SCOPE

School of Continuing and Professional Education
專 業 進 修 學 院

香港城市大學
City University of Hong Kong

# Student Support Guide

For CityU-SCOPE Student Identity Card holders studying non-local postgraduate degree, top-up & 3-Year degree, advanced & professional diploma and designated professional programmes

Welcome to the family of **School of Continuing and Professional Education, City University of Hong Kong (CityU SCOPE)**!

This guide aims to provide students with an overview of learning support available in CityU and CityU SCOPE. Should you have questions regarding the information in this guide, please contact our colleagues at the reception counter of CityU SCOPE learning centres for help. They will be happy to assist and provide further clarification to you.

August 2024

**DISCLAIMER**
All information in this guide is subject to change and periodic review. The information is accurate at the time of updating.

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## *PART A LEARNING SUPPORT FOR CITYU SCOPE STUDENTS*

### 1. Facilities and Services

Students of CityU SCOPE studying overseas degrees, advanced and progression diplomas and some of the professional programmes are eligible to use learning facilities and services which are offered by the Awarding Institution, CityU and CityU SCOPE.

#### 1.1 Facilities and Services Offered by CityU and CityU SCOPE

##### *1.1.1 CityU SCOPE Student ID Card*

You will receive a CityU SCOPE Student ID Card. Please visit the website: https://www.scope.edu/ActivateEID to activate your student card when you receive the card. With this card, you can use specific resources and facilities offered by CityU and CityU SCOPE including the Sir Run Run Shaw Library, Computing Services Centre and self-study areas, and enjoy a discount in the bookshop at CityU.

##### *1.1.2 Email Account*

You will be provided with an EID and a CityU email account with a quota of 50GB under CityU Office 365. You will receive information about your programme and student announcements as well as all library messages through email. Please activate your EID and check your email frequently. The details of CityU email services are available at: https://email.cityu.edu.hk/student.htm

##### *1.1.3 CityU e-Portal and Canvas*

CityU e-Portal is a one-stop e-learning platform to facilitate you to obtain learning materials provided by instructors, news and updates released from CityU and/ or CityU SCOPE online. You can access the CityU e-Portal at: https://www.cityu.edu.hk/cityu/student/index.htm

Canvas is an e-learning platform for all CityU and CityU SCOPE students. You may search for learning materials by logging in Canvas at https://canvas.cityu.edu.hk/login

##### *1.1.4 Sir Run Run Shaw Library*

The Sir Run Run Shaw Library is located at CityU campus. Located on Level 2 (Yellow and Red Zones) and Level 3 of Yeung Kin Man Academic Building, the Library occupies a central location which is easily accessible to users. Please refer to https://www.cityu.edu.hk/lib/service/scope.htm for the library service provisions to CityU SCOPE students.

##### *1.1.5 IT Support and Services*

You may access to Computing Services Centre (CSC) located at CityU campus with your CityU SCOPE Student ID Card. You may connect to Student LAN with your EID and use other computing facilities in CSC Student Terminal Area and Express Terminals at CityU campus.

Desktop PCs are set up at Tsim Sha Tsui (TST) East Learning Centre for convenient access to email service, library catalogue system and internet. Printers and photocopiers for printing at cost are equipped.

Wi-Fi network via CityU SCOPE Wi-Fi is installed at TST East Learning Centre. On-site installation of Wi-Fi network with a password is required. Wi-Fi access points are also available in CityU campus covering Sir Run Run Shaw Library, canteens, and some common areas inside the campus.

**Multi Factor Authentication (MFA) Enforcement (for CityU/ SCOPE students)**

MFA has been turned on for all student accounts. Student MUST meet those MFA requirements before using the sensitive applications. **Recommended Actions** to setup their MFA**:**

i. Enable MFA for your CityU account (https://www.cityu.edu.hk/its/services-facilities/multi-factor-authentication-mfa);
ii. Follow User Guide on Setting Up MFA (https://www.cityu.edu.hk/csc/deptweb/support/faq/mfa_stud.htm).

##### *1.1.6 Self-study and Discussion Areas at CityU SCOPE*

Apart from the study areas in the CityU campus, CityU SCOPE maintains study space at UG3/F in TST East Learning Centre for students during opening hours. The Study Area, located at UG3/F, TST East Learning Centre, is equipped with core learning materials of programmes. Students with a valid CityU SCOPE Student ID Card can use these facilities.

You should follow the instructions on the proper use of the facilities and equipment, displayed in the CityU campus and CityU SCOPE learning centres.

## 2. Student Services at CityU SCOPE

### 2.1 Student Development Unit (SDU)

The Student Development Unit (SDU) aims to enhance the whole person and well-rounded development of CityU SCOPE students. It organizes workshops, talks, seminars, internships, contests and out-of-classroom activities to foster students' personal, social, cultural and employability competence.

#### *2.1.1 Personal Development (Full degree, part-time top-up, full-time & part-time advanced diploma and part-time diploma programmes)*

SDU offers trainings that cultivate personal growth, life values, and self understanding for students. It organizes leadership development training and self-understanding workshops to nurture students' leadership skills, problem solving skills, presentation skills and self awareness. During their years of study, students are provided with opportunities to work as student helpers, volunteers or interns at the School or in NGOs.

#### *2.1.2 Career and Employment Support (Full degree, part-time top-up and full-time advanced diploma programmes)*

SDU aspires to enhance students' employability and facilitate their career planning by providing them with career exposures; structured career education and career services. The Career Support Centre (Room 6421, 6/F, Purple Zone, YEUNG Building [Lift 6]) is established to provide students with career development trainings, one-on-one career and further studies consultation, psychometric tests, internships and graduate job vacancy information.

#### *2.1.3 Student Activities (Full degree, part-time top-up and full-time & part-time advanced diploma programmes)*

In order to enhance students' personal, physical and social development, SDU will help to promote meaningful and cultural activities to students on behalf of NGOs and voluntary agencies.

#### *2.1.4 Student Counselling (Full degree, and full-time advanced diploma programmes)*

In case students encounter difficulties in personal lives, adjustment or interpersonal relationship, they may approach the SCOPE Student Counselling Team for advice and guidance. The professional counsellors will treat all information strictly confidential. Additional service will be provided depends on students' needs and professional assessment.

#### *2.1.5 Student Scholarships for Full-time Locally Accredited Degree Programmes from Education Bureau*

**The Self-financing Post-secondary Scholarship Scheme (SPSS) (For Full degree Year 2, Year 3 programmes)**
The scheme offers scholarships and awards that give recognition to students with outstanding academic performances, having a good plan for outreaching project, and those with achievements and talents in non-academic areas (e.g. music, sports, art and so on).

#### *2.1.6 School Based Reward and Incentive (full degree, part-time top-up)*

i. **Director's List**
The School establishes a prestigious award, the "Director's List", which honours the efforts and achievements of top student(s) from each programme in light of their distinguished academic attainment. SDU also offers awards and incentive schemes that recognize students' well-rounded achievements, and contributions in serving the School or fellow students.

ii. **Achiever Award**
To encourage full-time students to participate in SDU-organized activities, students who accomplish designated points from SDU activities will be qualified for the Achiever Award.

iii. **Student Activities Fund (Full degree programmes)**
To cultivate students' personal interest and to encourage full-time students to organize and participate in extra-curricular activities so as to develop their leadership abilities, interpersonal skills, and positive attitudes to serve the community, the Student Activities Fund is established to subsidize meaningful activities planned and organized by full-time students.

**How to join an activity?**

Details of all the above activities are publicised internally via emails, Canvas messages and SDU Website. Registration for the activities is done online. Please keep a watchful eye on the updates at the SDU websites and Canvas messages.

**Enquiries**

**Student Development Unit (SDU)**
Tel: 3442 2110
Email: sdu@scope.edu
Website: https://www.scope.edu/students/student-development-unit

## 3. Language and Communication Workshops (Full degree, part-time top-up programme)

Practical, interactive English workshops are offered to students to enhance their English proficiency as well as employability. The workshops aim to polish students' language skills to cope with the fast-paced evolution of information technology in today's society.

