

International Students Service System Operation Guide

For 2025 International Students

International Education Center

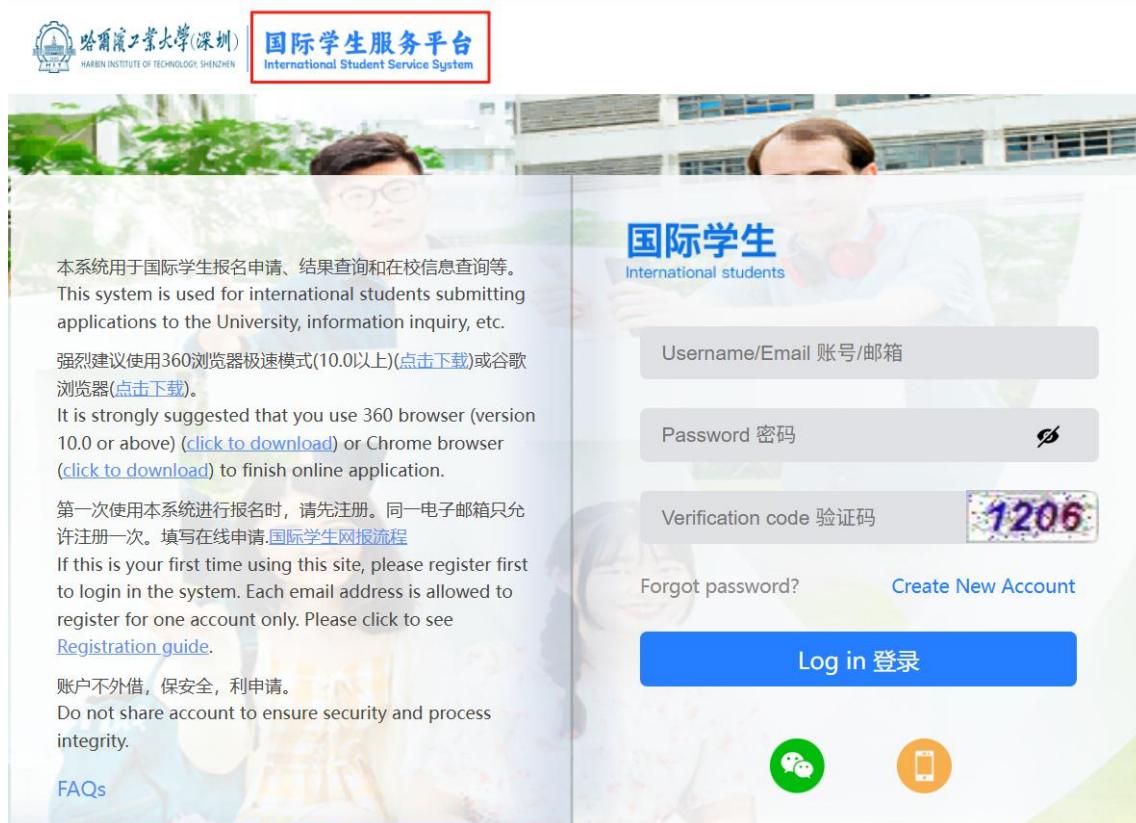
September 9th 2025

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- 1. What is the “IS system”**
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Essential System: International Students Service System (IS System)



➤ **System Full Name:**

International Students Service System

➤ **Purpose:**

This is your **central platform** throughout your entire study journey at our university.

➤ **Critical Functions:**

- **Class Attendance:** Mark your **attendance** for courses.
- **Personal Information:** Maintain and update your crucial **personal details**.
- **University Notifications:** Access **important official announcements** and updates.

HITSZ AI ASSISTANT

- **HITSZ AI ASSISTANT** on the bottom right of below web
<https://hitsz.at0086.cn/StuApplication/Login.aspx>



HITSZ AI Assistant



➤ 1 - With your PC:

