Onboarding Training for Using Central IT Services for New Staff

March 2023

INFORMATION TECHNOLOGY SERVICES
The University of Hong Kong

Agenda

01 **Brief Introduction of ITS**

02 **Introduction of Need-to-know IT Services**

03 **Introduction of Online Tools and Central Classrooms**

Introduction of ITS

Introduction of ITS

- ITS runs 24-hour, non-stop system and network services to support the IT needs of the University.

- All staff can use their **HKU Portal UID and PIN** for accessing a wide range of network services and applications conveniently. Most online systems, email and Library services are accessible via HKU Portal.

- Please see the overview of the central IT services available to staff for more details.

- ITS is also supporting the administrative applications such as HR, Finance and Students systems

Need-to-Know Services

Need-to-know IT Services

- For all new staff joining HKU, they need to familiarize themselves with the **Need-to-know services** as below to facilitate their daily teaching and administrative works:

  1. Use of HKU Portal, email and network services
  2. Update your email profile
  3. Application for right/proxy to access different IT systems
  4. Data security measures and tips
  5. Centrally subscribed software
  6. Training offer by ITS

Need-to-know IT Services
Use of HKU Portal, email and network services

- **HKU Portal UID (UID)** is a unique user identification (username) for using the central IT services.

- These include access to personal and departmental information through "Self Service" (SS) and "Manager Self Service" (MSS), online courses, network services, email, library resources and other online services provided by various departments.

- UID is in the format of **4-8 lower case letters or digits**, starts with a lower-case letter. The chosen UID should resemble the user's name.

- Staff can choose their UID upon application for HKU Portal account.

- Changing the UID after application submission have to provide:

  - Written request to ITS stating reasons for late application

  - HK$200 for each amendment

Need-to-know IT Services
Use of HKU Portal, email and network services

- HKU Portal PIN (**PIN**) is your password

- It is important to remember your UID and PIN and keep them safe.

- If you forget your PIN, you can reset online if you have already registered an alternate email address, mobile phone or secret question with ITS. Please refer to here to reset your password.

- **For staff who wish to register/update your alternate email address and mobile phone number with ITS, please login HKU Portal > type "contact info" in the Search field > click the link "Register Contact Info with ITS".**

- **If you have not registered the above information with ITS, please submit CF111 – Application for Change of HKU Portal PIN (you can complete the form using Adobe Acrobat Reader or PDF-XChange PRO) and send a copy of your staff card to ithelp@hku.hk.**

* Sign back appointment letter and pass to HRO → HRO update system → portal account

Need-to-know IT Services
Grace Period of HKU Portal

- The grace period of computer accounts for leaving staff is **30 days after the employment contract end date**.
- Leaving staff can access the following services during the grace period:
  - HKU email account
  - HKU WiFi
  - HKU Virtual Private Network (HKUVPN)
  - 2-Factor Authentication (2FA)
  - Moodle
  - Communal PCs
  - HKU Portal (limited functions)
  - Other central/departmental applications that require HKU Portal account to login if a grace period same as HKU Portal account is offered
  - Functions under Human Capital Management System (HCMS):
    - Pay slip
    - Tax return
    - E-Leaving form
    - Personal and Family Data Form
    - PRSD enquiry
- Services not mentioned above will be stopped after employment contract end date.

Need-to-know IT Services
Email

- Staff email structure: HKU Portal UID@hku.hk

- An email alias is an alternative email address for those who wish to use another email address that is easier to remember. e.g. "**chan-tai-man@hku.hk**". Email alias can have **9 to 32 characters** with any combination of alphabets, numbers and special characters "-", ".", "_".

- HKU Portal > Type "**Alias**" in the Search field > Click the link "**Change Email Alias**"

- Supported by a number of in-house systems running on **Microsoft Exchange** (HKUCC1 or HKUCC-COM@hku.hk). Each account is allocated with **15GB disk quota** (email archive is available when disk quota exceeds) with accessibility to Global Address List (GAL) – for colleague joining HKU before 1 December 2022

- For new staff joining HKU in December 2022 and thereafter, their staff email are running on **Exchange Online**. Each account is allocated with **50GB disk quota**.

- Department can apply for a departmental account for projects or collaboration works and for use by their honorary appointees via [CF-106b](CF-106b).

Need-to-know IT Services
Email

- **Can access via**
  - [HKU Portal]("MyEmail" tab)
  - [webmail.hku.hk/] → select HKUCC1
  - Microsoft Outlook or other supported mail clients or apps (Outlook or OWA), click [here].
- **Change of Sender Name/Email Address**
  Go to this **link** > login with your HKU Portal UID and PIN > fill in your preferred **Sender Name and Email Address** (if an email alias is set up) and **HKU Portal PIN** > click **Submit**.
  - This change will take effect in 10 minutes after successful submission.

- **Update Job Title**
  Go to this **link** > login with your HKU Portal UID and PIN > select the **job title to display** which is captured from the Human Capital Management System (HCMS) > fill in your **HKU Portal PIN** > click **Submit**.
  - This change will take effect in 10 minutes after successful submission.
  - If you don't make a selection, your job title will be **left blank by default**.
  - The job title in the Staff Email Directory (also called Global Address List) will be **automatically cleared once an update on job title is recorded** on HCMS. Colleagues concerned will receive an email to alert them to update the job title again if appropriate.

