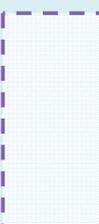


# Office of the Chief Information Officer

# STUDENT HANDBOOK

## 2013-14



# Table of Contents

<b>1. Introduction.....</b>	<b>2</b>
<b>2. Opening Hours .....</b>	<b>3</b>
2.1 Central Computer Rooms .....	3
2.2 IT Help Desk.....	3
<b>3. Campus Network .....</b>	<b>4</b>
3.1 Network Infrastructure.....	4
3.2 Student Hostel Network .....	4
3.3 Wireless Network .....	4
<b>4. Computer Accounts .....</b>	<b>5</b>
4.1 Username & Password.....	5
4.2 Network Account .....	5
4.3 Single Sign-On System .....	5
4.4 Google Account.....	6
4.5 UNIX Account .....	6
4.6 Disk Quotas .....	6
4.7 Expiry of Accounts .....	6
<b>5. Computing &amp; Multimedia Facilities.....</b>	<b>7</b>
5.1 Central Computer Rooms .....	7
5.2 Printing Facilities .....	8
5.3 Multimedia Facilities.....	8
5.4 IEdSmart Card .....	9
5.5 Loan Services .....	9
5.6 CyberStations .....	9
<b>6. Getting Help .....</b>	<b>10</b>
6.1 Student FAQ – <a href="http://itssupport.ied.edu.hk/stufaq">itssupport.ied.edu.hk/stufaq</a> .....	10
6.2 Email – <a href="mailto:helpdesk@ocio.ied.edu.hk">helpdesk@ocio.ied.edu.hk</a> .....	10
6.3 Student Consultants.....	11
6.4 Hotline – 2948 6601 .....	11
6.5 Visit the IT Help Desk .....	11
<b>7. Feedback &amp; Suggestions.....</b>	<b>12</b>
<b>8. Useful Links.....</b>	<b>12</b>
<b>9. Computing Policies &amp; Regulations .....</b>	<b>12</b>

# 1. Introduction

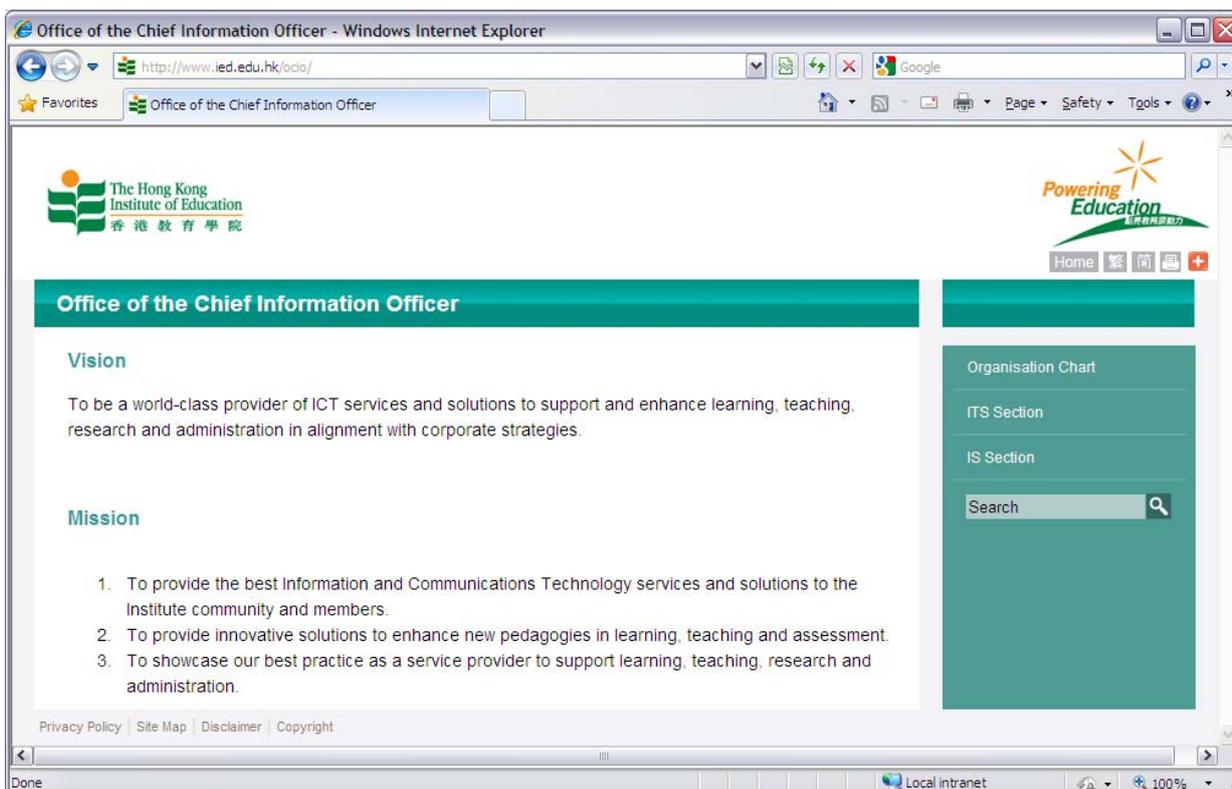
The Office of the Chief Information Officer (OCIO) provides Information Communications Technology (ICT) services and solutions to support and enhance learning, teaching, research and administration of the Institute.