Only available by Web / WeChat mini program

● Step1: open the website by computer

- website: hitsz.at0086.cn/student

● Step2: login to the system

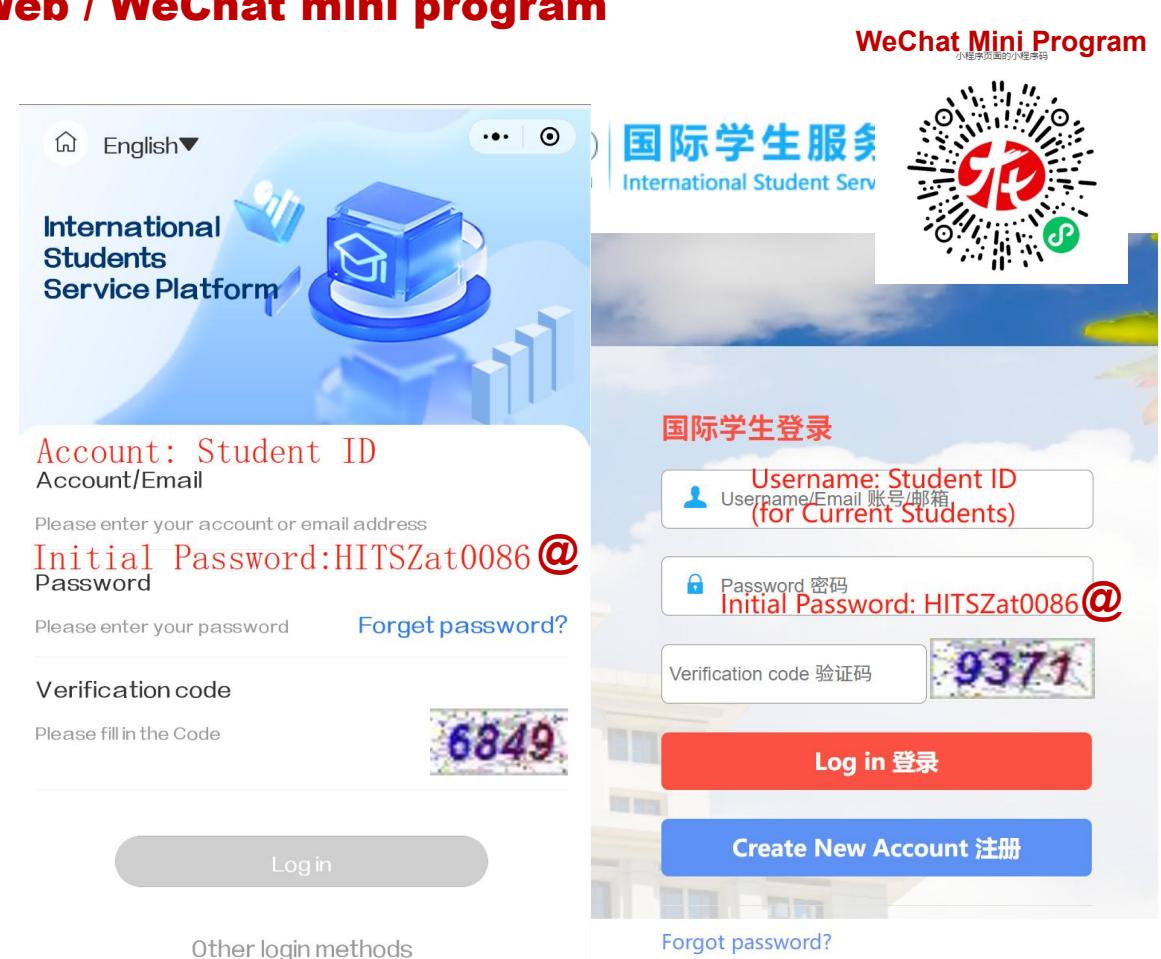
- Username: **Student ID (only account)**
- Initial Password: **HITSZat0086@**

➤ 2 - With your WeChat mini program:

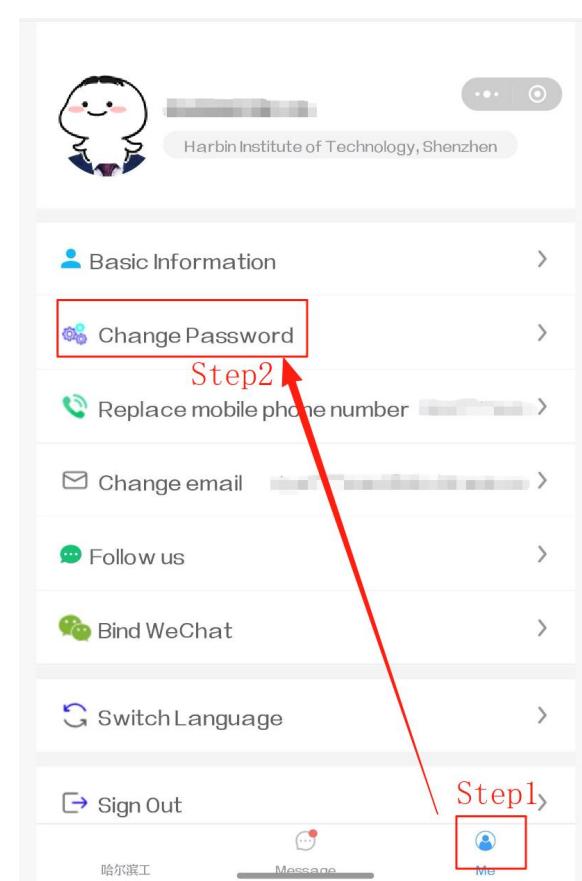
● Step1: open the Wechat by mobile phone

● Step2: login the IS system by mini program

- Account: **Student ID (only account)**
- Initial Password: **HITSZat0086@**
- **Class attendance requires scanning the QR code with a bound WeChat**

