

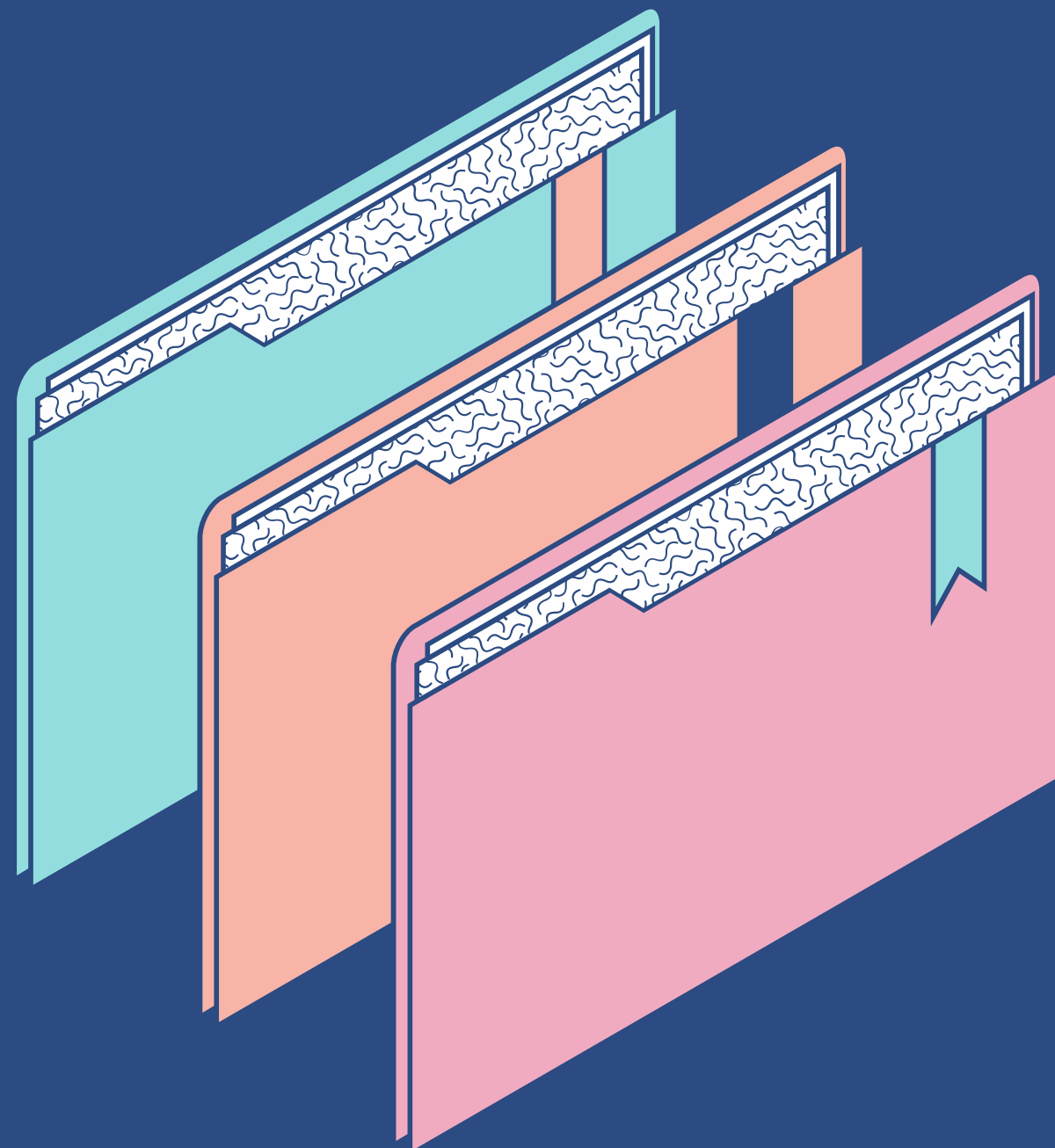


INFORMATION TECHNOLOGY SERVICES
The University of Hong Kong

Introduction of Information Technology Services (ITS) for Faculty of Architecture

