

Information Technology Services Office

2021 Student Orientation



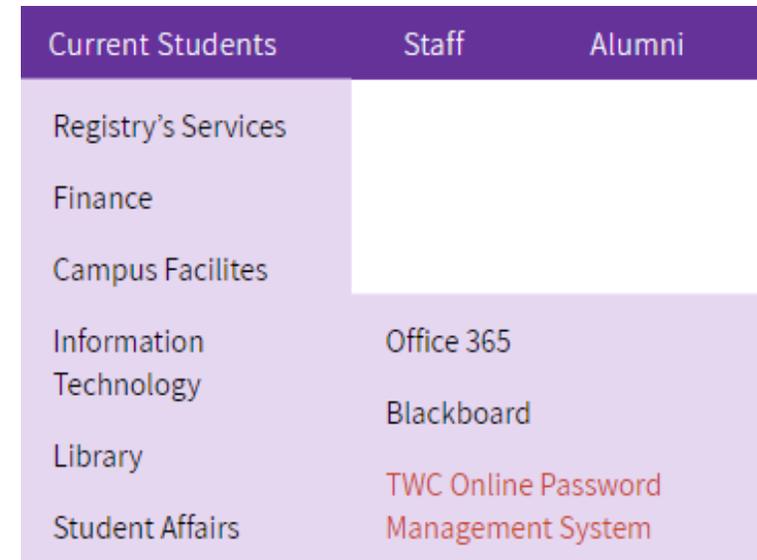
Important Message

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>

Password Issues

- Account Lockout
 - your account will be locked after 5 failure attempts to enter a correct password. The lockout time is **30** minutes.
- Change Password
 - Go to TWC website -> Current Students -> Information Technology -> TWC Online Password Management System



Current Students	Staff	Alumni
Registry's Services		
Finance		
Campus Facilities		
Information Technology	Office 365	
Library	Blackboard	
Student Affairs	TWC Online Password Management System	

- Lost Password
 - Please contact ITSO at itso@twc.edu.hk

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



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
- Beware of phishing email

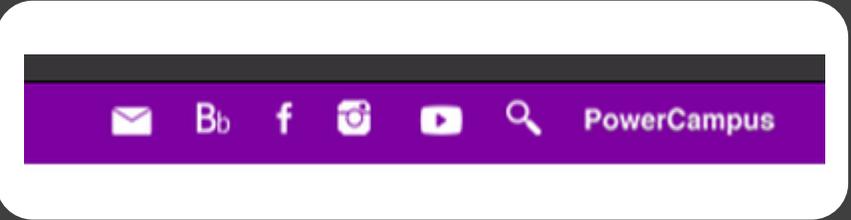
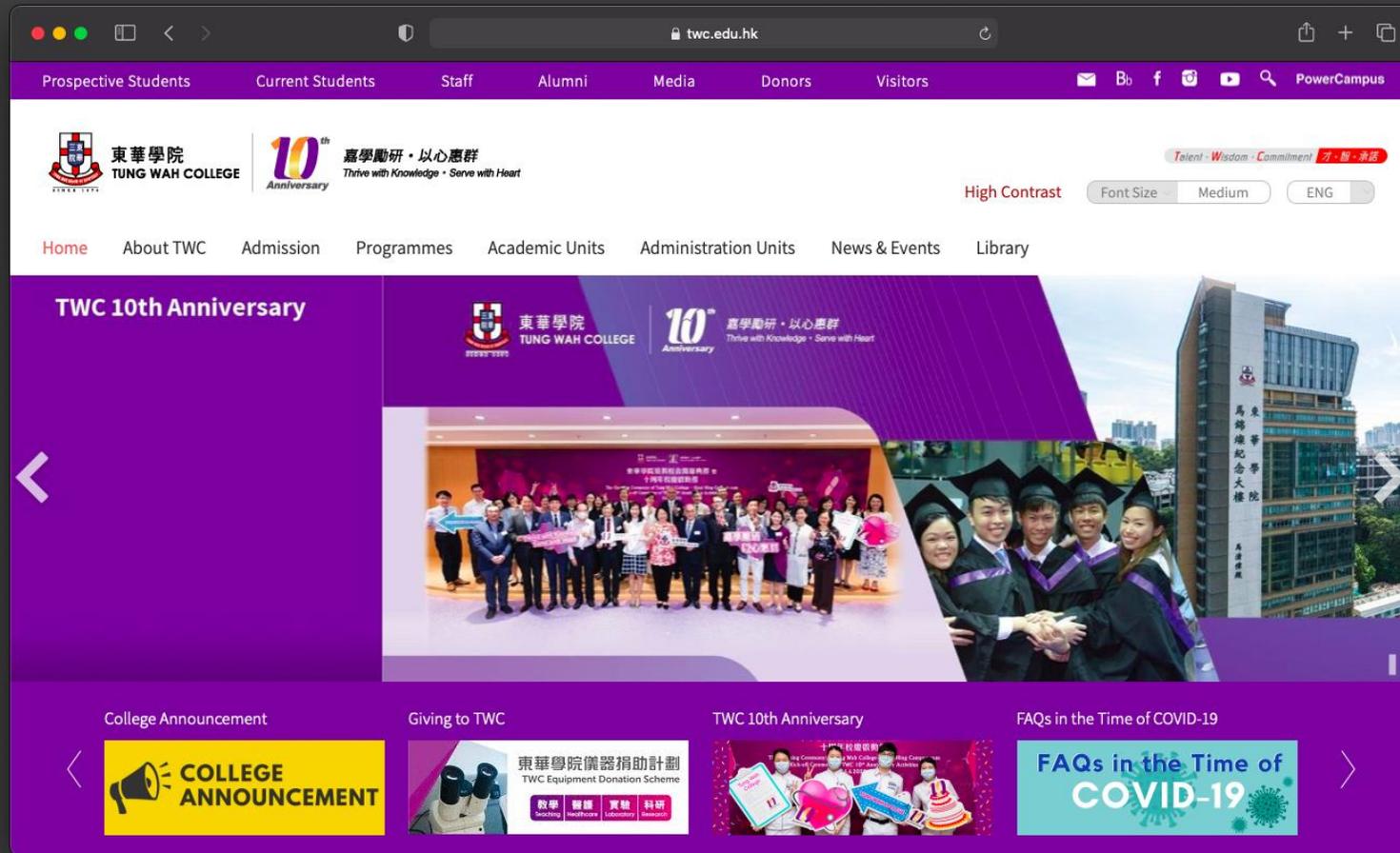


***Microsoft Outlook** is the only supported client for Windows, MacOS, IOS, IPadOS and Android*

Update mobile and personal email in PowerCampus

- Please help to update your mobile and personal email address in PowerCampus
 - Login <http://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.

