Information Technology Services
The University of Hong Kong

Quick Tips for Using the Central IT Services

Students

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)

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

HKU Portal

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

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

Software Download

zoom MS Teams Office 365 SOPHOS Smart Draw 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

uPrint

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

Mobile Applications

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

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

Learning Commons (Chi Wah Learning Commons and The Curve)

- 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