your application. You will be given instructions to submit original / official copies of these documents if required by the Admissions Office.

For more instructions on how to fill this page, please refer to [here](#).

+ Qualification

▼ General Certificate of Education A Level / International A Level

Attempt/Examination Sitting	Subject	Examination Board	Level	Achieved Grade	Predicted Grade	Date of Result Release	Action
No records found.							

Remove Qualification

+ Subject

Once the qualification has been added, click '+ Subject' to add the subjects taken under the qualification.

Save

Save and Next →



My Application (2025)

- Personal Particulars
- Academic Profile
- Academic Qualifications
- Choice of Programme
- Reference
- Others

You should include ALL your academic achievements, including academic programmes still in progress, by adding each qualification individually through the modules below. You will be given an opportunity to upload electronic copies of transcripts / statements of results to support your application after you have successfully submitted your application. You will be given instructions to submit original / official copies of these documents if required by the Admissions Office.

For more instructions on how to fill this page, please refer to [here](#).

+ Qualification

Higher Diploma (awarded by an institution in Hong Kong)

Subject	Achieved Grade	Date of Result Release
Year 1 - Semester 1 GPA	3.70	/01/31
Year 1 - Semester 1 cumulative GPA	3.70	/01/31
Year 1 - Semester 2 GPA	3.70	/06/30
Year 1 - Semester 2 cumulative GPA	3.70	/06/30
Year 2 - Semester 1 GPA	3.70	/01/31
Year 2 - Semester 1 cumulative GPA	3.70	/01/31
Year 2 - Semester 2 GPA	3.70	/06/30
Year 2 - Semester 2 cumulative GPA	3.70	/06/30

Applicants must input all their academic results. The purpose of uploading the documents is solely for verification of the academic achievements.

Please select the 'Pending' option if the final grade is not yet available. You are not required to fill in Semester 3 GPA if you have not taken / will not take any course(s) in summer term. Please click "Save and Next" once you have filled in all the subjects.

Remove Qualification + Subject

Save Save and Next →

My Application (2025)

Personal Particulars

Academic Profile

Academic Qualifications

Choice of Programme

Reference

Others

You may submit an application for UP TO 3 undergraduate programmes at the University. With the exception of your top programme choices, all other programmes will be considered as equally ranked. Evaluation will take place concurrently and independently for all your programme choices. You may refer to the status of each of your programme choices under application Status on the left. Changes to your programme choices will be allowed until 12:00 noon, Nov 27, 2024 (HKT).

For more instructions on how to fill this page, please refer to [here](#).

1st Choice Programme

Programme

A702 - Bachelor of Economics / Bachelor of Economics & Finance - (Year 3 Entry)

A509 - Bachelor of Engineering in Mechanical Engineering - (Year 3 Entry)

A512 - Bachelor of Engineering in Electronic Engineering - (Year 3 Entry)

A513 - Bachelor of Engineering in Industrial Engineering and Logistics Management - (Year 3 Entry)

A514 - Bachelor of Engineering in Biomedical Engineering - (Year 3 Entry)

A601 - Bachelor of Nursing - (Year 3 Entry)

A701 - Bachelor of Business Administration / Bachelor of Business Administration in Accounting and Finance - (Year 3 Entry)

Choice of Programme

Senior year programmes are listed at the bottom of the drop-down list. In general, these programmes are only applicable if you are a local final year AD/HD* student or a local AD/HD* graduate who are also NOT currently enrolling in any Bachelor degree.

**a recognised full-time AD/HD programme of at least two years in duration from a community college in Hong Kong*

Please check your eligibility here:

<https://admissions.hku.hk/apply/hong-kong-sub-degrees#entrance-requirements>.

You may submit an application for UP TO 3 undergraduate programmes at the University (Year 1 / Year 3 Entry).

My Application

Personal Particulars Academic Profile Academic Qualifications Choice of Programme Reference Others

You may nominate your counsellor to support your application to the University by providing predicted / anticipated result(s), transcripts, and reference documents.

You may also nominate up to 2 referees who may provide additional information to support your application to the University.

In the case that you are not able to find your counsellor under the 'Counsellor' list, please provide your counsellors' contact information as a referee and we will be in touch accordingly.

For more instructions on how to fill this page, please refer to [here](#).

Referee / Counselor					
Relationship	Name	Email	Relationship Description	Action	
No records found.					

+ Referee

Save

Save and Next →

Reference

You may nominate referee(s) who may provide additional information to support your application to the University. Referee's contact / invitation cannot be edited once you have submitted your application. Please be sure to communicate first with referee(s) you will be nominating prior to submission of your application. An email will be sent to each referee seeking their confidential reference to support your application after your application has been submitted successfully.

To facilitate our evaluation, we recommend your referees to complete their parts by **Dec 1, 2024**. If your referees cannot make this deadline, or if your application is submitted at a later date, please also communicate with them so that they can support your application as soon as possible.

Disability Information

If you have a disability, please give details in this section. Supporting documents may be required at a later stage. Information given in this section helps the university to identify the special assistance and facilities that it can provide on your admission. You may also contact the Faculty / Programme to discuss issues or your concerns.

