

KEEP Account - Quick User Guide for CUHK Students

Sign up for a KEEP account

1. Visit <https://keep.edu.hk/> or scan the QR code on the right.
2. Click "Sign Up" at the top-right corner of the webpage.



If you see the  icon instead, click that icon first and then click "Sign Up".

3. Click "Sign Up" at the bottom of the webpage.



Sign Up - Create Your KEEP Account

Full Name **4** First Name **4** Last Name
Please enter your real name.

Username **5** Username
The username is at most 30 characters long and contains letters, digits or some special characters (- _) only. It cannot contain spaces.

Email **6** Email Address

Confirm Email **6** Confirm Email

Password **7** Password
The password must be at least 8 characters long and contain at least 1 uppercase letter, 1 lowercase letter, 1 digit and 1 special character (!? . % + = ^ \$ & # - @). It cannot contain spaces.

Confirm Password **7** Confirm Password

8 I agree to the [Terms and Conditions](#)

9

Already have an KEEP account?

4. Enter your first name and last name.
5. Enter your username.
6. Enter a valid email address.
7. Enter a strong password.
8. Check the box "I agree to the [Terms and Conditions](#)".
9. Click the **Sign Up** button.
10. Check your email inbox and find the email with subject "Activate your KEEP Account".
11. Click the link inside that email to activate your KEEP account.

Please activate your KEEP account within 24 hours from the issue of activation email.
 (*Note that your activation email might be in your Spam inbox, so please check for that.)

Associate KEEP account with CUHK identity

1. Visit <https://keep.edu.hk>.
2. Click "Login" at the top of the page.
3. Enter your email address and password.
4. Click the **Login** button.



5. Click your name on the header and then select "Profile".



6. Click "My Institution" on the list.
7. Click the **+ My Institution** button.

8. Select "The Chinese University of Hong Kong".

The Chinese University of Hong Kong

University ID **9** 1122334455
Students admitted before 30 Jun 2010: 8-digit ID format prefixed by "10"
Students admitted in 2010-2011 and thereafter: 10-digit format
Staff: 6-digit format

Role **10** Student

Institution Email **11** tmchan @link.cuhk.edu.hk

12 I agree to the [Terms and Conditions](#)

Cancel Verify **13**

9. Enter your student ID (without "s" at the front) in University ID.

10. Select "Student" from Role.

11. Enter your CUHK email alias prefix in Institution Email.

12. Check the box "I agree to the [Terms and Conditions](#)".

13. Click the **Verify** button.

14. A new window is shown. Enter your OnePass password.

Login for CUHK

1122334455

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Cancel Login **15**

Forgot Your Password?

- The Password is your OnePass (CWEM) password.
- Use [OnePass Personalized Security Questions](#) to get into your account; Or
- [Request ITSC](#) to reset the password

(CADS reference number: 261)
This is a CADS-registered IT System. It passed the application procedures published at <http://www.cuhk.edu.hk/itsc/security/cads> and was approved by ITSC.

15. Click the **Login** button.

16. In case the Institution Email turns red, the system has corrected the email address for you. You must click the **Verify** button again and login once more (steps 13-15).



The screenshot shows a form titled "Institution Email". It contains two input fields: the first contains "taimanchan" and the second contains "@link.cuhk.edu.hk" with a red 'X' icon. Below the fields, a red error message reads: "The input Email (tmchan@link.cuhk.edu.hk) does not match with the record (taimanchan@link.cuhk.edu.hk). Please check again and verify."

17. Click the **Confirm** button to associate.