

Application for HKMU Library Reader's/Borrower's Ticket (HKMU Graduates) *revised on May 2024*

HKMU Graduates can apply for the Library Reader's/Borrower's Ticket via the mobile APP "HKMU Alumni+". Ordinary Members / Life Members of Hong Kong Metropolitan University Alumni Association (HKMUAA) can enjoy 20% discount when applying for library ticket.

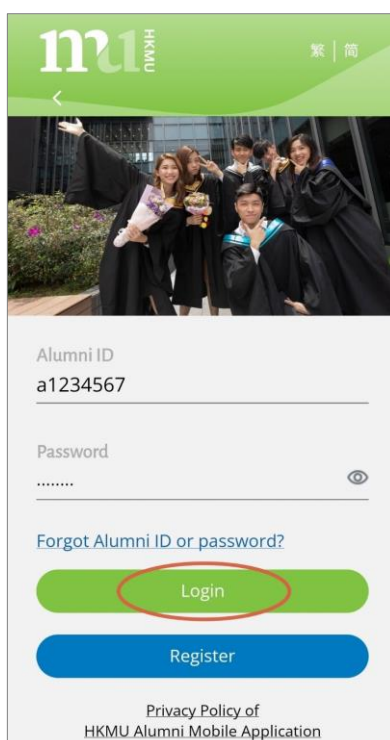
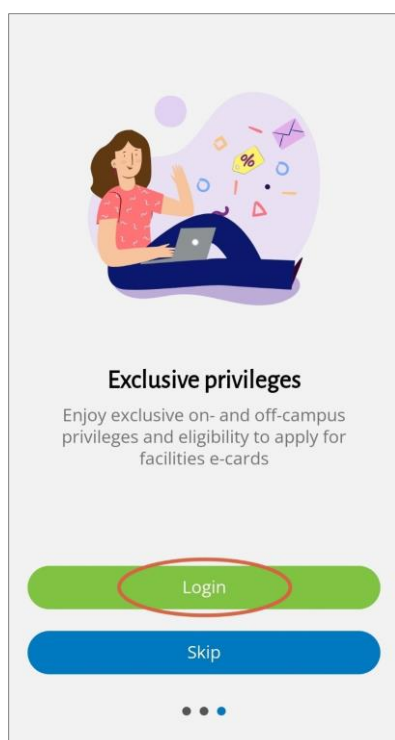
1. Download and open the mobile APP "HKMU Alumni+" ([App Store](#) / [Google Play](#)). You are suggested to upgrade the APP to the latest version before submitting your application.

Mobile operating system requirements: iOS 11 or later versions / Android 8.1 or later versions.



2. Go to the login page and log in to your alumni e-card account.

For the first time user, you must activate your alumni e-card first. For detail steps, please go to HKMU website (www.hkmu.edu.hk) > Alumni > Join HKMUAA > [Alumni as members](#).



