HKU SPACE Community College
# Online Application for Student Transcript

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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.

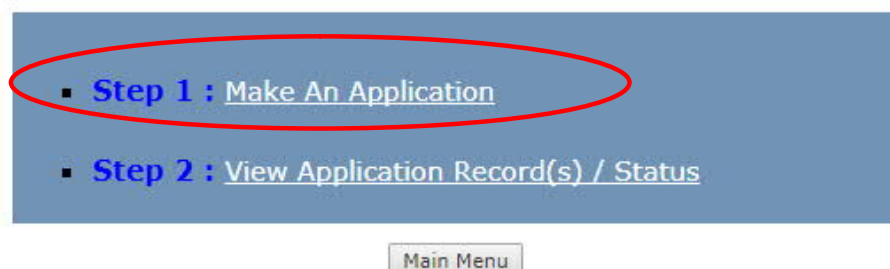2) The online application system should be operated via **Google Chrome**.

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

→ My Resources → My Bookmark → Student Self-Service → MyFuture → Apply for Transcript(s) and make payment online
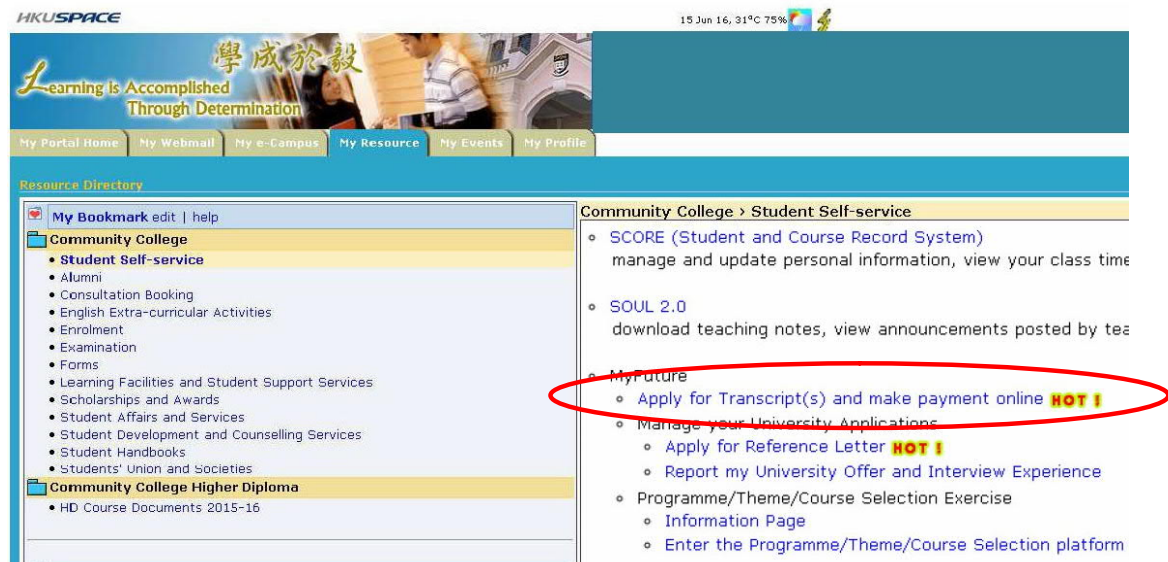
Step 2: Click "Make An Application"

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

Reminder:

1. Please check your name in English and Chinese (if applicable) and your Date of Birth as shown below.
2. **DO NOT** submit the application if there is any error or discrepancy.
3. Email a copy of your HKID card to myfuture@hkuspace.hku.hk for amendment and only submit your application once you are notified that the record(s) has/have been rectified.
4. Otherwise, you will need to submit a new application if there are any amendments to your personal data after the transcript(s) has/have been issued/posted/collected.

Student Name:	TEST ACCOUNT （我係假人）
Student ID:	83340258
Programme at CC:	Associate of Business Administration (Applied Economics Theme) (Year II)
Date of Birth:	12-Nov-1988

Make sure the following information is correct:
(a) Name in English;
(b) Name in Chinese (if applicable); and
(c) Date of birth.

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. If 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 a representative to collect transcript(s) on your behalf, the representative should provide (i) the completed and signed authorisation form (which can be downloaded from **https://cc.hkuspace.hku.hk/exam/**), (ii) your printed copy of HKID Card/Passport **AND** (iii) the authorised representative's HKID Card/Passport will be required for verification upon collection of your transcript(s). In the meantime, you will be fully responsible for the undelivered, if any, of the said transcript(s) from your representative.
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. I understand that I need to submit a new application and pay the application fee again if there is/are any amendments to my personal particulars after the transcript(s) is/are issued/posted/collected.

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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
a) ☑ 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.*
b) ☑ 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.*
c) ☐ 1	Please put down the Name of Other University here, if any. Attn : Mailing Address : Application No. :

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

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 screen and send to ccad@hkuspace.hku.hk for follow up. Please try again **10 minutes later**.

Pay by PPS   Pay by Credit Card   Clear

Step 7: Confirm the application fees and payment details

HKUSPACE ONLINE SERVICES

Payment Detail Information
Remarks: Course fees paid are not refundable, except in the event of a course being over-subscribed or cancelled.

Please confirm the following payment details.

Payment Details	
Student Number	83340258
Student Name	TEST ACCOUNT
Institution:	HKU SPACE
Course Title:	Transcript Fee for CC (2 transcripts) - AD 2017
Payment Method:	PPS
Amount(HKD):	80.00
Registration No.	81083357
Payment Reference No.	IPG0000073606

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

一經確認，將會轉往付款網頁。請準備你的信用咭或繳費靈資料。

Confirm 確定   Cancel 取消

Step 8a: Enter PPS account information

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 "proceed" button.

Step 9: Payment acknowledgement

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

Student Name:	TEST ACCOUNT（我係假人）
Student ID:	83340258
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Date of Birth:	12-Nov-1988

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

Type of Online Payment	No. of Copy	Amount	Application Date and Status		Payment Status	Ref. No.
Transcript	2	$ 80	2018-02-23	Received	Paid	89519537

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"

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

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 : student_82340708 Mailing Address : ROOM 1314, 99/F, BLOCK 9, MEI HO FA YUEN, HONG KONG.	Sent
1	**Collection at College Office** Attn : student_82340708 Collect at : Kowloon East Campus Collect by : In Person	Ready to pick up from 2010-Apr-16

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.