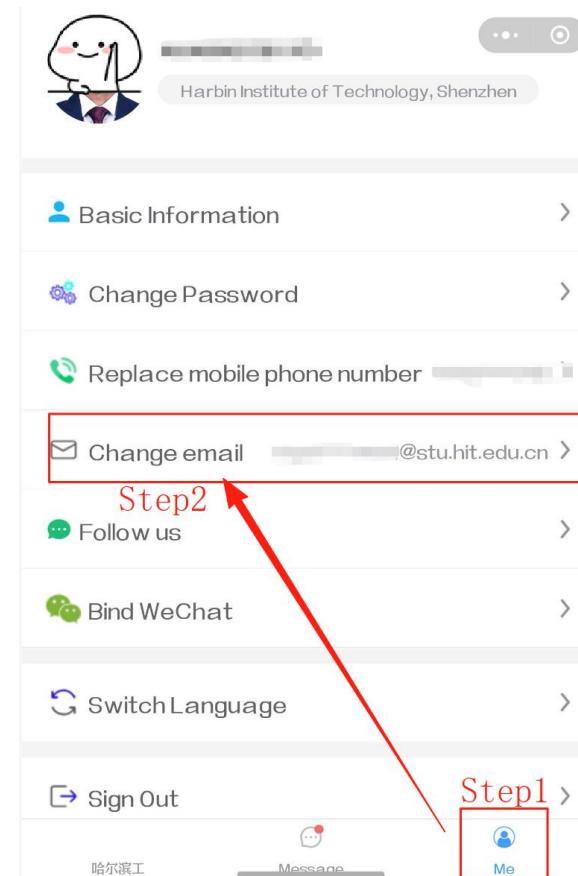


- **Change your own password:**
- After login, a pop-up message will display prompting you to **change your password.**
- Follow the guide to change your login password **immediately**, create and **REMEMBER** it in your own way, as it will be used frequently in the future.



- Bind your **registered email**:
- Replace the system's registered email with your HIT email account:
Student ID@stu.hit.edu.cn
- This step is critical, as all subsequent critical college notifications and official communications will be sent to your HIT email.

Bind Registered Email



A screenshot of the International Student Service System (ISS) "Bind Email" page. The page displays account information: Account ID: 2446635, Account: riyadahamad@stu.hit.edu.cn. It also shows a "Bind Email" button. A red box highlights the "Bind Email" button and is labeled "Step1". Another red box highlights the email input field and is labeled "Step2-1". A third red box highlights the "Get Code" button and is labeled "Step2-2".

Bind Mobile & WeChat

- After changing the password and email, please go to top right and click on **Bind WeChat / Bind mobile phone number** (Picture 1).
- To bind WeChat, follow the instructions on Picture 2.



2 绑定微信 Bind WeChat

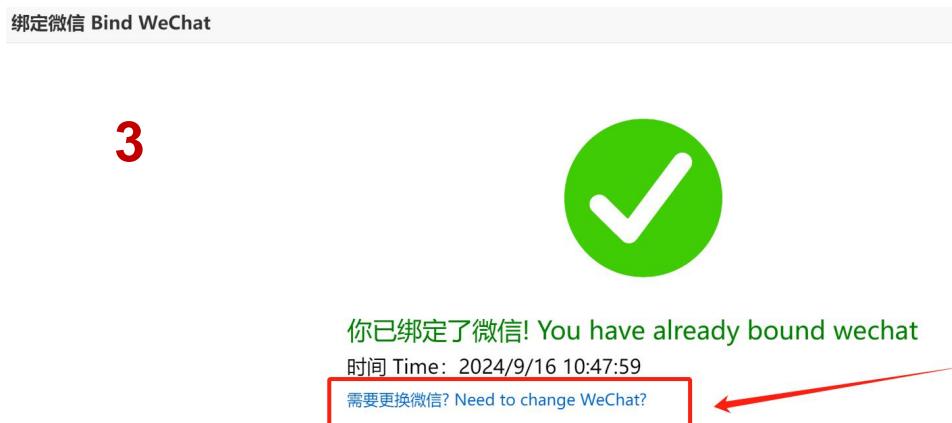
1. 请使用微信扫描此二维码 Please use WeChat to scan this QR code
2. 关注“国际学生管理系统”公众号 Please follow the public account of "International Student Management System"
3. 完成绑定账户 Complete the binding account
4. 以后可微信扫码快速登录 You can quickly log in via WeChat scan code in the future
5. 如果失效, 可以刷新二维码 If failed, you can refresh the QR code

Everyone has a unique QR code. Do not scan other's.

A large QR code is displayed with the text 'SAMPLE DO NOT SCAN' overlaid on it.

Bind Mobile & WeChat

- If you need to change WeChat, follow the instructions on Picture 3 and 4.



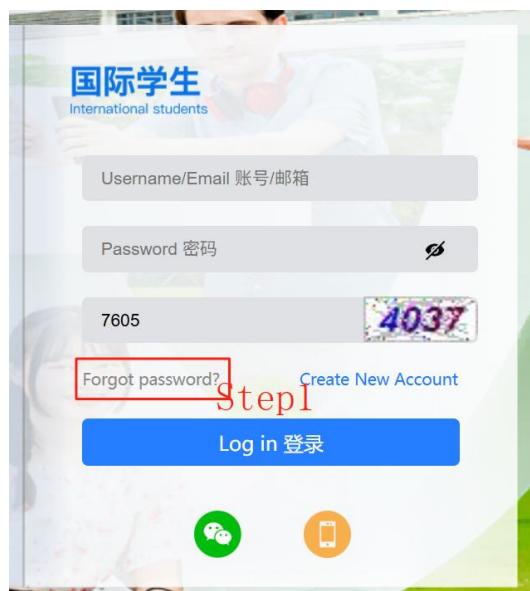
4
hitsz.at0086.cn 显示

你即将更换该账户绑定的微信，这会删除之前的绑定记录，且不可恢复，请确认! You are about to change the wechat bound to this account, which will delete the previous binding record and cannot be recovered. Please confirm!

