東華學院
TUNG WAH COLLEGE

10th Anniversary

嘉學勵研・以心惠群
Thrive with Knowledge・Serve with Heart

# Student Orientation 2023

Information Technology Services Office (ITSO)

東華學院
TUNG WAH COLLEGE
TUNG WAH GROUP OF HOSPITALS
SINCE 1870

10th Anniversary

嘉學勵研・以心惠群
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# Important Message

# Computer Account

- Computer account is the basis for all IT facilities and web systems in Tung Wah College

- Users must comply with Acceptable Use Policy
  - https://www.twc.edu.hk/itso
  - About ITSO -> Policies, Forms and Procedures

- **Do not** share password with **anyone** or write down your password in email

- **Change** password regularly
  - https://twcweb.twc.edu.hk/changepass

# Update Mobile & Personal email in PowerCampus

- Please help to update your mobile and personal email address in PowerCampus
  - Login https://selfservice.twc.edu.hk
  - Go to *My Profile -> Personal Information*
  - Update your personal information particularly your mobile and personal email address.
- This will be useful for various activities in the College in your study life.

# Multifactor Authentication

- Enhance the protection of your Microsoft Office 365 account even if the password is compromised

- Detail setup guide will be provided and can be found in TWC website

  - https://www.twc.edu.hk/itso

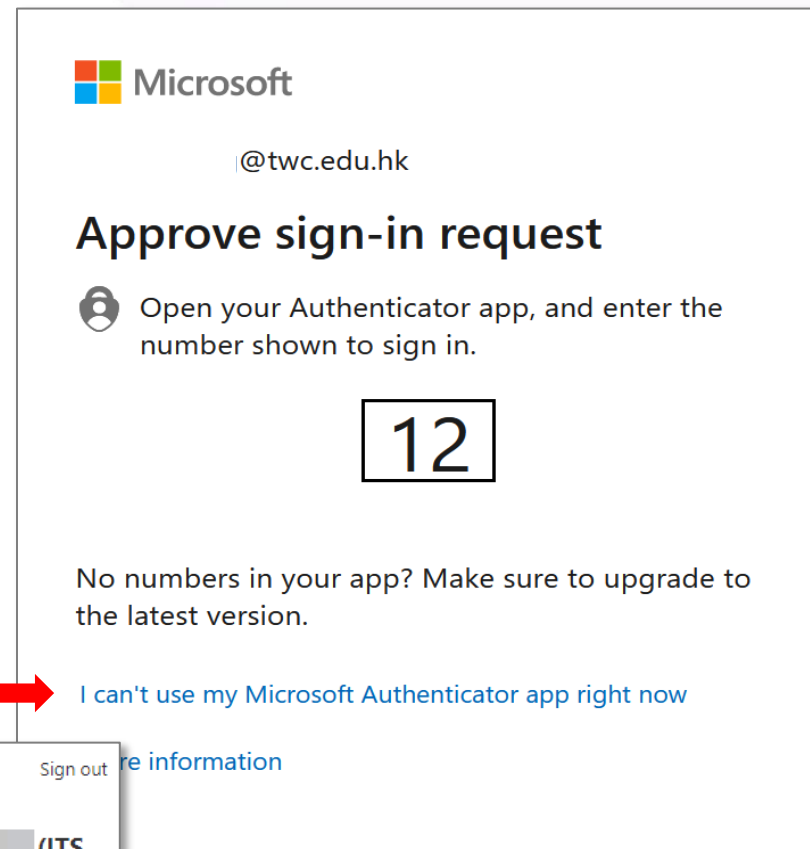  - Help & Support -> Multifactor Authentication

# Authentication Methods Suggestion

- Using the "Authenticator app" for the primary authentication method
  - via the Internet and it is convenient while traveling overseas.

- Input your mobile number as an alternative method
  - In case your phone is lost or damaged, need to change the authentication method… etc.

