香港浸會大學
HONG KONG BAPTIST UNIVERSITY

Hong Kong Baptist University Foundation 香港浸會大學基金

HKBU Foundation Membership e-Card Frequently Asked Questions (FAQ)

香港浸會大學基金電子會員卡常見問題

A. General Information 一般資訊

1. What is the HKBU Foundation Membership e-Card?

The HKBU Foundation Membership e-Card (e-Card) is an electronic membership card issued by Hong Kong Baptist University (HKBU) to eligible members of the HKBU Foundation. The card serves as your official proof of HKBU Foundation membership and grants you access to various privileges and benefits as determined by the HKBU Foundation.

1. 甚麼是香港浸會大學基金電子會員卡？

香港浸會大學基金電子會員卡（電子會員卡）由香港浸會大學（浸大）向香港浸會大學基金之合資格會員發出的電子會員憑證。此卡為會員於香港浸會大學基金內的正式身份證明，持卡人可尊享香港浸會大學基金提供的各項權益及優惠。

2. What privileges and benefits are available with the e-Card?

Members are entitled to a range of privileges, which may include access to University facilities and exclusive offers.

For the latest information on privileges and benefits, please visit:
https://foundation.hkbu.edu.hk/en/membership-privileges

2. 電子會員卡提供哪些專屬禮遇及福利？

會員可享用多種禮遇，包括使用大學設施及獲取專屬優惠。有關最新的權益及優惠詳情，請參閱以下網頁：https://foundation.hkbu.edu.hk/tc/membership-privileges

3. Is there a fee for the e-Card?

The issuance of the e-Card is complimentary. However, in accordance with the prevailing policies of the University, fees and charges may apply if HKBU Foundation Members use campus facilities and services. Members are advised to verify any applicable costs with the respective service provider.

For the latest information on privileges and benefits, please visit: https://foundation.hkbu.edu.hk/en/membership-privileges

3. 申請電子會員卡需繳付費用嗎？

申請電子會員卡完全免費。根據大學現行的政策，會員如需申請使用校園設施和服務，有可能需要支付相關費用，建議會員直接向有關服務供應商查詢適用的收費安排。

有關最新的權益及優惠詳情，請參閱以下網頁：
https://foundation.hkbu.edu.hk/tc/membership-privileges

4. Does the e-Card have an expiration date?

The e-Card does not have an expiration date. Its validity is contingent upon the member's continued eligibility within the HKBU Foundation. For Organisation Donors, the e-Card assigned to a representative is automatically deactivated upon the formal appointment of a new representative.

4.電子會員卡設有到期日嗎？

電子會員卡並沒有到期日，其有效性取決於會員是否持續符合基金的會員資格。就機構會員而言，當機構委任新代表後，原代表所持有之電子會員卡將自動失效。

5. How many e-Cards can a member receive?

Each eligible HKBU Foundation Member is entitled to one e-Card or a physical card.

Individual donors: One e-Card is issued per individual member.

Organisation donors (including corporations, foundations and other organisations): One e-Card may be assigned at any time to a single designated representative.

Donors are responsible for promptly notifying HKBU Foundation in writing of any proposed change of their designated representative, and the previously issued e-Card or physical HKBU Foundation membership card will be immediately deactivated upon a change of such representative.

5. 每位香港浸會大學基金會員可獲發多少張電子會員卡？

每位合資格的基金會員可獲發一張電子會員卡或實體會員卡。

個人會員：每位個人會員可獲發一張電子會員卡。

機構會員（包括公司、基金及其他機構）：每間機構僅可指定一位代表使用電子會員卡。如需更換指定代表，機構應盡快以書面形式通知香港浸會大學基金。在新代表獲確認後，原代表所持有的電子會員卡或實體會員卡將即時失效。

B. Membership and Eligibility 會員資格

6. Who is eligible to receive the e-Card?

All HKBU Foundation Members are eligible to receive the e-Card. For Organisation Donors, only one designated representative is eligible to receive the e-Card.

For details on how to become a member, please visit:
https://foundation.hkbu.edu.hk/en/membership-categories

6. 哪些人士符合資格獲發電子會員卡？

所有香港浸會大學基金會員均符合資格獲發電子會員卡。機構會員則僅限其指定的單一位代表享有此資格。有關會員類別及申請成為會員的詳細資訊，請參閱：
https://foundation.hkbu.edu.hk/tc/membership-categories

7. What should an Organisation Donor do if appointing a new representative?

The Organisation must promptly notify the HKBU Foundation. The previous e-Card will be deactivated immediately following the change.

7. 機構會員如需委任新代表，應如何辦理？

機構必須盡快通知香港浸會大學基金。待新代表獲確認後，原有的電子會員卡將即時失效。

8. Is the e-Card transferable?

No. The e-Card is strictly non-transferable and is for the exclusive use of the registered member named on the card. Unauthorised use or transfer may result in the suspension or termination of membership privileges.

8. 電子會員卡可以轉讓給他人使用嗎？

不可以。電子會員卡不得轉讓，僅限卡上所示姓名的註冊會員本人使用。任何未經授權的使用或轉讓行為，可能導致相關會員禮遇被暫停或終止。

C. Activation & Access 啟動與使用

9. How is the e-Card activated?

Please follow the user guide on the official activation portal and use your registered email and Donor ID.

9. 如何啟動電子會員卡？

請依照用戶指南進行操作，並使用您已在香港浸會大學基金登記的電郵地址及捐款人編號完成啟動程序。

10. What information is required for activation?

Your Donor ID is specified in the official e-Card activation email dispatched by the HKBU Foundation.

Should you be unable to locate this information, please contact HKBU Foundation for assistance.