Need-to-know IT Services
Network

HKU **- One-time configuration**
- Login with HKU Portal UID& PIN
- Within HKU network

Eduroam **- One-time configuration**
- Login with HKU Portal UID & PIN
- In other HK universities and overseas institutions participating in eduroam

Wi-Fi.HK Via HKU
- Does not require login
- Limited bandwidth
- Unencrypted channel (less secure)

Need-to-know IT Services
Network – WiFi & Wired Connection

- WiFi outside the campus network

  Staff can use the WiFi hotspots supported by CSL and Y5ZONE via the SSIDs

  - Universities via CSL

  - Universities via Y5ZONE

- Wired Connection

  One-time registration of network card:
  https://its.hku.hk/kb/network-card-registration/

Need-to-know IT Services
Network – HKUVPN

- Access HKU campus network outside university via **HKUVPN** connection

To Use HKU VPN

Download the HKUVPN client

HKU One-time Configuration by using HKU Portal

Register 2-Factor Authentication (2FA)

Register to Use 2FA here (staff)

Login

Login with **HKU Portal UID & PIN** + **Token code**
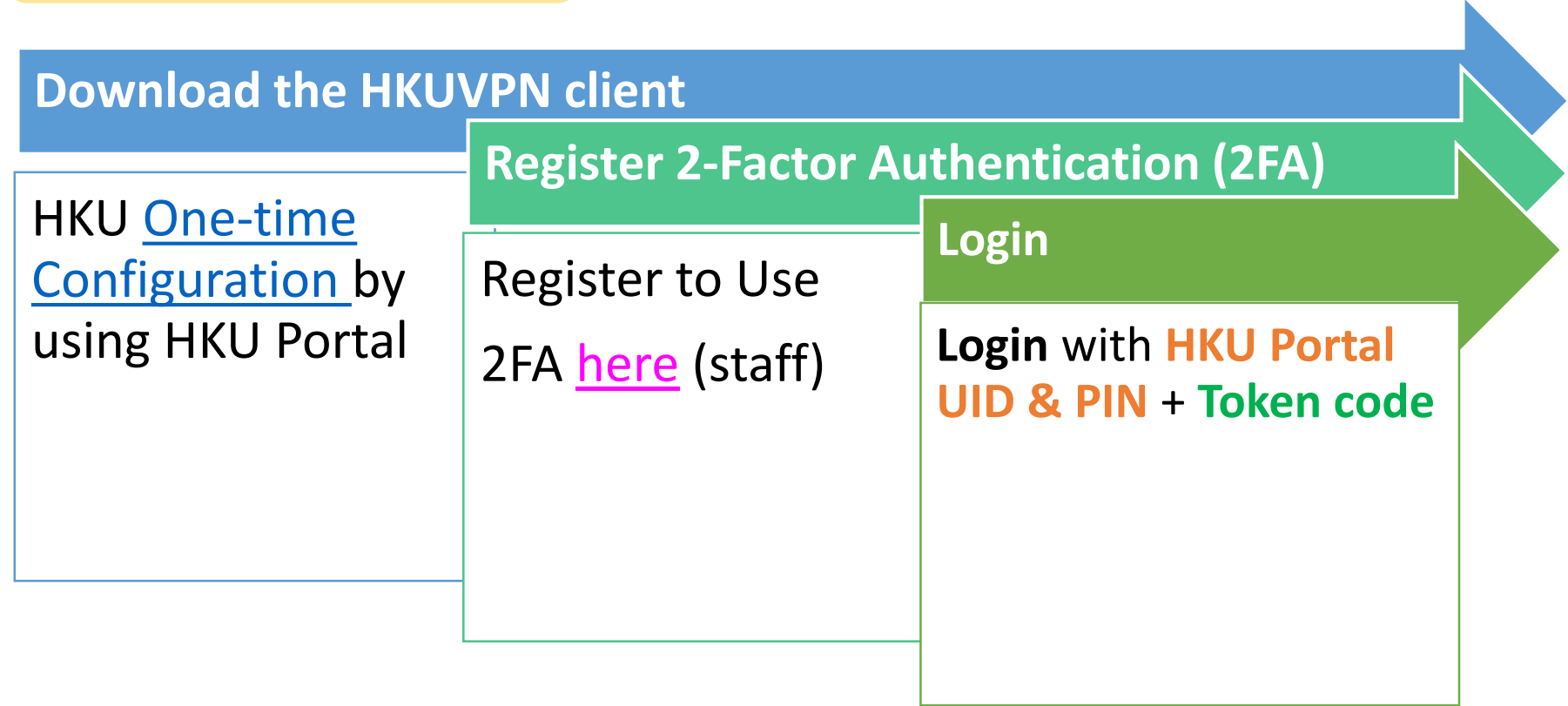
Need-to-know IT Services
Network – HKUVPN

- Use of HKUVPN:
  - Access Library resources in Mainland China
  - SPSS
  - Access the following HKU Portal services outside campus network
    - SIS
    - Manager Self Service
    - Pay Slip, Annual Tax Return, Personal and Family Data Form and Personnel File

> Download HKUVPN client
> Register 2FA
> ## ASAP
> * Only one VPN is allowed in each device

Need-to-know IT Services
Personal & Family Data Form

- Complete the Personal & Family Data Form within one week after taking up your appointment.

- The information is required for three main purposes:

  1. ensure you are entered on the University payroll, and arrangement are made for you to be paid;

  2. to provide the University Health Service and appointed providers with an up-to-date record on you and your family for the administration of medical benefits; and to enable the University to comply with its legal obligation to provide the Commissioner of Inland Revenue with certain facts about each University employee. Some of the information is also used in processing applications for various allowances;

  3. compile as internal documents such as the University's Communications Directory*; etc.

- **Login to HKU Portal > Self Service > Human Resources > Personal & Family Data Form**

Need-to-know IT Services
Personal & Family Data Form

- Complete the Personal & Family Data Form.