## How to Change the Authentication Methods?

- Login to Microsoft 365 account

- Select "View Account" -> "Security Info"

Microsoft

@twc.edu.hk
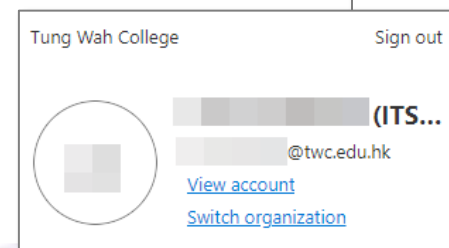
**Approve sign-in request**

Open your Authenticator app, and enter the number shown to sign in.

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No numbers in your app? Make sure to upgrade to the latest version.

I can't use my Microsoft Authenticator app right now

re information

Tung Wah College                        Sign out

(ITS…

@twc.edu.hk

View account

Switch organization

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# Email Communication

- Email is the **only official channel** of communication in TWC
- **Do** check your email everyday
- Use student email for all College related communication
- **Do NOT** use your personal email
- Many important information which affect your College life there

*Microsoft Outlook* *is the only supported client for Windows, MacOS, iOS, iPadOS and Android*

# Beware of Phishing Emails

- Online Training materials can be found In the TWC website ITSO Help and Support section

- Topics includes:

   1. How to spot phishing e-mails?
      應對釣魚電郵基本功

   2. Exposing Phishing websites
      識破釣魚網站

   3. Beware of Virus or Malware Attacks
      慎防電腦病毒攻擊

   4. Beware of Business E-mail Compromise
      商務電郵詐騙勿上當

- Report Phishing scams
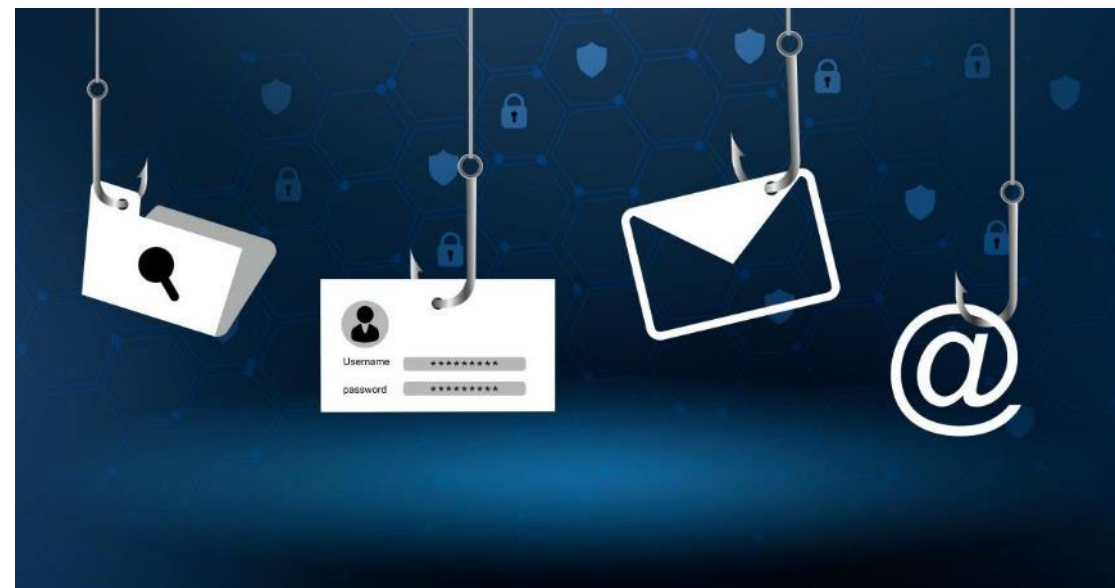
# Password Issues