***PART B INSTRUCTIONS FOR USE***

## 4. CityU SCOPE Wi-Fi and Printer/Copier

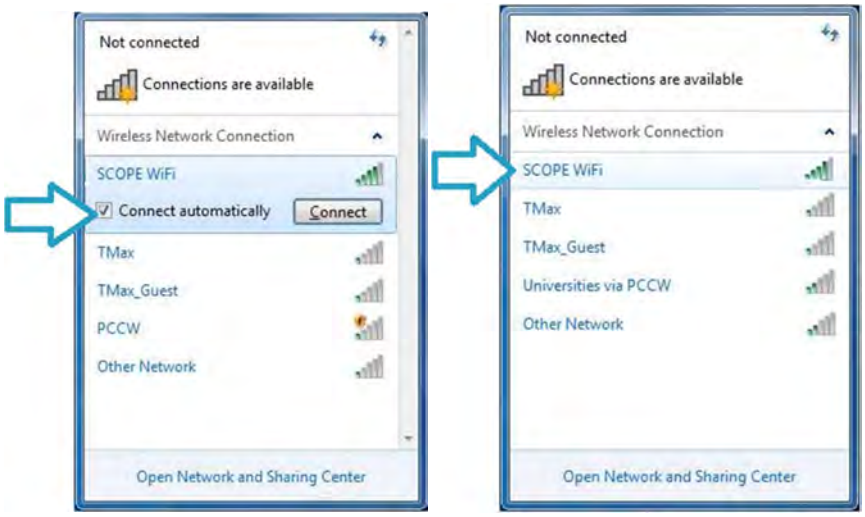
Based on IEEE802.11b, 802.11g and 802.11n and WPA2 security standards with network encryption, CityU SCOPE provides up to 54Mbps Wi-Fi for students for their easy internet access in CityU SCOPE learning centres.

### 4.1.1 CityU SCOPE Wi-Fi Setup for Laptop (for Windows)

Move the cursor to the network connections icon located at the bottom right corner of the screen.

i. Select and left click [SCOPE Wi-Fi].

ii. Tick [Connect automatically] and then click [Connect] button, it enables you to save this Wi-Fi

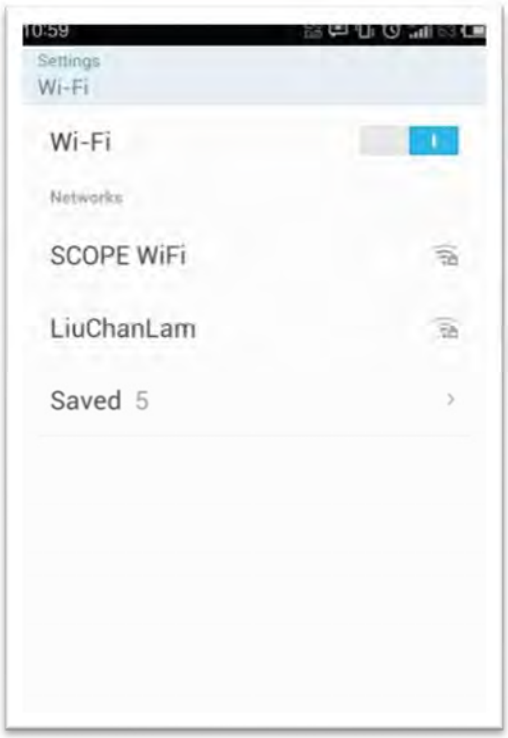



iii. Input [Security key] and then click [OK]. Your security key will be sent to your CityU SCOPE email account about two weeks after your EID is activated.

iv. For the first time connection, you'll be asked to select a network location. We recommend you to choose the [Public network].

## 4.2 CityU SCOPE Wi-Fi Setup for Mobile Devices

i. Select and click [SCOPE Wi-Fi].



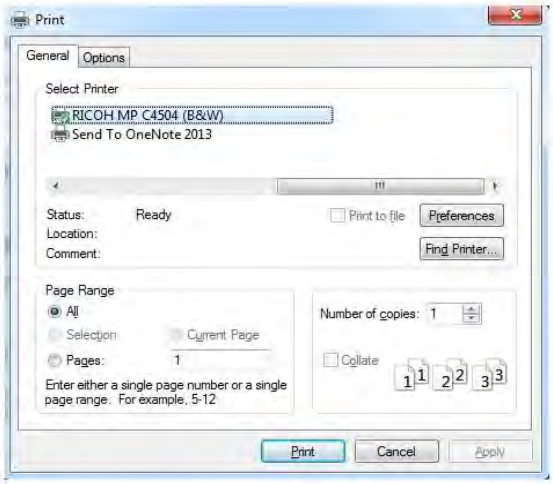

ii. Input [SCOPE Wi-Fi password] and then click [Connect].

iii. You'll be asked to comply with the Acceptable Use Policy before connecting to the CityU SCOPE Wi-Fi in TSTE centre. Click [I Agree], and then you will be connected to the CityU SCOPE Wi-Fi.

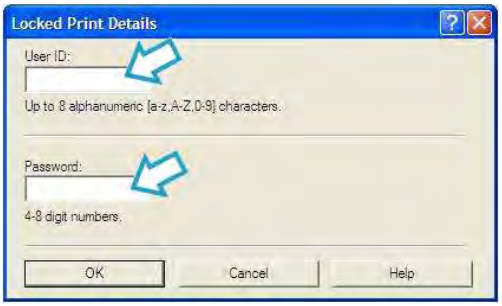
## 4.3 Octopus-card-operated Printing & Copying

### *4.3.1 Printing Operation Guideline*

i. Open [File], and click [Print] for printing.
ii. Select Printer, and click [Print] to proceed.




iii. Input [User ID] and [Password], then click [OK] to confirm.




- Attention! The user MUST input his/her unique [User ID] and [Password] and not to share them with other students. Otherwise, the printout process may be accessed by others.
- Please go to the printer, input your [User ID] and input [Password] for printing.
- Please backup your documents before printing. All print jobs will be deleted at midnight.

### *4.3.2 Printing & Copying Fee*

Black and White (per page)
A3 : $0.2
A4 : $0.1

*Attention:*
*For details of laws related to books and materials copying (Copyright Ordinance (Chapter 528)), please refer to the website: https://www.elegislation.gov.hk/hk/cap528*

## 5. EID and Email Password

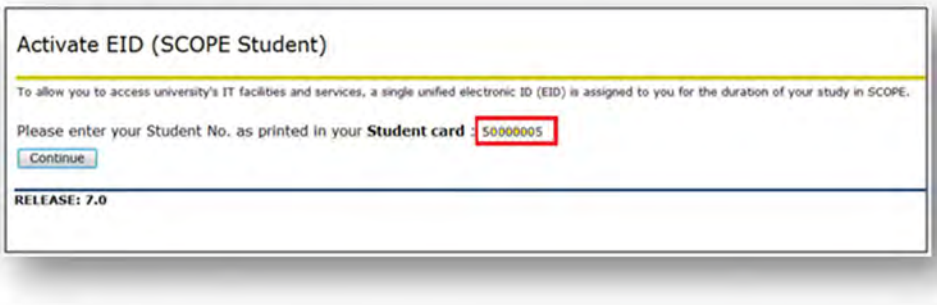
### 5.1 Activate Your EID

EID is a unique Electronic ID assigned to CityU SCOPE students of designated programmes to access Canvas IT services provided by the Computer Service Centre of CityU for information sharing and communications. For more details, please visit: https://www.cityu.edu.hk/its/services-facilities/at-a-glance/it-services-students.

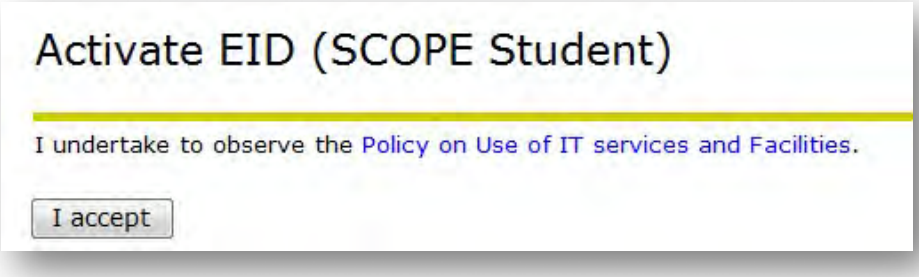
Please activate your EID on or before the specified date as provided by our programme support staff.

i. Please go to https://www.scope.edu, click [Activate EID] under Current Student.