- When HRO updates the information, it will automatically be synchronized to Staff Communication Directory & Global Address List after 1-2 days
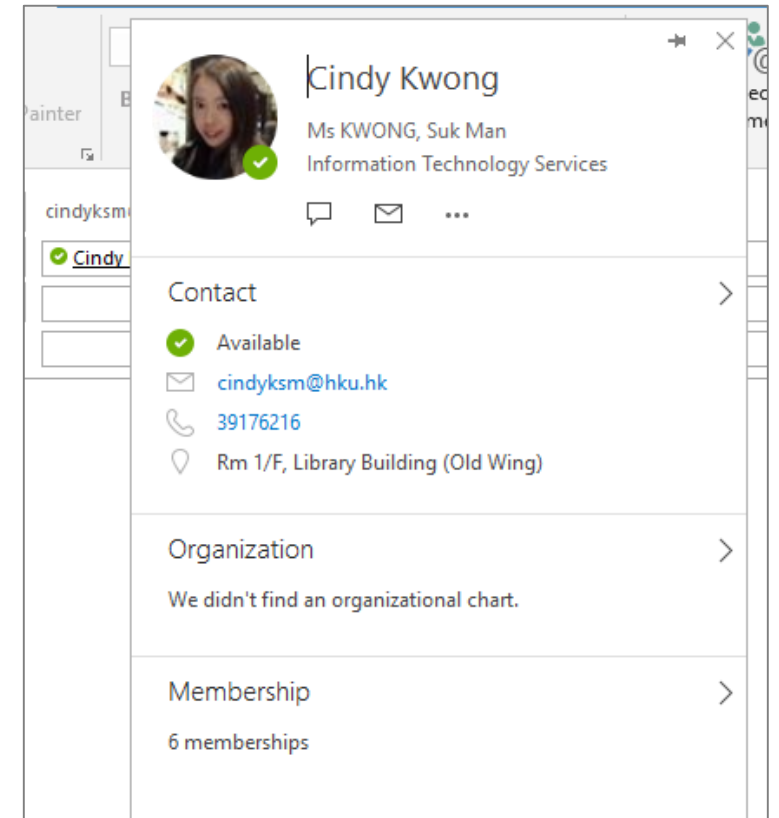
- In Outlook, recipient can double click on your name and view your contact information and department

Need-to-know IT Services
Application for right/proxy to access different IT systems

- To gain access to various IT systems, HKU staff have to fill in the application form

- **Login HKU Portal > Campus Information Services > Central IT Services > Apply for Facilities/Services**

ITS Forms

Nomination Form for Endorsing ITS Applications (for Head of Department only)

- CF1 - Nomination of Departmental Representative for Endorsing ITS Applications

Forms for Computer Accounts

- CF101c - Additional Computing Resources
- CF106 - Departmental Webmaster Account
- CF106b - Departmental Email Account and Network Services
- CF112 - Change of Password for Special Computer Systems/Departmental Accounts
- CF131 - Departmental Course Administrator on Moodle Learning Management System
- CF135 - Administrative Computing Facilities
- CF141 - Change of Password for Administrative Computer Systems
- CF142 - Additional Computing Resources for Administrative Computing Facilities
- CF146 - Transfer Ownership or Termination of Computer Account
- CF148 - Event Manager Account on HKU Event Management System (HKUEMS)
- CF149 - Individual Web Account
- CF150 - Extension of HKU Email Service
- CF157 - Administrative User Privileges on HCMS
- CF162 - Principal Investigator (PI) group of Research Computing facilities (HPC/AI/HTC) – for Professoriate Staff
- CF162b - Application for Research Computing facilities (HPC/AI/HTC)
- CF162d - Renewal of Research Computing facilities (HPC/AI/HTC)
- CF162f - Additional Resources of Using Research Computing facilities (HPC/AI/HTC)

Forms for Proxy Rights

- CF125a - Apply/Revoke Proxy for Accessing Departmental Information on HKU Portal – Proxy Rights Administered by ITS
- CF125c - System Access Request Form for Student Information System (SIS) In-house Applications
- CF125d - Apply/Revoke Proxy for Accessing Departmental Information on HKU Portal – Proxy Rights Administered by Estates Office
- CF125f - Apply/Revoke Proxy for Accessing Departmental Information on HKU Portal – Research Outputs System

Forms for Other Services

- CF109 - HKU Authentication Service for Departmental Computer Application/System
- CF155 - Registration for Coordination Group for Departmental PC/Network Support and Departmental Information Security Coordination Group
- CF158 - Departmental SharePoint Workspace, Central File Sharing System and Email Group for Staff
- CF163 - Vulnerability Scanning for IT Applications/Systems
- CF164 - Change Firewall Rules for Servers Running on ITS Cloud
- CF21 - Moving of Storage Medium
- CF23 - Using the Service Request System
- CF24a - File Restore on Host System (for Department Application)
- CF24b - File Restore on Host System (for Personal Application)
- CF25 - Submitter/Approver on eNotices System
- CF26 - Bulk Email Submitter
- CF28 - Data Restore on Administrative Systems
- CF35 - Departmental Facilities Access Cards
- CF36 - IT Services Order Form
- CF43 - Application for Video Streaming Server Account
- CF44 - Audio Visual Support Services
- CF48 - Departmental Mailing List
- CF49 - Auto-updated Mailing List (AML)
- CF59 - Fixed TCP/IP Address
- CF60 - Host Computer Node/Sub-Domain Name
- CF71 - Additional/Relocation of Network Points
- CF76 - Technical Support Services
- CF78 - Telephone Services
- CF78a - Change of Display Name and Reset Password for Voicemail Box
- CF83 - Application for Cloud-based Website Content Management System (CMS) and WordPress CMS
- CF84 - Use of Facility Booking System (HKUFBS)
- CF85 - Virtual PCs (VPC)
- CF86 - App Submission via HKU Account
- CF88 - Use of Attendance@HKU App in Departmental Classrooms & Laboratories
- CF89 - Submitter/Approver on HKU Event Calendar
- CF90 - Using Mobile Payment for Department Services

Need-to-know IT Services
Application for right/proxy to access different IT systems

- **CF106b - Departmental Email Account and Network Services**

    1. For using departmental email service

    2. HKUVPN

    3. Wifi

- **CF131 - Departmental Course Administrator on Moodle Learning Management System**

