

User Guide of Forgot Student Number

1. Enter Personal Information

Enter your personal information which is same as your record in SCORE and click “Confirm”.



If you forgot your student number, please complete the following steps to retrieve it:

| | | | |
|---|--------------------------------|---------------------------------|------------------------------|
| Step 1 Enter Personal Information | Step 2 Send Validation Code | Step 3 Enter Validation Code | Step 4 Get Student Number |
|---|--------------------------------|---------------------------------|------------------------------|

Step 1. Enter Personal Information

Hong Kong Identity Number: X[redacted]7
Please ignore any parentheses. E.g. X123456(7) > X1234567

Surname: Hui
E.g. Chan

Personal Email Address: [redacted]5@gmail.com
Must NOT be provided by HKU SPACE.

Mobile Phone Number: [redacted]1
Please enter either your personal email address and/or mobile phone number.
E.g. 98765432

Captcha: uVcDhZ
Please enter the displayed Captcha value.

Confirm Clear

2. Send Validation Code

Select to receive validation code by either mobile phone (SMS) or personal email and click “Confirm”.



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| | | | |
|--------------------------------------|---------------------------------------|---------------------------------|------------------------------|
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|--------------------------------------|---------------------------------------|---------------------------------|------------------------------|

Step 2. Send Validation Code

We are going to send you a validation code, please select which way you want to receive the code:

A validation code will be sent to your mobile phone number, 9xxxxxx1.

A validation code will be sent to your email address, jxxxxxxxx5@gmail.com.

If it is not your mobile phone number or email address, please contact our IT Help for assistance.

Confirm

3. Enter Validation Code

Enter the validation code you received and click “Confirm”.



If you forgot your student number, please complete the following steps to retrieve it:

- Step 1
Enter Personal Information
- Step 2
Send Validation Code
- Step 3
Enter Validation Code
- Step 4
Get Student Number

Step 3. Enter Validation Code

The validation code has been sent to you by SMS/email. Please enter the code into the system within 5 minutes.

If the code expires, please click "reload" to try again.

Validation Code:

4. Get Student Number

Your student number will be shown and acknowledgement will be sent to your mobile phone (SMS) and mailbox.



If you forgot your student number, please complete the following steps to retrieve it:

- Step 1
Enter Personal Information
- Step 2
Send Validation Code
- Step 3
Enter Validation Code
- Step 4
Get Student Number

Step 4. Show Student Number

Your student number is XXXXXXXXXX.

