Quick Tips for Using the Central IT Services

**Network Services**
- **WiFi**: select “HKU”
- **LAN**: one-time network card registration
- **HKUVPN**: for accessing the campus network when students are off-campus; login with 2-factor authentication (2FA) (automatically registered after initial HKU Portal PIN is changed)

**Students**

**SIS** (Student Information System)
- Complete Master Registration
- Obtain course information & effectiveness
- Perform course enrollment
- Declare major, minor and specialization
- View Course Grading

**HKU Email**
- **HKUPortalUID@connect.hku.hk** (you can change your Portal UID within 7 days after Master Registration)
- Under **MyEmail** tab of HKU Portal

**Moodle** (Learning Management System)
- Access online course materials
- Participate in forums and online quizzes
- Submit assignments
- Connect to Panopto (Lecture Capture System) to view class videos

**HKU Portal**
Single sign-on portal for SIS, HKU email, Moodle, Libraries, and booking of sports facilities, medical and dental services

**Software Download**
- Zoom
- MS Teams
- Office 365
- SOPHOS
- SmartDraw
- Camtasia
- SPSS
- MathWorks
- AWS Educate
- Qualtrics
Daily Useful Services

HKU Event Calendar
Students can synchronize lecture, tutorial and examination timetables, and events registered at HKUEMS (HKU Event Management System) with their personal calendars.

Mobile Applications
- HKU App
- Courses@HKU
- HKU Shuttle Bus
- Attendance@HKU
- HKU Tutorial Sign-up
- uLock@HKU

uPrint
Print anywhere in the learning commons, libraries and faculty-based PC laboratories using communal PCs or personal notebooks.

ITS Training
- ITS Orientation
- Training courses on Moodle and Panopto
- High Performance Computing
- Other Trainings (such as Zoom, MS Teams, Qualtrics, etc.)

Assistance
ITS Service Desk
- Self-Reporting System
- Phone: 3917-0123
- Email: ithelp@hku.hk
- Chatbot
- Live Chat

Learning Environment Services
- Communal PCs and printers
- Study rooms for reservation by students (in the Chi Wah Learning Commons)
- Central classrooms with audio visual support
- Portable audio, video and data projection equipment available for borrowing