Get the Latest News and Information from TWC Website



Three common used systems can be accessed via the shortcut here:

- Outlook webmail
- Blackboard Learn
- PowerCampus

Learning Management System

Blackboard Learn

The screenshot shows a web browser window with the URL `twc.blackboard.com`. The page content includes the Tung Wah College logo, which consists of a shield with a cross and the Chinese characters '東華學院' and 'TUNG WAH COLLEGE' below it. The text 'SINCE 1870' is also present. Below the logo are two input fields: one for 'USERNAME' with the placeholder text 'TWC Student ID / username' and one for 'PASSWORD'. A 'Login' button is located below the password field. At the bottom of the page, the Blackboard logo is displayed, followed by the copyright notice: '© 1997-2020 Blackboard Inc. All Rights Reserved. U.S. Patent No. 7,493,396 and 7,558,853. Additional Patents Pending. [Accessibility information](#)'.

<https://twc.blackboard.com>

User Interface

The screenshot shows a web browser window with the URL `twc.blackboard.com`. The user is logged in as Lewis CHEUNG. The main navigation bar includes 'My Institution', 'Courses', 'Community', 'Content Collection', and 'System Admin'. The 'My Institution' section is active, showing a 'Notifications Dashboard'. The dashboard is divided into three main columns: 'Tools', 'My Announcements', and 'My Courses'. The 'Tools' column lists various services like Announcements, Calendar, and Tasks. The 'My Announcements' column shows no recent announcements. The 'My Courses' column lists several courses, including 'Advanced English Writing Skills' and 'Online College Seminar' sessions.

My Institution Notifications Dashboard

Add Module Personalize Page

Tools

- Announcements
- Calendar
- Tasks
- Send Email
- TWC Library
- Search News
- TWC Exam Paper Database
- Road to IELTS
- Blackboard Help
- Portfolios
- Goals
- Enterprise Surveys
- Application Authorization
- Application Authorization

My Announcements

No Institution Announcements have been posted in the last 7 days.

No Course or Organization Announcements have been posted in the last 7 days.

[more announcements...](#)

My Organizations

Organizations where you are: Leader

- SU Election Committee**

Organizations where you are: Participant

- Information Technology Services Office**
- Library**

Download Blackboard's Student App Today

Access grades, course content, and more from the Blackboard app on your mobile device. Available on iOS and Android.

My Courses

- ▶ 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



Mouse over to the section for display the setup icon

Course Main Page

The screenshot shows the Blackboard interface for a course. At the top, the browser address bar shows 'twc.blackboard.com'. The user is identified as 'Lewis CHEUNG' with a notification badge '31'. The navigation menu includes 'My Institution', 'Courses' (highlighted), 'Community', 'Content Collection', and 'System Admin'. The course title is '[2019-20-1] ITSO1004 Blackboard Basic User Training' and the current page is 'Home Page'. The 'Edit Mode' is set to 'ON'. A left-hand navigation pane lists various course components like 'Home Page', 'Information', 'Content', 'Discussions', 'Groups', 'Tools', 'Help', 'Survey', 'Assignment Lewis', 'Assignment CL', 'Assignment_RL', 'Online Teaching', 'xyz', 'Panopto Video', and 'Test My Grades'. The main content area is titled 'Home Page' and contains three primary sections: 'My Announcements', 'My Tasks', and 'What's New'. The 'My Announcements' section shows no recent announcements. The 'My Tasks' section shows no tasks due. The 'What's New' section displays a notification for 'Surveys (1)' updated on September 3, 2020. On the right side, there are two summary panels: 'To Do' and 'What's Past Due'. The 'To Do' panel shows a 'What's Due' section with a date selector set to '09/03/2020' and a 'Go' button. Below this, it lists 'Today (0)', 'Tomorrow (0)', 'This Week (0)', and 'Future (0)', all showing 'Nothing Due Today'. The 'What's Past Due' panel shows 'All Items (0)'. Both summary panels have 'Edit Notification Settings' and 'Actions' buttons.

twc.blackboard.com

Lewis CHEUNG 31

My Institution **Courses** Community Content Collection System Admin

[2019-20-1] ITSO1004 Blackboard Basic User Training Home Page Edit Mode is: ON

Home Page

Add Course Module Customize Page

My Announcements

No Course or Organization Announcements have been posted in the last 7 days. [more announcements...](#)

My Tasks

My Tasks:

No tasks due. [more tasks...](#)

What's New

Edit Notification Settings Actions

▶ **Surveys** (1)

Last Updated: September 3, 2020 4:03 PM

To Do

Edit Notification Settings

What's Past Due Actions

▶ **All Items** (0)

What's Due Actions

Select Date: 09/03/2020 Go

▼ **Today** (0)

Nothing Due Today

▶ **Tomorrow** (0)

▶ **This Week** (0)

▶ **Future** (0)

Last Updated: September 3, 2020 4:03 PM

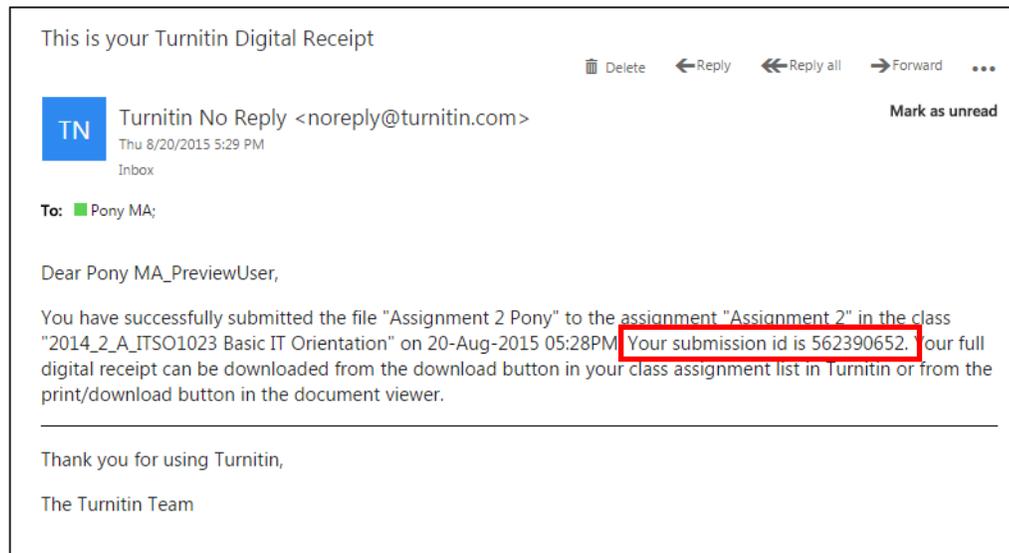
Course Management

Assignment Submission

- Course enrollment updated every 24 hours
- Assignment submission – make sure it is submitted
- Two types of assignment
 - Turnitin
 - Blackboard
- Wait until the submission is completed

Turnitin Assignment

- keep submission number and save confirmation email



Congratulations – your submission is complete! This is your digital receipt. You can print a copy of this receipt from within the Document Viewer.

