

# IT@Your Services

ITSC 2021/22

# Agenda

Quick Guide for New Students on:

1. Online & Physical Access to University Service
2. Stay Connected with the University and Peers via Microsoft 365
3. WiFi and Network
4. Software Must Be Used for eLearning
5. Mobile Apps to Facilitate Your University Life
6. Facilities for group project, printing and scanning
7. Safeguard Yourself & Your Device
8. Contact ITSC
9. Q&A



Computing Account -  
Online Access

ABSTRACT  
BACKGROUND

# Computing Account – Online Access

## Get Your Door Key Ready (CAI Slip)

The Chinese University of Hong Kong Information Technology Services Centre Computing Account Information (CAI) Slip		
Student Name and Study Programme	Student ID	Computing ID
TEST, student 115588 MA Comparative & Pub History	115588	s115588

### A. Terms and Conditions

As a user of the University computing systems, you are automatically bounded by the policies and guidelines specified in the document 'Computing Network - Policies and Guidelines on Access and Usage' published at <https://www.itsc.cuhk.edu.hk/it-policies/net-guide-use>. Furthermore, upon acceptance of the computing accounts in this slip, you are agreed to accept ITSC's privacy policy and practices in collecting, holding and using of your personal data relevant to your computing accounts in this slip. The details information about the policy and practices have been published at <https://www.itsc.cuhk.edu.hk/it-policies/pps>. Should you have any enquiries, please submit it through ITSC Service Desk at <https://servicedesk.itsc.cuhk.edu.hk>.

### B. Responsibilities and Security Requirements for your Computing Account:

1. You are responsible for protecting your password securely all the time.
2. You should never disclose your password to anyone. Please note that ITSC and CUHK will NEVER ask for your password and/or personal information through emails.
3. Allowing anyone to use your email or computing account is forbidden. Violation of this guideline is subject to immediate deprivation of access privilege and disciplinary actions.
4. You should change your initial password immediately and set it to a strong password. The University has adopted OnePass Password Expiry Policy. Your password must be changed at least once every year. Please visit ITSC homepage for details.

### C. Computing Accounts Details:

Student ID:	115588
Computing ID:	s115588
OnePass (CWEM) Password:	(Please scroll to the next page)
E-mail Address:	115588@link.cuhk.edu.hk
Expiry Date:	

Student ID:  
1155123457

For online systems  
e.g. Change Email Alias  
Change OnePass Pwd

Email Address:

1155123457@link.cuhk.edu.hk

Also login ID for CUHK Login  
/ Most Online Service

Computing ID:

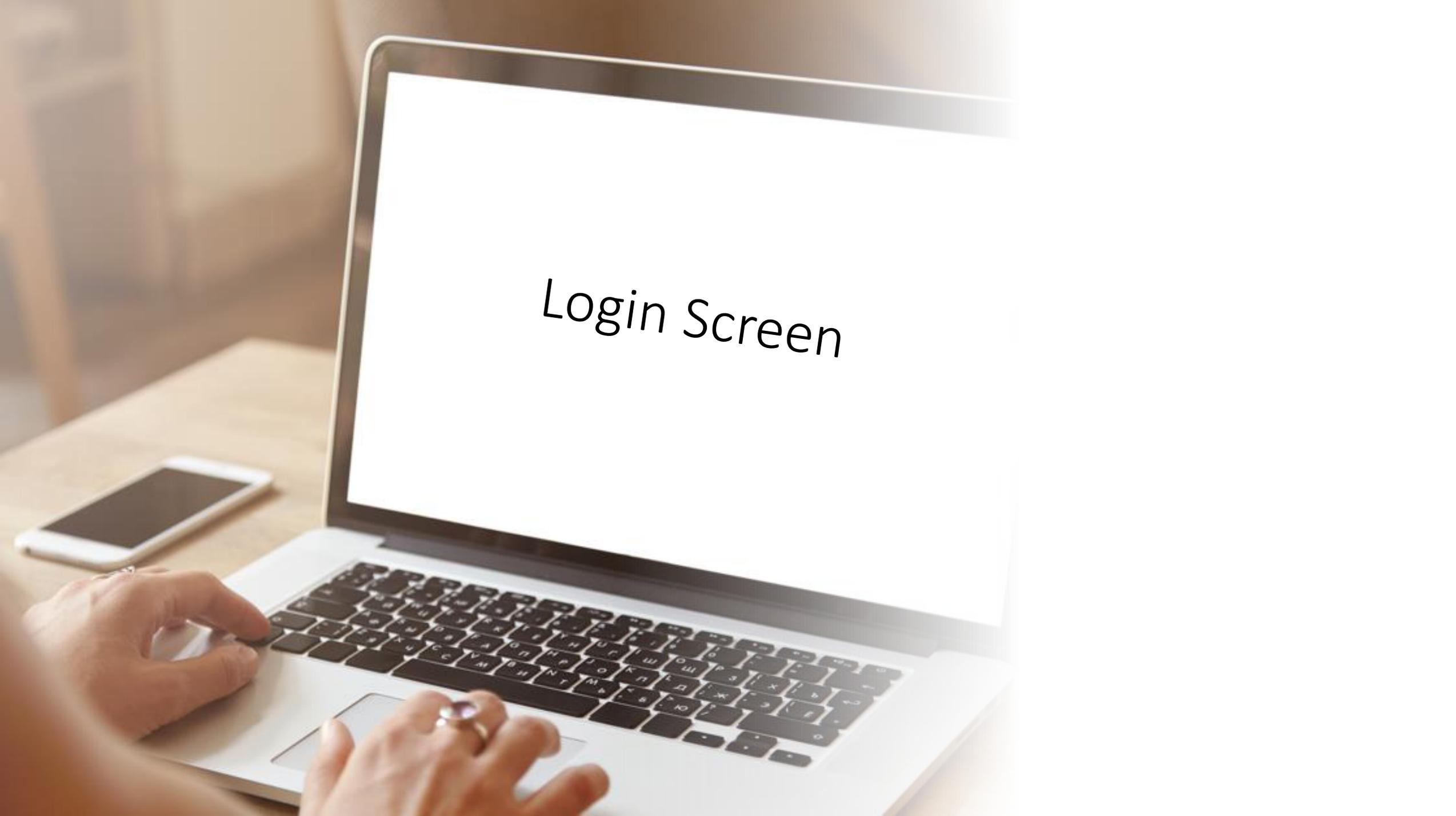
Rarely used  
e.g. s1155123457



OnePass Password

For all ITSC Services +  
other IT platforms

Login Screen



# Common Login Screen



## CUHK LOGIN

For MyCUHK, Microsoft 365, LibrarySearch...

Login with

Student: *Student-ID@link.cuhk.edu.hk*

Staff: *alias@cuhk.edu.hk*

Alumni: *alumni-ID@link.cuhk.edu.hk*

Password: OnePass Password

Sign in



Login Help



Change Password / Forgot Password



Forgot Alumni ID / Password



Contact ITSC



Maintenance Schedule



(CADS Reference Number: 233)

# Login Screen

- Incorrect ID / PW

## CUHK LOGIN

For MyCUHK, Microsoft 365, LibrarySearch...

Login with  
Student: *Student-ID@link.cuhk.edu.hk*  
Staff: *alias@cuhk.edu.hk*  
Alumni: *alumni-ID@link.cuhk.edu.hk*  
Password: OnePass Password

Incorrect user ID or password. Type the correct user ID and password, and try again.

-  Login Help
-  Change Password / Forgot Password
-  Forgot Alumni ID / Password
-  Contact ITSC
-  Maintenance Schedule

 (CADS Reference Number: 233)

 **itsc** Information Technology Services Centre  
The Chinese University of Hong Kong

PW reset –  
Self Service  
Password Reset  
(SSPR)

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# PW reset – Self Service Password Reset (SSPR)

<https://cai.itsc.cuhk.edu.hk/sspr/>

## CUHK Self-service Password Reset (SSPR)

Information Technology Services Centre - CUHK



This service lets you reset a forgotten OnePass (CWEM) Password if you

- Are a CUHK Student AND
- Have collected your account information AND
- Have alternate email address recorded in CUHK [\[?\]](#)

Please provide your information so that we can verify your identity.

### 1. Enter your information

Student ID	<input type="text"/>
Last Name	<input type="text"/>
Verification Code	 <a href="#">Generate New Image</a> <input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

**Need Help?** Write to [ITSC Service Desk](#)

[The Chinese University of Hong Kong Information Technology Services Centre](#) Copyright © 2021. All Rights Reserved.

# Login Screen

- Bad Request - Header Field Too Long

The image shows two screenshots of error pages. The left screenshot is from Zoom, titled "Bad Request - Header Field Too Long", with the message "HTTP Error 400. A request header field is too long." Below this is a Zoom navigation bar and a message: "Something went wrong while you tried signing in with SSO". A link to "Further troubleshoot the issue" is provided, along with a tracking ID: "WEB\_0c3a4872b32af6234806c137205". The right screenshot is from Blackboard, titled "Blackboard", with a red "Sign On Error!" message. The text states: "Blackboard Learn is currently unable to log into your account using single sign-on. Contact your administrator for assistance." It also provides an Error ID: "459a70c1-15b2-4bf8-aa54-1c2cdd778195." At the bottom of the Blackboard error page is a "Return To Login Page" button.

- [Clear all your login credentials / cache](#) in your browser Or

- Use InPrivate Windows (Edge) / Incognito Windows (Chrome) / Private Window (Firefox) / Private Window (Safari) in your browser

# Password Expiry



# Password Expiry

Staff: [alias@cuhk.edu.hk](mailto:alias@cuhk.edu.hk)  
Alumni: [alumni-ID@link.cuhk.edu.hk](mailto:alumni-ID@link.cuhk.edu.hk)  
Password: OnePass Password

Sign in



Login Help



Change Password / Forgot Password



Forgot Alumni ID / Password



Contact ITSC



Maintenance Schedule



(CADS Reference Number: 233)



itsc

Information Technology Services Centre  
The Chinese University of Hong Kong

Change Your OnePass  
(CWEM) Password Annually



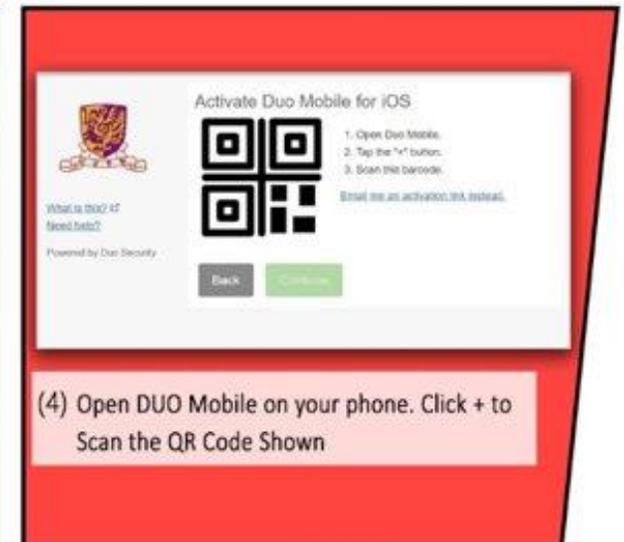
# Enroll 2FA to Use IT Systems

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# DUO2FA

# Enroll 2FA to Use IT Systems

- It is a MUST to use 2-factor authentication (2FA) to log in popular IT services
  - Microsoft 365 (e.g. email Services)
  - <https://www.cuhk.edu.hk/o365>
  - CUHK / SSL VPN
  - Personal Information Update in CUSIS



on Technology  
Centre

# CU Link – Physical Access

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# CU Link – Physical Access

- Undergraduates can collect CU link card according to schedule.

