E-APP

Electronic Advance Application System for Post-secondary Programmes (E-APP)

User Guide for Applicants

Version: 3.2
Education Bureau

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1. Introduction

1.1 What is E-APP?

Electronic Advance Application System for Post-secondary Programmes (E-APP) (www.eapp.gov.hk) is a one-stop online application system for post-secondary programmes developed by the Education Bureau. Candidates sitting for the Hong Kong Diploma of Secondary Education Examination (HKDSE) in the current academic year may lodge advance applications for full-time locally-accredited sub-degree and undergraduate programmes (including sub-degree programmes under the Study Subsidy Scheme for Designated Professions/Sectors and most of the eligible programmes under the Non-means-tested Subsidy Scheme for Self-financing Undergraduate Studies in Hong Kong) that are not covered by the Joint University Programmes Admissions System (JUPAS) via the E-APP before the release of HKDSE results.

1.2 About the System

Security
➤ User name and password should be kept CONFIDENTIAL
➤ Password should be changed regularly
➤ Do not leave your computer unattended while updating your personal information or programme choices
➤ Logout from E-APP when you are not using

Browsers
The E-APP website (https://www.eapp.gov.hk) is best viewed with the following browsers:
➤ Chrome (Windows, MacOS, iOS, Android)
➤ Safari (MacOS, iOS)
➤ Edge (Windows)
➤ Firefox (Windows, MacOS, iOS, Android)

30-Minutes Time-Out Session
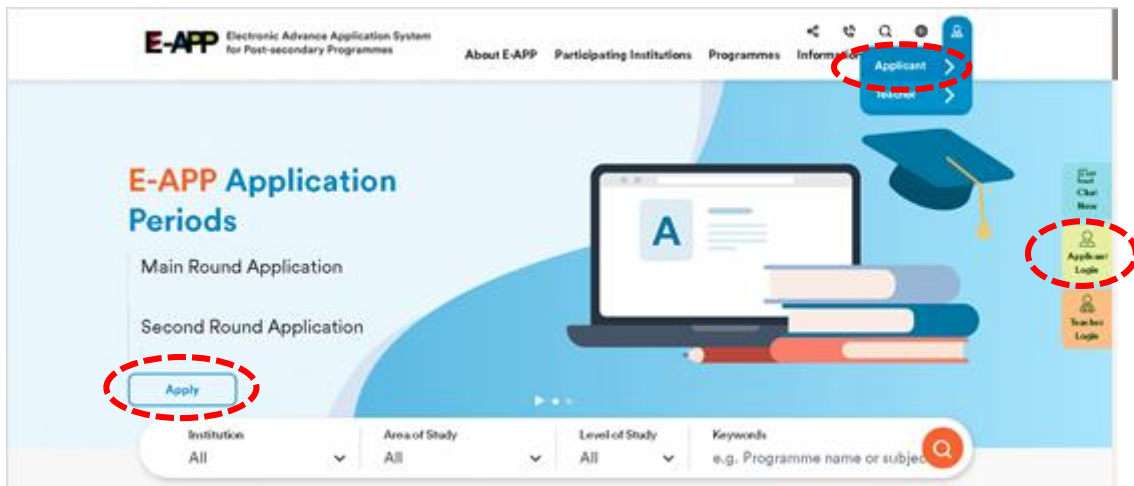➤ The E-APP account will be automatically logged out after 30 minutes idle time.

1.3 Contact Us

For enquiries, please contact E-APP hotline at 3104 2560 during office hours or email to eapp_post_sec@edb.gov.hk.

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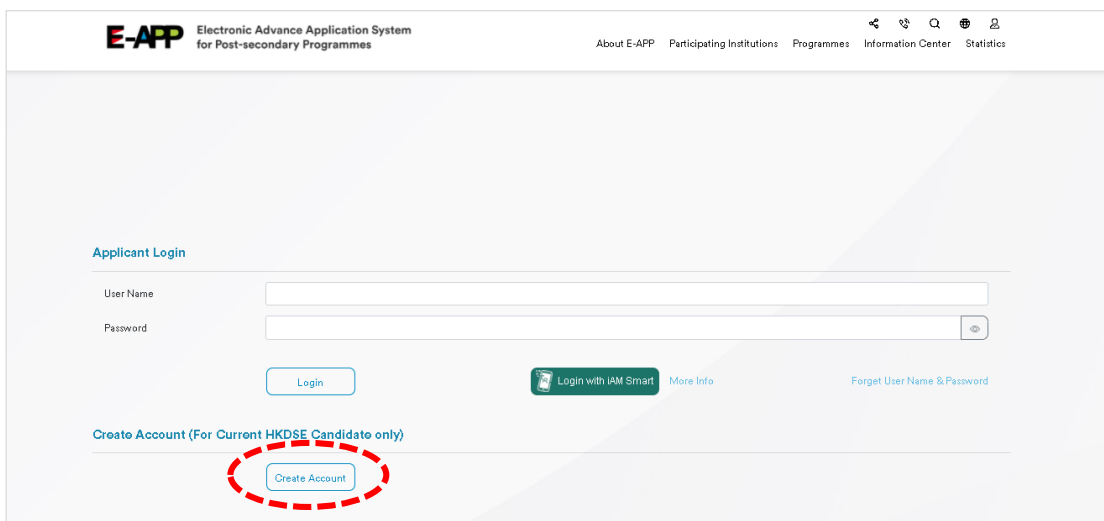## 2. User Registration

2.1 Create Account

Step 1

Click "Applicant", "Apply" or "Applicant Login" to enter the Applicant Login page.

Step 2

Click "Create Account".

Step 3

Confirm that your eligibility for the application, enter the security code, accept the "Important Notes" and click "Continue" to the next step.

2.2 Personal Particulars

Enter the personal information required, and click "Next" to the next step.

Notes:

➢ Once the E-APP account is created, user name will not be able to modify.

➢ ID Type & No, Name and Date of Birth must be identical with applicant's HKDSE Candidate Entry Information Checklist or Admission Form issued by Hong Kong Examinations and Assessment Authority (HKEAA).

➢ E-APP and Institution(s) may contact applicant by SMS or emails, please ensure the information provided is correct.

2.3 User Preferences

Set up the following user preferences:

➢ authorise teachers to view application status and progress;
➢ authorise E-APP to transfer the user data to Diploma of Applied Education;
➢ authorise E-APP to transfer the user data to selected institution(s); and
➢ receive email notifications

and click "Next" to the next step.
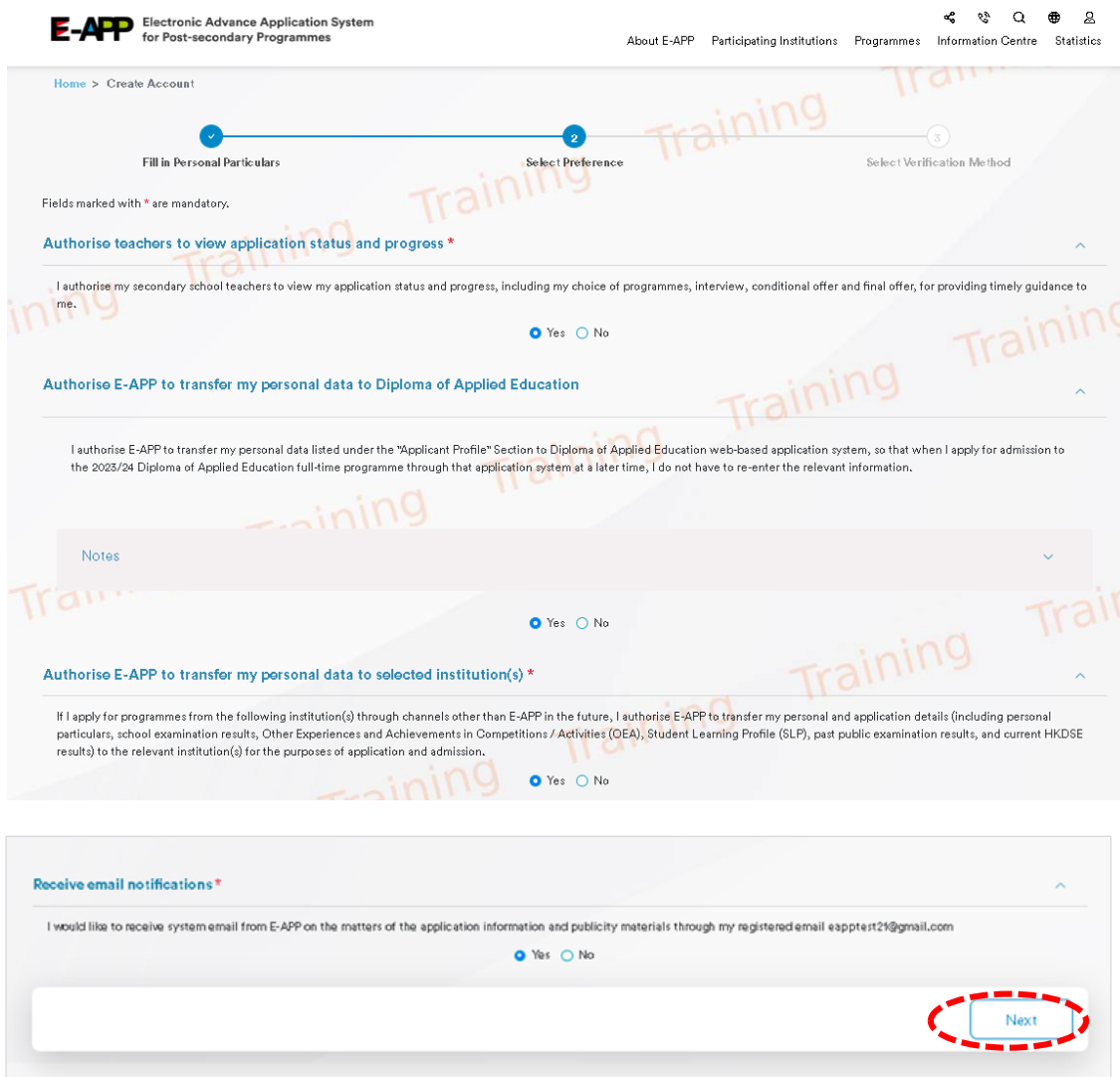
2.4 Account Verification Method

Choose either "Email" or "SMS" to verify your account. Then click "Submit".

2.5 Confirmation of Account Creation

Step 1

Applicant can preview the inputted information. If the information is correct, click "Confirm" to continue.

Step 2

E-APP account has successfully been created. An activation email with 6-digit verification code will be sent to registered email / phone No.

2.6 Account Verification

Step 1

System will generate a 6-digit verification code and an activation link, and send to your registered email or mobile by SMS.
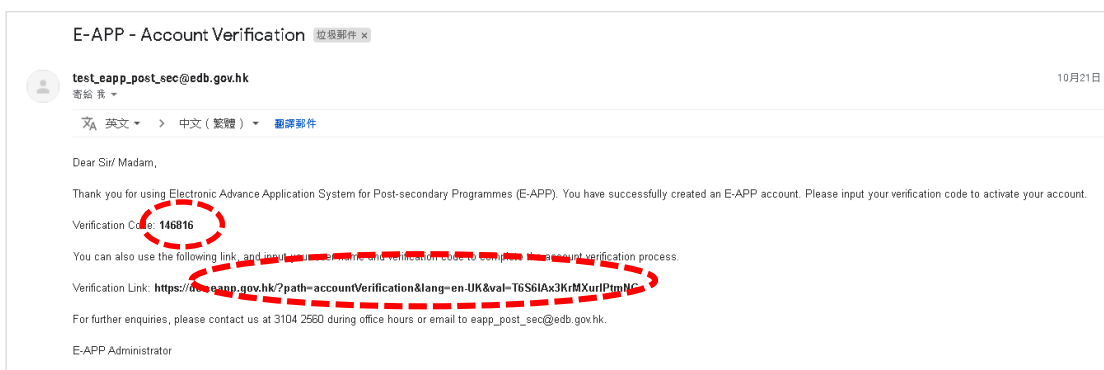

Step 2

Applicant can either click the activation link or login to verify the applicant account by entering the 6-digit verification code from the verification email / SMS.

Notes:

➢ If applicant does not receive the verification code, click "Resend Verification Code" and check the registered email / SMS again.

➢ If applicant cannot find the verification code email, check the trash / junk bin on your email account.

➢ If applicant has regenerated more than one verification code, use the latest one.