August 2023

Agenda



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Brief Introduction of ITS

02

Brief Introduction of HKU Portal

03

How to use student email

04

How to perform Master Registration

05

How to enroll courses via SIS

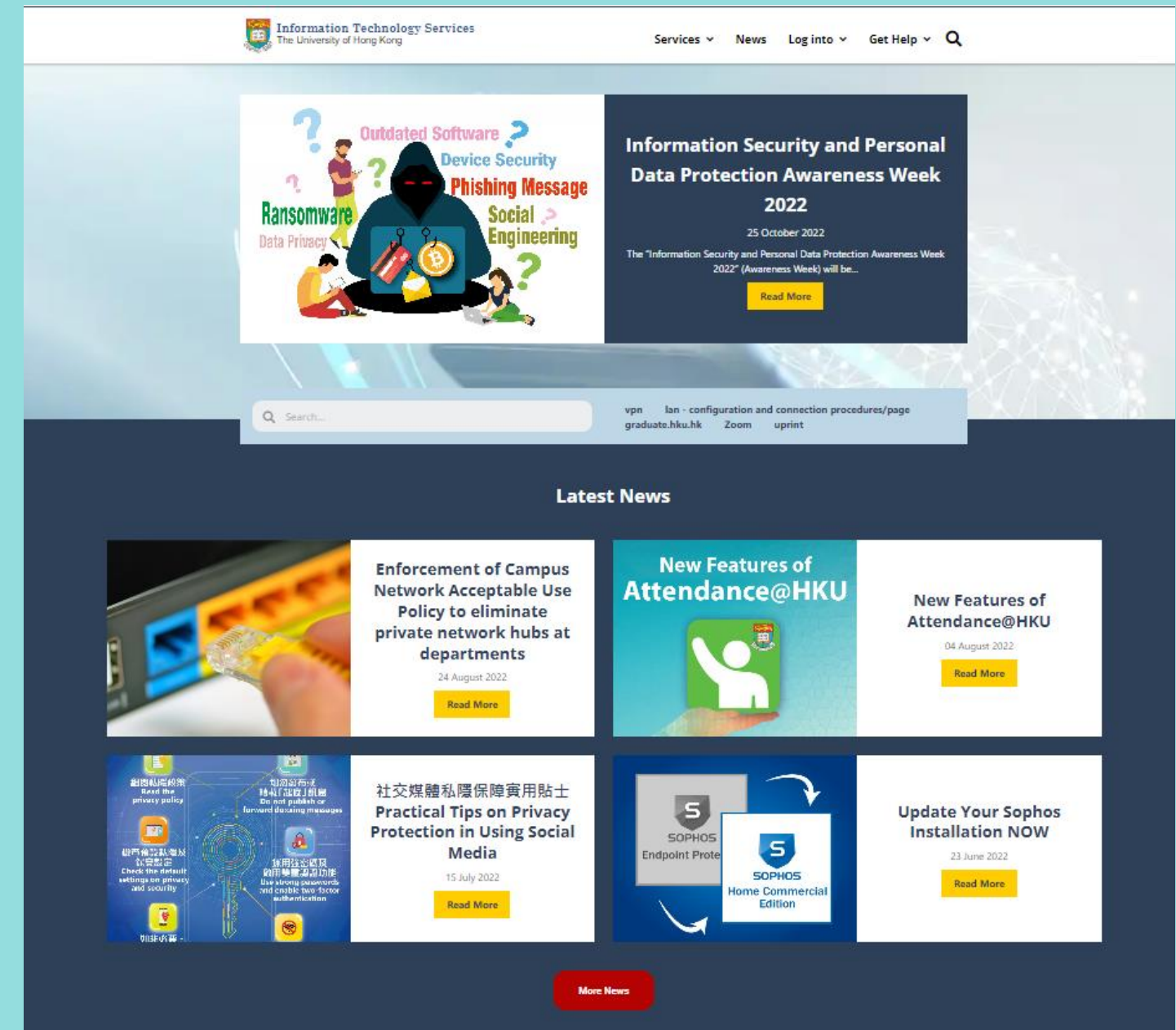
06

Orientation Seminars & Training Sessions

Introduction of ITS

- ITS makes sure the University's IT needs are covered 24/7.
- ITS also supports the **teaching, learning, research and administration** of the University
- **Facilities include :**
 - advanced campus network
 - powerful central servers
 - high-performance computing clusters
 - cloud computing and
- **Services include:**
 - Portal and email services
 - learning management and lecture capture services
 - centrally coordinated software and
 - user support service

ITS Website
<https://its.hku.hk>



Please see the [overview](#) of the central IT services available to staff for more details.

HKU Portal

- Access via <https://hkuportal.hku.hk>
- Login with HKU Portal UID/PIN

The screenshot shows the HKU Portal interface. At the top left is the HKU crest. The main header is green with the text "HKU PORTAL" and "THE UNIVERSITY OF HONG KONG". Below the header is a navigation bar with buttons for "My Page", "MyEmail", "My eLearning", "MyLibrary", "Events", and "MyDepartment". A callout points to "MyEmail" with the text "HKU Email". Another callout points to "My eLearning" with the text "eLearning: Central Learning Management System (Moodle) – one stop eLearning hub". Below the navigation bar is a dark blue "Enterprise Menu" section. A callout points to "MyLibrary" with the text "Library resources". Another callout points to "Events" with the text "View and register to attend University events". A third callout points to the "Student Information System" link in the Enterprise Menu with the text "Student Information System (SIS) • for student-related information". The Enterprise Menu items are: Self Service, Manager Self Service, FCSC, Set Up HRMS, Worklist, HCMS - PeopleTools, Campus Information Services (with sub-links for Student Information System and Useful Resources (HCMS)), and Useful Resources (HCMS).



Change UID and Set Up Email Alias

- Each student will receive a **pre-assigned HKU Portal UID** (and the corresponding to @connect.hku.hk email address).
- A free change of pre-assigned HKU Portal UID has to be done within 7 days after Master Registration.
- Email alias is an alternative name for receiving email and it should be related to the user's name
 - e.g. michael-jackson@connect.hku.hk
- While HKU Portal UID (email account name) consists of 4 to 8 characters, email alias can have 9 to 32 characters with any combination of alphabets, numbers and special characters "-", ".", "_".
- ITS reserves the right to disapprove any email alias.
- Students using HKU Connect email service can keep the email alias "alias@connect.hku.hk" for use after graduation

Student Email



- Structure of your email: UID@connect.hku.hk
- Powered by Microsoft Exchange Online with 5TB cloud storage
- Can access via
 - HKU Portal (“MyEmail” tab)
 - webmail.hku.hk/ → select HKU Connect
 - Microsoft Outlook or other supported mail clients or apps (Outlook or OWA), click [here](#).

