HKU SPACE Community College
Online Application for Student Transcript

<div style="border: 2px solid red;">

Important Note

1) If you wish the College Office to send your transcript with additional documents (e.g. a transcript request form is required by the university to be attached with the transcript), do not apply online. You must submit a completed application form at the HKU SPACE enrolment counter **in person** instead.

2) The online application system should be operated via **Google Chrome**.

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Step 1: Login to Learner Portal (http://learner.hkuspace.hku.hk) and select the function

→ My Resources → Community College → Student Self-Service → MyFuture → Apply for Transcript(s) and make payment online

Step 2: Click "Make An Application"

Step 3: Read the instructions carefully and confirm your personal particulars on the top of the page. Tick the box at the bottom for confirmation.

Student Name:	TEST ACCOUNT（我係假人）
Student ID:	83340254
Programme at CC:	Associate of Business Administration (Marketing Theme) (Year II)
Date of Birth:	12-Nov-1988

Instructions of Online Payment for Transcript Application

> If you wish the College Office to send your transcript with additional documents (e.g. a transcript request form is required by the university to be attached with the transcript), do not apply online. You must submit a completed application form at the HKU SPACE enrolment counter **in person** instead.

1. A transcript lists the courses of study you attended and their examination results, if appropriate. **You should ensure that your overall results have been formally announced before submitting your application.**
2. You are advised NOT to apply for transcript(s) during periods where course records are subject to changes (e.g. grade reporting, grade review etc.). If you request for the transcript(s) during these periods and should changes occur after the transcript(s) is/are printed, a fresh application and the necessary payment will need to be made again for updated copy(ies).
3. Please make sure your personal particulars on the top of this page are correct before proceeding your application. If there is any discrepancy found in your English/Chinese name, date of birth and/or programme of study, please contact the College Office via myfuture@hkuspace.hku.hk.
4. For EACH application, a non-refundable fee of HK$50 is charged for the first copy and HK$30 for each additional one (maximum 20 copies for each application).
5. The official transcript will be prepared as soon as the related payment is settled and are **processed in the order of receipt.**
6. The **normal processing time is 10 working days (excluding Saturday, Sunday and public holidays) upon receipt of application form and payment.** Besides, please be reminded that the **processing time excludes mail delivery time.**
7. Time needed for a copy of transcript to be delivered to a designated address varies from one destination to another and it is expected to take **AT LEAST two weeks for document to reach an overseas address.** You are advised to plan ahead and allow enough time for postal delivery if you need to meet any deadline. **If you are in urgent need of the transcript(s), please consider to collect it/them in person at the College Office.**
8. Unless specified for personal pick-up, transcript(s) will be sent by surface mail (within Hong Kong) / air mail (overseas) to your personal mailing address or the designated address(es). It is the applicant's responsibility to put down accurate and legible addresses. The College will not be responsible for any loss or damage of transcript(s) during postal delivery. It you want to update your personal mailing address, please go to *Update My Contact*.
9. For personal pick-up, when the transcript(s) is/are ready, applicants will be notified by email (Learner Webmail Account for current students) or you could check your application progress regularly in ***MyFuture -- View Application Records / Status***.
10. If you wish to authorise another person to collect transcript(s) on your behalf, the HKID Card/Passport Number of the authorised person must be stated clearly on the application form. A **printed copy of your HKID Card/Passport (electronic copy will not be accepted)** and the authorised person's HKID Card/Passport will be required for verification upon collection of your transcript(s).
11. If the transcript(s) is/are not collected within 3 months from the date of receipt of the application form, the transcript(s) will be destroyed by the College Office for security reason.
12. The College reserves the right to withhold issuance of the transcript(s) to student(s) who has/have not paid fees or other debts owed to the College, or who has/have failed to discharge all obligations towards the College.
13. The personal data provided on the application form will be used by the College for the purpose of processing this application only. All information provided, when no longer required, will be destroyed.

Please Click to Continue

☐ I have read the above instructions, and confirmed my personal particulars on the top of this page are correct.

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Step 4: Select the number of transcripts you would like to apply and answer the question on obtaining the assessment record of the previous programme (if any). Please choose "Not Applicable" if you have never transferred to another programme in the College.

Basic Information of Transcript Application

Please indicate below the number of transcripts you would like to apply for.

