

INSTRUCTION AND USER GUIDE – ONLINE TRANSCRIPT APPLICATION

INSTRUCTIONS TO APPLICANTS

A transcript is a student's full academic record in this University. If a student has attended more than one study programme, all courses of study and examination results, if appropriate, will be printed on the same document. The University reserves the right to withhold issuance of transcript to a student owing fees or any other debt to the University, or who has failed to discharge all obligations towards the University.

APPLICATION FEE

HK\$40 per copy (inclusive of postage by ordinary mail). For document(s) to be sent by registered post, an additional \$20 will be charged per mailing address. All fees paid are NOT refundable.

PROCESSING TIME

The normal processing time is 10 working days (excluding Saturday, Sunday and public holidays). Uncollected document(s) will be destroyed 3 months after the date of issue. Transcripts for fresh graduates will require a longer processing time to include the final examination results and the class of honours attained, if applicable. Students are responsible for ensuring that their overall results have been formally announced before submitting an application for a transcript to the Academic Services Office. For students who have graduated in or before 1993, a longer processing time may be required as most of the records have to be re-constructed into a computerized format.

Transcript(s) to be sent to World Education Services (WES)

The University will send electronic copy in lieu of the hard copy directly to WES through their online channel. Please choose ordinary mail, mark WES on the address label and provide your reference number with WES for our processing.

PERSONAL INFORMATION COLLECTION STATEMENT

Available at http://www.ase.hku.hk/doc/PICS_159_716.pdf

LOGIN PAGE FOR GRADUATES

If you apply for transcript via HKU Portal, please go to page 5.

Online Application System for Graduates

[Graduate Login](#)

Instruction and User Guide

The "Instruction and User Guide" (i.e. the violet button on the top left hand corner) highlights important information regarding the application of the document and the User Guide provides screen snapshot of the entire application process. You may always refer to the User Guide when you encounter any problems during your application.

To login, please complete Section A and section B (for new application only).

For section A, please enter the username and password of your graduate email account.

Remarks: If you have just created a new '@connect.hku.hk' email account, please login for online application 1 day after your account registration.

For section B, you are required to upload your HKID card or passport for identification for new application (file size: maximum 1MB; file format: JPG or PDF; file name: maximum 80 characters, please save the file name as "<Your University No.>-transcript", e.g. 2000123456-transcript.pdf for our easy reference). You may prepare the file before you login.

Section A

Username

Please input your graduate account user name and password

Password

Server

@connect.hku.hk @graduate.hku.hk

University document you wish to apply [\(Which document fits your purpose?\)](#) Transcript Testimonial AAP

New Application (or to continue with the "Incomplete / Unsuccessful" application)

View Application Status

Choose
"New Application" (go to page 6) or
"View Application Status" (go to page 3)

Click "Continue" to proceed

For the sake of security, please close all browsers after use.

If you do not have a graduate email account or have forgotten the password, please click [here](#).

If you do not have a graduate email account or have forgotten the password, please click to create an account or to reset the password.

Enquiries can be addressed to the Academic Services Office by phone at 852-2859 2433 or by email to asomb@hku.hk.

If you have chosen "View Application Status" in page 2, you will see your previous transcript application record(s), if any. Please refer to the "Remark on Application Status" below for the progress of your application(s) or other information.

View Application Status

[Graduate Login](#)

Application Record

No online application received.

If there is no previous application, the message "No online application received" will be shown.

Application Number	Type of Application	Date of Application	Status*
	Transcript	02-Mar-2021 11:58	Hold - Application is pending due to outstanding fees to University or awaiting the award of the qualification
	Transcript	02-Mar-2021 12:15	In Progress - Paid, application is being processed
	Transcript	02-Mar-2021 12:16	Done - Document is ready on 04-Mar-2021 00:00
	Transcript	02-Mar-2021 12:17	Incomplete / Unsuccessful - Application will not be processed.

