



NEW STUDENTS INFORMATION SHEET ON IT SERVICES

Welcome to EdUHK! There are many online services available for our students, including course registration, personal time-table, library catalogue, e-learning, hostel application, locker application, email (Google Gmail), and etc. Students can access most of the services on any PC that is connected to the Internet with their accounts and passwords without much training. The Office of the Chief Information Officer (OCIO) is responsible for the support of IT at the University. The information provided below would enable you to start enjoying the IT services as soon as possible. Feel free to contact us if you have any problems.

COMPUTER ACCOUNTS

All students are provided with computer accounts for accessing the EdUHK online/network services, Google Gmail and Office 365 services. Please refer to the following principle on how your account username and password are set.

	Format
Username	's' + first 7 digits of your EdUHK student number <i>e.g. If the student number is 10123456, username will be s1012345.</i>
Initial Password	First 6 digits of your EdUHK student number + last 4 digits of your HKID number (including the check digit) or last 4 digits of Mainland ID number (內地身分證號碼) (for Mainland students) / passport number (for overseas students) <i>e.g. If the student number is 10123456:</i> - HKID holders: if HKID number is Z987 654(A) , the initial password will be 101234654a ; - Mainland students: if 內地身分證號碼 is 22089019900807 5678 , the initial password will be 1012345678 ; - Overseas students: if passport number is ABC1234 5678 , the initial password will be 1012345678 .
Internet Email Address	'username'@s.eduhk.hk <i>e.g. If the username is s1012345, internet email address will be s1012345@s.eduhk.hk.</i>

Notes:

1. Computer accounts are created automatically for all students.
2. For security reasons, students are recommended to change the account passwords when they get the accounts. It is the University's policy that users should change their passwords every year. To change the passwords, please visit the University Portal (portal.eduhk.hk), click "Change password" and follow the instructions on screen.
3. For Google Gmail, Office 365 services and Wi-Fi service outside campus, please login with your Internet Email Address and use the same password.
4. All EdUHK network accounts and Office 365 accounts will be terminated when you cease to be a student of the University. Nonetheless, students could continue to use the Google account after graduation.

STUDENT SERVICES

Besides computer accounts for accessing the various online services, OCIO offers a wide range of services to the students. These include anti-virus software for home use, AV equipment/one-day notebook loan service to facilitate student learning, printing service, electronic form for data collection, and many more. For more information, please visit the OCIO website.

COMPUTING POLICIES & REGULATIONS

Users of the computing and network facilities are required to observe all relevant policies and regulations of the University. These information are available at www.eduhk.hk/ocio/policies-and-guidelines.

FURTHER INFORMATION & GETTING HELP

Please visit the OCIO website for details of services available. Based on our past experience, we have listed solutions to problems commonly encountered by our students in the FAQ section (www.eduhk.hk/ocio/faqs). This is usually the most efficient way for you to find a solution. Nevertheless, you are welcome to email us at helpdesk@ocio.eduhk.hk, call our Hotline at 2948 6601 or visit the IT Help Desk located in C-LP-20 of the Tai Po campus for assistance. Opening hours can be found at the OCIO website.

USEFUL LINKS

- ◆ OCIO website: www.eduhk.hk/ocio
- ◆ University Portal: portal.eduhk.hk
- ◆ Webmail: webmail.eduhk.hk