Bulk Mails

- Students can control not to receive General Notices of Bulk Emails from teaching departments, administrative offices or student societies. More details at <https://its.hku.hk/kb/bulkmail-control-guide-for-recipients/>

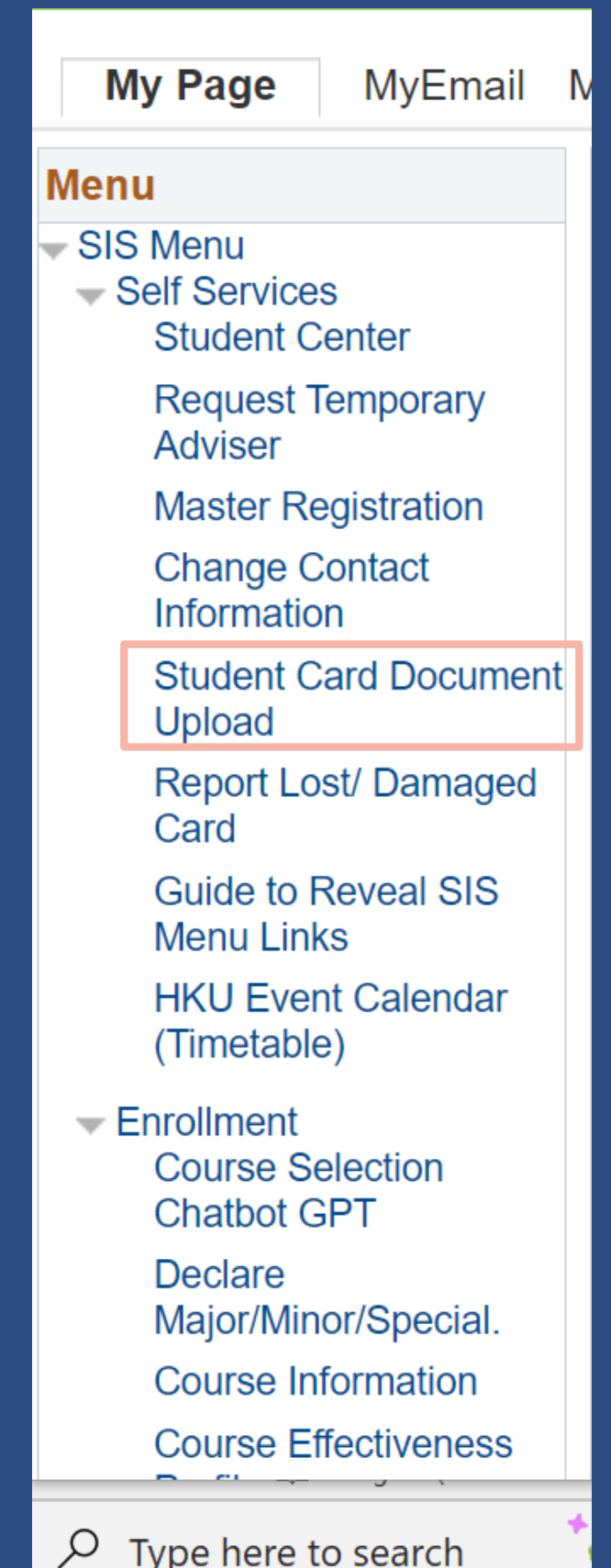
Master Registration

- Login <http://hkuportal.hku.hk> with your HKU Portal UID & PIN, click “Self-Service > Master Registration” to complete your online Master Registration.
- **Login** again 10 minutes later to access SIS functions.



Student Card Document Upload (for UG and TPG students only)

- **SIS Menu > Self Services > Student Card Document Upload**
 - Verify your name and university number
 - Enter “Personal Email” for contact purpose
 - Browse and Upload
 1. HKID Card/ Temporary HKID/ Passport/ 往來港澳通行証 (JPEG/ PDF format)
 2. Photograph (JPEG format) – (100KB – 3MB); (Width: Height = 4 : 5)
 3. Visa/ Entry Permit (JPEG/ PDF format) – non-local students only
 - Wait until receive confirmation acknowledgment
 - If there is any update of the document, please contact “Academic Services Office” at <http://www.ase.hku.hk/>



Special Notes during Course Selection

Approval Methods

- **Course-Based Approval**
Requires approval by teacher/ departmental administrators after enrollment
- **Approval Not Required** (First-come-first-served)
Approval is not required

Full-year courses

- More than one course code (i.e. **PHYS3034**FY in Semester 1; **PHYS3034** in Semester 2)
- For **Course-based approval Full-year course**, system will **AUTO** enrol students to PHYS3034 in semester 2 when PHYS3034FY is approved by teacher/ dept admin.
- For **Approval not required Full-year course**, system will **AUTO** enrol students to PHY3034 in semester 2 **on the next day**
- Drop Full-year course in semester 1 = drop the course in semester 2



Special Notes during Course Selection

Common Core Courses Approval Method (For UG only)

- First-come-first serve basis during **Course Selection Period** in August
- Auto-balloting during **Add/ Drop Period**

Common Core Enrollment Status

- Check your position in the queue & number of vacancies available
SIS Menu > Enrollment > Common Core Enrollment Status

Email notifications

- Sent to your @connect.hku.hk email
- Confirm your **submission for course enrollment**
- Your **course status** from “Pending” to “Approved” or “Not Approved”



Special Notes during Course Selection

- Your enrollment request should be confirmed within 2-3 minutes. If not, close your browser to login to SIS again to check with your results
- No course selection can be made during suspension period
- **If there is any 1-minute time conflict among enrolled courses, the course enrollment will be rejected by system**
- If the course has been set as “departmental consent” for (course enrol/ drop a course) , students should approach course offering department for assistance



Special Notes during Course Selection

- SIS perform checking on the upper loading limit of students per semester
- **72 credits per year; 36 credits per semester** (for most of the UG programs)
- **To apply for overloading or underloading, students should contact their home faculty offices.**
- Final year students are not able to enrol courses in summer semester.