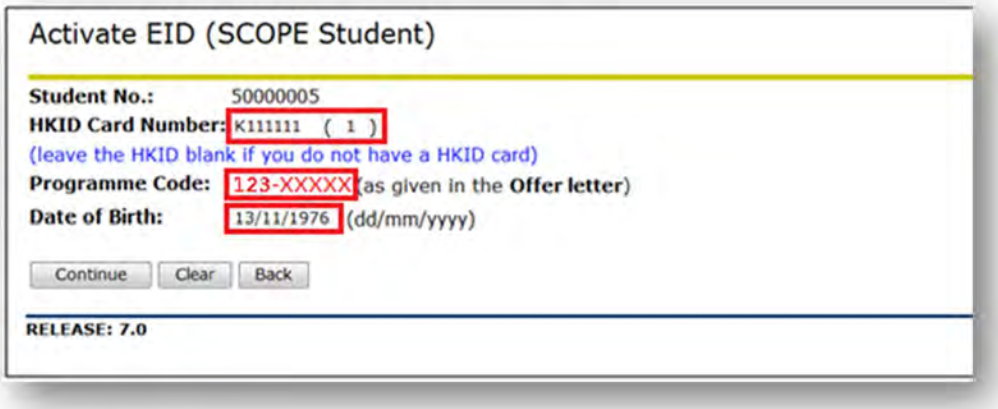
ii. Enter your 8-digits student ID number. You can find your student number from your student ID card.



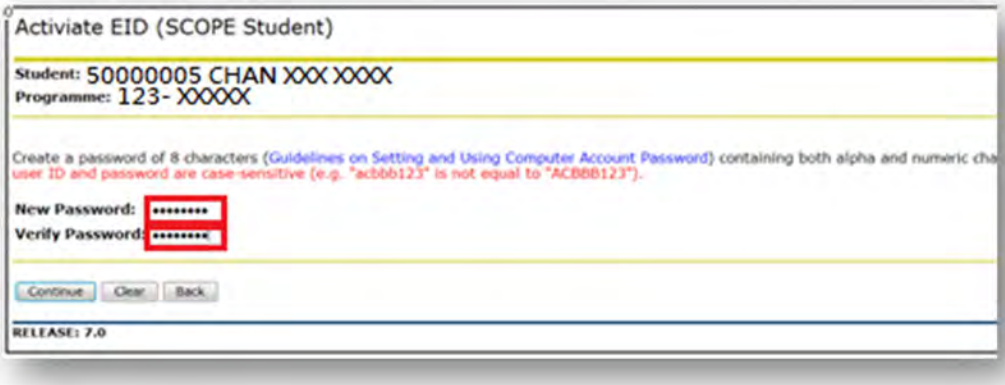

iii. Click [I accept] button after reading the policy.



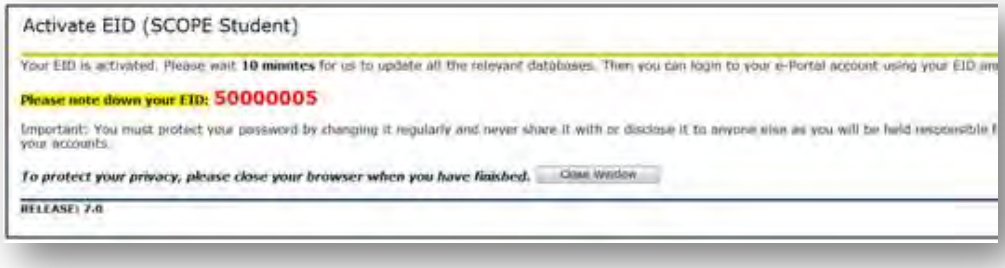
iv. Enter your HKID Card number, date of birth and programme code.




v. Enter a new password of 8 characters containing BOTH alpha and numeric characters twice.




vi. Your EID is activated. Please note down your EID and password carefully. Please try to use your EID and the password created to log into your Canvas, webmail or other services.



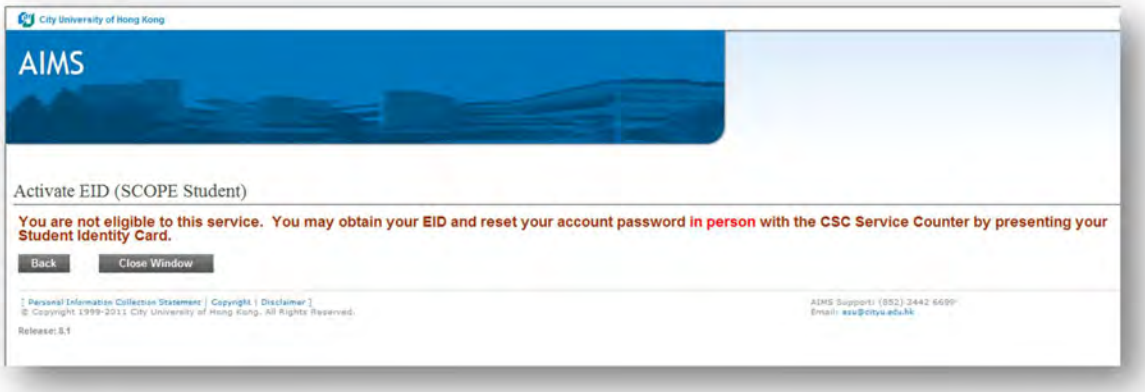
## 5.2 Unsuccessful EID Activation

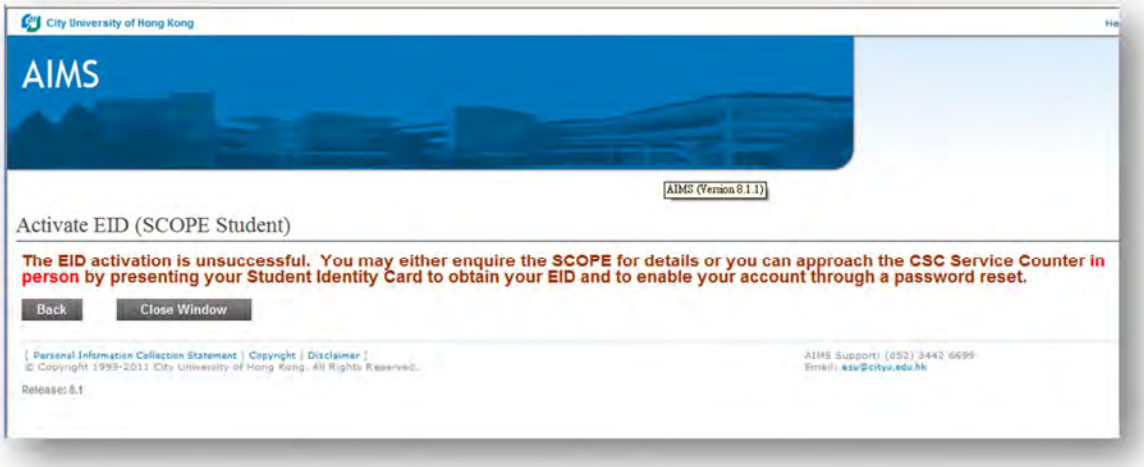
If you are a CCCU AD or CityU graduate, you do not need to activate your EID. Otherwise error message may appear. In case you encounter difficulties in activating your EID, please contact service counter of Computing Services Centre in person for assistance:

**Service Counter, Computing Services Centre**

Location: 4/F, Li Dak Sum Yip Yio Chin Academic Building, City University of Hong Kong, Tat Chee Avenue, Kowloon
Phone: 3442 8340
Website: https://www.cityu.edu.hk/its/services-facilities/it-service-desk

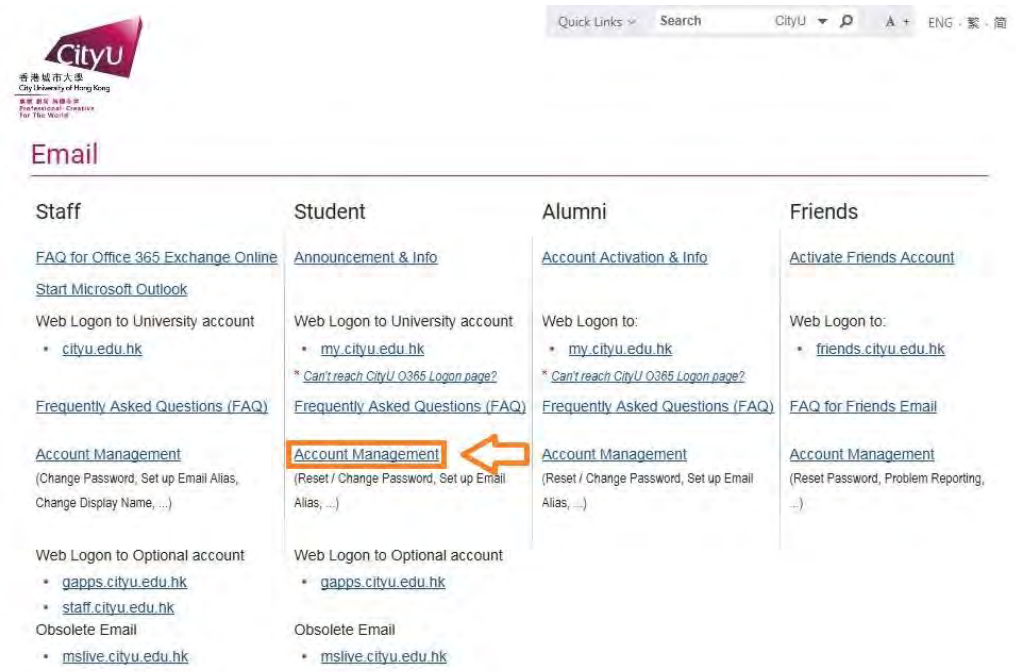
Two examples:



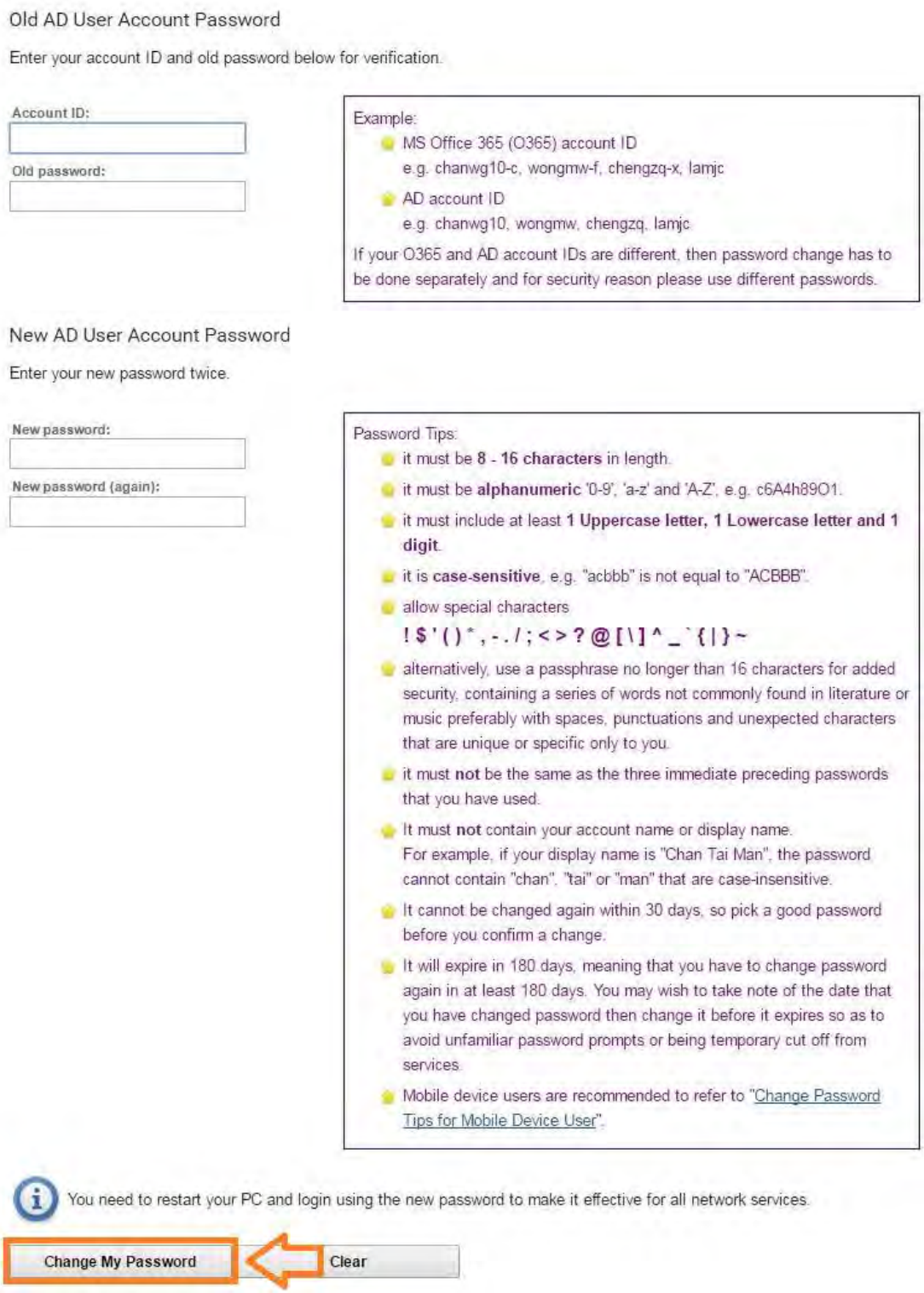
## 5.3 Change Email Password

i. Please go to https://email.cityu.edu.hk/ and choose [Account Management].




ii. Choose [Change Password].

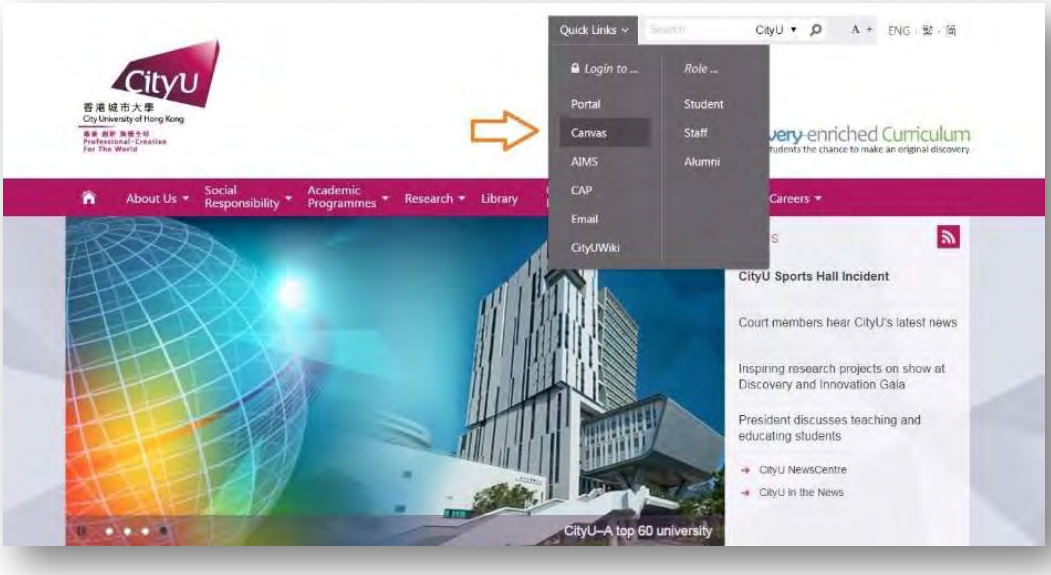
iii. Follow the instructions to change your password. Please pay attention to the important message. Click [Change my Password] to confirm.



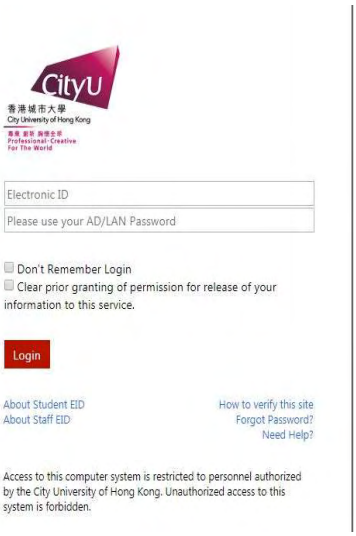
# 6. Canvas

## 6.1 Login to Canvas

i. Please go to https://www.cityu.edu.hk/, then click [Canvas] under [Quick Links].

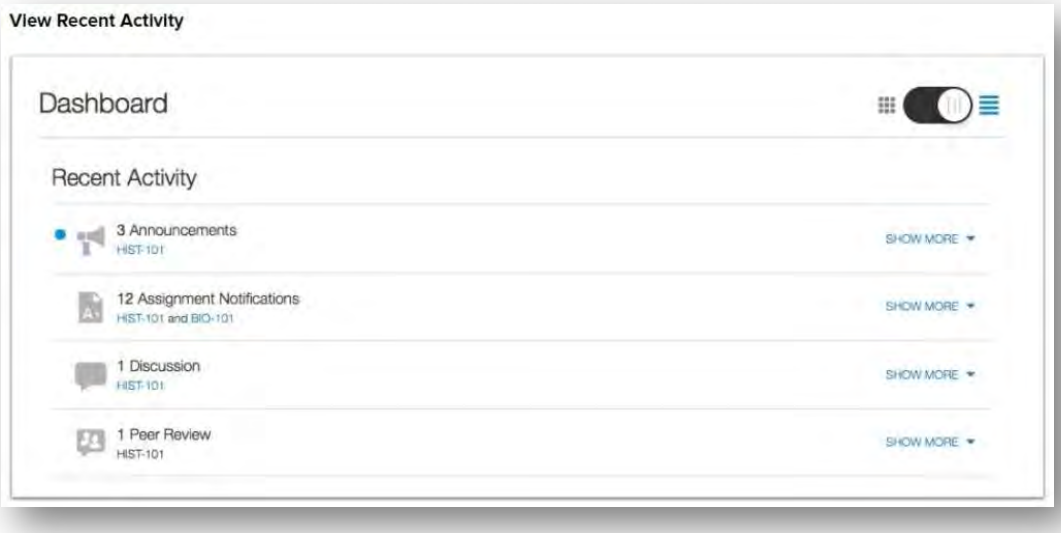



ii. Enter EID and password.