OCIO is comprised of two sections, namely Information Technology Services (ITS) and Information Systems (IS). The ITS is responsible for the network and server infrastructure, email services, eLearning platforms, telephone services, smartcard infrastructure, classroom support, office automation and frontline support, while IS develops information systems to meet the needs of learning, teaching, research and administration. We are committed to delivering innovative, effective and friendly IT services to all members of the Institute.

Our services are underpinned by a reliable campus network and state-of-the-art technologies. We manage central computer rooms and classrooms with cutting edge equipment at the Tai Po campus and the Tseung Kwan O Study Centre to meet the teaching and learning 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.ied.edu.hk/ocio](http://www.ied.edu.hk/ocio)**



## 2. Opening Hours

### 2.1 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

### 2.2 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.

## 3. Campus Network

### 3.1 Network Infrastructure

The campus network has employed an advanced networking technology: the Gigabit Ethernet. All office blocks at the Tai Po Campus are connected together by 1GE (1000Mbps) links and all desktop computers are connected to this backbone through a dedicated 100Mbps high speed link. Furthermore, the Institute's campus network is connected to HARNET (Hong Kong Academic and Research Network) which links all the local tertiary institutions together, and via HARNET to the Internet and Internet2. The infrastructure allows our users to communicate effectively with each other and to access local and remote library catalogues and digital repositories of educational materials from the desktops.

### 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 get access to the Internet, email and other network services in their rooms. For details on how to get connected, please refer to the OCIO website.

 **OCIO > ITS > Student Services > Hostels & Quarters Network**

### 3.3 Wireless Network

Besides the wired campus network, users can also gain Internet access via wireless network service, 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. The HKIED wireless network supports IEEE 802.11 a/g/n standards. It allows anyone who has Wi-Fi device to get Internet access over the air. For more details about the wireless network service, please visit the OCIO website.

 **OCIO > ITS > Network > Wireless Network**

## 4. Computer Accounts

### 4.1 Username & Password

Most of the HKIED network services are provided to members of the Institute 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. Note that the account usernames for using the HKIED network services and for accessing the Google Webmail system are the same.

For both the HKIED network account and Google 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 HKIED student number + last 4 digits of your HKID number (including the check digit) or last 4 digits of 內地身份証號碼(Mainland students)/ passport number(Overseas students).

Computer accounts are created automatically for all students. For security reasons, students are recommended to change the account passwords when they get the accounts. It is the Institute's policy that users should change their passwords every 90 days. To change the passwords, please visit MyIED.

### 4.2 Network Account

Students need the HKIED 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 MyIED (Student Portal) & the eLearning system; and
- Using the hostel & wireless network and the VPN gateway.