Author:
BB 1

« Page 1 »

Assignment title:
test assignment

Submission title:
test assignmen paper1

File name:
PR_cover_memo.docx

File size:
30.91K

Page count:
2

Word count:
197

Character count:
1146

Submission date:
08-Apr-2014 6:16 PM HKT

Submission ID:
414412496



Turnitin Assignment

- Submission is a formal submission, it's not a trial.
- Timing for Similarity Report generation:
(if re-submission is allowed)
 - 1st submission (instant or <30 minutes)
 - 2nd submission (>24 Hours)
 - 3rd submission (>24 Hours)
- 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 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

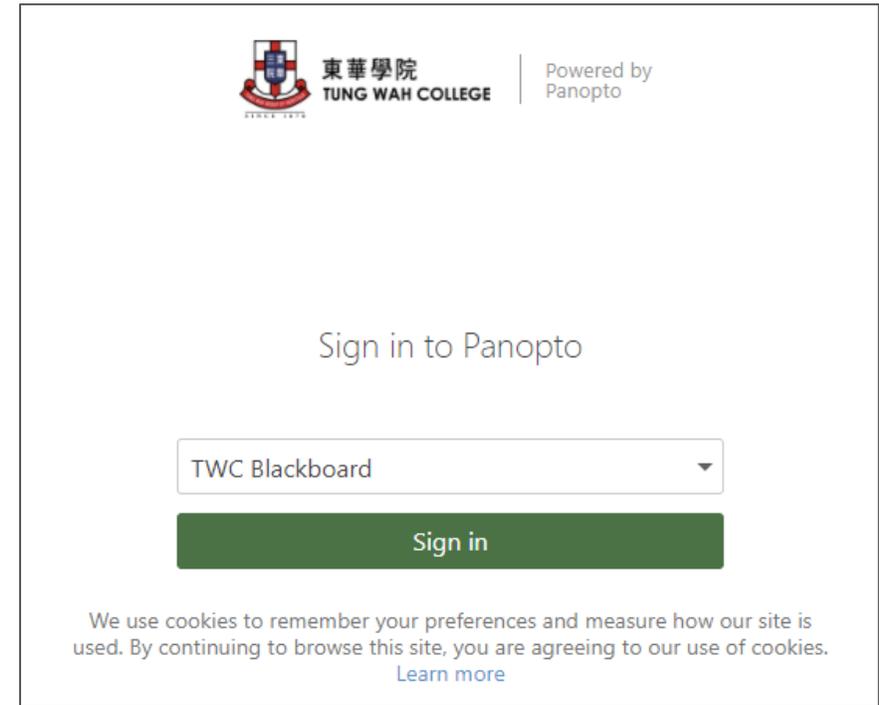
Submission

[Submission Text](#)



- Lecture/Class Capture
- College Seminar
- Integrated with Blackboard

Panopto Video Platform



<https://twc.ap.panopto.com>

Supported Browsers

	Desktop Browser Versions	Mobile Browser Versions ¹
Chrome ²	63+	63+
Edge ³	42+	38+
Firefox	57+	57+
Internet Explorer ⁴	Unsupported	Unsupported
Safari	12+ (Mac OS only)	With iOS 11+

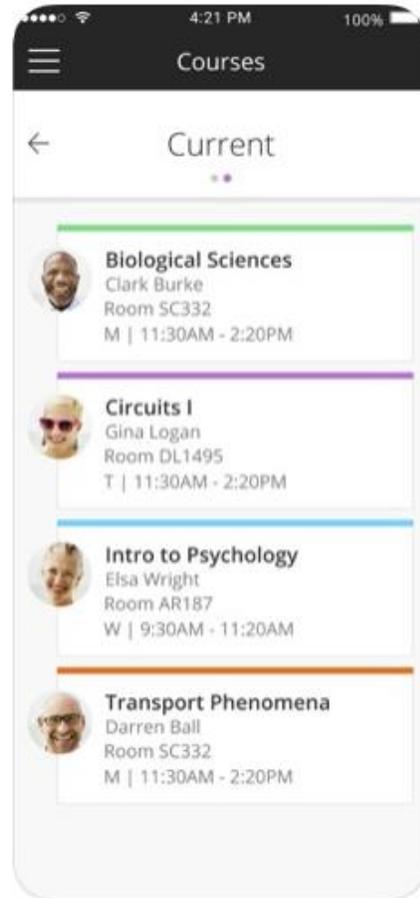


Blackboard Mobile App

Available on the
App Store



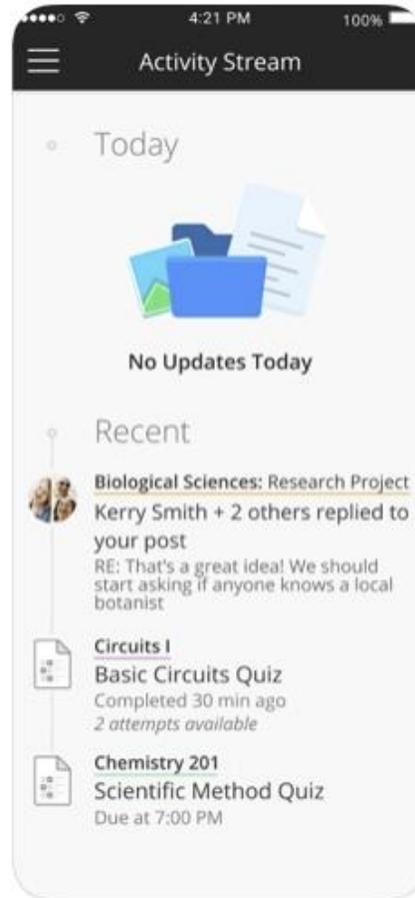
ANDROID APP ON
Google play



Courses

Current

- Biological Sciences**
Clark Burke
Room SC332
M | 11:30AM - 2:20PM
- Circuits I**
Gina Logan
Room DL1495
T | 11:30AM - 2:20PM
- Intro to Psychology**
Elsa Wright
Room AR187
W | 9:30AM - 11:20AM
- Transport Phenomena**
Darren Ball
Room SC332
M | 11:30AM - 2:20PM



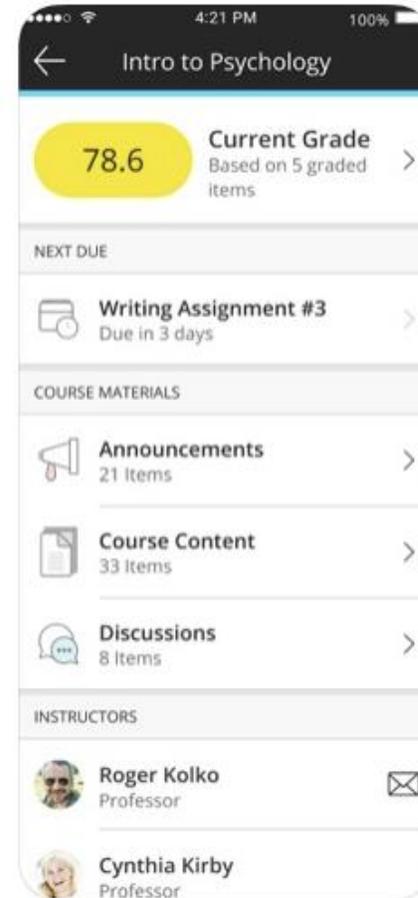
Activity Stream

Today

No Updates Today

Recent

- Biological Sciences: Research Project**
Kerry Smith + 2 others replied to your post
RE: That's a great idea! We should start asking if anyone knows a local botanist
- Circuits I**
Basic Circuits Quiz
Completed 30 min ago
2 attempts available
- Chemistry 201**
Scientific Method Quiz
Due at 7:00 PM