    - To access all Moodle courses offered by your department (according to HR record)

- **CF148 - Event Manager Account on HKU Event Management System (HKUEMS)**

    - Apply/ Revoke Event Manager right → create event for registration

Need-to-know IT Services
Application for right/proxy to access different IT systems

- CF125a - Apply/Revoke Proxy for Accessing Departmental Information on HKU Portal – Proxy Rights Administered by ITS

- CF125c - System Access Request Form for Student Information System (SIS) In-house Applications

- CF125d - Apply/Revoke Proxy for Accessing Departmental Information on HKU Portal – Proxy Rights Administered by Estates Office

- CF125f - Apply/Revoke Proxy for Accessing Departmental Information on HKU Portal – Research Outputs System

Need-to-know IT Services
Application for right/proxy to access different IT systems

- **CF25 - Submitter/Approver on eNotices System –** to apply eNotice submitter role/ approver role of your own department (according to HR record)

- **CF26 - Bulk Email Submitter – to apply for bulk email submitter right of your own department** (according to HR record)

- **CF36 - IT Services Order Form –** purchase service and products with ITS

- **CF78a - Change of Display Name and Reset Password for Voicemail Box**

- **CF83 - Application for Cloud-based Website Content Management System (CMS) and WordPress CMS** - to design and develop website. Each department is having 3 free quota

Need-to-know IT Services
Data security measures and tips

- 2FA (2-Factor Authentication)

    - Security measure for strengthening the information security protection of the authentication process in using the central IT services.

    - On top of HKU Portal UID/PIN, a **one-time token code** is required for accessing those services that require 2FA to login

    - Applicability:

        - HKU Virtual Private Network ("HKUVPN")

        - Access the following HKU Portal services outside campus network

            - SIS

            - Manager Self Service

            - Pay Slip, Annual Tax Return, Personal and Family Data Form and Personnel File

- Use **alternate email address or 2FA Mobile App (FortiToken)** to receive token code

Need-to-know IT Services
Data security measures and tips

- Use a strong PIN (10-18 characters include combinations of letters, upper and lower case and digits)

- Do NOT disclose/share your PIN with anyone

- ITS will **never** ask you to provide your HKU Portal UID and PIN (password) via email, phone or website

- Beware of fake or suspicious emails

- Don't enter any personal or login credentials when using public PCs

Need-to-know IT Services
Data security measures and tips

- **Sophos Home Commercial Edition**
  Staff with SAV Home license can download 10 copies for use at home for work related purpose
  Download and installation:
  https://its.hku.hk/kb/install-sophos-home/

- **Data Leakage Prevention (DLP)**

  Encryption means for preventing leakage of the data kept on USB Portable Storage Devices
  All staff PCs have to install the DLP software
  A departmental DLP coordinator can help the installation
  More details at
  https://its.hku.hk/content/web/dlp-project/

Need-to-know IT Services
[Centrally-subscribed Software](#)
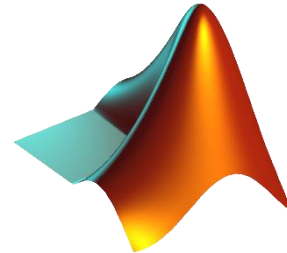
Need-to-know IT Services
[Training offered by ITS](#)

Users can search the event type they are interested

Users can search the event by key words. E.g. Qualtrics

Users can see the event details by clicking this button. After the training, the power point will be able to be found here.

Need-to-know IT Services
[On-demand Training Video Online](#)

Online Tools and Central Classrooms

INFORMATION TECHNOLOGY SERVICES
The University of Hong Kong

Online Tools and Central Classrooms

- Apart from the Need-to-know services, new staff joining HKU should also be familiarized themselves with the usage and application of following tools, which facilitate their daily works:

  1. MS Teams

  2. Zoom

  3. Moodle + Panopto

  4. Attendance@HKU app

  5. Central classroom facilities

Work Facilitators - MS Teams

Introduction

- A part of the Microsoft Office 365 ProPlus Services

- Includes video conferencing, instant messaging and other collaborative functions

- All HKU Staff and students could use MS Teams with their o365 license

Get Start

- Support Desktop/web-based/Mobile App

- Desktop Client: https://www.microsoft.com/en-ww/microsoft-teams/download-app

- Web-based: https://portal.office.com

- Mobile App:

  iOS: App Store

  Android: Google Play

Get Start

- Login

  - Username: <UID>@hku.hk (Staff)
            <UID>@connect.hku.hk (Student)

  - Password: Portal PIN
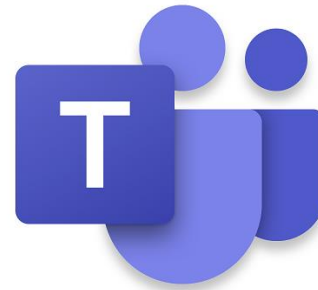
Must-known features of MS Teams

- Instant Messaging and Calls

- Instant Microsoft Teams Meetings

- Document Storage

- Co-authoring Documents

- Arrange Webinar for 1,000 people w/o Additional Cost

- Engage participants with Dynamic View of MS Teams

- Share Large Sized Files
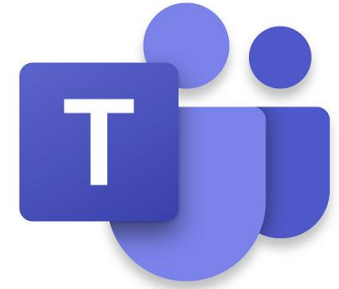
Why should you use MS Teams as collaborative tool?
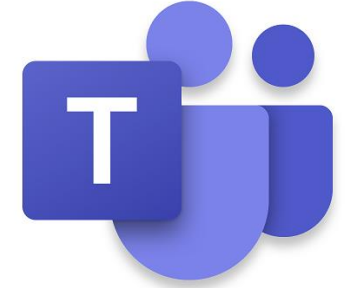
Reason 1: It's Easy to Use
- Teams is designed to **simplify group work** with easy-to-use channels for **group chats**
- Multiple channels can be set up in a click or two, conversations are in threads to make them easier to follow, and **notifications can be set to pop up onscreen**.
- Make it easy for your employees to **work faster, smarter, and better together**.
- Teams is designed with a **simple and intuitive user interface**, making it easy to learn and use so your employees can concentrate on performing their jobs more effectively.