Step 3

E-APP will allocate an applicant number to the applicant. Applicant may click "Start Login" to complete your "Applicant Profile".
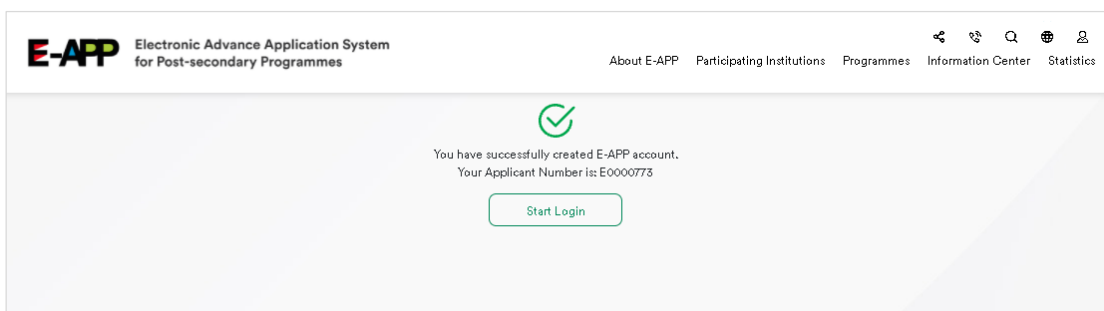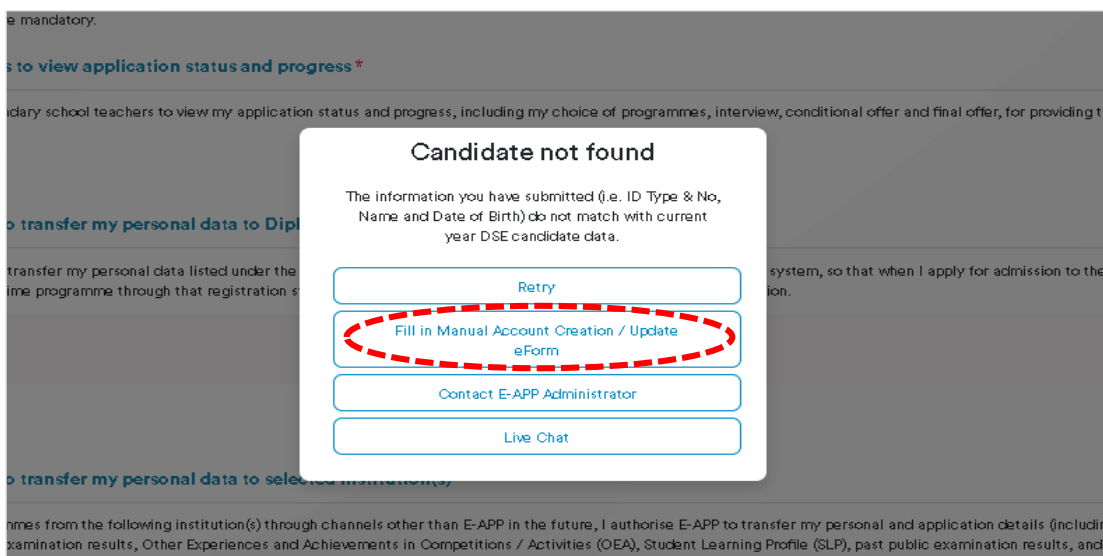

2.7 Manual Account Creation / Update eForm

If applicant is a candidate of current HKDSE but not able to create account online, applicant is required to submit a "Manual Account Creation / Update" eform. Alert message will be prompted if E-APP does not have your HKDSE information.

Step 1

Click "Fill in Manual Account Creation / Update eform".

Step 2

Enter the information required.

Step 3

Upload (1) a copy of your HKDSE Candidate Entry Information Checklist or Admission Form issued by the HKEAA or/and (2) other supporting documents(if needed). Applicant should state the reason of being unable to create E-APP account online.

Step 4

Declare the information provided is true and correct, then click "Submit".

3. Applicant Profile

After creating the E-APP account, applicant may continue to complete / edit the application information in the "Milestone" or "Applicant Profile".

3.1 School Examination Results

Step 1

The current secondary school should have been selected. Otherwise, applicant can select the last attended secondary school from the list.

Step 2

Provide the information on the secondary school and study year in Secondary 4, 5 and 6.


Step 3

Applicant may fill in the marks (including full marks) or grades of the subjects, and click "Add Result" to add other examination results. It applicant cannot provide Secondary 6 First-Term Examination Results, you may select "I don't have / I will provide later".

Note:

➢ You must input at least 5 subjects in S4 and S5 overall examination results

➢ If you do not have the school examination results, please select "N/A" in the "Mark/Grade" column and explain your situation in the "Remarks" column for institutions' reference.


Step 4

Drag and drop the image file of the examination results into the box or click to upload the file in PDF/PNG/JPEG format. The file size limit is 3MB. Otherwise, select the checkbox of "No File / Upload Later" and click "Next" to continue after completing the entry.
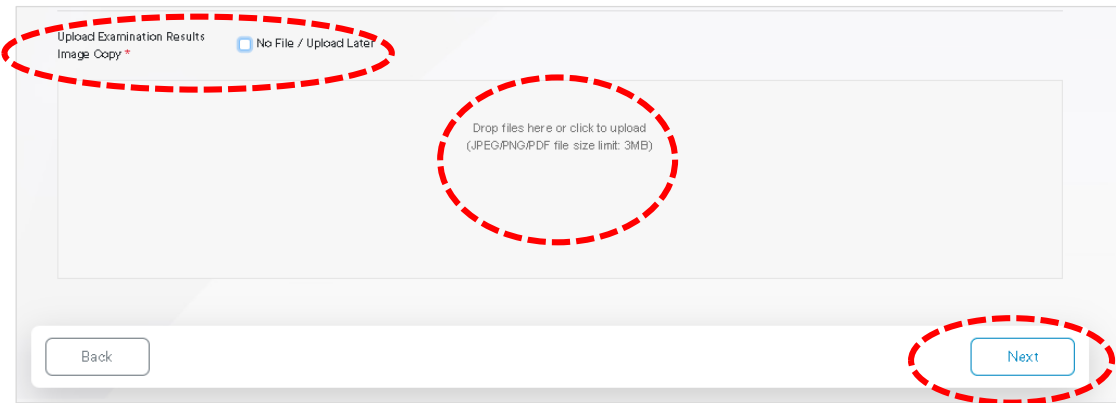
3.2 OEA / SLP

3.2.1 Upload Student Learning Profile (SLP)

Drag and drop the image file of SLP into the box or click to upload the file in PDF/PNG/JPEG format. The file size limit is 3MB. Otherwise, select the checkbox of "No File / Upload Later".
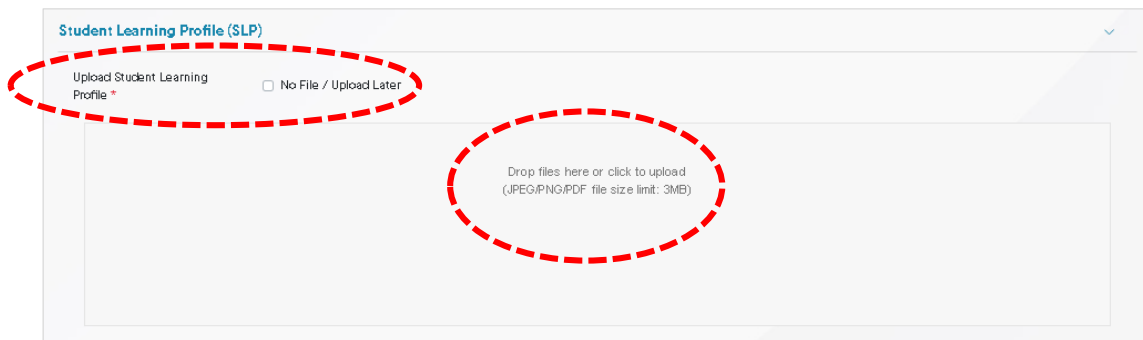
3.2.2 Enter Other Experiences and Achievements in Competitions / Activities (OEA)

Step 1

Click "Add OEA" to add other experiences and achievements in competitions / activities.
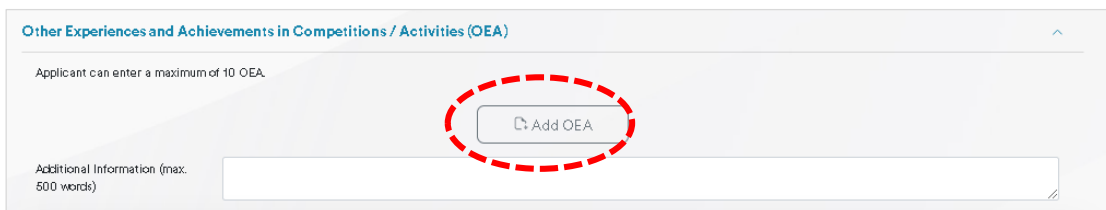
Step 2

Enter the "Award / Activity Name", "Participation Mode", "Activity Nature", "Role", "Award Bearing", "Award Type", "Year" and "Description for the Award / Activity" (if any).

Step 3

Applicant may also input "Additional Information (maximum 500 words)" (if any) for OEA. Click "Next" after completing the entry.

3.3 Past Public Examination Results

Step 1

Applicant can provide Hong Kong Diploma of Secondary Education (HKDSE) examination result(s) and/or other public examination(e.g. IELTS, TOEFL, GCE, HKALE, and HKCEE) result(s) by clicking "Add Subject Result".
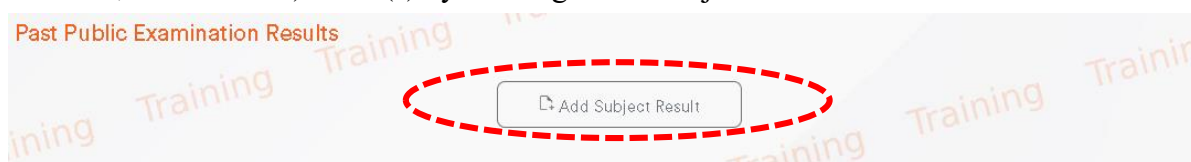
Step 2

Fill in "Exam Type", "Year", "Subject" and "Grade / Result", and then click "Add Subject Result" to add a new record.
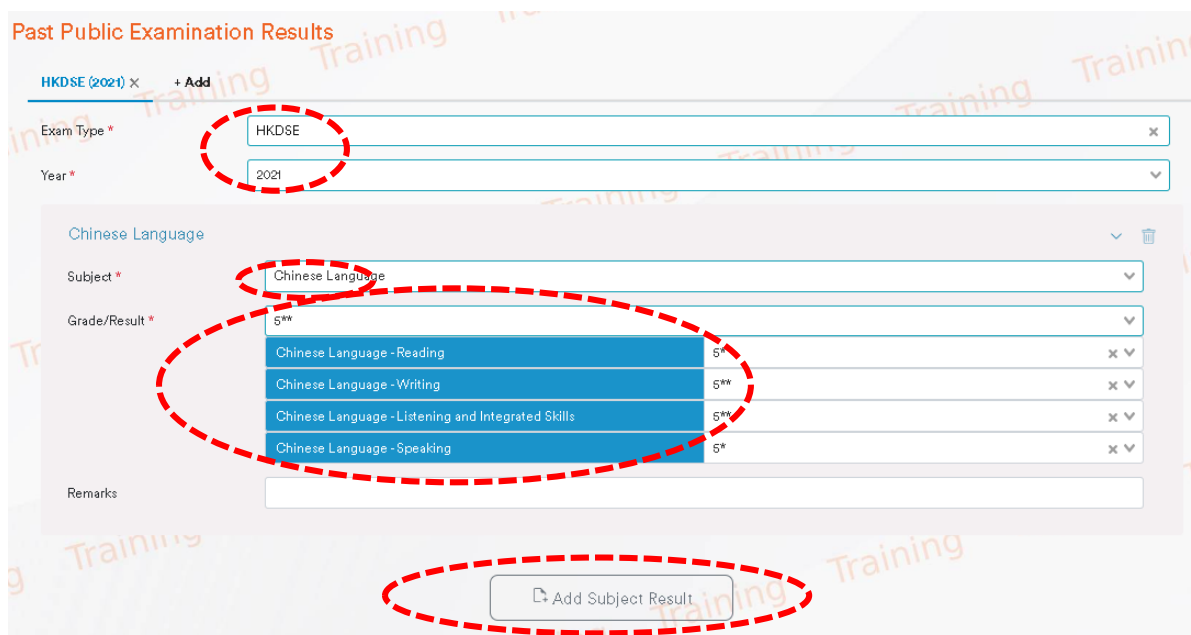
Step 3

Click [+Add] to add or [X] to delete the records of public examination results.
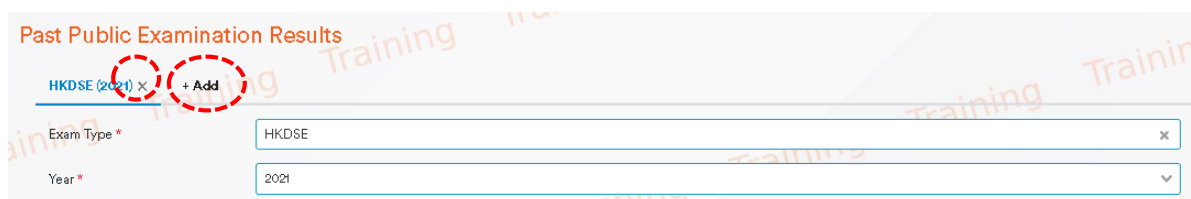
Step 4

Applicant may enter the name of the examination direct in "Exam Type" if the type of examination cannot be found in the suggested list. "Click "Next" to continue after completing the entry.

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Step 5

Drag and drop the image file of Public Examination Certificate into the box or click to upload the file in PDF/PNG/JPEG format. The file size limit is 3MB. Otherwise, select "No File/ Upload Later".   Click "Next" after the completion of the information.

3.4 User Preferences

Review the following preference setting:

➢ authorise teachers to view application status and progress;

➢ authorise E-APP to transfer the user data to Diploma of Applied Education;

➢ authorise E-APP to transfer the user data to selected institution(s); and

➢ receive email notifications

and click "Submit" to preview "Applicant Profile".

3.5 Preview and Complete Applicant Profile

Applicant can preview the "Applicant Profile". If amendment is needed, please click "Back" to return to the previous page. Otherwise, click "Confirm" to continue.

4. User Name / Password

4.1 Forget User Name and Password

Step 1

Go to "Applicant Login" user interface, click "Forget User Name & Password".

Step 2

Enter "ID Type & No.", "Date of Birth", "Contact Email Address", security code and click "Confirm". A confirmation email will be sent to the registered email of the user account.