Intro to Psychology

78.6 Current Grade
Based on 5 graded items

NEXT DUE

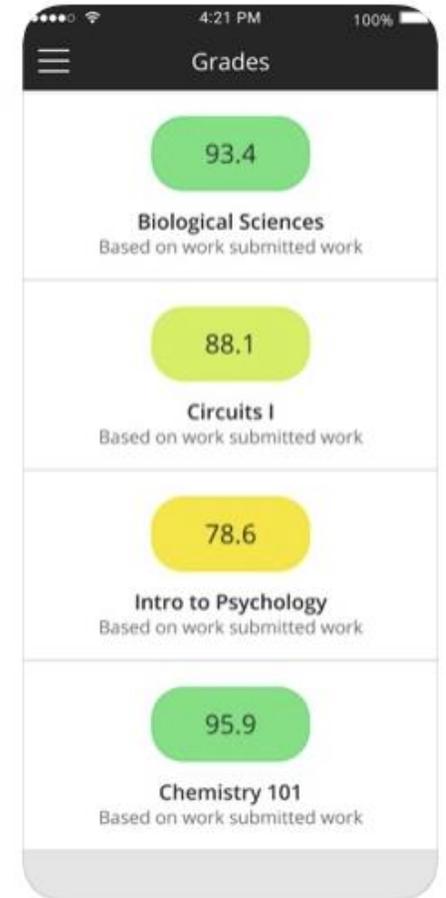
- Writing Assignment #3**
Due in 3 days

COURSE MATERIALS

- Announcements**
21 Items
- Course Content**
33 Items
- Discussions**
8 Items

INSTRUCTORS

- Roger Kolko**
Professor
- Cynthia Kirby**
Professor



Grades

- 93.4**
Biological Sciences
Based on work submitted work
- 88.1**
Circuits I
Based on work submitted work
- 78.6**
Intro to Psychology
Based on work submitted work
- 95.9**
Chemistry 101
Based on work submitted work

Online Teaching



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

Blackboard Collaborate User Interface Tour

<https://youtu.be/6SKSODqUeWg>

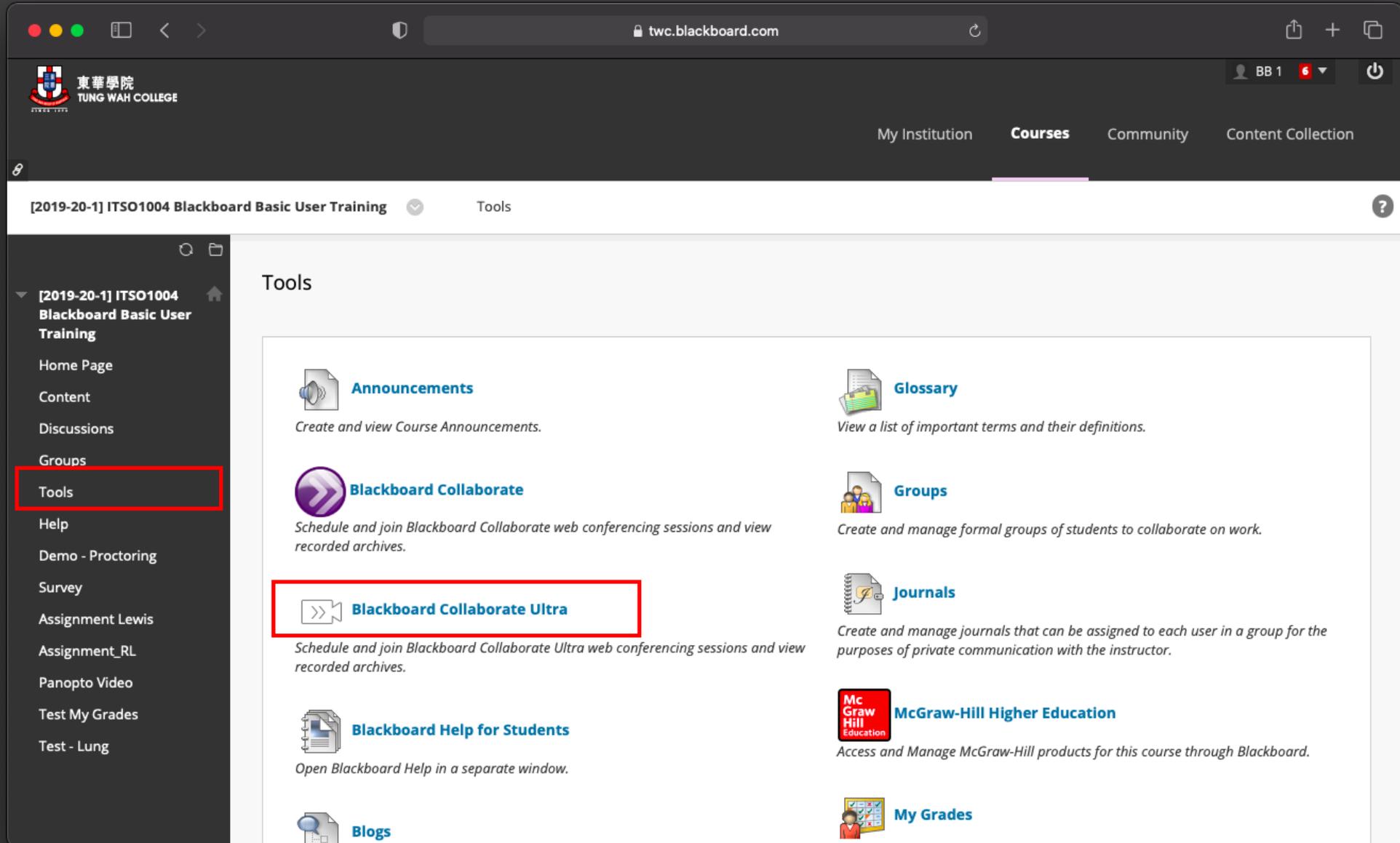
Blackboard Collaborate Ultra in Course Content

The screenshot displays the Blackboard Collaborate Ultra interface within a web browser. The browser's address bar shows the URL: `twc.blackboard.com/webapps/blackboard/content/listContentEditable.jsp?content_id=_117926_1&course_id=_6573_1&m...`. The user is identified as Lewis CHEUNG with a notification badge of 29. The course is titled "[2019-20-1] ITSO1004 Blackboard Basic User Training". The main content area lists two items:

- Blackboard Collaborate Ultra**: Enabled: Statistics Tracking, 20191115-1605-TEST
- Assignment 1**: Availability: Item is hidden from students. It was last available on Oct 4, 2019 11:59 PM. Enabled: Statistics Tracking. This is a first assignment

The left sidebar contains a navigation menu with the following items: Home Page, Information, Content, Discussions, Groups, Tools, Help, Survey, Assignment Lewis, Assignment CL, and Assienment RL.

