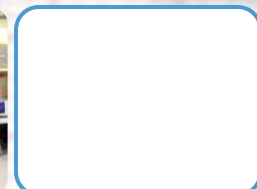




Office of the Chief Information Officer
資訊科技總監辦公室

STUDENT HANDBOOK

2023-24



香港教育大學

The Education University
of Hong Kong

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1. Introduction

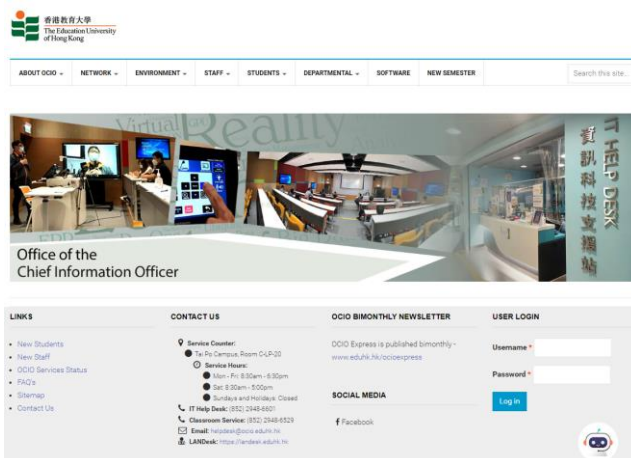
The Office of the Chief Information Officer (OCIO) provides Information Communications Technology (ICT) services and solutions to support and enhance learning, teaching, research and administration of the University. It designs and maintains the computing environment of the University, and provides application 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) | NP402**, North Point Study Centre (from September 2023) (Tel: 2190 8660) |
|----------------------|--|---|--|
| 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.

**The IT support service at the North Point Study Centre is provided through the reception counter at lower ground floor.

2.2 Central Computer Rooms

| | C-LP-21, Tai Po Campus | Other Computer Rooms, Tai Po Campus | Computer Rooms, Tseung Kwan O Study Centre | Computer Rooms, North Point Study Centre (from September 2023) |
|----------------------|------------------------|-------------------------------------|--|--|
| 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 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 Student Hostel Network

Ethernet network connections are provided to the residents of the student hostels. Hostel residents can connect their computers to the data points in the hostel rooms and access the Internet, email and other network services in their rooms. For details on how to get connected, please refer to the OCIO website.

 **OCIO > Network > Hostels & Quarters Network**

3.3 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**

3.4 VPN Service

With Virtual Private Network (VPN), students 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

4.1 Network Account

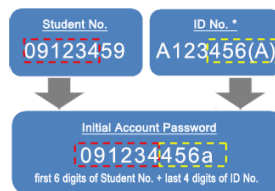
Most of the EdUHK network services are provided to members of the University only, and students are required to login with a network account and password. We also provide each student with a Google account mainly for email communication and an Office 365 account for using the Office 365 services.

Students need the EdUHK network account for accessing network services, including the followings:

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

4.2 Username & Password

For the EdUHK network account, the format of the username is 's' + first 7 digits of Student ID number (e.g. s1012345). The initial passwords are the first 6 digits of your EdUHK student number + last 4 digits of your HKID number (including the check digit) or last 4 digits of your Mainland ID number (內地身份証號碼) (for Mainland students)/ passport number (for overseas students).



Computer accounts will normally be created automatically in one hour after programme registration is completed. 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 Portal.

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 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.

4.4 Google Account

Each student is provided with a Google account for accessing the Google Webmail system. It is a service provided by Google, and the system comes as part of the Google Workspace for Education, a collection of web-based programmes including Google Gmail, Google Calendar, Google Docs and Google Sites. To access the Google system, please visit <https://webmail.eduhk.hk> and login with the Internet email address which is of the format 'sxxxxxxx@s.eduhk.hk' (e.g. s1012345@s.eduhk.hk).

4.5 UNIX Account

Each student can apply for an account on the UNIX server to publish personal web pages. UNIX account is not created automatically. Once created, students can use the same EdUHK 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 > Students > Others > Personal Web Pages**

4.6 Office 365 Account

Students can log in Office 365 with the Internet email address as username to enjoy the following services:

- OneDrive – a cloud-based storage
- Microsoft Teams – a digital hub with video, chat, and collaboration tools
- Student Advantage – a free service for students to use Office 365 ProPlus (a full version of Office)

 **OCIO > Students > Office 365 (for Students)**

4.7 Disk Quotas

Students are allowed to save files on the EdUHK servers. Information stored on the servers 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 | Google Services (Email & Google Drive etc.) | Office Services (Office 365 OneDrive etc.) | UNIX File Storage |
|------------------|---|--|-------------------|
| 50MB | 20GB | 5TB | 10MB |

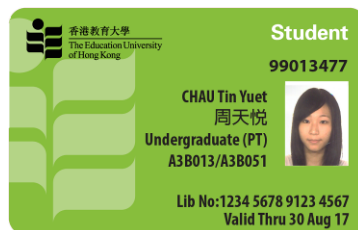
Note: The service provider has the rights to amend the terms of service.