<https://culink.cuhk.edu.hk/new-undergraduate-student-id-card-distribution-schedule/>

- Don't forget to get your PIN through the CU Link Default PIN Enquiry System

<https://www.cuhk.edu.hk/culink/pin>



## CU Link Self-Service System

[中文版](#)

Please select service:

Check card default PIN

Lost CU Link Reporting Service



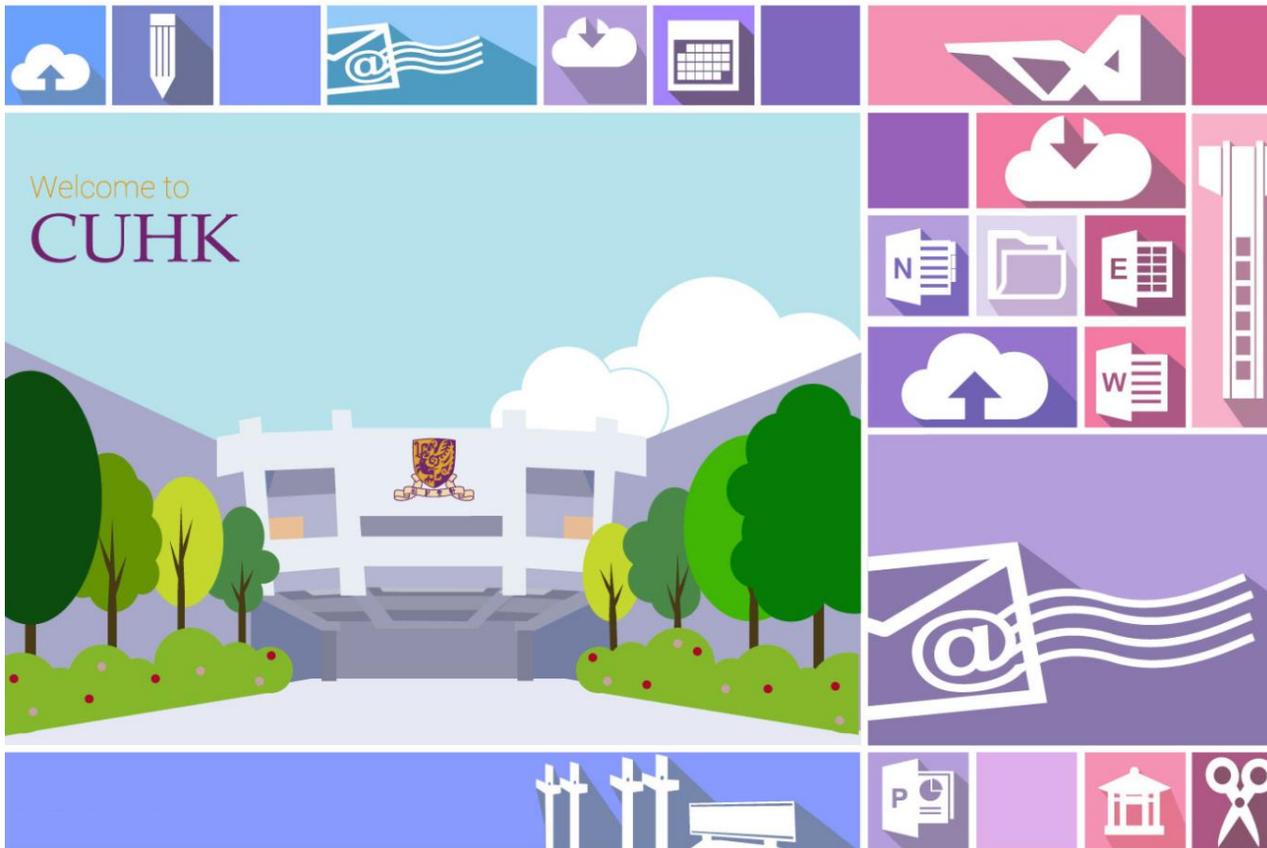
# @Link Email & Office 365

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- Stay Connected with the University and Peers via Microsoft 365



# How To login?



## CUHK LOGIN

For MyCUHK, Microsoft 365, Library Search...

Login with  
Student: *Student-ID@link.cuhk.edu.hk*  
Staff: *alias@cuhk.edu.hk*  
Alumni: *alumni-ID@link.cuhk.edu.hk*  
Password: OnePass Password

Login ID

OnePass Password

Sign in

- ? Login Help
- Change Password / Forgot Password
- Forgot Alumni ID / Password
- ! Contact ITSC
- Maintenance Schedule

CADS  
(CADS Reference Number: 233)

 **itsc** Information Technology Services Centre  
The Chinese University of Hong Kong

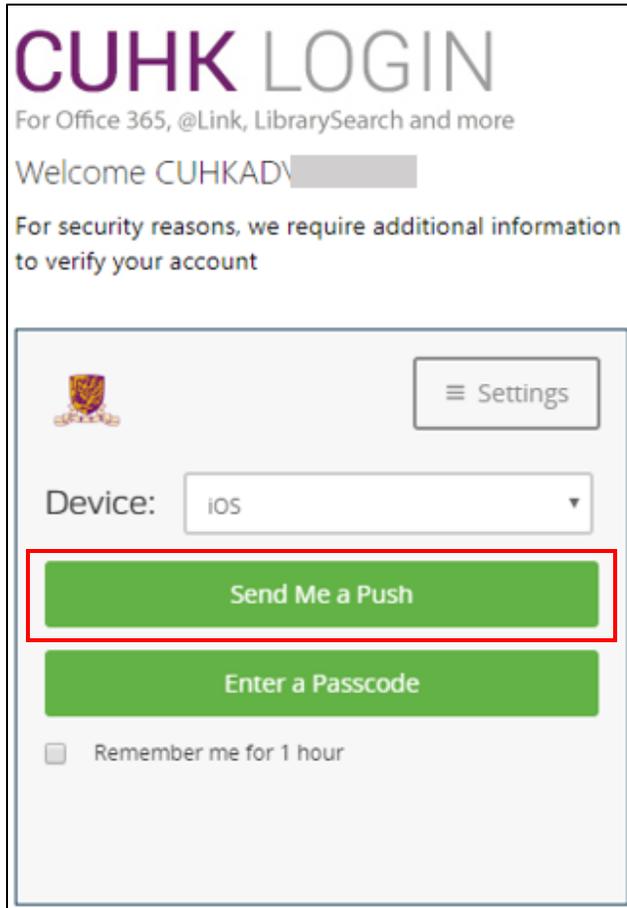
## CUHK LOGIN

StudentID@link.cuhk.edu.hk

Reach this page when you go to  
Microsoft 365:  
<https://www.cuhk.edu.hk/o365>

# How to Login?

(On Browser.)



CUHK LOGIN  
For Office 365, @Link, LibrarySearch and more

Welcome CUHKAD\ [redacted]

For security reasons, we require additional information to verify your account

 Settings

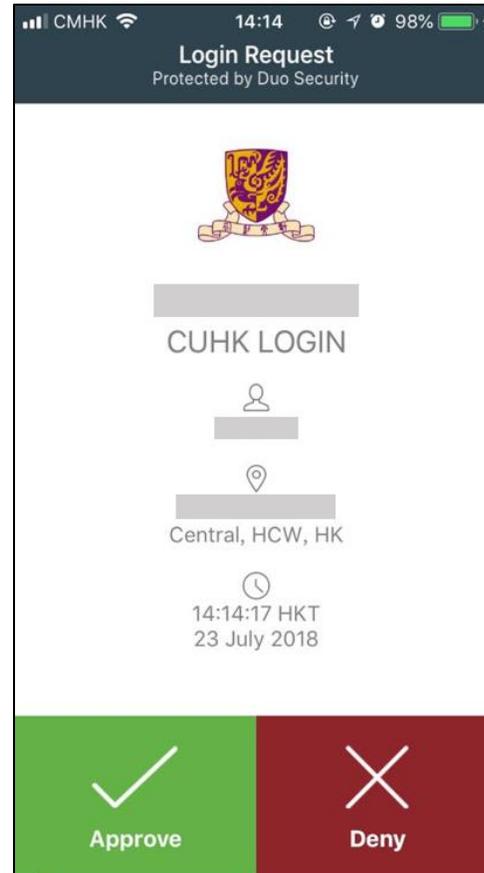
Device: ios

**Send Me a Push**

**Enter a Passcode**

Remember me for 1 hour

(On Mobile.)



