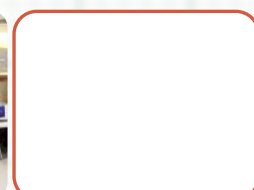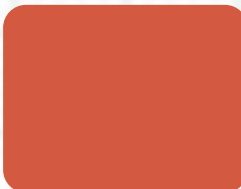Office of the Chief Information Officer
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STAFF *HANDBOOK*

2025-26

香港教育大學
The Education University of Hong Kong

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1. Introduction

The Office of the Chief Information Officer (OCIO) provides Information Communications Technology (ICT) services and solutions to support and enhance learning, teaching, research and administration of the University. It designs and maintains the computing environment of the University, and provides application development to achieve the missions of OCIO.

We are responsible for the network and server infrastructure, email services, eLearning platforms, telephone services, smartcard infrastructure, classroom support, office automation and frontline support. We are committed to delivering innovative, effective and friendly ICT services to all members of the University.

Our services are underpinned by a sophisticated campus network and the best available technologies. The Portal provides a one-stop shop for self-service information and support for all members of the University. We manage central computer rooms and classrooms at the Tai Po campus, Tseung Kwan O Study Centre and North Point Study Centre to meet learning and teaching needs. We also provide one-stop services at the IT Help Desk at the Tai Po campus, where support services and equipment loans are available.

For more updated information about our services, please visit the OCIO website.

> ᐟ🖰 **OCIO website – https://www.eduhk.hk/ocio**
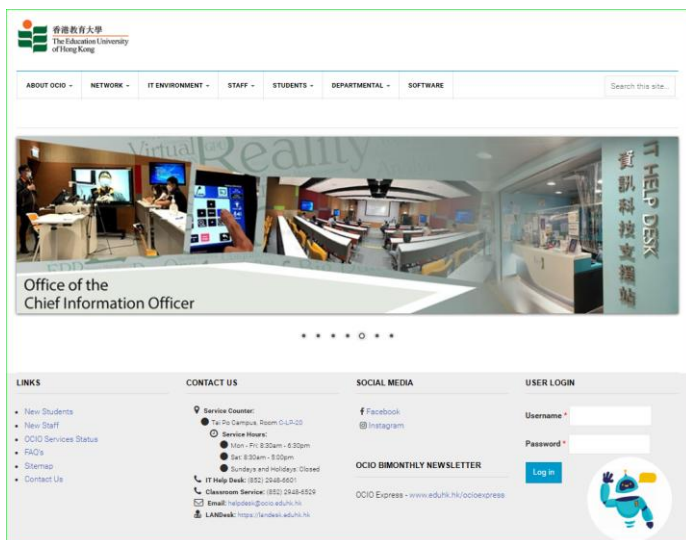
2. Opening Hours

2.1 IT Help Desk

	Mon - Fri	Sat	Sundays and Holidays
C-LP-20 Tai Po Campus (Tel: 2948 6601)	8:30 am - 6:30 pm	8:30 am - 5:00 pm	Closed
Room G01 * Tseung Kwan O Study Centre (Tel: 2190 8581)	8:30 am - 9:30 pm	9:00 am - 5:00 pm	Closed
NP402 North Point Study Centre (Tel: 2190 8660)			

*The IT support service at the Tseung Kwan O Study Centre is provided through the reception counter at room G01, ground floor.

2.2 Classroom Support Service

	Mon - Fri	Sat	Sundays and Holidays
Tai Po Campus (Tel: 2948 6529)	8:30 am - 9:30 pm	8:30 am - 6:20 pm	Closed
Tseung Kwan O Study Centre (Tel: 2190 8581)	8:30 am - 9:30 pm	9:00 am - 5:00 pm	Closed
North Point Study Centre (Tel: 2190 8660)			

2.3 Central Computer Rooms

|	Mon - Fri	Sat	Sundays and Holidays
C-LP-21 Tai Po Campus	24 hours	24 hours	24 hours
Other Computer Rooms Tai Po Campus	8:30 am - 9:30 pm	8:30 am - 9:30 pm	Closed
Computer Rooms Tseung Kwan O Study Centre	8:30 am - 9:45 pm	9:00 am - 5:45 pm	Closed
Computer Rooms North Point Study Centre			

3. Campus Network

3.1 Network Infrastructure

The campus network is connected by a 40-Gigabit Ethernet backbone covering the academic, administrative buildings and staff and student residences. End users in offices are equipped with a 1-Gigabit connectivity to the campus backbone. The University is a member of the HARNET (Hong Kong Academic and Research Network under the auspices of the Joint Universities Computer Centre), which connects eight local universities via 10Gbps high-speed links. This allows member institutions to exploit the facility to collaborate in research by resource sharing and resilience support.