Course Selection Schedule – Undergraduates (UG)



2023-2024 Course Selection Schedule for Full-Time Undergraduate Students

Year 1 students and exchange/visiting students	
Online course information available for planning your courses (Pre-enrollment period)	
From Aug 2023 (after master registration)	
Course Selection Period starts	Semester 1/ full-year courses
	Semester 2 courses
	Aug 17, 2023 (10:00 a.m.)
	Aug 17, 2023 (10:10 a.m.)
Suspension Period (course selection will not be available)	
Aug 18, 2023 (12:00 p.m.) – Aug 21, 2023 (2:29 p.m.)	
Course Selection Period ends	
Aug 24, 2023 (4:00 p.m.)	
Add/Drop Period starts	
(Note: You must finish enrolling the Semester 1/ full-year courses before the Semester 2 courses)	
Aug 31, 2023 (10:00 a.m.)	
Suspension Period (course selection will not be available)	
Sep 1, 2023 (12:00 p.m. – 4:59 p.m.)	
Add/Drop Period ends	
Sep 14, 2023 (4:00 p.m.)	

Steps to Enroll Courses via SIS



Pre-enrollment period

1. Preview your available courses
2. Put the courses you are interested into **“Temporary Course List”**

Course selection period

1. Select classes of appropriate term to add from **“MY REQUIREMENTS”**
2. **PROCEED TO STEP 2 OF 3**
3. Click **“FINISH ENROLLING”** to confirm classes
4. Check the results of your enrollment by clicking **“ENROLLMENT STATUS”**

