

## **F.A.Q. for Student Hostel Application**

### **1. I am a new student to EdUHK, how could I apply for on-campus accommodation?**

Students will be notified by Registry on student status pre-registration or registration details. After pre-registration or registration is completed, student will receive his/her own identity number and password for accessing to iHostel System for hall application during application period. The notification of application detail would be posted on intranet before each application round.

### **2. What should I do if I have problems in accessing iHostel System in EdUHK website?**

Please find below the link for single logon to iHostel system:

<https://pappl01.eduhk.hk/iHostel/>.

For any problems in accessing EdUHK website, please call our Office of the Chief Information Officer (OCIO) at (852) 2948 6601 during office hours or email to [helpdesk@ocio.eduhk.hk](mailto:helpdesk@ocio.eduhk.hk) for help.

### **3. How could I access the iHostel System for application to hostel accommodation?**

During the application period for specific types of student, please access iHostel System from the Portal (<http://portal.eduhk.hk>) or access directly by going to: <https://pappl01.eduhk.hk/iHostel/> to complete the online application.

Detailed information can be found on the “*Guidelines on Application for Student Accommodations*”. You are also advised to read carefully the application guidelines and related information, e.g. rates of hall fee, available at the Hall Management Section website (<http://www.eduhk.hk/sh>) before submitting your application.

### **4. How and when do I know my iHostel application result?**

Successful applicants will receive email notification about their iHostel application result with terms of conditional offer. They should log into the iHostel System to view and confirm the conditional offer(s) carefully and follow the procedures to complete offer acceptance.

Any enquiries regarding to students’ conditional offer, please write *to our enquiry email box*: [shostel@eduhk.hk](mailto:shostel@eduhk.hk) .

### **5. If I have not been offered hostel accommodation, can I submit application again in subsequent round of application?**

Unsuccessful applicants in 1<sup>st</sup> Round of application will be automatically placed under the waiting list for onward allocation. They are also able to modify their online application in iHostel System in the 2<sup>nd</sup> Round of application, only the latest applications will be processed.

**6. Could I update my information on application form when there is any changes?**

Applicants can modify/cancel the application record as many times as he/she wants during the specific application period. However, only the final submission record will be processed.

All information provided in the application must be accurate. Any provision of false information may lead to disqualification of the application and/or disciplinary action. Late information submission or amendment is not accepted.

**7. When should I submit the supporting documents for my application?**

Applicants should prepare their supporting documents for Home Address/ Student Status proof and/or Achievement proof (if applicable) when submitting online application. If students have not uploaded the required document(s), the online application cannot be submitted successfully.

For details about supporting documents and payment of 1<sup>st</sup> installment of hall fee, please refer to the “*Annex I – Important Notes for Submission of Supporting Documents and Annex IV – Hall Fees for 2019/20 of the Guidelines on Application for Student Accommodations*” available at the Hall Management Section Website (<http://www.eduhk.hk/sh>).

**8. What is Authentication?**

20% of the successful applicants in each round of application will be randomly selected for the authentication exercise. Selected applicants are required to submit a full set of documentary proof for their application, including supporting documents for Part B – Types of Living Quarters and Part C – Participation in Student Activities and Hall Activities.

Selected students who fail to submit the required documents may result in forfeiture of the allocated hall place and/or disciplinary action. Any omission or false documentary proof for Part C will lead to disqualification of application. Details of the authentication exercise can be found from “*Annex III – Important Notes for Authentication*”.

**9. How to settle the 1<sup>st</sup> installment and remaining of hall fees?**

We accept hall fee payment through local transaction in JETCO member banks/HSBC/Hang Seng Bank.

Please refer to “*Payment Method*” for more details, which is available at the page of Hall Admission of the Hall Management Section Website, [www.eduhk.hk/sh](http://www.eduhk.hk/sh).

**10. Could I raise my appeal for unsuccessful application result?**

Unsuccessful applicants may submit written appeal in terms of procedural irregularities to the Hall Admission Team (B4-G/F-01) within 3 working days after notification of their application result. An administration fee of HK\$50 would be charged for each appeal. No cash is accepted. Refund would be made to applicants of successful appeal.

**11. After moved in halls, could I apply for room/hall transfer?**

Individual application for room/hall transfer is not accepted. Student residents have to swap their hall places with another students instead of transfer to a vacant bed place normally.

Student initiates the swapping opportunity to Hall Management Office(s) and complete the application form; and then seeks involved student residents' consent and Wardens' approval for onward processing.

**12. Could I request for refund of hall fee if I early withdraw from the hostel before mass check-out date?**

Early withdrawal applications are normally not be accepted. However, if needed, students may apply for early withdrawal provided with justifications and documentary proof, if any.

All hall fee payment made are non-refundable and non-transferable despite any reasons. The students are also required to pay the outstanding hall fee for the whole semester before checking out from the hostel.

**13. Is there any hostel subsidy for students with financial difficulty?**

For enquiries regarding hostel subsidy and/or hall bursaries are set up for local UGC-funded students with financial difficulties, please contact the enquiry hotline of Student Affairs Office at 2948 6720.

**14. Can I use mobile devices for online application?**

It is recommended to use PC for online application via iHostel System.

**15. Can I modify or cancel the application record after submission?**

Applicant can modify or cancel the application record as many times as he or she wants before the application deadline. However, only the final submission record will be processed.

**16. What is Point System?**

The Point System will be activated if the available hall places are not sufficient to accommodate all applicants in that round. Details about Point System are available at the Hall Management Section Website (<https://www.eduhk.hk/sh>).

**17. How can I get the information for different halls?**

Please visit the Hall Management Section Website at <https://www.eduhk.hk/sh>.

***For any further enquiries, please send to our enquiry email box: [shostel@eduhk.hk](mailto:shostel@eduhk.hk) . Thank you.***