确定 取消

Retrieve Your Password

- **Retrieve your password:**
- If you **forget** the password that has been changed, you can **retrieve** it:
 - 1. through the **email** registered in the system. (*Student ID@stu.hit.edu.cn*)
 - 2. through the **Chinese mobile phone** via SMS



1

Student Forgotten password

通过邮件找回 Retrieve via email. 通过短信找回 Retrieve via SMS.

电子邮箱 Email* registered email

验证码 Code* verification code

Your verification code will be sent to your registered email

2

Student Forgotten password

通过邮件找回 Retrieve via email. 通过短信找回 Retrieve via SMS.

手机号码 Mobile number* Mobile number

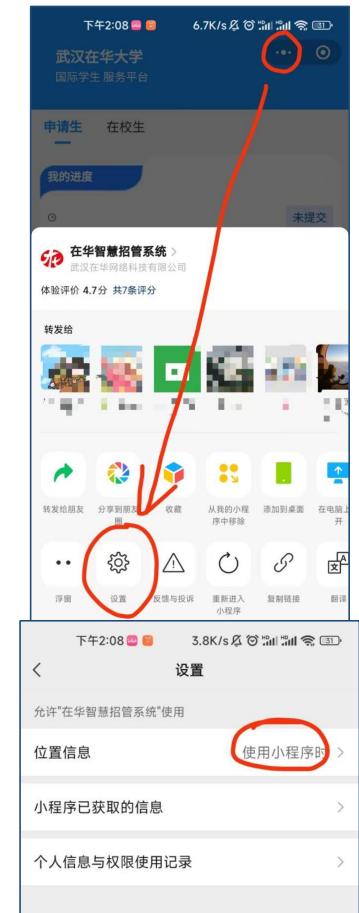
验证码 Code*

Class Attendance

- According to the teacher's requirements for attendance: **sign, roll call, scan class QR code...**
- If the teacher requests to scan the code, please follow the following steps:
 - Step 1: Turn **OFF** your personal VPN.
 - Step 2: **Turn on the “location service”.**
 - Step 3: **Scan the class QR code with your bound WeChat.**

IMPORTANT:

- ① Stand closer, otherwise the QR code cannot be recognized.
- ② Late students (arrive after the class starts) will be considered **ABSENT**.
- ③ If absent due to **sick leave**, a written **leave application with a hospital certificate** must be submitted to your school counsellor **IN ADVANCE**, otherwise it will be invalid.
- ④ If you have completed the sick leave procedures before class, please **wait** for your school counsellor to **modify** your attendance data later.
- ⑤ If you have arrived at the classroom before class but are unable to operate successfully, please **keep the screenshot** and **register your student ID with the course teacher**, and wait for the teacher to **modify** it after class.



Class Attendance

Note 1: The stipend will be disbursed late each month based on the previous month's attendance.
Note 2: High attendance rate(>80%) is stated in your Letter of Guarantee (Residence Permit extension).

考勤查询
Attendance record



考勤信息
Attendance...

[返回 Back](#)

学年 School Year: 2023-2024 学期 Semester: 第一学期 First Semester Q 搜索 Search 重置 Reset

总学时 Course hours: 128 实时缺勤率 Real-time Absence: 14.06% 总缺勤率 Absence: 14.06% 实时出勤率 Real-time attendance rate: 85.94% 总出勤率 Overall attendance rate: 85.94%

学期 Semester	课程 Course	迟到 Late	早退 Leave early	事假 Personal leave	病假 Sick leave	旷课 Skip class	缺勤数 Hours of absence	出勤 Attendance	学时 Course hours	操作 Operation
2023-2024第一学期	数值分析 Numerical Analy...	0	0	0	0		0	32	32	考勤明细 Details
2023-2024第一学期	优化算法 Optimization Alg...	0	0	0	0		0	32	32	考勤明细 Details
2023-2024第一学期	环境化学 Environmental C...	0	0	0	0	10	10	22	32	考勤明细 Details
2023-2024第一学期	分子系统生物学 Molecular Syste...	0	0	0	0	8	8	24	32	考勤明细 Details

All results 4 / 1 page prev 1 next

Class Attendance

- Bottom section explains how the attendance rate is calculated for your reference.
- All classrooms are monitored by cameras. Any late arrival will be classified as **ABSENCE** and this decision can **NOT** be modified.

2023-2024第一学期	优化算法 Optimization Alg...	0	0	0	0		0	32	32	考勤明细 Details
2023-2024第一学期	环境化学 Environmental C...	0	0	0	0	10	10	22	32	考勤明细 Details
2023-2024第一学期	分子系统生物学 Molecular Syst...	0	0	0	0	8	8	24	32	考勤明细 Details

All results 4 / 1 page [prev](#) [1](#) [next](#)

1.实时出勤率 = 出勤/已上课时数 Real-time attendance rate = Attendance / Total class hours

2.总出勤率 = 出勤/课程总课时数 Overall attendance rate = Attendance / Total course hours.