Transcript : $ 50 (first copy) / $ 30 (other copies)
No. of Copies : 2 ▼
Amount : $ 80
Remarks (if any) :

Assessment Result of the Previous Programme

Do you wish to obtain the assessment results of your previous programme? (Applicable for students who have transferred to another programme in the College, except those between AD Programmes)

○ Yes
○ No
○ Not Applicable

Step 5: Select collection method

a) For mailing, please click the box on the left and input the number of transcripts you would like. You may change the default information shown below if you wish to send the transcripts to any address other than your default mailing address.

b) For pick-up in person at the College Office, please click the box to select the collection point. If you wish to authorize another person to collect the transcripts, please provide the name and HKID No. of the authorized person.

c) You may send your transcripts to more than one address by clicking the box and inputting the address.

Copy	Collection Methods
☑ 1	**By Mailing** Attn : TEST ACCOUNT Mailing Address * : ROOM 1314, 99/F, BLOCK 9, MEI HO FA YUEN, HONG KONG. *You may choose to send the transcript to any addresses other than your default personal mailing address. This will not affect the records in your personal particulars of the College.*
☑ 1	**Collection at College Office **** Attn : TEST ACCOUNT Collect at : ○ Fortress Tower Learning Centre ○ Island East Campus ● Kowloon East Campus Collect by : ● In Person ○ Authorising (Name of Person) with HKID No. (HKID No.) on my behalf *** *** Please refer to the **Learner Portal** (My Resources > Community College > Learning Facilities and Support Services) for the opening hours of College Offices.* **** A copy of your HKID / Passport is required for verification upon collection of your transcript.*
☐ 1	Please put down the Name of Other University here, if any. Attn : Mailing Address : Application No. :

a) ➡ (box for By Mailing)

b) ➡ (box for Collection at College Office)

c) ➡ (box for other university)

Step 6: Select the online payment method (PPS/ Credit Card)

Important Note:

Please **DO NOT** close the payment browser (**pop up browser**) during the transaction process.

The payment browser (**pop up browser**) will be closed automatically once the transaction has completed.

(It may take a few minutes.)

In case the online payment cannot be successfully processed due to Internet interruption/ disconnection, the system will cancel the unsuccessful transaction momentarily. Please capture the screenshot of system error for record and try again **10 minutes later**.

[Pay by PPS] [Pay by Credit Card] [Clear]

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Step 7: Confirm the application fees and payment details
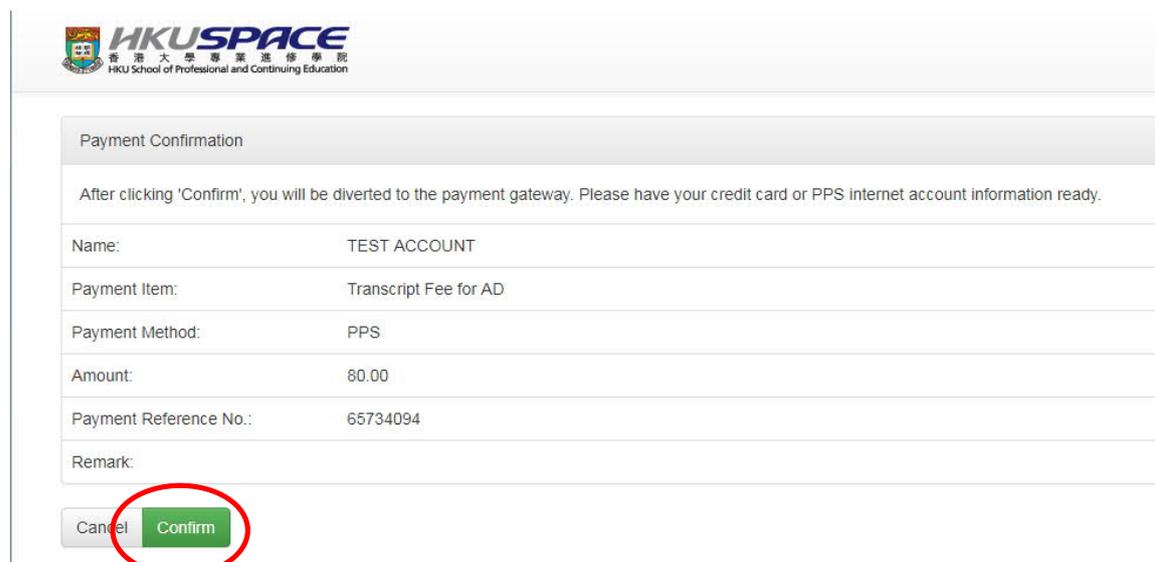
HKUSPACE
香港大學專業進修學院
HKU School of Professional and Continuing Education

Payment Confirmation

After clicking 'Confirm', you will be diverted to the payment gateway. Please have your credit card or PPS internet account information ready.

