

The Hong Kong Schools Sports Federation
Student Athletes Online Registration System (STAR)
Frequently Ask Questions

1. What is the purpose of entering an email address upon first time login?

The email address entered upon first time login will be used for receiving information from STAR and resetting password. Account user can change the email address under “My Account” in STAR.

2. Why my email address appear to be registered when setting up email for STAR?

The email address provided by your school to the Federation is registered as the default email address in the STAR system.

3. How to change the default email address?

Please submit request in writing to HKSSF (from the School Principal).

4. What is the role and responsibility of “Teacher Account” and “Principal Account”?

“Teacher Account” is responsible to input students’ information, provide photo and identity document. And then submit the application to “Principal Account” for approval. “Principal Account” is responsible to approve and ensure the accuracy of the information submitted by “Teacher Account”, and then submit to the Federation.

5. Is there any restriction in STAR that only one user can login at a time?

You are allowed to login to STAR with the same username in different devices simultaneously.

6. How to reset password when you forget your password?

Please click “Forgot your password” and enter the email address registered on your account to have a password reset link emailed to you.

7. What kind of identity document does the STAR system accept?

The acceptable identity document is as usual in the past. Please refer to General Information Booklet for details.

Remarks: For primary school, WebSAMS print out is still accepted for registration. However, the print out must include completed STRN number and student information. During registration, please select “Others” and input STRN number. Please note that each print out should present one student information only.

8. How to start a registration?

- 1) New Student
- 2) Select from Last Year's Student Athletes
- 3) Select from eClass (if applicable)
- 4) Import (Excel Template can be found in STAR)
- 5) Select from Temporary Saved

9. Should I leave it blank in the field of "Chinese Name" when my student does not have a Chinese Name?

Please input a dash (-) to indicate Chinese Name is not available.

10. What should I do when a student has changed his / her own name during school year after registration?

Please inform the Federation in writing by the Head of School. The previous registration will be cancelled by the Federation. School can then submit a new application for the student with new name.

Remarks: The previous registration card must be returned to the Federation upon collection of a new registration card.

11. Should I upload a new identity document in the new season since the student's name is different with last season?

School representatives should amend student's name via "Select from Last Year's Student Athletes" and upload a new identity document for verification in the new season.

12. If I cannot input some Chinese characters, what should I do?

Some Chinese characters may not be supported in STAR, please enter an underscore (_) instead.

13. What are the requirements for uploading photo?

In order to have a smooth application, school representatives should ensure a good quality photo uploaded, because the quality of photo will affect the registration card printout directly.

Photo should be:

- Colour photo with a plain background;
- Full frontal face (from head to shoulder) with clear facial features.

File Format:

Image type: JPG or PNG

Image size: minimum 412 x 459 pixel

File size: 150kb to 2mb

14. What are the requirements for uploading identity document?

The registration officer needs to verify the student information with the uploaded documents, teacher in charge should ensure the quality of uploaded document to avoid any delay in the application time.

Category	Minimum Image Size	File Size	Format
Hong Kong Identity Card	715 x 454 pixal	150kb to 2mb	JPG, PNG or PDF
Hong Kong Birth Certificate (only applicable to primary school) or Others	800 x 462 pixal	150kb to 2mb	JPG, PNG or PDF

15. How can I upload a 2-page PDF file for “Identify Document” in STAR?

“Identify Document” is only available for uploading a 1-page PDF file. If you need to upload a more than 1-page PDF file for verification, please upload the PDF in “Supplementary Document” in order to provide sufficient information for application.

16. Is there a limit of the number of students to be registered in each batch?

The number of students for each batch of applications is limit to a maximum of 40 students to provide a fair opportunity for all applications, which will be processed according to the order of submission.

17. How can I renew registration card via “Select from Last Year’s Student Athletes”?

If you renew the registration via “Select from Last Year’s Student Athletes”, you are only required to update the class level and grade for the new season. The identity document which had been verified last season would still be valid and the same registration number will be assigned.