Type of Disability

- Select -

Degree of Impairment

Description

Transfer of Credits (for applicants who are currently enrolled or once enrolled in a bachelor's degree / higher degree programme) I wish to apply for direct entry to the following programme

Year of Study ?

Programme ?

 I wish to apply for transfer of credits upon admission

Save

Proceed to Payment for Submission of Application →**Others**

Please give us any other relevant information in this section. Once you have reviewed your application, click 'Proceed to Payment for Submission of Application' to be redirected to the payment page. **Supporting documents and Personal Statement can only be uploaded after the payment of application fee.**

Step 3: Pay the application fee

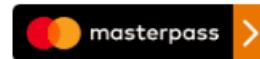
Amount: **HKD 450.00**
Merchant: HKU-ADMISSIONS&ACADEMIC L S
Invoice Number: 72238671

Press your payment method to pay.

Card Type



Digital Wallet



[Learn More](#)

[« Cancel, and return to HKU-ADMISSIONS&ACADEMIC L S](#)

You are connected to a Secure Payment Page operated by Joint Electronic Teller Services Ltd.

Your payment instruction will be securely transmitted to the bank for authorisation.




Payment

Use one of the methods to pay the application fee.



My Application

Applications	Status	Actions
	Submitted	Edit Application Upload Supporting Document

Once your submission is successful, you will receive an email with instructions on the next steps and you will also be able to view your application number under 'Application Status' on the left. The status of your application will now also change from 'In Progress' to 'Submitted'. Click 'Upload Supporting Document' to submit relevant documents.

Step 4: Upload supporting documents

The screenshot shows the HKU Application System for Undergraduate Programmes. The page title is "Supporting Documents". Below the title, there is a note: "You may upload copies of the relevant documents under each respective category. All documents should be in pdf format. Please note that the University may require you to submit the official / certified true copy of documents uploaded onto this application system." Below this, it says "You should name your files in the following format: AppNo_FirstName_LastName_DocumentDescription" and gives an example: "Eg: 20191234567_Jane_Doe_VolunteerCertificates".

The main content area is titled "Supporting Documents" and contains a table with the following structure:

Document Type	File Name	Submission Date
Personal Identification ?		
Personal Statement ?		

At the bottom right of the page, there is an "Upload" button.

Supporting Documents

Please follow the naming format to upload the corresponding transcript or documents under the associated header. For all other documents, including your CV and other certificates, you may upload the document under "Other Documents".

Documents that have been successfully uploaded and received by the University will list the respective file type, file name, and the date of submission. You are however advised to keep a personal record of all the documents you have uploaded.

Step 5: Check your application status

HKU Application System for Undergraduate Programmes
The University of Hong Kong

Help and Guideline

Programme Status	Definition
Under Consideration	The programme is reviewing your application
Waitlisted	Your application has been reviewed and you are placed in the waiting list based on application information and documents submitted
Offer with Conditions	You have received a conditional/firm offer
Offer Accepted	You have accepted a conditional/firm offer
Offer Declined	You have declined a conditional/firm offer OR Your offer has expired because the University has not received a response from you regarding the offer by the stipulated deadline
Appeal Under Review	The programme is reviewing your appeal The whole process could take up to 3 weeks
Conditions Met	The final results received by the University indicate that you have met the condition(s) on academic achievements laid out in your offer of admission
Conditions Not Met	The final results received by the University indicate that you have not met the condition(s) on academic achievements laid out in your offer of admission
Acceptance Withdrawn	You have withdrawn your acceptance to a conditional/firm offer
Programme withdrawn	You have withdrawn your application to the programme
Unsuccessful	Your application to the programme is unsuccessful

Admission Year: [redacted] Application No. [redacted]

Curriculum	Reply Deadline	Replied On	Status	Action
Bachelor of Arts	-	-	Under Consideration	

Application Status

You may check the status of your application any time by clicking 'Application Status' on the left panel. You can also review your acceptance status and any outstanding actions required from you here.

Tips for uploading documents

1. If you have several files to upload, please consolidate them to one single file
2. File size should not exceed 10MB
3. File should be in pdf format only
4. **Files cannot be viewed nor deleted after they have been uploaded** (so make sure you upload the right file)
5. A revised document can be uploaded at any time (but the old document will still be there); the University will consider the latest upload as official
6. Please be mindful to follow the file naming instruction
7. You will be able to check upload file name once uploaded, please double check file names to make sure all necessary documents are provided.

Next Steps

1. After submission, you will be able to log in to your application account to:
 - a) Provide/update scores not yet available at the time of application under 'Academic Qualifications' tab
 - b) Upload supporting documents
 - c) Update some of your personal information
1. You are encouraged to:
 - a) Check for our emails regularly and keep up-to-date with our information
 - b) [Follow us on The University of Hong Kong International Undergraduate Admissions Facebook Page](#)

Questions?

Refer to our FAQ [here](#)

Still have questions? Contact us through live chat after you have logged in to your application account