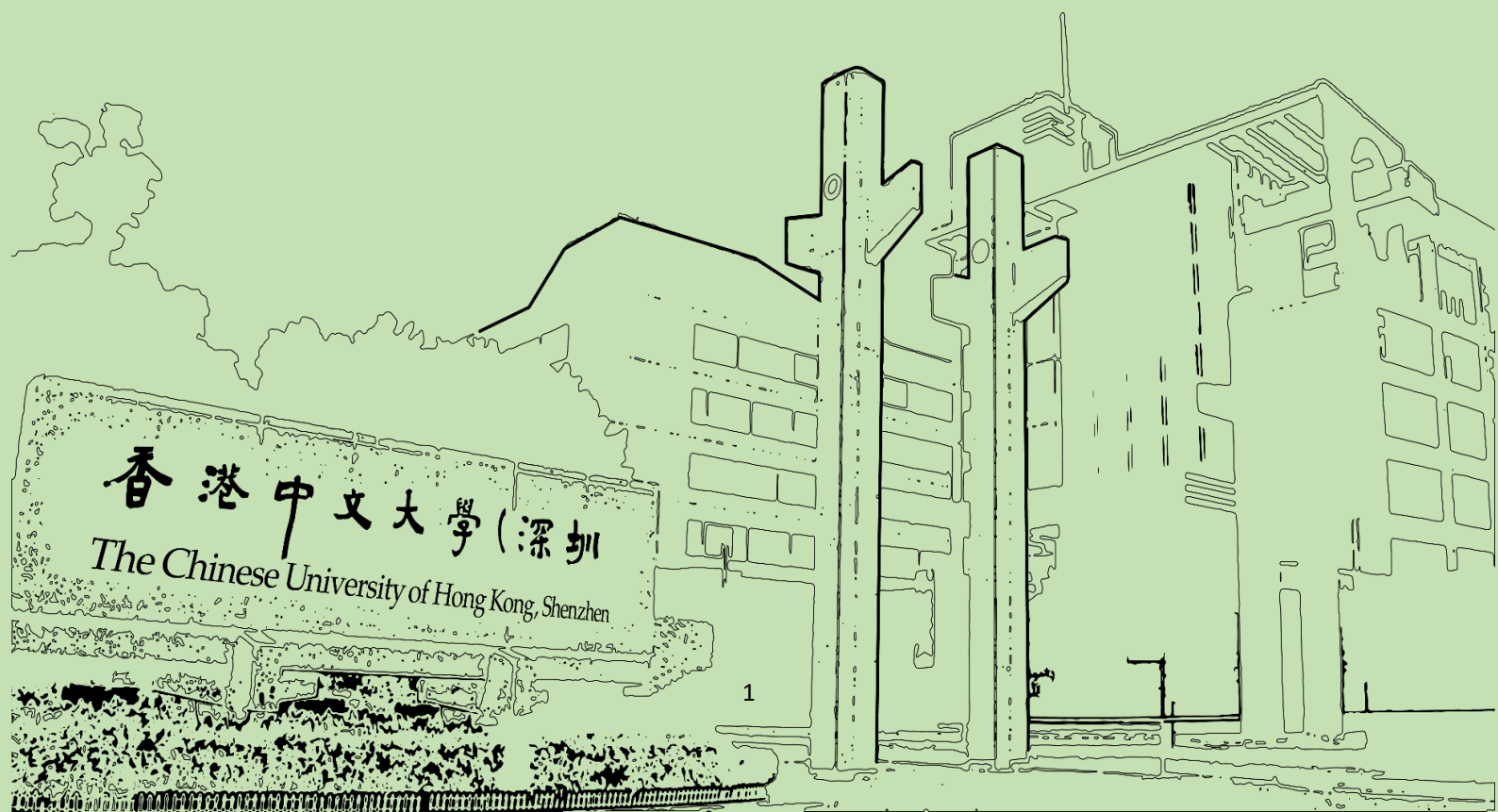


Student Guide to IT Services 2022



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Meet ITSO

The Information Technology Services Office (ITSO) is an administrative unit that oversees and manages IT resources and infrastructure on campus. ITSO is mainly responsible for campus technology services, business intelligence solutions, infrastructure operations, instructional technology and campus security technology, etc. ITSO delivers information technology services and supports all teaching, learning, research, and administration activities for staff and students at CUHK-Shenzhen.

This guide will provide helpful instructions and information on utilizing our IT resources and infrastructures to support your learning and campus life. This guide will help you better adapt to university life and the learning environment. We hope you will make good use of all the services we provide. For more detailed manuals, find them in our SharePoint:

<https://sp16.cuhk.edu.cn/itsc/Students%20Public%20Documents/Forms/AllItems.aspx>

(Login required).

If you have any questions or queries, please contact ITSO for help and advice.

