



# 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



**INFORMATION TECHNOLOGY SERVICES**  
The University of Hong Kong

# 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



**INFORMATION TECHNOLOGY SERVICES**  
The University of Hong Kong

# 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](mailto: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](mailto: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](#).

# Need-to-know IT Services

## Email

- **Can access via**

- [HKU Portal](#) (“MyEmail” tab)
- [webmail.hku.hk/](http://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

Report  
problem to  
us [here](#)



### 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:

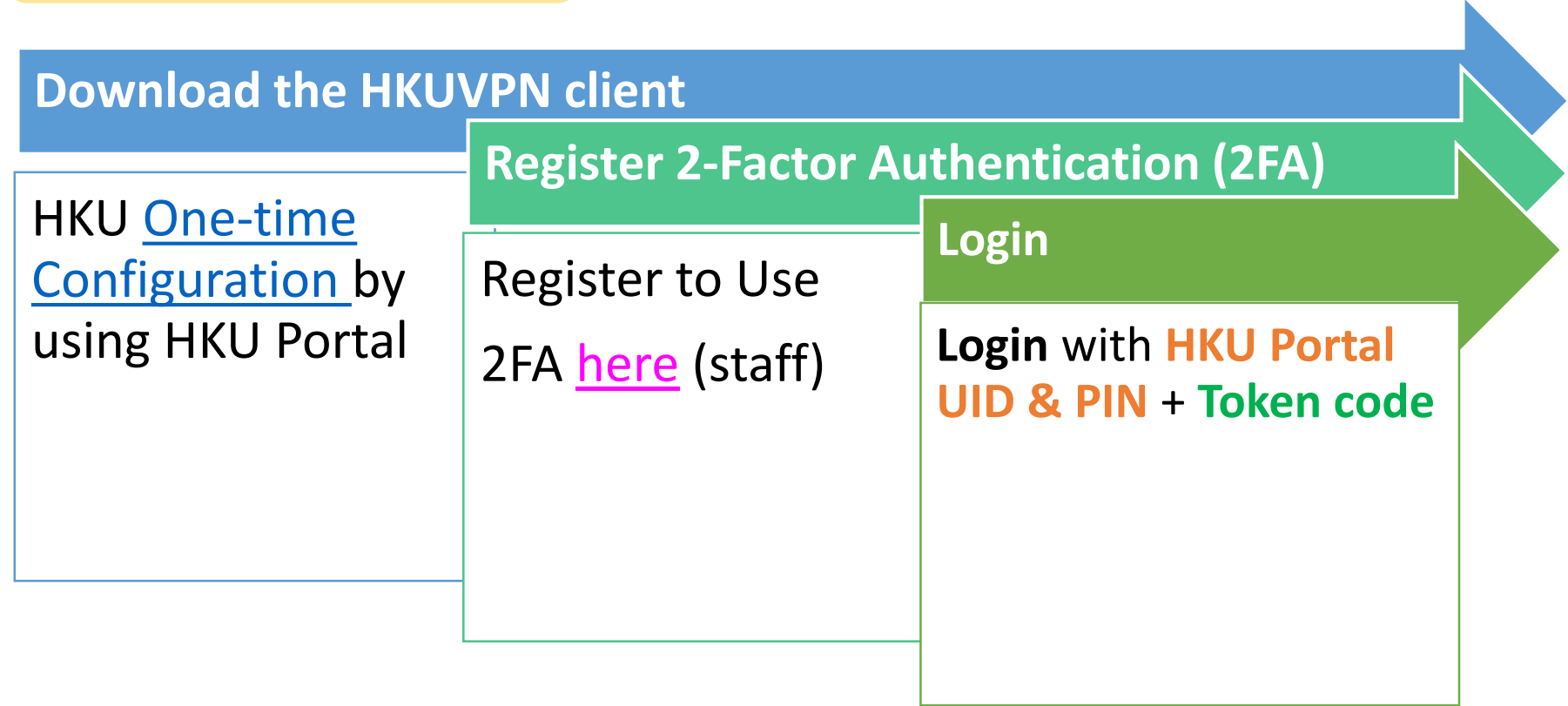
<https://its.hku.hk/kb/network-card-registration/>

