



東華學院  
TUNG WAH COLLEGE

10<sup>th</sup>  
Anniversary

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

# Student Orientation 2023

Information Technology Services Office (ITSO)





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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



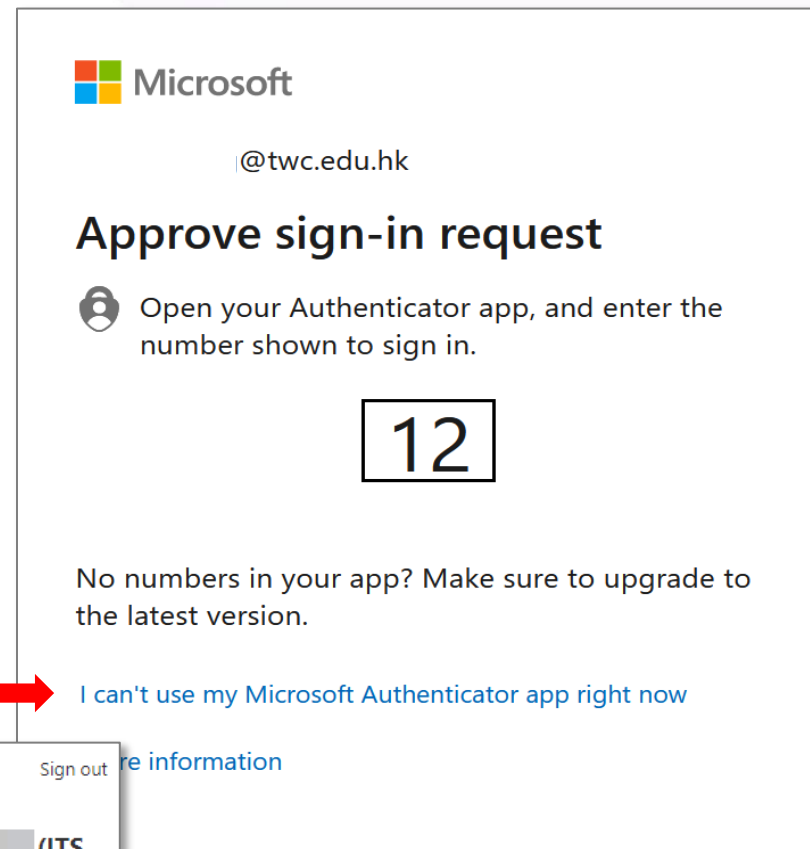
# Authentication Methods Suggestion



- 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

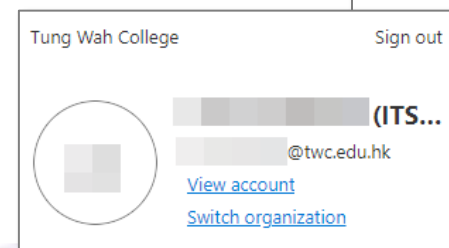
### Approve sign-in request

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

**12**


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

[I can't use my Microsoft Authenticator app right now](#)



Tung Wah College

Sign out [View account information](#)

 (ITS...)

@twc.edu.hk

[View account](#)

[Switch organization](#)