Contact Information

ITSO Service Desk

Location: First Floor, TD (near the AVIC Property Service Office)

Office Hours: 8:30 am – 12:00 pm; 1:00 pm – 5:30 pm

Closed on weekends and public holidays

ITSO Hotline: 0755-84273333 (8:00 am – 8:00 pm, Monday to Sunday)

Online Service Desk: <https://itsm.cuhk.edu.cn> (intranet access only)

Website: <https://itso.cuhk.edu.cn>

Email: isupport@cuhk.edu.cn



ITSO WeChat Official Account



CUHK-Shenzhen Mobile

1. Getting Started

Congratulations on your admission! Please log into the [Admission System](#) to view your CUHK(SZ) account and the initial password, and follow the instructions to change the password and activate your account as soon as possible.

1.1 CUHK(SZ) Account

Every student has a CUHK(SZ) account for accessing the University IT resources and services, including MyPortal, Email, New Student Registration, Online Payment, Campus Network, Venue Booking, E-learning, Student Information, Self-Service Printing, public computers, etc.

Activate your CUHK(SZ) Account

Your account is exactly your Student ID Number. The account and initial password are included in the CUHK(SZ) Account and Password Notice. The initial password can only be used to activate your account; we strongly suggest you change your password as soon as you receive the Notice. The services and facilities associated with the account will be available only after your account is activated. You may change your initial password by visiting <https://myid.cuhk.edu.cn> or login into any campus public computers.

Note: Please refer to the following security rules to change your password.

- **Password Security Rules**

At least 12 characters long, including four types of characters.

- Upper-case letters (A, B, C, ...)
- Lowercase letters (a, b, c, ...)
- Numbers (1, 2, 3, ...)
- Special characters (!, @, #, ...)

It cannot include your student ID number and cannot be the same as any of your previous two passwords. It also cannot have the pinyin of your name or initials.

For example, one student named "[Zhang San](#)" his password, which is "Atx@18963asdK," is a valid password, for it contains more than 12 characters, uppercase ("A, K"), lowercase ("tx, asd"), numbers ("18963"), and special symbol ("@"). However, "zs1234567890" is invalid, for it only contains lowercase letters and numbers and includes the name's initials.

- **Password Expiry**

You are required to change your password every 365 days. Within 15 days before its expiration date, you will receive an email notification to remind you to change your password in time. If your password has expired, the related services and facilities will not be available until you change your password.

- **Password Forgotten or Expired**

You can visit <https://myid.cuhk.edu.cn> to bind your personal email, secure mobile phone number (Mainland China phone number only), and APP Authentication. When the password is forgotten or expired, you can quickly retrieve or change the password through any one of the three methods.

1.2 Email

Every student has a school email, which is <student ID number>@link.cuhk.edu.cn. You can log in to your school email with your CUHK(SZ) account and password.

For example,

Student number: 5112010001

Email address: 5112010001@link.cuhk.edu.cn

Password: the same as your CUHK(SZ) account password

Access your Email

The student email system is constructed based on the Microsoft Office365 cloud service. You can access your student email via webmail login (<https://outlook.office365.com/>) or set up your email account through desktop applications, mobile apps, and other mobile terminals with the following configuration parameters:

Mailbox Type: Exchange

Email Address: <your student ID number>@link.cuhk.edu.cn

Server: outlook.office365.com

Domain: leave it blank

Username: <your student ID number>@link.cuhk.edu.cn

Password: the same as your CUHK(SZ) account password

- **Note:**

The student's mailbox capacity is 50GB; if your mailbox is full, you will not be able to send or receive emails. Our school mailbox is for academic and administrative use; spam and advertising emails are restricted from being sent. In addition, essential information and messages will be sent via school mail. We suggest you check your emails regularly (at least once daily).

Alias Mailbox

In addition to the Student ID mailbox, each student has an Alias mailbox: "first name + last name'@link.cuhk.edu.cn." For example, LI Xiaoming's alias email is xiaomingli@link.cuhk.edu.cn.

- **Note:**

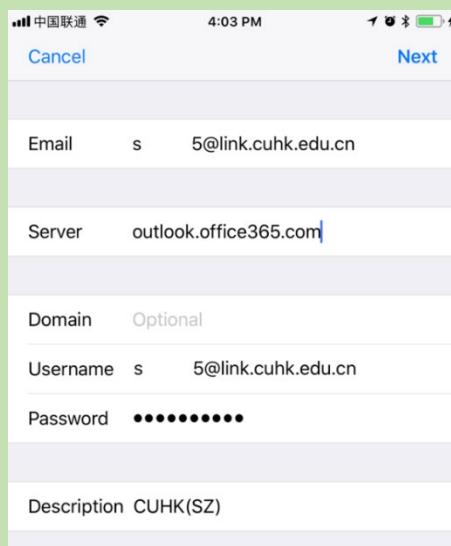
The system automatically adds a number behind the prefix to distinguish different email addresses if there is a duplicate name.

- **The difference between the Student ID mailbox and Alias mailbox**

1. When logging in to the email or other systems, you need to use the Student ID email or Student ID to log in. You can't log in with your Alias email or its prefix.
2. When you send an email to each other, the recipient only sees your Alias email address but cannot see your Student ID email address.
3. The other party may send emails to your Student ID or Alias mailbox. You just need to log in to your Student ID mailbox to view it.

