e-Lockers

Eligibility for use
All HKU students with a valid HKU Portal account are eligible to rent an e-locker. Each student can rent one e-locker at any one time.

Rental procedure
Renting of an e-locker is on a first-come-first-served basis and is supported by the mobile app “uLock@hku” which can be downloaded from App Store (Apple) or Google Play Store. Inside the app, there is information on the number of e-lockers available and their locations.

Rental fee
HK$1 per hour. Payment can be made via the mobile app “uPay@hku” which can be downloaded from App Store (Apple) or Google Play Store. Payment methods include Apple Pay, Google Pay, AliPay and AliPayHK. Payment by Octopus is now under liaison and will be available in due course.

Duration for use
Up to a maximum of 7 consecutive calendar days. An email reminder will be sent to the student 24 hours before the expiry time via the @connect.hku.hk email account. Items stored in the e-locker after 7 calendar days will be removed and be kept at the Estates Office’s Security Control Centre (Room 310, 3/F, Pao Siu Loong Building) and an administrative fee of HK$100, in addition to the rental fee, will be charged when the student claims his / her items.

Terms and conditions for the use of e-lockers

1) An e-locker, once accepted (rented) by a student for use, is non-transferable. Rental fee, once paid, is non-refundable.

2) The student is entirely responsible for the items stored in his / her e-locker.

3) The University will not be liable for any damage to, or loss of items stored in the e-locker, from any cause whatsoever.

4) The student should not keep animals / perishable products / illegal / hazardous substances or items which may cause damage to the e-locker. Any misuse of the e-locker may lead to
disciplinary action and may result in the privilege of e-locker usage being withdrawn.

5) The student should keep the e-locker in good and clean condition. Charges may be applied by the University for the repair of any damages to the e-locker.

6) E-locker can be used up to 7 consecutive calendar days. Items stored in the e-locker after 7 calendar days will be removed and be kept at Estates Office’s Security Control Centre (Room 310, 3/F, Pao Siu Loong Building) and an administrative fee of HK$100, in addition to the rental fee, will be charged when the student claims his / her items.

7) In case of emergency and / or a breach of the above rules, the University reserves the right to open the e-locker and remove the items stored in the e-locker.

8) Enquiries on the operational use of e-lockers should be directed to the Security Control Centre of Estates Office (Room 310, 3/F, Pao Siu Loong Building) (Tel: 3917 2883).

Enquiries on e-Lockers

- Eligibility to apply
  Academic Support and Examinations Section
  Email: asoffice@hku.hk

- Issues relating to uLock@hku and uPay@hku mobile apps
  Information Technology Services – Service Desk
  Email: ithelp@hku.hk
  Tel: 3917 0123

- Operational use of e-Lockers
  Security Control Centre of Estates Office
  (Room 310, 3/F, Pao Siu Loong Building)
  Tel: 3917 2883

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