



香港中文大學·資訊科技服務處
Information Technology Services Centre, CUHK

Briefing: Update Your Student Contact Lists with New Student E-mail Addresses

Information Technology Services Centre

20 May 2015



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Transition Schedule



@Link will replace CUHK Student Webmail to be the only official students e-mail service:

Newly admitted Students	1 Jul 2015
Current Students	From 1 Aug 2015

From Now to 31 Jul 2015

Types of E-mail Addresses for Students	
CUHK Webmail	@Link E-mail Service
1. Computing-ID@mailserv.cuhk.edu.hk	1. Student-ID@link.cuhk.edu.hk
2. Computing-ID@cuhk.edu.hk	2. Alias@link.cuhk.edu.hk – Optional (e.g. mnop@link.cuhk.edu.hk)
3. Alias@cuhk.edu.hk – Optional (e.g. abc@cuhk.edu.hk)	

How do University E-mails Go?



Keep sending to Students' Webmail addresses since both Webmail and @Link will get a copy.

From 1 Aug 2015 onwards

Types of E-mail Addresses for Students	
CUHK Webmail	@Link E-mail Service
1. Computing-ID@mailserv.cuhk.edu.hk	1. Student-ID@link.cuhk.edu.hk
2. Computing-ID@cuhk.edu.hk	2. Alias@link.cuhk.edu.hk – Optional (e.g. mnop@link.cuhk.edu.hk)
3. Alias@cuhk.edu.hk – Optional (e.g. abc@cuhk.edu.hk)	

How do University E-mails Go?



Create new e-mail contact lists with student @Link e-mail addresses in advance (by 31 July 2015), so that you can use the new list right on 1 Aug 2015.

Convert e-mail addresses by yourself

CID@mailserv/@cuhk → SID@link.cuhk.edu.hk

CUHK Webmail	@Link E-mail Service
Computing-ID@mailserv.cuhk.edu.hk	Student-ID@link.cuhk.edu.hk
Computing-ID@cuhk.edu.hk	
Alias@cuhk.edu.hk – Optional (e.g. abcd@cuhk.edu.hk)	
	Alias@link.cuhk.edu.hk – Optional (e.g. mnop@link.cuhk.edu.hk)

1. Deduce one by one	Remove “s” + Add/Replace with “link” e.g. s1155000000@mailserv.cuhk.edu.hk → 1155000000@link.cuhk.edu.hk e.g. s1155000000@cuhk.edu.hk → 1155000000@link.cuhk.edu.hk
2. By batch	Use Excel formula (Demo Time) Suggested formula: =RIGHT(LEFT(A1, 11),10)&"@link.cuhk.edu.hk" OR =MID(A1,2,10)&"@link.cuhk.edu.hk"

A1 is a variable

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Convert e-mail addresses by ITSC

alias@cuhk → SID@link.cuhk.edu.hk

CUHK Webmail	@Link E-mail Service
Computing-ID@mailserv.cuhk.edu.hk	Student-ID@link.cuhk.edu.hk
Computing-ID@cuhk.edu.hk	
Alias@cuhk.edu.hk – Optional (e.g. abc@cuhk.edu.hk)	???
	Alias@link.cuhk.edu.hk – Optional (e.g. mnop@link.cuhk.edu.hk)

Can be done by ITSC (green arrow pointing from Alias@cuhk.edu.hk to Student-ID@link.cuhk.edu.hk)

Not necessarily equals (dotted green arrow pointing from Alias@cuhk.edu.hk to Alias@link.cuhk.edu.hk)