# Need-to-know IT Services

## Network – HKUVPN

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

### To Use HKU VPN



# 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**

Main Menu > Self Service >

**Human Resources**

Human Resources

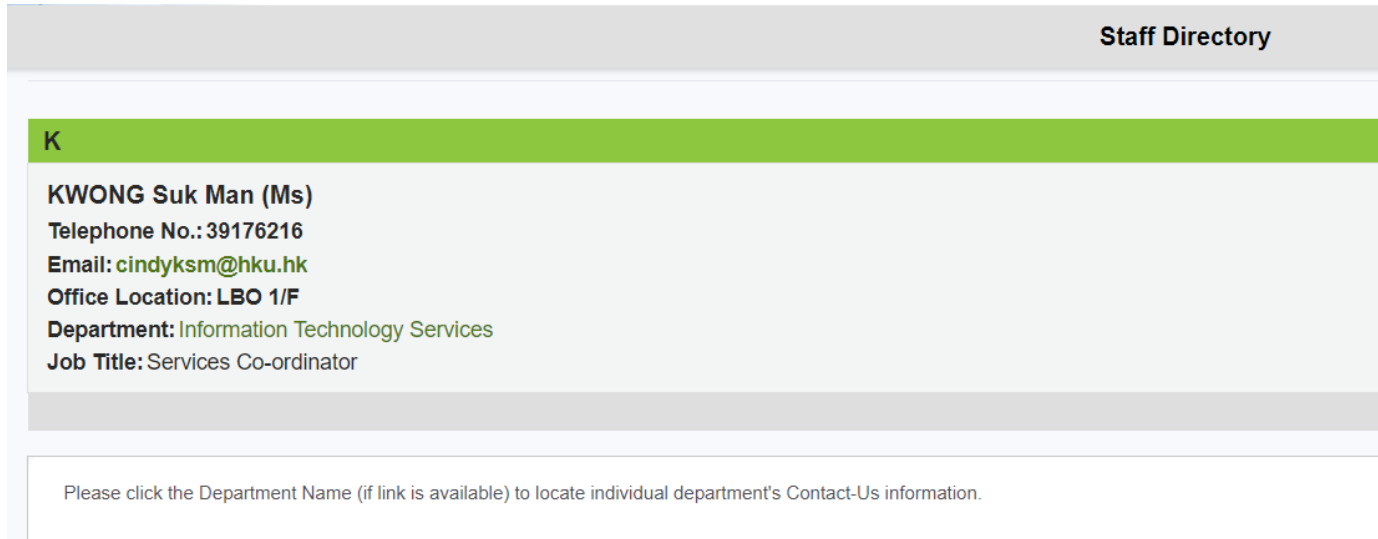
<b>Leave Applications</b> Leave Applications, Leave Enquiry, and more. <ul style="list-style-type: none"><li>Apply Leave</li><li>申請假期</li><li>Apply Long Leave</li><li>7 More...</li></ul>	<b>Staff Development</b> Staff Development <ul style="list-style-type: none"><li>Request CPD Grant</li><li>CPD Grant Application Status</li><li>Submit CPDG Report</li><li>4 More...</li></ul>
<b>ACARS-Apply Tenure &amp; Promotion</b> Academic Appointment Review System (For Applicants)	<b>Community Service</b> Community Service
<b>Declare Children's Dependency</b> Declare Children's Dependency	更改撫養子女狀況 更改撫養子女狀況 (Declare Children's Dependency)
<b>Leaving Form</b> Leaving Form	<b>Personal &amp; Family Data Form</b> 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

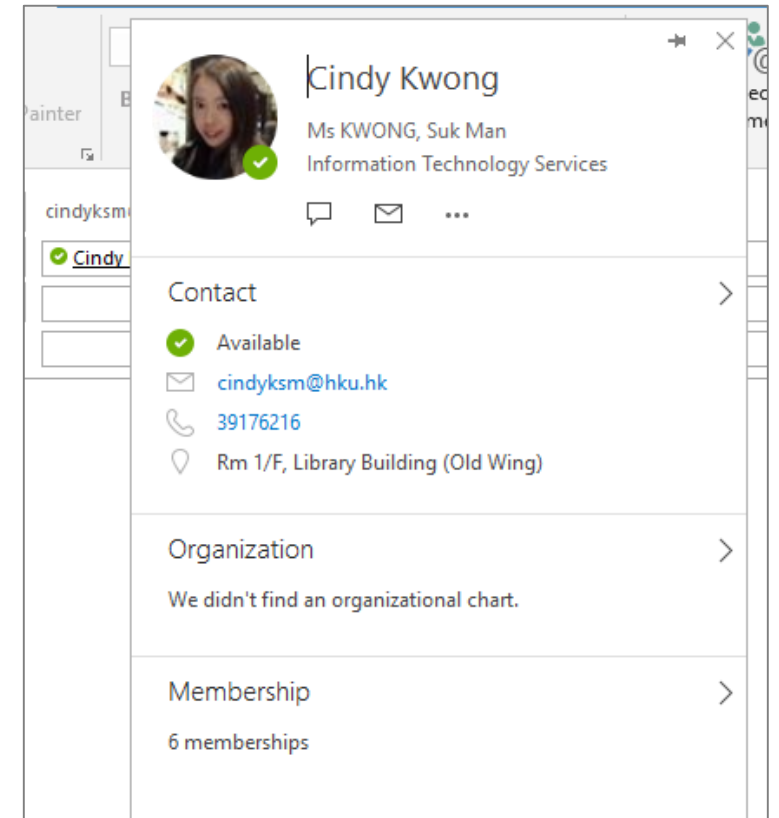


The screenshot shows a web interface titled "Staff Directory". A green bar with the letter "K" is visible. Below it, the contact information for Ms. KWONG Suk Man is displayed:

- KWONG Suk Man (Ms)**
- Telephone No.: 39176216
- Email: [cindyksm@hku.hk](mailto:cindyksm@hku.hk)
- Office Location: LBO 1/F
- Department: [Information Technology Services](#)
- Job Title: Services Co-ordinator

At the bottom, there is a note: "Please click the Department Name (if link is available) to locate individual department's Contact-Us information."

- In Outlook, recipient can double click on your name and view your contact information and department



The screenshot shows an Outlook contact card for Cindy Kwong. The card includes a profile picture, a green checkmark indicating availability, and the following contact information:

- Contact**
- Available
- Email: [cindyksm@hku.hk](mailto:cindyksm@hku.hk)
- Phone: 39176216
- Location: Rm 1/F, Library Building (Old Wing)
- Organization**: We didn't find an organizational chart.
- Membership**: 6 memberships



# 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

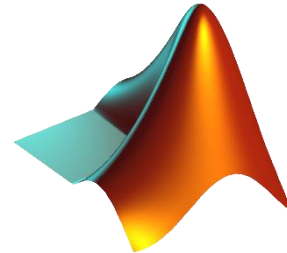


aws  educate



 smartdraw

**SPSS**<sup>®</sup>



**zoom**



Office 365  
ProPlus



qualtrics.



Mentimeter

# 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.

The screenshot displays the Information Technology Services website for The University of Hong Kong. At the top, there is a navigation bar with 'Services', 'News', and 'Log' options. Below the navigation bar is a search and filter section with the following elements:

- Event Type:** A dropdown menu.
- Location:** A dropdown menu with a location pin icon.
- Search:** A search bar with a magnifying glass icon.
- Calendar:** A 'Select' button with a calendar icon.
- Filter:** A 'Select' button.
- View:** 'MONTHLY' and 'LIST' buttons.

The main content area is titled 'JANUARY 2022' and features two event listings. Each listing includes an image of a person working on a laptop, the event title 'Onboarding Training for Using Central IT Services for New Staff (English Session)', a description 'The second semester of academic year 2021-22 will commence on ...', and event details:

- Event 1:** 13 JAN, 3:30 PM - 5:00 PM, CPD-3.04, CPD-3.04, 3/F, The Jockey Club Tower, HKU. Includes a 'VIEW DETAIL' button.
- Event 2:** 13 JAN, 3:30 PM - 5:00 PM, via Zoom. Includes a 'VIEW DETAIL' button.

# Need-to-know IT Services

## On-demand Training Video Online

The screenshot displays the Panopto web interface. At the top left is the Panopto logo and a search bar containing 'Search in folder "ITS Training"...'. To the right of the search bar is a green 'Create' button. In the top right corner, the user's name 'Suk Man Kwong' is shown, along with 'Download Panopto' and 'Help' links. Below the search bar, there are icons for share, analytics, and settings, and a '+ Subscribe' button. The main content area shows a folder named 'ITS Training' with a 'Refresh' button and a 'Filter by date' button. Below these are sorting options: 'Sort by: Name Duration Date Rating'. A list of recordings is shown, each with a thumbnail, a title, and a duration. The first recording is titled 'GMT20230112-022145\_Recording\_1920x1080' with a duration of 1:22:23. The second recording is titled 'Use of Moodle – Assessment activities and grading online (28 Nov 22)' with a duration of 1:16:13. The third recording is titled 'Use of MS Teams and Collaborative Tools (Customized Training for Faculty of Dentistry)-20221108...' with a duration of 45:28. A left sidebar contains navigation options: Home, My Folder, Subscriptions, Shared with Me, Everything, and Browse (which is currently selected).

Home

My Folder

Subscriptions

Shared with Me

Everything

Browse

ITS Training

Refresh

Filter by date

Show scheduled recordings

Sort by: Name Duration Date Rating

Add folder

GMT20230112-022145\_Recording\_1920x1080

1:22:23

Use of Moodle – Assessment activities and grading online (28 Nov 22)

1:16:13

Use of MS Teams and Collaborative Tools (Customized Training for Faculty of Dentistry)-20221108...