CMHK 14:14 98%

Login Request  
Protected by Duo Security



[redacted]

CUHK LOGIN



[redacted]

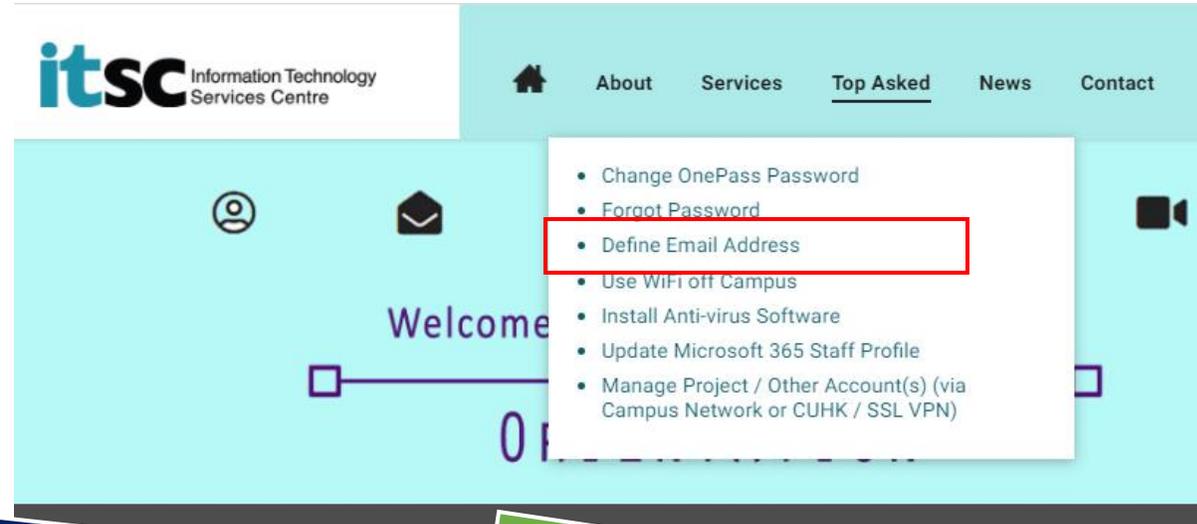
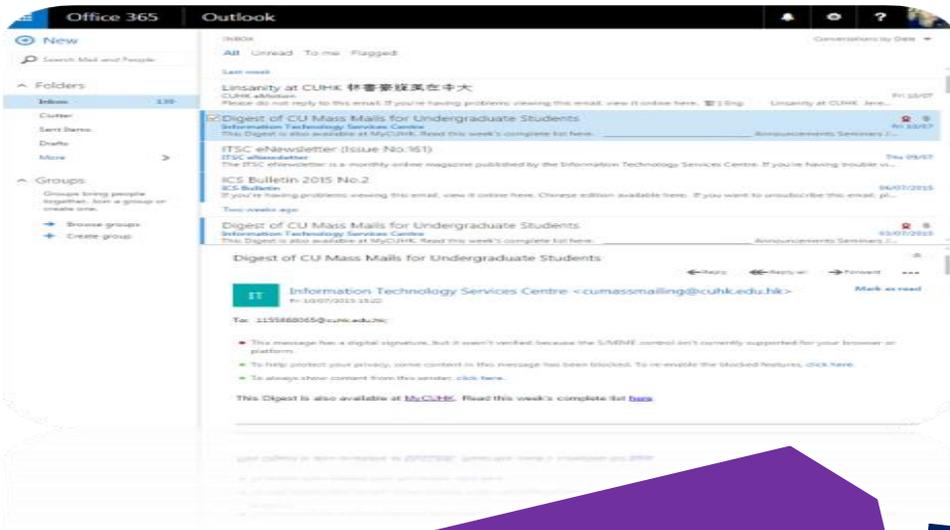


[redacted]  
Central, HCW, HK

  
14:14:17 HKT  
23 July 2018

**Approve** **Deny**

# @Link Email

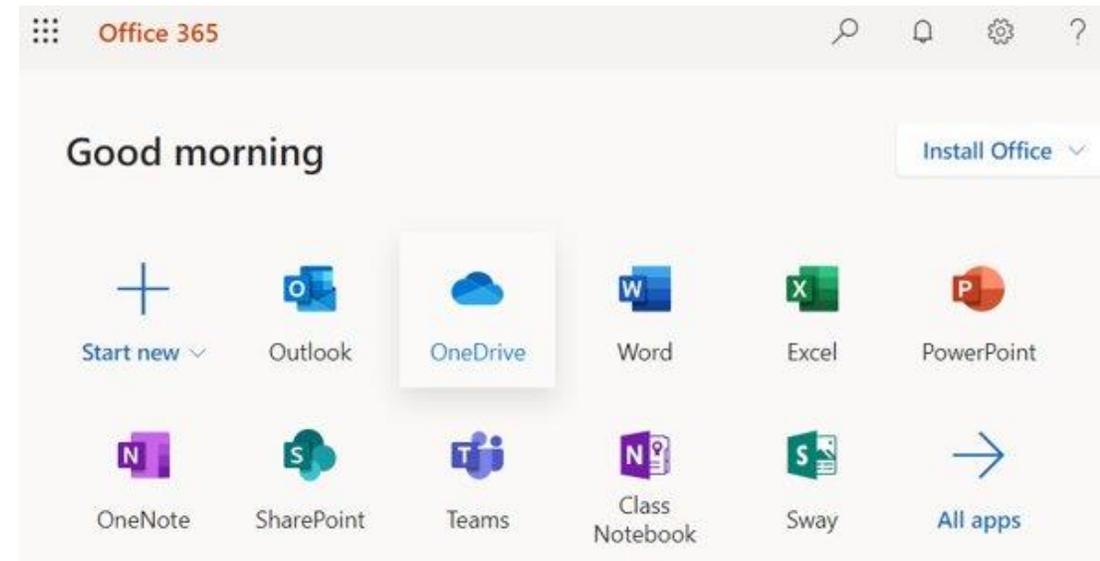


Default Email Address +  
Login ID:  
1155123457@link.cuhk.edu.hk

100GB Mailbox

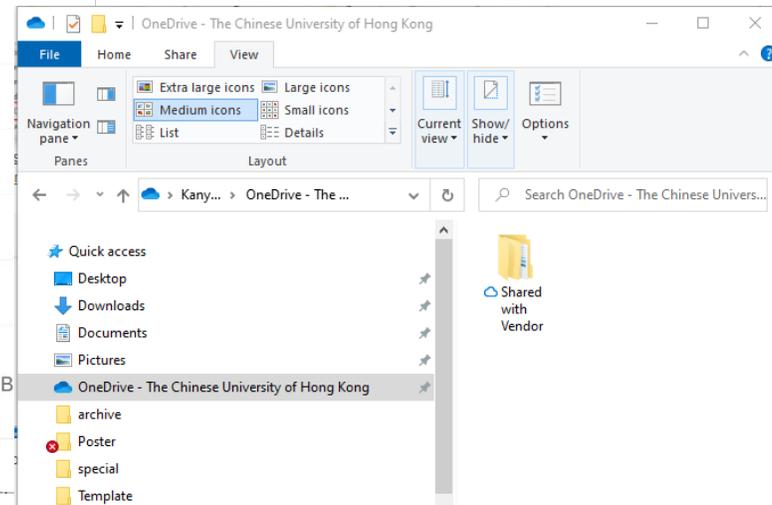
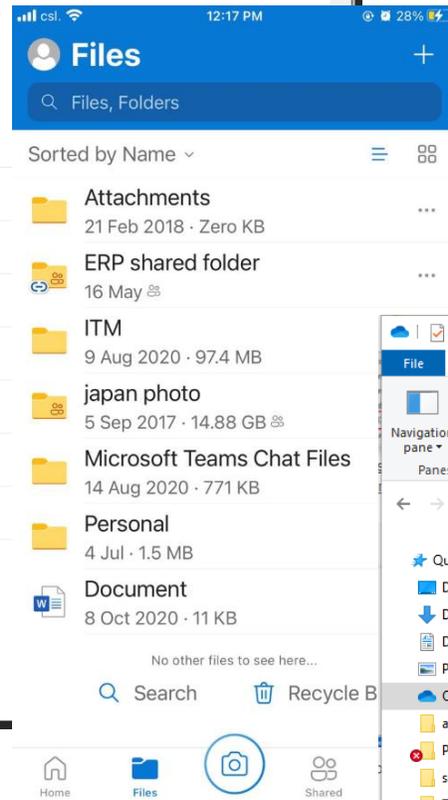
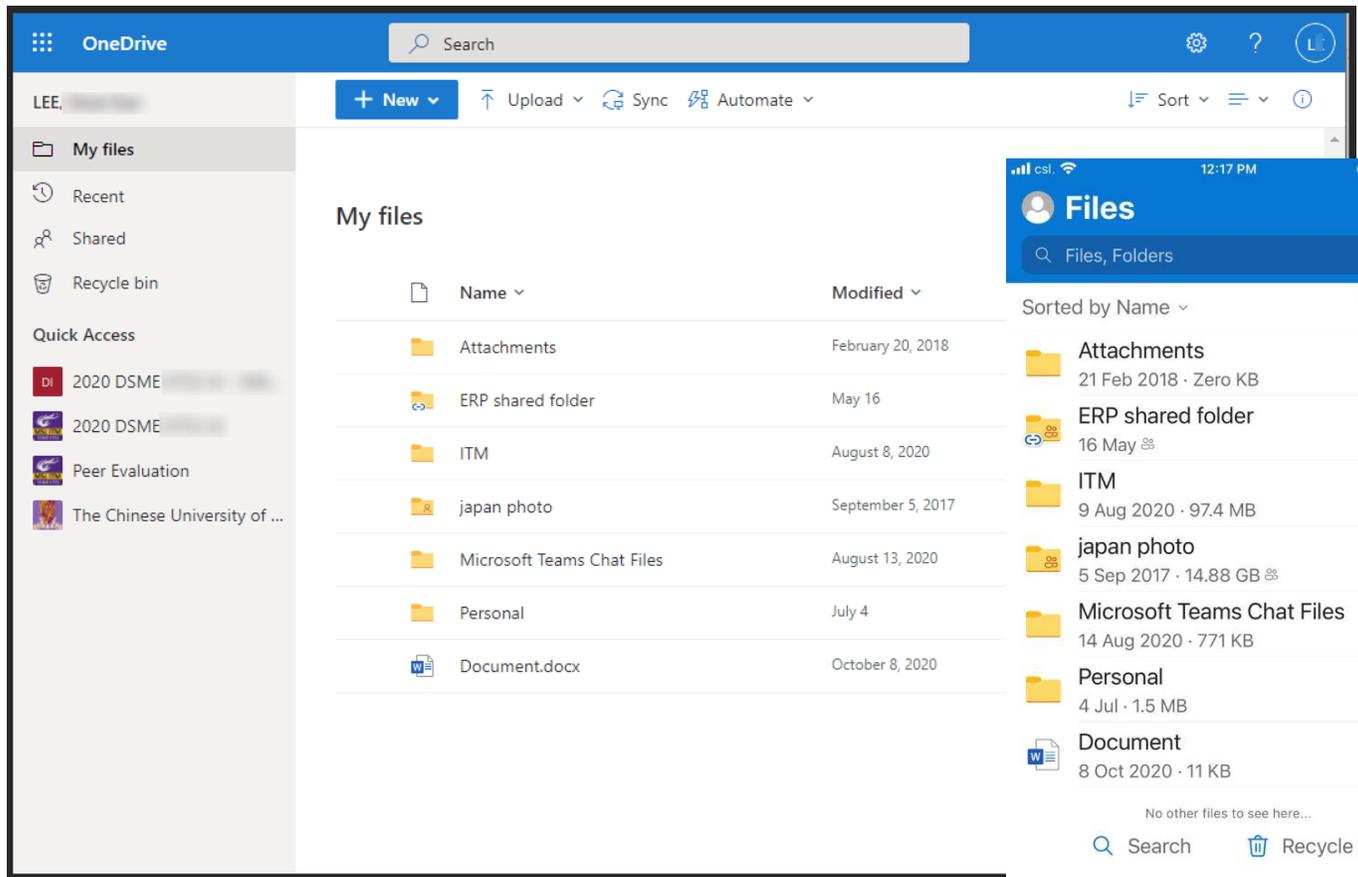
Define your another  
email address via  
<https://cai.itsc.cuhk.edu.hk/alias/>  
my-name@link.cuhk.edu.hk