# Email Communication

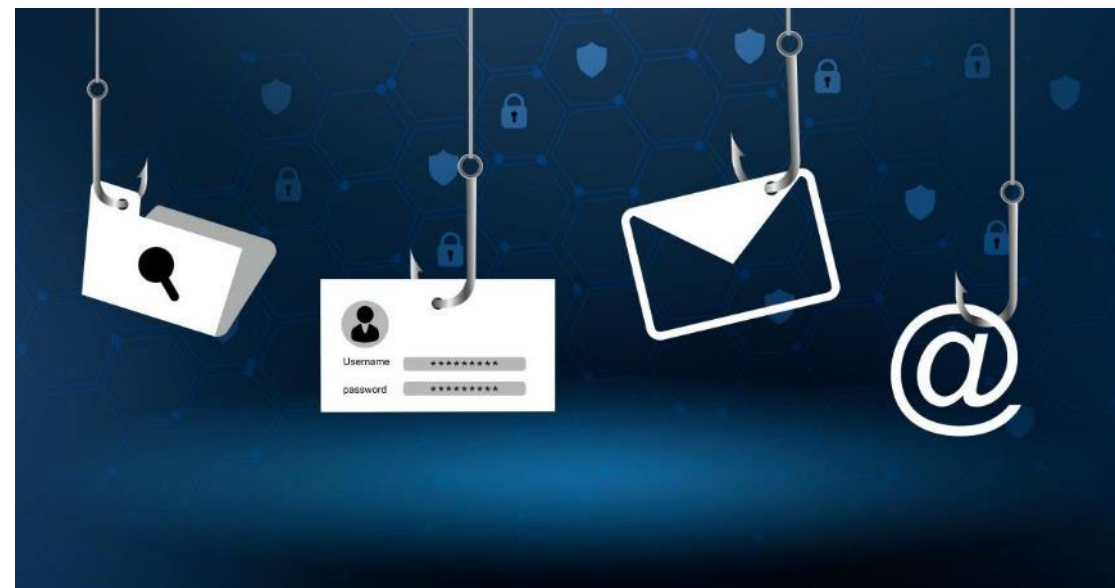
- Email is the **only official channel** of communication in TWC
- **Do** check your email everyday
- Use student email for all College related communication
- **Do NOT** use your personal email
- Many important information which affect your College life there



*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.

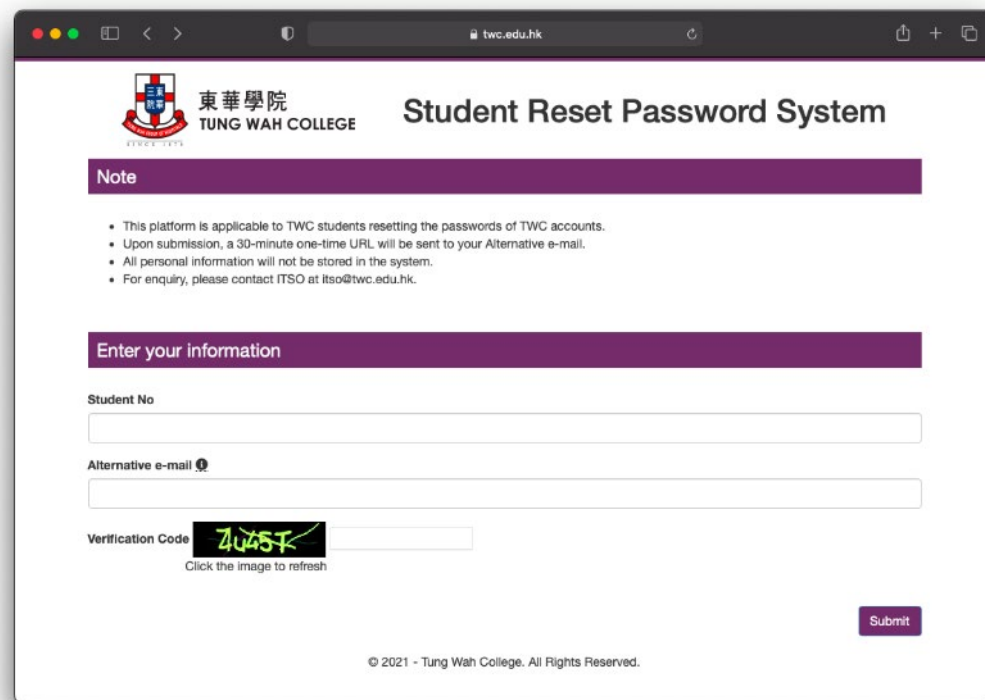
- Change Password

- Go to *TWC website -> Current Students -> Information Technology -> WC Online Password Management System*

- Lost Password

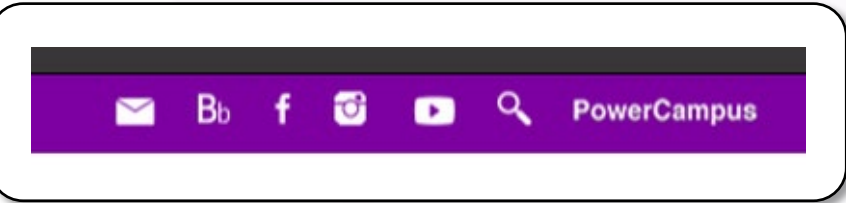
- Please contact ITSO at [itso@twc.edu.hk](mailto:itso@twc.edu.hk) or
- Using Self Reset Password System