Step 3

Check the email with user name and reset password link. For security reasons, please change the password immediately after login.
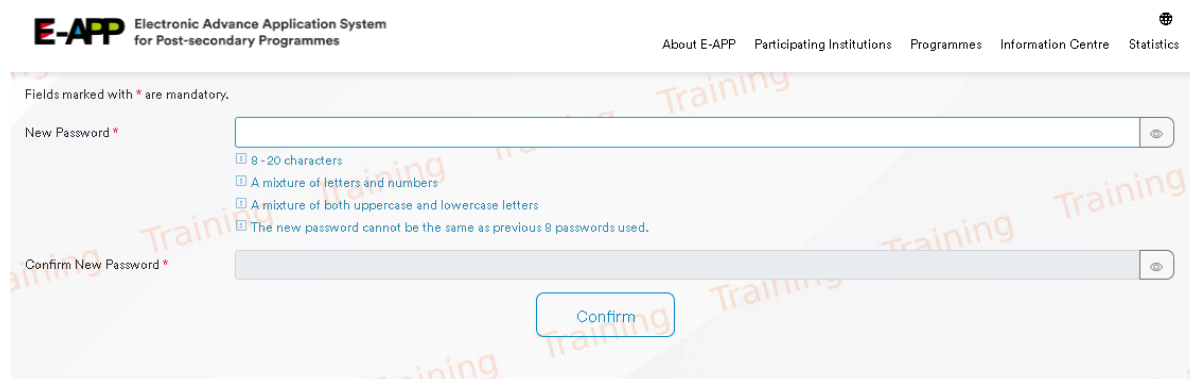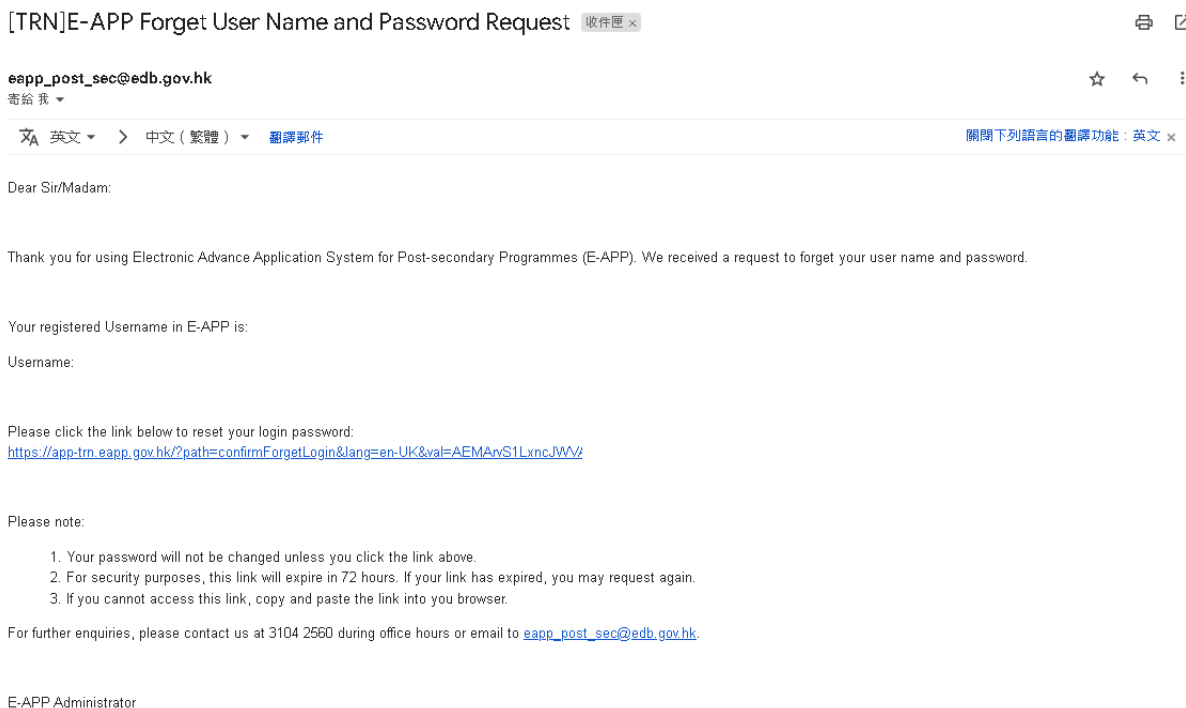
4.2 Change password

Step 1

After logged into the E-APP, applicant can select "Change Password" under the account menu.
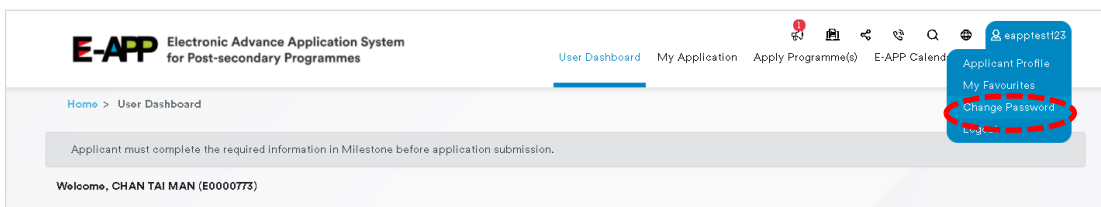
Step 2

The new password must consist of 8 to 20 characters, numbers, uppercase, lowercase letters and cannot be the same as previous 8 password used. Click "Confirm" to complete the change.

5. Change of Applicant Profile

5.1 Change Personal Particulars

5.1.1 Change ID, Name and Date of Birth

Step 1

Applicant can update the ID, Name and Date of Birth by clicking the [✎] and fill in the "Manual Account Creation / Update eform".
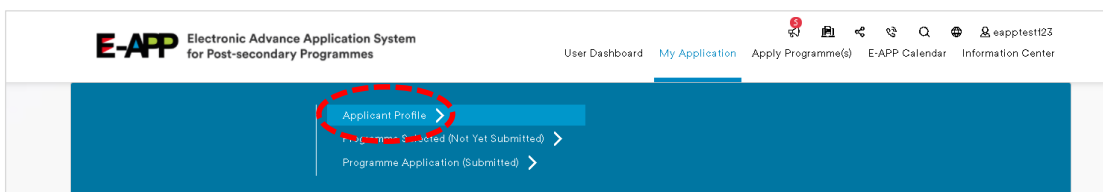
Step 2

Amend the information upload the information required (1) "Candidate Entry Information Checklist" or Admission Form issued by HKEAA or/and (2) other supporting documents (if needed).

Step 3

Declare the information provided is true and correct and click "Submit".   After that, click "Confirm" to confirm the changes.

Step 4

A system message of "Online Application for Amendment of Personal Data has been submitted to E-APP Administrator." will be shown to confirm the submission.

Please note that the amendment of personal data is NOT YET UPDATED. The application will be processed within 10 working days upon receipt. Applicant will be notified via
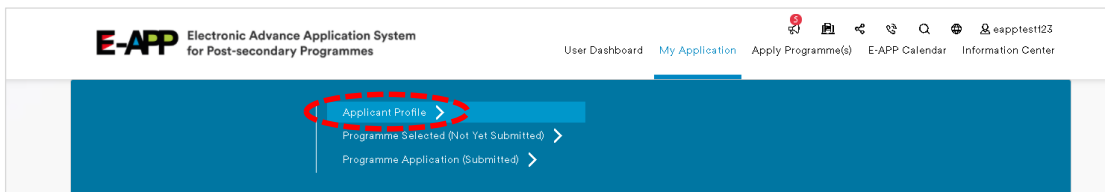
email when amendment is completed.
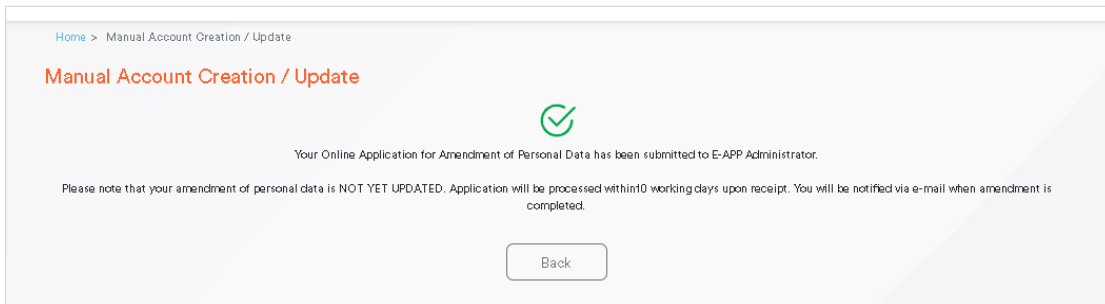
5.1.2 Change Other Personal Particulars

Step 1

Go to "Applicant Profile" and click [✏] to update the personal particulars.

Step 2

Amend the information and click "Submit".

Step 3

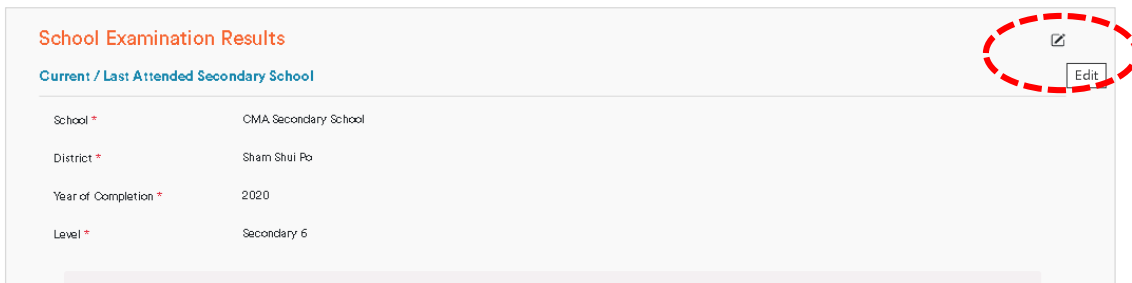Check the information and click "Confirm" to confirm the changes.

Step 4

A system message of "Profile Updated." will be shown to confirm the update.
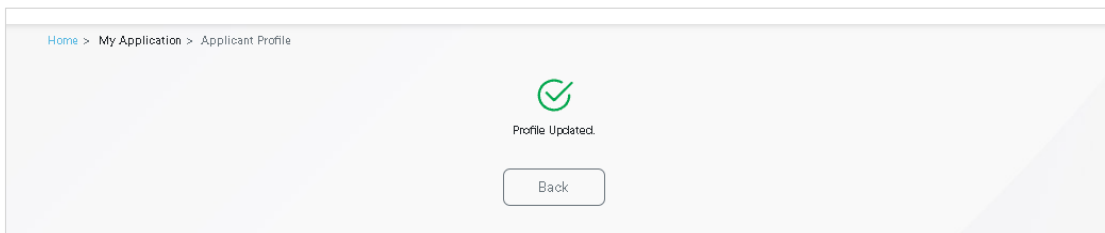

5.2 Change School Examination Results

Step 1

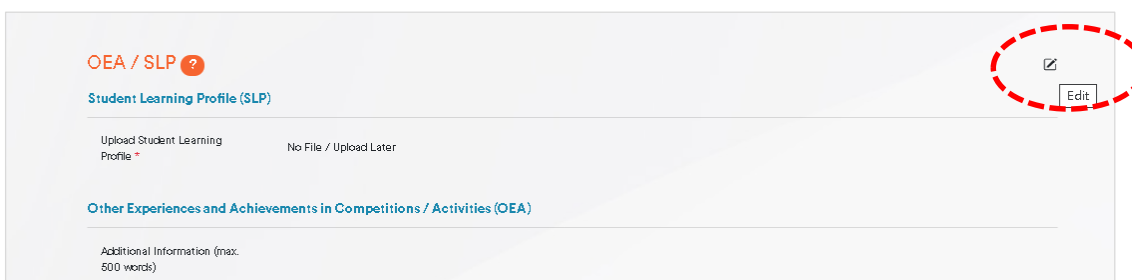Click the [✎] to edit the school examination results.

Step 2

Amend the information and click "Submit". After that, click "Confirm" to confirm the changes. A system message of "Profile Updated." will be shown to confirm the update.
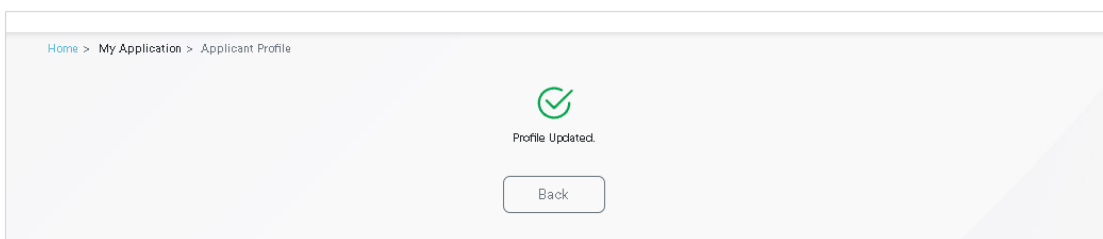

5.3. Change OEA / SLP
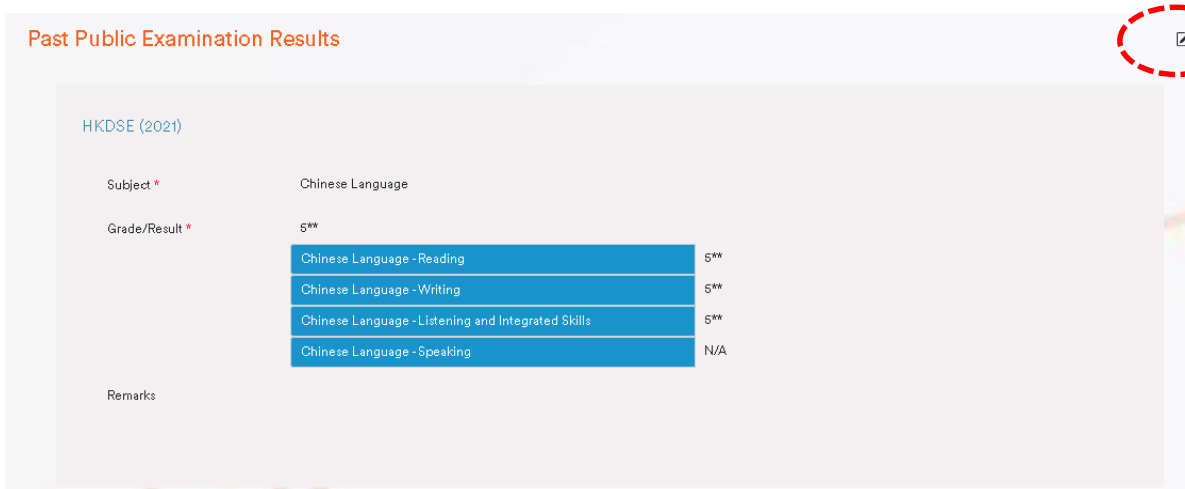
Step 1

Click the [✎] to edit OEA and SLP records.