# Download Free & the Latest Office @ Office 365 5 Notebook + 5 Tablets + 5 Phones



# OneDrive

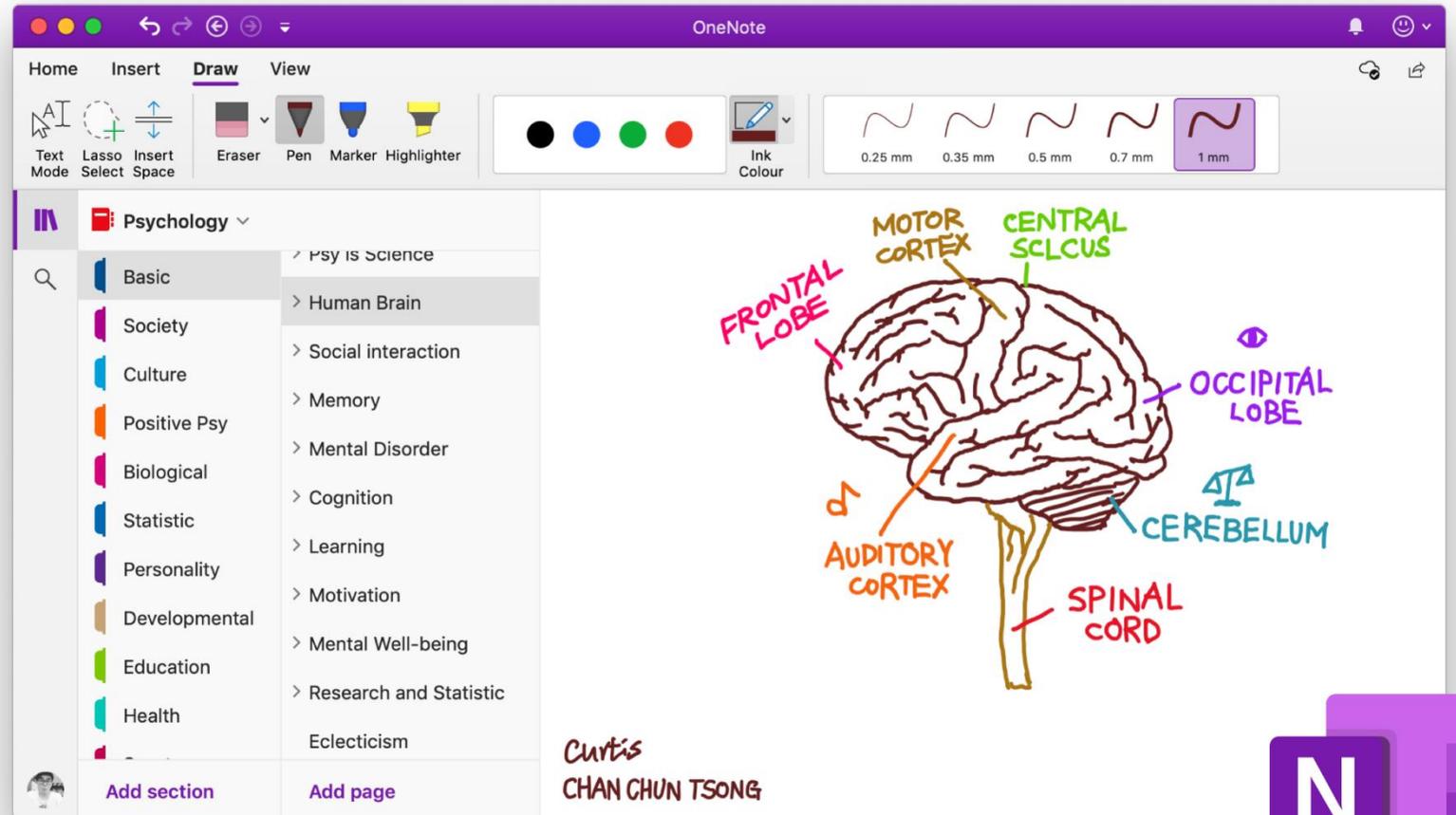
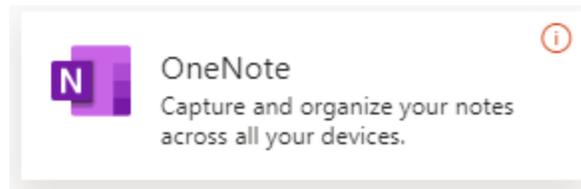
free of 1024.00 GB 



- 1TB Storage
- Share Project Files with Peers / Teachers
- Sync Across Devices

# Other Tools in Microsoft

- OneNote – Quick Notes for Your Lessons & Share it with Peers



# Other Tools in Microsoft

- Forms – Open / Closed Survey with Fast Report Generation

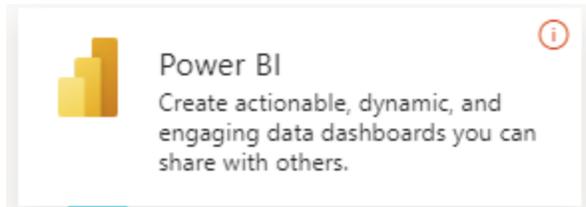
The screenshot shows the Microsoft Forms interface for a survey titled "abc". The top navigation bar has "Questions" selected and "Responses" with a count of 1. Below the title, a summary card displays "1 Responses", "00:02 Average time to complete", and "Active Status". A "View results" button is on the left, and an "Open in Excel" button is on the right. The main content area shows "1. Question" with a "More Details" link. A pie chart shows the distribution of responses: 123 for the first option and 0 for "Option 2".

Option	Count
123	1
Option 2	0

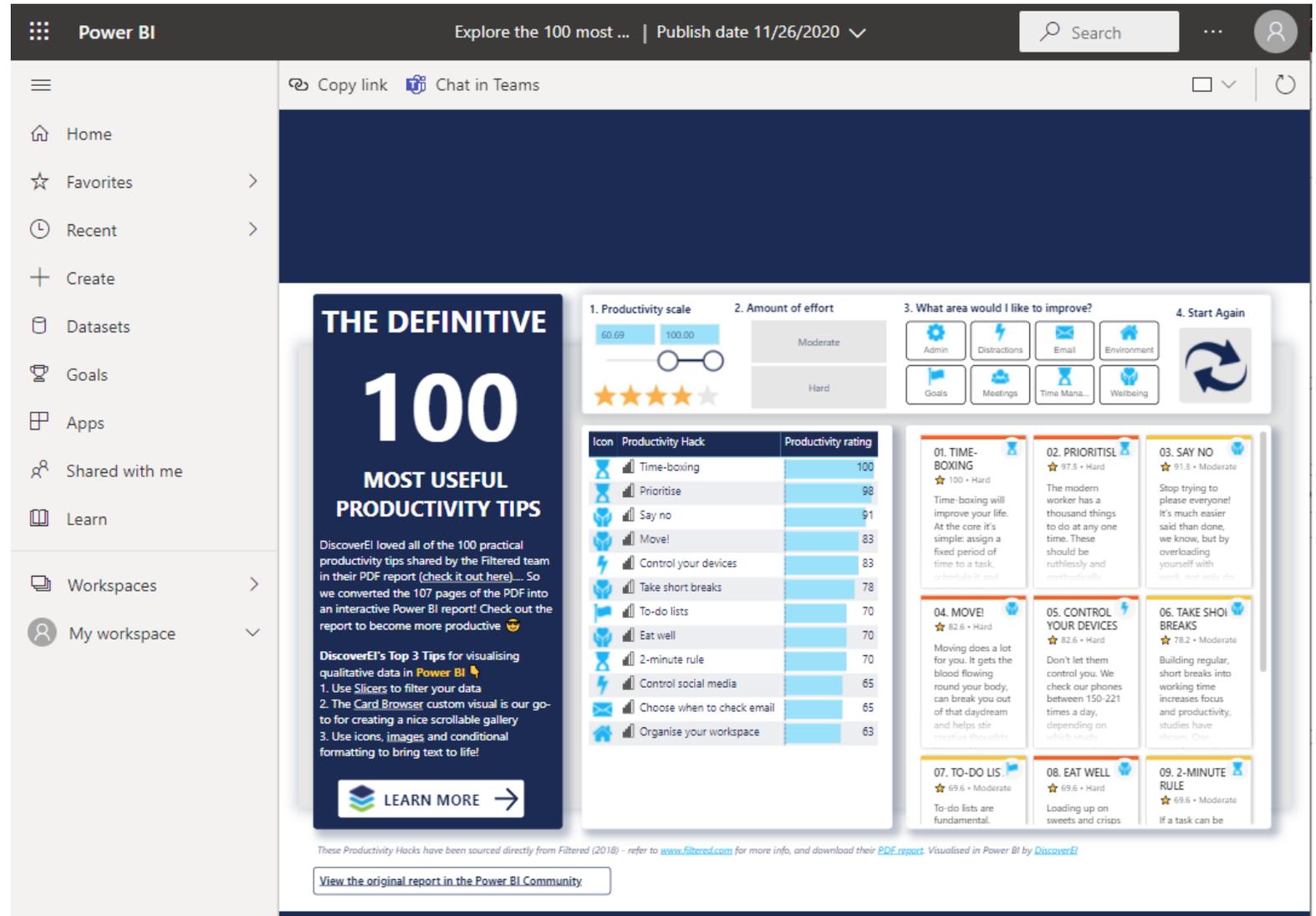
**F** Forms  
Create surveys, quizzes, and polls and easily see results in real time.

# Other Tools in Microsoft

- PowerBI – Visualize Your data



Power BI  
Create actionable, dynamic, and engaging data dashboards you can share with others.



The screenshot shows a Power BI dashboard with a dark blue header and a light blue sidebar. The main content area features a large title 'THE DEFINITIVE 100 MOST USEFUL PRODUCTIVITY TIPS' and a table of productivity hacks. The dashboard also includes interactive elements like a 'Productivity scale' slider, a 'What area would I like to improve?' section with icons for Admin, Distractions, Email, Environment, Goals, Meetings, Time Mana..., and Wellbeing, and a 'Start Again' button. A 'Learn More' button is at the bottom.

