

Arrangements during Suspension of In-person Counter Service of Information Centre (IC) on 19 – 21 November 2025

A. Services suspended and resumed on 24 November 2025

- Collection of Academic Document(s) and Award Certificate
- Application for Certified True Copy

B. Submission of Application Form during 19 – 21 November 2025

- Paper Form can be downloaded via the link below or collected at the 24-hour self-service area of IC
- Submit by dropping it in the collection box inside at the 24-hour self-service area of IC
- Location of IC: Room A-G/F-11

	Application	Online	Paper Form
I	- Academic Documents (Transcript of Studies / Testimonial / ELAT) - Replacement of Certificate	 <u>Student</u>  <u>Graduate</u>	 <u>Student</u>  <u>Graduate</u>
II	Change of Personal Particulars ¹ Path for updating the correspondence address and contact number: The Portal (https://portal.eduhk.hk) → e-SIS → e-SIS → Personal Information → View/Update Addresses and Phones	<u>Link</u> ¹	 <u>Link</u>
III	- Change of Programme / Major / Minor / Mode of Study - Deferment of Studies - Withdrawal of Studies	x	 <u>Link</u>
IV	Replacement of Student Card ² ² For the application received during the above period, students can only collect the new card from 11:00 a.m. on 24 November 2025 (Monday) onwards at IT Help Desk Service Counter, subject to change based on the arrangement of OCIO.	x	 <u>Link</u> ²
V	Credit Transfer ³ The original copy of the transcript submitted will be returned to you together with the letter of results.	x	 <u>Link</u> ³