45:28



# 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



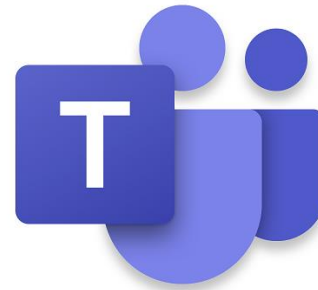
- Support Desktop/web-based/Mobile App
- Desktop Client: <https://www.microsoft.com/en-us/microsoft-teams/download-app>
- Web-based: <https://portal.office.com>
- Mobile App:  

iOS:	App Store
Android:	Google Play



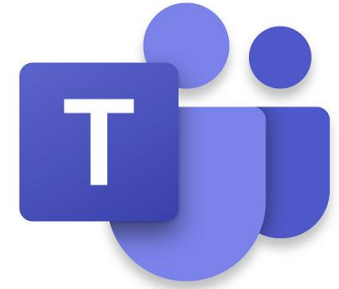
# Get Start

- Login
  - Username: <UID>@hku.hk (Staff)  
<UID>@connect.hku.hk (Student)
  - Password: Portal PIN

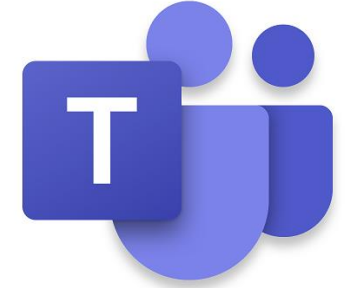


# Must-known features of MS Teams

- 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?



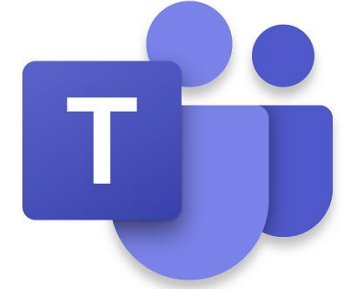
## Reason 1: It's Easy to Use

- 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, [better integration](#), 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 umbrella 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)

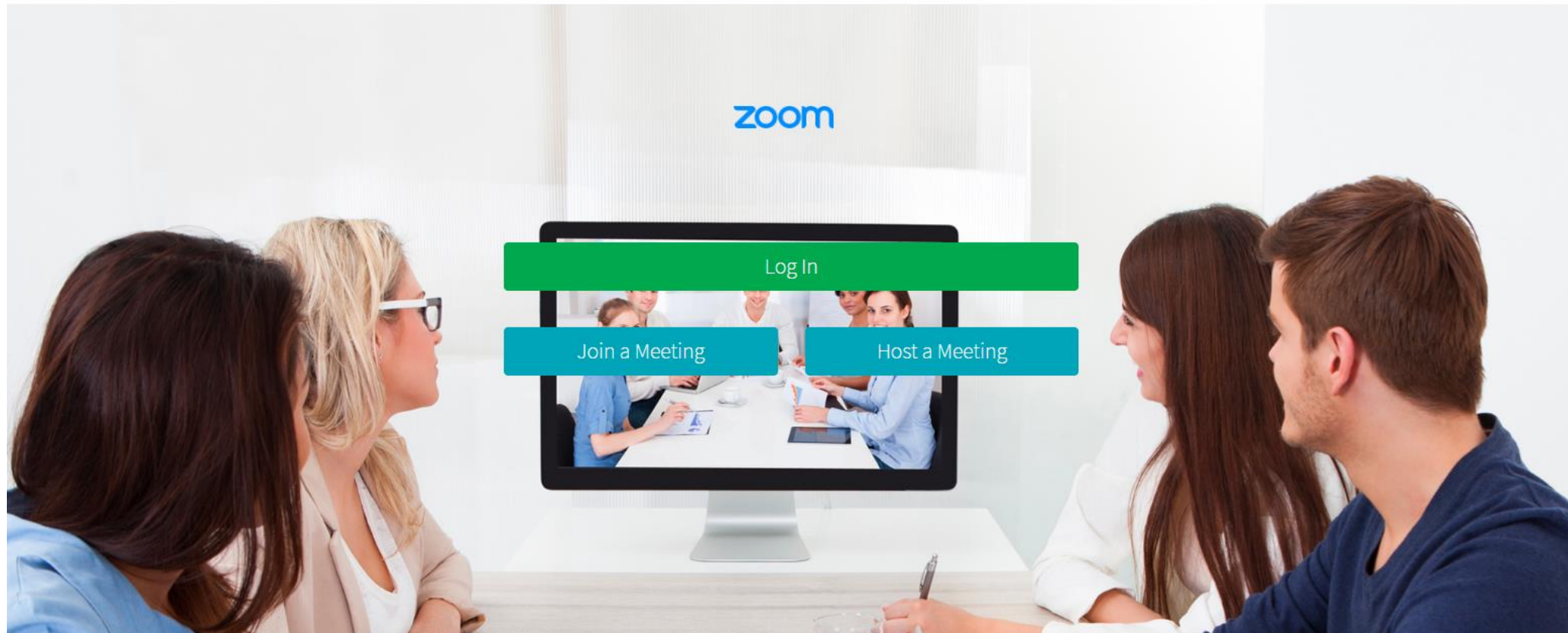
Note: Does NOT cover H.323 Room Connector, Zoom Room, toll-free dialing; and Zoom Webinar (webinar license could be purchased via [CF36](#) for staff/departments only)