Power BI | Explore the 100 most ... | Publish date 11/26/2020

Copy link | Chat in Teams

Home | Favorites | Recent | Create | Datasets | Goals | Apps | Shared with me | Learn | Workspaces | My workspace

## THE DEFINITIVE 100 MOST USEFUL PRODUCTIVITY TIPS

DiscoverEI loved all of the 100 practical productivity tips shared by the Filtered team in their PDF report (check it out here)... So we converted the 107 pages of the PDF into an interactive Power BI report! Check out the report to become more productive 😊

DiscoverEI's Top 3 Tips for visualising qualitative data in Power BI 📌

1. Use Slicers to filter your data
2. The Card Browser custom visual is our go-to for creating a nice scrollable gallery
3. Use icons, images and conditional formatting to bring text to life!

LEARN MORE →

1. Productivity scale: 60.69 / 100.00

2. Amount of effort: Moderate / Hard

3. What area would I like to improve? Admin, Distractions, Email, Environment, Goals, Meetings, Time Mana..., Wellbeing

4. Start Again

Icon	Productivity Hack	Productivity rating
🕒	Time-boxing	100
📋	Prioritise	98
🗑️	Say no	91
🏠	Move!	83
📱	Control your devices	83
🕒	Take short breaks	78
📋	To-do lists	70
🍎	Eat well	70
🕒	2-minute rule	70
📱	Control social media	65
📧	Choose when to check email	65
🏠	Organise your workspace	63

01. TIME-BOXING ⭐ 100 • Hard  
Time-boxing will improve your life. At the core it's simple: assign a fixed period of time to a task.

02. PRIORITISE! ⭐ 97.5 • Hard  
The modern worker has a thousand things to do at any one time. These should be ruthlessly and ruthlessly.

03. SAY NO ⭐ 91.3 • Moderate  
Stop trying to please everyone! It's much easier said than done, we know, but by overloading yourself with work, you're only...

04. MOVE! ⭐ 82.6 • Hard  
Moving does a lot for you. It gets the blood flowing round your body, can break you out of that daydream and helps stir creative thoughts.

05. CONTROL YOUR DEVICES ⭐ 82.6 • Hard  
Don't let them control you. We check our phones between 150-221 times a day, depending on which study.

06. TAKE SHORT BREAKS ⭐ 78.2 • Moderate  
Building regular, short breaks into working time increases focus and productivity, studies have shown. Fine

07. TO-DO LISTS ⭐ 69.6 • Moderate  
To-do lists are fundamental.

08. EAT WELL ⭐ 69.6 • Hard  
Loading up on sweets and crisps

09. 2-MINUTE RULE ⭐ 69.6 • Moderate  
If a task can be

View the original report in the Power BI Community

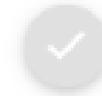
# Microsoft Briefing



## [MS 365 Apps] Students: Work, study and gather on Teams & experience co-working features (Cantonese)

Online Meeting via MS Teams

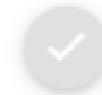
2 September 2021, Thursday (2:30 PM)



## [MS 365 Apps] Students: Work, study and gather on Teams & experience co-working features (English)

Online Meeting via MS Teams

2 September 2021, Thursday (4:00 PM)





# CUHK Network Service

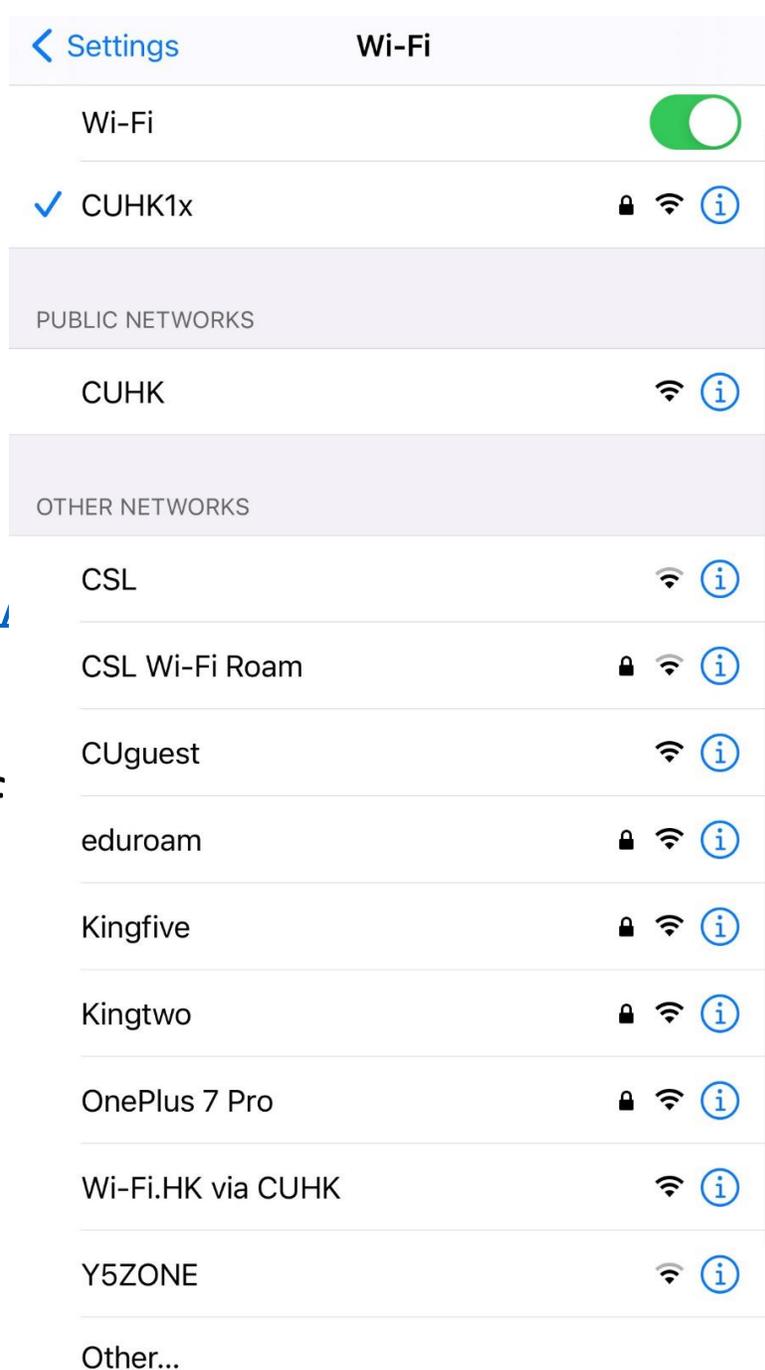
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WiFi and Network

# WiFi on / off Campus

- CUHK Wi-Fi Service @ CUHK
  - SSID / Network Name = CUHK / **CUHK1x**
  - <https://www.itsc.cuhk.edu.hk/all-it/wifi-and-network>
- Wi-Fi Hotspot Partnership Programme @ / out of
  - SSID / Network Name = **eduroam** / CSL / Y5ZONE
  - Account registration required:  
<https://wifipartners.itsc.cuhk.edu.hk>

Tips: CUHK1x and Eduroam  
only needs login once



# Virtual Private Network (VPN) – CUHK / SSL VPN

- Some CUHK websites / online resources are accessible off campus only if users have connected to a VPN connection.
- Two VPN Services
  - CUHK VPN - <https://www.itsc.cuhk.edu.hk/all-it/wifi-and-network/cuhk-vpn>
  - SSL VPN - <https://www.itsc.cuhk.edu.hk/all-it/wifi-and-network/ssl-vpn>
- Services Require VPN Connection
  - CUHK Restricted Webpage at <https://www.cuhk.edu.hk>
  - Kaspersky anti-virus download center
  - Camtasia registration list
  - Virtual Classroom to access SPSS/SAS/Matlab
- Connection in China may be unstable due to the Great Firewall.

A person wearing a blue and white striped shirt is sitting at a wooden desk. They are using a silver laptop with their right hand on the keyboard and holding a stylus in their left hand. A tablet is open in front of them, and they appear to be writing or drawing on it. A smartphone is lying on the desk to the left of the laptop. The background is softly blurred, showing a chair and a desk lamp. The overall lighting is warm and focused on the workspace.

Software Must Be Used for eLearning

# Blackboard – Lecture Notes Exchange

The image shows two overlapping screenshots of the Blackboard system. The background screenshot is a desktop view of the 'Course Contents' page for a 2020 course. It features a dark sidebar with navigation options: Notifications, Announcements, Course Outline, Course Contents, Discussion Board, Groups, My Grades, Library, Reading List, ZOOM, and Panopto Video. The main content area lists course units: Unit 1 - Introduction to ERP, Unit 2, Unit 3, Guest Talk I, Unit 4, Unit 5, and Unit 6 - Implementing ERP. The foreground screenshot is a mobile app interface for the 'Analysis' course. It displays a green badge with the score '169.5' and the text 'Marks Not Posted Based on submitted work'. Below this, it shows sections for 'DUE DATES' (No Items Due in the next 2 weeks), 'COURSE MATERIALS' (Announcements: 6 items, Messages, Course Content: 10 items, Collaborate: 1 item, Discussions: 0 items), and 'INSTRUCTORS'.



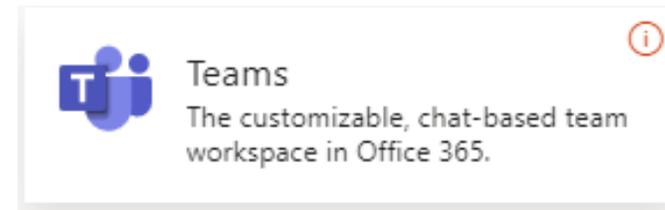
**Blackboard**  
Blackboard Inc.

OPEN

- Read Lecture Notes
- Submit Assignment
- View Project Grade
- View Lecture Video

<https://blackboard.cuhk.edu.hk>

# Zoom / Teams – Online Meeting & Chatting



- ✓ Lock Meeting
- ✓ Enable Waiting Room

**Allow participants to:**

- Share Screen
- ✓ Chat
- ✓ Rename Themselves
- ✓ Unmute Themselves

Report...

Student A

Ask to Unmute More > Chat

- Ask to Start Video
- Make Host
- Make Co-Host
- Allow Record
- Rename
- Put in Waiting Room
- Remove
- Report...