Step 2

Amend the information and click "Submit". After that, click "Confirm" to confirm the changes. A system message of "Profile Updated." will be shown to confirm the update.

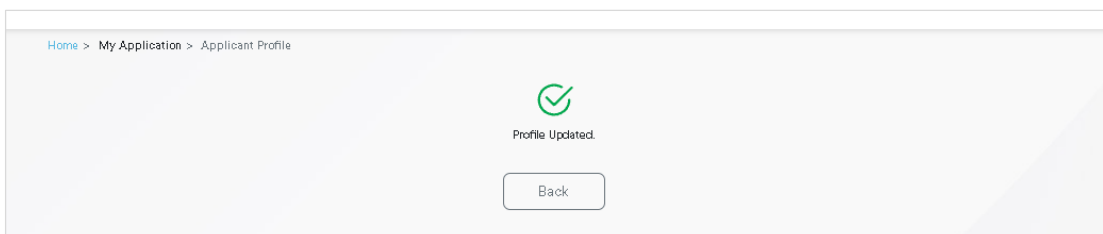## 5.4. Change Past Public Examination Results

Step 1

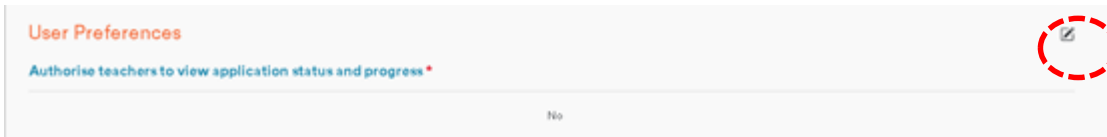Click the [✎] to edit the Past Public Examination Results.

Step 2

Amend the information and click "Submit". After that, click "Confirm" to confirm the changes. A system message of "Profile Updated." will be shown to confirm the update.
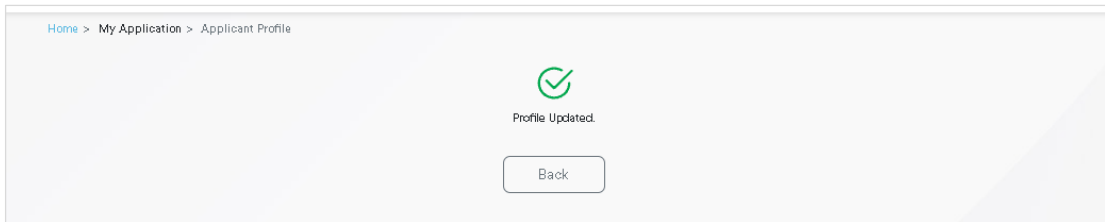

5.5. Change Users Preferences

Step 1

Click the [✎] to edit the user preferences.

Step 2

Amend the information and click "Submit". After that, click "Confirm" to confirm the changes. A system message of "Profile Updated." will be shown to confirm the update.

5.6. Update contact information

If you see the below alert message after login, please check and update your contact email / mobile phone number immediately. E-APP and Institution(s) may contact applicant by SMS or emails, please ensure the information provided is correct.
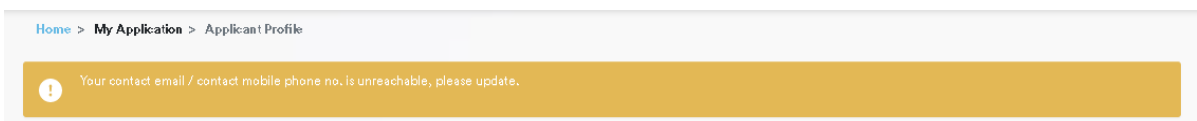
6. Programme Application(s)

6.1 Programme Search

Step 1

Select "Apply Programme(s)" from the main menu, user may filter the programmes by some of searching criteria i.e. institution name, area of study, level of study, funding categories, average duration, first year tuition fee and local / non-local programmes, then click "Apply".   User can also search the programmes by keywords.
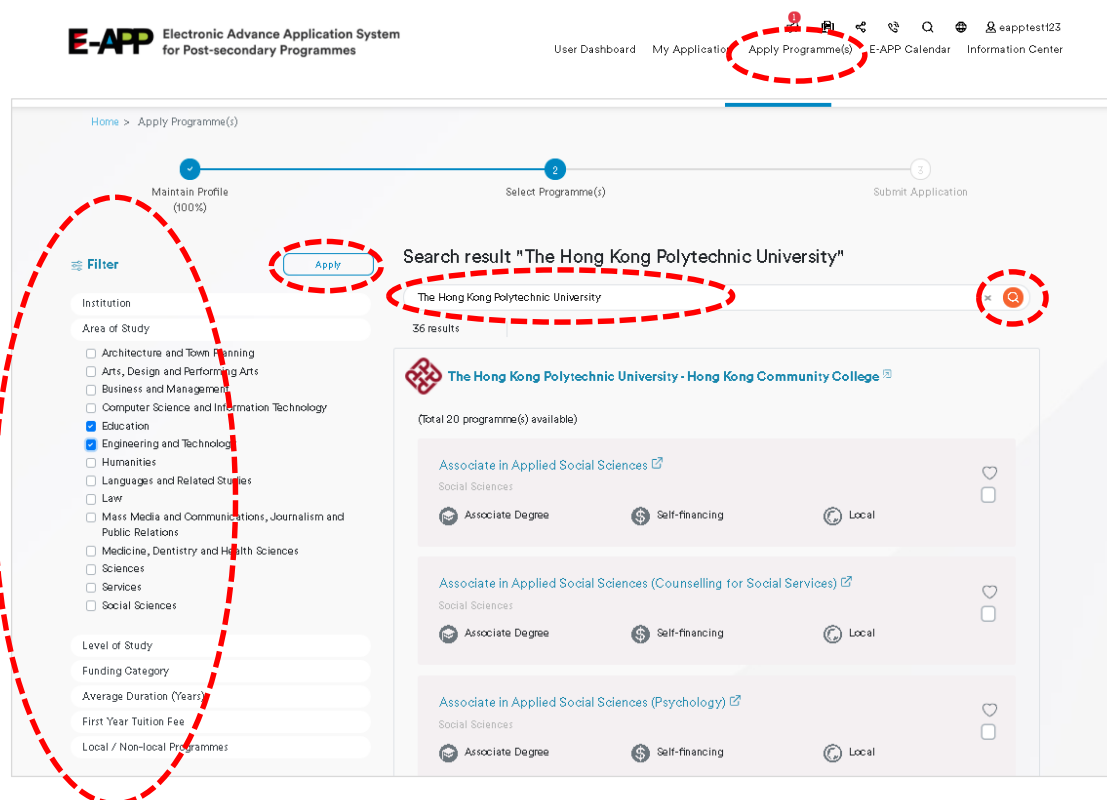
Step 2

According to the searching criteria, the system will show the programmes list. User can view the details of the programme information listed on the Concourse website by clicking the name of the programme.

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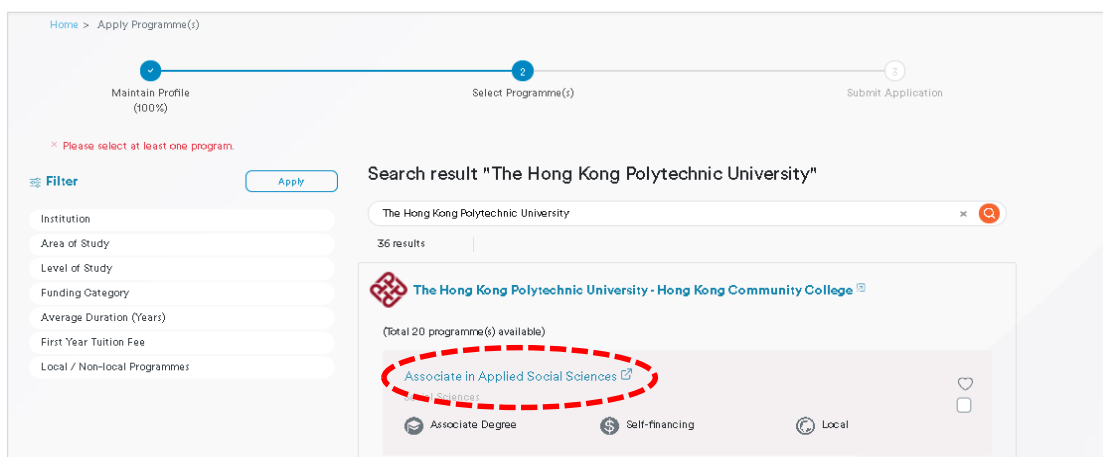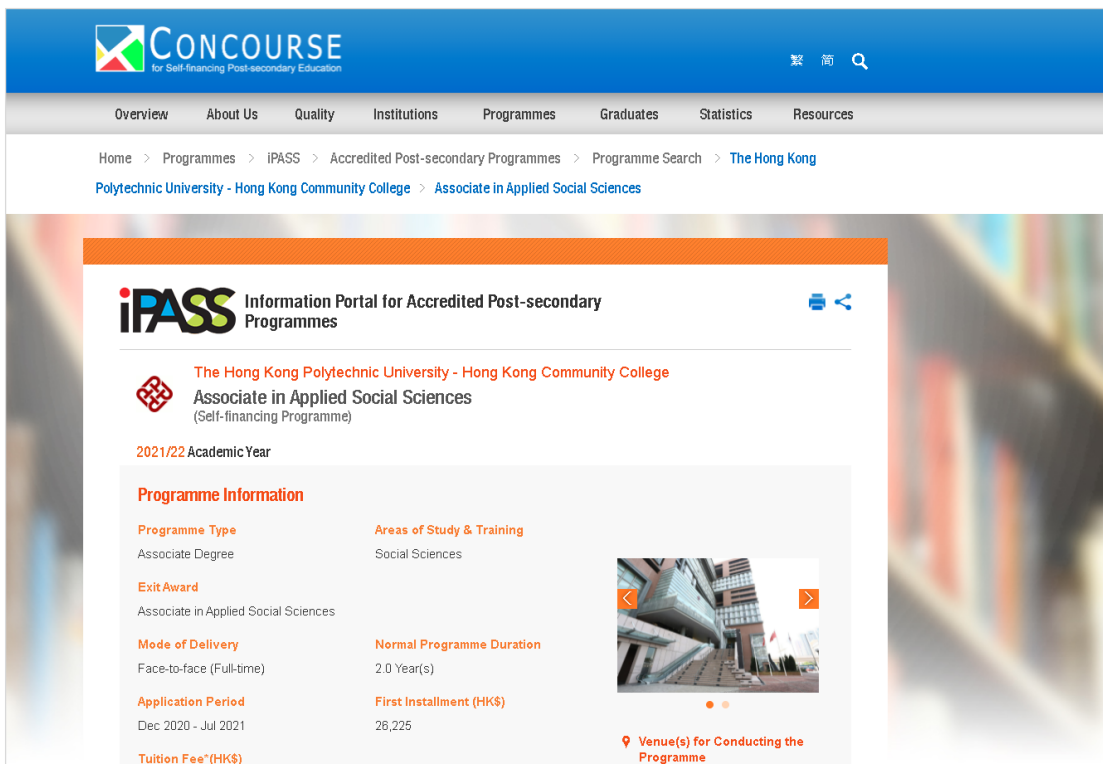
Step 3

To bookmark a programme to the "My Favourite" folder, click the [♡] icon next to the programme name.