Example: Set up your CUHK(SZ) email account on iOS

1. Go to "Settings- Mail - Accounts -Add Account."
2. Select "Microsoft Exchange."
3. Enter your email address (<student number>@link.cuhk.edu.cn) and description CUHK(SZ) in the boxes and tap "Next."
4. Enter your mailbox password.
5. Enter the Server address (outlook.office365.com) if needed.
6. Tap "Next" and wait for Mail to verify your account.
7. Open the mail application; if you can receive the emails, your CUHK(SZ) email account has been set up successfully. Otherwise, please reset it. Please download other mailbox clients like Outlook and QQ to try again if failed.



1.3 Student Card

On the registration day, you will receive a student card containing your photo, name, College, School, and student ID number.



Campus Card can be used in:

- Door access
- Identification
- Self-service printing
- Borrowing services in the library
- Campus infrastructures
- Payment on campus
- Other campus IT services

If you have any questions about the student campus card, please contact the Campus Card Centre:

Location: The Lower Ground connecting Teaching D and Student Centre

Hotline: 0755-84273125

Email: ecard@cuhk.edu.cn

Office hours: 09:00-17:30 on weekdays, closed on weekends and public holidays

2. Campus Network

The University provides free wireless and wired network. To use network resources reasonably, please do not use P2P software such as Thunder.

2.1 Wi-Fi

CUHK(SZ) Wi-Fi is covered on the whole campus. Students may access it using their CUHK (SZ) accounts. The university also provides a public free Wi-Fi network, CUHK (SZ)-Guest for visitors. Visitors may connect it by the verification code received on their mobile phones.

Connect to Wi-Fi

- You can find “Setting” on your device, then turn on Wi-Fi, connect to CUHK (SZ)
- Once your device connects to CUHK(SZ) Wi-Fi, an authentication page will pop up. If no authentication page pops up, you may browse any IP address (such as 1.1.1.1) in a web browser. If the page pops up with an error, please make sure that the DNS server is set to obtain automatically;
- Enter your CUHK(SZ) account and password and agree to the " Statement of Consent for Personal Information Collection at CUHK-Shenzhen " to connect to the Wi-Fi successfully. The authentication status will be maintained for 180 days.

2.2 Wired Network

The wired network is also provided in all college dormitories. Students may access the campus intranet by themselves.

Connect to Wired network

- Connect your device to the Ethernet port;
- Once your device is connected, an authentication page will pop up. If no authentication page pops up, you may visit your browser's <http://lan.cuhk.edu.cn> or browse any IP address (such as 1.1.1.1). If the page pops up with an error, please make sure that the DNS server is set to obtain automatically;
- Enter your CUHK(SZ) account and password and agree to the " Statement of Consent for Personal Information Collection at CUHK-Shenzhen " to connect successfully. The authentication status will be maintained for 180 days.

2.3 eduroam

eduroam (education roaming) is a free, secure, worldwide roaming access service developed for the international research and education community. Starting in Europe, eduroam is now available in over 100 countries and regions. The University joined eduroam on Oct 15, 2015. Students can access eduroam for free internet services when visiting other participating institutions, and you may find the roaming operators at <https://www.eduroam.org/>. As for the login guide and precautions, please see below for details.

Login:

- Open the Wi-Fi setting, and select 'eduroam.'
- Enter your CUHK(SZ) account <student number>@cuhk.edu.cn, eg.123456789@cuhk.edu.cn) Choose 'connect' and password (the same as your email password).

Notes:

- Users could use eduroam on campus but cannot access our intranet sites via it.
- The format of our student's eduroam username is <student number> @cuhk.edu.cn, rather than <student number>@link.cuhk.edu.cn (eg. 123456789@cuhk.edu.cn).

2.4 VPN

Students can access campus intranet resources such as Library's subscribed e-resources and Student Information System by VPN (virtual private network)

Connect to VPN

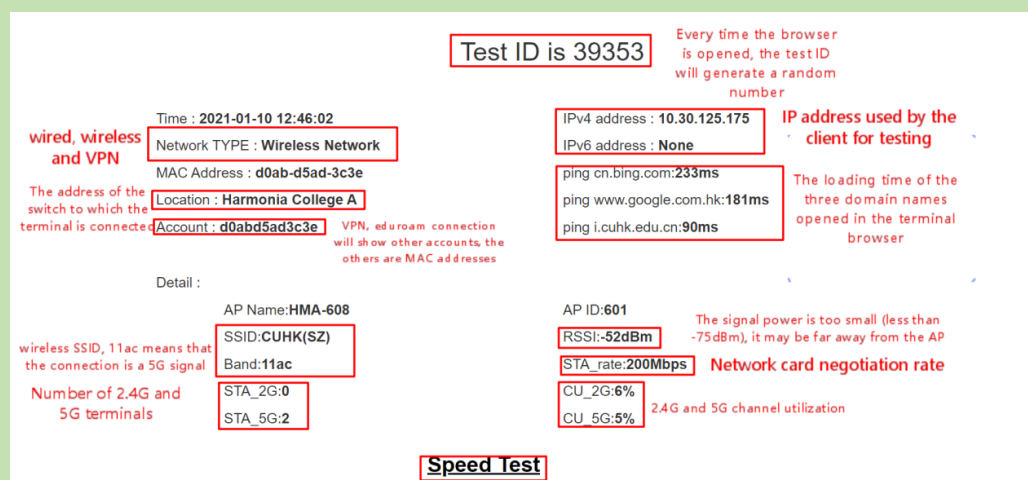
- After you log in to VPN via webpage <https://vpn.cuhk.edu.cn/>, you click "AnyConnect"->"Start AnyConnect" to enter the VPN client download page install it.
- Launch the Cisco AnyConnect client, input the server address 'vpn.cuhk.edu.cn' in the blank, and click 'Connect.' If you are outside Mainland China, the server address should be: 'vpnhk.cuhk.edu.cn.'
- Enter your CUHK (SZ) account and password to connect to VPN successfully.