[https://www.twc.edu.hk/stu\\_reset\\_pwd/](https://www.twc.edu.hk/stu_reset_pwd/)



The screenshot shows a web browser window displaying the 'Student Reset Password System' page. The page header includes the Tung Wah College logo and name. Below the header, there is a 'Note' section with three bullet points: 'This platform is applicable to TWC students resetting the passwords of TWC accounts.', 'Upon submission, a 30-minute one-time URL will be sent to your Alternative e-mail.', and 'All personal information will not be stored in the system. For enquiry, please contact ITSO at itso@twc.edu.hk.' The main form area is titled 'Enter your information' and contains three input fields: 'Student No', 'Alternative e-mail', and 'Verification Code'. The 'Verification Code' field has a CAPTCHA image showing the number '20457' and a 'Click the image to refresh' link. A 'Submit' button is located at the bottom right of the form. The footer of the page reads '© 2021 - Tung Wah College. All Rights Reserved.'

# Get the Latest Information from TWC Website



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



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# Teaching & Learning



## Blackboard<sup>+</sup> 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<sup>+</sup> collaborate™ ULTRA

### Real-time Online Teaching Tool

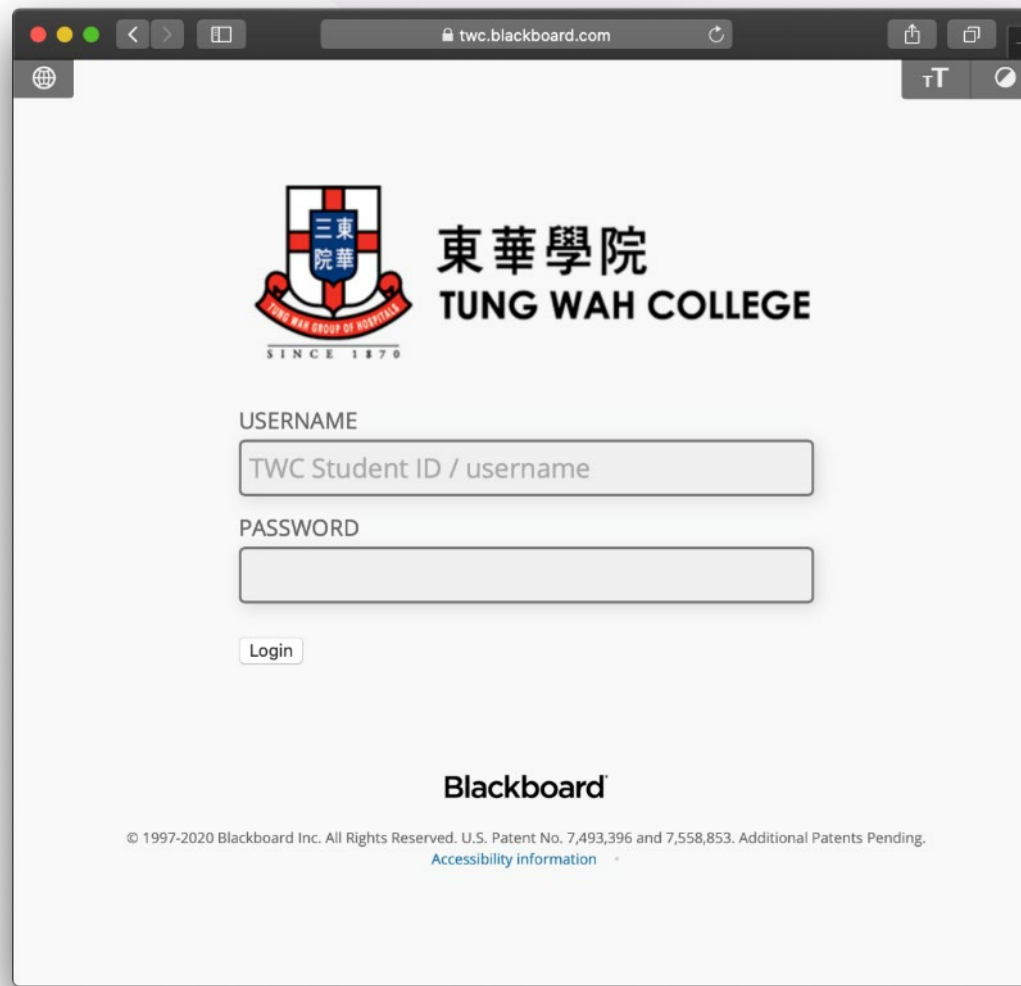
- Virtual Classroom / College Seminar
- Engage and interact between teachers and students
- Session recording feature for teachers
- Run in browsers, no software needs to install