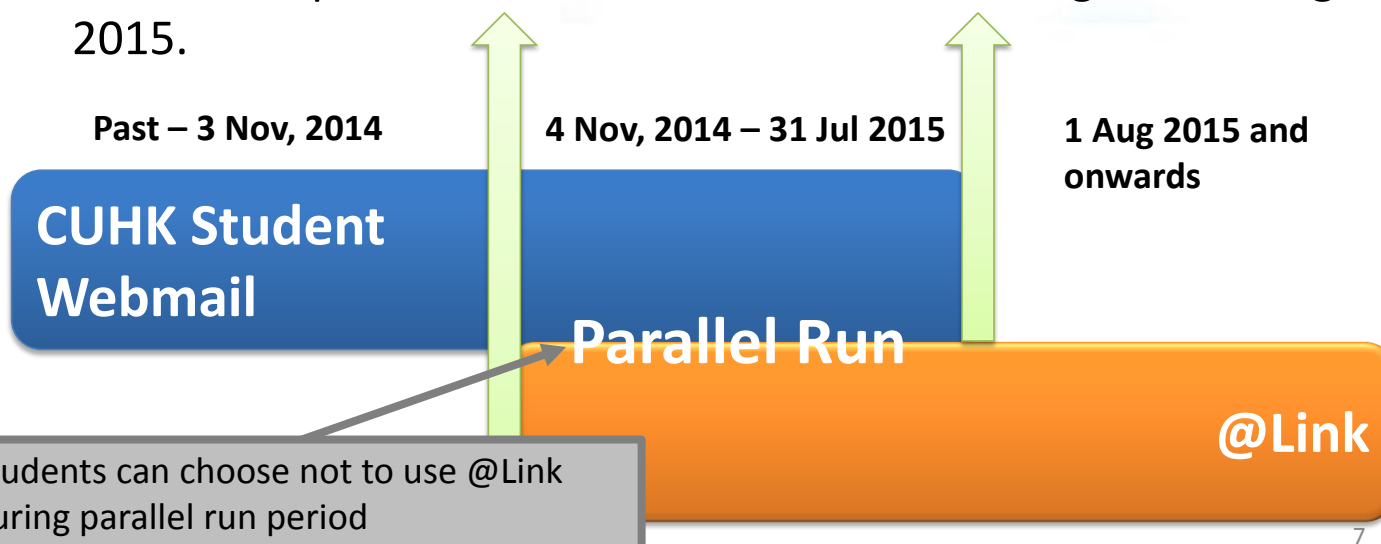
Request Submission:	Submit your request and attach the e-mail list to ITSC Service Desk (https://servicedesk.itsc.cuhk.edu.hk/). We will return the list with SID@link.cuhk.edu.hk addresses <u>in 3 working days</u> . [Note] Alias@link.cuhk.edu.hk addresses will not be provided. Not all students have set their alias for @Link.
Remark:	Alias for @cuhk not necessarily equals to alias for @link. Students can create different alias for the two e-mail addresses. You will know students' @Link alias when you receive e-mail from them. 6



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I have created a new e-mail list with @Link e-mail addresses, can I use it now?

- Yes, only if you are sure the students on your list are now using @Link e-mail.
- Otherwise, please use the new e-mail list starting from 1 Aug 2015.





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Update E-mail List at System Level

- System developers and departmental LAN Administrators had been informed of the changeover details in previous LAN Admin Meetings



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ITSC Mailing List Service

1. Change the addresses direct through the
Mailing List Administrators Page

Or;

2. Contact ITSC for list update



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ITSC Mailing List Service

1. Change the addresses direct through the **Mailing List Administrators Page**:

<https://listserv.cuhk.edu.hk/listadmin/>

– If you know their student IDs, you can simply

Old	Replaced by	New
<ul style="list-style-type: none">• computing_id@mailserv.cuhk.edu.hk• alias@cuhk.edu.hk		<ul style="list-style-type: none">• student-ID@link.cuhk.edu.hk

– Recommended completion date: by 31 Jul, 2015



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ITSC Mailing List Service

(2) Contact ITSC for list update

24 Jul or before	Send the student ID list to ITSC in .txt, .csv or Excel format to ITSC Service Desk (https://servicedesk.itsc.cuhk.edu.hk)
27 Jul – 3 Aug	No E-mail should be sent to the mailing list during the list update period
3 Aug	Receive ITSC notification about the update status



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ITSC Mailing List Service

Enquiries:

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- or
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@Link E-mail Service for Graduating Students

Alumni E-mail address	alias@link.cuhk.edu.hk & student-id@link.cuhk.edu.hk (graduating students who have registered @Link for alumni via CUSIS can still be reached through student-id@link.cuhk.edu.hk after graduation)
Registration	Opt-in via CUSIS function (to be released in early June)
Pre-requisite	<ol style="list-style-type: none">1. Have using @link before graduation2. Have created alias for @link before graduation3. Have completed registration via CUSIS before graduation