2.5 Internet Speed Test

If you are on campus, please enter 10.10.10.10 in your browser. This method can test wireless, wired, VPN network speed, etc. Please refer to the figure below for test instructions.

If you are not on campus, please enter the following URL in your

browser: <https://www.speedtest.cn/>, and select Shenzhen for the speed test node.



3. Online Learning Tools

3.1 BlackBoard

<https://bb.cuhk.edu.cn>

BlackBoard is the most commonly used online teaching and learning platform for students and teachers of The Chinese University of Hong Kong, Shenzhen, covering the entire teaching process and providing various teaching tools. BlackBoard integrates course creation, resource construction and management, communication and interaction, statistical analysis, evaluation and prediction, learning space, and mobile learning. Students can obtain study materials, submit assignments, participate in discussions, and take quizzes on BB.

3.2 Zoom

<https://cuhk-edu-cn.zoom.us>

Zoom is a user-friendly video conferencing tool for online lessons. Zoom provides teachers and students with innovative features such as one-click content sharing, real-time co-annotation, digital whiteboarding, and activities such as online group discussions, thesis defense, etc. When logging in, select SSO authentication and enter “cuhk-edu-cn” to log in (Note: The storage period for recorded videos uploaded by teachers to Zoom Cloud is 120 days, please arrange your study time wisely.)

3.3 Panopto

<https://video.cuhk.edu.cn/>

Panopto is a leading video platform. Videos on university official websites and BlackBoard are stored on this platform. Students can log in to BlackBoard and watch online recordings uploaded to the Panopto. (Note: Zoom cloud does not communicate with Panopto)

3.4 Microsoft Teams

<https://teams.microsoft.com/>

Teams is a useful teamwork tool. Students can communicate with classmates or teachers online. The function includes organizing meetings, taking notes, viewing class materials, and working together to complete group assignments.

3.5 Microsoft OneDrive

<https://cuhko365-my.sharepoint.com/>

The university provides teachers and students with 5TB of cloud storage space based on Microsoft's OneDrive. You can use OneDrive by logging in to your CUHK(SZ) account on the web or OneDrive desktop app. By storing documents in OneDrive folders, you can access documents from other computers, tablets, or mobile phones and easily share files with others via links.

4. Information System

4.1 MyPortal

<https://i.cuhk.edu.cn>

MyPortal is an integrated platform for university services and applications. For example, the application center's Student Mailbox, Student Information system, online learning platform, self-service payment, venue reservation, etc.; the service center's student entry and exit, physical fitness test/post-test, leave, Early Teaching Feedback, etc. Students log in with their CUHK(SZ) account and password, and can easily access various applications and services of the University, thereby providing students with one-stop services.

4.2 New Student Registration

<https://orientation.cuhk.edu.cn>

As a management information system, it can not only record personal information, educational background, and emergency contact but also request the Pick-up Service and register the Orientation Events.

4.3 Student Information System

<https://sis.cuhk.edu.cn>

The system supports student status activation, syllabus collection, academic program setting, course management, exam management, course enrollment, grade management, student status management, graduation management, etc. Students can also search for and enroll, download course schedules, submit withdrawal/suspension/resumption applications, request credit transfers, check and view grades, and print transcripts via the system.

4.4 Student Affairs Management System

<https://stu.cuhk.edu.cn>

The Student Affairs Management System is used to manage the campus affairs of students and teachers, such as the management of students' basic personal information, application for work-study positions, application for leave of absence for courses, viewing of academic advisors, payment of tuition and fees, management of student organizations/associations, and mutual selection of external tutors.

4.5 CUHK-Shenzhen Official Website

<https://www.cuhk.edu.cn>

Surfing the University's official website is a way to learn about CUHK-Shenzhen quickly. It helps you to get the campus news, connect with the critical application system, and know the events and services of the Schools, Colleges, and significant administrative units.