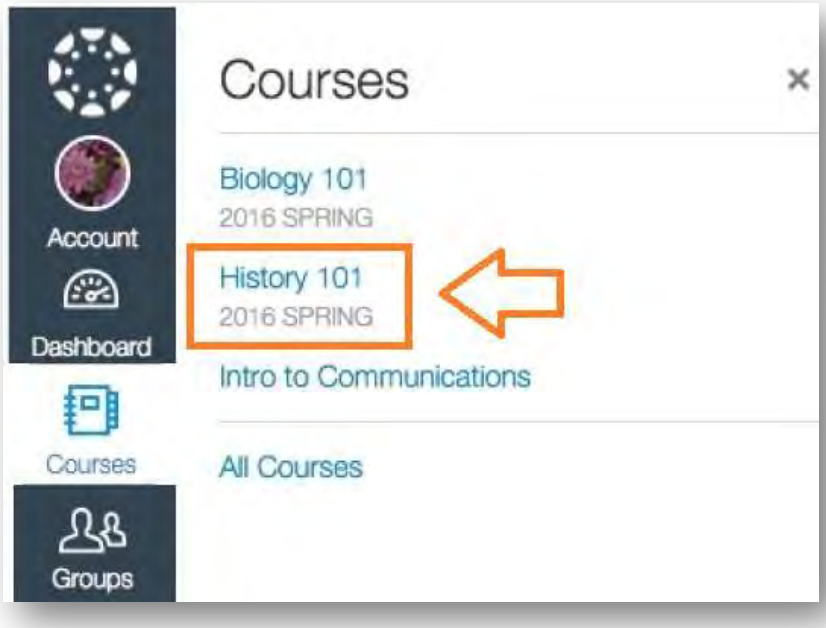
## 6.2 Read Announcements

i. You will see [Recent Activity] when you click the Dashboard.

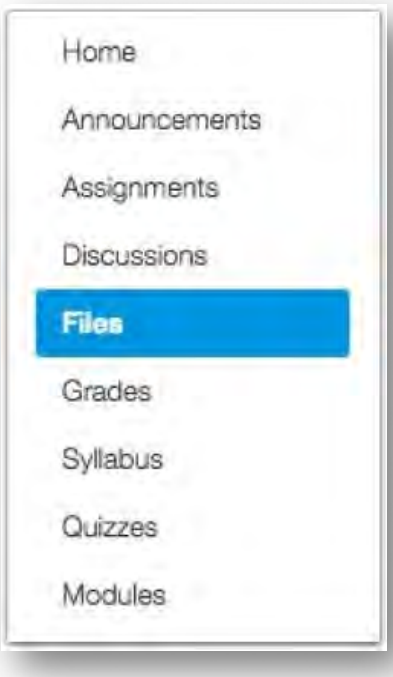



## 6.3 Download Documents

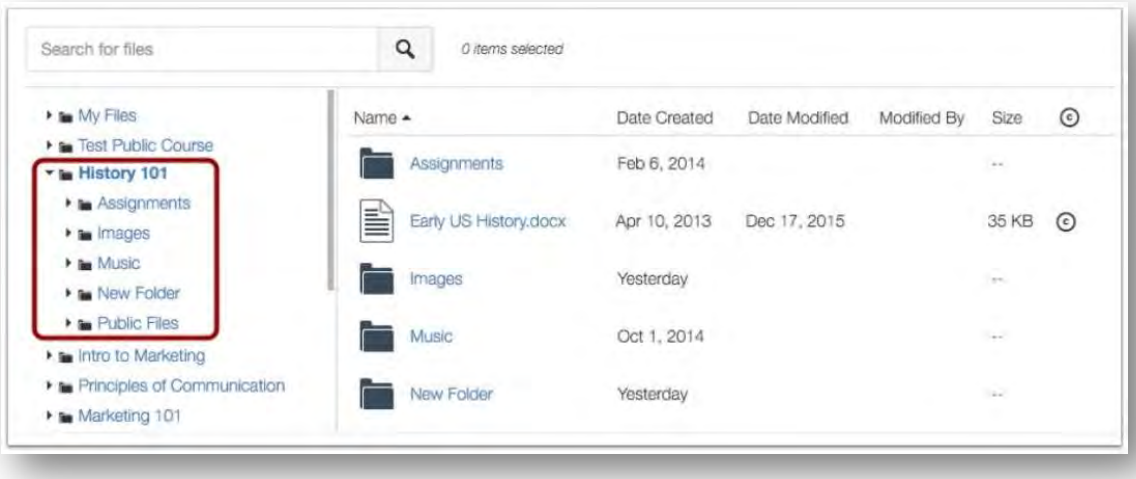
i. Click the course or the group of which you would like to download documents from.



ii. Click the [Files] link.

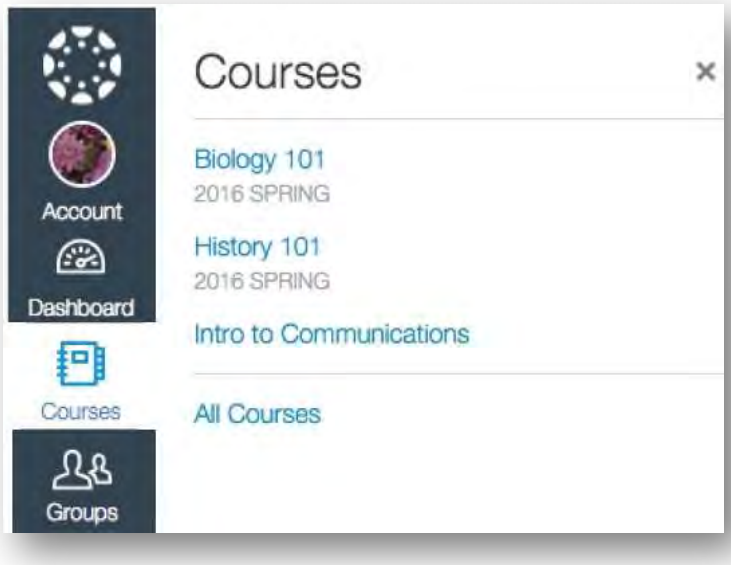



iii. All course files or group files can be viewed. Click the file name to download the file to your computer.

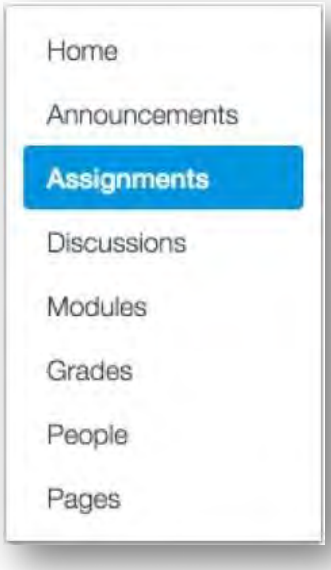


### 6.4 Upload Assignments to Turnitin

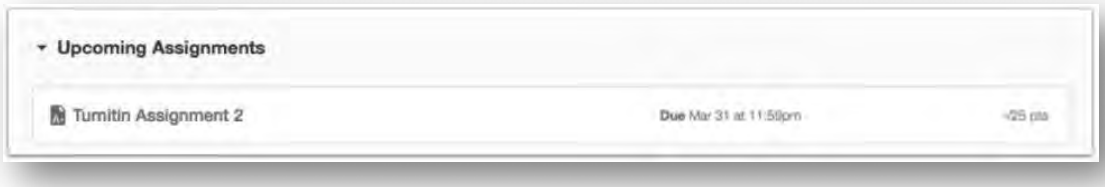
i. Click the course of which an assignment is to be submitted.