- Account Lockout
  - your account will be locked after 5 failure attempts to enter a correct password. The lockout time is **15** minutes.
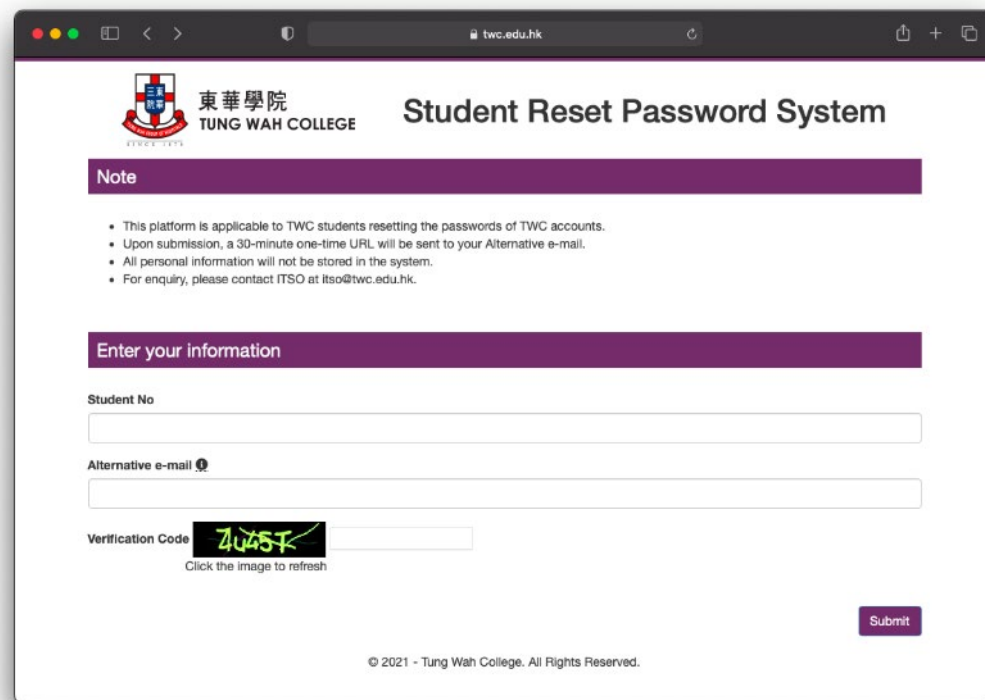
- Change Password
  - Go to *TWC website -> Current Students ->*
    *Information Technology ->*
    *WC Online Password Management System*

- Lost Password
  - Please contact ITSO at itso@twc.edu.hk or
  - Using Self Reset Password System
    https://www.twc.edu.hk/stu_reset_pwd/

# Get the Latest Information from TWC Website
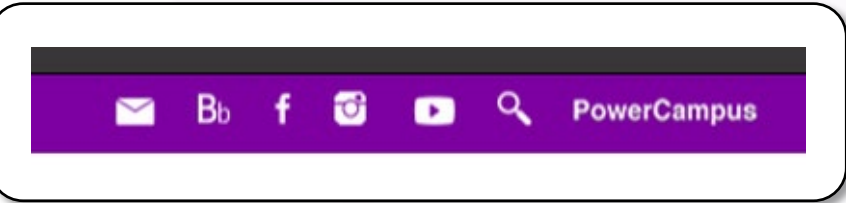


- Three common used systems can be accessed via the shortcut here:
  - Outlook webmail
  - Blackboard Learn
  - PowerCampus

# Teaching & Learning

**Blackboard learn+**

**Learning Management System (LMS)**
- Web-based course-management system
- To deliver teaching materials and activities to complement face-to-face or online teaching.

**Panopto®**

**Video Platform**
- Lecture / Class Capture
- College Seminar
- Share videos

**turnitin®**

**Plagiarism Checking Tool**
- Solution for academic integrity
- Similarity Report
- For assignment, test or exam submission