# Blackboard<sup>+</sup> learn™



ULTRA



<https://twc.blackboard.com>



## Blackboard Learn Main Page

- Enrolled course will be shown under “My Courses” section.

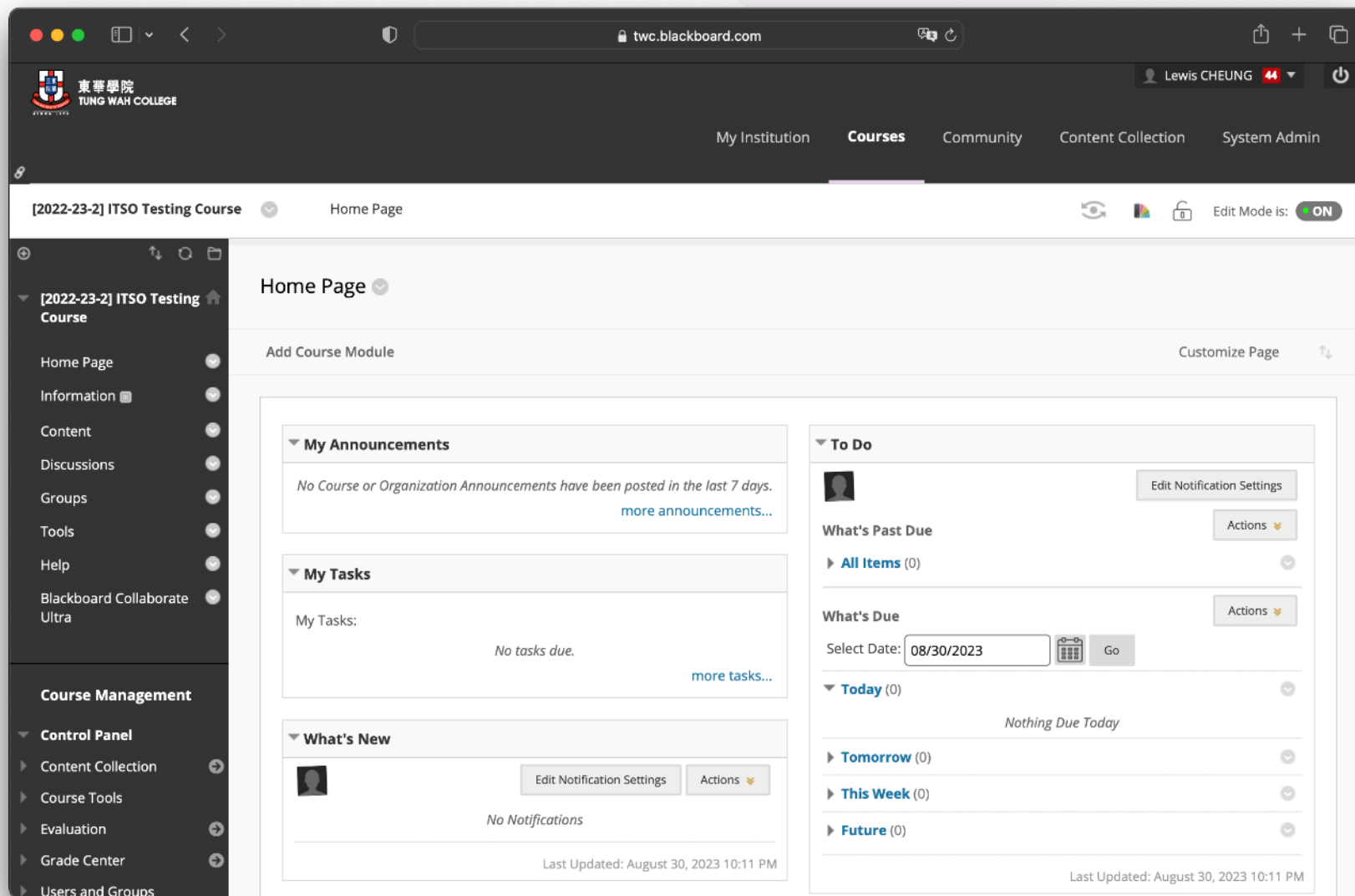
The screenshot displays the Blackboard Learn Main Page for Tung Wah College. The page is titled "My Institution" and "Notifications Dashboard". The navigation bar includes "My Institution", "Courses", "Community", "Content Collection", and "System Admin". The main content area is divided into several sections:

- Tools:** A list of links including Announcements, Calendar, Tasks, Send Email, TWC Library, Search News, TWC Exam Paper Database, Road to IELTS, Blackboard Help, Portfolios, Goals, Enterprise Surveys, Application Authorization, and another Application Authorization link.
- My Announcements:** A section indicating that no institution or organization announcements have been posted in the last 7 days, with a link to "more announcements...".
- My Organizations:** A section listing organizations where the user is a leader (SU Election Committee) and a participant (Information Technology Services Office, Library).
- Download Blackboard's Student App Today:** A section promoting the Blackboard app, available on iOS and Android.
- My Courses:** A section highlighted with a red box, showing a list of courses. The courses listed are:
  - 2019-20-2
  - 2019-20-3
    - Courses where you are: Instructor
      - [2019/20-3] ENG3006-L03 Advanced English Writing Skills
      - [2019/20-3] SAO0005 Online College Seminar (not currently available)
      - [2019/20-3] SAO0005 Online College Seminar 08/07/2020 (Wed) (not currently available)
      - [2019/20-3] SAO0005 Online College Seminar 15/07/2020 (Wed) (not currently available)
      - [2019/20-3] SAO0005 Online College Seminar 17/07/2020 (Fri) (not currently available)
      - [2019/20-3] SAO0005 Online College Seminar 22/07/2020 (Wed) (not currently available)
      - [2019/20-3] SAO0005 Online College Seminar 24/07/2020 (Fri) (not currently available)
  - 2018-19-3
  - 2019-20-1



## 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

Success! Your submission appears on this page. The submission confirmation number is 7bd3ac20-2592-4396-b6bc-f07494ee7e08. Copy and save this number as proof of your submission. [View all of your submission receipts in My Grades.](#)

## Review Submission History: Test02

### Submission received



do-not-reply@blackboard.com

Today, 10:36 PM

Student 2



Reply all

Inbox

Your work was received!

You successfully submitted your coursework. Each time you submit coursework, you receive a unique confirmation ID to verify when your submission was received. You can view your submission receipts on your My Grades page.

Submission details:

Submission confirmation ID: 7bd3ac2025924396b6bcf07494ee7e08

Title of course: 2015-16-1 ITSO1024 Teaching and Learning Online

Course ID: ITSO1024\_15\_1\_A

Title of coursework: Test02

Date/time of submission: Aug 31, 2017 10:36 PM

Size of written submission: 21bytes

Size and name of files received:

Unique Item ID (for administrator use only): \_32665\_1

### Assignment Details

#### GRADE

LAST GRADED ATTEMPT

/10

#### ATTEMPT

8/31/17 10:36 PM

/10

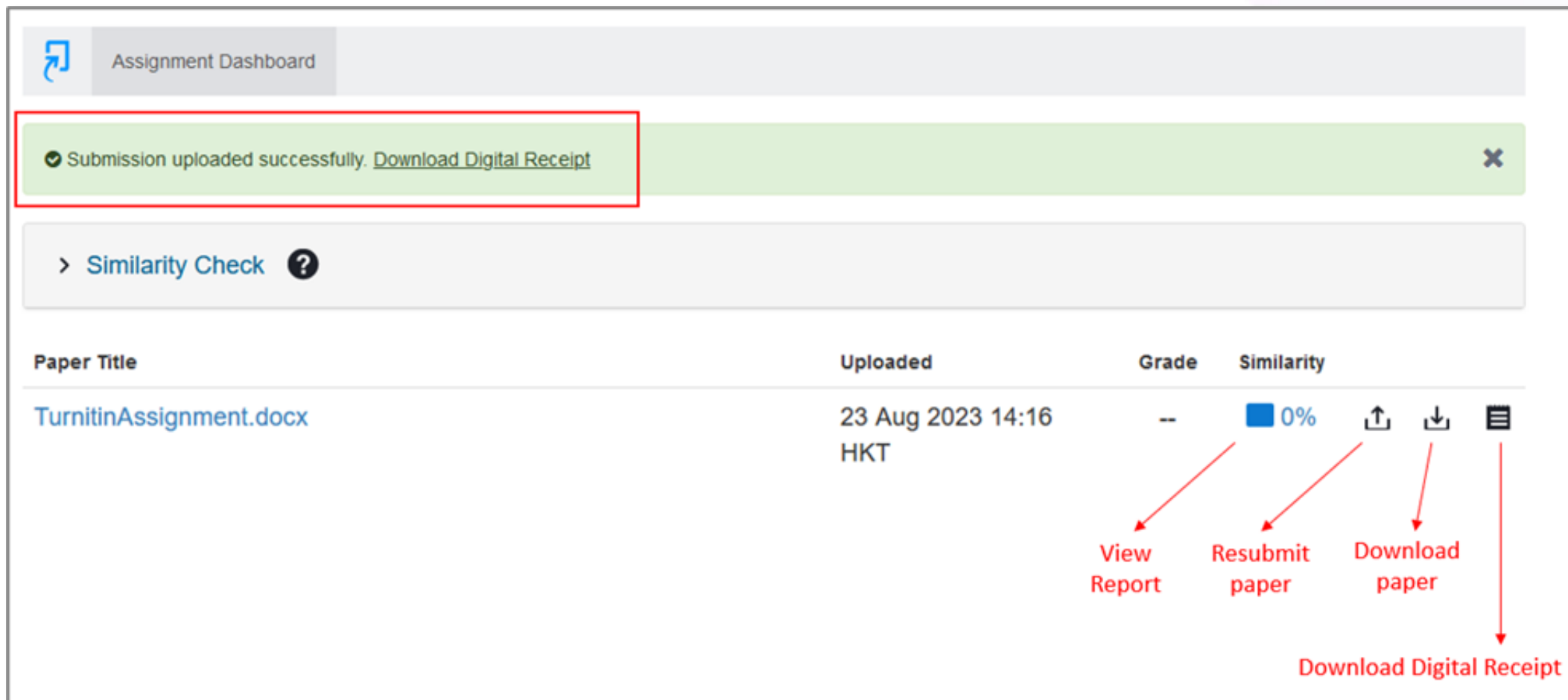
Submission

[Submission Text](#)



# Turnitin Assignment

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



The screenshot shows the Turnitin Assignment Dashboard. At the top, there is a navigation bar with a home icon and the text "Assignment Dashboard". Below this, a green notification banner states "Submission uploaded successfully. [Download Digital Receipt](#)". A "Similarity Check" button with a question mark icon is also visible. The main content area is a table with the following columns: Paper Title, Uploaded, Grade, and Similarity. A single row is shown for the document "TurnitinAssignment.docx", which was uploaded on "23 Aug 2023 14:16 HKT" with a grade of "--" and a similarity of "0%". To the right of the similarity percentage, there are three icons: an upload icon, a download icon, and a menu icon. Red arrows point from these icons to labels: "View Report" (from the upload icon), "Resubmit paper" (from the download icon), "Download paper" (from the download icon), and "Download Digital Receipt" (from the menu icon).