3.迟到早退 事假 1次折算为1次缺勤、 病假 1次折算为1次出勤、 旷课 1次折算为1次缺勤

Late arrival/early departure 3 times equals to 1 absence Leave of absence 1 time equals to 1 absence, Sick leave 1 time equals to 1 attendance, Skip class 1 time equals to 1 absence

Late arrival/early departure, 1 time equals 1 absence

Update Personal Information

- Any alterations in bottom section must be **PROMPTLY UPDATED** in the system; otherwise, this may influence your stipend or the validity of your **RESIDENCE PERMIT**.

The screenshot shows a user interface for managing personal information. At the top, there's a navigation bar with links like IS System, Login-in, Info Update, Attendance, Profile, Holiday Plan, Insurance, Notification, and Finance System. Below the navigation, a main title "Update Personal Information" is displayed in red.

The interface is divided into several sections:

- 综合服务 Other Service**: Includes Visa Reminder, Messages (with 4 notifications), Online Services, Holiday Plan, Targeted Update, FAQs, and VISA AND RESIDENCE...
- 入学考试 Entrance Exam**: Shows an A+ icon.
- 信息更新 Information Update**: This section is highlighted with a red border and a red arrow points to the "Information Update" button. It contains links for Basic information, Off-campus accommodation, HSK information, Bank card information, Residence permit update, and Passport update.

Update Personal Information – Basic Information

- If there are any changes, update it ASAP to avoid missing important notifications.

◆ 基本信息 Basic information

 基本信息
Basic information

照片 Photo*
 上传 Upload

中文名 Chinese Name

婚姻状态 Marital *

国籍 Nationality *

出生地点 Place of Birth *

出生日期 Date of Birth *
 

护照姓 Family Name

护照名 Given Name on Passport*

护照全名 Full Name on Passport*
系统中的全名将用于您的所有证书（包括学位证书），请认真填写，确认无误。
The full name with right sequence in the system will be used in all your certificates (including degree certificate). Please fill in carefully and confirm.

宗教 Religion *

性别 Sex *

Update Personal Information – Basic Information

- If there are any changes, update it ASAP to avoid missing important notifications.



基本信息
Basic information

◆ 联系信息 Essential Information

学生邮箱 Email * Your HIT email

stu.hit.edu.cn

邮编 Zipcode *

5

本国家庭地址 Home Address *

Your Chinese mobile phone number

电话/手机 Mobile/Phone *

18

e. g. 186xxxxxxxx

11 digitals, don't input +86

家庭电话 Home Phone *

+88

◆ 紧急联系人 Emergency Contact *

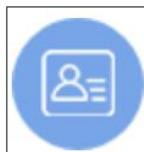
请确保信息真实有效, 以便紧急情况取得联系/Please make sure the contact information is real and correct in case of emergency.

姓名 Name	关系 Relationship	单位名称 Work Place	职业 Occupation	联系电话 Phone/Mobile	联系邮箱 Email	Add 添加

[IS System](#)[Login-in](#)[Info Update](#)[Attendance](#)[Profile](#)[Holiday Plan](#)[Insurance](#)[Notification](#)[Finance System](#)

Update Personal Information – Basic Information

- If there are any changes, update it **ASAP** to avoid missing **important notifications**.



基本信息
Basic information

◆ 家庭成员信息 Family Members *

姓名 Name	关系 Relationship	单位名称 Work Place	职业 Occupation	联系电话 Phone/Mobile	联系邮箱 Email	Add 添加
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◆ 教育背景 Education Background*

学校 School name	学历 Degree	开始时间 Year of attendance (from)	结束时间 Year of attendance (to)	联系人 Contact person	联系电话 Phone or Mobile	联系邮箱 Email	Add 添加
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Update Personal Information – Bank Card Information

IMPORTANT!!!

- Please **DOUBLE-CHECK** your bank details!
- Incorrect info → will greatly **DELAY** your scholarship or stipend!!!

◆ 银行卡信息 Bank Card Information



银行卡信息
Bank card information

注意事项 Notes: The name in IS system must **PRECISELY MATCH** the name in your **BANK ACCOUNT**, including the exact **SEQUENCE** of surname/given name and **IDENTICAL CAPITALIZATION FORMAT** (e.g., ZHANG San vs. Zhang San).

开户人姓名 Account holder's name*

AH [REDACTED]

银行卡号 Bank Account*

623 [REDACTED]

开户银行 Bank name*

平安银行大学城支行

开户护照号 Passport Number of the Holder*

BG [REDACTED]

电话/手机 Mobile/Phone*

18 [REDACTED]

上传银行卡照片 Upload Pic of Debt Card*

上传 Upload



Update Personal Information – Passport

IMPORTANT!!!

➤ Whenever renewed: **UPDATE** your passport information at both **IS SYSTEM AND LOCAL POLICE STATION**. Apply for a **NEW RESIDENCE PERMIT** asap!!!

◆ 护照信息 Passport No

 护照更新
Passport

护照姓 Family Name*	Given Name*
AH [REDACTED]	R [REDACTED]
护照全名 Full Name on Passport*	Passport No.*
AHA [REDACTED] [REDACTED]	B0 [REDACTED]
旧护照号码 Old Passport No.	Passport Start Date *
BN [REDACTED]	20 [REDACTED]
护照到期时间 Expire at *	
20 [REDACTED] [REDACTED]	[Calendar icon]
护照页上传 Passport Page*	
上传 Upload	

[IS System](#)[Login-in](#)[Info Update](#)[Attendance](#)[Profile](#)[Holiday Plan](#)[Insurance](#)[Notification](#)[Finance System](#)

Update Personal Information – Residence Permit

IMPORTANT!!!