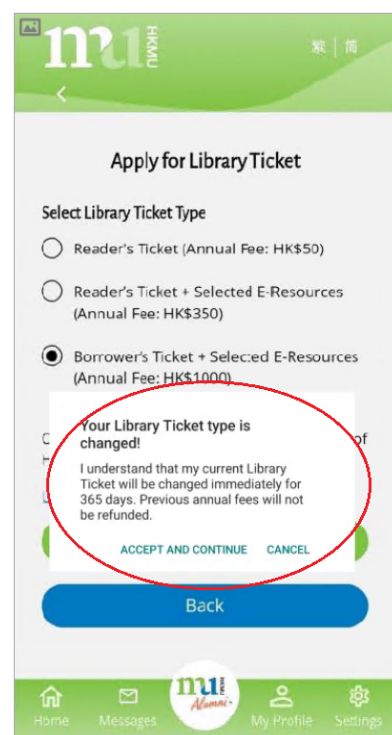
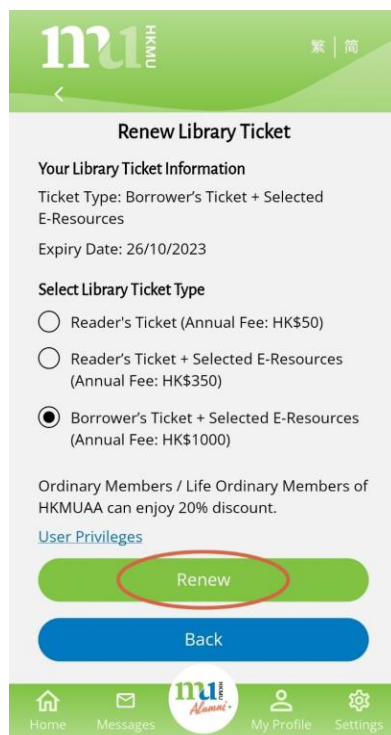
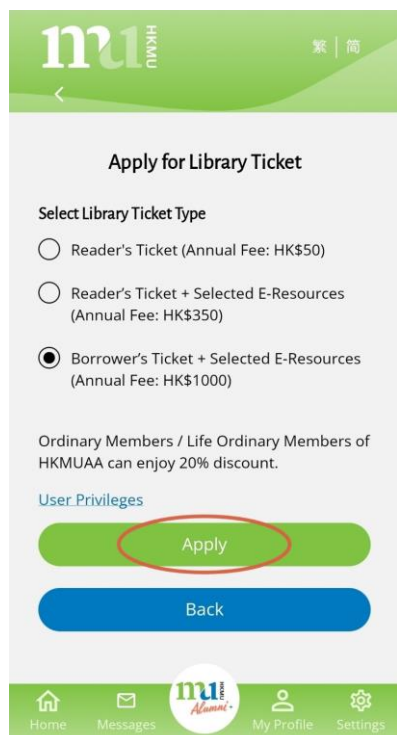
3. Select "Library Services".



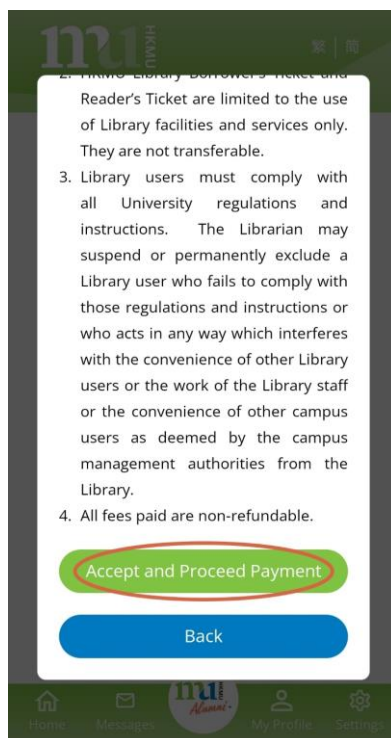
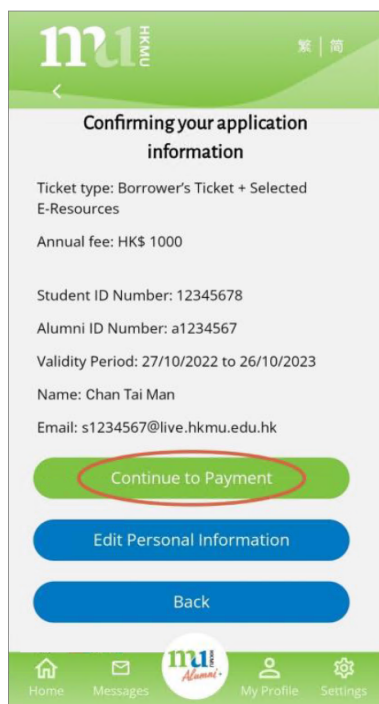
4. **First application:** Select the type of library ticket that you would like to apply for, then click "Apply".