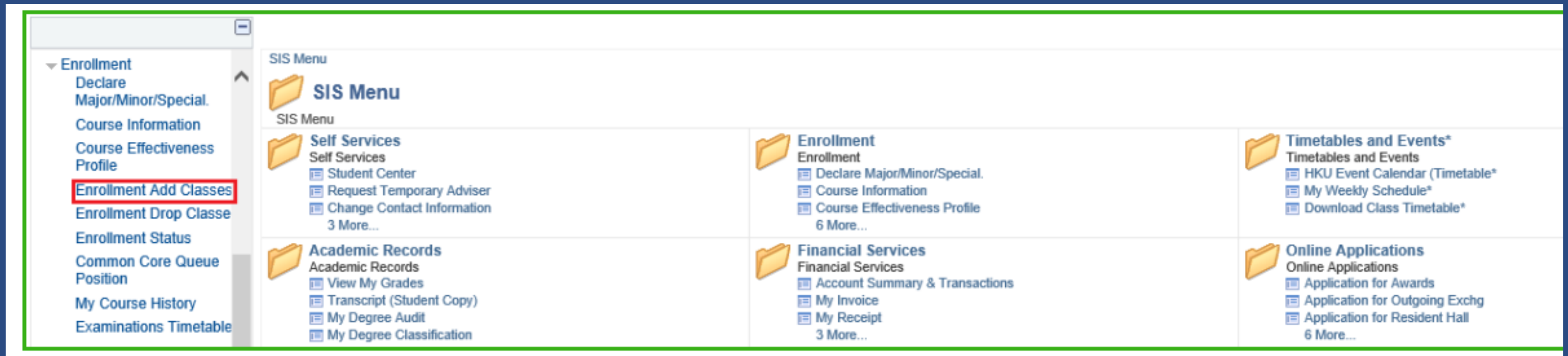
Add/drop period

1. Select classes to drop
2. Confirm your selection
3. View results

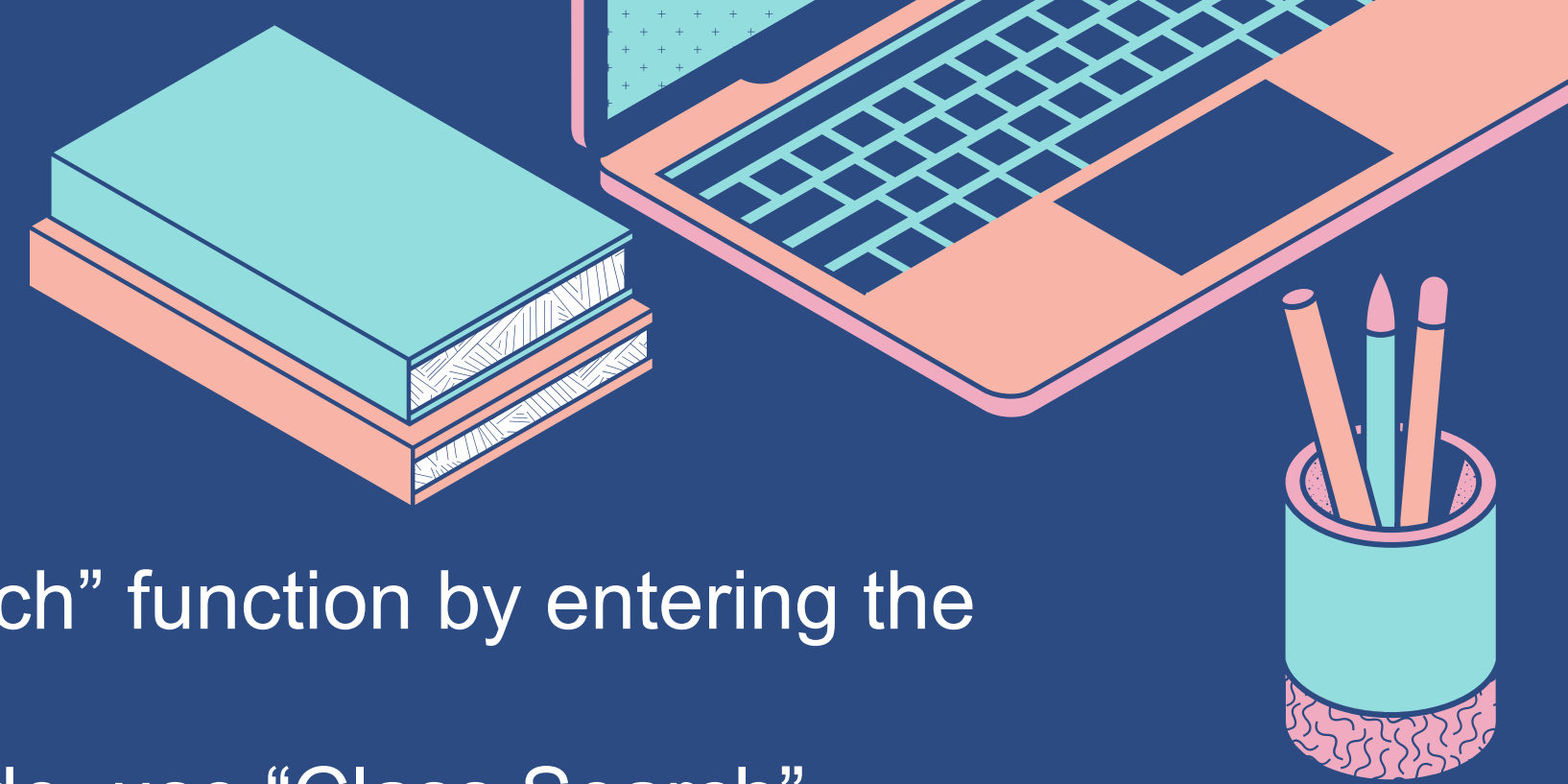
Procedures of Enrollment Add Classes



- Two methods to enroll classes:
 - Class Search
 - Program Guide
- SIS Menu > Enrollment > Enrollment Add Classes



Enroll Class with Class Search



- To enroll a specific course directly, use “Class Search” function by entering the course code
- If you cannot find a specific course in Program Guide, use “Class Search” function to locate the course
- If you want to add back a course you have dropped, re-add the class by clicking “Search”
- If you need to retake a course

Note:

Only the courses offered in your cohort and curriculum can be retrieved

A screenshot of a university enrollment system interface. On the left is a navigation menu with options like 'Enrollment', 'Declare Major/Minor/Special.', 'Course Information', 'Enrollment Add Classes', and 'Timetables and Events*'. The main content area shows a search bar with a red box around the 'Search' button. Below the search bar are tabs for 'Plan', 'Enroll', and 'My Academics'. A table titled 'Select Term' is visible, with a red box around the first row: '2020-21 Sem 1', 'Undergraduate Career', and 'The University of Hong Kong'. A 'Continue' button is at the bottom right.

Enroll Class with Program Guide



- Select the semester you want to enroll classes and click “Continue”
- Click “Search” button under “My Requirement”

A screenshot of a web interface titled "Select Term". On the left is a sidebar with navigation links: Enrollment Status, Common Core Queue Position, My Course History, Examinations Timetable, Timetables and Events*, HKU Event Calendar (Timetable*), and My Weekly Schedule*. The main content area has a heading "Select Term" and a sub-heading "Select a term then select Continue." Below this is a table with three columns: Term, Career, and Institution. The first row is selected and highlighted with a red box. Below the table is a "Continue" button, also highlighted with a red box.

Term	Career	Institution
<input checked="" type="radio"/> 2020-21 Sem 1	Undergraduate Career	The University of Hong Kong
<input type="radio"/> 2020-21 Sem 2	Undergraduate Career	The University of Hong Kong

A screenshot of a web interface for "2020-21 Sem 1 | Undergraduate Career | The University of Hong Kong". At the top right is a "Change Term" button. Below the header are three status indicators: a green circle for "Open", a blue square for "Closed", and a yellow triangle for "Wait List". The main content area is titled "2020-21 Sem 1 Temporary Course List" and contains the text "Your Temporary Course List is empty." At the bottom left, there is a "Find Classes" section with a radio button selected for "My Requirements" (highlighted with a red box) and a "Search" button below it (also highlighted with a red box).

Enroll Class with Program Guide



- All the courses you can take in the selected semester under your programme

▼ Bachelor of Social Sciences

BSocSc UG 5 Requirements

▼ English Language Courses Requirement Hide detail 2019-20 Sem 1

The following courses may be used to satisfy this requirement:

Course	Description	When	Status
CAES1000	(4) Core University English	2019-20 Sem 1	◆

| [3] First 1 of 1 Last

▼ Chinese Language Courses Requirement Hide detail 2019-20 Sem 1

The following courses may be used to satisfy this requirement:

Course	Description	When	Status
CUND9003	(4) Cantonese for Non-Cantones	2019-20 Sem 1	◆

| [3] First 1 of 1 Last

▼ Common Core Courses Requirement Hide detail 2019-20 Sem 1

The following courses may be used to satisfy this requirement:

Course	Description	When	Status
CCCH9002	Chinese Cities in the 21st Cen	2019-20 Sem 2	◆
CCCH9020	Science and Technology: Lesson	First Semester	
CCGL9042	The Evolution of Civilization	Both Semester (1 or 2)	
CCHU9056	Virtual Worlds, Real Bodies	Second Semester	
CCHU9058	Nature in the City: Beyond the	Summer	
CCST9037	Mathematics: A Cultural Herita	2019-20 Sem 1	◆
CCST9054	War, Peace, and the Natural Wo	Second or Summer	

| [3] First 1-7 of 7 Last

Enroll Class with Program Guide

- Click on the blue link in the “Description” column of the course to add class
- View the number of class sessions available and course details

The following courses may be used to satisfy this requirement:

Course	Description	Units	When
BIOC1600	(4) Perspectives in biochem	6.00	2018-19
BIOC2600	(4) Basic biochemistry	6.00	2019-20
BIOL1110	(4) From molecules to cells	6.00	2018-19
BIOL2306	(4) Ecology and evolution	6.00	2019-20
BIOL3328	(4) Nearshore marine and estua	6.00	Second
CHEM1042	(4) General chemistry I	6.00	2018-19

If you are familiar with the course details and requirement, you can select and add the class session immediately by clicking “Select” button here.