*Remark on Application Status:

1. Incomplete / Unsuccessful - Application will not be processed.

You will NOT be charged for incomplete / unsuccessful application even you may have received notification from the bank of your authorization for payment. If you have repeated unsuccessful attempts, please consider using another browser for your online application. Incomplete / Unsuccessful application will be kept for 3 days, you may continue with this application by choosing 'New Application (or to continue with "Incomplete / Unsuccessful Application)' in the login page. After uploading your HKID card or passport for identification purpose, you can continue with this application by clicking the Application Number or to start a **New Application**. Once you have proceeded with your new application, the Incomplete / Unsuccessful application will be cancelled. **If you cannot proceed to payment due to "Duplicate Invoice", please start a New Application.**

2. In Progress - Paid, application is being processed.

For Transcript and Testimonial:

The normal processing time is 10 working days (excluding Saturday, Sunday and public holidays). For fresh graduates and students graduated in or before 1993, longer processing time may be required.

For AAP:

The normal processing time is 14 working days (excluding Saturday, Sunday and public holidays) for graduates. For final year students of the current academic year, please refer to the "AAP Guidelines and Instructions" on the application form for information.

3. Hold - Application is pending due to outstanding fees to University or awaiting the award of the qualification.

Your application is on hold due to

- outstanding fees to University, please contact the Finance and Enterprises Office to settle the outstanding fees; and/or
- your request to wait for the award of the qualification

4. Done - Document is ready on <<date>>.

Your document is ready. For document to be collected at the Academic Services Office, please bring along your HKID card or passport to collect the document in person during office hours#. In case the document is to be collected by an authorized person, the authorized person as stated on the application is required to present his/her HKID card/passport for verification. For document to be sent by post, it will be sent to the address(es) as stated on your application. Longer mailing time is required for overseas address and/or during peak seasons in January/February and July/August.

After you have chosen “New Application”, please upload your HKID card or passport in this page.

Upload Supporting Document

[Graduate Login](#)

Section B

Please upload your HKID card or passport for identification purpose.

File size: maximum 1MB;

File format: JPG or PDF;

File name: maximum 80 characters, please save the file name as “<Your University No.>-<document type>”, e.g. 2000123456-transcript for our easy reference.

Please select the file and click “Upload and Continue” for uploading the file. In case you have any problem in uploading the file on HKID card or passport, you may close all browsers and login again.

The uploaded file on HKID card or passport will be kept for 4 months for the processing of the application and will be destroyed afterwards.

Upon successful uploading of your HKID card or passport, you will be directed to a new page. Please click the “New Application” button to give the application details.

No file chosen

← Please choose a file from your device and click “Upload and Continue” to upload the file

FOR CURRENT STUDENTS WHO HAVE LOGGED IN VIA HKU PORTAL ACCOUNT



For current students who have logged in via HKU Portal Account, the online application forms can be found under SIS Menu > Online Applications. Please click "Application for Transcript".

My Page | MyEmail | My eLearning | MyLibrary | Events | My

Menu ↻

- ▶ **SIS Menu**
 - Self Services
 - Student Center
 - Request Temporary Adviser
 - Master Registration
 - Change Contact Information
 - Student Card Document Upload
 - Report Lost/ Damaged Card
 - Guide to Reveal SIS Menu Links
 - HKU Event Calendar (Timetable*)
 - ▶ **Online Applications**
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 - Application for Outgoing Exchg
 - Application for Resident Hall
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 - Application for AAP

Notices for Students

📅 Today's Notices

Administrative and Ser

FOR GRADUATES WHO HAVE UPLOADED THE ID DOCUMENT; AND CURRENT STUDENTS WHO HAVE CHOSEN "APPLICATION FOR TRANSCRIPT"

THIS IS THE FIRST PAGE OF APPLICATION, YOU MAY START A NEW APPLICATION, TO CONTINUE WITH INCOMPLETE APPLICATION OR TO VIEW THE APPLICATION RECORD

Please click "New Application" button below to apply for transcript

New Application

Please click to start a new application.

If you have unsuccessful application due to "Duplicate Invoice" (see page 16), please start a new application.

Application Record

If there is no previous application, the message "No online application received" will be shown.

No online application received. If you wish to submit an online application, please click the "New Application" button above to proceed with the online application.

Application Number	Type of Application	Date of Application	Status*
	Transcript	02-Mar-2021 11:58	Hold - Application is pending due to outstanding fees to University or awaiting the award of the qualification
	Transcript	02-Mar-2021 12:15	In Progress - Paid, application is being processed
	Transcript	02-Mar-2021 12:16	Done - Document is ready on 04-Mar-2021 00:00
	Transcript	02-Mar-2021 12:17	Incomplete / Unsuccessful - Application will not be processed.