4.6 Study Aboard Program Platform (SAPP)

<http://i.cuhk.edu.cn/views/oalapp/form/center/StudentApplyIndex>

Study Aboard Program Platform, SAPP for short, is an integrated platform for CUHK-Shenzhen students to apply for, select and manage their departure from overseas study programs. Through the SAPP system, full-time students can apply for overseas study programs, check the progress of their applications, and participate in program selection online. Nominated students can register their travel itinerary, download relevant supporting documents and set up study groups with their project peers through the system.

4.7 Venue Booking

<https://myportal.cuhk.edu.cn/views/cbmapp/form/sitesreservation/appointmentHome>

The University provides many function rooms for students. You can book various function rooms and venues for sports or club activities according to your needs. Please abide by the rules, use the site rationally, keep the area clean and tidy, and do not occupy function rooms and other resources without reservation. If you need to cancel the reservation, please cancel in advance and send a notification email in time.

4.8 Overseas Study Platform

<https://furtherstudydb.cuhk.edu.cn/user/login/cn>

The Overseas Study Platform provides students with many reference cases for further study; there are more than 1,800 on-campus cases and more than 5,200 off-campus cases for students' reference, and the number of cases is increasing year by year.

4.9 Online Course and Teaching Evaluation (OCTE)

<https://octe.cuhk.edu.cn>

Students can use the OCTE system to provide feedback on teaching by filling out anonymous questionnaires. The school will collect this valuable information to continuously identify the strengths and weaknesses of existing curricula and teaching practices while adapting to their respective courses' context and learning objectives and to improve the quality of teaching at CUHK-Shenzhen.

4.10 Online Payment

<https://pay.cuhk.edu.cn:3306/index.html>

The online payment platform is the charging platform of the university. Students can self-pay tuition fees, accommodation fees, activity deposits, etc. It also provides services for collecting student medical insurance fees and college English CET-4 and 6 exam fees.

4.11 CUHK-Shenzhen Mobile

CUHK-Shenzhen Mobile is established based on the WeCom platform. Includes not only email, calendar, meeting, and chat functions by default but also other functions grouped as below:

- **Information:** Events, News, Campus in pictures, Academic Calendar, WeChat Matrix;
- **Teaching & Admin:** Timetable, Transcript, Library, Campus Card, My Electricity Bill, ePayment, Absence Request, Leave Clearance;
- **Tools:** eLearning, Zoom, Tencent Meeting, Health Report;

Please scan the following QR code to join the WeCom of CUHK-Shenzhen.



5. Self-Service Printing

The Self-Service Printing (<https://eprinting.cuhk.edu.cn>, accessed within campus only) enables users who own CUHK(SZ) account to print, copy and scan on campus. Users can send print jobs to the printing server and get the print jobs on any printer under the printing system in the library, Student Centre, and Colleges. It provides A3 and A4 printing in black and white and also in color. Printing and copying fees will be charged to your WeChat account.

Before you use the Self-Service printing, please refer to the three ways to login first:

- Open WeChat, scan the QR code on the printer to log in printing system (you have to follow the WeChat official account ‘cuhkszitso’ and have your account bound with your CUHK(SZ) account) ;
- Or enter your CUHK(SZ) account and password on the printer panel to log in.
- Or tap your campus card to the sensor to log in.

Printing

Send print jobs to the printing server

- 1) If you are using our university public computers, you may select “CUHK(SZ) Printer_PCL” from the printer driver lists. If you already log in with your CUHK(SZ) account on the public computer, the document will be sent to a server under your account.
 - 2) If you want to print with your personal computer, you may download the printer driver from <http://eprinting.cuhk.edu.cn/>. Once the printer driver is installed, you can choose the printer “CUHK(SZ) Printer_PCL” and send printing jobs to the printing server with your CUHK(SZ) account or scan the QR code with your WeChat.
 - 3) To print with your other devices, you can log in to the Cloud Print service (<https://eprinting.cuhk.edu.cn>), upload the files, click Print and enter your CUHK(SZ) account and password or scan the QR code with your WeChat to print the documents.
- Note: Documents uploaded to the e-printing platform will be retained for 48 hours. If the documents are overdue and have not been printed out, they will be automatically deleted and need to be uploaded again.

Printing the documents

You can log in to the printer by scanning the QR code on the printers with WeChat, entering your CUHK (SZ) account and password on the printer panel, or swiping your campus card to the sensor to pick up your printing jobs. There is detailed operational guidance at each printing station.

Logout the printing system:

Tap “Account On” to log out from the printer.

Copy

- Log in to the printer, and then select ‘Copy.’
- After copying documents, tap ‘Account On’ to log out.

Scan

The scanned documents will be kept in the print server for seven days. Please follow the following steps for scanning:

- **Log in to the system**
 - i. Login by scanning the QR code on the printers with WeChat or,
 - ii. Enter your CUHK (SZ) account and password on the printer panel or,
 - iii. Tap your campus card to the sensor.
- **Scan the document**

Choose the email first. Place the file in the designated area. After scanning, you can click Preview to view the effect of the previous scan, and the scanned copy will be automatically sent to your school mailbox;
- **Log out of the system**

Tap “Account On” to log out from the printer.