18. How can I import student’s photo that has been saved in the database of eClass?

Photos and student information can be uploaded via eClass. Registration applications may be rejected if the imported photo does not meet the standard requirement as listed in [Q13](#).

19. How can I set up a connection between eClass and STAR?

Access to eClass Admin Console under own School, login and select the “Connection Setting of The Hong Kong Schools Sports Federation Student Athletes Online Registration System”. Select “Yes” next to “Open for use” and copy the Access Token.

Then login to STAR, Select “eClass Connection” under Main Menu. Input “eClass Integrated Platform” and “CAPTCHA”, Press “Connect” and then “Save”.

After completion of the above setup, “Select from eClass” is activated in “Batch” and “Select from Temporary Saved”.

- Remarks:
- If you cannot find “Connection Setting of The Hong Kong Schools Sports Federation Student Athletes Online Registration System” under eClass Admin Console, please update eClass into the latest version (eClass under Admin Console > eClass update).
 - If your school is using eClass Cloud service, please contact eClass through hotline 3913 3122 or email to support@broadlearning.com.

20. How can I re-submit an application when it was rejected by Federation?

Login “Teacher Account” and select “Rejected Registration by HKSSF” and “Re-Submit Application”. You are able to amend the student information under “Temporary Saved”. After amendment, please submit to “Principal Account” for approval and then re-submit to the Federation.

21. What is common reason of being rejected?

Common rejected reasons are as follows:

1. The student has been registered;
2. Input error (Date of birth / Chinese or English Name);
3. The identity document or photo is not clear;
4. Incorrect image size (Identity document or Photo);
5. Colour photo / recent photo / photo with a plain background not provided;
6. Frontal face (from head to shoulder) is not large enough;
7. Flash reflection and photo taken on a monitor or screen is not accepted.

22. What is the registration fee and processing time?

General Application: Available for collection within 4 working days after the day of submission, \$16/card;

Urgent Application: Available for collection on the next working day after the day of submission, \$40/card.

To avoid delay in the process of application due to incorrect input or peak season of registration, school representatives should reserve sufficient time for approval.

Remarks: “Day of submission” means the day of the application submitted by “Principal Account”;

“Working day” means Monday to Saturday, except Sunday and Public Holiday.

23. What if I submitted an application after office hour?

The working day after the day of submission will be counted as the 1st working day. To avoid delay in the process of application due to incorrect input or peak season of registration, school representatives should reserve sufficient time for approval.

24. When can I receive an email notice when I submitted an application on Saturday?

The 1st working day after the day of submission (Saturday) is Monday, therefore you should receive an email notice not later than Thursday for general application.

25. If I fail to receive an email notice for collection within 4-working day (for general application) or 1-working day (for urgent application), what should I do?

Please login “Teacher Account” to check the status of the batch. If the status shows “Awaiting Collection” which means you can collect the registration card with reference number and registration fee. If the status is shown as “Pending for Approval”, please contact our staff for further handling.

26. How can I collect the registration card after submission?

School representatives should receive an email notice when the application is successful. Please collect the registration card with the notice and registration fee by cash or cheque only (crossed cheque payable to “The Hong Kong Schools Sports Federation”) in office hour. A Receipt comes after the payment has been made.

Moreover, school representatives can collect approved registration cards by signing an acknowledgement receipt at HKSSF Office without paying the registration fees on site. Member Schools are kindly requested to make payment according to the instructions given on the Debit Note.

27. Who will receive an email collection notice?

STAR automatically send an email collection notice to:

- 1) Default email address;
- 2) Registered email address of “Teacher Account”; and
- 3) “Email Carbon Copy List” added by “Teacher Account”

28. How can I submit replacement application or apply for change of grade?

Application for replacement or grade change can be made via STAR. After login, look for the student in “Registered Student Athletes”, click “View Card”, select “Apply for Grade Change” or “Apply for Replacement” and upload a certify letter from Principal (PDF file) for application.