*Remark on Application Status:

You may click the application number to continue with previous incomplete application.

1. **Incomplete / Unsuccessful - Application will not be processed.**

You will NOT be charged for incomplete / unsuccessful application even you may have received notification from the bank of your authorization for payment. If you have repeated unsuccessful attempts, please consider using another browser for your online application. Incomplete / Unsuccessful application will be kept for 3 days, you may continue with this application by choosing 'New Application (or to continue with "Incomplete / Unsuccessful Application)' in the login page. After uploading your HKID card or passport for identification purpose, you can continue with this application by clicking the Application Number or to start a **New Application**. Once you have proceeded with your new application, the Incomplete / Unsuccessful application will be cancelled. **If you cannot proceed to payment due to "Duplicate Invoice", please start a New Application.**

2. **In Progress - Paid, application is being processed.**

For Transcript and Testimonial:

The normal processing time is 10 working days (excluding Saturday, Sunday and public holidays). For fresh graduates and students graduated in or before 1993, longer processing time may be required.

For AAP:

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3. **Hold - Application is pending due to outstanding fees to University or awaiting the award of the qualification.**

Your application is on hold due to

- outstanding fees to University, please contact the Finance and Enterprises Office to settle the outstanding fees; and/or
- your request to wait for the award of the qualification

4. **Done - Document is ready on <<date>>.**

Your document is ready. For document to be collected at the Academic Services Office, please bring along your HKID card or passport to collect the document in person during office hours#. In case the document is to be collected by an authorized person, the authorized person as stated on the application is required to present his/her HKID card/passport for verification. For document to be sent by post, it will be sent to the address(es) as stated on your application. Longer mailing time is required for overseas address and/or during peak seasons in January/February and July/August.

The following pages (pages 7 – 17) are demonstration of submitting a new application

Application for Transcript

The University of Hong Kong Online Application For Transcript

Close Online Application

If you wish to close the application and to continue at a later stage, click “Close Online Application”

Applicant: [REDACTED]

Part 1. Methods of Collection

You will be informed via your HKU e-mail when the transcript(s) is/are ready.

Despatch by Mail

Please choose the collection method: By mail OR Collect in person

Transcript(s) will be sent by ordinary mail or registered post as indicated on the application form. If you wish to know more about the two types of mail services, you may visit the Hong Kong Post website:

<https://www.hongkongpost.hk/en/home/index.html>

For overseas addresses, registered post will be sent by regular air mail or surface mail depending on the availability of mail delivery services via Hong Kong Post. You may check the Hong Kong Post website at https://www.hongkongpost.hk/en/about_us/whats_new/notices/index.html for the latest update.

Please allow extra mailing time for the transcript(s) to be sent by post. Longer mailing time is required for overseas addresses (especially to the United States and Canada); and/or during peak seasons in January/February and in July/August. **The University accepts no responsibility for any loss or damage to the documents during postal delivery.** To avoid postal error, applicants must give clear and complete addresses of the recipients of the transcripts on the application form.

If you are in urgent need of the transcript(s), please consider collecting the document(s) at the Academic Services Office. In case you have any questions, please send email to asoffice@hku.hk.

Collection in Person from the Academic Services Office

[Back to First Page](#)

If you have chosen "Despatch by Mail" as the collection method, please fill in the required information in this page.

Close Online Application

The University of Hong Kong Online Application For Transcript

Applicant: [REDACTED]

Part 2a. Despatch by Mail

(The transcript will be sent to you by ordinary mail. If you wish the document to be sent to you by registered post, for the question "Sent by Registered Post" below, please choose "Yes", and an additional \$20 will be charged per mailing address.)

Sent by Registered Post, an additional \$20 will be charged per address:

Yes No

Note: For transcript to be sent to WES, please choose "No" and mark WES on "Name" and WES reference number on "Address".

(Please list below the name and address to which the transcript(s) should be sent)

Name:

Address:

Country:

Mobile phone number for mail delivery (optional):

(The phone number will be shown on the envelope)

Purpose of application:

(If the award of qualification is required, please mark "Overall results required".)