10. 啟動時需要提供哪些資料？

您需要提供您的「捐款人編號」以及於香港浸會大學基金登記的「電郵地址」。

如未能找到相關資料，請聯絡香港浸會大學基金協助查詢。

11. How do I find my Donor ID?

Your Donor ID is specified in the official e-Card activation email dispatched by the HKBU Foundation.
Should you be unable to locate this information, please contact the HKBU Foundation for assistance.

11. 如何查詢我的「捐款人編號」？

您的「捐款人編號」已載於香港浸會大學基金發出的電子會員卡啟動電郵中。如未能找到相關資料，請聯絡香港浸會大學基金協助查詢。

12. What if the system indicates my email address is not valid during activation?

This error signifies a discrepancy between the email address entered and the one registered in HKBU Foundation's system. Please ensure the accuracy of the email address provided or contact the HKBU Foundation to verify or update your contact information.

12. 啟動時系統顯示我的電郵地址無效，應如何處理？

此情況表示您輸入的電郵地址與香港浸會大學基金系統中的記錄不符。請確認所輸入的電郵地址是否正確，或聯絡香港浸會大學基金核實並更新您的聯絡資料。

13. What information is displayed on the e-Card?

The e-Card presents the member's full name, organisation name (if applicable), membership category, Donor ID, barcode and a QR code for electronic verification.

13. 電子會員卡上會顯示哪些資料？

電子會員卡上將顯示會員的全名、機構名稱（如適用）、會員級別、捐款人編號、條碼，以及用於電子驗證的二維碼（QR Code）。

D. Technical Support and Troubleshooting 技術支援與疑難排解

14. What action should be taken if the one-time password (OTP) is not received?

Please check your email's spam or junk folder. Confirm that you are attempting activation with the email address registered with the HKBU Foundation. If it is not received, please contact the HKBU Foundation for assistance.

14. 如果收不到一次性密碼（OTP），應怎麼辦？

請先檢查您電郵信箱的垃圾郵件或雜件箱，並確認您正在使用於香港浸會大學基金登記的電郵地址進行啟動。如仍然無法收到，請聯絡香港浸會大學基金尋求協助。

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15. What is the solution if the e-Card fails to display in the "HKBU Mobile" app after successful activation?

Please email Service Call Centre of the Office of Information Technology at hotline@hkbu.edu.hk, state "HKBU Foundation Membership e-Card" in the subject line or call (852) 3411 7899 for assistance.

15. 成功啟動後，電子會員卡卻未能於「HKBU Mobile」應用程式中顯示，應如何處理？

若遇此情況，請電郵至資訊科技處服務中心（hotline@hkbu.edu.hk），並於郵件主旨註明「香港浸會大學基金電子會員卡」，或致電 (852) 3411 7899 尋求技術支援。

16. Which mobile devices are supported by the "HKBU Mobile" app?

HKBU Mobile supports iOS and Android devices.

16. 「HKBU Mobile」應用程式支援哪些流動裝置？

「HKBU Mobile」支援 iOS 及 Android 裝置。

E. Security and Device Management 安全與裝置管理

17. What is the procedure if a mobile device containing the e-Card is lost or stolen?

The member must report the loss of the device to the HKBU Foundation immediately to prevent potential misuse. The existing HKBU Foundation e-Card will be terminated.

17. 如果儲存電子會員卡的流動裝置遺失或被盜，應如何處理？

為防止電子會員卡被盜用，會員必須立即向香港浸會大學基金報告遺失。原有電子會員卡將被即時終止。

18. How is the e-Card managed when changing mobile devices?

The member should install the **"HKBU Mobile"** application on the new device and proceed with the activation process again. The system will require you to repeat the activation process. Upon successful reactivation on the new device, the e-Card on the previous device will be automatically invalidated.

18. 更換新的流動裝置時，應如何處理電子會員卡？

會員只需在新裝置上安裝「HKBU Mobile」應用程式，並再次進行啟動程序，系統將會要求您重新進行啟動程序。當您成功在新裝置上重新啟動後，舊裝置上的電子會員卡將自動失效。

19. Is biometric authentication required to register and use the e-Card?

Yes, you must have biometric authentication (such as fingerprint or facial recognition) enabled on their device to register and use the e-Card via the HKBU Mobile app.

19. 是否必須啟用生物識別認證才能註冊及使用電子會員卡？

是的，您必須於裝置上啟用生物識別認證（如指紋或面部識別），才能透過「HKBU Mobile」應用程式註冊及使用電子會員卡。

20. How is the privacy of my personal data ensured?

HKBU maintains the highest level of respect for the privacy of its donors. In compliance with the requirements of the Personal Data (Privacy) Ordinance, the University has formulated a privacy policy to ensure compliance by staff members in the strictest standards of security and confidentiality.

20. 大學如何保障我的個人私隱？

浸大十分尊重捐款人的私隱，為此，大學已制定私隱政策，確保教職員遵循資料保安及保密的最嚴格標準，以符合《個人資料（私隱）條例》的要求。

F. Contact Information 聯絡我們

For general enquiries, please contact the **HKBU Foundation** at hkbuf@hkbu.edu.hk or (852) 3411 7788 for assistance.

有關一般查詢，請電郵至 hkbuf@hkbu.edu.hk 或致電 (852) 3411 7788 與**香港浸會大學基金**聯絡。

For technical enquiries, please contact Service Call Centre, Office of Information Technology at hotline@hkbu.edu.hk or (852) 3411 7899 for assistance.

有關技術支援，請電郵至 hotline@hkbu.edu.hk 或致電 (852) 3411 7899 與資訊科技處服務中心聯絡。

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