**Blackboard collaborate™ ULTRA**

**Real-time Online Teaching Tool**
- Virtual Classroom / College Seminar
- Engage and interact between teachers and students
- Session recording feature for teachers
- Run in browsers, no software needs to install

https://twc.blackboard.com
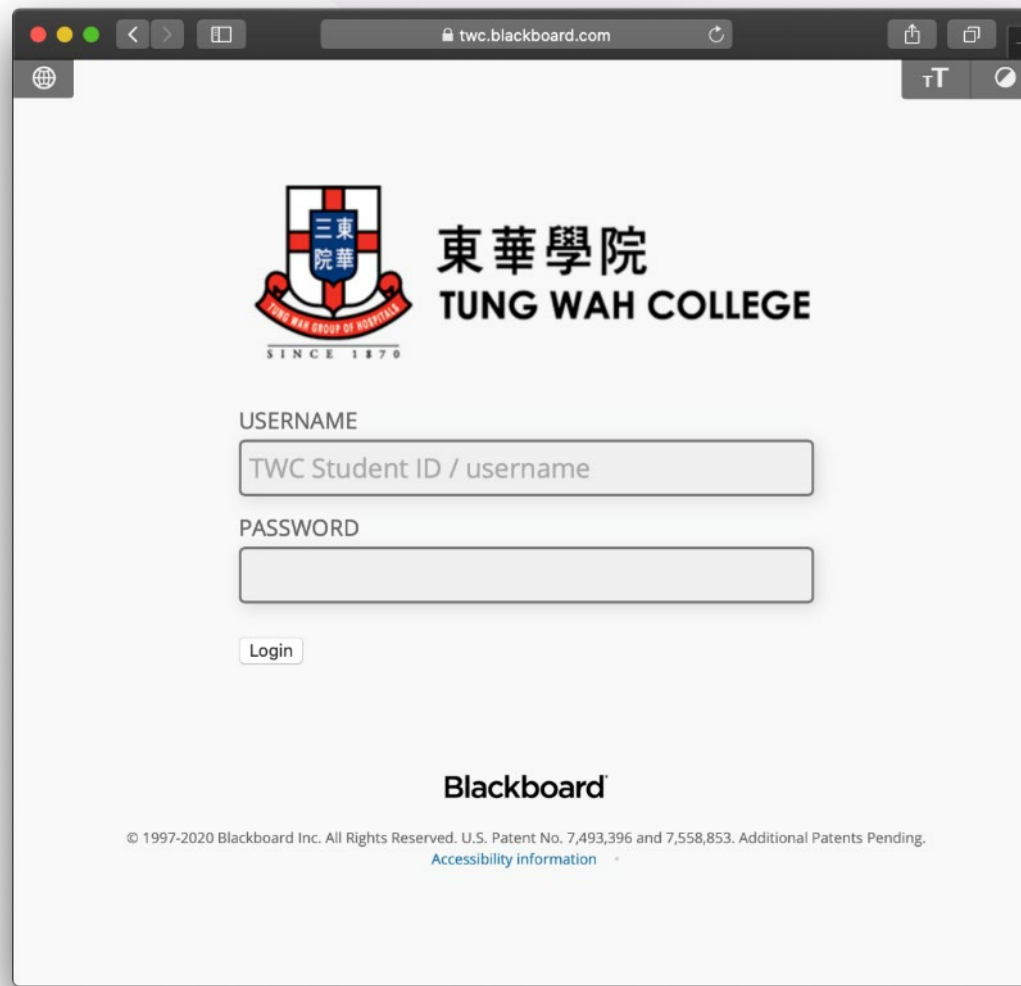
# Blackboard Learn Main Page

- Enrolled course will be shown under "**My Courses**" section.

