

User Guide for Online Platform - Submission of Confidential Reference for Admission to Hong Kong Baptist University Research Postgraduate Programmes

Section A: How to sign in to the online platform?

I. Access the online platform

Please click the hyperlink (https://iss.hkbu.edu.hk/amsappl_pg/ref_signin.jsf?user=XXXXXXXXXX) provided in our invitation email (Email subject: HKBU Invitation for a Confidential Reference).

II. Sign in to the online platform- Creating You Own Password (For first time users only)

Step 1. On your first login to the online platform, you will need to create a password for your account. Please refer to the rules below for creating a secure password. The red will change to a green when the rule is complied.

Rules for creating a secure password:

Length between 8 - 14 characters

Contains Uppercase character(s)

Contains Lowercase character(s)

Contains Number(s)

Contains special character(s): !-._@

Step 2. Input the password again in the **Re-type new password** field.

The screenshot shows the 'Create Password' form with the following fields and annotations:

- Referee ID.**: A blue box containing a masked ID.
- New password (8 - 14 characters)**: A yellow box containing a masked password. A red box with the text "1. Please create a password" has an arrow pointing to this field.
- Re-type new password**: A white box containing a masked password. A red box with the text "2. Please input the password again" has an arrow pointing to this field.
- Rules for creating a secure password**: A list of rules with green checkmarks indicating they are met:
 - Length between 8 - 14 characters
 - Contains Uppercase character(s)
 - Contains Lowercase character(s)
 - Contains Number(s)
 - Contains special character(s)
- Buttons**: "Clear" and "Submit" buttons at the bottom.
- Text**: "Please click **Submit** to create your password."

Step 3. Click **Submit** to create your password, and sign in the online platform.

The screenshot shows the 'Create Password' form with the following fields and annotations:

- Referee ID.**: A blue box containing a masked ID.
- New password (8 - 14 characters)**: A yellow box containing a masked password.
- Re-type new password**: A white box containing a masked password.
- Rules for creating a secure password**: A list of rules with green checkmarks indicating they are met:
 - Length between 8 - 14 characters
 - Contains Uppercase character(s)
 - Contains Lowercase character(s)
 - Contains Number(s)
 - Contains special character(s)
- Buttons**: "Clear" and "Submit" buttons at the bottom.
- Text**: "Please click **Submit** to create your password."
- Annotation**: A red box with the text "3. Click **Submit**" has an arrow pointing to the "Submit" button.

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III. Confirming your Preferred Salutation and Name (For first time users only)

Step 1. Fill in your preferred salutation.

Step 2. Fill in your full name.

Confirmation of your Preferred Salutation and Name

Before going further to complete the Confidential Reference Form, you are invited to take some time to confirm your preferred salutation and name below. The information will be used for the purpose of communication with you and your nominator(s) throughout the reference process. If you are nominated by more than one applicant to be his/her referee, you will not need to repeat this step again as long as the same email address has been provided.

1. Fill in your preferred salutation

* Required Field
Preferred Name * ? : Ms

Please click **Save** to save your information.

Reset Save

Step 3. Click **Save** to confirm and go to the next page.

Confirmation of your Preferred Salutation and Name

Before going further to complete the Confidential Reference Form, you are invited to take some time to confirm your preferred salutation and name below. The information will be used for the purpose of communication with you and your nominator(s) throughout the reference process. If you are nominated by more than one applicant to be his/her referee, you will not need to repeat this step again as long as the same email address has been provided.

* Required Field
Preferred Name * ? : Ms

Please click **Save** to save your information.

Reset Save

IV. Sign in to the online platform - Direct Sign In (For non-first time users only)

Step 1. Input your password.

Step 2. Click **Submit** to sign in.

Referee Sign In

Please use the password we sent via email to login to the system and click Submit.

Referee ID. : [Blue Box]

Password : [Empty Field]

Please click **Submit** to process your request.

User Guide Forgot Password Clear Submit

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Section B: How to submit the confidential reference for the applicant?

Please follow the steps below to submit the reference for the applicant.