Charges

- **Print / Copy:**

| | |
|----------------------------|----------------------------|
| Black & White A4: 0.1 RMB; | Black & White A3: 0.2 RMB; |
| Color A4: 0.85 RMB; | Color A3: 1.7 RMB. |
- **Scan:** Free.
- **Charge method:**

Enter the WeChat public account of ITSO: "cuhkszitso," select "Printing Service," and enter the "User Center" to charge.
- **Refund policy:**

According to the WeChat payment policy, refunds can be applied for the recharged and unconsumed amount **within one year**. Refunds cannot be made after one year.

Please arrange the recharge amount reasonably.

Refund method: Enter the WeChat public account of ITSO: "cuhkszitso," select "Printing Service," and enter the "User Center" to check the account usage and apply for a refund.

Need help?

Contact ITSO Hotline: 0755-84273333 if you have any trouble.

6. Software

6.1 Office 365 Online

<https://portal.office365.com/>

Microsoft Office 365 suite combining email, calendar, OneDrive, Office Online apps, and other collaboration tools is available to all university students. Students can access all kinds of applications in Microsoft Office 365 via mobile apps or browsers.

6.2 MATLAB

CUHK-Shenzhen provides MATLAB campus personal version software to all students. You can install the MathWorks product (MATLAB, Simulink, and its full-function module toolbox) on your PC, including both English and Simplified Chinese versions.

For more information, please visit the MATLAB website of the university:

<http://www.mathworks.com/academia/tah-portal/chinese-university-of-hong-kong-shenzhen-31456238>.

On-Campus download:

1. enter: \\stufolder.cuhk.edu.cn\stufolder in Windows Explorer to download.
2. Download by logging in to <https://cuhko365.sharepoint.com/sites/swcenter>.
Installation Instructions: Please click [here](#) to read the installation instructions.

6.3 SAS

As one of the three major statistical software, SAS is recognized as an authority in data mining and business intelligence analysis. The powerful analysis capabilities and high integration of its products will provide comprehensive support in all aspects.

On-Campus download:

3. enter: \\stufolder.cuhk.edu.cn\stufolder in Windows Explorer to download.
4. Download by logging in to <https://cuhko365.sharepoint.com/sites/swcenter>.
Installation Instructions: Please click [here](#) to read the installation instructions.

6.4 think-cell

Think-cell is a chart-making tool that can help PowerPoint users create graphs and charts quickly and easily, realizing the seamless combination of Excel and PowerPoint. The software is freely provided to all students, staff, and university faculty. If needed, log in at <https://cuhko365.sharepoint.com/sites/swcenter>, agree to the Software License Agreement for Academic Nonprofit Use agreement, and obtain the license.

The URL for downloading the software is www.think-cell.com/download.

If you have any problems downloading, installing, and using the software, please reference <http://www.think-cell.com/support>.

7. Teaching Support

7.1 Classrooms

ITSO provides service and assistance for almost 180 general-purpose classrooms, specialized media services, equipment, and operators for extra-curricular activities and special events outside the class structure.

Almost every classroom at the University is equipped with an audio-visual system, including a computer, screen/interactive whiteboards, microphone, projector, and visual presenter. The design incorporates high-resolution video displays, voice reinforcement, and control capabilities allowing instructors to deliver lively and practical classes. The system can be operated on a touch panel on the teacher's desk.

To meet the mixed online and offline teaching mode, ITSO has equipped all classrooms with high-definition cameras and deployed real-time teaching tools for teachers and students throughout the school.

7.2 Seminar Rooms

Seminar rooms are mainly located in the library, and each room has a large TV. Students can present their PPTs on the TV via their mobile devices.

Use the Multi-media Devices:

1. Connect the HDMI cable to your laptop.
2. Log in to your computer. Your computer desktop will be displayed on the TV screen. If not, you may try to use the following keyboard shortcuts:
PC: Press "Windows + P" and select "Duplicate."
Mac: Press "Command + F1."

For more instructions, refer to the guideline on the table or wall.

7.3 Computer Labs

Computer Labs located in Room 201, 202, 203, Cheng Dao Building, and Room TC301, TD 303, TD 314, and TD 414 are for teaching and learning. The introductory computer, programming, and other courses will be carried out here. These labs are open outside regular class hours, and a variety of standard professional software is available for you.

8. Information Security

As a student of The Chinese University of Hong Kong, Shenzhen, your information security awareness and participation play an important role in campus information security.

Here are some highly recommended security practices for you.

Keep Your System Up to Date.

Make sure to turn on automatic updates in Windows Update. Turn on automatic updates for non-Microsoft software, especially browsers, Adobe Acrobat Reader, and other apps you regularly use.

Enable the Windows Firewall.

Please turn the Windows firewall on for Windows users in the System and Security Center.

Use Antivirus Software and Keep it Current.

Antivirus software is critical for every PC. Without it, you risk losing your personal information and files. If you run Windows 10 or 8, you have Windows Security, or Defender Security Center installed on your device. If you run Windows 7, you can download Microsoft Security Essentials for free.

Lock Your Computer Screen.

Lock your computer when you're not at your desk to prevent others from accessing your and the University's information.