No. of transcript(s) to this address:

Pack the transcript(s) in:

(If the transcripts are to be packed in individual envelopes, the front of each envelope will be printed "TO WHOM IT MAY CONCERN")

If you wish to enclose an attachment to your transcript, please choose "Yes" and click "Request for transcript form" for the details.

Attachment(s) to be included in transcript(s)*:

Yes No

*If the transcript is to be sent with a "Request for transcript form" provided by some institutions, please choose "Yes" for the question "Attachment(s) to be included in transcript(s)" and upload this form under Part 3 "Application Summary". Documents other than the "Request for transcript form" will not be accepted.

Save and Continue

(Save this record to your summary of application)

Back

[Cancel and Back to First Page](#)

Click "Save and Continue" to proceed

**The University of Hong Kong
Online Application For Transcript**

Applicant: XXXXXXXXXX**Part 3. Application Summary**

Method of Collection	Name	No. of Copies	Check / Amend
By Ordinary Mail	Academic Services Office	1	<input type="button" value="Check / Amend"/>

Upload Attachment:

You may upload a new attachment to overwrite the previous attachment if required

 No file chosen

Uploaded Attachment: u303000000-WES.pdf uploaded at 10:27:44 22-Mar-2021

Please upload the "Attachment" here if you have chosen "Yes" for "Attachment(s) to be included in transcript(s)"

Once the "Attachment" is successfully uploaded, the upload details will be shown here

Part 4. Other Information Required

Please provide the following information for your application

Contact Telephone Number: Personal Email (optional):

You will be informed via your HKU e-mail when the document(s) is / are ready.

Click "Save and Continue" if you have no further amendment to the application

[Back to First Page](#)

If you have chosen "Collection in Person from the Academic Services Office", please fill in the required information in this page.

Application for Transcript

Close Online Application

The University of Hong Kong
Online Application For Transcript

Applicant: [REDACTED]

Part 2b. Collection in Person from the Academic Services Office, G-04, Run Run Shaw Building

Purpose of application:

(If the award of qualification is required, please mark "Overall results required".)

No. of transcript(s) to be collected:

Pack the transcript(s) in:

(If the transcripts are to be packed in individual envelopes, the front of each envelope will be printed "TO WHOM IT MAY CONCERN")

Attachment(s) to be included in transcript(s)*:

*If the transcript is to be sent with a "Request for transcript form" provided by some institutions, please choose "Yes" for the question "Attachment(s) to be included in transcript(s)" and upload this form under Part 3 "Application Summary". Documents other than the "Request for transcript form" will not be accepted.

 Yes No

If you wish to enclose an attachment to your transcript, please choose "Yes" and click "Request for transcript form" for the details.

If you wish to authorize a person to collect the transcript(s) on your behalf, please give details:

Name of the authorized person:

HKID/Passport No:

Save and Continue (Save this record to your summary of application) Back

[Cancel and Back to First Page](#)

Click "Save and Continue" to proceed

**The University of Hong Kong
Online Application For Transcript**

Applicant: [REDACTED]**Part 3. Application Summary**

Method of Collection	Name	No. of Copies	Check / Amend	Delete
By Ordinary Mail	Academic Services Office	1	Check / Amend	Delete
In Person	Name of the authorized person	1	Check / Amend	Delete

Click "Check / Amend" if you want to check the information you have entered or to make amendments (see next page).

Part 4. Other Information Required

Please provide the following information for your application

Contact Telephone Number: Personal Email (optional):

You will be informed via your HKU e-mail when the document is ready.

Click "Save and Continue" to proceed.

If you click "Delete Application", all saved entries under this application will be removed and this application will NOT be kept in your application record.

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Check / Amend the "Method of Collection" in Part 3. Application Summary

Application for Transcript

Close Online Application

The University of Hong Kong Online Application For Transcript

Applicant: [REDACTED]

Part 3a. Amend Information (Despatch by Mail)

(The transcript will be sent to you by ordinary mail. If you wish the document to be sent to you by registered post, for the question "Sent by Registered Post" below, please choose "Yes", and an additional \$20 will be charged per mailing address.)

