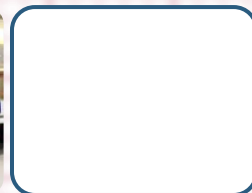# Office of the Chief Information Officer
資 訊 科 技 總 監 辦 公 室

STUDENT 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 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 Porth 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.

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🖱 **OCIO website – https://www.eduhk.hk/ocio**

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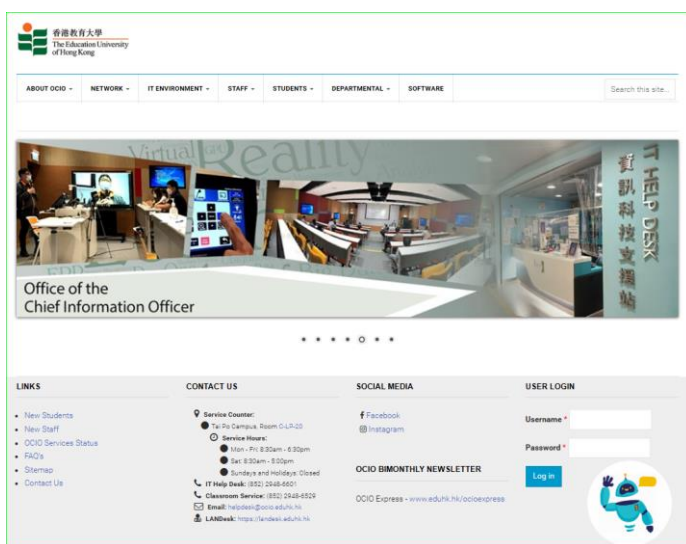
2. Opening Hours

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 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			

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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 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.

> ↪ **OCIO > Network > Wireless Network**

3.4 SSL VPN Service

With Secure Sockets Layer Virtual Private Network (SSL VPN), students 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.

> ↪ **OCIO > Network > SSL VPN Service**

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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 log in with their network accounts and passwords. We also provide each student with a Google account, mainly for email communication, and a Microsoft 365 account for using the Microsoft 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 the student 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 證號碼) (for Mainland students)/ passport number (for overseas students). Computer accounts will normally be created automatically within one hour after programme registration is completed.
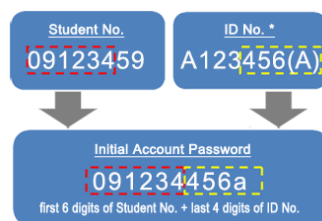
For security reasons, students are recommended to change the account password when they get the account. It is the University's policy that users should change their passwords every year. To change the password, please visit The Portal (https://portal.eduhk.hk).

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

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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 log in with the student 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 accounts are not created automatically. Once created, students can use the same EdUHK 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 > Students > Others > Personal Web Pages**

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4.6 Microsoft 365 Account

Students 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

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🖰 **OCIO > Students > Microsoft 365 (for Students)**

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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.)	Microsoft 365 Services (M365 Apps, OneDrive, etc.)	UNIX File Storage
50MB	20GB	20GB	10MB

Note: The service providers have 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' 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 students are provided with EdU Cards to access the University and various facilities, including the Library, hostels, shuttle bus services, etc. OCIO is responsible for the support of EdU Cards. However, any loss of EdU Card should be reported to the Registry immediately.

☞ **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 the 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 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 Online Payment Portal (OPP) or Octopus Payment Machine (OPM). 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 & Online Payment Portal

The Online Payment Portal (OPP) and Octopus Payment Machines (OPM) offer convenient options for purchasing print quotas and making other payments (e.g. hall activities fees) using popular methods like Alipay, AlipayHK, WeChat Pay and credit cards, including Visa, MasterCard and UnionPay. In addition, OPP facilitates EdUHK GenAI credit top-ups, while OPM supports payments through Octopus cards.

EdUHK GenAI – Credit Top-up   Print Quota Top-up
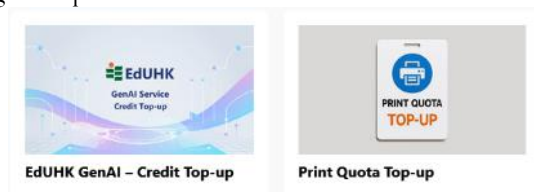
> 🖱 **OCIO > IT Environment > Octopus Payment Machine**
> 🖱 **OCIO > IT Environment > Online Payment Portal**

5.6 Email, The Portal

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 (https://portal.eduhk.hk).

6. Getting Help

STEP 1:	Ask Chatbot or Check FAQ
STEP 2:	Send Email / LANDesk for General Enquiries/Reporting IT incident
STEP 3:	Seek Advice from Student Consultants
STEP 4:	Call Hotline at 2948 6601
STEP 5:	Visit the IT Help Desk at C-LP-20
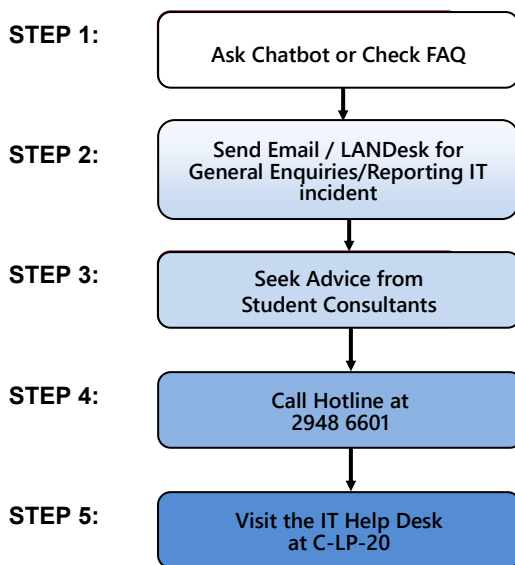
6.1 Ask Chatbot or Check FAQ

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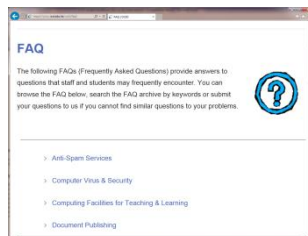
6.2 Email – helpdesk@ocio.eduhk.hk, LANDesk

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 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 to provide general and operational support to students on the Tai Po campus. They will supplement our support staff in providing quality services. The Student Consultants counter is located at 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 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 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.

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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

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 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.

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