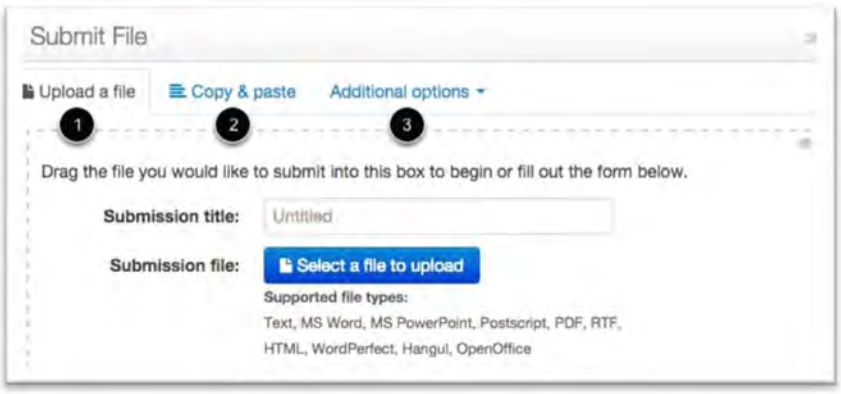

ii. Click the [Assignments] to view all the assignments you have to complete on the Assignment Page.




iii. Turnitin has been enabled for this assignment reminds you that your instructor is checking your work using Turnitin.



iv. When you are ready to submit, click the upload button.

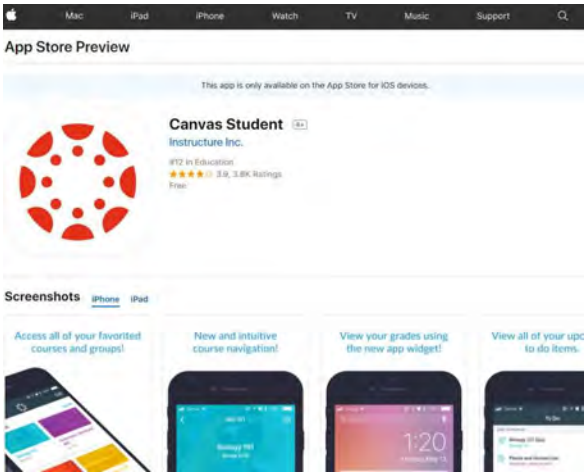


v. To view your graded assignment, click [Submission Details].

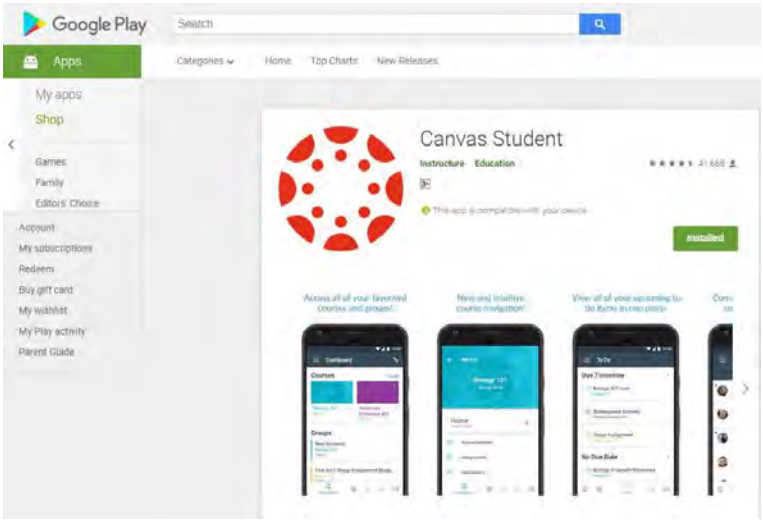
## 6.5 Mobile Applications

Instructure has native mobile applications free for download on both phones and tablets. Canvas by Instructure (iOS 7.0+, Android 4.0+) provides access to Canvas for students while on the go.

i. iOS

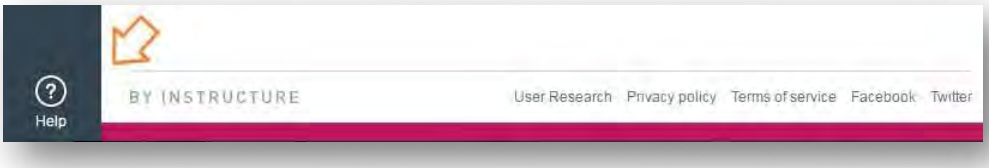



ii. Android

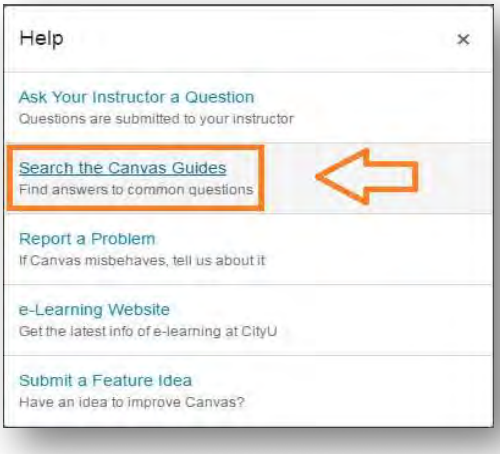


## 6.6 Online Help Centre

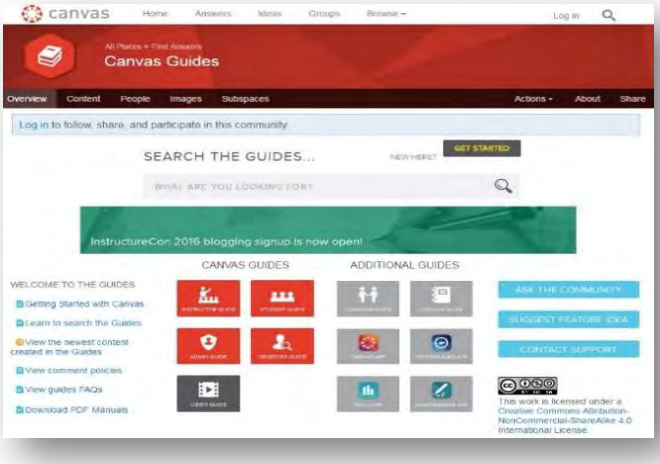
i. To get help, click [Help] on the right top corner after login to Canvas.




ii. To find an answer to your question, click the [Search the Canvas Guides] link.




iii. Search the guide by keyword or go to a particular guide directly by clicking the appropriate item.



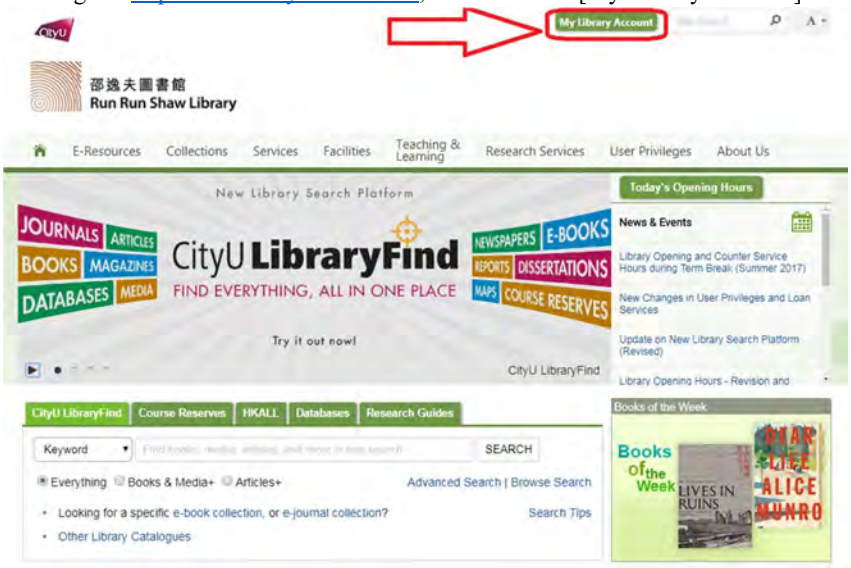

iv. More reference for eLearning Canvas:
https://www.cityu.edu.hk/dlsupport/student-canvas-faq.html