Step 1. Click **Select** of the respective applicant to go to the reference page. If more than one applicants nominate you as their referees, you will see a list of applicants on this page.

Prepare for your Reference and select the applicant

You have been nominated as the Referee of the following applicant(s) of the Taught Postgraduate programmes of the Hong Kong Baptist University.

We would appreciate your assistance in assessing the suitability of the applicant(s) for postgraduate study at the University by completing the online Confidential Reference Form (Form). If you wish to provide an additional document such as a reference letter, you may also upload it and submit alongside the Form. You are appreciated to complete the above **within two weeks** from the invitation of your reference.

In the following table, you will find the list of nominator(s) as well as:

- the details such as applicant name, application number and the name of applied programme
- the status of each reference which will change to **Submitted online** upon your successful submission of the Form

You may also refer to our **User Guide**. If you need any further assistance during the process, please contact us by submitting an **Enquiry Form** (please select "Referee" under "TPG" as the Enquiry Type).

To begin, please click the **Select** button next to the applicant name.

Seq.	Select	Applicant Name	Application No.	Programme Applied For	Status	Record Expiry Date
1	<input type="button" value="Select"/>	CHAN Siu Man	T20000001	MA in Communication (Shenzhen)	Pending	2020-07-12
2	<input type="button" value="Select"/>	CHAN Tai Man	T19000018	Doctor of Business Administration	Pending	2020-07-12

1. Click Select

Change Password

Step 2. Click **Confidential Reference**.

3. Click Confidential Reference

Confidential Reference | Notes | Upload Guideline

* Required Field (必須填寫部份)

Step 3. Answer all questions.

Step 4. Upon completion, please click Save and check if the information are saved successfully.

Information has been saved. Information saved successfully.

Step 5. If you do not have to provide any additional document such as a reference letter for the applicant, please directly go to step 11. Otherwise, please go through steps 6-10. **Please be reminded that you have not completed the submission of Confidential Reference at this stage.**

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If you would like to provide an additional document, you follow steps 6-10 to upload it. Only **PDF files** with file size not exceeding **2MB** are accepted.

Step 6. Click **Choose File** to select the file from your device.

Section IV: Uploading other supporting documents (第四部份：上載其他補充資料)

6. Other relevant documents such as recommendation letter (if any) (如適用) 如你希望提交與申請人相關的額外文件 (例如推薦信)，請以PDF格式上載。):

Please select the document(s) from your device: ? : 未選擇任何檔案

Click Choose File

Step 7. Click **Upload**

Section IV: Uploading other supporting documents (第四部份：上載其他補充資料)

6. Other relevant documents such as recommendation letter (if any) (如適用) 如你希望提交與申請人相關的額外文件 (例如推薦信)，請以PDF格式上載。):

Please select the document(s) from your device: ? : Recommendation Letter.pdf

Click Upload

Step 8. Upon your successful upload of the document, click the file name to check if you have uploaded the correct document.

Section IV: Uploading other supporting documents (第四部份：上載其他補充資料)

6. Other relevant documents such as recommendation letter (if any) (如適用) 如你希望提交與申請人相關的額外文件 (例如推薦信)，請以PDF格式上載。):

File Name ?	Description	Upload Date	Size (Bytes)
<input type="checkbox"/> Recommendation Letter.PDF	Other reference document	2019-09-16 [6:19 PM]	83449

Click the file name to check if you have uploaded the correct document.

If the file(s) is correct, please go to Step 10 directly.

Step 9a. If you need to change/delete the uploaded file(s), please check the box(es) next to the File Name(s).

Step 9b. Click **Delete**.

Section IV: Uploading other supporting documents (第四部份：上載其他補充資料)

6. Other relevant documents such as recommendation letter (if any) (如適用) 如你希望提交與申請人相關的額外文件 (例如推薦信)，請以PDF格式上載。):

File Name ?	Description	Upload Date	Size (Bytes)
<input type="checkbox"/> Recommendation Letter.PDF	Other reference document	2019-09-16 [6:19 PM]	83449

Check the box(es) next to the file(s) to be deleted.