Reason 2: Meet, Chat, Call, and Collaborate In Just One Place
- Teams is more than a simple chat hub. The platform is integrated with Office 365, giving users **easy access to Office productivity apps** such as Excel and Word, as well as cloud storage and syncing solutions like SharePoint, Power BI, and Delve.
- Bringing together different tools into all-purpose, omnichannel collaboration hubs will **allow employees to switch seamlessly between video chat, instant messaging, email, and document collaboration**.

Why should you use MS Teams as collaborative tool?
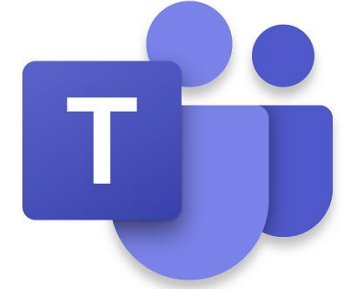
Reason 3: New Features are Being Added Every Day
Teams is an evolving solution constantly adding more apps, <u>better integration</u>, and further improvement every day.

Reason 4: You Can Maximize your Microsoft Investment
- Let employees **move away from the more traditional email threads and multiple attachments** and become more comfortable with a streamlined method of collaboration.
- Using Teams, **staff can share files, organize meetings from their calendar.** This improves collaboration and communication while simultaneously aiding the adoption of Office 365.

Zoom

Online Tools

- Campus License on Zoom

    - Subscribed an **Education Plan** for HKU (offering *similar* to the Business Plan except for a difference in the storage for cloud recordings)

    - Available for use by **all HKU staff and students** (HKU users) to host online meetings (*no license is required for meeting participation*)

    Note: **Staff without HR appointment are not able to enjoy the HKU Zoom Campus License (e.g. Honorary Staff).**

    Departmental accounts are not entitled to enjoy the HKU Zoom Campus License (e.g. Honorary Staff or HKUSPACE staff).

Introduction

- Login using **HKU Portal account** (can't use departmental account) and a license under HKU umbellar will be automatically assigned for use

- Each HKU user has **No Limit** for storing cloud recordings (the recordings will be kept 180 days for HKU Zoom users)

- SSO enabled path for HKU users: **https://hku.zoom.us**

- Each account can host 1 meeting at a time (max. no. of participants per meeting: 300, no limit on meeting duration)

Note: Does NOT cover H.323 Room Connector, Zoom Room, toll-free dialing; and Zoom Webinar (webinar license could be purchased via CF36 for staff/departments only)

First-time Login

- Please go to HKU Zoom Portal at https://hku.zoom.us
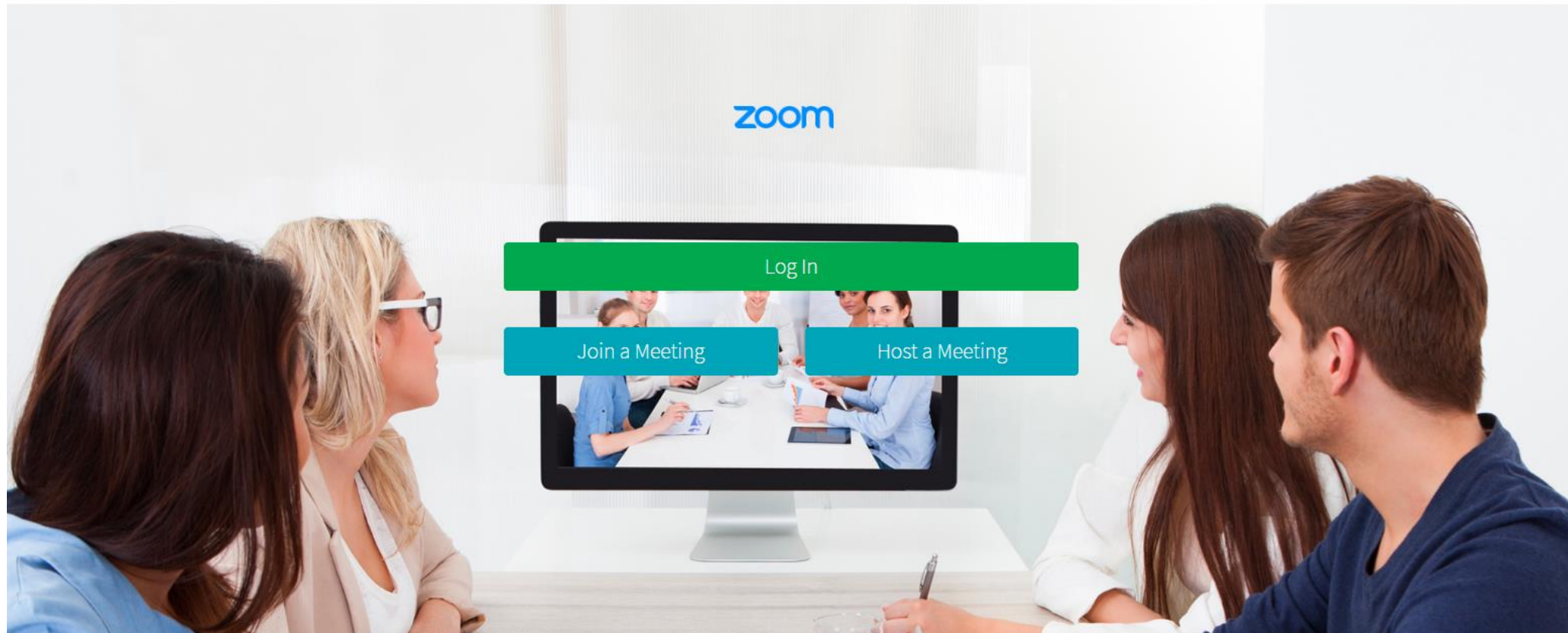
First-time Login

- Authentication using UID and Portal PIN

First-time Login

- User profile would be shown after successful login

Pro user can host meetings with unlimited minutes for up to 300 participants.