### 4.3 Single Sign-On System

The HKIED Single Sign-On system (SSO) enables users to use most Institute's web applications with only one login with the network account and password. Once you have login 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 > ITS > Computing Environment > Single Sign-On System**

## 4.4 Google Account

Each student is provided with a Google account for accessing the Google Webmail system for email communication. It is a service provided by Google, and the system comes as part of the Google Apps for Education, a collection of web-based programs including Google Gmail, Google Calendar, Google Docs and Google Sites. To access the Google system, please visit [webmail.ied.edu.hk](http://webmail.ied.edu.hk). Please note that the full email address is 'username@s.ied.edu.hk' (e.g. s1012345@s.ied.edu.hk). Students can also find the email address of fellow students and staff in the Email Address Book which is available under [MyIED > !\[\]\(35e4f762fc1cfea5610d92e2d225d5b4\_img.jpg\) Search HKIED > Staff / Student Email Directory](#).

## 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 HKIED 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 > ITS > Student Services > Personal Web Page](#)

## 4.6 Disk Quotas

Students are allowed to save files on the HKIED 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	Email Mailbox	UNIX File Storage
50 MB	30GB**	10 MB

\*\*The student email service, i.e. Google Apps for Education, is provided by Google.

## 4.7 Expiry of Accounts

All HKIED computer accounts will be terminated when one ceases to be a student of the Institute, and all data files will be deleted. It is the users' responsibilities to backup their own data prior to the termination of their accounts.

For the Google account, student could continue to use it after graduation.

## 5. Computing & Multimedia Facilities

### 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 teaching and learning. The following table shows the locations of these rooms.



Campus	Room No.	Type	No. of PC
Tai Po	B1-LP-01	Teaching	41
	B1-LP-02	Teaching	48
	B2-LP-01	Teaching	40
	E-1/F-07	Teaching	30
	C-LP-21 & Open Access Area	Self-access	50
	Learning Technologies Corner, Learning Commons	Self-access	18 (iMac)
	Learning Commons	Print-N-Go	13
	G/F, MMW Library	Print-N-Go	4
Tseung Kwan O Study Centre	304	Teaching	20 (iMac)
	305	Teaching	48
	306	Teaching	48
	G06	Print-N-Go	2
	Corridor outside G06	Self-access	10
	Learning Commons	Self-access	12



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 do their homework after class. To facilitate students' learning, C-LP-21 is open 24 hours every day, including Sundays and holidays.

## 5.2 Printing Facilities

A number of network printers are installed in central computer rooms. Students are required to sign in the network with their network accounts to use the network printers. To facilitate printing, a number of Print-N-Go stations are setup in the Learning Commons and the Library.



To facilitate students to get started at the beginning of the school year, each student is given a print quota of HK\$120 per annum. Students can use the stored value for black-and-white (b/w) and color laser printing through the network printers in the computer rooms. At HK\$0.3 per b/w A4 page and HK\$1.5 per color A4 page, each student can print up to 400 pages per year. If students need to print more, they can purchase additional print quota using the Octopus Payment Machines in the campus or at the IT Help Desk. For more details about network printing and print quota, please refer to the OCIO website.

[OCIO > ITS > Student Services > Printing](#)

## 5.3 Multimedia Facilities

Some of the teaching activities may require students to prepare multimedia teaching materials, audio and video clips. To facilitate this, OCIO operates a self-access Audio-Visual Room in C-LP-23 of the Tai Po campus with common multimedia facilities. For instance, students can use the facilities for:

- Simple Video Editing
- Audio / Video Duplication
- CD / DVD Duplication
- Binding / Laminating



## 5.4 IEdSmart Card

To provide convenient and cost effective services at the campus, all students are provided with Smartcards (IEdSmart cards) to access various facilities, including the Library, sports facilities, swimming pools, hostels and etc. Using the Octopus Payment Machines in the campus, hostel residents can add e-purse values to their IEdSmart Card to pay for the hostel's air conditioners and laundry machines. Any loss of the IEdSmart Card should be reported to the Registry immediately.