# First-time Login

- Please go to HKU Zoom Portal at <https://hku.zoom.us>



GET STARTED   DOWNLOAD   ZOOM HELP CENTER





# First-time Login

- Authentication using UID and Portal PIN

香港大學  
THE UNIVERSITY OF HONG KONG | **HKU PORTAL**

FAQ | [Create User ID \(for staff\)](#) | [Security Tips](#) | [Feedback](#)  
[About HKU Portal](#) | [Sample Screens of HKU Portal](#)

HKU PORTAL

## LOG IN

The web page that you are trying to access is intended for HKU members only.  
It requires HKU Portal UID and PIN for authentication.  
Please login with your HKU Portal UID (User Identification) and PIN (Personal Identification Number).

UID

PIN

[> LOG IN](#)

[Forgot your PIN/Passwords](#)

[FAQ](#)

[Create User ID \(for staff\)](#)

[Security Tips](#)

# First-time Login

- User profile would be shown after successful login

The screenshot shows the Zoom user profile page for 'The University of Hong Kong'. The page features a green header with the university name and the Zoom logo. On the left, there is a navigation menu with options like Profile, Meetings, Webinars, Personal Audio Conference, Recordings, and Settings. The main content area displays the user's profile information, including a QR code, account number, personal meeting ID, personal link, sign-in email, user type, capacity, language, and date and time. A blue callout box highlights the capacity setting, stating: 'Pro user can host meetings with unlimited minutes for up to 300 participants.'

Field	Value	Action
Profile Picture	[QR Code]	Change, Delete
Account No.	512 [Redacted]	Edit
Personal Meeting ID	*** ** *314	Show, Edit
Personal Link	https://hku.zoom.us/j/*****314	Show, Edit
Personal Link	Not set yet.	Customize
Sign-In Email	[Redacted]@hku.hk	Show
User Type	Licensed	
Capacity	Meeting 300	
Language	English	Edit
Date and Time	Time Zone (GMT+8:00) Hong Kong SAR	Edit

# 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

## Sign In

Email Address

Password

[Forgot?](#)

Zoom is protected by reCAPTCHA and the [Privacy Policy](#) and [Terms of Service](#) apply.


**Sign In**

Stay signed in

New to Zoom? [Sign Up Free](#)

or

 Sign in with SSO

 Sign in with Google

 Sign in with Facebook

By signing in, I agree to the [Privacy Policy](#) and [Terms of Service](#).

Zoom Cloud Meetings


## Sign In


Enter your email


Enter your password [Forgot?](#)

Keep me signed in **Sign In**

or

 Sign In with SSO

 Sign In with Google

 Sign In with Facebook

[Back](#) [Sign Up Free](#)

4:29

Cancel **Sign In**


Email Address


Password


**Sign In**


[Forgot password?](#)

SIGN IN WITH

 SSO

 Apple

 Google

 Facebook

# Reminder on Login HKU Zoom Services

## Sign In with SSO

Company Domain

 .zoom.us

Continue

[I don't know the company domain](#)

[Back](#)

Zoom Cloud Meetings

## Sign In with SSO

Company Domain

 .zoom.us

[I do not know the company domain](#)

Continue

[Back](#)

## Sign In with SSO

Enter your company domain

 .zoom.us

[I don't know the company domain](#)