4.8 Expiry of Accounts

All EdUHK computer accounts will be terminated when one ceases to be a student of the University, and all data files will be deleted. It is the users' responsibilities 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 students are provided with EdU Cards to access various facilities, including the Library, hostels, shuttle bus services and etc. OCIO is responsible for the support of EdU Cards. However, any loss of the EdU Card should be reported to the Registry 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 |
| | AI Education Laboratory (E-1/F-07) | Teaching | 40 (High Performance PC) |
| | C-LP-21 & Open Access Area | Self-access | 50 |
| | STEM Innovation Hub, 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 | 305 | Teaching | 48 |
| | 306 | Teaching | 48 |
| | G06 | Print-N-Go | 1 |
| | The Learning Commons 1 | Self-access | 20 |
| | The Learning Commons 2 | Self-access | 6 |
| North Point Study Centre (from September 2023) | AI Education Laboratory (NP-203) | Teaching | 35 (High Performance PC) |
| | NP-401 | Print-N-Go | 1 |



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 Student Printing Services

A number of network printers are installed in central computer rooms to support the student printing services. Students can submit their print jobs in one of the following ways:



- Use the Print-N-Go stations in the Learning Commons and the Library
- Use the PCs in central computer rooms
- Use the Wi-Fi printing service with your own mobile device

The student printing services are managed by a print quota system. At the beginning of the school year, each student is given a complimentary print quota of HK\$120 at the beginning of the academic year. For additional printing needs, students can purchase print quota using the Octopus Payment Machine in the campus. For more details about the student printing services, please refer to the OCIO website.


 **OCIO > Students > Teaching and Learning > Printing**

5.3 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. Students can:

- Take Quality Photos
 - with plain white/ grey/ black backdrop
- Take Videos
 - with Chroma key backdrop
 - with quality audio capture



 **OCIO > Students > Teaching and Learning > Photo and Video Studio**

5.4 Loan Services


We manage a loan counter at the Tai Po IT Help Desk to provide loan services of audio-visual equipment and notebook (one-day loans) to students. 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 > Students > Others > Loan Services**

5.5 Octopus Payment Machines

The Octopus payment Machines (OPM) can be used for buying print quota for network printing and other purposes (e.g. pay hall activities fee.). The service was enhanced to accept some other popular payment methods, like Visa payWave, Mastercard contactless, UnionPay QuickPass, Alipay, WeChat Pay and etc.

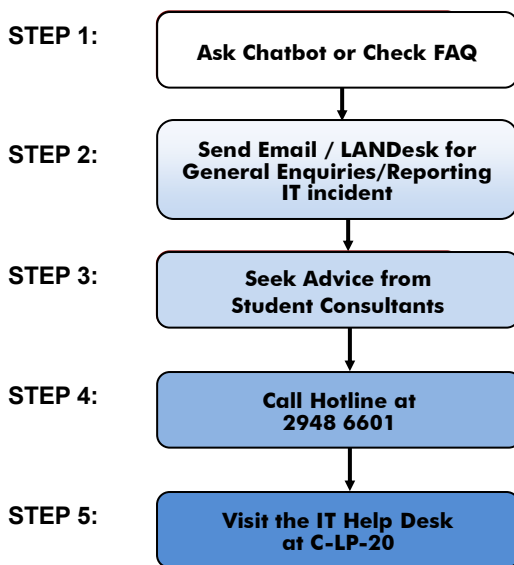


 **OCIO > Environment > Octopus Payment Machine**

5.6 Email, The Portal and MyEdUHK App

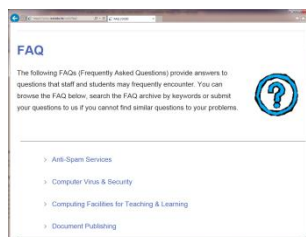
OCIO supports various communication channels at the University. Students should check their EdUHK email accounts (i.e. the Google account provided by EdUHK) and announcements on The Portal regularly. They can also access different self-service systems via The Portal. MyEdUHK App provides useful information and links to students and staff. Major features of the app include personal timetables, account balance for students, campus navigation, grade enquiry, student profile and quick links to iBooking, sports facilities booking system, information on U-shuttle and etc. It is available on the Play Store for Android and Apple App Store for iOS devices.

6. Getting Help



6.1 Ask Chatbot or Check FAQ

Students 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 email your enquiries anytime to the 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 Student Consultants

OCIO recruits fellow students as Student Consultants at the Tai Po campus to provide general and operational support to students. They will supplement our support staff in providing quality services. The Student Consultants counter is located in the Learning Commons and you are welcome to consult the Student Consultants for minor problems. For more complicated problems, please contact our staff at the IT Help Desk.



6.4 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 IT Help Desk is closed. As the Hotline is a valuable resource for handling emergency and critical problems, please use it wisely to avoid abuse.

6.5 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

Students 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 legislations may be liable to criminal prosecution.

Please visit the OCIO website for details.

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

