**About SOUL 2.0**

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| Q: | What is SOUL 2.0? |
| A: | SOUL 2.0 (HKU SPACE Online Universal Learning) is the online learning management system that aims to facilitate blended teaching and learning in the School. The platform can provide the basic features below:  For enhancing information dissemination: Announcement, Course Calendar  For sharing and managing course information and resources  For facilitating communication and collaboration: Chat, Forum, Private Messaging  For assessing student performance: Assignment, Turnitin assignment, Quiz |

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| Q: | Who can access SOUL 2.0? |
| A: | Programme administrators, instructors and students of HKU SPACE, HKU SPACE Po Leung Kuk Community College and HKU Centennial College can access SOUL 2.0. |

**Technical questions**

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| Q: | [Google Chrome] How can I clear the browser’s cache and cookies? |
| A: | At top right corner of Google Chrome browser, press [ ⋮ ]  Press [More tools], then press [Clear browsing data]  In Clear browsing data pop-up window, select "All time" from Time range pull-down menu  Check the checkboxes of "Cached images and files" and "Cookies and other site data", then press [Clear data] |

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| Q: | [Google Chrome] How can I turn off the browser’s pop-up blocker? |
| A: | At top right corner of Google Chrome browser, press [ ⋮ ], then press [Settings]  At the bottom of the right panel of Settings page, press [Advanced ▼]  In Privacy and Security category, press [Site settings], then press [Pop-ups and redirects]  Move the toggle bar at top right corner from Blocked to Allowed |

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| Q: | [Mozilla Firefox] How can I clear the browser’s cache and cookies? |
| A: | At top right corner of Mozilla Firefox browser, press [≡], then press [Options]  On the left panel, press [Privacy & Security]  In Cookies and Site Data category, press [Clear Data]  In Clear Data pop-up window, check the checkboxes of "Cached Web Content" and "Cookies and Site Data", then press [Clear] |

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| Q: | [Mozilla Firefox] How can I turn off the browser’s pop-up blocker? |
| A: | At top right corner of Mozilla Firefox browser, press [≡], then press [Options]  On the left panel, press [Privacy & Security]  In Permissions category, uncheck the checkbox of “Block pop-up windows” |

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| Q: | [Microsoft Edge] How can I clear the browser’s cache and cookies? |
| A: | At top right corner of Microsoft Edge browser, press [⋯], then press [Settings]  In Clear browsing data category, press [Choose what to clear]  Check the checkboxes of “Cached data and files” and “Cookies and saved website data”, then press [Clear] |

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| Q: | [Microsoft Edge] How can I turn off the browser’s pop-up blocker? |
| A: | At top right corner of Microsoft Edge browser, press [⋯], then press [Settings]  Press [Privacy and security]  In Block pop-ups category, move the toggle bar from On to Off |

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| Q: | What can I do if my web browser does not work properly on SOUL 2.0? |
| A: | Please check the following:  Have cookies and JavaScript been enabled in your browser?  Has pop-up blocker been disabled in your browser?  Have firewall and web proxy been disabled in your computer? |

**Login and reset password**

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| Q: | How can I log into SOUL 2.0? |
| A: | Open a web browser (e.g. Google Chrome) with Internet access  Enter the SOUL 2.0 web address (https://soul2.hkuspace.hku.hk) at the browser's address bar  Select your appropriate User Group from its pull-down menu, then press [Login]  Enter your User ID (i.e. your Staff Intranet User ID / teacher number / student number / manual account's username) and password, then press [Login] |

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| Q: | [Portal user] What is my SOUL 2.0 User ID? |
| A: | For staff member / full-time instructor, your SOUL 2.0 User ID is your Staff Intranet User ID  For part-time instructor, your SOUL 2.0 User ID is your teacher number  For student, your SOUL 2.0 User ID is your student number  Note: Currently, there is NO way to change your SOUL 2.0 User ID. |