 **Moodle**

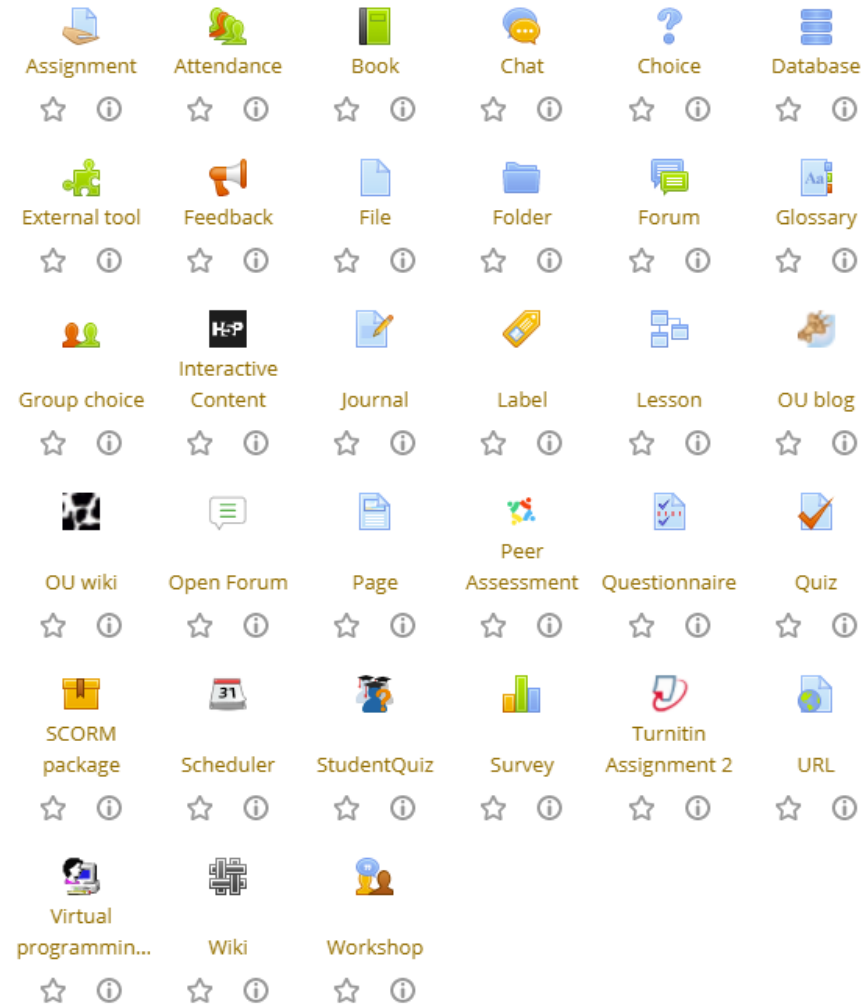
- The centrally supported learning management system in HKU
- Moodle version 3.9.6 is in use
- Basic course website allows teachers to create powerful, flexible, and engaging online learning content

## 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.

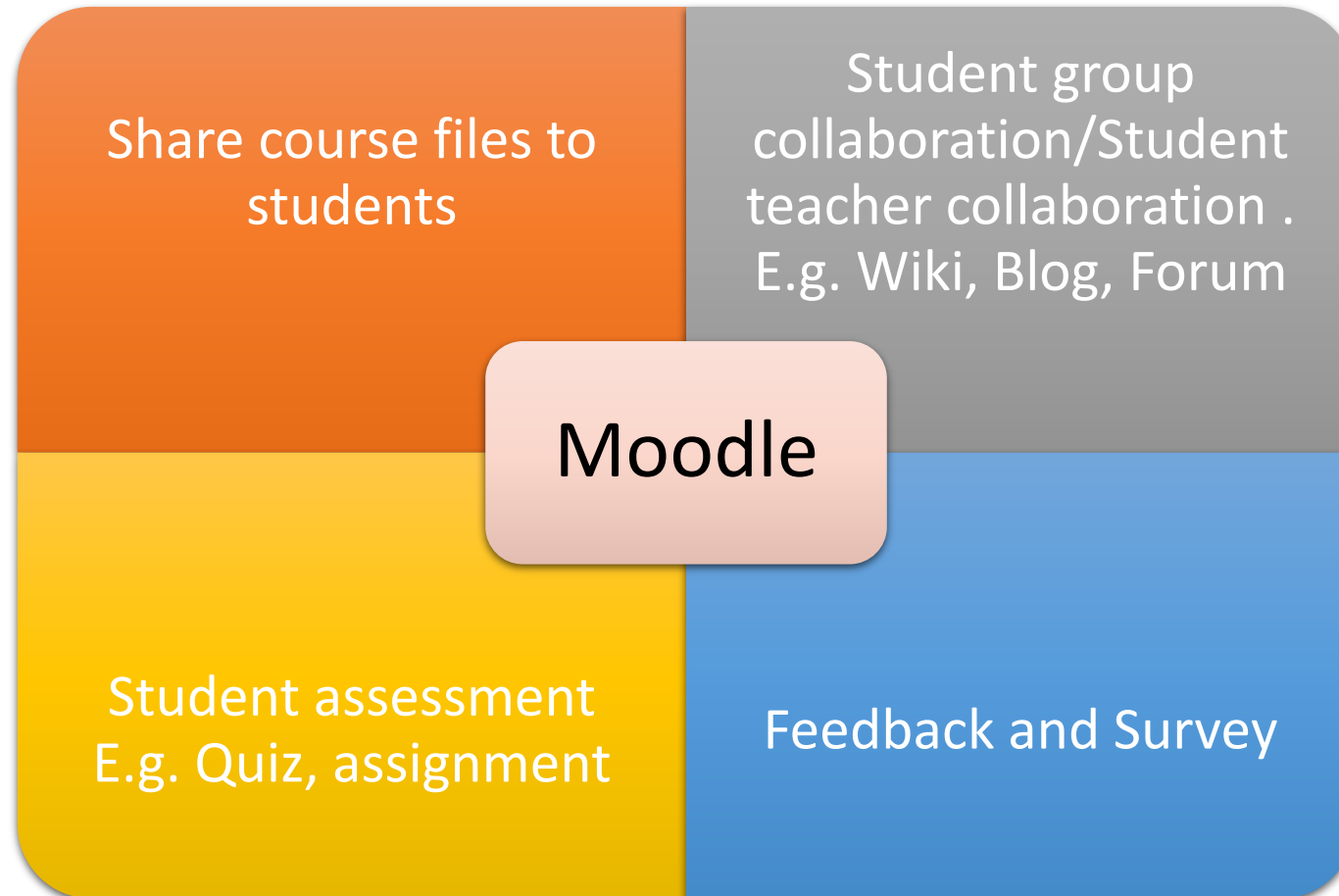
# What Moodle Can Do?