Step 4

To select a programme from the list, tick the checkbox next to the programme name. The selected programme(s) will save to the list of the "Programme Selected (Not Yet Submitted)".
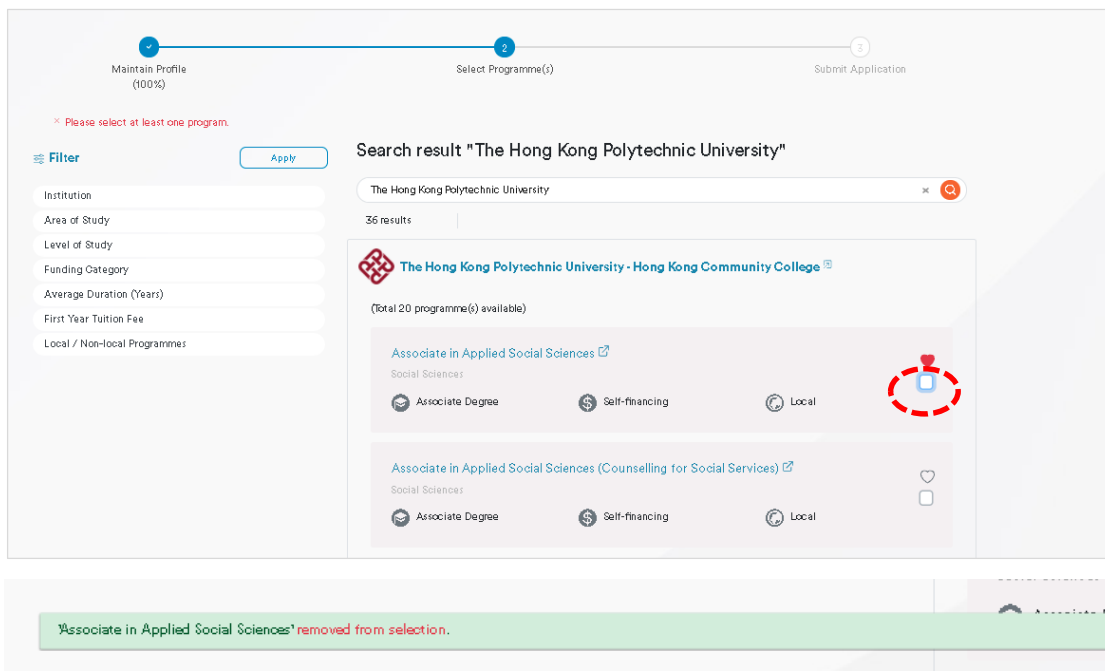
Note:

➢ The application fee and the maximum number of programmes may vary with the institutions. The relevant application information can be found by clicking the details of the institution's icon.
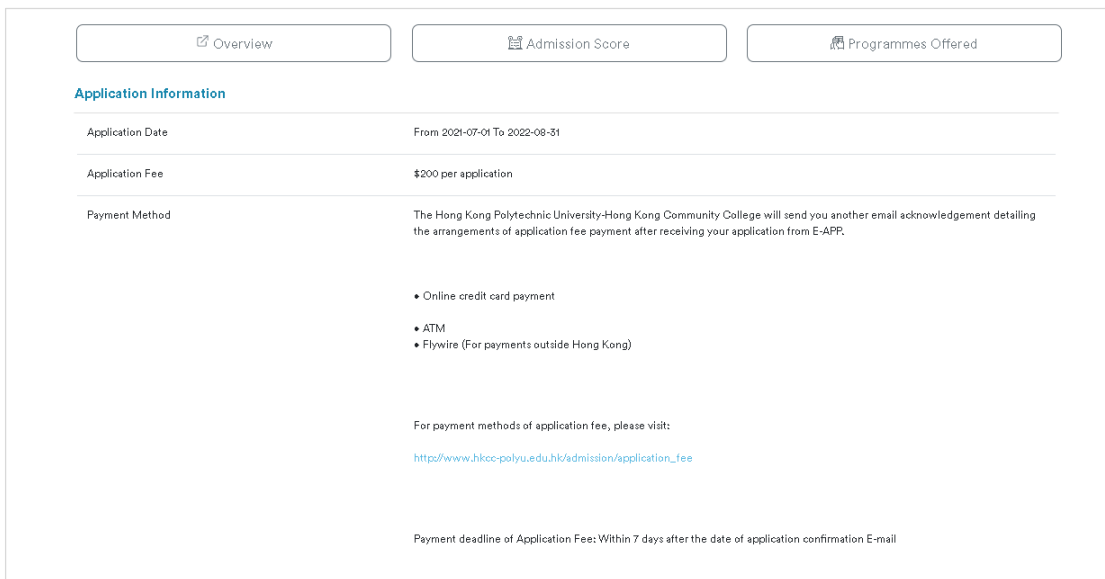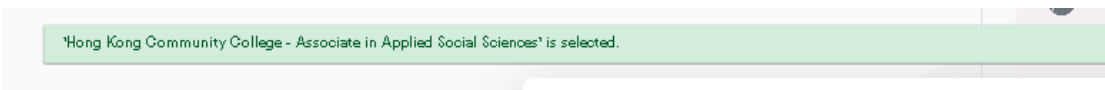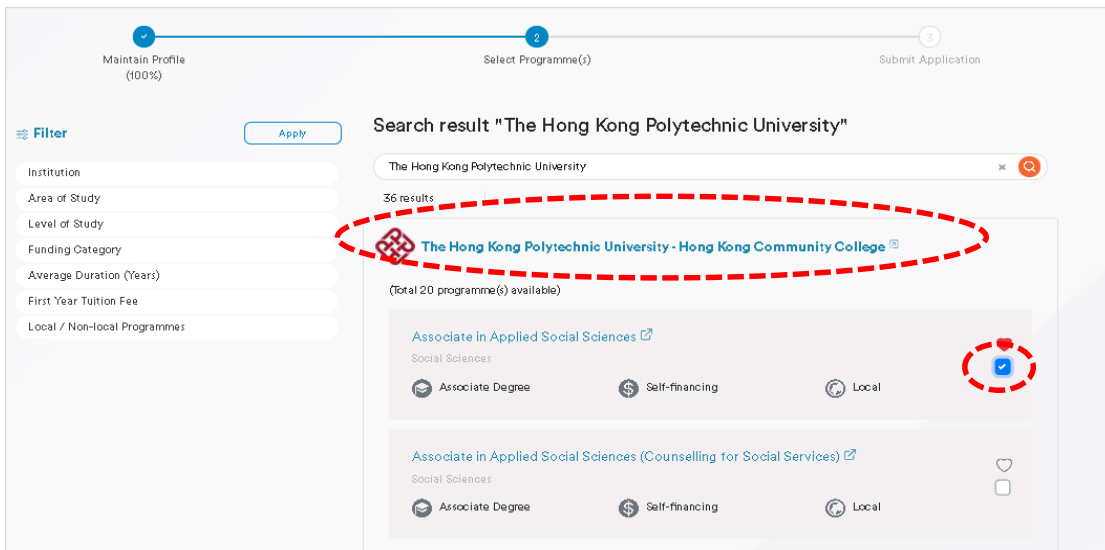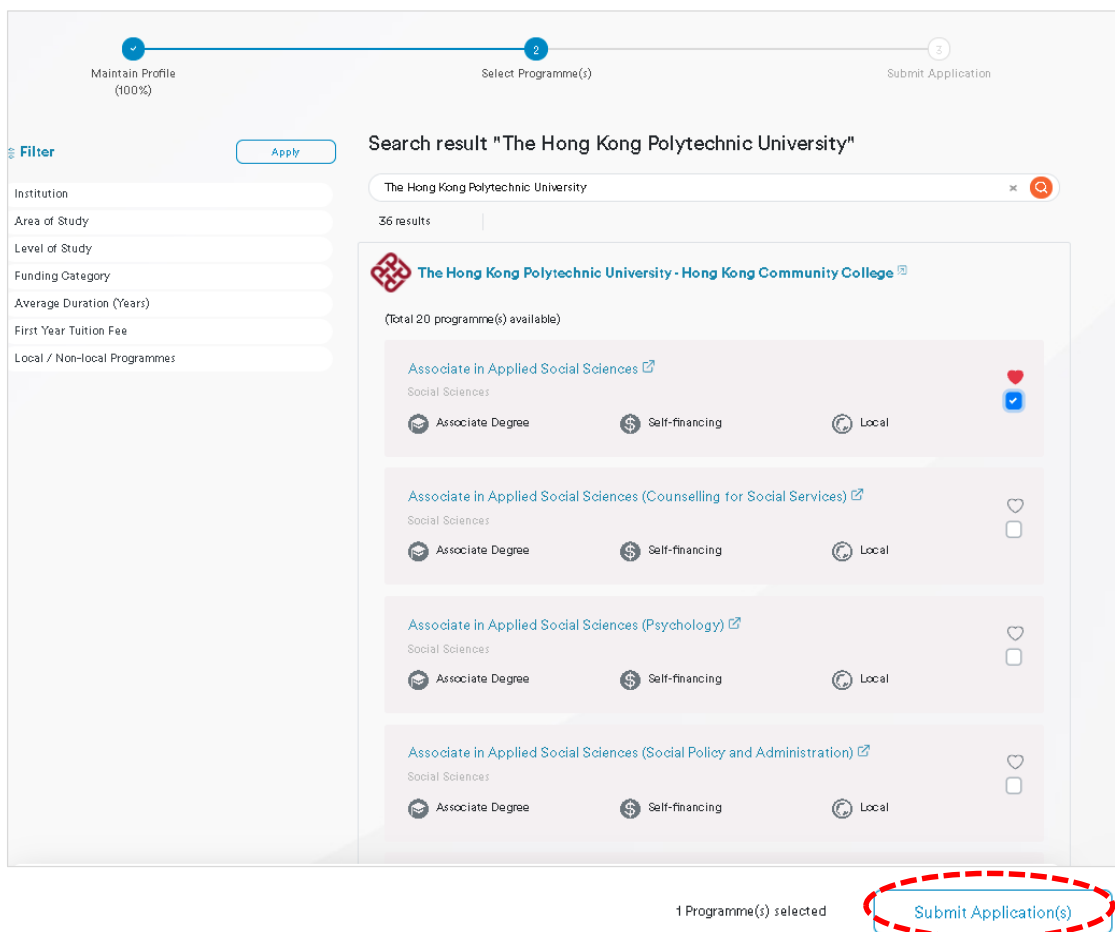
Step 5

To remove a selected programme, untick the checkbox next to the programme name.

Step 6

Click "Submit Application(s)" to proceed the application procedure.

6.2 Priority of Programme Choice

Step 1

Applicant can click the icon or the webpage of the "Programme Selected (Not Yet Submitted)" later to continue the application process.
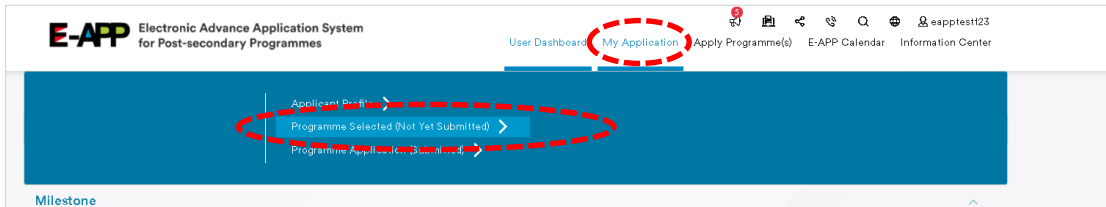
Step 2

Applicant may set or change the priority of the programme choices.
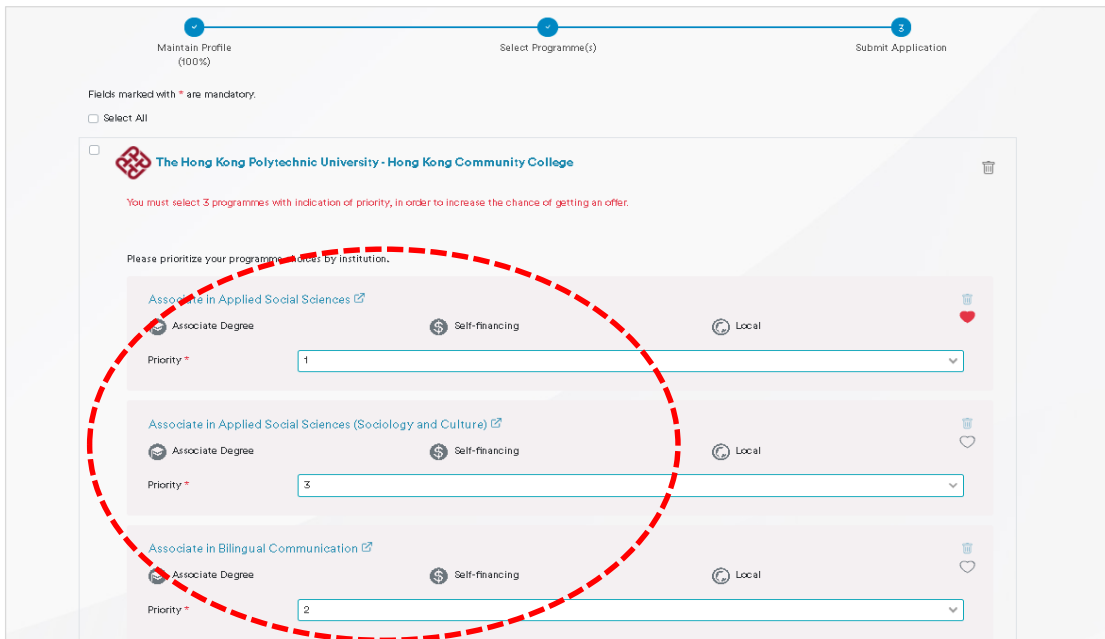
Step 3