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Summary

Students who admitted before 1 Jul, 2015	Students sending their e-mails using...	E-mail to student mailbox (Recommended)
<p>From Now to 31 Jul</p>	<p>CUHK Webmail</p> <ul style="list-style-type: none"> • Computing-ID@mailserv.cuhk.edu.hk • Computing-ID@cuhk.edu.hk • alias@cuhk.edu.hk - optional <p>@Link</p> <ul style="list-style-type: none"> • Student-ID@link.cuhk.edu.hk • alias@link.cuhk.edu.hk - optional 	<p>CUHK Webmail</p> <ul style="list-style-type: none"> • Computing-ID@mailserv.cuhk.edu.hk • Computing-ID@cuhk.edu.hk • alias@cuhk.edu.hk - optional <p>Any e-mails reaching Computing-ID@mailserv.cuhk.edu.hk will have an additional copy automatically forwarded to students' @Link mailbox</p>
<p>From 1 Aug onwards</p>	<p>@Link</p> <ul style="list-style-type: none"> • Student-ID@link.cuhk.edu.hk • alias@link.cuhk.edu.hk – optional 	<p>@Link</p> <ul style="list-style-type: none"> • Student-ID@link.cuhk.edu.hk • alias@link.cuhk.edu.hk – optional
Students who admitted after 1 Jul, 2015	Students sending their e-mails using...	E-mail to student mailbox (Recommended)
<p>From 1 Jul 2015 and onwards</p>	<p>@Link</p> <ul style="list-style-type: none"> • Student-ID@link.cuhk.edu.hk • alias@link.cuhk.edu.hk – optional 	<p>@Link</p> <ul style="list-style-type: none"> • Student-ID@link.cuhk.edu.hk • alias@link.cuhk.edu.hk – optional

Q&A

@Link for Current Students

Q1. Can e-mails be forwarded from @Link to students' personal mailbox?

- Yes, but students need to set the forwarding rules by themselves in @Link.

Q2. If students have not registered for @Link on 1 Aug 2015, can they receive any e-mails sent from the University/ Departments?

- Registration is required for students admitted to CUHK before 1 Jan 2015 to get into their @Link mailbox. But their @Link mailboxes have been created even without students' registration. Departments can still e-mail to their @Link address.
- ITSC keeps sending monthly reminders to students who haven't registered for @Link.

Q3. If students have alias@link.cuhk.edu.hk, how could departments/ staff know their alias?

- Departments should always reach students through student-id@link.cuhk.edu.hk, as this address is a permanent and default e-mail address for students.
- Students can choose to define their alias@link.cuhk.edu.hk or not. There is no default alias assigned to them. If they set up their alias, it only means that they will have one more permanent e-mail address alias@link.cuhk.edu.hk other than student-id@link.cuhk.edu.hk

Q&A

@Link for Alumni

Q1. If current final year students can have @Link for Alumni after registration through CUSIS, could current alumni enjoy this lifelong e-mail service?

- Current final year students must register the service through CUSIS before graduation in order to use lifelong @Link for Alumni. And students must create alias@link.cuhk.edu.hk as their permanent e-mail address beforehand.
- Current alumni can also enjoy @Link for Alumni in the future. Service will be announced in summer 2016.

Q2. Will incoming exchange students enjoy @Link for Alumni?

- No, they will not have that as they are not CUHK Alumni. Their @Link mailbox and all related service will be deleted after they leave the University.

Q3. When students turn into alumni and have @Link for Alumni, can they be reached through student-id@link.cuhk.edu.hk?

- Yes, student-id@link.cuhk.edu.hk is a permanent and default e-mail address even after students' graduation (but students must register @Link for Alumni beforehand).

Q&A

Mailing List

Q1. If student members in the current mailing list are up-to-date, could I simply ask ITSC to convert their e-mail address in the list?

- Yes, you can make a request through ITSC Service Desk (<https://servicedesk.itsc.cuhk.edu.hk>). You only need to specify the list name without supplying the student ID list if members remain unchanged.



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Contact Us

ITSC Service Desk

- <http://servicedesk.itsc.cuhk.edu.hk>
- 3943 8845