Delivery of learning activities  
And  
Publishing of reading materials





# What Moodle Can Do?

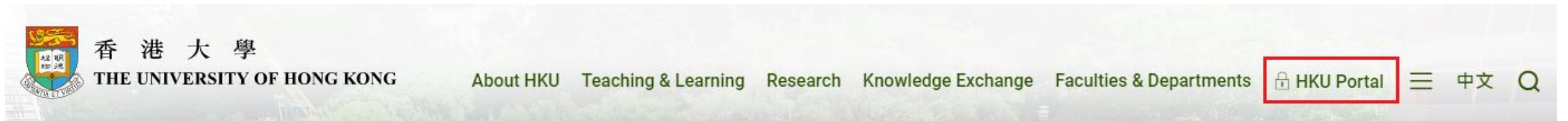


# Moodle Courses Based on SIS


- 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


HKU PORTAL  
THE UNIVERSITY OF HONG KONG
22°C

HKU Portal

My Pages MyEmail My eLearning MyLibrary Events MyDepartment

My eLearning

**Good Morning, Yau Lap Man!**

- If you cannot find your Panopto course folder, enable it ([Details](#))
- Lecture recording via Zoom in Moodle - New feature of enabling and disabling students to join meeting in the block ([Details](#))
- For class size large than 300 students, teacher may request for the license for Zoom Large Meeting license. Please visit the [user guide](#) for more information.
- Alternative Links for Moodle & Panopto in Mainland China [UPDATED] ([Details](#))
- The latest information on eLearning support is posted at <http://moodle-support.hku.hk/resources>

Your courses in academic year 2021-22 Select year

If you cannot see the Moodle courses that you should teach, please [contact](#) the course administrator of your department/faculty.

If you would like to create additional Moodle courses, please click [here](#).


If you are a **Teaching Assistant** and want to manage a Moodle course for your teacher, please click [here](#).

Course short name (Code) / full name (Title)	Course Type	Enable for student access	Grant access To			Email to class
			Student	Teacher /TA	Guest	
<b>Courses <u>enabled</u> for student access</b>						
<a href="#">_MOOD0101_2021</a> MOOD0101 Introduction of Moodle Learning Management System [2021]	Teacher-requested course	Enabled for student access				
<b>Courses <u>not enabled</u> for student access (click the link to enable)</b>						
<a href="#">_ITS COURSE 2021</a> ITS COURSE Testing course [2021]	Teacher-requested course	<a href="#">Enable for student access</a>				


**Course specific information**

Course: moodle

[\\_MOOD0101\\_2021](#)



- [Access to this course](#)
- [Moodle & Panopto usage report](#)
- [Moodle Student Performance by Percentile](#)



- [Past exam paper](#)
- [ReadingList@HKUL](#)

**eLearning resources**

- [Tutorial Sign-up Management](#)

**News:**

- [HKU Student E-Portfolio](#)
- [HKU e-Learning Resource Hub](#)
- [Campus License on Camtasia](#)
- [Alternative Links for Moodle & Panopto in Mainland China](#)
- [Availability of a new campus license of Zoom Video Conferencing Service](#)
- [Google Drive Service in Moodle](#)
- [Moodle Grade Statistics Chart - Upload grades of activities conducting outside Moodle](#)
- [Least-Performing Students Statistics Chart](#)
- [Moodle Assignment Deadline Notification for Teachers](#)
- [Moodle Grade Statistics Chart](#)
- [Email to Class \(Quick Mail\) function](#)
- [Short-cut menu for 4 common Moodle functions](#)

[more news](#)

# Moodle Interface

Home > Courses > \_MOOD0101\_2021

## MOOD0101 Introduction of Moodle Learning Management System [2021]

Your progress?

- News announcement
- Default course forum
- Zoom lecture

### Lecture notes

- Lecture 1- Introduction
- Lecture 2- How to use Attendance function on Moodle
- Lecture 3
- Lecture 4

Yau Lap Man

Turn editing on

#### Lecture recording via Zoom

Click to start the lecture recording

Students can join the course meetings in this block [Disable](#)

Please note recording will start automatically when Zoom starts.