➤ After receiving the latest Residence Permit, update the information ASAP!!!



居留许可更新
Residence permit

◆ 居留许可更新 Resident Permit

居留许可类型 Residence Permit Type*

学习类居留许可 Study Residence Permit

签发时间 Issue Time*

2024-01-01

居留许可号码 Residence Permit Number*

100000000000000000

居留许可到期时间 Residence Permit Expiry Date*

2025-12-31

签发地点 Issue Location

广东深圳

居留许可页上传 Upload Residence Permit *

上传 Upload

入境章上传 Upload Page with Entry Stamp*

上传 Upload

Update Personal Information – Off-Campus Accommodation



◆ 校外住宿 Off-campus Accommodation

Only for students don't live in university dormitory.
If you live in university dormitory, you don't need to fill in.

注意事项 Notes:

房东姓名 Landlord Name*

房东联系电话 Landlord's Contact Number *

住宿地址 Accommodation Address *

房东身份证号 Landlord ID Number

联系电话 Contact Number*

校外住宿合同 Off-campus Accommodation Contract*

上传 Upload

[IS System](#)[Login-in](#)[Info Update](#)[Attendance](#)[Profile](#)[Holiday Plan](#)[Insurance](#)[Notification](#)[Finance System](#)

Update Personal Information – HSK information



If you have an HSK certificate.

◆ HSK信息 HSK Information

汉语水平 Chinese Levels*

None

当前HSK分数 Current HSK Score*

HSK score

HSK证书编号 HSK No*

Name of Chinese Learning Institution

学习汉语开始时间 Start Time of Learning Chinese

Start time of learning Chinese

汉语教师是否为中国国籍 Whether the Chinese Teacher is Chinese Nationality

No

HSK证书 HSK Certificate*

上传 Upload

当前HSK等级 Current HSK Level *

无

HSKK成绩 HSKK Score

HSKK

HSK考试时间 HSK Test Date*

HSK Test Date



学习汉语结束时间 End Time of Learning Chinese

End time of learning Chinese



汉语学习机构名称 Name of Chinese Learning Institution

Name of Chinese Learning Institution

Report Holiday Plan

- Report your holiday plans before the following holidays:
Chinese National Day, Winter Vacation, International Labor Day, Summer Vacation

综合服务
Other Service



签证提醒
Visa Reminder



消息
Messages



在线办事
Online Services



信息更新
Information Update



入学考试
Entrance Exam



假期去向
Holiday Plan



定向更新
Targeted Update



常见问题
FAQs



外国人签证证件申请表
VISA AND RESIDENCE...

假期去向
Holiday Destination

返回 Back

名称 Name	学年学期 Academic Year OR Semester	开始日期 Starting Date	截止日期 Deadline Date	操作 Operation
2024-2025学年夏季学期及暑假 Summer Semester & Summer Vacation of 2024-2025 Academic Year	2024-2025 第二学期 Second Semester	2025-06-20	2025-08-23	上报 Report

[IS System](#)[Login-in](#)[Info Update](#)[Attendance](#)[Profile](#)[Holiday Plan](#)[Insurance](#)[Notification](#)[Finance System](#)

Insurance Information

我的档案 My Profile



个人信息
Personal Information



专业信息
My major



保险记录
Insurance Record

保险记录 Insurance Record

[返回 Back](#)

保险公司名称 Insurance Company ...	险种名称 Policy Name	保单号码 Policy Number	有效期限 Valid Period	保险金额 Insurance A...	保险生效时间 Policy Effective Date	保险结束时间 Policy Expiry Date	保险公司联系方式 Insurance Company Con...	保单状态 Policy Status
联华保险						2023-10-01		已缴费 Premium Paid
联华保险		██████████6	↑			2024-09-30		已承保 Policy Issued

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Critical Messages Check

综合服务 Other Service



签证提醒
Visa Reminder



消息
Messages



在线办事
Online Services



信息更新
Information Update



入学考试
Entrance Exam



假期去向
Holiday Plan



定向更新
Targeted Update



常见问题
FAQs



外国人签证证件申请表
VISA AND RESIDENCE...

消息 Messages

返回 Back

收件箱 Inbox

发件箱 Outbox

关键字 Keyword:

名称、详细内容

搜索 Search

标题 Subject	消息类型 Message type	发送人 Sender	发送时间 Time	操作 Operation
Residence Permit Extension	站内信	哈尔滨工业大学 (深圳)	2025-06-09 17:13	回复 Reply
● Residence Permit Extension	邮箱	哈尔滨工业大学 (深圳)	2025-06-09 17:13	详情 Details
IMPORTANT NOTICE	站内信	哈尔滨工业大学 (深圳)	2025-05-30 15:39	回复 Reply
● IMPORTANT NOTICE	邮箱	哈尔滨工业大学 (深圳)	2025-05-30 15:39	详情 Details
INSURANCE ALERT	站内信	哈尔滨工业大学 (深圳)	2025-05-30 10:47	回复 Reply
● INSURANCE ALERT	邮箱	哈尔滨工业大学 (深圳)	2025-05-30 10:47	详情 Details

Personal Information Maintenance in University Finance System

IMPORTANT!!!