Applicant may click "Add Selection" or [🗑] icon edit / remove the programme choices.
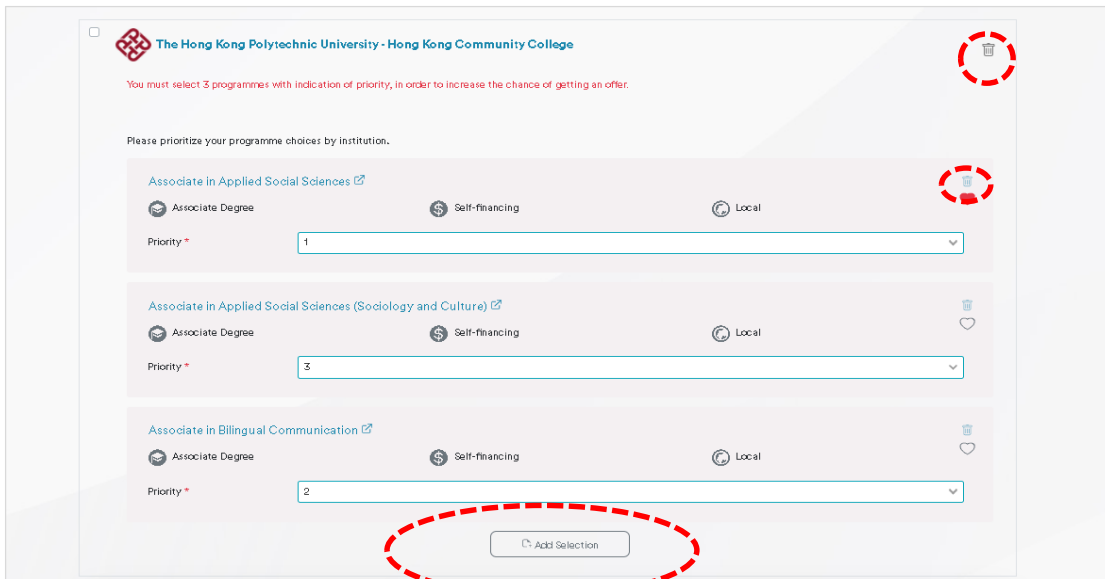
Step 4

After setting the programme choices and the priority, applicant may click "Submit" to complete the application submission process by selecting the checkbox of the "All" or individual institution(s).
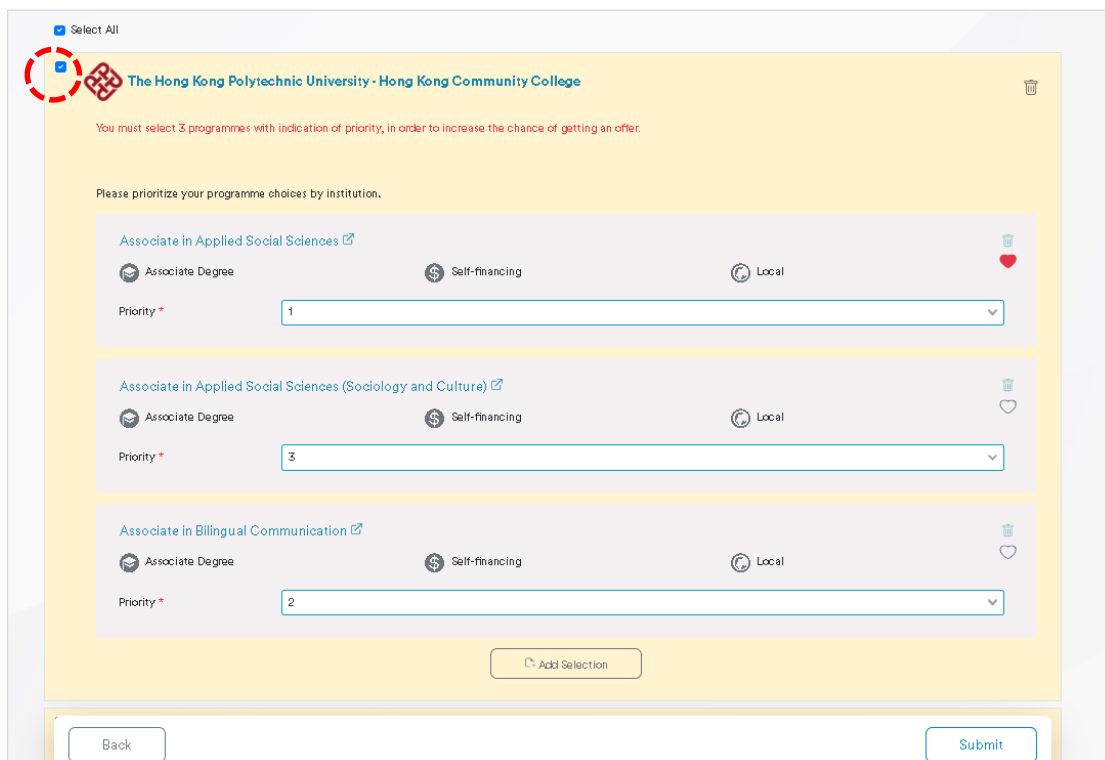
6.3 Application Submission

Step 1

Continue 6.2, click "Confirm" to submit the application(s).

Step 2

A successful message will be shown after the completion of the programme submission. Applicant may download the application form and continue to view more payment information.
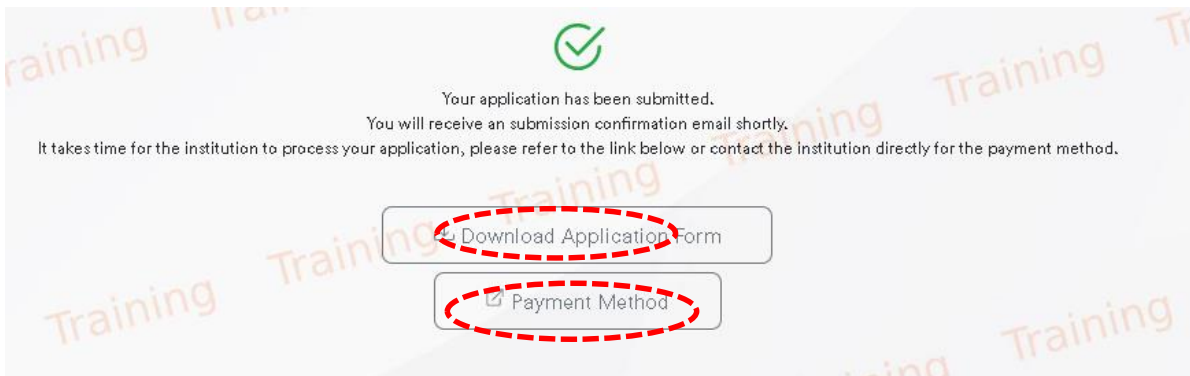
Step 3

Applicant can check the registered email account for the confirmation email sent by E-APP.

Step 4

Applicant may repeat the above steps to submit the application(s) of other institution(s) from "My Application" > "Programme Selected (Not Yet Submitted)".

Step 5

Applicant may check the information on the submitted application(s) including application status, enquiry number and payment status, and change the programme choices (if any) from "My Application" > "Programme Selected (Submitted)".

Note:

➢ For the payment details of the application fee, applicant may contact the institutions direct.

6.4 Change of Programme Choice

Step 1

Applicant may edit their submitted programme(s) or add new programme(s) by clicking "Edit / Add" from "My Application" > "Programme Application (Submitted)".
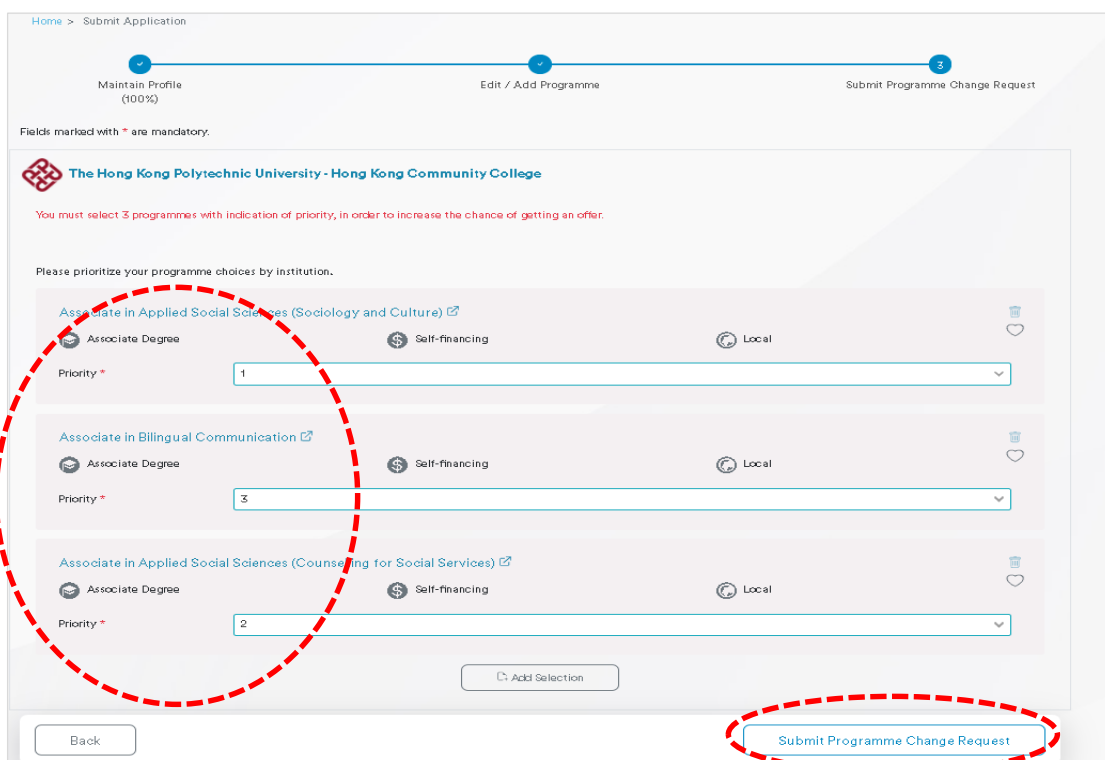

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Step 2

Applicant may edit the programme choices again. Click "Next" to go to next step.
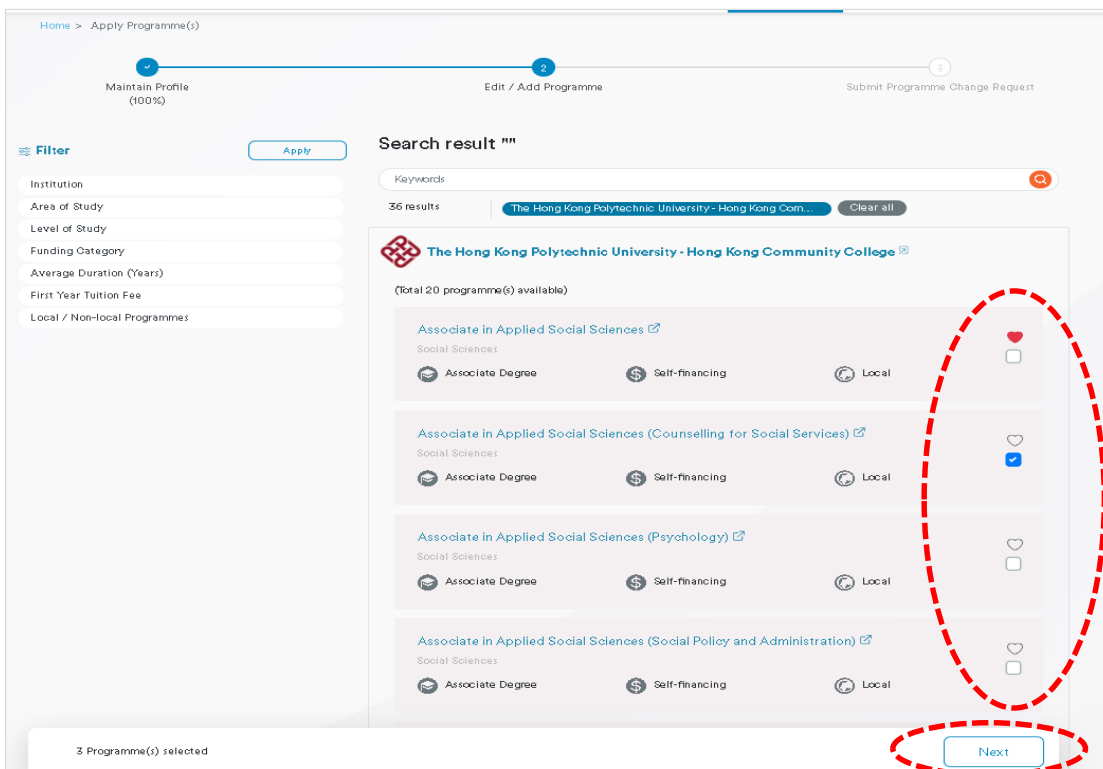
Step 3

Applicant may change the priority of the selected programme choices and click "Submit Programme Change Request" to continue.

Step 4

Click "Confirm" to confirm the change of the programme choices.

Step 5

A system message of "Your application has been submitted. You will receive a submission confirmation email shortly." will be shown to confirm the submission of programme changes. Applicant can check the registered email account for the confirmation email sent by E-APP.

The change request of the programme choices will be sent to the institutions direct for process. If it is accepted, the records of the programme choices in the E-APP will be replaced. Otherwise, the record will be retained.

6.5 Cancellation of programme change request

Step 1

You can still "Cancel" the programme change request when the "Change Request Status" is "Pending for Institution's Action".

Step 2

After cancellation, system will display a completion message. Your change request will not send to the institution(s).

