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.

Icon of uLock@hku

Location of e-lockers
Centennial Campus (CC) - Central Podium Level - 3/F
Hui Oi Chow Building - LG/F Corridor
KK Leung Building - LG1/F
Library Extension - LG2/F
Meng Wah Complex - G/F
Podium Outside G/F Runme Shaw Building

Due to construction work, rental of e-lockers at LG/F Corridor, Hui Oi Chow Building will be suspended from Nov 16, 2020. Students who are currently in use of e-locker at this location have to claim their belongings and return the e-locker latest by Nov 23, 2020 00:00. Any unclaimed items in the e-lockers after this date will be cleared by the Estates Office. Rental of e-lockers is expected to resume on Feb 8, 2021.

Students please consider using e-lockers at nearby locations such as Library Extension and outside Runme Shaw Building during the affected period.

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, AliPayHK and Octopus.

Icon of uPay@hku
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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