
ITSC NOTICE

To : All Users
From : Information Technology Services Centre
Date : 7 February 2024

Launch of New ITSC / Library Helpdesk System

Dear All Colleagues and Students,

We are excited to announce the launch of our new ITSC / Library Helpdesk System to handle your enquiries, service requests, problem and incident reports on both ITSC and Library services in one go. To ensure a smooth transition and maximize the benefits of this system, we would like to invite all staff and students to participate in the upcoming user training sessions.

The new ITSC / Library helpdesk system is a result of our commitment to continuously improve the technology infrastructure at our University. It offers several key features that will enhance your experience when seeking technical assistance:

1. Improved Ticketing System: The new system provides a more efficient and user-friendly ticketing system, allowing you to easily submit and track your ITSC / Library support requests.
2. Self-Service Portal: You will have access to a self-service portal, where you can track the status of your requests and enquiries, find helpful resources, user guides and knowledge base articles to troubleshoot common issues independently.
3. Mobile App: The new system supports mobile app, enabling you to have instant communications with our supporting team for quick assistance.

Briefing of New ITSC / Library Helpdesk System

To ensure that you are well-equipped to utilize the new Helpdesk system effectively, we have scheduled two identical user training sessions on the basics of the system, including:

- how to submit support tickets,
- how to navigate the self-service portal, and
- how to make the most of the service request feature.

Attending the training will empower you to take full advantage of the system features and capabilities.

Session 1 :

Date and Time: 9 February 2024 (Monday) 2:30 p.m. – 4:00 p.m.
Venue (Face-to-face): MB202
Zoom Webinar: https://lingnan.zoom.us/webinar/register/WN_Snw-zuFaQomqQqTf-OmFUQ
Registration: <https://www.ln.edu.hk/sys/regbuilder/registration/itsc-itsm-user-01>
Medium of Instruction: English

Session 2 :

Date and Time: 21 February 2024 (Wednesday) 10:00 a.m. – 11:30 a.m.
Venue (Face-to-face): MB202
Zoom Webinar: https://lingnan.zoom.us/webinar/register/WN_zaHDegjUR1iM5SIFvKAPsw
Registration: <https://www.ln.edu.hk/sys/regbuilder/registration/itsc-itsm-user-02>
Medium of Instruction: English

We appreciate your cooperation and support in this transition. Our supporting teams are committed to providing you with the best possible technology services, and we believe that this new system will greatly enhance your experience.

If you have any questions or need further assistance, please do not hesitate to contact our IT helpdesk at

- Email: itsc@ln.edu.hk
- In-person: ITSC Service Counter, MB402, Patrick Lee Wan Keung Academic Building

Best regards,

Dr. Louisa Lam

Chief Information Officer and University Librarian