- Mute participant
- Pin
- Remove participant
- Make a presenter

- Show device settings
- Show meeting notes
- Info pane is disabled by policies
- Enter full screen
- Show background effects
- Turn on live captions (preview)
- Keypad
- Start recording
- End meeting
- Turn off incoming video

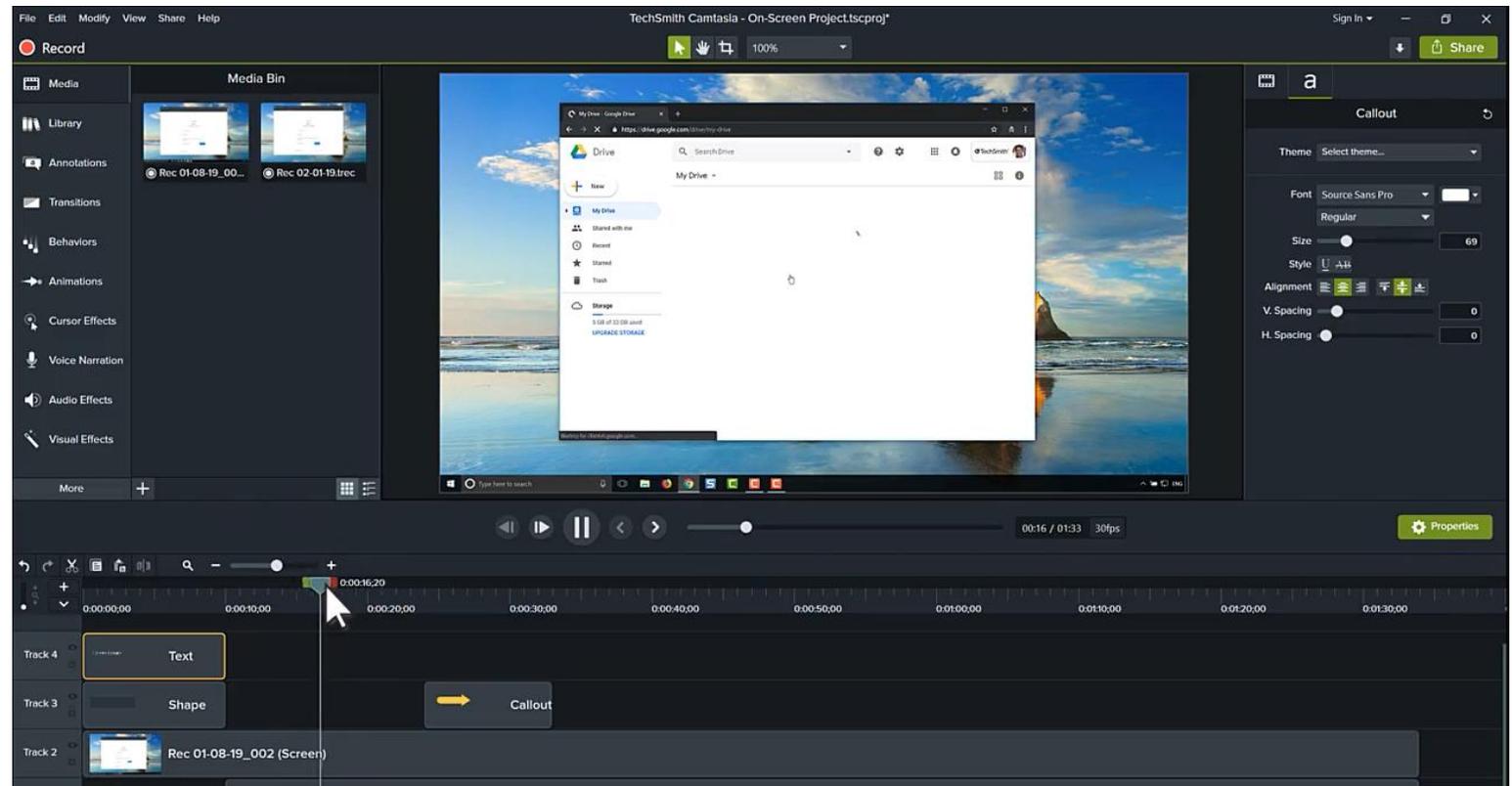
Mute Stop Video Security Participants 1 Share Screen Reactions More End

00:20 [Mute] [Video] [Screen] [More] [Hand] [Chat] [Participants] [End]

# Camtasia – Video Editing

## Camtasia

- create & edit learning videos
- Register at <https://io.edtech.cuhk.edu.hk/slms/>



# Qualtrics / MyCU Form / Microsoft Forms – Survey Tool

Report: **Default Report** Add Filter Share Report Settings

Back Add Report Breakout Back to Top

Search Questions

**+ Create Custom Page**

- Q2 - 1. Please indicate if you are
- Q3 - 2. Have you resided / Are you residing in CUHK student hostels?**
- Q5 - 1. What type of computer(s) do you use most at your home or student hostel for study?
- Q6 - 2. What OS version of computer(s) do you use most at your home or student hostel for study?
- Q7 - 3. What type of smartphone do you use most to connect to the Internet?
- Q66 - 1. Have you ever used the following University applications?
- Q10 - 2. Have you ever used the following network access methods?

Q3 - 2. Have you resided / Are you residing in CUHK student ... Page Options

Response	Count
Yes, I am residing in CUHK student hostels	~0.45
No	~0.05

Questions **Responses 1**

abc

1	00:02	Active
Responses	Average time to complete	Status

**View results** Open in Excel

**Manage Forms** Sign Out

**Untitled Form**  
This is your form description. Click here to edit.

**Text**

**Name**

   
First Last

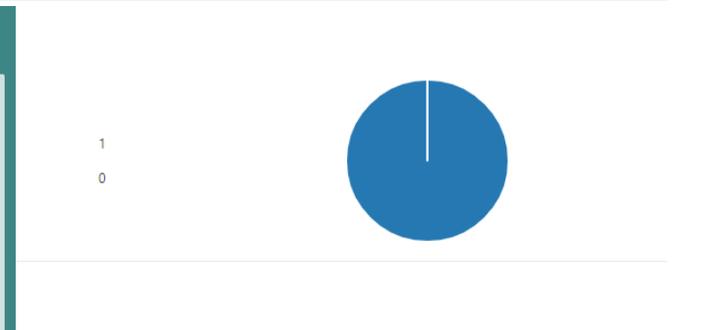
Please answer the following questions:

	Answer A	Answer B	Answer C	Answer D
First Question	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Second Question	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Third Question	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fourth Question	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Save Form** **Add Field**

**Add a Field** **Field Properties** **Form Properties**

- Single Line Text
- Paragraph Text
- Multiple Choice
- Name
- Time
- Address
- Price
- Matrix Choice
- Page Break
- Media
- Number
- Checkboxes
- Drop Down
- Date
- Phone
- Web Site
- Email
- Section Break
- Signature



# Qualtrics / MyCU Form / Microsoft Forms – Survey Tool

Feature	Microsoft Forms	Qualtrics	MyCUForm
Question type: Multiple choice	Yes	Yes	Yes
Question type: File upload	Yes	Yes	Yes
Display logic & branching	Yes	Yes	Yes
Allows for anonymous responses or set login	Yes	Yes	Only anonymous response
Built-in distribution via email	No	Yes	No
Ability to track which individuals have responded	No	Yes	No, until finished
Automated email reminders	No	Yes	No
Other configurable email triggers	No	Yes	Yes
Download raw response data	Yes	Yes	Yes
Automated accessibility/usability review	No	Yes	No