Beware of Phishing Emails.

Sometimes, you may receive emails from fake "CUHK-Shenzhen" or "ITSO" to ask for your username and password or let you click on a link; these are often Phishing emails. ITSO will never ask you for such information via email, phone, or as a private person. Also, no staff will ask for your passwords. If you receive emails asking for your account and personal information, do not disclose it and report the email to ITSO immediately. If you have replied to phishing emails, reset your password immediately and write the email to ITSO.

Keep Your Account and Password.

You are responsible for keeping your CUHK-Shenzhen account and password. Never disclose your passwords to others.

Beware of Spam Emails.

Email spam means unsolicited, undesired, or illegal email. Spam emails consume storage space and may attach malware. Although we have necessary procedures to prevent spam emails, you can also take some actions to reduce the amount of incoming spam. If you think the email you received is spam, for example, five emails with the same content, please forward the email to isupport@cuhk.edu.cn. Never reply to any spam email, even if you are invited.

Only Install Necessary Applications and Devices.

To reduce the risk of attack, please only install the applications you need and remove the applications that you no longer use. Do not install any illegal software on your computer.

9. IT Workshop

To better serve teachers and students in IT services such as computer skills, printing, and classroom equipment, ITSO organizes workshops or training sessions related to IT skills every year. If you need to participate, please pay attention to the email notification sent by ITSO.

10. Student Assistant Recruitment

ITSO welcomes your assistance in the daily work. Recruitment notification will be released at the start of each semester to invite student assistants to assist in various projects in ITSO. If you want to join us, you may pay attention to the following details:

Job Description

- 1) Answer the ITSO Hotline, and help to solve IT-related issues;
- 2) Assist in checking IT equipment;
- 3) Assist in checking the computer facilities in classrooms and computer laboratories;
- 4) Provide consultation services related to CUHK(SZ) account, campus network, AV control system, software installation, etc., to all students and faculty.
- 5) Other work.

Job Requirements

- 1) Competent with Windows 10 and Microsoft Office;
- 2) Good communication skills, strong teamwork spirit;
- 3) Join the job-related skills development training organized by ITSO.

Wage Payment

Hourly wage, monthly payment according to the salary settlement method stipulated by the school finance department;

Selection Process

Written examination, personal interview, and skill assessment after training;

Application process

Please pay attention to the announcement published by OSA or ITSO.

11. IT Policies

The ITSO has responsibility for maintaining effective operation of the IT facilities on campus and providing IT support services in the University, but not for private computers. All faculty, staff, and students using IT facilities are responsible for using them correctly, ethically, and lawfully and are urged to follow the following guidelines. ITSO reserves the right to interpret these rules and regulations.

Network Usage Rules at CUHK-Shenzhen

1. CUHK-Shenzhen respects and protects intellectual property rights and copyrights.
2. Users using the University IT facilities and services should understand and observe the regulations of the Copyright Law of the People's Republic of China and the Regulation of the People's Republic of China on the Customs Protection of Intellectual Property Rights.
3. All students must observe the relevant regulations of the Copyright Law of the People's Republic of China to avoid infringement when referencing copyright works in teaching and learning activities via the Internet, the campus network, or other ways.
4. It is not permitted to download, upload or distribute copyrighted work on servers, personal computers, laptops, or mobile devices through the campus network without express permission under the law. The number of copyrighted works uploaded must be within the requirements of relevant regulations of the Copyright Law of the People's Republic of China. The copyrighted work is uploaded for educational use only.
5. Users cannot download unauthorized works via the campus network. Unauthorized uploading or downloading of copyrighted works through the campus network may cause one to suffer the risk of monetary damages and, in some cases, criminal prosecution, for which the University may have vicarious liability.
6. Users should not set up BBS servers and other network services on the campus network without ITSO authorization.
7. Serious infractions such as unauthorized use or access of IT facilities or services, attempts to steal passwords or data, attempts to steal licensed software, infringement of copyright, and attempts to damage computer facilities, or violation of existing laws, relevant CUHK-Shenzhen and ITSO policies, may lead to disciplinary action by relevant University authorities.

The policy of Copyright Protection at CUHK-Shenzhen

1. CUHK-Shenzhen respects and protects copyrights.
2. Users using the University Library facilities or services should understand and observe the regulations of the Copyright Law of the People's Republic of China.
3. All students must observe the relevant regulations of the Copyright Law of the People's Republic of China to avoid infringement when referencing copyright works in teaching and learning activities via the Internet, the campus network, the books, the printing materials, etc.
4. It is not permitted to download, upload or distribute copyrighted work on servers, personal computers, laptops, or mobile devices through the campus network without permission under the law. The number of copyrighted works uploaded must be within the requirements of relevant regulations of the Copyright Law of the People's Republic of China.
5. It is not permitted to duplicate or distribute books and printing materials under Copyright Law's protection.
6. Serious infractions such as unauthorized use or access of Library facilities or services or infringement of copyright may lead to disciplinary action by relevant University authorities.