Blackboard Collaborate Ultra in Tools

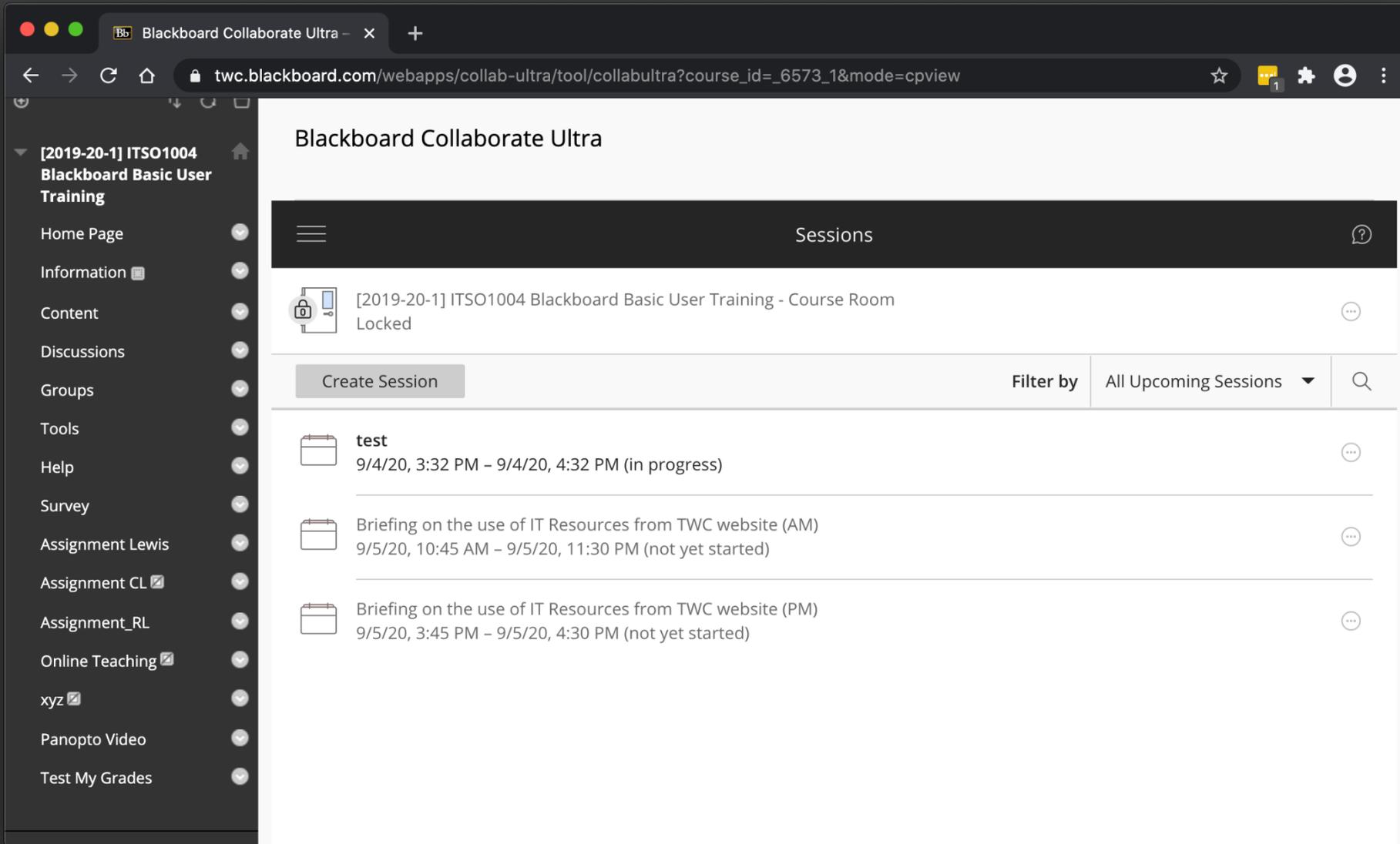


The screenshot shows a web browser window displaying the Blackboard Collaborate Ultra interface. The browser's address bar shows the URL `twc.blackboard.com`. The page header includes the logo for Tung Wah College and navigation links for "My Institution", "Courses", "Community", and "Content Collection". The current course is identified as "[2019-20-1] ITSO1004 Blackboard Basic User Training".

The main content area is titled "Tools" and lists several available tools. The "Tools" menu item in the left sidebar is highlighted with a red box. The "Blackboard Collaborate Ultra" tool is also highlighted with a red box. Below are the details for each tool:

- Announcements**: Create and view Course Announcements.
- Glossary**: View a list of important terms and their definitions.
- Blackboard Collaborate**: Schedule and join Blackboard Collaborate web conferencing sessions and view recorded archives.
- Groups**: Create and manage formal groups of students to collaborate on work.
- Blackboard Collaborate Ultra**: Schedule and join Blackboard Collaborate Ultra web conferencing sessions and view recorded archives.
- Journals**: Create and manage journals that can be assigned to each user in a group for the purposes of private communication with the instructor.
- Blackboard Help for Students**: Open Blackboard Help in a separate window.
- McGraw-Hill Higher Education**: Access and Manage McGraw-Hill products for this course through Blackboard.
- My Grades**: (Icon visible, description not fully shown)

Blackboard Collaborate Ultra Session List



The screenshot shows the Blackboard Collaborate Ultra interface. The browser address bar displays the URL: `twc.blackboard.com/webapps/collab-ultra/tool/collabultra?course_id=_6573_1&mode=cpview`. The page title is "Blackboard Collaborate Ultra".

The left sidebar contains a navigation menu with the following items:

- [2019-20-1] ITSO1004 Blackboard Basic User Training
- Home Page
- Information
- Content
- Discussions
- Groups
- Tools
- Help
- Survey
- Assignment Lewis
- Assignment CL
- Assignment_RL
- Online Teaching
- xyz
- Panopto Video
- Test My Grades

The main content area is titled "Sessions" and displays a list of sessions for the course "[2019-20-1] ITSO1004 Blackboard Basic User Training - Course Room". The top session is "Locked". Below it, there is a "Create Session" button and a "Filter by" dropdown menu set to "All Upcoming Sessions".