Sections for 2020-21 Sem 1

Section	Personalize	Find	View All	First	1 of 1	Last
1A-LEC (1008)						Select
Section Details						
Days	Start	End	Room	Instructor	Dates	
Mo	2:00PM	4:00PM	TBA	Staff	30/08/2020 - 15/01/2021	

Section	Personalize	Find	View All	First	1 of 1	Last
1B-LEC (1014)						Select
Section Details						
Days	Start	End	Room	Instructor	Dates	
We	10:00AM	12:00PM	TBA	Staff	01/08/2020 - 17/01/2021	

Enroll Class with Program Guide

- After clicking the Next button, a message will be displayed as below:
e.g. BIOL3328 has been added to your **Temporary Course List**.
- To add more courses to **Temporary Course List**, repeat the steps mentioned before.



[My Class Schedule](#) | [Add](#) | [Drop](#) | [Term Information](#)

Add Classes

1. Select classes to add

To select classes for another term, select the term and select Change. When you are satisfied with your class selections, proceed to step 2 of 3.

✔ BIOL 3328 has been added to your Temporary Course List.

Notes:

A course title with the notation (3) [e.g. CHEM 1009 (3) Basic Chemistry] indicates that the course is offered to students of the 3-Year Curriculum only.

A course title with the notation (4) [e.g. CHEM1042 (4) General Chemistry] indicates that the course is offered to students of the 4-Year Curriculum only.

A course title without (3) or (4) [e.g. CHEM 1406 Basic Organic Chemistry] indicates that the course is offered to students of both the 3-Year and 4-Year curriculum.

Want to know more? [Click here.](#)

2020-21 Sem 1 | Undergraduate Career | The University of Hong Kong [Change Term](#)

Open Closed Wait List

2020-21 Sem 1 Temporary Course List

Delete	Class	Days/Times	Room	Instructor	Units	Status
	BIOL 3328-1A (1009)	Mo 2:00PM - 4:00PM	TBA	Staff	6.00	●

Add to Temporary Course List:

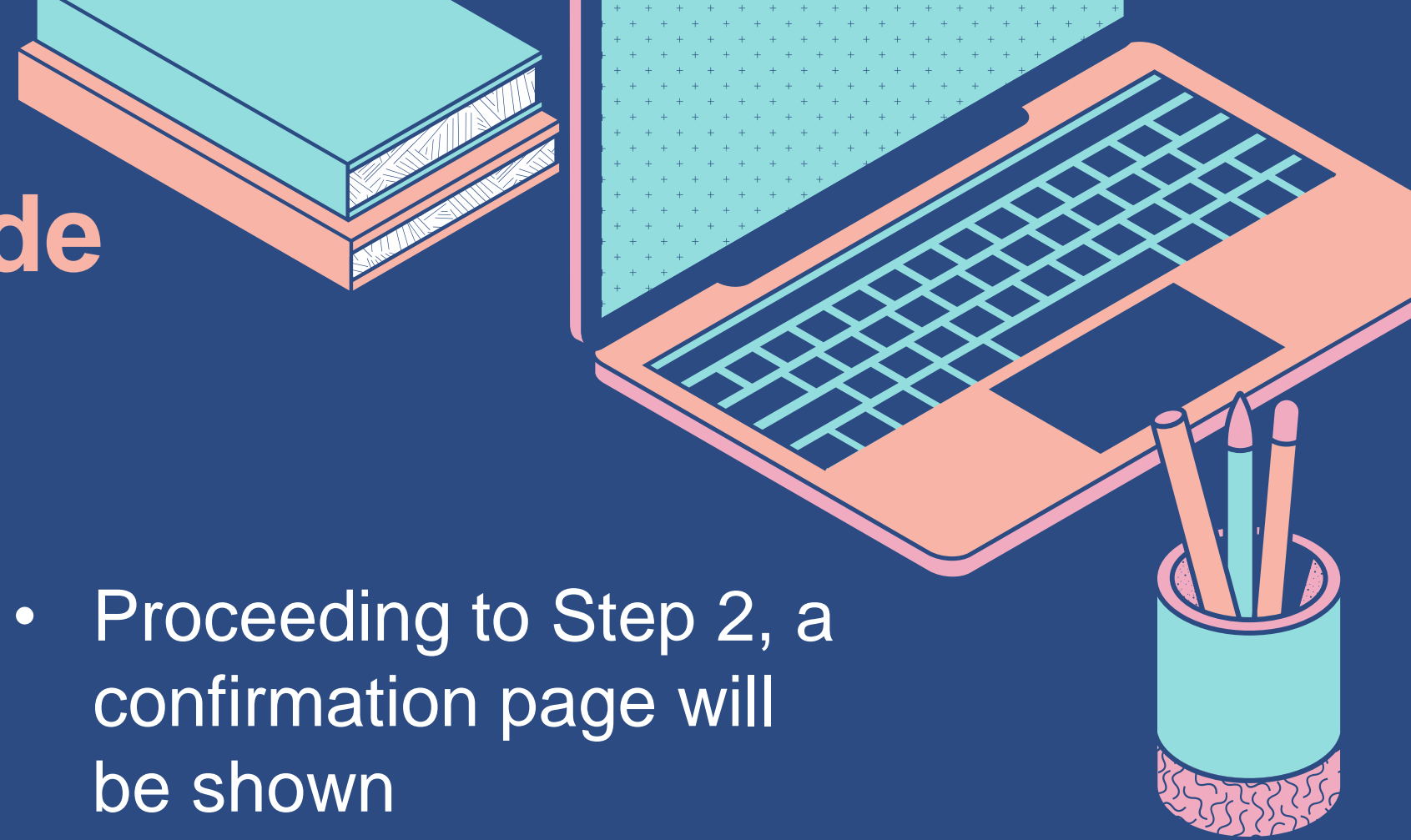
Find Classes

My Requirements

[Search](#)