Computer Laboratory Rules in CUHK-Shenzhen

1. Rights and Responsibilities of ITSO Staff

- 1.1. The laboratory is administered by the Information Technology Services Office (ITSO) of The Chinese University of Hong Kong, Shenzhen and is open for CUHK-Shenzhen staff & students ONLY. Except for those authorized by ITSO, no other persons are allowed to enter the laboratory.
- 1.2. ITSO staff will perform random checking on the identity of users. They have the right to request users to present their CUHK-Shenzhen staff or student campus cards. Anyone who fails or refuses to provide proof of their identity will be asked to leave the laboratory immediately. Those who refuse to go will be dealt with by the Security Unit of the University or the Police.
- 1.3. All the laboratories can be reserved for instructional purposes. The booking schedule can be found online on the Registry Services Office webpage.

2. Use of Facilities

- 2.1. Users must carry their CUHK-Shenzhen staff or student campus cards and present them to ITSO staff when requested.
- 2.2. Users should not copy any copyrighted software/product protected by the People's Republic of China Intellectual Property Right Laws.
- 2.3. Users should not install the software in the workstation without ITSO authorization.
- 2.4. Users are not allowed to dismantle any facilities installed in the laboratories without ITSO authorization, such as mice, keyboards, etc.
- 2.5. Users should not leave computers idle. ITSO has the right to reassign unattended computers left idle for more than 15 minutes to other users. ITSO is not responsible for any data loss caused by the reassignment.
- 2.6. Users are responsible for the care and use of the facilities installed in the laboratory. Users may be liable to bear the cost of repairing any damage to the facilities caused by negligence or failure to adhere to the proper operating procedures.

3. Rights and Responsibilities of Users

- 3.1. Users cannot bring food or beverages into the laboratory. Eating and drinking are NOT allowed. Smoking is prohibited.
- 3.2. Users should not use computers to create noise or play the music that may disturb other users in the laboratory.
- 3.3. Users should not move any facilities or furniture housed in the laboratory without ITSO authorization.
- 3.4. Users should work quietly. Yelling, shouting, group discussions, and social gatherings are not allowed in the laboratory. Group discussions should be held in Discussion Rooms or other assigned areas.
- 3.5. Users should turn off the computers and clean their working area when leaving.
- 3.6. Users should take care of their belongings. ITSO has the right to remove any unattended personal belongings left in the laboratory. ITSO will not be responsible for any loss or

damage to any personal belongings in the laboratory.

3.7. Users can bring bags and briefcases that do not obstruct others into the laboratory, whereas umbrellas should be left at the entrance.

3.8. Users should not play computer games (or do other activities unrelated to studies) in the laboratory.

3.9. Users should not post in the laboratory without ITSO authorization.

Note: Should there be any inconsistency between the Chinese and English versions, the Chinese version shall prevail.

Statement of Consent for Personal Information Collection at CUHK-Shenzhen

The Chinese University of Hong Kong, Shenzhen (from now on referred to as CUHK-Shenzhen) is currently collecting your personal information through its access to the students' archive, campus system, and the students' statuses and teaching affairs management system, as well as through voluntary data submissions from students, etc. for teaching, scientific research, and campus management in CUHK-Shenzhen. CUHK-Shenzhen, at this moment, declares that the personal information collected will be conducted as per the following criteria:

- I. The scope of data collection is limited to those materials that CUHK-Shenzhen thinks are necessary for understanding your study demands and carrying out teaching, scientific research, and school management.
- II. CUHK-Shenzhen endeavors to ensure that records of your information are accurate and up-to-date.
- III. Any third party whom CUHK-Shenzhen permits to obtain your personal information shall be required to strictly fulfill the responsibility of confidentiality. CUHK-Shenzhen shall abide by the commitment to the policies above and endeavor to maintain the trust you give.
- IV. Authorization for the collection and usage of your personal information:
This is to certify that you authorize CUHK-Shenzhen unless otherwise specified by law, to collect your data and agree that the information you provide to CUHK-Shenzhen, those that are produced after you've been made eligible for the teaching services provided by CUHK-Shenzhen, as well as those that are provided, queried, and collected by CUHK-Shenzhen as per this provision, could be reasonably used by CUHK-Shenzhen and its partners. They are entrusted with fulfilling a particular service, as well as teaching, scientific research, and school management.

I hereby declare that I have thoroughly read and accurately understood the Statement's content, especially those highlighted in bold and black font. I agree to authorize CUHK-Shenzhen correspondingly as per the Statement. The authorization shall take effect upon the date of signing and expire after the purpose for authorization is fully realized.

Agreement on IT Infrastructure Usage at CUHK-Shenzhen

As a student of The Chinese University of Hong Kong, Shenzhen, you should abide by relevant regulations when using the university's Internet, campus network, and other IT infrastructure. To use IT facilities on campus, students should agree to the following terms:

I hereby declare that I have read and agree to abide by all regulations regarding the IT infrastructure of the Universities. I understand that any behavior that violates laws and regulations may constitute a crime, and I may lose the right to use IT infrastructure. I may also be subject to disciplinary and/or relevant legal sanctions.