7. Participating Institutions

Applicant may go to "Participating Institutions" to view application information by clicking the details of the institution's icon.
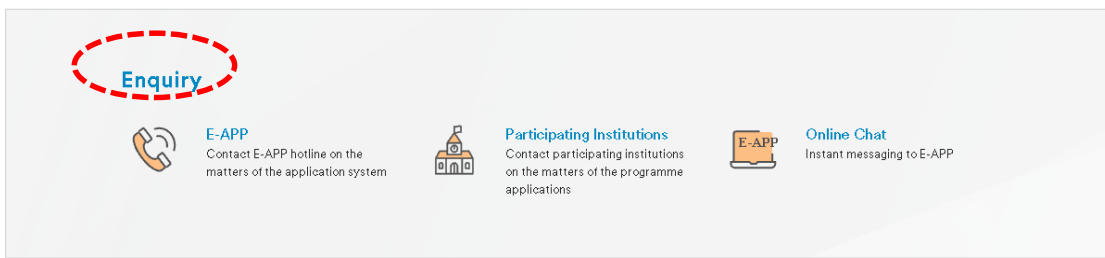
8. Information Centre

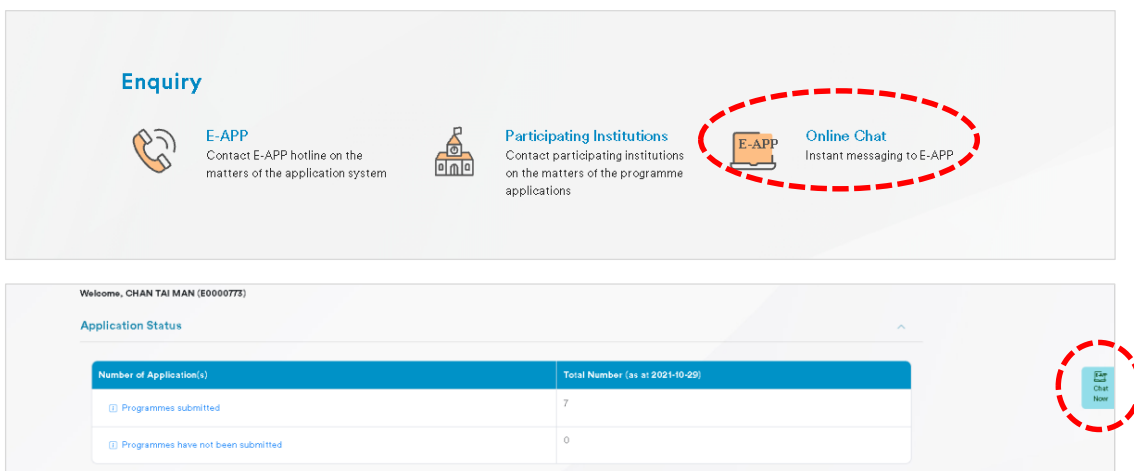Applicant may go to "Information Centre" to view the FAQs about E-APP.
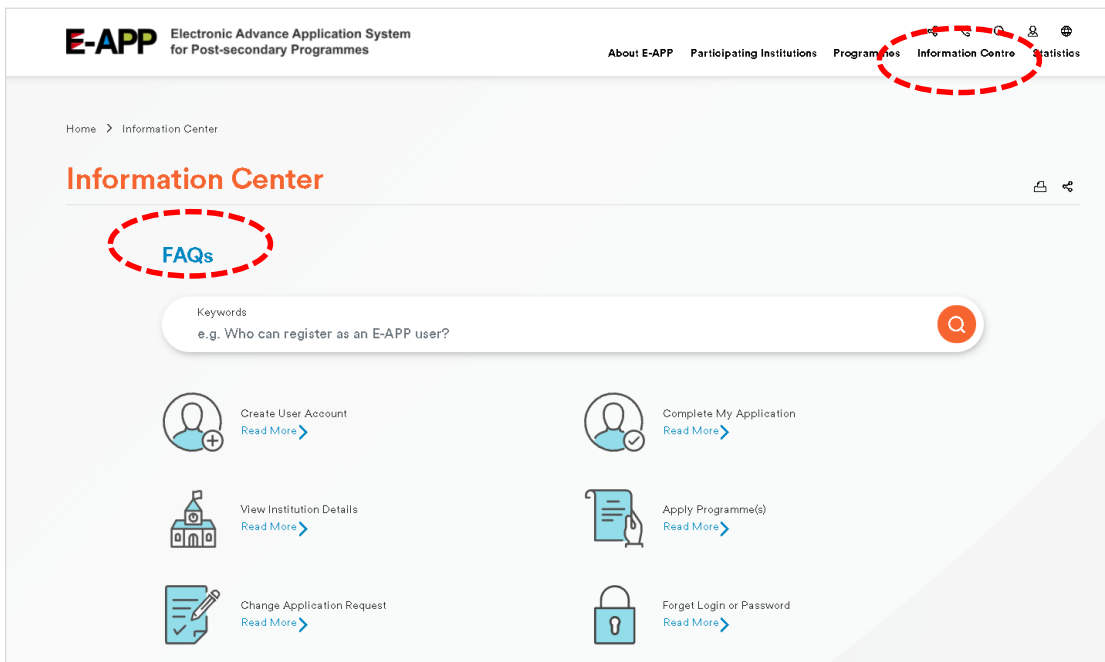
Applicant may find the useful links and download the publicity materials such as E-APP pamphlet in "Resources".
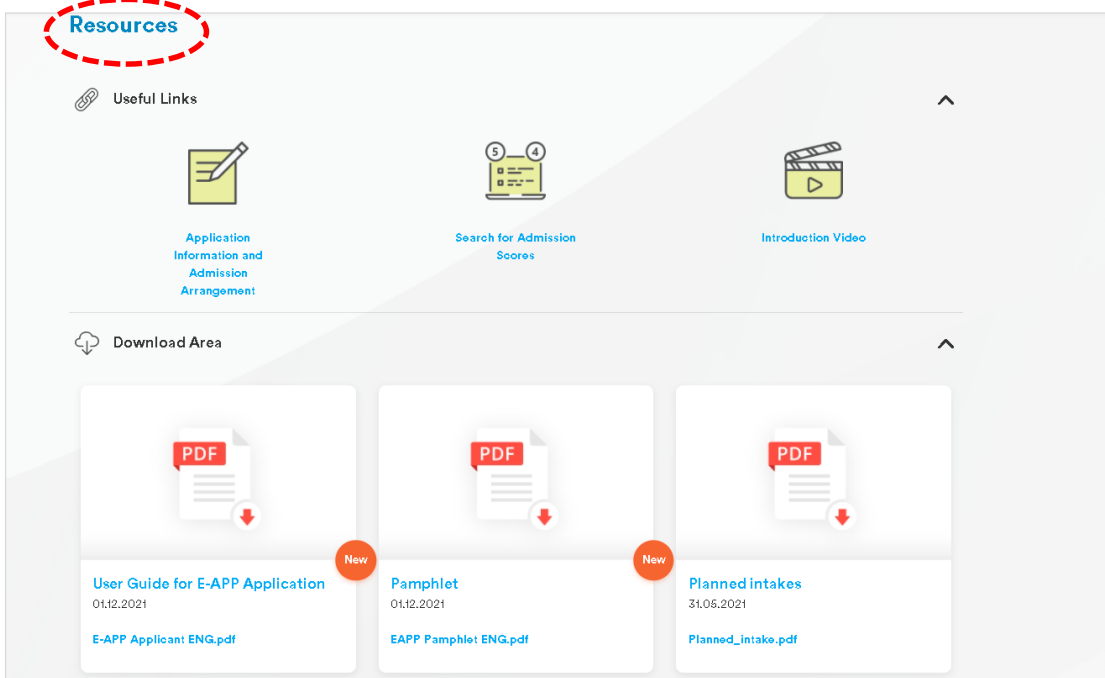
Applicant may find the enquiry methods on E-APP and institutions.

Applicant can start the online chat service by clicking "Online Chat" or the "Chat Now" icon on the right edge of the webpage.


Applicant can chat with E-APP administrator by typing questions in the chat box. The response time may vary during peak hours. Please be patient and avoid sending messages repeatedly. Click [X] in the upper right corner of the chat box to end the enquiry session.
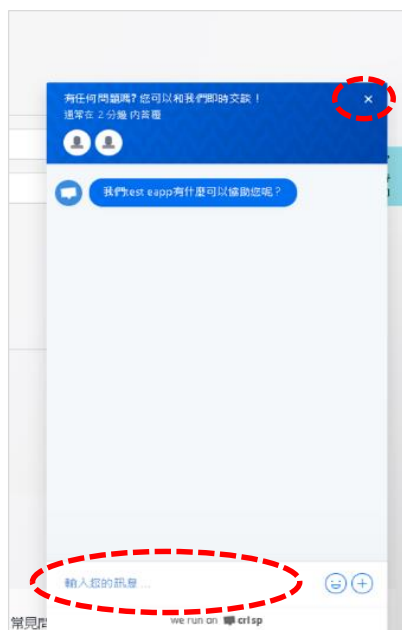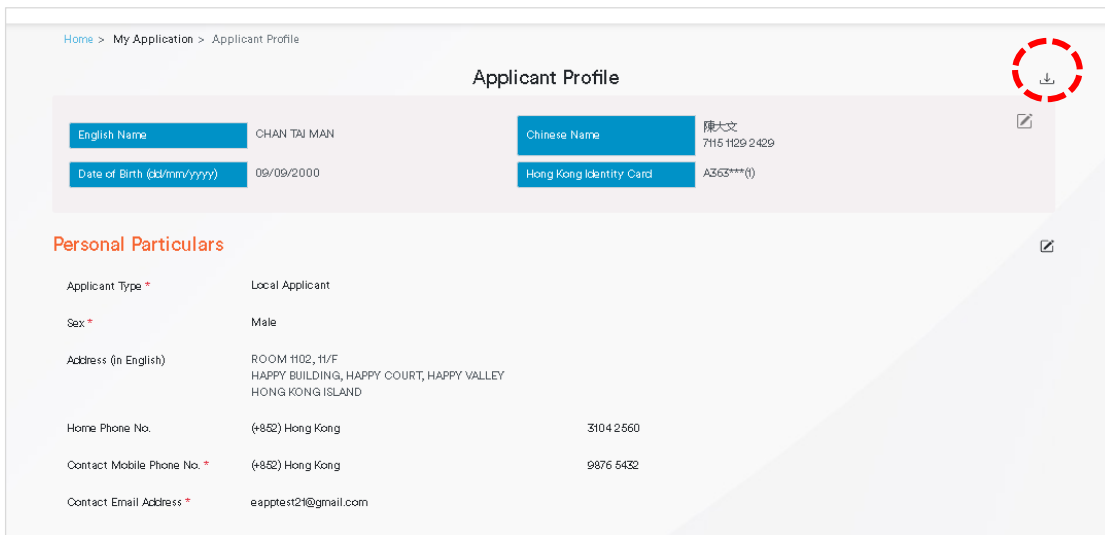
9. My Application

9.1 Applicant Profile

Applicant may edit the application information in "My Application"> "Applicant Profile" (Details refer to Section 5).
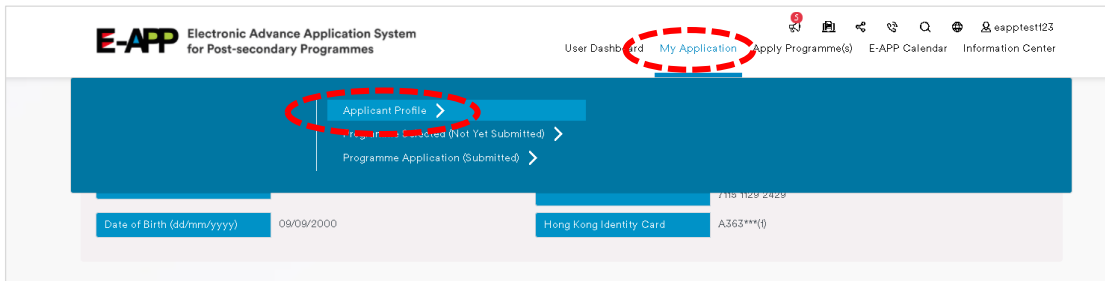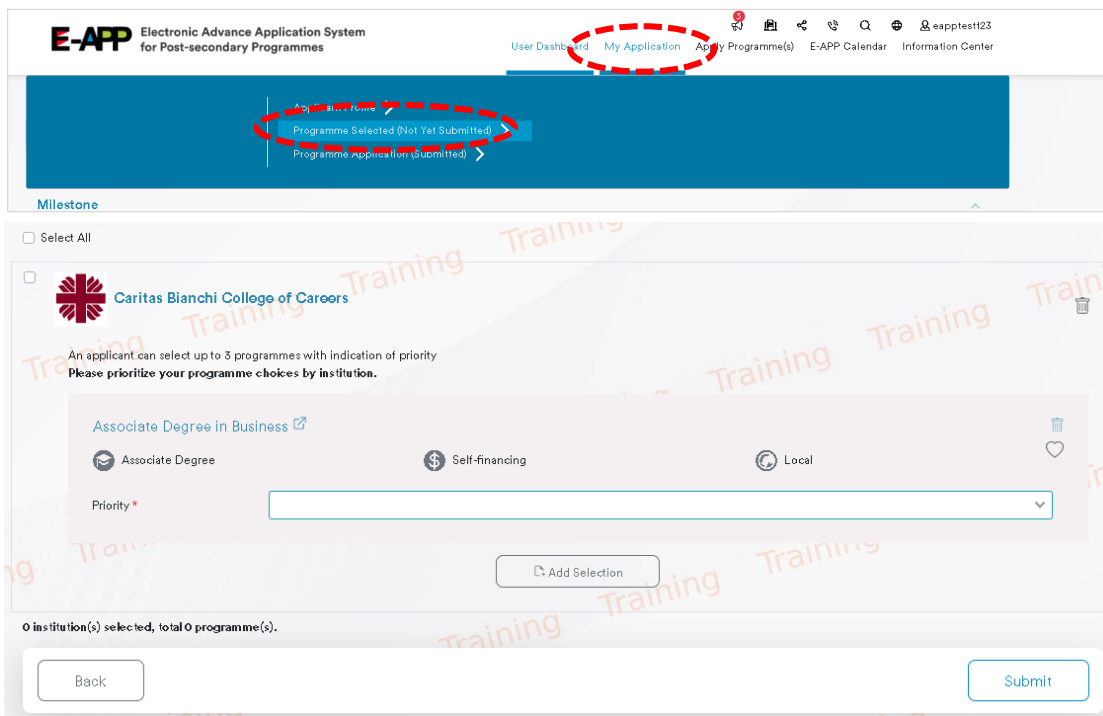

Applicant may click the [⤓] on the top right corner to download or print the applicant profile.

