

常見問題 FAQ

(1) 為甚麼我的手機未能收到一次性驗證密碼？

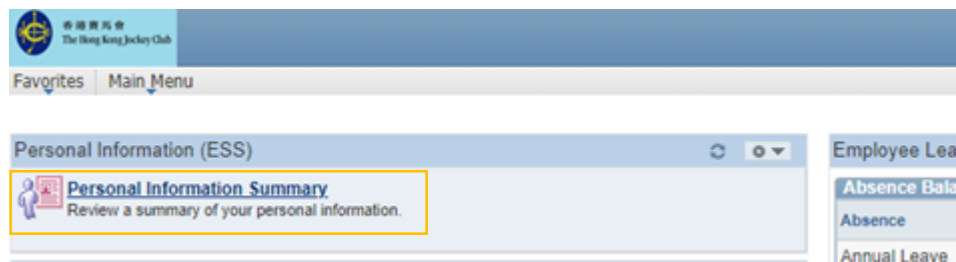
Why I cannot receive One-time Verification Code in my mobile phone?

請按照以下步驟於HCMS更新你的手機號碼，或聯絡人力資部尋求協助。

登錄HCMS → 前往左上角的「個人資料摘要」→ 向下滾動至「電話號碼」→ 點擊「變更電話號碼」→ 點擊「新增電話號碼」→ 輸入你的手機號碼並選擇「手機」作為電話類別 → 完時後點擊「儲存」

Please follow the steps below to update your mobile phone number in HCMS OR contact HR for further assistance.

Log in HCMS → Go to “Personal Information Summary” on the top left corner → Scroll down to “Phone Numbers” → Press “Change phone numbers” → Press “Add Phone Number” → Add your mobile number and choose “**Mobile**” as the Phone Type → Press “Save” when completed



Phone Type	*Telephone	Extension	Preferred	Delete
Business	0557		<input checked="" type="checkbox"/>	
Mobile	Type mobile number here		<input type="checkbox"/>	

[Add Phone Number](#)


[Save](#)

(2) 為甚麼我登入時需要設定新密碼？

Why I need to change the password during login?

基於保安理由，重設密碼後之首次登入，用戶需要強制設定新密碼。

For security purposes, force password change is required after password reset.



The Hong Kong Jockey Club

[Change Password](#) [更改密碼](#)

adamapchan

[CHANGE PASSWORD 更改密碼](#)



常見問題 FAQ

(3) 如我在重置密碼時收到錯誤訊息，應怎麼辦？

What to do if I got error message during password reset?

#	Error Message 錯誤信息	Solution 解決方法
1	Invalid Employee ID or Mobile Number. Please Try Again. 職員編號或手機號碼無效，請重試。	Please make sure correct information is filled and match with your HCMS records. If the error still occurred after few attempts, please call 2966 8999 to get further assistance. 請確保你填寫的資料是正確無誤並且與HCMS資料相乎，如多次嘗試後仍出現此錯誤訊息，請與IT Help Desk (Ext. 8999) / IAM BAU Support 尋找幫忙。
2	Please accept the privacy notes. 請同意私隱政策。	Please tick the checkbox “I understand and agree to the Privacy Notes” after you read and agreed the terms. 請勾選“我理解並同意隱私聲明”，這表示您已閱讀隱私聲明並同意條款。
3	Invalid OTP. Please submit the form again. 一次性密碼不正確，請重新填寫表格。	You might entered the wrong One Time Password, please fill-in the form and resubmit again. 您可能輸入了錯誤的一次性密碼，請填寫表格並重新提交。
4	OTP is expired. Please submit the form again. 一次性密碼已逾時，請重新填寫表格。	The OTP (One Time Password) will expires in 5 mins. After it is issued, please fill-in the form and submit again to get a new OTP. 一次性密碼將在 5 分鐘後過期，請填寫表格並再次提交以獲得新的一次性密碼。
5	Unknown error [001]. Please try again or contact IT Help Desk (Ext. 8999) for further assistance. 不明錯誤，請重試或聯絡IT Help Desk 熱線(Ext. 8999) 尋找幫忙。	Please try to fill-in and submit the form again. If the above message still occurs, please call 2966 8999 to get further assistance. 請嘗試填寫並再次提交表格。如果仍然出現上述信息，請致電 2966 8999 尋求進一步幫助。