Click Delete

Step 9c. Click **OK** in the pop up dialogue box to proceed.

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Do you really want to delete the selected record(s)?

Click OK

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Step 10. Click **Submit** and Click **OK** in the pop up dialogue box.

Section IV: Uploading other supporting documents (第四部份：上載其他補充資料)

6. Other relevant documents such as recommendation letter (if any) (如適用) 如你希望提交與申請人相關的額外文件 (例如推薦信)，請以PDF格式上載。):

	File Name ?	Description	Upload Date	Size (Bytes)
<input type="checkbox"/>	Recommendation Letter.PDF	Other reference document	2019-09-16 [6:19 PM]	83449



Step 11. After completing Step 10, you will be redirected to the main page of the platform. The status will change from “Pending” to “Submitted Online”.

Prepare for your Reference and select the applicant

You have been nominated as the Referee of the following applicant(s) of the Taught Postgraduate programmes of the Hong Kong Baptist University.

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In the following table, you will find the list of nominator(s) as well as:

- the details such as applicant name, application number and the name of applied programme
- the status of each reference which will change to **Submitted online** upon your submission.

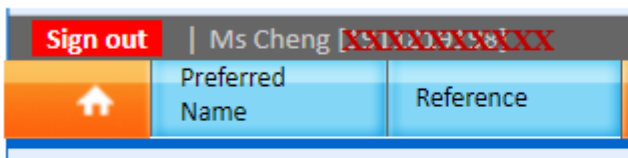
You may also refer to our [User Guide](#). If you need any further assistance do not hesitate to contact our Enquiry Type).

To begin, please click the **Select** button next to the applicant name.

Seq.	Select	Applicant Name	Application No.	Programme Applied For	Status	Record Expiry Date
1		CHAN Siu Man	T20000001	MA in Communication (Shenzhen)	Submitted online	
2	<input type="button" value="Select"/>	CHAN Tai Man	T19000018	Doctor of Business Administration	Pending	2020-07-12

Status will be updated to **Submitted online**

Step 12. You have successfully submitted the Reference for the applicant. Please be reminded to sign out of the online platform by clicking the **Sign out** button.



Please note:

1. The applicant will receive a notification email upon your successful submission of the reference.
2. The University may contact you to verify and validate the reference if necessary.

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Section C: How to retrieve the password? (For non-first time users only)

If you have forgotten your password, you may use the **Forgot Password** function to retrieve the password. A new password will be sent to you via email. Please keep your new password for future use.

Step 1. Refer to Section B of the user guide for details of how to access the online platform.

Step 2. Click **Forgot Password** on the sign in page.

Referee Sign In

Please use the password we sent via email to login to the system and click Submit.

Referee ID. :

Password :

Please click **Submit** to process your request.

2. Click **Forgot Password**

User Guide Forgot Password Clear Submit

This site is best viewed with 1024 x 768 resolution, and requires Internet Explorer between 7.0 and 11.0, Firefox between 3.0 and 62.0, Google Chrome between 24.0 and 69.0 or Microsoft Edge up to 12. For Macintosh users, please access this site using Safari 3.1 or above.
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Step 3. Input the email address that you received the email invitation for the online platform.

Referee Password Assistance

Forgot your password? Please fill in the information below and we will send a new password to your e-mail account.

Login URL / Referee ID. :

Your e-mail account :

3. Input your **email address via which the email invitation was received**

Clear Reset Password

Step 4. Click **Reset Password** to confirm your request.

Referee Password Assistance

Forgot your password? Please fill in the information below and we will send a new password by e-mail to your e-mail account.

Login URL / Referee ID. :

Your e-mail account : abc@def.com

4. Click **Reset Password**

Clear Reset Password

Step 5. An email with the password will be sent to your email address immediately.

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We thank you for your submission of the reference. Your invaluable comments will help the assessment of the applicant's suitability for postgraduate studies at the University.

For any enquiries, please contact Graduate School:
Email: hkbu_rpg@hkbu.edu.hk