3.2 Wireless Network

Besides the wired campus network, users can also gain Internet access via wireless network service within the University, which covers all offices, teaching venues, student hostels, staff quarters and many public areas at the main campus and study centres. As a member of "eduroam" (https://www.eduroam.org), members of the University can enjoy Wi-Fi at other member institutions for free worldwide. For more details about the wireless network service, please visit the OCIO website.

In the event of unstable network or connection errors, please report the case with details like time and location in a timely manner at https://www.eduhk.hk/reportwifiproblem/ for our investigation and follow-up.

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🖰 **OCIO > Network > Wireless Network**

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3.3 SSL VPN Service

With Secure Sockets Layer Virtual Private Network (SSL VPN), users can make secure connection from their home computers or mobile devices to the campus network over the Internet. Data transmitted via VPN connections is encrypted. For details, please visit the OCIO website.

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🖰 **OCIO > Network > SSL VPN Service**

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4. Computer Accounts and EdU Cards

4.1 Network Account

Most of our network services are provided to members of the University only, and staff members are required to log into the systems with their personal computer accounts. Network and email accounts for staff are created automatically. Information regarding the account username and initial password will be sent to new users through internal mails once it is ready.

You will need the network account for accessing network services, including the followings:
- Accessing The Portal (University Portal) & eLearning system;
- Using application software on network servers;
- Accessing network storage; and
- Using the campus wireless network and the VPN gateway.

4.2 Account Password

The initial passwords for staff accounts are generated and sent to the staff concerned through internal mails.

For security reasons, users are recommended to change the account password when they get the account and thereafter, change it regularly. It is the University's policy that users should change their account passwords every year. To change the password, simply visit The Portal (https://portal.eduhk.hk).

4.3 Single Sign-On System

The Single Sign-On system (SSO) enables users to use most University's web applications with only one login using their network account and password. Once you have logged into a web application covered by SSO, you will be able to use all the other services that you have access to, without the need to log in again. For more information about SSO, please visit the OCIO website.

> ⍟ **OCIO > IT Environment > Single Sign-On System**

4.4 Email Account

Email is an official communication channel at the University. Each staff member has a Microsoft 365 account created automatically. The University uses Microsoft Outlook as the major email and messaging environment. On the other hand, staff can also use other email software or the Webmail service (https://webmail.eduhk.hk) to access their mailboxes. Please visit the OCIO website for more information about our email services.

Besides email, staff can log into Microsoft 365 with their email address to enjoy the following services (if applicable):

- Microsoft 365 Apps – a full version of the Microsoft Office suite and download on up to five home or personal PCs/Macs and up to five mobile devices
- OneDrive – a cloud-based storage
- Microsoft Teams – a digital hub with video, chat and collaboration tools

<div align="center">

🖑 **OCIO > Staff > Office Automation> Microsoft 365 (for Staff)**

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4.5 UNIX Account

Each staff can apply for an account on the UNIX server to publish personal web pages. UNIX accounts are not created automatically. Once created, colleagues can use the same network account and password to log into the UNIX servers. For details on how to get a UNIX account and create personal web pages, please visit the OCIO website.

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🖑 **OCIO > Staff > Others > Personal Web Pages**

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4.6 Disk Quotas

Staff are allowed to save files or emails on the server. Information saved on the server can be accessed through any network-connected PCs. To ensure a fair use of resources, there are storage quotas for different network services, as shown in the following table.

Network N: Drive	Microsoft 365 Mailbox*	Microsoft 365 OneDrive*	UNIX File Storage
50MB	50GB	50GB	10MB

*Microsoft 365 service is provided by Microsoft.
Note: The service provider has the rights to amend the terms of service.