# Course Home Page

- You can find all teaching and learning materials under each course page.
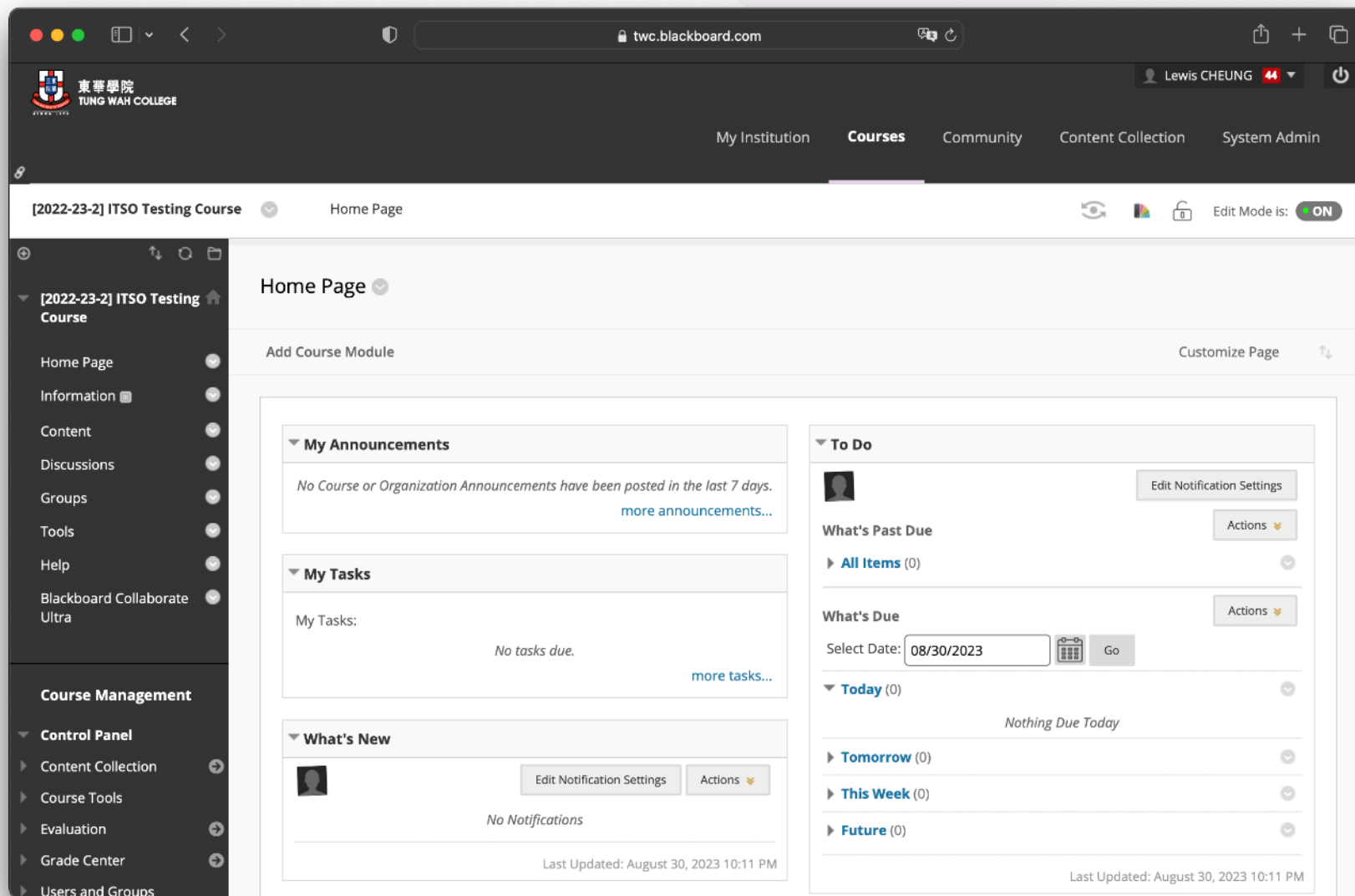
# Blackboard Assignment