Renewal: Select the type of library ticket that you would like to renew, then click "Renew".

Please note that you can apply for renewal of your ticket **7 days before the expiry date**. If renewal is made earlier, you are assumed to upgrade to another library ticket type and no refund is applicable.

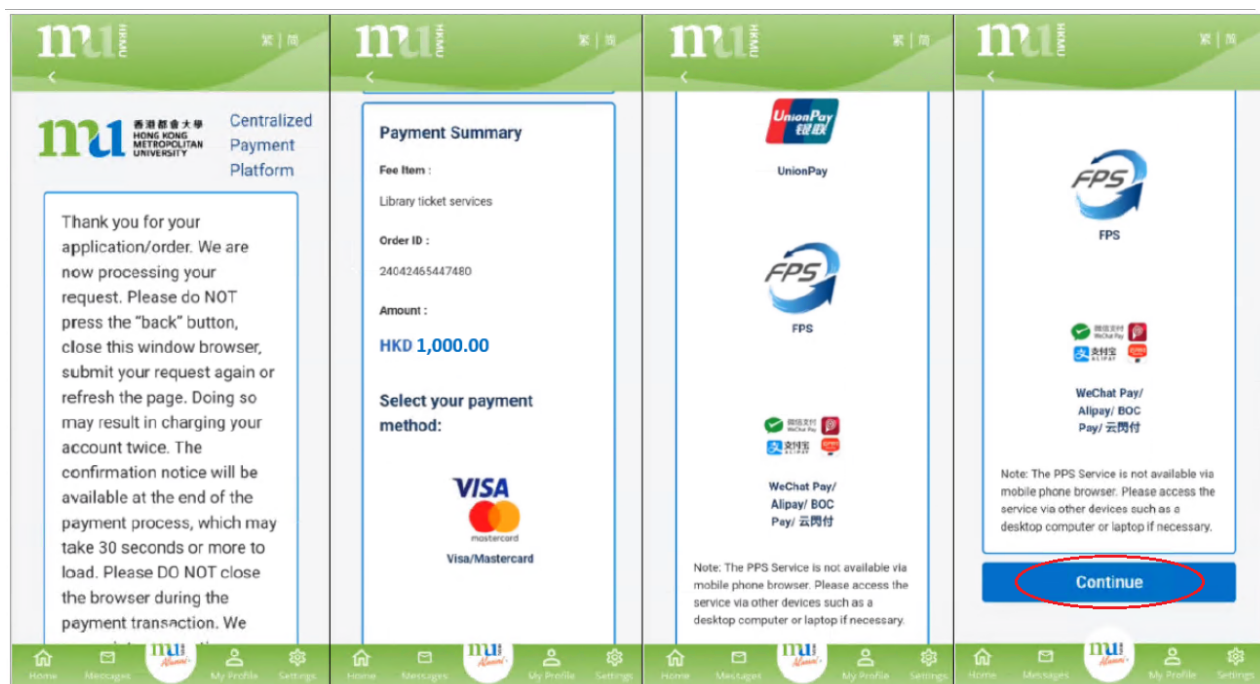


- Check your application information and click "Continue to payment". Please note that you will enjoy the discount rate only if your HKMUAA membership has been verified. If your HKMUAA membership has not been verified yet, you need to pay the standard annual fee. Read the "Terms and Conditions" and click "Accept and Proceed Payment".