4.7 User Profile

Staff can modify his/her user profile to publish personal homepage in the staff communication directory. To modify your user profile, please visit The Portal.

ᗱ **The Portal > My Info > My Profile**

4.8 Expiry of Accounts

All EdUHK computer accounts and Microsoft 365 accounts will be terminated when one ceases to be a member of the University. All data files, including email messages, will be deleted. It is the users' responsibility to back up their own data prior to the termination of their accounts.

4.9 EdU Cards

To provide convenient and cost-effective services at the campus, all staff members are provided with EdU cards to access the University and various facilities, including the Library, shuttle bus services, etc.

All teaching venues are installed with EdU Card readers and staff should use their EdU Card to check-in before using the rooms. OCIO is responsible for the support of EdU Cards. However, any loss of EdU Card should be reported to the Human Resources Office immediately.

ᗱ **OCIO > IT Environment > EdU Card**

5. OCIO Services

5.1 Central Computer Rooms

OCIO manages a number of computer rooms at the main campus and study centres to support learning and teaching. The following table shows the locations of these rooms.

Campus	Room No.	Type	No. of PC
Tai Po	B1-LP-01	Teaching	60
	B1-LP-02	Teaching	48
	B2-LP-01	Teaching	40
	AI Education Laboratory (E-1/F-07)	Teaching	40 (High Performance PC)
	C-LP-21 & Open Access Area	Self-access	5 (iMac) 45 (PC)
	STEM Innovation Hub, the Learning Commons (C-LP-06)	Self-access	4 (iMac) 4 (High Performance PC)
	The Learning Commons	Print-N-Go	15
	G/F, MMW Library	Print-N-Go	6
Tseung Kwan O Study Centre	306	Teaching	48
	G06	Print-N-Go	1
	The Learning Commons 1 (G07)	Self-access	20
	The Learning Commons 2 (G01A)	Self-access	6
North Point Study Centre	AI Education Laboratory (NP-203)	Teaching	35 (High Performance PC)
	NP-401	Print-N-Go	5

Most of the computer rooms are designed for teaching purposes, while C-LP-21 at the Tai Po campus is an open access computer room for students. To facilitate students' learning, C-LP-21 is open 24 hours every day, including Sundays and holidays.

5.2 Classrooms and Lecture Theatres

All lecture theatres and general classrooms are equipped with network-connected multimedia PCs, common audio-visual equipment, projector and laptop connection ports. Teaching staff can conduct multimedia presentations in these rooms without the hassles of setting up equipment on the spot. When necessary, users can also use their own notebooks with audio-visual equipment, providing a very flexible and convenient environment for integrating IT into learning and teaching.

All these teaching venues are installed with a Smartcard classroom control system. For more details, please visit the OCIO website.

🖰 OCIO > IT Environment > Central Teaching Facilities

5.3 Support for Central Teaching Venues

Support for central teaching venues includes:
- Designing and maintaining the equipment in the venues;
- Providing a one-stop classroom service hotline (2948 6529 at the Tai Po campus; 2190 8581 at the Tseung Kwan O Study Centre; and 2190 8660 at the North Point Study Centre);
- Setting up of audio-visual equipment and standard computers at venues without those equipment; and
- Providing audio-visual and lighting set-up support to University events and functions in the theatres and the Council Chamber.

5.4 Photo and Video Studio

To facilitate the production of multimedia materials for learning and teaching, OCIO operates a Photo and Video Studio in C-LP-23 at the Tai Po campus. Users can:

- Take Quality Photos
  - with plain white/ grey/ black backdrop

- Take Videos
  - with Chroma key backdrop
  - with quality audio capture

<div style="text-align:center">🖱 OCIO > Students > Teaching and Learning > Photo and Video Studio</div>

5.5 Loan Services

We manage a loan counter at the Tai Po IT Help Desk to provide loan services of audio-visual equipment to members of the University. Please bring your EdU Card when you need to borrow the available items. Borrowers are required to comply with the "Loan Service Policy" available on the OCIO website.

<div style="text-align:center">🖱 OCIO > Staff > Others > Loan Services</div>

5.6 IT Training

As an ongoing effort to raise the IT competency of our colleagues, IT training on common software applications and tools is conducted quarterly. Most of the training is conducted on campus with hands-on practice opportunities and is delivered by professional trainers. Announcements are made accordingly.