Keep submission confirmation number and save "Submission received" email
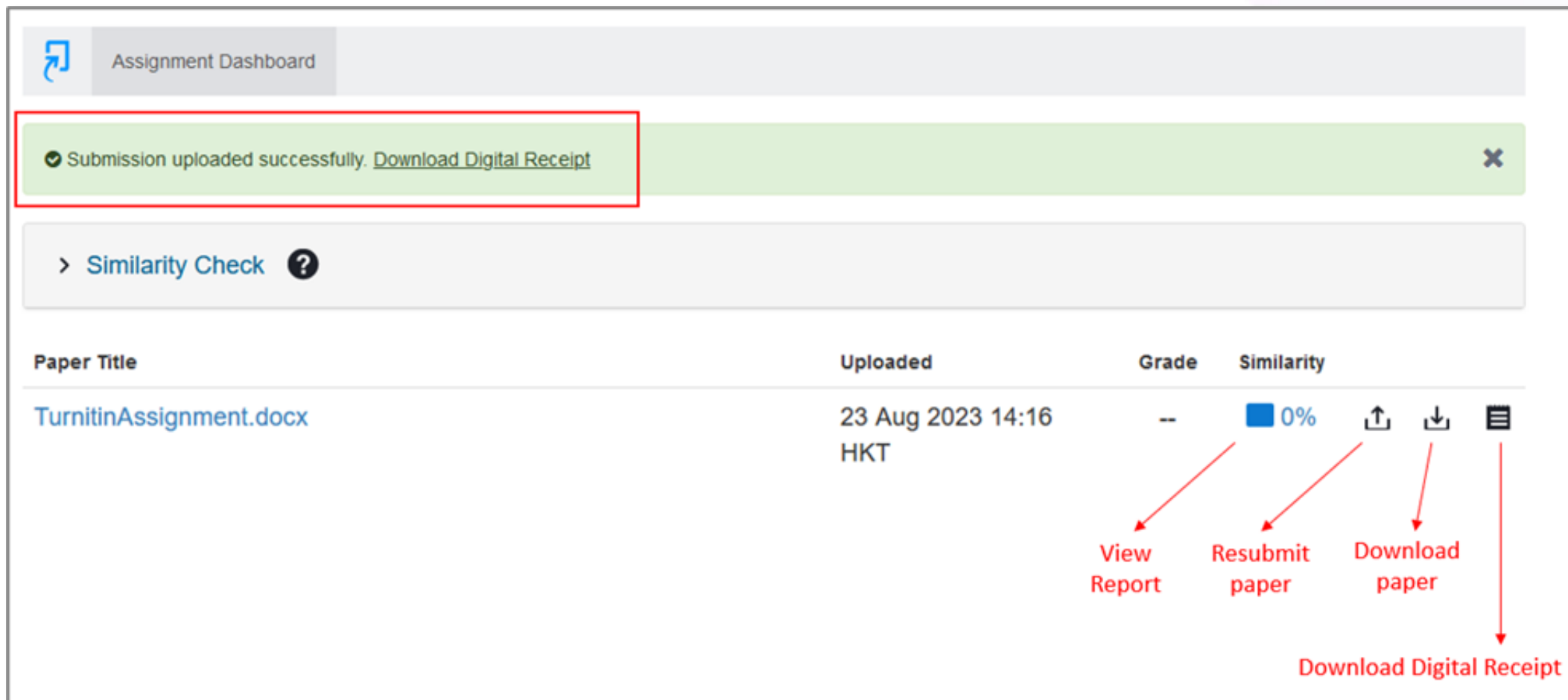
# Turnitin Assignment

You can see your submitted assignment in the Assignment Dashboard and download the Digital Receipt as a backup

# Turnitin Assignment

- Submission is a formal submission, it's not a trial.

- Timing for Similarity Report generation:
  (if re-submission is allowed)

  - The first three resubmissions will generate a new Similarity Report straight away. After three attempts, a 24-hour wait is enforced to generate Similarity Reports for all subsequent resubmissions.

- If you have submitted the assignment before deadline, you are not allowed to submit the assignment again after deadline even if the assignment allow late submission.

Introduction Video to help you know how to join the on-line teaching class via Blackboard Collaborate Ultra.

https://www.twc.edu.hk/en/Administration_Units/itso/help_and_support/bbultra

# IT Facilities & Services

# Computer Laboratories

| Campus | Room | Photocopier | Opening Hours |
|--------|------|-------------|---------------|
| KPC | 603 | ✓ | When Library opens |
| | 604 | ✓ | When Library opens |
| | 905 | ✓ | When no class |
| MKA | 1201 | ✓ | When no class |
| KHC | 1606 | ✓ | When Campus opens |

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# Learning Commons

| Campus | Room | Photocopier | Opening Hours |
|--------|------|-------------|---------------|
| KPC | 7/F | ✓ | When Campus opens |
| | 1/F | ✓ | When Campus opens |
| MKB | 1201 | ✓ | When Campus opens |
| KHC | 16/F | ✓ | When Campus opens |

# Access the Classrooms

White Color

In normal circumstance, you can access the classrooms, computer laboratories, and learning commons by your Student ID card.