Name:	TEST ACCOUNT
Payment Item:	Transcript Fee for AD
Payment Method:	PPS
Amount:	80.00
Payment Reference No.:	65734094
Remark:	

[Cancel] [Confirm]

Step 8a: Enter PPS account information

You **must read** the Terms and Conditions, Legal Disclaimer & Copyright Notice and Personal Information Collection Statement before clicking "Submit" for payment. For PPS Services General Terms and Conditions of Use, please browse ppshk.com

Merchant Name:	HKU SPACE
Reference Number:	IPG0000073606
Amount (HK$):	80.00
8-digit PPS Account Number or PPS Account Name * :	
PPS Internet Password:	

☐ I have read and hereby accept the PPS Services General Terms and Conditions of Use.

Staring from 17 March 2016, PPS customers will receive SMS alert on every successful payment made to the merchant categories of "Credit Services" & "Securities Broker".

Submit   **Cancel**

If you choose to pay by PPS, enter your PPS Account Number and PPS Internet Password and click the "Submit" button.

Step 8b: Enter credit card account information

If you choose to pay by credit card, enter your credit card number, expiry date and the 3-digit card verification number and click the "Pay Now" button.

BEA 東亞銀行   EN | 繁 | 简

Amount:	**HKD 80.00**
Merchant:	HKU Space
Invoice Number:	ICR2000005367

Card Information

Enter your card information.

Card Type: **VISA**

Credit Card Number: ___ - ___ - ___ - ___

Expiry Date: MM ▼ XXXX ▼   Card Verification Number: ___ *What is this?*

Pay Now

« Cancel, and return to HKU Space

Verified by Visa

This payment website supports Verified by Visa.
You might be redirected to your card issuing bank and required to enter a password for authentication.
Please contact your card issuing bank for service details.

Verified by
VISA

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.

Jetco

Step 9: Payment acknowledgement

If your payment is accepted, the payment status will change to "Paid" and a Reference No. will be shown respectively.

Click the "Ref.No." to check the details of application status.

The normal processing time is about 10 working days upon receipt of the application and payment.

Type of Online Payment	No. of Copy	Amount	Application Date	Payment Status	Ref. No.
Transcript	2	$ 80	2020-06-08	Paid	47363035

NOTE

In case the online payment cannot be successfully processed due to Internet interruption/ disconnection, the system will cancel the unsuccessful transaction momentarily. Please try again **10 minutes later**.

If you encounter any problems during the payment process, please contact the College Office via myfuture@hkuspace.hku.hk. Please quote the Ref. No. shown in your "Applications Records/ Status" for enquiry.

Checking application records and status

Applicants will be notified in MyFuture when the transcript is ready. You are advised to check your application progress regularly via Myfuture.

Step 1: Go to the Main Page and click "View Application Records/ Status"

Apply for Transcript(s) and make payment online

- **Step 1 :** Make An Application

- **Step 2 :** View Application Record(s) / Status

Main Menu

Step 2: Click the "Ref No." to check the details of application status

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Type of Online Payment	No. of Copy	Amount	Application Date	Payment Status	Ref. No.
Transcript	2	$ 80	2020-06-08	Paid	47363035

Step 3: Application Status

For pick-up in person, please check the collection point and date carefully.

Copy	Collection Methods	Status
1	**By Mailing** Attn : 83340259 Mailing Address : ROOM 1314, 99/F, BLOCK 9, MEI HO FA YUEN, HONG KONG.	Sent Out on 2020-06-08
1	**Collection at College Office** Attn : 83340259 Collect at : Kowloon East Campus Collect by : In Person	Ready to pick up from 2020-06-08

Should you have any query, please contact the College Office via myfuture@hkuspace.hku.hk.

- **End –**

This user guide can be downloaded in the FAQ of MyFuture.