Sent by Registered Post, an additional \$20 will be charged per address: Yes No

Application Number : [REDACTED]

Name:

Academic Services Office (amend)

Address:

Address 1

Address 2

Address 3

Country:

Country

Mobile phone number for mail delivery (optional):
(The phone number will be shown on the envelope)

123456789

Purpose of application:

(If the award of qualification is required, please mark "Overall results required".)

Internship

No. of transcript(s) to this address:

1

Pack the transcript(s) in:

(If the transcripts are to be packed in individual envelopes, the front of each envelope will be printed "TO WHOM IT MAY CONCERN")

ONE single University envelope

Attachment(s) to be included in transcript(s):

Yes No

*If the transcript is to be sent with a "Request for transcript form" provided by some institutions, please choose "Yes" for the question "Attachment(s) to be included in transcript(s)" and upload this form under Part 3 "Application Summary". Documents other than the "Request for transcript form" will not be accepted.

Save and Continue

Application for Transcript

Close Online Application

The University of Hong Kong Online Application For Transcript

Applicant: [REDACTED]

Part 3b. Amend Information (Collection in Person)

Application Number : [REDACTED]

Purpose of application:

(If the award of qualification is required, please mark "Overall results required".)

Internship (amend)

No. of transcript(s) to be collected:

1

Pack the transcript(s) in:

(If the transcripts are to be packed in individual envelopes, the front of each envelope will be printed "TO WHOM IT MAY CONCERN")

ONE single University envelope

Attachment(s) to be included in transcript(s):

Yes No

*If the transcript is to be sent with a "Request for transcript form" provided by some institutions, please choose "Yes" for the question "Attachment(s) to be included in transcript(s)" and upload this form under Part 3 "Application Summary". Documents other than the "Request for transcript form" will not be accepted.

If you wish to authorize a person to collect the transcript(s) on your behalf, please give details:

Name of the authorized person:

Name of the authorized person (amend)

HKID/Passport No:

A123456(7)

Save and Continue

Please check / amend the information you have previously entered.

Click "Save and Continue" to proceed.

Please check the summary of your application carefully before you proceed to payment

Application for Transcript

[Instruction and User Guide](#)

The University of Hong Kong
Online Application for Transcript

[Close Online Application](#)

Applicant: [REDACTED]

Part 5a. Application Fee

Application Number: [REDACTED]
Total no. of transcript(s) applied for: 2
Total Fee Payable: HK\$ 80

If you wish to close the application and to continue at a later stage, click "Close Online Application"

Part 5b. Please check the information clearly before payment.

Despatch By Ordinary Mail

Name:	Academic Services Office
Address:	Address 1
	Address 2
	Address 3
Country:	Country
Mobile phone number for mail delivery (optional): (The phone number will be shown on the envelope)	123456789
No. of transcript(s) to this address:	1
Purpose of application: (If the award of qualification is required, please mark "Overall results required".)	Internship
Pack the transcript(s) in: (If the transcripts are to be packed in individual envelopes, the front of each envelope will be printed "TO WHOM IT MAY CONCERN")	ONE single University envelope
Attachment(s) to be included in transcript(s):	No

Collection in Person from Academic Services Office

No. of transcript(s) to be collected: 1
Purpose of application:
(If the award of qualification is required, please mark "Overall results required".) Internship
Pack the transcript(s) in:
(If the transcripts are to be packed in individual envelopes, the front of each envelope will be printed "TO WHOM IT MAY CONCERN") ONE single University envelope
Attachment(s) to be included in transcript(s): No

You have authorized a person to collect the transcript(s) on your behalf, details are as follows:
Name of the authorized person: [REDACTED]
HKID/Passport No: A123456(7)

[I want to Amend the above information](#)
[Credit Card Payment](#) [Delete Application](#)

Please click "Credit Card Payment" to proceed.
If you click "Delete Application", all saved entries under this application will be removed and this application will NOT be kept in your application record.

The University of Hong Kong
Online Application For Transcript

Applicant: [REDACTED]

Part 6. Credit Card Payment (Jetco Payment Gateway)

Application Number: [REDACTED]
Type of Application: Transcript
Total no. of transcript(s) applied for: 2
Total Fee Payable: HK\$ 80

To the Registrar:

I hereby authorize The University of Hong Kong to charge **HK\$ 80** to cover the application fee for the transcript(s).