Reminder on Login HKU Zoom Services

- If you access HKU Zoom via Browsers, please go to HKU Zoom Portal at https://hku.zoom.us

- If you access HKU Zoom via "zoom.us", Zoom Desktop Client or mobile app, please choose "**Sign in with SSO**" and then type "**hku**" as services domain and you will be redirected to HKU Portal for the authentication

- Support platforms: MS Windows, MacOS, Android, iOS

Reminder on Login HKU Zoom Services

Reminder on Login HKU Zoom Services

Moodle

HKU Moodle

- The centrally supported learning management system in HKU

- Moodle version 3.9.6 is in use

- Basic course website allows teachers to create powerful, flexible, and engaging online learning content

How to apply access of Moodle?

- If you are programme administrator, apply Departmental Course administrator right via CF131

- If you are a course teacher, you will have access to the Moodle courses you are teaching (programme administrators have to add you as Teacher in CPRB)

- If you are a teaching assistant, please remind programme administrators to add you as "TA" in Staff Information of Class in SIS.

What Moodle Can Do?

Delivery of learning activities
And
Publishing of reading materials

What Moodle Can Do?

Share course files to students

Student group collaboration/Student teacher collaboration . E.g. Wiki, Blog, Forum

Moodle

Student assessment E.g. Quiz, assignment

Feedback and Survey
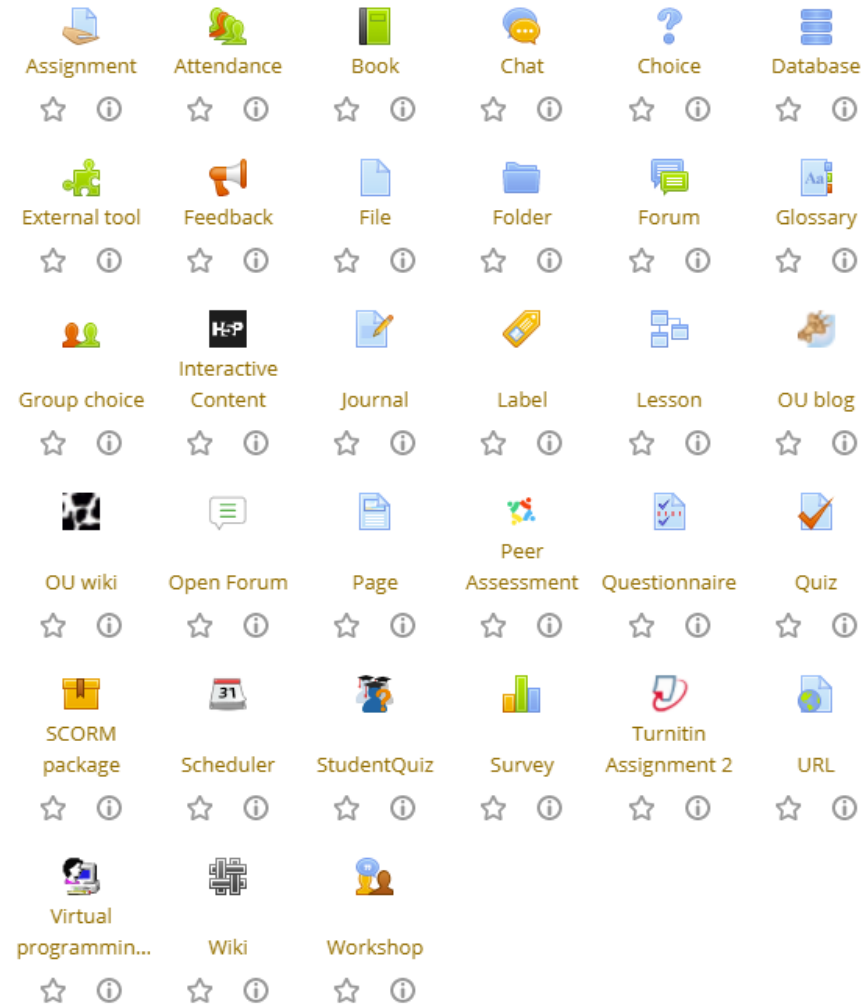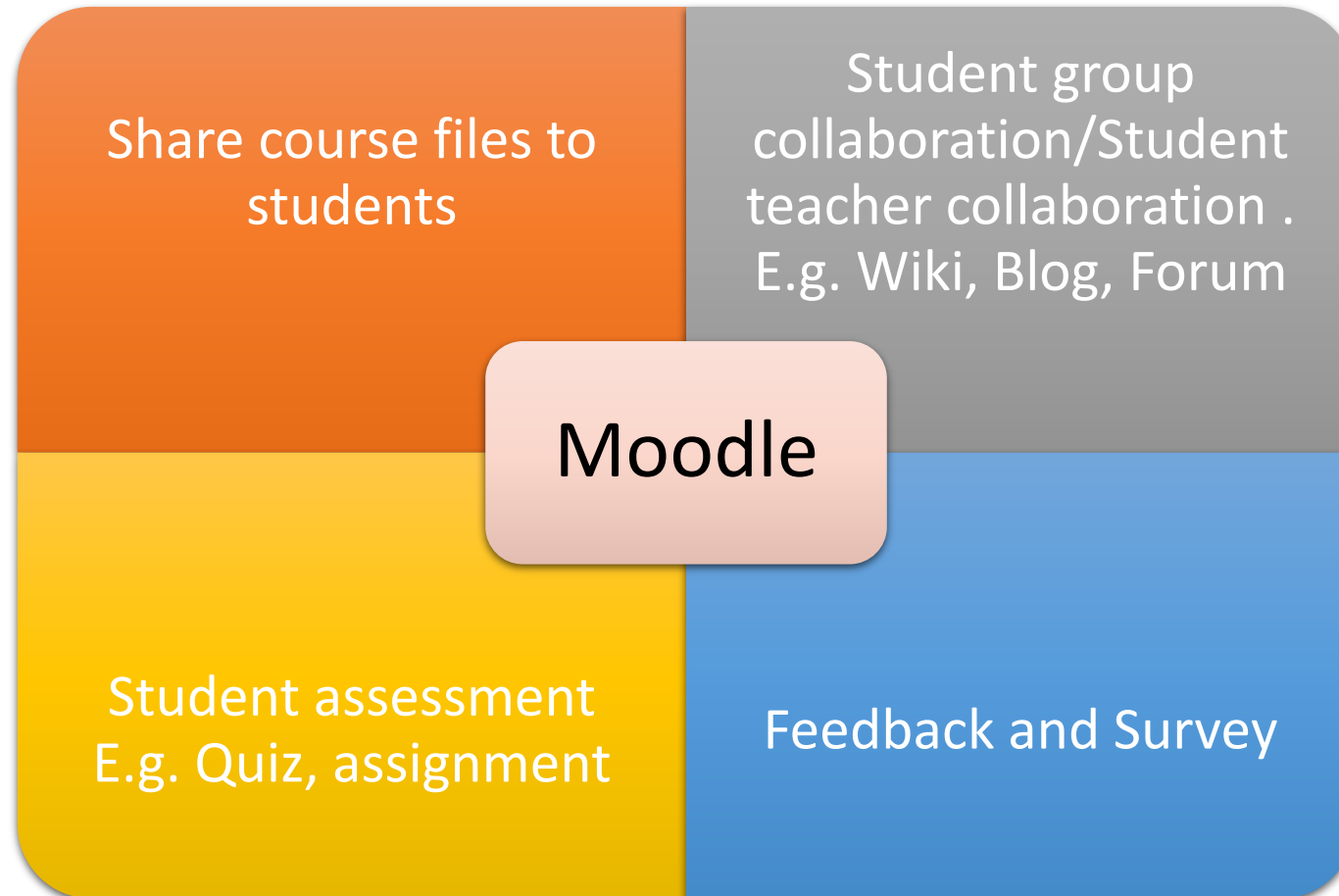
Moodle Courses Based on SIS