Session Name	Start Time	End Time	Status
test	9/4/20, 3:32 PM	9/4/20, 4:32 PM	(in progress)
Briefing on the use of IT Resources from TWC website (AM)	9/5/20, 10:45 AM	9/5/20, 11:30 PM	(not yet started)
Briefing on the use of IT Resources from TWC website (PM)	9/5/20, 3:45 PM	9/5/20, 4:30 PM	(not yet started)



by default the class/session is only allow to join 15 mins before the start time

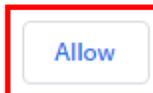
Starting Online Session

1  Join session  Click here to join the online teaching session

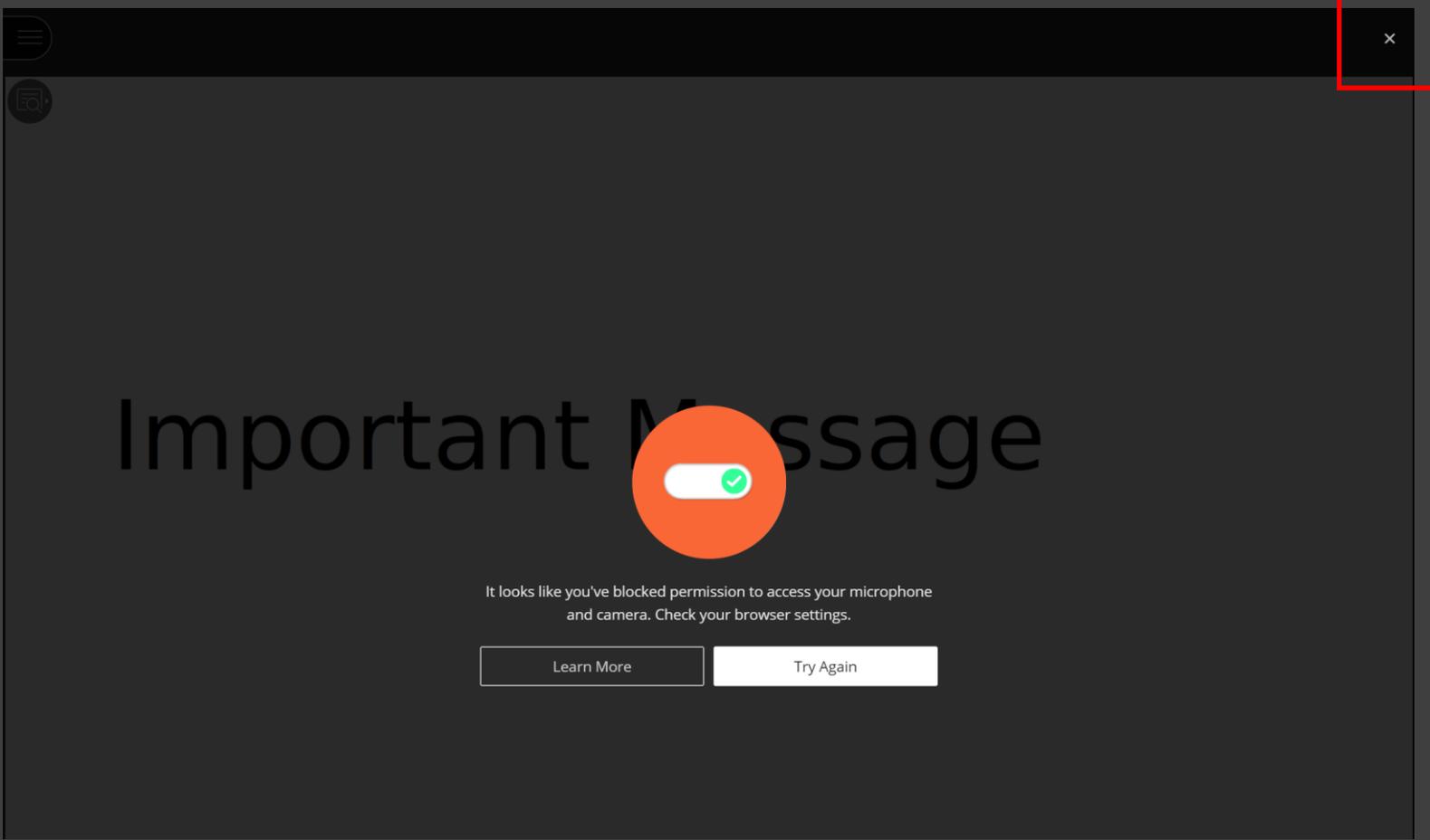
Error page will be displayed when no microphone or camera detected, click "X" to bypass the message

au.bbcollab.com wants to

-  Use your microphone
-  Use your camera

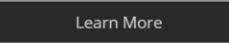
 

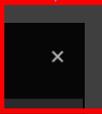
Allow browser to use your microphone and camera



Important Message

It looks like you've blocked permission to access your microphone and camera. Check your browser settings.



Test Audio & Video

1

Audio Test (1 of 2)
Let us hear you! Say something.
Do you see the audio bar moving when you speak?

You sound great!

Default - Desktop Microphone (Microsoft® LifeCam Studio(TM))

No - I need help Yes - It's working

Say something to test the mic and ensure the average volume level is exceed the mid level.



If you have more than one audio input devices, select the one you want to use and perform the audio test. Click ***“Yes – It’s working”*** to continue.

2

Video Test (2 of 2)
Smile! Don't worry - no one else can see you yet!
Do you see yourself?

Microsoft® LifeCam Studio(TM) (045e:0811)

No - I need help Yes - It's working

If you have more than one video input devices, select the one you want to use and perform the video test. Click ***“Yes – It’s working”*** to continue.

Online Session

Open Session Menu



✕

[2019-20-1] ITSO1004 Bl...

📹 Start Recording

💬 Report an issue

💡 Tell me about Collaborate ⋮

❓ Blackboard Collaborate Help

📄 Privacy Policy

🏠 Leave Session

Exit



Welcome!

You're the only one in the room.
Jump in and get started! Upload your content and check your audio.

Open Collaborate Menu



By default, Microphone and Video are disabled, click the mic or video icon to toggle devices on and off.

Collaborate Menu

To select what kind of content you would like to share

Chat

Find someone to chat with

- Everyone >
- Moderators >**

NEW Private Chat!
Learn how it works.
[Start Tutorial](#)

1 Attendee

Moderator (1)