## 7. Access to CityU Library and e-Resources

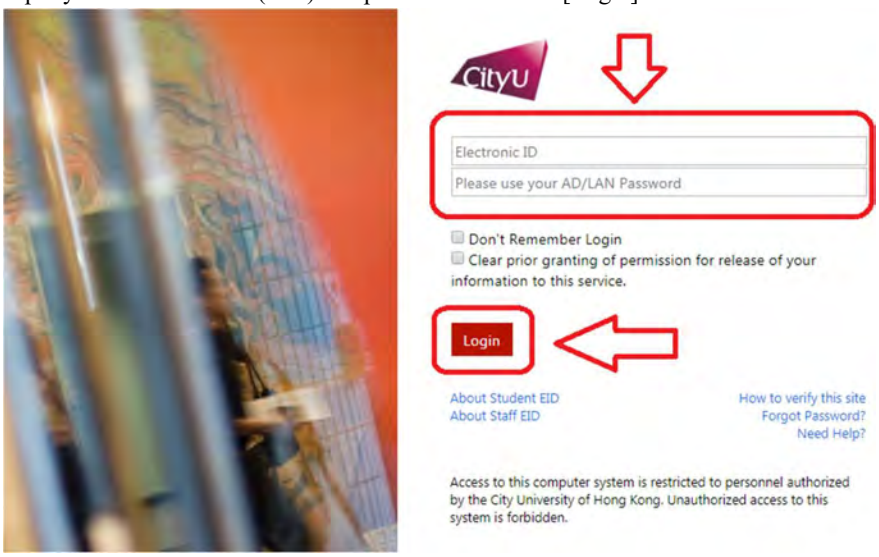
The Library's collection includes more than 1,063,600 volumes of print books and about 2,544,800 electronic books. The collection also comprises around 219,000 volumes of bound periodicals and around 1,500 serials titles. The Library maintains an expanding number of electronic databases, e-journals, and media resources. Some selected databases (ProQuest Databases, and Emerald Insight) and e-Resources are illustrated in this selection.

### 7.1 CityU Library

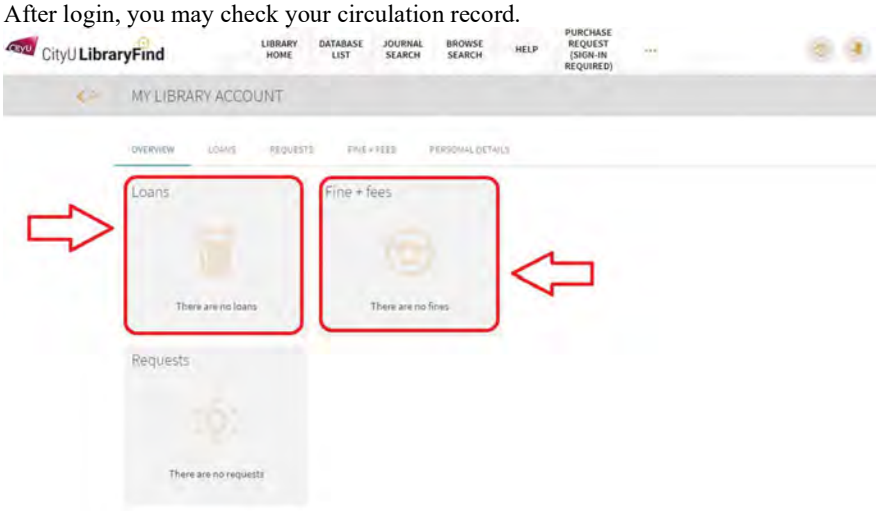
i. Please go to https://www.cityu.edu.hk/lib, and then click [My Library Account].



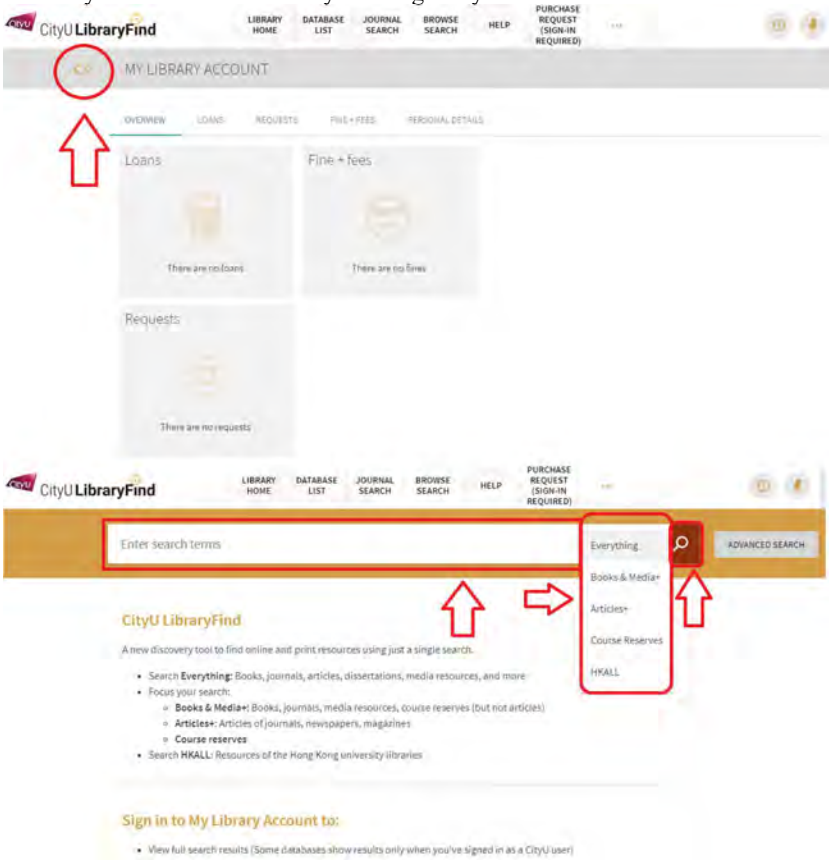

ii. Input your Electronic ID (EID) and password and click [Login].



iii. After login, you may check your circulation record.




iv. You may search the resources by entering a keyword.




Student may search and view the title and abstract in CityU Library e-Resources using a PC outside campus, but if you want to download the full document/article, you must download them within the campus network, such as PCs at the library or at the Computer Service Centre.

CityU LibraryFind is the Library's new search platform for finding materials of CityU Library. You can search for books, articles, media resources, course reserves, dissertations, and more, ALL IN ONE PLACE. For more details, visit https://libguides.library.cityu.edu.hk/cityulibraryfind/tips

## 7.2 ProQuest Databases

ProQuest is a collection of databases covering a wide range of disciplines. Most of the databases available in this collection provide full-text articles.

### *7.2.1 Available ProQuest Databases*

Available databases include: Accounting & Tax, Banking Information Source, Asian Business and Reference, Computing, Education Journals, European Business, Religion, Health Module, Science Journals, Social Science Journals, Telecommunications. For details, visit
https://lbsystem.lib.cityu.edu.hk/ereslist/details.php?id=351

## 7.3 Emerald Insight

Emerald eJournals. Contains over 280 management journals featuring comprehensive coverage of management and complementary specialist subjects ranging from accounting, human resources, and marketing to information management, property management, tourism, public policy, library and information science and environmental management.

Emerald eBooks Series. This ebook series features high impact and topical research bringing together over 1,500 volumes and more than 135 book series in two key fields -- Social Sciences, and Business, Management and Economics.

### *7.3.1 Access*

i. At the Library home page (https://www.cityu.edu.hk/lib/), select the Databases tab.
ii. Select "Emerald Insight" from the alphabetical list of databases.
Or direct visit the link https://lbsystem.lib.cityu.edu.hk/ereslist/details.php?id=780

## 7.4 Library Services Offered to CityU SCOPE Students

Students with a valid CityU SCOPE Student ID Card will be able to access the Library and check out print items. Remote access to electronic resources will be limited to ProQuest Databases only (excluding ProQuest Ebook Central). Reference and instructional services will be provided on a limited basis. For details of the Library resources and services that available for CityU SCOPE students, please visit:

https://www.cityu.edu.hk/lib/service/scope.htm
https://www.cityu.edu.hk/lib/instruct/guides/libguide/quick_guide_scope.pdf

Notes:

i. For details of the Library's Borrowing Regulations, plesae refer to:
http://www.cityu.edu.hk/lib/about/libreg/regulat.htm#loanquota
ii. The Library may make any changes without further notice.
iii. For most CityU SCOPE students with e-Portal access, they can use most PCs in the Library. For details, please refer to the Library PC Interactive Floor Plan at :
https://www.cityu.edu.hk/lib/about/facility/pc_flplan/interactivemapsta_stu.htm
iv. For other CityU SCOPE students without e-Portal access, they can also login some of the PCs in the Library. For details, please refer to: https://www.cityu.edu.hk/lib/about/facility/pc_flplan/interactivemapalu_out.htm

## Appendix

### 8.1 Protect Your Computer Data

DOs

- Handle your data cautiously.
- Use encryption to protect confidential data.
- Backup important data and test the backup regularly.
- Use password at high security level, keep it private and change regularly.
- Activate password protection for unattended computing devices.
- Beware of suspicious emails and websites.
- Install and enable firewall, anti-virus and anti-spyware software.
- Turn off unused wireless connections.
- Report information security incident to our counter staff of the learning centre immediately.

