STAFF HANDBOOK

2022-23

香港教育大學
The Education University
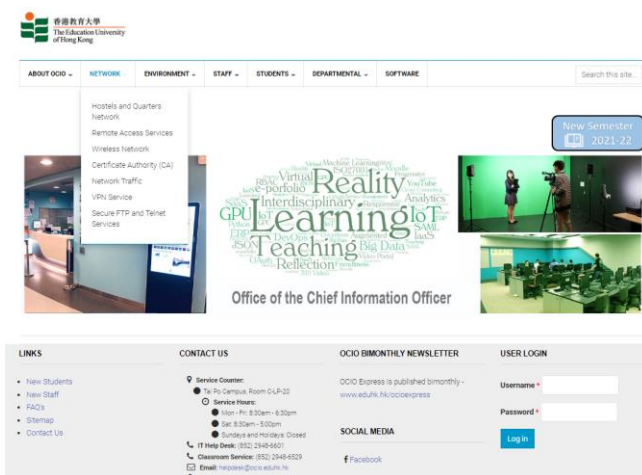of Hong Kong

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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 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 and the Tseung Kwan O 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.

OCIO website - www.eduhk.hk/ocio

2. Opening Hours

2.1 IT Help Desk

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

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

2.2 Classroom Support Service

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

2.3 Central Computer Rooms

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

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 Tai Po campus and Tseung Kwan O Study Centre. As a member of "eduroam" (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.

⏻ **OCIO > Network > Wireless Network**

3.3 VPN Service

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

⏻ **OCIO > Network > VPN Service**

4. Computer Accounts and EdU Cards

Most of our network services are provided to members of the University only, and staff members are required to login 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.

4.1 Network Account

You will need the network account for accessing network services, including the followings:

- Printing on network printers;
- Using application software on network servers;
- Accessing network storage such as N: drive;
- Accessing The Portal (University Portal) & eLearning system; and
- Using the campus wireless network and the VPN gateway.

4.2 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 in 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 login again. For more information about SSO, please visit the OCIO website.

> ⤷ **OCIO > Environment > Single Sign-On System**

4.3 Email Account

Email is an official communication channel at the University. Each staff has an Office 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 (webmail.eduhk.hk) to access their mail boxes. Please visit the OCIO website for more information about our email services.

Besides email, staff can log in Office 365 with the Internet email address as username to enjoy the following services:
- OneDrive – a cloud-based storage
- Skype for Business – an instant messaging tool with video and collaboration tools

✎ **OCIO > Staff > Office Automation> Office 365 (for Staff)**

4.4 UNIX Account

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

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

4.5 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 (portal.eduhk.hk).

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	Office 365 Mailbox*	Office 365 OneDrive*	UNIX File Storage
50MB	50GB	5TB	10MB

*Office 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.

🖱 **The Portal > My Info > My Profile**

4.8 Expiry of Accounts

All EdUHK computer accounts, Office 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' responsibilities to backup 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 various facilities, including the Library, car park, hostels, shuttle bus services and 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 staff EdU Card should be reported to the Human Resources Office immediately.

5. OCIO Services

5.1 Central Computer Rooms

OCIO manages a number of computer rooms at the Tai Po campus and the Tseung Kwan O Study Centre 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
	Artificial Intelligence Education Lab (E-1/F-07)	Teaching	40
	C-LP-21 & Open Access Area	Self-access	50
	C-LP-06, The Learning Commons	Teaching	8 (4 PCs and 4 iMacs)
	The Learning Commons	Print-N-Go	15
	G/F, MMW Library	Print-N-Go	6
Tseung Kwan O Study Centre	305	Teaching	48
	306	Teaching	48
	G06	Print-N-Go	1
	Learning Commons 1	Self-access	20
	Learning Commons 2	Self-access	6

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, LCD projector and laptop connection ports. Teaching staff can conduct multimedia presentation in these rooms without the hassles of setting up equipment on the spot. When necessary, users can also use their own notebooks with the audio-visual equipment, providing a very flexible and convenient environment for integrating IT into learning and teaching.

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

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; and 2190 8581 at the Tseung Kwan O 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 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

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.
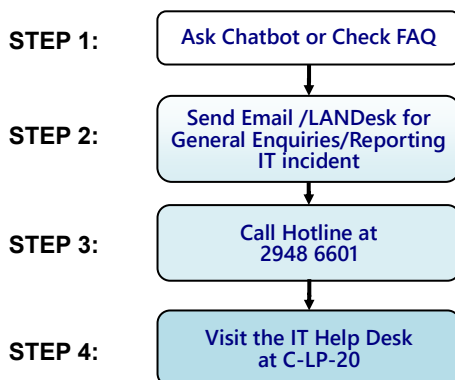
🖰 **OCIO > Staff > Others > Loan Services**

5.6 IT Training

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

5.7 Email, The Portal and MyEdUHK App

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. MyEdUHK App provides useful information and links to students and staff. Major features of the app include personal timetables, campus navigation, quick links to iBooking, sports facilities booking system, information on U-shuttle and etc. It is available on Play Store for Android and Apple App Store for iOS devices.

6. Getting Help

STEP 1:	**Ask Chatbot or Check FAQ**
STEP 2:	**Send Email /LANDesk for General Enquiries/Reporting IT incident**
STEP 3:	**Call Hotline at 2948 6601**
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 (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 enquiry, reporting problems, requesting non-urgent services and seeking technical assistance. If you cannot find the answer to your question from FAQ/Chatbot, you can send in your enquiries anytime to IT Help Desk via email. 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 where a computer is not able to send emails, users can call the IT Help Desk Hotline. The Hotline will be answered by our staff during opening hours. 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	:	www.eduhk.hk/ocio
The Portal	:	portal.eduhk.hk
LANDesk	:	landesk.eduhk.hk
Webmail	:	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 asset. Offenders of related legislations may be liable to criminal prosecution.

Please visit the OCIO website for details.

🖰 OCIO > About OCIO > Policies and Guidelines