9.2 Programme Selected (Not Yet Submitted)

Applicant may view and edit selected programme(s) and continue the application process from "My Application" > "Programme Selected (Not Yet Submitted)" (Details refer to Section 6.2).


9.3 Programme Application (Submitted)

Change of Programme Choices

Applicant may edit their submitted programme(s) or add new programme(s) by clicking "Edit / Add" from "My Application" > "Programme Application (Submitted)" (Details refer to 6.4).
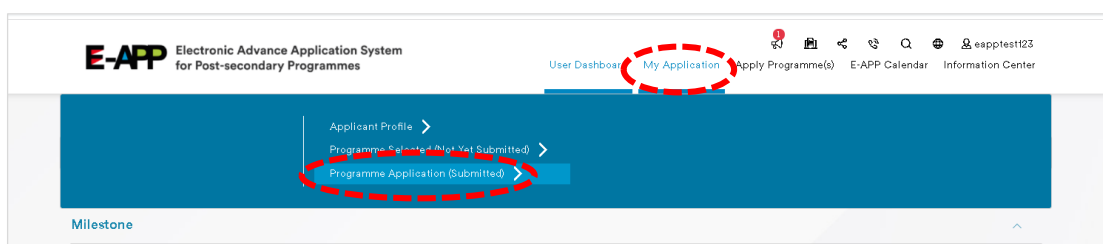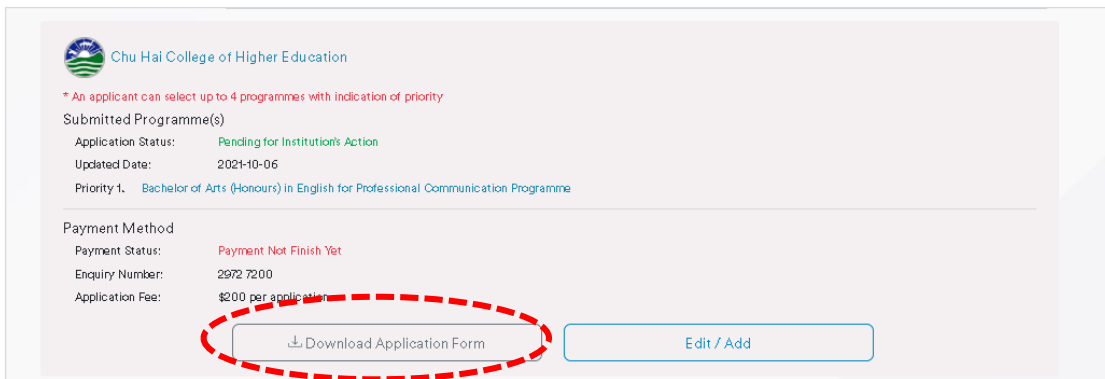

Download or Print Application Form

Click "Download All Applications (Applied Programme)" in application summary to download all the submitted application forms.
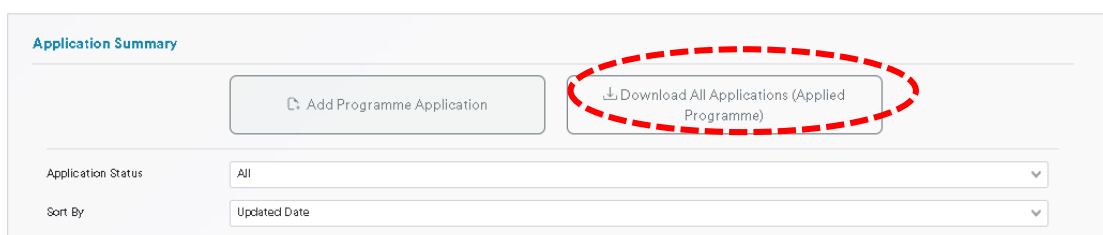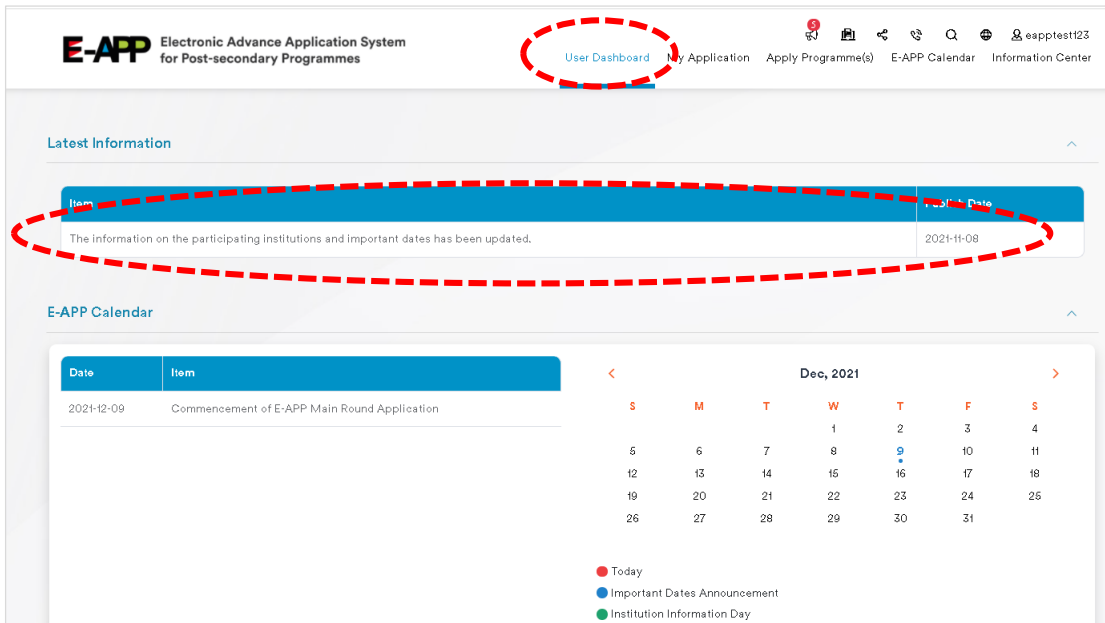
Click "Download Application Form" under individual institution to download its application.

10. Latest Information / Notification

Applicant may view the latest information related to E-APP in the "User Dashboard".

Applicant may view the system notifications by clicking [📢] icon on the "Notification" page.

11. E-APP Calendar

Applicant can view the events and important dates in the "E-APP Calendar".

"E-APP Calendar" can also be viewed in "User Dashboard".
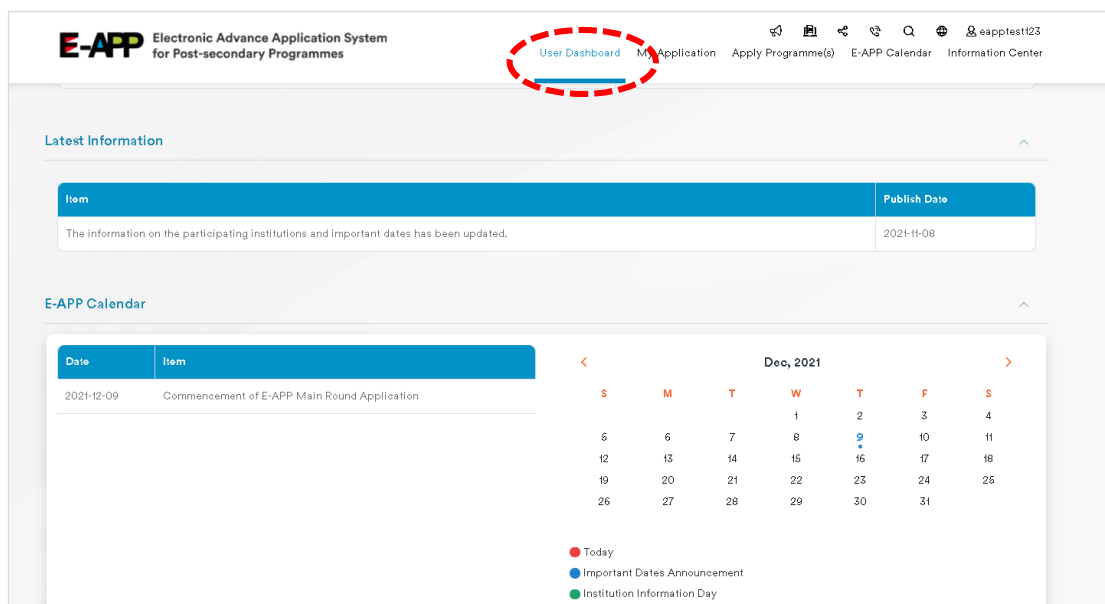
Applicant can add the items into the "E-APP Calendar" by clicking the "Add Item" in "My Checklist"
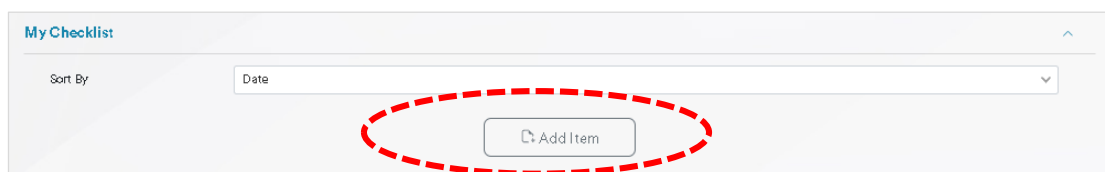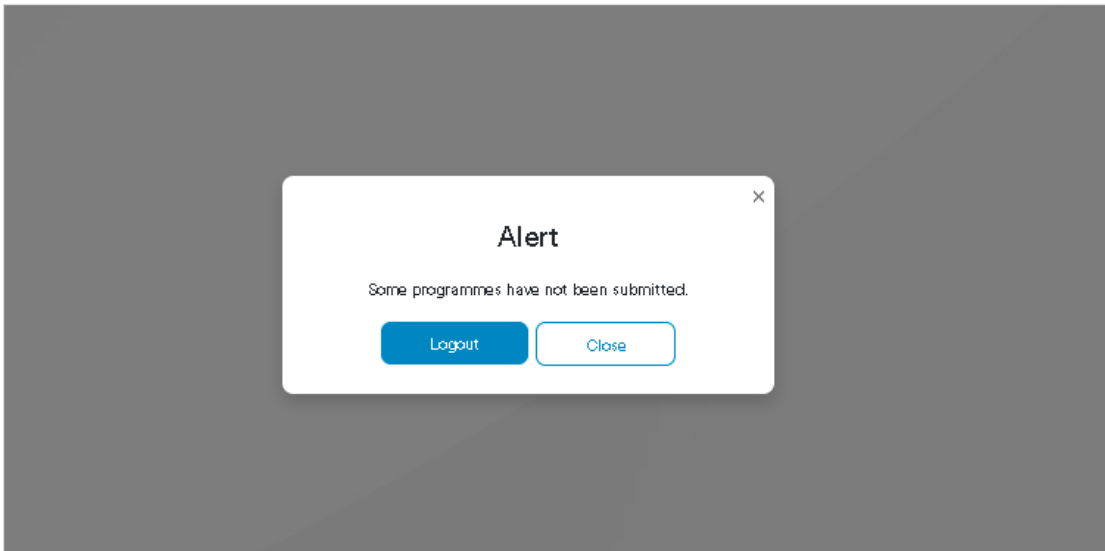

12. Account Logout

Step 1

For security reasons, please click "Logout" to log off from E-APP after finished using it. System will prompt a notice if some programmes have not been submitted.
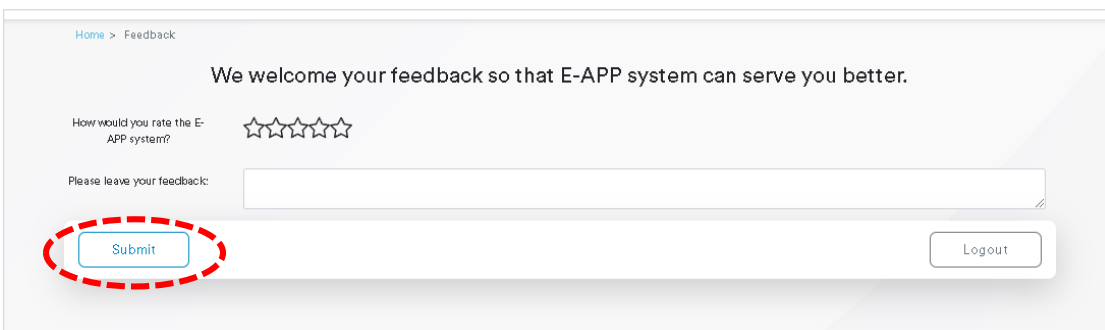
Note:

➢ The E-APP account will be automatically logged out after 30 minutes idle time.

Step 2

Applicant may fill in the feedback, so that we can continue to improve the E-APP system for better user experience.