- One Moodle course per one subclass
  - E.g. BUSI1001 has subclasses A and B
    => Create two Moodle courses
  - For better management of subclasses and integration with Student Information System (SIS)
- Naming of a Moodle course
  - Course code, Subclass, Academic year
- Short name of a Moodle course (course code)
  - Course code, Subclass, Academic year
  - E.g. BUSI1001_1A_2021

Access HKU Moodle

- Moodle courses are pre-created for teachers and students according to Student Information System (SIS)

- My eLearning tab in HKU Portal

- Login using HKU Portal login UID and Password
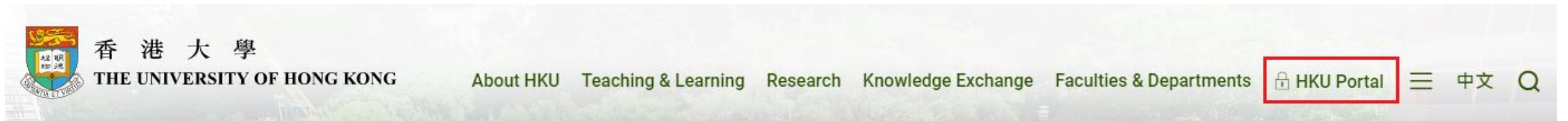
Access Moodle by Teachers

Moodle Interface

Lecture Recording

- Teachers are recommended to share the lecture recordings through Moodle

- There are 3 ways to record/share the lecture recordings

    1. Create meeting at MS Teams and share the recording URL at OneDrive in Moodle after recording

    2. Add new lecture recording and record lecture through "Lecture recording via Zoom" block in the Moodle course

    3. Create meetings at https://hku.zoom.us/ and share the recording URL in Moodle after recording

Attendance@HKU

What is Attendance@HKU?

- Attendance@HKU is a mobile app for students, University staff and guests to record attendance in classes and events held in the supported venues in HKU.

Easy to use

Simply open the app in supported venues, your attendance will be recorded automatically.

Track your attendance

View your attendance history recorded in the past 120 days at your fingertips.

No GPS needed

We use Bluetooth instead of GPS. Your location outside HKU premises will not be tracked.

What is Attendance@HKU?

- Attendance@HKU is a mobile app for students, University staff and guests to record attendance in classes and events held in the supported venues in HKU.

- Classes and events can be created in Attendance@HKU (*one by one or using excel for batch creation*) or imported from Student Information System (SIS) and HKU Event Management System (HKUEMS)

SIS

HKUEMS

Attendance@HKU

Real-time Dashboard for control (Attendance@HKU)

- View real-time attendance data & Manual attendance taking for registered attendees

Dashboard will refresh every 60 seconds by default, you can switch it off

Number of attendees who have checked in for all the on-going events listed

Number of on-going events which are opening for attendance taking

The real-time statistics of each on-going event, click to view more details

Central classroom facilities

Central classroom facilities

- All Centrally timetabled classroom scattered between The Main Campus & Centennial Campus.

- There are 2 main types of classroom (New classroom and Old classrooms)

- ITS manages and maintains the **AV & IT equipment** in all centrally timetabled classrooms on both the Main Campus* and Centennial Campus* of the University.