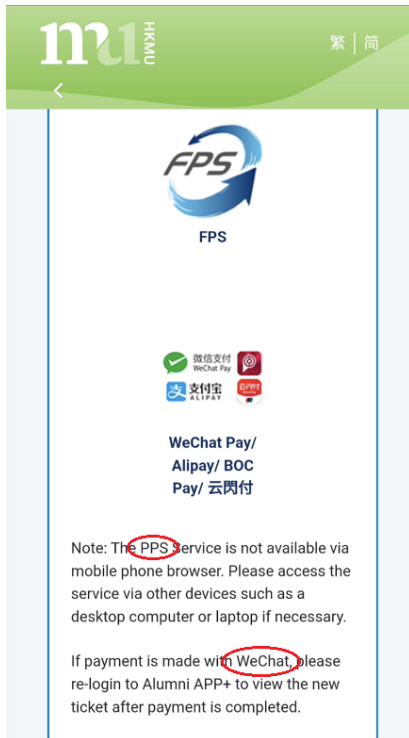
- You will be redirected to the HKMU Centralized Payment Platform, choose a payment method and click "Continue" to complete the payment. You can pay by VISA*, Mastercard*, UnionPay*, FPS, WeChat Pay, Alipay, BoC Pay and China UnionPay in the mobile APP. If you need to pay by Octopus at the Service Counter of the two campus libraries, please call 2768-6778 or email to libticket@hkmu.edu.hk to make an appointment in advance.

* The payment methods for Credit Card and UnionPay are under urgent maintenance and the services will be resumed as soon as possible. Please proceed the payment using other payment methods.



6a. If you want to make payment by:

- **PPS** : The service is not available via mobile phone browser. Please access the service via other devices such as a desktop computer or laptop if necessary.
- **WeChat** - you should re-login to Alumni APP+ to view the new ticket after payment is completed.



- **FPS** - Please scan the FPS QR code to make payment. After you have paid the fee, you may click button "Back to Merchant" and return to the confirmation page.



7. When the payment is completed, set up a library account password if it is your first application. Then, click “Submit”.

HKMU 繁 | 簡

Payment Completed!

Your payment is successful.
(REF#a1234567-8827092265278300)

Set-up Library Account Password

User ID
a1234567

Password
.....

Password must be 8-12 characters long with at least 1 uppercase letter, 1 lowercase letter and 1 number

Re-enter Password
.....

Submit

Home Messages My Profile Settings

8. A message “Your access to Library services is ready!” will be shown if your application is successful. A payment confirmation email will also be sent to your HKMU or personal email account.

HKMU 繁 | 簡

Payment Completed!

Your payment is successful.
(REF#a1234567-8827092265278300)

Your access to Library services is ready!

Please reset your library service password at Library Ticket page, if needed.

View Library Ticket

Back to Homepage

Home Messages My Profile Settings

HKMU Library Ticket (Graduate) - Payment Confirmation

Library

Dear Chan Tai Man

This email is to confirm your payment for the Library Ticket (Graduate).

Ref: a1234567-8827092265278300
Alumni ID: a1234567
Name: Chan Tai Man
Ticket Type: Borrower's E-library Ticket
Payment Type: new
Payment Amount: HK\$1000
Payment Method: Credit Card