- Siu Kwong Lewis CHEUNG

Share Content

Primary Content

- Share Blank Whiteboard
- Share Application/Screen
- Share Files >

Secondary Content

- Polling >
- Timer >

Interact

- Breakout Groups >

My Settings

Siu Kwong Lewis CHEUNG
Moderator

Audio and Video Settings ^

Set up your camera and microphone

Speaker Volume
0% 100%

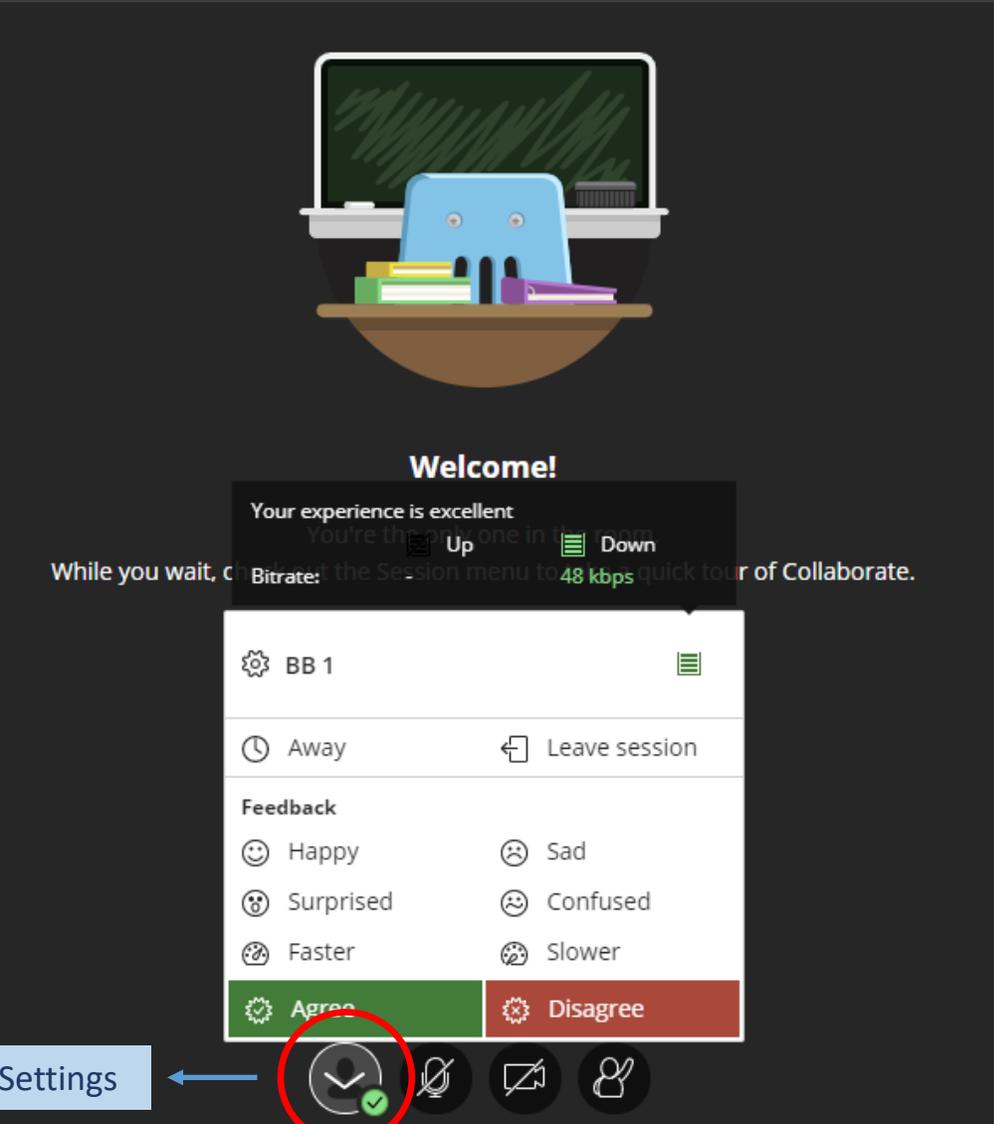
Display Closed Captions (when available)

Notification Settings v

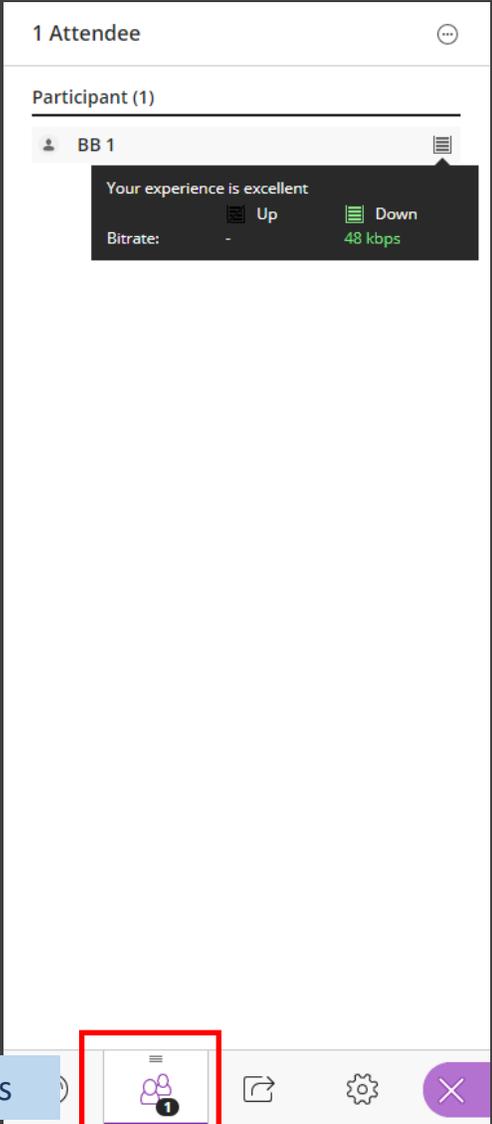
Session Settings v

Report an issue

Check Connection Status



OR



My Status and Settings

Attendees

Most Common Problems

Headset device is not working

- Desktop: the audio 3.5mm input jack is various from different brand, suggest using USB headset
- Laptop: both 3.5mm or USB headset
- Re-test your audio device or restart your Blackboard Collaborate Ultra session



Blackboard Collaborate Ultra keep loading

- In this case most likely is related to browser cookie settings. Please refer to below link for resolution.

<https://blackboard.secure.force.com/publickb/articleview?id=kA7390000004FQK>

Blackboard Collaborate Ultra



Introduction to Blackboard Collaborate Ultra for Students

Headset device is not working

- Desktop: the audio 3.5mm input jack is various from different brand, suggest using USB headset
- Laptop: both 3.5mm or USB headset
- Re-test your audio device or restart your Blackboard Collaborate Ultra session



Blackboard Collaborate Ultra keep loading

- In this case most likely is related to browser cookie settings. Please refer to below link for resolution.

<https://blackboard.secure.force.com/publickb/articleview?id=kA7390000004FQK>

Blackboard Collaborate Ultra



Blackboard Collaborate Ultra Introduction Video for Students

- Introduction Video for Students can be found here
 - <https://www.twc.edu.hk/itso>
 - Help & Support -> Blackboard Collaborate Ultra



IT Facilities

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
MKB	1002	✓	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.