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| Q: | [Portal user] How can I reset my password if I forget it? |
| A: | In SOUL 2.0 login page, select your User Group from its pull-down menu  Press [Yes, help me log in]  For staff member / full-time instructor, please create a ticket in IT Help ticket system to notify our ITSU colleague about your request for resetting your password  or  For part-time instructor / student, please follow the instructions in Forget Password function page to reset your password |

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| Q: | [Non-portal user] How can I reset my password if I forget it? |
| A: | In SOUL 2.0 login page, select "Others" as User Group  Press [Yes, help me log in]  Enter either your SOUL 2.0 manual account's username or School-provided email address, then press [Search]  Press [Continue]  Check your School-provided email mailbox to find the SOUL 2.0 system email, then follow the instructions in the email to reset your password |

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| Q: | [Non-portal user] How can I change my password? |
| A: | Press [Your name ▾] at top right corner after login, then press [Profile]  Press ⚙️▾ [Actions menu] at top right corner of Profile page, then press [Change password]  Enter your current password  Enter and re-enter your new password  Press [Save changes] |

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| Q: | Why can't I log into SOUL 2.0? |
| A: | Please check the following:  Have cookies been enabled in your browser?  Did you select your correct User Group?  Did you enter your correct SOUL 2.0 User ID and password? (Note: Your password is case-sensitive.) |

**Email and navigation**

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| Q: | How can I change my alternate (personal) email address? |
| A: | For staff member / full-time instructor, please send your request for changing your alternate email address to Human Resources (HR) Team.  For part-time instructor, please send your request for changing your alternate email address to Teacher Support Unit (TSU) via email at tsu@hkuspace.hku.hk. The updated alternate email address will be synchronized to SOUL 2.0 on the next day.  For student, you can change your alternate email address in Learner Portal by following the steps below:  After logging into Learner Portal, press [SCORE] at top left corner  In SCORE, press [Main menu], [Self service], [Campus personal information] and then [Email addresses]  Select "Personal" from Email Type pull-down menu  Enter your alternate email address in Email Address field  Press [Save] at the bottom  The updated email address will be synchronized to SOUL 2.0 on the next day  For non-portal user, you can change your alternate email address in SOUL 2.0 by following the steps below:  After logging into SOUL 2.0, press [Your name ▾] at top right corner, then press [Profile]  Press ⚙️▾ [Actions menu] at top right corner of Profile page, then press [Edit profile]  Enter your alternate email address in Alternate Email address field  Press [Update profile] at the bottom |

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| Q: | How can I hide my email address(es) in Profile page? |
| A: | After logging into SOUL 2.0, press [Your name ▾] at top right corner, then press [Profile]  Press ⚙️▾ [Actions menu] at top right corner of Profile page, then press [Edit profile]  Select "Hide my email address from non-privileged users" option from Email display and/or Alternate Email display pull-down menus  Press [Update profile] at the bottom |

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| Q: | How can I access my School-provided email mailbox? |
| A: | SOUL 2.0 does not have in-built webmail service.  To access your School-provided email mailbox, please first log into Staff Intranet (for staff member / full-time instructor) / Teacher Portal (for part-time instructor) / Learner Portal (for student).  After logging into SOUL 2.0, in HKU SPACE e-Services block of SOUL 2.0 homepage (Dashboard / Site home), you can find and press the link to access Staff Intranet / Teacher Portal / Learner Portal. |

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| Q: | Why can't my email mailbox(es) receive SOUL 2.0 system emails? |
| A: | This issue can occur if in SOUL 2.0, your "Send mail" option does not allow your email mailbox(es) to receive SOUL 2.0 system emails and/or your alternate email address is not valid.  Please change your "Send mail" option to allow your email mailbox(es) to receive SOUL 2.0 system emails by following the steps below:  After logging into SOUL 2.0, press [Your name ▾] at top right corner, then press [Profile]  Press ⚙️▾ [Actions menu] at top right corner of Profile page, then press [Edit profile]  In "Send mail" option, select your preferred one ("Send to my primary email only", "Send to my alternate email only" or "Send mail to both primary and alternate email")  Press [Update profile] at the bottom  In addition, please change your alternate email address to a valid one by sending your request to Human Resources (HR) team (for staff member / full-time instructor) / TSU (for part-time instructor) / in SCORE (for student).  If your alternate email address is valid, please check whether the email mailbox’s spam filter receives the email copies concerned or not. If the issue still occurs, please contact your email service provider directly for help. |