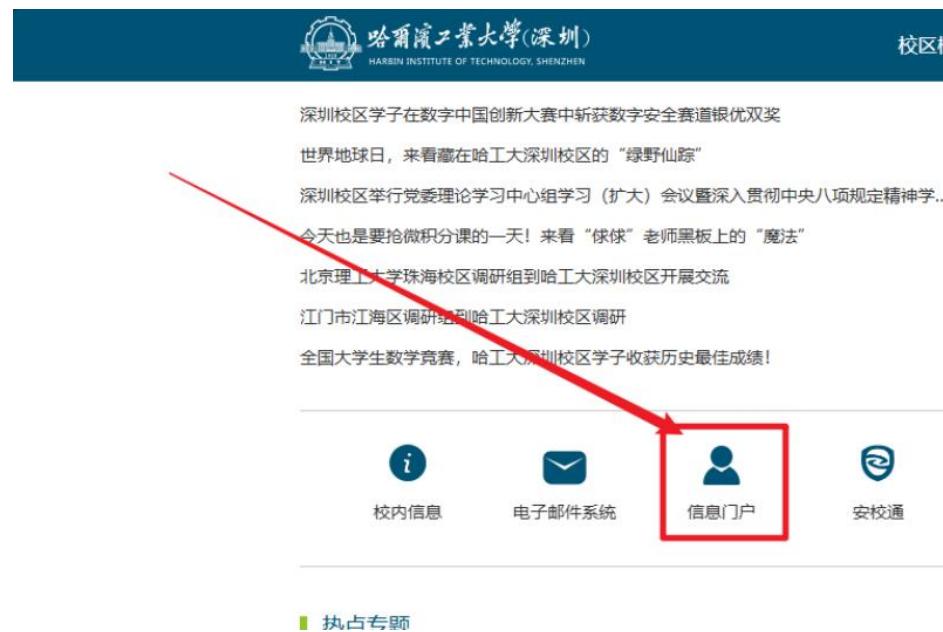
- Please **DOUBLE-CHECK** your bank details!
- Incorrect info → will greatly **DELAY** your scholarship or stipend!!!

Step1:

Access the "Harbin Institute of Technology, Shenzhen Information Portal."

<https://www.hitsz.edu.cn/index.html>

Note: for the initial setup, data is imported uniformly by the finance department. Only if card numbers change will there be a need for manual maintenance.



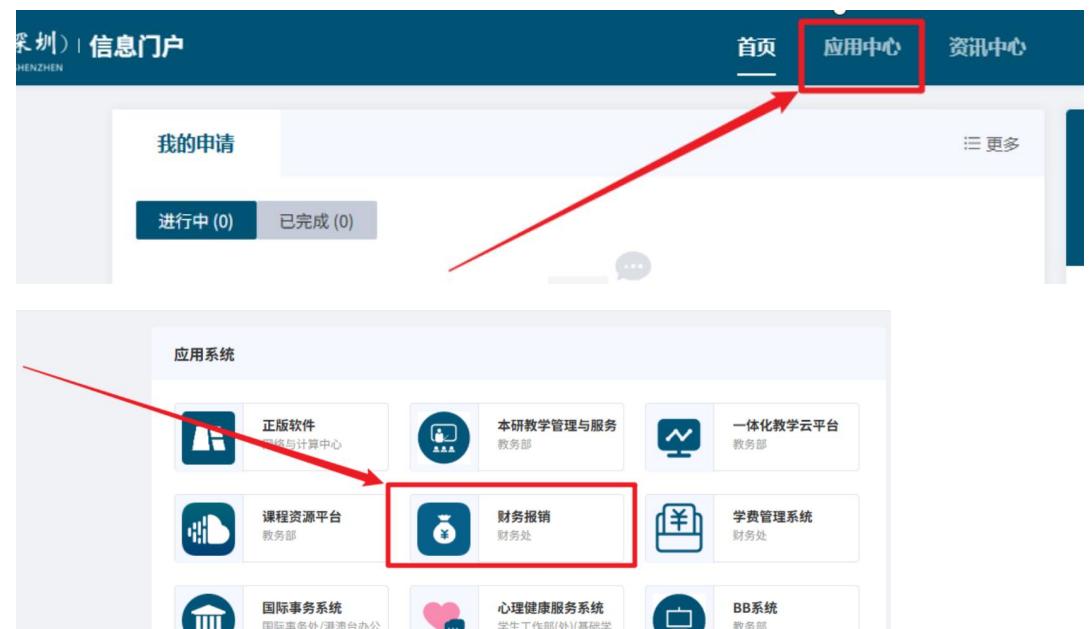
Personal Information Maintenance in University Finance System

IMPORTANT!!!

- Please **DOUBLE-CHECK** your bank details!
- Incorrect info → will greatly **DELAY** your scholarship or stipend!!!

Step 2:

Select "Application Center", then locate "Financial Reimbursement" module.