Paper Title	Uploaded	Grade	Similarity
TurnitinAssignment.docx	23 Aug 2023 14:16 HKT	--	0%



# 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.

# Blackboard collaborate» ULTRA

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

## Information Technology Services Office

About ITSO

Our Services

News and Events

Help & Support

- Blackboard Collaborate Ultra
- Change Password
- Multifactor Authentication
- Office 365
- OneDrive
- Outlook
- Wi-Fi
- PowerCampus (Staff Only)
- Telephone and Fax (Staff Only)
- Staff Portal (Staff Only)

Contact Us





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# 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

# 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



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 laboratories
- 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.



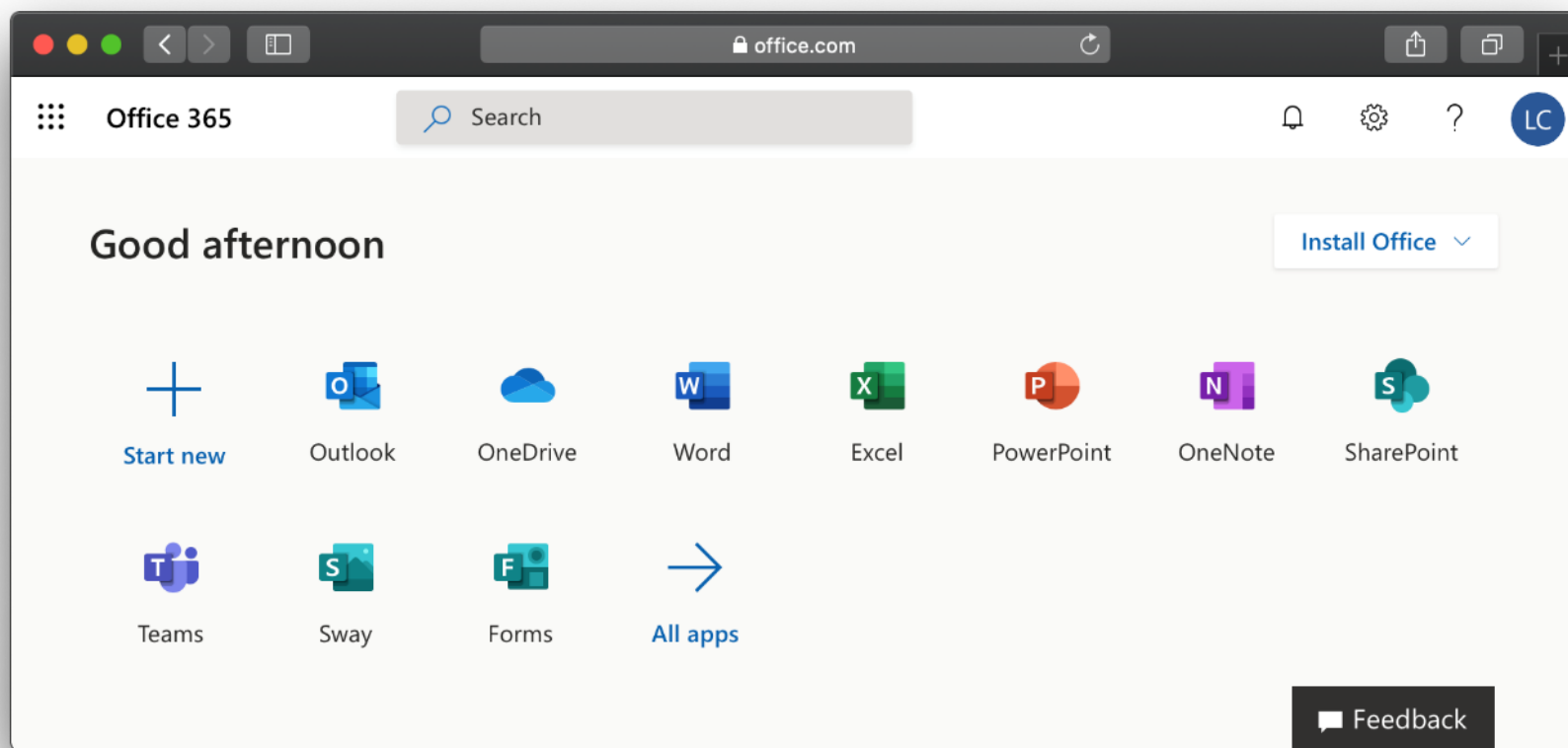


- Full Campus Coverage
- Use **TWC\_WiFi**
- Use **eduroam** when travelled to other universities
- Help available at:  
[https://www.twc.edu.hk/en/Administration\\_Units/itso/help\\_and\\_support/help-wifi](https://www.twc.edu.hk/en/Administration_Units/itso/help_and_support/help-wifi)
- Call IT Helpdesk if there is problem (3190 6640)



## Wi-Fi Service

# Microsoft 365

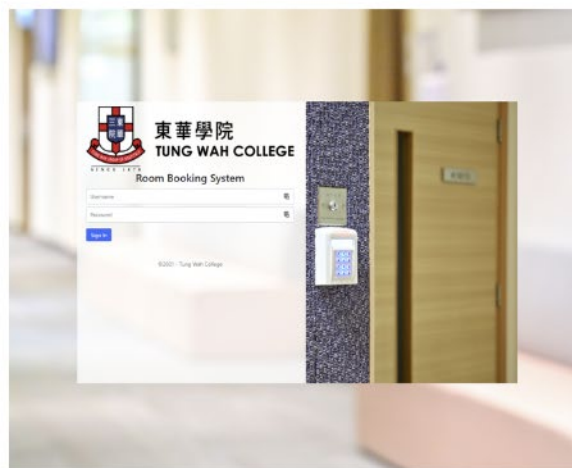


- You can install office on up to 5 PCs or Macs, 5 tablets, and 5 smartphones.
- Using Microsoft Outlook App for mobile, other mail clients may have authentication and stability problem.
- Make use of OneDrive with 1TB cloud storage for access files anywhere, back up and protect, share and collaborate.