- To facilitate online teaching and learning, all lecture theatres and classrooms are Panopto, Zoom and MS Teams ready with visualizer.

- To learn more about the centrally timetabled classrooms, please refer to here

- ITS also supports AV/IT services for special **lectures, seminars, conference, University events**


Centennial Campus includes Cheng Yu Tung Tower, Run Run Shaw Tower, The Jockey Club Tower. For the rest of the tower and buildings inside the Pokfulam Campus will be classified as Main Campus.

Opening of Classroom & Control Panels

- Opening of Classroom
  - Classroom with booking session display panel at the door
  - Door will be opened 20 minutes before the scheduled class &
  - Door will be closed 10 minutes after the end of scheduled class

- Control panels in classrooms allow:
  - System power (on/off)
  - Lights control
  - Projector and screen control
  - PC and microphone volume control

| **Classroom without Control Panels** |
| --- |
| JLG 01 JLG03 JLG04 JLG05 |
| LE2 LE3 LE4 LE5 LE6 LE7 LE8 LE9 |
| MW325 EH101 EH102 |
| KKLG101 KKLG102 KKLG103 KKLG104 KKLG105 KKLG106 KKLG107 |
| KKLG110 |
| MB103 MB121 MB122 MB113G MB141 MB142 MB151 MB154 MB167 |
| MB201 MB217 MB237 MB249 MB256 |
| TT403 TT404 |
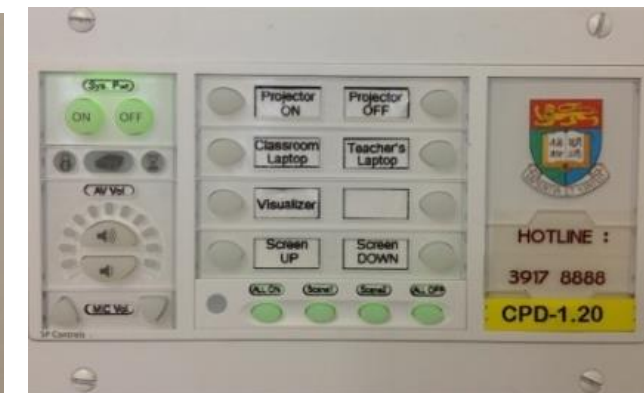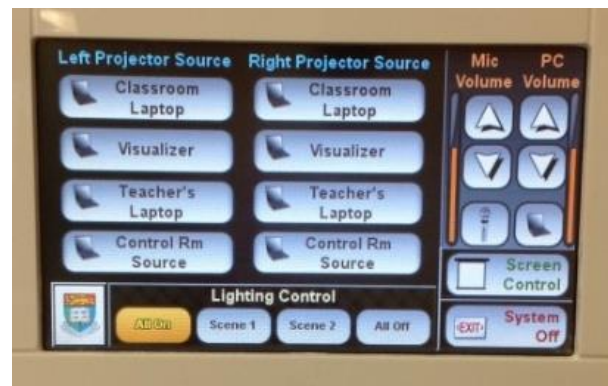
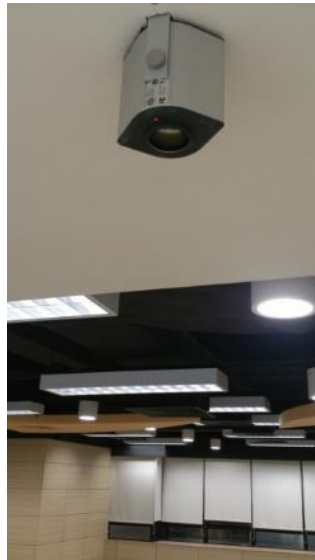# Classroom PC

- Save teachers' effort in bringing along their own notebook PC to class
- Classroom PC is:
    - connected to campus network
    - connected to video projector
    - with an internal DVD drive
    - with USB ports

Visualizers / Document Camera

- Available for use in every classrooms

- Teachers may use it to show printed materials (e.g. books, images, etc.)

- Support zoom in/out
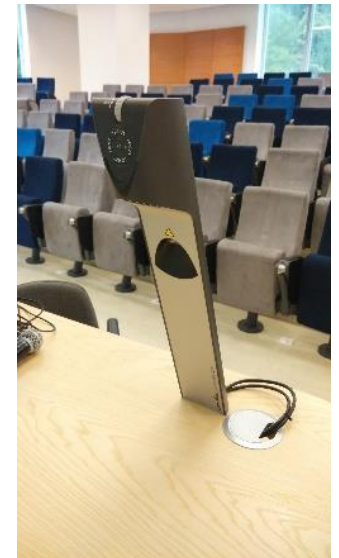
Wireless Microphones

- Wireless microphone & spare battery
  - can be found inside the drawer of lectern

- All classroom in Main Campus we have one handheld and one clip wireless mic

- All classroom in Centennial Campus are having 1-2 handheld/ clip mic. *(classroom with less than 60 seats are having 1 clip mic/ hand-held mic only)*

Hotline:
   Main Campus (Tel: 3917 5122)
   Centennial Campus (Tel: 3917 8888) – including Chow Yei Ching Building
Service hours:
   Monday to Friday   8am to 8pm
   Saturday   8am to 1pm
   Sunday and Holidays   Closed
   - After service hours, Estates Office Security Unit and Facilities Management Office will handle the calls
Email: ithelp@hku.hk

Contact ITS

- [Self Reporting System](#)

- [Live Chat](#)

- General Enquiry Counter & Service Desk:
    1/F, Library Building (Old Wing),
    The University of Hong Kong, Pok Fu Lam Road, Hong Kong
    Tel: 3917 0123
    Email: ithelp@hku.hk
    - Opening Hours:
    - Mon - Fri: 9:00 am - 5:45 pm
    - Sat: 9:00 am - 12:30 pm

Q & A

Give us some comments!