### INSTRUCTION AND USER GUIDE – ONLINE TESTIMONIAL APPLICATION

### INSTRUCTIONS TO APPLICANTS

Testimonial is an official document which certifies the qualification(s) awarded to you or the programme you are studying. It is usually used to attest student status for application of Immigration Arrangements for Non-local Graduates (IANG), job hunting and sitting public examinations (e.g. TOEFL). For non-local students applying for the extension of student visa, please contact the Admissions and Academic Liaison Section (AAL) (<a href="https://www.studentvisa.hku.hk/">https://www.studentvisa.hku.hk/</a>) for assistance in the first instance. The University reserves the right to withhold issuance of testimonial 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\$30 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. Testimonials for fresh graduates will require a longer processing time to include the class of honours or qualification attained, if applicable. Students are responsible for ensuring that their overall results have been formally announced before submitting an application for testimonial to the Academic Services Office. For students graduated in or before 1993, a longer processing time may be required as most of the records have to be re-constructed into computerized format.

### PERSONAL INFORMATION COLLECTION STATEMENT

Available at <a href="http://www.ase.hku.hk/doc/PICS">http://www.ase.hku.hk/doc/PICS</a> 159 716.pdf

# 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.

Enquiries can be addressed to the Academic Services Office by phone at 852-2859 2433 or by email

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.

characters, please care and me manie as a rear control	sty res. Lancempt, e.g. 2000 120 to Lancempt parter out out yes of the may properly and me belove you regime
Section A	
Username Password	Please input your graduate account user name and password
Server	○ @connect.hku.hk ○ @graduate.hku.hk
University document you wish to apply (Which document fits your purpose?)	○ Transcript ○ Testimonial ○ AAP
	<ul> <li>New Application (or to continue with the "Incomplete / Unsuccessful" application)</li> <li>View Application Status</li> </ul> Choose "New Application" (go to page 6) or "View Application Status" (go to page 3)
Continue Click "Continue" to proceed	
For the sake of security, please close all browsers a	after use.
If you do not have a graduate email account or have for	gotten 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.

If you have chosen "View Application Status" in page 2, you will see your previous testimonial 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*
	Testimonial	29-Mar-2021 11:13	In Progress - Paid, application is being processed
	Testimonial	29-Mar-2021 11:51	Done - Document is ready on 31-Mar-2021 00:00
	Testimonial	29-Mar-2021 11:56	Hold - Application is pending due to outstanding fees to University or awaiting the award of the qualification
	Testimonial	29-Mar-2021 11:57	Incomplete / Unsuccessful - Application will not be processed.

<sup>\*</sup>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.

Upload Supporting Document Graduate Login

### Section B

Please upload your HKID card or passport for identification purpose.

File size: maximum 1MB;

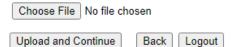
File format: JPG or PDF;

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.

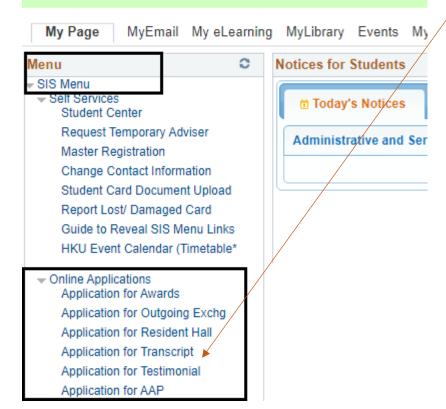
Upon successful uploading of your HKID card or passport, you will be directed to a new page. Please click the "New Application" button to give the application details.



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, the online application forms can be found under SIS Menu > Online Applications. Please click "Application for Testimonial".



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

# 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" bu

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*
	Testimonial	29-Mar-2021 11:13	In Progress - Paid, application is being processed
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	Testimonial	29-Mar-2021 11:57	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 - App

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**.

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- · 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 Testimonial** 

The University of Hong Kong Online Application For Testimonial

If you wish to close the application and to continue

Close Online Application

at a later stage, click "Close Online Application"

Applicant:

Part 1. Methods of Collection

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

Despatch by Mail

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

Testimonial(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 <a href="https://www.hongkongpost.hk/en/about\_us/whats\_new/rotices/index.html">https://www.hongkongpost.hk/en/about\_us/whats\_new/rotices/index.html</a> for the latest update.

Please allow extra mailing time for the testimonial(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 testimonials on the application form.