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| Q: | How can I access a course main page from Dashboard? |
| A: | After logging into SOUL 2.0, press [≡] at top left corner, then press [Dashboard]  In Course Overview block, press the name / code of the course you are currently administering / teaching / studying to access its course main page |

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| Q: | How can I access Dashboard from a course main page? |
| A: | In course main page, press [≡] at top left corner, then press [Dashboard]  or  In Navigation bar at bottom left corner of course banner in course main page, press [Dashboard] |

**[Learner] General questions**

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| Q: | Why can't I find the course(s) I currently study in Course Overview block of Dashboard page? |
| A: | Please note that not all courses in HKU SPACE use SOUL 2.0 as the e-learning platform.  In Course overview block of Dashboard page after logging into SOUL 2.0, if you cannot find the course(s) you currently study, please contact the programme administrator(s) / instructor(s) directly to see whether SOUL 2.0 is used or not. |

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| Q: | Why can't I find the course materials in course main page? |
| A: | If you cannot find the course materials in course main page of SOUL 2.0, please contact the programme administrator(s) / instructor(s) directly to see whether they will upload the course materials in course main page or not. |

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| Q: | After pressing the name of the activity/resource, nothing occurs. Why? |
| A: | This issue can occur if your browser blocks a pop-up window from showing up. Before pressing the name of the activity/resource in course main page, please turn off your browser's pop-up blocker. |

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| Q: | What is the maximum size of my submission file to an Assignment activity? |
| A: | The maximum size of your submission file to an Assignment activity is 100 MB, subject to further limitation by programme administrator(s) / instructor(s). |

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| Q: | Why can't I find [Add / Edit submission] button in Assignment page? |
| A: | This issue can occur if:  The Assignment activity has not yet been opened  The Assignment activity has been closed  You have submitted your work to the Assignment activity that does not allow resubmission |

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| Q: | How can I reply a discussion topic in Forum activity? |
| A: | In course main page, press the name of the Forum activity  In Forum page, press the name of a discussion topic  Press "Reply" at bottom right corner of the discussion topic  Enter your reply post subject and message, then press [Post to forum]  Note: In Forum page, if you press [Add a new discussion topic] and follow the instructions, you will create a new discussion topic in Forum activity instead of replying a discussion topic created by another course participant. |

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| Q: | Why can't I find "Reply" link in Discussion topic page of Forum activity? |
| A: | This issue can occur if the Forum activity does not allow replies to discussion topics/posts. Please contact the programme administrator(s) / instructor(s) directly to see if they want the students to reply discussion topics/posts. |

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| Q: | How come is my grade of a course's Quiz activity zero? |
| A: | This issue can occur if your browser gets disconnected from Internet access, thus in Quiz page, you cannot press [Submit all and finish] to complete the Quiz activity. Please contact the programme administrator(s) / instructor(s) directly to determine how best to proceed. |

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| Q: | How can I check a course's grades? |
| A: | In course main page, press [≡] at top left corner, then press [Grades]  In Gradebook page, press [User report] tab  In Gradebook's User report page, you can find the grades of different graded items / activities that have been graded / marked by the course's programme administrator(s) / instructor(s)  Note: If you cannot find the grades in a course's Gradebook of SOUL 2.0, please contact the programme administrator(s) / instructor(s) directly to see whether they will post the grades via Gradebook or not. |