# Attendance

Black Color

- To take attendance by tapping your student card on the attendance card reader (black color)
- Located at the Lectern or the entrance for some labrotories
- KPC Lecture theatres with additional readers at entrance
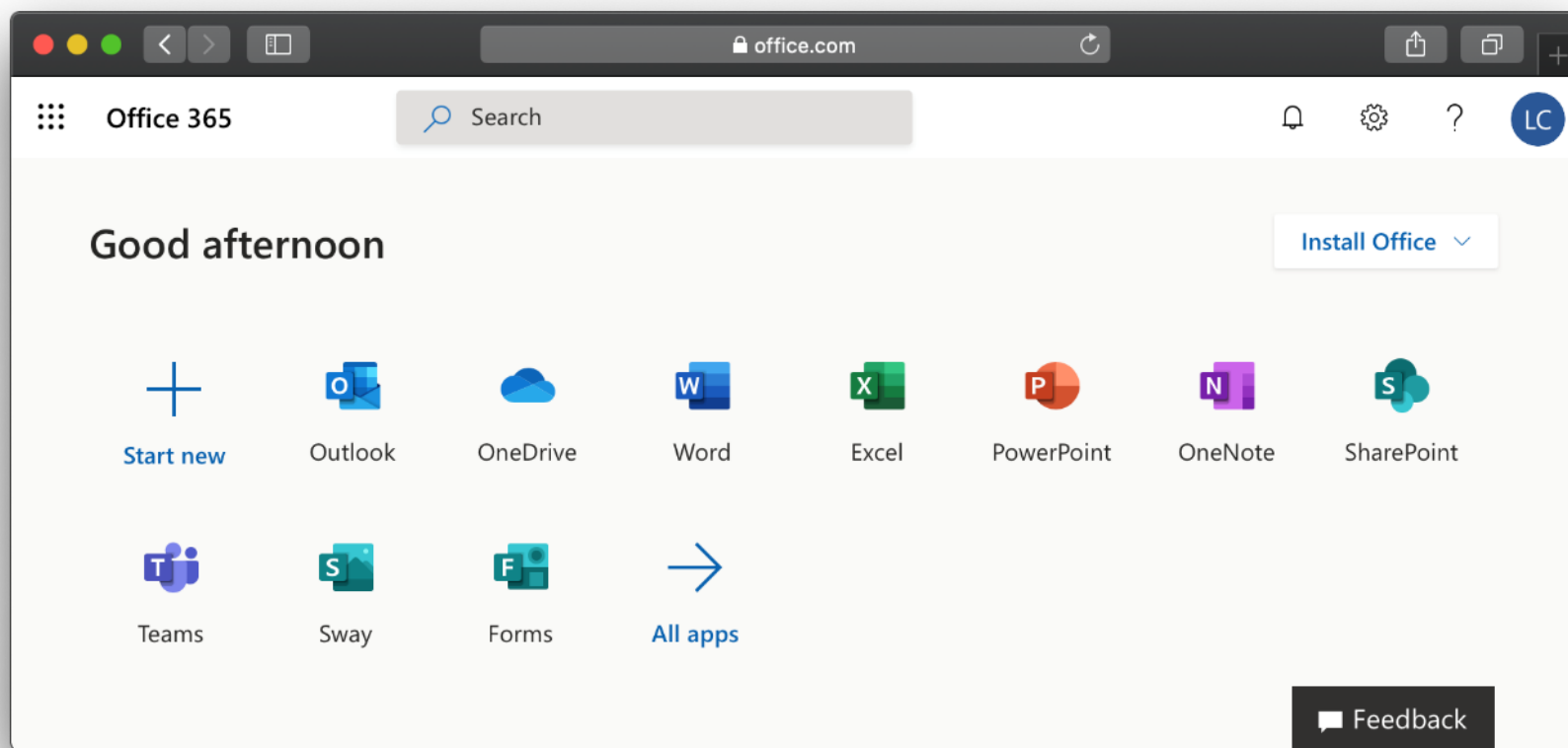- Ensure to tap the attendance card reader within 10 minutes before and 20 minutes after the class start time.