If you are in urgent need of the testimonial(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

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 Testimonial

Applicant:	
Part 2a. Despatch by Mail	
(The testimonial will be sent to you by ordinary mail. If you wish the document charged per mailing address.)	t 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
Sent by Registered Post, an additional \$20 will be charged per address:	○Yes ○No
(Please list below the name and address to which the testimonial(s) should be	e 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" and to certify medium of Instruction, please mark "MOI".)	
No. of testimonial(s) to this address:	1 •
Pack the testimonial(s) in: (If the testimonials 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 testimonial, please choose "Yes" and click "Request for testimonial form" for the details.
Attachment(s) to be included in testimonial(s)*:	● Yes ○ No
*If the testimonial is to be sent with a "Request for testimonial form" provided upload this form under Part 3 "Application Summary". Documents other than	by some institutions, please choose "Yes" for the question "Attachment(s) to be included in testimonial(s)" and the "Request for testimonial form" will not be accepted.
Click "Save and Continue" to proceed  Save and Continue	(Save this record to your summary of application) Back

Cancel and Back to First Page

Applicant:

# Part 3. Application Summary

Method of Collection	Name	No. of Copies	Check / Amend	
By Ordinary Mail	Academic Services Office	1	Check / Amend	
Request another copy (Desp				
	chment to overwrite the previous attachment if required b	lease upload the "Atta e included in testimor	•	nave chosen "Yes" for "Attachment(s) to
Choose File No file chose Upload File Uploaded Attachment: u3		Once the "Attachment	" is successfully uploa	ded, the upload details will be shown here

# Part 4. Other Information Required

Please provide the following information for your application	
Contact Telephone Number:	
You will be informed via your HKU e-mail when the document(s) is / are ready.	
Save and Continue Delete Application Click "Save and Continue" if you have no further amendme	nt to the application

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

**Application for Testimonial** 

Close Online Application

# The University of Hong Kong Online Application For Testimonial

plicant:
rt 2b. Collection in Person from the Academic Services Office, G-04, Run Run Shaw Building
trpose of application: the award of qualification is required, please mark "Overall results quired" and to certify medium of Instruction, please mark "MOI".)  o. of testimonial(s) to be collected:
If you wish to enclose an attachment to your testimonial, please the testimonials are to be packed in individual envelopes, the front of che envelope will be printed "TO WHOM IT MAY CONCERN")  If you wish to enclose an attachment to your testimonial, please choose "Yes" and click "Request for testimonial form" for the details
tachment(s) to be included in testimonial(s)*:
the testimonial is to be sent with a "Request for testimonial form" provided by some institutions, please choose "Yes" for the question "Attachment(s) to be included in stimonial(s)" and upload this form under Part 3 "Application Summary". Documents other than the "Request for testimonial form" will not be accepted.
you wish to authorize a person to collect the testimonial(s) on your behalf, please give details:
ame of the authorized person:
KID/Passport No:
Save and Continue (Save this record to your summary of application)  Back
ncel and Back to First Page  Click "Save and Continue" to proceed

Applicant:

# Part 3. Application Summary

Method of Collection	Name	No. of Copies	Check / Amend	Delete	Click "Check / Amend" if you want to check
By Ordinary Mail	Academic Services Office	1	Check / Amend	Delete	the information you have entered or to ma
In Person	Name of the authorized person	1	Check / Amend	Delete	amendments (see next page).

Request another copy (Despatch by Mail)

# Part 4. Other Information Required

Please provide the following information for your application

Contact Telephone Number:

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

Application for Testimonial

Close Online Application

#### The University of Hong Kong Online Application For Testimonial

	Online Application For Testimonial	
Applicant:		
Part 3a. Amend Information (Despatch by Mail)		
(The testimonial will be sent to you by ordinary mail. If you wish the document to be seaddress.) $ \\$	nt to you by registered post, for the question "Sent by Registered Post" below, please choose "Yes", a	nd an additional \$20 will be charged per mailing
Sent by Registered Post, an additional \$20 will be charged per address:	○ Yes ● No	
Application Number :		
Name:	Academic Services Office (amend)	
Address:	Address 1	
	Address 2	Please check / amend the information you
	Address 3	have previously entered.
		mare premously emercus
Country:	Country	Click "Save and Continue" to proceed.
Mobile phone number for mail delivery (optional):	123456789	onon barbana commute to proceed.
(The phone number will be shown on the envelope)	123430769	
Purpose of application: (If the award of qualification is required, please mark "Overall results required" and to	Internship	
certify medium of Instruction, please mark "MOI".)		
No. of testimonial(s) to this address: Pack the testimonial(s) in:	1 •	
(If the testimonials are to be packed in individual envelopes, the front of each	ONE single University envelope ▼	
envelope will be printed "TO WHOM IT MAY CONCERN")	Ov. 84	
Attachment(s) to be included in testimonial(s)*:  *If the testimonial is to be sent with a "Request for testimonial form" provided by some	○ Yes  No institutions, please choose "Yes" for the question "Attachment(s) to be included in testimonial(s)" and	unload this form under Part
3 "Application Summary". Documents other than the "Request for testimonial form" wil		apieda uno formando i i dic
Save and Continue		
Application for Testimonial		· ·
		Close Online Application
	The University of Hong Kong Online Application For Testimonial	
Applicant:		
Part 3b. Amend Information (Collection in Person)		
Application Number :		
Purpose of application: (If the award of qualification is required, please mark "Overall results required" and to	Internship	
certify medium of Instruction, please mark "MOI".)	memorip	
No. of testimonial(s) to be collected:	1 🔻	
Pack the testimonial(s) in: (If the testimonials are to be packed in individual envelopes, the front of each	ONE single University envelope ▼	
envelope will be printed "TO WHOM IT MAY CONCERN")  Attachment(s) to be included in testimonial(s)*:	O Ves R No	
	○ Yes  No notifies the None of Yes of the Question "Attachment(s) to be included in testimonial(s)" are the presented in the properties of the Question "Attachment(s) to be included in testimonial(s)" are the presented in the present of the Question "Attachment(s) to be included in testimonial(s)" are the presented in the present of the Question of the Questi	nd unload this form under Part
3 "Application Summary". Documents other than the "Request for testimonial form" wi		
If you wish to authorize a person to collect the testimonial(s) on your behalf, please gi	ve details:	
Name of the authorized person:	Name of the authorized person (amend)	
HKID/Passport No:	A123456(7)	
Save and Continue		
Save and Continue		

