

## **Reset password (HKU SPACE staff member)**

- 1) In SOUL 2.0 login page, select "Staff / Full-time Teacher" as User Group
- 2) Press [Yes, help me log in]
- 3) In IT Help page, press [Open a New Ticket] at top right corner, then press [For Guest User] at the bottom
- 4) In IT Help ticket form, enter the contact information
- 5) Select the Help Topic, then enter the Ticket Details summary and content (Note: Remember to mention your request for retrieving your password)
- 6) Enter the CAPTCHA text shown on the image, then press [Create Ticket] to notify our ITSU colleague about your request