# CUHK Mobile App

# CUHK Mobile App



CUHK Mobile

Education



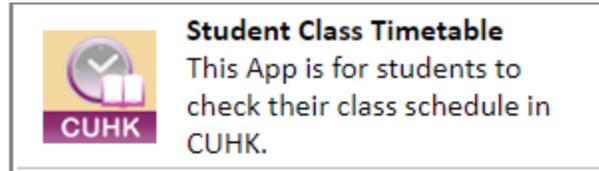
# CUHK Mobile App



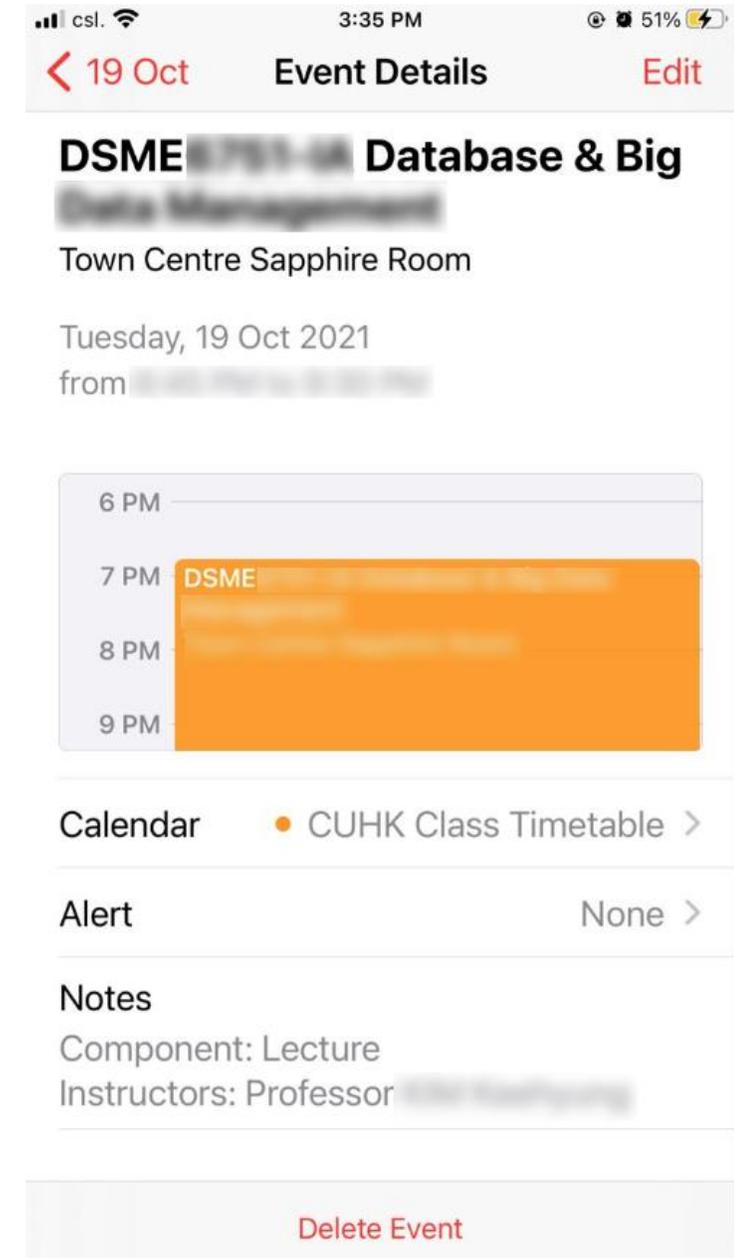
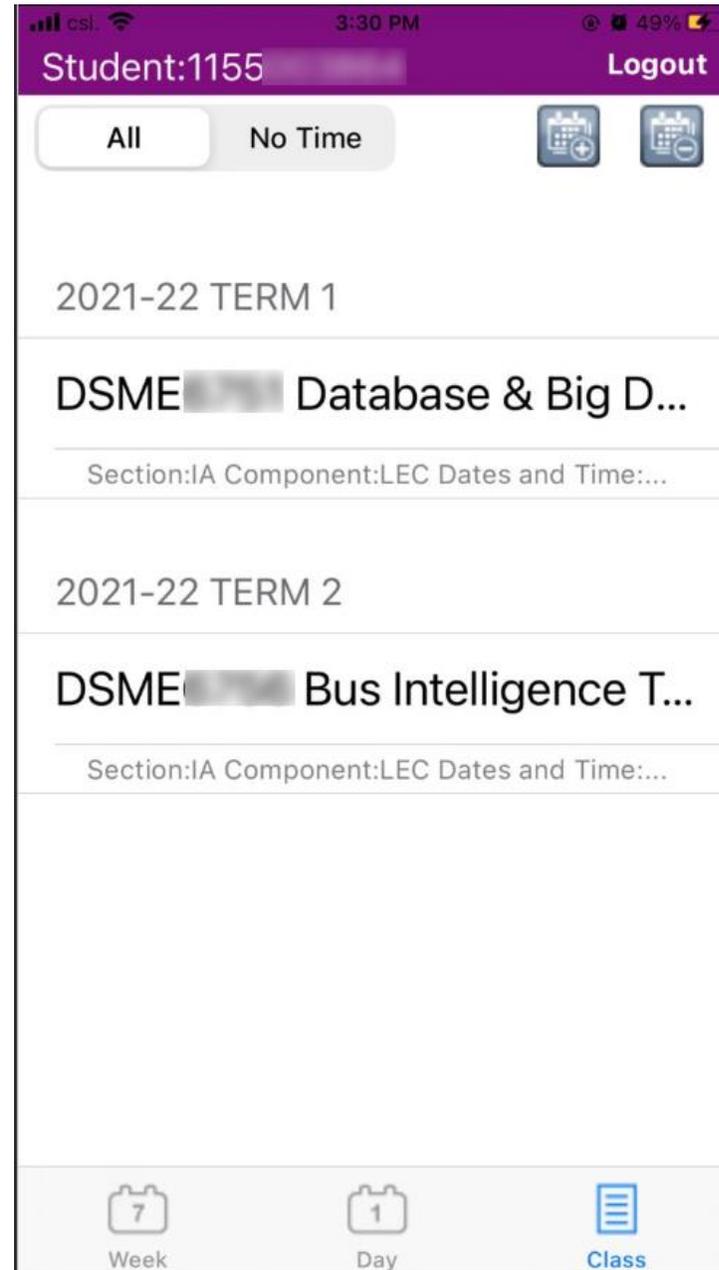
- Check hotline for each department
- Classroom location
- Shuttle bus schedule

Available @ Google Play & Apple App Store

# Mobile App



- Merge your class timetable to your mobile device
- Download it at <https://campusapps.its.cuhk.edu.hk/store/login.aspx>
- Notes for iPhone users: <https://support.apple.com/en-us/HT204460>



# Safeguard Yourself & Your Device



# Phishing

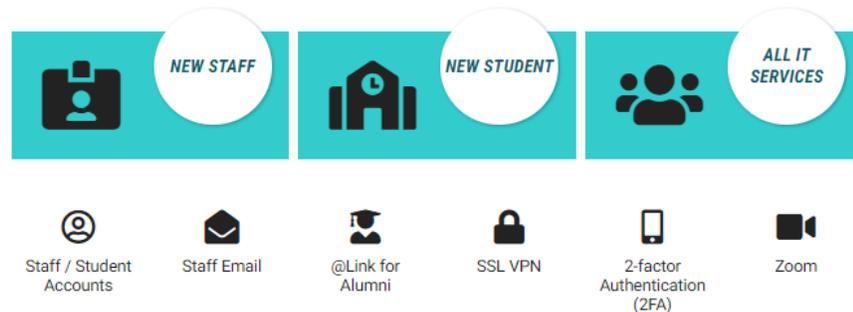
## WHAT'S NEW

- 16 Aug 2021  
Reminder: Unified Login ID for Network Connection and...  
Service Status
- 16 Aug 2021  
IT Briefings and Workshops  
ITSC Updates



more news >

## WE PROVIDE SERVICES FOR



- Phishing emails look real AND include attachments with virus or fraud hyperlinks.
- Beware of the sender, attachments & hyperlinks!
- Contact ITSC if in doubt!

01 Jun 2021

Phishing Alert: 等待付款。请注意!

20 May 2021

Phishing Alert: One Time Activation to Secure your Email

21 Jul 2021

Phishing Alert: 投遞失敗 缺少地址詳細信息

**From:** 香港郵政局 <xxxxx@xxxxxxx>

**Sent:** Wed 21-Jul-21 8:29 AM

**Subject:** 投遞失敗 缺少地址詳細信息

親愛的收件人：

為了送遞包裹，編號 EBxxxxxxxxxHK，我們需要您採取其他行動。  
由於我們的送遞員無法到達此位置，因此為此包裹提供的送貨地址不正確或不存在。

由於此送遞嘗試失敗，因此包裹已退回我們的倉庫。  
在這裏，您可以選擇幾種不同的選項：

- >> 更新提供的送遞地址
- >> 安排將包裹送遞到其他地址

您也可以透過此連結追蹤包裹的進度。  
如果您未能在兩日內回覆，此包裹將退回給寄件人。  
根據包裹的類型，寄件人將負責退回費用。

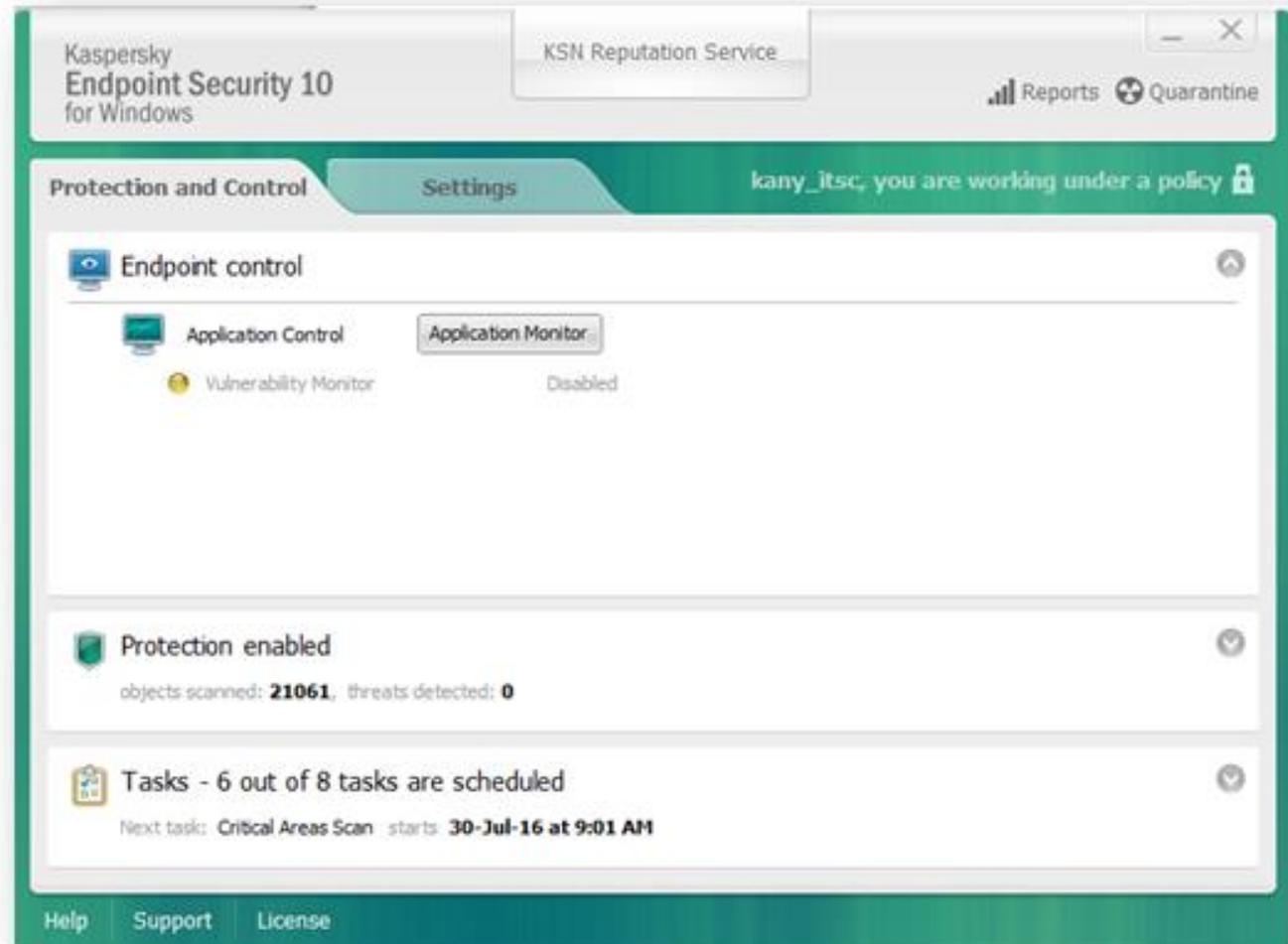
您也可以從我們在的倉庫提取包裹。  
重新送遞此包裹將收取費用，在上面提供的連結中有詳細說明。