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

### Application for Testimonial

Instruction and User Guide

The University of Hong Kong Online Application for Testimonial Close Online Application

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

Applicant:

Part 5a. Application Fee

Application Number:

Total no. of testimonial(s) applied for: Total Fee Payable:

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):	123456789
(The phone number will be shown on the envelope)	1.5 1.55 1.55
No. of testimonial(s) to this address:	
Purpose of application:	
(If the award of qualification is required, please mark "Overall results required" and to	Internship
certify medium of Instruction, please mark "MOI".)	
Pack the testimonial(s) in:	
(If the testimonials are to be packed in individual envelopes, the front of each	ONE single University envelope
envelope will be printed "TO WHOM IT MAY CONCERN")	
Attachment(s) to be included in testimonial(s):	No

#### Collection in Person from Academic Services Office

No. of testimonial(s) to be collected:

Purpose of application:

(If the award of qualification is required, please mark "Overall results required" and to Internship

certify medium of Instruction, please mark "MOI".)

Pack the testimonial(s) in:

(If the testimonials are to be packed in individual envelopes, the front of each

ONE single University envelope

envelope will be printed "TO WHOM IT MAY CONCERN")

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

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

Name of the authorized person:

Name of the authorized person

HKID/Passport No:

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.

Applicant:	
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### Part 6. Credit Card Payment (Jetco Payment Gateway)

Application Number:
Type of Application:
Total no. of testimonial(s) applied for: 2
Total Fee Payable:

HK\$ 60

To the Registrar:

I hereby authorize The University of Hong Kong to charge HK\$ 60 to cover the application fee for the testimonial(s).

Pay Back

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

<sup>\*</sup> This electronic payment surely 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 <u>Privacy Policy Statement</u> and <u>Personal Information Collection Statement</u>. For VISA/MasterCard holder's information, the University of Hong Kong is domiciled in Hong Kong.



Amount: **HKD 60.00** 

Merchant: HKU-REGISTRY TESTIMONIAL

Invoice Number:

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 testimonial application if you want to make amendments

« Cancel, and return to HKU-REGISTRY TESTIMONIAL

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: Merchant: Invoice Number:	HKD 60.00 HKU-REGISTRY TESTIMONIAL
Card Informa	ition
Enter your card i	information.
Card Type:	VISA
Credit Card Num	nber:
Expiry Date:	MM ✔ YYYY ✔ Card Verification Number: What is this?
	Pay Now  « Cancel, and return to HKU-REGISTRY TESTIMONIAL
Visa Secure	site supports Visa Secure.
You might be redire Please contact you	ected to your card issuing bank and required to enter a password for authentication.  ur card issuing bank for service details.
	SECURE
You are connected Services Ltd.	d to a Secure Payment Page operated by Joint Electronic Teller

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 testimonial 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.

Applicant:

Part 6b: Credit Card Payment Result

Application Number: Type of Application: Date Received : Status:

Testimonial 29-Mar-2021

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: TRANSACTION AMOUNT: TRANSACTION ID: APPROVAL CODE: REFERENCE NUMBER:



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 (optioinal): (The phone number will be shown on the envelope)	123456789
No. of testimonial(s) to be sent:	1
Purpose of application: (If the award of qualification is required, please mark "Overall results required" and to certify medium of Instruction, please mark "MOI".)	Internship
Pack the testimonial(s) in: (If the testimonials 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 testimonial(s):	No

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.

#### Collection in Person from Academic Services Office

No. of testimonial(s) to be collected:

Purpose of application:

(If the award of qualification is required, please mark "Overall results required" and to certify Internship medium of Instruction, please mark "MOI".)

Pack the testimonial(s) in:

(If the testimonials 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 testimonial(s):

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

HKID/Passport No:

ONE single University envelope

Name of the authorized person A123456(7)