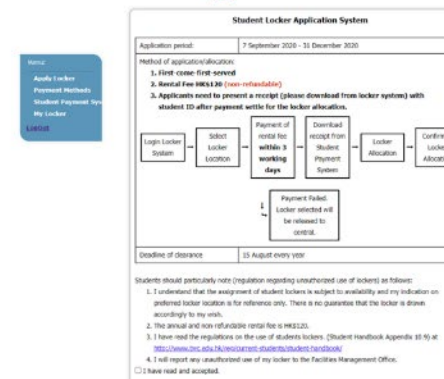
# Other Student Systems

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



## Community Service Programme

To enable students to possess the attributes of being morally and intellectually responsive with social awareness and a caring attitude for needy people, all full-time students, and those as required by the programmes, have to complete a total of 30 hours of community service to fulfil the graduation requirement.





# Notebook Ownership Programme 2023



[https://www.twc.edu.hk/en/Administration\\_Units/itso](https://www.twc.edu.hk/en/Administration_Units/itso)

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



# Contact Us

<b>Hotline - 3190 6640</b>			
Service Hours			
Monday – Friday	Semester 1, 2, 3 Semester breaks	8:30am – 7:30pm 8:30am – 5:30pm	
Saturday	Semester 1, 2, 3 Semester breaks	8:30am – 5:00pm Closed	
Sunday and Public Holidays		Closed	
<b>Service Counters</b>			
		<b>King's Park Campus Room 1902, 19/F</b>	<b>Mongkok Campus Room 901, 9/F, Tower B</b>
			<b>Kwai Hing Campus Room 1606A, 16/F</b>
Service Hours			
Monday – Friday		9:00am – 5:30pm	Mon and Thu: 9:00am - 5:30pm Tue, Wed and Fri: Closed
Saturday	Semester 1, 2, 3 Semester breaks	9:00am – 5:00pm Closed	Closed Closed
Sunday and Public Holidays			Closed
<b>Office</b>			
	Mongkok Campus		
	Room 901, 9/F and Room 1001, 10/F, Cheung Chin Lan Hong Building, 98 Shantung Street, Mongkok, Hong Kong		
<b>Email</b>			
	<a href="mailto:itso@twc.edu.hk">itso@twc.edu.hk</a>		



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