**[Programme Admin / Instructor] General questions**

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| Q: | [Programme admin] How can I enable a SCORE-code course? |
| A: | In Courses Maintenance block of Dashboard page after logging into SOUL 2.0, you can use "Enable SCORE courses" function to enable a SCORE-code course if you are in Programme Team Information table for the particular programme / module in SCORE.  You can add Courses Maintenance block in Dashboard page by following the steps below:  Press [≡] at top left corner, then press [Dashboard]  Press [Customise this page] at top right corner  Press [≡] at top left corner, then press [Add a block]  In the pop-up window, press [Courses Maintenance] to add this block in Dashboard  After that, you can use "Enable SCORE courses" function by following the steps below:  In Courses Maintenance block, press "Enable SCORE courses"  In the "Course code filter…" field, enter the course code of the course you want to enable in SOUL 2.0, then press [Search]  In the search results list, press the course code concerned  If necessary, select/modify appropriate settings of the main questions below  Press [Save] at the bottom  In Submitted Details page, press [Proceed]  In the confirmation page, press [Continue], and the course will be enabled in SOUL 2.0 on the next day  Note: We advise you to use "Enable SCORE courses" function in browsers other than Internet Explorer (e.g. Google Chrome). |

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| Q: | [Programme admin] How can I enrol an instructor to a course? |
| A: | In course main page, press [≡] at top left corner, then press [Participants]  In Participants page, press [Enrol users] on the top or at the bottom  Select "Teacher" from Assign roles pull-down menu  Search for a specific instructor by entering keywords (preferably his/her primary / alternate email address) in Select Users field  Press the appropriate record under the Select Users field  Press [Enrol selected users and cohorts] |

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| Q: | [Instructor] How can I be enrolled to a course? |
| A: | Please contact the programme administrator(s) directly to enrol you with 'Teacher' role to course(s) you are currently teaching in SOUL 2.0. |

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| Q: | How can I reply a discussion topic in Forum activity? |
| A: | In course main page, press the name of the Forum activity  In Forum page, press the name of a discussion topic  Press "Reply" at bottom right corner of the discussion topic  Enter your reply post subject and message, then press [Post to forum]  Note: In Forum page, if you press [Add a new discussion topic] and follow the instructions, you will create a new discussion topic in Forum activity instead of replying a discussion topic created by another course participant. |

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| Q: | How can I allow students to view a course's Participants page? |
| A: | By default, only programme admin- and teacher-role users can access and view a course's Participants page in SOUL 2.0. You can allow students to view a course's Participants page by following the steps below:  In course main page, press [≡] at top left corner, then press [Participants]  In Participants page, press ⚙️▾ [Actions menu], then press [Permissions]  Enter "View participants" in Filter field  In Roles with permission column of View participants capability's row, press + [Allow]  In Allow role pop-up window, press [Student] |

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| Q: | What are the three Group modes? |
| A: | No groups - each course participant is part of the whole community  Separate groups - members of each group work within their own group, and cannot see other groups and their work  Visible groups - members of each group work within their own group, but can also see other groups and their work |

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| Q: | Can a student be a member of different groups in a course? |
| A: | Yes, a student can be a member of different groups in a course. |

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| Q: | How can I upload course materials? |
| A: | In course main page, press ⚙️▾ [Actions menu] at top right corner, then press [Turn editing on]  Press [Add an activity or resource] under a course section  Select "File", then press [Add]  Enter the File name  Open your computer's File Explorer that has the file you want to add to the course main page  Select, drag and drop the file from File Explorer to Select files field  Press [Save and return to course] at the bottom |

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| Q: | What file format does SOUL 2.0 support? |
| A: | SOUL 2.0 supports files of ALL formats. Please note that students need to have the corresponding software installed in their respective computers to open the file. |

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| Q: | How come is my course’s overall average of grades so low? |
| A: | This issue can occur if the course’s overall average of grades takes into account not-submitted and/or unmarked student work.  In other words, students start from zero grade, and after completing graded items / activities when they progress over the course, the overall average of grades will steadily increase. |