Lecture 2

#### Completed Recordings

Lecture 2

No recordings

Site Admin Operating

#### ReadingList@HKUL

Reading list for \_MOOD0101\_2021

# 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

HKU

Maintain Event 26

My Events 26

**Real-time Dashboard 32**

Attendance Records

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

Real-time Dashboard

Refreshes every 60 seconds

ON-GOING EVENTS 22

CHECKED-IN ATTENDEES 103

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

Filter records:

Human Anatomy (58%)

Developmental Genetics (23%)

BBMS2004-1A(LEC) School of Biomedical Sciences

BBMS4002-1A(LEC) School of Biomedical Sciences

25 Check-ins, 1 Check-outs, 43 Registered

3 Check-ins, 0 Check-outs, 13 Registered

Ending in 8 minutes

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

Filter records:

Export to Excel Print

U#	Name	Check-in	Check-out	Status
Student		12:38	Manual Check-out	Present
Student		12:38	Manual Check-out	Present
Student		Manual Check-in		Registered
Student		Manual Check-in		Registered



# Central classroom facilities



**INFORMATION TECHNOLOGY SERVICES**  
The University of Hong Kong

# 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**



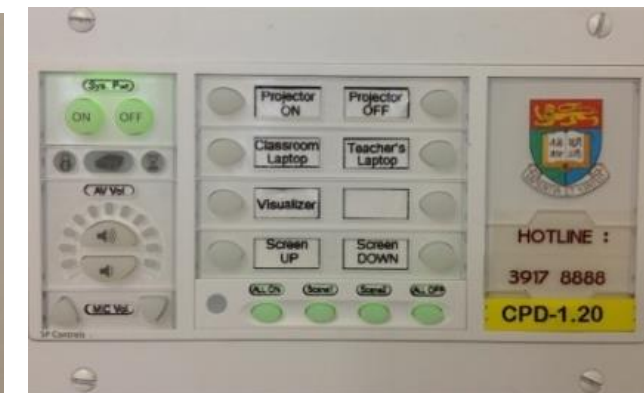
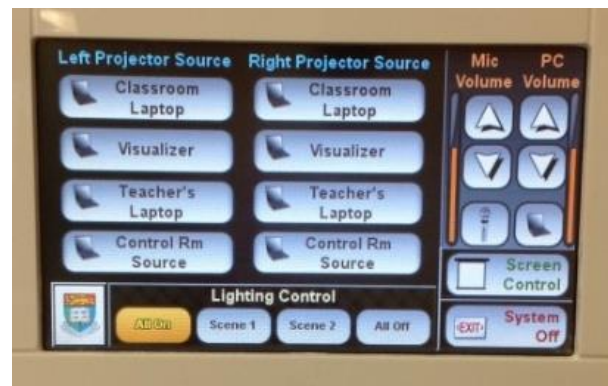
*\* Centennial Campus includes Cheng Yu Tung Tower, Run Run Shaw Tower, The Jockey Club Tower. For the rest of the tower and buildings inside the Pokfulam Campus will be classified as Main Campus.*

# 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  
KKG101 KKG102 KKG103 KKG104 KKG105 KKG106 KKG107  
KKG110  
MB103 MB121 MB122 MB113G MB141 MB142 MB151 MB154 MB167  
MB201 MB217 MB237 MB249 MB256  
TT403 TT404

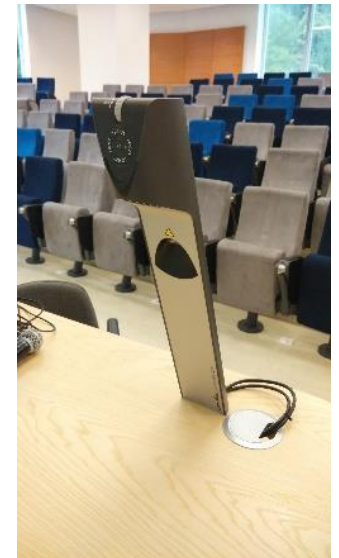
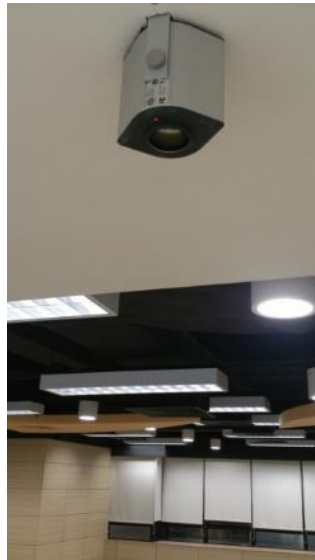


# Classroom PC

- 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](mailto: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](mailto: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!