[Proceed to Step 2 of 3](#)

Enroll Class with Program Guide



Add Classes 1 2 3

2. Confirm classes

A. For All Students
(i) Course(s) selected in the Temporary Course List are not yet enrolled, CLICK "FINISH ENROLLING" TO COMPLETE THE ENROLLMENT PROCESS.
(ii) During the course selection period in August and add/drop period in September, you SHOULD finish enrolling the Semester 1/full-year courses before the Semester 2 courses.

B. For Full-time Undergraduate Students
(i) On the first day of the course selection period in August, there are two different start times for submitting enrollment requests for (a) Semester 1/full-year courses; and (b) Semester 2 courses respectively. The start time for Semester 2 courses is 10 MINUTES LATER than the start time for Semester 1/full-year courses. For example, on the first day of the course selection period, Year 1 students can start to submit enrollment requests for Semester 1/full-year courses from 10:00 a.m., and Semester 2 courses from 10:10 a.m.
(ii) During the add/drop period in September, the start time is the same for both the Semester 1/full-year courses and Semester 2 courses. During the add/drop period in January, the start time is the same for both the Semester 2 courses and Summer Semester courses.

2020-21 Sem 1 | Undergraduate Career | The University of Hong Kong

Open Closed Wait List

Class	Description	Days/Times	Room	Instructor	Units	Status
BIOL 3328-1A (1009)	(4) Nearshore marine and estua (-)	Mo 2:00PM - 4:00PM	TBA	Staff	6.00	<input checked="" type="radio"/>

- Proceeding to Step 2, a confirmation page will be shown

- To confirm your course selection, choose **“Finish Enrolling”**

(this step can only be done within course selection and add/drop period except suspension period.)

Enroll Class with Program Guide



Add Classes 1 2 3

3. View results

"View the following status report for enrollment confirmations and errors:

- 1) For second semester course(s) with pre-requisites depending on first semester results, the course application will be subject to the first semester Board of Examiners result.
- 2) Please check the enrollment results via Self Service-> Student Center to find out whether your course application has been accepted after suspension period."

For respective enquiries, please contact the corresponding units as listed in the "[SIS Contact Webpage](#)".

2019-20 Sem 1 | Undergraduate Career | The University of Hong Kong

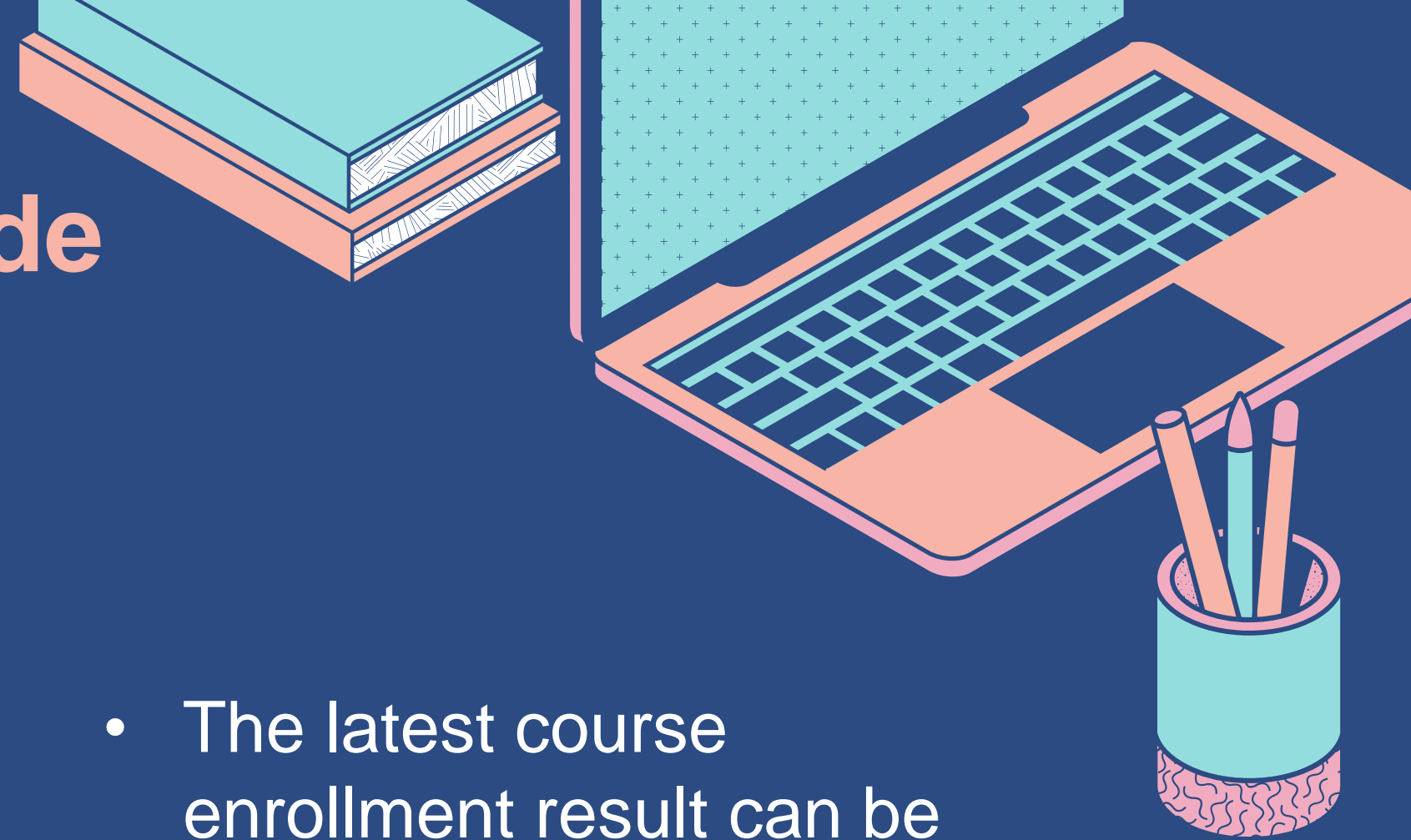
✔ Submitted for approval ✘ Error: unable to add class