Remarks: The previous registration card must be returned to the Federation upon collection of a new registration card for applying grade change.

29. What is the registration fee and processing time for replacement or grade change?

Registration fee and processing time are same as new application. For further information, please refer to [Q22](#).

30. Is the STAR system safe and reliable?

The data in the system is protected through the following:

1. Username and password (please keep the password safe and change your passwords regularly);

2. System and database encryption (All personal information is encrypted to prohibit the third party from reading)

The connections to STAR are encrypted and authenticated using a strong protocol (TLS 1.2), a strong key exchange (ECDHE_RSA with P-256), and a strong cipher (AES_128_GCM). Moreover, all personal information stored in the database has been encrypted, even if STAR is hacked, the information will not be easily cracked by the third party.

3. Automatically log out;
4. All student information, photo and identity document collected will be used for registration purpose only. Data will be destroyed after a retention period of two years.

31. How does STAR handle a huge traffic of registration at the beginning of the season?

STAR supports load balancing and able to increase capacity by scale-out approach, spare resources have been reserved for handling a huge traffic of registration at the beginning of the season.

32. Why is the student personal information stored in the database for 2 academic years before being destroyed?

The information saved in the first academic year of registration is for reference. The purpose of saving that information in the second year is to facilitate school representatives to register student athletes in the following season. If the student was not registered in the second academic year, his / her information would be destroyed in the beginning of third academic year.

33. When will the personal information be destroyed if student is registered in consecutive years?

The information will be destroyed in the year after the student has stopped registering.

34. Can I use the same photo for registration in consecutive years?

In order to match the student's photo and his / her appearance in the year, STAR will automatically request for uploading a recent photo if the last uploaded photo has been used for two years.

35. If the student was not registered in 2nd year, do I register the student by "Select from Last Year's Student Athletes" in 3rd year?

No, personal information will only be kept for two years and destroyed in the 3rd year. Therefore school representatives need to provide student information, photo and identity document again as new application.

36. As a through-train school, can personal information of Primary 6 be found for registration of Secondary 1 student in “Select from Last Year’s Student Athletes”?

No, the membership categories are different for primary school and secondary school in the Federation.

37. How can I find the Excel template for “Import”?

Select “All / New Registration” or “Temporary Saved” and then click “Import”, then you may find “Download Import File Template”.

38. What is the use of HKSSF APP?

HKSSF APP is only available for “Teacher Account” to login, school representatives use the same username and password for login. The APP provides an easy way to input student information and capture photo or identity document, and finally save in STAR. In order to enhance information security, APP does not save any copy of photo or identity document in your portable device.

Name of the App: HKSSF

App Store: <https://itunes.apple.com/hk/app/hkssf/id1255454272?mt=8>

Google Play: <https://play.google.com/store/apps/details?id=com.broadlearning.hkssf>

39. What is the application for Team Manager (Non-staff member) via STAR?

After login STAR, school representatives need to submit the name and date of birth of the Team Manager (must be the same as shown on identity document) together with his / her contact number and a recent colour photograph for application purpose through the STAR system.

Application must be submitted at least four working days before the Team Manager assumes his / her duty. List of successful appointments will be published on the website listed below:

<https://star.hkssf.org.hk/team-manager-non-staff>

Technical Support:

Broadlearning Education (Asia) Limited

- Hotline: 3913 3122
- Email Address: support@broadlearning.com
- Office Hour: 09:00 – 17:00 (Monday to Friday)

The Hong Kong Schools Sports Federation

- HK Island & Kowloon Office (Tel: 2711 9182)
- New Territories Office (Tel: 2711 2823)
- Email Address: hkssf@hkssf.org.hk
- Office Hour: 09:00 – 17:30 (Monday to Friday); 09:00 – 12:00 (Saturday)