HKU ONLINE APPLICATION –
Guide to the Counsellors’ Portal
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This is the login page for the HKU counsellor portal. Please use the credential provided via email to log in to your account.
If you forgot your password, please enter your registered email and compete the jigsaw puzzle.

You will then receive an email to reset your password.
Once you have successfully logged in to your account, you will be redirected to the “Student List”, which shows a summary of all applicants from your school who have nominated you as a counsellor on their HKU application form AND have submitted the application.

You will receive a system generated message for each student who has nominated you as a counsellor.

You should note that students will only be able to select you as their counsellor if they have indicated they are currently enrolled at your institution.

If you are supporting any graduates in their applications, they should have nominated you as a referee instead. These students will NOT be listed on this portal.

You can also use the “Search Application” function to locate individual applicant based on the HKU application number or the first name / last name of the applicant.
After clicking on an application, you will be redirected to the applicant-specific page to support that application.

The applicant’s basic information will be shown here for identification purposes.
Below are the functions you can perform:

- **“Academic Qualifications”** shows a list of qualifications filled out by the applicant. You can use this tab to provide or confirm the applicants’ predicted or achieved results at any time during the admissions cycle.
- **“Supporting Documents”** allows you to upload any documents to support the particular application, which may include transcripts, predicted results (if only pdf format is available), reference letters, etc.
- **“Programmes”** shows a list of programmes that the applicant has applied to.
- **“Edit History”** gives you a summary of all actions you have performed to support the application.
4. Supporting a Student’s Application - “Academic Qualifications”

Please select a qualification for which you would like to confirm the applicant’s predicted grade.

In the event that the applicant has listed a subject that does not match your school's academic record, please inform the admissions office here. We will reach out to the applicant for confirmation of their academic subjects taken.
After selecting a qualification, you may then change and/or confirm the predicted grade provided by the applicant.

All changes made in this page will be confidential and not accessible by the applicant.

You can also save your work at any time by clicking the “Save” button.
Once you have confirmed the predicted grade, you will see a system message and the predicted grades are now locked. You can revisit this page again to confirm the achieved grade of the applicant once the final results are available. In the case when an applicant's predicted grade has been updated, please contact the admissions office. Kindly refer to the FAQ at the end of this document for further details.
4. Supporting a Student’s Application - “Supporting Documents”

Please click the “Upload” button to add a supporting document for the applicant.
You will be prompted to choose a file (pdf file not exceeding 10MB) for the applicant once you click “Upload”.

Please note that once a document is selected, the upload process is irreversible and all documents uploaded cannot be removed.
The status for documents that have been successfully uploaded will be shown as “Uploaded”. You can also view the documents by clicking its file name. You will not be able to delete a document once it is uploaded. If you have doubts or need to amend the document, please upload a new copy. The latest upload will be considered as official.

Once the reference letter has been uploaded, the student will receive a system generated message informing them that it has been completed.

You may also continue to upload documents (e.g. final transcripts) at a later stage until the end of the admissions cycle (i.e. late August).
4. Supporting a Student’s Application - “Programmes”

This page shows a list of programmes that the applicant has applied to.
# 4. Supporting a Student’s Application

"Edit History"

This page shows a list of actions you have performed, and when there were performed, to support the application.
5. FAQ

Q1: One of my students is not on my “Student List”.
A1: Please check that the student has selected your school properly in the application form (i.e. from the school dropdown). If the student has already graduated from your school, please ask the student to nominate you as a referee instead and you will be invited for references separately.

Q2: I have uploaded a wrong file.
A2: All documents once uploaded cannot be deleted. If you need to amend the documents, please re-upload the correct copies and in the case of duplicates the latest upload will be considered as official.

Q3: There is a change in my student’s predicted grade.
A3: If you would like to make changes to the predicted grades, please inform us by writing to counsellors@hku.hk quoting the student’s application number, the qualification, subject and grades to be changed.
Q4: I would like to upload documents for students who have applied via the Common Application.
A4: If you are able to upload documents onto Parchment via the Common Application, we will be able to access those directly. If you are not able to upload to Parchment, or would need to update any of the documents, please wait until the student account with HKU has been created and you have been nominated as a counsellor by the student on our system to upload the documents.

Q5: My colleague would also like to have access to the counsellors’ portal.
A5: Please ask your colleague to write to counsellors@hku.hk and provide a business card or proof to verify his/her position as a counsellor of the school. As counsellors will have access to students’ personal information and application details, it is very important for us to take extra steps to ensure that such confidential information is only accessible by relevant individuals.
6. Contact Us

If you require further assistance, please contact us via counsellors@hku.hk

Thank you again for supporting your students’ applications to the University of Hong Kong.