**Turnitin assignment**

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| Q: | [Programme admin / Instructor] Why can't I find "Turnitin assignment" option in Add an activity or resource pop-up window? |
| A: | As programme admin / instructor, you are required to request for using Turnitin assignment function in SOUL 2.0 from the School.  If you are administering / teaching course(s) of full-time programme, please send your request to your College's administrator.  If you are administering / teaching course(s) of part-time programme, please send your request to turnitin.support@hkuspace.hku.hk.  In your request email, please provide the information below:  Your full name  Your Staff ID / teacher number  Your School-provided email address  Course(s) for using Turnitin assignment function |

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| Q: | [Programme admin / Instructor] Does Turnitin support group assignment function? |
| A: | No, Turnitin does not support group assignment function.  If you want to create a Turnitin assignment on a group basis, please advise the students that only one of the group members needs to submit the work so as to avoid erroneously high similarity indices. |

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| Q: | [Learner] Can I use Turnitin service if I do not need to submit my work to Turnitin for a course? |
| A: | For student, Turnitin service is only available via SOUL 2.0 and connected with a School-provided programme. If you do not need to submit your work to Turnitin for a course in a programme, you cannot use Turnitin service. |

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| Q: | [Learner] Do I need to have Turnitin account, class ID and enrollment password when submitting my work to Turnitin via SOUL 2.0? |
| A: | Submitting your work to Turnitin assignment activity via SOUL 2.0 does not require you to apply for a Turnitin account. Also, this does not require class ID and enrollment password. |

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| Q: | [Learner] As first-time Turnitin user, how can I accept Turnitin User Agreement? |
| A: | In course main page, press the name of the Turnitin assignment activity  In My Submissions page, press the link on top of the Turnitin assignment information table  Read and press [I agree] at bottom right corner of Turnitin User Agreement pop-up window so that you can upload and submit your work to Turnitin |

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| Q: | [Learner] What file format does Turnitin support? |
| A: | Turnitin will only accept file for submission with the requirements below:  At least 20 words, less than 400 pages, at most 40 MB in size, must not contain spaces in between every letter  Main file formats enabling Turnitin to check originality: Microsoft Word (.doc, .docx), OpenOffice Text (.odt), plain text (.txt), text-readable Adobe PDF  If the issue of unsupported file format occurs, please re-open the file in a word processor, then use "Save As" function to save the file in a supported format for submission to Turnitin. |

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| Q: | [Learner] What should I do if I see [Submit to Turnitin] button appear in Submitted column of your submission row? |
| A: | In My Submissions page of the Turnitin assignment activity, interruption of submission by network issues will make [Submit to Turnitin] button appear in Submitted column of your submission row. To successfully submit your work to Turnitin, please press [Submit to Turnitin]. |

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| Q: | [Learner] Why can’t I view the similarity index / originality report of my submitted work? |
| A: | There is a setting in Turnitin assignment activity that controls whether students can view their submitted work’s similarity index / originality report.  If '－' is shown in Similarity column, you cannot view your submitted work’s originality report. Please contact the programme administrator(s) / instructor(s) directly to see if they want to show students the submitted work's similarity index / originality report. |

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| Q: | [Learner] Why the similarity index of my resubmitted work is still in pending status? |
| A: | If the Turnitin assignment activity's Report Generation Speed setting is "Generate reports immediately (students can resubmit until due date)",  For initial submission, Turnitin will generate your submitted work's similarity index / originality report immediately (usually 10-15 minutes after submission)  For resubmission, it may take up to 24 hours for Turnitin to generate your submitted work's similarity index / originality report |

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| Q: | How can I fix the issue of Turnitin Feedback Studio keeping on loading in the browser? |
| A: | Turnitin Feedback Studio cannot be loaded in Internet Explorer with versions below 11. To successfully load Turnitin Feedback Studio, please use browsers other than Internet Explorer (e.g. Google Chrome). |