Please check the payment details and click "Pay" to proceed.
Please click "Back" if you want to go back to the previous page.

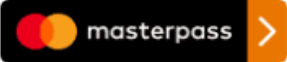
* This electronic payment details will be securely transmitted to the JETCO Payment Gateway directly for transaction authorisation using 128-bit encryption. The University will not receive any information on your credit card. Please read the University's [Privacy Policy Statement](#) and [Personal Information Collection Statement](#). For VISA/MasterCard holder's information, the University of Hong Kong is domiciled in Hong Kong.

Amount: **HKD 80.00**
Merchant: HKU-Registry Transcripts
Invoice Number: [REDACTED]

You will be directed to the payment gateway of the Bank of East Asia.
Please follow the instructions to complete the online payment.

Press your payment method to pay.

Card Type  

Digital Wallet  [Learn More](#)

Click "Cancel" to return to your transcript application if you want to make amendments

« Cancel, and return to HKU-Registry Transcripts

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.



Amount: **HKD 80.00**
 Merchant: HKU-Registry Transcripts
 Invoice Number: XXXXXXXXXX

Card Information

Enter your card information.

Card Type: **VISA**

Credit Card Number: - - -

Expiry Date: Card Verification Number: [What is this?](#)

Pay Now

[« Cancel, and return to HKU-Registry Transcripts](#)


Visa Secure

This payment website supports Visa Secure.
 You might be redirected to your card issuing bank and required to enter a password for authentication.
 Please contact your card issuing bank for service details.

VISA
SECURE

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.



When you have filled in the required information, please click "Pay Now" to complete the online payment.

Click "Cancel" to return to your transcript application if you want to make amendments.

Do not click the browser's "BACK" button during the payment process as it will result in transaction error.

If you see the following error message, it is not possible to proceed further. Please submit a "New Application".

Duplicate Invoice. Transaction cancelled. (34)

Please contact your merchant for any order or payment enquiries.

**The University of Hong Kong
Online Application For Transcript**

Applicant: [REDACTED]

Part 6b: Credit Card Payment Result

Application Number : [REDACTED]
 Type of Application : Transcript
 Date Received : 23-Mar-2021
 Status : In Progress - Paid, application is being processed

Successful Payment, please **PRINT** and **KEEP** this Application Summary for your own reference, and close this application [Close Online Application](#)

TRANSACTION TIME : [REDACTED]
 TRANSACTION AMOUNT : [REDACTED]
 TRANSACTION ID : [REDACTED]
 APPROVAL CODE : [REDACTED]
 REFERENCE NUMBER : [REDACTED]

Part 7: Application Summary**Despatch By Ordinary Mail**

Name:	Academic Services Office
Address:	Address 1
	Address 2
	Address 3
Country:	Country
Mobile phone number for mail delivery (optional): (The phone number will be shown on the envelope)	123456789
No. of transcript(s) to be sent:	1
Purpose of application: (If the award of qualification is required, please mark "Overall results required".)	Internship
Pack the transcript(s) in: (If the transcripts are to be packed in individual envelopes, the front of each envelope will be printed "TO WHOM IT MAY CONCERN".)	ONE single University envelope
Attachment(s) to be included in transcript(s):	No

Collection in Person from Academic Services Office

No. of transcript(s) to be collected: 1
 Purpose of application:
 (If the award of qualification is required, please mark "Overall results required".) Internship
 Pack the transcript(s) in:
 (If the transcripts are to be packed in individual envelopes, the front of each envelope will be printed "TO WHOM IT MAY CONCERN".) ONE single University envelope
 Attachment(s) to be included in transcript(s): No

You have authorized a person to collect the transcript(s) on your behalf, details are as follows:

Name of the authorized person: Name of the authorized person
 HKID/Passport No: A123456(7)

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After you have completed the online payment successfully, this application summary is shown, please print or save a copy for your own record. You may click "Back to First Page" and see this application under "Application Record" with the status as "In progress" (refer to page 6).

If you do not see this page, please check your "Application Record" (refer to page 6). If the application is "Incomplete / Unsuccessful", please click the "Application Number" to continue with the application. No application fee will be charged for "Incomplete/ Unsuccessful" applications.