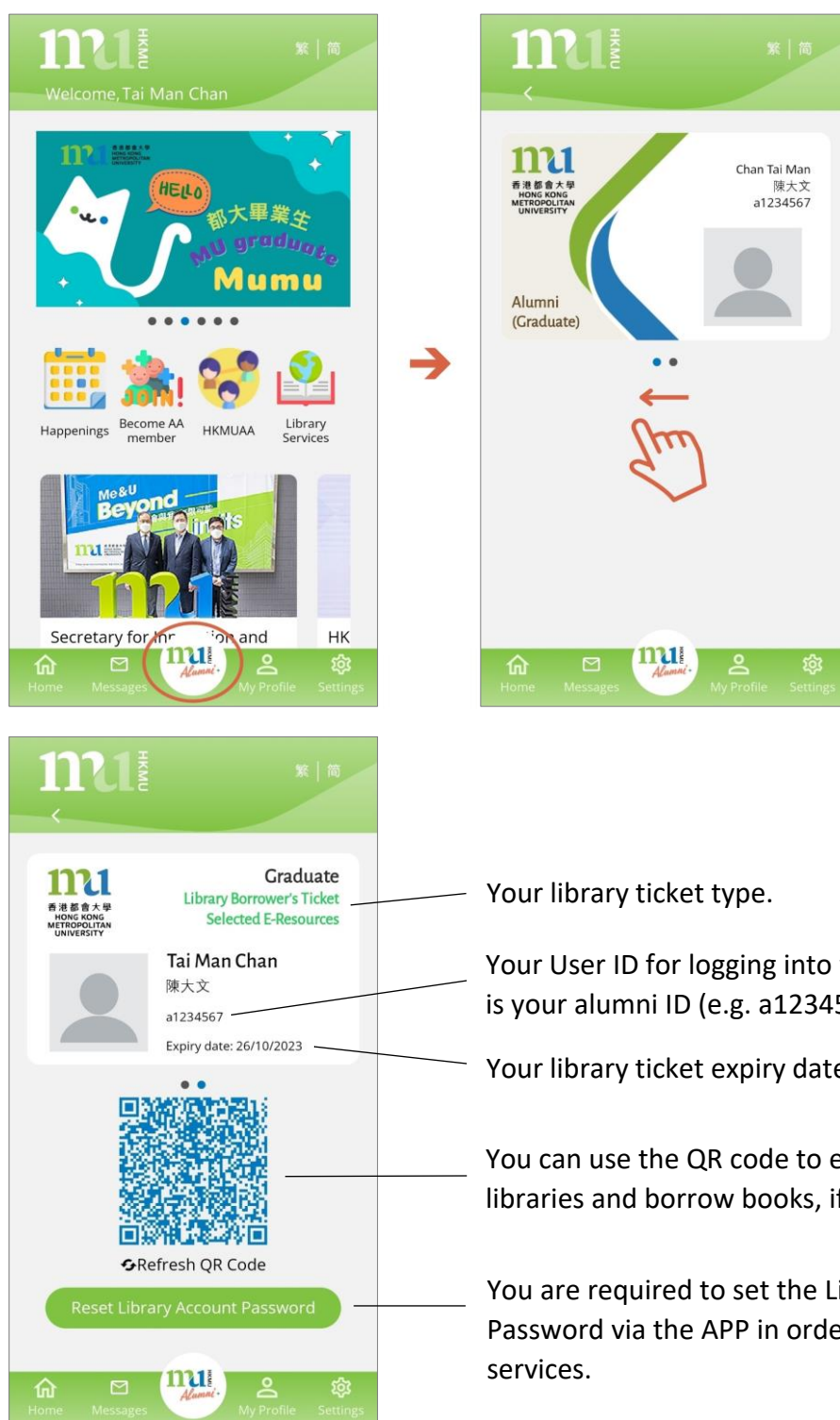
If you have any enquiries, please email to libticket@hkmu.edu.hk or contact Library staff at 2768-6778.

HKMU Library

This is an automated notification email. Please do not reply to this email.

Reply

9. View your library ticket by clicking the "HKMU Alumni+" icon and swiping the screen.



Your library ticket type.

Your User ID for logging into your library account is your alumni ID (e.g. a1234567).

Your library ticket expiry date.

You can use the QR code to enter the campus libraries and borrow books, if applicable.

You are required to set the Library Account Password via the APP in order to log in Library services.

Remarks

- You are suggested to upgrade the "HKMU Alumni+" APP to the latest version via Apple Store or Google Play before submitting your application.
- You can apply for **renewal** of your ticket **7 days** before the expiry date.
- Validity period for new or renewal of library ticket is 365 days.
- Application for change on ticket type will become effective immediately for 365 days once the payment is completed. Previous annual fees will not be refunded.
- You can pay by VISA, Mastercard, UnionPay, FPS, WeChat Pay, Alipay, BoC Pay and China UnionPay in the mobile APP. If you need to pay by Octopus at the Service Counter of two campus libraries, please call 2768-6778 or email to libticket@hkmu.edu.hk to make an appointment in advance.

For enquiries, please contact Library staff at 2768-6778 or email to libticket@hkmu.edu.hk.