

网上重置 OnePass 密码

登录网址: <https://cai.itsc.cuhk.edu.hk/sspr/>

1. 输入学号、姓氏拼音、验证码

CUHK Self-service Password Reset (SSPR)

Information Technology Services Centre - CUHK



This service lets you reset a forgotten OnePass (CWEM) Password if you

- Are a CUHK Student AND
- Have collected your account information AND
- Have alternate email address recorded in CUHK [\[?\]](#)

Please provide your information so that we can verify your identity.

1. Enter your information

Student ID	<input type="text"/>
Last Name	<input type="text"/>
Verification Code	 Generate New Image <input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

Need Help? Write to [ITSC Service Desk](#)

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2. 输入学号、出生年月日、入学注册的邮箱

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Please provide your information so that we can verify your identity.

1. Enter your information

Student ID	<input type="text"/>
Date of birth	<input type="text"/> / <input type="text"/> / <input type="text"/> Format in Year / Month / Day e.g. 2002/07/31
Alternate Email Address [?]	<input type="text"/>
	<input type="button" value="Submit"/> <input type="button" value="Clear"/>

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3. 提交后会收到邮件确认

Your Request for OnePass (CWEM) Password > 收件匣 x



ITSC Service Desk <no-reply@itsc.cuhk.edu.hk>

上午10:46 (44 分鐘前)



寄給

Dear

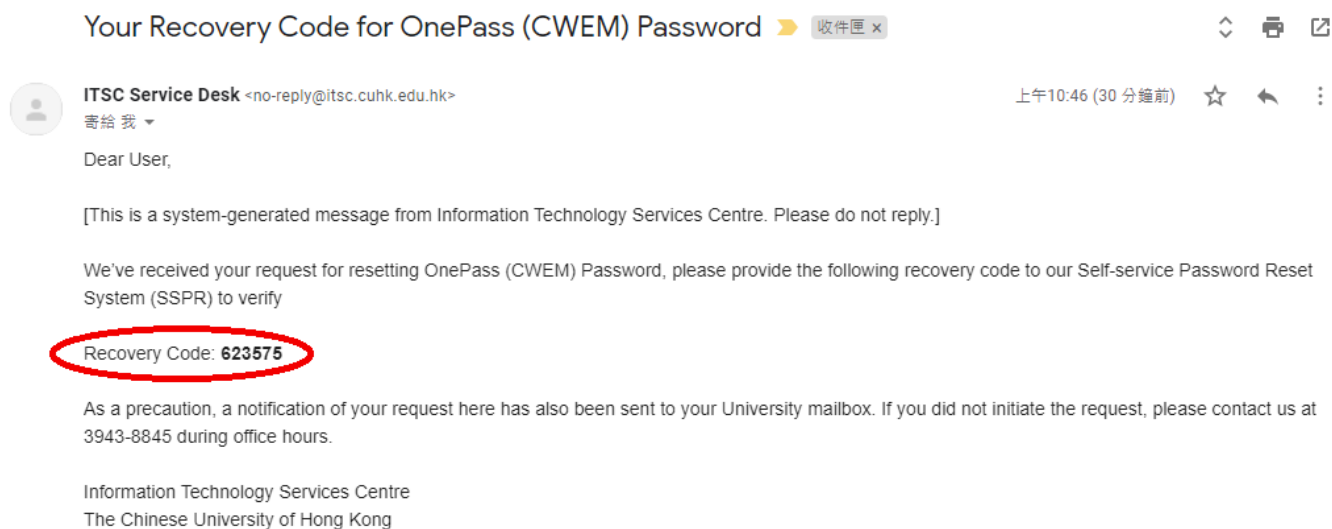
[This is a system-generated message from Information Technology Services Centre. Please do not reply.]

We've received your request for resetting OnePass (CWEM) Password and the follow-up action is sent to your alternate email address.

If you did not initiate the request, please contact us at 3943-8845 during office hours.

Information Technology Services Centre
The Chinese University of Hong Kong

4. 随后会收到另一封邮件，记录6位数字的Recovery Code



5. 填上邮件中的Recovery Code

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2. Get Recovery Code from Alternate Email

A 6-digit recovery code has been sent to the following email address:

Please enter the recovery code in 10 minutes.

[\(Resend Recovery Code\)](#)

Recovery Code:

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6. 重新设置密码

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3. Choose a New Password

Your password must

- Have length between 8 and 20 characters
- Contain at least 4 unique characters
- Contain at least 1 letter, 1 digit, and 1 special character
- Use only these special characters:
! ? . % + = ^ \$ & # - @
e.g. ab!2cd34, mon=2xyz, BE.Best1
- NOT reuse your last 5 passwords
- NOT contain your login ID

[Check recommendations of secure passwords](#)

New Password

Re-enter New Password:

Submit

Clear

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4. Successful Password Change

You have successfully changed your OnePass (CWEM) Password. The new password will be effective in 5 minutes. You may close this page / tab now to quit. You may close this page / tab now to quit.

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