IT Services



- 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)



Apple



acer

Notebook Ownership Programme

Brand, model, price and available order date To Be Confirmed



Smarter
technology
for all

Lenovo



Some brands may offer their own programme during summer

IT Systems for Students

Prospective Students | Current Students | Staff | Alumni | Media | Donors | Visitors

東華學院 TUNG WAH COLLEGE

Home | About

Registry's Services
Finance
Electronic Systems
Information Technology
Library
Student Affairs
Emergency Procedures and Safety Guidelines

以心惠群
Talent · Wisdom · Commitment

High Contrast | Font Size | Medium | ENG

Academic Units | Administration Units | News & Events | Library

The Opening Ceremony of Tung Wah College - Kwai Hing Campus cum Kick-off Ceremony of Tung Wah College 10th Anniversary Activities

東華學院葵興校舍開幕典禮暨十周年校慶啟動禮

The Opening Ceremony of Tung Wah College - Kwai Hing Campus cum Kick-off Ceremony of Tung Wah College 10th Anniversary Activities

College Announcement | FAQs in the Time of COVID-19 | TWC 10th Anniversary | Student & Graduate Voices | Giving to TWC

Desktop

- Campus Facilities
- Information Technology
 - Office 365
 - Blackboard
 - TWC Online Password Management System
 - New Student Account Activation
- Library
- Student Affairs
- Staff
- Alumni
- Media
- Donors
- Visitors

PowerCampus

Mobile

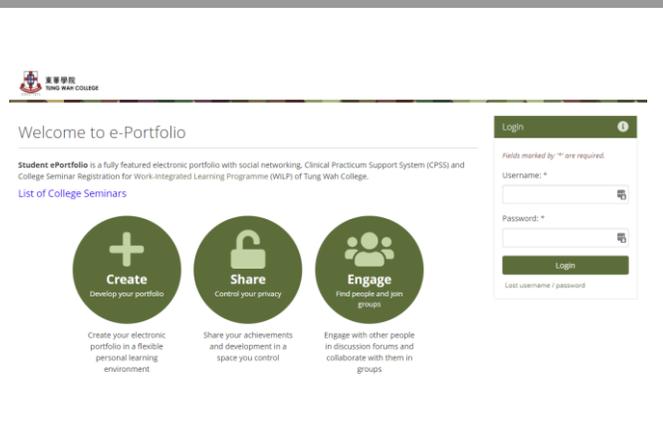
Other Student Systems

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



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 fulfill the graduation requirement.



Student Locker Application System

Application period: 7 September 2020 - 31 December 2020

Method of application/allocation:

1. First-come-first-served
2. Rental Fee HK\$120 (non-refundable)
3. Applicants need to present a receipt (please download from locker system) with student ID after payment settle for the locker allocation.

Flowchart:

```

    graph LR
      A[Login Locker System] --> B[Select Locker Location]
      B --> C[Payment of rental fee within 3 working days]
      C --> D[Download receipt from Student Payment System]
      D --> E[Locker Allocation]
      E --> F[Confirmed Locker Allocation]
      C --> G[Payment Failed. Locker selected will be released to central.]
  
```

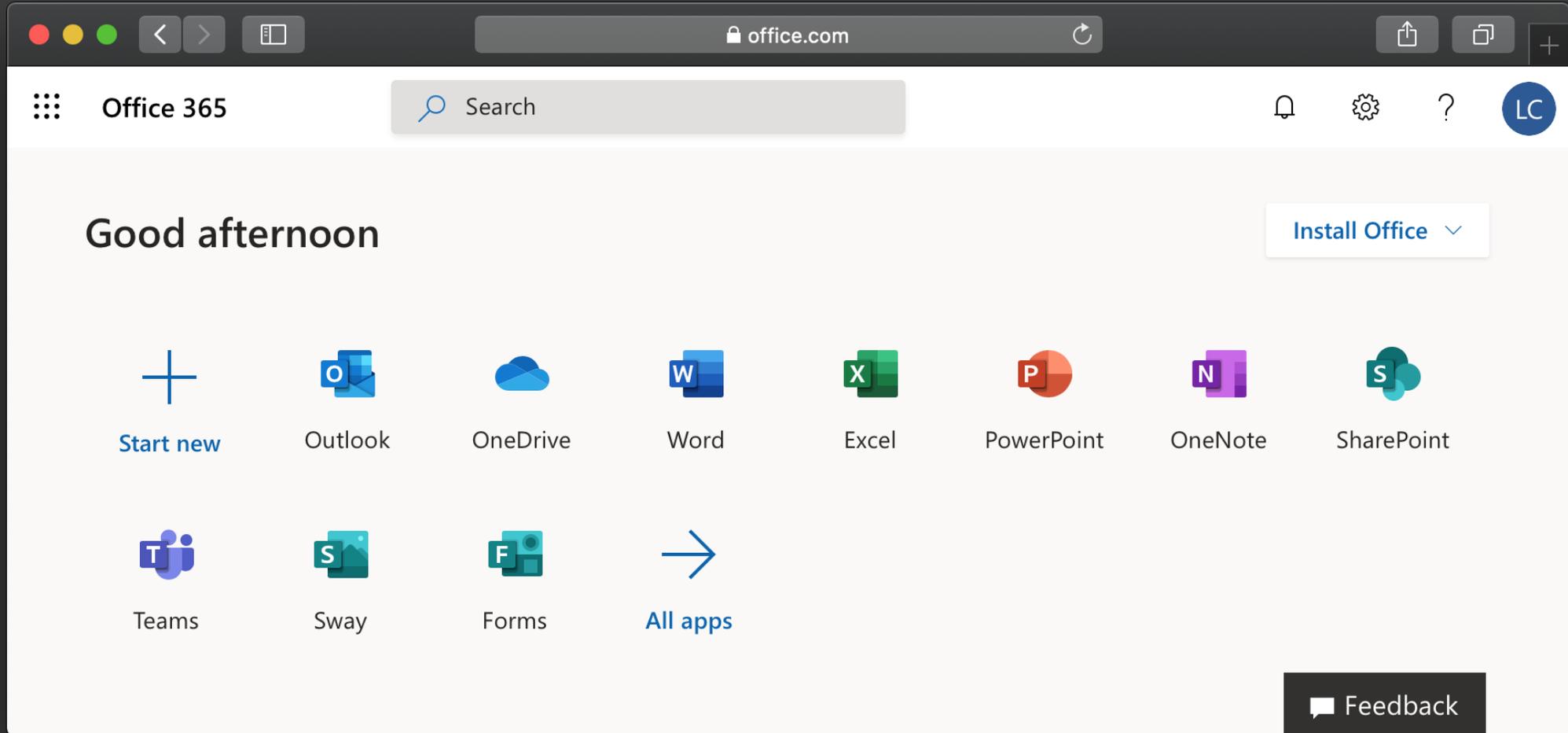
Deadline of clearance: 15 August every year

Students should particularly note (regulation regarding unauthorized use of lockers) as follows:

1. I understand that the assignment of student lockers is subject to availability and my indication on preferred locker location is for reference only. There is no guarantee that the locker is drawn accordingly to my wish.
2. The annual and non-refundable rental fee is HK\$120.
3. I have read the regulations on the use of students lockers. (Student Handbook Appendix 35.5) at http://www.twc.edu.hk/eng/current_students/student_handbook/
4. I will report any unauthorized use of my locker to the Facilities Management Office.

I have read and accepted.

Office 365



<https://portal.office.com>

Office 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.



General Information

Contact Us

Hotline - 3190 6640

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

Service Counters

King's Park Campus Room 905, 9/F

Mongkok Campus Room 901, 9/F, Tower B

Kwai Hing Campus Room 1606A, 16/F

Service Hours

Monday – Friday		9:00am – 5:30pm		Tue and Thu: 9:00am - 5:30pm Mon, Wed and Fri: Closed
Saturday	Semester 1, 2, 3 Semester breaks	9:00am – 5:00pm Closed	Closed	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