## 5.5 Loan Services

We manage a loan counter in the Tai Po IT Help Desk to provide loan services of audio-visual equipment and notebook (one-day loan) to students. Please bring your IEdSmart 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 > ITS > Student Services > Loan Services**

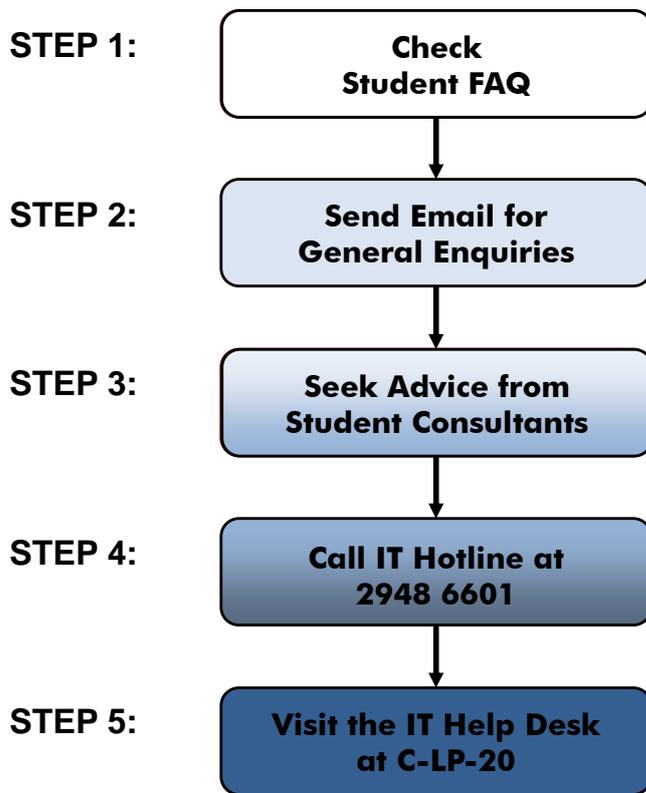
## 5.6 CyberStations

To help students to access network services easily, a number of CyberStations are installed in various campuses. Students can check their emails or search for campus activities from these stations. These stations are equipped with smartcard readers and a video camera. Students can also reset their account password with their IEdSmart Card and PIN.



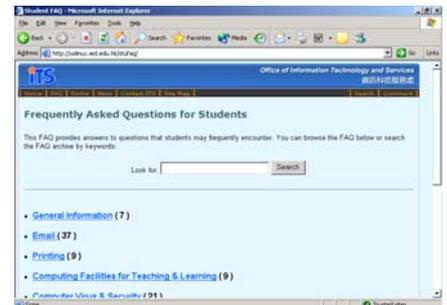
 **OCIO > ITS > Computing Environment > CyberStations**

## 6. Getting Help



### 6.1 Student FAQ – [itssupport.ied.edu.hk/stufaq](http://itssupport.ied.edu.hk/stufaq)

Students who have any enquiries or problems with OCIO services can check the Student FAQ, where answers to most of the common questions can be found.



### 6.2 Email – [helpdesk@ocio.ied.edu.hk](mailto:helpdesk@ocio.ied.edu.hk)

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 Student FAQ, you can send in your enquiries anytime to the IT Help Desk via email. Users are encouraged to use this channel as far as possible. Students are reminded to provide detailed information on the problem such as date and time when the problem occurred, and the error message. Email enquiries are usually answered within one working day.

### 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 to provide 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 demonstrating problems and solutions.



## 7. Feedback & Suggestions

To help us improve the services provided to users, you are welcome to send us your comments or suggestions through the following means:

Email	<a href="mailto:listen@ocio.ied.edu.hk"><u>listen@ocio.ied.edu.hk</u></a>
Suggestion Box	Outside IT Help Desk: Room C-LP-20 of the Tai Po campus

## 8. Useful Links

OCIO website : [www.ied.edu.hk/ocio](http://www.ied.edu.hk/ocio)

MyIED (Student Portal) : [my.ied.edu.hk](http://my.ied.edu.hk)

Webmail : [webmail.ied.edu.hk](http://webmail.ied.edu.hk)

## 9. Computing Policies & Regulations

Students should use the computing, network infrastructure and voice communications services of the Institute in a responsible, ethical and legal manner. They are to observe all relevant regulations, guidelines and legislations on the use of such services.

Please visit [www.ied.edu.hk/its/policies](http://www.ied.edu.hk/its/policies) for details.

