

Frequently Asked Questions: Online Payment for Advanced Placement (AP) Exams

Q1. How can I settle the examination fee?

A1. Examination fees **MUST** be paid in Hong Kong Dollar (HKD) through credit card payment (**MasterCard or VISA only**). Other payment method (e.g. Alipay, WeChat Pay...etc) is **NOT** accepted.

Q2. Why can't I receive the payment link?

A2. As the payment link is issued by the system, you should check carefully if the email has been put in spam/trash mailbox. You are strongly advised to check if the email address in your MyAP student account is accurate to avoid missing any HKEAA email message. The HKEAA cannot accept any responsibilities for unsuccessful registration because of technical/network failure. Please note that the HKEAA would only handle of those registrations confirmed by the College Board.

Q3. I don't seem to be able to settle my payment, what should I do?

A3. Candidate should make sure internet connection are stable and reliable at all time during the whole payment process. Candidates should check with your bank to ensure there are sufficient funds to pay for the examination fee. Candidate should also confirm that the card is activated and that the details have been entered correctly.

Q4. If I decide not to take the exams after I pay, can I apply for refund ?

A4. All fees paid are not refundable and not transferable from one candidate to another or from one examination(to another or defer to any other purposes. No late payment will be accepted.

Q5. Can I add exam subject(s)now? On top of what I have already enrolled previous?

A5. You cannot add any exam subject that you didn't register for in mainland China before. If there is any discrepancy in the subject registration, those added subjects will be automatically dropped by the College Board and the examination fee paid will **NOT** be refunded.

Q6. Can I change my subjects after I receive the payment link?

A6. No, you cannot. The HKEAA cannot accept any changes to exam subject registration after the registration deadline released by the College Board. Candidates shall settle the exam fee according to the number of their registered subjects made via MyAP student account.

Q7. How can I check if my payment is settled?

A7. If you have successfully settled the payment, you will receive a confirmation email automatically generated by the payment system. Please check carefully if the confirmation email has been put in spam/trash mailbox. You may also check the payment status with your personalized payment link given. "Payment Settled" will be shown under "Status" if you have paid the examination fee successfully.

Advanced Placement (AP)考試網上付款常遇問題

Q1. 我應該如何繳交考試費？

A1. 考試費用應以港幣繳交，考生必須選擇應使用信用卡繳費（只接受萬事達卡或VISA卡）。其他繳費方式（如：支付寶、微信支付...等）一概恕不接受。

Q2. 為甚麼我收不到付款連結？

因付款連結經由電腦系統傳送，考生應該仔細檢查郵件是否被置於垃圾郵箱內。考評局強烈建議考生應檢查 MyAP 學生帳戶內所提供的電郵地址是否準確無誤，以免錯過任何考評局的電郵信息。任何因電腦技術／網絡上失誤而錯過截止付款日期的報名，本局恕不負責。請注意考評局只會處理經美國大學理事會（College Board）所確認的報名申請。

Q3. 為甚麼我的交易會被拒絕或不能繳費？

A3. 考生應於付款前確保已連接網絡及確保網絡的穩定性，考生亦可查看您的信用卡是否有足夠額度去支付考試費用。考生亦須確保考生的卡已經啟動和確保所輸入的資料是正確。

Q4. 如果我繳費後決定取消某一科目，我可以申請退款嗎？

A4. 所有費用一經繳交，不論考生其後退出申請、缺考或報名被取消，概不退款，亦不得以之轉到其他 AP 考場、代付其他考試的費用或轉作其他用途。

Q5. 我現在還可以新增其他科目嗎？

A5. 現階段考生不可新增任何非早期於內地註冊的科目。若發現任何人的註冊科目不一致，這些科目會被 College Board 取消，而所支付的考試費將不獲退款。

Q6. 收到付款連結後，我可以更改科目嗎？

A6. 不可以。在 College Board 所公佈的截止日期後，考評局並不會接受任何考試科目的更改。考生須按原訂在 MyAP 學生帳戶內已註冊的科目繳交相關考試費用。

Q7. 我如何得知我已經成功繳費？

A7. 若考生成功繳交費用後，將會收到由系統自動發出的付款確認書，請仔細檢查郵件是否被置於垃圾郵箱內。考生亦可經所提供的付款連結檢查相關信息，如果考生已成功支付考試費，可於“Status”一欄中見到“Payment Settled”。