5.7 Email, The Portal

OCIO supports various communication channels at the University. Staff should check their EdUHK email accounts and announcements on The Portal regularly. They can also access different self-service systems via The Portal (https://portal.eduhk.hk).
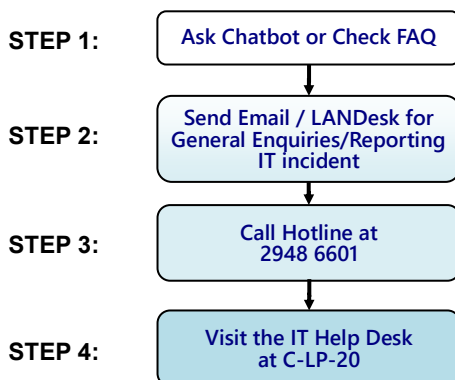
5.8 Unified Communication and Collaboration System

The Unified Communication and Collaboration (UC&C) System provides not only traditional telephone services on a desk phone, but also new features to enhance communication and collaboration. In addition to the basic telephone functions, colleagues can set up call forwarding and manage their personal contact list on their PCs as well as mobile devices with the softphone client. The UC&C system also incorporates instant messaging, and point-to-point audio and video call functions.


🖱 **OCIO > Staff > Office Automation > UC&C**

6. Getting Help

STEP 1: Ask Chatbot or Check FAQ

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STEP 2: Send Email / LANDesk for General Enquiries/Reporting IT incident

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STEP 3: Call Hotline at 2948 6601

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STEP 4: Visit the IT Help Desk at C-LP-20

6.1 Ask Chatbot or Check FAQ

Staff who have any enquiries or problems with OCIO services can ask Chatbot on the OCIO website or check the FAQ (https://www.eduhk.hk/ocio/faqs), where answers to most of the commonly-asked questions can be found.
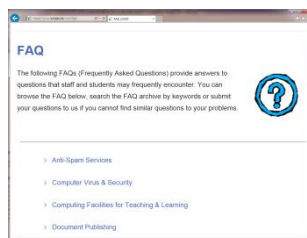
6.2 Email – helpdesk@ocio.eduhk.hk, LANDesk

Email is a convenient means for general enquiries, reporting problems, requesting non-urgent services and seeking technical assistance. If you cannot find the answer to your question from FAQ/Chatbot, you can email your enquiries anytime to IT Help Desk. You may also choose to use LANDesk (https://landesk.eduhk.hk), which provides a convenient way for users to report IT incidents online.

6.3 Hotline – 2948 6601

For urgent problems where users need advice from a duty officer, or in case a computer is not able to send emails, users can call the IT Help Desk Hotline. The Hotline is answered by our staff during office hours. The Interactive Voice Response System will be activated to record the calls if the line is busy or when the Help Desk is closed. As the Hotline is a valuable resource for handling emergency and critical problems, please use it wisely to avoid abuse.

6.4 Visit the IT Help Desk, Room C-LP-20 of the Tai Po Campus

For problems that cannot be easily explained or demonstrated via phone or email, users can visit the IT Help Desk at Room C-LP-20 of the Tai Po campus. The IT Help Desk is equipped with typical hardware and software equipment for demonstration purposes.

7. Feedback & Suggestions

To help us excel in our service provision, you are welcome to send us your comments or suggestions to listen@ocio.eduhk.hk.

8. Useful Links

OCIO website	:	https://www.eduhk.hk/ocio
The Portal	:	https://portal.eduhk.hk
LANDesk	:	https://landesk.eduhk.hk
Webmail	:	https://webmail.eduhk.hk

9. Computing Policies & Regulations

Colleagues should use the computing, network infrastructure and voice communications services of the University in a responsible, ethical and legal manner. They are to observe all relevant regulations, guidelines and legislations on the use of such services, in particular the University's Information Security and related policies (https://www.eduhk.hk/infosec), as well as those on the use and management of software assets. Offenders of related legislation may be liable to criminal prosecution.

Please visit the OCIO website for details.

🖰 **OCIO > About OCIO > Policies and Guidelines**

10. Social media

Follow OCIO on Facebook or Instagram to receive our latest news and tips.