Personal Information Maintenance in University Finance System

IMPORTANT!!!

- Please **DOUBLE-CHECK** your bank details!
- Incorrect info → will greatly **DELAY** your scholarship or stipend!!!

Step 3:

Select "Online Reimbursement Submission"



Personal Information Maintenance in University Finance System

IMPORTANT!!!

- Please **DOUBLE-CHECK** your bank details!
- Incorrect info → will greatly **DELAY** your scholarship or stipend!!!

Step 4:

Click “Remuneration Information Maintenance” (1), then Modify Personal (Remuneration) Card Number(2).



Personal Information Maintenance in University Finance System

IMPORTANT!!!

- Please **DOUBLE-CHECK** your bank details!
- Incorrect info → will greatly **DELAY** your scholarship or stipend!!!

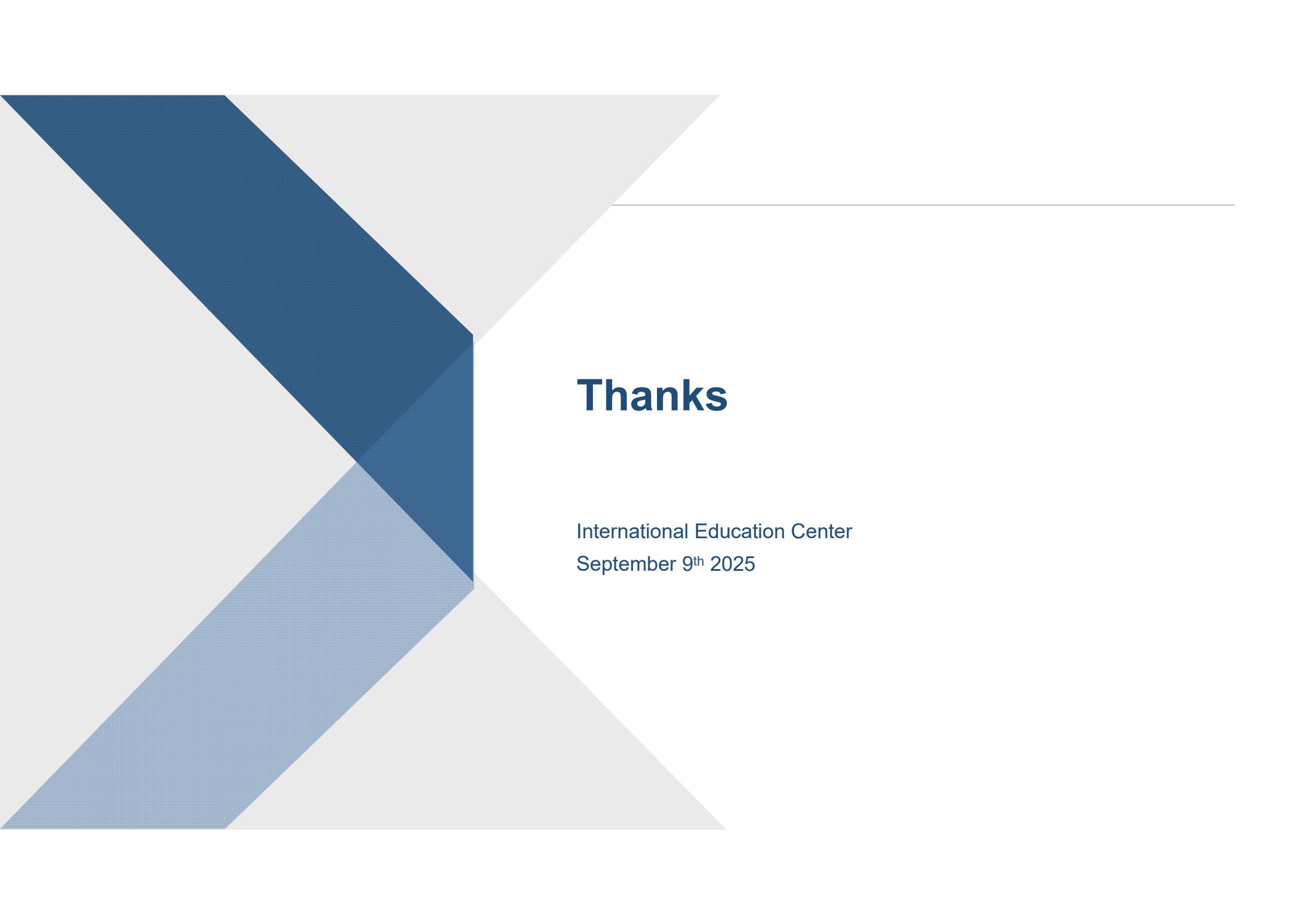
Step 5:

Complete the required fields accordingly.



卡号修改	
卡类型	平安银行卡
老卡号	[Redacted]
新账号名称(姓名)	
*新卡号	
开户行	
附件	<input type="button" value="上传附件"/>

提交审核 | 返回



A large, abstract graphic element occupies the left side of the slide. It consists of several overlapping triangles. A dark blue triangle is at the top left, followed by a light grey triangle above it. Below these is a larger, lighter blue triangle with a fine grid pattern. The entire graphic is set against a white background.

Thanks

International Education Center
September 9th 2025