DON'Ts

- Save company confidential work-related data to insecure home computers or portable computing devices.
- Leave your portable computing devices unattended in public places.
- Use password with dictionary word or your personal information.
- Place your password conspicuously.
- Open email or click any links from suspicious sources.
- Run or install unnecessary or unknown software.
- Upload or download files that you do not have copyright.
- Connect wireless connections to unknown sources.
- Allow anyone to use your account(s) for any purposes.
- Access computer network of the school without legitimate authority.
- Install, amend, delete or copy any data or software in learning centre's computers.
- Send fraudulent, harassing, obscene, indecent, intimidating and other unlawful materials or publicize access to such material (e.g. messages, graphics) via any media.
- Display pornographic or sexually explicit materials by any equipment.
- Remove any equipment, or properties without prior approval.
- Connect devices to the equipment without prior approval.
- Damage any equipment or properties.
- Use centres' computer to play games.

### 8.2 Useful Links

**University Website:**
https://www.cityu.edu.hk

**CityU Policies on Use of IT Services and Resources (English):**
https://wikisites.cityu.edu.hk/sites/upolicies/itpolicy/Document%20Library/PDF-itPolicy.pdf

**CityU Information Technology Services for Students:**
https://www.cityu.edu.hk/its/services-facilities/at-a-glance/it-services-students

**CityU e-Portal:**
https://www.cityu.edu.hk/cityu/student/index.htm

**CityU Canvas:**
https://canvas.cityu.edu.hk

**CityU Email Services**:
https://email.cityu.edu.hk

**CityU Run Run Shaw Library:**
https://cityu.edu.hk/lib

**CityU SCOPE Website:**
https://www.scope.edu/

## 8.3 Frequently Asked Questions (FAQ)

***CityU Run Run Shaw Library***

Q1 How many books and media resources can I check out at the Library?

A1 Please refer to https://www.cityu.edu.hk/lib/service/scope.htm for the Library service provisions to CityU SCOPE students.

Q2 What should I do if I have problems in accessing study facilities at the Information Space/Oval in the Library?

A2 You may contact the Library helpdesk for immediate assistance.

Q3 What are the Library opening hours?

A3 Please refer to https://www.cityu.edu.hk/lib/about/hours.htm for details.

Q4 How to search for materials when I sign in the Library's search platform?

A4 When you sign in, you can view full search results, save your search query, view request options, request checked-out items, check and renew your loans, view fines, and more.
Please visit the Library webpage for details: (https://libguides.library.cityu.edu.hk/cityulibraryfind/tips)

Q5 Can I access CityU Library e-Resources at home?

A5 All eligible students can access one of the common CityU Library e-Resources, ProQuest Databases (excluding ProQuest Ebook Central), at home. It is a collection of databases covering a wide range of disciplines and provides a lot of reference materials to support your learning and research. One of the most common causes for not being able to access ProQuest Databases (excluding ProQuest Ebook Central) at home is invalid EID and password. If you encounter problem in accessing ProQuest Databases (excluding ProQuest Ebook Central) at home, you may contact the Library helpdesk for help.

Q6 Why I cannot download the full articles from the databases of some CityU Library e-Resources within the campus network?

A6 The articles from the databases of some CityU Library e-Resources required a purchase of licenses and free copies are not available. Please contact the Library helpdesk for help in case you encounter any problems.

***CityU Computing Services Centre (CSC)***

Q7 What should I do if my EID activation is not successful?

A7 Please go to CSC Service Desk at 4/F, Li Dak Sum Yip Yio Chin Academic Building in person with your CityU SCOPE Student ID Card to reset your password.

Q8 What should I do if I forget the EID Password?

A8 Please go to CSC Service Desk at 4/F, Li Dak Sum Yip Yio Chin Academic Building or the UG3/F reception counter at CityU SCOPE Tsim Sha Tsui East Learning Centre in person with your CityU SCOPE Student Identity Card to reset your password.

Q9 What are the opening hours of CSC Service Desk?

A9 Please refer to https://www.cityu.edu.hk/csc/deptweb/about/openhr.htm for details.

***Wi-Fi***

Q10 Where can I access the wireless internet service if I am an eligible student?

A10 You can enjoy 'CityU SCOPE Wi-Fi' connection at the CityU SCOPE TST East Learning Centre. Student may connect to '**Wi-Fi.HK via CityU**' when you are on CityU campus. Wi-Fi.HK is offered by the public and private sectors completely free. Please visit https://wi-fi.hk/en for details and instructions.

Q11 How can I obtain the security key for Wi-Fi service?

A11 A security key will be sent to your CityU SCOPE email account about two weeks after your EID is activated.

Q12 What should I do if I encounter Wi-Fi problems at CityU SCOPE learning centres?

A12 Please go to reception counters in CityU SCOPE learning centres for technical support and assistance. Learning centres' facilities are restricted to the use of staff and students of the CityU SCOPE. Students may be requested to present a valid student card when using facilities.

***CityU SCOPE Resource Centre***

Q13 Where is the CityU SCOPE Resource Centre?

A13 CityU SCOPE Resource Centre is located at our Tsim Sha Tsui East Learning Centre.

Q14 What kinds of facilities are available in CityU SCOPE Resource Centre?

A14 CityU SCOPE Resource Centre provides a study area which serves as a place for self-study and discussion activities. Desktop computers are available for convenient access to email service, library catalogue and internet. CityU SCOPE Resource Centre also equipped with Octopus-card-operated printing and photocopying machines. Besides, CityU SCOPE Reference Area at Tsim Sha Tsui East Learning Centre provides access to electronic resources and reference materials for students of designated programmes.

Q15 Where can I obtain more information about the Reference Area?

A15 Information about the Reference Area, such as available services, opening hours and users' regulations can be found at http://www.scope.edu/stud-resources/

***Printing and Photocopying***

Q16 Do CityU and CityU SCOPE provide printing and photocopying services? Can I pay the service charges by Octopus cards?

A16 Both CityU and CityU SCOPE provide charged printing and photocopying services. In the CityU campus, you can find the Octopus-card-operated photocopiers and printers at various locations within the Library and two high-performance colour laser printers (Fast Network Printers) in Li Dak Sum Yip Yio Chin Academic Building 4/F and 5/F of Computing Services Centre. CityU SCOPE also has the Octopus-card-operated photocopiers and printers placed near its reception counter at Kowloon Tong and Tsim Sha Tsui East Learning Centre. There is no free printing quota for CityU SCOPE students.

***Others***

Q17 What kinds of services are provided by non-local universities?

A17 Online resources are available from non-local universities for most non-local degree programmes. Please refer to your Student Handbook, induction pack or contact programme support staff for availability.

Q18 Is there any self-study area in CityU SCOPE learning centres?

A18 Study areas and Reference Area at UG3/F of CityU SCOPE Tsim Sha Tsui East Learning Centre are open to students for self-study purpose.

Q19 What other benefits from the University can I enjoy if I hold a CityU SCOPE Student ID Card?

A19 With CityU SCOPE Student ID Card, you can access CityU student canteens and are eligible for the purchase discount at campus bookshop. Card holders are also eligible to apply for Hang Seng CityU Credit Card whose card holders can enjoy shopping discount at certain shops at Festival Walk.

Q20 Am I eligible to use CityU medical and dental services?

A20 CityU SCOPE Student ID Card holders are eligible to use CityU medical service only. The service fee is currently HK$150 per consultation.

Q21 What should I do if my question is not answered here?

A21 Please contact CityU SCOPE via email at scope@cityu.edu.hk or by phone at 3442 7423 (Mon – Fri: 9am–7:30pm; Sat: 9am–2:30pm).

Q22 What can I do if I would like to know more about CityU's sexual harassment policy and procedures?

A22 CityU has a legal and moral obligation to provide a workplace and a learning environment that is free from sexual harassment. The Committee Against Sexual Harassment (CASH) has been set up to provide guidance to staff members and students on issues concerning sexual harassment complaints in accordance with the University's Sexual Harassment Policy and Procedures. For details, please visit: www.cityu.edu.hk/cash

Run Run Shaw Library