謹致問候  
香港郵政

這是一封自動電郵，請不要直接回覆此地址。  
如果您希望停止從 香港郵政 接收有關包裹的資料，可以在此處停止訂閱。

# Install Kaspersky

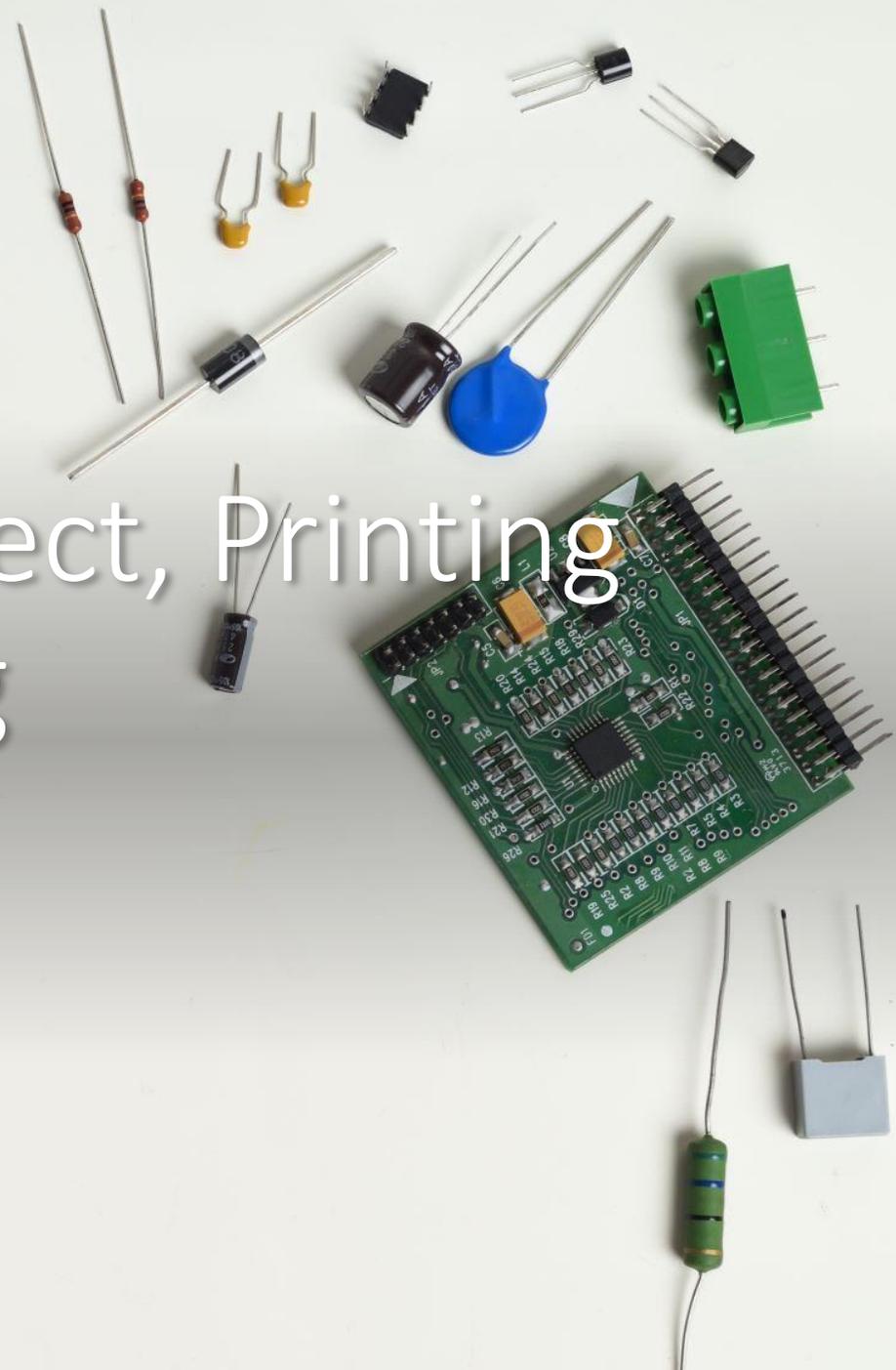
- Get a free copy of Kaspersky anti-virus software at <https://www.itsc.cuhk.edu.hk/all-it/information-security/anti-virus-on-pcs> (Require a VPN for off-campus access!)



# More free software

Campus-wide Software	Student
<u>1. Amazon Web Services (AWS) Educate</u>	✓
<u>3. Anti-virus solution – Kaspersky Anti-virus for Windows and Mac</u>	✓
<u>6. Office 365 ProPlus (Word/Excel/Powerpoint/Teams)</u>	✓
<u>10. MATLAB and Simulink</u>	✓
<u>11. Camtasia</u>	✓
<u>12. Zoom</u>	✓

# Facilities for Group Project, Printing and Scanning



# IT Facilities

- Discussion Room for Projects
- Printing and Scanning Service



User Area, 1/F Pi Chiu Building



Learning Commons 6/F, Wu Ho Man Yuen Building



# Contact & Follow Us

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itsc Information Technology Services Centre

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About Services Top Asked News Contact

Welcome to CUHK Students/Staff Wi-Fi Service

NEW LOGIN FOR CUHK WIFI AND RESNET (HOSTEL NETWORK)

WHAT'S NEW

5 Aug 2021 Changing Password & Email Alias & @Link Opt-in... Service Status

4 Aug 2021 Services Maintenance of MyCUHK and CUSIS on 7... Service Status

PHISHING ALERT

WE PROVIDE SERVICES FOR

NEW STAFF NEW STUDENT ALL IT SERVICES

@ ITSC Homepage

http://www.itsc.cuhk.edu.hk

Staff / Student Accounts Staff Email @Link for Alumni SSL VPN 2-factor Authentication (2FA) Zoom

ITSC eNewsletter

2021 Apr | Volume 185

Explore More on

A Road to Single Sign-on & 2-factor Authentication

Must-Do Things before Your Graduation

Thanks for the Comments in User Survey & Lucky Draw Result

Diversified Lab Facilities to Support Multimedia & Special Educational Needs

Better CUHK Network! Upgraded WiFi & Consistent Login ID

PHISHING ALERT

Highlight: ITSC Stands by You with Extended Support during Exam

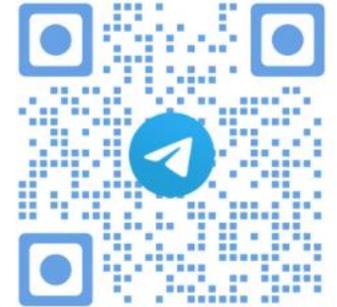
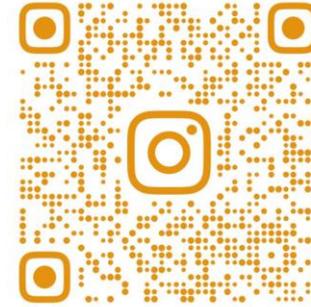
Highlight: Upcoming Events / Services of ITSC

@ ITSC eNewsletter:

http://www.cuhk.edu.hk/itsc/digest

Stay Tuned - ITSC Homepage & eNewsletter

Follow us @FB or  
Our New IG/TG

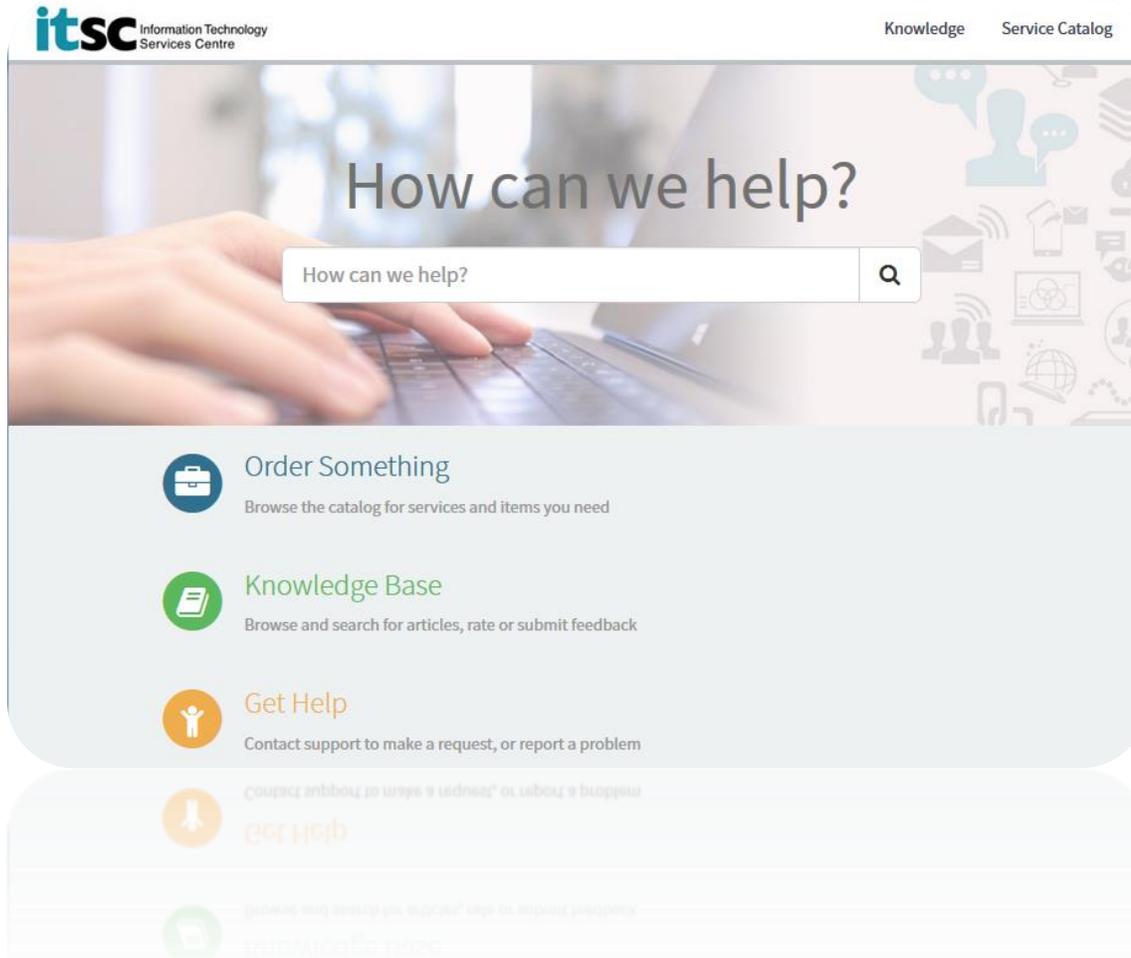


# FOLLOW US



@itscCUHK

# Need Help!?



❖ **Hotline: 3943 8845**

❖ **ITSC Service Desk:**  
<https://servicedesk.itsc.cuhk.edu.hk>

❖ **Visit us at**

- **User Areas:** 1/F, Pi Ch'iu Building
- **Learning Commons:** 6/F, Wu Ho Man Yuen Building
- **CU Link Card Centre:** Room 804, 8/F, Wu Ho Man Yuen Building



香港中文大學  
The Chinese University of Hong Kong

**itsc** Information Technology  
Services Centre

Thank you !

CUHK ITSC