Class	Message	Status
CCCH 9020	Submitted: This enrollment request has been submitted for approval. Please refer to points (1) and (2) above.	✔
CLIT 2025	Error: Unable to add this class - requisites have not been met. For enquiries, please contact the course offering department . If you are exempted from the course listed in the requisites, please contact your Home Faculty. This course is offered to year 2 or above students.	✘

[My Class Schedule](#) [Add Another Class](#)

- You will then enter Step 3 and see the “**View results**” page.
- Check the course enrollment status in “**Status**” column
- “**Message**” column provides more information.

Enroll Class with Program Guide



Student Enrollment						
Term	Class	Schedule	Action	Progress Units	Credit Units	
1 2019-20 Sem 1	AMER 2052-1A LEC (1210)	Fr 12:30 - 14:20 Centennial Campus CPD 2.47 Fr 12:30 14:20 Centennial Campus CPD 2.47 Fr 12:30 14:20 Centennial Campus CPD 2.47	Pending	6.00	6.00	
2 2019-20 Sem 1	CLIT 2069-1A LEC (1426)	Tu 10:30 - 12:20 Rm 7.58, Run Run Shaw Tower Tu 10:30 - 12:20 Rm 7.58, Run Run Shaw Tower Tu 10:30 - 12:20 Rm 7.58, Run Run Shaw Tower	Approved	6.00	6.00	
3 2019-20 Sem 1	PHIL 2380-1A LEC (2153)	Fr 09:30 - 11:20 Centennial Campus CPD 3.01 Fr 09:30 11:20 Centennial Campus CPD 3.01 Fr 09:30 11:20 Centennial Campus CPD 3.01	Dropped	6.00	6.00	

- The latest course enrollment result can be viewed at **Self-Service > Enrollment > Enrollment status page**

☐ Tips for Enrollment

- Prioritize compulsory courses over elective courses
- Download a clear weekly timetable
- No restrictions such as time clashes or pre-requisites
- Open the web clock in the HK Observatory website
- Be patient and don't click F5 to refresh the page



Useful Links



Course Enrollment

- [Quick guide on Course Selection and Enrollment](#)
- [Enrollment Schedules for all students](#)
- [Course Descriptions and Regulations](#)
- [Reference Materials](#)
- [Courses@HKU App](#)
- [Web clock in the HK Observatory website](#)
-  [Technical and Non-technical Enquires](#)

Personal Timetable

- [My weekly Schedule \(for UG students\)](#)
- [HKU Event Calendar \(for TPG & RPG students\)](#)

Orientation Seminars and Training Sessions

The screenshot shows the Information Technology Services website for The University of Hong Kong. The header includes the university logo and navigation links for 'Services', 'News', and 'Log'. Below the header is a search and filter section with dropdown menus for 'Event Type' and 'Location', a search bar, and buttons for 'Select', 'Selex', 'MONTHLY', and 'LIST'. The main content area is titled 'JANUARY 2022' and displays a list of events. Two events are visible, both titled 'Onboarding Training for Using Central IT Services for New Staff (English Session)'. The first event is on 13 JAN from 3:30 PM to 5:00 PM at CPD-3.04, CPD-3.04, 3/F, The Jockey Club Tower, HKU. The second event is also on 13 JAN from 3:30 PM to 5:00 PM, but it is held 'via Zoom'. Each event card includes a share icon and a 'VIEW DETAIL' button.

Check them out at <https://its.hku.hk/events/>

Quick Start Training on Master Registration and Course Enrollment for New Students

Introduction to Information Technology Services for Freshmen

Introduction of Moodle Learning Management System and Panopto Lecture Capture System (for students)

University's Research Support Computing Environment and the AI Facilities

Contact ITS

- Self Reporting System
- Chatbot
- Live Chat
- Deskside Support Counter
Room 204, K. K. Leung Building
- Telephone
3917 0123
- Email
ithelp@hku.hk
- Opening Hours
Mon - Fri: 9:00 am - 5:45 pm
Sat: 9:00 am - 12:30 pm



Contact ITS

- Newly developed AI Chatbot



Information Technology Services
The University of Hong Kong

Chat Ask a question

Clear chat Developer settings

HKU ITS ChatBot

Ask anything or select a question below

- How to reset the portal PIN?
- How to use uPrint service?
- How to connect HKU WiFi?

Type a new question

how many personal devices can i download sopho home commerical edition

According to the source, staff and students can download Sophos Home Commercial Edition for free on up to 10 personal devices.

Citations: 1. <https://its.hku.hk/software/sophos-endpoint/>



INFORMATION TECHNOLOGY SERVICES
The University of Hong Kong

The End