- Full Campus Coverage

- Use **TWC_WiFi**

- Use **eduroam** when travelled to other universities

- Help available at: https://www.twc.edu.hk/en/Administration_Units/itso/help_and_support/help-wifi

- Call IT Helpdesk if there is problem (3190 6640)

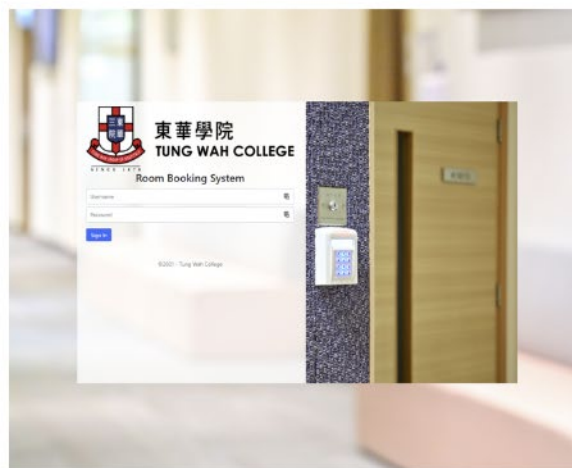# Wi-Fi Service

# Microsoft 365



- You can install office on up to 5 PCs or Macs, 5 tablets, and 5 smartphones.

- Using Microsoft Outlook App for mobile, other mail clients may have authentication and stability problem.

- Make use of OneDrive with 1TB cloud storage for access files anywhere, back up and protect, share and collaborate.
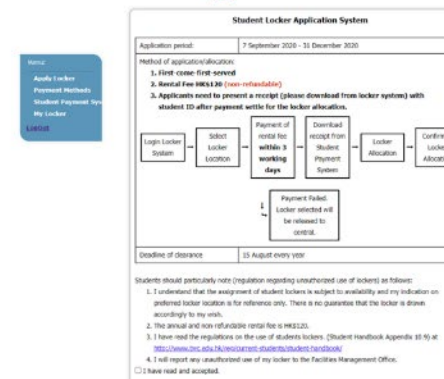
https://portal.office.com

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# Other Student Systems

- Student Locker System
- Room Booking System
- e-Portfolio System
- Community Service Programme System

# Notebook Ownership Programme 2023



https://www.twc.edu.hk/en/Administration_Units/itso

Web Ordering Date: **16 Aug 2023 – 31 Oct 2023**

# Contact Us

| Hotline - 3190 6640 | | | |
|---|---|---|---|
| **Service Hours** | | | |
| Monday – Friday | Semester 1, 2, 3 | 8:30am – 7:30pm | |
| | Semester breaks | 8:30am – 5:30pm | |
| Saturday | Semester 1, 2, 3 | 8:30am – 5:00pm | |
| | Semester breaks | Closed | |
| Sunday and Public Holidays | | Closed | |

| **Service Counters** | | King's Park Campus Room 1902, 19/F | Mongkok Campus Room 901, 9/F, Tower B | Kwai Hing Campus Room 1606A, 16/F |
|---|---|---|---|---|
| **Service Hours** | | | | |
| Monday – Friday | | 9:00am – 5:30pm | | Mon and Thu: 9:00am - 5:30pm<br>Tue, Wed and Fri: Closed |
| Saturday | Semester 1, 2, 3 | 9:00am – 5:00pm | Closed | Closed |
| | Semester breaks | Closed | | |
| Sunday and Public Holidays | | | Closed | |

| **Office** | |
|---|---|
| | Mongkok Campus |
| | Room 901, 9/F and Room 1001, 10/F, Cheung Chin Lan Hong Building, 98 Shantung Street, Mongkok, Hong Kong |

| **Email** | itso@twc.edu.hk |
|---|---|

THANK YOU